5

0

0,00%

18-19



(Student opinion and satisfaction survey)

4

24

18,18%

Highest year in which you are enrolled

3

23

17,42%

FACULTY/SCHOOL: C011

2

22

16,67%

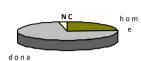
1

61

46,21%

FACULTY/SCHOOL: FACULTAT DE FILOSOFIA I CIÈNCIES DE L'EDUCACIÓ

	Gender:											
NC	4	3,03%										
Male	31	23,48%										
Female	97	73,48%										

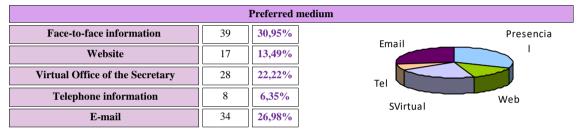


OFFICE OF THE SECRETARY INFORMATION SERVICE

NC

2

1,52%



FACE-TO-FACE INFORMATION	Ň													
Frequency of use of the Office of	Very often	Sometimes	Rarely					lency						
the Secretary	5 13,16%	23 60,53%	10 26,32%	AVERAGE		gly dis 1	agree 2	Str 3	ongly 4	agree 5	1	2	3	4
1. I consider that opening hours are a	dequate.			3,51	93	3	2	14	12	8	2,94			
2. The organisation of the face-to-fac	e information servic	e is satisfactory and	d convenient.	3,49	93	3	8	4	15	9	3,05			
3. I consider that waiting time is usua	lly admissible.			3,64	93	1	4	12	13	9	3,26			
4. In general, the Office of the Secret	ary has provided end	ough information.		3,67	93	4	7	2	11	15	2,98			
5. In general, I'm satisfied with the pe	ersonal attention reco	eived from the Offi	ce of the Secretary.	3,87	94	5	2	5	7	19	3,08			
FACULTY/SCHOOL WEBSITE											I	1		I
Frequency of use of the Faculty/School website	Very often 14 82,35%	Sometimes 1 5,88%	Rarely 2 11,76%											
6. The website contains sufficient and	l updated informatio	on.		4,38	116	0	0	2	6	8	3,50			
7. Information can easily be found on	the website.			3,53	115	0	2	7	5	3	3,09			
8. I am satisfied with the Faculty/Sch	ool website.			4,06	116	0	1	2	8	5	3,43			•
											Scale used: fror	n 1 to 5	: Average	for academic

6 0 0,00%





18-19

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C011

FACULTY/SCHOOL: FACULTAT DE FILOSOFIA I CIÈNCIES DE L'EDUCACIÓ

VIRTUAL OFFICE OF THE SECRETARY									
Frequency of use of the Virtual Very often Sometimes Rarely			F	requenc	ey (]		
Office of the Secretary 20 71,43% 6 21,43% 2 7,14%		Strongl	y disag				e 1 2	3	4 5
	AVERAGE		1	2 3		5	3,55		
10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.	3,96 3,85		0	$1 \qquad 7$ $2 \qquad 7$			3,47		
11. I think that the response time is suitable.	3,83	105	0	2 7	/ 1.	. /			-
TELEPHONE INFORMATION									
Frequency of use of the service Very often Sometimes Rarely									
0 0,00% 7 100,00% 0 0,00%							1 1		1 1
12. I consider that attention provided through this channel is adequate.	4,00	126	0	1 1	l 1	3	3,14		
13. In general, I'm satisfied with the attention received.	3,75	124	1	1 () 3	3	3,16]
E-MAIL)		
Frequency of use of the service Very often Sometimes Rarely							-		
25 73,53% 7 20,59% 2 5,88%									
14. I consider that the response time is suitable.	3,93	102	0	2 7	7 12	2 9	3,49		
15. In general, the information received is adequate.	4,00	99	1	1 5	5 10		3,61		
] [<u>_</u>		
PROCEDURES AND FORMALITIES							Scale used: from 1 to 5	: Avera	ge for academic year
ENROLMENT									
ENROLMENT			F	requenc	.v				
ENROLMENT Did you complete the assisted Yes No		Strongly		requenc		ly agre			
ENROLMENT	AVERAGE	Strongl Strongl		· ·	.Strong	ly agre 5	1 2	3	4 5
ENROLMENT Did you complete the assisted enrolment at the enrolment room To Cloopy 40 20 1004	AVERAGE 4,05	N/C		ree	.Strong 3 4	5	2 1 2 3 ,6 3	3	4 5
ENROLMENT Did you complete the assisted Yes No enrolment at the enrolment room 78 61,90% 48 38,10%	4,05	2 N/C 3	y disag 1 6	ree 2 3 1 7	.Strong 3 4	5 31		3	4 5
Yes No 0 id you complete the assisted enrolment at the enrolment room of your faculty/school? Yes No 16. The assistance received throughout the enrolment process was adequate and sufficient. 17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's of Have you requested an early Yes No	4,05	2 N/C 3	y disag 1 6	ree 2 3 1 7	.Strong 3 4 7 3(5) 31	3,63	3	4 5
Yes No 0id you complete the assisted enrolment at the enrolment room of your faculty/school? Yes No 78 61,90% 48 38,10% 16. The assistance received throughout the enrolment process was adequate and sufficient. 17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's the secretary the secretary's the	4,05	2 N/C 3	y disag 1 6	ree 2 3 1 7	.Strong 3 4 7 3(5) 31	3,63	3	4 5
Yes No 0 dyou complete the assisted enrolment at the enrolment room of your faculty/school? Yes No 78 61,90% 48 38,10% 16. The assistance received throughout the enrolment process was adequate and sufficient. 17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's of the secretary's of the secretary of the se	4,05	2 N/C 3 6	y disag 1 6	ree 2 3 1 7	Strong 3 4 7 3 42	5 0 31 2 57	3,63	3	
Yes No 0 dyou complete the assisted enrolment at the enrolment room of your faculty/school? Yes No 78 61,90% 48 38,10% 16. The assistance received throughout the enrolment process was adequate and sufficient. 17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's of 35 28,69% 87 71,31% 18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately. 18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.	4,05 Offic 4,10	2 N/C 3 6	y disag 1 6 4	2 3 1 7	Strong 3 4 7 3 42	5 0 31 2 57	3 ,6 3 3 ,4 5	3	
Yes No 0 id you complete the assisted enrolment at the enrolment room of your faculty/school? Yes No 16. The assistance received throughout the enrolment process was adequate and sufficient. 16. The assistance received throughout the enrolment process was adequate and sufficient. 17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's 0 Have you requested an early examination attempt? Yes No 35 28,69% 87 71,31% 18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately. FEES, EXEMPTIONS AND GRANTS	4,05 Offic 4,10 4,37	2 N/C 3 6	y disag 1 6 4 0	ree 2 3 1 7 1 7 1 4	Strong 3 4 7 30 3 42 4 8	5) 31 2 57 17	3 ,6 3 3 ,4 5	3	
ENROLMENT Did you complete the assisted enrolment at the enrolment room of your faculty/school? Yes No 78 61,90% 48 38,10% 16. The assistance received throughout the enrolment process was adequate and sufficient. 17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's of 35 28,69% 87 71,31% 18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately. FEES, EXEMPTIONS AND GRANTS 19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretar	4,05 Offic 4,10 4,37	2 N/C 3 6 5 25	y disag 1 6 4 0 3	ree 2 3 1 7 10 1 1 4 3 1	Strong 3 4 7 30 3 42 4 8 5 42	5 31 2 57 17 2 44	3 ,6 3 3 ,4 5 3 ,2 3 3 ,5 2	3	
Yes No 0 id you complete the assisted enrolment at the enrolment room of your faculty/school? Yes No 16. The assistance received throughout the enrolment process was adequate and sufficient. 16. The assistance received throughout the enrolment process was adequate and sufficient. 17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's 0 Have you requested an early examination attempt? Yes No 35 28,69% 87 71,31% 18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately. FEES, EXEMPTIONS AND GRANTS	4,05 Offic 4,10 4,37	2 N/C 3 6 5 25	y disag 1 6 4 0 3	ree 2 3 1 7 1 7 1 4	Strong 3 4 7 30 3 42 4 8 5 42	5 31 2 57 17 2 44	3 ,6 3 3 ,4 5	3	



18-19

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C011

FACULTY/SCHOOL: FACULTAT DE FILOSOFIA I CIÈNCIES DE L'EDUCACIÓ

ASSESSMENT RESULTS AND E	XAM RECORDS									
Have you completed formalities or made enquiries related with	Yes	No				uency		_	_	
assessment results and exam	65 51,59%	61 48,41%				Strongly agree	1	2	3 4	1 5
records? 21.My enquiries or formalities related	with assassment ro	ulta or ayam ragord	have been dealt with enpropriately	AVERAGE	N/C 1 2	3 4 5 13 14 22	3,45			
STUDENT CARD	with assessment re-	suits of examinection	s have been dealt with appropriately	. 3,91		13 14 22	1	•		
Have you completed formalities	Yes	No								
or made enquiries related with the student card?	62 49,60%	63 50,40%					1	1		
22.My enquiries or formalities related	l with the student ca	rd have been dealt w	ith appropriately by the Secretary's	4,29	7 1 1	8 16 29	3,88			
CERTIFICATES										
Have you applied for a	Yes	No								
certificate?	64 52,46%	58 47,54%					1	1		
23. I consider that the time taken to is	sue a certificate was	adequate.		3,98	14 1 2	13 15 19	3,38			
24. My enquiries or formalities relate	d with certificates ha	ave been dealt with a	ppropriately by the Secretary's Offi-	c 3,96	13 3 2	10 15 21	3,46			
CREDIT RECOGNITION AND T	RANSFER									
Have you completed formalities	Yes	No								
or made enquiries related with credit recognition and transfer?	53 43,09%	70 56,91%					1	1		1
25. I consider that the time taken to p	rocess applications f	or credit recognition	and transfer was adequate.	3,54	14 5 4	7 11 12	3,01			
26. My enquiries or formalities relate	d with credit recogn	ition and transfer ha	ve been dealt with appropriately.	3,71	12 6 3	4 12 16	3,10	I		
INTERNSHIPS										
Have you completed formalities	Yes	No								
or made enquiries related with internships?	70 56,45%	54 43,55%					I	1		I I
27. My enquiries or formalities relate	d with internships ha	ave been dealt with	ppropriately by the Secretary's Offi	3,55	10 9 4	11 17 19	3,24			
FINAL THESIS										
Have you completed formalities	Yes	No								
or made enquiries related with the final thesis?	30 25,21%	89 74,79%					1			
28. The information received on form	alities or enquiries r	elated with the final	thesis was adequate.	3,75	6 3 1	5 5 10	3,26			
29. I consider that the deadlines for su	ubmitting/presenting	the final thesis are	adequate.	3,3	7 4 3	5 4 7	3,15	1		
INTERNATIONAL RELATIONS										
Have you completed formalities	Yes	No								
or made enquiries related with mobility programmes?	27 22,31%	94 77,69%					1	1		
30. My enquiries or formalities relate	d with mobility prog	rammes have been	lealt with appropriately.	3,55	5 1 4	5 6 6	3,11			
							Scale used: fror	n 1 to 5	: Average f	or academic vear



18-19

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C011

FACULTY/SCHOOL: FACULTAT DE FILOSOFIA I CIÈNCIES DE L'EDUCACIÓ

DEGREE CERTIFICATES														
Have you completed formalities or made enquiries related with the issue of the degree certificate? 31. My enquiries or formalities related w	Yes 22 18,33% 98 with the degree certific:	No 81,67%	salt with annronristely	AVERAGE		F gly disag 1	Freque gree 2	,	ongly 4	agree 5		2	3	4 5
· · ·	•	e nave been u		5,65	2	1	0	0	/	0	3,47	1		
EARLY EXAMINATION ATTEMP	Г													
Have you requested an early examination attempt?	Yes 18 15,13% 101	No 84,87%												
32. My enquiries or formalities related v	with early examination	ttempts have b	een dealt with appropriately.	3,71	4	1	1	3	5	4	3,25			
APPEALS AGAINST ASSESSMENT	Γ RESULTS										I	I		1 1
Have you appealed against assessment results?	Yes 11 9,24% 108	No 90,76%												
33. My enquiries or formalities related w appropriately, as regards information pre-		essment results	have been dealt with	4,12	3	1	0	0	3	4	2 ,7 8		-	
						F	Freque	ency						
GENERAL				AVERAGI		ly disag 1	gree 2	Str 3	ongly 4	agree 5	1	2	3	4 5
The Office of the Secretary carries out the	he tasks expected from	t.		3,80	12	11	6	18	46	39	3,29			
The Office of the Secretary usually deals	s with my requests satis	factorily.		3,89	8	10	5	22	39	48	3,26			
I have observed improvements in the get	neral operation of the s	ervice on the o	ccasions that I have made use of it.	3,57	37	9	6	26	30	24	2,83			
In general, I am satisfied with the operat	tion of the Office of the	Secretary of th	e Faculty or School.	3,79	6	14	5	19	44	44	3,21			
Do you miss any service at the office of the secretary of your faculty or school?	Yes 15 11,72% 1	No 3 88,28%									Scale used: fr	om 1 to 5	: Averag	e for academic year



(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C011

FACULTY/SCHOOL: FACULTAT DE FILOSOFIA I CIÈNCIES DE L'EDUCACIÓ

18-19

							OFFI	CE OF THE	SECRET	ARY INFOR	MATION S	SERVICE						
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 s sufficient ipdated mation.	easily be	7. Information can easily be found on the website.		8. I am satisfied wit the Faculty/Schoo website.	
Curs	Recollides	n°enq.	AVERAGE	n°enq.	AVERAC	E n°enq.	AVERAGI	E n°enq.	AVERAG	E n°enq.	AVERAGE	n°enq.	AVERAGE	E n°enq.	AVERAC	GE n°enq.	AVERAG	ĴΕ
18-19	132	39	3,51	39	3,49	39	3,64	39	3,67	38	3,87	16	4,38	17	3,53	16	4,06	
				OFFIC	E OF THE	SECRETA	RY INFOR	MATION S	ERVICE					PROCE	EDURES A	AND FORMA	LITIES	
	Office Sec processe	cretary suitable. throug			attention through t	nsider that n provided his channel equate.	satisfie	eneral, I'm d with the n received.	the resp	onsider that onse time is itable.	informatio	15. In general, the information received is adequate.		assistance throughout rolment ss was ate and	formalit with enro been o	enquiries or ies related olment have dealt with ately by the	formali with car enrolr	enquiries ties relation ncellation nent hav 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.	AVERA
18-19	27	3,96	27	3,85	6	4	8	3,75	30	3,93	33	4	75	4,05	126	4,1	30	4,37
								PROCE	EDURES A	ND FORMA	LITIES							
	formaliti with univ have be	nquiries or es related versity fees een dealt propriately	20. My en formalitie with gra exemption been de	s related ints and ons have	formaliti with ass results	nquiries or es related sessment or exam nave been	formaliti with the card ha	nquiries or es related e student ave been It with	the tim issue a	nsider that e taken to certificate idequate.	formalities related		the time proc applica	sider that taken to cess tions for cognition	formalit with recogr	enquiries or ies related a credit hition and have been	formali with ir have b	enquiries ies relate iternships been dea propriate
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	nºenq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERA
18-19	107	4,13	97	3,94	54	3,91	55	4,29	50	3,98	51	3,96	39	3,54	41	3,71	60	3,55
					PROC	EDURES A	ND FORM	ALITIES										
	recei forma enquirio	information ived on alities or es related final thesis	the dead submitting g the final	sider that dlines for g/presentin thesis are quate.	formalit with program	nquiries or es related mobility mes have lealt with	formaliti with th certific	enquiries or ies related e degree ate have dealt with	formali wit exar	enquiries or ties related h early mination s have been	formalitie with a against as	nquiries or es related appeals ssessment ave been						
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	_					
18-19	24	3,75	23	3,3	22	3,55	20	3,85	14	3,71	8	4,12	_					
				GLC	BAL													
	Secreta out th	fice of the ary carries ne tasks ed from it.	deals v requ	ce of the y usually with my lests actorily.	improven general o the serv	observed nents in the operation of ice on the ons that I	satisfie operati Offic	eral, I am d with the on of the e of the ary of the										
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	_									
18-19	120	3,8	124	3,89	95	3,57	126	3,79										



(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C011

FACULTY/SCHOOL: FACULTAT DE FILOSOFIA I CIÈNCIES DE L'EDUCACIÓ

* The average item is calculated from three surveys rating.