## SATISFACTION MEASUREMENT SURVEY – TEACHING STAFF

**Please answer the following questions using the scale:**
**1: Very Negative to 5: Very Positive**

◯ **Manpower**

1. How satisfied are you with the adequacy (sufficient number) of faculty members in your Department?

2. How satisfied are you with the adequacy (sufficient number) of EDIP members in your Department?

   Please note in which subjects you consider to be seriously deficient.

3. How satisfied are you with the adequacy (sufficient number) of ETEP members in your Department?

4. How satisfied are you with the adequacy (sufficient number) of administrative staff in your Department?

5. How satisfied are you with the adequacy (sufficient number) of administrative staff at the Foundation?

6. How satisfied are you with the adequacy of secretarial support?

7. How satisfied are you with the education/training opportunities?

8. How satisfied are you with the information regarding education/training opportunities?

9. Do you think that there is the necessary information regarding education/training programs?

10. How satisfied are you with the information regarding the education/training programs?

11. How satisfied are you with the training/training programs (if you have recently participated)?

12. How satisfied are you with the mobility programs?

13. How satisfied are you with the information about mobility programmes?

14. Do you think that mobility programs have created opportunities for growth and development for you?

◯ **Infrastructure (Department – Institution)**

1. How satisfied are you with the adequacy (sufficient number) of the classrooms?

2. How satisfied are you with the condition of the classrooms?

3. How satisfied are you with the adequacy (sufficient number) of the studies?

4. How satisfied are you with the state of your studies?

5. How satisfied are you with the adequacy (sufficient number) of the laboratories?

6. How satisfied are you with the state of the laboratories?

7. How satisfied are you with the adequacy (sufficient number) of the clinics?

8. How satisfied are you with the situation of the clinics?

9. How satisfied are you with the adequacy of IT infrastructure?

10. How satisfied are you with the maintenance of the infrastructure in your Department?

11. How satisfied are you with the adequacy of infrastructure for people with disabilities in your Department?

12. How satisfied are you with the state of the infrastructure for people with disabilities in your Department?

13. How satisfied are you with the cleanliness/hygiene in your Department?

14. How satisfied are you with the heating/air conditioning in your Department?

15. How satisfied are you with the safety in your Department?

16. How satisfied are we with the adequacy of green spaces, rest and recreation?

17. How satisfied are we with the state of green spaces, rest and recreation?

18. How satisfied are you with the adequacy of parking spaces?

○ **Equipment - Consumables**

1. How satisfied are you with the adequacy of educational/scientific equipment?

2. How satisfied are you with the state of the educational/scientific equipment?

   Do you think that the state of the educational/scientific equipment allows for the smooth operation of educational and research processes?

3. How satisfied are you with the adequacy of laboratory equipment?

4. How satisfied are you with the state of the laboratory equipment?

   Do you think that the state of the laboratory equipment allows for the smooth operation of educational and research processes?

5. How satisfied are you with the adequacy of the technological equipment for distance education?

6. How satisfied are you with the state of technological equipment for distance education?

   Do you think that the state of technological equipment allows the smooth operation of educational and research processes?

7. How satisfied are you with the maintenance of the existing equipment?

8. How satisfied are you with the adequacy of consumables?

○ **Electronic Services**

1. How satisfied are you with institutional account and SSO services?

2. How satisfied are you with email services?

3. How satisfied are you with the internet services provided?

4. How satisfied are you with wireless network access?

5. How satisfied are you with web hosting?

6. How satisfied are you with the Electronic Secretariat Information System?

7. How satisfied are you with the operation of the Student Register (if you use it)?

8. How satisfied are you with WebResCom?

9. How satisfied are you with the Institutional Repository?

10. How satisfied are you with the elearning.auth e-course service?

11. How satisfied are you with the live broadcast and filming support (if you've made use of it)?

12. How satisfied are you with the Information Systems of the Administrative Services (Protocol system, expenditure management system, etc.)?

13. How satisfied are you with the Information systems that support educational and research activities (ERASMUS office system, etc.)?

○ **Teaching materials**

1. How satisfied are you with the adequacy of books and digital access to them?

2. How satisfied are you with the adequacy of scientific journals and digital access to them?

3. How satisfied are you with the adequacy of electronic databases?

○ **Disclosure of Information**

1. How satisfied are you with the content of the Aristotle University website?

2. How satisfied are you with the content of your Department's website?

3. How satisfied are you with the update of the content of your Department's website?

4. How satisfied are you with the use of Social Media in the disclosure of information of your Department?

5. How satisfied are you with the content of the Central Library's website?

6. How satisfied are you with the update of the content of the Library's website?

7. How satisfied are you with the content of the website of the Department of European Educational Programmes?

8. How satisfied are you with the content of the website of the Department of European Educational Programmes?

○ **MODIP**

1. How satisfied are you with the Quality Management Information System of MODIP?

2. How satisfied are you with the Content of the MODIP website?

3. How satisfied are you with the instructions/models/standards of the MODIP regarding the certification of the MSc/MSc?

4. How satisfied are you with the support of MODIP during the process of drafting MSc certification files?

5. How satisfied are you with the support of MODIP during the process of certification of your Department's MSc/MSc?

6. How satisfied are you with the support of MODIP during the process of drafting the Monitoring Report?

7. How satisfied are you with the support of MODIP during the process of updating the Integrated National Quality Information System (OPESP) of the Hellenic Chamber of Commerce?

○ **Observations & Comments**

1. Human Resources Observations and Comments

2. Comments and Comments on Infrastructure

3. Comments and Comments on Equipment/Consumables

4. Comments and Comments on E-Services

5. Comments and Comments on the Teaching Material

6. Comments and Comments on the Disclosure of Information

7. Comments and Comments on the Central Administration Services

8. Comments and Comments on MODIP