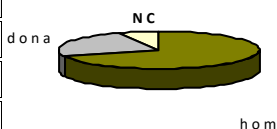


(Student opinion and satisfaction survey)

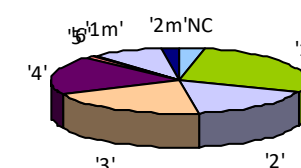
FACULTY/SCHOOL: C032

FACULTY/SCHOOL: ESCOLA TÈCNICA SUPERIOR D'ENGINYERIA

Gender:		
NC	12	6,63%
Male	125	69,06%
Female	44	24,31%



Highest year in which you are enrolled								
NC	1	2	3	4	5	6	1 m	2 m
6	49	31	37	35	2	1	16	4
3,73%	30,43%	19,25%	22,98%	21,74%	1,24%	0,62%	8,84%	2,21%



OFFICE OF THE SECRETARY INFORMATION SERVICE

Which medium do you use preferable?

Medium	Count	Percentage
Face-to-face information	82	45,81%
Website	101	56,42%
Virtual Office of the Secretary	129	72,07%
Telephone information	29	16,20%
E-mail	110	61,45%

Answered this item: 179

% who answered the question

Preferred medium

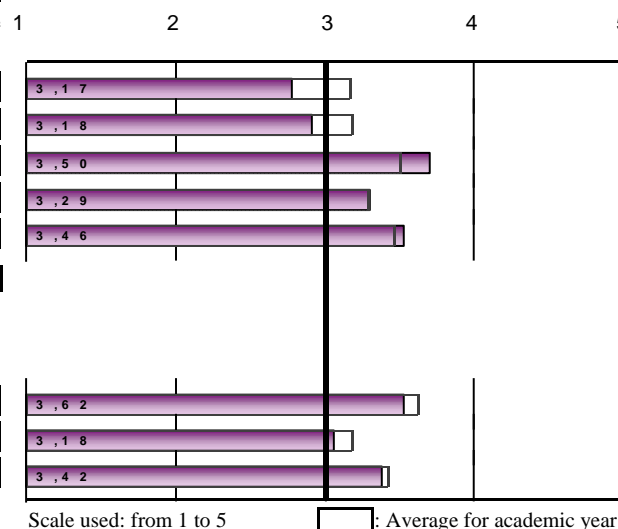
Medium	Count	Percentage
Face-to-face information	32	17,68%
Website	23	12,71%
Virtual Office of the Secretary	56	30,94%
Telephone information	6	3,31%
E-mail	64	35,36%

FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	Count	Percentage	Count	Percentage	Count	Percentage	1	2	3	4	5		
1. I consider that opening hours are adequate.	12	15,38%	36	46,15%	30	38,46%	2,78	107	19	12	15	22	6
2. The organisation of the face-to-face information service is satisfactory and convenient.							2,92	107	14	13	20	19	8
3. I consider that waiting time is usually admissible.							3,70	107	5	4	16	32	17
4. In general, the Office of the Secretary has provided enough information.							3,30	104	13	8	16	23	17
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.							3,53	104	11	6	13	25	22

FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		Frequency						
	Count	Percentage	Count	Percentage	Count	Percentage	1	2	3	4	5		
6. The website contains sufficient and updated information.	37	40,22%	32	34,78%	23	25,00%	3,53	86	8	5	29	35	18
7. Information can easily be found on the website.							3,06	86	15	12	29	30	9
8. I am satisfied with the Faculty/School website.							3,38	85	7	15	22	39	13



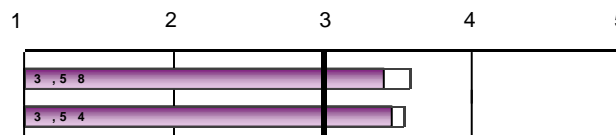
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C032

FACULTY/SCHOOL: ESCOLA TÈCNICA SUPERIOR D'ENGINYERIA

VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	54	45,00%	50	41,67%	16	13,33%	AVERAGE	N/C	1	2	3	4	5
10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.							3,40	59	13	12	26	55	16
11. I think that the response time is suitable.							3,46	62	13	11	22	54	19



TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	4	14,29%	13	46,43%	11	39,29%	AVERAGE	N/C	1	2	3	4	5
12. I consider that attention provided through this channel is adequate.							3,17	152	4	4	7	11	3
13. In general, I'm satisfied with the attention received.							3,25	153	4	2	7	13	2



E-MAIL

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	63	64,29%	21	21,43%	14	14,29%	AVERAGE	N/C	1	2	3	4	5
14. I consider that the response time is suitable.							3,53	77	10	8	26	37	23
15. In general, the information received is adequate.							3,48	76	12	9	25	35	24

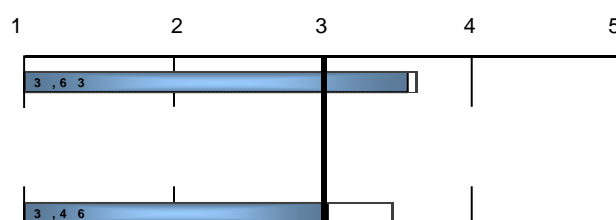


Scale used: from 1 to 5 : Average for academic year

PROCEDURES AND FORMALITIES

ENROLMENT

Have you requested an early examination attempt?	Yes		No		Frequency								
	38	23,46%	124	76,54%	AVERAGE	N/C	1	2	3	4	5		
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office							3,57	12	19	13	35	56	46
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.							3,03	5	9	2	6	11	5



FEES, EXEMPTIONS AND GRANTS

19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's							3,58	44	11	12	35	44	35
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.							3,42	75	12	13	28	24	29



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

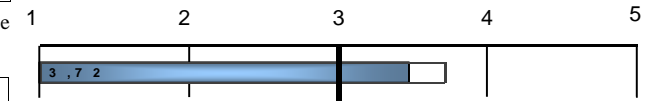
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C032

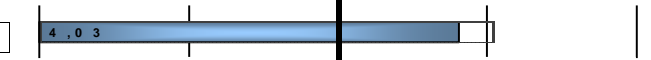
FACULTY/SCHOOL: ESCOLA TÈCNICA SUPERIOR D'ENGINYERIA

ASSESSMENT RESULTS AND EXAM RECORDS

Have you completed formalities or made enquiries related with assessment results and exam records?	Yes		No		Frequency						
	82	50,93%	79	49,07%	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.	3,47	16	8	5	14	26	13				


STUDENT CARD

Have you completed formalities or made enquiries related with the student card?	Yes		No		Frequency						
	96	56,80%	73	43,20%	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	3,81	16	7	2	14	33	24				


CERTIFICATES

Have you applied for a certificate?	Yes		No		Frequency						
	58	38,16%	94	61,84%	AVERAGE	N/C	1	2	3	4	5
23. I consider that the time taken to issue a certificate was adequate.	3,54	17	6	2	9	12	12				
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office	3,61	14	5	5	4	18	12				


CREDIT RECOGNITION AND TRANSFER

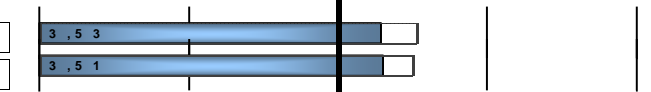
Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No		Frequency						
	56	35,67%	101	64,33%	AVERAGE	N/C	1	2	3	4	5
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.	3,19	9	7	12	3	15	10				
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.	3,64	9	6	5	5	15	16				


INTERNSHIPS

Have you made enquiries related with internships?	Yes		No		Frequency						
	49	31,21%	108	68,79%	AVERAGE	N/C	1	2	3	4	5
27. My enquiries related with internships have been dealt with appropriately by the Secretary's Office.	3,16	6	7	8	8	11	9				


FINAL THESIS

Have you completed formalities or made enquiries related with the final thesis?	Yes		No		Frequency						
	34	21,52%	124	78,48%	AVERAGE	N/C	1	2	3	4	5
28. The information received on formalities or enquiries related with the final thesis was adequate.	3,29	3	6	1	6	14	4				
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.	3,3	4	4	4	7	9	6				


INTERNATIONAL RELATIONS

Have you completed formalities or made enquiries related with mobility programmes?	Yes		No		Frequency						
	29	18,71%	126	81,29%	AVERAGE	N/C	1	2	3	4	5
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	3,25	1	5	2	7	9	5				


 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	
	17	10,97%	138	89,03%

31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.	3,75	5	2	0	1	5	4
---	------	---	---	---	---	---	---

EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No	
	12	7,69%	144	92,31%

32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.	3,2	2	2	0	3	4	1
---	-----	---	---	---	---	---	---

APPEALS AGAINST ASSESSMENT RESULTS

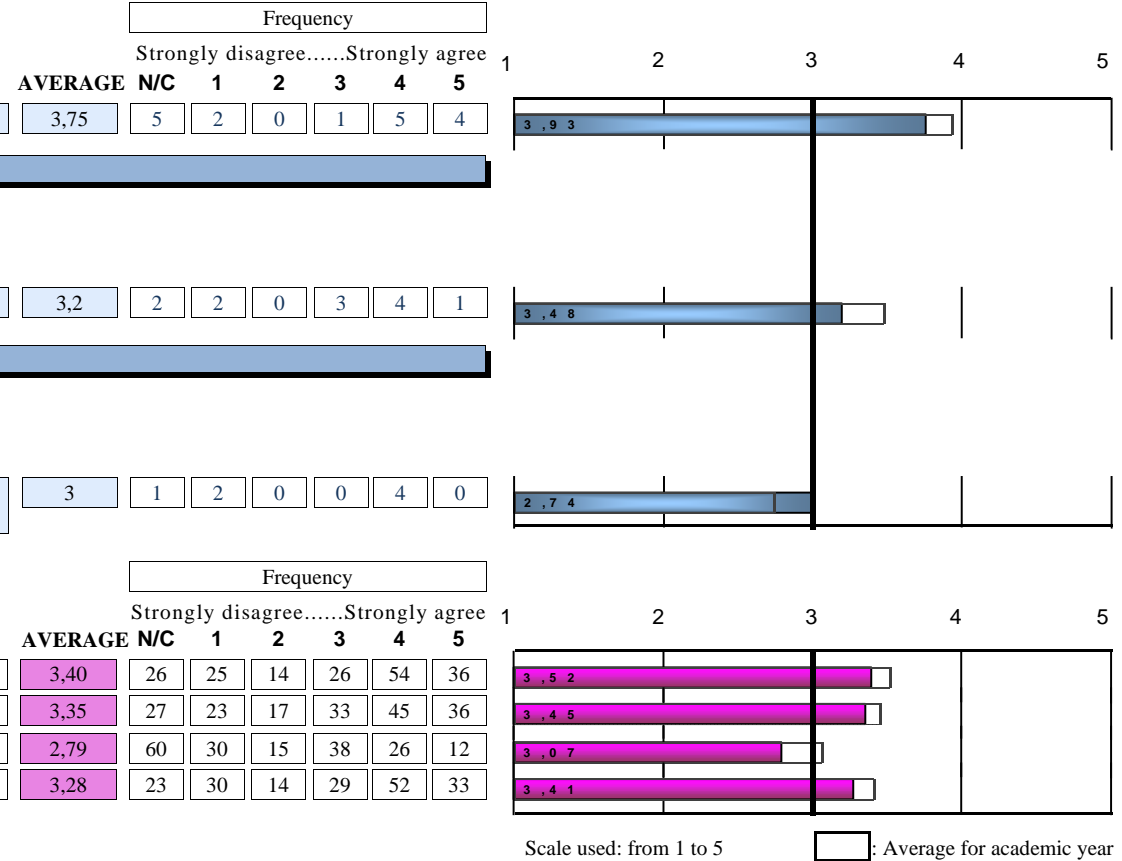
Application of enquiries to challenge qualifications	Yes		No	
	7	4,64%	144	95,36%

33. The information received about procedures or enquiries to challenge qualifications has been adequate	3	1	2	0	0	4	0
--	---	---	---	---	---	---	---

GENERAL

	AVERAGE	N/C	1	2	3	4	5
The Office of the Secretary carries out the tasks expected from it.	3,40	26	25	14	26	54	36
The Office of the Secretary usually deals with my requests satisfactorily.	3,35	27	23	17	33	45	36
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	2,79	60	30	15	38	26	12
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,28	23	30	14	29	52	33

Do you miss any service at the office of the secretary of your faculty or school?	Yes		No	
	18	10,34%	156	89,66%



(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C032

FACULTY/SCHOOL: ESCOLA TÈCNICA SUPERIOR D'ENGINYERIA

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
22-23	181	74	2,78	74	2,92	74	3,7	77	3,3	77	3,53	95	3,53	95	3,06	96	3,38
20-21	149	68	3,1	69	3,22	69	3,68	71	3,27	70	3,37	82	3,48	84	3,21	84	3,36
18-19	178	51	2,75	51	3,22	52	3,62	51	2,47	52	2,71	32	3,44	32	3,09	32	3,5

		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.		#. 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
22-23		122	3,4	119	3,46	29	3,17	28	3,25	104	3,53	105	3,48	*	169	3,57	33	3,03	
20-21		95	3,33	93	3,49	46	3,24	47	3,36	110	3,62	111	3,64	50	3,52	135	3,49	28	3,46
18-19		28	2,54	27	2,52	3	2,67	3	2,67	56	3,05	55	3,47	78	2,95	168	3,05	31	2,81

		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 related with internships have been dealt with appropriately by the	
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
22-23		137	3,58	106	3,42	66	3,47	80	3,81	41	3,54	44	3,61	47	3,19	47	3,64	43	3,16
20-21		100	3,39	86	3,23	53	3,6	48	3,94	43	3,6	43	3,42	47	3,13	48	3,17	42	3,14
18-19		130	3,15	112	2,89	56	3,14	68	3,53	51	2,96	55	2,93	71	2,58	70	2,66	52	3,08

		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. The information received about procedures or enquiries to challenge	
Curs		n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
22-23		31	3,29	30	3,3	28	3,25	12	3,75	10	3,2	6	3

FACULTY/SCHOOL: C032

FACULTY/SCHOOL: ESCOLA TÈCNICA SUPERIOR D'ENGINYERIA

20-21	30	3,2	29	3,28	14	3,21	17	3,12	10	3,1	6	2,17
18-19	30	2,77	24	3	16	2,19	19	2,21	15	3,27	13	2,38

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
22-23	155	3,4	154	3,35	121	2,79	158	3,28
20-21	130	3,52	132	3,36	104	2,99	131	3,38
18-19	161	2,82	161	2,86	130	2,51	165	2,81

* The average item is calculated from three surveys rating.

#. Item not included in the current version