



ADMINISTRATIVE & SERVICES STAFF SATISFACTION

Please indicate your degree of satisfaction using a scale of 1 (very dissatisfied) to 5 (very satisfied).

INFORMATION AND COMMUNICATIONS

1. Information about the degrees taught at the Centre (dates and enrolment requirements, planning & organisation of the teaching, rooms, timetables)
2. Communication with academic managers (Dean or Director, Department Head, Course Coordinators, others)
3. Communication with the teaching staff at the Centre
4. Communication with the students at the Centre
5. System to respond to suggestions / complaints

RESOURCES

6. Adequacy of the work space
7. Adequacy of the material and technological resources available for work tasks
8. Training Plan for the Admin & Services staff
9. Workplace risk prevention system

WORK MANAGEMENT & ORGANISATION

10. Organisation of work within your unit
11. Adequacy of knowledge and skills for the work you do
12. Clear definition of functions and responsibilities
13. Sufficient staff to correctly support administrative management and assist students/teaching staff
14. Recognition of the work you do

OVERALL SATISFACTION

15. Overall satisfaction with the academic and administrative management of the Centre

AREAS FOR IMPROVEMENT / SUGGESTIONS

16. Areas for improvement / Suggestions