



Have we met the commitments of the Service Charter during the year 2023?



We have very satisfactorily fulfilled the commitments in relation to:

- Reception of the acquired documents in an average period of 28.6 days.
- Cataloging of the basic bibliography that arrives through purchase to the CRAI within a maximum period of 9 days (98.6%).
- Verification, through the user satisfaction survey aimed at students, of positive results in terms of the staff rating (8.9), the loan rating (8.3) and the service received from the Factory (8.1).
- Satisfaction of PDI (9.3) and PhD students (9.1) with the PROFID training carried out by the CRAI.
- Student satisfaction with the training in information skills supported by the CRAI (8.1).
- PDI satisfaction with the assessment of the loan service (8.7).
- Satisfaction of the PDI (9.2) and of the students (8.0) with the tutoring of oral or written activities in English.
- PDI satisfaction (9.2) with the assessment of the services received from the Factory.

- Satisfaction of students and PDI (9.0) with respect to CRAI facilities.
- Virtual attention to users within a maximum period of 72 hours (99.5%).
- Sending interlibrary loan requests within a maximum period of 3 business days (100.0%).
- Response from the CRAI to research support queries within a maximum period of 3 business days (96.1%).
- Response from the CRAI to queries to support teaching and learning in a maximum of 3 business days (94.0%).