

**EVALUATION OF
THE DEGREE PROGRAM AND THE
UNIVERSITY EXPERIENCE**

**MASTER OF SCIENCE IN
MANAGEMENT
a.y. 2022-2023**

SURVEY PERIOD: JULY 2023 - APRIL 2024

N° QUESTIONNAIRES PROCESSED: 414

N° OF GRADUATE STUDENTS: 437

RESPONSE RATE: 95,0%



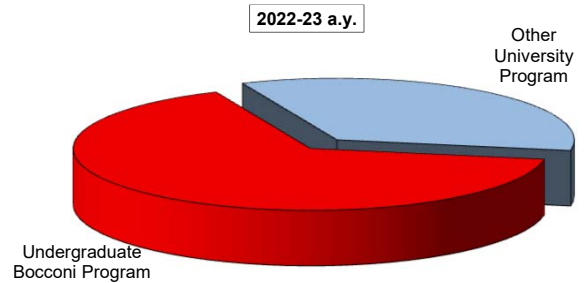
EVALUATION OF UNIVERSITY EXPERIENCE

Management

General information

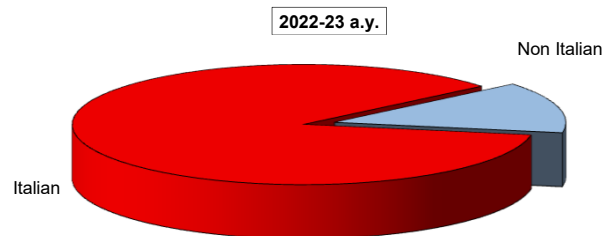
Undergraduate Career

Answers	a.v.	% 2022-23	% 2021-22
Undergraduate Bocconi Program	272	65,7	62,1
Other University Program	142	34,3	37,9
Total	414	100,0	100,0
NA	0		



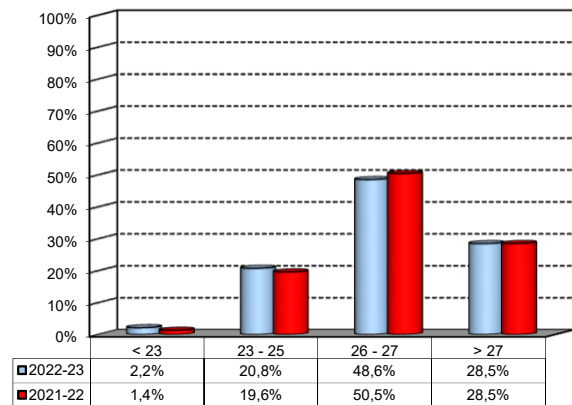
Nationality

Answers	a.v.	% 2022-23	% 2021-22
Italian	357	86,2%	84,2%
Non Italian	57	13,8%	15,8%
Total	414	100%	100%
NA	9		



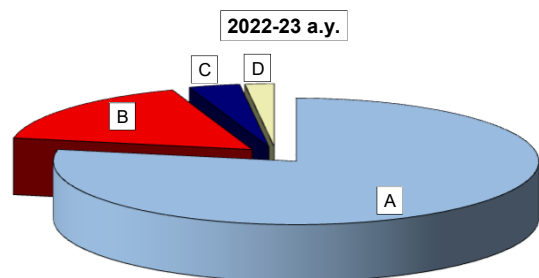
Average mark of the exams passed: (approximate average expressed in 30/30)

Answers	a.v.	%
meno di 23	9	2,2%
23-25	86	20,8%
26-27	201	48,6%
maggiore di 27	118	28,5%
Total	414	100%
NA	0	



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

Answers	a.v.	% 2022-23	% 2021-22
A - More than 75%	322	78,0	76,7
B - Between 50 and 75%	69	16,7	19,0
C - Between 25 and 50%	14	3,4	3,4
D - Less than 25%	8	1,9	0,9
Total	413	100,0	100,0
NA	1		

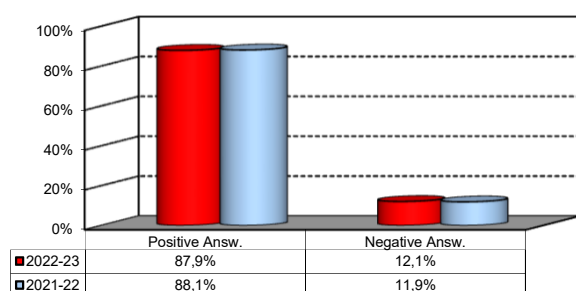


Study Experience

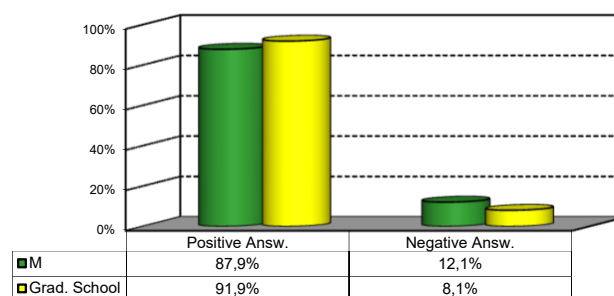
1) On the whole, do you think that the MSc program you attended at Bocconi enabled in-depth study of topics in both a theoretical and a practical sense?

Answers	Italian		Non Italian		Total	
	a.v.	%	a.v.	%	a.v.	%
A - Definitely YES	148	41,6%	20	35,1%	168	40,7%
B - More YES than NO	165	46,3%	30	52,6%	195	47,2%
C - More NO than YES	40	11,2%	6	10,5%	46	11,1%
D - Definitely NO	3	0,8%	1	1,8%	4	1,0%
Total	356	100%	57	100%	413	100%
NA	1		0			

Over time comparison



Comparison with the overall School data

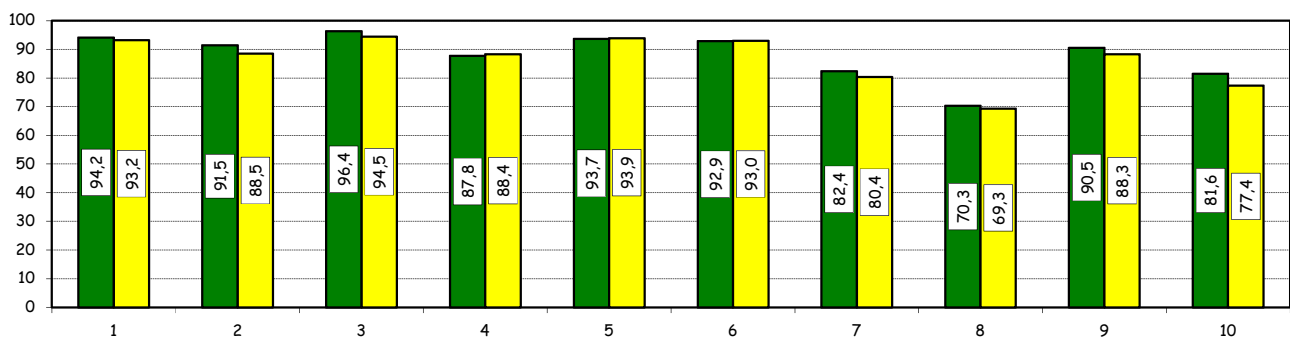


Study Experience

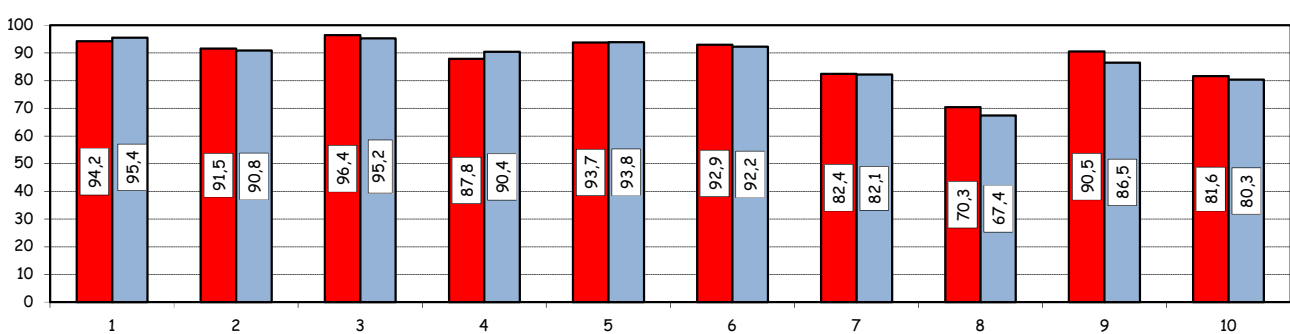
2) Do you think that your course of study at Bocconi has contributed to the development of the following skills?

Soft Skill	Item	Definitely YES		More YES than NO		More NO than YES		Definitely NO		Total		n.a.
		a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.
1	Ability to work in team	281	68,2	107	26,0	23	5,6	1	0,2	412	100,0	2
2	Interpersonal skills	244	59,2	133	32,3	32	7,8	3	0,7	412	100,0	2
3	Organizational skills	272	66,2	124	30,2	13	3,2	2	0,5	411	100,0	3
4	Critical thinking skills	201	49,0	159	38,8	44	10,7	6	1,5	410	100,0	4
5	Ability to analyze and select information	226	55,1	158	38,5	25	6,1	1	0,2	410	100,0	4
6	Problem-solving ability	222	54,1	159	38,8	28	6,8	1	0,2	410	100,0	4
7	Written communication skills	170	41,5	168	41,0	63	15,4	9	2,2	410	100,0	4
8	Verbal communication skills	119	29,0	170	41,4	90	21,9	32	7,8	411	100,0	3
9	Ability to cope with stress	255	61,9	118	28,6	28	6,8	11	2,7	412	100,0	2
10	Entrepreneurial spirit	170	41,3	166	40,3	63	15,3	13	3,2	412	100,0	2

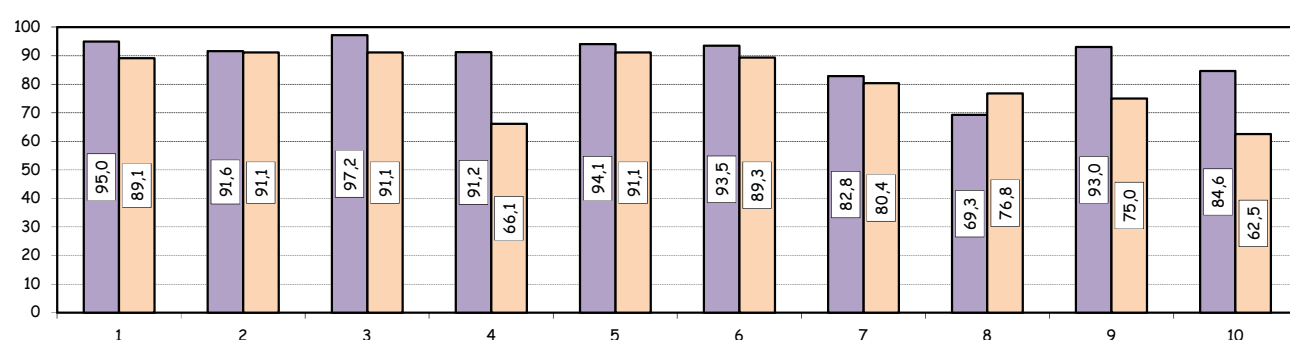
Positive answers (%):
comparison with the overall School data



Positive answers (%):
Over time comparison



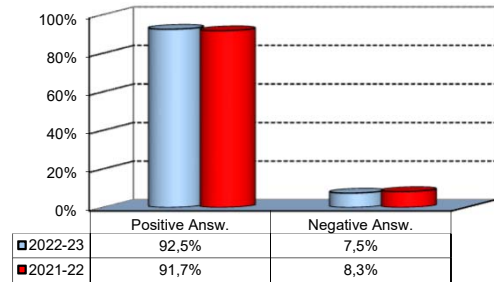
Positive answers (%):
comparison based on nationality of student



Study Experience

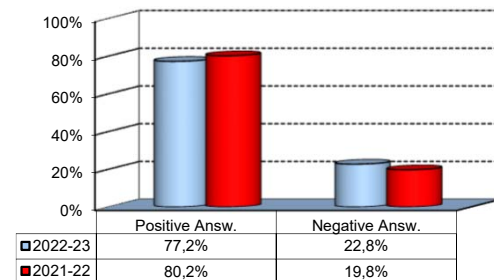
3) Do you think that teaching activities in the MSc program were structured in an active manner (frequent use of teamwork, case studies, assignments, etc.)?

Answers	a.v.	%
A - Definitely YES	196	47,5%
B - More YES than NO	186	45,0%
C - More NO than YES	26	6,3%
D - Definitely NO	5	1,2%
Total	413	100%
NA	1	



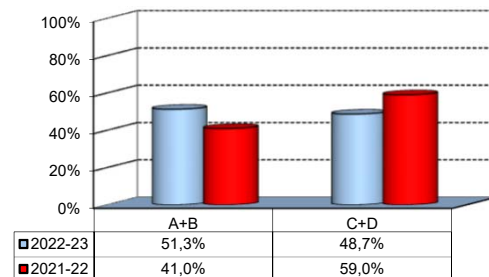
4) Do you think that the courses in your curriculum were adequately coordinated with each other?

Answers	a.v.	%
A - Definitely YES	105	25,4%
B - More YES than NO	214	51,8%
C - More NO than YES	83	20,1%
D - Definitely NO	11	2,7%
Total	413	100%
NA	1	



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?

Answers	a.v.	%
A-Very often	63	23,2%
B-Often	76	28,0%
C-Hardly ever	108	39,9%
D-Never	24	8,9%
Total	271	100%
NA	143	



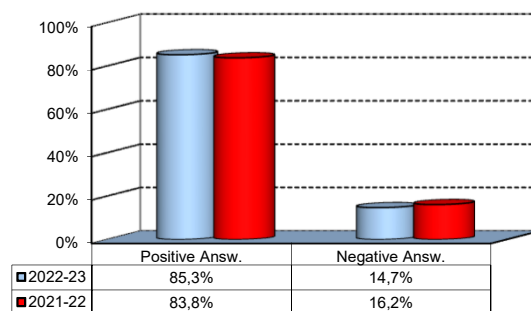
Please select the course or courses in the MSc program in which you encountered overlaps or unnecessary repetitions
(multiple answers admitted)

Course	a.v.	%
FINANCIAL MANAGEMENT E CORPORATE BANKING - FINANZA AZIENDALE	48	15,9%
MARKETING MANAGEMENT - ADVANCED - MARKETING	44	14,6%
BUSINESS HISTORY - STORIA ECONOMICA	41	13,6%
DIRITTO COMMERCIALE (corso progredito) - DIRITTO COMMERCIALE	21	7,0%
GESTIONE DELLE RISORSE UMANE - FONDAMENTI DI ORGANIZZAZIONE	15	5,0%
SCENARI ECONOMICI - ECONOMIA - MODULO 2 (MACROECONOMIA)	13	4,3%
PERFORMANCE MEASUREMENT E CORPORATE STRATEGY - MODULO II (CORPORATE STRATEGY) - STRATEGIA COMPETITIVA	10	3,3%
Other	110	36,4%
TOTAL	302	100,0%

Study Experience

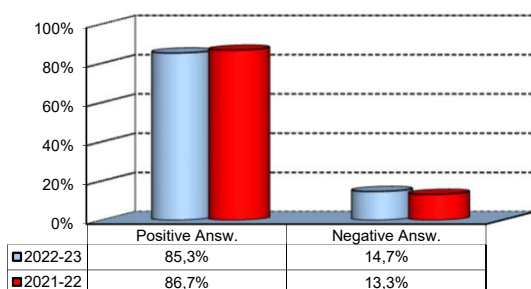
6) Do you think that the overall study load was compatible with the length of the program?

Answers	a.v.	%
A - Definitely YES	123	30,2%
B - More YES than NO	224	55,0%
C - More NO than YES	47	11,5%
D - Definitely NO	13	3,2%
Total	407	100%
NA	7	



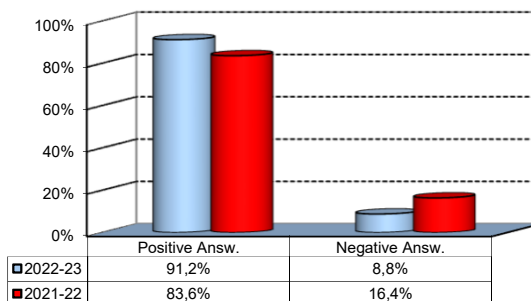
7) Was the coordination of the study program appropriately managed by the Program Director?

Answers	a.v.	%
A - Definitely YES	117	28,7%
B - More YES than NO	231	56,6%
C - More NO than YES	49	12,0%
D - Definitely NO	11	2,7%
Total	408	100%
NA	6	



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

Answers	a.v.	%
A - Definitely YES	195	47,7%
B - More YES than NO	178	43,5%
C - More NO than YES	31	7,6%
D - Definitely NO	5	1,2%
Total	409	100%
NA	5	

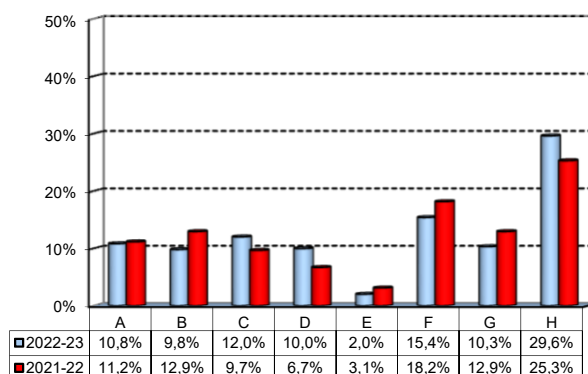


Extracurricular Activities

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

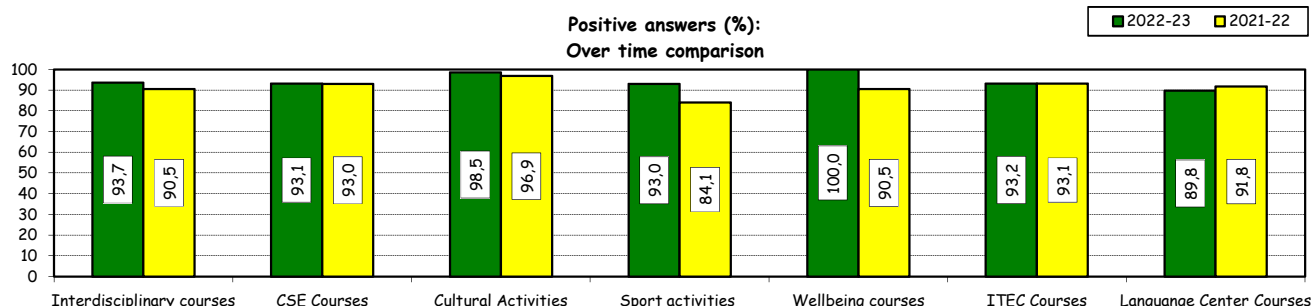
(multiple answers admitted)

Answers	a.v.	%
A - Interdisciplinary courses ("Sapere a tutto campo")	64	10,8%
B - Counseling and Self-Empowerment courses CSE	58	9,8%
C - Cultural Activities (visit museums, concerts, theatre and cinema, various issues)	71	12,0%
D - Sport activities	59	10,0%
E - Wellbeing courses	12	2,0%
F - Courses offered by ITEC	91	15,4%
G - Courses offered by Language Center	61	10,3%
H - None	175	29,6%
Total	591	100%
NA	0	



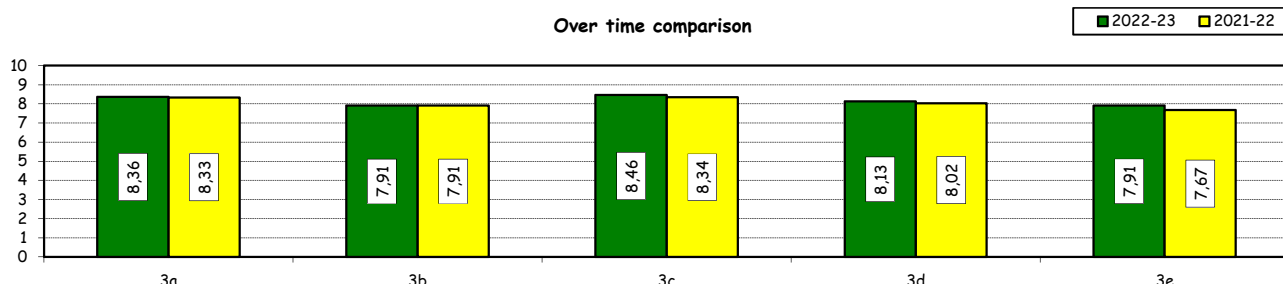
2) Do you think that the activities you took part in contributed to your cultural/educational enrichment?

	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	29	46,0	30	47,6	4	6,3	0	0,0	63	100,0	1
B - CSE courses	30	51,7	24	41,4	4	6,9	0	0,0	58	100,0	0
C - Cultural Activities	35	51,5	32	47,1	1	1,5	0	0,0	68	100,0	3
D - Sport activities	28	49,1	25	43,9	2	3,5	2	3,5	57	100,0	2
E - Wellbeing courses	6	54,5	5	45,5	0	0,0	0	0,0	11	100,0	1
F - ITEC courses	47	53,4	35	39,8	6	6,8	0	0,0	88	100,0	3
G - Language Center courses	23	39,0	30	50,8	6	10,2	0	0,0	59	100,0	2



How would you evaluate:

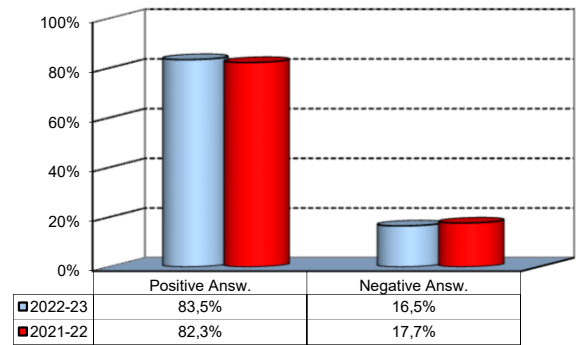
		Negative				Positive						
Item	Answers	1-2		3-4-5		6-7-8		9-10		Total		NA
		a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	
3a) The range and interest of programmes offered		1	0,4	6	2,5	116	48,7	115	48,3	238	100,0	1
3b) The support you received from the Campus Life Office		4	1,7	14	6,0	129	55,1	87	37,2	234	100,0	5
3c) The support you received from ITEC		0	0,0	1	1,1	42	48,3	44	50,6	87	100,0	4
3d) The support you received from Language Center		0	0,0	2	3,3	38	63,3	20	33,3	60	100,0	1
3e) The support you received from Bocconi Sport Team		1	1,7	5	8,6	30	51,7	22	37,9	58	100,0	1



Degree Thesis

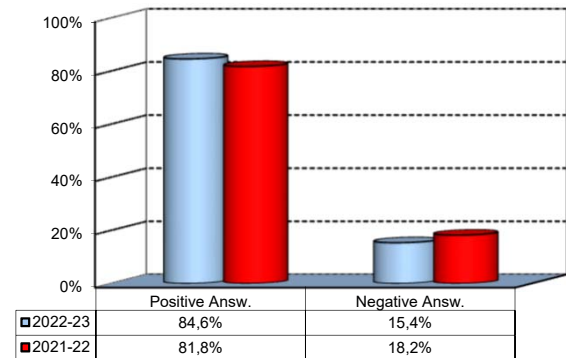
1) Do you think that the supervision and the assistance for preparing for your thesis were appropriate?

Answers	a.v.	%
A - Definitely YES	200	48,7%
B - More YES than NO	143	34,8%
C - More NO than YES	50	12,2%
D - Definitely NO	18	4,4%
Total	411	100%
NA	3	



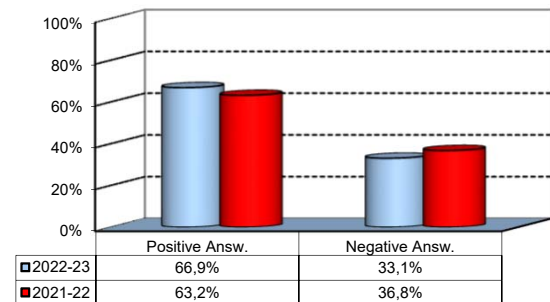
2) Do you think that the facilities provided by the University (library, computer labs) adequately supported preparation for your thesis?

Answers	a.v.	%
A - Definitely YES	178	43,5%
B - More YES than NO	168	41,1%
C - More NO than YES	48	11,7%
D - Definitely NO	15	3,7%
Total	409	100%
NA	5	



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?

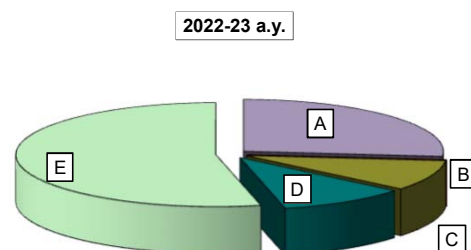
Answers	a.v.	%
A - Definitely YES	130	31,6%
B - More YES than NO	145	35,3%
C - More NO than YES	94	22,9%
D - Definitely NO	42	10,2%
Total	411	100%
NA	3	



Experience Of Studying Abroad

1) Please select the program you participated in:

Answers	% 2022-23 a.y.		
	a.v.	2022-23	2021-22
A - Exchange	110	26,6	20,0
B - CEMS-MIM	0	0,0	0,0
C- Double Degree	39	9,4	14,9
D - Free-Mover	43	10,4	5,0
E- None	222	53,6	60,1
Total	414	100,0	100,0
NA	0		

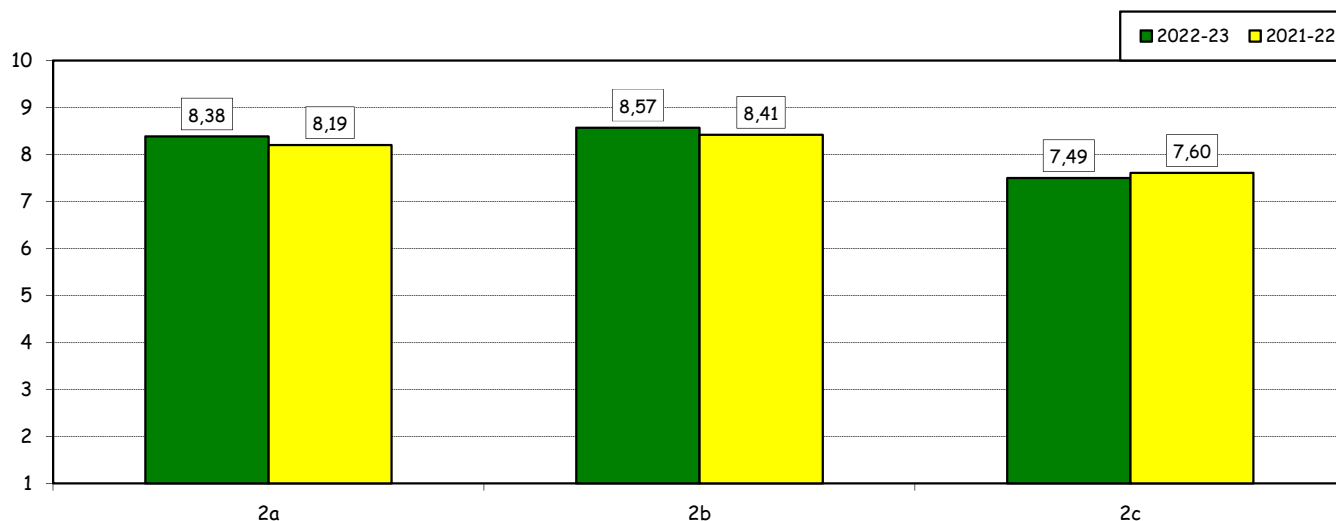


How would you evaluate:

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

Item	Answers	Negative				Positive				Total		N.A.
		1-2		3-4-5		6-7-8		9-10				a.v.
		a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	
2a) Quality and completeness of information provided through: 'International Week', emails, brochures, International Relations Service web page.		0	0,0	9	6,1	57	38,5	82	55,4	148	100,0	1
2b) The range and interest of programs offered.		1	0,7	8	5,4	46	31,1	93	62,8	148	100,0	1
2c) The support you received from Bocconi International Relations.		9	6,2	22	15,1	53	36,3	62	42,5	146	100,0	3

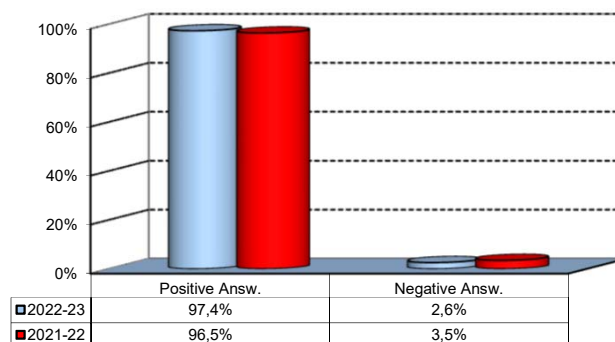
Over time comparison



Experience Of Studying Abroad

3) Would you positively evaluate this experience?

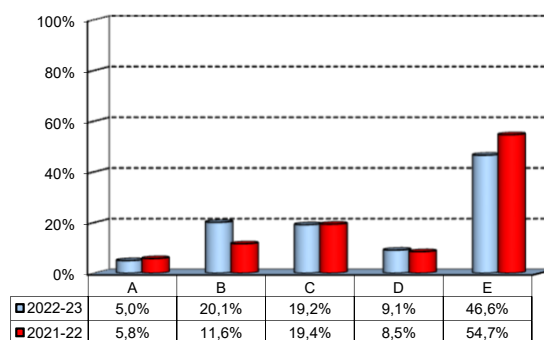
Answers	v.a.	%
A - Definitely YES	151	79,5%
B - More YES than NO	34	17,9%
C - More NO than YES	5	2,6%
D - Definitely NO	0	0,0%
Total	190	100%
NA	2	



(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	11	5,0%
B-Absence of the requirements needed for participation in the program selected	44	20,1%
C-Rejection of your application	42	19,2%
D-Lack of time during the period of study	20	9,1%
E-Other (personal, family, organizational reasons, etc.)	102	46,6%
Total	219	100%
NA	3	



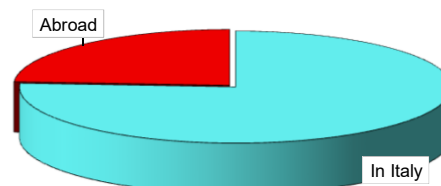
Internship Activities

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

Answers	%		
	a.v.	2022-23	2021-22
A - Internship/Other job experience	413	99,8	96,3
B - Alternative Activity^	1	0,2	3,7
Total	414	100,0	100,0
NA	0		

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

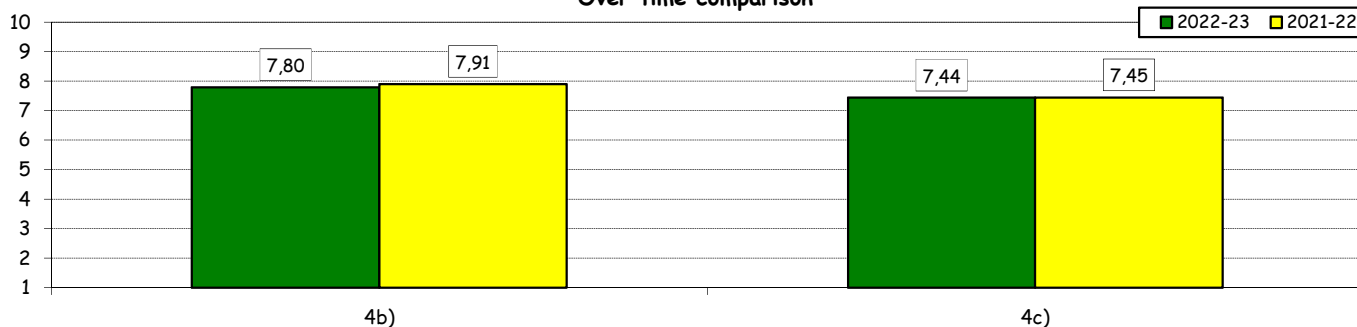
Answers	%		
	a.v.	2022-23	2021-22
In Italy	314	76,0%	57,3%
Abroad	99	24,0%	42,7%
Total	413	100%	100%
NA	0		



How would you evaluate:

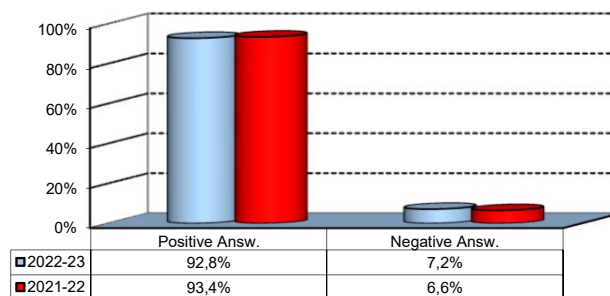
Item	Answers	Negative				Positive				Total		N.A.
		1-2		3-4-5		6-7-8		9-10		a.v.	%	a.v.
		a.v.	%	a.v.	%	a.v.	%	a.v.	%			
4a) The number and variety of opportunities offered.		9	2,5	35	9,7	172	47,8	144	40,0	360	100,0	53
4b) The support you received from the Internship Office.		17	4,7	44	12,2	163	45,3	136	37,8	360	100,0	53

Over time comparison



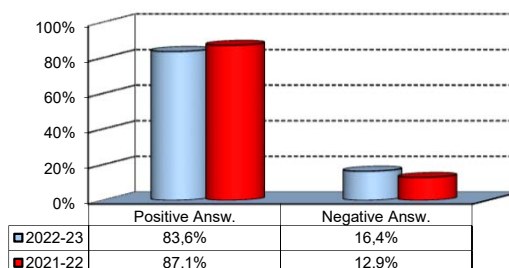
5) Would you positively evaluate this experience?

Answers	a.v.	%
A - Definitely YES	209	57,9%
B - More YES than NO	126	34,9%
C - More NO than YES	25	6,9%
D - Definitely NO	1	0,3%
Total	361	100%
NA	52	



6) 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	153	42,5%
B - More YES than NO	148	41,1%
C - More NO than YES	54	15,0%
D - Definitely NO	5	1,4%
Total	360	100%
NA	53	



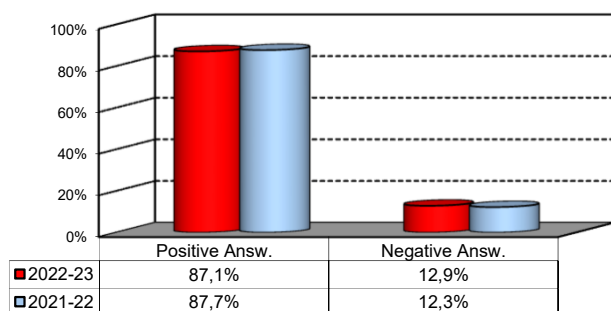
^: During the pandemic, students were given the opportunity to replace the mandatory internship with an alternative activity called Career Start Pack. It consists in an elective exam integrated with mandatory participation in the virtual career orientation path

General satisfaction and short-term plans

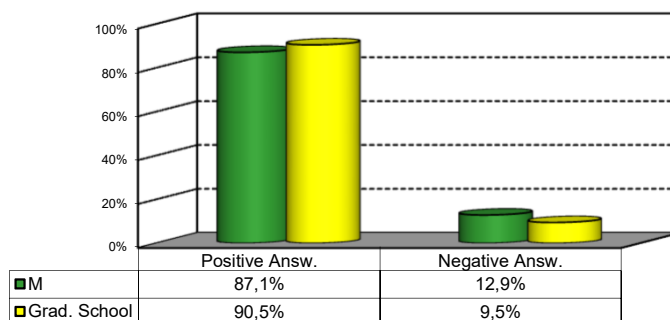
1) Are you satisfied overall with the study program you attended?

Answers	Italian		Non Italian		Total	
	a.v.	%	a.v.	%	a.v.	%
A - Definitely YES	128	36,2%	19	33,3%	147	35,8%
B - More YES than NO	176	49,7%	35	61,4%	211	51,3%
C - More NO than YES	43	12,1%	2	3,5%	45	10,9%
D - Definitely NO	7	2,0%	1	1,8%	8	1,9%
Total	354	100%	57	100%	411	100%
NA	3		0		3	

Over time comparison



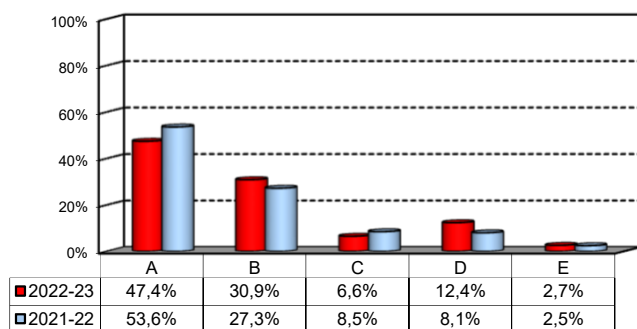
Comparison with the overall School data



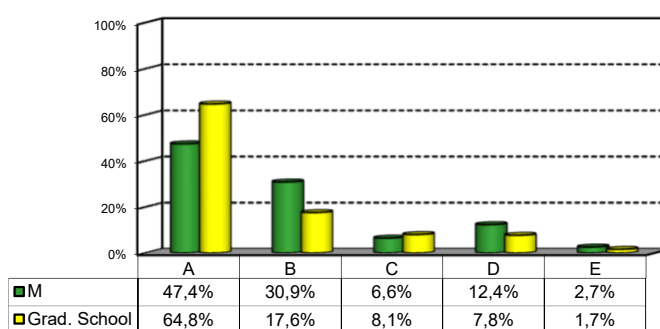
2a) If you could go back in time, would you enroll in the University again?

Answers	Italian		Non Italian		Total	
	v.a.	%	v.a.	%	v.a.	%
A-YES, in the same program at this University	163	46,0%	32	56,1%	195	47,4%
B-YES, in another program at this University	115	32,5%	12	21,1%	127	30,9%
C-YES, in the same program but at another University	24	6,8%	3	5,3%	27	6,6%
D-YES, in another program at another University	45	12,7%	6	10,5%	51	12,4%
E-NO, I would not enrol in university anymore	7	2,0%	4	7,0%	11	2,7%
Total	354	100%	57	100%	411	100%
NA	3		0		3	

Over time comparison



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	2	1,6%
AFC	21	17,2%
FIN	21	17,2%
CLELI	0	0,0%
ESS	2	1,6%
EMIT	20	16,4%
GIO	1	0,8%
IM	33	27,0%
M	13	10,7%
MM	9	7,4%
CYBER	3	2,5%
Total	122	100%
NA	5	

2c) Why would you make a different choice?

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

Answers	a.v.	% 2022-23	% 2021-22
A - My interest has changed over time / I discovered that I have different attitudes	78	38,0%	37,8%
B - The MS program did not satisfy my expectations	62	30,2%	27,8%
C I would have preferred to attend the same MS program but taught in English	26	12,7%	12,2%
D - Other reasons	39	19,0%	22,2%
Total	205	100%	100%
NA	11		

General satisfaction and short-term plans

D- Other reasons:

1) Avrei preferito frequentare il corso in inglese. 2) essendo un corso generalista, sarebbe auspicabile poter scegliere alcuni insegnamenti del primo anno, ad esempio offrendo una scelta tra 2 insegnamenti appartenenti alla stessa area disciplinare

Attualmente mi sembra abbiano maggior valore una laurea triennale assieme a due anni di esperienza lavorativa rispetto ad una laurea magistrale.

Avrei optato per un programma di un'universita' estera, che mi avrebbe permesso maggiori opportunita' di inizio carriera fuori dall'Italia.

Avrei preferito andare all'estero e seguire un corso di finanza

Avrei preferito frequentare delle persone e un ambiente diversi. Inoltre, ho trovato troppe somiglianze con il corso CLEAM. Ad ogni modo, le limitazioni della pandemia durante il primo anno possono aver influenzato il mio giudizio.

Avrei scelto un master in un'altra universita' europea per migliori opportunita' di carriera

Avrei voluto fare tantissimo un'esperienza all'estero e Bocconi non me ne ha dato la possibilita'. In altri istituti pubblici andare in Erasmus e' molto piu' semplice e incoraggiato. In bocconi non vengono nemmeno spiegate le alternative free mover

Corso di laurea all'estero, meno stress e piu' opportunita'

Corso troppo generico, non aggiunge niente rispetto alla triennale. Corsi troppo teorici. Si impara molto di piu' partecipando alle associazioni rispetto che ai corsi.

Desiderio di trasferirmi all'estero

Ho avuto esperienza di persone vicine che hanno frequentato un Master di I livello e il loro accesso alle aziende successivamente e' stato molto piu' facile, in quanto gia' iniziato durante il percorso universitario

Ho capito che avrei potuto "osare" di piu' con un corso piu' al di fuori della mia zona di comfort.

Ho iniziato a lavorare da McKinsey e mi rendo conto che chi viene da universita' estere e' molto piu' preparato in termini di capacita' di lavorare in gruppo e di utilizzare le conoscenze in modo pratico. La magistrale Bocconi in questo e' inadeguata

Ho maturato nel tempo le mie attitudini, se tornassi indietro sceglierei uno dei due casi: 1) Stesso corso e major, ma con selezionando corsi diversi durante il secondo anno 2) Corso di marketing management scegliendo alcuni opzionali di mio interesse

Ho trovato personalmente ripetitive molte materie tra il corso di laurea triennale in economia aziendale e management (CLEAM) e il corso di laurea magistrale in Management (M eng). La materia e' interessante ma il taglio e' lo stesso

I didn't want to study Finance at all.

I felt it wasn't specific enough for a MSc. Could have been a bachelor. Appreciated the time off for the internship

I had the feeling that after the bachelor at Bocconi, the MSc added little if anything to my skills and knowledge

I would be more intense on finance.

I would choose to study abroad

I would do it again due to the wonderful people and experiences I had. However the academic first year of the MSc did not stand to my expectations, it was just a repeat of bachelors in BA.

I would have liked to do something more sustainability focused and maybe abroad. However new courses now exists which were not available when I enrolled

Il corso di laurea magistrale propone un approfondimento ancora troppo teorico dei temi. Al fine di una preparazione per il mondo del lavoro ritengo siano necessarie piu' esperienze pratiche (workshop, business casesgca)

Il corso M e' veramente mal strutturato, materie inutili e piu' difficili del necessario con nessun corso interessante. stress decisamente troppo alto.

Il programma era molto simile a quello svolto un laurea triennale (CLEAM)

IM had a smaller class, with higher requirements to get into, with more opportunities to do exchange.

In Bocconi viene ancora posto molto focus sulla parte teorica, mentre in altri atenei viene data precedenza alla parte pratica

Mi sarebbe piaciuto imparare altre competenze piu' spendibili, se la media mi avesse permesso di entrare in altri corsi

More interaction within the classmates, more activities during the class (not only just listening to the professor), more company visits and mostly, more networking opportunities and events with my classmates and professors. Never met my program director

Non ho abbastanza competenze tecniche in materia di bilancio e finanza, utili per i colloqui.

Non sono riuscito ad accedere ad altri corsi, "accontentandomi" di questo

Sarei andata all'esterno o avrei frequentato un master piu' specifico.

Sarei voluta andare all'estero

Tanti sbocchi lavorativi diretti nel settore di interesse

The Management MSc should prepare you to be a manager, not a consultant. Almost every course was focused on consulting.

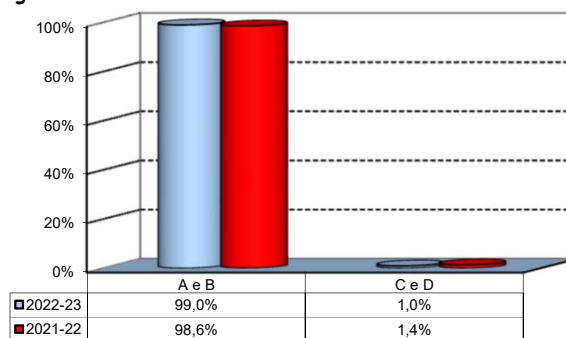
The master was way too theoretical: I would rather have studied in another European country with a more practical approach

The structure of the MSc is too rigid and we have to follow classes in which we are not interested at all in order to do the Msc, when, in some other universities, choices of courses are more various and thus, more satisfactory for the learner.

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	331	81,1%
B - Often adequate	73	17,9%
C - Rarely adequate	3	0,7%
D - Never adequate	1	0,2%
E - I did not use them	0	0,0%
Total	408	100%
NA	6	

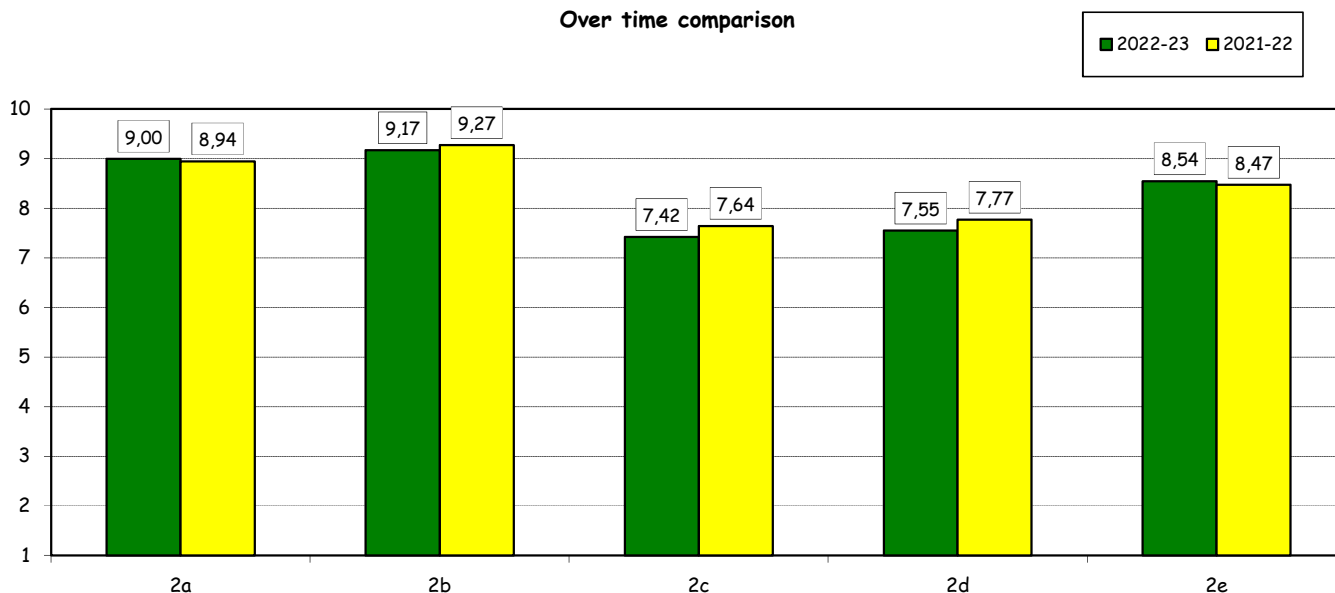


2) How would you evaluate:

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

Answers		Negative				Positive				Total		NA	N.R.
		1-2		3-4-5		6-7-8		9-10					
		a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%		
Item													
a) The adequacy of the audio and multimedia systems (e.g. instructor's computer, projectors, video players) installed in the classrooms.		0	0,0	4	1,0	110	27,0	294	72,1	408	100,0		6
b) The cleanliness of classrooms and of other common areas on campus (corridors, halls, study rooms).		0	0,0	4	1,0	89	21,9	314	77,1	407	100,0		7
c) The adequacy of the amount of areas/seats reserved to individual study in the University Library.		20	4,9	59	14,5	165	40,6	162	39,9	406	100,0	0	8
d) The adequacy of the amount of areas/seats reserved to individual study in other buildings on campus.		17	4,2	52	12,8	177	43,5	161	39,6	407	100,0	0	7
e) The clarity and adequacy of the signage system on campus.		2	0,5	17	4,3	152	38,2	227	57,0	398	100,0		16

Over time comparison

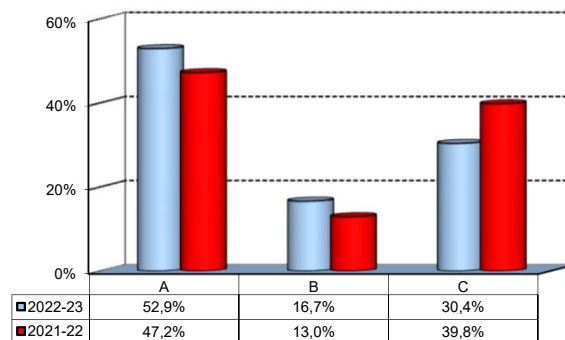


(*): the percentage shown on the graphs is calculated by excluding the responses of those who declare that they have not used the service.

Infrastructure: Classrooms, Library And Facilities

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

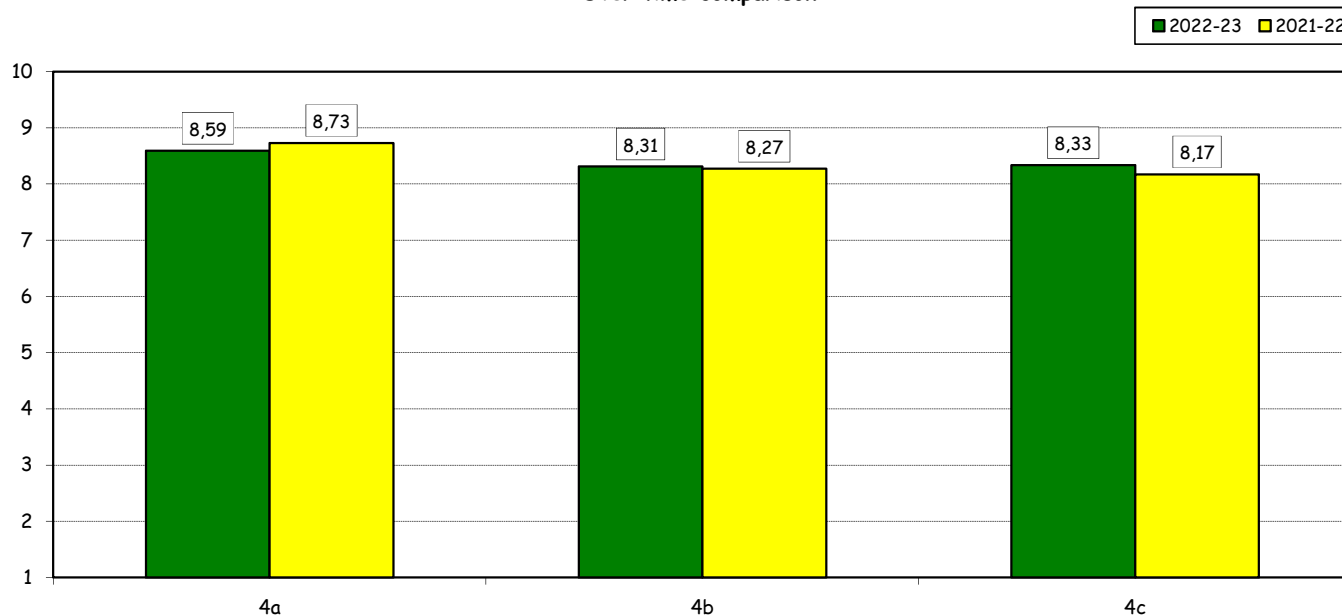
Answers	a.v.	%
A- Adequate in number	216	52,9%
B- Inadequate in number	68	16,7%
C- Never used	124	30,4%
Total	408	100%
NA	6	



4) How do you evaluate:

Answers		Negative						Positive		Total		N.R.
		1-2		3-4-5		6-7-8		9-10				
		a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	
a)	The availability of technical staff supporting students (Tutors) in PC Labs.*	1	0,4	11	4,0	96	34,9	167	60,7	275	100,0	9
b)	The convenience of the PC Labs' opening hours.*	0	0,0	14	5,1	122	44,9	136	50,0	272	100,0	12
c)	The level of accessibility and usability of the University's IT services (Internet access points, Punto Blu, Virtual Punto Blu, wireless connection).	1	0,3	21	5,3	175	44,3	198	50,1	395	100,0	13

Over time comparison

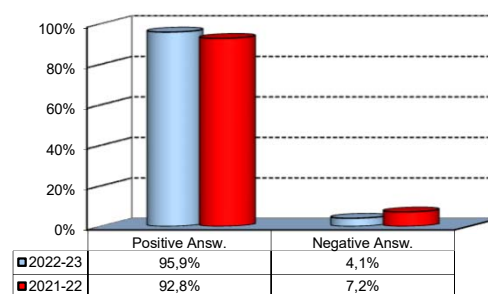


(*): Only in case of answer "A" or "B" to item no.3

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	174	42,8%
B - Quite positive	181	44,5%
C - Quite negative	11	2,7%
D - Very Negative	4	1,0%
E - Never used	37	9,1%
Total	407	100%
NA	7	



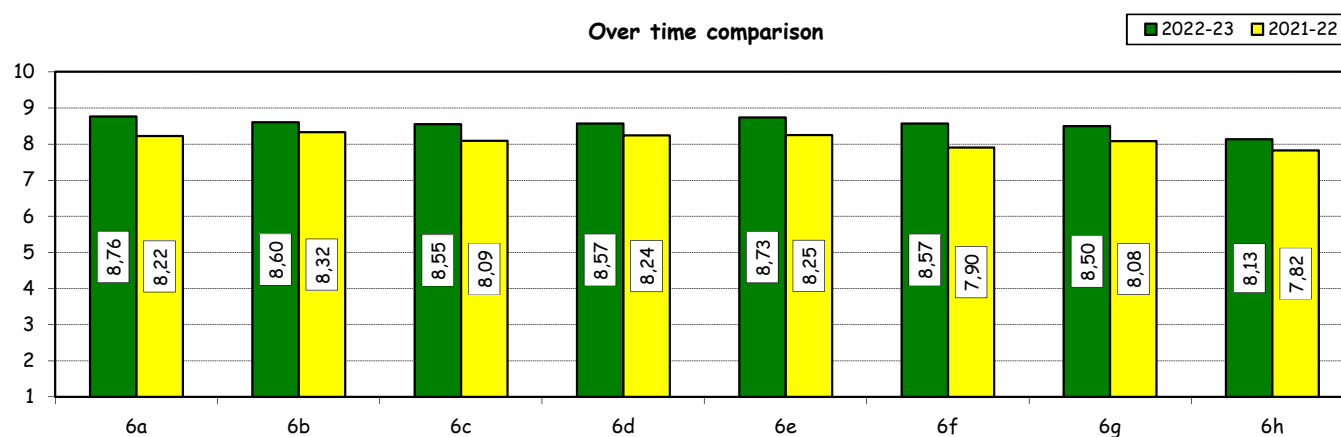
6) How would you evaluate:

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

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

Answers Item		Negative				Positive				Total		N.A.
		1-2		3-4-5		6-7-8		9-10		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.		1	0,6	2	1,1	62	35,2	111	63,1	176	100,0	194
b) Range of subjects covered in hardcopy collections (books and journals) compared to your needs of study and research		0	0,0	3	1,7	72	41,4	99	56,9	174	100,0	196
c) The relevance and updating of online collections (e-books, e-journals, databases) compared to your needs of study and research		0	0,0	4	2,2	74	41,1	102	56,7	180	100,0	190
d) The ease of use of search tools available on the Library website		0	0,0	7	4,3	58	36,0	96	59,6	161	100,0	209
e) The assistance provided by the Library staff		0	0,0	3	1,8	59	34,5	109	63,7	171	100,0	199
f) Availability of documents (textbooks, articles, chapters, case studies, etc.) used in individual courses		0	0,0	4	2,3	70	40,5	99	57,2	173	100,0	197
g) The Library website as a source of information on the services offered and as a point of access for resources		0	0,0	6	3,5	71	41,0	96	55,5	173	100,0	197
h) The usefulness of workshops offered by the Library to understand how to use the resources available (catalogues, e-journals, databases, etc.)		1	0,6	6	3,7	84	51,2	73	44,5	164	100,0	206

Over time comparison



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