

SURVEY FOR STUDENTS IN THE SECOND AND SUCCESSIVE YEARS

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.

Privacy Policy

This survey is addressed to the University students and aims to get the satisfaction on the technical-administration services supplied by this University. In accordance with the General Data Protection Regulation (GDPR, UE 2016/679, 27/04/16), we specify that: data are collected by means of the open source software "Limesurvey" managed by ASICT Area of Politecnico di Milano, and they will be treated to ensure the privacy protection. The questionnaire is anonymous and it is not possible to connect the answer to a specific person in any phase of the process. Data collected are those explicitly asked to the responder, with the addition of the time of questionnaire completion.

Data are collected for legitimate purposes; data are collected anonymously and then sent to the research group of MIP Graduate School of Business of Politecnico di Milano for the statistical analysis; personal data are archived by the ASICT area of Politecnico di Milano and stored for one year for statistical purposes solely.

General information

Your university:

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. How many years have been enrolled in this University? (The number of years includes the first year of enrolment)

1	2	3	4	5	6 or more
---	---	---	---	---	-----------

2. Type of degree course you are enrolled on

<i>Three-year degree course</i>	<i>Specialist/Master's degree course</i>	<i>Single-cycle degree (for a list of specialised subjects)</i>
---------------------------------	--	---

3. 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)?

<i>Regular attendance</i>	<i>Non-regular attendance</i>
---------------------------	-------------------------------

4. Are you a non-resident student?

<i>YES</i>	<i>NO</i>
------------	-----------

5. Specify where you come from:

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

6. Please specify the province where you come from:

--

Infrastructure and campus services

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

<i>Lecture rooms</i>	<i>Laboratories</i>	<i>Lecture rooms and/or study areas</i>	<i>None</i>
----------------------	---------------------	---	-------------

	8. With reference to general services, infrastructure and logistics indicate the level of agreement:	9. With reference to general services, infrastructure and logistics indicate the level of agreement:	10. With reference to general services, infrastructure and logistics indicate the level of agreement:
	<i>LECTURE ROOMS</i>	<i>LABORATORIES</i>	<i>LECTURE ROOMS and/or STUDY AREAS</i>

	disagree → agree		
<i>Chairs, desks and furniture in general are suitable</i>	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6 	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6 	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6
<i>Cleanliness is suitable</i>	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6 	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6 	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6
<i>Personal safety (burglaries, muggings, physical violence) within lecture rooms, laboratories and study areas) is assured</i>	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6 	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6 	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6
<i>Temperature is suitable</i>	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6 	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6 	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6
<i>Signs and notices are suitable</i>	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6 	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6 	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6
<i>Microphones, projectors, laptops and audio-video tools are suitable</i>	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6 	<ul style="list-style-type: none"> • 1 • 2 • 3 • 4 • 5 • 6 	

11. 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

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

unsatisfied → satisfied					
1	2	3	4	5	6

13. Please give us your comments about infrastructure and campus services

Communication

14. With reference to communication indicate the level of agreement:

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

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

	unsatisfied → satisfied							
<i>Facebook</i>	1	2	3	4	5	6	Don't know	Don't use it
<i>Twitter</i>	1	2	3	4	5	6	Don't know	Don't use it
<i>Lindedin</i>	1	2	3	4	5	6	Don't know	Don't use it
<i>Instagram</i>	1	2	3	4	5	6	Don't know	Don't use it

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

unsatisfied → satisfied					
1	2	3	4	5	6

17. Please give us your comments about communication services

Computer systems

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

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

19. 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

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

unsatisfied → satisfied					
1	2	3	4	5	6

21. Please give us your comments about computer services

Internationalisation

22. With reference to internationalisation (for example, Erasmus programme):

	disagree → agree						
<i>Promotion and information on internationalisation programmes are suitable</i>	1	2	3	4	5	6	Don't know

23. During your time at the university, have you ever taken part in any international exchange programmes (for example, Erasmus)?

YES	NO
-----	----

24. With reference to internationalisation indicate the level of agreement:

	disagree → agree					
<i>Number of partner universities (and therefore destinations to choose from for your exchange period abroad) is suitable</i>	1	2	3	4	5	6
<i>Support provided in the definition of the Study Plan and exams validation is suitable</i>	1	2	3	4	5	6

25. Are you generally satisfied with the quality of internationalisation services?

unsatisfied → satisfied					
1	2	3	4	5	6

26. Please give us your comments about internationalisation services

Office services

On-line office services (through the University platform)

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

YES	NO
-----	----

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

	disagree → agree					
<i>On-line office services are suitable and easy to use</i>	1	2	3	4	5	6
<i>On-line information connected to your studies (matriculation, exams, renewal of the inclusion, dissertation) is suitable</i>	1	2	3	4	5	6
<i>The Study Plan presentation process is suitable</i>	1	2	3	4	5	6

Face-to-face office services

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

<i>YES, at a distance (through Zoom, Teams, etc)</i>	<i>YES, in presence</i>	<i>NO</i>
--	-------------------------	-----------

30. If you have not 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
--	---------	--------------------------	---	---

31. With reference to face-to-face office services, reference was made to

Central student services office	Department or School student services office
---------------------------------	--

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

	disagree → agree					
<i>The support is effective and resolving</i>	1	2	3	4	5	6

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

unsatisfied → satisfied					
1	2	3	4	5	6

34. What criticalities did you experience?

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

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

Library Services:

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

YES	NO
-----	----

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

YES	NO
-----	----

38. 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
-----------------------------	---------	--------------	--

39. 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
-----------------------------	---------	--------------	--

40. 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

41. 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

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

unsatisfied → satisfied					
1	2	3	4	5	6

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

YES	NO
-----	----

44. 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/online services
-----------------------------	---------	--------------	---------------------------------------

45. 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

46. Are you satisfied with digital library services?

unsatisfied → satisfied					
1	2	3	4	5	6

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

unsatisfied → satisfied					
-------------------------	--	--	--	--	--

1	2	3	4	5	6
---	---	---	---	---	---

48. Please give us your comments about the University library services

--

Right to study

49. 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
------------------------------------	------------------------------	----------------------------	----

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

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

unsatisfied → satisfied					
1	2	3	4	5	6

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

--

Job placements/career services

53. Have you used the job placement or career services provided by the University in the current academic year?

YES	NO
-----	----

54. Have you used the internship services provided by the University in the current academic year?

YES	NO
-----	----

55. With reference to job placements/career services indicate the level of agreement:

	disagree → agree					
The help provided in searching for job opportunities is suitable	1	2	3	4	5	6

56. With reference to internship services indicate the level of agreement:

	disagree → agree					
The help provided in searching for internships is suitable	1	2	3	4	5	6

57. Are you generally satisfied with the quality of job placements?

unsatisfied → satisfied					
1	2	3	4	5	6

58. Please give us your comments about the job placements

--

59. Are you generally satisfied with your university experience?

YES	NO
-----	----

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

61. 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 (8)

Infrastructure and campus services
Communication services
Computer services
Internationalisation services
Student support offices
University library services
Right to study
Job placement

62. With reference to the support given to the technical and administrative services, how do you consider the University performance with respect to last year?

Worse	The same	Better	Don't know
-------	----------	--------	------------

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