



**The aim of this questionnaire, which is completely anonymous, is to get your opinion on the technical-administration services supplied by this University.**

**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.**

**Questions about satisfaction refer to the overall support given for a service.**

**Thank you for your collaboration.**



## Section A: General Information

### A1. Department/Structure attended

Central Administration	<input type="checkbox"/>
Department of Medical Biotechnologies	<input type="checkbox"/>
Department of Biotechnology, Chemistry and Pharmacy	<input type="checkbox"/>
Department of Economics and Statistics	<input type="checkbox"/>
Department of Philology and Literary Criticism	<input type="checkbox"/>
Department of Law	<input type="checkbox"/>
Department of Information Engineering and Mathematics	<input type="checkbox"/>
Department of Molecular and Developmental Medicine	<input type="checkbox"/>
Department of Physical Sciences Earth and Environment	<input type="checkbox"/>
Department of Medicines, Surgery and Neuroscience	<input type="checkbox"/>
Department of Political and International Sciences	<input type="checkbox"/>
Department of Social, Political and Cognitive Sciences	<input type="checkbox"/>
Department of History and Cultural Heritage	<input type="checkbox"/>
Department of Life Sciences	<input type="checkbox"/>
Department of Business and Law	<input type="checkbox"/>
Prefer not to answer	<input type="checkbox"/>

### A2. Citizenship

Italian	<input type="checkbox"/>
Other	<input type="checkbox"/>

### A3. Role

Full or associate professor	<input type="checkbox"/>
Researcher (permanent)	<input type="checkbox"/>
Fixed-term Researcher (RTD-A, RTD-B)	<input type="checkbox"/>
PhD Student	<input type="checkbox"/>
Post Doctoral or Temporary Research Fellow	<input type="checkbox"/>



#### A4. Appointment

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

## Section B: TEACHING SUPPORT

### B1.

#### TEACHING SUPPORT

**Please select the services you have actually used in 2024:**

Select all

Support in managing Admissions (Lauree Magistrali - equivalent to master's degree, 3-year degrees, and  
Dottorato - equivalent to Ph.D)

Teaching support (exam sessions and degree exam sessions)

Training support (only for Training management heads)

With reference to support with the teaching quality assurance services

Technical support in teaching laboratories

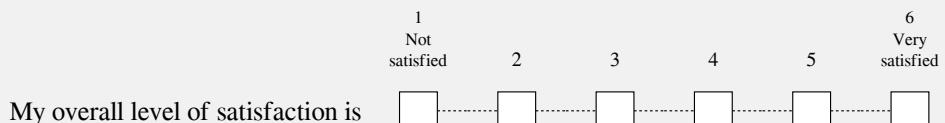
Administrative and technical support to digital learning

### B2. With reference to support in managing Admissions

**(LaureeMagistrali - equivalent to Master of Science, 3-year degrees,  
and Dottorato - equivalent to Ph.D), the Programmes, exam  
recognition and student transfer, reference was made to**

Central Administration   
Decentralized structures

### B3. With reference to support in managing Admissions (Lauree Magistrali - equivalent to master's degrees, 3-year degrees, and Dottorato - equivalent to Ph.D), the Programmes, exam recognition and student transfer



### B4. With regard to teaching support (exam sessions and degree exam sessions), reference was made to

Central Administration   
Decentralized structures



**B5. With regard to teaching support (exam sessions and degree exam sessions)**

1 Not satisfied	2	3	4	5	6 Very satisfied
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My overall level of satisfaction is  .....  .....  .....  .....  .....

**B6. With reference to support in managing obligatory and non-obligatory training, reference was made to**

Central Administration

Decentralized structures

**B7. With reference to support in managing obligatory and non-obligatory training**

1 Not satisfied	2	3	4	5	6 Very satisfied
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My overall level of satisfaction is  .....  .....  .....  .....  .....

**B8. With reference to support with the teaching quality assurance services, reference was made to**

Central Administration

Decentralized structures

**B9. With reference to support with the teaching quality assurance services**

1 Not satisfied	2	3	4	5	6 Very satisfied
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My overall level of satisfaction is  .....  .....  .....  .....  .....

**B10. With reference to the teaching laboratories**

1 Completely disagree	2	3	4	5	6 Completely agree
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The technical support is suitable  .....  .....  .....  .....  .....

**B11. With reference to 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
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My overall level of satisfaction is  .....  .....  .....  .....  .....

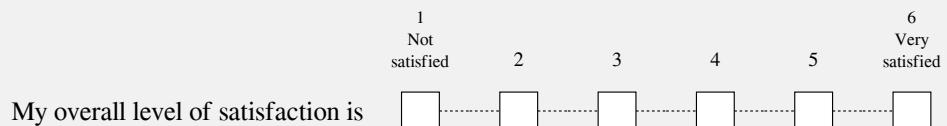
**B12. With reference to the support to PhD courses**

1 Not satisfied	2	3	4	5	6 Very satisfied
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My overall level of satisfaction is  .....  .....  .....  .....  .....



### B13. With reference to support in teaching



## Section C: RESEARCH SUPPORT

### C1.

#### RESEARCH SUPPORT

**Please select the services you have actually used in 2024:**

Select all

With reference to support with the research quality assurance services

Information on and offers of call and financing opportunities

Support in managing and organizing projects

Support in managing intellectual property (contracts, agreements, university framework)

Support in research development (spin-offs, patents, development contracts)

Support in drawing up contracts (clause negotiation, contract drafting, legitimacy verification)

Support in managing the university research catalogue/archive

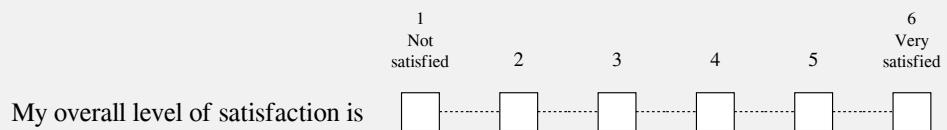
Technical support in research laboratories

### C2. With reference to support with the research quality assurance services, reference was made to

Central Administration

Decentralized structures

### C3. With reference to support with the research quality assurance services



### C4. With reference to information on and the promotion of calls and financing opportunities, reference was made to

Central Administration

Decentralized structures



**C5. With reference to information on and the promotion of calls and financing opportunities**

1  
Not satisfied      2      3      4      5      6  
Very satisfied

My overall level of satisfaction is  .....  .....  .....  .....  .....

**C6. With reference to support in drafting project proposals, reference was made to**

Central Administration   
Decentralized structures

**C7. With reference to support in drafting project proposals**

1  
Not satisfied      2      3      4      5      6  
Very satisfied

My overall level of satisfaction is  .....  .....  .....  .....  .....

**C8. With reference to support in project management (Budget, statement), reference was made to**

Central Administration   
Decentralized structures

**C9. With reference to support in project management (Budget, statement)**

1  
Not satisfied      2      3      4      5      6  
Very satisfied

My overall level of satisfaction is  .....  .....  .....  .....  .....

**C10. With reference to support in managing intellectual property (contracts, agreements, university framework), reference was made to**

Central Administration   
Decentralized structures

**C11. With reference to support in managing intellectual property (contracts, agreements, university framework)**

1  
Not satisfied      2      3      4      5      6  
Very satisfied

My overall level of satisfaction is  .....  .....  .....  .....  .....

**C12. With reference to support in research development (spin-offs, patents, development contracts), reference was made to**

Central Administration   
Decentralized structures

**C13. With reference to support in research development (spin-offs, patents, development contracts)**

1  
Not satisfied      2      3      4      5      6  
Very satisfied

My overall level of satisfaction is  .....  .....  .....  .....  .....



**C14. With reference to support in drawing up contracts (clause negotiation, contract drafting, legitimacy verification), reference was made to**

Central Administration

Decentralized structures

**C15. With reference to support in drawing up contracts (clause negotiation, contract drafting, legitimacy verification)**

1  
Not satisfied      2      3      4      5      6  
Very satisfied

My overall level of satisfaction is  .....  .....  .....  .....  .....

**C16. With reference to support in managing the university research catalogue/archive, reference was made to**

Central Administration

Decentralized structures

**C17. With reference to support in managing the university research catalogue/archive**

1  
Not satisfied      2      3      4      5      6  
Very satisfied

My overall level of satisfaction is  .....  .....  .....  .....  .....

**C18. With reference to the research laboratories**

1  
Completely  
disagree      2      3      4      5      6  
Completely  
agree

The technical support is suitable  .....  .....  .....  .....  .....

**C19. With reference to the administrative support received from the Ph.D. school**

1  
Not satisfied      2      3      4      5      6  
Very satisfied

My overall level of satisfaction is  .....  .....  .....  .....  .....

**C20. With reference to support in research**

1  
Not satisfied      2      3      4      5      6  
Very satisfied

My overall level of satisfaction is  .....  .....  .....  .....  .....

## Section D: ADMINISTRATION AND STAFF MANAGEMENT

**D1.**

### ADMINISTRATION AND STAFF MANAGEMENT

**Please select the services you have actually used in 2024:**

Select all



Support in activating temporary research fellowships and managing duties and collaboration in didactics and research

Support with the legal and administrative management of careers (entry, change of level, leave of absence, concerns, fixed term options, etc.)

Trip refunding

Support for payment of third party fees

Support in managing Visiting Professors (invitation, activation, welcome, support for the hosting teacher, support for the visiting teacher)

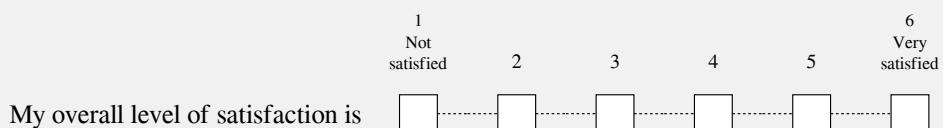
Administrative support for teaching staff internationalization procedures (teaching or visiting abroad)

**D2. With reference to support in activating temporary research fellowships and in activating and managing duties and collaboration in didactics and research, reference was made to**

Central Administration

Decentralized structures

**D3. With reference to support in activating temporary research fellowships and in activating and managing duties and collaboration in didactics and research**

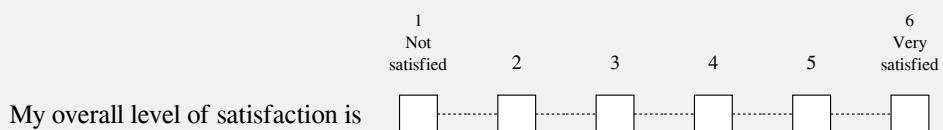


**D4. With reference to support with the legal and administrative management of careers (entry, change of level, leave of absence, concerns, fixed term options, etc.), reference was made to**

Central Administration

Decentralized structures

**D5. Support with the legal and administrative management of careers (entry, change of level, leave of absence, concerns, fixed term options, etc.)**

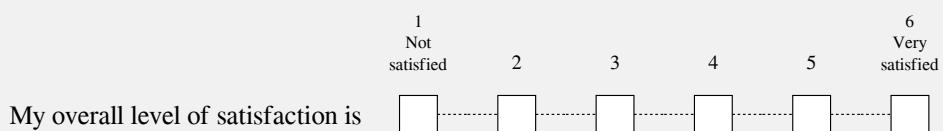


**D6. With reference to trip refunding, reference was made to**

Central Administration

Decentralized structures

**D7. With reference to trip refunding**





**D8. With reference to the payment of third party fees, reference was made to**

Central Administration

Decentralized structures

**D9. With reference to the payment of third party fees**

1 Not satisfied 2 3 4 5 6 Very satisfied

My overall level of satisfaction is  .....  .....  .....  .....  .....

**D10. With reference to support in managing Visiting Professors (invitation, activation, welcome, support for the hosting teacher, support for the visiting teacher), reference was made to**

Central Administration

Decentralized structures

**D11. With reference to support in managing Visiting Professors (invitation, activation, welcome, support for the hosting teacher, support for the visiting teacher)**

1 Not satisfied 2 3 4 5 6 Very satisfied

My overall level of satisfaction is  .....  .....  .....  .....  .....

**D12. With reference to administrative support for teaching staff internationalization procedures (teaching or visiting abroad), reference was made to**

Central Administration

Decentralized structures

**D13. With reference to administrative support for teaching staff internationalization procedures (teaching or visiting abroad)**

1 Not satisfied 2 3 4 5 6 Very satisfied

My overall level of satisfaction is  .....  .....  .....  .....  .....

**D14. With reference to support in administration and staff management**

1 Not satisfied 2 3 4 5 6 Very satisfied

My overall level of satisfaction is  .....  .....  .....  .....  .....



## **Section E: LOGISTICS AND CAMPUS SERVICES**

E1.

## LOGISTICS AND CAMPUS SERVICES

**Please select the services you have actually used in 2024:**

Select all

## Support in purchasing goods and services

## Maintenance interventions

**E2. With reference to support in purchasing goods and services, reference was made to**

## Central Administration

## Decentralized structures

### **E3. With reference to support in purchasing goods and services**

	1									
	Completely disagree	2	3	4	5	6	Completely agree			

The procedures are clear

The activity was carried out in a suitable period of time

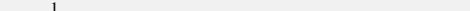
#### **E4. With reference to maintenance interventions, reference was made to**

Central Administration

## Decentralized structures

## **E5. With reference to maintenance interventions**

1	2	3	4	5	6	
Not satisfied					Very satisfied	

My overall level of satisfaction is 

#### **E6. With reference to the general services and logistics**

1 Completely  
disagree      2      3      4      5      6 Completely  
agree      Don't  
know

□ □ □ □ □ □ □



#### **E7. With reference to the general services and logistics**

1 Completely disagree	2	3	4	5	6 Completely agree	Don't know	Not present
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The canteen service is suitable (food quality and variety, courtesy)

**E8. With reference to actions and activities towards energy and environmental sustainability**

1 Completely disagree      2      3      4      5      6 Completely agree      Don't know

Actions taken are effective

### **E9. With reference to support in the supply and logistics service**

1	2	3	4	5	6	
Not satisfied					Very satisfied	

My overall level of satisfaction is .

## Section F: COMPUTER SYSTEMS

## **F1. With reference to the Wi-Fi network**

**F2. With reference to your personal email box and the other cloud services (WebConference, Storage...)**

1 Not satisfied	2	3	4	5	6 Very satisfied	Don't know	Not present
<input type="checkbox"/>							

My overall level of satisfaction is

### **F3. With reference to the Help-Desk service**

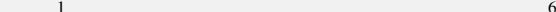
	Never	Daily	Monthly	Yearly
Indicate how often you use it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### **F4. With reference to the Help-Desk service, reference was made to**

- Central Administration
- Decentralized structures

## **F5. With reference to the Help-Desk service**

	1 Not satisfied	2	3	4	5	6 Very satisfied	Don't know
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My overall level of satisfaction is 



## **F6. With reference to the computer systems**

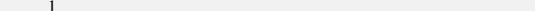
	1 Not satisfied	2	3	4	5	6 Very satisfied

My overall level of satisfaction is

## **Section G: COMMUNICATION**

**G1. With reference to the information given by the University**

## **G2. With reference to the external promotion of the University image**

<p>The University image is brought out through the media</p>						
<p>1 Completely disagree</p>	<p>2</p>	<p>3</p>	<p>4</p>	<p>5</p>	<p>6 Completely agree</p>	<p>Don't know</p>

### **G3. With reference to communication services**

1 Not satisfied	2	3	4	5	6 Very satisfied

My overall level of satisfaction is  1  2  3  4  5  6

## Section H: WEBSITE AND SOCIAL MEDIA

**H1.** With reference to the information supplied, indicate how satisfied you are by the navigation simplicity of:



**H2. With reference to the spreading of information through the official University pages on the most common Social Networks, indicate how satisfied you are by:**

### H3. With reference to information services and social media

## Section I: LIBRARIES

## II.

## LIBRARIES

**Please select the services you have actually used in 2022:**

- Select all
- the library
- operations
- an services

## **I2. With reference to the university libraries**

### I3. With reference to operations with attendance at the libraries

#### I4. With reference to on-line operations


**I5. With reference to the cross-library services**

	1 Not satisfied	2	3	4	5	6 Very satisfied
My overall level of satisfaction is	<input type="checkbox"/>					

**I6. With reference to the librarian service**

	1 Not satisfied	2	3	4	5	6 Very satisfied
My overall level of satisfaction is	<input type="checkbox"/>					

**Section J: OVERALL SATISFACTION**
**J1. With reference to all the aspects considered and related to the support given by the Central Administration to the technical and administrative services**

	1 Not satisfied	2	3	4	5	6 Very satisfied	Don't know
My overall level of satisfaction is	<input type="checkbox"/>						

**J2. With reference to all the aspects considered and related to the support given by the Decentralized structures to the technical and administrative services**

	1 Not satisfied	2	3	4	5	6 Very satisfied	Don't know
My overall level of satisfaction is	<input type="checkbox"/>						

**J3. With reference to the support given to the technical and administrative services**

							Worse	The same	Better	Don't know
How do you consider the University performance with respect to last year?	<input type="checkbox"/>									

**J4. Comments**

**Thank you for your collaboration!**