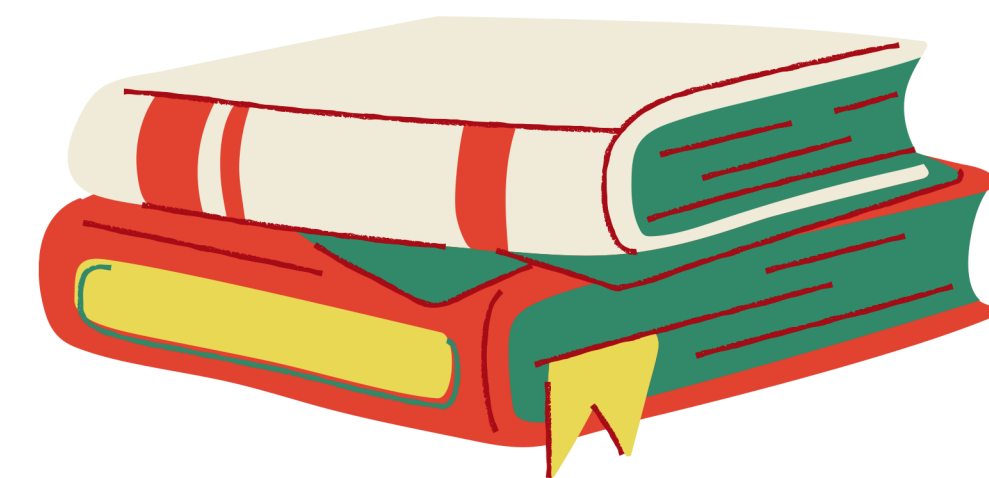


# STUDENT SUPPORT SERVICES SATISFACTION



## INTRODUCTION

Is there a correlation between support services, information access, administrative complexity, and overall satisfaction of international students in Italy? Statistical analysis **reveals challenges** faced by students. This study examines survey data to understand their experiences and identify areas for improvement.

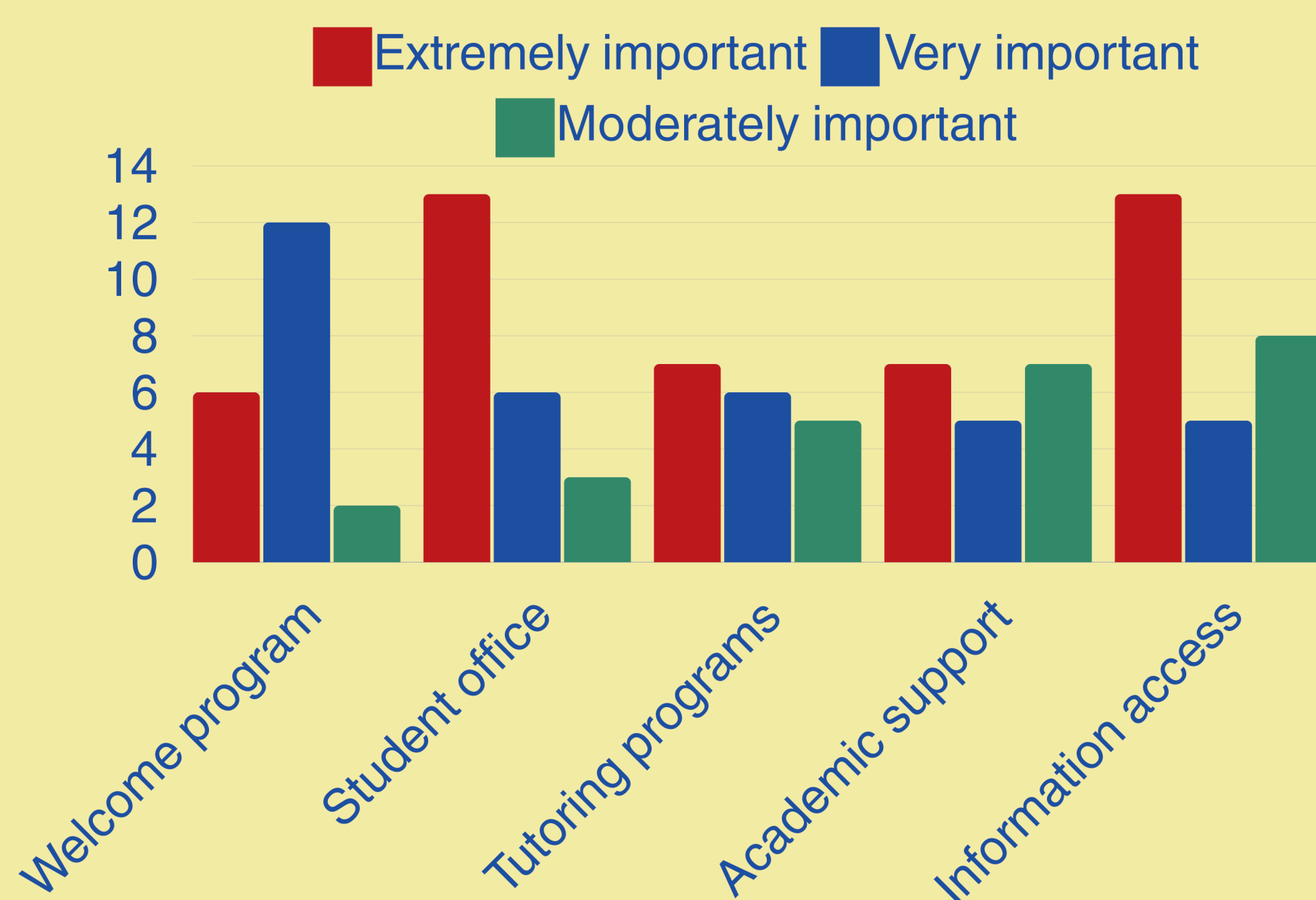


## METHODOLOGY

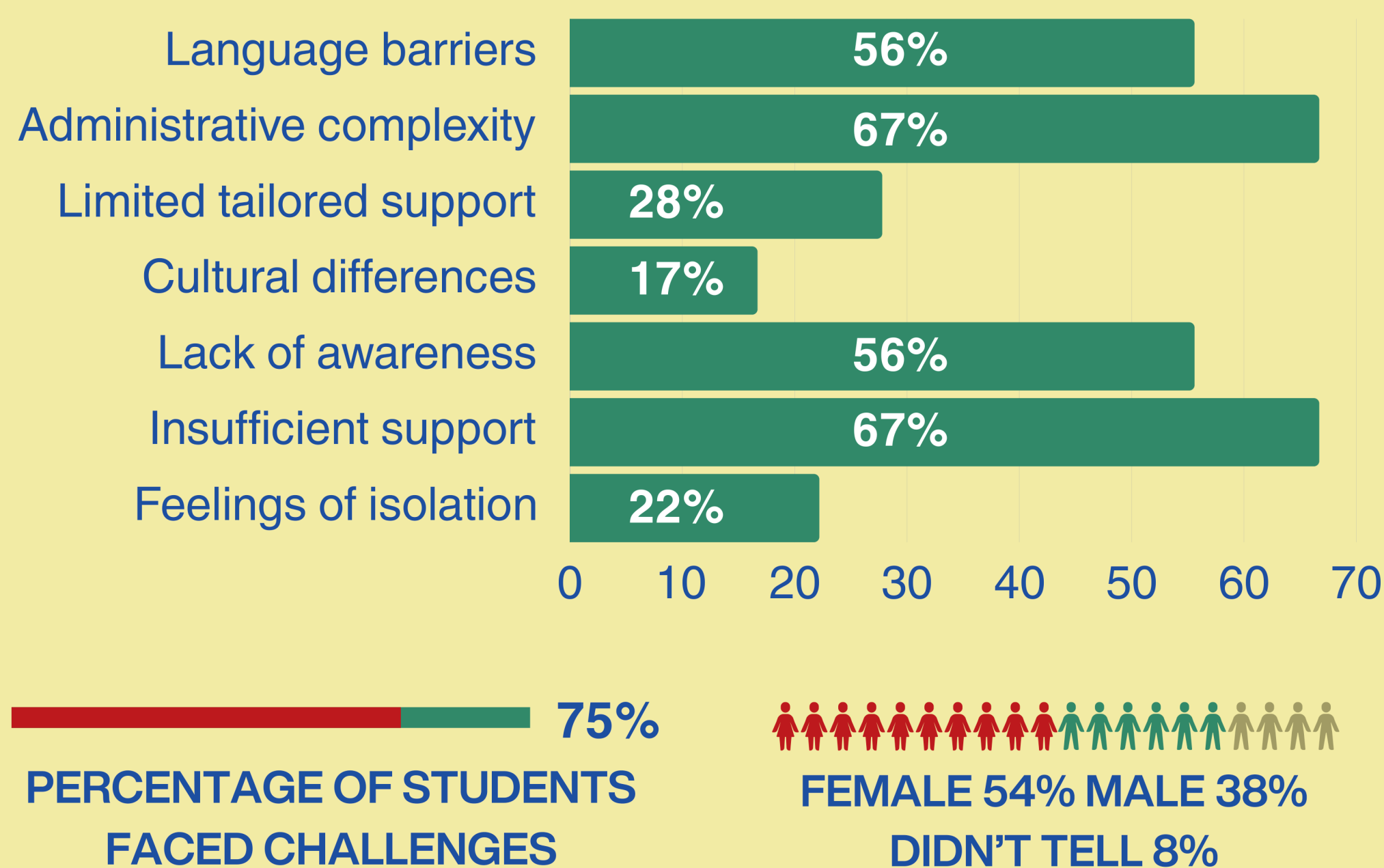
1. Survey and interviews (**24 respondents** from around the world);
  2. Comparison studies;
- Research shows Italy ranks 5th in student satisfaction, after Germany, France, Spain, and Portugal.\*

## ANALYSIS

### PRIORITIZED AREAS FOR IMPROVEMENT



### SUPPORT SERVICE ISSUES



## RESULTS

- The study confirms that an overwhelming **67%** of respondents expressed dissatisfaction with the level of support received.
- A notable **67%** of respondents cited bureaucracy as a primary challenge.
- A majority rated the welcome program as "**very important**," highlighting the significance of a welcoming experience.
- Respondents rated student office support and information access as "**extremely important**."

## CONCLUSION

These findings emphasize the necessity to **enhance support services** to better meet international students' needs and improve their university experience.

**Reference:** Journal of International Students, Volume 9, Issue 1 (2019), 1–18.  
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