



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 2025. 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.

## 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"/> |

### A2. Citizenship

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



**A3. Role**

Full or Associate professor

Researcher (permanent)

Fixed-term Researcher (RTD-A, RTD-B, RTT)

PhD Student

Post Doctoral or Temporary Research Fellow

**A4. Appointment**

Rector; Department Head; Vice Rector/Rector's Delegate; Collaborator/Referent of the Rector; 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.**

**Please select the services you have actually used in 2025: TEACHING SUPPORT**

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 (Lauree Magistrali - 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**

1 Not satisfied      2      3      4      5      6 Very satisfied

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

**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

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

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 the support with the teaching quality assurance services**

1 Not satisfied      2      3      4      5      6 Very satisfied

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

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

1 Completely disagree      2      3      4      5      6 Completely agree

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

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

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

**B13. With reference to support in teaching**

1 Not satisfied      2      3      4      5      6 Very satisfied

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

## Section C: RESEARCH SUPPORT

**C1.**

**Please select the services you have actually used in 2025: RESEARCH SUPPORT**

- 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 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**

1 Not satisfied      2      3      4      5      6 Very satisfied

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



**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 drawing up contracts (clause negotiation, contract drafting, legitimacy verification), reference was made to**

Central Administration

Decentralized structures

**C11. 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  .....  .....  .....  .....  .....



**C12. With reference to support in managing the university research catalogue/archive, reference was made to**

Central Administration

Decentralized structures

**C13. With reference to support in managing the university research catalogue/archive**

My overall level of satisfaction is

1 Not satisfied	2	3	4	5	6 Very satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**C14. With reference to the research laboratories**

The technical support is suitable

1 Completely disagree	2	3	4	5	6 Completely agree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**C15. 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**C16. With reference to support in research**

My overall level of satisfaction is

1 Not satisfied	2	3	4	5	6 Very satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section D: ADMINISTRATION AND STAFF MANAGEMENT

**D1.**

**Please select the services you have actually used in 2025:  
ADMINISTRATION AND STAFF MANAGEMENT**

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 visting 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**

1 Not satisfied      2      3      4      5      6 Very satisfied

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

**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.)**

1 Not satisfied      2      3      4      5      6 Very satisfied

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

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

Central Administration

Decentralized structures

**D7. With reference to trip refunding**

1 Not satisfied      2      3      4      5      6 Very satisfied

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

**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 visting abroad), reference was made to**

Central Administration

Decentralized structures

**D13. With reference to administrative support for teaching staff internationalization procedures (teaching or visting 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.**

**Please select the services you have actually used in 2025: LOGISTICS AND CAMPUS SERVICES**

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









# Section I: LIBRARIES

**I1.**

Please select the services you have actually used in 2025: LIBRARIES

Select all

Operations with attendance at the library

On-line operations

Cross-librarian services

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

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

I know and keep updated on cultural activities and events organized by the university library  .....  .....  .....  .....  .....  .....

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

1 Completely disagree    2    3    4    5    6 Completely agree

The paper document heritage is complete  .....  .....  .....  .....  .....

The library opening times are suitable  .....  .....  .....  .....  .....

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

1 Not satisfied    2    3    4    5    6 Very satisfied

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

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

1 Not satisfied    2    3    4    5    6 Very satisfied

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

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

1 Not satisfied    2    3    4    5    6 Very satisfied

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

# Section J: THIRD MISSION AND PUBLIC ENGAGEMENT

**J1.**

Please select the services you have actually used in 2025: THIRD MISSION AND PUBLIC ENGAGEMENT

Select all



Support for the protection and valorization of intellectual and industrial property of research results (spin-offs, patents, development contracts)

Support for intellectual property management (contracts, agreements, IP framework)

Support for public engagement projects/activities (open events, scientific and multimedia dissemination, dissemination and implementation of research results, management and valorization of artistic and cultural assets)

Support for the drafting and management of continuing education projects

**J2. With reference to support for the protection and valorization of IP and industrial property of research results (spin-offs, patents, development contracts), reference was made to**

Central Administration

Decentralized structures

**J3. With reference to support for the protection and valorization of IP and industrial property of research results (spin-offs, patents, development contracts)**

1 Not satisfied      2      3      4      5      6 Very satisfied

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

**J4. With reference to support for IP management (contracts, agreements, IP framework), reference was made to**

Central Administration

Decentralized structures

**J5. With reference to support for IP management (contracts, agreements, IP framework)**

1 Not satisfied      2      3      4      5      6 Very satisfied

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

**J6. With reference to support for public engagement projects/activities (open events, scientific and multimedia dissemination, dissemination and implementation of research results, management and valorization of artistic and cultural assets), reference was made to**

Central Administration

Decentralized structures

**J7. With reference to support for public engagement projects/activities (open events, scientific and multimedia dissemination, dissemination and implementation of research results, management and valorization of artistic and cultural assets)**

1 Not satisfied      2      3      4      5      6 Very satisfied

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



**J8. With reference to support for the drafting and management of continuing education projects , reference was made to**

Central Administration

Decentralized structures

**J9. With reference to support for the drafting and management of continuing education projects**

1 Not satisfied      2      3      4      5      6 Very satisfied

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

**J10. Overall, for Third Mission and Public Engagement services**

1 Not satisfied      2      3      4      5      6 Very satisfied

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

**Section K: USIENA PRESS**  
 The University's publishing project, USiena Press, launched in 2022 in collaboration with Firenze University Press, involves the publication of series of volumes and scientific journals according to the Diamond Open Access model: USiena Press publications are a tool for disseminating research, teaching and third mission activities.

**K1. Are you familiar with USiena Press, the University of Siena's publishing house?**

Yes

No

**K2. How did you learn about this project?**

Other colleagues told me about it

Unisi website

FUP-USiena Press website

Participation in events organised by USiena Press

Through the Rector/Director/Head of Department

Through the scientific director of a series/journal

Other

Other

**K3. Have you published with USiena Press?**

Yes

No



**K4. Why?**

Previous positive experience of mine or other colleagues

Interest in publishing in a specific series/journal

Prior knowledge of the editorial services offered by FUP (e.g., DOI attribution; book chapter service for volumes; indexing of volumes also on Scopus and Science Open; usage statistics; multi-format editions; accessibility processing EU Directive 2019/882)

Possibility of publishing Open Access, Diamond model

Possibility of having Open Access digital publication, plus paper prints

Possibility of receiving financial support from the University (e.g., Open Access Fund)

Importance of publishing with my university's publishing house

Optimal service/cost ratio

Other

Other

**K5. Would you publish with USiena Press?**

Yes

No

**K6. Why?**

Previous positive experience of mine or other colleagues

Interest in publishing in a specific series/journal

Prior knowledge of the editorial services offered by FUP (e.g., DOI attribution; book chapter service for volumes; indexing of volumes also on Scopus and Science Open; usage statistics; multi-format editions; accessibility processing EU Directive 2019/882)

Possibility of publishing Open Access, Diamond model

Possibility of having Open Access digital publication, plus paper prints

Possibility of receiving financial support from the University (e.g., Open Access Fund)

Importance of publishing with my university's publishing house

Optimal service/cost ratio

Other

Other



**K7. Why?**

**K8. How important do you consider the following aspects of USiena Press publications to be?**

	very important	fairly important	not very important	not important at all	don't know
Inter-university cooperative model	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Open Access publishing opportunities, Diamond model	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Possibility of Open Access digital publication, plus paper prints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Publishing with my university's publishing house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of editorial services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Publication timing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dissemination services (e.g., DOI attribution; book chapter service for volumes; indexing of volumes also on Scopus and Science Open; usage statistics)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Possibility of producing publications accessible in accordance with EU Directive 2019/882	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Possibility of multi-format editions (e.g., PDF, ePub, XML, HTML)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distribution service for the print edition of volumes (possibility of purchase through IBS, university bookshop, Amazon)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotion service for volumes and journals (participation in trade fairs, organisation of events, website, newsletter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service/cost ratio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Possibility of financial support from the University (e.g., Open Access Fund)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**K9. Suggestions**



# Section L: OVERALL SATISFACTION

**L1. 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  .....  .....  .....  .....  .....  .....

**L2. 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  .....  .....  .....  .....  .....  .....

**L3. With reference to the support given by the University 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?  .....  .....  .....

**L4. Indicate the importance of all the support services offered by the University, giving a mark from 1 (not important) to 7 (extremely important)**

ADMINISTRATION AND STAFF MANAGEMENT

LOGISTICS AND CAMPUS SERVICES

COMMUNICATION, WEBSITE AND SOCIAL MEDIA

COMPUTER SYSTEMS

TEACHING SUPPORT

RESEARCH SUPPORT

LIBRARIES

**L5. Comments**



**Thank you for your collaboration.**