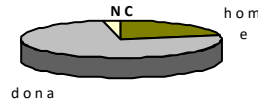
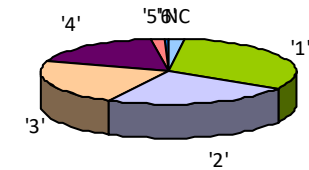


Gender:		
NC	6	2,75%
Male	48	22,02%
Female	164	75,23%



Highest year in which you are enrolled						
NC	1	2	3	4	5	6
4	69	53	49	38	4	1
1,83%	31,65%	24,31%	22,48%	17,43%	1,83%	0,46%



OFFICE OF THE SECRETARY INFORMATION SERVICE

Which medium do you use preferable?

Medium	Count	Percentage
Face-to-face information	87	39,91%
Website	122	55,96%
Virtual Office of the Secretary	153	70,18%
Telephone information	84	38,53%
E-mail	146	66,97%

Answered this item: 218

Preferred medium

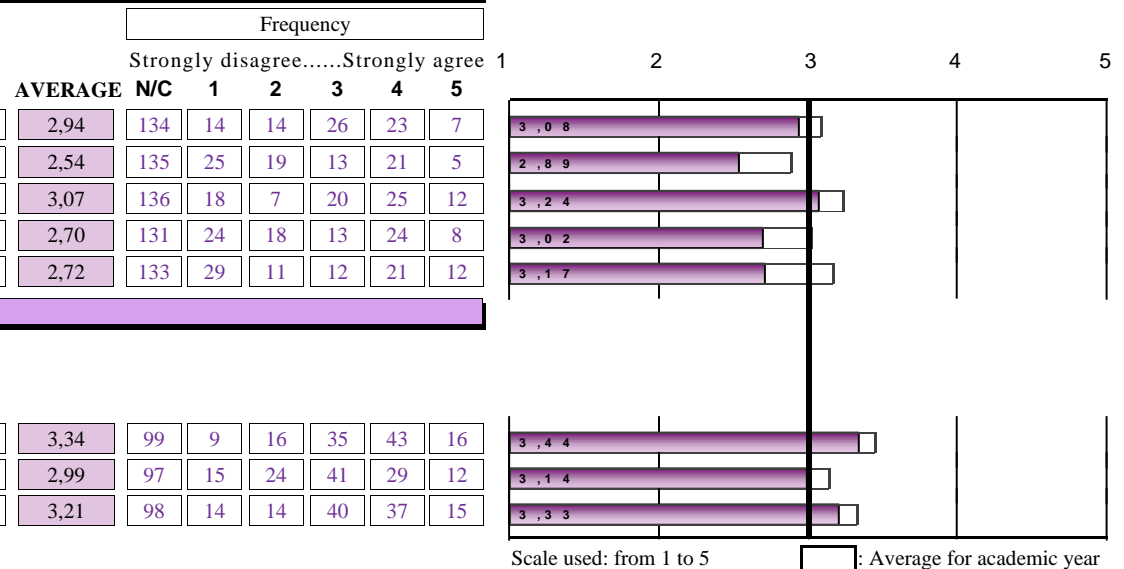
Medium	Count	Percentage
Face-to-face information	39	17,89%
Website	28	12,84%
Virtual Office of the Secretary	49	22,48%
Telephone information	39	17,89%
E-mail	63	28,90%

FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely	
	Count	Percentage	Count	Percentage	Count	Percentage
1. I consider that opening hours are adequate.	8	9,30%	47	54,65%	31	36,05%
2. The organisation of the face-to-face information service is satisfactory and convenient.	8	9,30%	47	54,65%	31	36,05%
3. I consider that waiting time is usually admissible.	8	9,30%	47	54,65%	31	36,05%
4. In general, the Office of the Secretary has provided enough information.	8	9,30%	47	54,65%	31	36,05%
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	8	9,30%	47	54,65%	31	36,05%

FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely	
	Count	Percentage	Count	Percentage	Count	Percentage
6. The website contains sufficient and updated information.	40	34,19%	56	47,86%	21	17,95%
7. Information can easily be found on the website.	40	34,19%	56	47,86%	21	17,95%
8. I am satisfied with the Faculty/School website.	40	34,19%	56	47,86%	21	17,95%



Scale used: from 1 to 5. Average for academic year

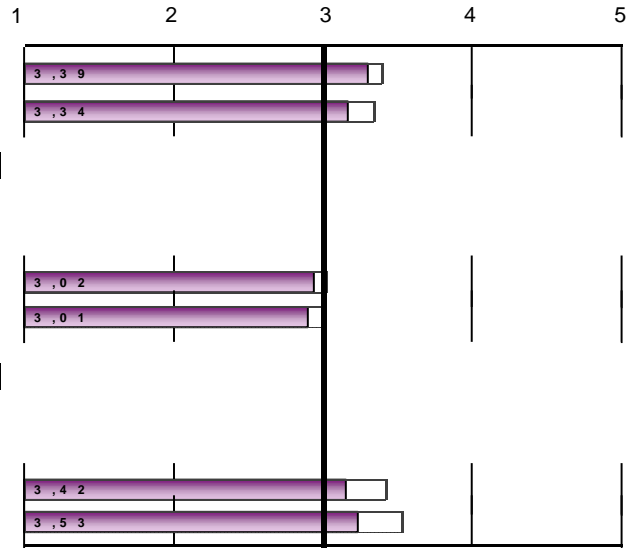
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C031

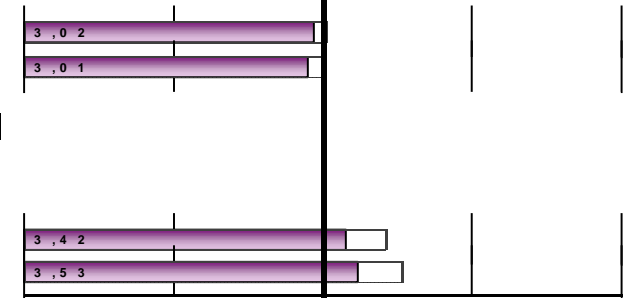
FACULTY/SCHOOL: FACULTAT DE CIÈNCIES SOCIALS

VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	60	40,27%	71	47,65%	18	12,08%	Strongly disagree.....Strongly agree						
							AVERAGE	N/C	1	2	3	4	5
10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.							3,31	71	18	13	45	48	23
11. I think that the response time is suitable.							3,17	71	19	21	41	48	18


TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	17	21,52%	41	51,90%	21	26,58%	Strongly disagree.....Strongly agree						
							AVERAGE	N/C	1	2	3	4	5
12. I consider that attention provided through this channel is adequate.							2,94	141	19	12	14	19	13
13. In general, I'm satisfied with the attention received.							2,90	138	24	8	15	18	15

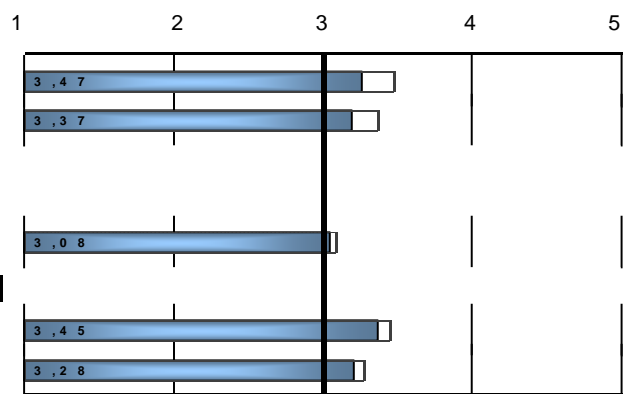

E-MAIL

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	67	50,38%	47	35,34%	19	14,29%	Strongly disagree.....Strongly agree						
							AVERAGE	N/C	1	2	3	4	5
14. I consider that the response time is suitable.							3,16	80	22	21	35	33	27
15. In general, the information received is adequate.							3,23	79	19	26	27	38	29

 Scale used: from 1 to 5 : Average for academic year

PROCEDURES AND FORMALITIES
ENROLMENT

Did you complete the assisted enrolment at the enrolment room of your faculty/school?	Yes		No		Frequency						
	101	52,88%	90	47,12%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
16. The assistance received throughout the enrolment process was adequate and sufficient.					3,26	12	20	5	17	26	21
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office					3,20	21	38	18	44	61	36



Have you requested an early examination attempt?	Yes		No		Frequency						
	47	24,10%	148	75,90%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.					3,05	8	13	3	3	9	11

FEES, EXEMPTIONS AND GRANTS

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
							AVERAGE	N/C	1	2	3	4	5
19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's							3,36	56	22	22	32	47	39
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.							3,21	68	27	17	35	39	32

 Scale used: from 1 to 5 : Average for academic year

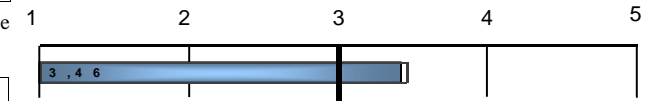
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C031

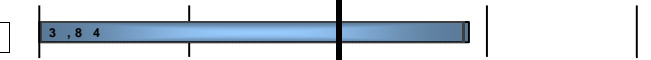
FACULTY/SCHOOL: FACULTAT DE CIÈNCIES SOCIALS

ASSESSMENT RESULTS AND EXAM RECORDS

Have you completed formalities or made enquiries related with assessment results and exam records?	Yes		No		Frequency						
	82	41,84%	114	58,16%	AVERAGE	N/C	1	2	3	4	5
21. My enquiries or formalities related with assessment results or exam records have been dealt with appropriately.	3,42	18	10	7	11	18	18				


STUDENT CARD

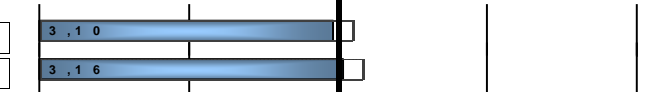
Have you completed formalities or made enquiries related with the student card?	Yes		No		Frequency						
	101	51,27%	96	48,73%	AVERAGE	N/C	1	2	3	4	5
22. My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's	3,88	12	10	4	9	30	36				


CERTIFICATES

Have you applied for a certificate?	Yes		No		Frequency						
	62	31,63%	134	68,37%	AVERAGE	N/C	1	2	3	4	5
23. I consider that the time taken to issue a certificate was adequate.	3,6	14	7	3	7	16	15				
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office	3,56	17	7	4	7	11	16				


CREDIT RECOGNITION AND TRANSFER

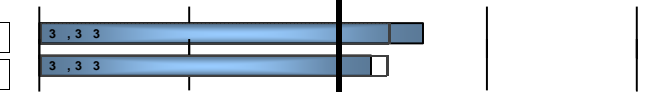
Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No		Frequency						
	81	40,70%	118	59,30%	AVERAGE	N/C	1	2	3	4	5
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.	2,97	11	21	7	13	11	18				
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.	3,03	10	18	9	14	13	17				


INTERNSHIPS

Have you completed formalities or made enquiries related with internships?	Yes		No		Frequency						
	73	36,32%	128	63,68%	AVERAGE	N/C	1	2	3	4	5
27. My enquiries or formalities related with internships have been dealt with appropriately by the Secretary's Office	3,03	15	12	11	11	11	13				


FINAL THESIS

Have you completed formalities or made enquiries related with the final thesis?	Yes		No		Frequency						
	27	14,06%	165	85,94%	AVERAGE	N/C	1	2	3	4	5
28. The information received on formalities or enquiries related with the final thesis was adequate.	3,57	6	2	3	2	9	5				
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.	3,22	9	4	1	4	5	4				

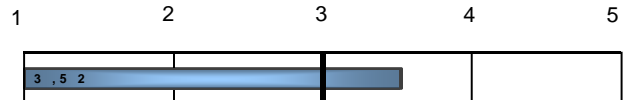

INTERNATIONAL RELATIONS

Have you completed formalities or made enquiries related with mobility programmes?	Yes		No		Frequency						
	39	20,10%	155	79,90%	AVERAGE	N/C	1	2	3	4	5
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	2,83	4	11	4	7	6	7				


 Scale used: from 1 to 5 : Average for academic year

DEGREE CERTIFICATES

Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.	18	9,57%	170	90,43%	3,53	3	3	1	1	5	5



EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No	
	Count	Percentage	Count	Percentage
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.	10	5,29%	179	94,71%

Item	Average	N/C	1	2	3	4	5
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.	2,7	0	3	3	1	0	3



APPEALS AGAINST ASSESSMENT RESULTS

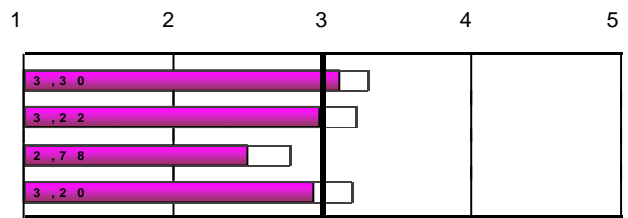
Have you appealed against assessment results?	Yes		No	
	Count	Percentage	Count	Percentage
33. My enquiries or formalities related with appeals against assessment results have been dealt with appropriately, as regards information provided and deadlines.	15	7,94%	174	92,06%

Item	Average	N/C	1	2	3	4	5
33. My enquiries or formalities related with appeals against assessment results have been dealt with appropriately, as regards information provided and deadlines.	1,77	2	9	0	3	0	1



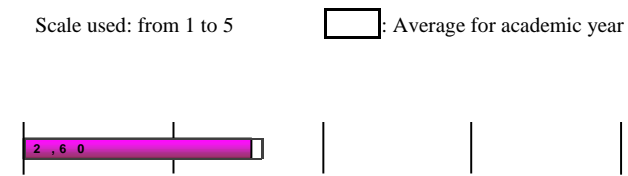
GENERAL

Statement	Frequency						
	AVERAGE	N/C	1	2	3	4	5
The Office of the Secretary carries out the tasks expected from it.	3,12	28	32	30	44	52	32
The Office of the Secretary usually deals with my requests satisfactorily.	2,98	20	41	31	50	42	34
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	2,50	57	56	20	48	22	15
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	2,94	21	45	26	52	44	30



Has your interacting way with the administrative services of the centre changed due to the Covid-19 situation?	Yes		No	
	Count	Percentage	Count	Percentage
101	71,63%	40	28,37%	

Item	Average	N/C	1	2	3	4	5
The attention received during the Covid-19 situation has been adequate	2,53	1	32	16	28	15	9



Do you miss any service at the office of the secretary of your faculty or school?	Yes		No	
	Count	Percentage	Count	Percentage
37	18,05%	168	81,95%	

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C031

FACULTY/SCHOOL: FACULTAT DE CIÈNCIES SOCIALS

EVOLUCIÓ		OFFICE OF THE SECRETARY INFORMATION SERVICE															
		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		6. The website contains sufficient and updated information.		7. Information can easily be found on the website.		8. I am satisfied with the Faculty/School website.	
Curs	Recollides	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
20-21	218	84	2,94	83	2,54	82	3,07	87	2,7	85	2,72	119	3,34	121	2,99	120	3,21
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

EVOLUCIÓ		OFFICE OF THE SECRETARY INFORMATION SERVICE										PROCEDURES AND FORMALITIES							
		10. The Virtual Office of the Secretary processes requests adequately and is a		11. I think that the response time is suitable.		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.		16. The assistance received throughout the enrolment process was adequate and		17. My enquiries or formalities related with enrolment have been dealt with appropriately by the		18. My enquiries or formalities related with cancellation of enrolment have been dealt with	
Curs	Recollides	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
20-21	218	147	3,31	147	3,17	77	2,94	80	2,9	138	3,16	139	3,23	89	3,26	197	3,2	39	3,05
18-19	172	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

EVOLUCIÓ		PROCEDURES AND FORMALITIES																	
		19. My enquiries or formalities related with university fees have been dealt with appropriately		20. My enquiries or formalities related with grants and exemptions have been dealt with		21. My enquiries or formalities related with assessment results or exam records have been		22. My enquiries or formalities related with the student card have been dealt with		23. I consider that the time taken to issue a certificate was adequate.		24. My enquiries or formalities related with certificates have been dealt with appropriately		25. I consider that the time taken to process applications for credit recognition		26. My enquiries or formalities related with credit recognition and transfer have been		27. My enquiries or formalities related with internships have been dealt with appropriately	
Curs	Recollides	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
20-21	218	162	3,36	150	3,21	64	3,42	89	3,88	48	3,6	45	3,56	70	2,97	71	3,03	58	3,03
18-19	172	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

EVOLUCIÓ		PROCEDURES AND FORMALITIES											
		28. The information received on formalities or enquiries related with the final thesis		29. I consider that the deadlines for submitting/presenting the final thesis are adequate.		30. My enquiries or formalities related with mobility programmes have been dealt with		31. My enquiries or formalities related with the degree certificate have been dealt with		32. My enquiries or formalities related with early examination attempts have been		33. My enquiries or formalities related with appeals against assessment results have been	
Curs	Recollides	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
20-21	218	21	3,57	18	3,22	35	2,83	15	3,53	10	2,7	13	1,77
18-19	172	23	3,74	22	3,55	30	3,47	16	4	15	3,6	10	2,5

GLOBAL								
Curs	The Office of the Secretary carries out the tasks expected from it.		The Office of the Secretary usually deals with my requests satisfactorily.		I have observed improvements in the general operation of the service on the occasions that I		In general, I am satisfied with the operation of the Office of the Secretary of the	
	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
20-21	190	3,12	198	2,98	161	2,5	197	2,94
18-19	162	3,81	162	3,81	125	3,21	165	3,75

* The average item is calculated from three surveys rating.