

Questionario STUDENTI INTERNAZIONALI

si considerano valide risposte sopra i 5 rispondenti

	Tutti
Invitati	1709
Rispondenti	896
Tasso di risposta	52,4%

CODICE GENERALE INTERNO	CODICE ITEM	SERVIZIO	Macroprocesso	Processo indagato	ITEM	N valido	Media	Dev St
G1	D3[SQ001]	BEFORE APPLICATION	Channels (which channel was used to gather information and which one was most effective)	Education Fair	The content provided was exhaustive	118	4,424	1,343
G1	D4[SQ001]	BEFORE APPLICATION		in-person presentation/webinars	The content of the presentation was in line with my expectation	42	5,095	0,971
G1	D4[SQ002]	BEFORE APPLICATION			The speakers were clear	42	5,048	1,045
G1	D5[SQ001]	BEFORE APPLICATION		agents/consultants	They provided correct information	56	5,036	1,068
G1	D5[SQ002]	BEFORE APPLICATION			They provided useful support	56	5,071	1,083
G1	D5[SQ003]	BEFORE APPLICATION			They also provided help for visa	55	4,218	1,670
G1	D5[SQ004]	BEFORE APPLICATION			The agent is supportive in solving the problem	56	4,804	1,381
G1	D6	BEFORE APPLICATION			OPZIONE: agent's name is:	59		
G1	D7[SQ001]	BEFORE APPLICATION		postgrad@polimi.it (pre application contact) (vd. Domanda D2)	The office has replied promptly			
G1	D7[SQ002]	BEFORE APPLICATION			The office provided me with complete information			
G1	D7[SQ003]	BEFORE APPLICATION			The office is supportive in solving the problem			
G1	D8	BEFORE APPLICATION		Are you overall satisfied with the services provided before you decided to apply?			896	4,815

CODICE GENERALE INTERNO	CODICE ITEM	SERVIZIO	Macroprocesso	Processo indagato	ITEM	N valido	Media	Dev St
G2	D10[SQ001]	DURING APPLICATION & AFTER ADMISSION	Support during the OnLine Application procedure	Documents for the admission; evaluation process; merit-based scholarships assignment process	The application was easy to complete	878	4,925	1,159
G2	D10[SQ002]	DURING APPLICATION & AFTER ADMISSION			The office has replied promptly	840	4,782	1,242
G2	D10[SQ003]	DURING APPLICATION & AFTER ADMISSION			The office was able to solve problems	818	4,806	1,194
G2	D10[SQ004]	DURING APPLICATION & AFTER ADMISSION			The staff's office is supportive in solving the problem	815	4,939	1,189
G2	D11[SQ001]	DURING APPLICATION & AFTER ADMISSION	Support once admitted	Administrative fee; University; Pre-enrolment/Visa Application; Enrolment documents; Enrolment procedure	The office has replied promptly	855	4,636	1,360
G2	D11[SQ002]	DURING APPLICATION & AFTER ADMISSION			The office was able to solve problems	846	4,645	1,323
G2	D11[SQ003]	DURING APPLICATION & AFTER ADMISSION			The staff's office is supportive in solving the problem	840	4,737	1,303
G2	D12[SQ001]	DURING APPLICATION & AFTER ADMISSION	Which channel did you find more useful to get in touch with Polimi during the application and admission process?		OnLine Application message board (Admissions Office)	793	4,908	1,238
G2	D12[SQ002]	DURING APPLICATION & AFTER ADMISSION			Skype (Admissions Office)	390	3,536	1,660
G2	D12[SQ003]	DURING APPLICATION & AFTER ADMISSION			OnLine Chat (International Students Office)	624	4,074	1,642
G2	D12[SQ004]	DURING APPLICATION & AFTER ADMISSION			E-mail (International Students Office + Welcome Desks)	792	4,504	1,503
G2	D12[SQ005]	DURING APPLICATION & AFTER ADMISSION			Webinars	767	4,795	1,262
G2	D13[SQ001]	DURING APPLICATION & AFTER ADMISSION	Pre-arrival information (after admission)	Communications (sent from welcome- CampusName @polimi.it)	Communications were sent in a timely manner	860	4,915	1,225
G2	D13[SQ002]	DURING APPLICATION & AFTER ADMISSION			Communications contain all necessary information	861	4,856	1,207
G2	D13[SQ003]	DURING APPLICATION & AFTER ADMISSION			Communications are clear	867	4,874	1,217
G2	D13[SQ004]	DURING APPLICATION & AFTER ADMISSION			Communications by e-mail are helpful	866	5,054	1,164
G2	D14[SQ001]	DURING APPLICATION & AFTER ADMISSION		Webinars	The Speakers were clear	817	5,071	1,041
G2	D14[SQ002]	DURING APPLICATION & AFTER ADMISSION			The content provided was exhaustive	820	4,578	1,348
G2	D14[SQ003]	DURING APPLICATION & AFTER ADMISSION			The platform was easy to use	831	4,993	1,115
G2	D15	DURING APPLICATION & AFTER ADMISSION	Are you overall satisfied with the application and after admission process?			896	4,779	1,041

CODICE GENERALE INTERNO	CODICE ITEM	SERVIZIO	Macroprocesso	Processo indagato	ITEM	N valido	Media	Dev St
G3	D20[SQ001]	POLIMI WEBSITE	Politecnico di Milano website - INTERNATIONAL PROSPECTIVE STUDENTS	OnLine Application procedure (Requirements, application deadlines)	The application process is clearly described	891	5,073	1,083
G3	D20[SQ002]	POLIMI WEBSITE			The documents required for the application are clearly described	890	5,071	1,093
G3	D21[SQ001]	POLIMI WEBSITE		AFTER ADMISSION	The steps to complete "after admission" are clearly described	894	4,860	1,212
G3	D21[SQ002]	POLIMI WEBSITE			The documents required for enrolment are clearly described	892	4,937	1,191
G3	D21[SQ003]	POLIMI WEBSITE			The deadlines are clear	895	5,007	1,230
G3	D21[SQ004]	POLIMI WEBSITE			The "Before arrival" checklist is a useful tool	855	5,057	1,128
G3	D22[SQ001]	POLIMI WEBSITE		LIFE	The steps to complete to obtain the Residence Permit are clearly described	666	4,317	1,419
G3	D22[SQ002]	POLIMI WEBSITE			The steps to complete to obtain the Health Insurance are clearly described	654	4,260	1,438
G3	D23	POLIMI WEBSITE	Tell us which topics you would have preferred to have more information about:			190		

G3	D24	POLIMI WEBSITE	Overall, are you satisfied with the section of the website dedicated to international prospective students?	896	4,722	1,016
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CODICE GENERALE	CODICE ITEM	SERVIZIO	Macroprocesso	Processo indagato	ITEM	N valido	Media	Dev St
G4	D30	WELCOME ACTIVITIES	WELCOME ACTIVITIES	Participation	I attended the Welcome Week			
G4	D31	WELCOME ACTIVITIES		NO Partecipation - motivation	I didn't attend it because of			
G4	D32[SQ001]	WELCOME ACTIVITIES		YES Partecipation - Analyzing the welcome week program, please <u>evaluate the usefulness</u> of the following presentations:	Campus life activities (student associations, language courses, Buddy project, 150 hours collaboration, libraries, international competitions)	480	4,819	1,102
G4	D32[SQ002]	WELCOME ACTIVITIES			Yes Milano services	468	4,782	1,173
G4	D32[SQ003]	WELCOME ACTIVITIES			Health insurance and residence permit for NON -EU students	428	4,888	1,183
G4	D32[SQ004]	WELCOME ACTIVITIES			The Italian national healthcare service and residence registration	423	4,806	1,187
G4	D32[SQ005]	WELCOME ACTIVITIES			Welcome from the Schools	483	4,973	1,139
G4	D32[SQ006]	WELCOME ACTIVITIES			Career Service	447	4,846	1,163
G4	D32[SQ007]	WELCOME ACTIVITIES			Meeting with your Programme Coordinator	465	5,017	1,191
G4	D32[SQ008]	WELCOME ACTIVITIES			Campus tour	259	4,653	1,325
G4	D32[SQ009]	WELCOME ACTIVITIES			Welcome happy hour	285	4,625	1,405
G4	D33	WELCOME ACTIVITIES			Please, let us know if you would have preferred to hear about other topics	33		
G4	D34	WELCOME ACTIVITIES	BUDDY PROJECT	Participation	I took part into the Buddy project			
G4	D35[SQ001]	WELCOME ACTIVITIES		YES- Evaluate your buddy	My buddy is helpful to overcome problems	459	4,390	1,762
G4	D35[SQ002]	WELCOME ACTIVITIES			My Buddy is very welcoming (es: kind, supportive...)	459	4,606	1,756
G4	D36/D37	WELCOME ACTIVITIES	CHALLENGES	We would like to understand what are the first challenges for the international student	The most difficult situation/experience (not necessarily linked to University) I had to face is: (<u>up to 3 answers in importance order</u>):			
G4	D38	WELCOME ACTIVITIES	Overall, are you satisfied with the welcome activities that have been organized?			896	4,480	1,132

Si ritiene complessivamente soddisfatta/o dei servizi di supporto ricevuti? (MEDIA PONDERATA CALCOLATA RISPETTO ALLE SINGOLE SODDISFAZIONI)							Media	Dev St.
							4,699	1,058