"EVALUATION OF UNIVERSITY EXPERIENCE"

STATISTICAL RESULTS FOR THE MASTER OF SCIENCE DIRECTOR

Economic and Social Sciences

a.y. 2019-2020

Survey period: July 2020 - July 2021

N. of completed questionnaires: 148

N. of graduate students: 156
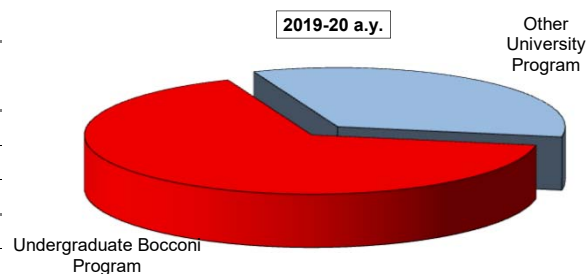
Response rate: 94,9%

General information

Undergraduate Career

Answers	a.v.	% 2019-20	% 2018-19
Undergraduate Bocconi Program	98	66,2	68,9
Other University Program	50	33,8	31,1
Total	**148**	**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	112	75,7%	76,4%
Non Italian	36	24,3%	23,6%
Total	**148**	**100%**	**100%**
NA	0		

2019-20 a.y.

Italian

Non Italian
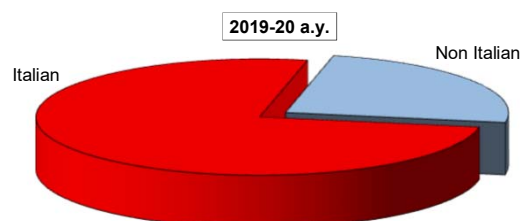
Average mark of the exams passed:

(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	3	2,0%
23	4	2,7%
24	8	5,4%
25	19	12,8%
26	19	12,8%
27	23	15,5%
28	37	25,0%
29	30	20,3%
30	5	3,4%
Total	**148**	**100%**
NA	0	

	< 23	23 - 25	26 - 27	> 27
2019-20	2,0%	20,9%	28,4%	48,6%
2018-19	2,0%	12,8%	29,1%	56,1%
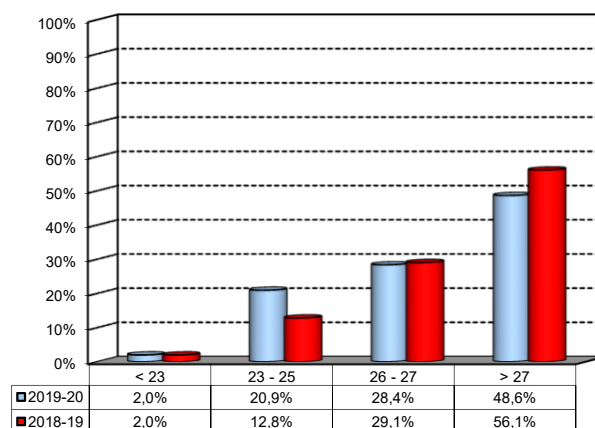
How many of the courses included in your curriculum did you attend regularly?

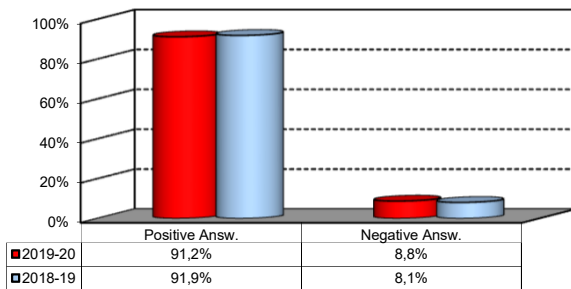| Answers	a.v.	% 2019-20	% 2018-19
A - More than 75%	116	78,4	85,8
B - Between 50 and 75%	17	11,5	8,1
C - Between 25 and 50%	6	4,1	4,7
D - Less thanl 25%	9	6,1	1,4
Total	**148**	**100,0**	**100,0**
NA	0		

2019-20 a.y.

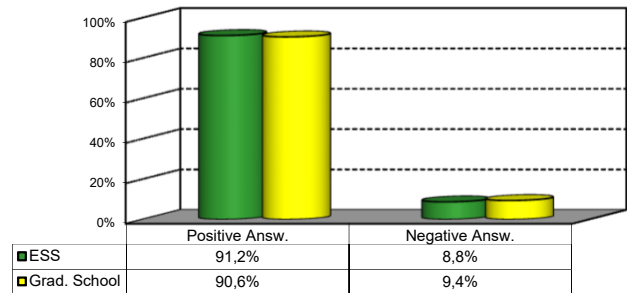C
B
D
A
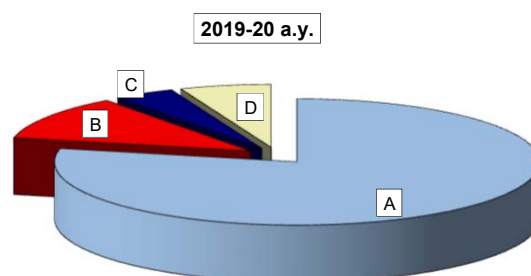
Study Experience

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	54	48,2%	14	38,9%	68	45,9%
B - More YES than NO	47	42,0%	20	55,6%	67	45,3%
C - More NO than YES	9	8,0%	2	5,6%	11	7,4%
D - Definitely NO	2	1,8%	0	0,0%	2	1,4%
Total	112	100%	36	100%	148	100%
NA	0		0			

Over time comparison

	Positive Answ.	Negative Answ.
2019-20	91,2%	8,8%
2018-19	91,9%	8,1%

Comparison with the overall School data

	Positive Answ.	Negative Answ.
ESS	91,2%	8,8%
Grad. School	90,6%	9,4%

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

| Soft Skill		Item 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	42	28,8	67	45,9	29	19,9	8	5,5	**146**	**100,0**	2
2	Interpersonal skills	39	26,9	60	41,4	35	24,1	11	7,6	**145**	**100,0**	3
3	Organizational skills	79	54,1	50	34,2	15	10,3	2	1,4	**146**	**100,0**	2
4	Critical thinking skills	89	61,0	41	28,1	11	7,5	5	3,4	**146**	**100,0**	2
5	Ability to analyze and select information	100	68,5	41	28,1	4	2,7	1	0,7	**146**	**100,0**	2
6	Problem-solving ability	99	68,3	42	29,0	3	2,1	1	0,7	**145**	**100,0**	3
7	Written communication skills	52	35,6	52	35,6	30	20,5	12	8,2	**146**	**100,0**	2
8	Verbal communication skills	22	15,1	43	29,5	61	41,8	20	13,7	**146**	**100,0**	2
9	Ability to cope with stress	83	56,8	38	26,0	16	11,0	9	6,2	**146**	**100,0**	2
10	Entrepreneurial spirit	31	21,2	53	36,3	39	26,7	23	15,8	**146**	**100,0**	2

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

Legend: ESS, Grad. School

**Positive answers (%):
Over time comparison**

Legend: 2019-20, 2018-19

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

Legend: Italian, Non Italian
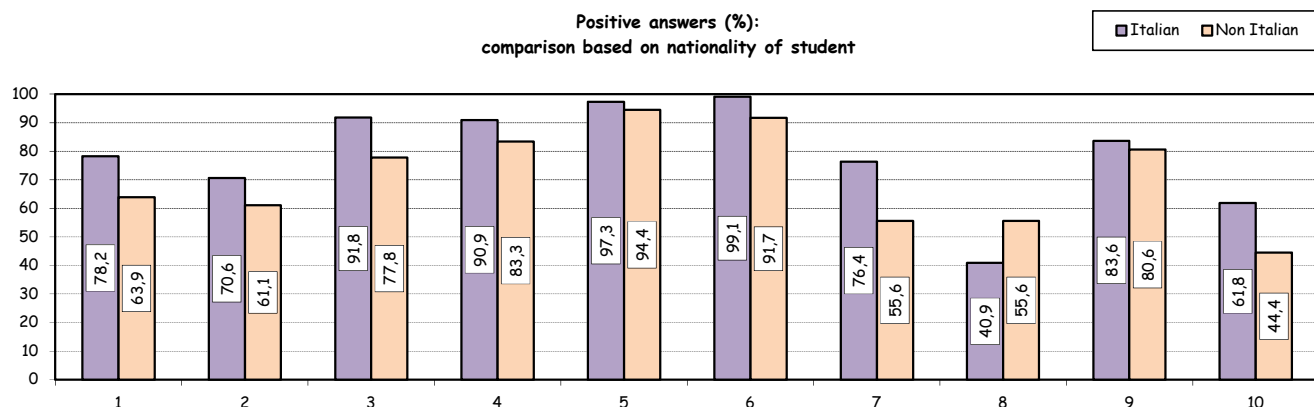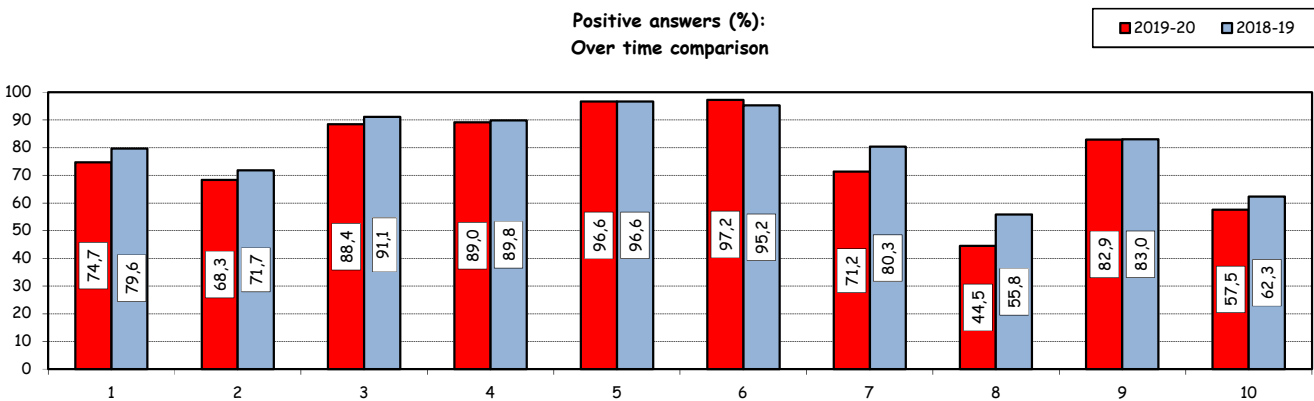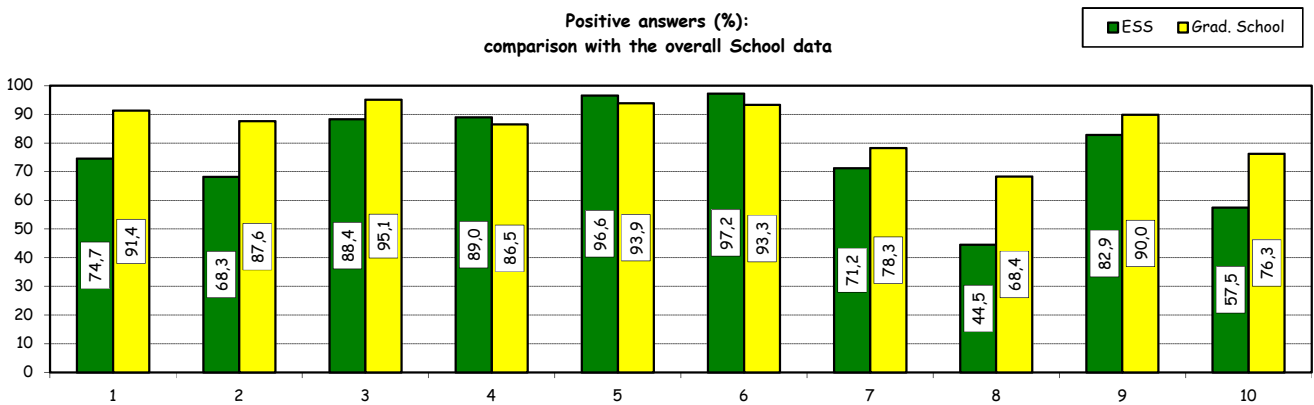
Study Experience

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	23	15,8%
B - More YES than NO	62	42,5%
C - More NO than YES	47	32,2%
D - Definitely NO	14	9,6%
Total	**146**	**100%**
NA	2	

	Positive Answ.	Negative Answ.
2019-20	58,2%	41,8%
2018-19	75,5%	24,5%
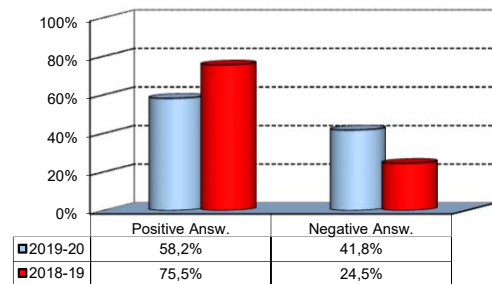
4) Do you think that the courses in your curriculum were adequately coordinated with each other?

Anwers	a.v.	%
A - Definitely YES	26	17,8%
B - More YES than NO	85	58,2%
C - More NO than YES	25	17,1%
D - Definitely NO	10	6,8%
Total	**146**	**100%**
NA	2	

	Positive Answ.	Negative Answ.
2019-20	76,0%	24,0%
2018-19	84,9%	15,1%
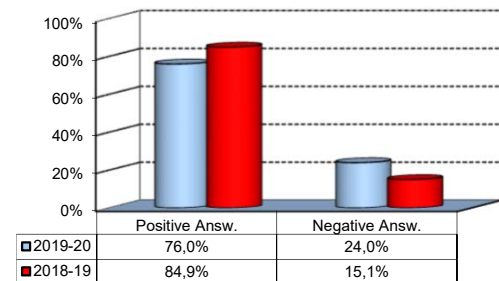
5) During the MSc program, did you notice any unnecessary overlaps or repetitions of subjects and content with what you studied during your undergraduate program?

Anwers	a.v.	%
A-Very often	1	0,9%
B-Often	6	5,4%
C-Hardly ever	83	74,8%
D-Never	21	18,9%
Total	**111**	**100%**
NA	37	

	A+B	C+D
2019-20	6,3%	93,7%
2018-19	17,6%	82,4%
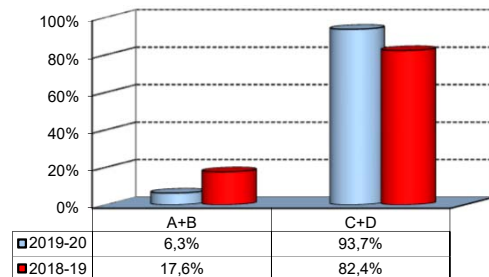
**Please select the course or courses in the MSc program in which you encountered overlaps or unnecessary repetitions**
(multiple answers admitted)

Course	a.v.	%
ANALISI ECONOMETRICA	4	15,4%
STATISTICA AVANZATA PER L'ECONOMIA E LE SCIENZE SOCIALI	4	15,4%
ISTITUZIONI, GOVERNO E SOCIETA'	3	11,5%
Other	15	57,7%
TOTAL	**26**	**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	17	11,7%
B - More YES than NO	60	41,4%
C - More NO than YES	38	26,2%
D - Definitely NO	30	20,7%
Total	**145**	**100%**
NA	3	

	Positive Answ.	Negative Answ.
2019-20	53,1%	46,9%
2018-19	64,4%	35,6%
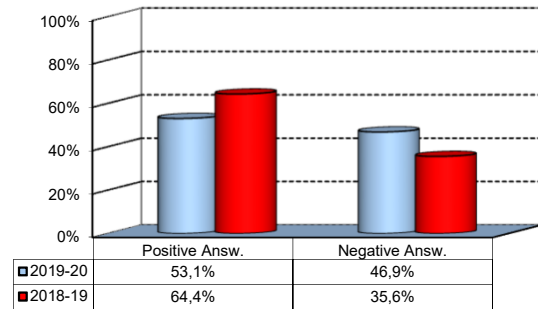
7) Was the coordination of the study program appropriately managed by the Program Director?

Anwers	a.v.	%
A - Definitely YES	30	20,7%
B - More YES than NO	85	58,6%
C - More NO than YES	24	16,6%
D - Definitely NO	6	4,1%
Total	**145**	**100%**
NA	3	

	Positive Answ.	Negative Answ.
2019-20	79,3%	20,7%
2018-19	82,9%	17,1%
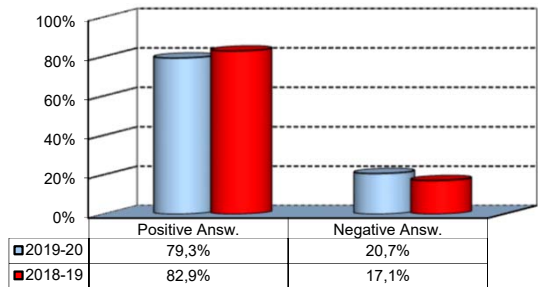
8) On the whole, were the classroom climate and relationships with your classmates positive and able to enrich your personal experience?

Anwers	a.v.	%
A - Definitely YES	66	45,2%
B - More YES than NO	55	37,7%
C - More NO than YES	19	13,0%
D - Definitely NO	6	4,1%
Total	**146**	**100%**
NA	2	

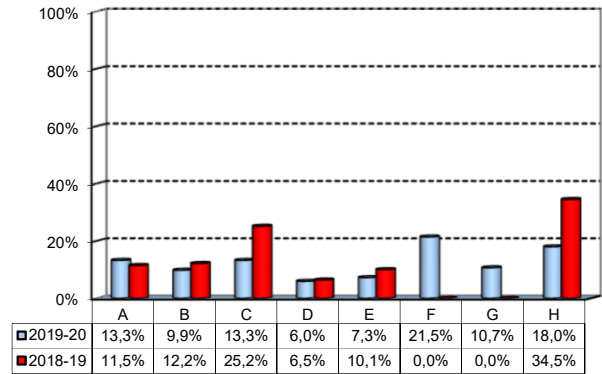|	Positive Answ.	Negative Answ.
2019-20	82,9%	17,1%
2018-19	84,9%	15,1%
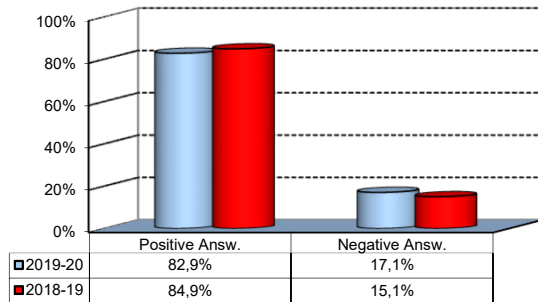
Extracurricular Activities

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

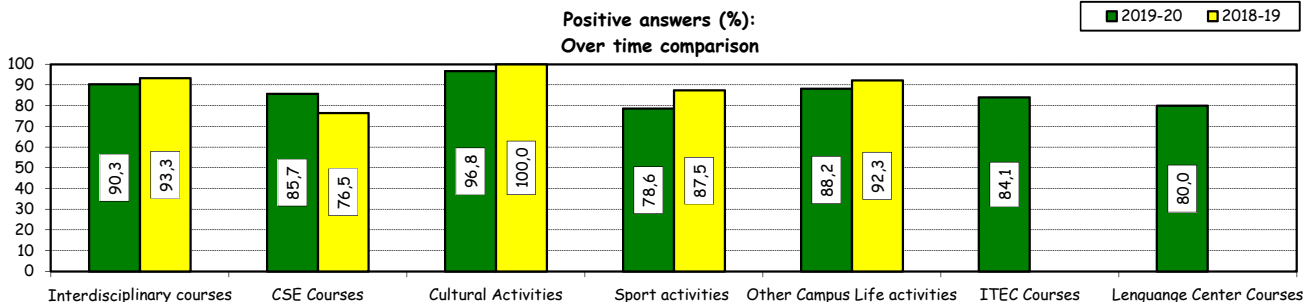*(multiple answers admitted)*

Anwers	a.v.	%
A - Interdisciplinary courses ("Sapere a tutto campo")	31	13,3%
B - Counseling and Self-Empowerment courses CSE)	23	9,9%
C - Cultural Activities (visit museums, concerts, theatre and cinema, various issues)	31	13,3%
D - Sport activities	14	6,0%
E - Other Campus Life activities	17	7,3%
F - Courses offered by ITEC	50	21,5%
G - Courses offered by Language Center	25	10,7%
H - None	42	18,0%
Total	**233**	**100%**
NA	0	

|	A	B	C	D	E	F	G	H
2019-20	13,3%	9,9%	13,3%	6,0%	7,3%	21,5%	10,7%	18,0%
2018-19	11,5%	12,2%	25,2%	6,5%	10,1%	0,0%	0,0%	34,5%

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	41,9	15	48,4	2	6,5	1	3,2	31	**100,0**	0
B - Counseling and Self-Empowerment courses (CSE)	11	52,4	7	33,3	2	9,5	1	4,8	21	**100,0**	2
C - Cultural Activities	21	67,7	9	29,0	1	3,2	0	0,0	31	**100,0**	0
D - Sport activities	9	64,3	2	14,3	2	14,3	1	7,1	14	**100,0**	0
E - Other Campus Life activities	7	41,2	8	47,1	0	0,0	2	11,8	17	**100,0**	0
F - Courses offered by ITEC	17	38,6	20	45,5	6	13,6	1	2,3	44	**100,0**	6
G - Courses offered by Language Center	7	35,0	9	45,0	3	15,0	1	5,0	20	**100,0**	5

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
2019-20	90,3	85,7	96,8	78,6	88,2	84,1	80,0
2018-19	93,3	76,5	100,0	87,5	92,3		

How would you evaluate:

	Negative				Positive						NA
Answers	1-2		3-4-5		6-7-8		9-10		Total		
Item	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	
3a) The range and interest of programmes offered	2	**2,1**	6	**6,2**	49	**50,5**	40	**41,2**	97	**100,0**	9
3b) The support you received from the Campus Life Office	3	**3,1**	13	**13,5**	49	**51,0**	31	**32,3**	96	**100,0**	10

Over time comparison — 2019-20, 2018-19

	3a	3b
2019-20	7,89	7,35
2018-19	8,42	7,80
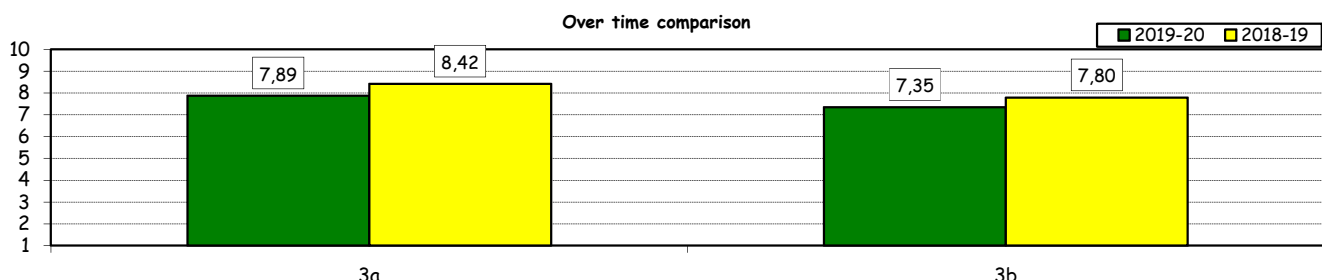
Degree Thesis

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

Anwers	a.v.	%
A - Definitely YES	74	51,4%
B - More YES than NO	37	25,7%
C - More NO than YES	23	16,0%
D - Definitely NO	10	6,9%
Total	**144**	**100%**
NA	4	

|	Positive Answ.	Negative Answ.
2019-20	77,1%	22,9%
2018-19	91,1%	8,9%
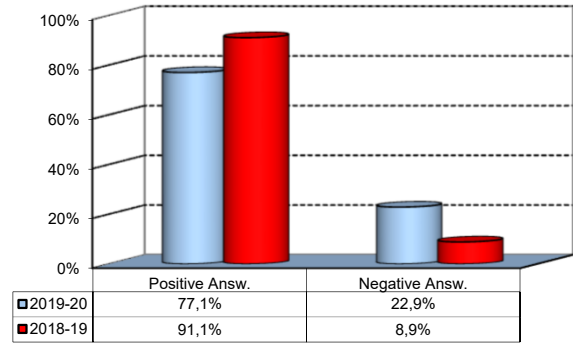
2) Do you think that the facilities provided by the University (library, computer labs) adequately supported preparation for your thesis?

Anwers	a.v.	%
A - Definitely YES	35	24,6%
B - More YES than NO	63	44,4%
C - More NO than YES	24	16,9%
D - Definitely NO	20	14,1%
Total	**142**	**100%**
NA	6	

	Positive Answ.	Negative Answ.
2019-20	69,0%	31,0%
2018-19	80,3%	19,7%
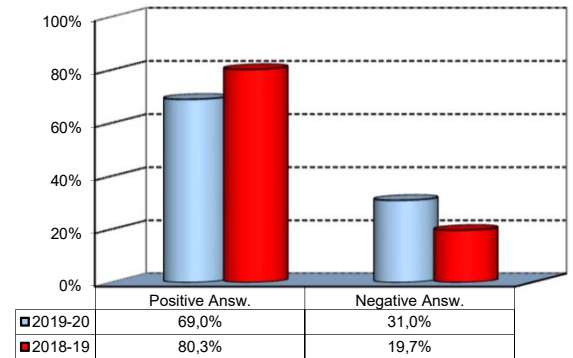
3) Do you think that your thesis was a useful experience for completing your education and a way to verify your planning and writing skills?
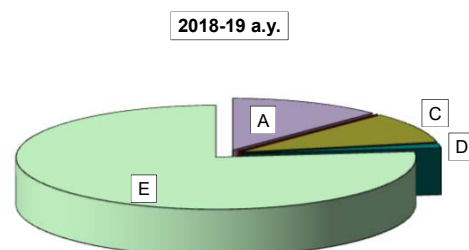
Anwers	a.v.	%
A - Definitely YES	67	46,2%
B - More YES than NO	53	36,6%
C - More NO than YES	12	8,3%
D - Definitely NO	13	9,0%
Total	**145**	**100%**
NA	3	

	Positive Answ.	Negative Answ.
2019-20	82,8%	17,2%
2018-19	85,0%	15,0%
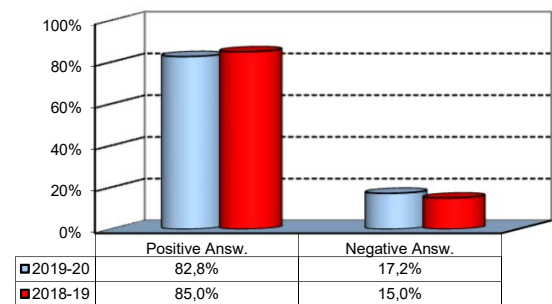
Experience Of Studying Abroad

1) Please select the program you participated in:

Answers	a.v.	% 2019-20	% 2018-19
A - Exchange	18	12,3	10,1
B - CEMS-MIM	0	0,0	0,0
C- Double Degree	14	9,6	9,5
D - Free-Mover	2	1,4	0,0
E- None	112	76,7	79,7
Total	146	100,0	100,0
NA	2		

2018-19 a.y.

How would you evaluate:

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

	Negative				Positive						N.A.
Answers	1-2		3-4-5		6-7-8		9-10		Total		
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**	2	**6,5**	12	**38,7**	16	**51,6**	31	**100,0**	1
2b) The range and interest of programs offered.	1	**3,1**	0	**0,0**	14	**43,8**	17	**53,1**	32	**100,0**	0
2c) The convenience of the study abroad desk's opening hours.	0	**0,0**	1	**3,6**	13	**46,4**	14	**50,0**	28	**100,0**	4
2d) The support you received from Bocconi International Relations.	2	**6,5**	1	**3,2**	8	**25,8**	20	**64,5**	31	**100,0**	1

Over time comparison

3) Would you positively evaluate this experience?

Answers	v.a.	%
A - Definitely YES	25	73,5%
B - More YES than NO	9	26,5%
C - More NO than YES	0	0,0%
D - Definitely NO	0	0,0%
Total	34	100%
NA	0	

	Positive Answ.	Negative Answ.
2019-20	100,0%	0,0%
2018-19	93,1%	6,9%
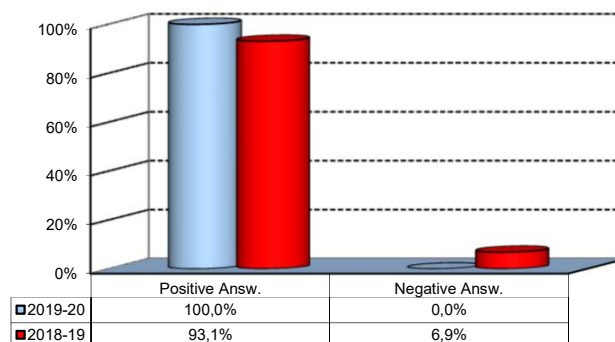
(In case of answer "E" to item no.1)

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	14	12,8%
B-Absence of the requirements needed for participation in the program selected	22	20,2%
C-Rejection of your application	3	2,8%
D-Lack of time during the period of study	22	20,2%
E-Other (personal, family, organizational reasons, etc.)	48	44,0%
Total	109	100%
NA	3	

|	A	B	C	D	E
2019-20	12,8%	20,2%	2,8%	20,2%	44,0%
2018-19	24,1%	12,1%	4,3%	25,0%	34,5%
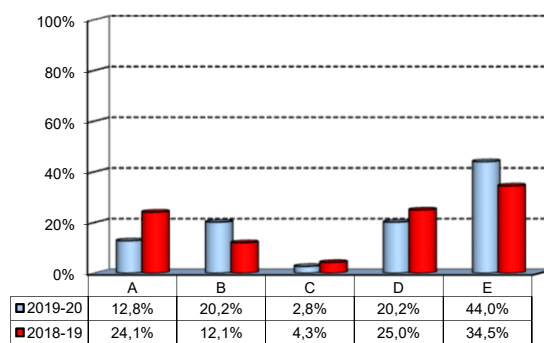
Internship Activities

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

Answers	a.v.	% 2019-20	% 2018-19
A - Internship	124	93,2	100,0
B - Other job experience (with any contract different from Internship)	1	0,8	0,0
C - Field Project	8	6,0	0,0
D - None	0	0,0	0,0
Total	**133**	**100,0**	**100,0**
NA	15		

2) How did you find the internship?

Answers	a.v.	%
A - Through the University's Placement Services*	55	44,4%
B - Through the faculty members of the degree program	25	20,2%
C - Through autonomous way then recognized by the degree program	44	35,5%
Total	**124**	**100,0%**
NA	0	

	A	B	C
2019-20	44,4%	20,2%	35,5%
2018-19	32,4%	34,5%	33,1%
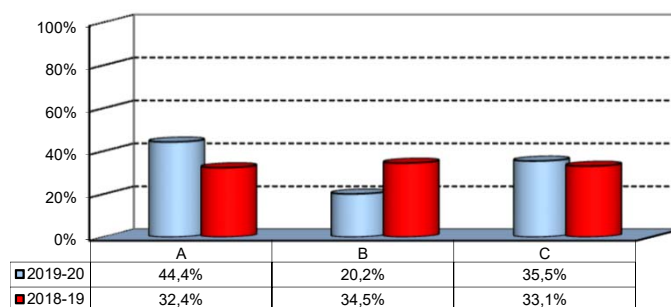
3) Where did you complete the internship recognized by the Bachelor program?

Answers	a.v.	% 2019-20	% 2018-19
In Italy	58	46,8%	62,9%
Abroad	66	53,2%	37,1%
Total	**124**	**100%**	**100%**
NA	0		

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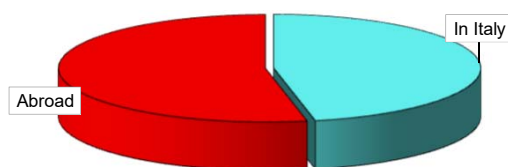
*JobGate, Internship Programs, meetings and company presentations, Bocconi&Jobs, Placement Library services, websites in the Lavoro.net section

Internship Activities

How would you evaluate:

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

Item	Negative				Positive				Total		N.A.
Answers	**1-2**		**3-4-5**		**6-7-8**		**9-10**		**Total**		**N.A.**
	a.v.	**%**	**a.v.**	**%**	**a.v.**	**%**	**a.v.**	**%**	**a.v.**	**%**	**a.v.**
4a) The convenience of the internship front desk's opening hours.	1	**2,0**	2	**4,1**	24	**49,0**	22	**44,9**	49	**100,0**	6
4b) The number and variety of opportunities offered.	1	**1,9**	2	**3,8**	21	**39,6**	29	**54,7**	53	**100,0**	2
4c) The support you received from the Internship Office.	2	**3,8**	3	**5,7**	17	**32,1**	31	**58,5**	53	**100,0**	2

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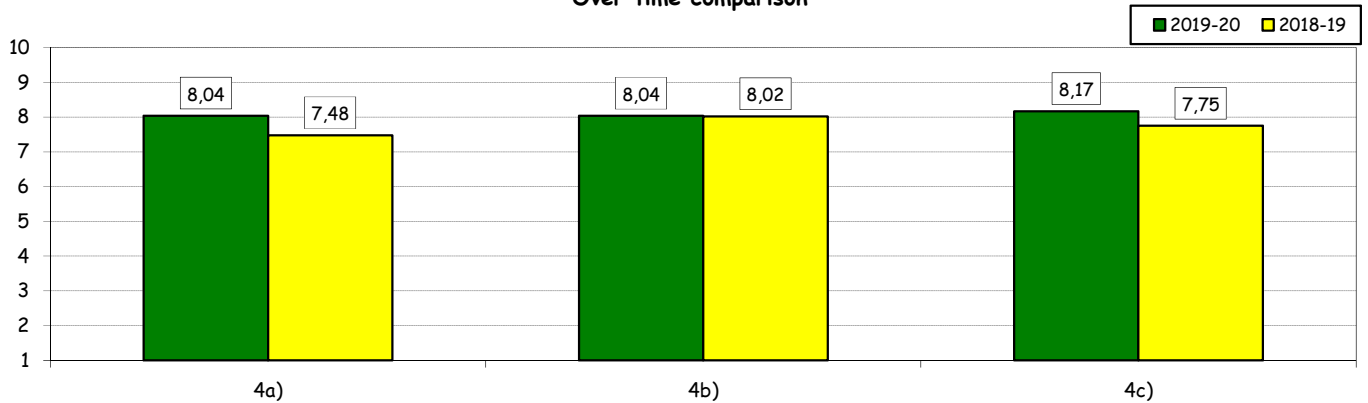
5) Would you positively evaluate this experience?

Answers	a.v.	%
A - Definitely YES	76	61,3%
B - More YES than NO	38	30,6%
C - More NO than YES	6	4,8%
D - Definitely NO	4	3,2%
Total	**124**	**100%**
NA	24	

	Positive Answ.	Negative Answ.
2019-20	91,9%	8,1%
2018-19	91,2%	8,8%
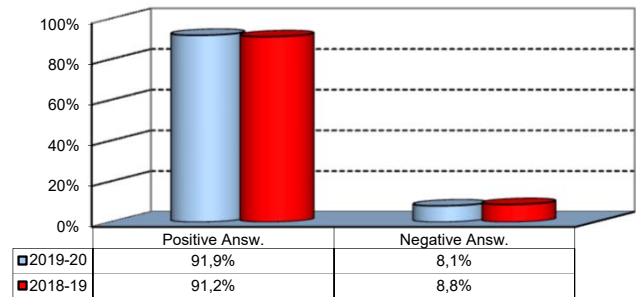
6) Do you think that the qualifications you acquired while attending the MSc program were appropriate to perform this activity?

Answers	a.v.	%
A - Definitely YES	71	53,8%
B - More YES than NO	48	36,4%
C - More NO than YES	10	7,6%
D - Definitely NO	3	2,3%
Total	**132**	**100%**
NA	16	

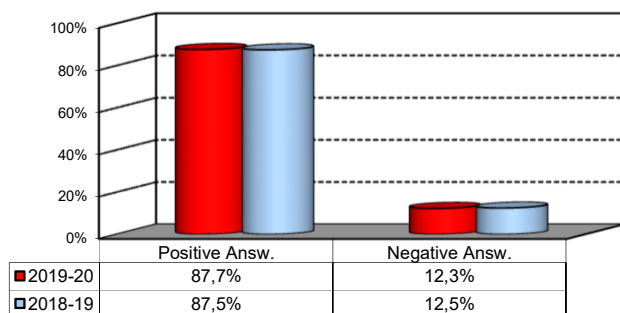|	Positive Answ.	Negative Answ.
2019-20	90,2%	9,8%
2018-19	87,6%	12,4%
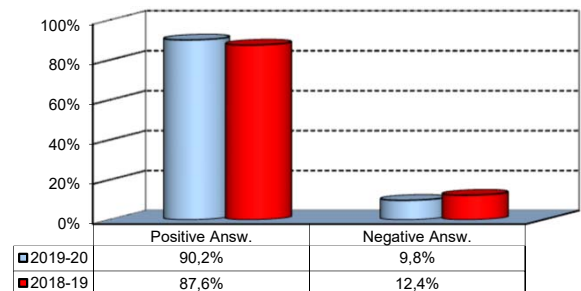
General satisfaction and short-term plans

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	43	39,1%	13	36,1%	56	38,4%
B - More YES than NO	55	50,0%	17	47,2%	72	49,3%
C - More NO than YES	9	8,2%	6	16,7%	15	10,3%
D - Definitely NO	3	2,7%	0	0,0%	3	2,1%
Total	110	100%	36	100%	146	100%
NA	2		0		2	

Over time comparison

	Positive Answ.	Negative Answ.
2019-20	87,7%	12,3%
2018-19	87,5%	12,5%

Comparison with the overall School data

	Positive Answ.	Negative Answ.
ESS	87,7%	12,3%
Grad. School	88,8%	11,2%
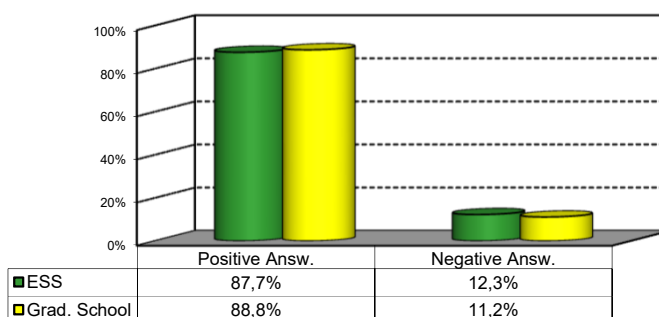
2a) If you could go back in time, would you enroll in the University again?

Answers	Italian		Non Italian		Total	
	v.a.	%	v.a.	%	v.a.	%
A-YES, in the same program at this University	77	70,0%	21	58,3%	98	67,1%
B-YES, in another program at this University	14	12,7%	6	16,7%	20	13,7%
C-YES, in the same program but at another University	12	10,9%	7	19,4%	19	13,0%
D-YES, in another program at another University	7	6,4%	2	5,6%	9	6,2%
E-NO, I would not enrol in university anymore	0	0,0%	0	0,0%	0	0,0%
Total	110	100%	36	100%	146	100%
NA	2		0		2	

Over time comparison

	A	B	C	D	E
2019-20	67,1%	13,7%	13,0%	6,2%	0,0%
2018-19	70,5%	14,4%	4,8%	8,2%	2,1%

Comparison with the overall School data

	A	B	C	D	E
ESS	67,1%	13,7%	13,0%	6,2%	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	0	0,0%
AFC	0	0,0%
FIN	2	66,7%
CLELI	0	0,0%
ESS	0	0,0%
EMIT	0	0,0%
GIO	1	33,3%
IM	0	0,0%
M	0	0,0%
MM	0	0,0%
Total	3	100%
NA	17	

2c) Why would you make a different choice?

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

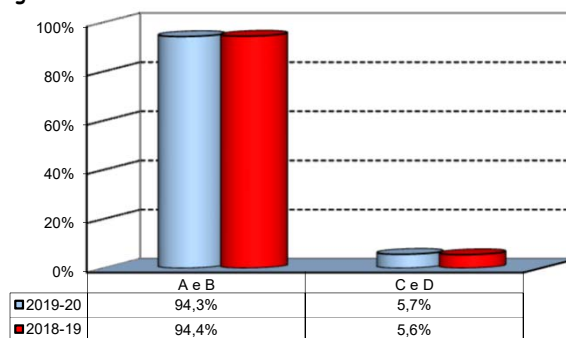| Answers	a.v.	% 2019-20	% 2018-19
A - My interest has changed over time / I discovered that I have different attitudes	15	32,6%	38,1%
B -The Bachelor program did not satisfy my expectations	13	28,3%	23,8%
C - I would have preferred to attend a Bachelor program with a more generalist approach	1	2,2%	0,0%
D -I would have preferred to attend a Bachelor program with a more specialist approach	6	13,0%	14,3%
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	1	2,2%	0,0%
G - The campus and its facilities and services were not up to my expectations	0	0,0%	0,0%
H - Other reasons	10	21,7%	23,8%
Total	46	100%	100%
NA	2		

H- Other reasons:

Avrei preferito studiare teorie eterodosse, un po di storia del pensiero economico e stimolare il mio senso critico. Non mi è piaciuto l'ambiente e l'ideologia politica della Bocconi. Non mi sono mai sentito parte di una comunita, ma un corpo estraneo.
Being an ESS student at bocconi is awful, this uni really does not care about students mental health. I will definitely not suggest to future students to apply for ESS
CAMBIARE ARIA
I realized that the financial burden is affecting me more than I expected. It wasn't worth it, I would've a similar experience at a different college which offered me scholarship.
Il taglio dato alle materie è sempre stato molto teorico. Avrei preferito un approccio più "hands on".
La mole di lavoro è estremamente eccessiva rispetto alla durata del corso. L'ambiente è competitivo all'inverosimile e l'universita la incentiva che solo avendo una media migliore dei propri compagni si può ccedere ad importanti attiva.
Mi iscriverei a DSBA
Micro and macroeconoics not compulsive subjects
Really bad work-life balance, too stressful
The course is very demanding without giving you the possibility to properly live the university experience.
The main exams of my course of study were in the same semester (the first one) and I did not have the occasion to understand well what I studied since I was rushing. Moreover I think that I rarely saw in other exams what I studied in advance mathematics.
Too much theory of mathematics and statistics. too little guided practical experience

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	81	57,4%
B - Often adequate	51	36,2%
C - Rarely adequate	7	5,0%
D - Never adequate	1	0,7%
E - I did not use them	1	0,7%
Total	**141**	**100%**
NA	7	

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

2) How would you evaluate:

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

	Negative				Positive				Total		NA	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 adequacy of the audio and multimedia systems (e.g. instructor's computer, projectors, video players) installed in the classrooms.	2	**1,4**	5	**3,6**	46	**33,3**	85	**61,6**	138	**100,0**		2
b) The cleanliness of classrooms and of other common areas on campus (corridors, halls, study rooms).	1	**0,7**	6	**4,3**	40	**28,6**	93	**66,4**	140	**100,0**		0
c) The adequacy of the amount of areas/seats reserved to individual study in the University Library.	29	**20,9**	33	**23,7**	42	**30,2**	35	**25,2**	139	**100,0**	1	0
d) The adequacy of the amount of areas/seats reserved to individual study in other buildings on campus.	25	**18,0**	28	**20,1**	50	**36,0**	36	**25,9**	139	**100,0**	0	1
e) The clarity and adequacy of the signage system on campus.	1	**0,7**	11	**8,1**	65	**48,1**	58	**43,0**	135	**100,0**		5

Over time comparison
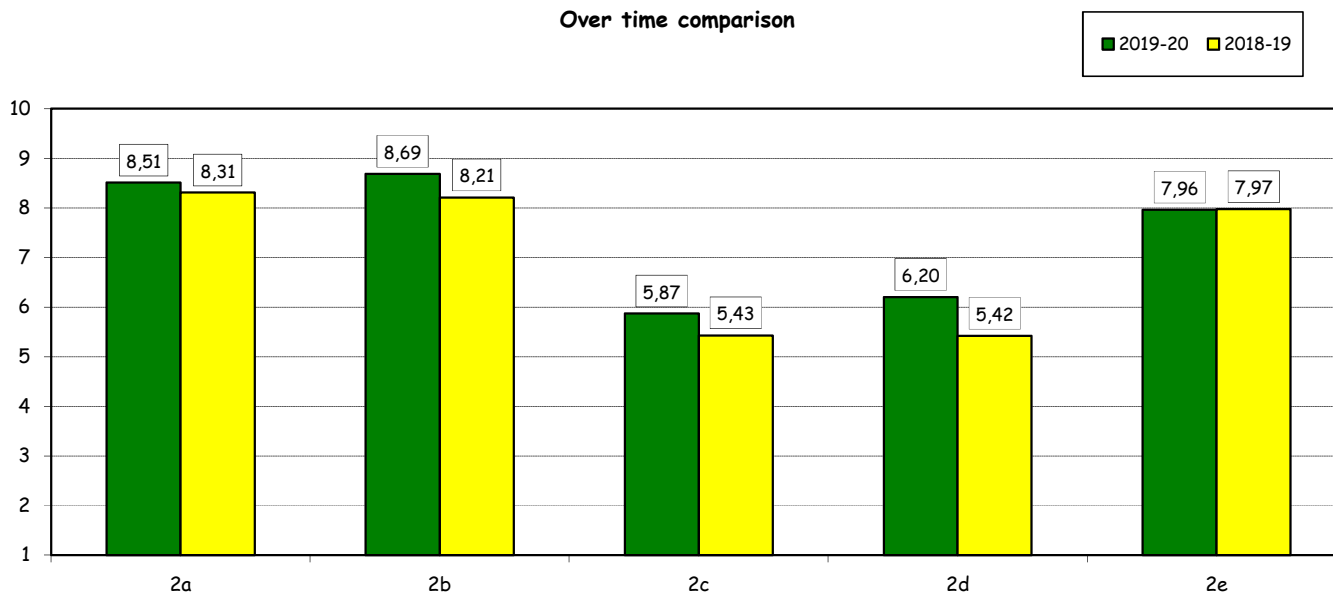
Legend: 2019-20, 2018-19

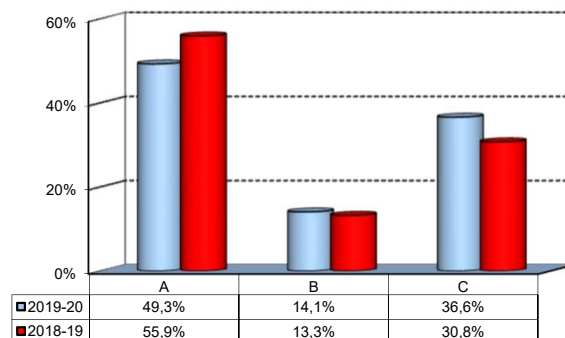| Item	2019-20	2018-19
2a	8,51	8,31
2b	8,69	8,21
2c	5,87	5,43
2d	6,20	5,42
2e	7,96	7,97

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

14

Infrastructure: Classrooms, Library And Facilities

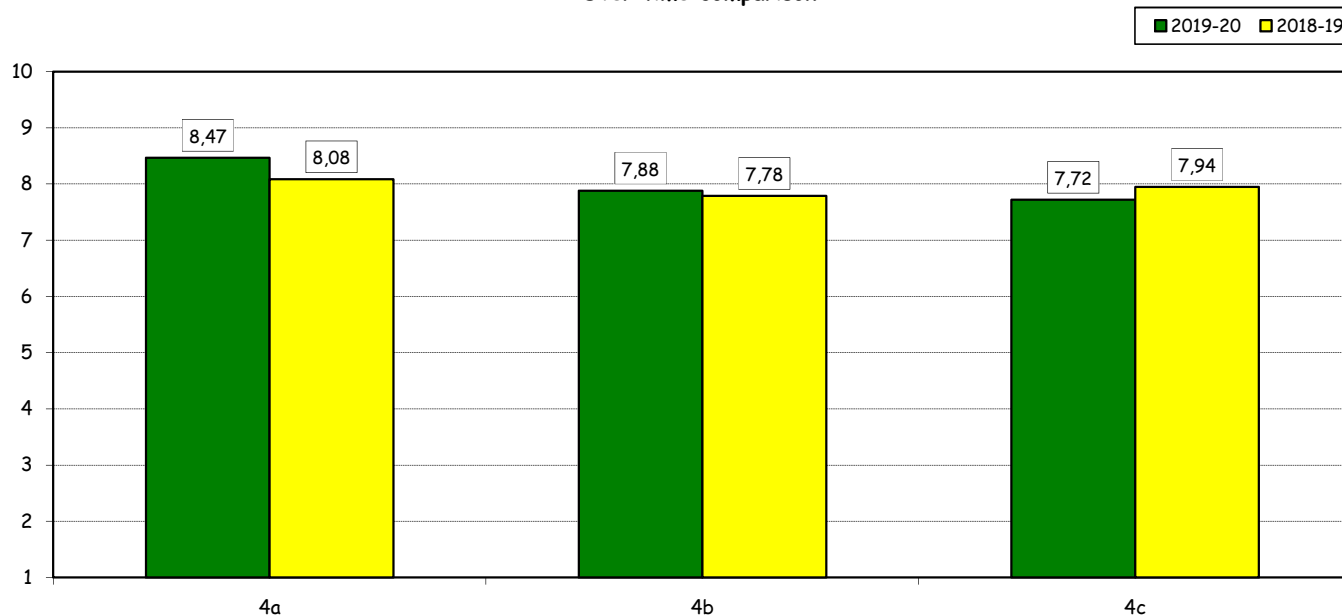**3) What is your overall opinion on the PC Labs and IT facilities provided by the University?**

Answers	a.v.	%
A- Adequate in number	70	49,3%
B- Inadequate in number	20	14,1%
C- Never used	52	36,6%
Total	**142**	**100%**
NA	6	

	A	B	C
2019-20	49,3%	14,1%	36,6%
2018-19	55,9%	13,3%	30,8%

4) How do you evaluate:

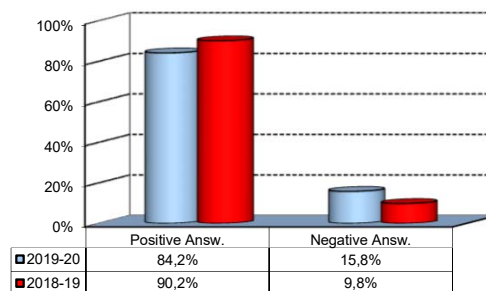|	Negative						Positive				N.R.
Answers	1-2		3-4-5		6-7-8		9-10		Total		
Item	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	
a) The availability of technical staff supporting students (Tutors) in PC Labs.*	1	**1,2**	3	**3,5**	35	**40,7**	47	**54,7**	86	**100,0**	4
b) The convenience of the PC Labs' opening hours.*	3	**3,6**	7	**8,4**	37	**44,6**	36	**43,4**	83	**100,0**	7
c) The level of accessibility and usability of the University's IT services (Internet access points, Punto Blu, Virtual Punto Blu, wireless connection).	4	**2,8**	11	**7,8**	76	**53,9**	50	**35,5**	141	**100,0**	1

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	44	31,0%
B - Quite positive	57	40,1%
C - Quite negative	15	10,6%
D - Very Negative	4	2,8%
E - Never used	22	15,5%
Total	142	100%
NA	6	

	Positive Answ.	Negative Answ.
2019-20	84,2%	15,8%
2018-19	90,2%	9,8%

6) How would you evaluate:

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

	Negative						Positive					
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.
a) The convenience of the Library's opening hours and access to its main services.	4	3,4	8	6,8	49	41,9	56	47,9	117	100,0	3
b) The range of collections available in the Library and the frequency they are updated (books, magazines, electronic resources, databases).	1	0,9	9	7,8	44	37,9	62	53,4	116	100,0	4
c) The speed of fulfillment of requests for documents provided by other Libraries.	2	1,8	6	5,3	54	47,8	51	45,1	113	100,0	7
d) The number of documents that may be borrowed and the duration of the loan period.	0	0,0	7	6,5	48	44,4	53	49,1	108	100,0	12
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	4	3,6	47	42,0	61	54,5	112	100,0	8
f) The efficiency and ease of use of the search tools provided (on and off campus).	2	1,7	9	7,8	51	44,3	53	46,1	115	100,0	5
g) The number of books and journals available on open shelves in the reading rooms.	0	0,0	9	8,2	46	41,8	55	50,0	110	100,0	10
h) The usefulness of workshops offered by the Library to understand how to use the resources available (catalogues, e-journals, databases, etc.).	1	1,2	11	12,9	31	36,5	42	49,4	85	100,0	35

Over time comparison ■ 2019-20 □ 2018-19

	6a	6b	6c	6d	6e	6f	6g	6h
2019-20	7,92	8,19	8,01	8,19	8,46	7,96	8,23	7,99
2018-19	7,47	8,20	8,18	8,22	8,33	8,15	8,19	7,82

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