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| **YILDIZ TECHNICAL UNIVERSITY****EUROPEAN UNION OFFICE SATISFACTION SURVEY**

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| Dear Participant,   This survey has been prepared by Erasmus Office to measure to what extent the services offered to you all throughout your Erasmus period are efficient. It is expected that you choose a score between 5 (very good) to 1 (very poor) for the relevant questions. The results to be obtained from this survey will guide us to maintain the services that we offer in more effective and efficient way. The information that you’ll provide will be processed only within the framework of these kind of research and will not be used for any other purpose. Thank you for your contribution.   |
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Date: ……../……./20.. |
| **Questions** |  **5** | **4** | **3** | **2** | **1** | **OA** |
| **Very good** | **Good** | **Fair** | **Poor** | **Very poor** | **Out of assessment** |
| 1-Information regarding the Erasmus period |  |  |  |  |  |  |
| 2- How do you evaluate the approach and effort of the office staff to solve your problems?  |  |  |  |  |  |  |
| 3-Do you think the web page sufficient?  |  |  |  |  |  |  |
| 4-Do you think the attitute and feed-backs of the office staff regarding your unsatisfaction is fast and satisfying enough?  |  |  |  |  |  |  |
| 5-Access to the office  |  |  |  |  |  |  |
| 6-Automation systems used |  |  |  |  |  |  |
| 7-To what extent your expectations are met regarding your Erasmus period at YTU? |  |  |  |  |  |  |
| 8- Your suggestions to improve the quality of service offered to incoming students/staff at YTU? |  |