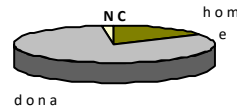
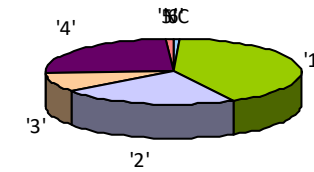


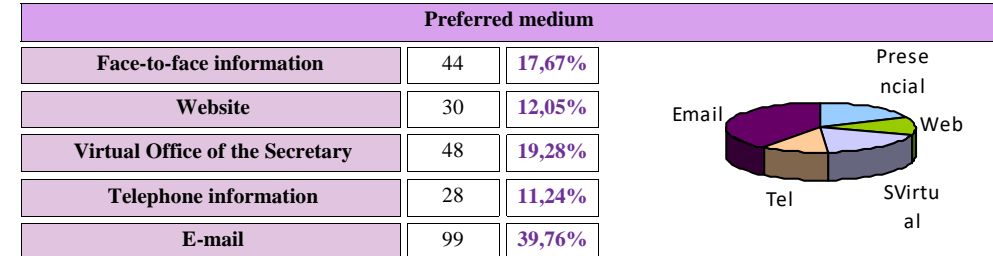
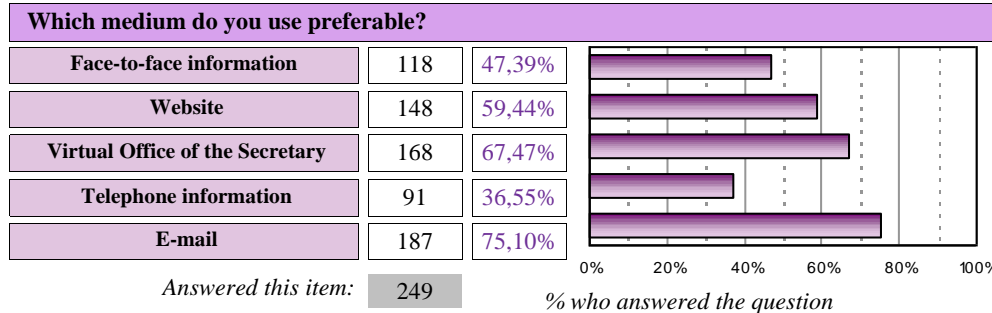
Gender:		
NC	5	2,01%
Male	40	16,06%
Female	204	81,93%



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

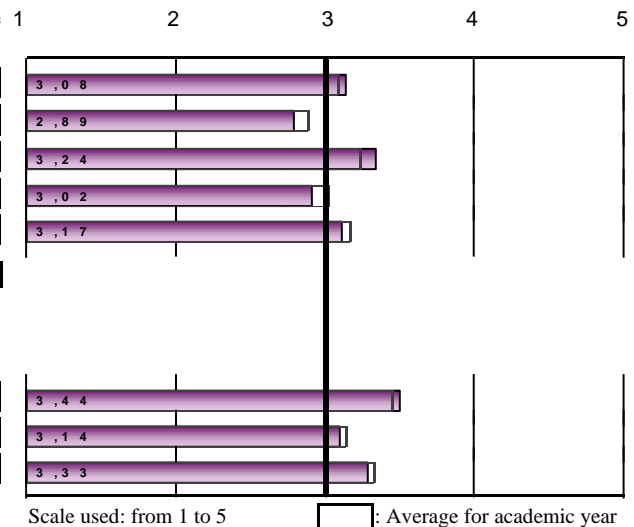


### FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		
	13	11,50%	60	53,10%	40	35,40%	
1. I consider that opening hours are adequate.	3,14	138	17	16	29	33	16
2. The organisation of the face-to-face information service is satisfactory and convenient.	2,80	136	28	18	28	27	12
3. I consider that waiting time is usually admissible.	3,34	139	14	17	19	38	22
4. In general, the Office of the Secretary has provided enough information.	2,92	138	28	23	13	24	23
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

### FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		
	72	49,32%	50	34,25%	24	16,44%	
6. The website contains sufficient and updated information.	3,50	105	7	14	40	66	17
7. Information can easily be found on the website.	3,10	105	17	25	43	44	15
8. I am satisfied with the Faculty/School website.	3,29	107	14	16	43	53	16



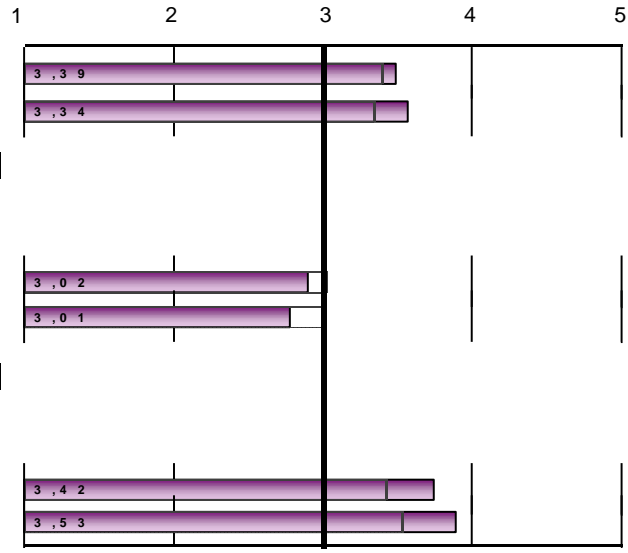
**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C021

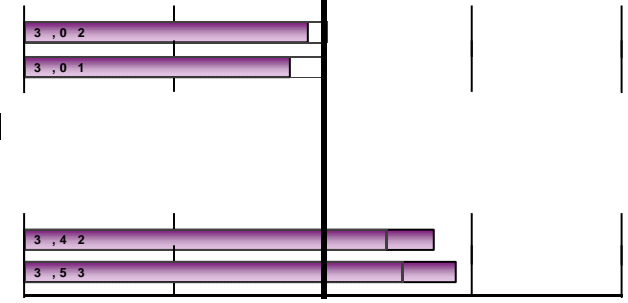
FACULTY/SCHOOL: FACULTAT DE PSICOLOGIA

**VIRTUAL OFFICE OF THE SECRETARY**

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	73	45,06%	62	38,27%	27	16,67%	Strongly disagree.....Strongly agree						
							AVERAGE	N/C	1	2	3	4	5
10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.							3,49	90	15	14	34	70	26
11. I think that the response time is suitable.							3,57	93	15	11	30	70	30


**TELEPHONE INFORMATION**

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	14	15,91%	48	54,55%	26	29,55%	Strongly disagree.....Strongly agree						
							AVERAGE	N/C	1	2	3	4	5
12. I consider that attention provided through this channel is adequate.							2,90	161	21	17	14	22	14
13. In general, I'm satisfied with the attention received.							2,78	161	27	13	16	16	16

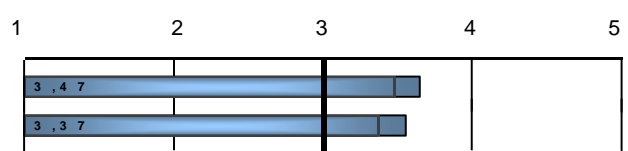

**E-MAIL**

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	105	58,66%	49	27,37%	25	13,97%	Strongly disagree.....Strongly agree						
							AVERAGE	N/C	1	2	3	4	5
14. I consider that the response time is suitable.							3,74	68	14	15	28	71	53
15. In general, the information received is adequate.							3,90	66	10	13	28	67	65

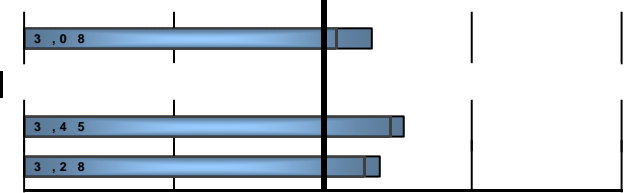
 Scale used: from 1 to 5 : Average for academic year

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

Did you complete the assisted enrolment at the enrolment room of your faculty/school?	Yes		No		Frequency						
	109	49,10%	113	50,90%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
16. The assistance received throughout the enrolment process was adequate and sufficient.					3,65	8	10	9	15	39	28
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office					3,55	36	29	18	41	56	69



Have you requested an early examination attempt?	Yes		No		Frequency						
	37	16,02%	194	83,98%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.					3,32	6	5	4	5	10	7


**FEES, EXEMPTIONS AND GRANTS**

19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's					3,54	78	20	22	26	52	51
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.					3,39	86	27	20	25	45	46

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

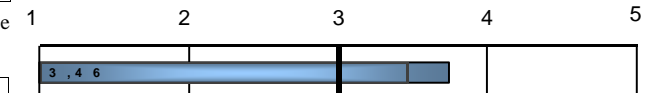
**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C021

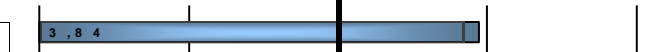
FACULTY/SCHOOL: FACULTAT DE PSICOLOGIA

**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.	85	36,80%	146	63,20%	3,74	24	5	5	9	24	18


**STUDENT CARD**

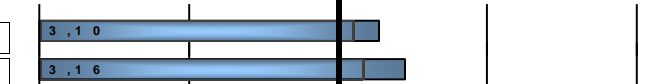
Have you completed formalities or made enquiries related with the student card?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
22. My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's	136	57,14%	102	42,86%	3,94	18	9	6	18	35	50


**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.	94	40,69%	137	59,31%	3,65	20	9	5	13	23	24
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office					3,63	21	10	6	8	26	23


**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.	63	27,39%	167	72,61%	3,28	9	8	8	10	17	11
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.					3,44	9	10	5	7	15	17


**INTERNSHIPS**

Have you completed formalities or made enquiries related with internships?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
27. My enquiries or formalities related with internships have been dealt with appropriately by the Secretary's Office	61	26,18%	172	73,82%	3,24	15	9	4	9	15	9


**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.	40	17,24%	192	82,76%	3,41	8	5	4	3	13	7
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.					3,43	10	6	3	1	12	8


**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.	58	24,79%	176	75,21%	3,56	10	3	8	9	15	13


 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	
	26	11,35%	203	88,65%

31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.	3,46	2	3	3	5	6	7
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**EARLY EXAMINATION ATTEMPT**

Have you requested an early examination attempt?	Yes		No	
	11	4,72%	222	95,28%

32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.	3,78	2	1	1	1	2	4
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**APPEALS AGAINST ASSESSMENT RESULTS**

Have you appealed against assessment results?	Yes		No	
	8	3,48%	222	96,52%

33. My enquiries or formalities related with appeals against assessment results have been dealt with appropriately, as regards information provided and deadlines.	2,33	2	2	1	2	1	0
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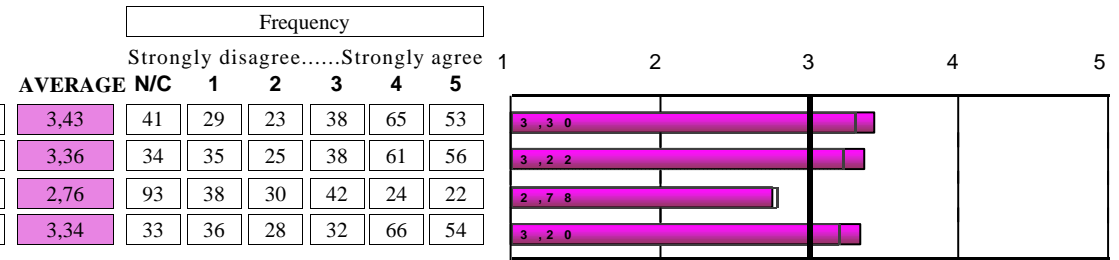
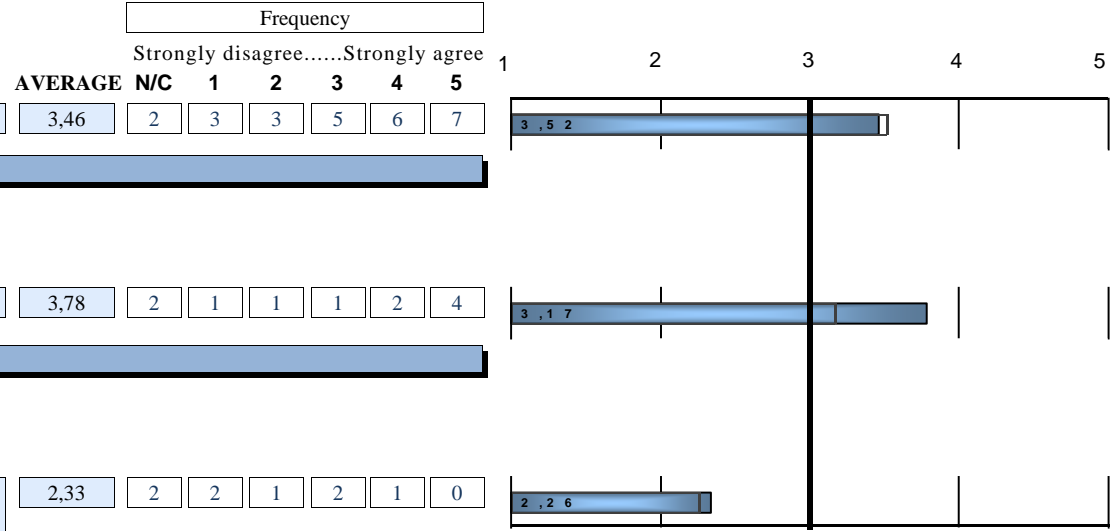
**GENERAL**

	AVERAGE	N/C	1	2	3	4	5
The Office of the Secretary carries out the tasks expected from it.	3,43	41	29	23	38	65	53
The Office of the Secretary usually deals with my requests satisfactorily.	3,36	34	35	25	38	61	56
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	2,76	93	38	30	42	24	22
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,34	33	36	28	32	66	54

Has your interacting way with the administrative services of the centre changed due to the Covid-19 situation?	Yes		No	
	102	68,46%	47	31,54%

The attention received during the Covid-19 situation has been adequate	2,70	3	33	14	14	26	12
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Do you miss any service at the office of the secretary of your faculty or school?	Yes		No	
	21	9,21%	207	90,79%



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



**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C021

FACULTY/SCHOOL: FACULTAT DE PSICOLOGIA

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
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

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.		16. 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
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

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 or formalities related with internships have been dealt with appropriately	
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

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. My enquiries or formalities related with appeals against assessment results 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

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
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.