# EVALUATION OF
# THE DEGREE PROGRAM AND THE UNIVERSITY EXPERIENCE

## MASTER OF SCIENCE IN
## POLITICS AND POLICY ANALYSIS
## a.y. 2020-2021

**SURVEY PERIOD: JULY 2021 - JULY 2022**

**N° QUESTIONNAIRES PROCESSED: 52**
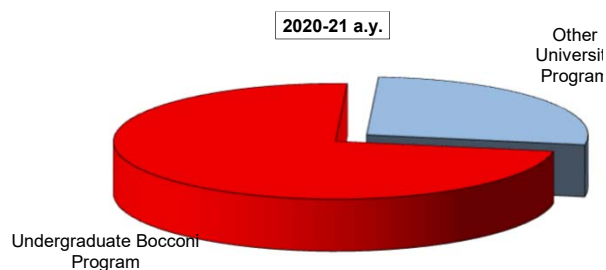
**N° OF GRADUATE STUDENTS: 54**

**RESPONSE RATE: 96,3%**

Università Bocconi
MILANO

## General information

**Undergraduate Career**

| Answers | a.v. | % 2020-21 | % 2019-20 |
|---|---|---|---|
| Undergraduate Bocconi Program | 38 | 73,1 | 54,8 |
| Other University Program | 14 | 26,9 | 45,2 |
| *Total* | **52** | **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 | 43 | 82,7% | 74,2% |
| Non Italian | 9 | 17,3% | 25,8% |
| *Total* | **52** | **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 | 0 | 0,0% |
| 23 | 0 | 0,0% |
| 24 | 0 | 0,0% |
| 25 | 2 | 3,8% |
| 26 | 3 | 5,8% |
| 27 | 10 | 19,2% |
| 28 | 17 | 32,7% |
| 29 | 16 | 30,8% |
| 30 | 4 | 7,7% |
| *Total* | **52** | **100%** |
| NA | 0 | |

| | < 23 | 23 - 25 | 26 - 27 | > 27 |
|---|---|---|---|---|
| 2020-21 | 0,0% | 3,8% | 25,0% | 71,2% |
| 2019-20 | 0,0% | 6,5% | 41,9% | 51,6% |
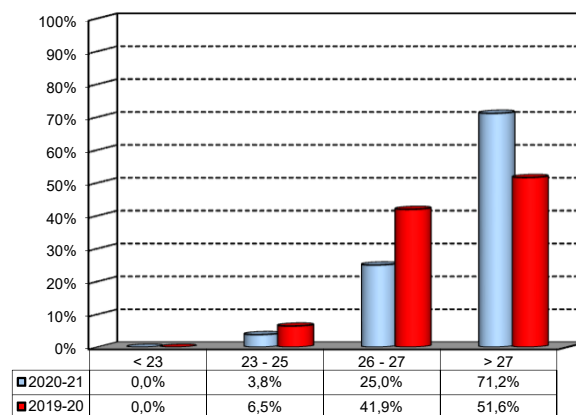
**How many of the courses included in your curriculum did you attend regularly?**

| Answers | a.v. | % 2020-21 | % 2019-20 |
|---|---|---|---|
| A - More than 75% | 41 | 78,8 | 83,9 |
| B - Between 50 and 75% | 8 | 15,4 | 6,5 |
| C - Between 25 and 50% | 2 | 3,8 | 6,5 |
| D - Less thanl 25% | 1 | 1,9 | 3,2 |
| *Total* | **52** | **100,0** | **100,0** |
| NA | 0 | | |

**2020-21 a.y.**

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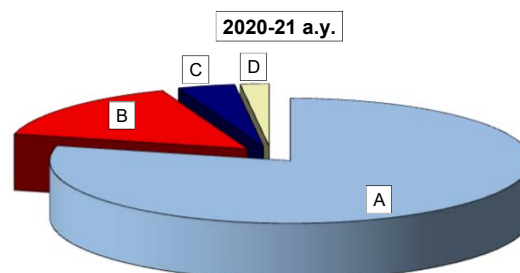
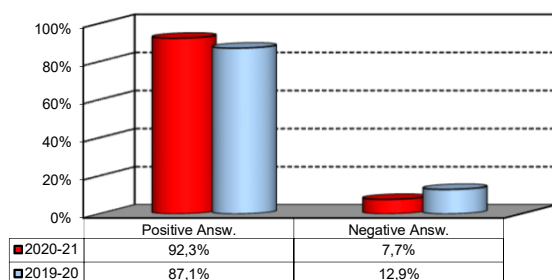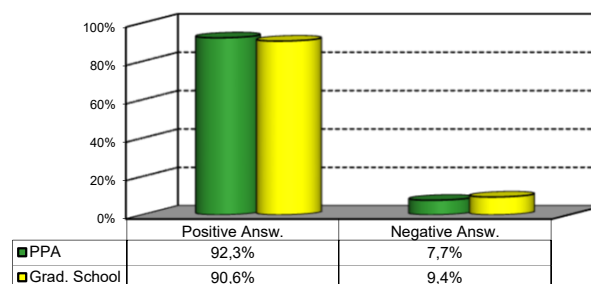**1) On the whole, do you think that the MSc program you attended at Bocconi enabled in-depth study of topics in both a theoretical and a practical sense?**

| Answers | Italian | | Non Italian | | Total | |
|---|---|---|---|---|---|---|
| | a.v. | % | a.v. | % | a.v. | % |
| A - Definitely YES | 14 | 32,6% | 5 | 55,6% | 19 | 36,5% |
| B - More YES than NO | 26 | 60,5% | 3 | 33,3% | 29 | 55,8% |
| C - More NO than YES | 3 | 7,0% | 1 | 11,1% | 4 | 7,7% |
| D - Definitely NO | 0 | 0,0% | 0 | 0,0% | 0 | 0,0% |
| *Total* | **43** | **100%** | **9** | **100%** | **52** | **100%** |
| NA | 0 | | 0 | | | |

**Over time comparison**

| | Positive Answ. | Negative Answ. |
|---|---|---|
| 2020-21 | 92,3% | 7,7% |
| 2019-20 | 87,1% | 12,9% |

**Comparison with the overall School data**

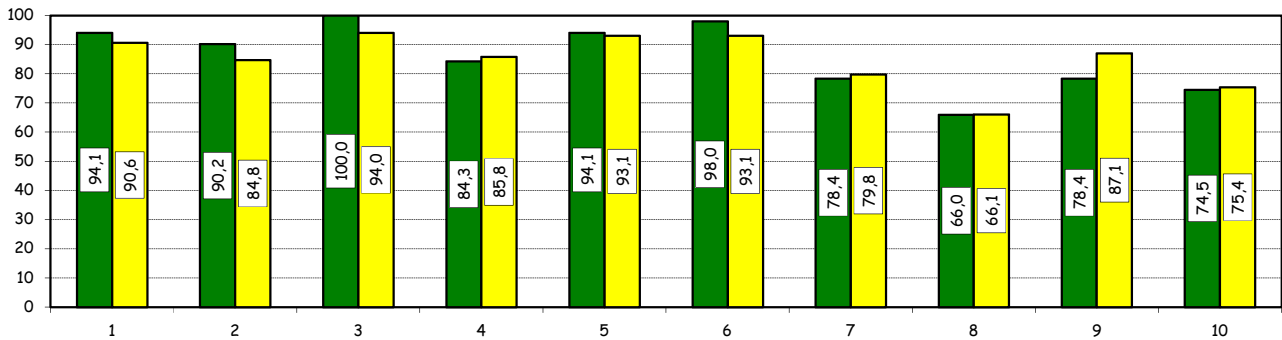| | Positive Answ. | Negative Answ. |
|---|---|---|
| PPA | 92,3% | 7,7% |
| Grad. School | 90,6% | 9,4% |

# Study Experience

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

| Item<br>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 | 30 | 58,8 | 18 | 35,3 | 3 | 5,9 | 0 | 0,0 | 51 | 100,0 | 1 |
| 2 | Interpersonal skills | 23 | 45,1 | 23 | 45,1 | 4 | 7,8 | 1 | 2,0 | 51 | 100,0 | 1 |
| 3 | Organizational skills | 32 | 62,7 | 19 | 37,3 | 0 | 0,0 | 0 | 0,0 | 51 | 100,0 | 1 |
| 4 | Critical thinking skills | 18 | 35,3 | 25 | 49,0 | 5 | 9,8 | 3 | 5,9 | 51 | 100,0 | 1 |
| 5 | Ability to analyze and select information | 30 | 58,8 | 18 | 35,3 | 3 | 5,9 | 0 | 0,0 | 51 | 100,0 | 1 |
| 6 | Problem-solving ability | 21 | 42,0 | 28 | 56,0 | 1 | 2,0 | 0 | 0,0 | 50 | 100,0 | 2 |
| 7 | Written communication skills | 12 | 23,5 | 28 | 54,9 | 6 | 11,8 | 5 | 9,8 | 51 | 100,0 | 1 |
| 8 | Verbal communication skills | 9 | 18,0 | 24 | 48,0 | 13 | 26,0 | 4 | 8,0 | 50 | 100,0 | 2 |
| 9 | Ability to cope with stress | 22 | 43,1 | 18 | 35,3 | 8 | 15,7 | 3 | 5,9 | 51 | 100,0 | 1 |
| 10 | Entrepreneurial spirit | 13 | 25,5 | 25 | 49,0 | 11 | 21,6 | 2 | 3,9 | 51 | 100,0 | 1 |

**Positive answers (%): comparison with the overall School data**
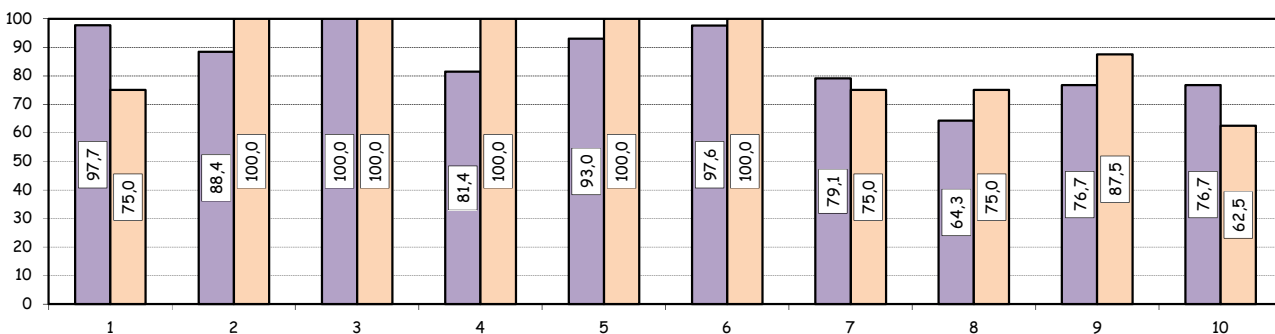
PPA / Grad. School



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

2020-21 / 2019-20
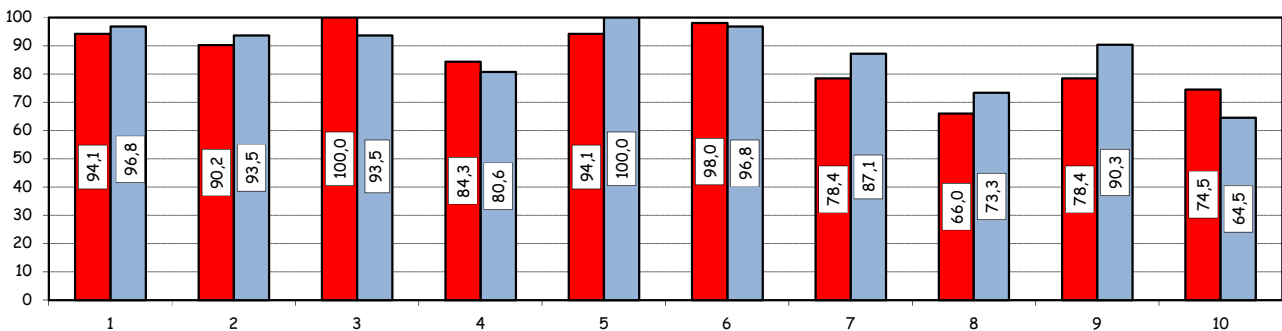


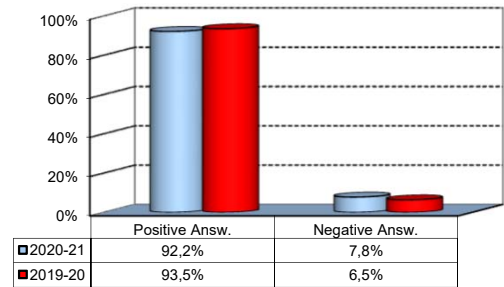**Positive answers (%): comparison based on nationality of student**
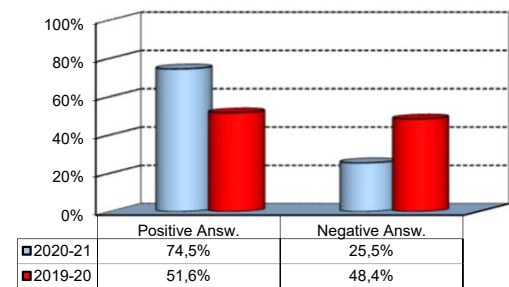
Italian / Non Italian

**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 | 22 | 43,1% |
| B - More YES than NO | 25 | 49,0% |
| C - More NO than YES | 4 | 7,8% |
| D - Definitely NO | 0 | 0,0% |
| *Total* | **51** | **100%** |
| NA | 1 | |



| | Positive Answ. | Negative Answ. |
|---|---|---|
| 2020-21 | 92,2% | 7,8% |
| 2019-20 | 93,5% | 6,5% |

**4) Do you think that the courses in your curriculum were adequately coordinated with each other?**

| Anwers | a.v. | % |
|---|---|---|
| A - Definitely YES | 8 | 15,7% |
| B - More YES than NO | 30 | 58,8% |
| C - More NO than YES | 12 | 23,5% |
| D - Definitely NO | 1 | 2,0% |
| *Total* | **51** | **100%** |
| NA | 1 | |



| | Positive Answ. | Negative Answ. |
|---|---|---|
| 2020-21 | 74,5% | 25,5% |
| 2019-20 | 51,6% | 48,4% |

**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 | 8 | 22,2% |
| B-Often | 7 | 19,4% |
| C-Hardly ever | 16 | 44,4% |
| D-Never | 5 | 13,9% |
| *Total* | **36** | **100%** |
| NA | 16 | |



| | A+B | C+D |
|---|---|---|
| 2020-21 | 41,7% | 58,3% |
| 2019-20 | 47,6% | 52,4% |
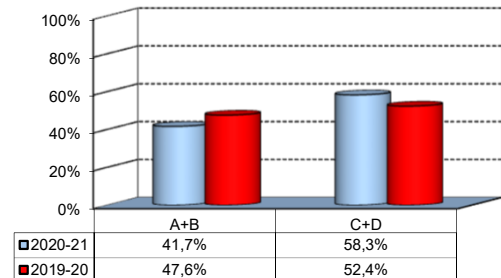
**Please select the course or courses in the MSc program in which you encountered overlaps or unnecessary repetitions**
*(multiple answers admitted)*

| Course | a.v. | % |
|---|---|---|
| METHODS AND TOOLS FOR POLICY ANALYSIS - POLICY EVALUATION | 6 | 24,0% |
| POLITICAL SCIENCE - MODULE 1 (TOPICS IN COMPARATIVE POLITICS) - POLITICAL SCIENCE AND COMPARATIVE POLITICS | 5 | 20,0% |
| DECISIONS AND ORGANIZATIONS - INTERNATIONAL RELATIONS | 2 | 8,0% |
| METHODS AND TOOLS FOR POLICY ANALYSIS - ECONOMETRIA | 2 | 8,0% |
| Other | 10 | 40,0% |
| **TOTAL** | **25** | **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 | 14 | 27,5% |
| B - More YES than NO | 33 | 64,7% |
| C - More NO than YES | 3 | 5,9% |
| D - Definitely NO | 1 | 2,0% |
| *Total* | **51** | **100%** |
| NA | 1 | |

| | Positive Answ. | Negative Answ. |
|---|---|---|
| 2020-21 | 92,2% | 7,8% |
| 2019-20 | 93,5% | 6,5% |
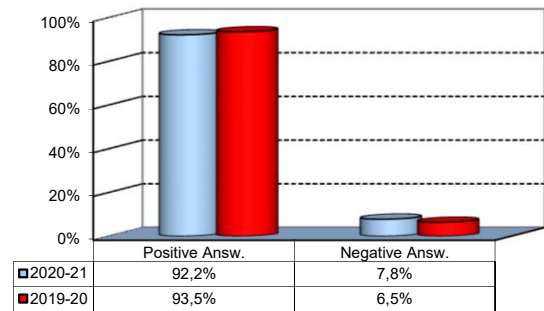
**7) Was the coordination of the study program appropriately managed by the Program Director?**

| Anwers | a.v. | % |
|---|---|---|
| A - Definitely YES | 19 | 37,3% |
| B - More YES than NO | 27 | 52,9% |
| C - More NO than YES | 4 | 7,8% |
| D - Definitely NO | 1 | 2,0% |
| *Total* | **51** | **100%** |
| NA | 1 | |

| | Positive Answ. | Negative Answ. |
|---|---|---|
| 2020-21 | 90,2% | 9,8% |
| 2019-20 | 90,3% | 9,7% |
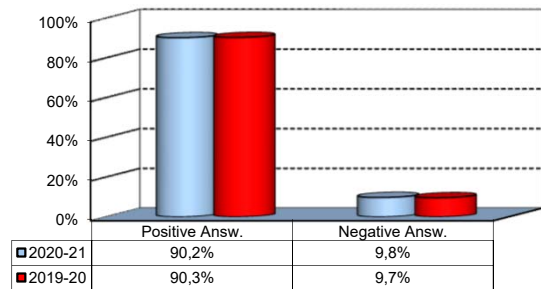
**8) On the whole, were the classroom climate and relationships with your classmates positive and able to enrich your personal experience?**

| Anwers | a.v. | % |
|---|---|---|
| A - Definitely YES | 19 | 37,3% |
| B - More YES than NO | 26 | 51,0% |
| C - More NO than YES | 5 | 9,8% |
| D - Definitely NO | 1 | 2,0% |
| *Total* | **51** | **100%** |
| NA | 1 | |

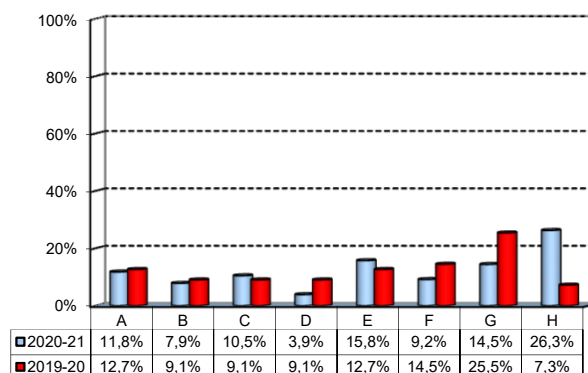| | Positive Answ. | Negative Answ. |
|---|---|---|
| 2020-21 | 88,2% | 11,8% |
| 2019-20 | 96,8% | 3,2% |
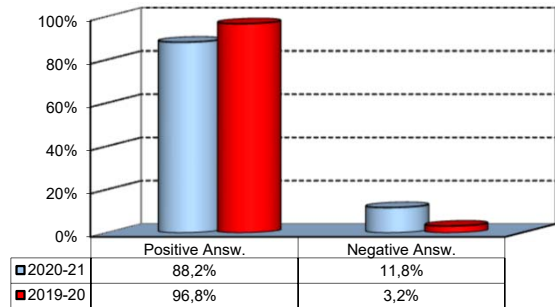
# Extracurricular Activities

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

*(multiple answers admitted)*
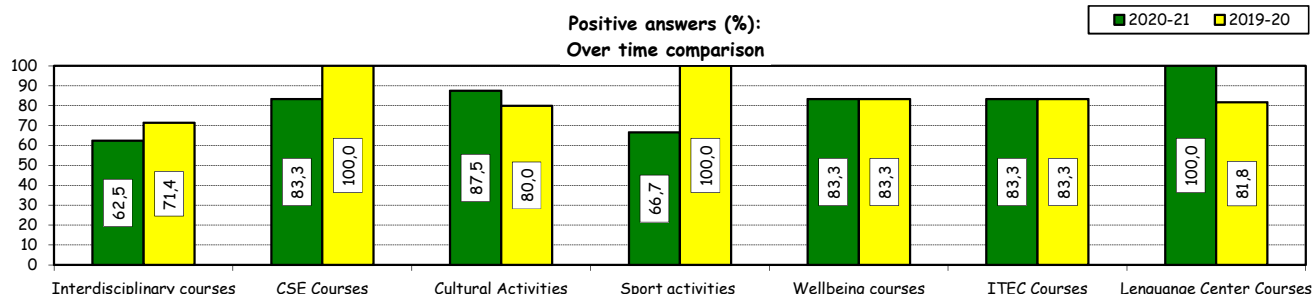
| Anwers | a.v. | % |
|---|---|---|
| A - Interdisciplinary courses ("Sapere a tutto campo") | 9 | 11,8% |
| B - Counseling and Self-Empowerment courses CSE) | 6 | 7,9% |
| C - Cultural Activities (visit museums, concerts, theatre and cinema, various issues) | 8 | 10,5% |
| D - Sport activities | 3 | 3,9% |
| E - Wellbeing courses | 12 | 15,8% |
| F - Courses offered by ITEC | 7 | 9,2% |
| G - Courses offered by Language Center | 11 | 14,5% |
| H - None | 20 | 26,3% |
| *Total* | **76** | **100%** |
| NA | 0 | |



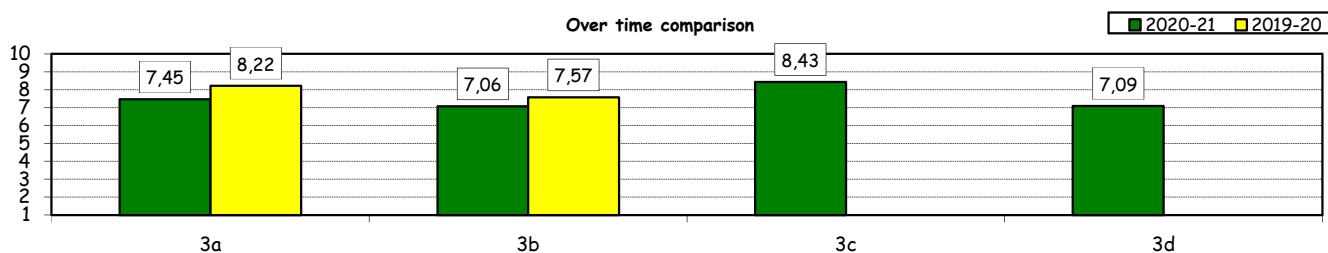| | A | B | C | D | E | F | G | H |
|---|---|---|---|---|---|---|---|---|
| 2020-21 | 11,8% | 7,9% | 10,5% | 3,9% | 15,8% | 9,2% | 14,5% | 26,3% |
| 2019-20 | 12,7% | 9,1% | 9,1% | 9,1% | 12,7% | 14,5% | 25,5% | 7,3% |

**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) | 4 | 50,0 | 1 | 12,5 | 2 | 25,0 | 1 | 12,5 | 8 | 100,0 | 1 |
| B - CSE Courses | 2 | 33,3 | 3 | 50,0 | 1 | 16,7 | 0 | 0,0 | 6 | 100,0 | 0 |
| C - Cultural Activities | 3 | 37,5 | 4 | 50,0 | 1 | 12,5 | 0 | 0,0 | 8 | 100,0 | 0 |
| D - Sport activities | 1 | 33,3 | 1 | 33,3 | 1 | 33,3 | 0 | 0,0 | 3 | 100,0 | 0 |
| E - Wellbeing courses | 6 | 50,0 | 4 | 33,3 | 0 | 0,0 | 2 | 16,7 | 12 | 100,0 | 0 |
| F - Courses offered by ITEC | 3 | 50,0 | 2 | 33,3 | 1 | 16,7 | 0 | 0,0 | 6 | 100,0 | 1 |
| G - Courses offered by Language Center | 7 | 63,6 | 4 | 36,4 | 0 | 0,0 | 0 | 0,0 | 11 | 100,0 | 0 |

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



| | Interdisciplinary courses | CSE Courses | Cultural Activities | Sport activities | Wellbeing courses | ITEC Courses | Language Center Courses |
|---|---|---|---|---|---|---|---|
| 2020-21 | 62,5 | 83,3 | 87,5 | 66,7 | 83,3 | 83,3 | 100,0 |
| 2019-20 | 71,4 | 100,0 | 80,0 | 100,0 | 83,3 | 83,3 | 81,8 |

**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 | | 3 | **9,7** | 0 | **0,0** | 19 | **61,3** | 9 | **29,0** | 31 | **100,0** | 1 |
| **3b)** The support you received from the Campus Life Office | | 2 | **6,5** | 4 | **12,9** | 19 | **61,3** | 6 | **19,4** | 31 | **100,0** | 1 |
| **3c)** Il supporto fornito dall'Ufficio ITEC | | 0 | **0,0** | 0 | **0,0** | 3 | **42,9** | 4 | **57,1** | 7 | **100,0** | 0 |
| **3d)** Il supporto fornito dal Centro Linguistico | | 0 | **0,0** | 3 | **27,3** | 6 | **54,5** | 2 | **18,2** | 11 | **100,0** | 0 |

**Over time comparison**



| | 3a | 3b | 3c | 3d |
|---|---|---|---|---|
| 2020-21 | 7,45 | 7,06 | 8,43 | 7,09 |
| 2019-20 | 8,22 | 7,57 | | |

# Degree Thesis

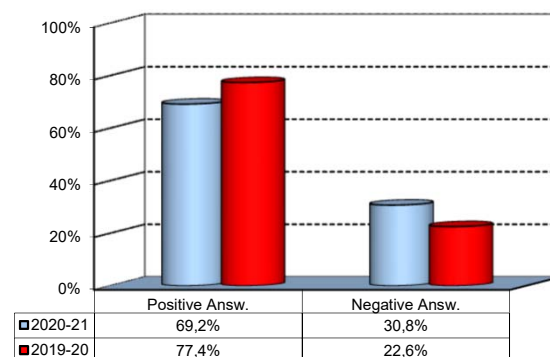**1) Do you think that the supervision and the assistance for preparing for your thesis were appropriate?**

| Anwers | a.v. | % |
|---|---|---|
| A - Definitely YES | 25 | 48,1% |
| B - More YES than NO | 21 | 40,4% |
| C - More NO than YES | 3 | 5,8% |
| D - Definitely NO | 3 | 5,8% |
| Total | 52 | 100% |
| NA | 0 | |

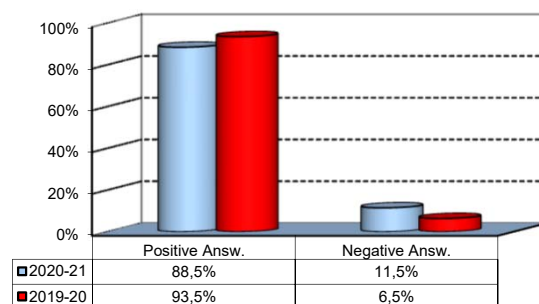| | Positive Answ. | Negative Answ. |
|---|---|---|
| 2020-21 | 88,5% | 11,5% |
| 2019-20 | 80,6% | 19,4% |
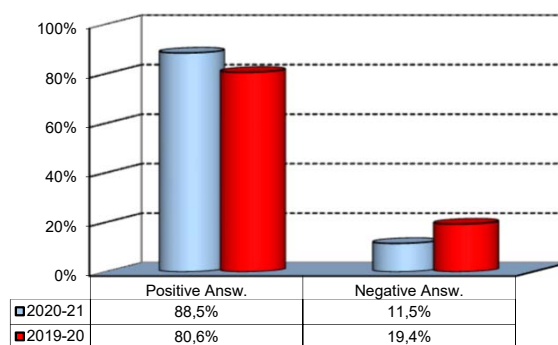
**2) Do you think that the facilities provided by the University (library, computer labs) adequately supported preparation for your thesis?**

| Anwers | a.v. | % |
|---|---|---|
| A - Definitely YES | 14 | 26,9% |
| B - More YES than NO | 22 | 42,3% |
| C - More NO than YES | 13 | 25,0% |
| D - Definitely NO | 3 | 5,8% |
| Total | 52 | 100% |
| NA | 0 | |

| | Positive Answ. | Negative Answ. |
|---|---|---|
| 2020-21 | 69,2% | 30,8% |
| 2019-20 | 77,4% | 22,6% |

**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 | 25 | 48,1% |
| B - More YES than NO | 21 | 40,4% |
| C - More NO than YES | 4 | 7,7% |
| D - Definitely NO | 2 | 3,8% |
| Total | 52 | 100% |
| NA | 0 | |

| | Positive Answ. | Negative Answ. |
|---|---|---|
| 2020-21 | 88,5% | 11,5% |
| 2019-20 | 93,5% | 6,5% |

# Experience Of Studying Abroad

**1) Please select the program you participated in:**

| Answers | a.v. | % 2020-21 | % 2019-20 |
|---|---|---|---|
| A - Exchange | 3 | 5,8 | 12,9 |
| B - CEMS-MIM | 0 | 0,0 | 0,0 |
| C- Double Degree | 10 | 19,2 | 51,6 |
| D - Free-Mover | 0 | 0,0 | 0,0 |
| E- None | 39 | 75,0 | 35,5 |
| *Total* | **52** | **100,0** | **100,0** |
| NA | 0 | | |

2020-21 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. | 0 | **0,0** | 1 | **8,3** | 10 | **83,3** | 1 | **8,3** | 12 | **100,0** | 1 |
| **2b)** The range and interest of programs offered. | 0 | **0,0** | 0 | **0,0** | 8 | **61,5** | 5 | **38,5** | 13 | **100,0** | 0 |
| **2c)** The support you received from Bocconi International Relations. | 0 | **0,0** | 0 | **0,0** | 9 | **69,2** | 4 | **30,8** | 13 | **100,0** | 0 |

## Over time comparison

**3) Would you positively evaluate this experience?**

| Answers | v.a. | % |
|---|---|---|
| A - Definitely YES | 6 | 46,2% |
| B - More YES than NO | 6 | 46,2% |
| C - More NO than YES | 1 | 7,7% |
| D - Definitely NO | 0 | 0,0% |
| *Total* | **13** | **100%** |
| NA | 0 | |



| | Positive Answ. | Negative Answ. |
|---|---|---|
| 2020-21 | 92,3% | 7,7% |
| 2019-20 | 95,0% | 5,0% |
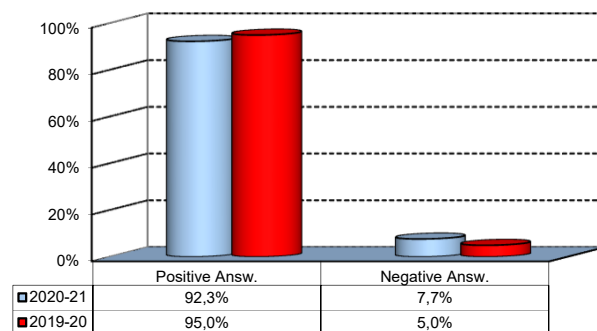
*(In case of answer "E" to item no.1)*

**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 | 3 | 8,3% |
| B-Absence of the requirements needed for participation in the program selected | 1 | 2,8% |
| C-Rejection of your application | 6 | 16,7% |
| D-Lack of time during the period of study | 1 | 2,8% |
| E-Other (personal, family, organizational reasons, etc.) | 25 | 69,4% |
| *Total* | **36** | **100%** |
| NA | 3 | |



| | A | B | C | D | E |
|---|---|---|---|---|---|
| 2020-21 | 8,3% | 2,8% | 16,7% | 2,8% | 69,4% |
| 2019-20 | 18,2% | 9,1% | 9,1% | 0,0% | 63,6% |
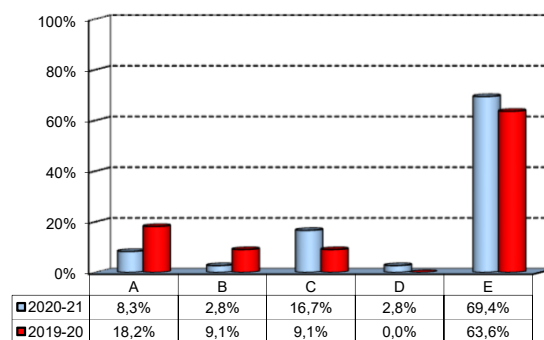
# Internship Activities

**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 | 33 | 63,5 | 96,8 |
| B - Field Project | 11 | 21,2 | 3,2 |
| C - Alternative Activity^ | 8 | 15,4 | 0,0 |
| *Total* | **52** | **100,0** | **100,0** |
| NA | 0 | | |

**2) How did you find the internship?***

| Answers | a.v. | % |
|---|---|---|
| A - Through the University's Placement Services | 15 | 60,0% |
| B - Through the faculty members of the degree program | 2 | 8,0% |
| C - Through autonomous way then recognized by the degree program | 8 | 32,0% |
| *Total* | **25** | **100,0%** |
| NA | 27 | |

| | A | B | C |
|---|---|---|---|
| 2020-21 | 60,0% | 8,0% | 32,0% |
| 2019-20 | 56,7% | 0,0% | 43,3% |
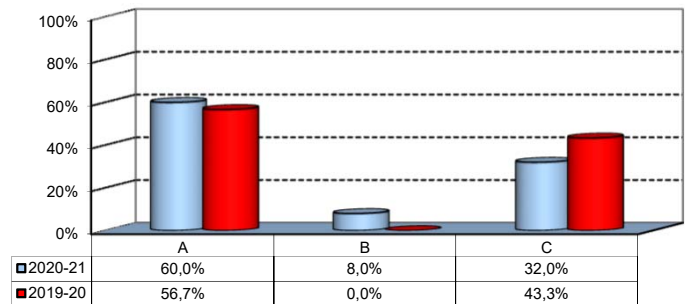
**3) Where did you complete the internship recognized by the Bachelor program?**

| Answers | a.v. | % 2020-21 | % 2019-20 |
|---|---|---|---|
| In Italy | 22 | 66,7% | 40,0% |
| Abroad | 11 | 33,3% | 60,0% |
| *Total* | **33** | **100%** | **100%** |
| NA | 0 | | |

Abroad / In Italy
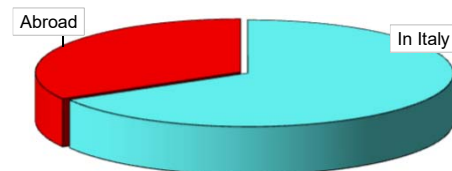
*:Item not submitted to students starting from the graduation sessions of April 2022

^: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
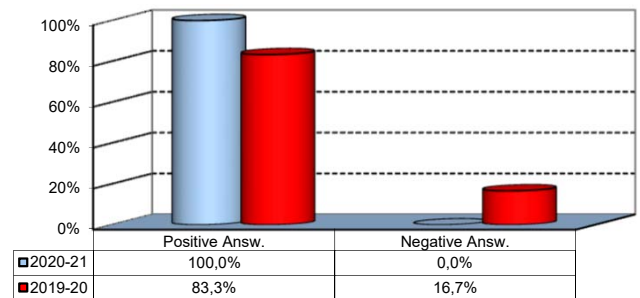
# Internship Activities

*How would you evaluate:*

| | 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 number and variety of opportunities offered. | 1 | **3,8** | 1 | **3,8** | 19 | **73,1** | 5 | **19,2** | 26 | **100,0** | 26 |
| **4b)** The support you received from the Internship Office. | 0 | **0,0** | 2 | **7,7** | 14 | **53,8** | 10 | **38,5** | 26 | **100,0** | 26 |

**Over time comparison**
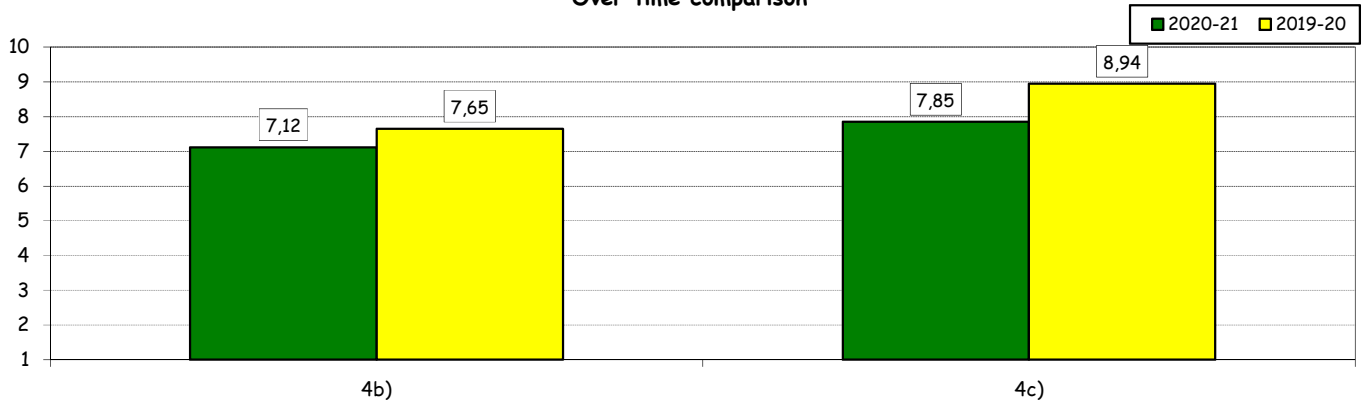


**5) Would you positively evaluate this experience?**

| Answers | a.v. | % |
|---|---|---|
| A - Definitely YES | 24 | 57,1% |
| B - More YES than NO | 18 | 42,9% |
| C - More NO than YES | 0 | 0,0% |
| D - Definitely NO | 0 | 0,0% |
| *Total* | **42** | **100%** |
| NA | 10 | |



| | Positive Answ. | Negative Answ. |
|---|---|---|
| 2020-21 | 100,0% | 0,0% |
| 2019-20 | 83,3% | 16,7% |

**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 | 19 | 45,2% |
| B - More YES than NO | 16 | 38,1% |
| C - More NO than YES | 7 | 16,7% |
| D - Definitely NO | 0 | 0,0% |
| *Total* | **42** | **100%** |
| NA | 10 | |



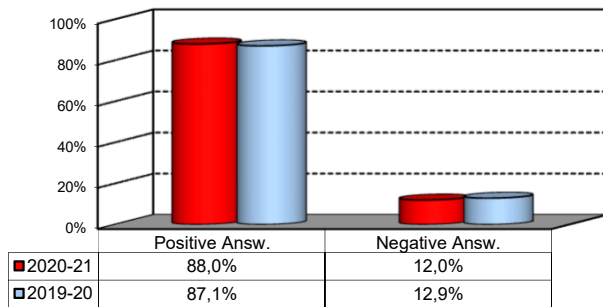| | Positive Answ. | Negative Answ. |
|---|---|---|
| 2020-21 | 83,3% | 16,7% |
| 2019-20 | 87,1% | 12,9% |
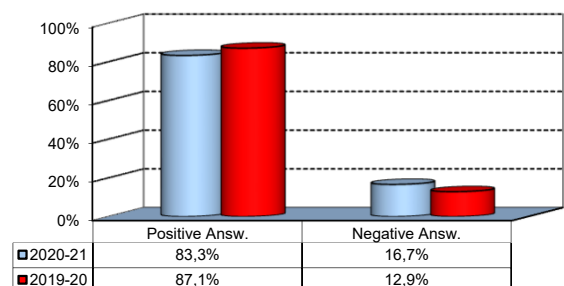
# General satisfaction and short-term plans

**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 | 13 | 30,2% | 5 | 71,4% | 18 | 36,0% |
| B - More YES than NO | 25 | 58,1% | 1 | 14,3% | 26 | 52,0% |
| C - More NO than YES | 5 | 11,6% | 1 | 14,3% | 6 | 12,0% |
| D - Definitely NO | 0 | 0,0% | 0 | 0,0% | 0 | 0,0% |
| *Total* | 43 | 100% | 7 | 100% | 50 | 100% |
| NA | 0 | | 2 | | 2 | |

**Over time comparison**



| | Positive Answ. | Negative Answ. |
|---|---|---|
| 2020-21 | 88,0% | 12,0% |
| 2019-20 | 87,1% | 12,9% |

**Comparison with the overall School data**



| | Positive Answ. | Negative Answ. |
|---|---|---|
| PPA | 88,0% | 12,0% |
| Grad. School | 86,7% | 13,3% |
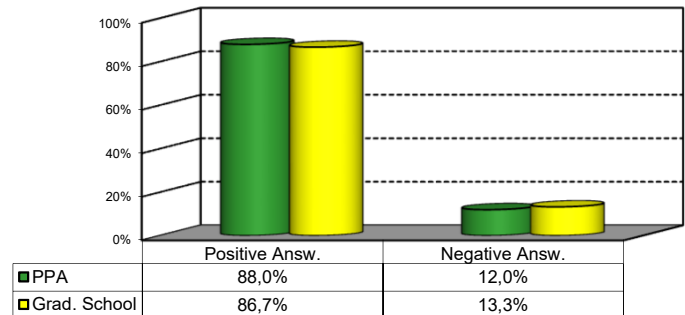
**2a) If you could go back in time, would you enroll in the University again?**

| Answers | Italian | | Non Italian | | Total | |
|---|---|---|---|---|---|---|
| | v.a. | % | v.a. | % | v.a. | % |
| A-YES, in the same program at this University | 29 | 67,4% | 4 | 57,1% | 33 | 66,0% |
| B-YES, in another program at this University | 5 | 11,6% | 2 | 28,6% | 7 | 14,0% |
| C-YES, in the same program but at another University | 4 | 9,3% | 0 | 0,0% | 4 | 8,0% |
| D-YES, in another program at another University | 5 | 11,6% | 1 | 14,3% | 6 | 12,0% |
| E-NO, I would not enrol in university anymore | 0 | 0,0% | 0 | 0,0% | 0 | 0,0% |
| *Total* | 43 | 100% | 7 | 100% | 50 | 100% |
| NA | 0 | | 2 | | 2 | |

**Over time comparison**



| | A | B | C | D | E |
|---|---|---|---|---|---|
| 2020-21 | 66,0% | 14,0% | 8,0% | 12,0% | 0,0% |
| 2019-20 | 56,7% | 40,0% | 0,0% | 3,3% | 0,0% |

**Comparison with the overall School data**



| | A | B | C | D | E |
|---|---|---|---|---|---|
| PPA | 66,0% | 14,0% | 8,0% | 12,0% | 0,0% |
| Grad. School | 64,9% | 16,5% | 11,6% | 6,9% | 0,1% |
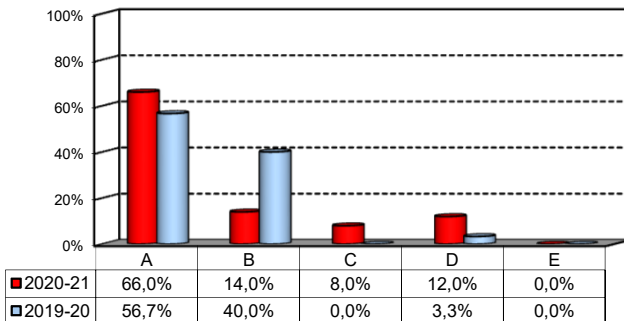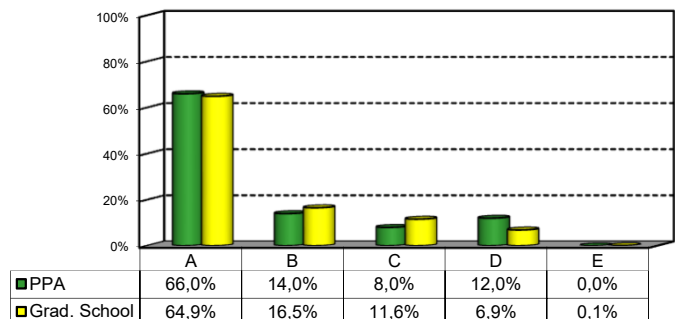
**General satisfaction and short-term plans**

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

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

| MSc | a.v. | % |
|---|---|---|
| ACME | 0 | 0,0% |
| AFC | 0 | 0,0% |
| FIN | 0 | 0,0% |
| CLELI | 0 | 0,0% |
| ESS | 1 | 100,0% |
| EMIT | 0 | 0,0% |
| GIO | 0 | 0,0% |
| IM | 0 | 0,0% |
| M | 0 | 0,0% |
| MM | 0 | 0,0% |
| Total | 1 | 100% |
| NA | 6 | |

**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 | 1 | 6,3% | 11,1% |
| B -The MS program did not satisfy my expectations | 6 | 37,5% | 33,3% |
| C - I would have preferred to attend a MS program with a more generalist approach | 0 | 0,0% | 0,0% |
| D -I would have preferred to attend a MS program with a more specialist approach | 6 | 37,5% | 33,3% |
| E - I would have preferred to attend the same MS program but taught in English | 0 | 0,0% | 0,0% |
| F - Other reasons | 3 | 18,8% | 22,2% |
| Total | 16 | 100% | 100% |
| NA | 1 | | |

**F- Other reasons:**

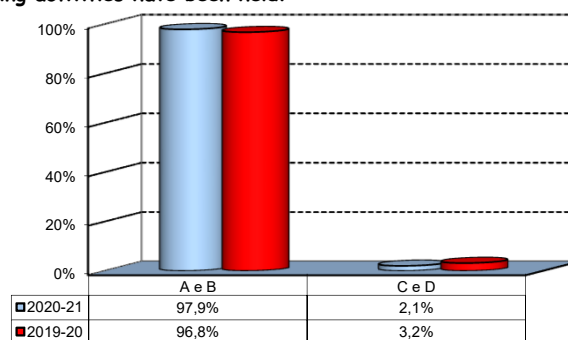| |
|---|
| Avrei preferito studiare le stesse tematiche in chiave piu' pratica e piu' orientata a lavoro |
| La scarsa attenzione dell'universita' ai bisogni socio economici degli studenti, che mi ha costretto a pagare un corso di laurea magistrale senza fasce di contribuzione, con un peso economico enorme sulla mia famiglia |
| Non mi sono sentito parte di una comunitaa', sono arrivato a perdere il piacere nello studiare e nell'andare all'universitaa'. Un'universitaa' che non offre delle infrastrutture extra-didattiche degne del nome Bocconi.   Sono il primo ad essere dispiaciuto. |

# 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 | 33 | 67,3% |
| B - Often adequate | 14 | 28,6% |
| C - Rarely adequate | 0 | 0,0% |
| D - Never adequate | 1 | 2,0% |
| E - I did not use them | 1 | 2,0% |
| *Total* | **49** | **100%** |
| NA | 3 | |



| | A e B | C e D |
|---|---|---|
| 2020-21 | 97,9% | 2,1% |
| 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 | | NA | N.R. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Answers** | **1-2** | | **3-4-5** | | **6-7-8** | | **9-10** | | | | | |
| **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 | 1 | 2,1 | 18 | 37,5 | 29 | 60,4 | 48 | 100,0 | | 3 |
| **b)** The cleanliness of classrooms and of other common areas on campus (corridors, halls, study rooms). | 0 | 0,0 | 1 | 2,0 | 12 | 24,0 | 37 | 74,0 | 50 | 100,0 | | 2 |
| **c)** The adequacy of the amount of areas/seats reserved to individual study in the University Library. | 3 | 6,0 | 5 | 10,0 | 28 | 56,0 | 14 | 28,0 | 50 | 100,0 | 0 | 2 |
| **d)** The adequacy of the amount of areas/seats reserved to individual study in other buildings on campus. | 3 | 6,0 | 5 | 10,0 | 28 | 56,0 | 14 | 28,0 | 50 | 100,0 | 0 | 2 |
| **e)** The clarity and adequacy of the signage system on campus. | 0 | 0,0 | 1 | 2,0 | 23 | 46,0 | 26 | 52,0 | 50 | 100,0 | | 2 |

### Over time comparison
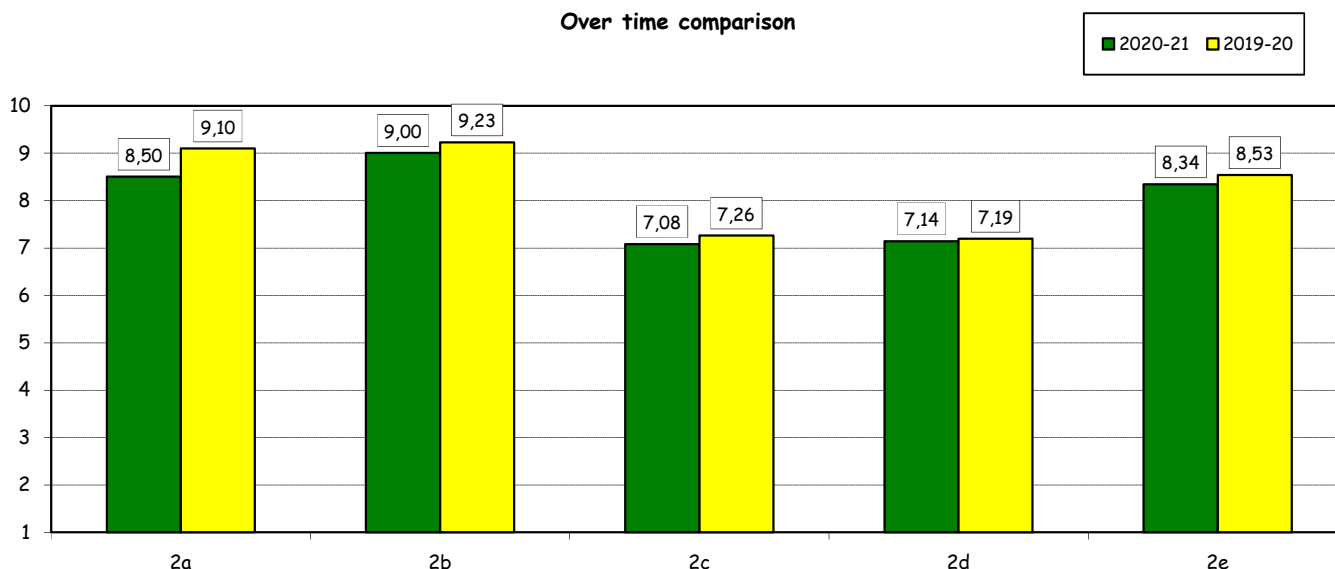


Legend: 2020-21, 2019-20

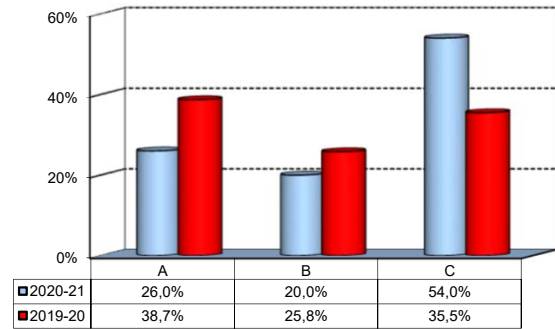| | 2a | 2b | 2c | 2d | 2e |
|---|---|---|---|---|---|
| 2020-21 | 8,50 | 9,00 | 7,08 | 7,14 | 8,34 |
| 2019-20 | 9,10 | 9,23 | 7,26 | 7,19 | 8,53 |

**(*)**: 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?**
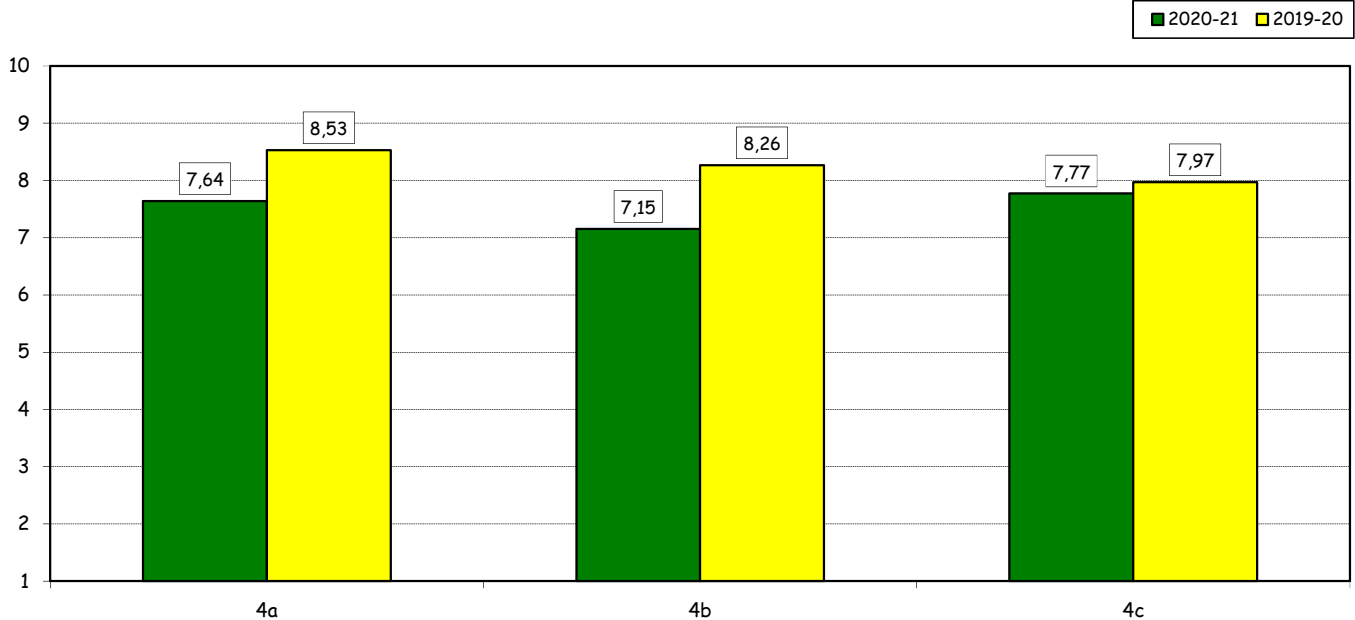
| Answers | a.v. | % |
|---|---|---|
| A- Adequate in number | 13 | 26,0% |
| B- Inadequate in number | 10 | 20,0% |
| C- Never used | 27 | 54,0% |
| *Total* | **50** | **100%** |
| NA | 2 | |



| | A | B | C |
|---|---|---|---|
| 2020-21 | 26,0% | 20,0% | 54,0% |
| 2019-20 | 38,7% | 25,8% | 35,5% |

**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 | 2 | 9,1 | 14 | 63,6 | 6 | 27,3 | 22 | 100,0 | 1 |
| **b)** The convenience of the PC Labs' opening hours.* | 0 | 0,0 | 3 | 15,0 | 13 | 65,0 | 4 | 20,0 | 20 | 100,0 | 3 |
| **c)** The level of accessibility and usability of the University's IT services (Internet access points, Punto Blu, Virtual Punto Blu, wireless connection). | 0 | 0,0 | 2 | 4,2 | 33 | 68,8 | 13 | 27,1 | 48 | 100,0 | 2 |

## Over time comparison



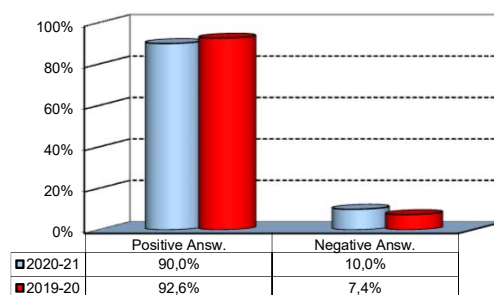| | 4a | 4b | 4c |
|---|---|---|---|
| 2020-21 | 7,64 | 7,15 | 7,77 |
| 2019-20 | 8,53 | 8,26 | 7,97 |

(*): 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 | 18 | 36,0% |
| B - Quite positive | 18 | 36,0% |
| C - Quite negative | 3 | 6,0% |
| D - Very Negative | 1 | 2,0% |
| E - Never used | 10 | 20,0% |
| *Total* | **50** | **100%** |
| NA | 2 | |



| | Positive Answ. | Negative Answ. |
|---|---|---|
| 2020-21 | 90,0% | 10,0% |
| 2019-20 | 92,6% | 7,4% |

**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. | 0 | 0,0 | 0 | 0,0 | 25 | 67,6 | 12 | 32,4 | 37 | 100,0 | 3 |
| **b)** The range of collections available in the Library and the frequency they are updated (books, magazines, electronic resources, databases). | 1 | 2,7 | 1 | 2,7 | 25 | 67,6 | 10 | 27,0 | 37 | 100,0 | 3 |
| **c)** The speed of fulfillment of requests for documents provided by other Libraries. | 0 | 0,0 | 5 | 15,2 | 21 | 63,6 | 7 | 21,2 | 33 | 100,0 | 7 |
| **d)** The number of documents that may be borrowed and the duration of the loan period. | 0 | 0,0 | 3 | 9,4 | 20 | 62,5 | 9 | 28,1 | 32 | 100,0 | 8 |
| **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 | 3 | 8,3 | 19 | 52,8 | 14 | 38,9 | 36 | 100,0 | 4 |
| **f)** The efficiency and ease of use of the search tools provided (on and off campus). | 2 | 5,4 | 2 | 5,4 | 25 | 67,6 | 8 | 21,6 | 37 | 100,0 | 3 |
| **g)** The number of books and journals available on open shelves in the reading rooms. | 3 | 7,7 | 6 | 15,4 | 21 | 53,8 | 9 | 23,1 | 39 | 100,0 | 1 |
| **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 | 4 | 14,3 | 17 | 60,7 | 7 | 25,0 | 28 | 100,0 | 12 |

**Over time comparison** ■ 2020-21 □ 2019-20



| | 6a | 6b | 6c | 6d | 6e | 6f | 6g | 6h |
|---|---|---|---|---|---|---|---|---|
| 2020-21 | 8,24 | 7,76 | 7,42 | 7,88 | 7,94 | 7,30 | 6,92 | 7,68 |
| 2019-20 | 7,40 | 7,79 | 8,00 | 8,29 | 8,26 | 7,91 | 8,13 | 7,95 |

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