



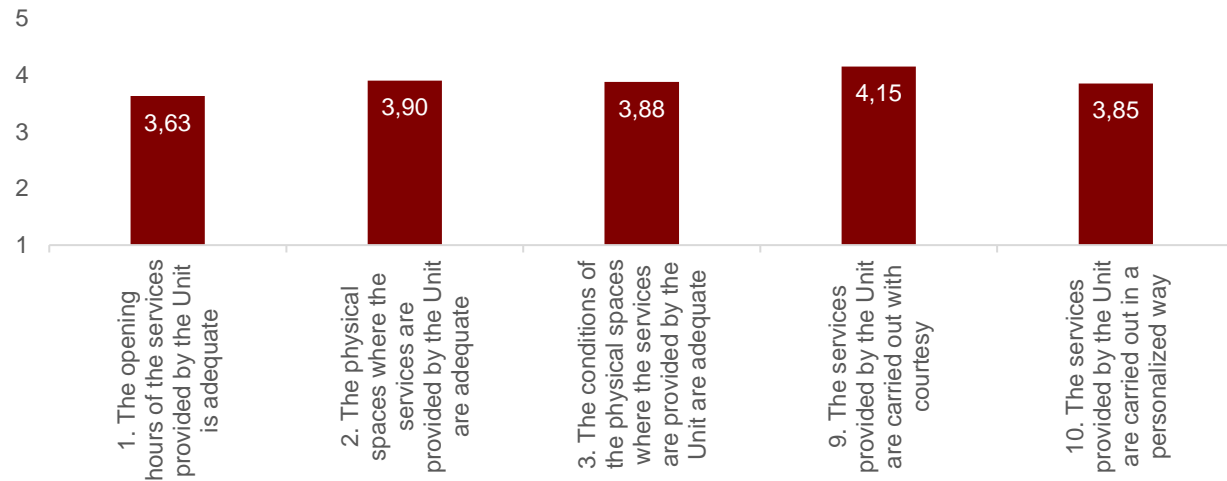
SATISFACTION ASSESSMENT SURVEYS 2023 Results

1. Quality of On-site Service

Satisfaction
Index

3,9

Chart 1 On-site service satisfaction index per assessed item





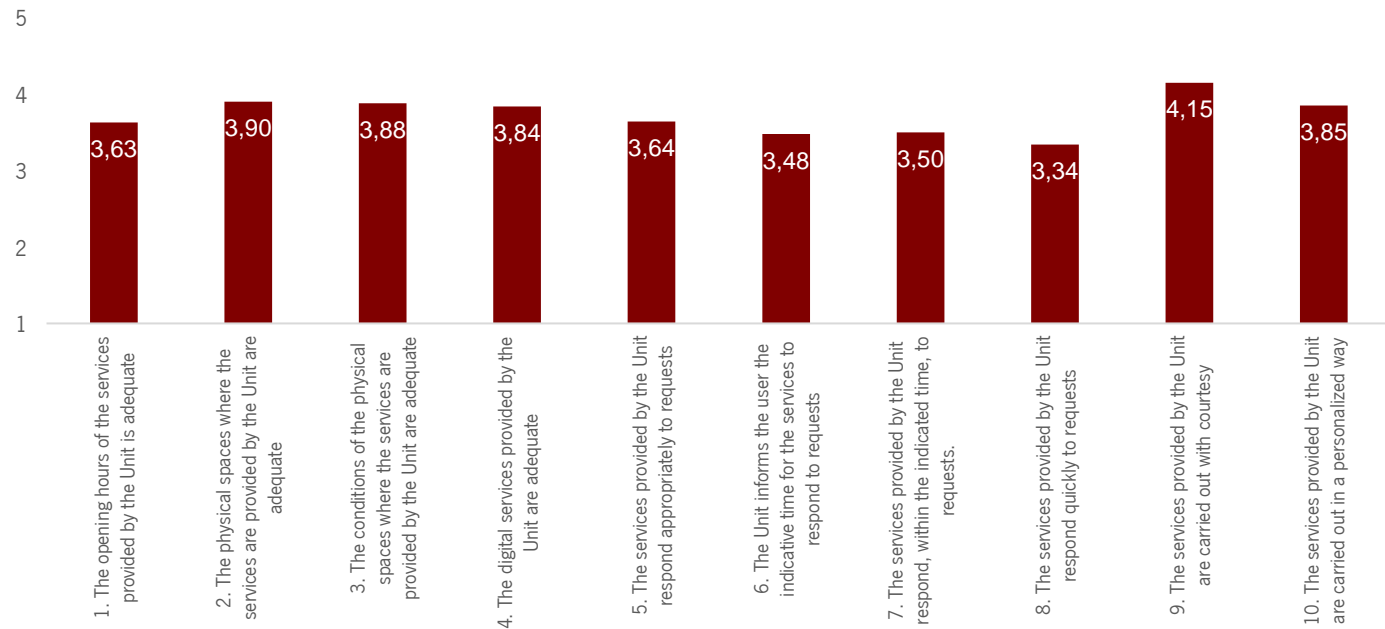
SATISFACTION ASSESSMENT SURVEYS 2023 Results

2. Quality of Services Rendered

Satisfaction
Index

3,7

Chart 1 Satisfaction index regarding the services rendered per assessed item





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SATISFACTION ASSESSMENT SURVEYS 2023 Results

3. Evolution

Chart. Evolution of the global on-site service satisfaction index

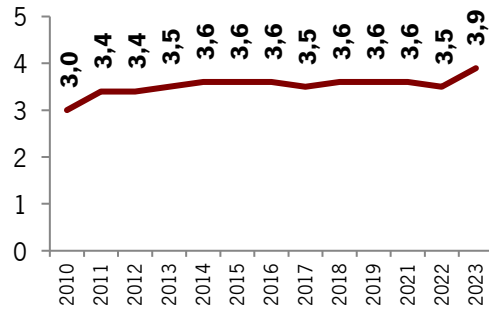
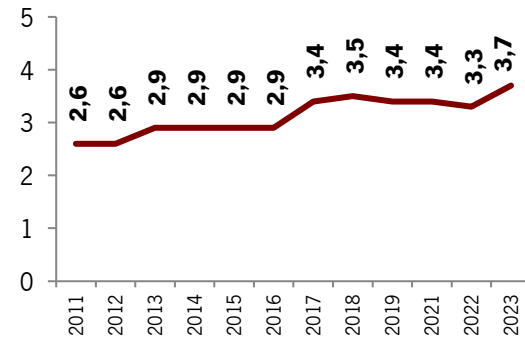


Chart. Evolution of the global satisfaction index regarding the services rendered





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4. Technical File

Data Collection

Online questionnaire, via "LimeSurvey" application

Target Audience

Students with active enrollment at the time of application

Universe: 21 156 students

Respondents: 6 270 students

Sample: 66 valid surveys

Implementation Period

From 06 November to 04 December 2023

Scale

5 point scale: 1 – Totally disagree; 2 – Disagree; 3 – Agree; 4 – Substantially agree; 5 – Totally agree