

QUESTIONNAIRE FOR THE ADMINISTRATIVE AND SUPPORT STAFF OF THE UNIVERSITY

The following questionnaire is the recommended form for the administrative and support staff

All those filling this questionnaire will remain fully anonymous

The primary objective of this questionnaire is collecting views of the administrative and support personnel of the University, with a view of assessing all aspects of their work, especially their suggestions on eventual improvement.

This questionnaire aims to support those preparing the Self-Assessment Report, requiring the views of the administrative and support staff in Departments (Faculties), UP and the working environment.

Your responses shall be used to prepare a Self-Assessment Report for the Department.

Some of the questions posed by this questionnaire might not be relevant for your Department, hence they may be avoided.

If you have any comments on the form or content of this questionnaire, please contact Academic Development Office, UP Quality Assurance Unit Officer, at the address zzha@uni-pr.edu

The more realistic your suggestions presented for improving the existing situation, the greater the possibilities are for them to be used in future strategic planning by your Department.

Faculty/Administrative Unit: _____

Position: _____

Gender: _____

Age: _____

1. Please provide your assessment related to conclusions presented below

(Write the mark x in the column reflecting your view on the issue being assessed)

| | Do not agree at all | Partially agree | Agree | Fully agree | Do not know |
|--|----------------------------|------------------------|--------------|--------------------|--------------------|
| Administrative/support staff informed on the declared Mission of the University | | | | | |
| Administrative/support staff well informed with the Mission of the Unit they work for | | | | | |
| Administrative/support staff contribution to the unit enables implementation of its role within the University | | | | | |
| Administrative/support staff profile (professional qualification) within the Faculty satisfactory | | | | | |
| Our Administrative/support unit is comparative to similar units in other universities | | | | | |
| Gender ratios within administrative/support staff are balanced | | | | | |
| Employed personnel within the unit is rather old | | | | | |
| The current management structure of the Faculty has shown success | | | | | |
| Administrative/support staff informed with the budget available | | | | | |
| The workload of administrative/support staff in the Faculty/Unit is equal | | | | | |
| Administrative/support staff salaries are motivating for results in work | | | | | |
| The Faculty has hired sufficient new administrative/support staff in the last three years | | | | | |
| New administrative/support staff selection commissions are adequately composed | | | | | |
| Administrative/support staff is well informed on decisions taken within the faculty | | | | | |
| Administrative/support staff is involved in all Commissions within | | | | | |

| | | | | | |
|--|--|--|--|--|--|
| the Faculty | | | | | |
| Administrative/support staff communication with students is good | | | | | |
| Relations between administrative/support staff and academic staff are good. | | | | | |
| Relations between administrative/support staff and Faculty management are good | | | | | |
| Relations between administrative and support units are satisfactory | | | | | |
| Lecturing rooms and labs are well furnished with accessory tools | | | | | |

| | Do not agree at all | Partially agree | Agree | Fully agree | Do not know |
|---|----------------------------|------------------------|--------------|--------------------|--------------------|
| Faculty Deans have good working relations with administrative and support staff | | | | | |
| The University Secretary General timely informs administrative/support unit with decisions of the Management and Senate of UP | | | | | |
| Support staff takes care of maintenance of audio/video equipment in faculties | | | | | |
| Administrative/support units are equipped with necessary working tools | | | | | |
| Computer rooms are used by administrative/support units | | | | | |
| Administrative personnel is equipped with means of printing and copying various materials | | | | | |
| UP Financial Personnel provides satisfactory services | | | | | |
| Salaries of administrative/support staff are motivating for work | | | | | |
| Administrative units are represented to all managing bodies of the University | | | | | |
| there is sufficient premise within the University Campus for feeding personnel | | | | | |
| Maintenance – hygiene of working premises is satisfactory. | | | | | |

1. Please count three things you do not like in your Faculty/Unit and write how would you change them

2. Please provide your assessment related to issues presented below
(Write the mark x in the column reflecting your view on the issue being assessed)

2. Do you have any suggestion on how can the services above be improved?

Additional comments:

Thank you for participating!