



UNIVERSITÀ DEGLI STUDI DI TRIESTE

**Student Evaluation Questionnaire –
Overall academic experience and
examinations
a.a. 2022/23**

FORM 2/4 part A – Student Evaluation of the overall experience of the a.a.2022/23 (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. This year, since the University has joined the "Good Practice 2022/2023" project, coordinated by the Politecnico di Milano, last June we proposed you to fill out a new questionnaire on services on an experimental basis last June administrative and support offered by the University which will also allow us to compare the results with the other participating universities. We have therefore decided to simplify and reduce the number of questions in this survey.

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							



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

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?	REG ULA R	<i>Definitely NOT</i>	<i>Maybe NOT</i>	<i>Maybe</i>	<i>Definitely</i>	<i>I would prefer not to answer</i>
3	Was the overall organisation of the courses (timetables, calendar of intermediate and final exams) adequate enough?		<i>Definitely NOT</i>	<i>Maybe NOT</i>	<i>Maybe</i>	<i>Definitely</i>	<i>I would prefer not to answer</i>
<i>Feel free to make any suggestions or propose improvements – free text</i>							

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:							
			<i>Definitely NOT</i>	<i>Maybe NOT</i>	<i>Maybe</i>	<i>Definitely</i>	<i>I would prefer not to answer</i>
	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					



<ul style="list-style-type: none"> 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 <p><input checked="" type="checkbox"/> General Satisfaction</p>								
<p>Feel free to make any suggestions or propose improvements – free text</p>								

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)	Maybe NOT (2)	Maybe (3)	Definitely (4)	Not used	I would prefer not to answer
5A	<ul style="list-style-type: none"> Lecture rooms General Satisfaction IT Department Laboratories General Satisfaction IT Laboratories (Building H3 or H2) General Satisfaction Language laboratories General Satisfaction Scientific and technical laboratories General Satisfaction Study areas (excluding classrooms and areas outside the libraries) General Satisfaction Reading areas (inside the libraries) General Satisfaction 	a/n a						
<p>Feel free to make any suggestions or propose improvements – free text</p>								

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
	<p>Are you enrolled in the 1st year of the course for the a.y. 2022/23? YES – NO</p>							



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	<p>University orienteering .- ONLY IF you have just completed your first course year and 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)</p> <ul style="list-style-type: none"> • General Satisfaction 	a/na 1° year						
6B	<p>Admissions Office – ONLY IF you have just completed the 1st year of your course and during the enrollment procedures, did you use the SERVICES offered by the University Admissions Office (https://www.units.it/studenti/segreteria-studenti Admissions Office - Future students)</p> <ul style="list-style-type: none"> • Clarity of forms • Accessibility of the service (ease of contact via email, telephone, counter, ...) • Response times • Staff courtesy and helpfulness • Capability of solving issues • General Satisfaction 	a/na 1° year						
6C	<p>Student careers office - ONLY IF for the management of your career (for example, for enrollment in years subsequent to the first, fees, study plans, degree applications) you have used the SERVICES offered by the University's Student Career Office (https://www.units.it/studenti/segreteria-studenti Career Office - Students already enrolled)</p> <ul style="list-style-type: none"> • Clarity of forms • Accessibility of the service (ease of contact via email, telephone, counter, ...) • Response times • Staff courtesy and helpfulness • Capability of solving issues • General Satisfaction 	a/na						
6D	<p>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:</p> <ul style="list-style-type: none"> • General Satisfaction 	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
6E	<p>Placement Services - Career Service Have you had the opportunity to use the placement services offered by the University (https://web.units.it/placement/)? YES – NO If yes: Soddisfazione complessiva</p>	a/ na						
6F	<p>For each item listed below, let us know if THE FACILITIES (CENTRALLY) MADE AVAILABLE BY THE UNIVERSITY DURING THIS PAST ACADEMIC YEAR were adequate:</p> <ul style="list-style-type: none"> • On-line services (Esse3) with student credentials (exam enrolment, university career management, printing of certificates, graduation request form,....) • Free Access On-line services (Esse3) (on line guide, course's programmes,...) • UNITS website (http://www.units.it/) • Libraries • UNITS Social media (Facebook, Twitter, Instagram, ...) • University email service • Access to Wifi 	a/ na						
6G	<p>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?</p> <ul style="list-style-type: none"> • Teams • Moodle • Wooclap • General Satisfaction 	a/ na						
Feel free to make any suggestions or propose improvements – free text								



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	<ul style="list-style-type: none"> Students' office of your Department (https://web.units.it/presidio-qualita/segreterie-didattiche-dipartimento) General Satisfaction Department website General Satisfaction Degree website General Satisfaction 	a/na						
Feel free to make any suggestions or propose improvements – free text								

8		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
8A	<p>ARDIS food services (student canteen) Which canteen did you mostly eat at (I didn't eat at canteen / Chose a canteen from list)?</p> <p>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):</p> <ul style="list-style-type: none"> General Satisfaction 	a/na						
8B	<p>Please let us know your OVERALL SATISFACTION FOR the following facilities during this past academic year, using the following classification:</p> <p>N.B.: If you didn't have a Scholarship or a Accommodation Services ANSWER "NOT USED"</p> <ul style="list-style-type: none"> Accommodation Services (provided by ARDIS) ARDIS Scholarships 	a/na						
Feel free to make any suggestions or propose improvements – free text								



9 CONTEXT SERVICES IN THE CITY WHERE THE COURSE TAKES PLACE - LOCAL PUBLIC TRANSPORT SERVICES (TPL FVG)								
9A	<p>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)</p> <ul style="list-style-type: none"> • 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						
9B	What time do you generally go to university?	a	<i>Before 8 am</i>	<i>8-9 am</i>	<i>9-10 am</i>	<i>10 am to 12 pm</i>		<i>After 12 pm</i>
9C	What time do you generally leave university?	a	<i>Before 12 pm</i>	<i>12 – 1 pm</i>	<i>1 – 4 pm</i>	<i>4 – 6 pm</i>	<i>6 – 9 pm</i>	<i>After 9 pm</i>
9d	<p>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:</p> <ul style="list-style-type: none"> • Timetable • Punctuality • Bus stops • Capacity • Comfort • Cleanliness • Compliance with COVID-19 safety regulations • General Satisfaction • Comments and suggestions for improvement (free text) 	a	<i>Definitely NOT (1)</i>	<i>Maybe NOT (2)</i>	<i>Maybe (3)</i>	<i>Definitely (4)</i>	<i>Not used</i>	<i>I would prefer not to answer</i>
9e	<p>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</p>	f	<i>Single journey ticket</i>	<i>Daily ticket</i>	<i>Monthly pass</i>	<i>Multi-journey ticket</i>	<i>Yearly pass</i>	<i>I would prefer not to answer</i>



10		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								
			<i>Definitely NOT (1)</i>	<i>Maybe NOT (2)</i>	<i>Maybe (3)</i>	<i>Definitely (4)</i>	<i>Not used</i>	<i>I would prefer not to answer</i>
10 A	How important is environmental sustainability in determining the choice of the means used for travel?	a						
10 B	Indicate which of the following incentives would motivate you to change the way you travel in favour of more sustainable systems <ul style="list-style-type: none">• 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	a						



11		SERVICES WITHIN THE UNIVERSITY CITY - CUS (UNIVERSITY OF TRIESTE SPORTS CENTRE)						
			<i>Definitely NOT (1)</i>	<i>Maybe NOT (2)</i>	<i>Maybe (3)</i>	<i>Definitely (4)</i>	<i>Not used</i>	<i>I would prefer not to answer</i>
11 A	<p>WITH REFERENCE TO THE PAST ACADEMIC YEAR, we ask you to express your SATISFACTION with the sports activities offered by the CUS (courses, tournaments, communication activities) (only if you have participated in the activities, otherwise select "not used")</p> <ul style="list-style-type: none"> • General Satisfaction 	a/ na						
<p>Feel free to make any suggestions or propose improvements – free text</p>								

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 2022/23.



LIST OF CANTEENS

Comune	Mensa	Indirizzo
Trieste	Mensa Universitaria Centrale	Piazzale Europa
Trieste	Mensa ICTP "Adriatico"	Via Grignano 9
Trieste	Mensa ICTP "Leonardo Building"	Strada Costiera 11
Trieste	Mensa Sissa	Via Bonomea 265
Trieste	Mensa dell'Ospedale di Cattinara	Strada di Fiume 447 – Cattinara
Trieste	Bar/Caffetteria dell'Ospedale di Cattinara	Strada di Fiume 447 – Cattinara
Trieste	Mensa dell'Ospedale Maggiore	via Pietà
Trieste	Mensa ITIS	Via Pascoli 31
Trieste	Mensa Polo Universitario Valmaura	Piazzale Valmaura, 9
Trieste	Punto di ristoro Polo Universitario S.Giovanni	Via Weiss 6, edificio O
Trieste	Ristorante Pizzeria Rossopomodoro	Riva Tommaso Gulli n. 8
Trieste	Ristorante Spiller - Good Food	Riva Nazario Sauro n. 14
Trieste	Colsaj Bar and Food	Viale XX Settembre, 59
Trieste	Bivium Bar and Food	Via XXX Ottobre, 14 B
Trieste	Bar Millennium	Via F. Filzi 8
Trieste	Mensa Area Science Park	Padriciano e Basovizza
Gorizia	Mensa Universitaria	via Alviano, 18
Gorizia	Wiener Haus	Piazza C. Battisti 6
Pordenone	Mensa Cds Zanussi	Via Concordia Sagittaria 7
Pordenone	Mensa CdS	Via Mantegna 15
Portogruaro	Mensa Fondazione Portogruaro Campus	Via Seminario n. 34/a
Udine	Punti mensa a Udine	

FORM 2/4 part B – Student evaluation of Academic Year 2022/23 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/n a	<i>I have not attended or have attended less than 50%%</i>	<i>Over 50%</i>	<i>This exam has been acknowledged by University, therefore I have not attended</i>	<i>I have attended this course and taken the exam during my Erasmus exchange abroad</i>	
Satisfaction							
1	Regardless of your achieved mark, were you satisfied with the way your exam took place?	a/na	<i>Definitely NOT (1)</i>	<i>Maybe NOT (2)</i>	<i>Maybe (3)</i>	<i>Definitely (4)</i>	<i>I would prefer not to answer</i>
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	<i>No</i>	<i>Yes</i>			
2B	If not, please explain why	a/na					
2C	Examination's procedures differs from information provided	if answering yes to previous question	<i>No</i>	<i>Yes</i>			
	Way of evaluation differs from information provided		<i>No</i>	<i>Yes</i>			
	Type of questions differs from information provided		<i>No</i>	<i>Yes</i>			
	Questions don't relate to the topics covered in the course		<i>No</i>	<i>Yes</i>			
	The location differs from the Information on Exam Dates		<i>No</i>	<i>Yes</i>			
	Time of the exam differs from the Information on Exam Dates		<i>No</i>	<i>Yes</i>			
	Lack of information about time and place where the exam was held		<i>No</i>	<i>Yes</i>			
	Other (please explain)		<i>Free text</i>				