**Questionario STUDENTI INTERNAZIONALI**

Si considerano valide risposte sopra i 5 rispondenti

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### CODICE GENERALE INTERNO | CODICE ITEM | SERVIZIO | Macroprocesso | Processo indagato | ITEM | N valido | Media | Dev St
---|---|---|---|---|---|---|---|---
G2 | D3[SQ001] | BEFORE APPLICATION | | Education Fair | The content provided was exhaustive | 218 | 4,424 | 1,343
G1 | D4[SQ001] | BEFORE APPLICATION | Channels (which channel was used to gather information and which one was most effective) | in-person presentation/webinars | The content of the presentation was in line with my expectation | 42 | 5,995 | 0,971
G3 | D4[SQ002] | BEFORE APPLICATION | | | The speakers were clear | 42 | 5,048 | 1,045
G1 | D5[SQ001] | BEFORE APPLICATION | | | They provided correct information | 56 | 5,036 | 1,068
G2 | D5[SQ002] | BEFORE APPLICATION | | | They provided useful support | 56 | 5,071 | 1,081
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 | G1 | D6 | BEFORE APPLICATION | | OPTIONE: agent’s name is: | 59 |  |
G1 | D7[SQ001] | BEFORE APPLICATION | | | The office has replied promptly | 855 | 4,636 | 1,360
G1 | D7[SQ002] | BEFORE APPLICATION | | | The office provided me with complete information | 846 | 4,645 | 1,323
G1 | D7[SQ003] | BEFORE APPLICATION | | | The office is supportive in solving the problem | 840 | 4,737 | 1,303
G1 | D8 | BEFORE APPLICATION | Are you overall satisfied with the services provided before you decided to apply? | | 896 | 4,815 | 1,040

### CODICE GENERALE INTERNO | CODICE ITEM | SERVIZIO | Macroprocesso | Processo indagato | ITEM | N valido | Media | Dev St
---|---|---|---|---|---|---|---|---
G2 | D9[SQ001] | BEFORE APPLICATION | 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 | D9[SQ002] | BEFORE APPLICATION | Support once admitted | Administrative fee; University; Pre-enrolment/Visa Application; Enrolment documents; Enrolment procedure | The office has replied promptly | 840 | 4,782 | 1,242
G2 | D9[SQ003] | BEFORE APPLICATION | | | The office was able to solve problems | 818 | 4,806 | 1,194
G2 | D9[SQ004] | BEFORE APPLICATION | | | The staff’s office is supportive in solving the problem | 815 | 4,939 | 1,189
G2 | D11[SQ001] | BEFORE APPLICATION | Support once admitted | | The office has replied promptly | 855 | 4,636 | 1,360
G2 | D11[SQ002] | BEFORE APPLICATION | Support once admitted | | The office was able to solve problems | 846 | 4,645 | 1,323
G2 | D11[SQ003] | BEFORE APPLICATION | Support once admitted | | The staff’s office is supportive in solving the problem | 840 | 4,737 | 1,303
G2 | D12[SQ001] | BEFORE APPLICATION | | Documents for the admission; evaluation process; merit-based scholarships assignment process | The application was easy to complete | 793 | 4,908 | 1,238
G2 | D12[SQ002] | BEFORE APPLICATION | Support during the Online Application procedure | | The office has replied promptly | 390 | 3,536 | 1,660
G2 | D12[SQ003] | BEFORE APPLICATION | Support during the Online Application procedure | | The office was able to solve problems | 624 | 4,074 | 1,642
G2 | D12[SQ004] | BEFORE APPLICATION | Support during the Online Application procedure | | | 792 | 4,504 | 1,503
G2 | D12[SQ005] | BEFORE APPLICATION | Support during the Online Application procedure | | | 767 | 4,795 | 1,262
G2 | D13[SQ001] | BEFORE APPLICATION | Communication sent from welcome@polimi.it | Communications were sent in a timely manner | 860 | 4,915 | 1,225
G2 | D13[SQ002] | BEFORE APPLICATION | Communication sent from welcome@polimi.it | Communications contain all necessary information | 861 | 4,856 | 1,207
G2 | D13[SQ003] | BEFORE APPLICATION | Communication sent from welcome@polimi.it | Communications are clear | 867 | 4,874 | 1,217
G2 | D13[SQ004] | BEFORE APPLICATION | Communication sent from welcome@polimi.it | Communications by e-mail are helpful | 866 | 5,054 | 1,164
G2 | D14[SQ001] | BEFORE APPLICATION | | The Speakers were clear | 817 | 5,071 | 1,041
G2 | D14[SQ002] | BEFORE APPLICATION | | The content provided was exhaustive | 820 | 4,578 | 1,348
G2 | D14[SQ003] | BEFORE APPLICATION | | The platform was easy to use | 831 | 4,993 | 1,115
G2 | D15 | 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 | Politecnico di Milano website - INTERNATIONAL PROSPECTIVE STUDENTS | | The documents required for the application are clearly described | 890 | 5,071 | 1,093
G3 | D21[SQ001] | POLIMI WEBSITE | Politecnico di Milano website - INTERNATIONAL PROSPECTIVE STUDENTS | After Admission | The steps to complete “after admission” are clearly described | 894 | 4,860 | 1,212
G3 | D21[SQ002] | POLIMI WEBSITE | Politecnico di Milano website - INTERNATIONAL PROSPECTIVE STUDENTS | After Admission | The documents required for enrolment are clearly described | 892 | 4,937 | 1,191
G3 | D21[SQ003] | POLIMI WEBSITE | Politecnico di Milano website - INTERNATIONAL PROSPECTIVE STUDENTS | After Admission | The deadlines are clear | 895 | 5,007 | 1,230
G3 | D21[SQ004] | POLIMI WEBSITE | Politecnico di Milano website - INTERNATIONAL PROSPECTIVE STUDENTS | After Admission | The “Before arrival” checklist is a useful tool | 855 | 5,057 | 1,128
G3 | D22[SQ001] | POLIMI WEBSITE | Politecnico di Milano website - INTERNATIONAL PROSPECTIVE STUDENTS | After Admission | The steps to complete to obtain the Residence Permit are clearly described | 666 | 4,317 | 1,419
G3 | D22[SQ002] | POLIMI WEBSITE | Politecnico di Milano website - INTERNATIONAL PROSPECTIVE STUDENTS | After Admission | The steps to complete to obtain the Health Insurance are clearly described | 654 | 4,260 | 1,438
G3 | D23 | POLIMI WEBSITE | Politecnico di Milano website - INTERNATIONAL PROSPECTIVE STUDENTS | After Admission | Tell us which topics you would have preferred to have more information about: | 190 |  |  |
<table>
<thead>
<tr>
<th>CODICE GENERALE</th>
<th>CODICE ITEM</th>
<th>SERVIZIO</th>
<th>Macroprocesso</th>
<th>Processo indagato</th>
<th>ITEM</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4</td>
<td>D30</td>
<td>WELCOME ACTIVITIES</td>
<td>Participation</td>
<td>I attended the Welcome Week</td>
<td></td>
</tr>
<tr>
<td>G4</td>
<td>D31</td>
<td>WELCOME ACTIVITIES</td>
<td>NO Participation - motivation</td>
<td>I didn’t attend it because of</td>
<td></td>
</tr>
<tr>
<td>G4</td>
<td>D32[SQ001]</td>
<td>WELCOME ACTIVITIES</td>
<td>YES Participation -</td>
<td>Campus life activities (student associations, language courses, Buddy project, 150 hours collaboration, libraries, international competitions)</td>
<td></td>
</tr>
<tr>
<td>G4</td>
<td>D32[SQ002]</td>
<td>WELCOME ACTIVITIES</td>
<td>YES Participation -</td>
<td>Yes Milano services</td>
<td></td>
</tr>
<tr>
<td>G4</td>
<td>D32[SQ003]</td>
<td>WELCOME ACTIVITIES</td>
<td>Analyzing the welcome week program, please evaluate the usefulness of the following presentations:</td>
<td>Health insurance and residence permit for NON-EU students</td>
<td></td>
</tr>
<tr>
<td>G4</td>
<td>D32[SQ004]</td>
<td>WELCOME ACTIVITIES</td>
<td>Analyzing the welcome week program, please evaluate the usefulness of the following presentations:</td>
<td>The Italian national healthcare service and residence registration</td>
<td></td>
</tr>
<tr>
<td>G4</td>
<td>D32[SQ005]</td>
<td>WELCOME ACTIVITIES</td>
<td>Analyzing the welcome week program, please evaluate the usefulness of the following presentations:</td>
<td>Welcome from the Schools</td>
<td></td>
</tr>
<tr>
<td>G4</td>
<td>D32[SQ006]</td>
<td>WELCOME ACTIVITIES</td>
<td>Analyzing the welcome week program, please evaluate the usefulness of the following presentations:</td>
<td>Career Service</td>
<td></td>
</tr>
<tr>
<td>G4</td>
<td>D32[SQ007]</td>
<td>WELCOME ACTIVITIES</td>
<td>Analyzing the welcome week program, please evaluate the usefulness of the following presentations:</td>
<td>Meeting with your Programme Coordinator</td>
<td></td>
</tr>
<tr>
<td>G4</td>
<td>D32[SQ008]</td>
<td>WELCOME ACTIVITIES</td>
<td>Analyzing the welcome week program, please evaluate the usefulness of the following presentations:</td>
<td>Campus tour</td>
<td></td>
</tr>
<tr>
<td>G4</td>
<td>D32[SQ009]</td>
<td>WELCOME ACTIVITIES</td>
<td>Analyzing the welcome week program, please evaluate the usefulness of the following presentations:</td>
<td>Welcome happy hour</td>
<td></td>
</tr>
<tr>
<td>G4</td>
<td>D33</td>
<td>WELCOME ACTIVITIES</td>
<td>Analyzing the welcome week program, please evaluate the usefulness of the following presentations:</td>
<td>Please, let us know if you would have preferred to hear about other topics</td>
<td></td>
</tr>
<tr>
<td>G4</td>
<td>D34</td>
<td>WELCOME ACTIVITIES</td>
<td>Participation</td>
<td>I took part into the Buddy project</td>
<td></td>
</tr>
<tr>
<td>G4</td>
<td>D35[SQ001]</td>
<td>WELCOME ACTIVITIES</td>
<td>YES Participation -</td>
<td>My buddy is helpful to overcome problems</td>
<td></td>
</tr>
<tr>
<td>G4</td>
<td>D35[SQ002]</td>
<td>WELCOME ACTIVITIES</td>
<td>YES Participation -</td>
<td>My Buddy is very welcoming (e.g., kind, supportive…)</td>
<td></td>
</tr>
<tr>
<td>G4</td>
<td>D36/D37</td>
<td>WELCOME ACTIVITIES</td>
<td>CHALLENGES</td>
<td>The most difficult situation/experience (not necessarily linked to University) I had to face is: (up to 3 answers in importance order):</td>
<td></td>
</tr>
<tr>
<td>G4</td>
<td>D38</td>
<td>WELCOME ACTIVITIES</td>
<td>Overall, are you satisfied with the welcome activities that have been organized?</td>
<td>Overall, are you satisfied with the welcome activities that have been organized?</td>
<td></td>
</tr>
</tbody>
</table>

Si ritiene complessivamente soddisfatta/o dei servizi di supporto ricevuti? (MEDIA ponderata calcolata rispetto alle singole soddisfazioni)