18-19



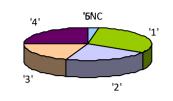
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C023

FACULTY/SCHOOL: FACULTAT DE FISIOTERÀPIA

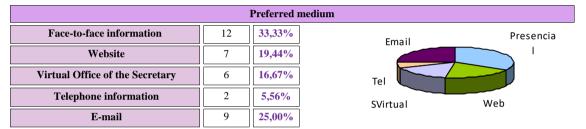
Gender:											
NC	1	2,78%									
Male	12	33,33%									
Female	23	63,89%									

		Highest year	in which you	are enrolled		
NC	1	2	3	4	5	6
1	11	8	7	9	0	0
2,78%	30,56%	22,22%	19,44%	25,00%	0,00%	0,00%



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OFFICE OF THE SECRETARY INFORMATION SERVICE



Frequency of use of the Office of	Very often Sometimes	Rarely				Frequ	iency					
the Secretary	1 8,33% 7 58,33%	4 33,33%			gly dis	•		rongly	agree	1 2	3 4	
. I consider that opening hours are a	dequate		AVERAGE 3,42	24	1	2	3	4	5	2,94		
The organisation of the face-to-fac	3,67	24	2	0	2	4	4	3,05				
3. I consider that waiting time is usua			3,75	24	0	2	1	7	2	3,26		
4. In general, the Office of the Secret	ary has provided enough information.		4,00	24	0	1	2	5	4	2,98		
5. In general, I'm satisfied with the po	ersonal attention received from the Offic	ce of the Secretary.	4,00	24	1	1	0	5	5	3,08		
FACULTY/SCHOOL WEBSITE										1 1	'	
Frequency of use of the Faculty/School website	Very often Sometimes 2 33,33% 4 66,67%	Rarely 0 0,00%										
5. The website contains sufficient and	l updated information.		3,86	29	0	0	3	2	2	3,50		
7. Information can easily be found or	the website.		3,71	29	0	0	4	1	2	3,09		
3. I am satisfied with the Faculty/Sch	ool website.		3,71	29	0	0	3	3	1	3,43		
										Scale used: from 1 to 5	: Average for	academi



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ASSESSMENT REPORT OF THE OFFICE OF THE SECRETARY

18-19

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C023

FACULTY/SCHOOL: FACULTAT DE FISIOTERÀPIA

VIRTUAL OFFICE OF THE SEC	KETAKY															
Frequency of use of the Virtual	Very often	Sometimes	Rarely]				Frequ	ency							
Office of the Secretary	6 100,00%	0 0,00%	0 0,00%				gly dis	agree.	Str	ongly	agree	1	2	3		4
					AVERAGE	N/C	1	2	3	4	5					
10. The Virtual Office of the Secretar	y processes requests	s adequately and is	a recommended sys	stem.	3,83	30	0	0	2	3	1	3,55	1			
11. I think that the response time is su	iitable.				3,50	30	0	1	1	4	0	3,47	1			
TELEPHONE INFORMATION																
Frequency of use of the service	Very often	Sometimes	Rarely													
	0 0,00%	2 100,00%	0 0,00%													
12. I consider that attention provided	through this channe	l is adequate.			2,00	35	0	1	0	0	0	3,14				
13. In general, I'm satisfied with the a	ttention received.	*			3,50	34	0	0	1	1	0	3,16				
E-MAIL						·						1	I			1
Frequency of use of the service	Vory often	Sometimes	Rarely]												
r requency of use of the service	Very often	2 22,22%]												
	7 77,78%	2 22,22%	0 0,00%													1
14. I consider that the response time	is suitable.				3,89	27	0	0	2	6	1	3,49	- 1	_		
15. In general, the information received	ed is adequate.				4,22	27	0	0	1	5	3	3,61				T
												Scale used: fr	om 1 to 5	Г	: Average	or academic
PROCEDURES AND FORM	ALITIES															
ENROLMENT																
Did you complete the assisted	Yes	No						Frequ	ency							
enrolment at the enrolment room						Strong	gly dis	agree.	Str	ongly	agree	4	2	2		4
of your faculty/school?	18 54,55%	15 45,45%		1	AVERAGE	N/C	1	2	3	4	5	۱ 	2	3		4
16. The assistance received throughout	ut the enrolment pro	cess was adequate	and sufficient.		4,33	0	1	1	1	3	12	3,63				
17. My enquiries or formalities relate	d with enrolment ha	ve been dealt with	appropriately by the	e Secretary's Offic	4,00	1	1	3	4	14	13	3,45				
Have you requested an early	Yes	No											ſ			1
examination attempt?	2 6,06%	31 93,94%														
18. My enquiries or formalities relate	d with cancellation (of enrolment have h	een dealt with ann	ropriately	*	0	0	0	0	2	0	3,23				1
		or emolinent have t		Tophacry.			U	U	U	2	0	3,23				
FEES, EXEMPTIONS AND GRAD				1.1	1		· · · · ·					1	I			1
19. My enquiries or formalities relate				, ,	4,21	7	1	0	4	11	13	3,52				
20. My enquiries or formalities relate	d with grants and ex	emptions have been	n dealt with approp	riately.	4,22	13	0	0	3	12	8	3,26				
												Scale used: fi	rom 1 to 5		: Average	for academic



18-19

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C023

FACULTY/SCHOOL: FACULTAT DE FISIOTERÀPIA

ASSESSMENT RESULTS AND E	XAM RECORDS										
Have you completed formalities	Yes	No			Fre	quency					_
or made enquiries related with assessment results and exam	13 46,43%	15 53,57%		S	trongly disagre	eeStrongly	agree	1	2	3 4	4 5
records?				AVERAGE		34	5	3,45			
21.My enquiries or formalities related	l with assessment res	ults or exam record	s have been dealt with appropriately.	3,88	5 0 1	2 2	3	I	I		1 1
STUDENT CARD											
Have you completed formalities or made enquiries related with the student card?	Yes 14 42,42%	No 19 57,58%									
22.My enquiries or formalities related	l with the student car	d have been dealt v	vith appropriately by the Secretary's	4,5	2 0 1	0 3	8	3,88			
CERTIFICATES											
Have you applied for a	Yes	No					_				
certificate?	12 38,71%	19 61,29%						1	1		
23. I consider that the time taken to is	sue a certificate was	adequate.		4,17	6 0 0	1 3	2	3,38			
24. My enquiries or formalities relate	d with certificates ha	ve been dealt with	appropriately by the Secretary's Offic	4,5	4 0 0	0 4	4	3,46			
CREDIT RECOGNITION AND T	RANSFER										
Have you completed formalities	Yes	No									
or made enquiries related with credit recognition and transfer?	12 38,71%	19 61,29%						1	i.		1 1
25. I consider that the time taken to p	rocess applications for	or credit recognitio	n and transfer was adequate.	3,1	2 3 1	1 2	3	3,01			
26. My enquiries or formalities relate	d with credit recogni	tion and transfer ha	we been dealt with appropriately.	3,1	2 4 0	0 3	3	3,10			
INTERNSHIPS											
Have you completed formalities or made enquiries related with internships?	Yes 21 60,00%	No 14 40,00%									
27. My enquiries or formalities relate	d with internships ha	ve been dealt with	appropriately by the Secretary's Offi	4,06	4 1 1	3 3	9	3,24			
FINAL THESIS											
Have you completed formalities	Yes	No					-				
or made enquiries related with the final thesis?	4 12,50%	28 87,50%						1	1		1 1
28. The information received on form	alities or enquiries re	elated with the fina	l thesis was adequate.	*	2 0 0	0 1	1	3,26			
29. I consider that the deadlines for s	ubmitting/presenting	the final thesis are	adequate.	*	3 0 0	0 1	0	3,15			
INTERNATIONAL RELATIONS											
Have you completed formalities or made enquiries related with mobility programmes?	Yes 8 25,00%	No 24 75,00%						1	1		1 1
30. My enquiries or formalities relate	d with mobility prog	ammes have been	dealt with appropriately.	4,67	2 0 0	0 2	4	3,11			
								Scale used: from	n 1 to 5	: Average f	or academic year



18-19

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C023

FACULTY/SCHOOL: FACULTAT DE FISIOTERÀPIA

DEGREE CERTIFICATES														
Have you completed formalities	Yes	No					Freque	ency						
or made enquiries related with					Stron	gly dis	agree	Str	ongly a	agree	4	2	3	4 5
the issue of the degree certificate?	2 6,25%	30 93,75%		AVERAGE		1	2	3	4	5	1	2	5	4 5
31. My enquiries or formalities relate	d with the degree ce	ertificate have been	lealt with appropriately.	*	1	0	0	0	0	1	3,47			
EARLY EXAMINATION ATTEM	IPT										1	I		1 1
Have you requested an early	Yes	No												
examination attempt?	5 16,67%	25 83,33%												
32. My enquiries or formalities relate	d with early examin	ation attempts have	been dealt with appropriately	4	2	0	0	1	1	1		1		_ I
52. My enquires of formaniaes ferate	a with early examin		been dealt will appropriately.		2		•	-		1	3,25			-
APPEALS AGAINST ASSESSME	NT RESULTS													
Have you appealed against	Yes	No												
assessment results?	2 6,90%	27 93,10%												
33. My enquiries or formalities relate			s have been dealt with	*							2,78			
appropriately, as regards information	provided and deadli	ines.												
							Freque	encv						
					Strong				ongly a	gree	1	2	3	4 5
GENERAL				AVERAG		1 1	2	3	4	5	' 	2	5	+ 5
The Office of the Secretary carries ou	t the tasks expected	from it.		4,00	5	1	2	2	17	9	3,29			
The Office of the Secretary usually de	eals with my request	ts satisfactorily.		3,90	5	1	3	3	15	9	3,26			1
I have observed improvements in the	general operation of	f the service on the	occasions that I have made use of it.	3,36	11	2	3	7	10	3	2,83			
In general, I am satisfied with the ope	3,91	3	2	1	5	15	10	3,21			1			
Do you miss any service at the	Yes	No	7								Scale used: 1	from 1 to 5	: Averas	e for academic year

2 5,88% 32 94,12%



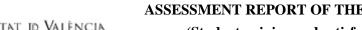
18-19

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C023

FACULTY/SCHOOL: FACULTAT DE FISIOTERÀPIA

							OFFICI	E OF THE	IE SECRETARY INFORMATION SERVICE												
EVOI	EVOLUCIÓ		1. I consider that opening hours are adequate.		0		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	nºenq.	AVERAG	E n [°] enq.	AVERAGE	nºenq.	AVERAGI	n°enq.	AVERAGE	n°enq.	AVERAGE	E n°enq.	AVERAG	E n ^o enq.	AVERAG	ЭE			
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				
				OFFICI	E OF THE	SECRETAI	RY INFORM	IATION SI	ERVICE				PROCEDURES AND FORMALITIES								
	Office of the resp		f the response time is attention ary suitable. through thi equests is ade		nsider that n provided nis channel equate.	ed satisfied with the		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				formali with car enrolr	enquiries or ties related ncellation of nent have dealt with				
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq. A	VERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE			
18-19	6	3,83	6	3,5	1	*	2	*	9	3,89	9	4,22	18	4,33	35	4	2	*			
	PROCEDURES AND FORMALITIES																				
	19. My enquiries or formalities related with university fees have been dealt with appropriately		elated formalities related form y fees with grants and with dealt exemptions have res		formalitie with ass results	enquiries or 22.My enqui ies related formalities re sessment with the stu- s or exam card have l have been dealt with		related the time ta student issue a ce e been was ade		taken to	aken to formalities rtificate with cert		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		formalit with in have b	enquiries or ies related iternships been dealt propriately			
Curs	n°enq.	AVERAGE	n°enq. A	AVERAGE	n°enq.	AVERAGE	n°enq. A	VERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAG			
18-19	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			
					PROC	EDURES A	ND FORMA	LITIES													
	rece forma enquiri	28. The information received on formalities or enquiries related with the final thesis with the final thesis		es related nobility mes have	31. My en formalitie with the certificat been de	s related degree te have	formaliti with exam	32. My enquiries or formalities related with early examination attempts have been		nquiries or es related ppeals ssessment ave been											
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq. A	VERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	_								
18-19	2	*	1	*	6	4,67	1	*	3	4		*	_								
				GLO	BAL																
2	Secreta out th expect	fice of the ary carries ne tasks ed from it.	The Offic Secretary deals w reque	y usually vith my ests ctorily.	improvem general o the serv occasio	observed nents in the peration of ice on the ons that I	In gener satisfied operation Office Secretar	with the n of the of the y of the													
Curs		AVERAGE	1	AVERAGE	1	AVERAGE	1	VERAGE													
18-19	31	4	31	3,9	25	3,36	33	3,91													



18-19



(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C023

FACULTY/SCHOOL: FACULTAT DE FISIOTERÀPIA

* The average item is calculated from three surveys rating.