Bocconi

"EVALUATION OF UNIVERSITY EXPERIENCE"

STATISTICAL RESULTS FOR THE MASTER OF SCIENCE DIRECTOR

Economics and Management of Government and International Organizations

a.y. 2019-2020

Survey period: July 2020 - July 2021

N. of completed questionnaires: 89
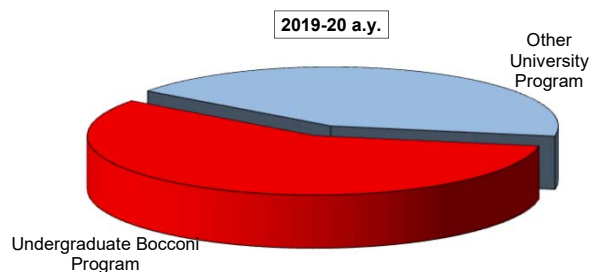
N. of graduate students: 97

Response rate: 90,7%

General information

Undergraduate Career

Answers	a.v.	% 2019-20	% 2018-19
Undergraduate Bocconi Program	51	57,3	58,8
Other University Program	38	42,7	41,2
Total	89	100,0	100,0
NA	0		

2019-20 a.y.

Nationality

Answers	a.v.	% 2019-20	% 2018-19
Italian	59	66,3%	69,6%
Non Italian	30	33,7%	30,4%
Total	89	100%	100%
NA	0		

2019-20 a.y.
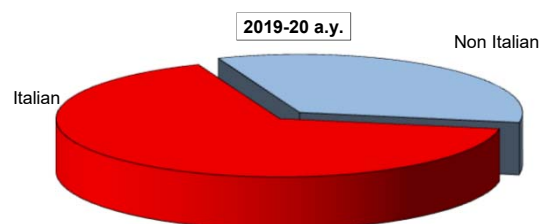
Average mark of the exams passed:

(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	1,1%
24	1	1,1%
25	3	3,4%
26	7	7,9%
27	10	11,2%
28	35	39,3%
29	29	32,6%
30	3	3,4%
Total	89	100%
NA	0	

	< 23	23 - 25	26 - 27	> 27
2019-20	0,0%	5,6%	19,1%	75,3%
2018-19	0,0%	4,9%	35,3%	59,8%
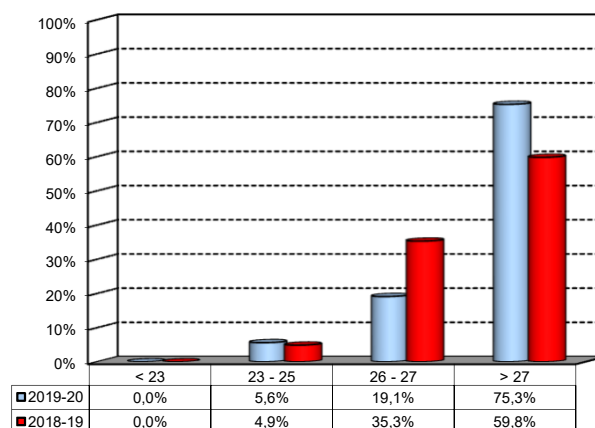
How many of the courses included in your curriculum did you attend regularly?

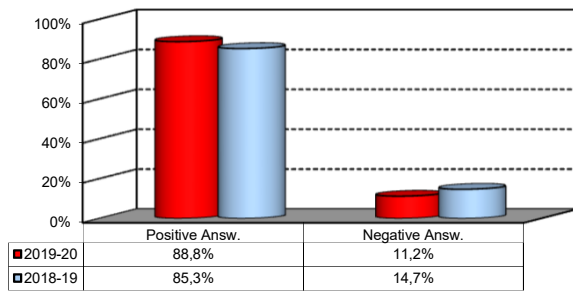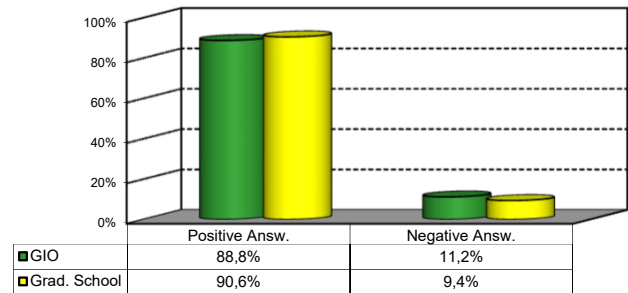| Answers	a.v.	% 2019-20	% 2018-19
A - More than 75%	69	77,5	82,4
B - Between 50 and 75%	7	7,9	13,7
C - Between 25 and 50%	1	1,1	1,0
D - Less thanl 25%	12	13,5	2,9
Total	89	100,0	100,0
NA	0		

2019-20 a.y.
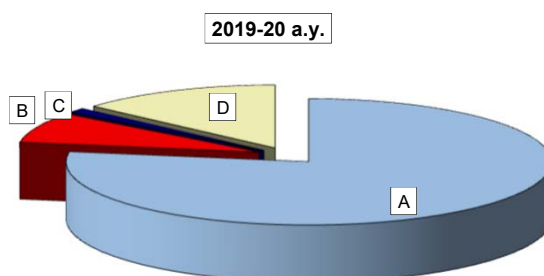
1) On the whole, do you think that the MSc program you attended at Bocconi enabled in-depth study of topics in both a theoretical and a practical sense?

Answers	Italian		Non Italian		Total	
	a.v.	%	a.v.	%	a.v.	%
A - Definitely YES	23	39,0%	14	46,7%	37	41,6%
B - More YES than NO	29	49,2%	13	43,3%	42	47,2%
C - More NO than YES	6	10,2%	3	10,0%	9	10,1%
D - Definitely NO	1	1,7%	0	0,0%	1	1,1%
Total	59	100%	30	100%	89	100%
NA	0		0			

Over time comparison

	Positive Answ.	Negative Answ.
2019-20	88,8%	11,2%
2018-19	85,3%	14,7%

Comparison with the overall School data

	Positive Answ.	Negative Answ.
GIO	88,8%	11,2%
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 a.v.	Definitely YES %	More YES than NO a.v.	More YES than NO %	More NO than YES a.v.	More NO than YES %	Definitely NO a.v.	Definitely NO %	Total a.v.	Total %	n.a. a.v.
1 Ability to work in team	61	68,5	27	30,3	1	1,1	0	0,0	**89**	**100,0**	0
2 Interpersonal skills	41	46,6	43	48,9	3	3,4	1	1,1	**88**	**100,0**	1
3 Organizational skills	51	57,3	34	38,2	3	3,4	1	1,1	**89**	**100,0**	0
4 Critical thinking skills	35	39,3	39	43,8	10	11,2	5	5,6	**89**	**100,0**	0
5 Ability to analyze and select information	47	52,8	35	39,3	6	6,7	1	1,1	**89**	**100,0**	0
6 Problem-solving ability	42	47,2	39	43,8	6	6,7	2	2,2	**89**	**100,0**	0
7 Written communication skills	29	33,0	47	53,4	11	12,5	1	1,1	**88**	**100,0**	1
8 Verbal communication skills	18	20,5	44	50,0	22	25,0	4	4,5	**88**	**100,0**	1
9 Ability to cope with stress	44	49,4	24	27,0	18	20,2	3	3,4	**89**	**100,0**	0
10 Entrepreneurial spirit	22	24,7	38	42,7	22	24,7	7	7,9	**89**	**100,0**	0

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

Legend: GIO, Grad. School

Item	GIO	Grad. School
1	98,9	91,4
2	95,5	87,6
3	95,5	95,1
4	83,1	86,5
5	92,1	93,9
6	91,0	93,3
7	86,4	78,3
8	70,5	68,4
9	76,4	90,0
10	67,4	76,3

Positive answers (%): Over time comparison

Legend: 2019-20, 2018-19

Item	2019-20	2018-19
1	98,9	93,1
2	95,5	86,3
3	95,5	92,2
4	83,1	68,6
5	92,1	82,4
6	91,0	85,1
7	86,4	73,5
8	70,5	56,4
9	76,4	88,2
10	67,4	70,6

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

Legend: Italian, Non Italian

| Item	Italian	Non Italian
1	100,0	96,7
2	94,9	96,6
3	98,3	90,0
4	89,8	70,0
5	93,2	90,0
6	91,5	90,0
7	84,5	90,0
8	69,0	73,3
9	78,0	73,3
10	76,3	50,0

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	44	50,0%
B - More YES than NO	40	45,5%
C - More NO than YES	3	3,4%
D - Definitely NO	1	1,1%
Total	**88**	**100%**
NA	1	

	Positive Answ.	Negative Answ.
2019-20	95,5%	4,5%
2018-19	93,1%	6,9%
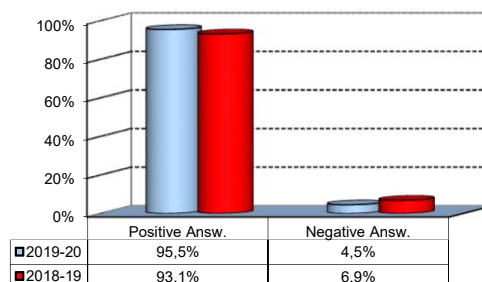
4) Do you think that the courses in your curriculum were adequately coordinated with each other?

Anwers	a.v.	%
A - Definitely YES	19	21,3%
B - More YES than NO	54	60,7%
C - More NO than YES	14	15,7%
D - Definitely NO	2	2,2%
Total	**89**	**100%**
NA	0	

	Positive Answ.	Negative Answ.
2019-20	82,0%	18,0%
2018-19	69,6%	30,4%
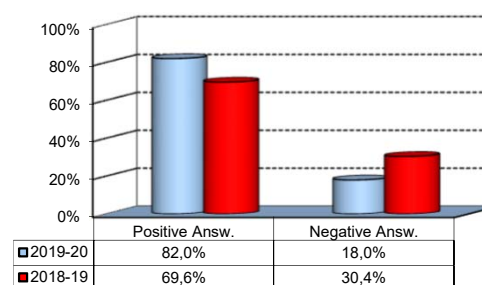
5) During the MSc program, did you notice any unnecessary overlaps or repetitions of subjects and content with what you studied during your undergraduate program?

Anwers	a.v.	%
A-Very often	2	3,1%
B-Often	16	24,6%
C-Hardly ever	42	64,6%
D-Never	5	7,7%
Total	**65**	**100%**
NA	24	

	A+B	C+D
2019-20	27,7%	72,3%
2018-19	31,7%	68,3%
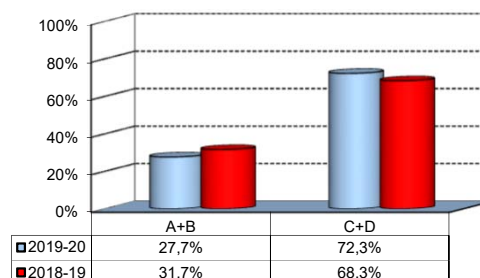
**Please select the course or courses in the MSc program in which you encountered overlaps or unnecessary repetitions**
(multiple answers admitted)

Course	a.v.	%
STRATEGIC AND HR MANAGEMENT IN PUBLIC ORGANIZATIONS	12	26,1%
PUBLIC ACCOUNTING AND PERFORMANCE MANAGEMENT	11	23,9%
QUANTITATIVE METHODS FOR SOCIAL SCIENCES	10	21,7%
Other	13	28,3%
TOTAL	**46**	**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	36	40,4%
B - More YES than NO	48	53,9%
C - More NO than YES	4	4,5%
D - Definitely NO	1	1,1%
Total	**89**	**100%**
NA	0	

	Positive Answ.	Negative Answ.
2019-20	94,4%	5,6%
2018-19	89,1%	10,9%
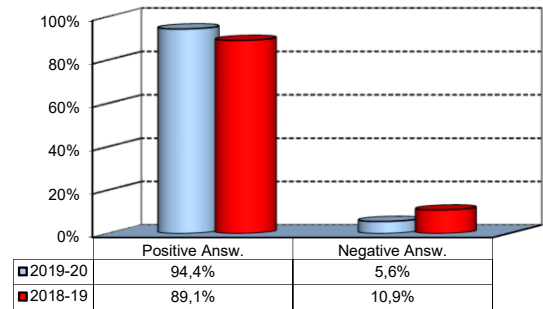
7) Was the coordination of the study program appropriately managed by the Program Director?

Anwers	a.v.	%
A - Definitely YES	34	38,6%
B - More YES than NO	41	46,6%
C - More NO than YES	12	13,6%
D - Definitely NO	1	1,1%
Total	**88**	**100%**
NA	1	

	Positive Answ.	Negative Answ.
2019-20	85,2%	14,8%
2018-19	85,1%	14,9%
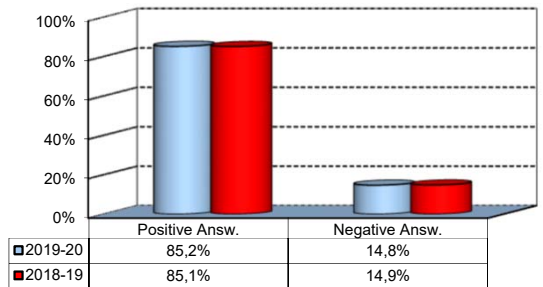
8) On the whole, were the classroom climate and relationships with your classmates positive and able to enrich your personal experience?

Anwers	a.v.	%
A - Definitely YES	60	67,4%
B - More YES than NO	23	25,8%
C - More NO than YES	5	5,6%
D - Definitely NO	1	1,1%
Total	**89**	**100%**
NA	0	

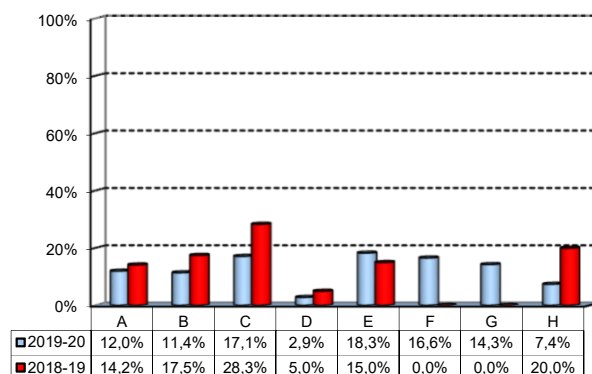|	Positive Answ.	Negative Answ.
2019-20	93,3%	6,7%
2018-19	91,1%	8,9%
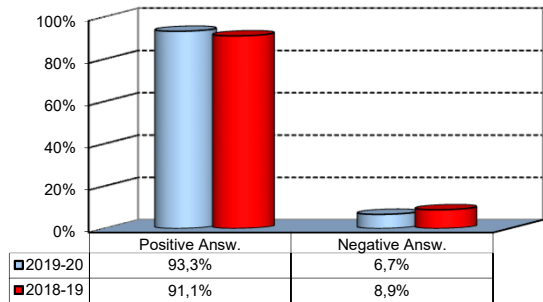
Extracurricular Activities

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

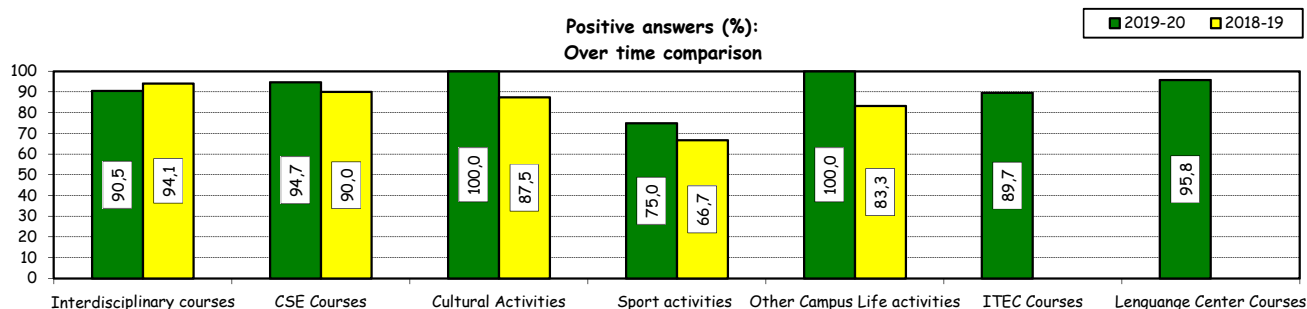*(multiple answers admitted)*

Anwers	a.v.	%
A - Interdisciplinary courses ("Sapere a tutto campo")	21	12,0%
B - Counseling and Self-Empowerment courses CSE)	20	11,4%
C - Cultural Activities (visit museums, concerts, theatre and cinema, various issues)	30	17,1%
D - Sport activities	5	2,9%
E - Other Campus Life activities	32	18,3%
F - Courses offered by ITEC	29	16,6%
G - Courses offered by Language Center	25	14,3%
H - None	13	7,4%
Total	**175**	**100%**
NA	0	

	A	B	C	D	E	F	G	H
2019-20	12,0%	11,4%	17,1%	2,9%	18,3%	16,6%	14,3%	7,4%
2018-19	14,2%	17,5%	28,3%	5,0%	15,0%	0,0%	0,0%	20,0%

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)	10	47,6	9	42,9	1	4,8	1	4,8	21	**100,0**	0
B - Counseling and Self-Empowerment courses (CSE)	9	47,4	9	47,4	1	5,3	0	0,0	19	**100,0**	1
C - Cultural Activities	19	61,3	12	38,7	0	0,0	0	0,0	31	**100,0**	-1
D - Sport activities	3	75,0	0	0,0	1	25,0	0	0,0	4	**100,0**	1
E - Other Campus Life activities	20	64,5	11	35,5	0	0,0	0	0,0	31	**100,0**	1
F - Courses offered by ITEC	14	48,3	12	41,4	3	10,3	0	0,0	29	**100,0**	0
G - Courses offered by Language Center	9	37,5	14	58,3	1	4,2	0	0,0	24	**100,0**	1

Positive answers (%): Over time comparison

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	0	**0,0**	4	**5,5**	40	**54,8**	29	**39,7**	73	**100,0**	3
3b) The support you received from the Campus Life Office	0	**0,0**	6	**8,0**	46	**61,3**	23	**30,7**	75	**100,0**	1

Over time comparison

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	27	30,3%
B - More YES than NO	50	56,2%
C - More NO than YES	11	12,4%
D - Definitely NO	1	1,1%
Total	**89**	**100%**
NA	0	

|	Positive Answ.	Negative Answ.
2019-20	86,5%	13,5%
2018-19	78,4%	21,6%
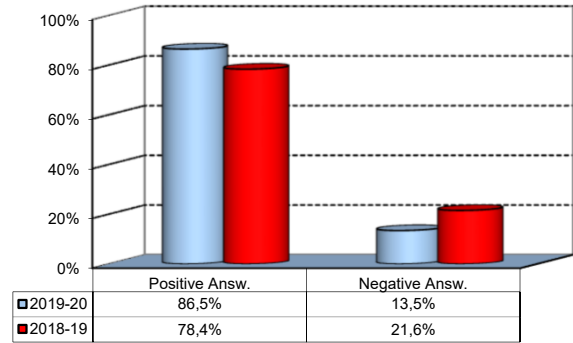
2) Do you think that the facilities provided by the University (library, computer labs) adequately supported preparation for your thesis?

Anwers	a.v.	%
A - Definitely YES	11	12,5%
B - More YES than NO	47	53,4%
C - More NO than YES	22	25,0%
D - Definitely NO	8	9,1%
Total	**88**	**100%**
NA	1	

	Positive Answ.	Negative Answ.
2019-20	65,9%	34,1%
2018-19	71,3%	28,7%
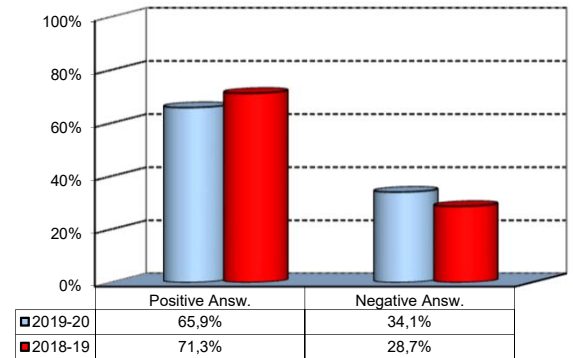
3) Do you think that your thesis was a useful experience for completing your education and a way to verify your planning and writing skills?
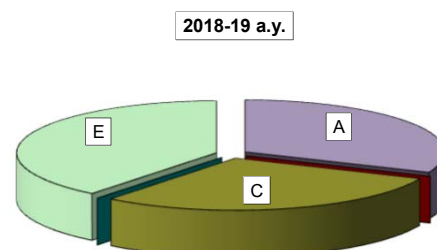
Anwers	a.v.	%
A - Definitely YES	26	29,2%
B - More YES than NO	42	47,2%
C - More NO than YES	16	18,0%
D - Definitely NO	5	5,6%
Total	**89**	**100%**
NA	0	

	Positive Answ.	Negative Answ.
2019-20	76,4%	23,6%
2018-19	80,4%	19,6%
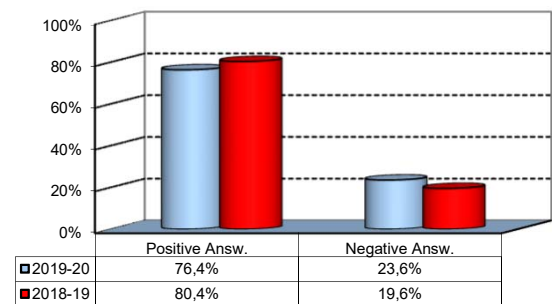
Experience Of Studying Abroad

1) Please select the program you participated in:

Answers	a.v.	% 2019-20	% 2018-19
A - Exchange	28	31,5	33,3
B - CEMS-MIM	0	0,0	0,0
C- Double Degree	26	29,2	31,4
D - Free-Mover	0	0,0	2,0
E- None	35	39,3	33,3
Total	89	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				
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.	0	0,0	3	5,6	27	50,0	24	44,4	54	100,0	0
2b) The range and interest of programs offered.	0	0,0	2	3,7	20	37,0	32	59,3	54	100,0	0
2c) The convenience of the study abroad desk's opening hours.	0	0,0	4	7,7	31	59,6	17	32,7	52	100,0	2
2d) The support you received from Bocconi International Relations.	0	0,0	1	1,9	24	44,4	29	53,7	54	100,0	0

Over time comparison

3) Would you positively evaluate this experience?

Answers	v.a.	%
A - Definitely YES	46	85,2%
B - More YES than NO	8	14,8%
C - More NO than YES	0	0,0%
D - Definitely NO	0	0,0%
Total	54	100%
NA	0	

	Positive Answ.	Negative Answ.
2019-20	100,0%	0,0%
2018-19	96,9%	3,1%
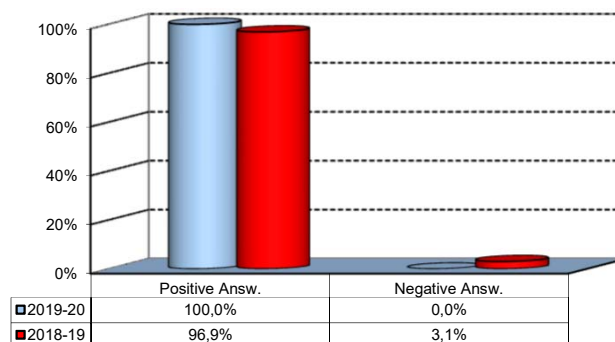
(In case of answer "E" to item no.1)

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	5	14,7%
B-Absence of the requirements needed for participation in the program selected	5	14,7%
C-Rejection of your application	1	2,9%
D-Lack of time during the period of study	2	5,9%
E-Other (personal, family, organizational reasons, etc.)	21	61,8%
Total	34	100%
NA	1	

|	A	B	C	D	E
2019-20	14,7%	14,7%	2,9%	5,9%	61,8%
2018-19	9,4%	3,1%	28,1%	3,1%	56,3%
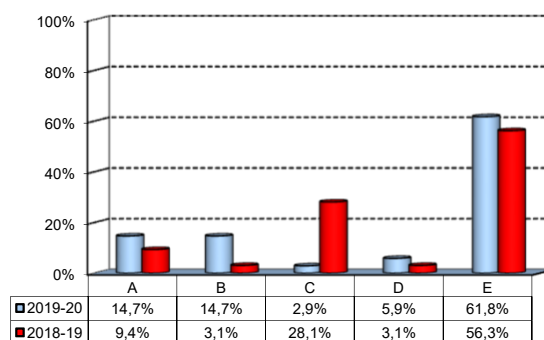
Internship Activities

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

Answers	a.v.	% 2019-20	% 2018-19
A - Internship	84	96,6	99,0
B - Other job experience (with any contract different from Internship)	1	1,1	1,0
C - Field Project	2	2,3	0,0
D - None	0	0,0	0,0
Total	**87**	**100,0**	**100,0**
NA	2		

2) How did you find the internship?

Answers	a.v.	%
A - Through the University's Placement Services*	45	53,6%
B - Through the faculty members of the degree program	1	1,2%
C - Through autonomous way then recognized by the degree program	38	45,2%
Total	**84**	**100,0%**
NA	0	

	A	B	C
2019-20	53,6%	1,2%	45,2%
2018-19	57,9%	6,3%	35,8%
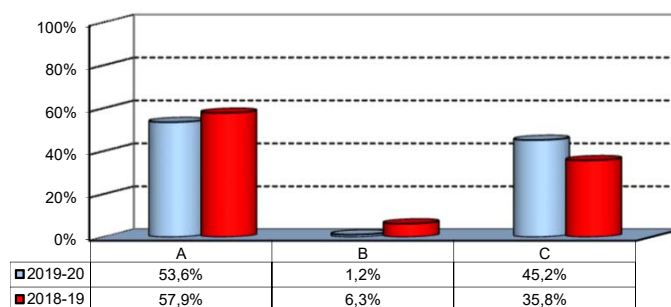
3) Where did you complete the internship recognized by the Bachelor program?

Answers	a.v.	% 2019-20	% 2018-19
In Italy	31	37,3%	43,3%
Abroad	52	62,7%	56,7%
Total	**83**	**100%**	**100%**
NA	1		

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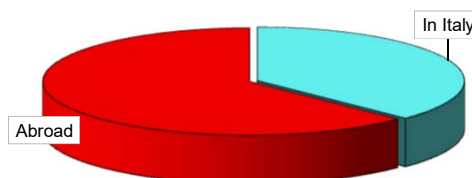
*JobGate, Internship Programs, meetings and company presentations, Bocconi&Jobs, Placement Library services, websites in the Lavoro.net section

Internship Activities

How would you evaluate:

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

Item \ Answers	Negative								Positive		Total		N.A.
	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.	%	a.v.
4a) The convenience of the internship front desk's opening hours.	0	0,0	2	5,1	28	71,8	9	23,1	39	100,0	6		
4b) The number and variety of opportunities offered.	1	2,2	4	8,9	25	55,6	15	33,3	45	100,0	0		
4c) The support you received from the Internship Office.	0	0,0	0	0,0	18	40,0	27	60,0	45	100,0	0		

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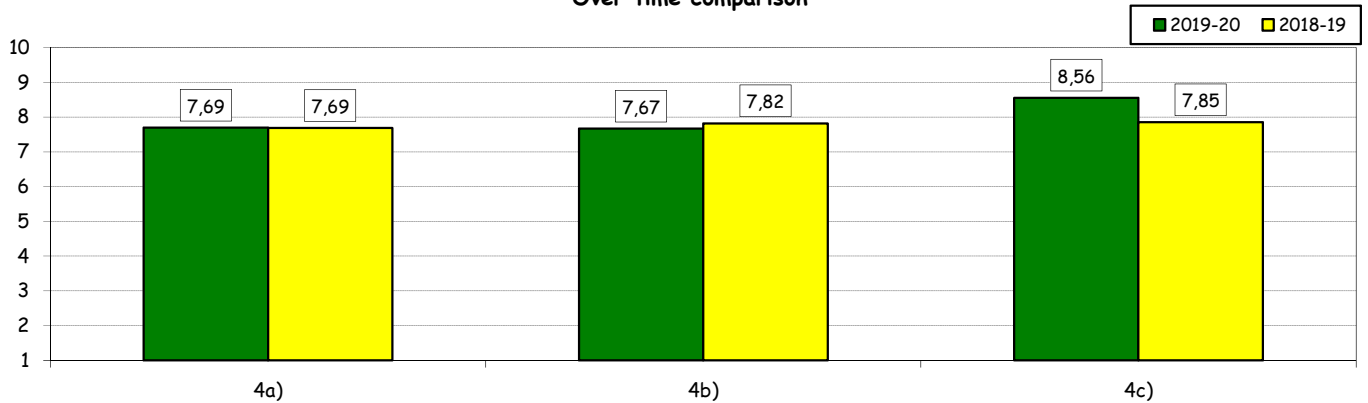
5) Would you positively evaluate this experience?

Answers	a.v.	%
A - Definitely YES	48	55,8%
B - More YES than NO	28	32,6%
C - More NO than YES	10	11,6%
D - Definitely NO	0	0,0%
Total	**86**	**100%**
NA	3	

	Positive Answ.	Negative Answ.
2019-20	88,4%	11,6%
2018-19	87,6%	12,4%
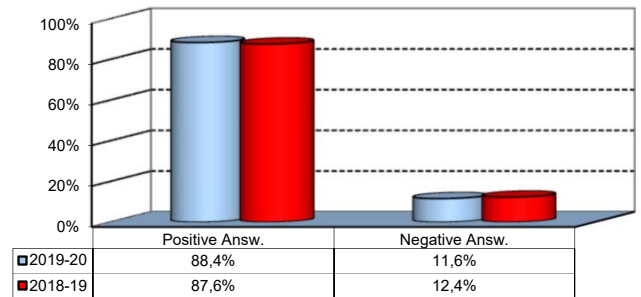
6) Do you think that the qualifications you acquired while attending the MSc program were appropriate to perform this activity?

Answers	a.v.	%
A - Definitely YES	39	45,3%
B - More YES than NO	36	41,9%
C - More NO than YES	10	11,6%
D - Definitely NO	1	1,2%
Total	**86**	**100%**
NA	3	

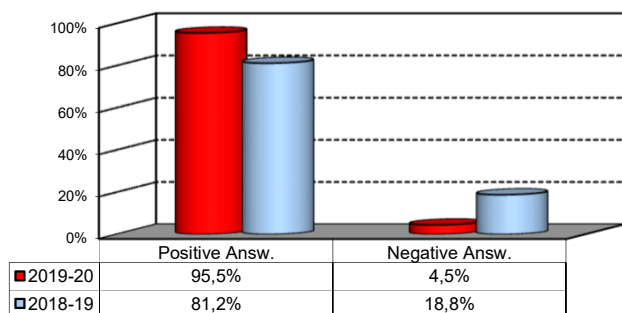|	Positive Answ.	Negative Answ.
2019-20	87,2%	12,8%
2018-19	85,4%	14,6%

11
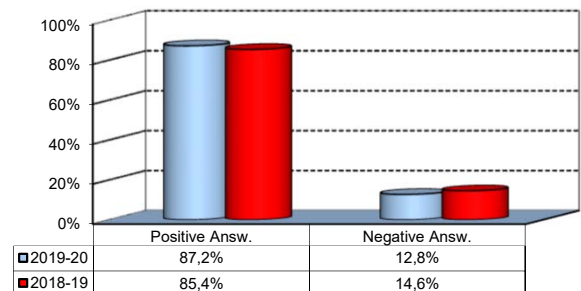
General satisfaction and short-term plans

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	27	45,8%	15	50,0%	42	47,2%
B - More YES than NO	29	49,2%	14	46,7%	43	48,3%
C - More NO than YES	3	5,1%	1	3,3%	4	4,5%
D - Definitely NO	0	0,0%	0	0,0%	0	0,0%
Total	**59**	**100%**	**30**	**100%**	**89**	**100%**
NA	0		0		0	

Over time comparison

	Positive Answ.	Negative Answ.
2019-20	95,5%	4,5%
2018-19	81,2%	18,8%

Comparison with the overall School data

	Positive Answ.	Negative Answ.
GIO	95,5%	4,5%
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	45	76,3%	20	66,7%	65	73,0%
B-YES, in another program at this University	10	16,9%	6	20,0%	16	18,0%
C-YES, in the same program but at another University	2	3,4%	2	6,7%	4	4,5%
D-YES, in another program at another University	2	3,4%	2	6,7%	4	4,5%
E-NO, I would not enrol in university anymore	0	0,0%	0	0,0%	0	0,0%
Total	**59**	**100%**	**30**	**100%**	**89**	**100%**
NA	0		0		0	

Over time comparison

	A	B	C	D	E
2019-20	73,0%	18,0%	4,5%	4,5%	0,0%
2018-19	63,4%	16,8%	5,9%	11,9%	2,0%

Comparison with the overall School data

	A	B	C	D	E
GIO	73,0%	18,0%	4,5%	4,5%	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	0	0,0%
CLELI	0	0,0%
ESS	1	11,1%
EMIT	1	11,1%
GIO	1	11,1%
IM	4	44,4%
M	2	22,2%
MM	0	0,0%
Total	**9**	**100%**
NA	7	

2c) Why would you make a different choice?

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

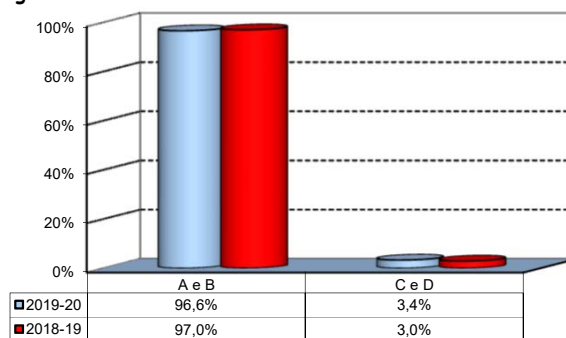| Answers	a.v.	% 2019-20	% 2018-19
A - My interest has changed over time / I discovered that I have different attitudes	6	26,1%	5,3%
B -The Bachelor program did not satisfy my expectations	9	39,1%	42,1%
C - I would have preferred to attend a Bachelor program with a more generalist approach	0	0,0%	0,0%
D -I would have preferred to attend a Bachelor program with a more specialist approach	6	26,1%	26,3%
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	4,3%	0,0%
G - The campus and its facilities and services were not up to my expectations	0	0,0%	0,0%
H - Other reasons	1	4,3%	26,3%
Total	**23**	**100%**	**100%**
NA	1		

H- Other reasons:

Courses were sometimes not specific enough and not hands-on/applied.

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	64	71,9%
B - Often adequate	22	24,7%
C - Rarely adequate	3	3,4%
D - Never adequate	0	0,0%
E - I did not use them	0	0,0%
Total	89	100%
NA	0	

	A e B	C e D
2019-20	96,6%	3,4%
2018-19	97,0%	3,0%

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	0	0,0	29	32,6	60	67,4	89	100,0		0
b) The cleanliness of classrooms and of other common areas on campus (corridors, halls, study rooms).	0	0,0	0	0,0	25	28,1	64	71,9	89	100,0		0
c) The adequacy of the amount of areas/seats reserved to individual study in the University Library.	9	10,2	17	19,3	38	43,2	24	27,3	88	100,0	1	0
d) The adequacy of the amount of areas/seats reserved to individual study in other buildings on campus.	5	5,7	20	22,7	37	42,0	26	29,5	88	100,0	0	1
e) The clarity and adequacy of the signage system on campus.	0	0,0	6	7,0	47	54,7	33	38,4	86	100,0		3

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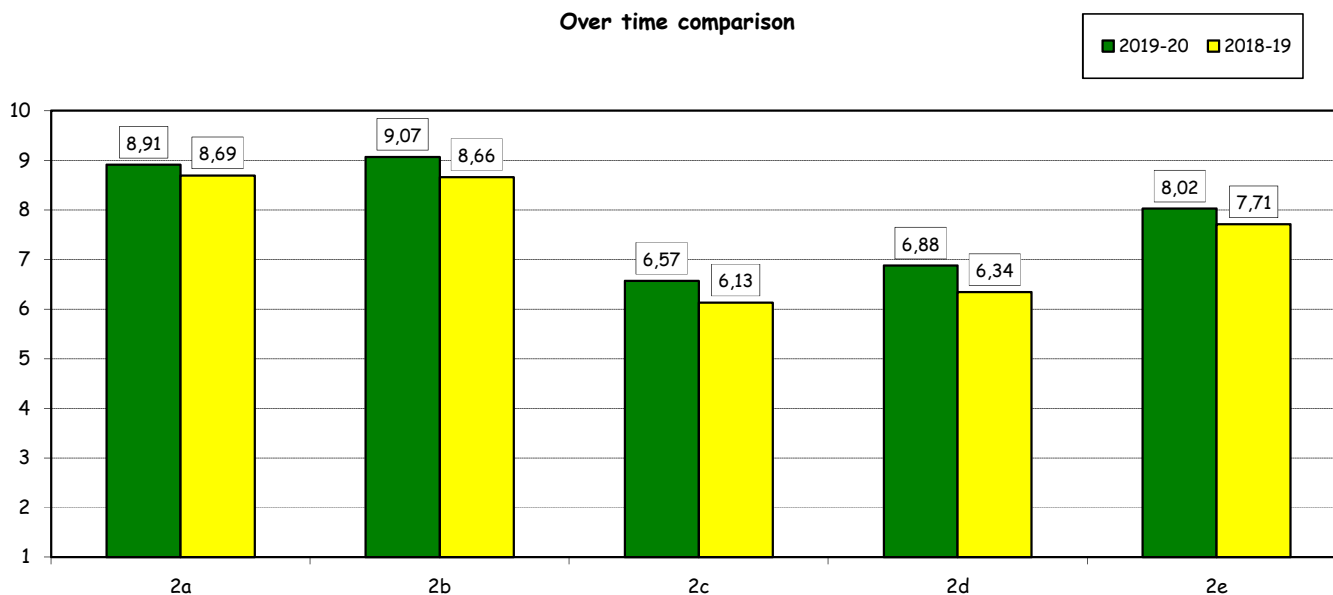
Legend: ■ 2019-20 ■ 2018-19

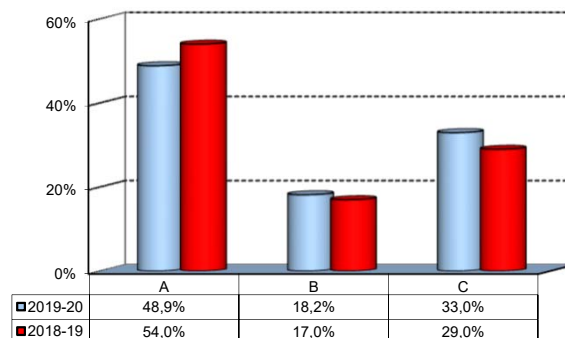| Item	2019-20	2018-19
2a	8,91	8,69
2b	9,07	8,66
2c	6,57	6,13
2d	6,88	6,34
2e	8,02	7,71

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

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

Answers	a.v.	%
A- Adequate in number	43	48,9%
B- Inadequate in number	16	18,2%
C- Never used	29	33,0%
Total	**88**	**100%**
NA	1	

	A	B	C
2019-20	48,9%	18,2%	33,0%
2018-19	54,0%	17,0%	29,0%

4) How do you evaluate:

	Negative						Positive		Total		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**	4	**7,1**	31	**55,4**	21	**37,5**	56	**100,0**	3
b) The convenience of the PC Labs' opening hours.*	2	**3,6**	5	**9,1**	30	**54,5**	18	**32,7**	55	**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).	1	**1,1**	2	**2,3**	51	**58,6**	33	**37,9**	87	**100,0**	1

Over time comparison

Legend: ■ 2019-20 □ 2018-19

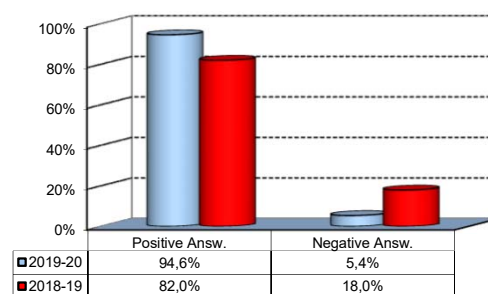|	4a	4b	4c
2019-20	8,09	7,40	7,80
2018-19	8,23	7,81	7,90
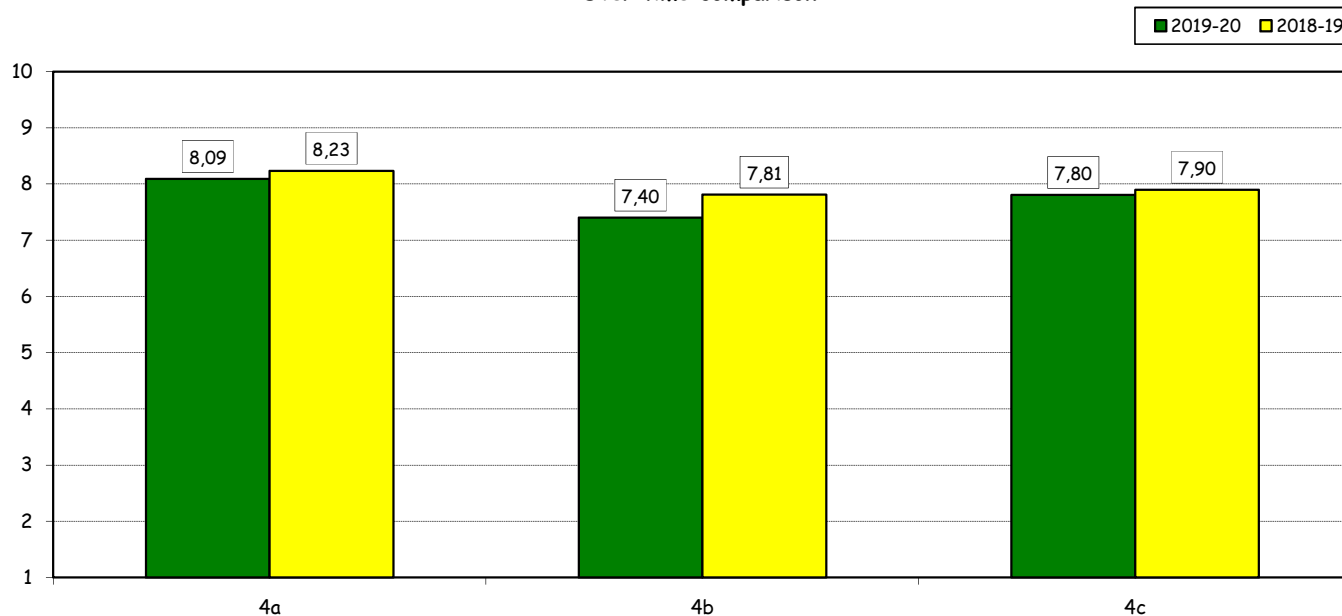
(*): Only in case of answer "A" or "B" to item no.3

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	28	31,8%
B - Quite positive	42	47,7%
C - Quite negative	4	4,5%
D - Very Negative	0	0,0%
E - Never used	14	15,9%
Total	**88**	**100%**
NA	1	

	Positive Answ.	Negative Answ.
☐2019-20	94,6%	5,4%
☐2018-19	82,0%	18,0%

6) How would you evaluate:

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

Item	Negative 1-2 a.v.	1-2 %	3-4-5 a.v.	3-4-5 %	6-7-8 a.v.	6-7-8 %	Positive 9-10 a.v.	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.	0	**0,0**	4	**5,5**	37	**50,7**	32	**43,8**	73	**100,0**	1
b) The range of collections available in the Library and the frequency they are updated (books, magazines, electronic resources, databases).	1	**1,4**	6	**8,2**	43	**58,9**	23	**31,5**	73	**100,0**	1
c) The speed of fulfillment of requests for documents provided by other Libraries.	0	**0,0**	5	**7,4**	41	**60,3**	22	**32,4**	68	**100,0**	6
d) The number of documents that may be borrowed and the duration of the loan period.	0	**0,0**	6	**10,0**	33	**55,0**	21	**35,0**	60	**100,0**	14
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**	6	**8,7**	32	**46,4**	31	**44,9**	69	**100,0**	5
f) The efficiency and ease of use of the search tools provided (on and off campus).	1	**1,4**	14	**20,0**	32	**45,7**	23	**32,9**	70	**100,0**	4
g) The number of books and journals available on open shelves in the reading rooms.	1	**1,5**	4	**6,0**	39	**58,2**	23	**34,3**	67	**100,0**	7
h) The usefulness of workshops offered by the Library to understand how to use the resources available (catalogues, e-journals, databases, etc.).	2	**3,5**	6	**10,5**	33	**57,9**	16	**28,1**	57	**100,0**	17

Over time comparison ☐2019-20 ☐2018-19

	6a	6b	6c	6d	6e	6f	6g	6h
2019-20	8,16	7,73	7,91	7,93	8,13	7,34	7,90	7,49
2018-19	8,24	8,10	7,99	8,16	8,18	7,80	8,01	8,15

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