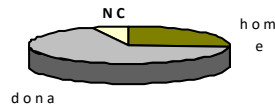
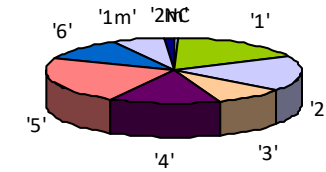


Gender:		
NC	10	5,88%
Male	45	26,47%
Female	115	67,65%



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

**Which medium do you use preferable?**

Medium	Count	Percentage
Face-to-face information	97	57,06%
Website	83	48,82%
Virtual Office of the Secretary	122	71,76%
Telephone information	48	28,24%
E-mail	116	68,24%

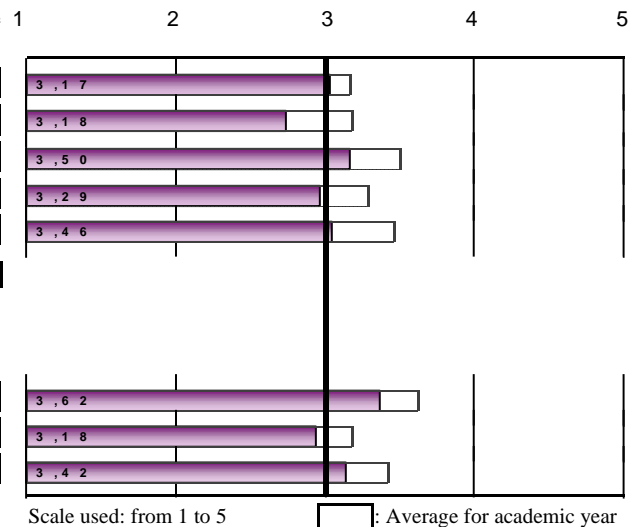
Answered this item: 170

**Preferred medium**

Medium	Count	Percentage
Face-to-face information	41	24,12%
Website	21	12,35%
Virtual Office of the Secretary	38	22,35%
Telephone information	15	8,82%
E-mail	55	32,35%

FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	Count	Percentage	Count	Percentage	Count	Percentage	1	2	3	4	5		
1. I consider that opening hours are adequate.	14	14,58%	58	60,42%	24	25,00%	3,03	76	17	14	24	27	12
2. The organisation of the face-to-face information service is satisfactory and convenient.							2,74	75	21	21	23	22	8
3. I consider that waiting time is usually admissible.							3,17	75	19	9	19	33	15
4. In general, the Office of the Secretary has provided enough information.							2,97	74	29	7	15	28	17
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



FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		Frequency						
	Count	Percentage	Count	Percentage	Count	Percentage	1	2	3	4	5		
6. The website contains sufficient and updated information.	32	42,67%	29	38,67%	14	18,67%	3,37	91	9	7	23	26	14
7. Information can easily be found on the website.							2,94	91	13	17	21	18	10
8. I am satisfied with the Faculty/School website.							3,14	92	12	10	24	19	13

Scale used: from 1 to 5

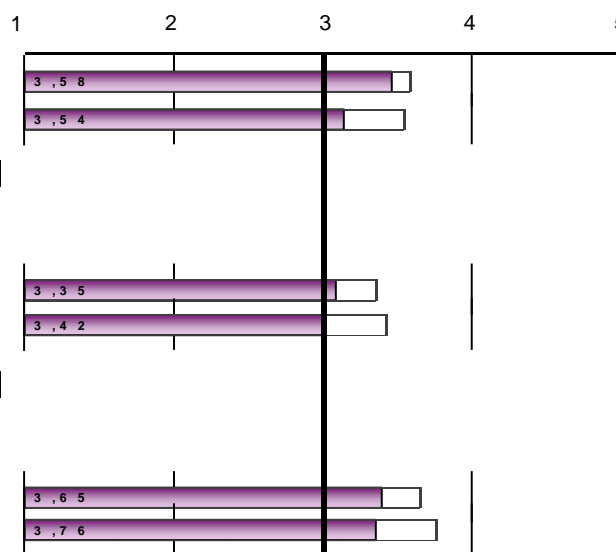
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C009

FACULTY/SCHOOL: FACULTAT DE MEDICINA I ODONTOLOGIA

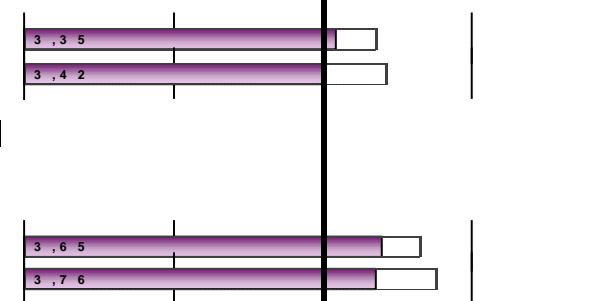
**VIRTUAL OFFICE OF THE SECRETARY**

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	Count	Percentage	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.	54	47,79%	47	41,59%	12	10,62%	3,46	56	16	7	26	39	26
11. I think that the response time is suitable.							3,14	58	22	17	17	35	21



**TELEPHONE INFORMATION**

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	Count	Percentage	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
12. I consider that attention provided through this channel is adequate.	7	15,56%	24	53,33%	14	31,11%	3,09	124	9	9	4	17	7
13. In general, I'm satisfied with the attention received.							3,02	123	13	5	5	16	8



**E-MAIL**

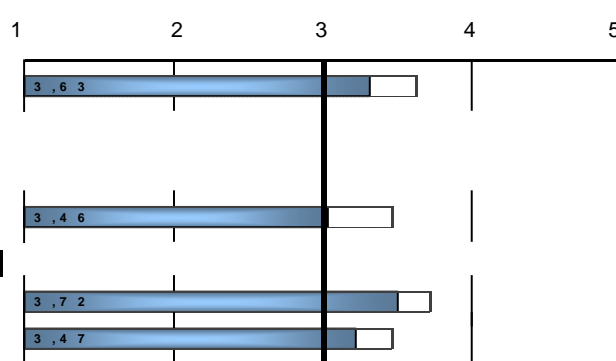
Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	Count	Percentage	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
14. I consider that the response time is suitable.	55	51,40%	33	30,84%	19	17,76%	3,39	61	18	9	22	32	28
15. In general, the information received is adequate.							3,35	59	19	10	19	39	24

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

**PROCEDURES AND FORMALITIES**

**ENROLMENT**

Have you requested an early examination attempt?	Yes		No		Frequency								
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5		
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office	37	25,17%	110	74,83%	3,31	14	37	10	21	43	45		
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.					3,03	4	10	3	4	8	8		



**FEES, EXEMPTIONS AND GRANTS**

19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's	3,50	45	16	14	21	40	34		
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.	3,22	58	24	14	19	23	32		

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

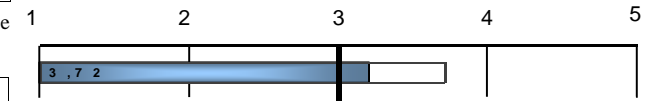
**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C009

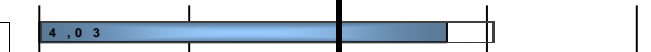
FACULTY/SCHOOL: FACULTAT DE MEDICINA I ODONTOLOGIA

**ASSESSMENT RESULTS AND EXAM RECORDS**

Have you completed formalities or made enquiries related with assessment results and exam records?	Yes		No		Frequency						
	75	52,08%	69	47,92%	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	13	17				


**STUDENT CARD**

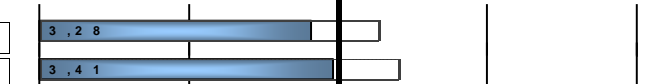
Have you completed formalities or made enquiries related with the student card?	Yes		No		Frequency						
	74	49,66%	75	50,34%	AVERAGE	N/C	1	2	3	4	5
22. My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's	3,73	7	9	3	9	22	24				


**CERTIFICATES**

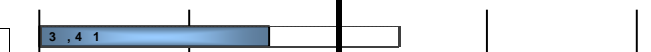
Have you applied for a certificate?	Yes		No		Frequency						
	70	49,30%	72	50,70%	AVERAGE	N/C	1	2	3	4	5
23. I consider that the time taken to issue a certificate was adequate.	3,8	14	5	4	10	15	22				
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office	3,59	14	8	5	8	16	19				


**CREDIT RECOGNITION AND TRANSFER**

Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No		Frequency						
	66	44,00%	84	56,00%	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.	2,82	9	19	6	9	12	11				
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.	2,97	8	18	5	10	11	14				


**INTERNSHIPS**

Have you made enquiries related with internships?	Yes		No		Frequency						
	28	18,79%	121	81,21%	AVERAGE	N/C	1	2	3	4	5
27. My enquiries related with internships have been dealt with appropriately by the Secretary's Office.	2,54	4	9	2	6	5	2				


**FINAL THESIS**

Have you completed formalities or made enquiries related with the final thesis?	Yes		No		Frequency						
	20	13,79%	125	86,21%	AVERAGE	N/C	1	2	3	4	5
28. The information received on formalities or enquiries related with the final thesis was adequate.	2,61	2	6	3	3	4	2				
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.	2,67	2	6	3	3	3	3				


**INTERNATIONAL RELATIONS**

Have you completed formalities or made enquiries related with mobility programmes?	Yes		No		Frequency						
	41	27,89%	106	72,11%	AVERAGE	N/C	1	2	3	4	5
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	3,24	4	10	1	7	8	11				


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

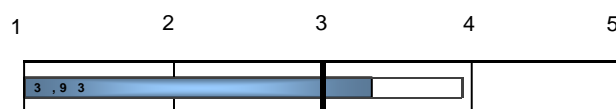
**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C009

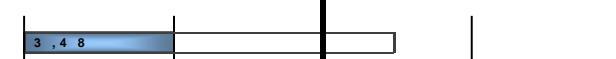
FACULTY/SCHOOL: FACULTAT DE MEDICINA I ODONTOLOGIA

**DEGREE CERTIFICATES**

Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes		No		Frequency							
					Strongly disagree.....Strongly agree							
	11	7,69%	132	92,31%	AVERAGE	N/C	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


**EARLY EXAMINATION ATTEMPT**

Have you requested an early examination attempt?	Yes		No		Frequency							
					Strongly disagree.....Strongly agree							
	13	9,03%	131	90,97%	AVERAGE	N/C	1	2	3	4	5	
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.					2		1	6	2	3	0	1


**APPEALS AGAINST ASSESSMENT RESULTS**

Application of enquiries to challenge qualifications	Yes		No		Frequency							
					Strongly disagree.....Strongly agree							
	14	9,79%	129	90,21%	AVERAGE	N/C	1	2	3	4	5	
33. The information received about procedures or enquiries to challenge qualifications has been adequate					2,54		1	6	0	3	2	2


**GENERAL**

	Frequency							AVERAGE	N/C
	Strongly disagree.....Strongly agree								
	1	2	3	4	5				
The Office of the Secretary carries out the tasks expected from it.	9	35	19	24	57	26	3,12		
The Office of the Secretary usually deals with my requests satisfactorily.	11	42	12	33	43	29	3,03		
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	37	46	16	27	30	14	2,62		
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	11	43	19	25	40	32	2,99		



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  : Average for academic year

**(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
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										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	
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		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

		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	
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		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

		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	
Curs		n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
22-23		18	2,61	18	2,67	37	3,24	9	3,33	12	2	13	2,54

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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**

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	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

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

#. Item not included in the current version