



The aim of this questionnaire, which is completely anonymous, is to get your opinion on the technical-administration services supplied by this University.

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.

Section A: General Information

A1. Your Department

Dipartimento di Biotecnologie Mediche	<input type="checkbox"/>
Dipartimento di Biotecnologie, Chimica e Farmacia	<input type="checkbox"/>
Dipartimento di Economia Politica e Statistica	<input type="checkbox"/>
Dipartimento di Filologia e Critica delle Letterature Antiche e Moderne	<input type="checkbox"/>
Dipartimento di Giurisprudenza	<input type="checkbox"/>
Dipartimento di Ingegneria dell'Informazione e Scienze Matematiche	<input type="checkbox"/>
Dipartimento di Medicina Molecolare e dello Sviluppo	<input type="checkbox"/>
Dipartimento di Scienze Fisiche, della Terra e dell'Ambiente	<input type="checkbox"/>
Dipartimento di Scienze Mediche, Chirurgiche e Neuroscienze	<input type="checkbox"/>
Dipartimento di Scienze Politiche e Internazionali	<input type="checkbox"/>
Dipartimento di Scienze Sociali, Politiche e Cognitive	<input type="checkbox"/>
Dipartimento di Scienze Storiche e dei Beni Culturali	<input type="checkbox"/>
Dipartimento di Scienze della Vita	<input type="checkbox"/>
Dipartimento di Studi Aziendali e Giuridici	<input type="checkbox"/>


A2. Your course subject area

Mathematics and Computer sciences	<input type="checkbox"/>
Physics	<input type="checkbox"/>
Chemistry	<input type="checkbox"/>
Earth Science	<input type="checkbox"/>
Biology	<input type="checkbox"/>
Medicine	<input type="checkbox"/>
Agricultural and Veterinary Sciences	<input type="checkbox"/>
Civil Engineering and Architecture	<input type="checkbox"/>
Industrial and Computer Engineering	<input type="checkbox"/>
Ancient Philological-literary and Historic-artistic Sciences and Ancient Heritage Studies	<input type="checkbox"/>
History, Philosophy, Pedagogy and Psychology	<input type="checkbox"/>
Law	<input type="checkbox"/>
Economics and Statistics	<input type="checkbox"/>
Political and Social Sciences	<input type="checkbox"/>
Language, Foreign Languages, Linguistic and Cultural Mediation	<input type="checkbox"/>
Pharmacology and Pharmacy	<input type="checkbox"/>
Sport Science	<input type="checkbox"/>

A3. How many years have been enrolled in this University? (The number of years includes the first year of enrolment)

1	<input type="checkbox"/>
2	<input type="checkbox"/>
3	<input type="checkbox"/>
4	<input type="checkbox"/>
5	<input type="checkbox"/>
6 or more	<input type="checkbox"/>

A4. Type of degree course you are enrolled on

Three-year degree course	<input type="checkbox"/>
Specialist/Master's degree course	<input type="checkbox"/>
Single-cycle degree (for a list of specialised subjects)	<input type="checkbox"/>



A5. 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

A6. Are you a non-resident student?

Yes

No

A7. 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

A8. Please specify the province where you come from:

AGRIGENTO

ALESSANDRIA

ANCONA

AOSTA

AREZZO

ASCOLI PICENO

ASTI

AVELLINO

BARI

BARLETTA-ANDRIA-TRANI

BELLUNO

BENEVENTO

BERGAMO

BIELLA

BOLOGNA

BOLZANO

BRESCIA



BRINDISI

CAGLIARI

CALTANISSETTA

CAMPOBASSO

CARBONIA-IGLESIAS

CASERTA

CATANIA

CATANZARO

CHIETI

COMO

COSENZA

CREMONA

CROTONE

CUNEO

ENNA

FERMO

FERRARA

FIRENZE

FOGGIA

FORLÌ

FROSINONE

GENOVA

GORIZIA

GROSSETO

IMPERIA

ISERNIA

LA SPEZIA

L'AQUILA

LATINA





LECCE

LECCO

LIVORNO

LODI

LUCCA

MACERATA

MANTOVA

MASSA CARRARA

MATERA

MEDIO CAMPIDANO

MESSINA

MILANO

MODENA

MONZA-BRIANZA

NAPOLI

NOVARA

NUORO

OGLIASTRA

OLBIA-TEMPIO

ORISTANO

PADOVA

PALERMO

PARMA

PAVIA

PERUGIA

PESARO E URBINO

PESCARA

PIACENZA

PISA



PISTOIA

PORDENONE

POTENZA

PRATO

RAGUSA

RAVENNA

REGGIO CALABRIA

REGGIO EMILIA

RIETI

RIMINI

ROMA

ROVIGO

SALERNO

SASSARI

SAVONA

SIENA

SIRACUSA

SONDARIO

TARANTO

TERAMO

TERNI

TORINO

TRAPANI

TRENTO

TREVISI

TRIESTE

UDINE

VARESE

VENEZIA



VERBANO-CUSIO-OSSOLA VERCELLI VERONA VIBO VALENTIA VICENZA VITERBO

Section B: General services, infrastructure and logistics

B1. Which of the following university facilities did you access?

Lecture rooms Laboratories Lecture rooms and/or study areas None

B2. Which campus did you mainly attend?

Presidio Mattioli (Via Mattioli) Presidio Le Scotte (Strada delle Scotte) Presidio Pian dei Mantellini - Porta Laterina (Strada Laterina) Presidio Polo Umanistico (Via Roma) Presidio San Francesco (Piazza San Francesco) Presidio San Miniato (Via Aldo Moro) Presidio San Niccolò (Via Roma) Presidio di Arezzo (Viale L. Cittadini - Arezzo)

B3. With reference to general services, infrastructure and logistics indicate the level of agreement about LECTURE ROOMS

1 Disagree 2 3 4 5 6 Agree

Chairs, desks and furniture in general are suitable Cleanliness is suitable Personal safety (burglaries, muggings, physical violence) within lecture rooms, laboratories and study areas) is assured Temperature is suitable



1 Disagree 2 3 4 5 6 Agree

Signs and notices are suitable

.....

Microphones, projectors, laptops and audio-video tools are suitable

.....

B4. With reference to general services, infrastructure and logistics indicate the level of agreement about LABORATORIES

1 Disagree 2 3 4 5 6 Agree

Chairs, desks and furniture in general are suitable

.....

Cleanliness is suitable

.....

Personal safety (burglaries, muggings, physical violence) within lecture rooms, laboratories and study areas) is assured

.....

Temperature is suitable

.....

Signs and notices are suitable

.....

Microphones, projectors, laptops and audio-video tools are suitable

.....

B5. With reference to general services, infrastructure and logistics indicate the level of agreement about STUDY AREAS

1 Disagree 2 3 4 5 6 Agree

Chairs, desks and furniture in general are suitable

.....

Cleanliness is suitable

.....

Personal safety (burglaries, muggings, physical violence) within lecture rooms, laboratories and study areas) is assured

.....

Temperature is suitable

.....

Signs and notices are suitable

.....

B6. With reference to environmental sustainability (waste management, mobility within and towards the university site, availability of green areas):

1 Disagree 2 3 4 5 6 Agree 7 Don't know

Action undertaken are effective

.....

B7. With reference to the aspects considered:

1 Unsatisfied 2 3 4 5 6 Satisfied

Are you generally satisfied with the quality of general services, infrastructure and logistics?

.....



C4. Please give us your comments about communication services

Section D: Computer systems

D1. With reference to computer systems indicate the level of agreement:

The University website is easy to use

On-line tools to support personal services (progress management, enrolment to exams, etc....) are suitable

Connectivity is accessible and adequate (Wi-Fi, electric sockets)

I have not
used this
service

D2. With reference to e-learning instruments:

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

I have not used this service

D3. With reference to the aspects considered:

A horizontal scale from 1 to 6. '1 Unsatisfied' is at the left end, and '6 Satisfied' is at the right end. There are five empty square boxes for rating, with a dotted line connecting them.

Are you generally satisfied with the quality of computer services?

D4. Please give us your comments about computer services

Please give your comments about Computer Services

Section E: Internationalisation

E1. With reference to internationalisation (for example, Erasmus programme):

Promotion and information on internationalisation programmes are suitable



E2. During your time at the university, have you ever taken part in programs promoting international aspects (for example, Erasmus)?

Yes
No

E3. With reference to internationalisation indicate the level of agreement:

1 Disagree 2 3 4 5 6 Agree

Number of partner universities (and therefore destinations to choose from for your exchange period abroad) is suitable

.....

Support provided in the definition of the Study Plan and exams validation is suitable

.....

E4. With reference to the aspects considered:

1 Unsatisfied 2 3 4 5 6 Satisfied

Are you generally satisfied with the quality of internationalisation services?

.....

E5. Please give us your comments about internationalisation services

Section F: On-line office services (through the University platform)

F1. Have you used the on-line office services (like the Study Plan presentation) in the current academic year?

Yes
No

F2. With reference to on-line office services indicate the level of agreement:

1 Disagree 2 3 4 5 6 Agree

On-line office services are suitable and easy to use

.....

On-line information connected to your studies (matriculation, exams, renewal of the inclusion, dissertation) is suitable

.....

The Study Plan presentation process is suitable

.....



Section G: Face-to-face office services

G1. Have you visited the student services office in the current academic year?

YES, at a distance (through Zoom, Teams, etc)

YES, in presence

NO

G2. With reference to the student services office:

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

If you have not visited the student services office, what is the main reason?

G3. With reference to face-to-face office services, reference was made to

Central student services office

Department or School student services office

G4. With reference to face-to-face office services indicate the level of agreement:

1 Disagree 2 3 4 5 6 Agree

The office is able to solve my problems

G5. With reference to the aspects considered:

1 Unsatisfied 2 3 4 5 6 Satisfied

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

G6. What criticalities did you experience?

1Never 2 3 4 5 6Always

Long response time

Unsuitable opening hours

Low clarity of the shared information

Difficulties in setting an appointment/be in touch

**G7. Please give us your comments about the student services office****Section H: Library Services****H1. Have you used the library services in presence in the current academic year for lending services and consultation?**

Yes
No

H2. Have you used the library services in presence in the current academic year as study room?

Yes
No

H3. Which library did you mainly attend?

Biblioteca di Area Giuridico-Politologica “Circolo Giuridico” - Siena

Biblioteca di Area Economica - Siena

Biblioteca di Area Medico-Farmaco-Biologica – Sede di San Miniato (Farmacia) - Siena

Biblioteca di Area Medico-Farmaco-Biologica – Sede di San Miniato (Medicina) – Siena

Biblioteca di Area Medico-Farmaco-Biologica – Sede Le Scotte - Siena

Biblioteca di Area Scientifico-Tecnologica – Sede San Niccolò - Siena

Biblioteca di Area Scientifico-Tecnologica – Sede Laterino - Siena

Biblioteca di Area Umanistica - Siena

Biblioteca di Area Umanistica - Arezzo

Biblioteca centralizzata - Grosseto

Sala di studio - Sala Rosa - Siena

Altre biblioteche afferenti all’Ateneo (Fisica, Valdarno, AMA etc.)



H4. 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

H5. 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

H6. With reference to library services for lending services and consultation, indicate the level of agreement:

1 Disagree 2 3 4 5 6 Agree

Opening hours are suitable

Availability of books and journals is satisfactory

H7. With reference to library services as study room, indicate the level of agreement:

1 Disagree 2 3 4 5 6 Agree

Opening hours are suitable

The number of places available is adequate

H8. With reference to the aspects considered:

1 Unsatisfied 2 3 4 5 6 Satisfied

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

H9. Have you used digital library services (data banks, electronic journals, e-books) in the current academic year?

Yes

No



H10. If you have not used the digital library services, what is the main reason?

I do not know what they are	<input type="checkbox"/>
No need	<input type="checkbox"/>
Not adequate	<input type="checkbox"/>
I use other resources/on-line services	<input type="checkbox"/>

H11. With reference to digital library services indicate the level of agreement:

1 Disagree	2	3	4	5	6 Agree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of digital resources (data banks, electronic journals, e-books) is wide	<input type="checkbox"/>				

H12. With reference to the aspects considered:

1 Not satisfied	2	3	4	5	6 Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you satisfied with digital library services?	<input type="checkbox"/>				

H13. With reference to the aspects considered:

1 Not satisfied	2	3	4	5	6 Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you generally satisfied with the quality of the University library services?	<input type="checkbox"/>				

H14. Please give us your comments about the University library services

Section I: Right to study

I1. 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	<input type="checkbox"/>
Yes, but not in great detail	<input type="checkbox"/>
I know a few services well	<input type="checkbox"/>
No	<input type="checkbox"/>



I2. 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?

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

I3. With reference to the aspects considered:

	1 Unsatisfied	2	3	4	5	6 Satisfied
Are you generally satisfied with the quality of services relating to the right to study?	<input type="checkbox"/>					

I4. Please give us your comments about the right to study

Section J: Job placements/career services

J1. Have you used the job placement or career services provided by the University in the current academic year?

Yes

No

J2. Have you used the internship services provided by the University in the current academic year?

Yes

No



J3. With reference to job placements/career services indicate the level of agreement:

1 Disagree 2 3 4 5 6 Agree

The help provided in searching for job opportunities is suitable

.....

J4. With reference to job placements/career services indicate the level of agreement:

1 Disagree 2 3 4 5 6 Agree

The help provided in searching for internships is suitable

.....

J5. With reference to the aspects considered:

1 Not satisfied 2 3 4 5 6 Satisfied

Are you generally satisfied with the quality of job placements?

.....

J6. Please give us your comments about the job placements

(Large empty box for comments)

Section K: General satisfaction

K1. Are you generally satisfied with your university experience?

Yes
No

K2. Which are the main reasons why you are not satisfied?

(Large empty box for reasons)

K3. 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	<input type="checkbox"/>
Internationalisation services	<input type="checkbox"/>
Student support offices	<input type="checkbox"/>
University library services	<input type="checkbox"/>
Right to study	<input type="checkbox"/>
Job placement	<input type="checkbox"/>

K4. With reference to the support given to the technical and administrative services

	Worse	The same	Better	Don't know
How do you consider the University performance with respect to last year?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section L: Suggestions**L1. Please give us your suggestions to improve this survey.**

The survey is now completed.

Thank you for your cooperation!

For clarifications, doubts and highlightings write at survey-support@polimi.it