| Stakeholder category | Stakeholder group | Goals, motivations, and interests | Influence | Interest | Action | Win/win strategies |
|----------------------|-------------------|----------------------------------|-----------|----------|--------|-------------------|
| **Governance**       | Senate and Chancellor’s office | The Universities reputation and standing in terms of facing a pandemic crisis. | High      | High     | Key player | Sign off of key decisions and stages via existing channels. Motivating Academic, Administrator and Technical Staff in keep an high quality standard |
|                      | External Relations Office/Communications Office | Maintaining a positive public image for the university, its staff and students. | High      | High     | Key player | Partner in the development and delivery of the communication plan. |
|                      | Business and enterprise | Keep a good and health economic balance, Funding application for educational investment | High      | High     | Key player | Consultation on any projects that impact existing business partnerships; investment in the advanced facilities and qualified personnel to continue to deliver an appropriate dental education, both theoretical and practical. |
| **Providers**        | Catering Maintenance Cleaning | Ability to continue business as usual and potential impact on existing contracts. Improving the sanitizing procedures | Low       | High     | Show consideration | Show consideration via regular updates and provide clear channels for expressing concerns. |
|                      | IT Providers | Improving the quality of the platform for the delivering of e-learning educations and the increase of the advanced technologies such as the virtual reality for the practical simulations at home | High      | High     | Key player | Continue negotiation and improvement of annual subscription for the educational platforms |
|                      | Dental educational tool providers | Improving the hands-on activity and the realization of a traineeship at home in case of in presence suspensions | High      | High     | Key player | Contact e negotiation of contracts between university and the Dental educational tool providers to offer to each students the appropriate material to practice at home, with the supervision of the professor on the e-learning platform |
## Stakeholder mapping matrix – Dental education model during Pandemic crisis

| Regulatory and utilities | Occupational health service | Assuring the health of the dental operators, including professors, dentists, dental assistants, tutors, residents and dental students in traineeship | High | High | Key player | Screening tests before the access to the structure, adequate furniture of personal protection equipment (PPE), program of vaccination, security courses on the prevention of infection in practice |
|-------------------------|-----------------------------|-------------------------------------------------------------------------------------------------|-----|-----|------------|--------------------------------------------------------------------------------------|
| Users/Beneficiaries     | Patients                    | The standard of care delivered to the patients should not be lowered in quality                  | High| High| Show consideration | Considerations of the standard of qualities of the dental care delivered by future dentist, which are trained in a different way. Take the opportunity to develop a different and a better training program |
|                         | Insurances                  | Poorly trained dentists might be responsible for malpractices, and these types of increase should be avoided | Low | High | Show consideration | Show consideration for cooperation for sponsored hands-on course for advanced undergraduate and post-graduate students. Special insurance covering for the students graduated with an obliged different model of training |
|                         | Academic staff              | Improve the quality of the teaching approach, included the practical notions during pandemic crisis | High| High| Key player | Diversification of the teaching methods, regular updates on the facilities available for a better deliver of practical lectures. Strict schedule for the “in presence” practical activities |
|                         | Administrative staff        | Support in the funding application for new and advanced facilities                                | Low | High | Show consideration | Providing to the teachers “tips&tricks” to simplify the application for the new equipment acquisition |
|                         | Technical staff             | Support in the IT management                                                                    | High| High| Key player | Increase in quantity and quality the IT technician staff to provide a better support to academic, administrative Staff and students |
| Students                | Students                    | Improve the adaptation to a new learning approach.                                              | High| High| Key player | Students should not rely on the lecturer to stimulate the learning process, being responsible to review materials before class, including book chapters, videos, case studies. |