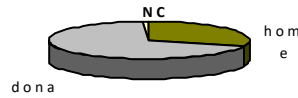
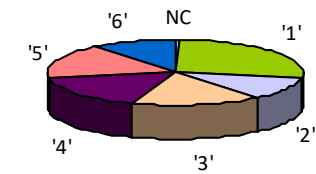


Gender:		
NC	2	1,20%
Male	50	29,94%
Female	115	68,86%



Highest year in which you are enrolled						
NC	1	2	3	4	5	6
1	45	19	28	28	28	18
0,60%	26,95%	11,38%	16,77%	16,77%	16,77%	10,78%



OFFICE OF THE SECRETARY INFORMATION SERVICE

Which medium do you use preferable?		
Face-to-face information	98	58,68%
Website	105	62,87%
Virtual Office of the Secretary	113	67,66%
Telephone information	63	37,72%
E-mail	118	70,66%

Answered this item: 167

% who answered the question

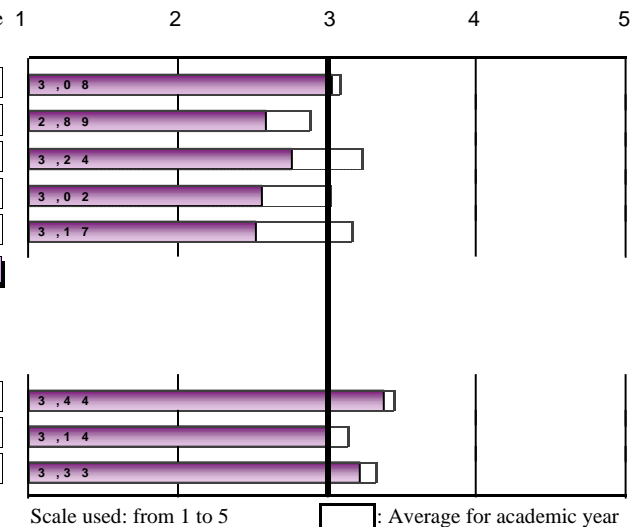
Preferred medium	
Face-to-face information	38 22,75%
Website	17 10,18%
Virtual Office of the Secretary	40 23,95%
Telephone information	12 7,19%
E-mail	60 35,93%

FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		
	5	5,15%	57	58,76%	35	36,08%	
1. I consider that opening hours are adequate.	3,03	73	14	20	19	31	10
2. The organisation of the face-to-face information service is satisfactory and convenient.	2,59	70	31	18	16	24	8
3. I consider that waiting time is usually admissible.	2,77	71	29	13	19	21	14
4. In general, the Office of the Secretary has provided enough information.	2,56	73	35	15	14	16	14
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	2,53	70	40	16	10	12	19

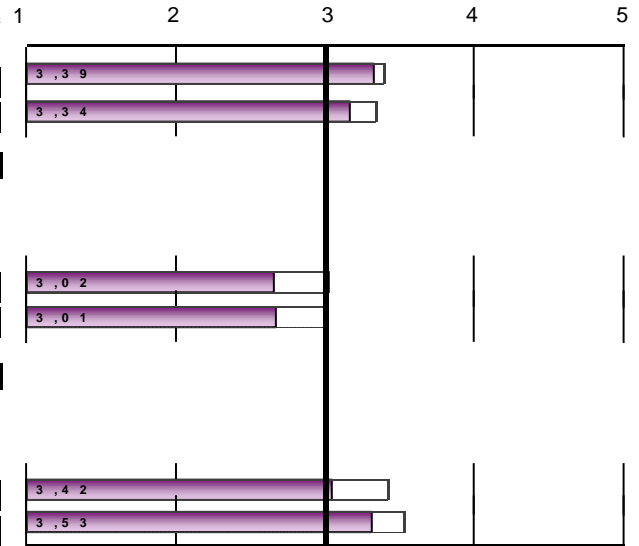
FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		
	55	55,00%	33	33,00%	12	12,00%	
6. The website contains sufficient and updated information.	3,38	69	6	12	34	31	15
7. Information can easily be found on the website.	3,00	67	12	24	25	30	9
8. I am satisfied with the Faculty/School website.	3,21	69	12	9	34	32	11



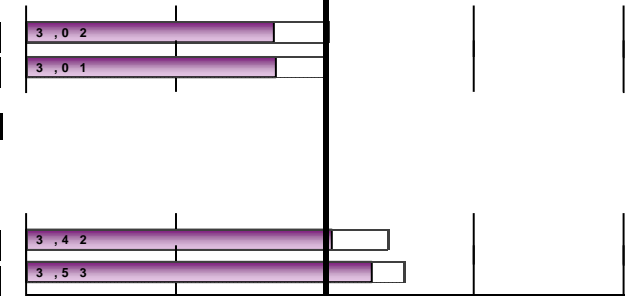
**VIRTUAL OFFICE OF THE SECRETARY**

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
							Strongly disagree.....Strongly agree						
	47	43,93%	45	42,06%	15	14,02%	AVERAGE	N/C	1	2	3	4	5
10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.							3,33	59	17	9	25	35	22
11. I think that the response time is suitable.							3,17	66	19	9	25	32	16

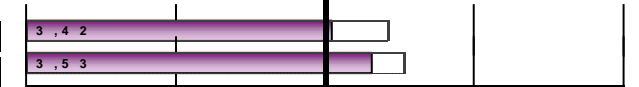

 Scale used: from 1 to 5  : Average for academic year

**TELEPHONE INFORMATION**

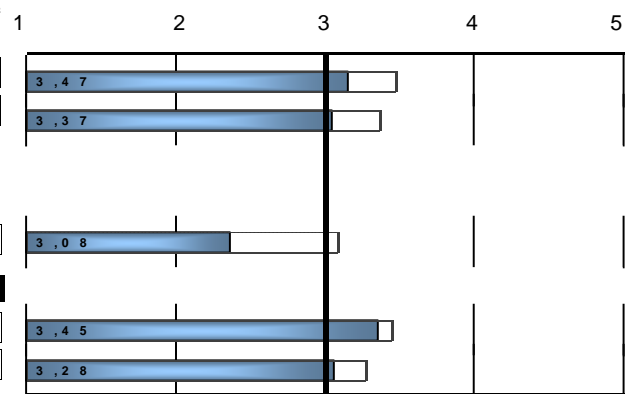
Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
							Strongly disagree.....Strongly agree						
	3	5,00%	34	56,67%	23	38,33%	AVERAGE	N/C	1	2	3	4	5
12. I consider that attention provided through this channel is adequate.							2,66	106	21	9	10	12	9
13. In general, I'm satisfied with the attention received.							2,67	106	21	11	9	7	13


**E-MAIL**

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
							Strongly disagree.....Strongly agree						
	67	59,29%	32	28,32%	14	12,39%	AVERAGE	N/C	1	2	3	4	5
14. I consider that the response time is suitable.							3,04	55	25	18	17	31	21
15. In general, the information received is adequate.							3,32	54	22	10	19	34	28


**PROCEDURES AND FORMALITIES**
**ENROLMENT**

Did you complete the assisted enrolment at the enrolment room of your faculty/school?	Yes		No		Frequency								
					Strongly disagree.....Strongly agree								
	80	55,94%	63	44,06%	AVERAGE	N/C	1	2	3	4	5		
16. The assistance received throughout the enrolment process was adequate and sufficient.							3,15	7	17	8	13	17	18
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office							3,05	16	44	13	21	38	35



Have you requested an early examination attempt?	Yes		No		Frequency								
					Strongly disagree.....Strongly agree								
	30	19,74%	122	80,26%	AVERAGE	N/C	1	2	3	4	5		
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.							2,37	3	9	8	5	1	4

**FEES, EXEMPTIONS AND GRANTS**

19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's							3,36	55	16	15	24	27	30
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.							3,06	64	23	12	25	22	21

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

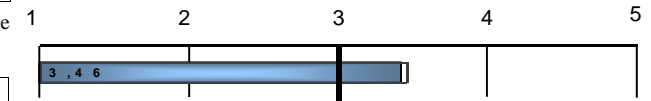
**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C009

FACULTY/SCHOOL: FACULTAT DE MEDICINA I ODONTOLOGIA

**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.	70	45,16%	85	54,84%	3,42	20	6	5	15	10	14


**STUDENT CARD**

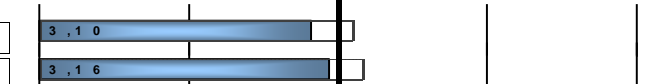
Have you completed formalities or made enquiries related with the student card?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
22. My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's	76	48,72%	80	51,28%	3,54	17	10	2	13	14	20


**CERTIFICATES**

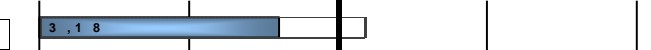
Have you applied for a certificate?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
23. I consider that the time taken to issue a certificate was adequate.	72	46,45%	83	53,55%	3,49	13	6	10	10	15	18
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office					3,32	12	11	5	14	14	16


**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.	67	43,23%	88	56,77%	2,82	7	20	6	9	15	10
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.					2,93	7	18	9	7	11	15


**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	70	46,36%	81	53,64%	2,6	22	16	9	9	6	8


**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.	14	9,33%	136	90,67%	3,08	1	3	1	4	2	3
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.					3	2	2	3	3	1	3


**INTERNATIONAL RELATIONS**

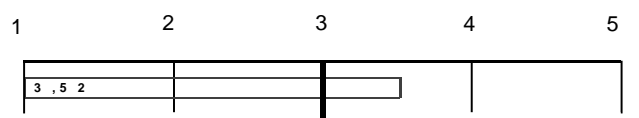
Have you completed formalities or made enquiries related with mobility programmes?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	26	17,33%	124	82,67%	3	5	5	3	4	5	4


 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							
	3	2,01%	146	97,99%	Strongly disagree.....Strongly agree							
					AVERAGE	N/C	1	2	3	4	5	

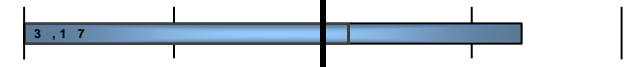
31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.	*	1	0	0	1	0	1	
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**EARLY EXAMINATION ATTEMPT**

Have you requested an early examination attempt?	Yes		No		Frequency							
	4	2,70%	144	97,30%	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.	4,33	1	0	0	1	0	2	
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**APPEALS AGAINST ASSESSMENT RESULTS**

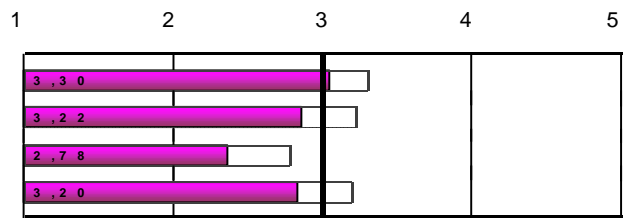
Have you appealed against assessment results?	Yes		No		Frequency							
	9	6,08%	139	93,92%	Strongly disagree.....Strongly agree							
					AVERAGE	N/C	1	2	3	4	5	

33. My enquiries or formalities related with appeals against assessment results have been dealt with appropriately, as regards information provided and deadlines.	2,33	0	3	3	1	1	1	
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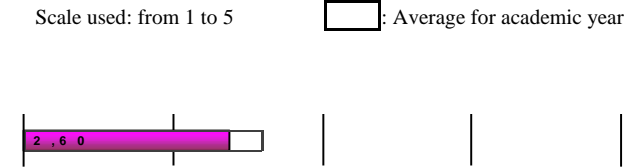
**GENERAL**

The Office of the Secretary carries out the tasks expected from it.	3,04	19	31	23	30	37	27	
The Office of the Secretary usually deals with my requests satisfactorily.	2,86	18	42	22	25	35	25	
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	2,37	53	47	19	21	13	14	
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	2,83	17	44	18	31	33	24	



Has your interacting way with the administrative services of the centre changed due to the Covid-19 situation?	Yes		No		Frequency							
	73	57,94%	53	42,06%	Strongly disagree.....Strongly agree							
					AVERAGE	N/C	1	2	3	4	5	

The attention received during the Covid-19 situation has been adequate	2,38	1	30	14	9	9	10	
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Do you miss any service at the office of the secretary of your faculty or school?	Yes		No		Frequency							
	24	15,09%	135	84,91%	Strongly disagree.....Strongly agree							
					AVERAGE	N/C	1	2	3	4	5	

**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C009

FACULTY/SCHOOL: FACULTAT DE MEDICINA I ODONTOLOGIA

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
20-21	167	94	3,03	97	2,59	96	2,77	94	2,56	97	2,53	98	3,38	100	3	98	3,21
18-19	173	68	3,1	68	2,5	69	3,29	68	2,51	69	2,3	21	3,43	21	3	20	3,3

EVOLUCIÓ		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.		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	
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	n°enq.	AVERAGE
20-21	108	108	3,33	101	3,17	61	2,66	61	2,67	112	3,04	113	3,32	73	3,15	151	3,05	27	2,37
18-19	29	29	3,66	29	3,76	1	*	1	*	43	3,4	44	3,64	89	3,73	158	3,41	26	3,12

EVOLUCIÓ		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 or formalities related with internships have been dealt with appropriately	
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	n°enq.	AVERAGE
20-21	112	112	3,36	103	3,06	50	3,42	59	3,54	59	3,49	60	3,32	60	2,82	60	2,93	48	2,6
18-19	126	126	3,53	112	3,12	56	3,27	85	3,94	57	3,54	62	3,45	60	2,73	64	2,72	64	2,83

EVOLUCIÓ		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. My enquiries or formalities related with appeals against assessment results have been	
Curs	Recollides	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
20-21	13	13	3,08	12	3	21	3	2	*	3	4,33	9	2,33
18-19	25	25	2,8	24	2,71	34	2,65	7	3,43	7	1,43	9	2,56

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C009

FACULTY/SCHOOL: FACULTAT DE MEDICINA I ODONTOLOGIA

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
20-21	148	3,04	149	2,86	114	2,37	150	2,83
18-19	153	3,11	154	2,95	115	2,42	158	3,02

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