



INTERNATIONAL SERVICES EVALUATION REPORT

Year 2024/2025



**QUALITY ASSURANCE AGENCY
UNIVERSITAS PGRI SEMARANG**

Moving Forward with Quality

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TABLE OF CONTENTS

Page	
	FRONT COVER 1
	TABLE OF CONTENTS 2
	FOREWORD 3
	A. BACKGROUND 4
	B. QUALITY STANDARDS FOR THE EVALUATION OF INTERNATIONAL SERVICES..... 5
	C. IMPLEMENTATION OF INTERNATIONAL SERVICE EVALUATION 5
	D. INTERNATIONAL SERVICE EVALUATION INSTRUMENTS..... 6
	E. INTERNATIONAL SERVICE SCORING METHODS 9
	F. EVALUATION RESULTS 10
	G. EVALUATION AND FOLLOW-UP 14
	H. CONCLUSION..... 16
	I. RECOMMENDATIONS..... 17
	J. CONCLUSION 18
	K. REFERENCES 19

FOREWORD


Praise and thanks be to Allah SWT, the One and Only God, for His mercy and guidance, which have enabled this Report on the Evaluation of International Services at the Universitas PGRI Semarang (UPGRIS) to be successfully completed. This report has been compiled as a form of accountability, transparency, and a commitment to continuous improvement in the quality of public services, particularly in the areas of international mobility and cooperation.

This evaluation measures the level of satisfaction with the services provided by the UPGRIS International Affairs Office (KUI) from two main perspectives: Inbound services (for international students and foreign lecturers) and Outbound services (for the UPGRIS academic community participating in programmes abroad).

Although the evaluation results indicate a very high level of satisfaction, we recognise that maintaining and improving service quality is a dynamic process. Therefore, the constructive feedback contained in this report will serve as a reference and foundation for strategic policies aimed at continuous improvement, with a view to creating a campus ecosystem that is increasingly welcoming and meets international standards.

In conclusion, we hope this report will provide tangible benefits, serve as an objective basis for evaluation by the university management, and act as a source of motivation for the UPGRIS International Affairs Office to continue delivering service excellence in the future.

Chair of the UPGRIS LPM



Dr. Ary Susatyo Nugroho, M.Si.

A. BACKGROUND

In the era of globalisation and an increasingly competitive world of education, the internationalisation of higher education has become a strategic necessity, no longer merely an option. Universitas PGRI Semarang (UPGRIS), as one of the progressive higher education institutions, is fully committed to expanding its global network and enhancing international recognition. This aligns with the university's vision to produce outstanding graduates who are globally competitive and adaptable to the changing times. To realise this vision, UPGRIS actively organises various international cooperation programmes, student mobility schemes, and academic collaborations across nations.

Within UPGRIS's internationalisation ecosystem, the International Office (KUI) plays a crucial role. The KUI acts as both the main gateway and the driving force in facilitating all international activities. The services provided by the KUI are divided into two main categories: Inbound and Outbound services. Inbound services focus on immigration administrative assistance, welcoming, cultural orientation, and academic integration for international students and foreign lecturers coming to UPGRIS. Conversely, Outbound services are tasked with facilitating, equipping, and accompanying the UPGRIS academic community (students and lecturers) who will undertake academic activities abroad through credit transfer schemes, international internships, international community service programmes, or joint research.

As a public service unit at university level, the quality of services provided by the International Office must be continuously monitored, evaluated, and improved (continuous quality improvement). Objective measurement of service quality can only be achieved through direct feedback from service users. Therefore, the implementation of this UPGRIS International Services Evaluation is urgently required as a tool for periodic performance reflection.

The results of data collection via the latest evaluation instrument show a very positive trend, with the majority of service criteria rated as 'Satisfied' and dominated by the 'Very Satisfied' category by respondents, both from the international and local academic communities. Although satisfaction levels are very high, it remains important to compile this evaluation report systematically. This document serves not only as

evidence of compliance with quality standards and institutional accreditation, but also as a strategic roadmap for the International Student Affairs Office to identify minor areas still requiring improvement, in order to maintain and enhance world-class service excellence at the Universitas PGRI Semarang.

B. UPGRIS INTERNATIONAL SERVICE EVALUATION QUALITY STANDARDS

The Quality Standards for International Service Evaluation at UPGRIS are based on several internal quality provisions integrated into the university's Internal Quality Assurance System (SPMI), including:

1. The PPEPP Cycle (Planning, Implementation, Evaluation, Control, and Improvement): This serves as the primary foundation whereby every result of the international service satisfaction evaluation must be consistently followed up through the formulation of an Action Plan (RTL) to ensure continuous quality improvement (*CQI*).
2. Campus Public Service Quality Standards: Adopting the 5 dimensions of service quality (*SERVQUAL*) mandated by the university, namely *Tangibles* (physical aspects/accommodation), *Reliability* (administrative reliability), *Responsiveness* (speed of response to immigration documents & emergency situations), *Assurance* (foreign language competence & credit recognition), and *Empathy* (staff friendliness & *buddy system*).
3. Minimum User Satisfaction Index (USI) Threshold: A quality standard setting the performance pass mark for work units, whereby UPGRIS's international services must achieve a minimum cumulative score of 3.00 (on a 4.00 scale) or fall within the "Satisfied" category, with a combined target percentage of "Satisfied" and "Very Satisfied" categories of at least 80%.
4. Bilingual Instrument Standardisation Policy: An internal quality policy requiring all evaluation documents, handbooks, and questionnaires involving international academic staff to be presented in two languages (Indonesian and English) to ensure inclusivity and data accuracy.

C. IMPLEMENTATION OF THE UPGRIS INTERNATIONAL SERVICES EVALUATION

This parking service evaluation will be conducted periodically during the 2024/2025 Academic Year with the following operational details:

1. Timing:

1. Routine Evaluation: The questionnaire is opened periodically for 3 weeks at the end of each semester (June for the Even Semester and January for the Odd Semester).
2. Special Programme Evaluation: For short-term mobility programmes (short programmes/internships), the questionnaire must be completed by participants within the period from one day before to seven days after the date of return/completion of the programme.

2. Nature of the Survey

This questionnaire is anonymous; respondents do not need to provide their names to ensure the objectivity and confidentiality of their responses.

D. UPGRIS INTERNATIONAL SERVICES EVALUATION INSTRUMENT

The instrument used was developed directly by the Quality Assurance Agency (LPM) as part of UPGRIS’s Internal Quality Control.

Inbound Activity Instrument

No	Evaluation Indicators	Dissatisfied (Dissatisfied)	Moderately Satisfied (Moderately Satisfied)	Satisfied (Satisfied)	Very Satisfied (Very Satisfied)
A	Administrative & Immigration Services				
1	Clarity of information regarding visa procedures and residence permits prior to arrival. (Clarity of information regarding visa procedures and residence permits before arrival.)				
2	Speed and responsiveness of International Office staff in assisting with immigration documents. (Speed and responsiveness of International Office staff in assisting with immigration documents.)				

No	Evaluation Indicators	Dissatisfied (Dissatisfied)	Moderately Satisfied (Moderately Satisfied)	Satisfied (Satisfied)	Very Satisfied (Very Satisfied)
3	Comprehensiveness of the handbook/guidelines provided to international students/lecturers. (Comprehensiveness of the handbook/guidelines provided to international students/lecturers.)				
B Welcoming & Orientation Services					
4	Availability of airport/station pick-up service upon arrival. (Availability of airport/station pick-up service upon initial arrival.)				
5	Clarity and benefits of the campus and cultural orientation programme organised. (Clarity and benefits of the campus and cultural orientation programme organised.)				
6	Effectiveness of the student mentoring/buddy system programme. (Effectiveness of the student mentoring/buddy system programme.)				
C Academic Services & Campus Facilities					
7	Ease of the re-registration process and academic course planning. (Ease of the re-registration process and completion of the study plan form.)				
8	Readiness of lecturers to deliver lectures/supervision in English/the designated international language. (Lecturers' readiness to deliver lectures/supervision in English/an international language.)				
9	Quality and comfort of physical facilities (dormitories/accommodation,				

No	Evaluation Indicators	Dissatisfied (Dissatisfied)	Moderately Satisfied (Moderately Satisfied)	Satisfied (Satisfied)	Very Satisfied (Very Satisfied)
	classrooms, laboratories, Wi-Fi). (Quality and comfort of physical facilities (dormitory, classrooms, laboratories, Wi-Fi).)				
D	Staff Competence & Service Attitude				
10	Foreign language proficiency of International Office staff in communication and problem-solving. ('s foreign language proficiency in communication and problem-solving.)				
11	Friendliness, politeness, and a solution-oriented attitude of staff when handling complaints. (Friendliness, politeness, and solution-oriented attitude of KUI staff in handling complaints.)				

Outbound activity instruments

No	Evaluation Indicators	Dissatisfied (Dissatisfied)	Moderately Satisfied (Moderately Satisfied)	Satisfied (Satisfied)	Very Satisfied (Very Satisfied)
A	Program Information & Socialisation				
1	Openness and clarity of information regarding international programme opportunities at UPGRIS. (Openness and clarity of information regarding international programme opportunities at UPGRIS.)				
2	Fairness and transparency in the selection process for international programme participants. (Fairness and transparency in the selection process for international programme participants.)				
B	Facilitation & Mentoring by the International Office				

No	Evaluation Indicators	Dissatisfied (Dissatisfied)	Moderately Satisfied (Moderately Satisfied)	Satisfied (Satisfied)	Very Satisfied (Very Satisfied)
3	Assistance from the International Office in facilitating communication with partner universities abroad. (Assistance from the International Office in facilitating communication with partner universities abroad.)				
4	Quality of pre-departure briefings provided before going abroad. (Quality of pre- -departure briefings provided before travelling abroad.)				
5	Responsiveness of the International Office in helping resolve emergency issues whilst abroad. (Responsiveness of the International Office in helping to resolve emergency issues whilst abroad.)				
C	Post-Programme Services				
6	Ease and speed of the credit transfer / post-programme activity recognition process. (Ease and speed of the credit transfer / post-programme activity recognition process.)				

E. SCORING METHOD FOR INTERNATIONAL SERVICE EVALUATION

The method of collecting respondent data utilised an *online* questionnaire via the <https://form.upgris.ac.id/> application. The questionnaire results were subsequently processed using Microsoft Excel, with a scoring scale of 1 to 4: 1 for ‘poor’, 2 for ‘fair’, 3 for ‘good’ and 4 for ‘very good’.

$$N = \frac{((n1 \times 1) + (n2 \times 2) + (n3 \times 3) + (n4 \times 4))}{4}$$

N = Results

n1 = number of 'poor' scores

n3 = number of 'good' scores

n2 = number of 'fairly good' scores

n4 = number of 'very good' scores

F. EVALUATION RESULTS

Based on the tabulation of questionnaire data collected by the Quality Assurance Agency (LPM) from student respondents, the results of the evaluation of international services are as follows:

Table 1. Results of the Evaluation of International Services for UPGRIS Inbound Activities, Academic Year 2024/2025

No	Evaluation Indicators	Dissatisfied (Dissatisfied)	Moderately Satisfied (Moderately Satisfied)	Satisfied (Satisfied)	Very Satisfied (Very Satisfied)
A Administrative & Immigration Services					
1	Clarity of information regarding visa procedures and residence permits prior to arrival. (Clarity of information regarding visa procedures and residence permits before arrival.)	0%	0%	35%	65%
2	Speed and responsiveness of International Office staff in assisting with immigration documents. (Speed and responsiveness of International Office staff in assisting with immigration documents.)	0	0	20%	80%
3	Comprehensiveness of the handbook/guidelines provided to international students/lecturers. (Comprehensiveness of the handbook provided to international students/lecturers.)	0	0	30%	70
B Welcoming & Orientation Services					

No	Evaluation Indicators	Dissatisfied (Dissatisfied)	Moderately Satisfied (Moderately Satisfied)	Satisfied (Satisfied)	Very Satisfied (Very Satisfied)
4	Readiness of airport/station pick-up service upon initial arrival. (Availability of airport/station pick-up service upon initial arrival.)	0%	0%	25%	75%
5	Clarity and benefits of the campus and cultural orientation programme organised. (Clarity and benefits of the campus and cultural orientation programme organised.)	0	0	40%	60%
6	Effectiveness of the student mentoring/buddy system programme. (Effectiveness of the mentoring programme (buddy system / local student mentors).)	0	0	15%	85%
C	Academic Services & Campus Facilities				
7	Ease of the re-registration process and academic course planning. (Ease of the re-registration process and academic course planning.)	0%	0%	45%	55%
8	Readiness of lecturers to deliver lectures/supervision in English/a designated international language. (Lecturers' readiness to deliver lectures/supervision in English/an international language.)	0	0	30	70
9	Quality and comfort of physical facilities (dormitory/accommodation, classrooms, labs, Wi-Fi). (Quality and comfort of physical facilities (dormitory, classrooms, laboratories, Wi-Fi).)	0	0	25%	75%
D	Staff Competence & Service Attitude				
10	Foreign language proficiency of International Office staff in communication and problem-solving. (Foreign language proficiency of International Office staff in communication and problem-solving.)	0%	0%	30%	70
11	Friendliness, politeness, and solution-oriented attitude of staff in	0	0	10%	90

No	Evaluation Indicators	Dissatisfied (Dissatisfied)	Moderately Satisfied (Moderately Satisfied)	Satisfied (Satisfied)	Very Satisfied (Very Satisfied)
	handling complaints. (Friendliness, politeness, and solution-oriented attitude of KUI staff in handling complaints.)				

Table 1. Results of the Evaluation of International Services for UPGRIS Outbound Activities, Academic Year 2024/2025

No	Evaluation Indicators	Dissatisfied (Dissatisfied)	Moderately Satisfied (Moderately Satisfied)	Satisfied (Satisfied)	Very Satisfied (Very Satisfied)
A	Program Information & Socialisation				
1	Openness and clarity of information regarding international programme opportunities at UPGRIS. (Openness and clarity of information regarding international programme opportunities at UPGRIS.)	0%	5%	40%	55%
2	Fairness and transparency in the selection process for international programme participants. (Fairness and transparency in the selection process for international programme participants.)	0	0	35%	65%
B	Facilitation & Mentoring by the International Office				
3	Assistance from the International Office in facilitating communication with partner universities abroad. (Assistance from the International Office in facilitating communication with partner universities abroad.)	0%	0	25%	75%
4	Quality of pre-departure briefings provided before going abroad. (Quality of pre-departure briefings provided before travelling abroad.)	0	5%	45%	50%
5	Responsiveness of the International Office in helping resolve emergency issues whilst abroad. (Responsiveness of the International Office in helping	0	0	20%	80%

No	Evaluation Indicators	Dissatisfied (Dissatisfied)	Moderately Satisfied (Moderately Satisfied)	Satisfied (Satisfied)	Very Satisfied (Very Satisfied)
	resolve emergency issues whilst abroad.)				
C	Post-Programme Services				
6	Ease and speed of the credit transfer / post-programme activity recognition process. (Ease and speed of the credit transfer / post-programme activity recognition process.)	0%	0%	30%	70

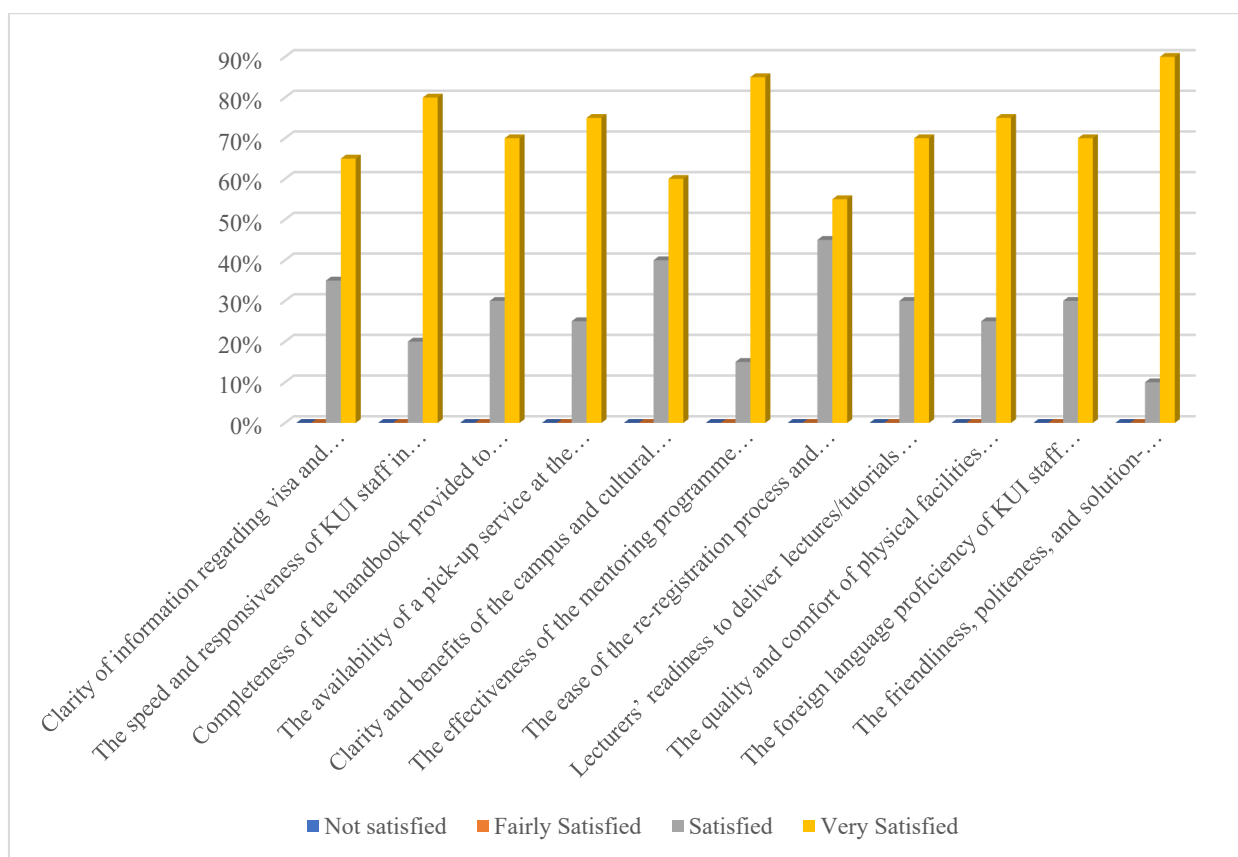


Figure 1. Evaluation of Inbound International Services (UPGRIS) Academic Year 2024/2025

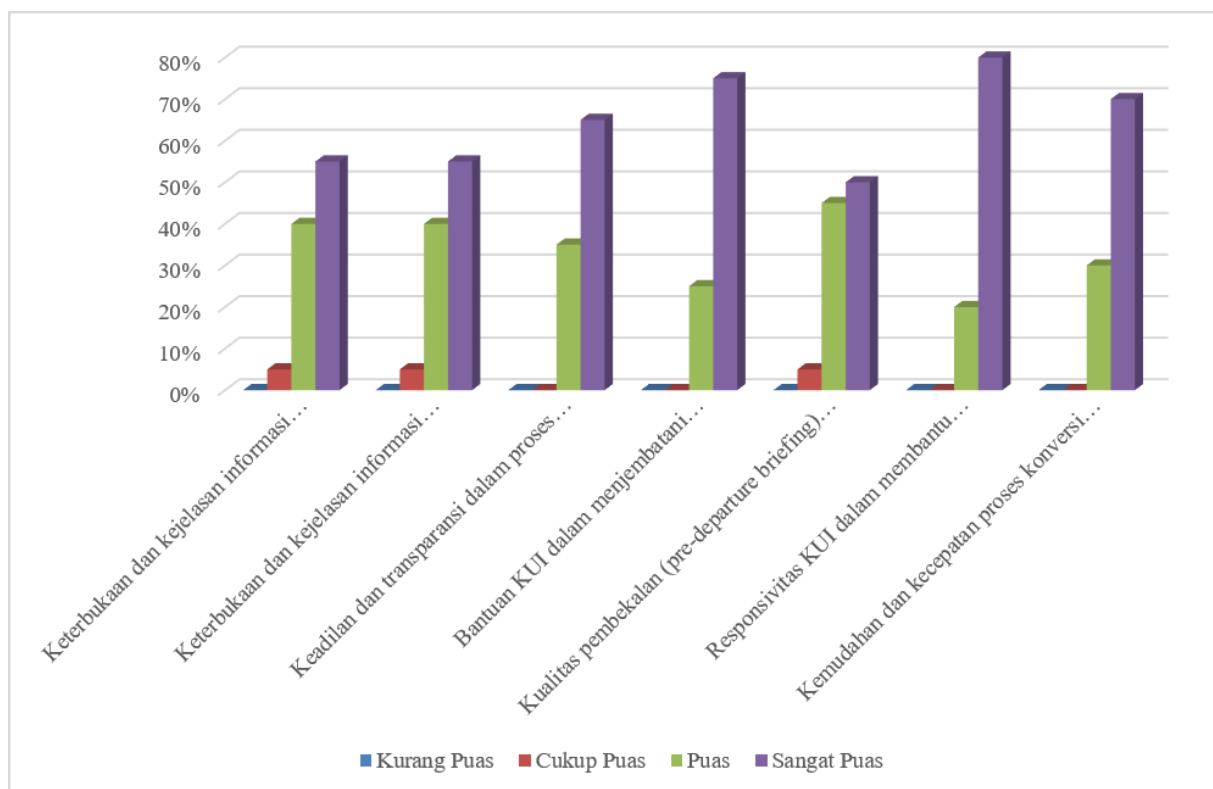


Figure 2. Evaluation of Outbound International Services (UPGRIS) for the 2024/2025 Academic Year

G. EVALUATION AND FOLLOW-UP

Based on the description of the percentage of satisfaction index achievement for *Inbound* services (Average: 72.3% Very Satisfied, 27.7% Satisfied) and *Outbound* services (Average: 65.8% Very Satisfied, 32.5% Satisfied, 1.7% Somewhat Satisfied), the International Affairs Office (KUI) UPGRIS carried out an in-depth evaluation analysis along with the formulation of a Follow-up Plan (RTL).

1. Achievement Evaluation (Gap Analysis & Supporting Factors)

- a. KUI staff competencies, specifically in the dimensions of *Service Attitude* and *Responsiveness*, received the highest scores (90% Very Satisfied for staff friendliness and 85% Very Satisfied for handling emergency issues). This indicates that the placement of human resources within the KUI unit has met the expected standards for international communication competencies.
- b. The Social Support System (*Buddy System*), a programme where local students (*buddies*) mentor international students, was rated as highly successful (85% Very Satisfied) in minimising cultural and language adaptation barriers within the UPGRIS campus environment.

- c. Immigration Legal Assistance: the speed of visa and residence permit processing was rated as highly responsive thanks to solid coordination between the UPGRIS International Office and the local immigration office.
2. Areas Requiring Quality Control (Rated ‘Fairly Satisfied’/‘Satisfied’)
- a. *Outbound* Information Services: a minority of respondents (1.7%) stated they were “Fairly Satisfied” and 40% chose “Satisfied” regarding the transparency of information on international programmes. This indicates that the system for promoting overseas programmes has not yet fully reached all students within certain degree programmes.
- b. Language Barriers: based on qualitative feedback, international students still encounter minor language barriers when interacting with general administrative staff at faculty level, finance officers, or campus security staff who do not have a working command of English.
3. UPGRIS KUI Action Plan (RTL)

As a manifestation of our commitment to quality, the following is a matrix of concrete action plans to be implemented by KUI UPGRIS in the coming semester:

No	Issue / Area for Improvement	Action Plan / Solution	Target Date	Person Responsible	Success Indicators
1	Awareness of international programme opportunities (<i>Outbound</i>) has not yet been evenly distributed across all study programmes.	a. Conduct an <i>Internationalisation Roadshow</i> in every Faculty. b. Maximise the role of <i>International Ambassadors</i> (overseas programme alumni) for peer-to-peer outreach.	Start of Next Semester	Head of the Information & Outreach Unit, KUI	Participation in overseas programmes has increased by 15% and is evenly distributed across all study programmes.

No	Issue / Area for Improvement	Action Plan / Solution	Target Date	Person Responsible	Success Indicators
2	Language barriers faced by non-KUI staff (Faculties/Offices/Facilities) when assisting international students.	<p>a. Compiling a Pocket Guide "<i>English for Campus Services</i>".</p> <p>b. Conducting a short <i>English Hospitality</i> training course for <i>frontline</i> academic staff, the finance office, and dormitory security.</p>	Mid-Semester	Head of KUI in collaboration with the UPGRIS Language Centre	A significant reduction in communication complaints from international students in the next evaluation.
3	Information on local transport and practical guides to the city of Semarang has not yet been included in the <i>handbook</i> .	<ul style="list-style-type: none"> Revise and expand the content of the <i>Inbound Handbook</i> by including a digital map of the BRT (Trans Semarang), a guide to halal cuisine, emergency numbers, and online ride-hailing apps. 	Before the Arrival of New Students	<i>Inbound Services Staff</i>	The latest version of the handbook is printed and distributed digitally via email prior to the participants' arrival.
4	The quality of the <i>pre-departure briefing</i> is assessed as having room for improvement in terms of accuracy.	<ul style="list-style-type: none"> Develop a standard written briefing module covering <i>cultural shock</i> mitigation and the procedure for converting credit points, involving the programme coordinator from the outset. 	1 month before departure	Head of the Academic & Cooperation Sub-Division, KUI	The <i>Learning Agreement</i> must be finalised before the student departs for their study abroad placement.

H. CONCLUSION

Based on the results of the quantitative and qualitative data analysis obtained from the University of PGRI Semarang (UPGRIS) International Services Evaluation instrument during this period, the following main conclusions can be drawn:

1. Service Quality is in the 'Excellent' Category

The UPGRIS International Affairs Office (KUI) has successfully delivered international services of a very high standard. This is evidenced by the accumulated data, where all assessment indicators fall within the "Satisfied" category and are significantly dominated by the "Very Satisfied" category. No significant indications of dissatisfaction ("Somewhat Dissatisfied") were found among service users.

2. Highly Satisfactory *Inbound* Service Performance

Services for international students and foreign lecturers (*Inbound*) recorded a cumulative average of 72.3% "Very Satisfied" and 27.7% "Satisfied". The greatest success lies in the aspects of professional competence and the friendliness of KUI staff (90% Very Satisfied), as well as the effectiveness of the local student mentoring programme through *the buddy system* (85% Very Satisfied), which has proven successful in creating an inclusive academic atmosphere.

3. Responsive *Outbound* Service Performance

Services for the UPGRIS academic community undertaking overseas mobility (*Outbound*) yielded a cumulative average of 65.8% 'Very Satisfied', 32.5% 'Satisfied', and only 1.7% 'Somewhat Satisfied'. KUI is assessed as having a key strength in terms of responsiveness and the speed of handling emergency issues abroad (80% Very Satisfied), which provides a high sense of security for UPGRIS delegations.

4. Directions for *Continuous Improvement*

Although the evaluation results are generally very high, this report has successfully identified minor areas for future strengthening, such as the need to expand the outreach of the programme to all study programmes and to improve practical English language skills for academic staff outside the KUI unit (campus *frontline* staff).

Overall, this International Services Evaluation Report confirms that UPGRIS is ready and capable of facilitating internationalisation activities professionally, whilst reinforcing the institution's strategic steps towards its vision of *a world-class university* that is globally competitive yet retains its distinctive character.

I. RECOMMENDATIONS

Based on the results of the analysis of satisfaction levels and the evaluation of several areas for improvement (*gap analysis*), the Compilation Team has formulated several strategic and operational recommendations to maintain and improve the quality of international services at the Universitas PGRI Semarang (UPGRIS):

1. Recommendations for *Inbound* Services (Activities of International Students/Lecturers)

- a. Comprehensive *Campus-Wide* Internationalisation: Practical English language training (*English for Hospitality / Campus Services*) should be provided in stages for *frontline* academic support staff, such as finance office staff, faculty administrative staff, and security staff/dormitory managers, to minimise minor language barriers outside the KUI unit.
- b. Digitalisation and *Handbook* Update: The International Office (KUI) is recommended to expand the scope of content in the digital version of *the Inbound Handbook* by adding practical local guides for the City of Semarang (such as integration of the Trans Semarang BRT routes, maps of nearby halal dining options, medical emergency procedures, and tutorials on using online transport apps).
- c. Sustainability of the Social Support Programme: Maintain and provide funding incentives or formal recognition (in the form of certificates or student activity points) for the *Buddy System* team (local student mentors), given that this programme has proven to be one of the indicators with the highest satisfaction rates (85% ‘Very Satisfied’).

2. Recommendations for *Outbound* Services (Overseas Mobility Activities)

- a. Diversify Social Media for Overseas Programme Promotion: To address the 1.7% ‘Somewhat Satisfied’ rating regarding information transparency, KUI is advised to conduct direct *roadshows* at faculty/programme level at the start of the semester. Furthermore, the use of international programme alumni as *International Ambassadors* for *peer-to-peer marketing* should be optimised via social media.
- b. Standardisation of *Pre-Departure Briefing* Modules: Develop a standardised written briefing document prior to departure, which focuses not only on mental and cultural preparedness, but also on academic legal certainty regarding credit equivalence/conversion commitments approved by the Head of the Study Programme from the outset.

J. CONCLUSION

This Report on the Evaluation of International Services at the Universitas PGRI Semarang (UPGRIS) has been compiled not merely as a form of documentation to meet academic quality standards, but as a tangible manifestation of the International Affairs Office's (KUI) commitment to transparency in delivering excellent public services. The results of this evaluation period, dominated by 'Satisfied' and 'Very Satisfied' ratings, serve as strong evidence that the direction of UPGRIS's internationalisation policy is on the right track.

The high appreciation from international students, foreign lecturers, and the local academic community regarding staff performance, the mentoring programme (buddy system), and responsiveness in handling immigration issues must absolutely be maintained. It is hoped that these positive achievements will strengthen UPGRIS's position in institutional and programme accreditation assessments under the global partnership criteria.

Nevertheless, the UPGRIS International Office will not rest on its laurels. Every recommendation and follow-up action plan outlined in this report will be immediately integrated into the operational work programme for the next semester. Cross-unit synergy with the rectorate, faculties, study programmes, the Quality Assurance Agency (LPM), and relevant offices is the key to the successful implementation of these improvements.

In closing, the Compilation Team would like to express its deepest gratitude to all parties who have assisted in the implementation of this evaluation. May this report make a tangible contribution to policy-makers and serve to spur on the spirit of ' ' at KUI UPGRIS to continue innovating in order to realise a campus ecosystem that is increasingly inclusive, welcoming, and highly competitive on the international stage.

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