

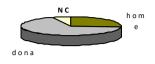
### 22-23

# (Student opinion and satisfaction survey)

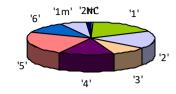
FACULTY/SCHOOL: C009

# FACULTY/SCHOOL: FACULTAT DE MEDICINA I ODONTOLOGIA

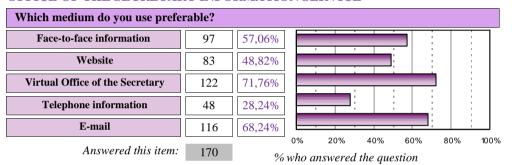
Gender:											
NC	10	5,88%									
Male	45	26,47%									
Female	115	67,65%									



	Highest year in which you are enrolled													
NC	1	2	3	4	5	6	1 m	2 m						
1	29	30	15	24	39	19	11	2						
0,64%	18,47%	19,11%	9,55%	15,29%	24,84%	12,10%	6,47%	1,18%						



### OFFICE OF THE SECRETARY INFORMATION SERVICE



Preferred medium												
Face-to-face information	41	24,12%	Prese									
Website	21	12,35%	Email									
Virtual Office of the Secretary	38	22,35%	Web									
Telephone information	15	8,82%	Tel SVirtu									
E-mail	55	32,35%	al									

Frequency of use of the Office of				Frequ	iency						
the Secretary 14 14,58% 58 60,42% 24 25,00%	AVERAGE		gly di: <b>1</b>	sagree.	Stı	rongly <b>4</b>	agree <b>5</b>	1	2	3	4
1. I consider that opening hours are adequate.	3,03	76	17	14	24	27	12	3 ,1 7			
2. The organisation of the face-to-face information service is satisfactory and convenient.	2,74	75	21	21	23	22	8	3 ,1 8			
3. I consider that waiting time is usually admissible.	3,17	75	19	9	19	33	15	3 ,5 0			
4. In general, the Office of the Secretary has provided enough information.	2,97	74	29	7	15	28	17	3 , 2 9			
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	3,04	75	29	7	14	21	24	3 , 4 6			
FACULTY/SCHOOL WEBSITE								I	I		1
Frequency of use of the Faculty/School website    Very often   Sometimes   Rarely											
6. The website contains sufficient and updated information.	3,37	91	9	7	23	26	14	3,62			
7. Information can easily be found on the website.	2,94	91	13	17	21	18	10	3 ,1 8			
8. I am satisfied with the Faculty/School website.	3,14	92	12	10	24	19	13	3 , 4 2	_		

Surveyed population: 2719

### 22-23

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C009

FACULTY/SCHOOL: FACULTAT DE MEDICINA I ODONTOLOGIA

VIRTUAL OFFICE OF THE SEC	DETADV	
Frequency of use of the Virtual	Very often Sometimes Rarely	Frequency
Office of the Secretary	54 47.79% 47 41.59% 12 10.62%	Strongly disagreeStrongly agree 1 2 3 4
	34 47,79% 47 41,39% 12 10,62%	AVERAGE N/C 1 2 3 4 5
10. The Virtual Office of the Secretar	ry processes requests adequately and is a recommended syst	stem. 3,46 56 16 7 26 39 26 3 ,5 8
11. I think that the response time is s	nitable.	3,14 58 22 17 17 35 21 3,5 4
TELEPHONE INFORMATION		
Frequency of use of the service	Very often Sometimes Rarely	
	7   15,56%   24   53,33%   14   31,11%	
12. I consider that attention provided	through this channel is adequate.	3,09 124 9 9 4 17 7 3 ,3 5
13. In general, I'm satisfied with the	attention received.	3,02 123 13 5 5 16 8 3 ,4 2
E-MAIL		
Frequency of use of the service	Very often Sometimes Rarely	
	55 51,40% 33 30,84% 19 17,76%	
14. I consider that the response time	is suitable.	3,39 61 18 9 22 32 28 3,65
15. In general, the information receive	ed is adequate.	3,35 59 19 10 19 39 24
		Scale used: from 1 to 5 : Average for academic
PROCEDURES AND FORM	MALITIES	
ENROLMENT		
		Frequency
		Strongly disagreeStrongly agree 1 2 3 4
		AVERAGE N/C 1 2 3 4 5
17. My enquiries or formalities relate	d with enrolment have been dealt with appropriately by the	e Secretary's Offic 3,31 14 37 10 21 43 45 3,6 3
Have you requested an early	Yes No	
examination attempt?	37 25,17% 110 74,83%	
18. My enquiries or formalities relate	d with cancellation of enrolment have been dealt with appro	copriately. 3,03 4 10 3 4 8 8 3 ,4 6
FEES, EXEMPTIONS AND GRA		
	d with university fees have been dealt with appropriately by	y the Secretary's 3,50 45 16 14 21 40 34 3,72
· 1	d with grants and exemptions have been dealt with appropr	
		Scale used: from 1 to 5 : Average for academic

Printing date:

22-23

(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	angly ages 1 2 3 4
assessment results and exam  75   52,08%   69   47,92%   Strongly disagreeStr	ongly agree 1 2 3 4
records?  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. 3,21   14   14   6   11   STUDENT CARD	13 17
Have you completed formalities or made enquiries related with	
the student card? 74   49,66%   75   50,34%	
22.My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's 3,73 7 9 3 9	22 24 4 ,0 3
CERTIFICATES	
Have you applied for a Yes No	
certificate?         70         49,30%         72         50,70%	
23. I consider that the time taken to issue a certificate was adequate.  3,8   14   5   4   10	15 22 3,63
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Offic 3,59 14 8 5 8	16 19 3,64
CREDIT RECOGNITION AND TRANSFER	
Have you completed formalities Yes No	
or made enquiries related with 66 44,00% 84 56,00%	
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.	12 11 3,28
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.	11 14 3,41
INTERNSHIPS	
with internships?	
28   18,79%   121   81,21%	
27. My enquiries related with internships have been dealt with appropriately by the Secretary's Office.	5 2 3,41
FINAL THESIS	
Have you completed formalities Yes No	
or made enquiries related with the final thesis?	
28. The information received on formalities or enquiries related with the final thesis was adequate.  2,61  2   6   3   3	4 2 3 ,5 3
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.  2,67  2 6 3 3	3 3 ,5 1
INTERNATIONAL RELATIONS	
Have you completed formalities Yes No	
or made enquiries related with	
mobility programmes? 41 27,89% 100 72,11% 30. My enquiries or formalities related with mobility programmes have been dealt with appropriately. 3,24 4 10 1 7	8 11 3,30
55. My enquiries of formances related with mobility programmes have been dealt with appropriately.	0 11
	Scale used: from 1 to 5 : Average for academic year



22-23

(Student opinion and satisfaction survey)

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DEGREE CERTIFICATES											
Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes         No           11         7,69%         132         92,31%	AVERAGE	Strong  N/C	gly dis	Freque agree.		ongly	agree 5	1 2	3	4 5
31. My enquiries or formalities related	with the degree certificate have been dealt with appropriately.	3,33	2	2	0	2	3	2	3 ,9 3		
EARLY EXAMINATION ATTEM	PT								1		ı
Have you requested an early examination attempt?	Yes         No           13         9,03%         131         90,97%										
32. My enquiries or formalities related	with early examination attempts have been dealt with appropriately.	2	1	6	2	3	0	1	3 ,4 8		
APPEALS AGAINST ASSESSME	NT RESULTS								1		I
Application of enquiries to challenge qualifications	Yes         No           14         9,79%         129         90,21%										
33. The information received about pr	ocedures or enquiries to challenge qualifications has been adequate	2,54	1	6	0	3	2	2	2 ,7 4		
					Freque	ency					
GENERAL		AVERAGE	Strong E <b>N/C</b>	ly disa <b>1</b>	agree <b>2</b>	Str <b>3</b>	ongly :	agree <b>5</b>	1 2	3	4 5
The Office of the Secretary carries out	the tasks expected from it.	3,12	9	35	19	24	57	26	3 , 5 2		
The Office of the Secretary usually de	als with my requests satisfactorily.	3,03	11	42	12	33	43	29	3 , 4 5		
I have observed improvements in the g	general operation of the service on the occasions that I have made use of it.	2,62	37	46	16	27	30	14	3 , 0 7	⋣	
In general, I am satisfied with the open	In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.							32	3 , 4 1		
Do you miss any service at the office of the secretary of your faculty or school?	Yes         No           26         15,66%         140         84,34%								Scale used: from 1 to 5	: Averag	ge for academic yea

Number of surveys: 170 Surveyed population: 2719



22-23

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C009

FACULTY/SCHOOL: FACULTAT DE MEDICINA I ODONTOLOGIA

EVOL	UCIÓ	opening	sider that hours are equate.	of the fac informati is satisfa	ganisation ce-to-face on service actory and enient.	waiting	OFFIC sider that g time is admissible	4. In ge Office Secre	neral, the e of the tary has d enough mation.	satisfied persona received	meral, I'm d with the l attention d from the e of the	6. The contains and u	website sufficient pdated mation.	easily be	nation car e found or rebsite.	the Facu	atisfied wi ulty/Schoo bsite.	
Curs	Recollides	n°enq.	AVERAGE		AVERAGI	E nºenq.	AVERAGI		AVERAG		AVERAGI	n°enq.	AVERAGE	n°enq.	AVERAG	E nºenq.	AVERAC	ЗE
22-23	170	94	3,03	95	2,74	95	3,17	96	2,97	95	3,04	79	3,37	79	2,94	78	3,14	
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	
		OFFICE OF THE SECRETARY INFORMATION SERVICE													EDURES A	ND FORM	ALITIES	
	Offic Sec processe	ne Virtual e of the cretary es requests ely and is a	respons	nk that the se time is table.	attention through th	sider that provided is channel quate.	satisfie	eneral, I'm d with the n received.	the respond	onsider that onse time is iitable.	information	eneral, the on received equate.	the en	hroughout colment ss was	formalit with enro	enquiries or les related Ilment have dealt with ately by the	formáli with car enrolr	enquiries ties relate ncellation nent have dealt with
Curs	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq. A	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	n°enq.	AVERAGE	nºenq.	AVERAGE	n°enq.	AVERAGE	nºenq.	AVERA
22-23	114	3,46	112	3,14	46	3,09	47	3,02	109	3,39	111	3,35		*	156	3,31	33	3,03
20-21	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	3,66	29	3,76	1	*	1	*	43	3,4	44	3,64	89	3,73	158	3,41	26	3,12
								PROCE	DURES A	ND FORMA	LITIES							
	formaliti with univ	nquiries or es related versity fees een dealt propriately	formalitie with gra exempti	nquiries or es related ants and ons have ealt with	21.My enformalities with assortesults or records h	s related essment	formaliti with the card ha	nquiries or es related e student ave been t with	the time	nsider that e taken to certificate idequate.	formalitie with ce have be	nquiries or es related rtificates een dealt ropriately	25. I contain the time process applicate credit received.	taken to ess ions for	formaliti with recogn	nquiries or es related credit ition and have been	rela interns been	enquiries ted with ships have dealt with iately by t
Curs	nºenq.	AVERAGE	nºenq.	AVERAGE	n°enq. A	VERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	n°enq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERA
22-23	125	3,5	112	3,22	61	3,21	67	3,73	56	3,8	56	3,59	57	2,82	58	2,97	24	2,54
20-21	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	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
					PROCI	EDURES AN	ND FORM	ALITIES										
	28. The information received on formalities or enquiries related with the final thesis are with mobility adequate.  29. I consider that the deadlines or formalities related with mobility and with mobility programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities and programmes have been dealt with single formalities and programmes have been dealt with single formalities related with mobility and programmes have been dealt with single formalities related with the dealth with the de		formalit wit exar	enquiries or ties related h early mination s have been	receive proced enqu	nformation ed about dures or iries to lenge												
Curs		AVERAGE		AVERAGE	•	AVERAGE		AVERAGE		AVERAGE		AVERAGE	_					
22-23	18	2,61	18	2,67	37	3,24	9	3,33	12	2	13	2,54						

Number of surveys: 170 Surveyed population: 2719 Period of surveys: 25/10/2022 - 19/11/2022



22-23

(Student opinion and satisfaction survey)

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20-21	13	3,08	12	3	21	3	2	*	3	4,33	9	2,33
18-19	25	2,8	24	2,71	34	2,65	7	3,43	7	1,43	9	2,56

	GLOBAL														
	Secreta out the	fice of the ary carries ne 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	In general, I am satisfied with the operation of the Office of the Secretary of the								
Curs	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE							
22-23	161	3,12	159	3,03	133	2,62	159	2,99							
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							

<sup>\*</sup> The average item is calculated from three surveys rating.

Number of surveys: 170 Surveyed population: 2719 28/11/2022

<sup>#.</sup> Item not included in the current version