

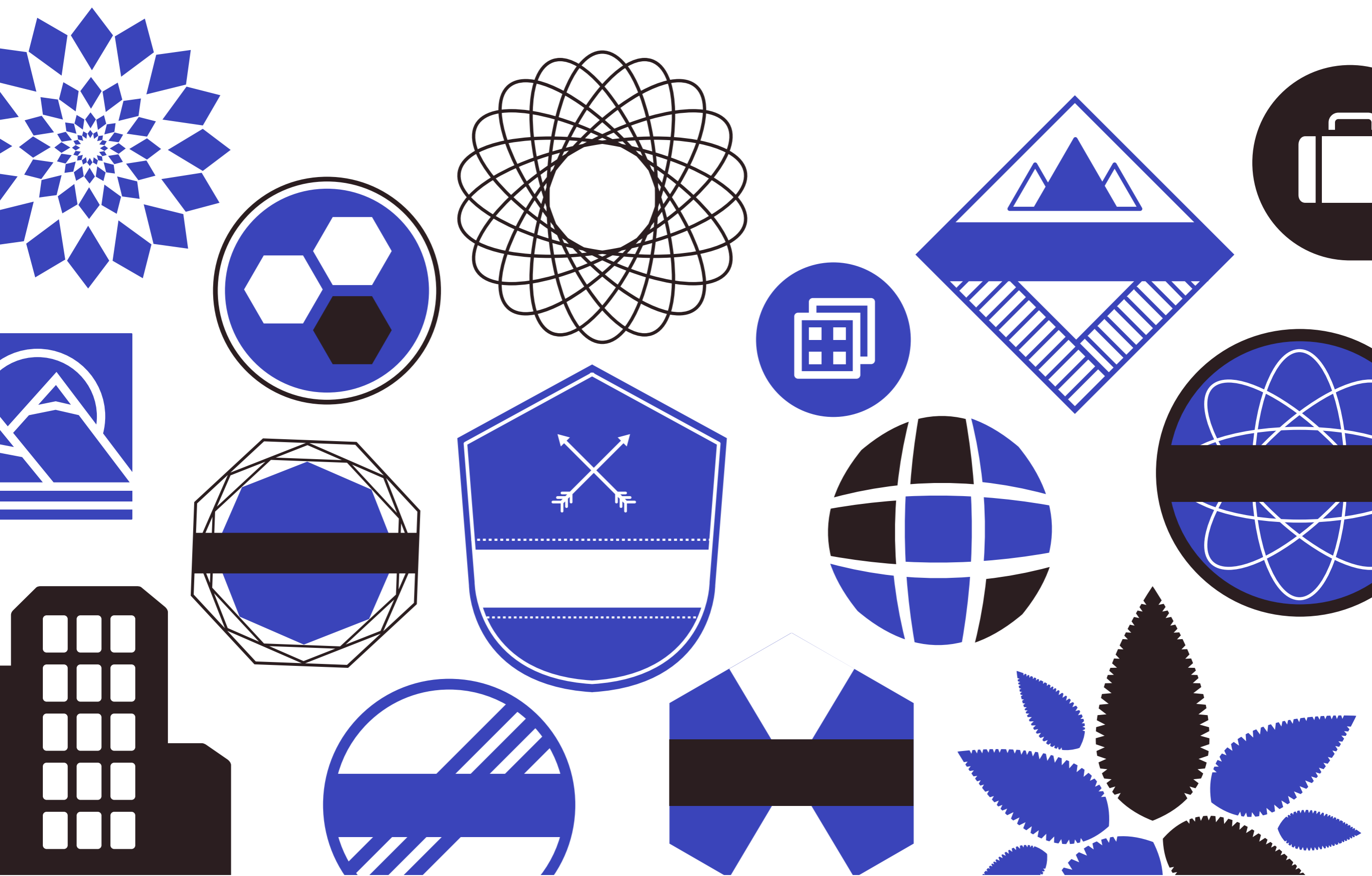


Mahidol University  
International College

# A REPORT ON MUIC GRADUATES SURVEY

**Academic Year 2016-2017**

ACADEMIC STRATEGY UNIT  
STRATEGY AND ACADEMIC DEVELOPMENT GROUP  
THE OFFICE OF ACADEMIC AFFAIRS AND RESEARCH



# PREFACE

A report on graduates survey for the academic year 2016-2017 is an annual report of graduates' perceptions regarding their educational experience and its impact on graduates' development at Mahidol University International College (MUIC). The survey which covered a variety of issues related to curriculum objectives, structure, content, student's qualifications, program's lecturers, advisor's qualifications, support services, course management, student affairs and student development, course measurement and evaluations, program achievement, program's quality assurance, and multi-cultural experience.

Findings and suggestions from the survey are disseminated to MUIC executives and division chairs for developing an appropriate action plan. Valuable insights were obtained and used to produce qualified graduates who will contribute to the development of the society.

Suggestions or recommendations to improve the report in the future are welcomed and highly appreciated.

Academic Strategy Unit  
Strategy and Academic Development Group  
The Office of Academic Affairs and Research

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# CHAPTER I

## *Introduction*

### **Rationale:**

To understand clearly about graduates' perceptions on MUIC experiences, a survey can serve as a tool to obtain information for improving the college's understanding of the level of graduates' satisfaction and dissatisfaction with the several factors. It is necessary for the college to develop curricula and instruction to be more effective and responsive to student expectations and satisfy the needs of a changing marketplace and society.

Therefore, the Strategy and Academic Development Section administered the Graduates Survey for the Academic Year 2016-2017 to obtain valuable information related to the perception of the MUIC graduates learning experience including the programs, support and academic services, and experience impacting graduates' development, etc.

In addition, the implications of this survey is a part of the quality assurance program to enable MUIC to formulate and implement strategies to maintain the strength in the overall success of the students.

### **Objectives:**

1. To know the graduates' opinion level on the overall experiences at MUIC for the academic year 2016-2017.
2. To identify the factors that will help MUIC to maintain and increase the satisfaction of graduates.

### **Scope of the Study:**

The survey assessed the level of MUIC graduates' opinion on the MUIC experiences for the academic year 2016-2017. The collected data was analyzed and compared across various programs.

## Expectations:

1. Knowledge of the graduates' opinion level on the MUIC experiences for the academic year 2016-2017.
2. Identification of the factors encouraging the graduates to maintain and increase the graduates' satisfaction and willingness to recommend others to study at MUIC.

## Keywords:

AM	Applied Mathematics Program
AP	Animation Production Program
BA	Business Administration Division
BE	Business Economics Program
BI	Biological Science Program
CD	Communication Design Program
CH	Chemistry Program
CI	Computer Engineering Program
CS	Computer Science Program
EN	Environment Science Program
FAA	Fine and Applied Arts Division
FP	Film Production Program
FS	Food Science and Technology Program
IS	Information Systems Program
MF	Finance Program
MI	International Business Program
MK	Marketing Program
PY	Physics Program
SCI	Science Division
SS	Social Science Program
TH	Tourism and Hospitality Management Program
THM	Tourism and Hospitality Management Division
TP	Television Production Program
The graduate	A person who has graduated from Mahidol University International College (MUIC) in the Academic Year 2016-2017
The opinion	The thoughts or beliefs that graduates have
The satisfaction	A pleasant feeling which the graduate receives during his/her studies at Mahidol University International College (MUIC)



## CHAPTER II

### *Research Method*

#### Population:

The population consisted of 763 students who registered for graduation in the academic year 2016-2017. Approximately 755 of these students completed and returned the survey.

#### Tool:

The tool of this survey was a questionnaire that was adapted from the survey developed by the Division of Education Administration, Mahidol University (แบบสอบถามความพึงพอใจหลักสูตร) and was translated from Thai to English. The questionnaire was divided into 4 parts as follows:

- Part 1 is *Respondent's Profile*: Program/ Major, Cumulative GPA, and Gender.
- Part 2 is *Evaluation of the MUIC Curriculum*:
  - Curriculum Objectives
  - Curriculum Structure
  - Curriculum Content
  - Student's Qualifications
  - Program's Lecturers
  - Advisor's Qualifications
  - Support Services (Educational Materials, Textbooks, Buildings, and Sites)
  - Course Management
  - Student Affairs & Student Development
  - Course Measurement & Evaluations
  - Program Achievement
  - Program's Quality Assurance
  - Multi-cultural experience
- Part 3 is *MUIC Experience Impacting Graduates' Development* including Skills, and Contribution to Personal Development.
- Part 4 is *Willingness to Attend and to Recommend Others to Study at MUIC*:
  - The willingness to attend MUIC if the graduates had to make a college choice all over again
  - The willingness to recommend others to study at MUIC
  - Additional comments or suggestions

### Data Collection and Analysis:

1. Questionnaires of Graduate Survey for the Academic Year 2016-2017 were distributed to all students who registered for graduation in the Academic Year 2016-2017 at the Office of Academic Affairs and Research.
2. The graduates completed the questionnaires and returned them to the Academic Strategy Unit, the Office of Academic Affairs and Research.
3. The collected data was coded and analyze by using SPSS program to obtain Descriptive Statistics including frequencies, percentages, means, and standard deviations.
4. Additional comments and suggestions were reported.

# CHAPTER III

## *Results*

The results of the Graduate Survey for the academic year 2016-2017 are divided into five parts:

### **Part I: General Information**

- 1.1 Graduates in the Academic Year 2016-2017 and Survey Responses
- 1.2 Gender of the Graduates
- 1.3 Cumulative GPA

### **Part II: Evaluation of MUIC Curriculum**

- 2.1 Curriculum Objectives
- 2.2 Curriculum Structure
- 2.3 Curriculum Content
- 2.4 Student's Qualifications
- 2.5 Program's Lecturers
- 2.6 Advisor's Qualifications
- 2.7 Support Services
- 2.8 Course Management
- 2.9 Student Affairs & Student Development
- 2.10 Course Measurement & Evaluations
- 2.11 Program Achievement
- 2.12 Program's Quality Assurance
- 2.13 Multi-cultural Experience

### **Part III: MUIC Experience Impacting Graduates' Development**

- 3.1 Skills
- 3.2 Contribution to Personal Development

### **Part IV: Willingness to Attend and to Recommend Others to Study at MUIC**

- 4.1 Willingness to attend MUIC if the graduates had to make a college choice over again
- 4.2 Willingness to recommend others to study at MUIC
- 4.3 Additional comments or suggestions

## Part I: General Information

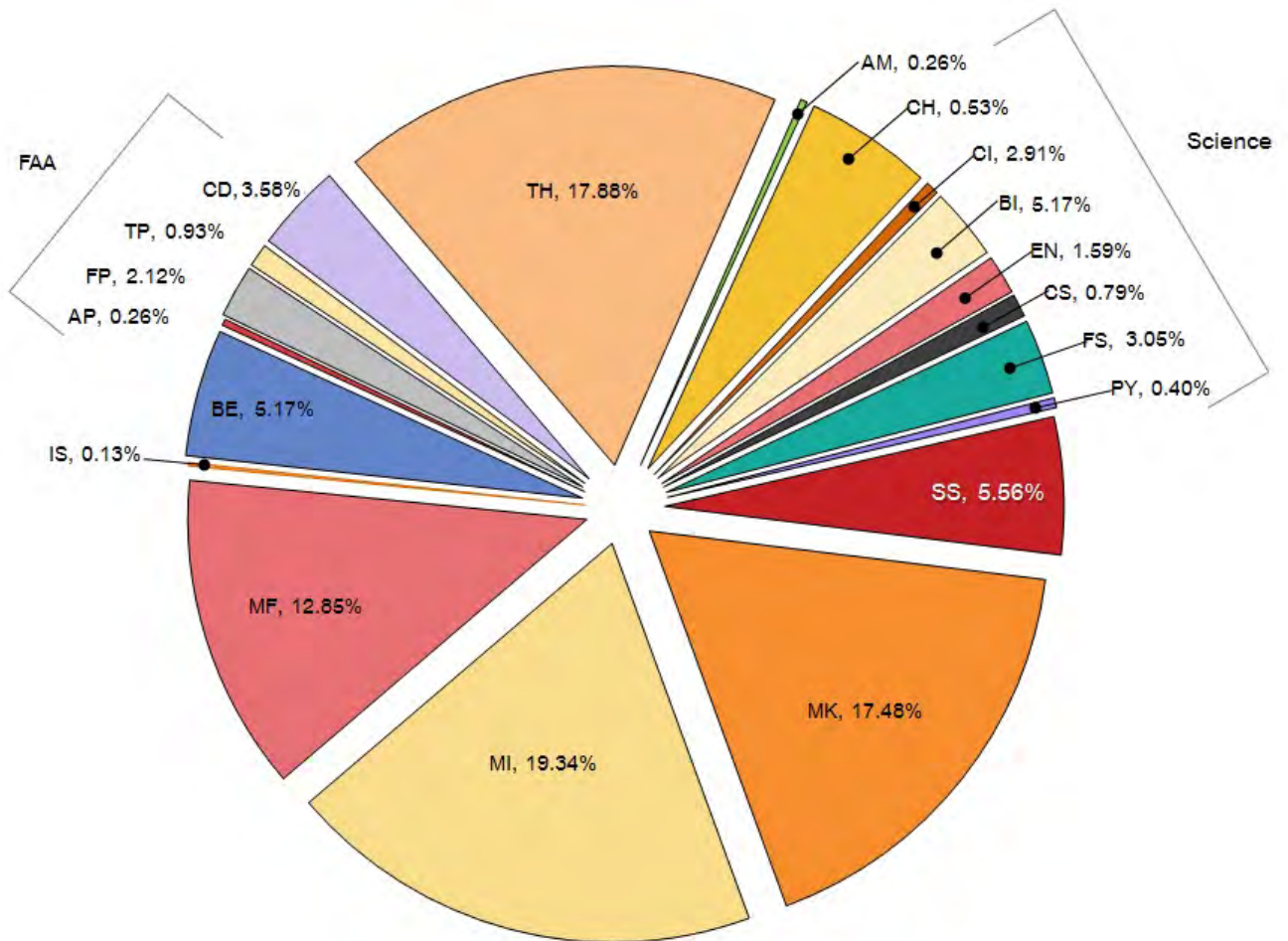
Out of the total 763 graduates, 755 graduates completed and returned the questionnaire to the Office of Academic Affairs and Research, representing a response rate of 98.95%.

### ❖ Graduates in the Academic Year 2016-2017 and Survey Responses

Table 1: Graduates and Survey Responses by Program

Program	➤ Graduates		➤ Survey Response	
	N	%	N	%
International Business	146	19.13%	146	19.34%
Tourism and Hospitality Management	136	17.82%	135	17.88%
Marketing	132	17.30%	132	17.48%
Finance	101	13.24%	97	12.85%
Social Science	42	5.50%	42	5.56%
Business Economics	40	5.24%	39	5.17%
Biological Sciences	39	5.11%	39	5.17%
Communication Design	27	3.54%	27	3.58%
Food Science and Technology	23	3.01%	23	3.05%
Computer Engineering	23	3.01%	22	2.91%
Film Production	16	2.10%	16	2.12%
Environmental Science	12	1.57%	12	1.59%
Television Production	7	0.92%	7	0.93%
Computer Science	6	0.79%	6	0.79%
Chemistry	5	0.66%	4	0.53%
Physics	3	0.39%	3	0.40%
Applied Mathematics	2	0.26%	2	0.26%
Animation Production	2	0.26%	2	0.26%
Information Systems	1	0.13%	1	0.13%
<b>Total</b>	<b>763</b>	<b>100%</b>	<b>755</b>	<b>100%</b>

Figure 1: Percentage of Survey Responses by Program



❖ **Genders of the Graduates**

Table 2: Survey Responses by Genders

Gender	N	%
Female	433	57.35%
Male	315	41.72%
No Answers	7	0.93%
<b>Total</b>	<b>755</b>	<b>100%</b>

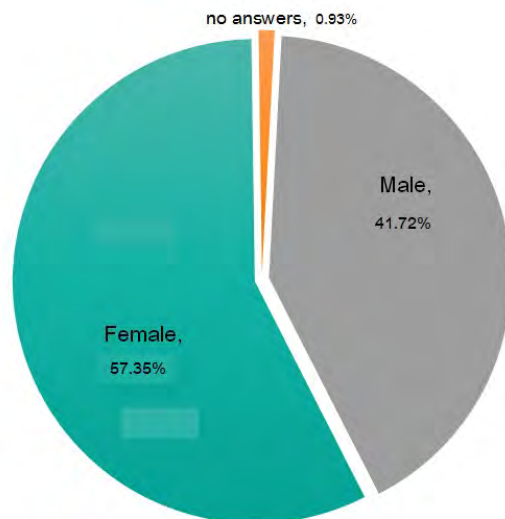


Figure 2: Percentage of Survey Response by Genders

## ❖ Cumulative GPA

Table 3: Comparison of Cumulative GPAs (3 Academic Years)

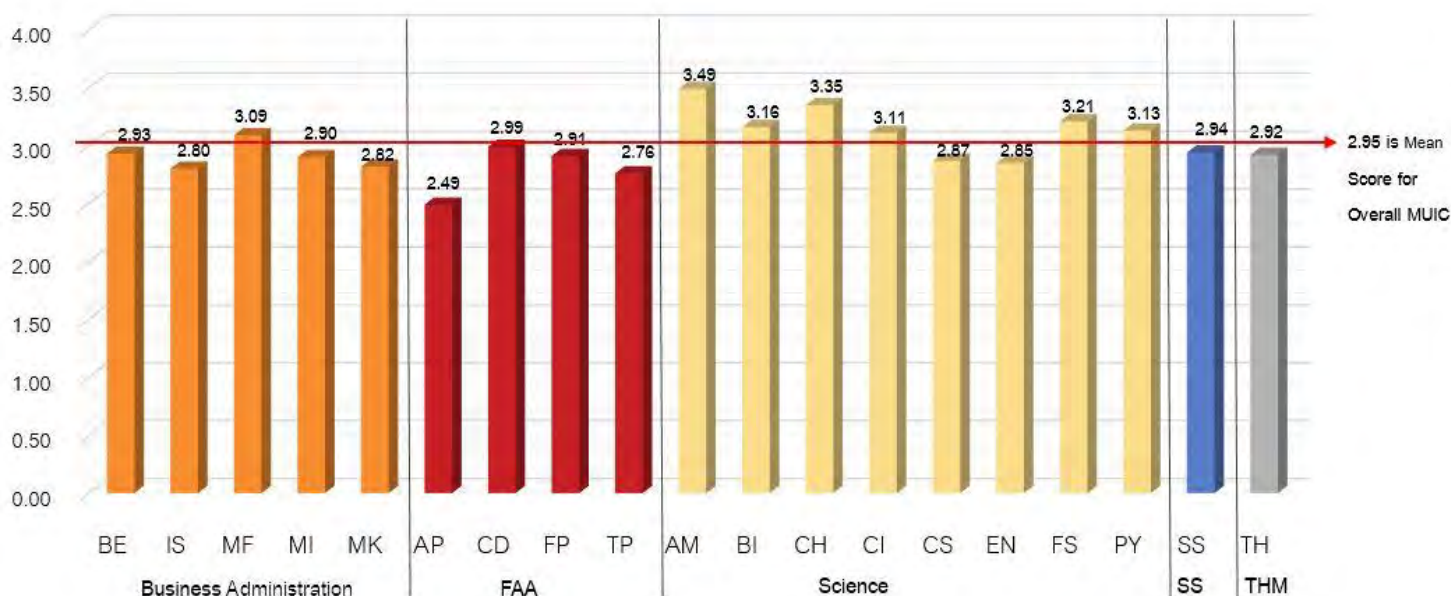
Division	Program	Academic Year 2016-2017					Academic Year 2015-2016					Academic Year 2014-2015				
		<i>N</i>	<i>Min</i>	<i>Max</i>	<i>M</i>	<i>SD</i>	<i>N</i>	<i>Min</i>	<i>Max</i>	<i>M</i>	<i>SD</i>	<i>N</i>	<i>Min</i>	<i>Max</i>	<i>M</i>	<i>SD</i>
BA	BE	38	2.14	3.76	2.93	0.41	31	2.24	3.92	3.09	0.47	27	2.12	3.86	3.02	0.49
	IS	1	2.80	2.80	2.80	0.00	9	2.30	3.50	2.95	0.36	5	2.50	3.51	3.03	0.45
	MF	92	2.20	3.89	3.09	0.45	76	2.30	3.87	3.14	0.39	85	2.10	3.88	3.08	0.36
	MI	138	2.03	3.96	2.90	0.48	130	2.07	3.95	2.92	0.41	114	2.15	3.75	2.88	0.38
	MK	126	2.06	3.82	2.82	0.42	74	2.18	3.67	2.77	0.38	67	2.20	3.60	2.90	0.38
FAA	CD	27	2.04	3.76	2.99	0.42	23	2.25	3.68	3.01	0.41	16	2.50	3.73	3.08	0.36
	EM	22	2.02	3.11	2.49	0.40	19	2.43	3.70	3.02	0.33	34	2.29	3.76	3.29	0.32
SCI	AM	2	3.12	3.85	3.49	0.52	5	3.29	3.88	3.52	0.25	5	3.21	3.63	3.43	0.19
	BI	37	2.00	3.97	3.16	0.45	35	2.35	3.88	3.21	0.44	33	2.00	3.84	3.16	0.46
	CH	3	2.85	3.65	3.35	0.44	7	2.44	3.51	3.13	0.44	9	2.88	3.88	3.29	0.36
	CI	21	2.00	3.93	3.11	0.51	15	2.26	3.58	2.94	0.40	18	2.19	3.80	2.95	0.56
	CS	7	2.00	3.69	2.87	0.53	10	2.30	3.77	2.98	0.43	10	2.75	3.88	3.20	0.38
	EN	11	2.00	3.72	2.85	0.47	10	2.85	3.67	3.16	0.26	1	2.88	2.88	2.88	.
	FS	20	2.29	3.85	3.21	0.46	16	2.58	3.64	3.10	0.32	7	2.90	3.80	3.26	0.33
	PY	3	2.63	3.52	3.13	0.46	3	2.78	3.14	3.02	0.21	1	2.30	2.30	2.30	.
SS	SS	38	2.03	3.82	2.94	0.45	36	2.30	3.87	3.11	0.37	22	2.26	3.94	3.12	0.50
THM	TH	132	2.20	3.81	2.92	0.37	105	2.22	4.00	2.99	0.35	107	2.00	3.81	2.94	0.40
Overall MUIC		718	2.00	3.97	2.95	0.44	604	2.07	4.00	3.02	0.41	546	2.00	3.94	3.00	0.41

\* In the Academic Year 2016-2017, there were 38 out of 755 returned questionnaires on which the Cumulative GPA was not mentioned.

**Mean Scores for Cumulative GPA by Program**  
[Ranked from highest to lowest]

Program	<i>M</i>	<i>SD</i>
- Applied Mathematics	3.49	0.52
- Chemistry	3.35	0.44
- Food Science and Technology	3.21	0.46
- Biological Science	3.16	0.45
- Physics	3.13	0.46
- Computer Engineering	3.11	0.51
- Finance	3.09	0.45
- Communication Design	2.99	0.42
- Social Science	2.94	0.45
- Business Economics	2.93	0.41
- Tourism and Hospitality Management	2.92	0.37
- Film Production	2.91	0.34
- International Business	2.90	0.48
- Computer Science	2.87	0.53
- Environmental Science	2.85	0.47
- Marketing	2.82	0.42
- Information Systems	2.80	0.00
- Television Production	2.76	0.27
<b>Average Rating Score</b>	<b>2.95</b>	<b>0.44</b>

Figure 3: Comparison of Mean Scores of Cumulative GPA by Program



## Part II: Evaluation of MUIC Curriculum

### 1. Curriculum Objectives

Likert scale of 1-5: (5) =Strongly Agree, (4) =Agree, (3) =Neutral, (2) =Disagree, and (1) =Strongly Disagree

#### Business Administration Division

Curriculum Objectives	Opinion Level									
	BE (N=39)		IS (N=1)		MF (N=97)		MI (N=146)		MK (N=132)	
	M	SD	M	SD	M	SD	M	SD	M	SD
1. Have the knowledge and ability up to and beyond international standards in business.	3.95	0.61	3.00	0.00	3.98	0.65	4.17	0.60	4.10	0.59
2. Can function as highly competent businesspersons using both their technical knowledge in information systems, enhanced analytical skills and their general liberal arts background for the betterment of all humankind.	3.92	0.63	4.00	0.00	3.89	0.75	4.26	0.65	4.23	0.60
3. Have a well-developed ability to effectively use English and the knowledge they have gained in university, outside Thailand and/or in an international business context.	4.18	0.73	3.00	0.00	3.94	0.71	4.04	0.74	4.15	0.65
4. Are able to apply their general knowledge in order to work effectively in an increasingly globalized world, and to work and live harmoniously with people of diverse origins.	3.95	0.73	-	-	3.93	0.88	4.11	0.72	4.16	0.66
5. Have ethical and socially responsible minds, and the ability to choose the most ethical action in sensitive circumstances.	4.11	0.69	-	-	4.00	0.78	4.03	0.64	4.26	0.73
<b>Average Score</b>	<b>4.02</b>	<b>0.68</b>	<b>3.33</b>	<b>0.00</b>	<b>3.95</b>	<b>0.75</b>	<b>4.12</b>	<b>0.67</b>	<b>4.18</b>	<b>0.65</b>



## Animation Production/ Film Production/ Television Production

Curriculum Objectives	Opinion Level					
	AP (N=2)		FP (N=16)		TP (N=7)	
	M	SD	M	SD	M	SD
1. Have the knowledge and ability to function up to international standards in Television Production/Film Production/Animation Production.	3.00	0.00	3.94	0.77	3.86	0.69
2. Have a well-developed ability to effectively use English in a university setting outside Thailand and / or in an international context.	3.00	0.00	4.00	0.97	4.14	0.69
3. Have the type of general knowledge to work effectively in an increasingly globalized world, and to work and live harmoniously with people of diverse origins.	3.00	0.00	4.19	0.83	4.00	0.82
4. Can function as television production/film production/animation production professionals using both their technical knowledge and their general liberal arts background.	3.00	0.00	4.06	0.85	3.86	0.69
5. Can apply their knowledge and the humanity for improving the quality of media and information society as a whole.	3.00	0.00	4.13	0.92	4.00	0.82
<b>Average Score</b>	<b>3.00</b>	<b>0.00</b>	<b>4.06</b>	<b>0.87</b>	<b>3.97</b>	<b>0.74</b>

- Communication Design ( $N = 26$ )

Curriculum Objectives	Opinion Level	
	<i>M</i>	<i>SD</i>
1. Have a strong foundation in general design principles, theories and skills.	4.12	0.59
2. Can begin their professional career armed with an individual, creative portfolio of design work demonstrating conceptual and technical skills.	4.19	0.69
3. Can continue with post-graduate study.	4.12	0.65
4. Have excellent visual, verbal and written communication skills in English.	3.96	0.60
5. Have a strong sense of professionalism, including a commitment to ethical practice and an understanding of the social and environmental impact of their work.	4.12	0.71
<b>Average Score</b>	<b>4.10</b>	<b>0.65</b>

 Science Division

Applied Mathematics Program ( $N = 2$ )

Curriculum Objectives	Opinion Level	
	<i>M</i>	<i>SD</i>
1. Have the knowledge, logical and problem solving skill up to international standards in applied mathematics.	4.50	0.71
2. Have a well-developed ability to effectively use English and knowledge in a university setting outside Thailand and/or in an international business context as well as in the field of applied mathematics.	5.00	0.00
3. Have the type of general knowledge to work effectively in an increasingly globalized world, and to work and live harmoniously with people of multiethnic groups.	4.50	0.71
4. Can function as highly competent mathematicians using both their technical knowledge, enhanced analytical skills and their general liberal arts background for the betterment of all humankind.	4.50	0.71
5. Have ethical and socially responsible minds, and the ability to choose the most ethical action in sensitive circumstances.	4.50	0.71
<b>Average Score</b>	<b>4.60</b>	<b>0.57</b>

- Biological Science Program (N = 39)

Curriculum Objectives	Opinion Level	
	M	SD
1. To produce personnel at the undergraduate level with a well-developed ability to effectively use their Biological Science knowledge with good command of English in performing research and development in the field of Biological Science, i.e. Biology, Biomedical Science or Biotechnology.	3.97	0.64
2. To produce creatively and analytically minded graduates who are interested in learning or continue their studies for higher degree in the field of Biological Science, i.e. Biology, Biomedical Science or Biotechnology.	4.03	0.91
3. To produce intelligent and hard-working graduates in Biological Science, who have ethical and socially responsible mind, and can use both their knowledge, analytical skills, and their general education background.	4.03	0.80
<b>Average Score</b>	<b>4.01</b>	<b>0.78</b>

- Chemistry Program (N = 4)

Curriculum Objectives	Opinion Level	
	M	SD
1. The knowledge, laboratory and analytical skill up to international standards in chemistry.	4.25	0.50
2. A well-developed ability to effectively use English and knowledge in a university setting outside Thailand and/or in an international business context and as well as in the field of chemistry.	4.50	0.58
3. Knowledge to work effectively in an increasingly globalized world, and to work and live harmoniously with people of diverse origins.	4.00	0.00
4. Technical knowledge and excellent analytical skills to function as highly competent chemists, and to use their liberal arts background for the betterment of all humankind.	4.00	0.82
5. Ethical and socially responsible minds, and the ability to choose the most ethical action in sensitive circumstances.	4.25	0.96
<b>Average Score</b>	<b>4.20</b>	<b>0.57</b>

- Computer Engineering (N = 22)

Curriculum Objectives	Opinion Level	
	M	SD
1. To produce engineering graduates with the knowledge, ability, and skill in computer engineering up to international standards who can apply their knowledge in order to work effectively in an increasingly globalized world.	3.95	0.65
2. To produce engineering graduates who can conduct effective analysis, research, and development in computer engineering in Thailand and overseas.	4.05	0.49
3. To produce engineering graduates with social responsibility, leadership, ethics, who value environmental resources, and apply their knowledge for the benefit of humankind.	3.86	0.71
4. To encourage research and academic service in computer engineering and other related engineering disciplines.	4.18	0.59
<b>Average Score</b>	<b>4.01</b>	<b>0.61</b>

- Computer Science ( $N = 6$ )

Curriculum Objectives	Opinion Level	
	<i>M</i>	<i>SD</i>
1. Knowledge competent to international standards in computer science.	4.57	0.53
2. Technical, problem solving, and independent learning skills as well as business and people skills.	4.43	0.79
3. A well-developed ability to effectively use English and knowledge in a university setting outside Thailand and/or in an international business context as well as in the field of computer science.	4.71	0.49
4. General knowledge to work effectively in an increasingly globalized world, and to work and live harmoniously with people of multiethnic groups	4.00	0.00
5. Highly competent computer scientists using both their technical knowledge, enhanced analytical skills and their general liberal arts background for the betterment of all humankind.	3.50	0.71
6. Ethical and socially responsible minds, and the ability to choose the most ethical action in sensitive circumstances.	4.00	0.00
<b>Average Score</b>	<b>4.20</b>	<b>0.42</b>

- Environmental Science (N = 12)

Curriculum Objectives	Opinion Level	
	M	SD
1. Have the knowledge and skills in Environmental Science up to the international standards;	4.17	0.58
2. Have a capacity to utilize environment and natural resources in sustainable manner;	4.17	0.83
3. Have a background in general education to work effectively and live harmoniously with people of diverse origin;	4.17	0.72
4. Have an ability to effectively use English and knowledge in a university setting in Thailand or abroad;	4.17	0.72
5. Have ethical and socially responsible minds and the ability to choose the most ethical actions in sensitive circumstances;	4.33	0.65
6. Have a capability to continue their higher education related to environmental field or other related fields in Thailand, as well as abroad.	4.17	0.72
<b>Average Score</b>	<b>4.20</b>	<b>0.70</b>

- Food Science and Technology (N = 23)

Curriculum Objectives	Opinion Level	
	M	SD
1. Knowledge and ability to function up to international standards in Food Science.	4.22	0.60
2. A well-developed ability to effectively use English in a university setting outside Thailand and / or in an international business context.	4.39	0.66
3. General knowledge to work effectively in an increasingly globalized world, and to work and live harmoniously with people of diverse origins.	4.35	0.57
4. High integrity and morals, along with personal and social responsibilities while pursuing careers in the field of Food Science and Technology.	4.50	0.51
<b>Average Score</b>	<b>4.37</b>	<b>0.59</b>

- Physics Program ( $N = 3$ )

Curriculum Objectives	Opinion Level	
	<i>M</i>	<i>SD</i>
1. Have the knowledge and ability up to and beyond the international standards in physics and other related fields;	3.67	0.58
2. Have a well-developed ability to effectively use English and knowledge in a university setting outside Thailand and/or in an international business context as well as in the field of physics;	4.33	0.58
3. Have the type of general knowledge to work effectively in an increasingly globalized world, and to work and live harmoniously with people of diverse backgrounds	4.33	0.58
4. Function as highly competent physicists using both their technical knowledge, enhanced analytical skills and their general liberal arts background for the benefit of mankind.	4.00	0.00
5. Have ethical and socially responsible minds, and the ability to choose the most ethical action in sensitive circumstances.	4.00	1.00
<b>Average Score</b>	<b>4.07</b>	<b>0.55</b>

\* Using scale of 1-5 (5=Strongly Agree, 4=Agree, 3=Neutral, 2=Disagree, and 1=Strongly Disagree)

 Social Science Division

-Social Science Program ( $N = 42$ )

Curriculum Objectives	Opinion Level	
	<i>M</i>	<i>SD</i>
1. Possess an academic excellence. The Division aims to produce graduates with capacity and ability.	4.33	0.62
2. Take personal responsibility for their own studies/work. Only ones who work hard can achieve success.	4.18	0.78
3. Have an ability to think critically and independently for themselves. The Division encourages students to think, not to be passive learners.	4.15	0.74
<b>Average Score</b>	<b>4.22</b>	<b>0.71</b>



 Tourism and Hospitality Management Division

- Tourism and Hospitality Management ( $N = 135$ )

Curriculum Objectives	Opinion Level	
	<i>M</i>	<i>SD</i>
1. Possess an academic excellence. The Division aims to produce graduates with capacity and ability.	4.29	0.61
2. Take personal responsibility for their own studies/work. Only ones who work hard can achieve success.	4.24	0.70
3. Have an ability to think critically and independently for themselves. The Division encourages students to think, not to be passive learners.	4.33	0.67
<b>Average Score</b>	<b>4.29</b>	<b>0.66</b>

## 2. Curriculum Structures

Table 4: Mean and Percentage of Graduates' Opinions on Curriculum Structure

2. Curriculum Structure:	Opinion Level by Program 2016-2017																	
	Business Administration										FAA							
	BE (N=39)		IS (N=1)		MF (N=97)		MI (N=146)		MK (N=132)		AP (N=2)		CD (N=27)		FP (N=16)		TP (N=7)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
2.1 The number of credits for General Education (GE) courses	3.11	1.03	3.00	-	3.19	1.11	3.57	0.94	3.35	1.03	3.50	0.71	3.27	0.96	3.56	0.81	3.86	0.38
2.2 The number of credits for GE courses in English Communication	3.87	0.95	4.00	-	3.94	0.94	4.08	0.77	3.91	0.81	3.00	0.00	3.56	0.93	3.69	0.87	4.00	0.00
2.3 The number of credits for GE courses in Natural Science	3.41	0.79	3.00	-	3.37	1.03	3.66	0.80	3.41	0.91	3.50	0.71	3.46	0.81	3.38	0.96	3.57	0.53
2.4 The number of credits for GE courses in Humanities	3.39	0.92	3.00	-	3.34	0.99	3.55	0.91	3.39	0.99	3.00	0.00	3.52	0.80	3.44	0.81	3.86	0.38
2.5 The number of credits for GE courses in Social Science	3.46	0.82	3.00	-	3.33	0.98	3.69	0.84	3.48	0.88	3.00	0.00	3.42	0.90	3.44	0.89	3.86	0.38
2.6 The number of credits for GE courses in Health & Physical Education	3.44	0.99	4.00	-	3.68	0.92	3.81	0.91	3.61	0.96	3.00	0.00	3.67	0.92	3.63	0.89	4.14	0.69
2.7 The number of credits for Core Courses	4.03	0.71	4.00	-	3.90	0.95	4.08	0.73	3.99	0.80	3.50	0.71	3.89	0.97	3.81	0.91	3.86	0.69
2.8 The number of credits for Required Major Courses	3.72	1.05	4.00	-	3.60	1.17	4.04	0.86	3.96	1.02	4.00	1.41	3.93	0.87	3.80	0.77	4.00	0.00
2.9 The number of credits for Elective Major Courses	3.56	1.05	3.00	-	3.58	1.08	3.83	0.91	3.77	1.01	3.00	0.00	3.81	0.96	3.56	1.03	4.00	0.58
2.10 The number of credits for Free Elective Courses	3.69	1.00	4.00	-	3.70	0.78	3.79	0.95	3.78	0.86	4.00	1.41	3.70	0.87	3.60	0.91	4.00	0.58
2.11 The number of total credits required for graduation	3.97	0.63	4.00	-	3.98	0.75	4.01	0.83	3.91	0.74	3.50	0.71	3.73	0.92	3.69	0.79	4.14	0.38
2.12 The overall curriculum structure	3.81	0.66	3.00	-	3.77	0.80	4.06	0.68	3.85	0.61	3.00	0.00	3.69	0.74	3.73	0.59	4.00	0.58
<b>Overall</b>	<b>3.62</b>	<b>0.88</b>	<b>3.50</b>	<b>-</b>	<b>3.62</b>	<b>0.96</b>	<b>3.85</b>	<b>0.84</b>	<b>3.70</b>	<b>0.89</b>	<b>3.33</b>	<b>0.47</b>	<b>3.64</b>	<b>0.89</b>	<b>3.61</b>	<b>0.85</b>	<b>3.94</b>	<b>0.43</b>

Table 4: (Continued)

2. Curriculum Structure:	Opinion Level by Program 2016-2017																			
	Science																SS		THM	
	AM (N=2)		BI (N=39)		CH (N=4)		CI (N=22)		CS (N=6)		EN (N=12)		FS (N=23)		PY (N=3)		SS (N=42)		TH (N=135)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
2.1 The number of credits for General Education (GE) courses	2.00	1.41	3.53	0.89	3.75	0.50	3.45	1.18	3.86	0.69	3.83	0.72	3.78	1.00	3.00	0.00	3.49	1.00	3.76	0.79
2.2 The number of credits for GE courses in English Communication	1.50	0.71	3.74	0.95	3.75	0.96	3.86	0.83	4.00	0.58	4.08	0.51	4.09	0.85	3.00	2.00	3.76	1.07	4.13	0.81
2.3 The number of credits for GE courses in Natural Science	2.00	1.41	3.87	0.78	3.50	0.58	3.86	0.71	3.86	1.07	4.08	0.51	3.96	0.93	3.00	1.00	3.38	1.10	3.73	0.82
2.4 The number of credits for GE courses in Humanities	2.00	1.41	3.68	0.93	3.50	0.58	3.45	0.96	4.43	0.53	3.67	0.78	3.65	1.07	3.67	0.58	3.54	.84	3.70	0.79
2.5 The number of credits for GE courses in Social Science	2.00	1.41	3.71	0.93	3.50	0.58	3.36	1.18	4.00	0.58	3.50	0.90	3.83	1.07	3.67	0.58	3.79	1.07	3.72	0.83
2.6 The number of credits for GE courses in Health & Physical Education	2.00	1.41	3.63	1.05	3.75	0.50	3.73	1.16	4.00	0.82	3.75	0.75	3.96	0.82	3.33	0.58	3.38	1.03	3.86	0.87
2.7 The number of credits for Core Courses	5.00	0.00	3.97	0.73	3.75	0.50	4.05	0.90	4.00	0.82	3.50	0.80	4.22	0.67	3.67	1.15	3.86	0.90	4.21	0.72
2.8 The number of credits for Required Major Courses	4.50	0.71	3.79	0.77	3.75	0.50	4.09	0.81	4.00	0.82	3.67	0.65	3.83	1.15	3.33	1.53	3.85	0.79	4.24	0.74
2.9 The number of credits for Elective Major Courses	4.50	0.71	3.59	1.04	4.25	0.50	3.73	0.98	4.00	0.82	3.33	0.89	3.39	1.20	2.33	0.58	3.88	0.74	4.02	0.90
2.10 The number of credits for Free Elective Courses	4.00	1.41	3.44	0.91	3.75	0.50	3.68	1.04	3.86	0.69	3.08	0.90	3.87	0.97	2.67	0.58	3.33	1.16	3.88	0.90
2.11 The number of total credits required for graduation	3.50	2.12	3.69	0.66	3.75	0.50	3.95	0.90	3.86	0.69	3.58	0.51	4.17	0.72	3.00	0.00	3.90	0.88	4.16	0.68
2.12 The overall curriculum structure	2.50	0.71	3.68	0.62	4.00	0.00	3.91	0.81	4.00	0.58	3.83	0.39	4.00	0.67	3.33	0.58	3.90	0.69	4.10	0.62
<b>Overall</b>	<b>2.96</b>	<b>1.12</b>	<b>3.69</b>	<b>0.86</b>	<b>3.75</b>	<b>0.52</b>	<b>3.76</b>	<b>0.96</b>	<b>3.99</b>	<b>0.72</b>	<b>3.66</b>	<b>0.69</b>	<b>3.90</b>	<b>0.93</b>	<b>3.17</b>	<b>0.76</b>	<b>3.67</b>	<b>0.94</b>	<b>3.96</b>	<b>0.79</b>

Table 4: (Continued)

2. Curriculum Structure:	Overall MUIC (N=755)		% of Satisfaction at level $\geq 4$
	M	SD	
2.1 The number of credits for General Education (GE) courses	3.48	0.98	54.50%
2.2 The number of credits for GE courses in English Communication	3.94	0.87	73.81%
2.3 The number of credits for GE courses in Natural Science	3.57	0.89	56.48%
2.4 The number of credits for GE courses in Humanities	3.52	0.91	53.04%
2.5 The number of credits for GE courses in Social Science	3.58	0.91	56.35%
2.6 The number of credits for GE courses in Health & Physical Education	3.70	0.94	59.66%
2.7 The number of credits for Core Courses	4.02	0.80	78.84%
2.8 The number of credits for Required Major Courses	3.94	0.93	75.53%
2.9 The number of credits for Elective Major Courses	3.77	0.98	67.33%
2.10 The number of credits for Free Elective Courses	3.73	0.92	62.57%
2.11 The number of total credits required for graduation	3.96	0.76	73.54%
2.12 The overall curriculum structure	3.91	0.68	73.81%
<b>Overall</b>	<b>3.73</b>	<b>0.91</b>	<b>39.81%</b>

### MUIC Average Rating Score for Curriculum Structure

(Ranked from highest to lowest)

	M	SD
- The number of credits for Core Courses	4.02	0.80
- The number of total credits required for graduation	3.96	0.76
- The number of credits for GE courses in English Communication	3.94	0.87
- The number of credits for Required Major Courses	3.94	0.93
- The overall curriculum structure	3.91	0.68
- The number of credits for Elective Major Courses	3.77	0.98
- The number of credits for Free Elective Courses	3.73	0.92
- The number of credits for GE courses in Health & Physical Education	3.70	0.94
- The number of credits for GE courses in Social Science	3.58	0.91
- The number of credits for GE courses in Natural Science	3.57	0.89
- The number of credits for GE courses in Humanities	3.52	0.91
- The number of credits for General Education (GE) courses	3.48	0.98
<b>Average Rating Score</b>	<b>3.73</b>	<b>0.91</b>

→ Lower than 3.5  
(3.5=acceptable level of TQF:HEd)

Figure 4: Comparison of Mean Score of Curriculum Structure by Program

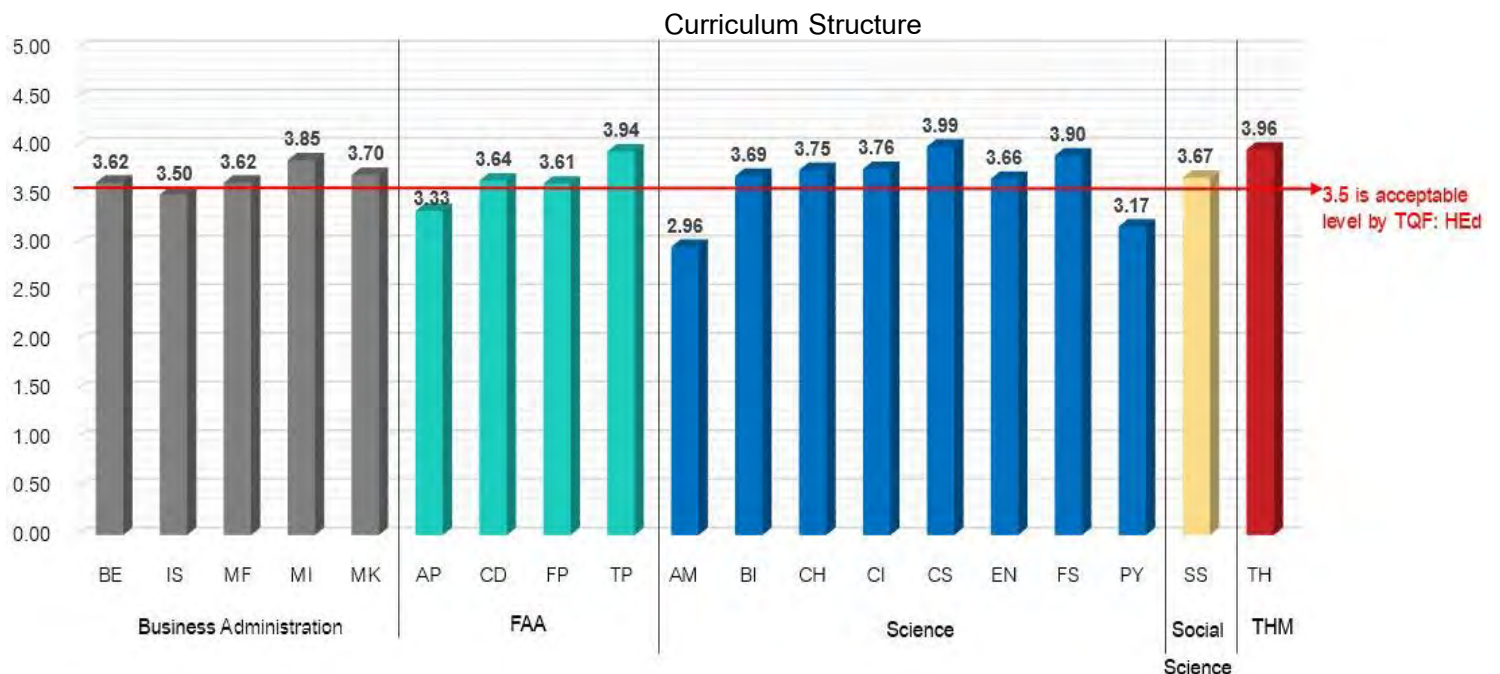


Figure 5: Comparison of Percentage of Graduates' Opinions on the Number of Credits of Curriculum Structure

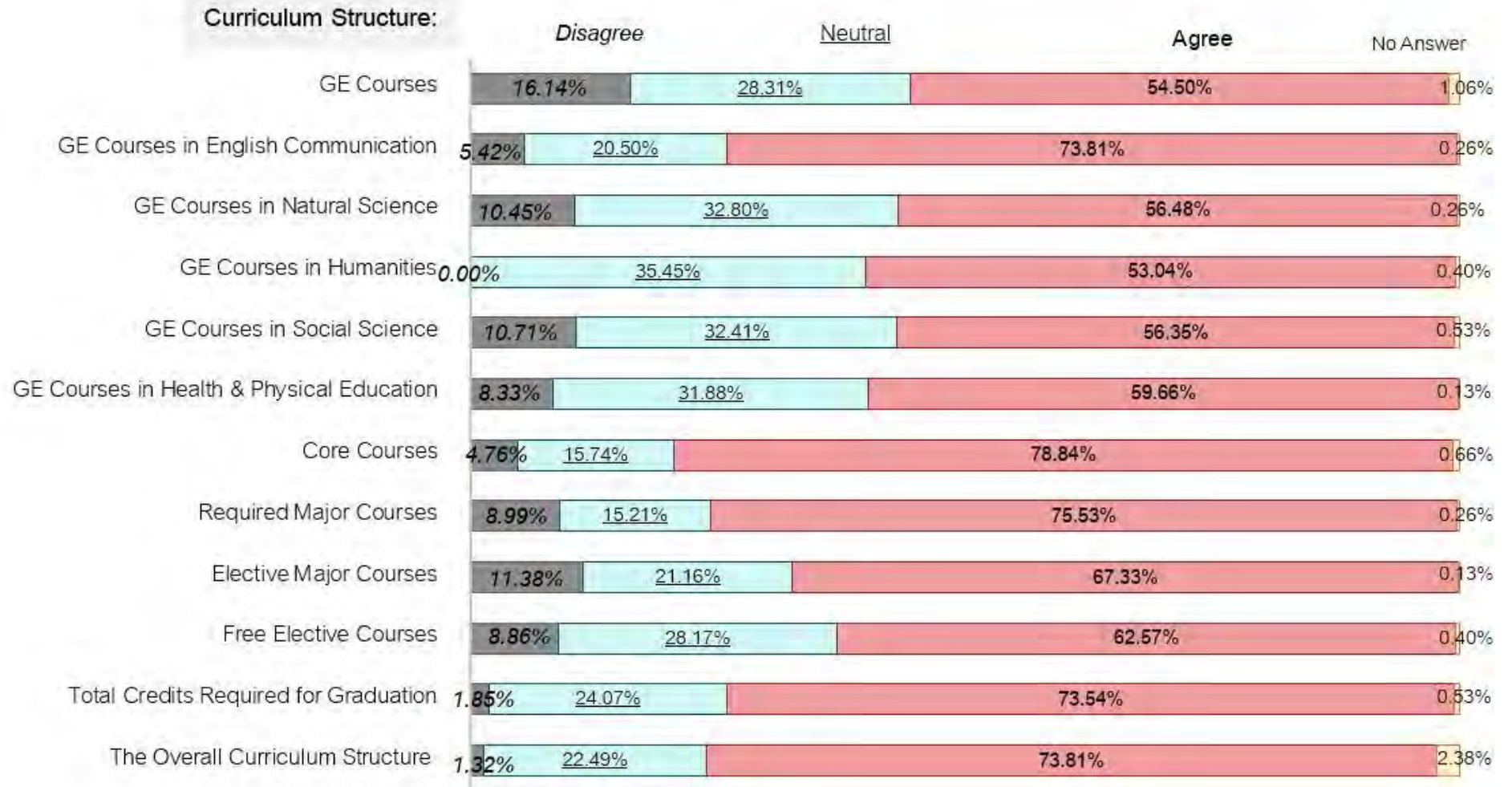
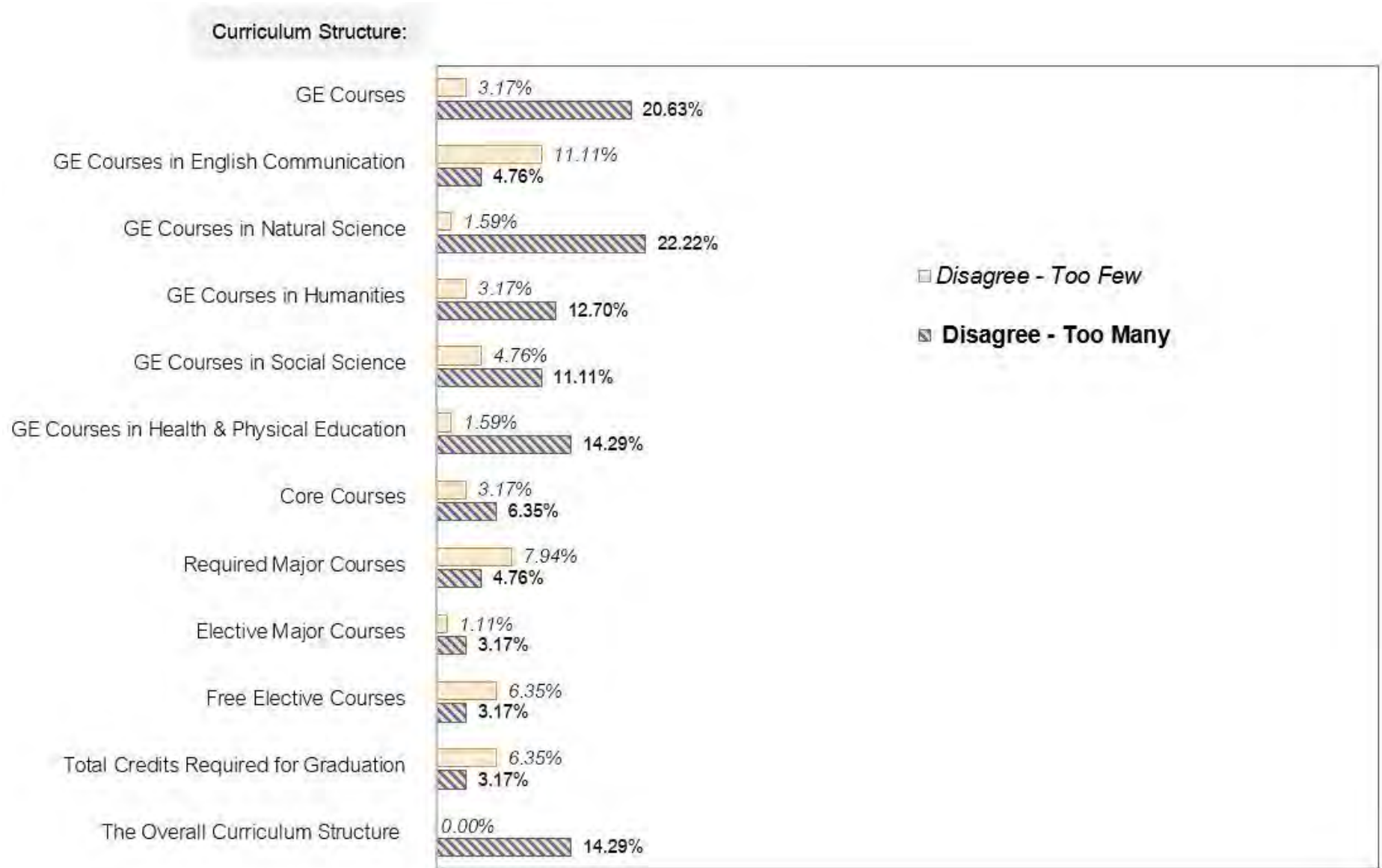


Figure 6: Percentage of Graduates Who Disagree on the Number of Credits of Curriculum Structure



### 3. Curriculum Content

Table 5: Mean and Percentage of Graduates' Opinions on Curriculum Content

3. Curriculum Content:	Opinion Level by Program 2016-2017																	
	Business Administration										FAA							
	BE (N=39)		IS (N=1)		MF (N=97)		MI (N=146)		MK (N=132)		AP (N=2)		CD (N=27)		FP (N=16)		TP (N=7)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
3.1 The course contents can be applied to your professional career.	3.69	0.61	3.00	-	3.84	0.73	4.06	0.63	4.08	0.63	3.00	0.00	3.81	0.68	4.06	0.57	3.29	0.95
3.2 The course contents are beneficial for society.	3.64	0.54	4.00	-	3.82	0.75	4.09	0.65	3.90	0.73	3.50	0.71	4.00	0.68	3.75	0.77	4.29	0.76
3.3 The course contents provide the basic knowledge for further education and innovation.	4.03	0.63	3.00	-	4.11	0.71	4.26	0.68	4.18	0.67	3.00	0.00	4.04	0.66	4.19	0.75	4.00	0.58
3.4 The course contents are up-to-date and suitable for current events and technological advancement.	3.77	0.87	3.00	-	3.91	0.78	4.01	0.83	3.94	0.79	3.00	0.00	3.85	0.60	3.75	0.86	4.14	0.69
3.5 The courses within the curriculum are structured with appropriate pre- and post- requisite subject sequence.	3.69	0.69	4.00	-	3.85	0.88	4.05	0.64	3.85	0.65	3.00	0.00	3.93	0.68	4.00	0.73	3.86	0.90
3.6 The course contents meet students' expectations and interests.	3.72	0.65	4.00	-	3.68	0.81	3.93	0.78	3.80	0.66	3.00	0.00	3.70	0.72	3.75	0.77	4.00	0.82
3.7 The course contents match the curriculum objectives.	3.87	0.66	4.00	-	3.89	0.68	4.10	0.71	4.02	0.65	3.00	0.00	3.85	0.72	4.00	0.82	4.00	0.82
<b>Overall</b>	<b>3.77</b>	<b>0.66</b>	<b>3.57</b>	<b>-</b>	<b>3.87</b>	<b>0.76</b>	<b>4.07</b>	<b>0.70</b>	<b>3.97</b>	<b>0.68</b>	<b>3.07</b>	<b>0.10</b>	<b>3.88</b>	<b>0.68</b>	<b>3.93</b>	<b>0.75</b>	<b>3.94</b>	<b>0.79</b>



Table 5: (Continued)

3. Curriculum Content:	Opinion Level by Program 2016-2017																			
	Science																SS		THM	
	AM (N=2)		BI (N=39)		CH (N=4)		CI (N=22)		CS (N=6)		EN (N=12)		FS (N=23)		PY (N=3)		SS (N=42)		TH (N=135)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
3.1 The course contents can be applied to your professional career.	4.50	0.71	3.74	0.68	4.00	0.82	4.05	0.84	4.67	0.52	3.92	0.51	4.13	0.63	3.33	0.58	3.71	0.81	4.28	0.63
3.2 The course contents are beneficial for society.	4.50	0.71	3.92	0.70	4.25	0.50	3.82	0.80	4.00	0.63	4.33	0.65	3.96	0.64	4.00	1.00	4.29	0.71	4.12	0.67
3.3 The course contents provide the basic knowledge for further education and innovation.	5.00	0.00	4.18	0.60	4.50	0.58	4.23	0.61	4.83	0.41	4.17	0.58	4.39	0.58	4.33	0.58	4.40	0.59	4.33	0.61
3.4 The course contents are up-to-date and suitable for current events and technological advancement.	4.00	1.41	4.10	0.72	3.75	0.96	3.55	0.96	4.17	0.75	3.83	0.39	4.17	0.58	4.00	1.00	4.05	0.88	4.13	0.66
3.5 The courses within the curriculum are structured with appropriate pre- and post- requisite subject sequence.	4.00	1.41	3.64	0.67	4.25	0.50	3.91	0.61	4.50	0.55	3.75	0.62	4.09	0.53	3.67	1.15	3.76	0.85	4.10	0.66
3.6 The course contents meet students' expectations and interests.	4.50	0.71	3.95	0.65	4.00	0.82	3.86	0.71	4.33	0.52	3.67	0.65	4.00	0.60	3.67	0.58	3.86	0.81	4.13	0.63
3.7 The course contents match the curriculum objectives.	4.50	0.71	4.05	0.56	4.00	0.00	4.00	0.62	4.33	0.52	4.08	0.51	4.26	0.45	4.00	1.00	3.93	0.64	4.20	0.62
<b>Overall</b>	<b>4.43</b>	<b>0.81</b>	<b>3.94</b>	<b>0.65</b>	<b>4.11</b>	<b>0.60</b>	<b>3.92</b>	<b>0.74</b>	<b>4.40</b>	<b>0.56</b>	<b>3.96</b>	<b>0.56</b>	<b>4.14</b>	<b>0.57</b>	<b>3.86</b>	<b>0.84</b>	<b>4.00</b>	<b>0.76</b>	<b>4.18</b>	<b>0.64</b>

Table 5: (Continued)

3. Curriculum Content:	Overall MUIC (N=755)		% of Satisfaction at level $\geq 4$
	M	SD	
3.1 The course contents can be applied to your professional career.	4.00	0.69	79.10%
3.2 The course contents are beneficial for society.	3.99	0.70	75.53%
3.3 The course contents provide the basic knowledge for further education and innovation.	4.22	0.66	87.70%
3.4 The course contents are up-to-date and suitable for current events and technological advancement.	3.98	0.78	73.94%
3.5 The courses within the curriculum are structured with appropriate pre- and post- requisite subject sequence.	3.93	0.71	73.94%
3.6 The course contents meet students' expectations and interests.	3.88	0.72	71.43%
3.7 The course contents match the curriculum objectives.	4.04	0.66	81.61%
<b>Overall</b>	<b>4.01</b>	<b>0.70</b>	<b>54.89%</b>

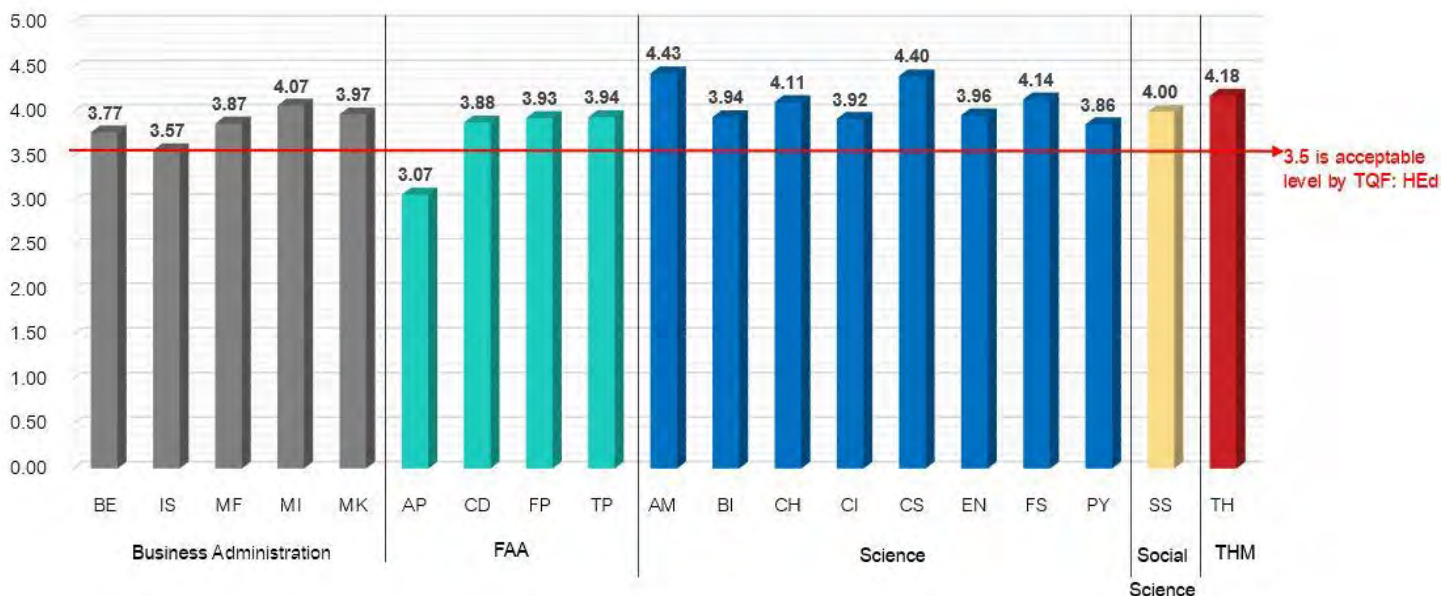
## MUIC Average Rating Score for Curriculum Content

(Ranked from highest to lowest)

	<i>M</i>	<i>SD</i>
- The course contents provide the basic knowledge for further education and innovation.	4.22	0.66
- The course contents match the curriculum objectives.	4.04	0.66
- The course contents can be applied to your professional career.	4.00	0.69
- The course contents are beneficial for society.	3.99	0.70
- The course contents are up-to-date and suitable for current events and technological advancement.	3.98	0.78
- The courses within the curriculum are structured with appropriate pre- and post- requisite subject sequence.	3.93	0.71
- The course contents meet students' expectations and interests.	3.88	0.72
<b>Average Rating Score</b>	<b>4.01</b>	<b>0.70</b>

Figure 7: Comparison of Mean Scores of Curriculum Content by Program

### Curriculum Content



## 4. Student's Qualifications

Table 6: Mean and Percentage of the Graduates' Opinions on Student's Qualifications

4. The Student's Qualifications:	Opinion Level by Program 2016-2017																	
	Business Administration										FAA							
	BE (N=39)		IS (N=1)		MF (N=97)		MI (N=146)		MK (N=132)		AP (N=2)		CD (N=27)		FP (N=16)		TP (N=7)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
4.1 Graduate on a high school level or its equivalent.	4.23	0.78	4.00	-	4.40	0.67	4.34	0.69	4.37	0.69	3.00	0.00	4.04	0.66	4.06	0.77	4.29	0.49
4.2 Achieve an English test score: TOEFL iBT $\geq 79$ ; IELTS $\geq 6.0$ ; SAT $\geq 1650$ with the score in mathematics $\geq 580$	4.21	0.83	3.00	-	4.43	0.68	4.28	0.77	4.20	0.76	4.00	1.41	4.04	0.66	3.88	1.09	4.29	0.49
4.3 Pass the MUIC Entrance Examination	4.21	0.73	4.00	-	4.44	0.63	4.40	0.70	4.36	0.74	4.00	1.41	4.15	0.67	4.31	0.70	4.43	0.53
Overall	4.21	0.78	3.67	-	4.43	0.66	4.34	0.72	4.31	0.73	3.67	0.94	4.08	0.67	4.08	0.85	4.33	0.50

Table 6: (Continued)

4. The Student's Qualifications:	Opinion Level by Program 2016-2017																			
	Science																SS		THM	
	AM (N=2)		BI (N=39)		CH (N=4)		CI (N=22)		CS (N=6)		EN (N=12)		FS (N=23)		PY (N=3)		SS (N=42)		TH (N=135)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
4.1 Graduate on a high school level or its equivalent.	5.00	0.00	4.23	0.81	4.75	0.50	4.14	0.89	4.83	0.41	4.50	0.67	4.48	0.67	4.67	0.58	4.10	0.96	4.28	0.72
4.2 Achieve an English test score: TOEFL iBT $\geq 79$ ; IELTS $\geq 6.0$ ; SAT $\geq 1650$ with the score in mathematics $\geq 580$	5.00	0.00	4.23	0.90	4.50	0.58	4.05	0.79	4.50	0.55	4.42	0.67	4.30	0.76	4.00	1.00	4.19	0.80	4.22	0.72
4.3 Pass the MUIC Entrance Examination	4.50	0.71	4.36	0.74	4.50	0.58	4.00	0.82	4.50	0.55	4.50	0.67	4.39	0.66	4.33	0.58	4.17	1.01	4.41	0.65
Overall	4.83	0.24	4.27	0.82	4.58	0.55	4.06	0.83	4.61	0.50	4.47	0.67	4.39	0.70	4.33	0.72	4.15	0.92	4.31	0.70

Table 6: (Continued)

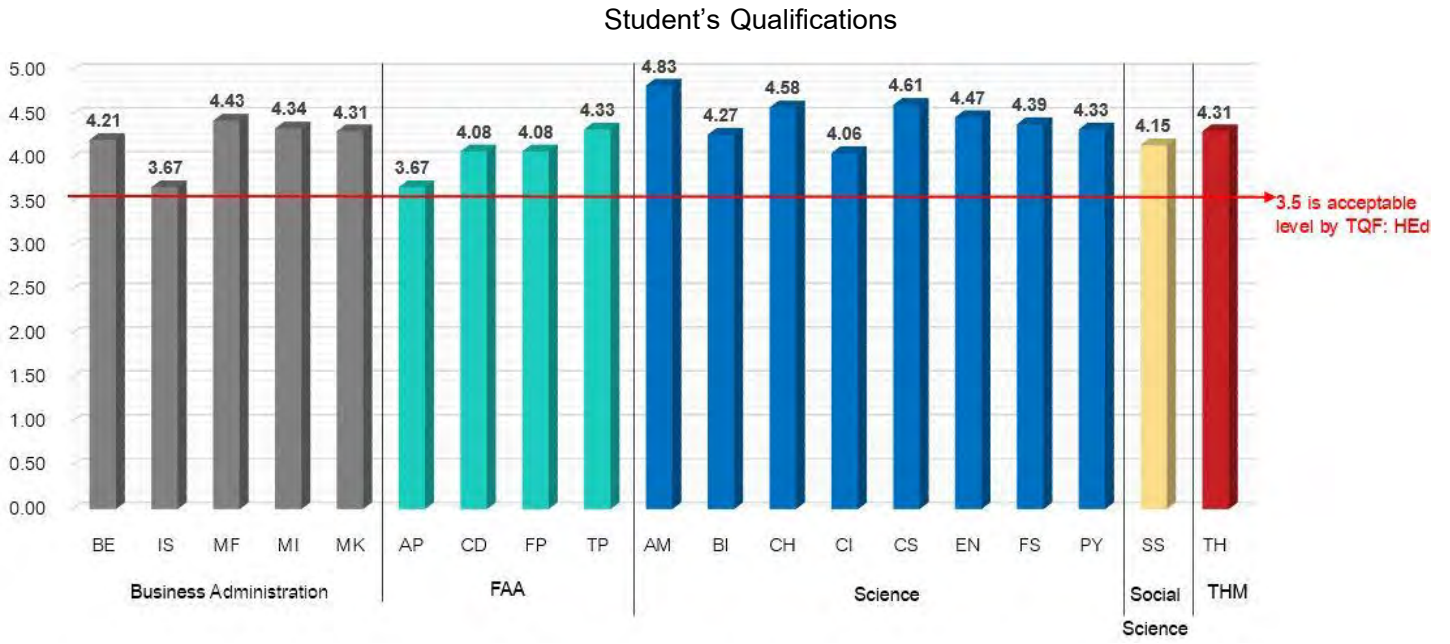
4. The Student's Qualifications:	Overall MUIC (N=755)		% of Satisfaction at level $\geq 4$
	M	SD	
4.1 Graduate on a high school level or its equivalent.	4.31	0.73	86.11%
4.2 Achieve an English test score: TOEFL iBT $\geq 79$ ; IELTS $\geq 6.0$ ; SAT $\geq 1650$ with the score in mathematics $\geq 580$	4.25	0.76	84.66%
4.3 Pass the MUIC Entrance Examination	4.35	0.71	88.36%
<b>Overall</b>	<b>4.30</b>	<b>0.74</b>	<b>81.48%</b>

#### MUIC Average Rating Score for the Student's Qualification

[Ranked from highest to lowest]

	M	SD
- Pass the MUIC Entrance Examination	4.35	0.71
- Graduate on a high school level or its equivalent.	4.31	0.73
- Achieve an English test score: TOEFL iBT $\geq 79$ ; IELTS $\geq 6.0$ ; SAT $\geq 1650$ with the score in mathematics $\geq 580$	4.25	0.76
<b>Average Rating Score</b>	<b>4.30</b>	<b>0.74</b>

Figure 8: Comparison of Mean Scores of Student's Qualifications by Program



## 5. Program's Lecturers

Table 7: Mean and Percentage of the Graduates' Opinions on Program's Lecturers

5. Program's Lecturers:	Opinion Level by Program 2016-2017																	
	Business Administration										FAA							
	BE (N=39)		IS (N=1)		MF (N=16)		MI (N=146)		MK (N=132)		AP (N=2)		CD (N=27)		FP (N=16)		TP (N=7)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
5.1 The number of lecturers is sufficient for the program.	3.67	0.77	3.00	-	3.71	0.91	3.78	0.74	3.73	0.80	3.00	0.00	3.44	0.64	3.44	1.03	3.86	0.69
5.2 Lecturers have knowledge/expertise/experience in the teaching field.	4.13	0.70	4.00	-	4.13	0.73	4.25	0.61	4.21	0.67	3.00	0.00	3.73	0.72	3.88	0.81	3.71	0.76
5.3 Lecturers can convey knowledge/experience to students and motivate them to become more active and interested in studying.	3.92	0.58	4.00	-	3.97	0.71	4.10	0.66	4.11	0.70	3.50	0.71	3.74	0.71	3.94	1.00	3.71	0.76
5.4 Lecturers are well versed in innovative changes and can integrate a variety of concepts.	3.79	0.61	4.00	-	4.10	0.70	4.07	0.68	4.11	0.64	3.50	0.71	3.74	0.59	4.00	0.97	3.86	0.69
5.5 Lecturers give students an opportunity to express opinions.	4.23	0.71	4.00	-	4.23	0.70	4.31	0.65	4.28	0.64	4.00	1.41	3.89	0.70	4.13	0.72	4.00	0.82
5.6 Lecturers have morals and a commitment to teaching.	4.03	0.74	4.00	-	4.14	0.75	4.19	0.64	4.14	0.68	3.00	0.00	3.89	0.58	4.19	0.54	3.86	0.69
5.7 Lecturers use proper materials, equipment and techniques in teaching.	3.92	0.66	3.00	-	4.06	0.73	4.21	0.61	4.10	0.65	3.00	0.00	3.59	0.64	4.06	0.77	3.57	0.79
Overall	3.96	0.68	3.71	-	4.05	0.75	4.13	0.65	4.10	0.68	3.29	0.40	3.72	0.65	3.95	0.83	3.80	0.74

Table 7: (Continued)

5. Program's Lecturers:	Opinion Level by Program 2016-2017																					
	Science																		SS		THM	
	AM (N=2)		BI (N=39)		CH (N=4)		CI (N=22)		CS (N=6)		EN (N=12)		FS (N=23)		PY (N=3)		SS (N=42)		TH (N=135)			
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD		
5.1 The number of lecturers is sufficient for the program.	4.50	0.71	3.15	0.93	3.75	0.50	3.41	0.85	3.29	0.76	3.50	0.67	3.87	0.92	3.33	0.58	3.64	0.85	4.02	0.63		
5.2 Lecturers have knowledge/expertise/experience in the teaching field.	5.00	0.00	4.13	0.70	4.50	0.58	3.95	0.65	4.57	0.53	4.33	0.78	4.61	0.50	4.33	0.58	4.26	0.80	4.31	0.59		
5.3 Lecturers can convey knowledge/experience to students and motivate them to become more active and interested in studying.	5.00	0.00	3.95	0.69	3.75	0.50	3.86	0.83	4.43	0.79	3.83	0.83	4.65	0.49	4.33	0.58	4.07	0.81	4.12	0.65		
5.4 Lecturers are well versed in innovative changes and can integrate a variety of concepts.	4.50	0.71	4.00	0.56	4.25	0.50	3.82	0.66	4.57	0.53	4.17	0.58	4.48	0.59	4.00	1.00	4.00	0.73	4.10	0.65		
5.5 Lecturers give students an opportunity to express opinions.	5.00	0.00	4.05	0.72	4.50	0.58	4.00	0.69	4.57	0.53	4.17	0.58	4.61	0.50	4.67	0.58	4.33	0.93	4.25	0.68		
5.6 Lecturers have morals and a commitment to teaching.	5.00	0.00	4.05	0.65	4.25	0.96	3.95	0.79	4.43	0.79	4.33	0.65	4.65	0.49	4.00	1.00	3.95	0.79	4.16	0.65		
5.7 Lecturers use proper materials, equipment and techniques in teaching.	4.50	0.71	3.97	0.67	4.00	0.82	4.05	0.72	4.57	0.53	4.17	0.83	4.26	0.69	3.67	0.58	3.98	0.72	4.12	0.64		
<b>Overall</b>	<b>4.79</b>	<b>0.30</b>	<b>3.90</b>	<b>0.70</b>	<b>4.14</b>	<b>0.63</b>	<b>3.86</b>	<b>0.74</b>	<b>4.35</b>	<b>0.64</b>	<b>4.07</b>	<b>0.70</b>	<b>4.45</b>	<b>0.60</b>	<b>4.05</b>	<b>0.70</b>	<b>4.03</b>	<b>0.80</b>	<b>4.15</b>	<b>0.64</b>		



Table 7: (Continued)

5. Program's Lecturers:	Overall MUIC (N=755)		% of Satisfaction at level $\geq 4$
	M	SD	
5.1 The number of lecturers is sufficient for the program.	3.72	0.81	63.10%
5.2 Lecturers have knowledge/expertise/experience in the teaching field.	4.20	0.68	86.11%
5.3 Lecturers can convey knowledge/experience to students and motivate them to become more active and interested in studying.	4.06	0.71	79.37%
5.4 Lecturers are well versed in innovative changes and can integrate a variety of concepts.	4.06	0.67	81.61%
5.5 Lecturers give students an opportunity to express opinions.	4.25	0.69	86.51%
5.6 Lecturers have morals and a commitment to teaching.	4.14	0.69	84.26%
5.7 Lecturers use proper materials, equipment and techniques in teaching.	4.08	0.68	81.75%
<b>Overall</b>	<b>4.07</b>	<b>0.70</b>	<b>62.04%</b>

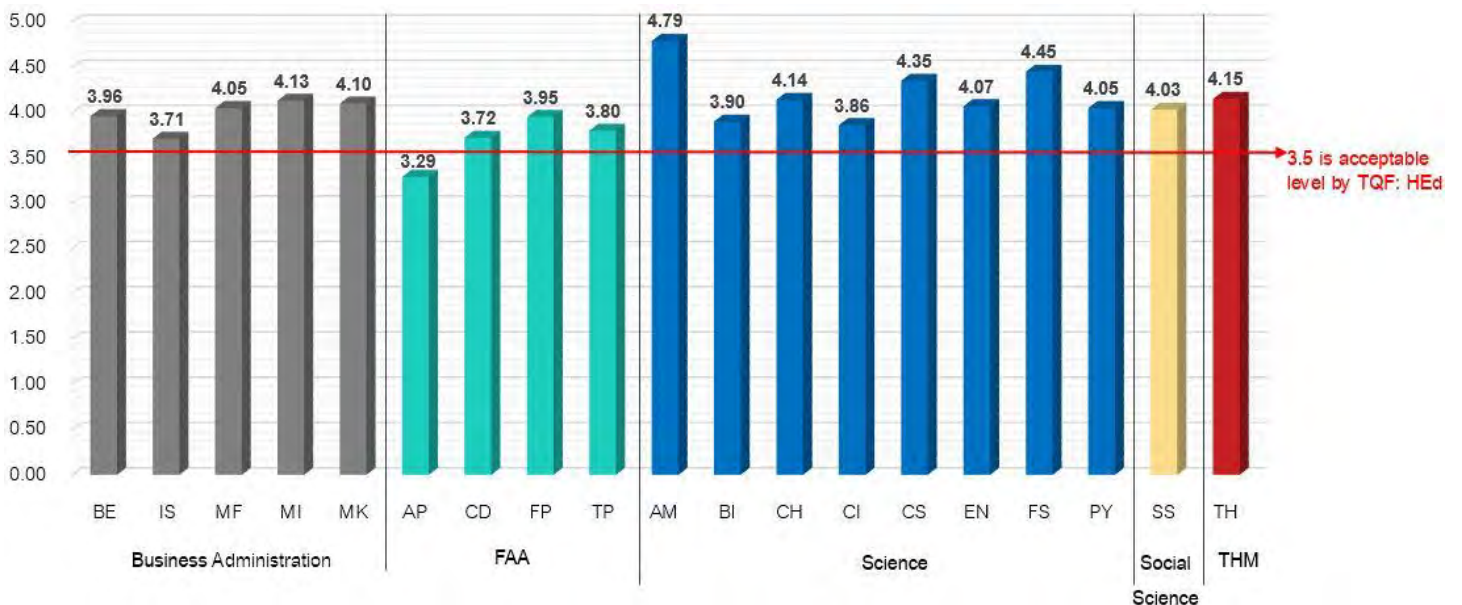
## MUIC Average Rating Score for Program's Lecturers

[Ranked from highest to lowest]

	<i>M</i>	<i>SD</i>
- Lecturers give students an opportunity to express opinions.	4.25	0.69
- Lecturers have knowledge/expertise/experience in the teaching field.	4.20	0.68
- Lecturers have morals and a commitment to teaching.	4.14	0.69
- Lecturers use proper materials, equipment and techniques in teaching.	4.08	0.68
- Lecturers can convey knowledge/experience to students and motivate them to become more active and interested in studying.	4.06	0.71
- Lecturers are well versed in innovative changes and can integrate a variety of concepts.	4.06	0.67
- The number of lecturers is sufficient for the program.	3.72	0.81
<b>Average Rating Score</b>	<b>4.07</b>	<b>0.70</b>

Figure 9: Comparison of Mean Score of Program's Lecturers by Program

### Program's Lecturers



## 6. Advisor's Qualifications

Table 8: Mean and Percentage of the Graduates' Opinions on Advisor's Qualifications

6. Advisor's Qualifications:	Opinion Level by Program 2016-2017																	
	Business Administration										FAA							
	BE (N=39)		IS (N=1)		MF (N=16)		MI (N=146)		MK (N=132)		AP (N=2)		CD (N=27)		FP (N=16)		TP (N=7)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
6.1 The system designed for advisors to meet with students is appropriate.	3.36	0.87	3.00	-	3.55	0.91	3.62	0.90	3.36	0.96	3.00	0.00	3.70	0.67	3.38	0.96	3.57	0.53
6.2 Advisors closely follow up on students' learning outcomes.	3.36	0.81	3.00	-	3.41	1.00	3.50	1.02	3.28	1.06	3.50	0.71	3.81	0.83	3.25	1.13	3.86	0.69
6.3 Advisors give students assistance or advice on study plans.	3.46	0.88	3.00	-	3.52	1.01	3.54	0.98	3.31	1.06	3.50	0.71	3.74	0.66	3.69	1.01	3.86	0.69
6.4 Advisors suggest opportunities for further studies or careers.	3.36	0.87	3.00	-	3.55	0.95	3.51	1.03	3.30	1.10	3.50	0.71	3.70	0.72	3.50	1.10	3.86	0.90
<b>Overall</b>	<b>3.38</b>	<b>0.86</b>	<b>3.00</b>	<b>-</b>	<b>3.51</b>	<b>0.97</b>	<b>3.54</b>	<b>0.98</b>	<b>3.31</b>	<b>1.04</b>	<b>3.38</b>	<b>0.53</b>	<b>3.74</b>	<b>0.72</b>	<b>3.45</b>	<b>1.05</b>	<b>3.79</b>	<b>0.70</b>

Table 8: (Continued)

6. Advisor's Qualifications:	Opinion Level by Program 2016-2017																				
	Science															SS		THM			
	AM (N=2)		BI (N=39)		CH (N=4)		CI (N=22)		CS (N=6)		EN (N=12)		FS (N=23)		PY (N=3)		SS (N=42)		TH (N=135)		
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	
6.1 The system designed for advisors to meet with students is appropriate.	5.00	0.00	3.41	0.85	3.75	0.96	4.05	0.79	3.71	0.76	3.67	0.89	4.26	0.69	4.00	1.00	3.64	0.79	3.97	0.75	
6.2 Advisors closely follow up on students' learning outcomes.	5.00	0.00	3.31	0.69	3.75	0.96	3.91	0.75	3.86	0.90	4.08	0.67	4.30	0.70	4.33	0.58	3.55	0.77	3.94	0.76	
6.3 Advisors give students assistance or advice on study plans.	5.00	0.00	3.46	0.85	4.00	1.15	4.09	0.61	4.00	1.00	4.25	0.75	4.43	0.79	4.67	0.58	3.57	0.80	4.07	0.79	
6.4 Advisors suggest opportunities for further studies or careers.	5.00	0.00	3.51	0.88	4.00	1.15	4.00	0.69	3.71	0.95	4.08	0.79	4.30	0.70	4.00	1.00	3.69	0.81	4.08	0.75	
<b>Overall</b>	<b>5.00</b>	<b>0.00</b>	<b>3.42</b>	<b>0.82</b>	<b>3.88</b>	<b>1.06</b>	<b>4.01</b>	<b>0.71</b>	<b>3.82</b>	<b>0.90</b>	<b>4.02</b>	<b>0.78</b>	<b>4.33</b>	<b>0.72</b>	<b>4.25</b>	<b>0.79</b>	<b>3.61</b>	<b>0.79</b>	<b>4.01</b>	<b>0.76</b>	

Table 8: (Continued)

6. Advisor's Qualifications:	Overall MUIC (N=755)		% of Satisfaction at level $\geq 4$
	M	SD	
6.1 The system designed for advisors to meet with students is appropriate.	3.64	0.88	55.42%
6.2 Advisors closely follow up on students' learning outcomes	3.58	0.95	51.72%
6.3 Advisors give students assistance or advice on study plans.	3.67	0.96	56.22%
6.4 Advisors suggest opportunities for further studies or careers.	3.65	0.96	56.22%
<b>Overall</b>	<b>3.63</b>	<b>0.94</b>	<b>42.20%</b>

#### MUIC Average Rating Score for Advisor's Qualifications

[Ranked from highest to lowest]

	M	SD
- Advisors give students assistance or advice on study plans.	3.67	0.96
- Advisors suggest opportunities for further studies or careers.	3.65	0.96
- The system designed for advisors to meet with students is appropriate.	3.64	0.88
- Advisors closely follow up on students' learning outcomes	3.58	0.95
<b>Average Rating Score</b>	<b>3.63</b>	<b>0.94</b>

Figure 10: Comparison of Mean Scores of Advisor's Qualifications by Program



## 7. Support Services

Table 9: Mean and Percentage of the Graduates' Opinions on Support Services (Educational Materials, textbooks, Buildings, and Sites)

7. Support Services	Opinion Level by Program 2016-2017																	
	Business Administration										FAA							
	BE (N=39)		IS (N=1)		MF (N=97)		MI (N=146)		MK (N=132)		AP (N=2)		CD (N=27)		FP (N=16)		TP (N=7)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
7.1 Course materials match the subject's content and are up-to-date.	3.67	0.77	3.00	-	3.88	0.70	3.94	0.69	3.83	0.68	3.00	0.00	3.56	0.51	4.06	0.85	3.57	0.53
7.2 Support staff is knowledgeable and give suggestions appropriately.	3.87	0.77	4.00	-	3.85	0.73	3.83	0.73	3.84	0.67	3.50	0.71	3.63	0.49	4.00	0.89	4.00	0.58
7.3 Support staff is friendly and committed to service.	3.77	0.90	3.00	-	3.66	0.83	3.82	0.79	3.62	0.77	3.50	0.71	3.70	0.67	3.94	1.06	3.86	0.69
7.4 Information is announced to the students in a timely manner.	3.69	0.69	4.00	-	3.89	0.72	3.94	0.77	3.63	0.71	3.50	0.71	3.70	0.67	3.75	1.00	3.86	0.69
7.5 Information about service procedures is thoroughly provided for the students.	3.82	0.72	3.00	-	3.96	0.65	3.99	0.73	3.72	0.68	3.50	0.71	3.59	0.69	3.69	0.79	3.86	0.69
7.6 Service request forms are accessible for students.	4.08	0.66	3.00	-	4.14	0.66	4.01	0.68	3.92	0.66	3.50	0.71	3.59	0.64	4.06	0.77	4.14	0.69
7.7 Audio-visual equipment is adequately provided in classrooms.	3.92	0.74	3.00	-	4.09	0.76	3.97	0.70	3.89	0.76	3.50	0.71	3.52	0.64	3.94	0.77	3.71	0.76
7.8 The ratio of computers available to students is appropriate.	3.69	0.86	4.00	-	3.86	0.80	3.80	0.87	3.63	0.84	4.00	1.41	3.52	0.64	3.75	0.77	3.86	0.90
7.9 Textbooks, documents and other media in the library are up-to-date and adequate.	3.77	0.71	4.00	-	3.92	0.79	3.88	0.78	3.67	0.80	3.00	0.00	3.67	0.73	3.50	0.82	4.00	0.82
7.10 Educational materials and lab equipment available to students are adequate.	3.87	0.73	4.00	-	3.91	0.74	3.90	0.80	3.72	0.71	3.00	0.00	3.56	0.64	3.31	1.01	3.86	0.69
7.11 Learning resources and online research databases available to students are adequate.	3.72	0.89	3.00	-	4.00	0.75	3.94	0.71	3.73	0.81	3.00	0.00	3.52	0.70	3.56	0.73	4.00	0.82
7.12 Labs and internship facilities suit the study program and subjects taught in the program.	3.74	0.88	3.00	-	3.89	0.83	4.00	0.72	3.79	0.70	3.00	0.00	3.52	0.64	3.50	0.73	4.00	0.82
<b>Overall</b>	<b>3.80</b>	<b>0.78</b>	<b>3.42</b>	<b>-</b>	<b>3.92</b>	<b>0.75</b>	<b>3.92</b>	<b>0.75</b>	<b>3.75</b>	<b>0.73</b>	<b>3.33</b>	<b>0.47</b>	<b>3.59</b>	<b>0.64</b>	<b>3.76</b>	<b>0.85</b>	<b>3.89</b>	<b>0.72</b>

Table 9: (Continued)

7. Support Services:	Opinion Level by Program 2016-2017																			
	Science																SS		THM	
	AM (N=2)		BI (N=39)		CH (N=4)		CI (N=22)		CS (N=6)		EN (N=12)		FS (N=23)		PY (N=3)		SS (N=42)		TH (N=135)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
7.1 Course materials match the subject's content and are up-to-date.	4.50	0.71	3.90	0.68	3.75	0.50	3.71	0.85	4.29	0.49	3.83	0.58	4.13	0.63	4.00	1.00	3.81	0.80	4.04	0.62
7.2 Support staff is knowledgeable and give suggestions appropriately.	4.50	0.71	3.95	0.65	4.25	0.96	3.81	0.75	4.14	0.69	4.08	0.67	4.13	0.55	3.33	0.58	3.74	0.80	3.92	0.67
7.3 Support staff is friendly and committed to service.	4.50	0.71	3.97	0.63	4.25	0.96	4.00	0.63	4.43	0.53	4.00	0.74	4.30	0.63	3.67	0.58	3.79	0.81	3.87	0.76
7.4 Information is announced to the students in a timely manner.	4.50	0.71	3.33	0.93	4.00	0.82	3.86	0.65	4.00	0.58	3.83	0.83	4.23	0.61	3.67	0.58	3.69	0.81	3.87	0.71
7.5 Information about service procedures is thoroughly provided for the students.	4.00	1.41	3.59	0.82	4.25	0.50	3.95	0.74	4.00	0.82	3.75	0.87	4.00	0.60	3.67	0.58	3.52	0.71	3.90	0.72
7.6 Service request forms are accessible for students.	4.50	0.71	4.08	0.66	4.00	0.82	4.00	0.71	4.14	0.69	3.92	0.90	4.09	0.73	4.33	0.58	3.80	0.71	4.00	0.68
7.7 Audio-visual equipment is adequately provided in classrooms.	5.00	0.00	4.15	0.59	4.00	0.82	4.24	0.70	4.29	0.49	3.83	0.94	4.09	0.67	3.67	0.58	3.69	0.81	4.03	0.69
7.8 The ratio of computers available to students is appropriate.	5.00	0.00	3.62	0.78	4.00	0.82	4.05	0.74	4.00	0.58	3.83	0.83	3.64	0.90	3.00	0.00	3.31	0.92	3.84	0.79
7.9 Textbooks, documents and other media in the library are up-to-date and adequate.	4.00	1.41	3.82	0.60	4.25	0.50	3.86	0.91	3.71	0.49	3.83	0.72	3.73	0.77	3.33	0.58	3.38	0.91	3.93	0.73
7.10 Educational materials and lab equipment available to students are adequate.	4.50	0.71	3.56	0.91	4.25	0.96	4.10	0.70	3.86	0.38	3.83	0.72	3.74	0.92	3.33	0.58	3.38	0.79	3.94	0.72
7.11 Learning resources and online research databases available to students are adequate.	5.00	0.00	4.15	0.67	4.75	0.50	3.76	0.77	4.00	0.58	3.83	0.72	4.04	0.47	4.33	0.58	3.57	0.86	4.07	0.73
7.12 Labs and internship facilities suit the study program and subjects taught in the program.	4.00	1.41	3.44	0.82	4.50	1.00	3.86	0.91	4.29	0.76	3.75	1.14	3.91	0.73	3.00	0.00	3.21	0.84	4.06	0.70
<b>Overall</b>	<b>4.50</b>	<b>0.71</b>	<b>3.80</b>	<b>0.73</b>	<b>4.19</b>	<b>0.76</b>	<b>3.93</b>	<b>0.75</b>	<b>4.10</b>	<b>0.59</b>	<b>3.86</b>	<b>0.80</b>	<b>4.00</b>	<b>0.68</b>	<b>3.61</b>	<b>0.52</b>	<b>3.58</b>	<b>0.82</b>	<b>3.96</b>	<b>0.71</b>

Table 9: (Continued)

7. Support Services	Overall MUIC (N=755)		% of Satisfaction at level $\geq 4$
	M	SD	
7.1 Course materials match the subject's content and are up-to-date.	3.89	0.69	73.28%
7.2 Support staff is knowledgeable and give suggestions appropriately.	3.87	0.70	70.50%
7.3 Support staff is friendly and committed to service.	3.81	0.79	65.48%
7.4 Information is announced to the students in a timely manner.	3.80	0.76	65.61%
7.5 Information about service procedures is thoroughly provided for the students.	3.84	0.72	67.72%
7.6 Service request forms are accessible for students.	3.99	0.69	76.19%
7.7 Audio-visual equipment is adequately provided in classrooms.	3.97	0.73	73.54%
7.8 The ratio of computers available to students is appropriate.	3.74	0.83	59.92%
7.9 Textbooks, documents and other media in the library are up-to-date and adequate.	3.79	0.78	62.83%
7.10 Educational materials and lab equipment available to students are adequate.	3.80	0.78	65.48%
7.11 Learning resources and online research databases available to students are adequate.	3.89	0.77	69.58%
7.12 Labs and internship facilities suit the study program and subjects taught in the program.	3.83	0.79	65.61%
<b>Overall</b>	<b>3.85</b>	<b>0.75</b>	<b>41.80%</b>



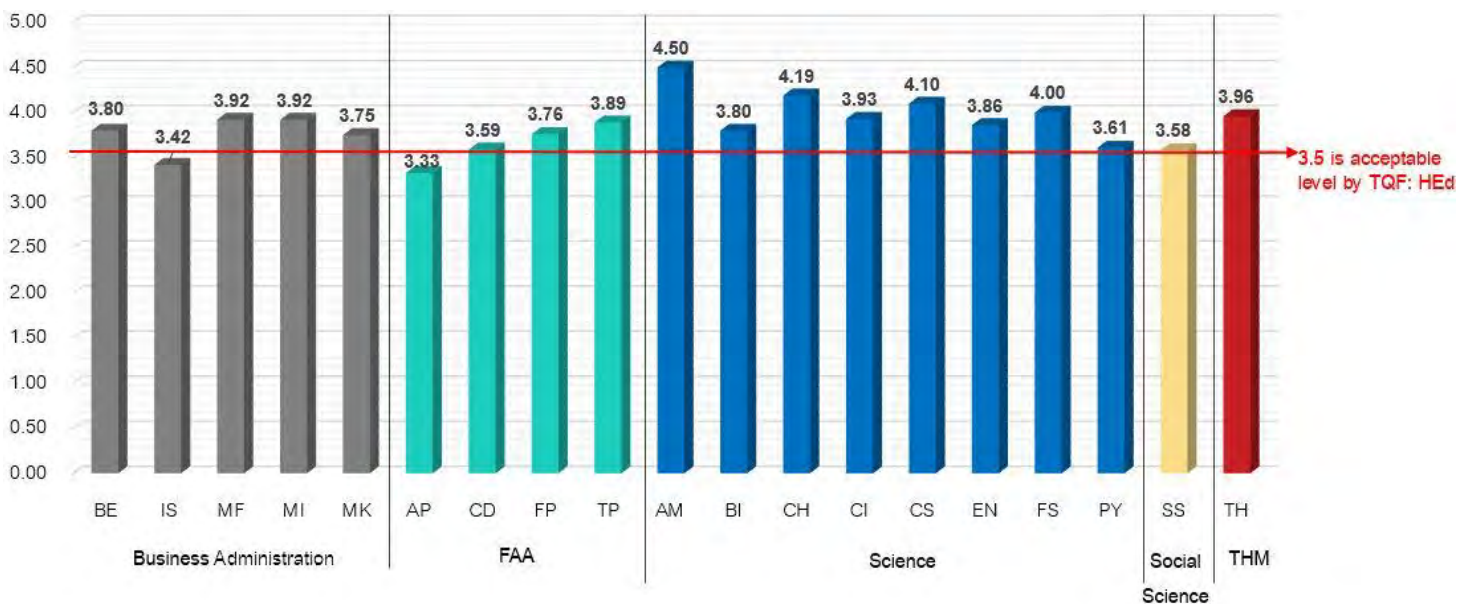
## MUIC Average Rating Score for Support Services

[Ranked from highest to lowest]

	<i>M</i>	<i>SD</i>
- Service request forms are accessible for students.	3.99	0.69
- Audio-visual equipment is adequately provided in classrooms.	3.97	0.73
- Course materials match the subject's content and are up-to-date.	3.89	0.69
- Learning resources and online research databases available to students are adequate.	3.89	0.77
- Support staff is knowledgeable and give suggestions appropriately.	3.87	0.7
- Information about service procedures is thoroughly provided for the students.	3.84	0.72
- Labs and internship facilities suit the study program and subjects taught in the program.	3.83	0.79
- Support staff is friendly and committed to service.	3.81	0.79
- Information is announced to the students in a timely manner.	3.80	0.76
- Educational materials and lab equipment available to students are adequate.	3.80	0.78
- Textbooks, documents and other media in the library are up-to-date and adequate.	3.79	0.78
- The ratio of computers available to students is appropriate.	3.74	0.83
<b>Average Rating Score</b>	<b>3.85</b>	<b>0.75</b>

Figure 11: The Comparison of Mean Scores of Support Services by Program

### Support Services



## 8. Course Management

Table 10: Mean and Percentage of the Graduates' Opinions on Course Management

8. Course Management:	Opinion Level by Program 2016-2017																	
	Business Administration										FAA							
	BE (N=39)		IS (N=1)		MF (N=16)		MI (N=146)		MK (N=132)		AP (N=2)		CD (N=27)		FP (N=16)		TP (N=7)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
8.1 Courses taught in the program help students to link theories with practice.	3.74	0.72	4.00	-	3.72	0.80	4.03	0.70	3.98	0.71	4.00	1.41	3.59	0.50	3.94	0.77	4.00	0.58
8.2 Courses encourage students to develop skills that are necessary for future employment.	3.92	0.62	3.00	-	3.90	0.74	4.12	0.66	4.10	0.65	3.50	0.71	3.89	0.64	4.31	0.70	3.57	0.53
8.3 Courses encourage students to think critically and to make decisions in a systematic manner.	3.92	0.66	4.00	-	4.06	0.66	4.13	0.71	4.17	0.65	4.00	1.41	3.78	0.64	4.13	0.72	3.86	0.69
8.4 Courses encourage students to do research and to seek knowledge by themselves.	4.03	0.71	3.00	-	4.13	0.69	4.21	0.65	4.20	0.72	4.00	1.41	3.85	0.72	4.06	0.85	4.00	0.58
8.5 Courses encourage students to engage in teamwork.	3.97	0.78	4.00	-	4.25	0.68	4.23	0.62	4.31	0.72	3.50	0.71	3.96	0.77	4.25	0.77	3.86	0.69
8.6 Media and technologies are provided to support student's understanding of the course content.	3.67	0.70	4.00	-	4.06	0.72	4.15	0.65	4.05	0.64	3.00	0.00	3.89	0.58	4.19	0.66	4.29	0.76
8.7 Various learning resources are made available to students.	3.79	0.73	4.00	-	4.07	0.68	4.03	0.67	4.02	0.68	3.00	0.00	3.74	0.59	3.88	0.72	3.86	0.69
8.8 Courses encourage students to participate in various extra-curricular activities in order to develop themselves and society.	3.77	0.74	3.00	-	3.99	0.68	3.95	0.78	3.93	0.61	3.00	0.00	3.74	0.66	4.00	0.82	4.00	0.58
8.9 Courses incorporate moral and professional ethics.	3.87	0.73	3.00	-	4.05	0.68	4.08	0.67	4.02	0.68	3.50	0.71	3.81	0.68	4.13	0.62	4.00	0.58
<b>Overall</b>	<b>3.85</b>	<b>0.71</b>	<b>3.56</b>	<b>-</b>	<b>4.03</b>	<b>0.70</b>	<b>4.10</b>	<b>0.68</b>	<b>4.09</b>	<b>0.67</b>	<b>3.50</b>	<b>0.71</b>	<b>3.81</b>	<b>0.64</b>	<b>4.10</b>	<b>0.74</b>	<b>3.94</b>	<b>0.63</b>

Table 10: (Continued)

8. Course Management:	Opinion Level by Program 2016-2017																			
	Science																SS		THM	
	AM (N=2)		BI (N=39)		CH (N=4)		CI (N=22)		CS (N=6)		EN (N=12)		FS (N=23)		PY (N=3)		SS (N=42)		TH (N=135)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
8.1 Courses taught in the program help students to link theories with practice.	5.00	0.00	3.85	0.67	4.00	0.82	4.00	0.62	4.29	0.49	4.08	0.51	4.04	0.64	4.33	0.58	3.93	0.60	4.10	0.64
8.2 Courses encourage students to develop skills that are necessary for future employment.	5.00	0.00	3.92	0.74	4.00	0.82	4.09	0.68	4.57	0.53	4.00	0.60	4.22	0.60	3.67	1.15	3.88	0.74	4.18	0.64
8.3 Courses encourage students to think critically and to make decisions in a systematic manner.	5.00	0.00	4.05	0.72	4.00	0.82	4.09	0.68	4.71	0.49	4.08	0.67	4.13	0.63	4.00	1.00	4.21	0.68	4.20	0.68
8.4 Courses encourage students to do research and to seek knowledge by themselves.	5.00	0.00	4.15	0.74	4.25	0.50	4.09	0.68	4.57	0.53	4.17	0.58	4.43	0.51	4.33	0.58	4.31	0.68	4.22	0.70
8.5 Courses encourage students to engage in teamwork.	4.00	1.41	4.03	0.78	3.50	0.58	4.05	0.72	4.57	0.53	3.83	0.72	4.26	0.54	3.67	1.15	3.69	0.87	4.30	0.67
8.6 Media and technologies are provided to support student's understanding of the course content.	4.50	0.71	3.97	0.67	4.00	0.00	4.05	0.79	4.43	0.53	4.08	0.90	4.17	0.49	4.33	0.58	3.88	0.63	4.13	0.70
8.7 Various learning resources are made available to students.	5.00	0.00	4.05	0.69	4.33	0.58	3.82	0.91	4.43	0.53	4.08	0.67	4.09	0.60	4.33	1.15	3.93	0.78	4.12	0.69
8.8 Courses encourage students to participate in various extra-curricular activities in order to develop themselves and society.	4.00	1.41	3.77	0.58	3.67	0.58	4.05	0.72	4.29	0.76	3.75	0.75	4.09	0.67	4.00	1.00	3.86	0.81	4.12	0.66
8.9 Courses incorporate moral and professional ethics.	4.50	0.71	4.05	0.69	3.67	0.58	3.91	0.61	4.43	0.53	4.17	0.72	4.22	0.60	4.00	1.00	4.07	0.68	4.14	0.65
<b>Overall</b>	<b>4.67</b>	<b>0.47</b>	<b>3.98</b>	<b>0.70</b>	<b>3.94</b>	<b>0.59</b>	<b>4.02</b>	<b>0.71</b>	<b>4.48</b>	<b>0.55</b>	<b>4.03</b>	<b>0.68</b>	<b>4.18</b>	<b>0.59</b>	<b>4.07</b>	<b>0.91</b>	<b>3.97</b>	<b>0.72</b>	<b>4.17</b>	<b>0.67</b>

Table 10: (Continued)

8. Course Management:	Overall MUIC (N=755)		% of Satisfaction at level $\geq 4$
	M	SD	
8.1 Courses taught in the program help students to link theories with practice.	3.95	0.70	75.79%
8.2 Courses encourage students to develop skills that are necessary for future employment.	4.06	0.68	80.82%
8.3 Courses encourage students to think critically and to make decisions in a systematic manner.	4.12	0.68	82.14%
8.4 Courses encourage students to do research and to seek knowledge by themselves.	4.18	0.69	84.39%
8.5 Courses encourage students to engage in teamwork.	4.18	0.72	82.41%
8.6 Media and technologies are provided to support student's understanding of the course content.	4.06	0.68	80.69%
8.7 Various learning resources are made available to students.	4.02	0.70	78.31%
8.8 Courses encourage students to participate in various extra-curricular activities in order to develop themselves and society.	3.95	0.70	74.07%
8.9 Courses incorporate moral and professional ethics.	4.05	0.67	80.69%
<b>Overall</b>	<b>4.06</b>	<b>0.69</b>	<b>62.43%</b>

MUIC Average Rating Score for Course Management  
[Ranked from highest to lowest]

	<i>M</i>	<i>SD</i>
- Courses encourage students to do research and to seek knowledge by themselves.	4.18	0.69
- Courses encourage students to engage in teamwork.	4.18	0.72
- Courses encourage students to think critically and to make decisions in a systematic manner.	4.12	0.68
- Courses encourage students to develop skills that are necessary for future employment.	4.06	0.68
- Media and technologies are provided to support student's understanding of the course content.	4.06	0.68
- Courses incorporate moral and professional ethics.	4.05	0.67
- Various learning resources are made available to students	4.02	0.70
- Courses encourage students to participate in various extra-curricular activities in order to develop themselves and society.	3.95	0.70
- Courses taught in the program help students to link theories with practice.	3.95	0.70
<b>Average Rating Score</b>	<b>4.06</b>	<b>0.69</b>

Figure 12: Comparison of Mean Scores of Course Management by Program



## 9. Student Affairs & Student Development

Table 11: Mean and Percentage of the Graduates' Opinions on Student Affairs & Student Development

9. Student Affairs & Student Development:	Opinion Level by Program 2016-2017																	
	Business Administration										FAA							
	BE (N=39)		IS (N=1)		MF (N=97)		MI (N=146)		MK (N=132)		AP (N=2)		CD (N=27)		FP (N=16)		TP (N=7)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
9.1 Students are encouraged to participate in organizing experiential activities.	3.69	0.73	3.00	-	3.80	0.85	3.80	0.74	3.70	0.77	4.00	1.41	3.70	0.67	3.31	0.79	4.29	0.76
9.2 Various student development activities are made available.	3.79	0.70	3.00	-	3.85	0.80	3.85	0.71	3.75	0.73	4.00	1.41	3.89	0.75	3.63	0.81	3.86	0.69
9.3 Resources and facilities for student activities are supported by the college.	3.79	0.73	3.00	-	3.91	0.76	3.84	0.74	3.76	0.69	4.00	1.41	3.59	0.69	3.44	0.81	3.86	0.69
9.4 Student welfare is provided.	3.64	0.71	3.00	-	3.85	0.82	3.89	0.70	3.80	0.70	3.00	0.00	3.67	0.78	3.50	0.82	4.00	0.58
9.5 Students are involved in the assessment of project/activity outcomes.	3.85	0.78	3.00	-	3.94	0.73	3.94	0.72	3.84	0.69	3.50	0.71	3.74	0.76	3.63	0.72	4.00	0.58
<b>Overall</b>	<b>3.75</b>	<b>0.73</b>	<b>3.00</b>	<b>-</b>	<b>3.87</b>	<b>0.79</b>	<b>3.86</b>	<b>0.72</b>	<b>3.77</b>	<b>0.72</b>	<b>3.70</b>	<b>0.99</b>	<b>3.72</b>	<b>0.73</b>	<b>3.50</b>	<b>0.79</b>	<b>4.00</b>	<b>0.66</b>

Table 11: (Continued)

9. Student Affairs & Student Development:	Opinion Level by Program 2016-2017																					
	Science																		SS		THM	
	AM (N=2)		BI (N=39)		CH (N=4)		CI (N=22)		CS (N=6)		EN (N=12)		FS (N=23)		PY (N=3)		SS (N=42)		TH (N=135)			
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD		
9.1 Students are encouraged to participate in organizing experiential activities.	3.50	2.12	3.59	0.64	3.75	0.96	3.86	0.73	3.86	0.69	3.92	0.51	3.83	0.78	3.33	0.58	3.69	0.84	3.93	0.67		
9.2 Various student development activities are made available.	4.50	0.71	3.85	0.67	4.00	0.82	3.81	0.75	4.14	0.69	3.83	0.58	4.04	0.64	3.67	0.58	3.74	0.86	3.95	0.68		
9.3 Resources and facilities for student activities are supported by the college.	4.50	0.71	3.72	0.60	3.75	0.96	3.90	0.77	3.43	0.53	3.75	0.97	4.04	0.56	3.67	0.58	3.71	0.97	3.99	0.73		
9.4 Student welfare is provided.	4.50	0.71	3.69	0.57	4.00	0.82	3.86	0.79	3.71	0.76	3.67	0.98	4.09	0.73	4.00	0.00	3.76	1.01	3.86	0.71		
9.5 Students are involved in the assessment of project/activity outcomes.	5.00	0.00	3.77	0.74	3.75	0.96	3.95	0.74	3.86	0.38	3.67	0.65	4.09	0.73	4.00	1.00	3.74	0.86	4.01	0.68		
<b>Overall</b>	<b>4.40</b>	<b>0.85</b>	<b>3.72</b>	<b>0.64</b>	<b>3.85</b>	<b>0.90</b>	<b>3.88</b>	<b>0.76</b>	<b>3.80</b>	<b>0.61</b>	<b>3.77</b>	<b>0.74</b>	<b>4.02</b>	<b>0.69</b>	<b>3.73</b>	<b>0.55</b>	<b>3.73</b>	<b>0.91</b>	<b>3.95</b>	<b>0.69</b>		

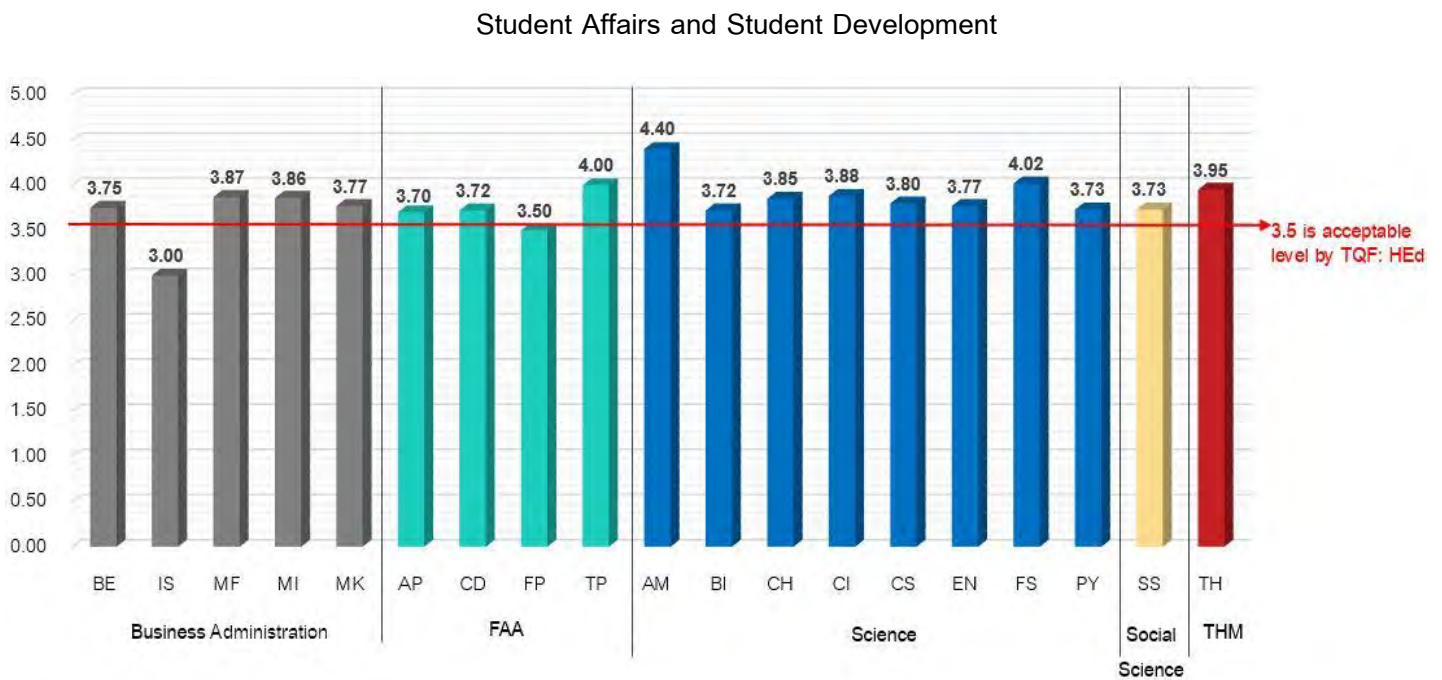
Table 11: (Continued)

9. Student Affairs & Student Development:	Overall MUIC (N=755)		% of Satisfaction at level $\geq 4$
	M	SD	
9.1 Students are encouraged to participate in organizing experiential activities.	3.78	0.75	61.90%
9.2 Various student development activities are made available.	3.84	0.73	67.59%
9.3 Resources and facilities for student activities are supported by the college.	3.83	0.74	66.40%
9.4 Student welfare is provided.	3.82	0.74	65.08%
9.5 Students are involved in the assessment of project/activity outcomes.	3.90	0.72	69.44%
<b>Overall</b>	<b>3.83</b>	<b>0.74</b>	<b>48.81%</b>

MUIC Average Rating Score for Students Affairs & Student Development  
 [Ranked from highest to lowest]

	<i>M</i>	<i>SD</i>
- Students are involved in the assessment of project/activity outcomes.	3.90	0.72
- Various student development activities are made available.	3.84	0.73
- Resources and facilities for student activities are supported by the college.	3.83	0.74
- Student welfare is provided.	3.82	0.74
- Students are encouraged to participate in organizing experiential activities.	3.78	0.75
<b>Average Rating Score</b>	<b>3.83</b>	<b>0.74</b>

Figure 13: The Comparison of Mean Scores of Student Affairs & Student Development by Program





## 10. Course Measurement & Evaluations

Table 12: Mean and Percentage of the Graduates' Opinions on Course Measurement & Evaluations

10. Course Measurement & Evaluations:	Opinion Level by Program 2016-2017																	
	Business Administration										FAA							
	BE (N=39)		IS (N=1)		MF (N=97)		MI (N=146)		MK (N=132)		AP (N=2)		CD (N=27)		FP (N=16)		TP (N=7)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
10.1 Students are clearly informed in advance about criteria and measurements used in course evaluations.	4.03	0.71	4.00	0.00	4.20	0.69	4.12	0.72	4.14	0.71	3.00	0.00	3.85	0.60	4.06	0.68	4.14	0.38
10.2 Measurement and course evaluations are consistent with the course's objectives.	3.87	0.66	3.00	0.00	4.08	0.66	4.10	0.63	4.03	0.65	3.00	0.00	3.78	0.64	3.81	0.66	3.86	0.90
10.3 Tools used in course measurement and evaluations are appropriate.	3.87	0.66	3.00	0.00	4.00	0.66	3.99	0.73	3.89	0.66	3.00	0.00	3.37	0.84	3.69	0.70	3.86	0.69
10.4 Measurement and evaluations are objective.	3.77	0.67	3.00	0.00	3.95	0.74	3.97	0.68	3.95	0.64	3.00	0.00	3.56	0.70	3.63	0.81	4.00	0.82
10.5 Evaluation results are communicated to the students in a timely manner.	3.92	0.81	3.00	0.00	4.00	0.74	4.05	0.69	3.90	0.70	3.00	0.00	3.63	0.63	3.81	0.75	3.71	0.76
<b>Overall</b>	<b>3.89</b>	<b>0.70</b>	<b>3.20</b>	<b>0.00</b>	<b>4.05</b>	<b>0.70</b>	<b>4.04</b>	<b>0.69</b>	<b>3.98</b>	<b>0.67</b>	<b>3.00</b>	<b>0.00</b>	<b>3.64</b>	<b>0.68</b>	<b>3.80</b>	<b>0.72</b>	<b>3.91</b>	<b>0.71</b>

Table 12: (Continued)

10. Course Measurement & Evaluations:	Opinion Level by Program 2016-2017																				
	Science																SS		THM		
	AM (N=2)		BI (N=39)		CH (N=4)		CI (N=22)		CS (N=6)		EN (N=12)		FS (N=23)		PY (N=3)		SS (N=42)		TH (N=135)		
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	
10.1 Students are clearly informed in advance about criteria and measurements used in course evaluations.	4.50	0.71	4.00	0.74	4.00	0.82	4.09	0.53	4.57	0.53	3.92	0.51	4.00	0.74	4.00	1.00	3.86	0.72	3.99	0.73	
10.2 Measurement and course evaluations are consistent with the course's objectives.	4.50	0.71	4.00	0.70	4.00	0.82	3.95	0.49	4.57	0.53	4.00	0.60	4.04	0.64	3.67	1.15	3.79	0.81	4.00	0.66	
10.3 Tools used in course measurement and evaluations are appropriate.	4.50	0.71	4.08	0.67	4.00	0.82	3.95	0.65	4.43	0.53	4.00	0.60	4.22	0.60	4.33	1.15	3.80	0.68	4.01	0.68	
10.4 Measurement and evaluations are objective.	4.50	0.71	3.97	0.68	3.50	0.58	4.00	0.69	4.57	0.53	4.00	0.60	4.17	0.49	4.00	1.00	3.83	0.59	3.99	0.68	
10.5 Evaluation results are communicated to the students in a timely manner.	4.50	0.71	3.92	0.75	4.00	0.00	3.91	0.75	4.29	0.49	3.92	0.67	4.22	0.60	4.00	1.00	3.90	0.80	4.00	0.70	
<b>Overall</b>	<b>4.50</b>	<b>0.71</b>	<b>3.99</b>	<b>0.71</b>	<b>3.90</b>	<b>0.61</b>	<b>3.98</b>	<b>0.62</b>	<b>4.49</b>	<b>0.53</b>	<b>3.97</b>	<b>0.60</b>	<b>4.13</b>	<b>0.61</b>	<b>4.00</b>	<b>1.06</b>	<b>3.84</b>	<b>0.72</b>	<b>4.00</b>	<b>0.69</b>	

Table 12: (Continued)

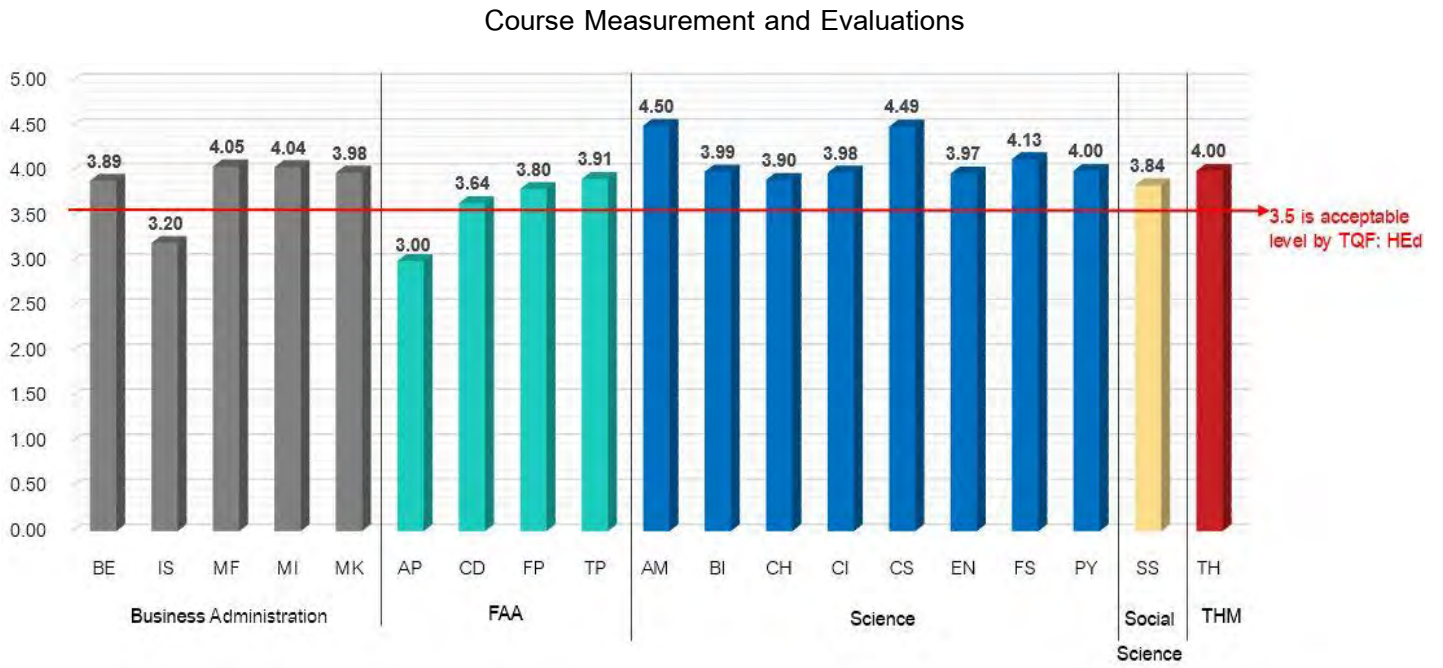
10. Course Measurement & Evaluations:	Overall MUIC (N=755)		% of Satisfaction at level $\geq 4$
	M	SD	
10.1 Students are clearly informed in advance about criteria and measurements used in course evaluations.	4.07	0.70	78.44%
10.2 Measurement and course evaluations are consistent with the course's objectives.	4.00	0.67	78.44%
10.3 Tools used in course measurement and evaluations are appropriate.	3.94	0.70	73.94%
10.4 Measurement and evaluations are objective.	3.94	0.68	74.07%
10.5 Evaluation results are communicated to the students in a timely manner.	3.96	0.71	73.81%
<b>Overall</b>	<b>3.98</b>	<b>0.69</b>	<b>60.98%</b>

#### MUIC Average Rating Score for Course Measurement & Evaluations

[Ranked from highest to lowest]

	<b>M</b>	<b>SD</b>
- Students are clearly informed in advance about criteria and measurements used in course evaluations.	4.07	0.70
- Measurement and course evaluations are consistent with the course's objectives.	4.00	0.67
- Evaluation results are communicated to the students in a timely manner.	3.96	0.71
- Tools used in course measurement and evaluations are appropriate.	3.94	0.70
- Measurement and evaluations are objective.	3.94	0.68
<b>Average Rating Score</b>	<b>3.98</b>	<b>0.69</b>

Figure 14: Comparison of Mean Scores of Course Measurement & Evaluations by Program



## 11. Program Achievement

Table 13: Mean and Percentage of the Graduates' Opinions on Program Achievement

11. Program Achievement:	Opinion Level by Program 2016-2017																	
	Business Administration										FAA							
	BE (N=39)		IS (N=1)		MF (N=97)		MI (N=146)		MK (N=132)		AP (N=2)		CD (N=27)		FP (N=16)		TP (N=7)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
11.1 Graduates have enough basic knowledge for further studies.	4.03	0.67	3.00	0.00	4.02	0.74	4.21	0.63	4.20	0.63	3.00	0.00	3.78	0.64	4.06	0.68	4.29	0.49
11.2 Graduates have adequate knowledge and skills to work in their professions.	3.90	0.64	4.00	0.00	3.91	0.72	4.17	0.65	4.18	0.62	3.00	0.00	3.78	0.70	4.25	0.58	4.00	0.82
11.3 Graduates have a sense of social responsibility.	4.15	0.78	3.00	0.00	4.21	0.68	4.33	0.67	4.10	0.70	3.00	0.00	3.81	0.92	4.13	0.62	4.14	0.69
11.4 Graduates have morals and professional ethics as well as enthusiasm for self-development.	4.15	0.78	3.00	0.00	4.19	0.74	4.28	0.63	4.17	0.70	3.00	0.00	3.81	0.88	4.19	0.54	4.00	0.82
<b>Overall</b>	<b>4.06</b>	<b>0.72</b>	<b>3.25</b>	<b>0.00</b>	<b>4.08</b>	<b>0.72</b>	<b>4.25</b>	<b>0.65</b>	<b>4.16</b>	<b>0.66</b>	<b>3.00</b>	<b>0.00</b>	<b>3.80</b>	<b>0.78</b>	<b>4.16</b>	<b>0.61</b>	<b>4.11</b>	<b>0.70</b>

Table 13: (Continued)

11. Program Achievement:	Opinion Level by Program 2016-2017																				
	Science															SS		THM			
	AM (N=2)		BI (N=39)		CH (N=4)		CI (N=22)		CS (N=6)		EN (N=12)		FS (N=23)		PY (N=3)		SS (N=42)		TH (N=135)		
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	
11.1 Graduates have enough basic knowledge for further studies.	5.00	0.00	4.16	0.75	4.50	0.58	4.09	0.68	4.43	0.79	4.08	0.67	4.13	0.76	3.67	0.58	3.98	0.75	4.22	0.67	
11.2 Graduates have adequate knowledge and skills to work in their professions.	4.50	0.71	3.89	0.69	3.75	0.50	3.86	0.83	4.29	0.95	4.08	0.67	4.17	0.58	3.00	0.00	3.90	0.73	4.22	0.64	
11.3 Graduates have a sense of social responsibility.	4.50	0.71	4.24	0.68	4.25	0.50	4.05	0.72	4.29	0.76	4.08	0.79	4.22	0.42	4.00	1.00	4.14	0.72	4.26	0.68	
11.4 Graduates have morals and professional ethics as well as enthusiasm for self-development.	4.50	0.71	4.24	0.68	4.25	0.50	4.09	0.68	4.57	0.79	4.00	0.95	4.30	0.47	4.33	0.58	4.17	0.66	4.38	0.66	
<b>Overall</b>	<b>4.63</b>	<b>0.53</b>	<b>4.13</b>	<b>0.70</b>	<b>4.19</b>	<b>0.52</b>	<b>4.02</b>	<b>0.73</b>	<b>4.39</b>	<b>0.82</b>	<b>4.06</b>	<b>0.77</b>	<b>4.21</b>	<b>0.56</b>	<b>3.75</b>	<b>0.54</b>	<b>4.05</b>	<b>0.71</b>	<b>4.27</b>	<b>0.66</b>	

Table 13: (Continued)

11. Program Achievement:	Overall MUIC (N=755)		% of Satisfaction at level $\geq 4$
	M	SD	
11.1 Graduates have enough basic knowledge for further studies.	4.13	0.68	83.73%
11.2 Graduates have adequate knowledge and skills to work in their professions.	4.07	0.68	81.35%
11.3 Graduates have a sense of social responsibility.	4.19	0.70	84.79%
11.4 Graduates have morals and professional ethics as well as enthusiasm for self-development.	4.22	0.70	86.11%
<b>Overall</b>	<b>4.15</b>	<b>0.69</b>	<b>73.81%</b>

#### MUIC Average Rating Score for Program Achievement

[Ranked from highest to lowest]

	M	SD
- Graduates have morals and professional ethics as well as enthusiasm for self-development.	4.22	0.70
- Graduates have a sense of social responsibility.	4.19	0.70
- Graduates have enough basic knowledge for further studies.	4.13	0.68
- Graduates have adequate knowledge and skills to work in their professions.	4.07	0.68
<b>Average Rating Score</b>	<b>4.15</b>	<b>0.69</b>

Figure 15: Comparison of Mean Scores of Program Achievement by Program



## 12. Program's Quality Assurance

Table 14: Mean and Percentage of the Graduates' Opinions on Program's Quality Assurance

12. Program's Quality Assurance:	Opinion Level by Program 2016-2017																	
	Business Administration										FAA							
	BE (N=39)		IS (N=1)		MF (N=97)		MI (N=146)		MK (N=132)		AP (N=2)		CD (N=27)		FP (N=16)		TP (N=7)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
12.1 There is an evaluation of the course's lecturer.	4.23	0.81	4.00	-	4.20	0.70	4.26	0.64	4.23	0.70	3.00	0.00	3.67	0.68	4.13	0.81	3.86	0.90
12.2 There is an appropriate process to support, give advice and assist students.	3.90	0.75	3.00	-	3.99	0.73	4.03	0.70	4.08	0.67	3.00	0.00	3.67	0.73	4.13	0.72	4.00	0.82
12.3 The program collaborates with organizations and experts outside the college.	3.82	0.64	3.00	-	3.81	0.75	3.95	0.79	4.04	0.70	3.00	0.00	3.74	0.71	4.13	0.81	4.00	0.82
12.4 Students enjoy collaborative networks with alumni.	3.49	0.79	3.00	-	3.60	0.82	3.67	0.81	3.56	0.75	3.00	0.00	3.56	0.58	3.75	0.86	3.86	0.69
<b>Overall</b>	<b>3.86</b>	<b>0.75</b>	<b>3.25</b>	<b>-</b>	<b>3.90</b>	<b>0.75</b>	<b>3.98</b>	<b>0.73</b>	<b>3.98</b>	<b>0.71</b>	<b>3.00</b>	<b>0.00</b>	<b>3.66</b>	<b>0.68</b>	<b>4.03</b>	<b>0.80</b>	<b>3.93</b>	<b>0.81</b>

Table 14: (Continued)

12. Program's Quality Assurance:	Opinion Level by Program 2016-2017																				
	Science															SS		THM			
	AM (N=2)		BI (N=39)		CH (N=4)		CI (N=22)		CS (N=6)		EN (N=12)		FS (N=23)		PY (N=3)		SS (N=42)		TH (N=135)		
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M
12.1 There is an evaluation of the course's lecturer.	4.50	0.71	4.34	0.63	4.00	0.82	4.23	0.61	4.86	0.38	4.33	0.78	4.39	0.72	4.33	1.15	4.17	0.66	4.22	0.68	
12.2 There is an appropriate process to support, give advice and assist students.	5.00	0.00	4.00	0.62	3.75	0.50	4.00	0.69	4.71	0.49	3.92	0.67	4.22	0.67	4.33	0.58	3.79	0.87	4.18	0.67	
12.3 The program collaborates with organizations and experts outside the college.	5.00	0.00	3.79	0.66	4.50	0.58	3.95	0.65	4.43	0.79	3.92	0.79	4.13	0.76	4.00	1.00	3.64	0.85	4.05	0.66	
12.4 Students enjoy collaborative networks with alumni.	4.00	1.41	3.55	0.60	4.50	0.58	3.68	0.78	3.86	0.90	3.17	1.03	3.83	0.83	3.67	1.15	3.62	0.91	3.77	0.76	
<b>Overall</b>	<b>4.63</b>	<b>0.53</b>	<b>3.92</b>	<b>0.63</b>	<b>4.19</b>	<b>0.62</b>	<b>3.97</b>	<b>0.68</b>	<b>4.46</b>	<b>0.64</b>	<b>3.83</b>	<b>0.82</b>	<b>4.14</b>	<b>0.75</b>	<b>4.08</b>	<b>0.97</b>	<b>3.80</b>	<b>0.82</b>	<b>4.06</b>	<b>0.69</b>	



Table 14: (Continued)

12. Program's Quality Assurance:	Overall MUIC (N=755)		% of Satisfaction at level $\geq 4$
	M	SD	
12.1 There is an evaluation of the course's lecturer.	4.22	0.70	84.26%
12.2 There is an appropriate process to support, give advice and assist students.	4.03	0.71	78.44%
12.3 The program collaborates with organizations and experts outside the college.	3.94	0.74	72.22%
12.4 Students enjoy collaborative networks with alumni.	3.64	0.79	51.19%
<b>Overall</b>	<b>3.96</b>	<b>0.73</b>	<b>57.01%</b>

MUIC Average Rating Score for Program's Quality Assurance

[Ranked from highest to lowest]

	M	SD
- There is an evaluation of the course's lecturer.	4.22	0.70
- There is an appropriate process to support, give advice and assist students.	4.03	0.71
- The program collaborates with organizations and experts outside the college.	3.94	0.74
- Students enjoy collaborative networks with alumni.	3.64	0.79
<b>Average Rating Score</b>	<b>3.96</b>	<b>0.73</b>

Figure 16: Comparison of Mean Scores of Program's Quality Assurance by Program



## 13. Multi-Cultural Experience

Table 15: Mean and Percentage of the Graduates' Opinions on Multi-Cultural Experience

13. Multi-cultural experiences:	Opinion Level by Program 2016-2017																	
	Business Administration										FAA							
	BE (N=39)		IS (N=1)		MF (N=97)		MI (N=146)		MK (N=132)		AP (N=2)		CD (N=27)		FP (N=16)		TP (N=7)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
13.1 International experience/exposure at MUIC	3.72	0.86	4.00	-	4.06	0.94	4.20	0.78	3.97	0.77	4.00	1.41	3.41	0.84	3.81	0.83	4.14	0.90
13.2 Student exchange programs	3.74	0.82	3.00	-	4.11	0.88	4.23	0.79	3.94	0.87	4.00	1.41	3.37	0.93	3.50	0.73	4.14	0.69
Overall	3.73	0.84	3.50	-	4.09	0.91	4.21	0.79	3.95	0.82	4.00	1.41	3.39	0.88	3.66	0.78	4.14	0.79

Table 15: (Continued)

13. Multi-cultural experiences:	Opinion Level by Program 2016-2017																			
	Science																SS		THM	
	AM (N=2)		BI (N=39)		CH (N=4)		CI (N=22)		CS (N=6)		EN (N=12)		FS (N=23)		PY (N=3)		SS (N=42)		TH (N=135)	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
13.1 International experience/exposure at MUIC	4.50	0.71	3.82	0.73	4.00	1.41	3.68	0.84	4.43	0.53	3.67	0.98	3.91	0.67	4.33	1.15	3.74	0.91	4.11	0.75
13.2 Student exchange programs	5.00	0.00	3.92	0.67	4.00	0.82	3.86	0.77	4.00	0.82	3.92	0.79	4.13	0.81	3.33	0.58	3.81	0.94	3.96	0.75
Overall	4.75	0.35	3.87	0.70	4.00	1.12	3.77	0.81	4.21	0.68	3.79	0.89	4.02	0.74	3.83	0.87	3.77	0.93	4.03	0.75

Table 15: (Continued)

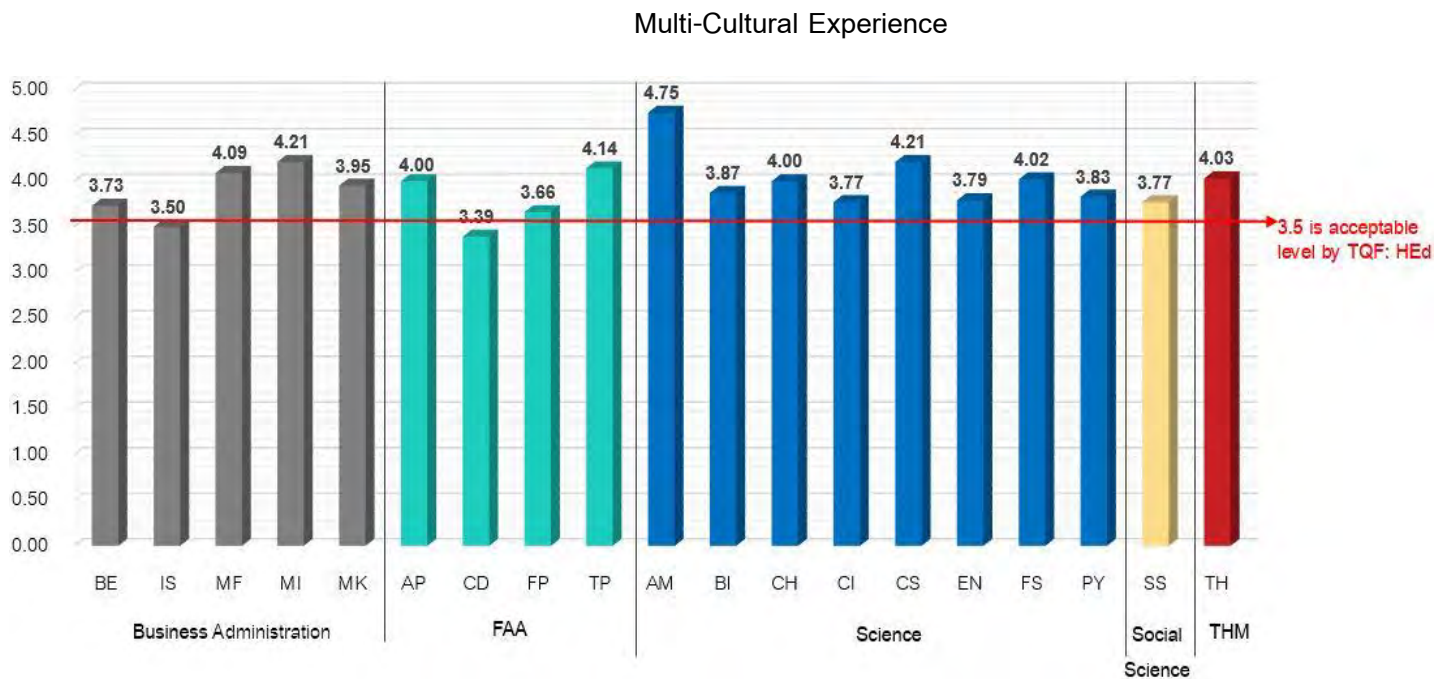
13. Multi-cultural experiences:	Overall MUIC (N=755)		% of Satisfaction at level $\geq 4$
	M	SD	
13.1 International experience/exposure at MUIC	3.99	0.83	71.96%
13.2 Student exchange programs	3.98	0.84	67.72%
Overall	3.98	0.84	64.81 %

MUIC Average Rating Score for Multi-Cultural Experience

[Ranked from highest to lowest]

	<i>M</i>	<i>SD</i>
International experience/exposure at MUIC	3.99	0.83
Student exchange programs	3.98	0.84
<b>Average Rating Score</b>	<b>3.98</b>	<b>0.84</b>

Figure 17: Comparison of Mean Scores of Multi-Cultural Experience by Program



## Part III: MUIC Experience Impacting Graduates' Development

### ❖ Skills

MUIC Experience Impacting Graduates' Development on Skills

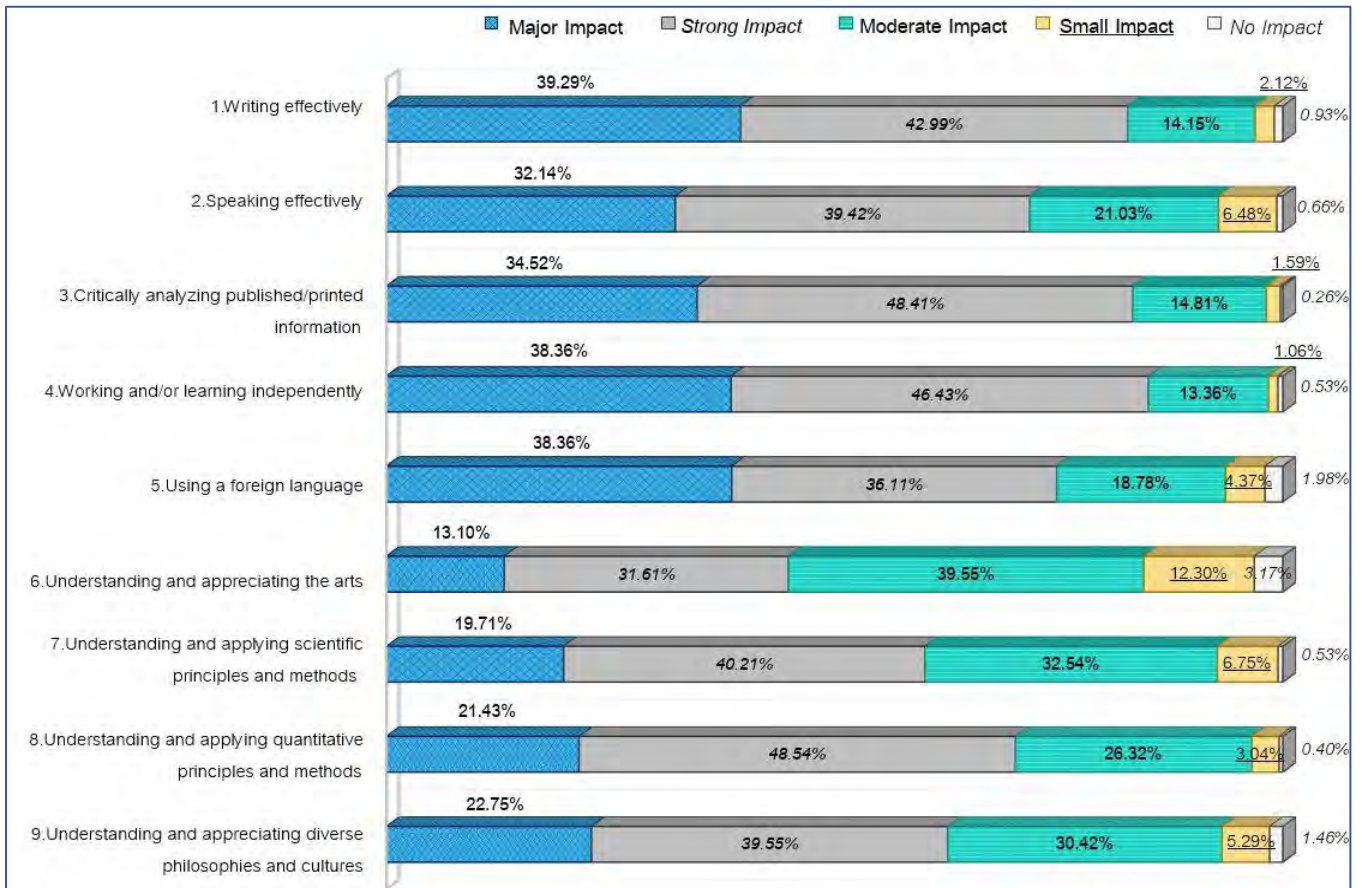


Figure 18: Comparison of Percentage of Development on Skills

❖ Contribution to Personal Development

MUIC Experience Impacting Contribution to Personal Development

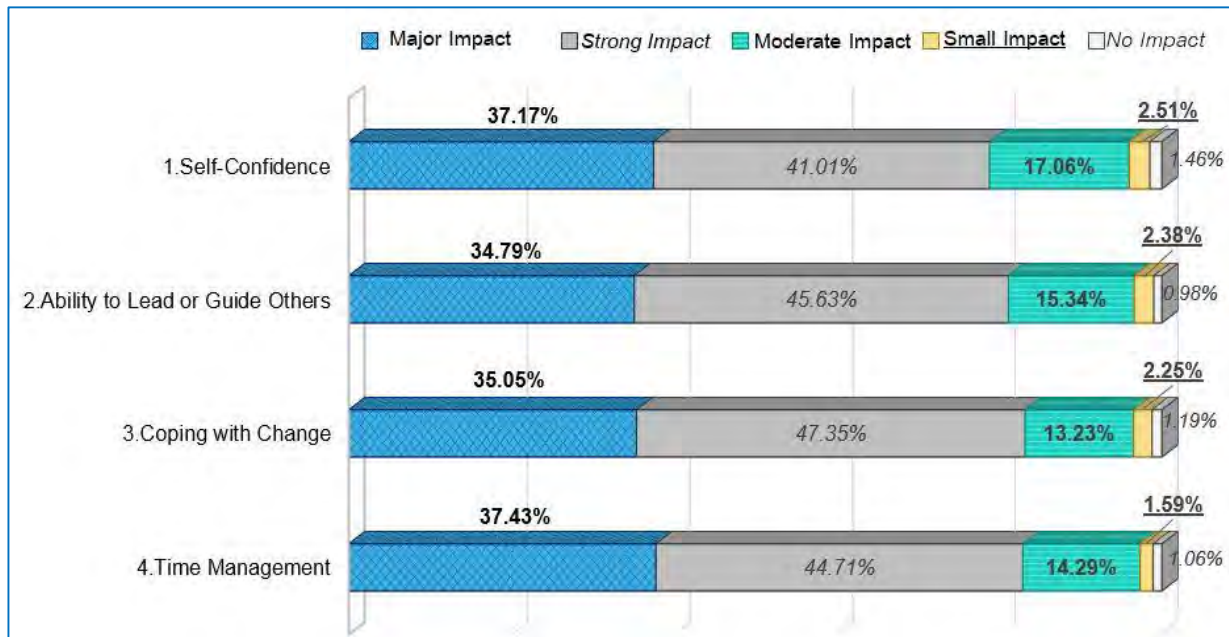
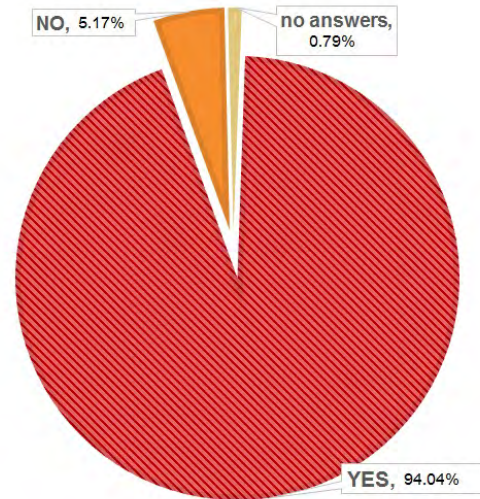


Figure 19: Comparison of Percentage of Contribution to Personal Development

## Part IV: Willingness to Attend and to Recommend Others to Study at MUIC

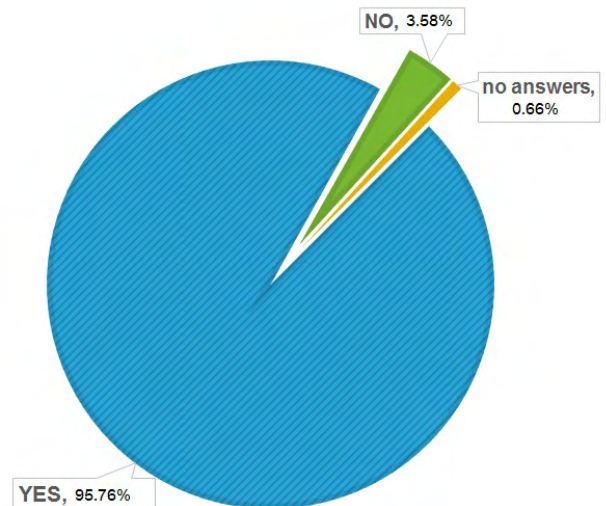
### ❖ Willingness to Attend MUIC if the Graduates Had to Make a College Choice All Over Again

Answers	N	%
YES	710	94.04%
NO	39	5.17%
No answers	6	0.79%
<b>Total</b>	<b>755</b>	<b>100%</b>



### ❖ Willingness to Recommend Others to Study at MUIC

Answers	N	%
YES	723	95.76%
NO	27	3.58%
No answers	5	0.66%
<b>Total</b>	<b>755</b>	<b>100%</b>



## CHAPTER IV

### *Conclusion*

The Graduate Survey for the Academic Year 2016-2017 was conducted with a response rate of 98.95% with 755 out of 763 graduates who registered for graduation in the academic year 2016-2017 completed and return the questionnaires back to the Office of Academic Affairs and Research (OAA). The majority of respondents was female (57.35%) and studied in International Business program (19.34%), Tourism and Hospitality Management program (17.88%) and Marketing program (17.48%), respectively. Concerning the cumulative GPA, the mean scores by major ranged from 2.00 to 3.97.

Based on the results of the evaluation of MUIC curriculum, the mean scores for each aspect ranged from 3.63 to 4.30. The results can be summarized as follows:

#### **1. Curriculum Objectives**

Considering the mean score by division, the results showed that the graduates from Tourism and Hospitality Management division strongly agreed with the curriculum objectives the most, with the mean score of 4.29 followed by the graduates from Social Science division (mean score = 4.22) and Science Division (mean score = 4.21), respectively. Besides, the graduates from Business Administration and Fine and Applied Arts division agreed with the curriculum objectives, with the mean scores of 3.92 and 3.78, respectively.

#### **2. Curriculum Structure**

The graduates agreed with the curriculum structure, with the mean score of 3.73. However, the item of the number of credits for GE courses was rated lower than the acceptable level of 3.50 points. Moreover, most of the graduates provided their feedback that there are too required GE course credits. More credits should be allocated to major courses.

#### **3. Curriculum Content**

The graduates agreed with the curriculum content, with the mean score of 4.01. The item related to the course contents providing the basic knowledge for further education and innovation was rated the highest, with the mean score of 4.22. In addition, the respondents agreed that the course contents meet students' expectations and interests, with the mean score 3.88.

#### **4. Student's Qualifications**

The graduates strongly agreed with the student's qualifications, with the mean score of 4.30. All items of the student's qualifications aspect received the mean score over 4.00. The graduates strongly agreed that MUIC students who graduated on a high school level or its equivalent must pass the MUIC entrance examination and achieve an English test score either TOEFL iBT  $\geq$  79, IELTS  $\geq$  6.0 or SAT  $\geq$  1650 with the score in mathematics  $\geq$  580.



## **5. Program's Lecturers**

The graduates agreed with the program's lecturers, with the mean score of 4.07. The number of lecturers is sufficient for the program especially, Film Production, Applied Mathematics, Computer Engineering, Computer Science and Food Science program (mean score = 3.72).

## **6. Advisor's Qualifications**

The graduates agreed with the advisor's qualifications, with the mean score of 3.63. However, the advisors don't follow up on students' learning outcomes (mean score = 3.58). In addition, some of the graduates provided feedback that they never have a chance to meet their advisors and it was difficult to make an appointment.

## **7. Support Services (Educational Materials, Textbooks, Buildings, and Sites)**

The graduates agreed with the support services, with the mean score of 3.85. The mean score for each item ranged from 3.74 to 3.99. The graduates gave comment that the ratio of computers available to students is insufficient, particularly during the examination period. Moreover, MUIC should provide more databases such as Euromonitor and Bloomberg.

## **8. Course Management**

The graduates agreed with the course management, with the mean score of 4.12. The item related to the courses encourage students to engage in teamwork, to do research and to seek knowledge by themselves rated the highest, with the mean score of 4.18. In addition, some of them provided feedback that some courses are out-of-date and they need more practical skills.

## **9. Student Affairs & Student Development**

The graduates agreed with the student affairs and student development, with the mean score of 3.83. The respondents did not rate high score for encouraging student participation in organizing experiential activities (mean score = 3.78). Moreover, some of the graduates gave suggestions that MUIC should offer more extra-curricular activities that were conducted in English

## **10. Course Measurement & Evaluations**

The graduates agreed with the course measurement and evaluations, with the mean score of 3.98. The mean score for each item ranged from 3.94 - 4.07. The item related to the students are clearly informed in advance about criteria and measurements used in course evaluations rated the highest. On the other hand, some of the graduates provided feedback that for some courses, the evaluation was not clear and fair. Moreover, the lecturers don't have standards rubric on assessment.

## **11. Program Achievement**

The graduates agreed with the program achievement, with the mean score of 4.15. All items of the program achievement aspect were rated higher than 4.00, ranging from 4.22 to 4.07. The graduates strongly agreed that the graduates have morals and professional ethics as well as enthusiasm for self-development.

## 12. Program's Quality Assurance

The graduates agreed with the program's quality assurance, with the mean score of 3.96. They strongly agreed with the item of there is an evaluation of the course's lecturer the most (mean score = 4.22). However, there were still a lack of opportunities for the students to network with alumni establish collaboration. This means that collaborative networks with alumni should be encouraged more at MUIC.

## 13. Multi-cultural experience

The graduates agreed with the multi-cultural experience including international experience/ exposure at MUIC and student exchange programs, with the mean score of 3.98. Some of the graduates proposed that MUIC should provide more student exchanges programs.

As for the aspects of MUIC experience impacting graduates' development on skills, the findings revealed that MUIC experience provided a major impact on writing effectively, working and/or learning independently and using a foreign language for development. On the other hand, understanding and appreciating the arts skill has a small impact. Besides, the graduates also reported that time management, self-confidence and coping with change mostly affected their contribution to personal development skills.

In conclusion, the majority of graduates stated that they were willing to attend MUIC if they had to make a college choice all over again and also to recommend others to study at MUIC.