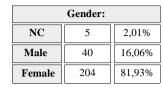


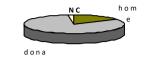
20-21

(Student opinion and satisfaction survey)

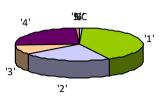
FACULTY/SCHOOL: C021

FACULTY/SCHOOL: FACULTAT DE PSICOLOGIA

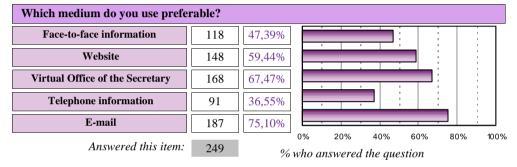




		Highest year	in which you	are enrolled		
NC	1	2	3	4	5	6
2	103	56	25	61	2	0
0,80%	41,37%	22,49%	10,04%	24,50%	0,80%	0,00%



### OFFICE OF THE SECRETARY INFORMATION SERVICE



	Preferre	d medium	
Face-to-face information	44	17,67%	Prese
Website	30	12,05%	ncial Email Web
Virtual Office of the Secretary	48	19,28%	
Telephone information	28	11,24%	Tel SVirtu
E-mail	99	39,76%	al

Frequency of use of the Office of Very often Sometimes Rarely				Frequ	iency							
the Secretary         13         11,50%         60         53,10%         40         35,40%	AVERAGE		gly di: <b>1</b>	sagree. <b>2</b>	St 3	rongly <b>4</b>	agree 5	1	2	3	4	
1. I consider that opening hours are adequate.	3,14	138	17	16	29	33	16	3,08				
2. The organisation of the face-to-face information service is satisfactory and convenient.	2,80	136	28	18	28	27	12	2,89				
3. I consider that waiting time is usually admissible.	3,34	139	14	17	19	38	22	3,24				
4. In general, the Office of the Secretary has provided enough information.	2,92	138	28	23	13	24	23	3,02				
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	3,12	137	29	12	16	27	28	3,17				
FACULTY/SCHOOL WEBSITE								1	I		I	
Frequency of use of the Faculty/School websiteVery oftenSometimesRarely7249,32%5034,25%2416,44%												
6. The website contains sufficient and updated information.	3,50	105	7	14	40	66	17	3,44			0	
7. Information can easily be found on the website.	3,10	105	17	25	43	44	15	3,14				
8. I am satisfied with the Faculty/School website.	3,29	107	14	16	43	53	16	3,33				



VIDTUAL OFFICE OF THE SECRETARY

# ASSESSMENT REPORT OF THE OFFICE OF THE SECRETARY

20-21

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C021

FACULTY/SCHOOL: FACULTAT DE PSICOLOGIA

VIRTUAL OFFICE OF THE SEC	NEIAKI												
Frequency of use of the Virtual	Very often	Sometimes	Rarely			Frequ	iency						
Office of the Secretary	73 45,06%	62 38,27%	27 16,67%		Strongly d	isagree.	Stı	ongly	agree 1		2	3	4
				AVERAGI	E N/C 1	2	3	4	5				
10. The Virtual Office of the Secretar	y processes requests	adequately and is a	recommended system.	3,49	90 15	14	34	70	26	3,39			
11. I think that the response time is su	iitable.			3,57	93 15	11	30	70	30	3,34			
TELEPHONE INFORMATION													
Frequency of use of the service	Very often	Sometimes	Rarely										
	14 15,91%	48 54,55%	26 29,55%							1			1
12. I consider that attention provided	through this channe	l is adequate.		2,90	161 21	17	14	22	14	3,02			
13. In general, I'm satisfied with the a	ttention received.			2,78	161 27	13	16	16	16	3,01			
E-MAIL										1	ļ.		
Frequency of use of the service	Very often	Sometimes	Rarely										
	105 58,66%	49 27,37%	25 13,97%										
			20 10,770										1
14. I consider that the response time				3,74	68 14	15	28	71	53	3,42	1		
15. In general, the information received	ed is adequate.			3,90	66 10	13	28	67	65	3,33			
										Scale used: from	m 1 to 5	: Average	for academic year
PROCEDURES AND FORM	<b>MALITIES</b>												2
ENROLMENT													
Did you complete the assisted	Yes	No				Frequ	iency						
enrolment at the enrolment room					Strongly d	isagree.	Str	ongly	agree		0	0	
of your faculty/school?	109 49,10%	113 50,90%		AVERAGI		2	3	4	5		2	3	4 5
16. The assistance received throughout	ut the enrolment pro	cess was adequate a	nd sufficient.	3,65	8 10	9	15	39	28	3,47			
17. My enquiries or formalities relate	d with enrolment ha	ve been dealt with a	ppropriately by the Secretary's Offi	ic 3,55	36 29	18	41	56	69	3,37			
Have you requested an early	Yes	No									T		I
examination attempt?	37 16,02%	194 83,98%											
18. My enquiries or formalities relate			oon doolt with appropriately	3,32	6 5	4	5	10	7				1
v 1		or enronnent have b		3,32		4	5	10	/	3,08	1		
FEES, EXEMPTIONS AND GRAD	NTS									1	1		I
19. My enquiries or formalities relate	d with university fee	es have been dealt w	ith appropriately by the Secretary's	3,54	78 20	22	26	52	51	3,45			
20. My enquiries or formalities relate	d with grants and ex	emptions have beer	dealt with appropriately.	3,39	86 27	20	25	45	46	3,28			
										Scale used: fro	m 1 to 5	: Average	for academic year



20-21

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C021

FACULTY/SCHOOL: FACULTAT DE PSICOLOGIA

ASSESSMENT RESULTS AND E	XAM RECORDS									
Have you completed formalities	Yes	No			Freque	ency				
or made enquiries related with assessment results and exam	85 36,80%	146 63,20%		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	l with assessment re	esults or exam record	s have been dealt with appropriately.	3,74 24	5 5	9 24 18	Γ	T		I
STUDENT CARD										
Have you completed formalities or made enquiries related with	Yes	No								
the student card?	136 57,14%	102 42,86%								1
22.My enquiries or formalities related	l with the student ca	ard have been dealt v	vith appropriately by the Secretary's	3,94 18	9 6	18 35 50	3,84			
CERTIFICATES										
Have you applied for a	Yes	No								
certificate?	94 40,69%	137 59,31%								1
23. I consider that the time taken to is	sue a certificate wa	is adequate.		3,65 20	9 5	13 23 24	3,45			
24. My enquiries or formalities relate	d with certificates h	nave been dealt with	appropriately by the Secretary's Offic	3,63 21	10 6	8 26 23	3,44			
CREDIT RECOGNITION AND T	RANSFER									
Have you completed formalities	Yes	No								
or made enquiries related with credit recognition and transfer?	63 27,39%	167 72,61%					1	1		1
25. I consider that the time taken to p	rocess applications	for credit recognitio	n and transfer was adequate.	3,28 9	8 8	10 17 11	3,10			
26. My enquiries or formalities relate	d with credit recogn	nition and transfer ha	ve been dealt with appropriately.	3,44 9	10 5	7 15 17	3,16			
INTERNSHIPS										
Have you completed formalities	Yes	No								
or made enquiries related with internships?	61 26,18%	172 73,82%								
27. My enquiries or formalities relate	d with internships h	nave been dealt with	appropriately by the Secretary's Offi	3,24 15	9 4	9 15 9	3,18			
FINAL THESIS								•		·
Have you completed formalities	Yes	No								
or made enquiries related with the final thesis?	40 17,24%	192 82,76%								
28. The information received on form	alities or enquiries	related with the fina	thesis was adequate.	3,41 8	5 4	3 13 7	3,33			
29. I consider that the deadlines for su	ubmitting/presentin	g the final thesis are	adequate.	3,43 10	6 3	1 12 8	3,33			
INTERNATIONAL RELATIONS								-		·
Have you completed formalities	Yes	No								
or made enquiries related with mobility programmes?	58 24,79%	176 75,21%								
30. My enquiries or formalities relate	d with mobility pro	grammes have been	dealt with appropriately.	3,56 10	3 8	9 15 13	3,17			
					I L		Scale used: fror	n 1 to 5	· Average fo	or academic year



20-21

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C021

FACULTY/SCHOOL: FACULTAT DE PSICOLOGIA

DEGREE CERTIFICATES															
Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes           26         11,35%         203	<b>No</b> 3 88,65%		AVERAG		gly dis 1	Frequ agree.	2	ongly a	agree . 5	1	2	3	4	5
31. My enquiries or formalities related	d with the degree certification	ate have been d	ealt with appropriately.	3,46	2	3	3	5	6	7	3,52			1	
EARLY EXAMINATION ATTEM	(PT											I		- I	I
Have you requested an early examination attempt?	Yes	No													
	11 4,72% 222	2 95,28%													
32. My enquiries or formalities related	1 with early examination	attempts have l	been dealt with appropriately.	3,78	2	1	1	1	2	4	3,17				
APPEALS AGAINST ASSESSME	NT RESULTS										I	I		I	
Have you appealed against assessment results?	Yes           8         3,48%         222	<b>No</b> 2 96,52%													
33. My enquiries or formalities related appropriately, as regards information		sessment results	s have been dealt with	2,33	2	2	1	2	1	0	2,26				
							Frequ	ency							
GENERAL				AVERAG		gly dis: <b>1</b>	agree. <b>2</b>	Str <b>3</b>	ongly a	igree · 5	I	2	3	4	5
The Office of the Secretary carries ou	t the tasks expected from	it.		3,43	41	29	23	38	65	53	3,30				
The Office of the Secretary usually de	als with my requests satis	sfactorily.		3,36	34	35	25	38	61	56	3,22				
I have observed improvements in the	e .				93	38	30	42		22	2,78				
In general, I am satisfied with the ope	ration of the Office of the	e Secretary of the	ne Faculty or School.	3,34	33	36	28	32	66	54	3,20	I			
Has your interacting way with the administrative services of the centre changed due to the Covid- 19 situation?	Yes           102         68,46%         4	<b>No</b> 47 31,54%	]								Scale used:	from 1 to 5	; .	Average for	r academic year
The attention received during the Cov	id-19 situation has been	adequate		2,70	3	33	14	14	26	12	2,60				
Do you miss any service at the office of the secretary of your faculty or school?	Yes           21         9,21%         2	<b>No</b> 07 90,79%	]												



## (Student opinion and satisfaction survey)

FACULTY/SCHOOL: C021

FACULTY/SCHOOL: FACULTAT DE PSICOLOGIA

							OFFICE	OF THE	SECRETAR	Y INFOF	RMATION SE	RVICE					
EVO	EVOLUCIÓ Becellides piero AVERACE		g hours are	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		contain and	e website s sufficient updated rmation.	easily b	mation can be found on website.	the Fac	atisfied with ulty/School ebsite.
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	249	111	3,14	113	2,8	110	3,34	111	2,92	112	3,12	144	3,5	144	3,1	142	3,29
18-19	173	61	3,21	61	3,74	62	3,85	61	3,75	62	3,9	20	3,55	20	3	20	3,35

#### OFFICE OF THE SECRETARY INFORMATION SERVICE

#### PROCEDURES AND FORMALITIES

	Offic Se process	ne Virtual ce of the cretary es requests rely and is a			12. I consider that attention provided through this channel is adequate.		13. In general, I'm satisfied with the attention received.		the respo	nsider that onse time is itable.	informati	eneral, the on received lequate.	received the en proce	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.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
20-21	159	3,49	156	3,57	88	2,9	88	2,78	181	3,74	183	3,9	101	3,65	213	3,55	31	3,32
18-19	37	3,68	33	3,79	6	2,5	7	2,57	39	3,49	40	3,65	88	4,11	164	3,91	30	3,63

#### 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.		formalit with ce 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 iternships been dealt propriately
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
20-21	171	3,54	163	3,39	61	3,74	118	3,94	74	3,65	73	3,63	54	3,28	54	3,44	46	3,24
18-19	129	3,84	125	3,51	57	3,54	85	4,25	54	3,78	59	3,95	39	3,18	44	3,32	49	3,8

#### PROCEDURES AND FORMALITIES

	rece form enquiri	information vived on alities or es related final thesis	29. I consider that the deadlines for submitting/presentin g the final thesis are adequate.		30. My enquiries or formalities related with mobility programmes have been dealt with		formaliti with th certific	enquiries or ies related e degree ate have dealt with	formalit with exan	enquiries or ies related n early nination have been	formalit with against a	enquiries or ties 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	32	3,41	30	3,43	48	3,56	24	3,46	9	3,78	6	2,33
18-19	23	3,52	23	3,48	25	3,28	20	3,8	7	2,71	6	2,67



(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C021

FACULTY/SCHOOL: FACULTAT DE PSICOLOGIA

				GLO	BAL					
	Secret out t	fice of the ary carries he tasks ted from it.	Secreta deals req	fice of the ary usually with my juests factorily.	improver general the ser	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	n°enq.	AVERAGE	n°enq.	AVERAGE	nºenq.	AVERAGE		
20-21	208	3,43	215	3,36	156	2,76	216	3,34		
18-19	149	3,69	154	3,79	109	3,28	157	3,62		

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