

“Student, help us improve your living conditions at UFR PhITEM”

Good to know

This survey is part of the axis n°5 of the objectives of the multi-year contract of the Faculty of Sciences, in order to facilitate the life of the students. A work group made up of the management team, representatives of the administrative and technical services, teachers and students of the UFR PhITEM first met to define the content and the form of the survey, then to analyze your answers and to formalize proposals of actions.

The figures indicate a **globally positive satisfaction rate**.



Following your remarks, the UFR PhITEM will try to maintain and extend what works well and will focus its attention on the areas of improvement.

Participation rate

274 of you (out of 1106) answered to our survey, thank you!

- That is 25% of the student body
- All the specialties consulted participated
- 34% of respondents chose the English version of the survey

The results of the survey are available on the following link :

<https://enquetes.univ-grenoble-alpes.fr/tiny/v/ww0A9shIDB>

Identified areas of improvement

PhITEM's programs & administrative registration



- 1/ In order to **improve the information and the readability of our offered courses**, we will regularly update the content of the programs on the institutional site of the UGA and the website of the UFR PhITEM.
- 2/ The **administrative registration process** was exceptionally disrupted in 2022-23 due to the lack of raw material and the absence of delivery of the student cards supports. It should be noted that administrative registration takes place during the first two weeks of September by appointment.

Pedagogical aspects



- 1/ Pedagogical teams will be made aware of the need to improve consistency within the same course in **the use of pedagogical platforms** (Chamillo, Moodle, others).
- 2/ We will ensure, as far as possible, that **new international students** have access to educational platforms throughout the year,
- 3/ We are committed to taking into account any request for **registration for FLE (French as a Foreign Language) courses** from non-French-speaking newcomers (compatible with the RDE).

Welcome conditions at PhITEM



1/ **Opening hours of the buildings :**

- The UFR is not in a position to respond favorably to a request for an extension of the opening hours of the PhITEM buildings due to constraints linked in particular to the maintenance and guarding of the premises.

As a reminder, buildings A, C, D are open from 7:30 am to 7 pm - GreEn-ER from 7:30 am to 8 pm.

- In view of the rate of use of the Multimedia space, it does not appear relevant at this time to modify its opening hours.
- The opening hours of the physical reception from 8:30 am to 1:00 pm are planned to allow access to the training service to as many people as possible. You can always contact the reception by phone at **+33(0)4 76 04 10 00** until 4 pm.

2/ **Reception at the beginning of the academic year**

The management is considering the elaboration of a synthetic document with practical information concerning the PhITEM premises (reception, schedules, multimedia room, self-service computer rooms, copiers, etc.).

3/ **Layout of the premises and exteriors**

The management of the UFR is committed to implementing some of the facilities suggested in the survey, including:

- Installation of outdoor tables near the PhITEM buildings,
- Interior transformation of the hall in building A,
- Feasibility study on the addition of electrical outlets in consultation with the UGA technical services

However, to date, the UFR premises are not suitable to create a conviviality room or a place for meals.

The UGA is experiencing difficulties with the beverage distributor and not only in the PhITEM buildings. The UFR systematically reports malfunctions to the address indicated on the machines.