

|  |
| --- |
| **YILDIZ TECHNICAL UNIVERSITY****YTU INTERNATIONAL RELATIONS SATISFACTION SURVEY** Dear Participant, This survey is designed to measure the effectiveness of a number of services offered to you by the YTU International Relations during your exchange process. You are expected to score related items between 1 (Strongly Disagree) and 5 (Strongly Agree). The results to be received from this survey will help us provide more efficient and effective service in the future. The information to be provided here will be used for this purpose, merely. Thank you for your contributions.**Program:** Erasmus+ Program  Mevlana Exchange Program  Farabi Exchange Program International Students Unit International Cooperations and Joint Programs Unit Date: …. /…. / 20.. (dd/ mm / yy) |
| **Items** |  **5** | **4** | **3** | **2** | **1** | **NA** |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** | **NOT APPPLICABLE** |
| 1. Staff are qualified enough to answer our questions. |  |  |  |  |  |  |
| 2. The attitude of the staff towards our problems is positive and solution oriented.  |  |  |  |  |  |  |
| 3. We are informed about transactions and other issues. |  |  |  |  |  |  |
| 4. The attitude of the staff towards us is positive. |  |  |  |  |  |  |
| 5. Staff are open to discussing the information personally, by telephone or electronically. |  |  |  |  |  |  |
| 6. Office is easily accessible. |  |  |  |  |  |  |
| 7. Web-site offers enough information.  |  |  |  |  |  |  |
| 8. Automation system which is used is helpful.  |  |  |  |  |  |  |

Do you have any further comments and/or suggestions?

...………………………………………………………………………………………………