



OPERASI PERKHIDMATAN SOKONGAN

PUSAT ANTARABANGSA PUTRA

Kod Dokumen: OPR/INTL/BR07/INBOUND

FEEDBACK FORM (INBOUND)

Please tell us what you think!

Dear all,

In order to make sure that our office could improve better, we would greatly appreciate your comments on our services. Kindly complete this questionnaire and return it to Putra International Centre.

Thank you.

Respondent Details:

A. GENDER : _____ B. AGE : _____

C. NAME OF PROGRAMME : _____

D. DATE OF ATTENDED PROGRAMME : _____

E. HOME INSTITUTION AND COUNTRY : _____

F. E-MAIL ADDRESS : _____

PART A: Using the scale below, kindly evaluate the following items (circle your answer):

1	2	3	4	5
Very unsatisfying	Unsatisfactory	Average	Satisfactory	Very satisfying

1. Assistance/guidance from officers of Putra International Centre throughout your programme at UPM

1 2 3 4 5

2. Efficiency of feedback during correspondence (mail/e-mail/ phone calls)

1 2 3 4 5

3. Orientation day / New International Student Welcoming Programme

1 2 3 4 5

4. Where did you stay

On Campus (please answer Question 5)

Off Campus (please proceed to Question 6)

5. The room and facilities provided were adequate and comfortable

1 2 3 4 5

NO. SEMAKAN : 02

NO. ISU : 01

TARIKH KUAT KUASA : 09/09/2022

6. The lecturers / instructors were professional (at Faculty/Institute)
- 1 2 3 4 5
7. Facilities provided at the Faculty / Institute were adequate and conducive
- 1 2 3 4 5
8. UPM mobility programme attended fulfill your objectives
- 1 2 3 4 5
9. On the basis of your overall experience, how do you rate our programme?
- 1 2 3 4 5

10. What is the most valuable experience that you have gained? (please rank accordingly)

- The exchange experience was of high value for my degree studies
- New friends (new network)
- I learned how things in my field are done differently in another culture
- The exchange experience was of high value for my social-cultural understanding
- The exchange experience was of high value for my personal development
- Add new additional skills
- Others, please specify _____

11. How did you apply to UPM? (please tick one)

- Self
- Home university International Office
- Agent (please answer Question 10)
- Others, please specify _____

12. What is your comment about the agent? (only if you ticked 'Agent' for Question 9)

13. Do you have any other comments, concerns or suggestions about your mobility experience in UPM?

Thank you