

## APPENDIX A

### Questionnaire

#### Thammasat Students' Satisfaction with Student Exchange Program of the Office of International Affairs (OIA), Thammasat University

This questionnaire is a part of a research paper as a partial fulfillment of the requirement for Master Degree of Arts in English for Careers, Language Institute, Thammasat University. It is aimed to measure the degree of Thammasat Students' Satisfaction with Student Exchange Program of the Office of International Affairs (OIA), Thammasat University. The information given in this questionnaire will be strictly treated with confidence and will be used for the research purpose only. Your cooperation in answering this questionnaire is highly appreciated.

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**Instruction:** Please mark ✓ in  that mostly reflects your feeling and/or opinion.

#### Part 1: General Information

1. Sex

- Female                       Male

2. Age \_\_\_\_\_ years

3. Year of participation

- 2006                       2007                       2008

4. The country you chose to go for an overseas exchange.....

5. Source of service user

- Reference (word of mouth)  
 Printed media (brochure, poster, leaflet, handbook)  
 Exhibition (student exchange program guidance events)  
 Website  
 Other (please specify)

## Part 2: Satisfaction with the Student Exchange Program

**Instruction:** Please rate your satisfaction with the Student Exchange Program of the Office of International Affairs (OIA). Check only one response for each statement that mostly reflects your feelings and/or opinions. Please answer every questions.

Description	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
<i>Satisfaction with Product</i>					
6. I am satisfied with the variety of partner universities.					
7. I am satisfied with the reputation of partner universities.					
8. I am satisfied with the quality of the chosen institute.					
<i>Satisfaction with Service</i>					
<b>Public relations and announcement</b>					
9. The information regarding student exchange program is distributed widely all over the campus.					
10. The information regarding student exchange program is always updated.					
11. The information regarding student exchange program is distributed through various channel (such as website, poster, exhibition), so I can easily access to the information.					
12. The distributed information is accurate and easy to understand and give enough details.					
13. When needing more information, it is easy and convenient to contact the staff via <b>telephone</b> .					
14. When needing more information, it is easy and convenient to contact the staff via <b>email</b> .					

Description	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
15. When needing more information, it is easy and convenient to contact the staff through <b>face-to-face interaction</b> .					
<b>The procedure of application for the student exchange program</b>					
16. The announcement duration of application is appropriate and long enough for student to prepare application form and related document.					
17. The procedure of application for student exchange program is speedy and convenient.					
18. I received satisfactory advice on selecting an exchange university.					
19. I received satisfactory advice on preparing an application form and related document.					
<b>Participant selection process</b>					
20. The selection pattern (interview) is appropriate.					
21. The difficulty level of selection process is appropriate.					
22. The participant selection is reliable.					
<b>The procedure of application for admission to a host university</b>					
23. I received satisfactory advice on preparing an application form and related document.					
24. I was occasionally informed about the progress of consideration for admission .					

Description	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
<b>During going exchange</b>					
25. I received satisfactory advice/ assistance when I had some problems while studying abroad.					
<b><i>Satisfaction with the coordinators</i></b>					
26. The staff has ample knowledge about the <b>student exchange program</b> .					
27. The staff has ample knowledge about <b>the partner university</b> .					
28. The staff is capable to provide accurate information.					
29. The staff is capable to explain the information about the student exchange program clearly and understandably.					
30. The staff usually understood what I said or communicated.					
31. I am satisfied with the staff's response to my inquiry.					
32. The staff is capable to deal with problems.					
33. The staff is enthusiastically willing to coordinate with the partner university.					
34. The staff is polite and friendly.					
35. The staff is punctual.					
36. I can contact the staff easily and conveniently through telephone, email, and face-to-face interaction.					

Description	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
37. The staff positively respond to my opinions, comments, and suggestions.					

**Part 3: Additional recommendations and comments for the student exchange program of the Office of International Affairs, Thammasat University (please specify)**

Other comments:

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