

Customer Satisfaction survey about the technical-administration services - First year students

Dear student,

The aim of this questionnaire, which is completely anonymous, is to get your opinion on the **technical-administration services** supplied by this University. Please dedicate a little of your time to it, because it will give important indications for improving the services offered. Each question should be evaluated and given a mark from 1 to 6 (1 Complete disagreement - 6 Complete agreement), and there are some questions for checking your satisfaction (1 Complete dissatisfaction - 6 Complete satisfaction).

At the end of the questionnaire there will be the possibility to leave a comment.

Thank you for your collaboration.

There are 45 questions in this survey

General Information

[] Your campus or University site

Choose one of the following answers

Please choose **only one** of the following:

- Milano
- Monza

[] Your course subject area

Choose one of the following answers

Please choose **only one** of the following:

- Mathematics and Computer sciences
- Physics
- Chemistry
- Earth Science
- Biology
- Medicine
- History, Philosophy, Pedagogy and Psychology
- Law
- Economics and Statistics
- Political and Social Sciences

[] Type of degree course you are enrolled on

Choose one of the following answers

Please choose **only one** of the following:

- Three-year degree course
- Single-cycle degree (for a list of specialised subjects)

[] Do you attend lectures regularly (on average over 50% of lectures per course) or non-regularly (on average less than 50% of lectures per course)?

Choose one of the following answers

Please choose **only one** of the following:

- Regular attendance
- Non-regular attendance

[]
Type of secondary school attended

Choose one of the following answers

Please choose **only one** of the following:

- Liceo or equivalent (school with an academic focus)
- Technical institute (with professional diploma)
- Vocational Training School
- Other

[]
High School final grade

Choose one of the following answers

Please choose **only one** of the following:

- 60-70
- 71-80
- 81-90
- 91-100
- 100L
- Altro

[] Choose, among the following, the aspects that most influenced your University choice (max 3 options)

Check all that apply

Please select at most 3 answers

Please choose **all** that apply:

- Economics aspects (University fees, scholarships)
- University reputation
- Educational offer (courses variety, studying abroad programs, ...)
- Admission requirements (lack of the entrance exam, prerequisites)
- Students' services (information availability, facilities, help and guidance)
- Distance from the hometown
- Quality of life (public services, amenities, local area development)
- Job opportunities in the area (average salary, employment rate, ...)
- Cost of living

Are you a non-resident student?

Please choose **only one** of the following:

- Yes
- No

Specify where you come from:

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '8 [D6]' (Are you a non-resident student?)

Choose one of the following answers

Please choose **only one** of the following:

- the same province or immediate area as the campus/site you are currently attending
- the same region as the campus/site you are currently attending
- other regions than the campus/site you are currently attending
- abroad

Help and guidance

How did you learn about the courses offered by the University you are attending? (Please give only one answer)

Choose one of the following answers

Please choose **only one** of the following:

- Family/friends
- University website
- University guide books
- Careers days at secondary schools
- Open days at the university and university fairs
- Social media (Facebook, Twitter)
- Other

Did your University visit your school to give a presentation or introduction to its courses?

Please choose **only one** of the following:

- Yes
- No

Did you find this useful?

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '11 [D9]' (Did your University visit your school to give a presentation or introduction to its courses?)

Choose one of the following answers

Please choose **only one** of the following:

- 1 - Not useful
- 2
- 3
- 4
- 5
- 6 - Very useful

[] With reference to help and guidance indicate the level of agreement:

Please choose the appropriate response for each item:

	1 - Completely disagree	2	3	4	5	6 - Completely agree	I have not used this service
Promotion of degree courses and the program as a whole is suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information material (website, leaflets, brochures or other documentation) about the University and/or individual degree courses offers the information I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help during enrolment and admission tests (if you sat a test) is suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[] Are you satisfied overall about the level of guidance?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was NOT 'I have not used this service' at question '13 [D11]' (With reference to help and guidance indicate the level of agreement: (Promotion of degree courses and the program as a whole is suitable))

----- or Scenario 2 -----

Answer was NOT 'I have not used this service' at question '13 [D11]' (With reference to help and guidance indicate the level of agreement: (Information material (website, leaflets, brochures or other documentation) about

the University and/or individual degree courses offers the information I need))

----- or Scenario 3 -----

Answer was NOT 'I have not used this service' at question '13 [D11]' (With reference to help and guidance indicate the level of agreement: (Help during enrolment and admission tests (if you sat a test) is suitable))

Choose one of the following answers

Please choose **only one** of the following:

- 1 - Not satisfied
- 2
- 3
- 4
- 5
- 6 - Very satisfied

General services, infrastructure and logistics

[]Is there any laboratories required for your course?

Please choose **only one** of the following:

- Yes
- No

[]**LECTURE ROOMS**

With reference to general services, infrastructure and logistics indicate the level of agreement:

Please choose the appropriate response for each item:

	1 - Completely disagree	2	3	4	5	6 - Completely agree
Chairs, desks and furniture in general are suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Illumination is suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness is suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal safety (burglaries, muggings, physical violence) within lecture rooms, laboratories and study areas) is assured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1 - Completely disagree	2	3	4	5	6 - Completely agree
Security within the buildings (safety procedures, checking and surveillance), specifically in lecture rooms, laboratories and study areas is assured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lecture rooms, laboratories and study areas are easily accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temperature is suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signs and notices are suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[]

LABORATORIES

With reference to general services, infrastructure and logistics indicate the level of agreement:

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '15 [D13]' (Is there any laboratories required for your course?)

Please choose the appropriate response for each item:

	1 - Completely disagree	2	3	4	5	6 - Completely agree
Chairs, desks and furniture in general are suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Illumination is suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness is suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal safety (burglaries, muggings, physical violence) within lecture rooms, laboratories and study areas) is assured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1 - Completely disagree	2	3	4	5	6 - Completely agree
Security within the buildings (safety procedures, checking and surveillance), specifically in lecture rooms, laboratories and study areas is assured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lecture rooms, laboratories and study areas are easily accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temperature is suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signs and notices are suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[]

LECTURE ROOMS and/or STUDY AREAS

With reference to general services, infrastructure and logistics indicate the level of agreement:

Please choose the appropriate response for each item:

	1 - Completely disagree	2	3	4	5	6 - Completely agree
Chairs, desks and furniture in general are suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Illumination is suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness is suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal safety (burglaries, muggings, physical violence) within lecture rooms, laboratories and study areas) is assured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1 - Completely disagree	2	3	4	5	6 - Completely agree
Security within the buildings (safety procedures, checking and surveillance), specifically in lecture rooms, laboratories and study areas is assured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lecture rooms, laboratories and study areas are easily accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temperature is suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signs and notices are suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are you generally satisfied with the quality of general services, infrastructure and logistics?

Choose one of the following answers

Please choose **only one** of the following:

- 1 - Not satisfied
- 2
- 3
- 4
- 5
- 6 - Very satisfied

Comunication

With reference to communication indicate the level of agreement:

Please choose the appropriate response for each item:

	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know
The transmitted image of the University is positive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1 - Completely disagree	2	3	4	5	6 - Completely agree	Don't know
Information available on the Univeristy website (educational offer plan, teachers pages) is suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[] With reference to the spreading of information through the official University pages on the most common Social Networks, indicate how satisfied you are by:

Please choose the appropriate response for each item:

	1 - Not satisfied	2	3	4	5	6 - Very satisfied	Don't know	Don't use it
Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You Tube	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instagram	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[] Are you generally satisfied with the quality of communication services?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was NOT 'Don't know' at question '20 [D18]' (With reference to communication indicate the level of agreement: (The transmitted image of the University is positive))

----- or Scenario 2 -----

Answer was NOT 'Don't know' at question '20 [D18]' (With reference to communication indicate the level of agreement: (Information available on the Univeristy website (educational offer plan, teachers pages) is suitable))

----- or Scenario 3 -----

Answer was less than or equal to '6 - Very satisfied' at question '21 [D19]' (With reference to the spreading of information through the official University pages on the most common Social Networks, indicate how satisfied you are by: (Facebook))

----- or Scenario 4 -----

Answer was less than or equal to '6 - Very satisfied' at question '21 [D19]' (With reference to the spreading of information through the official University pages on the most common Social Networks, indicate how satisfied you are by: (Twitter))

----- or Scenario 5 -----

Answer was less than or equal to '6 - Very satisfied' at question '21 [D19]' (With reference to the spreading of information through the official University pages on the most common Social Networks, indicate how satisfied you are by: (You Tube))

----- or Scenario 6 -----

Answer was less than or equal to '6 - Very satisfied' at question '21 [D19]' (With reference to the spreading of information through the official University pages on the most common Social Networks, indicate how satisfied you are by: (Instagram))

Choose one of the following answers

Please choose **only one** of the following:

- 1 - Not satisfied
 2
 3
 4
 5
 6 - Very satisfied

Computer system

[]With reference to computer systems indicate the level of agreement:

Please choose the appropriate response for each item:

	1 - Completely disagree	2	3	4	5	6 - Completely agree	I have not used this service
The University website is easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-line tools to support personal services (progress management, enrolment to exams, etc....) are suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connectivity is accessible and adequate (wired network, wireless network, electric sockets)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[]Are you satisfied with e-learning instruments (web platform, on-line lesson, forum/blog)?

Choose one of the following answers

Please choose **only one** of the following:

- 1 - Not satisfied
 2
 3
 4
 5

- 6 - Very satisfied
- I have not used this service

[]
Are you generally satisfied with the quality of computer services?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was NOT 'I have not used this service' at question '23 [D21]' (With reference to computer systems indicate the level of agreement: (The University website is easy to use))

----- or Scenario 2 -----

Answer was NOT 'I have not used this service' at question '23 [D21]' (With reference to computer systems indicate the level of agreement: (On-line tools to support personal services (progress management, enrolment to exams, etc....) are suitable))

----- or Scenario 3 -----

Answer was NOT 'I have not used this service' at question '23 [D21]' (With reference to computer systems indicate the level of agreement: (Connectivity is accessible and adequate (wired network, wireless network, electric sockets)))

----- or Scenario 4 -----

Answer was NOT 'I have not used this service' at question '24 [D22]' (Are you satisfied with e-learning instruments (web platform, on-line lesson, forum/blog)?)

Choose one of the following answers

Please choose **only one** of the following:

- 1 - Not satisfied
- 2
- 3
- 4
- 5
- 6 - Very satisfied

Office services

[]
How often have you used the on-line office services since you enrolled?

Choose one of the following answers

Please choose **only one** of the following:

- Never
- Rarely (once or twice)
- Now and again (up to 5 times)
- Often (more than 5 times)

[]
With reference to on-line office services indicate the level of agreement:

Only answer this question if the following conditions are met:

Answer was NOT 'Never' at question '26 [D24]' (How often have you used the on-line office services since you enrolled?)

Please choose the appropriate response for each item:

	1 - Completely disagree	2	3	4	5	6 - Completely agree
Tools to support on-line office services are suitable and easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

On-line information connected to your studies (matriculation, exams, dissertation etc.) is suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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[] How often have you visited the student services office since you enrolled?

Choose one of the following answers

Please choose **only one** of the following:

- Never
- Rarely (once or twice)
- Now and again (up to 5 times)
- Often (more than 5 times)

[] If you have not visited the student services office more than once or twice, what is the main reason?

Only answer this question if the following conditions are met:

Answer was 'Never' at question '28 [D26]' (How often have you visited the student services office since you enrolled?)

Choose one of the following answers

Please choose **only one** of the following:

- Using another method (website, call centre)
- No need
- Unfriendly opening hours
- The office is difficult to reach
- Unfriendly staff

[] With reference to face-to-face office services indicate the level of agreement:

Only answer this question if the following conditions are met:

Answer was NOT 'Never' at question '28 [D26]' (How often have you visited the student services office since you enrolled?)

Please choose the appropriate response for each item:

	1 - Completely disagree	2	3	4	5	6 - Completely agree
The office is able to solve my problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opening hours are suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queuing for service is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[]

Are you satisfied overall about the level of service from the student services office?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was NOT 'Never' at question '26 [D24]' (How often have you used the on-line office services since you enrolled?)

----- or Scenario 2 -----

Answer was NOT 'Never' at question '28 [D26]' (How often have you visited the student services office since you enrolled?)

Choose one of the following answers

Please choose **only one** of the following:

- 1 - Not satisfied
- 2
- 3
- 4
- 5
- 6 - Very satisfied

Library Services

[]

How often have you use the library services (study room, lending services, consultation, photo-copying, etc.) over the last year?

Choose one of the following answers

Please choose **only one** of the following:

- Never
- Rarely (once or twice)
- Every now and again (several times a month)

Often (more than 5 times)

[]If you have NEVER used the University library services, what is the main reason?

Only answer this question if the following conditions are met:

Answer was 'Never' at question '32 [D30]' (How often have you use the library services (study room, lending services, consultation, photo-copying, etc.) over the last year?)

Choose one of the following answers

Please choose **only one** of the following:

- I do not know what they are
- No need
- Not adequate
- I use other libraries outside the university

[]With reference to library services indicate the level of agreement:

Only answer this question if the following conditions are met:

Answer was NOT 'Never' at question '32 [D30]' (How often have you use the library services (study room, lending services, consultation, photo-copying, etc.) over the last year?)

Please choose the appropriate response for each item:

	1 - Completely disagree	2	3	4	5	6 - Completely agree
Opening hours are suitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of books and journals is satisfactory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[]Are you satisfied with these services (study room, lending services, consultation, photo-copying, etc.)?

Only answer this question if the following conditions are met:

Answer was NOT 'Never' at question '32 [D30]' (How often have you use the library services (study room, lending services, consultation, photo-copying, etc.) over the last year?)

Choose one of the following answers

Please choose **only one** of the following:

- 1 - Not satisfied
- 2
- 3
- 4
- 5
- 6 - Very satisfied

[]Have you used digital library services (data banks, electronic journals, e-books) over the last year?

Please choose **only one** of the following:

- Yes
 No

[]
 If you have not used the digital library services, what is the main reason?

Only answer this question if the following conditions are met:

Answer was 'No' at question '36 [D34]' (Have you used digital library services (data banks, electronic journals, e-books) over the last year?)

Choose one of the following answers

Please choose **only one** of the following:

- I do not know what they are
 No need
 Not adequate
 I use other resources/on-line services

[]
 With reference to digital library services indicate the level of agreement:

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '36 [D34]' (Have you used digital library services (data banks, electronic journals, e-books) over the last year?)

Please choose the appropriate response for each item:

	1 - Completely disagree	2	3	4	5	6 - Completely agree
Digital resources (data banks, electronic journals, e-books) are easy to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of digital resources (data banks, electronic journals, e-books) is wide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[]Are you satisfied with digital library services?

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '36 [D34]' (Have you used digital library services (data banks, electronic journals, e-books) over the last year?)

Choose one of the following answers

Please choose **only one** of the following:

- 1 - Not satisfied
 2
 3
 4

- 5
- 6 - Very satisfied

[] Are you generally satisfied with the quality of the University library services?

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was NOT 'Never' at question '32 [D30]' (How often have you use the library services (study room, lending services, consultation, photo-copying, etc.) over the last year?)

----- or Scenario 2 -----

Answer was 'Yes' at question '36 [D34]' (Have you used digital library services (data banks, electronic journals, e-books) over the last year?)

Choose one of the following answers

Please choose **only one** of the following:

- 1 - Not satisfied
- 2
- 3
- 4
- 5
- 6 - Very satisfied

Right to study

[] Are you aware of the initiatives and structures regarding the right to study available to the students enrolled in your University?

Choose one of the following answers

Please choose **only one** of the following:

- Yes, I know all about the services
- Yes, but not in great detail
- I know a few services well
- No

[] Do you think that the help you received from the offices/structures managing services relating to the right to study (including those not run directly by the University) is satisfactory for the following aspects?

Only answer this question if the following conditions are met:

Answer was NOT 'No' at question '41 [D39]' (Are you aware of the initiatives and structures regarding the right to study available to the students enrolled in your University?)

Please choose the appropriate response for each item:

	1 - Not satisfied	2	3	4	5	6 - Very satisfied	I have not asked for help	I have not used this service	Not present
Colleges/Halls of residence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Canteen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student grants and scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student University-based work program (example, 150 hours)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity about how to apply or access services, requirements and expected deadlines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[] Are you generally satisfied with the quality of services relating to the right to study?

Only answer this question if the following conditions are met:

Answer was NOT 'No' at question '41 [D39]' (Are you aware of the initiatives and structures regarding the right to study available to the students enrolled in your University?)

Choose one of the following answers

Please choose **only one** of the following:

- 1 - Not satisfied
- 2
- 3
- 4
- 5
- 6 - Very satisfied

Conclusion

[]

Please give us your suggestions to improve the services covered in this survey.

Please write your answer here:

[]
If you feel that this survey does not cover aspects or services important to you, please give us your suggestions.

Please write your answer here:

06-03-2017 – 00:00

Submit your survey.
Thank you for completing this survey.