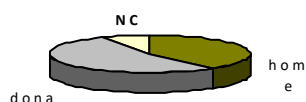
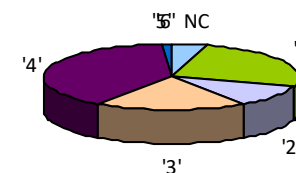


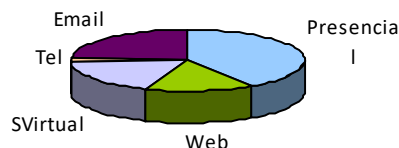
Gender:		
NC	7	8,05%
Male	34	39,08%
Female	46	52,87%

Highest year in which you are enrolled						
NC	1	2	3	4	5	6
4	22	9	17	34	0	1
4,60%	25,29%	10,34%	19,54%	39,08%	0,00%	1,15%



OFFICE OF THE SECRETARY INFORMATION SERVICE

Preferred medium		
Face-to-face information	35	40,70%
Website	13	15,12%
Virtual Office of the Secretary	16	18,60%
Telephone information	2	2,33%
E-mail	20	23,26%

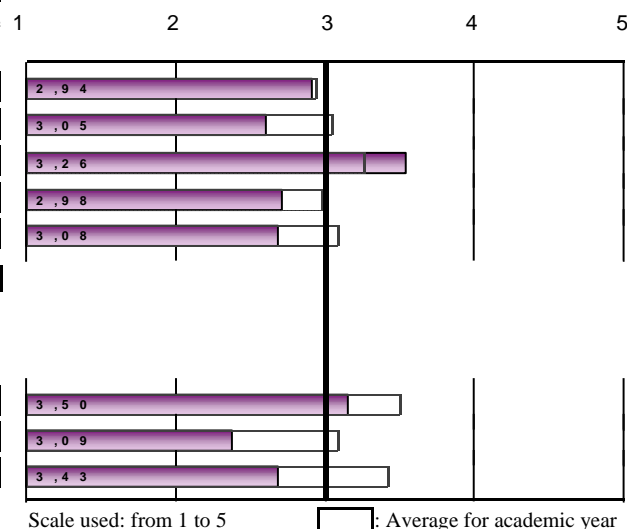


FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	4	11,43%	22	62,86%	9	25,71%	AVERAGE	N/C	1	2	3	4	5
1. I consider that opening hours are adequate.							2,91	53	3	10	9	11	1
2. The organisation of the face-to-face information service is satisfactory and convenient.							2,60	52	6	15	4	7	3
3. I consider that waiting time is usually admissible.							3,54	52	2	2	11	15	5
4. In general, the Office of the Secretary has provided enough information.							2,71	52	14	1	8	5	7
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.							2,69	52	13	5	4	6	7

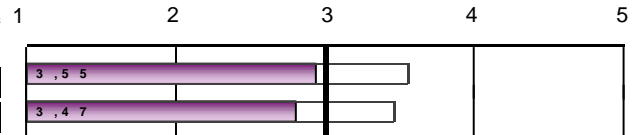
FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		Frequency						
	5	38,46%	6	46,15%	2	15,38%	AVERAGE	N/C	1	2	3	4	5
6. The website contains sufficient and updated information.							3,15	74	1	2	5	4	1
7. Information can easily be found on the website.							2,38	74	2	6	3	2	0
8. I am satisfied with the Faculty/School website.							2,69	74	2	4	3	4	0



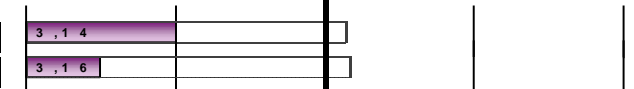
VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	6	40,00%	6	40,00%	3	20,00%	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.							2,94	71	1	5	5	4	1
11. I think that the response time is suitable.							2,80	72	2	4	6	1	2



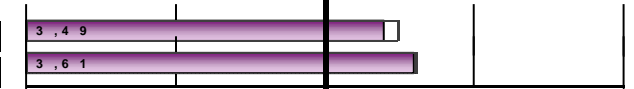
TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	0	0,00%	2	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.							2,00	85	0	2	0	0	0
13. In general, I'm satisfied with the attention received.							1,50	85	1	1	0	0	0



E-MAIL

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	14	73,68%	3	15,79%	2	10,53%	Strongly disagree.....Strongly agree						
							AVERAGE	N/C	1	2	3	4	5
14. I consider that the response time is suitable.							3,40	72	2	2	3	4	4
15. In general, the information received is adequate.							3,60	67	2	1	4	9	4

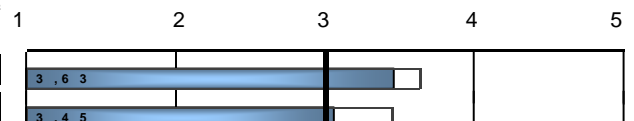


Scale used: from 1 to 5 : Average for academic year

PROCEDURES AND FORMALITIES

ENROLMENT

Did you complete the assisted enrolment at the enrolment room of your faculty/school?	Yes		No		Frequency						
	47	57,32%	35	42,68%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
16. The assistance received throughout the enrolment process was adequate and sufficient.					3,47	0	4	4	17	10	12
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office					3,06	5	16	15	13	24	14



Have you requested an early examination attempt?	Yes		No		Frequency						
	24	30,38%	55	69,62%	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.					2,95	3	5	2	6	5	3



FEES, EXEMPTIONS AND GRANTS

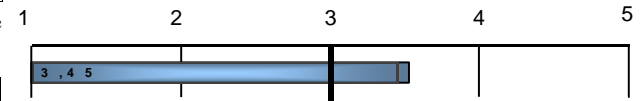
19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's	3,43	27	6	7	14	21	12
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.	3,31	35	8	8	10	12	14



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

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.	33	40,74%	48	59,26%	3,53	3	1	4	8	12	5


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	24	29,27%	58	70,73%	3,67	9	1	3	1	5	5


CERTIFICATES

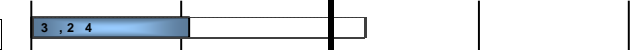
Have you applied for a certificate?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
23. I consider that the time taken to issue a certificate was adequate.	36	45,57%	43	54,43%	3,59	14	1	3	5	8	5
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office					3,6	6	2	2	8	12	6


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.	40	50,63%	39	49,37%	3,37	13	3	3	7	9	5
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.					3,07	11	4	7	6	7	5


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	31	38,27%	50	61,73%	2,06	13	10	2	3	1	2


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.	10	12,66%	69	87,34%	3	2	2	1	2	1	2
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.					3,25	2	1	1	3	1	2


INTERNATIONAL RELATIONS

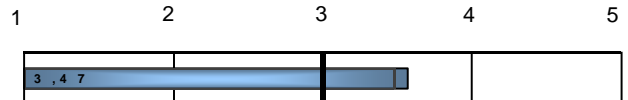
Have you completed formalities or made enquiries related with mobility programmes?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	14	17,95%	64	82,05%	3,77	1	1	0	4	4	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						
	7	9,33%	68	90,67%	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.	3,57	0	1	1	1	1	3
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EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No		Frequency						
	8	10,39%	69	89,61%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5

32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.	3,12	0	1	2	2	1	2
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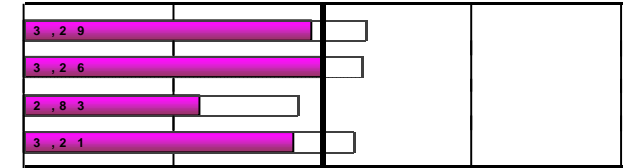

APPEALS AGAINST ASSESSMENT RESULTS

Have you appealed against assessment results?	Yes		No		Frequency						
	4	5,41%	70	94,59%	Strongly disagree.....Strongly agree						
					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.	3	0	1	0	1	2	0
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GENERAL

The Office of the Secretary carries out the tasks expected from it.	2,92	10	14	14	23	16	10
The Office of the Secretary usually deals with my requests satisfactorily.	3,01	8	13	19	14	20	13
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	2,18	27	21	16	18	1	4
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	2,81	8	19	13	20	18	9



Do you miss any service at the office of the secretary of your faculty or school?	Yes		No	
	10	12,50%	70	87,50%

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

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C001

FACULTY/SCHOOL: FACULTAT DE FÍSICA

		OFFICE OF THE SECRETARY INFORMATION SERVICE																
EVOLUCIÓ	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.	
			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	87	34	2,91	35	2,6	35	3,54	35	2,71	35	2,69	13	3,15	13	2,38	13	2,69

		OFFICE OF THE SECRETARY INFORMATION SERVICE										PROCEDURES AND FORMALITIES								
Curs	n°enq.	AVERAGE	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	
			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	16	2,94	15	2,8	2	*	2	*	15	3,4	20	3,6	47	3,47	82	3,06	21	2,95		

		PROCEDURES AND FORMALITIES																		
Curs	n°enq.	AVERAGE	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	
			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	60	3,43	52	3,31	30	3,53	15	3,67	22	3,59	30	3,6	27	3,37	29	3,07	18	2,06		

		PROCEDURES AND FORMALITIES												
Curs	n°enq.	AVERAGE	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
18-19	8	3	8	3,25	13	3,77	7	3,57	8	3,12	4	3		

		GLOBAL								
Curs	n°enq.	AVERAGE	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
18-19	77	2,92	79	3,01	60	2,18	79	2,81		

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C001

FACULTY/SCHOOL: FACULTAT DE FÍSICA

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