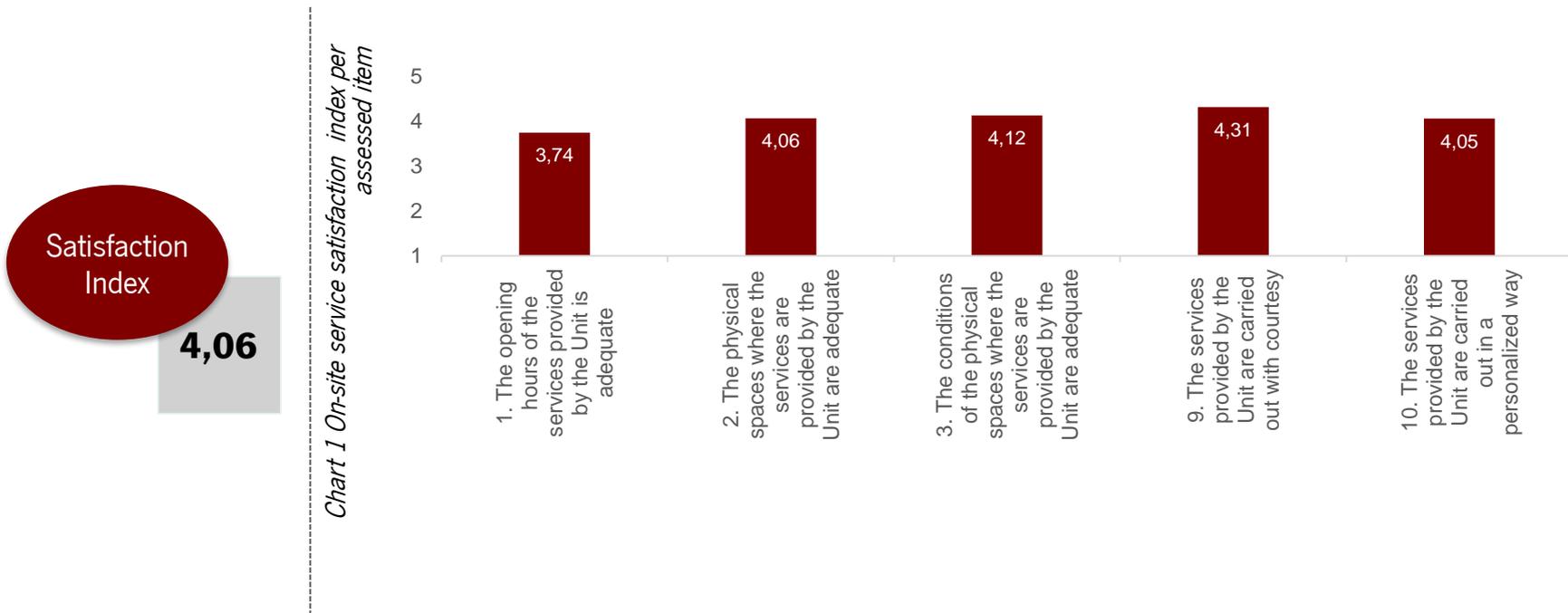




SATISFACTION ASSESSMENT SURVEYS 2025 Results

1. Quality of On-site Service





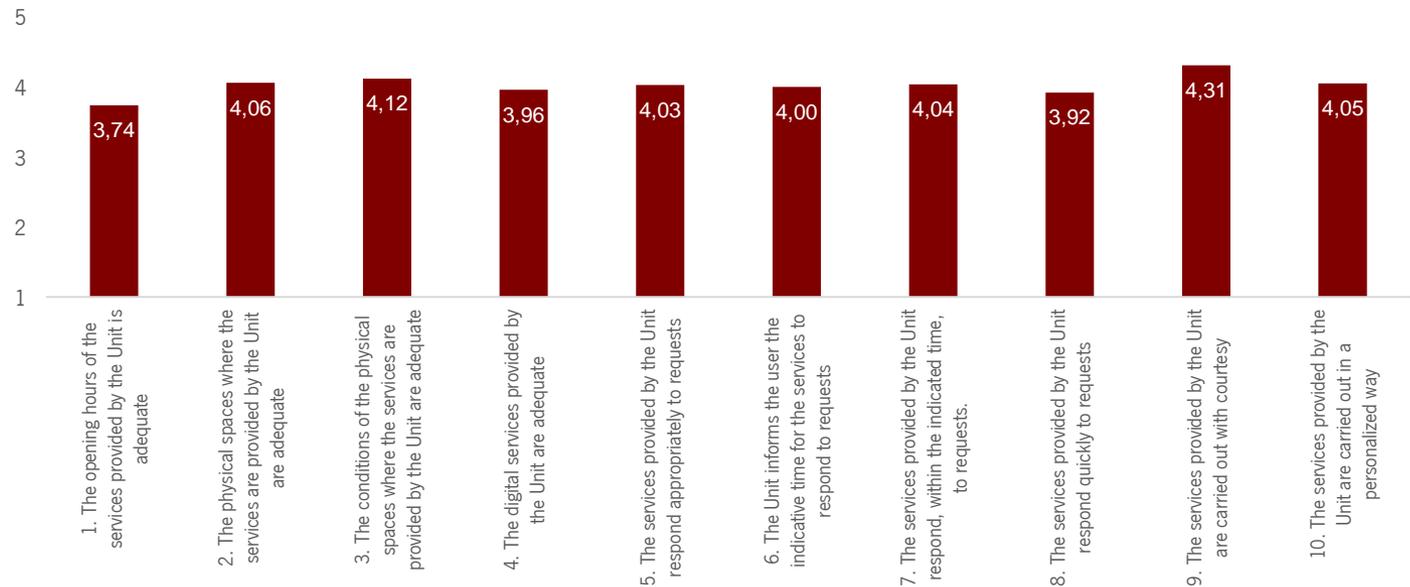
SATISFACTION ASSESSMENT SURVEYS 2025 Results

2. Quality of Services Rendered

Satisfaction
Index

4,02

Chart 1 Satisfaction index regarding the services rendered per assessed item





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SATISFACTION ASSESSMENT SURVEYS 2025 Results

3. Evolution

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

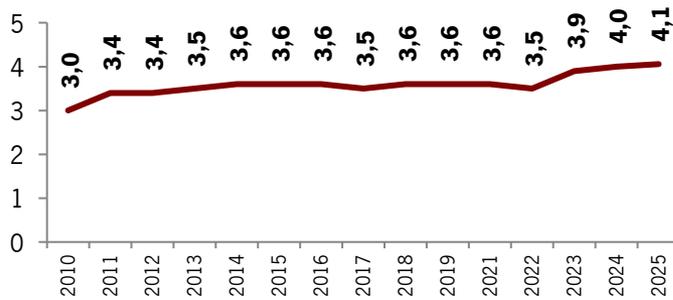
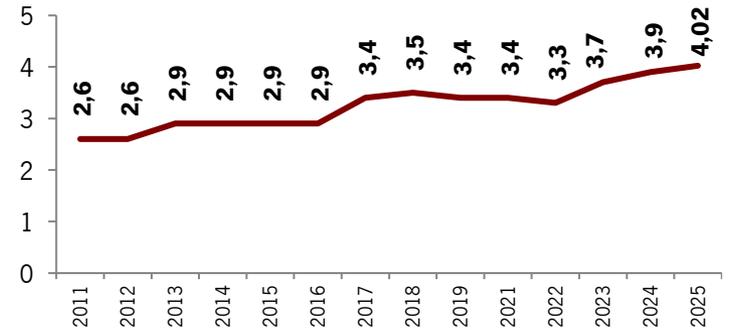


Chart. Evolution of the global satisfaction index regarding the services rendered





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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: 20 943 students

Respondents: 20 943 students

Sample: 175 valid surveys

Implementation Period

From March 17th to April 7th, 2025

Scale

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