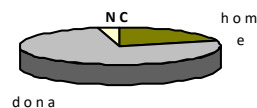


(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C014

FACULTY/SCHOOL: FACULTAT D'INFERMERIA I PODOLOGIA

Gender:		
NC	4	3,74%
Male	22	20,56%
Female	81	75,70%



Highest year in which you are enrolled								
NC	1	2	3	4	5	6	1 m	2 m
0	31	25	26	23	0	0	2	0
0,00%	29,52%	23,81%	24,76%	21,90%	0,00%	0,00%	1,87%	0,00%

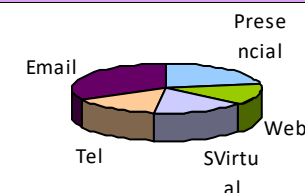


OFFICE OF THE SECRETARY INFORMATION SERVICE

Which medium do you use preferable?			
Face-to-face information	58	54,21%	
Website	49	45,79%	
Virtual Office of the Secretary	63	58,88%	
Telephone information	37	34,58%	
E-mail	72	67,29%	
Answered this item: 107			

% who answered the question

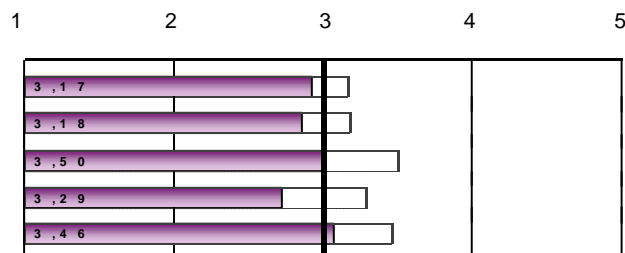
Preferred medium		
Face-to-face information	24	22,43%
Website	15	14,02%
Virtual Office of the Secretary	17	15,89%
Telephone information	16	14,95%
E-mail	35	32,71%



FACE-TO-FACE INFORMATION

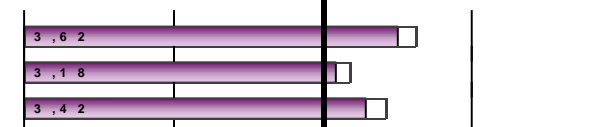
Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		Frequency	
	7	12,50%	38	67,86%	11	19,64%	Strongly disagree.....	Strongly agree
1. I consider that opening hours are adequate.	2,93	50	11	10	14	16	6	
2. The organisation of the face-to-face information service is satisfactory and convenient.	2,86	50	11	15	9	15	7	
3. I consider that waiting time is usually admissible.	3,02	50	14	7	11	14	11	
4. In general, the Office of the Secretary has provided enough information.	2,72	49	16	13	6	17	6	
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	3,07	50	9	13	12	11	12	

AVERAGE N/C 1 2 3 4 5



FACULTY/SCHOOL WEBSITE

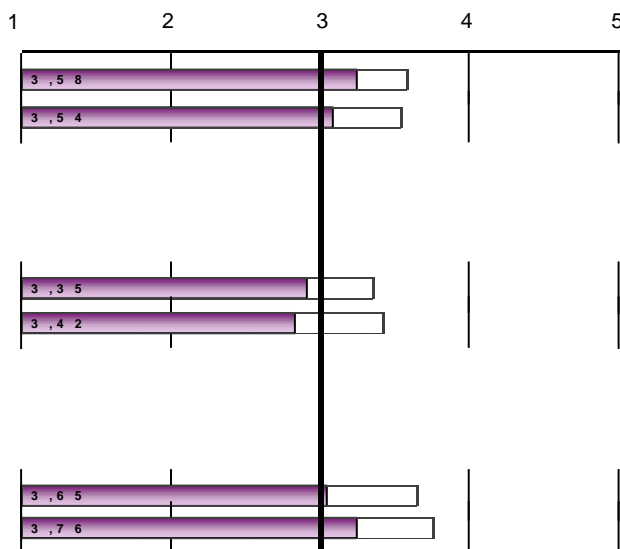
Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		Frequency	
	17	35,42%	23	47,92%	8	16,67%	Strongly disagree.....	Strongly agree
6. The website contains sufficient and updated information.	3,50	61	0	6	13	25	2	
7. Information can easily be found on the website.	3,08	59	4	11	13	17	3	
8. I am satisfied with the Faculty/School website.	3,29	59	4	4	17	20	3	



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

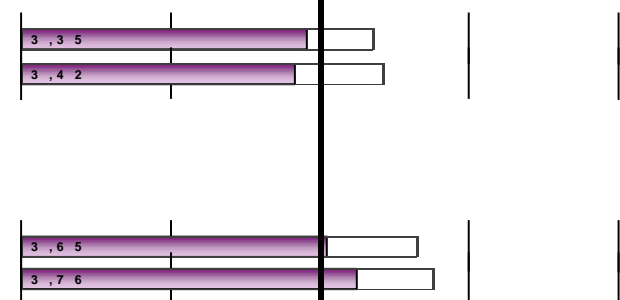
VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	25	48,08%	18	34,62%	9	17,31%	AVERAGE	N/C	1	2	3	4	5
10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.							3,25	46	8	7	15	24	7
11. I think that the response time is suitable.							3,08	47	10	7	18	18	7



TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	5	16,13%	18	58,06%	8	25,81%	AVERAGE	N/C	1	2	3	4	5
12. I consider that attention provided through this channel is adequate.							2,91	72	8	5	10	6	6
13. In general, I'm satisfied with the attention received.							2,83	72	10	5	8	5	7



E-MAIL

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	31	52,54%	20	33,90%	8	13,56%	AVERAGE	N/C	1	2	3	4	5
14. I consider that the response time is suitable.							3,04	37	11	12	20	17	10
15. In general, the information received is adequate.							3,25	36	11	9	16	21	14

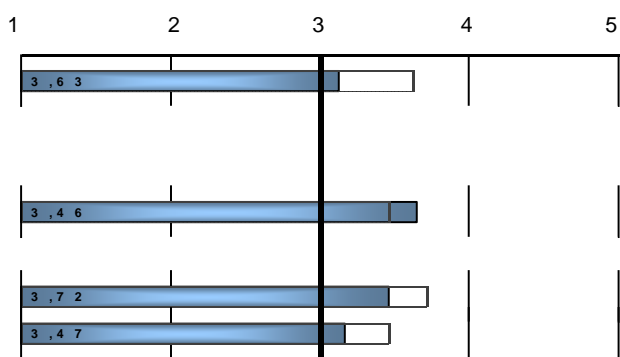
Scale used: from 1 to 5

□: Average for academic year

PROCEDURES AND FORMALITIES

ENROLMENT

Have you requested an early examination attempt?	Yes		No		Frequency								
	25	26,88%	68	73,12%	AVERAGE	N/C	1	2	3	4	5	Strongly disagree.....	Strongly agree
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office					3,13	4	16	17	28	22	20	1	5
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.					3,65	2	3	0	8	3	9	1	5



FEES, EXEMPTIONS AND GRANTS

19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's	3,46	28	6	12	20	22	19
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.	3,17	42	9	12	17	13	14

Scale used: from 1 to 5

□: Average for academic year

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C014

FACULTY/SCHOOL: FACULTAT D'INFERMERIA I PODOLOGIA

ASSESSMENT RESULTS AND EXAM RECORDS

Have you completed formalities or made enquiries related with assessment results and exam records?	Yes		No		Frequency						
	42	44,68%	52	55,32%	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 appropriately.					3,14	13	5	4	7	8	5

STUDENT CARD

Have you completed formalities or made enquiries related with the student card?	Yes		No								
	54	53,47%	47	46,53%							
22.My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's					3,58	11	6	2	10	11	14

CERTIFICATES

Have you applied for a certificate?	Yes		No								
	45	45,45%	54	54,55%							
23. I consider that the time taken to issue a certificate was adequate.					3	13	8	2	9	8	5
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office					3,17	15	5	4	7	9	5

CREDIT RECOGNITION AND TRANSFER

Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No								
	48	48,00%	52	52,00%							
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.					2,29	6	18	5	12	3	4
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.					2,44	5	15	8	11	4	5

INTERNSHIPS

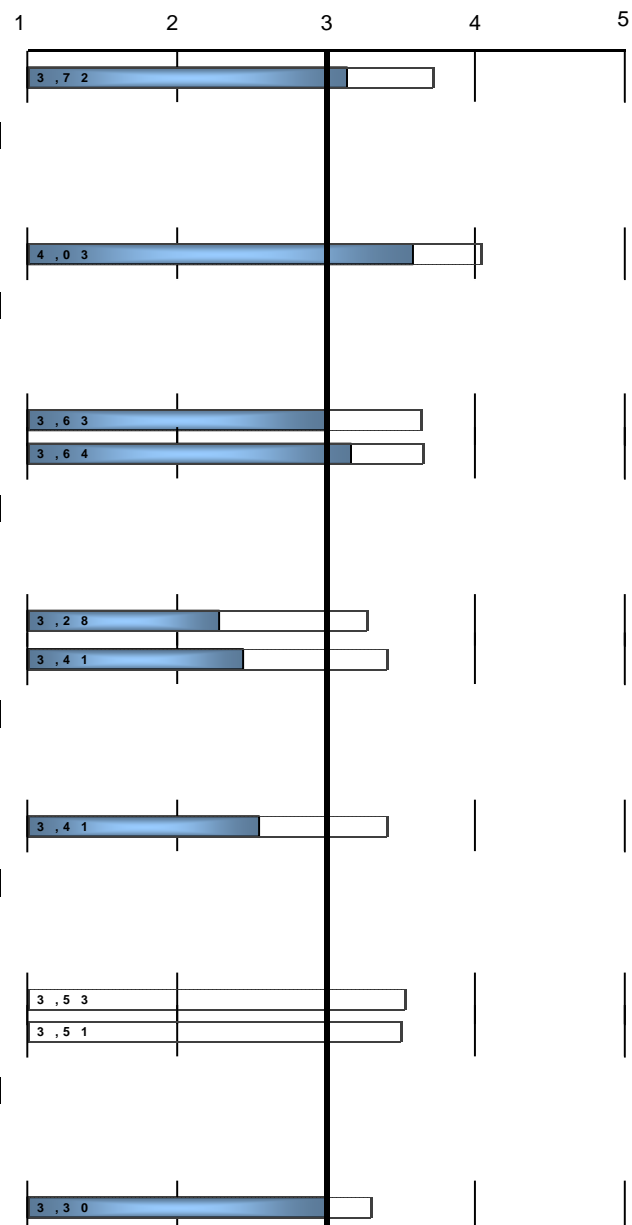
Have you made enquiries related with internships?	Yes		No								
	19	20,43%	74	79,57%							
27. My enquiries related with internships have been dealt with appropriately by the Secretary's Office.					2,56	10	2	2	3	2	0

FINAL THESIS

Have you completed formalities or made enquiries related with the final thesis?	Yes		No								
	5	5,49%	86	94,51%							
28. The information received on formalities or enquiries related with the final thesis was adequate.	*		4	0	0	0	1	0			
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.	*		3	0	0	1	1	0			

INTERNATIONAL RELATIONS

Have you completed formalities or made enquiries related with mobility programmes?	Yes		No								
	13	14,44%	77	85,56%							
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	3		3		2		3		1	1	3



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

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C014

FACULTY/SCHOOL: FACULTAT D'INFERMERIA I PODOLOGIA

DEGREE CERTIFICATES

Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes		No		Frequency						
	5	5,62%	84	94,38%	AVERAGE	N/C	1	2	3	4	5
31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.					3,25	1	1	0	1	1	1

EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No		Frequency						
	6	6,52%	86	93,48%	AVERAGE	N/C	1	2	3	4	5
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.					3,4	1	0	1	2	1	1

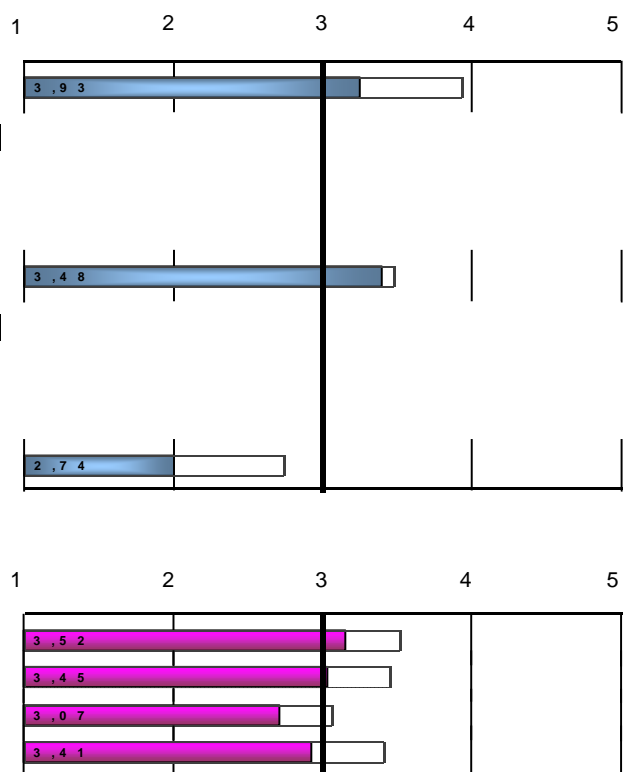
APPEALS AGAINST ASSESSMENT RESULTS

Application of enquiries to challenge qualifications	Yes		No		Frequency						
	8	8,79%	83	91,21%	AVERAGE	N/C	1	2	3	4	5
33. The information received about procedures or enquiries to challenge qualifications has been adequate					2	4	2	1	0	1	0

GENERAL

	Frequency						
	AVERAGE	N/C	1	2	3	4	5
The Office of the Secretary carries out the tasks expected from it.	3,15	12	8	21	29	23	14
The Office of the Secretary usually deals with my requests satisfactorily.	3,03	9	13	20	29	23	13
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	2,72	26	19	17	22	14	9
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	2,93	11	20	14	30	17	15

Do you miss any service at the office of the secretary of your faculty or school?	Yes		No	
	16	16,00%	84	84,00%



Scale used: from 1 to 5

: Average for academic year

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C014

FACULTY/SCHOOL: FACULTAT D'INFERMERIA I PODOLOGIA

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.	
		n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
Curs	Recollides																
22-23	107	57	2,93	57	2,86	57	3,02	58	2,72	57	3,07	46	3,5	48	3,08	48	3,29
20-21	115	50	3,14	50	3,12	49	3,2	50	3,28	50	3,34	55	3,45	55	3,29	55	3,38
18-19	109	35	2,43	34	2,94	35	3,31	35	3,06	35	3,34	15	3,47	15	2,8	15	3,27

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	
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	61 3,25	60 3,08	35 2,91	35 2,83	70 3,04	71 3,25	*	103 3,13	23 3,65								
20-21	74 3,32	73 3,25	38 2,92	38 2,84	85 3,35	88 3,65	45 3,69	101 3,52	17 3,82								
18-19	22 3,45	20 3,3	5 2,8	5 2,8	23 3,39	25 3,68	66 3,47	103 3,51	23 3,35								

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	
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	79 3,46	65 3,17	29 3,14	43 3,58	32 3	30 3,17	42 2,29	43 2,44	9 2,56								
20-21	73 3,6	64 3,59	35 3,57	44 3,82	31 3,32	30 3,53	33 2,7	34 2,76	26 3,35								
18-19	89 3,54	84 3,39	30 3,17	42 3,71	38 3,42	39 3,28	26 2,96	28 3,11	33 3,12								

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	
n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
22-23	1 *	2 *	10 3	4 3,25	5 3,4	4 2					

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C014

FACULTY/SCHOOL: FACULTAT D'INFERMERIA I PODOLOGIA

20-21	9	3	6	3,33	12	3,5	2	*	3	2,33	5	2,6
18-19	5	3,8	6	3,5	13	2,62	5	4,6	9	2,78	7	2,57

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	95	3,15	98	3,03	81	2,72	96	2,93
20-21	94	3,36	91	3,27	68	2,9	95	3,26
18-19	91	3,24	91	3,22	76	2,68	93	3,05

* The average item is calculated from three surveys rating.

#. Item not included in the current version