STATISTICAL RESULTS FOR THE
MASTER OF SCIENCE DIRECTOR

Economics and Management in Arts, Culture, Media and Entertainment

a.y. 2019-2020

Survey period: July 2020 - July 2021

N. of completed questionnaires: 96
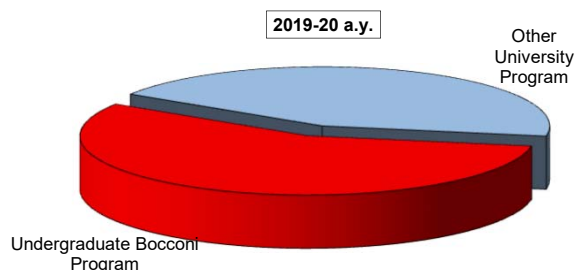
N. of graduate students: 105

Response rate: 91,4%

General information

Undergraduate Career

Answers	a.v.	% 2019-20	% 2018-19
Undergraduate Bocconi Program	54	56,3	67,4
Other University Program	42	43,8	32,6
Total	96	100,0	100,0
NA	0		

2019-20 a.y.

Other University Program

Undergraduate Bocconi Program

Nationality

Answers	a.v.	% 2019-20	% 2018-19
Italian	60	62,5%	79,1%
Non Italian	36	37,5%	20,9%
Total	96	100%	100%
NA	0		

2019-20 a.y.

Italian   Non Italian
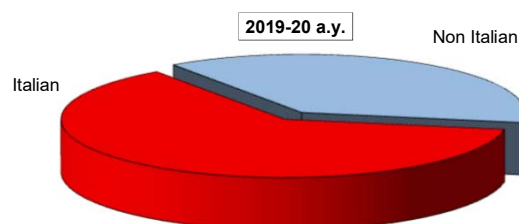
**Average mark of the exams passed:**

(approximate average expressed in 30/30)

Answers	a.v.	%
18	0	0,0%
19	0	0,0%
20	0	0,0%
21	0	0,0%
22	0	0,0%
23	1	1,0%
24	1	1,0%
25	10	10,4%
26	6	6,3%
27	27	28,1%
28	34	35,4%
29	17	17,7%
30	0	0,0%
Total	96	100%
NA	0	

	< 23	23 - 25	26 - 27	> 27
2019-20	0,0%	12,5%	34,4%	53,1%
2018-19	0,0%	10,5%	27,9%	61,6%
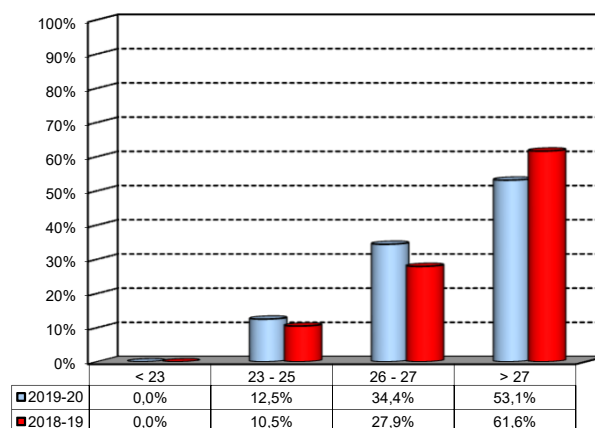
How many of the courses included in your curriculum did you attend regularly?

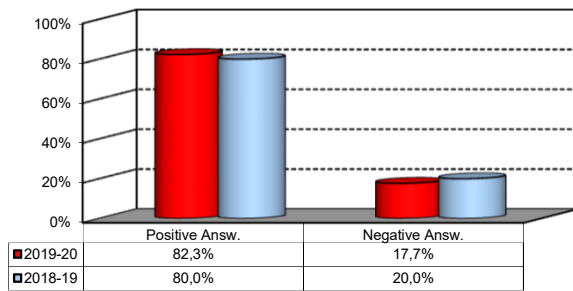| Answers	a.v.	% 2019-20	% 2018-19
A - More than 75%	73	76,0	87,1
B - Between 50 and 75%	7	7,3	10,6
C - Between 25 and 50%	2	2,1	2,4
D - Less thanl 25%	14	14,6	0,0
Total	96	100,0	100,0
NA	0		

2019-20 a.y.

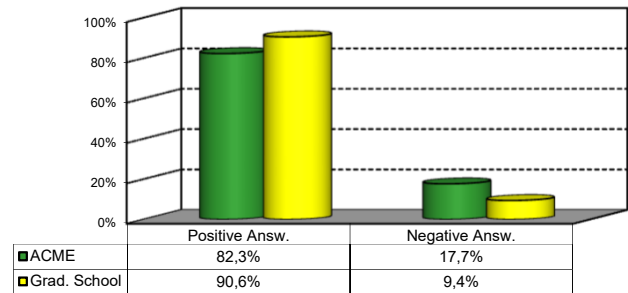B C   D

A
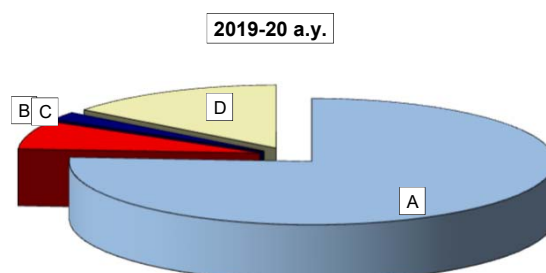
Study Experience

1) On the whole, do you think that the MSc program you attended at Bocconi enabled in-depth study of topics in both a theoretical and a practical sense?

Answers	Italian		Non Italian		Total	
	a.v.	%	a.v.	%	a.v.	%
A - Definitely YES	16	26,7%	7	19,4%	23	24,0%
B - More YES than NO	32	53,3%	24	66,7%	56	58,3%
C - More NO than YES	11	18,3%	5	13,9%	16	16,7%
D - Definitely NO	1	1,7%	0	0,0%	1	1,0%
Total	**60**	**100%**	**36**	**100%**	**96**	**100%**
NA	0		0			

Over time comparison

	Positive Answ.	Negative Answ.
2019-20	82,3%	17,7%
2018-19	80,0%	20,0%

Comparison with the overall School data

	Positive Answ.	Negative Answ.
ACME	82,3%	17,7%
Grad. School	90,6%	9,4%

Study Experience

2) Do you think that your course of study at Bocconi has contributed to the development of the following skills?

Item Soft Skill	Definitely YES		More YES than NO		More NO than YES		Definitely NO		Total		n.a.
	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.
1 Ability to work in team	58	60,4	31	32,3	7	7,3	0	0,0	**96**	**100,0**	0
2 Interpersonal skills	44	45,8	40	41,7	10	10,4	2	2,1	**96**	**100,0**	0
3 Organizational skills	49	52,1	38	40,4	7	7,4	0	0,0	**94**	**100,0**	2
4 Critical thinking skills	38	40,0	38	40,0	17	17,9	2	2,1	**95**	**100,0**	1
5 Ability to analyze and select information	42	43,8	47	49,0	6	6,3	1	1,0	**96**	**100,0**	0
6 Problem-solving ability	48	50,0	39	40,6	8	8,3	1	1,0	**96**	**100,0**	0
7 Written communication skills	35	36,5	42	43,8	15	15,6	4	4,2	**96**	**100,0**	0
8 Verbal communication skills	27	28,1	42	43,8	24	25,0	3	3,1	**96**	**100,0**	0
9 Ability to cope with stress	48	50,0	37	38,5	10	10,4	1	1,0	**96**	**100,0**	0
10 Entrepreneurial spirit	25	26,0	43	44,8	21	21,9	7	7,3	**96**	**100,0**	0

Positive answers (%):
comparison with the overall School data

■ ACME □ Grad. School

Item	ACME	Grad. School
1	92,7	91,4
2	87,5	87,6
3	92,6	95,1
4	80,0	86,5
5	92,7	93,9
6	90,6	93,3
7	80,2	78,3
8	71,9	68,4
9	88,5	90,0
10	70,8	76,3

Positive answers (%):
Over time comparison

■ 2019-20 □ 2018-19

Item	2019-20	2018-19
1	92,7	96,5
2	87,5	91,8
3	92,6	92,9
4	80,0	83,5
5	92,7	90,6
6	90,6	89,4
7	80,2	78,8
8	71,9	70,6
9	88,5	85,7
10	70,8	77,6

Positive answers (%):
comparison based on nationality of student

□ Italian □ Non Italian

| Item	Italian	Non Italian
1	96,7	86,1
2	91,7	80,6
3	93,2	91,4
4	85,0	71,4
5	96,7	86,1
6	93,3	86,1
7	81,7	77,8
8	66,7	80,6
9	90,0	86,1
10	80,0	55,6

Study Experience

3) Do you think that teaching activities in the MSc program were structured in an active manner (frequent use of teamwork, case studies, assignments, etc.)?

| Anwers	a.v.	%
A - Definitely YES	46	48,9%
B - More YES than NO	44	46,8%
C - More NO than YES	4	4,3%
D - Definitely NO	0	0,0%
Total	**94**	**100%**
NA	2	

	Positive Answ.	Negative Answ.
2019-20	95,7%	4,3%
2018-19	89,4%	10,6%
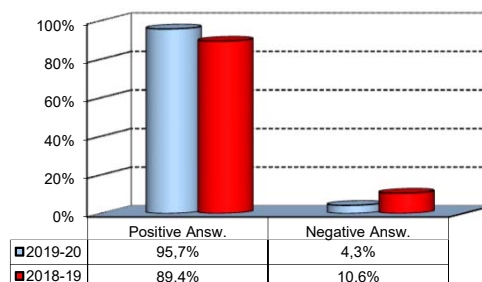
4) Do you think that the courses in your curriculum were adequately coordinated with each other?

Anwers	a.v.	%
A - Definitely YES	10	10,4%
B - More YES than NO	51	53,1%
C - More NO than YES	31	32,3%
D - Definitely NO	4	4,2%
Total	**96**	**100%**
NA	0	

	Positive Answ.	Negative Answ.
2019-20	63,5%	36,5%
2018-19	70,6%	29,4%
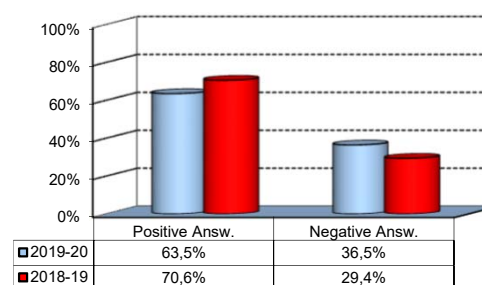
5) During the MSc program, did you notice any unnecessary overlaps or repetitions of subjects and content with what you studied during your undergraduate program?

Anwers	a.v.	%
A-Very often	3	4,2%
B-Often	26	36,1%
C-Hardly ever	37	51,4%
D-Never	6	8,3%
Total	**72**	**100%**
NA	24	

|	A+B	C+D
2019-20	40,3%	59,7%
2018-19	47,4%	52,6%
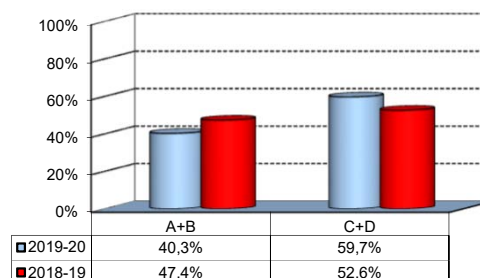
Please select the course or courses in the MSc program in which you encountered overlaps or unnecessary repetitions
(multiple answers admitted)

| Course	a.v.	%
MARKETING AND CRM IN THE ARTS	13	18,3%
(STRATEGY AND GOVERNANCE)	13	18,3%
BEHAVIOURAL SKILLS SEMINARS	5	7,0%
PROJECT AND TEAM MANAGEMENT	5	7,0%
CULTURAL MEDIATION	5	7,0%
Other	30	42,3%
TOTAL	**71**	**100,0%**

6) Do you think that the overall study load was compatible with the length of the program?

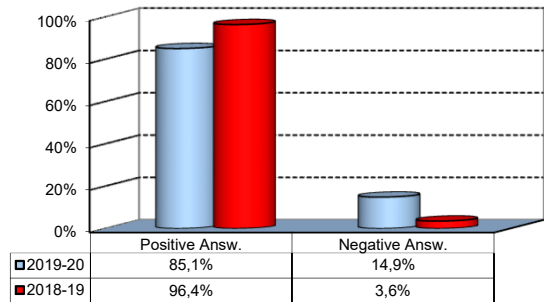| Anwers	a.v.	%
A - Definitely YES	29	30,9%
B - More YES than NO	57	60,6%
C - More NO than YES	7	7,4%
D - Definitely NO	1	1,1%
Total	**94**	**100%**
NA	2	

	Positive Answ.	Negative Answ.
2019-20	91,5%	8,5%
2018-19	92,8%	7,2%
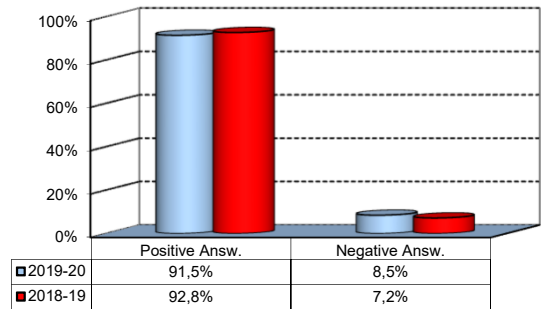
7) Was the coordination of the study program appropriately managed by the Program Director?

Anwers	a.v.	%
A - Definitely YES	21	22,1%
B - More YES than NO	54	56,8%
C - More NO than YES	16	16,8%
D - Definitely NO	4	4,2%
Total	**95**	**100%**
NA	1	

	Positive Answ.	Negative Answ.
2019-20	78,9%	21,1%
2018-19	84,1%	15,9%
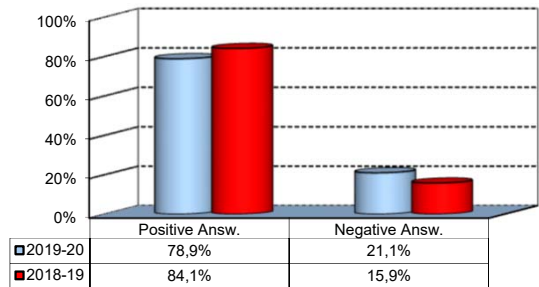
8) On the whole, were the classroom climate and relationships with your classmates positive and able to enrich your personal experience?

Anwers	a.v.	%
A - Definitely YES	48	51,1%
B - More YES than NO	32	34,0%
C - More NO than YES	14	14,9%
D - Definitely NO	0	0,0%
Total	**94**	**100%**
NA	2	

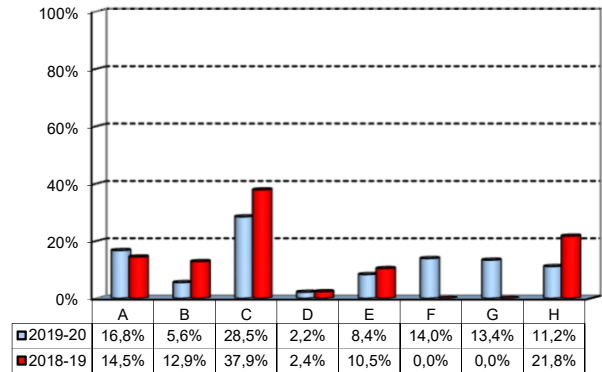|	Positive Answ.	Negative Answ.
2019-20	85,1%	14,9%
2018-19	96,4%	3,6%

Extracurricular Activities

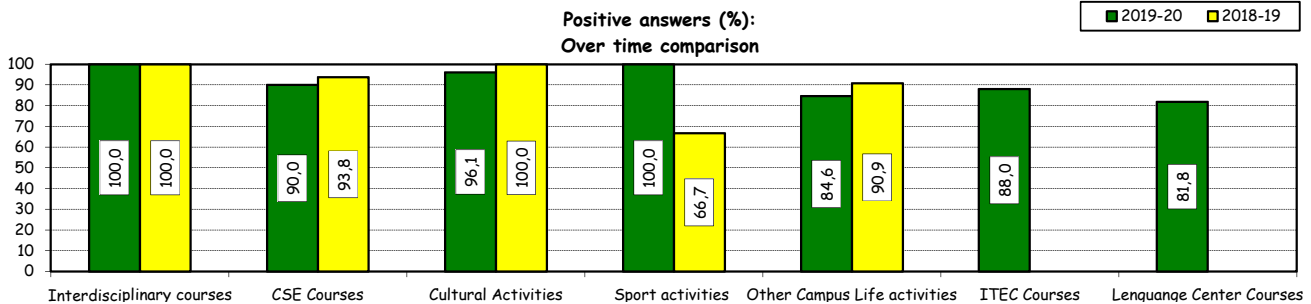**1) Which of the following extracurricular activities did you attend during your study program?**

(multiple answers admitted)

Anwers	a.v.	%
A - Interdisciplinary courses ("Sapere a tutto campo")	30	16,8%
B - Counseling and Self-Empowerment courses CSE)	10	5,6%
C - Cultural Activities (visit museums, concerts, theatre and cinema, various issues)	51	28,5%
D - Sport activities	4	2,2%
E - Other Campus Life activities	15	8,4%
F - Courses offered by ITEC	25	14,0%
G - Courses offered by Language Center	24	13,4%
H - None	20	11,2%
Total	**179**	**100%**
NA	0	

|	A	B	C	D	E	F	G	H
2019-20	16,8%	5,6%	28,5%	2,2%	8,4%	14,0%	13,4%	11,2%
2018-19	14,5%	12,9%	37,9%	2,4%	10,5%	0,0%	0,0%	21,8%

2) Do you think that the activities you took part in contributed to your cultural/educational enrichment?

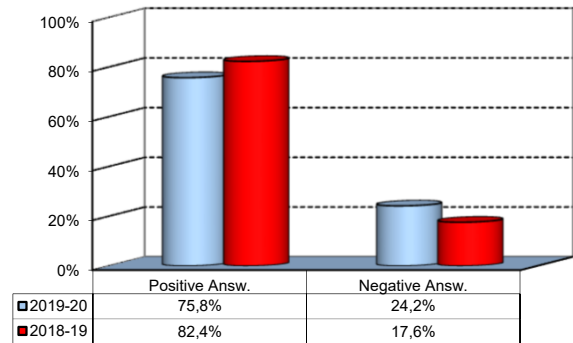|	Definitely YES		More YES than NO		More NO than YES		Definitely NO		Total		NA
	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.
A - Interdisciplinary courses (Sapere a tutto campo)	13	43,3	17	56,7	0	0,0	0	0,0	30	**100,0**	0
B - Counseling and Self-Empowerment courses (CSE)	5	50,0	4	40,0	1	10,0	0	0,0	10	**100,0**	0
C - Cultural Activities	27	52,9	22	43,1	2	3,9	0	0,0	51	**100,0**	0
D - Sport activities	3	75,0	1	25,0	0	0,0	0	0,0	4	**100,0**	0
E - Other Campus Life activities	3	23,1	8	61,5	2	15,4	0	0,0	13	**100,0**	2
F - Courses offered by ITEC	13	52,0	9	36,0	3	12,0	0	0,0	25	**100,0**	0
G - Courses offered by Language Center	10	45,5	8	36,4	3	13,6	1	4,5	22	**100,0**	2

Positive answers (%):
Over time comparison

■ 2019-20   □ 2018-19

Interdisciplinary courses	CSE Courses	Cultural Activities	Sport activities	Other Campus Life activities	ITEC Courses	Lenquange Center Courses
100,0 / 100,0	90,0 / 93,8	96,1 / 100,0	100,0 / 66,7	84,6 / 90,9	88,0	81,8

How would you evaluate:

	Negative				Positive					
Answers	1-2		3-4-5		6-7-8		9-10		Total		NA
Item	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	
3a) The range and interest of programmes offered	0	**0,0**	3	**4,1**	40	**54,8**	30	**41,1**	73	**100,0**	3
3b) The support you received from the Campus Life Office	3	**4,2**	8	**11,1**	45	**62,5**	16	**22,2**	72	**100,0**	4

Over time comparison

■ 2019-20   □ 2018-19

3a: 8,11 / 8,25   3b: 7,18 / 7,57
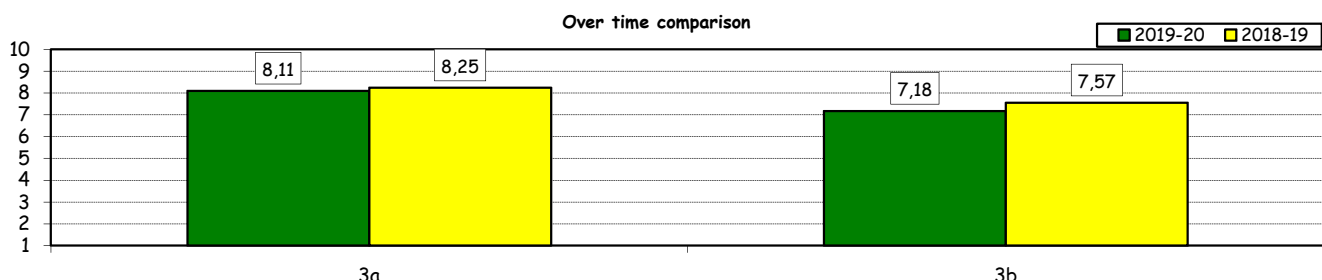
Degree Thesis

**1) Do you think that the supervision and the assistance for preparing for your thesis were appropriate?**

Anwers	a.v.	%
A - Definitely YES	25	26,3%
B - More YES than NO	47	49,5%
C - More NO than YES	16	16,8%
D - Definitely NO	7	7,4%
Total	**95**	**100%**
NA	1	

|	Positive Answ.	Negative Answ.
2019-20	75,8%	24,2%
2018-19	82,4%	17,6%

2) Do you think that the facilities provided by the University (library, computer labs) adequately supported preparation for your thesis?

Anwers	a.v.	%
A - Definitely YES	12	13,0%
B - More YES than NO	50	54,3%
C - More NO than YES	24	26,1%
D - Definitely NO	6	6,5%
Total	**92**	**100%**
NA	4	

	Positive Answ.	Negative Answ.
2019-20	67,4%	32,6%
2018-19	85,7%	14,3%
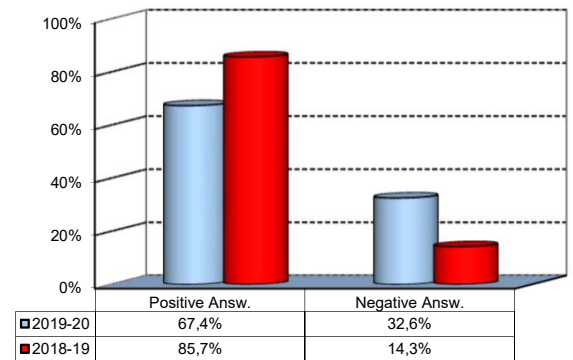
3) Do you think that your thesis was a useful experience for completing your education and a way to verify your planning and writing skills?
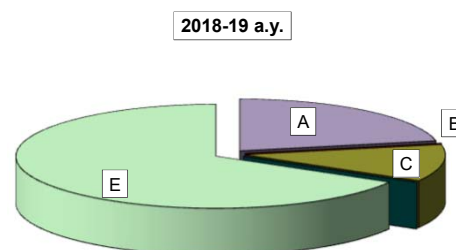
Anwers	a.v.	%
A - Definitely YES	24	25,3%
B - More YES than NO	43	45,3%
C - More NO than YES	18	18,9%
D - Definitely NO	10	10,5%
Total	**95**	**100%**
NA	1	

	Positive Answ.	Negative Answ.
2019-20	70,5%	29,5%
2018-19	72,9%	27,1%
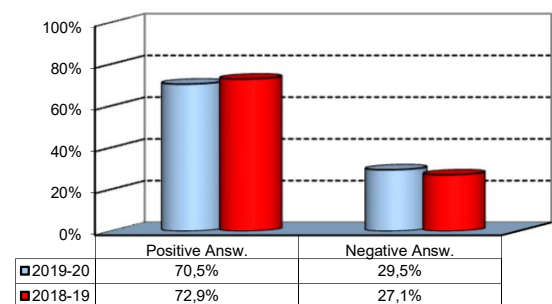
Experience Of Studying Abroad

1) Please select the program you participated in:

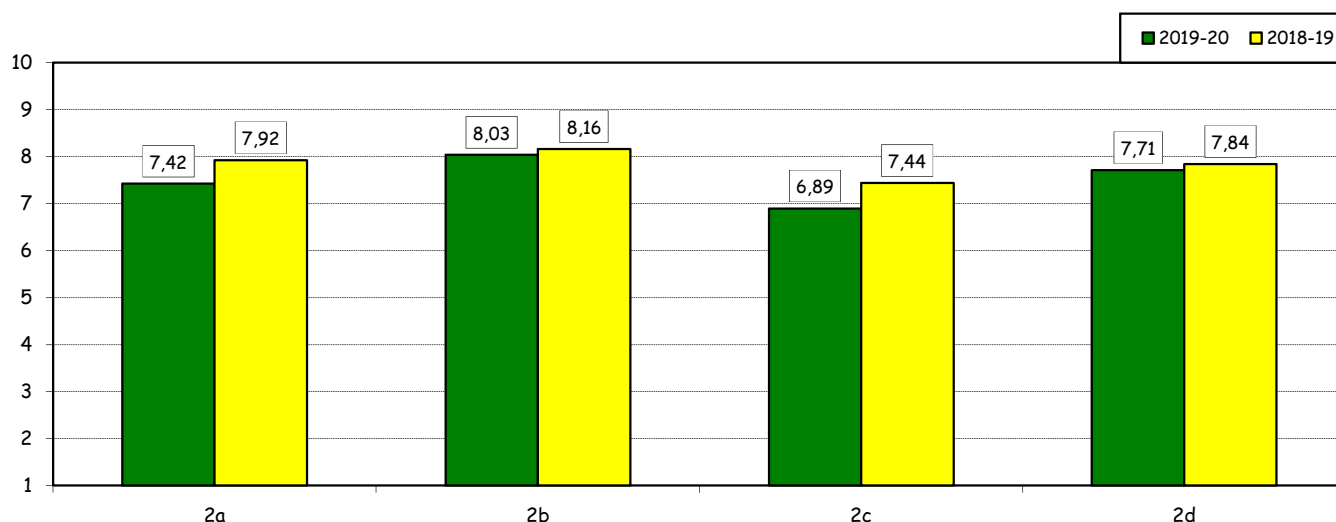| Answers	a.v.	% 2019-20	% 2018-19
A - Exchange	21	21,9	32,6
B - CEMS-MIM	0	0,0	0,0
C- Double Degree	11	11,5	12,8
D - Free-Mover	0	0,0	1,2
E- None	64	66,7	53,5
Total	96	100,0	100,0
NA	0		

2018-19 a.y.

How would you evaluate:

(only A, B, C or E answers to item no.1)

|	Negative				Positive				Total		N.A.
Answers	1-2		3-4-5		6-7-8		9-10		Total		N.A.
Item	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.
2a) Quality and completeness of information provided through: 'International Week', emails, brochures, International Relations Service web page.	1	3,2	6	19,4	14	45,2	10	32,3	31	100,0	1
2b) The range and interest of programs offered.	0	0,0	1	3,2	20	64,5	10	32,3	31	100,0	1
2c) The convenience of the study abroad desk's opening hours.	1	3,6	6	21,4	19	67,9	2	7,1	28	100,0	4
2d) The support you received from Bocconi International Relations.	1	3,2	2	6,5	16	51,6	12	38,7	31	100,0	1

Over time comparison

3) Would you positively evaluate this experience?

Answers	v.a.	%
A - Definitely YES	18	58,1%
B - More YES than NO	12	38,7%
C - More NO than YES	1	3,2%
D - Definitely NO	0	0,0%
Total	**31**	**100%**
NA	1	

	Positive Answ.	Negative Answ.
2019-20	96,8%	3,2%
2018-19	92,5%	7,5%
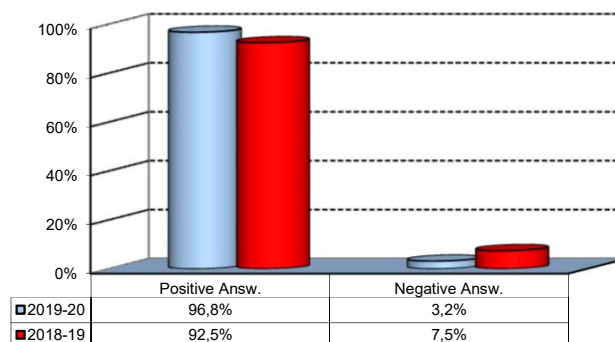
(In case of answer "E" to item no.1)

4) Please indicate why you did not attend a period of study abroad (select all relevant reasons):

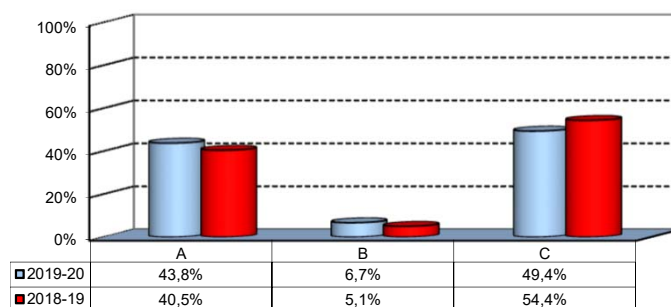| Answers	a.v.	%
A-Lack of interest in this kind of experience	12	19,4%
B-Absence of the requirements needed for participation in the program selected	0	0,0%
C-Rejection of your application	3	4,8%
D-Lack of time during the period of study	7	11,3%
E-Other (personal, family, organizational reasons, etc.)	40	64,5%
Total	**62**	**100%**
NA	2	

	A	B	C	D	E
2019-20	19,4%	0,0%	4,8%	11,3%	64,5%
2018-19	8,9%	8,9%	13,3%	6,7%	62,2%
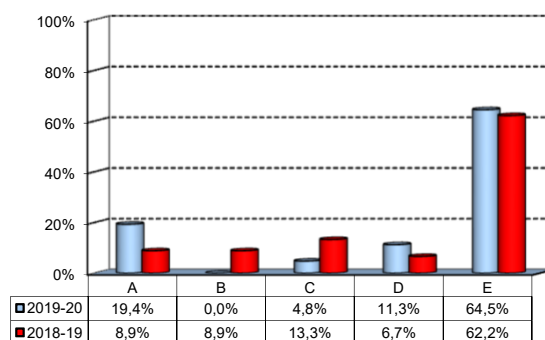
Internship Activities

1)Which activity recognized in your curriculum did you complete during the MSc program?

| Answers	a.v.	% 2019-20	% 2018-19
A - Internship	89	95,7	95,2
B - Other job experience (with any contract different from Internship)	4	4,3	0,0
C - Field Project	0	0,0	4,8
D - None	0	0,0	0,0
Total	*93*	*100,0*	*100,0*
NA	3		

2) How did you find the internship?

Answers	a.v.	%
A - Through the University's Placement Services*	39	43,8%
B - Through the faculty members of the degree program	6	6,7%
C - Through autonomous way then recognized by the degree program	44	49,4%
Total	*89*	*100,0%*
NA	0	

	A	B	C
2019-20	43,8%	6,7%	49,4%
2018-19	40,5%	5,1%	54,4%

3) Where did you complete the internship recognized by the Bachelor program?

Answers	a.v.	% 2019-20	% 2018-19
In Italy	47	52,8%	68,8%
Abroad	42	47,2%	31,3%
Total	*89*	*100%*	*100%*
NA	0		

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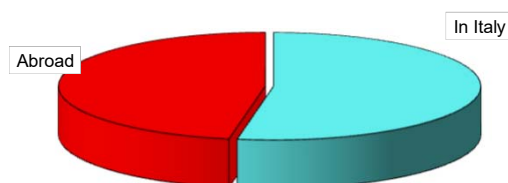
*JobGate, Internship Programs, meetings and company presentations, Bocconi&Jobs, Placement Library services, websites in the Lavoro.net section

Internship Activities

How would you evaluate:

(in case of answer A to item n.2)

	Negative				Positive				Total		N.A.
Answers	**1-2**		**3-4-5**		**6-7-8**		**9-10**				
Item	**a.v.**	**%**	**a.v.**	**%**	**a.v.**	**%**	**a.v.**	**%**	**a.v.**	**%**	**a.v.**
4a) The convenience of the internship front desk's opening hours.	1	**2,8**	3	**8,3**	26	**72,2**	6	**16,7**	36	**100,0**	3
4b) The number and variety of opportunities offered.	3	**7,7**	11	**28,2**	16	**41,0**	9	**23,1**	39	**100,0**	0
4c) The support you received from the Internship Office.	1	**2,6**	4	**10,3**	18	**46,2**	16	**41,0**	39	**100,0**	0

Over time comparison
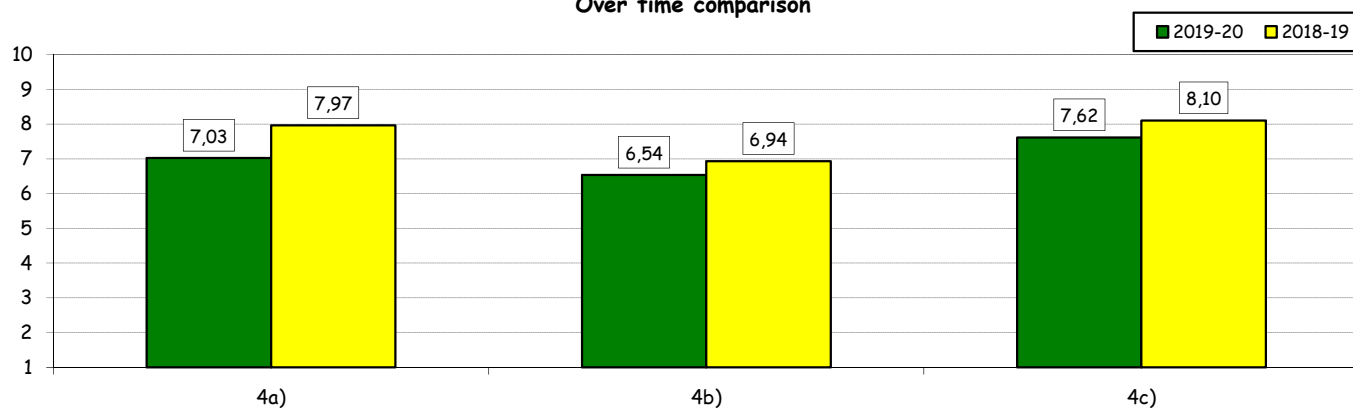
## 5) Would you positively evaluate this experience?

Answers	a.v.	%
A - Definitely YES	31	34,8%
B - More YES than NO	50	56,2%
C - More NO than YES	7	7,9%
D - Definitely NO	1	1,1%
Total	**89**	**100%**
NA	7	

	Positive Answ.	Negative Answ.
2019-20	91,0%	9,0%
2018-19	85,5%	14,5%
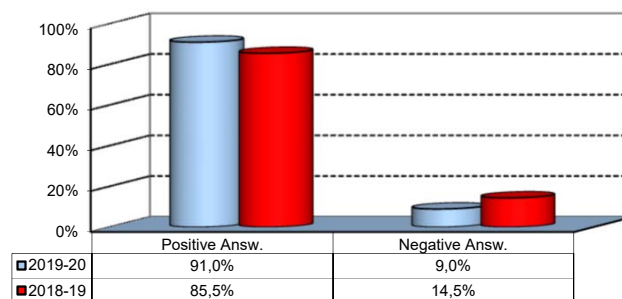
6) Do you think that the qualifications you acquired while attending the MSc program were appropriate to perform this activity?

Answers	a.v.	%
A - Definitely YES	29	31,5%
B - More YES than NO	47	51,1%
C - More NO than YES	14	15,2%
D - Definitely NO	2	2,2%
Total	**92**	**100%**
NA	4	

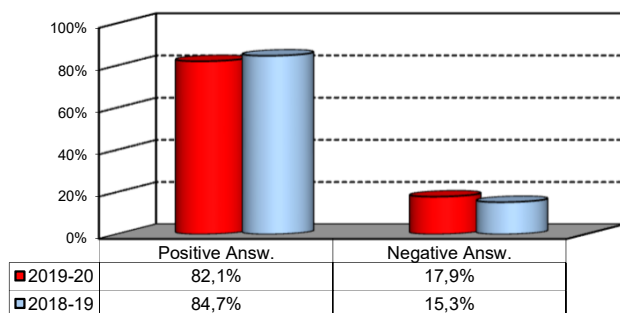|	Positive Answ.	Negative Answ.
2019-20	82,6%	17,4%
2018-19	88,0%	12,0%
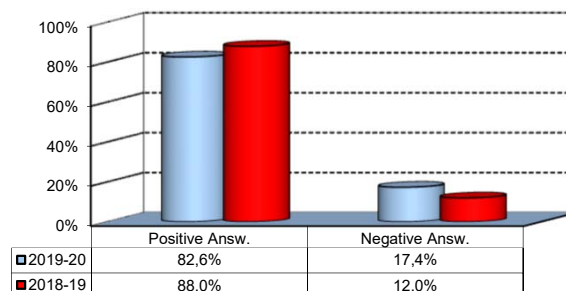
General satisfaction and short-term plans

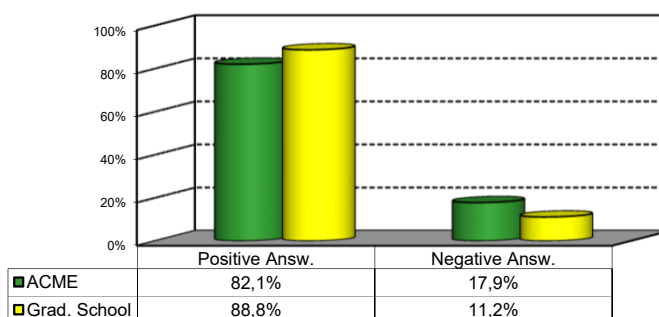**1) Are you satisfied overall with the study program you attended?**

Answers	Italian		Non Italian		Total	
	a.v.	%	a.v.	%	a.v.	%
A - Definitely YES	17	28,3%	11	31,4%	28	29,5%
B - More YES than NO	32	53,3%	18	51,4%	50	52,6%
C - More NO than YES	9	15,0%	6	17,1%	15	15,8%
D - Definitely NO	2	3,3%	0	0,0%	2	2,1%
Total	**60**	**100%**	**35**	**100%**	**95**	**100%**
NA	0		1		1	

Over time comparison

	Positive Answ.	Negative Answ.
2019-20	82,1%	17,9%
2018-19	84,7%	15,3%

Comparison with the overall School data

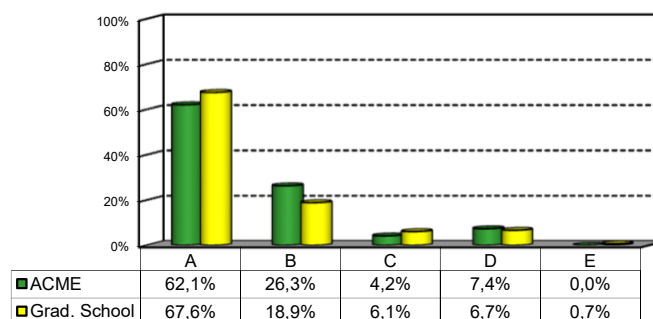|	Positive Answ.	Negative Answ.
ACME	82,1%	17,9%
Grad. School	88,8%	11,2%

2a) If you could go back in time, would you enroll in the University again?

Answers	Italian		Non Italian		Total	
	v.a.	%	v.a.	%	v.a.	%
A-YES, in the same program at this University	41	68,3%	18	51,4%	59	62,1%
B-YES, in another program at this University	14	23,3%	11	31,4%	25	26,3%
C-YES, in the same program but at another University	1	1,7%	3	8,6%	4	4,2%
D-YES, in another program at another University	4	6,7%	3	8,6%	7	7,4%
E-NO, I would not enrol in university anymore	0	0,0%	0	0,0%	0	0,0%
Total	**60**	**100%**	**35**	**100%**	**95**	**100%**
NA	0		1		1	

Over time comparison

	A	B	C	D	E
2019-20	62,1%	26,3%	4,2%	7,4%	0,0%
2018-19	63,5%	18,8%	5,9%	9,4%	2,4%

Comparison with the overall School data

	A	B	C	D	E
ACME	62,1%	26,3%	4,2%	7,4%	0,0%
Grad. School	67,6%	18,9%	6,1%	6,7%	0,7%

(In case of answer "B" to item no.2a)

2b) Which program would you enroll at this University?

MSc	a.v.	%
ACME	2	11,1%
AFC	0	0,0%
FIN	0	0,0%
CLELI	0	0,0%
ESS	1	5,6%
EMIT	1	5,6%
GIO	0	0,0%
IM	4	22,2%
M	4	22,2%
MM	6	33,3%
Total	18	100%
NA	7	

2c) Why would you make a different choice?

(In case of aswer "B", "C", "D" or "E" to item no.2a)

Answers	a.v.	% 2019-20	% 2018-19
A - My interest has changed over time / I discovered that I have different attitudes	4	12,9%	26,7%
B -The Bachelor program did not satisfy my expectations	17	54,8%	53,3%
C - I would have preferred to attend a Bachelor program with a more generalist approach	2	6,5%	0,0%
D -I would have preferred to attend a Bachelor program with a more specialist approach	4	12,9%	13,3%
E - I would have preferred to attend the same Bachelor program but taught in English	0	0,0%	0,0%
F - I have not been admitted to the program selected as first-choice	0	0,0%	0,0%
G - The campus and its facilities and services were not up to my expectations	0	0,0%	0,0%
H - Other reasons	4	12,9%	6,7%
Total	31	100%	100%
NA	5		

H- Other reasons:

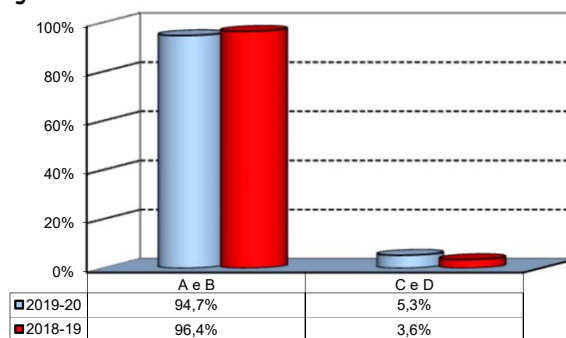| |
|---|
| avrei fatto application in universita all'estero per migliorare l'inglese |
| Avrei preferito frequentare un corso in un'universita estera, dato il mio interesse a lavorare al di fuori dell'Italia |
| farei lo stesso corso ma all'estero |

Infrastructure: Classrooms, Library And Facilities

1) What is your opinion about the classrooms where lessons and other teaching activities have been held?*

| Answers	a.v.	%
A - Always or nearly always adequate	57	60,6%
B - Often adequate	32	34,0%
C - Rarely adequate	3	3,2%
D - Never adequate	2	2,1%
E - I did not use them	0	0,0%
Total	94	100%
NA	2	

	A e B	C e D
2019-20	94,7%	5,3%
2018-19	96,4%	3,6%

2) How would you evaluate:

(In case of aswer "A", "B", "C" or "D" to item no.1)

Item	Negative 1-2 a.v.	%	3-4-5 a.v.	%	Positive 6-7-8 a.v.	%	9-10 a.v.	%	Total a.v.	%	NA	N.R.
a) The adequacy of the audio and multimedia systems (e.g. instructor's computer, projectors, video players) installed in the classrooms.	0	0,0	3	3,2	45	48,4	45	48,4	93	100,0		1
b) The cleanliness of classrooms and of other common areas on campus (corridors, halls, study rooms).	0	0,0	1	1,1	34	36,6	58	62,4	93	100,0		1
c) The adequacy of the amount of areas/seats reserved to individual study in the University Library.	13	14,0	15	16,1	48	51,6	17	18,3	93	100,0	0	1
d) The adequacy of the amount of areas/seats reserved to individual study in other buildings on campus.	8	8,8	22	24,2	44	48,4	17	18,7	91	100,0	0	3
e) The clarity and adequacy of the signage system on campus.	1	1,1	13	14,3	47	51,6	30	33,0	91	100,0		3

Over time comparison
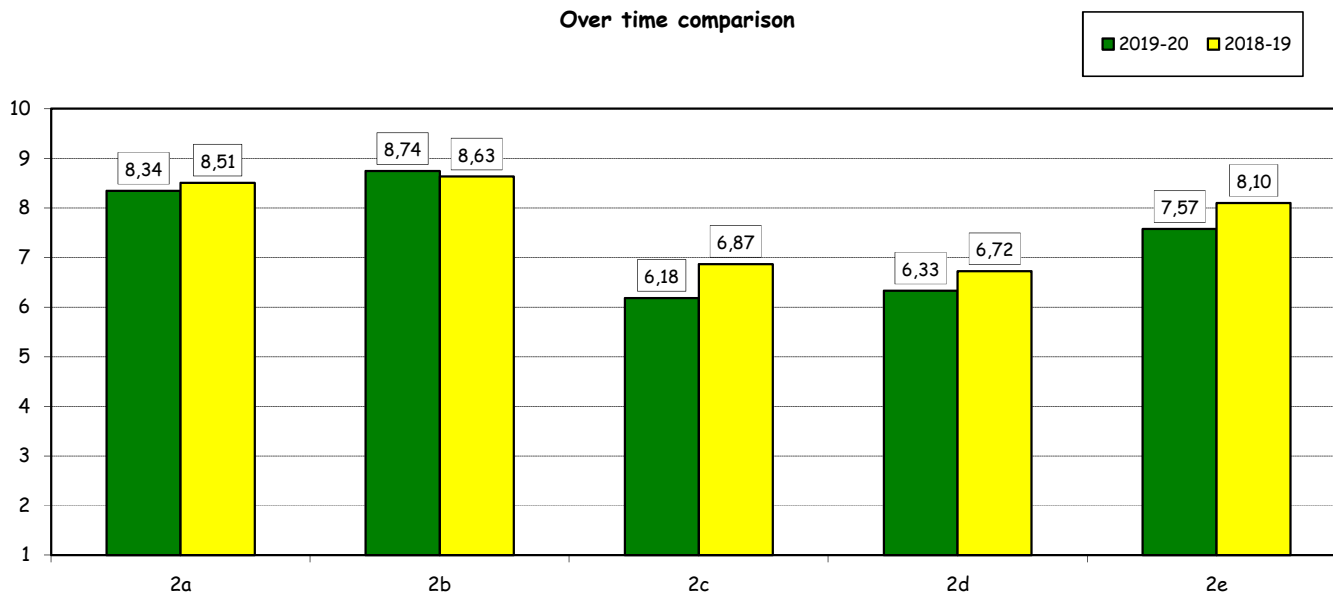
2019-20 **2018-19**

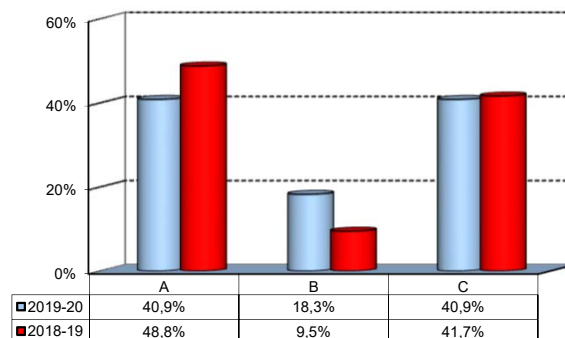|	2a	2b	2c	2d	2e
2019-20	8,34	8,74	6,18	6,33	7,57
2018-19	8,51	8,63	6,87	6,72	8,10

(*): the percentage shown on the graphs is calculated by excluding the responses of those who declare that they have not used the service.

Infrastructure: Classrooms, Library And Facilities

3) What is your overall opinion on the PC Labs and IT facilities provided by the University?
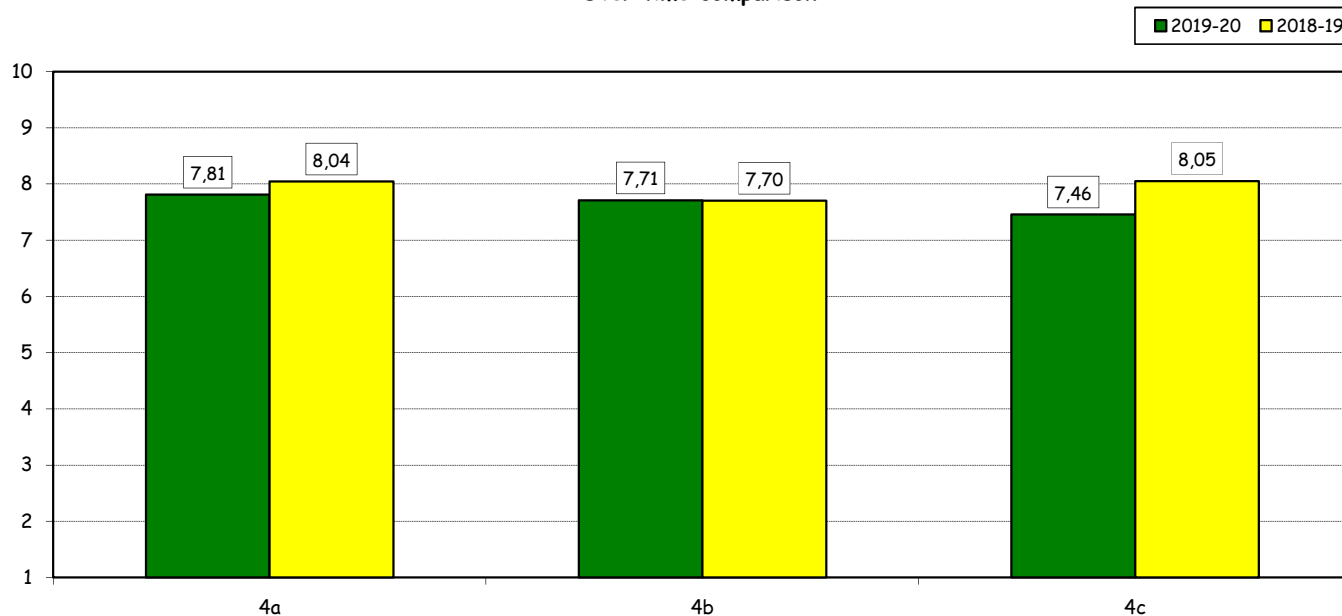
Answers	a.v.	%
A- Adequate in number	38	40,9%
B- Inadequate in number	17	18,3%
C- Never used	38	40,9%
Total	**93**	**100%**
NA	3	

	A	B	C
□2019-20	40,9%	18,3%	40,9%
■2018-19	48,8%	9,5%	41,7%

4) How do you evaluate:

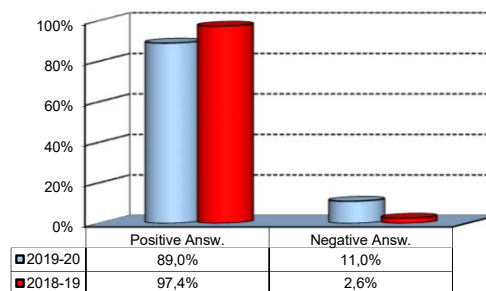|	Negative						Positive					N.R.
Answers	**1-2**		**3-4-5**		**6-7-8**		**9-10**		**Total**			
Item	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%		
a) The availability of technical staff supporting students (Tutors) in PC Labs.*	0	**0,0**	5	**9,6**	29	**55,8**	18	**34,6**	52	**100,0**		3
b) The convenience of the PC Labs' opening hours.*	0	**0,0**	5	**9,8**	32	**62,7**	14	**27,5**	51	**100,0**		4
c) The level of accessibility and usability of the University's IT services (Internet access points, Punto Blu, Virtual Punto Blu, wireless connection).	2	**2,2**	12	**13,3**	51	**56,7**	25	**27,8**	90	**100,0**		3

Over time comparison

(*): Only in case of answer "A" or "B" to item no.3

Infrastructure: Classrooms, Library And Facilities

5) What is your overall opinion on the Library's services, such as support for individual study?*

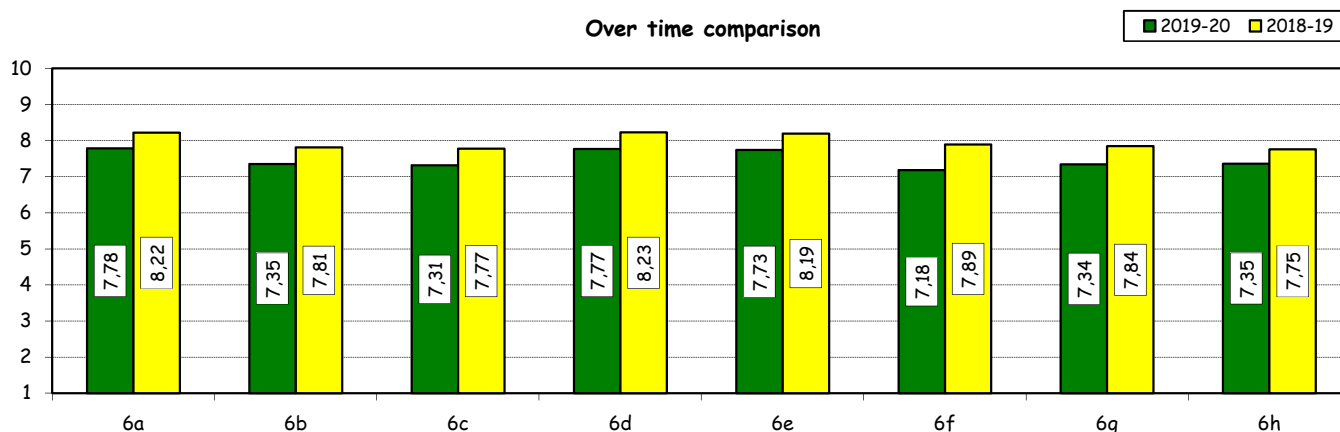| Answers	a.v.	%
A - Very Positive	21	22,3%
B - Quite positive	52	55,3%
C - Quite negative	6	6,4%
D - Very Negative	3	3,2%
E - Never used	12	12,8%
Total	**94**	**100%**
NA	2	

	Positive Answ.	Negative Answ.
2019-20	89,0%	11,0%
2018-19	97,4%	2,6%

6) How would you evaluate:

(In case of aswer "A", "B", "C" or "D" to item no. 5)

Item	Negative 1-2 a.v.	Negative 1-2 %	3-4-5 a.v.	3-4-5 %	6-7-8 a.v.	6-7-8 %	Positive 9-10 a.v.	Positive 9-10 %	Total a.v.	Total %	N.A. a.v.
a) The convenience of the Library's opening hours and access to its main services.	3	**3,7**	3	**3,7**	46	**56,8**	29	**35,8**	81	**100,0**	1
b) The range of collections available in the Library and the frequency they are updated (books, magazines, electronic resources, databases).	2	**2,5**	10	**12,5**	43	**53,8**	25	**31,3**	80	**100,0**	2
c) The speed of fulfillment of requests for documents provided by other Libraries.	2	**2,5**	10	**12,3**	48	**59,3**	21	**25,9**	81	**100,0**	1
d) The number of documents that may be borrowed and the duration of the loan period.	0	**0,0**	9	**14,1**	32	**50,0**	23	**35,9**	64	**100,0**	18
e) The assistance provided by the Library staff in bibliographic searches for specific topics and in the use of Library's print and electronic collections.	0	**0,0**	7	**8,9**	40	**50,6**	32	**40,5**	79	**100,0**	3
f) The efficiency and ease of use of the search tools provided (on and off campus).	0	**0,0**	15	**19,0**	45	**57,0**	19	**24,1**	79	**100,0**	3
g) The number of books and journals available on open shelves in the reading rooms.	1	**1,3**	9	**11,7**	47	**61,0**	20	**26,0**	77	**100,0**	5
h) The usefulness of workshops offered by the Library to understand how to use the resources available (catalogues, e-journals, databases, etc.).	1	**1,5**	8	**12,3**	40	**61,5**	16	**24,6**	65	**100,0**	17

Over time comparison — ■ 2019-20 □ 2018-19

	6a	6b	6c	6d	6e	6f	6g	6h
2019-20	7,78	7,35	7,31	7,77	7,73	7,18	7,34	7,35
2018-19	8,22	7,81	7,77	8,23	8,19	7,89	7,84	7,75

(*): the percentage shown on the graphs is calculated by excluding the responses of those who declare that they have not used the service.