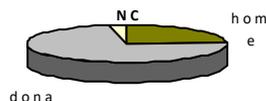


(Student opinion and satisfaction survey)

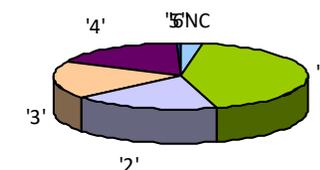
FACULTY/SCHOOL: C011

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

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

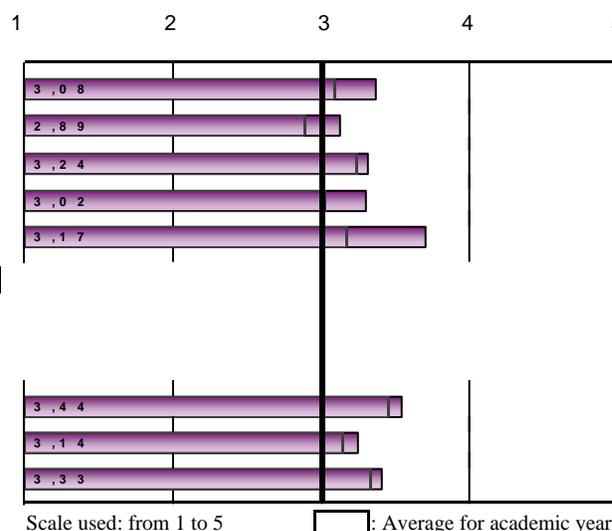
Preferred medium	
Face-to-face information	29, 19,59%
Website	23, 15,54%
Virtual Office of the Secretary	23, 15,54%
Telephone information	12, 8,11%
E-mail	61, 41,22%

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					
	AVERAGE	N/C	1	2	3	4	5					
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					

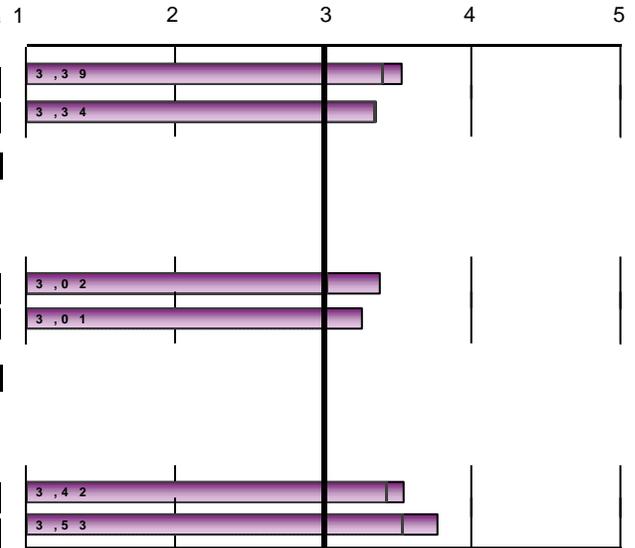
FACULTY/SCHOOL WEBSITE

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					
	AVERAGE	N/C	1	2	3	4	5					
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					



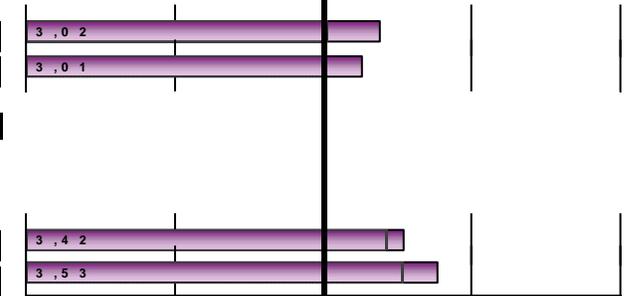
VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
							Strongly disagree.....Strongly agree						
	44	47,83%	37	40,22%	11	11,96%	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



TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
							Strongly disagree.....Strongly agree						
	9	20,93%	27	62,79%	7	16,28%	AVERAGE	N/C	1	2	3	4	5
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



E-MAIL

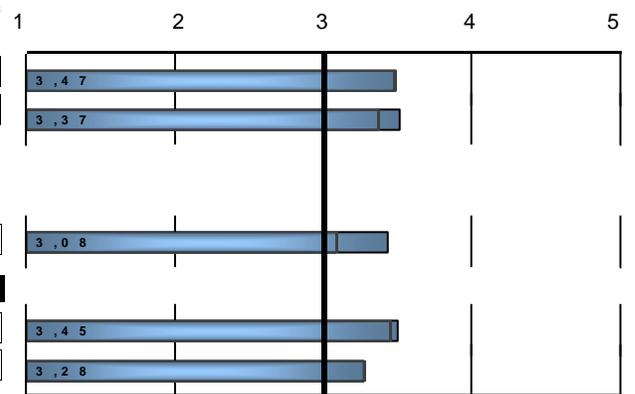
Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
							Strongly disagree.....Strongly agree						
	70	63,06%	34	30,63%	7	6,31%	AVERAGE	N/C	1	2	3	4	5
14. I consider that the response time is suitable.							3,54	36	10	12	30	27	33
15. In general, the information received is adequate.							3,77	35	6	13	20	36	38

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								
					Strongly disagree.....Strongly agree								
	69	52,27%	63	47,73%	AVERAGE	N/C	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



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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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

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

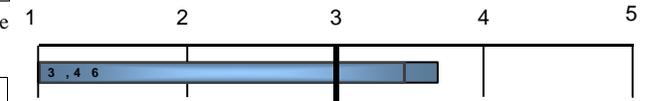
(Student opinion and satisfaction survey)

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						
	Count	Percentage	Count	Percentage	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.	49	36,57%	85	63,43%	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						
	Count	Percentage	Count	Percentage	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	78	58,21%	56	41,79%	4,24	10	2	1	8	25	32


CERTIFICATES

Have you applied for a certificate?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
23. I consider that the time taken to issue a certificate was adequate.	52	38,24%	84	61,76%	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					3,77	17	2	2	11	7	13


CREDIT RECOGNITION AND TRANSFER

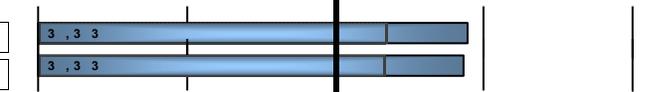
Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.	38	29,23%	92	70,77%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


INTERNSHIPS

Have you completed formalities or made enquiries related with internships?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	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	47	35,61%	85	64,39%	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						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
28. The information received on formalities or enquiries related with the final thesis was adequate.	21	15,91%	111	84,09%	3,89	3	2	2	1	4	9
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.					3,86	7	2	1	1	3	7


INTERNATIONAL RELATIONS

Have you completed formalities or made enquiries related with mobility programmes?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	31	23,48%	101	76,52%	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	
	12	9,30%	117	90,70%

31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.	4,27	1	0	0	2	4	5
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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
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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
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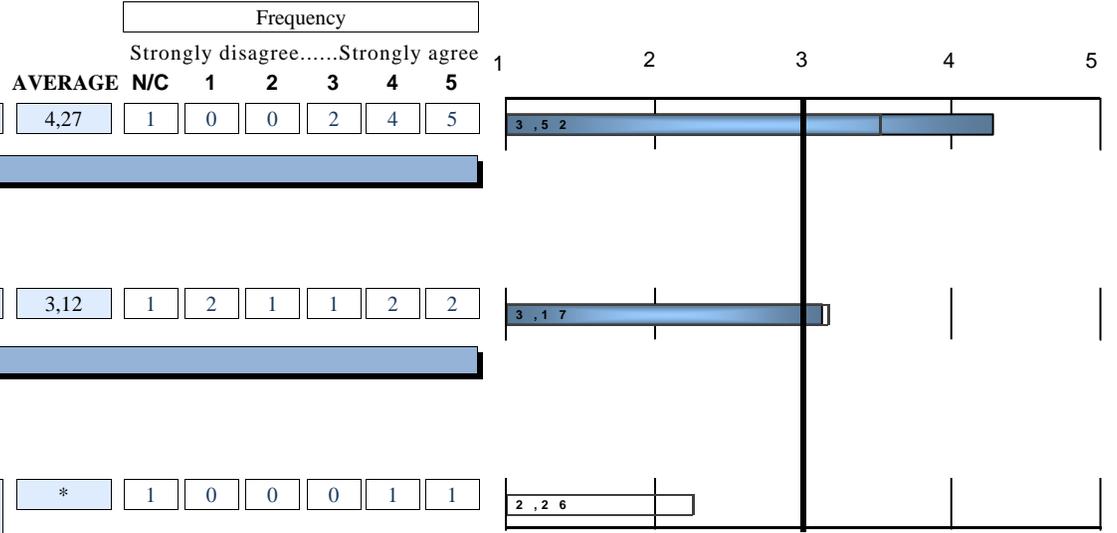
GENERAL

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



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
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

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		
20-21	148	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	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		
20-21	148	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	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
20-21	148	18	3,89	14	3,86	24	3,17	11	4,27	8	3,12	2	*
18-19	132	24	3,75	23	3,3	22	3,55	20	3,85	14	3,71	8	4,12

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.