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STUDENTS' SATISFACTION ON ACADEMIC SERVICES
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Legalization Sheet

Title of Research : Students' Satisfaction with Academic Services and
Campus Climate (A Study on English Department's Students
of Universitas Negeri Gorontalo)

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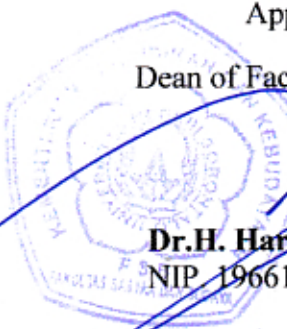
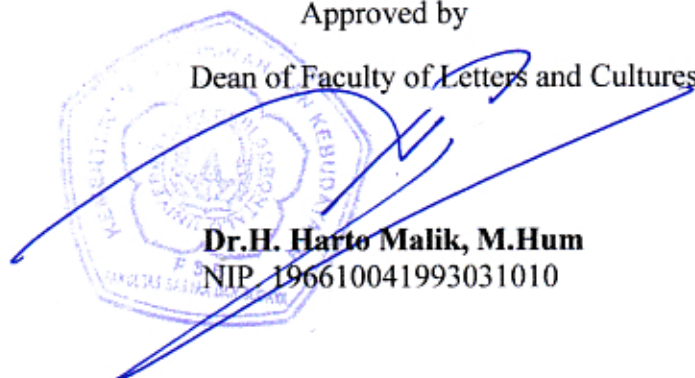
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ABSTRACT

This research is a survey research of students' satisfaction on academic services. This research is to investigate several important issues which are the effectiveness of learning process, the academic atmosphere, the effectiveness of academic guidance, the commitment of department towards excellent service, and the effectiveness of freshman. Those aspects cover the level of students' satisfaction towards academic services.

Research result shows that the level of students' satisfaction on academic services still need to be improved particularly the issue of learning process, academic atmosphere, and the commitment of department in providing the excellent services. It can be proved by the low level of students' satisfaction on those aspects. Therefore, this research result should be the basic guidelines for the English department to increase the quality of academic services.

Keywords: Students' Satisfaction, Academic Services