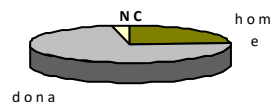
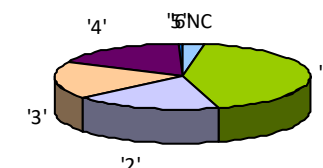


Gender:		
NC	4	2,70%
Male	35	23,65%
Female	109	73,65%



Highest year in which you are enrolled						
NC	1	2	3	4	5	6
4	63	28	27	25	0	1
2,70%	42,57%	18,92%	18,24%	16,89%	0,00%	0,68%

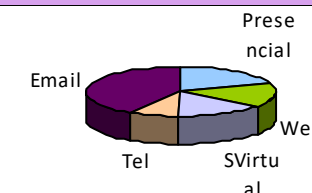


## OFFICE OF THE SECRETARY INFORMATION SERVICE

Which medium do you use preferable?			
Face-to-face information	62	41,89%	
Website	80	54,05%	
Virtual Office of the Secretary	93	62,84%	
Telephone information	46	31,08%	
E-mail	115	77,70%	
Answered this item: 148			

% who answered the question

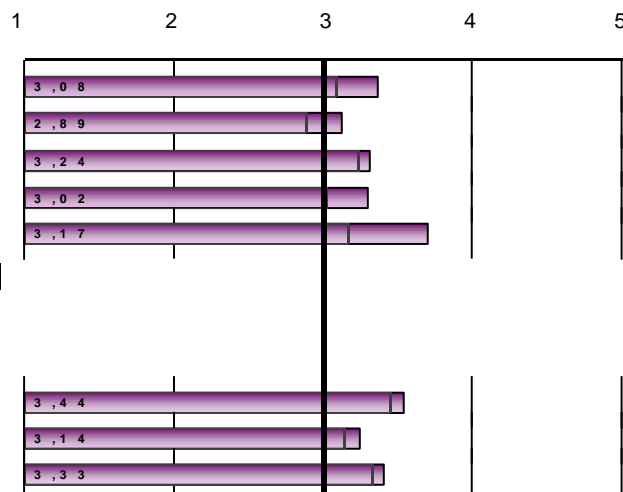
Preferred medium		
Face-to-face information	29	19,59%
Website	23	15,54%
Virtual Office of the Secretary	23	15,54%
Telephone information	12	8,11%
E-mail	61	41,22%



## FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		Frequency				
	13	20,97%	27	43,55%	22	35,48%	Strongly disagree.....Strongly agree				
1. I consider that opening hours are adequate.	3,37	89	6	8	14	20	11				
2. The organisation of the face-to-face information service is satisfactory and convenient.	3,13	88	6	14	15	16	9				
3. I consider that waiting time is usually admissible.	3,32	88	5	10	15	21	9				
4. In general, the Office of the Secretary has provided enough information.	3,30	88	9	9	11	17	14				
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	3,70	87	5	7	10	18	21				

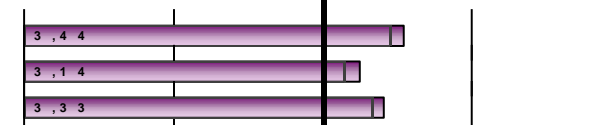
AVERAGE N/C 1 2 3 4 5



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

## FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		Frequency				
	41	51,25%	29	36,25%	10	12,50%	Strongly disagree.....Strongly agree				
6. The website contains sufficient and updated information.	3,54	69	3	10	23	27	16				
7. Information can easily be found on the website.	3,25	69	4	16	23	28	8				
8. I am satisfied with the Faculty/School website.	3,41	69	5	13	21	25	15				



### VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	44	47,83%	37	40,22%	11	11,96%	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.							3,53	61	6	10	20	34	17
11. I think that the response time is suitable.							3,35	63	11	9	20	29	16

AVERAGE

N/C

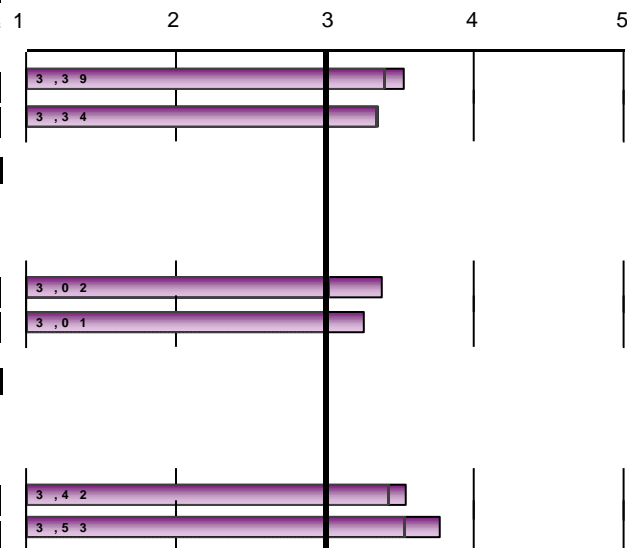
1

2

3

4

5



### TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely										
	9	20,93%	27	62,79%	7	16,28%									
12. I consider that attention provided through this channel is adequate.							3,38	103	10	4	5	11	15		
13. In general, I'm satisfied with the attention received.							3,27	103	10	7	3	11	14		

AVERAGE

N/C

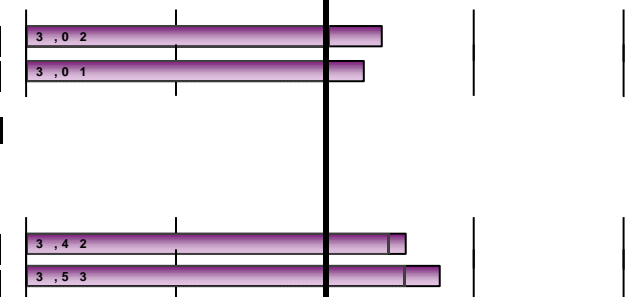
1

2

3

4

5



### E-MAIL

Frequency of use of the service	Very often		Sometimes		Rarely										
	70	63,06%	34	30,63%	7	6,31%									
14. I consider that the response time is suitable.							3,54	36	10	12	30	27	33		
15. In general, the information received is adequate.							3,77	35	6	13	20	36	38		

AVERAGE

N/C

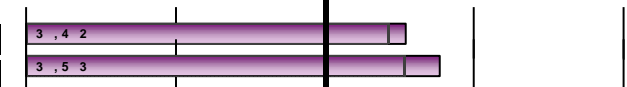
1

2

3

4

5



## PROCEDURES AND FORMALITIES

### ENROLMENT

Did you complete the assisted enrolment at the enrolment room of your faculty/school?	Yes		No		Frequency						
	69	52,27%	63	47,73%	AVERAGE	N/C	Strongly disagree.....Strongly agree				
							1	2	3	4	5
16. The assistance received throughout the enrolment process was adequate and sufficient.					3,48	5	8	7	10	24	15
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office					3,52	16	18	16	20	36	42

AVERAGE

N/C

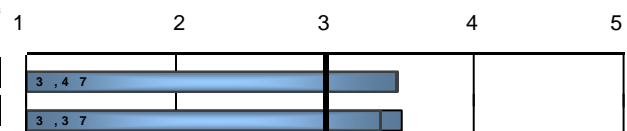
1

2

3

4

5



Have you requested an early examination attempt?	Yes		No	
	27	20,15%	107	79,85%

18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.							3,44	2	5	3	3	4	10		
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AVERAGE

N/C

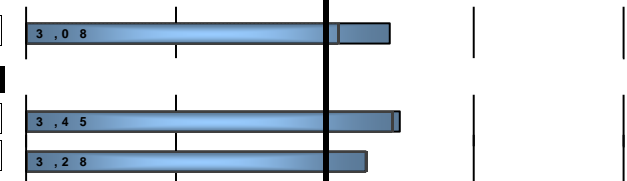
1

2

3

4

5



### FEES, EXEMPTIONS AND GRANTS

19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's							3,50	43	12	16	18	26	33		
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.							3,27	49	14	16	23	21	25		

AVERAGE

N/C

1

2

3

4

5



### ASSESSMENT RESULTS AND EXAM RECORDS

Have you completed formalities or made enquiries related with assessment results and exam records?	Yes		No		Frequency				
	49	36,57%	85	63,43%	Strongly disagree.....Strongly agree				
21. My enquiries or formalities related with assessment results or exam records have been dealt with appropriately.	AVERAGE		N/C		1	2	3	4	5
	3,69		14		3	5	4	11	12

### STUDENT CARD

Have you completed formalities or made enquiries related with the student card?	Yes		No		Frequency				
	78	58,21%	56	41,79%	Strongly disagree.....Strongly agree				
22. My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's	AVERAGE		N/C		1	2	3	4	5
	4,24		10		2	1	8	25	32

### CERTIFICATES

Have you applied for a certificate?	Yes		No		Frequency				
	52	38,24%	84	61,76%	Strongly disagree.....Strongly agree				
23. I consider that the time taken to issue a certificate was adequate.	AVERAGE		N/C		1	2	3	4	5
	3,56		18		3	3	10	8	10
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office	AVERAGE		N/C		1	2	3	4	5
	3,77		17		2	2	11	7	13

### CREDIT RECOGNITION AND TRANSFER

Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No		Frequency				
	38	29,23%	92	70,77%	Strongly disagree.....Strongly agree				
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.	AVERAGE		N/C		1	2	3	4	5
	3,23		12		5	2	6	8	5
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.	AVERAGE		N/C		1	2	3	4	5
	3,43		10		4	3	6	7	8

### INTERNSHIPS

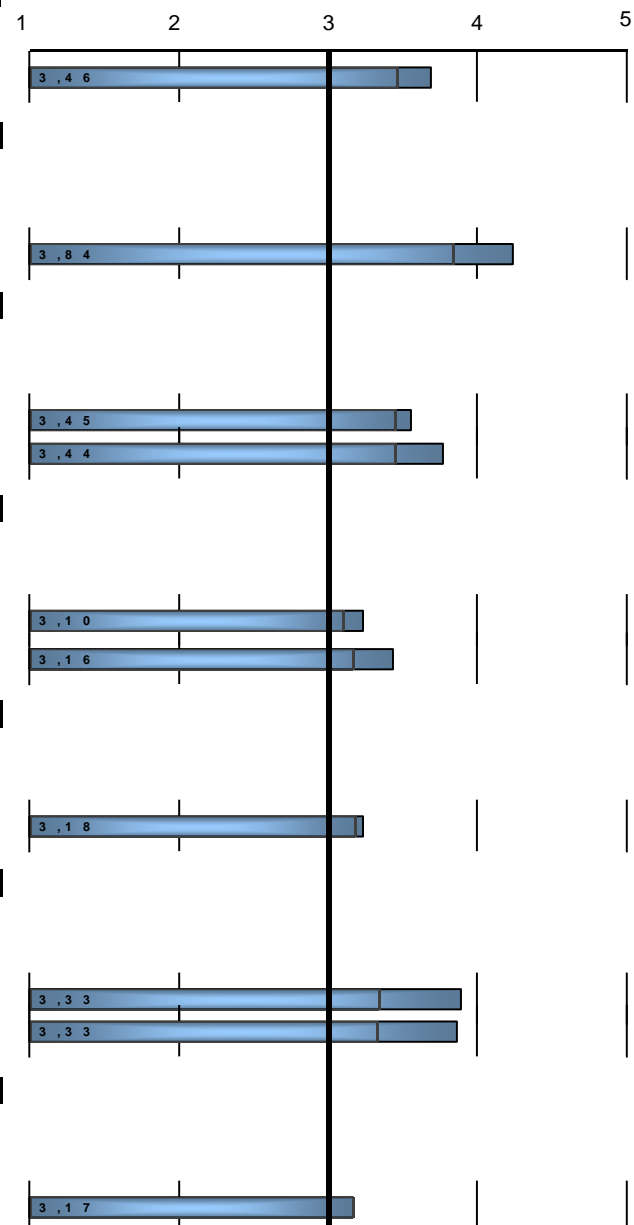
Have you completed formalities or made enquiries related with internships?	Yes		No		Frequency				
	47	35,61%	85	64,39%	Strongly disagree.....Strongly agree				
27. My enquiries or formalities related with internships have been dealt with appropriately by the Secretary's Office	AVERAGE		N/C		1	2	3	4	5
	3,23		4		8	7	7	9	12

### FINAL THESIS

Have you completed formalities or made enquiries related with the final thesis?	Yes		No		Frequency				
	21	15,91%	111	84,09%	Strongly disagree.....Strongly agree				
28. The information received on formalities or enquiries related with the final thesis was adequate.	AVERAGE		N/C		1	2	3	4	5
	3,89		3		2	2	1	4	9
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.	AVERAGE		N/C		1	2	3	4	5
	3,86		7		2	1	1	3	7

### INTERNATIONAL RELATIONS

Have you completed formalities or made enquiries related with mobility programmes?	Yes		No		Frequency				
	31	23,48%	101	76,52%	Strongly disagree.....Strongly agree				
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	AVERAGE		N/C		1	2	3	4	5
	3,17		7		4	4	4	8	4

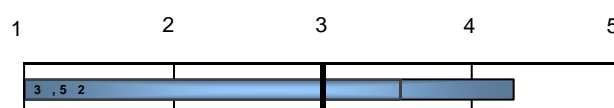


Scale used: from 1 to 5

□: Average for academic year

### DEGREE CERTIFICATES

Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes		No		Frequency						
					Strongly disagree.....Strongly agree						
	12	9,30%	117	90,70%	AVERAGE	N/C	1	2	3	4	5
31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.					4,27	1	0	0	2	4	5



### EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No								
	9	6,98%	120	93,02%							
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.					3,12	1	2	1	1	2	2



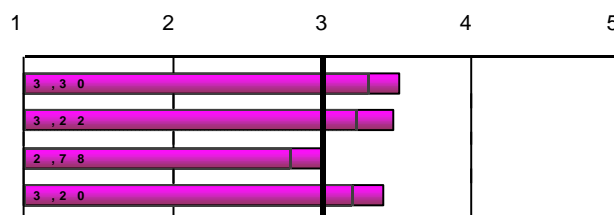
### APPEALS AGAINST ASSESSMENT RESULTS

Have you appealed against assessment results?	Yes		No								
	3	2,34%	125	97,66%							
33. My enquiries or formalities related with appeals against assessment results have been dealt with appropriately, as regards information provided and deadlines.					*	1	0	0	0	1	1



### GENERAL

	AVERAGE	N/C	1	2	3	4	5
The Office of the Secretary carries out the tasks expected from it.	3,52	19	11	14	34	37	33
The Office of the Secretary usually deals with my requests satisfactorily.	3,48	18	9	17	37	37	30
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	3,01	53	16	21	24	14	20
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,40	21	14	15	32	38	28



Has your interacting way with the administrative services of the centre changed due to the Covid-19 situation?	Yes	No	Frequency							
	66	81,48%	15	18,52%						

The attention received during the Covid-19 situation has been adequate	2,74	0	18	15	10	12	11
------------------------------------------------------------------------	------	---	----	----	----	----	----

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

Do you miss any service at the office of the secretary of your faculty or school?	Yes	No	Frequency							
	23	16,43%	117	83,57%						



**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C011

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

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.	
		n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
Curs	Recollides																
20-21	148	59	3,37	60	3,13	60	3,32	60	3,3	61	3,7	79	3,54	79	3,25	79	3,41
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

OFFICE OF THE SECRETARY INFORMATION SERVICE												PROCEDURES AND FORMALITIES															
<div>10. The Virtual Office of the Secretary processes requests adequately and is a</div>												<div>11. I think that the response time is suitable.</div>		<div>12. I consider that attention provided through this channel is adequate.</div>		<div>13. In general, I'm satisfied with the attention received.</div>		<div>14. I consider that the response time is suitable.</div>		<div>15. In general, the information received is adequate.</div>		<div>16. The assistance received throughout the enrolment process was adequate and</div>		<div>17. My enquiries or formalities related with enrolment have been dealt with appropriately by the</div>		<div>18. My enquiries or formalities related with cancellation of enrolment have been dealt with</div>	
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									
20-21	87	3,53	85	3,35	45	3,38	45	3,27	112	3,54	113	3,77	64	3,48	132	3,52	25	3,44									
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									

	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
20-21	105	3,5	99	3,27	35	3,69	68	4,24	34	3,56	35	3,77	26	3,23	28	3,43	43	3,23
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

		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	
		n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
Curs													
20-21		18	3,89	14	3,86	24	3,17	11	4,27	8	3,12	2	*
18-19		24	3,75	23	3,3	22	3,55	20	3,85	14	3,71	8	4,12

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C011

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

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	129	3,52	130	3,48	95	3,01	127	3,4
18-19	120	3,8	124	3,89	95	3,57	126	3,79

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