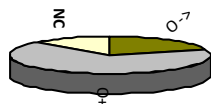
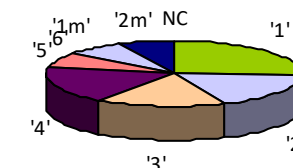


Gender:		
NC	7	12,73%
Male	11	20,00%
Female	37	67,27%



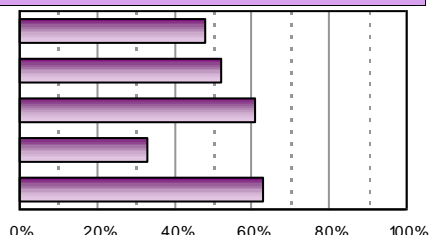
Highest year in which you are enrolled								
NC	1	2	3	4	5	6	1 m	2 m
0	14	10	9	10	4	0	4	4
0,00%	29,79%	21,28%	19,15%	21,28%	8,51%	0,00%	7,27%	7,27%



OFFICE OF THE SECRETARY INFORMATION SERVICE

Which medium do you use preferable?

Face-to-face information	26	48,15%
Website	28	51,85%
Virtual Office of the Secretary	33	61,11%
Telephone information	18	33,33%
E-mail	34	62,96%



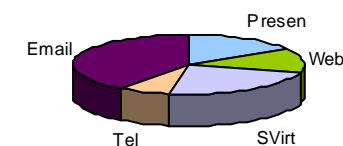
Answered this item:

54

% who answered the question

Preferred medium

Face-to-face information	9	16,36%
Website	7	12,73%
Virtual Office of the Secretary	13	23,64%
Telephone information	4	7,27%
E-mail	22	40,00%

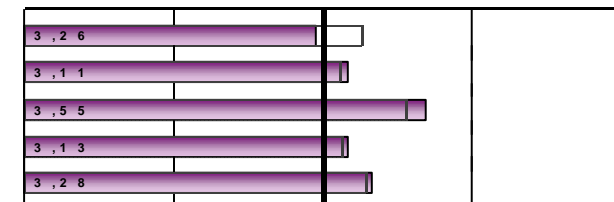


FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often	Sometimes	Rarely
	4	13	6
	17,39%	56,52%	26,09%

Frequency						
Strongly disagree.....	Strongly agree	1	2	3	4	5

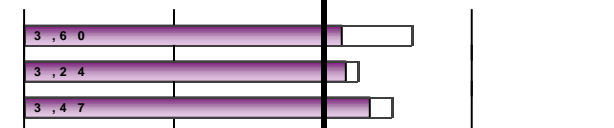
1. I consider that opening hours are adequate.	AVERAGE	N/C	1	2	3	4	5
	2,96	31	5	4	6	5	4
2. The organisation of the face-to-face information service is satisfactory and convenient.	AVERAGE	N/C	1	2	3	4	5
	3,17	32	3	6	3	6	5
3. I consider that waiting time is usually admissible.	AVERAGE	N/C	1	2	3	4	5
	3,70	32	1	4	3	8	7
4. In general, the Office of the Secretary has provided enough information.	AVERAGE	N/C	1	2	3	4	5
	3,17	32	5	4	4	2	8
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	AVERAGE	N/C	1	2	3	4	5
	3,33	31	6	3	2	3	10



FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often	Sometimes	Rarely
	8	12	5
	32,00%	48,00%	20,00%

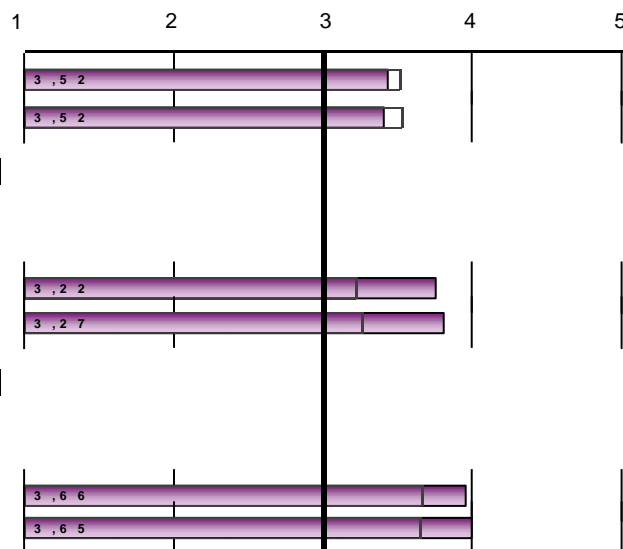
6. The website contains sufficient and updated information.	AVERAGE	N/C	1	2	3	4	5
	3,12	31	4	1	9	8	2
7. Information can easily be found on the website.	AVERAGE	N/C	1	2	3	4	5
	3,16	30	3	3	9	7	3
8. I am satisfied with the Faculty/School website.	AVERAGE	N/C	1	2	3	4	5
	3,32	30	3	0	11	8	3



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

VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	13	48,15%	13	48,15%	1	3,70%	AVERAGE	N/C	1	2	3	4	5
10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.							3,43	27	2	3	7	13	3
11. I think that the response time is suitable.							3,41	28	3	1	10	8	5

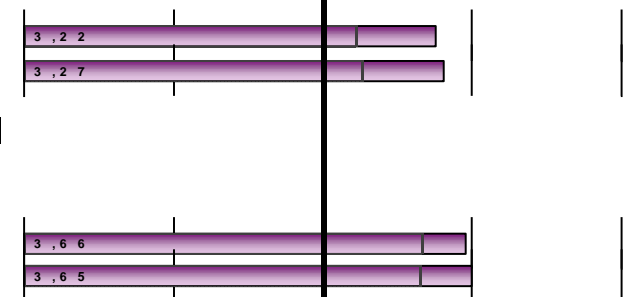


Scale used: from 1 to 5

□: Average for academic year

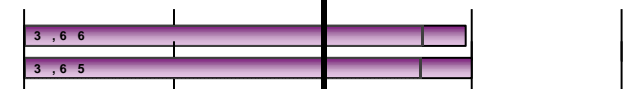
TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely								
	0	0,00%	10	62,50%	6	37,50%							
12. I consider that attention provided through this channel is adequate.							3,75	39	3	0	2	4	7
13. In general, I'm satisfied with the attention received.							3,81	39	3	0	1	5	7



E-MAIL

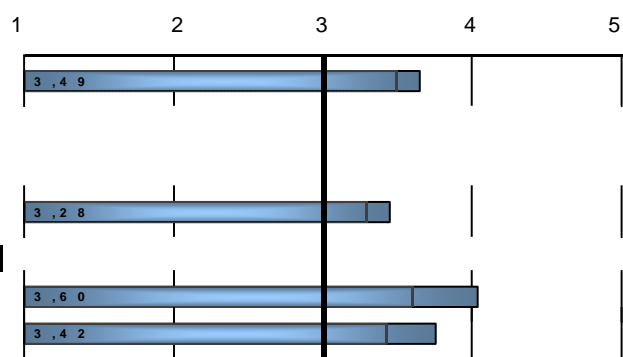
Frequency of use of the service	Very often		Sometimes		Rarely								
	11	44,00%	9	36,00%	5	20,00%							
14. I consider that the response time is suitable.							3,96	30	2	0	6	6	11
15. In general, the information received is adequate.							4,00	30	2	1	2	10	10



PROCEDURES AND FORMALITIES

ENROLMENT

		Frequency					
			Strongly disagree.....				Strongly agree
	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 Of	3.65	18	3	5	5	13	11



Scale used: from 1 to 5

□: Average for academic year

ASSESSMENT RESULTS AND EXAM RECORDS

Have you made enquiries related with assessment results and exam records?	Yes		No		Frequency						
	18	45,00%	22	55,00%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
21. My enquiries or formalities related with assessment results or exam records have been dealt with appropri					3,69	2	0	2	5	5	4

STUDENT CARD

Have you made enquiries related with the student card?	Yes		No		Frequency						
	18	45,00%	22	55,00%	Strongly disagree.....Strongly agree						
					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 Secreta					3,56	2	2	2	2	5	5

CERTIFICATES

Have you applied for a certificate?	Yes		No		Frequency						
	23	57,50%	17	42,50%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
23. I consider that the time taken to issue a certificate was adequate.					3,47	8	2	0	4	7	2
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's O					3,62	7	2	1	2	7	4

CREDIT RECOGNITION AND TRANSFER

Have you made enquiries related with credit recognition and transfer?	Yes		No		Frequency						
	18	43,90%	23	56,10%	Strongly disagree.....Strongly agree						
					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.					3,38	5	2	4	0	1	6
26. My enquiries related with credit recognition and transfer have been dealt with appropriately.					3,54	5	3	0	2	3	5

INTERNSHIPS

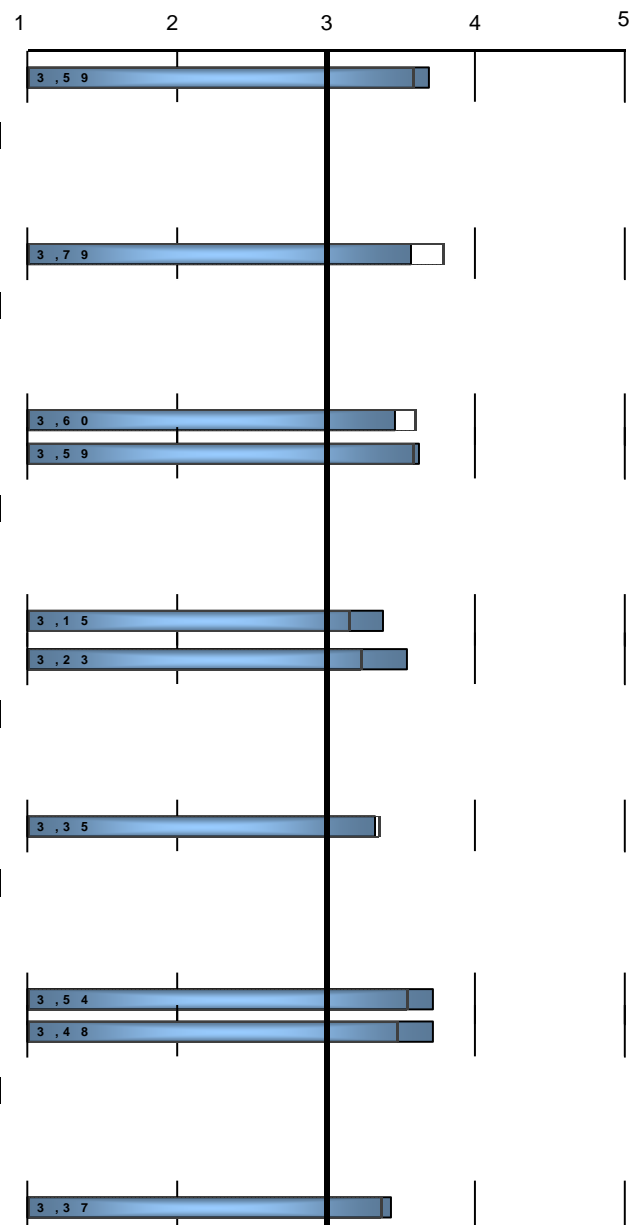
Have you made enquiries related with internships?	Yes		No		Frequency						
	15	38,46%	24	61,54%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
27. My enquiries related with internships have been dealt with appropriately by the Secretary's Office.					3,33	3	1	3	2	3	3

FINAL THESIS

Have you made enquiries related with the final thesis?	Yes		No		Frequency						
	10	25,64%	29	74,36%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
28. The information received on formalities or enquiries related with the final thesis was adequate.					3,71	3	1	0	2	1	3
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.					3,71	3	1	1	0	2	3

INTERNATIONAL RELATIONS

Have you made enquiries related with mobility programmes?	Yes		No		Frequency						
	9	22,50%	31	77,50%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.					3,43	2	0	2	2	1	2

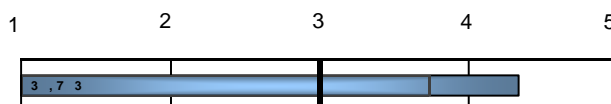


Scale used: from 1 to 5

□: Average for academic year

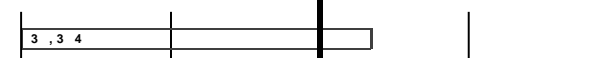
DEGREE CERTIFICATES

Have you made enquiries related with the issue of the degree certificate?	Yes		No		Frequency					
	7	17,95%	32	82,05%	Strongly disagree.....Strongly agree					
	AVERAGE	N/C	1	2	3	4	5			
31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.	4,33	4	0	0	1	0	2			



EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No								
	5	12,82%	34	87,18%							
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.					*	4	0	0	1	0	0



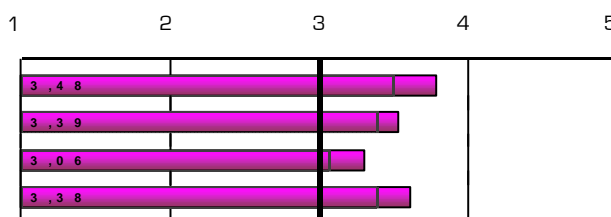
APPEALS AGAINST ASSESSMENT RESULTS

Application of enquiries to challenge qualifications	Yes		No								
	7	17,50%	33	82,50%							
33. The information received about procedures or enquiries to challenge qualifications has been adequate	2,4	2	1	2	1	1	0				



GENERAL

	AVERAGE	N/C	1	2	3	4	5	Frequency
The Office of the Secretary carries out the tasks expected from it.	3,78	18	2	4	5	15	11	
The Office of the Secretary usually deals with my requests satisfactorily.	3,53	19	3	3	10	12	8	
I have observed improvements in the general operation of the service on the occasions that I have made use of	3,30	28	3	4	8	6	6	
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,61	22	4	2	6	12	9	



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	
	6	100,00%	0	0,00%

EVOLUCIÓ

OFFICE OF THE SECRETARY INFORMATION SERVICE

Curs	Recollides	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.	
		nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE
24-25	55	24	2,96	23	3,17	23	3,7	23	3,17	24	3,33	24	3,12	25	3,16	25	3,32
22-23	106	55	3,4	56	3,84	55	3,95	57	3,75	57	4,12	49	3,61	49	3,18	49	3,49
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

Curs	10. The Virtual Office of the Secretary processes requests and is a recommended system.		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 sufficient.		17. My enquiries related with enrolment have been dealt by the Secretary's Office.		18. My enquiries related with cancellation of enrolment have been dealt.	
	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE
24-25	28	3,43	27	3,41	16	3,75	16	3,81	25	3,96	25	4	*		37	3,65	11	3,45
22-23	77	3,82	75	3,88	20	4,25	20	4,1	73	3,85	77	4,04	*		102	3,82	17	3,59
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

Curs	19. My enquiries related with university fees have been dealt by the Secretary's Office.		20. My enquiries related with grants and exemptions have been dealt.		21. My enquiries related with assessment results or exam records have been dealt.		22. My enquiries related with the student card have been dealt by the Secretary's Office.		23. I consider that the time taken to issue a certificate was adequate.		24. My enquiries related with certificates have been dealt by the Secretary's Office.		25. I consider that the time taken to process applications for credit was adequate.		26. My enquiries related with credit recognition and transfer have been dealt.		27. My enquiries related with internships have been dealt by the Secretary's Office.	
	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE
24-25	26	4,04	21	3,76	16	3,69	16	3,56	15	3,47	16	3,62	13	3,38	13	3,54	12	3,33
22-23	90	4,1	77	3,92	33	4,21	59	4,37	36	4,03	38	3,95	25	3,36	25	3,48	26	3,69
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 enquiries related with the final thesis was adequate.		29. I consider that the deadlines for submitting/ presenting the final thesis are adequate.		30. My enquiries related with mobility programmes have been dealt.		31. My enquiries related with the degree certificate have been dealt.		32. My enquiries related with early examination attempts have been dealt.		33. The information about enquiries to challenge qualifications has been adequate.	
Curs	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE
24-25	7	3,71	7	3,71	7	3,43	3	4,33	1	*	5	2,4
22-23	9	3	7	3	16	3,5	8	3,5	4	4,5	2	*
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

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.		In general, I am satisfied with the operation of the Office of the Secretary of the	
	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE
24-25	37	3,78	36	3,53	27	3,3	33	3,61
22-23	90	4,02	90	3,94	66	3,5	89	3,94
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.

#. Item not included in the current version