ASSESSMENT REPORT OF THE OFFICE OF THE SECRETARY

18-19



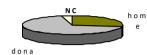
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C031

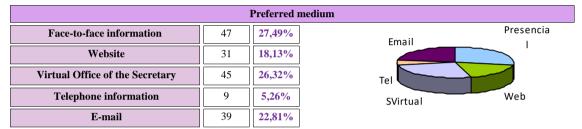
FACULTY/SCHOOL: FACULTAT DE CIÈNCIES SOCIALS

Gender:											
NC	6	3,49%									
Male	47	27,33%									
Female	119	69,19%									

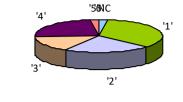
		Highest year	in which you	are enrolled		
NC	1	2	3	4	5	6
4	59	38	27	40	4	0
2,33%	34,30%	22,09%	15,70%	23,26%	2,33%	0,00%



OFFICE OF THE SECRETARY INFORMATION SERVICE



FACE-TO-FACE INFORMATION									
Frequency of use of the Office of the Secretary Very often Sometimes Rarely	Very often Sometimes Rarely Frequency 5 $10,87\%$ 27 $58,70\%$ 14 $30,43\%$ Strongly disagree Strongly agree 1 2 3 4 AVERAGE N/C 1 2 3 4 5 idequate. 3,11 127 7 6 13 13 6 ize information service is satisfactory and convenient. 3,70 126 6 1 5 23 11 3 0 5 3,26 atry has provided enough information. 3,70 126 6 2 7 16 15 3 2 9 6 3,06 3,08 3 2 9 6 3 3,0 6 1 2 9 6 3 3 6 3 3 6 3 3 8 1 1 3 9 16 3 3 8 1 1 3 9 16 3 3 8 1 1 1 1 1 1 1 1								
5 10,87% 27 58,70% 14 30,43%	AVERAG		1	-		4	5	·	5 +
1. I consider that opening hours are adequate.	3,11	127	7	6	13	13	6	2,94	
2. The organisation of the face-to-face information service is satisfactory and convenient.	3,70	126	6	1	5	23	11	3,05	
3. I consider that waiting time is usually admissible.	3,83	125	2	4	6	23	12	3,26	
4. In general, the Office of the Secretary has provided enough information.	3,70	126	6	2	7	16	15	2,98	
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	3,74	125	5	3	7	16	16	3,08	
FACULTY/SCHOOL WEBSITE								I I	
Faculty/School website									
6. The website contains sufficient and updated information.	3,60	142	1	3	9	11	6	3,50	
7. Information can easily be found on the website.	3,29	141	3	7	5	10	6	3,09	
8. I am satisfied with the Faculty/School website.	3,58	141	0	8	1	18	4	3,43	
								Scale used: from 1 to 5	: Average for academic ye





VIRTUAL OFFICE OF THE SECRETARY

ASSESSMENT REPORT OF THE OFFICE OF THE SECRETARY

18-19

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C031

FACULTY/SCHOOL: FACULTAT DE CIÈNCIES SOCIALS

Frequency of use of the Virtual	Very often	Sometimes	Rarely				Frequ	ency						
Office of the Secretary	21 46,67%	21 46,67%	3 6,67%	AVERAGE		gly dis 1	agree. 2	Str 3	ongly 4	agree 5	1	2	3	4 5
10. The Virtual Office of the Secretar	v processes requests	adequately and is	a recommended system	3,98	127	0	2	3 6	4 28	9	3,55			
11. I think that the response time is su				3,72	132	1	1	12	20	6	3,47			
TELEPHONE INFORMATION				- <u> </u>		(·			I	I		
Frequency of use of the service	Very often	Sometimes	Rarely											
	1 11,11%	6 66,67%	2 22,22%											
12. I consider that attention provided	through this channe	l is adequate.		3,75	164	1	0	2	2	3	3,14			
13. In general, I'm satisfied with the a		1		4,00	164	1	0	0	4	3	3,16			
E-MAIL											1			· ·
Frequency of use of the service	Very often	Sometimes	Rarely											
	31 79,49%	6 15,38%	2 5,13%											
14. I consider that the response time	is suitable.			3,66	134	2	3	7	20	6	3,49	1		
15. In general, the information received	ed is adequate.			3,70	135	0	4	9	18	6	3,61			
											Scale used: fro	1 to 5	-	for academic year
PROCEDURES AND FORM	ALITIES										Seule used. Ite		. Tronuge	for academic year
ENROLMENT														
Did you complete the assisted	Yes	No					Frequ	ency						
enrolment at the enrolment room	95 62,91%	56 37,09%				gly disa	agree.	Str	ongly		1	2	3	4 5
of your faculty/school?				AVERAGE		1	2	3	4	5		-	<u> </u>	
16. The assistance received throughout	ł	1		4,04	0	3	5	11	42	34	3,63)
17. My enquiries or formalities related	d with enrolment ha	ve been dealt with	appropriately by the Secretary's Offic	3,95	6	10	8	20	70	58	3,45			
Have you requested an early	Yes	No									I	I		
examination attempt?	32 20,51%	124 79,49%												
18. My enquiries or formalities related	d with cancellation	of enrolment have b	een dealt with appropriately.	4	4	1	1	5	11	10	3,23			
FEES, EXEMPTIONS AND GRAN	NTS										I	I		
19. My enquiries or formalities related	d with university fee	es have been dealt v	with appropriately by the Secretary's	3,92	32	6	10	25	47	52	3,52			
20. My enquiries or formalities related	d with grants and ex	emptions have been	n dealt with appropriately.	3,75	46	9	12	26	33	46	3,26			
											Scale used: fro	om 1 to 5	: Average	e for academic year



ASSESSMENT REPORT OF THE OFFICE OF THE SECRETARY

18-19

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C031

FACULTY/SCHOOL: FACULTAT DE CIÈNCIES SOCIALS

ASSESSMENT RESULTS AND E	XAM RECORDS													
Have you completed formalities	Yes	No				F	requenc	cy						
or made enquiries related with assessment results and exam	66 42,04%	91 57,96%			Stron	gly disag	ree	.Strongly ag	gree 1		2	3	4	5
records?				AVERAGE	N/C	1	2 3		5	3,45				
21.My enquiries or formalities related	l with assessment re	sults or exam record	s have been dealt with appropriately.	3,82	10	3	4 1	0 22 1	17		I			I
STUDENT CARD														
Have you completed formalities	Yes	No												
or made enquiries related with the student card?	72 46,45%	83 53,55%												
22.My enquiries or formalities related	l with the student ca	rd have been dealt w	ith appropriately by the Secretary's	4,19	3	4	2 6	5 22 3	35	3,88				
CERTIFICATES										•			·	•
Have you applied for a	Yes	No												
certificate?	55 36,42%	96 63,58%												
23. I consider that the time taken to is	sue a certificate was	s adequate.		3,74	5	5	3 8	8 18	16	3,38				
24. My enquiries or formalities relate	d with certificates h	ave been dealt with a	appropriately by the Secretary's Offic	3,88	7	4	1 9) 17	17	3,46]	
CREDIT RECOGNITION AND T	RANSFER													·
Have you completed formalities	Yes	No												
or made enquiries related with credit recognition and transfer?	57 36,54%	99 63,46%								1				
25. I consider that the time taken to p	rocess applications	for credit recognitior	and transfer was adequate.	3,69	9	3	8 9	9	19	3,01				
26. My enquiries or formalities relate	d with credit recogn	ition and transfer ha	ve been dealt with appropriately.	3,71	8	3	4 1	3 13	16	3,10				
INTERNSHIPS														
Have you completed formalities	Yes	No												
or made enquiries related with internships?	69 43,67%	89 56,33%												
27. My enquiries or formalities relate	d with internships h	ave been dealt with a	appropriately by the Secretary's Offi	3,93	12	5	4 3	3 23 2	22	3,24				
FINAL THESIS	a with internoinpoin		appropriately by the beeretary s offi	3,75	12	5	·			I	I		I	I
Have you completed formalities or made enquiries related with	Yes	No												
the final thesis?	29 19,21%	122 80,79%								L	1		1	I.
28. The information received on form	alities or enquiries	related with the final	thesis was adequate.	3,74	6	2	3 2	2 8	8	3,26				
29. I consider that the deadlines for se	ubmitting/presenting	g the final thesis are a	adequate.	3,55	7	3	3 2	2 7	7	3,15	1			
INTERNATIONAL RELATIONS														
Have you completed formalities	Yes	No												
or made enquiries related with mobility programmes?	35 22,88%	118 77,12%								I				
30. My enquiries or formalities relate	d with mobility prog	grammes have been o	lealt with appropriately.	3,47	5	4	3 4	5 11	7	3,11				
										Scale used: fro	om 1 to 5	: Averag	e for academic	vear



ASSESSMENT REPORT OF THE OFFICE OF THE SECRETARY

18-19

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C031

FACULTY/SCHOOL: FACULTAT DE CIÈNCIES SOCIALS

DEGREE CERTIFICATES																
Have you completed formalities	Yes	No					Frequ	uency								
or made enquiries related with the issue of the degree certificate?	18 12,08%	131 87,92%		AVERAGE		gly di	sagree	Str	ongly	agree	1	2	3		4	5
31. My enquiries or formalities relate			last with appropriately	AVERAGE		1	Z	ა 	4	5					_	
51. My enquiries of formatiles fetate	a with the degree ce	ertificate nave been o		4	Z	1	1	2	3	/	3,47				4	
EARLY EXAMINATION ATTEM	1PT															
Have you requested an early	Yes	No														
examination attempt?	20 13,16%	132 86,84%														
32. My enquiries or formalities relate	d with early examin	ation attempts have	been dealt with appropriately	3,6	5	3	0	2	5	5					1	1
				5,6		5			5	5	3,25	I				
APPEALS AGAINST ASSESSME	NT RESULTS															
Have you appealed against	Yes	No														
assessment results?	13 8,78%	135 91,22%														
33. My enquiries or formalities relate			ts have been dealt with	2,5	3	4	1	2	2	1	2,78					
appropriately, as regards information	provided and deadli	ines.														
							Frequ	uency								
					Stron	gly di	sagree.	Str	ongly	agree	1	2	3		4	5
GENERAL				AVERAG	E N/C	1	2	3	4	5		-			1	
The Office of the Secretary carries ou	it the tasks expected	from it.		3,81	10	11	8	27	71	45	3,29					
The Office of the Secretary usually de	eals with my request	ts satisfactorily.		3,81	10	13	6	28	66	49	3,26					
I have observed improvements in the	general operation of	f the service on the	occasions that I have made use of it.	3,21	47	20	10	38	38	19	2,83					
In general, I am satisfied with the ope	eration of the Office	of the Secretary of	the Faculty or School.	3,75	7	15	10	20	77	43	3,21					
Do you miss any service at the office of the secretary of your	Yes	No]								Scale used:	from 1 to 5		: Average	for acader	mic year

faculty or school?

14

8,38%

153 91,62%



18-19



(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C031

FACULTY/SCHOOL: FACULTAT DE CIÈNCIES SOCIALS

							OFFICI	E OF THE	SECRET	ARY INFOR	MATION S	ERVICE						
EVOLUCIÓ		opening	1. I consider that opening hours are adequate.		2. The organisation of the face-to-face information service is satisfactory and convenient.		3. I consider that waiting time is usually admissible.		4. In general, the Office of the Secretary has provided enough information.		5. In general, I'm satisfied with the personal attention received from the Office of the		website sufficient pdated nation.	easily be	nation can e found on vebsite.	the Facu	8. I am satisfied with the Faculty/School website.	
Curs	Recollides	n°enq.	AVERAGE	nºenq.	AVERAG	E n°enq.	AVERAGE	nºenq.	AVERAG	E n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAG	E n [°] enq.	AVERAC	θE
18-19	172	45	3,11	46	3,7	47	3,83	46	3,7	47	3,74	30	3,6	31	3,29	31	3,58	
				OFFIC	E OF THE	SECRETAI	RY INFORM	IATION SI	ERVICE					PROCE	EDURES A	ND FORMA	LITIES	
			response time is a		attention through the	12. I consider that attention provided through this channel is adequate.		13. In general, I'm satisfied with the attention received.		14. I consider that the response time is suitable.		15. In general, the information received is adequate.		ssistance hroughout olment ss was ate and			formalities e with cancell enrolment	
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq. A	VERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVER
18-19	45	3,98	40	3,72	8	3,75	8	4	38	3,66	37	3,7	95	4,04	166	3,95	28	4
								PROCE	DURES A	ND FORMA	LITIES							
	formalitie with unive have be	nquiries or es related ersity fees en dealt ropriately	20. My end formalities with gran exemptio been dea	s related nts and ns have	formalitie with ass results	equiries or es related essment or exam have been	22.My end formalities with the card hav dealt	s related student e been	the time issue a	nsider that e taken to certificate dequate.	24. My en formalitie with cer have be with appr	s related tificates	25. I cons the time proc applicat credit rec	taken to ess ions for	formalitie with recogn transfer l	nquiries or es related credit ition and have been	have b	
Curs	-	AVERAGE	n°enq. A	AVERAGE	n°enq.	AVERAGE	-	VERAGE		AVERAGE		AVERAGE		AVERAGE	n°enq.	AVERAGE	n°enq.	AVER
18-19	140	3,92	126	3,75	56	3,82	69	4,19	50	3,74	48	3,88	48	3,69	49	3,71	57	3,93
					PROC	EDURES A	ND FORMA	LITIES										
	receir forma enquirie	nformation ved on lities or s related inal thesis	29. I cons the dead submitting g the final adeq	lines for /presentin thesis are	formaliti with r program	nquiries or es related nobility mes have ealt with	31. My en formalities with the certificat been de	s related degree te have	formalit with exar	enquiries or ies related n early nination s have been	with a against as	nquiries or es related ppeals ssessment ave been						
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	enq.	AVERAGE	n°enq. A	VERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	-					
18-19	23	3,74	22	3,55	30	3,47	16	4	15	3,6	10	2,5	_					
	GLOBAL																	
	Secreta out the	ce of the ry carries e tasks ed from it.	The Offic Secretary deals w reque satisfa	/ usually /ith my ests	improverr general o the serv	observed ents in the peration of ce on the ons that I	In genera satisfied operation Office Secretar	with the n of the of the										
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq. A	VERAGE										
18-19	162	3,81	162	3,81	125	3,21	165	3,75										

18-19



(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C031

FACULTY/SCHOOL: FACULTAT DE CIÈNCIES SOCIALS

* The average item is calculated from three surveys rating.