

## Staff Week Report



Service of International Relations  
Miguel Hernandez University  
July 2018



# A REPORT TO ESTABLISH PERCEIVED QUALITY AT THE III UMH INTERNATIONAL STAFF WEEK

## Content

Methodology .....	3
Used items .....	3
Participants.....	5
Results .....	7

## A REPORT TO ESTABLISH PERCEIVED QUALITY AT THE III UMH INTERNATIONAL STAFF WEEK

### Methodology

At the end of the III UMH International Staff Week, a single questionnaire was sent and had to be answered online by the attendees. The participants in the Staff Week answered a survey which was identical for all of them, regardless of the tasks they perform at their universities of origin and their country of origin.

The questionnaire includes items related to the activities proposed and carried out by those attending the Staff Week, and their opinion about the services visited and the organization. A small statistical study of the participants' population, as well as a section on comments was included to gather feedback about the strong and weak points of the event, in general. Out of all the information gathered, a selection of the items that were most useful were chosen and these synthesize more effectively the information about perceived quality.

<b>Type</b>	Online survey using Google
<b>Edition</b>	2018
<b>Receipt of the information</b>	May 28 - June 15, 2018
<b>Answer</b>	30
<b>Population</b>	32 participants, 27 women and 5 men

### Used items

ID	ÍTEM	ABREVIATURA
1	Please, how did you know about the III UMH International Staff Week?	SW INFO
2	Please, indicate your opinion of the proposed activities:	
2.1	Visit to the Elche campus	ACT ELCHE CAMPUS

<b>2.2</b>	Guided tour to the city of Elche	ACT ELCHE
<b>2.3</b>	Welcome dinner	ACT DINNER
<b>2.4</b>	Talk about the University Commitment to its Surroundings: Healthy UMH	ACT TALK HEALTHY UMH
<b>2.5</b>	Health break	ACT HB
<b>2.6</b>	Visit of the UMH Radio	ACT RADIO
<b>2.7</b>	Visit to the Faculty of Fine Arts	ACT ALTEA CAMP
<b>2.8</b>	Presentation of the Just Like Home project	ACT ALTEA JLH
<b>2.9</b>	Guided tour of Altea	ACT ALTEA
<b>2.10</b>	Talk about the integration of disabled students into the academic community	ACT TALK DISABLED
<b>2.11</b>	Networking meeting	ACT NETWORK
<b>2.12</b>	Visit to the UMH athletic facilities	ACT ATHLETIC
<b>2.13</b>	Feedback session	ACT FEEDBACK
<b>3</b>	Please, indicate your opinion of the services you visited during the Staff Week:	
<b>3.1</b>	Service of Innovation and Technical Support for Education and Research	VIS SIATDI
<b>3.2</b>	Service of Communication / UMH Alumni	VIS COMALUM
<b>3.3</b>	Libraries	VIS LIBRARIES
<b>3.4</b>	Culture Office	VIS CULT
<b>3.5</b>	Sports Office	VIS SPORTS
<b>3.6</b>	Service of Students with Disabilities	VIS DISABI
<b>3.7</b>	International Relations Service	VIS IRS
<b>4</b>	Evaluate what is your opinion of the organization of International Staff Week.	SW ORGANIZ
<b>5</b>	Overall opinion	
<b>5.1</b>	Why did you decided to participate in the III UMH International Staff Week?	SW REASONS
<b>5.2</b>	In comparison to other International Staff Weeks in which you have participated: indicate how would rate the Third UMH International Week	SW RATE

<b>5.3</b>	What degree of satisfaction did you obtain at the Second UMH International Week	SW SATISFACT
<b>5.4</b>	Please, indicate what you would improve at the Second UMH International Week	SW IMPROVE
<b>5.5</b>	Would you recommend participating in it to your colleagues?	SW RECOMMEND
<b>6</b>	Please, indicate why you not recommend participating in the International Staff Week at the UMH	SW NO RECOMMEND
<b>7</b>	Descriptive data	
<b>7.1</b>	Your sex	PART SEX
<b>7.2</b>	Your age	PART AGE
<b>7.3</b>	Type of University you are representing	PART UNIV
<b>7.4</b>	Indicate your level of studies	PART STUDIES
<b>7.5</b>	Indicate your work activity at your university	PART WORK

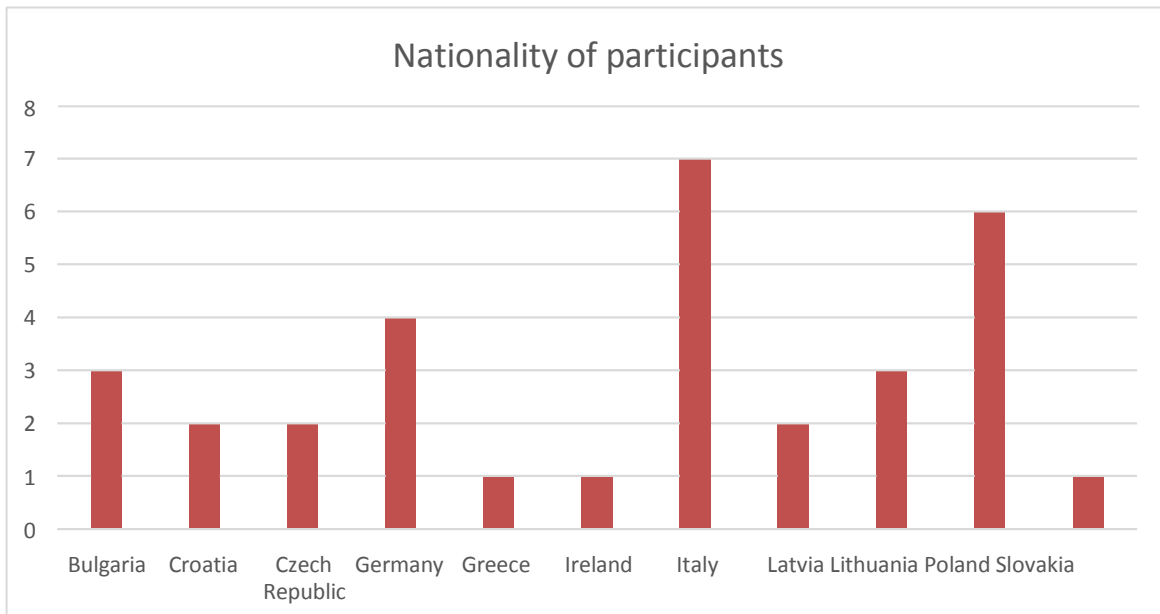
## Participants

The III UMH Staff Week had 32 participants, from 11 European countries, representing a total of 25 different universities.

<b>Country</b>	<b>University</b>	<b>Number of participants</b>
Bulgaria	Medical University – Plovdiv	1
Bulgaria	University "Angel Kanchev" of Ruse	2
Croatia	Universidad de Zagreb	1
Croatia	Zagreb University of Applied Sciences	1
Czech Republic	Palacký University Olomouc	1
Czech Republic	Universidad Tomas Bata en Zlín	1
Germany	Hochschule Nordhausen University of Applied Sciences	2
Germany	Universität Duisburg-Essen	1
Germany	University of Bremen	1
Greece	Athens University of Economics and Business	1
Ireland	Maynooth University	1
Italy	Academia di Palermo	2
Italy	Sapienza Università di Roma	1

Italy	Universidad de Insubria	1
Italy	Università Piemonte Orientale	1
Italy	University of Verona	2
Latvia	Riga Stradins University	2
Lithuania	University of Applied Sciences Vilniaus Kolegija	1
Lithuania	Kaunas University of Technology	2
Poland	AGH University of Science and Technology	1
Poland	Panstwowa Wyższa Szkoła Zawodowa w Koszalinie	2
Poland	Państwowa Wyższa Szkoła Zawodowa w Nysie	1
Poland	University of Warsaw	1
Poland	West Pomeranian University of Technology Szczecin	1
Slovakia	Slovak Medical University	1

On this occasion, one-fifth of the attendees were of Italian nationality (21.8%), followed by Poles (18.7%) and Germans (12.5%).



## Results

Ítem	Moda	Media	Media total	%
2.1. Visit to the Elche campus [Idea]	5	4.93	4.76	95.11%
2.1. Visit to the Elche campus [Organization]	5	4.67		
2.1. Visit to the Elche campus [Presentation]	5	4.67		
2.2. Guided tour to the city of Elche [Idea]	5	4.83	4.60	92.00%
2.2. Guided tour to the city of Elche [Organization]	5	4.70		
2.2. Guided tour to the city of Elche [Presentation]	5	4.27		
2.3. Welcome dinner "The Art of Cooking Spanish Tapas Experience" [Idea]	5	4.93	4.76	95.11%
2.3. Welcome dinner "The Art of Cooking Spanish Tapas Experience" [Organization]	5	4.67		
2.3. Welcome dinner "The Art of Cooking Spanish Tapas Experience" [Presentation]	5	4.67		
2.4. Talk about the University Commitment to its Surroundings: Healthy UMH [Idea]	5	4.77	4.73	94.67%
2.4. Talk about the University Commitment to its Surroundings: Healthy UMH [Organization]	5	4.73		
2.4. Talk about the University Commitment to its Surroundings: Healthy UMH [Presentation]	5	4.70		
2.5. Health break [Idea]	5	4.87	4.89	97.78%
2.5. Health break [Organization]	5	4.90		
2.5. Health break [Presentation]	5	4.90		
2.6. Presentation of participating universities at the UMH Radio [Idea]	5	4.83	4.82	96.44%
2.6. Presentation of participating universities at the UMH Radio [Organization]	5	4.80		
2.6. Presentation of participating universities at the UMH Radio [Presentation]	5	4.83		
2.7. Visit to the Faculty of Fine Arts [Idea]	5	4.90	4.81	96.22%
2.7. Visit to the Faculty of Fine Arts [Organization]	5	4.80		
2.7. Visit to the Faculty of Fine Arts [Presentation]	5	4.73		
2.8. Presentation of the Just Like Home project [Idea]	5	4.83	4.73	94.67%
2.8. Presentation of the Just Like Home project [Organization]	5	4.77		
2.8. Presentation of the Just Like Home project [Presentation]	5	4.60		



2.9. Guided tour of Altea [Idea]	5	4.97	4.90	<b>98.00%</b>
2.9. Guided tour of Altea [Organization]	5	4.83		
2.9. Guided tour of Altea [Presentation]	5	4.90		
2.10. Talk about the integration of disabled students into the academic community [Idea]	5	4.83	4.82	<b>96.44%</b>
2.10. Talk about the integration of disabled students into the academic community [Organization]	5	4.80		
2.10. Talk about the integration of disabled students into the academic community [Presentation]	5	4.83		
2.11. Networking meeting [Idea]	5	4.67	4.36	<b>87.11%</b>
2.11. Networking meeting [Organization]	5	4.20		
2.11. Networking meeting [Presentation]	5	4.20		
2.12. Visit to the UMH athletic facilities [Idea]	5	4.67	4.67	93.33%
2.12. Visit to the UMH athletic facilities [Organization]	5	4.63		
2.12. Visit to the UMH athletic facilities [Presentation]	5	4.70		
2.13. Feedback session [Idea]	5	4.77	4.71	94.22%
2.13. Feedback session [Organization]	5	4.70		
2.13. Feedback session [Presentation]	5	4.67		
3.1. Service of Innovation and Technical Support for Education and Research [Idea]	5	4.89	4.76	95.22%
3.1. Service of Innovation and Technical Support for Education and Research [Organization]	5	4.67		
3.1. Service of Innovation and Technical Support for Education and Research [Presentation]	5	4.72		
3.2. Service of Communication/Alumni UMH [Idea]	5	4.78	4.74	94.81%
3.2. Service of Communication/Alumni UMH [Organization]	5	4.72		
3.2. Service of Communication/Alumni UMH [Presentation]	5	4.72		
3.3. Libraries [Idea]	5	4.63	4.69	93.75%
3.3. Libraries [Organization]	5	4.75		
3.3. Libraries [Presentation]	5	4.69		
3.4. Culture Office [Idea]	5	4.65	4.71	94.12%
3.4. Culture Office [Organization]	5	4.76		
3.4. Culture Office [Presentation]	5	4.71		



3.5. Sports Office [Idea]	5	4.83	4.80	95.93%
3.5. Sports Office [Organization]	5	4.78		
3.5. Sports Office [Presentation]	5	4.78		
3.6. Service of Students with Disabilities [Idea]	5	4.82	4.76	95.29%
3.6. Service of Students with Disabilities [Organization]	5	4.71		
3.6. Service of Students with Disabilities [Presentation]	5	4.76		
3.7. International Relations Service [Idea]	5	4.87	4.84	96.76%
3.7. International Relations Service [Organization]	5	4.82		
3.7. International Relations Service [Presentation]	5	4.83		
4. Staff Organization [Punctuality]	5	4.73	4.85	97.00%
4. Staff Organization [Preparation]	5	4.90		
4. Staff Organization [Explanation]	5	4.87		
4. Staff Organization [Professionalism]	5	4.90		
Values: 1= Very bad, 2= Bad, 3= Average, 4= Good, 5= Very Good				

Almost all the activities proposed and carried out during the third edition of the International Week of the UMH obtained a score of over 92 percent, with the four best scores being: the guided visit to Altea (98%), the healthy break (97.78%), the organization of the seminars by the staff of the International Relations Service (97%), and the visit made to the International Relations Service (96.76%). Likewise, we would like to note the high score, as in the previous edition, for the presentation by Professor Raúl Reina on the integration of students with disabilities into the university environment, as well as the score for the presentation of the participating universities on UMH radio, both with 96.44 percent.

The only activity that scored below 90 percent was the networking meeting that obtained 87.11 percent. As the participants commented, the organization of these meetings could be improved. In addition, the participants suggested a greater participation of students, in order to be able to talk with them about their universities; therefore, their suggestions point out a need to a change the formulation of this activity.