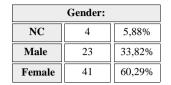


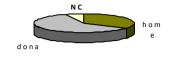
20-21

(Student opinion and satisfaction survey)

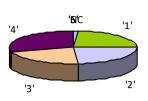
FACULTY/SCHOOL: C023

FACULTY/SCHOOL: FACULTAT DE FISIOTERÀPIA

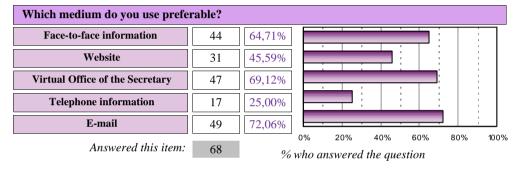




| | | Highest year | in which you | are enrolled | | |
|-------|--------|--------------|--------------|--------------|-------|-------|
| NC | 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | 16 | 16 | 15 | 20 | 0 | 0 |
| 1,47% | 23,53% | 23,53% | 22,06% | 29,41% | 0,00% | 0,00% |



OFFICE OF THE SECRETARY INFORMATION SERVICE



| | Preferre | ed medium | |
|---------------------------------|----------|-----------|----------------|
| Face-to-face information | 18 | 26,47% | Prese |
| Website | 9 | 13,24% | Email |
| Virtual Office of the Secretary | 14 | 20,59% | |
| Telephone information | 4 | 5,88% | Tel SVirtu Web |
| E-mail | 23 | 33,82% | al |

| Frequency of use of the Office of | Very | often | Som | etimes | F | Rarely | | | | Frequ | iency | | | | | | | |
|---|--------------|------------------------|---------------|---------------|-----------|----------------------|---------|----|---------------------|--------------------|----------|--------------------|--------------|------|----------|---|---|---|
| the Secretary | 4 | 9,09% | 21 | 47,73% | 19 | 43,18% | AVERAGI | | gly dis 1 | agree. 2 | St: 3 | rongly 4 | agree ' 5 | | 2 | 3 | 4 | |
| . I consider that opening hours are a | dequate. | | | | | | 3,07 | 26 | 8 | 5 | 12 | 10 | 7 | 3,08 | | | | ļ |
| 2. The organisation of the face-to-fac | e informati | on servic | e is satis | factory and | conver | nient. | 3,56 | 27 | 5 | 5 | 4 | 16 | 11 | 2,89 | | | | |
| 3. I consider that waiting time is usua | lly admissi | ible. | | | | | 3,74 | 26 | 2 | 5 | 8 | 14 | 13 | 3,24 | | | | |
| 4. In general, the Office of the Secret | ary has pro | vided end | ough info | ormation. | | | 3,79 | 25 | 7 | 3 | 1 | 13 | 19 | 3,02 | | | | |
| 5. In general, I'm satisfied with the pe | ersonal atte | ntion rece | eived fro | m the Offic | ce of the | e Secretary. | 4,07 | 25 | 4 | 1 | 4 | 13 | 21 | 3,17 | | | | |
| FACULTY/SCHOOL WEBSITE | | | | | | | | | | | | | | 1 | I | | I | |
| Frequency of use of the Faculty/School website | Very | often 46,67% | Som 12 | 40,00% | F | Rarely 13,33% | | | | | | | | | | | | |
| 6. The website contains sufficient and | l updated i | nformatic | m. | | | | 4,03 | 37 | 0 | 2 | 5 | 14 | 10 | 3,44 | | | | |
| 7. Information can easily be found on | the websit | te. | | | | | 3,65 | 37 | 1 | 3 | 8 | 13 | 6 | 3,14 | | | | |
| 8. I am satisfied with the Faculty/Sch | ool website | e. | | | | | 3,97 | 37 | 0 | 3 | 5 | 13 | 10 | 3,33 | <u> </u> | | | |



20-21

-21

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C023

FACULTY/SCHOOL: FACULTAT DE FISIOTERÀPIA

| VIRTUAL OFFICE OF THE SECRETARY | | |
|--|--|------|
| Frequency of use of the Virtual Very often Sometimes Rarely | Frequency | |
| Office of the Secretary 16 36,36% 22 50,00% 6 13,64% | Strongly disagreeStrongly agree 1 2 3 4 | 5 |
| | AVERAGE N/C 1 2 3 4 5 | |
| 10. The Virtual Office of the Secretary processes requests adequately and is a recommended system. | 3,98 23 0 2 8 24 11 | |
| 11. I think that the response time is suitable. | 3,98 25 0 4 5 22 12 3 ,3 4 | |
| TELEPHONE INFORMATION | | |
| Frequency of use of the service Very often Sometimes Rarely | | |
| 3 17,65% 7 41,18% 7 41,18% | | I |
| 12. I consider that attention provided through this channel is adequate. | 3,88 52 2 0 2 6 6 3 ,0 2 | |
| 13. In general, I'm satisfied with the attention received. | 4,00 52 2 0 3 2 9 | |
| E-MAIL | | |
| Frequency of use of the service Very often Sometimes Rarely | | |
| 32 68,09% 10 21,28% 5 10,64% | | |
| 14. I consider that the response time is suitable. | 3,80 23 4 2 10 12 17 3 ,4 2 | |
| 15. In general, the information received is adequate. | 3,98 22 4 4 2 15 21 | |
| | Scale used: from 1 to 5 Average for academic | voor |
| PROCEDURES AND FORMALITIES | Scale used. from 1 to 5 | year |
| ENROLMENT | | |
| Did you complete the assisted Yes No | Frequency | |
| enrolment at the enrolment room | Strongly disagreeStrongly agree 1 2 3 4 | 5 |
| or your racinty/school. | AVERAGE N/C 1 2 3 4 5 | |
| 16. The assistance received throughout the enrolment process was adequate and sufficient. | 4,03 0 1 3 6 9 16 3 ,4 7 | |
| 17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Offic | 3,89 6 6 3 10 16 27 | |
| Have you requested an early Yes No | | I |
| examination attempt? 12 18,75% 52 81,25% | | |
| 18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately. | 3,82 1 2 0 1 3 5 3,08 | |
| FEES, EXEMPTIONS AND GRANTS | | 1 |
| 19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's | 3,95 25 3 3 5 14 18 3 ,4 5 | |
| 20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately. | 3,93 25 4 1 6 15 17 3 ,2 8 | |
| | Scale used: from 1 to 5 : Average for academic | vear |



20-21

(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 | | | Freque | псу | | | | |
| or made enquiries related with assessment results and exam | 22 35,48% | 40 64,52% | | Stro | ngly disagree | Strongly agree | 1 | 2 | 3 4 | 5 |
| records? | | | | AVERAGE N/C | 1 2 | 3 4 5 | 3,46 | | | |
| 21.My enquiries or formalities related | d with assessment re | esults or exam record | s have been dealt with appropriately. | 3,84 3 | 0 1 | 6 7 5 | | Ι | | I |
| STUDENT CARD | | | | | | | | | | |
| Have you completed formalities | Yes | No | | | | | | | | |
| or made enquiries related with the student card? | 38 57,58% | 28 42,42% | | | | | | 1 | | 1 |
| 22.My enquiries or formalities related | d with the student ca | ard have been dealt w | with appropriately by the Secretary's | 4,15 5 | 3 1 | 1 11 17 | 3,84 | | | |
| CERTIFICATES | | | | | | | • | | | · |
| Have you applied for a | Yes | No | | | | | | | | |
| certificate? | 23 35,94% | 41 64,06% | | | | | 1 | 1 | | 1 |
| 23. I consider that the time taken to is | ssue a certificate wa | is adequate. | | 3,54 10 | 1 0 | 6 3 3 | 3,45 | | | |
| 24. My enquiries or formalities relate | d with certificates h | ave been dealt with | appropriately by the Secretary's Offic | 3,57 9 | 1 1 | 4 5 3 | 3,44 | 1 | | |
| CREDIT RECOGNITION AND T | RANSFER | | | | | | | | | |
| Have you completed formalities | Yes | No | | | | | | | | |
| or made enquiries related with credit recognition and transfer? | 15 24,19% | 47 75,81% | | | | | | 1 | | |
| 25. I consider that the time taken to p | process applications | for credit recognition | and transfer was adequate. | 3,64 4 | 2 1 | 0 4 4 | 3,10 | | | |
| 26. My enquiries or formalities relate | d with credit recogn | nition and transfer ha | ve been dealt with appropriately. | 4 4 | 2 0 | 0 3 6 | 3,16 | | | |
| INTERNSHIPS | | | | | | | • | • | | · |
| Have you completed formalities | Yes | No | | | | | | | | |
| or made enquiries related with internships? | 41 65,08% | 22 34,92% | | | | | | | | |
| 27. My enquiries or formalities relate | d with internships h | ave been dealt with | appropriately by the Secretary's Offi | 3,71 7 | 6 1 | 5 7 15 | 3,18 | | | |
| FINAL THESIS | T | | | | | | I | I | | I |
| Have you completed formalities | Yes | No | | | | | | | | |
| or made enquiries related with | 2 3,17% | 61 96,83% | | | | | | | | |
| the final thesis? 28. The information received on form | | | thesis was adequate | * 0 | 0 0 | 0 1 1 | 3,33 | | | |
| 29. I consider that the deadlines for s | | | 1 | * 1 | 0 0 | $\begin{array}{c c} 0 & 1 & 1 \\ \hline 0 & 1 & 0 \end{array}$ | 3,33 | | | |
| INTERNATIONAL RELATIONS | 01 | 8 | | | | | I | I | | I |
| Have you completed formalities | Yes | No | | | | | | | | |
| or made enquiries related with mobility programmes? | 10 15,87% | 53 84,13% | | | | | | | | |
| 30. My enquiries or formalities relate | d with mobility pro | grammes have been | lealt with appropriately. | 4,11 1 | 1 0 | 1 2 5 | 3,17 | | | |
| | | | | | | | Scale used: from | m 1 to 5 | : Average fo | r academic year |



20-21

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C023

FACULTY/SCHOOL: FACULTAT DE FISIOTERÀPIA

| DEGREE CERTIFICATES | | | | | | | | | ľ | | | | | |
|---|--|---|--------|-------|---------|---------|-------|---------|----------|---------------|-------------|-----|--------------|--------------|
| Have you completed formalities | Yes | No | | | | Frequ | iency | | | | | | | |
| or made enquiries related with | | | | Stror | gly dis | sagree. | Str | ongly a | gree , | 1 | 2 | 3 | 4 | 5 |
| the issue of the degree certificate? | 4 6,56% 57 | 93,44% | AVERAG | E N/C | 1 | 2 | 3 | 4 | 5 | · | - | | | |
| 31. My enquiries or formalities related | l with the degree certificat | e have been dealt with appropriately. | 3,33 | 1 | 1 | 0 | 0 | 1 | 1 | 3,52 | | | | |
| EARLY EXAMINATION ATTEM | РТ | | | | | | | | | 1 | I | | · | 1 |
| Have you requested an early | Yes | No | | | | | | | | | | | | |
| examination attempt? | 7 11,48% 54 | 88,52% | | | | | | | | | | | | |
| 32. My enquiries or formalities related | l with early examination a | ttempts have been dealt with appropriately. | 2,8 | 2 | 1 | 1 | 1 | 2 | 0 | 3,17 | | | | |
| | | | | | | | | J [| | 0,17 | I | | | I |
| APPEALS AGAINST ASSESSME | | | | | | | | | | | | | | |
| Have you appealed against assessment results? | Yes | No | | | | | | | | | | | | |
| | 3 5,00% 57 | 95,00% | | | | | | | | | | | | |
| 33. My enquiries or formalities related | | essment results have been dealt with | * | 2 | 0 | 0 | 1 | 0 | 0 | 2,26 | | | | |
| appropriately, as regards information | provided and deadlines. | | | | | | | | | | | | | |
| | | | | | | Frequ | ency | | | | | | | |
| CENEDAL | | | | | gly dis | | | ongly a | | 1 | 2 | 3 | 4 | 5 |
| GENERAL | | | AVERAG | _ | 1 | 2 | 3 | 4 | 5 | | | | | |
| The Office of the Secretary carries ou | * | | 3,90 | 6 | 5 | 2 | 10 | | 23 | 3,30 | | | | |
| The Office of the Secretary usually de | | | 3,83 | 8 | 5 | 5 | 7 | | 22 | 3,22 | | | | |
| * | e 1 | ervice on the occasions that I have made use of i | | 27 | 7 | 3 | 9 | | 9 | 2,78 | | | _ | |
| In general, I am satisfied with the ope | ration of the Office of the | Secretary of the Faculty or School. | 3,77 | 8 | 7 | 2 | 9 | 22 | 20 | 3,20 | I | | | |
| Has your interacting way with | Yes | No | | | | | | | | Scale used: f | from 1 to 5 | : A | verage for a | cademic year |
| the administrative services of the centre changed due to the Covid- | 33 63,46% 19 | 36,54% | | | | | | | | | | | | |
| 19 situation? | | | | | | | | | | | | | | |
| The attention received during the Cov | id-19 situation has been a | dequate | 3,38 | 1 | 7 | 1 | 6 | 9 | 9 | 2,60 | | | | |
| D | The second secon | N. | | | | I | | | <u> </u> | I | I | I | I | I |
| Do you miss any service at the office of the secretary of your | Yes | No | | | | | | | | | | | | |
| faculty or school? | 4 6,25% 60 | 93,75% | | | | | | | | | | | | |



(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C023

FACULTY/SCHOOL: FACULTAT DE FISIOTERÀPIA

| | | | | | | | OFFICE | C OF THE | SECRETAR | Y INFOR | RMATION SE | RVICE | | | | | |
|-------|------------|---------|---------------------------------------|-------------------------------|---------|--------|--|--------------------|----------|---------|--|----------------|--|--|---------|--|---------|
| EVO | LUCIÓ | opening | nsider that g hours are equate. | of the face-to-face waiting t | | | nsider that ng time is admissible. | e is Office of the | | | eneral, I'm ed with the al attention ed from the ce of the | contain and | e website s sufficient updated rmation. | 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 | 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 |

OFFICE OF THE SECRETARY INFORMATION SERVICE

PROCEDURES AND FORMALITIES

| | Offic Sec process | ne Virtual ce of the cretary es requests rely and is a | respon | nk that the se time is itable. | attentio through | nsider that n provided this channel lequate. | 13. In gene satisfied w attention re | vith the | the respo | nsider that onse time is itable. | informati | eneral, the ion received dequate. | received the e proc | ess was | formalit with enro been | ties related | formalit with car enroln | 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 |
| 20-21 | 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 | 3,83 | 6 | 3,5 | 1 | * | 2 | * | 9 | 3,89 | 9 | 4,22 | 18 | 4,33 | 35 | 4 | 2 | * |

PROCEDURES AND FORMALITIES

| | formalit with uni have b | enquiries or ies related versity fees been dealt propriately | formaliti with gr exempt | nquiries or es related ants and ions have lealt with | formalit with as results | nquiries or ies related sessment or exam have been | formalitie with the card ha | nquiries or es related e student ave been It with | the tim | nsider that le taken to certificate adequate. | formalit with co have b | enquiries or ies related ertificates een dealt propriately | the tim pr applic | e taken to ocess ations for | formalit with recogi | enquiries or ies related o credit nition and have been | formalit with in have b | enquiries or ies related ternships een dealt propriately |
|-------|--------------------------------|--|--------------------------------|--|--------------------------------|--|-----------------------------------|---|---------|--|-------------------------------|--|-------------------------|-----------------------------------|----------------------------|--|-------------------------------|--|
| Curs | n°enq. | AVERAGE | nºenq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE |
| 20-21 | 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 | 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 |

PROCEDURES AND FORMALITIES

| | rece forma enquiri | information ived on alities or es related final thesis | the dea submittin g the fina | nsider that Idlines for Ig/presentin I thesis are quate. | formali with program | enquiries or ties related mobility nmes have dealt with | formaliti with th certific | enquiries or ies related e degree cate have dealt with | formalit with exan | enquiries or ies related n early nination have been | formalit with against a | enquiries or ies related appeals assessment have been |
|-------|--------------------------|--|------------------------------------|--|----------------------------|---|----------------------------------|--|--------------------------|---|-------------------------------|---|
| Curs | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE |
| 20-21 | 2 | * | 1 | * | 9 | 4,11 | 3 | 3,33 | 5 | 2,8 | 1 | * |
| 18-19 | 2 | * | 1 | * | 6 | 4,67 | 1 | * | 3 | 4 | | * |



(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C023

FACULTY/SCHOOL: FACULTAT DE FISIOTERÀPIA

| | | | | GLO | BAL | | | |
|-------|-------------------|--|-------------------------|--|--------------------------------|--|-----------------------------|--|
| | Secreta out th | fice of the ary carries ne tasks red from it. | Secreta deals req | fice of the ary usually with my uests factorily. | improver general the ser | observed ments in the operation of vice on the ions that I | satisfie operat Offic | eral, I am d with the ion of the e of the ary of the |
| Curs | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE | nºenq. | AVERAGE |
| 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.