

THE DEGREE PROGRAM AND THE UNIVERSITY EXPERIENCE

MASTER OF SCIENCE IN POLITICS AND POLICY ANALYSIS a.y. 2021-2022

SURVEY PERIOD: JULY 2022 - JULY 2023

N° QUESTIONNAIRES PROCESSED: 57

N° OF GRADUATE STUDENTS: 64

RESPONSE RATE: 89,1%



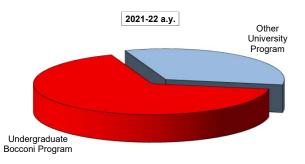
EVALUATION OF UNIVERSITY EXPERIENCE

Politics and Policy Analysis

General information

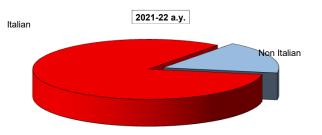
Undergraduate Career

| Answers | | % | % |
|-------------------------------|------|---------|---------|
| | a.v. | 2021-22 | 2020-21 |
| Undergraduate Bocconi Program | 38 | 66,7 | 73,1 |
| Other University Program | 19 | 33,3 | 26,9 |
| Total | 57 | 100,0 | 100,0 |
| NA | 0 | | |



Nationality

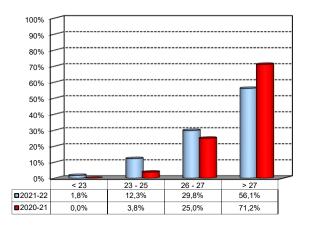
| Answers | | % | % |
|-------------|------|---------|---------|
| | a.v. | 2021-22 | 2020-21 |
| Italian | 47 | 82,5% | 82,7% |
| Non Italian | 10 | 17,5% | 17,3% |
| Total | 57 | 100% | 100% |
| NA | 1 | | |



Average mark of the exams passed:

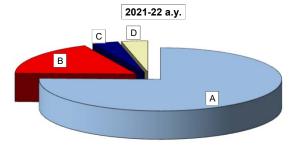
(approximate average expressed in 30/30)

| Answers | a.v. | % |
|----------------|------|-------|
| meno di 23 | 1 | 1,8% |
| 23-25 | 7 | 12,3% |
| 26-27 | 17 | 29,8% |
| maggiore di 27 | 32 | 56,1% |
| Total | 57 | 100% |
| NA | 0 | |



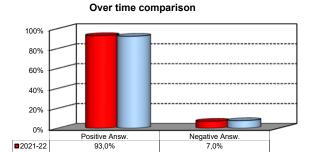
How many of the courses included in your curriculum did you attend regularly?

| Answers | | % | % |
|------------------------|------|---------|---------|
| | a.v. | 2021-22 | 2020-21 |
| A - More than 75% | 43 | 75,4 | 78,8 |
| B - Between 50 and 75% | 10 | 17,5 | 15,4 |
| C - Between 25 and 50% | 2 | 3,5 | 3,8 |
| D - Less thanl 25% | 2 | 3,5 | 1,9 |
| Total | 57 | 100,0 | 100,0 |
| NA | 0 | | |



1) On the whole, do you think that the MSc program you attended at Bocconi enabled in-depth study of topics in both a theoretical and a practical sense?

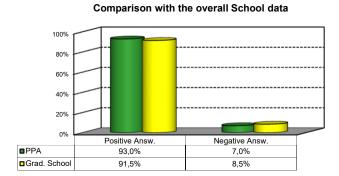
| Answers | Ita | Italian | | Italian | Total | | |
|----------------------|------|---------|------|---------|-------|-------|--|
| | a.v. | % | a.v. | % | a.v. | % | |
| A - Definitely YES | 20 | 42,6% | 3 | 30,0% | 23 | 40,4% | |
| B - More YES than NO | 25 | 53,2% | 5 | 50,0% | 30 | 52,6% | |
| C - More NO than YES | 1 | 2,1% | 1 | 10,0% | 2 | 3,5% | |
| D - Definitely NO | 1 | 2,1% | 1 | 10,0% | 2 | 3,5% | |
| Total | 47 | 100% | 10 | 100% | 57 | 100% | |
| NA | 0 | | 0 | | | | |



7,7%

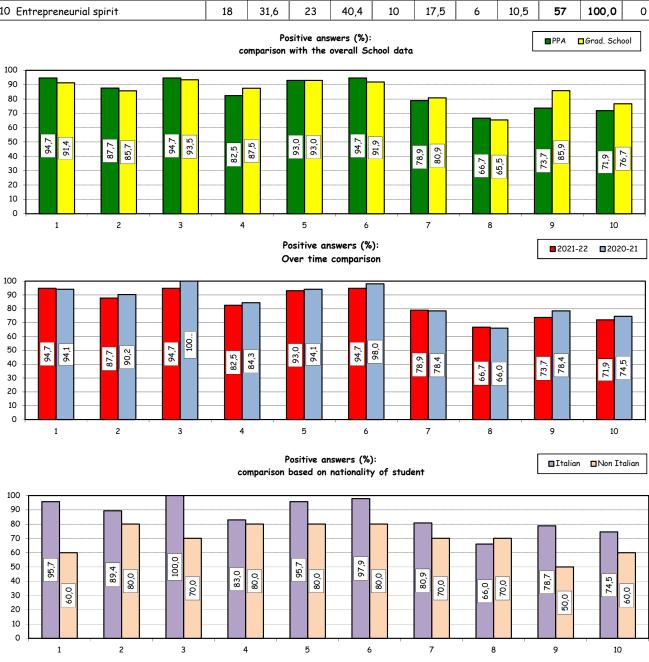
92,3%

■2020-21



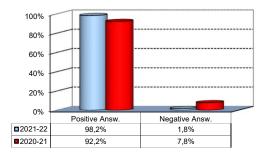
2) Do you think that your course of study at Bocconi has contributed to the development of the following skills?

| Item | Definit | ely YES | | ES than IO | | IO than | Definit | ely NO | То | otal | n.a. |
|--------------------------------|---------|---------|------|---------------|------|---------|---------|--------|------|-------|------|
| Soft Skill | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. |
| 1 Ability to work in team | 33 | 57,9 | 21 | 36,8 | 2 | 3,5 | 1 | 1,8 | 57 | 100,0 | 0 |
| 2 Interpersonal skills | 22 | 38,6 | 28 | 49,1 | 6 | 10,5 | 1 | 1,8 | 57 | 100,0 | 0 |
| 3 Organizational skills | 34 | 59,6 | 20 | 35,1 | 2 | 3,5 | 1 | 1,8 | 57 | 100,0 | 0 |
| 4 Critical thinking skills | 28 | 49,1 | 19 | 33,3 | 8 | 14,0 | 2 | 3,5 | 57 | 100,0 | 0 |
| Ability to analyze and select | | | | | | | | | | | |
| 5 information | 34 | 59,6 | 19 | 33,3 | 3 | 5,3 | 1 | 1,8 | 57 | 100,0 | 0 |
| 6 Problem-solving ability | 26 | 45,6 | 28 | 49,1 | 2 | 3,5 | 1 | 1,8 | 57 | 100,0 | 0 |
| 7 Written communication skills | 22 | 38,6 | 23 | 40,4 | 9 | 15,8 | 3 | 5,3 | 57 | 100,0 | 0 |
| 8 Verbal communication skills | 11 | 19,3 | 27 | 47,4 | 16 | 28,1 | 3 | 5,3 | 57 | 100,0 | 0 |
| 9 Ability to cope with stress | 28 | 49,1 | 14 | 24,6 | 11 | 19,3 | 4 | 7,0 | 57 | 100,0 | 0 |
| 10 Entrepreneurial spirit | 18 | 31,6 | 23 | 40,4 | 10 | 17,5 | 6 | 10,5 | 57 | 100,0 | 0 |



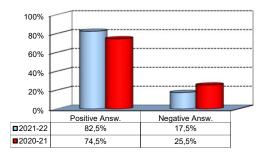
3) Do you think that teaching activities in the MSc program were structured in an active manner (frequent use of teamwork, case studies, assignments, etc.)?

| Anwers | a.v. | % |
|----------------------|------|-------|
| A - Definitely YES | 24 | 42,1% |
| B - More YES than NO | 32 | 56,1% |
| C - More NO than YES | 1 | 1,8% |
| D - Definitely NO | 0 | 0,0% |
| Total | 57 | 100% |
| NA | 0 | |



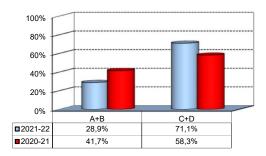
4) Do you think that the courses in your curriculum were adequately coordinated with each other?

| Anwers | a.v. | % |
|----------------------|------|-------|
| A - Definitely YES | 13 | 22,8% |
| B - More YES than NO | 34 | 59,6% |
| C - More NO than YES | 9 | 15,8% |
| D - Definitely NO | 1 | 1,8% |
| Total | 57 | 100% |
| NA | 0 | |



5) During the MSc program, did you notice any unnecessary overlaps or repetitions of subjects and content with what you studied during your undergraduate program?

| Anwers | a.v. | % |
|---------------|------|-------|
| A-Very often | 4 | 10,5% |
| B-Often | 7 | 18,4% |
| C-Hardly ever | 21 | 55,3% |
| D-Never | 6 | 15,8% |
| Total | 38 | 100% |
| NA | 19 | |

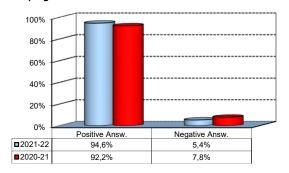


Please select the course or courses in the MSc program in which you encountered overlaps or unnecessary repetitions (multiple answers admitted)

| Course | a.v. | % |
|--|------|--------|
| WELFARE AND PUBLIC ECONOMICS - SCIENZA DELLE FINANZE | 3 | 10,3% |
| METHODS AND TOOLS FOR POLICY ANALYSIS - POLICY EVALUATION | 3 | 10,3% |
| POLITICAL SCIENCE - MODULE 1 (TOPICS IN COMPARATIVE POLITICS) - POLITICAL SCIENCE AND COMPARATIVE POLITICS | 2 | 6,9% |
| METHODS AND TOOLS FOR POLICY ANALYSIS - EMPIRICAL RESEARCH METHODS AND DATA ANALYSIS | 2 | 6,9% |
| PUBLIC ADMINISTRATION - ECONOMIA E MANAGEMENT DELLE AMMINISTRAZIONI PUBBLICHE | 2 | 6,9% |
| METHODS AND TOOLS FOR POLICY ANALYSIS - ECONOMETRICS | 2 | 6,9% |
| WELFARE AND PUBLIC ECONOMICS - PUBLIC ECONOMICS | 2 | 6,9% |
| Other | 13 | 44,8% |
| TOTAL | 29 | 100,0% |

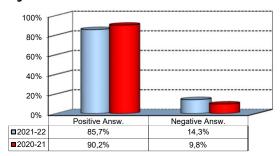
6) Do you think that the overall study load was compatible with the length of the program?

| Anwers | a.v. | % |
|----------------------|------|-------|
| A - Definitely YES | 19 | 33,9% |
| B - More YES than NO | 34 | 60,7% |
| C - More NO than YES | 2 | 3,6% |
| D - Definitely NO | 1 | 1,8% |
| Total | 56 | 100% |
| NA | 1 | |



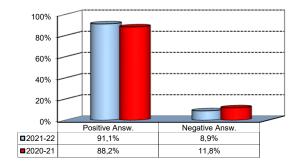
7) Was the coordination of the study program appropriately managed by the Program Director?

| Anwers | a.v. | % |
|----------------------|------|-------|
| A - Definitely YES | 28 | 50,0% |
| B - More YES than NO | 20 | 35,7% |
| C - More NO than YES | 5 | 8,9% |
| D - Definitely NO | 3 | 5,4% |
| Total | 56 | 100% |
| NA | 1 | |



8) On the whole, were the classroom climate and relationships with your classmates positive and able to enrich your personal experience?

| Anwers | a.v. | % |
|----------------------|------|-------|
| A - Definitely YES | 31 | 55,4% |
| B - More YES than NO | 20 | 35,7% |
| C - More NO than YES | 5 | 8,9% |
| D - Definitely NO | 0 | 0,0% |
| Total | 56 | 100% |
| NA | 1 | |

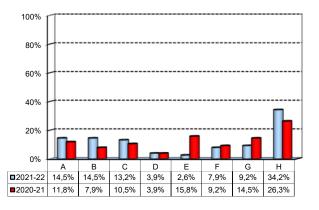


Extracurricular Activities

1) Which of the following extracurricular activities did you attend during your study program?

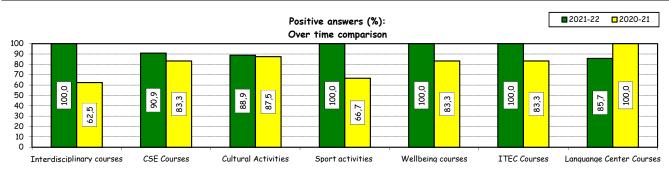
(multiple answers admitted)

| Anwers | a.v. | % |
|--|------|-------|
| A - Interdisciplinary courses ("Sapere a tutto campo") | 11 | 14,5% |
| B - Counseling and Self-Empowerment courses CSE | 11 | 14,5% |
| C - Cultural Activities (visit museums, concerts, | | |
| theatre and cinema, various issues) | 10 | 13,2% |
| D - Sport activities | 3 | 3,9% |
| E - Wellbeing courses | 2 | 2,6% |
| F - Courses offered by ITEC | 6 | 7,9% |
| G - Courses offered by Language Center | 7 | 9,2% |
| H - None | 26 | 34,2% |
| Total | 76 | 100% |
| NA | 0 | |



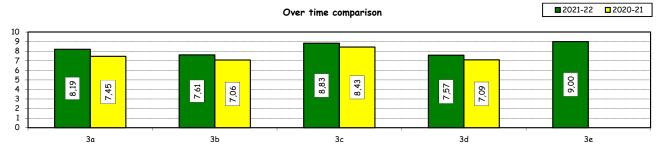
2) Do you think that the activities you took part in contributed to your cultural/educational enrichment?

| | Definitely YES | | More YES than NO | | More NO than YES | | Definitely NO | | Total | | NA |
|-------------------------------|----------------|------|------------------|------|------------------|------|---------------|-----|-------|-------|------|
| | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. |
| A - Interdisciplinary courses | 3 | 30,0 | 7 | 70,0 | 0 | 0,0 | 0 | 0,0 | 10 | 100,0 | 1 |
| B - CSE courses | 7 | 63,6 | 3 | 27,3 | 1 | 9,1 | 0 | 0,0 | 11 | 100,0 | 0 |
| C - Cultural Activities | 6 | 66,7 | 2 | 22,2 | 1 | 11,1 | 0 | 0,0 | 9 | 100,0 | 1 |
| D - Sport activities | 2 | 66,7 | 1 | 33,3 | 0 | 0,0 | 0 | 0,0 | 3 | 100,0 | 0 |
| E - Wellbeing courses | 1 | 50,0 | 1 | 50,0 | 0 | 0,0 | 0 | 0,0 | 2 | 100,0 | 0 |
| F - ITEC courses | 4 | 66,7 | 2 | 33,3 | 0 | 0,0 | 0 | 0,0 | 6 | 100,0 | 0 |
| G -Language Center courses | 3 | 42,9 | 3 | 42,9 | 1 | 14,3 | 0 | 0,0 | 7 | 100,0 | 0 |



How would you evaluate:

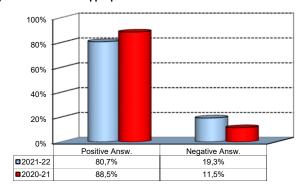
| | Negative Positive | | | | | | | | | | |
|---|-------------------|-----|------|-----------|------|--------|------|------|------|-------|---|
| Answers | 1-2 3 | | 3 | 3-4-5 6-7 | | 7-8 9- | | -10 | То | Total | |
| Item | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. | % | |
| 3a) The range and interest of programmes offered | 0 | 0,0 | 0 | 0,0 | 20 | 64,5 | 11 | 35,5 | 31 | 100,0 | 0 |
| 3b) The support you received from the Campus Life Office | 0 | 0,0 | 4 | 12,9 | 17 | 54,8 | 10 | 32,3 | 31 | 100,0 | 0 |
| 3c) The support you received from ITEC | 0 | 0,0 | 0 | 0,0 | 2 | 33,3 | 4 | 66,7 | 6 | 100,0 | 0 |
| 3d) The support you received from Language Center | 0 | 0,0 | 1 | 14,3 | 4 | 57,1 | 2 | 28,6 | 7 | 100,0 | 0 |
| 3e) The support you received from Bocconi Sport Team | 0 | 0,0 | 0 | 0,0 | 1 | 33,3 | 2 | 66,7 | 3 | 100,0 | 0 |



Degree Thesis

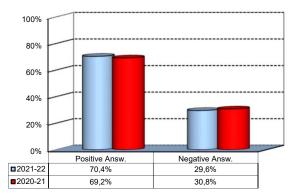
1) Do you think that the supervision and the assistance for preparing for your thesis were appropriate?

| Anwers | a.v. | % |
|----------------------|------|-------|
| A - Definitely YES | 28 | 49,1% |
| B - More YES than NO | 18 | 31,6% |
| C - More NO than YES | 6 | 10,5% |
| D - Definitely NO | 5 | 8,8% |
| Total | 57 | 100% |
| NA | 0 | |



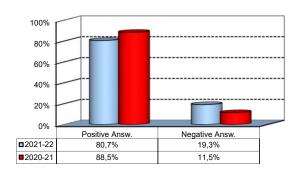
2) Do you think that the facilities provided by the University (library, computer labs) adequately supported preparation for your thesis?

| Anwers | a.v. | % |
|----------------------|------|-------|
| A - Definitely YES | 16 | 29,6% |
| B - More YES than NO | 22 | 40,7% |
| C - More NO than YES | 13 | 24,1% |
| D - Definitely NO | 3 | 5,6% |
| Total | 54 | 100% |
| NA | 3 | |



3) Do you think that your thesis was a useful experience for completing your education and a way to verify your planning and writing skills?

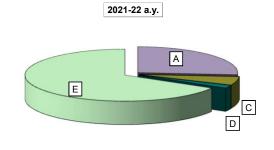
| Anwers | a.v. | % |
|----------------------|------|-------|
| A - Definitely YES | 19 | 33,3% |
| B - More YES than NO | 27 | 47,4% |
| C - More NO than YES | 9 | 15,8% |
| D - Definitely NO | 2 | 3,5% |
| Total | 57 | 100% |
| NA | 0 | |



Experience Of Studying Abroad

1) Please select the program you participated in:

| Answers | | % | % |
|------------------|------|---------|---------|
| | a.v. | 2021-22 | 2020-21 |
| A - Exchange | 15 | 26,3 | 5,8 |
| B - CEMS-MIM | 0 | 0,0 | 0,0 |
| C- Double Degree | 3 | 5,3 | 19,2 |
| D - Free-Mover | 1 | 1,8 | 0,0 |
| E- None | 38 | 66,7 | 75,0 |
| Total | 57 | 100,0 | 100,0 |
| NA | 0 | | |

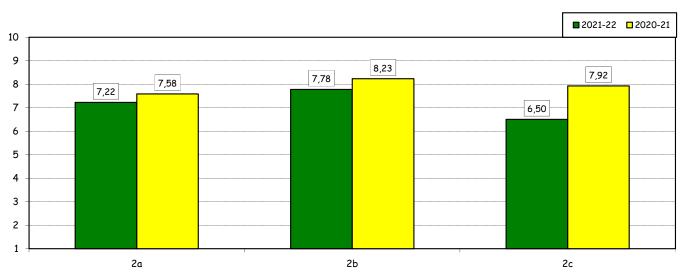


How would you evaluate:

(only A, B, C or E answers to item no.1)

| | Neg | ative | | | | | Pos | itive |] | | |
|--------------------------------------|------|-------|-------|------|-------|------|------|-------|-------|-------|------|
| Answers | 1-2 | | 3-4-5 | | 6-7-8 | | 9-10 | | Total | | N.A. |
| Item | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. |
| 2a) Quality and completeness | | | | | | | | | | | |
| of information provided | | | | | | | | | | | |
| through: 'International Week', | | | | | 40 | | | | 40 | 100.0 | |
| emails, brochures, | 1 | 5,6 | 1 | 5,6 | 13 | 72,2 | 3 | 16,7 | 18 | 100,0 | 0 |
| International Relations Service | | | | | | | | | | | |
| web page. | | | | | | | | | | | |
| 2b) The range and interest of | 0 | 0.0 | _ | 44.4 | _ | F0.0 | 7 | 20.0 | 10 | 100.0 | _ |
| programs offered. | 0 | 0,0 | 2 | 11,1 | 9 | 50,0 | 7 | 38,9 | 18 | 100,0 | 0 |
| 2c) The support you received | | | | | | | | | | | |
| from Bocconi International | 2 | 11,1 | 3 | 16,7 | 10 | 55,6 | 3 | 16,7 | 18 | 100,0 | 0 |
| Relations. | | | | | | | | | | | |

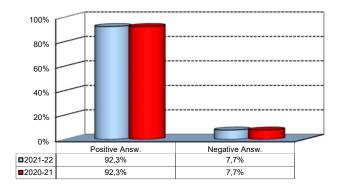
Over time comparison



Experience Of Studying Abroad

3) Would you positively evaluate this experience?

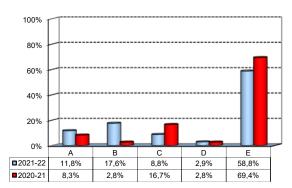
| Answers | v.a. | % |
|----------------------|------|-------|
| A - Definitely YES | 6 | 46,2% |
| B - More YES than NO | 6 | 46,2% |
| C - More NO than YES | 1 | 7,7% |
| D - Definitely NO | 0 | 0,0% |
| Total | 13 | 100% |
| NA | 6 | |



(In case of answer "E" to item no.1)

4) Please indicate why you did not attend a period of study abroad (select all relevant reasons):

| Answers | a.v. | % |
|--|------|-------|
| A-Lack of interest in this kind of experience | 4 | 11,8% |
| B-Absence of the requirements needed for | | |
| participation in the program selected | 6 | 17,6% |
| C-Rejection of your application | 3 | 8,8% |
| D-Lack of time during the period of study | 1 | 2,9% |
| E-Other (personal, family, organizational reasons, | | |
| etc.) | 20 | 58,8% |
| Total | 34 | 100% |
| NA | 4 | |



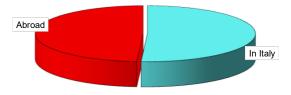
Internship Activities

1)Which activity recognized in your curriculum did you complete during the MSc program?

| Answers | | % | % |
|-------------------------------------|------|---------|---------|
| | a.v. | 2021-22 | 2020-21 |
| A - Internship/Other job experience | 53 | 96,4 | 80,5 |
| B - Alternative Activity^ | 2 | 3,6 | 19,5 |
| Total | 55 | 100,0 | 100,0 |
| NA | 0 | | |

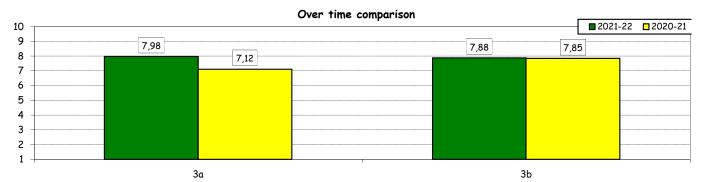
2) Where did you complete the internship recognized by the Bachelor program?

| Answers | | % | % |
|----------|------|---------|---------|
| | a.v. | 2021-22 | 2020-21 |
| In Italy | 27 | 50,9% | 66,7% |
| Abroad | 26 | 49,1% | 33,3% |
| Total | 53 | 100% | 100% |
| NA | 0 | | |



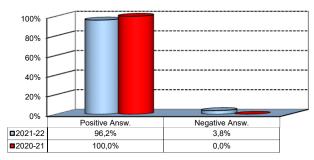
How would you evaluate:

| | Neg | ative | | | | | Pos | | | | | | |
|-------------------------------|------|-------|------|-------|------|-------|------|------|------|-------|------|-----|------|
| Answers | 1 | 1-2 | | 3-4-5 | | 3-4-5 | | 7-8 | 9- | 10 | To | tal | N.A. |
| Item | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. | | |
| 3a) The number and variety of | 0 | 0,0 | 2 | 3,8 | 29 | 55,8 | 21 | 40,4 | 52 | 100,0 | 1 | | |
| opportunities offered. | 0 | 0,0 | " | 3,6 | 29 | 33,8 | 21 | 70,7 | 52 | 100,0 | 1 | | |
| 3b) The support you received | 0 | 0.0 | 4 | 11,5 | 23 | 44.2 | 23 | 44.2 | 52 | 100,0 | 1 | | |
| from the Internship Office. | U | 0,0 | 6 | 11,5 | 23 | 44,2 | 23 | 44,2 | 52 | 100,0 | 1 | | |



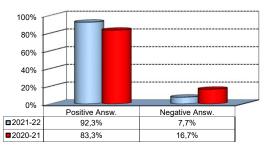
4) Would you positively evaluate this experience?

| Answers | a.v. | % |
|----------------------|------|-------|
| A - Definitely YES | 28 | 53,8% |
| B - More YES than NO | 22 | 42,3% |
| C - More NO than YES | 2 | 3,8% |
| D - Definitely NO | 0 | 0,0% |
| Total | 52 | 100% |
| NA | 1 | |



5) Do you think that the qualifications you acquired while attending the MSc program were appropriate to perform this activity?

| Answers | a.v. | % |
|----------------------|------|-------|
| A - Definitely YES | 20 | 38,5% |
| B - More YES than NO | 28 | 53,8% |
| C - More NO than YES | 2 | 3,8% |
| D - Definitely NO | 2 | 3,8% |
| Total | 52 | 100% |
| NA | 1 | |



^{^:}During the pandemic, students were given the opportunity to replace the mandatory internship with an alternative activity called Carreer Start Pack. It consists in an elective exam integrated with mandatory participation in the virtual career orientation path

General satisfaction and short-term plans

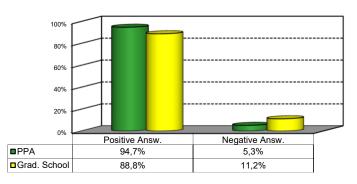
1) Are you satisfied overall with the study program you attended?

| Answers | Ite | alian | Non : | Italian | Total | | |
|----------------------|------|-------|-------|---------|-------|-------|--|
| | a.v. | % | a.v. | % | a.v. | % | |
| A - Definitely YES | 19 | 40,4% | 3 | 30,0% | 22 | 38,6% | |
| B - More YES than NO | 26 | 55,3% | 6 | 60,0% | 32 | 56,1% | |
| C - More NO than YES | 2 | 4,3% | 0 | 0,0% | 2 | 3,5% | |
| D - Definitely NO | 0 | 0,0% | 1 | 10,0% | 1 | 1,8% | |
| Total | 47 | 100% | 10 | 100% | 57 | 100% | |
| NA | 0 | | 0 | | 0 | | |

Over time comparison

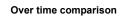
100% 80% 60% 20% Positive Answ. Negative Answ. 2021-22 94,7% 5,3% 2020-21 88,0% 12,0%

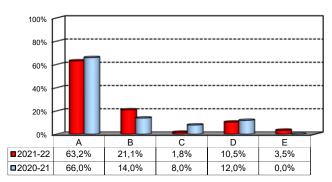
Comparison with the overall School data



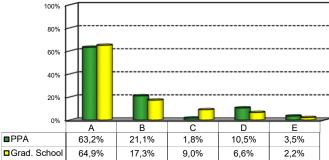
2a) If you could go back in time, would you enroll in the University again?

| Answers | It | alian | Non | Italian | Total | |
|--|------|-------|------|---------|-------|-------|
| | v.a. | % | v.a. | % | v.a. | % |
| A-YES, in the same program at this University | 33 | 70,2% | 3 | 30,0% | 36 | 63,2% |
| B-YES, in another program at this University | 8 | 17,0% | 4 | 40,0% | 12 | 21,1% |
| C-YES, in the same program but at another University | 1 | 2,1% | 0 | 0,0% | 1 | 1,8% |
| D-YES, in another program at another University | 4 | 8,5% | 2 | 20,0% | 6 | 10,5% |
| E-NO, I would not enrol in university anymore | 1 | 2,1% | 1 | 10,0% | 2 | 3,5% |
| Total | 47 | 100% | 10 | 100% | 57 | 100% |
| NA | 0 | | 0 | | 0 | |





Comparison with the overall School data



General satisfaction and short-term plans

(In case of answer "B" to item no.2a)

2b) Which program would you enroll at this University?

| MSc | a.v. | % |
|-------|------|-------|
| ACME | 0 | 0,0% |
| AFC | 1 | 9,1% |
| FIN | 1 | 9,1% |
| CLELI | 0 | 0,0% |
| ESS | 3 | 27,3% |
| EMIT | 0 | 0,0% |
| GIO | 4 | 36,4% |
| IM | 2 | 18,2% |
| M | 0 | 0,0% |
| MM | 0 | 0,0% |
| CYBER | 0 | 0,0% |
| Total | 11 | 100% |
| NA | 1 | |

2c) Why would you make a different choice?

(In case of aswer "B", "C", "D" or "E" to item no.2a)

| | | % | % |
|--|------|---------|---------|
| Answers | a.v. | 2021-22 | 2020-21 |
| A - My interest has changed over time / I discovered that I have different | | | |
| attitudes | 11 | 55,0% | 10,0% |
| B -The MS program did not satisfy my expectations | 4 | 20,0% | 60,0% |
| C I would have preferred to attend the same MS program but taught in | | | |
| English | 0 | 0,0% | 0,0% |
| D - Other reasons | 5 | 25,0% | 30,0% |
| Total | 20 | 100% | 100% |
| NA | 1 | | |

D- Other reasons:

Il corso che no trequentato si e rivelato moito simile alla mia triennale. A 610 avrei avuto corsi piu alversi dai mio percorso precedente al studi.

L'ambiente contribuisce a creare estrema e non necessaria competizione, corsi di laurea troppo improntati sull'apprendimento nozionistico piuttosto che pratico, mancanza totale di comunicazione diretta con lo studente

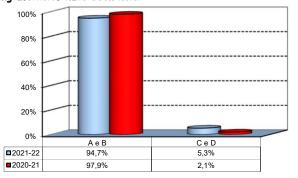
Master all'estero di un anno

non ero entrata nella mia prima scelta

Infrastructure: Classrooms, Library And Facilities

1) What is your opinion about the classrooms where lessons and other teaching activities have been held?*

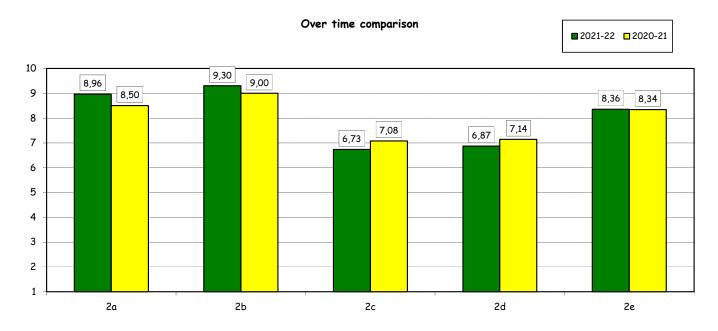
| Answers | a.v. | % |
|--------------------------------------|------|-------|
| A - Always or nearly always adequate | 46 | 80,7% |
| B - Often adequate | 8 | 14,0% |
| C - Rarely adequate | 2 | 3,5% |
| D - Never adequate | 1 | 1,8% |
| E - I did not use them | 0 | 0,0% |
| Total | 57 | 100% |
| NA | 0 | |



2) How would you evaluate:

(In case of aswer "A", "B", "C" or "D" to item no.1)

| | Neg | gative | | | | | Pos | itive | [| | | |
|--|------|--------|------|-------|------|-------|------|-------|-------|-------|----|------|
| Answers | | 1-2 | | 3-4-5 | | 6-7-8 | | -10 | Total | | NA | N.R. |
| Item | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. | % | | |
| a) The adequacy of the audio and multimedia systems (e.g. instructor's computer, projectors, video players) installed in the classrooms. | 0 | 0,0 | 1 | 1,8 | 14 | 25,0 | 41 | 73,2 | 56 | 100,0 | | 1 |
| b) The cleanliness of classrooms and of other common areas on campus (corridors, halls, study rooms). | 0 | 0,0 | 0 | 0,0 | 10 | 17,9 | 46 | 82,1 | 56 | 100,0 | | 1 |
| c) The adequacy of the amount of areas/seats reserved to individual study in the University Library. | 3 | 5,4 | 10 | 17,9 | 29 | 51,8 | 14 | 25,0 | 56 | 100,0 | 1 | 1 |
| d) The adequacy of the amount of areas/seats reserved to individual study in other buildings on campus. | 4 | 7,3 | 8 | 14,5 | 25 | 45,5 | 18 | 32,7 | 55 | 100,0 | 0 | 2 |
| e) The clarity and adequacy of the signage system on campus. | 0 | 0,0 | 2 | 3,6 | 26 | 46,4 | 28 | 50,0 | 56 | 100,0 | | 1 |

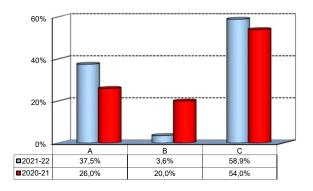


(*): the percentage shown on the graphs is calculated by excluding the responses of those who declare that they have not used the service.

Infrastructure: Classrooms, Library And Facilities

3) What is your overall opinion on the PC Labs and IT facilities provided by the University?

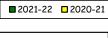
| Answers | a.v. | % |
|-------------------------|------|-------|
| A- Adequate in number | 21 | 37,5% |
| B- Inadequate in number | 2 | 3,6% |
| C- Never used | 33 | 58,9% |
| Total | 56 | 100% |
| NA | 1 | |

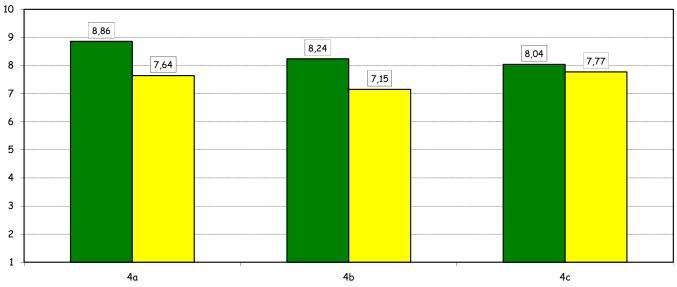


4) How do you evaluate:

| | Negative | | | | | | Pos | itive | | | |
|--|----------|-----|------|-------|------|-------|------|-------|------|-------|---|
| Answers | 1 | 1-2 | | 3-4-5 | | 6-7-8 | | 9-10 | | Total | |
| Item | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. | % | |
| a) The availability of technical staff supporting students (Tutors) in PC Labs.* | 0 | 0,0 | 0 | 0,0 | 6 | 28,6 | 15 | 71,4 | 21 | 100,0 | 2 |
| b)The convenience of the PC Labs' opening hours.* | 0 | 0,0 | 1 | 4,8 | 8 | 38,1 | 12 | 57,1 | 21 | 100,0 | 2 |
| c) The level of accessibility and usability of the University's IT services (Internet access points, Punto Blu, Virtual Punto Blu, wireless connection). | 0 | 0,0 | 4 | 7,1 | 27 | 48,2 | 25 | 44,6 | 56 | 100,0 | 0 |

Over time comparison

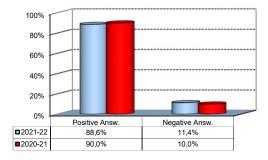




Infrastructure: Classrooms, Library And Facilities

5) What is your overall opinion on the Library's services, such as support for individual study?*

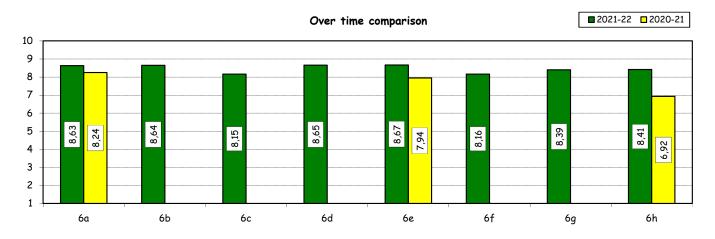
| Answers | a.v. | % |
|--------------------|------|-------|
| A - Very Positive | 15 | 26,8% |
| B - Quite positive | 24 | 42,9% |
| C - Quite negative | 5 | 8,9% |
| D - Very Negative | 0 | 0,0% |
| E - Never used | 12 | 21,4% |
| Total | 56 | 100% |
| NA | 1 | |



6) How would you evaluate:

(In case of aswer "A", "B", "C" or "D" to item no. 5)

| | Negative | | | | | | Positive | | | | |
|--|----------|-----|------|-------|------|-------|----------|------|------|-------|------|
| Answers | | 1-2 | | 3-4-5 | | 6-7-8 | | 9-10 | | Total | |
| Item | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. | % | a.v. |
| a) The convenience of the Library's opening hours and access to its main services. | 0 | 0,0 | 2 | 5,0 | 15 | 37,5 | 23 | 57,5 | 40 | 100,0 | 4 |
| b) Range of subjects covered in hardcopy collections (books and journals) compared to your needs of study and research | 0 | 0,0 | 1 | 2,6 | 13 | 33,3 | 25 | 64,1 | 39 | 100,0 | 5 |
| c) The relevance and updating of online collections (e-books, e-journals, databases) compared to your needs of study and research | 1 | 2,6 | 1 | 2,6 | 21 | 53,8 | 16 | 41,0 | 39 | 100,0 | 5 |
| d) The ease of use of search tools available on the Library website | 0 | 0,0 | 1 | 2,5 | 16 | 40,0 | 23 | 57,5 | 40 | 100,0 | 4 |
| e) The assistance provided by the Library staff | 0 | 0,0 | 1 | 2,6 | 14 | 35,9 | 24 | 61,5 | 39 | 100,0 | 5 |
| f) Availability of documents (textbooks, articles, chapters, case studies, etc.) used in individual courses | 0 | 0,0 | 4 | 10,5 | 14 | 36,8 | 20 | 52,6 | 38 | 100,0 | 6 |
| g) The Library website as a source of information on the services offered and as a point of access for resources | 1 | 2,6 | 1 | 2,6 | 17 | 44,7 | 19 | 50,0 | 38 | 100,0 | 6 |
| h) The usefulness of workshops offered by the Library to understand how to use the resources available (catalogues, e-journals, databases, etc.) | 0 | 0,0 | 1 | 2,9 | 15 | 44,1 | 18 | 52,9 | 34 | 100,0 | 10 |



(*): the percentage shown on the graphs is calculated by excluding the responses of those who declare that they have not used the service.