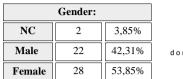


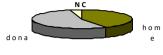
20-21

(Student opinion and satisfaction survey)

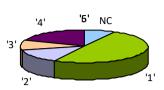
FACULTY/SCHOOL: C001

FACULTY/SCHOOL: FACULTAT DE FÍSICA





		Highest year	in which you	are enrolled		
NC	1	2	3	4	5	6
4	26	7	5	10	0	0
7,69%	50,00%	13,46% 9,62%		19,23%	0,00%	0,00%



Prese

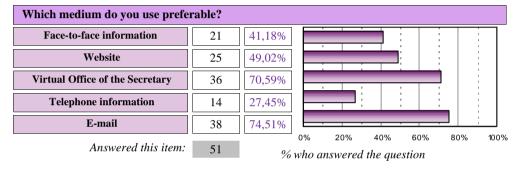
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Web

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al

OFFICE OF THE SECRETARY INFORMATION SERVICE



	Preferre	d medium	
Face-to-face information	6	11,54%	
Website	7	13,46%	Email
Virtual Office of the Secretary	10	19,23%	
Telephone information	5	9,62%	Tel
E-mail	24	46,15%	

requency of use of the Office of	Very often	Sometimes	Rarely				Frequ	uency		
the Secretary	0 0,00%	10 50,00%	10 50,00%	AVERAGE		gly di: 1	sagree 2	Stı 3	ongly. 4	agree 5
1. I consider that opening hours are a	dequate.			3,44	34	1	4	3	6	4
2. The organisation of the face-to-fac	e information servic	e is satisfactory and	l convenient.	3,53	33	2	2	3	8	4
3. I consider that waiting time is usua	lly admissible.			3,45	32	3	3	1	8	5
4. In general, the Office of the Secret	In general, the Office of the Secretary has provided enough information.								5	6
5. In general, I'm satisfied with the p	3,50	32	4	1	2	7	6			
FACULTY/SCHOOL WEBSITE										
Frequency of use of the Faculty/School website	Very often 10 40,00%	Sometimes 9 36,00%	Rarely 6 24,00%							
6. The website contains sufficient and	The website contains sufficient and updated information.							9	6	7
7. Information can easily be found on	3,36	27	2	4	5	11	3			
8. I am satisfied with the Faculty/Sch	am satisfied with the Faculty/School website.								11	4



20-21

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C001

FACULTY/SCHOOL: FACULTAT DE FÍSICA

VIRTUAL OFFICE OF THE SEC	RETARY														
Frequency of use of the Virtual	Very often	Sometimes	Rarely				Frequ	ency							
Office of the Secretary	14 41,18%	15 44,12%	5 14,71%						rongly		1	2	3	4	5
10 The Winter 1 Office of the Second				AVERAGE		1	2	3	4 9	5	3,39				
10. The Virtual Office of the Secretar11. I think that the response time is su		is adequately and is	a recommended system.	3,97 3,97	21 22	1	1	8	9	12 13	3,34				
-	intable.			3,97	22	2	1	0	0	15		1			
TELEPHONE INFORMATION		7	ī ————————————————————————————————————												
Frequency of use of the service	Very often 3 21,43%	Sometimes 5 35,71%	Rarely 6 42,86%												
12. I consider that attention provided	through this channe	el is adequate.		3,71	38	2	0	3	4	5	3,02				
13. In general, I'm satisfied with the a	attention received.			3,71	38	2	0	3	4	5	3,01				
E-MAIL											I	,		Į	I
Frequency of use of the service	Very often	Sometimes	Rarely												
	23 62,16%	9 24,32%	5 13,51%												
14. I consider that the response time	is suitable.			4,14	15	2	1	6	9	19	3,42				
15. In general, the information receiv				4,22	15	0	1	7	12	17	3,53				
						I			ı						
PROCEDURES AND FORM	MALITIES										Scale used: fr	om 1 to 5	: F	Average for	academic year
ENROLMENT															
			1				Engan	-		_					
Did you complete the assisted enrolment at the enrolment room	Yes	No			Stron	alv die	Frequ		rongly	agraa					
of your faculty/school?	22 47,83%	24 52,17%		AVERAGE		1 1	2	5u 3	4	5	1	2	3	4	5
16. The assistance received throughout	ut the enrolment pro	ocess was adequate	and sufficient.	3,71	1	4	0	1	9	7	3,47				
17. My enquiries or formalities relate	d with enrolment ha	ave been dealt with	appropriately by the Secretary's Offi	ic 3,85	5	4	3	8	13	19	3,37				
Have you requested an early	Yes	No										I			
examination attempt?	9 19,15%	38 80,85%													
				2.11	0	1				1				1	
18. My enquiries or formalities relate		of enrolment have	been dealt with appropriately.	3,11	0	1	2	2	3	I	3,08				
FEES, EXEMPTIONS AND GRA	NTS										1	1			1
19. My enquiries or formalities relate	d with university fe	es have been dealt	with appropriately by the Secretary's	3,94	16	3	2	3	14	14	3,45				
20. My enquiries or formalities relate	d with grants and e	xemptions have bee	en dealt with appropriately.	3,77	26	4	0	4	8	10	3,28				
											Scale used: fr	om 1 to 5		Average for	r academic year



20-21

(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				Frequ						_
or made enquiries related with assessment results and exam	18 37,50%	30 62,50%			Strong	gly disagree	Strongly	agree	1	2	3	4 5
records?				AVERAGE		1 2	3 4	5	3,46			
21.My enquiries or formalities related	l with assessment re	sults or exam record	s have been dealt with appropriately	4	4	1 1	1 5	6	I	I		1 1
STUDENT CARD												
Have you completed formalities or made enquiries related with	Yes	No										
the student card?	25 51,02%	24 48,98%							1	1		1 1
22.My enquiries or formalities related	l with the student ca	rd have been dealt v	vith appropriately by the Secretary's	4,26	2	2 1	1 4	15	3,84			
CERTIFICATES												
Have you applied for a	Yes	No										
certificate?	18 36,00%	32 64,00%										
23. I consider that the time taken to is	sue a certificate wa	s adequate.		3,6	3	3 0	4 1	7	3,45			
24. My enquiries or formalities relate		*	appropriately by the Secretary's Offi		3	3 1	1 3	7	3,44			
CREDIT RECOGNITION AND T	RANSFER								1	I		' '
Have you completed formalities	Yes	No										
or made enquiries related with credit recognition and transfer?	14 29,79%	33 70,21%										
25. I consider that the time taken to p	rocess applications	for credit recognition	and transfer was adequate.	4	2	1 0	2 4	5	3,10			
26. My enquiries or formalities relate	d with credit recogr	ition and transfer ha	ve been dealt with appropriately.	3,85	1	1 1	3 2	6	3,16			
INTERNSHIPS												
Have you completed formalities	Yes	No										
or made enquiries related with internships?	8 16,67%	40 83,33%										
27. My enquiries or formalities relate	d with internships h	ave been dealt with	appropriately by the Secretary's Offi	2,33	5	1 0	2 0	0	3,18			
FINAL THESIS	F			_,					I	I		1 1
	N/	NI-										
Have you completed formalities or made enquiries related with	Yes	No										
the final thesis?	7 14,58%	41 85,42%			r							1 1
28. The information received on form	alities or enquiries	related with the final	thesis was adequate.	3	1	2 0	2 0	2	3,33			
29. I consider that the deadlines for su	ubmitting/presenting	g the final thesis are	adequate.	3,17	1	2 0	1 1	2	3,33	1		
INTERNATIONAL RELATIONS	_											
Have you completed formalities	Yes	No										
or made enquiries related with mobility programmes?	6 12,77%	41 87,23%								1		
30. My enquiries or formalities relate	d with mobility pro	grammes have been	dealt with appropriately.	3,75	2	1 0	0 1	2	3,17			
									Scale used: fro	om 1 to 5	: Average	e for academic year



20-21

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C001

FACULTY/SCHOOL: FACULTAT DE FÍSICA

DEGREE CERTIFICATES																
Have you completed formalities or made enquiries related with	Yes	No			Stroi	gly dis	Frequa		ongly	agree	1	2	3	4		5
the issue of the degree certificate?	8 16,33% 41	83,67%		AVERAG	E N/C	1	2	3	4	5	'	-	-			
31. My enquiries or formalities related	d with the degree certific	ate have been d	ealt with appropriately.	3	1	3	0	0	2	2	3,52			J		
EARLY EXAMINATION ATTEM	PT										1	I				'
Have you requested an early	Yes	No														
examination attempt?	2 4,17% 40	5 95,83%														
32. My enquiries or formalities related	d with early examination	attempts have	been dealt with appropriately.	*	0	0	0	0	0	2	3,17					
APPEALS AGAINST ASSESSME	NT RESULTS											İ		I		I
Have you appealed against	Yes	No														
assessment results?	1 2,08% 47															
33. My enquiries or formalities related			s have been dealt with	*	0	1	0	0	0	0				I		I
appropriately, as regards information		sessment result	shave been dealt with			1	Ū	U	U	U	2,26					
							Frequ	ency								
					Stron	gly dis	-	-	ongly a	agree	1	2	3	4		5
GENERAL				AVERAG	E N/C	1	2	3	4	5	, 	<u>ک</u>				
The Office of the Secretary carries ou	t the tasks expected from	ı it.		3,75	8	4	3	6	18	13	3,30					
The Office of the Secretary usually de	als with my requests sat	sfactorily.		3,79	9	5	3	4	15	16	3,22					
I have observed improvements in the	general operation of the	service on the o	ccasions that I have made use of i	. 2,96	25	7	2	9	3	6	2,78					
In general, I am satisfied with the ope	ration of the Office of th	e Secretary of t	he Faculty or School.	3,55	8	6	4	7	14	13	3,20					
Has your interacting way with the administrative services of the centre changed due to the Covid- 19 situation?	Yes 15 57,69%	No 11 42,31%]								Scale used:	from 1 to 5		Average fo	or academic	year
The attention received during the Cov	id-19 situation has been	adequate		3,29	1	2	3	1	5	3	2,60		i i i i i i i i i i i i i i i i i i i			
Do you miss any service at the office of the secretary of your faculty or school?	Yes 3 5,88%	No 48 94,12%]]													



(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C001

FACULTY/SCHOOL: FACULTAT DE FÍSICA

							OFFICE	OF THE	E SECRETAR	Y INFOR	RMATION SE	RVICE					
EVO	VOLUCIÓ Recollides p ^e eng AVERAGE		g hours are	2. The organisation of the face-to-face information service is satisfactory and convenient.		waitin	nsider that ig time is admissible.	Offic Secre provide	eneral, the e of the etary has ed enough rmation.	satisfie persona receive	eneral, I'm ed with the al attention ed from the ee of the	contain and	e website s sufficient updated rmation.	easily b	mation can le found on website.	the Fac	atisfied with ulty/School ebsite.
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	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 Se process	he Virtual ce of the cretary es requests tely and is a	11. I think that the response time is suitable.		attentio through	nsider that n provided this channel dequate.	satisfied	eneral, I'm d with the n received.	the respo	nsider that onse time is itable.	informati	eneral, the on received dequate.	received the e proc	nrolment ess was	formalit with enro been	enquiries or ties related olment have dealt with fately 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
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 n°eng. AVERAGE		20. My enquiries or formalities related with grants and exemptions have been dealt with		formalit with as results	enquiries or ies related sessment s or exam have been	formalitie with the card ha	nquiries or es related e student ave been It with	the tim issue a	nsider that e taken to certificate adequate.	formalit with ce have b	enquiries or ies related ertificates een dealt propriately	the tim pr applic	e taken to ocess ations for	formalit with recogi	enquiries or ties related n credit nition and have been	formalit with in have b	enquiries or ies related ternships been dealt propriately
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
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

	rece forma enquiri	information ived on alities or es related final thesis	29. I consider that the deadlines for submitting/presentin g the final thesis are adequate.		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 les related n early nination have been	formalit with against a	enquiries or ies related appeals assessment have been
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
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



(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C001

FACULTY/SCHOOL: FACULTAT DE FÍSICA

				GLO	BAL			
	Secreta out t	fice of the ary carries he tasks ted from it.	Secreta deals req	fice of the ary usually with my uests factorily.	improver general the serv	observed ments in the operation of vice on the ions that I	satisfie operat 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	nºenq.	AVERAGE
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.