

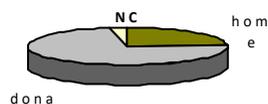
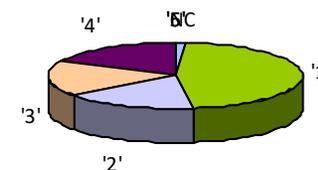
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C011

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

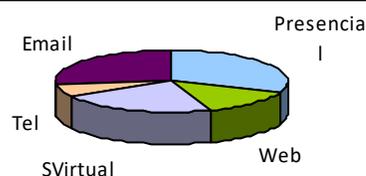
| Gender: |    |        |
|---------|----|--------|
| NC      | 4  | 3,03%  |
| Male    | 31 | 23,48% |
| Female  | 97 | 73,48% |

| Highest year in which you are enrolled |        |        |        |        |       |       |
|--|--------|--------|--------|--------|-------|-------|
| NC                                     | 1      | 2      | 3      | 4      | 5     | 6     |
| 2                                      | 61     | 22     | 23     | 24     | 0     | 0     |
| 1,52%                                  | 46,21% | 16,67% | 17,42% | 18,18% | 0,00% | 0,00% |



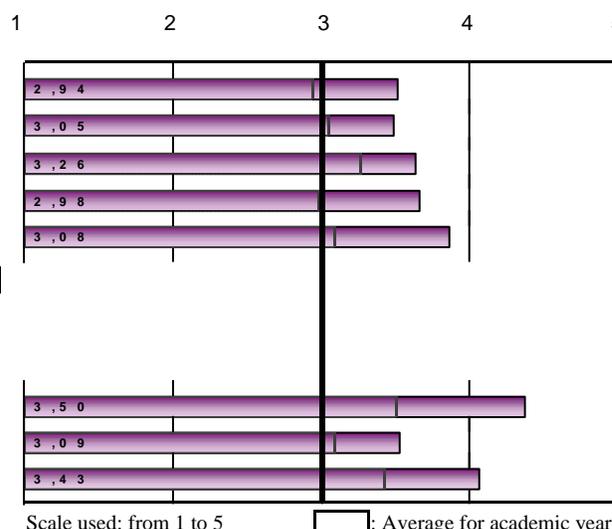
OFFICE OF THE SECRETARY INFORMATION SERVICE

| Preferred medium                |    |        |
|---------------------------------|----|--------|
| Face-to-face information        | 39 | 30,95% |
| Website                         | 17 | 13,49% |
| Virtual Office of the Secretary | 28 | 22,22% |
| Telephone information           | 8  | 6,35%  |
| E-mail                          | 34 | 26,98% |



FACE-TO-FACE INFORMATION

| Frequency of use of the Office of the Secretary   | Very often |        | Sometimes |        | Rarely |        | Frequency              |                |   |   |   |   |   |
|---|------------|--------|-----------|--------|--------|--------|------------------------|----------------|---|---|---|---|---|
|   | 5          | 13,16% | 23        | 60,53% | 10     | 26,32% | Strongly disagree..... | Strongly agree | 1 | 2 | 3 | 4 | 5 |
| 1. I consider that opening hours are adequate.  | 3,51       | 93     | 3         | 2      | 14     | 12     | 8                      |                |   |   |   |   |   |
| 2. The organisation of the face-to-face information service is satisfactory and convenient.         | 3,49       | 93     | 3         | 8      | 4      | 15     | 9                      |                |   |   |   |   |   |
| 3. I consider that waiting time is usually admissible.  | 3,64       | 93     | 1         | 4      | 12     | 13     | 9                      |                |   |   |   |   |   |
| 4. In general, the Office of the Secretary has provided enough information.                         | 3,67       | 93     | 4         | 7      | 2      | 11     | 15                     |                |   |   |   |   |   |
| 5. In general, I'm satisfied with the personal attention received from the Office of the Secretary. | 3,87       | 94     | 5         | 2      | 5      | 7      | 19                     |                |   |   |   |   |   |



FACULTY/SCHOOL WEBSITE

| Frequency of use of the Faculty/School website              | Very often |        | Sometimes |       | Rarely |        | Frequency              |                |   |   |   |   |   |
|---|------------|--------|-----------|-------|--------|--------|------------------------|----------------|---|---|---|---|---|
|   | 14         | 82,35% | 1         | 5,88% | 2      | 11,76% | Strongly disagree..... | Strongly agree | 1 | 2 | 3 | 4 | 5 |
| 6. The website contains sufficient and updated information. | 4,38       | 116    | 0         | 0     | 2      | 6      | 8                      |                |   |   |   |   |   |
| 7. Information can easily be found on the website.          | 3,53       | 115    | 0         | 2     | 7      | 5      | 3                      |                |   |   |   |   |   |
| 8. I am satisfied with the Faculty/School website.          | 4,06       | 116    | 0         | 1     | 2      | 8      | 5                      |                |   |   |   |   |   |

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

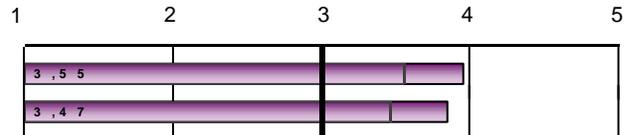
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C011

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

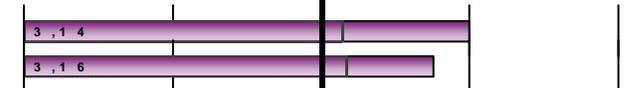
**VIRTUAL OFFICE OF THE SECRETARY**

| Frequency of use of the Virtual Office of the Secretary  | Very often |        | Sometimes |        | Rarely |       | Frequency                            |     |   |   |   |    |   |
|--|------------|--------|-----------|--------|--------|-------|--------------------------------------|-----|---|---|---|----|---|
|  | 20         | 71,43% | 6         | 21,43% | 2      | 7,14% | 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. |            |        |           |        |        |       | 3,96                                 | 105 | 0 | 1 | 7 | 11 | 8 |
| 11. I think that the response time is suitable.  |            |        |           |        |        |       | 3,85                                 | 105 | 0 | 2 | 7 | 11 | 7 |



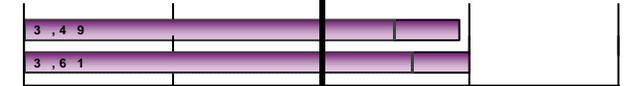
**TELEPHONE INFORMATION**

| Frequency of use of the service  | Very often |       | Sometimes |         | Rarely |       | Frequency                            |     |   |   |   |   |   |
|--|------------|-------|-----------|---------|--------|-------|--------------------------------------|-----|---|---|---|---|---|
|  | 0          | 0,00% | 7         | 100,00% | 0      | 0,00% | Strongly disagree.....Strongly agree |     |   |   |   |   |   |
|  |            |       |           |         |        |       | AVERAGE                              | N/C | 1 | 2 | 3 | 4 | 5 |
| 12. I consider that attention provided through this channel is adequate. |            |       |           |         |        |       | 4,00                                 | 126 | 0 | 1 | 1 | 1 | 3 |
| 13. In general, I'm satisfied with the attention received.               |            |       |           |         |        |       | 3,75                                 | 124 | 1 | 1 | 0 | 3 | 3 |



**E-MAIL**

| Frequency of use of the service                       | Very often |        | Sometimes |        | Rarely |       | Frequency                            |     |   |   |   |    |    |
|---|------------|--------|-----------|--------|--------|-------|--------------------------------------|-----|---|---|---|----|----|
|   | 25         | 73,53% | 7         | 20,59% | 2      | 5,88% | Strongly disagree.....Strongly agree |     |   |   |   |    |    |
|   |            |        |           |        |        |       | AVERAGE                              | N/C | 1 | 2 | 3 | 4  | 5  |
| 14. I consider that the response time is suitable.    |            |        |           |        |        |       | 3,93                                 | 102 | 0 | 2 | 7 | 12 | 9  |
| 15. In general, the information received is adequate. |            |        |           |        |        |       | 4,00                                 | 99  | 1 | 1 | 5 | 16 | 10 |

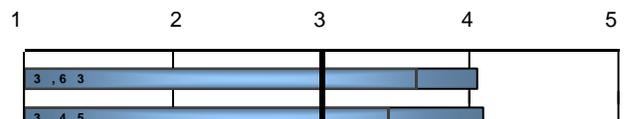


Scale used: from 1 to 5 : Average for academic year

**PROCEDURES AND FORMALITIES**

**ENROLMENT**

| Did you complete the assisted enrolment at the enrolment room of your faculty/school?                               | Yes |        | No |        | Frequency                            |     |   |    |    |    |    |
|---|-----|--------|----|--------|--------------------------------------|-----|---|----|----|----|----|
|   | 78  | 61,90% | 48 | 38,10% | Strongly disagree.....Strongly agree |     |   |    |    |    |    |
|   |     |        |    |        | AVERAGE                              | N/C | 1 | 2  | 3  | 4  | 5  |
| 16. The assistance received throughout the enrolment process was adequate and sufficient.                           |     |        |    |        | 4,05                                 | 3   | 6 | 1  | 7  | 30 | 31 |
| 17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office |     |        |    |        | 4,10                                 | 6   | 4 | 10 | 13 | 42 | 57 |



| Have you requested an early examination attempt?   | Yes |        | No |        | Frequency                            |     |   |   |   |   |    |
|--|-----|--------|----|--------|--------------------------------------|-----|---|---|---|---|----|
|  | 35  | 28,69% | 87 | 71,31% | 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. |     |        |    |        | 4,37                                 | 5   | 0 | 1 | 4 | 8 | 17 |



**FEES, EXEMPTIONS AND GRANTS**

| 19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's |  |  |  |  | Frequency |     |   |   |    |    |    |
|--|--|--|--|--|-----------|-----|---|---|----|----|----|
|  |  |  |  |  | AVERAGE   | N/C | 1 | 2 | 3  | 4  | 5  |
|  |  |  |  |  | 4,13      | 25  | 3 | 3 | 15 | 42 | 44 |
| 20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.             |  |  |  |  | 3,94      | 35  | 4 | 6 | 20 | 29 | 38 |



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

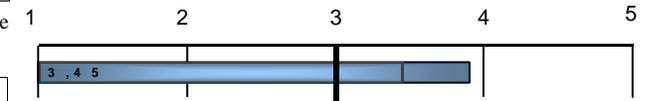
**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C011

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

**ASSESSMENT RESULTS AND EXAM RECORDS**

| Have you completed formalities or made enquiries related with assessment results and exam records?                  | Yes |        | No |        | Frequency |     |   |   |    |    |    |
|---|-----|--------|----|--------|-----------|-----|---|---|----|----|----|
|   | 65  | 51,59% | 61 | 48,41% | 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. |     |        |    |        | 3,91      | 11  | 4 | 1 | 13 | 14 | 22 |


**STUDENT CARD**

| Have you completed formalities or made enquiries related with the student card?                                     | Yes |        | No |        | Frequency |     |   |   |   |    |    |
|---|-----|--------|----|--------|-----------|-----|---|---|---|----|----|
|   | 62  | 49,60% | 63 | 50,40% | 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 |     |        |    |        | 4,29      | 7   | 1 | 1 | 8 | 16 | 29 |


**CERTIFICATES**

| Have you applied for a certificate?  | Yes |        | No |        | Frequency |     |   |   |    |    |    |
|--|-----|--------|----|--------|-----------|-----|---|---|----|----|----|
|  | 64  | 52,46% | 58 | 47,54% | AVERAGE   | N/C | 1 | 2 | 3  | 4  | 5  |
| 23. I consider that the time taken to issue a certificate was adequate.  |     |        |    |        | 3,98      | 14  | 1 | 2 | 13 | 15 | 19 |
| 24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office |     |        |    |        | 3,96      | 13  | 3 | 2 | 10 | 15 | 21 |


**CREDIT RECOGNITION AND TRANSFER**

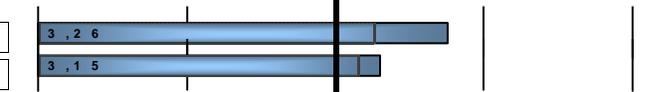
| Have you completed formalities or made enquiries related with credit recognition and transfer?                   | Yes |        | No |        | Frequency |     |   |   |   |    |    |
|--|-----|--------|----|--------|-----------|-----|---|---|---|----|----|
|  | 53  | 43,09% | 70 | 56,91% | AVERAGE   | N/C | 1 | 2 | 3 | 4  | 5  |
| 25. I consider that the time taken to process applications for credit recognition and transfer was adequate.     |     |        |    |        | 3,54      | 14  | 5 | 4 | 7 | 11 | 12 |
| 26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately. |     |        |    |        | 3,71      | 12  | 6 | 3 | 4 | 12 | 16 |


**INTERNSHIPS**

| Have you completed formalities or made enquiries related with internships?  | Yes |        | No |        | Frequency |     |   |   |    |    |    |
|---|-----|--------|----|--------|-----------|-----|---|---|----|----|----|
|   | 70  | 56,45% | 54 | 43,55% | 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 |     |        |    |        | 3,55      | 10  | 9 | 4 | 11 | 17 | 19 |


**FINAL THESIS**

| Have you completed formalities or made enquiries related with the final thesis?                      | Yes |        | No |        | Frequency |     |   |   |   |   |    |
|--|-----|--------|----|--------|-----------|-----|---|---|---|---|----|
|  | 30  | 25,21% | 89 | 74,79% | AVERAGE   | N/C | 1 | 2 | 3 | 4 | 5  |
| 28. The information received on formalities or enquiries related with the final thesis was adequate. |     |        |    |        | 3,75      | 6   | 3 | 1 | 5 | 5 | 10 |
| 29. I consider that the deadlines for submitting/presenting the final thesis are adequate.           |     |        |    |        | 3,3       | 7   | 4 | 3 | 5 | 4 | 7  |


**INTERNATIONAL RELATIONS**

| Have you completed formalities or made enquiries related with mobility programmes?                   | Yes |        | No |        | Frequency |     |   |   |   |   |   |
|--|-----|--------|----|--------|-----------|-----|---|---|---|---|---|
|  | 27  | 22,31% | 94 | 77,69% | AVERAGE   | N/C | 1 | 2 | 3 | 4 | 5 |
| 30. My enquiries or formalities related with mobility programmes have been dealt with appropriately. |     |        |    |        | 3,55      | 5   | 1 | 4 | 5 | 6 | 6 |


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

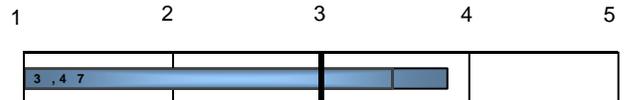
**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C011

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

**DEGREE CERTIFICATES**

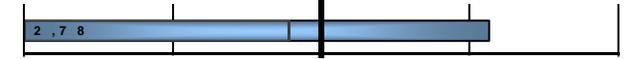
| Have you completed formalities or made enquiries related with the issue of the degree certificate?      | Yes  |        | No |        | Frequency                            |     |   |   |   |   |   |
|---|------|--------|----|--------|--------------------------------------|-----|---|---|---|---|---|
|   |      |        |    |        | Strongly disagree.....Strongly agree |     |   |   |   |   |   |
|   | 22   | 18,33% | 98 | 81,67% | AVERAGE                              | N/C | 1 | 2 | 3 | 4 | 5 |
| 31. My enquiries or formalities related with the degree certificate have been dealt with appropriately. | 3,85 | 2      | 1  | 0      | 6                                    | 7   | 6 |   |   |   |   |


**EARLY EXAMINATION ATTEMPT**

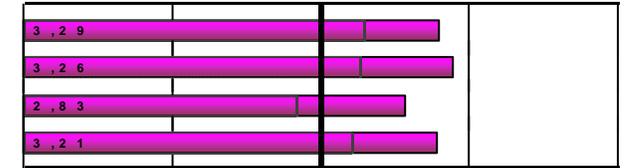
| Have you requested an early examination attempt?  | Yes  |        | No  |        | Frequency                            |     |   |   |   |   |   |
|---|------|--------|-----|--------|--------------------------------------|-----|---|---|---|---|---|
|   |      |        |     |        | Strongly disagree.....Strongly agree |     |   |   |   |   |   |
|   | 18   | 15,13% | 101 | 84,87% | AVERAGE                              | N/C | 1 | 2 | 3 | 4 | 5 |
| 32. My enquiries or formalities related with early examination attempts have been dealt with appropriately. | 3,71 | 4      | 1   | 1      | 3                                    | 5   | 4 |   |   |   |   |


**APPEALS AGAINST ASSESSMENT RESULTS**

| Have you appealed against assessment results?  | Yes  |       | No  |        | Frequency                            |     |   |   |   |   |   |
|--|------|-------|-----|--------|--------------------------------------|-----|---|---|---|---|---|
|  |      |       |     |        | Strongly disagree.....Strongly agree |     |   |   |   |   |   |
|  | 11   | 9,24% | 108 | 90,76% | 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. | 4,12 | 3     | 1   | 0      | 0                                    | 3   | 4 |   |   |   |   |


**GENERAL**

|   | Frequency                            |     |    |   |    |    |    |
|---|--------------------------------------|-----|----|---|----|----|----|
|   | Strongly disagree.....Strongly agree |     |    |   |    |    |    |
|   | AVERAGE                              | N/C | 1  | 2 | 3  | 4  | 5  |
| The Office of the Secretary carries out the tasks expected from it.   | 3,80                                 | 12  | 11 | 6 | 18 | 46 | 39 |
| The Office of the Secretary usually deals with my requests satisfactorily.  | 3,89                                 | 8   | 10 | 5 | 22 | 39 | 48 |
| I have observed improvements in the general operation of the service on the occasions that I have made use of it. | 3,57                                 | 37  | 9  | 6 | 26 | 30 | 24 |
| In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.            | 3,79                                 | 6   | 14 | 5 | 19 | 44 | 44 |



| Do you miss any service at the office of the secretary of your faculty or school? | Yes |        | No  |        |
|---|-----|--------|-----|--------|
|   |     |        |     |        |
|   | 15  | 11,72% | 113 | 88,28% |

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

**(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. |         |
| 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    | 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    |

| 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 |
| 18-19    | 132        | 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    |

| 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 |
| 18-19    | 132        | 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    |

| 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 |
| 18-19    | 132        | 24   | 3,75    | 23   | 3,3     | 22  | 3,55    | 20   | 3,85    | 14  | 3,71    | 8   | 4,12    |

| EVOLUCIÓ |            | 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     | Recollides | n°enq.  | AVERAGE | n°enq.   | AVERAGE | n°enq.   | AVERAGE | n°enq.  | AVERAGE |
| 18-19    | 132        | 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

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