**Mahidol University**
**International College**

# GRADUATES SURVEY

# Preface

A report on Graduates survey for the academic year 2018-2019 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, curriculum structure, 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 (OAA)

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

i

# TABLE OF CONTENTS

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

ii

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

ii

# LIST OF TABLES

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

iv

# LIST OF FIGURES

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

v

# 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 Academic Strategy, Strategy and Academic Development Section administered the Graduates Survey for the Academic Year 2018-2019 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 2018-2019.
2. To identify the factors that will help MUIC to maintain and increase the satisfaction of graduates.

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

1

Scope of the Study:

The survey assessed the level of MUIC graduates' opinion on the MUIC experiences for the academic year 2018-2019. 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 2018-2019

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 |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

2

| IH | International Hospitality Management 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 |
| 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) |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

3

# CHAPTER II

## Research Method

**Population:**

The population consisted of 762 students who registered for graduation in the academic year 2018-2019. Approximately 752 (98.69%) 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 into 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

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

4

- 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 Graduates Survey for the Academic Year 2018-2019 were distributed to all students who registered for graduation in trimester 3/2017-2018, trimester 1/2018-2019, and trimester 2/2018-2019 at the Office of Academic Affairs.

2. The graduates completed the questionnaires and returned them to the Academic Strategy Unit, the Office of Academic Affairs.

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.

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

5

# CHAPTER III

# Results

The results of the Graduates Survey for the academic year 2018-2019 are divided into five parts as the following:

Part I: General Information

    1.1 Graduates in the Academic Year 2018-2019 (Survey Responses / The Number of Study Terms for Graduation / Minor(s))

    1.2 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

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

6

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

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

7

# Part I: General Information

Out of the total 762 graduates, 752 graduates completed and returned the questionnaires to the Office of Academic Affairs, representing a response rate of 98.69%.

❖ Graduates of the Academic Year 2018-2019

(Survey Responses / The Number of Study Terms for Graduation / Minor(s))

Table 1: The number of graduates of the academic year 2018-2019 by program

(Survey Responses / The Number of Study Terms for Graduation / Minor(s))

| Div. | Program | N of Graduates | Respondents | | The Number of Study Terms for Graduation | | | | | | | | Graduates with Minor(s) | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | *MIN of Study Terms | *MAX of Study Terms | Less than 12 Study Terms | | 12 Study Terms (4 Years) | | More than 12 Study Terms | | | |
| | | | N | % within Major | N | N | N | % within Major | N | % within Major | N | % within Major | N | % within Major |
| BA | BE | 57 | 54 | 94.74% | 11 | 21 | 7 | 12.28% | 36 | 63.16% | 14 | 24.56% | 7 | 12.28% |
| | MF | 120 | 117 | 97.50% | 11 | 18 | 9 | 7.50% | 85 | 70.83% | 26 | 21.67% | 24 | 20.00% |
| | MI | 177 | 177 | 100.00% | 10 | 24 | 22 | 12.43% | 103 | 58.19% | 52 | 29.38% | 21 | 11.86% |
| | MK | 93 | 91 | 97.85% | 10 | 17 | 10 | 10.75% | 48 | 51.61% | 35 | 37.63% | 13 | 13.98% |
| | IS | 3 | 3 | 100.00% | 11 | 14 | 1 | 33.33% | 1 | 33.33% | 1 | 33.33% | 0 | 0.00% |
| FAA | AP | 7 | 7 | 100.00% | 12 | 15 | 0 | 0.00% | 3 | 42.86% | 4 | 57.14% | 2 | 28.57% |
| | FP | 15 | 14 | 93.33% | 11 | 18 | 8 | 53.33% | 5 | 33.33% | 2 | 13.33% | 1 | 6.67% |
| | TP | 4 | 4 | 100.00% | 11 | 13 | 2 | 50.00% | 0 | 0.00% | 2 | 50.00% | 0 | 0.00% |
| | CD | 14 | 14 | 100.00% | 12 | 15 | 0 | 0.00% | 6 | 42.86% | 8 | 57.14% | 1 | 7.14% |
| THM | IH/TH | 84 | 84 | 100.00% | 7 | 20 | 7 | 8.33% | 33 | 39.29% | 44 | 52.38% | 6 | 7.14% |
| SCI | AM | 2 | 2 | 100.00% | 9 | 12 | 1 | 50.00% | 1 | 50.00% | 0 | 0.00% | 0 | 0.00% |
| | BI | 42 | 41 | 97.62% | 10 | 24 | 9 | 21.43% | 16 | 38.10% | 17 | 40.48% | 11 | 26.19% |
| | CH | 6 | 6 | 100.00% | 11 | 14 | 1 | 16.67% | 1 | 16.67% | 4 | 66.67% | 3 | 50.00% |
| | CI | 20 | 20 | 100.00% | 10 | 18 | 7 | 35.00% | 8 | 40.00% | 5 | 25.00% | 2 | 10.00% |
| | CS | 29 | 29 | 100.00% | 11 | 20 | 3 | 10.34% | 6 | 20.69% | 20 | 68.97% | 1 | 3.45% |
| | EN | 8 | 8 | 100.00% | 12 | 14 | 0 | 0.00% | 1 | 12.50% | 7 | 87.50% | 2 | 25.00% |
| | FS | 18 | 18 | 100.00% | 11 | 15 | 2 | 11.11% | 11 | 61.11% | 5 | 27.78% | 4 | 22.22% |
| | PY | 1 | 1 | 100.00% | 17 | 17 | 0 | 0.00% | 0 | 0.00% | 1 | 100.00% | 0 | 0.00% |
| SS | SS | 47 | 47 | 100.00% | 10 | 17 | 12 | 25.53% | 12 | 25.53% | 23 | 48.94% | 12 | 25.53% |
| HLD | CU | 15 | 15 | 100.00% | 10 | 13 | 9 | 60.00% | 5 | 33.33% | 1 | 6.67% | 3 | 20.00% |
| Overall MUIC | | 762 | 752 | 98.69% | 7 | 24 | 110 | 14.44% | 381 | 50.00% | 271 | 35.56% | 113 | 14.83% |

*Note:* *In the Academic Year 2018-2019, there were 9 out of 752 respondents who did not report the number of their study terms for graduation on the questionnaires.

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

8

Figure 1: Comparison of Percentage of the Number of Graduates and Respondents by Program
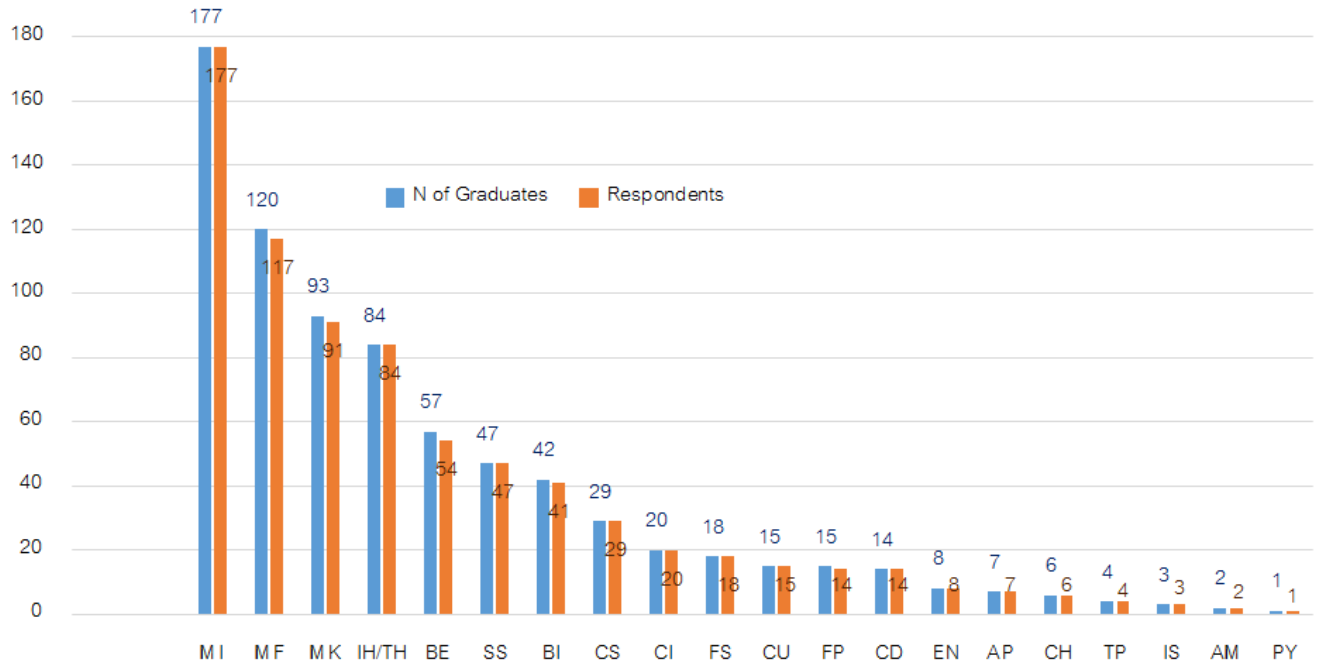


Figure 2: Comparison of the Number of Study Terms for Graduation by program

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

9
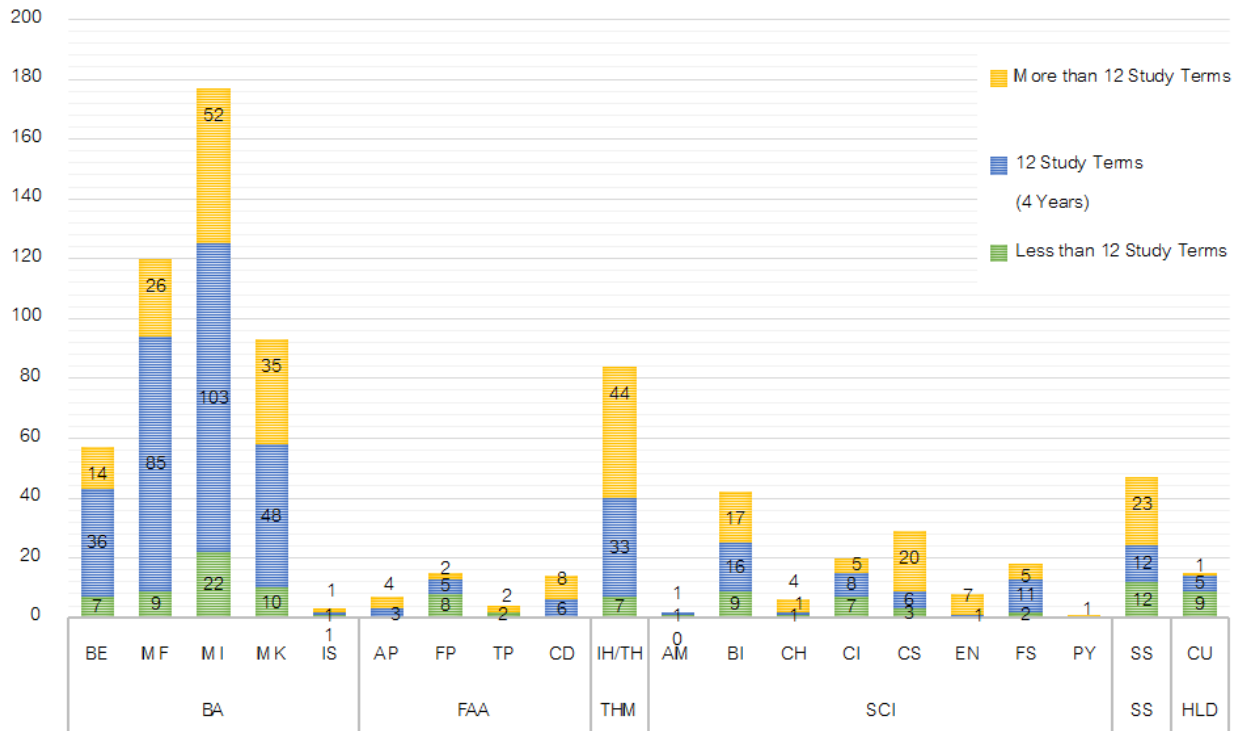
❖ Cumulative GPA

Table 2: Comparison of Cumulative GPAs (3 Academic Years)

| Division | Program | Academic Year 2018-2019 | | | | | Academic Year 2017-2018 | | | | | Academic Year 2016-2017 | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | N | Min | Max | M | SD | N | Min | Max | M | SD | N | Min | Max | M | SD |
| BA | BE | 57 | 2.11 | 3.81 | 2.98 | 0.42 | 46 | 2.03 | 3.80 | 2.91 | 0.46 | 38 | 2.14 | 3.76 | 2.93 | 0.41 |
| | IS | 3 | 3.02 | 3.59 | 3.27 | 0.29 | 6 | 2.59 | 3.39 | 3.07 | 0.31 | 1 | 2.80 | 2.80 | 2.80 | 0.00 |
| | MF | 120 | 2.10 | 3.83 | 3.18 | 0.40 | 106 | 2.13 | 3.89 | 3.10 | 0.42 | 92 | 2.20 | 3.89 | 3.09 | 0.45 |
| | MI | 177 | 2.03 | 3.86 | 2.91 | 0.43 | 130 | 2.04 | 3.76 | 2.92 | 0.44 | 138 | 2.03 | 3.96 | 2.90 | 0.48 |
| | MK | 93 | 2.08 | 3.81 | 2.96 | 0.41 | 86 | 2.09 | 3.74 | 2.87 | 0.40 | 126 | 2.06 | 3.82 | 2.82 | 0.42 |
| FAA | CD | 14 | 2.15 | 3.71 | 3.17 | 0.44 | 12 | 2.18 | 3.30 | 2.86 | 0.39 | 27 | 2.04 | 3.76 | 2.99 | 0.42 |
| | EM | - | - | - | - | - | - | - | - | - | - | 22 | 2.02 | 3.11 | 2.49 | 0.40 |
| | AP | 7 | 2.41 | 3.58 | 2.94 | 0.45 | 15 | 2.56 | 3.80 | 3.26 | 0.37 | - | - | - | - | - |
| | FP | 15 | 2.36 | 3.85 | 3.08 | 0.40 | 25 | 2.20 | 3.84 | 3.15 | 0.37 | - | - | - | - | - |
| | TP | 4 | 2.49 | 3.77 | 3.13 | 0.60 | 21 | 2.90 | 3.73 | 3.22 | 0.25 | - | - | - | - | - |
| SCI | AM | 2 | 2.93 | 3.88 | 3.41 | 0.67 | 1 | 3.51 | 3.51 | 3.51 | . | 2 | 3.12 | 3.85 | 3.49 | 0.52 |
| | BI | 43 | 2.13 | 3.98 | 3.12 | 0.51 | 27 | 2.66 | 3.95 | 3.36 | 0.38 | 37 | 2.00 | 3.97 | 3.16 | 0.45 |
| | CH | 6 | 2.97 | 3.61 | 3.39 | 0.22 | 1 | 3.00 | 3.00 | 3.00 | . | 3 | 2.85 | 3.65 | 3.35 | 0.44 |
| | CI | 20 | 2.07 | 3.85 | 2.80 | 0.57 | 25 | 2.10 | 3.57 | 2.84 | 0.41 | 21 | 2.00 | 3.93 | 3.11 | 0.51 |
| | CS | 29 | 2.00 | 3.88 | 2.95 | 0.58 | 12 | 2.27 | 3.99 | 3.00 | 0.55 | 7 | 2.00 | 3.69 | 2.87 | 0.53 |
| | EN | 8 | 2.72 | 3.50 | 3.10 | 0.29 | 6 | 2.32 | 3.86 | 3.05 | 0.51 | 11 | 2.00 | 3.72 | 2.85 | 0.47 |
| | FS | 18 | 2.98 | 3.90 | 3.41 | 0.28 | 8 | 2.42 | 3.79 | 3.16 | 0.41 | 20 | 2.29 | 3.85 | 3.21 | 0.46 |
| | PY | 1 | 2.77 | 2.77 | 2.77 | . | 1 | 3.81 | 3.81 | 3.81 | . | 3 | 2.63 | 3.52 | 3.13 | 0.46 |
| SS | SS | 47 | 2.20 | 3.90 | 3.00 | 0.41 | 41 | 2.21 | 3.64 | 2.97 | 0.35 | 38 | 2.03 | 3.82 | 2.94 | 0.45 |
| THM | IH | 2 | 2.00 | 2.30 | 2.15 | 0.21 | 84 | 2.13 | 3.84 | 2.95 | 0.41 | 132 | 2.20 | 3.81 | 2.92 | 0.37 |
| HLD | CU | 15 | 2.61 | 4.00 | 3.35 | 0.43 | - | - | - | - | - | - | - | - | - | - |
| Overall MUIC | | 762 | 2.00 | 4.00 | 3.01 | 0.45 | 653 | 2.03 | 3.99 | 3.00 | 0.43 | 718 | 2.00 | 3.97 | 2.95 | 0.44 |

*Note:* * In the Academic Year 2018-2019, data on the graduates' GPA were from the Registrar Unit

** In the Academic Year 2017-2018, there were 56 out of 709 graduates who did not report their Cumulative GPA on the completed and returned questionnaires.

*** In the Academic Year 2016-2017, there were 38 out of 756 graduates who did not report their Cumulative GPA on the completed and returned questionnaires.

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

10

# Part II: Evaluation of MUIC Curriculum

The graduates' opinions on their experiences at MUIC were measured by using scale of 1-5:

5 = Strongly Agree

4 = Agree

3 = Neutral

2 = Disagree

1 = Strongly Disagree

❖ Curriculum Objectives

In this part the curriculum objectives that the 2017-2018 graduates studied were reported in order as the following:

**Business Administration Division**

- Business Economics Program (BE)

- Finance Program (MF)

- International Business Program (MI)

- Marketing Program (MK)

- Information Systems Program (IS)

**Fine and Applied Arts Division**

- Animation Production Program (AP)

- Film Production Program (FP)

- Television Production Program (TP)

- Communication Design Program (CD)

**Science Division**

- Applied Mathematics Program (AM)

- Biological Science Program (BI)

- Chemistry Program (CH)

- Computer Engineering Program (CI)

- Computer Science Program (CS)

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

11

- Environmental Science Program (EN)

- Food Science and Technology Program (FS)

- Physics Program (PY)

**Tourism and Hospitality Management Division**

- International Hospitality Management Program (IH)

**Social Science Division**

- Social Science Program (SS)

**Humanities and Language Division**

- Intercultural Studies and Languages Program (CU)

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**Business Administration Division**

- Business Economics Program (BE)

- Finance Program (MF)

- International Business Program (MI)

- Marketing Program (MK)

- Information Systems Program (IS)

| Curriculum Objectives | Opinion Level | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | BE (*N* = 54) | | MF (*N* = 117) | | MI (*N* = 177) | | MK (*N* = 91) | | IS (*N* = 3) | |
| | *M* | *SD* | *M* | *SD* | *M* | *SD* | *M* | *SD* | *M* | *SD* |
| 1. Have the knowledge and ability up to and beyond international standards in business. | 3.93 | 0.77 | 3.95 | 0.67 | 4.04 | 0.64 | 4.11 | 0.75 | 4.00 | 1.00 |
| 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. | 3.91 | 0.78 | 3.99 | 0.69 | 3.95 | 0.71 | 4.11 | 0.74 | 4.33 | 1.15 |
| 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. | 4.22 | 0.74 | 4.34 | 0.63 | 4.32 | 0.74 | 4.29 | 0.82 | 4.00 | 1.00 |
| 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. | 4.07 | 0.70 | 4.10 | 0.64 | 4.14 | 0.72 | 4.14 | 0.81 | 4.00 | 1.00 |
| 5. Have ethical and socially responsible minds, and the ability to choose the most ethical action in sensitive circumstances. | 4.11 | 0.77 | 4.23 | 0.70 | 4.13 | 0.77 | 4.31 | 0.77 | 4.00 | 1.00 |
| Average Score | 4.05 | 0.75 | 4.12 | 0.67 | 4.12 | 0.72 | 4.19 | 0.78 | 4.07 | 1.03 |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

12

## Fine and Applied Arts Division

- Animation Production Program (AP)

- Film Production Program (FP)

- Television Production Program (TP)

- Communication Design Program (CD)

| Curriculum Objectives | Opinion Level | | | | | | Curriculum Objectives | Opinion Level | |
|---|---|---|---|---|---|---|---|---|---|
| | AP (*N* = 7) | | FP (*N* = 14) | | TP (*N* = 4) | | | CD (*N* = 14) | |
| | *M* | *SD* | *M* | *SD* | *M* | *SD* | | *M* | *SD* |
| 1. As they advance, students are challenged to conceptualize shows, write scripts, create storyboard, plan productions, and practice the roles of director, producer, camera person, sound engineer, editor, and animator. | 3.43 | 1.27 | 3.79 | 1.31 | 3.67 | 0.58 | 1. Have a strong foundation in general design principles, theories and skills. | 3.07 | 1.14 |
| | | | | | | | 2. Can begin their professional career armed with an individual, creative portfolio of design work demonstrating conceptual and technical skills. | 3.14 | 1.03 |
| | | | | | | | 3. Can continue with post-graduate study. | 3.29 | 0.83 |
| | | | | | | | 4. Have excellent (outstanding) visual, verbal and written communication skills in English. | 3.29 | 0.83 |
| | | | | | | | 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. | 3.14 | 0.95 |
| Average Score | 3.43 | 1.27 | 3.79 | 1.31 | 3.67 | 0.58 | Average Score | 3.19 | 0.95 |

## Science Division

- Applied Mathematics Program (AM)          - Computer Science Program (CS)

- Biological Science Program (BI)          - Environmental Science Program (EN)

- Chemistry Program (CH)          - Food Science and Technology Program (FS)

- Computer Engineering Program (CI)          - Physics Program (PY)

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

13

| Curriculum Objectives | Opinion Level AM (N = 2) | | Curriculum Objectives | Opinion Level BI (N = 41) | | Curriculum Objectives | Opinion Level CH (N = 6) | | Curriculum Objectives | Opinion Level CI (N = 20) | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | M | SD | | M | SD | | M | SD | | M | SD |
| 1. Have the knowledge, logical and problem solving skill up to international standards in applied mathematics. | 5.00 | 0.00 | 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; | 3.83 | 1.02 | 1. The knowledge, laboratory and analytical skill up to international standards in chemistry; | 4.17 | 0.98 | 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; | 3.65 | 0.81 |
| 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 | 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; | 3.76 | 1.09 | 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; | 4.00 | 0.89 | 2. To produce engineering graduates who can conduct effective analysis, research, and development in computer engineering in Thailand and overseas; | 3.80 | 0.62 |
| 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 | 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. | 3.95 | 0.97 | 3. Knowledge to work effectively in an increasingly globalized world, and to work and live harmoniously with people of diverse origins; | 4.17 | 1.17 | 3. To produce engineering graduates with social responsibility, leadership, ethics, who value environmental resources, and apply their knowledge for the benefit of humankind; | 4.00 | 0.73 |
| 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 | | | | 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 | 0.89 | 4. To encourage research and academic service in computer engineering and other related engineering disciplines. | 3.70 | 0.86 |
| 5. Have ethical and socially responsible minds, and the ability to choose the most ethical action in sensitive circumstances. | 4.00 | 1.41 | | | | 5. Ethical and socially responsible minds, and the ability to choose the most ethical action in sensitive circumstances. | 3.83 | 0.75 | | | |
| Average Score | 4.60 | 0.57 | Average Score | 3.85 | 0.00 | Average Score | 4.03 | 0.00 | Average Score | 3.79 | 0.75 |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

14

| Curriculum Objectives | Opinion Level CS (N = 29) | | Curriculum Objectives | Opinion Level EN (N = 8) | | Curriculum Objectives | Opinion Level FS (N = 18) | | Curriculum Objectives | Opinion Level PY (N = 1) | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | M | SD | | M | SD | | M | SD | | M | SD |
| 1. Knowledge competent to international standards in computer science; | 4.55 | 0.51 | 1. Have the knowledge and skills in Environmental Science up to the international standards; | 3.75 | 0.46 | 1. Knowledge and ability to function up to international standards in Food Science. | 4.22 | 0.55 | 1. Have the knowledge and ability up to and beyond the international standards in physics and other related fields. | 3.00 | 0.00 |
| 2. Technical, problem solving, and independent learning skills as well as business and people skills; | 4.45 | 0.63 | 2. Have a capacity to utilize environment and natural resources in sustainable manner; | 3.88 | 0.35 | 2. A well-developed ability to effectively use English in a university setting outside Thailand and/or in an international business contexts. | 4.56 | 0.62 | 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. | 3.00 | 0.00 |
| 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; | 4.45 | 0.69 | 3. Have a background in general education to work effectively and live harmoniously with people of diverse origin; | 4.00 | 0.00 | 3. General knowledge to work effectively in an increasingly globalized world, and to work and live harmoniously with people of diverse origins. | 4.56 | 0.51 | 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. | 3.00 | 0.00 |
| 4. General knowledge to work effectively in an increasingly globalized world, and to work and live harmoniously with people of multiethnic groups; | 4.41 | 0.73 | 4. Have an ability to effectively use English and knowledge in a university setting in Thailand or abroad; | 3.88 | 0.64 | 4. High integrity and morals, along with personal and social responsibilities while pursuing careers in the field of Food Science and Technology. | 4.50 | 0.62 | 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. | 3.00 | 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; | 4.48 | 0.63 | 5. Have ethical and socially responsible minds and the ability to choose the most ethical actions in sensitive circumstances; | 4.13 | 0.35 | | | | 5. Have ethical and socially responsible minds, and the ability to choose the most ethical action in sensitive circumstances. | 3.00 | 0.00 |
| 6. Ethical and socially responsible minds, and the ability to choose the most ethical action in sensitive circumstances. | 4.12 | 0.71 | 6. Have a capability to continue their higher education related to environmental field or other related fields in Thailand, as well as abroad. | 3.86 | 0.38 | | | | | | |
| Average Score | 4.41 | 0.65 | Average Score | 3.91 | 0.36 | Average Score | 4.46 | 0.57 | Average Score | 3.00 | 0.00 |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

15

## ✚ Tourism and Hospitality Management Division

### - International Hospitality Management Program (IH)

| Curriculum Objectives | Opinion Level | |
|---|---|---|
| | IH (*N = 84*) | |
| | *M* | *SD* |
| 1. Have the knowledge and ability to function up to international standards in hospitality and tourism management. | 4.06 | 0.73 |
| 2. Have a well-developed ability to effectively use English in a university setting outside Thailand and/or in an international context. | 4.14 | 0.76 |
| 3. Have the type of general knowledge to work effectively in an increasingly globalizing world, and to work and live harmoniously with people of diverse origins. | 4.21 | 0.75 |
| 4. Can apply their knowledge with the competence and ability to enter either management level positions in the travel industry or continue their education at higher level domestically and internationally. | 4.23 | 0.73 |
| 5. Have the humanity to work for the benefit of humankind and are able to think by themselves, are critical of the information they receive and able to relate what they learn to new contexts. | 4.27 | 0.77 |
| **Average Score** | **4.18** | **0.75** |

## ✚ Social Science Division

### - Social Science Program (SS)

| Curriculum Objectives | Opinion Level | |
|---|---|---|
| | SS (*N = 47*) | |
| | *M* | *SD* |
| 1. Possess an academic excellence. The Division aims to produce graduates with capacity and ability. | 4.19 | 0.85 |
| 2. Take personal responsibility for their own studies/work. Only ones who work hard can achieve success. | 4.35 | 1.08 |
| 3. Have an ability to think critically and independently for themselves. The Division encourages students to think, not to be passive learners. | 4.43 | 0.89 |
| **Average Score** | **4.32** | **0.94** |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

16

## Humanities and Language Division

### - Intercultural Studies and Languages Program (CU)

| Curriculum Objectives | Opinion Level | |
|---|---|---|
| | CU (*N = 15*) | |
| | *M* | *SD* |
| 1. Understand various cultural contexts and their respective histories. Develop cultural sensitivity and intercultural negotiation and mediation skills. | 4.33 | 0.72 |
| 2. Take personal responsibility for their studies/work. Only those who work hard and develop an intrinsic motivation can achievement success. | 4.27 | 0.70 |
| 3. Have an ability to think analytically and independently. The Division encourages students to think, not to be passive learners. | 4.40 | 0.74 |
| 4. Possess academic excellence. The Division aims to produce graduates with capacity and ability. | 4.33 | 0.62 |
| Average Score | 4.33 | 0.70 |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

17

❖ Curriculum Structure

Table 3: Mean and Percentage of Graduates' Opinions on Curriculum Structure

| 2. Curriculum Structure | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | Business Administration | | | | | | | | | | Fine and Applied Arts | | | | | | | | THM | |
| | BE (N = 54) | | MF (N = 117) | | MI (N = 177) | | MK (N = 91) | | IS (N = 3) | | AP (N = 7) | | FP (N = 14) | | TP (N = 4) | | CD (N = 14) | | IH (N = 84) | |
| | 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 | 3.22 | 0.95 | 3.21 | 1.03 | 3.47 | 0.90 | 3.43 | 0.97 | 2.00 | 1.00 | 3.00 | 1.41 | 3.64 | 0.63 | 4.00 | 0.00 | 3.29 | 0.61 | 3.49 | 0.80 |
| 2.2 The number of credits for GE courses in English Communication | 3.87 | 0.85 | 3.76 | 0.93 | 3.88 | 0.84 | 3.98 | 0.95 | 3.00 | 2.00 | 3.57 | 0.53 | 3.93 | 0.73 | 4.25 | 0.50 | 3.86 | 1.10 | 3.87 | 0.65 |
| 2.3 The number of credits for GE courses in Natural Science | 3.35 | 0.76 | 3.44 | 0.90 | 3.52 | 0.81 | 3.64 | 0.87 | 2.33 | 1.15 | 3.14 | 1.07 | 3.57 | 1.02 | 4.25 | 0.50 | 3.07 | 0.47 | 3.46 | 0.74 |
| 2.4 The number of credits for GE courses in Humanities | 3.48 | 0.86 | 3.42 | 0.85 | 3.60 | 0.79 | 3.59 | 0.78 | 2.67 | 1.53 | 3.14 | 1.07 | 3.71 | 0.61 | 4.25 | 0.50 | 3.36 | 0.50 | 3.68 | 0.76 |
| 2.5 The number of credits for GE courses in Social Science | 3.54 | 0.95 | 3.33 | 0.93 | 3.64 | 0.82 | 3.64 | 0.89 | 2.33 | 1.15 | 2.86 | 0.90 | 3.57 | 1.02 | 3.50 | 1.00 | 3.29 | 0.47 | 3.63 | 0.73 |
| 2.6 The number of credits for GE courses in Health & Physical Education | 3.39 | 1.00 | 3.45 | 0.94 | 3.58 | 0.91 | 3.54 | 1.12 | 2.67 | 0.58 | 3.71 | 0.95 | 4.00 | 0.88 | 4.25 | 0.50 | 3.79 | 0.80 | 3.84 | 0.83 |
| 2.7 The number of credits for Core Courses | 3.81 | 0.92 | 3.97 | 0.90 | 4.08 | 0.77 | 4.19 | 0.82 | 2.67 | 1.53 | 3.71 | 0.76 | 4.07 | 0.47 | 4.00 | 0.00 | 3.64 | 0.63 | 4.08 | 0.78 |
| 2.8 The number of credits for Required Major Courses | 3.44 | 1.11 | 3.79 | 1.07 | 4.03 | 0.83 | 4.26 | 0.84 | 1.67 | 0.58 | 3.43 | 0.98 | 4.14 | 0.53 | 4.00 | 0.00 | 3.64 | 0.74 | 4.12 | 0.73 |
| 2.9 The number of credits for Elective Major Courses | 3.37 | 0.96 | 3.80 | 0.88 | 3.76 | 0.89 | 4.02 | 0.83 | 2.33 | 0.58 | 3.86 | 0.69 | 4.07 | 0.73 | 4.25 | 0.50 | 3.29 | 0.83 | 3.82 | 0.92 |
| 2.10 The number of credits for Free Elective Courses | 3.44 | 0.79 | 3.68 | 0.85 | 3.72 | 0.82 | 3.89 | 0.95 | 3.67 | 0.58 | 3.29 | 0.49 | 3.93 | 1.00 | 3.75 | 0.50 | 3.43 | 0.51 | 3.71 | 0.90 |
| 2.11 The number of total credits required for graduation | 3.87 | 0.80 | 3.97 | 0.75 | 3.97 | 0.69 | 4.09 | 0.80 | 3.00 | 1.73 | 3.57 | 0.98 | 4.00 | 0.55 | 4.00 | 0.00 | 3.69 | 0.75 | 4.00 | 0.66 |
| 2.12 The overall curriculum structure | 3.66 | 0.78 | 3.90 | 0.71 | 3.95 | 0.66 | 3.96 | 0.72 | 3.00 | 1.73 | 3.71 | 0.76 | 4.07 | 0.27 | 4.00 | 0.00 | 3.69 | 0.75 | 3.98 | 0.54 |
| Average Score | 3.54 | 0.89 | 3.64 | 0.89 | 3.77 | 0.81 | 3.85 | 0.88 | 2.61 | 1.18 | 3.42 | 0.88 | 3.89 | 0.70 | 4.04 | 0.33 | 3.50 | 0.68 | 3.81 | 0.75 |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

18

| 2. Curriculum Structure | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | | Overall MUIC (N = 752) | | % of Satisfaction at level ≥4 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Science | | | | | | | | | | | | | | | | SS | | HLD | | | | |
| | AM (N = 2) | | BI (N = 41) | | CH (N = 6) | | CI (N = 20) | | CS (N = 29) | | EN (N = 8) | | FS (N = 18) | | PY (N = 1) | | SS (N = 47) | | CU (N = 15) | | | | |
| | M | SD | 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 | 4.00 | 0.00 | 3.35 | 1.08 | 3.17 | 0.75 | 3.47 | 0.77 | 3.45 | 0.99 | 3.71 | 0.49 | 3.83 | 0.71 | 2.00 | 0.00 | 3.55 | 0.95 | 3.67 | 0.62 | 3.35 | 0.73 | 49.60% |
| 2.2 The number of credits for GE courses in English Communication | 5.00 | 0.00 | 3.78 | 0.94 | 4.00 | 0.63 | 3.85 | 0.81 | 3.83 | 0.85 | 4.00 | 0.58 | 4.28 | 0.57 | 2.00 | 0.00 | 3.66 | 0.94 | 3.80 | 0.56 | 3.81 | 0.75 | 70.88% |
| 2.3 The number of credits for GE courses in Natural Science | 4.00 | 0.00 | 3.34 | 1.06 | 2.83 | 0.98 | 3.70 | 0.80 | 3.38 | 1.01 | 3.43 | 0.79 | 4.11 | 0.68 | 2.00 | 0.00 | 3.19 | 0.97 | 3.40 | 0.91 | 3.36 | 0.77 | 49.20% |
| 2.4 The number of credits for GE courses in Humanities | 3.00 | 0.00 | 3.51 | 1.10 | 3.33 | 0.82 | 3.40 | 0.94 | 3.69 | 0.93 | 3.29 | 0.76 | 3.72 | 0.83 | 4.00 | 0.00 | 3.60 | 0.95 | 3.80 | 0.56 | 3.51 | 0.76 | 54.52% |
| 2.5 The number of credits for GE courses in Social Science | 3.00 | 0.00 | 3.34 | 1.13 | 3.00 | 0.89 | 3.40 | 0.75 | 3.38 | 1.05 | 3.43 | 0.79 | 3.83 | 0.71 | 4.00 | 0.00 | 3.70 | 1.00 | 3.87 | 0.74 | 3.41 | 0.80 | 53.46% |
| 2.6 The number of credits for GE courses in Health & Physical Education | 4.00 | 1.41 | 3.56 | 0.95 | 3.33 | 0.82 | 3.60 | 0.94 | 3.79 | 0.98 | 3.86 | 0.38 | 3.78 | 0.73 | 2.00 | 0.00 | 3.21 | 1.14 | 4.07 | 0.59 | 3.57 | 0.82 | 55.05% |
| 2.7 The number of credits for Core Courses | 4.00 | 1.41 | 3.93 | 0.96 | 2.83 | 0.75 | 4.00 | 0.65 | 4.38 | 0.62 | 3.71 | 0.49 | 4.17 | 0.51 | 4.00 | 0.00 | 3.96 | 0.98 | 4.13 | 0.83 | 3.87 | 0.74 | 78.06% |
| 2.8 The number of credits for Required Major Courses | 4.00 | 1.41 | 3.71 | 1.08 | 2.83 | 0.75 | 4.00 | 0.65 | 4.34 | 0.81 | 3.71 | 0.49 | 4.33 | 0.59 | 4.00 | 0.00 | 4.13 | 0.77 | 4.13 | 0.83 | 3.79 | 0.74 | 75.80% |
| 2.9 The number of credits for Elective Major Courses | 4.00 | 1.41 | 3.49 | 1.33 | 2.33 | 0.82 | 3.55 | 0.83 | 4.17 | 1.00 | 3.57 | 0.53 | 3.50 | 1.10 | 4.00 | 0.00 | 3.94 | 0.79 | 4.07 | 0.88 | 3.66 | 0.83 | 65.16% |
| 2.10 The number of credits for Free Elective Courses | 3.00 | 0.00 | 3.59 | 1.09 | 3.17 | 1.47 | 3.30 | 0.98 | 3.86 | 1.03 | 3.29 | 0.76 | 3.72 | 0.89 | 4.00 | 0.00 | 3.64 | 1.03 | 4.07 | 0.88 | 3.61 | 0.78 | 60.64% |
| 2.11 The number of total credits required for graduation | 3.00 | 0.00 | 3.68 | 0.82 | 3.17 | 0.41 | 3.80 | 0.70 | 3.93 | 0.80 | 3.57 | 0.53 | 4.17 | 0.79 | 3.00 | 0.00 | 4.02 | 0.77 | 4.13 | 0.74 | 3.73 | 0.66 | 74.07% |
| 2.12 The overall curriculum structure | 3.50 | 0.71 | 3.63 | 0.77 | 3.50 | 0.55 | 3.75 | 0.64 | 4.07 | 0.66 | 3.43 | 0.53 | 4.17 | 0.71 | 3.00 | 0.00 | 3.79 | 0.86 | 3.87 | 0.52 | 3.73 | 0.64 | 73.14% |
| Average Score | 3.71 | 0.53 | 3.58 | 1.03 | 3.12 | 0.80 | 3.65 | 0.79 | 3.86 | 0.89 | 3.58 | 0.59 | 3.97 | 0.73 | 3.17 | 0.00 | 3.70 | 0.93 | 3.92 | 0.72 | 3.62 | 0.75 | 63.30% |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

19

MUIC Average Rating Score for Curriculum Structure

(Ranked from highest to lowest)

| 2. Curriculum Structure | M | SD |
|---|---|---|
| i. The number of credits for Core Courses | 3.87 | 0.74 |
| ii. The number of credits for GE courses in English Communication | 3.81 | 0.75 |
| iii. The number of credits for Required Major Courses | 3.79 | 0.74 |
| iv. The number of total credits required for graduation | 3.73 | 0.66 |
| v. The overall curriculum structure | 3.73 | 0.64 |
| vi. The number of credits for Elective Major Courses | 3.66 | 0.83 |
| vii. The number of credits for Free Elective Courses | 3.61 | 0.78 |
| viii. The number of credits for GE courses in Health & Physical Education | 3.57 | 0.82 |
| ix. The number of credits for GE courses in Humanities | 3.51 | 0.76 |
| x. The number of credits for GE courses in Social Science | 3.41 | 0.80 |
| xi. The number of credits for GE courses in Natural Science | 3.36 | 0.77 |
| xii. The number of credits for General Education (GE) courses | 3.35 | 0.73 |
| Average Score | 3.62 | 0.75 |

Figure 3: Comparison of Mean Score of Curriculum Structure by Program



Curriculum Structure

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

20

Figure 4: Comparison of Percentage of Graduates' Opinions on the Number of Credits of Curriculum Structure



Legend: ■ Disagree  ■ Neutral  ■ Agree  ■ no answer

| Category | Disagree | Neutral | Agree | no answer |
|---|---|---|---|---|
| no of credits for GE courses | 14.76% | 34.97% | 49.60% | 0.66% |
| no of credits for GE courses in English Communication | 6.25% | 22.47% | 70.88% | 0.40% |
| no of credits for GE courses in Natural Science | 10.64% | 39.63% | 49.20% | 0.53% |
| no of credits for GE courses in Humanities | 7.98% | 37.10% | 54.52% | 0.40% |
| no of credits for GE courses in Social Science | 10.77% | 35.11% | 53.46% | 0.66% |
| no of credits for GE courses in Health & PE | 10.77% | 33.64% | 55.05% | 0.53% |
| no of credits for Core Courses | 4.92% | 16.49% | 78.06% | 0.53% |
| no of credits for Required Major Courses | 7.98% | 15.96% | 75.80% | 0.27% |
| no of credits for Elective Major Courses | 9.71% | 24.87% | 65.16% | 0.27% |
| no of credits for Free Elective Courses | 8.78% | 30.19% | 60.64% | 0.40% |
| no of total credits required for graduation | 2.26% | 23.27% | 74.07% | 0.40% |
| Overall curriculum structure | 1.46% | 24.34% | 73.14% | 1.06% |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

21

Figure 5: Comparison of Percentage of Graduates Who Disagree on the Number of Credits of Curriculum Structure

| | Disagree - Too Many | Disagree - Too Few |
|---|---|---|
| no of credits for GE courses | 13.70% | 1.06% |
| no of credits for GE courses in English… | 3.72% | 2.53% |
| no of credits for GE courses in Natural Science | 8.64% | 1.99% |
| no of credits for GE courses in Humanities | 5.45% | 2.53% |
| no of credits for GE courses in Social Science | 7.18% | 3.72% |
| no of credits for GE courses in Health & PE | 8.51% | 2.26% |
| no of credits for Core Courses | 1.60% | 3.19% |
| no of credits for Required Major Courses | 1.33% | 6.65% |
| no of credits for Elective Major Courses | 1.86% | 7.85% |
| no of credits for Free Elective Courses | 2.13% | 6.65% |
| no of total credits required for graduation | 2.13% | 0.13% |
| Overall curriculum structure | 1.46% | |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

22

## Curriculum Content

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

| 3. Curriculum Content | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Business Administration | | | | | | | | | | Fine and Applied Arts | | | | | | | | | THM | |
| | BE (N = 54) | | MF (N = 117) | | MI (N = 177) | | MK (N = 91) | | IS (N = 3) | | AP (N = 7) | | FP (N = 14) | | TP (N = 4) | | CD (N = 14) | | IH (N = 84) | | |
| | 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. | 3.76 | 0.61 | 3.91 | 0.71 | 4.02 | 0.69 | 4.05 | 0.70 | 3.67 | 2.31 | 3.86 | 0.69 | 4.14 | 0.66 | 4.00 | 0.00 | 3.29 | 1.14 | 3.99 | 0.63 |
| 3.2 The course contents are beneficial for society. | 3.74 | 0.62 | 3.82 | 0.62 | 3.89 | 0.64 | 4.01 | 0.71 | 3.33 | 2.08 | 3.71 | 0.76 | 3.93 | 0.62 | 4.25 | 0.50 | 3.64 | 1.08 | 4.01 | 0.70 |
| 3.3 The course contents provide the basic knowledge for further education and innovation. | 3.98 | 0.74 | 4.10 | 0.62 | 4.12 | 0.65 | 4.24 | 0.67 | 3.33 | 2.08 | 3.43 | 0.79 | 3.71 | 0.61 | 4.25 | 0.50 | 3.36 | 1.01 | 4.18 | 0.64 |
| 3.4 The course contents are up-to-date and suitable for current events and technological advancement. | 3.81 | 0.78 | 3.84 | 0.75 | 4.02 | 0.75 | 4.15 | 0.65 | 3.00 | 2.00 | 3.29 | 1.25 | 3.93 | 1.00 | 4.25 | 0.50 | 2.71 | 1.14 | 3.98 | 0.68 |
| 3.5 The courses within the curriculum are structured with appropriate pre- and post- requisite subject sequence. | 3.85 | 0.66 | 3.73 | 0.78 | 3.93 | 0.67 | 4.07 | 0.70 | 3.33 | 2.08 | 3.57 | 0.79 | 4.00 | 0.68 | 4.00 | 0.00 | 2.79 | 1.25 | 3.92 | 0.67 |
| 3.6 The course contents meet students' expectations and interests. | 3.80 | 0.79 | 3.74 | 0.69 | 3.89 | 0.68 | 4.03 | 0.64 | 3.67 | 2.31 | 3.14 | 0.90 | 3.79 | 0.58 | 4.00 | 0.00 | 2.79 | 1.25 | 3.90 | 0.65 |
| 3.7 The course contents match the curriculum objectives. | 3.91 | 0.68 | 3.93 | 0.67 | 4.03 | 0.62 | 4.10 | 0.64 | 3.33 | 2.08 | 4.00 | 0.58 | 4.07 | 0.83 | 4.00 | 0.00 | 2.86 | 1.17 | 4.06 | 0.65 |
| Average Score | 3.84 | 0.70 | 3.87 | 0.69 | 3.99 | 0.67 | 4.09 | 0.67 | 3.38 | 2.14 | 3.57 | 0.82 | 3.94 | 0.71 | 4.11 | 0.21 | 3.06 | 1.15 | 4.00 | 0.66 |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

23

Table 4: (Continued)

| 3. Curriculum Content | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | | | | | Overall MUIC | | % of Satisfaction at level ≥4 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Science | | | | | | | | | | | | | | | | | | SS | | HLD | | | | | | |
| | AM (N = 2) | | BI (N = 41) | | CH (N = 6) | | CI (N = 20) | | CS (N = 29) | | EN (N = 8) | | FS (N = 18) | | PY (N = 1) | | SS (N = 47) | | CU (N = 15) | | | | (N = 752) | | | |
| | M | SD | 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 | 3.85 | 0.76 | 4.17 | 0.98 | 3.80 | 0.77 | 4.45 | 0.57 | 3.63 | 0.52 | 4.29 | 0.59 | 3.00 | 0.00 | 3.91 | 0.75 | 3.67 | 0.62 | | | 3.90 | 0.72 | 77.13% |
| 3.2 The course contents are beneficial for society. | 3.50 | 0.71 | 3.85 | 0.73 | 4.00 | 0.89 | 3.70 | 0.80 | 4.03 | 0.68 | 4.00 | 0.53 | 4.22 | 0.65 | 3.00 | 0.00 | 4.26 | 0.74 | 4.07 | 0.59 | | | 3.85 | 0.73 | 74.07% |
| 3.3 The course contents provide the basic knowledge for further education and innovation. | 4.50 | 0.71 | 4.05 | 0.77 | 4.17 | 0.75 | 3.75 | 0.85 | 4.28 | 0.59 | 4.00 | 0.53 | 4.28 | 0.57 | 4.00 | 0.00 | 4.38 | 0.64 | 4.13 | 0.52 | | | 4.01 | 0.71 | 84.31% |
| 3.4 The course contents are up-to-date and suitable for current events and technological advancement. | 3.50 | 0.71 | 3.63 | 0.92 | 3.83 | 0.98 | 3.40 | 0.94 | 4.59 | 0.68 | 3.38 | 0.74 | 4.33 | 0.59 | 4.00 | 0.00 | 4.11 | 0.73 | 4.13 | 0.35 | | | 3.79 | 0.81 | 73.40% |
| 3.5 The courses within the curriculum are structured with appropriate pre- and post-requisite subject sequence. | 4.00 | 0.00 | 3.46 | 0.74 | 3.83 | 0.75 | 3.60 | 0.75 | 3.93 | 1.00 | 3.75 | 0.71 | 4.11 | 0.58 | 3.00 | 0.00 | 3.98 | 0.64 | 4.00 | 0.65 | | | 3.74 | 0.71 | 71.68% |
| 3.6 The course contents meet students' expectations and interests. | 4.00 | 1.41 | 3.34 | 0.82 | 3.33 | 1.03 | 3.70 | 0.66 | 4.14 | 0.69 | 3.38 | 0.74 | 4.11 | 0.58 | 3.00 | 0.00 | 3.85 | 0.59 | 3.53 | 0.92 | | | 3.66 | 0.80 | 69.68% |
| 3.7 The course contents match the curriculum objectives. | 4.50 | 0.71 | 3.61 | 0.67 | 3.83 | 0.75 | 3.95 | 0.69 | 4.28 | 0.53 | 3.88 | 0.64 | 4.28 | 0.46 | 3.00 | 0.00 | 4.11 | 0.63 | 4.07 | 0.59 | | | 3.89 | 0.68 | 79.65% |
| Average Score | 4.07 | 0.71 | 3.69 | 0.77 | 3.88 | 0.88 | 3.70 | 0.78 | 4.24 | 0.68 | 3.71 | 0.63 | 4.23 | 0.58 | 3.29 | 0.00 | 4.09 | 0.67 | 3.94 | 0.61 | | | 3.83 | 0.74 | 75.70% |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

24

MUIC Average Rating Score for Curriculum Content

(Ranked from highest to lowest)

| 3. Curriculum Content | M | SD |
|---|---|---|
| i.  The course contents provide the basic knowledge for further education and innovation. | 4.01 | 0.71 |
| ii.  The course contents can be applied to your professional career. | 3.90 | 0.72 |
| iii.  The course contents match the curriculum objectives. | 3.89 | 0.68 |
| iv.  The course contents are beneficial for society. | 3.85 | 0.73 |
| v.  The course contents are up-to-date and suitable for current events and technological advancement. | 3.79 | 0.81 |
| vi.  The courses within the curriculum are structured with appropriate pre- and post- requisite subject sequence. | 3.74 | 0.71 |
| vii.  The course contents meet students' expectations and interests. | 3.66 | 0.80 |
| Average Score | 3.83 | 0.74 |

Figure 6: Comparison of Mean Scores of Curriculum Content by Program



A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019
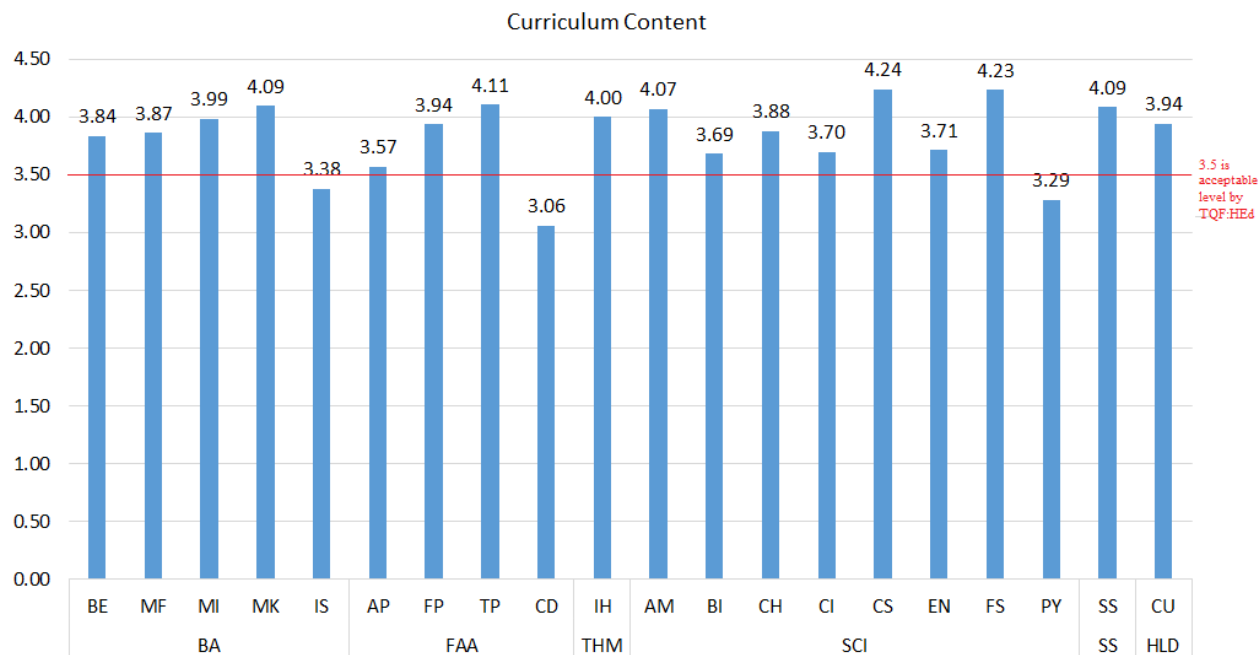
❖ Student's Qualifications

Table 5: Mean and Percentage of the Graduates' Opinions on Student's Qualifications

| 4. The Student's Qualifications | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Business Administration | | | | | | | | | | Fine and Applied Arts | | | | | | | | THM | |
| | BE (N = 54) | | MF (N = 117) | | MI (N = 177) | | MK (N = 91) | | IS (N = 3) | | AP (N = 7) | | FP (N = 14) | | TP (N = 4) | | CD (N = 14) | | IH (N = 84) | |
| | 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. | 4.30 | 0.67 | 4.29 | 0.72 | 4.21 | 0.75 | 4.48 | 0.64 | 4.67 | 0.58 | 4.14 | 0.69 | 4.21 | 0.70 | 4.50 | 0.58 | 3.86 | 0.77 | 4.29 | 0.67 |
| 4.2 Achieve an English test score: TOEFL iBT ≥ 79; IELTS ≥ 6.0; SAT ≥ 1650 with the score in mathematics ≥ 580 | 4.28 | 0.72 | 4.17 | 0.76 | 4.16 | 0.74 | 4.21 | 0.73 | 4.33 | 0.58 | 4.14 | 0.38 | 4.07 | 0.62 | 4.00 | 0.00 | 3.71 | 0.73 | 4.24 | 0.65 |
| 4.3 Pass the MUIC Entrance Examination | 4.43 | 0.57 | 4.34 | 0.71 | 4.29 | 0.71 | 4.44 | 0.64 | 4.67 | 0.58 | 4.43 | 0.53 | 4.07 | 0.73 | 4.50 | 0.58 | 3.86 | 0.77 | 4.31 | 0.62 |
| Average Score | 4.34 | 0.65 | 4.27 | 0.73 | 4.22 | 0.73 | 4.38 | 0.67 | 4.56 | 0.58 | 4.24 | 0.53 | 4.12 | 0.68 | 4.33 | 0.38 | 3.81 | 0.76 | 4.28 | 0.65 |

Table 5: (Continued)

| 4. The Student's Qualifications | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | Overall MUIC (N = 752) | | % of Satisfaction at level ≥4 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Science | | | | | | | | | | | | | | SS | | HLD | | | | |
| | AM (N = 2) | | BI (N = 41) | | CH (N = 6) | | CI (N = 20) | | CS (N = 29) | | EN (N = 8) | | FS (N = 18) | | PY (N = 1) | | SS (N = 47) | | CU (N = 15) | | | | |
| | M | SD | 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. | 4.00 | 0.00 | 4.17 | 0.92 | 3.67 | 0.82 | 3.95 | 0.83 | 4.39 | 0.63 | 3.63 | 0.74 | 4.44 | 0.62 | 4.00 | 0.00 | 4.40 | 0.74 | 4.53 | 0.52 | 4.21 | 0.63 | 84.84% |
| 4.2 Achieve an English test score: TOEFL iBT ≥ 79; IELTS ≥ 6.0; SAT ≥ 1650 with the score in mathematics ≥ 580 | 3.50 | 0.71 | 4.15 | 0.91 | 3.50 | 0.55 | 4.05 | 0.83 | 4.29 | 0.66 | 4.00 | 0.76 | 4.50 | 0.62 | 4.00 | 0.00 | 4.30 | 0.78 | 4.27 | 0.88 | 4.09 | 0.63 | 83.11% |
| 4.3 Pass the MUIC Entrance Examination | 4.00 | 0.00 | 4.34 | 0.79 | 3.67 | 0.82 | 4.10 | 0.79 | 4.39 | 0.79 | 4.00 | 0.76 | 4.50 | 0.62 | 4.00 | 0.00 | 4.43 | 0.71 | 4.60 | 0.51 | 4.27 | 0.61 | 87.50% |
| Average Score | 3.83 | 0.24 | 4.22 | 0.87 | 3.61 | 0.73 | 4.03 | 0.81 | 4.36 | 0.69 | 3.88 | 0.75 | 4.48 | 0.62 | 4.00 | 0.00 | 4.38 | 0.74 | 4.47 | 0.64 | 4.19 | 0.62 | 85.15% |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

26

MUIC Average Rating Score for the Student's Qualification

[Ranked from highest to lowest]

| 4. The Student's Qualifications | | M | SD |
|---|---|---|---|
| i. | Pass the MUIC Entrance Examination | 4.27 | 0.61 |
| ii. | Graduate on a high school level or its equivalent. | 4.21 | 0.63 |
| iii. | Achieve an English test score: TOEFL iBT $\geq$ 79; IELTS $\geq$ 6.0; SAT $\geq$ 1650 with the score in mathematics $\geq$ 580 | 4.09 | 0.63 |
| Average Score | | 4.19 | 0.62 |

Figure 7: Comparison of Mean Scores of Student's Qualifications by Program



A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019
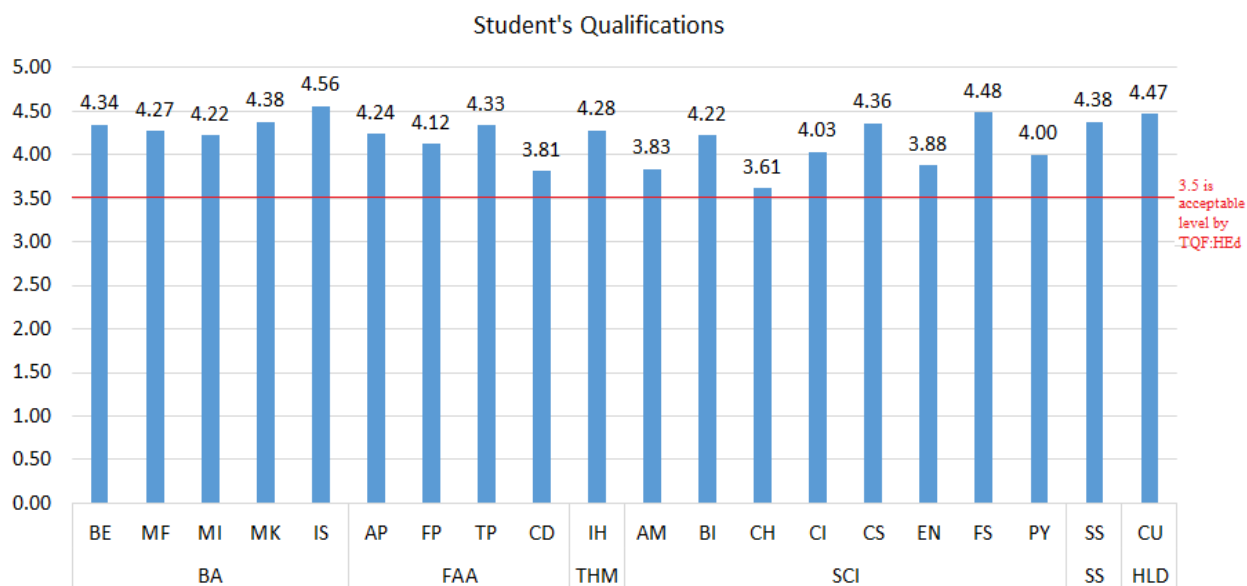
❖ Program's Lecturers

Table 6: Mean and Percentage of the Graduates' Opinions on Program's Lecturers

| 5. Program's Lecturers | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | Business Administration | | | | | | | | | | Fine and Applied Arts | | | | | | | | | THM | |
| | BE (N = 54) | | MF (N = 117) | | MI (N = 177) | | MK (N = 91) | | IS (N = 3) | | AP (N = 7) | | FP (N = 14) | | TP (N = 4) | | CD (N = 14) | | IH (N = 84) | | |
| | 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. | 3.54 | 0.79 | 3.59 | 0.80 | 3.78 | 0.65 | 3.81 | 0.84 | 3.67 | 1.15 | 3.00 | 1.15 | 3.29 | 1.07 | 2.75 | 0.50 | 2.79 | 1.31 | 3.89 | 0.64 |
| 5.2 Lecturers have knowledge/expertise/experience in the teaching field. | 4.13 | 0.70 | 4.00 | 0.72 | 4.19 | 0.67 | 4.22 | 0.61 | 4.00 | 1.00 | 3.86 | 0.69 | 4.29 | 0.73 | 3.50 | 0.58 | 3.21 | 1.05 | 4.17 | 0.71 |
| 5.3 Lecturers can convey knowledge/experience to students and motivate them to become more active and interested in studying. | 3.87 | 0.75 | 3.84 | 0.77 | 4.08 | 0.71 | 4.03 | 0.72 | 4.33 | 1.15 | 3.71 | 0.49 | 4.14 | 0.77 | 3.50 | 0.58 | 2.86 | 1.03 | 4.14 | 0.66 |
| 5.4 Lecturers are well versed in innovative changes and can integrate a variety of concepts. | 3.85 | 0.76 | 3.95 | 0.60 | 3.95 | 0.74 | 4.00 | 0.73 | 4.33 | 1.15 | 3.86 | 0.69 | 4.21 | 0.70 | 3.50 | 0.58 | 2.93 | 1.07 | 4.07 | 0.60 |
| 5.5 Lecturers give students an opportunity to express opinions. | 4.22 | 0.66 | 4.09 | 0.66 | 4.20 | 0.67 | 4.29 | 0.70 | 4.67 | 0.58 | 4.29 | 1.11 | 4.36 | 0.74 | 3.75 | 0.96 | 3.14 | 0.66 | 4.27 | 0.68 |
| 5.6 Lecturers have morals and a commitment to teaching. | 4.24 | 0.70 | 4.19 | 0.64 | 4.08 | 0.69 | 4.21 | 0.66 | 4.67 | 0.58 | 4.29 | 0.76 | 4.14 | 0.53 | 3.25 | 0.96 | 3.29 | 0.83 | 4.14 | 0.60 |
| 5.7 Lecturers use proper materials, equipment and techniques in teaching. | 4.15 | 0.68 | 4.09 | 0.69 | 4.04 | 0.69 | 4.08 | 0.67 | 4.00 | 1.00 | 4.00 | 1.15 | 3.86 | 0.66 | 3.50 | 0.58 | 3.21 | 1.05 | 4.07 | 0.62 |
| Average Score | 4.00 | 0.72 | 3.96 | 0.70 | 4.05 | 0.69 | 4.09 | 0.71 | 4.24 | 0.95 | 3.86 | 0.86 | 4.04 | 0.74 | 3.39 | 0.67 | 3.06 | 1.00 | 4.11 | 0.64 |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

28

| 5. Program's Lecturers | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | Overall MUIC (N = 752) | | % of Satisfaction at level ≥4 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Science | | | | | | | | | | | | | | | | | SS | | HLD | | | |
| | AM (N = 2) | | BI (N = 41) | | CH (N = 6) | | CI (N = 20) | | CS (N = 29) | | EN (N = 8) | | FS (N = 18) | | PY (N = 1) | | SS (N = 47) | | CU (N = 15) | | | | |
| | M | SD | 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. | 4.00 | 1.41 | 2.69 | 1.08 | 2.50 | 1.05 | 3.55 | 0.69 | 3.31 | 1.20 | 2.88 | 0.99 | 3.72 | 0.83 | 4.00 | 0.00 | 3.38 | 1.01 | 3.07 | 0.88 | 3.36 | 0.90 | 57.45% |
| 5.2 Lecturers have knowledge /expertise/ experience in the teaching field. | 4.00 | 1.41 | 3.85 | 0.82 | 3.67 | 1.03 | 4.05 | 0.69 | 4.76 | 0.51 | 3.63 | 0.52 | 4.33 | 0.69 | 4.00 | 0.00 | 4.43 | 0.80 | 4.27 | 0.59 | 4.03 | 0.73 | 83.78% |
| 5.3 Lecturers can convey knowledge/ experience to students and motivate them to become more active and interested in studying. | 4.00 | 1.41 | 3.66 | 0.79 | 3.33 | 0.82 | 3.70 | 0.80 | 4.69 | 0.54 | 3.25 | 1.16 | 4.50 | 0.62 | 3.00 | 0.00 | 4.28 | 0.68 | 4.33 | 0.49 | 3.86 | 0.75 | 77.13% |
| 5.4 Lecturers are well versed in innovative changes and can integrate a variety of concepts. | 4.00 | 1.41 | 3.66 | 0.73 | 3.83 | 0.75 | 3.70 | 0.73 | 4.69 | 0.54 | 3.38 | 0.74 | 4.44 | 0.62 | 3.00 | 0.00 | 4.13 | 0.58 | 4.27 | 0.59 | 3.89 | 0.72 | 76.33% |
| 5.5 Lecturers give students an opportunity to express opinions. | 4.00 | 1.41 | 4.10 | 0.92 | 3.67 | 1.03 | 3.90 | 0.72 | 4.76 | 0.44 | 3.38 | 1.30 | 4.50 | 0.62 | 4.00 | 0.00 | 4.70 | 0.51 | 4.73 | 0.46 | 4.15 | 0.74 | 85.24% |
| 5.6 Lecturers have morals and a commitment to teaching. | 4.00 | 1.41 | 4.02 | 0.79 | 3.50 | 1.38 | 3.90 | 0.79 | 4.66 | 0.48 | 3.50 | 0.76 | 4.44 | 0.62 | 3.00 | 0.00 | 4.36 | 0.61 | 4.47 | 0.52 | 4.02 | 0.71 | 84.84% |
| 5.7 Lecturers use proper materials, equipment and techniques in teaching. | 3.50 | 0.71 | 3.83 | 0.74 | 3.00 | 0.89 | 3.90 | 0.85 | 4.76 | 0.51 | 3.38 | 0.52 | 4.22 | 0.55 | 4.00 | 0.00 | 4.32 | 0.56 | 4.33 | 0.62 | 3.91 | 0.69 | 80.05% |
| Average Score | 3.93 | 1.31 | 3.69 | 0.84 | 3.36 | 0.99 | 3.81 | 0.75 | 4.52 | 0.60 | 3.34 | 0.86 | 4.31 | 0.65 | 3.57 | 0.00 | 4.23 | 0.68 | 4.21 | 0.59 | 3.89 | 0.75 | 77.83% |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

29

MUIC Average Rating Score for Program's Lecturers

[Ranked from highest to lowest]

| 5. Program's Lecturers | M | SD |
|---|---|---|
| i. Lecturers give students an opportunity to express opinions. | 4.15 | 0.74 |
| ii. Lecturers have knowledge/expertise/experience in the teaching field. | 4.03 | 0.73 |
| iii. Lecturers have morals and a commitment to teaching. | 4.02 | 0.71 |
| iv. Lecturers use proper materials, equipment and techniques in teaching. | 3.91 | 0.69 |
| v. Lecturers are well versed in innovative changes and can integrate a variety of concepts. | 3.89 | 0.72 |
| vi. Lecturers can convey knowledge/experience to students and motivate them to become more active and interested in studying. | 3.86 | 0.75 |
| vii. The number of lecturers is sufficient for the program. | 3.36 | 0.90 |
| Average Score | 3.89 | 0.75 |

Figure 8: Comparison of Mean Score of Program's Lecturers by Program

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

30
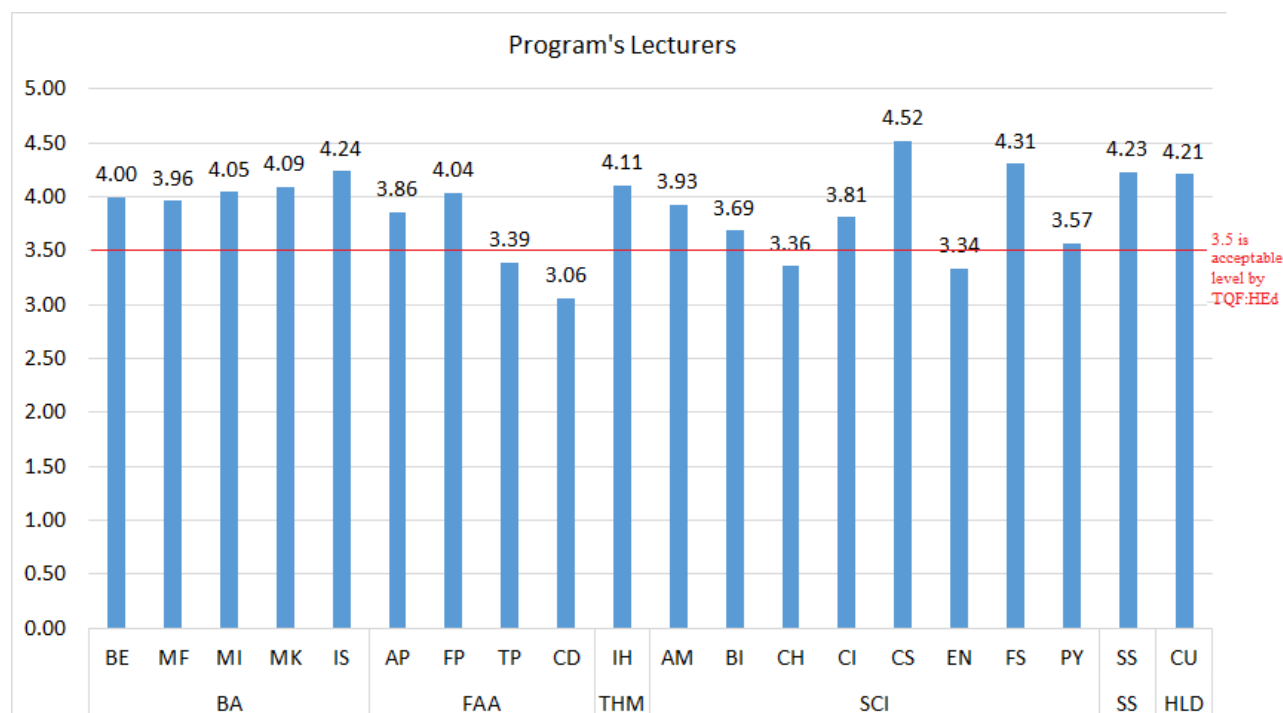
❖ Advisor's Qualifications

Table 7: Mean and Percentage of the Graduates' Opinions on Advisor's Qualifications

| 6. Advisor's Qualifications | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Business Administration | | | | | | | | | | | Fine and Applied Arts | | | | | | | | THM | |
| | BE (*N* = 54) | | MF (*N* = 117) | | MI (*N* = 177) | | MK (*N* = 91) | | IS (*N* = 3) | | AP (*N* = 7) | | FP (*N* = 14) | | TP (*N* = 4) | | CD (*N* = 14) | | IH (*N* = 84) | | | | |
| | *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. | 3.42 | 0.86 | 3.35 | 0.86 | 3.55 | 0.85 | 3.62 | 0.88 | 3.33 | 0.58 | 3.86 | 0.38 | 3.71 | 0.73 | 3.75 | 0.50 | 3.50 | 0.76 | 3.92 | 0.75 | | | |
| 6.2 Advisors closely follow up on students' learning outcomes. | 3.26 | 0.92 | 3.29 | 0.85 | 3.48 | 0.84 | 3.47 | 0.84 | 3.67 | 1.15 | 4.00 | 0.58 | 3.64 | 0.84 | 4.00 | 0.00 | 3.14 | 1.10 | 4.06 | 0.70 | | | |
| 6.3 Advisors give students assistance or advice on study plans. | 3.40 | 0.97 | 3.36 | 0.85 | 3.63 | 0.87 | 3.71 | 0.90 | 3.33 | 1.53 | 4.14 | 0.90 | 3.86 | 0.86 | 4.00 | 0.82 | 3.14 | 1.17 | 4.27 | 0.65 | | | |
| 6.4 Advisors suggest opportunities for further studies or careers. | 3.43 | 0.95 | 3.38 | 0.91 | 3.65 | 0.89 | 3.64 | 0.94 | 3.33 | 1.53 | 4.00 | 1.00 | 4.14 | 0.77 | 3.75 | 0.50 | 3.14 | 1.03 | 4.17 | 0.71 | | | |
| Average Score | 3.38 | 0.93 | 3.34 | 0.87 | 3.58 | 0.86 | 3.61 | 0.89 | 3.42 | 1.20 | 4.00 | 0.71 | 3.84 | 0.80 | 3.88 | 0.45 | 3.23 | 1.01 | 4.10 | 0.70 | | | |

Table 7: (Continued)

| 6. Advisor's Qualifications | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | | | | Overall MUIC (N = 752) | | % of Satisfaction at level ≥4 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Science | | | | | | | | | | | | | | | | | | SS | | HLD | | | | | |
| | AM (*N* = 2) | | BI (*N* = 41) | | CH (*N* = 6) | | CI (*N* = 20) | | CS (*N* = 29) | | EN (*N* = 8) | | FS (*N* = 18) | | PY (*N* = 1) | | SS (*N* = 47) | | CU (*N* = 15) | | | | | |
| | *M* | *SD* | *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. | 4.50 | 0.71 | 3.59 | 0.84 | 3.33 | 1.37 | 3.85 | 0.93 | 3.79 | 0.90 | 3.25 | 0.46 | 4.39 | 0.70 | 4.00 | 0.00 | 3.64 | 0.70 | 4.33 | 0.62 | 3.73 | 0.72 | 54.92% |
| 6.2 Advisors closely follow up on students' learning outcomes. | 5.00 | 0.00 | 3.51 | 0.87 | 3.50 | 1.64 | 4.10 | 0.79 | 4.00 | 0.93 | 3.25 | 0.46 | 4.39 | 0.70 | 4.00 | 0.00 | 3.57 | 0.83 | 4.00 | 0.85 | 3.77 | 0.74 | 51.60% |
| 6.3 Advisors give students assistance or advice on study plans. | 4.00 | 1.41 | 3.59 | 0.87 | 3.83 | 1.47 | 4.10 | 0.79 | 4.03 | 0.98 | 3.50 | 0.53 | 4.50 | 0.71 | 4.00 | 0.00 | 3.85 | 0.83 | 4.27 | 0.80 | 3.83 | 0.89 | 59.18% |
| 6.4 Advisors suggest opportunities for further studies or careers. | 4.50 | 0.71 | 3.61 | 0.83 | 3.50 | 1.38 | 4.00 | 0.79 | 4.07 | 1.00 | 3.13 | 0.99 | 4.56 | 0.62 | 4.00 | 0.00 | 3.79 | 0.88 | 4.27 | 0.88 | 3.80 | 0.87 | 56.65% |
| Average Score | 4.50 | 0.71 | 3.57 | 0.85 | 3.54 | 1.46 | 4.01 | 0.83 | 3.97 | 0.95 | 3.28 | 0.61 | 4.46 | 0.68 | 4.00 | 0.00 | 3.71 | 0.81 | 4.22 | 0.79 | 3.78 | 0.81 | 55.59% |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

31

MUIC Average Rating Score for Advisor's Qualifications

[Ranked from highest to lowest]

| 6. Advisor's Qualifications | | M | SD |
|---|---|---|---|
| i. | Advisors give students assistance or advice on study plans. | 3.83 | 0.89 |
| ii. | Advisors suggest opportunities for further studies or careers. | 3.80 | 0.87 |
| iii. | Advisors closely follow up on students' learning outcomes. | 3.77 | 0.74 |
| iv. | The system designed for advisors to meet with students is appropriate. | 3.73 | 0.72 |
| Average Score | | 3.78 | 0.81 |

Figure 9: Comparison of Mean Scores of Advisor's Qualifications by Program

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

32
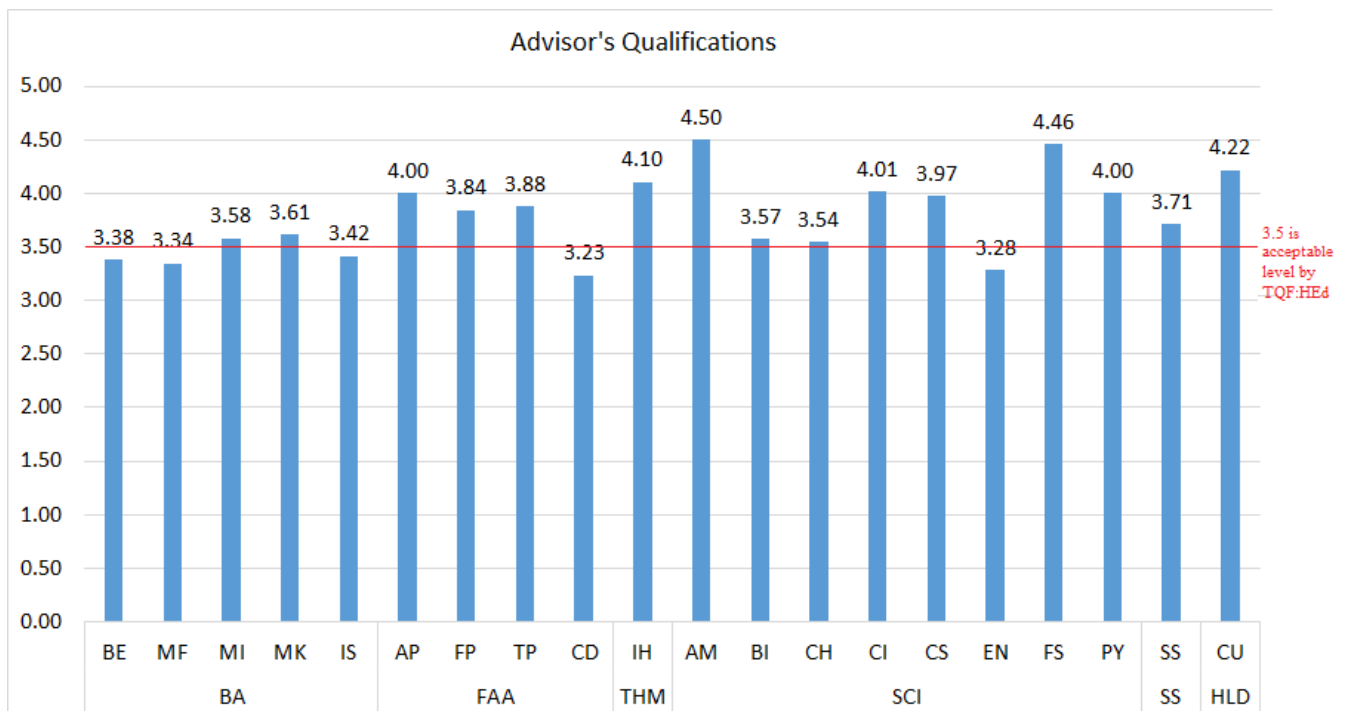
❖ Support Services

Table 8: Mean and Percentage of the Graduates' Opinions on Support Services (Educational Materials, textbooks, Buildings, and Sites)

| 7. Support Services | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Business Administration | | | | | | | | | | Fine and Applied Arts | | | | | | | | THM | |
| | BE (N = 54) | | MF (N = 117) | | MI (N = 177) | | MK (N = 91) | | IS (N = 3) | | AP (N = 7) | | FP (N = 14) | | TP (N = 4) | | CD (N = 14) | | IH (N = 84) | |
| | 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. | 3.80 | 0.71 | 3.82 | 0.66 | 3.86 | 0.64 | 4.00 | 0.68 | 3.00 | 0.00 | 4.00 | 0.00 | 3.64 | 0.84 | 3.00 | 0.82 | 2.93 | 1.14 | 3.89 | 0.66 |
| 7.2 Support staff is knowledgeable and give suggestions appropriately. | 3.72 | 0.66 | 3.77 | 0.71 | 3.84 | 0.72 | 3.90 | 0.72 | 3.33 | 0.58 | 4.14 | 0.69 | 4.00 | 0.55 | 3.25 | 0.50 | 3.50 | 0.65 | 3.74 | 0.73 |
| 7.3 Support staff is friendly and committed to service. | 3.57 | 0.79 | 3.59 | 0.87 | 3.64 | 0.87 | 3.77 | 0.92 | 3.67 | 1.15 | 4.43 | 0.79 | 3.93 | 0.73 | 3.25 | 0.50 | 3.93 | 0.73 | 3.82 | 0.76 |
| 7.4 Information is announced to the students in a timely manner. | 3.70 | 0.69 | 3.81 | 0.72 | 3.85 | 0.73 | 3.86 | 0.69 | 3.00 | 0.00 | 4.00 | 0.00 | 3.79 | 0.58 | 3.75 | 0.96 | 3.00 | 0.96 | 3.83 | 0.67 |
| 7.5 Information about service procedures is thoroughly provided for the students. | 3.70 | 0.66 | 3.68 | 0.73 | 3.85 | 0.69 | 3.84 | 0.69 | 3.33 | 0.58 | 4.14 | 0.69 | 3.50 | 0.65 | 3.50 | 1.00 | 3.21 | 1.05 | 3.73 | 0.66 |
| 7.6 Service request forms are accessible for students. | 3.98 | 0.60 | 3.97 | 0.72 | 3.97 | 0.66 | 3.93 | 0.70 | 3.00 | 0.00 | 4.00 | 0.00 | 3.86 | 0.66 | 3.50 | 0.58 | 3.64 | 0.63 | 3.95 | 0.60 |
| 7.7 Audio-visual equipment is adequately provided in classrooms. | 3.96 | 0.76 | 4.01 | 0.70 | 3.90 | 0.70 | 3.90 | 0.73 | 3.00 | 0.00 | 3.86 | 0.69 | 3.57 | 0.65 | 3.50 | 0.58 | 3.29 | 0.83 | 3.93 | 0.62 |
| 7.8 The ratio of computers available to students is appropriate. | 3.74 | 1.00 | 3.79 | 0.78 | 3.73 | 0.85 | 3.88 | 0.79 | 3.00 | 0.00 | 4.00 | 1.15 | 3.79 | 0.80 | 3.75 | 0.96 | 3.50 | 0.76 | 3.90 | 0.72 |
| 7.9 Textbooks, documents and other media in the library are up-to-date and adequate. | 3.77 | 0.78 | 3.80 | 0.71 | 3.87 | 0.75 | 3.88 | 0.74 | 3.00 | 0.00 | 3.86 | 0.69 | 3.57 | 0.65 | 3.25 | 0.96 | 3.50 | 0.76 | 3.82 | 0.64 |
| 7.10 Educational materials and lab equipment available to students are adequate. | 3.94 | 0.69 | 3.94 | 0.62 | 3.94 | 0.71 | 3.91 | 0.66 | 3.33 | 0.58 | 3.86 | 0.69 | 3.43 | 0.76 | 3.25 | 0.96 | 3.29 | 0.99 | 3.92 | 0.64 |
| 7.11 Learning resources and online research databases available to students are adequate. | 4.02 | 0.80 | 3.90 | 0.74 | 4.03 | 0.67 | 4.01 | 0.74 | 3.33 | 0.58 | 4.14 | 0.69 | 3.50 | 0.65 | 3.25 | 0.96 | 3.21 | 0.89 | 3.99 | 0.61 |
| 7.12 Labs and internship facilities suit the study program and subjects taught in the program. | 3.87 | 0.73 | 3.86 | 0.79 | 3.95 | 0.70 | 3.97 | 0.69 | 3.67 | 1.15 | 4.00 | 0.82 | 3.43 | 0.65 | 3.25 | 0.96 | 3.07 | 0.92 | 4.05 | 0.62 |
| Average Score | 3.82 | 0.74 | 3.83 | 0.73 | 3.87 | 0.73 | 3.90 | 0.73 | 3.22 | 0.38 | 4.04 | 0.57 | 3.67 | 0.68 | 3.38 | 0.81 | 3.34 | 0.86 | 3.88 | 0.66 |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

33

# Table 8: (Continued)

| 7. Support Services | Science AM (N = 2) | | BI (N = 41) | | CH (N = 6) | | CI (N = 20) | | CS (N = 29) | | EN (N = 8) | | FS (N = 18) | | PY (N = 1) | | SS SS (N = 47) | | HLD CU (N = 15) | | Overall MUIC (N = 752) | | % of Satisfaction at level ≥4 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | M | SD | 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. | 3.50 | 0.71 | 3.68 | 0.85 | 3.67 | 0.82 | 3.70 | 0.57 | 4.25 | 0.65 | 3.38 | 0.74 | 4.11 | 0.58 | 3.00 | 0.00 | 4.02 | 0.57 | 4.13 | 0.64 | 3.67 | 0.61 | 72.07% |
| 7.2 Support staff is knowledgeable and give suggestions appropriately. | 3.50 | 0.71 | 3.85 | 0.79 | 3.50 | 0.84 | 3.70 | 0.57 | 3.97 | 0.78 | 4.00 | 0.53 | 4.28 | 0.46 | 4.00 | 0.00 | 3.89 | 0.73 | 3.87 | 0.92 | 3.79 | 0.64 | 69.41% |
| 7.3 Support staff is friendly and committed to service. | 3.00 | 0.00 | 3.83 | 0.89 | 3.67 | 0.82 | 3.80 | 0.70 | 3.76 | 0.69 | 3.75 | 0.71 | 4.28 | 0.75 | 4.00 | 0.00 | 3.79 | 0.93 | 3.80 | 1.15 | 3.76 | 0.74 | 62.10% |
| 7.4 Information is announced to the students in a timely manner. | 2.50 | 0.71 | 3.51 | 0.78 | 2.83 | 0.98 | 3.65 | 0.88 | 3.79 | 0.68 | 3.88 | 0.35 | 4.22 | 0.65 | 3.00 | 0.00 | 3.68 | 0.86 | 3.60 | 0.91 | 3.56 | 0.64 | 65.03% |
| 7.5 Information about service procedures is thoroughly provided for the students. | 2.50 | 0.71 | 3.41 | 0.77 | 3.17 | 0.41 | 3.65 | 0.75 | 3.55 | 0.78 | 3.88 | 0.35 | 4.11 | 0.68 | 4.00 | 0.00 | 3.77 | 0.67 | 3.87 | 0.35 | 3.62 | 0.64 | 63.16% |
| 7.6 Service request forms are accessible for students. | 3.00 | 0.00 | 3.73 | 0.74 | 3.67 | 0.82 | 3.75 | 0.72 | 3.79 | 0.62 | 4.00 | 0.00 | 3.89 | 0.90 | 4.00 | 0.00 | 4.04 | 0.59 | 4.13 | 0.83 | 3.79 | 0.52 | 74.47% |
| 7.7 Audio-visual equipment is adequately provided in classrooms. | 3.50 | 0.71 | 3.90 | 0.74 | 3.83 | 0.75 | 3.90 | 0.72 | 3.79 | 0.68 | 3.88 | 0.35 | 3.83 | 0.71 | 4.00 | 0.00 | 3.96 | 0.72 | 4.33 | 0.62 | 3.79 | 0.61 | 72.34% |
| 7.8 The ratio of computers available to students is appropriate. | 4.00 | 1.41 | 3.66 | 0.73 | 3.67 | 0.52 | 3.90 | 0.64 | 3.76 | 0.74 | 4.00 | 0.53 | 4.06 | 0.73 | 4.00 | 0.00 | 3.72 | 0.75 | 4.00 | 0.76 | 3.79 | 0.73 | 66.22% |
| 7.9 Textbooks, documents and other media in the library are up-to-date and adequate. | 3.00 | 0.00 | 3.63 | 0.80 | 3.67 | 0.82 | 3.65 | 0.75 | 3.52 | 0.74 | 3.75 | 0.71 | 3.72 | 0.83 | 4.00 | 0.00 | 3.77 | 0.73 | 4.07 | 0.70 | 3.65 | 0.64 | 64.10% |
| 7.10 Educational materials and lab equipment available to students are adequate. | 3.00 | 0.00 | 3.54 | 0.92 | 3.50 | 0.55 | 3.70 | 0.80 | 3.66 | 0.81 | 4.00 | 0.53 | 3.56 | 0.86 | 2.00 | 0.00 | 3.83 | 0.64 | 4.13 | 0.64 | 3.59 | 0.65 | 70.48% |
| 7.11 Learning resources and online research databases available to students are adequate. | 3.00 | 1.41 | 3.73 | 0.84 | 3.50 | 0.55 | 3.80 | 0.83 | 3.86 | 0.79 | 3.88 | 0.64 | 4.11 | 0.83 | 4.00 | 0.00 | 4.06 | 0.89 | 4.47 | 0.52 | 3.79 | 0.73 | 73.14% |
| 7.12 Labs and internship facilities suit the study program and subjects taught in the program. | 3.50 | 0.71 | 3.46 | 0.95 | 3.17 | 0.75 | 3.55 | 0.69 | 3.79 | 0.68 | 3.88 | 0.83 | 4.00 | 0.69 | 2.00 | 0.00 | 3.77 | 0.71 | 3.87 | 0.74 | 3.60 | 0.74 | 68.88% |
| Average Score | 3.17 | 0.59 | 3.66 | 0.82 | 3.49 | 0.72 | 3.73 | 0.72 | 3.79 | 0.72 | 3.85 | 0.52 | 4.01 | 0.72 | 3.50 | 0.00 | 3.86 | 0.73 | 4.02 | 0.73 | 3.70 | 0.66 | 68.45% |

*Opinion Level by Program 2018-2019*

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

34

MUIC Average Rating Score for Support Services

[Ranked from highest to lowest]

| 7. Support Services | M | SD |
|---|---|---|
| i. Support staff is knowledgeable and give suggestions appropriately. | 3.79 | 0.64 |
| ii. Service request forms are accessible for students. | 3.79 | 0.52 |
| iii. Audio-visual equipment is adequately provided in classrooms. | 3.79 | 0.61 |
| iv. The ratio of computers available to students is appropriate. | 3.79 | 0.73 |
| v. Learning resources and online research databases available to students are adequate. | 3.79 | 0.73 |
| vi. Support staff is friendly and committed to service. | 3.76 | 0.74 |
| vii. Course materials match the subject's content and are up-to-date. | 3.67 | 0.61 |
| viii. Textbooks, documents and other media in the library are up-to-date and adequate. | 3.65 | 0.64 |
| ix. Information about service procedures is thoroughly provided for the students. | 3.62 | 0.64 |
| x. Labs and internship facilities suit the study program and subjects taught in the program. | 3.60 | 0.74 |
| xi. Educational materials and lab equipment available to students are adequate. | 3.59 | 0.65 |
| xii. Information is announced to the students in a timely manner. | 3.56 | 0.64 |
| Average Score | 3.70 | 0.66 |

Figure 10: Comparison of Mean Scores of Support Services by Program



Support Services

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

35
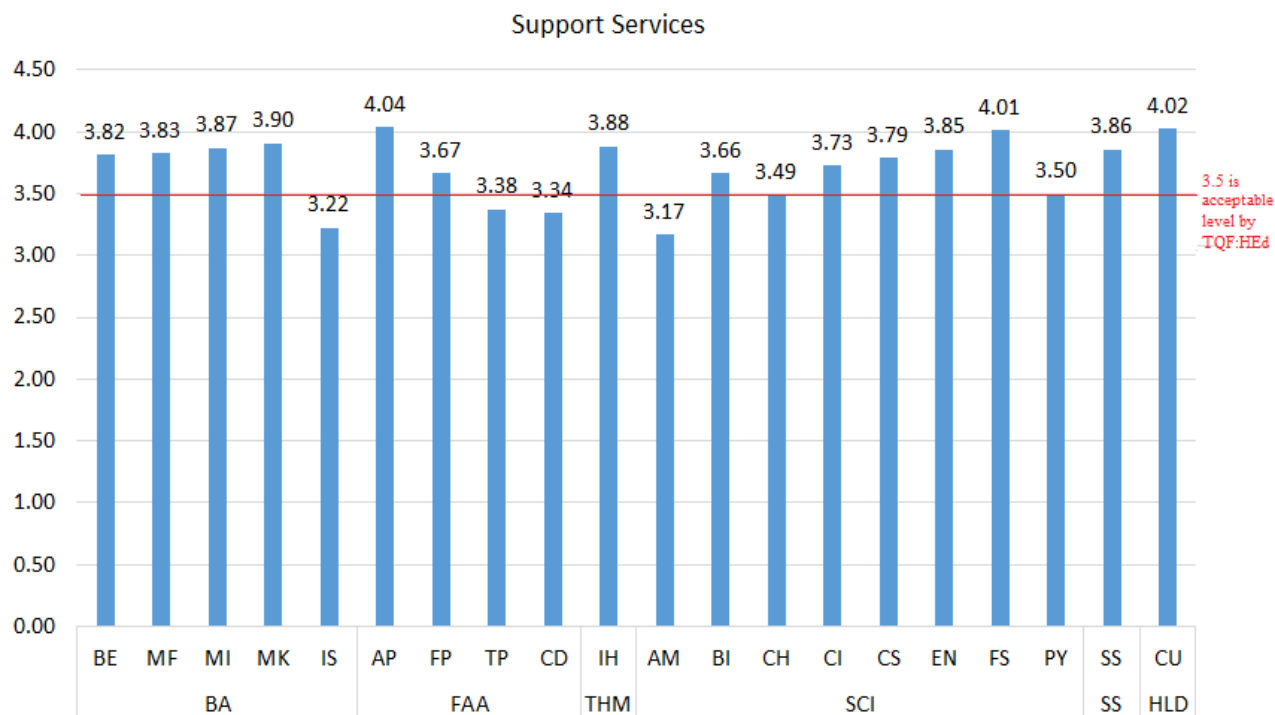
❖ Course Management

Table 9: Mean and Percentage of the Graduates' Opinions on Course Management

| 8. Course Management | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | Business Administration | | | | | | | | | | Fine and Applied Arts | | | | | | | | | | THM | |
| | BE (N = 54) | | MF (N = 117) | | MI (N = 177) | | MK (N = 91) | | IS (N = 3) | | AP (N = 7) | | FP (N = 14) | | TP (N = 4) | | CD (N = 14) | | IH (N = 84) | |
| | 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. | 3.81 | 0.87 | 3.73 | 0.70 | 3.87 | 0.67 | 3.97 | 0.71 | 4.00 | 1.00 | 4.00 | 0.58 | 4.14 | 0.53 | 3.50 | 0.58 | 3.29 | 1.14 | 3.89 | 0.62 |
| 8.2 Courses encourage students to develop skills that are necessary for future employment. | 3.91 | 0.81 | 3.90 | 0.71 | 4.05 | 0.63 | 4.16 | 0.65 | 4.00 | 1.00 | 4.00 | 0.82 | 4.21 | 0.70 | 3.50 | 0.58 | 3.29 | 0.91 | 4.14 | 0.56 |
| 8.3 Courses encourage students to think critically and to make decisions in a systematic manner. | 3.96 | 0.78 | 3.91 | 0.72 | 4.10 | 0.71 | 4.21 | 0.62 | 3.67 | 1.15 | 3.57 | 0.53 | 4.00 | 0.68 | 3.75 | 0.96 | 3.21 | 1.05 | 4.07 | 0.62 |
| 8.4 Courses encourage students to do research and to seek knowledge by themselves. | 4.02 | 0.74 | 4.05 | 0.65 | 4.18 | 0.68 | 4.19 | 0.76 | 4.00 | 1.00 | 4.00 | 0.58 | 3.79 | 0.70 | 3.75 | 0.96 | 3.64 | 0.63 | 4.20 | 0.65 |
| 8.5 Courses encourage students to engage in teamwork. | 4.06 | 0.66 | 4.19 | 0.63 | 4.17 | 0.68 | 4.30 | 0.72 | 4.67 | 0.58 | 4.29 | 0.76 | 3.93 | 0.73 | 3.50 | 0.58 | 3.57 | 0.76 | 4.24 | 0.67 |
| 8.6 Media and technologies are provided to support student's understanding of the course content. | 4.00 | 0.70 | 4.00 | 0.65 | 4.03 | 0.66 | 4.14 | 0.66 | 4.33 | 1.15 | 3.86 | 0.69 | 3.43 | 1.16 | 3.50 | 0.58 | 3.14 | 1.10 | 3.98 | 0.54 |
| 8.7 Various learning resources are made available to students. | 3.93 | 0.72 | 3.84 | 0.74 | 3.95 | 0.69 | 4.04 | 0.70 | 4.00 | 1.00 | 3.86 | 0.38 | 3.64 | 0.63 | 3.25 | 0.50 | 2.93 | 1.21 | 4.00 | 0.68 |
| 8.8 Courses encourage students to participate in various extra-curricular activities in order to develop themselves and society. | 3.78 | 0.79 | 3.81 | 0.76 | 3.89 | 0.74 | 3.97 | 0.66 | 3.33 | 0.58 | 3.71 | 0.76 | 3.71 | 0.61 | 3.50 | 0.58 | 3.14 | 1.17 | 3.96 | 0.61 |
| 8.9 Courses incorporate moral and professional ethics. | 4.04 | 0.64 | 4.09 | 0.63 | 4.04 | 0.67 | 4.19 | 0.67 | 4.00 | 1.00 | 3.86 | 0.69 | 3.93 | 0.62 | 3.75 | 0.96 | 3.57 | 0.51 | 4.10 | 0.61 |
| Average Score | 3.94 | 0.75 | 3.95 | 0.69 | 4.03 | 0.68 | 4.13 | 0.68 | 4.00 | 0.94 | 3.90 | 0.64 | 3.87 | 0.71 | 3.56 | 0.70 | 3.31 | 0.94 | 4.06 | 0.62 |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

36

Table 9: (Continued)

| 8. Course Management | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | | Overall MUIC (N = 752) | | % of Satisfaction at level ≥4 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Science | | | | | | | | | | | | | | | SS | | HLD | | | | | |
| | AM (N = 2) | | BI (N = 41) | | CH (N = 6) | | CI (N = 20) | | CS (N = 29) | | EN (N = 8) | | FS (N = 18) | | PY (N = 1) | | SS (N = 47) | | CU (N = 15) | | | | |
| | M | SD | 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. | 3.50 | 0.71 | 3.65 | 0.83 | 3.83 | 0.75 | 3.65 | 0.75 | 4.31 | 0.66 | 3.63 | 0.52 | 4.06 | 0.54 | 3.00 | 0.00 | 4.23 | 0.67 | 4.13 | 0.64 | 3.81 | 0.67 | 72.21% |
| 8.2 Courses encourage students to develop skills that are necessary for future employment. | 3.50 | 0.71 | 3.80 | 0.88 | 3.83 | 0.75 | 3.75 | 0.79 | 4.38 | 0.68 | 3.50 | 0.53 | 4.17 | 0.38 | 3.00 | 0.00 | 4.21 | 0.66 | 4.13 | 0.35 | 3.87 | 0.66 | 80.32% |
| 8.3 Courses encourage students to think critically and to make decisions in a systematic manner. | 3.50 | 0.71 | 3.78 | 1.00 | 3.83 | 0.75 | 3.85 | 0.81 | 4.48 | 0.63 | 3.75 | 0.46 | 4.11 | 0.47 | 4.00 | 0.00 | 4.60 | 0.61 | 4.33 | 0.49 | 3.93 | 0.69 | 79.92% |
| 8.4 Courses encourage students to do research and to seek knowledge by themselves. | 4.00 | 1.41 | 3.93 | 0.97 | 4.17 | 0.75 | 3.95 | 0.94 | 4.55 | 0.63 | 3.63 | 0.52 | 4.17 | 0.51 | 3.00 | 0.00 | 4.55 | 0.58 | 4.40 | 0.74 | 4.01 | 0.72 | 82.18% |
| 8.5 Courses encourage students to engage in teamwork. | 3.00 | 0.00 | 3.68 | 0.83 | 3.67 | 0.82 | 3.85 | 0.81 | 4.38 | 0.73 | 3.63 | 0.52 | 4.50 | 0.51 | 3.00 | 0.00 | 4.06 | 0.76 | 4.47 | 0.52 | 3.96 | 0.61 | 82.18% |
| 8.6 Media and technologies are provided to support student's understanding of the course content. | 4.00 | 1.41 | 3.58 | 0.71 | 3.67 | 0.82 | 4.20 | 0.62 | 4.10 | 0.77 | 3.75 | 0.46 | 4.00 | 0.59 | 3.00 | 0.00 | 4.15 | 0.63 | 4.40 | 0.63 | 3.86 | 0.73 | 78.19% |
| 8.7 Various learning resources are made available to students. | 3.50 | 0.71 | 3.80 | 0.76 | 3.83 | 0.75 | 3.65 | 0.75 | 4.14 | 0.69 | 3.63 | 0.52 | 3.94 | 0.54 | 3.00 | 0.00 | 3.98 | 0.74 | 4.20 | 0.77 | 3.76 | 0.67 | 72.21% |
| 8.8 Courses encourage students to participate in various extra-curricular activities in order to develop themselves and society. | 3.00 | 0.00 | 3.55 | 0.96 | 3.50 | 1.05 | 3.35 | 0.59 | 3.97 | 0.82 | 3.38 | 0.52 | 3.78 | 0.65 | 3.00 | 0.00 | 3.85 | 0.66 | 4.13 | 0.83 | 3.62 | 0.67 | 66.76% |
| 8.9 Courses incorporate moral and professional ethics. | 3.50 | 0.71 | 3.83 | 0.93 | 3.83 | 0.75 | 4.10 | 0.79 | 4.14 | 0.74 | 3.75 | 0.46 | 4.11 | 0.58 | 3.00 | 0.00 | 4.11 | 0.63 | 4.07 | 0.70 | 3.90 | 0.67 | 80.19% |
| Average Score | 3.50 | 0.71 | 3.73 | 0.88 | 3.80 | 0.80 | 3.82 | 0.76 | 4.27 | 0.71 | 3.63 | 0.50 | 4.09 | 0.53 | 3.11 | 0.00 | 4.19 | 0.66 | 4.25 | 0.63 | 3.86 | 0.68 | 77.13% |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

37

MUIC Average Rating Score for Course Management

[Ranked from highest to lowest]

| 8. Course Management | M | SD |
|---|---|---|
| i.　Courses encourage students to do research and to seek knowledge by themselves. | 4.01 | 0.72 |
| ii.　Courses encourage students to engage in teamwork. | 3.96 | 0.61 |
| iii.　Courses encourage students to think critically and to make decisions in a systematic manner. | 3.93 | 0.69 |
| iv.　Courses incorporate moral and professional ethics. | 3.90 | 0.67 |
| v.　Courses encourage students to develop skills that are necessary for future employment. | 3.87 | 0.66 |
| vi.　Media and technologies are provided to support student's understanding of the course content. | 3.86 | 0.73 |
| vii.　Courses taught in the program help students to link theories with practice. | 3.81 | 0.67 |
| viii.　Various learning resources are made available to students. | 3.76 | 0.67 |
| ix.　Courses encourage students to participate in various extra-curricular activities in order to develop themselves and society. | 3.62 | 0.67 |
| Average Score | 3.86 | 0.68 |

Figure 11: Comparison of Mean Scores of Course Management by Program

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

38
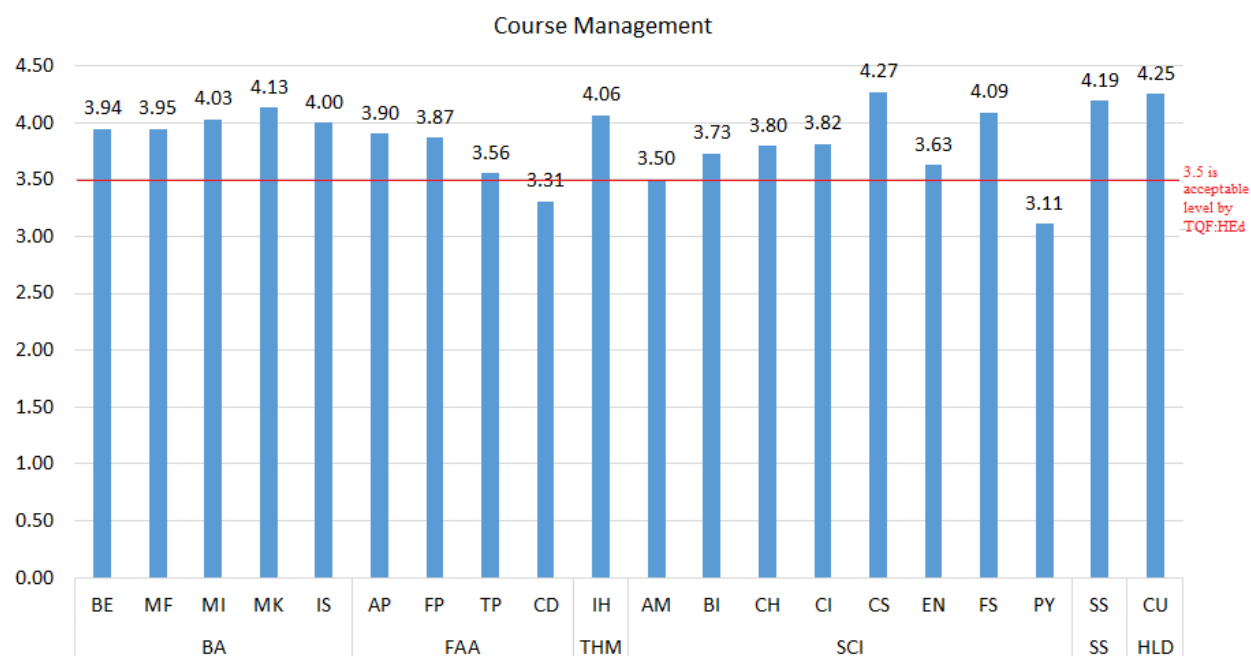
## Student Affairs & Student Development

Table 10: Mean and Percentage of the Graduates' Opinions on Student Affairs & Student Development

| 9. Student Affairs & Student Development | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Business Administration | | | | | | | | | | Fine and Applied Arts | | | | | | | | THM | |
| | BE (N = 54) | | MF (N = 117) | | MI (N = 177) | | MK (N = 91) | | IS (N = 3) | | AP (N = 7) | | FP (N = 14) | | TP (N = 4) | | CD (N = 14) | | IH (N = 84) | |
| | 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 extra-curricular activities. | 3.69 | 0.82 | 3.60 | 0.74 | 3.80 | 0.70 | 3.76 | 0.72 | 3.67 | 0.58 | 3.71 | 0.49 | 3.50 | 0.76 | 3.50 | 0.58 | 3.50 | 0.85 | 3.75 | 0.71 |
| 9.2 Various student development activities are made available. | 3.74 | 0.68 | 3.85 | 0.65 | 3.85 | 0.71 | 3.86 | 0.72 | 4.00 | 1.00 | 4.00 | 0.82 | 3.71 | 0.73 | 3.50 | 0.58 | 3.43 | 0.65 | 3.86 | 0.68 |
| 9.3 Resources and facilities for student activities are supported by the college. | 3.72 | 0.83 | 3.79 | 0.69 | 3.87 | 0.63 | 3.82 | 0.81 | 3.67 | 0.58 | 3.86 | 0.69 | 3.57 | 0.76 | 3.50 | 0.58 | 4.43 | 0.76 | 3.92 | 0.64 |
| 9.4 Student welfare is provided. | 3.69 | 0.80 | 3.81 | 0.68 | 3.77 | 0.70 | 3.79 | 0.80 | 4.00 | 1.00 | 3.57 | 0.53 | 3.57 | 0.65 | 3.50 | 0.58 | 3.21 | 0.89 | 3.71 | 0.69 |
| 9.5 Students are involved in the assessment of project/activity outcomes. | 3.78 | 0.69 | 3.85 | 0.65 | 3.85 | 0.71 | 3.95 | 0.74 | 3.67 | 0.58 | 4.43 | 0.53 | 3.71 | 0.73 | 3.50 | 0.58 | 3.50 | 0.76 | 3.89 | 0.69 |
| Average Score | 3.72 | 0.76 | 3.78 | 0.68 | 3.83 | 0.69 | 3.84 | 0.76 | 3.80 | 0.75 | 3.91 | 0.61 | 3.61 | 0.72 | 3.50 | 0.58 | 3.61 | 0.78 | 3.83 | 0.68 |

Table 10: (Continued)

| 9. Student Affairs & Student Development | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | | | | Overall MUIC (N = 752) | | % of Satisfaction at level ≥4 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Science | | | | | | | | | | | | | | | | | SS | | HLD | | | | | |
| | AM (N = 2) | | BI (N = 41) | | CH (N = 6) | | CI (N = 20) | | CS (N = 29) | | EN (N = 8) | | FS (N = 18) | | PY (N = 1) | | SS (N = 47) | | CU (N = 15) | | | M | SD | |
| | 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 extra-curricular activities. | 3.50 | 0.71 | 3.51 | 0.71 | 3.67 | 0.82 | 3.60 | 0.68 | 3.69 | 0.66 | 3.63 | 0.52 | 3.72 | 0.67 | 3.00 | 0.00 | 3.70 | 0.75 | 3.87 | 0.83 | | 3.62 | 0.66 | 57.98% |
| 9.2 Various student development activities are made available. | 3.50 | 0.71 | 3.56 | 0.67 | 3.83 | 0.75 | 3.65 | 0.75 | 3.69 | 0.54 | 3.75 | 0.46 | 3.78 | 0.55 | 3.00 | 0.00 | 3.91 | 0.65 | 4.07 | 0.88 | | 3.73 | 0.66 | 66.89% |
| 9.3 Resources and facilities for student activities are supported by the college. | 2.00 | 1.41 | 3.56 | 0.71 | 3.50 | 0.55 | 3.60 | 0.82 | 3.69 | 0.66 | 3.75 | 0.46 | 3.61 | 0.70 | 3.00 | 0.00 | 3.89 | 0.60 | 3.73 | 0.59 | | 3.62 | 0.67 | 66.89% |
| 9.4 Student welfare is provided. | 3.00 | 0.00 | 3.56 | 0.71 | 3.83 | 0.75 | 3.80 | 0.77 | 3.41 | 0.57 | 3.75 | 0.46 | 3.89 | 0.68 | 4.00 | 0.00 | 3.62 | 0.57 | 3.93 | 0.80 | | 3.67 | 0.63 | 61.04% |
| 9.5 Students are involved in the assessment of project/activity outcomes. | 3.50 | 0.71 | 3.63 | 0.73 | 3.50 | 0.55 | 3.80 | 0.77 | 3.66 | 0.67 | 3.75 | 0.46 | 3.83 | 0.62 | 3.00 | 0.00 | 3.66 | 0.60 | 4.07 | 0.70 | | 3.73 | 0.62 | 66.89% |
| Average Score | 3.10 | 0.71 | 3.57 | 0.71 | 3.67 | 0.68 | 3.69 | 0.76 | 3.63 | 0.62 | 3.73 | 0.47 | 3.77 | 0.64 | 3.20 | 0.00 | 3.76 | 0.63 | 3.93 | 0.76 | | 3.67 | 0.65 | 63.94% |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

39

MUIC Average Rating Score for Students Affairs & Student Development

[Ranked from highest to lowest]

| 9. Student Affairs & Student Development | M | SD |
|---|---|---|
| i.    Various student development activities are made available. | 3.73 | 0.66 |
| ii.    Students are involved in the assessment of project/activity outcomes. | 3.73 | 0.62 |
| iii.    Student welfare is provided. | 3.67 | 0.63 |
| iv.    Students are encouraged to participate in organizing extra-curricular activities. | 3.62 | 0.66 |
| v.    Resources and facilities for student activities are supported by the college. | 3.62 | 0.67 |
| Average Score | 3.67 | 0.65 |

Figure 12: Comparison of Mean Scores of Student Affairs & Student Development by Program



Student Affairs & Student Development

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

40
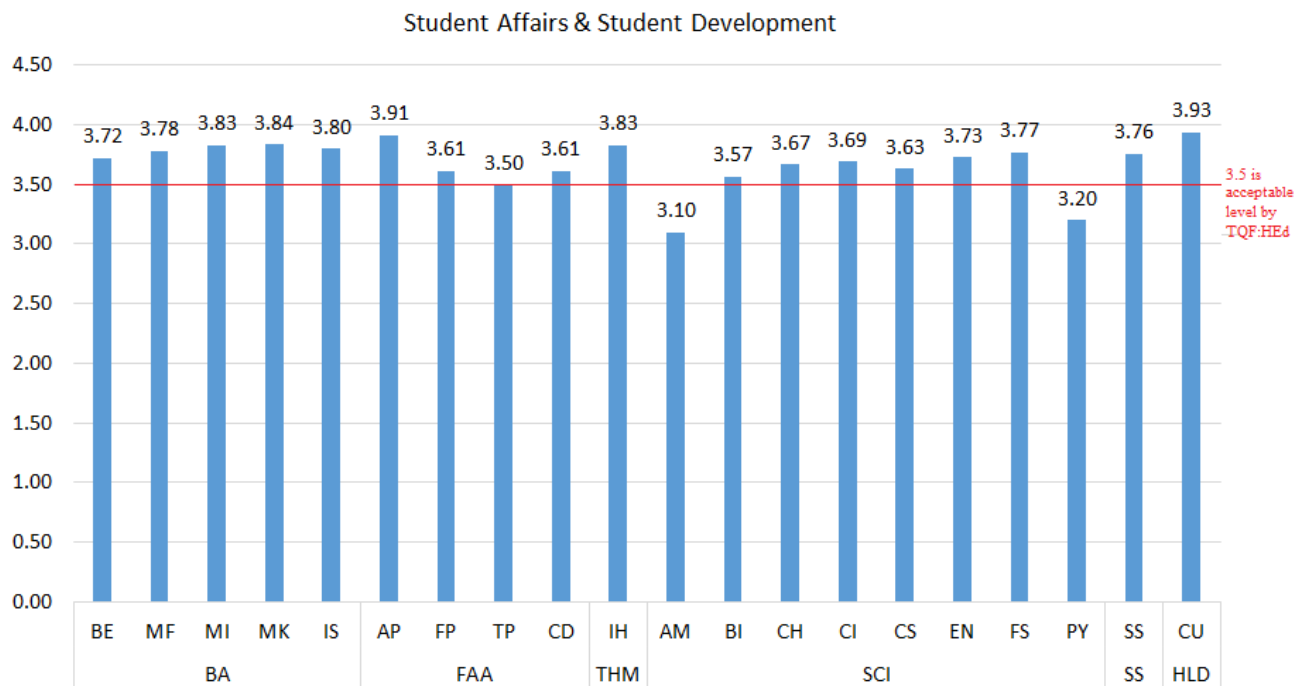
❖ Course Measurement & Evaluations

Table 11: Mean and Percentage of the Graduates' Opinions on Course Measurement & Evaluations

| 10. Course Measurements & Evaluations | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Business Administration | | | | | | | | | | Fine and Applied Arts | | | | | | | | THM | |
| | BE (N = 54) | | MF (N = 117) | | MI (N = 177) | | MK (N = 91) | | IS (N = 3) | | AP (N = 7) | | FP (N = 14) | | TP (N = 4) | | CD (N = 14) | | IH (N = 84) | |
| | 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. | 3.96 | 0.73 | 4.10 | 0.71 | 4.14 | 0.69 | 4.11 | 0.75 | 3.67 | 0.58 | 4.43 | 0.53 | 3.79 | 0.80 | 3.50 | 0.58 | 3.57 | 0.51 | 4.04 | 0.67 |
| 10.2 Measurement and course evaluations are consistent with the course's objectives. | 3.89 | 0.69 | 4.00 | 0.66 | 4.03 | 0.63 | 4.03 | 0.77 | 3.67 | 0.58 | 4.43 | 0.53 | 3.43 | 0.65 | 3.50 | 0.58 | 2.93 | 0.92 | 4.05 | 0.54 |
| 10.3 Tools used in course measurement and evaluations are appropriate. | 3.87 | 0.73 | 3.98 | 0.66 | 3.98 | 0.70 | 4.01 | 0.78 | 3.67 | 0.58 | 4.29 | 0.49 | 3.57 | 0.65 | 3.50 | 0.58 | 3.43 | 0.85 | 3.99 | 0.65 |
| 10.4 Measurement and evaluations are objective. | 3.96 | 0.67 | 4.01 | 0.74 | 3.99 | 0.67 | 4.01 | 0.78 | 3.67 | 0.58 | 4.29 | 0.49 | 3.86 | 0.66 | 3.25 | 0.50 | 3.57 | 0.65 | 4.01 | 0.65 |
| 10.5 Evaluation results are communicated to the students in a timely manner. | 3.87 | 0.73 | 4.00 | 0.67 | 4.05 | 0.68 | 4.05 | 0.75 | 4.00 | 1.00 | 4.43 | 0.53 | 3.64 | 0.63 | 3.75 | 0.96 | 3.57 | 0.76 | 4.01 | 0.61 |
| Average Score | 3.91 | 0.71 | 4.02 | 0.69 | 4.04 | 0.67 | 4.04 | 0.77 | 3.73 | 0.66 | 4.37 | 0.52 | 3.66 | 0.68 | 3.50 | 0.64 | 3.41 | 0.74 | 4.02 | 0.62 |

Table 11: (Continued)

| 10. Course Measurements & Evaluations | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | | | | Overall MUIC (N = 752) | | % of Satisfaction at level ≥4 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Science | | | | | | | | | | | | | | | | SS | | HLD | | | | | | |
| | AM (N = 2) | | BI (N = 41) | | CH (N = 6) | | CI (N = 20) | | CS (N = 29) | | EN (N = 8) | | FS (N = 18) | | PY (N = 1) | | SS (N = 47) | | CU (N = 15) | | | | | |
| | M | SD | 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. | 4.00 | 1.41 | 3.68 | 0.99 | 4.00 | 0.89 | 4.00 | 0.73 | 4.14 | 0.65 | 3.63 | 0.52 | 4.28 | 0.57 | 4.00 | 0.00 | 3.89 | 0.81 | 4.27 | 0.59 | 3.96 | 0.69 | 76.60% |
| 10.2 Measurement and course evaluations are consistent with the course's objectives. | 4.00 | 1.41 | 3.63 | 0.83 | 3.83 | 0.75 | 3.95 | 0.69 | 4.14 | 0.71 | 3.75 | 0.46 | 4.11 | 0.58 | 4.00 | 0.00 | 3.91 | 0.72 | 4.33 | 0.62 | 3.88 | 0.67 | 76.73% |
| 10.3 Tools used in course measurement and evaluations are appropriate. | 4.00 | 1.41 | 3.56 | 0.74 | 3.67 | 0.52 | 3.95 | 0.76 | 4.29 | 0.71 | 3.63 | 0.52 | 4.17 | 0.51 | 3.00 | 0.00 | 3.96 | 0.69 | 4.40 | 0.51 | 3.84 | 0.65 | 74.20% |
| 10.4 Measurement and evaluations are objective. | 4.00 | 1.41 | 3.61 | 0.77 | 3.50 | 0.55 | 3.95 | 0.83 | 4.25 | 0.75 | 3.75 | 0.46 | 4.06 | 0.64 | 3.00 | 0.00 | 3.96 | 0.69 | 4.40 | 0.51 | 3.85 | 0.65 | 74.87% |
| 10.5 Evaluation results are communicated to the students in a timely manner. | 4.00 | 1.41 | 3.54 | 0.92 | 3.50 | 0.55 | 3.65 | 0.81 | 4.29 | 0.71 | 3.63 | 0.52 | 4.06 | 0.54 | 3.00 | 0.00 | 3.91 | 0.69 | 4.27 | 0.59 | 3.86 | 0.70 | 75.40% |
| Average Score | 4.00 | 1.41 | 3.60 | 0.85 | 3.70 | 0.65 | 3.90 | 0.76 | 4.22 | 0.71 | 3.68 | 0.50 | 4.13 | 0.57 | 3.40 | 0.00 | 3.93 | 0.72 | 4.33 | 0.56 | 3.88 | 0.67 | 75.56% |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

41

MUIC Average Rating Score for Course Measurement & Evaluations

[Ranked from highest to lowest]

| 10. Course Measurements & Evaluations | M | SD |
|---|---|---|
| i. Students are clearly informed in advance about criteria and measurements used in course evaluations. | 3.96 | 0.69 |
| ii. Measurement and course evaluations are consistent with the course's objectives. | 3.88 | 0.67 |
| iii. Evaluation results are communicated to the students in a timely manner. | 3.86 | 0.70 |
| iv. Measurement and evaluations are objective. | 3.85 | 0.65 |
| v. Tools used in course measurement and evaluations are appropriate. | 3.84 | 0.65 |
| Average Score | 3.88 | 0.67 |

Figure 13: Comparison of Mean Scores of Course Measurement & Evaluations by Program

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

42
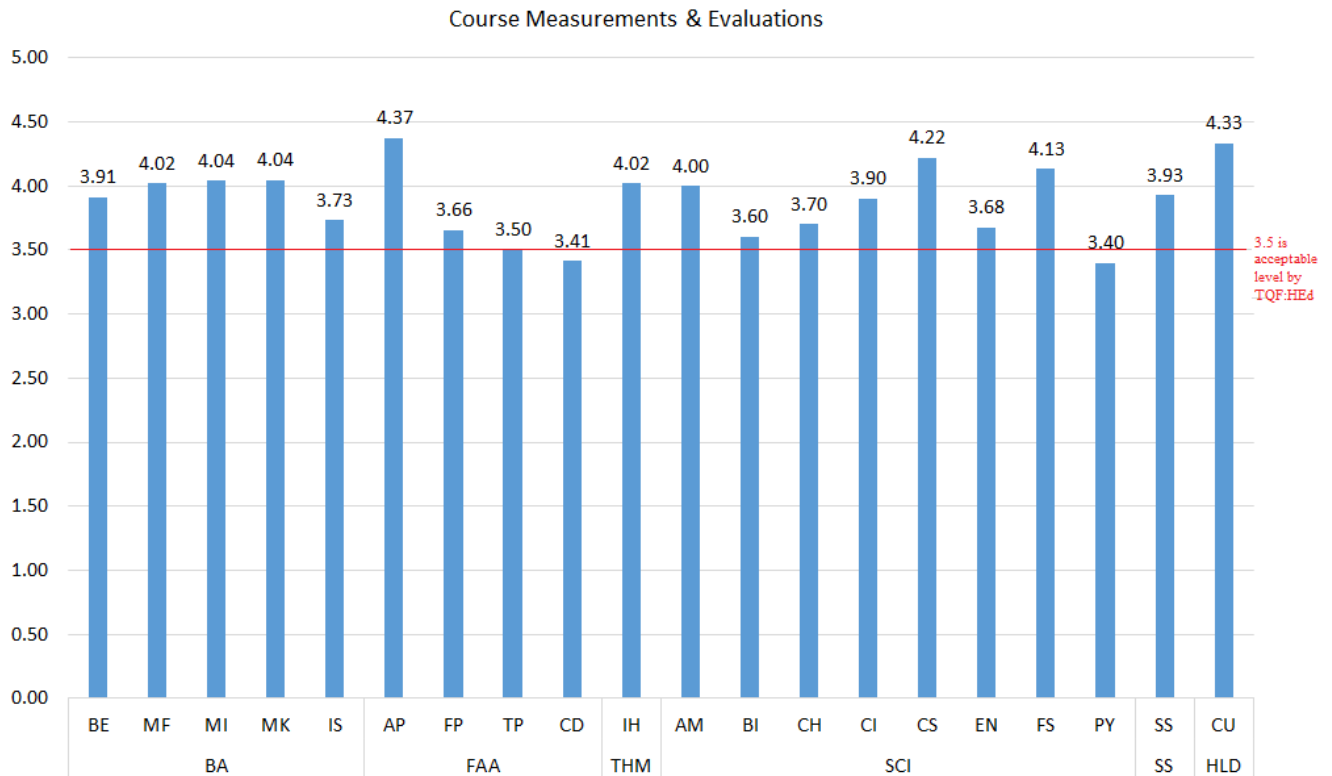
❖ Program Achievement

Table 12: Mean and Percentage of the Graduates' Opinions on Program Achievement

| 11. Program Achievement | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Business Administration | | | | | | | | | | Fine and Applied Arts | | | | | | | | THM | |
| | BE (N = 54) | | MF (N = 117) | | MI (N = 177) | | MK (N = 91) | | IS (N = 3) | | AP (N = 7) | | FP (N = 14) | | TP (N = 4) | | CD (N = 14) | | IH (N = 84) | |
| | 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. | 3.96 | 0.70 | 3.96 | 0.69 | 4.06 | 0.66 | 4.24 | 0.68 | 4.00 | 1.00 | 4.00 | 0.58 | 4.14 | 0.66 | 3.50 | 0.58 | 3.64 | 0.84 | 4.08 | 0.52 |
| 11.2 Graduates have adequate knowledge and skills to work in their professions. | 3.80 | 0.74 | 3.90 | 0.78 | 4.00 | 0.67 | 4.14 | 0.70 | 4.00 | 1.00 | 3.86 | 0.69 | 4.07 | 0.73 | 3.50 | 0.58 | 3.43 | 0.65 | 4.13 | 0.58 |
| 11.3 Graduates have a sense of social responsibility. | 4.09 | 0.71 | 4.19 | 0.72 | 4.14 | 0.65 | 4.17 | 0.75 | 3.67 | 0.58 | 4.29 | 0.76 | 4.36 | 0.63 | 4.00 | 0.82 | 3.57 | 1.02 | 4.18 | 0.62 |
| 11.4 Graduates have morals and professional ethics as well as enthusiasm for self-development. | 4.07 | 0.75 | 4.17 | 0.71 | 4.19 | 0.65 | 4.21 | 0.71 | 3.67 | 1.15 | 4.29 | 0.49 | 4.21 | 0.58 | 3.75 | 0.96 | 3.57 | 1.02 | 4.20 | 0.58 |
| Average Score | 3.98 | 0.72 | 4.05 | 0.72 | 4.10 | 0.66 | 4.19 | 0.71 | 3.83 | 0.93 | 4.11 | 0.63 | 4.20 | 0.65 | 3.69 | 0.73 | 3.55 | 0.88 | 4.15 | 0.57 |

Table 12: (Continued)

| 11. Program Achievement | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | | Overall MUIC (N = 752) | | % of Satisfaction at level ≥4 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Science | | | | | | | | | | | | | | | | SS | | HLD | | | | |
| | AM (N = 2) | | BI (N = 41) | | CH (N = 6) | | CI (N = 20) | | CS (N = 29) | | EN (N = 8) | | FS (N = 18) | | PY (N = 1) | | SS (N = 47) | | CU (N = 15) | | | | |
| | M | SD | 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. | 4.50 | 0.71 | 3.78 | 0.79 | 3.60 | 0.89 | 3.70 | 0.57 | 4.34 | 0.55 | 4.13 | 0.35 | 4.22 | 0.65 | 4.00 | 0.00 | 4.11 | 0.70 | 4.00 | 0.65 | 4.00 | 0.64 | 80.72% |
| 11.2 Graduates have adequate knowledge and skills to work in their professions. | 5.00 | 0.00 | 3.51 | 0.75 | 3.40 | 0.89 | 3.70 | 0.57 | 4.34 | 0.61 | 3.75 | 0.46 | 4.00 | 0.49 | 3.00 | 0.00 | 4.02 | 0.74 | 3.93 | 0.70 | 3.87 | 0.62 | 76.46% |
| 11.3 Graduates have a sense of social responsibility. | 3.50 | 0.71 | 3.95 | 0.74 | 4.00 | 1.00 | 4.20 | 0.77 | 4.34 | 0.72 | 3.88 | 0.35 | 4.22 | 0.73 | 4.00 | 0.00 | 4.34 | 0.73 | 4.60 | 0.51 | 4.08 | 0.68 | 82.98% |
| 11.4 Graduates have morals and professional ethics as well as enthusiasm for self-development. | 4.00 | 1.41 | 4.00 | 0.71 | 4.20 | 0.84 | 4.15 | 0.75 | 4.45 | 0.57 | 4.00 | 0.53 | 4.28 | 0.57 | 4.00 | 0.00 | 4.38 | 0.64 | 4.60 | 0.51 | 4.12 | 0.71 | 85.11% |
| Average Score | 4.25 | 0.71 | 3.81 | 0.75 | 3.80 | 0.91 | 3.94 | 0.66 | 4.37 | 0.61 | 3.94 | 0.43 | 4.18 | 0.61 | 3.75 | 0.00 | 4.21 | 0.70 | 4.28 | 0.59 | 4.02 | 0.66 | 81.32% |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

43

MUIC Average Rating Score for Program Achievement

[Ranked from highest to lowest]

| 11. Program Achievement | M | SD |
|---|---|---|
| i. Graduates have morals and professional ethics as well as enthusiasm for self-development. | 4.12 | 0.71 |
| ii. Graduates have a sense of social responsibility. | 4.08 | 0.68 |
| iii. Graduates have enough basic knowledge for further studies. | 4.00 | 0.64 |
| iv. Graduates have adequate knowledge and skills to work in their professions. | 3.87 | 0.62 |
| Average Score | 4.02 | 0.66 |

Figure 14: Comparison of Mean Scores of Program Achievement by Program

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

44
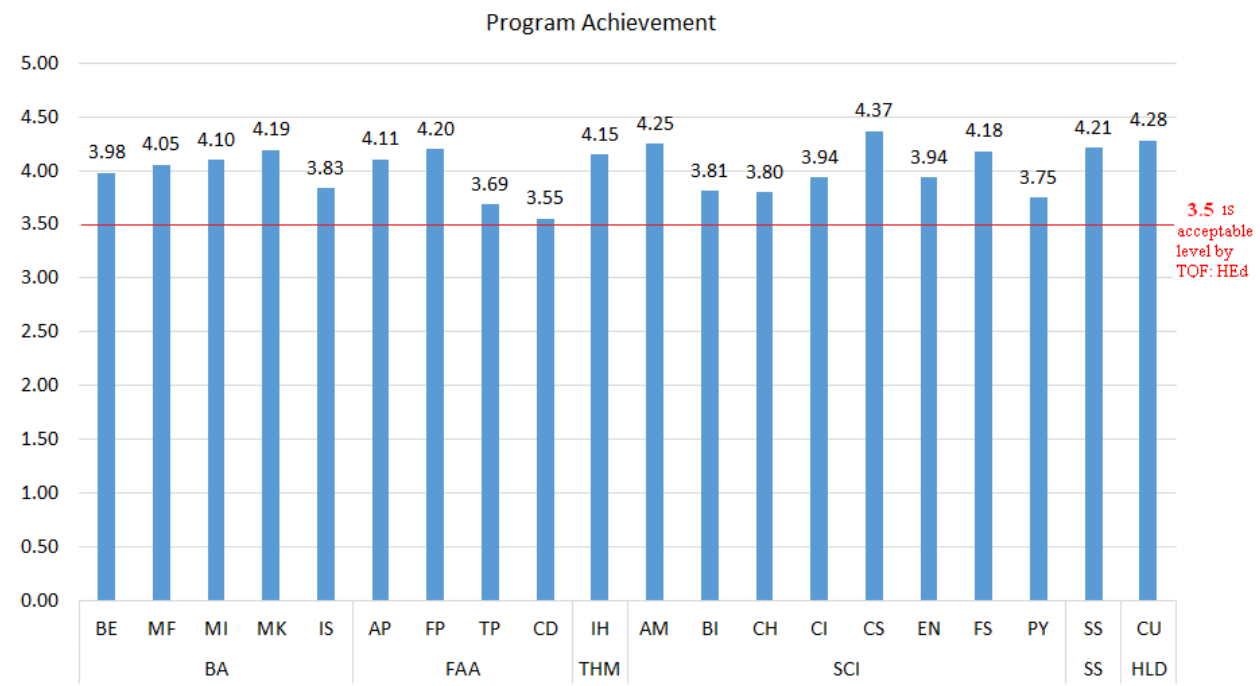
Table 13: Mean and Percentage of the Graduates' Opinions on Program's Quality Assurance

| 12. Program's Quality Assurance | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Business Administration | | | | | | | | | | Fine and Applied Arts | | | | | | | | THM | |
| | BE (N = 54) | | MF (N = 117) | | MI (N = 177) | | MK (N = 91) | | IS (N = 3) | | AP (N = 7) | | FP (N = 14) | | TP (N = 4) | | CD (N = 14) | | IH (N = 84) | |
| | M | SD | 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. | 4.04 | 0.75 | 4.09 | 0.66 | 4.15 | 0.72 | 4.15 | 0.79 | 4.33 | 1.15 | 4.29 | 0.49 | 4.07 | 0.62 | 4.00 | 0.82 | 3.21 | 1.37 | 4.13 | 0.67 |
| 12.2 There is an appropriate process to support, give advice and assist students. | 3.96 | 0.73 | 3.92 | 0.63 | 4.05 | 0.68 | 4.01 | 0.75 | 3.67 | 0.58 | 4.29 | 0.49 | 3.79 | 0.58 | 3.75 | 0.50 | 3.00 | 1.18 | 4.02 | 0.71 |
| 12.3 The program collaborates with organizations and experts outside the college. | 3.72 | 0.63 | 3.78 | 0.72 | 3.92 | 0.70 | 3.97 | 0.75 | 3.67 | 0.58 | 4.14 | 0.69 | 4.07 | 0.73 | 3.50 | 0.58 | 2.93 | 1.27 | 3.98 | 0.66 |
| 12.4 Students enjoy collaborative networks with alumni. | 3.54 | 0.86 | 3.65 | 0.78 | 3.73 | 0.77 | 3.66 | 0.79 | 3.67 | 1.15 | 3.57 | 0.53 | 4.00 | 0.68 | 3.50 | 0.58 | 3.29 | 0.83 | 3.81 | 0.74 |
| Average Score | 3.81 | 0.74 | 3.86 | 0.70 | 3.96 | 0.72 | 3.95 | 0.77 | 3.83 | 0.87 | 4.07 | 0.55 | 3.98 | 0.65 | 3.69 | 0.62 | 3.11 | 1.16 | 3.99 | 0.69 |

Table 13: (Continued)

| 12. Program's Quality Assurance | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | | Overall MUIC (N = 752) | | % of Satisfaction at level ≥4 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Science | | | | | | | | | | | | | | | | SS | | HLD | | | | |
| | AM (N = 2) | | BI (N = 41) | | CH (N = 6) | | CI (N = 20) | | CS (N = 29) | | EN (N = 8) | | FS (N = 18) | | PY (N = 1) | | SS (N = 47) | | CU (N = 15) | | | | |
| | M | SD | M | SD | 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. | 4.50 | 0.71 | 3.95 | 1.02 | 3.50 | 1.38 | 4.00 | 0.79 | 4.45 | 0.69 | 4.13 | 0.35 | 4.50 | 0.62 | 4.00 | 0.00 | 4.15 | 0.75 | 4.53 | 0.64 | 4.11 | 0.75 | 81.12% |
| 12.2 There is an appropriate process to support, give advice and assist students. | 4.00 | 1.41 | 3.66 | 0.85 | 3.33 | 1.03 | 3.95 | 0.76 | 4.14 | 0.83 | 3.75 | 0.71 | 4.39 | 0.85 | 3.00 | 0.00 | 4.15 | 0.62 | 4.13 | 0.64 | 3.85 | 0.73 | 75.13% |
| 12.3 The program collaborates with organizations and experts outside the college. | 3.00 | 0.00 | 3.80 | 0.90 | 4.00 | 0.89 | 4.05 | 0.76 | 4.17 | 0.80 | 3.50 | 0.93 | 4.17 | 0.71 | 3.00 | 0.00 | 3.87 | 0.71 | 4.00 | 0.65 | 3.76 | 0.68 | 70.08% |
| 12.4 Students enjoy collaborative networks with alumni. | 3.00 | 0.00 | 3.41 | 0.71 | 3.83 | 0.75 | 3.85 | 0.75 | 3.83 | 0.89 | 3.25 | 0.46 | 3.67 | 1.14 | 3.00 | 0.00 | 3.70 | 0.75 | 3.40 | 0.51 | 3.57 | 0.68 | 55.45% |
| Average Score | 3.63 | 0.53 | 3.71 | 0.87 | 3.67 | 1.01 | 3.96 | 0.76 | 4.15 | 0.80 | 3.66 | 0.61 | 4.18 | 0.83 | 3.25 | 0.00 | 3.97 | 0.71 | 4.02 | 0.61 | 3.82 | 0.71 | 70.45% |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

45

MUIC Average Rating Score for Program's Quality Assurance

[Ranked from highest to lowest]

| 12.  Program's Quality Assurance | M | SD |
|---|---|---|
| i.  There is an evaluation of the course's lecturer. | 4.11 | 0.75 |
| ii.  There is an appropriate process to support, give advice and assist students. | 3.85 | 0.73 |
| iii.  The program collaborates with organizations and experts outside the college. | 3.76 | 0.68 |
| iv.  Students enjoy collaborative networks with alumni. | 3.57 | 0.68 |
| Average Score | 3.82 | 0.71 |

Figure 15: Comparison of Mean Scores of Program's Quality Assurance by Program

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

46
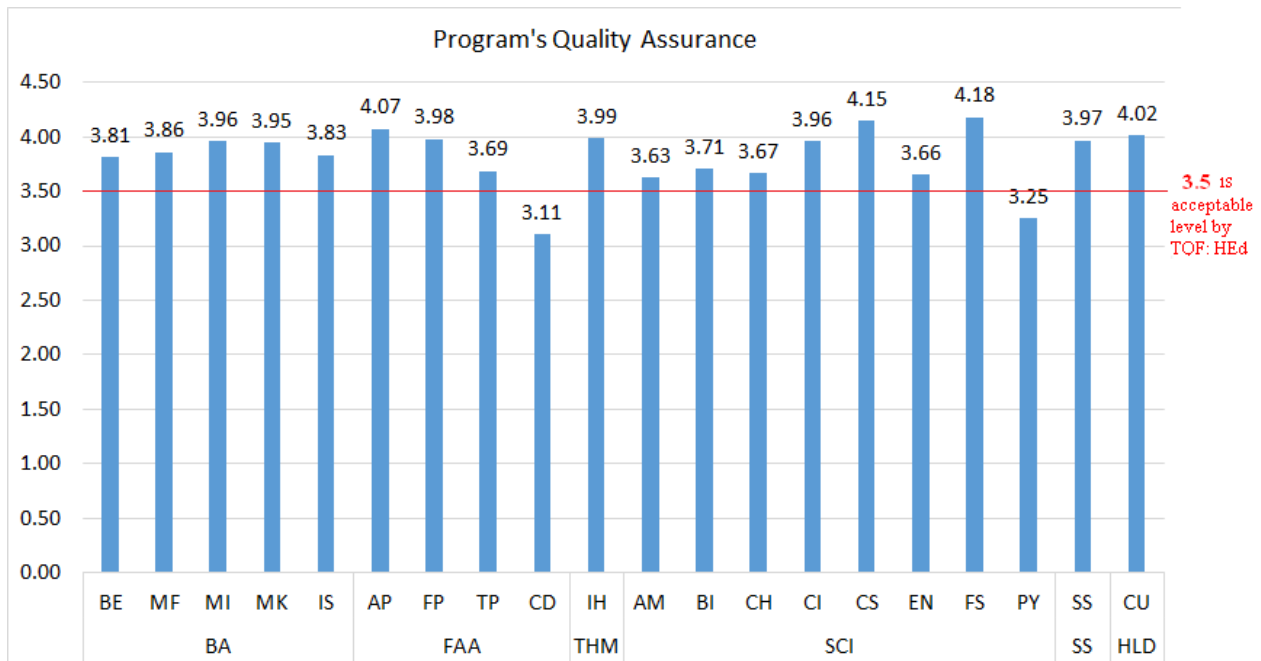
## Multi-Cultural Experience

Table 14: Mean and Percentage of the Graduates' Opinions on Multi-Cultural Experience

| 13. Multi-cultural experiences | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Business Administration | | | | | | | | | | Fine and Applied Arts | | | | | | | | THM | |
| | BE (*N* = 54) | | MF (*N* = 117) | | MI (*N* = 177) | | MK (*N* = 91) | | IS (*N* = 3) | | AP (*N* = 7) | | FP (*N* = 14) | | TP (*N* = 4) | | CD (*N* = 14) | | IH (*N* = 84) | |
| | *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 | 3.79 | 0.69 | 3.97 | 0.72 | 4.03 | 0.75 | 4.14 | 0.77 | 4.33 | 1.15 | 3.57 | 0.79 | 3.64 | 0.63 | 3.75 | 0.96 | 3.50 | 0.65 | 3.95 | 0.69 |
| 13.2 Student exchange programs | 3.77 | 0.72 | 4.07 | 0.78 | 3.97 | 0.78 | 4.11 | 0.80 | 4.00 | 1.00 | 3.71 | 0.76 | 3.57 | 0.94 | 3.75 | 0.50 | 3.50 | 0.65 | 3.80 | 0.79 |
| Average Score | 3.78 | 0.71 | 4.02 | 0.75 | 4.00 | 0.76 | 4.13 | 0.78 | 4.17 | 1.08 | 3.64 | 0.77 | 3.61 | 0.79 | 3.75 | 0.73 | 3.50 | 0.65 | 3.88 | 0.74 |

Table 14: (Continued)

| 13. Multi-cultural experiences | Opinion Level by Program 2018-2019 | | | | | | | | | | | | | | | | | | | | Overall MUIC (N = 752) | | % of Satisfaction at level ≥4 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Science | | | | | | | | | | | | | | | | SS | | HLD | | | | |
| | AM (*N* = 2) | | BI (*N* = 41) | | CH (*N* = 6) | | CI (*N* = 20) | | CS (*N* = 29) | | EN (*N* = 8) | | FS (*N* = 18) | | PY (*N* = 1) | | SS (*N* = 47) | | CU (*N* = 15) | | | | |
| | *M* | *SD* | *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 | 3.00 | 0.00 | 4.02 | 0.79 | 4.17 | 0.98 | 3.75 | 0.79 | 3.97 | 0.82 | 3.75 | 0.71 | 3.78 | 0.81 | 4.00 | 0.00 | 4.23 | 0.79 | 4.20 | 1.08 | 3.88 | 0.73 | 71.54% |
| 13.2 Student exchange programs | 3.00 | 0.00 | 3.95 | 0.77 | 4.00 | 0.89 | 3.70 | 0.73 | 3.76 | 0.87 | 3.50 | 0.53 | 3.83 | 0.79 | 3.00 | 0.00 | 4.09 | 0.86 | 4.13 | 1.13 | 3.76 | 0.71 | 66.89% |
| Average Score | 3.00 | 0.00 | 3.99 | 0.78 | 4.08 | 0.94 | 3.73 | 0.76 | 3.86 | 0.85 | 3.63 | 0.62 | 3.81 | 0.80 | 3.50 | 0.00 | 4.16 | 0.82 | 4.17 | 1.10 | 3.82 | 0.72 | 69.22% |

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

47

MUIC Average Rating Score for Multi-Cultural Experience

[Ranked from highest to lowest]

| 13. Multi-cultural experiences | | M | SD |
|---|---|---|---|
| i. | International experience/exposure at MUIC | 3.88 | 0.73 |
| ii. | Student exchange programs | 3.76 | 0.71 |
| | Average Score | 3.82 | 0.72 |

Figure 16: Comparison of Mean Scores of Multi-Cultural Experience by Program

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

48
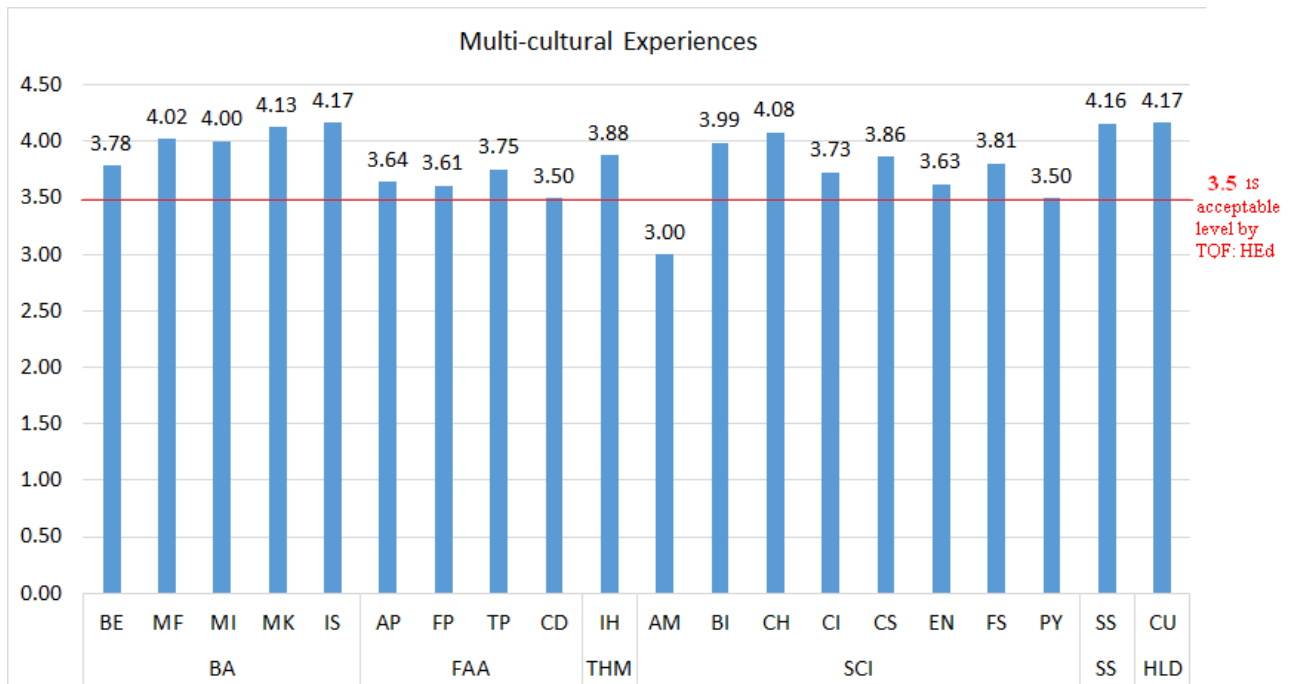
# <u>Part III</u>: MUIC Experience Impacting Graduates' Development

❖ Skills

MUIC Experience Impacting Graduates' Development on Skills (Overall MUIC):

Figure 17: Comparison of Percentage of Development on Skills
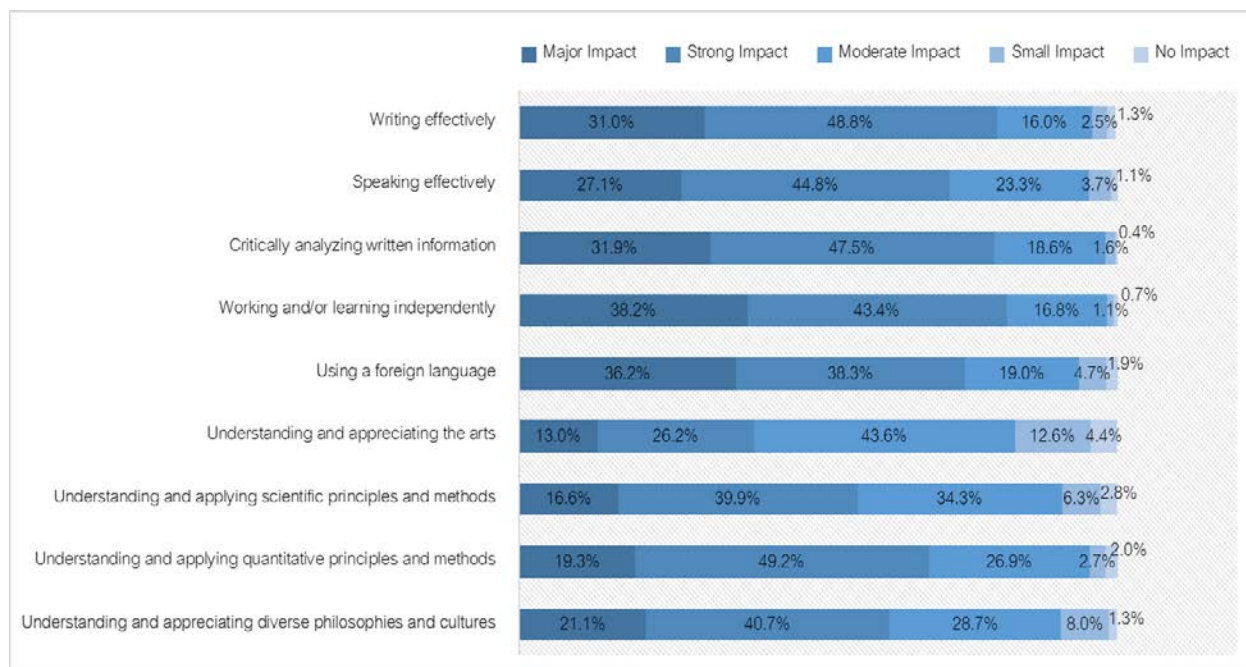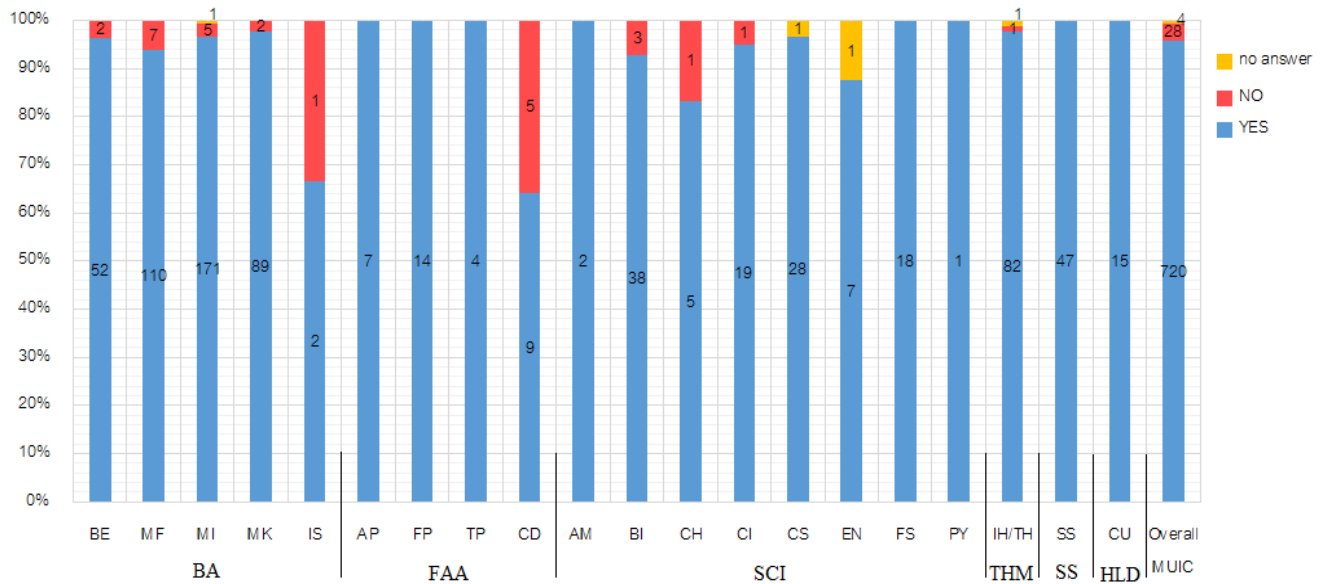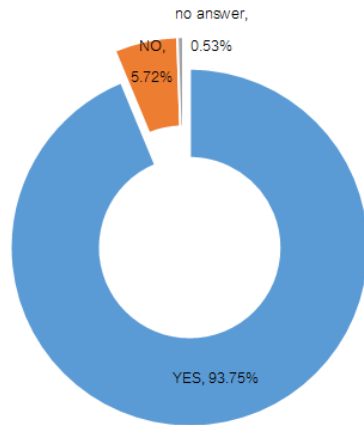


❖ Contribution to Personal Development

MUIC Experience Impacting Contribution to Personal Development (Overall MUIC):

Figure 18: Comparison of Percentage of Contribution to Personal Development
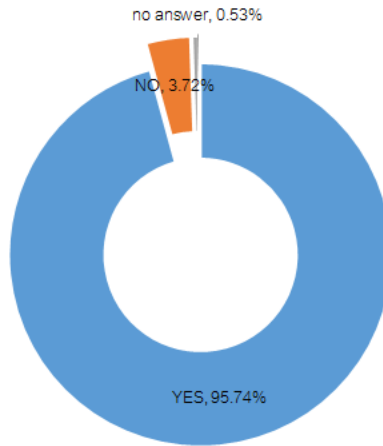
A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

49
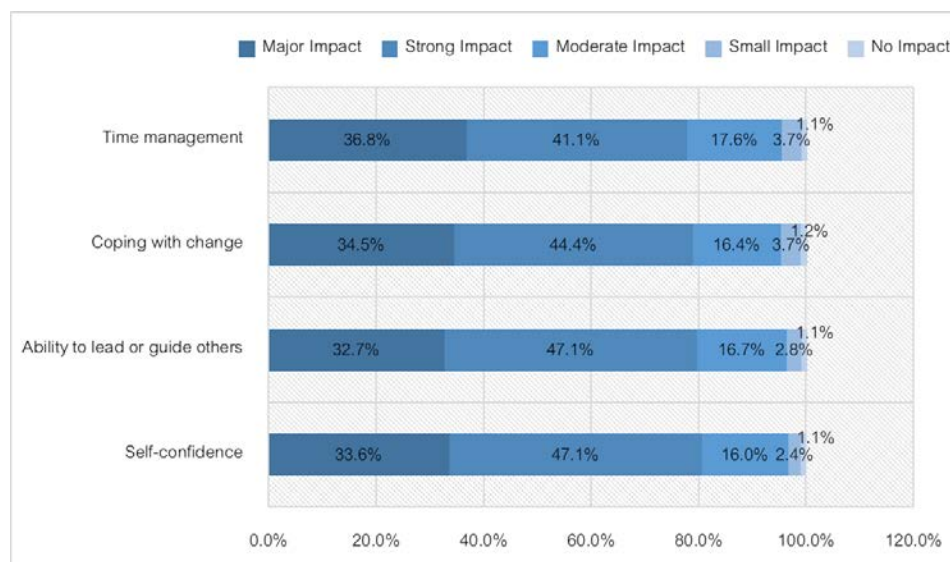
# Part IV: Willingness to Attend and to Recommend Others to Study at MUIC

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

A Report on Graduates Survey for the Academic Year 2018-2019,
Academic Strategy Unit, Strategy and Academic Development Group, the Office of Academic Affairs.
November 2019

50

❖ Willingness to Recommend Others to Study at MUIC

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November 2019

51

# CHAPTER IV

## Conclusion

The Graduates Survey for Academic Year 2018-2019 was conducted with a response rate of 98.69% with 752 out of 762 graduates who registered for graduation in the academic year 2018-2019. They were asked to complete and return the questionnaires to the Office of Academic Affairs for the purpose of curriculum development. Most of the returned questionnaires are from Business Administration Division, and Tourism and Hospitality Management Division.

Based on the findings of this study, the result firstly showed that there were many graduates who took more than 12 terms (4 years) to study for their graduation; in some program these number were higher than the number of graduates who took 12 terms and who took less than 12 terms for graduation. This may be caused by too many credits required to take for graduation, or certain classes unavailable when needed. However, taking minor(s) might also affect the graduates' duration of study at MUIC. Therefore, it's a matter of study plan, and time management that the students should have and follow.

Figure 19: Comparison of Mean Scores in Each Aspect (Overall MUIC)

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52
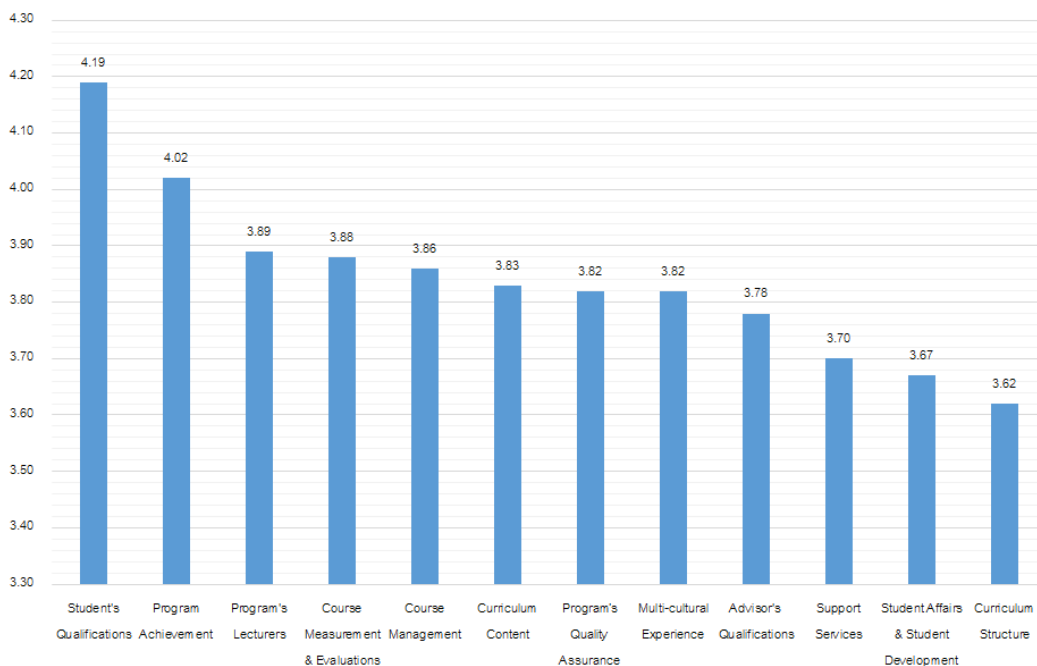
According to the results of the evaluation of MUIC curriculum from the graduates' views, **the average score for overall MUIC was 3.84.** When the mean scores in each aspect were compared, the scores were rated and ranked in order from highest to lowest as shown in figure 19.

From the findings, it seemed that the aspect *"Curriculum Structure"*, especially in 'the number of credits for General Education (GE) courses', *'the number of credits for GE course in Natural Science'*, and *'the number of credits for GE course in Social Science'* should carefully be encouraged by the College, because of the lowest scores received. When further considering the score of this aspect in each program, there were several program for example IS / AP / CH / PY that received scores under 3.5 (out of 5), the acceptable level of TQF HEd.

Additionally, the aspect "*Student Affairs & Student Development*", especially in '*Students are encouraged to participate in organizing extra-curricular activities.*', and '*Resources and facilities for student activities are supported by the college.*' should also be more encouraged by the College. In the graduates' views, they might think that the current extra-curricular activities and resources and facilities for student activities were too limited and not enough for them to receive knowledge and develop some important skills as needed.

Moreover, for the dimension of MUIC Experience Impacting Graduates' Development, the graduates reported that studying at MUIC provided major impacts on *'Working and/or learning independently'*, *'Writing effective'*, and *'Critically analyzing written information'* respectively. Besides, the graduates also reported that '*Self-confidence'*, and *'Ability to lead or guide others'* mostly affected their contribution to personal development skills.

Finally, the majority of the graduates stated that they had willingness to attend MUIC if they had to make a college choice all over again, and also to recommend others to study at MUIC; however, even small numbers, the College should not overlook or ignore the number of the graduates who reported not to make a college choice all over again and might be uncertain about it, and also the number of the graduates who reported not to recommend others to study at MUIC and might hesitate to recommend others to study at the College.

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53