SURVEY FOR FIRST YEAR STUDENTS

Dear student,
The aim of this questionnaire, which is completely anonymous, is to get your opinion on the **technical-administration services** *supplied by this University.* ***The decision to administer a questionnaire in this delicate time was subject of profound reflection from the Universities taking part in the project. However, we believe that is especially in this time of regulations that we should give students the right to have a voice.*** *Please dedicate a little of your time to it, because it will give important indications for improving the services offered. Each question should be evaluated and given a mark from 1 to 6 (1 Complete disagreement - 6 Complete agreement), and there are some questions for checking your satisfaction (1 Complete dissatisfaction - 6 Complete satisfaction).*
At the end of each section of the questionnaire there will be the possibility to leave a comment.
Thank you for your collaboration.

General information

Your University: (DATO PRESO DA URL)

Your campus or University site

Your course subject area

01 Mathematics and Computer sciences	02 Physics
03 Chemistry	04 Earth Science
05 Biology	06 Medicine
07 Agricultural and Veterinary Sciences	08 Civil Engineering and Architecture
09 Industrial and Computer Engineering	10 Ancient Philological-literary and Historic-artistic Sciences and Ancient Heritage Studies
11 History, Philosophy, Pedagogy and Psychology	12 Law
13 Economics and Statistics	14 Political and Social Sciences
15 Language, Foreign Languages, Linguistic and Cultural Mediation	16 Pharmacology and Pharmacy
17 Sport Science	

1. *Type of degree course you are enrolled on*

Three-year degree course	*Single-cycle degree (for a list of specialised subjects)*

2. *Do you attend lectures regularly (on average over 50% of lectures per course) or non-regularly (on average less than 50% of lectures per course)?*

Regular attendance	Non-regular attendance

3. *Type of secondary school attended:*

Liceo or equivalent (school with an academic focus)	Technical institute (with professional diploma)	Vocational Training School	Other

4. *With regards to your University choice, drop on the right side of the screen the factors that mostly influenced your choice from the most (1) to the least important, up to three options:*

Economics aspects (University fees, scholarships)
University reputation
Educational offer
Internationalisation (foreign exchange programmes, double degree, mobility)
Admission requirements (lack of the entrance exam, prerequisites)
Students' services (information availability, facilities, help and guidance)
Proximity to the hometown
Quality of life (public services, amenities, local area development)
Job opportunities in the area (avarage salary, employment rate, …)
Cost of living
Sustainability of the campus

5. *Are you a non-resident student?*

YES	NO

6. *Specify where you come from:*

the same province or immediate area as the campus/site you are currently attending	the same region as the campus/site you are currently attending	other regions than the campus/site you are currently attending	abroad

7. Please specify the province where you come from:

Help and guidance

For help and guidance we mean the informative activities that the University provides to support students in the choice of their academic path and to guide them along their career.

8. *How did you learn about the courses offered by the University you are attending? (Please give only one answer)*

Family/friends	University website	University guide books	Careers days at secondary schools	Open days at the university and university fairs	Social media (Facebook, Twitter)	Other

9. *With reference to help and guidance indicate the level of agreement:*

	disagree → agree						
Promotion of degree courses and the program as a whole is suitable	1	2	3	4	5	6	I have not used this service
Information material (website, leaflets, brochures or other documentation) about the University and/or individual degree courses offers the information I need	1	2	3	4	5	6	I have not used this service

10. *On what of the following aspects you would have liked to receive more information by the university at the moment of matriculation?*

	At all → A lot						
Employment possibilities of your degree course	1	2	3	4	5	6	Don't know
Details on lectures, exams and organization of the degree course	1	2	3	4	5	6	Don't know
Services, opportunities and benefits (sport or cultural associations, agreements with local organizations, etc.)	1	2	3	4	5	6	Don't know

11. *Are you satisfied overall about the level of guidance?*

unsatisfied → satisfied					
1	2	3	4	5	6

12. *What are the elements of help and guidance you are not satisfied with?*

13. *What are the most positive elements of help and guidance?*

Infrastructure and campus services

14. Which of the following university facilities did you access?

Lecture rooms	Laboratories	Lecture rooms and/or study areas	None

	15. With reference to general services, infrastructure and logistics indicate the level of agreement:	16. With reference to general services, infrastructure and logistics indicate the level of agreement:	17. With reference to general services, infrastructure and logistics indicate the level of agreement:
	LECTURE ROOMS	*LABORATORIES*	*LECTURE ROOMS and/or STUDY AREAS*
Chairs, desks and furniture in general are suitable	• 1 • 2 • 3 • 4 • 5 • 6	• 1 • 2 • 3 • 4 • 5 • 6	• 1 • 2 • 3 • 4 • 5 • 6
Cleanliness is suitable	• 1 • 2 • 3 • 4 • 5 • 6	• 1 • 2 • 3 • 4 • 5 • 6	• 1 • 2 • 3 • 4 • 5 • 6
Personal safety (burglaries, muggings, physical violence) within lecture rooms, laboratories and study areas) is assured	• 1 • 2 • 3 • 4 • 5 • 6	• 1 • 2 • 3 • 4 • 5 • 6	• 1 • 2 • 3 • 4 • 5 • 6
Temperature is suitable	• 1 • 2 • 3 • 4 • 5 • 6	• 1 • 2 • 3 • 4 • 5 • 6	• 1 • 2 • 3 • 4 • 5 • 6
Signs and notices are suitable	• 1 • 2	• 1 • 2	• 1 • 2

	• 3 • 4 • 5 • 6	• 3 • 4 • 5 • 6	• 3 • 4 • 5 • 6
Microphones, projectors, laptops and audio-video tools are suitable	• 1 • 2 • 3 • 4 • 5 • 6	• 1 • 2 • 3 • 4 • 5 • 6	

18. *With reference to environmental sustainability (waste management, mobility within and towards the university site, availability of green areas): Action undertaken are effective*

disagree → agree						
1	2	3	4	5	6	Don't know

19. *Are you generally satisfied with the quality of infrastructure and campus services?*

unsatisfied → satisfied					
1	2	3	4	5	6

20. *Please give us your comments about infrastructure and campus services*

Communication

21. *With reference to communication indicate the level of agreement:*

	disagree → agree	
The transmitted image of the University through the media is positive	1 2 3 4 5 6	Don't know
Information available on the Univeristy website (educational offer plan, teachers' pages) is complete	1 2 3 4 5 6	Don't know
Information available about teaching is complete	1 2 3 4 5 6	Don't know
Information available about financial aid is complete	1 2 3 4 5 6	Don't know
Information available about the actions undertaken on environmental sustainability is complete	1 2 3 4 5 6	Don't know
Information available about events (online or in presence) is complete	1 2 3 4 5 6	Don't know

22. *With reference to the spreading of information through the official University pages on the most common Social Media, indicate how satisfied you are by:*

	unsatisfied → satisfied		
Facebook	1 2 3 4 5 6	Don't know	Don't use it
X (ex Twitter)	1 2 3 4 5 6	Don't know	Don't use it
Linkedin	1 2 3 4 5 6	Don't know	Don't use it

Instagram	1	2	3	4	5	6	Don't know	Don't use it

23. Are you generally satisfied with the quality of communication services?

unsatisfied → satisfied					
1	2	3	4	5	6

24. Please give us your comments about communication services

Computer systems

25. With reference to computer systems indicate the level of agreement:

	disagree → agree						
The University website is easy to use	1	2	3	4	5	6	I have not used this service
On-line tools to support personal services (progress management, enrolment to exams, etc....) are suitable	1	2	3	4	5	6	I have not used this service
Connectivity is accessible and adequate (wireless network, electric sockets)	1	2	3	4	5	6	I have not used this service

26. Are you satisfied with e-learning instruments (web platform, on-line lesson, forum/blog)?

unsatisfied → satisfied						
1	2	3	4	5	6	I have not used this service

27. Are you generally satisfied with the quality of computer services?

unsatisfied → satisfied					
1	2	3	4	5	6

28. Please give us your comments about computer services

Office services

On-line office services (through the University platform)

29. Have you used the on-line office services (like the Study Plan presentation) in the current academic year?

YES	NO

30. With reference to on-line office services indicate the level of agreement:

	disagree → agree

The matriculation process is suitable	1	2	3	4	5	6
On-line office services are suitable and easy to use	1	2	3	4	5	6
On-line information connected to your studies (matriculation, exams, dissertation etc.) is suitable	1	2	3	4	5	6
The Study Plan presentation process is suitable	1	2	3	4	5	6

Face-to-face office services

31. *Have you visited the student services office in the current academic year?*

YES, at a distance (through Zoom, Teams, etc)	*YES, in presence*	*NO*

32. *If you have never visited the student services office, what is the main reason?*

Using another method (website, call centre, help-desk)	No need	Unfriendly opening hours	The office is far from where I take classes	Previous negative experience with the staff

33. *With reference to face-to-face office services, reference was made to*

Central student services office	Department or School student services office

34. *With reference to face-to-face office services indicate the level of agreement:*

	disagree → agree					
The support is effective and resolving	1	2	3	4	5	6

35. *Are you satisfied overall about the level of service from the student services office?*

unsatisfied → satisfied					
1	2	3	4	5	6

36. *What criticalities did you experience?*

	Never → Always					
Long response time	1	2	3	4	5	6
Insuitable opening hours	1	2	3	4	5	6
Low clarity of the shared information	1	2	3	4	5	6
Difficulties in setting an appointment/be in touch	1	2	3	4	5	6

37. Please give us your comments about the student services office

Library Services

38. Have you used the library services in presence in the current academic year for lending services and consultation?

YES	NO

39. Have you used the library services in presence in the current academic year as study room?

YES	NO

40. If you have not used the University library services for lending services and consultation, what is the main reason?

I do not know what they are	No need	Not adequate	I use other libraries outside the university

41. If you have not used the University library services as study room, what is the main reason?

I do not know what they are	No need	Not adequate	I use other libraries outside the university

42. With reference to library services for lending services and consultation, indicate the level of agreement:

	disagree → agree					
Opening hours are suitable	1	2	3	4	5	6
Availability of books and journals is satisfactory	1	2	3	4	5	6

43. With reference to library services as study room, indicate the level of agreement:

	disagree → agree					
Opening hours are suitable	1	2	3	4	5	6

44. Are you satisfied with these services (study room, lending services, consultation)?

unsatisfied → satisfied					
1	2	3	4	5	6

45. Have you used digital library services (data banks, electronic journals, e-books) in the current academic year?

YES	NO

46. If you have not used the digital library services, what is the main reason?

I do not know what they are	No need	Not adequate	I use other resources/on-line services

47. With reference to digital library services indicate the level of agreement:

	disagree → agree					
Digital resources (data banks, electronic journals, e-books) are easy to access	1	2	3	4	5	6
Availability of digital resources (data banks, electronic journals, e-books) is wide	1	2	3	4	5	6

48. *Are you satisfied with digital library services?*

unsatisfied → satisfied					
1	2	3	4	5	6

49. *Are you generally satisfied with the quality of the University library services?*

unsatisfied → satisfied					
1	2	3	4	5	6

50. *Please give us your comments about the University library services*

Right to study

51. *Are you aware of the initiatives and structures regarding the right to study available to the students enrolled in your University?*

Yes, I know all about the services	Yes, but not in great detail	I know a few services well	No

52. *Do you think that the help you received from the offices/structures managing services relating to the right to study (including those not run directly by the University) is satisfactory for the following aspects?*

					unsatisfied → satisfied					
							I have not asked for help	I have not used this service	Not present
Colleges/Halls of residence	1	2	3	4	5	6	I have not asked for help	I have not used this service	Not present

Canteen	1	2	3	4	5	6	I have not asked for help	I have not used this service	Not present
Student grants and scholarships	1	2	3	4	5	6	I have not asked for help	I have not used this service	Not present
Student University-based work program (example, 150 hours)	1	2	3	4	5	6	I have not asked for help	I have not used this service	Not present
Tutoring	1	2	3	4	5	6	I have not asked for help	I have not used this service	Not present
Clarity about how to apply or access services, requirements and expected deadlines	1	2	3	4	5	6	I have not asked for help	I have not used this service	Not present

53. Are you generally satisfied with the quality of services relating to the right to study?

unsatisfied → satisfied					
1	2	3	4	5	6

54. Please give us your comments about the right to study

55. Are you generally satisfied with your university experience?

YES	*NO*

56. Which are the main reasons why you are not satisfied?

57. With reference to the aspects considered, indicate the importance level of all the support services offered by the University ranking them from the most important (1) to the least important (7)

Level of guidance
Infrastructure and campus services

Communication services
Computer systems
Student support offices
University library services
Right to study

58. Please give us your suggestions to improve this survey.