EVALUATION OF
THE DEGREE PROGRAM AND THE
UNIVERSITY EXPERIENCE

BACHELOR IN
ECONOMIC AND SOCIAL SCIENCES
Graduation year 2021

N° QUESTIONNAIRES PROCESSED: 101

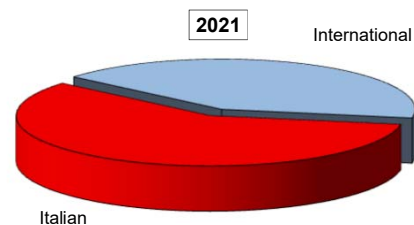**N° OF GRADUATE STUDENTS: 105**

RESPONSE RATE: 96,2%

General information

School Career

Answers	a.v.	% 2021	% 2020
Italian	59	58,4%	82,6%
International	42	41,6%	17,4%
Total	**101**	**100%**	**100%**
NA	0		

Average mark of the exams passed:

(approximate average expressed in 30/30)

Answers	a.v.	%
< 23	15	14,9%
23 - 25	27	26,7%
26 - 27	23	22,8%
> 28	36	35,6%
Total	**101**	**100%**
NA	0	

	< 23	23 - 25	26 - 27	> 28
2021	14,9%	26,7%	22,8%	35,6%
2020	9,8%	20,7%	38,0%	31,5%
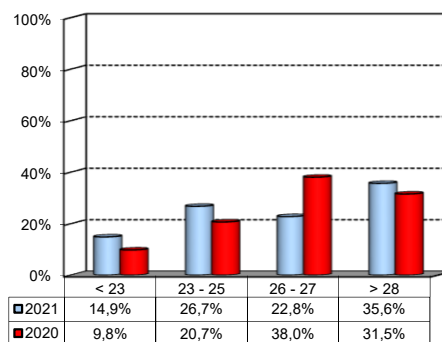
How many of the courses included in your curriculum did you attend regularly?

| Answers	a.v.	% 2021	% 2020
A - More than 75%	74	73,3%	55,4%
B - Between 50 and 75%	14	13,9%	10,9%
C - Between 25 and 50%	9	8,9%	9,8%
D - Less thanl 25%	4	4,0%	23,9%
Total	**101**	**100%**	**100%**
NA	0		
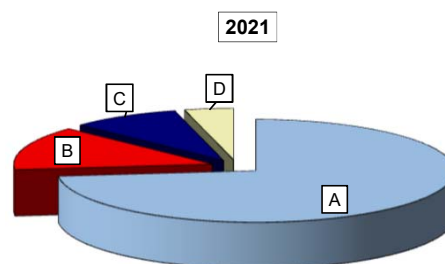
1) Was the knowledge acquired during secondary school adequate to undertake your Bachelor program?

Answers	Italian School Career		International School Career		Total	
	a.v.	%	a.v.	%	a.v.	%
A - Definitely YES	28	47,5%	14	35,0%	42	42,0%
B - More YES than NO	20	33,9%	19	47,5%	39	39,0%
C - More NO than YES	7	11,9%	8	20,0%	15	15,0%
D - Definitely NO	3	5,1%	1	2,5%	4	4,0%
Total	58	98%	42	105%	100	100%
NA	1		0		1	

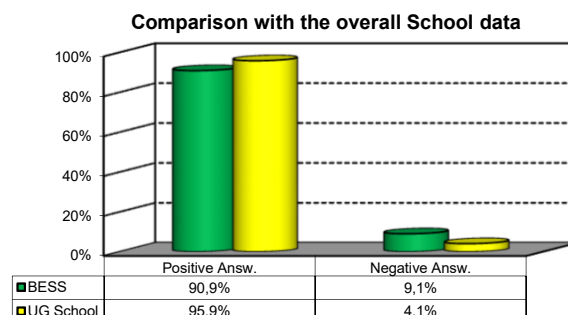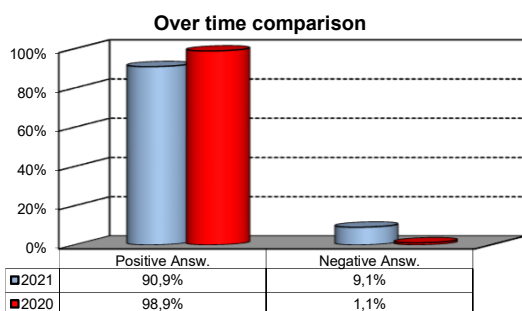**Comparison of positive answers (A+B) based on School Career options (in %)**
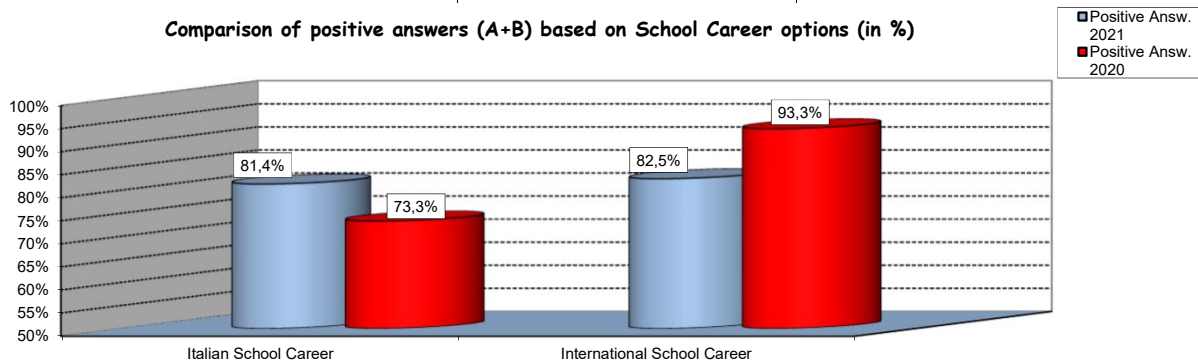
2) if you answered " More NO than YES" or "Definitely NO", indicate the subject or the subjects for which your previous knowledge revealed to be insufficient:

	a.v.	%
ECONOMETRICS	9	18,0%
MATHEMATICS - MODULE 1 (THEORY AND METHODS)	7	14,0%
MATHEMATICS	6	12,0%
MATHEMATICS - MODULE 2 (APPLIED MATHEMATICS)	6	12,0%
STATISTICS	4	8,0%
Altro	18	36,0%
Total	50	100%

3) On the whole, do you appreciate the qualifications you acquired at the end of the Bachelor program at Bocconi?

Aswers	Italian school Career		Int.nal School Career		Total	
	v.a.	%	v.a.	%	v.a.	%
A - Definitely YES	26	44,1%	16	40,0%	42	42,4%
B - More YES than NO	30	50,8%	18	45,0%	48	48,5%
C - More NO than YES	3	5,1%	5	12,5%	8	8,1%
D - Definitely NO	0	0,0%	1	2,5%	1	1,0%
Total	59	100%	40	100%	99	100%
NA	0		2		2	

Over time comparison

	Positive Answ.	Negative Answ.
2021	90,9%	9,1%
2020	98,9%	1,1%

Comparison with the overall School data

	Positive Answ.	Negative Answ.
BESS	90,9%	9,1%
UG School	95,9%	4,1%

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

| Item 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 on a team	29	29,9	41	42,3	19	19,6	8	8,2	**97**	**100,0**	4
2 Interpersonal skills	27	27,8	36	37,1	30	30,9	4	4,1	**97**	**100,0**	4
3 Organizational skills	47	48,5	36	37,1	12	12,4	2	2,1	**97**	**100,0**	4
4 Critical thinking skills	58	60,4	25	26,0	10	10,4	3	3,1	**96**	**100,0**	5
5 Ability to analyze and select information	68	70,1	27	27,8	1	1,0	1	1,0	**97**	**100,0**	4
6 Problem-solving ability	57	58,8	34	35,1	4	4,1	2	2,1	**97**	**100,0**	4
7 Written communication skills	31	32,0	38	39,2	26	26,8	2	2,1	**97**	**100,0**	4
8 Verbal communication skills	14	14,4	18	18,6	51	52,6	14	14,4	**97**	**100,0**	4
9 Ability to cope with stress	41	42,7	32	33,3	13	13,5	10	10,4	**96**	**100,0**	5
10 Computer Skills	39	40,2	41	42,3	10	10,3	7	7,2	**97**	**100,0**	4

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

Positive answers (%):
Over time comparison

Positive answers (%):
comparison based on School career options

3
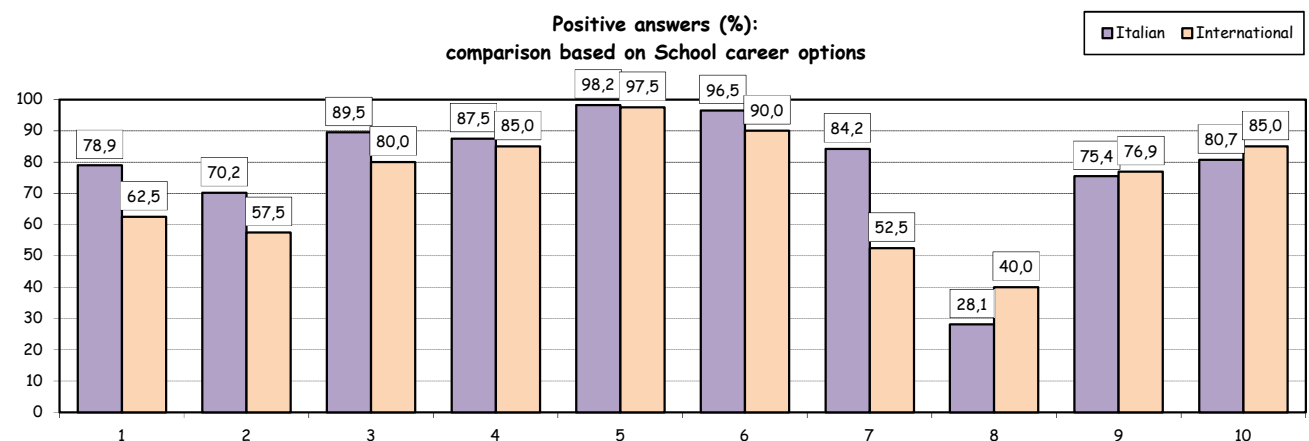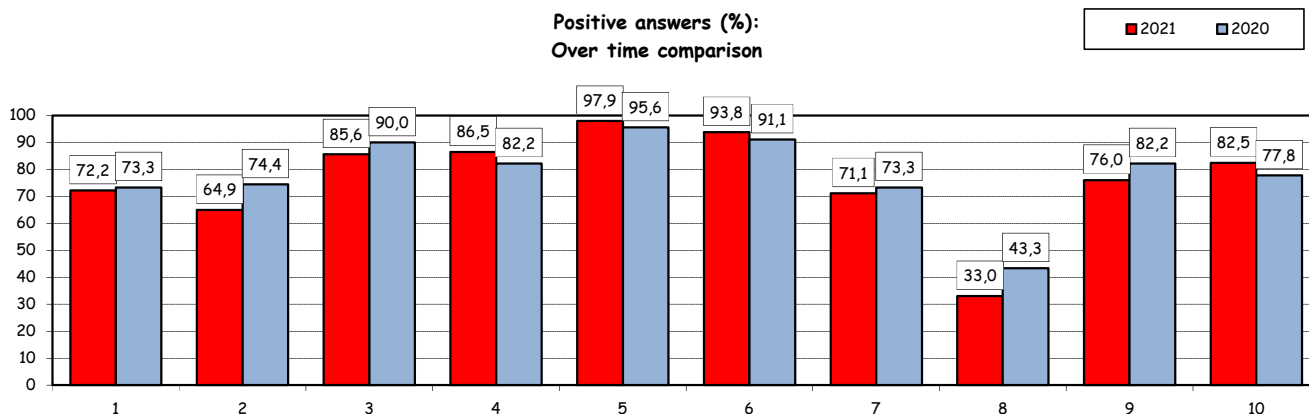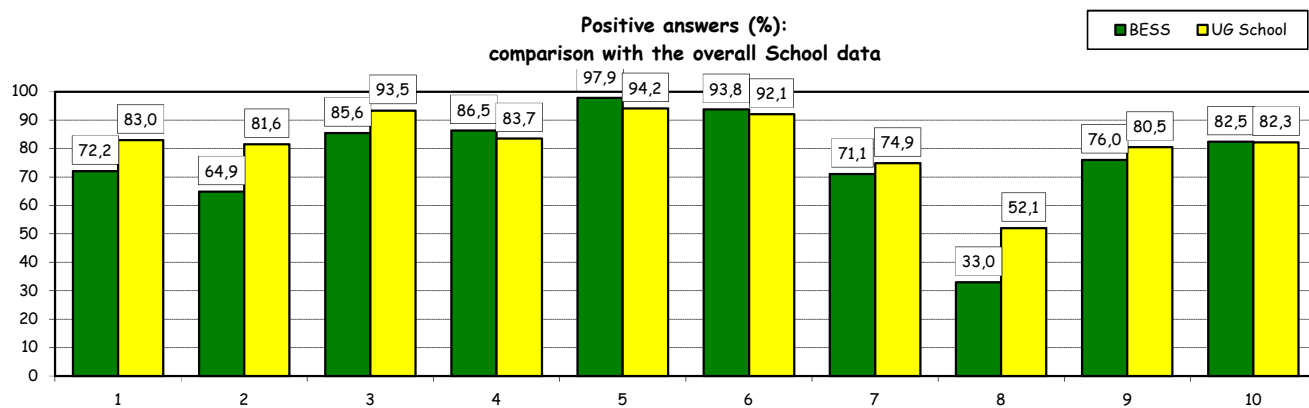
Study experience

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

	a.v.	%
A - Definitely YES	13	13,4%
B - More YES than NO	62	63,9%
C - More NO than YES	19	19,6%
D - Definitely NO	3	3,1%
Total	**97**	**100%**
NA	4	

	Positive Answ.	Negative Answ.
2021	77,3%	22,7%
2020	83,3%	16,7%
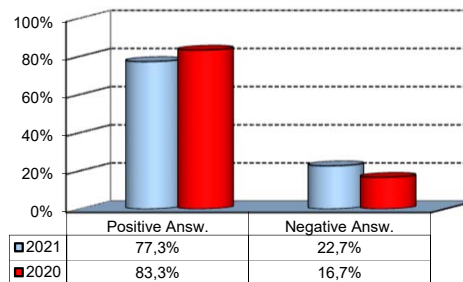
6a) Do you think that the overall study load was compatible with the length of the program?

	a.v.	%
A - Definitely YES	30	30,9%
B - More YES than NO	42	43,3%
C - More NO than YES	21	21,6%
D - Definitely NO	4	4,1%
Total	**97**	**100%**
NA	4	

	A+B	C+D
2021	74,2%	25,8%
2020	77,8%	22,2%
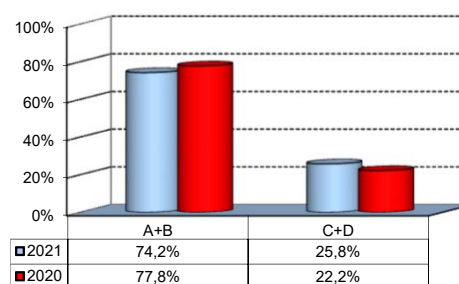
6b) Specifically, do you believe that the study load was excessive or insufficient?
(In case of aswer "C" and "D" to item no.6a)

	a.v.	% 2021	% 2020
Excessive	18	90,0%	100,0%
Insufficient	2	10,0%	0,0%
Total	**20**	**100%**	**0%**
NA	5		

Final Report

1) Do you think that the supervision and assistance for preparing for your final report (internship report, final paper or other) were adequate?

	a.v.	%
A - Definitely YES	35	36,1%
B - More YES than NO	42	43,3%
C - More NO than YES	14	14,4%
D - Definitely NO	5	5,2%
E - Supervision was not expected	1	1,0%
Total	**97**	**100%**
NA	4	

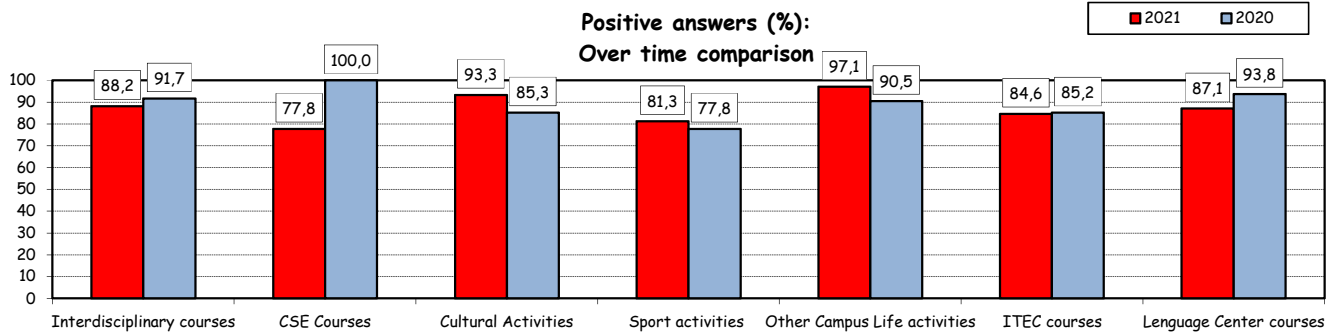|	Positive Answ.	Negative Answ.
2021	79,4%	19,6%
2020	75,3%	23,6%
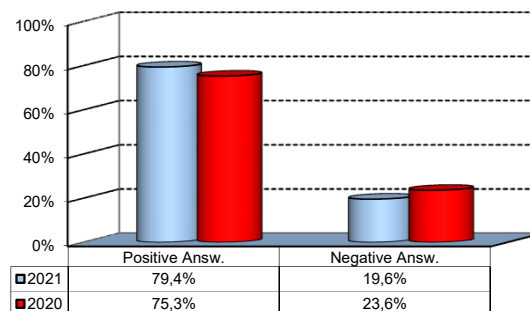
Extracurricular Activities

1) Which of the following extracurricular activities did you attend during the Bachelor Program?
(multiple answers admitted)

	a.v.	%
A - Interdisciplinary courses ("Sapere a tutto campo")	17	8,9%
B - Counseling and Self-Empowerment courses (CSE)	18	9,5%
C - Cultural Activities (visit museums, concerts, theatre and cinema, various issues)	30	15,8%
D - Sport activities	17	8,9%
E - Other Campus Life activities	37	19,5%
F -IT Education Center courses (ITEC)	16	8,4%
G - Language Center courses	32	16,8%
H - None	23	12,1%
Total	**190**	**100%**
NA	0	

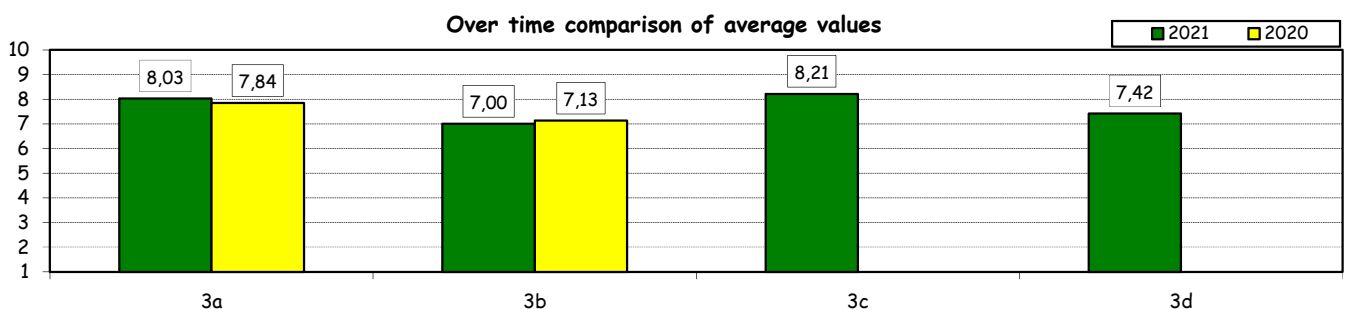|	A	B	C	D	E	F	G	F
2021	8,9%	9,5%	15,8%	8,9%	19,5%	8,4%	16,8%	12,1%
2020	7,4%	14,2%	21,0%	5,6%	13,0%	16,7%	9,9%	12,3%
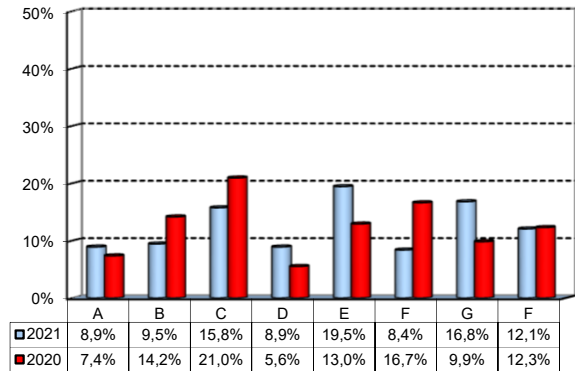
2) Do you think that the activities you took part in contributed to your cultural/educational enrichment?

	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	9	52,9	6	35,3	2	11,8	0	0,0	17	**100,0**	0
B - CSE courses	4	22,2	10	55,6	2	11,1	2	11,1	18	**100,0**	0
C - Cultural Activities	16	53,3	12	40,0	2	6,7	0	0,0	30	**100,0**	0
D - Sport activities	7	43,8	6	37,5	3	18,8	0	0,0	16	**100,0**	1
E - Other Campus Life activities	16	45,7	18	51,4	1	2,9	0	0,0	35	**100,0**	2
F - ITEC courses	6	46,2	5	38,5	2	15,4	0	0,0	13	**100,0**	3
G - Language Center courses	13	41,9	14	45,2	3	9,7	1	3,2	31	**100,0**	1

Positive answers (%):
Over time comparison

	2021	2020
Interdisciplinary courses	88,2	91,7
CSE Courses	77,8	100,0
Cultural Activities	93,3	85,3
Sport activities	81,3	77,8
Other Campus Life activities	97,1	90,5
ITEC courses	84,6	85,2
Lenguage Center courses	87,1	93,8

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	1	**1,4**	3	**4,3**	39	**56,5**	26	**37,7**	69	**100,0**	9
3b) The support you received from the Campus Life Office	2	**2,9**	7	**10,3**	49	**72,1**	10	**14,7**	68	**100,0**	10
3c) The support you received from ITEC	0	**0,0**	0	**0,0**	7	**50,0**	7	**50,0**	14	**100,0**	2
3d) The support you received from Lenguage Center	0	**0,0**	6	**19,4**	16	**51,6**	9	**29,0**	31	**100,0**	1

Over time comparison of average values

	2021	2020
3a	8,03	7,84
3b	7,00	7,13
3c	8,21	
3d	7,42	

Experience Of Studying Abroad

1) Type of experience:

Answers	a.v.	% 2021	% 2020
A - Exchange	11	11,3%	50,0%
B - Double Degree	0	0,0%	0,0%
C - Free-Mover	0	0,0%	5,6%
D - None	86	88,7%	44,4%
Total	97	100%	100%
NA	4		
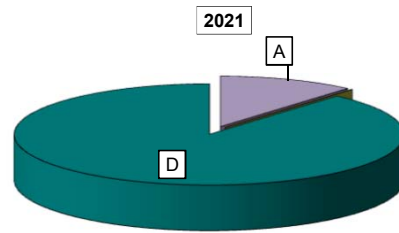
How would you evaluate:

(only A or B 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	9,1	6	54,5	4	36,4	11	100,0	0
2b) The range and interest of programs offered.	0	0,0	1	9,1	1	9,1	9	81,8	11	100,0	0
2c) The convenience of the study abroad desk's opening hours.	0	0,0	1	10,0	7	70,0	2	20,0	10	100,0	1
2d) The support you received from Bocconi International Relations.	0	0,0	1	9,1	6	54,5	4	36,4	11	100,0	0

Over time comparison of average values
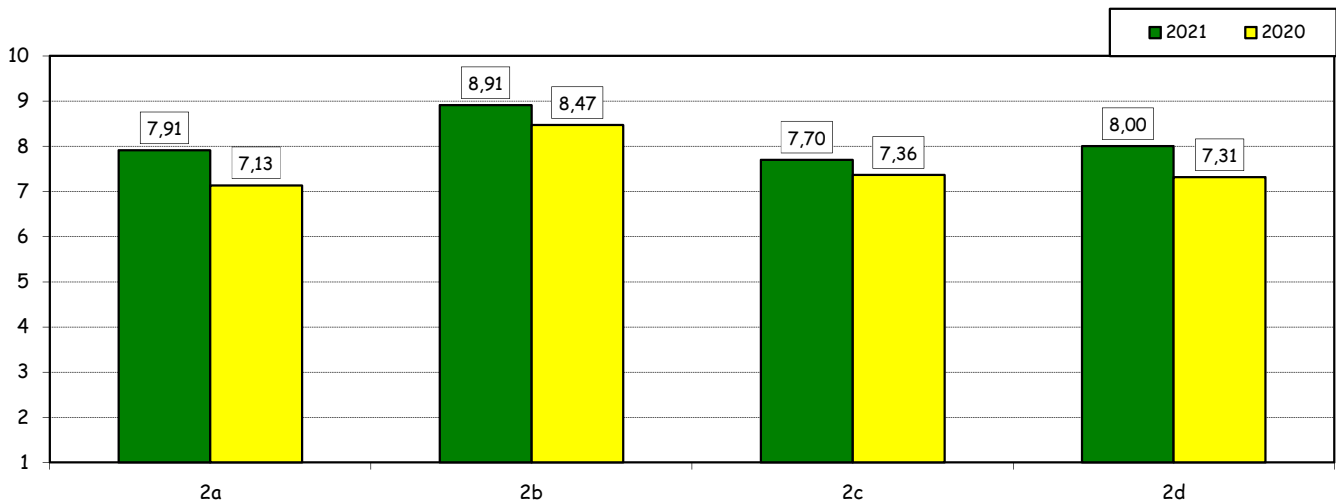
Experience Of Studying Abroad

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

Answers	a.v.	%
A - Definitely YES	6	54,5%
B - More YES than NO	4	36,4%
C - More NO than YES	1	9,1%
D - Definitely NO	0	0,0%
Total	**11**	**100%**
NA	1	

	Positive Answ.	Negative Answ.
2021	90,9%	9,1%
2020	93,9%	6,1%
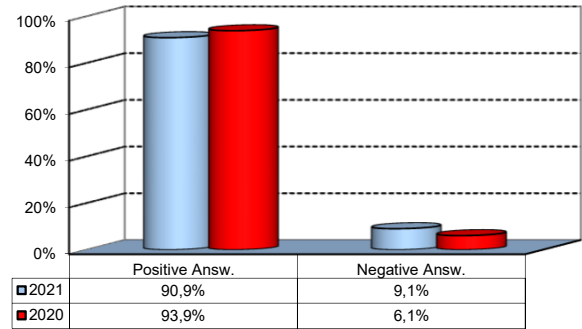
(In case of answer "D" to item no.1)

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	8	9,4%
B-Absence of the requirements needed for participation in the program selected	10	11,8%
C-Rejection of your application	15	17,6%
D-Lack of time during the period of study	5	5,9%
E-Other (personal, family, organizational reasons, etc.)	47	55,3%
Total	**85**	**100%**
NA	1	

	A	B	C	D	E
2021	9,4%	11,8%	17,6%	5,9%	55,3%
2020	8,3%	25,0%	11,1%	8,3%	47,2%
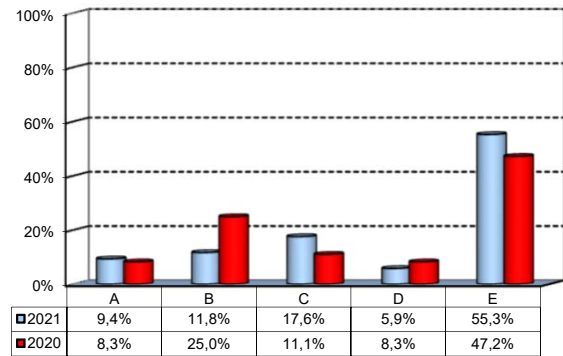
Internship Activities

1) Did you attend an internship recognized by the Bachelor program?

	a.v.	2021	2020
YES	40	41,2%	27,8%
NO	57	58,8%	72,2%
Total	**97**	**100%**	**100%**
NA	4		
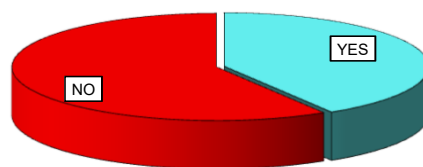
2) How did you find the internship?

	a.v.	%
A - Through the University's Placement Services*	10	25,0%
B - Through the faculty members of the degree program	13	32,5%
C - Through autonomous way then recognized by the degree program	17	42,5%
Total	**40**	**100%**
NA	0	

	A	B	C
2021	25,0%	32,5%	42,5%
2020	24,0%	12,0%	64,0%
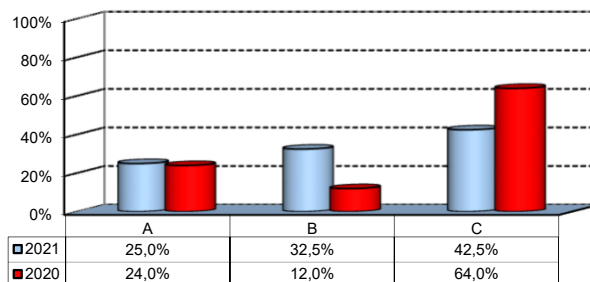
3) Where did you do the internship recognised by the Bachelor Program?

	a.v.	2021	2020
Italy	33	82,5%	72,0%
Abroad	7	17,5%	28,0%
Total	**40**	**100%**	**100%**
NA	0		
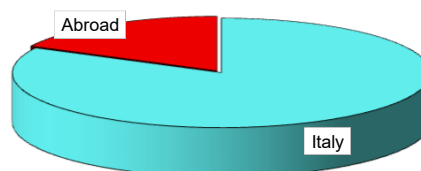
How would you evaluate:
(In case of aswer "A" to item no.2)

	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.
4a) The convenience of the internship front desk's opening hours.	0	**0,0**	1	**12,5**	6	**75,0**	1	**12,5**			8	**100,0**	2
4b) The number and variety of opportunities offered	0	**0,0**	1	**12,5**	6	**75,0**	1	**12,5**			8	**100,0**	2
4c) The support you received from the Internship Office.	0	**0,0**	1	**11,1**	6	**66,7**	2	**22,2**			9	**100,0**	1

Over time comparison of average values — 2021 / 2020

	4a)	4b)	4c)
2021	7,13	7,00	7,00
2020	7,33	7,50	7,83
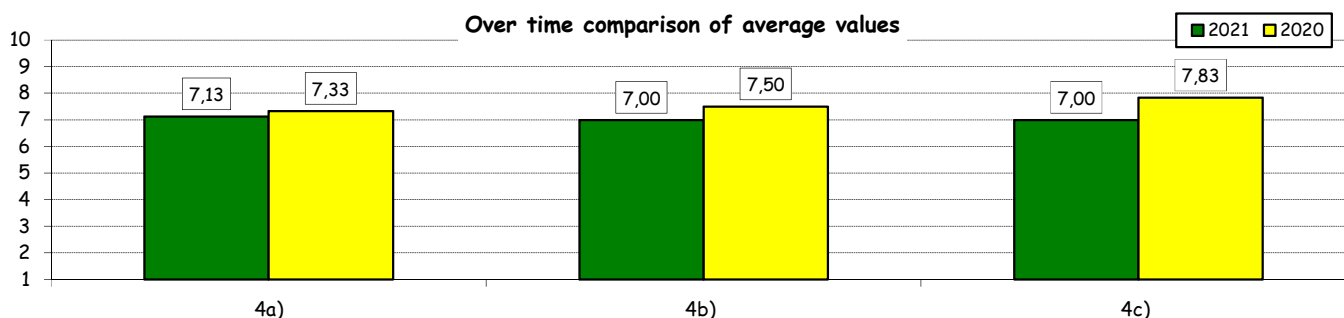
5) Would you positively evaluate this experience?

	a.v.	%
A - Definitely YES	29	72,5%
B - More YES than NO	9	22,5%
C - More NO than YES	2	5,0%
D - Definitely NO	0	0,0%
Total	**40**	**100%**
NA	0	

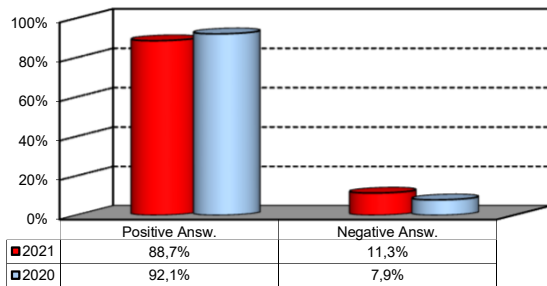|	Positive Answ.	Negative Answ.
2021	95,0%	5,0%
2020	96,0%	4,0%
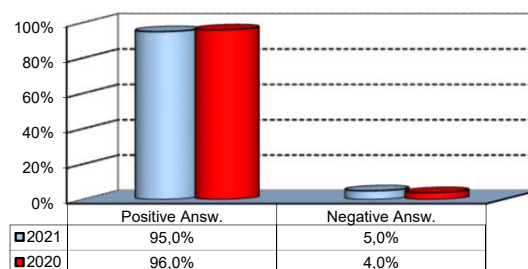
*JobGate, Internship Programs, Companies' meetings and presentations, Bocconi&Jobs, Placement Library's services, Curricular Internship Special, websites reported in the section 'Lavoro.net'
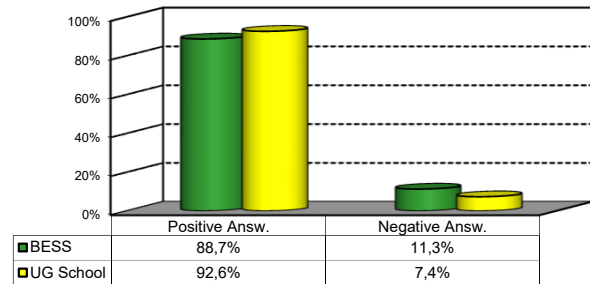
General satisfaction and short-term plans

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

Answers	Italian School career		Int.nal School Career		Total	
	a.v.	%	a.v.	%	a.v.	%
A - Definitely YES	18	31,6%	13	32,5%	31	32,0%
B - More YES than NO	33	57,9%	22	55,0%	55	56,7%
C - More NO than YES	5	8,8%	4	10,0%	9	9,3%
D - Definitely NO	1	1,8%	1	2,5%	2	2,1%
Total	**57**	**100%**	**40**	**100%**	**97**	**100%**
NA	2		2		4	

Over time comparison

	Positive Answ.	Negative Answ.
2021	88,7%	11,3%
2020	92,1%	7,9%

Comparison with the overall School data

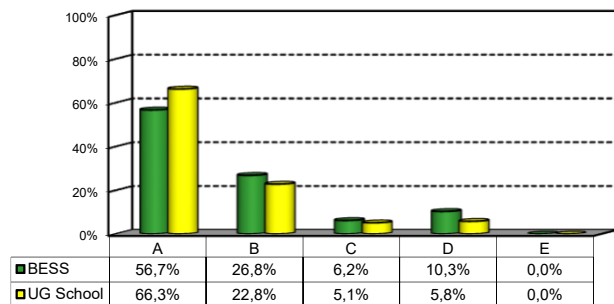|	Positive Answ.	Negative Answ.
BESS	88,7%	11,3%
UG School	92,6%	7,4%

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

Answers	Italian School career		Int.nal School Career		Total	
	a.v.	%	a.v.	%	a.v.	%
A - YES, in the same Bachelor Program at this University	37	64,9%	18	45,0%	55	56,7%
B - YES, in another Program at this University	12	21,1%	14	35,0%	26	26,8%
C - YES, in the same Program but at another University	3	5,3%	3	7,5%	6	6,2%
D - YES, in another Program at another University	5	8,8%	5	12,5%	10	10,3%
E - NO, I would not enrol in university anymore	0	0,0%	0	0,0%	0	0,0%
Total	**57**	**100%**	**40**	**100%**	**97**	**100%**
NA	2		2		4	

Over time comparison

	A	B	C	D	E
2021	56,7%	26,8%	6,2%	10,3%	0,0%
2020	58,4%	30,3%	2,2%	7,9%	1,1%

Comparison with the overall School data

	A	B	C	D	E
BESS	56,7%	26,8%	6,2%	10,3%	0,0%
UG School	66,3%	22,8%	5,1%	5,8%	0,0%

9
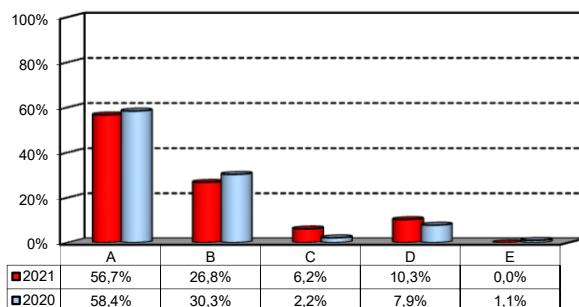
General satisfaction and short-term plans

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

2b) Why would you make a different choice?

Answers	Italian School career		Int.nal School Career		Total		2020
					2021		
	v.a.	%	v.a.	%	v.a.	%	%
A - My interest has changed during this time / I discovered that I have different attitudes	16	80,0%	10	45,5%	26	61,9%	37,5%
B - The Bachelor program did not mirror my expectations	4	20,0%	5	22,7%	9	21,4%	37,5%
C- I have not been admitted to the Bachelor Program selected as first-choice.	0	0,0%	2	9,1%	2	4,8%	0,0%
D- The campus and its facilities and services were not up to my expectations	0	0,0%	2	9,1%	2	4,8%	12,5%
E-·I would have preferred to attend the same Bachelor Program but taught in English.	0	0,0%	0	0,0%	0	0,0%	0,0%
F - Other reasons	0	0,0%	3	13,6%	3	7,1%	12,5%
Total	**20**	**100%**	**22**	**100%**	**42**	**100%**	**100%**
NA	0		0		0		

F- Other reasons:

Although BESS is a perfect program for a very specific type of students wanting a solid quantitative basis, I am rather disappointed with the idea that I am a Bocconi graduate with no basic introduction to finance/accounting methods.
Essendo di Milano, avrei preferito allontanarmi dal nucleo famigliare.
The program turned out to be more statistical and mathematical than I expected. Not enough writing and subjects connected to social sciences. Subjects like econometrics or higher maths/stats were very difficult and not expected.
-Too much theory -Lack of project development, organizational, public speaking skills development -LAck of practical skills development

3) In the near future do you intend to:

	Italian School career		Int.nal School Career		Total		2020
					2021		
	a.v.	%	a.v.	%	a.v.	%	%
A- To go on with university studies at Bocconi (Master of Science, one-year Master of Science)	34	61,8%	7	17,9%	41	43,6%	61,3%
B-To go on with university studies at another Italian University	5	9,1%	0	0,0%	5	5,3%	7,5%
C- To go on with university studies abroad	14	25,5%	12	30,8%	26	27,7%	22,5%
D - To immediately look for a job	2	3,6%	12	30,8%	14	14,9%	7,5%
E - To accept a job proposal received	0	0,0%	6	15,4%	6	6,4%	0,0%
F - To continue to do the job started during this degree program	0	0,0%	2	5,1%	2	2,1%	1,3%
Total	**55**	**100%**	**39**	**100%**	**94**	**100%**	**100%**
NA	4		3		7		

4) If you intend to continue your university studies at another University (in Italy or abroad), what are the reasons for your choice?
(multiple answers admitted)

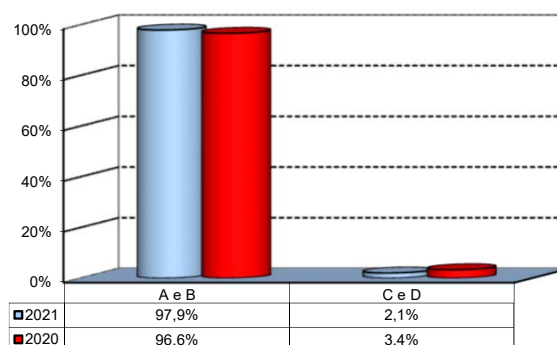|	Italian School career		Int.nal School Career		Total		2020
					2021		
	a.v.	%	a.v.	%	a.v.	%	%
A - I would like to attend a more prestigious university	3	9,4%	1	7,1%	4	8,7%	8,3%
B - I would like to build a strong international curriculum	10	31,3%	10	71,4%	20	43,5%	27,1%
C- I can not bear the cost of studies (tuition fees and cost of living)	2	6,3%	0	0,0%	2	4,3%	10,4%
D - I can not bear the cost of studies (tuition fees and cost of living)	3	9,4%	0	0,0%	3	6,5%	6,3%
E- The administrative services are not sufficiently efficient	2	6,3%	0	0,0%	2	4,3%	4,2%
F - I think that the contents of Bocconi's MSc programs do not differ much from those of undergraduate programs	6	18,8%	0	0,0%	6	13,0%	16,7%
G - Other reasons	6	18,8%	3	21,4%	9	19,6%	27,1%
Total	**32**	**100%**	**14**	**100%**	**46**	**100%**	**100%**
NA	0		0		0		

G - Other reasons:

Bocconi did not offer the program I was looking for
Cerco un master con support alla carriera piu' significativo rispetto a quello offerto dalla Universita' Bocconi
I applied to Bocconi but got rejected :(
Il corso BESS e' stato sviluppato per penalizzare e svilire gli studenti che capiscono, a favore di colore che imparano. La preparazione dei docenti e' mediocre, mentre la disponibilita' ed efficienza degli uffici e l'assistenza agli studenti pressoche' inesistente. Invito, in particolare, a supervisionare il lavoro dei dipartimenti e dei docenti. Se si vuole imitare il modello di universita' internazionale dove non viene data la possibilita' di rifiutare i voti, come minimo le valutazioni devono essere impugnabili in una minima misura. All'universita' Bocconi si e' internazionali finche' non si va a toccare la casta dei docenti universitari dal retaggio tipicamente italiano. se un docente non svolge il suo lavoro, fornisce valutazioni prive di senso e completamente casuali nulla puo' essere detto o fatto, una correzione non puo' essere richiesta, ne' tanto meno ci si puo' risedere per l'esame, mentre se uno studente fa un passo falso viene messo alla gogna.
La laurea magistrale che intendo frequentare non e' presente in Bocconi.
non sono stata ammessa al corso che mi interessava frequentare in Bocconi
Per il tipo di corso di studi completato (BESS) e per il modo in cui sia stato completato (con un GPA superiore al 29.5) mi aspettavo come minimo piu' riconoscimento dalla Bocconi, che non mi ha fornito alcun incentivo (perlopiu' economico) per continuare
Personal reasons, and a change of interests of study for which other unviersities are better
The curriculum is fits my interests more
You do not offer economic history.

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	65	67,7%
B - Often adequate	29	30,2%
C - Rarely adequate	2	2,1%
D - Never adequate	0	0,0%
E - I did not use them	0	0,0%
Total	**96**	**100%**
NA	5	

	A e B	C e D
2021	97,9%	2,1%
2020	96,6%	3,4%

2) How would you evaluate:

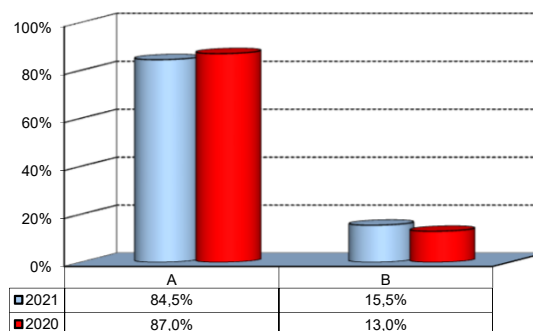| Item	Negative 1-2 a.v.	%	3-4-5 a.v.	%	Positive 6-7-8 a.v.	%	9-10 a.v.	%	Total a.v.	%	N.R.
a) The adequacy of the audio and multimedia systems (e.g. instructor's computer, projectors, video players) installed in the classrooms	1	**1,0**	3	**3,1**	26	**26,8**	67	**69,1**	97	**100,0**	4
b) The cleanliness of classrooms and of other common areas on campus (corridors, halls, study rooms)	0	**0,0**	0	**0,0**	16	**16,5**	81	**83,5**	97	**100,0**	4
c) The adequacy of the amount of areas/seats reserved to individual study in the University Library	9	**9,5**	15	**15,8**	35	**36,8**	36	**37,9**	95	**100,0**	6
d) The adequacy of the amount of areas/seats reserved to individual study in other buildings on campus	8	**8,2**	19	**19,6**	35	**36,1**	35	**36,1**	97	**100,0**	4
e) The clarity and adequacy of the signage system on campus	0	**0,0**	10	**10,3**	35	**36,1**	52	**53,6**	97	**100,0**	4

Over time comparison of average values

(*****): 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	60	62,5%
B- Inadequate in number	11	11,5%
C- Never used	25	26,0%
Total	**96**	**100%**
NA	5	

	A	B
2021	84,5%	15,5%
2020	87,0%	13,0%

4) How would you evaluate:

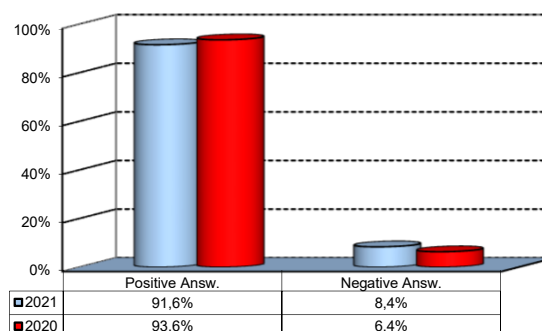|	Negative						Positive				Total		NA
Answers	**1-2**		**3-4-5**		**6-7-8**		**9-10**				**Total**		**NA**
Item	a.v.	%	a.v.	%	a.v.	%	a.v.	%			a.v.	%	
a) The availability of technical staff supporting students (Tutors) in PC Labs^	0	**0,0**	2	**2,9**	29	**42,6**	37	**54,4**			68	**100,0**	3
b) The convenience of the PC Labs' opening hours^	0	**0,0**	5	**7,4**	29	**42,6**	34	**50,0**			68	**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)	2	**2,1**	7	**7,2**	46	**47,4**	42	**43,3**			97	**100,0**	4

Over time comparison of average values

■ 2021   ■ 2020

5) What is your overall opinion on the Library's services, such as support for individual study?*

Answers	a.v.	%
A - Very Positive	37	38,1%
B - Quite positive	39	40,2%
C - Quite negative	6	6,2%
D - Very Negative	1	1,0%
E - Never used	14	14,4%
Total	**97**	**100%**
NA	4	

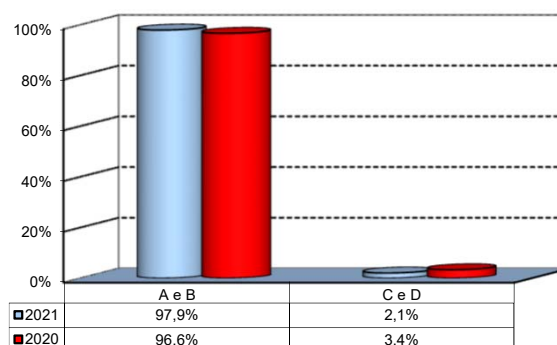|	Positive Answ.	Negative Answ.
2021	91,6%	8,4%
2020	93,6%	6,4%

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

(*): 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

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	65	67,7%
B - Often adequate	29	30,2%
C - Rarely adequate	2	2,1%
D - Never adequate	0	0,0%
E - I did not use them	0	0,0%
Total	**96**	**100%**
NA	5	

	A e B	C e D
2021	97,9%	2,1%
2020	96,6%	3,4%

2) How would you evaluate:

Item	Negative 1-2 a.v.	%	3-4-5 a.v.	%	Positive 6-7-8 a.v.	%	9-10 a.v.	%	Total a.v.	%	N.R.
a) The adequacy of the audio and multimedia systems (e.g. instructor's computer, projectors, video players) installed in the classrooms	1	**1,0**	3	**3,1**	26	**26,8**	67	**69,1**	97	**100,0**	4
b) The cleanliness of classrooms and of other common areas on campus (corridors, halls, study rooms)	0	**0,0**	0	**0,0**	16	**16,5**	81	**83,5**	97	**100,0**	4
c) The adequacy of the amount of areas/seats reserved to individual study in the University Library	9	**9,5**	15	**15,8**	35	**36,8**	36	**37,9**	95	**100,0**	6
d) The adequacy of the amount of areas/seats reserved to individual study in other buildings on campus	8	**8,2**	19	**19,6**	35	**36,1**	35	**36,1**	97	**100,0**	4
e) The clarity and adequacy of the signage system on campus	0	**0,0**	10	**10,3**	35	**36,1**	52	**53,6**	97	**100,0**	4

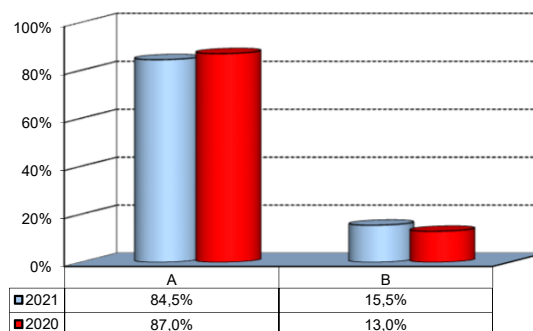### Over time comparison of average values

(*): 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	60	62,5%
B- Inadequate in number	11	11,5%
C- Never used	25	26,0%
Total	96	100%
NA	5	

	A	B
2021	84,5%	15,5%
2020	87,0%	13,0%

4) How would you evaluate:

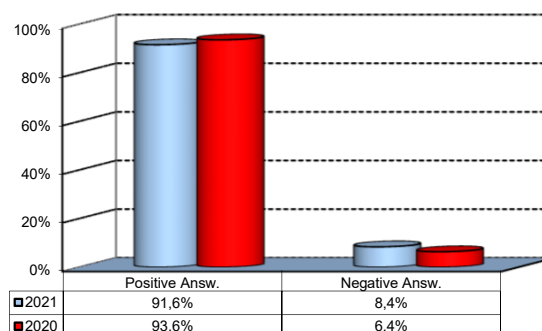|	Negative				Positive				Total		NA
Answers	1-2		3-4-5		6-7-8		9-10				
Item	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	
a) The availability of technical staff supporting students (Tutors) in PC Labs^	0	0,0	2	2,9	29	42,6	37	54,4	68	100,0	3
b) The convenience of the PC Labs' opening hours^	0	0,0	5	7,4	29	42,6	34	50,0	68	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)	2	2,1	7	7,2	46	47,4	42	43,3	97	100,0	4

Over time comparison of average values

2021　2020

	4a	4b	4c
2021	8,56	8,22	7,89
2020	8,02	7,79	7,92

5) What is your overall opinion on the Library's services, such as support for individual study?*

Answers	a.v.	%
A - Very Positive	37	38,1%
B - Quite positive	39	40,2%
C - Quite negative	6	6,2%
D - Very Negative	1	1,0%
E - Never used	14	14,4%
Total	97	100%
NA	4	

	Positive Answ.	Negative Answ.
2021	91,6%	8,4%
2020	93,6%	6,4%

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

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