

Survey on the SATISFACTION of the STUDENT COMMUNITY referred to the services provided by the university administration



GOOD PRACTICE PROJECT - 2026

**59 Universities + 6 Higher Education Schools
participate in the GOOD PRACTICE 2026 project**

RESULTS OF **POLITECNICO DI TORINO**

Following the launch of the 2026 survey, this report summarizes student satisfaction levels recorded between 2022 and 2025 across the main service areas

Key results summary

Participation in the most recent surveys

Focus on satisfaction

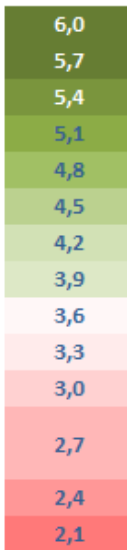
GoodPractice@polito.it



Key results summary

Student satisfaction referred to the services provided by Politecnico di Torino over the last four years

Range: 1:6



Strengths
(good practices)

Need actions for improvement

Servizio / Service	Studenti / Students	Livelli di soddisfazione PoliTO Satisfaction levels PoliTO				Sistema GP GP system (*)
		GP 2022	GP 2023	GP 2024	GP 2025	GP (*) 2025
Orientamento / Orientation	Studenti I anno / <i>1st year students</i>	4,44	4,43	4,38	4,40	4,48
Comunicazione / Communication	Studenti I anno / <i>1st year students</i>	4,35	4,45	4,33	4,42	4,08
	Studenti anni successivi/ <i>other years students</i>	4,23	4,27	4,23	4,28	3,94
Sistemi informativi / IT services	Studenti I anno / <i>1st year students</i>	4,61	4,67	4,55	4,54	4,12
	Studenti anni successivi/ <i>other years students</i>	4,46	4,43	4,44	4,41	3,97
Infrastrutture e Logistica / Infrastructures and	Studenti I anno / <i>1st year students</i>	4,46	4,37	4,32	4,51	4,37
	Studenti anni successivi/ <i>other years students</i>	4,22	4,17	4,21	4,22	4,17
Biblioteche / Libraries	Studenti I anno / <i>1st year students</i>	4,61	4,53	4,51	4,54	4,58
	Studenti anni successivi/ <i>other years students</i>	4,48	4,42	4,42	4,42	4,49
Servizi Didattica / Student administration	Studenti I anno / <i>1st year students</i>	4,37	4,42	4,13	4,34	4,18
	Studenti anni successivi/ <i>other years students</i>	4,12	4,19	4,08	3,92	4,02
Diritto allo studio / Right education	Studenti I anno / <i>1st year students</i>	4,51	4,36	4,33	4,34	4,27
	Studenti anni successivi/ <i>other years students</i>	4,31	4,20	4,25	4,25	4,08
Internazionalizzazione / Student mobility services	Studenti anni successivi/ <i>other years students</i>	3,73	3,73	3,65	3,67	3,85
Job placement	Studenti anni successivi/ <i>other years students</i>	3,96	3,76	3,60	3,56	3,75

(*) universities mean value

Questionnaires
years 2022–2025

Reference qualitative scale with 6 discrete values: 1 (completely dissatisfied) – 6 (completely satisfied)

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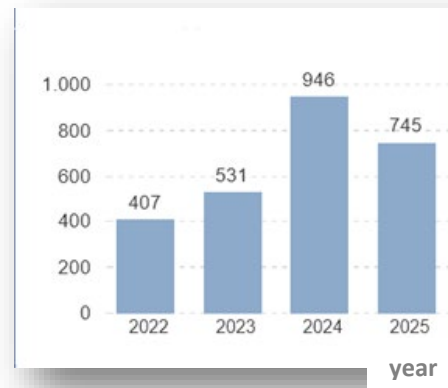
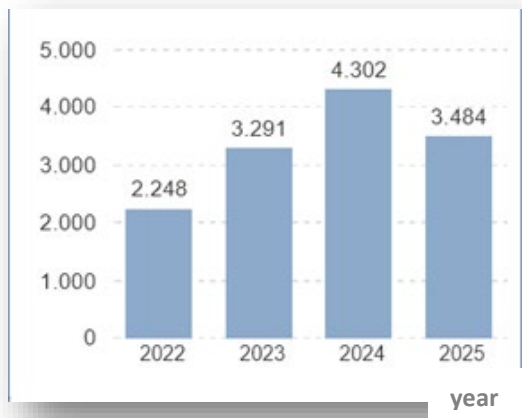
articipation in the most recent surveys

**Number of students and participation rates in the latest GOOD PRACTICE surveys
(the entire enrolled student population was invited)**



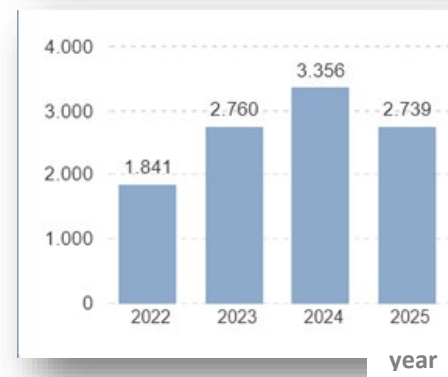
Total participants

(10%)



**Participants enrolled
(1st year)**

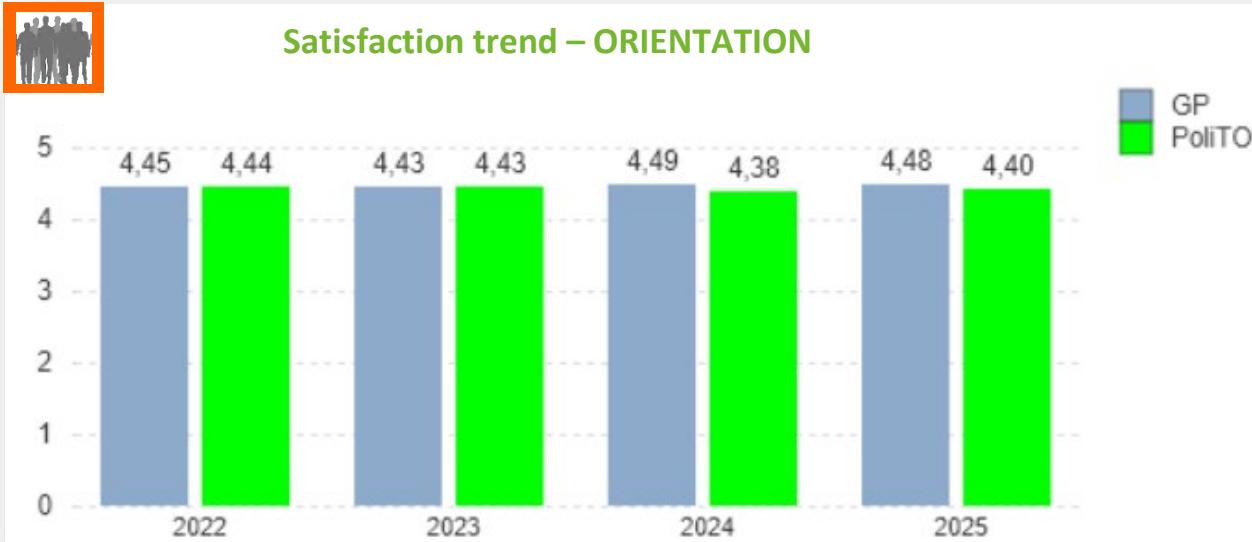
(11.8%)



**Participants enrolled
(subsequent years)**

(9.6%)

Focus on satisfaction



ORIENTATION services are addressed to students enrolled in the 1st year

RESPONDED: 724

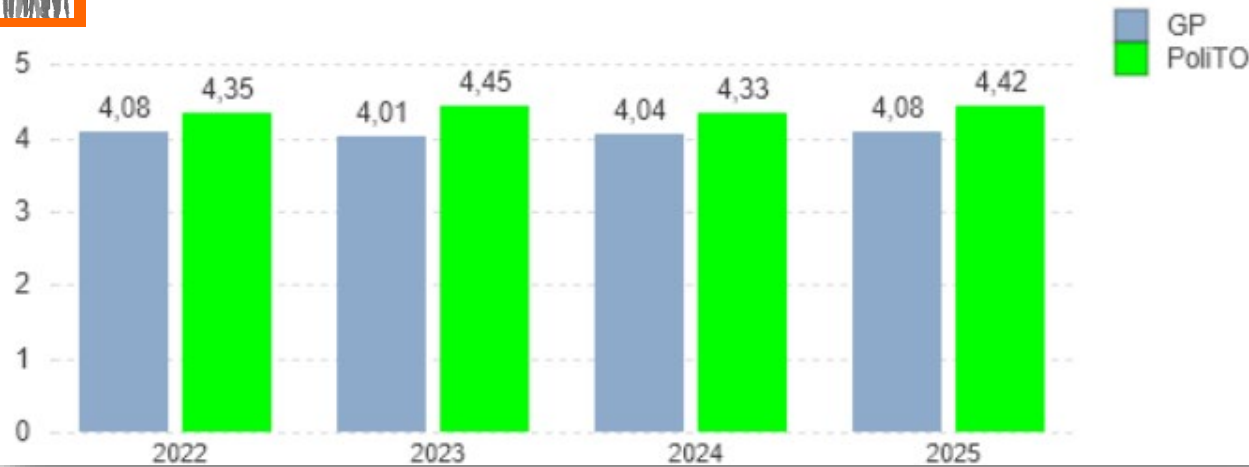


**Enrolled
1st year**

Focus on satisfaction



Satisfaction trend - COMMUNICATION



COMMUNICATION services are addressed to the entire enrolled student population

RESPONDED:

728



**Enrolled
1st year**



Satisfaction trend - COMMUNICATION



2.682

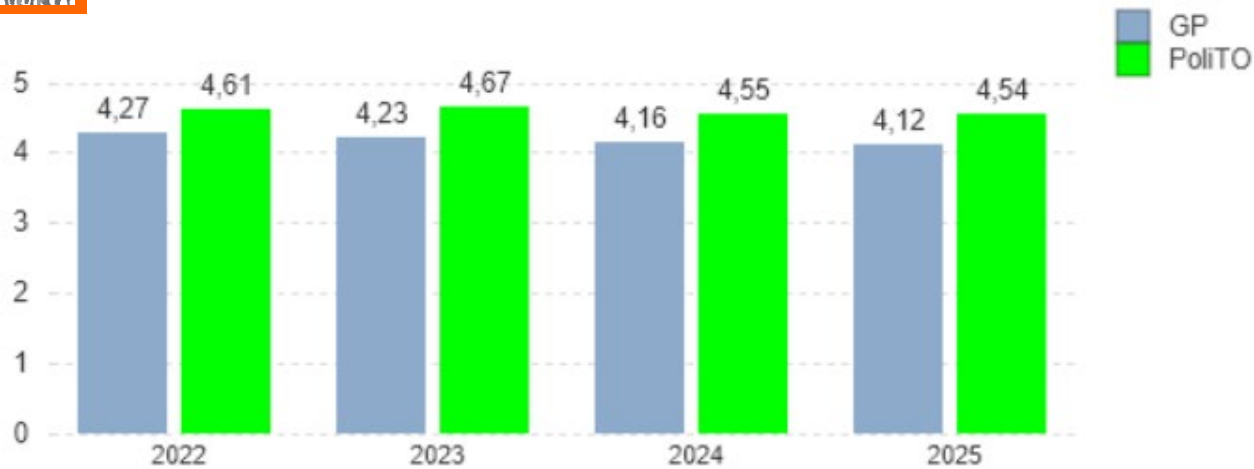


**Enrolled
subsequent years**

Focus on satisfaction



Satisfaction trend - IT



IT services are addressed to the entire enrolled student population

RESPONDED:

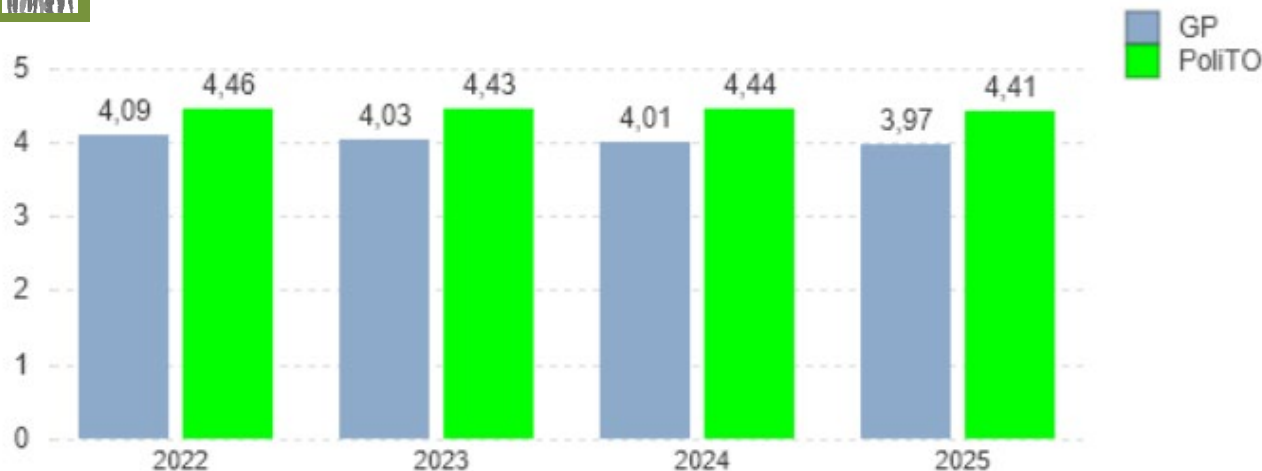
743



Enrolled 1st year



Satisfaction trend - IT



2.723

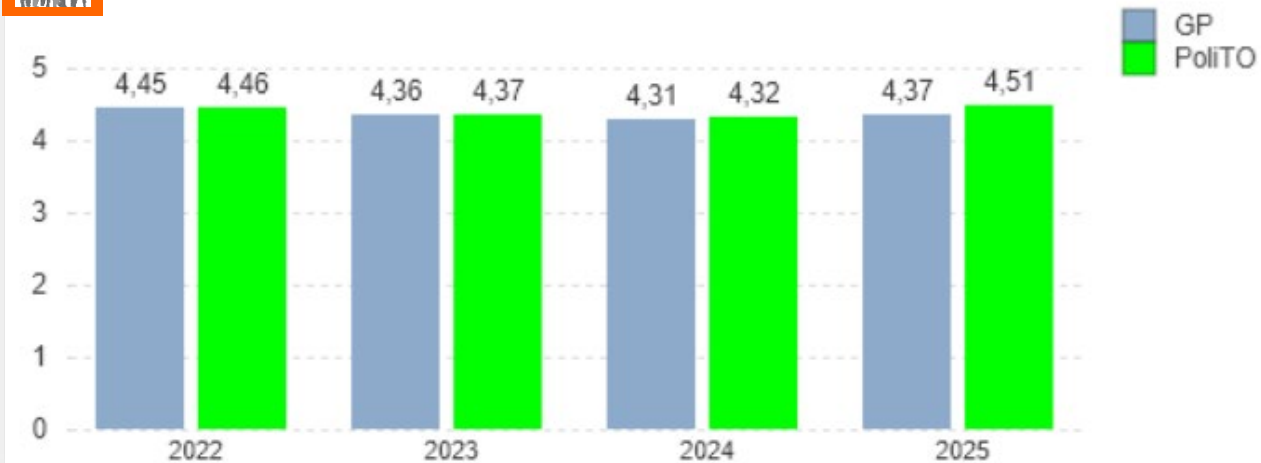


Enrolled subsequent years

Focus on satisfaction



Satisfaction trend - INFRASTRUCTURE AND LOGISTICS



INFRASTRUCTURE AND LOGISTICS
services are addressed to the entire
enrolled student population

RESPONDED:

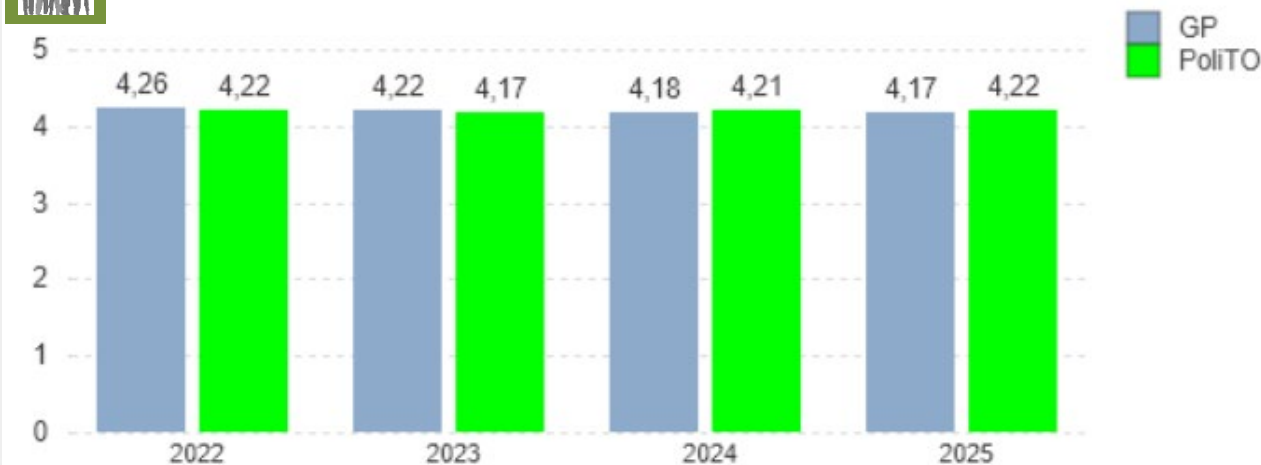
722



**Enrolled
1st year**



Satisfaction trend - INFRASTRUCTURE AND LOGISTICS

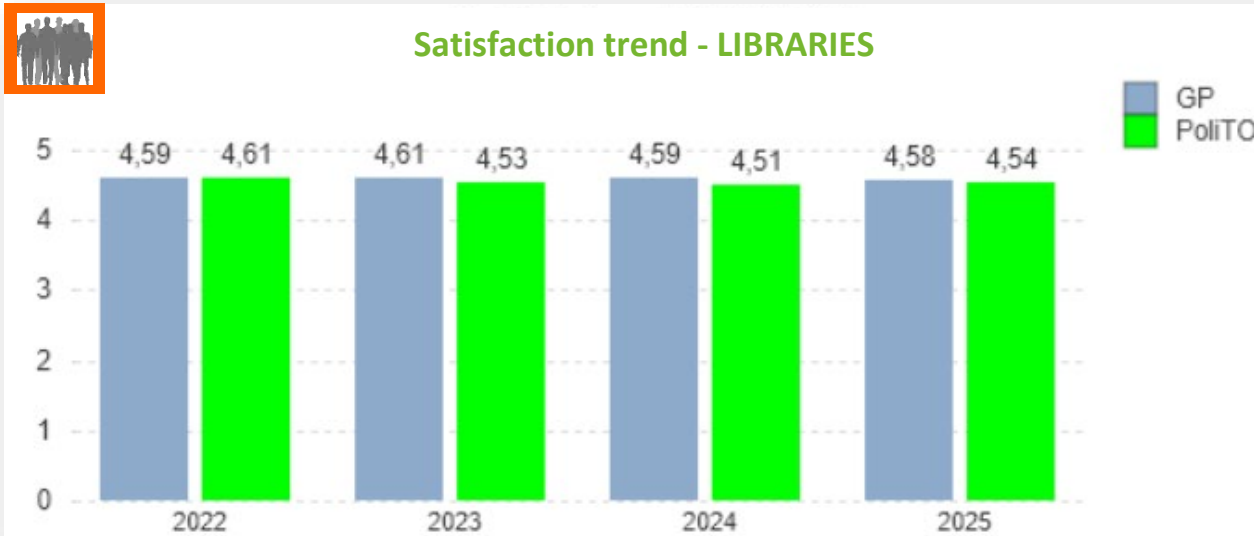


2.655



**Enrolled
subsequent years**

Focus on satisfaction



LIBRARIES services are addressed to the entire enrolled student population

RESPONDED:

438



**Enrolled
1st year**

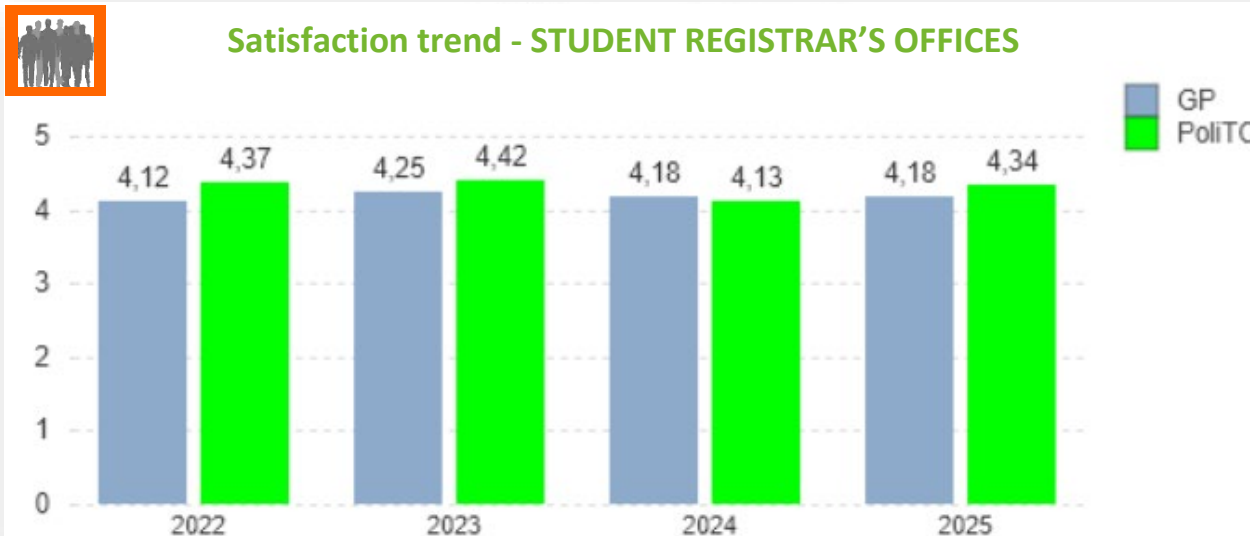


1.604



**Enrolled
subsequent years**

Focus on satisfaction



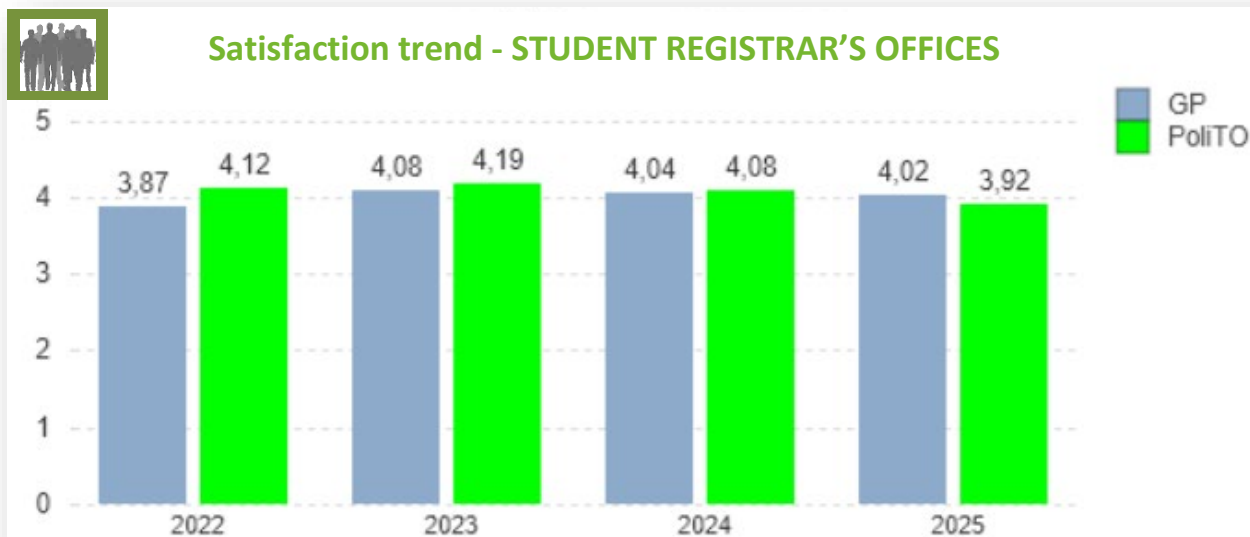
STUDENT REGISTRAR'S OFFICES
are addressed to the entire
enrolled student population

RESPONDED:

415



Enrolled
1st year



1.807

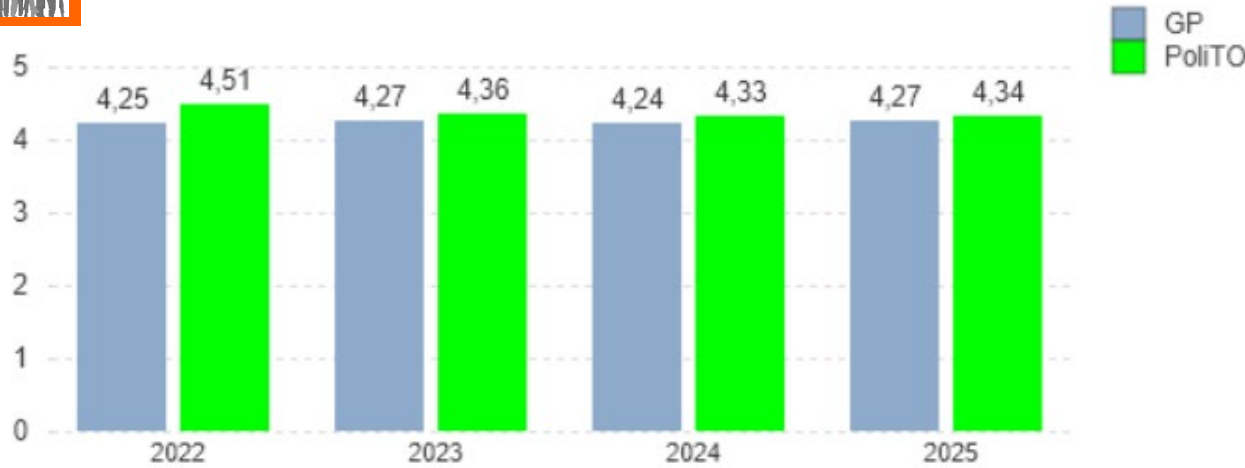


Enrolled
subsequent years

Focus on satisfaction



Satisfaction trend - RIGHT TO EDUCATION



RIGHT TO EDUCATION services are addressed to the entire enrolled student population

RESPONDED:

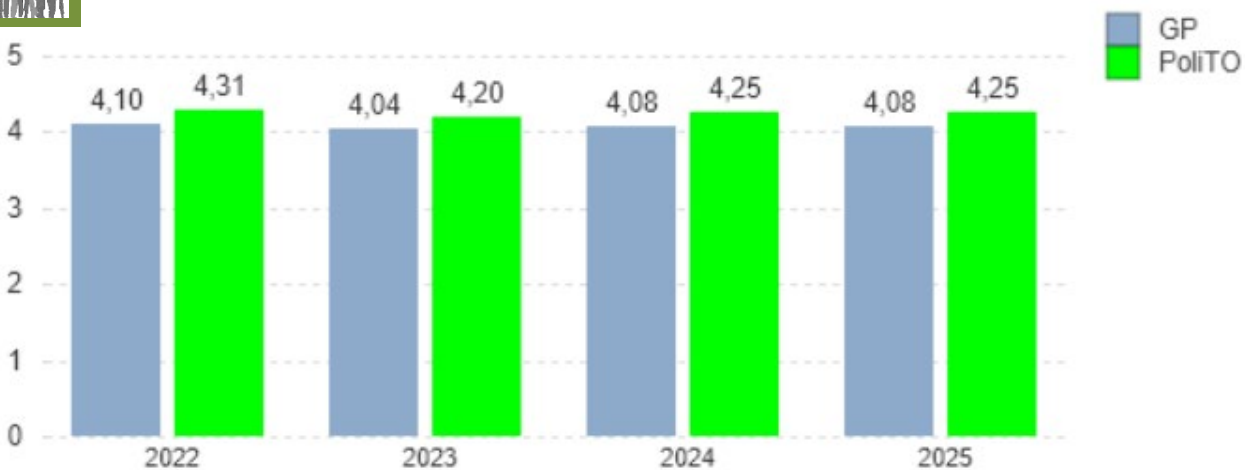
464



Enrolled
1st year



Satisfaction trend - RIGHT TO EDUCATION

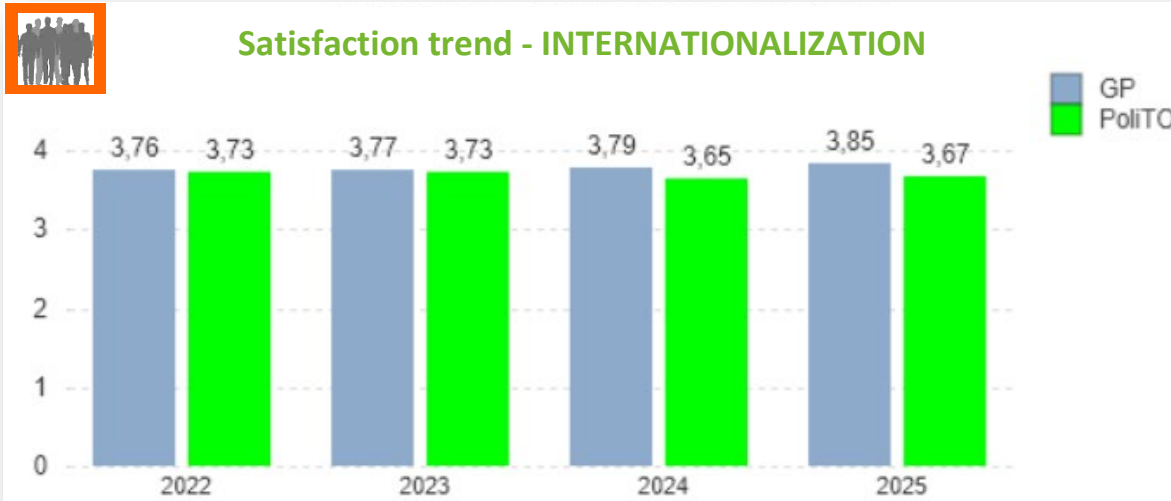


1.831



Enrolled
subsequent years

Focus on satisfaction



INTERNATIONALIZATION services are addressed to students enrolled after the first year

RESPONDED:

1.666



Enrolled subsequent years



JOB PLACEMENT and CAREER services are addressed to students enrolled after the first year

RESPONDED:

447



Enrolled subsequent years