

## STANDARD OPERATING PROCEDURES

### STUDENT SATISFACTION SURVEY UNIVERSITAS NEGERI SURABAYA


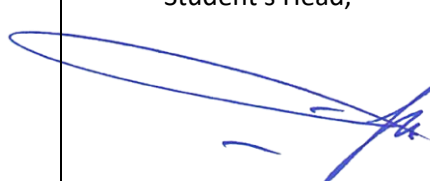





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 UNESA	UNIVERSITAS NEGERI SURABAYA
	STANDARD OPERATING PROCEDURE (SOP)
	<b>STUDENT SATISFACTION SURVEY</b>

This procedure is used as a guideline in the implementation of user satisfaction surveys of student services that are comprehensive, accountable, using appropriate analysis methods, summations that suit your needs, external ity in the form of improvement or improvement to the quality of service, as well as ease of access to services.

### 1.0. Scope

The scope of this procedure starts from the activities of the survey implementation to the preparation of the report. This activity is the responsibility of the vice-chancellor's unit of student education and involves pti unit as an online-based instrument builder, faculty management unit and study program unit as the vanguard in conducting surveys to student service users, and PPM unit as quality assurance supervisor.

### 2.0. Reference

- 3.1 National Education System Law (SISDIKNAS) No. 20 of 2003, that every Higher Education pengawasan must implement a system of academic quality assurance and internal supervision of academic quality..
- 3.2 Law no. 12 of 2012 on Higher Education.
- 3.3 Presidential Regulation no. 60 of 1999 on Higher Education.
- 3.4 Government Regulation no. 19 of tahun 2005 on National Standards of Education.
- 3.5 Government Regulation no. 4 of tahun 2014 on The Implementation of Higher Education and Higher Education Management.
- 3.6 Government Regulation No. 50/2014 Tahun on Guaranteeing The Quality of Higher Education.
- 3.7 Government Regulation No. 26/2015 on Higher Education.

### 3.0. Definition

- 4.1 Students  
Students are registered and officially recognized as students in one of the study satu programs at Universitas Negeri Surabaya.
- 4.2 Stakeholders  
Stakeholders are part of a community, group, community or individual human being who will have a relationship or interest to the institution of Surabaya State University.
- 4.2 Student activities  
Student activities in this case are all official activities, in addition to academic activities, that relate to students of Surabaya State University with the responsibility of the activities are vice rectors of student affairs and alumni.
- 4.3 Student Services  
Student services in this case are official services, in addition to academic services, provided to students of Surabaya State University with the responsibility of the service are vice rectors of student affairs and alumni.
- 4.4 Survei Student satisfaction survey  
Service satisfaction surveys are research techniques that.

### 4.0. Conditions

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- 5.1 Student service users are Unesa students, lecturers and education personnel, and stakeholders who have interests with student services.
- 5.2 Utilization of student services must follow the established procedures.
- 5.3 Utilization of student services must use, provide, and or attach supporting documents to the implementation of procedures.

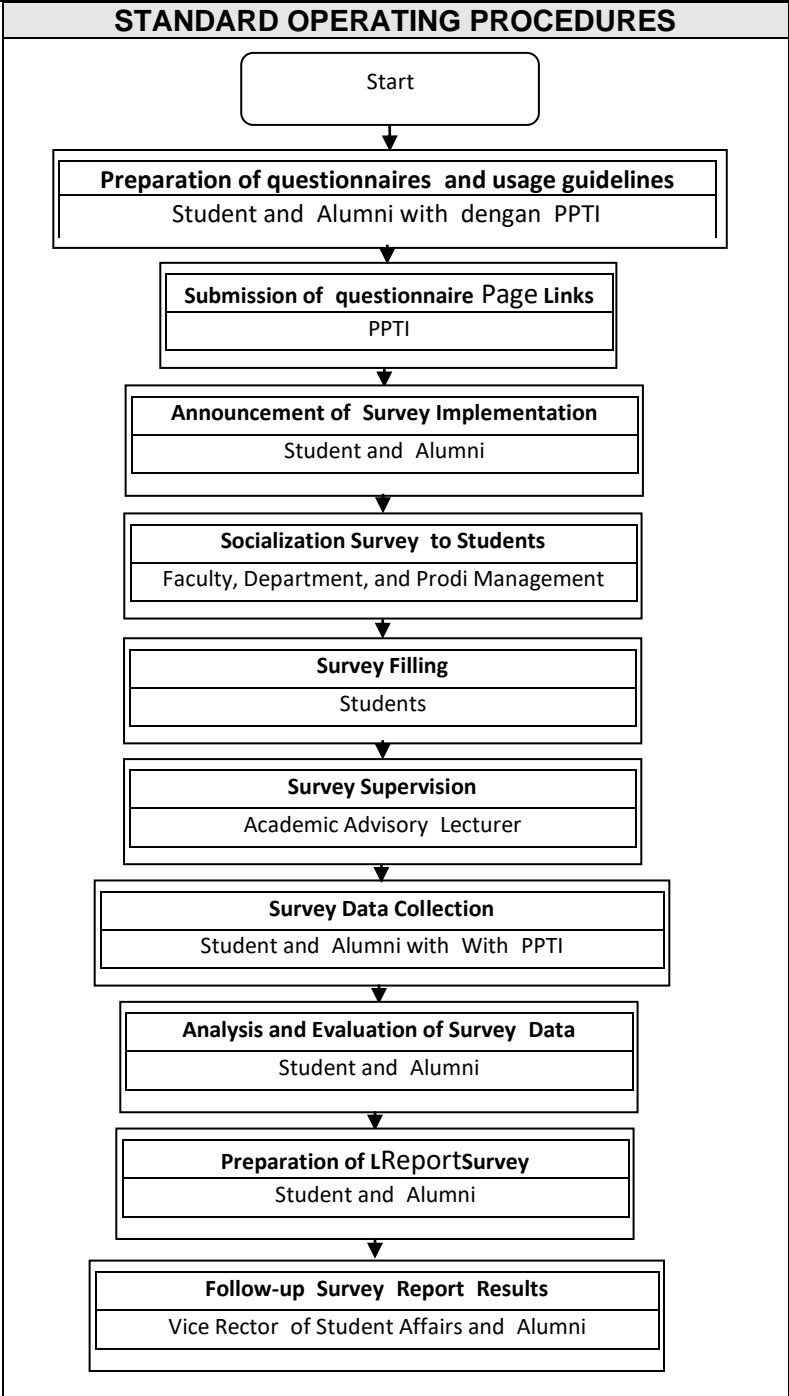
#### **5.0. PROCEDURE DETAILS**

- 6.1 The vice-chancellor unit of students and alumni conducts coordination with PPTI units to create or revise instruments and instructions for the use / use of service user satisfaction surveys in the form of online.
- 6.2 THE PPTI unit sends an online instrument page link to the vice-chancellor's unit of students and alumni.
- 6.3 The vice-chancellor's unit of students and alumni gives an announcement on the obligation to fill out the instrument of student satisfaction survey at the end of the semester to all faculty units and units of the study program as high as Universitas Negeri Surabaya.
- 6.4 Faculty management units and study programs conduct socialization about surveying student service user satisfaction to all components of its responsibilities.
- 6.5 Academic advisory lecturers supervise the implementation of student satisfaction surveys of student students.
- 6.6 The vice-chancellor unit of students and alumni conducts coordination with PPTI units in order to collect survey data.
- 6.7 The vice-chancellor unit of students and alumni conducts analysis and evaluation of survey results based on the needs of users and policy makers as well as stakeholder needs.
- 6.8 The vice-chancellor's unit of students and alumni compiled a comprehensive, accountable student satisfaction survey report, using the right analysis method, conclusion according to needs, out of the form of improvement or improvement to the quality of service, as well as ease of access to services.
- 6.9 The vice-chancellor's unit of students and alumni conducts follow-up analysis results in the form of improvement or improvement of student service performance.

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**6.0. LIST OF RECORDS**

- 7.1 Student satisfaction survey instruments.
- 7.2 Application permohonan letterfor creation / revision of the instrument of survey user satisfaction of student services from vice rector of student and alumni field addressed to the Head of PPTI.
- 7.3 Notification letter link of the instrument of the student satisfaction survey instrument from the Head of PPTI to the Vice Rector of student and alumni fields.

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- 7.4 Socialization announcement letter on the obligation to fill out the instrument of student satisfaction survey at the end of the semester to all faculty units and units of study program asgkung Universitas Negeri Surabaya.
- 7.5 Proof of socialization of faculty units and units of unesa inter-interessed study programs.
- 7.6 Results of filling out student service user

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