

SERVICE FOR STUDENTS WITH DISABILITIES AND SLDs SATISFACTION SURVEY

Administration period 13 December 2023 - 13 February 2024

The Service for Students with Disabilities and SLDs at the University of Bologna carries out activities to support teaching, aimed at ensuring accessibility.

The questionnaire will take about 10 minutes of your time: it is very important for the University to know your opinion to assess the effectiveness of the service.

We thank you for your cooperation.

Before filling in the survey, please download and consult the following privacy policy (pdf format).

Informativa sul trattamento dei dati personali [.pdf]

I declare that I have read the privacy policy and that I authorise the processing of my personal data.

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Student information

Reason why you make use of Service for Students with Disabilities and SLDs:

(multiple selections allowed)

- | | |
|--------------------------------------|--------------------------------|
| Visual impairment | <input type="checkbox"/> |
| Hearing disability | <input type="checkbox"/> |
| Pathologies | <input type="checkbox"/> |
| SLD (specific learning difficulties) | <input type="checkbox"/> |
| Learning disorders | <input type="checkbox"/> |
| Psychological vulnerability | <input type="checkbox"/> |
| Motor disabilities | <input type="checkbox"/> |
| Autism spectrum disorders | <input type="checkbox"/> |
| Other (specify) | <input type="checkbox"/> _____ |

What degree programme are you following?

- | | |
|----------------------------------------------------|--------------------------|
| First cycle degree programme (Bachelor) | <input type="checkbox"/> |
| Second cycle degree programme (Two year Master) | <input type="checkbox"/> |
| Single-cycle degree (Combined Bachelor and Master) | <input type="checkbox"/> |
| Postgraduate degree | <input type="checkbox"/> |

What year are you enrolled in?

Specify

On what Campus or in what Teaching Building do you follow your degree programme?

- Bologna
- Cesena
- Forlì
- Ravenna
- Rimini
- Other teaching building (e.g. Imola, Faenza), specify which _____

With regard to the university spaces you usually frequent, have you encountered any difficulties relating to the existence of architectural barriers?

- No
- Yes (specify where and which) _____

Have you previously been enrolled in degree programmes at other universities?

- Yes (specify at which University) _____
- No

Did you come into contact with other Services for Students with Disabilities and SLDs at other universities?

- Yes
- No

**In comparison, how do you rate the services provided by the University of Bologna?
(give a score from 1 to 5, where 1 is very negative and 5 very positive)**

- 1 (specify why) _____
- 2 (specify why) _____
- 3
- 4
- 5

General information

**How do you rate the clarity and completeness of the information available on the website of the Service for Students with Disabilities and SLDs?
(give a score from 1 to 5, where 1 is very negative and 5 very positive)**

- 1 (specify why) _____
- 2 (specify why) _____
- 3
- 4
- 5

Do you have suggestions for improvement? What further information would you like to find on the Service's website?

General assessment of the service

**In general, how do you rate the services provided by the Service for Students with Disabilities and SLDs?
(give a score from 1 to 5, where 1 is very negative and 5 very positive)**

- 1 (specify why) _____
- 2 (specify why) _____

- 3
- 4
- 5

Service Staff

Based on your contacts, how do you rate the Service staff, with regard to:

politeness

(give a score from 1 to 5, where 1 is very negative and 5 very positive)

- 1
- 2
- 3
- 4
- 5

competence and professionalism

(give a score from 1 to 5, where 1 is very negative and 5 very positive)

- 1
- 2
- 3
- 4
- 5

clarity and correctness of the information given concerning the opportunities available to students

(give a score from 1 to 5, where 1 is very negative and 5 very positive)

- 1
- 2
- 3
- 4
- 5

How do you rate the personalised advice given to you concerning your specific situation, with regard to

accuracy and willingness to listen during the initial interview and any periodic interviews

(give a score from 1 to 5, where 1 is very negative and 5 very positive)

- 1
- 2
- 3
- 4
- 5

ability to respond in a manner suited to the student's needs

(give a score from 1 to 5, where 1 is very negative and 5 very positive)

- 1
- 2
- 3
- 4
- 5

Management of critical issues/concerns/complaints

Have you ever reported a disservice or made a complaint to the Service for Students with Disabilities and SLD?

- Yes
- No

If the answer is 'yes', the following questions are asked:

**If you made a complaint regarding a disservice, how do you rate the Service staff's response?
(give a score from 1 to 5, where 1 is very negative and 5 very positive)**

- 1
- 2
- 3
- 4
- 5

Were the implemented actions satisfactory?

(give a score from 1 to 5, where 1 is very negative and 5 very positive)

- 1 (specify why) _____
- 2 (specify why) _____
- 3
- 4

Information services**Have you ever contacted the Service for information?**Yes No **If the answer is 'yes', the following questions are asked:****Through which channel?****(multiple selections allowed)**telephone or virtual help desk e-mail via ad hoc online contacts, by video call **Do you think the opportunities and channels offered for contacting the Service (telephone or virtual help desk, e-mail, video call) are suited to your needs?****(give a score from 1 to 5, where 1 is very negative and 5 very positive)**1 2 3 4 5 **What difficulties did you encounter with regard to the information services received?**

Do you have any suggestions for improvement?

Teaching and exam support services

What services did you use during your university career? (Select all the services you used; multiple selections are allowed)

- Mediation in requests for adaptations
- Support from a reader/writer tutor during exams
- Study support by a peer mentor
- Accompanying service on foot
- Call for applications for a grant for the purchase of study aids/support services
- None

Depending on the services selected by the student, the relevant questions are asked

Mediation in requests for adaptations

How do you rate the service?

(give a score from 1 to 5, where 1 is very negative and 5 very positive)

- 1
- 2
- 3
- 4
- 5

What difficulties did you experience with this service?

Do you have any suggestions for improvement?

The exam adaptations agreed upon were:

suited to my needs

not suited to my needs (specify why) _____

Support from a reader/writer tutor during exams

**How do you rate the reading and writing support given by the tutor during the exam?
(give a score from 1 to 5, where 1 is very negative and 5 very positive)**

1 (specify why) _____

2 (specify why) _____

3

4

5

Do you feel that the service provided effective exam support in a manner suited to your needs?

Yes

no (specify why) _____

What difficulties did you experience with this service?

Do you have any suggestions for improvement?

Service of study support by a peer mentor

For what type of study support did you ask to use this service (e.g. work on study method, revising before exams, etc.)?

**In general, how do you rate the service?
(give a score from 1 to 5, where 1 is very negative and 5 very positive)**

- | | |
|---|--------------------------|
| 1 | <input type="checkbox"/> |
| 2 | <input type="checkbox"/> |
| 3 | <input type="checkbox"/> |
| 4 | <input type="checkbox"/> |
| 5 | <input type="checkbox"/> |

What difficulties did you experience with this service?

Do you have any suggestions for improvement?

Accompanying service on foot

In general, how do you rate the service?

(give a score from 1 to 5, where 1 is very negative and 5 very positive)

- | | |
|---|--------------------------|
| 1 | <input type="checkbox"/> |
| 2 | <input type="checkbox"/> |
| 3 | <input type="checkbox"/> |
| 4 | <input type="checkbox"/> |
| 5 | <input type="checkbox"/> |

What difficulties did you experience with this service?

Do you have any suggestions for improvement?

Call for applications for a grant for the purchase of study aids or support services

How do you rate the measure?
(give a score from 1 to 5, where 1 is very negative and 5 very positive)

- 1
- 2
- 3
- 4
- 5

Did the aids purchased with the grant prove useful?

- Yes
- No

What difficulties did you encounter?

Do you have any suggestions for improvement?
