UNIVERSITAT ROVIRA i VIRGILI
Centre de Recursos per a
l'Aprenentatge i la Investigació

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# Fulfillment of the commitments of the CRAI Service Charter – *2024*

We have **very satisfactorily** fulfilled the commitments in relation to:

- Virtual assistance to users within a maximum period of 72 hours (99,8%).

- Reception of the acquired documents in an average period of 25 days.

- Cataloging of the basic bibliography that arrives through purchase to the CRAI within a maximum period of 9 days (98,3%).

- Interlibrary loan requests are sent within a maximum period of 3 working days (97,8%).

- Response to research support inquiries within a maximum period of 3 working days (96,4%).

- Response to teaching and learning support queries within a maximum of 3 business days (94,8%).

- Student satisfaction with training in information skills and competencies (8,9).

- Satisfaction with the PROFID training carried out by CRAI: PDI (9,4) and Doctoral students (9,7).

- *CRAI user satisfaction surveys*:

| User rating on: | Students [1]: | PDI[2]: |
|---|---|---|
| CRAI staff | 8,9 | 9,5 |
| CRAI facilities and equipment | 7,7 | 9,2 |
| Loan service | 8,3 | 8,7 |
| Language Learning Space Service | 8,0 | 9,2 |
| Factory Service | 8,1 | 9,2 |

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[1] Data from the CRAI User Satisfaction Survey aimed at students (2022-23 academic year).
[2] Data from the CRAI User Satisfaction Survey aimed at the PDI (2021-22 academic year).