



IUSS

Scuola Universitaria Superiore Pavia

ANNUAL REPORT
YEAR 2022
JOINT STUDENTS AND PROFESSORS
COMMITTEE
PhD COURSES

1	Evaluation of Teaching and Research	3
1.1	Introduction	3
1.2	Summary of results	3
1.3	Considerations of the Joint Committee	4
2	Evaluation of student services	5
2.1	PhD Programs (NCFM, SBB, UME)	5
2.1.1	Introduction.....	5
2.1.2	Summary of results.....	5
2.1.3	Considerations of the Joint Committee	6
2.2	SSCC PhD program	6
2.2.1	Introduction.....	6
2.2.2	Summary of results.....	7
2.2.3	Considerations of the Joint Commission.....	7
3	Evaluation of the Admission procedure.....	8
3.1	Introduction	8
3.2	Summary of the results.....	8
3.3	Consideration by the Joint Commission	8

1 Evaluation of Teaching and Research

Legend:

UME: Understanding and Managing Extremes

NCFM: Cognitive Neuroscience and Philosophy of Mind (Neuroscienze Cognitive e Filosofia della Mente)

SBB: Biomolecular Sciences and Biotechnology (Scienze Biomolecolari e Biotecnologie)

SSCC: SuSustainable development and Climate Change

1.1 Introduction

The questionnaire concerning the satisfaction of PhD students on teaching and research was administered via the ESSE3 platform and involved 144 students enrolled from the second year onwards in the various PhD cycles. The response rate, thanks to administration via the reserved area, was 100%.

Below there are the codes of the PhD programs and the related number of responding students:

Course	N° of students
NCFM - <i>Cognitive Neuroscience and Philosophy of Mind</i>	6
SBB - <i>Biomolecular Sciences and Biotechnology</i>	18
UME - <i>Understanding and Managing Extremes</i>	28
SSCC - <i>SuSustainable development and Climate Change</i>	92
School	144

It should therefore be noted that the percentages should be interpreted with care, given the different number of students per program.

1.2 Summary of results

As in previous years, research is the main activity of doctoral students, although there is a drop in the number of NCFM students for whom the time devoted to teaching activities has increased.

Some dissatisfaction is reported regarding the correlation between their own project and the research activities carried out, with different percentages among the various courses, the most significant being that of NCFM.

Exchanges within the School remain a critical issue, with over 60% of doctoral students answering "Never" or "Rarely"; the lack of opportunities for group discussion and confrontation, which is indispensable for the research pathway, is also mentioned in the comments.

The percentage of those who carry out their research activities at home drops significantly (from 59,3% in 2020/21 to 16,7% in 2021/22), a sign of satisfaction with the new available spaces, while comments remain on the need for access to scientific resources.

Satisfaction with the response time of the PhD Board improved from 55,6% in the previous year to 66% today, with a noticeable improvement for the SBB course.

Overall, the assessment of the courtesy and helpfulness of the secretarial service improves; however, a deterioration must be reported with regard to NCFM doctoral students, where 16,7% of respondents are absolutely dissatisfied.

With regard to the purchase procedures for instruments and services, 75% of the respondents claim to be familiar with them, but feel that they are not clear enough.

Satisfaction with spaces and laboratories availability improves, albeit with some negative feedback from SSCC doctoral students, who also complain of some shortcomings in terms of organisation and equipment.

Overall, satisfaction with the research environment remains more than good, with positive ratings of 93,7%.

In the section on courses evaluation, there is a high level of satisfaction with the quality of teaching activities, although for SBB and, to a lesser extent, for SSCC, some negative remarks are made about the relevance of the topics in relation to their own research project.

The assessment of the number and duration of courses is positive, but satisfaction with the level of integration among the offered courses worsens (NCFM 66,7% dissatisfied students, SSCC 26,1%).

Involvement in teaching activities is low, with only 30,5% of PhD students participating in the organisation of courses and/or seminars.

Satisfaction with internationalisation activities is good, although there is a substantial percentage of negative judgments regarding the information received for the organisation of periods abroad: for the NCFM course, dissatisfied students are the 33,4%, followed by SSCC with 17,3% of negative judgments. Some negative assessments, albeit to a lesser extent, are also reported for the administrative support received for the organisation of abroad research periods.

Knowledge of the program regulations improves considerably compared to previous years, although 19,5% of PhD students feel that they have not received enough information on the organisation, with the most significant percentage for UME, followed by NCFM (16,7%) and SSCC (15,2%), while the quantity and quality of lecturers are positively assessed.

Overall, satisfaction with the practical organisation of the course decreases compared to the previous year, with the percentage of negative ratings rising from 14,8% to 20,2%.

Doctoral students' knowledge of their representatives is low.

See attachment n° 13

1.3 Considerations of the Joint Committee

The survey confirms the results of previous years of a good overall assessment of the doctoral programs and highlights the improvement in certain aspects concerning the opportunities for pursuing research activities, the availability of spaces (laboratories and offices), which has led to an increase in presence activities, and the helpfulness of the offices. The evaluation of the courses is generally positive. For NCFM, there is a perception of a lack of integration among the courses: it should be noted that this doctoral program was not renewed in 2022/23, while new, more specific doctoral program have been activated for the areas of linguistics, cognitive neuroscience and philosophy. This critical issue is therefore expected to be resolved. For the UME program, the request for specific courses on "Hydrometeorological and Hydrogeological risk" is noted in the comments.

Questionnaire responses and some comments evidence that exchanges within the School between doctoral students and researchers are not frequent. We therefore highlight the possibility of improving this aspect by increasing the number of social events or scientific exchanges (e.g. PhD Day or other social events of the School): this would also facilitate the contacts of the students of the various PhD courses with their representatives.

As in the past, there is a request for the possibility of access to electronic resources (scientific journals) and software useful for research activities. Critical issues related to mission reimbursement delay and reduced knowledge of the procedures for purchasing equipment also persist.

2 Evaluation of student services

2.1 PhD Programs (NCFM, SBB, UME)

2.1.1 Introduction

The survey on the satisfaction for the general services offered to PhD students was administered in May 1, 2022. In keeping with the procedure used for the other questionnaires, since the academic year 2021/22 also this questionnaire has been administered using the ESSE3 platform. The questionnaire was not administered to the students of the SSCC program, since - given its peculiarities - this program required an ad-hoc questionnaire. The questionnaire was administered to 81 students, and filled by 68 of them (response rate=84 percent, up from 79,2 percent recorded in the past year). The percentage of respondents from UME and SBB programs have increased from 82,5% and 61,1% to 92,1% and 75%, respectively, while the opposite holds for NCFM (from 100% to 80%). The questionnaire covers 5 areas: Information Technologies, Tutor, Placement, Erasmus+, General Assessments.

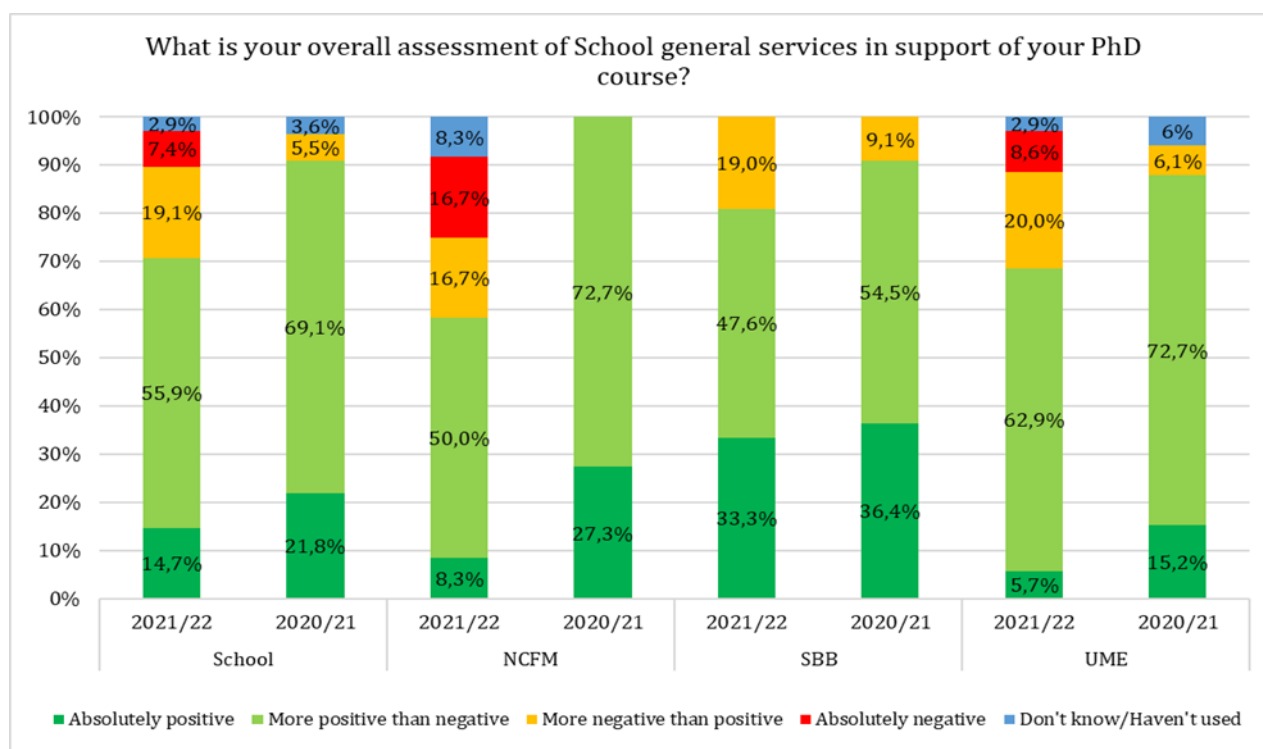
2.1.2 Summary of results

Compared with the previous year, for all PhD programs there is a decrease of satisfaction for the e-mail service (partial satisfaction growing from 8,3 to 9,5 percent, with 8,3 percent of totally dissatisfied students in the NCFM program). Decreased satisfaction is also observed for the Wi-Fi service, particularly for NCFM program (33,3 percent of non-satisfied students), while a considerable proportion of SBB students (47,6 percent) report they have not used the service.

20,6 percent of respondents report they do not know who their tutor is, with highest percentages among SBB (33,3 percent) and NCFM (41,7 percent), while 94,3 percent of UME students know who their tutor is and 80 percent of them have contacted them (69,7 percent one year ago). The support provided by tutors is deemed useful.

Data on Placement and Erasmus services do not allow comparisons with the past year, because - for privacy issues - the paucity of respondents prevented statistical analyses. Regarding Placement, only 16,2 percent of respondents reported participating in initiatives organized by the IUSS School (none from NCFM), that are considered useful by all (100 percent) UME students, and not useful by 16,7 percent of SBB students. Also in the case of Erasmus+, the percentage of respondents is very low, reflecting the fact that this opportunity was exploited only by 11,8% of PhD students overall (33,3% in the case of NCFM). All the students participating in the Erasmus+ initiatives expressed high satisfaction levels, both for the courtesy of the staff and the clarity and completeness of the answers.

The following picture depicts satisfaction levels concerning services offered to PhD students.



See attachment n° 11

2.1.3 Considerations of the Joint Committee

This survey shows decreased satisfaction levels by PhD students, particularly from the NCFM program. Comments highlight specific issues regarding services provided at the Broletto (printers often not working, slow WI-FI) and Marelli (printers working only with a flash drive). Several comments focus on difficulties in retrieving information timely from the secretariats, and a particular dissatisfaction with the timing of reimbursements for missions or study-periods abroad. The CPad takes charge of reporting these issues to the relevant offices.

Participation in Erasmus+ and Placement initiatives remains low among doctoral students, with considerable differences among PhD programs. No student from NCFM participated in Placement initiatives, while 33 percent of them took advantage of Erasmus+. Participation in the Erasmus+ is lower (8 percent) among UME students, who, instead, expressed high satisfaction for the Placement project. It might be worth considering possible strategies to promote exchange opportunities between these projects among students from different PhD programs.

The tutoring service is well known and used by UME students, who expressed satisfaction for its efficacy, but remains largely unused among NCFM and SBB students. Further initiatives should be therefore pursued to promote the tutoring service among students from all PhD programs.

2.2 SSCC PhD program

2.2.1 Introduction

For the academic year 2021/22, the School deemed it appropriate to proceed with two separate surveys addressing the services offered to students enrolled, respectively, in the IUSS institutional PhD programs and in the national PhD program in SuSustainable development and Climate Change (SSCC). In the latter case, services depend on the local university participating in the SDCC program, which makes

a single survey unfit to collect consistent data highlighting the differences between services offered by IUSS (administrative headquarters), and the other universities.

Therefore, in September 2022 the IUSS's Quality Presidium approved a revised version of the questionnaire on services, splitting those concerning the administrative headquarters (IUSS) and the operational headquarters (IUSS or other university). Since this revised version of the questionnaire has been adopted for all PhD programs since 2022/23 academic year, no comparisons can be performed with previous years.

92 students enrolled in the 2nd year of the SSCC doctoral course were invited to fill the questionnaire through the ESSE3 platform. The response rate was 100%, and 71,7 percent of the respondents are based in other universities.

2.2.2 Summary of results

Concerning the questionnaire on services, the questions obtaining unsatisfactory ratings are those related to the completeness of information on the website and its updating. Even though the overall rating is slightly below the cutoff set at 7/10, these data highlight the need for actions aimed at improving the availability of useful information.

With regard to the services offered by the IUSS School, about 82 percent of PhD students reported having asked support for missions abroad. While expressing positive evaluations regarding the usefulness of the responses received, the overall level of satisfaction is <7. In particular, textual comments highlight great dissatisfaction with the duration of reimbursement procedures. Similar ratings were observed concerning the support obtained for the extra 10% Research Budget. Instead, all the questions related to secretarial, Erasmus+ and Placement services received positive feedback.

Concerning services offered by other universities, evaluations were always positive.

See attachment n° 12

2.2.3 Considerations of the Joint Commission

Although it is impossible to compare these data with those collected in the past years, a 100% percentage of respondents ensures a reliable picture of students' appreciation for the services provided by the IUSS School (and by the institutions involved in the SDCC program). This assessment results in an overall positive picture, characterized by good levels of satisfaction for most of the services assessed in the questionnaires: scholarship delivery, e-mail and Wi-Fi, purchase of goods, secretarial support, Erasmus+ and Placement, and canteen (for a minority of students who use it), and laboratory workstations and equipment. There is, however, room for improvement regarding the information made available on the website (presence and updating of useful information), and support provided for missions. Both of these aspects are well summarized by some of the comments in the free-text fields, showing that the time required to receive reimbursements represents a serious issue that should be addressed timely, Other issues concern:

- 1) the availability of useful information for supporting the integration in the PhD community and for beginning teaching, research and mobility (Erasmus+) activities that are particularly requested by foreign students. It is therefore suggested to update the FAQs section on the website and to create a google forum run by PhD students (as previously done by pre-doctoral students);
- 2) the equipment provided to PhD students (e.g., workstations, PCs, monitors, software).

3 Evaluation of the Admission procedure

3.1 Introduction

After their enrolment, 1st year PhD students are asked to fill out an online questionnaire, using the ESSE3 platform, to evaluate the admission procedures. Starting from the academic year 2021/22, the IUSS School is the administrative headquarters of the new national doctoral course "Sustainable development and climate change" that in 2022/23 involved 50 participating universities. Given the peculiarity of the latter doctoral course, the School decided to create two separate reports, one for the institutional IUSS courses and one for the national doctoral course, as to make appropriate comparisons between the two sets of results.

To note that the evaluation of the admission procedure for the national doctoral course is not included in this report as the enrolment to the 1st year closed on the 14th December 2022 leaving too little time to process the data before the writing and the approval of this report.

3.2 Summary of the results

Three new doctoral courses were activated in the academic year 2022/23, while the NCFM (Cognitive Neuroscience and Philosophy of Mind) course ended with the 37th cycle. Thus, the results of this year cannot be compared directly with those from previous years.

The acronyms used for PhD courses are given below:

CBS Cognitive Brain Sciences

HDR THE HADRON ACADEMY: Risk and complexity in high tech medical innovation

SBB Biomolecular Sciences and Biotechnology

TEL Theoretical and Experimental Linguistics

UME Understanding and Managing Extremes

One of the main findings of the questionnaire is that about half of the students then enrolled in SBB and HDR courses declared that they had never heard about those courses before the application.

The support received during the admission process was judged positively, while the information on the admission procedure, the course program and the career paths were considered insufficient, although differences exist between courses. The support provided by both the secretarial staff and the teachers at the beginning of the PhD was satisfactory, while students report the lack of practical information regarding the School and the city of Pavia.

See attachment n° 14

3.3 Consideration by the Joint Commission

As highlighted before, a systematic comparison with previous surveys is not possible since 3 out of 5 doctoral programs covered by this questionnaire were activated in the academic year 2022/23. Beside this, a deeper knowledge of the IUSS doctoral programs emerges compared to the previous year. Slight improvements are found in areas where medium-high levels of satisfaction were recorded also last year, such as:

1) the assistance received during the selection process;

- 2) the availability of information on doctoral programs, faculty and research activities of doctoral students;
- 3) availability and quality of the information in English;
- 4) the availability of information on the city of Pavia and on the campus.

Besides these encouraging feedbacks (plausibly at least partly attributable to the activities carried out by the CPad in previous years), the survey results also show a reduced satisfaction in relation to:

- a. the availability of information on the on-line application procedure (judged as "difficult" by 20% of PhD students);
- b. the description of career paths (especially for those enrolled in the Hadron programme);
- c. the support provided in the enrolment and integration phases (especially for the SBB and UME doctorates).

The latter aspect, already highlighted in the previous surveys by the CPad, finds confirmation and a more precise description in the free-text fields. Here, especially foreign students describe difficulties at the beginning of their PhDs linked to the lack of information in English and to bureaucratic issues like visa recognition procedures and tax aspects. While the latter is beyond the IUSS responsibility, the CPad suggests continuing its activity of improving and integrating the information materials also in English to better support the enrolment and the integration phases of the new PhD students.

4 Attachments

- 13 Report Teaching and Research PhD 2021/22
- 11 Report PhD Services 2021-22
- 12 Report Services PhD SSCC 2021-22
- 14 Report Admission PhD 2022-23



IUSS

Scuola Universitaria Superiore Pavia

Survey on satisfaction of the PhD students Teaching and Research 2021/2022

By U.O. Legale, Assicurazione Qualità e Valutazione

The survey (Second and following years)

This is the survey on the PhD students' satisfaction. All information has been collected through an anonymous questionnaire completed during the enrollment procedure and the survey has involved 144 people: the response rate is 100% (78,3% in the a.y. 2021/22). The names of the courses are shortened, as follows:

NCFM – Cognitive Neuroscience and Philosophy of Mind

SBB – Biomolecular Sciences and Biotechnology

UME – Understanding and Managing Extremes

SSCC – Sustainable development and Climate Change.

Please note that comparisons with previous years are not included for SSCC course because it has been activated in the a.y. 2021/22.

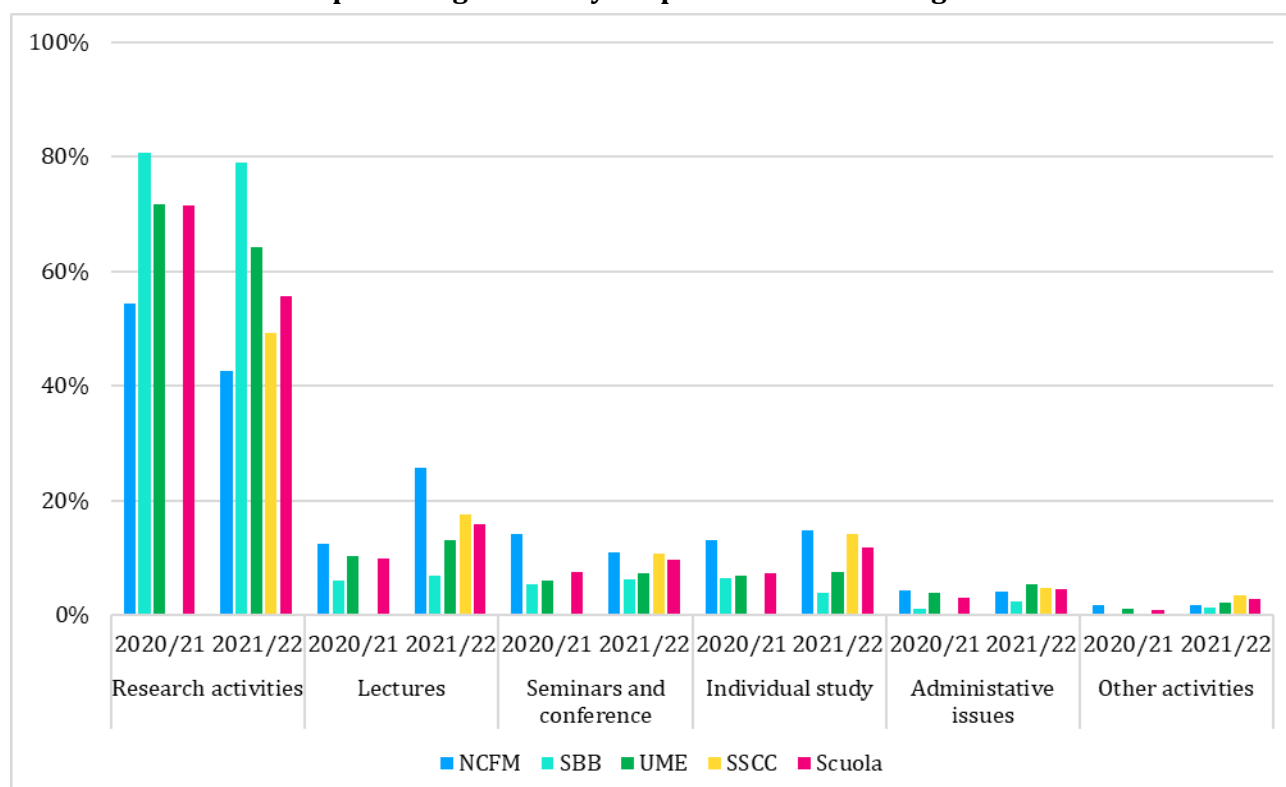
Course	Number of students
NCFM	6
SBB	18
UME	28
SSCC	92
School	144

Legend for the following charts

Very positive/Very easy	More positive than negative/Quite easy	Don't know
Very negative/Very difficult	More negative than positive/Quite difficult	

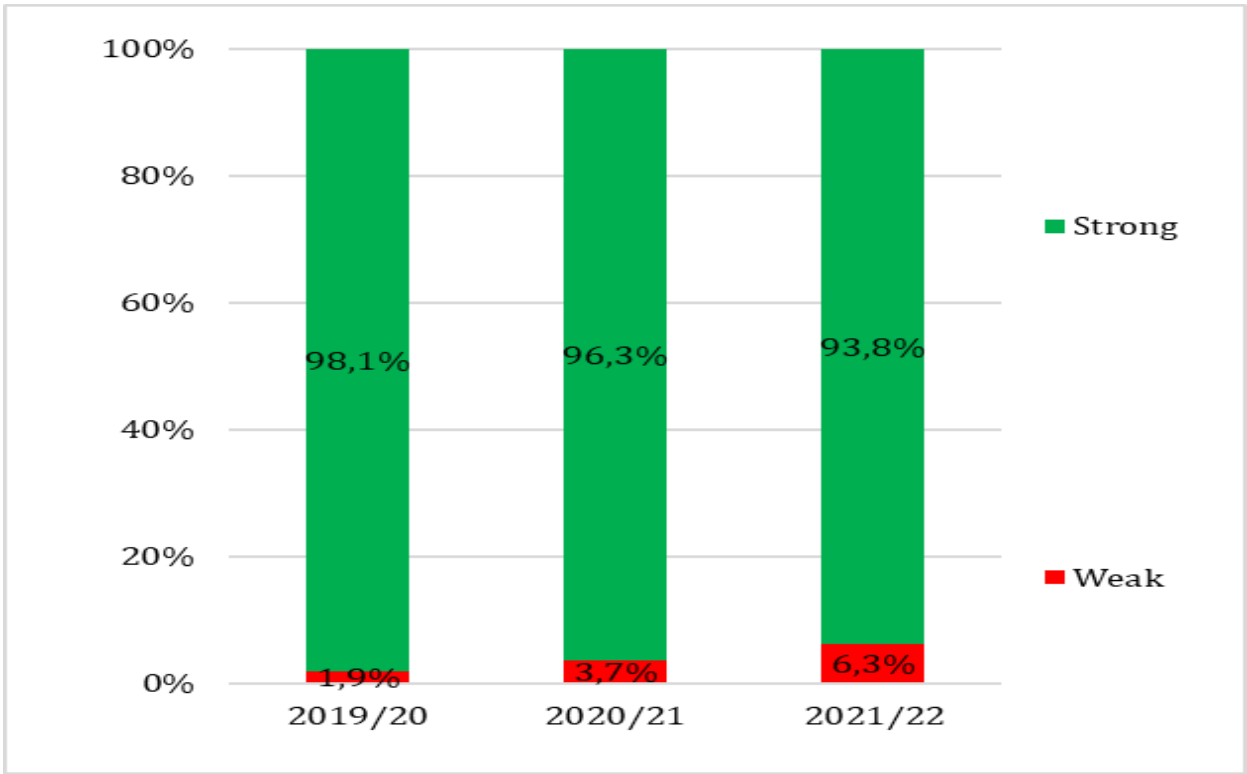
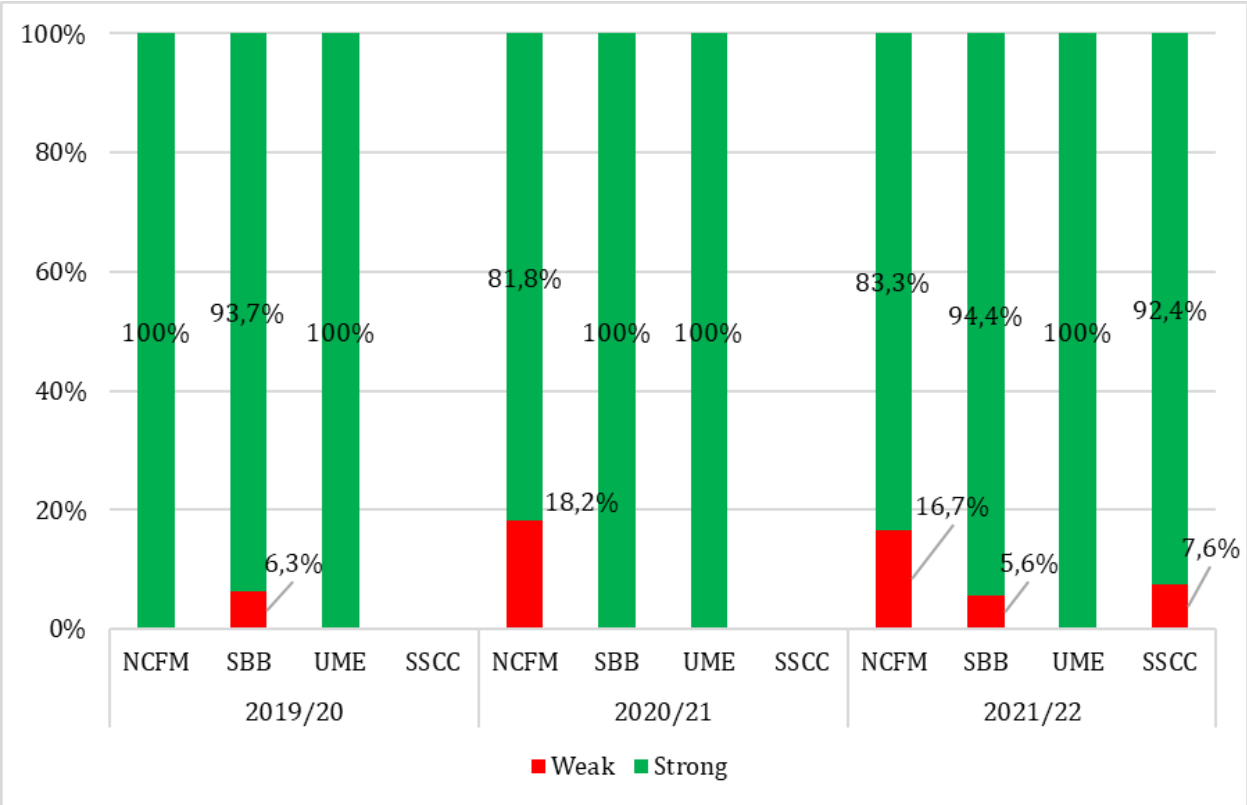
Research activities

RA1 Please indicate the percentage of time you spent on the following activities

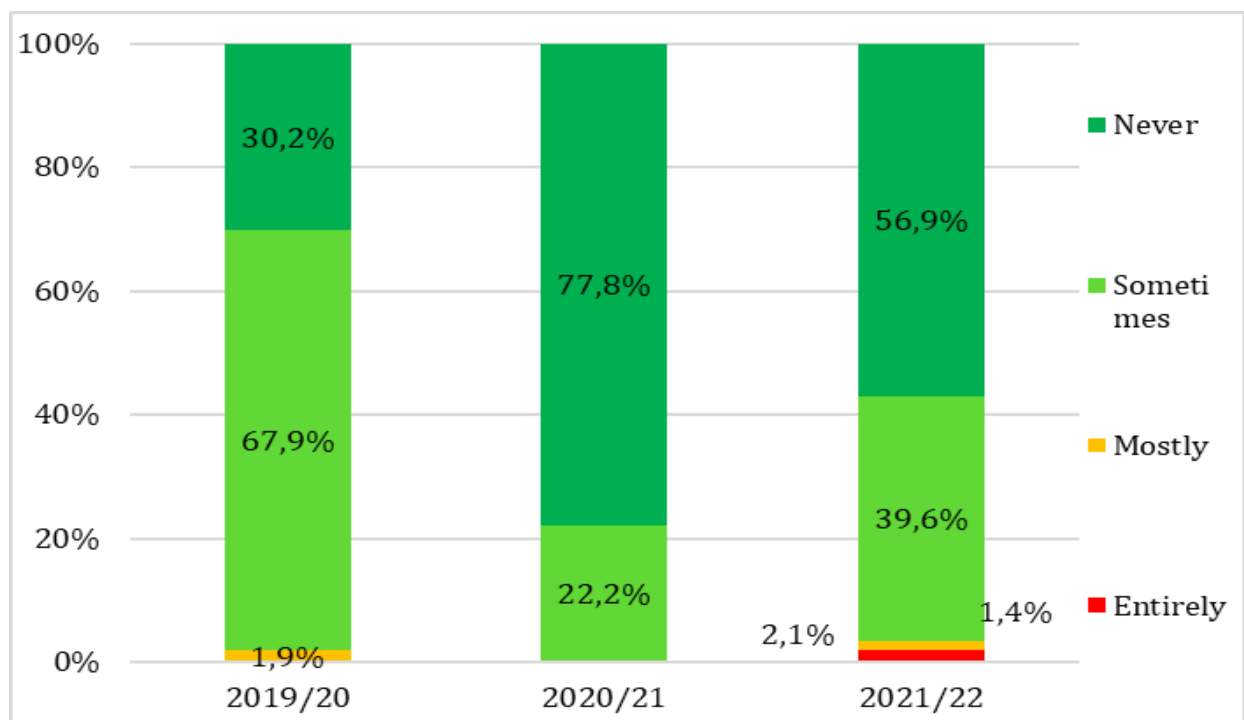
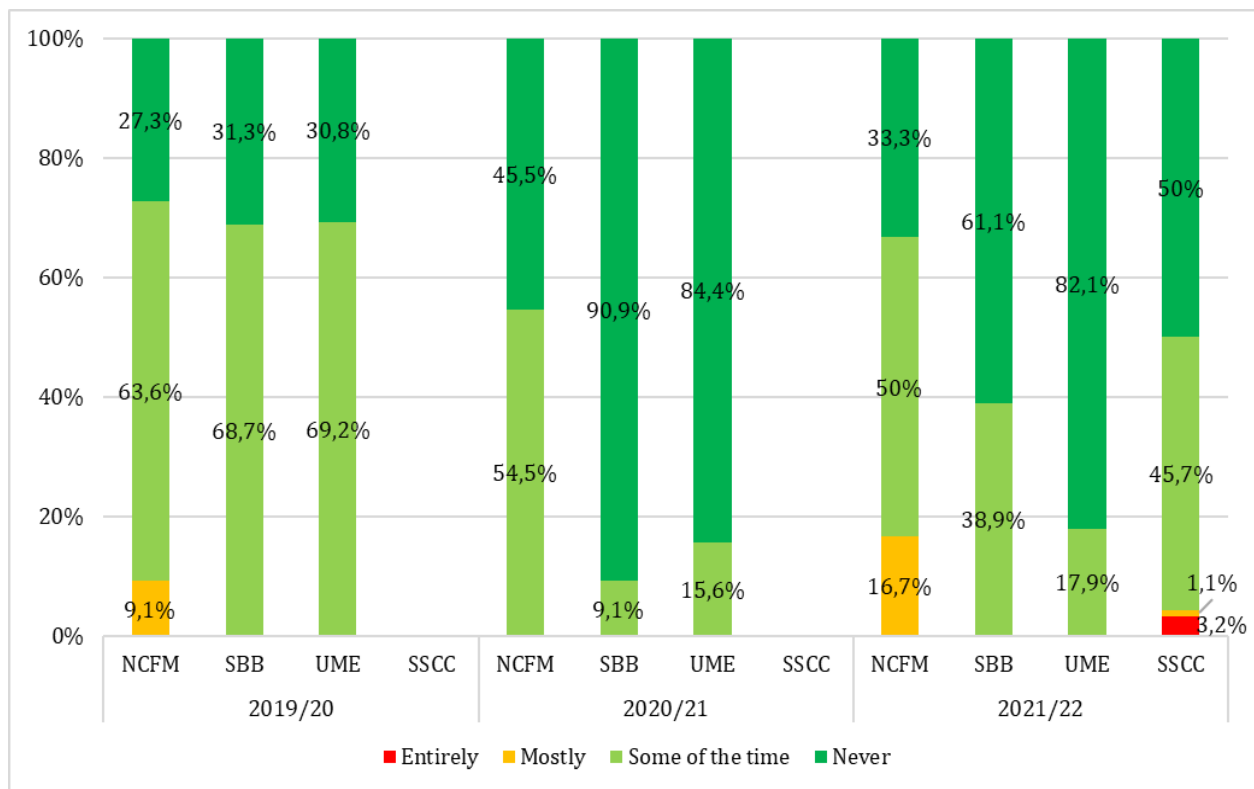


For the following charts, the first one is related to the different PhD course, the second one is related to the IUSS School.

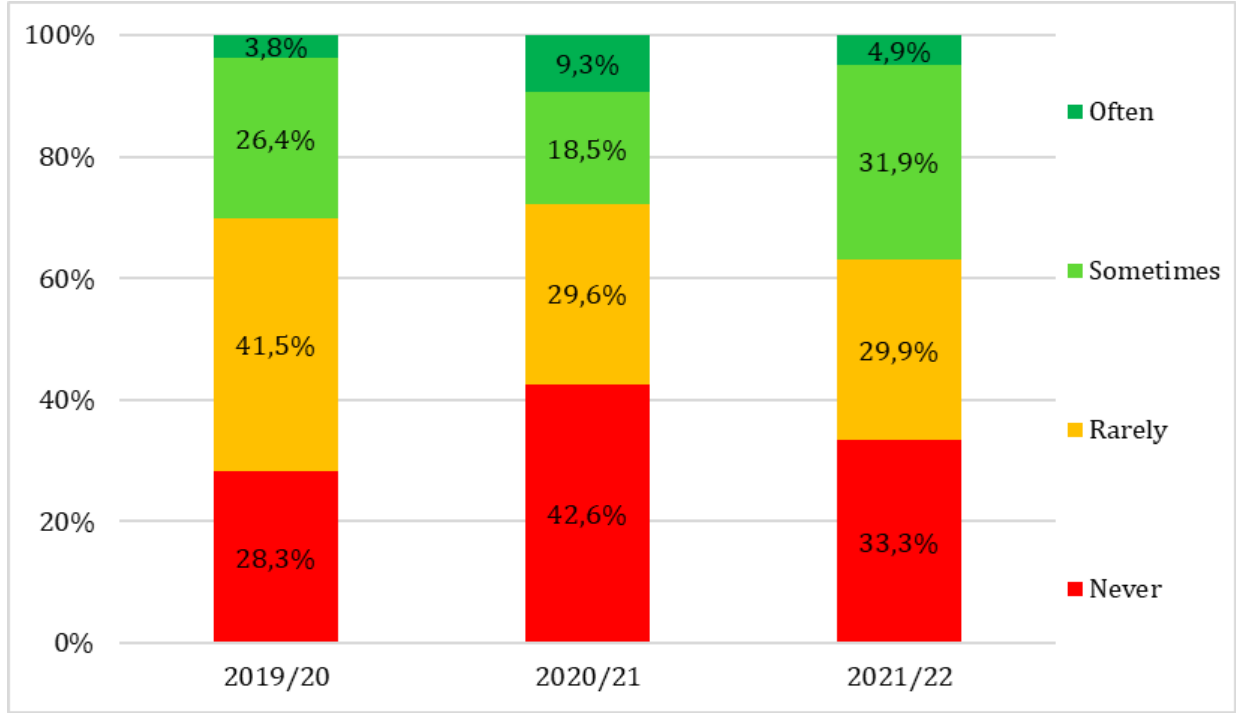
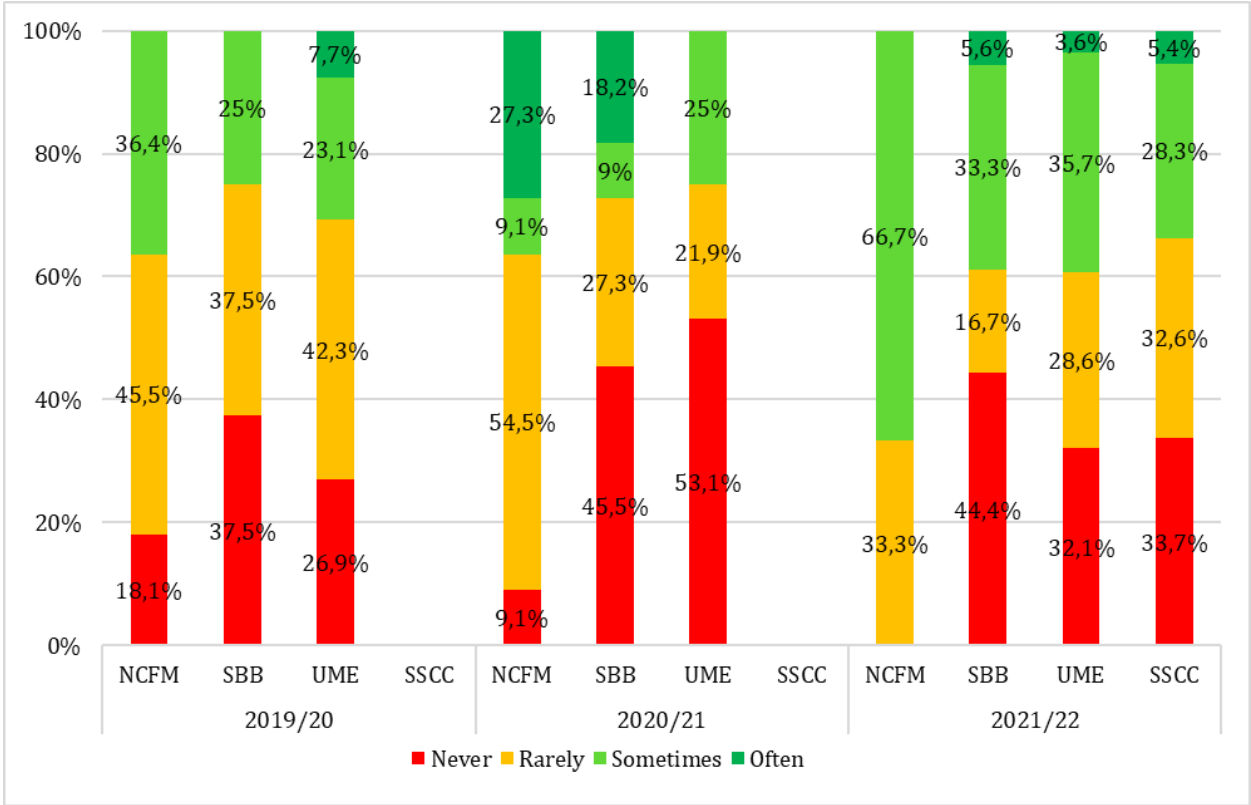
02 How would you rate the consistency between your PhD project and your current research activities?



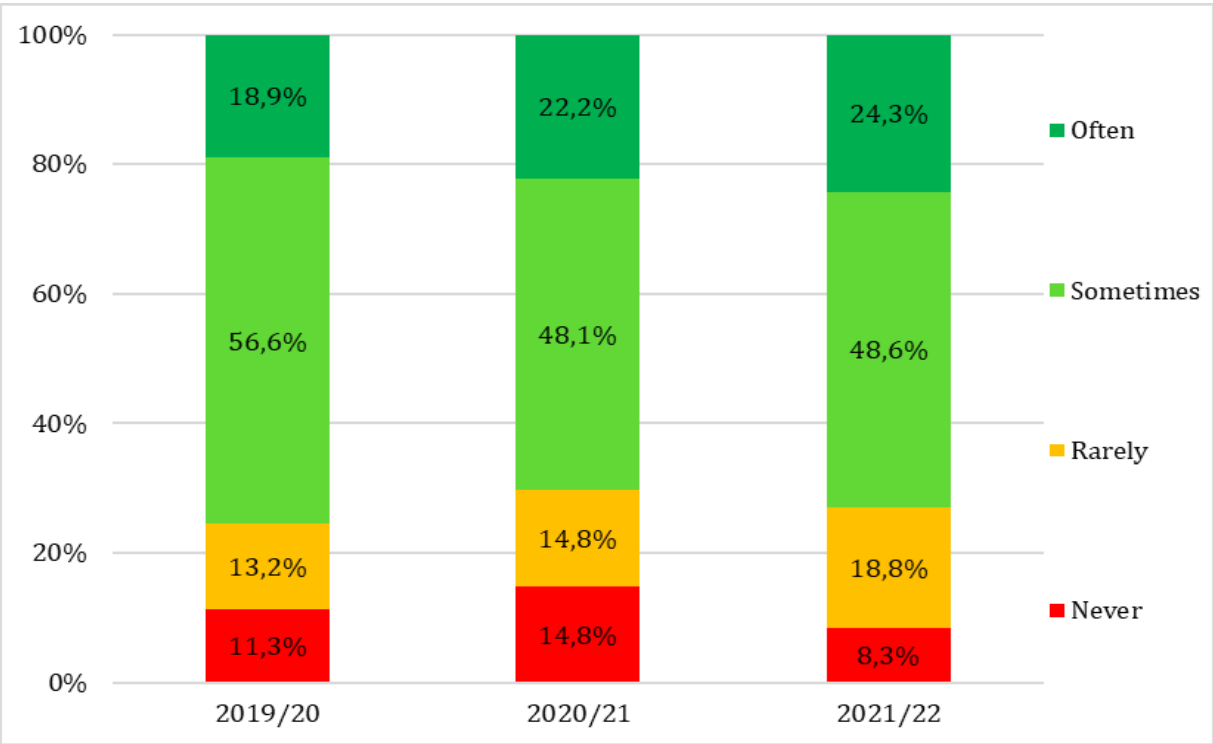
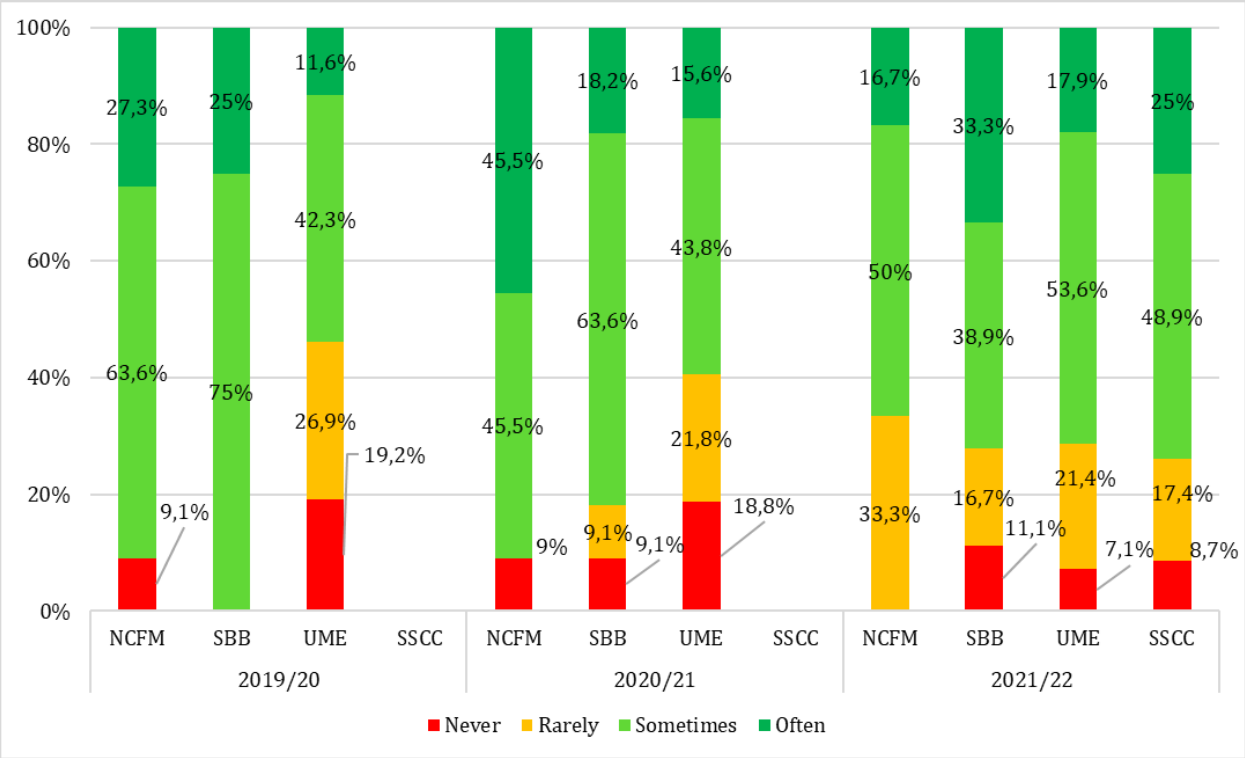
03 Are you asked to carry out activities that you feel do not fit in with your PhD research?



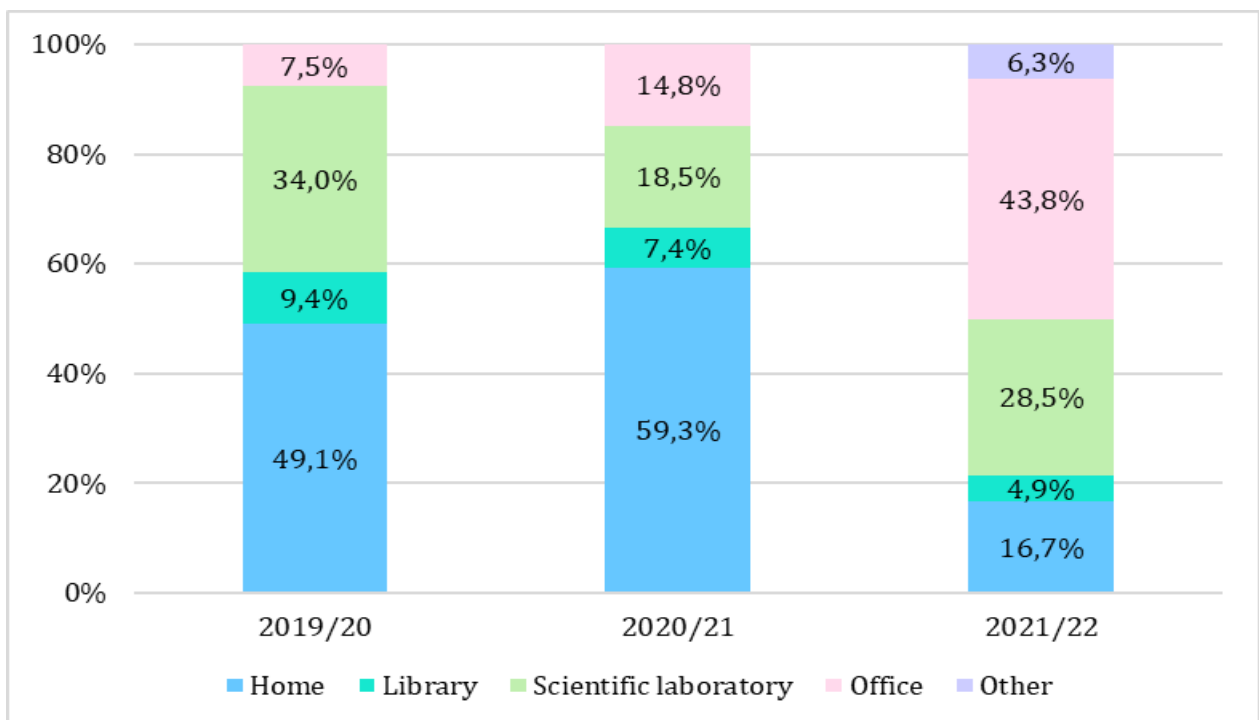
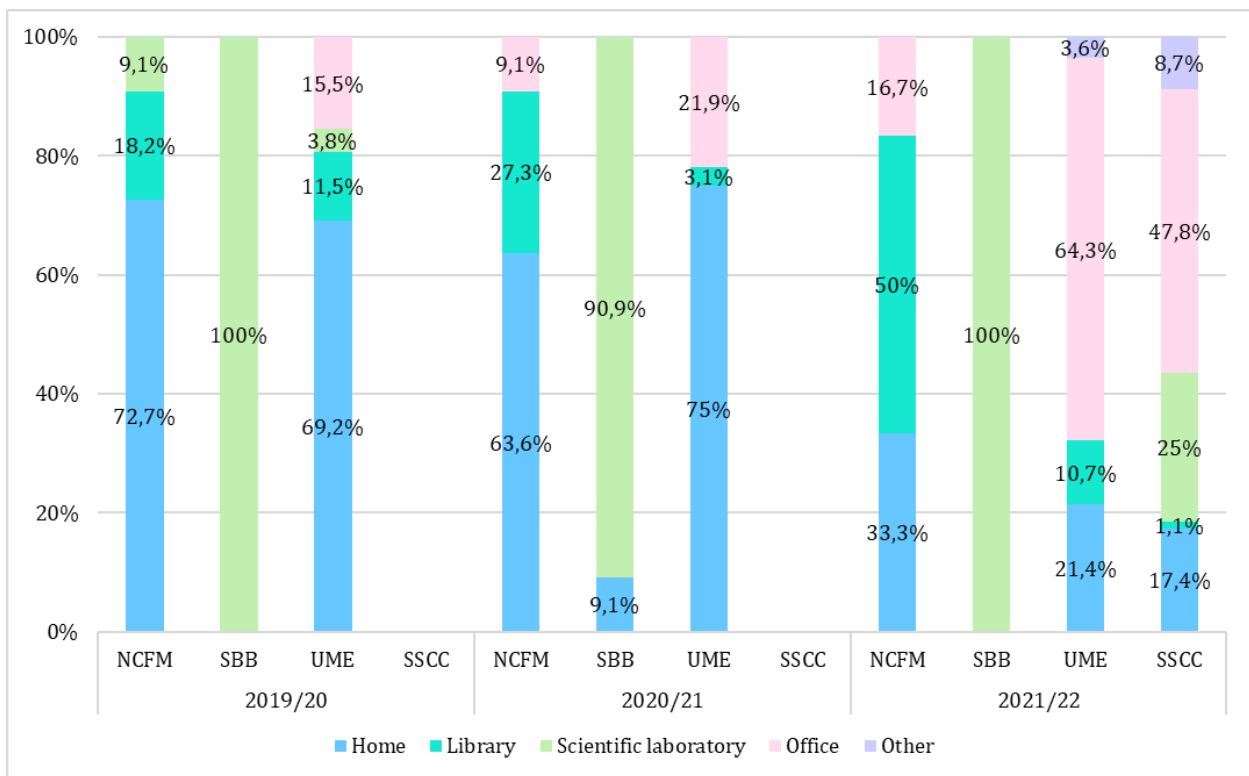
04 Did you have exchanges (working paper, seminars, conferences...) with other research groups and/or individual researchers from other disciplines within the Scuola



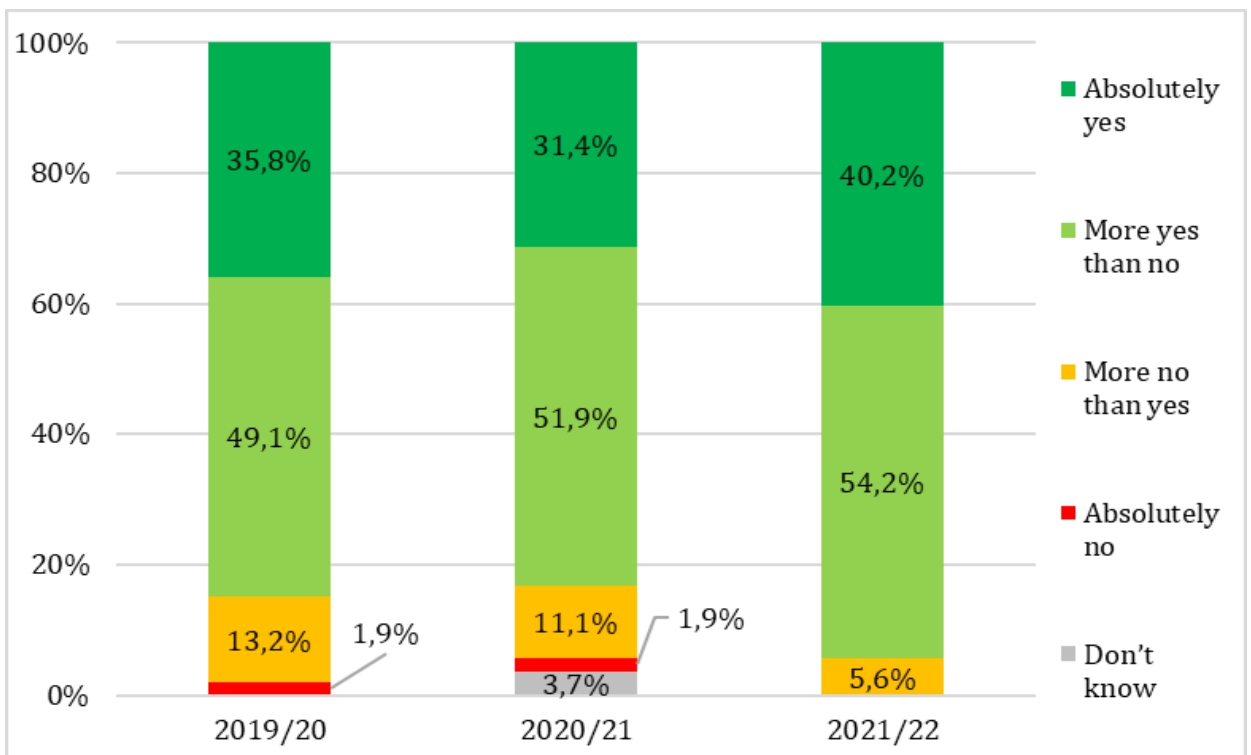
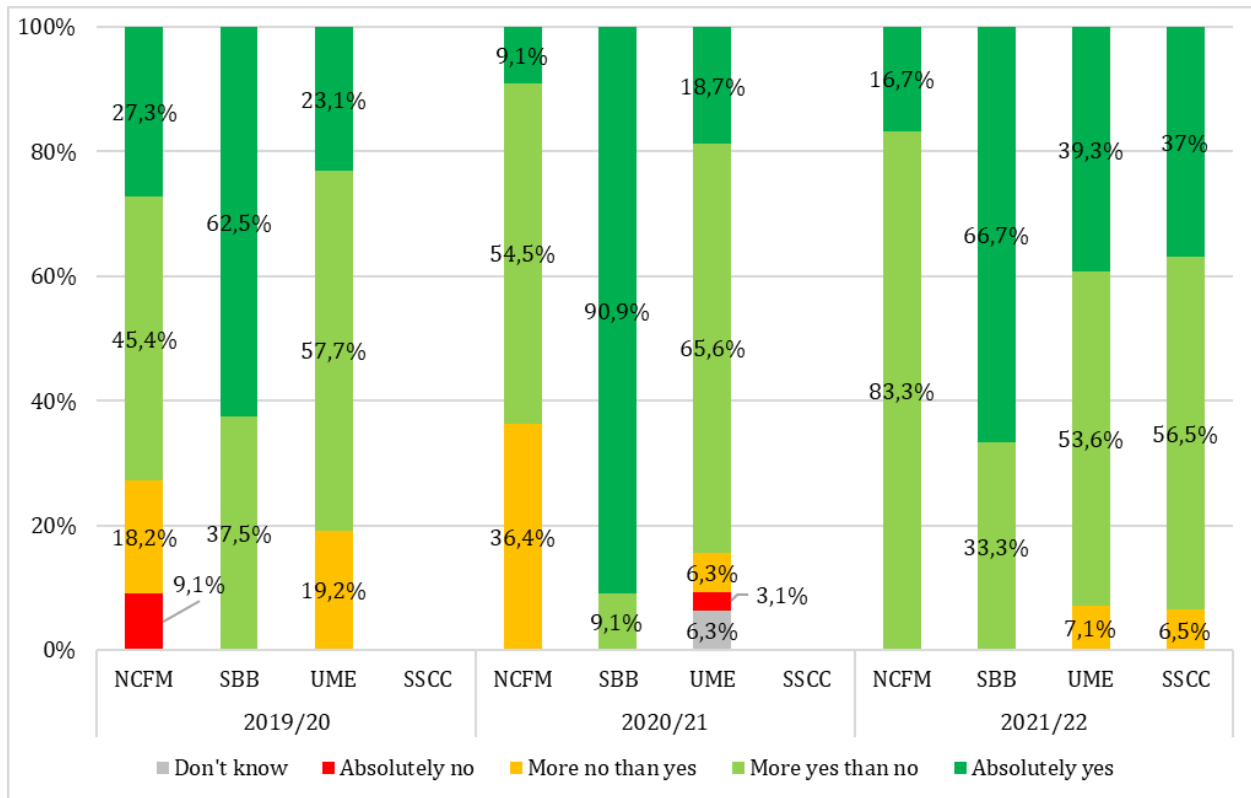
05 Did you have exchanges (working paper, seminars, conferences...) with other research groups and/or individual researchers outside the Scuola?



06 Where exactly did you carry out the main part of your research activity?



07 Did you find the right conditions/opportunity to properly carrying out the research activities?



08 Comments:

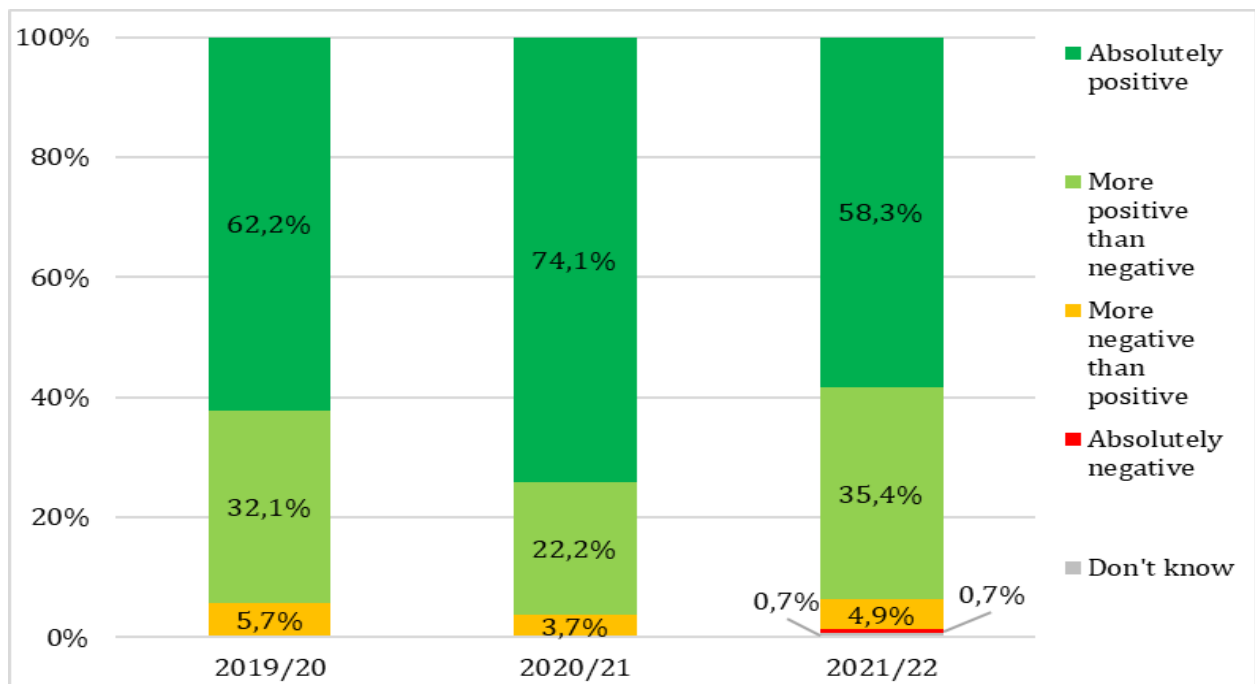
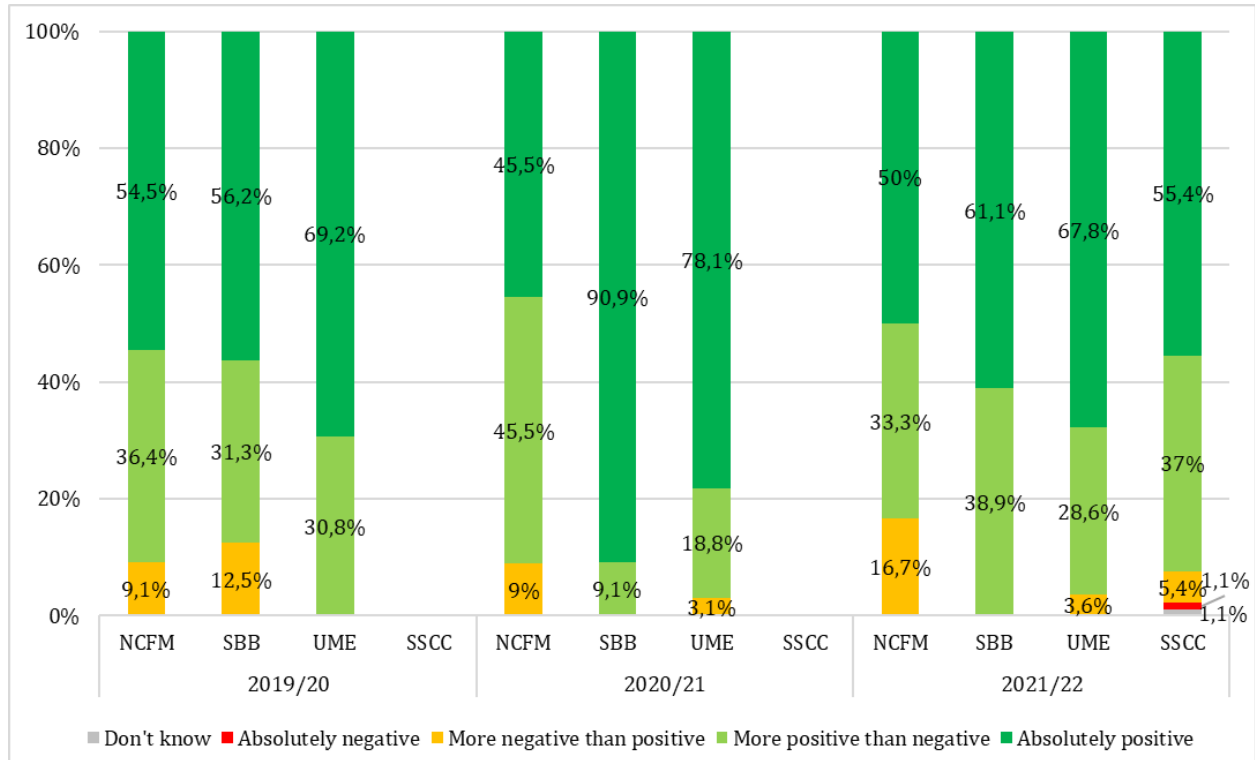
Please indicate clearly if you experienced some problems in your Research Activities	
SSCC	Being a PhD candidate of the SDC program I am experiencing downsides when I am at my host university not having, e.g. the bibliocard, the canteen card etc.
SSCC	I spent too much time of the first year on education activities, as attending courses. So, I ended the first year without having concrete results on the research side. In addition, I didn't have the possibility to be supervised by a young researcher during the first year
SSCC	My suggestions for the future PhD cycle: give advice about the time a PhD candidate should spend on research, education, complementary activities. Sometimes it seems obvious for someone with many years in the research, but it is not for a young PhD candidate. Second, be sure the supervisor is actually supervising (or there is a third person supervising the candidate)
SSCC	In the first time I had not a clear idea of my research project (what, how and when do) but now it is more clear and my supervisors support me
SSCC	Lack of a group to conduct research with, or at least people to study with and to be able to discuss with on a regular basis
SSCC	Language barrier and understanding what the outcomes of my first year results should be
SSCC	My main problem with the research activities was the lack of accessibility of the required resources at IUSS, particularly using the cognitive neuroscience lab resources. This was discussed with my supervisor and the PhD Coordinator and it was decided that I need additional support outside of IUSS. I have not been able to arrange this as of yet. Logistically, given that my research is mostly done at home, I find that sometimes my set up is not sufficient (in terms of quality of chair/desk and lack of additional screens other than my laptop). Unfortunately when I mentioned this to the IUSS office they said I am unable to borrow any additional equipment from the university
SSCC	My research activity progresses as planned. So far, there are no significant problems I encountered during my research activities
SSCC	No
SSCC	No problems experienced during this first year
SSCC	Not at macro level but collaboration between the host university and IUSS can be improved to provide a platform to have access to different facilities
SSCC	Often there is need to work on research activities other than mine. I started to plan experiment related to my specific research project only during the summer
SSCC	The main problem has to do with the email account IUSS, that can't allow the Phd students to download some full text of papers, relevant to our research (i.e. from website like academia, researchgate etc.). I would like to have more possibilities to access some scientific papers, since they are the most relevant in the issues of phd sdc. Thanks in advance
SSCC	The time between a mission and the reimbursement is too long. This is a disincentive in opening new missions, so my activity is limited
SSCC	Unfortunate instrumental failures slowed down research and rose up the necessity of either a new experimental plan or research questions' rethinking
SSCC	No

UME	1) I could not access some of the journals and papers that are fundamental for my research through the university and the Eucentre system 2) I had delays due to the lack of computational resources (workstations, high-performance computers, processor time per student) at the university for the computation of large numerical problems
UME	A dedicated computing cluster/server for research in geotechnical earthquake engineering would be welcome :)
UME	I have not experienced any problems in my research activities
UME	I've been struggling to modify my PhD research topic and try to find new supervisors to provide me with proper guidance for my research activities
UME	None
UME	Not at the moment
UME	Nothing to report
UME	None

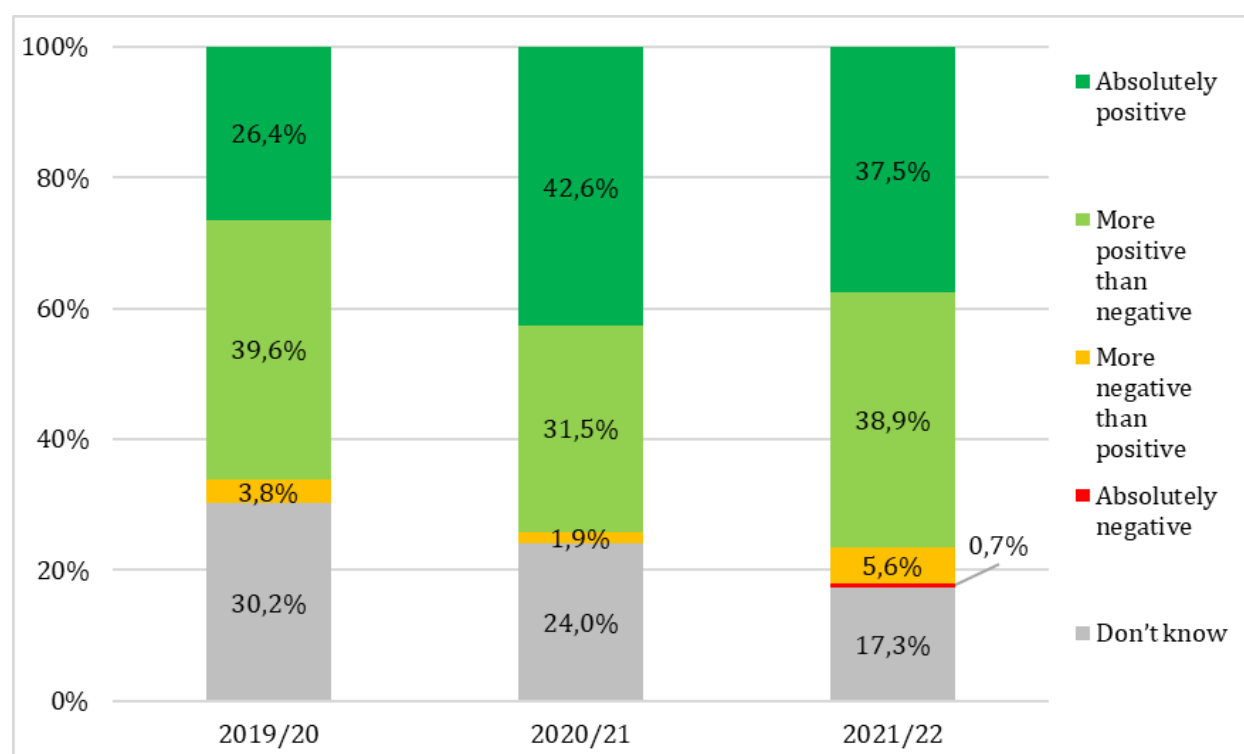
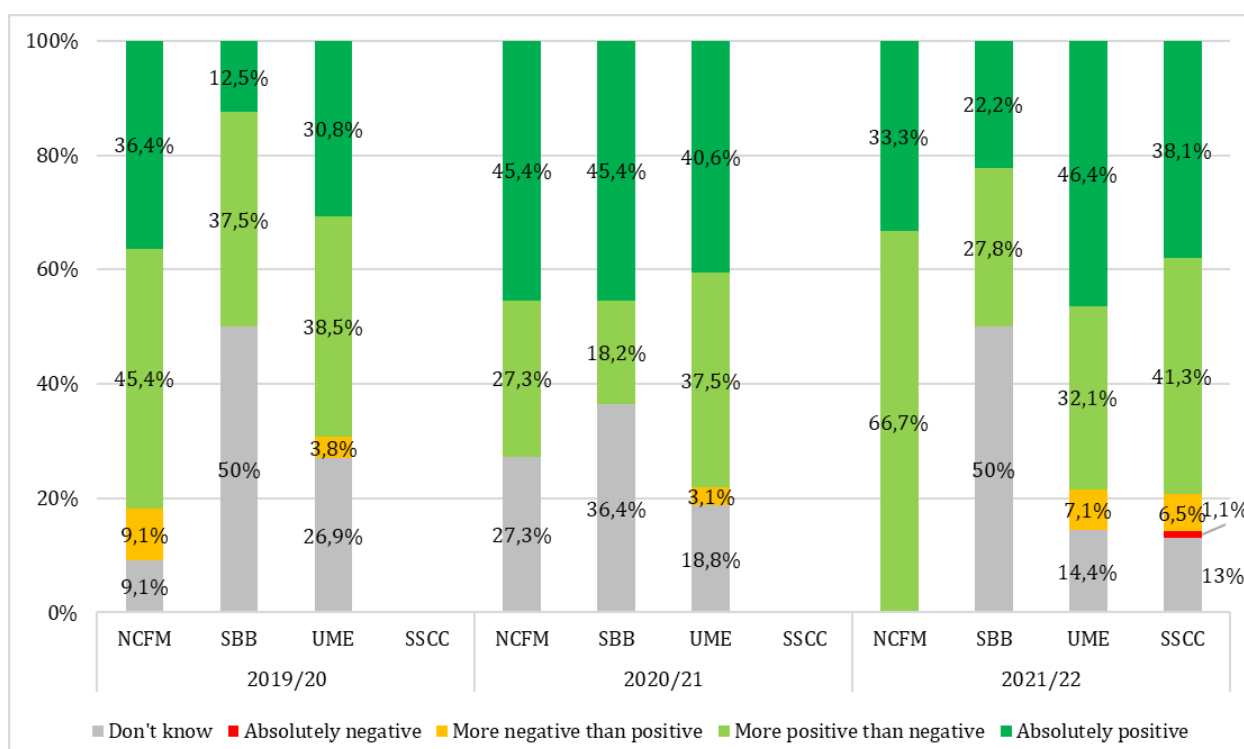
Resesearch Environment

09 How would you rate the following:

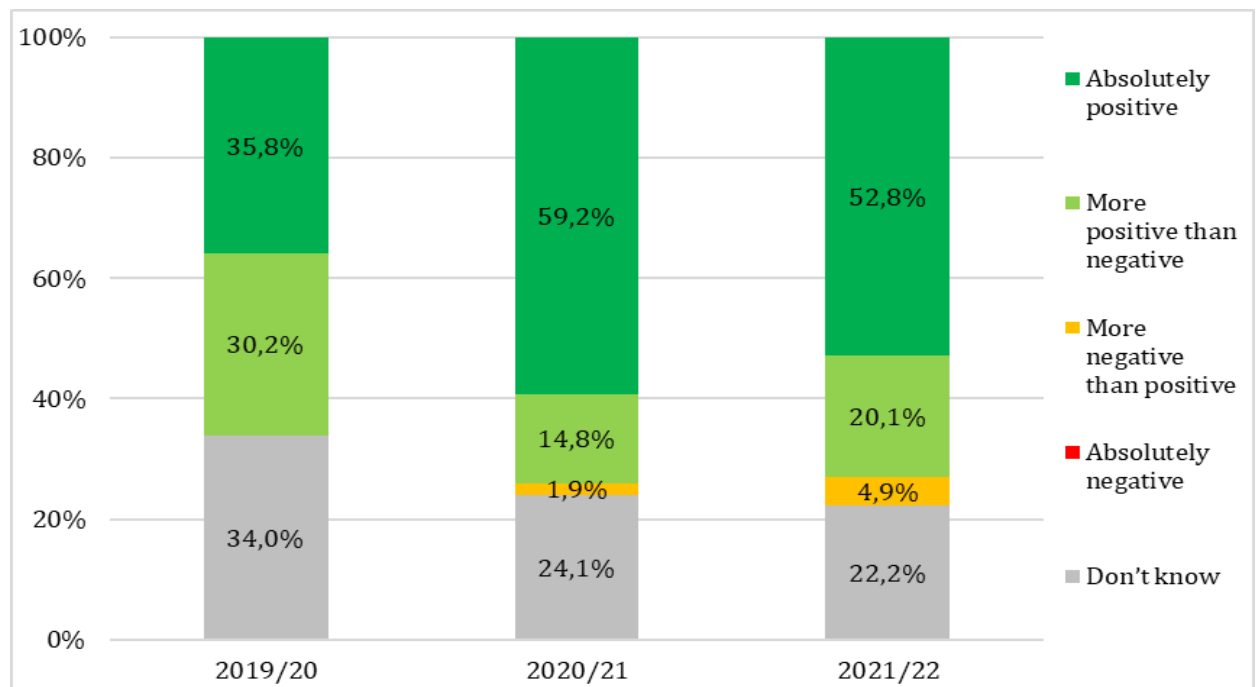
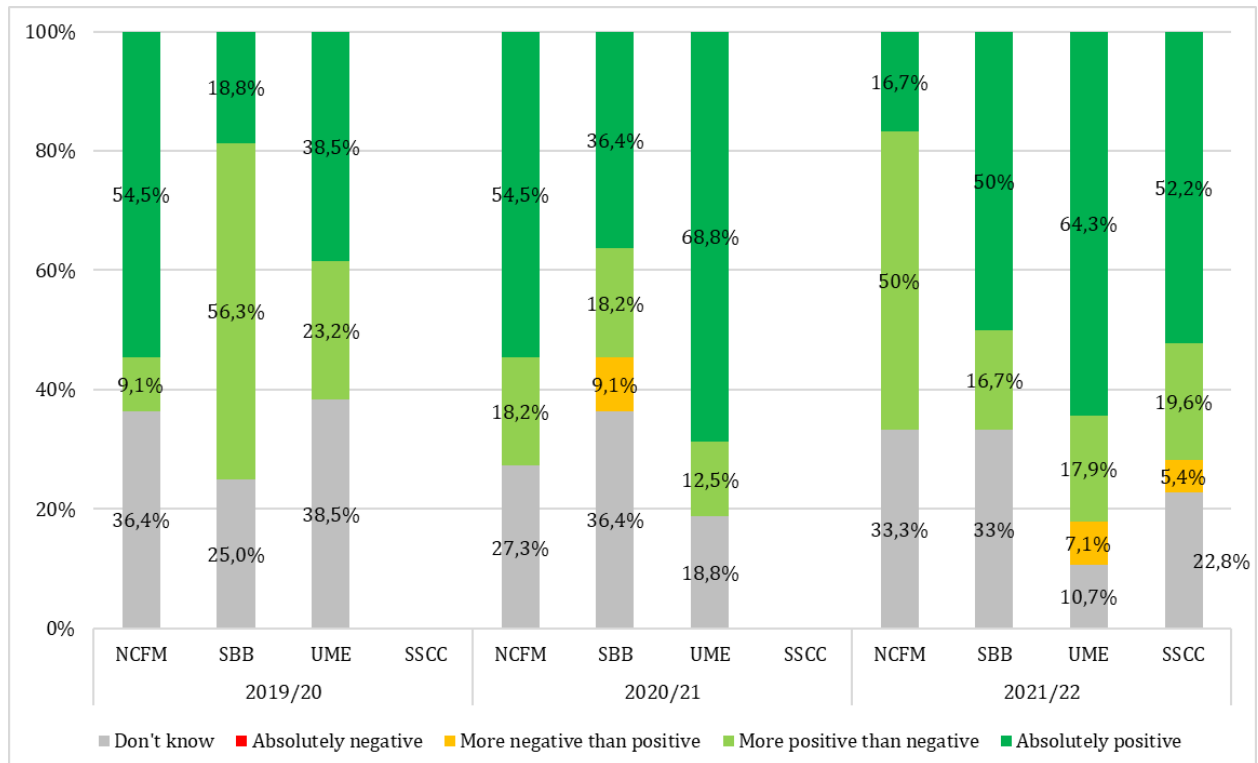
- 09a Opportunities for discussion with your tutor/advisor (general issues)



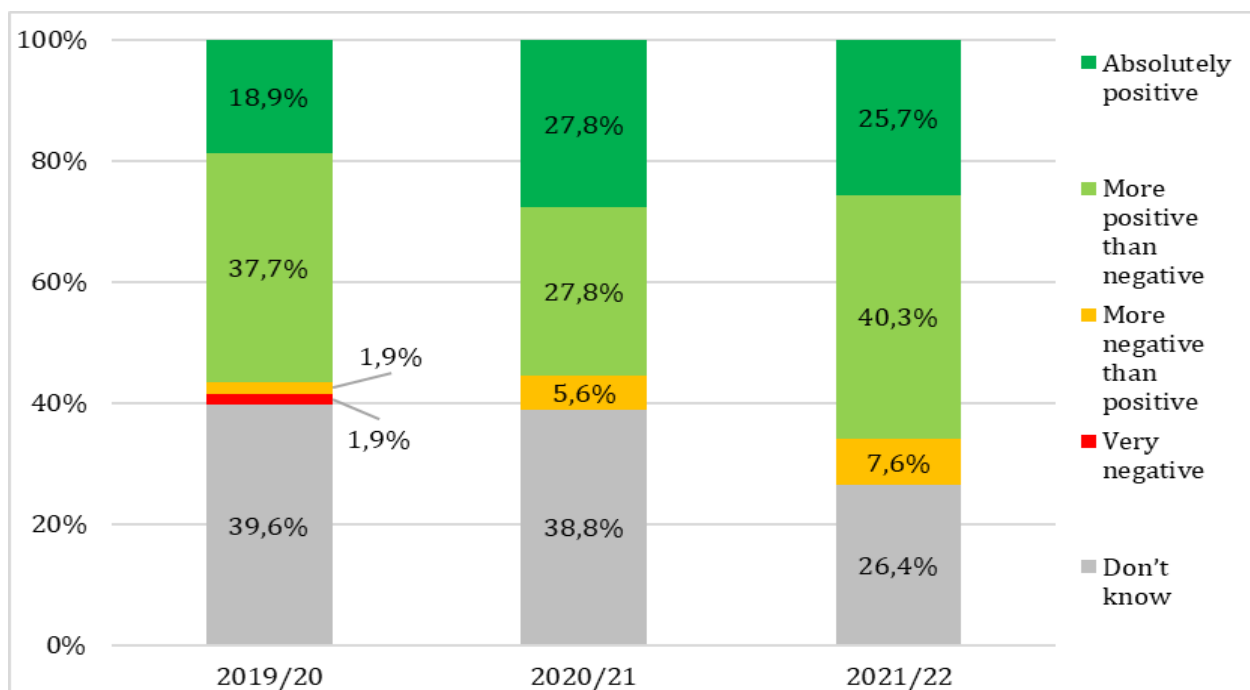
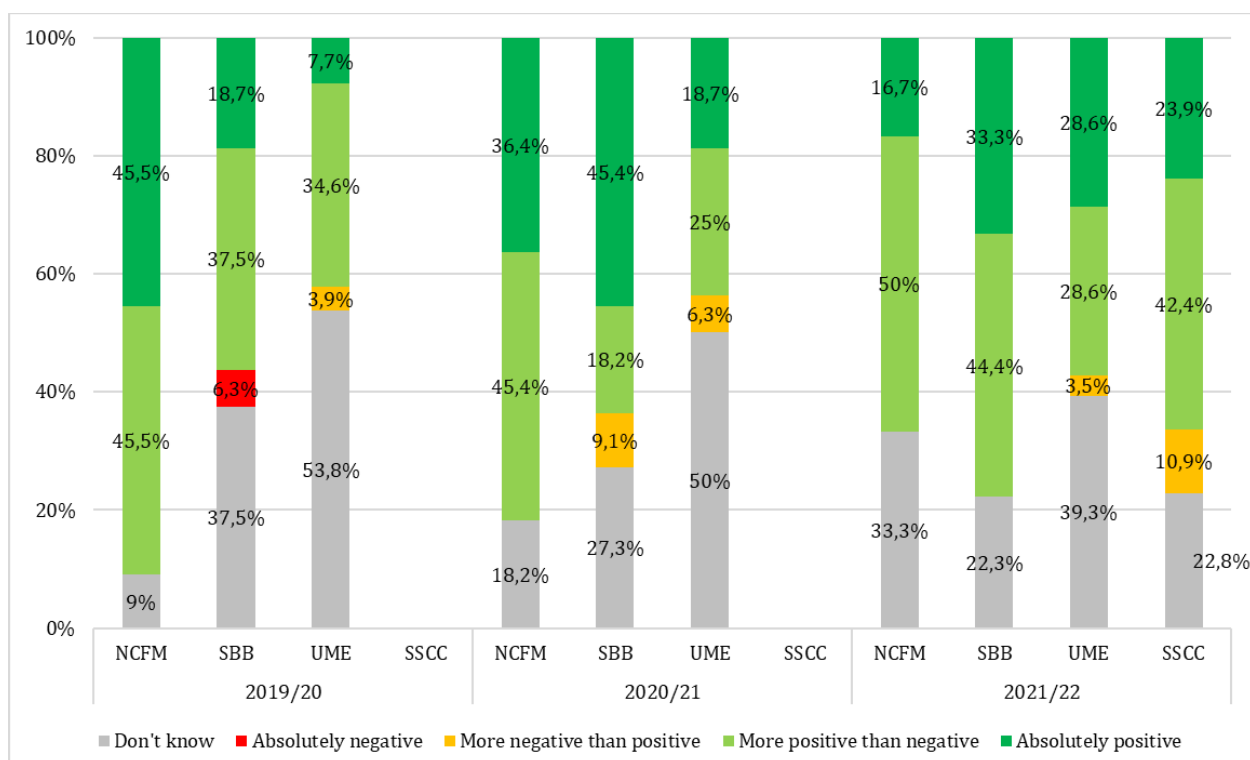
- 09b Opportunities for discussion with the PhD courses representative



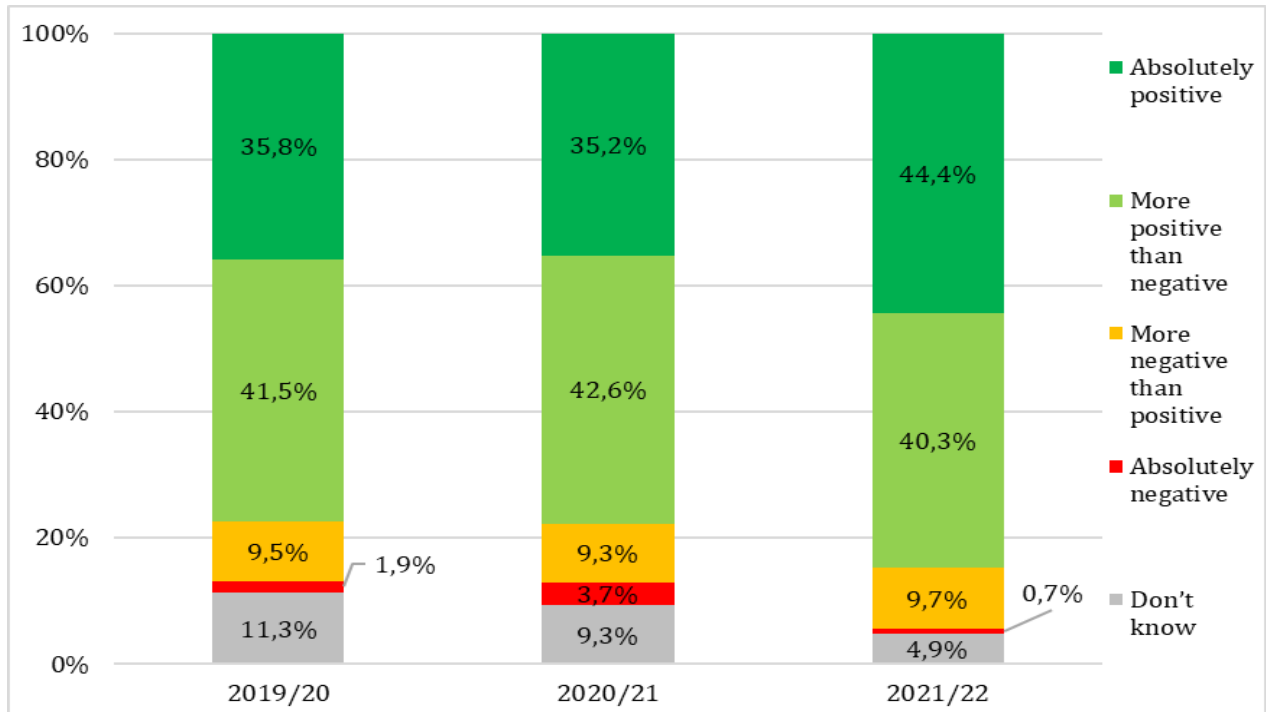
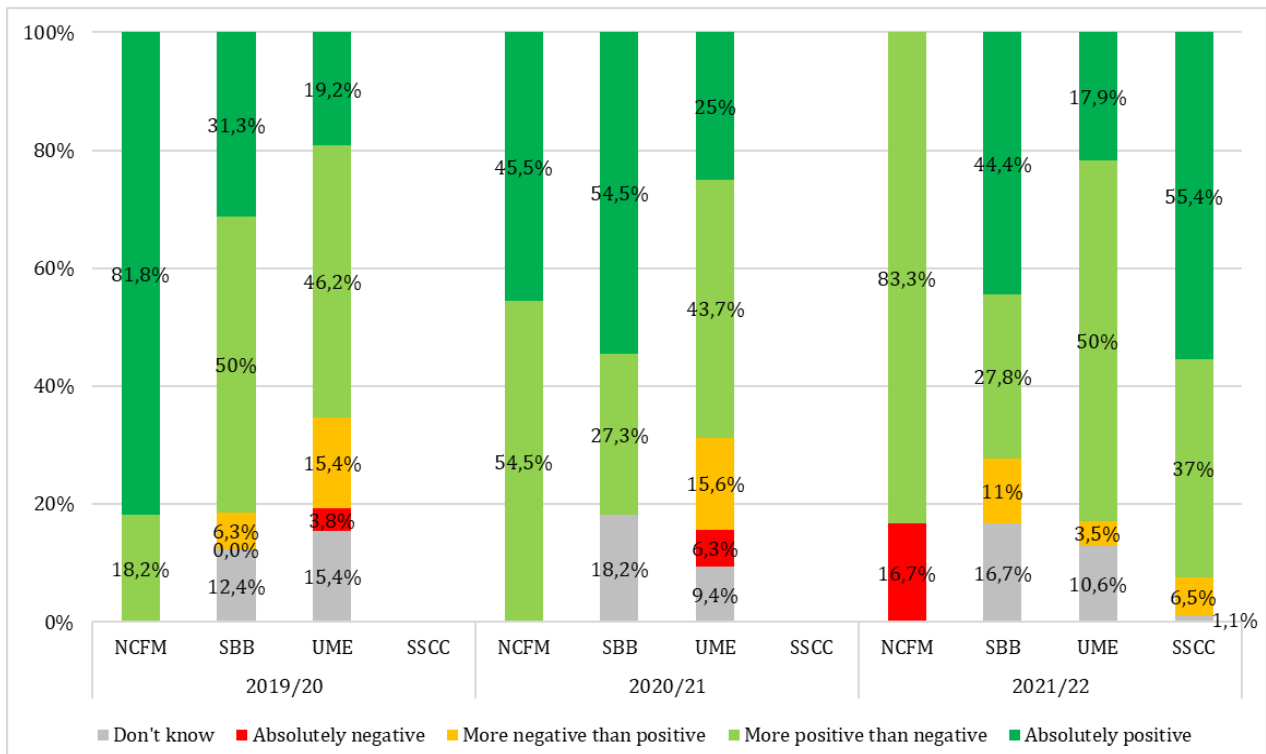
- **09c Feedback response time of your advisor related to the thesis activities (only for the 3th and 4th year students)**



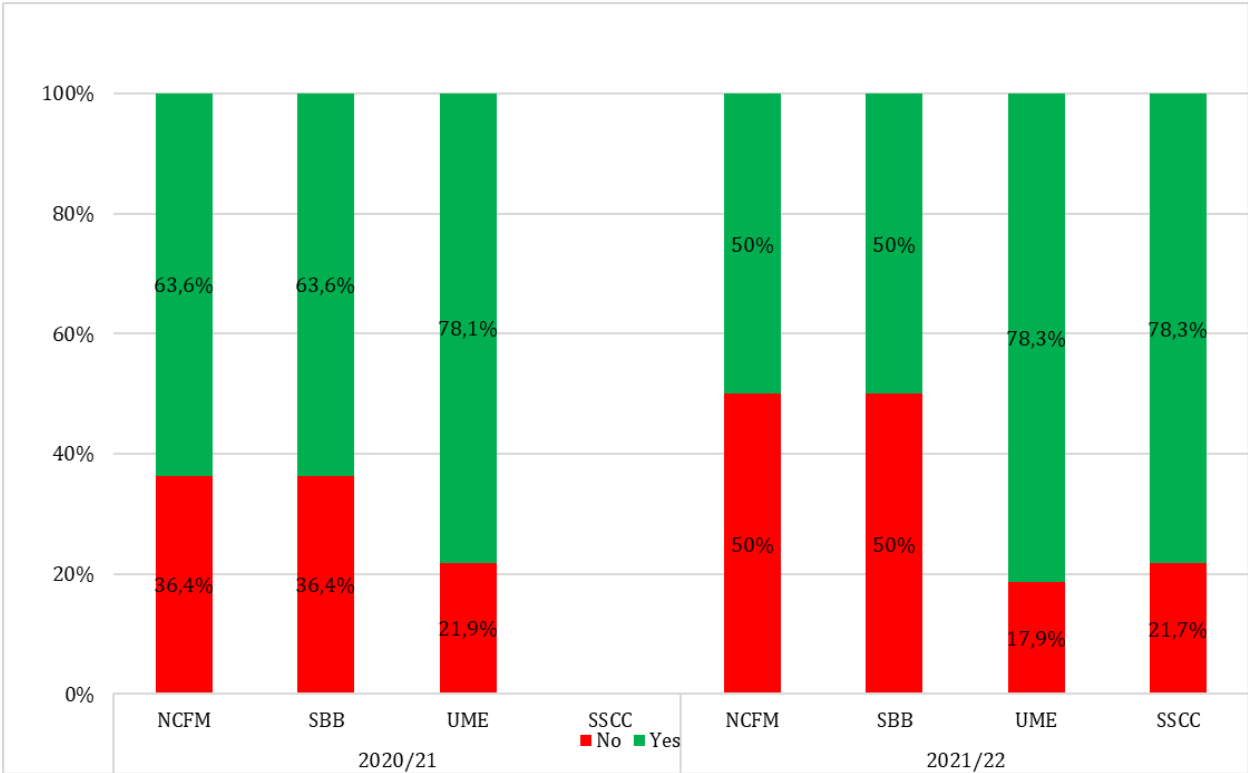
- 09d Responsiveness time of the PhD board



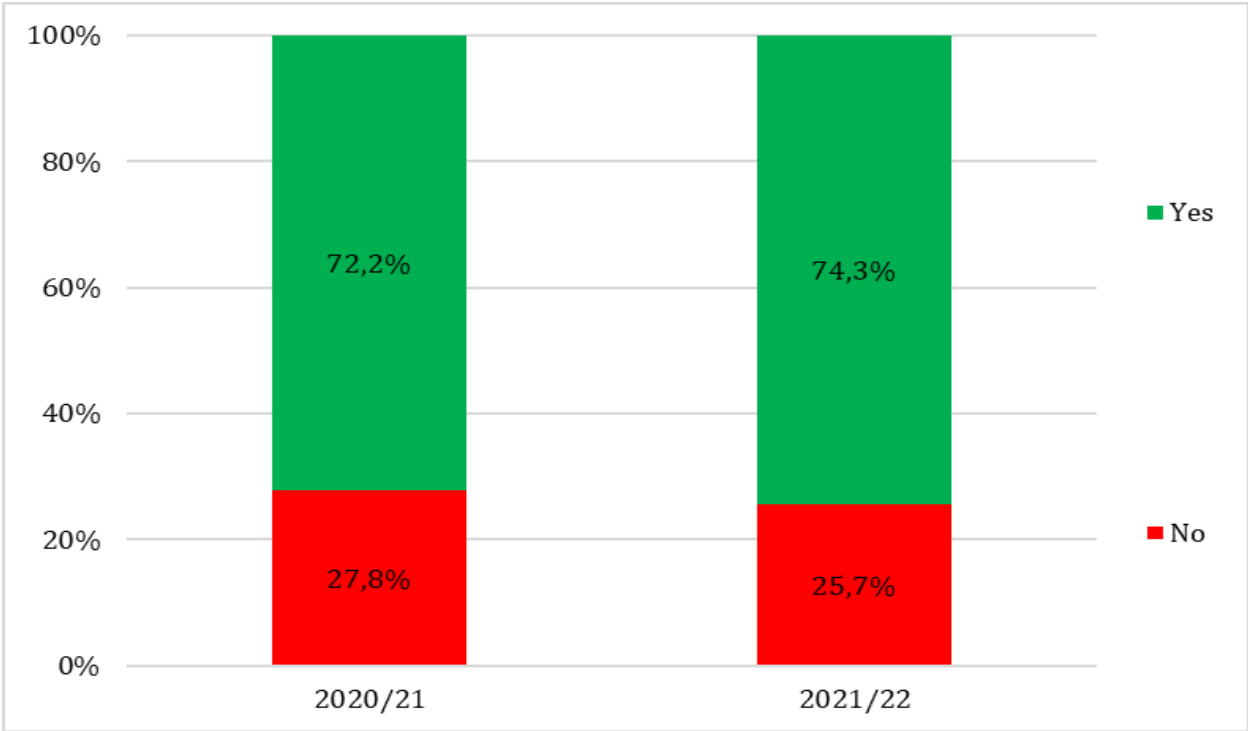
- 09e General courtesy and efficiency of the PhD student office



10 Do you know what are the procedures required to purchase goods and services related to your research? *

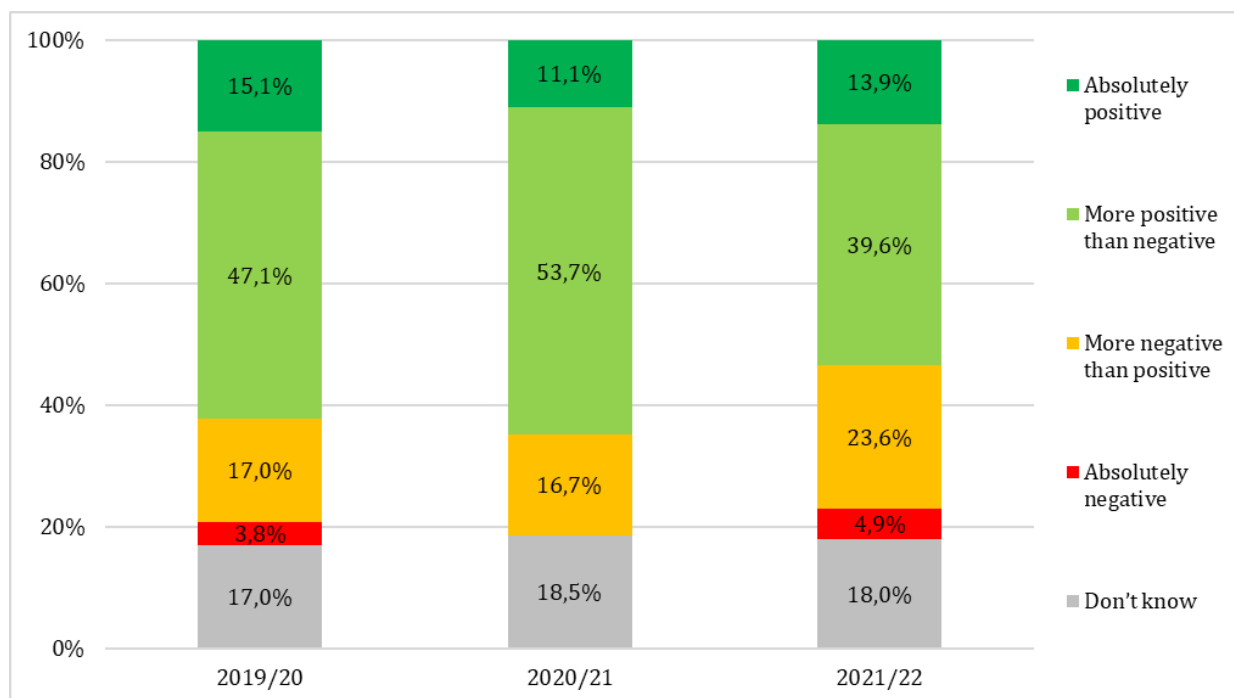
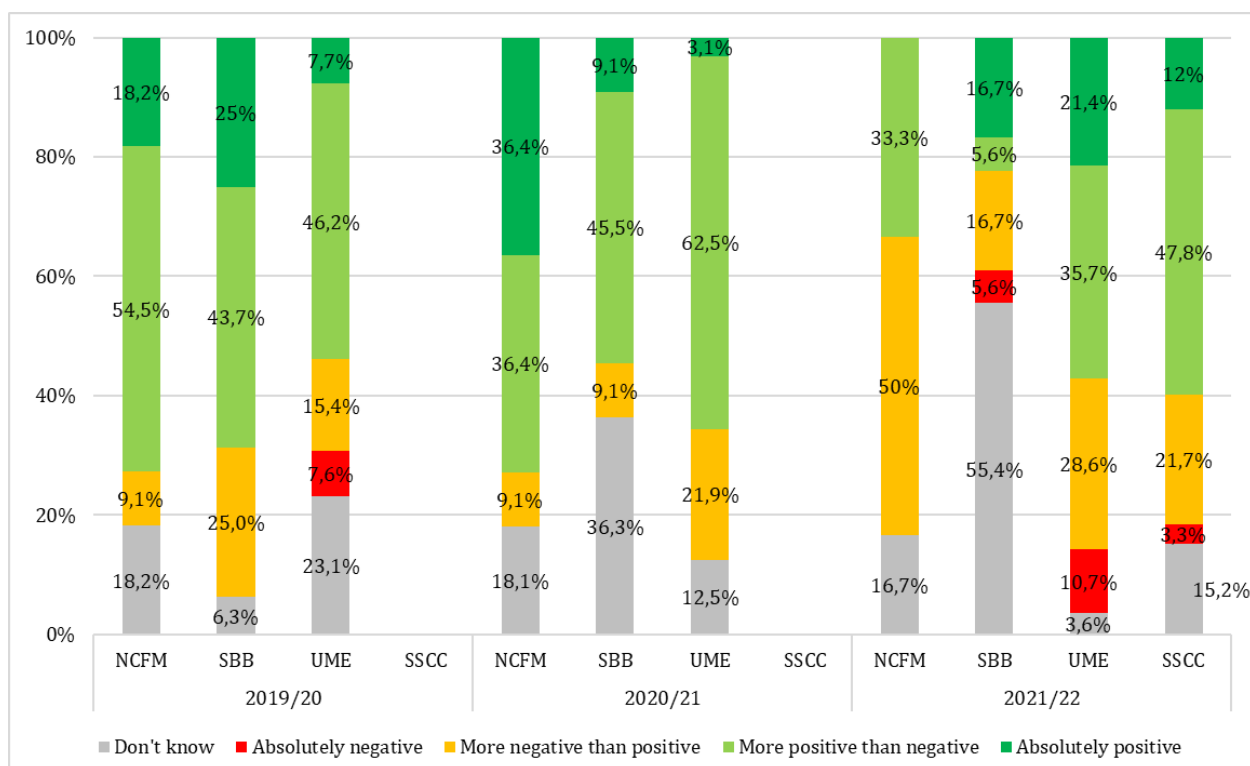


*This question was introduced in 2020/21



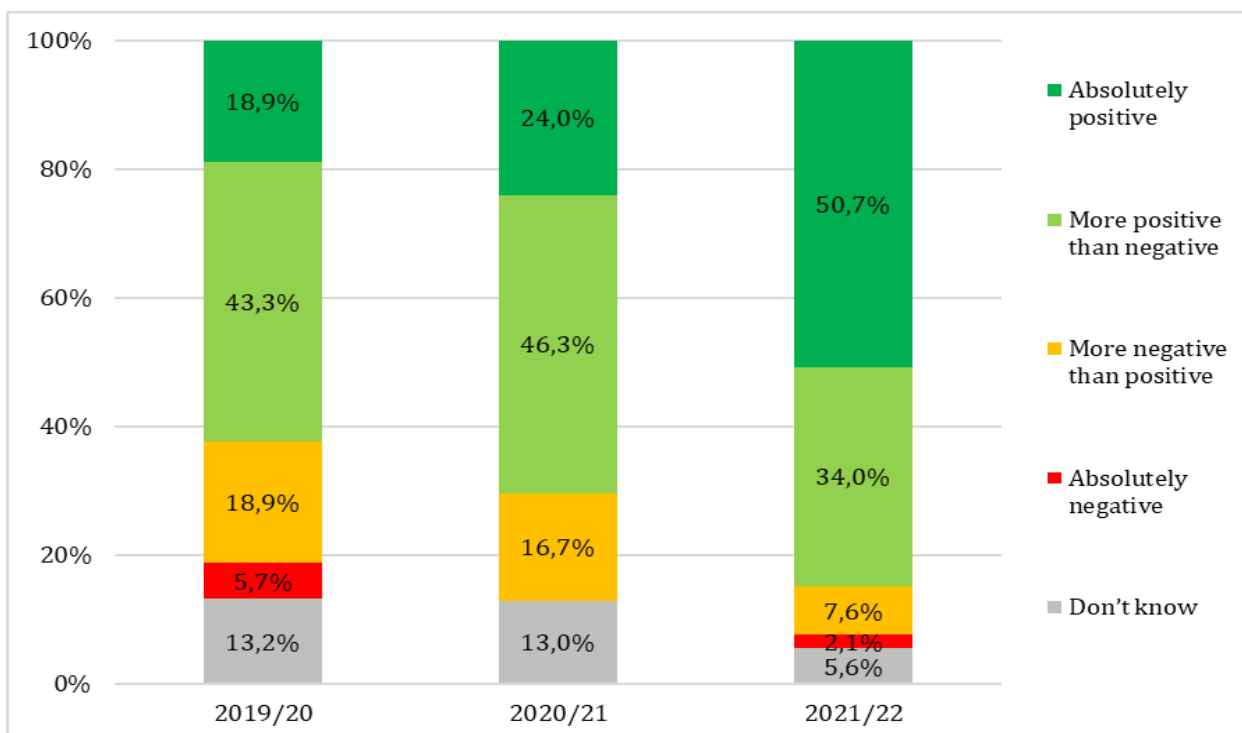
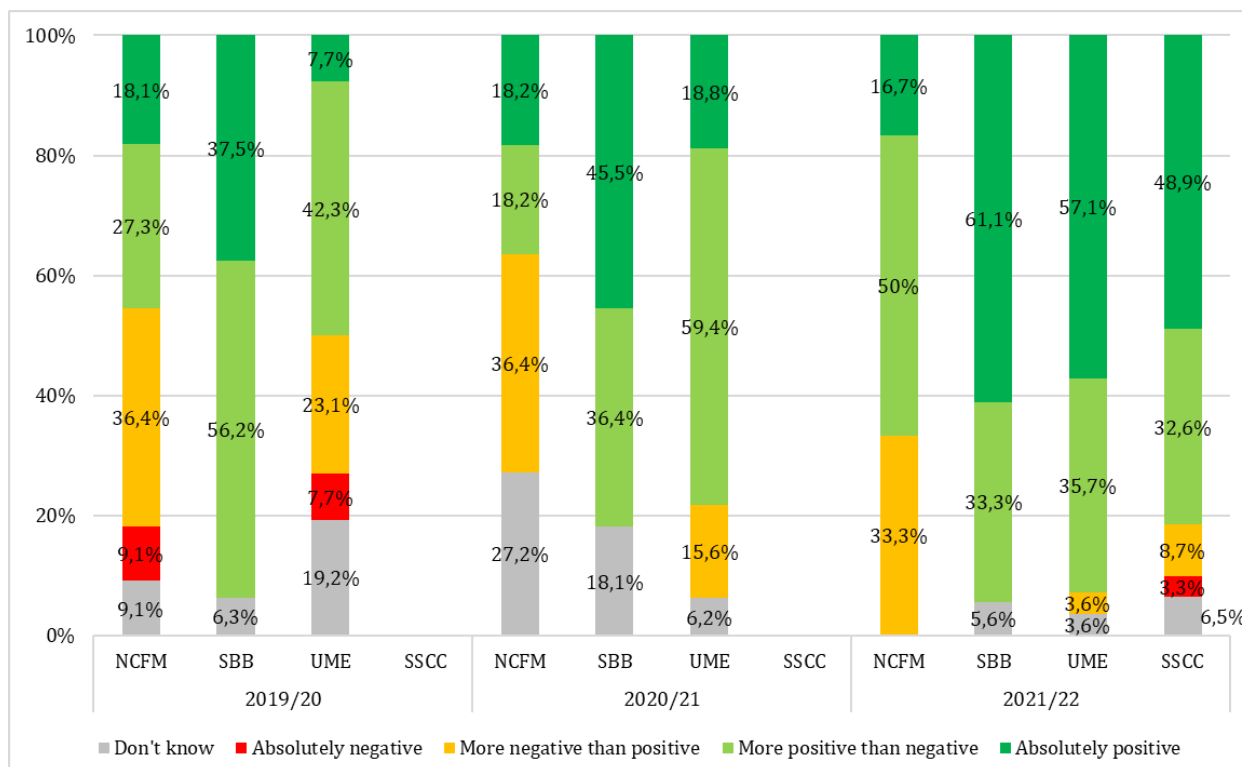
11 Regarding the purchase of goods and services, how would you rate the following:

11a Clarity of the procedures

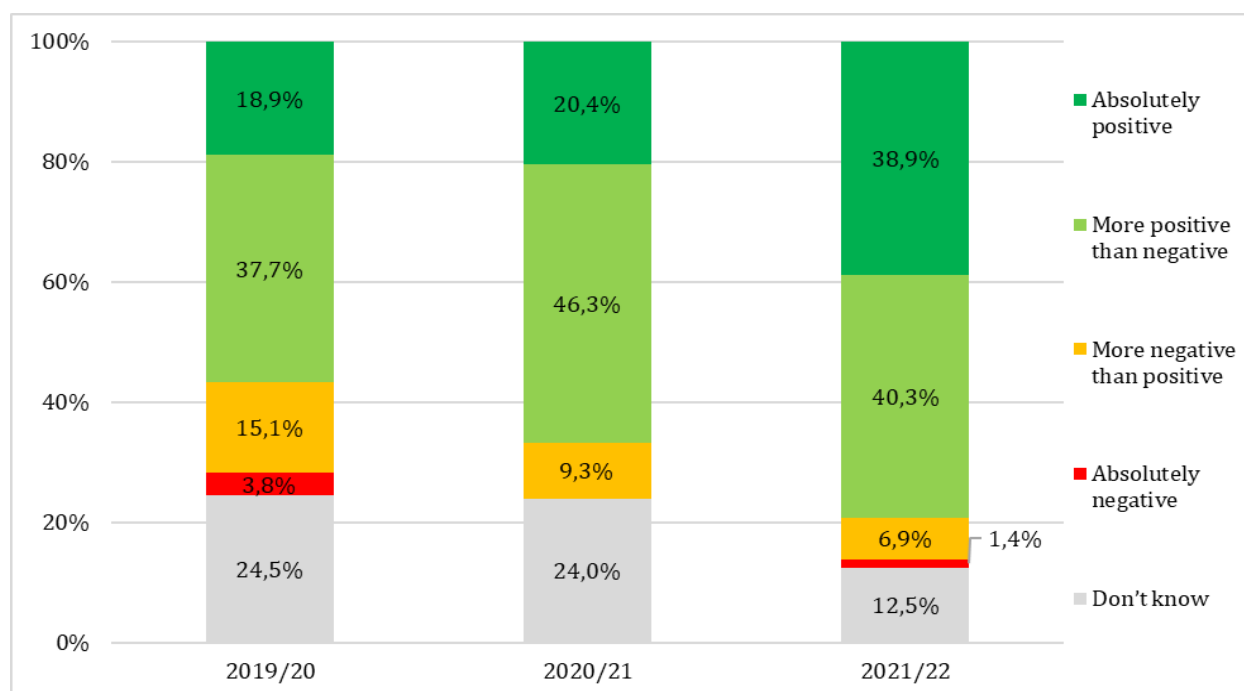
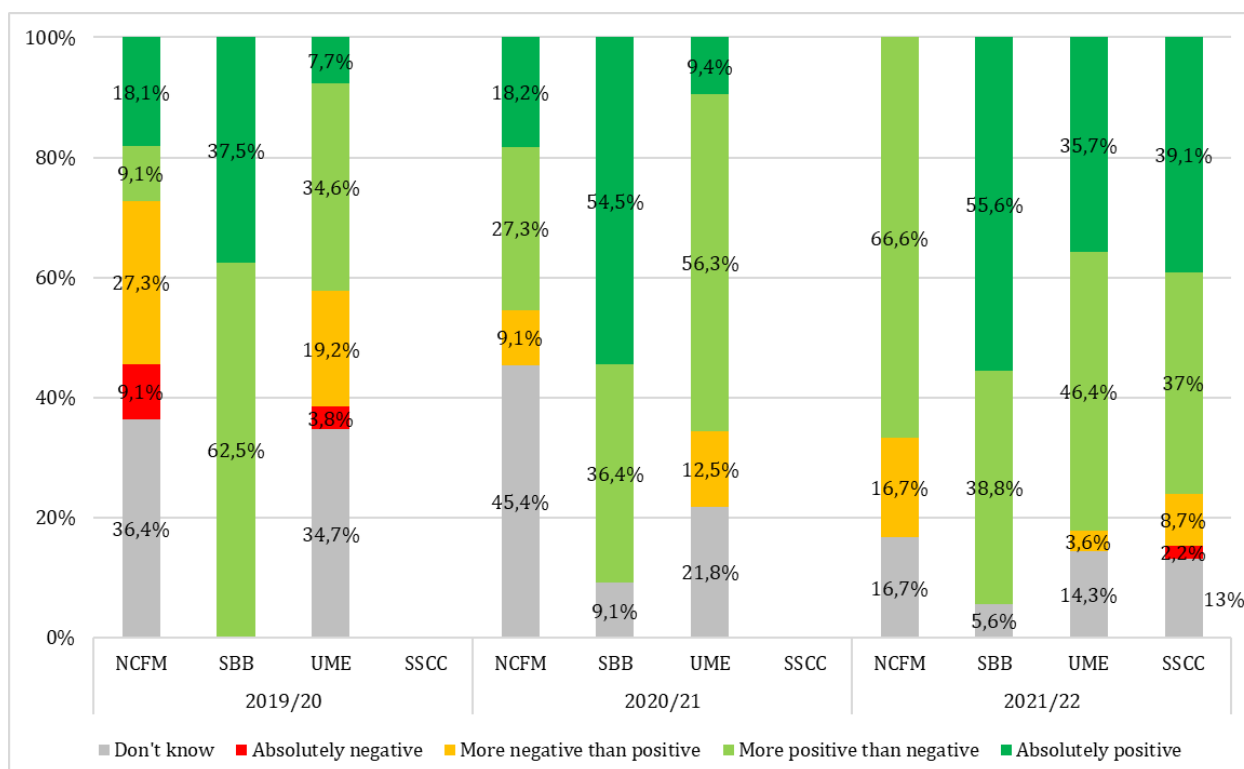


12 Regarding the general services and logistics, how would you rate the following:

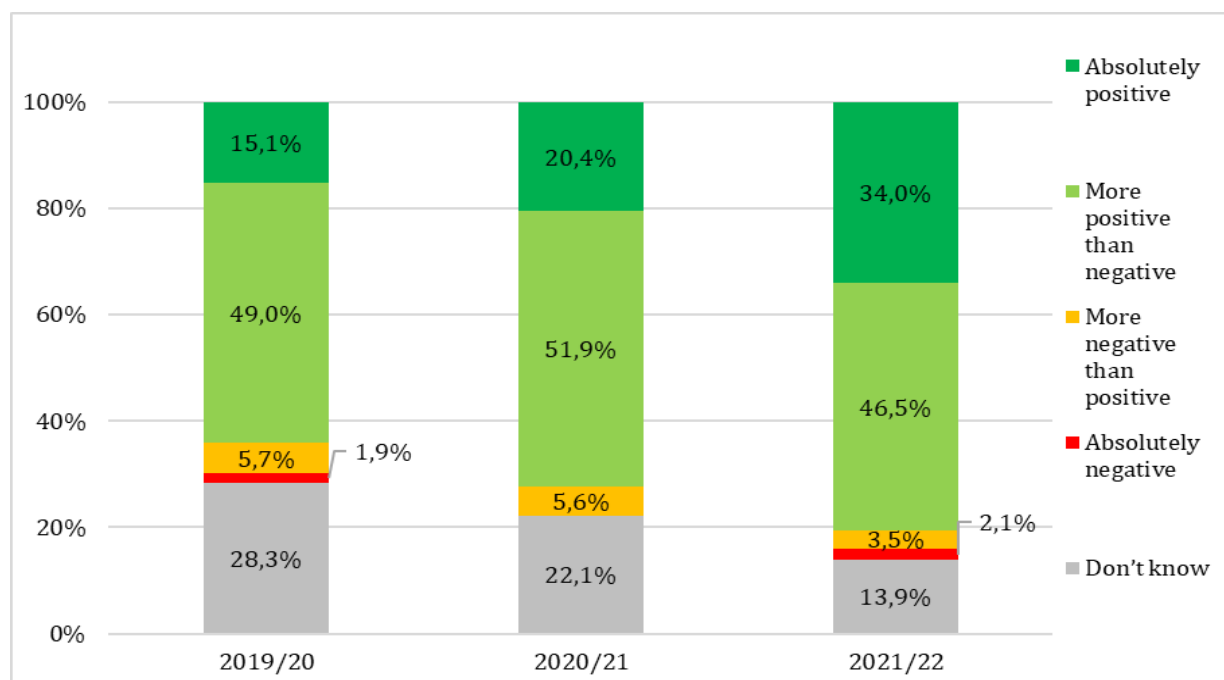
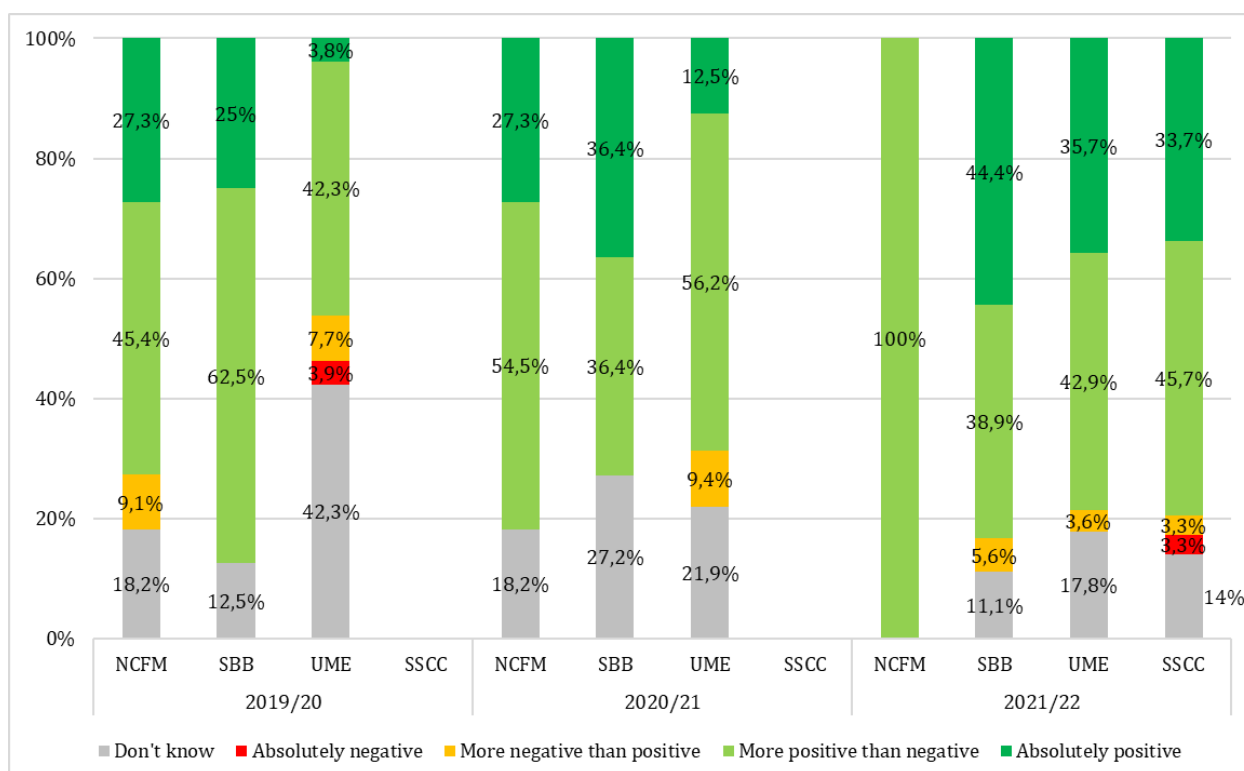
- 12a Availability of places in the laboratories/offices



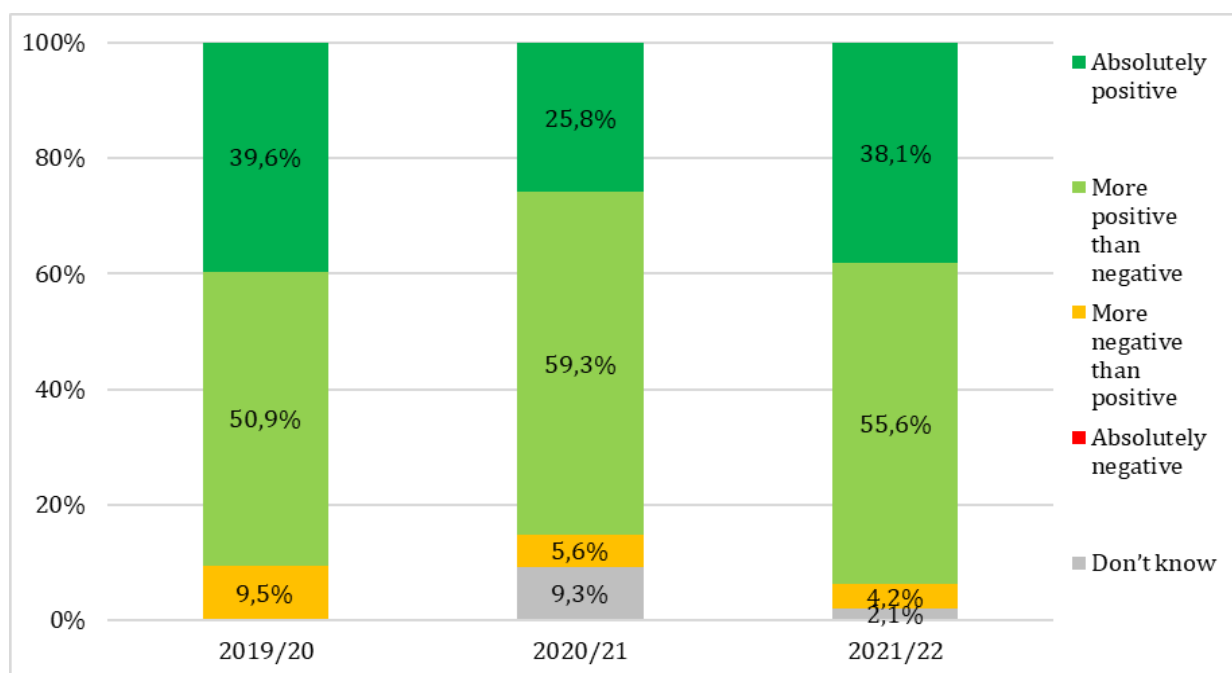
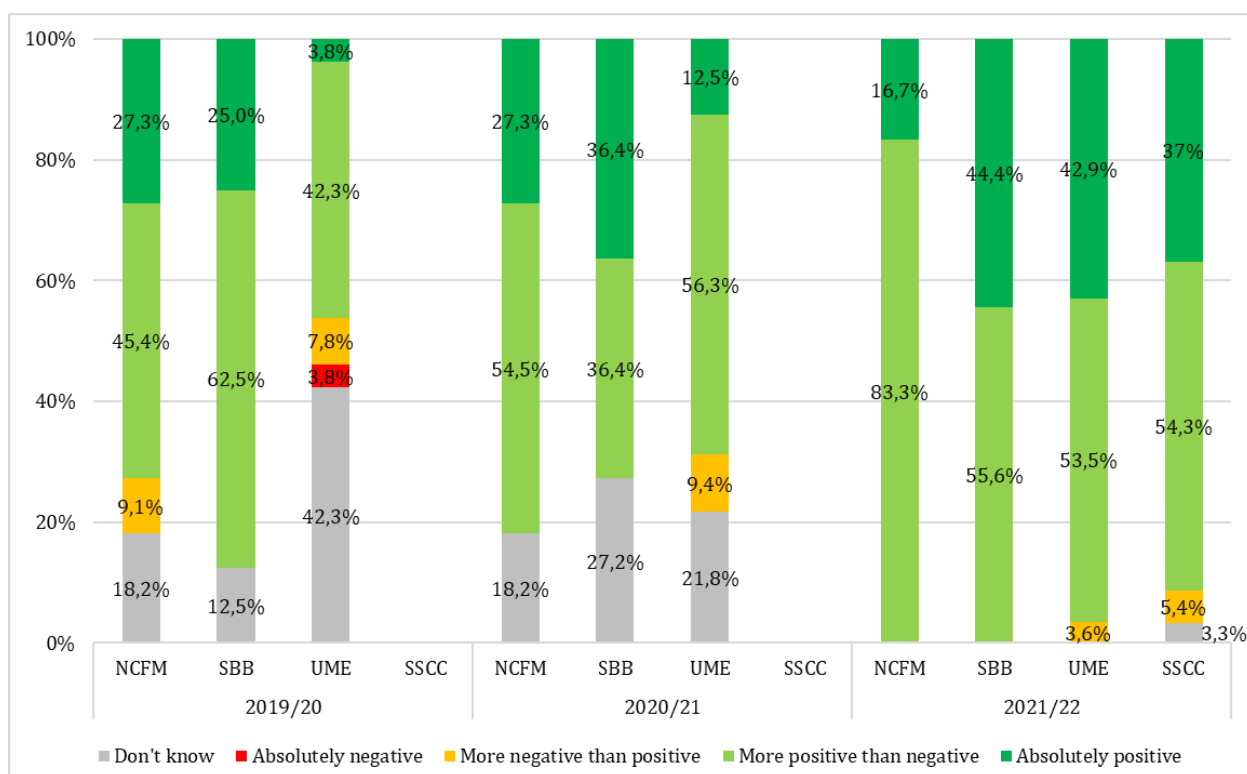
- 12b Organization and instrumentation (if any) of the laboratory/office



- 12c Supply and teaching equipments



13 How would you overall rate the research environment



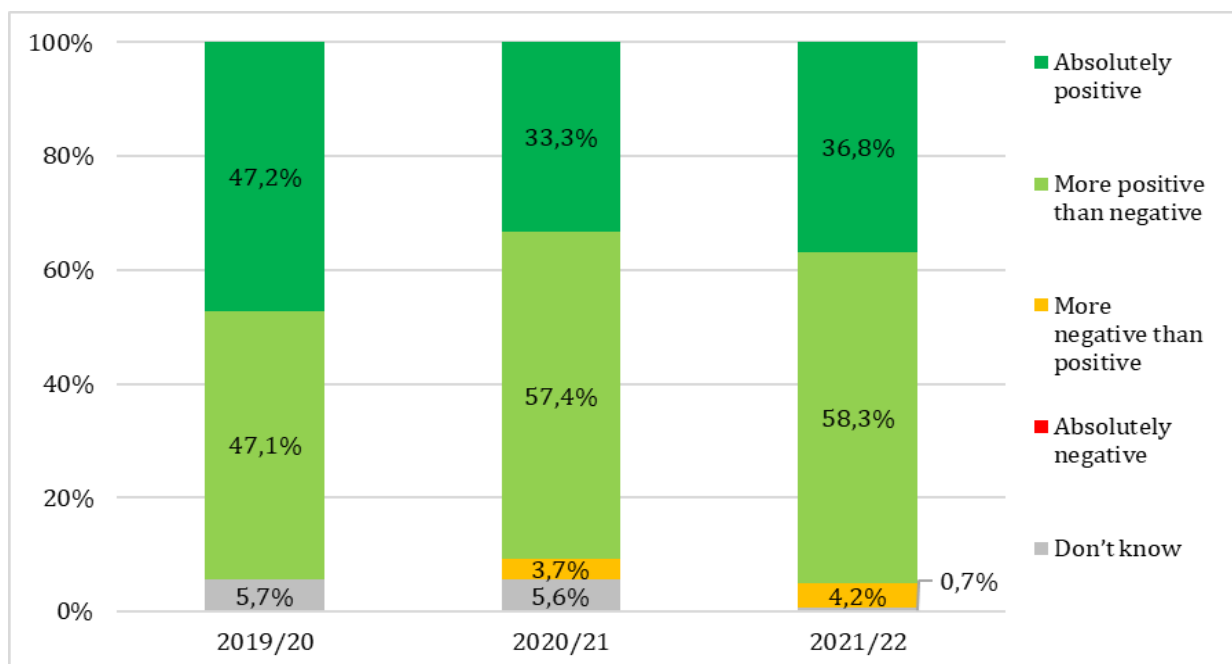
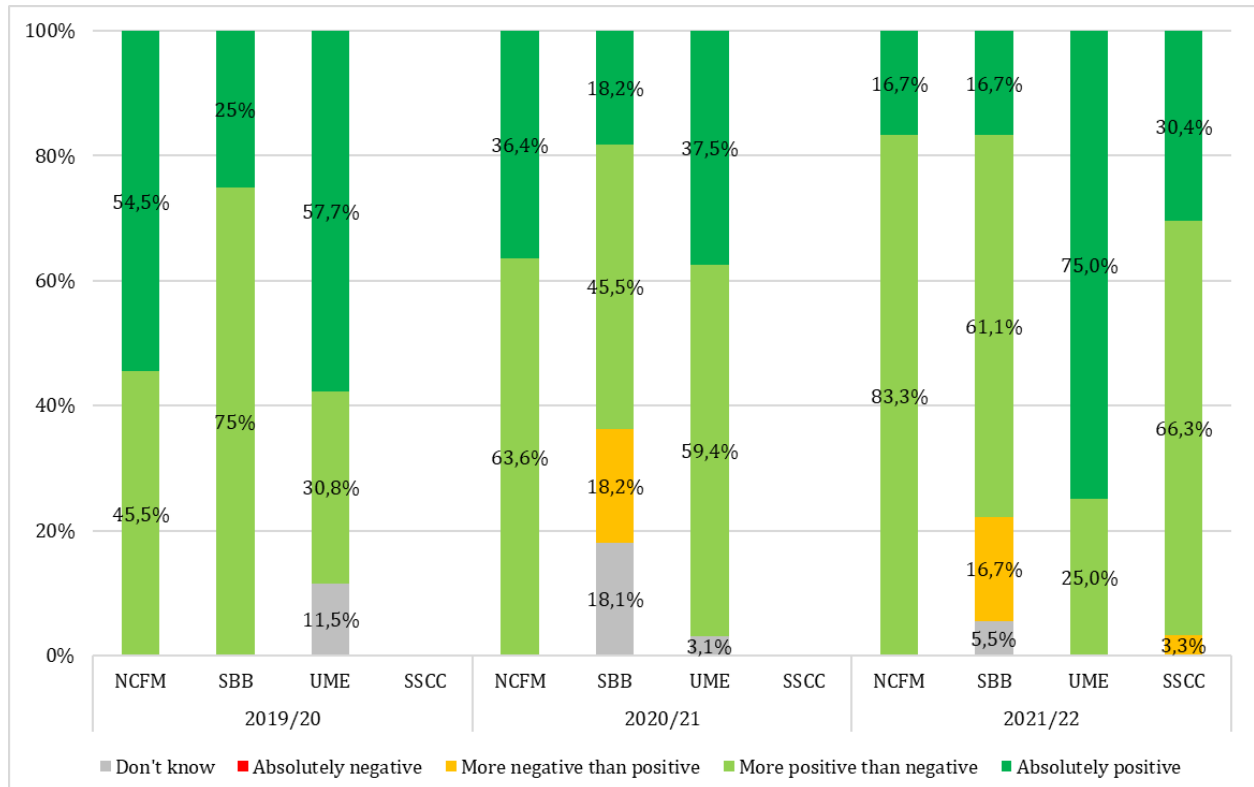
14 Comments

Please indicate clearly if you experienced some problems in your Research Environment	
NCFM	IUSS credentials do not guarantee access to most online scientific resources, journals, publications. This is certainly an obstacle for any research activity, especially for young researchers that cannot afford individual subscriptions
SSCC	I did not take any coursework at IUSS
SSCC	I would like to work with newer equipment (i.e. optical microscope)
SSCC	<p>Lack of support regarding practical aspects of conducting research work and availability of software, licences, etc. Most of information in courses regards theoretical issues and doesn't provide much value for day-to-day work (perhaps more case study and assignment-based teaching should be preferred). Having to deal with burocratic aspects during this first year was extremely time-consuming and confusing, distracting one from their actual research work and causing frustration. PhD status in the host university is hybrid and uncertain, making one feel alienated from other students (lack of equal rights such as funded access to the canteen, differences in anticipations of expenses for missions). Communication was not efficient and often relied on un-official and unreliable platforms such as Whatsapp groups. E-mails should be preferred and structured with increased numbers of reminders for important deadlines.</p> <p>I am aware incredible effort was made from IUSS's side but perhaps more human resources should be dedicated to dealing with the huge amount of work that comes with managing a high number of PhD students</p>
SSCC	My research activities do not require much utilization of laboratory equipment. I am mostly in the field collecting data and samples. So far, the research environment is conducive to my activities.
SSCC	No
SSCC	No availability of required equipment/resources for my proposed research, as mentioned previously
UME	Few fellows in my area
UME	I have not experierenced any problems in the Research Environment
UME	I've experienced some problems with access to some journals and software licenses. In addition, during the beginning of summer, the environmental conditions at the office it wasn't the best and also the desk environment is far from what we've learnt from IUSS General courses
UME	None
UME	Nothing to report

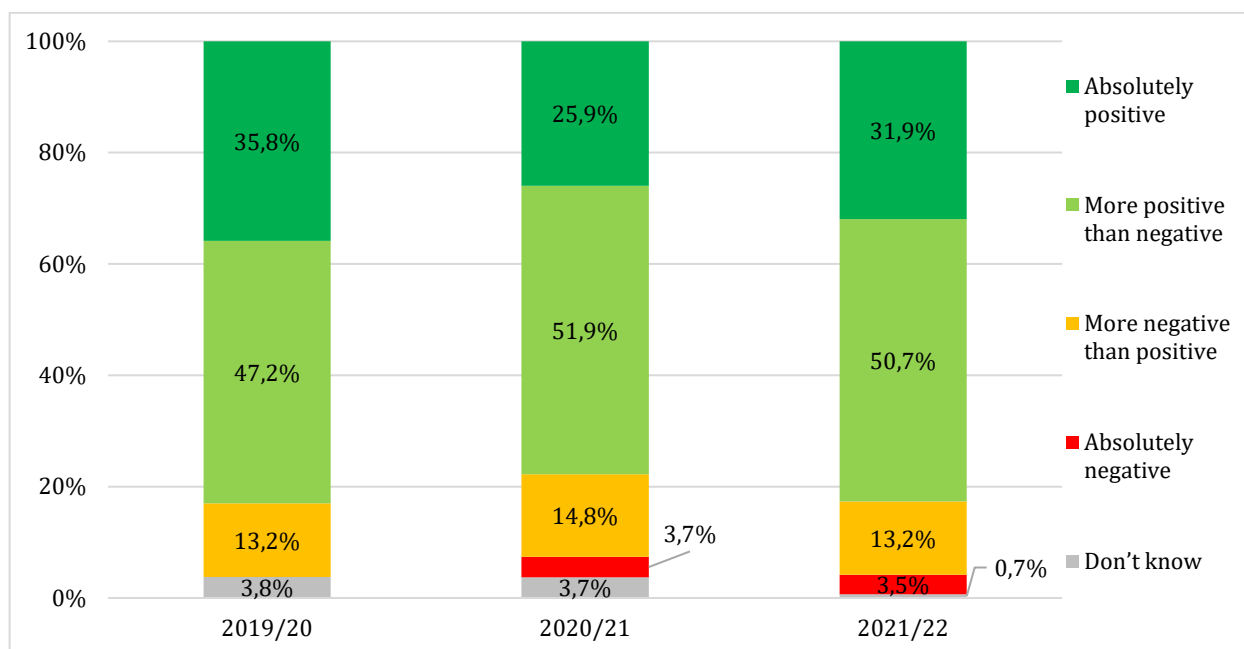
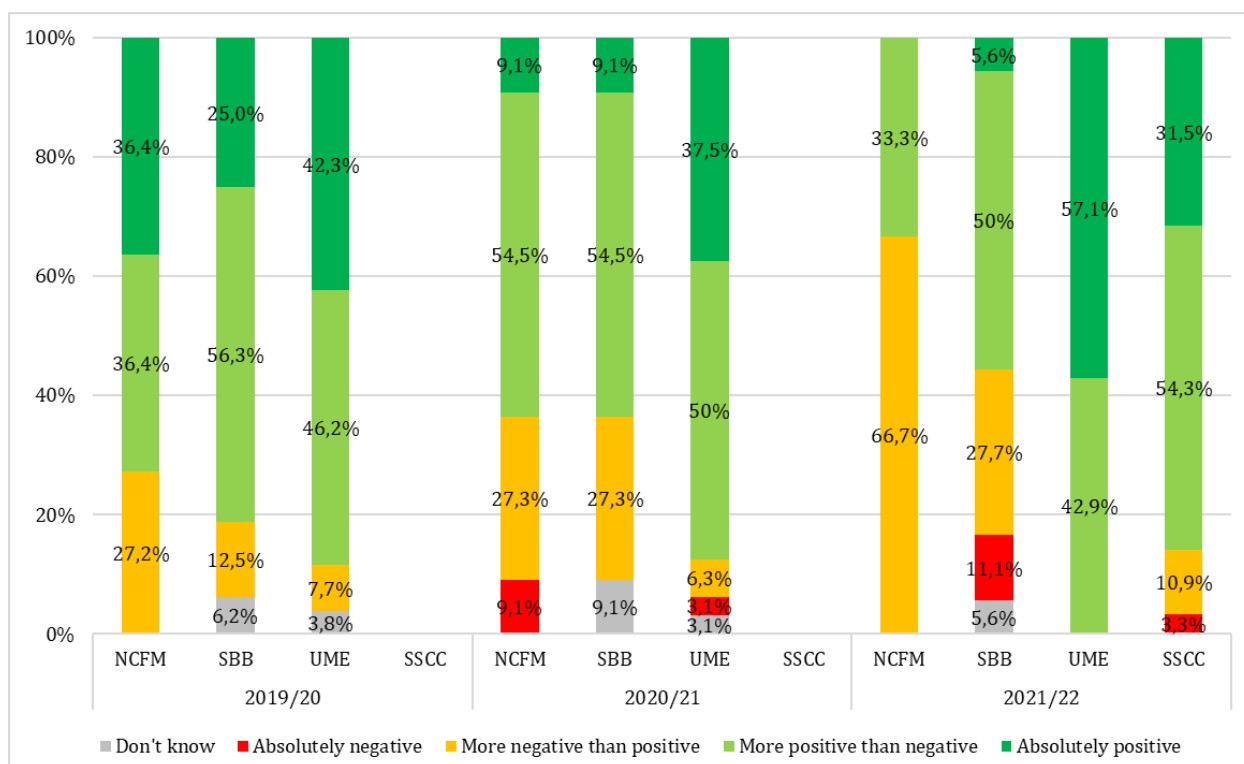
Coursework

15 Regarding research and teaching activities how would you rate the following:

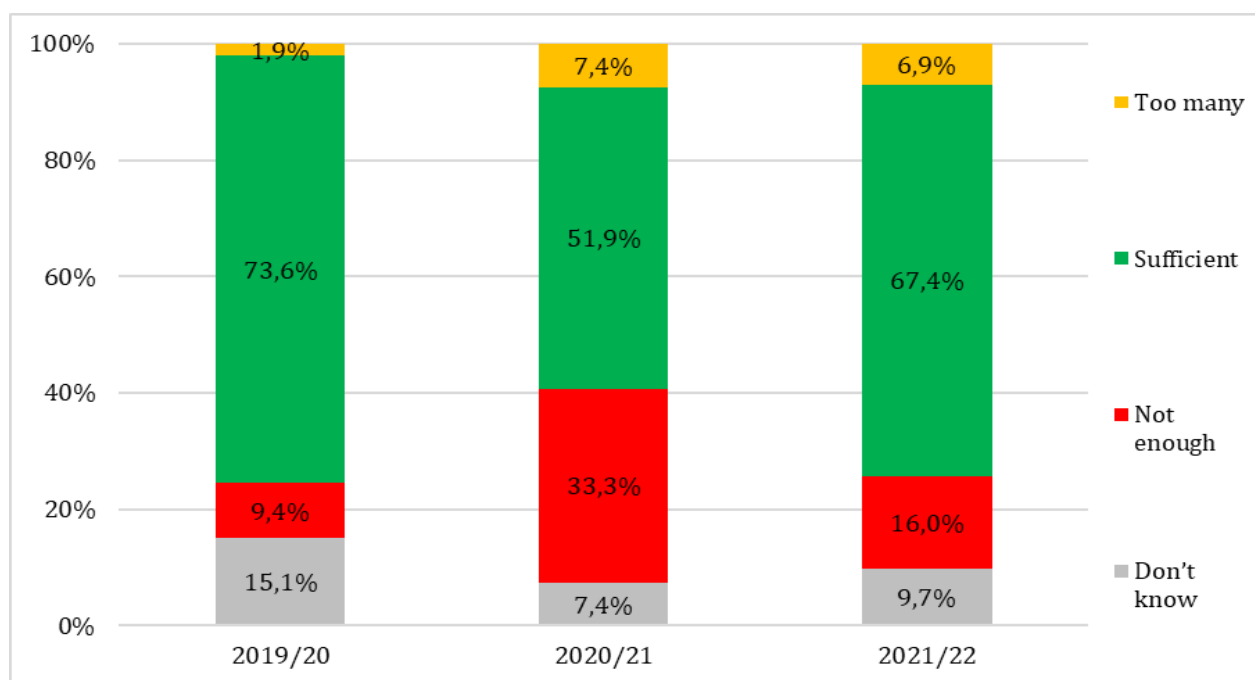
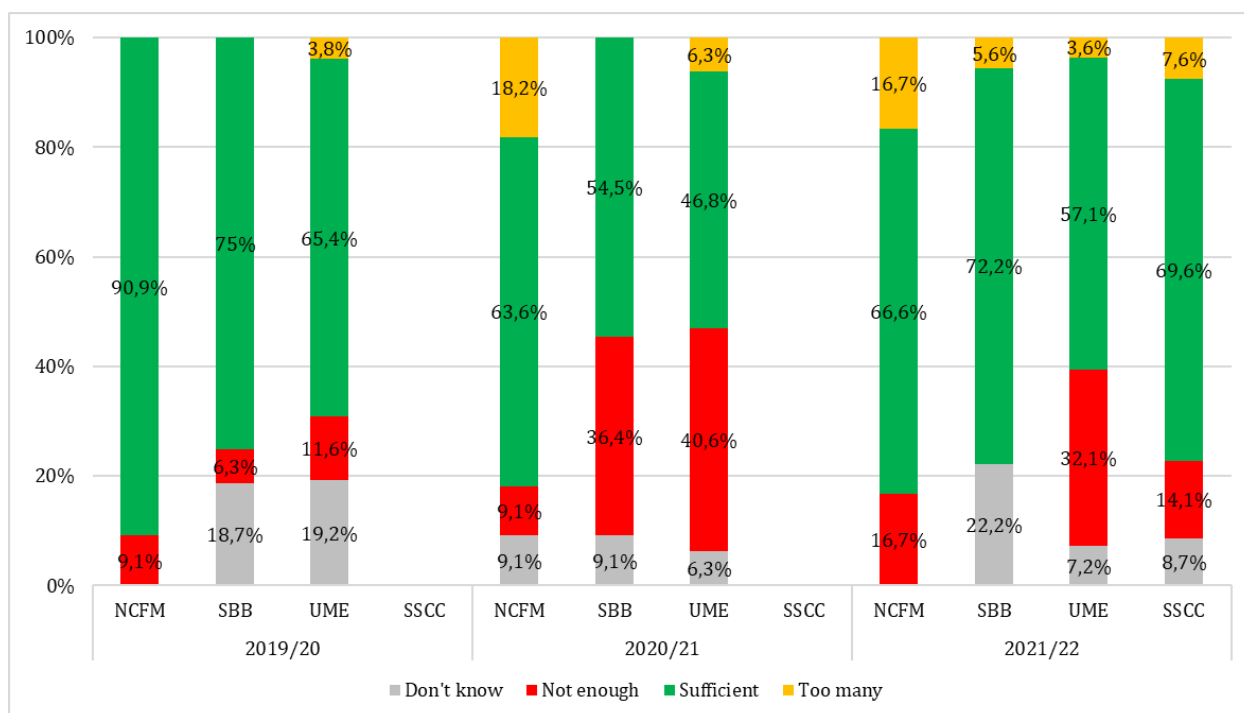
- 15a Quality of teaching activities



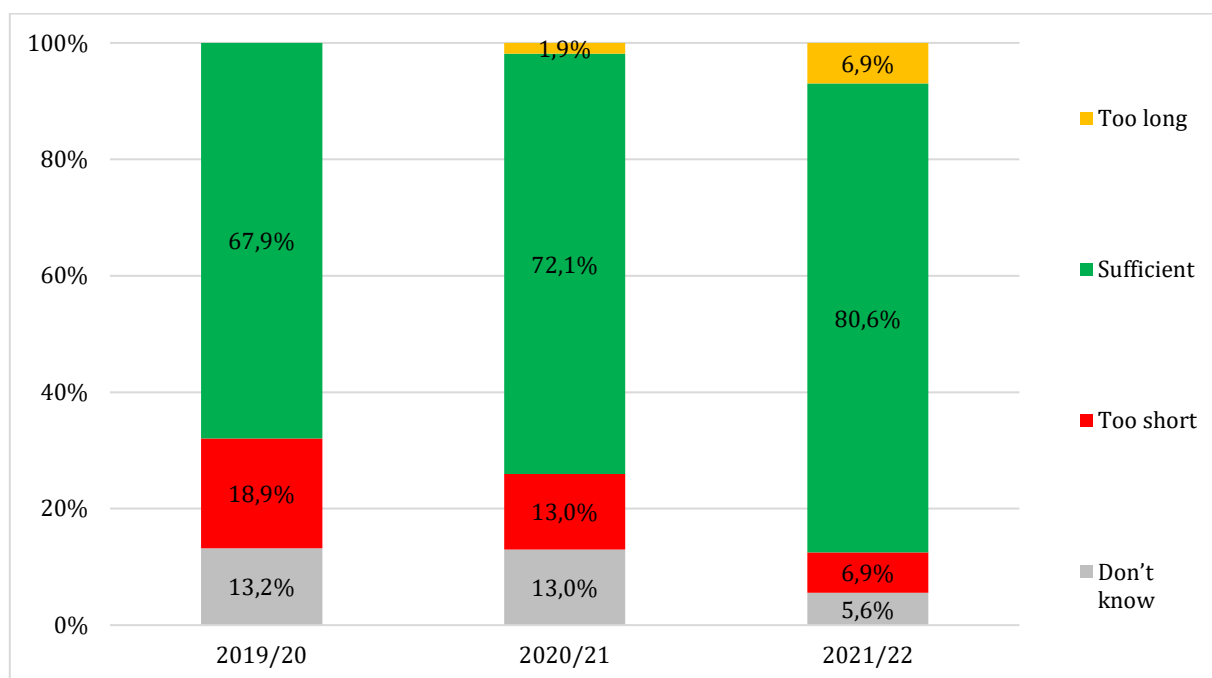
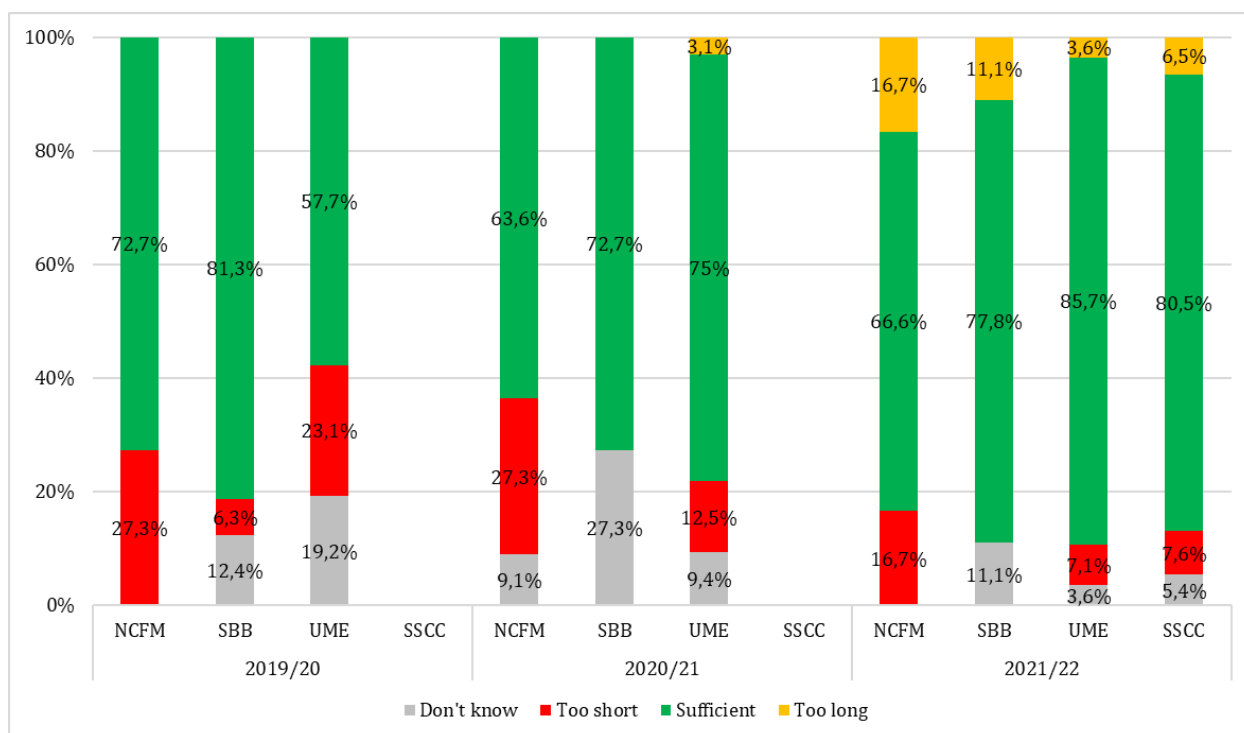
- **15b Relevance of the topics covered with reference to your research**



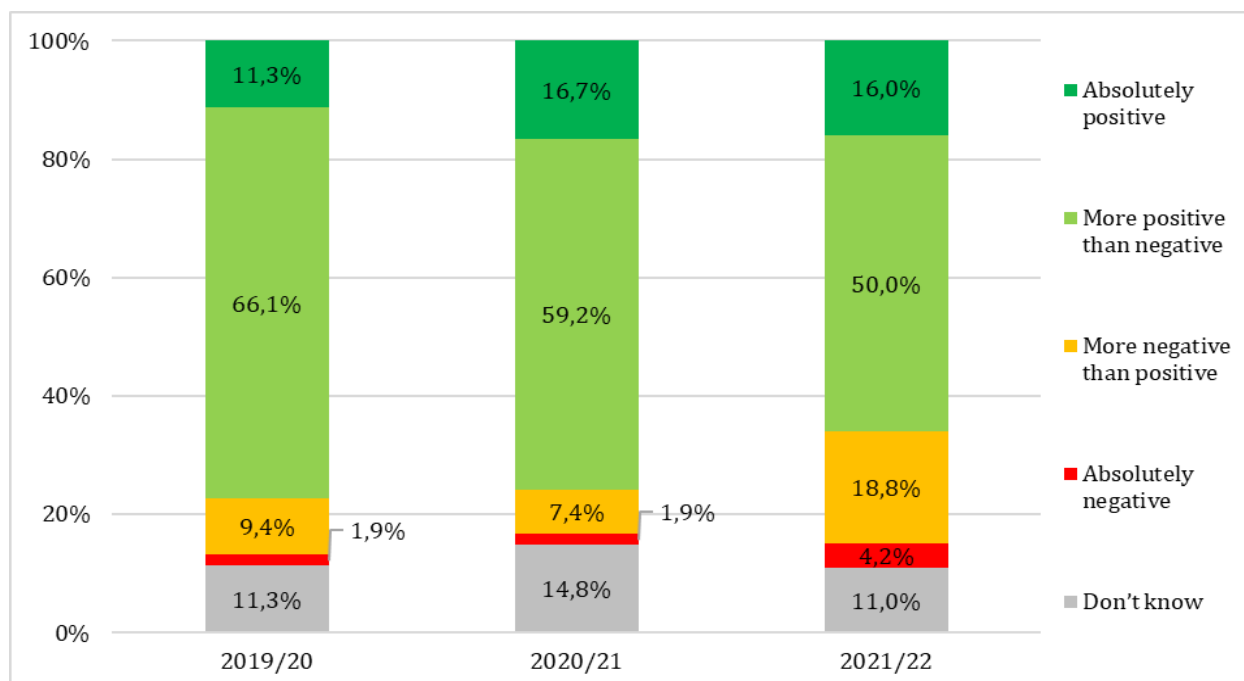
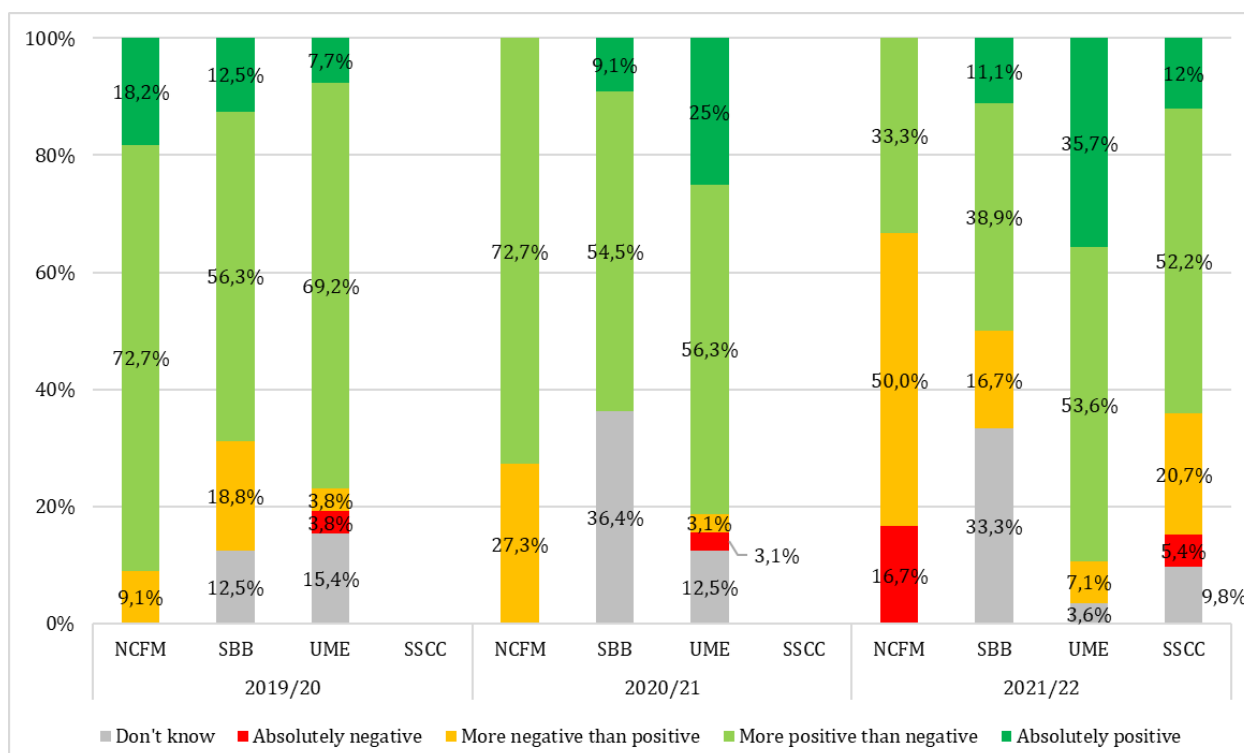
- 15c Number of the courses in relation to the content/topics



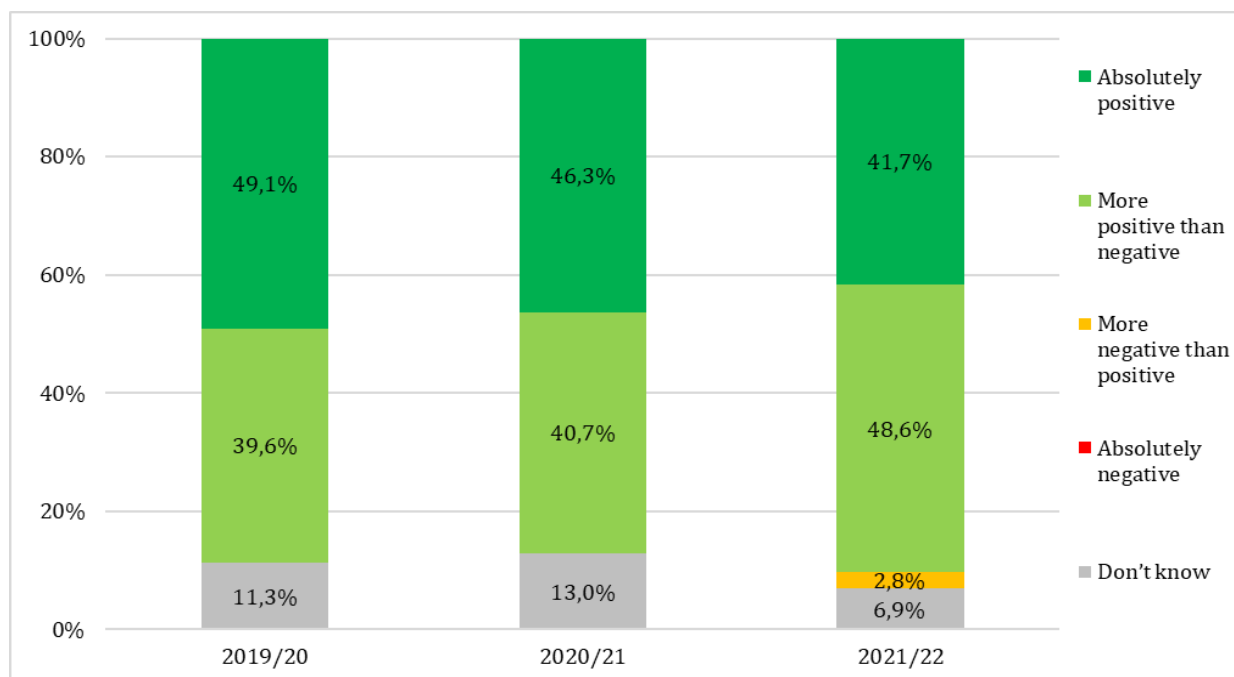
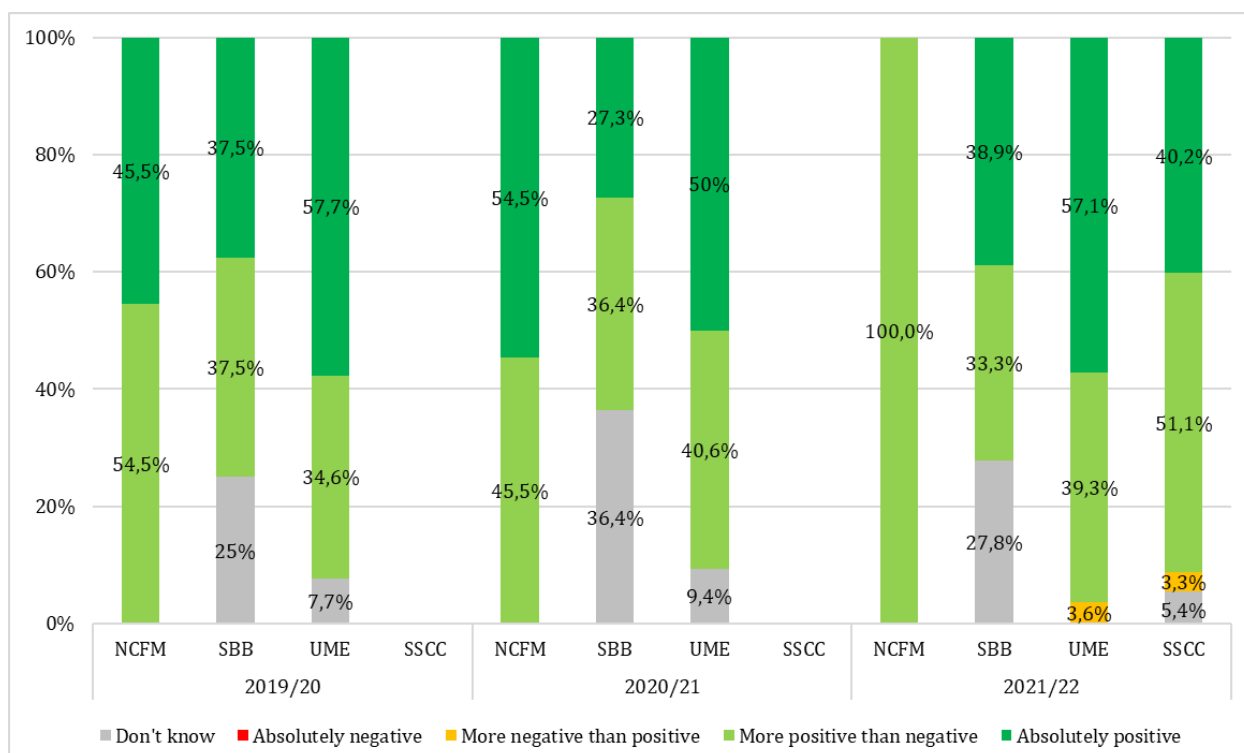
- **15d Duration of the courses in relation to the content/topics**



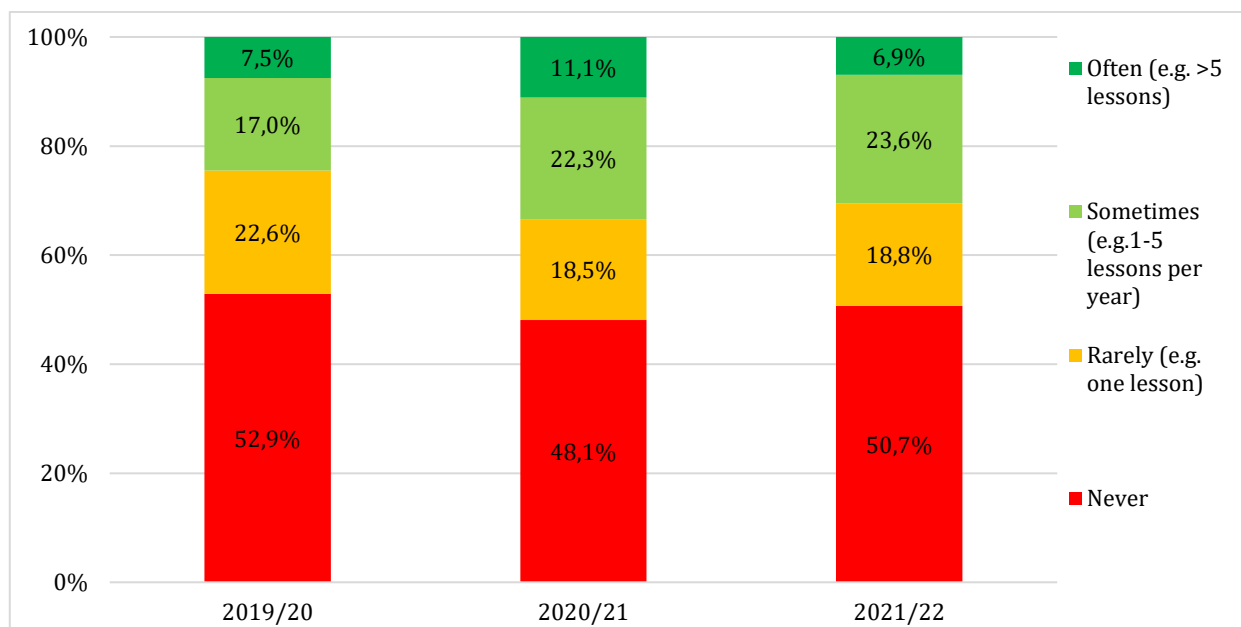
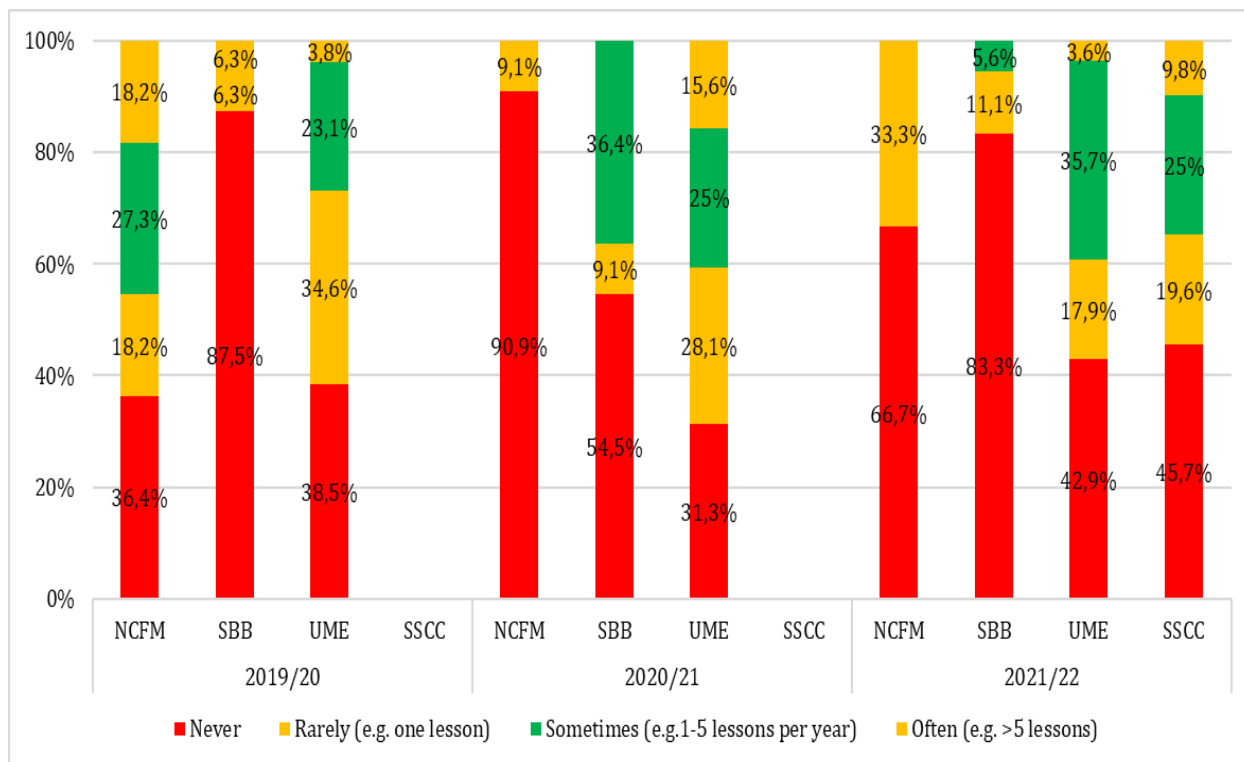
- **15e Level of integration between the various courses offered**



- **15f Helpfulness of the academic staff**

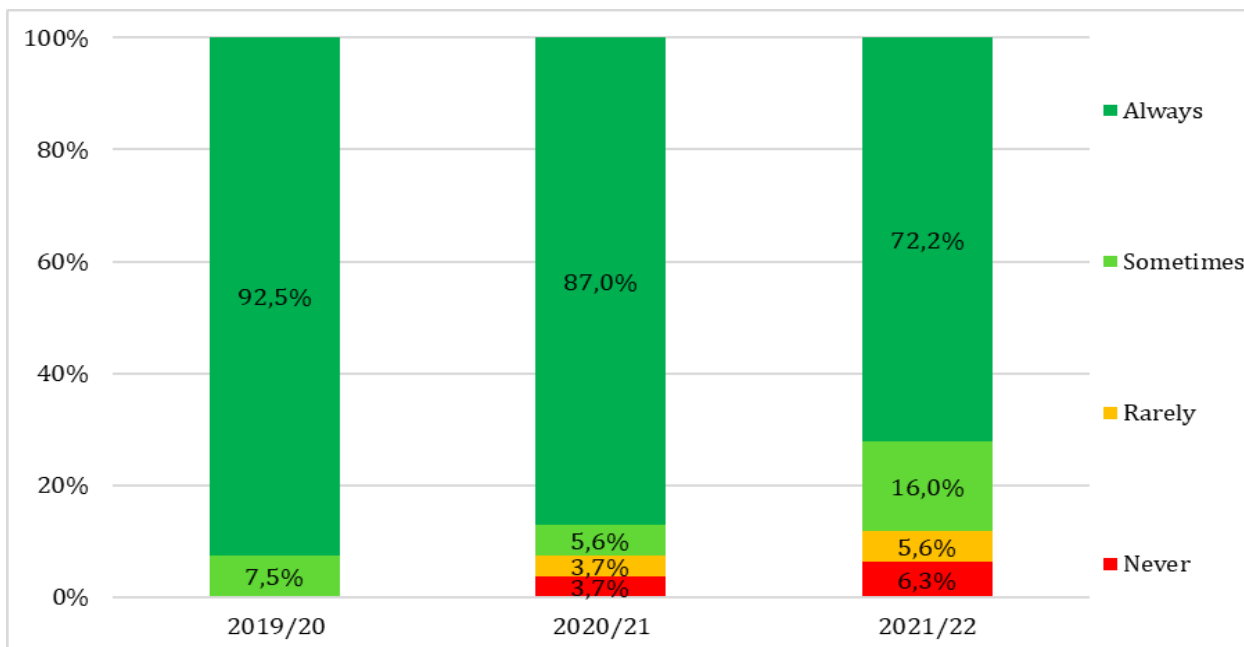
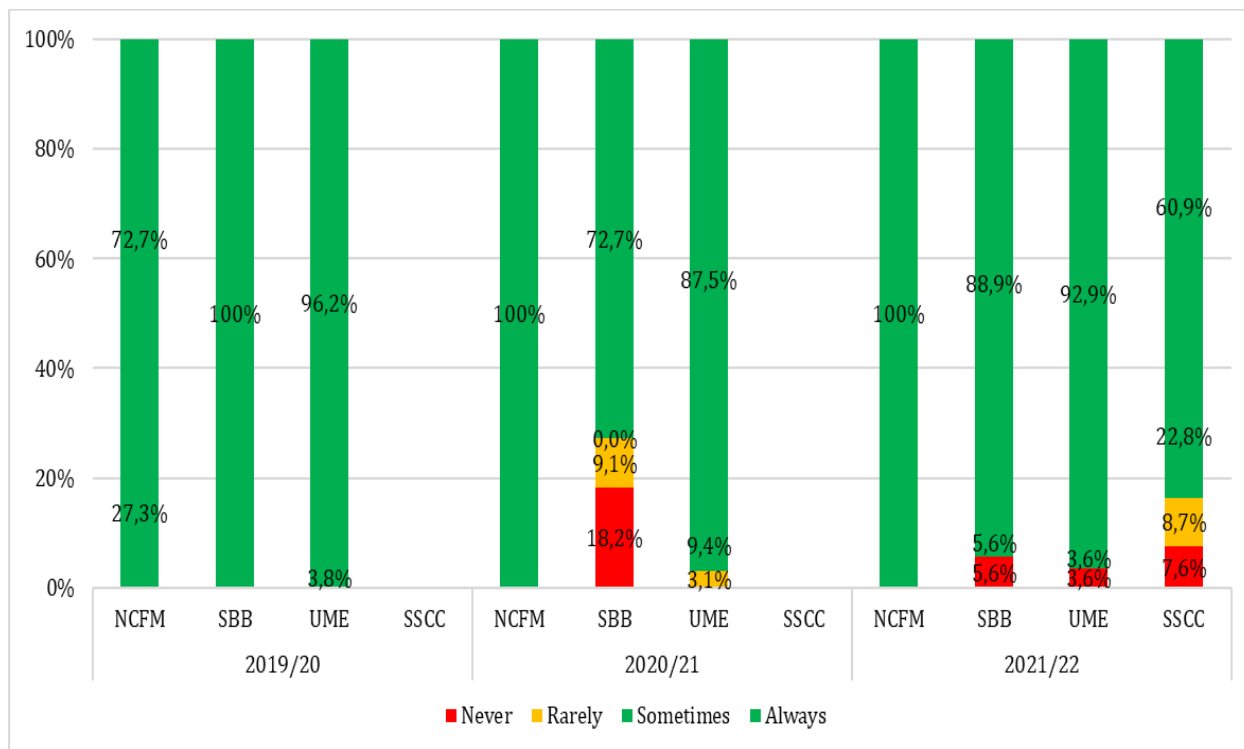


16 Have you ever been involved in the organization of teaching activities or seminars organized by Scuola IUSS?

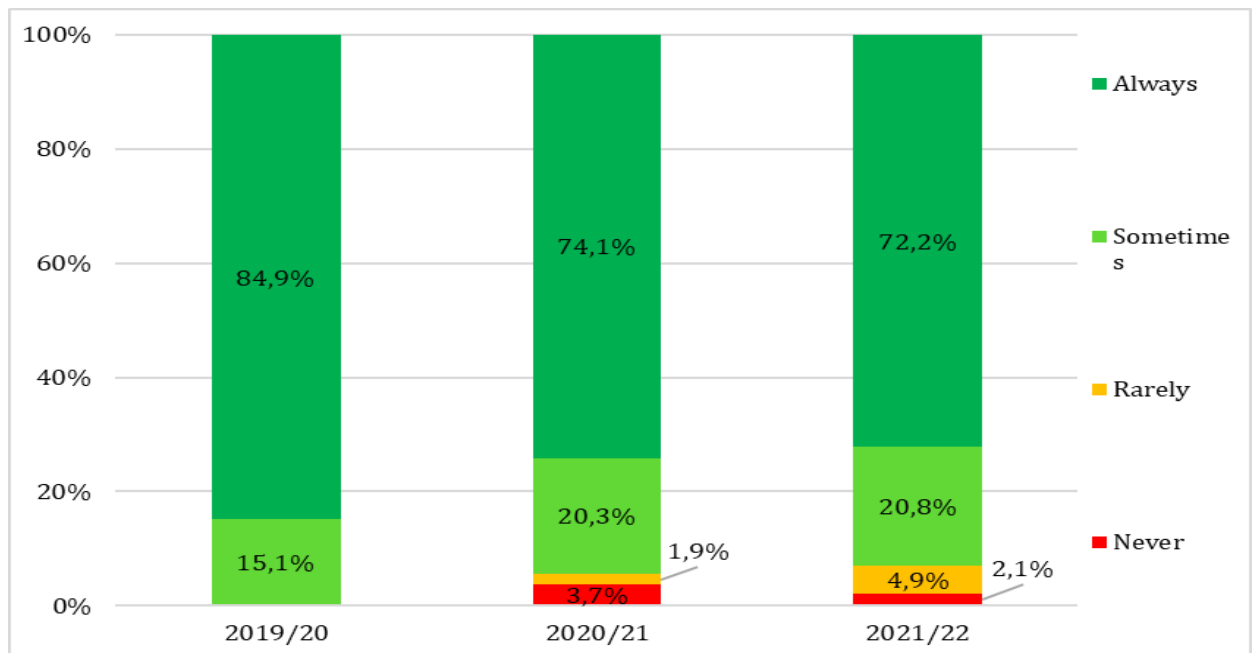
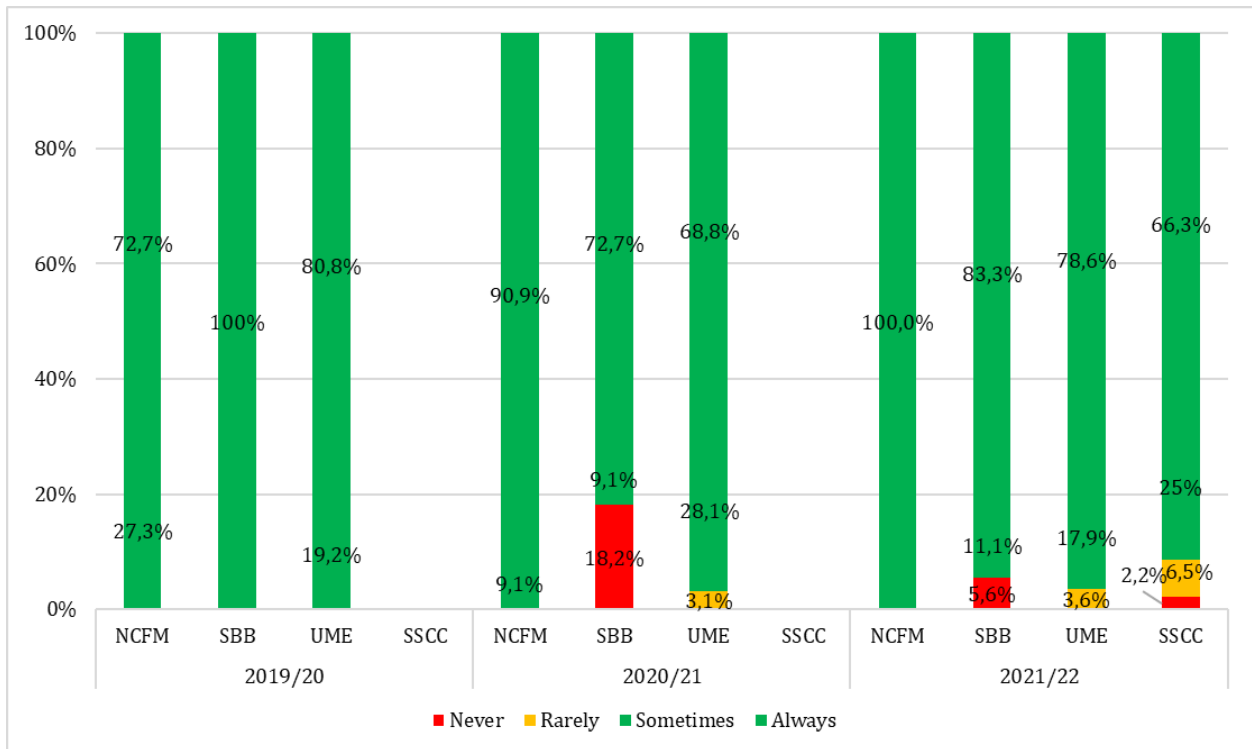


17 Are the following activities taught in English

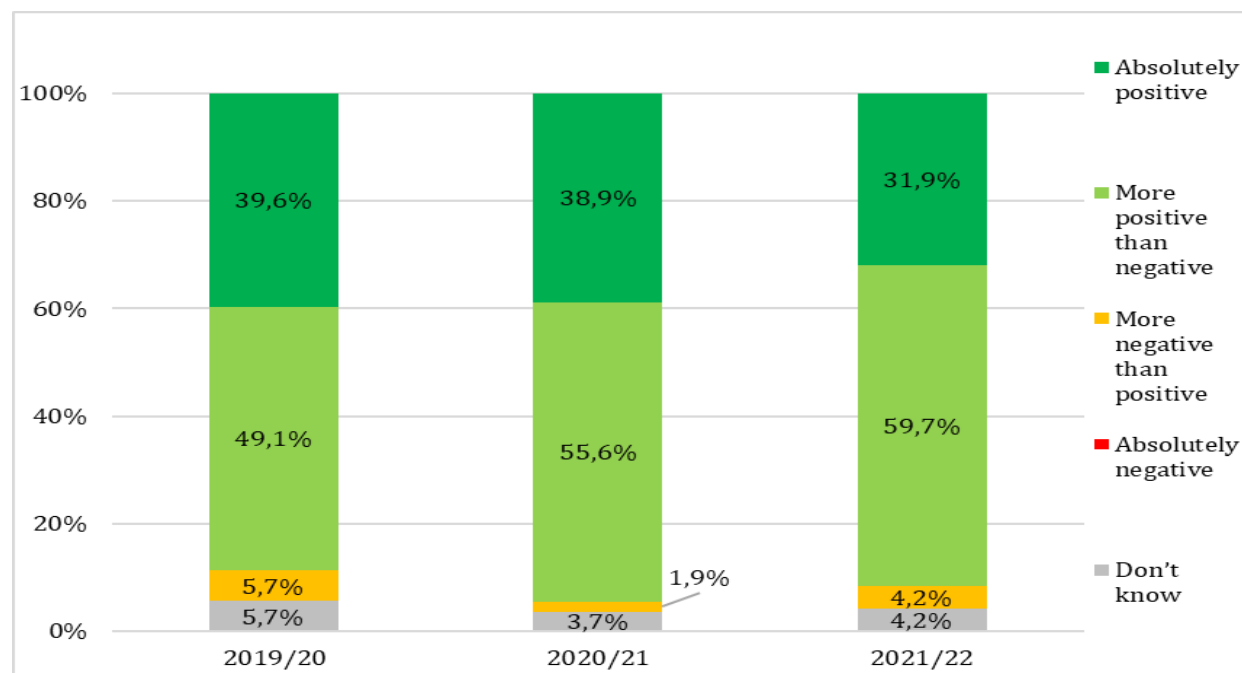
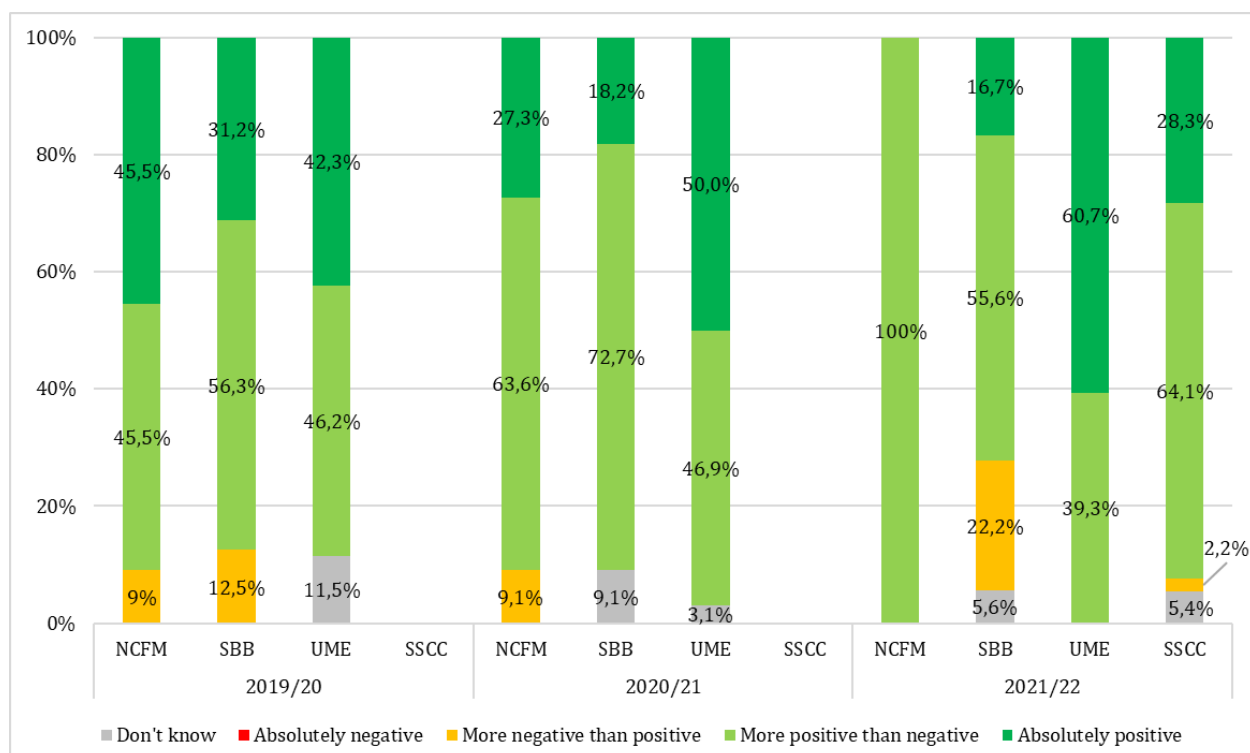
- 17a Teaching activities



- 17b Seminar activities



18 How would you overall rate the teaching activities?



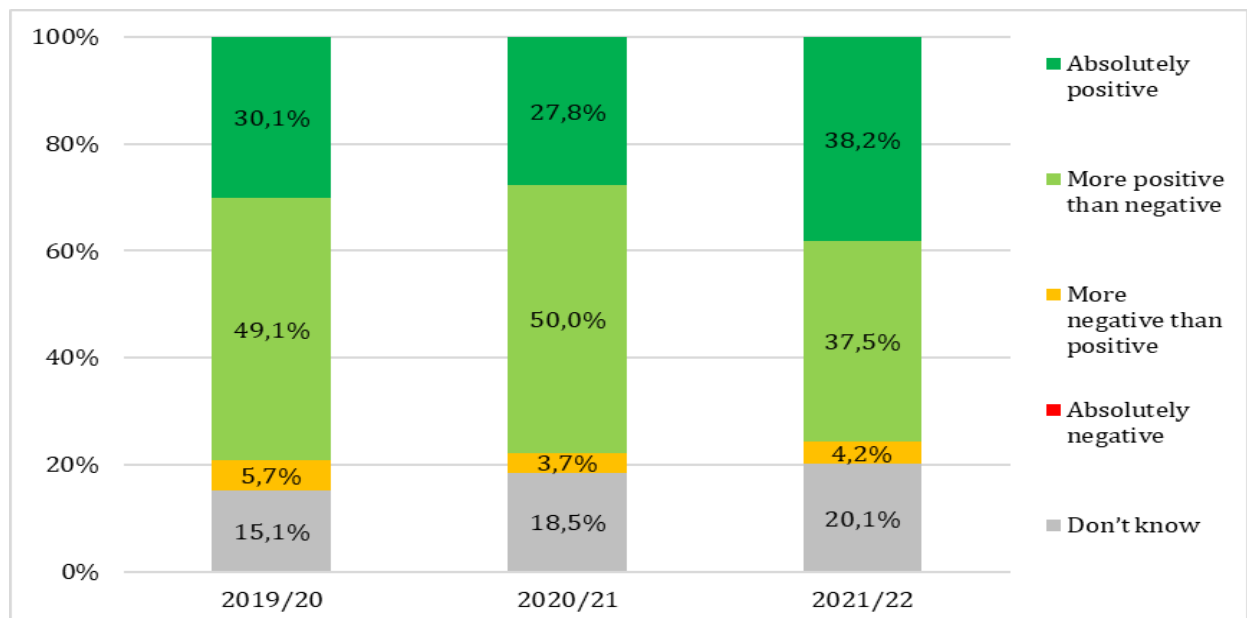
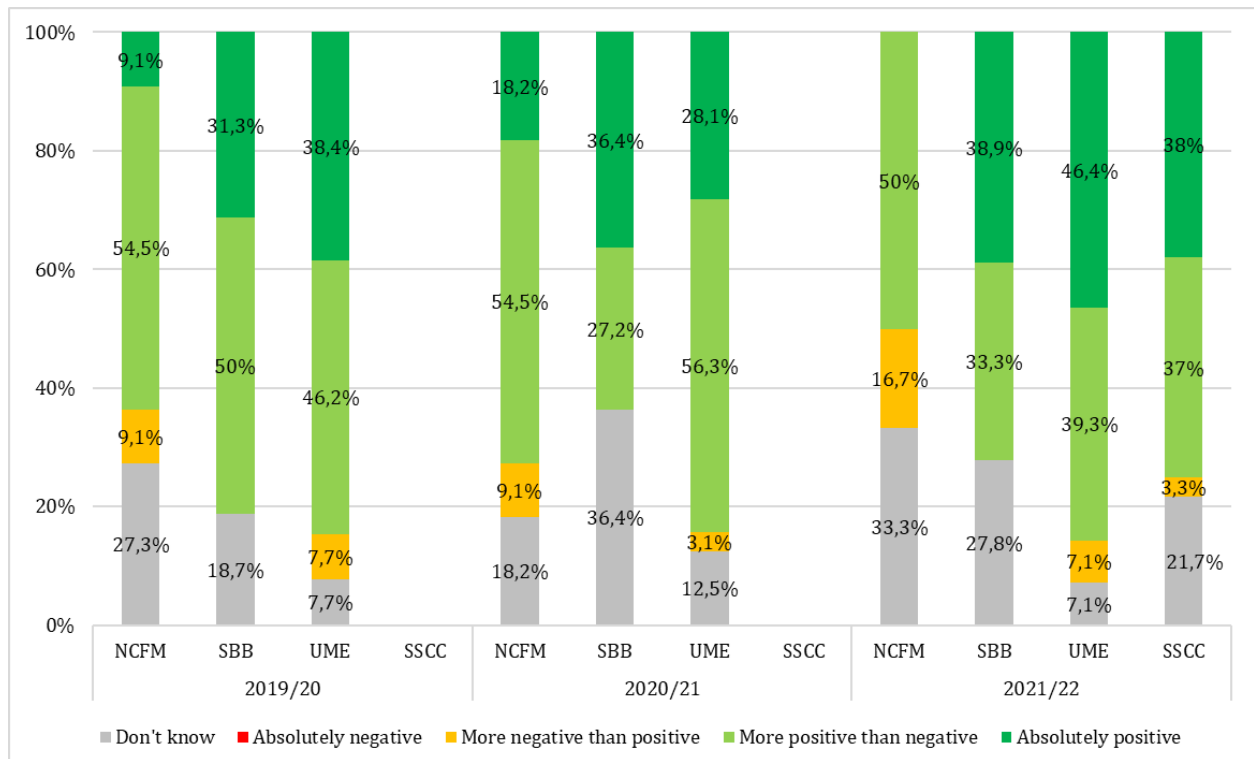
19 Comments

Please indicate clearly if you experienced some problems in the Coursework	
NCFM	Interdisciplinary courses directed to phd students of all programmes were sometimes not really helpful. The topics discussed in the course Research Based Innovation, for instance, are hardly compatible with SUV programmes. The course Scientific English, instead, didn't seem to be structured according to the linguistic competence of the participants, so that it was mostly unhelpful
SSCC	All the courseworks I have attended are relevant to my research activities. Though some Professors shift from English to Italian during discussions, I was still able to follow the lectures
SSCC	I am referring to the MD/CU/FD events, not to standar classowork activities at IUSS
SSCC	I have taken some courses where I never even got a Pass/Fail grade back or an acknowledgment of the course ending (e.g. Introduction to Intergenerational Justice at Sant'Anna which was completed in Dec/Jan) + I have taken some courses at IUSS which are not part of the official study plan, but were still not added even after my supervisor filled out the designated form
SSCC	Language of instruction is a problem as mostly courses are in italian or mixed approach
SSCC	No
SSCC	There were no courses strongly related to my research topic. I attended the ones more close to it. But is demotivating the fact to work on a field, that I know only in a small part, without having useful courses to attend in the first year
UME	I have not experienced any problems in the coursework
UME	It could be useful having more courses related to the topic of our PhD (Hydrometerological and Hydrogeological risk)
UME	None
UME	Not at the moment
UME	Not enough courses/ same courses as thoses done during the masters which makes finding new ones difficult
UME	Nothing to report

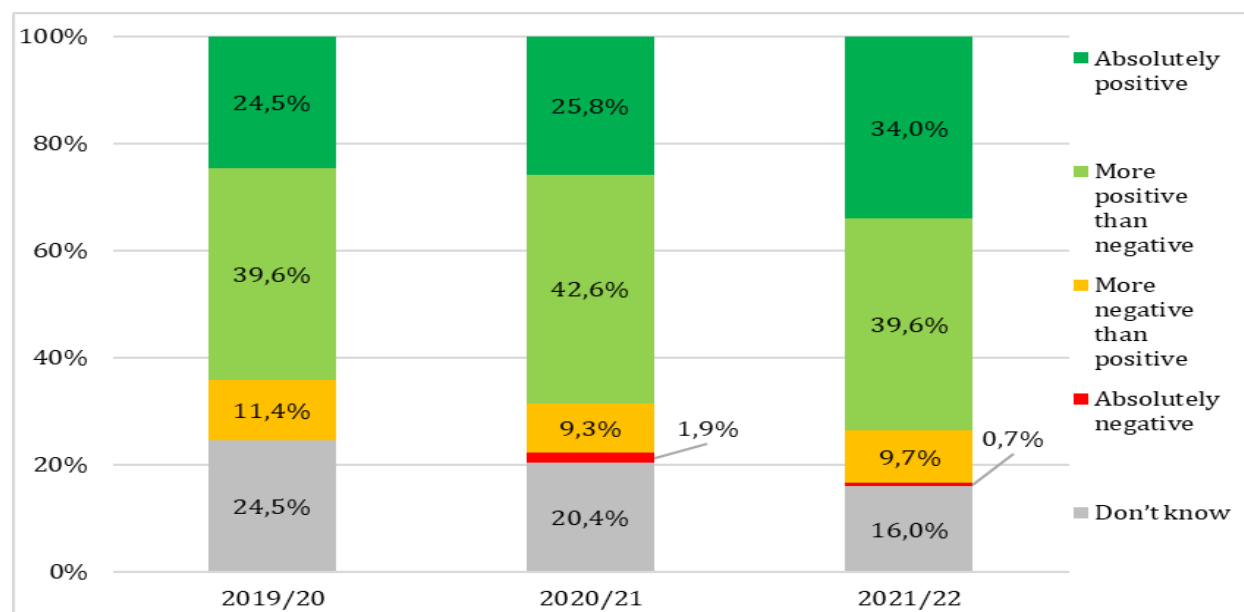
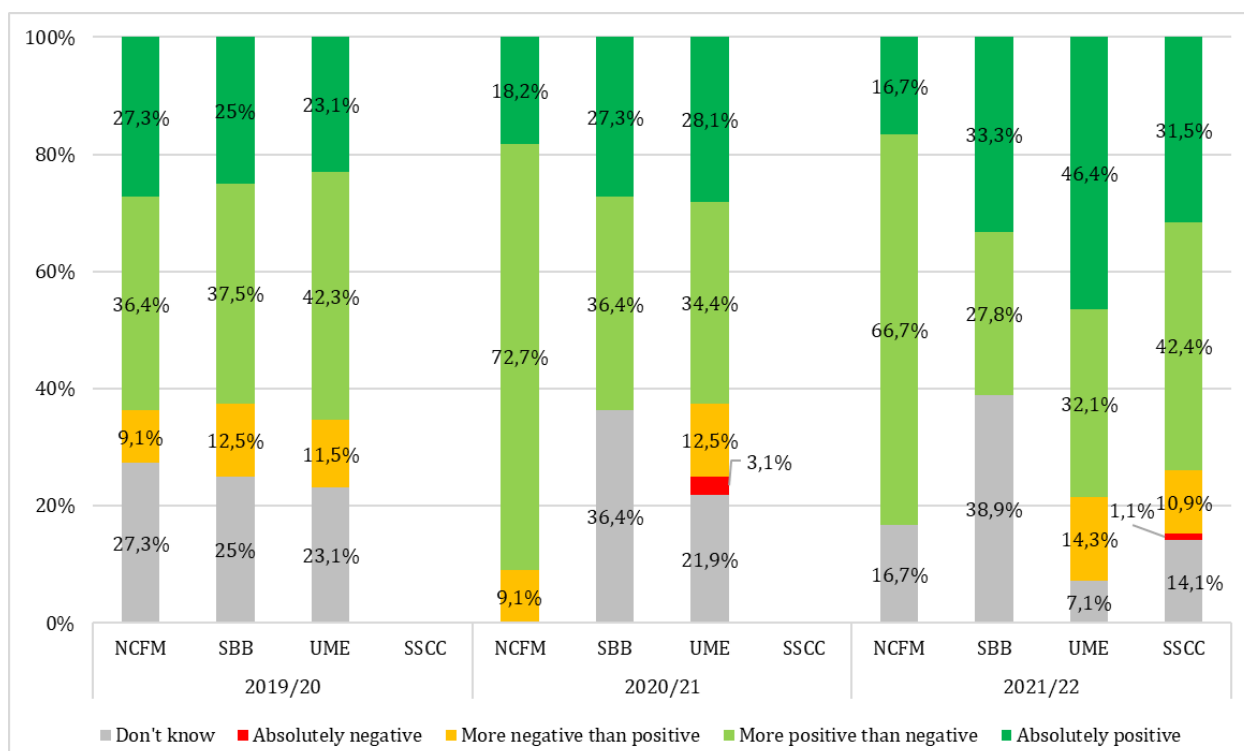
Internationalization

20 How would you rate the following:

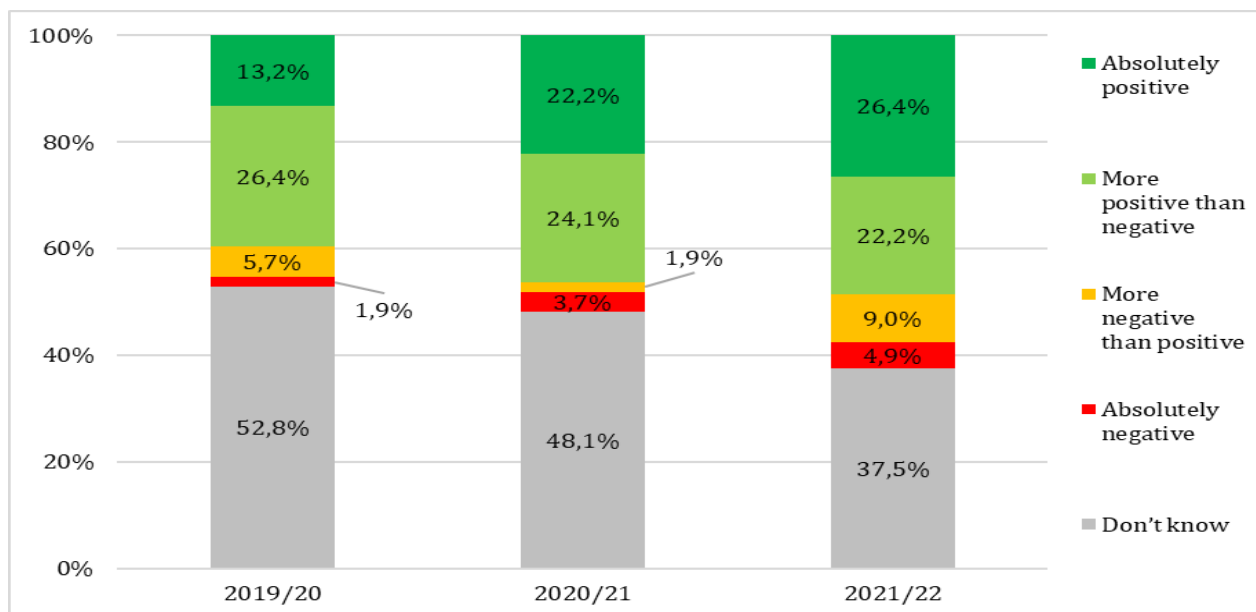
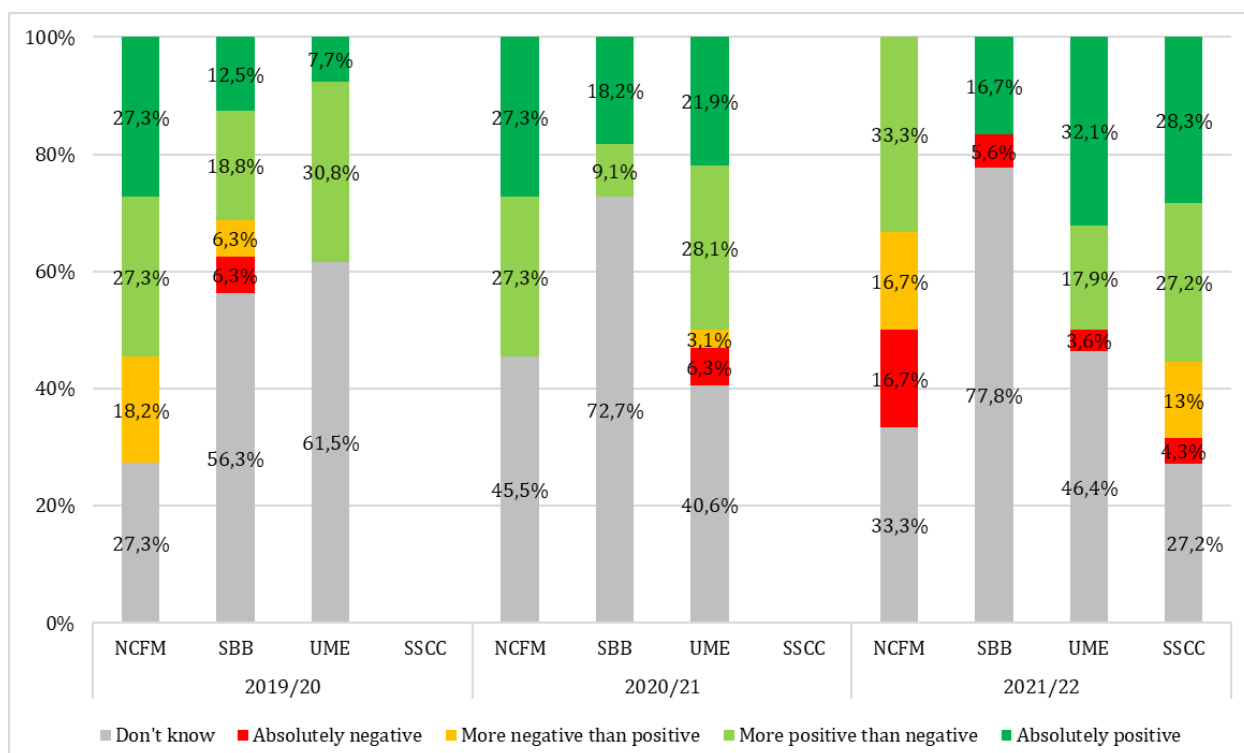
- 20a International reputation of your PhD course



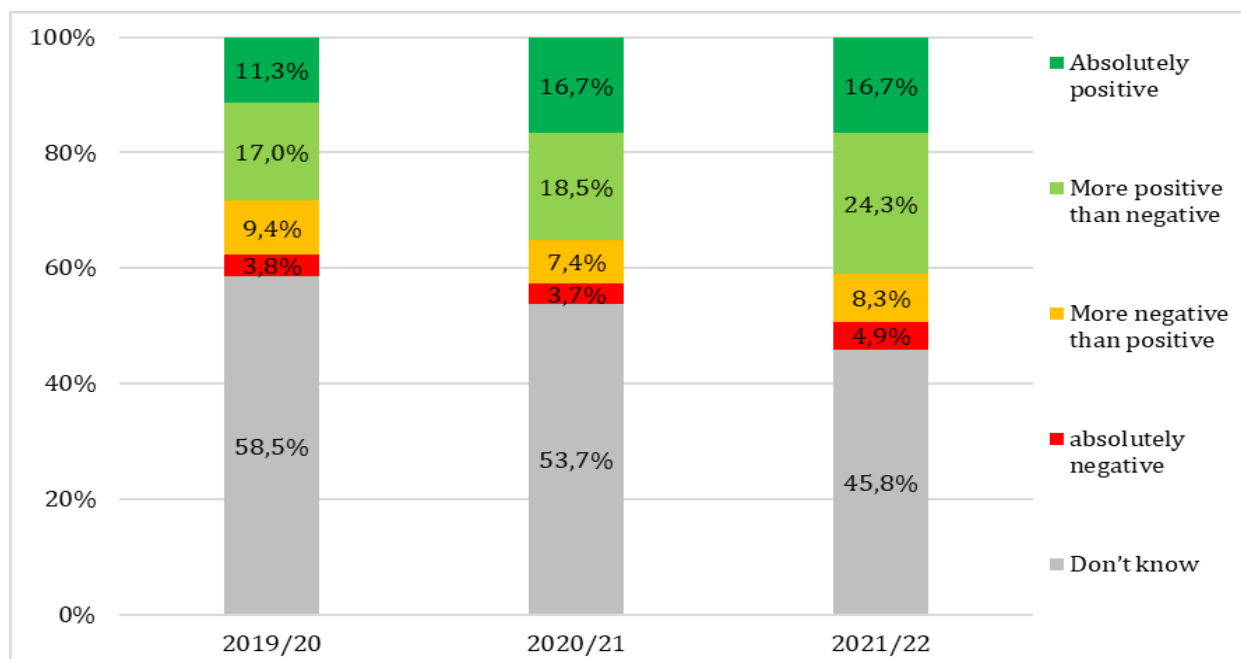
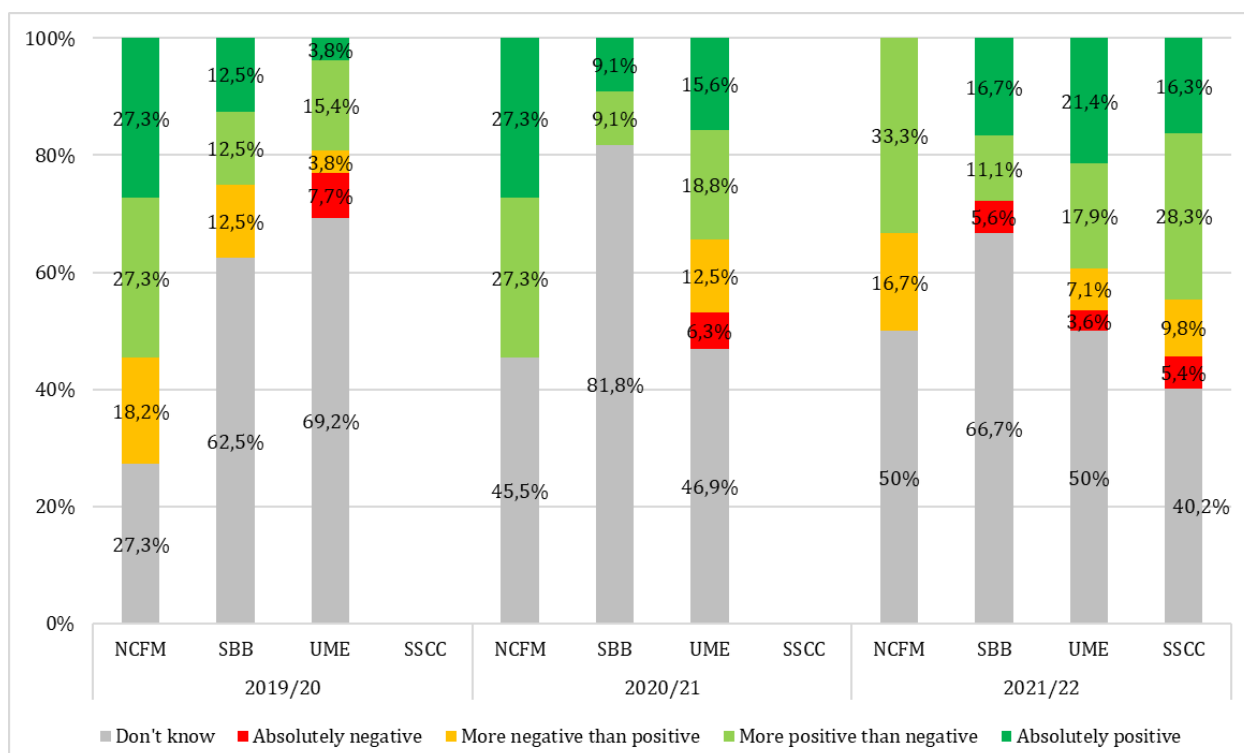
- 20b Opportunity of exchanges and cooperation



- 20c Scientific advice received for the choice/organization of the period abroad

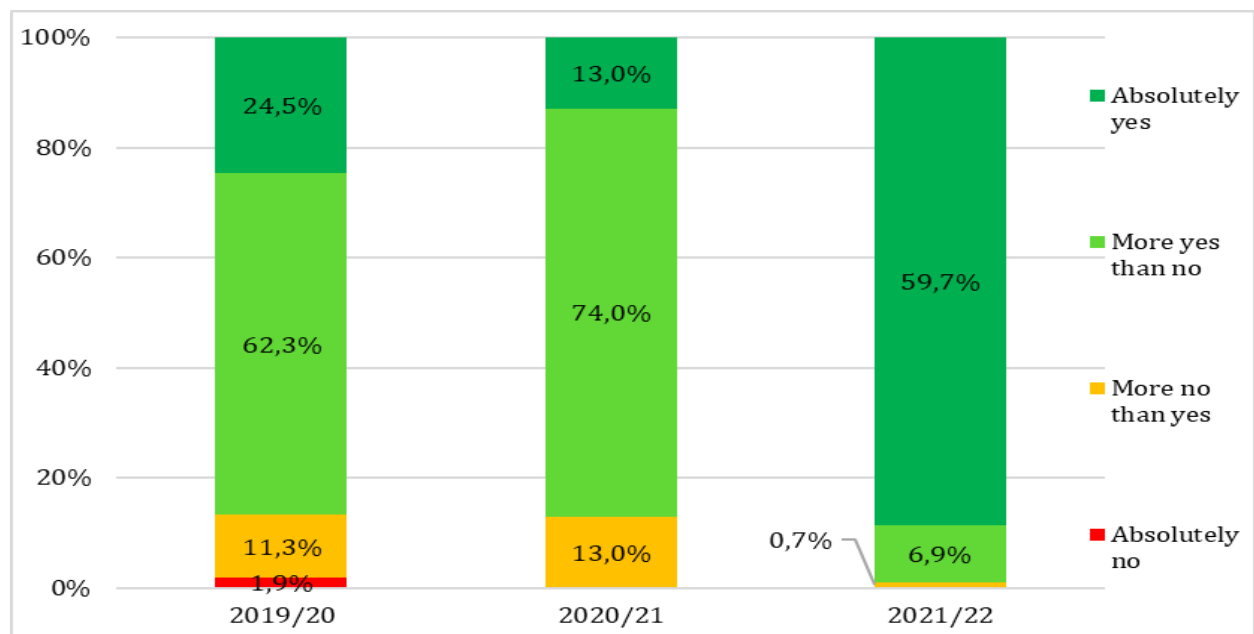
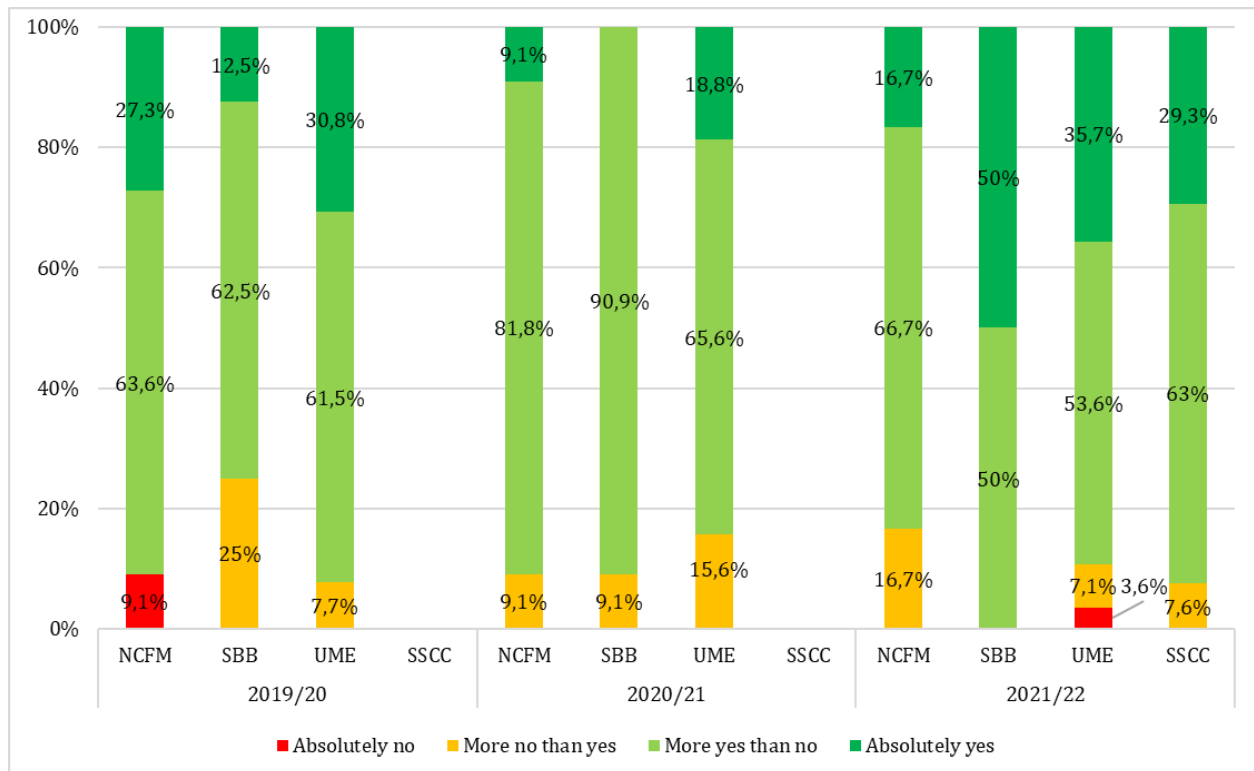


- **20d Administrative support received for the choice/organization of the period abroad**

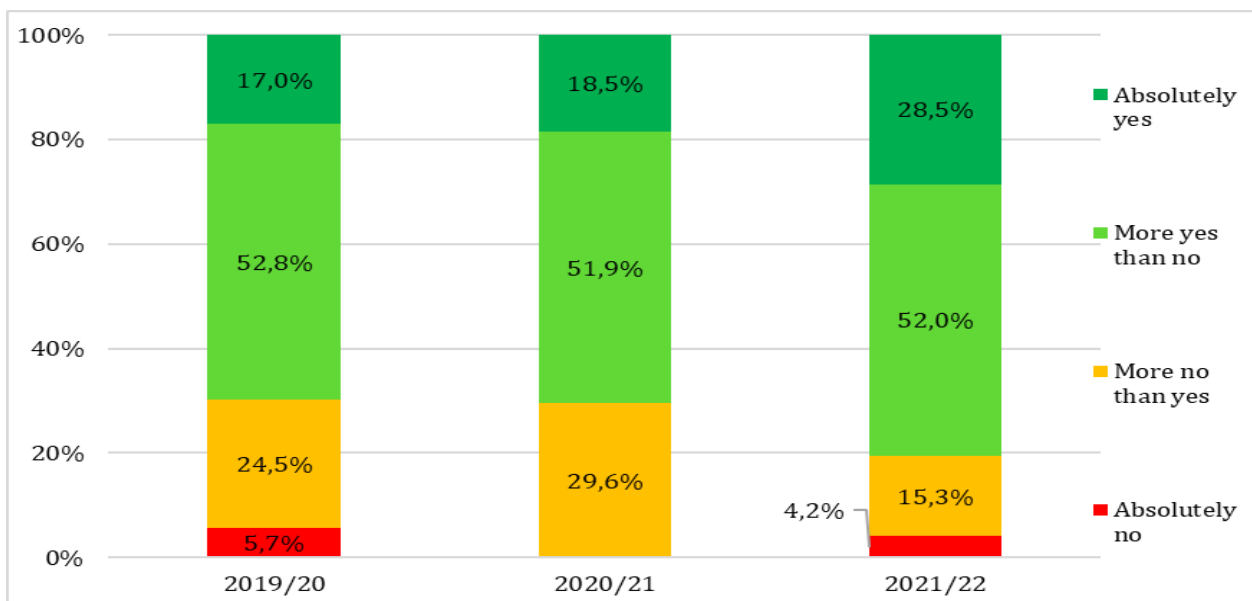
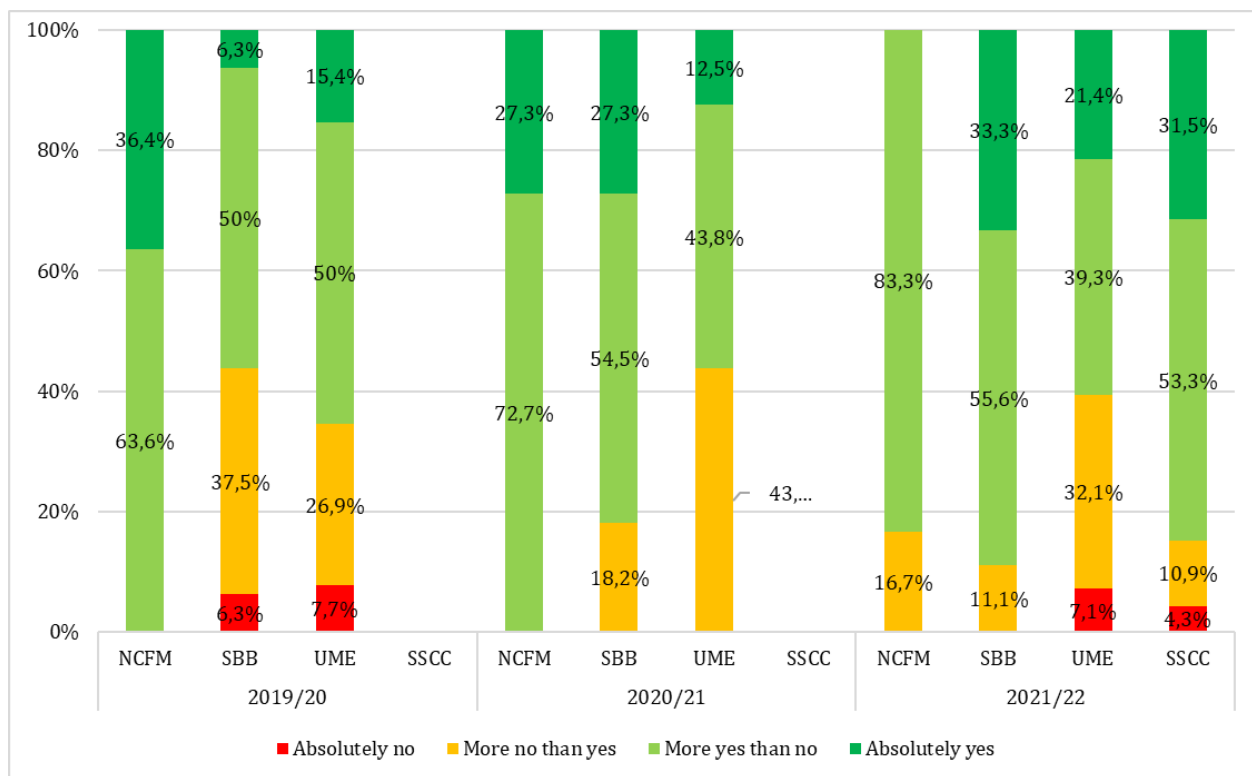


Organization

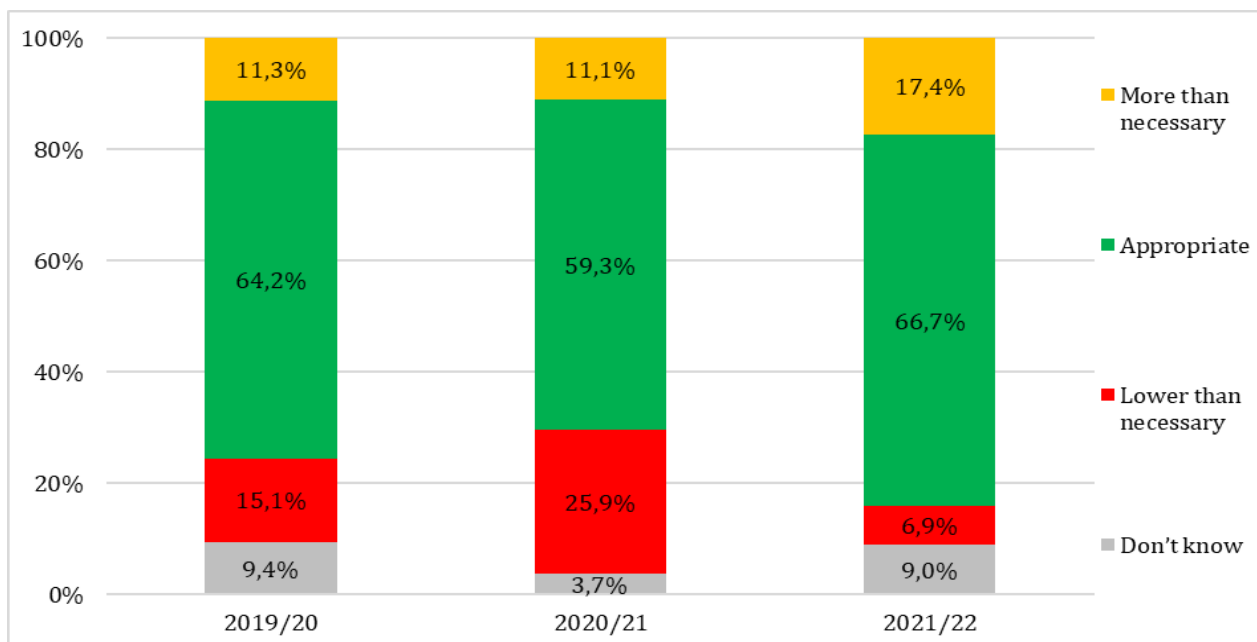
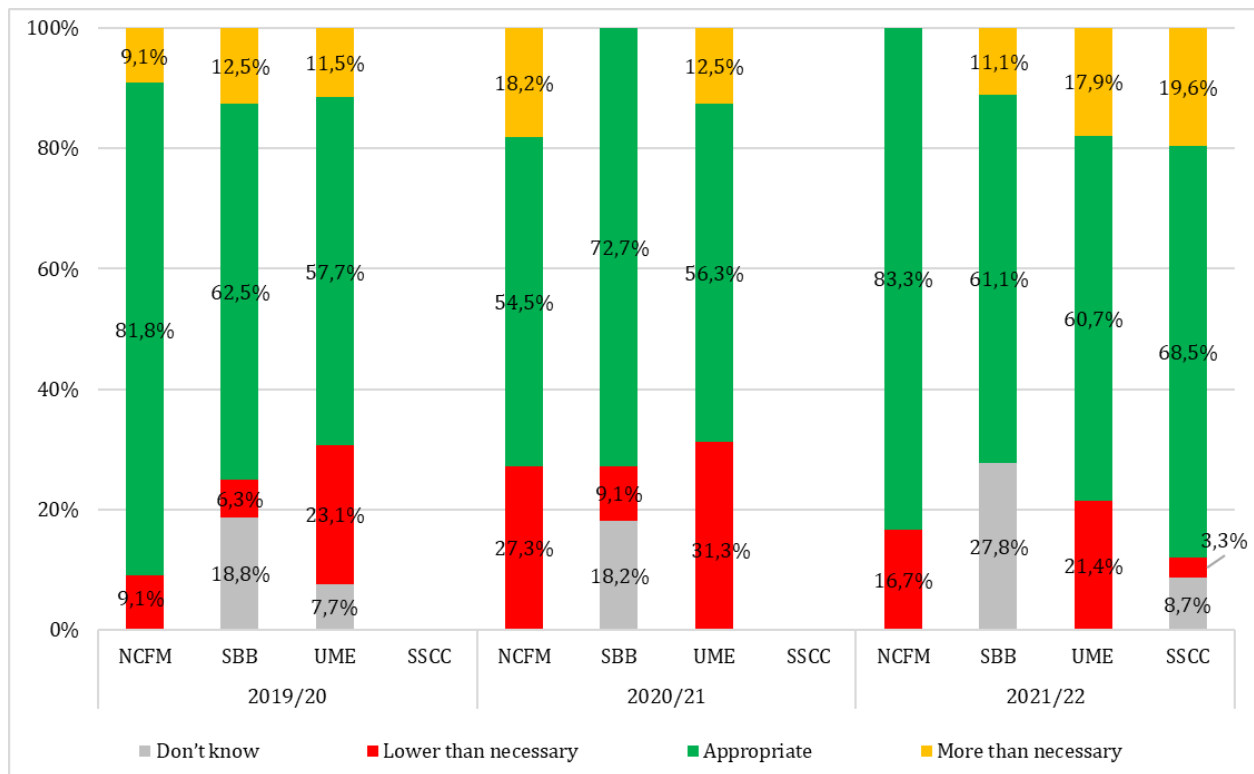
21 Do you know the regulations of your PhD course?



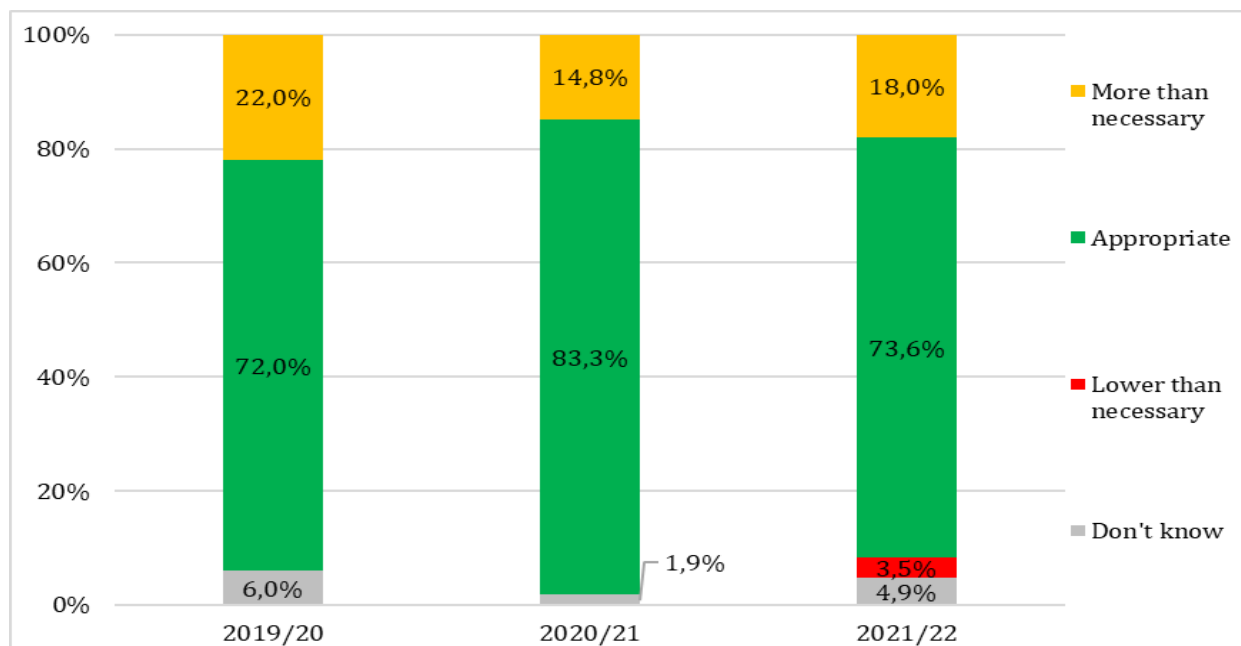
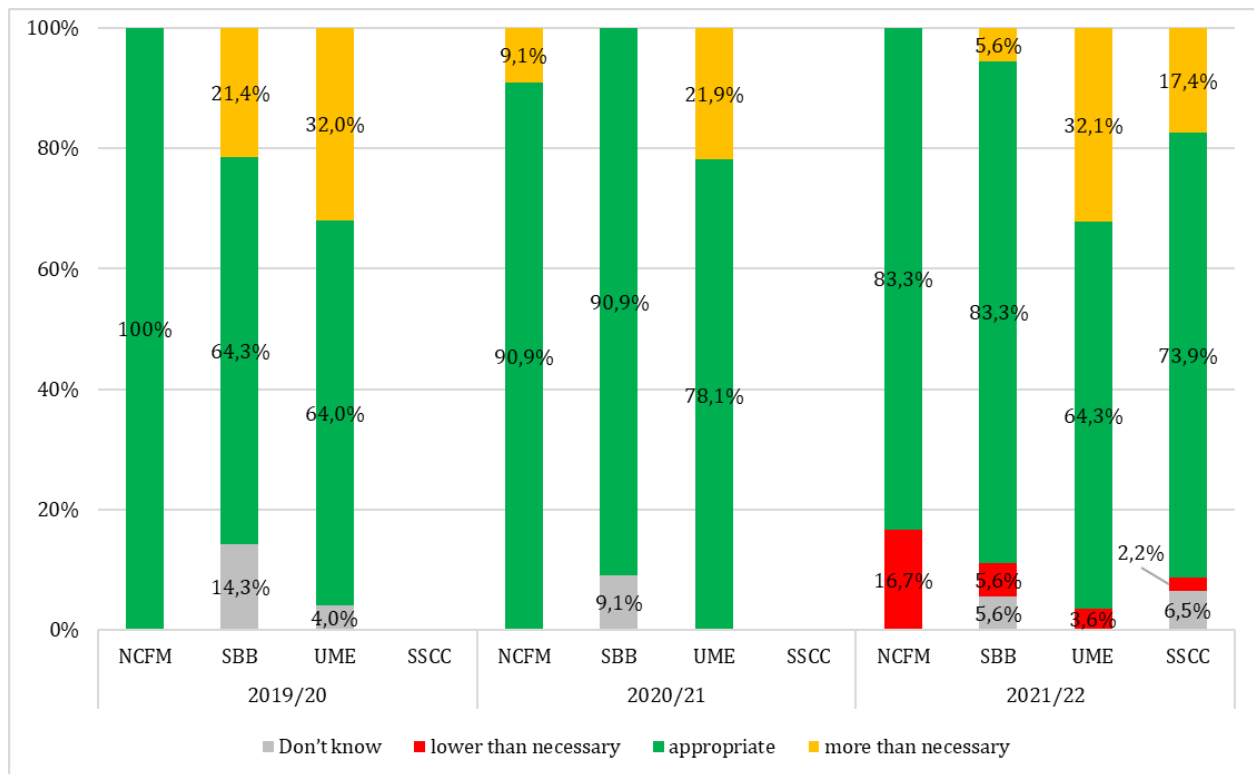
22 Do you think you have received enough information about the organization of your PhD?



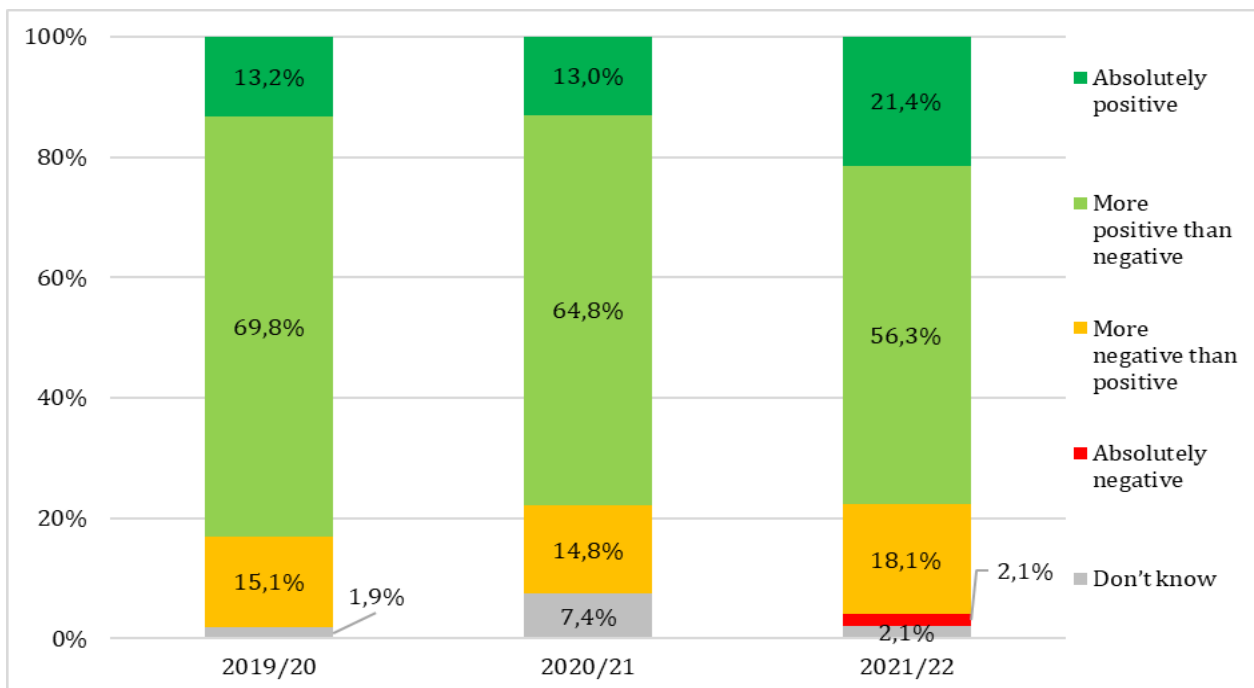
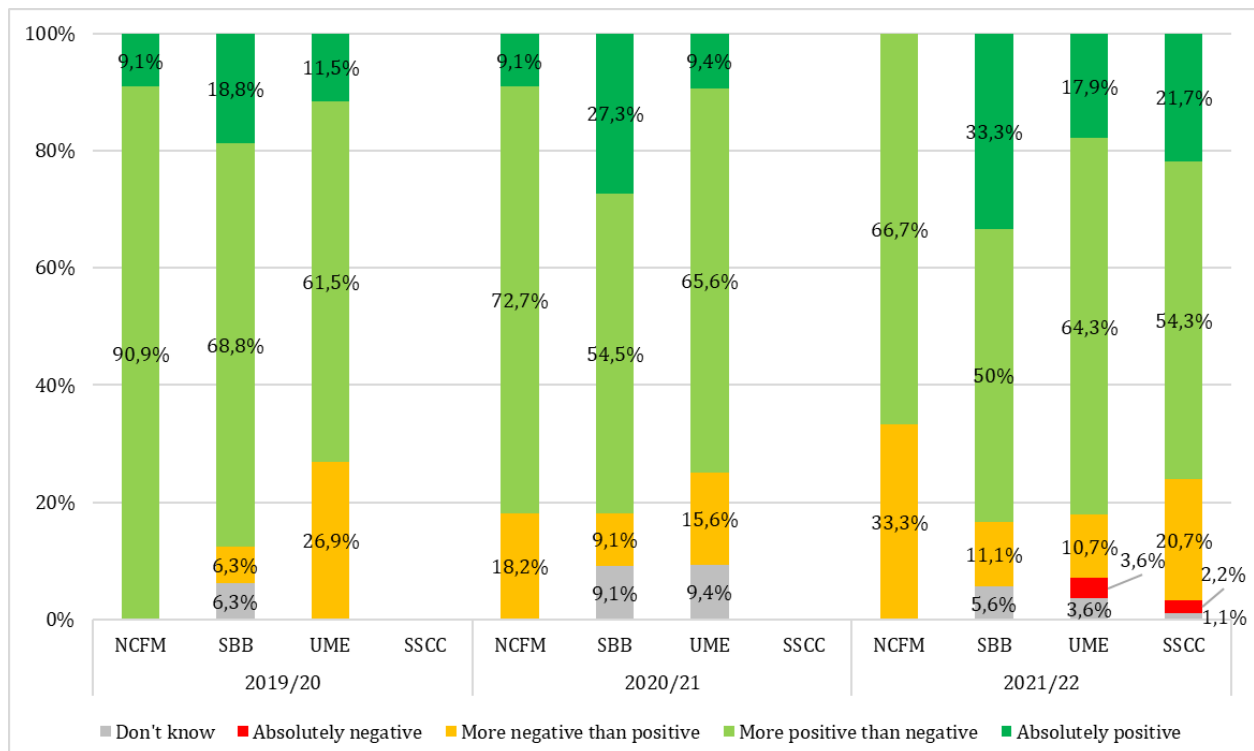
23 Are you satisfied by the quantity of academic teachers in your PhD Course?



24 Are you satisfied by the quality of academic teachers in your PhD Course?



25 How would you rate the practical organization of the PhD?



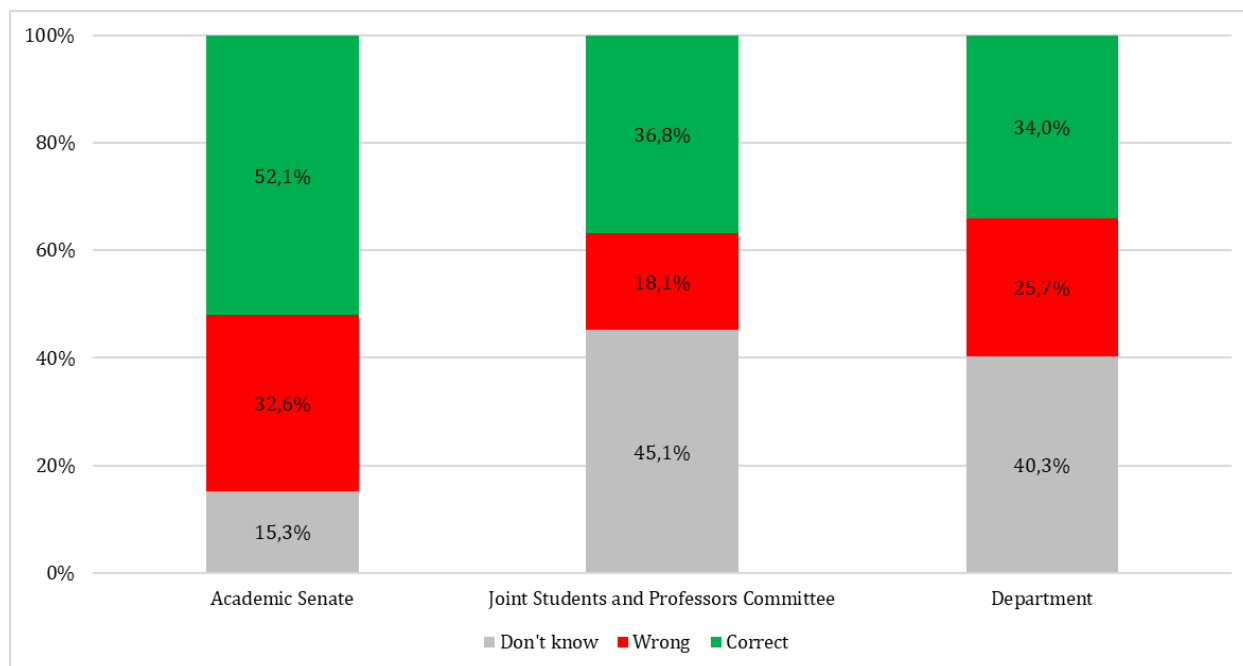
26 Comments

Please indicate clearly if you experienced some problems about the Organization	
SSCC	<ul style="list-style-type: none"> - inefficient and confusing communication, often relying on WA groups and using other students as sources - inconsistencies in data provided - no clarity in responsibility divisions among different people/ units which results in long and painful resolution of issues/ questions - Short notice In announcing important events such as presentation of one's research - Lack of systematization in courses offered (unacceptable and de-stabilizing to have courses listed in an excel file with an unofficial platform) and especially their scheduling: there needs to be a shared calendar to facilitate time management and provide easy access to courses and links for lectures - Lack of flexibility in courses sharing: lectures are mostly online and could be recorded and made available for students to recuperate them at a later date (people in maternity leave/ period abroad): this would maximize resource use <p>Basically, the burden falls on the shoulders of the PhD student to keep track of courses and administrative duties (which subtracts time and energy to research activities)</p>
SSCC	Administrative issues with the number of credits required and the schedule of lectures/meetings
SSCC	CU events should be better coordinated and organised, also to balance the different CUs and in order not to create any disparity
SSCC	<p>I believe that the timing to be refund for missions are totally disrespectful. Sometimes it takes 4 or 5 months to be refund and this is ridiculous comparing with other Phd conditions.</p> <p>I believe that IUSS must be professional and able to face the Phd needs since more than 1 year has passed and it had enough time to develop an adequate managerial/administrative structure.</p> <p>This situation is creating a lot of issues to students willing to make formative experience and also a generic dissatisfaction</p>
SSCC	I find the logistics of the PhD, and particularly the research abroad period as well as the missions reimbursement, to be extremely lacking in support. The reimbursements take far too long and cause financial strain on the students, and the research abroad period discussion/selection lacks any sort of guidance from the PhD or established connections within the program. This makes it incredibly difficult for us to find a way forward
SSCC	In the organization problems I would like to mention the reimbursement problem that need to be changed to be effective and useful given the economic situation of PhD students
SSCC	It is not clear the list of MD courses that we can follow, the semester and date. The google-excel file is not updated
SSCC	No
SSCC	None
SSCC	Regulations are shaped on the go, so we are not always updated this cause delays. E.g. reimbursement policy is a bit woolly and slow
SSCC	Short notice in communicating events. Events sometimes of little use for research purposes, and too short to build links with other students
SSCC	Sometimes events (especially CU events) are too short and dislocated. I would prefer to have fewer events made of more days

SSCC	The rules of the PhD SDCs are not clearly stated, or even not existing. At the end of the first year, we have no exact rule about how many articles we should publish to get our PhD certification (or if we should be first, second, third author)
SSCC	Problems related to the time that takes to have reimbursements
SSCC	There was and is not any CU event for us (CU3) and we have not been informed about any future plans
UME	Funding is becoming a more pressing issue specially when going abroad. We are people, we have needs and the way the funding and reimbursements are organized either put our finances in peril or dissuade us not to choose to go for a period abroad. I am talking about those of us who don't enjoy the support of their families
UME	I have experienced no problems about the organization
UME	None
UME	Nothing to report
UME	Number of academic teachers are lower than necessary
UME	There are a lot of opportunities to improve the organization, meanly for the international overseas students

General evalution

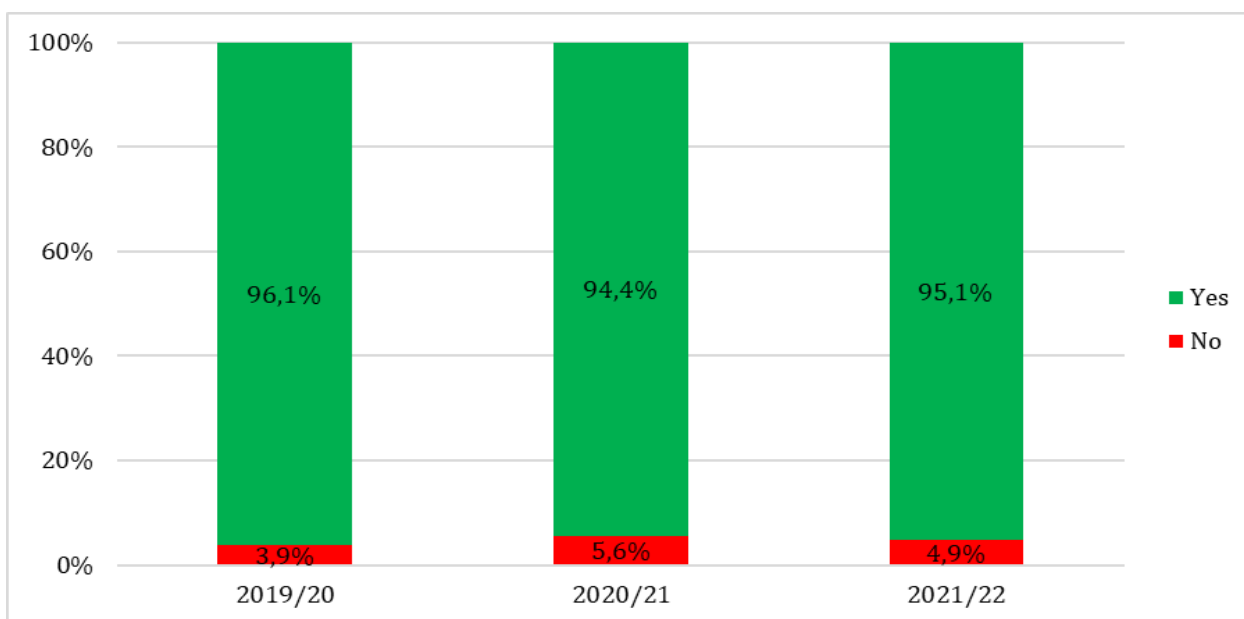
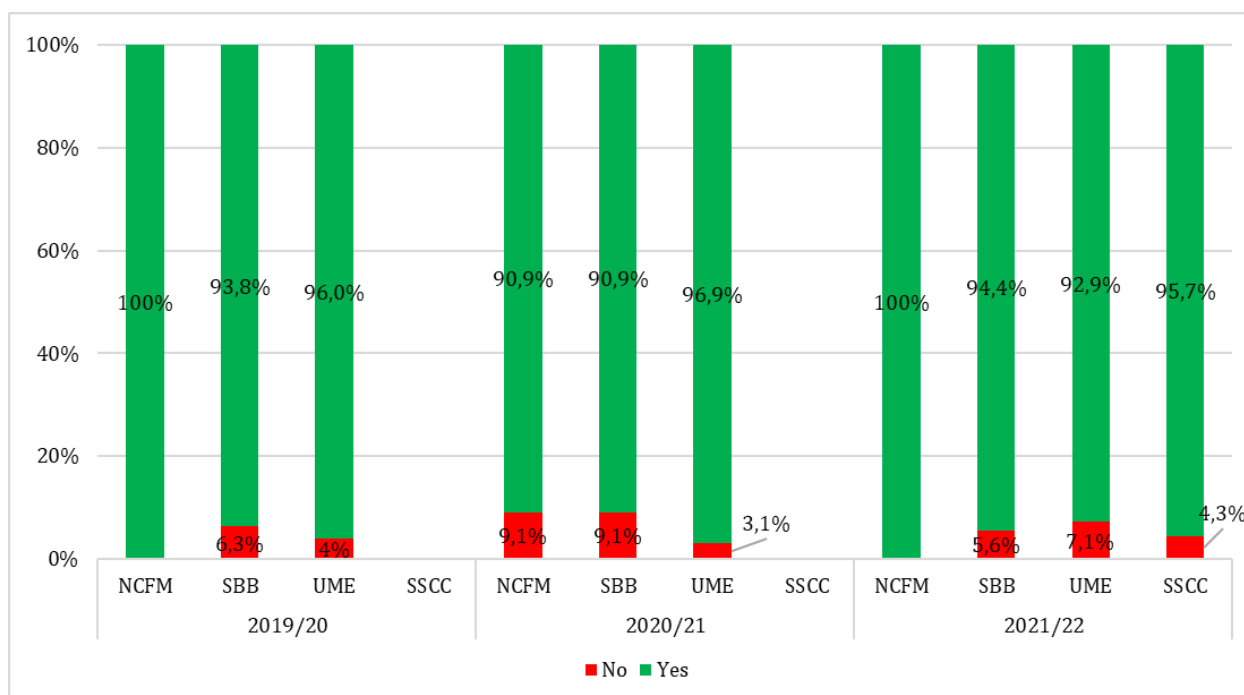
27 Could you please specify the name of the PhD representative in:



28 What is your overall assessment of your PhD course? (teaching, research, facilities)?

Question not filled due to CINECA's error

29 Would you recommend enrolling to IUSS?



30 Do you think that your experience at IUSS will help you fulfilling your professional aspirations?

Question not filled due to CINECA's error

31 General comments and suggestions

Question not filled due to CINECA's error



IUSS

Scuola Universitaria Superiore Pavia

Survey on satisfaction
of the PhD students
General Services
a.y. 2021/2022

The survey

This is the survey on the PhD students' satisfaction on general services. All information has been collected through the form in ESSE3 reserved area of each student.

The questionnaire submitted to the students in the academic year 2021/22 has been approved by the Quality Enhancement Committee in July 2021, so there are no comparisons with the previous year results.

The survey involved 81 people having the status of PhD students at the date of 1st may 2022.

Response rate

The survey involved students of the following courses:

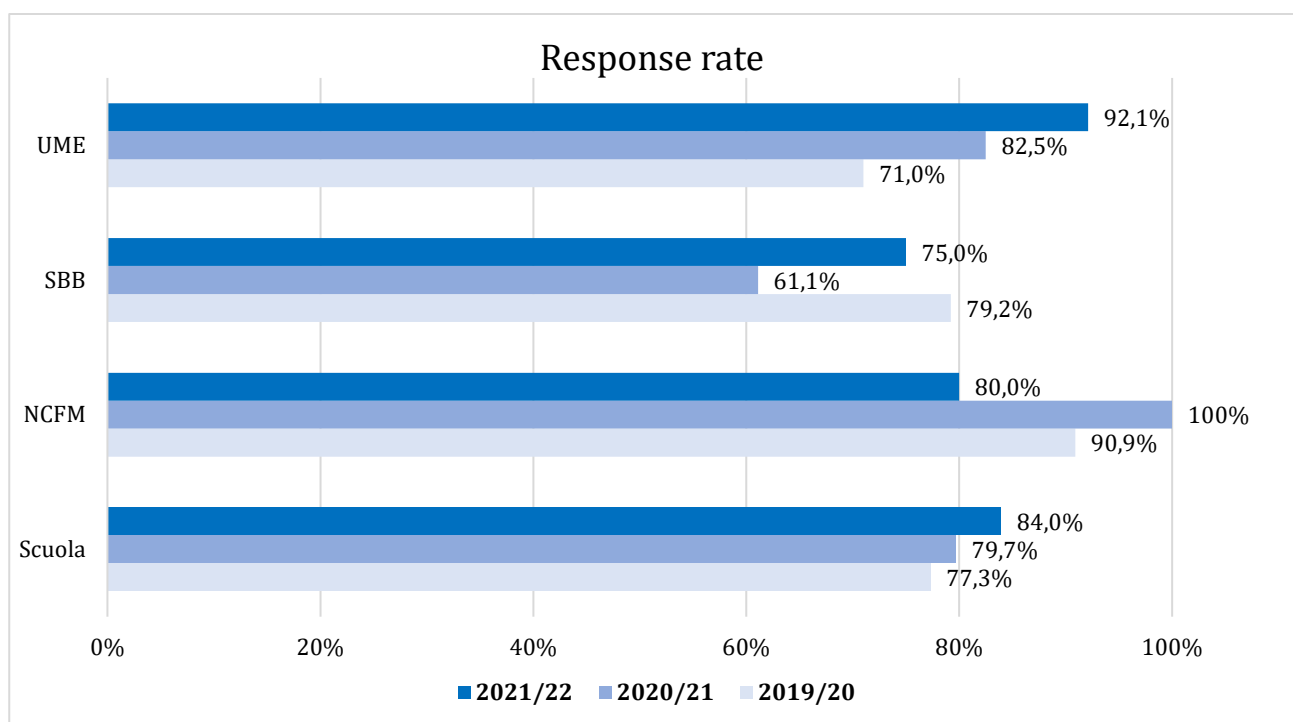
NCFM - *Cognitive Neuroscience and Philosophy of Mind*

SBB - *Biomolecular Sciences and Biotechnology*

UME - *Understanding and Managing Extremes*

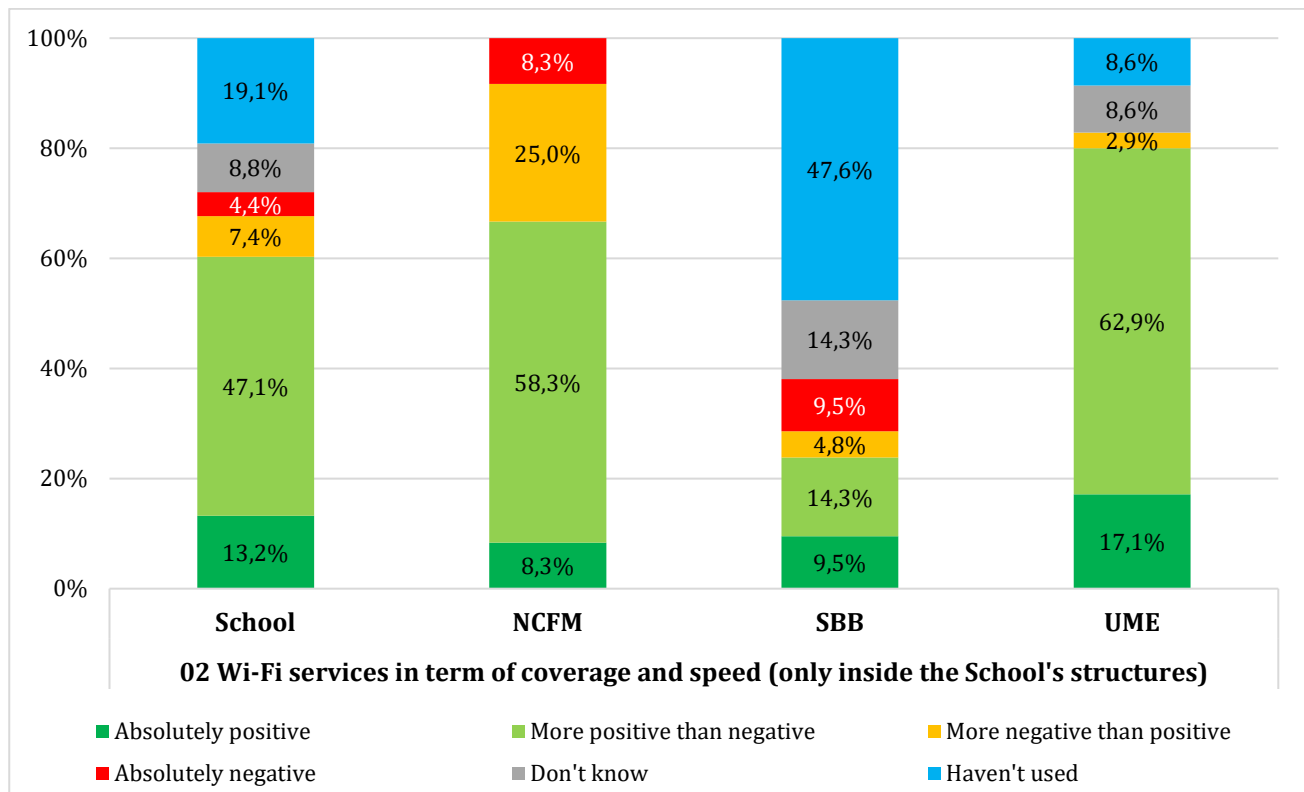
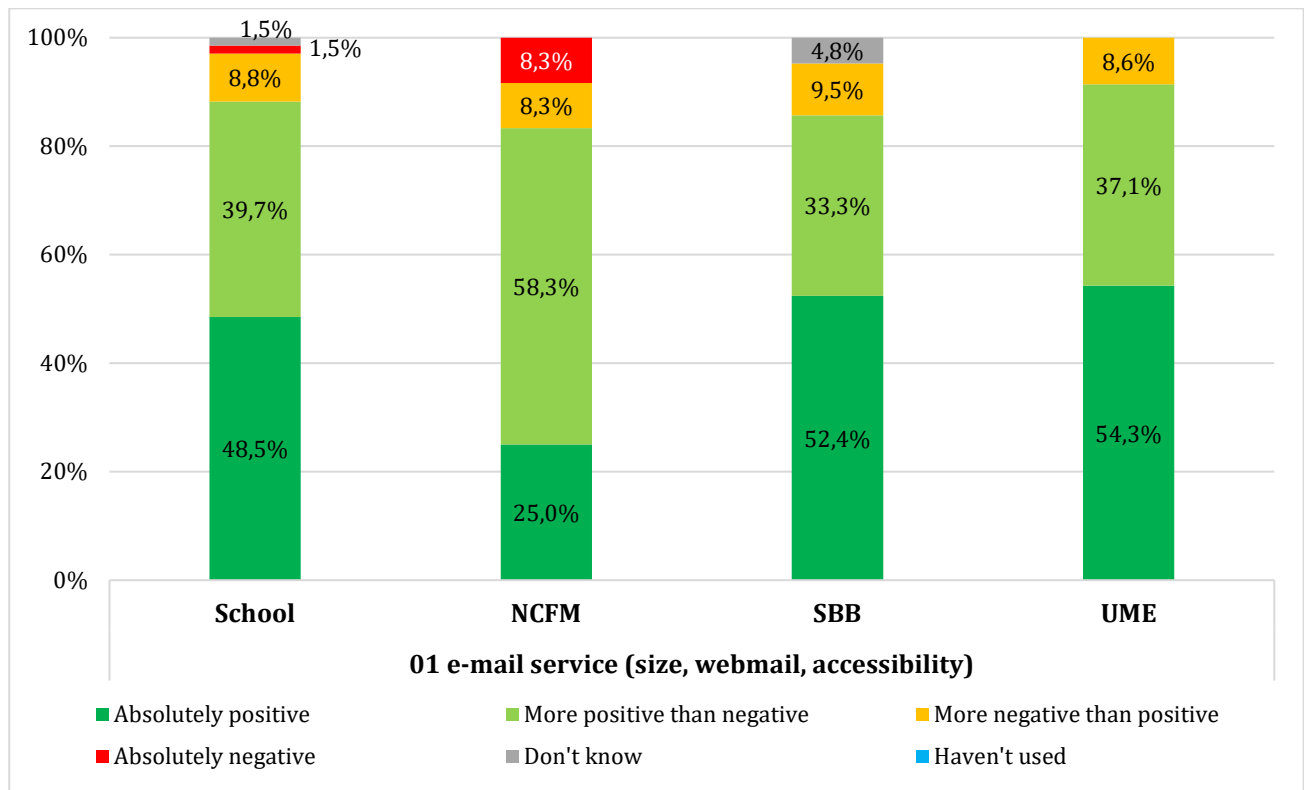
(The names of the courses are shortened as above for display reasons)

The response rate is entirely satisfactory, being 84% (+ 4,1% from the previous year) of the total number of students involved. Courses response rate varies from 75% (SBB) up to 92,1% (UME).



Information Technology

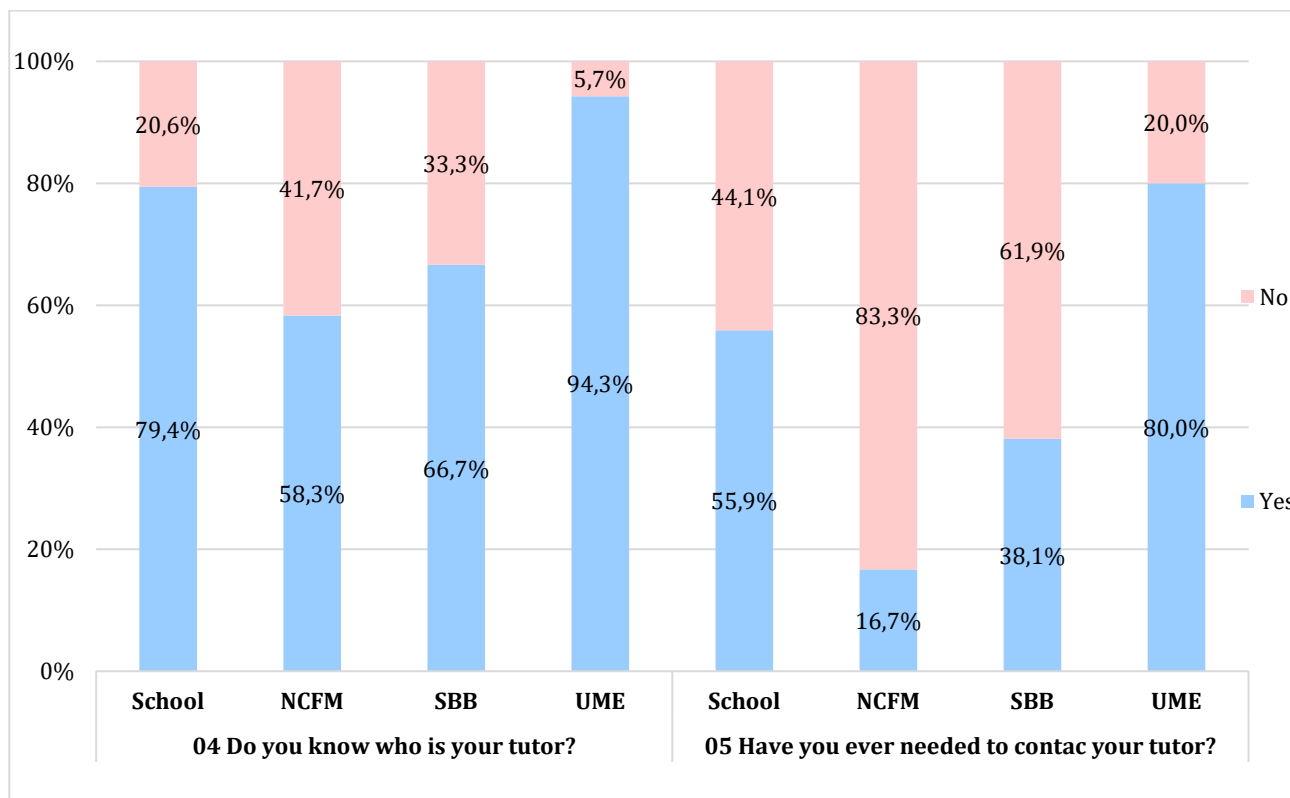
How would you rate the following:

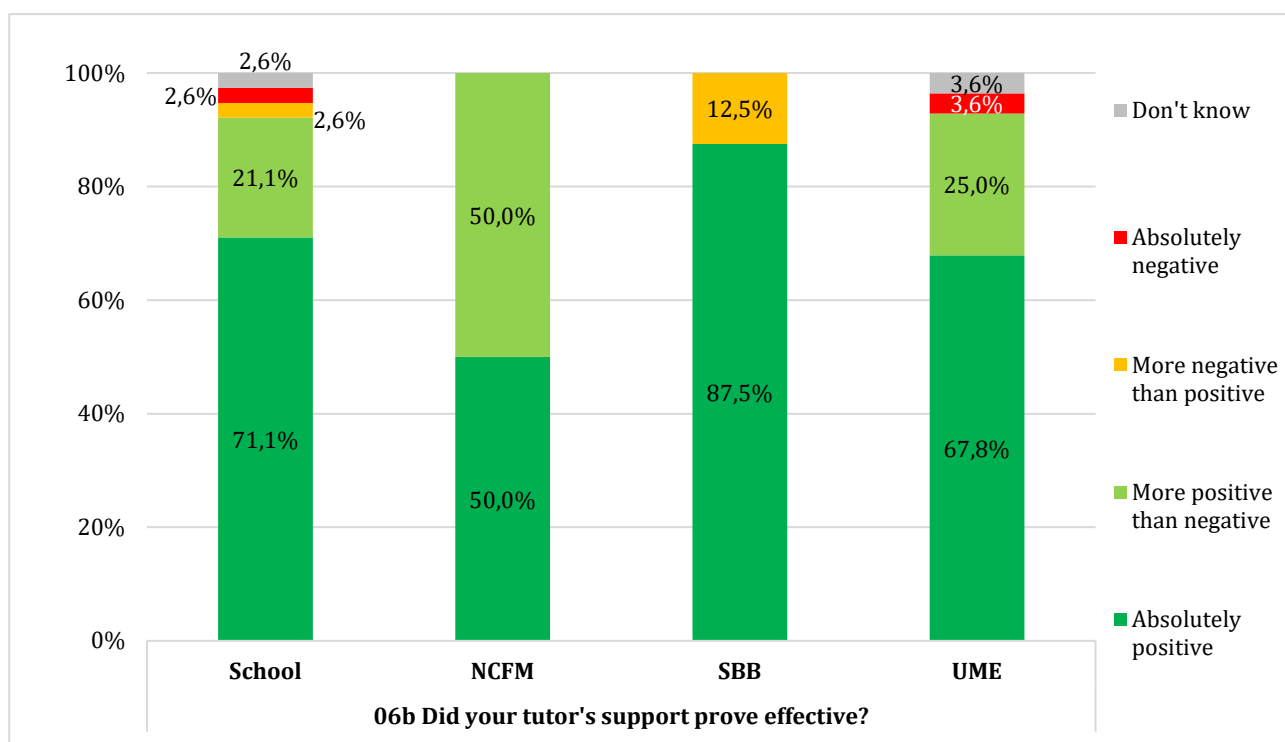
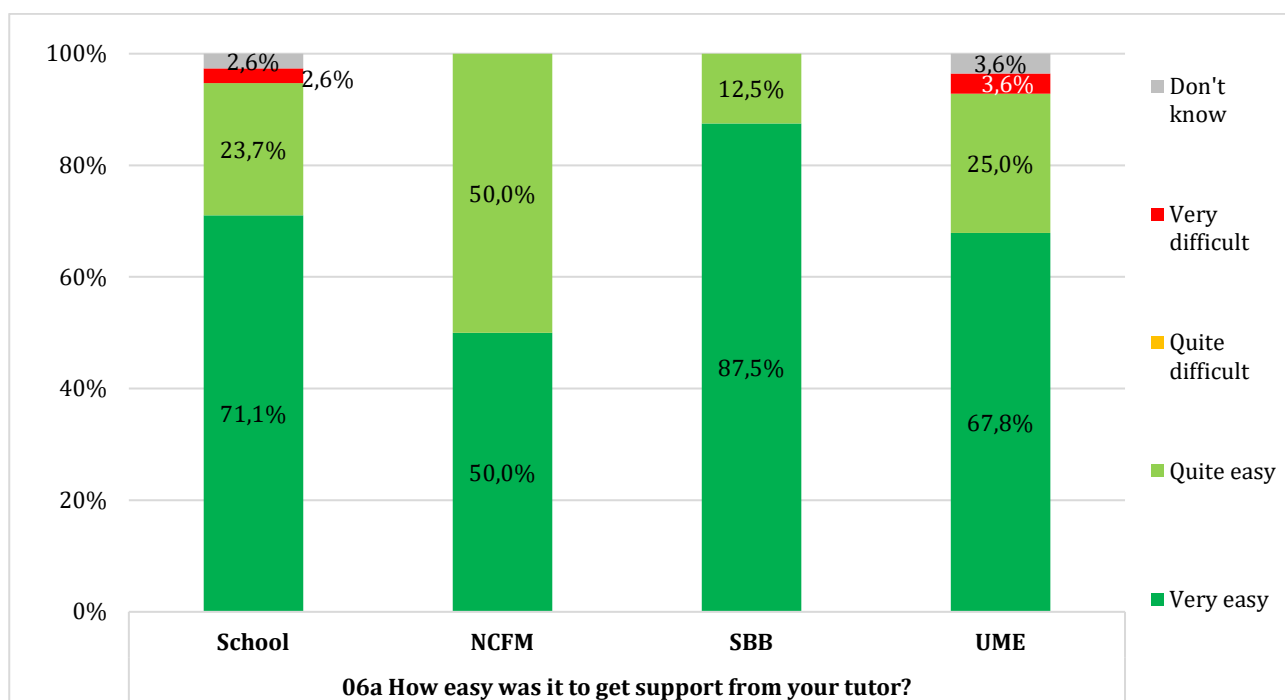


Please indicate clearly if you experienced some problems regarding the ICT services

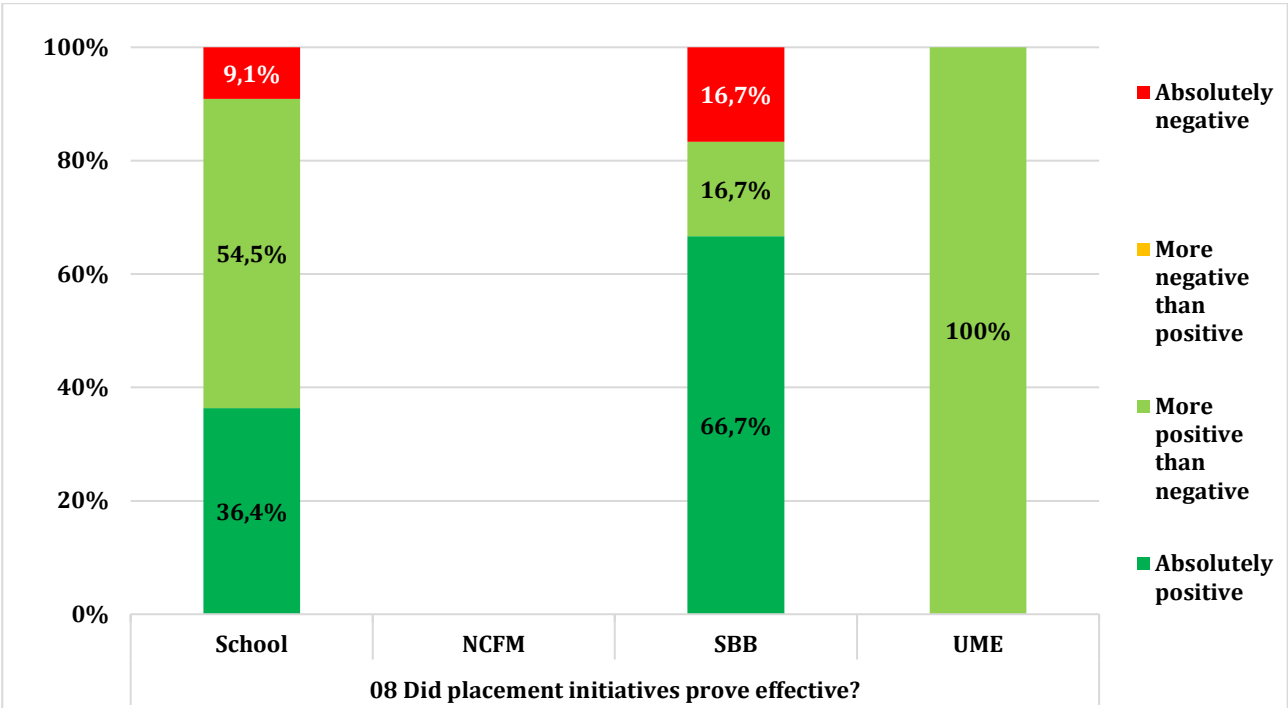
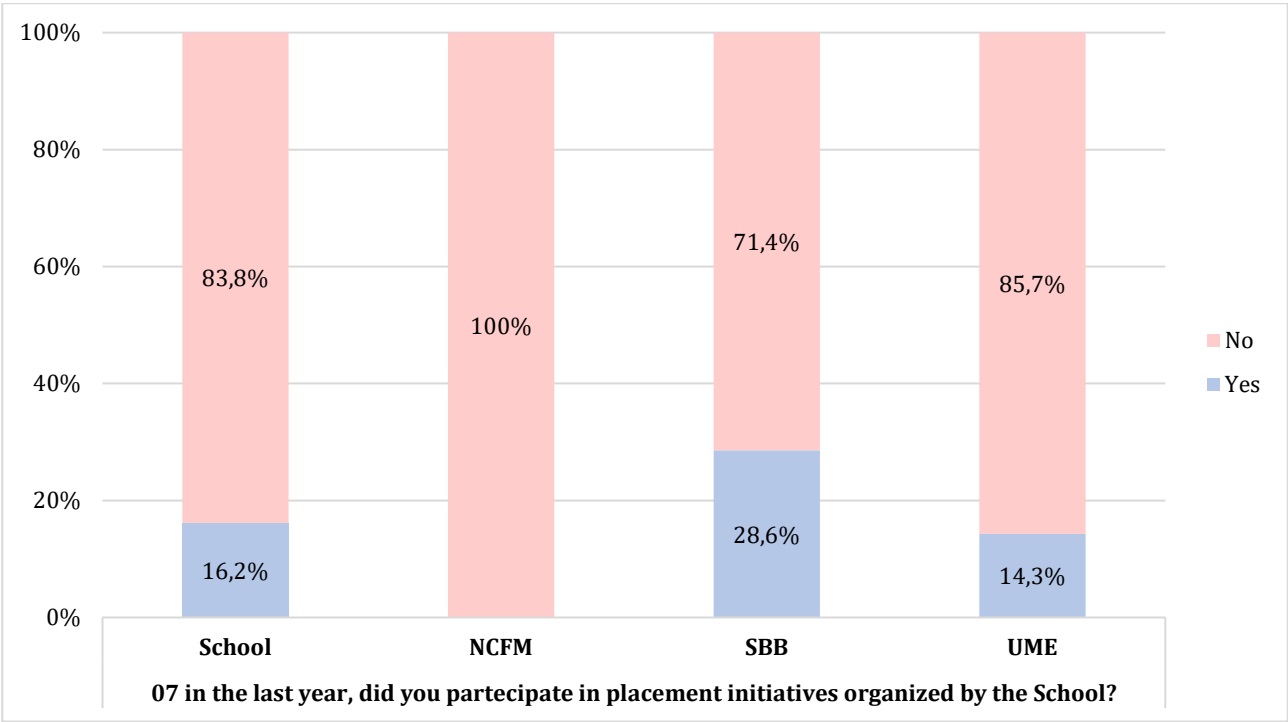
SBB	I can't connect to the Eduroam network using my IUSS credentials
UME	There are not enough plugs in both the Broletto study rooms and EUCENTRE 3. In addition, the (only) available printer in Broletto doesn't work properly. At least 80% of the time it has an error or warning, which is not reparable immediately. These kinds of errors are known to both PhD students and administrative personnel.
UME	Some minor disruption of wifi on rare occasions, lack of LAN ports in Ph.D. room in Marelli
UME	This question a bit hard to answer. I frequent both Broletto and Eucentre, and my mayor complain up to know is the access to printers, they would only work with USB keys. It will be more useful for us or me, to actually have dedicated connection, particularly because the usb keys I have are not compatible with the printers.
UME	I had issues with my university credentials and It passed lots of time for them to fix it.
UME	The speed of the wifi connection in the study room of the Broletto building is really slow and makes it hard to work sometimes. Especially when there are a lot of people working/studying there.

Tutor

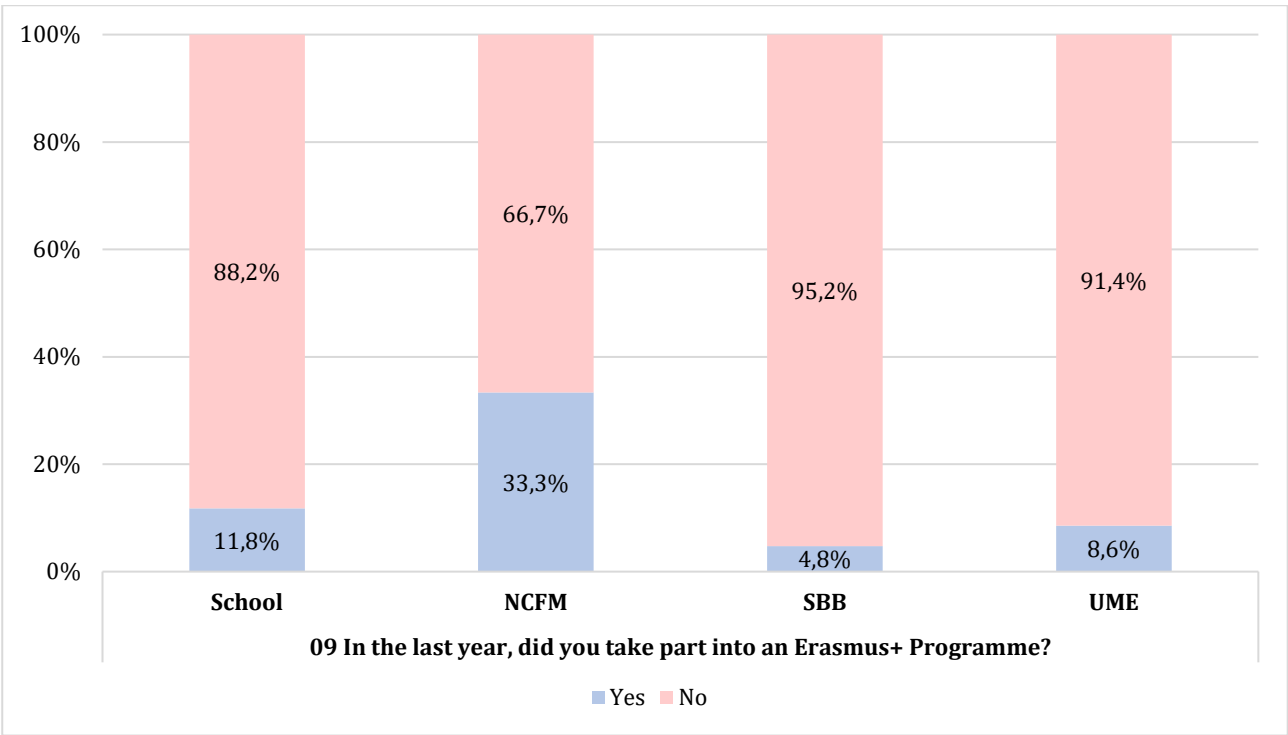




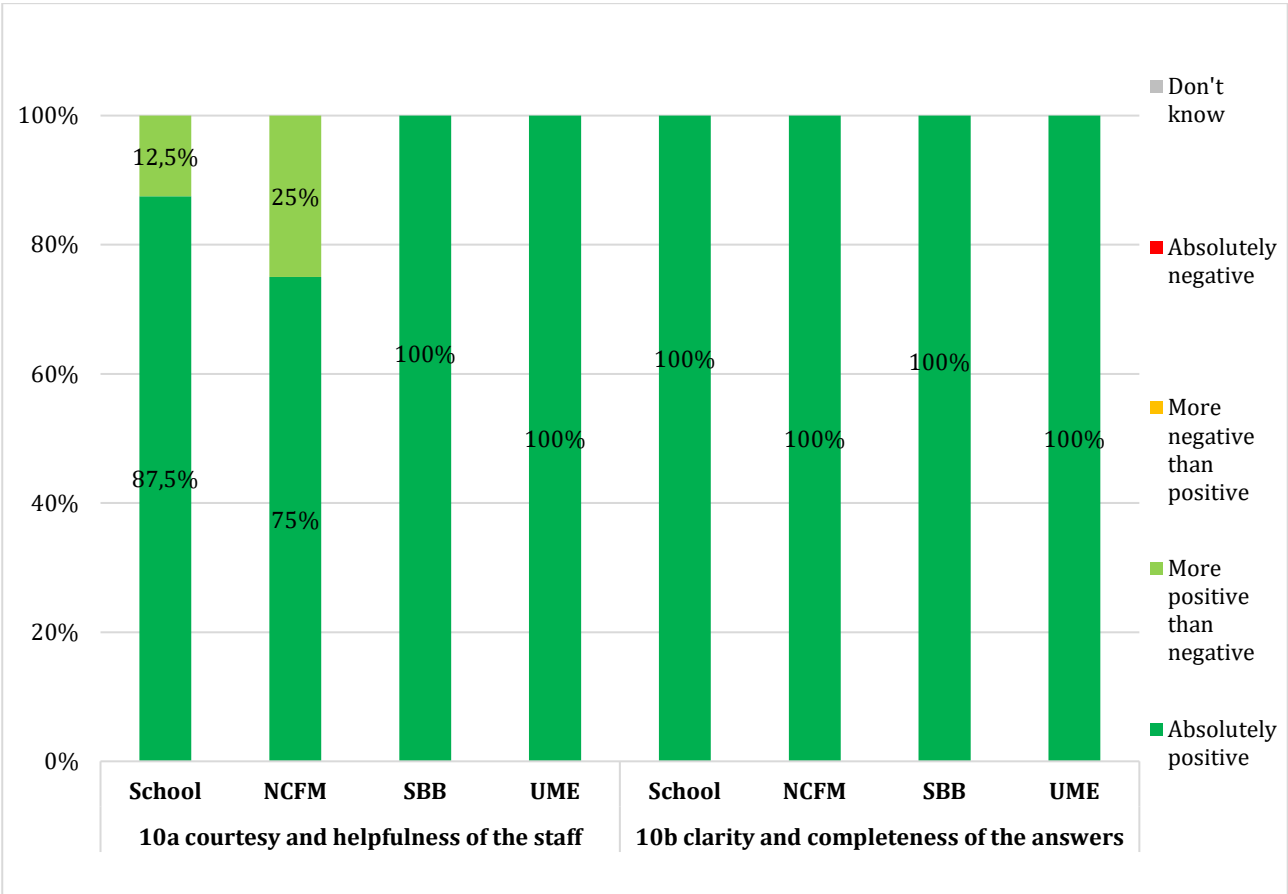
Placement

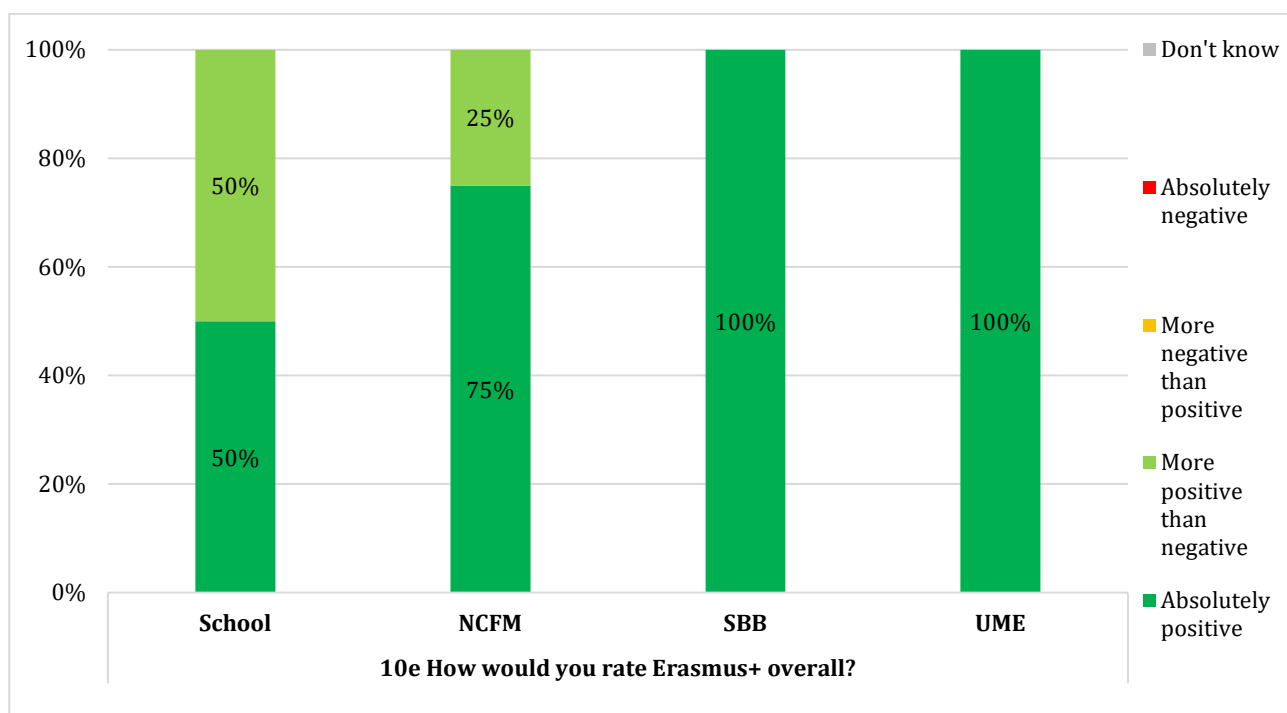


Erasmus+

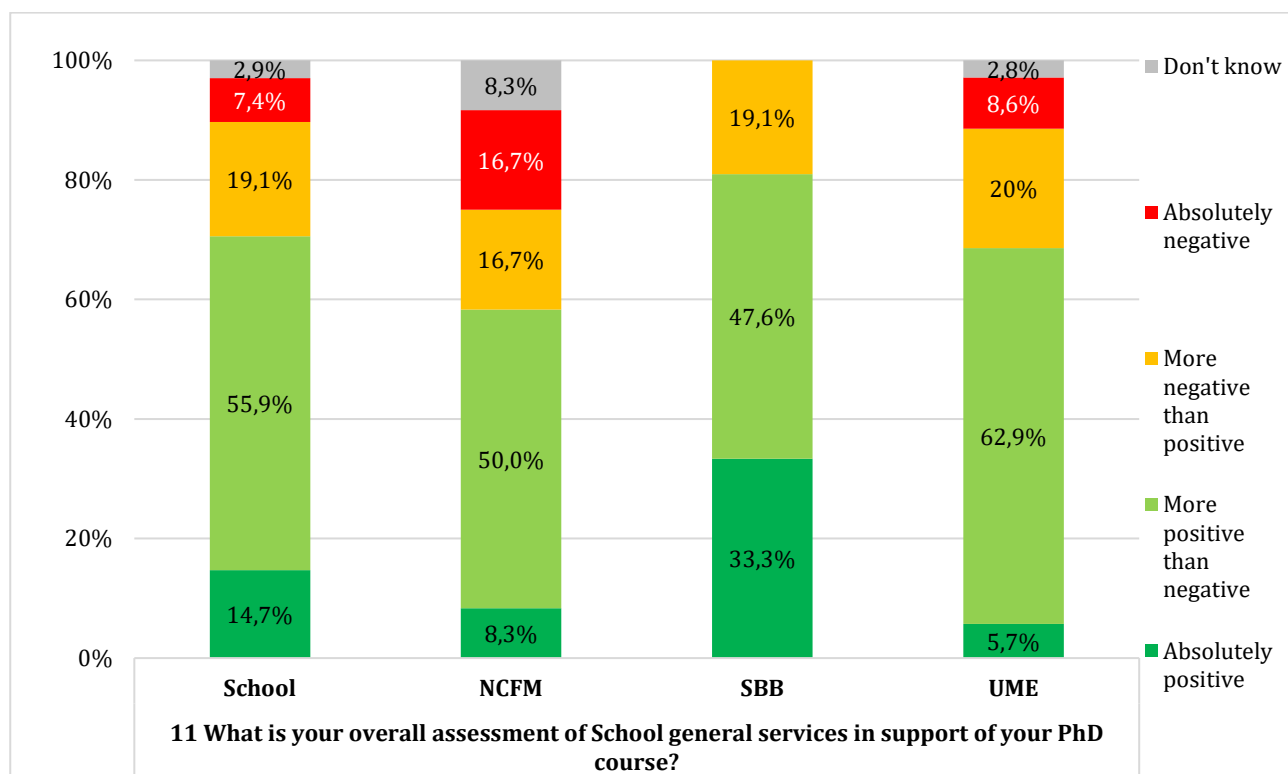


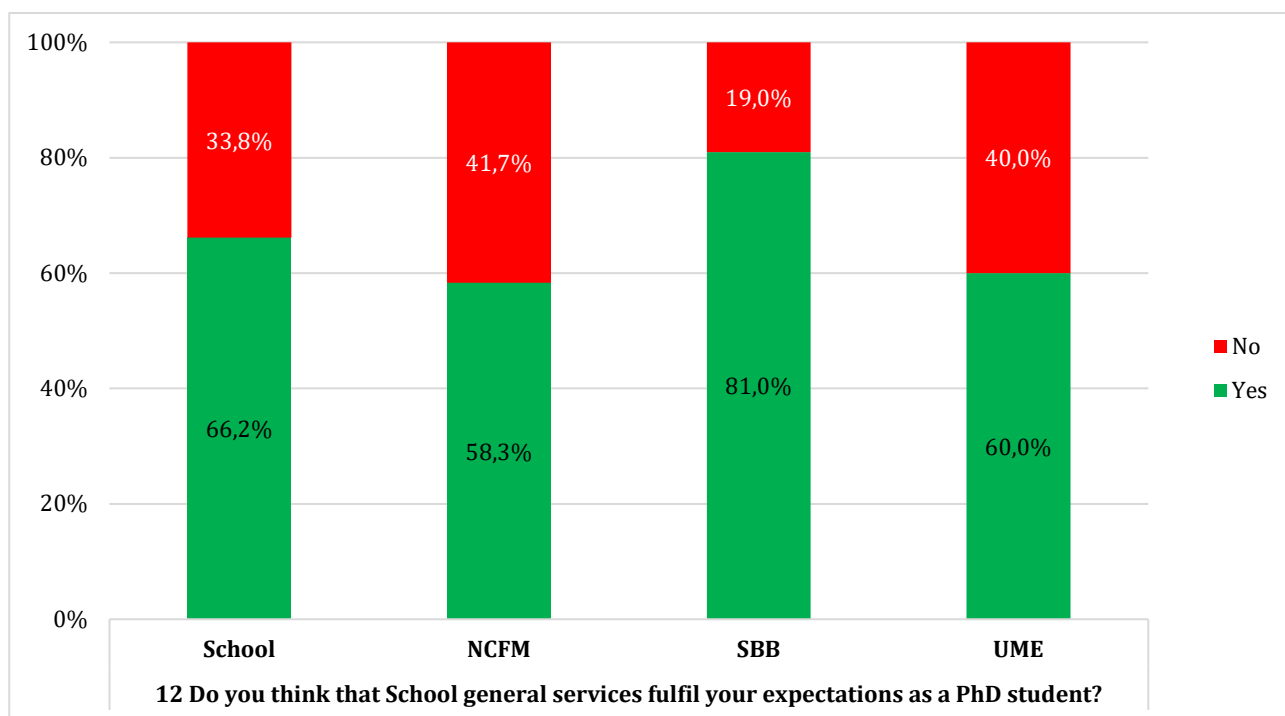
How would you rate the following:





General assessment





General comments and suggestions

UME	The behaviour of the administration, accounting and human resources is borderline insulting. Rarely answering emails, being unable to answer to simple requests written in english. The handling of the delayed payment in January was outstandingly bad and the inability of paying out missions in reasonable time to the most vulnerable people in the school is an embarrassment and just outright unprofessional
UME	It was very good to have our own office space this year
UME	<p>I'd like to take your attention to the following aspects:</p> <p>(1) Courses: The course syllabuses have not been sent on time. It is true we can see the syllabus from the last year or check the IUSS website, where a syllabus can be found. But those syllabuses are not updated. From one year to another the topics can be similar, or maybe differ a bit, but the dates and schedule are definitely not the same, which generates problems with the management of our own time in terms of other duties (academic, family, bureaucracy paperwork for international students, and so on).</p> <p>(2) Grades: After 7 and 3 weeks from the end of my last 2 courses, and after each professor has sent the final grades, the booklet in the ESSE3 intranet is not updated.</p> <p>(3) International (overseas) student: The number of documents and paperwork that an overseas student has to do when they arrive in Italy is significant. Even though IUSS provides us with a guidebook, the last update was before the pandemic. In addition, the guidebook assumes implicitly that each student will arrive alone (without family) and will stay at CAR college, which is also not true. In this context, and in my personal experience, there are things that would be better with active support from IUSS such as Permesso di Soggiorno for</p>

	<p>relatives (wife and son already in Italy), rent a private apartment, 'Residenza' in the municipality, etc.</p> <p>(4) Networking: I think one official meeting of one hour with the coordinator of the programme by zoom is not enough for the beginning of a 4-year programme. Because it is not my first time as an overseas student, I was expecting a meeting with the IUSS secretariat office, IUSS human resources, a proper meeting with the rest of the first-year candidates, IUSS safety meeting, and so on.</p> <p>(5) UniPV: The PhD UME programme is offered as a joint doctoral programme between IUSS and UniPV. However, all the facilities (e.g. libraries, journal access, sports facilities, discounts on transport and canteens, and so on) are not available for IUSS students, which is a huge contradiction. It would be highly recommended to move forward in these aspects, in order to be a real joint doctoral between both institutions.</p> <p>(6) Interdisciplinary activities: Due to the number of programmes offered in English and the number of students whose daily activities are carried out in English, it would be highly appreciated if interdisciplinary activities and ordinary courses will be carried out in English as well (as a first option).</p> <p>(Final statement) I believe IUSS could take advantage of so many tools available in order to improve the student experience but they simply don't use them. It is essential that IUSS takes an active role in the improvement of the whole PhD journey as an international university.</p>
UME	One suggestion that I could think of so far is to provide more information/instructions before new PhD students enrol in the program (e.g., accommodation, visa application, school facilities, etc.)
UME	My main complain is related to the level of communication with the secretary. It has been on a serious decline the past couple of years. It usually takes several days to get a response on a simple request or question. A recent example is the miscommunication regarding the 3-months extension of the PhD programme. In the disseminated email there was no information to indicate that it applies for all PhD students and not only the ones being in the final year. As a consequence many students, including myself, did not ask for it simply because we assumed that this does not apply for us since we had 1 more full academic year to complete the PhD. Moreover, I do not understand the recent trend of all emails written in Italian and usually providing an English translation, which sometimes is from Google translate.
UME	Process related to claiming reimbursements is slow
NCFM	<p>It would be of great help if the School could provide Ph.D. students with the Microsoft Office desktop apps such as Word and PowerPoint. Indeed, the School only provides us with the Microsoft Office online apps, which are problematic when it comes to collaborating with colleagues and professors who have the desktop apps only (the vast majority of people outside the IUSS do in fact have the desktop apps only).</p> <p>Furthermore, I received the scholarship increase for my five-month mobility only a few (less than 5!) days before the end of my mobility. I had to ask my parents for financial help. It would be much easier if we could get the scholarship increase monthly, i.e., in each and every month that we spend abroad.</p>
UME	Rispettare i tempi di rimborso!!!
UME	There is a real problem related to the treatment to PhD students. Many emails without answer, unnecessary bureaucratic procedures and little interest on students participating in activities pro the university (e.g., international conferences).

NCFM	I servizi sono ok e funzionano SE uno sa come usarli. Ma la scoperta del come usarli è lasciata al singolo e al passaparola tra Ph.D., che non è il massimo. C'è poi la barriera linguistica per stranieri che continua a essere un bel problema.
UME	<p>It is very hard to have information by email, most of the time you need to call or even go to the main office for clarity. The website is not well organized and some pages in Italian are different than the same page in English. This led to confusion. The registration for the course is not efficient, and often you don't know the schedule until the last minute. Some courses are canceled the day before starting, others you are excluded without any explanation.</p> <p>The mission request and refund simply do not work. I am waiting for a refund since January. It is not always feasible to anticipate the money for our missions, and the rules to request money in advance are too restrictive (e.i why for missions abroad you can only anticipate the money for housing? why give different rules for national and international missions?). There is a lack of communication from the office to phds, often you send a request and you don't have any confirmation about that.</p>
SBB	Il servizio e-mail della segreteria non è particolarmente efficace, spesso non ricevo alcuna risposta alle e-mail oppure ricevo risposta dopo diversi giorni.
UME	I honestly expected a more structured phd programme, and a broader pool of research projects to participate in. I would have really appreciated more dedicated Phd Courses, not only regarding my school (ROSE) but also about transversal disciplines such as academic writing and software skills (python, machine learning, etc).
UME	It is important to improve the communication channels between the administrative staff and students



IUSS

Scuola Universitaria Superiore Pavia

**Survey on satisfaction of
the PhD-SSCC students
General Services
a.y. 2021/2022**

The survey

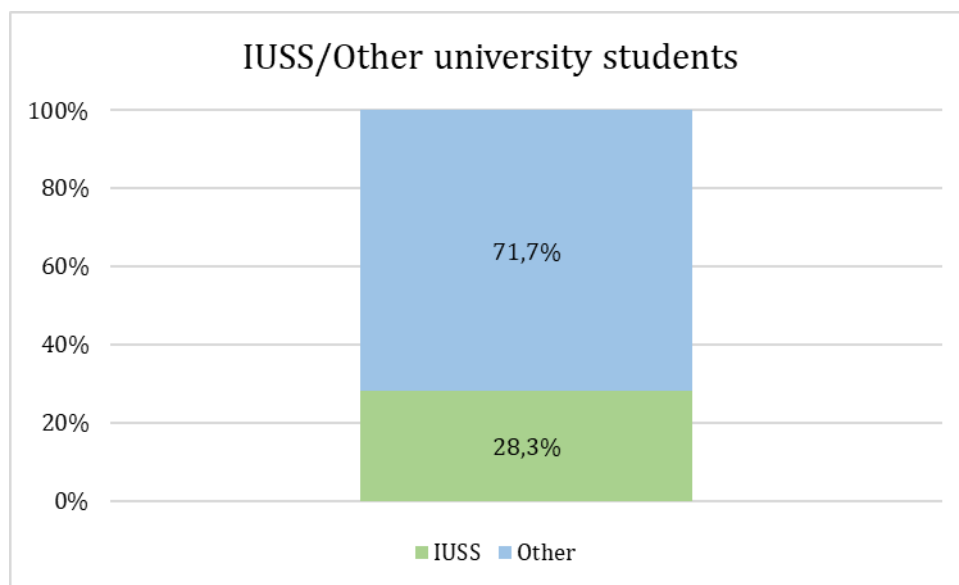
This is the first survey on the PhD-SSCC students' satisfaction on General Services. All information has been collected through the form in ESSE3 reserved area of each student.

The questionnaire has been approved by the Quality Enhancement Committee in July 2022, that is why there are no comparisons with previous years.

The survey involved 92 PhD-SSCC students during the enrollment procedure for the new academic year 2022/23.

Response rate

The response rate is 100%; 71,7% of the respondents to the survey is composed by students with other headquarter than IUSS.

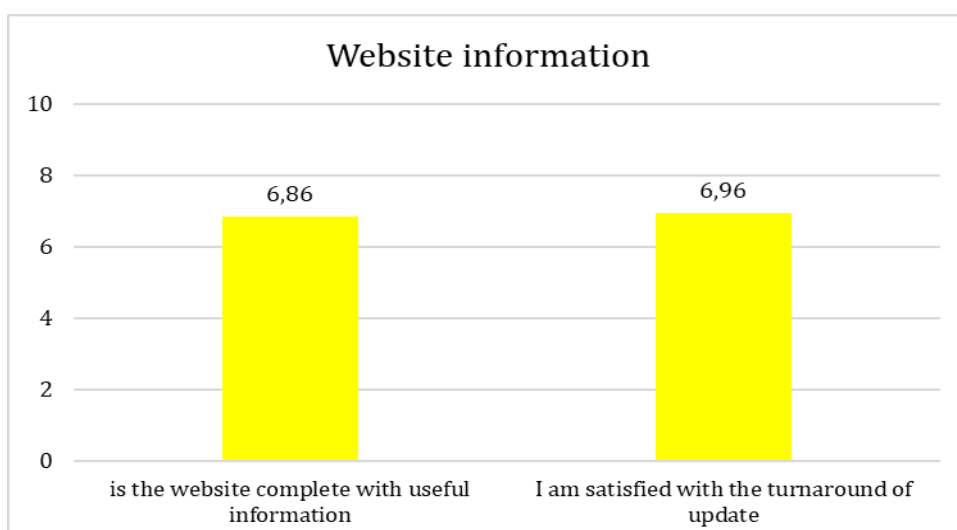
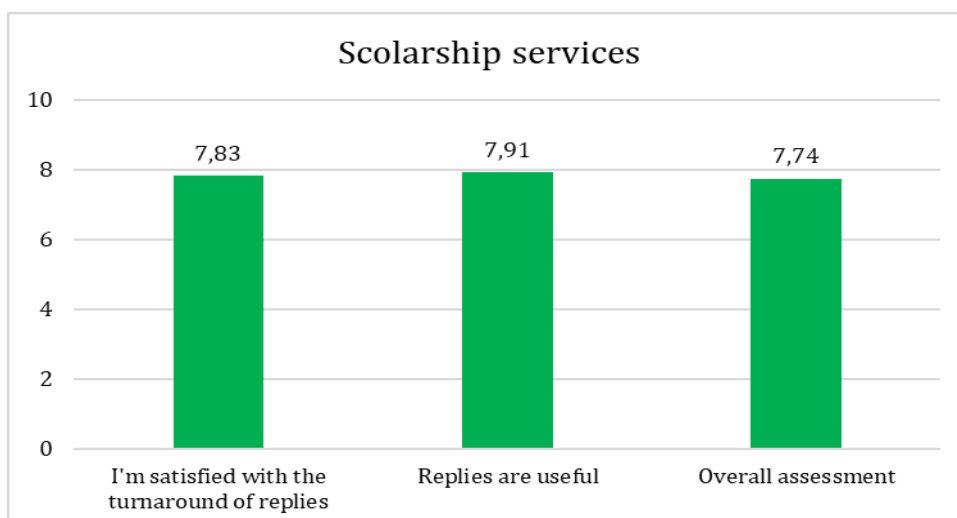


The students were asked to rate the services on scale from 1 (Very dissatisfied) to 10 (Very satisfied)

Legend

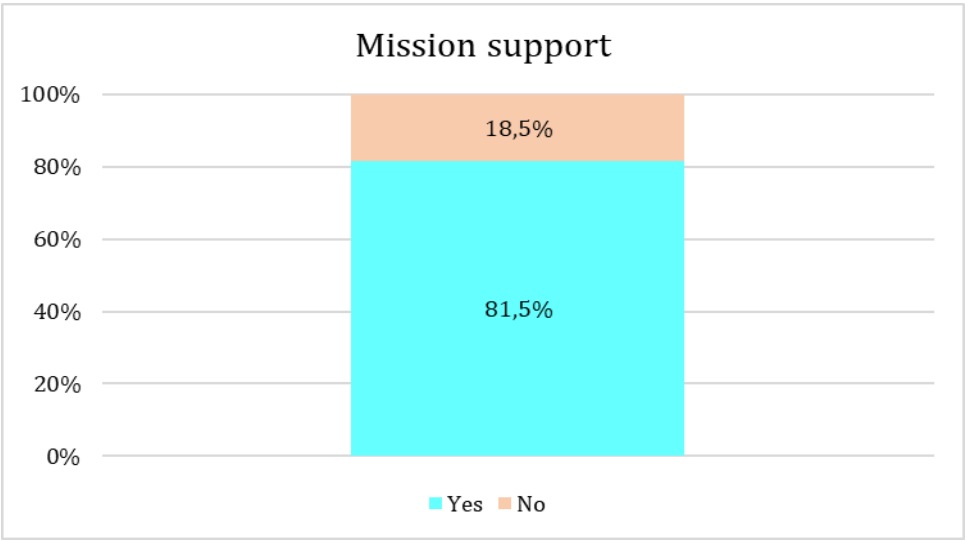
	Positive
	To be monitored
	Negative

1. Services provided by IUSS

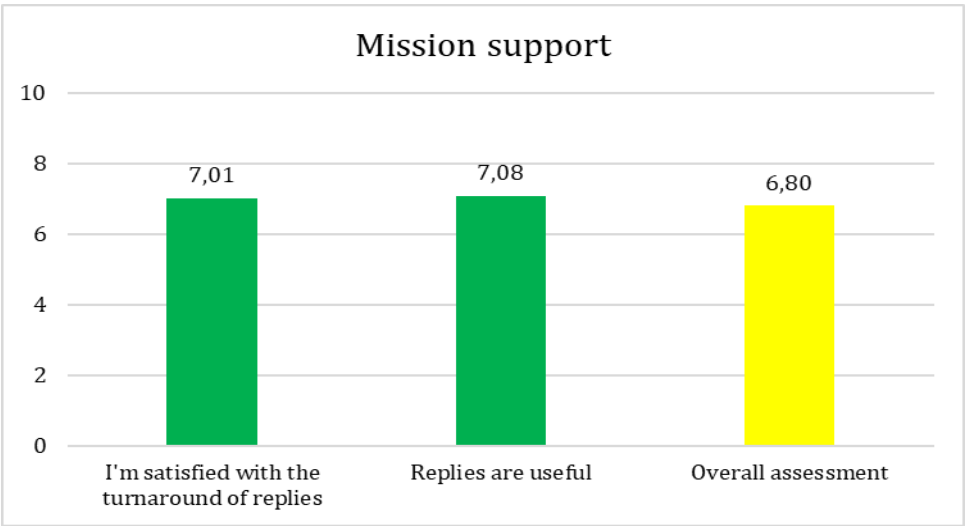


Have you used the following services:

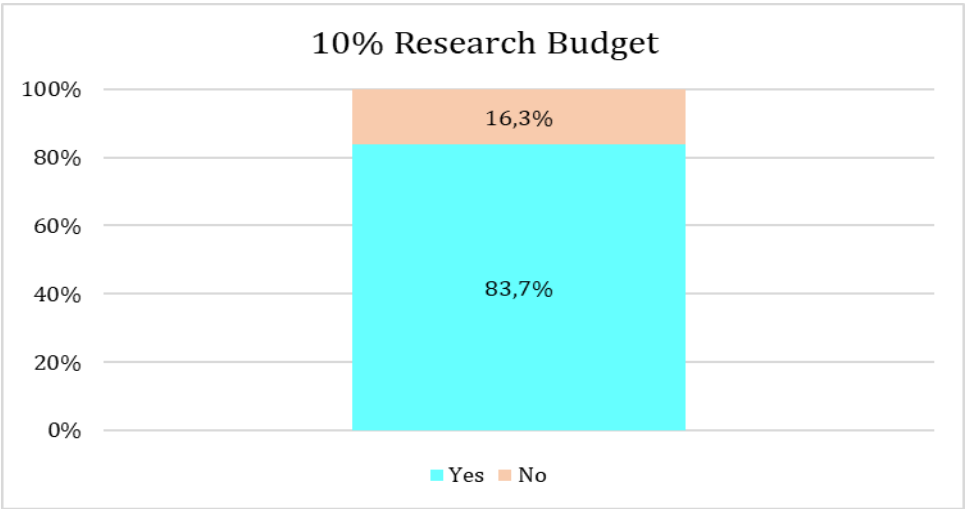
A- Mission support



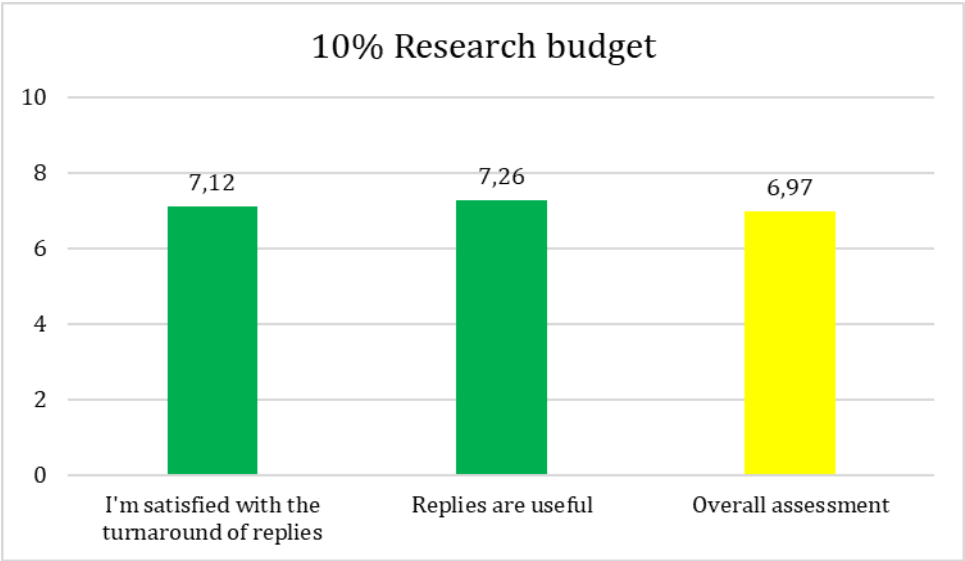
A-1 If Yes



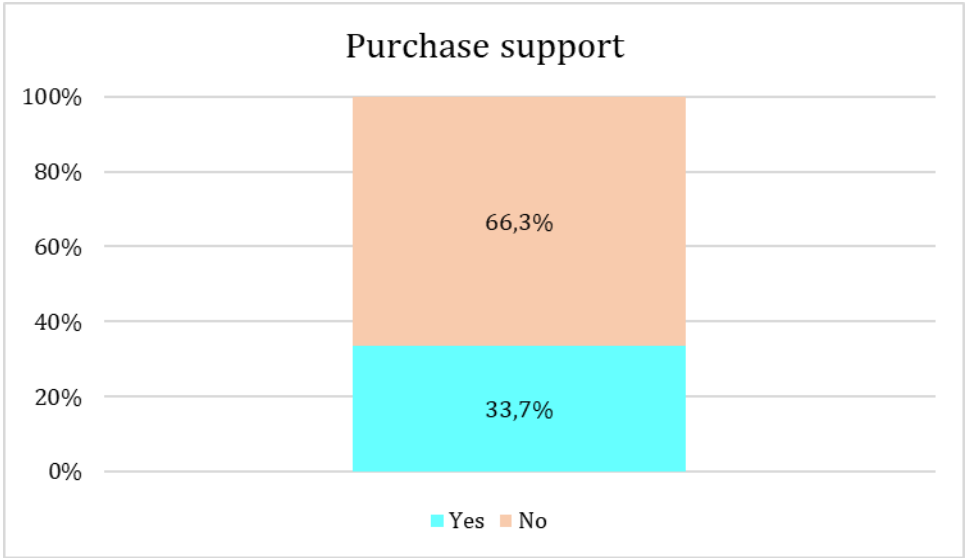
B- Research Budget



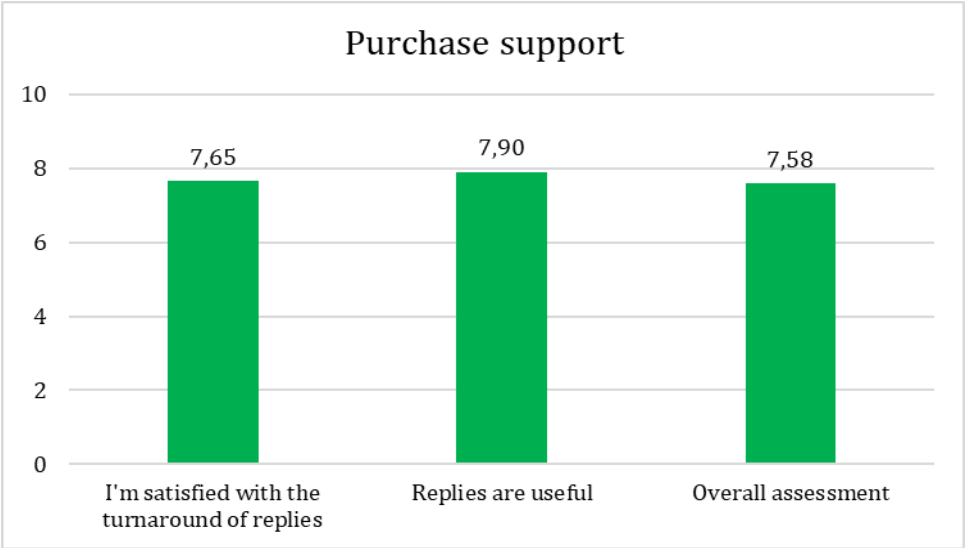
B-1 If Yes



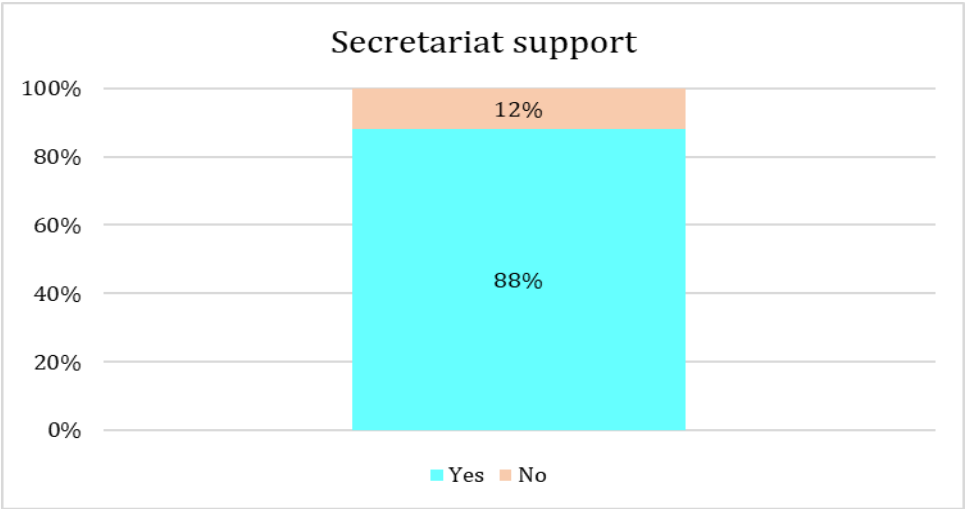
C- Purchase support



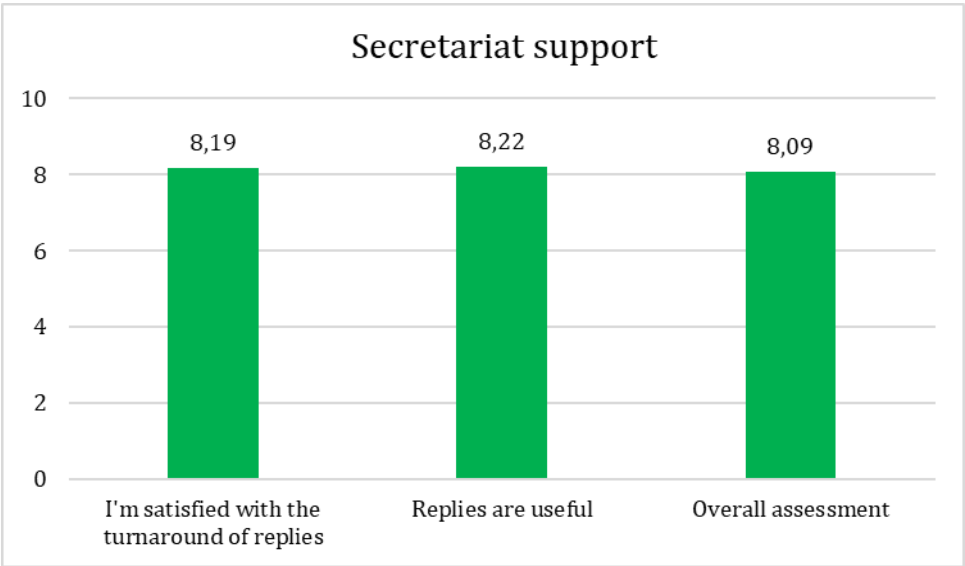
C-1 If Yes



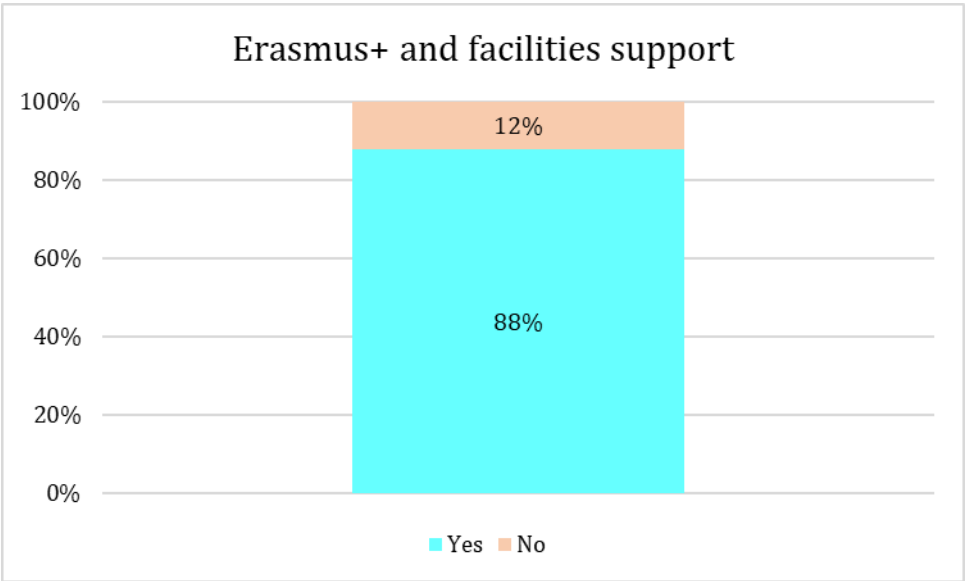
D- Secretariat support



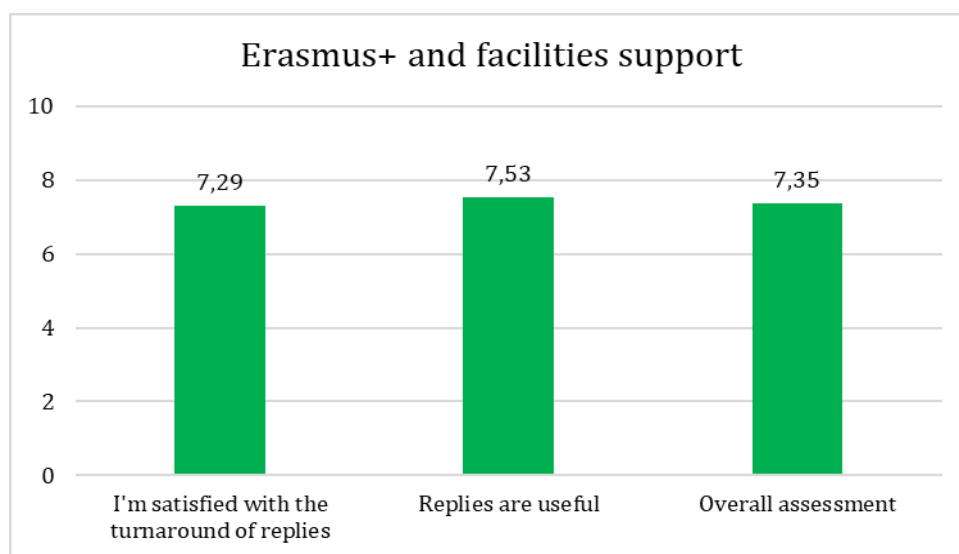
D-1 If Yes



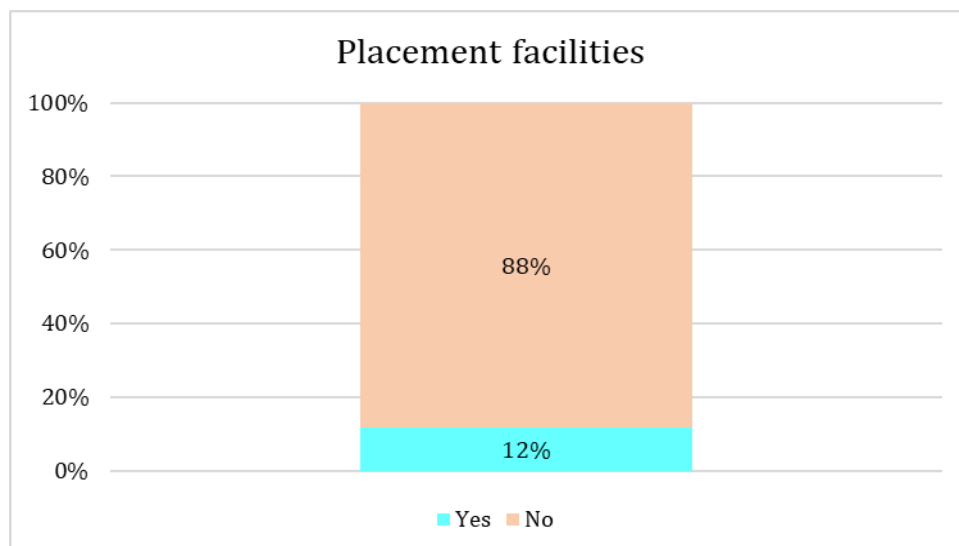
E- Erasmus+ and facilities support



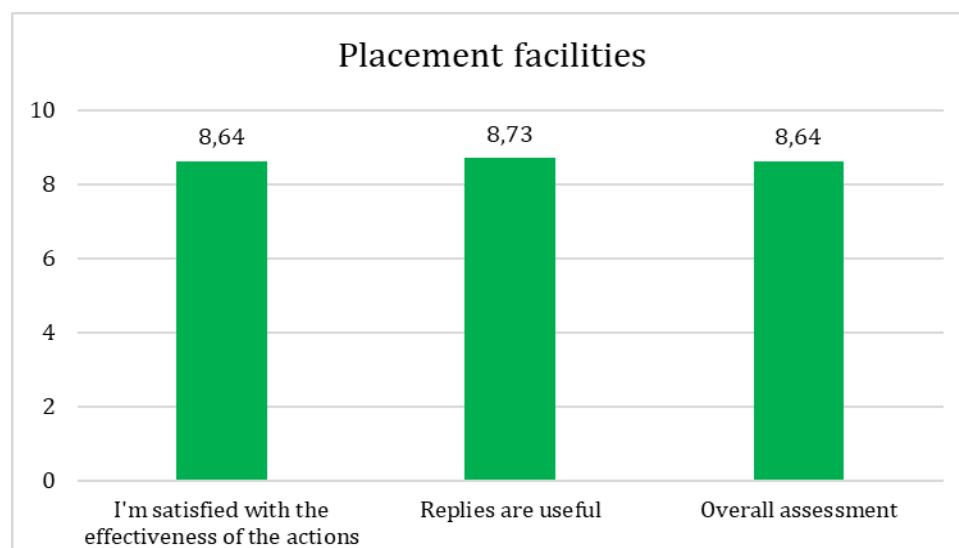
E-1 If Yes



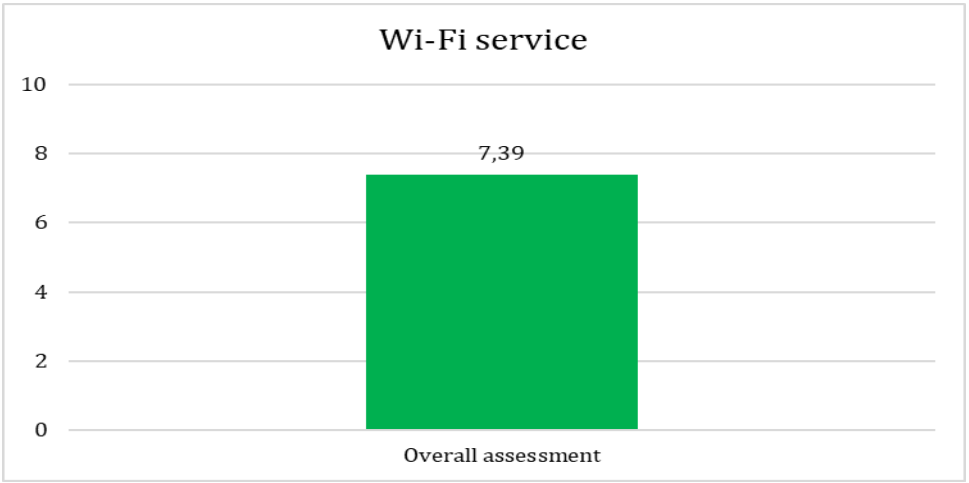
F- Placement facilities



F-1 If Yes

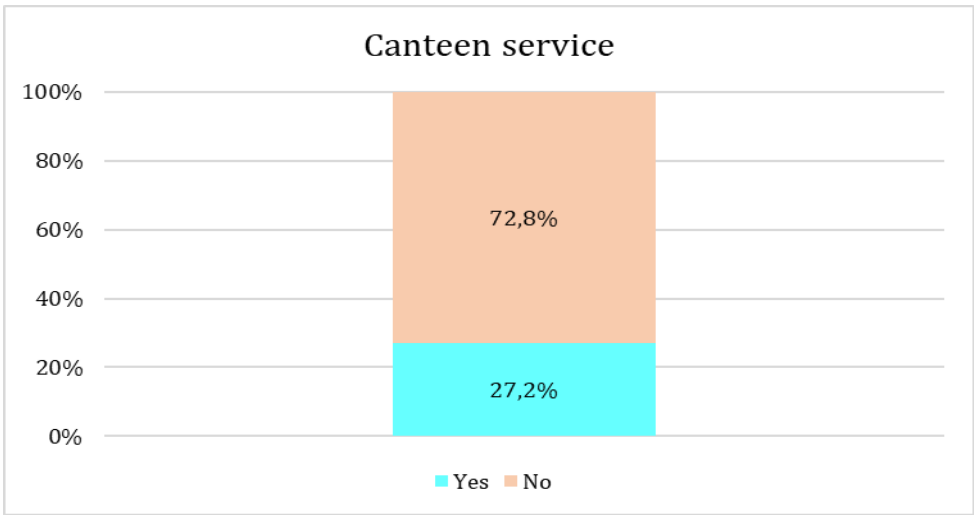


2. Services provided by operating office (host university)

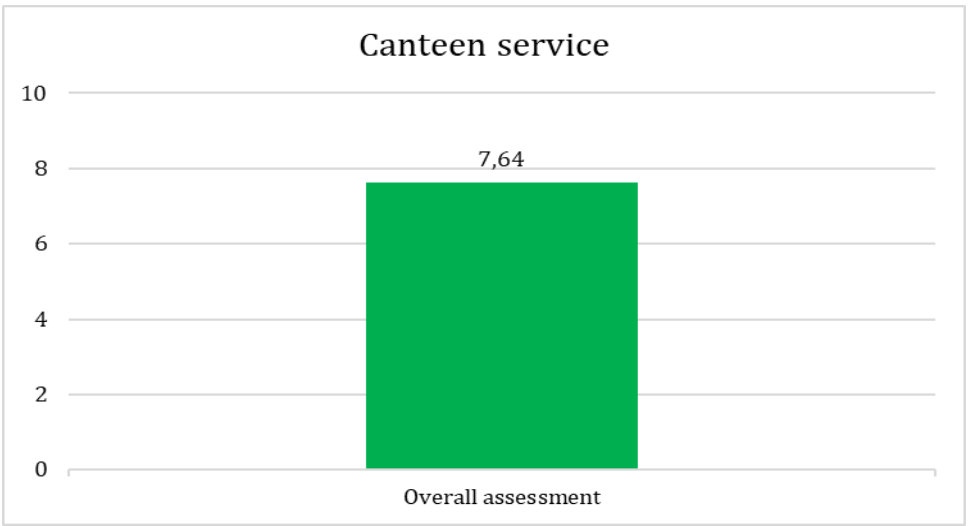


Have you used the following services:

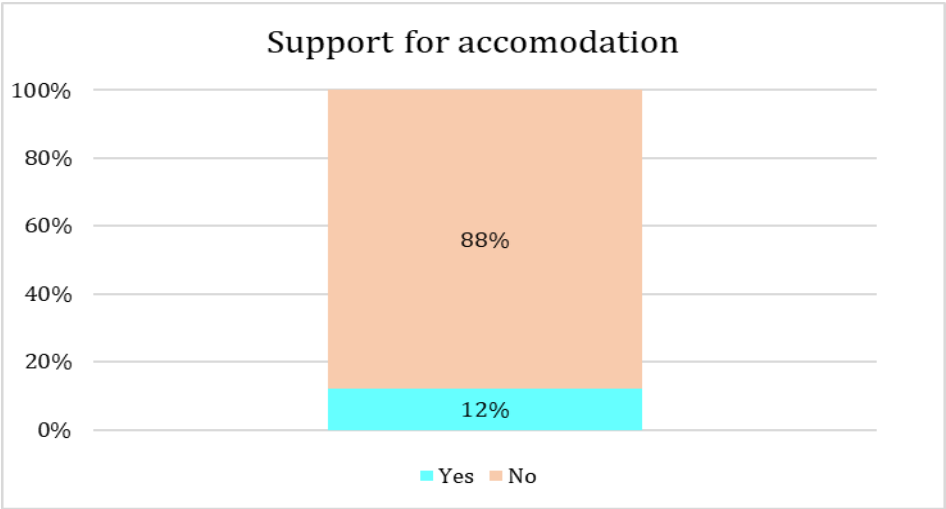
G- Canteen service



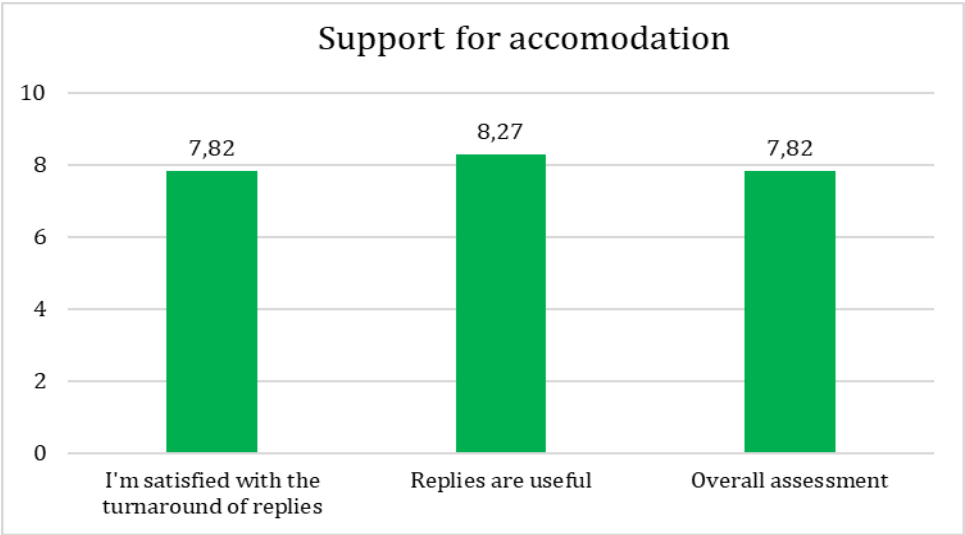
G-1 If Yes



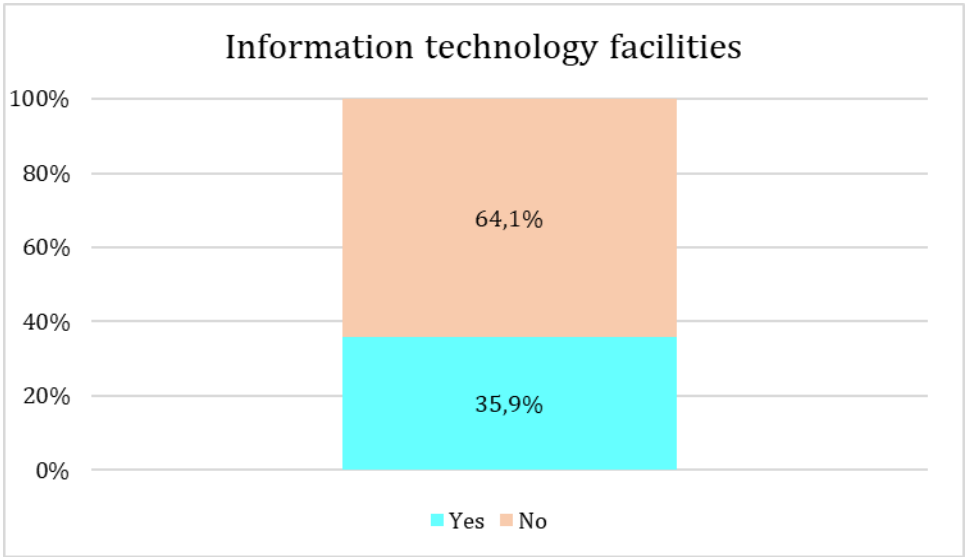
H- Support for accomodation



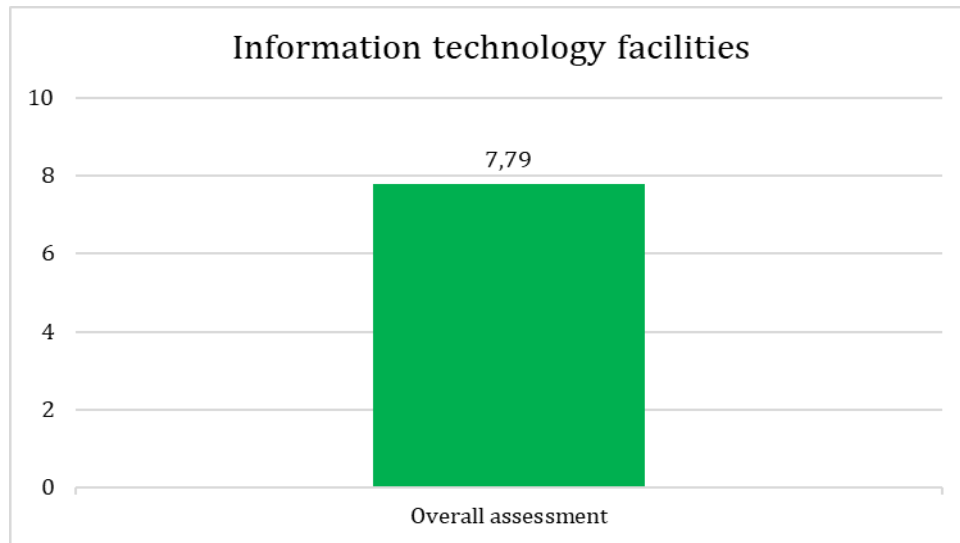
H-1 If Yes



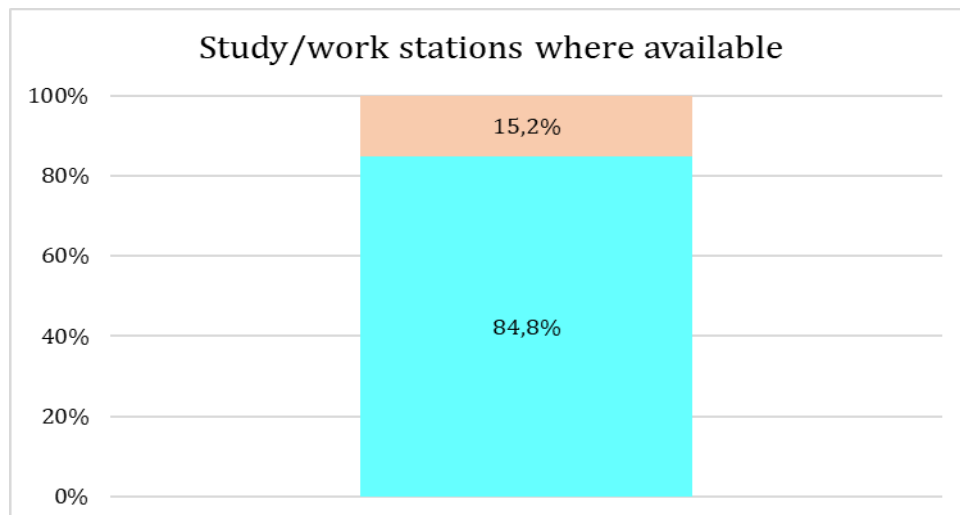
I- Information technology facilities



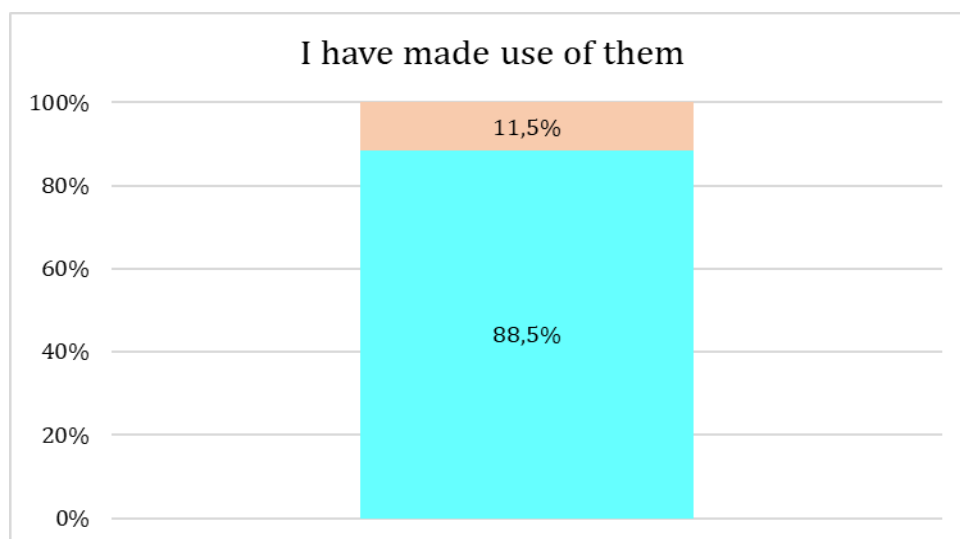
I-1 If Yes



J- Study/work stations (where available)

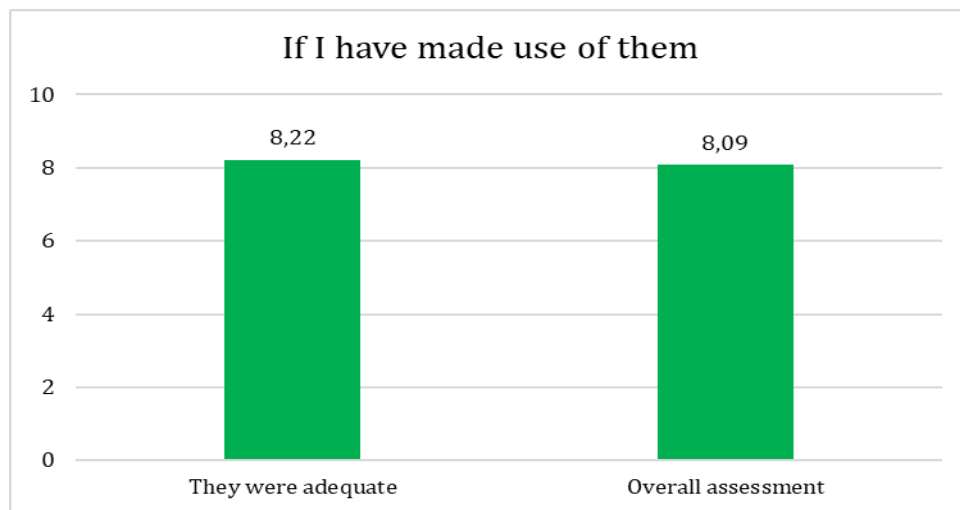


J-1 If Yes

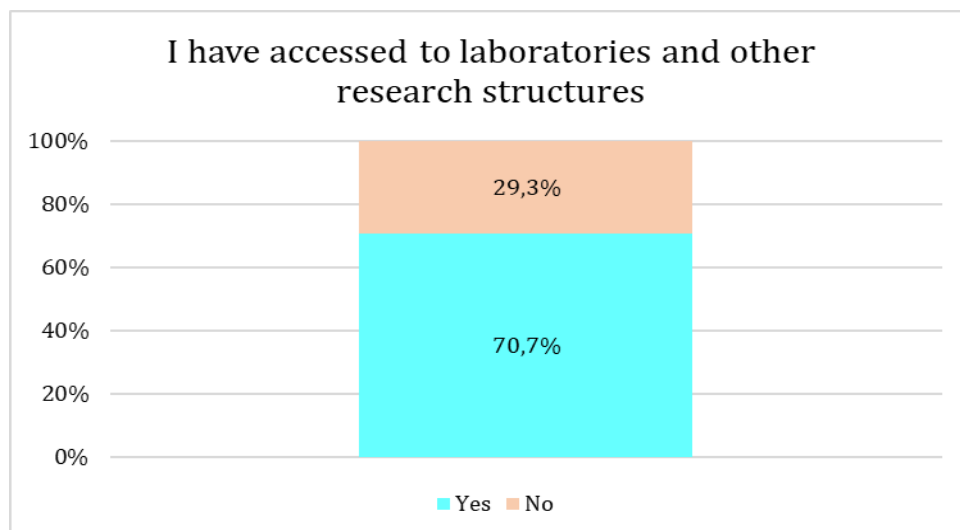


(69 respondent YES to question J-1 on 78 respondent YES to question J)

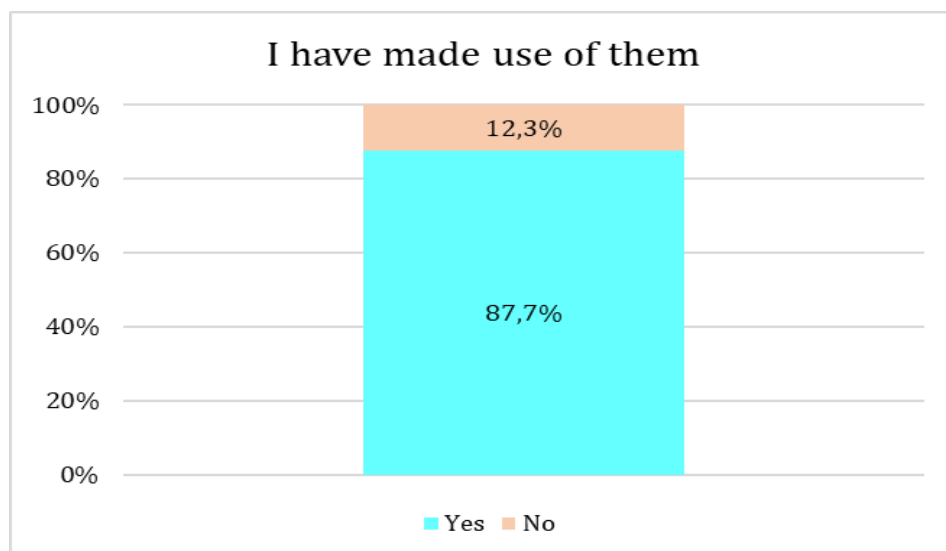
J-1.1 If Yes



K- I have accessed to laboratoires and other research structures

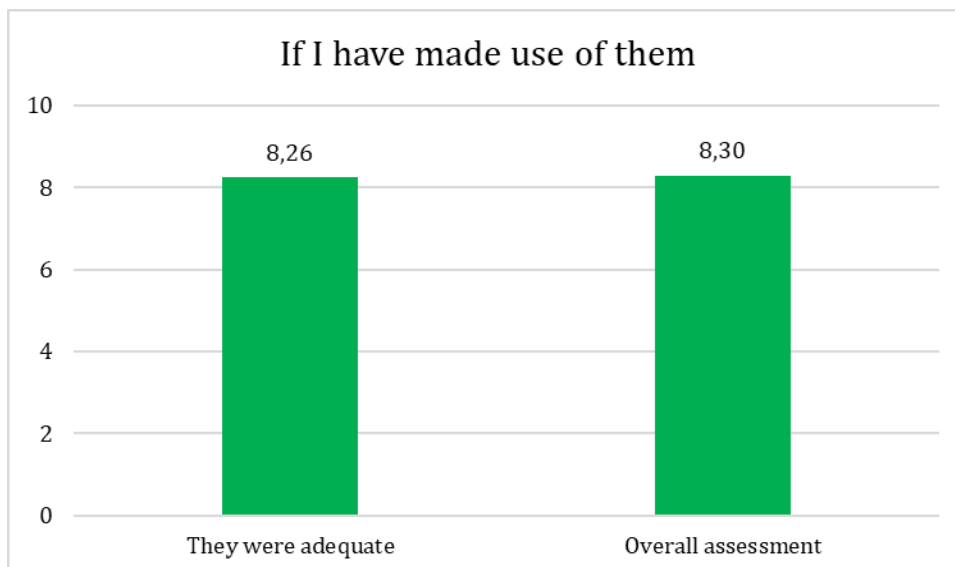


K-1 If Yes



(57 respondents YES to K-1 on 65 respondents YES to K)

K-1.1 If Yes



K-1.2 If No

Was it required for your research project		
0	Yes	0%
8	No	100%

N°	Comment
1	The secretaries both of IUSS and UNICATT offer an optimum service. Overall I think the infrastructure, lab and services offered are ok but there should be an obligation on providing material as pc and monitor to each phd candidate to carry on the research activities
2	Positive
3	Very satisfied
4	Im still discovering all the possibilities of the Ph.D., because are so many the services and the academic offers, I did not use any laboratory until now, but I know that in the network the possibilities are so big. Until now I can't say that for my research and the Ph.D. all materials, course, knowledge, process, and guidance of all the professors, supervisor, representants and coordinators, are excellent. Assessment is 100/100
5	After months of uncertainties about some procedures, we got all the answers and now they are clear. It was confusing at first but now everything is clearer
6	Services I was offered allow to perform research activities and to have a decent life at university, overall they could be improved
7	I have only positive experiences
8	Good
9	Sufficient. Currently "working" in the library or at home. Adequate but not good. No proper offices available for PhD students, only rooms here and there

10	I was provided of a desk and of a monitor. But the monitor it's too old and not supported by new pc so I can't use it. There are pcs at my office that I could use in case I have problems with mine, but they are also too old and don't support many softwares. As PhD student I have an unlimited number of copies at the office printer
11	I'm quite satisfied for all services, except that mission services
12	The Erasmus+ service was VERY INEFFICIENT. I have sent an e-mail to ask information to fill the form to apply but they have never replied. I really hope that my application was correct even though they have not helped me at all!
13	Very good
14	Overall I am satisfied with the services offered. But it is also important to highlight that due to the nature of my own research, I do not need to access specific services and I have not needed much support so far
15	Everything is adequate
16	I have access to any resource that students of the university of Trieste(my host university) have. Hence I found everything satisfactory
17	Positive, I do not see major weak points
18	Very good assessment
19	Veru satisfied about the services offered
20	My host university is not IUSS Pavia, but I am satisfied with the structures of my host university
21	Relatively to the service at my host university, I have a desk in a common room, where I use my laptop. I used some time the biblio and never the canteen as I could not enter. Enrollemnt was a bit tricky but successfull. So it took a while
22	Overall the services were nice and quick
23	Good
24	Miscommunication between phd students and secretary sometimes. Too long delays for the refund of missions: -e.g. I asked for refund of a mission in February and obtained it only in June/July. Secretary stopped replying to emails
25	I am dissatisfied with the collaboration rules. I am not allowed to access the canteen servies and am trated as a guest rather thana PhD student with the host university
26	I think the IUSS staff is always available to solve our problems and super kind in answering our questions. I know they do their best, even if sometimes in certain cases (reimbursement) it is not sufficient
27	I still do not have access to the canteen at the host university (Sant'Anna)
28	I would ask to ameliorate the IUSS reimbursement service as it is unacceptable to get refund in 4 month on average (here at Unicatt is almost immediate). Moreover, I think that due to our position ad PhD student at IUSS we must have also access to the online library and literature resources paid by IUSS through a proxy connection. In addition, I would also introduce the obligation to the single universities to pay student for all the extra-research activities such as lecturers, student laboratories we have to do. Finally, the support for services such as information on tax returns, or fiscal personal declaration is completely missing
29	Just continiue looking for the second affiliation or a similar agreement that recognize us as host students, and access to all services, because we are part of our host universities but for personal in them (administratives) we are external personal. Anyway, thank you again for this amazing work
30	Please keep on reporting faq on the website, it is useful and immediate to check it when I have a doubt
31	Need of adequate work facilities. There should be an assessment of being able to provide PhD students with adequate work facilities, appropriate to their age and degree of specialization
32	I would prefer to manage all burocratic things remotely, not sending paper receipts for missions

33	Electronic invoices should be sufficient for students not working in Pavia
34	Very good
35	Mission reimbursement procedures should be simpler and faster
36	Less time for reimbursement procedures is needed: new employments or simplifications are needed
37	I am grateful that my host university is providing the necessary services for my PhD activities. However, there should be a clear distinction between the services that can be enjoyed by PhD students in their host universities. For example, I cannot access the free meal and discounts on public transportation because I do not have a student ID provided by my host university
38	The only thing I can suggest is a more active Ph.D. office and welcome desk for bureaucratic works relating to the first day, especially for international students
39	Extend the library, especially with more books related to the Phd SSCC
40	Please, improve the reimbursement procedure. With the actual crisis it's very hard to wait several months for missions remboursement
41	The procedure for refunds could be simpler
42	My host university is not IUSS Pavia, but SNS Pisa. I cannot complain about anything but the mailing list management. There is this mailing list used where the members are people "inside" the host university (staff, professors, students, ...). And this mailing list is very useful, because it is used to inform about seminars, conferences, strikes of the canteen, new rules in the university (as the maximum temperature for the heating system, changes in the offices,). But the PhD SSCC students are not allowed to be inside this mailing list, because we are not "inside" the host university. They "solved" the problem creating a new mailing list, containing the "internal" people and the PhD SSCC students, but this mailing list is very rarely used nobody knows about it)
43	I would like to highlight that my university email address is wrong, It reports the name of a colleague not mine, and I can't change it. Thank you
44	Please improve the repayment of missions. My last mission was carried 5 months from now still no refund
45	I believe that the timing to be refund for missions are totally disrespectful. Sometimes it takes 4 or 5 months to be refund and this is ridiculous comparing with other Phd conditions. I believe that IUSS must be professional and able to face the Phd needs since more than 1 year has passed and it had enough time to develop an adequate managerial/administrative structure. This situation is creating a lot of issues to students willing to make formative experience and also a generic dissatisfaction
46	Improvement in the administrative management of refunds for missions
47	The host and Pavia university should have much strong and clear indication about the rules and services that students can take advantage of
48	Please, speed up the reimbursement process. We only rely on PhD scholarship which is almost enough to cover accommodation and bills in this historical period. I know the process is complex and requires a lot of time, but I think that 2 or 3 months (and sometimes also more!) it is too much and it is an obstacle for programming our research activities



IUSS

Scuola Universitaria Superiore Pavia

**Survey on satisfaction of the
PhD students
Admission 2022/2023**

by U.O. Legale, Assicurazione Qualità e Valutazione

Sommario

The survey 3

Admission to 2022/2023 PhD Programs 3

General Comments..... 7

The survey

This is the survey on the first year PhD students' satisfaction. All information has been collected through an anonymous questionnaire completed through the student's account during the enrollment procedure. The survey involved 27 students admitted to the 2022/2023 programmes, not including SDC. In the academic year 2022/23 three new PhD courses have been activated (CBS, HDR e TEL), and there's no longer the NCFM course. There are no course-level comparisons in this report, for each question there's a chart with the School difference between a.y. 2021/22 and a.y. 2022/23.

The names of the courses are shortened as follows for display reasons:

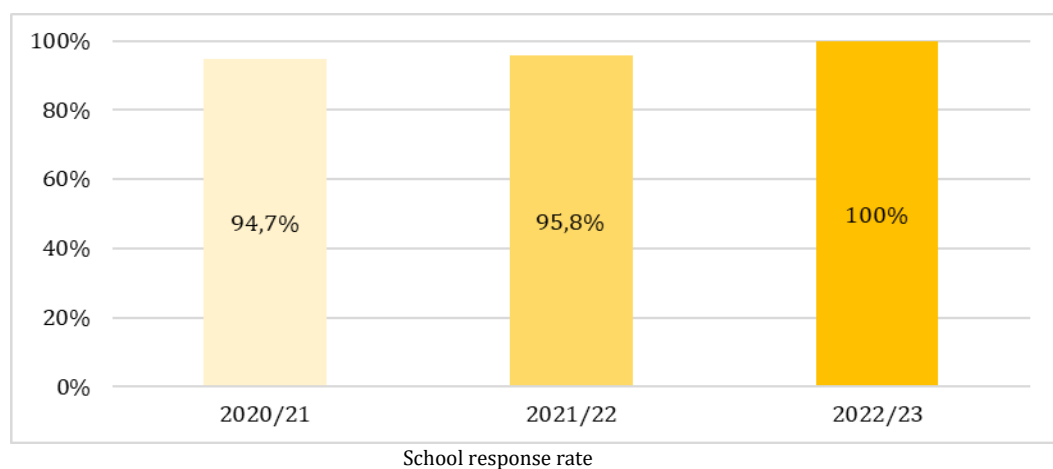
CBS *Cognitive Brain Sciences*

HDR *THE HADRON ACADEMY: Risk and complexity in high tech medical innovation*

SBB *Biomolecular Sciences and Biotechnology*

TEL *Theoretical and Experimental Linguistics*

UME *Understanding and Managing Extremes*

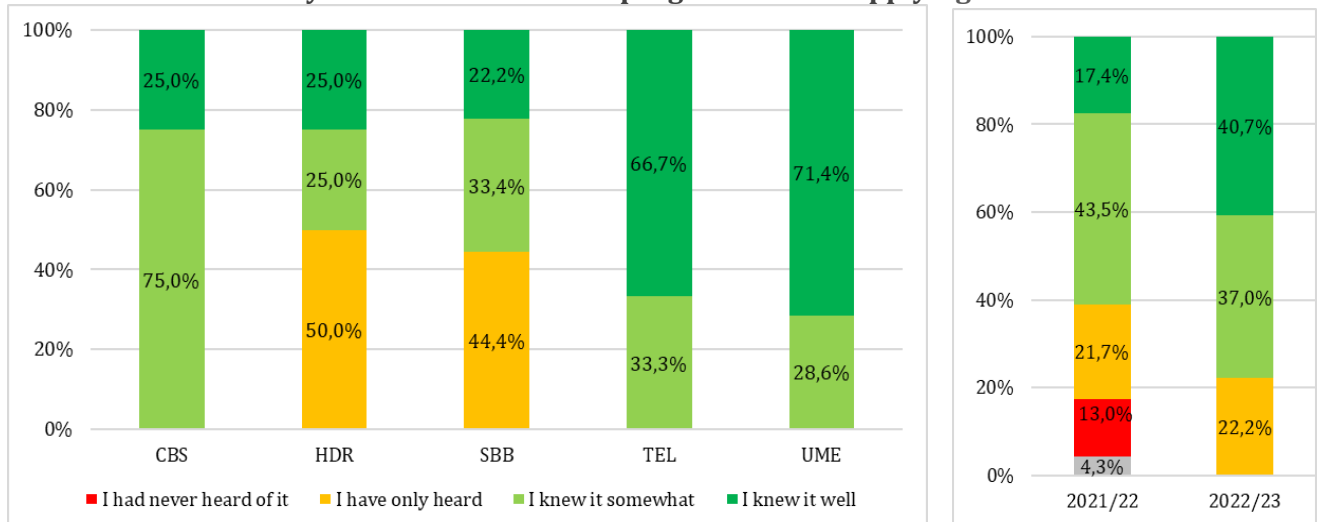


Admission to 2022/2023 PhD Programs

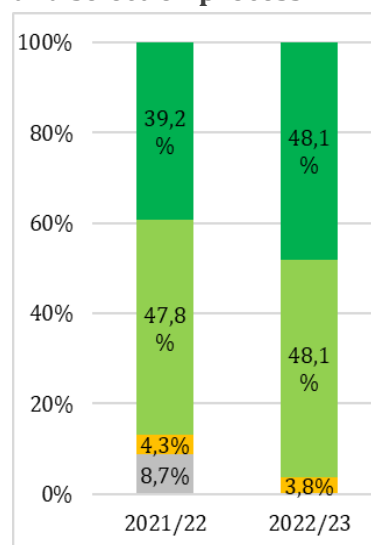
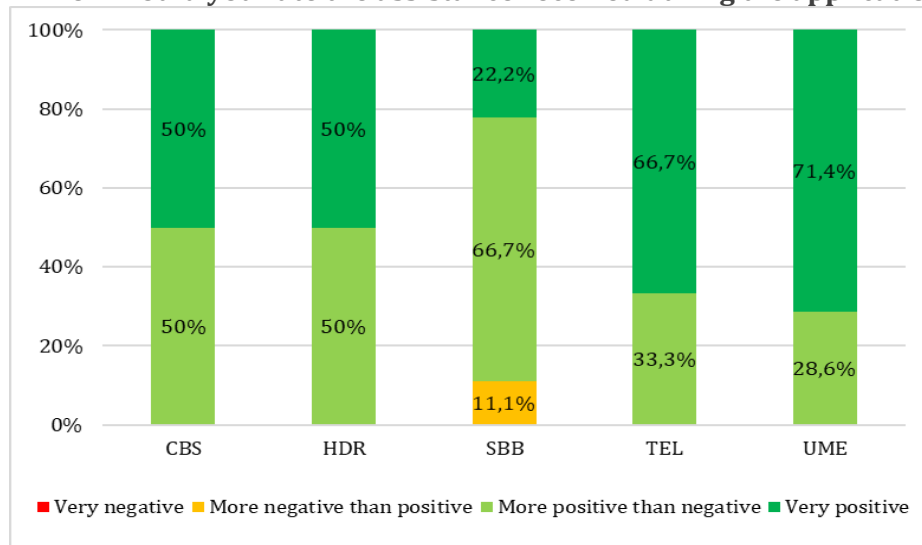
This is the legend for the following charts:

	Very positive/Very easy		More positive than negative/Quite easy		Don't know
	Very negative/Very difficult		More negative than positive/Quite difficult		

1 To what extent did you know the IUSS Phd programs before applying?



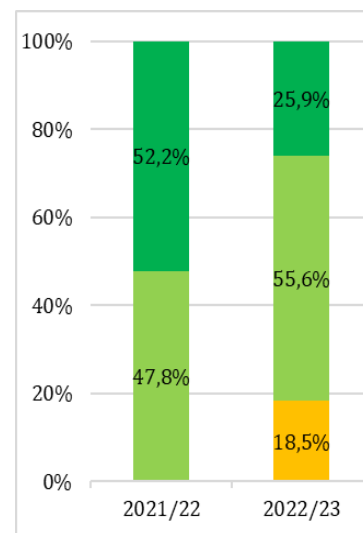
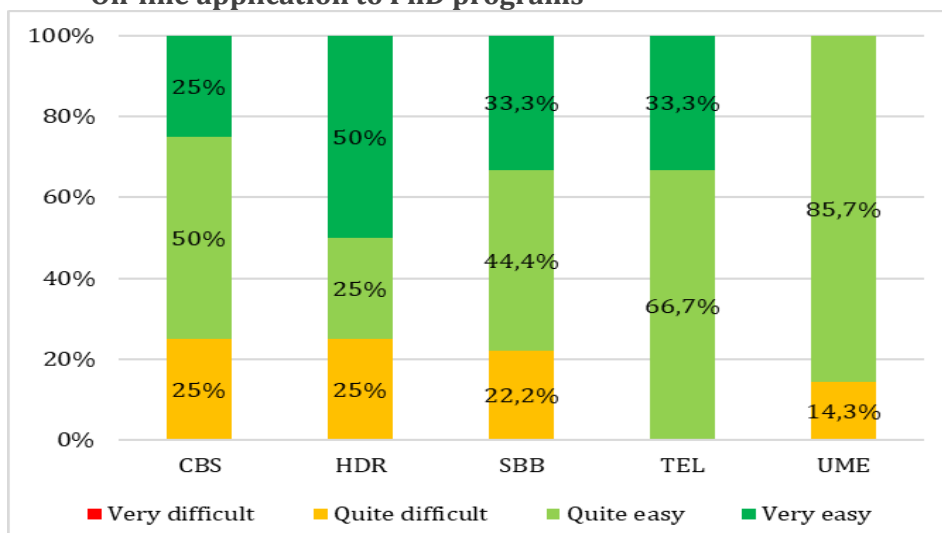
2 How would you rate the assistance received during the application and selection process?



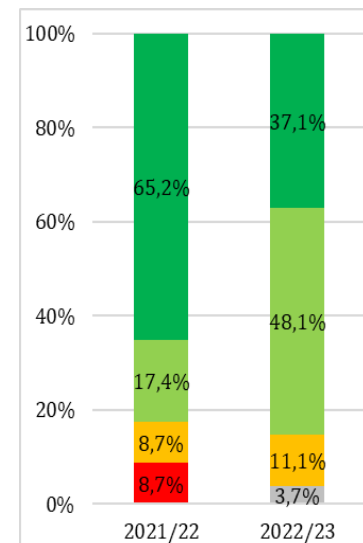
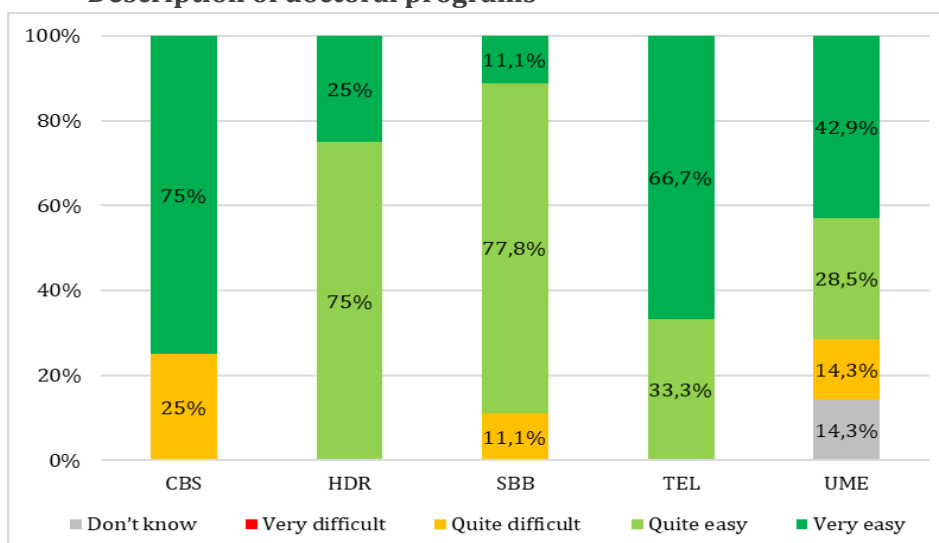
IUSS website

3 It was easy to get information about:

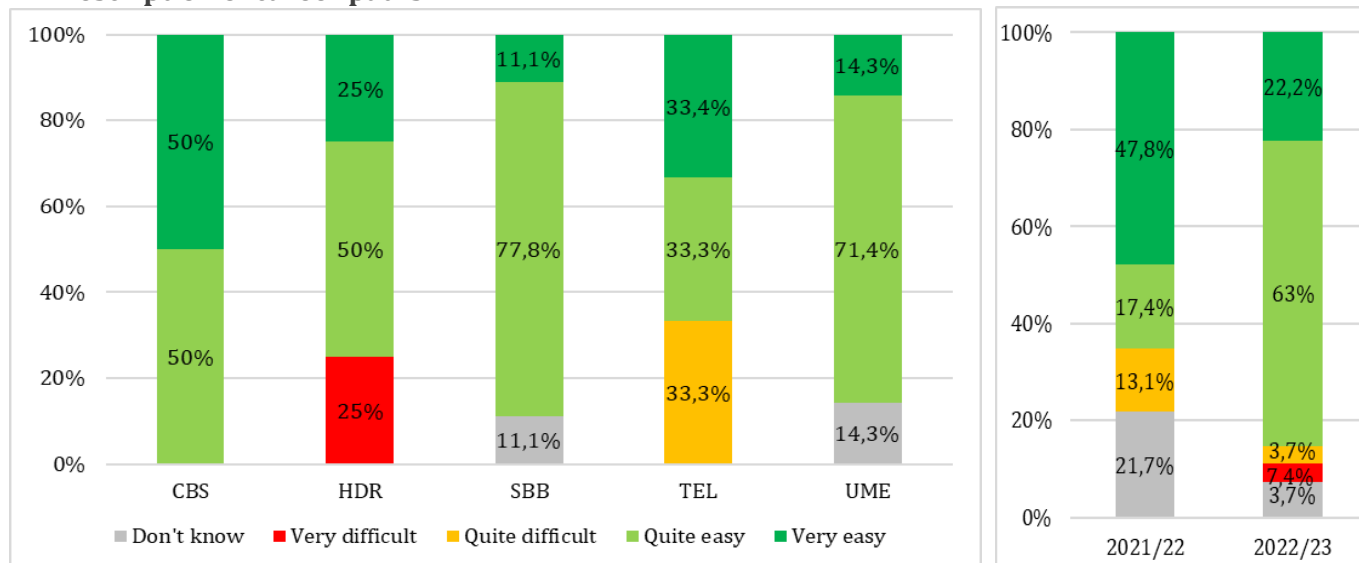
- On-line application to PhD programs



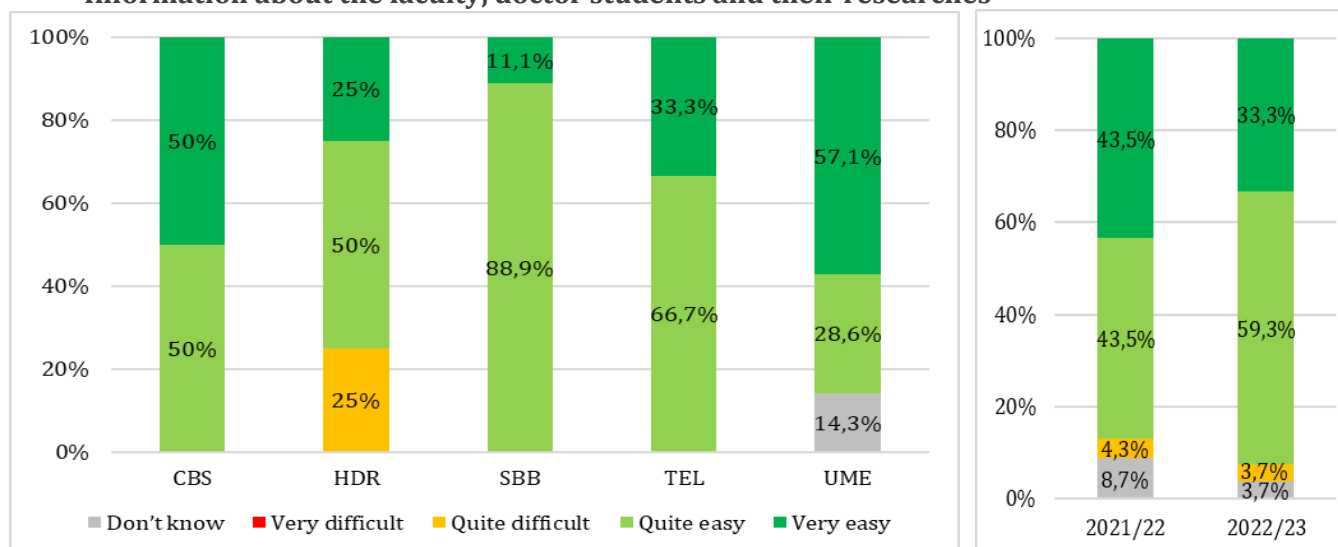
- Description of doctoral programs



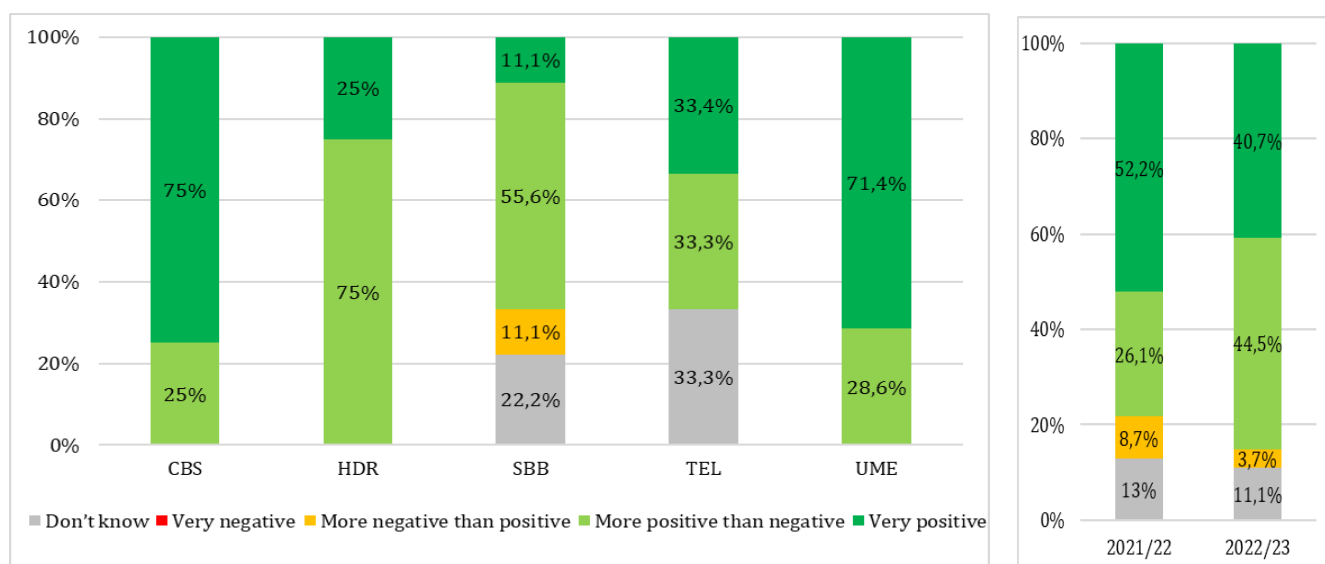
- Description of career paths



- Information about the faculty, doctor students and their researches



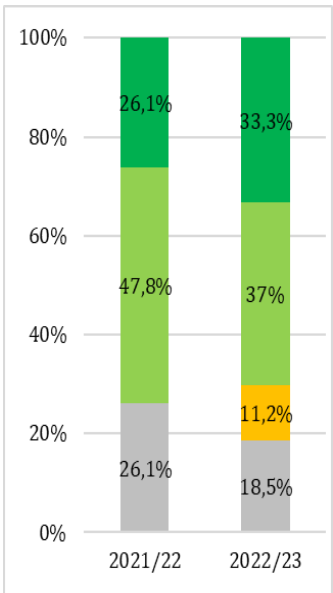
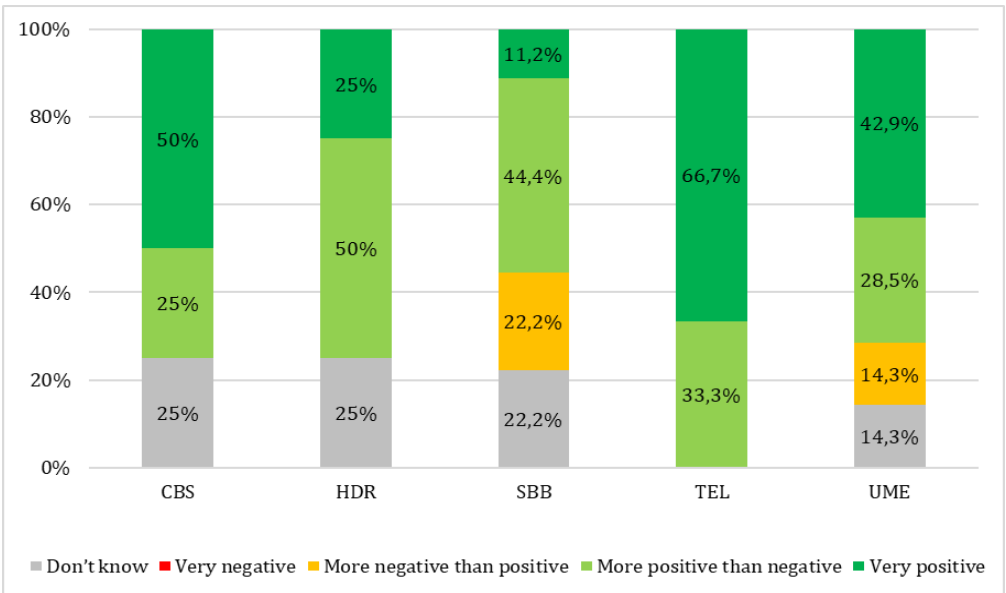
4 How would you rate the quality/availability of information in English language?



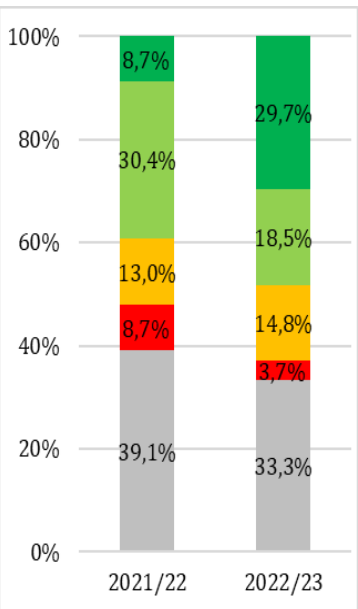
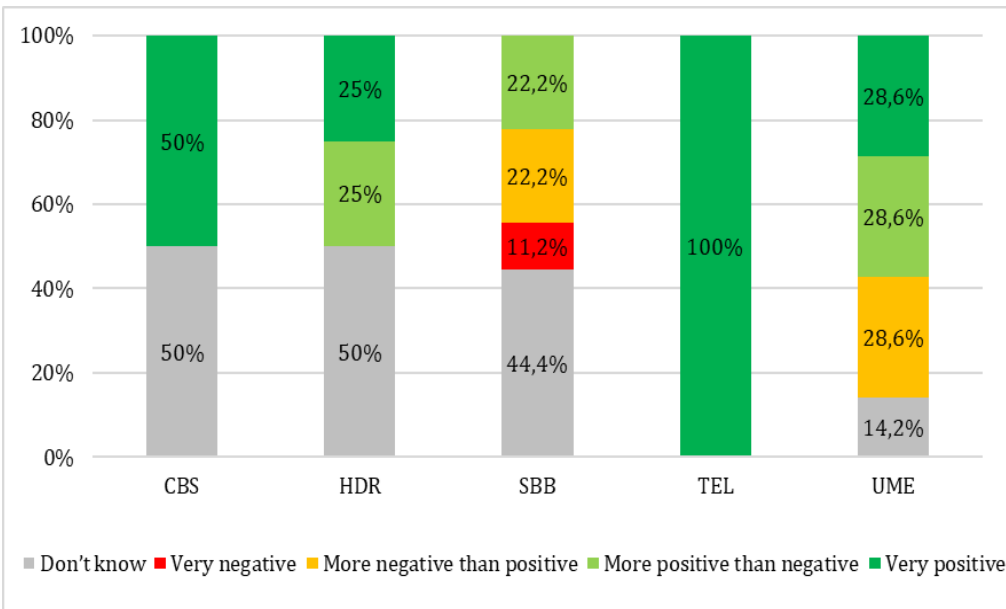
Students' welcome reception

How would you rate the following:

- the advice and service provided by the teaching board/staff in the welcome and enrolment process



- the information received about the School campus and city



General Comments

<i>PhD Course</i>	<i>Comment</i>
UME	High level of support from IUSS personnel, as expected. Very satisfied
SBB	The enrollment process was quite easy and the informations on the website were clear and complete.
SBB	No
SBB	It is very tough if you are an interantional student, as many things are only in italian
UME	Visa requirements and consular support may be improved.
UME	General suggestions: - Simplification of the enrolment procedure; - Within the enrolment procedure, make fields to be compiled clearer (e.g., add descriptions whenever some ambiguity exists);
UME	I have no additional comments and suggestions
UME	Since I already was in Pavia, it was a pretty easy and straight foward procedure
SBB	Very good
SBB	Thank you
UME	Nothing
SBB	Nothing
TEL	I would have appreciated more info on the fiscal aspect of the enrollment and more help on how to deal with INPS and social security as a doctorate student

Back to the report