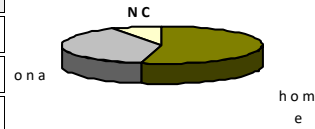
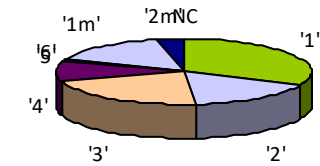


Gender:		
NC	5	8,33%
Male	32	53,33%
Female	23	38,33%



Highest year in which you are enrolled								
NC	1	2	3	4	5	6	1 m	2 m
0	19	10	13	6	0	1	9	2
0,00%	38,78%	20,41%	26,53%	12,24%	0,00%	2,04%	15,00%	3,33%



OFFICE OF THE SECRETARY INFORMATION SERVICE

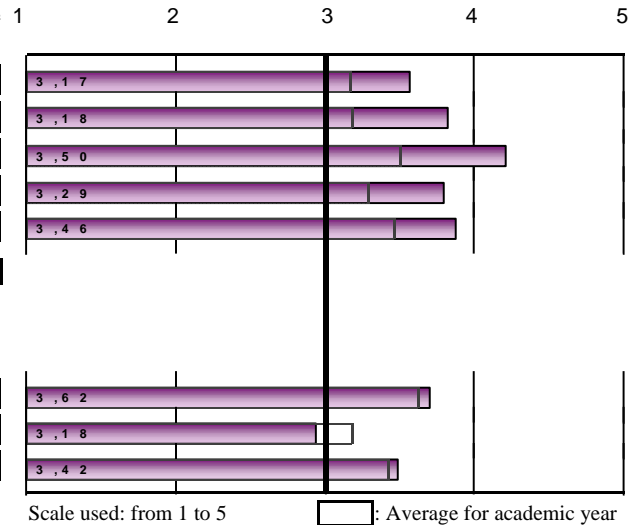
Which medium do you use preferable?		
Face-to-face information	26	43,33%
Website	34	56,67%
Virtual Office of the Secretary	40	66,67%
Telephone information	15	25,00%
E-mail	50	83,33%

Answered this item: 60 % who answered the question

Preferred medium		
Face-to-face information	6	10,00%
Website	11	18,33%
Virtual Office of the Secretary	18	30,00%
Telephone information	0	0,00%
E-mail	25	41,67%

FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	1	4,55%	12	54,55%	9	40,91%	Strongly disagree.....	Strongly agree	1	2	3	4	5
1. I consider that opening hours are adequate.	3,57	37	3	3	4	4	9						
2. The organisation of the face-to-face information service is satisfactory and convenient.	3,83	37	2	0	6	7	8						
3. I consider that waiting time is usually admissible.	4,21	36	1	1	3	6	13						
4. In general, the Office of the Secretary has provided enough information.	3,79	36	1	3	4	8	8						
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	3,88	36	2	1	3	10	8						

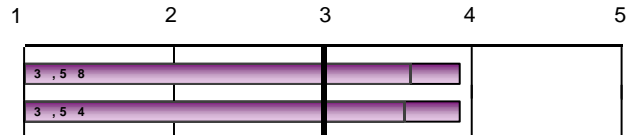


FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		Frequency						
	12	36,36%	12	36,36%	9	27,27%	Strongly disagree.....	Strongly agree	1	2	3	4	5
6. The website contains sufficient and updated information.	3,71	26	2	3	6	15	8						
7. Information can easily be found on the website.	2,94	26	6	5	12	7	4						
8. I am satisfied with the Faculty/School website.	3,48	27	2	4	9	12	6						

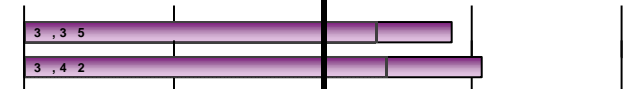
VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	14	35,90%	20	51,28%	5	12,82%	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.							3,92	22	2	3	3	18	12
11. I think that the response time is suitable.							3,92	22	1	3	6	16	12



TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	0	0,00%	6	40,00%	9	60,00%	Strongly disagree.....Strongly agree						
							AVERAGE	N/C	1	2	3	4	5
12. I consider that attention provided through this channel is adequate.							3,87	45	0	3	3	2	7
13. In general, I'm satisfied with the attention received.							4,07	45	0	2	2	4	7



E-MAIL

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	27	55,10%	10	20,41%	12	24,49%	Strongly disagree.....Strongly agree						
							AVERAGE	N/C	1	2	3	4	5
14. I consider that the response time is suitable.							4,28	13	0	1	7	17	22
15. In general, the information received is adequate.							4,29	12	0	1	7	17	23

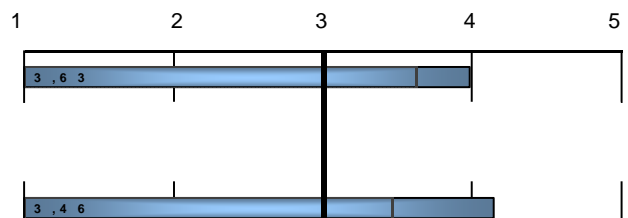


Scale used: from 1 to 5 : Average for academic year

PROCEDURES AND FORMALITIES

ENROLMENT

Have you requested an early examination attempt?	Yes		No		Frequency						
	8	13,79%	50	86,21%	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 Office					3,98	3	5	2	6	20	24
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.					4,14	1	1	0	0	2	4



FEES, EXEMPTIONS AND GRANTS

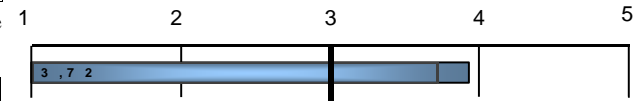
	Frequency						
	Strongly disagree.....Strongly agree						
	AVERAGE	N/C	1	2	3	4	5
19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's	3,95	23	4	1	4	12	16
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.	3,69	24	3	4	6	11	12



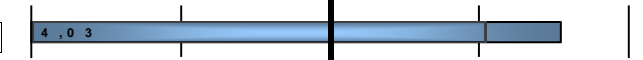
Scale used: from 1 to 5 : Average for academic year

ASSESSMENT RESULTS AND EXAM RECORDS

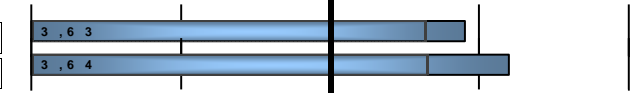
Have you completed formalities or made enquiries related with assessment results and exam records?	Yes		No		Frequency						
	19	34,55%	36	65,45%	AVERAGE	N/C	1	2	3	4	5
21. My enquiries or formalities related with assessment results or exam records have been dealt with appropriately.					3,93	5	1	1	2	4	6


STUDENT CARD

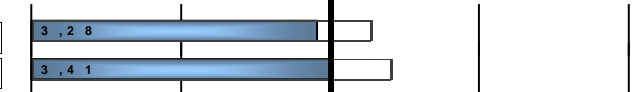
Have you completed formalities or made enquiries related with the student card?	Yes		No		Frequency						
	31	52,54%	28	47,46%	AVERAGE	N/C	1	2	3	4	5
22. My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's					4,54	7	1	0	0	7	16


CERTIFICATES

Have you applied for a certificate?	Yes		No		Frequency						
	22	40,00%	33	60,00%	AVERAGE	N/C	1	2	3	4	5
23. I consider that the time taken to issue a certificate was adequate.					3,9	2	2	0	3	8	7
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office					4,2	2	1	0	2	8	9


CREDIT RECOGNITION AND TRANSFER

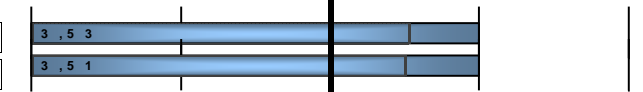
Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No		Frequency						
	12	21,82%	43	78,18%	AVERAGE	N/C	1	2	3	4	5
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.					2,91	1	3	2	0	5	1
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.					3	0	3	2	0	6	1


INTERNSHIPS

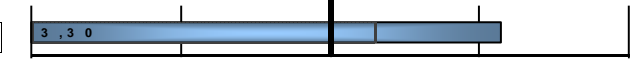
Have you made enquiries related with internships?	Yes		No		Frequency						
	4	7,14%	52	92,86%	AVERAGE	N/C	1	2	3	4	5
27. My enquiries related with internships have been dealt with appropriately by the Secretary's Office.					3,33	1	1	0	0	1	1


FINAL THESIS

Have you completed formalities or made enquiries related with the final thesis?	Yes		No		Frequency						
	7	12,28%	50	87,72%	AVERAGE	N/C	1	2	3	4	5
28. The information received on formalities or enquiries related with the final thesis was adequate.					4	1	1	0	0	2	3
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.					4	1	1	0	0	2	3


INTERNATIONAL RELATIONS

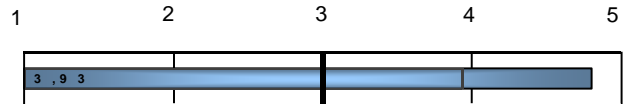
Have you completed formalities or made enquiries related with mobility programmes?	Yes		No		Frequency						
	8	14,04%	49	85,96%	AVERAGE	N/C	1	2	3	4	5
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.					4,14	1	0	1	0	3	3


 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						
	5	9,09%	50	90,91%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5

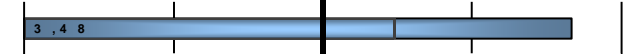
31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.	4,8	0	0	0	0	1	4
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EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No		Frequency						
	3	5,36%	53	94,64%	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.	4,67	0	0	0	0	1	2
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APPEALS AGAINST ASSESSMENT RESULTS

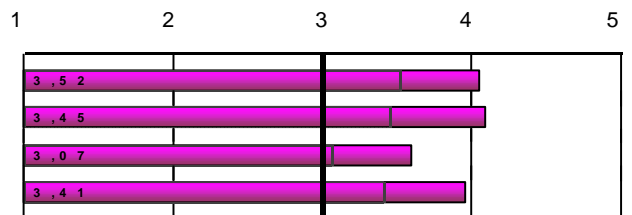
Application of enquiries to challenge qualifications	Yes		No		Frequency						
	2	3,64%	53	96,36%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5

33. The information received about procedures or enquiries to challenge qualifications has been adequate	*	0	1	0	0	1	0
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GENERAL

The Office of the Secretary carries out the tasks expected from it.	4,04	14	1	2	6	22	15
The Office of the Secretary usually deals with my requests satisfactorily.	4,09	16	1	2	6	18	17
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	3,59	33	4	4	3	4	12
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,96	12	2	5	5	17	19



Do you miss any service at the office of the secretary of your faculty or school?	Yes		No	
	6	10,53%	51	89,47%

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

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C001

FACULTY/SCHOOL: FACULTAT DE FÍSICA

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
22-23	60	23	3,57	23	3,83	24	4,21	24	3,79	24	3,88	34	3,71	34	2,94	33	3,48
20-21	52	18	3,44	19	3,53	20	3,45	19	3,32	20	3,5	25	3,64	25	3,36	25	3,64
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							
		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.		#. 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		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
22-23		38	3,92	38	3,92	15	3,87	15	4,07	47	4,28	48	4,29	*	57	3,98	7	4,14	
20-21		31	3,97	30	3,97	14	3,71	14	3,71	37	4,14	37	4,22	21	3,71	47	3,85	9	3,11
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																	
		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 related with internships have been dealt with appropriately by the	
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
22-23		37	3,95	36	3,69	14	3,93	24	4,54	20	3,9	20	4,2	11	2,91	12	3	3	3,33
20-21		36	3,94	26	3,77	14	4	23	4,26	15	3,6	15	3,67	12	4	13	3,85	3	2,33
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											
		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. The information received about procedures or enquiries to challenge	
Curs		n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
22-23		6	4	6	4	7	4,14	5	4,8	3	4,67	2	*

FACULTY/SCHOOL: C001

FACULTY/SCHOOL: FACULTAT DE FÍSICA

20-21	6	3	6	3,17	4	3,75	7	3	2	*	1	*
18-19	8	3	8	3,25	13	3,77	7	3,57	8	3,12	4	3

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
22-23	46	4,04	44	4,09	27	3,59	48	3,96
20-21	44	3,75	43	3,79	27	2,96	44	3,55
18-19	77	2,92	79	3,01	60	2,18	79	2,81

* The average item is calculated from three surveys rating.

#. Item not included in the current version