FIRST YEAR STUDENTS’ SATISFACTION TOWARDS USER EDUCATION PROGRAM
PROVIDED BY PTAR PUNCAK PERDANA,
UiTM MALAYSIA

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UiTM PUNCAK PERDANA CAMPUS
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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This academic project paper is the result of our independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Sign: (Akbar Malek)

Date: 1st May 2010
First Year Students’ Satisfaction towards User Education Program Provided by PTAR Puncak Perdana, UiTM Malaysia.

ACKNOWLEDGEMENT

Alhamdulillah..... With HIS blessing and goodness, our academic project on “First Year Student Satisfaction towards User Education Program Provided by PTAR Puncak Perdana, UiTM Malaysia” has been completed.

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Finally, to our beloved family, friends and senior for their helps and encouragement also their understanding in completing this academic project.

May ALLAH bless all of you now and hereafter, Amin.
This academic project discusses about first year students’ satisfaction towards user education program that is provided by PTAR Puncak Perdana, UiTM Malaysia. This research determine outcome and end result about the user education program that provided by PTAR Puncak Perdana.

In this research, through expert review, the researchers discussed about the delivery methods’ and content that should be done at PTAR Puncak Perdana to make sure first year students’ satisfaction towards user education program.

This is a survey study which was designed to investigate the first year students’ satisfaction towards user education program provided by PTAR Puncak Perdana, UiTM. Hundred (100) first year students of Faculty of Information Management were selected as respondents. The researchers also generate the data collected by using SPSS to get findings.

As conclusion, the user education program that is provided by PTAR Puncak Perdana is successful because the respondents give positive comments or views by responding to the questionnaire provided by the researchers.