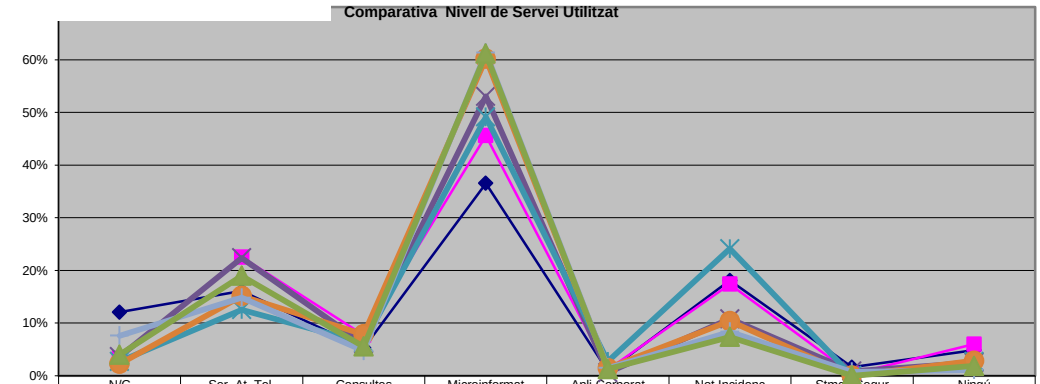
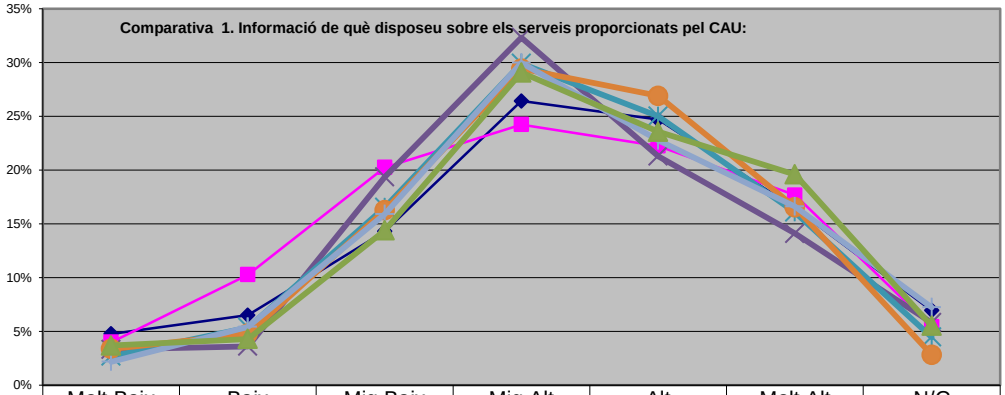
VNIVERSITAT DE VALÈNCIA

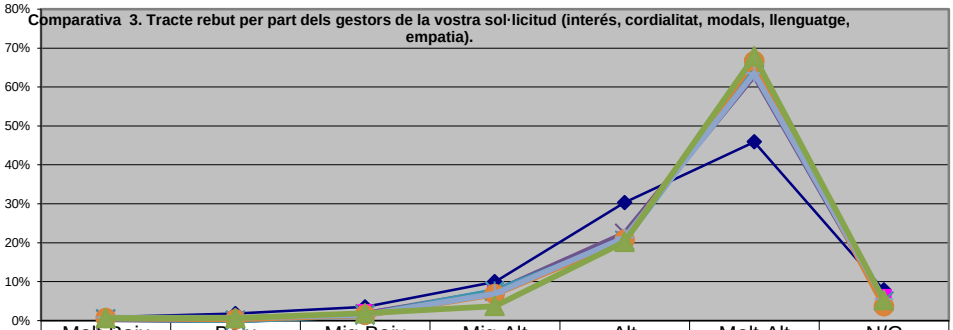


	N/C	Ser. At. Tel.	Consultes	Microinformat	Apli.Corporat	Not.Incidenc	Stmes.Segur	Ningú
2006	12%	16%	5%	37%	1%	18%	2%	5%
2008	3%	23%	8%	46%	1%	17%	0%	6%
2009	4%	22%	6%	53%	1%	11%	1%	2%
2011	3%	13%	6%	49%	3%	24%	0%	3%
2013	2%	15%	8%	60%	1%	10%	0%	3%
2014	8%	15%	5%	61%	1%	8%	1%	1%
2016	4%	19%	6%	61%	1%	7%	0%	2%



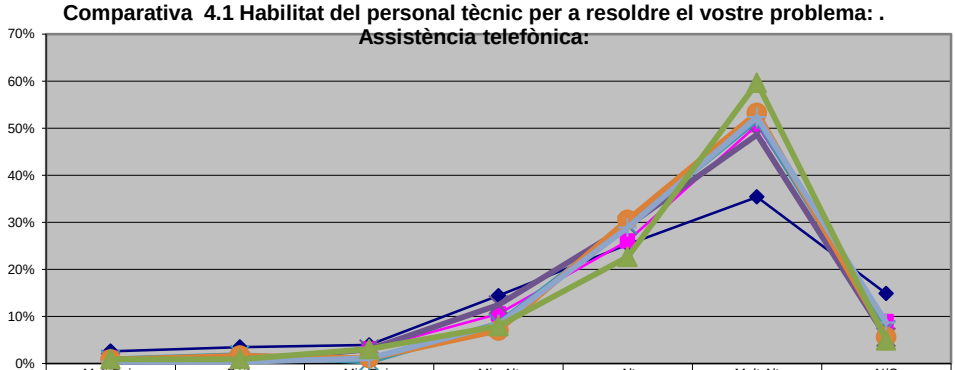
	Molt Baix	Baix	Mig Baix	Mig Alt	Alt	Molt Alt	N/C
2006	5%	6%	14%	26%	25%	16%	7%
2008	4%	10%	20%	24%	22%	18%	5%
2009	3%	4%	19%	32%	21%	14%	6%
2011	3%	5%	17%	30%	25%	16%	4%
2013	3%	5%	16%	29%	27%	17%	3%
2014	2%	5%	16%	30%	23%	17%	7%
2016	4%	4%	14%	29%	24%	20%	6%

VNIVERSITAT DE VALÈNCIA



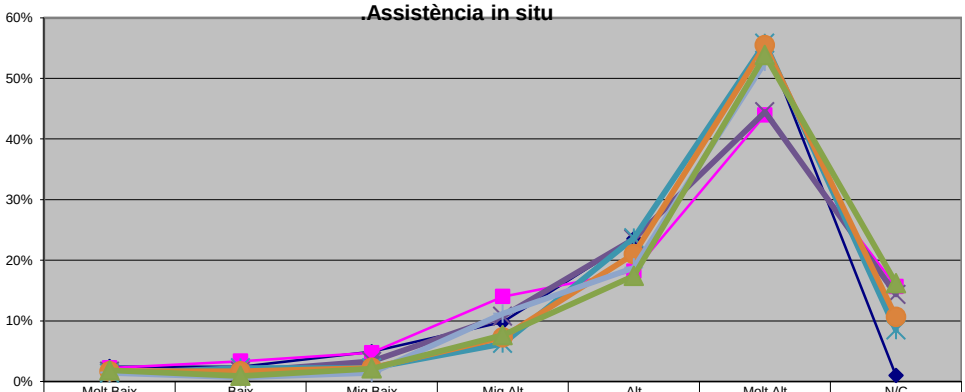
	Molt Baix	Baix	Mig Baix	Mig Alt	Alt	Molt Alt	N/C
2006	1%	2%	3%	10%	30%	46%	8%
2008	1%	0%	2%	7%	21%	63%	6%
2009	0%	0%	2%	7%	22%	63%	5%
2011	0%	0%	1%	8%	21%	65%	5%
2013	1%	0%	1%	7%	21%	67%	4%
2014	1%	1%	1%	7%	21%	64%	5%
2016	1%	1%	2%	4%	20%	68%	5%

Comparativa 4.1 Habilitat del personal tècnic per a resoldre el vostre problema: . Assistència telefònica:



	Molt Baix	Baix	Mig Baix	Mig Alt	Alt	Molt Alt	N/C
2006	3%	3%	4%	14%	25%	35%	15%
2008	1%	1%	3%	11%	26%	51%	9%
2009	0%	1%	3%	12%	29%	49%	6%
2011	1%	2%	0%	8%	29%	52%	7%
2013	1%	2%	1%	7%	31%	53%	6%
2014	0%	0%	1%	8%	29%	52%	9%
2016	1%	1%	3%	8%	23%	60%	5%

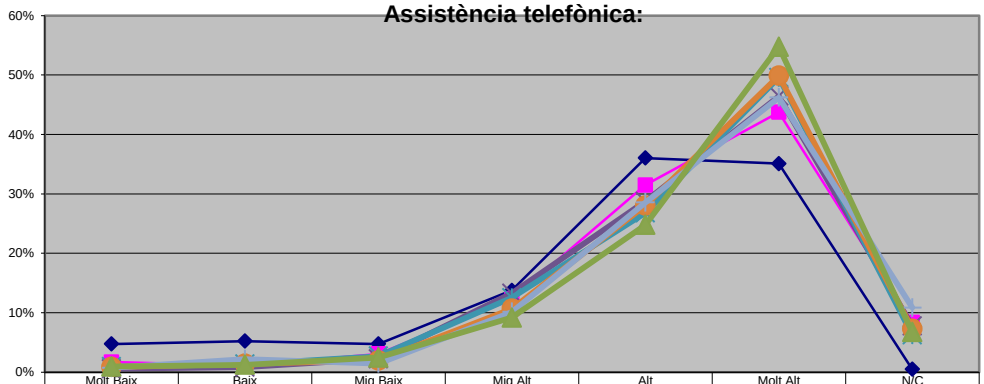
Comparativa 4.2 Habilitat del personal tècnic per a resoldre el vostre problema: .Assistència in situ



	Molt Baix	Baix	Mig Baix	Mig Alt	Alt	Molt Alt	N/C
2006	2%	2%	5%	10%	24%	56%	1%
2008	2%	3%	5%	14%	18%	44%	16%
2009	2%	2%	3%	11%	23%	44%	14%
2011	1%	2%	2%	6%	24%	56%	8%
2013	2%	2%	2%	7%	21%	55%	11%
2014	1%	1%	1%	11%	19%	53%	
2016	2%	1%	2%	8%	17%	54%	16%

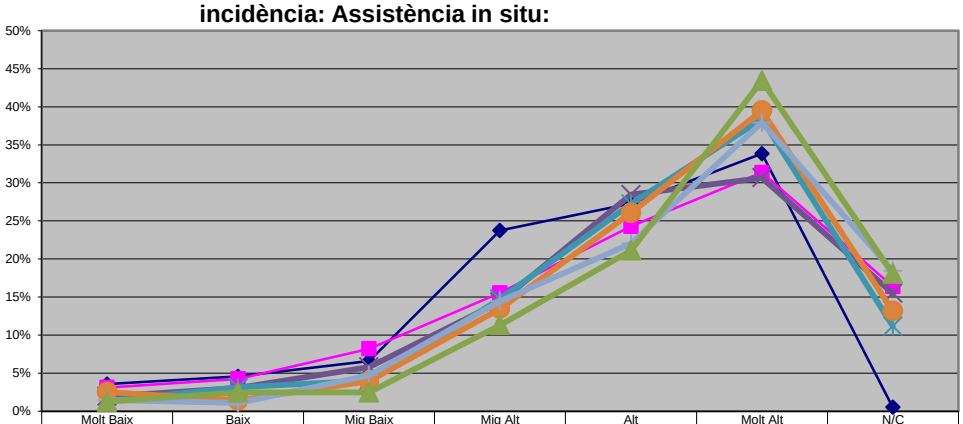
VNIVERSITAT DE VALÈNCIA

Comparativa 5.1. Valoreu el temps amb què s'ha atés la vostra incidència: Assistència telefònica:



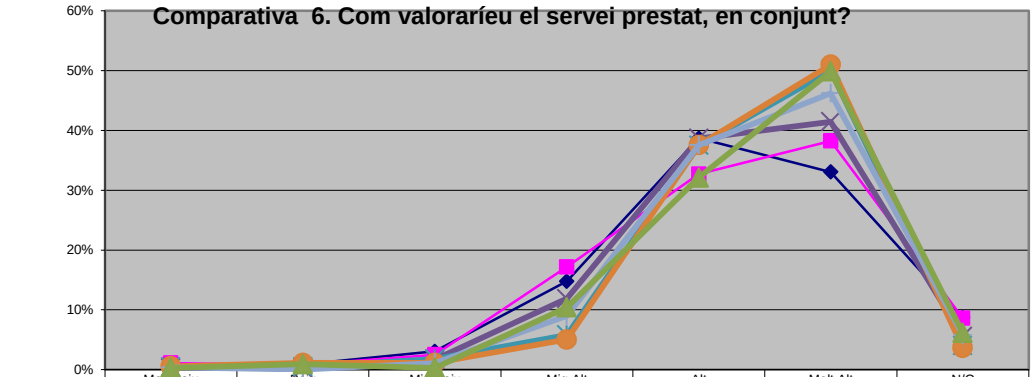
	Molt Baix	Baix	Mig Baix	Mig Alt	Alt	Molt Alt	N/C
2006	5%	5%	5%	14%	36%	35%	0%
2008	2%	1%	3%	12%	31%	44%	8%
2009	1%	1%	2%	13%	29%	46%	8%
2011	1%	1%	3%	13%	27%	50%	6%
2013	1%	1%	2%	11%	28%	50%	7%
2014	1%	2%	1%	10%	29%	46%	11%
2016	1%	1%	2%	9%	25%	55%	7%

Comparativa 5.2. Valoreu el temps amb què s'ha atés la vostra incidència: Assistència in situ:



	Molt Baix	Baix	Mig Baix	Mig Alt	Alt	Molt Alt	N/C
2006	4%	5%	7%	24%	27%	34%	1%
2008	3%	4%	8%	16%	24%	31%	16%
2009	2%	3%	6%	14%	28%	31%	15%
2011	1%	3%	4%	15%	27%	38%	11%
2013	3%	1%	4%	13%	26%	39%	13%
2014	1%	1%	5%	14%	22%	38%	18%
2016	1%	2%	2%	11%	21%	43%	18%

VNIVERSITAT DE VALÈNCIA



	Molt Baix	Baix	Mig Baix	Mig Alt	Alt	Molt Alt	N/C
2006	1%	1%	3%	15%	39%	33%	9%
2008	1%	1%	2%	17%	33%	38%	9%
2009	0%	0%	2%	12%	39%	41%	6%
2011	0%	0%	2%	6%	38%	50%	4%
2013	1%	1%	1%	5%	38%	51%	4%
2014	0%	0%	1%	9%	38%	46%	6%
2016	0%	1%	0%	10%	32%	50%	6%