

Thesis Title	The Study of Satisfaction Toward Services of Registration and Evaluation Division of King Mongkut's University of Technology Thonburi
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Abstract

The objectives of this research were to study the satisfaction of advisory professors and undergraduate students and to compare the level of satisfaction of undergraduate students of various statuses toward the services provided by the Registration and Evaluation Division of King Mongkut's University of Technology Thonburi. Such satisfactions were related to the information services rendered in six aspects : students' records, educational registration, teaching and examination scheduling, educational evaluation, issuance of educational evidences, and general services. The samples in the research include 492 professors appointed advisors to undergraduate students for the academic year of 2001 and undergraduate students registering for the second semester of the academic year of 2001. The finding was that most advisory professors and students were satisfied in the moderate level with both single and collective services, the students were satisfied with the registration service in the high level. When comparing the satisfactions of students of different faculties toward the collective services, difference was found between the students from the Faculty of Science and those from the Faculty of Information Technology. In the aspect of students' records difference was found between the students from the Faculty of Information Technology and those from the Faculty of Engineering students form the Faculty of Science and students form the Faculty of Industrial Education. The same difference was also found in the aspect of general services between the students from the Faculty of Industrial

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Education and those from the Faculty of Information Technology. When comparing the satisfactions of students of different curriculums toward educational evaluation services difference was found between of five-year curriculum and those of three-year transfer curriculum four-year curriculum. When comparing the satisfactions of students of different years toward both single and collective services no difference was found.

Keywords: satisfaction / academic services