

## EVALUATION OF THE DEGREE PROGRAM AND THE UNIVERSITY EXPERIENCE

### BACHELOR IN WORLD BACHELOR IN BUSINESS Graduation year 2023

N° QUESTIONNAIRES PROCESSED: 29

N° OF GRADUATE STUDENTS: 47

RESPONSE RATE: 61,7%



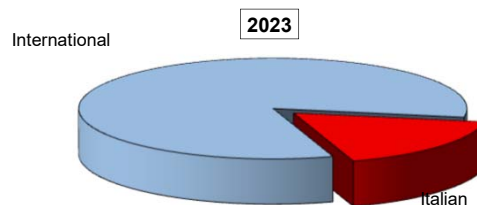
# EVALUATION OF STUDENT EXPERIENCE

## World Bachelor in Business

### General information

#### School Career

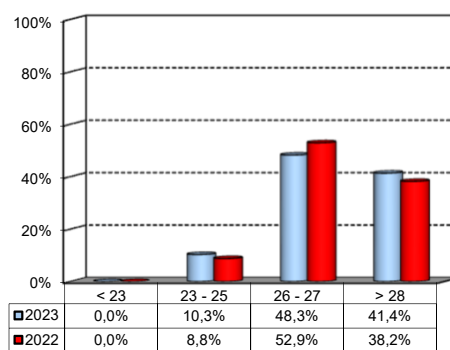
| Answers       | a. v.     | %           |             |
|---------------|-----------|-------------|-------------|
|               |           | 2023        | 2022        |
| Italian       | 5         | 17,2%       | 20,6%       |
| International | 24        | 82,8%       | 79,4%       |
| <b>Total</b>  | <b>29</b> | <b>100%</b> | <b>100%</b> |
| NA            | 0         |             |             |



#### Average mark of the exams passed:

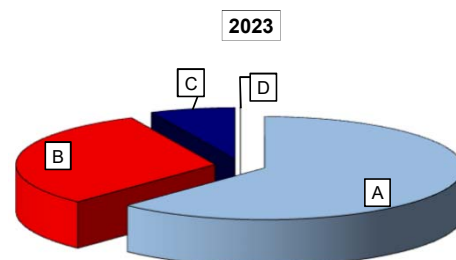
(approximate average expressed in 30/30)

| Answers      | a. v.     | %           |
|--------------|-----------|-------------|
| < 23         | 0         | 0,0%        |
| 23 - 25      | 3         | 10,3%       |
| 26 - 27      | 14        | 48,3%       |
| > 28         | 12        | 41,4%       |
| <b>Total</b> | <b>29</b> | <b>100%</b> |
| NA           | 0         |             |



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

| Answers                | a. v.     | %           |             |
|------------------------|-----------|-------------|-------------|
|                        |           | 2023        | 2022        |
| A - More than 75%      | 18        | 62,1%       | 62,5%       |
| B - Between 50 and 75% | 9         | 31,0%       | 15,6%       |
| C - Between 25 and 50% | 2         | 6,9%        | 15,6%       |
| D - Less than 25%      | 0         | 0,0%        | 6,3%        |
| <b>Total</b>           | <b>29</b> | <b>100%</b> | <b>100%</b> |
| NA                     | 0         |             |             |

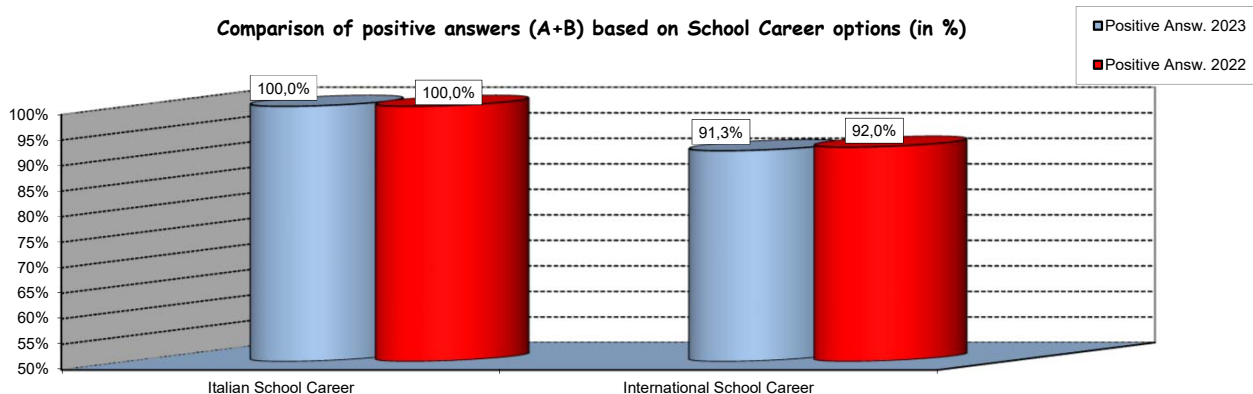


## Study experience

1) Was the knowledge acquired during secondary school adequate to undertake your Bachelor program?

| Answers              | Italian School Career |             | International School Career |             | Total     |             |
|----------------------|-----------------------|-------------|-----------------------------|-------------|-----------|-------------|
|                      | a.v.                  | %           | a.v.                        | %           | a.v.      | %           |
| A - Definitely YES   | 5                     | 100,0%      | 14                          | 60,9%       | 19        | 65,5%       |
| B - More YES than NO | 0                     | 0,0%        | 7                           | 30,4%       | 7         | 24,1%       |
| C - More NO than YES | 0                     | 0,0%        | 3                           | 13,0%       | 3         | 10,3%       |
| D - Definitely NO    | 0                     | 0,0%        | 0                           | 0,0%        | 0         | 0,0%        |
| <b>Total</b>         | <b>5</b>              | <b>100%</b> | <b>24</b>                   | <b>104%</b> | <b>29</b> | <b>100%</b> |
| NA                   | 0                     |             | 0                           |             | 0         |             |

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



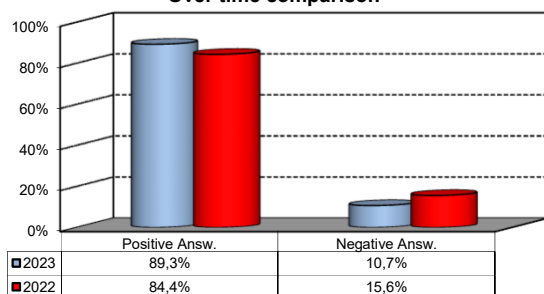
2) if you answered " More NO than YES" or "Definitely NO", indicate the subject or the subjects for which your previous knowledge was revealed to be insufficient:

|  | a.v.     | %           |
|--|----------|-------------|
| FINANCE (MODULE II) - CORPORATE FINANCE        | 1        | 20,0%       |
| ACCOUNTING (MODULE I) - FINANCIAL ACCOUNTING   | 1        | 20,0%       |
| MODELLI FINANZIARI                             | 1        | 20,0%       |
| ACCOUNTING (MODULE II) - MANAGERIAL ACCOUNTING | 1        | 20,0%       |
| CORPORATE BANKING                              | 1        | 20,0%       |
| <b>Total</b>                                   | <b>5</b> | <b>100%</b> |

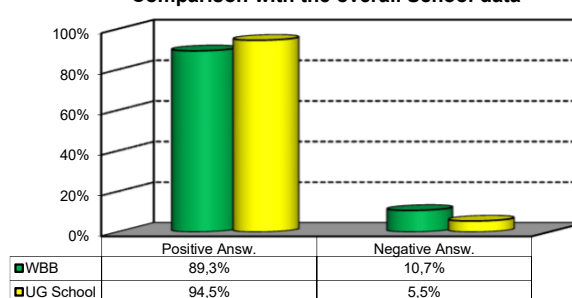
3) On the whole, do you appreciate the qualifications you acquired at the end of the Bachelor program at Bocconi?

| Aswers               | Italian school Career |             | Int.nal School Career |             | Total     |             |
|----------------------|-----------------------|-------------|-----------------------|-------------|-----------|-------------|
|                      | v.a.                  | %           | v.a.                  | %           | v.a.      | %           |
| A - Definitely YES   | 5                     | 100,0%      | 10                    | 43,5%       | 15        | 53,6%       |
| B - More YES than NO | 0                     | 0,0%        | 10                    | 43,5%       | 10        | 35,7%       |
| C - More NO than YES | 0                     | 0,0%        | 3                     | 13,0%       | 3         | 10,7%       |
| D - Definitely NO    | 0                     | 0,0%        | 0                     | 0,0%        | 0         | 0,0%        |
| <b>Total</b>         | <b>5</b>              | <b>100%</b> | <b>23</b>             | <b>100%</b> | <b>28</b> | <b>100%</b> |
| NA                   | 0                     |             | 1                     |             | 1         |             |

Over time comparison



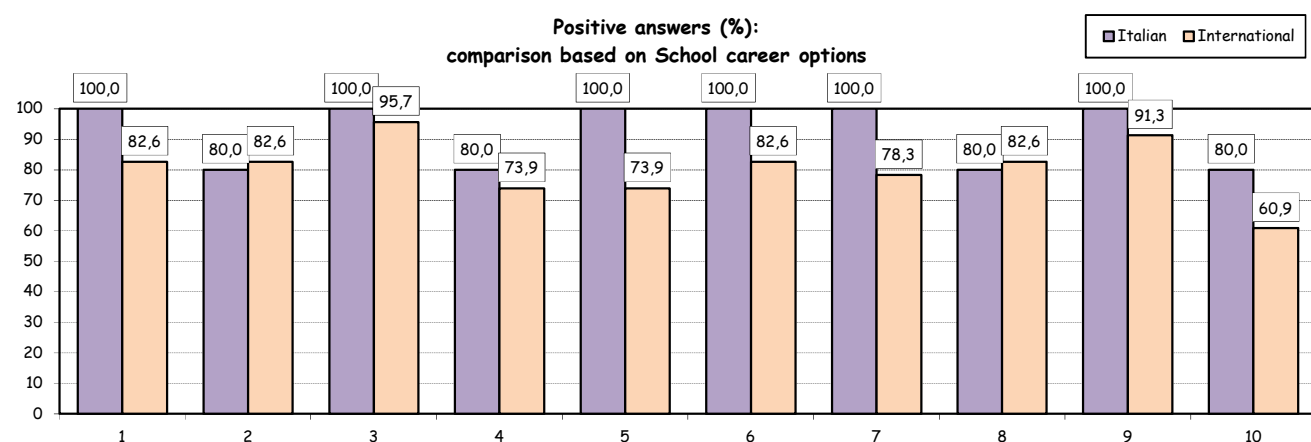
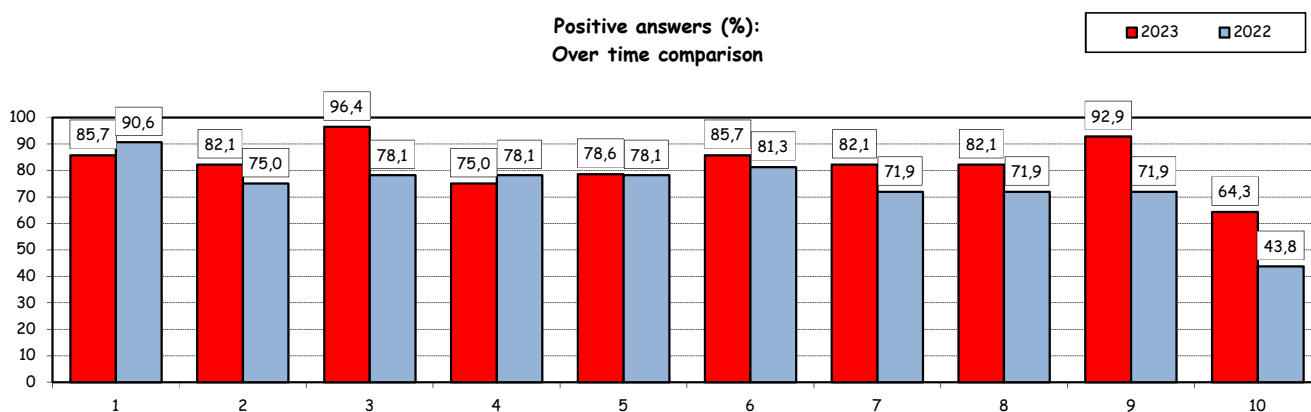
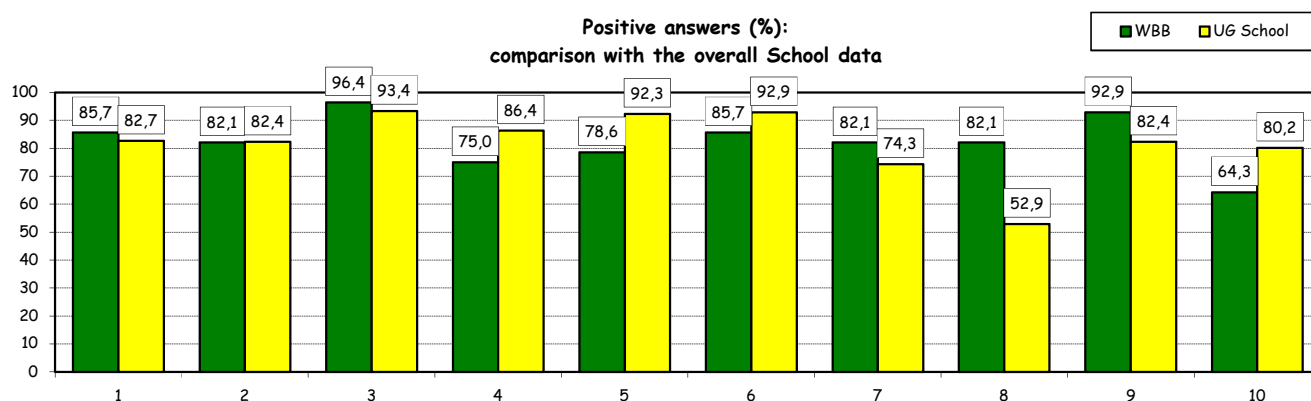
Comparison with the overall School data



## Study experience

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

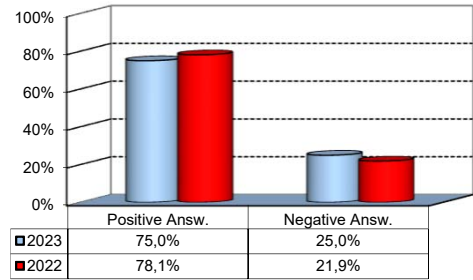
| Soft Skill | Item                                      | Definitely YES |      | More YES than NO |      | More NO than YES |      | Definitely NO |      | Total |       | n.a. |
|------------|---|----------------|------|------------------|------|------------------|------|---------------|------|-------|-------|------|
|            |   | a.v.           | %    | a.v.             | %    | a.v.             | %    | a.v.          | %    | a.v.  | %     |      |
| 1          | Ability to work on a team                 | 12             | 42,9 | 12               | 42,9 | 2                | 7,1  | 2             | 7,1  | 28    | 100,0 | 1    |
| 2          | Interpersonal skills                      | 9              | 32,1 | 14               | 50,0 | 4                | 14,3 | 1             | 3,6  | 28    | 100,0 | 1    |
| 3          | Organizational skills                     | 12             | 42,9 | 15               | 53,6 | 1                | 3,6  | 0             | 0,0  | 28    | 100,0 | 1    |
| 4          | Critical thinking skills                  | 13             | 46,4 | 8                | 28,6 | 6                | 21,4 | 1             | 3,6  | 28    | 100,0 | 1    |
| 5          | Ability to analyze and select information | 13             | 46,4 | 9                | 32,1 | 5                | 17,9 | 1             | 3,6  | 28    | 100,0 | 1    |
| 6          | Problem-solving ability                   | 12             | 42,9 | 12               | 42,9 | 2                | 7,1  | 2             | 7,1  | 28    | 100,0 | 1    |
| 7          | Written communication skills              | 9              | 32,1 | 14               | 50,0 | 4                | 14,3 | 1             | 3,6  | 28    | 100,0 | 1    |
| 8          | Verbal communication skills               | 7              | 25,0 | 16               | 57,1 | 3                | 10,7 | 2             | 7,1  | 28    | 100,0 | 1    |
| 9          | Ability to cope with stress               | 11             | 39,3 | 15               | 53,6 | 1                | 3,6  | 1             | 3,6  | 28    | 100,0 | 1    |
| 10         | Computer Skills                           | 5              | 17,9 | 13               | 46,4 | 7                | 25,0 | 3             | 10,7 | 28    | 100,0 | 1    |



## Study experience

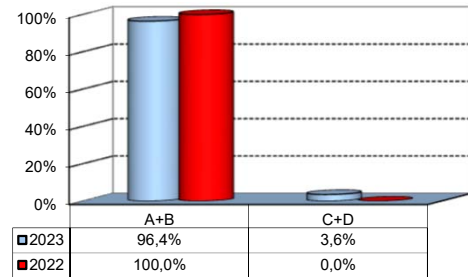
5) Do you think that the courses in your curriculum were adequately coordinated with each other?

|                      | a.v.      | %           |
|----------------------|-----------|-------------|
| A - Definitely YES   | 10        | 35,7%       |
| B - More YES than NO | 11        | 39,3%       |
| C - More NO than YES | 7         | 25,0%       |
| D - Definitely NO    | 0         | 0,0%        |
| <b>Total</b>         | <b>28</b> | <b>100%</b> |
| NA                   | 1         |             |



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

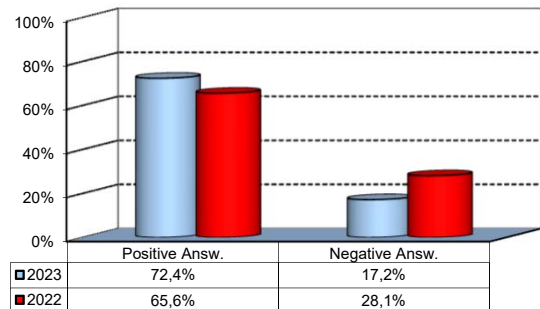
|                      | a.v.      | %           |
|----------------------|-----------|-------------|
| A - Definitely YES   | 13        | 46,4%       |
| B - More YES than NO | 14        | 50,0%       |
| C - More NO than YES | 1         | 3,6%        |
| D - Definitely NO    | 0         | 0,0%        |
| <b>Total</b>         | <b>28</b> | <b>100%</b> |
| NA                   | 1         |             |



## Final Report

1) Do you think that the supervision and assistance for preparing for your final report (internship report, final paper or other) were adequate?

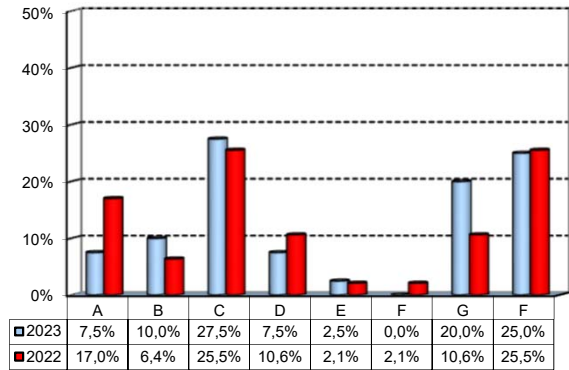
|                                  | a.v.      | %           |
|----------------------------------|-----------|-------------|
| A - Definitely YES               | 10        | 34,5%       |
| B - More YES than NO             | 11        | 37,9%       |
| C - More NO than YES             | 4         | 13,8%       |
| D - Definitely NO                | 1         | 3,4%        |
| E - Supervision was not expected | 3         | 10,3%       |
| <b>Total</b>                     | <b>29</b> | <b>100%</b> |
| NA                               | 0         |             |



## Extracurricular Activities

1) Which of the following extracurricular activities did you attend during the Bachelor Program?  
(multiple answers admitted)

|  | a.v.      | %           |
|--|-----------|-------------|
| A - Interdisciplinary courses ("Sapere a tutto campo") | 3         | 7,5%        |
| B - Counseling and Self-Empowerment courses (CSE)      | 4         | 10,0%       |
| C - Cultural Activities                                | 11        | 27,5%       |
| D - Sport activities                                   | 3         | 7,5%        |
| E - Wellbeing courses                                  | 1         | 2,5%        |
| F - IT Education Center courses (ITEC)                 | 0         | 0,0%        |
| G - Language Center courses                            | 8         | 20,0%       |
| H - None   | 10        | 25,0%       |
| <b>Total</b>   | <b>40</b> | <b>100%</b> |
| NA   | 0         |             |



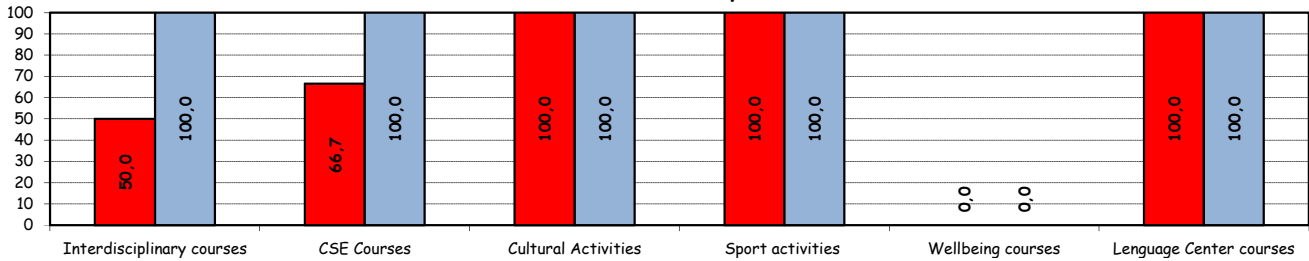
2) Do you think that the activities you took part in contributed to your cultural/educational enrichment?

|                               | 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 | 1              | 50,0  | 0                | 0,0  | 1                | 50,0  | 0             | 0,0 | 2     | 100,0 | 1    |
| B - CSE courses               | 1              | 33,3  | 1                | 33,3 | 1                | 33,3  | 0             | 0,0 | 3     | 100,0 | 1    |
| C - Cultural Activities       | 5              | 50,0  | 5                | 50,0 | 0                | 0,0   | 0             | 0,0 | 10    | 100,0 | 1    |
| D - Sport activities          | 2              | 100,0 | 0                | 0,0  | 0                | 0,0   | 0             | 0,0 | 2     | 100,0 | 1    |
| E - Wellbeing courses         | 0              | 0,0   | 0                | 0,0  | 1                | 100,0 | 0             | 0,0 | 1     | 100,0 | 0    |
| G - Language Center courses   | 2              | 25,0  | 6                | 75,0 | 0                | 0,0   | 0             | 0,0 | 8     | 100,0 | 0    |

Positive answers (%):

Over time comparison

■ 2023 ■ 2022

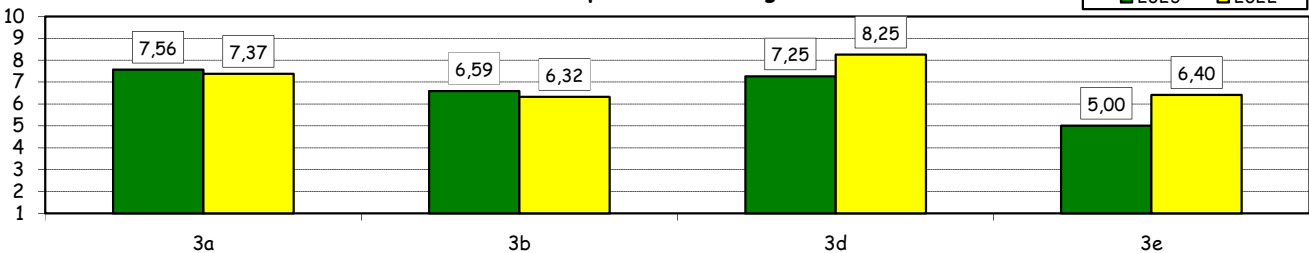


How would you evaluate:

| 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. | %    |       |       |    |
| 3a) The range of and interest in the programmes offered  |         | 0        | 0,0  | 2     | 11,1 | 10       | 55,6 | 6    | 33,3 | 18    | 100,0 | 1  |
| 3b) The support you received from the Campus Life Office |         | 0        | 0,0  | 7     | 41,2 | 5        | 29,4 | 5    | 29,4 | 17    | 100,0 | 2  |
| 3d) The support you received from Language Center        |         | 1        | 12,5 | 1     | 12,5 | 2        | 25,0 | 4    | 50,0 | 8     | 100,0 | 0  |
| 3e) The support you received from Bocconi Sport Teams    |         | 0        | 0,0  | 1     | 50,0 | 1        | 50,0 | 0    | 0,0  | 2     | 100,0 | 1  |

Over time comparison of average values

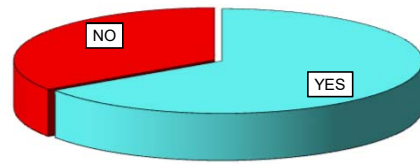
■ 2023 ■ 2022



## Internship Activities

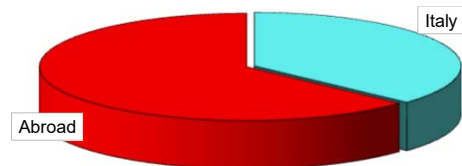
1) Did you attend an internship recognized by the Bachelor program?

|              | a.v.      | 2023        | 2022        |
|--------------|-----------|-------------|-------------|
| YES          | 19        | 65,5%       | 47,1%       |
| NO           | 10        | 34,5%       | 52,9%       |
| <b>Total</b> | <b>29</b> | <b>100%</b> | <b>100%</b> |
| NA           | 0         |             |             |



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

|              | a.v.      | 2023        | 2022        |
|--------------|-----------|-------------|-------------|
| Italy        | 7         | 36,8%       | 12,5%       |
| Abroad       | 12        | 63,2%       | 87,5%       |
| <b>Total</b> | <b>19</b> | <b>100%</b> | <b>100%</b> |
| NA           | 0         |             |             |

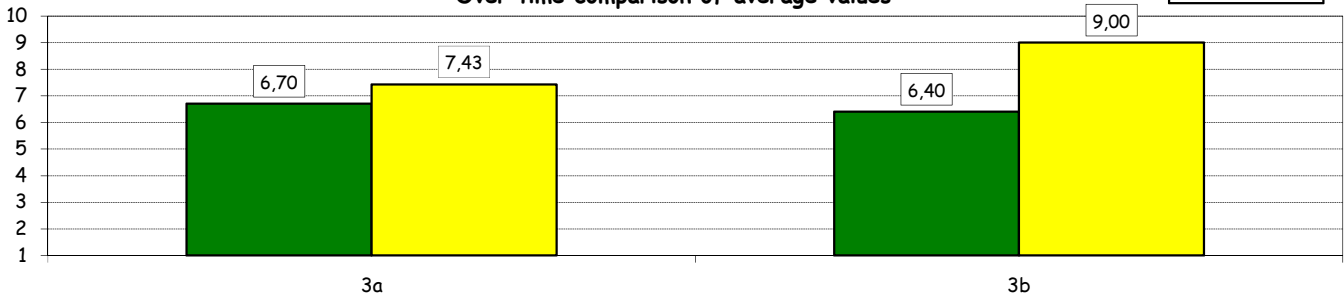


How would you evaluate:

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

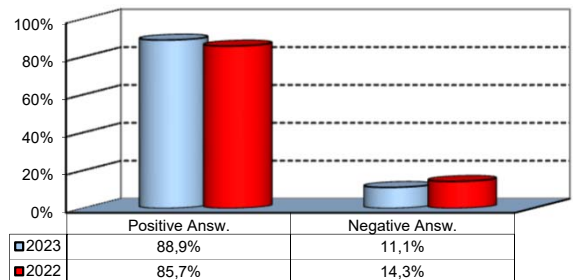
| Item  | Answers | Negative |      |       |      |       |      | Positive |      | Total |       | N.A.<br>a.v. |
|---|---------|----------|------|-------|------|-------|------|----------|------|-------|-------|--------------|
|   |         | 1-2      |      | 3-4-5 |      | 6-7-8 |      | 9-10     |      | a.v.  | %     |              |
|   |         | a.v.     | %    | a.v.  | %    | a.v.  | %    | a.v.     | %    |       |       |              |
| 3a) The number and variety of opportunities offered |         | 1        | 10,0 | 2     | 20,0 | 4     | 40,0 | 3        | 30,0 | 10    | 100,0 | 9            |
| 3b) The support you received from Bocconi           |         | 1        | 10,0 | 2     | 20,0 | 5     | 50,0 | 2        | 20,0 | 10    | 100,0 | 9            |

Over time comparison of average values



4) Would you positively evaluate this experience?

|                      | a.v.     | %           |
|----------------------|----------|-------------|
| A - Definitely YES   | 3        | 33,3%       |
| B - More YES than NO | 5        | 55,6%       |
| C - More NO than YES | 1        | 11,1%       |
| D - Definitely NO    | 0        | 0,0%        |
| <b>Total</b>         | <b>9</b> | <b>100%</b> |
| NA                   | 10       |             |

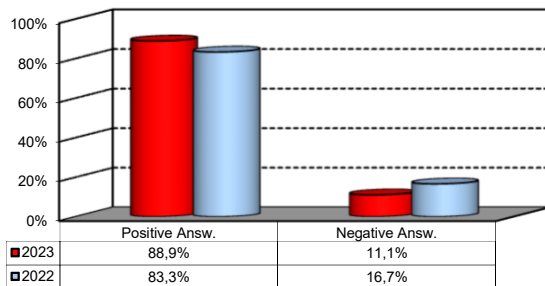


## General satisfaction and short-term plans

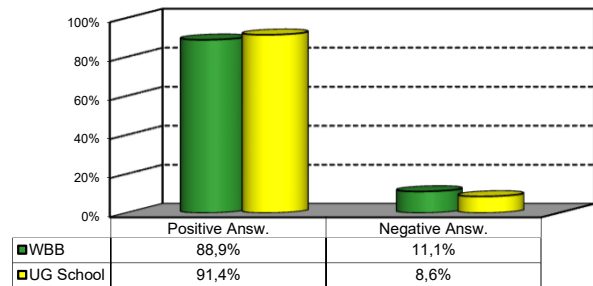
1) Are you satisfied overall with the study program you attended?

| Answers              | Italian School career |             | Int.nal School Career |             | Total     |             |
|----------------------|-----------------------|-------------|-----------------------|-------------|-----------|-------------|
|                      | a.v.                  | %           | a.v.                  | %           | a.v.      | %           |
| A - Definitely YES   | 4                     | 80,0%       | 8                     | 36,4%       | 12        | 44,4%       |
| B - More YES than NO | 1                     | 20,0%       | 11                    | 50,0%       | 12        | 44,4%       |
| C - More NO than YES | 0                     | 0,0%        | 2                     | 9,1%        | 2         | 7,4%        |
| D - Definitely NO    | 0                     | 0,0%        | 1                     | 4,5%        | 1         | 3,7%        |
| <b>Total</b>         | <b>5</b>              | <b>100%</b> | <b>22</b>             | <b>100%</b> | <b>27</b> | <b>100%</b> |
| NA                   | 0                     |             | 2                     |             | 2         |             |

Over time comparison



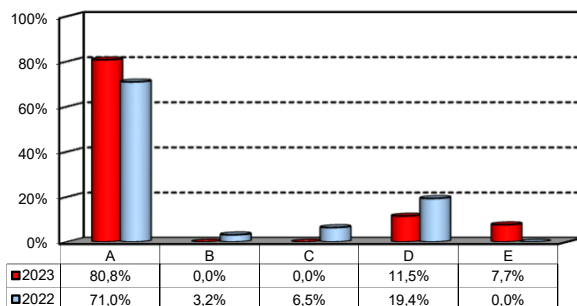
Comparison with the overall School data



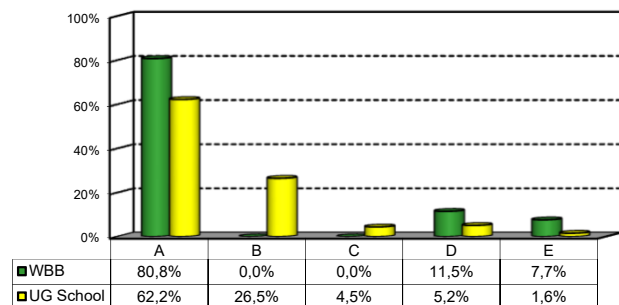
2a) If you could go back in time, would you enroll in the University again?

| Answers  | Italian School career |             | Int.nal School Career |             | Total     |             |
|--|-----------------------|-------------|-----------------------|-------------|-----------|-------------|
|  | a.v.                  | %           | a.v.                  | %           | a.v.      | %           |
| A - YES, in the same Program at this University        | 5                     | 100,0%      | 16                    | 76,2%       | 21        | 80,8%       |
| B - YES, in another Program at this University         | 0                     | 0,0%        | 0                     | 0,0%        | 0         | 0,0%        |
| C - YES, in the same Program but at another University | 0                     | 0,0%        | 0                     | 0,0%        | 0         | 0,0%        |
| D - YES, in another Program at another University      | 0                     | 0,0%        | 3                     | 14,3%       | 3         | 11,5%       |
| E - NO, I would not enrol in university anymore        | 0                     | 0,0%        | 2                     | 9,5%        | 2         | 7,7%        |
| <b>Total</b>   | <b>5</b>              | <b>100%</b> | <b>21</b>             | <b>100%</b> | <b>26</b> | <b>100%</b> |
| NA   | 0                     |             | 3                     |             | 3         |             |

Over time comparison



Comparison with the overall School data





## General satisfaction and short-term plans

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

2b) Why would you make a different choice?

| Answers  | Italian School career |           | Int.nal School Career |             | Total    |             |             |
|--|-----------------------|-----------|-----------------------|-------------|----------|-------------|-------------|
|  | v.a.                  | %         | v.a.                  | %           | 2023     |             | 2022        |
|  |                       |           |                       |             | v.a.     | %           | %           |
| A - My interest has changed over time / I discovered that I have different attitudes | 0                     | 0,0%      | 3                     | 60,0%       | 3        | 60,0%       | 66,7%       |
| B - The Bachelor program did not satisfy my expectations                             | 0                     | 0,0%      | 2                     | 40,0%       | 2        | 40,0%       | 22,2%       |
| C- I would have preferred to attend the same Bachelor program but taught in English  | 0                     | 0,0%      | 0                     | 0,0%        | 0        | 0,0%        | 0,0%        |
| F - Other reasons  | 0                     | 0,0%      | 0                     | 0,0%        | 0        | 0,0%        | 11,1%       |
| <b>Total</b>   | <b>0</b>              | <b>0%</b> | <b>5</b>              | <b>100%</b> | <b>5</b> | <b>100%</b> | <b>100%</b> |
| NA   | 0                     |           | 0                     |             | 0        |             |             |

## General satisfaction and short-term plans

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

|   | Italian School career |             | Int.nal School Career |             | Total        |             | 2022<br>%   |
|---|-----------------------|-------------|-----------------------|-------------|--------------|-------------|-------------|
|   | a.v.                  | %           | a.v.                  | %           | 2023<br>a.v. | 2023<br>%   |             |
| A- To go on with university studies at Bocconi<br>(Master of Science, one-year Master of Science) | 0                     | 0,0%        | 1                     | 4,5%        | 1            | 3,7%        | 6,7%        |
| B-To go on with university studies at another<br>Italian University                               | 0                     | 0,0%        | 0                     | 0,0%        | 0            | 0,0%        | 0,0%        |
| C- To go on with university studies abroad  | 0                     | 0,0%        | 2                     | 9,1%        | 2            | 7,4%        | 10,0%       |
| D - To immediately look for a job   | 1                     | 20,0%       | 6                     | 27,3%       | 7            | 25,9%       | 3,3%        |
| E - To accept a job proposal received   | 3                     | 60,0%       | 10                    | 45,5%       | 13           | 48,1%       | 60,0%       |
| F - To continue to do the job started during this<br>degree program                               | 1                     | 20,0%       | 3                     | 13,6%       | 4            | 14,8%       | 20,0%       |
| <b>Total</b>  | <b>5</b>              | <b>100%</b> | <b>22</b>             | <b>100%</b> | <b>27</b>    | <b>100%</b> | <b>100%</b> |
| NA  | 0                     |             | 2                     |             | 2            |             |             |

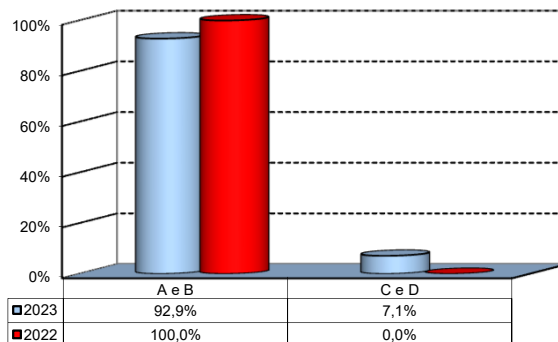
### 4) If you intend to continue your university studies at another University (in Italy or abroad), what are the reasons for your choice? (multiple answers admitted)

|   | Italian School career |           | Int.nal School Career |             | Total        |             | 2022<br>%   |
|---|-----------------------|-----------|-----------------------|-------------|--------------|-------------|-------------|
|   | a.v.                  | %         | a.v.                  | %           | 2023<br>a.v. | 2023<br>%   |             |
| A - I would like to attend a more prestigious<br>university   | 0                     | 0,0%      | 0                     | 0,0%        | 0            | 0,0%        | 25,0%       |
| B - I would like to build a strong international<br>curriculum  | 0                     | 0,0%      | 2                     | 100,0%      | 2            | 100,0%      | 0,0%        |
| C- I can not bear the cost of studies (tuition fees<br>and cost of living)  | 0                     | 0,0%      | 0                     | 0,0%        | 0            | 0,0%        | 0,0%        |
| D - I can not bear the cost of studies (tuition<br>fees and cost of living)   | 0                     | 0,0%      | 0                     | 0,0%        | 0            | 0,0%        | 0,0%        |
| E- The administrative services are not<br>sufficiently efficient  | 0                     | 0,0%      | 0                     | 0,0%        | 0            | 0,0%        | 25,0%       |
| F - I think that the contents of Bocconi's MSc<br>programs do not differ much from those of<br>undergraduate programs | 0                     | 0,0%      | 0                     | 0,0%        | 0            | 0,0%        | 25,0%       |
| G - Other reasons   | 0                     | 0,0%      | 0                     | 0,0%        | 0            | 0,0%        | 25,0%       |
| <b>Total</b>  | <b>0</b>              | <b>0%</b> | <b>2</b>              | <b>100%</b> | <b>2</b>     | <b>100%</b> | <b>100%</b> |
| NA  | 0                     |           | 0                     |             | 0            |             |             |

## 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 | 18        | 64,3%       |
| B - Often adequate                   | 8         | 28,6%       |
| C - Rarely adequate                  | 1         | 3,6%        |
| D - Never adequate                   | 1         | 3,6%        |
| E - I did not use them               | 0         | 0,0%        |
| <b>Total</b>                         | <b>28</b> | <b>100%</b> |
| NA                                   | 1         |             |

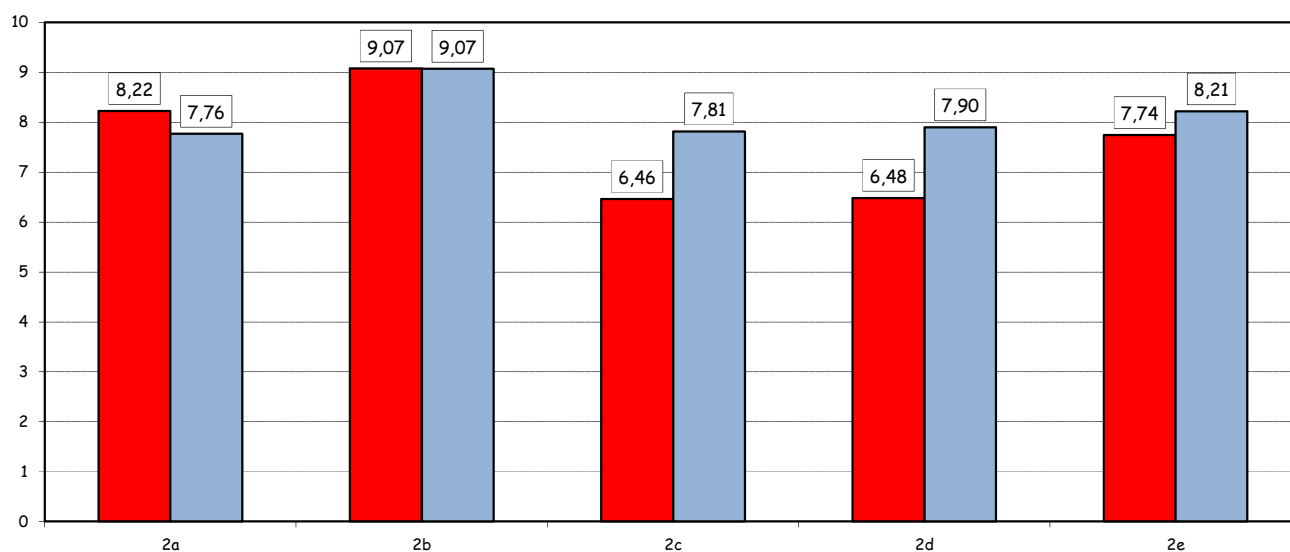


2) How would you evaluate:

| Item  | Answers | Negative |      |       |      | Positive |      |      |      | Total |       | N.R. |
|---|---------|----------|------|-------|------|----------|------|------|------|-------|-------|------|
|   |         | 1-2      |      | 3-4-5 |      | 6-7-8    |      | 9-10 |      | a.v.  | %     |      |
|   |         | a.v.     | %    | a.v.  | %    | a.v.     | %    | a.v. | %    |       |       |      |
| a) The adequacy of the audio and multimedia systems (e.g. instructor's computer, projectors, video players) installed in the classrooms |         | 0        | 0,0  | 4     | 14,8 | 10       | 37,0 | 13   | 48,1 | 27    | 100,0 | 2    |
| b) The cleanliness of classrooms and of other common areas on campus (corridors, halls, study rooms)                                    |         | 0        | 0,0  | 0     | 0,0  | 7        | 25,9 | 20   | 74,1 | 27    | 100,0 | 2    |
| c) The adequacy of the amount of areas/seats reserved to individual study in the University Library                                     |         | 5        | 19,2 | 4     | 15,4 | 8        | 30,8 | 9    | 34,6 | 26    | 100,0 | 3    |
| d) The adequacy of the amount of areas/seats reserved to individual study in other buildings on campus                                  |         | 2        | 7,4  | 9     | 33,3 | 9        | 33,3 | 7    | 25,9 | 27    | 100,0 | 2    |
| e) The clarity and adequacy of the signage system on campus   |         | 1        | 3,7  | 2     | 7,4  | 14       | 51,9 | 10   | 37,0 | 27    | 100,0 | 2    |

Over time comparison of average values

■ 2023 ■ 2022

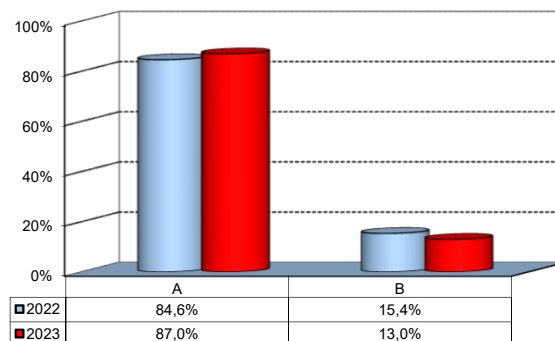


(\*): the percentage shown on the graphs is calculated by excluding the responses of those who declare that they have not used the service.

## 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   | 7         | 25,9%       |
| B- Inadequate in number | 2         | 7,4%        |
| C- Never used           | 18        | 66,7%       |
| <b>Total</b>            | <b>27</b> | <b>100%</b> |
| NA                      | 2         |             |

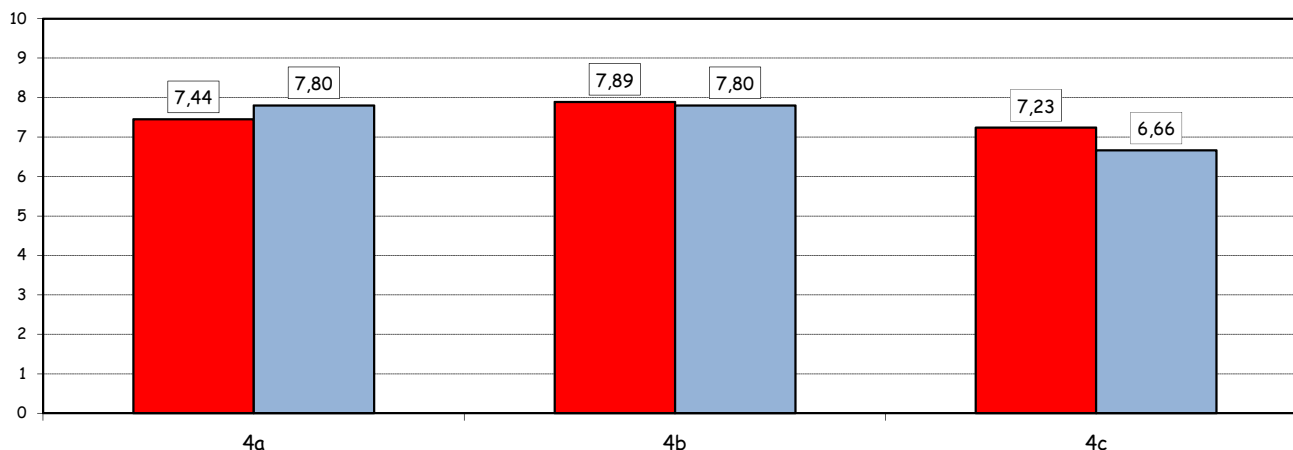


4) How would you evaluate:

| Item  | Answers | Negative |     |       |      | Positive |      |      |      | Total | NA    |   |
|---|---------|----------|-----|-------|------|----------|------|------|------|-------|-------|---|
|   |         | 1-2      |     | 3-4-5 |      | 6-7-8    |      | 9-10 |      |       |       |   |
|   |         | a.v.     | %   | a.v.  | %    | a.v.     | %    | a.v. | %    |       |       |   |
| a) The availability of technical staff supporting students (Tutors) in PC Labs^   |         | 0        | 0,0 | 2     | 22,2 | 4        | 44,4 | 3    | 33,3 | 9     | 100,0 | 0 |
| b) The convenience of the PC Labs' opening hours^   |         | 0        | 0,0 | 1     | 11,1 | 5        | 55,6 | 3    | 33,3 | 9     | 100,0 | 0 |
| c) The level of accessibility and usability of the University's IT services (Internet access points, Punto Blu, Virtual Punto Blu, wireless connection) |         | 1        | 3,8 | 4     | 15,4 | 13       | 50,0 | 8    | 30,8 | 26    | 100,0 | 3 |

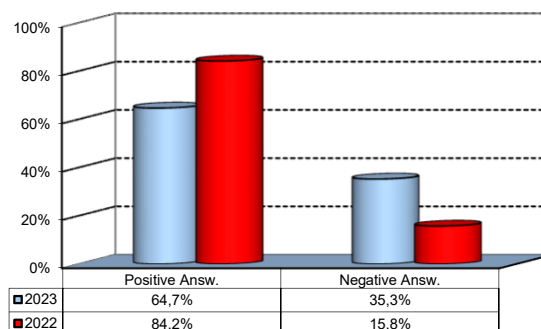
Over time comparison of average values

■ 2023 ■ 2022



5) What is your overall opinion on the Library's services, such as support for individual study?\*

| Answers            | a.v.      | %           |
|--------------------|-----------|-------------|
| A - Very Positive  | 4         | 15,4%       |
| B - Quite positive | 7         | 26,9%       |
| C - Quite negative | 5         | 19,2%       |
| D - Very Negative  | 1         | 3,8%        |
| E - Never used     | 9         | 34,6%       |
| <b>Total</b>       | <b>26</b> | <b>100%</b> |
| NA                 | 3         |             |



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

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