

Users' satisfaction questionnaire for the evaluation programme for contractual participants in the Andalusian University System

The Directorate for Evaluation and Accreditation (DEVA) of the Andalusian Knowledge Agency, as part of its Menu of Services, establishes indicators measuring the degree of satisfaction with the programmes it carries out.

In order to measure the contractual participants' degree of satisfaction with the evaluation programme, in which you have taken part as a user, we request that you complete this questionnaire to enable us to collect information to improve the procedure.

1. Sex

- Male
 Female

2. Autonomous Community to which you belong

- Andalusia
 Outside Andalusia

3. Professional for whom you requested the evaluation (you may mark more than one option)

- Contracted doctoral lecturer
 Assistant doctoral lecturer
 Private university lecturer
 Contracted doctoral lecturer with clinical ties to the SSPA (Andalusian health system)

4. Have you requested, more than once, the evaluation for contractual figures in this Agency?

- Yes
 No

Please indicate your degree of satisfaction with the following areas covering a range of aspects of the evaluation programme for contractual participants

5. Information about the Procedure

1. Access to the information published on the website regarding the procedure

- Very dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Very satisfied
- N/a

2. Documentation available on the website regarding the procedure

- Very dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Very satisfied
- N/a

6. Criteria

1. Clarity of the evaluation criteria established for the professionals requested

- Very dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Very satisfied
- N/a

2. Appropriateness of the evaluation criteria for the professionals requested

- Very dissatisfied
- Dissatisfied

- Somewhat satisfied
- Satisfied
- Very satisfied
- N/a

7. Application

1. Information provided by the application for checking status during the procedure

- Very dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Very satisfied
- N/a

8. Resultados

1. Time taken to process the request

- Very dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Very satisfied
- N/a

2. In the event of having obtained a negative report, appropriateness of the reasoning of the report

- Very dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied

- Very satisfied
- N/a

9. Personnel

If you have been in contact with the staff involved in the evaluation programme for contractual professionals, please indicate your degree of satisfaction with such personnel.

1. Means by which contact was made (more than one option may be marked)

- Email
- Telephone

2. The treatment received from the personnel

- Very dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Very satisfied
- N/a

3. The solution received from the personnel to the query posed

- Very dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Very satisfied
- N/a

4. Response time to the query posed

- Very dissatisfied
- Dissatisfied
- Somewhat satisfied

- Satisfied
- Very satisfied
- N/a

10. Overall rating

1. General degree of satisfaction with the procedure

- Very dissatisfied
- Dissatisfied
- Somewhat satisfied
- Satisfied
- Very satisfied

11. Proposals for improving the procedure.

What proposals would you recommend for improving the procedure in future reviews?

12. Observations

Please give any clarification or observation you want to add regarding the answers chosen over the course of the questionnaire, indicating the number and letter of the item to which it refers.

Thank you for your collaboration.