

SUPPLEMENTAY MATERIAL

RELATIONAL COORDINATION IN HIGHER EDUCATION
STUDENT SURVEY

1. University:

2. Age

Over 25 years old	
Under 25 years old	

3. Gender

Male	
Female	

4. Please explain the factors that have improved or worsened the quality of your University:

	Improved	Worsened
Administrative organization (registrations, validations ...)		
Academic organization (schedules, exam planning ...)		
Material resources (classrooms, computers ...)		
Virtual campus		
Lectures		
Training content		

5. Do the people who belong to these areas have the need to offer you information at certain times?

	Never (1)	Rarely (2)	Occasionally (3)	Frequently (4)	Constantly (5)
Administrative officers					
Lectures					
Classmates					

6. Do people who belong to the following work areas communicate with you frequently?

	Never (1)	Rarely (2)	Occasionally (3)	Frequently (4)	Constantly (5)
Administrative officers					
Lectures					
Classmates					

7. When any type of problem appears (study, logistics, documentation ...), how much did the following profiles help you to solve your problem?

	Never (1)	Rarely (2)	Occasionally (3)	Frequently (4)	Constantly (5)
Myself					
Lectures					
Students' representatives					

Administrative officers					
Classmates					

8. How well do the following profiles know about your role in the university and the problems that arise?

	Never (1)	Rarely (2)	Occasionally (3)	Frequently (4)	Constantly (5)
Lectures					
Students' representatives					
Administrative officers					
Classmates					

9. How much do the following profiles respect your role at the university?

	Never (1)	Rarely (2)	Occasionally (3)	Frequently (4)	Constantly (5)
Lectures					
Students' representatives					
Administrative officers					
Classmates					

10. How well do the following profiles share your goals at the university?

	Never (1)	Rarely (2)	Occasionally (3)	Frequently (4)	Constantly (5)
Lectures					
Students' representatives					
Administrative officers					
Classmates					

11. Indicate your level of satisfaction with the following profiles (1 very low, 5 very high):

	1	2	3	4	5
Lectures					
Students' representatives					
Administrative officers					
Materials					
Communication channels					
Training contents					

TABLES

Table S1. Principal components (PC) loading matrix of rotated of UEB_2020

Items	Loading	Eigenvalue	Explained variance		PC
			(%)	α Cronbach	
16.RESPE _{Lect}	0.692	10.29	44.72	0.934	1
17.RESPE _{Repres}	0.727				
18.RESPE _{Admin}	0.730				
19.RESPE _{Class}	0.735				
20.SHARAGOAL _{Lect}	0.785				
21.SHARAGOAL _{Repres}	0.775				
22.SHARAGOAL _{Admin}	0.756				
23.SHARAGOAL _{Class}	0.771				
8.SOLPRO _{Lect}	0.600	1.72	7.49	0.844	2
9.SOLPRO _{Repres}	0.768				
10.SOLPRO _{Admin}	0.723				
13.SKNO _{WRepres}	0.664				
14.SKNO _{WAdmin}	0.668				
1.ACCU _{Admin}	0.725	1.60	6.97	0.756	3
4.FREQ _{Admin}	0.631				
5.FREQ _{Lect}	0.630				
3ACCU _{Class}	0.682	1.14	4.95	0.771	4

Table S2. Centroids for each cluster of UEB_2020

Components	PC ¹	Cluster 1	Cluster 2	Cluster 3
Institutional cooperation	1	7.301 ^c	-0.895 ^b	-7.243 ^a
Institutional solving-problem	2	5.485 ^c	-0.512 ^b	-5.637 ^a
Administrative communication	3	4.468 ^c	0.052 ^b	-5.096 ^a
Classmates' communication	4	3.982 ^c	0.117 ^b	-4.618 ^a

¹ Principal component. ^{a,b,c} Within row, averages with different superscript differ significantly, p-value <0.001

FIGURES

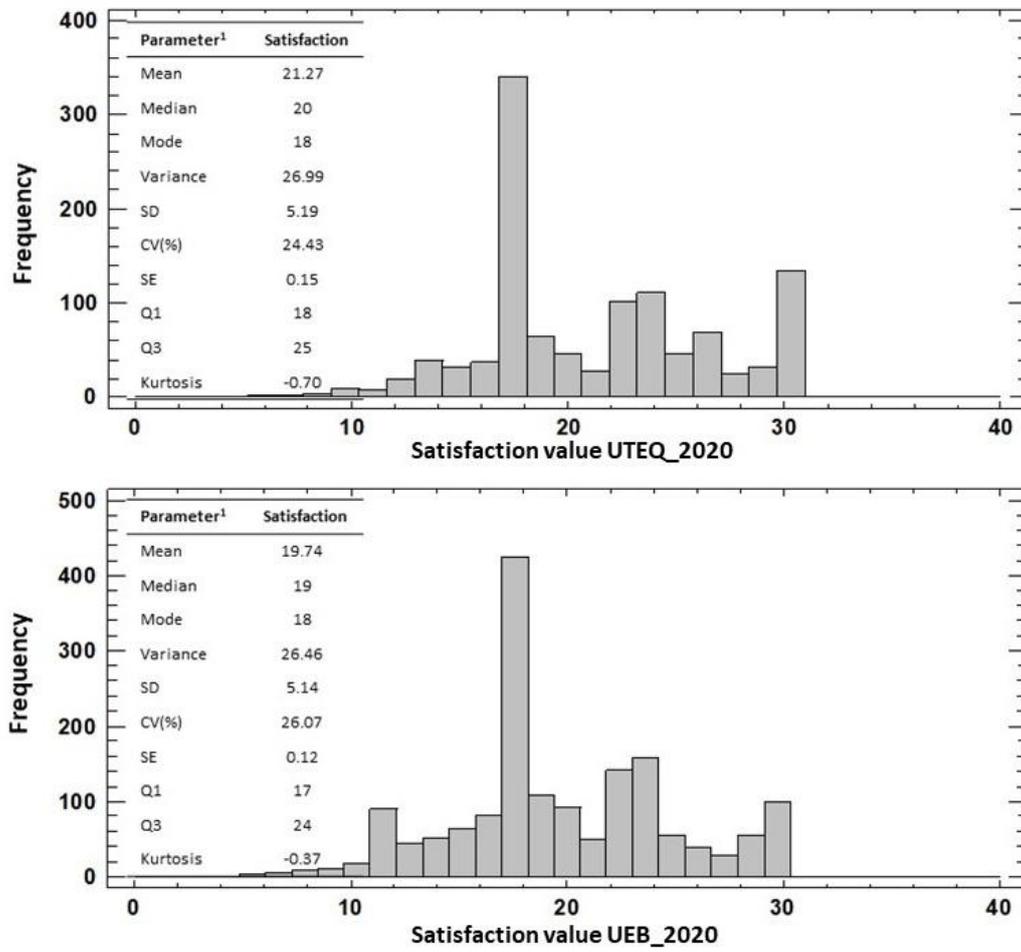


Figure S1. Statistical parameters of the satisfaction value for each university

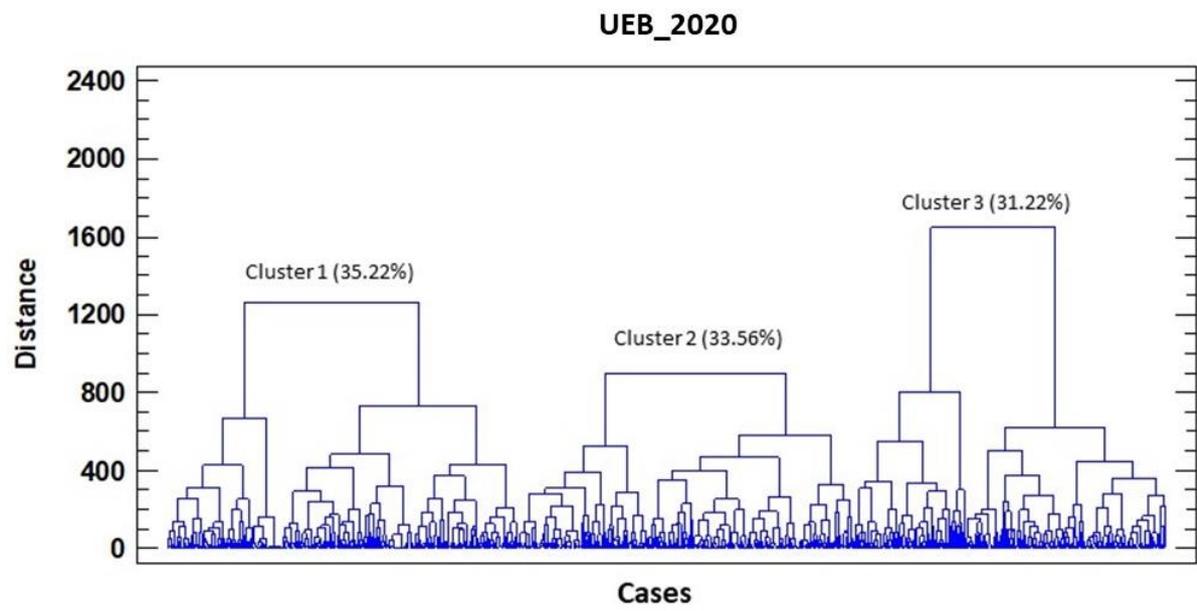


Figure S2. Relational coordination clusters of UEB_2020

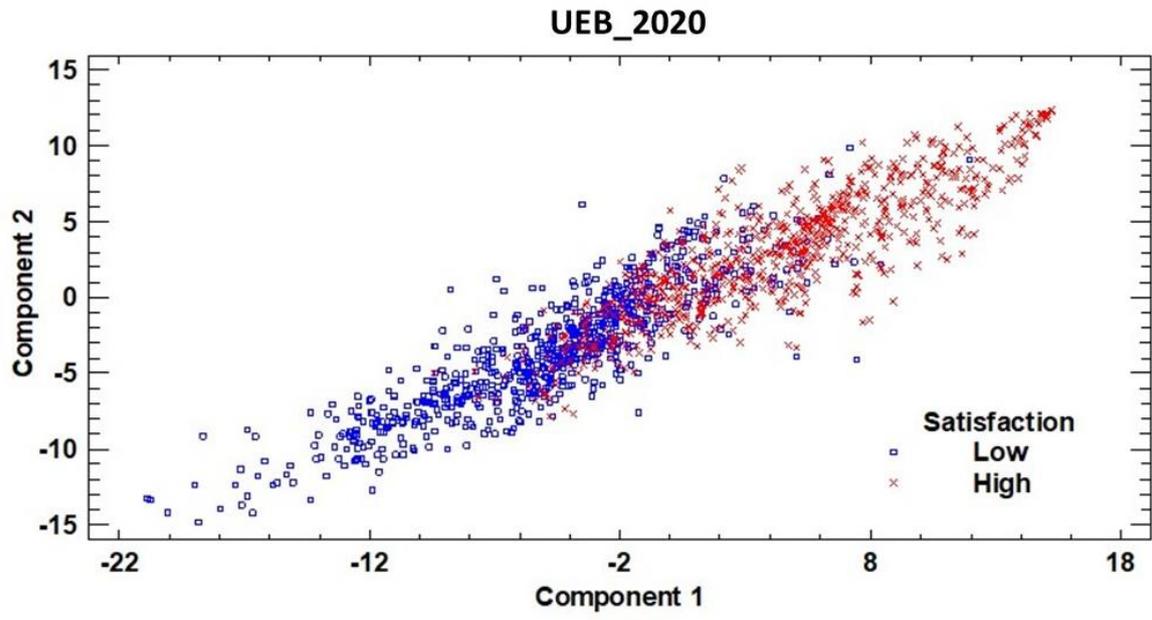


Figure S3. Satisfaction according to the first two components of UEB_2020

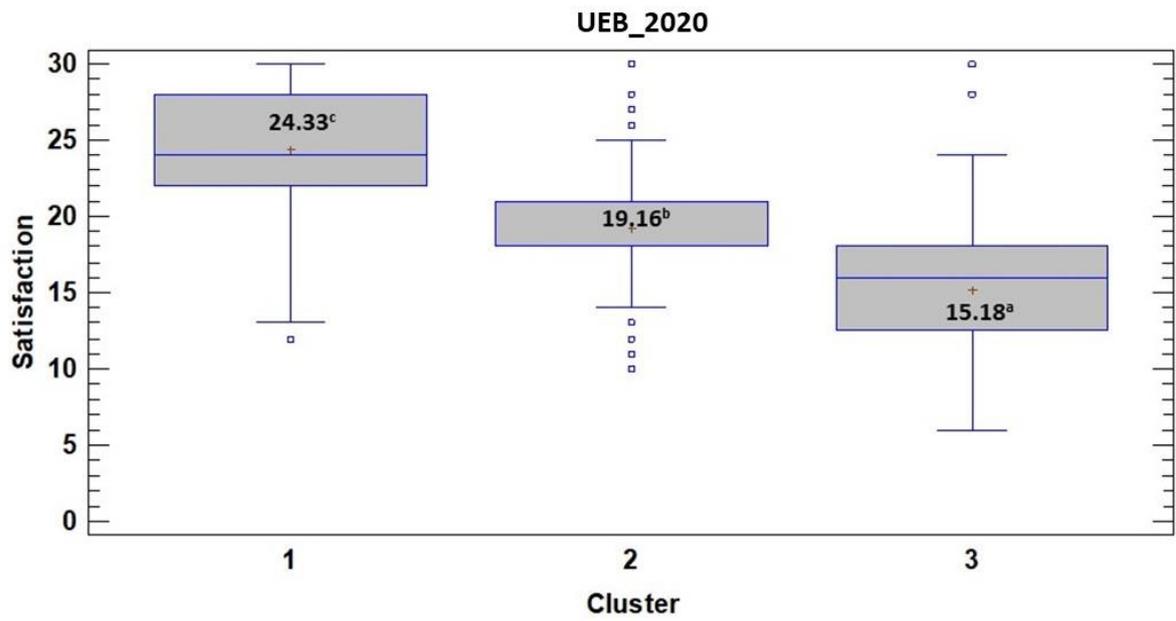


Figure S4. Total satisfaction in each relational coordination model of UEB_2020. Mean a,b,c with different superscript differ significantly, p-value <0.001