

## EVALUATION OF THE DEGREE PROGRAM AND THE UNIVERSITY EXPERIENCE

### BACHELOR IN INTERNATIONAL ECONOMICS AND MANAGEMENT

N° QUESTIONNAIRES PROCESSED: 422

N° OF GRADUATE STUDENTS: 444

RESPONSE RATE: 95,0%



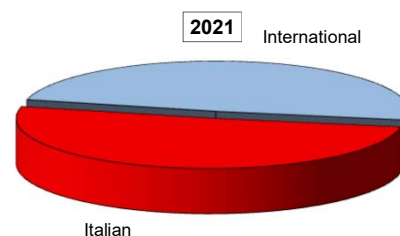
# EVALUATION OF STUDENT EXPERIENCE

## International Economics and Management

### General information

#### School Career

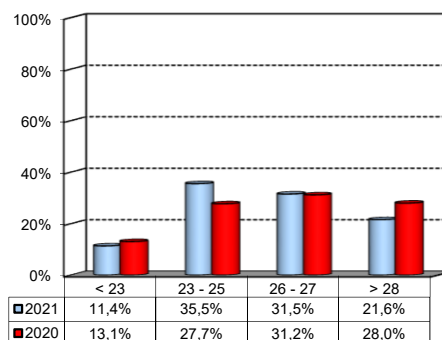
Answers	a.v.	%	%
		2021	2020
Italian	215	50,9%	59,7%
International	207	49,1%	40,3%
<b>Total</b>	<b>422</b>	<b>100%</b>	<b>100%</b>
NA	0		



#### Average mark of the exams passed:

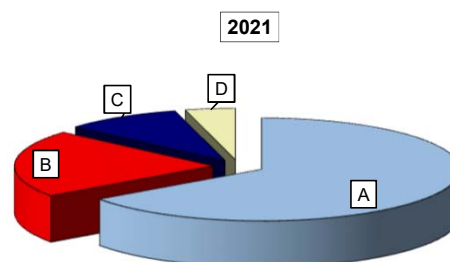
(approximate average expressed in 30/30)

Answers	a.v.	%
< 23	48	11,4%
23 - 25	150	35,5%
26 - 27	133	31,5%
> 28	91	21,6%
<b>Total</b>	<b>422</b>	<b>100%</b>
NA	0	



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

Answers	a.v.	%	%
		2021	2020
A - More than 75%	273	65,2%	57,5%
B - Between 50 and 75%	89	21,2%	18,2%
C - Between 25 and 50%	40	9,5%	8,3%
D - Less than 25%	17	4,1%	16,0%
<b>Total</b>	<b>419</b>	<b>100%</b>	<b>100%</b>
NA	3		

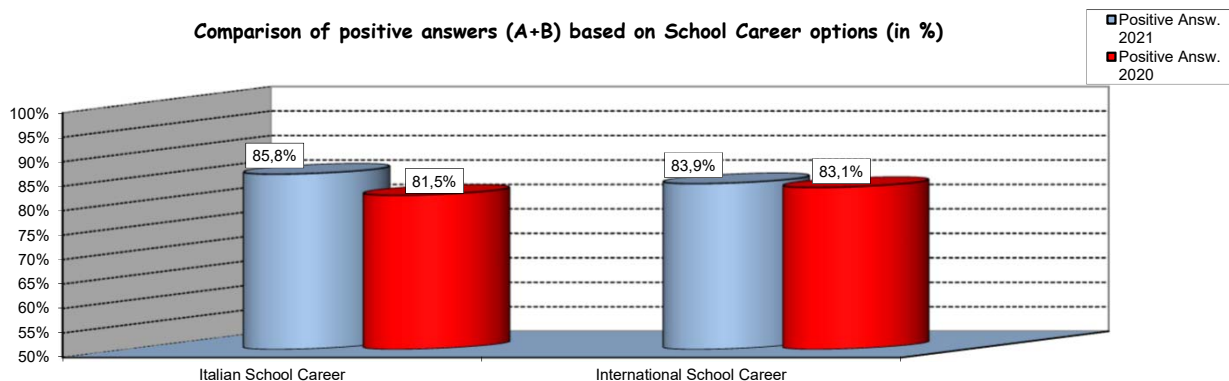


## Study experience

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	104	49,1%	77	37,6%	181	43,1%
B - More YES than NO	78	36,8%	95	46,3%	173	41,2%
C - More NO than YES	30	14,2%	31	15,1%	61	14,5%
D - Definitely NO	2	0,9%	3	1,5%	5	1,2%
<b>Total</b>	<b>214</b>	<b>101%</b>	<b>206</b>	<b>100%</b>	<b>420</b>	<b>100%</b>
NA	1		1		2	

Comparison of positive answers (A+B) based on School Career options (in %)

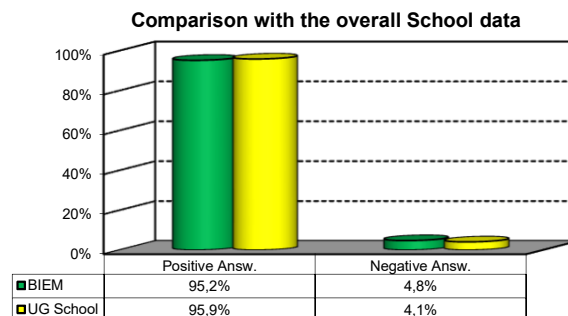
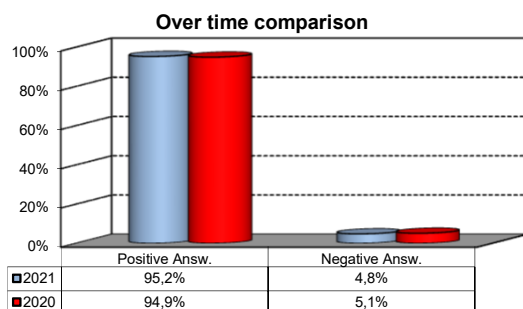


2) if you answered "More NO than YES" or "Definitely NO", indicate the subject or the subjects for which your previous knowledge revealed to be insufficient:

	a.v.	%
MATEMATICA - MODULO 1 (GENERALE)	29	17,6%
BILANCIO	21	12,7%
MATEMATICA - MODULO 2 (APPLICATA)	15	9,1%
STATISTICA	14	8,5%
COMPUTER SCIENCE	12	7,3%
MATEMATICA	12	7,3%
Altro	62	37,6%
<b>Total</b>	<b>165</b>	<b>100%</b>

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

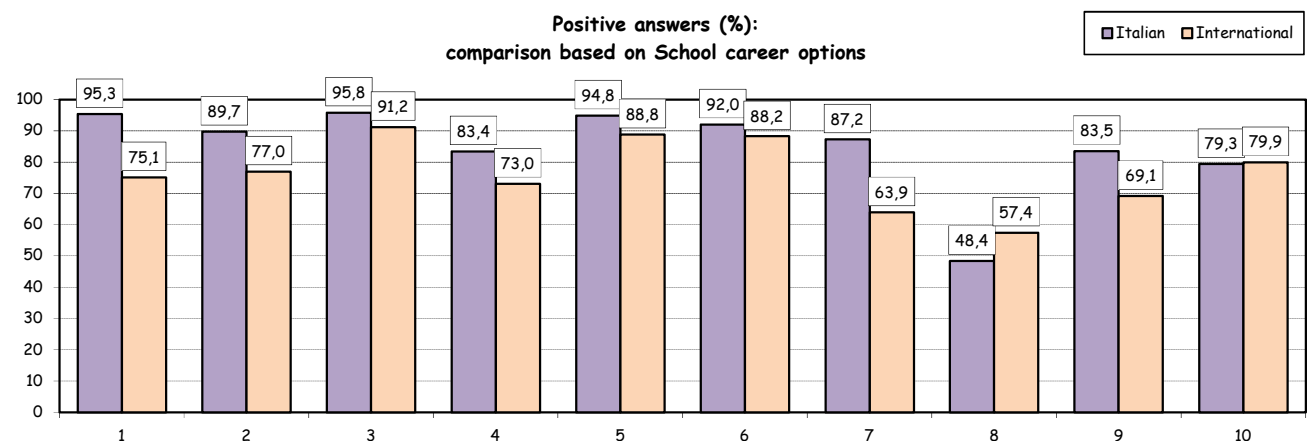
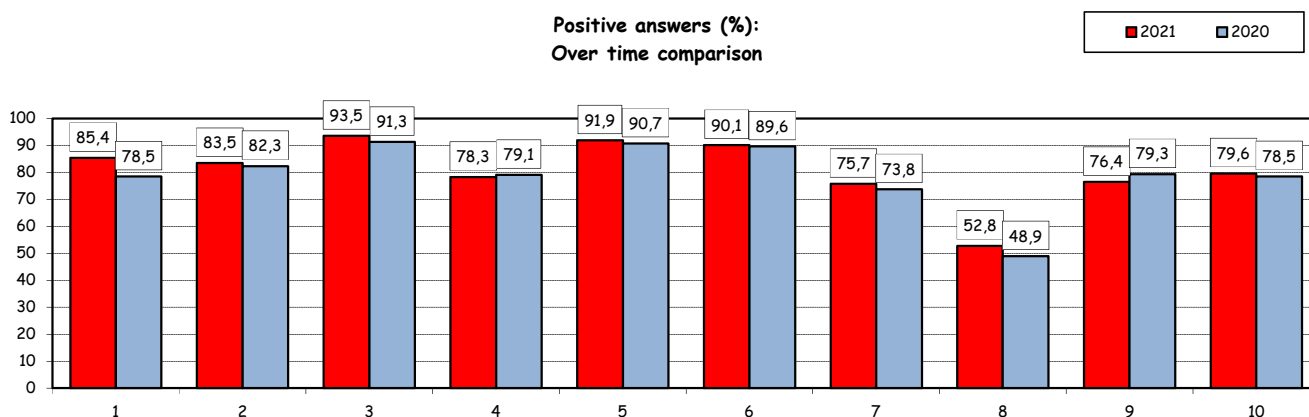
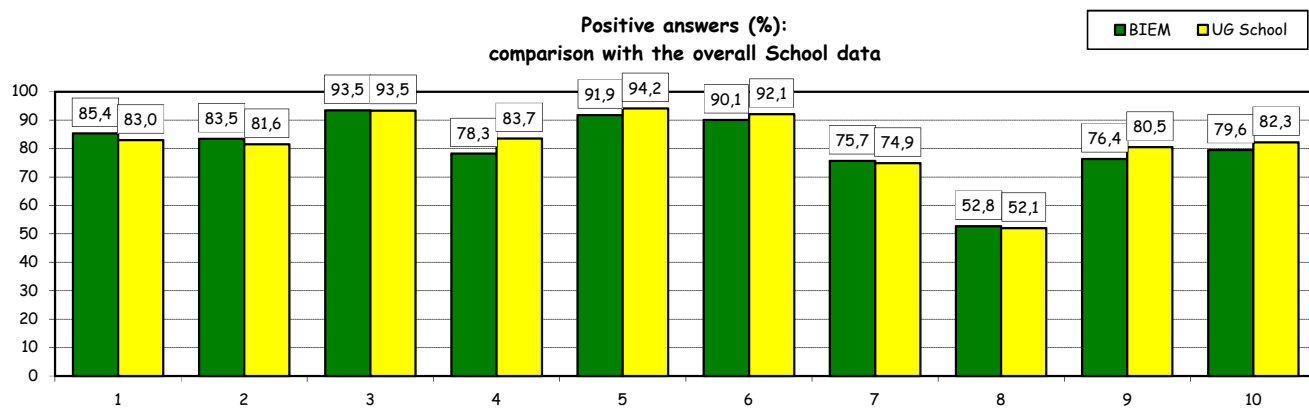
Answers	Italian school Career		Int.nal School Career		Total	
	v.a.	%	v.a.	%	v.a.	%
A - Definitely YES	128	60,4%	92	44,9%	220	52,8%
B - More YES than NO	78	36,8%	99	48,3%	177	42,4%
C - More NO than YES	6	2,8%	13	6,3%	19	4,6%
D - Definitely NO	0	0,0%	1	0,5%	1	0,2%
<b>Total</b>	<b>212</b>	<b>100%</b>	<b>205</b>	<b>100%</b>	<b>417</b>	<b>100%</b>
NA	3		2		5	



## Study experience

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

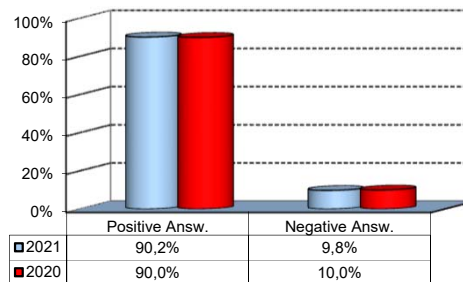
Soft Skill	Item	Definitely YES		More YES than NO		More NO than YES		Definitely NO		Total		n.a.
		a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.
1	Ability to work on a team	222	53,1	135	32,3	49	11,7	12	2,9	418	100,0	4
2	Interpersonal skills	170	40,8	178	42,7	58	13,9	11	2,6	417	100,0	5
3	Organizational skills	250	60,0	140	33,6	24	5,8	3	0,7	417	100,0	5
4	Critical thinking skills	158	38,1	167	40,2	76	18,3	14	3,4	415	100,0	7
5	Ability to analyze and select information	222	53,1	162	38,8	27	6,5	7	1,7	418	100,0	4
6	Problem-solving ability	202	48,6	173	41,6	38	9,1	3	0,7	416	100,0	6
7	Written communication skills	161	38,7	154	37,0	76	18,3	25	6,0	416	100,0	6
8	Verbal communication skills	85	20,5	134	32,3	143	34,5	53	12,8	415	100,0	7
9	Ability to cope with stress	188	45,2	130	31,3	62	14,9	36	8,7	416	100,0	6
10	Computer Skills	126	30,2	206	49,4	77	18,5	8	1,9	417	100,0	5



## Study experience

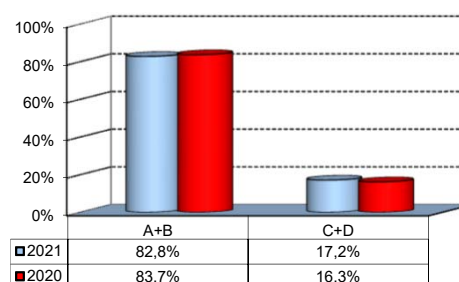
5) Do you think that the courses in your curriculum were adequately coordinated with each other?

	a.v.	%
A - Definitely YES	116	27,8%
B - More YES than NO	261	62,4%
C - More NO than YES	37	8,9%
D - Definitely NO	4	1,0%
<b>Total</b>	<b>418</b>	<b>100%</b>
NA	4	



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

	a.v.	%
A - Definitely YES	115	27,4%
B - More YES than NO	232	55,4%
C - More NO than YES	65	15,5%
D - Definitely NO	7	1,7%
<b>Total</b>	<b>419</b>	<b>100%</b>
NA	3	



6b) Specifically, do you believe that the study load was excessive or insufficient?

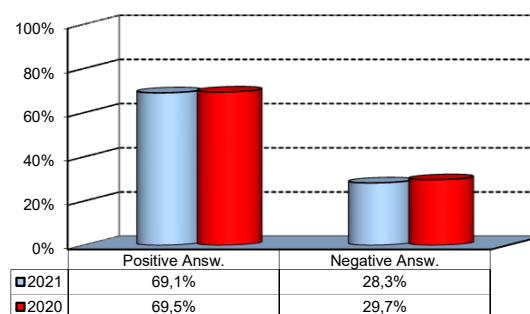
(In case of answer "C" and "D" to item no.6a)

	a.v.	% 2021	% 2020
Excessive	66	93,0%	91,9%
Insufficient	5	7,0%	8,1%
<b>Total</b>	<b>71</b>	<b>100%</b>	<b>100%</b>
NA	1		

## 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	153	36,7%
B - More YES than NO	135	32,4%
C - More NO than YES	94	22,5%
D - Definitely NO	24	5,8%
E - Supervision was not expected	11	2,6%
<b>Total</b>	<b>417</b>	<b>100%</b>
NA	5	

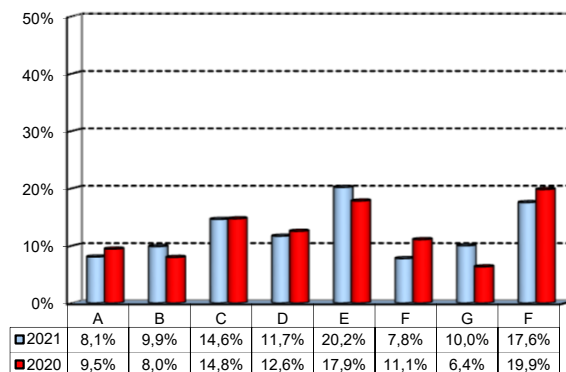


## Extracurricular Activities

1) Which of the following extracurricular activities did you attend during the Bachelor Program?

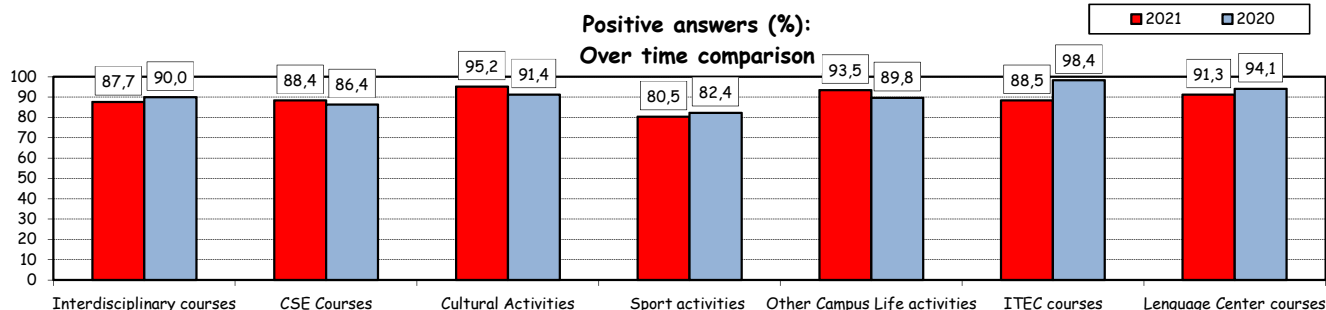
(multiple answers admitted)

	a.v.	%
A - Interdisciplinary courses ("Sapere a tutto campo")	58	8,1%
B - Counseling and Self-Empowerment courses (CSE)	71	9,9%
C - Cultural Activities (visit museums, concerts, theatre and cinema, various issues)	105	14,6%
D - Sport activities	84	11,7%
E - Other Campus Life activities	145	20,2%
F - IT Education Center courses (ITEC)	56	7,8%
G - Language Center courses	72	10,0%
H - None	126	17,6%
<b>Total</b>	<b>717</b>	<b>100%</b>
NA	0	



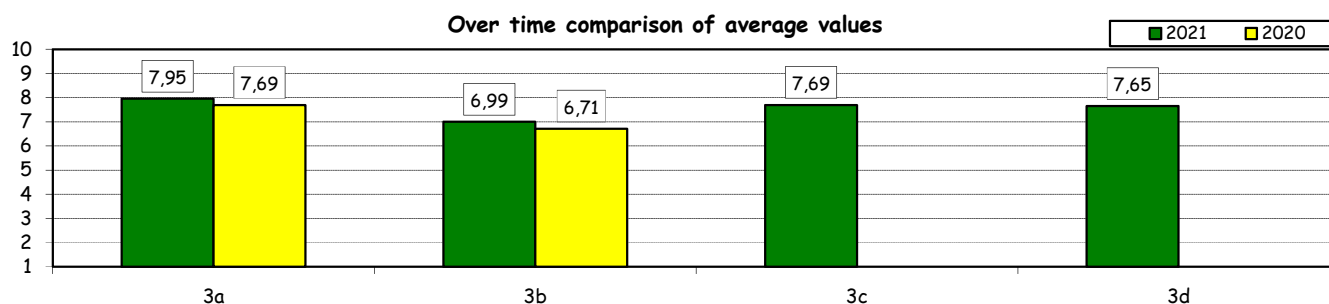
2) Do you think that the activities you took part in contributed to your cultural/educational enrichment?

	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	30	52,6	20	35,1	7	12,3	0	0,0	57	100,0	1
B - CSE courses	35	50,7	26	37,7	7	10,1	1	1,4	69	100,0	2
C - Cultural Activities	62	59,6	37	35,6	5	4,8	0	0,0	104	100,0	1
D - Sport activities	33	40,2	33	40,2	15	18,3	1	1,2	82	100,0	2
E - Other Campus Life activities	59	42,4	71	51,1	9	6,5	0	0,0	139	100,0	6
F - ITEC courses	22	42,3	24	46,2	6	11,5	0	0,0	52	100,0	4
G - Language Center courses	27	39,1	36	52,2	6	8,7	0	0,0	69	100,0	3



How would you evaluate:

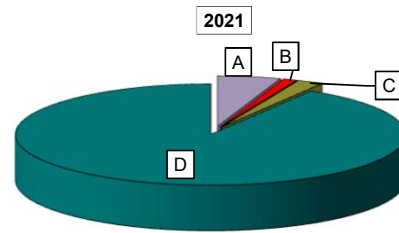
Item	Answers	Negative				Positive				Total		NA
		1-2		3-4-5		6-7-8		9-10		a.v.	%	
		a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	
3a) The range and interest of programmes offered		2	0,7	17	5,8	170	58,2	103	35,3	292	100,0	4
3b) The support you received from the Campus Life Office		15	5,2	42	14,7	164	57,3	65	22,7	286	100,0	10
3c) The support you received from ITEC		1	1,9	3	5,8	31	59,6	17	32,7	52	100,0	4
3d) The support you received from Language Center		0	0,0	4	5,9	43	63,2	21	30,9	68	100,0	4



## Experience Of Studying Abroad

### 1) Type of experience:

Answers	a.v.	%	
		2021	2020
A - Exchange	22	5,3%	35,9%
B - Double Degree	5	1,2%	1,3%
C - Free-Mover	9	2,1%	10,2%
D - None	383	91,4%	52,5%
<b>Total</b>	<b>419</b>	<b>100%</b>	<b>100%</b>
NA	3		

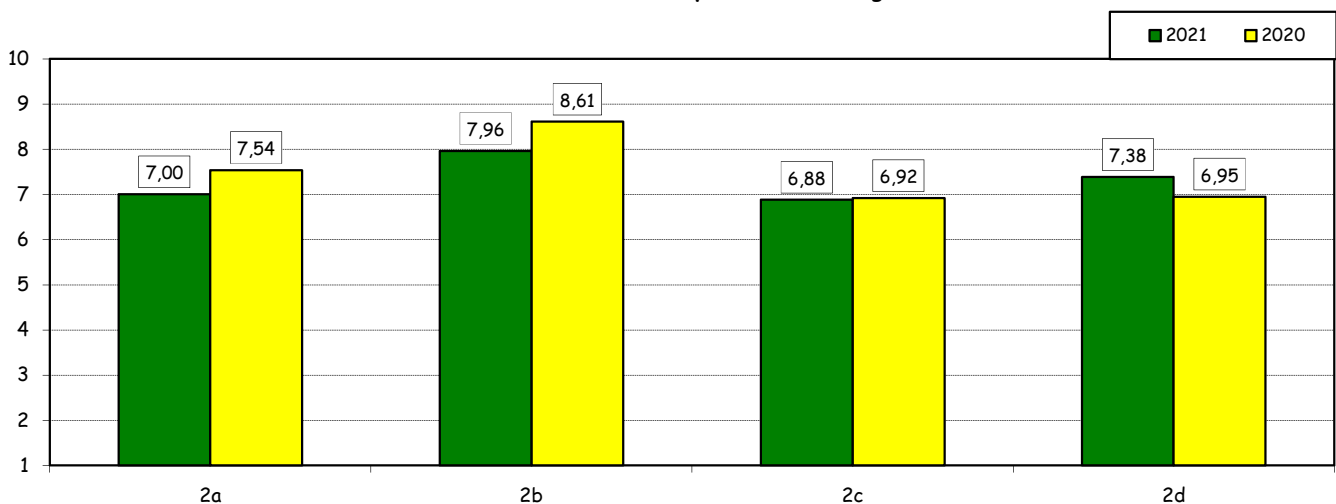


### How would you evaluate:

(only A or B 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	4,0	4	16,0	14	56,0	6	24,0	25	100,0	2	
2b) The range and interest of programs offered.	0	0,0	3	11,5	11	42,3	12	46,2	26	100,0	1	
2c) The convenience of the study abroad desk's opening hours.	1	4,0	7	28,0	8	32,0	9	36,0	25	100,0	2	
2d) The support you received from Bocconi International Relations.	1	3,8	4	15,4	12	46,2	9	34,6	26	100,0	1	

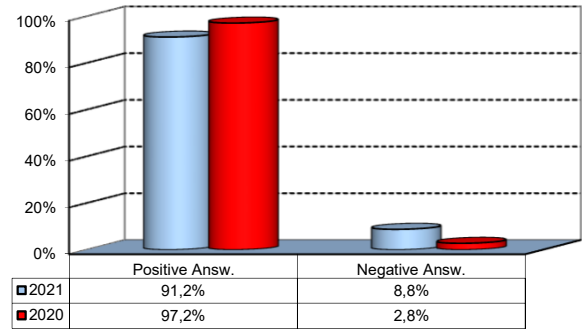
### Over time comparison of average values



## Experience Of Studying Abroad

3) Would you positively evaluate this experience?

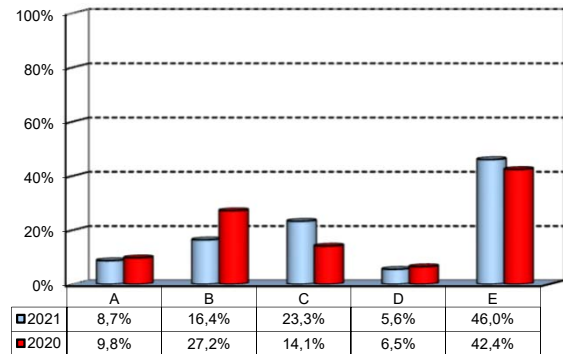
Answers	a.v.	%
A - Definitely YES	20	58,8%
B - More YES than NO	11	32,4%
C - More NO than YES	3	8,8%
D - Definitely NO	0	0,0%
<b>Total</b>	<b>34</b>	<b>100%</b>
NA	1	



(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	33	8,7%
B-Absence of the requirements needed for participation in the program selected	62	16,4%
C-Rejection of your application	88	23,3%
D-Lack of time during the period of study	21	5,6%
E-Other (personal, family, organizational reasons, etc.)	174	46,0%
<b>Total</b>	<b>378</b>	<b>100%</b>
NA	5	

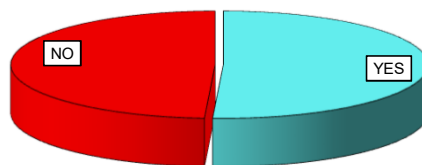




## Internship Activities

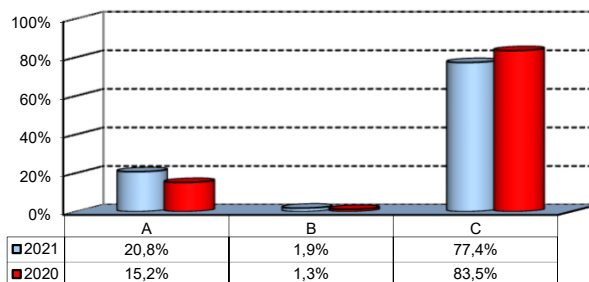
1) Did you attend an internship recognized by the Bachelor program?

	a.v.	2021	2020
YES	213	50,8%	42,9%
NO	206	49,2%	57,1%
<b>Total</b>	<b>419</b>	<b>100%</b>	<b>100%</b>
NA	3		



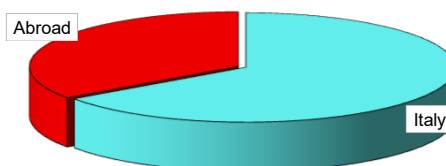
2) How did you find the internship?

	a.v.	%
A - Through the University's Placement Services*	44	20,8%
B - Through the faculty members of the degree program	4	1,9%
C - Through autonomous way then recognized by the degree program	164	77,4%
<b>Total</b>	<b>212</b>	<b>100%</b>
NA	1	



3) Where did you do the internship recognised by the Bachelor Program?

	a.v.	2021	2020
Italy	139	65,3%	71,1%
Abroad	74	34,7%	28,9%
<b>Total</b>	<b>213</b>	<b>100%</b>	<b>100%</b>
NA	0		

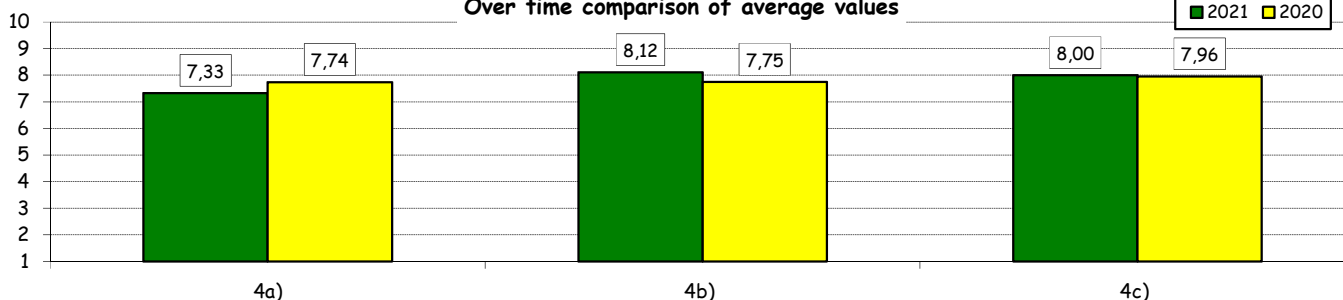


How would you evaluate:

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

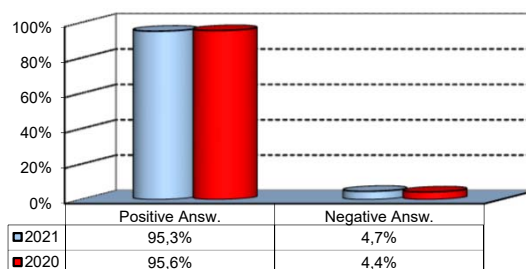
Item	Answers	Negative				Positive				Total	N.A.
		1-2		3-4-5		6-7-8		9-10			
		a.v.	%	a.v.	%	a.v.	%	a.v.	%		
4a) The convenience of the internship front desk's opening hours.	1	2,4	7	16,7	21	50,0	13	31,0	42	100,0	2
4b) The number and variety of opportunities offered	0	0,0	1	2,3	25	58,1	17	39,5	43	100,0	1
4c) The support you received from the Internship Office.	0	0,0	5	12,2	17	41,5	19	46,3	41	100,0	3

Over time comparison of average values



5) Would you positively evaluate this experience?

	a.v.	%
A - Definitely YES	142	67,3%
B - More YES than NO	59	28,0%
C - More NO than YES	9	4,3%
D - Definitely NO	1	0,5%
<b>Total</b>	<b>211</b>	<b>100%</b>
NA	2	



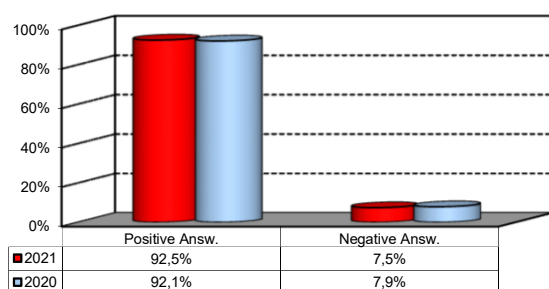
\*JobGate, Internship Programs, Companies' meetings and presentations, Bocconi&Jobs, Placement Library's services, Curricular Internship Special, websites reported in the section 'Lavoro.net'

## General satisfaction and short-term plans

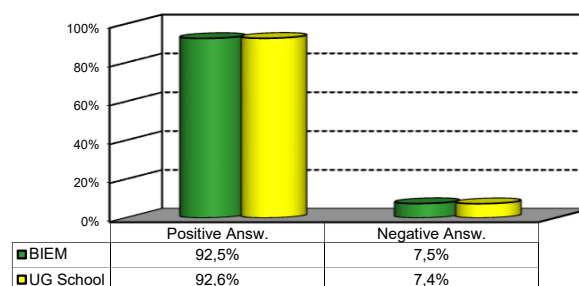
1) Are you satisfied overall with the study program you attended?

Answers	Italian School career		Int.nal School Career		Total	
	a.v.	%	a.v.	%	a.v.	%
A - Definitely YES	102	47,9%	80	39,6%	182	43,9%
B - More YES than NO	99	46,5%	103	51,0%	202	48,7%
C - More NO than YES	11	5,2%	17	8,4%	28	6,7%
D - Definitely NO	1	0,5%	2	1,0%	3	0,7%
<b>Total</b>	<b>213</b>	<b>100%</b>	<b>202</b>	<b>100%</b>	<b>415</b>	<b>100%</b>
NA	2		5		7	

Over time comparison



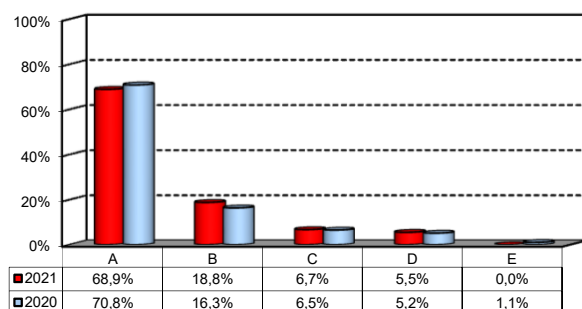
Comparison with the overall School data



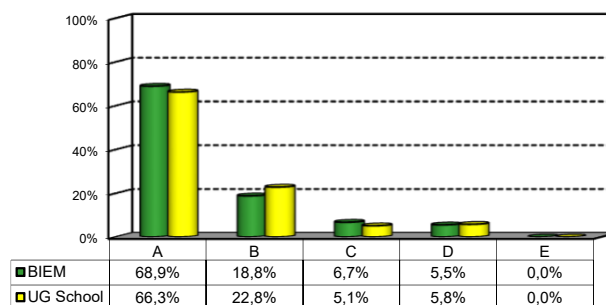
2a) If you could go back in time, would you enroll in the University again?

Answers	Italian School career		Int.nal School Career		Total	
	a.v.	%	a.v.	%	a.v.	%
A - YES, in the same Bachelor Program at this University	160	75,5%	126	62,1%	286	68,9%
B - YES, in another Program at this University	39	18,4%	39	19,2%	78	18,8%
C - YES, in the same Program but at another University	5	2,4%	23	11,3%	28	6,7%
D - YES, in another Program at another University	8	3,8%	15	7,4%	23	5,5%
E - NO, I would not enrol in university anymore	0	0,0%	0	0,0%	0	0,0%
<b>Total</b>	<b>212</b>	<b>100%</b>	<b>203</b>	<b>100%</b>	<b>415</b>	<b>100%</b>
NA	3		4		7	

Over time comparison



Comparison with the overall School data



## General satisfaction and short-term plans

(In case of answer "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		
	v.a.	%	v.a.	%	2021 v.a.	2021 %	2020 %
A - My interest has changed during this time / I discovered that I have different attitudes	38	74,5%	40	53,3%	78	61,9%	24,4%
B - The Bachelor program did not mirror my expectations	7	13,7%	12	16,0%	19	15,1%	31,7%
C- I have not been admitted to the Bachelor Program selected as first-choice.	3	5,9%	4	5,3%	7	5,6%	0,0%
D- The campus and its facilities and services were not up to my expectations	1	2,0%	10	13,3%	11	8,7%	22,0%
E-I would have preferred to attend the same Bachelor Program but taught in English.	1	2,0%	0	0,0%	1	0,8%	0,0%
F - Other reasons	1	2,0%	9	12,0%	10	7,9%	22,0%
<b>Total</b>	<b>51</b>	<b>100%</b>	<b>75</b>	<b>100%</b>	<b>126</b>	<b>100%</b>	<b>100%</b>
NA	1		2		3		

#### F- Other reasons:

a posteriori avrei frequentato bief, ma in realta' se avessi 18 anni oggi non mi iscriverei a nessuna universita'
As an international student, I do not have a permit to work in EU and Italian job market is considerably worse than UK or US because of the language barriers.
As content and skills Bocconi is great, but in general the Italian system is. The main issue is that the harshness in grades and the fixedness of our system does not allow to "sell" ourselves abroad as effectively as others do even if we are more prepared
Because the knowledge acquired is purely theoretical and its practical applications are rarely practiced
I don't know Italian so it is hard for me to find a job in Italy.
None
Pathetic quality of teaching and examination. No focus on critical thinking. No holistic development or attention to student health. No ".non-corporate" activities or groups until recently.
Social life did not live up to expectations, heavy workload and harsh conversion of grades to other countries standards.
While I feel that I am prepared for many academic realities, I felt that Bocconi (for the status that it has) does not cater to students and lacks basic organisation which would help students throughout their course.
Would rather attend the BIEF, which is more in line with where I'm working - didn't attend because the Double Degree offers are only with the BIEM. which I also liked anyways.

## General satisfaction and short-term plans

### 3) In the near future do you intend to:

	Italian School career		Int.nal School Career		Total		2020 %
	a.v.	%	a.v.	%	2021 a.v.	%	
A- To go on with university studies at Bocconi (Master of Science, one-year Master of Science)	113	53,1%	22	10,9%	135	32,5%	37,2%
B- To go on with university studies at another Italian University	8	3,8%	7	3,5%	15	3,6%	2,9%
C- To go on with university studies abroad	78	36,6%	83	41,1%	161	38,8%	41,9%
D - To immediately look for a job	4	1,9%	40	19,8%	44	10,6%	10,0%
E - To accept a job proposal received	4	1,9%	37	18,3%	41	9,9%	4,7%
F - To continue to do the job started during this degree program	6	2,8%	13	6,4%	19	4,6%	3,2%
<b>Total</b>	<b>213</b>	<b>100%</b>	<b>202</b>	<b>100%</b>	<b>415</b>	<b>100%</b>	<b>100%</b>
NA	2		5		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 %
	a.v.	%	a.v.	%	2021 a.v.	%	
A - I would like to attend a more prestigious university	21	15,1%	19	13,3%	40	14,2%	10,1%
B - I would like to build a strong international curriculum	66	47,5%	71	49,7%	137	48,6%	47,5%
C- I can not bear the cost of studies (tuition fees and cost of living)	4	2,9%	5	3,5%	9	3,2%	3,6%
D - I can not bear the cost of studies (tuition fees and cost of living)	5	3,6%	8	5,6%	13	4,6%	3,3%
E- The administrative services are not sufficiently efficient	6	4,3%	9	6,3%	15	5,3%	6,9%
F - I think that the contents of Bocconi's MSc programs do not differ much from those of undergraduate programs	20	14,4%	14	9,8%	34	12,1%	12,7%
G - Other reasons	17	12,2%	17	11,9%	34	12,1%	15,9%
<b>Total</b>	<b>139</b>	<b>100%</b>	<b>143</b>	<b>100%</b>	<b>282</b>	<b>100%</b>	<b>100%</b>
NA	0		0		0		

#### G - Other reasons:

Abroad they focus more on developing soft skills (In Italy we have way too much theory) and on showing you how to appeal to others from a working standpoint.

Acquisire un approccio diverso meno basato sulla performance delimitata dal risicato tempo dell'esame finale previsto, avere opportunita' all'interno dell'universita' meno strettamente dipendenti esclusivamente dalla media scolastica, offerta di corsi piu' specifici come Sales Management mancanti in Bocconi dove si tende a prediligere l'aspetto finanziario e i master sono molto simili alle lauree triennali senza permettere una vera e propria specializzazione

After 3 years in Bocconi, I wish to experience other Universities.

Approccio troppo teorico Modalita' di valutazione troppo severa verso gli studenti che si impegnano rispetto alle altre universita'

Avendo fatto la triennale gia' in inglese, volevo andare direttamente all'estero per migliorare ulteriormente il mio profilo.

avere una visione piu' pratica

Bocconi Masters are Not suitable for what I want to do later on.

Credo dia piu' opportunita' di lavoro e aiuti lo studente a trovare un lavoro

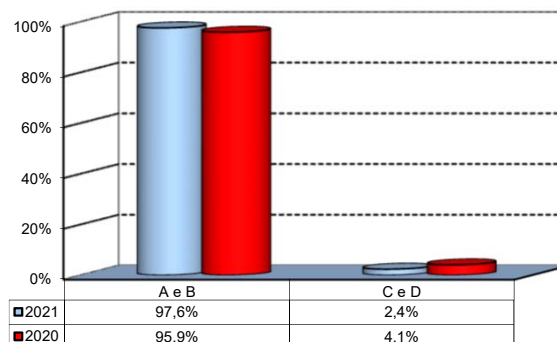
**G - Other reasons:**

Desidero parlare inglese nella vita di tutti i giorni
Forgot to apply
Ho percepito poca attenzione per gli studenti da parte dei professori e dell'universita' stessa rispetto alle universita' estere.
I heard that Bocconi Master programs are very theoretical and have little to zero real-life application
I want to attend a course not offered by Bocconi
I want to experience living in another country
I want to pursue a degree which is not offered by Bocconi
I want to travel more and experience more countries and cultures. In short, I'd like to broaden my mind with different norms and traditions and ways of thinking around the world.
I wanted to pursue a Masters in Management Program but my GPA would not have guaranteed me the admission in Bocconi. For this reason, I had to look somewhere else. At the end, I choose ESCP because of the possibility to study in different campuses and build a strong international curriculum.
I was not accepted in an MSc in Bocconi
I was not admitted to a Master's degree at Bocconi University.
I was not admitted to grad school at Bocconi.
I was rejected
I will go to a English speaking country for masters, hopefully to find a job while studying
I would like to find a job abroad
In general I do not satisfy admission criteria at Bocconi
la Bocconi ha un focus e un insegnamento troppo accademico che non plasma a quella che sara' un'esperienza lavorativa futura.. rimane di stampo troppo italiano
La Bocconi non offre il corso che andro' a frequentare
L'Universita' scelta e' specializzata in corsi e in aree che in Bocconi non sono ugualmente sviluppati
My preference was to go continue my studies abroad, and either way I did not have the necessary requirements to be accepted in the Bocconi's Msc program I would have been interested in.
Non sono stata ammessa in Bocconi
Non sono stata presa in magistrale
Other interests
Per fare un'esperienza diversa
Probabilmente non sarei stata presa ad EMIT
ritengo che Bocconi non offra un corso di laurea magistrale abbastanza focalizzato sulla sostenibilita'
Some other programs seem more engaging. They offer more practical experiences.
Superior placement offered by other universities
The program/discipline I am interested in is not offered at Bocconi.

## 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	277	66,7%
B - Often adequate	126	30,4%
C - Rarely adequate	10	2,4%
D - Never adequate	0	0,0%
E - I did not use them	2	0,5%
<b>Total</b>	<b>415</b>	<b>100%</b>
NA	7	

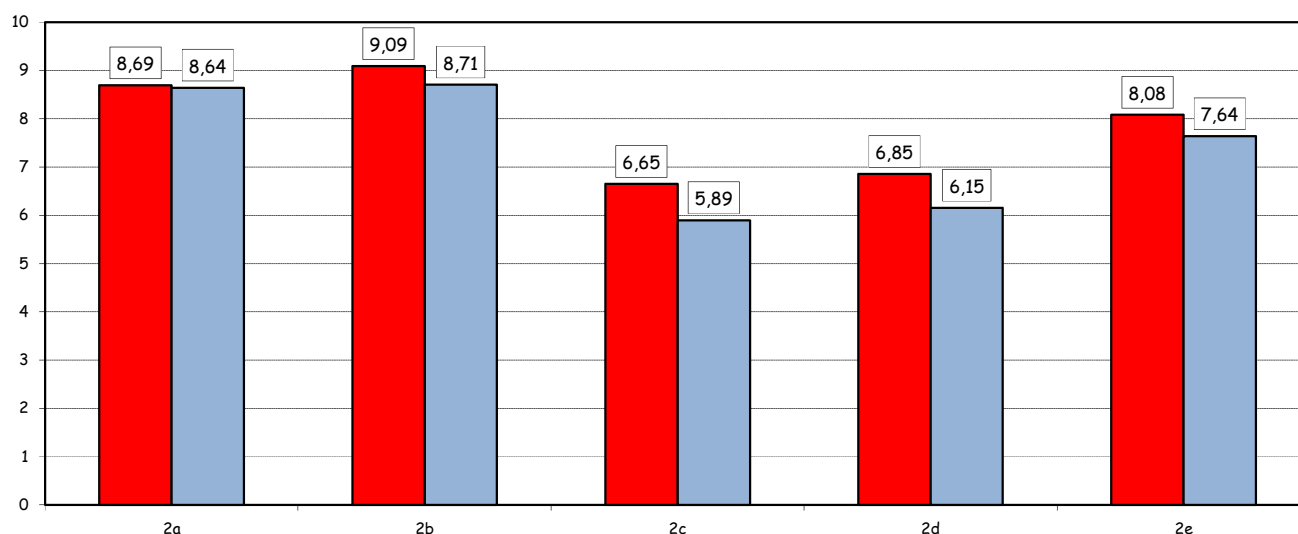


2) How would you evaluate:

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.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	14	3,4	141	34,0	260	62,7	415	100,0	7
b) The cleanliness of classrooms and of other common areas on campus (corridors, halls, study rooms)		2	0,5	5	1,2	87	21,0	320	77,3	414	100,0	8
c) The adequacy of the amount of areas/seats reserved to individual study in the University Library		43	11,3	76	19,9	148	38,8	114	29,9	381	100,0	41
d) The adequacy of the amount of areas/seats reserved to individual study in other buildings on campus		30	7,3	77	18,8	187	45,6	116	28,3	410	100,0	12
e) The clarity and adequacy of the signage system on campus		5	1,2	31	7,6	182	44,4	192	46,8	410	100,0	12

Over time comparison of average values

■ 2021 ■ 2020

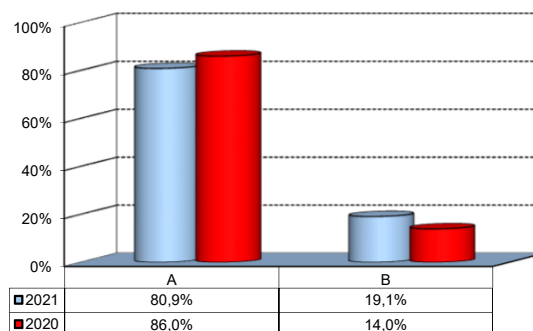


(\*): the percentage shown on the graphs is calculated by excluding the responses of those who declare that they have not used the service.

## 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	241	58,1%
B- Inadequate in number	57	13,7%
C- Never used	117	28,2%
<b>Total</b>	<b>415</b>	<b>100%</b>
NA	7	

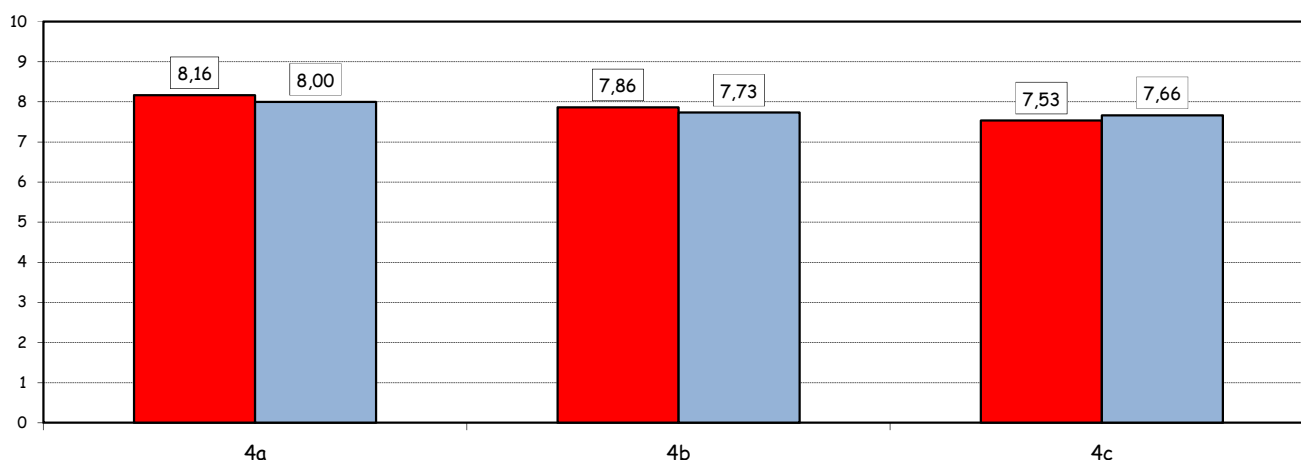


4) How would you evaluate:

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.	%			
a) The availability of technical staff supporting students (Tutors) in PC Labs <sup>^</sup>		3	1,0	13	4,5	140	48,1	135	46,4	291	100,0	7
b) The convenience of the PC Labs' opening hours <sup>^</sup>		4	1,4	19	6,7	158	55,4	104	36,5	285	100,0	13
c) The level of accessibility and usability of the University's IT services (Internet access points, Punto Blu, Virtual Punto Blu, wireless connection)		6	1,5	52	12,6	215	52,2	139	33,7	412	100,0	10

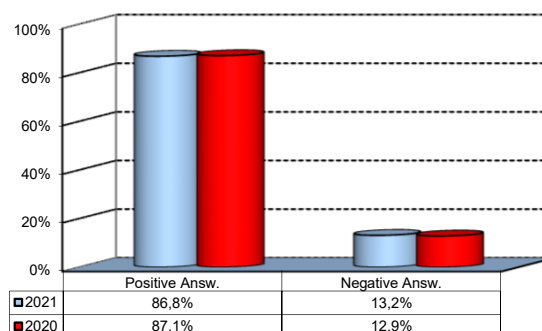
Over time comparison of average values

■ 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	101	24,4%
B - Quite positive	196	47,3%
C - Quite negative	36	8,7%
D - Very Negative	9	2,2%
E - Never used	72	17,4%
<b>Total</b>	<b>414</b>	<b>100%</b>
NA	8	



(<sup>^</sup>): 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.