**UNIVERSITÀ DEGLI STUDI DI TRIESTE**



**Student Evaluation Questionnaire – Overall academic experience and examinations**

**a.a. 2018/19**

**FORM 2/4 part A – Student evaluation of the overall academic experience for the previous academic year 2016/17 (***to be completed*only*once in relation to the student’s degree programme***)**

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|  | **Attendance** | | |
| 0 | With regard to the past academic year, you identify as: | a/na | 1. *I’m REGULAR student and I have ATTENDED lessons during the last academic year* 2. *I’m REGULAR student but I have NOT ATTENDED lessons during the last academic year* 3. *I’m a student ENROLLED BEYOND THE PRESCRIBED DURATION of my programme but I have ATTENDED lessons during the last academic year* 4. *I’m a student ENROLLED BEYOND THE PRESCRIBED DURATION of my programme and I have NOT ATTENDED lessons during the last academic year* |

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|  | **Satisfaction** | | | | | | |
| 1A | Were you generally satisfied with the study experience of the past academic year? | a/na | *Strongly disagree* | *Partly disagree* | *Partly agree* | *Strongly agree* | *I would prefer not to answer* |
| 1B | Compared to the previous academic year, do you consider yourself | a/na | *Less*  *satisfied* | *Equally satisfied* | *More satisfied* | *I was not enrolled* | *I would prefer not to answer* |
| 1C | Compared to your initial expectations, your study experience at the University of Trieste was: | a/na | *Below my expectations* | *In line with my expectations* | *Abovemy expectations* |  | *I would prefer not to answer* |

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|  | **OVERALL ORGANISATION OF THE DEGREE PROGRAMME** | | | | | | | |
|  | Please let us know your evaluation of the degree programme organisation for **this past academic year**: | | | | | | | |
| 2 | Was the distribution of the course workload for the past academic year adequate? | REGULAR | *Definitely NOT* | *Maybe NOT* | *Maybe* | *Definitely* |  | *I would prefer not to answer* |
| 3 | Was the overall organisation of the courses (timetables, calendar of intermediate and final exams) adequate enough? | *Definitely NOT* | *Maybe NOT* | *Maybe* | *Definitely* |  | *I would prefer not to answer* |
| 4 | Was the schedule of lessons constructed in a way to allow adequate attendance and free study time? | *Definitely NOT* | *Maybe NOT* | *Maybe* | *Definitely* |  | *I would prefer not to answer* |
|  | Feel free to make any suggestions or propose improvements – free text | | | | | | | |

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|  | **CAMPUS** | | | | | | | | | | | | |
| 5 | Within the past academic year, where have the majority of your studies taken place? | a | Trieste - Comprensorio Piazzale Europa | Trieste - Polo umanistico (DEAMS included) | Trieste - Comprensorio San Giovanni | Trieste - Polo Lingue (Filzi) | Trieste - Comprensorio Ospedale Maggiore-Manzoni-Pascoli | Trieste - Comprensorio Ospedale di Cattinara | Trieste - Comprensorio Piazzale Valmaura | Gorizia | Pordenone | Portogruaro | Udine (inter-university programmes) |

|  | **Lecture rooms, laboratories and study areas** | | | | | | | |
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| **6** | **For each item listed below, let us know if the facilities made available by the University during this past academic year were adequate.** | | | | | | | |
|  |  |  | ***Definitely NOT (1)*** | ***Maybe NOT (2)*** | ***Maybe (3)*** | ***Definitely (4)*** | ***Not used*** | ***I would prefer not to answer*** |
| 6A | **Lecture rooms**   * Accessibility (ease of access, signage) * Capacity (number of seats) * Furniture (ergonomics, maintenance…) * Instrumentation, Equipment and consumables * Comfort (lighting, acustics, temperature,….) * Cleanliness * WIFI * Infrastructure safety * Personal safety and that of one’s personal belongings * General Satisfaction * Comments and suggestions for improvement (free text) | a |  |  |  |  |  |  |
| 6B | **IT Laboratories**  **Which IT laboratory have you used the most?**   1. **Department laboratory** 2. **H3 or H2 laboratories (computer center)** 3. **I have not used any IT laboratories**   **If you have chosen 1 or 2:**   * Accessability (ease of access, signage) * Capacity (number of work stations) * Furniture (ergonomics, maintenance…) * Instrumentation, Equipment and consumables * Comfort (lighting, acustics, temperature,.) * Cleanliness * Wifi * Infrastructure safety * Personal safety and that of one’s personal belongings * General Satisfaction * Comments and suggestions for improvement (free text) | a |  |  |  |  |  |  |
| 6C | **Language laboratories**  **Have you used Language laboratories? YES – NO**  ***Let us know if you were satisfied with this facility during this past academic year:***   * General Satisfaction * Comments and suggestions for improvement (free text) | a |  |  |  |  |  |  |
| 6D | **Scientific and technical laboratories**  **Have you used Scientific and technical laboratories? YES – NO**  ***Let us know if you were satisfied with this facility during this past academic year:***   * General Satisfaction * Comments and suggestions for improvement (free text) | a |  |  |  |  |  |  |
| 6E | **Study areas (excluding classrooms and areas outside the libraries)**  **Have you used Study areas (excluding classrooms and areas outside the libraries)? YES – NO**   * Accessibility (ease of access, signage) * Capacity (number of seats) * Furniture (ergonomics, maintenance…) * Comfort (lighting, acustics, temperature…) * Cleanliness * Wifi * Infrastructure safety * Personal safety and that of one’s personal belongings * Study area (group work, availability of electrical sockets for PCs..) * General Satisfaction * Comments and suggestions for improvement (free text) | a/na |  |  |  |  |  |  |
| 6F | **Reading areas (inside the libraries)**  **Have you used Reading areas (inside the libraries)? YES – NO**   * Accessibility (ease of access, signage) * Capacity (number of seats) * Furniture (ergonomics, maintenance…) * Comfort (lighting, acustics, temperature…) * Cleanliness * Wifi * Infrastructure safety * Personal safety and that of one’s personal belongings * Study areas (quiet environment, availability of electrical sockets for PCs..) * General Satisfaction * Comments and suggestions for improvement (free text) | a/na |  |  |  |  |  |  |

|  | **Main Campus Services** | | | | | | | |
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| 7 | **For each item listed below, let us know if the facilities (centrally) made available by the University during this past academic year were adequate** | | | | | | | |
|  |  |  | ***Definitely NOT (1)*** | ***Maybe NOT (2)*** | ***Maybe (3)*** | ***Definitely (4)*** | ***Not used*** | ***I would prefer not to answer*** |
| 7B | **Student Affairs Office (Main campus) – Counter services**  **Have you used Counter services of Student Affairs Office (Main campus)? YES – NO**   * Accessibility (ease of access, signage) * Opening hours * Capability of solving issues * Waiting time * Possibility of booking your turn with Qurami (smartphone app) (not used) * Staff courtesy and helpfulness * General Satisfaction * Comments and suggestions for improvement (free text) | a/na |  |  |  |  |  |  |
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| 7C | **Student Affairs Office (Main campus) – Backoffice services**  **Have you used backoffice services of Student Affairs Office (Main campus)? YES – NO**   * Accessibility and clarity of information concerning your university career on the website * Clarity of forms * Capability of solving issues * Timeliness of the service * Possibility of solving problems via telephone or email (not used) * Staff courtesy and helpfulness * General Satisfaction * Comments and suggestions for improvement (free text) | a/na |  |  |  |  |  |  |
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| 7D | **On-line services (Esse3) with student credentials (exam enrolment, university career management, printing of certificates, graduation request form,….)**   * Ease of access to dedicated area * Ease of use * Mobile navigation (not used) * Duration of the session * Updating of information * General Satisfaction * Comments and suggestions for improvement (free text) | a/na |  |  |  |  |  |  |
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| 7E | **On-line services (Esse3) free access (online guide, course programmes...)**  **Have you used free access on-line services (Esse3)? YES – NO**   * Ease of information searching * Completeness of information * Mobile navigation (not used) * Updating of information * General Satisfaction * Comments and suggestions for improvement (free text) | a/na |  |  |  |  |  |  |
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| 7F | **MOODLE platform**  **Have you used Moodle platform? YES – NO**   * Ease of platform access * Ease of information searching * Completeness of information * Mobile navigation (not used) * Updating of information * General Satisfaction * Comments and suggestions for improvement (free text) | a/na |  |  |  |  |  |  |
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| 7G | **UNITS website (http://www.units.it/)**  **Have you used** **University website (http://www.units.it/)? YES – NO**   * Ease of information searching * Completeness of information * Mobile navigation (not used) * Updating of information * General Satisfaction * Comments and suggestions for improvement (free text) | a/na |  |  |  |  |  |  |
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| 7L | **The University’s International mobility office**  Regardless of your participation in the mobility programmes, have you ever asked for information on the different exchange programmes to the relevant office? YES – NO  If yes:   * Accessibility (ease of access, signage) * Opening hours * Waiting time * Staff courtesy and helpfulness * Availability and clarity of information on the website * Clarity of the forms and Calls for applications * Capability of solving issues * Dissemination and extensiveness of the initiatives * Usefulness of information and initiatives * Timeliness of the service * Possibility of solving problems via telephone or email (not used) * General Satisfaction * Comments and suggestions for improvement (free text) | a/na |  |  |  |  |  |  |
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| 7M | **University orienteering (only if you have just completed your first course year)**  Before enrolling in University of Trieste, have you had at least one chance to take part in one of the orienteering initiatives (Open Day, Summer learning courses, Open lessons, Information desks at orienteering fairs or University presentations in schools)? YES – NO  If yes:   * Accessibility (ease of access, signage) * Opening hours * Waiting time * Staff courtesy and helpfulness * Availability and clarity of information on the website * Capability of solving issues * Dissemination and extensiveness of the initiatives * Usefulness of information and initiatives * General Satisfaction * Comments and suggestions for improvement (free text) | a/na |  |  |  |  |  |  |
| 7N | ***Let us know if you were satisfied with the following facilities during this past academic year:***   * Libraries * Comments and suggestions for improvement (free text) * UNITS Facebook page * Comments and suggestions for improvement (free text) * University email service * Comments and suggestions for improvement (free text) * Access to Wifi * Comments and suggestions for improvement (free text) * Employment office (Post degree internships, placement and recuiting events)   *The Service is addressed to graduates and does not organize tirocini curricolari. These are organized by Departments and can give credits*   * Comments and suggestions for improvement (free text) | a/na |  |  |  |  |  |  |

|  | **Department Services** | | | | | | | |
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| 8 | **For each item listed below, let us know if the services made available by your department during this past academic year were adequate.** | | | | | | | |
|  |  |  | ***Definitely NOT (1)*** | ***Maybe NOT (2)*** | ***Maybe (3)*** | ***Definitely (4)*** | ***Not used*** | ***I would prefer not to answer*** |
| 8A | **Students’office of your Department**  **Have you ever contacted your departmental Students’office? YES – NO**  **If yes:**   * Accessibility (ease of access, signage) * Opening hours * Staff courtesy and helpfulness * Capability of solving issues * Information received * Timeliness of service * Possibility of solving problems via telephone or email (not used) * General Satisfaction * Comments and suggestions for improvement (free text) | a/na |  |  |  |  |  |  |
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| 8B | **Department website**  **Have you used your Department website? YES – NO**   * ease of information searching * completeness of information * updating of information * mobile navigation (not used) * General Satisfaction * Comments and suggestions for improvement (free text) | a/na |  |  |  |  |  |  |
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| 8B | **Degree website**  **Have you used your Degree website? YES – NO**   * ease of information searching * completeness of information * updating of information * mobile navigation (not used) * General Satisfaction * Comments and suggestions for improvement (free text) | a/na |  |  |  |  |  |  |
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|  | **Services within the University city** | | | | | | | |
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| 10 | **Let us know if you were satisfied with the following facilities during this past academic year:** | | | | | | | |
|  |  |  | ***Definitely NOT (1)*** | ***Maybe NOT (2)*** | ***Maybe (3)*** | ***Definitely (4)*** | ***Not used*** | ***I would prefer not to answer*** |
| 10B | **ARDISS food services (student canteen)**  **Which canteen did you mostly eat at (I didn’t eat at canteen / Chose a canteen from list)?**   * General Satisfaction * Comments and suggestions for improvement (free text) |  |  |  |  |  |  |  |
| 10G | * Accommodation Services (provided by ARDISS) * Comments and suggestions for improvement (free text) * ARDISS Scholarships * Comments and suggestions for improvement (free text) * City Libraries (not those of the University) * Comments and suggestions for improvement (free text) | a/na |  |  |  |  |  |  |

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|  | **University city** *(for whose who are attending courses in Trieste)* | | | | | | | | | | | |
| 9 | With regard to the city where your degree programme is based, you identify as: | a/na | *A resident of the municipality of Trieste* | *A resident of another municipality within the province of Trieste* | | | *Commuter, resident outside the province of Trieste* | | *Resident outside the province of Trieste but living in Trieste* | | | *I would prefer not to answer* |
|  | **Services within the University city** *(for whose who are attending courses in Trieste)* | | | | | | | | | | | |
| 10 | **For each item listed below, let us know if the services offered in the last academic year by the city where your degree programme is based, were adequate.** | | | | | | | | | | | |
|  |  | | | |  | ***Definitely NOT (1)*** | ***Maybe NOT (2)*** | ***Maybe (3)*** | | ***Definitely (4)*** | ***I would prefer not to answer*** | | |
| 10A | **Public transportation in Trieste (Trieste Trasporti)**  **Have you used Public transportation in Trieste (Trieste Trasporti) to reach the location of your lessons? YES -NO, I walk – NO, I use other means of transportation (car, motorbike,…)**  **If yes:**   * Timetable * Punctuality * Bus stops * Capacity * Comfort * Cleanliness * General Satisfaction * Comments and suggestions for improvement (free text) | | | | a |  |  |  | |  |  | | |

|  | **Accessibility to Trieste** *(for whose who are attending courses in Trieste)* | | |
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| 11 | **Now we kindly ask you to answer to the following items, proposed by the University’s Mobility Manager, about Accessibility to Trieste in the last academic year:** | | |
| 11A | How many times in a week do you reach Trieste? | a | *1 or less/2/3/4/5 or more/I would prefer not to answer* |
| How long is your journey to Trieste? | a | *Less than 15 km/15-30 km/ 30- 50 km/50-75 km/more than 75 km/I would prefer not to answer* |
| Which is your travel time to Trieste? | a | *Less than 30 minutes/31-45 mins/ 46-60 mins/61-90 mins/more tham 90 mins/ I would prefer not to answer* |
| Which is your main transport mode? | a | *Train/Bus/Car as a driver/Car as a passenger/Airplane/Other/I would prefer not to answer* |
| If you use the public transport, when is the service available? (*If not selected CAR in the previous item*) | a | *In any time/3-4 trips per hour/2 trips per hour/1 trip per hour/less than 1 trip per hour/Other/ I would prefer not to answer* |
| Which is the most critical aspect of accessibility to Trieste? | a | *High travel time/Few trips/High fares/Comfort /Integration with transport services in Trieste/Other/ I would prefer not to answer* |
| Are you satisfied with accessibility to Trieste? | a | *Definitely NOT/Maybe NOT/Maybe/Definitely/I would prefer not to answer* |
| Comments and suggestions for improvement (free text) | a |  |

**List of canteens**

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| **Town** | **Canteen** | **Address** |
| Trieste | Bar/Caffetteria dell’Ospedale di Cattinara | Strada di Fiume 447 – Cattinara |
| Trieste | Mensa Area Science Park | Basovizza |
| Trieste | Mensa Area Science Park | Padriciano |
| Trieste | Mensa dell’Ospedale di Cattinara | Strada di Fiume 447 – Cattinara |
| Trieste | Ristorante Ciò Là Emporio del Gusto (dal 08/06/2017) | Via Galatti 18/b |
| Trieste | Mensa ICTP “Adriatico” | Via Grignano 9 |
| Trieste | Mensa ICTP “Leonardo Building” | Strada Costiera 11 |
| Trieste | Mensa ITIS | Via Pascoli 31 |
| Trieste | Mensa Sissa | Via Bonomea 265 |
| Trieste | Mensa Universitaria Centrale | Piazzale Europa\* |
| Trieste | Ristorante Pizzeria Rossopomodoro | Riva Tommaso Gulli n. 8 |
| Trieste | Ristorante Spiller - Good Food | Riva Nazario Sauro n. 14 |
| Gorizia | Mensa “O. Lenassi” | Via Vittorio Veneto 7 |
| Gorizia | Wiener Haus | Piazza Cesare Battisti 6 |
| Gorizia | Gusto Più di Godina srl (dal 08/11/2016) | Via dei Cappuccini 1 |
| Pordenone | Mensa Cds Zanussi | Via Concordia Sagittaria 7 |
| Pordenone | Consorzio Universitario | Via Mantegna |
| Portogruaro | Mensa Fondazione Portogruaro Campus | Via Seminario n. 34/a |
| Udine | Mensa Casa dello studente | Viale Ungheria 43 |
| Udine | Mensa Rizzi | Via Delle Scienze 208 |
| Udine | Mensa Istituto Renati | Via Tomadini 5 |

**FORM 2/4 part B – Student evaluation of examinations (***to be completed once a year for each exam of the previous academic year***)**

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| 0 | | What percentage of the lessons of this course have you attended? | a/na | *I have not attended or have attended less than 50%%* | | *Over 50%* | | | *This exam has been acknowledged by University, therefore I have not attended* | | | *I have attended this course and taken the exam during my Erasmus exchange abroad* | |
|  | **Satisfaction** | | | | | | | | | | | | | |
| 1 | Regardless of your achieved mark, were you satisfied with the way your exam took place? | | | | a/na | | *Strongly disagree* | *Partly disagree* | | *Partly agree* | *Strongly agree* | | *I would prefer not to answer* | |
|  | **EXAMINATION** | | | | | | | | | | | | | |
| 2A | Was the examination consistent with the program of the course or the information provided by the teacher? | | | | a/na | | *Strongly disagree* | *Partly disagree* | | *Partly agree* | *Strongly agree* | | *I would prefer not to answer* | |
| 2B | **If not, please explain why** | | | |  |  | |  |  | |  | |
| 2C | Examination’s procedures differs from information provided | | | | *No* | *Yes* | |  |  | |  | |
| 2D | Way of evaluation differs from information provided | | | | *No* | *Yes* | |  |  | |  | |
| 2E | Type of questions differs from information provided | | | | *No* | *Yes* | |  |  | |  | |
| 2F | Questions don’t relate to the topics covered in the course | | | | *No* | *Yes* | |  |  | |  | |
| 2G | The location differs from the Information on Exam Dates | | | | *No* | *Yes* | |  |  | |  | |
| 2H | Time of the exam differs from the Information on Exam Dates | | | | *No* | *Yes* | |  |  | |  | |
| 2I | Lack of information about time and place where the exam was held | | | | *No* | *Yes* | |  |  | |  | |
| 2L | Other (please explain) | | | | *Free text* | | | | | | | | | |