



**SOKONGAN  
PENGURUSAN PELAJAR DAN STAF ANTARABANGSA**

**PUTRA INTERNATIONAL CENTRE  
(PUSAT ANTARABANGSA)  
Kod Dokumen: SOK/INT/BR05/INBOUND**

**FEEDBACK FORM (INBOUND)**

*Please tell us what you think!*

*Dear all,*

*In order to make sure that our office could improve better, we would greatly appreciate your comments on our services. Kindly complete this questionnaire and return it to Putra International Centre.*

*Thank you.*

**Respondent Details:**

- A. GENDER : \_\_\_\_\_ B. AGE : \_\_\_\_\_
- C. NAME OF PROGRAMME : \_\_\_\_\_
- D. DATE OF ATTENDED PROGRAMME : \_\_\_\_\_
- E. HOME INSTITUTION AND COUNTRY : \_\_\_\_\_
- F. E-MAIL ADDRESS : \_\_\_\_\_

**PART A: Using the scale below, kindly evaluate the following items (circle your answer):**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Very unsatisfying</b>	<b>Unsatisfactory</b>	<b>Average</b>	<b>Satisfactory</b>	<b>Very satisfying</b>

1. Assistance/guidance from officers of Putra International Centre throughout your programme at UPM

1                      2                      3                      4                      5

2. Efficiency of feedback during correspondence (mail/e-mail/ phone calls)

1                      2                      3                      4                      5

3. Orientation day / New International Student Welcoming Programme

1                      2                      3                      4                      5

4. Where did you stay

- On Campus (please answer Question 5)
- Off Campus (please proceed to Question 6)

5. The room and facilities provided were adequate and comfortable

1                      2                      3                      4                      5

6. The lecturers / instructors were professional (at Faculty/Institute)

1                      2                      3                      4                      5

7. Facilities provided at the Faculty / Institute were adequate and conducive

1                      2                      3                      4                      5

8. UPM mobility programme attended fulfill your objectives

1                      2                      3                      4                      5

9. On the basis of your overall experience, how do you rate our programme?

1                      2                      3                      4                      5

10. What is the most valuable experience that you have gained? (please rank accordingly)

- The exchange experience was of high value for my degree studies
- New friends (new network)
- I learned how things in my field are done differently in another culture
- The exchange experience was of high value for my social-cultural understanding
- The exchange experience was of high value for my personal development
- Add new additional skills
- Others, please specify \_\_\_\_\_

11. How did you apply to UPM? (please tick one)

- Self
- Home university International Office
- Agent (please answer Question 10)
- Others, please specify \_\_\_\_\_

12. What is your comment about the agent? (only if you ticked 'Agent' for Question 9)

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13. Do you have any other comments, concerns or suggestions about your mobility experience in UPM?

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-Thank You-