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
☐ Altre

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:

<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>Promotion of degree courses and the program as a whole is suitable</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Information material (website, leaflets, brochures or other documentation) about the University and/or individual degree courses offers the information I need</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Help during enrolment and admission tests (if you sat a test) is suitable</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

[] 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))

---

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:

<table>
<thead>
<tr>
<th>Chairs, desks and furniture in general are suitable</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>Illumination is suitable</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Cleanliness is suitable</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Personal safety (burglaries, muggings, physical violence) within lecture rooms, laboratories and study areas) is assured</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Security within the buildings (safety procedures, checking and surveillance), specifically in lecture rooms, laboratories and study areas is assured</td>
<td>1 - Completely disagree</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6 - Completely agree</td>
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<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Lecture rooms, laboratories and study areas are easily accessible</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Temperature is suitable</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Signs and notices are suitable</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</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 '15 [D13]' (Is there any laboratories required for your course?)*

Please choose the appropriate response for each item:

<table>
<thead>
<tr>
<th>Chairs, desks and furniture in general are suitable</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>Illumination is suitable</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Cleanliness is suitable</td>
<td>0</td>
<td>0</td>
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<td>0</td>
</tr>
<tr>
<td>Personal safety (burglaries, muggings, physical violence) within lecture rooms, laboratories and study areas is assured</td>
<td>0</td>
<td>0</td>
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</tr>
</tbody>
</table>
### Security within the buildings (safety procedures, checking and surveillance), specifically in lecture rooms, laboratories and study areas is assured

<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>
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</tr>
</tbody>
</table>

### Lecture rooms, laboratories and study areas are easily accessible

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

### Temperature is suitable

<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>
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</tbody>
</table>

### Signs and notices are suitable

<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>
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<td>○</td>
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</tr>
</tbody>
</table>

### 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:

### Chairs, desks and furniture in general are suitable

<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>
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</tr>
</tbody>
</table>

### Illumination is suitable

<table>
<thead>
<tr>
<th>1 - Completely disagree</th>
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<th>3</th>
<th>4</th>
<th>5</th>
<th>6 - Completely agree</th>
</tr>
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<td>○</td>
<td>○</td>
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<td>○</td>
</tr>
</tbody>
</table>

### Cleanliness is suitable

<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>
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<td>○</td>
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</tr>
</tbody>
</table>

### Personal safety (burglaries, muggings, physical violence) within lecture rooms, laboratories and study areas) is assured

<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>
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<tr>
<td></td>
<td>○</td>
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<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
Security within the buildings (safety procedures, checking and surveillance), specifically in lecture rooms, laboratories and study areas is assured

Lecture rooms, laboratories and study areas are easily accessible

Temperature is suitable

Signs and notices are suitable

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
- 3
- 3
- 4
- 5
- 6 - Very satisfied

Comunication

With reference to communication indicate the level of agreement:

Please choose the appropriate response for each item:

The transmitted image of the University is positive
Information available on the University website (educational offer plan, teachers pages) is suitable

[]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>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Twitter</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>You Tube</td>
<td></td>
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</tr>
<tr>
<td>Instagram</td>
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</tr>
</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 '20 [D18]' (With reference to communication indicate the level of agreement: (The transmitted image of the University is positive))

------- 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 University website (educational offer plan, teachers pages) is suitable ))

------- 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))

------- 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))

------- 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))

------- 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:

<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>
<td></td>
</tr>
</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 '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:

<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>
</table>
Tools to support on-line office services are suitable and easy to use

On-line information connected to your studies (matriculation, exams, dissertation etc.) is suitable

[] 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?)

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:

<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 office is able to solve my problems</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Opening hours are suitable</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Queuing for service is acceptable</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

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)
[]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 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 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>
<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>Opening hours are suitable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of books and journals is satisfactory</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

[]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 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:
[ ] 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:

<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</td>
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<td>(data banks,</td>
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<td>electronic journals,</td>
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<td>e-books) are easy to</td>
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<td>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 '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 used 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:
<table>
<thead>
<tr>
<th></th>
<th>1 - Not satisfied</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6 - Very satisfied</th>
<th>I have not asked for help</th>
<th>I have not used this service</th>
<th>Not present</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colleges/Halls of residence</td>
<td>☐</td>
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<td>☐</td>
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<td>Canteen</td>
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<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 ‘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.