

## A questionnaire on grants students' opinion on the services they have received

Dear student/

On behalf of Taif University administration, Grants office would like to welcome you in Taif University. In order to make sure that the university has been providing the ideal academic and non-academic services to the grants' students since the start of submission on the system up to the arrival of students. The university would like to check the services provided to students grants in terms of accommodation, academic affairs and entertainment.

In order to improve the provided services, the Grants office would like to measure your satisfaction with what the university provides to students. Below is a questionnaire for this purpose.

Name	
Nationality	
College	
Academic number	

Please answer the following questions transparently by choosing (strongly disagree, disagree, neutral, strongly agree or agree) in front of the suitable option.

**Firstly: Admission procedures:**

NO	Statement	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	Admission requirements were clearly shown on the electronic gate					
2	Instructions to attach documents were easy and simple.					
3	Applicant number was provided when submission was successfully completed					
4	Admission notification was clear and fixed.					
5	Educational visa was received by email.					
6	The process of receiving entry visa was quite easy					

**Secondly, Reception, medical examination and residence issuance:**

NO	Statement	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	Grants office officers welcomed the grants students warmly					
2	Grants office officers took study grants students to the deanship of students' affairs where they easily got their academic number.					
3	Grant office people took students to King Faisal Complex for medical examinations.					
4	Grant office people introduced students to the buildings and facilities of the university.					
5	Cooperating with competent authorities, Grants office facilitated the issuance of residences.					
6	Grants office employees gave every student his residence card.					
7	Every student received a version of a handbook that introduces the university, its systems and regulations.					

### Thirdly, Accommodation and transportation:

NO	Statement	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	Dwelling process was easy and organized.					
2	The accommodation is comfortable and equipped with all necessary facilities.					
3	Most students live with roommates from their own countries.					
4	Accommodation was ready for students soon after their arrival.					
5	There is a good internet service in the accommodation.					
6	Students receive on time good healthy meals.					
7	The buses are always regular.					

### Fourthly, Directing students to Arabic language institution and different academic specializations.

NO	Statement	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	Specializations were offered according to the students' interests.					
2	Every study grant student has a card and an academic number.					
3	Students are interested in making use of the Arabic language institution for non-Arab learners.					
4	Grants office people took non – Arab students to Arabic language institution where they sat for the diagnostic test.					
5	The Arabic language institution helps students to use the Arabic language for academic and communicative purposes.					
6	Grants office people took students to the deanship of admission and registration to get their academic schedules.					
7	Specializations were offered according to the students' interests.					

**Fifthly, Financial dues:**

NO	Statement	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	Cooperating with Financial administration, Grants office secured the arrival payment (two-month salary) as soon as the students arrived.					
2	Grants office helped students to open new bank accounts to deposit in their monthly dues.					
3	The university pay compensation allowance to students who book their tickets at their own expense.					
4	The university guarantees forth and back tickets for study grants students during their study years.					

**Sixthly, The journey to the two holy mosques and the most important Islamic and historical monuments.**

NO	Statement	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	Cooperating with the deanship of students' affairs , the Grants office organized a visit to the holy prophet mosque in Madinah					
2	The visit to the Islamic places was delightful and well organized.					
3	Cooperating with deanship of students' affairs, the Grants office enabled students to perform Umra.					
4	The university facilitated visits to the Islamic and holy monuments					
5	The university secured all the costs of the journeys to Makkah and Madinah including lodging, transportation and meals.					

**Seventh, Giving answers for all study grants' inquiries:**

NO	Statement	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	Grants office people answer all students' inquiries instantly and efficiently.					
2	Grants office people help students overcome all problems that face them inside the university and its facilities.					
3	Grants office has its own email that is available for all students to communicate for inquiries.					
4	Grants office has a WhatsApp group including all students, used as a media outlet for informing them of any possible instructions.					
5	Grants office has a telephone number that facilitates communication with officers.					

**Eighth, Merging study grants students with Saudi students**

NO	Statement	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	The university establishes merging study grants students with Saudi students through different common activities					
2	Study grants students enjoy a good atmosphere that helps them cooperate with their Saudi colleagues.					
3	The university involves study grants students in all occasions and events that take place in the university.					
4	Saudi students help study grants students to understand the values and traditions of the Saudi community.					