

## EVALUATION OF THE DEGREE PROGRAM AND THE UNIVERSITY EXPERIENCE

MASTER OF SCIENCE IN  
**ECONOMICS AND MANAGEMENT OF  
INNOVATION AND TECHNOLOGY**  
a.y. 2022-2023

**SURVEY PERIOD: JULY 2023 - APRIL 2024**

**N° QUESTIONNAIRES PROCESSED: 93**

**N° OF GRADUATE STUDENTS: 100**

**RESPONSE RATE: 93,0%**



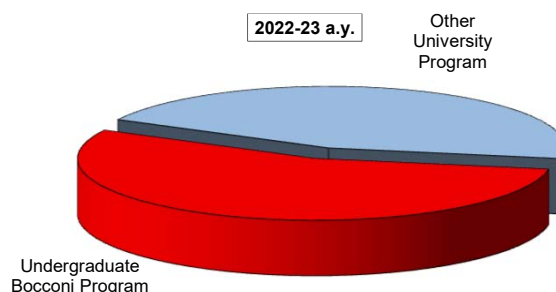
## EVALUATION OF UNIVERSITY EXPERIENCE

### Economics and Management of Innovation and Technology

#### General information

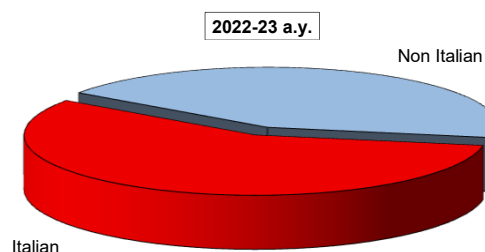
##### Undergraduate Career

Answers	a. v.	%	
		2022-23	2021-22
Undergraduate Bocconi Program	51	54,8	60,7
Other University Program	42	45,2	39,3
<b>Total</b>	<b>93</b>	<b>100,0</b>	<b>100,0</b>
NA	0		



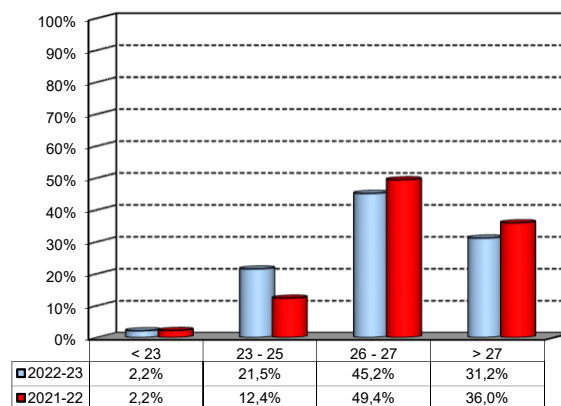
##### Nationality

Answers	a. v.	%	
		2022-23	2021-22
Italian	53	57,0%	73,0%
Non Italian	40	43,0%	27,0%
<b>Total</b>	<b>93</b>	<b>100%</b>	<b>100%</b>
NA	2		



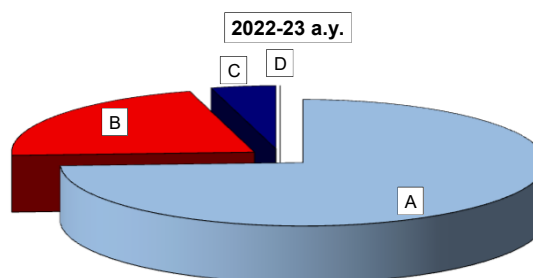
##### Average mark of the exams passed: (approximate average expressed in 30/30)

Answers	a. v.	%
meno di 23	2	2,2%
23-25	20	21,5%
26-27	42	45,2%
maggiore di 27	29	31,2%
<b>Total</b>	<b>93</b>	<b>100%</b>
NA	0	



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

Answers	a. v.	%	
		2022-23	2021-22
A - More than 75%	69	74,2	76,4
B - Between 50 and 75%	20	21,5	18,0
C - Between 25 and 50%	4	4,3	4,5
D - Less than 25%	0	0,0	1,1
<b>Total</b>	<b>93</b>	<b>100,0</b>	<b>100,0</b>
NA	0		

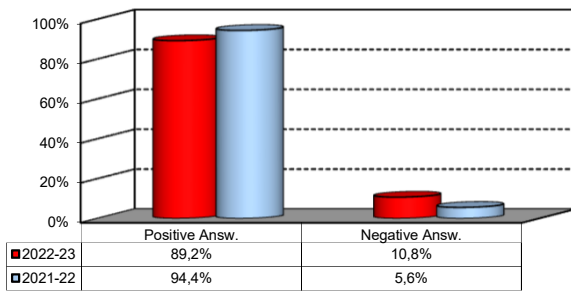


## Study Experience

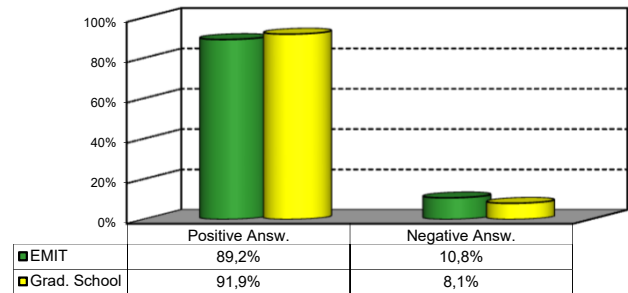
1) On the whole, do you think that the MSc program you attended at Bocconi enabled in-depth study of topics in both a theoretical and a practical sense?

Answers	Italian		Non Italian		Total	
	a.v.	%	a.v.	%	a.v.	%
A - Definitely YES	27	50,9%	10	25,0%	37	39,8%
B - More YES than NO	21	39,6%	25	62,5%	46	49,5%
C - More NO than YES	4	7,5%	5	12,5%	9	9,7%
D - Definitely NO	1	1,9%	0	0,0%	1	1,1%
<b>Total</b>	<b>53</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>93</b>	<b>100%</b>
NA	0		0			

Over time comparison



Comparison with the overall School data

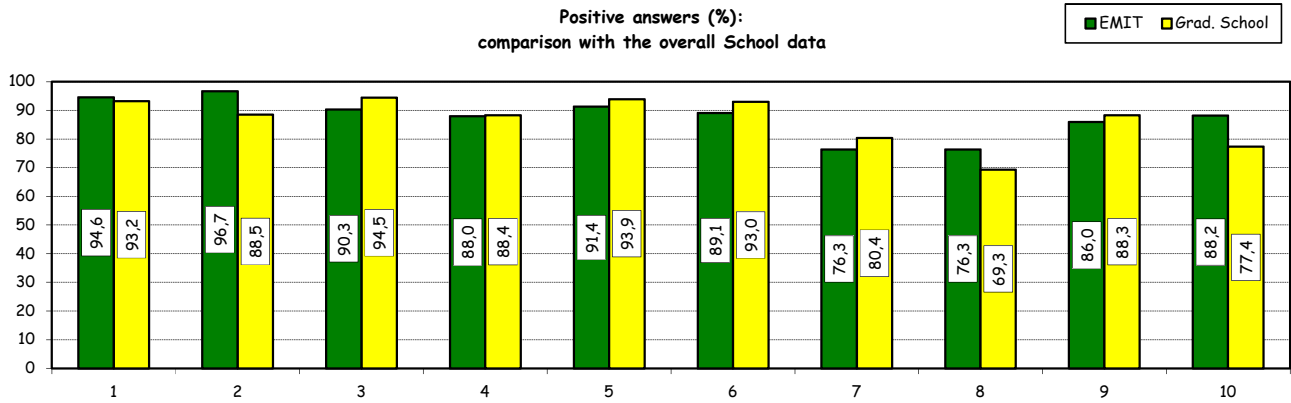


## Study Experience

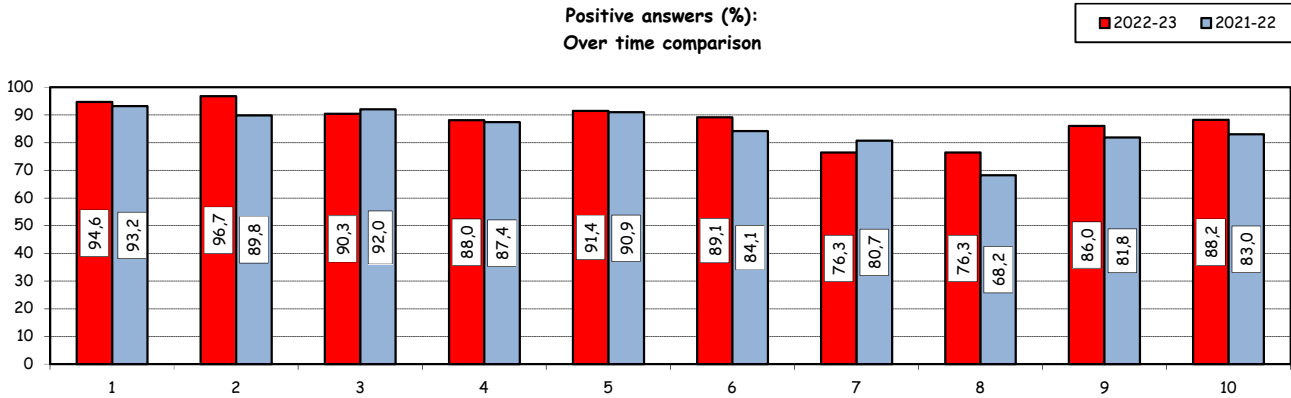
2) Do you think that your course of study at Bocconi has contributed to the development of the following skills?

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	69	74,2	19	20,4	5	5,4	0	0,0	93	100,0	0
2	Interpersonal skills	50	54,3	39	42,4	3	3,3	0	0,0	92	100,0	1
3	Organizational skills	51	54,8	33	35,5	9	9,7	0	0,0	93	100,0	0
4	Critical thinking skills	40	43,5	41	44,6	9	9,8	2	2,2	92	100,0	1
5	Ability to analyze and select information	50	53,8	35	37,6	7	7,5	1	1,1	93	100,0	0
6	Problem-solving ability	46	50,0	36	39,1	10	10,9	0	0,0	92	100,0	1
7	Written communication skills	32	34,4	39	41,9	19	20,4	3	3,2	93	100,0	0
8	Verbal communication skills	30	32,3	41	44,1	21	22,6	1	1,1	93	100,0	0
9	Ability to cope with stress	51	54,8	29	31,2	7	7,5	6	6,5	93	100,0	0
10	Entrepreneurial spirit	45	48,4	37	39,8	10	10,8	1	1,1	93	100,0	0

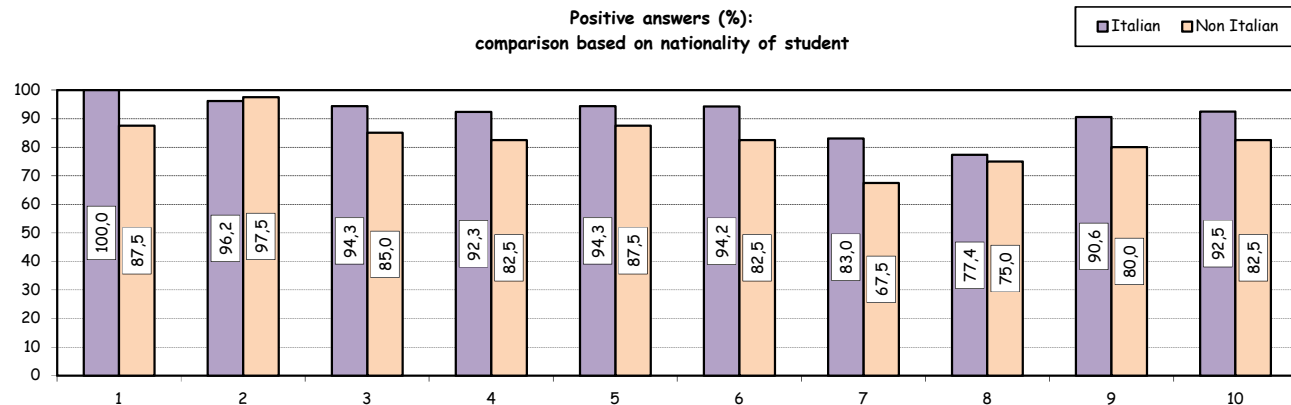
Positive answers (%):  
comparison with the overall School data



Positive answers (%):  
Over time comparison



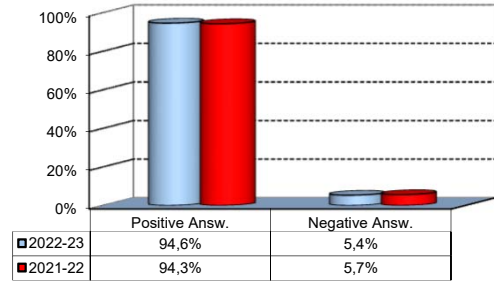
Positive answers (%):  
comparison based on nationality of student



## Study Experience

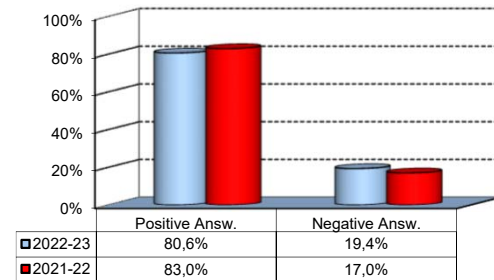
3) Do you think that teaching activities in the MSc program were structured in an active manner (frequent use of teamwork, case studies, assignments, etc.)?

Answers	a.v.	%
A - Definitely YES	49	52,7%
B - More YES than NO	39	41,9%
C - More NO than YES	5	5,4%
D - Definitely NO	0	0,0%
<b>Total</b>	<b>93</b>	<b>100%</b>
NA	0	



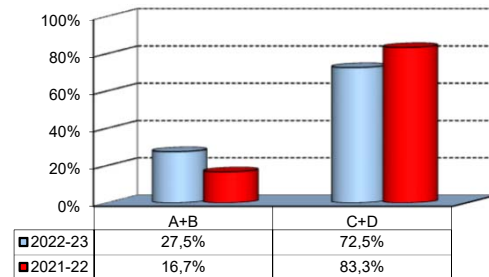
4) Do you think that the courses in your curriculum were adequately coordinated with each other?

Answers	a.v.	%
A - Definitely YES	29	31,2%
B - More YES than NO	46	49,5%
C - More NO than YES	15	16,1%
D - Definitely NO	3	3,2%
<b>Total</b>	<b>93</b>	<b>100%</b>
NA	0	



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	2	3,9%
B-Often	12	23,5%
C-Hardly ever	29	56,9%
D-Never	8	15,7%
<b>Total</b>	<b>51</b>	<b>100%</b>
NA	42	



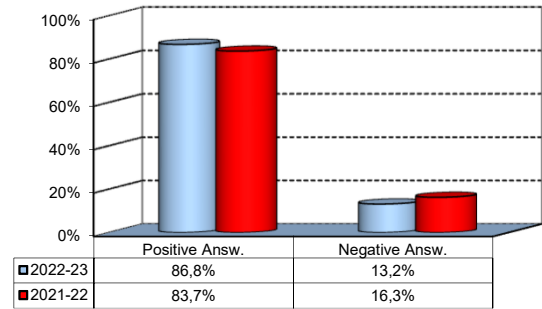
Please select the course or courses in the MSc program in which you encountered overlaps or unnecessary repetitions (multiple answers admitted)

Course	a.v.	%
FUNDAMENTALS OF INNOVATION AND INDUSTRIAL CHANGE - GESTIONE DELLA TECNOLOGIA, DELL'INNOVAZIONE E DELLE OPERATIONS	4	12,9%
TECHNOLOGY AND INNOVATION STRATEGY - TECHNOLOGY AND INNOVATION MANAGEMENT	3	9,7%
ECONOMICS OF BUSINESS STRATEGY - MODULE I (MARKET BEHAVIOR) - ECONOMIA - MODULO 1 (MICROECONOMIA)	2	6,5%
TECHNOLOGY AND INNOVATION STRATEGY - GESTIONE DELLA TECNOLOGIA, DELL'INNOVAZIONE E DELLE OPERATIONS	2	6,5%
DEVELOPING YOUR COMPANY - BUSINESS PLAN	2	6,5%
INNOVATION MANAGEMENT AND STRATEGIES - STRATEGIA COMPETITIVA	2	6,5%
Other	16	51,6%
<b>TOTAL</b>	<b>31</b>	<b>100,0%</b>

## Study Experience

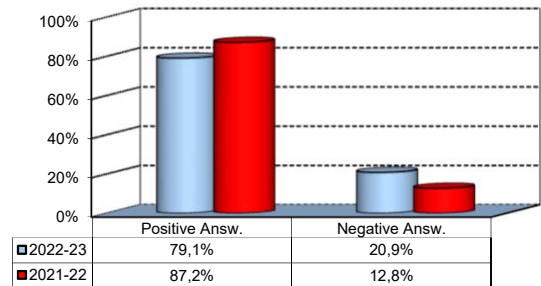
6) Do you think that the overall study load was compatible with the length of the program?

Answers	a.v.	%
A - Definitely YES	33	36,3%
B - More YES than NO	46	50,5%
C - More NO than YES	10	11,0%
D - Definitely NO	2	2,2%
<b>Total</b>	<b>91</b>	<b>100%</b>
NA	2	



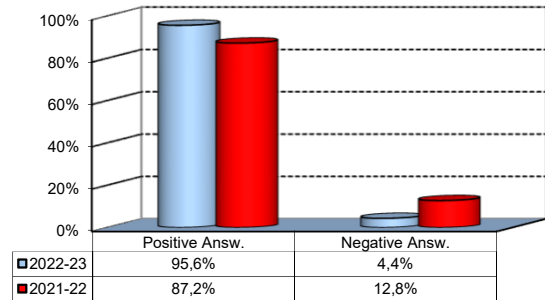
7) Was the coordination of the study program appropriately managed by the Program Director?

Answers	a.v.	%
A - Definitely YES	31	34,1%
B - More YES than NO	41	45,1%
C - More NO than YES	16	17,6%
D - Definitely NO	3	3,3%
<b>Total</b>	<b>91</b>	<b>100%</b>
NA	2	



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	58	63,7%
B - More YES than NO	29	31,9%
C - More NO than YES	3	3,3%
D - Definitely NO	1	1,1%
<b>Total</b>	<b>91</b>	<b>100%</b>
NA	2	

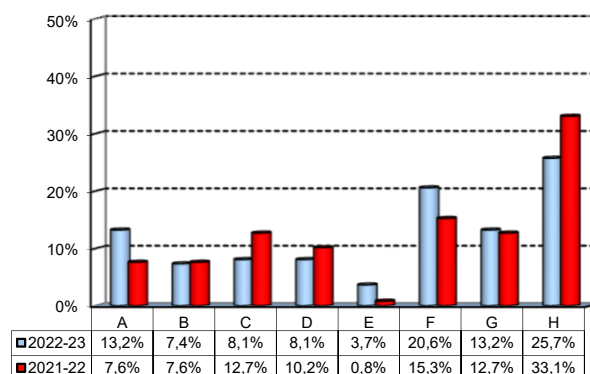


## Extracurricular Activities

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

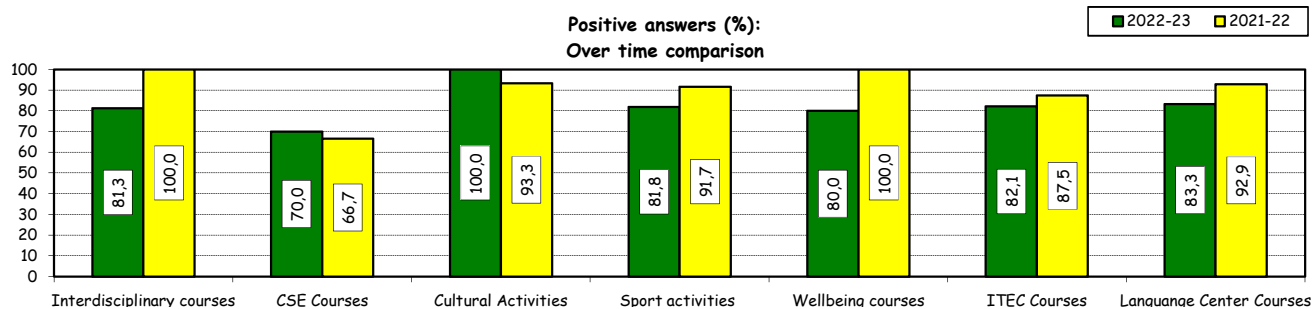
(multiple answers admitted)

Answers	a.v.	%
A - Interdisciplinary courses ("Sapere a tutto campo")	18	13,2%
B - Counseling and Self-Empowerment courses CSE	10	7,4%
C - Cultural Activities (visit museums, concerts, theatre and cinema, various issues)	11	8,1%
D - Sport activities	11	8,1%
E - Wellbeing courses	5	3,7%
F - Courses offered by ITEC	28	20,6%
G - Courses offered by Language Center	18	13,2%
H - None	35	25,7%
<b>Total</b>	<b>136</b>	<b>100%</b>
NA	0	



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

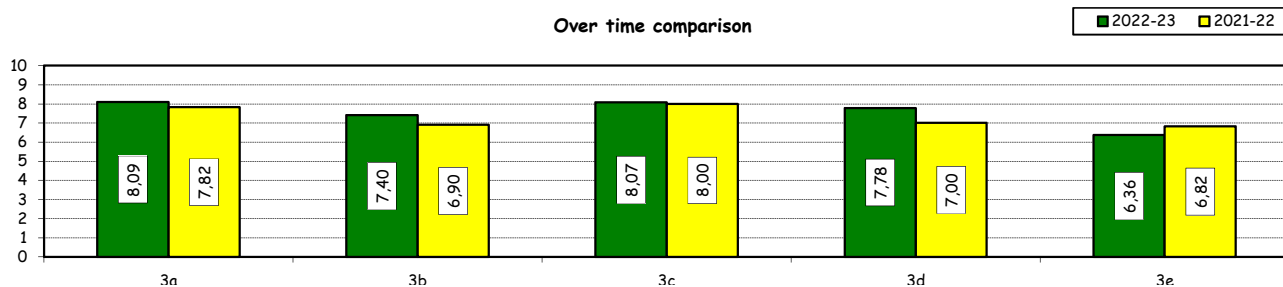
	Definitely YES		More YES than NO		More NO than YES		Definitely NO		Total		NA
	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.	%	a.v.
A - Interdisciplinary courses	7	43,8	6	37,5	2	12,5	1	6,3	16	100,0	2
B - CSE courses	4	40,0	3	30,0	3	30,0	0	0,0	10	100,0	0
C - Cultural Activities	5	50,0	5	50,0	0	0,0	0	0,0	10	100,0	1
D - Sport activities	3	27,3	6	54,5	1	9,1	1	9,1	11	100,0	0
E - Wellbeing courses	3	60,0	1	20,0	1	20,0	0	0,0	5	100,0	0
F - ITEC courses	13	46,4	10	35,7	5	17,9	0	0,0	28	100,0	0
G -Language Center courses	6	33,3	9	50,0	3	16,7	0	0,0	18	100,0	0



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.	%	a.v.	%	
3a) The range and interest of programmes offered		0	0,0	1	1,7	39	67,2	18	31,0	58	100,0	0
3b) The support you received from the Campus Life Office		1	1,8	8	14,0	33	57,9	15	26,3	57	100,0	1
3c) The support you received from ITEC		0	0,0	2	7,1	16	57,1	10	35,7	28	100,0	0
3d) The support you received from Language Center		0	0,0	1	5,6	12	66,7	5	27,8	18	100,0	0
3e) The support you received from Bocconi Sport Team		1	9,1	3	27,3	6	54,5	1	9,1	11	100,0	0

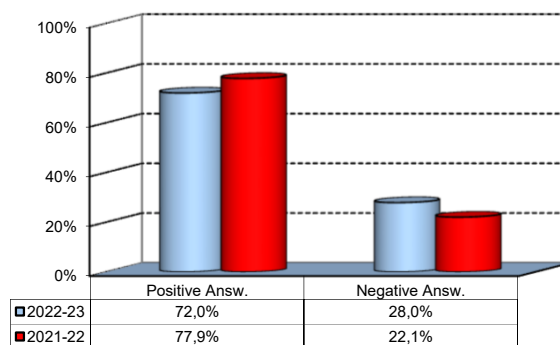
Over time comparison



## Degree Thesis

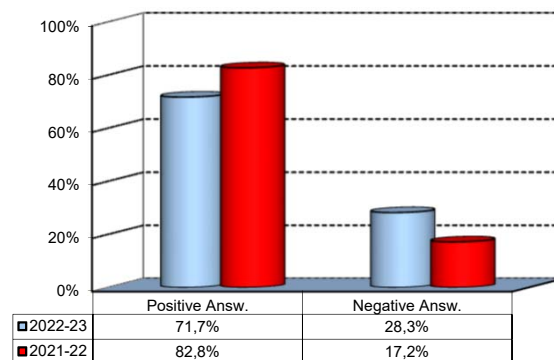
1) Do you think that the supervision and the assistance for preparing for your thesis were appropriate?

Answers	a.v.	%
A - Definitely YES	36	38,7%
B - More YES than NO	31	33,3%
C - More NO than YES	18	19,4%
D - Definitely NO	8	8,6%
<b>Total</b>	<b>93</b>	<b>100%</b>
NA	0	



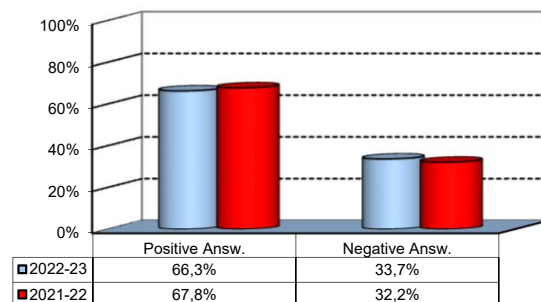
2) Do you think that the facilities provided by the University (library, computer labs) adequately supported preparation for your thesis?

Answers	a.v.	%
A - Definitely YES	22	23,9%
B - More YES than NO	44	47,8%
C - More NO than YES	19	20,7%
D - Definitely NO	7	7,6%
<b>Total</b>	<b>92</b>	<b>100%</b>
NA	1	



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	25	27,2%
B - More YES than NO	36	39,1%
C - More NO than YES	17	18,5%
D - Definitely NO	14	15,2%
<b>Total</b>	<b>92</b>	<b>100%</b>
NA	1	

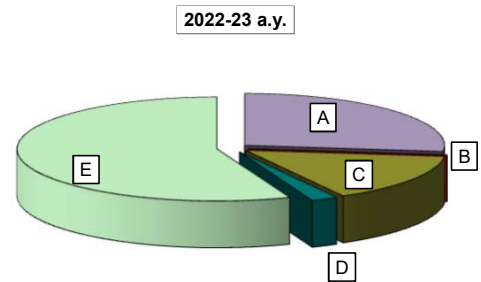




## Experience Of Studying Abroad

1) Please select the program you participated in:

Answers	a.v.	%	
		2022-23	2021-22
A - Exchange	25	26,9	17,0
B - CEMS-MIM	0	0,0	0,0
C- Double Degree	14	15,1	26,1
D - Free-Mover	2	2,2	1,1
E- None	52	55,9	55,7
<b>Total</b>	<b>93</b>	<b>100,0</b>	<b>100,0</b>
NA	0		

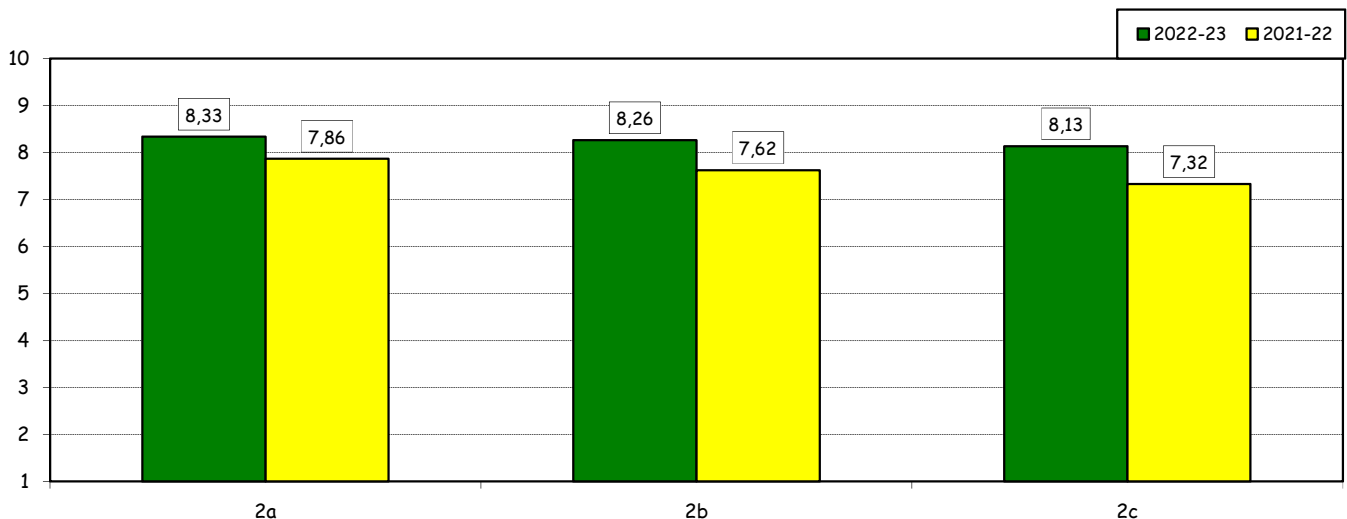


How would you evaluate:

(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.		0	0,0	2	5,1	18	46,2	19	48,7	39	100,0	0
2b) The range and interest of programs offered.		0	0,0	4	10,3	13	33,3	22	56,4	39	100,0	0
2c) The support you received from Bocconi International Relations.		1	2,6	2	5,1	18	46,2	18	46,2	39	100,0	0

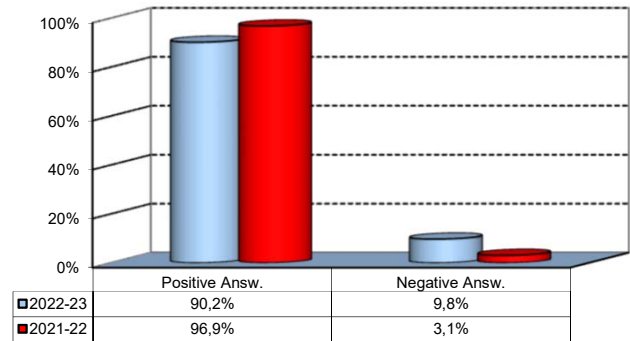
### Over time comparison



## Experience Of Studying Abroad

3) Would you positively evaluate this experience?

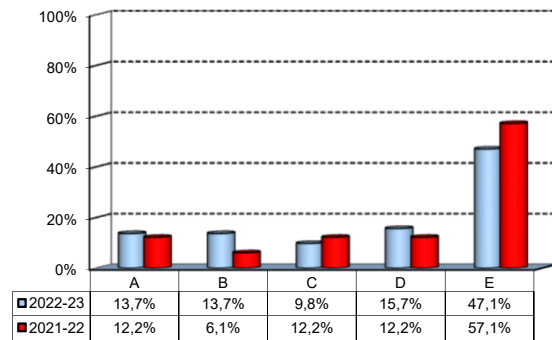
Answers	v. a.	%
A - Definitely YES	30	73,2%
B - More YES than NO	7	17,1%
C - More NO than YES	4	9,8%
D - Definitely NO	0	0,0%
<b>Total</b>	<b>41</b>	<b>100%</b>
NA	0	



(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	7	13,7%
B-Absence of the requirements needed for participation in the program selected	7	13,7%
C-Rejection of your application	5	9,8%
D-Lack of time during the period of study	8	15,7%
E-Other (personal, family, organizational reasons, etc.)	24	47,1%
<b>Total</b>	<b>51</b>	<b>100%</b>
NA	1	



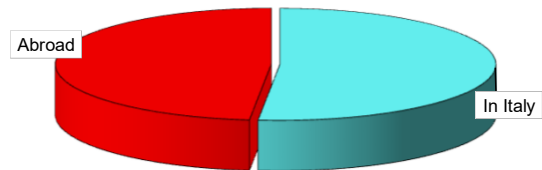
## Internship Activities

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

Answers	a.v.	%	
		2022-23	2021-22
A - Internship/Other job experience	93	100,0	100,0
B - Alternative Activity <sup>^</sup>	0	0,0	0,0
<b>Total</b>	<b>93</b>	<b>100,0</b>	<b>100,0</b>
NA	0		

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

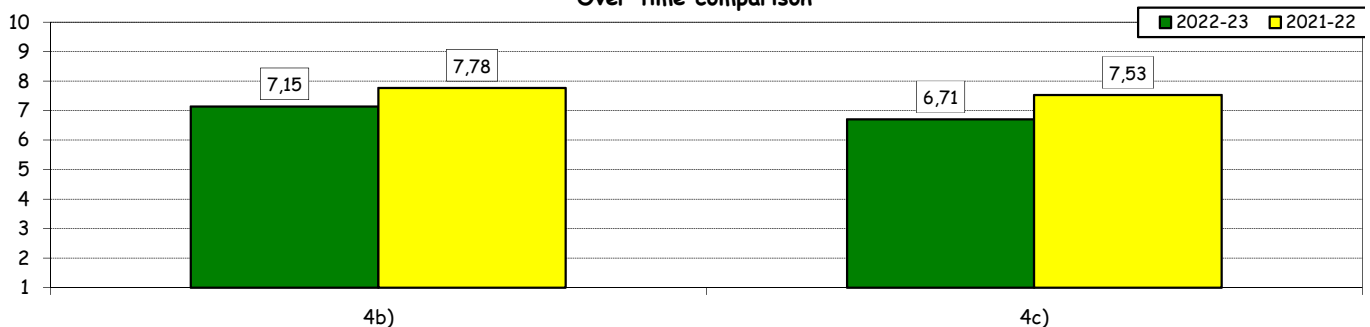
Answers	a.v.	%	
		2022-23	2021-22
In Italy	48	51,6%	67,4%
Abroad	45	48,4%	32,6%
<b>Total</b>	<b>93</b>	<b>100%</b>	<b>100%</b>
NA	0		



How would you evaluate:

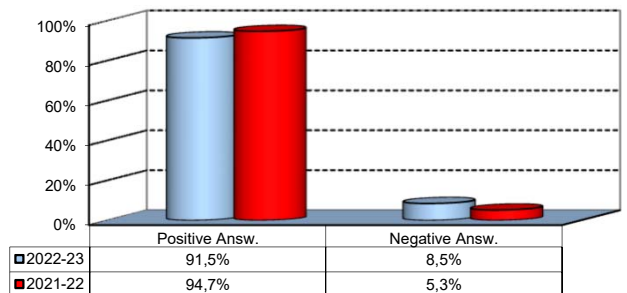
Item	Answers	Negative				Positive				Total		N.A. a.v.
		1-2		3-4-5		6-7-8		9-10		a.v.	%	
		a.v.	%	a.v.	%	a.v.	%	a.v.	%			
4a) The number and variety of opportunities offered.		5	6,1	14	17,1	40	48,8	23	28,0	82	100,0	11
4b) The support you received from the Internship Office.		8	9,8	14	17,1	37	45,1	23	28,0	82	100,0	11

Over time comparison



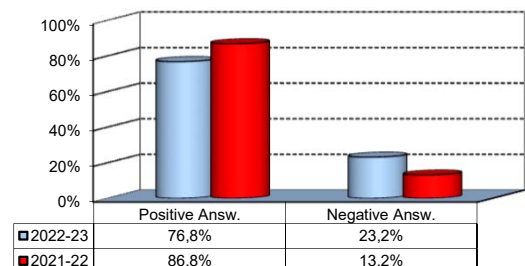
5) Would you positively evaluate this experience?

Answers	a.v.	%
A - Definitely YES	46	56,1%
B - More YES than NO	29	35,4%
C - More NO than YES	6	7,3%
D - Definitely NO	1	1,2%
<b>Total</b>	<b>82</b>	<b>100%</b>
NA	11	



6) 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	35	42,7%
B - More YES than NO	28	34,1%
C - More NO than YES	17	20,7%
D - Definitely NO	2	2,4%
<b>Total</b>	<b>82</b>	<b>100%</b>
NA	11	



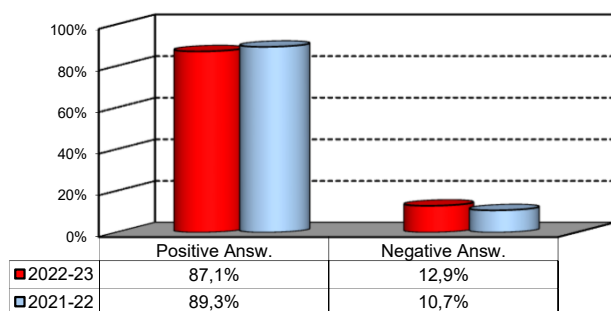
<sup>^</sup>: During the pandemic, students were given the opportunity to replace the mandatory internship with an alternative activity called Career Start Pack. It consists in an elective exam integrated with mandatory participation in the virtual career orientation path

## General satisfaction and short-term plans

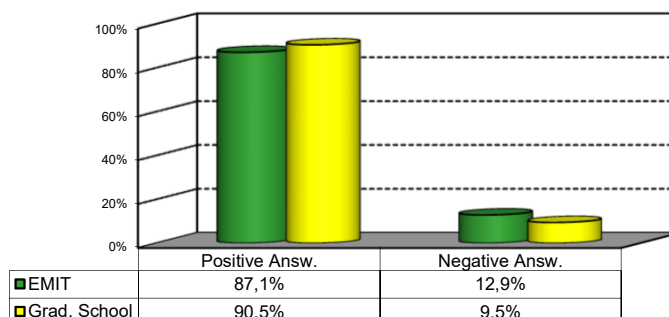
1) Are you satisfied overall with the study program you attended?

Answers	Italian		Non Italian		Total	
	a.v.	%	a.v.	%	a.v.	%
A - Definitely YES	30	56,6%	13	32,5%	43	46,2%
B - More YES than NO	17	32,1%	21	52,5%	38	40,9%
C - More NO than YES	5	9,4%	6	15,0%	11	11,8%
D - Definitely NO	1	1,9%	0	0,0%	1	1,1%
<b>Total</b>	<b>53</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>93</b>	<b>100%</b>
NA	0		0		0	

Over time comparison



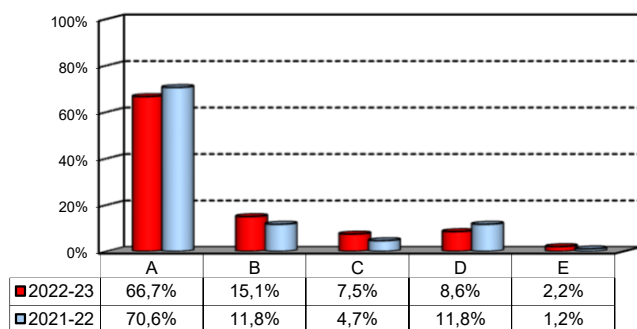
Comparison with the overall School data



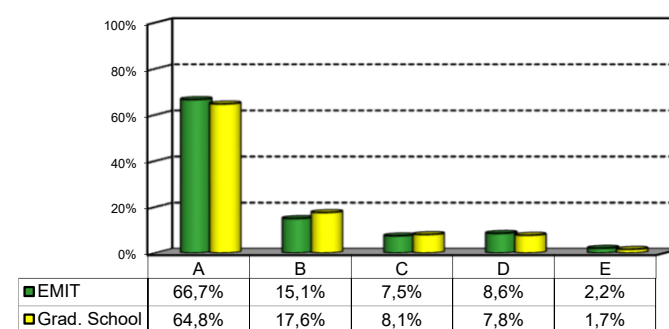
2a) If you could go back in time, would you enroll in the University again?

Answers	Italian		Non Italian		Total	
	v.a.	%	v.a.	%	v.a.	%
A-YES, in the same program at this University	36	67,9%	26	65,0%	62	66,7%
B-YES, in another program at this University	7	13,2%	7	17,5%	14	15,1%
C-YES, in the same program but at another University	4	7,5%	3	7,5%	7	7,5%
D-YES, in another program at another University	6	11,3%	2	5,0%	8	8,6%
E-NO, I would not enrol in university anymore	0	0,0%	2	5,0%	2	2,2%
<b>Total</b>	<b>53</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>93</b>	<b>100%</b>
NA	0		0		0	

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	7,1%
AFC	2	14,3%
FIN	2	14,3%
CLELI	0	0,0%
ESS	4	28,6%
EMIT	3	21,4%
GIO	0	0,0%
IM	2	14,3%
M	0	0,0%
MM	0	0,0%
CYBER	0	0,0%
<b>Total</b>	<b>14</b>	<b>100%</b>
NA	0	

### 2c) Why would you make a different choice?

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

Answers	a.v.	% 2022-23	% 2021-22
A - My interest has changed over time / I discovered that I have different attitudes	14	48,3%	43,5%
B -The MS program did not satisfy my expectations	4	13,8%	30,4%
C I would have preferred to attend the same MS program but taught in English	0	0,0%	0,0%
D - Other reasons	11	37,9%	26,1%
<b>Total</b>	<b>29</b>	<b>100%</b>	<b>100%</b>
NA	2		

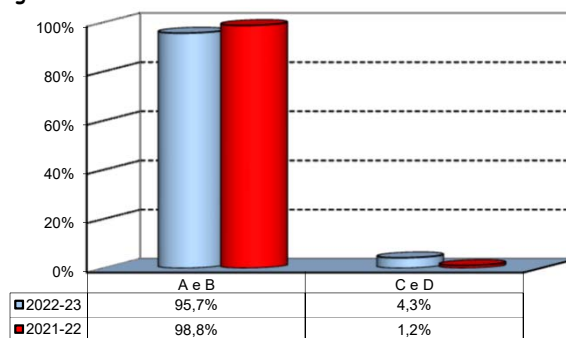
#### D- Other reasons:

Avrei preferito studiare gli stessi argomenti ma vivere all'estero. 2 anni fa contavo sullo stage/exchange, ma ho iniziato a lavorare full time 5 mesi dopo aver cominciato il corso EMIT. di conseguenza, ho dovuto rifiutare la possibilita' di exchange.
Avrei voluto aumentare le mie esperienze all'estero, seppur diminuendo il prestigio dell'ateneo
Corso di laurea interessante, ma carico di molti temi poco approfonditi e in alcuni aspetti non ben gestito. Ambiente bocconiano tossico e sopravvalutato sotto molti punti di vista. Andrei all'estero in atenei altrettanto validi.
I believe there are better educations elsewhere, that have a larger focus on actually using the material you learn instead of just reciting it or memorizing it for multiple choice tests. The facilities provided (especially library) is far under par.
I can achieve the same degree of better quality elsewhere.
I did not really acquire the skills for which I enrolled in the program
I miei interessi sono cambiati nel tempo / Ho scoperto di avere attitudini diverse, e ritengo che avrei potuto apprendere competenze piu' utili nel mondo del lavoro con altri corsi
Lack of support, no guidance, irrelevant courses, very varying level of quality
Sbocchi lavorativi internazionali dopo la laurea (maggiori in altre universita' in Europa). prezzi troppo elevati dell'istruzione, se rapportati ad altre universita'.
Sceglierei qualcosa di parzialmente diverso in termini di indirizzo. Sceglierei un'altra universita' all'estero per due motivi: l'esperienza diversa, e il miglior approccio all'apprendimento e alla preparazione alla vita lavorativa.
The program is not about what it is really taught

## 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	68	73,1%
B - Often adequate	21	22,6%
C - Rarely adequate	4	4,3%
D - Never adequate	0	0,0%
E - I did not use them	0	0,0%
<b>Total</b>	<b>93</b>	<b>100%</b>
NA	0	

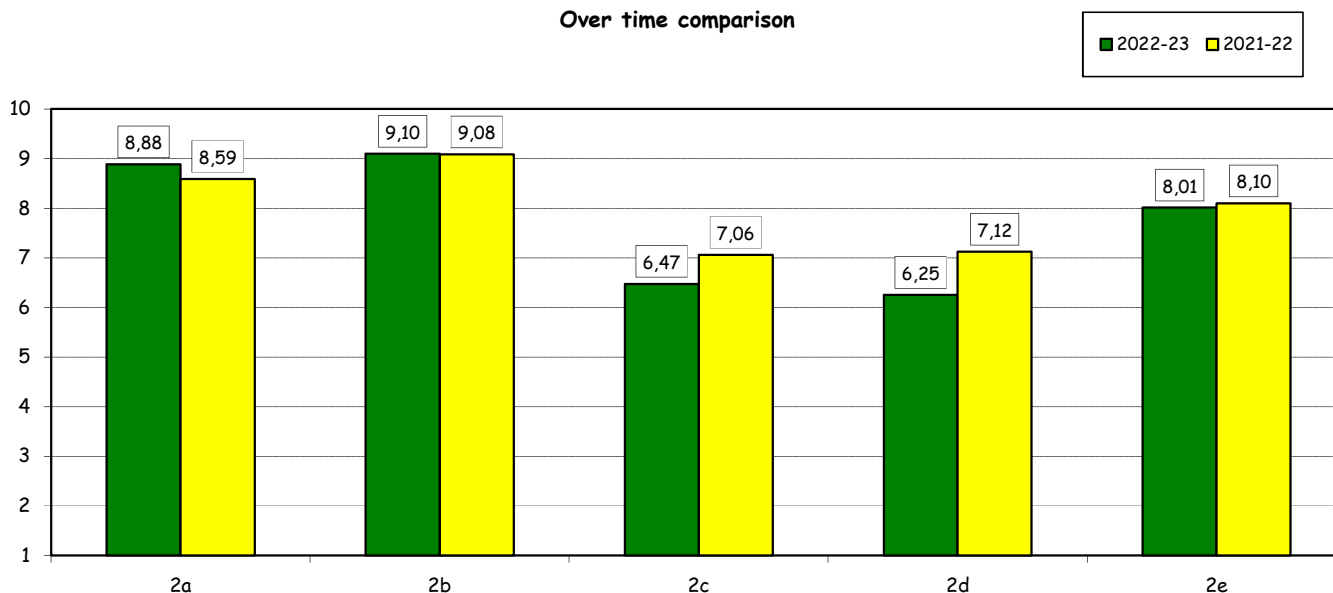


2) How would you evaluate:

(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.		0	0,0	2	2,2	27	29,0	64	68,8	93	100,0		0
b) The cleanliness of classrooms and of other common areas on campus (corridors, halls, study rooms).		1	1,1	2	2,2	17	18,3	73	78,5	93	100,0		0
c) The adequacy of the amount of areas/seats reserved to individual study in the University Library.		15	16,1	15	16,1	33	35,5	30	32,3	93	100,0	0	0
d) The adequacy of the amount of areas/seats reserved to individual study in other buildings on campus.		14	15,2	18	19,6	37	40,2	23	25,0	92	100,0	0	1
e) The clarity and adequacy of the signage system on campus.		4	4,4	6	6,6	34	37,4	47	51,6	91	100,0		2

Over time comparison

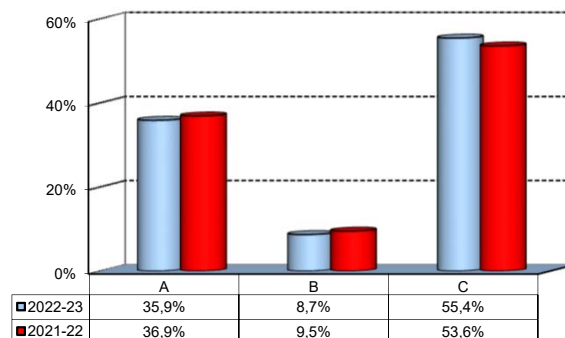


(\*): the percentage shown on the graphs is calculated by excluding the responses of those who declare that they have not used the service.

## Infrastructure: Classrooms, Library And Facilities

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

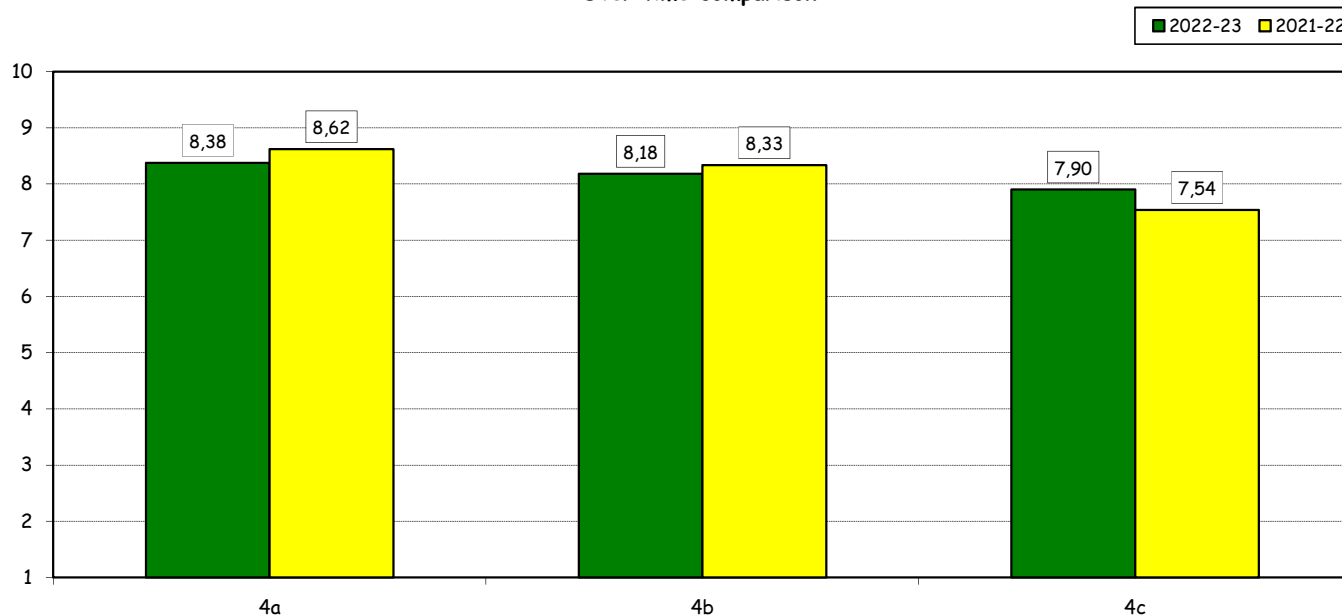
Answers	a.v.	%
A- Adequate in number	33	35,9%
B- Inadequate in number	8	8,7%
C- Never used	51	55,4%
<b>Total</b>	<b>92</b>	<b>100%</b>
NA	1	



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) The availability of technical staff supporting students (Tutors) in PC Labs.*		1	2,5	2	5,0	13	32,5	24	60,0	40	100,0	1
b) The convenience of the PC Labs' opening hours.*		1	2,6	2	5,1	14	35,9	22	56,4	39	100,0	2
c) The level of accessibility and usability of the University's IT services (Internet access points, Punto Blu, Virtual Punto Blu, wireless connection).		2	2,2	8	8,9	44	48,9	36	40,0	90	100,0	2

Over time comparison

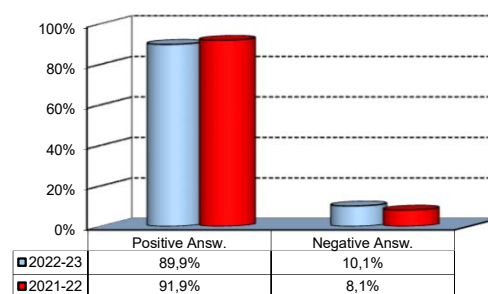


(\*): Only in case of answer "A" or "B" to item no.3

## 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	26	28,3%
B - Quite positive	45	48,9%
C - Quite negative	4	4,3%
D - Very Negative	4	4,3%
E - Never used	13	14,1%
<b>Total</b>	<b>92</b>	<b>100%</b>
NA	1	

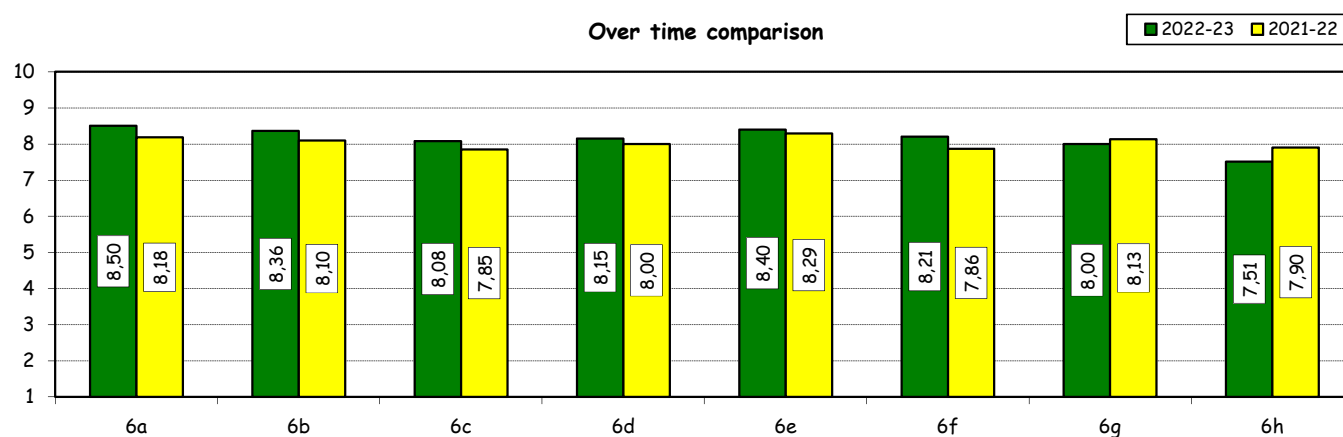


6) How would you evaluate:

(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.		0	0,0	0	0,0	17	47,2	19	52,8	36	100,0	43
b) Range of subjects covered in hardcopy collections (books and journals) compared to your needs of study and research		0	0,0	1	2,8	17	47,2	18	50,0	36	100,0	43
c) The relevance and updating of online collections (e-books, e-journals, databases) compared to your needs of study and research		0	0,0	5	13,5	15	40,5	17	45,9	37	100,0	42
d) The ease of use of search tools available on the Library website		0	0,0	3	9,1	13	39,4	17	51,5	33	100,0	46
e) The assistance provided by the Library staff		0	0,0	1	2,9	15	42,9	19	54,3	35	100,0	44
f) Availability of documents (textbooks, articles, chapters, case studies, etc.) used in individual courses		0	0,0	0	0,0	18	52,9	16	47,1	34	100,0	45
g) The Library website as a source of information on the services offered and as a point of access for resources		0	0,0	3	8,6	19	54,3	13	37,1	35	100,0	44
h) The usefulness of workshops offered by the Library to understand how to use the resources available (catalogues, e-journals, databases, etc.)		2	5,7	3	8,6	18	51,4	12	34,3	35	100,0	44

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.