**Questionnaire (Expectations)**

Directions:

Based on your experiences as a medical/dental /pharmaceutical/.... student, please think about the kind of education and educational services that deliver excellent quality education. Think about the kind of education and educational services that satisfy your expectation, please indicate to what extent a quality education should have the feature described by each following statement.

If you feel a feature is absolutely essential for an excellent education you have in mind, choose “7: strongly agree”. if you feel a feature is not at all essential for an excellent education, choose “1: strongly disagree”. If your feelings are less strong choose one of the numbers in the middle. There are no right or wrong answers; all we are interested in is a number that truly reflects your feelings about the kind of education you think of as excellent.

1-7 Likert's type scale

[(1) Strongly Disagree; (2} Disagree; (3) Somewhat Disagree; (4) Neither Agree nor Disagree; (5) Somewhat Agree; (6) Agree; (7) Strongly Agree)]

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| --- | --- | --- | --- |
| **Dimension** | **No** | **SERVQUAL item** | **Scale (1-7)** |
| **Tangibility** | **1** | My university has advanced and modern teaching and IT facilities |  |
| **2** | My university has an appealing physical appearance of buildings and classrooms |  |
| **3** | Faculty and other staff at my university are of professional character |  |
| **4** | My university provides interesting and easy-to-understand learning materials |  |
| **Reliability** | **5** | Academics provide fair and consistent assessments of students' work |  |
| **6** | My university has the sincere intention to solve students' problem |  |
| **7** | My university fulfills students’ requirements at the right time |  |
| **8** | My university fulfills its commitments/promises to students |  |
| **9** | My university promotes error-free records and documentation |  |
| **Responsiveness** | **10** | My university provides accurate information for educational services e.g., timetables, meetings and events, assignments, exam results, etc. |  |
| **11** | My university provides prompt response/feedback to students |  |
| **12** | Staff at my university are willing to provide academic assistance to students when needed |  |
| **13** | Staff at my university are willing to help students improve their personal and communication skills |  |
| **Assurance** | **14** | Students are given the professional skills they require for good academic performance and for future employment  |  |
| **15** | I am confident that the money I spent on the degree is worth the quality of education service offered  |  |
| **16** | My university offers various support services to foreign students  |  |
| **17** | Academics at my university are knowledgeable on students' subjects of study  |  |
| **Empathy** | **18** | Staff at my university understand the range of specific challenges facing foreign students  |  |
| **19** | My university has convenient opening hours which are well publicized  |  |
| **20** | My university provides emergency services to foreign students |  |
| **21** | My university gives tailored advice to foreign students upon arrival on matters inside and outside university life |  |
| **22** | Staff at my university understand the specific needs of foreign students  |  |