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APPENDIX

Table 1. Table of r-table

df = (N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
1	0.9877	0.9969	0.9995	0.9999	1.0000
2	0.9000	0.9500	0.9800	0.9900	0.9990
3	0.8054	0.8783	0.9343	0.9587	0.9911
4	0.7293	0.8114	0.8822	0.9172	0.9741
5	0.6694	0.7545	0.8329	0.8745	0.9509
6	0.6215	0.7067	0.7887	0.8343	0.9249
7	0.5822	0.6664	0.7498	0.7977	0.8983
8	0.5494	0.6319	0.7155	0.7646	0.8721
9	0.5214	0.6021	0.6851	0.7348	0.8470
10	0.4973	0.5760	0.6581	0.7079	0.8233
11	0.4762	0.5529	0.6339	0.6835	0.8010
12	0.4575	0.5324	0.6120	0.6614	0.7800
13	0.4409	0.5140	0.5923	0.6411	0.7604
14	0.4259	0.4973	0.5742	0.6226	0.7419
15	0.4124	0.4821	0.5577	0.6055	0.7247
16	0.4000	0.4683	0.5425	0.5897	0.7084
17	0.3887	0.4555	0.5285	0.5751	0.6932
18	0.3783	0.4438	0.5155	0.5614	0.6788
19	0.3687	0.4329	0.5034	0.5487	0.6652
20	0.3598	0.4227	0.4921	0.5368	0.6524
21	0.3515	0.4132	0.4815	0.5256	0.6402
22	0.3438	0.4044	0.4716	0.5151	0.6287
23	0.3365	0.3961	0.4622	0.5052	0.6178
24	0.3297	0.3882	0.4534	0.4958	0.6074
25	0.3233	0.3809	0.4451	0.4869	0.5974
26	0.3172	0.3739	0.4372	0.4785	0.5880
27	0.3115	0.3673	0.4297	0.4705	0.5790
28	0.3061	0.3610	0.4226	0.4629	0.5703
29	0.3009	0.3550	0.4158	0.4556	0.5620
30	0.2960	0.3494	0.4093	0.4487	0.5541
31	0.2913	0.3440	0.4032	0.4421	0.5465
32	0.2869	0.3388	0.3972	0.4357	0.5392
33	0.2826	0.3338	0.3916	0.4296	0.5322
34	0.2785	0.3291	0.3862	0.4238	0.5254
35	0.2746	0.3246	0.3810	0.4182	0.5189
36	0.2709	0.3202	0.3760	0.4128	0.5126
37	0.2673	0.3160	0.3712	0.4076	0.5066
38	0.2638	0.3120	0.3665	0.4026	0.5007
39	0.2605	0.3081	0.3621	0.3978	0.4950
40	0.2573	0.3044	0.3578	0.3932	0.4896
41	0.2542	0.3008	0.3536	0.3887	0.4843
42	0.2512	0.2973	0.3496	0.3843	0.4791
43	0.2483	0.2940	0.3457	0.3801	0.4742
44	0.2455	0.2907	0.3420	0.3761	0.4694
45	0.2429	0.2876	0.3384	0.3721	0.4647
46	0.2403	0.2845	0.3348	0.3683	0.4601
47	0.2377	0.2816	0.3314	0.3646	0.4557
48	0.2353	0.2787	0.3281	0.3610	0.4514
49	0.2329	0.2759	0.3249	0.3575	0.4473
50	0.2306	0.2732	0.3218	0.3542	0.4432

df = (N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
51	0.2284	0.2706	0.3188	0.3509	0.4393
52	0.2262	0.2681	0.3158	0.3477	0.4354
53	0.2241	0.2656	0.3129	0.3445	0.4317
54	0.2221	0.2632	0.3102	0.3415	0.4280
55	0.2201	0.2609	0.3074	0.3385	0.4244
56	0.2181	0.2586	0.3048	0.3357	0.4210
57	0.2162	0.2564	0.3022	0.3328	0.4176
58	0.2144	0.2542	0.2997	0.3301	0.4143
59	0.2126	0.2521	0.2972	0.3274	0.4110
60	0.2108	0.2500	0.2948	0.3248	0.4079
61	0.2091	0.2480	0.2925	0.3223	0.4048
62	0.2075	0.2461	0.2902	0.3198	0.4018
63	0.2058	0.2441	0.2880	0.3173	0.3988
64	0.2042	0.2423	0.2858	0.3150	0.3959
65	0.2027	0.2404	0.2837	0.3126	0.3931
66	0.2012	0.2387	0.2816	0.3104	0.3903
67	0.1997	0.2369	0.2796	0.3081	0.3876
68	0.1982	0.2352	0.2776	0.3060	0.3850
69	0.1968	0.2335	0.2756	0.3038	0.3823
70	0.1954	0.2319	0.2737	0.3017	0.3798
71	0.1940	0.2303	0.2718	0.2997	0.3773
72	0.1927	0.2287	0.2700	0.2977	0.3748
73	0.1914	0.2272	0.2682	0.2957	0.3724
74	0.1901	0.2257	0.2664	0.2938	0.3701
75	0.1888	0.2242	0.2647	0.2919	0.3678
76	0.1876	0.2227	0.2630	0.2900	0.3655
77	0.1864	0.2213	0.2613	0.2882	0.3633
78	0.1852	0.2199	0.2597	0.2864	0.3611
79	0.1841	0.2185	0.2581	0.2847	0.3589
80	0.1829	0.2172	0.2565	0.2830	0.3568
81	0.1818	0.2159	0.2550	0.2813	0.3547
82	0.1807	0.2146	0.2535	0.2796	0.3527
83	0.1796	0.2133	0.2520	0.2780	0.3507
84	0.1786	0.2120	0.2505	0.2764	0.3487
85	0.1775	0.2108	0.2491	0.2748	0.3468
86	0.1765	0.2096	0.2477	0.2732	0.3449
87	0.1755	0.2084	0.2463	0.2717	0.3430
88	0.1745	0.2072	0.2449	0.2702	0.3412
89	0.1735	0.2061	0.2435	0.2687	0.3393
90	0.1726	0.2050	0.2422	0.2673	0.3375
91	0.1716	0.2039	0.2409	0.2659	0.3358
92	0.1707	0.2028	0.2396	0.2645	0.3341
93	0.1698	0.2017	0.2384	0.2631	0.3323
94	0.1689	0.2006	0.2371	0.2617	0.3307
95	0.1680	0.1996	0.2359	0.2604	0.3290
96	0.1671	0.1986	0.2347	0.2591	0.3274
97	0.1663	0.1975	0.2335	0.2578	0.3258
98	0.1654	0.1966	0.2324	0.2565	0.3242
99	0.1646	0.1956	0.2312	0.2552	0.3226
100	0.1638	0.1946	0.2301	0.2540	0.3211

df = (N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
101	0.1630	0.1937	0.2290	0.2528	0.3196
102	0.1622	0.1927	0.2279	0.2515	0.3181
103	0.1614	0.1918	0.2268	0.2504	0.3166
104	0.1606	0.1909	0.2257	0.2492	0.3152
105	0.1599	0.1900	0.2247	0.2480	0.3137
106	0.1591	0.1891	0.2236	0.2469	0.3123
107	0.1584	0.1882	0.2226	0.2458	0.3109
108	0.1576	0.1874	0.2216	0.2446	0.3095
109	0.1569	0.1865	0.2206	0.2436	0.3082
110	0.1562	0.1857	0.2196	0.2425	0.3068
111	0.1555	0.1848	0.2186	0.2414	0.3055
112	0.1548	0.1840	0.2177	0.2403	0.3042
113	0.1541	0.1832	0.2167	0.2393	0.3029
114	0.1535	0.1824	0.2158	0.2383	0.3016
115	0.1528	0.1816	0.2149	0.2373	0.3004
116	0.1522	0.1809	0.2139	0.2363	0.2991
117	0.1515	0.1801	0.2131	0.2353	0.2979
118	0.1509	0.1793	0.2122	0.2343	0.2967
119	0.1502	0.1786	0.2113	0.2333	0.2955
120	0.1496	0.1779	0.2104	0.2324	0.2943
121	0.1490	0.1771	0.2096	0.2315	0.2931
122	0.1484	0.1764	0.2087	0.2305	0.2920
123	0.1478	0.1757	0.2079	0.2296	0.2908
124	0.1472	0.1750	0.2071	0.2287	0.2897
125	0.1466	0.1743	0.2062	0.2278	0.2886
126	0.1460	0.1736	0.2054	0.2269	0.2875
127	0.1455	0.1729	0.2046	0.2260	0.2864
128	0.1449	0.1723	0.2039	0.2252	0.2853
129	0.1443	0.1716	0.2031	0.2243	0.2843
130	0.1438	0.1710	0.2023	0.2235	0.2832
131	0.1432	0.1703	0.2015	0.2226	0.2822
132	0.1427	0.1697	0.2008	0.2218	0.2811
133	0.1422	0.1690	0.2001	0.2210	0.2801
134	0.1416	0.1684	0.1993	0.2202	0.2791
135	0.1411	0.1678	0.1986	0.2194	0.2781
136	0.1406	0.1672	0.1979	0.2186	0.2771
137	0.1401	0.1666	0.1972	0.2178	0.2761
138	0.1396	0.1660	0.1965	0.2170	0.2752
139	0.1391	0.1654	0.1958	0.2163	0.2742
140	0.1386	0.1648	0.1951	0.2155	0.2733
141	0.1381	0.1642	0.1944	0.2148	0.2723
142	0.1376	0.1637	0.1937	0.2140	0.2714
143	0.1371	0.1631	0.1930	0.2133	0.2705
144	0.1367	0.1625	0.1924	0.2126	0.2696
145	0.1362	0.1620	0.1917	0.2118	0.2687
146	0.1357	0.1614	0.1911	0.2111	0.2678
147	0.1353	0.1609	0.1904	0.2104	0.2669
148	0.1348	0.1603	0.1898	0.2097	0.2660
149	0.1344	0.1598	0.1892	0.2090	0.2652
150	0.1339	0.1593	0.1886	0.2083	0.2643

Table 2. Demographic Information of Pre-Questionnaire

Timestamp	What is your gender?	When did you start your study at university?	What is your major	Where do you live now	Do you have smartphone	Do you have other gadget? What is it?	According to you, in level is your English proficiency?
7/14/2023 13:43:55	Male	2022	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Tablet/iPad	Upper intermediate
7/14/2023 13:44:31	Male	2019	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper intermediate
7/14/2023 13:46:42	Male	2022	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
7/14/2023 13:47:26	Male	2022	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Advanced
7/14/2023 13:48:44	Male	2022	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
7/14/2023 13:51:21	Female	2022	Environmental Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper intermediate
7/14/2023 13:51:47	Male	2022	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
7/14/2023 13:52:02	Male	2022	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
7/14/2023 13:55:11	Male	2022	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
7/14/2023 13:55:35	Male	2018	Mechanical Engineering	In the dormitory (NBH & SBH)	Yes	Tablet/iPad	Upper intermediate
7/14/2023 14:00:05	Male	2022	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper intermediate
7/14/2023 14:02:21	Male	2022	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Computer	Intermediate
7/14/2023 14:03:28	Male	2020	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper intermediate
7/14/2023 14:05:20	Male	2022	Mechanical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper intermediate

Timestamp	What is your gender?	When did you start your study at university?	What is your major	Where do you live now	Do you have smartphone	Do you have other gadget? What is it?	According to you, in level is your English proficiency?
7/14/2023 14:08:59	Female	2022	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper intermediate
7/14/2023 14:12:17	Male	2018	Environmental Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
7/14/2023 14:13:42	Male	2022	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
7/14/2023 14:14:45	Female	2020	Electrical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Tablet/iPad	Upper intermediate
7/14/2023 14:17:07	Male	2018	Environmental Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper intermediate
7/14/2023 14:19:42	Male	2022	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Tablet/iPad	Intermediate
7/14/2023 14:21:45	Female	2022	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper intermediate
7/14/2023 14:25:15	Female	2022	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
7/14/2023 14:37:22	Male	2019	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
7/14/2023 14:45:59	Male	2019	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
7/14/2023 14:55:18	Male	2022	Mechanical Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper intermediate

Table 3. Result of Questions with Likert-Scale Pre-Questionnaire

Q / R	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	38	40	41	42	43	44	45	46	47							
	4	5	5	5	5	4	4	5	4	4	4	3	5	3	5	3	3	5	3	3	5	3	5	5	5	5	5	5	4	4	3	4	3	3	4	4	4	3	5	3	5	4	5	5	5	5	5	5						
	4	5	5	5	5	4	4	4	4	4	5	3	3	4	3	4	5	4	4	5	4	3	4	3	4	4	3	4	4	3	3	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	3	4	4	3				
	4	5	5	4	5	4	3	4	3	3	3	2	3	3	4	3	3	4	4	4	4	4	4	3	5	5	5	4	3	3	3	3	3	3	3	3	3	5	4	5	5	3	3	4	3	3	4	3	3	4				
	5	5	5	5	5	4	4	4	4	3	3	4	3	5	3	4	3	4	4	4	5	4	4	5	4	5	3	4	4	5	5	4	4	5	4	4	5	4	4	5	4	4	3	5	5	3	4	4	4	4				
	5	5	5	5	5	4	3	4	3	3	3	2	5	3	4	4	4	4	4	4	4	4	4	5	5	5	4	4	4	4	4	4	3	5	3	3	4	5	4	4	4	4	4	4	4	4	5	4	3	4				
	4	5	5	5	5	5	5	5	3	2	5	2	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5				
	4	5	5	5	5	4	2	4	4	5	3	2	3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	2	1	3	3	2	4	3	3	4	3	3	3	3	3	3	3	3	3	3				
	5	5	5	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5			
	5	5	5	5	5	4	4	4	3	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4			
	5	4	4	3	3	4	4	4	4	4	2	2	4	2	4	3	3	4	3	4	5	3	4	4	3	3	4	4	4	4	3	3	4	4	4	4	4	2	3	3	4	4	4	4	4	4	4	4	4	4	4			
	3	5	5	5	5	4	3	5	5	1	1	2	4	2	3	3	5	5	5	3	3	5	5	5	1	5	3	5	3	1	4	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5			
	3	5	3	3	3	4	2	4	4	2	2	3	1	1	3	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	2	2	1	1	2	3	4	5	5	4	3	4	5	4	3			
	5	5	3	5	5	5	3	4	2	3	4	2	3	4	4	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	5	4	4	4	4	4	3	5	4	4	4	3	2	3	1	2	3	
	4	4	4	5	5	4	4	4	3	5	4	2	5	5	5	5	5	5	5	5	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3			
	4	5	5	5	5	5	3	4	5	5	5	3	5	5	5	4	5	5	3	5	5	5	3	5	5	3	3	5	3	5	4	5	3	5	4	3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5			
	5	5	2	5	5	4	3	4	4	4	3	2	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4			
	5	5	3	5	1	5	5	5	5	5	5	2	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5			
	5	5	4	5	5	4	4	4	3	3	3	2	5	4	4	4	3	5	4	4	4	4	5	5	4	4	4	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4		
	3	5	2	4	4	4	3	4	4	3	3	2	4	3	3	3	3	2	3	3	3	3	2	3	3	3	4	3	4	3	4	3	2	3	4	3	2	3	4	3	3	2	1	2	3	2	3	3	3	2	3	3	4	4
	4	5	3	5	5	4	3	4	3	2	4	2	5	4	4	3	4	4	4	3	4	4	4	3	4	3	3	2	3	2	3	2	3	2	3	2	3	5	2	5	3	3	4	5	3	3	4	5	3	3	3			
	5	5	3	5	5	4	5	5	3	3	3	2	5	3	3	3	4	4	2	3	3	3	3	5	5	4	4	4	4	4	4	3	3	2	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	3		
	5	5	5	5	3	4	4	4	3	1	2	2	3	3	4	4	4	5	2	3	4	3	3	5	5	4	4	5	4	3	3	3	4	4	4	4	5	4	4	4	4	4	5	4	4	4	3	4	5	4	3	4		
	5	5	5	5	5	5	4	4	5	1	5	2	5	3	5	5	5	5	5	5	5	5	5	5	5	5	3	3	2	3	3	3	1	5	5	3	3	3	1	5	5	3	1	5	5	3	1	5	3	3	3			
	5	5	5	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5		
	4	4	4	4	3	4	4	4	4	2	3	3	3	3	3	3	3	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3		

Table 4. Demographic Information of Result Questionnaire

Timestamp	What is your gender?	When did you start your study at university?	What is your major	Where do you live now	Do you have smartphone	Do you have other gadget? What is it?	According to you, in level is your English proficiency?
8/13/2023 19:58:06	Female	2018	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Computer	Upper Intermediate
8/13/2023 20:06:04	Male	2022	Architecture	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/13/2023 20:06:37	Male	2022	Architecture	In the dormitory (NBH & SBH)	Yes	Laptop	Advanced
8/13/2023 20:11:21	Male	2022	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/13/2023 20:13:05	Male	2021	Environmental Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Tablet/iPad	Advanced
8/13/2023 20:20:00	Female	2018	Electrical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper Intermediate
8/13/2023 20:20:48	Female	2019	Environmental Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Intermediate
8/13/2023 20:20:50	Female	2022	Architecture	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/13/2023 20:20:52	Male	2018	Architecture	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Intermediate
8/13/2023 20:23:37	Female	2019	Mechanical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Computer	Intermediate

Timestamp	What is your gender?	When did you start your study at university?	What is your major	Where do you live now	Do you have smartphone	Do you have other gadget? What is it?	According to you, in level is your English proficiency?
8/13/2023 20:28:28	Male	2020	Electrical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Tablet/iPad	Advanced
8/13/2023 20:28:56	Male	2020	Civil Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Intermediate
8/13/2023 20:28:59	Female	2020	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/13/2023 20:32:33	Male	2019	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/13/2023 20:33:40	Male	2020	Environmental Engineering	In the dormitory (NBH & SBH)	Yes	Computer	Upper Intermediate
8/13/2023 20:33:47	Male	2021	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/13/2023 20:34:45	Male	2018	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/13/2023 20:35:35	Male	2018	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Advanced
8/13/2023 20:38:15	Male	2018	Environmental Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/13/2023 20:38:16	Female	2021	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper Intermediate
8/13/2023 20:41:10	Male	2022	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Tablet/iPad	Upper Intermediate
8/13/2023 20:42:41	Male	2022	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	I don't have anyone	Upper Intermediate

Timestamp	What is your gender?	When did you start your study at university?	What is your major	Where do you live now	Do you have smartphone	Do you have other gadget? What is it?	According to you, in level is your English proficiency?
8/13/2023 20:42:47	Male	2019	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/13/2023 20:48:23	Male	2021	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Computer	Upper Intermediate
8/13/2023 20:48:32	Female	2018	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Tablet/iPad	Upper Intermediate
8/13/2023 20:49:21	Male	2020	Mechanical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper Intermediate
8/13/2023 20:55:57	Female	2018	Environmental Engineering	In the dormitory (NBH & SBH)	Yes	Computer	Upper Intermediate
8/13/2023 20:58:13	Male	2021	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Advanced
8/13/2023 21:01:49	Male	2020	Environmental Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/13/2023 21:01:57	Male	2020	Civil Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Intermediate
8/13/2023 21:02:58	Male	2019	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/13/2023 21:04:49	Male	2020	Environmental Engineering	In the dormitory (NBH & SBH)	Yes	Computer	Advanced
8/13/2023 21:07:58	Female	2021	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Intermediate
8/13/2023 21:08:28	Male	2018	Mechanical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Tablet/iPad	Advanced
8/13/2023 21:10:20	Male	2021	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Tablet/iPad	Advanced

Timestamp	What is your gender?	When did you start your study at university?	What is your major	Where do you live now	Do you have smartphone	Do you have other gadget? What is it?	According to you, in level is your English proficiency?
8/13/2023 21:12:58	Male	2021	Mechanical Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/13/2023 21:18:35	Male	2021	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/13/2023 21:23:11	Female	2019	Electrical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Tablet/iPad	Upper Intermediate
8/13/2023 21:26:12	Male	2022	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Tablet/iPad	Advanced
8/13/2023 21:27:32	Male	2021	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/13/2023 21:30:01	Male	2018	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Tablet/iPad	Advanced
8/13/2023 21:31:53	Male	2020	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Intermediate
8/13/2023 21:42:57	Male	2021	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/13/2023 21:48:10	Male	2022	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Elementary
8/13/2023 21:49:33	Female	2020	Environmental Engineering	In the dormitory (NBH & SBH)	Yes	Computer	Advanced
8/13/2023 22:01:37	Male	2022	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/14/2023 0:14:17	Male	2022	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/14/2023 12:45:42	Male	2020	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Intermediate

Timestamp	What is your gender?	When did you start your study at university?	What is your major	Where do you live now	Do you have smartphone	Do you have other gadget? What is it?	According to you, in level is your English proficiency?
8/14/2023 12:45:56	Male	2020	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Tablet/iPad	Advanced
8/14/2023 12:49:06	Female	2021	Electrical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Tablet/iPad	Advanced
8/14/2023 12:49:31	Male	2018	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Tablet/iPad	Upper Intermediate
8/14/2023 12:50:33	Male	2020	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Intermediate
8/14/2023 12:50:47	Female	2019	Environmental Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Tablet/iPad	Upper Intermediate
8/14/2023 12:54:59	Male	2022	Architecture	In the dormitory (NBH & SBH)	Yes	Computer	Intermediate
8/14/2023 12:55:19	Female	2020	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/14/2023 12:59:23	Female	2018	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Computer	Upper Intermediate
8/14/2023 13:00:03	Female	2019	Mechanical Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/14/2023 13:00:19	Female	2018	Mechanical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Tablet/iPad	Advanced
8/14/2023 13:01:21	Female	2018	Electrical Engineering	In the dormitory (NBH & SBH)	Yes	Tablet/iPad	Advanced

Timestamp	What is your gender?	When did you start your study at university?	What is your major	Where do you live now	Do you have smartphone	Do you have other gadget? What is it?	According to you, in level is your English proficiency?
8/14/2023 13:02:43	Female	2018	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper Intermediate
8/14/2023 13:02:54	Female	2022	Architecture	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Computer	Elementary
8/14/2023 13:03:39	Female	2021	Environmental Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/14/2023 13:05:49	Female	2018	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Intermediate
8/14/2023 13:07:04	Female	2018	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Computer	Upper Intermediate
8/14/2023 13:07:05	Female	2019	Electrical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper Intermediate
8/14/2023 13:08:20	Female	2019	Electrical Engineering	In the dormitory (NBH & SBH)	Yes	Computer	Upper Intermediate
8/14/2023 13:10:06	Female	2019	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Tablet/iPad	Upper Intermediate
8/14/2023 13:10:14	Female	2019	Environmental Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/14/2023 13:11:15	Male	2019	Electrical Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Advanced
8/14/2023 13:11:42	Female	2019	Mechanical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper Intermediate
8/14/2023 13:13:33	Female	2022	Architecture	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate

Timestamp	What is your gender?	When did you start your study at university?	What is your major	Where do you live now	Do you have smartphone	Do you have other gadget? What is it?	According to you, in level is your English proficiency?
8/14/2023 13:13:37	Female	2018	Electrical Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/14/2023 13:20:04	Female	2019	Environmental Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/14/2023 13:20:18	Male	2020	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/14/2023 13:23:12	Male	2019	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/14/2023 13:23:24	Female	2019	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/14/2023 13:25:11	Female	2019	Mechanical Engineering	In the dormitory (NBH & SBH)	Yes	Tablet/iPad	Upper Intermediate
8/14/2023 13:26:09	Male	2022	Electrical Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/14/2023 13:26:28	Male	2022	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/14/2023 13:27:00	Female	2019	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/14/2023 13:28:56	Male	2018	Mechanical Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/14/2023 13:29:27	Female	2019	Civil Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Computer	Upper Intermediate
8/14/2023 13:29:45	Male	2021	Environmental Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/14/2023 13:30:24	Male	2022	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Tablet/iPad	Elementary
8/14/2023 13:35:28	Male	2021	Electrical Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/14/2023 13:36:07	Male	2018	Electrical Engineering	Outside the dormitory (Kost,	Yes	Laptop	Advanced

Timestamp	What is your gender?	When did you start your study at university?	What is your major	Where do you live now	Do you have smartphone	Do you have other gadget? What is it?	According to you, in level is your English proficiency?
				Kontrakan, Private home, Etc.)			
8/14/2023 13:37:41	Male	2019	Mechanical Engineering	In the dormitory (NBH & SBH)	Yes	Computer	Intermediate
8/14/2023 13:37:43	Male	2021	Electrical Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/14/2023 13:39:17	Male	2021	Electrical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Tablet/iPad	Intermediate
8/14/2023 13:41:08	Male	2021	Electrical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper Intermediate
8/14/2023 13:41:28	Male	2018	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/14/2023 13:43:08	Male	2022	Mechanical Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/14/2023 13:43:55	Female	2020	Electrical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper Intermediate
8/14/2023 13:44:24	Male	2021	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Tablet/iPad	Advanced
8/14/2023 13:46:53	Male	2018	Electrical Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Advanced
8/14/2023 13:47:02	Female	2021	Environmental Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/14/2023 13:49:29	Male	2022	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Tablet/iPad	Upper Intermediate
8/14/2023 13:51:02	Female	2021	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper Intermediate

Timestamp	What is your gender?	When did you start your study at university?	What is your major	Where do you live now	Do you have smartphone	Do you have other gadget? What is it?	According to you, in level is your English proficiency?
8/14/2023 13:51:09	Male	2020	Electrical Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Advanced
8/14/2023 13:53:17	Male	2021	Environmental Engineering	In the dormitory (NBH & SBH)	Yes	Computer	Upper Intermediate
8/14/2023 14:01:47	Male	2019	Mechanical Engineering	In the dormitory (NBH & SBH)	Yes	Computer	Upper Intermediate
8/14/2023 14:07:49	Male	2020	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Intermediate
8/14/2023 14:11:16	Female	2021	Electrical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper Intermediate
8/14/2023 14:16:26	Female	2020	Environmental Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/14/2023 14:29:10	Male	2021	Environmental Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper Intermediate
8/14/2023 14:31:29	Female	2021	Civil Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper Intermediate
8/14/2023 14:31:50	Male	2021	Environmental Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper Intermediate
8/14/2023 14:32:53	Male	2020	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Tablet/iPad	Upper Intermediate
8/14/2023 14:34:01	Female	2021	Mechanical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper Intermediate

Timestamp	What is your gender?	When did you start your study at university?	What is your major	Where do you live now	Do you have smartphone	Do you have other gadget? What is it?	According to you, in level is your English proficiency?
8/14/2023 14:34:21	Female	2021	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Tablet/iPad	Intermediate
8/14/2023 14:35:36	Male	2018	Mechanical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Intermediate
8/14/2023 14:37:04	Male	2020	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate
8/14/2023 14:37:09	Male	2020	Civil Engineering	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/14/2023 14:39:13	Male	2020	Mechanical Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Laptop	Upper Intermediate
8/14/2023 14:39:53	Male	2022	Architecture	In the dormitory (NBH & SBH)	Yes	Tablet/iPad	Intermediate
8/14/2023 14:41:11	Male	2021	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Computer	Advanced
8/14/2023 14:42:42	Male	2022	Architecture	In the dormitory (NBH & SBH)	Yes	Laptop	Upper Intermediate
8/14/2023 14:42:50	Male	2021	Industrial Engineering	Outside the dormitory (Kost, Kontrakan, Private home, Etc.)	Yes	Computer	Advanced
8/14/2023 14:44:11	Male	2018	Industrial Engineering	In the dormitory (NBH & SBH)	Yes	Tablet/iPad	Upper Intermediate
8/14/2023 14:45:39	Female	2022	Architecture	In the dormitory (NBH & SBH)	Yes	Laptop	Intermediate

Table 5. Result of Questions with Likert-Scale Questionnaire

Q / R	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	38	40	41	42	43	44	45	46	47							
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Q / R	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	38	40	41	42	43	44	44	44	44	44	44					
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Q / R	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	38	40	41	42	43	44	44	44	44	44	44			
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Figure 1 Core and Secondary Factor

Engineering Student Satisfaction in Learning Facilities		
Kategori	Sub Kategori	Kuisisioner
Core Factor	How Do You Access Internet	Mobile Data
Secondary Factor	How Do You Access Internet	Wi-Fi
Core Factor	Where do usually access internet?	Campus Area
Secondary Factor	Where do usually access internet?	Dormitory Area
Secondary Factor	Where do usually access internet?	Home
Core Factor	Transportation Facilities	Bus Campus always arrive on schedule
Secondary Factor	Transportation Facilities	Bus Campus is clean
Core Factor	Transportation Facilities	Bus Campus in convenience and comfortable
Secondary Factor	Transportation Facilities	Using online Transportation
Core Factor	Transportation Facilities	Using private transportation
Core Factor	Transportation Facilities	Join friend's vehicle
Secondary Factor	Transportation Facilities	Going to Campus by walking
Core Factor	Part A.1 Administration Academic Bureau (A	AAB must provide offline services
Core Factor	Part A.1 Administration Academic Bureau (A	AAB response the email quickly
Secondary Factor	Part A.1 Administration Academic Bureau (A	AAB provide the information regarding to enrollment
Core Factor	Part A.2 Finance Department	Finance serve students offline quickly
Secondary Factor	Part A.2 Finance Department	Finance response the email quickly
Core Factor	Part A.2 Finance Department	Finance department always remind students about payment of semester
Secondary Factor	Part A.2 Finance Department	Students who are late for payment can enroll for next semester
Secondary Factor	Part A.2 Finance Department	Semester payments can be postponed for students
Core Factor	Part A.2 Finance Department	Late payment will be charged an additional fee
Secondary Factor	Part A.2 Finance Department	The fees charged for late enrollment have a negative impact on students economy

Secondary Factor	Building Facilities	The room in campus fit for occupancy
Core Factor	Building Facilities	Facilities in the library, can help students do research
Secondary Factor	Building Facilities	The lighting in the library help enough in the learning process
Core Factor	Building Facilities	The space area in the library is comfortable enough
Core Factor	Building Facilities	The classroom is comfortable enough for studying
Core Factor	Building Facilities	The laboratory room is comfortable
Core Factor	Building Facilities	The facilities provided in the auditorium is complete
Secondary Factor	Building Facilities	Lavatories are comfortable
Secondary Factor	Building Facilities	The canteen space sufficient for students
Secondary Factor	Building Facilities	The sports hall feasible enough to access
Core Factor	Building Facilities	The equipment in the sport hall is complete
Secondary Factor	Learning Facilities	The lack of learning facilities affecting student's GPA
Core Factor	Learning Facilities	The laboratory have health standards
Core Factor	Learning Facilities	The laboratory material is complete
Core Factor	Learning Facilities	The books in the library is complete
Secondary Factor	Learning Facilities	There should be more frequent study tours for student
Core Factor	Learning Facilities	The quality of the internet network in the campus area are accessible
Secondary Factor	Learning Facilities	PUIS and ecampus platforms are easy to navigate
Core Factor	Learning Facilities	The ecampus platform can help learning process
Core Factor	Learning Facilities	The lecturer always teach in English
Core Factor	Learning Facilities	The lecturer explain the material in detail
Core Factor	Learning Facilities	The lecturer give students the opportunity to ask questions
Secondary Factor	Learning Facilities	The lecturer always remind assignments, materials and quizzes before starting the class
Core Factor	Learning Facilities	The online learning facilities are enough to affect the level of learning
Secondary Factor	Learning Facilities	The facilities provided by the campus are enough for the student learning process

Figure 2 GAP Analysis

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4.00	1	-	(1)	-	1	1	(1)	1	-	-	1	1	(3)	(1)	-	1	-	1	-	(1)	-	(1)	-	(3)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	
4.00	1	-	(1)	-	1	1	(1)	1	-	-	1	1	(3)	(1)	-	1	-	1	-	(1)	-	(1)	-	(3)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	
4.00	1	-	(1)	-	1	1	(1)	1	-	-	1	1	(3)	(1)	-	1	-	1	-	(1)	-	(1)	-	(3)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	
4.00	1	-	(1)	-	1	1	(1)	1	-	-	1	1	(3)	(1)	-	1	-	1	-	(1)	-	(1)	-	(3)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
4.00	1	(1)	-	-	-	-	1	(1)	1	-	-	1	(1)	(1)	(1)	1	-	1	-	(1)	-	(1)	-	(1)	1	(1)	1	(1)	1	(1)	1	(1)	1	(1)	1	(1)	1	(1)	1	(1)	1	(1)	1	(1)	1	(1)	1	(1)	1	(1)

Figure 4 Core Factor

CORE FACTOR		
No	Sub Category	Questionnaire
1	How Do You Access Internet	Mobile Data
3	Where do usually access internet?	Campus Area
6	Transportation Facilities	Bus Campus always arrive on schedule
8	Transportation Facilities	Bus Campus in convenience and comfortable
10	Transportation Facilities	Using private transportation
11	Transportation Facilities	Join friend's vehicle
13	Part A.1 Administration Academic Bureau (AAB)	AAB must provide offline services
14	Part A.1 Administration Academic Bureau (AAB)	AAB response the email quickly
16	Part A.2 Finance Department	Finance serve students offline quickly
18	Part A.2 Finance Department	Finance department always remind students about payment of semester
21	Part A.2 Finance Department	Late payment will be charged an additional fee
24	Building Facilities	Facilities in the library, can help students do research
26	Building Facilities	The space area in the library is comfortable enough
27	Building Facilities	The classroom is comfortable enough for studying
28	Building Facilities	The laboratory room is comfortable
29	Building Facilities	The facilities provided in the auditorium is complete
33	Building Facilities	The equipment in the sport hall is complete
35	Learning Facilities	The laboratory have health standards
36	Learning Facilities	The laboratory material is complete
37	Learning Facilities	The books in the library is complete
39	Learning Facilities	The quality of the internet network in the campus area are accessible
41	Learning Facilities	The campus platform can help learning process
42	Learning Facilities	The lecturer always teach in English
43	Learning Facilities	The lecturer explain the material in detail
44	Learning Facilities	The lecturer give students the opportunity to ask questions
46	Learning Facilities	The online learning facilities are enough to affect the level of learning

Figure 5 Secondary Factor

SECONDARY FACTOR		
No	Sub Category	Questionnaire
2	How Do You Access Internet	Wi-Fi
4	Where do usually access internet?	Dormitory Area
5	Where do usually access internet?	Home
7	Transportation Facilities	Bus Campus is clean
9	Transportation Facilities	Using online Transportation
12	Transportation Facilities	Going to Campus by walking
15	Part A.1 Administration Academic Bureau (AAB)	AAB provide the information regarding to enrollment
17	Part A.2 Finance Department	Finance response the email quickly
19	Part A.2 Finance Department	Students who are late for payment can enroll for next semester
20	Part A.2 Finance Department	Semester payments can be postponed for students
22	Part A.2 Finance Department	The fees charged for late enrollment have a negative impact on students economy
23	Building Facilities	The room in campus fit for occupancy
25	Building Facilities	The lighting in the library help enough in the learning process
30	Building Facilities	Lavatories are comfortable
31	Building Facilities	The canteen space sufficient for students
32	Building Facilities	The sports hall feasible enough to access
34	Learning Facilities	The lack of learning facilities affecting student's GPA
38	Learning Facilities	There should be more frequent study tours for student
40	Learning Facilities	PUIS and e-campus platforms are easy to navigate
45	Learning Facilities	The lecturer always remind assignments, materials and quizzes before starting the class
47	Learning Facilities	The facilities provided by the campus are enough for the student learning process

Figure 6 Result GAP Analysis

Respondents	Core Factor							Secondary Factor							Total value						
	P1	P2	P3	P4	P5	P6	P7	P1	P2	P3	P4	P5	P6	P7	P1	P2	P3	P4	P5	P6	P7
1	5,00	4,50	4,75	4,25	4,33	4,50	4,72	4,50	4,50	4,83	4,50	4,00	4,60	4,20	4,78	4,50	4,79	4,36	4,18	4,54	4,49
2	5,00	4,50	4,75	4,50	5,00	4,67	4,78	4,50	4,50	4,83	4,00	4,50	4,60	4,40	4,78	4,50	4,79	4,28	4,78	4,64	4,61
3	5,00	4,50	4,75	4,00	4,67	4,33	4,28	4,50	4,75	4,33	5,00	4,75	4,10	4,60	4,78	4,61	4,58	4,45	4,70	4,23	4,42
4	4,50	4,50	4,75	4,25	5,00	4,67	4,56	4,50	4,50	4,50	4,00	4,63	4,70	4,80	4,50	4,50	4,64	4,14	4,83	4,68	4,66
5	4,50	4,50	4,75	4,25	5,00	4,67	4,61	4,50	4,50	4,33	5,00	5,00	4,90	4,80	4,50	4,50	4,56	4,59	5,00	4,77	4,70
6	5,00	4,50	4,38	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,78	4,50	4,43	4,50	4,50	4,50	4,50
7	5,00	4,50	4,38	4,25	4,50	4,08	4,00	4,50	4,50	4,33	4,50	4,63	4,30	4,20	4,78	4,50	4,36	4,36	4,56	4,18	4,09
8	4,50	4,50	4,25	4,50	4,50	4,50	4,50	4,50	5,00	3,83	4,50	4,63	4,50	4,50	4,50	4,72	4,06	4,50	4,56	4,50	4,50
9	4,50	4,50	5,00	5,00	5,00	5,00	4,89	4,50	4,50	4,50	5,00	4,75	5,00	5,00	4,50	4,50	4,78	5,00	4,89	5,00	4,94
10	4,50	5,00	4,38	4,00	4,50	4,83	4,56	5,00	4,00	5,00	5,00	4,25	4,40	4,60	4,72	4,55	4,65	4,45	4,39	4,64	4,58
11	4,00	4,50	3,63	4,00	4,17	4,42	4,50	4,50	4,50	4,50	4,00	4,38	3,70	4,50	4,22	4,50	4,02	4,00	4,26	4,10	4,50
12	4,00	4,00	4,25	2,00	5,00	4,83	4,06	4,50	4,00	4,17	4,00	5,00	4,80	3,70	4,22	4,00	4,21	2,89	5,00	4,82	3,90
13	4,50	4,00	4,88	4,50	4,33	4,25	4,22	4,50	4,50	4,00	5,00	4,50	4,90	4,10	4,50	4,22	4,48	4,72	4,41	4,54	4,17
14	5,00	5,00	4,63	4,50	4,67	4,00	4,22	5,00	4,50	4,67	4,50	4,63	4,00	4,00	5,00	4,78	4,64	4,50	4,65	4,00	4,12
15	5,00	4,50	4,38	4,50	4,67	4,25	4,39	4,50	4,50	4,33	4,50	4,38	4,50	4,60	4,78	4,50	4,38	4,50	4,54	4,36	4,48
16	4,50	3,00	4,63	4,50	5,00	5,00	5,00	4,50	4,50	4,67	5,00	5,00	5,00	4,80	4,50	3,67	4,64	4,72	5,00	5,00	4,91
17	4,50	4,00	4,25	4,50	4,50	4,58	4,50	4,50	4,50	4,67	4,50	4,50	4,50	4,50	4,50	4,22	4,44	4,50	4,50	4,55	4,50
18	4,50	5,00	4,75	4,75	4,83	4,67	4,50	4,50	4,50	4,67	5,00	4,63	4,90	4,60	4,50	4,78	4,71	4,86	4,74	4,77	4,54
19	4,00	3,00	4,75	4,50	3,67	4,33	3,67	4,50	5,00	4,67	4,00	4,50	4,20	3,80	4,22	3,89	4,71	4,28	4,04	4,27	3,73
20	5,00	4,00	4,75	4,75	4,67	3,17	3,83	4,50	4,50	4,33	5,00	4,50	4,40	4,20	4,78	4,22	4,56	4,86	4,59	3,72	4,00
21	4,50	4,00	4,63	4,25	4,33	4,75	4,89	4,50	4,50	4,50	4,00	4,00	4,50	4,20	4,50	4,22	4,57	4,14	4,18	4,64	4,58
22	4,50	4,50	4,00	4,00	4,83	4,83	4,67	4,50	4,25	4,67	5,00	4,00	4,10	5,00	4,50	4,39	4,30	4,45	4,46	4,51	4,82
23	4,50	4,50	4,25	4,25	4,50	3,58	3,72	4,50	4,50	4,83	4,50	4,50	3,70	4,20	4,50	4,50	4,51	4,36	4,50	3,64	3,94
24	4,50	4,50	4,25	4,50	4,50	3,33	3,83	4,50	4,50	4,50	4,50	4,50	4,30	4,20	4,50	4,50	4,36	4,50	4,50	3,77	4,00
25	5,00	5,00	4,50	4,00	4,33	4,00	4,00	5,00	4,50	4,50	4,00	4,00	4,00	4,00	5,00	4,78	4,50	4,00	4,18	4,00	4,00
26	5,00	4,50	4,75	4,25	4,33	4,50	4,72	4,50	4,50	4,83	4,50	4,00	4,60	4,20	4,78	4,50	4,79	4,36	4,18	4,54	4,49
27	5,00	4,50	4,75	4,50	5,00	4,67	4,78	4,50	4,50	4,83	4,00	4,50	4,60	4,40	4,78	4,50	4,79	4,28	4,78	4,64	4,61
28	5,00	4,50	4,75	4,00	4,67	4,33	4,28	4,50	4,75	4,33	5,00	4,75	4,10	4,60	4,78	4,61	4,56	4,45	4,70	4,23	4,42
29	4,50	4,50	4,75	4,25	5,00	4,67	4,56	4,50	4,50	4,50	4,00	4,63	4,70	4,80	4,50	4,50	4,64	4,14	4,83	4,68	4,66
30	4,50	4,50	4,75	4,25	5,00	4,67	4,61	4,50	4,50	4,33	5,00	5,00	4,90	4,80	4,50	4,50	4,56	4,59	5,00	4,77	4,70
31	5,00	4,50	4,38	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,78	4,50	4,43	4,50	4,50	4,50	4,50
32	5,00	4,50	4,38	4,25	4,50	4,08	4,00	4,50	4,50	4,33	4,50	4,63	4,30	4,20	4,78	4,50	4,36	4,36	4,56	4,18	4,09
33	4,50	4,50	4,25	4,50	4,50	4,50	4,50	4,50	5,00	3,83	4,50	4,63	4,50	5,00	4,50	4,72	4,06	4,50	4,56	4,50	4,50
34	4,50	4,50	5,00	5,00	5,00	5,00	4,89	4,50	4,50	4,50	5,00	4,75	5,00	5,00	4,50	4,50	4,78	5,00	4,89	5,00	4,94
35	4,50	5,00	4,38	4,00	4,50	4,83	4,56	5,00	4,00	5,00	5,00	4,25	4,40	4,60	4,72	4,55	4,65	4,45	4,39	4,64	4,58
36	4,00	4,50	3,63	4,00	4,17	4,42	4,50	4,50	4,50	4,50	4,00	4,38	3,70	4,50	4,22	4,50	4,02	4,00	4,26	4,10	4,50
37	4,00	4,00	4,25	2,00	5,00	4,83	4,06	4,50	4,00	4,17	4,00	5,00	4,80	3,70	4,22	4,00	4,21	2,89	5,00	4,82	3,90
38	4,50	4,00	4,88	4,50	4,33	4,25	4,22	4,50	4,50	4,00	5,00	4,50	4,90	4,10	4,50	4,22	4,48	4,72	4,41	4,54	4,17

39	5,00	5,00	4,63	4,50	4,67	4,00	4,22	5,00	4,50	4,67	4,50	4,63	4,00	4,00	5,00	4,78	4,64	4,50	4,65	4,00	4,12
40	5,00	4,50	4,38	4,50	4,67	4,25	4,39	4,50	4,50	4,33	4,50	4,38	4,50	4,60	4,78	4,50	4,36	4,50	4,54	4,36	4,48
41	4,50	3,00	4,63	4,50	5,00	5,00	5,00	4,50	4,50	4,67	5,00	5,00	5,00	4,80	4,50	3,67	4,64	4,72	5,00	5,00	4,91
42	4,50	4,00	4,25	4,50	4,50	4,58	4,50	4,50	4,50	4,67	4,50	4,50	4,50	4,50	4,50	4,22	4,44	4,50	4,50	4,55	4,50
43	4,50	5,00	4,75	4,75	4,83	4,67	4,50	4,50	4,50	4,67	5,00	4,63	4,90	4,60	4,50	4,78	4,71	4,88	4,74	4,77	4,54
44	4,00	3,00	4,75	4,50	3,67	4,33	3,67	4,50	5,00	4,67	4,00	4,50	4,20	3,80	4,22	3,89	4,71	4,28	4,04	4,27	3,73
45	5,00	4,00	4,75	4,75	4,67	3,17	3,83	4,50	4,50	4,33	5,00	4,50	4,40	4,20	4,78	4,22	4,56	4,88	4,59	3,72	4,00
46	4,50	4,00	4,63	4,25	4,33	4,75	4,89	4,50	4,50	4,50	4,00	4,00	4,50	4,20	4,50	4,22	4,57	4,14	4,18	4,64	4,58
47	4,50	4,50	4,00	4,00	4,83	4,83	4,67	4,50	4,25	4,67	5,00	4,00	4,10	5,00	4,50	4,39	4,30	4,45	4,46	4,51	4,82
48	4,50	4,50	4,25	4,25	4,50	3,58	3,72	4,50	4,50	4,83	4,50	4,50	3,70	4,20	4,50	4,50	4,51	4,36	4,50	3,64	3,94
49	4,50	4,50	4,25	4,50	4,50	3,33	3,83	4,50	4,50	4,50	4,50	4,50	4,30	4,20	4,50	4,50	4,36	4,50	4,50	3,77	4,00
50	5,00	5,00	4,50	4,00	4,33	4,00	4,00	5,00	4,50	4,50	4,00	4,00	4,00	4,00	5,00	4,78	4,50	4,00	4,18	4,00	4,00
51	5,00	4,50	4,75	4,25	4,33	4,50	4,72	4,50	4,50	4,83	4,50	4,00	4,60	4,20	4,78	4,50	4,79	4,36	4,18	4,54	4,49
52	5,00	4,50	4,75	4,50	5,00	4,67	4,78	4,50	4,50	4,83	4,00	4,50	4,60	4,40	4,78	4,50	4,79	4,28	4,78	4,64	4,61
53	5,00	4,50	4,75	4,00	4,67	4,33	4,28	4,50	4,75	4,33	5,00	4,75	4,10	4,60	4,78	4,61	4,56	4,45	4,70	4,23	4,42
54	4,50	4,50	4,75	4,25	5,00	4,67	4,56	4,50	4,50	4,50	4,00	4,63	4,70	4,80	4,50	4,50	4,64	4,14	4,83	4,68	4,66
55	4,50	4,50	4,75	4,25	5,00	4,67	4,61	4,50	4,50	4,33	5,00	5,00	4,90	4,80	4,50	4,50	4,56	4,59	5,00	4,77	4,70
56	5,00	4,50	4,38	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,78	4,50	4,43	4,50	4,50	4,50	4,50
57	5,00	4,50	4,38	4,25	4,50	4,08	4,00	4,50	4,50	4,33	4,50	4,63	4,30	4,20	4,78	4,50	4,36	4,36	4,56	4,18	4,09
58	4,50	4,50	4,25	4,50	4,50	4,50	4,50	4,50	5,00	3,83	4,50	4,63	4,50	4,50	4,50	4,72	4,06	4,50	4,56	4,50	4,50
59	4,50	4,50	5,00	5,00	5,00	4,89	4,89	4,50	4,50	4,50	5,00	4,75	5,00	5,00	4,50	4,50	4,78	5,00	4,89	5,00	4,94
60	4,50	5,00	4,38	4,00	4,50	4,83	4,56	5,00	4,00	5,00	5,00	4,25	4,40	4,60	4,72	4,55	4,65	4,45	4,39	4,64	4,58
61	4,00	4,50	3,63	4,00	4,17	4,42	4,50	4,50	4,50	4,50	4,00	4,38	3,70	4,50	4,22	4,50	4,02	4,00	4,26	4,10	4,50
62	4,00	4,00	4,25	2,00	5,00	4,83	4,06	4,50	4,00	4,17	4,00	5,00	4,80	3,70	4,22	4,00	4,21	2,89	5,00	4,82	3,90
63	4,50	4,00	4,88	4,50	4,33	4,25	4,22	4,50	4,50	4,00	5,00	4,50	4,90	4,10	4,50	4,22	4,48	4,72	4,41	4,54	4,17
64	5,00	5,00	4,63	4,50	4,67	4,00	4,22	5,00	4,50	4,67	4,50	4,63	4,00	4,00	5,00	4,78	4,64	4,50	4,65	4,00	4,12
65	5,00	4,50	4,38	4,50	4,67	4,25	4,39	4,50	4,50	4,33	4,50	4,38	4,50	4,60	4,78	4,50	4,36	4,50	4,54	4,36	4,48
66	4,50	3,00	4,63	4,50	5,00	5,00	5,00	4,50	4,50	4,67	5,00	5,00	5,00	4,80	4,50	3,67	4,64	4,72	5,00	5,00	4,91
67	4,50	4,00	4,25	4,50	4,50	4,58	4,50	4,50	4,50	4,67	4,50	4,50	4,50	4,50	4,50	4,22	4,44	4,50	4,50	4,55	4,50
68	4,50	5,00	4,75	4,75	4,83	4,67	4,50	4,50	4,50	4,67	5,00	4,63	4,90	4,60	4,50	4,78	4,71	4,86	4,74	4,77	4,54
69	4,00	3,00	4,75	4,50	3,67	4,33	3,67	4,50	5,00	4,67	4,00	4,50	4,20	3,80	4,22	3,89	4,71	4,28	4,04	4,27	3,73
70	5,00	4,00	4,75	4,75	4,67	3,17	3,83	4,50	4,50	4,33	5,00	4,50	4,40	4,20	4,78	4,22	4,56	4,86	4,59	3,72	4,00
71	4,50	4,00	4,63	4,25	4,33	4,75	4,89	4,50	4,50	4,50	4,00	4,00	4,50	4,20	4,50	4,22	4,57	4,14	4,18	4,64	4,58
72	4,50	4,50	4,00	4,00	4,83	4,83	4,67	4,50	4,25	4,67	5,00	4,00	4,10	5,00	4,50	4,39	4,30	4,45	4,46	4,51	4,82
73	4,50	4,50	4,25	4,25	4,50	3,58	3,72	4,50	4,50	4,83	4,50	4,50	3,70	4,20	4,50	4,50	4,51	4,36	4,50	3,64	3,94
74	4,50	4,50	4,25	4,50	4,50	3,33	3,83	4,50	4,50	4,50	4,50	4,50	4,30	4,20	4,50	4,50	4,36	4,50	4,50	3,77	4,00
75	5,00	5,00	4,50	4,00	4,33	4,00	4,00	5,00	4,50	4,50	4,00	4,00	4,00	4,00	5,00	4,78	4,50	4,00	4,18	4,00	4,00
76	5,00	4,50	4,75	4,25	4,33	4,50	4,72	4,50	4,50	4,83	4,50	4,00	4,60	4,20	4,78	4,50	4,79	4,36	4,18	4,54	4,49
77	5,00	4,50	4,75	4,50	5,00	4,67	4,78	4,50	4,50	4,83	4,00	4,50	4,60	4,40	4,78	4,50	4,79	4,28	4,78	4,64	4,61
78	5,00	4,50	4,75	4,00	4,67	4,33	4,28	4,50	4,75	4,33	5,00	4,75	4,10	4,60	4,78	4,61	4,56	4,45	4,70	4,23	4,42

79	4,50	4,50	4,75	4,25	5,00	4,67	4,56	4,50	4,50	4,50	4,00	4,63	4,70	4,80	4,50	4,50	4,64	4,14	4,83	4,68	4,66
80	4,50	4,50	4,75	4,25	5,00	4,67	4,61	4,50	4,50	4,33	5,00	5,00	4,90	4,80	4,50	4,50	4,56	4,59	5,00	4,77	4,70
81	5,00	4,50	4,38	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,78	4,50	4,43	4,50	4,50	4,50	4,50
82	5,00	4,50	4,38	4,25	4,50	4,08	4,00	4,50	4,50	4,33	4,50	4,63	4,30	4,20	4,78	4,50	4,36	4,36	4,56	4,18	4,09
83	4,50	4,50	4,25	4,50	4,50	4,50	4,50	4,50	5,00	3,83	4,50	4,63	4,50	4,50	4,50	4,72	4,06	4,50	4,56	4,50	4,50
84	4,50	4,50	5,00	5,00	5,00	5,00	4,89	4,50	4,50	4,50	5,00	4,75	5,00	5,00	4,50	4,50	4,78	5,00	4,89	5,00	4,94
85	4,50	5,00	4,38	4,00	4,50	4,83	4,56	5,00	4,00	5,00	5,00	4,25	4,40	4,60	4,72	4,55	4,65	4,45	4,39	4,64	4,58
86	4,00	4,50	3,63	4,00	4,17	4,42	4,50	4,50	4,50	4,50	4,00	4,38	3,70	4,50	4,22	4,50	4,02	4,00	4,26	4,10	4,50
87	4,00	4,00	4,25	2,00	5,00	4,83	4,06	4,50	4,00	4,17	4,00	5,00	4,80	3,70	4,22	4,00	4,21	2,89	5,00	4,82	3,90
88	4,50	4,00	4,88	4,50	4,33	4,25	4,22	4,50	4,50	4,00	5,00	4,50	4,90	4,10	4,50	4,22	4,48	4,72	4,41	4,54	4,17
89	5,00	5,00	4,63	4,50	4,67	4,00	4,22	5,00	4,50	4,67	4,50	4,63	4,00	4,00	5,00	4,78	4,64	4,50	4,65	4,00	4,12
90	5,00	4,50	4,38	4,50	4,67	4,25	4,39	4,50	4,50	4,33	4,50	4,38	4,50	4,60	4,78	4,50	4,36	4,50	4,54	4,36	4,48
91	4,50	3,00	4,63	4,50	5,00	5,00	5,00	4,50	4,50	4,67	5,00	5,00	5,00	4,80	4,50	3,67	4,64	4,72	5,00	5,00	4,91
92	4,50	4,00	4,25	4,50	4,50	4,58	4,50	4,50	4,50	4,67	4,50	4,50	4,50	4,50	4,50	4,22	4,44	4,50	4,50	4,55	4,50
93	4,50	5,00	4,75	4,75	4,83	4,67	4,50	4,50	4,50	4,67	5,00	4,63	4,90	4,60	4,50	4,78	4,71	4,86	4,74	4,77	4,54
94	4,00	3,00	4,75	4,50	3,67	4,33	3,67	4,50	5,00	4,67	4,00	4,50	4,20	3,80	4,22	3,89	4,71	4,28	4,04	4,27	3,73
95	5,00	4,00	4,75	4,75	4,67	3,17	3,83	4,50	4,50	4,33	5,00	4,50	4,40	4,20	4,78	4,22	4,56	4,86	4,59	3,72	4,00
96	4,50	4,00	4,63	4,25	4,33	4,75	4,89	4,50	4,50	4,50	4,00	4,00	4,50	4,20	4,50	4,22	4,57	4,14	4,18	4,64	4,58
97	4,50	4,50	4,00	4,00	4,83	4,83	4,67	4,50	4,25	4,67	5,00	4,00	4,10	5,00	4,50	4,39	4,30	4,45	4,46	4,51	4,82
98	4,50	4,50	4,25	4,25	4,50	3,58	3,72	4,50	4,50	4,83	4,50	4,50	3,70	4,20	4,50	4,50	4,51	4,36	4,50	3,64	3,94
99	4,50	4,50	4,25	4,50	4,50	3,33	3,83	4,50	4,50	4,50	4,50	4,50	4,30	4,20	4,50	4,50	4,36	4,50	4,50	3,77	4,00
100	5,00	5,00	4,50	4,00	4,33	4,00	4,00	5,00	4,50	4,50	4,00	4,00	4,00	4,00	5,00	4,78	4,50	4,00	4,18	4,00	4,00
101	5,00	4,50	4,75	4,25	4,33	4,50	4,72	4,50	4,50	4,83	4,50	4,00	4,60	4,20	4,78	4,50	4,79	4,36	4,18	4,54	4,49
102	5,00	4,50	4,75	4,50	5,00	4,67	4,78	4,50	4,50	4,83	4,00	4,50	4,60	4,40	4,78	4,50	4,79	4,28	4,78	4,64	4,61
103	5,00	4,50	4,75	4,00	4,67	4,33	4,28	4,50	4,75	4,33	5,00	4,75	4,10	4,60	4,78	4,61	4,56	4,45	4,70	4,23	4,42
104	4,50	4,50	4,75	4,25	5,00	4,67	4,56	4,50	4,50	4,50	4,00	4,63	4,70	4,80	4,50	4,50	4,64	4,14	4,83	4,68	4,66
105	4,50	4,50	4,75	4,25	5,00	4,67	4,61	4,50	4,50	4,33	5,00	5,00	4,90	4,80	4,50	4,50	4,56	4,59	5,00	4,77	4,70
106	5,00	4,50	4,38	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,50	4,78	4,50	4,43	4,50	4,50	4,50	4,50
107	5,00	4,50	4,38	4,25	4,50	4,08	4,00	4,50	4,50	4,33	4,50	4,63	4,30	4,20	4,78	4,50	4,36	4,36	4,56	4,18	4,09
108	4,50	4,50	4,25	4,50	4,50	4,50	4,50	4,50	5,00	3,83	4,50	4,63	4,50	4,50	4,50	4,72	4,06	4,50	4,56	4,50	4,50
109	4,50	4,50	5,00	5,00	5,00	5,00	4,89	4,50	4,50	4,50	5,00	4,75	5,00	5,00	4,50	4,50	4,78	5,00	4,89	5,00	4,94
110	4,50	5,00	4,38	4,00	4,50	4,83	4,56	5,00	4,00	5,00	5,00	4,25	4,40	4,60	4,72	4,55	4,65	4,45	4,39	4,64	4,58
111	4,00	4,50	3,63	4,00	4,17	4,42	4,50	4,50	4,50	4,50	4,00	4,38	3,70	4,50	4,22	4,50	4,02	4,00	4,26	4,10	4,50
112	4,00	4,00	4,25	2,00	5,00	4,83	4,06	4,50	4,00	4,17	4,00	5,00	4,80	3,70	4,22	4,00	4,21	2,89	5,00	4,82	3,90
113	4,50	4,00	4,88	4,50	4,33	4,25	4,22	4,50	4,50	4,00	5,00	4,50	4,90	4,10	4,50	4,22	4,48	4,72	4,41	4,54	4,17
114	5,00	5,00	4,63	4,50	4,67	4,00	4,22	5,00	4,50	4,67	4,50	4,63	4,00	4,00	5,00	4,78	4,64	4,50	4,65	4,00	4,12
115	5,00	4,50	4,38	4,50	4,67	4,25	4,39	4,50	4,50	4,33	4,50	4,38	4,50	4,60	4,78	4,50	4,36	4,50	4,54	4,36	4,48
116	4,50	3,00	4,63	4,50	5,00	5,00	5,00	4,50	4,50	4,67	5,00	5,00	5,00	4,80	4,50	3,67	4,64	4,72	5,00	5,00	4,91
117	4,50	4,00	4,25	4,50	4,50	4,58	4,50	4,50	4,50	4,67	4,50	4,50	4,50	4,50	4,50	4,22	4,44	4,50	4,50	4,55	4,50
118	4,50	5,00	4,75	4,75	4,83	4,67	4,50	4,50	4,50	4,67	5,00	4,63	4,90	4,60	4,50	4,78	4,71	4,86	4,74	4,77	4,54
119	4,00	3,00	4,75	4,50	3,67	4,33	3,67	4,50	5,00	4,67	4,00	4,50	4,20	3,80	4,22	3,89	4,71	4,28	4,04	4,27	3,73
120	5,00	4,00	4,75	4,75	4,67	3,17	3,83	4,50	4,50	4,33	5,00	4,50	4,40	4,20	4,78	4,22	4,56	4,86	4,59	3,72	4,00

Figure 7 Questionnaire Form

The screenshot shows a Google Forms interface. At the top, the title is "Learning Facilities Satisfaction Questionnaire for Engineering Students of President University". Below the title is a header image of the university entrance. The form is titled "Learning Facilities Satisfaction Questionnaire for Engineering Students of President University" and includes a personal introduction from Alvarado Marlen Batistuta Do Carmo Freitas, an Industrial Engineering student from the 2018 batch, who is currently working on a final project related to Learning Facilities Satisfaction. The form is divided into sections, with the first section being "Section 1 of 6".

Questionnaire about the demography of respondent

Questionnaire in the form of demographic information for respondent are presented in below:

What is your gender? *

- Male
- Female

When did you start your study at University? *

- 2018
- 2019
- 2020

2021

2022

What is your major? *

Architecture

Civil Engineering

Electrical Engineering

Environmental Engineering

Industrial Engineering

Mechanical Engineering

Where do you live now? *

In the dormitory (NBH & SBH)

Outside the dormitory (Kost, Kontrakan, Private home, Etc.)

After section 1 Continue to next section

Section 2 of 6

Questionnaire about the technology and English proficiency question



Questionnaire in the form of technology and English proficiency for respondent below:

Do you have smartphone? *

Yes

No

Do you have other gadget? What is it? *

Laptop

Tablet/iPad

Computer

I don't have anyone

...

How do you access internet?

Choose between 1 to 5.

1 = Never

2 = Rarely

3 = Sometimes

4 = Frequently

5 = Always

Mobile Data *

	1	2	3	4	5	
Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Always

Wi-Fi *

	1	2	3	4	5	
Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Always

Where do usually access internet?

Choose between 1 to 5.

- 1 = Never
- 2 = Rarely
- 3 = Sometimes
- 4 = Frequently
- 5 = Always

Campus Area *

	1	2	3	4	5	
Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Always

Dormitory Area *

	1	2	3	4	5	
Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Always

Home *

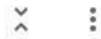
	1	2	3	4	5	
Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Always

According to you, in level is your English proficiency? *

- Elementary
- Intermediate
- Upper Intermediate
- Advanced

Section 3 of 6

Questionnaire about Transportation Facilities



Question about what transportation do students use to go to campus.

Choose between 1 to 5.

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Neutral
- 4 = Agree
- 5 = Strongly Agree

Bus Campus always arrive on schedule *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

Bus Campus is Clean *

1 2 3 4 5

Strongly Disagree Strongly Agree

Bus Campus in convenience and comfortable *

1 2 3 4 5

Strongly Disagree Strongly Agree

Using online Transportation *

1 2 3 4 5

Strongly Disagree Strongly Agree

Using private Transportation *

1 2 3 4 5

Strongly Disagree Strongly Agree

Join friend's vehicle *

...

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

Going to campus by walking *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

Section 4 of 6

Questionnaire about Office Administration



Questionnaire about office administration have 2 part. the first part is Administration Academic Bureau (AAB) and second part is Finance Department.

Part A.1 Administration Academic Bureau (AAB)

Choose between 1 to 5.

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Neutral
- 4 = Agree
- 5 = Strongly Agree

AAB must provide offline services *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

AAB response the email quickly *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

AAB provide the information regarding to enrollment *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

Part A.2 Finance Department

Choose between 1 to 5.

1 = Strongly Disagree

2 = Disagree

3 = Neutral

4 = Agree

5 = Strongly Agree

Finance serve students offline quickly *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

Finance response the email quickly *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

Finance department always remind students about payment of semester *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

Students who are late for payment can enroll for next Semester *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

Semester payments can be postponed for students *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

Late payment will be charged an additional fee *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The fees charged for late enrollment have a negative impact on students economy *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

After section 4 Continue to next section

Section 5 of 6

Questionnaire about Building Facilities



Choose between 1 to 5.

1 = Strongly Disagree

2 = Disagree

3 = Neutral

4 = Agree

The room in campus fit for occupancy *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

Facilities in the library, can help students do research *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The lighting in the library help enough in the learning process *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The space area in the library is comfortable enough *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The classroom is comfortable enough for studying *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The laboratory room is comfortable *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The facilities provided in the auditorium is complete *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

Lavatories are comfortable *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

...

The canteen space sufficient for students *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The sports hall feasible enough to access *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The equipment in the sport hall is complete *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

After section 5 Continue to next section

Section 6 of 6

Questionnaire about Learning facilities



Choose between 1 to 5.

1 = Strongly Disagree

2 = Disagree

3 = Neutral

The lack of learning facilities affecting student's GPA *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The laboratory have health standards *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The laboratory material is complete *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The books in the library is complete *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

There should be more frequent study tours for student *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The quality of the internet network in the campus area are accessible *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

PUIS and Ecampus platforms are easy to navigate *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The Ecampus platform can help learning process *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The lecturer always teach in English *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The lecturer explain the material in detail *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

...
The lecturer give students the opportunity to ask questions *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The lecturer always remind assignments, materials, and quizzes before starting the class *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

...
The online learning facilities are enough to affect the level of learning *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

The facilities provided by the campus are enough for the student learning process *

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

Figure 8 Ranking Satisfaction

