UNIVERSITÀ DEGLI STUDI DI TRIESTE

Student Evaluation Questionnaire – Overall academic experience and examinations

a.a. 2021/22

UNIVERSITÀ DEGLI STUDI DI TRIESTE

<u>FORM 2/4 part A</u> – Student Evaluation of the overall experience of the a.a.2021/22 (*the form should be completed only once with reference to your course of studies***)**

Dear Student,
we kindly ask you to dedicate just few minutes to this questionnaire in order to help us meeting your needs.
The questionnaire is mandatory before being allowed to any other action in Esse3. The questionnaire is completely ANONYMOUS.
For any further information, contact us at valutazione@amm.units.it. Thank you!

0A	**Attendance**	
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*

0B	**CAMPUS**											
Within the past academic year, where have the majority of your studies taken place?	a	Trieste - Piazzale Europa	Trieste - Department of Humanities	Trieste - San Giovanni Teaching Hub	Trieste - School for Interpreters and	Trieste - Maggiore Hospital	Trieste - Cattinara Hospital	Trieste Valmaura Teaching Hub	Gorizia	Pordenone	Portogruaro	Udine (inter-university programmes)

0C	**University city**				
With regard to the city where your degree, programme is based, you identify as:	a/na	*Resident in the province where the course is held*	*Resident in a province other than the seat of the course and commuting*	*Resident in a province other than the seat of the course but living in the province seat of the course*	*I would prefer not to answer*

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1	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*	*Above my expectations*		*I would prefer not to answer*

2	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*
	Feel free to make any suggestions or propose improvements – free text							

4	LECTURE TIMETABLES							
IN REFERENCE TO THE ACADEMIC YEAR JUST CONCLUDED, we ask you to express, for each of the aspects indicated, an assessment of the organization of the lesson timetable, using the following scale:								
			Definitely NOT	*Maybe NOT*	*Maybe*	*Definitely*		*I would prefer not to answer*
	• Lecture timetables have been organised to facilitate attendance (distance to classrooms, time for changing classrooms, overlapping,...) • Lecture timetables have been organised to facilitate attendance of commuter students (if commuter student) • Lecture timetables have been organized to allow individual study • Lecture timetables have been organized to facilitate the use of the canteen	a						

	• Lecture timetables have been organized to finish lessons by the established date • Lecture timetables were evenly distributed throughout the week • Lecture timetables were concentrated on certain days of the week • General Satisfaction							
	Feel free to make any suggestions or propose improvements – free text							

5	Lecture rooms, laboratories and study areas							
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)	***May be NOT (2)***	***Maybe (3)***	***Definitely (4)***	***Not used***	***I would prefer not to answer***
5A	**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/ na						
5B	**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	a/ na						

	• General Satisfaction • Comments and suggestions for improvement (free text)							
5C	**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/ na						
5D	**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/ na						
5E	**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						
5F	**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 area (quiet environment, availability of electrical sockets for PCs..)	a/ na						

	• General Satisfaction • Comments and suggestions for improvement (free text))							

6	Main Campus Services							
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*
6A	**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						
6B	**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 by telephone or email (not used) • Staff courtesy and helpfulness • General Satisfaction • Comments and suggestions for improvement (free text)	a/na						
6C	**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	a/na						

6	Main Campus Services							
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***
	• General Satisfaction • Comments and suggestions for improvement (free text)							
6D	**Free Access On-line services (Esse3) (on line guide, course's programmes,…)** **Have you used free access On-line services (Esse3) (on line guide, course's programmes,…)? YES – NO** **IF YES:** • Ease of information searching • Completeness of information • Mobile navigation (not used) • Updating of information • General Satisfaction • Comments and suggestions for improvement (free text)	f/nf						
6E	**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						
6F	**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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6	Main Campus Services							
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***
6G	**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 by telephone or email (not used) • General Satisfaction • Comments and suggestions for improvement (free text)	a/na						
6H	**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						

6	Main Campus Services							
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***
6I	***For each item listed below, let us know if THE FACILITIES (CENTRALLY) MADE AVAILABLE BY THE UNIVERSITY DURING THIS PAST ACADEMIC YEAR were adequate:*** • 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) • Career Service (Post degree internships, placement and recruiting events) *The Service is addressed to graduates and does not organize curricular internship. These are organized by Departments and can give credits.* • Comments and suggestions for improvement (free text)	a/na						

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7	DEPARTMENT'S SERVICES							
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***
7A	**Students'office of your Department** *For further information on the Departmental Academic Secretariats go to https://web.units.it/presidio-qualita/segreterie-didattiche-dipartimento* **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 by telephone or email (not used) • General Satisfaction • Comments and suggestions for improvement (free text)	a/na						
7B	**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						
7C	**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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8	Innovative technologies for teaching and remote services							
The University is interested to know/wishes to know your opinion on the implementation of innovative technologies in teaching and services provided remotely during the nearly completed academic year								
8 A	In the past Academic Year, did you attend e-learning courses?	a/na	*yes*		*no*			
8 B	**Do you think that the platforms and interactive tools adopted by the University for teaching are usable in terms of ease and simplicity of use, efficiency of the tool, responsiveness to user needs, pleasantness?** • Teams • Moodle • Wooclap • General Satisfaction • Comments and suggestions for improvement (free text)	a/na	***Definitely NOT (1)***	***Maybe NOT (2)***	***Maybe (3)***	***Definitely (4)***	***Not used***	***I would prefer not to answer***
8 C	**Did you use the following "remote" administrative services offered by the University? If yes, are you satisfied with the services?** • Student Affairs Office (Main campus) • Students'office of your Department • University's International mobility office • Libraries • IT Helpdesk • Section of the COVID emergency website (https://www.units.it/ateneo/emergenza-covid-19-indicazioni-e-aggiornamenti) • General Satisfaction • Comments and suggestions for improvement (free text)	a/na f	*Decisamente NO*	*Più NO che SI*	*Più SI che NO*	*Decisamente SI*	*Non utilizzato*	*Preferisco non rispondere*

9	Services within the University city							
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***
9A	**ARDIS food services (student canteen)** **Which canteen did you mostly eat at (I didn't eat at canteen / Chose a canteen from list)?**	a/na						

9	Services within the University city							
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***
	Please let us know your OVERALL SATISFACTION FOR THE ARDISS CATERING SERVICES offered by the canteen that you indicated in the previous question, (*using the following classification)***:** • General Satisfaction • Comments and suggestions for improvement (free text)							
9B	***Please let us know your OVERALL SATISFACTION FOR the following facilities during this past academic year,*** *using the following classification:* ***N.B.: If you did't have a Scholarship or a Accommodation Services ANSWER "NOT USED"*** • Accommodation Services (provided by ARDIS) • Comments and suggestions for improvement (free text) • ARDIS Scholarships • Comments and suggestions for improvement (free text)	a/ na						

10	Services within the University city - CUS (University of Trieste Sports Centre)							
			Definitely NOT (1)	*Maybe NOT (2)*	*Maybe (3)*	*Definitely (4)*	*Not used*	*I would prefer not to answer*
10 A	**Courses offered by CUS** **WITH REFERENCE TO THE PAST ACADEMIC YEAR, in order to express your OVERALL SATISFACTION WITH THE SERVICES OFFERED BY CUS, please let us know the course that you have mainly followed (*I did not attend any course/ choose from the list below*)** **YES:** **Please let us know your OVERALL SATISFACTION FOR THE COURSE that you indicated in the previous question:** • General Satisfaction	a/ na						
10 B	**SPORTS events organized by CUS** **WITH REFERENCE TO THE PAST ACADEMIC YEAR we ask you to indicate whether, in the period October-May, you participated in a sport events organized by the CUS and indicate which (one answer allowed)** **Please let us know your OVERALL SATISFACTION for the sport event that you indicated in the previous question (*using the following classification*):** General Satisfaction	a/ na						
10 C	**Please let us know your OVERALL SATISFACTION during the past academic year FOR THE CUS COMMUNICATION ACTIVITIES (website, FB):** • General Satisfaction • Comments and suggestions for improvement (free text)	a/ na						
10 E	**Courses and sport events proposals (*free text*)** • Please let us know your preferences for NEW courses or sport events, in addition to those already proposed by CUS (free text)	a/ na						

11	Context services in the city where the course takes place - Local public transport services (TPL FVG)							
11A	**IN REFERENCE TO THE ACADEMIC YEAR JUST CONCLUDED, we ask you to indicate which modes of travel you have MAINLY used to reach the classroom (only one possible answer)** • Local public transport (TPL FVG) • Train • Traditional or hybrid combustion car • Motorcycle, scooter • Zero-emission car (electric) • Other autonomous vehicles with zero emissions (bikes, electric bikes, scooters, electric mopeds...) • Shared mobility vehicles (bike sharing, car sharing, ...) • I am accompanied • By walking • I would prefer not to answer	a						
11B	What time do you generally go to university?	a	*Before 8 am*	*8-9 am*	*9-10 am*	*10 am to 12 pm*		*After 12 pm*
11C	What time do you generally leave university?	a	*Before 12 pm*	*12 – 1 pm*	*1 – 4 pm*	*4 – 6 pm*	*6 – 9 pm*	*After 9 pm*
11d	**IN REFERENCE TO THE ACADEMIC YEAR JUST CONCLUDED, if you have used the LOCAL PUBLIC TRANSPORT services (TPL FVG) to reach the classroom, we ask you to indicate, for each of the listed aspects, an assessment of the adequacy of the service:** • Timetable • Punctuality • Bus stops • Capacity • Comfort • Cleanliness • Compliance with COVID-19 safety regulations • General Satisfaction • Comments and suggestions for improvement (free text)	a	***Definitely NOT (1)***	***Maybe NOT (2)***	***Maybe (3)***	***Definitely (4)***	***Not used***	***I would prefer not to answer***
11e	**WITH REFERENCE TO THE NEARLY COMPLETED ACADEMIC YEAR if you have used the LOCAL PUBLIC TRANSPORT (TPL FVG) services to reach the class venue, indicate which (travel) ticket you used most frequently**	f	*Single journey ticket*	*Daily ticket*	*Monthly pass*	*Multi-journey ticket*	*Yearly pass*	*I would prefer not to answer*

12	Sustainable mobility							
With reference to the journeys you make to reach the class venue, we ask you to answer a few questions related to your choices								
			Definitely NOT (1)	***Maybe NOT (2)***	***Maybe (3)***	***Definitely (4)***	***Not used***	***I would prefer not to answer***
12 A	How important is environmental sustainability in determining the choice of the means used for travel?	a						
12 B	Indicate which of the following incentives would motivate you to change the way you travel in favour of more sustainable systems • Upgrading of local transport lines to the lesson venue • Increased number of journeys / local transport lines • Additional discounts on TPL - FVG subscriptions/tickets or other discounts • Charging stations for electric vehicles close to the lesson venue • Bike sharing service stations near the lesson venue • I am not willing to change • Comments and suggestions for improvement (free text)	a						

Thank you for participating in this survey!

To confirm the questionnaire, go to the next page: here you can check and possibly change the replies given. At the end select the "Confirm" button at the bottom of the page.

In order to access the services of Esse3, we ask you to complete a very short questionnaire on each exam taken in 2021/22.

CUS COURSES

I HAVE NOT ATTENDED ANY COURSES OFFERED BY CUS
GYM AEROGAG & HIP HOP
GYM AWARENESS FYT
GINNASTICA CROSS CARDIO
GYM AWARENESS FYT
GYM TOTAL BODY
SWIMMING PISCINA BIANCHI
SWIMMING PISCINA SAN GIOVANNI
BASKET
VOLLEY
TENNIS
CHESS

CUS SPORT EVENT

I HAVE NOT ATTENDED ANY CUS SPORT EVENT
MINIGOAL TOURNAMENT 2021 7-A-SIDE SOCCER
BASKET 2022 TOURNAMENT
BASKET 3X3 TOURNAMENT
BEACH VOLLEY TOURNAMENT
BEACH VOLLEY TOURNAMENT
BEACH VOLLEY 3X3 TOURNAMENT
TENNIS TOURNAMENT
VOLLEY 3X3 TOURNAMENT
BOWLING TOURNAMENT
TABLE FOOTBALL & DARTS TOURNAMENT
SWIMMING COMPETITIONS
BAVISELA 2022
CHESS TOURNAMENT
PING PONG TOURNAMENT

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LIST OF CANTEENS

Town	Canteen	Address
Trieste	Bar/Caffetteria dell'Ospedale di Cattinara	Strada di Fiume 447 – Cattinara
Trieste	Mensa Area Science Park	Basovizza/Basovizza
Trieste	Punto di ristoro c/o Polo Universitario S.Giovanni	Punto di ristoro c/o Polo Universitario S.Giovanni
Trieste	Mensa dell'Ospedale di Cattinara	Strada di Fiume 447 – Cattinara
Trieste	Colsaj Bar and Food	Viale XX Settembre, 59
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 dell'Ospedale Maggiore	via Pietà
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
Trieste	Mensa Polo Universitario Valmaura	Piazzale Valmaura, 9
Gorizia	Mensa Universitaria	via Alviano, 18
Podenone	Mensa Cds Zanussi	Via Concordia Sagittaria 7
Podenone	Mensa CdS	Via Mantegna 15
Portogruaro	Mensa Fondazione Portogruaro Campus	Via Seminario n. 34/a
Udine	Punti mensa a Udine	

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FORM 2/4 part B – Student evaluation of Academic Year 2021/22 examinations (*to be completed once a year for each exam of the previous academic year***)**

	ATTENDANCE					
0	**With reference to the teaching for which you took the exam, what percentage of the lessons 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	*Definitely NOT (1)*	*Maybe NOT (2)*	*Maybe (3)*	*Definitely (4)*	*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 during the lessons or with the subsequent changes communicated due to the COVID emergency?**	a/na	*No*	*Yes*			
2B	**If not, please explain why**	a/na					
2C	Examination's procedures differs from information provided	if answering yes to prevoius question	*No*	*Yes*			
	Way of evaluation differs from information provided		*No*	*Yes*			
	Type of questions differs from information provided		*No*	*Yes*			
	Questions don't relate to the topics covered in the course		*No*	*Yes*			
	The location differs from the Information on Exam Dates		*No*	*Yes*			
	Time of the exam differs from the Information on Exam Dates		*No*	*Yes*			
	Lack of information about time and place where the exam was held		*No*	*Yes*			
	Other (please explain)		*Free text*				