

Questionnaire text 2021-2022 – English translation

QUESTIONNAIRE MEASURING SATISFACTION WITH THE SERVICE FOR STUDENTS WITH DISABILITIES AND SLD

Student information

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

(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 study 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 study 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 study programmes at other universities?

- yes (specify at which University) _____
- no

Did you come into contact with other Services for Students with Disabilities and SLD 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 did you find out about the service?

(multiple selections allowed)

- | | | |
|--|--------------------------|-------|
| University websites | <input type="checkbox"/> | |
| web search via search engines | <input type="checkbox"/> | |
| call for entrance exams or enrolment | <input type="checkbox"/> | |
| other channels (local authority services, secondary school, etc.): specify which | <input type="checkbox"/> | _____ |
| information given by a University teacher or by the School's Contact Person for Students with Disabilities and SLD | <input type="checkbox"/> | |
| AlmaOrienta | <input type="checkbox"/> | |
| University Public Relations Office | <input type="checkbox"/> | |
| ERGO | <input type="checkbox"/> | |
| Other (specify) | <input type="checkbox"/> | _____ |

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

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

- | | | |
|-----------------|--------------------------|-------|
| 1 (specify why) | <input type="checkbox"/> | _____ |
| 2 (specify why) | <input type="checkbox"/> | _____ |
| 3 | <input type="checkbox"/> | |
| 4 | <input type="checkbox"/> | |
| 5 | <input type="checkbox"/> | |

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

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

yes (specify why) _____
no

**How useful was the information provided?
(give a score from 1 to 5, where 1 is very negative and 5 very positive)**

1
2
3
4
5

General assessment of the service

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

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

**courteousness
(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 | <input type="checkbox"/> |
| 2 | <input type="checkbox"/> |
| 3 | <input type="checkbox"/> |
| 4 | <input type="checkbox"/> |
| 5 | <input type="checkbox"/> |

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

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

ability to respond in a manner suited to your needs

(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"/> |

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 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
5

Information services

Have you ever contacted the Service for information?

yes
no

Through which channel?

(multiple selections allowed)

telephone

e-mail
in person, at the counter, before it closed
due to the pandemic, or online, by video
call

Do you think the opportunities and channels offered for contacting the Service (telephone, e-mail, counter in person or by 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?

(Students who used the telephone channel to contact the Service were asked the following questions)

Do you feel that the answers you obtained to your telephone enquiries were 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
- 5

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

- yes
- no

**If a Service staff member had to get back to you with the information you requested, how do you rate the timing with which this was done?
(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

(Students who used the e-mail channel to contact the Service were asked the following questions)

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

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

- 1
- 2
- 3
- 4
- 5

(Students who used the counter/video-call channel to contact the Service were asked the following question)

How do you rate the answers you got to your requests made in person at the counter or by video call?

(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

Support requesting entrance exam adaptations in traditional or TOLC mode

Before enrolling, did you seek 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?

(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?

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 communications with teachers
- Distance or in-person support from a reader/writer tutor during exams
- Presentations of technologies to support studying or lecture attendance (e.g. speech recognition programs for dictation and subtitling purposes, programs for making concept maps, speech synthesis);
- Support requesting language proficiency test adaptations at the University Language Centre
- Support with the audio recording of lectures and with taking exams remotely
- Support participating in international mobility programmes
- None

(Students who used one or more of the above services were asked the following questions)

Mediation in communications with teachers

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

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

timeliness of their help:

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

- 1
- 2
- 3
- 4
- 5

accuracy of the requests submitted to teachers:

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

- 1
- 2
- 3
- 4
- 5

helpfulness and professionalism:

(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) _____

Distance or in-person support from a reader/writer tutor during exams

How do you rate the distance or in-person support from a reader/writer tutor during exams?
(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 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?

Presentations of technologies to support studying or lecture attendance (e.g. speech recognition programs for dictation and subtitling purposes, programs for making concept maps, speech synthesis)

**In general, how do you rate the information received regarding technologies to support studying or lecture attendance?
(give a score from 1 to 5, where 1 is very negative and 5 very positive)**

1
2
3

- 4
- 5

Did the technologies presented prove useful?

- yes
- no

Do you think the technologies presented could also be useful outside the university context (e.g. in the world of work, for your personal activities, etc.)?

- yes
- no

What difficulties did you experience in this regard?

Do you have any suggestions for improvement?

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
- 2
- 3
- 4
- 5

What difficulties did you experience with this service?

Do you have any suggestions for improvement?

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

Which of the two services did you use?

(multiple selections allowed)

- audio recording of lectures
- remote exams

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
- 2
- 3
- 4
- 5

What difficulties did you experience with this service?

Do you have any suggestions for improvement?

Support participating in international mobility programmes

Have you participated in international mobility programmes

- as an incoming student
- as an outgoing student

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
- 2
- 3
- 4
- 5

What difficulties did you experience with this service?

Do you have any suggestions for improvement?

The pandemic meant that some services had to be rethought, changed or suspended.

Did you encounter any difficulties you would like to report?

- yes (specify which) _____
- no

Do you have any suggestions for improvement?

yes (specify which)

no