

รายงานผลความพึงพอใจการให้บริการ (ด้านการศึกษา) ประจำปีการศึกษา 2560-2564*

Result of Ph.D. graduate students' satisfaction survey during Academic Year 2017-2021
(Fiscal Year 2018-2022)

Dimension	Average score in each academic year (out of 5.00)					
	2017* (Fiscal Year 2018)	2018 (Fiscal Year 2019)	2019 (Fiscal Year 2020)	2020 (Fiscal Year 2021)	2021 (Fiscal Year 2022)	2022** (Fiscal Year 2023)
1. Program structure and courses	N/A	4.02	4.50	4.27	4.40	-
2. Teaching and learning management	N/A	4.06	4.71	4.15	4.58	-
3. Instructors	N/A	4.41	5.00	4.00	4.56	-
4. other dimension (if any) i.e. Environment, Infrastructure Library, Seminar room, Common room	N/A	4.40	3.90	4.13	4.40	-
5. Curriculum Process Management (i.e. Admission, QE Exam, Thesis Defense Examination, Thesis major advisor	N/A	3.38	3.75	4.17	4.17	-
Overall Satisfaction	N/A	4.06	4.37	4.14	4.42	-

Note:

Data update 31/03/2023

*Not survey

**Not due

Result of Ms.c. graduate students' satisfaction survey during Academic Year 2017-2021
(Fiscal Year 2018-2022)

Dimension	Average score in each academic year (out of 5.00)					
	2017* (Fiscal Year 2018)	2018 (Fiscal Year 2019)	2019 (Fiscal Year 2020)	2020 (Fiscal Year 2021)	2021 (Fiscal Year 2022)	2022** (Fiscal Year 2023)
1. Program structure and courses	N/A	5.00	4.47	4.87	5.00	-
2. Teaching and learning management	N/A	5.00	4.67	4.89	5.00	-
3. Instructors	N/A	5.00	5.00	5.00	4.67	-
4. other dimension (if any) i.e. Environment, Infrastructure Library, Seminar room, Common room	N/A	5.00	4.43	4.37	4.80	-
5. Curriculum Process Management (i.e. Admission, QE Exam, Thesis Defense Examination, Thesis major advisor	N/A	5.00	4.33	4.67	5.00	-
Overall Satisfaction	N/A	5.00	4.58	4.76	4.89	-

Note:

Data update 31/03/2023

*Not survey

**Not due

Results of the evaluation of service quality in educational and research facility and infrastructure at IL
by graduate students in Science and Technology education program,
Institute for Innovative Learning, Mahidol University

Item	2017			2018			2019			2020			2021		
	N	X	U	N	X	U	N	X	U	N	X	U	N	X	U
IL Library: Service Quality		3.9			4.3			4.0			n/a			n/a	
Room and Audio Visual: Service Quality	7	4.6	-	10	4.5	-	5	4.7	-	6	4.3	-	3	4.5	-
— Cleanliness	7	4.7	-	10	4.7	-	5	4.6	-	6	4.1	-	3	4.7	-
— Number of facilities supporting for educational purpose	7	4.6	-	10	4.74.1	-	5	4.6	-	6	4.1	-	3	4.3	-
— Quality of facilities supporting for educational purpose	7	4.4	-	10	4.7	-	5	4.8	-	6	4.1	-	3	4.3	-
— Supporting staff service quality in education	7	4.7	-	10	-	-	5	4.8	-	6	4.8	-	3	4.7	-
— Suitability of table and chairs	-	-	-	-	-	-	-	-	-	6	4.1	-	3	4.3	-
IL Laboratory: Service Quality	6	3.9	1	8	4.2	-	4	4.3	-		n/a			n/a	
— Cleanliness	6	4.0	1	8	4.2	-	4	4.2	-						
— Number of facilities supporting for laboratory	6	3.8	-	8	4.04.24.5	-	4	4.2	-						
— Quality of facilities supporting for laboratory	6	3.8	-	8		-	4	4.2	-						
— Supporting staff service quality in laboratory	6	4.1	-	8		-	4	4.5	-						
Computer and Internet: Service Quality	7	4.3	1	10	4.4	-	5	4.5	1	5	4.2	4	3	4.0	-
— Number of provided computers	7	4.1	-	10	4.5	-	5	4.6	-	5	4.3	1	3	4.0	-
— Quality of provided computers	7	4.2	-	10	4.5	-	5	4.6	-	5	4.3	1	3	4.0	-
— Quality of internet (MU wifi)	7	4.1	1	10	4.2	-	5	4.0	1	5	4.1	1	3	4.0	-
— Supporting staff service quality in computer	7	4.7	-	10	4.7	-	5	4.8	-	5	4.1	1	3	4.0	-
Utility and Safety: Service Quality	7	4.4	-	10	4.2	-	5	4.7	-	6	4.1	-	3	4.2	-
	7	4.5	-	10	4.4	-	5	4.8	-	6	4.1	-	3	4.3	-

Item	2017			2018			2019			2020			2021		
	N	X	U	N	X	U	N	X	U	N	X	U	N	X	U
— Cleanliness and garbage management in the building and surroundings	7	4.4	-	10	4.1	-	5	4.8	-	6	4.0	-	3	4.0	-
	7	4.4	-	10	4.2	-	5	4.8	-	6	4.1	-	3	4.3	-
— Water and light supply system in the building	7	4.4	-	10	4.1	-	5	4.6	-	6	4.1	-	3	4.3	-
— Fire distinguisher system in the building															
— Security system in the building															
Other facilities: Service Quality	7	4.1	3	10	4.2	1	5	4.6	-	6	4.2	-	3	4.3	-
— Service in food and sport complex	7	4.1	1	10	4.2	-	5	4.6	-	6	4.14.3	-	3	4.3	-
— Service in healthcare	7	4.5	-	10	4.5	-	5	4.64.6	-	6	4.1	-	3	4.3	-
— Service in online registration and other educational system	7	3.5	2	10	4.0	1	5		-	6		-	3	4.3	-

*** Remark**

The full score for each item = 5 points

N = Number of respondents

U = Number of unsatisfied respondents

Year = Academic Year

X = Mean

n/a = Not applicable