

**Bocconi**

**SERVICES EVALUATION:  
STUDENTS and PhD STUDENTS**

**Ed. 2024**

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## INTRODUCTION

This report presents the results of the latest evaluation of services and facilities provided to Undergraduate, Graduate, Law, and PhD students.

In 2024, the evaluation process for student services was updated. From this edition onward, the survey is administered annually rather than exclusively at the time of graduation. This change was introduced to better align the timing of the questionnaire with when students actively use the various services. As a result, a year-over-year comparison could not be included in this year's report.

The survey aimed to assess the effectiveness, accessibility, and overall satisfaction with a broad range of services offered by the institution. These include academic support, extracurricular activities, campus facilities, and administrative processes.

In particular, the survey has been delivered in two separate phases:

- **February**, focusing on the evaluation of the following services:
  - Food Services
  - Infrastructures
  - Lost and Found
  - 2121 Emergency Service
  - Laboratories
- **September**, focusing on the assessment of:
  - Admissions
  - Recruitment
  - Fees, Funding, and Housing
  - Residences
  - Library
  - Communication
  - Extracurricular Activities
  - Language Center
  - IT Education Center (ITEC)

For PhD students, the survey took place at the end of their academic year to ensure the feedback could reflect their unique experiences and academic timelines.

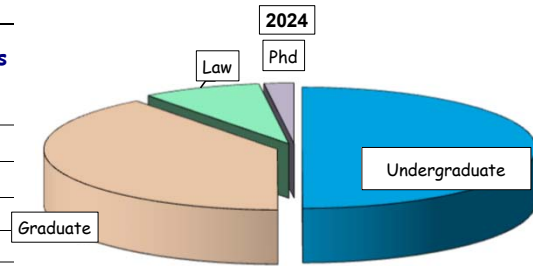
By gathering and analyzing feedback from a diverse pool of respondents, this evaluation provides a comprehensive overview of the Bocconi's strengths, identifies areas for improvement and offers actionable insights to support the continuous enhancement of services in alignment with the needs of the University community.

## Student Information

### I phase\*

#### Distribution by School

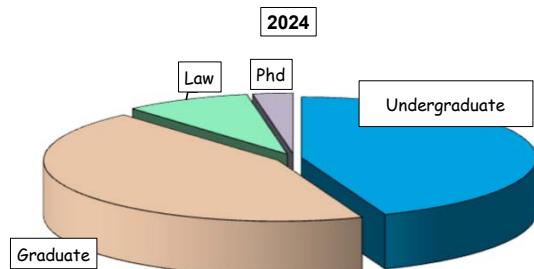
	a.v.	%	% respondents over enrolled
Undergraduate	3832	50,0%	62,1%
Graduate	3048	39,7%	48,2%
Law	632	8,2%	46,3%
Phd	158	2,1%	87,3%
<b>Total</b>	<b>7670</b>	<b>100,0%</b>	<b>54,7%</b>



### II phase\*

#### Distribution by School

	v.a.	%	% respondents over enrolled
Undergraduate	2528	44,2%	49,4%
Graduate	2535	44,3%	73,5%
Law	497	8,7%	44,9%
Phd	158	2,8%	87,3%
<b>Total</b>	<b>5718</b>	<b>100,0%</b>	<b>58,0%</b>



(\*): The two phases of the survey administration are scheduled as follows: 1) at the beginning of the second semester of the 2023-2024 academic year; 2) at the beginning of the first semester of the 2024-2025 academic year. For this reason, the population of students involved into the 2 phases may differ .

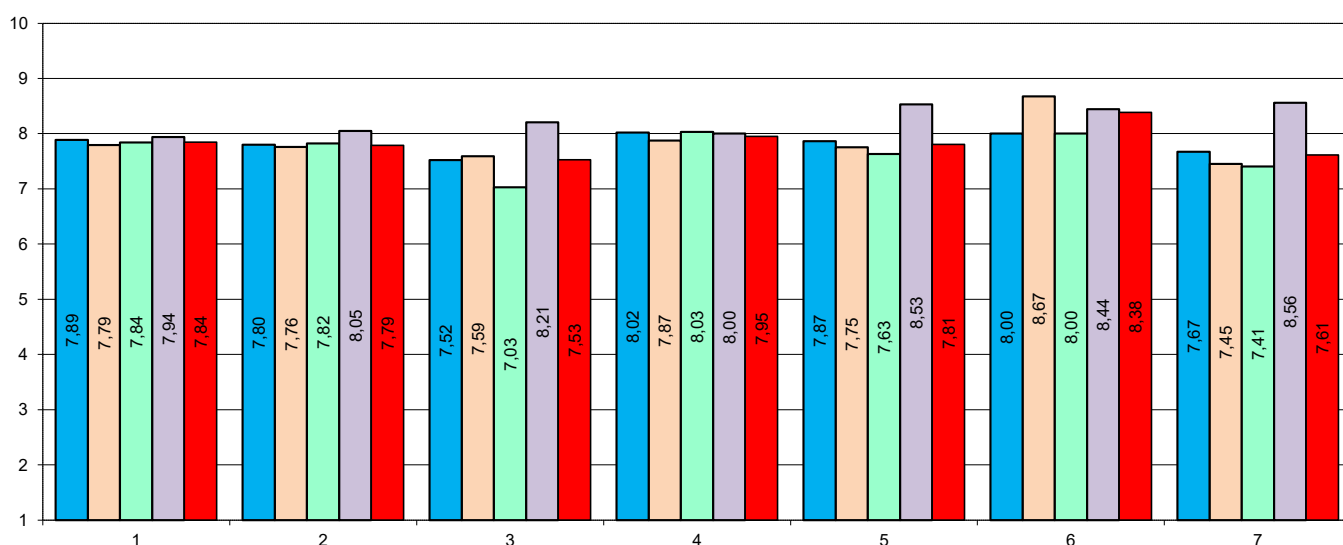
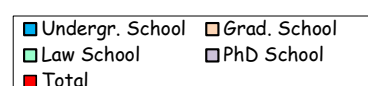
## Extra-curricular Activities

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

	Under		Grad		Law		Phd		Total	
	v.a	%	v.a	%	v.a	%	v.a	%	v.a	%
Interdisciplinary courses (Sapere a tutto campo)	206	45%	208	45%	35	8%	13	3%	462	100%
Counseling and Self-Empowerment courses	133	37%	184	51%	33	9%	12	3%	362	100%
Cultural Activities (visit museums, concerts, theatre and cinema, various issues)	290	44%	294	44%	59	9%	18	3%	661	100%
Wellbeing courses	75	38%	86	43%	18	9%	21	11%	200	100%
Sport activities	265	50%	206	39%	32	6%	30	6%	533	100%
Volunteering	145	52%	97	35%	31	11%	4	1%	277	100%
Courses offered by ITEC	543	45%	595	49%	66	5%	2	0%	1.206	100%
Courses offered by Language Center	373	44%	360	43%	91	11%	18	2%	842	100%
Courses offered by Library	38	31%	64	52%	13	10%	9	7%	124	100%
None	1.086	43%	1.120	45%	239	10%	62	2%	2.507	100%
<b>TOTAL</b>	<b>3.154</b>	<b>4</b>	<b>3.214</b>	<b>4</b>	<b>617</b>	<b>1</b>	<b>189</b>	<b>0</b>	<b>7.174</b>	<b>1000%</b>

Item	Answers	Strongly disagree		Disagree		Agree		Strongly agree		Total		N.A.	Average 2024
		1-2		3-4-5		6-7-8		9-10					
		a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%		
1	The range and interest of programs offered	30	1,0	184	6,4	1.697	58,8	973	33,7	2.884	100,0	327	7,84
2	The completeness and interest of the initiatives offered	25	0,9	195	6,8	1.715	59,5	945	32,8	2.880	100,0	331	7,79
3	The support provided by the Campus Life Office	22	1,9	129	11,0	682	58,2	338	28,9	1171	100,0	791	7,53
4	The support provided by ITEC (IT Education Center)	15	1,3	53	4,5	675	56,8	446	37,5	1189	100,0	17	7,95
5	The support provided by the Language Center	10	1,2	66	8,0	457	55,5	290	35,2	823	100,0	19	7,81
6	The support provided by the Library	3	2,4	4	3,3	49	39,8	67	54,5	123	100,0	1	8,38
7	The support provided by Bocconi Sport Team	10	1,9	60	11,5	273	52,3	179	34,3	522	100,0	11	7,61

Comparison of mean values of items responses



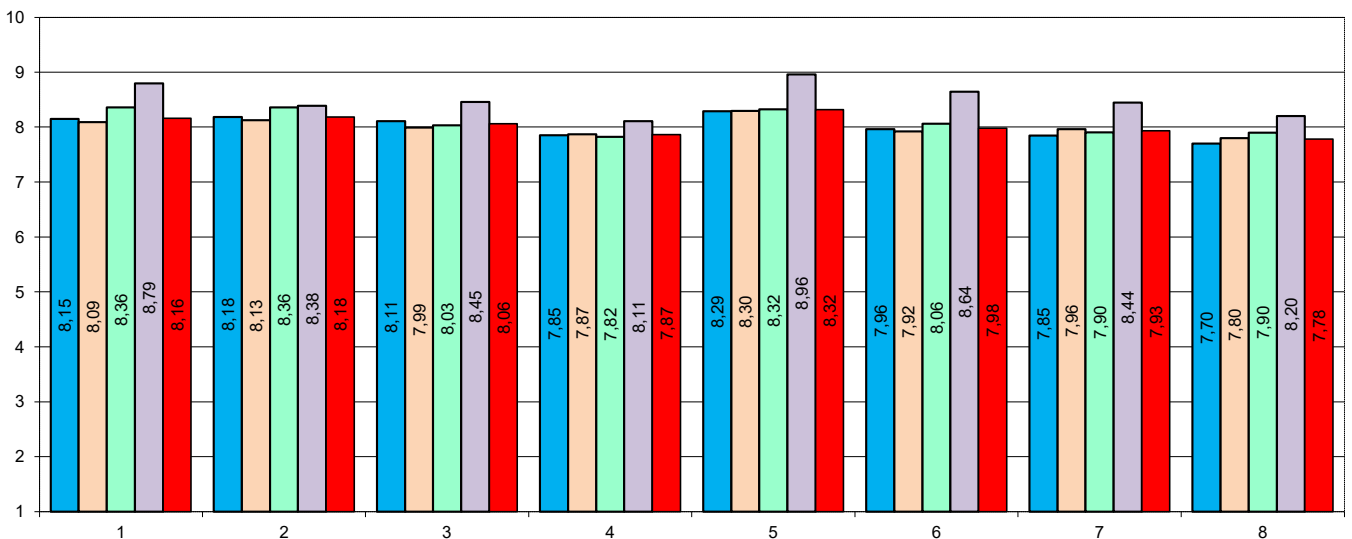
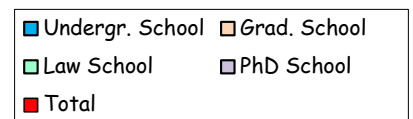
## Library

Have you ever used the Library services?

	Under		Grad		Law		Phd		Total	
	v.a	%	v.a	%	v.a	%	v.a	%	v.a	%
YES	1.121	47%	1.104	46%	188	40%	92	59%	2.505	46%
NO	1.250	53%	1.307	54%	283	60%	63	41%	2.903	54%
<b>TOTAL</b>	<b>2.371</b>	<b>100%</b>	<b>2.411</b>	<b>100%</b>	<b>471</b>	<b>100%</b>	<b>155</b>	<b>100%</b>	<b>5.408</b>	<b>100%</b>

Item	Answers	Strongly disagree		Disagree		Agree		Strongly agree		Total		N.A.	Average 2024
		1-2		3-4-5		6-7-8		9-10					
		a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%		
1	The range of opening hours and access to the main services of the Library	67	2,8	148	6,2	953	39,9	1220	51,1	2388	100,0	117	8,16
2	The relevance of the paper collections (books and magazines) to your study and research needs	34	1,7	118	5,8	914	44,6	982	47,9	2048	100,0	457	8,18
3	The relevance and timeliness of online collections (ebooks, ejournals, databases) with respect to your study and research needs	36	1,8	132	6,5	974	47,7	898	44,0	2040	100,0	465	8,06
4	The user-friendliness of the search tools on the Library's website	46	2,2	155	7,3	1075	50,7	846	39,9	2122	100,0	383	7,87
5	The Library staff assistance	38	1,8	96	4,5	865	40,6	1131	53,1	2130	100,0	375	8,32
6	The availability of documents (textbooks, articles, chapters, case studies, etc.) to support individual courses	39	1,9	144	7,0	1005	48,7	876	42,4	2064	100,0	441	7,98
7	The Library's website as a source of information on services and access to resources	42	2,1	145	7,1	1003	49,1	851	41,7	2041	100,0	464	7,93
8	The usefulness of courses and seminars organized by the Library to learn how to use its resources (catalog, databases, electronic journals, etc.)	45	3,0	119	7,9	744	49,5	595	39,6	1503	100,0	1002	7,78

**Comparison of mean values of items responses**



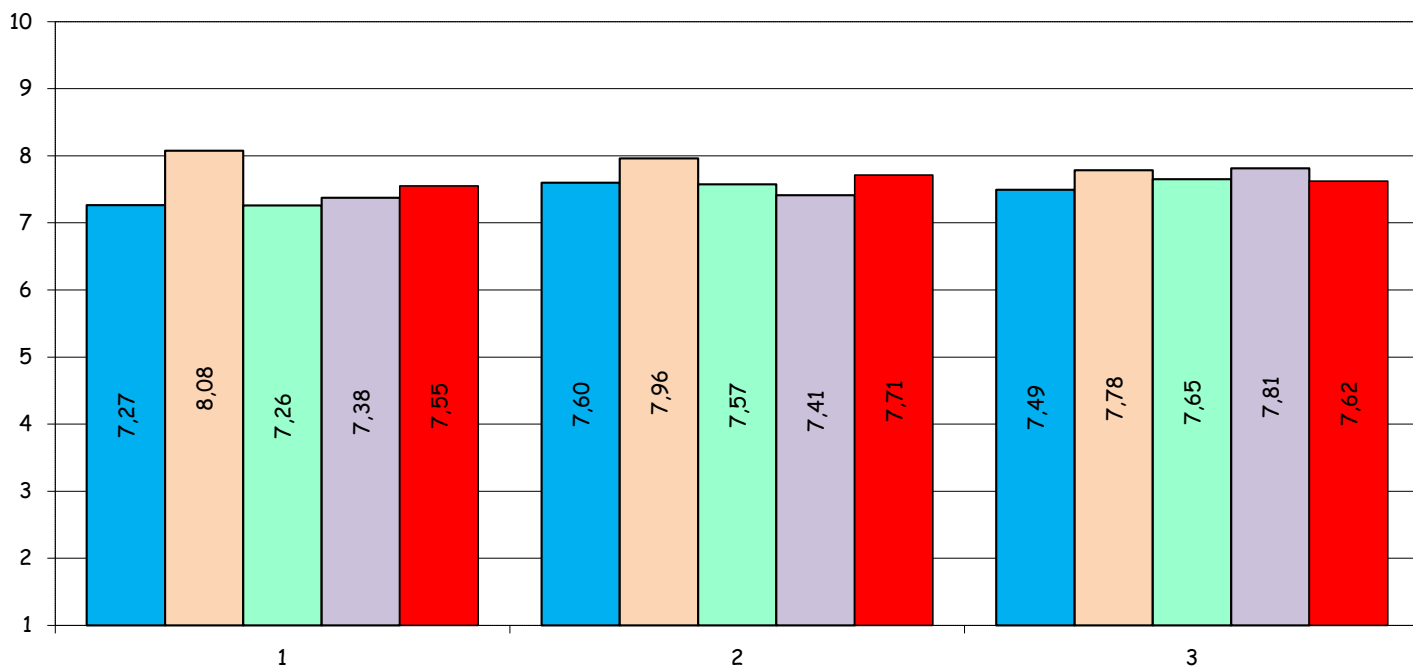
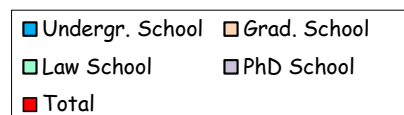
## Language Center

Have you recently visited the Language Center office or Language Lab? (personally or virtually)

	Under		Grad		Law		Phd		Total	
	v.a	%	v.a	%	v.a	%	v.a	%	v.a	%
YES	247	10%	169	7%	55	12%	16	11%	<b>487</b>	9%
NO	2.115	90%	2.232	93%	417	88%	136	89%	<b>4.900</b>	91%
<b>TOTAL</b>	<b>2.362</b>	<b>100%</b>	<b>2.401</b>	<b>100%</b>	<b>472</b>	<b>100%</b>	<b>152</b>	<b>100%</b>	<b>5.387</b>	<b>100%</b>

Item	Answers	Strongly disagree		Disagree		Agree		Strongly agree		Total		N.A.	Average 2024
		1-2		3-4-5		6-7-8		9-10		a.v.	%		
		a.v.	%	a.v.	%	a.v.	%	a.v.	%				
1	The timeliness and competence of the Language Center staff in providing information	26	5,7	36	7,9	215	47,3	178	39,1	455	100,0	32	7,55
2	The scope and quality of the services offered by the Language Center (integrative activities, Language Lab, Language Exchange, Movies & Languages Film Festival, etc.)	19	4,3	33	7,5	202	45,9	186	42,3	440	100,0	47	7,71
3	The clarity and completeness of information in the Language Center section of the University's website	23	5,1	31	6,9	225	50,1	170	37,9	449	100,0	38	7,62

**Comparison of mean values of items responses**



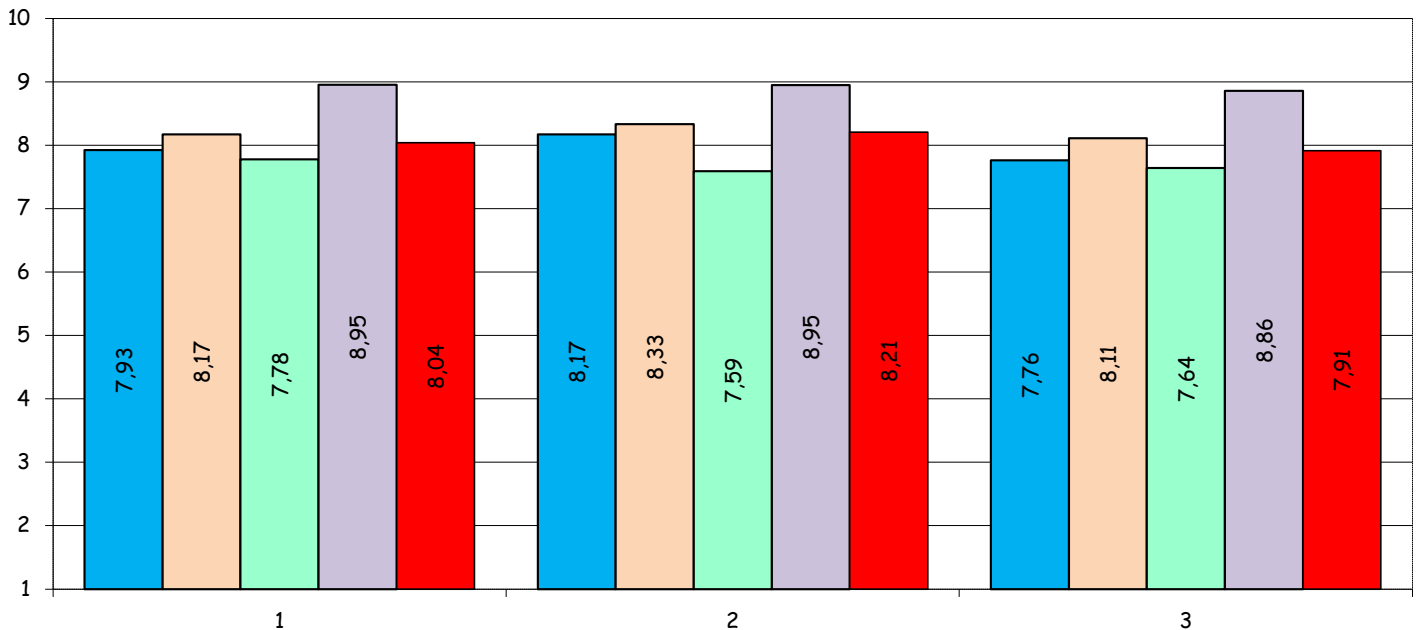
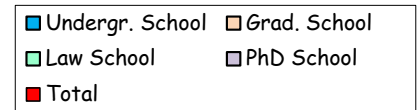
## ITEC

Have you recently contacted the office of the IT Education Center? (In person or through digital channels)

	Under		Grad		Law		Phd		Total	
	v.a	%	v.a	%	v.a	%	v.a	%	v.a	%
YES	216	9%	116	5%	36	8%	22	15%	390	7%
NO	2.102	91%	2.240	95%	418	92%	127	85%	4.887	93%
<b>TOTAL</b>	<b>2.318</b>	<b>100%</b>	<b>2.356</b>	<b>100%</b>	<b>454</b>	<b>100%</b>	<b>149</b>	<b>100%</b>	<b>5.277</b>	<b>100%</b>

Item	Answers	Strongly disagree		Disagree		Agree		Strongly agree		Total		N.A.	Average 2024
		1-2		3-4-5		6-7-8		9-10					
		a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%		
1	The timeliness and competence of the ITEC staff in providing information.	17	4,7	15	4,1	159	43,9	171	47,2	362	100,0	28	8,04
2	The scope and quality of ITEC services, including supplementary activities and IT certification test centers.	13	3,7	12	3,4	150	42,5	178	50,4	353	100,0	37	8,21
3	The clarity and completeness of information in the IT Education Center section of the University's website.	14	3,9	19	5,3	177	49,6	147	41,2	357	100,0	33	7,91

**Comparison of mean values of items responses**





## Food Services

Have you ever used the university's food services ("Fast Food" Bar, Canteen and Restaurant)?

	Under		Grad		Law		Phd		Total	
	v.a	%	v.a	%	v.a	%	v.a	%	v.a	%
YES	3.097	81%	2.377	78%	501	79%	69	46%	6.044	79%
NO	731	19%	664	22%	130	21%	82	54%	1.607	21%
<b>TOTAL</b>	<b>3.828</b>	<b>100%</b>	<b>3.041</b>	<b>100%</b>	<b>631</b>	<b>100%</b>	<b>151</b>	<b>100%</b>	<b>7.651</b>	<b>100%</b>
N.A.	4		7		1		7		19	

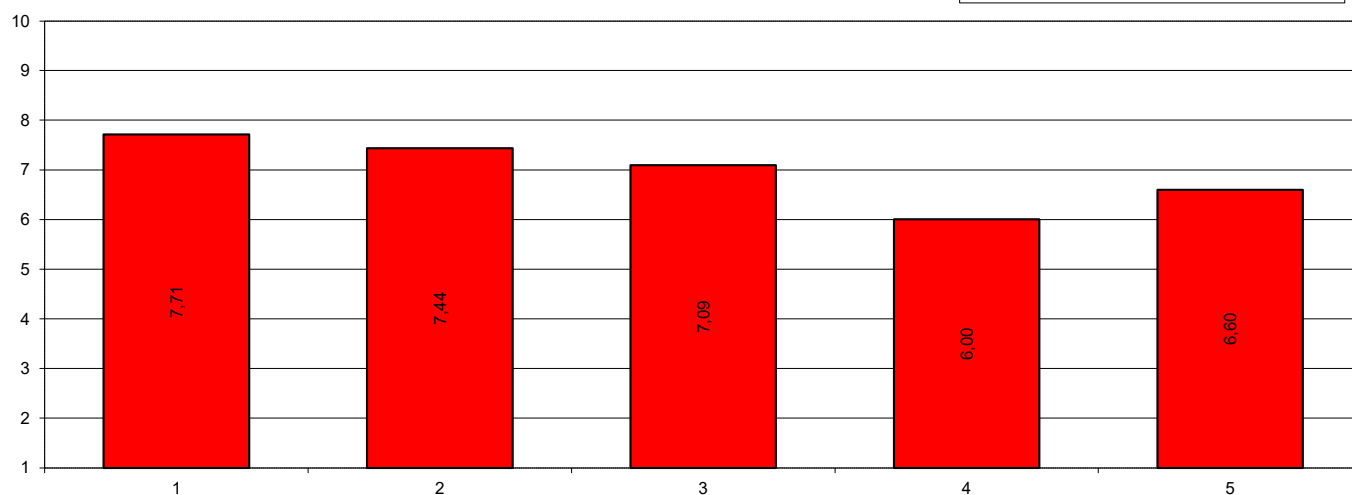
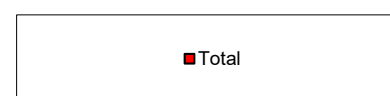
Which facility did you use the most?

( it is possible to give more than one answer)

	Under		Grad		Law		Phd		Total	
	v.a	%	v.a	%	v.a	%	v.a	%	v.a	%
Compass Bar/Self Service in Sarfatti25	1.029	24%	1.096	33%	253	37%	45	33%	2.423	28%
GUD-Bocconi	1.520	35%	869	26%	180	26%	62	45%	2.631	31%
Pellegrini canteen in Bocconi 12	1.567	36%	1.218	36%	226	33%	26	19%	3.037	36%
Bar La Centrale at via Castelbarco	240	6%	183	5%	34	5%	4	3%	461	5%
<b>TOTAL</b>	<b>4.356</b>	<b>100%</b>	<b>3.366</b>	<b>100%</b>	<b>693</b>	<b>100%</b>	<b>137</b>	<b>100%</b>	<b>8.552</b>	<b>100%</b>

Item	Answers	Strongly disagree		Disagree		Agree		Strongly agree		Total		N.A.	Average 2024
		1-2		3-4-5		6-7-8		9-10					
		a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%		
1	The opening hours and catering access.	146	1,8	702	8,7	4493	55,7	2727	33,8	8068	100,0	484	7,71
2	The overall organization (maintenance, cleaning, crowding, accessibility, etc.)	163	2,0	941	11,7	4683	58,0	2287	28,3	8074	100,0	478	7,44
3	The quality and variety of menus offered (e.g., options that accommodate different dietary and/or religious needs).	313	3,9	1215	15,2	4476	56,0	1995	24,9	7999	100,0	553	7,09
4	Value for money	864	10,7	2185	27,1	3847	47,7	1162	14,4	8058	100,0	494	6,00
5	Nutritional information on the dishes offered.	451	6,4	1522	21,6	3655	51,9	1419	20,1	7047	100,0	1505	6,60

Comparison of mean values of items responses



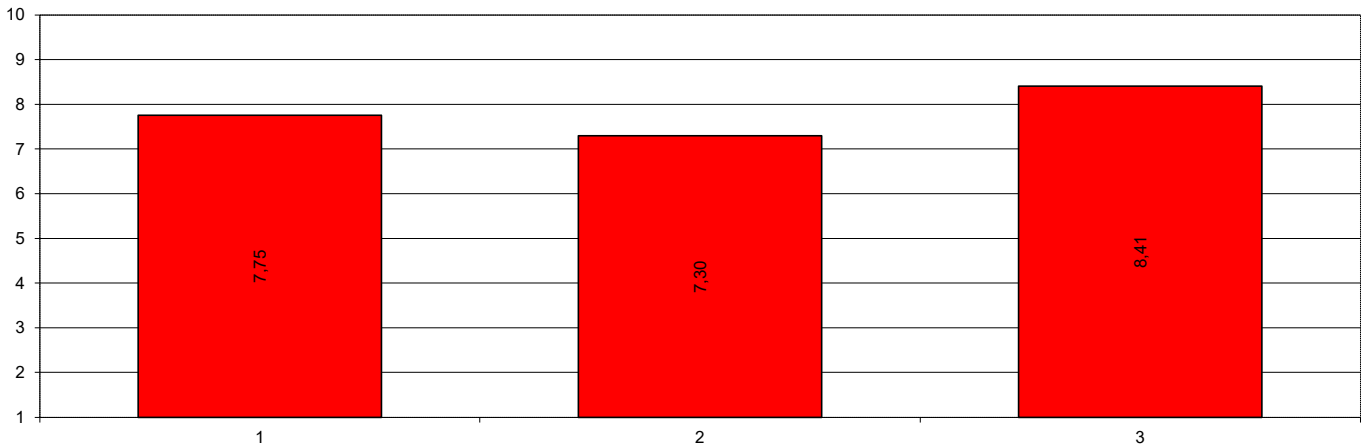
## Lost & Found

Have you ever used the University's "Lost & Found" Service?

	Under		Grad		Law		Phd		Total	
	v.a	%	v.a	%	v.a	%	v.a	%	v.a	%
YES	494	13%	381	13%	106	3%	11	7%	992	13%
NO	3.243	87%	2.585	87%	509	83%	141	93%	6.478	87%
<b>TOTAL</b>	<b>3.737</b>	<b>100%</b>	<b>2.966</b>	<b>100%</b>	<b>615</b>	<b>86%</b>	<b>152</b>	<b>100%</b>	<b>7.470</b>	<b>100%</b>
N.A.	95		82		17		6		200	

Item	Answers	Strongly disagree		Disagree		Agree		Strongly agree		Total		N.A.	Average 2024
		1-2		3-4-5		6-7-8		9-10					
		a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%		
1	The effectiveness of the service	74	7,7	84	8,7	322	33,5	481	50,1	961	100,0	31	7,75
2	The adequacy of the information provided on the service	70	7,4	123	13,0	400	42,2	355	37,4	948	100,0	44	7,30
3	The availability and professionalism of the staff managing the service	31	3,2	52	5,4	318	32,8	569	58,7	970	100,0	22	8,41

Comparison of mean values of item responses



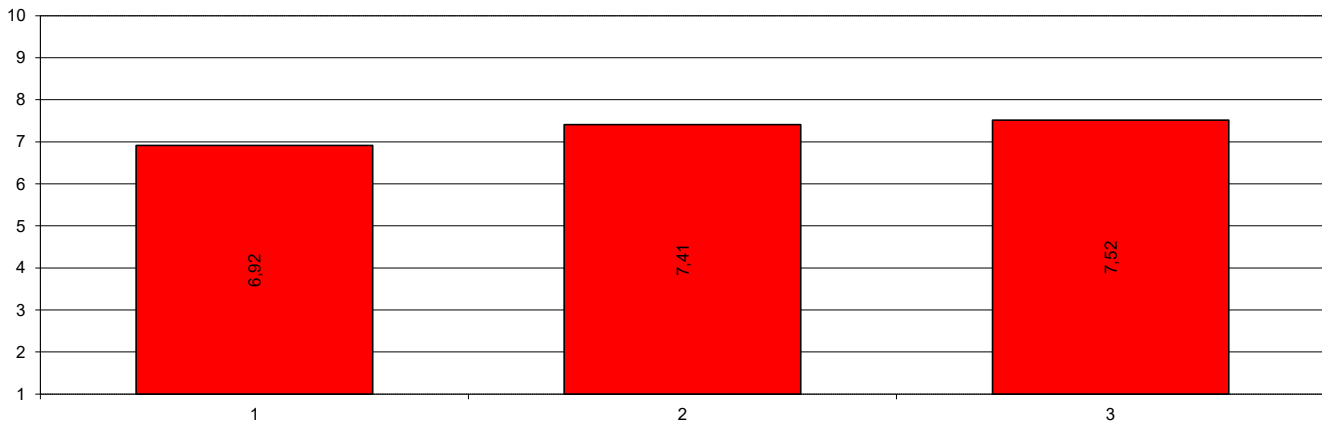
## 2121 Emergency Service

You have ever used of the "2121" Emergency Service offered by the university?

	Under		Grad		Law		Phd		Total	
	v.a	%	v.a	%	v.a	%	v.a	%	v.a	%
YES	21	53%	15	38%	3	8%	1	3%	40	100%
NO	3.694	50%	2.935	40%	607	8%	150	2%	7.386	100%
<b>TOTAL</b>	<b>3.715</b>	<b>103%</b>	<b>2.950</b>	<b>77%</b>	<b>610</b>	<b>16%</b>	<b>151</b>	<b>5%</b>	<b>7.426</b>	<b>200%</b>
N.A.	117		98		22		7		244	

Item	Answers	Strongly disagree		Disagree		Agree		Strongly agree		Total		N.A.	Average 2024
		1-2		3-4-5		6-7-8		9-10		a.v.	%		
		a.v.	%	a.v.	%	a.v.	%	a.v.	%				
1	The effectiveness of the service	6	0,2	4	0,1	12	0,3	14	0,4	36	1,0	4	6,92
2	The adequacy of the information provided on the service	3	0,1	2	0,1	14	0,4	15	0,4	34	1,0	6	7,41
3	The availability and professionalism of the staff managing the service	3	0,1	3	0,1	14	0,4	13	0,4	33	1,0	7	7,52

Comparison of mean values of item responses



## Infrastructures - study areas

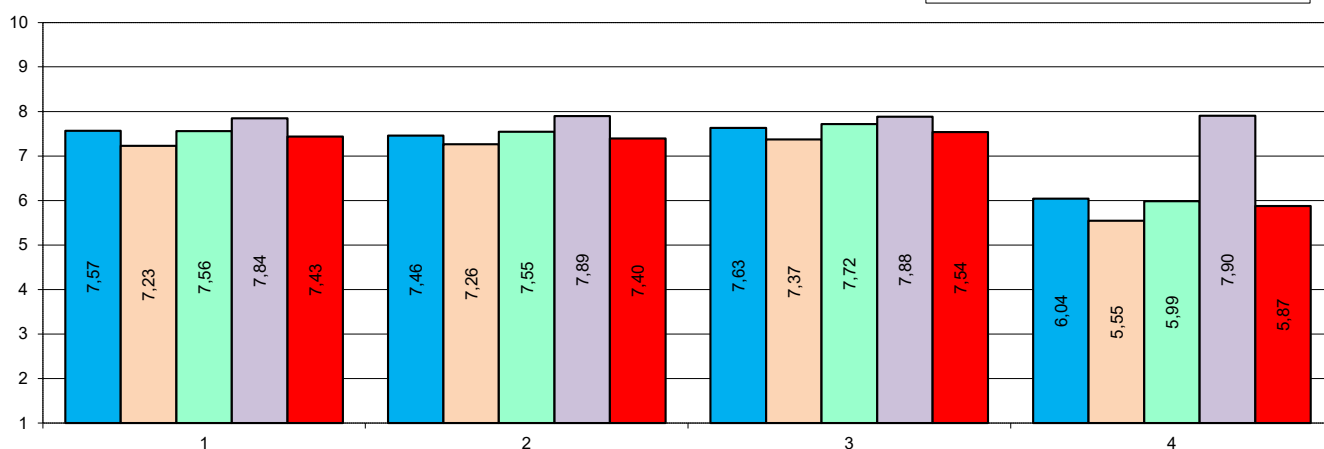
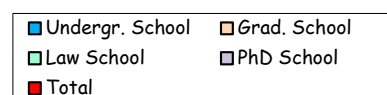
Which building do you spent most of your time in for study activities?

( it is possible to give more than one answer)

	Under		Grad		Law		Phd		Total	
	v.a	%	v.a	%	v.a	%	v.a	%	v.a	%
Sarfatti 25	970	20%	1.428	37%	337	42%	96	54%	2.831	29%
Gobbi 1	394	8%	166	4%	32	4%	59	33%	651	7%
Velodromo	1.448	30%	842	22%	130	16%	10	6%	2.430	25%
Library ( Gobbi5)	2.031	42%	1.400	36%	297	37%	13	7%	3.741	39%
<b>TOTAL</b>	<b>4.843</b>	<b>100%</b>	<b>3.836</b>	<b>100%</b>	<b>796</b>	<b>100%</b>	<b>178</b>	<b>100%</b>	<b>9.653</b>	<b>100%</b>
N.A.	86		63		14		56		219	

Item	Answers	Strongly disagree		Disagree		Agree		Strongly agree		Total		N.A.	Average 2024
		1-2		3-4-5		6-7-8		9-10					
		a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%		
1	The quality of study areas (individual or group) in terms of comfort (acoustic, thermal, lighting, visual)	393	4,7	945	11,4	4059	48,8	2925	35,1	8322	100,0	1331	7,43
2	The quality of study areas (individual or group) in terms of accessibility	420	5,2	977	12,1	3840	47,4	2858	35,3	8095	100,0	1558	7,40
3	The quality of study areas (individual or group) in terms of technical equipment (outlets, accessories...)	347	4,2	882	10,7	4049	48,9	3001	36,2	8279	100,0	1374	7,54
4	The quality of study areas (individual or group) in terms of number	1616	19,5	1779	21,4	3094	37,2	1819	21,9	8308	100,0	1345	5,87

Comparison of mean values of items responses



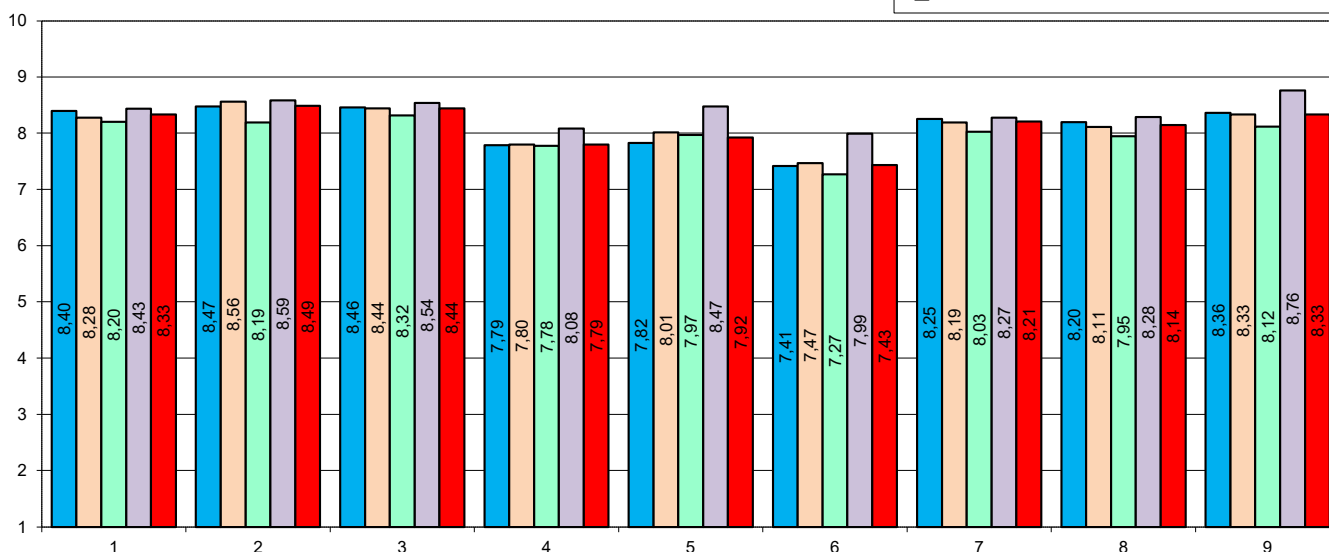
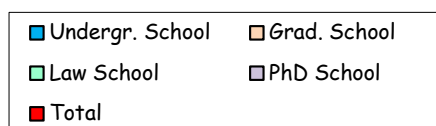
## Infrastructures - classroom

In which building do you attend most of your classes?

	Under		Grad		Law		Phd		Total	
	v.a	%	v.a	%	v.a	%	v.a	%	v.a	%
Sarfatti 25	653	17%	1.101	34%	512	74%	89	74%	<b>2.355</b>	30%
Velodromo	3.244	83%	2.124	66%	176	26%	32	26%	<b>5.576</b>	70%
<b>TOTAL</b>	<b>3.897</b>	<b>100%</b>	<b>3.225</b>	<b>100%</b>	<b>688</b>	<b>100%</b>	<b>121</b>	<b>100%</b>	<b>7.931</b>	<b>100%</b>
N.A.	126		104		19		45		294	

Item		Strongly disagree		Disagree		Agree		Strongly agree		Total		N.A.	Average 2024
		1-2		3-4-5		6-7-8		9-10		a.v.	%		
		a.v.	%	a.v.	%	a.v.	%	a.v.	%				
1	The efficiency of the audiovisual and multimedia equipment present in the classrooms (computer of the instructor, projector, video player).	64	0,8	342	4,4	3307	42,9	3987	51,8	7700	100,0	231	8,33
2	The cleanliness of the classrooms.	68	0,9	309	4,0	2877	37,7	4387	57,4	7641	100,0	290	8,49
3	The cleanliness of the common areas (hallways, atriums, study spaces).	69	0,9	326	4,3	2973	38,9	4271	55,9	7639	100,0	292	8,44
4	The cleanliness of the restroom	203	2,7	689	9,0	3545	46,5	3181	41,8	7618	100,0	313	7,79
5	The Wifi in the classrooms where lessons are held.	120	1,6	651	8,5	3603	46,9	3305	43,0	7679	100,0	252	7,92
6	The comfort in the classrooms where lessons are held (acoustic, thermal, lighting, visual).	221	2,9	931	12,1	4108	53,3	2447	31,8	7707	100,0	224	7,43
7	The accessibility in the classrooms where lessons are held.	97	1,3	413	5,6	3186	43,5	3629	49,5	7325	100,0	606	8,21
8	The clarity and adequacy of internal signage.	101	1,4	451	6,1	3345	45,0	3529	47,5	7426	100,0	505	8,14
9	The clarity and completeness of information provided by the Reception staff.	76	1,2	282	4,3	2705	41,7	3424	52,8	6487	100,0	1444	8,33

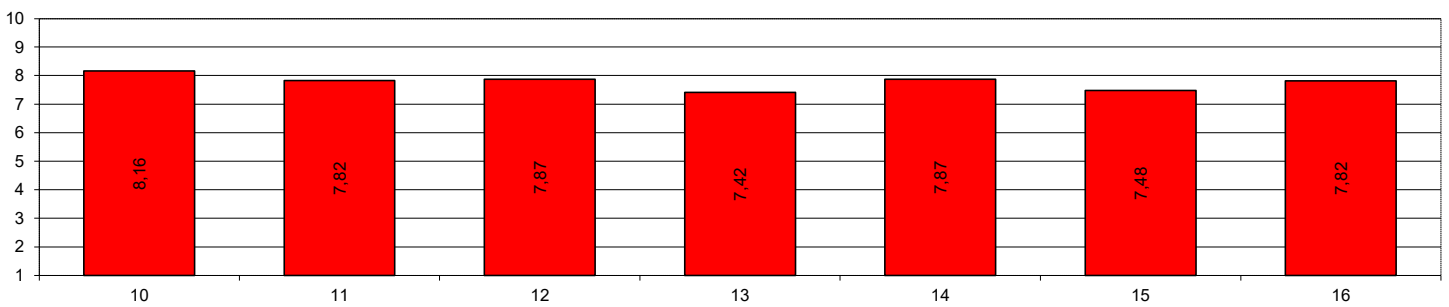
Comparison of mean values of items responses



### Infrastructures-Campus

Item	Answers	Strongly disagree		Disagree		Agree		Strongly agree		Total		N.A.	Average 2024
		1-2		3-4-5		6-7-8		9-10					
		a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%		
10	The level of security on campus (e.g. security and guard service, emergency columns)	137	2,0	400	5,8	2951	43,0	3369	49,1	6857	100,0	813	8,16
11	The level of health & safety on Campus (e.g. medical unit, nursing unit, first aid management)	118	2,3	411	8,2	2496	49,7	1998	39,8	5023	100,0	2647	7,82
12	The accessibility and usability of campus facilities for all users, including those with disabilities or special needs	96	1,8	421	7,9	2655	49,8	2161	40,5	5333	100,0	2337	7,87
13	Access to the Campus from neighboring areas (public transport, sustainable mobility - e.g. bicycles, electric bikes, scooters)	276	4,1	856	12,7	3260	48,3	2360	35,0	6752	100,0	918	7,42
14	The bicycle parking availability	118	2,3	391	7,7	2450	48,3	2115	41,7	5074	100,0	2596	7,87
15	The pleasantness of the external areas (e.g. "Parco Bocconi", Area Piazza Sraffa, Piazza "Knowledge Matters") in terms of greenery present, seating, cleanliness	224	3,2	833	12,1	3499	50,6	2353	34,1	6909	100,0	761	7,48
16	The University's attention to environmental sustainability issues	197	3,1	544	8,4	2993	46,4	2714	42,1	6448	100,0	1222	7,82

Comparison of mean values of items responses



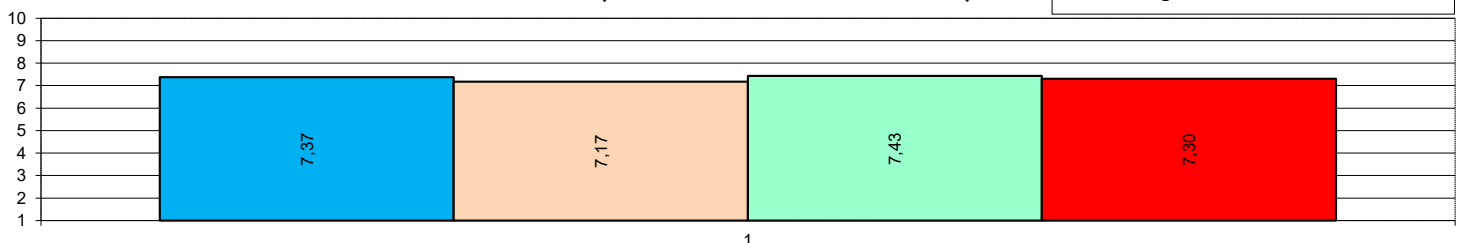
#### What do you think of the PC rooms and computer equipment provided by the University?

	Under		Grad		Law		Total	
	v.a	%	v.a	%	v.a	%	v.a	%
Present in adequate number	1.020	28%	514	18%	35	7%	1.569	22%
Present but not in adequate number	556	15%	487	17%	80	15%	1.123	16%
Never used	2.060	57%	1.898	65%	418	78%	4.376	62%
<b>TOTAL</b>	<b>3.636</b>	<b>100%</b>	<b>2.899</b>	<b>100%</b>	<b>533</b>	<b>100%</b>	<b>7.068</b>	<b>100%</b>

N.A.

Item	Answers	Strongly disagree		Disagree		Agree		Strongly agree		Total		N.A.	Average 2024
		1-2		3-4-5		6-7-8		9-10					
		a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%		
1	The functionality of the computer labs	85	3,5	291	12,0	1366	56,4	678	28,0	2420	100,0	272	7,30

Comparison of mean values of item responses

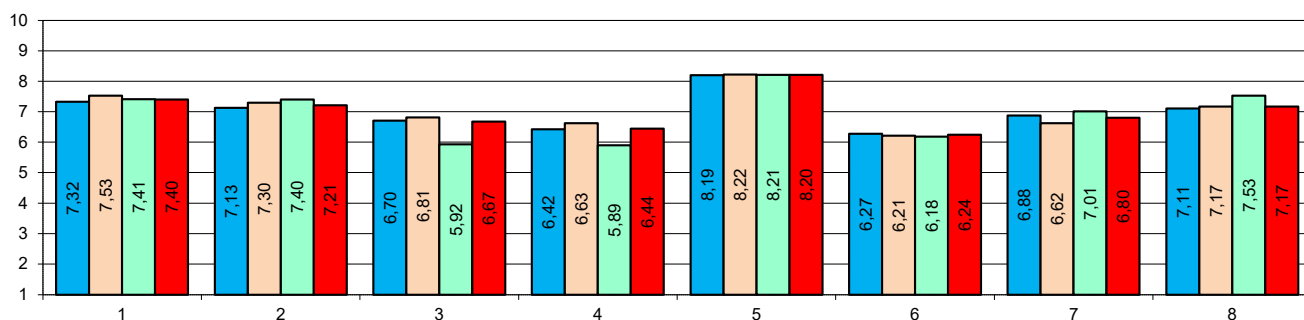
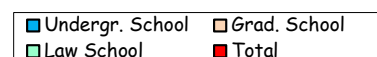


## Residences

	Under		Grad		Law		Total	
	v.a	%	v.a	%	v.a	%	v.a	%
Pensionato Bocconi	68	54%	48	38%	11	9%	127	100%
Residenza Javotte	30	68%	8	18%	6	14%	44	100%
Residenza Spadolini	99	61%	48	29%	16	10%	163	100%
Residenza Dubini	83	56%	55	37%	11	7%	149	100%
Residenza Isonzo	54	57%	38	40%	3	3%	95	100%
Residenza Bligny	50	59%	25	29%	10	12%	85	100%
Residenza Castiglioni	61	49%	50	40%	14	11%	125	100%
<b>TOTAL</b>	<b>445</b>	<b>56%</b>	<b>272</b>	<b>35%</b>	<b>71</b>	<b>9%</b>	<b>788</b>	<b>100%</b>

Item	Answers	Strongly disagree		Disagree		Agree		Strongly agree		Total		N.A.	Average 2024
		1-2		3-4-5		6-7-8		9-10		a.v.	%		
		a.v.	%	a.v.	%	a.v.	%	a.v.	%				
1	The support you received from Bocconi when submitting the housing application	35	4,8	82	11,2	379	52,0	233	32,0	729	100,0	59	7,40
2	The support you received from Bocconi during the period of stay in the dorm (for administrative and cohabitation matters)	59	8,1	84	11,6	333	45,8	251	34,5	727	100,0	61	7,21
3	The cleanliness of the apartment/room	63	8,7	136	18,7	342	47,0	186	25,6	727	100,0	61	6,67
4	The cleanliness of the common areas	76	10,5	145	20,0	352	48,5	153	21,1	726	100,0	62	6,44
5	The doorman service	12	1,7	51	7,1	291	40,4	366	50,8	720	100,0	68	8,20
6	The maintenance of the building (stairs, heating, game room)	90	12,3	156	21,4	337	46,2	146	20,0	729	100,0	59	6,24
7	The functioning of the Internet connection provided in the room	69	9,5	124	17,0	316	43,3	220	30,2	729	100,0	59	6,80
8	The housing service	52	7,2	89	12,3	366	50,7	215	29,8	722	100,0	66	7,17

**Comparison of mean values of items responses**



## Fee Funding & Housing

1) Have you received any of the following funding from Bocconi University?

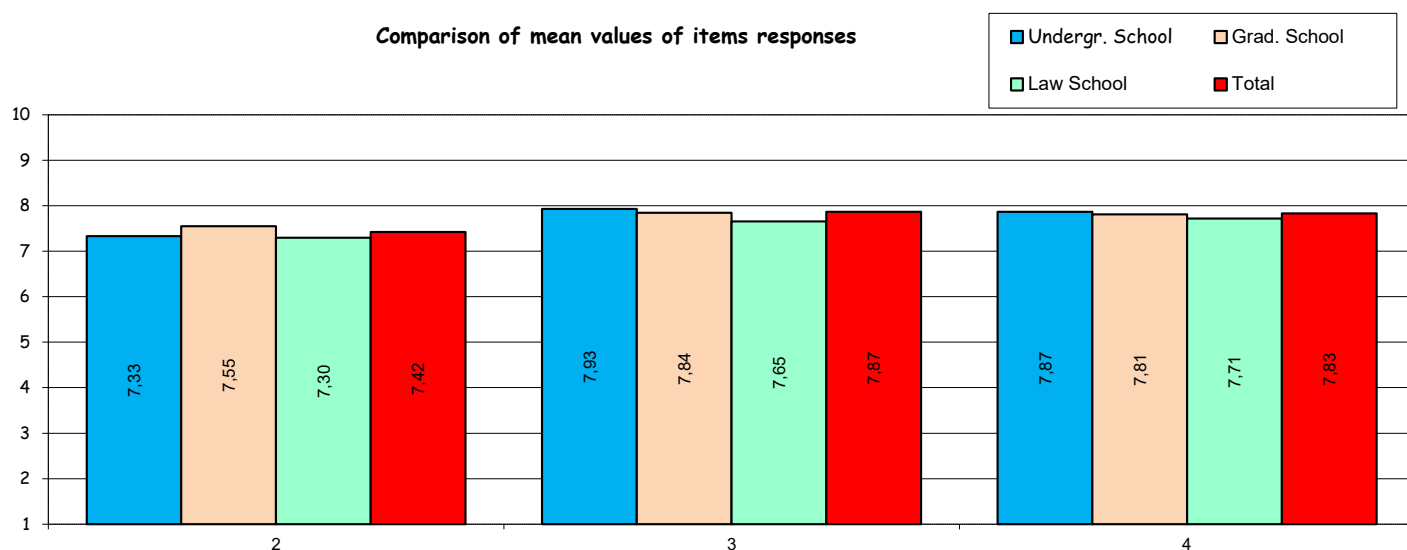
( it is possible to give more than one answer)

	Under		Grad		Law		Total	
	v.a	%	v.a	%	v.a	%	v.a.	%
Yes, partial tuition waiver	160	6,4%	106	7,0%	33	6,7%	299	6,6%
Yes, Merit Scholarship	99	3,9%	162	10,6%	6	1,2%	267	5,9%
Yes, ISU Bocconi Scholarship	238	9,5%	175	11,5%	51	10,3%	464	10,3%
Yes, Fees relief target	43	1,7%	10	0,7%	3	0,6%	56	1,2%
Yes, special tuition waiver	164	6,5%	28	1,8%	55	11,1%	247	5,5%
Yes, Una Scelta Possibile	29	1,2%	6	0,4%	6	1,2%	41	0,9%
Yes, longer terms of payment for installments of tuition and fees or the housing fee	10	0,4%	5	0,3%	3	0,6%	18	0,4%
None	1765	70,4%	1031	67,7%	337	68,2%	3133	69,2%
<b>Total</b>	<b>2508</b>	<b>100%</b>	<b>1523</b>	<b>100%</b>	<b>494</b>	<b>100%</b>	<b>4525</b>	<b>100%</b>
NA	70		39		9		118	

How do you rate:

Item	Strongly disagree		Disagree		Agree		Strongly agree		Total		N.A.	Average 2024
	1-2		3-4-5		6-7-8		9-10					
	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%		
2) Simplicity and clarity in submitting the financial aid application and subsequent display of the results	77	5,4	179	12,5	664	46,3	515	35,9	1435	100,0	2	7,42
3) Support from the office in the application submission stage (if used)	50	3,9	100	7,9	572	45,1	547	43,1	1269	100,0	89	7,87
4) Support from the office in the following points (if used)	45	3,8	97	8,2	549	46,6	486	41,3	1177	100,0	102	7,83

Comparison of mean values of items responses

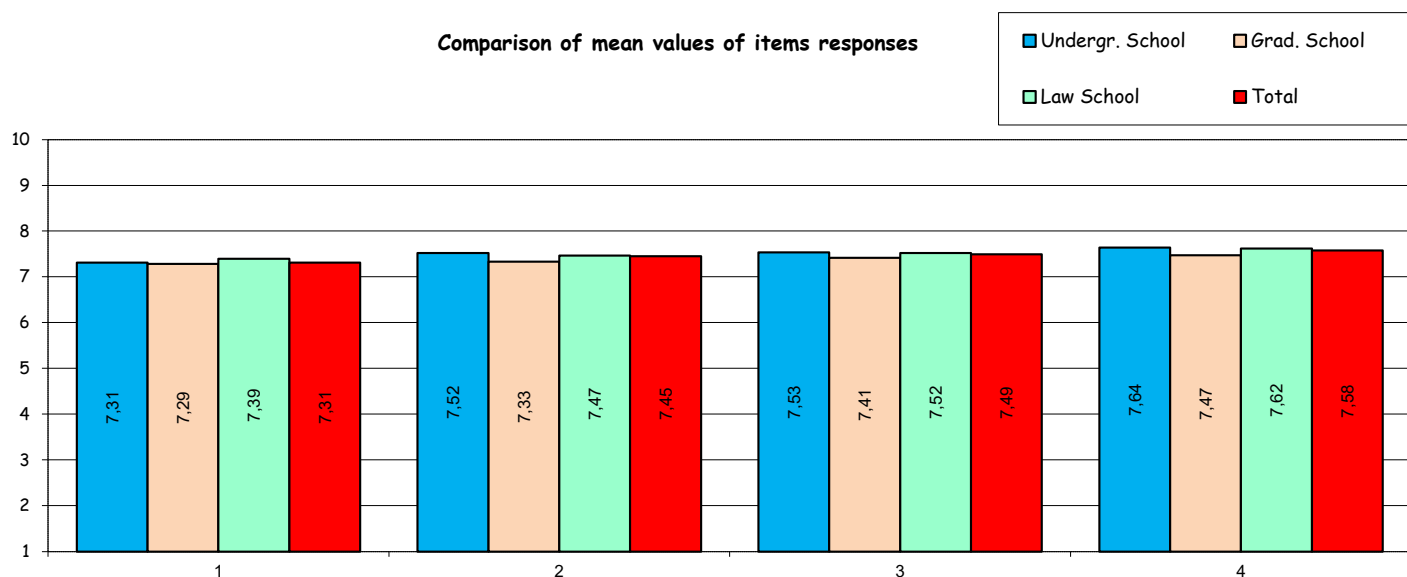




## Admissions

Item	Strongly disagree		Disagree		Agree		Strongly agree		Total		N.A.	Average 2024
	1-2		3-4-5		6-7-8		9-10		a.v.	%		
	a.v.	%	a.v.	%	a.v.	%	a.v.	%				
1) The clarity and completeness of the information on the University's website concerning the application and registration procedures	160	3,6	575	12,8	2493	55,4	1273	28,3	4501	100,0	45	7,31
2) The clarity and efficiency of the application and registration procedures	148	3,3	502	11,2	2408	53,9	1411	31,6	4469	100,0	77	7,45
3) The competence of the staff in providing students with accurate and timely information and useful indications	154	3,4	520	11,6	2278	50,9	1520	34,0	4472	100,0	74	7,49
4) The availability of staff to receive and listen to students' requests	171	3,8	481	10,8	2159	48,4	1653	37,0	4464	100,0	82	7,58

**Comparison of mean values of items responses**



## Guidance & Recruitment Office

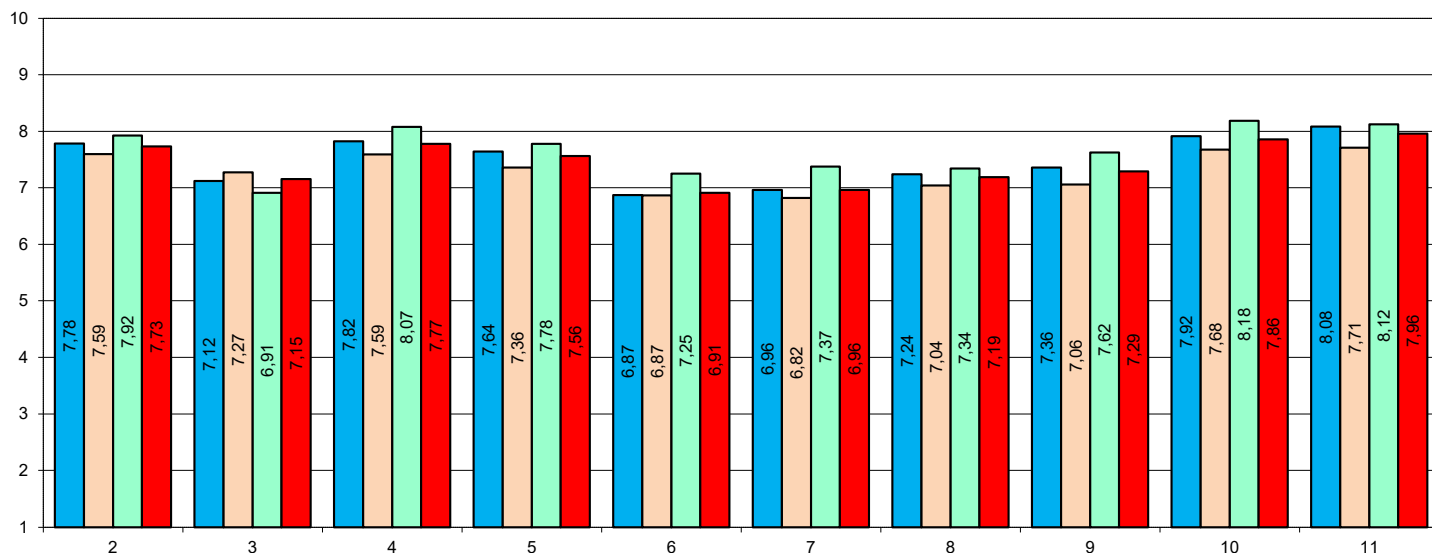
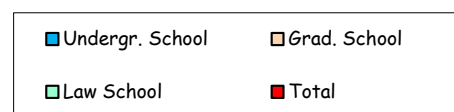
1) During the university selection process, did you utilize the information, services, and/or activities provided by the Guidance & Recruitment Office or interact with its staff?

	Under		Grad		Law		Total	
	v.a	%	v.a	%	v.a	%	v.a	%
YES	953	39%	608	41%	168	34%	1.729	39%
NO	1.519	61%	892	59%	320	66%	2.731	61%
<b>TOTAL</b>	<b>2.472</b>	<b>100%</b>	<b>1.500</b>	<b>100%</b>	<b>488</b>	<b>100%</b>	<b>4.460</b>	<b>100%</b>
N.A.	95		82		17		194	

How do you rate:

Item	Strongly disagree		Disagree		Agree		Strongly agree		Total		N.A.	Average 2024
	1-2		3-4-5		6-7-8		9-10					
	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%		
2) The clarity and completeness of the information in the materials used (brochure,	40	2,5	142	9,0	796	50,3	604	38,2	1582	100,0	147	7,73
3) The usefulness and effectiveness of the presentations around the region and in	79	6,2	195	15,3	589	46,1	415	32,5	1278	100,0	451	7,15
4) The usefulness and effectiveness of the Open Days and campus visits at Bocconi.	41	3,1	125	9,5	602	45,8	546	41,6	1314	100,0	415	7,77
5) The usefulness and effectiveness of the Infosessions and online webinars.	44	3,3	157	11,8	634	47,8	492	37,1	1327	100,0	402	7,56
6) The usefulness and effectiveness of the Snack News, GenerazioneEU.	77	7,6	159	15,7	492	48,6	285	28,1	1013	100,0	716	6,91
7) The usefulness and effectiveness of the Summer Schools.	66	7,5	155	17,5	389	44,0	274	31,0	884	100,0	845	6,96
8) The usefulness and effectiveness of the Knowledge Week.	53	5,5	153	16,0	430	45,0	320	33,5	956	100,0	773	7,19
9) The usefulness and effectiveness of	58	6,0	131	13,5	437	45,2	341	35,3	967	100,0	762	7,29
10) The usefulness and effectiveness of individual interactions with staff (emails,	51	3,4	135	9,1	631	42,6	665	44,9	1482	100,0	247	7,86
11) The competence of the support staff in communication and guidance activities, including staff, student ambassadors, and	40	2,7	110	7,5	649	44,1	672	45,7	1471	100,0	258	7,96

Comparison of mean values of items responses



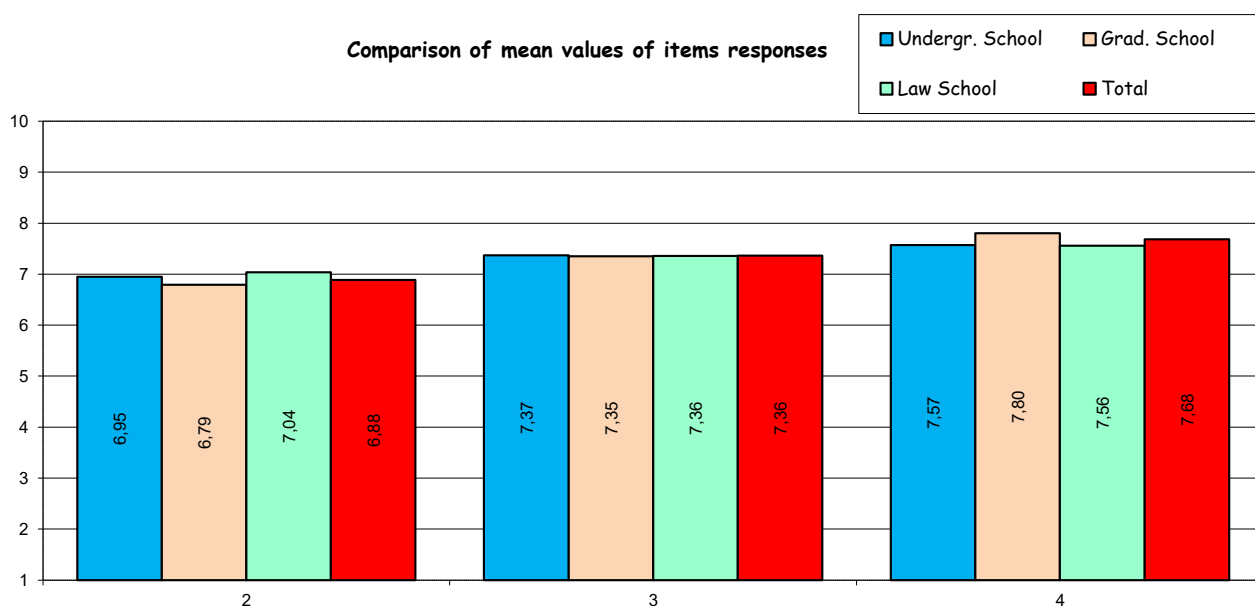
## B in Touch

### 1) Have you used the B in Touch service?

	Under		Grad		Law		Total	
	v.a	%	v.a	%	v.a	%	v.a.	%
YES	1970	83%	2.185	90%	395	83%	<b>4.550</b>	<b>86%</b>
NO	413	17%	240	10%	79	17%	<b>732</b>	<b>14%</b>
<b>Total</b>	<b>2.383</b>	<b>100%</b>	<b>2.425</b>	<b>100%</b>	<b>474</b>	<b>100%</b>	<b>5.282</b>	<b>100%</b>
NA	145		110		23		278	

Item	Strongly disagree		Disagree		Agree		Strongly agree		Total		N.A.	Average 2024
	1-2		3-4-5		6-7-8		9-10					
	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%		
2) The usefulness of the B in Touch Point window on the ground floor of Piazza Sraffa 11 building.	307	9,2	534	16,1	1448	43,5	1038	31,2	3327	100,0	1223	6,88
3) The clarity and completeness of content (articles/FAQs) available on the "B in Touch" online service	175	4,1	502	11,7	2306	53,6	1316	30,6	4299	100,0	251	7,36
4) The clarity, completeness, and timeliness of responses from the 'B in Touch' online service.	174	4,0	418	9,6	1985	45,6	1780	40,9	4357	100,0	193	7,68

Comparison of mean values of items responses



## Communication

Item	Strongly disagree		Disagree		Agree		Strongly agree		Total		N. A.	Average 2024
	1-2		3-4-5		6-7-8		9-10					
	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%		
1) The functioning and reliability of the multimedia services and communication tools offered by the "yoU@B student diary"	180	3,5	620	12,1	2776	54,2	1546	30,2	5122	100,0	2	7,36
2) The functioning and reliability of the Blackboard platform services	105	2,0	356	6,9	2619	50,8	2072	40,2	5152	100,0	89	7,87
3) The functioning and reliability of the multimedia services contained in the App	205	4,0	761	14,9	2871	56,3	1259	24,7	5096	100,0	89	7,07
4) The functioning and reliability of the Punto Blu stations	171	3,5	477	9,9	2545	52,8	1628	33,8	4821	100,0	89	7,50
5) The clarity and completeness of content in the "yoU@B student diary"	185	3,6	581	11,3	2787	54,3	1578	30,8	5131	100,0	89	7,37
6) The user-friendliness of the information on the university website	288	5,6	843	16,3	2751	53,2	1290	24,9	5172	100,0	89	6,94
7) The completeness and timeliness of general information on the University's website	224	4,4	667	13,0	2710	52,7	1543	30,0	5144	100,0	89	7,26

**Comparison of mean values of items responses**

