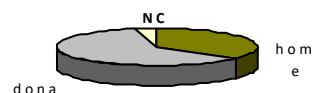
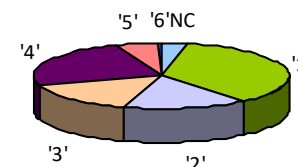


Gender:		
NC	13	3,75%
Male	123	35,45%
Female	211	60,81%

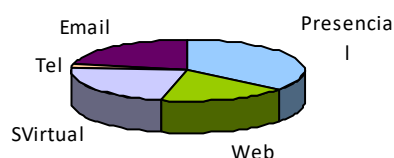


Highest year in which you are enrolled						
NC	1	2	3	4	5	6
12	123	55	53	84	18	2
3,46%	35,45%	15,85%	15,27%	24,21%	5,19%	0,58%



## OFFICE OF THE SECRETARY INFORMATION SERVICE

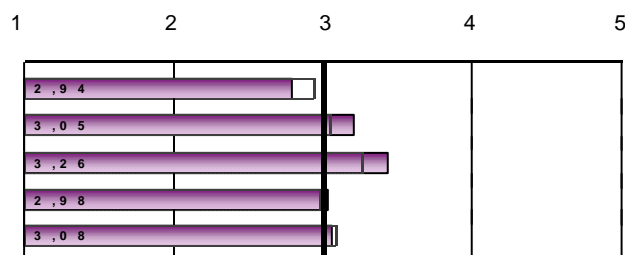
Preferred medium		
Face-to-face information	122	35,88%
Website	60	17,65%
Virtual Office of the Secretary	78	22,94%
Telephone information	8	2,35%
E-mail	72	21,18%



## FACE-TO-FACE INFORMATION

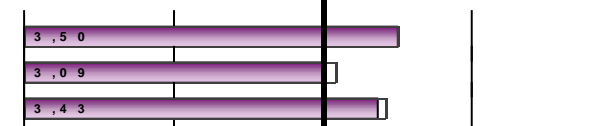
Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		Frequency	
	25	20,83%	74	61,67%	21	17,50%	Strongly disagree.....	Strongly agree
1. I consider that opening hours are adequate.	2,80	225	21	29	37	24	11	
2. The organisation of the face-to-face information service is satisfactory and convenient.	3,20	225	16	16	35	37	18	
3. I consider that waiting time is usually admissible.	3,44	226	12	14	27	45	23	
4. In general, the Office of the Secretary has provided enough information.	3,03	226	22	22	28	28	21	
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	3,07	225	26	16	27	30	23	

AVERAGE N/C 1 2 3 4 5



## FACULTY/SCHOOL WEBSITE

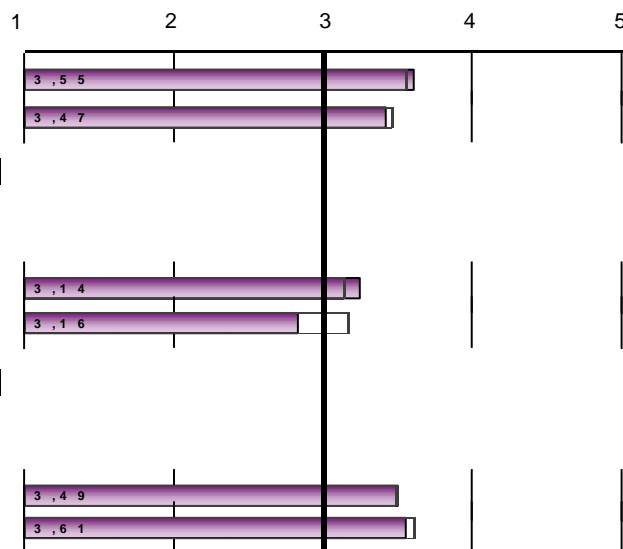
Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		Frequency	
	36	60,00%	15	25,00%	9	15,00%	Strongly disagree.....	Strongly agree
6. The website contains sufficient and updated information.	3,50	287	3	8	12	30	7	
7. Information can easily be found on the website.	3,02	287	7	12	18	19	4	
8. I am satisfied with the Faculty/School website.	3,37	287	3	9	20	19	9	



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

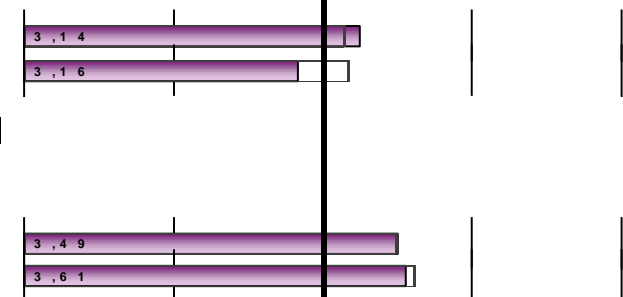
### VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	51	65,38%	23	29,49%	4	5,13%	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.							3,61	276	5	1	22	32	11
11. I think that the response time is suitable.							3,43	279	8	5	15	30	10



### TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely								
	2	25,00%	2	25,00%	4	50,00%							
12. I consider that attention provided through this channel is adequate.							3,25	339	1	1	2	3	1
13. In general, I'm satisfied with the attention received.							2,83	341	1	1	2	2	0



### E-MAIL

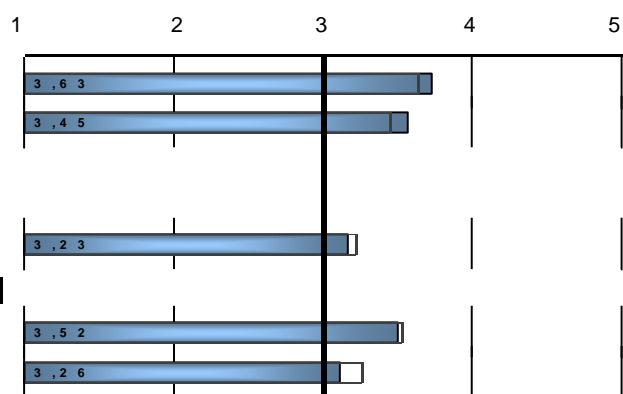
Frequency of use of the service	Very often		Sometimes		Rarely								
	48	68,57%	18	25,71%	4	5,71%							
14. I consider that the response time is suitable.							3,51	278	6	6	19	23	15
15. In general, the information received is adequate.							3,56	275	6	8	20	16	22

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						
	177	54,80%	146	45,20%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
16. The assistance received throughout the enrolment process was adequate and sufficient.					3,73	7	19	10	27	56	58
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office					3,57	19	38	36	57	95	102



Have you requested an early examination attempt?	Yes		No	
	64	20,38%	250	79,62%

18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.	3,16	8	10	11	8	14	13
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### FEES, EXEMPTIONS AND GRANTS

19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's	3,51	80	29	32	55	77	74
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.	3,11	108	47	31	57	56	48

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

### ASSESSMENT RESULTS AND EXAM RECORDS

Have you completed formalities or made enquiries related with assessment results and exam records?	Yes		No		Frequency						
	172	53,09%	152	46,91%	Strongly disagree.....Strongly agree						
					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.					3,36	36	20	19	25	36	36

### STUDENT CARD

Have you completed formalities or made enquiries related with the student card?	Yes		No								
	144	45,28%	174	54,72%							
22.My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's					3,7	17	14	10	22	35	46

### CERTIFICATES

Have you applied for a certificate?	Yes		No								
	154	48,58%	163	51,42%							
23. I consider that the time taken to issue a certificate was adequate.					3,4	30	20	11	26	34	33
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office					3,44	20	20	13	23	44	34

### CREDIT RECOGNITION AND TRANSFER

Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No								
	126	39,75%	191	60,25%							
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.					3,01	21	25	12	23	27	18
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.					3,25	19	22	9	21	30	25

### INTERNSHIPS

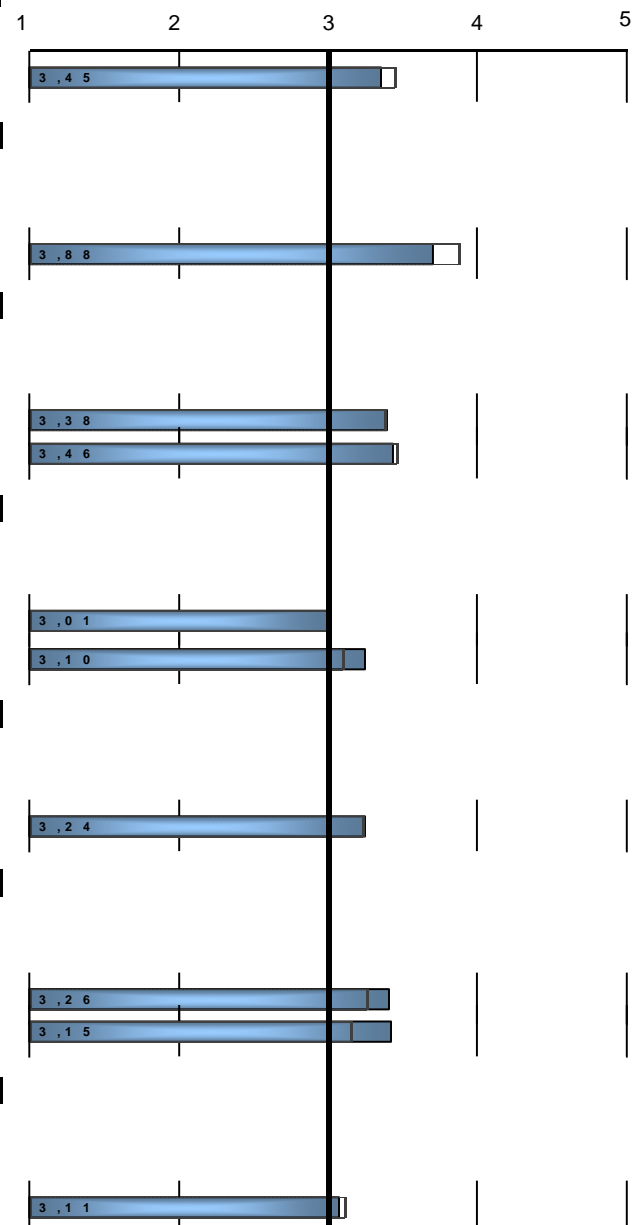
Have you completed formalities or made enquiries related with internships?	Yes		No								
	131	42,26%	179	57,74%							
27. My enquiries or formalities related with internships have been dealt with appropriately by the Secretary's Office	3,24	20	19	16	19	33	24				

### FINAL THESIS

Have you completed formalities or made enquiries related with the final thesis?	Yes		No								
	82	26,45%	228	73,55%							
28. The information received on formalities or enquiries related with the final thesis was adequate.					3,41	6	9	11	13	26	17
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.					3,42	13	9	6	17	21	16

### INTERNATIONAL RELATIONS

Have you completed formalities or made enquiries related with mobility programmes?	Yes		No								
	92	29,21%	223	70,79%							
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.					3,08	13	14	13	18	21	13

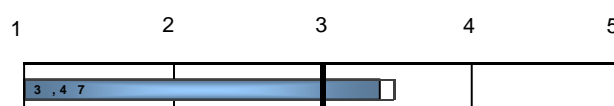


Scale used: from 1 to 5

□: Average for academic year

### DEGREE CERTIFICATES

Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes		No		Frequency						
	64	20,58%	247	79,42%	AVERAGE	N/C	1	2	3	4	5
31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.					3,38	12	8	5	12	13	14



### EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No		Frequency						
	47	15,02%	266	84,98%	AVERAGE	N/C	1	2	3	4	5
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.					3,12	14	8	5	5	5	10



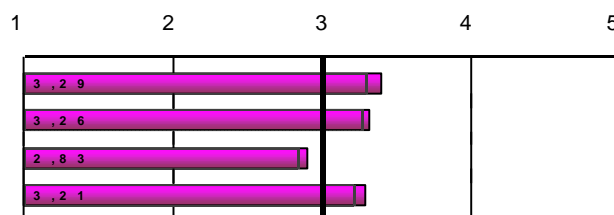
### APPEALS AGAINST ASSESSMENT RESULTS

Have you appealed against assessment results?	Yes		No		Frequency						
	37	12,05%	270	87,95%	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.					2,48	4	13	3	7	8	2



### GENERAL

	Frequency						
	AVERAGE	N/C	1	2	3	4	5
The Office of the Secretary carries out the tasks expected from it.	3,39	36	37	45	56	106	67
The Office of the Secretary usually deals with my requests satisfactorily.	3,32	31	46	38	75	84	73
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	2,90	88	64	36	60	60	39
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,29	27	60	35	56	89	80



Do you miss any service at the office of the secretary of your faculty or school?	Yes		No	
	49	14,94%	279	85,06%

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

**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C003

FACULTY/SCHOOL: FACULTAT DE DRET

**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
18-19	347	122	2,8	122	3,2	121	3,44	121	3,03	122	3,07	60	3,5	60	3,02	60	3,37

	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	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
18-19	71	3,61	68	3,43	8	3,25	6	2,83	69	3,51	72	3,56	170	3,73	328	3,57	56	3,16

	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	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
18-19	267	3,51	239	3,11	136	3,36	127	3,7	124	3,4	134	3,44	105	3,01	107	3,25	111	3,24

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	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE			
18-19	76	3,41	69	3,42	79	3,08	52	3,38	33	3,12	33	2,48					

	GLOBAL							
	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	
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
18-19	311	3,39	316	3,32	259	2,9	320	3,29

Number of surveys: 347

Period of surveys: 29/10/2018 - 01/12/2018

Printing date: 08/04/2019

Surveyed population: 5295

## (Student opinion and satisfaction survey)

FACULTY/SCHOOL: C003

FACULTY/SCHOOL: FACULTAT DE DRET

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\* The average item is calculated from three surveys rating.