

EVALUATION OF THE DEGREE PROGRAM AND THE UNIVERSITY EXPERIENCE

MASTER OF SCIENCE IN
FINANZA - FINANCE
a.y. 2021-2022

SURVEY PERIOD: JULY 2022 - JULY 2023

N° QUESTIONNAIRES PROCESSED: 258

N° OF GRADUATE STUDENTS: 282

RESPONSE RATE: 91,5%



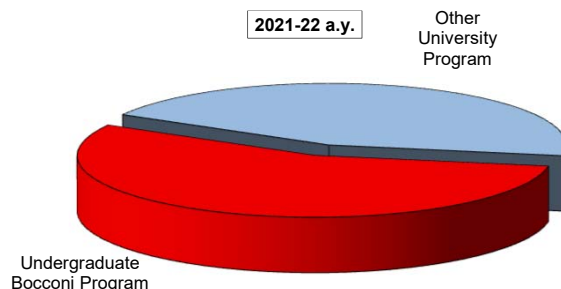
EVALUATION OF UNIVERSITY EXPERIENCE

Finanza- Finance

General information

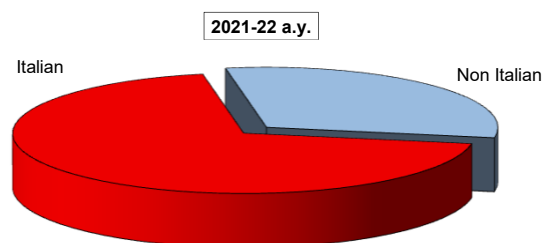
Undergraduate Career

Answers	a. v.	%	
		2021-22	2020-21
Undergraduate Bocconi Program	143	55,4	59,9
Other University Program	115	44,6	40,1
Total	258	100,0	100,0
NA	0		



Nationality

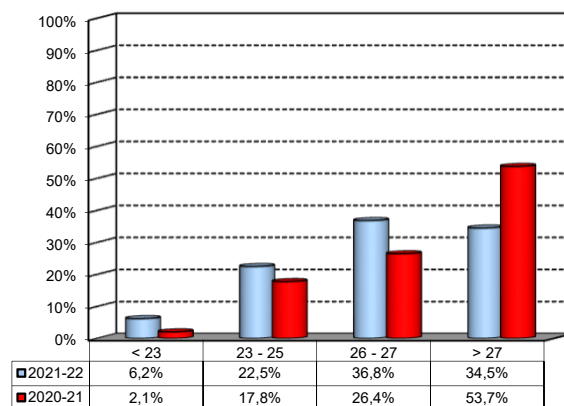
Answers	a. v.	%	
		2021-22	2020-21
Italian	179	69,4%	74,4%
Non Italian	79	30,6%	25,6%
Total	258	100%	100%
NA	16		



Average mark of the exams passed:

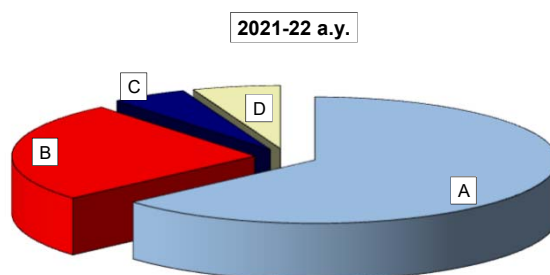
(approximate average expressed in 30/30)

Answers	a. v.	%
meno di 23	16	6,2%
23-25	58	22,5%
26-27	95	36,8%
maggiore di 27	89	34,5%
Total	258	100%
NA	0	



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

Answers	a. v.	%	
		2021-22	2020-21
A - More than 75%	163	63,4	72,2
B - Between 50 and 75%	66	25,7	17,8
C - Between 25 and 50%	13	5,1	8,3
D - Less than 25%	15	5,8	1,7
Total	257	100,0	100,0
NA	1		

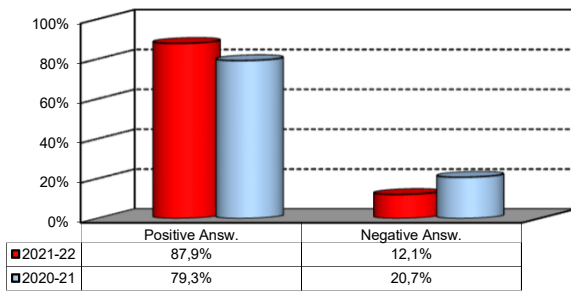


Study Experience

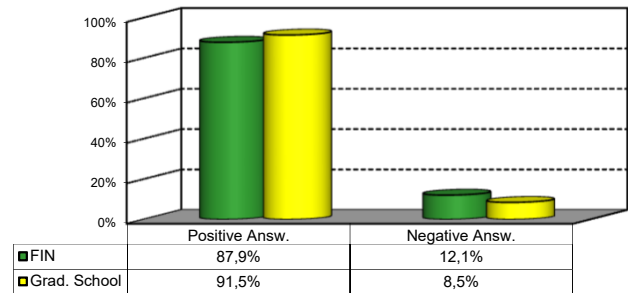
1) On the whole, do you think that the MSc program you attended at Bocconi enabled in-depth study of topics in both a theoretical and a practical sense?

Answers	Italian		Non Italian		Total	
	a.v.	%	a.v.	%	a.v.	%
A - Definitely YES	76	42,7%	27	34,6%	103	40,2%
B - More YES than NO	77	43,3%	45	57,7%	122	47,7%
C - More NO than YES	25	14,0%	5	6,4%	30	11,7%
D - Definitely NO	0	0,0%	1	1,3%	1	0,4%
Total	178	100%	78	100%	256	100%
NA	1		1			

Over time comparison



Comparison with the overall School data



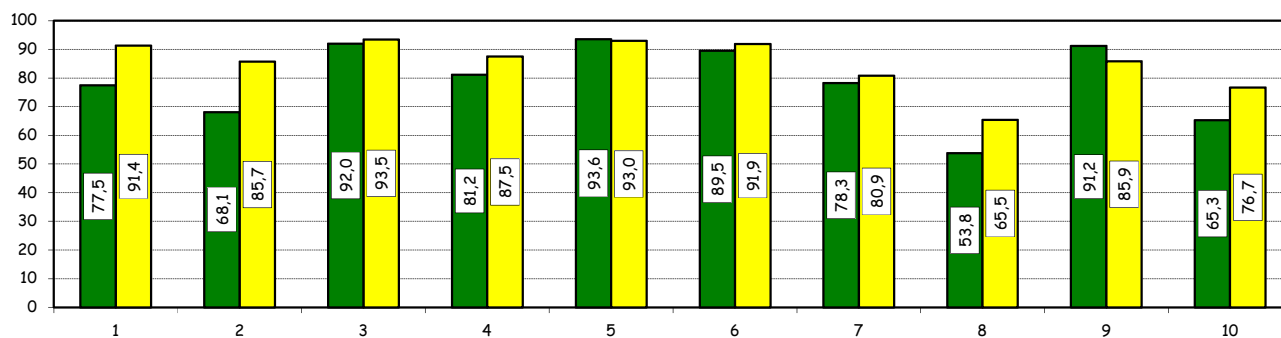
Study Experience

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	84	33,2	112	44,3	48	19,0	9	3,6	253	100,0	5
2	Interpersonal skills	74	29,5	97	38,6	63	25,1	17	6,8	251	100,0	7
3	Organizational skills	132	52,8	98	39,2	17	6,8	3	1,2	250	100,0	8
4	Critical thinking skills	111	44,4	92	36,8	42	16,8	5	2,0	250	100,0	8
5	Ability to analyze and select information	140	55,8	95	37,8	14	5,6	2	0,8	251	100,0	7
6	Problem-solving ability	139	56,0	83	33,5	23	9,3	3	1,2	248	100,0	10
7	Written communication skills	92	36,9	103	41,4	43	17,3	11	4,4	249	100,0	9
8	Verbal communication skills	59	23,5	76	30,3	86	34,3	30	12,0	251	100,0	7
9	Ability to cope with stress	166	66,1	63	25,1	14	5,6	8	3,2	251	100,0	7
10	Entrepreneurial spirit	82	32,7	82	32,7	65	25,9	22	8,8	251	100,0	7

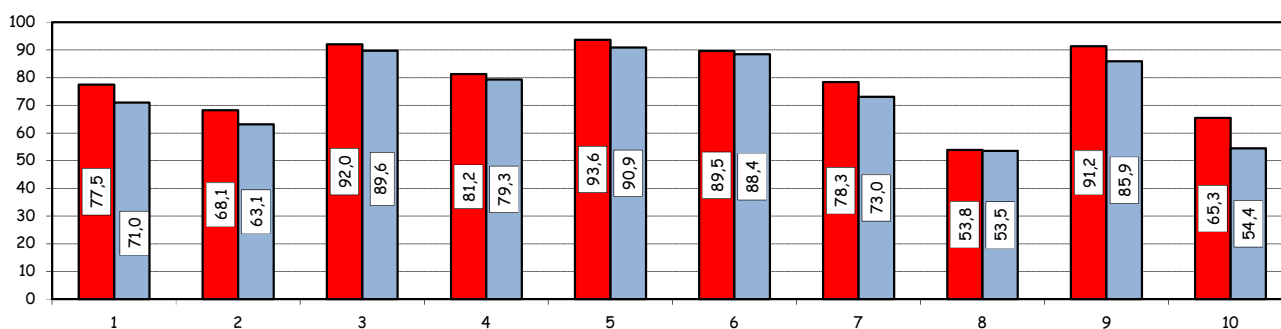
Positive answers (%):
comparison with the overall School data

■ FIN ■ Grad. School



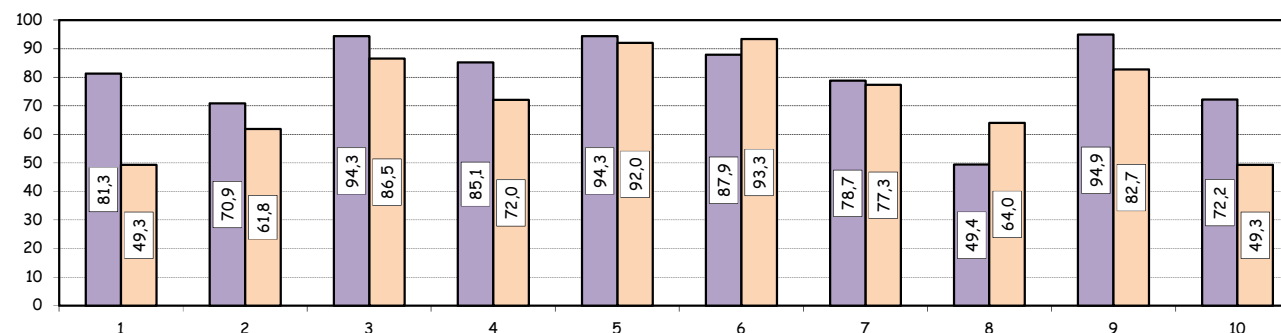
Positive answers (%):
Over time comparison

■ 2021-22 ■ 2020-21



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

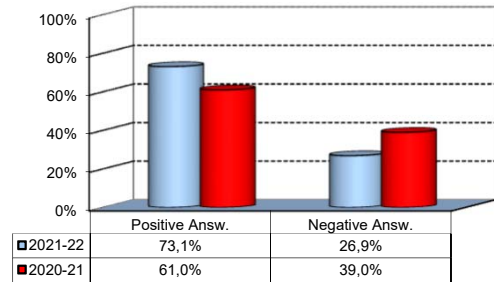
■ Italian ■ Non Italian



Study Experience

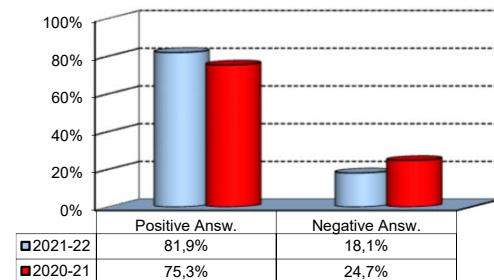
3) Do you think that teaching activities in the MSc program were structured in an active manner (frequent use of teamwork, case studies, assignments, etc.)?

Answers	a.v.	%
A - Definitely YES	60	24,1%
B - More YES than NO	122	49,0%
C - More NO than YES	56	22,5%
D - Definitely NO	11	4,4%
Total	249	100%
NA	9	



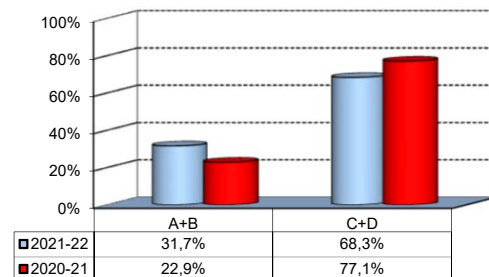
4) Do you think that the courses in your curriculum were adequately coordinated with each other?

Answers	a.v.	%
A - Definitely YES	63	25,3%
B - More YES than NO	141	56,6%
C - More NO than YES	37	14,9%
D - Definitely NO	8	3,2%
Total	249	100%
NA	9	



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	7	5,0%
B-Often	37	26,6%
C-Hardly ever	76	54,7%
D-Never	19	13,7%
Total	139	100%
NA	119	



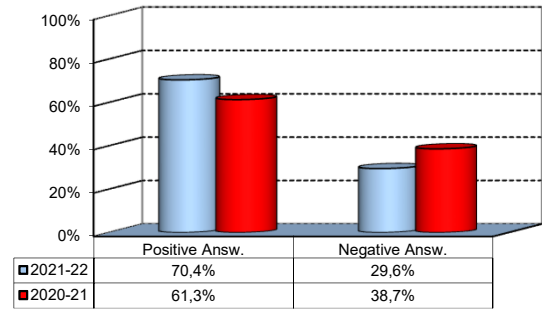
Please select the course or courses in the MSc program in which you encountered overlaps or unnecessary repetitions (multiple answers admitted)

Course	a.v.	%
QUANTITATIVE FINANCE AND DERIVATIVES - MODULE 1 - METODI QUANTITATIVI PER LA FINANZA	6	8,7%
FINANCIAL REPORTING AND ANALYSIS - BILANCIO - MODULO 2	6	8,7%
FINANCIAL REPORTING AND ANALYSIS - ACCOUNTING	6	8,7%
FINANCIAL REPORTING AND ANALYSIS - ACCOUNTING AND FINANCIAL STATEMENT ANALYSIS	3	4,3%
FINANZA AZIENDALE (Introduzione alle valutazioni) - FINANZA - MODULO 1 (FINANZA AZIENDALE)	3	4,3%
FINANCIAL ECONOMETRICS AND EMPIRICAL FINANCE - MODULE 1 - METODI QUANTITATIVI PER LA FINANZA	3	4,3%
FINANCIAL REPORTING AND ANALYSIS - ANALISI DI BILANCIO	3	4,3%
Other	39	56,5%
TOTAL	69	100,0%

Study Experience

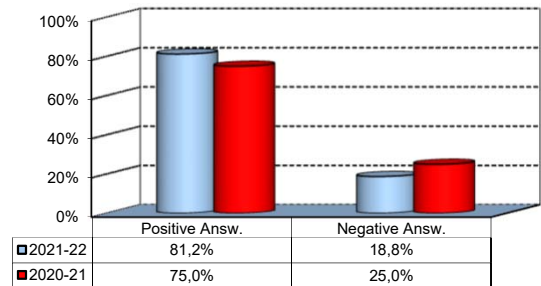
6) Do you think that the overall study load was compatible with the length of the program?

Answers	a.v.	%
A - Definitely YES	53	21,5%
B - More YES than NO	121	49,0%
C - More NO than YES	54	21,9%
D - Definitely NO	19	7,7%
Total	247	100%
NA	11	



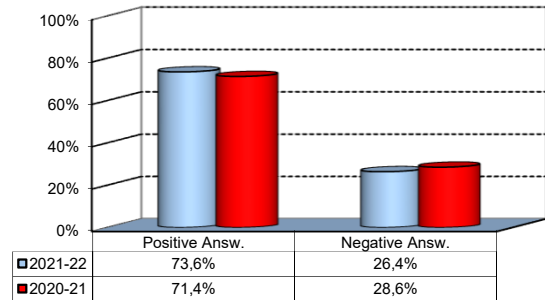
7) Was the coordination of the study program appropriately managed by the Program Director?

Answers	a.v.	%
A - Definitely YES	66	26,9%
B - More YES than NO	133	54,3%
C - More NO than YES	35	14,3%
D - Definitely NO	11	4,5%
Total	245	100%
NA	13	



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	73	29,7%
B - More YES than NO	108	43,9%
C - More NO than YES	52	21,1%
D - Definitely NO	13	5,3%
Total	246	100%
NA	12	

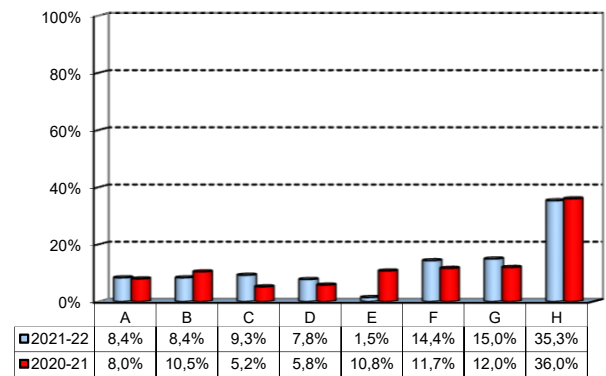


Extracurricular Activities

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

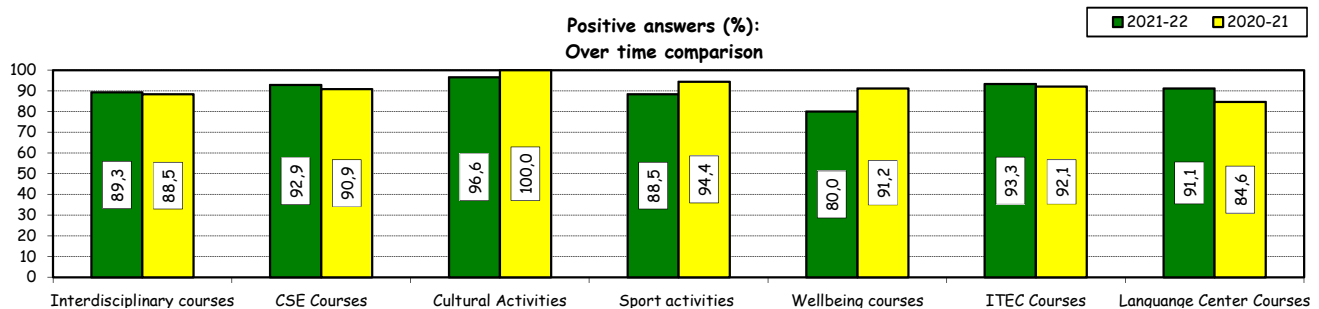
(multiple answers admitted)

Answers	a.v.	%
A - Interdisciplinary courses ("Sapere a tutto campo")	28	8,4%
B - Counseling and Self-Empowerment courses CSE	28	8,4%
C - Cultural Activities (visit museums, concerts, theatre and cinema, various issues)	31	9,3%
D - Sport activities	26	7,8%
E - Wellbeing courses	5	1,5%
F - Courses offered by ITEC	48	14,4%
G - Courses offered by Language Center	50	15,0%
H - None	118	35,3%
Total	334	100%
NA	0	



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

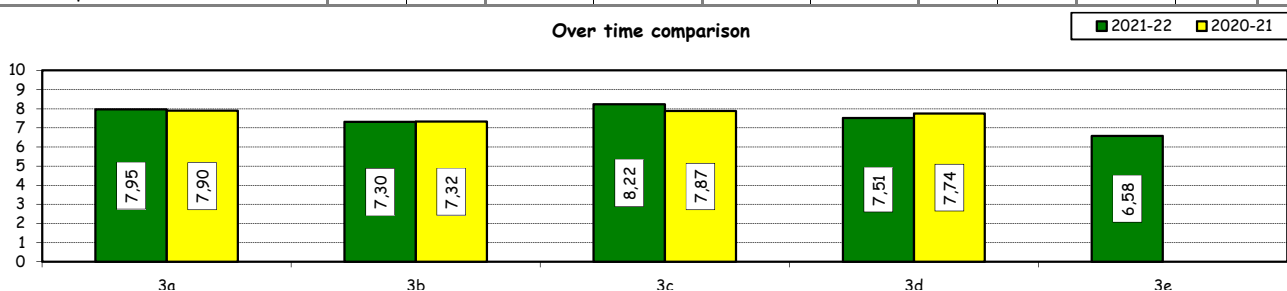
	Definitely YES		More YES than NO		More NO than YES		Definitely NO		Total		NA
	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.
A - Interdisciplinary courses	10	35,7	15	53,6	2	7,1	1	3,6	28	100,0	0
B - CSE courses	12	42,9	14	50,0	2	7,1	0	0,0	28	100,0	0
C - Cultural Activities	15	51,7	13	44,8	1	3,4	0	0,0	29	100,0	2
D - Sport activities	9	34,6	14	53,8	2	7,7	1	3,8	26	100,0	0
E - Wellbeing courses	2	40,0	2	40,0	1	20,0	0	0,0	5	100,0	0
F - ITEC courses	25	55,6	17	37,8	2	4,4	1	2,2	45	100,0	3
G - Language Center courses	19	42,2	22	48,9	2	4,4	2	4,4	45	100,0	5



How would you evaluate:

Item	Negative				Positive				Total		NA
	1-2		3-4-5		6-7-8		9-10		a.v.	%	
Answers	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	
3a) The range and interest of programmes offered	1	0,8	9	6,9	72	55,4	48	36,9	130	100,0	10
3b) The support you received from the Campus Life Office	9	6,9	12	9,2	72	55,4	37	28,5	130	100,0	10
3c) The support you received from ITEC	2	4,4	1	2,2	19	42,2	23	51,1	45	100,0	3
3d) The support you received from Language Center	5	10,6	2	4,3	21	44,7	19	40,4	47	100,0	3
3e) The support you received from Bocconi Sport Team	3	11,5	4	15,4	13	50,0	6	23,1	26	100,0	0

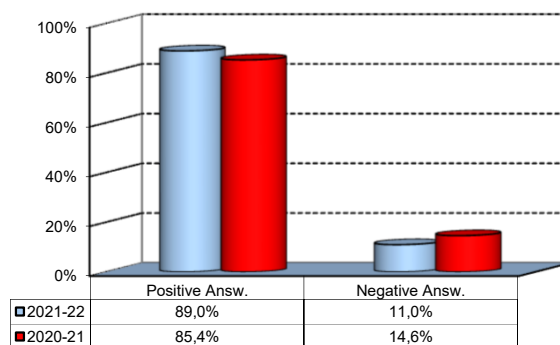
Over time comparison



Degree Thesis

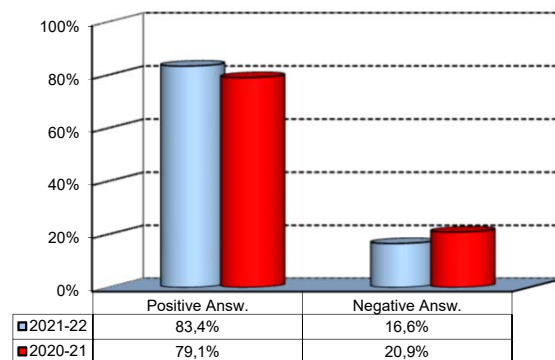
1) Do you think that the supervision and the assistance for preparing for your thesis were appropriate?

Answers	a.v.	%
A - Definitely YES	118	48,2%
B - More YES than NO	100	40,8%
C - More NO than YES	20	8,2%
D - Definitely NO	7	2,9%
Total	245	100%
NA	13	



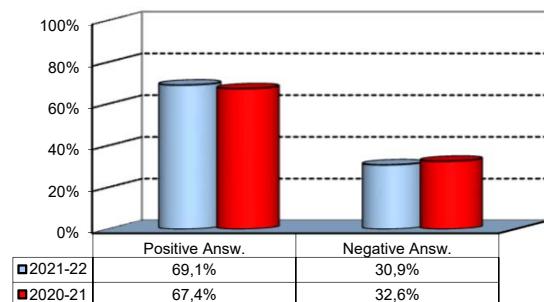
2) Do you think that the facilities provided by the University (library, computer labs) adequately supported preparation for your thesis?

Answers	a.v.	%
A - Definitely YES	90	36,4%
B - More YES than NO	116	47,0%
C - More NO than YES	37	15,0%
D - Definitely NO	4	1,6%
Total	247	100%
NA	11	



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?

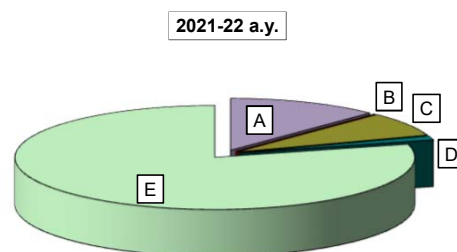
Answers	a.v.	%
A - Definitely YES	81	32,9%
B - More YES than NO	89	36,2%
C - More NO than YES	51	20,7%
D - Definitely NO	25	10,2%
Total	246	100%
NA	12	



Experience Of Studying Abroad

1) Please select the program you participated in:

Answers	a.v.	%	
		2021-22	2020-21
A - Exchange	31	12,3	5,8
B - CEMS-MIM	0	0,0	0,0
C- Double Degree	19	7,5	6,6
D - Free-Mover	3	1,2	0,0
E- None	200	79,1	87,6
Total	253	100,0	100,0
NA	5		

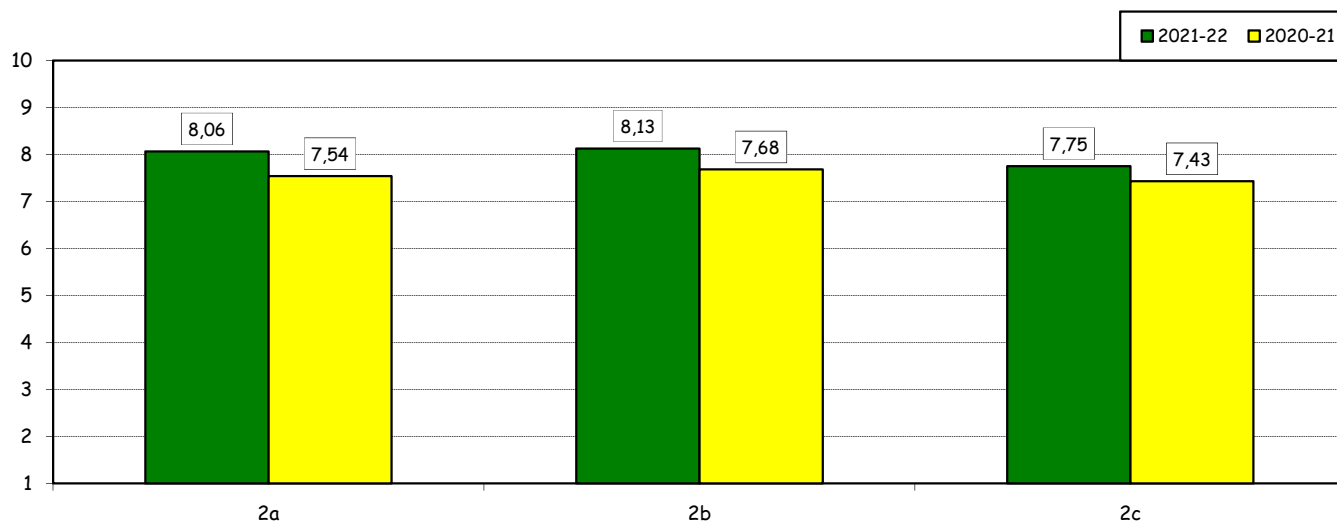


How would you evaluate:

(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	2,1	1	2,1	26	55,3	19	40,4	47	100,0	3
2b) The range and interest of programs offered.		0	0,0	3	6,3	22	45,8	23	47,9	48	100,0	2
2c) The support you received from Bocconi International Relations.		2	4,2	5	10,4	19	39,6	22	45,8	48	100,0	2

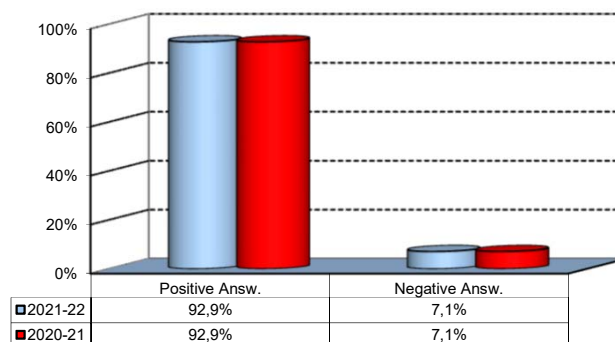
Over time comparison



Experience Of Studying Abroad

3) Would you positively evaluate this experience?

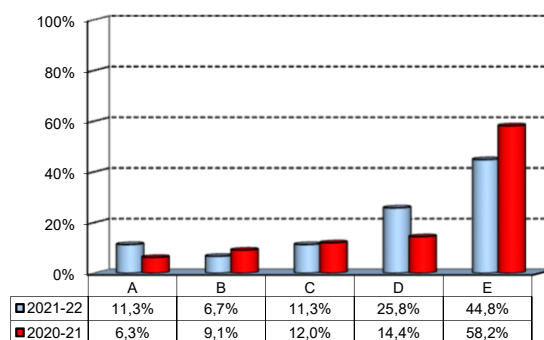
Answers	v. a.	%
A - Definitely YES	10	35,7%
B - More YES than NO	16	57,1%
C - More NO than YES	1	3,6%
D - Definitely NO	1	3,6%
Total	28	100%
NA	25	



(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	22	11,3%
B-Absence of the requirements needed for participation in the program selected	13	6,7%
C-Rejection of your application	22	11,3%
D-Lack of time during the period of study	50	25,8%
E-Other (personal, family, organizational reasons, etc.)	87	44,8%
Total	194	100%
NA	6	



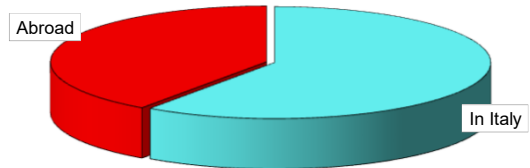
Internship Activities

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

Answers	a.v.	%	
		2021-22	2020-21
A - Internship/Other job experience	246	99,6	51,9
B - Alternative Activity [^]	1	0,4	48,1
Total	247	100,0	100,0
NA	0		

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

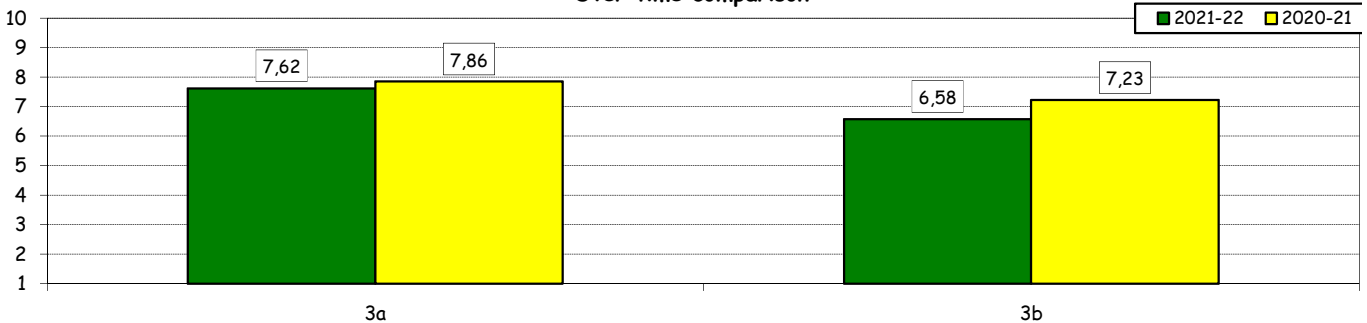
Answers	a.v.	%	
		2021-22	2020-21
In Italy	147	59,8%	92,6%
Abroad	99	40,2%	7,4%
Total	246	100%	100%
NA	0		



How would you evaluate:

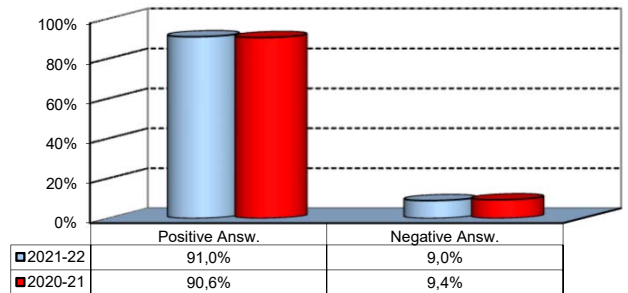
Item	Answers	Negative				Positive				Total		N.A. a.v.
		1-2		3-4-5		6-7-8		9-10		a.v.	%	
		a.v.	%	a.v.	%	a.v.	%	a.v.	%			
3a) The number and variety of opportunities offered.	12	5,4	13	5,9	114	51,4	83	37,4	222	100,0	24	
3b) The support you received from the Internship Office.	22	10,0	38	17,2	110	49,8	51	23,1	221	100,0	25	

Over time comparison



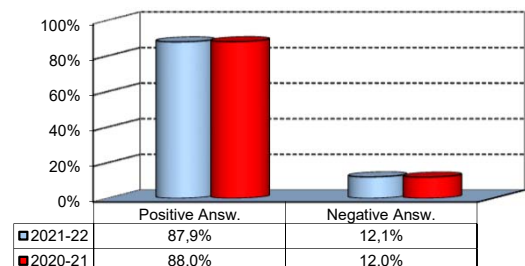
4) Would you positively evaluate this experience?

Answers	a.v.	%
A - Definitely YES	118	52,9%
B - More YES than NO	85	38,1%
C - More NO than YES	15	6,7%
D - Definitely NO	5	2,2%
Total	223	100%
NA	23	



5) 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	106	47,5%
B - More YES than NO	90	40,4%
C - More NO than YES	20	9,0%
D - Definitely NO	7	3,1%
Total	223	100%
NA	23	



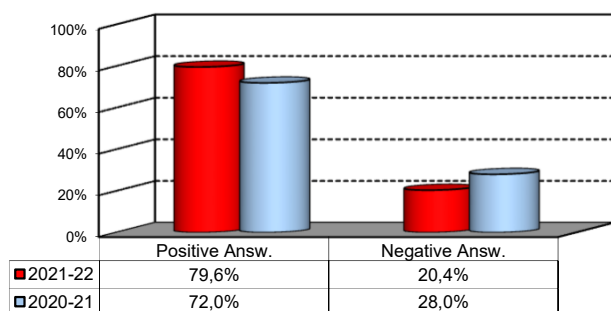
[^]: During the pandemic, students were given the opportunity to replace the mandatory internship with an alternative activity called Career Start Pack. It consists in an elective exam integrated with mandatory participation in the virtual career orientation path

General satisfaction and short-term plans

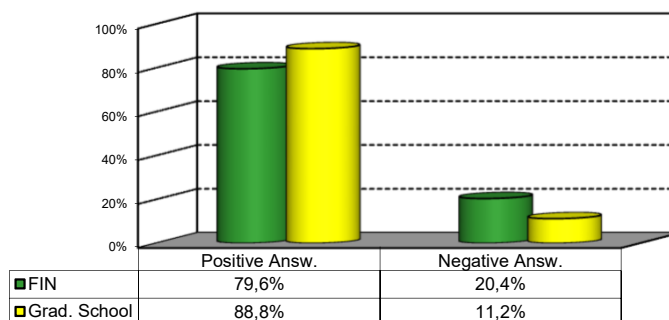
1) Are you satisfied overall with the study program you attended?

Answers	Italian		Non Italian		Total	
	a.v.	%	a.v.	%	a.v.	%
A - Definitely YES	54	31,4%	29	39,7%	83	33,9%
B - More YES than NO	81	47,1%	31	42,5%	112	45,7%
C - More NO than YES	29	16,9%	9	12,3%	38	15,5%
D - Definitely NO	8	4,7%	4	5,5%	12	4,9%
Total	172	100%	73	100%	245	100%
NA	7		6		13	

Over time comparison



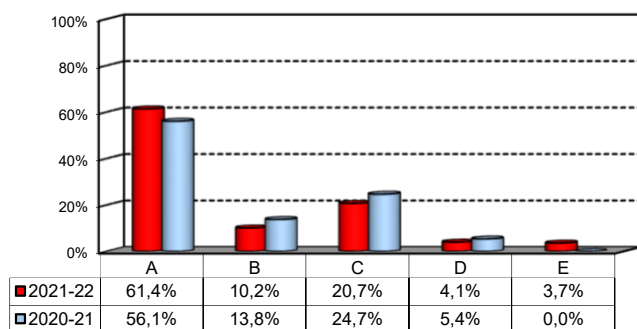
Comparison with the overall School data



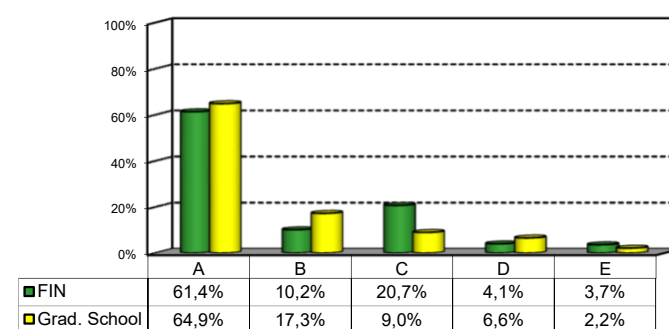
2a) If you could go back in time, would you enroll in the University again?

Answers	Italian		Non Italian		Total	
	v.a.	%	v.a.	%	v.a.	%
A-YES, in the same program at this University	103	59,9%	48	64,9%	151	61,4%
B-YES, in another program at this University	18	10,5%	7	9,5%	25	10,2%
C-YES, in the same program but at another University	42	24,4%	9	12,2%	51	20,7%
D-YES, in another program at another University	6	3,5%	4	5,4%	10	4,1%
E-NO, I would not enrol in university anymore	3	1,7%	6	8,1%	9	3,7%
Total	172	100%	74	100%	246	100%
NA	7		5		12	

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	1	4,8%
AFC	10	47,6%
FIN	2	9,5%
CLELI	0	0,0%
ESS	3	14,3%
EMIT	3	14,3%
GIO	0	0,0%
IM	0	0,0%
M	1	4,8%
MM	1	4,8%
CYBER	3	14,3%
Total	21	100%
NA	4	

2c) Why would you make a different choice?

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

Answers	a.v.	% 2021-22	% 2020-21
A - My interest has changed over time / I discovered that I have different attitudes	24	27,3%	11,9%
B -The MS program did not satisfy my expectations	31	35,2%	54,8%
C I would have preferred to attend the same MS program but taught in English	3	3,4%	4,8%
D - Other reasons	30	34,1%	28,6%
Total	88	100%	100%
NA	7		

General satisfaction and short-term plans

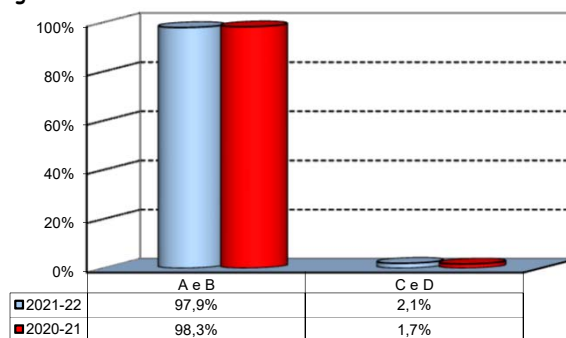
D- Other reasons:

1 - Il corso di laurea non ha rispecchiato le mie aspettative. 2 - un corso di due anni e' limitante per inserirsi nel mondo del lavoro. Altri atenei penso possano offrire alternative migliori
A mio avviso, il corso e' eccessivamente quantitativo per chi voglia fare un percorso di corporate finance/IB/PE
Altre universita' in Europa offrono pi' tutoraggio/attenzione nel placement degli studenti, con guide per i colloqui molto espansive, spesso contenenti una collezione di domande fatte in colloqui passai da dato employer.
Andrei a studiare all'estero
Avrei preferito fare la magistrale all'estero per avere un'idea di altri metodi di insegnamento piu' concreti, per fare esperienza di uno stile di vita potenzialmente diverso e prendere piu' confidenza con la lingua inglese nel quotidiano
avrei preferito frequentare un corso in un paese anglofono
Bocconi's reputation in China is not quite competitive in today's fiercely competitive job market. More alumni may be needed to increase awareness.
Corso di 1 anno in UK incentrato su IB
Estero
Guardando alle aspettative dei datori di lavoro, avrei intrapreso un corso di laurea all'estero
Ho studiato Finance, la Bocconi e' troppo teorica. Non mi sento soddisfatto della preparazione fornita, tornassi indietro farei Finance ma all'estero. Avrei piu' sbocchi e sarebbe piu' pratica.
I like management more than finance.
I wish the program were more focused on the following: - how to apply for jobs (how to do a cv, how to prepare for an interview) - the preparation for a future job (excel, LBO modelling) - more in general, what the opportunities for Finance students
In fact, Bocconi University was unable to provide me with adequate support
It is difficult for international students who need visa sponsorship to find overseas internship opportunities. And in Italy the internship opportunities where the working language is English is rare.
Lack of exit opportunities compared to the needed effort. Other universities give better exits with lower effort (more time to apply for jobs) and similar pricing.
Milano/Bocconi sono molto care (c. 30000 euro in un anno). Il corso dura molto (2 anni contro 1 anno all'estero). Si studia tanto rapportato ad altre univ. estere. Gli stipendi all'uscita sono da fame con orari vergognosi e l'univ. non aiuta per niente.
More assistance with internship and job search and more consideration of time to deal with application.
Nothing to say about Bachelor's
Other Universities offer the same exit opportunities as Bocconi (which is the sole reason for pursuing a MSc program in the first place) but are more practical and require less effort
Paragonando il corso di studi con uno similare svolto in LUISS, ritengo avrei preferito svolgerlo nella suddetta in quanto c'e' maggiore integrazione con la programmazione rispetto al corso offerto da Bocconi.
Perche' alcuni servizi agli studenti offerti da Bocconi non sono affatto adeguati: mi riferisco al servizio mensa (costo e orari) e agli spazi studio. Mentre le aule e l'organizzazione delle lezioni si sono quasi perfetti, come il servizio di segreteria
Ritengo che il corso in lingua italiana di Finanza prepari troppo al mercato italiano, meno ricercato, e che la struttura valutativa della maggior parte dei docenti non stimoli il senso critico ma esclusivamente il rendimento a breve termine.
Sono complessivamente soddisfatto del corso ma trovo che ci sia troppo focus su concetti nozionali/teorici e che non venga allenata sufficientemente la capacita' critica e di ragionamento, che serve a superare i colloqui e a fare bene sul mondo del lavoro
The Bocconi MSc program has put too much pressure on me from an academic perspective. I would have liked to program to support me more in identifying my career objectives and achieving my career goals.
The MSc in finance has useless mandatory courses, while having outdated evaluation methods. Badly written exams. The career services don't work well. job gate is non existent. too many bureaucracies.
Troppe materie fuori dal campo in cui voglio lavorare
Troppo da studiare, considerando che l'obiettivo e' farsi assumere. In piu' ora il fatto di non essere tra le universita' con il visa automatico per UK preclude l'80% delle posizioni li.
The course was too "quantitative" with pretty much a vast array of courses that do not have a practical application in your work-life
Avrei preferito frequentare un MSc con un carico di studio teorico minore e piu' orientato all'implementazione pratica (sul modello inglese/americano). Avrei preferito anche riuscire a lavorare part-time durante i miei studi.
questo corso di laurea a pieno di esami totalmente inutili per l'indirizzo che avrie voluto predenre io, in altri atenei c'a molta più flessibilita' e un career service nettamente migliore

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	172	69,9%
B - Often adequate	66	26,8%
C - Rarely adequate	3	1,2%
D - Never adequate	2	0,8%
E - I did not use them	3	1,2%
Total	246	100%
NA	12	

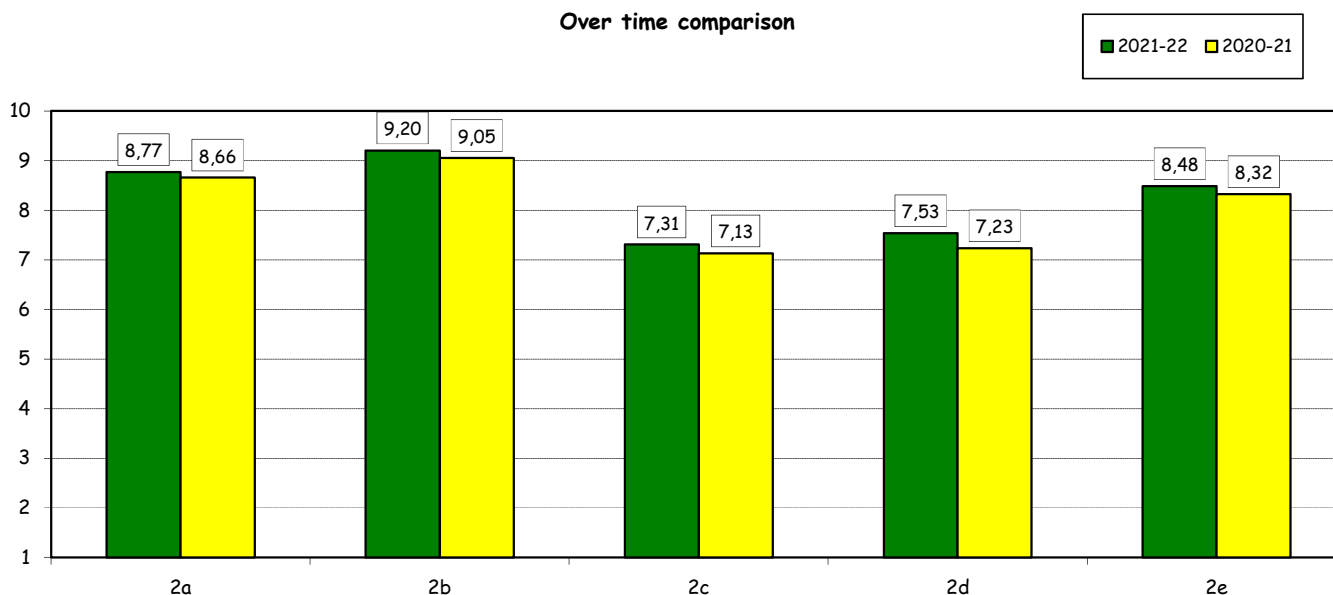


2) How would you evaluate:

(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	0,4	2	0,8	84	34,7	155	64,0	242	100,0		16
b) The cleanliness of classrooms and of other common areas on campus (corridors, halls, study rooms).		0	0,0	0	0,0	51	21,1	191	78,9	242	100,0		16
c) The adequacy of the amount of areas/seats reserved to individual study in the University Library.		17	7,1	32	13,3	99	41,1	93	38,6	241	100,0	17	17
d) The adequacy of the amount of areas/seats reserved to individual study in other buildings on campus.		13	5,4	30	12,5	96	40,0	101	42,1	240	100,0	0	18
e) The clarity and adequacy of the signage system on campus.		3	1,3	8	3,3	93	38,9	135	56,5	239	100,0		19

Over time comparison

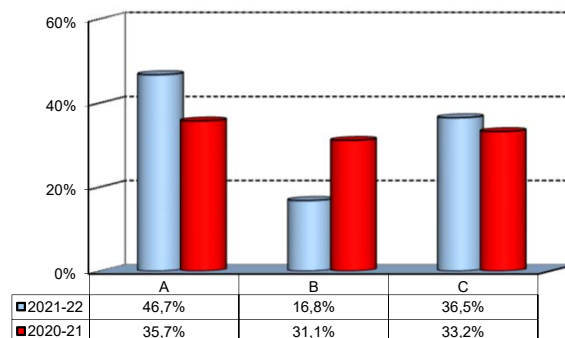


(*): the percentage shown on the graphs is calculated by excluding the responses of those who declare that they have not used the service.

Infrastructure: Classrooms, Library And Facilities

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

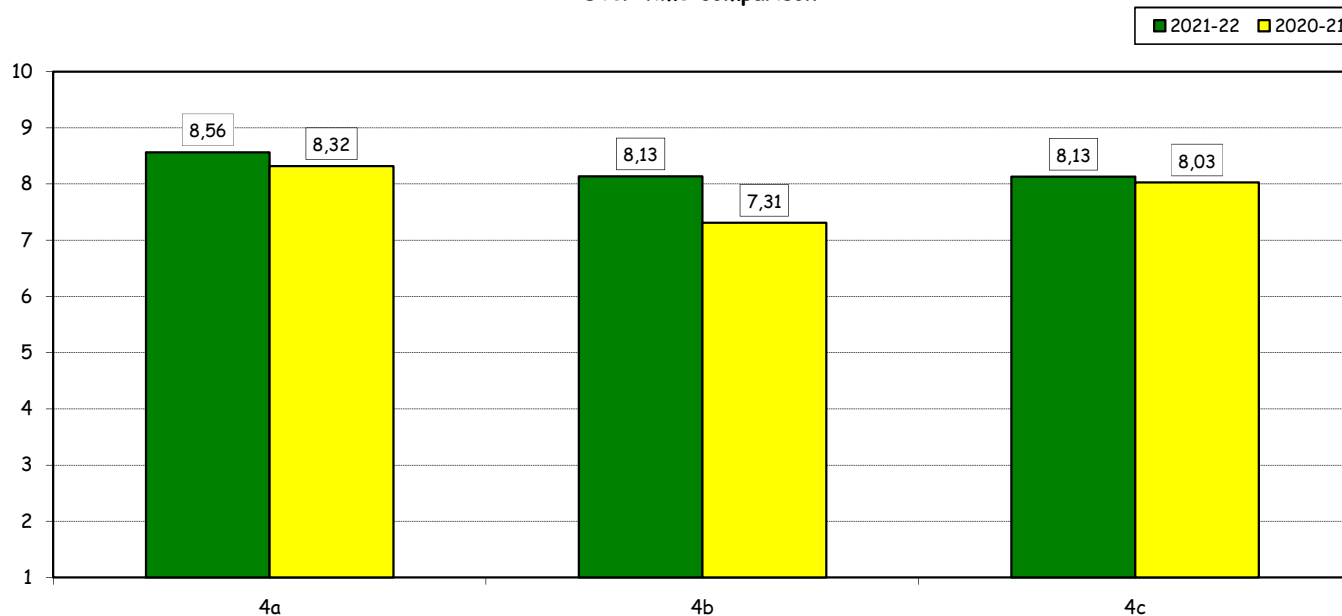
Answers	a.v.	%
A- Adequate in number	114	46,7%
B- Inadequate in number	41	16,8%
C- Never used	89	36,5%
Total	244	100%
NA	14	



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.v.	%			
a) The availability of technical staff supporting students (Tutors) in PC Labs.*		0	0,0	2	1,3	70	45,8	81	52,9	153	100,0	2
b) The convenience of the PC Labs' opening hours.*		2	1,3	9	6,0	71	47,7	67	45,0	149	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).		4	1,7	12	5,1	102	43,4	117	49,8	235	100,0	9

Over time comparison

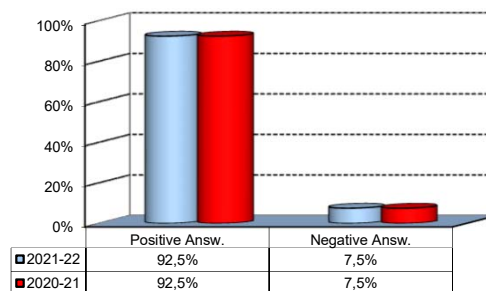


(*): Only in case of answer "A" or "B" to item no.3

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	88	36,1%
B - Quite positive	108	44,3%
C - Quite negative	14	5,7%
D - Very Negative	2	0,8%
E - Never used	32	13,1%
Total	244	100%
NA	14	

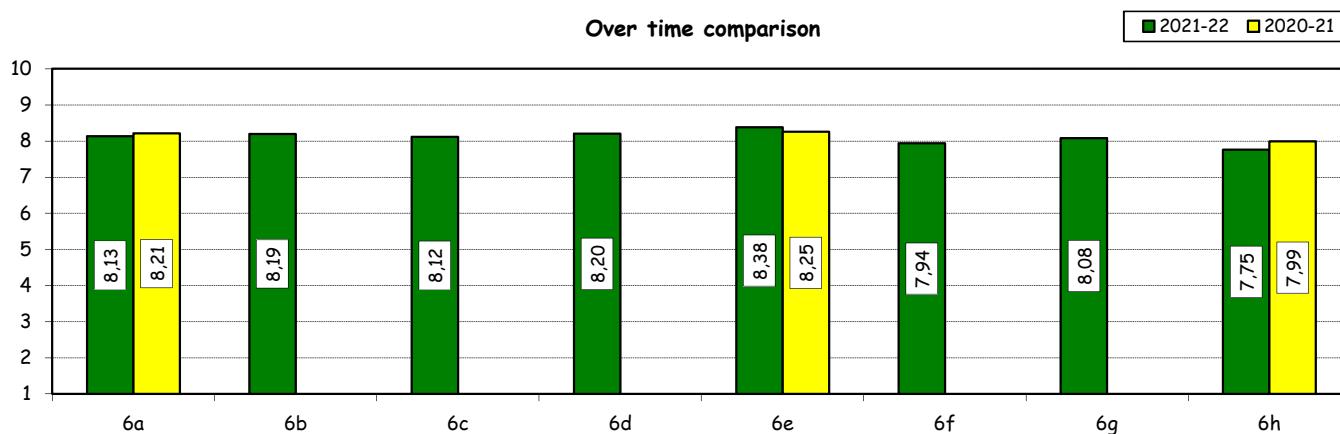


6) How would you evaluate:

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

Item	Answers	Negative				Positive				Total		N.A. a.v.
		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.		4	2,1	9	4,7	91	47,9	86	45,3	190	100,0	22
b) Range of subjects covered in hardcopy collections (books and journals) compared to your needs of study and research		2	1,1	8	4,2	89	47,1	90	47,6	189	100,0	23
c) The relevance and updating of online collections (e-books, e-journals, databases) compared to your needs of study and research		0	0,0	8	4,6	103	59,5	62	35,8	173	100,0	39
d) The ease of use of search tools available on the Library website		1	0,6	13	7,8	79	47,6	73	44,0	166	100,0	46
e) The assistance provided by the Library staff		0	0,0	7	3,9	88	48,6	86	47,5	181	100,0	31
f) Availability of documents (textbooks, articles, chapters, case studies, etc.) used in individual courses		1	0,5	19	10,2	93	50,0	73	39,2	186	100,0	26
g) The Library website as a source of information on the services offered and as a point of access for resources		2	1,1	11	6,1	90	50,0	77	42,8	180	100,0	32
h) The usefulness of workshops offered by the Library to understand how to use the resources available (catalogues, e-journals, databases, etc.)		3	2,0	9	6,0	89	58,9	50	33,1	151	100,0	61

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.