

EVALUATION OF THE DEGREE PROGRAM AND THE UNIVERSITY EXPERIENCE

MASTER OF SCIENCE IN
FINANZA - FINANCE
a.y. 2020-2021

SURVEY PERIOD: LUGLIO 2021- LUGLIO 2022

N° QUESTIONNAIRES PROCESSED: 242

N° OF GRADUATE STUDENTS: 253

RESPONSE RATE: 95,7%



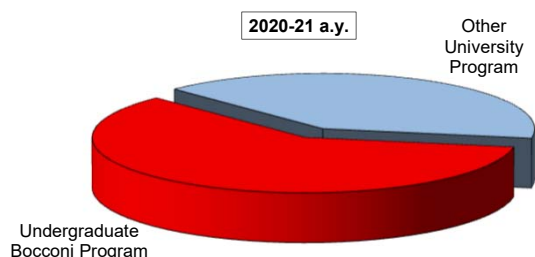
EVALUATION OF UNIVERSITY EXPERIENCE

Finanza- Finance

General information

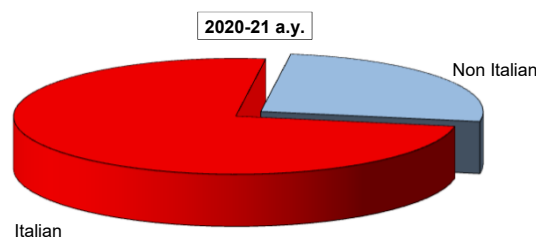
Undergraduate Career

Answers	a.v.	% 2020-21	% 2019-20
Undergraduate Bocconi Program	145	59,9	60,0
Other University Program	97	40,1	40,0
Total	242	100,0	100,0
NA	0		



Nationality

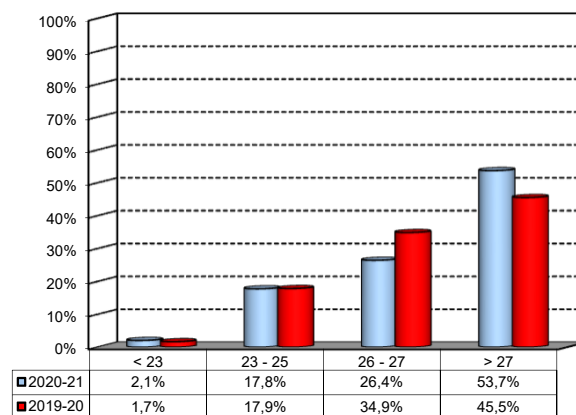
Answers	a.v.	% 2020-21	% 2019-20
Italian	180	74,4%	74,9%
Non Italian	62	25,6%	25,1%
Total	242	100%	100%
NA	1		



Average mark of the exams passed:

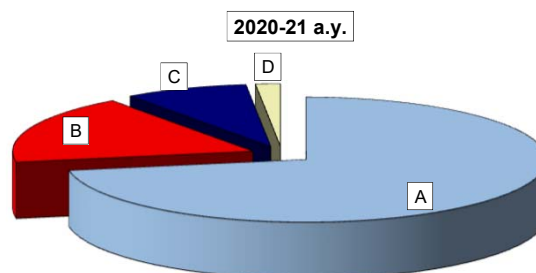
(approximate average expressed in 30/30)

Answers	a.v.	%
18	0	0,0%
19	0	0,0%
20	1	0,4%
21	1	0,4%
22	3	1,2%
23	7	2,9%
24	16	6,6%
25	20	8,3%
26	29	12,0%
27	35	14,5%
28	72	29,8%
29	49	20,2%
30	9	3,7%
Total	242	100%
NA	0	



How many of the courses included in your curriculum did you attend regularly?

Answers	a.v.	% 2020-21	% 2019-20
A - More than 75%	174	72,2	67,1
B - Between 50 and 75%	43	17,8	17,5
C - Between 25 and 50%	20	8,3	5,1
D - Less than 25%	4	1,7	10,3
Total	241	100,0	100,0
NA	1		

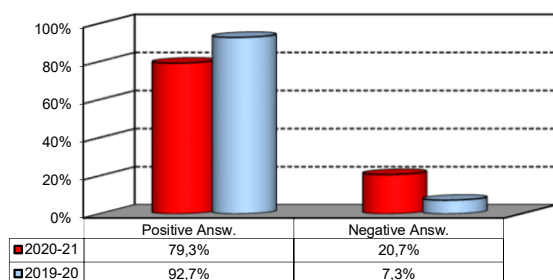


Study Experience

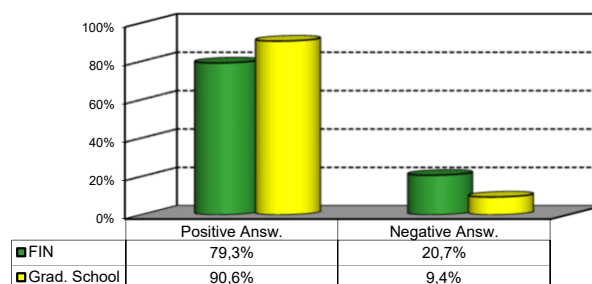
1) On the whole, do you think that the MSc program you attended at Bocconi enabled in-depth study of topics in both a theoretical and a practical sense?

Answers	Italian		Non Italian		Total	
	a.v.	%	a.v.	%	a.v.	%
A - Definitely YES	58	32,4%	27	43,5%	85	35,3%
B - More YES than NO	78	43,6%	28	45,2%	106	44,0%
C - More NO than YES	34	19,0%	6	9,7%	40	16,6%
D - Definitely NO	9	5,0%	1	1,6%	10	4,1%
Total	179	100%	62	100%	241	100%
NA	1		0			

Over time comparison



Comparison with the overall School data

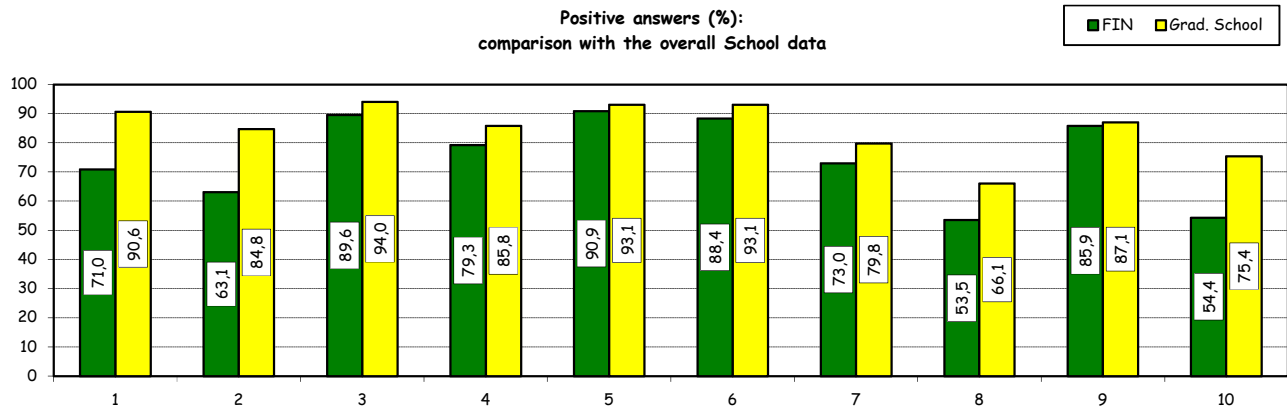


Study Experience

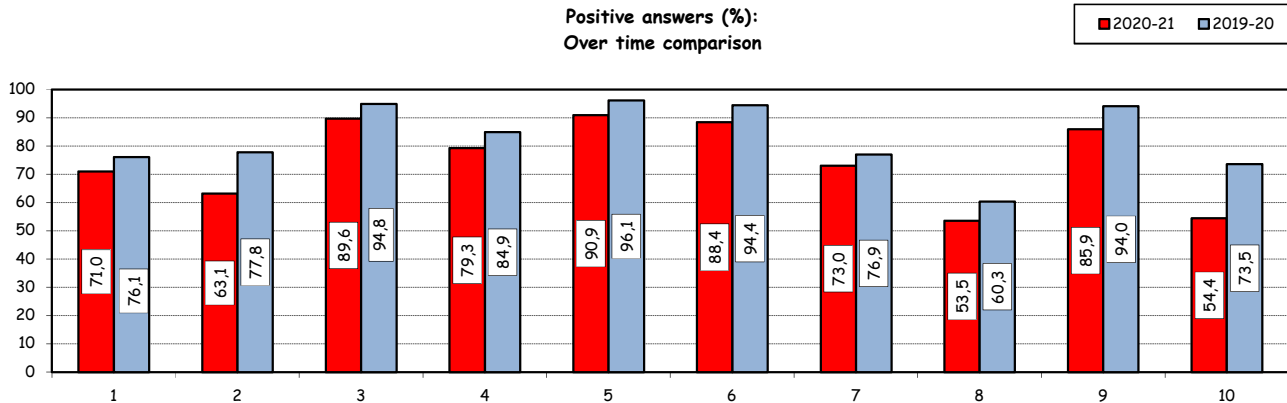
2) Do you think that your course of study at Bocconi has contributed to the development of the following skills?

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	64	26,6	107	44,4	56	23,2	14	5,8	241	100,0	1
2	Interpersonal skills	57	23,7	95	39,4	67	27,8	22	9,1	241	100,0	1
3	Organizational skills	124	51,5	92	38,2	22	9,1	3	1,2	241	100,0	1
4	Critical thinking skills	106	44,0	85	35,3	40	16,6	10	4,1	241	100,0	1
5	Ability to analyze and select information	128	53,1	91	37,8	20	8,3	2	0,8	241	100,0	1
6	Problem-solving ability	118	49,0	95	39,4	24	10,0	4	1,7	241	100,0	1
7	Written communication skills	76	31,5	100	41,5	51	21,2	14	5,8	241	100,0	1
8	Verbal communication skills	38	15,8	91	37,8	76	31,5	36	14,9	241	100,0	1
9	Ability to cope with stress	143	59,3	64	26,6	20	8,3	14	5,8	241	100,0	1
10	Entrepreneurial spirit	55	22,8	76	31,5	70	29,0	40	16,6	241	100,0	1

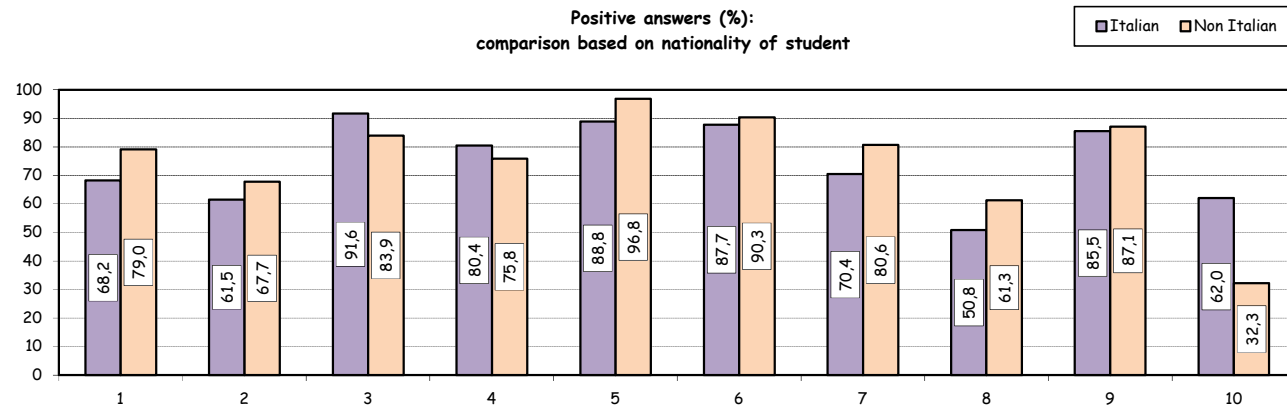
Positive answers (%):
comparison with the overall School data



Positive answers (%):
Over time comparison



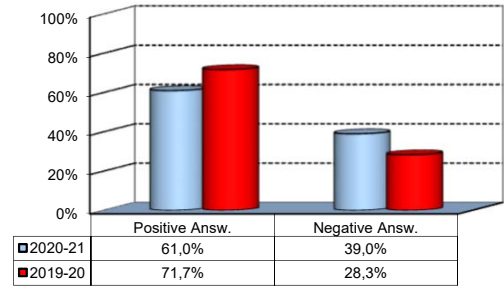
Positive answers (%):
comparison based on nationality of student



Study Experience

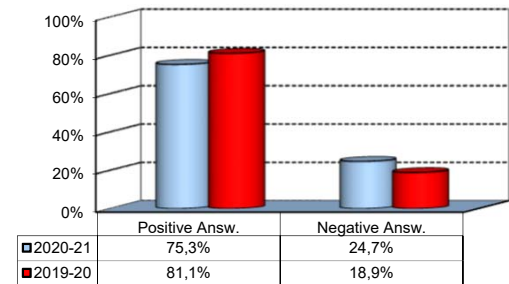
3) Do you think that teaching activities in the MSc program were structured in an active manner (frequent use of teamwork, case studies, assignments, etc.)?

Answers	a.v.	%
A - Definitely YES	49	20,3%
B - More YES than NO	98	40,7%
C - More NO than YES	70	29,0%
D - Definitely NO	24	10,0%
Total	241	100%
NA	1	



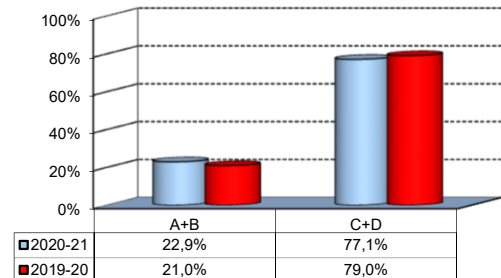
4) Do you think that the courses in your curriculum were adequately coordinated with each other?

Answers	a.v.	%
A - Definitely YES	58	24,3%
B - More YES than NO	122	51,0%
C - More NO than YES	43	18,0%
D - Definitely NO	16	6,7%
Total	239	100%
NA	3	



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?

Answers	a.v.	%
A-Very often	11	7,6%
B-Often	22	15,3%
C-Hardly ever	86	59,7%
D-Never	25	17,4%
Total	144	100%
NA	98	



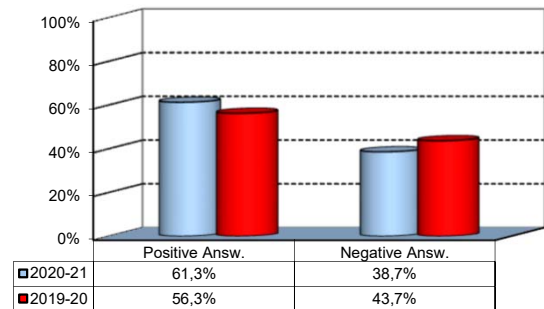
Please select the course or courses in the MSc program in which you encountered overlaps or unnecessary repetitions (multiple answers admitted)

Course	a.v.	%
FINANCIAL REPORTING AND ANALYSIS - BILANCIO	10	13,9%
QUANTITATIVE FINANCE AND DERIVATIVES - MODULE 1 - METODI QUANTITATIVI PER LA FINANZA	6	8,3%
FINANZA AZIENDALE (Introduzione alle valutazioni) - FINANZA AZIENDALE	6	8,3%
FINANCIAL REPORTING AND ANALYSIS - BILANCIO - MODULO 2	4	5,6%
FINANCIAL REPORTING AND ANALYSIS - ACCOUNTING	4	5,6%
FINANCIAL ECONOMETRICS AND EMPIRICAL FINANCE - MODULE 1 - METODI QUANTITATIVI PER LA FINANZA	4	5,6%
Other	38	52,8%
TOTAL	72	100,0%

Study Experience

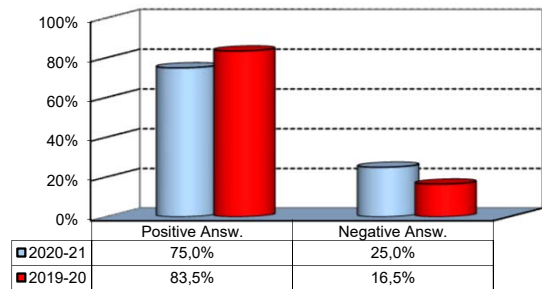
6) Do you think that the overall study load was compatible with the length of the program?

Answers	a.v.	%
A - Definitely YES	51	21,4%
B - More YES than NO	95	39,9%
C - More NO than YES	58	24,4%
D - Definitely NO	34	14,3%
Total	238	100%
NA	4	



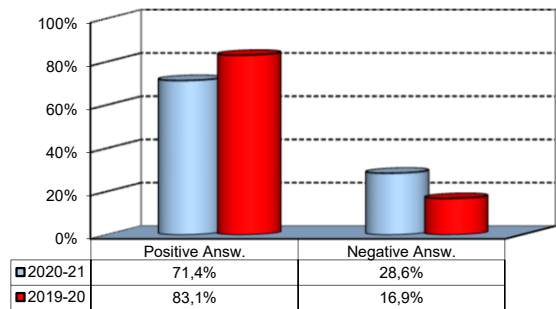
7) Was the coordination of the study program appropriately managed by the Program Director?

Answers	a.v.	%
A - Definitely YES	53	22,5%
B - More YES than NO	124	52,5%
C - More NO than YES	46	19,5%
D - Definitely NO	13	5,5%
Total	236	100%
NA	6	



8) On the whole, were the classroom climate and relationships with your classmates positive and able to enrich your personal experience?

Answers	a.v.	%
A - Definitely YES	58	24,4%
B - More YES than NO	112	47,1%
C - More NO than YES	49	20,6%
D - Definitely NO	19	8,0%
Total	238	100%
NA	4	

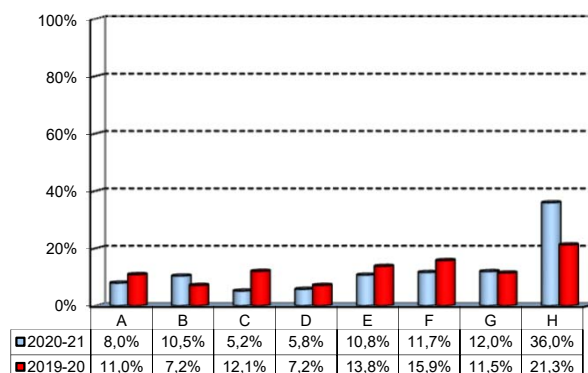


Extracurricular Activities

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

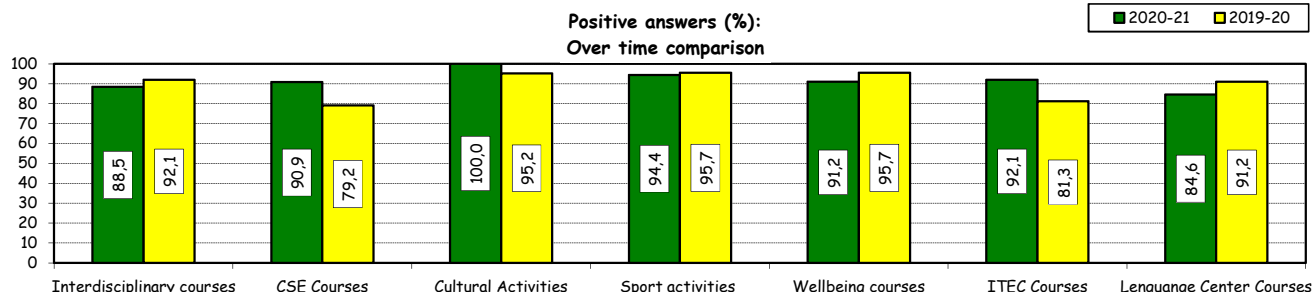
(multiple answers admitted)

Answers	a.v.	%
A - Interdisciplinary courses ("Sapere a tutto campo")	26	8,0%
B - Counseling and Self-Empowerment courses CSE	34	10,5%
C - Cultural Activities (visit museums, concerts, theatre and cinema, various issues)	17	5,2%
D - Sport activities	19	5,8%
E - Wellbeing courses	35	10,8%
F - Courses offered by ITEC	38	11,7%
G - Courses offered by Language Center	39	12,0%
H - None	117	36,0%
Total	325	100%
NA	0	



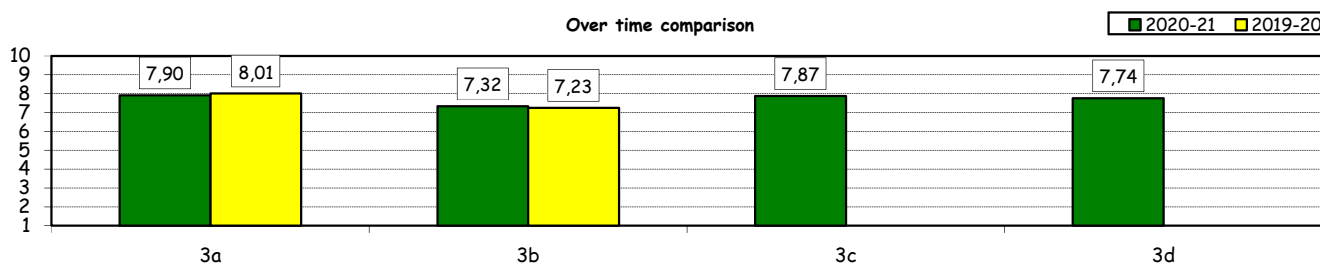
2) Do you think that the activities you took part in contributed to your cultural/educational enrichment?

	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)	12	46,2	11	42,3	3	11,5	0	0,0	26	100,0	0
B - CSE Courses	9	27,3	21	63,6	2	6,1	1	3,0	33	100,0	1
C - Cultural Activities	12	70,6	5	29,4	0	0,0	0	0,0	17	100,0	0
D - Sport activities	9	50,0	8	44,4	1	5,6	0	0,0	18	100,0	1
E - Wellbeing courses	14	41,2	17	50,0	3	8,8	0	0,0	34	100,0	1
F - Courses offered by ITEC	16	42,1	19	50,0	3	7,9	0	0,0	38	100,0	0
G - Courses offered by Language Center	16	41,0	17	43,6	5	12,8	1	2,6	39	100,0	0



How would you evaluate:

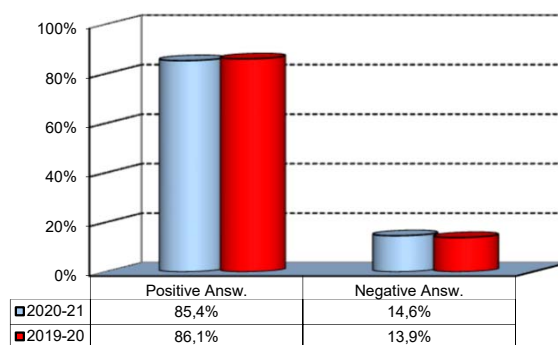
Item	Answers	Negative				Positive				Total		NA
		1-2		3-4-5		6-7-8		9-10		a.v.	%	
		a.v.	%	a.v.	%	a.v.	%	a.v.	%			
3a) The range and interest of programmes offered		1	0,8	7	5,6	73	58,9	43	34,7	124	100,0	1
3b) The support you received from the Campus Life Office		3	2,4	20	16,3	65	52,8	35	28,5	123	100,0	2
3c) The support you received from ITEC		0	0,0	2	5,3	20	52,6	16	42,1	38	100,0	0
3d) The support you received from Language Center		2	5,1	4	10,3	16	41,0	17	43,6	39	100,0	0



Degree Thesis

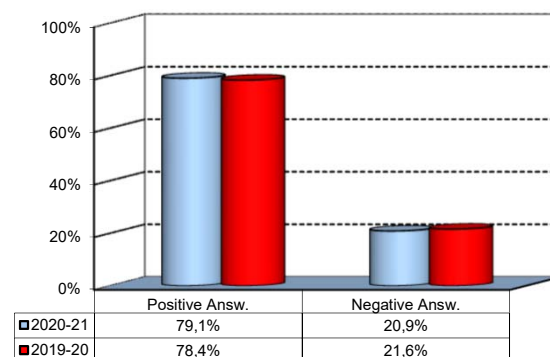
1) Do you think that the supervision and the assistance for preparing for your thesis were appropriate?

Answers	a.v.	%
A - Definitely YES	117	49,0%
B - More YES than NO	87	36,4%
C - More NO than YES	22	9,2%
D - Definitely NO	13	5,4%
Total	239	100%
NA	3	



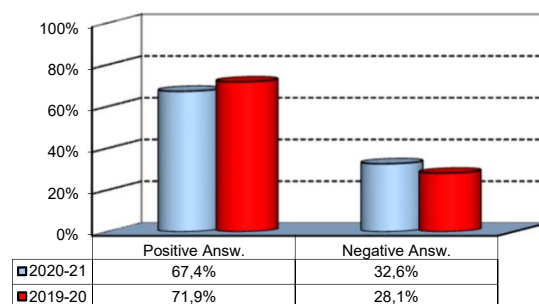
2) Do you think that the facilities provided by the University (library, computer labs) adequately supported preparation for your thesis?

Answers	a.v.	%
A - Definitely YES	82	34,3%
B - More YES than NO	107	44,8%
C - More NO than YES	39	16,3%
D - Definitely NO	11	4,6%
Total	239	100%
NA	3	



3) Do you think that your thesis was a useful experience for completing your education and a way to verify your planning and writing skills?

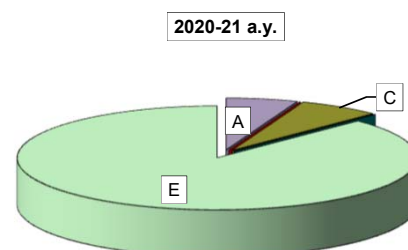
Answers	a.v.	%
A - Definitely YES	77	32,2%
B - More YES than NO	84	35,1%
C - More NO than YES	46	19,2%
D - Definitely NO	32	13,4%
Total	239	100%
NA	3	



Experience Of Studying Abroad

1) Please select the program you participated in:

Answers	%		
	a.v.	2020-21	2019-20
A - Exchange	14	5,8	17,1
B - CEMS-MIM	0	0,0	0,0
C- Double Degree	16	6,6	6,4
D - Free-Mover	0	0,0	3,8
E- None	211	87,6	72,6
Total	241	100,0	100,0
NA	1		

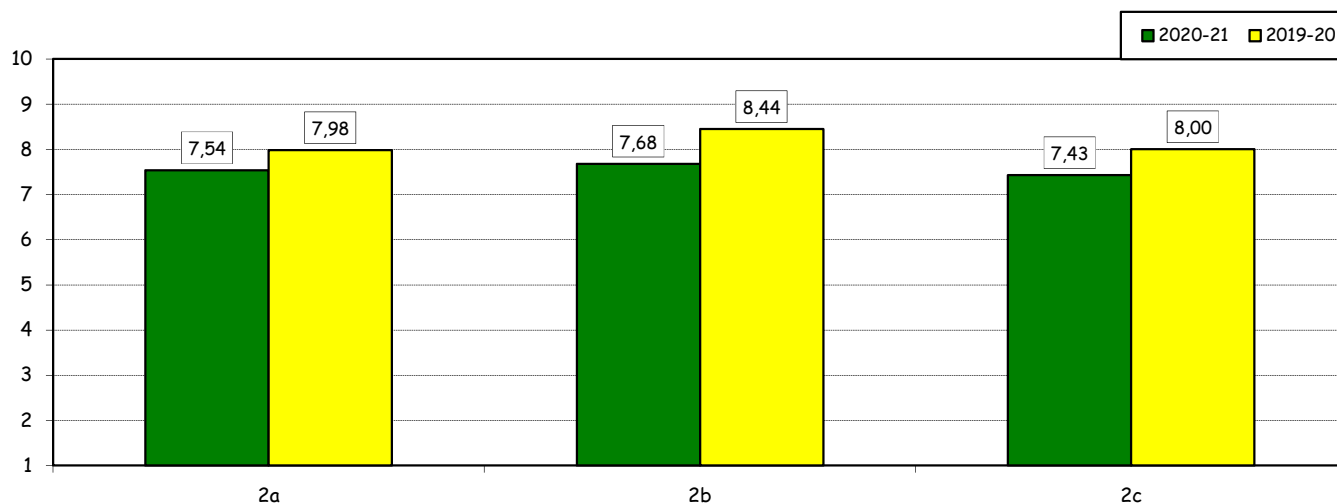


How would you evaluate:

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

Item	Answers	Negative				Positive				Total		N.A. a.v.
		1-2		3-4-5		6-7-8		9-10		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	3,6	2	7,1	16	57,1	9	32,1	28	100,0	2	
2b) The range and interest of programs offered.	1	3,6	2	7,1	16	57,1	9	32,1	28	100,0	2	
2c) The support you received from Bocconi International Relations.	1	3,6	4	14,3	12	42,9	11	39,3	28	100,0	2	

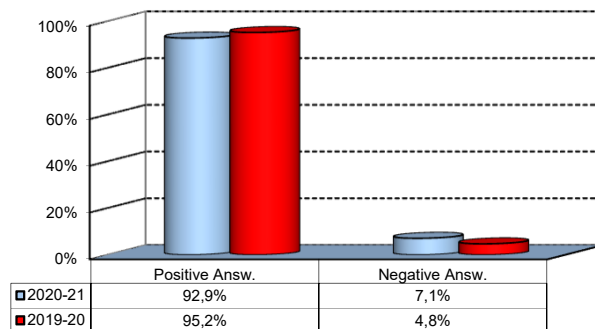
Over time comparison



Experience Of Studying Abroad

3) Would you positively evaluate this experience?

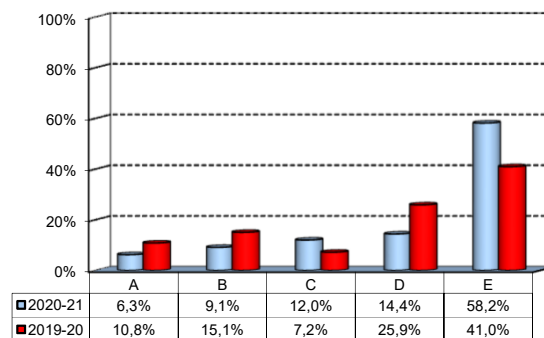
Answers	v. a.	%
A - Definitely YES	10	35,7%
B - More YES than NO	16	57,1%
C - More NO than YES	1	3,6%
D - Definitely NO	1	3,6%
Total	28	100%
NA	2	



(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	13	6,3%
B-Absence of the requirements needed for participation in the program selected	19	9,1%
C-Rejection of your application	25	12,0%
D-Lack of time during the period of study	30	14,4%
E-Other (personal, family, organizational reasons, etc.)	121	58,2%
Total	208	100%
NA	3	



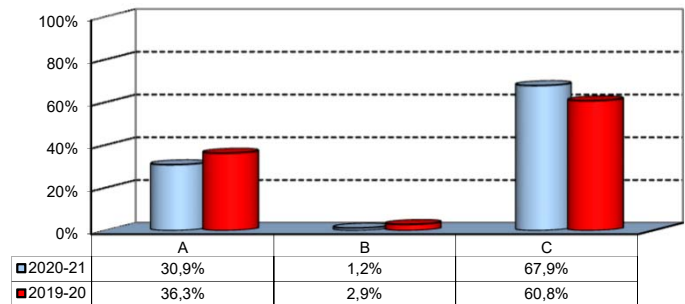
Internship Activities

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	122	50,4	98,6
B - Field Project	7	2,9	1,4
C - Alternative Activity [^]	113	46,7	0,0
Total	242	100,0	100,0
NA	0		

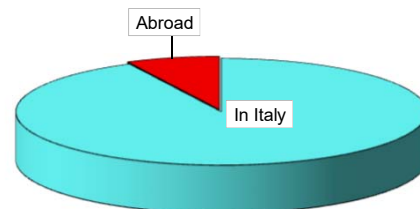
2) How did you find the internship?*

Answers	a.v.	%
A - Through the University's Placement Services	25	30,9%
B - Through the faculty members of the degree program	1	1,2%
C - Through autonomous way then recognized by the degree program	55	67,9%
Total	81	100,0%
NA	161	



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

Answers	a.v.	%	
		2020-21	2019-20
In Italy	113	92,6%	55,2%
Abroad	9	7,4%	44,8%
Total	122	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 Career Start Pack. It consists in an elective exam integrated with mandatory participation in the virtual career orientation path

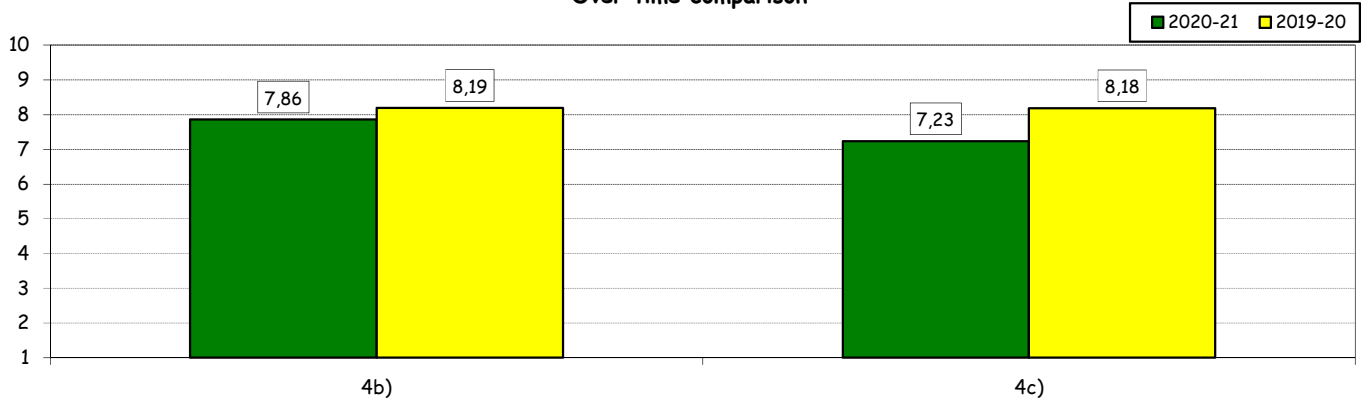
Internship Activities

How would you evaluate:

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

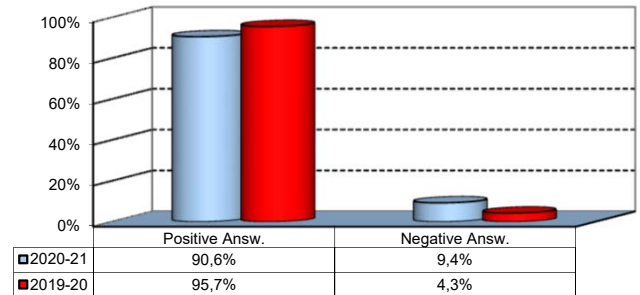
Item	Answers	Negative				Positive				Total		N.A.
		1-2		3-4-5		6-7-8		9-10		a.v.	%	a.v.
		a.v.	%	a.v.	%	a.v.	%	a.v.	%			
4a) The number and variety of opportunities offered.		1	1,3	6	7,9	36	47,4	33	43,4	76	100,0	5
4b) The support you received from the Internship Office.		3	4,0	8	10,7	41	54,7	23	30,7	75	100,0	6

Over time comparison



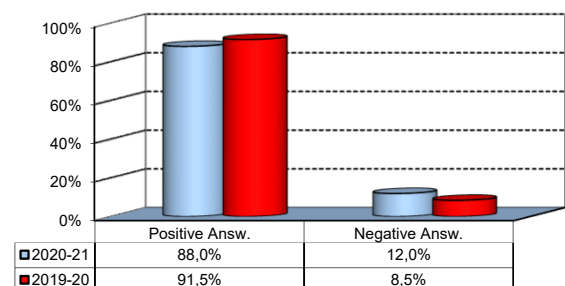
5) Would you positively evaluate this experience?

Answers	a.v.	%
A - Definitely YES	111	57,8%
B - More YES than NO	63	32,8%
C - More NO than YES	13	6,8%
D - Definitely NO	5	2,6%
Total	192	100%
NA	50	



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	90	46,9%
B - More YES than NO	79	41,1%
C - More NO than YES	16	8,3%
D - Definitely NO	7	3,6%
Total	192	100%
NA	50	

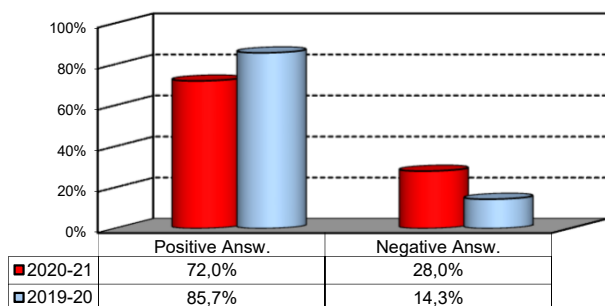


General satisfaction and short-term plans

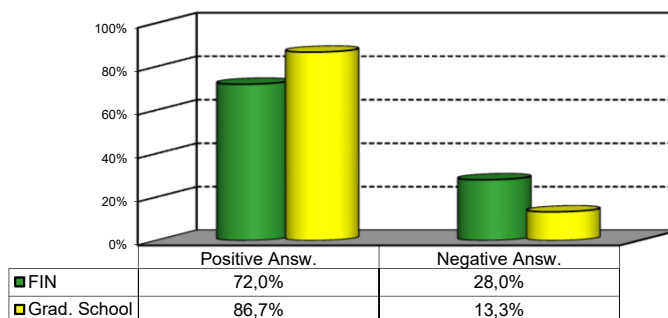
1) Are you satisfied overall with the study program you attended?

Answers	Italian		Non Italian		Total	
	a.v.	%	a.v.	%	a.v.	%
A - Definitely YES	48	27,0%	17	27,9%	65	27,2%
B - More YES than NO	72	40,4%	35	57,4%	107	44,8%
C - More NO than YES	36	20,2%	8	13,1%	44	18,4%
D - Definitely NO	22	12,4%	1	1,6%	23	9,6%
Total	178	100%	61	100%	239	100%
NA	2		1		3	

Over time comparison



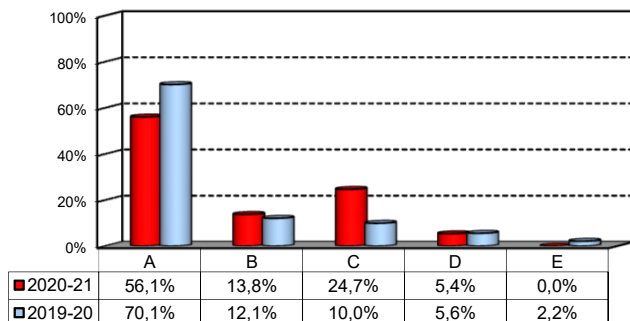
Comparison with the overall School data



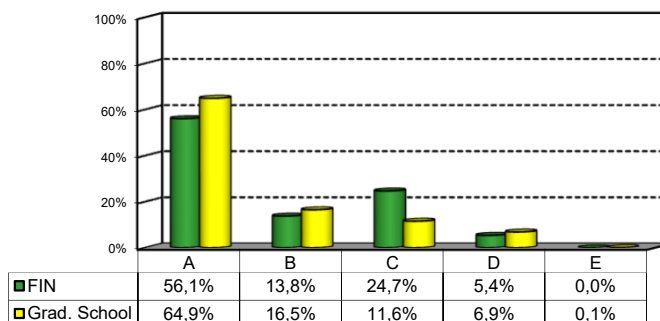
2a) If you could go back in time, would you enroll in the University again?

Answers	Italian		Non Italian		Total	
	v.a.	%	v.a.	%	v.a.	%
A-YES, in the same program at this University	93	52,2%	41	67,2%	134	56,1%
B-YES, in another program at this University	30	16,9%	3	4,9%	33	13,8%
C-YES, in the same program but at another University	43	24,2%	16	26,2%	59	24,7%
D-YES, in another program at another University	12	6,7%	1	1,6%	13	5,4%
E-NO, I would not enrol in university anymore	0	0,0%	0	0,0%	0	0,0%
Total	178	100%	61	100%	239	100%
NA	2		1		3	

Over time comparison



Comparison with the overall School data



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	8	44,4%
FIN	1	5,6%
CLELI	0	0,0%
ESS	4	22,2%
EMIT	0	0,0%
GIO	0	0,0%
IM	4	22,2%
M	1	5,6%
MM	0	0,0%
Total	18	100%
NA	15	

2c) Why would you make a different choice?

(In case of answer "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	10,1%	32,3%
B -The MS program did not satisfy my expectations	46	46,5%	32,3%
C - I would have preferred to attend a MS program with a more generalist approach	3	3,0%	4,8%
D -I would have preferred to attend a MS program with a more specialist approach	12	12,1%	14,5%
E - I would have preferred to attend the same MS program but taught in English	4	4,0%	3,2%
F - Other reasons	24	24,2%	12,9%
Total	99	100%	100%
NA	6		

General satisfaction and short-term plans

2 anni con corsi troppo difficili e teorici, praticamente inutili per il mondo reale ed un percorso di investment banking. Supporto al placement pessimo. Difficolta' inutile, professori non disponibili. Se ottima esperienza in triennale, MSc vergognoso.

Avrei fatto un scelta leggermente diversa come indirizzo. Avrei cambiato istituto per la grande differenza nel costo della retta universitaria.

Avrei preferito frequentare un corso di laurea in Finanza piu' focalizzato su aspetti con utilita' professionale ad ampio spettro, e.g. corporate finance, accounting e sul placement, rispetto al focus su metodi quantitativi/econometria/teoria della finanza.

Avrei preferito frequentare un corso magistrale in finanza piu' focalizzato su materie direttamente utili per i miei obiettivi di carriera (e.g. corporate finance, valuation) e sul job placement, piuttosto che un corso molto teorico e quantitativo.

Avrei preferito studiare all'estero

Avrei preferito una miglior gestione dei corsi durante la pandemia covid. Le richieste degli studenti non sono quasi mai state ascoltate e il metodo di valutazione degli esami e' stato completamente stravolto da quanto era pre-pandemia.

Avrei voluto frequentare ESS per avere delle maggiori basi matematiche e poi applicare alla finanza, magari con la scelta degli opzionali tipo fixed income e advanced derivatives, che comunque fanno un recap all'inizio del corso

better alignment between university and job market country for visa purposes

Corso di Laurea in Finanza troppo quantitativo, mancanza di sviluppo di competenze spendibili in ambito lavorativo

Estero

I believe the programme of finance gives worse preparation for the job market compared to AFC programme.

I enjoyed MSc in Finance, however, I am more interested in the corporate finance part, therefore, I found the first year, in particular the first semester too focused on quantitative finance topics. Notions were far more than general knowledge.

I found this course too focused on theoretical frameworks. In many courses it lacks practical experience, which I believe is very important when a student enters the job market

I think Bocconi does not adequately support international students, especially those that come from a non-European background. There needs to be more support particularly from the visa office and student life office.

Il carico di studi nel primo anno, specie nel primo semestre, e' eccessivo. Considerando anche le application da dover fare per trovare un internship, diventa alquanto sostenibile. In piu', alcuni corsi sono piu' calzanti per un PhD.

Meno sbocchi al lavoro internazionale rispetto al previsto. Avrei preferito inoltre frequentare in lingua inglese

Mi rendo conto che 2 anni di msc sono inutili, per chi vuole fare corporate e' sufficiente 1 anno, per chi vuole fare quant...occorre laurea in matematica, ingegneria, fisica o cs

My interest has changed over time / I discovered that I have different attitudes + MSc was too theoretical and only exam-focused

Perchè poco incentrato sull'Investment Banking e troppo su Finanza Quantitativa. Perchè non fornisce competenze utili al colloquio in banche di Investimento

questo master a una roba folle. si studia troppo in relazione ai minimi (se esistenti) vantaggi che si ottengono a livello lavorativo. in pia ho l'impressione che il prestigio di questo master valga solo in italia, e neanche cosa tanto

Seppur valido, credo che il corso sia troppo pesante dal punto di vista accademico. Viene data troppo rilevanza ad argomenti teorici non rilevanti per il mondo del lavoro. Inoltre, carico di stress eccessivo senza apparenti motivi

The reputation of Bocconi doesn't help that much while finding jobs outside the Europe.

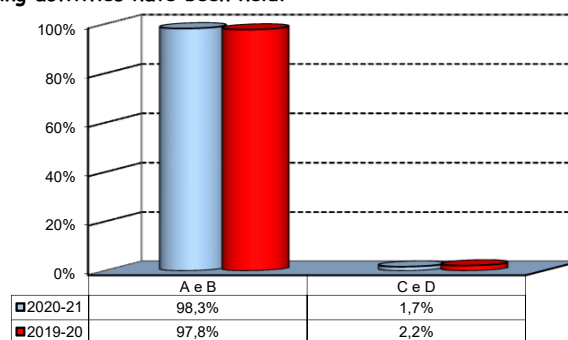
The support and communication of the university have been disappointing.

The Uni needs more branding for Chinese employers in financial fields. Besides much of most courses emphasize theoretical induction, rather than up-to-date practical interpretation, which then leads to only heavier load at finals, not higher work capacity

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	157	66,0%
B - Often adequate	69	29,0%
C - Rarely adequate	3	1,3%
D - Never adequate	1	0,4%
E - I did not use them	8	3,4%
Total	238	100%
NA	4	

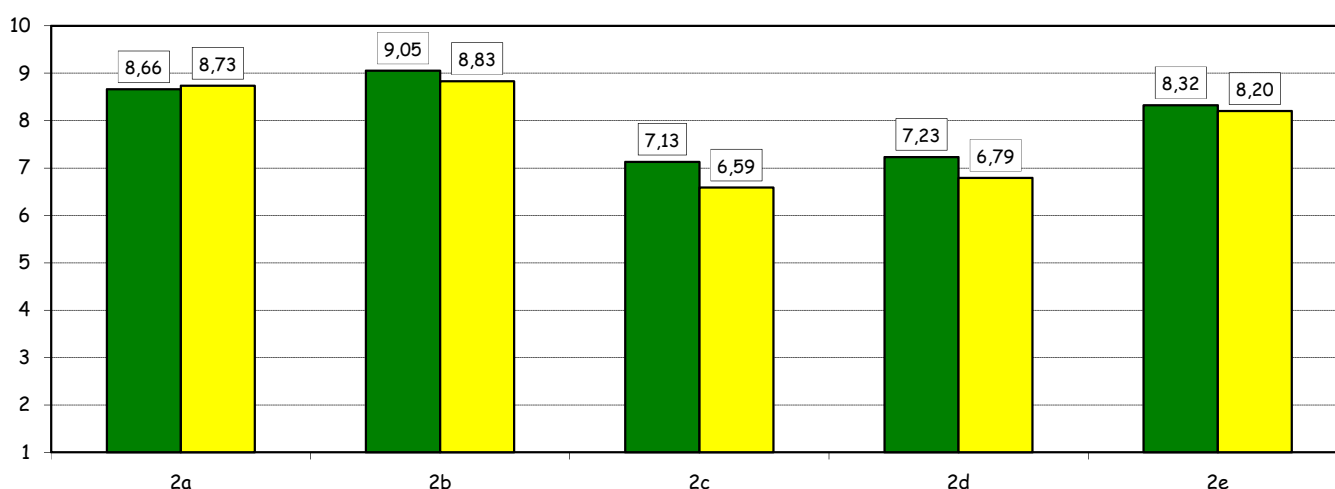
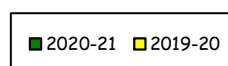


2) How would you evaluate:

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

Item	Answers	Negative				Positive				Total		NA	N.R.
		1-2		3-4-5		6-7-8		9-10		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.		1	0,5	3	1,4	71	34,3	132	63,8	207	100,0		6
b) The cleanliness of classrooms and of other common areas on campus (corridors, halls, study rooms).		1	0,4	1	0,4	54	23,1	178	76,1	234	100,0		8
c) The adequacy of the amount of areas/seats reserved to individual study in the University Library.		14	6,0	37	15,8	107	45,7	76	32,5	234	100,0	0	8
d) The adequacy of the amount of areas/seats reserved to individual study in other buildings on campus.		12	5,2	37	16,0	106	45,9	76	32,9	231	100,0	0	11
e) The clarity and adequacy of the signage system on campus.		3	1,3	8	3,5	95	41,3	124	53,9	230	100,0		12

Over time comparison

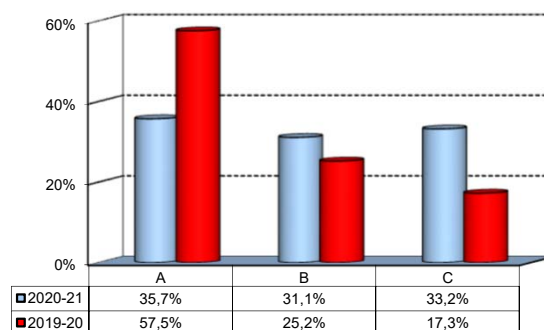


(*): the percentage shown on the graphs is calculated by excluding the responses of those who declare that they have not used the service.

Infrastructure: Classrooms, Library And Facilities

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

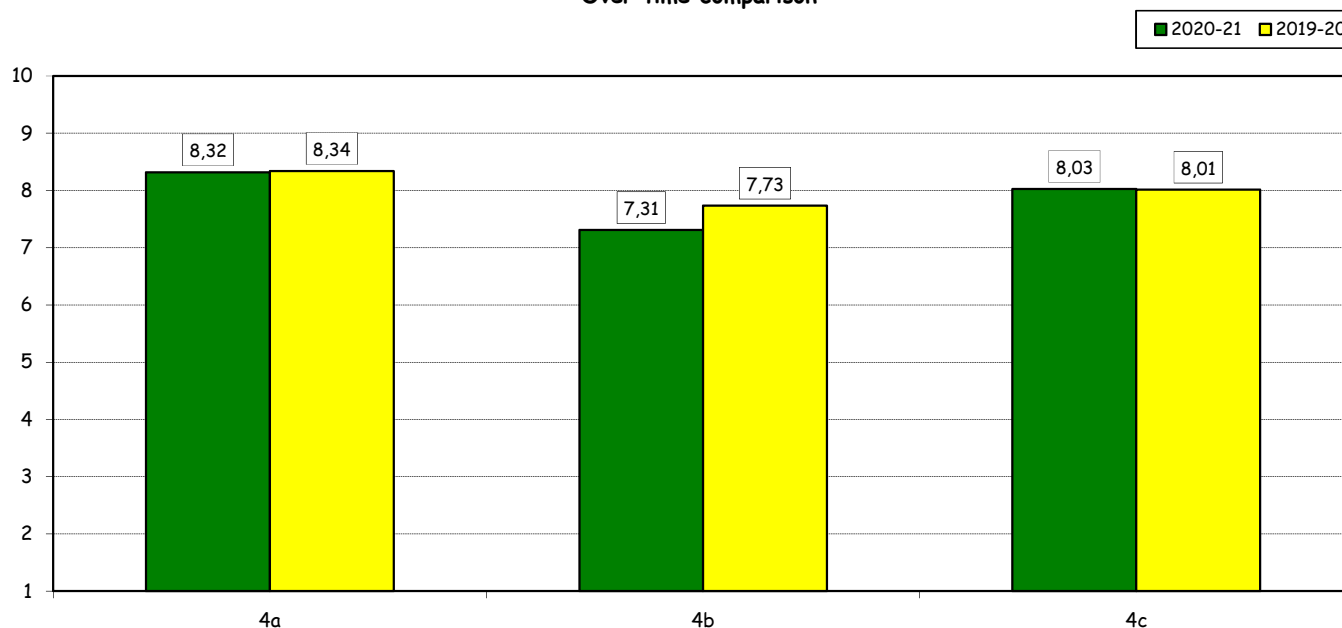
Answers	a.v.	%
A- Adequate in number	85	35,7%
B- Inadequate in number	74	31,1%
C- Never used	79	33,2%
Total	238	100%
NA	4	



4) How do you evaluate:

Item	Answers	Negative				Positive				Total	N.R.
		1-2		3-4-5		6-7-8		9-10			
		a.v.	%	a.v.	%	a.v.	%	a.v.	%		
a) The availability of technical staff supporting students (Tutors) in PC Labs.*	2	1,3	7	4,5	66	42,6	80	51,6	155	100,0	4
b) The convenience of the PC Labs' opening hours.*	9	5,9	18	11,8	72	47,1	54	35,3	153	100,0	6
c) The level of accessibility and usability of the University's IT services (Internet access points, Punto Blu, Virtual Punto Blu, wireless connection).	2	0,9	14	6,0	122	52,1	96	41,0	234	100,0	4

Over time comparison

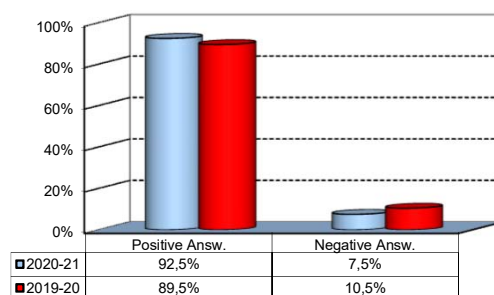


(*): Only in case of answer "A" or "B" to item no.3

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	81	34,5%
B - Quite positive	103	43,8%
C - Quite negative	14	6,0%
D - Very Negative	1	0,4%
E - Never used	36	15,3%
Total	235	100%
NA	7	



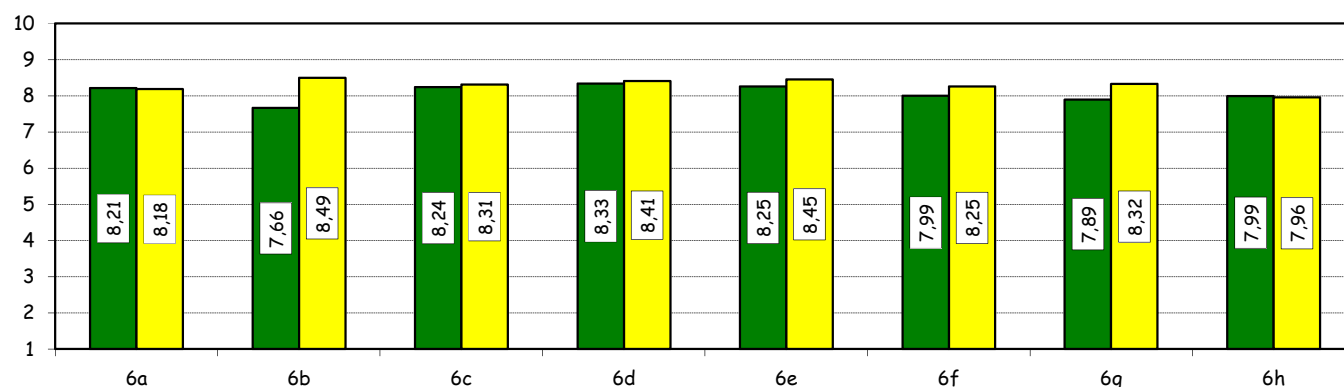
6) How would you evaluate:

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

Item	Answers	Negative				Positive				Total		N.A.
		1-2		3-4-5		6-7-8		9-10		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.		5	2,7	8	4,4	70	38,3	100	54,6	183	100,0	16
b) The range of collections available in the Library and the frequency they are updated (books, magazines, electronic resources, databases).		20	10,3	9	4,6	66	34,0	99	51,0	194	100,0	5
c) The speed of fulfillment of requests for documents provided by other Libraries.		1	0,6	9	5,2	73	42,4	89	51,7	172	100,0	27
d) The number of documents that may be borrowed and the duration of the loan period.		1	0,6	6	3,4	77	43,5	93	52,5	177	100,0	22
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.		2	1,1	12	6,4	81	43,3	92	49,2	187	100,0	12
f) The efficiency and ease of use of the search tools provided (on and off campus).		3	1,6	16	8,6	79	42,5	88	47,3	186	100,0	13
g) The number of books and journals available on open shelves in the reading rooms.		14	7,5	6	3,2	71	38,2	95	51,1	186	100,0	13
h) The usefulness of workshops offered by the Library to understand how to use the resources available (catalogues, e-journals, databases, etc.).		4	2,8	6	4,2	71	49,7	62	43,4	143	100,0	56

Over time comparison

■ 2020-21 ■ 2019-20



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