

SSI of Undergraduate Students by Faculties

| Au's Undergraduate Students (Faculties) | Perception | Expectation | Satisfaction Score (P-E) |
|---|------------|-------------|--------------------------|
| 1. Business Administration | 4.87 | 5.87 | -1.00 |
| 2. Risk Management & Industrial Service | 4.83 | 5.72 | -0.89 |
| 3. Arts | 4.89 | 5.86 | -0.97 |
| 4. Engineering | 4.38 | 5.77 | -1.39 |
| 5. Biotechnology | 4.35 | 6.15 | -1.80 |
| 6. Nursing Science | 5.10 | 6.00 | -0.90 |
| 7. Law | 4.79 | 5.67 | -0.88 |
| 8. Architecture | 4.70 | 5.75 | -1.05 |
| 9. Science and Technology | 4.55 | 5.69 | -1.14 |
| 10. Communication Arts | 4.45 | 5.71 | -1.26 |

Au's SSI Performance by Aspects

Business Administration

| Aspect | Perception | Expectation | Satisfaction Score (P-E) |
|--------------------------------------|------------|-------------|--------------------------|
| 1. Instruction and Lecturer | 4.71 | 5.57 | -0.86 |
| 2. Curriculum | 5.16 | 5.84 | -0.68 |
| 3. Quality of Au supporting services | 4.11 | 5.93 | -1.82 |
| 4. Quality of infrastructures | 5.09 | 6.03 | -0.94 |
| 5. Overall Image of Au | 5.27 | 5.97 | -0.70 |

Au's SSI Performance by Aspects

Risk management and Industrial Services

| Aspect | Perception | Expectation | Satisfaction Score (P-E) |
|--------------------------------------|------------|-------------|--------------------------|
| 1. Instruction and Lecturer | 4.80 | 5.50 | -0.70 |
| 2. Curriculum | 5.05 | 5.69 | -0.64 |
| 3. Quality of Au supporting services | 4.28 | 5.67 | -1.39 |
| 4. Quality of infrastructures | 4.91 | 5.88 | -0.97 |
| 5. Overall Image of Au | 5.11 | 5.86 | -0.75 |

Au's SSI Performance by Aspects

Arts

| Aspect | Perception | Expectation | Satisfaction Score (P-E) |
|--------------------------------------|------------|-------------|--------------------------|
| 1. Instruction and Lecturer | 4.68 | 5.54 | -0.86 |
| 2. Curriculum | 5.11 | 5.80 | -0.69 |
| 3. Quality of Au supporting services | 4.14 | 5.87 | -1.73 |
| 4. Quality of infrastructures | 5.16 | 6.03 | -0.87 |
| 5. Overall Image of Au | 5.34 | 6.04 | -0.70 |

Au's SSI Performance by Aspects

Engineering

| Aspect | Perception | Expectation | Satisfaction Score (P-E) |
|--------------------------------------|------------|-------------|--------------------------|
| 1. Instruction and Lecturer | 4.36 | 5.48 | -1.12 |
| 2. Curriculum | 4.50 | 5.75 | -1.25 |
| 3. Quality of Au supporting services | 4.13 | 5.74 | -1.61 |
| 4. Quality of infrastructures | 4.28 | 6.05 | -1.77 |
| 5. Overall Image of Au | 4.62 | 5.82 | -1.20 |

Au's SSI Performance by Aspects

Biotechnology

| Aspect | Perception | Expectation | Satisfaction Score (P-E) |
|--------------------------------------|------------|-------------|--------------------------|
| 1. Instruction and Lecturer | 4.38 | 5.81 | -1.43 |
| 2. Curriculum | 4.71 | 6.11 | -1.40 |
| 3. Quality of Au supporting services | 3.82 | 6.26 | -2.44 |
| 4. Quality of infrastructures | 4.20 | 6.39 | -2.19 |
| 5. Overall Image of Au | 4.66 | 6.16 | -1.50 |

Au's SSI Performance by Aspects

Nursing Science

| Aspect | Perception | Expectation | Satisfaction Score (P-E) |
|--------------------------------------|------------|-------------|--------------------------|
| 1. Instruction and Lecturer | 4.82 | 5.77 | -0.95 |
| 2. Curriculum | 5.34 | 6.03 | -0.69 |
| 3. Quality of Au supporting services | 4.74 | 5.93 | -1.19 |
| 4. Quality of infrastructures | 5.04 | 6.07 | -1.03 |
| 5. Overall Image of Au | 5.55 | 6.18 | -0.63 |

Au's SSI Performance by Aspects

Law

| Aspect | Perception | Expectation | Satisfaction Score (P-E) |
|--------------------------------------|------------|-------------|--------------------------|
| 1. Instruction and Lecturer | 4.90 | 5.52 | -0.62 |
| 2. Curriculum | 5.12 | 5.67 | -0.55 |
| 3. Quality of Au supporting services | 4.23 | 5.54 | -1.31 |
| 4. Quality of infrastructures | 4.54 | 5.72 | -1.18 |
| 5. Overall Image of Au | 5.17 | 5.92 | -0.75 |

Au's SSI Performance by Aspects**Architecture**

| Aspect | Perception | Expectation | Satisfaction Score (P-E) |
|--------------------------------------|------------|-------------|--------------------------|
| 1. Instruction and Lecturer | 5.11 | 5.59 | -0.48 |
| 2. Curriculum | 5.06 | 5.76 | -0.70 |
| 3. Quality of Au supporting services | 4.34 | 5.73 | -1.39 |
| 4. Quality of infrastructures | 4.26 | 5.90 | -1.64 |
| 5. Overall Image of Au | 4.72 | 5.78 | -1.06 |

Au's SSI Performance by Aspects**Science and Technology**

| Aspect | Perception | Expectation | Satisfaction Score (P-E) |
|--------------------------------------|------------|-------------|--------------------------|
| 1. Instruction and Lecturer | 4.59 | 5.47 | -0.88 |
| 2. Curriculum | 4.82 | 5.68 | -0.86 |
| 3. Quality of Au supporting services | 4.02 | 5.69 | -1.67 |
| 4. Quality of infrastructures | 4.44 | 5.82 | -1.38 |
| 5. Overall Image of Au | 4.88 | 5.78 | -0.90 |

Au's SSI Performance by Aspects**Communication Arts**

| Aspect | Perception | Expectation | Satisfaction Score (P-E) |
|--------------------------------------|------------|-------------|--------------------------|
| 1. Instruction and Lecturer | 4.56 | 5.51 | -0.95 |
| 2. Curriculum | 4.78 | 5.70 | -0.92 |
| 3. Quality of Au supporting services | 3.73 | 5.74 | -2.01 |
| 4. Quality of infrastructures | 4.31 | 5.80 | -1.49 |
| 5. Overall Image of Au | 4.88 | 5.81 | -0.93 |