

SATISFACTION MEASUREMENT SURVEY – ADMINISTRATIVE STAFF

Please answer the following questions using the scale:

1: Very Negative to 5: Very Positive

☐ Human Resources (Department – Institution)

1. How satisfied are you with the adequacy (sufficient number) of administrative staff?
2. How satisfied are you with the education/training opportunities?
3. How satisfied are you with the information regarding education/training opportunities?
Do you think that there is the necessary information regarding education/training programs?
4. How satisfied are you with the training/training programs (if you have recently participated)?
5. How satisfied are you with the information regarding mobility programmes?
6. How satisfied are you with the mobility programs?
7. 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 of the offices?
2. How satisfied are you with the state of the offices?
3. How satisfied are you with the adequacy of other infrastructure?
4. How satisfied are you with the state of the other infrastructure?
5. How satisfied are you with the adequacy of IT infrastructure?
6. How satisfied are you with the maintenance of the infrastructure?
7. How satisfied are you with the adequacy of infrastructure for people with disabilities?
8. How satisfied are you with the state of the infrastructure for people with disabilities?
9. How satisfied are you with the cleanliness/hygiene?
10. How satisfied are you with the heating/air conditioning?
11. How satisfied are you with safety?
12. How satisfied are we with the adequacy of green spaces, rest and recreation?
13. How satisfied are we with the state of green spaces, rest and recreation?
14. How satisfied are you with the adequacy of parking spaces?

☐ Equipment - Consumables

1. How satisfied are you with the adequacy of equipment?
2. How satisfied are you with the state of the equipment?
Do you think that the state of the equipment allows the administrative process to run smoothly?
3. How satisfied are you with the maintenance of the equipment?
4. How satisfied are you with the adequacy of consumables?

☐ Electronic Services

1. How satisfied are we with institutional account and SSO services?
2. How satisfied are you with email services?
3. How satisfied are you with internet services?
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 Student Register (if you use it)?
8. How satisfied are you with WebResCom?
9. How satisfied are you with Institutional Depository?
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.)?

☐ **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 unit's website (e.g. Department)?
3. How satisfied are you with the update of the content of your unit's website (e.g. Department)?
4. How satisfied are you with the use of Social Media in the disclosure of information of your unit (e.g. Department)?

☐ **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 certification process?
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