

DEMOCRITUS UNIVERSITY OF THRACE  
QUALITY ASSURANCE UNIT



IQAS PROCEDURE

D-5.2 MEASUREMENT OF STAKEHOLDER SATISFACTION



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## **1 PURPOSE**

The purpose of the procedure is to describe the manner in which the quality of:

- infrastructure, electronic services and webpages
- services provided by the operational, academic and other units

is evaluated, so that appropriate improvement decisions can be made.

## **2 IMPLEMENTATION STEPS**

### **2.1 Satisfaction measurement method**

RESPONSIBLE: QAU-DUTH

RECORD: E.5.2-01- E.5.2-05

DESCRIPTION:

The assessment of stakeholder satisfaction is carried out through a survey using Satisfaction Questionnaires.

For the survey addressed to resident students regarding their satisfaction with the catering and accommodation services provided, Questionnaire E.5.2-01 is used.

For the survey addressed to students regarding their satisfaction with the catering services, Questionnaire E.5.2-02 is used.

For the survey addressed to all members of DUTH's community (students, postgraduate students, PhD candidates, postdoctoral researchers, faculty members, Special Technical Laboratory Staff (ETEP), Special Teaching Staff (EDIP), Special Educational Staff (EEP), administrative employees, and contracted staff) regarding infrastructure, electronic services, and DUTH's website, Questionnaire E.5.2-03 is used.

For the survey addressed to all members of DUTH's community (students, postgraduate students, PhD candidates, postdoctoral researchers, faculty members, Special Technical Laboratory Staff (ETEP), Special Teaching Staff (EDIP), Special Educational Staff (EEP), administrative employees, and contracted staff) regarding, in particular, QAU-DUTH provided services, Information System and website, Questionnaire E.5.2-04 is used.

**AUDITED DOCUMENT**

For the survey addressed to all members of DUTH's community (students, postgraduate students, PhD candidates, postdoctoral researchers, faculty members, Special Technical Laboratory Staff (ETEP), Special Teaching Staff (EDIP), Special Educational Staff (EEP)) regarding the services provided by the Departmental Secretariats and their webpages, Questionnaire E.5.2-05 is used.

An additional questionnaire may be added for the future assessment of satisfaction with services not covered by the above questionnaires. The questions aim to assess the degree to which the objectives set out in the Quality Policy are achieved, as well as the effectiveness of the processes and procedures of the Internal Quality Assurance System.

## **2.2 Evaluation data collection**

RESPONSIBLE: QAU-DUTH, Departmental Coordinators

RECORD: E.5.2-01-E.5.2-05

DESCRIPTION:

Surveys using Questionnaires E.5.2-01 to E.5.2-05 are conducted during the winter semester of each academic year, following a QAU-DUTH decision, so that responses are collected prior to the Management Review.

Method of conducting the survey: Use of Microsoft Forms to enable online completion of questionnaires by sending the link to the email addresses of all stakeholders.

## **2.3 Data analysis and evaluation of results**

RESPONSIBLE: QAU-DUTH

RECORD:

DESCRIPTION:

For data analysis, simple spreadsheet applications (e.g. Excel) may be used.

QAU-DUTH collects the results in .xls format and assigns their processing to a committee, which produces mean scores per questionnaire, mean scores per question, and the overall mean stakeholder satisfaction.

**AUDITED DOCUMENT**

For unanswered questions, the mean value of the responses provided by other stakeholders is used. Results with values of 3 and 4 are deemed acceptable.

Where results fall below 2.5, the causes that may have led to this score are analysed and corrective actions are taken, where necessary.

Any comments submitted by stakeholders are duly considered and discussed during a meeting of the QAU-DUTH.

## 2.4 Presentation of results at the Review Meeting

RESPONSIBLE: QAU-DUTH

RECORD:

DESCRIPTION:

The results of the stakeholder satisfaction survey are presented at the Review Meeting. Within the framework of the Management Review Meeting, any necessary corrective actions arising from the analysis of stakeholder satisfaction data are decided upon and recorded in Form E.4.3-01.

## 3 SCHEDULE

The stakeholder satisfaction survey is conducted during the winter semester of each academic year.

## 4 RELATED DOCUMENTS

## 5 DOCUMENTATION - RECORDS

CODE	TITLE	DIGITAL RECORD	RETENTION PERIOD	RESPONSIBLE FOR MAINTENANCE
E.5.2-01	Resident Student Satisfaction Questionnaire on the catering - accommodation services provided at DUTH	✓	indefinitely	QAU-DUTH

**AUDITED DOCUMENT**

<b>E.5.2-02</b>	Student satisfaction questionnaire on catering at DUTH	✓	indefinitely	QAU-DUTH
<b>E.5.2-03</b>	DUTH's Community satisfaction questionnaire (students, postgraduate students, PhD candidates, postdoctoral researchers, faculty members, Special Technical Laboratory Staff, Special Teaching Staff, Special Educational Staff, administrative employees, and contracted staff) on infrastructure, electronic services and DUTH's website	✓	indefinitely	QAU-DUTH
<b>E.5.2-04</b>	DUTH's Community satisfaction questionnaire (students, postgraduate students, PhD candidates, postdoctoral researchers, faculty members, Special Technical Laboratory Staff, Special Teaching Staff, Special Educational Staff, administrative employees, and contracted staff) on QAU-DUTH provided services, Information System and website	✓	indefinitely	QAU-DUTH
<b>E.5.2-05</b>	DUTH's Community satisfaction questionnaire (students, postgraduate students, PhD candidates, postdoctoral researchers, faculty members, Special Technical Laboratory Staff, Special Teaching Staff, Special Educational Staff) on services provided by the Departmental Secretariats and their webpages	✓	indefinitely	QAU-DUTH

## **6 RESPONSIBILITIES**

6.1 QAU-DUTh is responsible for drafting and revising the present Procedure.

## **7 DEFINITIONS**

There are no definitions regarding the present procedure.

## **8 WORK INSTRUCTIONS**

9 FLOWCHART

