VALUTAZIONE ESPERIENZA UNIVERSITARIA

CORSO DI LAUREA MAGISTRALE IN

ECONOMICS AND MANAGEMENT OF INNOVATION AND TECHNOLOGY

a.a. 2020-2021

PERIODO DI RILEVAZIONE: JULY 2021 - JULY 2022

N° QUESTIONARI ELABORATI: 110

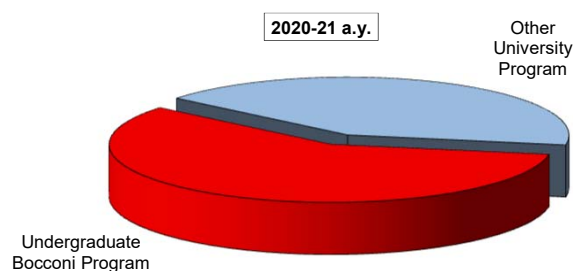**N° STUDENTI LAUREATI: 115**

TASSO DI RISPOSTA: 95,7%

Università Bocconi
MILANO

Evaluation Office – Settembre 2022

General information

Undergraduate Career

Answers	a.v.	% 2020-21	% 2019-20
Undergraduate Bocconi Program	64	58,2	49,5
Other University Program	46	41,8	50,5
Total	110	100,0	100,0
NA	0		

2020-21 a.y.

Other University Program

Undergraduate Bocconi Program

Nationality

Answers	a.v.	% 2020-21	% 2019-20
Italian	72	65,5%	62,9%
Non Italian	38	34,5%	37,1%
Total	110	100%	100%
NA	0		

2020-21 a.y.

Non Italian

Italian
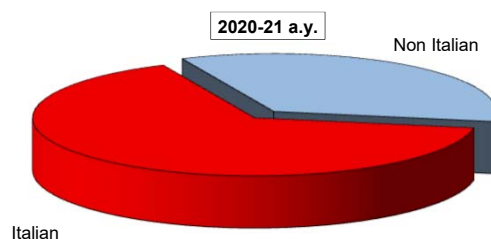
Average mark of the exams passed:

(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	1	0,9%
23	1	0,9%
24	2	1,8%
25	3	2,7%
26	13	11,8%
27	25	22,7%
28	38	34,5%
29	23	20,9%
30	4	3,6%
Total	110	100%
NA	0	

	< 23	23 - 25	26 - 27	> 27
2020-21	0,9%	5,5%	34,5%	59,1%
2019-20	0,0%	13,4%	44,3%	42,3%
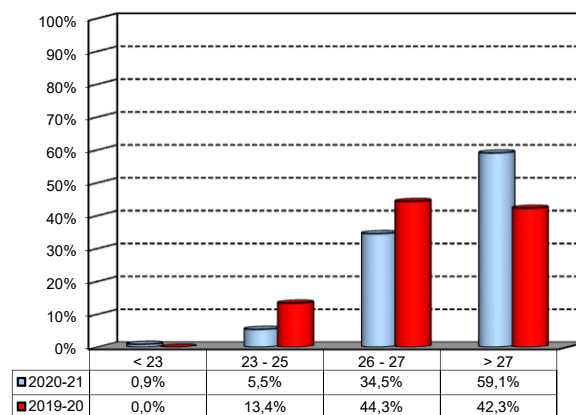
How many of the courses included in your curriculum did you attend regularly?

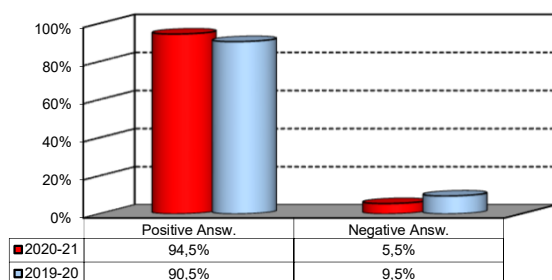| Answers	a.v.	% 2020-21	% 2019-20
A - More than 75%	89	81,7	71,9
B - Between 50 and 75%	14	12,8	10,4
C - Between 25 and 50%	4	3,7	6,3
D - Less thanl 25%	2	1,8	11,5
Total	109	100,0	100,0
NA	1		

2020-21 a.y.

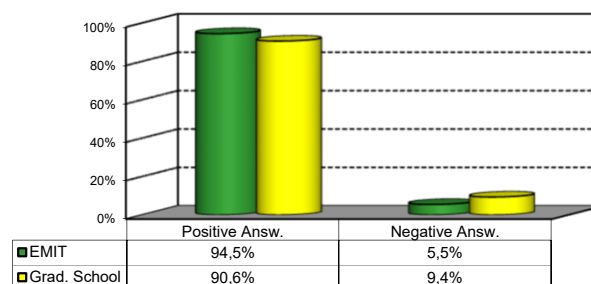C D
B
A
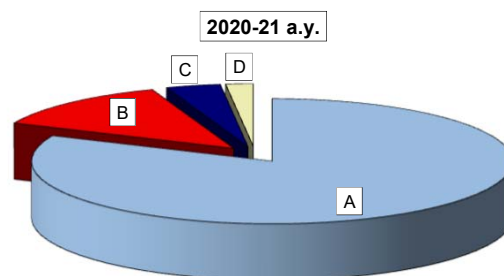
Study Experience

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	40	55,6%	22	59,5%	62	56,9%
B - More YES than NO	29	40,3%	12	32,4%	41	37,6%
C - More NO than YES	1	1,4%	3	8,1%	4	3,7%
D - Definitely NO	2	2,8%	0	0,0%	2	1,8%
Total	72	100%	37	100%	109	100%
NA	0		1			

Over time comparison

	Positive Answ.	Negative Answ.
2020-21	94,5%	5,5%
2019-20	90,5%	9,5%

Comparison with the overall School data

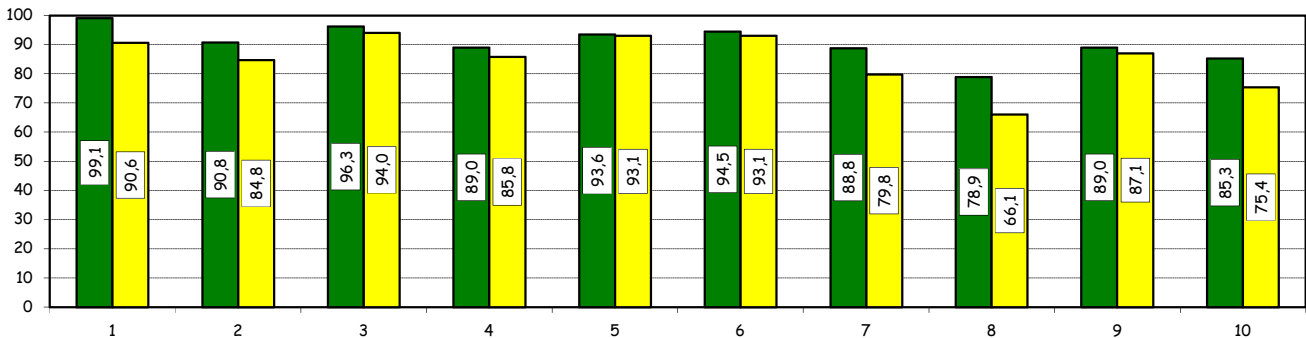|	Positive Answ.	Negative Answ.
EMIT	94,5%	5,5%
Grad. School	90,6%	9,4%

Study Experience

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

	Soft Skill		Definitely YES		More YES than NO		More NO than YES		Definitely NO		Total		n.a.
	Item	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.
1	Ability to work in team	77	70,6	31	28,4	1	0,9	0	0,0	**109**	**100,0**	1
2	Interpersonal skills	63	57,8	36	33,0	10	9,2	0	0,0	**109**	**100,0**	1
3	Organizational skills	66	60,6	39	35,8	3	2,8	1	0,9	**109**	**100,0**	1
4	Critical thinking skills	64	58,7	33	30,3	7	6,4	5	4,6	**109**	**100,0**	1
5	Ability to analyze and select information	65	59,6	37	33,9	6	5,5	1	0,9	**109**	**100,0**	1
6	Problem-solving ability	61	56,0	42	38,5	4	3,7	2	1,8	**109**	**100,0**	1
7	Written communication skills	48	44,9	47	43,9	11	10,3	1	0,9	**107**	**100,0**	3
8	Verbal communication skills	40	36,7	46	42,2	16	14,7	7	6,4	**109**	**100,0**	1
9	Ability to cope with stress	60	55,0	37	33,9	11	10,1	1	0,9	**109**	**100,0**	1
10	Entrepreneurial spirit	52	47,7	41	37,6	11	10,1	5	4,6	**109**	**100,0**	1

Positive answers (%): comparison with the overall School data
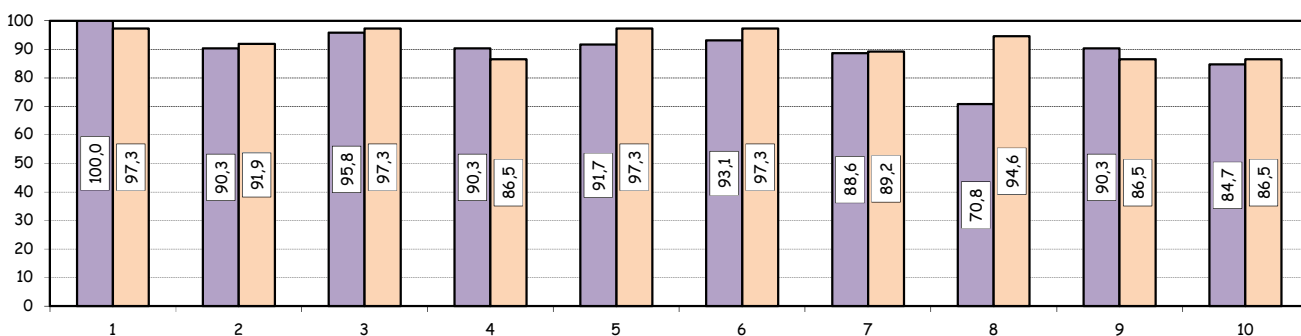Legend: EMIT, Grad. School

Positive answers (%): Over time comparison
Legend: 2020-21, 2019-20
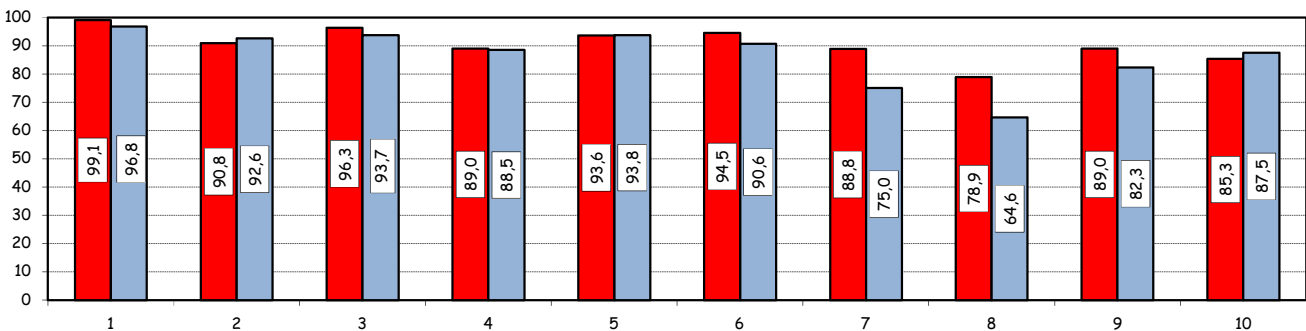
Positive answers (%): comparison based on nationality of student
Legend: Italian, Non Italian

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	56	51,4%
B - More YES than NO	48	44,0%
C - More NO than YES	3	2,8%
D - Definitely NO	2	1,8%
Total	**109**	**100%**
NA	1	

	Positive Answ.	Negative Answ.
2020-21	95,4%	4,6%
2019-20	90,6%	9,4%
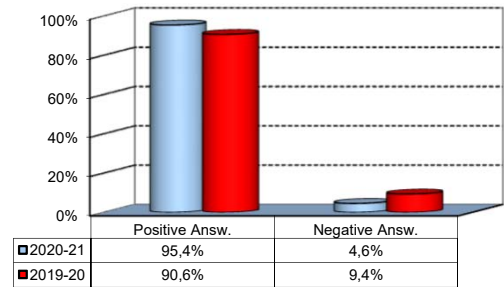
4) Do you think that the courses in your curriculum were adequately coordinated with each other?

Anwers	a.v.	%
A - Definitely YES	33	30,6%
B - More YES than NO	60	55,6%
C - More NO than YES	14	13,0%
D - Definitely NO	1	0,9%
Total	**108**	**100%**
NA	2	

	Positive Answ.	Negative Answ.
2020-21	86,1%	13,9%
2019-20	85,4%	14,6%
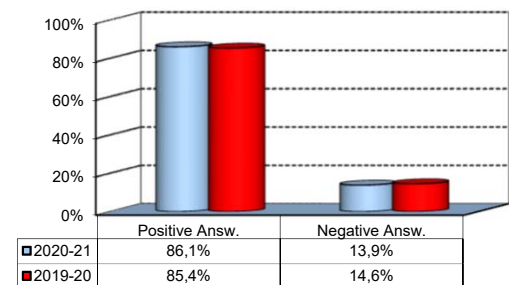
5) During the MSc program, did you notice any unnecessary overlaps or repetitions of subjects and content with what you studied during your undergraduate program?

Anwers	a.v.	%
A-Very often	3	4,7%
B-Often	6	9,4%
C-Hardly ever	43	67,2%
D-Never	12	18,8%
Total	**64**	**100%**
NA	46	

	A+B	C+D
2020-21	14,1%	85,9%
2019-20	11,4%	88,6%
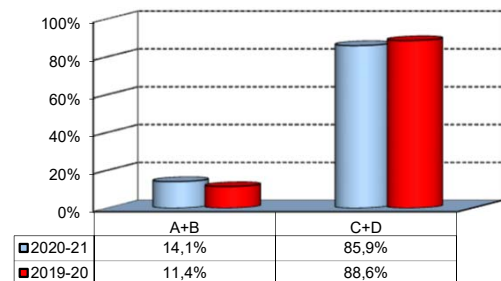
Please select the course or courses in the MSc program in which you encountered overlaps or unnecessary repetitions
(multiple answers admitted)

Course	a.v.	%
DEVELOPING YOUR COMPANY - BUSINESS PLAN	2	6,7%
TECHNOLOGY AND INNOVATION STRATEGY - ECONOMIA AZIENDALE E GESTIONE DELLE IMPRESE	2	6,7%
TECHNOLOGY AND INNOVATION STRATEGY - GESTIONE DELLA TECNOLOGIA, DELL'INNOVAZIONE E DELLE OPERATIONS	2	6,7%
Other	24	80,0%
TOTAL	**30**	**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	33,6%
B - More YES than NO	61	57,0%
C - More NO than YES	10	9,3%
D - Definitely NO	0	0,0%
Total	107	100%
NA	3	

	Positive Answ.	Negative Answ.
2020-21	90,7%	9,3%
2019-20	88,4%	11,6%
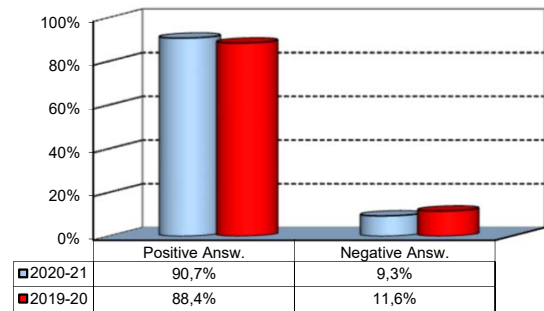
7) Was the coordination of the study program appropriately managed by the Program Director?

Anwers	a.v.	%
A - Definitely YES	42	38,9%
B - More YES than NO	56	51,9%
C - More NO than YES	9	8,3%
D - Definitely NO	1	0,9%
Total	108	100%
NA	2	

	Positive Answ.	Negative Answ.
2020-21	90,7%	9,3%
2019-20	84,0%	16,0%
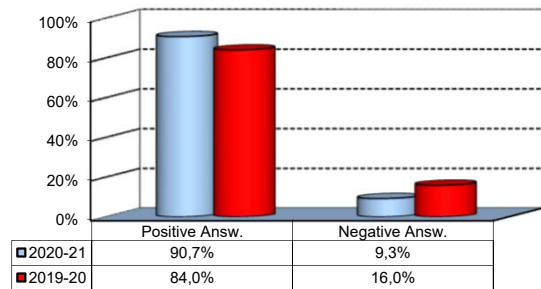
8) On the whole, were the classroom climate and relationships with your classmates positive and able to enrich your personal experience?

Anwers	a.v.	%
A - Definitely YES	51	47,2%
B - More YES than NO	44	40,7%
C - More NO than YES	13	12,0%
D - Definitely NO	0	0,0%
Total	108	100%
NA	2	

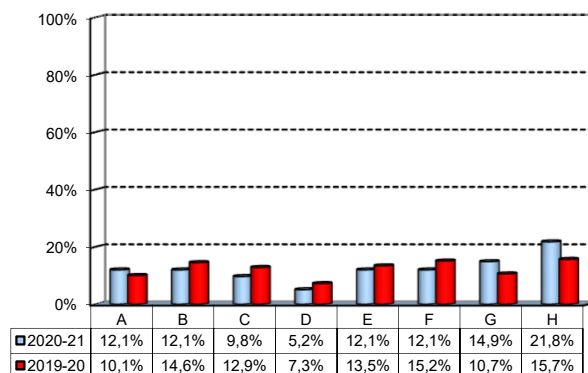|	Positive Answ.	Negative Answ.
2020-21	88,0%	12,0%
2019-20	95,8%	4,2%

5
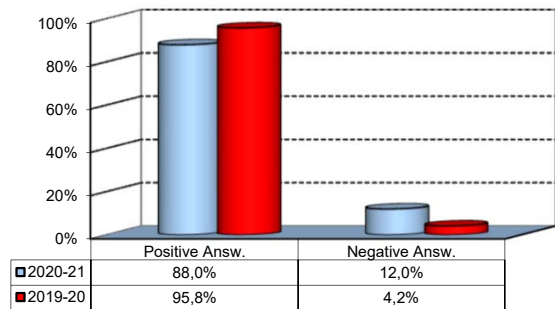
Extracurricular Activities

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

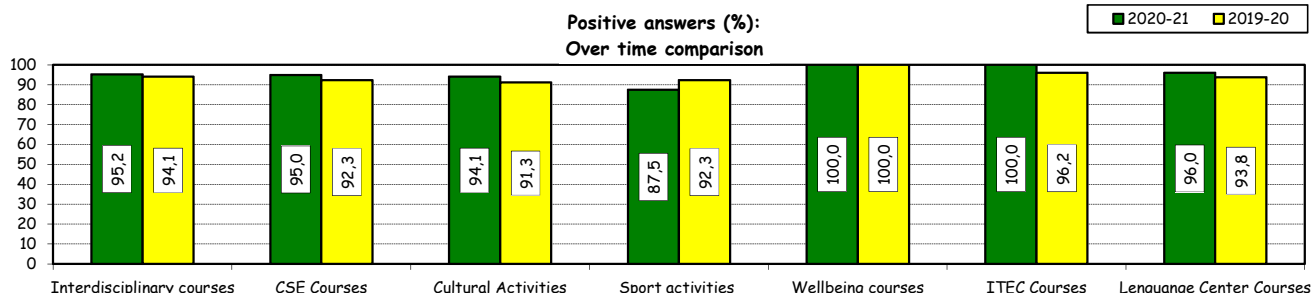*(multiple answers admitted)*

Anwers	a.v.	%
A - Interdisciplinary courses ("Sapere a tutto campo")	21	12,1%
B - Counseling and Self-Empowerment courses CSE)	21	12,1%
C - Cultural Activities (visit museums, concerts, theatre and cinema, various issues)	17	9,8%
D - Sport activities	9	5,2%
E - Wellbeing courses	21	12,1%
F - Courses offered by ITEC	21	12,1%
G - Courses offered by Language Center	26	14,9%
H - None	38	21,8%
Total	**174**	**100%**
NA	0	

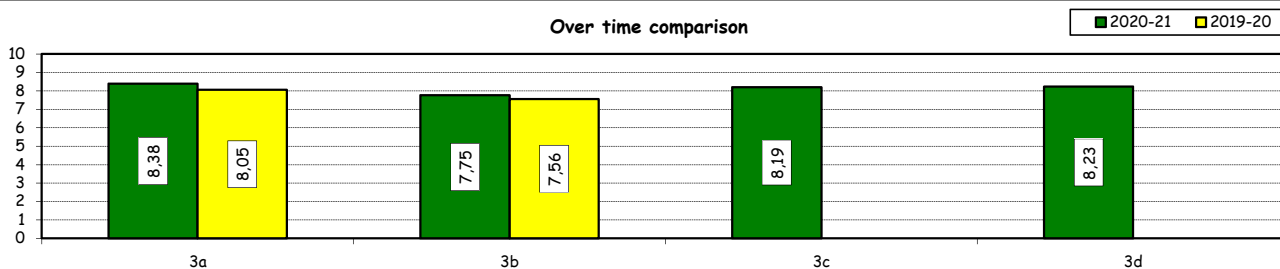|	A	B	C	D	E	F	G	H
2020-21	12,1%	12,1%	9,8%	5,2%	12,1%	12,1%	14,9%	21,8%
2019-20	10,1%	14,6%	12,9%	7,3%	13,5%	15,2%	10,7%	15,7%

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)	8	38,1	12	57,1	1	4,8	0	0,0	21	**100,0**	0
B - CSE courses	8	40,0	11	55,0	1	5,0	0	0,0	20	**100,0**	1
C - Cultural Activities	12	70,6	4	23,5	1	5,9	0	0,0	17	**100,0**	0
D - Sport activities	4	50,0	3	37,5	1	12,5	0	0,0	8	**100,0**	1
E - Wellbeing courses	13	61,9	8	38,1	0	0,0	0	0,0	21	**100,0**	0
F - Courses offered by ITEC	11	55,0	9	45,0	0	0,0	0	0,0	20	**100,0**	1
G - Courses offered by Language Center	11	44,0	13	52,0	1	4,0	0	0,0	25	**100,0**	1

Positive answers (%):
Over time comparison

Legend: 2020-21, 2019-20

	Interdisciplinary courses	CSE Courses	Cultural Activities	Sport activities	Wellbeing courses	ITEC Courses	Language Center Courses
2020-21	95,2	95,0	94,1	87,5	100,0	100,0	96,0
2019-20	94,1	92,3	91,3	92,3	100,0	96,2	93,8

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**	2	**2,8**	39	**54,9**	30	**42,3**	71	**100,0**	1
3b) The support you received from the Campus Life Office	0	**0,0**	11	**15,9**	34	**49,3**	24	**34,8**	69	**100,0**	3
3c) The support you received from ITEC	0	**0,0**	0	**0,0**	11	**52,4**	10	**47,6**	21	**100,0**	0
3d) The support you received from Language Center	0	**0,0**	3	**11,5**	11	**42,3**	12	**46,2**	26	**100,0**	0

Over time comparison

Legend: 2020-21, 2019-20

	3a	3b	3c	3d
2020-21	8,38	7,75	8,19	8,23
2019-20	8,05	7,56		

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	49	45,0%
B - More YES than NO	42	38,5%
C - More NO than YES	11	10,1%
D - Definitely NO	7	6,4%
Total	**109**	**100%**
NA	1	

|	Positive Answ.	Negative Answ.
2020-21	83,5%	16,5%
2019-20	88,3%	11,7%
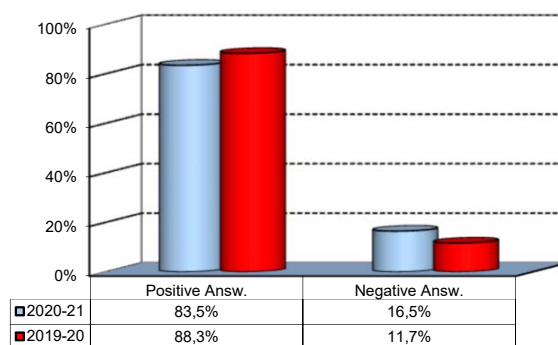
2) Do you think that the facilities provided by the University (library, computer labs) adequately supported preparation for your thesis?

Anwers	a.v.	%
A - Definitely YES	32	29,6%
B - More YES than NO	50	46,3%
C - More NO than YES	20	18,5%
D - Definitely NO	6	5,6%
Total	**108**	**100%**
NA	2	

	Positive Answ.	Negative Answ.
2020-21	75,9%	24,1%
2019-20	73,4%	26,6%
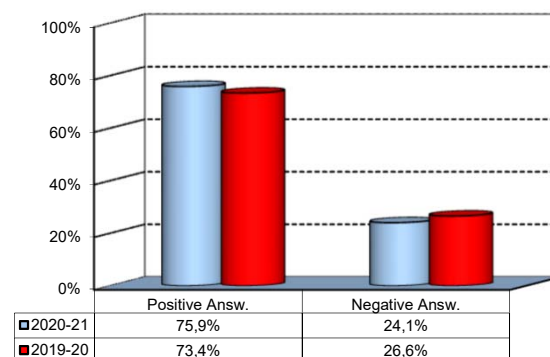
3) Do you think that your thesis was a useful experience for completing your education and a way to verify your planning and writing skills?

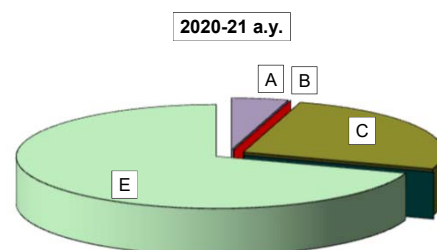| Anwers	a.v.	%
A - Definitely YES	39	35,8%
B - More YES than NO	39	35,8%
C - More NO than YES	20	18,3%
D - Definitely NO	11	10,1%
Total	**109**	**100%**
NA	1	

	Positive Answ.	Negative Answ.
2020-21	71,6%	28,4%
2019-20	70,2%	29,8%
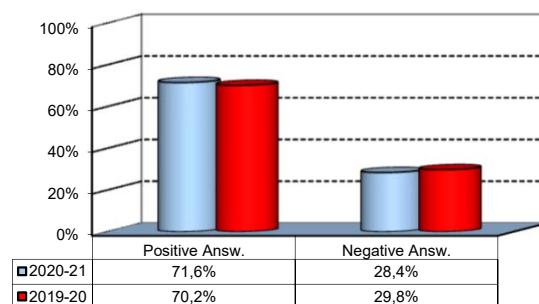
Experience Of Studying Abroad

1) Please select the program you participated in:

Answers	a.v.	% 2020-21	% 2019-20
A - Exchange	5	4,6	21,1
B - CEMS-MIM	0	0,0	0,0
C- Double Degree	28	25,7	17,9
D - Free-Mover	0	0,0	2,1
E- None	76	69,7	58,9
Total	**109**	**100,0**	**100,0**
NA	1		

2020-21 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.	0	0,0	7	22,6	14	45,2	10	32,3	31	100,0	2
2b) The range and interest of programs offered.	0	0,0	3	9,4	13	40,6	16	50,0	32	100,0	1
2c) The support you received from Bocconi International Relations.	0	0,0	4	12,9	13	41,9	14	45,2	31	100,0	2

Over time comparison

3) Would you positively evaluate this experience?

Answers	v.a.	%
A - Definitely YES	22	68,8%
B - More YES than NO	9	28,1%
C - More NO than YES	0	0,0%
D - Definitely NO	1	3,1%
Total	**32**	**100%**
NA	0	

	Positive Answ.	Negative Answ.
2020-21	96,9%	3,1%
2019-20	100,0%	0,0%
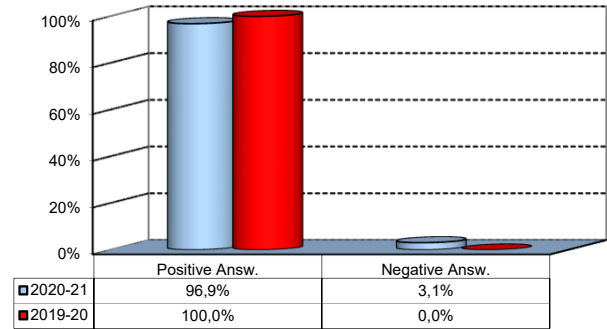
(In case of answer "E" to item no.1)

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	2	2,6%
B-Absence of the requirements needed for participation in the program selected	3	3,9%
C-Rejection of your application	5	6,6%
D-Lack of time during the period of study	3	3,9%
E-Other (personal, family, organizational reasons, etc.)	63	82,9%
Total	**76**	**100%**
NA	0	

|	A	B	C	D	E
2020-21	2,6%	3,9%	6,6%	3,9%	82,9%
2019-20	5,7%	5,7%	0,0%	3,8%	84,9%
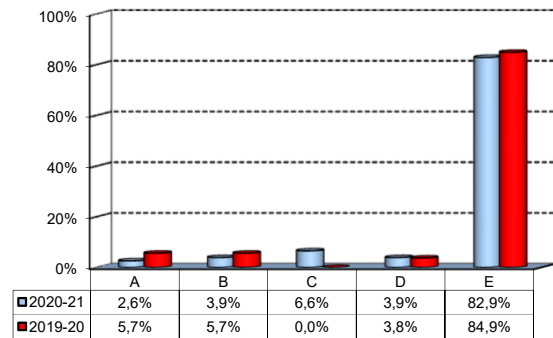
Internship Activities

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

Answers	a.v.	% 2020-21	% 2019-20
A - Internship/Other job experience	63	57,3	98,9
B - Field Project	7	6,4	1,1
C - Alternative Activity^	40	36,4	0,0
Total	**110**	**100,0**	**100,0**
NA	0		

2) How did you find the internship?*

Answers	a.v.	%
A - Through the University's Placement Services	25	32,5%
B - Through the faculty members of the degree program	0	0,0%
C - Through autonomous way then recognized by the degree program	52	67,5%
Total	**77**	**100,0%**
NA	33	

	A	B	C
2020-21	32,5%	0,0%	67,5%
2019-20	35,6%	2,3%	62,1%
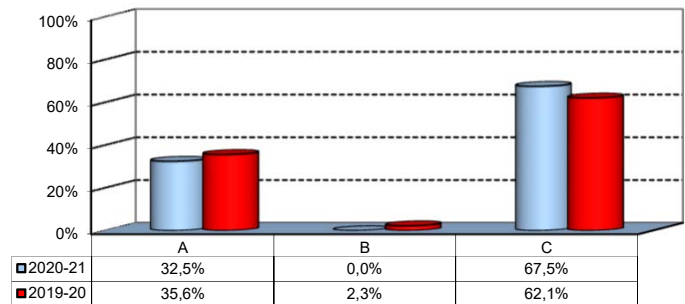
3) Where did you complete the internship recognized by the Bachelor program?

Answers	a.v.	% 2020-21	% 2019-20
In Italy	58	92,1%	57,5%
Abroad	5	7,9%	42,5%
Total	**63**	**100%**	**100%**
NA	0		
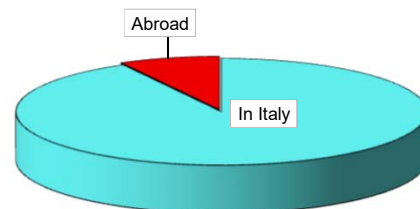
*:Item not submitted to students starting from the graduation sessions of April 2022

^:During the pandemic, students were given the opportunity to replace the mandatory internship with an alternative activity called Carreer Start Pack. It consists in an elective exam integrated with mandatory participation in the virtual career orientation path

Internship Activities

How would you evaluate:

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 number and variety of opportunities offered.	0	**0,0**	4	**11,4**	15	**42,9**	16	**45,7**	35	**100,0**	42
4b) The support you received from the Internship Office.	0	**0,0**	2	**6,3**	18	**56,3**	12	**37,5**	32	**100,0**	45

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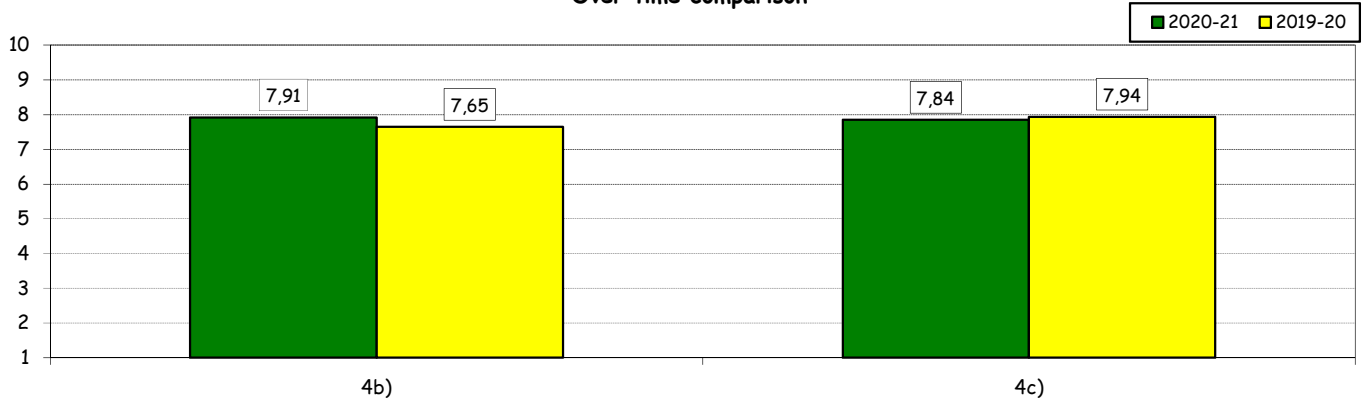
5) Would you positively evaluate this experience?

Answers	a.v.	%
A - Definitely YES	55	56,1%
B - More YES than NO	38	38,8%
C - More NO than YES	3	3,1%
D - Definitely NO	2	2,0%
Total	**98**	**100%**
NA	12	

	Positive Answ.	Negative Answ.
2020-21	94,9%	5,1%
2019-20	95,3%	4,7%
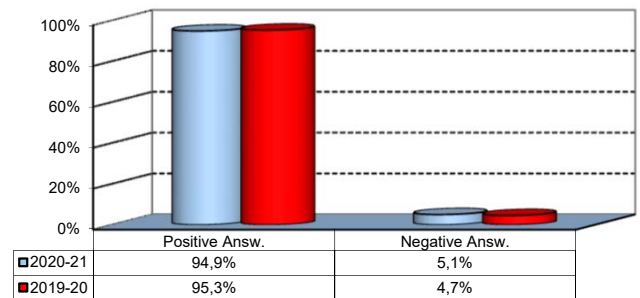
6) Do you think that the qualifications you acquired while attending the MSc program were appropriate to perform this activity?

Answers	a.v.	%
A - Definitely YES	51	52,0%
B - More YES than NO	36	36,7%
C - More NO than YES	9	9,2%
D - Definitely NO	2	2,0%
Total	**98**	**100%**
NA	12	

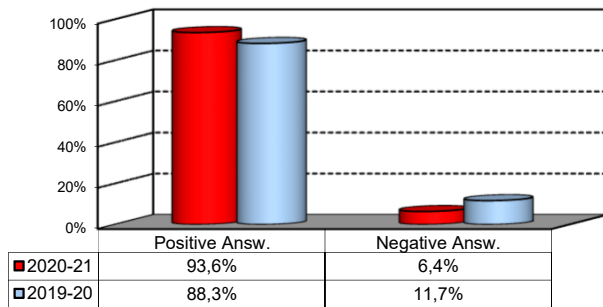|	Positive Answ.	Negative Answ.
2020-21	88,8%	11,2%
2019-20	91,1%	8,9%
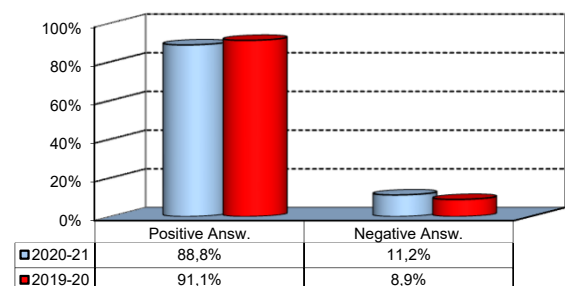
General satisfaction and short-term plans

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	40	55,6%	20	54,1%	60	55,0%
B - More YES than NO	26	36,1%	16	43,2%	42	38,5%
C - More NO than YES	5	6,9%	1	2,7%	6	5,5%
D - Definitely NO	1	1,4%	0	0,0%	1	0,9%
Total	72	100%	37	100%	109	100%
NA	0		1		1	

Over time comparison

	Positive Answ.	Negative Answ.
2020-21	93,6%	6,4%
2019-20	88,3%	11,7%

Comparison with the overall School data

	Positive Answ.	Negative Answ.
EMIT	93,6%	6,4%
Grad. School	86,7%	13,3%
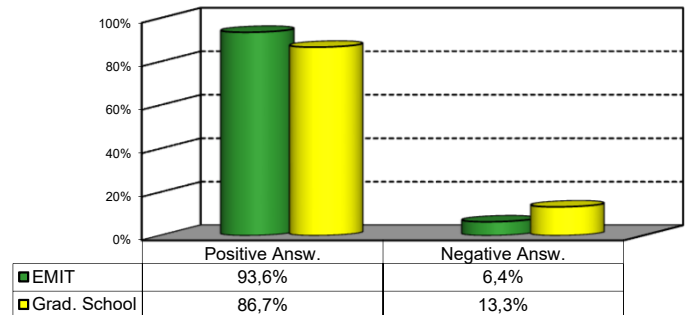
2a) If you could go back in time, would you enroll in the University again?

Answers	Italian		Non Italian		Total	
	v.a.	%	v.a.	%	v.a.	%
A-YES, in the same program at this University	58	80,6%	29	80,6%	87	80,6%
B-YES, in another program at this University	7	9,7%	3	8,3%	10	9,3%
C-YES, in the same program but at another University	3	4,2%	1	2,8%	4	3,7%
D-YES, in another program at another University	4	5,6%	2	5,6%	6	5,6%
E-NO, I would not enrol in university anymore	0	0,0%	1	2,8%	1	0,9%
Total	72	100%	36	100%	108	100%
NA	0		2		2	

Over time comparison

	A	B	C	D	E
2020-21	80,6%	9,3%	3,7%	5,6%	0,9%
2019-20	70,2%	10,6%	3,2%	16,0%	0,0%

Comparison with the overall School data

	A	B	C	D	E
EMIT	80,6%	9,3%	3,7%	5,6%	0,9%
Grad. School	64,9%	16,5%	11,6%	6,9%	0,1%
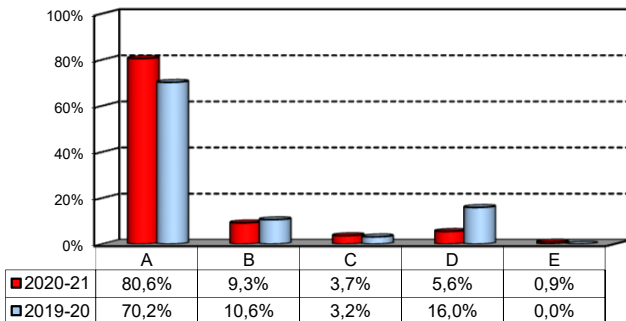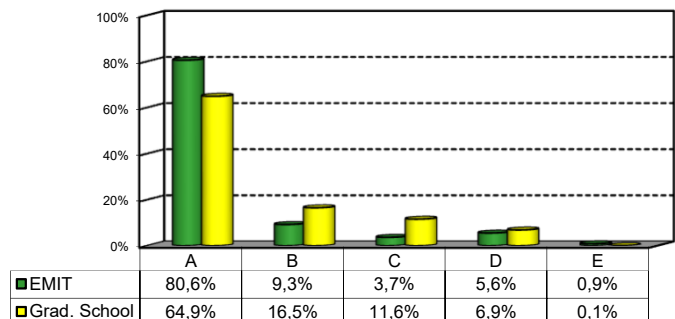
General satisfaction and short-term plans

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

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

MSc	a.v.	%
ACME	1	50,0%
AFC	1	50,0%
FIN	0	0,0%
CLELI	0	0,0%
ESS	0	0,0%
EMIT	0	0,0%
GIO	0	0,0%
IM	0	0,0%
M	0	0,0%
MM	0	0,0%
Total	**2**	**100%**
NA	8	

2c) Why would you make a different choice?
(In case of aswer "B", "C", "D" or "E" to item no.2a)

Answers	a.v.	% 2020-21	% 2019-20
A - My interest has changed over time / I discovered that I have different attitudes	10	47,6%	29,2%
B -The Bachelor program did not satisfy my expectations	6	28,6%	29,2%
C - I would have preferred to attend a Bachelor program with a more generalist approach	1	4,8%	0,0%
D -I would have preferred to attend a Bachelor program with a more specialist approach	1	4,8%	20,8%
E - I would have preferred to attend the same Bachelor program but taught in English	0	0,0%	0,0%
F - Other reasons	3	14,3%	20,8%
Total	**21**	**100%**	**100%**
NA	0		

F- Other reasons:

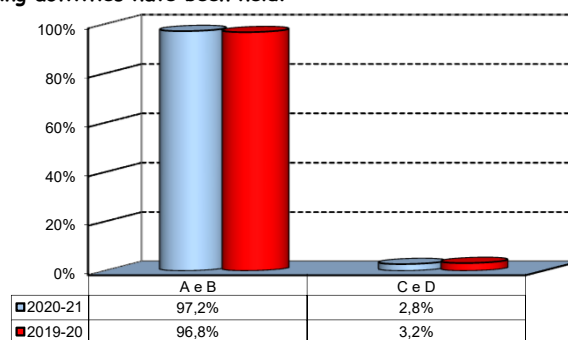| |
|---|
| - the cohort of student lacked professional experience and thus was not inspiring - Bocconi's administration was a major hassle and overcomplicated processes to an extent that was overall very frustrating and distracting |
| Avrei preferito frequentare lo stesso corso ma in maniera piu' pratica e meno teorica |
| I loved EMIT but I have a very strong interest in economics/ research and data analytics, while I found the management parts boring. So if I could go back, I would pick a more quantitative program, such as ESS or Data Science. |
| Tornando indietro, mi sarei iscritto a una triennale o direttamente a una magistrale in ingegneria, avrei cosi' conoscenze piu' diversificate e consone con i miei interessi e passioni. |

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	78	71,6%
B - Often adequate	26	23,9%
C - Rarely adequate	3	2,8%
D - Never adequate	0	0,0%
E - I did not use them	2	1,8%
Total	**109**	**100%**
NA	1	

	A e B	C e D
2020-21	97,2%	2,8%
2019-20	96,8%	3,2%

2) How would you evaluate:

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

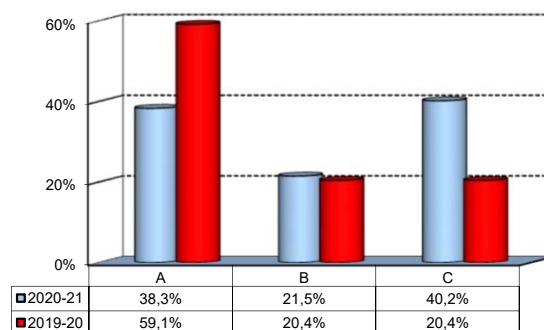|	Negative				Positive				Total		N.R.
Answers	1-2		3-4-5		6-7-8		9-10		Total		N.R.
Item	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	
a) The adequacy of the audio and multimedia systems (e.g. instructor's computer, projectors, video players) installed in the classrooms.	0	0,0	2	2,3	23	26,7	61	70,9	86	100,0	1
b) The cleanliness of classrooms and of other common areas on campus (corridors, halls, study rooms).	0	0,0	1	0,9	22	20,4	85	78,7	108	100,0	2
c) The adequacy of the amount of areas/seats reserved to individual study in the University Library.	4	3,7	18	16,8	56	52,3	29	27,1	107	100,0	3
d) The adequacy of the amount of areas/seats reserved to individual study in other buildings on campus.	2	1,9	21	19,4	55	50,9	30	27,8	108	100,0	2
e) The clarity and adequacy of the signage system on campus.	0	0,0	5	4,6	45	41,7	58	53,7	108	100,0	2

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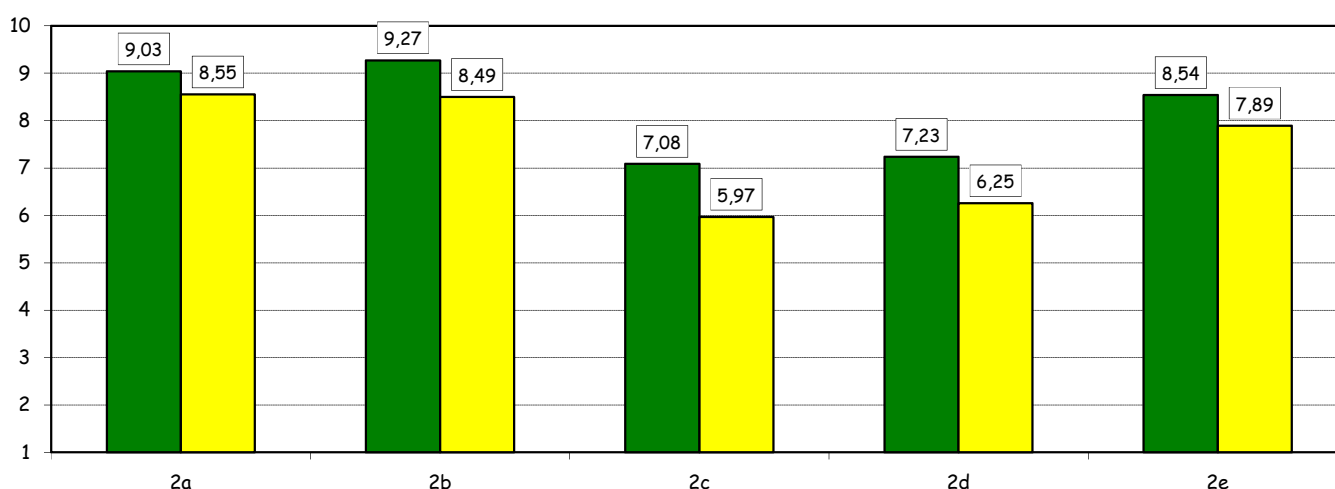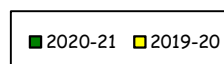
(*****): the percentage shown on the graphs is calculated by excluding the responses of those who declare that they have not used the service.

Infrastructure: Classrooms, Library And Facilities

3) What is your overall opinion on the PC Labs and IT facilities provided by the University?
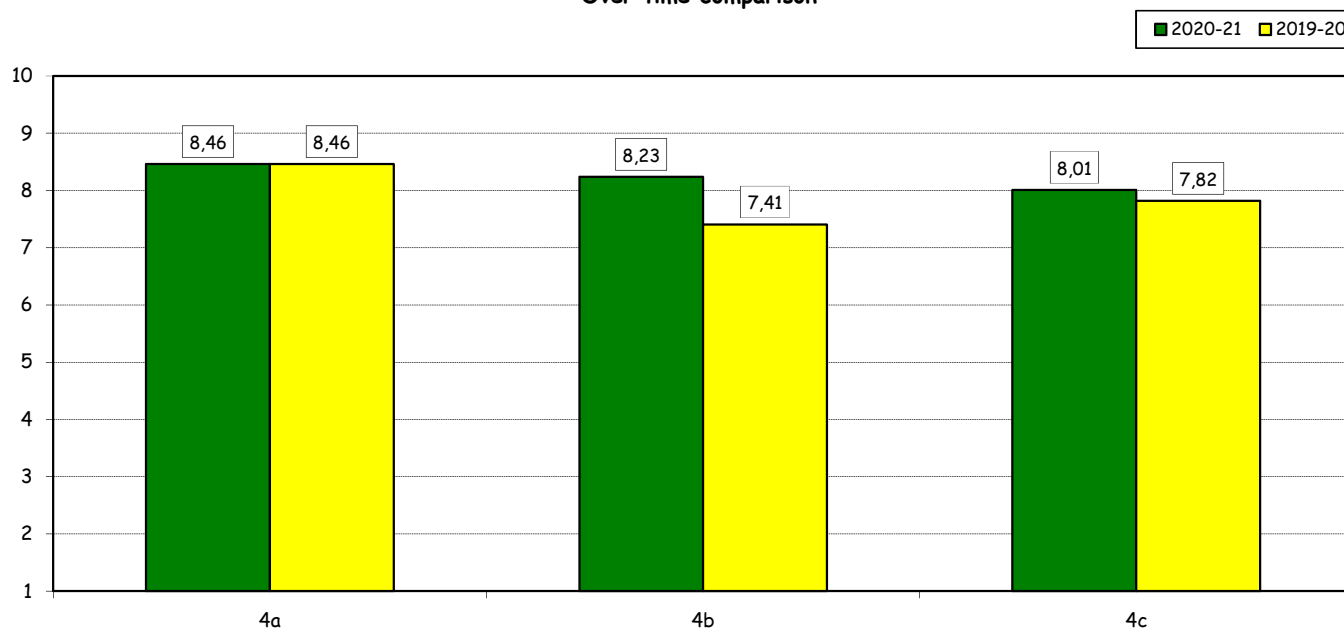
Answers	a.v.	%
A- Adequate in number	41	38,3%
B- Inadequate in number	23	21,5%
C- Never used	43	40,2%
Total	**107**	**100%**
NA	3	

	A	B	C
2020-21	38,3%	21,5%	40,2%
2019-20	59,1%	20,4%	20,4%

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**	1	**1,6**	31	**49,2**	31	**49,2**	63	**100,0**	1
b) The convenience of the PC Labs' opening hours.*	0	**0,0**	2	**3,1**	35	**54,7**	27	**42,2**	64	**100,0**	0
c) The level of accessibility and usability of the University's IT services (Internet access points, Punto Blu, Virtual Punto Blu, wireless connection).	2	**1,9**	6	**5,6**	53	**49,5**	46	**43,0**	107	**100,0**	0

Over time comparison

Legend: 2020-21, 2019-20

- 4a: 8,46 / 8,46
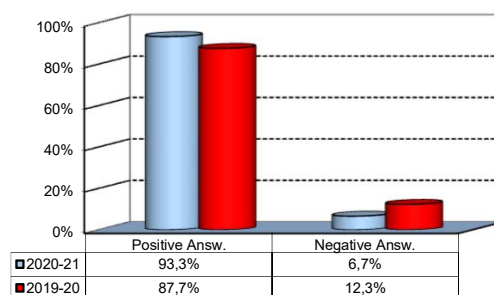- 4b: 8,23 / 7,41
- 4c: 8,01 / 7,82

(*): 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	30	27,5%
B - Quite positive	54	49,5%
C - Quite negative	5	4,6%
D - Very Negative	1	0,9%
E - Never used	19	17,4%
Total	**109**	**100%**
NA	1	

	Positive Answ.	Negative Answ.
2020-21	93,3%	6,7%
2019-20	87,7%	12,3%

6) How would you evaluate:

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

	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.
a) The convenience of the Library's opening hours and access to its main services.	1	**1,1**	5	**5,7**	36	**41,4**	45	**51,7**	87	**100,0**	3
b) The range of collections available in the Library and the frequency they are updated (books, magazines, electronic resources, databases).	1	**1,1**	5	**5,7**	35	**40,2**	46	**52,9**	87	**100,0**	3
c) The speed of fulfillment of requests for documents provided by other Libraries.	0	**0,0**	7	**8,3**	46	**54,8**	31	**36,9**	84	**100,0**	6
d) The number of documents that may be borrowed and the duration of the loan period.	1	**1,3**	4	**5,1**	32	**41,0**	41	**52,6**	78	**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**	8	**9,3**	34	**39,5**	44	**51,2**	86	**100,0**	4
f) The efficiency and ease of use of the search tools provided (on and off campus).	2	**2,3**	4	**4,7**	44	**51,2**	36	**41,9**	86	**100,0**	4
g) The number of books and journals available on open shelves in the reading rooms.	4	**4,4**	7	**7,8**	35	**38,9**	44	**48,9**	90	**100,0**	0
h) The usefulness of workshops offered by the Library to understand how to use the resources available (catalogues, e-journals, databases, etc.).	0	**0,0**	6	**10,0**	25	**41,7**	29	**48,3**	60	**100,0**	30

Over time comparison ■ 2020-21 □ 2019-20

	6a	6b	6c	6d	6e	6f	6g	6h
2020-21	8,21	8,30	8,02	8,26	8,24	8,01	7,92	8,18
2019-20	8,18	7,99	7,89	8,00	8,37	7,87	7,85	7,90

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