SERVQUAL Questionnaire (**perception**)

Directions:

The following set of statements are related to your feelings about the University of Medical Sciences you are studying. Please indicate the extent to which you believe your university has the feature described by each following statement Choose “7: strongly agree” If you feel that you strongly agree that your university has that feature. Choosing "1" means that you strongly disagree. You may also choose any number between "1" and "7" to show how your feelings are. There are no right or wrong answers; all we are interested in is a number that best shows your perception of your university. All data would be treated as confidential.

1-7 Likert's type scale.

Strongly Disagree; (2) Disagree; (3) Somewhat Disagree; (4) Neither Agree Nor Disagree; (5); Somewhat Agree; (6) Agree; (7) Strongly Agree

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |  |