



TAYLOR'S



Student Satisfaction Survey (SSS)

Simplified User Guide for Student

August 2024



Contents

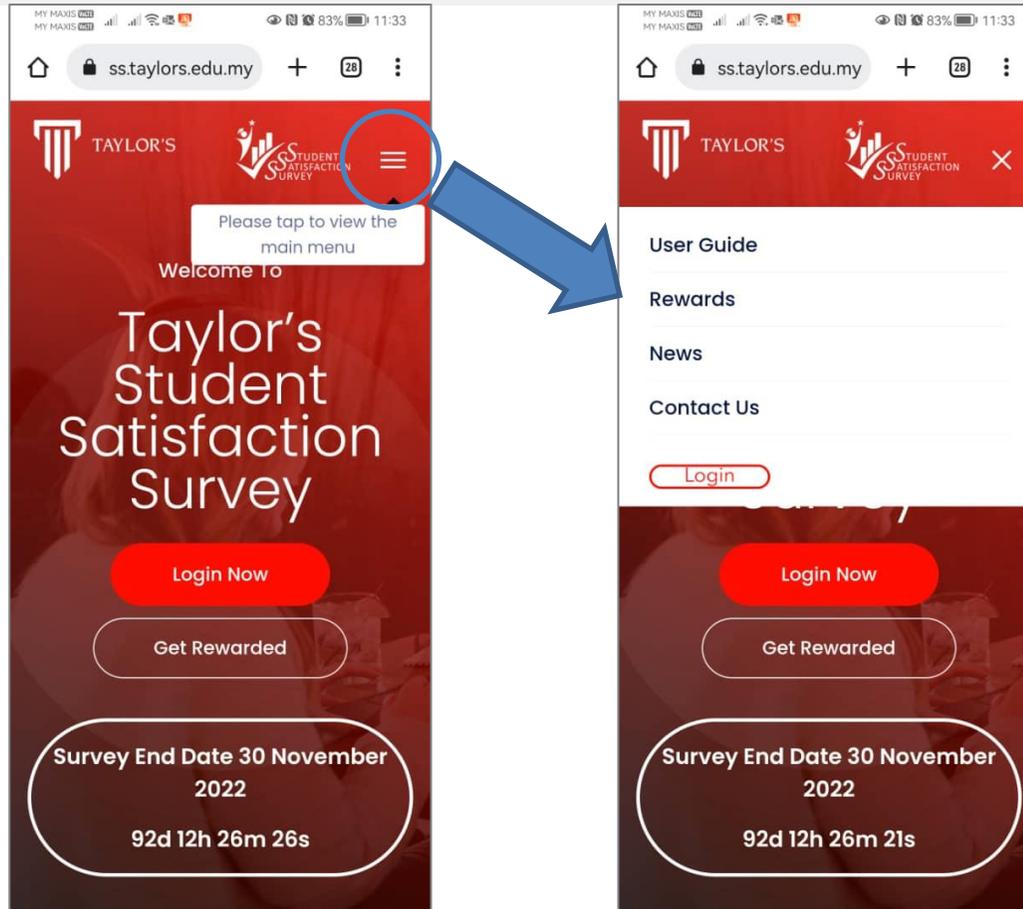
No	Content
1.	Introduction
2.	Login
3.	Login Issue
4.	Dashboard
5.	Survey
6.	Profile
7.	Leaderboard

Introduction to SSS



- Scroll down on SSS Landing Page to see information about SSS

Introduction to SSS - Mobile View



- For mobile user, tap on the **3- line menu icon** for **User Guide, Rewards, News, Contact Us & Login**

Get to know **Taylor's Student Survey System (SSS)**

Taylor's SSS is an annual survey to gather feedback and views from current students of Taylor's University and Taylor's College on student support & services touchpoints focusing on non-academic related matters.

The survey takes around 10 minutes to complete. All your feedback will be kept CONFIDENTIAL, and no survey respondents will be identified. Your responses will be summarized in the finding reports and action plans for improvement. Once finalized, the action plans will be posted on Campus Central portal.

We would love to hear your thoughts or feedback on how we can improve your experience!

- Scroll down on SSS Landing Page to see information about SSS

Introduction to SSS

COMPLETE THE SURVEY & GET REWARDED!
Follow these easy steps to start!

- 

01 TAKE THE SURVEY
Login with your Student ID & IC No./ Passport. Click [USER GUIDE](#) to see the step-by-step guide.
- SPECIAL EARLY BIRD PRIZES TO BE GIVEN OUT**
*Be the first 500 to complete the survey and get a prize.



02 REFER-YOUR-FRIENDS AND BOOST YOUR CHANCE TO WIN A PRIZE
A point will be allocated to you for each friend you refer. The more points, the higher your chances to win a prize. (Remember to remind your friends to fill in your Student ID in the "Referred by" column)
Click [REWARDS](#) to see the attractive prizes.
The sooner you start, the higher your chances. *Login and click the "Leaderboard" to see updated rankings.
- 

03 PRIZES ANNOUNCEMENT
Winners will be notified via email on or before 15th December



04

- Scroll down on SSS Landing Page to see information about SSS Rewards

Introduction to SSS

CONTEST 1: EARLY BIRDS PRIZES (FIRST 200 RESPONDENTS ONLY)

1st-200th  **RM10**

CONTEST 2: REFER-YOUR-FRIENDS & WIN THE FOLLOWING PRIZES

	 RM350	+ Taylor's Starbucks Tumbler worth RM100
	 RM200	+ Taylor's Starbucks Tumbler worth RM100
	 RM100	+ Taylor's Starbucks Tumbler worth RM100
	 RM80	+ Taylor's merchandise worth RM50
4 th		
	 RM50	+ Taylor's merchandise worth RM50
5 th		
	 RM50	+ Taylor's merchandise worth RM50
6 th		
	 RM50	+ Taylor's merchandise worth RM40
7 th		
	 RM50	+ Taylor's merchandise worth RM40
8 th		
	 RM30	+ Taylor's merchandise worth RM40
9 th		
	 RM30	+ Taylor's merchandise worth RM40
10 th		

*Terms & Conditions apply

- Scroll down on SSS Landing Page to see information about SSS Rewards

Contact Us

Email : michelle.ng@taylors.edu.my

WhatsApp : +6014-796 2979

Operating hours : Monday-Friday (9am-6pm)

*Off on weekends and public holidays

*We endeavour to respond to your enquiry within three (3) working days.

- Scroll down on SSS Landing Page to see information about SSS Contact Information

Login to SSS



The image shows a screenshot of the Taylor's Student Survey System login page. The page has a red background with a circular inset showing three students smiling. At the top left is the Taylor's logo. To its right is the SSS logo. Further right are navigation links: User Guide, Rewards, News, and Contact Us. On the far right is a white 'Login' button. In the center, the text reads 'Welcome To Taylor's Student Survey System'. Below this are two buttons: a red 'Login Now' button and a white 'Get Rewarded' button. At the bottom, a white rounded rectangle contains the text 'Survey End Date 30 June 2022'.

TAYLOR'S

STUDENT SATISFACTION SURVEY

User Guide Rewards News Contact Us Login

Welcome To
Taylor's Student **Survey**
System

Login Now Get Rewarded

Survey End Date 30 June 2022

- Click **“LOGIN”**

Login to SSS

LOGIN

Student ID

IC / Passport Number

 E.g. IC No.: 790912015566

 Passport No. for International Students

[Login](#)

Need help? Click [LOGIN ISSUE](#)

- Enter Student ID and IC/Passport Number
- If unable to Login or encounter an issue, click **“LOGIN ISSUE”**

Login Issue

Having Login Issue to Taylor's SSS? Let Us Help You!

Please key in below information for us to rectify your issue.

Student ID

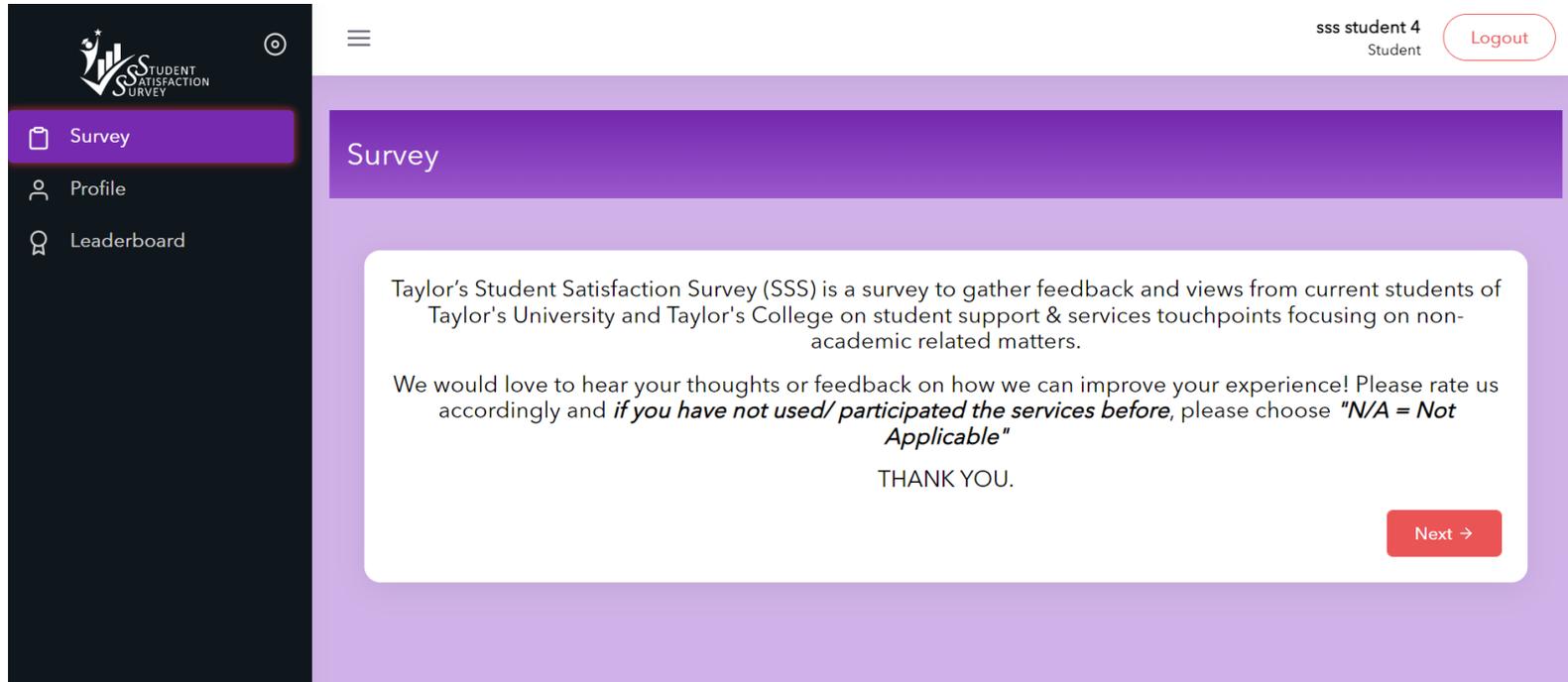
Student Name

IC / Passport No

Email Address

Please check your email for reply, you shall receive our email within three (3) working days. Our operating hours: Mon-Fri, 9am to 6pm, off on public holidays.

- Enter all the details and click Submit



The screenshot shows a web dashboard for the Taylor's Student Satisfaction Survey. On the left is a dark sidebar with the SSS logo and three menu items: 'Survey' (highlighted in purple), 'Profile', and 'Leaderboard'. The main content area has a purple header with the word 'Survey'. Below this is a white text box containing an introduction to the survey, a request for feedback, and a 'Next' button.

sss student 4
Student [Logout](#)

Survey

Taylor's Student Satisfaction Survey (SSS) is a survey to gather feedback and views from current students of Taylor's University and Taylor's College on student support & services touchpoints focusing on non-academic related matters.

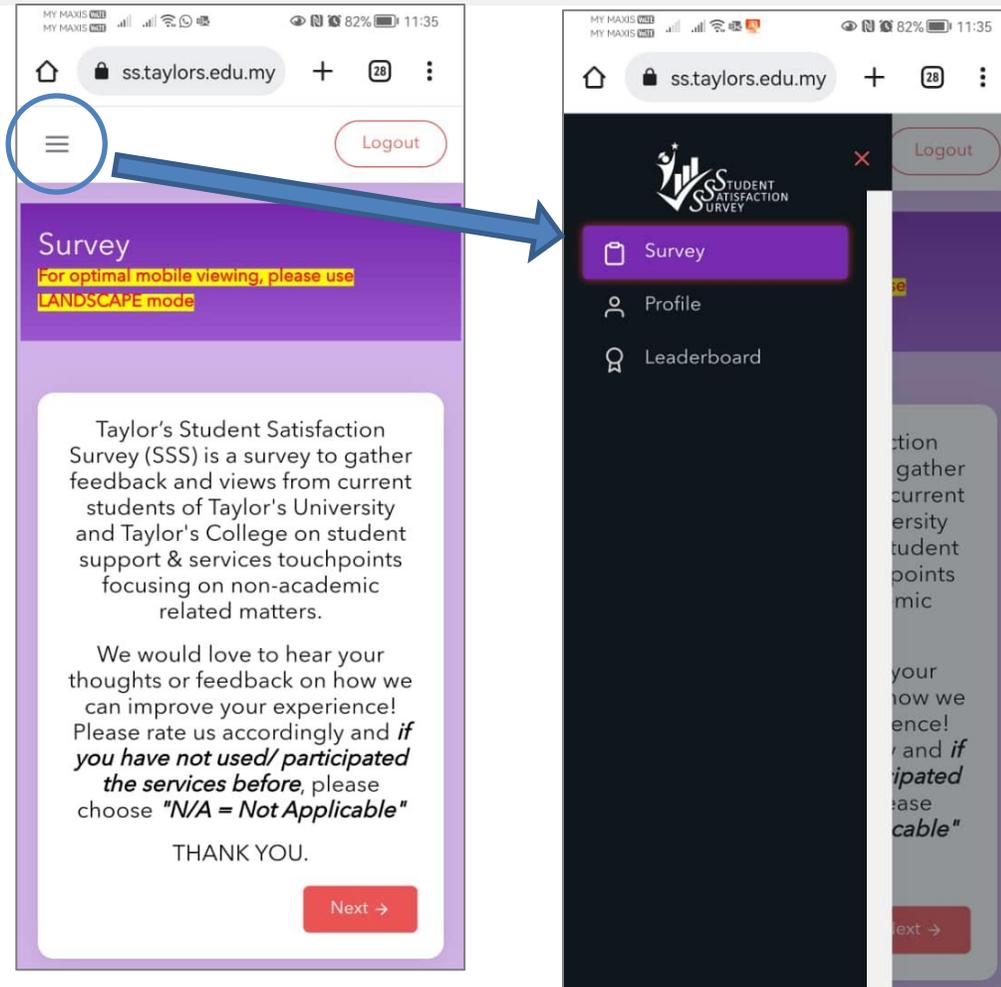
We would love to hear your thoughts or feedback on how we can improve your experience! Please rate us accordingly and *if you have not used/ participated the services before*, please choose *"N/A = Not Applicable"*

THANK YOU.

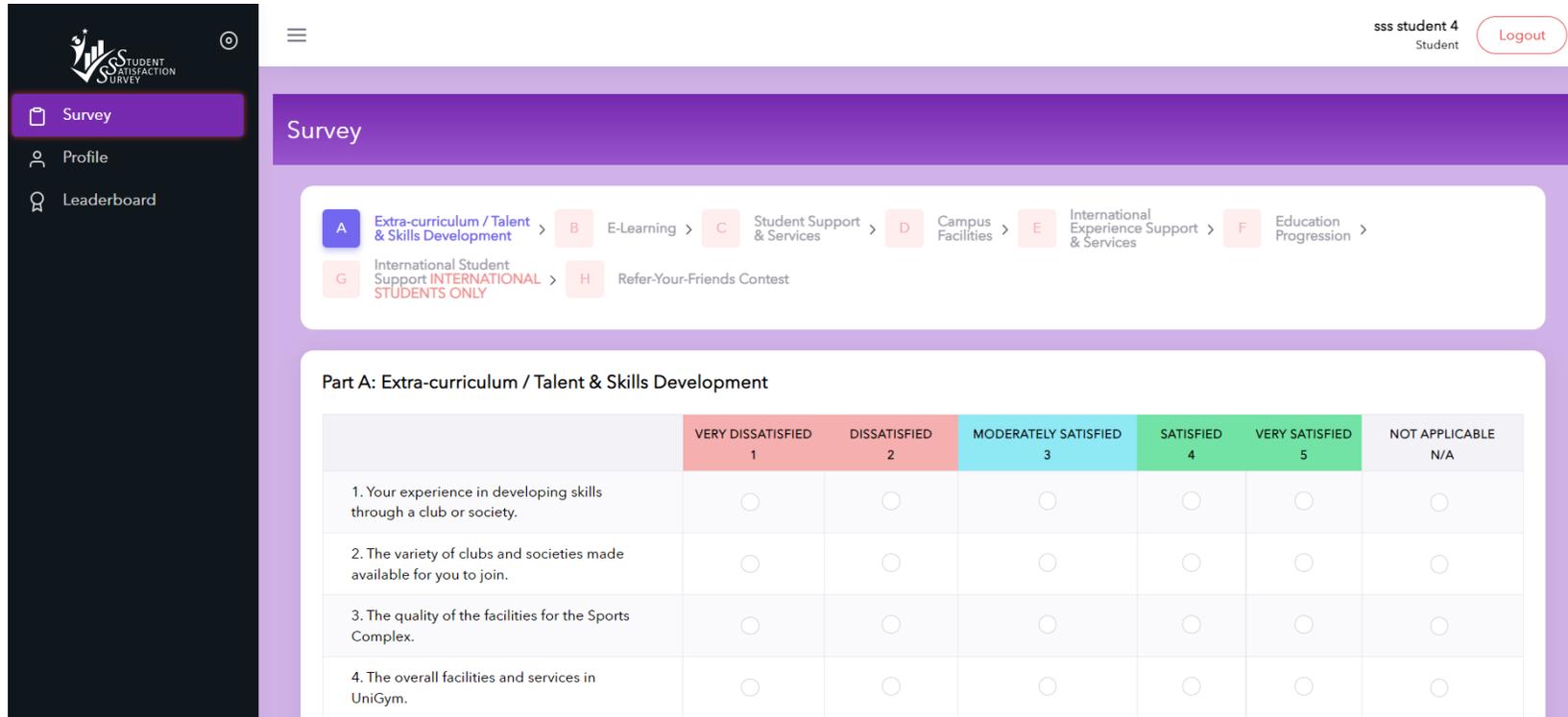
[Next →](#)

- When successfully logged in, this introduction page will be displayed
- Click Next to start the Survey

Dashboard - Mobile View



- For mobile user, tap on the **3- line menu icon** for **Survey, Profile & Leaderboard**



sss student 4 Student [Logout](#)

Survey

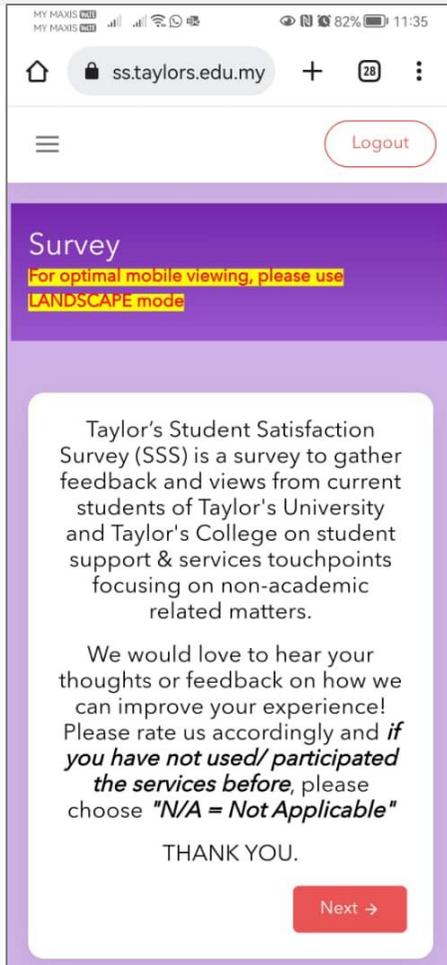
[A](#) Extra-curriculum / Talent & Skills Development > [B](#) E-Learning > [C](#) Student Support & Services > [D](#) Campus Facilities > [E](#) International Experience Support & Services > [F](#) Education Progression > [G](#) International Student Support INTERNATIONAL STUDENTS ONLY > [H](#) Refer-Your-Friends Contest

Part A: Extra-curriculum / Talent & Skills Development

	VERY DISSATISFIED 1	DISSATISFIED 2	MODERATELY SATISFIED 3	SATISFIED 4	VERY SATISFIED 5	NOT APPLICABLE N/A
1. Your experience in developing skills through a club or society.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The variety of clubs and societies made available for you to join.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The quality of the facilities for the Sports Complex.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The overall facilities and services in UniGym.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Survey page is now displayed. First part is Part A: Extra-curriculum / Talent & Skills Development.

Survey - Mobile View



Landscape mode in mobile version



- For mobile user, please use LANDSCAPE mode for optimal mobile viewing of the survey page.

Part A: Extra-curriculum / Talent & Skills Development

	VERY DISSATISFIED 1	DISSATISFIED 2	MODERATELY SATISFIED 3	SATISFIED 4	VERY SATISFIED 5	NOT APPLICABLE N/A
1. Your experience in developing skills through a club or society.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
2. The variety of clubs and societies made available for you to join.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
3. The quality of the facilities for the Sports Complex.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
4. The overall facilities and services in UniGym.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You have rated 1=Very Dissatisfied/ Strong Disagree or 2= Dissatisfied/ Disagree please provide your comments or suggestions for improving our services.*

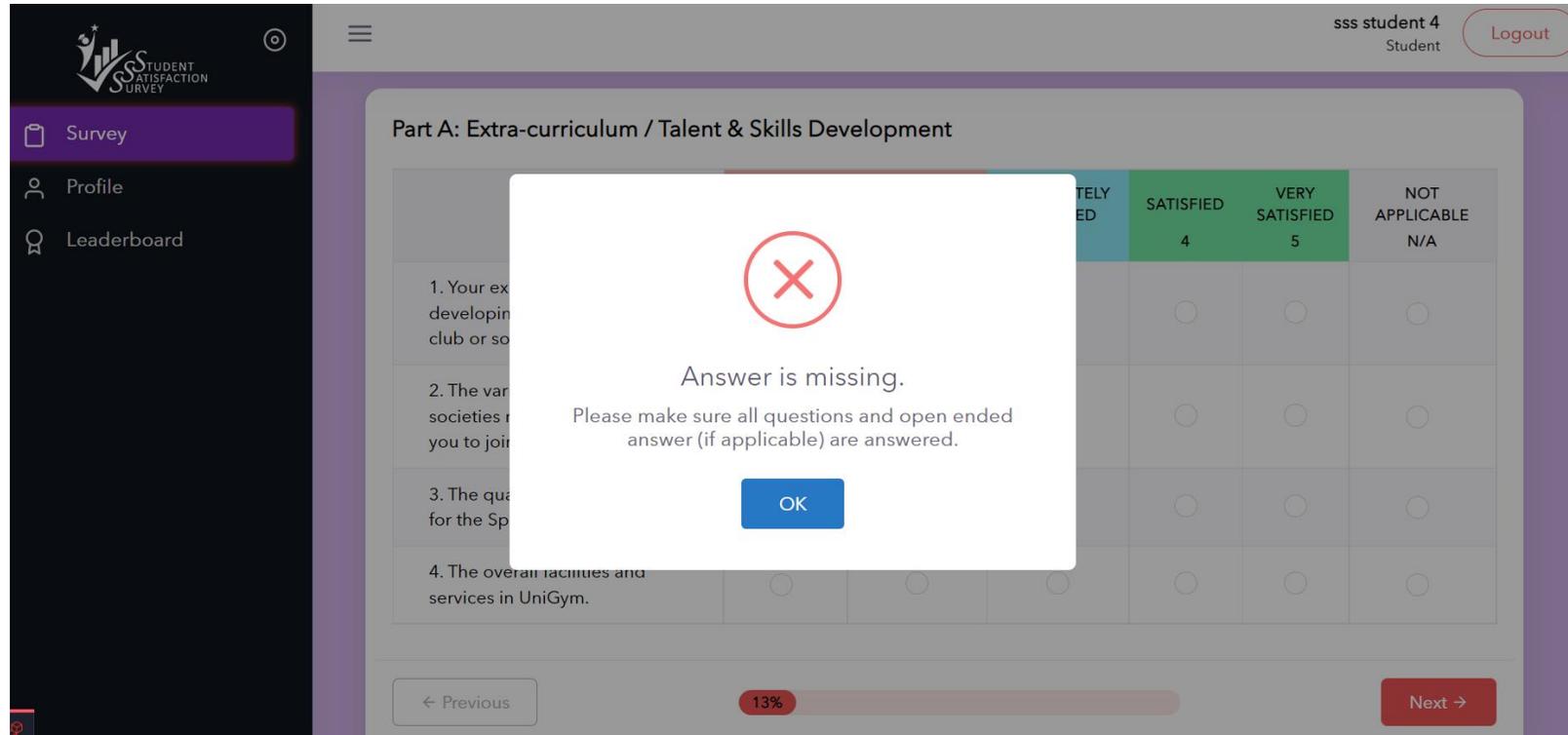
Open ended question

← Previous

13%

Next →

- If student has rated 1 or 2, a mandatory open ended question will be shown. This is where the student should write his/her comments on why he/she has rated it as 1 or 2. Student cannot proceed to the next page if he/she has not filled up the open ended question.



sss student 4
Student [Logout](#)

Part A: Extra-curriculum / Talent & Skills Development

	NOT APPLICABLE N/A	VERY SATISFIED 5	SATISFIED 4	NOT SATISFIED
1. Your ex developin club or so	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The var societies r you to join	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The qua for the Sp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The overa services in UniGym.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

← Previous 13% Next →

- If student has left any of the questions unanswered on the page, he/she cannot go to the next page. If student attempts to click the Next button, the page will show a pop-up message informing that an “Answer is Missing”.



- Survey
- Profile
- Leaderboard

sss student 1
Student
Logout

Survey

A Extra-curriculum / Talent & Skills Development >
 B **E-Learning** >
 C Student Support & Services >
 D Campus Facilities >
 E International Experience Support & Services >
 F Education Progression >

G International Student Support **INTERNATIONAL STUDENTS ONLY** >
 H Refer-Your-Friends Contest

Part B: E-Learning

	STRONGLY DISAGREE 1	DISAGREE 2	MODERATELY AGREE 3	AGREE 4	STRONGLY AGREE 5	NOT APPLICABLE N/A
1. TiMeS learning management system has increased my opportunity to access and use module materials more effectively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Live (Synchronous) Online Lecture using Zoom/Microsoft Teams increased my opportunity to connect with my lecturers and peers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Online Examination conducted using TiMeS / Zoom / Microsoft Teams allowed me to take my exam confidently from my comfort place.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Next part is Part B: E-Learning.



- Survey
- Profile
- Leaderboard

sss student 1
Student
Logout

Survey

A Extra-curriculum / Talent & Skills Development >
 B E-Learning >
 C **Student Support & Services** >
 D Campus Facilities >
 E International Experience Support & Services >
 F Education Progression >
 G International Student Support **INTERNATIONAL STUDENTS ONLY** >
 H Refer-Your-Friends Contest

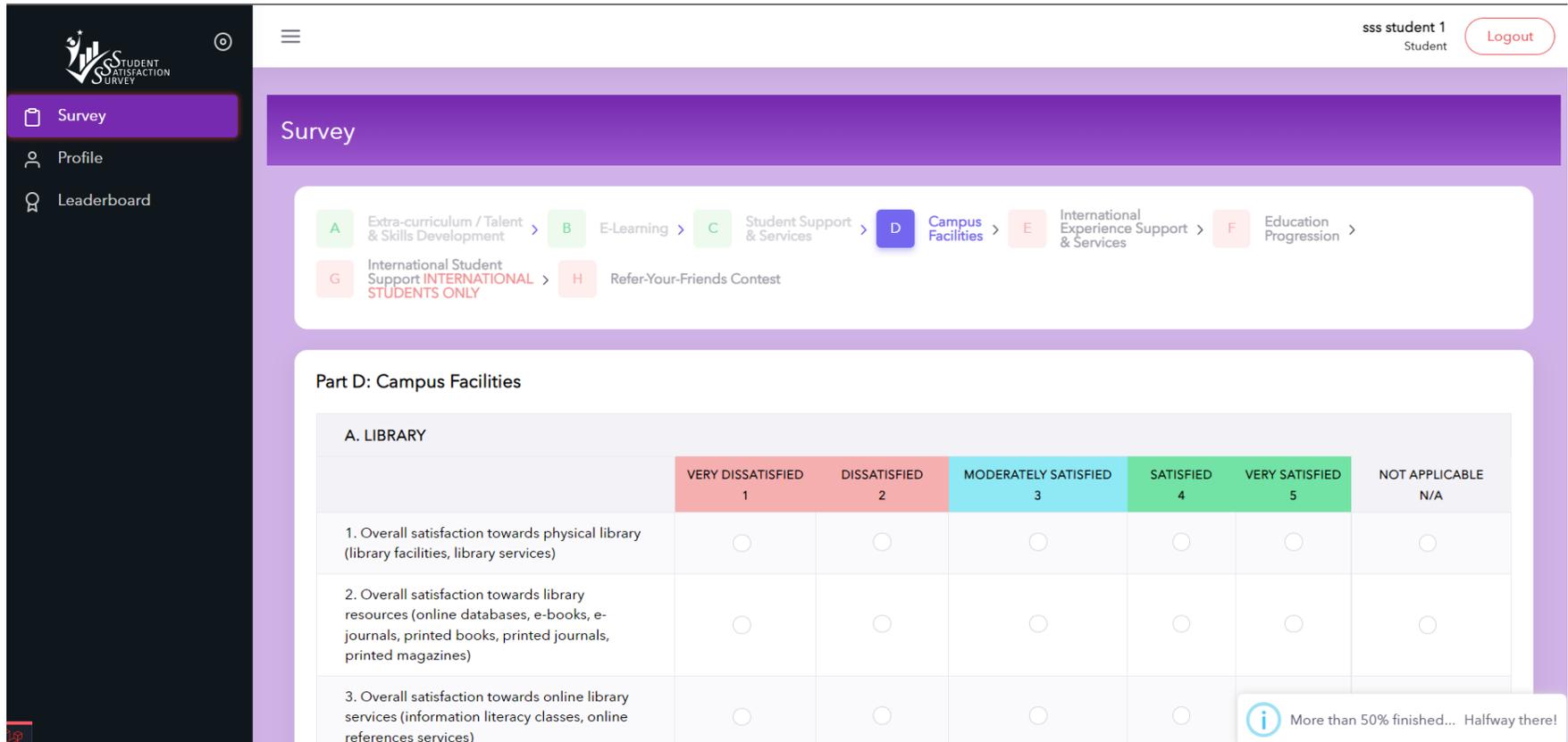
Part C: Student Support & Services

A. CAMPUS CENTRAL

	VERY DISSATISFIED 1	DISSATISFIED 2	MODERATELY SATISFIED 3	SATISFIED 4	VERY SATISFIED 5	NOT APPLICABLE N/A
1. The response time of Campus Central.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The approachability and helpfulness of the staff at Campus Central.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Your experience navigating the Campus Central portal for information and online services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B. CENTRE FOR COUNSELLING SERVICES (CCS)

- Next part is Part C: Student Support & Services.



sss student 1 Student [Logout](#)

Survey

A Extra-curriculum / Talent & Skills Development > B E-Learning > C Student Support & Services > **D Campus Facilities** > E International Experience Support & Services > F Education Progression >

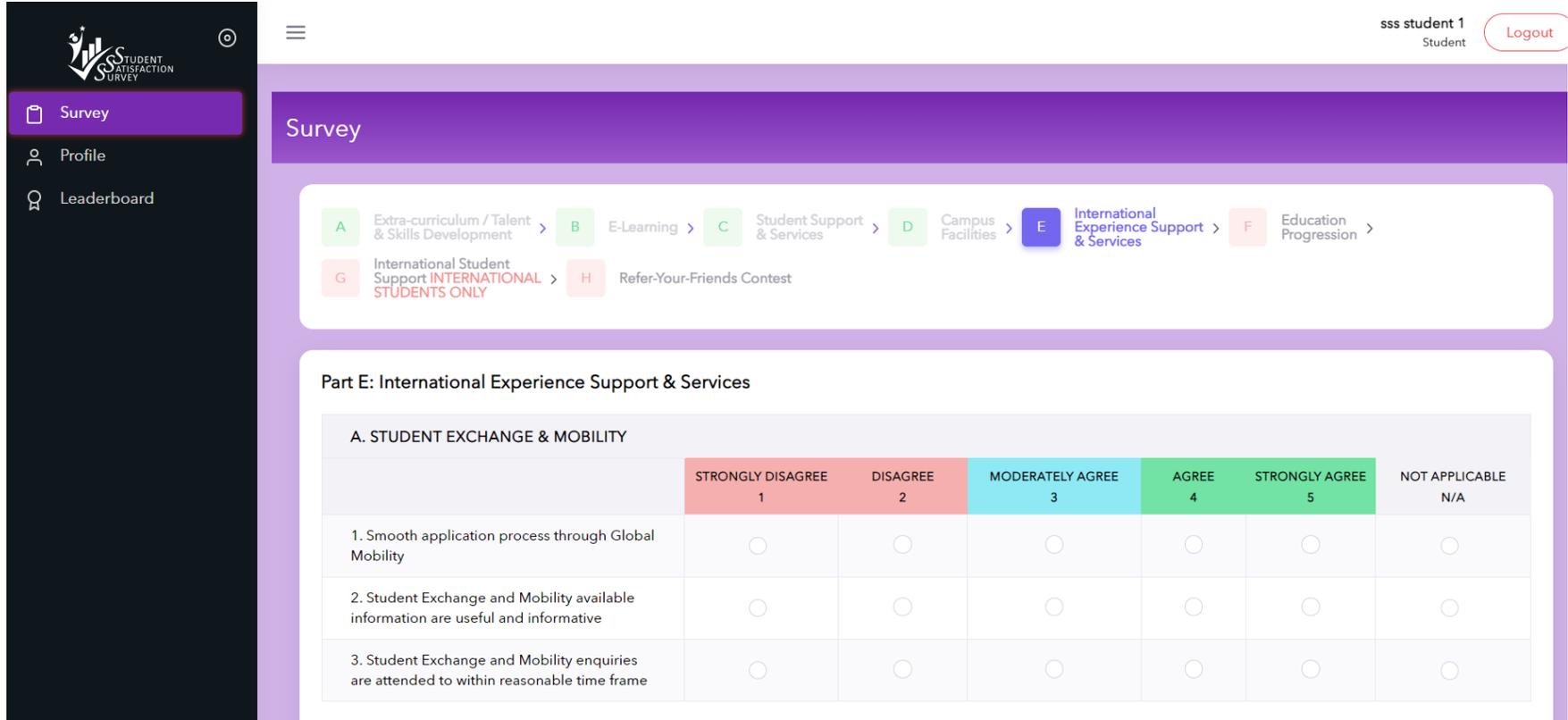
G International Student Support **INTERNATIONAL STUDENTS ONLY** > H Refer-Your-Friends Contest

Part D: Campus Facilities

A. LIBRARY	VERY DISSATISFIED 1	DISSATISFIED 2	MODERATELY SATISFIED 3	SATISFIED 4	VERY SATISFIED 5	NOT APPLICABLE N/A
1. Overall satisfaction towards physical library (library facilities, library services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Overall satisfaction towards library resources (online databases, e-books, e-journals, printed books, printed journals, printed magazines)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Overall satisfaction towards online library services (information literacy classes, online references services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

More than 50% finished... Halfway there!

- Next part is Part D: Campus Facilities.
- This is halfway of the survey. There is a notification box on bottom right, informing student that the survey is now halfway done.



sss student 1
Student [Logout](#)

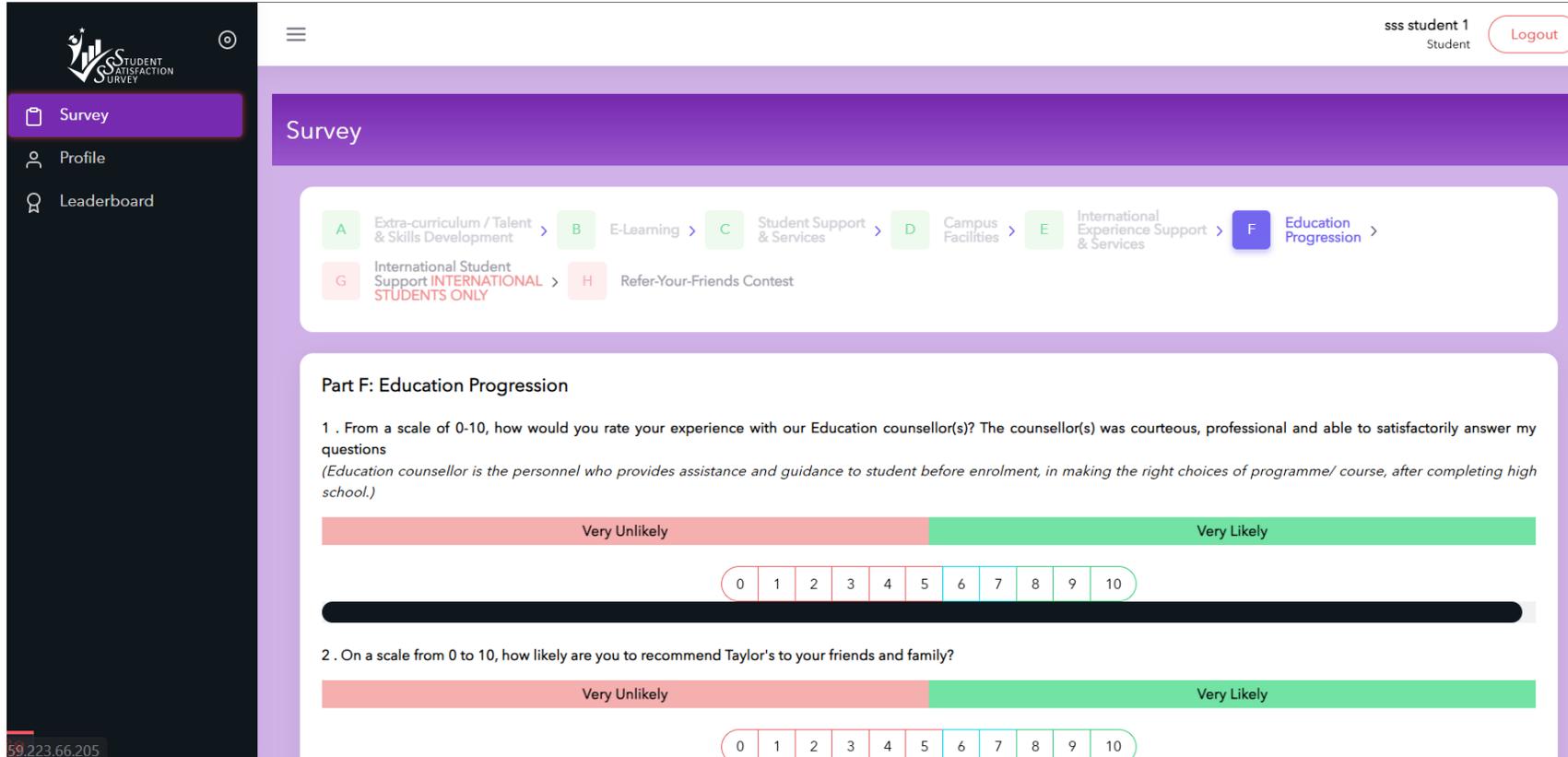
Survey

A Extra-curriculum / Talent & Skills Development > B E-Learning > C Student Support & Services > D Campus Facilities > **E International Experience Support & Services** > F Education Progression > G International Student Support **INTERNATIONAL STUDENTS ONLY** > H Refer-Your-Friends Contest

Part E: International Experience Support & Services

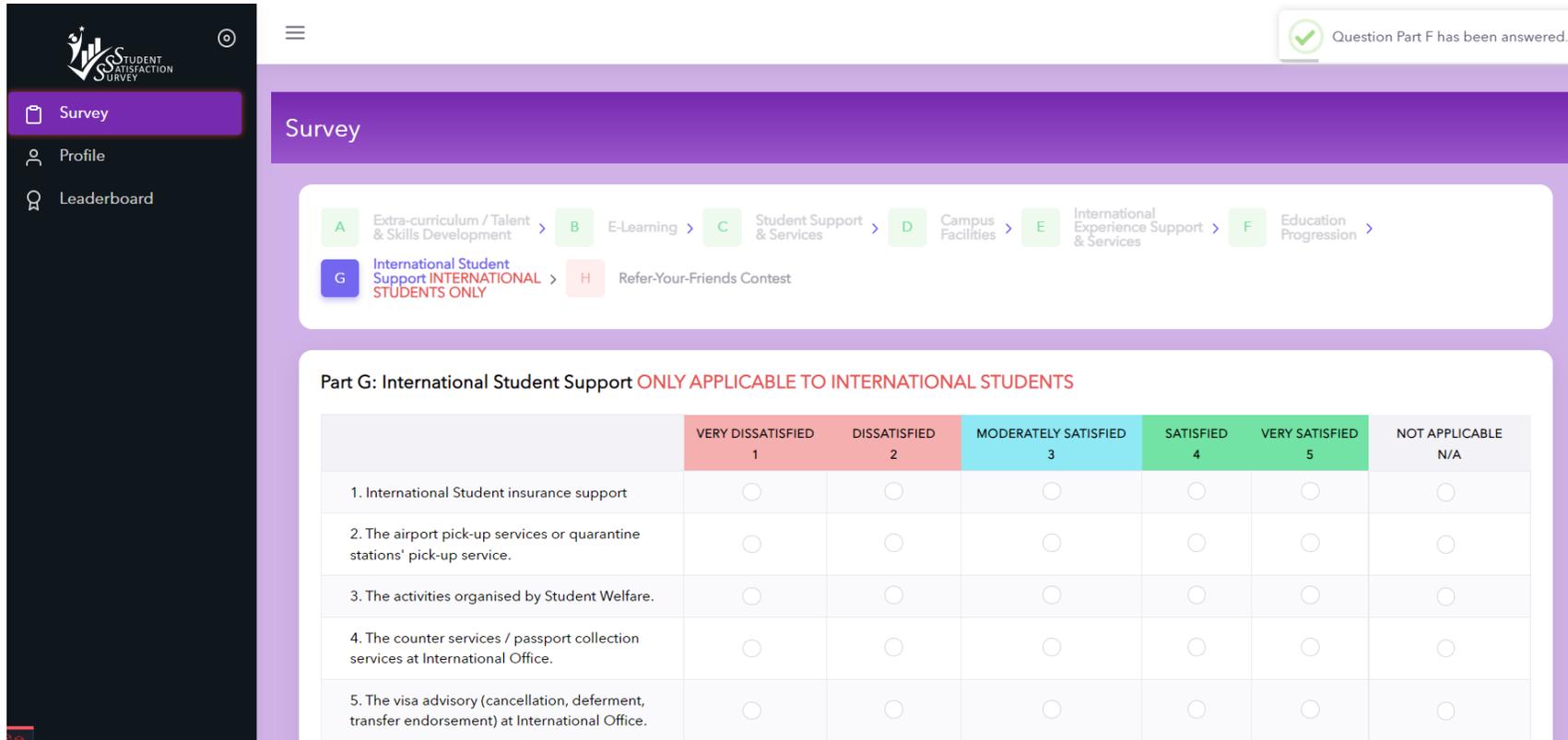
A. STUDENT EXCHANGE & MOBILITY	STRONGLY DISAGREE 1	DISAGREE 2	MODERATELY AGREE 3	AGREE 4	STRONGLY AGREE 5	NOT APPLICABLE N/A
1. Smooth application process through Global Mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Student Exchange and Mobility available information are useful and informative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Student Exchange and Mobility enquiries are attended to within reasonable time frame	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Next part is Part E: International Experience Support & Services.



The screenshot shows the SSS Student Satisfaction Survey interface. On the left is a dark sidebar with the SSS logo and navigation options: Survey (highlighted), Profile, and Leaderboard. The top right shows the user 'sss student 1 Student' and a 'Logout' button. The main content area has a purple header 'Survey' and a breadcrumb trail: A Extra-curriculum / Talent & Skills Development > B E-Learning > C Student Support & Services > D Campus Facilities > E International Experience Support & Services > F Education Progression > G International Student Support INTERNATIONAL STUDENTS ONLY > H Refer-Your-Friends Contest. The current section is 'Part F: Education Progression'. Question 1 asks for a rating from 0-10 on the experience with an Education counsellor(s). Below the question is a horizontal scale from 0 to 10, with 'Very Unlikely' at 0 and 'Very Likely' at 10. Question 2 asks for a rating from 0 to 10 on how likely the user is to recommend Taylor's to friends and family. Below this question is another horizontal scale from 0 to 10, also with 'Very Unlikely' at 0 and 'Very Likely' at 10. A small IP address '59.223.66.205' is visible in the bottom left corner of the screenshot.

- Next part is Part F: Education Progression.



Question Part F has been answered.

Survey

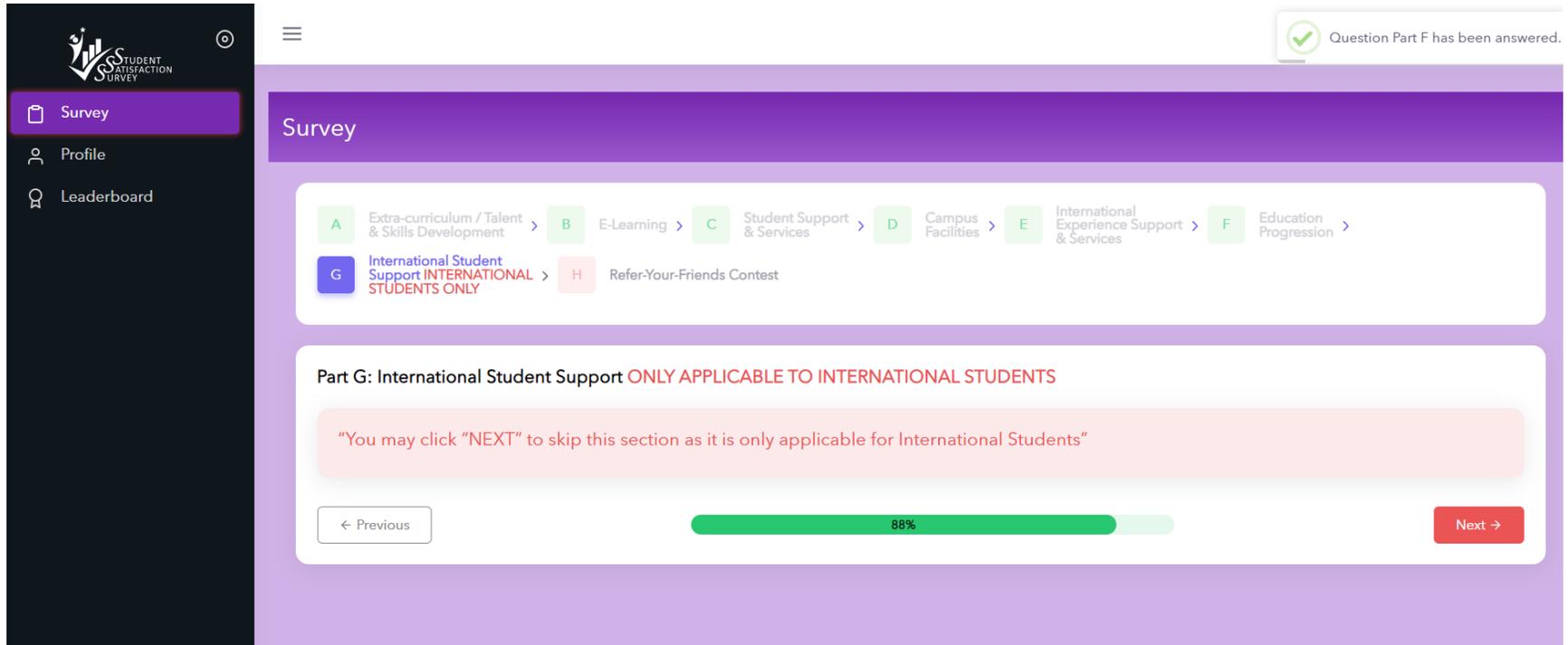
A Extra-curriculum / Talent & Skills Development > B E-Learning > C Student Support & Services > D Campus Facilities > E International Experience Support & Services > F Education Progression >

G International Student Support **INTERNATIONAL STUDENTS ONLY** > H Refer-Your-Friends Contest

Part G: International Student Support ONLY APPLICABLE TO INTERNATIONAL STUDENTS

	VERY DISSATISFIED 1	DISSATISFIED 2	MODERATELY SATISFIED 3	SATISFIED 4	VERY SATISFIED 5	NOT APPLICABLE N/A
1. International Student insurance support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The airport pick-up services or quarantine stations' pick-up service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The activities organised by Student Welfare.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The counter services / passport collection services at International Office.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The visa advisory (cancellation, deferment, transfer endorsement) at International Office.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Next part is Part G: International Student Support ONLY APPLICABLE TO INTERNATIONAL STUDENTS.
- The questions on this page are **only for International students** and it will be only displayed for International students login.



Question Part F has been answered.

Survey

A Extra-curriculum / Talent & Skills Development > B E-Learning > C Student Support & Services > D Campus Facilities > E International Experience Support & Services > F Education Progression >

G International Student Support **INTERNATIONAL STUDENTS ONLY** > H Refer-Your-Friends Contest

Part G: International Student Support **ONLY APPLICABLE TO INTERNATIONAL STUDENTS**

"You may click "NEXT" to skip this section as it is only applicable for International Students"

← Previous 88% Next →

- Next part is Part G: International Student Support **ONLY APPLICABLE TO INTERNATIONAL STUDENTS**.
- This page will **not** show the questions for Malaysian student as above screenshot. Malaysian student can immediately click Next to go to the next page.



- Survey
- Profile
- Leaderboard

Student Logout

Survey

A

EXTRACURRICULAR, TALENT & SKILLS DEVELOPMENT

>

B

E-LEARNING

>

C

STUDENT SUPPORT & SERVICES

>

D

CAMPUS FACILITIES

>

E

INTERNATIONAL EXPERIENCE SUPPORT & SERVICES

>

F

OVERALL FEEDBACK, RECOMMENDATION & EDUCATION PROGRESSION

>

G

INTERNATIONAL STUDENT SUPPORT Only applicable for International Students

>

H

ONLINE DISTANCE LEARNING (ODL) Only applicable for ODL Students

>

I

REFER-YOUR-FRIENDS CONTEST

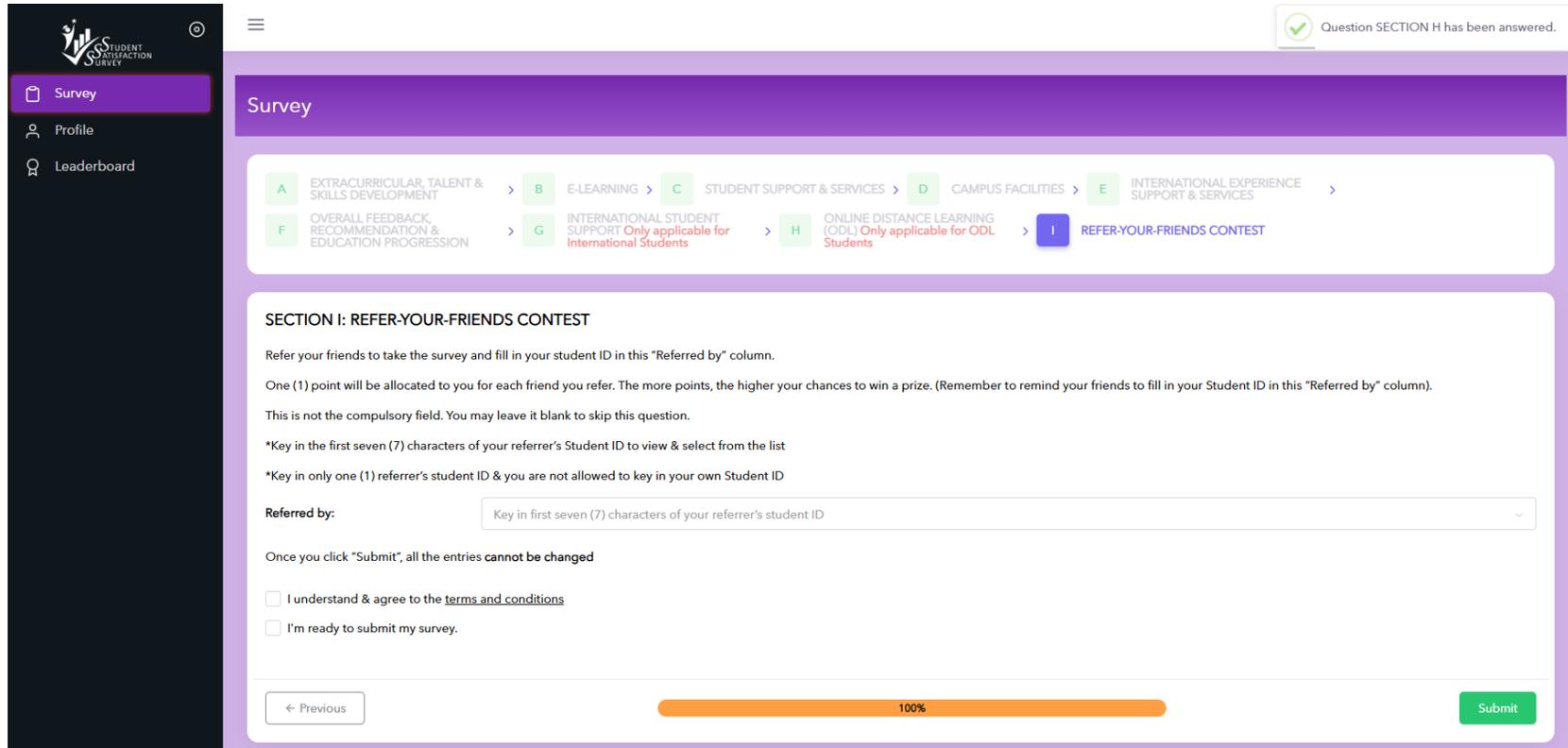
SECTION H: ONLINE DISTANCE LEARNING (ODL) Only applicable for ODL Students

1. ONLINE LEARNING

	STRONGLY DISAGREE	DISAGREE	SOMEWHAT AGREE	AGREE	STRONGLY AGREE
	1	2	3	4	5
ODL-1. I believe that overall learning environment in the Canvas platform has enabled me to learn online effectively.	<input type="radio"/>				
ODL-2. I believe that the various functionalities on the Canvas platform have provided me with the opportunities to learn anytime and anywhere (self-directed learning).	<input type="radio"/>				
ODL-3. I believe that participating in the module survey at the end of each block/semester has made me feel empowered and be an active contributor to the module.	<input type="radio"/>				

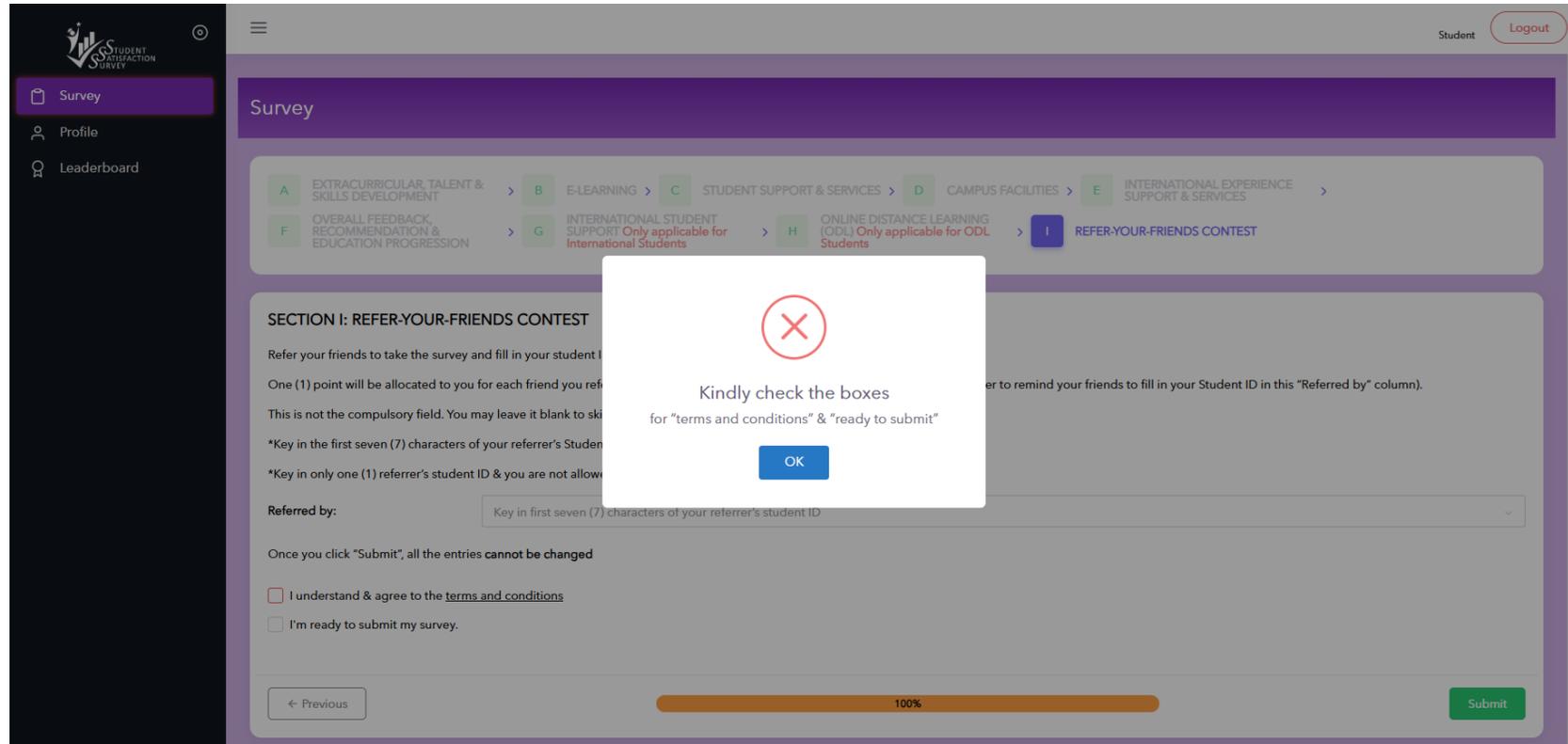
2. STUDENT SUPPORT & SERVICES

- Next part is Part H: Online Distance Learning (ODL) **ONLY APPLICABLE TO INTERNATIONAL STUDENTS.**
- The questions on this page are **only for Online Distance Learning (ODL) programme students** and it will be only displayed for ODL students login.

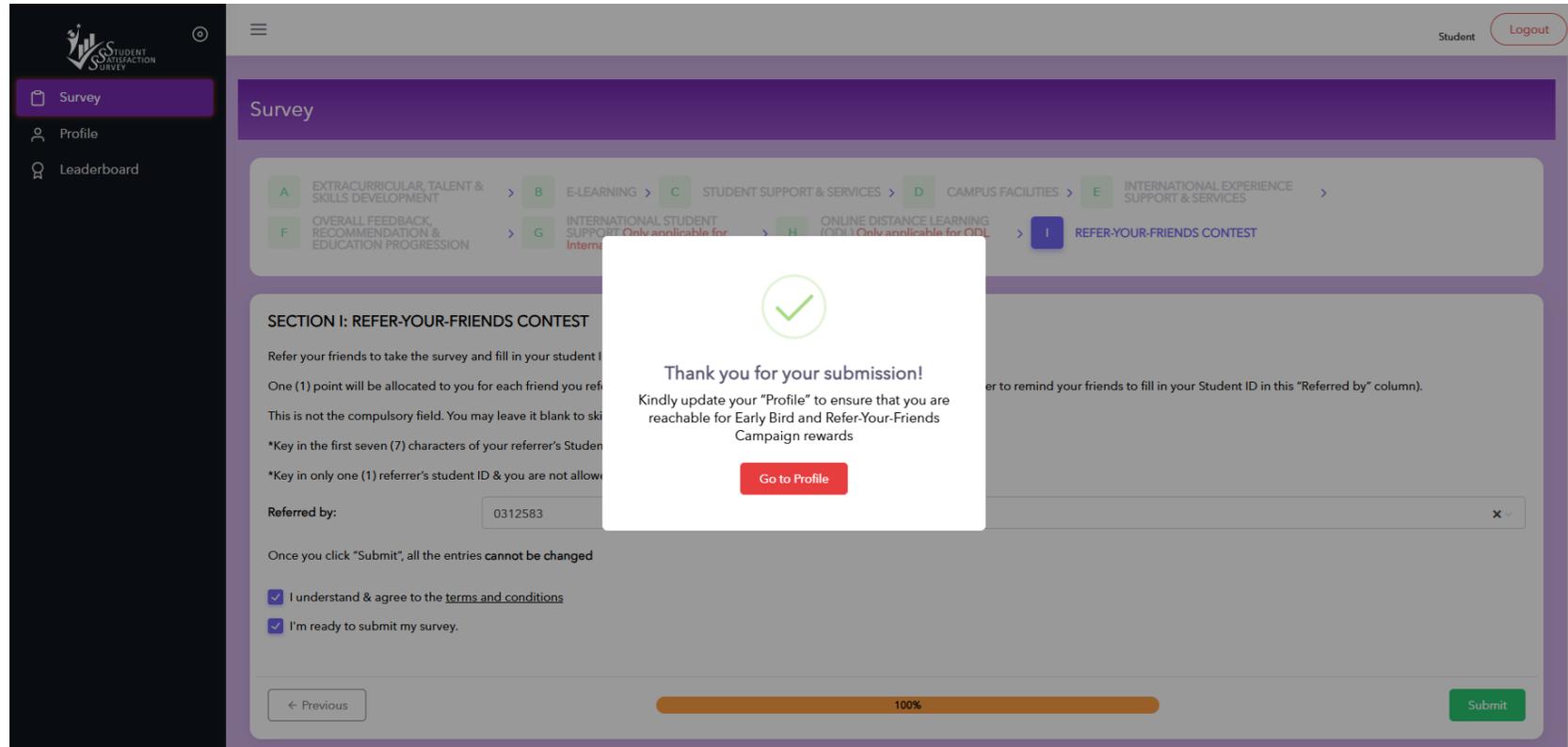


The screenshot shows a web interface for a survey. On the left is a dark sidebar with a logo and navigation links: 'Survey' (highlighted), 'Profile', and 'Leaderboard'. The main content area has a purple header 'Survey' and a progress bar with sections A through I. Section I, 'REFER-YOUR-FRIENDS CONTEST', is active. It contains instructions for referring friends, a dropdown menu for the referrer's student ID, and two checkboxes for terms and conditions. A 'Submit' button is at the bottom right. A notification at the top right says 'Question SECTION H has been answered.' A progress bar at the bottom shows '100%' completion.

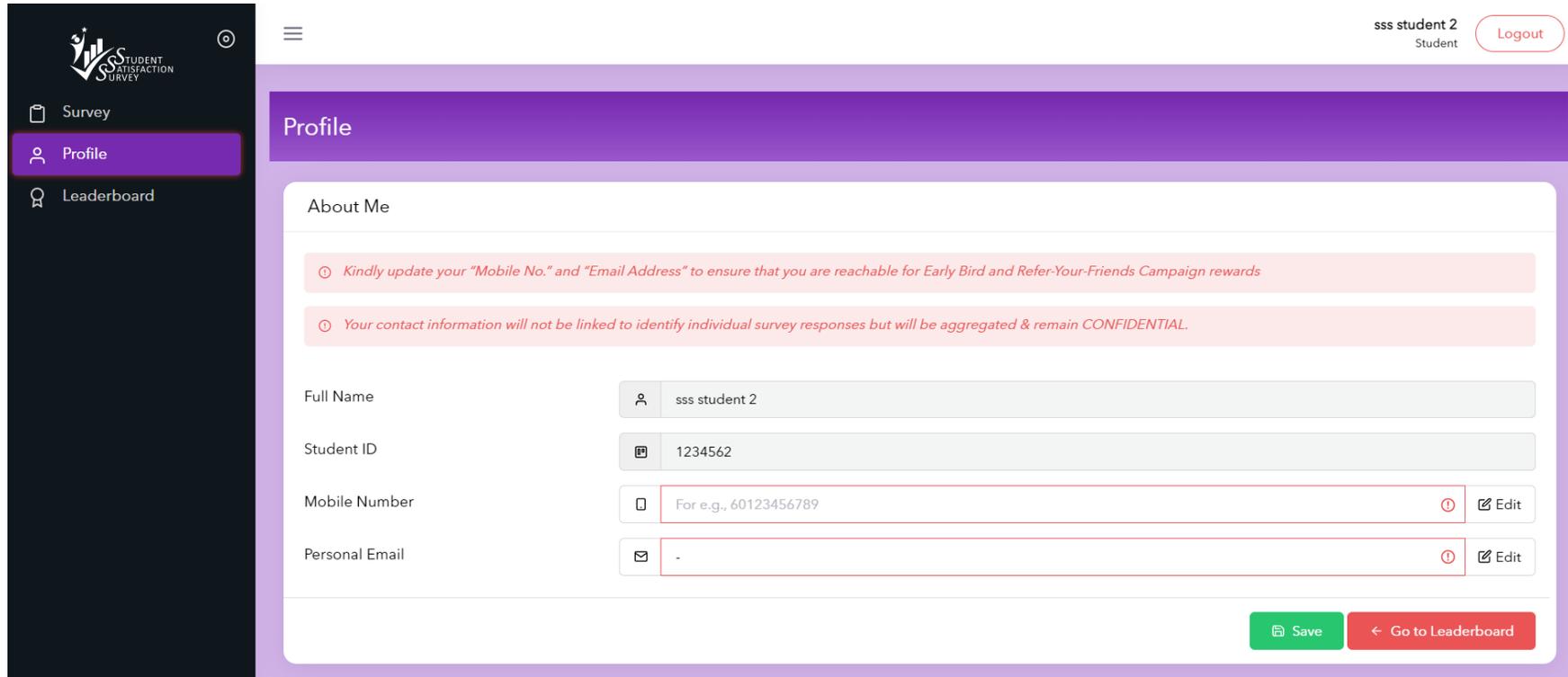
- Next part is Part I: Refer-Your-Friends Contest.
- This is where student can refer a friend for a contest by keying in his/her friend's student ID.
- The student ID will **NOT** be shown unless student fills in the complete 7 characters of the student ID.



- Student should tick both the terms and conditions, and ready to submit the survey, then only he/she can click **Submit**.
- If one of them is not ticked, a pop-up warning message will be shown.



- Once submitted, a “Thank you for your submission!” notification will be shown.
- Student can click **Go to Profile** to update their profile for the Refer-Your-Friend contest.



The screenshot shows the 'Profile' page for a student. On the left is a dark sidebar menu with 'Survey', 'Profile', and 'Leaderboard' options. The 'Profile' option is highlighted. At the top right, the user is identified as 'sss student 2 Student' with a 'Logout' button. The main content area has a purple header 'Profile' and a section titled 'About Me'. Two orange warning boxes are present: 'Kindly update your "Mobile No." and "Email Address" to ensure that you are reachable for Early Bird and Refer-Your-Friends Campaign rewards' and 'Your contact information will not be linked to identify individual survey responses but will be aggregated & remain CONFIDENTIAL.'. Below these are four input fields: 'Full Name' (sss student 2), 'Student ID' (1234562), 'Mobile Number' (For e.g., 60123456789), and 'Personal Email' (-). Each field has an 'Edit' icon. At the bottom right are 'Save' and 'Go to Leaderboard' buttons.

sss student 2
Student [Logout](#)

Profile

About Me

ⓘ Kindly update your "Mobile No." and "Email Address" to ensure that you are reachable for Early Bird and Refer-Your-Friends Campaign rewards

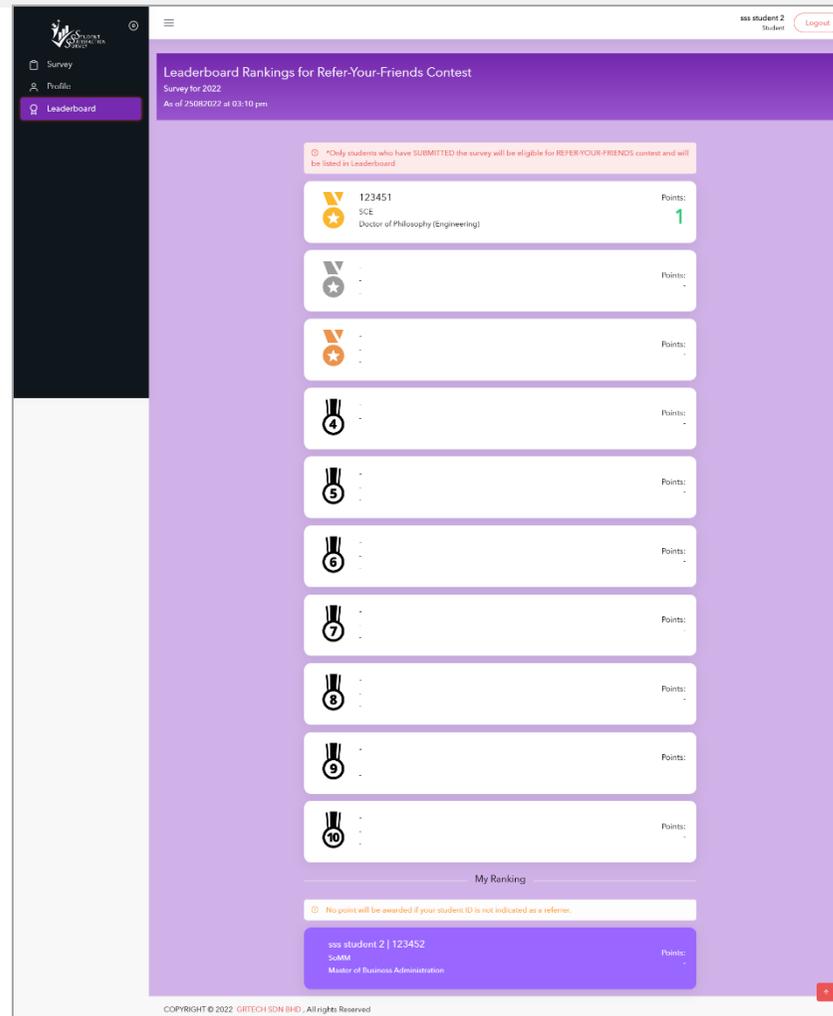
ⓘ Your contact information will not be linked to identify individual survey responses but will be aggregated & remain CONFIDENTIAL.

Full Name	<input type="text" value="sss student 2"/>
Student ID	<input type="text" value="1234562"/>
Mobile Number	<input type="text" value="For e.g., 60123456789"/> ⓘ Edit
Personal Email	<input type="text" value="-"/> ⓘ Edit

[Save](#) [Go to Leaderboard](#)

- Student can fill up their Mobile Number and Personal Email, and click Save.
- Student can go to Leaderboard from this page by clicking the **Go to Leaderboard** button or clicking **Leaderboard** on the menu bar on top left.

Leaderboard



Leaderboard Rankings for Refer-Your-Friends Contest
Survey for 2022
As of 25/08/2022 at 03:10 pm

*Only students who have SUBMITTED the survey will be eligible for REFER-YOUR-FRIENDS contest and will be listed in Leaderboard

Rank	Student ID	Program	Points
1	123451	SICE Doctor of Philosophy (Engineering)	1
2	-	-	-
3	-	-	-
4	-	-	-
5	-	-	-
6	-	-	-
7	-	-	-
8	-	-	-
9	-	-	-
10	-	-	-

My Ranking

No point will be awarded if your student ID is not indicated as a referrer.

Rank	Student ID	Program	Points
-	123452	SICM Master of Business Administration	-

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- Student can see a list of students leading the Refer-Your-Friends contest. The list is sorted based on the points.
- Student can see their own points at the bottom of the page.
 - No point will be awarded if your Student ID is not indicated as a referrer.



TAYLOR'S



The End

August 2024

