Customer Satisfaction survey about the technical-administration services - Students in the second and successive years

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

[] How many years have been enrolled in this University? (The number of years includes the first year of enrolment)

Choose one of the following answers

Please choose only one of the following:
1
2
3
4
5
6 or more

[ ]
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
- Specialist/Master’s 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

[ ]
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 6 [D4] (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

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:

<table>
<thead>
<tr>
<th>Item</th>
<th>1 - Completely disagree</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6 - Completely agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chairs, desks and furniture in general are suitable</td>
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<tr>
<td>Illumination is suitable</td>
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<td>Personal safety (burglaries, muggings, physical violence) within</td>
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<td>lecture rooms, laboratories and study areas) is assured</td>
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<td>Security within the buildings (safety procedures, checking and</td>
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<td>Lecture rooms, laboratories and study areas are easily accessible</td>
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<td>Signs and notices are suitable</td>
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</tbody>
</table>

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 8 [D6] (Is there any laboratories required for your course?)

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Item</th>
<th>1 - Completely disagree</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6 - Completely agree</th>
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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:

<table>
<thead>
<tr>
<th>Item</th>
<th>1 - Completely disagree</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6 - Completely agree</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
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<td>Cleanliness is suitable</td>
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<tr>
<td>Personal safety (burglaries, muggings, physical violence) within lecture rooms, laboratories and study areas is assured</td>
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<tr>
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</tbody>
</table>

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

Choose one of the following answers:

- 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:

<table>
<thead>
<tr>
<th>1 - Not satisfied</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6 - Very satisfied</th>
<th>Don't know</th>
<th>Don't use it</th>
</tr>
</thead>
<tbody>
<tr>
<td>The transmitted image of the University is positive</td>
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<tr>
<td>Information available on the University website (educational offer plan, teachers pages) is suitable</td>
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</table>

[ ] 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:

<table>
<thead>
<tr>
<th>1 - Not satisfied</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6 - Very satisfied</th>
<th>Don't know</th>
<th>Don't use it</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facebook</td>
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<td>Twitter</td>
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<tr>
<td>You Tube</td>
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<tr>
<td>Instagram</td>
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</tbody>
</table>

[ ] 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 '13 [D11]' (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 '13 [D11]' (With reference to communication indicate the level of agreement: (Information available on the University website (educational offer plan, teachers pages) is suitable))

-------- or Scenario 3 --------
Answer was less than or equal to '6 - Very satisfied' at question '14 [D12]' (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 '14 [D12]' (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 '14 [D12]' (With reference to the spreading of information through the official University pages on the most common Social Networks, indicate how satisfied you are by: [YouTube])

Answer was less than or equal to '6 - Very satisfied' at question '14 [D12]' (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 systems**

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

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>1 - Completely disagree</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6 - Completely agree</th>
<th>I have not used this service</th>
</tr>
</thead>
<tbody>
<tr>
<td>The University website is easy to use</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>On-line tools to support personal services (progress management, enrolment to exams, etc...) are suitable</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Connectivity is accessible and adequate (wired network, wireless network, electric sockets)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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</tbody>
</table>
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 '16 [D14]' (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 '16 [D14]' (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 '16 [D14]' (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 '17 [D15]' (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

Internationalisation

[]
During your time at the university, have you ever taken part in programs promoting international aspects (for example, Erasmus)?

Please choose only one of the following:

- Yes
- No

[] With reference to internationalisation indicate the level of agreement:

Only answer this question if the following conditions are met:
Answer was "Yes" at question '19 [D17]' (During your time at the university, have you ever taken part in programs promoting international aspects (for example, Erasmus)?)

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>1 - Completely disagree</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6 - Completely agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information on internationalisation programs are suitable</td>
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<tr>
<td>Number of partner universities (and therefore destinations to choose from for your exchange period abroad) is suitable</td>
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</table>

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

Only answer this question if the following conditions are met:
Answer was "Yes" at question '19 [D17]' (During your time at the university, have you ever taken part in programs promoting international aspects (for example, Erasmus)?)

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 last year?

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 '22 [D20]' (How often have you used the on-line office services last year?)

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>1 - Completely disagree</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6 - Completely agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tools to support on-line office services are suitable and easy to use</td>
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<tr>
<td>On-line information connected to your studies (matriculation, exams, dissertation etc.) is suitable</td>
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[]

How often have you visited the student services office over the last three years?

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 '24 [D22]' (How often have you visited the student services office over the last three years?)

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 '24 [D22]' (How often have you visited the student services office over the last three years?)

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th></th>
<th>1 - Completely disagree</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6 - Completely agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The office is able to solve my problems</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Opening hours are suitable</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<td>☐</td>
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<tr>
<td>Queuing for service is acceptable</td>
<td>☐</td>
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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 '24 [D22]' (How often have you visited the student services office over the last three years?)

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

Answer was NOT 'Never' at question '22 [D20]' (How often have you used the on-line office services 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

**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 '28 [D26]' (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 '28 [D26]' (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:

<table>
<thead>
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<th>1 - Completely disagree</th>
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<td>Opening hours are suitable</td>
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<tr>
<td>Availability of books and journals is satisfactory</td>
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</tbody>
</table>
1 - Not satisfied
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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 ‘32 [D30]’ (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 ‘32 [D30]’ (Have you used digital library services (data banks, electronic journals, e-books) over the last year?)

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>1 - Completely disagree</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6 - Completely agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digital resources (data banks, electronic journals, e-books) are easy to access</td>
<td></td>
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</tr>
<tr>
<td>Availability of digital resources (data banks, electronic journals, e-books) is wide</td>
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</tbody>
</table>
Are you satisfied with digital library services?

Only answer this question if the following conditions are met: Answer was 'Yes' at question '32 [D30]' (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 '28 [D26]' (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 '32 [D30]' (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

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 '37 [D35]' (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:

<table>
<thead>
<tr>
<th>Colleges/Halls of residence</th>
<th>1 - Not satisfied</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6 - Very satisfied</th>
<th>Non no mal richiesto supporto</th>
<th>I have not used this service</th>
<th>Servizio non presente</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canteen</td>
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<tr>
<td>Student grants and scholarships</td>
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<tr>
<td>Student University-based work program (example, 150 hours)</td>
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<tr>
<td>Tutoring</td>
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<tr>
<td>Clarity about how to apply or access services, requirements and expected deadlines</td>
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</tbody>
</table>

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 '37 [D35]' (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
16 - Very satisfied

Job placements/career services

[] Over the last year, have you used the job placement or career services provided by the University?

Please choose only one of the following:

☐ Yes
☐ No

[] Over the last year, have you used the internship services provided by the University?

Please choose only one of the following:

☐ Yes
☐ No

[] With reference to job placements/career services indicate the level of agreement:

Only answer this question if the following conditions are met:

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

Answer was 'Yes' at question '40 [D38]' (Over the last year, have you used the job placement or career services provided by the University?)

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

Answer was 'Yes' at question '41 [D39]' (Over the last year, have you used the internship services provided by the University?)

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>1 - Completely disagree</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6 - Completely agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The help provided in searching for job opportunities is suitable</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The help provided in searching for internships is suitable</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

[] Are you generally satisfied with the quality of job placements?

Only answer this question if the following conditions are met:

------- Scenario 1 -------
Answer was 'Yes' at question '40 [D38]' (Over the last year, have you used the job placement or career services provided by the University? )

Answer was 'Yes' at question '41 [D39]' (Over the last year, have you used the internship services provided by the 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:
The questionnaire was sent.
Thank you for your helpful cooperation.

06-03-2017 – 00:00

Submit your survey.
Thank you for completing this survey.