



Did we fulfil the commitments of the Service Charter in 2022?



We **very satisfactorily** fulfilled the following commitments:

- Reception of the acquired documents within an average of 17.4 days.
- Cataloguing the basic bibliography purchased by the CRAI within a maximum of 9 days (91.0%).
- Confirmation of positive results in the user satisfaction survey addressed to the teaching and research staff (PDI) in terms of staff evaluation (9.5), loan evaluation (8.7) and the Factory service (9.2).
- Satisfaction of the teaching and research staff (9.4) and doctoral students (9.0) with the PROFID courses provided by the CRAI.
- Student satisfaction with the information literacy courses supported by the CRAI (8.9).
- Satisfaction of the teaching and research staff with the loan service (8.7).
- Satisfaction of the teaching and research staff (9.2) with the tutoring of oral or written activities in English.
- Satisfaction of the teaching and research staff (9.2) with the evaluation of the services provided by the Factory.
- Evaluation by the teaching and research staff regarding the facilities of the CRAI (9.0).
- Online attention to users within 72 hours (96.9%).
- Sending interlibrary loan requests within a maximum of 3 working days (98.8%).

- Response by the CRAI to research support queries within a maximum of 3 working days (95.4%).
- Response by the CRAI to teaching and learning support queries within a maximum of 3 working days (100.0%).



We have satisfactorily fulfilled the following commitments:

- Compliance with the initial planning of the quality objectives to be completed in 2022 (91.0%).