



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 ☐

Physics ☐

Chemistry ☐

Earth Science ☐

Biology ☐

Medicine ☐

Agricultural and Veterinary Sciences ☐

Civil Engineering and Architecture ☐

Industrial and Computer Engineering ☐

Ancient Philological-literary and Historic-artistic Sciences and Ancient Heritage Studies ☐

History, Philosophy, Pedagogy and Psychology ☐

Law ☐

Economics and Statistics ☐

Political and Social Sciences ☐

Language, Foreign Languages, Linguistic and Cultural Mediation ☐

Pharmacology and Pharmacy ☐

Sport Science ☐

A3. 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 ☐

A4. Type of degree course you are enrolled on

Three-year degree course ☐

Specialist/Master's degree course ☐

Single-cycle degree (for a list of specialised subjects) ☐



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	<input type="checkbox"/>
LECCO	<input type="checkbox"/>
LIVORNO	<input type="checkbox"/>
LODI	<input type="checkbox"/>
LUCCA	<input type="checkbox"/>
MACERATA	<input type="checkbox"/>
MANTOVA	<input type="checkbox"/>
MASSA CARRARA	<input type="checkbox"/>
MATERA	<input type="checkbox"/>
MEDIO CAMPIDANO	<input type="checkbox"/>
MESSINA	<input type="checkbox"/>
MILANO	<input type="checkbox"/>
MODENA	<input type="checkbox"/>
MONZA-BRIANZA	<input type="checkbox"/>
NAPOLI	<input type="checkbox"/>
NOVARA	<input type="checkbox"/>
NUORO	<input type="checkbox"/>
OGLIASTRA	<input type="checkbox"/>
OLBIA-TEMPIO	<input type="checkbox"/>
ORISTANO	<input type="checkbox"/>
PADOVA	<input type="checkbox"/>
PALERMO	<input type="checkbox"/>
PARMA	<input type="checkbox"/>
PAVIA	<input type="checkbox"/>
PERUGIA	<input type="checkbox"/>
PESARO E URBINO	<input type="checkbox"/>
PESCARA	<input type="checkbox"/>
PIACENZA	<input type="checkbox"/>
PISA	<input type="checkbox"/>





- PISTOIA ☐
- PORDENONE ☐
- POTENZA ☐
- PRATO ☐
- RAGUSA ☐
- RAVENNA ☐
- REGGIO CALABRIA ☐
- REGGIO EMILIA ☐
- RIETI ☐
- RIMINI ☐
- ROMA ☐
- ROVIGO ☐
- SALERNO ☐
- SASSARI ☐
- SAVONA ☐
- SIENA ☐
- SIRACUSA ☐
- SONDRIO ☐
- TARANTO ☐
- TERAMO ☐
- TERNI ☐
- TORINO ☐
- TRAPANI ☐
- TRENTO ☐
- TREVISO ☐
- TRIESTE ☐
- UDINE ☐
- VARESE ☐
- VENEZIA ☐



Section B: General services, infrastructure and logistics

[illegible]



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 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? ☐ ☐ ☐ ☐ ☐ ☐

C1. With reference to communication indicate the level of agreement:

[illegible][illegible]

Are you generally satisfied with the quality of communication services?

1 Unsatisfied 2 3 4 5 6 Satisfied

☐ ☐ ☐ ☐ ☐ ☐

[illegible]

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

D2. With reference to e-learning instruments:

D3. With reference to the aspects considered:

[illegible]

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

Promotion and information on internationalisation programmes are suitable

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

Yes ☐

No ☐

1
Disagree

2

3

4

5

6
Agree

1					6
Unsatisfied	2	3	4	5	Satisfied

A diagram of a linked list structure. It consists of six rectangular boxes, each representing a node, arranged horizontally. Each box is divided into two sections: a top section for data and a bottom section for a pointer. The boxes are connected by dashed lines, indicating the sequence of the list. The first box has a dashed line extending from its bottom pointer section to the top data section of the second box. This pattern continues for all subsequent boxes, with the last box's pointer section having a dashed line extending to the right, suggesting it could point to another node or be null.

[illegible]

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

1 2 3 4 5 6
Disagree Agree

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 ☐

No need ☐

Not adequate ☐

I use other resources/on-line services ☐

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

	1 Disagree	2	3	4	5	6 Agree
Digital resources (data banks, electronic journals, e-books) are easy to access	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

H12. With reference to the aspects considered:

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

H13. With reference to the aspects considered:

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

Yes, but not in great detail ☐

I know a few services well ☐

No ☐



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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Canteen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student grants and scholarships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tutoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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					6
	Disagree	2	3	4	5	Agree
The help provided in searching for job opportunities is suitable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	1					6
	Disagree	2	3	4	5	Agree
The help provided in searching for internships is suitable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

J5. With reference to the aspects considered:

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

J6. Please give us your comments about the job placements

Section K: General satisfaction

K1. Are you generally satisfied with your university experience?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

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

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	<input type="checkbox"/>
Communication services	<input type="checkbox"/>



Computer services

☐

Internationalisation services

☐

Student support offices

☐

University library services

☐

Right to study

☐

Job placement

☐

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?

☐
☐
☐
☐

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