

## **External Satisfaction Perception with UAlg (PSE)**

### **1. What does the "External Satisfaction Perception with UAlg (PSE)" questionnaire consist of?**

The "External Satisfaction Perception with UAlg (PSE)" questionnaire's main objective is knowing the perception of partner entities about the services provided by the Institution. The collected information promotes UAlg's quality improvement and the satisfaction of its users. The PSE targets external entities with whom UAlg has a relationship. It is an anonymous questionnaire, which is applied in the first quarter of each year, in reference to the services/organic structures used in the previous year (Services, Organic Units, Research Centers and Research Center Poles/Management Units). The period of availability of the questionnaire is disclosed through email, as well as various other disclosure initiatives.

### **2. How is the PSE questionnaire structured?**

The questionnaire is divided into 3 distinct groups.

#### Group I - User type and cooperation scope with UAlg

Comprised of three questions regarding the type of user and scope of cooperation with UAlg:

1. User type:

> Association/Organization; Private company; Public entity; Other (Which)

2. Scope of cooperation with UAlg:

> Teaching; Research and development; Service Provision; Other (Which)

3. Is the cooperation with UAlg supported by a protocol?

> Yes / No

#### Group II - Overall satisfaction with UAlg

Consisting of two questions regarding the overall satisfaction with UAlg and additional comments and/or improvement suggestions:

1. Overall satisfaction with UAlg - According to the available scale, please indicate your overall satisfaction level with UAlg:

> Overall Satisfaction (1 – very unsatisfied; 2 – unsatisfied; 3 – somewhat unsatisfied; 4 – somewhat satisfied; 5 – satisfied; 6 – very satisfied)

2. Additional comments and/or improvement suggestions - If considered relevant, you may leave us additional comments, clearly indicating whether they are positive or negative, and/or improvement suggestions for the University of Algarve:

> Open response

Group III –Evaluation of the satisfaction with the Services, Organic Units, Research Centers and Research Center Poles/Management Units

Composed of two global questions regarding the use of Services, Organic Units, Research Centers and Research Center Poles/Management Units:

1. Have you used any of UAlg's Services, Organic Units, Research Centers or Research Centers Poles/Management Units in the last year?

> Yes / No

If the answer to the previous question is yes, below is a list of the Services, Organic Units, Research Centers and Research Center Poles/Management Units under evaluation.

2. Please select all Services, Organic Units, Research Centers and Research Center Poles/Management Units used during the last year:

> List of Services, Organic Units, Research Centers and Research Center Poles/Management Units (multiple choice)

For each of the selected structures, four specific questions follow.

2.1. According to the available scale, how do you rate the contact(s) you've had with this Service, Organic Unit, Research Center or Research Center Pole/Management Unit, during the last year?

> Global Evaluation (1 – very unsatisfied; 2 – unsatisfied; 3 – somewhat unsatisfied; 4 – somewhat satisfied; 5 – satisfied; 6 – very satisfied)

2.2. Please identify, using the same scale, the factors that led to your evaluation:

> Staff involvement

> Issue solving ability

> Response time

> Accessibility

> Facilities and equipment

(1 – very unsatisfied; 2 – unsatisfied; 3 – somewhat unsatisfied; 4 – somewhat satisfied; 5 – satisfied; 6 – very satisfied; N/A – not applicable)

2.3. Which additional factors, not mentioned above, have influenced your evaluation?

> Open response

2.4. If considered relevant, you may leave us additional comments, clearly indicating whether they are positive or negative, and/or improvement suggestions for this Service, Organic Unit, Research Center or Research Center Pole/Management Unit:

> Open response

### **3. Is the PSE questionnaire anonymous?**

This is an anonymous and confidential questionnaire.

### **4. Is there a timeframe for applying the PSE questionnaire?**

Yes, the application of the questionnaire occurs in the first quarter of each year and refers to the services/structures used in the preceding year.

### **5. How to know if the PSE questionnaire is ongoing and available for completion by the institutions/organizations?**

On the day the questionnaire starts you will receive, in your email, an informative message about the beginning of the period for response, containing a hyperlink to access the questionnaire to complete it. During the availability period of the questionnaire two reminders will also be sent for its completion, one of them in the middle of the period and the last one at the end of the period.

### **6. How can I consult the results of the PSE questionnaire?**

The PSE report includes the main results of this study, applied to the Institution's students and staff, and can be consulted [here](#).

### **7. If these Q&A do not solve my doubts, who should I contact?**

You should contact the Quality Assessment Office (GAQ), through the email [gaq@ualg.pt](mailto:gaq@ualg.pt).