

## **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 University. 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 and Research Units). The period of availability of the questionnaire is disclosed to the Academic Community through email, as well as various other disclosure initiatives.

### **2. How does one fill out the PSE questionnaire?**

The questionnaire is divided into 3 distinct groups:

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

Consisting 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. What is the scope of your cooperation with UAlg?**

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

##### **3. Does this cooperation fall under a protocol/cooperation agreement signed with UAlg?**

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:

(1 - very unsatisfied; 2 - unsatisfied; 3 - somewhat unsatisfied; 4 - somewhat satisfied; 5 - satisfied; 6 - very satisfied).

Overall satisfaction

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 used

Consisting of two questions regarding the overall satisfaction with UAlg's 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 Center Poles/Management Units in the last year (2023)?

Yes; No

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

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

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

1. According to the available scale, how do you rate the contact(s) you've had with this Service / Organic Unit / Research Center / Research Center Pole | Management Unit, during the last year? (1 - very unsatisfied; 2 - unsatisfied; 3 - somewhat unsatisfied; 4 - somewhat satisfied; 5 - satisfied; 6 - very satisfied).

Global evaluation

2. Please identify, using the same scale, the factors that led to your evaluation: (1 - very unsatisfied; 2 - unsatisfied; 3 - somewhat unsatisfied; 4 - somewhat satisfied; 5 - satisfied; 6 - very satisfied; and N/A - not applicable):

- Staff involvement
- Issue solving ability
- Response time
- Accessibility
- Facilities and equipment

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

Open response

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 / 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 will I know if the PSE questionnaire is ongoing and available for completion?**

On the day the questionnaire becomes available, all stakeholders receive, in their institutional email, a message informing about the beginning of the deadline to answer it, with the link to access the SIMEA application.

You should access the link and click on “Preenchimento questionário” (Fill Out questionnaire).

**6. 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).