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| **PUSAT PEMAJUAN KOMPETENSI BAHASA**  **Kod Dokumen: BR05/MBEXT** | Logo UPM_RGB.png |
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|
| **BORANG MAKLUM BALAS KURSUS BAHASA** |

Tahniah diucapkan kepada tuan/puan kerana telah berjaya mengikuti kursus ini dengan jayanya. Pusat Pemajuan Kompetensi Bahasa (CALC) UPM adalah komited dalam menyediakan perkhidmatan kursus bahasa yang berkualiti bagi memenuhi keperluan pelanggan kami. Dengan itu, kami berharap tuan/puan dapat memberi maklum balas berkaitan kursus bahasa yang telah dihadiri.

*Congratulations for successfully completing this course. The Centre for the Advancement of Language*

*Competence (CALC) UPM is committed in providing good quality language courses to our clients. Therefore, we hope you can kindly provide feedback for the attended course.*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

Alamat emel *(Email address)*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**MAKLUMAT KURSUS (*COURSE INFORMATION*)**

Nama Kursus (*Course Name*): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tarikh Kursus (*Course Date*): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tempat Kursus (*Course Venue*): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Penceramah Kursus (*Course Trainer*): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­

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|  | **BAHAGIAN I : MAKLUM BALAS KURSUS** | | | |  |
|  | ***PART I*** | | ***: COURSE FEEDBACK*** |  |  |
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**Arahan : Sila beri maklum balas tentang kursus.**

***Please provide feedback about the course*.**

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|  |  | **1** | | |  | **2** |  | **3** |  | **4** | |  |  | **5** |  |  |  |
| **Sangat Tidak**  **Setuju**  ***Strongly Disagree*** | | | | |  | **Tidak Setuju**  ***Disagree*** |  | **Neutral**  ***Neutral*** |  | **Setuju**  ***Agree*** | | | | **Sangat setuju**  ***Strongly Agree*** | | |  |
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|  | **Bil** |  |  |  |  | **Maklum Balas Kursus**  ***(Course Feedback)*** | | | |  |  |  | **Indeks Kepuasan** | |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | ***(No)*** |  |  |  |  |  |  | ***(Satisfaction Index)*** | | |  |  |  |
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| 1 | |  |  | Objektif kursus tercapai. | | | | | | |  | | | | |  |  |
|  |  | *Course objective is achieved.* | | | |  |  |  |  |  |
| 2 | |  |  | Modul/bahan kursus adalah lengkap dan mudah difahami. | | | | | | |  | | | | |  |  |
|  |  | *The course module/material is comprehensive and easy to understand.* | | | | |  |  |  |  |
| 3 | |  |  | Isi kandungan kursus adalah bersesuaian. | | | | | | |  | | | | |  |  |
|  |  | *The course content is suitable.* | | | | | |  |  |  |
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| 4 | |  |  | Jangkamasa kursus adalah mencukupi. | | | | | | |  | | | | |  |  |
|  |  | *The length of the course is adequate.* | | | | |  |  |  |  |
| 5 | |  |  | Kadar bayaran kursus adalah berpatutan. | | | | | |  |  | | | | |  |  |
|  |  | *The course fee is reasonable.* | | | |  |  |  |  |  |
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| 6 | |  |  | Kursus ini memberi manfaat kepada saya. | | | | | | |  | | | | |  |  |
|  |  | *The course is beneficial to me.* | | | | | | |  |  |

**Arahan : Sila beri maklum balas tentang penceramah.**

***Please provide feedback about the trainer.***

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|  | **Bil** |  | **Maklum Balas Penceramah *(Trainer Feedback)*** | **Indeks Kepuasan** |  |
|  | ***(No)*** |  | ***(Satisfaction Index)*** |  |
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|  | 1 |  | Penceramah mempunyai pengetahuan yang tinggi dalam kursus yang disampaikan. |  |  |
|  |  | *Trainer is highly knowledgeable about the course.* |  |
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|  | 2 |  | Penceramah menyampaikan kandungan kursus dengan berkesan. |  |  |
|  |  | *Trainer delivered the course content effectively.* |  |
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|  | 3 |  | Penceramah mempersembahkan kandungan kursus dengan yakin dan menarik. |  |  |
|  |  | *Trainer presented the course content confidently and interestingly.* |  |
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|  | 4 |  | Penceramah menggunakan alat bantu mengajar seperti slaid *PowerPoint* atau aplikasi atas talian yang berkesan. |  |  |
|  |  | *Trainer used teaching aids such as PowerPoint slides or online applications effectively.* |  |
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|  | 5 |  | Penceramah menunjukkan tingkah laku profesional. |  |  |
|  |  | *Trainer displayed professional behaviour.* |  |

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|  | **BAHAGIAN II : MAKLUM BALAS PENCERAMAH** | | | |  |
|  | ***PART II*** | | ***: TRAINER FEEDBACK*** |  |  |
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|  | **BAHAGIAN III : MAKLUM BALAS PENGURUSAN KURSUS *–* BERSEMUKA** | | | |  |
|  | ***PART III*** | | ***: COURSE MANAGEMENT FEEDBACK – FACE-TO-FACE*** |  |  |
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**Arahan : Sila beri maklum balas tentang pengurusan kursus. Abaikan bahagian ini jika anda menghadiri kursus secara atas talian.**

***Please provide feedback about the course management. Skip this section if you***

***attended the course online.***

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| **Bil**  ***(No)*** | **Perkara (*Item)*** | **Indeks Kepuasan**  ***(Satisfaction Index)*** |
| 1 | Lokasi latihan adalah sesuai.  *Training venue is suitable.* |  |
| 2 | Kemudahan bilik latihan seperti capaian internet, penyaman udara, susun atur kerusi/meja dan projektor adalah memuaskan.  *Training room facilities such as internet connection, air conditioner, arrangement of chairs/desks and projector are satisfactory.* |  |
| 3 | Kemudahan tempat latihan seperti parkir dan tandas adalah memuaskan.  *Training area facilities such as car park and toilet are satisfactory.* |  |
| 4 | Proses pendaftaran kursus adalah mudah.  *Course registration process is easy.* |  |
| 5 | Bantuan daripada penganjur kursus mudah diperoleh.  *Assistance from the organiser is easily obtained.* |  |

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|  | **BAHAGIAN IV : MAKLUM BALAS PENGURUSAN KURSUS *–* ATAS TALIAN** | | | |  |
|  | ***PART IV*** | | ***: COURSE MANAGEMENT FEEDBACK – ONLINE*** |  |  |
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**Arahan : Sila beri maklum balas tentang pengurusan kursus. Abaikan bahagian ini jika anda menghadiri kursus secara bersemuka.**

***Please provide feedback about the course management. Skip this section if you attended the course face-to-face.***

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| **Bil**  ***(No)*** | **Perkara (*Item)*** | **Indeks Kepuasan**  ***(Satisfaction Index)*** |
| 1 | Aplikasi seperti *Google Meet, Zoom, Microsoft Teams* yang digunakan adalah sesuai.  *Applications used such as Google Meet, Zoom, Microsoft Teams is suitable.* |  |
| 2 | Proses pendaftaran kursus adalah mudah.  *Course registration process is easy.* |  |
| 3 | Bantuan daripada penganjur kursus mudah diperoleh.  *Assistance from the organiser is easily obtained.* |  |

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|  | **BAHAGIAN V : KOMEN/CADANGAN** | | | |  |
|  | ***PART V*** | | ***: COMMENTS/RECOMMENDATIONS*** |  |  |
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1. Adakah anda ingin mengikuti kursus lain yang dianjurkan oleh CALC UPM pada masa hadapan?

*Would you be interested to join any courses organised by CALC UPM in future?*

* Ya (*Yes*)
* Tidak (*No*)

1. Sila cadangkan kursus bahasa yang anda ingin pihak kami anjurkan pada masa hadapan. *Please suggest any other language courses that you would like us to conduct in future.*

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1. Pada masa hadapan, nyatakan mod pembelajaran pilihan anda. Anda boleh memilih lebih daripada satu.

*Please state the preferred mode of attending our courses in future. You may choose more than one.*

* Bersemuka (*Face-to-face*)
* Atas talian (*Online*)
* Hibrid – bersemuka dan atas talian (*Hybrid – face-to-face and online)*

1. Sila beri cadangan untuk meningkatkan mutu perkhidmatan dan fasiliti kami pada masa akan datang.

*Kindly provide suggestion(s) to improve our services and facilities in future.*

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**TERIMA KASIH ATAS KERJASAMA DAN MAKLUM BALAS ANDA**

***THANK YOU FOR YOUR KIND COOPERATION AND FEEDBACK***