



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. Please dedicate a little of your time to it, because it will give important indications for improving the services offered. We are aware that the decision to administer a questionnaire now would seem untimely, but after a profound reflection we decided that it is always a good moment to give students the right to have a voice and to highlight our scope of improvement and implement remedial actions. 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.



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 classes on a regular base (on average more than 50% of the classes in a course)?

Yes ☐

No ☐

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 ☐

SONDRIO ☐

TARANTO ☐

TERAMO ☐

TERNI ☐

TORINO ☐

TRAPANI ☐

TRENTO ☐

TREVISO ☐

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


☐
☐
☐
☐
☐
☐

Signs and notices are suitable

☐
☐
☐
☐
☐
☐

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

1Disagree 2 3 4 5 6Agree



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

[illegible]

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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness is suitable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal safety (burglaries, muggings, physical violence) within lecture rooms, laboratories and study areas) is assured	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Temperature is suitable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signs and notices are suitable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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:

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

1 Unsatisfied 2 3 4 5 6 Satisfied

☐ ☐ ☐ ☐ ☐ ☐

Section C: Communication

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

[illegible]

C2. With reference to the spreading of information through the official University pages on the most common Social Networks, indicate how satisfied you are by:

	1 Unsatisfied	2	3	4	5	6 Satisfied	Don't know	Don't use it
Facebook								
Twitter								
Linkedin								
Instagram								

C3. With reference to the aspects considered:

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:

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 five boxes have their pointer sections pointing to the next box, while the sixth box's pointer section is empty, representing the end of the list.

[illegible]

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

1 6
Disagree 2 3 4 5 Agree

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

YES, in presence ☐

NO

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

Unfriendly
staff

Central student services office

Department or School student services office

1
Disagree 2 3 4 5 6
Agree

The office is able to solve my problems ☐ ☐ ☐ ☐ ☐ ☐

1					6
Unsatisfied	2	3	4	5	Satisfied

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

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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of books and journals is satisfactory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of places available is adequate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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