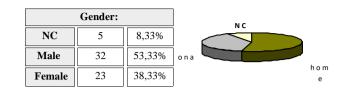


22-23

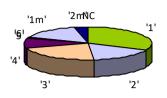
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C001

FACULTY/SCHOOL: FACULTAT DE FÍSICA

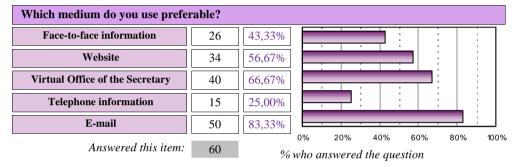


		Hig	ghest year i	n which yo	u are enrol	led		
NC	1	2	3	4	5	6	1 m	2 m
0	19	10	13	6	0	1	9	2
0,00%	38,78%	20,41%	26,53%	12,24%	0,00%	2,04%	15,00%	3,33%



Web

OFFICE OF THE SECRETARY INFORMATION SERVICE



	Preferre	ed medium	
Face-to-face information	6	10,00%	Prese ncial
Website	11	18,33%	Email
Virtual Office of the Secretary	18	30,00%	
Telephone information	0	0,00%	Tel SVirtu
E-mail	25	41,67%	al

Frequency of use of the Office of	Very often	Sometimes	Rarely				Frequ	iency						
the Secretary	1 4,55%	12 54,55%	9 40,91%	AVERAGI		gly dis 1	sagree. 2	Stı 3	rongly 4	agree 7 5	2	3	3 4	
1. I consider that opening hours are a	dequate.			3,57	37	3	3	4	4	9	3,17			
2. The organisation of the face-to-fac	e information servic	e is satisfactory and	l convenient.	3,83	37	2	0	6	7	8	3,18			
3. I consider that waiting time is usua	lly admissible.			4,21	36	1	1	3	6	13	3,50			
4. In general, the Office of the Secret	ary has provided en	ough information.		3,79	36	1	3	4	8	8	3,29			
5. In general, I'm satisfied with the po	ersonal attention rec	eived from the Offic	ce of the Secretary.	3,88	36	2	1	3	10	8	3,46			1
FACULTY/SCHOOL WEBSITE											ļ I			1
Frequency of use of the Faculty/School website	Very often 12 36,36%	Sometimes 12 36,36%	Rarely 9 27,27%											
6. The website contains sufficient and	l updated information	on.		3,71	26	2	3	6	15	8	3,62			1
7. Information can easily be found or	the website.			2,94	26	6	5	12	7	4	3,18			
8. I am satisfied with the Faculty/Sch	ool wabaita			3,48	27	2	4	0	12	6	3,42			1

Number of surveys: 60 Surveyed population: 776



VIRTUAL OFFICE OF THE SECRETARY

11. I think that the response time is suitable.

Very often

Very often

Very often

55,10%

0,00%

35,90%

10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.

14

0

27

12. I consider that attention provided through this channel is adequate.

13. In general, I'm satisfied with the attention received.

Frequency of use of the Virtual

Office of the Secretary

TELEPHONE INFORMATION Frequency of use of the service

Frequency of use of the service

E-MAIL

ASSESSMENT REPORT OF THE OFFICE OF THE SECRETARY

AVERAGE N/C

22

22

45

45

3,92

3,92

3,87

4,07

FACULTY/SCHOOL: FACULTAT DE FÍSICA

1

2

0

0

Frequency

2

3

3

2

Strongly disagree.....Strongly agree 1

3

3

6

3

2

4

18

16

2

Δ

5

12

12

7

7

.54

3.35

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C001

Rarely

Rarely

Rarely

24,49%

60,00%

12,82%

5

9

12

Sometimes

Sometimes

Sometimes

20,41%

40,00%

51,28%

20

6

10

22-23

2

3

4

5

14. I consider that the response time is suitable.	4,28	13	0	1	7	17	22	3,65	1		1	
5. In general, the information received is adequate.	4,29	12	0	1	7	17	23	3,76				
PROCEDURES AND FORMALITIES								Scale used: from	n 1 to 5	: Average	for academic yea	r
ENROLMENT												
				Frequ	iency							
		Strong	gly dis	agree	Sti	ongly	agree	1	2	3	4	5
A	AVERAGE	N/C	1	2	3	4	5	·	_	-		_
7. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Offic	3,98	3	5	2	6	20	24	3,63				
Have you requested an early examination attempt?YesNo813,79%5086,21%											1	
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.	4,14	1	1	0	0	2	4	3,46				
FEES, EXEMPTIONS AND GRANTS								I	I		I	I
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	3,72				
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.	3,69	24	3	4	6	11	12	3,47				
								L	I		I	

Scale used: from 1 to 5

Average for academic year

Number of surveys: 60 Surveyed population: 776



22-23

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C001

FACULTY/SCHOOL: FACULTAT DE FÍSICA

ASSESSMENT RESULTS AND E	XAM RECORDS												
Have you completed formalities	Yes	No]	Frequenc	у					
or made enquiries related with assessment results and exam	19 34,55%	36 65,45%			Stron	gly disa	gree	Strongly	agree	1	2	3	4 5
records?				AVERAGI		1	2 3	<u> </u>	5	3,72			
21.My enquiries or formalities related	l with assessment re	esults or exam record	s have been dealt with appropriately	3,93	5	1	1 2	4	6		1		
STUDENT CARD													
Have you completed formalities or made enquiries related with	Yes	No											
the student card?	31 52,54%	28 47,46%								1	1		
22.My enquiries or formalities related	l with the student ca	ard have been dealt v	vith appropriately by the Secretary's	4,54	7	1	0 0) 7	16	4,03			
CERTIFICATES													
Have you applied for a	Yes	No											
certificate?	22 40,00%	33 60,00%											
23. I consider that the time taken to is	sue a certificate wa	s adequate.		3,9	2	2	0 3	8	7	3,63			
24. My enquiries or formalities relate	d with certificates h	nave been dealt with	appropriately by the Secretary's Offic	c 4,2	2	1	0 2	8	9	3,64			
CREDIT RECOGNITION AND T	RANSFER									•			
Have you completed formalities	Yes	No											
or made enquiries related with credit recognition and transfer?	12 21,82%	43 78,18%									1		1 1
25. I consider that the time taken to p	rocess applications	for credit recognition	n and transfer was adequate.	2,91	1	3	2 0) 5	1	3,28			
26. My enquiries or formalities relate	d with credit recogr	nition and transfer ha	ve been dealt with appropriately.	3	0	3	2 0) 6	1	3,41			
INTERNSHIPS													
Have you made enquiries related	Yes	No											
with internships?	4 7,14%	52 92,86%								I	I		1 1
27. My enquiries related with internsl	nips have been deal	t with appropriately	by the Secretary's Office.	3,33	1	1	0 0) 1	1	3,41			
FINAL THESIS													·
Have you completed formalities	Yes	No											
or made enquiries related with the final thesis?	7 12,28%	50 87,72%											
28. The information received on form	alities or enquiries	related with the final	thesis was adequate.	4	1	1	0 0	2	3	3,53			
29. I consider that the deadlines for su	*		*	4	1	1	0 0		3	3,51			
INTERNATIONAL RELATIONS						· · · · ·				'	ı		· ·
Have you completed formalities	Yes	No											
or made enquiries related with mobility programmes?	8 14,04%	49 85,96%											
30. My enquiries or formalities relate	d with mobility pro	grammes have been	dealt with appropriately.	4,14	1	0	1 0) 3	3	3,30			
										Scale used: fro	om 1 to 5	: Average f	or academic year



22-23

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C001

FACULTY/SCHOOL: FACULTAT DE FÍSICA

DEGREE CERTIFICATES										Ī				
Have you completed formalities	Yes	No					Frequ	ency						
or made enquiries related with	5 9,09%	50 90,91%				gly dis	sagree.	Stı	ongly	agree ,	1 2	2	3	4 5
the issue of the degree certificate?	5 9,0970	50 90,9170		AVERAGE	N/C	1	2	3	4	5		1		1
31. My enquiries or formalities relate	d with the degree ce	ertificate have been	lealt with appropriately.	4,8	0	0	0	0	1	4	3,93			
EARLY EXAMINATION ATTEM	IPT										I	1		1
Have you requested an early	Yes	No												
examination attempt?	3 5,36%	53 94,64%												
									ı		1	1		
32. My enquiries or formalities relate	d with early examin	nation attempts have	been dealt with appropriately.	4,67	0	0	0	0	1	2	3,48			
APPEALS AGAINST ASSESSME	NT RESULTS										I	1		1
		1												
Application of enquiries to	Yes	No												
challenge qualifications	2 3,64%	53 96,36%												
33. The information received about p	rocedures or enquir	ies to challenge qua	ifications has been adequate	*	0	1	0	0	1	0		ļ		1
1	1	8 I	1								2,74			
							Frequ							
GENERAL						gly dis	agree. 2	Str 3	ongly	agree ·	1 2	2	3	1 E
				AVERAGE		1			4	5				L
The Office of the Secretary carries ou				4,04	14	I	2	6	22	15	3,52	1		_
The Office of the Secretary usually d	eals with my reques	ts satisfactorily.		4,09	16	1	2	6	18	17	3,45			
I have observed improvements in the	general operation o	of the service on the	occasions that I have made use of it.	3,59	33	4	4	3	4	12	3,07	1		
In general, I am satisfied with the ope	eration of the Office	of the Secretary of	he Faculty or School.	3,96	12	2	5	5	17	19	3,41	1		
											h	1		1

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



(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C001

FACULTY/SCHOOL: FACULTAT DE FÍSICA

							OFFICE	OF THE	SECRETAR	Y INFOF	RMATION SE	RVICE					
EVO	LUCIÓ	opening	sider that hours are quate.	of the fa informati is satisfa	rganisation ce-to-face on service actory and renient.	waitir	nsider that ng time is admissible.	Offic Secre provide	neral, the e of the tary has d enough mation.	satisfie persona receive	eneral, I'm ed with the al attention ed from the se of the	contain and	e website s sufficient updated rmation.	easily b	mation can be found on website.	the Fac	atisfied with ulty/School ebsite.
Curs	Recollides	n°enq.	AVERAGE	nºenq.	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

	Offic Sec process	ne Virtual e of the cretary es requests ely and is a	respon	nk that the se time is itable.	attentio through	nsider that n provided this channel dequate.	satisfie	eneral, I'm d with the n received.	the resp	nsider that onse time is itable.	informati	eneral, the ion received dequate.	received the e proc	ess was	formalit with enro been o	enquiries or ies related olment have dealt with ately by the	formalit with car enroln	enquiries or ies related ncellation of nent have 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

	formali with uni have b	enquiries or ties related versity fees been dealt ppropriately	formaliti with gr exempt	enquiries or les related rants and ions have dealt with	formalit with as results	enquiries or ies related sessment s or exam have been	formalit with th card h	nquiries or ies related e student ave been alt with	the tim issue a	nsider that e taken to certificate adequate.	formalit with c have b	enquiries or ies related ertificates peen dealt propriately	the tim pr applic	nsider that e taken to ocess ations for ecognition	formalit with recogi	enquiries or ties related n credit nition and have been	relat interns been o	enquiries ted with ships have dealt with iately by the
Curs	n°enq.	AVERAGE	nºenq.	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

					PROC	CEDURES AN	ND FORM	ALITIES				
	rece forma enquiri	information ived on alities or es related final thesis	the dea submittin g the fina	nsider that Idlines for Ig/presentin I thesis are quate.	formalit with program	enquiries or ties related mobility nmes have dealt with	formaliti with th certific	enquiries or ies related e degree cate have dealt with	formalit with exan	enquiries or ies related n early nination have been	receiv proce enqu	information ed about dures or uiries to Ilenge
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	*



22-23

(Student opinion and satisfaction survey)

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

				GLO	BAL			
	Secreta out th	fice of the ary carries ne tasks red from it.	Secreta deals req	fice of the ary usually with my uests factorily.	improver general the ser	observed ments in the operation of vice on the ions that I	satisfie operati Offic	eral, I am d with the ion of the e of the ary of the
Curs	nºenq.	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