

SSI of Undergraduate Students by Levels

Au's Undergraduate Students	Perception	Expectation	Satisfaction Score (P-E)
First Year Students	4.90	5.72	-0.82
Second Year Students	4.85	5.86	-1.01
Third Year Students	4.63	5.89	-1.26
Fourth Year Students	4.60	5.82	-1.22

Au's SSI Performance by Aspects

First Year Students

Aspect	Perception	Expectation	Satisfaction Score (P-E)
1. Instruction and Lecturer	4.71	5.47	-0.76
2. Curriculum	5.08	5.70	-0.62
3. Quality of Au supporting services	4.44	5.68	-1.24
4. Quality of infrastructures	5.03	5.89	-0.86
5. Overall Image of Au	5.24	5.86	-0.62

Au's SSI Performance by Aspects

Second Year Students

Aspect	Perception Expectation		Satisfaction Score (P-E)
1. Instruction and Lecturer	4.69	5.57	-0.88
2. Curriculum	5.11	5.84	-0.73
3. Quality of Au supporting services	4.31	5.93	-1.62
4. Quality of infrastructures	4.93	5.99	-1.06
5. Overall Image of Au	5.20	5.99	-0.79

Au's SSI Performance by Aspects

Third Year Students

Aspect	Perception	Expectation	Satisfaction Score (P-E)
1. Instruction and Lecturer	4.81	5.62	-0.81
2. Curriculum	4.95	5.88	-0.93
3. Quality of Au supporting services	3.97	5.86	-1.89
4. Quality of infrastructures	4.45	6.04	-1.59
5. Overall Image of Au	4.95	6.04	-1.09

Au's SSI Performance by Aspects

Fourth Year Students

Aspect	Perception	Expectation	Satisfaction Score (P-E)
1. Instruction and Lecturer	4.62	5.61	-0.99
2. Curriculum	4.92	5.79	-0.87
3. Quality of Au supporting services	3.92	5.82	-1.90
4. Quality of infrastructures	4.53	5.95	-1.42
5. Overall Image of Au	5.00	5.92	-0.92