

**QUESTIONNAIRE FOR LECTURERS, PhD STUDENTS AND RESEARCH FELLOWS**

Dear respondent,  
 The aim of this questionnaire, which is completely anonymous, is to get your opinion on the technical-administration services supplied by this University that you used in 2024. Please dedicate a little of your time to it, because it will give important indications for improving the services offered. Each question should be evaluated and given a mark from 1 to 6 (1 Complete disagreement - 6 Complete agreement, where the values between 1 and 3 mean disagreement while the values between 4 and 6 mean agreement), and there are some questions at the end for checking overall satisfaction. For some of them, you will be asked to say if reference for support was made to Central Administration or Decentralized structures.  
 Thank you for your collaboration.

**GENERAL INFORMATION**

0 **UNIVERSITY ATTENDED** AUTOMATICO

1 **DEPARTMENT/STRUCTURE ATTENDED** (Anagrafica)

2

CITIZENSHIP	
European	1
Other	2

3

ROLE	
Full or Associate Professor	1
Researcher (permanent)	2
Fixed-term Researcher (RTD-A, RTD-B, RTT)	3
PhD Student	4
Post Doctoral or Temporary Research Fellow	5

4

APPOINTMENT	
Rector; Department Head; Vice Rector/Rector's Delegate; Collaborator/Referent of the Rector; Territorial campus coordinator; President/Coordinator of the support service	1
Ph.D. programme coordinator; Specialisation programme coordinator; President/Coordinator/Dean of the connecting structure/council/school; President/Coordinator of the Study Programme; Dean;	2
Other appointment	3
No appointment	4

**1) TEACHING SUPPORT**

5

Please select the services you have actually used in 2024: TEACHING SUPPORT	
Select all	1
Support in managing Admissions (Lauree Magistrali - equivalent to master's degree, 3-year degrees, and Dottorato - equivalent to Ph.D)	2
Teaching support (exam sessions and degree exam sessions)	3

Training support (only for training management heads)	4
Teaching quality assurance services	5
Technical support in teaching laboratories	6
Administrative and technical support to digital learning	7

<b>With reference to support in managing Admissions (Lauree Magistrali - equivalent to Master of Science, 3-year degrees, and Dottorato -</b>							
6pre*	Reference was made to	Central Administration			Decentralized structures		
6*	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied

<b>With regard to teaching support (exam sessions and degree exam sessions)</b>							
7pre*	Reference was made to	Central Administration			Decentralized structures		
7*	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied

<b>With reference to support in managing obligatory and non-obligatory training</b>							
8pre*	Reference was made to	Central Administration			Decentralized structures		
8*	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied

<b>With reference to support with the teaching quality assurance services</b>							
9pre*	Reference was made to	Central Administration			Decentralized structures		
9*	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied

10*	<b>With reference to the teaching laboratories</b>						
		1 - Completely disagree	2	3	4	5	6 - Completely agree
	The technical support is suitable						

11*	Indicate how satisfied you are by the administrative and technical support for e-learning instruments (course material, video lesson, forum/blog uploading)	1 - Not satisfied	2	3	4	5	6 - Very satisfied
-----	---	-------------------	---	---	---	---	--------------------

12*	Indicate how satisfied you are by the support to PhD courses	1 - Not satisfied	2	3	4	5	6 - Very satisfied
-----	--	-------------------	---	---	---	---	--------------------

13*	With reference to support in teaching, my overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied
-----	--	-------------------	---	---	---	---	--------------------

## 2) RESEARCH SUPPORT

14*	<b>Please select the services you have actually used in 2024: RESEARCH SUPPORT</b>						
	Select all						1
	Research quality assurance services						8
	Information on and offers of call and financing opportunities						2
	Support in managing and organizing projects						3

Support in managing intellectual property (contracts, agreements, university framework)	4
Support in research development (spin-offs, patents, development contracts)	5
Support in drawing up contracts (clause negotiation, contract drafting, legitimacy verification)	6
Support in managing the university research catalogue/archive	7
Technical support in research laboratories	9

**With reference to support with the research quality assurance services**

<b>15pre*</b>	Reference was made to	Central Administration			Decentralized structures		
<b>15*</b>	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied

**With reference to information on and the promotion of calls and financing opportunities**

<b>16pre*</b>	Reference was made to	Central Administration			Decentralized structures		
<b>16*</b>	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied

**With reference to support in drafting project proposals**

<b>17pre*</b>	Reference was made to	Central Administration			Decentralized structures		
<b>17*</b>	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied

**With reference to support in project management (budget, statement)**

<b>18pre*</b>	Reference was made to	Central Administration			Decentralized structures		
<b>18*</b>	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied

**With reference to support in managing intellectual property (contracts, agreements, university framework)**

<b>19pre*</b>	Reference was made to	Central Administration			Decentralized structures		
<b>19*</b>	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied

**With reference to support in research development (spin-offs, patents, development contracts)**

<b>20pre*</b>	Reference was made to	Central Administration			Decentralized structures		
<b>20*</b>	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied

**With reference to support in drawing up contracts (clause negotiation, contract drafting, legitimacy verification)**

<b>21pre*</b>	Reference was made to	Central Administration			Decentralized structures		
<b>21*</b>	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied

**With reference to support in managing the university research catalogue/archive**

<b>22pre*</b>	Reference was made to	Central Administration			Decentralized structures		
<b>22*</b>	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied

<b>23*</b>	<b>With reference to the research laboratories</b>						
		1 - Completely disagree	2	3	4	5	6 - Completely agree
	The technical support is suitable						

24*	With reference to the administrative support received from the Ph.D. school, my overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied
-----	--	-------------------	---	---	---	---	--------------------

25*	With reference to support in research, my overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied
-----	--	-------------------	---	---	---	---	--------------------

**3) ADMINISTRATION AND STAFF MANAGEMENT**

26*		Please select the services you have actually used in 2024: ADMINISTRATION AND STAFF MANAGEMENT					
	Select all	1					
	Support in activating temporary research fellowships and managing duties and collaboration in didactics and research	2					
	Support with the legal and administrative management of careers (entry, change of level, leave of absence, concerns, fixed term options, etc.)	3					
	Trip refunding	4					
	Support for payment of third party fees	5					
	Support in managing Visiting Professors (invitation, activation, welcome, support for the hosting teacher, support for the visiting teacher)	6					
	Administrative support for teaching staff internationalization procedures (teaching or visting abroad)	7					

27pre* 27*							
With reference to support in activating temporary research fellowships and in activating and managing duties and collaboration in didactics							
Reference was made to		Central Administration			Decentralized structures		
My overall level of satisfaction is		1 - Not satisfied	2	3	4	5	6 - Very satisfied

28pre* 28*							
With reference to support with the legal and administrative management of careers (entry, change of level, leave of absence, concerns, fixed term options, etc.)							
Reference was made to		Central Administration			Decentralized structures		
My overall level of satisfaction is		1 - Not satisfied	2	3	4	5	6 - Very satisfied

29pre* 29*							
With reference to trip refunding							
Reference was made to		Central Administration			Decentralized structures		
My overall level of satisfaction is		1 - Not satisfied	2	3	4	5	6 - Very satisfied

30pre* 30*							
With reference to the payment of third party fees							
Reference was made to		Central Administration			Decentralized structures		
My overall level of satisfaction is		1 - Not satisfied	2	3	4	5	6 - Very satisfied

With reference to support in managing Visiting Professors (invitation, activation, welcome, support for the hosting teacher, support for the visiting teacher)							
--	--	--	--	--	--	--	--

<b>31pre*</b>	<i>Reference was made to</i>	<i>Central Administration</i>			<i>Decentralized structures</i>		
<b>31*</b>	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied

<b>With reference to administrative support for teaching staff internationalization procedures (teaching or visting abroad)</b>							
<b>32pre*</b>	<i>Reference was made to</i>	<i>Central Administration</i>			<i>Decentralized structures</i>		
<b>32*</b>	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied
<b>33*</b>	<b>With reference to support in administration and staff management, my overall level of satisfaction is</b>	1 - Not satisfied	2	3	4	5	6 - Very satisfied

#### 4) LOGISTICS AND CAMPUS SERVICES

<b>34*</b>	<b>Please select the services you have actually used in 2024: LOGISTICS AND CAMPUS SERVICES</b>						
	Select all						1
	Support in purchasing goods and services						2
	Maintenance interventions						3

<b>With reference to support in purchasing goods and services</b>							
<b>35pre*</b>	<i>Reference was made to</i>	<i>Central Administration</i>			<i>Decentralized structures</i>		
<b>35*</b>	The procedures are clear	completely disagree	2	3	4	5	6 - Completely agree
	The activity was carried out in a suitable period of time	completely disagree	2	3	4	5	6 - Completely agree

<b>With reference to maintenance interventions</b>							
<b>36pre*</b>	<i>Reference was made to</i>	<i>Central Administration</i>			<i>Decentralized structures</i>		
<b>36*</b>	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied

<b>37*</b>	<b>With reference to the general services and logistics</b>							
	The environment and rooms are clean	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know
	The spaces/rooms can be easily identified	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know
	The temperature is comfortable	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know
	The safety of people and things is suitable	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know

	The size of the rooms is suitable for the number of students	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know	
	The supporting material (microphone, projector...) in the rooms is suitable	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know	
<b>38*</b>	The canteen service is suitable (food quality and variety, courtesy)	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know	Not present

<b>39*</b>	<b>With reference to actions and activities towards energy and environmental sustainability</b>								
	Actions taken are effective	1 - Completely	2	3	4	5	6 - Completely agree	Don't know	

<b>40*</b>	<b>With reference to support in the supply and logistics service, my overall level of satisfaction is</b>	1 - Not satisfied	2	3	4	5	6 - Very satisfied
------------	---	-------------------	---	---	---	---	--------------------

**5) COMPUTER SYSTEMS**

<b>41*</b>	<b>With reference to the Wi-Fi network</b>								
	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied	Don't know	Don't use it

<b>42*</b>	<b>With reference to your personal email box and the other cloud services (WebConference, Storage...)</b>								
	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied	Don't know	Not present

<b>43*</b>	<b>With reference to the Help-Desk service</b>								
	Indicate how often you use it	Never	Daily			Monthly		Yearly	

<b>44pre*</b>	<i>Reference was made to</i>	<i>Central Administration</i>				<i>Decentralized structures</i>			
<b>44*</b>	My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied	Don't know	

<b>45*</b>	<b>With reference to the computer systems, my overall level of satisfaction is</b>	1 - Not satisfied	2	3	4	5	6 - Very satisfied
------------	--	-------------------	---	---	---	---	--------------------

**6) COMMUNICATION**

<b>46*</b>	<b>With reference to the information given by the University</b>								
	University services to support teaching staff are known	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know	
	Services organisation in terms of roles and responsibilities is clear	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know	
	The method for accessing the services is clear	1 - Completely	2	3	4	5	6 - Completely agree	Don't know	

The promotion of cultural activities, seminars and events is suitable	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know
environmental sustainability is suitable	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know

47\*

<b>With reference to the external promotion of the University image</b>							
The University image is brought out through the media	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know

48\*

<b>With reference to communication services, my overall level of satisfaction is</b>	1 - Not satisfied	2	3	4	5	6 - Very satisfied
--	-------------------	---	---	---	---	--------------------

### 7) WEBSITE AND SOCIAL MEDIA

49\*

<b>With reference to the information supplied, indicate how satisfied you are by the navigation simplicity of:</b>							
The University site	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know
The Department site/page	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know
The Programme site/page	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know
The University Intranet	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know

50\*

<b>With reference to the spreading of information through the official University pages on the most common Social Networks, indicate how satisfied you are by:</b>								
Facebook	1 - Not satisfied	2	3	4	5	6 - Completely agree	Don't know	Don't use it
X (ex Twitter)	1 - Not satisfied	2	3	4	5	6 - Completely agree	Don't know	Don't use it
LinkedIn	1 - Not satisfied	2	3	4	5	6 - Completely agree	Don't know	Don't use it
Instagram	2 - Not	2	3	4	5	7 - Completely agree	Don't know	Don't use it

51\*

<b>With reference to information services and social media, my overall level of satisfaction is</b>	1 - Not satisfied	2	3	4	5	6 - Very satisfied
---	-------------------	---	---	---	---	--------------------

**8) LIBRARIES**

<b>52*</b> Please select the services you have actually used in 2024: LIBRARIES	
Select all	1
Operations with attendance at the library	2
On-line operations	3
Cross-librarian services	4

<b>53*</b> With reference to the university libraries							
I know and keep updated on cultural activities and events organized by the university library	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know

<b>54*</b> With reference to operations with attendance at the libraries							
The paper document heritage is complete	1 - Completely disagree	2	3	4	5	6 - Completely agree	
The library opening times are suitable	1 - Completely disagree	2	3	4	5	6 - Completely agree	

<b>55*</b> With reference to on-line operations							
My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied	

<b>56*</b> With reference to the cross-library services							
My overall level of satisfaction is	1 - Not satisfied	2	3	4	5	6 - Very satisfied	

<b>57*</b> With reference to the librarian service, my overall level of satisfaction is							
	1 - Not satisfied	2	3	4	5	6 - Very satisfied	

**8) OVERALL SATISFACTION**

<b>58*</b>	With reference to all the aspects considered, my overall level of satisfaction with the support given by the Central Administration of the University to the technical and administrative services is	1 - Not satisfied	2	3	4	5	6 - Very satisfied
<b>59*</b>	With reference to all the aspects considered, my overall level of satisfaction with the support given by the Decentralized structures of the University to the technical and administrative services is	1 - Not satisfied	2	3	4	5	6 - Very satisfied

60\*

With reference to the support given to the technical and administrative services, how do you consider the University performance with respect to last year?	Worse	The same	Better	Don't know	
---	-------	----------	--------	------------	--

62

<b>Comments</b>