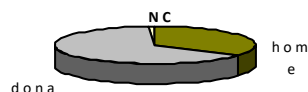


(Student opinion and satisfaction survey)

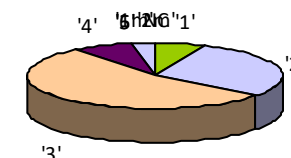
FACULTY/SCHOOL: C023

FACULTY/SCHOOL: FACULTAT DE FISIOTERÀPIA

Gender:		
NC	2	1,17%
Male	59	34,50%
Female	110	64,33%

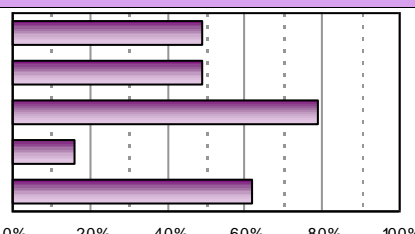


Highest year in which you are enrolled								
NC	1	2	3	4	5	6	1 m	2 m
0	11	50	92	13	0	0	5	0
0,00%	6,63%	30,12%	55,42%	7,83%	0,00%	0,00%	2,92%	0,00%



OFFICE OF THE SECRETARY INFORMATION SERVICE

Which medium do you use preferable?		
Face-to-face information	84	49,41%
Website	84	49,41%
Virtual Office of the Secretary	135	79,41%
Telephone information	28	16,47%
E-mail	105	61,76%



Answered this item: 170

% who answered the question

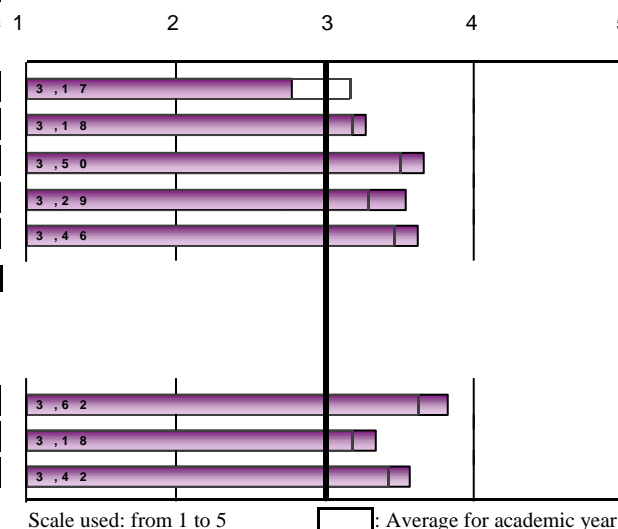
Preferred medium		
Face-to-face information	28	16,37%
Website	21	12,28%
Virtual Office of the Secretary	56	32,75%
Telephone information	8	4,68%
E-mail	58	33,92%

FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		
	4	5,06%	40	50,63%	35	44,30%	
1. I consider that opening hours are adequate.	2,78	89	17	19	20	17	9
2. The organisation of the face-to-face information service is satisfactory and convenient.	3,27	89	8	15	20	25	14
3. I consider that waiting time is usually admissible.	3,66	89	4	7	21	31	19
4. In general, the Office of the Secretary has provided enough information.	3,54	87	9	9	15	30	21
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	3,62	87	7	8	16	32	21

FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		
	25	31,65%	39	49,37%	15	18,99%	
6. The website contains sufficient and updated information.	3,82	91	0	7	18	37	18
7. Information can easily be found on the website.	3,34	88	2	16	26	30	9
8. I am satisfied with the Faculty/School website.	3,57	89	2	7	24	40	9



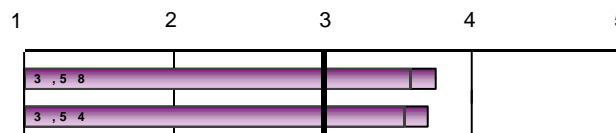
**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C023

FACULTY/SCHOOL: FACULTAT DE FISIOTERÀPIA

**VIRTUAL OFFICE OF THE SECRETARY**

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
							AVERAGE	N/C	1	2	3	4	5
	49	38,58%	61	48,03%	17	13,39%							
10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.							3,75	43	4	10	27	60	27
11. I think that the response time is suitable.							3,70	49	3	10	34	48	27


**TELEPHONE INFORMATION**

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
							AVERAGE	N/C	1	2	3	4	5
	2	7,69%	13	50,00%	11	42,31%							
12. I consider that attention provided through this channel is adequate.							3,50	143	3	3	7	7	8
13. In general, I'm satisfied with the attention received.							3,71	143	2	3	5	9	9

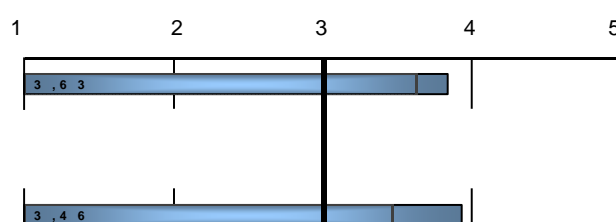

**E-MAIL**

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
							AVERAGE	N/C	1	2	3	4	5
	51	53,12%	26	27,08%	19	19,79%							
14. I consider that the response time is suitable.							3,84	75	1	9	17	46	23
15. In general, the information received is adequate.							3,99	70	1	8	17	40	35


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

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

Have you requested an early examination attempt?	Yes		No		Frequency								
					AVERAGE	N/C	1	2	3	4	5		
	35	22,29%	122	77,71%									
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office							3,84	5	9	6	40	59	52
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.							3,93	6	3	3	1	8	14


**FEES, EXEMPTIONS AND GRANTS**

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
							AVERAGE	N/C	1	2	3	4	5
19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's							3,85	29	7	8	28	56	43
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.							3,59	44	8	14	35	35	35


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

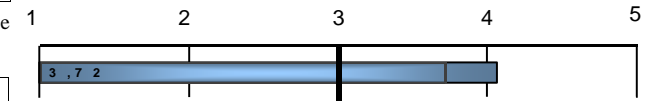
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C023

FACULTY/SCHOOL: FACULTAT DE FISIOTERÀPIA

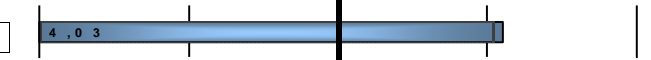
**ASSESSMENT RESULTS AND EXAM RECORDS**

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.	87	55,77%	69	44,23%	4,06	21	1	1	12	31	21



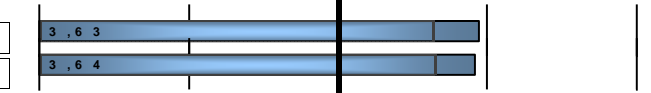
**STUDENT CARD**

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	102	62,58%	61	37,42%	4,1	14	2	5	9	38	34



**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.	59	38,06%	96	61,94%	3,95	22	0	2	8	17	10
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office					3,91	25	1	2	8	11	12



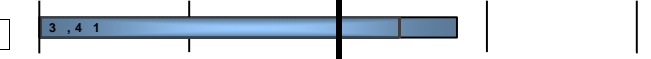
**CREDIT RECOGNITION AND TRANSFER**

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.	48	30,38%	110	69,62%	3,08	12	4	7	9	14	2
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.					3,36	12	1	8	9	13	5



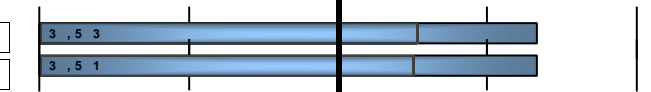
**INTERNSHIPS**

Have you made enquiries related with internships?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
27. My enquiries related with internships have been dealt with appropriately by the Secretary's Office.	52	32,50%	108	67,50%	3,8	3	1	7	9	16	16



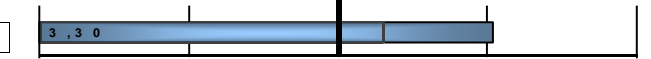
**FINAL THESIS**

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.	4	2,50%	156	97,50%	4,33	1	0	0	0	2	1
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.					4,33	1	0	0	0	2	1



**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.	38	23,90%	121	76,10%	4,03	7	0	1	6	15	9

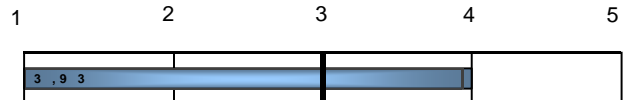


Scale used: from 1 to 5 : Average for academic year

**DEGREE CERTIFICATES**

Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes		No		Frequency						
	8	5,10%	149	94,90%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5

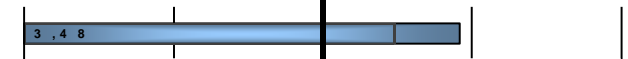
31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.	4	2	0	0	2	2	2
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**EARLY EXAMINATION ATTEMPT**

Have you requested an early examination attempt?	Yes		No		Frequency						
	14	8,75%	146	91,25%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5

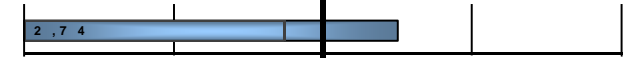
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.	3,92	2	1	0	3	3	5
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**APPEALS AGAINST ASSESSMENT RESULTS**

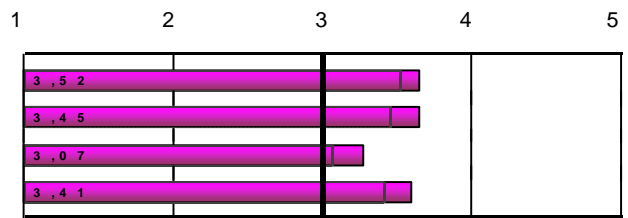
Application of enquiries to challenge qualifications	Yes		No		Frequency						
	8	5,06%	150	94,94%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5

33. The information received about procedures or enquiries to challenge qualifications has been adequate	3,5	0	1	0	2	4	1
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**GENERAL**

The Office of the Secretary carries out the tasks expected from it.	3,65	15	7	15	38	61	35
The Office of the Secretary usually deals with my requests satisfactorily.	3,65	10	7	13	41	69	31
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	3,28	38	15	16	39	43	20
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,59	13	9	14	41	62	32



Do you miss any service at the office of the secretary of your faculty or school?	Yes		No	
	16	9,58%	151	90,42%

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

**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C023

FACULTY/SCHOOL: FACULTAT DE FISIOTERÀPIA

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	171	82	2,78	82	3,27	82	3,66	84	3,54	84	3,62	80	3,82	83	3,34	82	3,57
20-21	68	42	3,07	41	3,56	42	3,74	43	3,79	43	4,07	31	4,03	31	3,65	31	3,97
18-19	36	12	3,42	12	3,67	12	3,75	12	4	12	4	7	3,86	7	3,71	7	3,71

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.		#. 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
22-23	128	128	3,75	122	3,7	28	3,5	28	3,71	96	3,84	101	3,99	*	166	3,84	29	3,93	
20-21	45	45	3,98	43	3,98	16	3,88	16	4	45	3,8	46	3,98	35	4,03	62	3,89	11	3,82
18-19	6	6	3,83	6	3,5	1	*	2	*	9	3,89	9	4,22	18	4,33	35	4	2	*

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 related with internships have been dealt with appropriately by the	
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
22-23	142	142	3,85	127	3,59	66	4,06	88	4,1	37	3,95	34	3,91	36	3,08	36	3,36	49	3,8
20-21	43	43	3,95	43	3,93	19	3,84	33	4,15	13	3,54	14	3,57	11	3,64	11	4	34	3,71
18-19	29	29	4,21	23	4,22	8	3,88	12	4,5	6	4,17	8	4,5	10	3,1	10	3,1	17	4,06

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. The information received about procedures or enquiries to challenge	
Curs	Recollides	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
22-23	3	3	4,33	3	4,33	31	4,03	6	4	12	3,92	8	3,5

FACULTY/SCHOOL: C023

FACULTY/SCHOOL: FACULTAT DE FISIOTERÀPIA

20-21	2	*	1	*	9	4,11	3	3,33	5	2,8	1	*
18-19	2	*	1	*	6	4,67	1	*	3	4		*

**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	156	3,65	161	3,65	133	3,28	158	3,59
20-21	62	3,9	60	3,83	41	3,34	60	3,77
18-19	31	4	31	3,9	25	3,36	33	3,91

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

#. Item not included in the current version