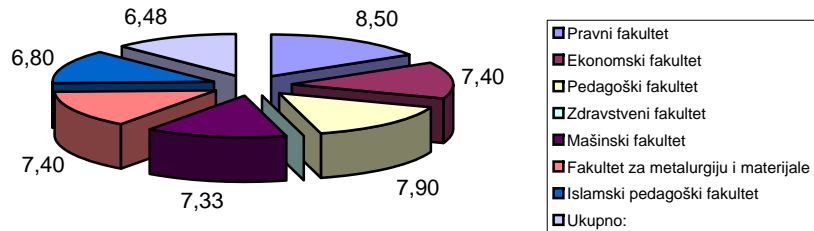
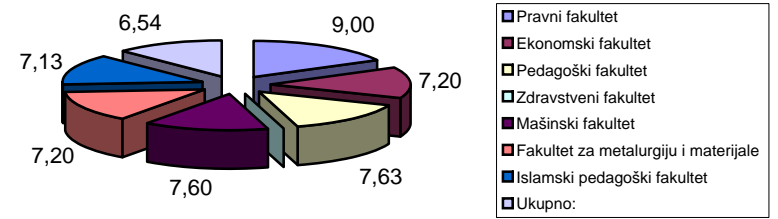


<b>AQUESTIONNAIRE ON MEASUREMENT OF THE STUDENT'S SATISFACTION WITH STUDENT'S SERVICE</b>	Pravni fakultet	Ekonomski fakultet	Pedagoški fakultet	Zdravstveni fakultet	Mašinski fakultet	Fakultet za metalurgiju i materijale	Islamski pedagoški fakultet	Ukupno:	Napomena:
Broj anketiranih	40	50	40		27	10	40	207	
<b>1) To which extent you consider that student's service is efficient in the way of responsiveness to the general verbal requests from the students?</b>									
a) information about exams	8,50	7,40	7,90		7,33	7,40	6,80	6,48	
b) information about lecturers-studies	9,00	7,20	7,63		7,60	7,20	7,13	6,54	
<b>2) To which extent you consider that student's service is efficient in issuing of the documents which are related to the general University procedures?</b>									
a) information on available study courses	8,00	6,86	7,95		7,33	7,50	7,05	6,38	
b) access to the different formulary	8,50	7,14	8,13		7,40	7,60	6,95	6,53	
c) processing of the student applications	8,00	6,92	8,34		7,13	7,50	6,87	6,39	
<b>3) To which extent you consider that student's service is efficient in issuing of the supplement to the diploma?</b>									
a) submitting of the request	5,00	6,56	8,54		7,47	6,80	7,24	5,94	
b) processing of the requests	5,00	6,22	8,16		7,40	7,30	7,16	5,89	
c) issuing of the supplements	5,00	6,75	5,00		7,33	7,30	7,19	5,51	
<b>4) To which extent you consider that student's service is making mistakes in issuing of the supplement to the diploma?</b>									
a) mistakes are often	5,00	6,88	6,51		6,60	7,30	6,82	5,59	
b) mistakes are crucial	5,00	6,63	6,82		6,27	7,50	6,97	5,60	
<b>5) To which extent you consider that current student's service can be improved by application of the information technologies which will connect different departments at the faculty?</b>									
Service can be significantly improved	10,00	9,18	9,18		8,87	9,75	7,95	7,85	
<b>6) To which extent you consider that current student's service is in the line with the student services at the Universities in the EU?</b>									
Service is same as in the EU	8,00	5,49	6,75		6,40	8,50	5,92	5,87	
<b>7) Would you like to be able to check your study programs, exams results and finish registration process on-line?</b>									
I would like it	10,00	9,71	9,13		9,93	10,00	9,45	8,32	
<b>8) Do you believe that on-line linking of the professors and students service would improve efficiency of the student's service in issuing of the documents?</b>									
I strongly believe	10,00	8,74	9,13		9,93	10,00	8,55	8,05	

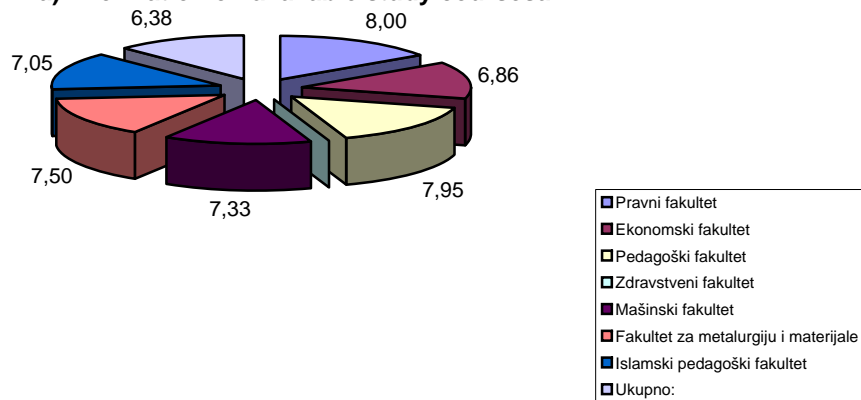
1.a) information about exams



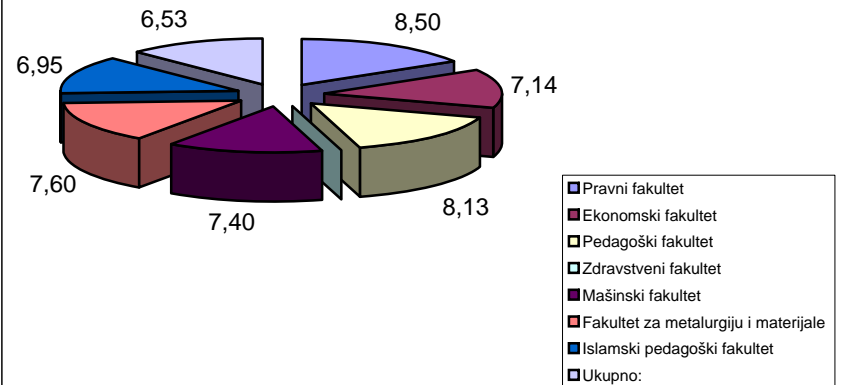
1.b) information about lecturers-studies .



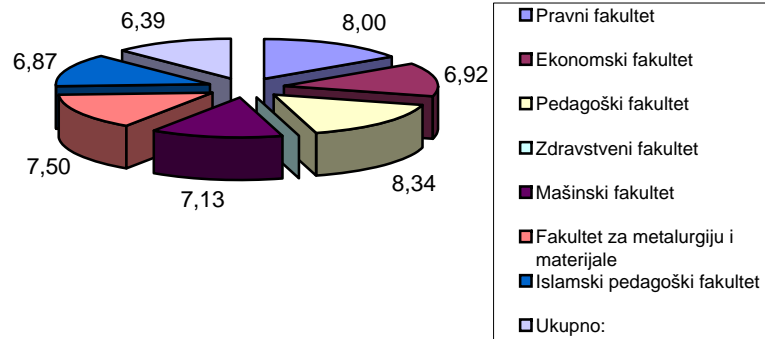
2.a) information on available study coursesa



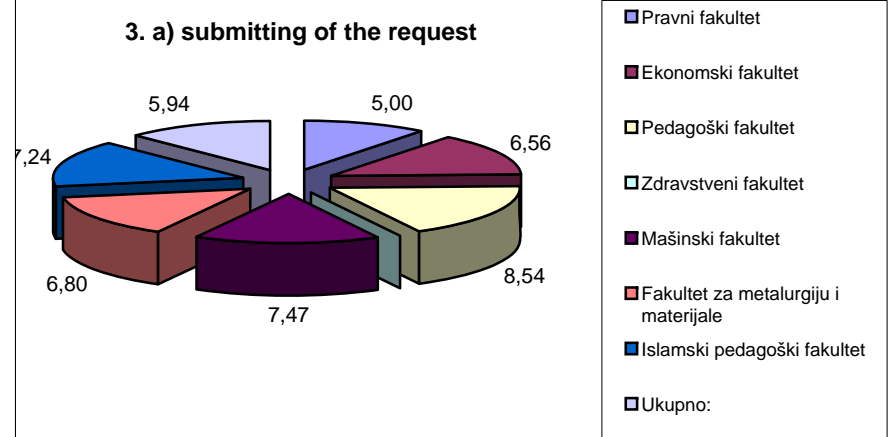
2b) access to the different formulary



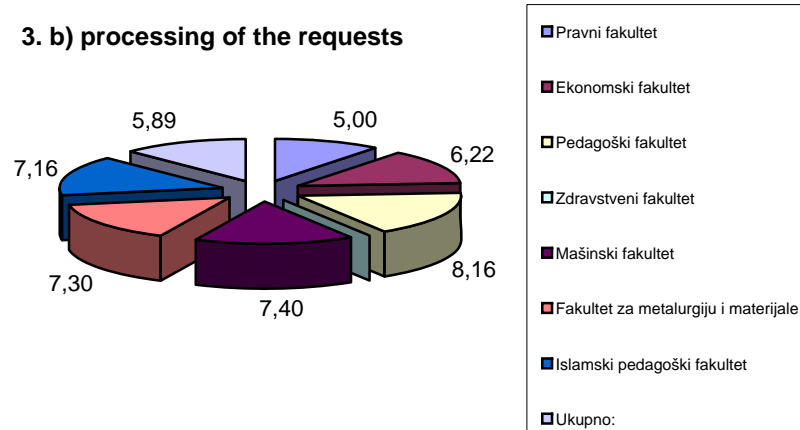
### 2.c) processing of the student applications



### 3. a) submitting of the request



### 3. b) processing of the requests



### 3. c) issuing of the supplements

