

Guidelines for Completion of the STUDENT SATISFACTION SURVEY ON ADMINISTRATIVE & SUPPORT SERVICES (Good Practice Project)

The **Good Practice project**, coordinated by Politecnico di Milano, gives students the opportunity to voice their opinions on the administrative and support services provided by their Universities. Over 60 Italian institutions participate in this project to benchmark and improve their institutional performance.

In line with the [2026-2028 Strategic Plan](#), which places students at the heart of its mission, UNIMC has introduced this additional tool to ensure your voice is heard and to help enhance the quality of the University services. A tangible example of this commitment is how the University has addressed the parking shortage at Polo Bertelli (Department of Education, Cultural Heritage, and Tourism). Through an agreement with the Municipality of Macerata, the University has acquired an area near the railway line, which will provide approximately 100 new parking spaces.

Filling out this **anonymous customer satisfaction survey** takes about **15 minutes** and provides UNIMC with valuable feedback to further refine student services.

The survey focuses on the following areas:

- Help and guidance (1st-year students)
- Infrastructure & Campus Facilities
- Communication
- Computer systems (IT & Digital services)
- Office services
- Library Services
- Right to study (Student Financial Aid & Benefits)
- Internationalization (2nd-year students and above)
- Job Placement (2nd-year students and above).

Rating Scale: Most questions ask for a rating from **1 to 6** based on your experience during 2024, where:

- **1** = Strongly Disagree / Very Dissatisfied
- **6** = Strongly Agree / Very Satisfied

How to Participate

Please select the survey link corresponding to your current enrollment situation:

1. **First-year Undergraduate & Single-Cycle Students:** [\[Link to Survey for 1st-year Single-Cycle students\]](#)
2. **Continuing Undergraduate & Master's Students:** [\[Link to Survey for 2nd-year+ and Master's students\]](#)

Deadline: The survey will remain open until **May 29, 2026**.

Additional Resources

- Visit the official UNIMC [Good Practice Webpage](#).
- View a [\[Brief Presentation\]](#) on the Student Customer Satisfaction Survey.
- For any questions or further information, please contact: info.gp@unimc.it.

PLEASE NOTE: This survey is **separate** from the mandatory teaching evaluation forms required when registering for exams. These are two distinct assessment tools with different goals; however, both are essential in ensuring that student feedback remains the driving force behind the University's continuous quality improvement.