



**Satisfaction questionnaire for universities regarding the Doctoral Verification Programme.**

The Directorate for University Evaluation and Accreditation of the Andalusian Knowledge Agency requests your collaboration as an agent involved in the process of verifying official doctoral qualifications.

It is very important for us to ascertain the opinion of those who receive the information and results of the evaluation processes that we carry out, so that we can incorporate improvements when we review our procedures.

We aim to use this questionnaire as means of ascertaining your opinion and degree of satisfaction with the process of verifying doctoral programmes in which you have recently been involved.

We would like to express our gratitude for the time you devote to this.

For each of the items, enter a number that most closely reflects your rating of the aspect concerned, bearing in mind that 1 is taken to mean "Very dissatisfied" and 5 means "Very satisfied" with the item being rated.

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

If you wish to make any specific comments regarding the items being rated, please use the "observations" section.

**A. Role (identify the role with which you appear in the doctoral programme application)**

Responsible for qualification     Applicant     Administrative applicant

**1. University to which you belong**

Almería University	
Cádiz University	
Córdoba University	
Granada University	
Huelva University	
Jaén University	
Málaga University	
Seville University	
International University of Andalusia	
Loyola Andalusia University	
Pablo de Olavide University	

## B. Information about the procedure

2. Accessibility to the information published about the procedure on the DEVA website

Very dissatisfied  Dissatisfied  Somewhat dissatisfied  Satisfied  Very satisfied  N/a

3. Documentation published on the procedure

Very dissatisfied  Dissatisfied  Somewhat dissatisfied  Satisfied  Very satisfied  N/a

4. Publicity of the Evaluation Commission

Very dissatisfied  Dissatisfied  Somewhat dissatisfied  Satisfied  Very satisfied  N/a

Observations

## C. Evaluation criteria

5. The evaluation criteria are clearly defined

Very dissatisfied  Dissatisfied  Somewhat dissatisfied  Satisfied  Very satisfied  N/a

6. The evaluation criteria are appropriate

Very dissatisfied  Dissatisfied  Somewhat dissatisfied  Satisfied  Very satisfied  N/a

Observations

## D. Reports and results

7. The format of the report is appropriate

Very dissatisfied  Dissatisfied  Somewhat dissatisfied  Satisfied  Very satisfied  N/a

8. The content of the report was clear and concise

Very dissatisfied  Dissatisfied  Somewhat dissatisfied  Satisfied  Very satisfied  N/a

9. The evaluation report and its consistency with the result.

Very dissatisfied  Dissatisfied  Somewhat dissatisfied  Satisfied  Very satisfied  N/a

10. In the event of having received a negative report, appropriateness of the reasoning of the report

Very dissatisfied  Dissatisfied  Somewhat dissatisfied  Satisfied  Very satisfied  N/a



11. The time taken to receive the final evaluation report

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

Observations

#### E. Personnel

Regarding the personnel involved in the process of verifying the Doctoral Programme, please indicate your degree of satisfaction.

12. Means by which contact was made (more than one option may be marked; if you choose option 3, do not answer the remaining questions)

- Email  
 Telephone  
 No query was made during the process

13. Attention received from technical staff

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

14. The personnel resolved the query in a satisfactory way

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

15. Usefulness and appropriateness of the answers received to queries raised during the process

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

16. The response time to the query raised was appropriate

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

Observations

**F. Rate your general satisfaction with the doctoral verification programme (utility, viability, transparency, validity)**

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

Observations

Thank you for your collaboration