

Feedback Method

1. Student can send the request or feedback through 4 channels:

- 1) Complete the General Request Form and then submit to Academic Services at the ICT Counter on the 1st floor of ICT Building
- 2) Email the Academic Services (Email: ict@mahidol.ac.th)
- 3) Call Tel. 02-441-0909 to contact the Academic Services or
- 4) Inform in person the Academic Services at the ICT Counter on the 1st floor of ICT Building

2. Academic Services collect requests and feedbacks then propose to the Acting Head of the Academic Services /Head of the Academic Administration Office for consideration.

3. Head of the Academic Administration Office and Acting Head of the Academic Services consider the student's requests and feedbacks. Then act as follows:

- **Able to response at the first level;** the team will respond to the request and inform the Deputy Dean for Academic Administration and Graduate, then inform the student by email, telephone or personally in person depends on the type of feedback.
- **Unable to response at the first level;** the team will propose the request to Deputy Dean for Academic Administration and Graduate for consideration.

At this level, the case can be categorized into:

- **Able to response at the second level;** the team will respond to the request and inform the student by email, telephone or personally in person depends on the type of feedback.
- **Unable to response at the second level;** Deputy Dean for Academic Administration and Graduate will propose the request on the Board of Administrators Meeting for consideration and inform the student about the decision from the board by email, telephone or personally in person depends on the type of feedback.