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| 1. Üniversitenin güvenirlik imajı

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| **Seçenek** | **Cevap Adedi** | **Yüzde** |  |
| Çok iyi | 1 | 33 |   |
| İyi | 1 | 33 |   |
| Orta | 1 | 33 |   |
| Kötü | 0 | 0 |   |
| Çok kötü | 0 | 0 |   |

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 |
| 2. Taleplerinizin dikkate alınması

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| **Seçenek** | **Cevap Adedi** | **Yüzde** |  |
| Çok iyi | 0 | 0 |   |
| İyi | 2 | 66 |   |
| Orta | 1 | 33 |   |
| Kötü | 0 | 0 |   |
| Çok kötü | 0 | 0 |   |

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| 3. Sunulan hizmetlerin kalitesi

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| **Seçenek** | **Cevap Adedi** | **Yüzde** |  |
| Çok iyi | 0 | 0 |   |
| İyi | 2 | 66 |   |
| Orta | 1 | 33 |   |
| Kötü | 0 | 0 |   |
| Çok kötü | 0 | 0 |   |

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| 4. Gerektiğinde ilgili kişilere ulaşılabilmesi

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| **Seçenek** | **Cevap Adedi** | **Yüzde** |  |
| Çok iyi | 1 | 33 |   |
| İyi | 1 | 33 |   |
| Orta | 1 | 33 |   |
| Kötü | 0 | 0 |   |
| Çok kötü | 0 | 0 |   |

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| 5. Taleplerin zamanında karşılanabilmesi

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| **Seçenek** | **Cevap Adedi** | **Yüzde** |  |
| Çok iyi | 0 | 0 |   |
| İyi | 2 | 66 |   |
| Orta | 1 | 33 |   |
| Kötü | 0 | 0 |   |
| Çok kötü | 0 | 0 |   |

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 |
| 6. Üniversitenin sunduğu hizmetlerde yenilikçi davranması

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Seçenek** | **Cevap Adedi** | **Yüzde** |  |
| Çok iyi | 0 | 0 |   |
| İyi | 2 | 66 |   |
| Orta | 1 | 33 |   |
| Kötü | 0 | 0 |   |
| Çok kötü | 0 | 0 |   |

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| 7. Üniversite personelinin yaklaşımı

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| **Seçenek** | **Cevap Adedi** | **Yüzde** |  |
| Çok iyi | 0 | 0 |   |
| İyi | 2 | 66 |   |
| Orta | 1 | 33 |   |
| Kötü | 0 | 0 |   |
| Çok kötü | 0 | 0 |   |

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**Beşli Derecelemenin Kullanıldığı Anket Verileri Yorumlanırken Dikkate Alınacak Aralıklar:**

ÇOK YÜKSEK :4.21-5.00

YÜKSEK : 3.41-4.20

ORTA : 2.61-3.40

DÜŞÜK : 1.81-2.60

ÇOK DÜŞÜK : 1.00-1.80

**Madde 1: (5\*1)+(4\*1)+(3\*1)+(2\*0)+(1\*0) = 12/3= 4**

**Madde 2: (5\*0)+(4\*2)+(3\*1)+(2\*0)+(1\*0) = 11/3= 3,66**

**Madde 3: (5\*0)+(4\*2)+(3\*1)+(2\*0)+(1\*0) = 11/3= 3,66**

**Madde 4: (5\*1)+(4\*1)+(3\*1)+(2\*0)+(1\*0) = 12/3= 4**

**Madde 5: (5\*0)+(4\*2)+(3\*1)+(2\*0)+(1\*0) = 11/3= 3,66**

**Madde 6: (5\*0)+(4\*2)+(3\*1)+(2\*0)+(1\*0) = 11/3= 3,66**

**Madde 7: (5\*0)+(4\*2)+(3\*1)+(2\*0)+(1\*0) = 11/3= 3,66**

**Toplam: (3,66\*5) + 8 = 26,3/7 =3,75 çıktığından dolayı Müşteri-Hizmet Alan Memnuniyet oranı hizmetlerinden “YÜKSEK” olduğu söylenebilir.**