

## **User Satisfaction Survey for Year 2005 (2005年度行政服務滿意度問卷調查) (20/10/2005)**

Aiming at assessing the degree of our users' satisfaction with the administrative services/facilities being provided by the University as well as enabling the units concerned to plan for continual service improvement, please be informed that the university-wide "**User Satisfaction Survey for Year 2005**" will be carried out in late October.

This year, the survey scope will also include the administrative services of the Faculty/Academic Units and the methods for conducting the survey activities are as follows.

**For students:** The survey will be conducted through "telephone interviews" from October 26. During the survey period, the helpers employed for this project will directly phone the students who are randomly selected by computer. All students who successfully respond to the entire survey will automatically enter into a lucky draw and could be a winner of a MOP 200 book coupon. The result of the draw will be announced in November. Also, the assessment results generated by the part, "Performance of the General Office of your Faculty/Academic Units", in particular, will be used as the basis for evaluating the best Faculty/Academic Unit administration for Year 2005.

**For administrative/academic staff:** The survey will be conducted through distribution of questionnaires from October 24 to 28 via your Faculty/ Department/ Unit.

We strongly believe that your support and kind cooperation will lead to the success of the survey project. Thank you very much!