

SECTION B: Observations and suggestions

UPON THE FACULTY:

UPON THE STUDY PROGRAM:

UPON ORGANIZATIONAL ISSUES:

PLEASE HIGHLIGHT A VERY POSITIVE ASPECT OF THE PROGRAM:

PLEASE HIGHLIGHT AN ASPECT OF THE PROGRAM THAT, IN YOUR OPINION, SHOULD BE IMPROVED:

PART 1

EVALUATION OF ONE YEAR OF STUDY- a.y. 2013/2014

(versione studenti non frequentanti - b: < 50%)

SECTION A: quantitative assessment

Here you are asked to express your opinion about the major aspects (organization, logistics, content, etc.) of the study program that you are attending, having in mind the academic year just ended.

	Not satisfied at all								Very satisfied	
	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
1. Faculty of the Program										
2. Subjects taught (usefulness and coherence with the course targets).										
3. Integration among the subjects included in the curriculum.										
4. Teaching methods (lectures, cases, business field projects, games, e-learning, etc.)										
5. Balance of the overall workload required.										
6. Overall organisation (teaching and exams timetables).										
7. Coordination and supervisory activities performed by the Program Director.										
8. The Program as a whole.										

(*) frequenza media agli insegnamenti dell'anno precedente < 50% (dichiarata dai rispondenti)

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PART 2
EVALUATION OF EXAMS
a.y. 2013/2014

In this section you are asked to express your opinion about the way examinations are organized and carried out (taking into account the exams that you have taken and passed during the past academic year). Each of the following pages presents the same set of items to be considered for every exam that you have passed in this period of time.

EXAM XY

Please, indicate the approximate percentage of class attendance (concerning the course related to the exam you are going to evaluate):

- a. No lessons
- b. Less than 25%
- c. From 26 to 50%
- d. From 51 to 75%
- e. More than 75%

(versione studenti frequentanti – d / e)

		Not satisfied at all												Very satisfied
1.	Exam organization and conduct Exam organization and exam session itself. (regardless of the grade obtained).	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩			
2.	Exam conduct consistent with the rules and the procedure communicated during the lessons. Coherence of the exam with the rules and procedures communicated during the lessons.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩			
3.	Adequacy of the teaching material suggested for the preparation of the exam.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩			
4.	Appropriateness of the number of credits assigned to the course compared to the workload required for the preparation of the exam.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩			
5.	The mix of assessment methods and procedures (e.g. partial/general exam, individual work, group work, etc.) which are able to ensure used to provide a comprehensive assessment of student preparation.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩			
6.	The grade you obtained (compared to the level of your preparation).	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩			
7.A	If the examination included one or more written tests did you experience any attempt of cheating or altering the examination results?												YES	NO
7.B.	Are you satisfied with the measures adopted by the professor(s) in charge of invigilating the test in order to bring back a fair progress of the examination?	Not satisfied at all	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	Very satisfied	
8.	Did the mix of assessment methods lead you to a deep and critical learning of the course subject rather than a superficial and mnemonic learning?	Superficial learning	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩	Deep learning	

(versione studenti non frequentanti – a / b /c)

1. Exam organization and conduct (regardless of the grade obtained).	Not satisfied at all	①	②	③	④	⑤	⑥	⑦	⑧	Very satisfied	⑨	⑩
2. Adequacy of the teaching material suggested for the preparation of the exam.		①	②	③	④	⑤	⑥	⑦	⑧		⑨	⑩
3. Appropriateness of the number of credits assigned to the course compared to the workload required for the preparation of the exam.		①	②	③	④	⑤	⑥	⑦	⑧		⑨	⑩
4. The mix of assessment methods and procedures (e.g. partial/general exam, individual work, group work, etc.) which are able to ensure a comprehensive assessment of student preparation.		①	②	③	④	⑤	⑥	⑦	⑧		⑨	⑩
5. The grade you obtained (compared to the level of your preparation).		①	②	③	④	⑤	⑥	⑦	⑧		⑨	⑩
6.A If the examination included one or more written tests did you experience any attempt of cheating or altering the examination results?										YES		NO
6.B. Are you satisfied with the measures adopted by the professor(s) in charge of invigilating the test in order to bring back a fair progress of the examination?	Not satisfied at all	①	②	③	④	⑤	⑥	⑦	⑧	Very satisfied	⑨	⑩
7. Did the mix of assessment methods lead you to a deep and critical learning of the course subject rather than a superficial and mnemonic learning?	Superficial learning	①	②	③	④	⑤	⑥	⑦	⑧	Deep learning	⑨	⑩

PART 3

EVALUATION OF RESOURCES AND FACILITIES – a.y. 2013-2014

In this final part of the survey you are asked to express your satisfaction about some of the resources and facilities offered by Bocconi University, on the basis of your last year experience as a user of these services.

SECTION A: Recruitment Services

- | | | | |
|----|---|-------------------------|-------------------|
| 1. | Have you ever used Bocconi's Recruitment Services: | YES | NO |
| | <i>(DOMANDA FILTRO PER LE SUCCESSIVE 5 DOMANDE)</i> | | |
| | | Not satisfied
at all | Very
satisfied |
| 2. | Clarity and completeness of the information material used (e.g. brochure regarding: study programs, admission procedures, University resources and facilities). | ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ | |
| 3. | Usefulness and effectiveness of communication and counselling activities (e.g. University in-site and external presentations, open days, guided tours, telephone/ e-mail information services). | ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ | |
| 4. | Usefulness and effectiveness of orientation's special programs such as "Talent Scout Program", "Premium Program", "Discover Your Talent".
<i>(answer only if you know or if you used at least one of the above programs)</i> | ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ | |
| 5. | Usefulness and interest of subjects discussed during the counselling meetings. | ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ | |
| 6. | Staff competence in communication and orientation activities. | ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ | |
| 7. | Clarity, completeness and timeliness of information reported in the University website section concerning Recruitment Services. | ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ | |

Comments and suggestions concerning Recruitment Services:

SECTION B: Application and Admission

	Not satisfied at all									Very satisfied
1. Clarity and completeness of the information concerning application and enrollment procedures reported in the University website.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
2. Clarity and efficiency of application and enrolment procedures.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
3. Staff competence in giving exact and accurate information and useful advices to student.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
4. Staff willingness to receive and listen to student's requests.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩

Comments and suggestions concerning Application and Admission

SECTION C: One-stop Service Center

(13 Sraffa Square, Ground Floor)

	Not satisfied at all									Very satisfied
1. Courtesy of desk staff in dealing with students.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
2. Convenience of opening hours (Monday to Friday: 8 am – 5 pm).	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
3. Quickness and efficiency in addressing students to specialized desks and in delivering/withdrawing documents.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩

Comments and suggestions concerning One-Stop Service Center:

SECTION D: Teaching Division

- | | Not satisfied
at all | | | | | | | | | | Very
satisfied |
|--|-------------------------|---|---|---|---|---|---|---|----|---|-------------------|
| | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ | ⑧ | ⑨ | ⑩ | |
| 1. Functionality and reliability of multimedia services offered ("yoU@B" student diary, mobile phone applications). | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ | ⑧ | ⑨ | ⑩ | |
| 2. Clarity and completeness of information material (e.g. "Student's Handbook") and means of communication used (e.g. "YoU@B" student diary). | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ | ⑧ | ⑨ | ⑩ | |
| 3. Timeliness of response given to requests forwarded through the "Help & Contact" procedure. | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ | ⑧ | ⑨ | ⑩ | |
| 4. Efficiency of carrying out administrative procedures (enrolment for academic year, assignment/change of study plan, change of study program, recording of exams marks). | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ | ⑧ | ⑨ | ⑩ | |
| 5. Have you been to the Teaching Division's Front Desk (13 Sraffa Square, 2 nd Floor) at least twice during the present year? | YES | | | | | | | | NO | | |

(DOMANDA FILTRO PER LE SUCCESSIVE 4 DOMANDE)

- | | Not satisfied
at all | | | | | | | | | | Very
satisfied |
|---|-------------------------|---|---|---|---|---|---|---|---|---|-------------------|
| | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ | ⑧ | ⑨ | ⑩ | |
| 6. Staff competence in giving the requested information and useful advices to student. | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ | ⑧ | ⑨ | ⑩ | |
| 7. Courtesy of desk staff in dealing with students. | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ | ⑧ | ⑨ | ⑩ | |
| 8. Convenience of opening hours (Monday to Thursday: 8.30 am – 1.00 pm/ 2–3,30 pm; Friday: 8.30 am – 1.00 pm). | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ | ⑧ | ⑨ | ⑩ | |
| 9. Rapidity of Waiting times at the Desk. | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ | ⑧ | ⑨ | ⑩ | |
| 10. Overall services offered by the Teaching Division's Front Desk. | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ | ⑧ | ⑨ | ⑩ | |

Comments and suggestions concerning the Teaching Division:

SECTION E: Communication Services

	Not satisfied at all									Very satisfied
1. Ease of use of information and student services offered through the University website.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
2. Level of updating and completeness of general information reported in the University website.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
3. Adequacy of means used to inform students about institutional events, conferences, seminars and other initiatives (e.g.: "Bocconi and Jobs", "Sapere a Tutto Campo", etc.).	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
4. Ease of identification and graphical effectiveness of the means of communication adopted by University.	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩

Comments and suggestions concerning the Communication Services:
