

## Questionnaire text 2019 – English translation

### Questionnaire text

#### Student information

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

- Visual impairment
- Hearing disability
- Neurological disorders
- Pathologies
- SLD
- Learning disorders
- Psychological distress
- Motor disabilities
- Autism
- Other

Specify

[Click or touch here to input text.](#)

What study programme are you following?

- First cycle degree programme (Bachelor)
- Second cycle degree programme (Two year Master)
- Single-cycle degree (Combined Bachelor and Master)
- Postgraduate degree

What year are you enrolled in?

[Click or touch here to input text.](#)

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

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

[Click or touch here to input text.](#)

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

- yes
- no

if yes:

which and where?

[Click or touch here to input text.](#)

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

- yes
- no

#### Students who answered “yes” were asked the following questions

At which University?

[Click or touch here to input text.](#)

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

- yes
- no

**Students who answered “yes” were asked the following questions**

In comparison, how do you rate the services provided by the University of Bologna?

Same level or better

Worse

Why?

Click or touch here to input text.

**General information**

How did you find out about the service?

University websites

web search via search engines

call for entrance exams or enrolment

through other channels (local authority services, secondary school, etc.)

Which?

Click or touch here to input text.

through information given by a University teacher or by the School's Contact Person for Students with Disabilities and SLD

AlmaOrienta

University Public Relations Office

ERGO

Other

Specify

Click or touch here to input text.

How do you rate the clarity and completeness of the information available on the website of the Service for Students with Disabilities and SLD?

perfectly sufficient

sufficient to more than sufficient

insufficient

Why?

Click or touch here to input text.

severely insufficient

Why?

Click or touch here to input text.

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

Click or touch here to input text.

Did you come into contact with the Service before enrolling at university?

yes

Why?

Click or touch here to input text.

no

**Students who answered “yes” were asked the following questions**

Was the information provided useful?

yes

no

**General assessment of the service**

In general, how do you rate the services provided by the Service for Students with Disabilities and SLD?

perfectly sufficient

sufficient to more than sufficient

insufficient

Why?

Click or touch here to input text.

severely insufficient

Why?

Click or touch here to input text.

### **Service Staff**

On the basis of your contacts, how do you rate the Service staff, with regard to:

courteousness:

perfectly sufficient

sufficient to more than sufficient

insufficient

severely insufficient

competence and professionalism:

perfectly sufficient

sufficient to more than sufficient

insufficient

severely insufficient

clarity and correctness of the information given concerning the opportunities available to you:

perfectly sufficient

sufficient to more than sufficient

insufficient

severely insufficient

**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:

perfectly sufficient

sufficient to more than sufficient

insufficient

severely insufficient

ability to respond in a manner suited to your needs:

perfectly sufficient

sufficient to more than sufficient

insufficient

severely insufficient

### **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

### **Students who answered "yes" were asked the following question**

If you made a complaint regarding a disservice, how do you rate the Service staff's response?

perfectly sufficient

sufficient to more than sufficient

insufficient

severely insufficient

Were the implemented actions satisfactory?

yes

no

Why?

Click or touch here to input text.

### **Information services**

Have you ever contacted the Service for information?

yes

no

**Students who answered “yes” were asked the following questions**

Through which channel?

telephone

e-mail

personally, at the counter

Do you think the opportunities and channels offered for contacting the Service (telephone, e-mail, counter) are:

perfectly sufficient

sufficient to more than sufficient

insufficient

severely insufficient

What difficulties did you encounter with regard to the information services received?

Click or touch here to input text.

Do you have any suggestions for improvement?

Click or touch here to input text.

**Students who answered “telephone” were asked the following questions**

Do you feel that the answers you obtained to your telephone enquiries were:

perfectly sufficient

sufficient to more than sufficient

insufficient

Why?

Click or touch here to input text.

severely insufficient

Why?

Click or touch here to input text.

Did a Service staff member need to get back to you with the information you requested?

yes

no

**Students who answered “yes” were asked the following questions**

If a Service staff member had to get back to you with the information you requested, was the timing

perfectly sufficient

sufficient to more than sufficient

insufficient

Why?

Click or touch here to input text.

severely insufficient

Why?

Click or touch here to input text.

**Students who answered “e-mail” were asked the following questions**

How do you rate the answers you obtained to your e-mail enquiries?

perfectly sufficient

sufficient to more than sufficient

insufficient

Why?

Click or touch here to input text.

severely insufficient

Why?

Click or touch here to input text.

Do you feel that the response time was:

- perfectly sufficient
- sufficient to more than sufficient
- insufficient
- severely insufficient

**Students who answered “counter” were asked the following questions**

How do you rate the answers you got to your requests made in person to the Service staff at the counter?

- perfectly sufficient
  - sufficient to more than sufficient
  - insufficient
- Why?

Click or touch here to input text.

- severely insufficient

Why?

Click or touch here to input text.

**Support requesting entrance exam adaptations in traditional or TOLC mode**

Have you sought support to obtain entrance exam adaptations in traditional or TOLC mode?

- yes
- no

**Students who answered “yes” were asked the following questions**

In general, how do you rate the service?

- perfectly sufficient
  - sufficient to more than sufficient
  - insufficient
  - severely insufficient
- What difficulties did you experience with this service?

Click or touch here to input text.

Do you have any suggestions for improvement?

Click or touch here to input text.

**Accompanying service on foot**

Have you made use of the Accompanying service on foot

- yes
- no

**Students who answered “yes” were asked the following questions**

In general, how do you rate the service?

- perfectly sufficient
- sufficient to more than sufficient
- insufficient
- severely insufficient

Based on your needs, how do you rate the deadline for submitting requests for the Accompanying service?

- perfectly sufficient
- sufficient to more than sufficient
- insufficient
- severely insufficient

How do you rate the willingness/flexibility to accept requests received after the deadline?

- perfectly sufficient
- sufficient to more than sufficient
- insufficient
- severely insufficient

How do you rate the support given by the staff entrusted with managing the Accompanying service?

- perfectly sufficient
- sufficient to more than sufficient
- insufficient
- severely insufficient

How do you rate the Accompanying service delivered by tutors and civil service volunteers?

- perfectly sufficient
- sufficient to more than sufficient
- insufficient

Why?

[Click or touch here to input text.](#)

- severely insufficient

Why?

[Click or touch here to input text.](#)

Do you feel that the tutors/volunteers were adequately trained to accompany a person with your specific type of need?

- yes
- no

Why?

[Click or touch here to input text.](#)

What difficulties did you encounter with regard to the Accompanying service?

[Click or touch here to input text.](#)

Do you have any suggestions for improvement?

[Click or touch here to input text.](#)

### **Support with the audio recording of lectures and with taking exams remotely**

Have you asked to be able to avail of audio recordings of your lectures or to take exams remotely?

- yes
- no

### **Students who answered "yes" were asked the following questions**

Which of the two services did you use?

- audio recording of lectures
- remote exams
- both

In general, how do you rate the service?

- perfectly sufficient
- sufficient to more than sufficient
- insufficient
- severely insufficient

What difficulties did you experience with this service?

[Click or touch here to input text.](#)

Do you have any suggestions for improvement?

[Click or touch here to input text.](#)

### **Training sessions on study support technologies**

Have you participated in training sessions demonstrating/illustrating digital technologies in support of studying?

- yes
- no

### **Students who answered "yes" were asked the following questions**

In general, how do you rate the information received?

- perfectly sufficient

sufficient to more than sufficient

insufficient

severely insufficient

What difficulties did you experience in this regard?

[Click or touch here to input text.](#)

Do you have any suggestions for improvement?

[Click or touch here to input text.](#)

**Italian Sign Language (LIS) interpreting and/or distance stenotype service:**

Have you asked to be able to use the Italian Sign Language (LIS) interpreting and/or distance stenotype service?

yes

no

**Students who answered “yes” were asked the following questions**

What service did you ask for:

Italian sign language interpreting

distance stenotype service

both

In general, how do you rate the service?

perfectly sufficient

sufficient to more than sufficient

insufficient

severely insufficient

What difficulties did you experience with this service?

[Click or touch here to input text.](#)

Do you have any suggestions for improvement?

[Click or touch here to input text.](#)

**Peer tutoring for studying or during exams (reader tutor and/or writer tutor)**

Have you received study or exam support from a peer tutor (reader tutor and/or writer tutor)?

yes

no

**Students who answered “yes” were asked the following questions**

What kind of peer tutoring have you availed of?

reader/writer tutor during exams

study support

both

How do you rate the peer tutoring service?

perfectly sufficient

sufficient to more than sufficient

insufficient

severely insufficient

**(Students who answered “study support” were asked the following question)**

How do you rate the service delivery timing (i.e. the time between submitting your request and holding an introductory meeting with the tutor)?

perfectly sufficient

sufficient to more than sufficient

insufficient

severely insufficient

How do you rate your interaction with the tutor and the study/exam support provided?

perfectly sufficient

sufficient to more than sufficient

insufficient

severely insufficient

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

yes

no

Why?

Click or touch here to input text.

**(Students who answered “study support” were asked the following question)**

Do you feel that the help provided by the tutor(s) helped to improve your study strategies?

yes

no

Why?

Click or touch here to input text.

What difficulties did you experience with this service?

Click or touch here to input text.

Do you have any suggestions for improvement?

Click or touch here to input text.

**Support requesting language proficiency test adaptations at the University Language Centre**

Have you sought support to obtain language proficiency test adaptations at the University Language Centre?

yes

no

**Students who answered “yes” were asked the following questions**

In general, how do you rate the service?

perfectly sufficient

sufficient to more than sufficient

insufficient

severely insufficient

What difficulties did you experience with this service?

Click or touch here to input text.

Do you have any suggestions for improvement?

Click or touch here to input text.

**Mediation in communications with teachers**

Have you made use of the Service’s mediation for submitting requests to teachers (adaptations, etc.)?

yes

no

**Students who answered “yes” were asked the following questions**

How do you rate the service?

perfectly sufficient

sufficient to more than sufficient

insufficient

severely insufficient

How do you rate the staff you came into contact with in this regard in terms of:

- timeliness of their help:

perfectly sufficient

sufficient to more than sufficient

insufficient

severely insufficient

- accuracy of the requests submitted to teachers:



- perfectly sufficient
- sufficient to more than sufficient
- insufficient
- severely insufficient

- helpfulness and professionalism:

- perfectly sufficient
- sufficient to more than sufficient
- insufficient
- severely insufficient

What difficulties did you experience with this service?

[Click or touch here to input text.](#)

Do you have any suggestions for improvement?

[Click or touch here to input text.](#)

The exam adaptations agreed upon were:

- suited to my needs
- not suited to my needs

Why?

[Click or touch here to input text.](#)

### **Support participating in international mobility programmes**

Have you participated in international mobility programmes?

- yes

In what capacity?

- As an incoming student
- As an outgoing student
- no

### **Students who answered “yes” were asked the following questions**

How do you rate the staff of the Service for Students with Disabilities and SLD that you came into contact with in this regard in terms of:

- timeliness of their help:

- perfectly sufficient
- sufficient to more than sufficient
- insufficient
- severely insufficient

- accuracy of responses to your requests:

- perfectly sufficient
- sufficient to more than sufficient
- insufficient
- severely insufficient

- professionalism:

- perfectly sufficient
- sufficient to more than sufficient
- insufficient
- severely insufficient

- clarity of the information provided:

- perfectly sufficient
- sufficient to more than sufficient
- insufficient
- severely insufficient

- solutions identified:

perfectly sufficient

sufficient to more than sufficient

insufficient

severely insufficient

What difficulties did you experience with this service?

[Click or touch here to input text.](#)

Do you have any suggestions for improvement?

[Click or touch here to input text.](#)