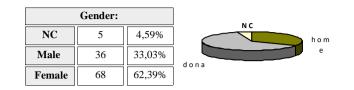


22-23

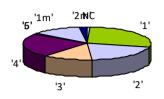
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C007

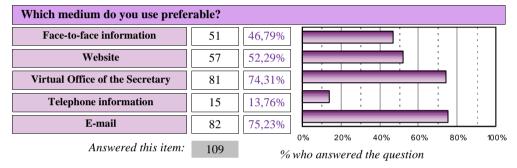
FACULTY/SCHOOL: FACULTAT DE CIÈNCIES BIOLÒGIQUES



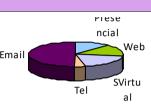
		Hig	ghest year i	n which yo	u are enrol	led		
NC	1	2	3	4	5	6	1 m	2 m
1	30	22	14	25	1	0	14	2
1,08%	32,26%	23,66%	15,05%	26,88%	1,08%	0,00%	12,84%	1,83%



OFFICE OF THE SECRETARY INFORMATION SERVICE



	Preferre	d medium	
Face-to-face information	13	11,93%	
Website	16	14,68%	Email
Virtual Office of the Secretary	22	20,18%	
Telephone information	4	3,67%	
E-mail	54	49,54%	



Frequency of use of the Office of Very often Sometimes Rarely				Frequ	iency					
the Secretary 5 10,64% 22 46,81% 20 42,55%		Stron	gly di	sagree	Sti	ongly	agree	1 2	3	4
	AVERAGE	N/C	1	2	3	4	5	·		
. I consider that opening hours are adequate.	3,73	64	1	5	10	18	11	3,17		
. The organisation of the face-to-face information service is satisfactory and convenient.	3,90	60	3	3	7	19	17	3,18		
. I consider that waiting time is usually admissible.	4,24	60	0	2	7	17	23	3,50		
. In general, the Office of the Secretary has provided enough information.	3,90	59	2	2	13	15	18	3,29		
. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	4,20	60	2	3	6	10	28	3,46		
FACULTY/SCHOOL WEBSITE								1 1		I
Frequency of use of the Faculty/School websiteVery oftenSometimesRarely1732,69%2650,00%917,31%										
. The website contains sufficient and updated information.	3,75	56	2	4	11	24	12	3,62		
	3,30	55	8	4	16	16	10	3,18		
. Information can easily be found on the website.										



VIRTUAL OFFICE OF THE SECRETARY

Very often

Frequency of use of the Virtual

ASSESSMENT REPORT OF THE OFFICE OF THE SECRETARY

22-23

Average for academic year

4

5

Office of the Secretary	43	58,90%	23	31,51%	7	9,59%			Strong	gly di	sagree	St	rongly	agree	1	2 :	3
		,		- ,				AVERAGE	N/C	1	2	3	4	5			
10. The Virtual Office of the Secreta	ry proces	sses request	s adequa	ately and is	a recom	mended sys	stem.	3,85	36	2	3	18	31	19	3,58		
11. I think that the response time is s	suitable.							3,84	40	1	4	13	38	13	3,54		
TELEPHONE INFORMATION																	
Frequency of use of the service	Ver 1	ry often	Son 5	netimes 50,00%	R	arely 40,00%]								1	1	
12. I consider that attention provided	l through	this channe	el is adeo	quate.				3,46	96	2	0	5	2	4	3,35		
13. In general, I'm satisfied with the	attention	received.						3,62	96	2	1	1	5	4	3,42		
E-MAIL																	
Frequency of use of the service	44	ry often 62,86%	Son	netimes 22,86%	R 10	arely 14,29%]								3,65		
14. I consider that the response time	e is suitab	ole.						4,11	36	1	4	11	27	30	3,03	-	

PROCEDURES AND FORMALITIES

15. In general, the information received is adequate.

ENROLMENT										
				Frequ	iency					
		Stron	gly dis	sagree.	Stı	rongly	agree	1 2	3 4	4 5
	AVERAGE	EN/C	1	2	3	4	5	- <u> </u>		· -
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Offic	4,04	5	3	7	18	31	45	3,63		∮
Have you requested an early examination attempt?YesNo2324,21%7275,79%										, , ,
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.	4,43	2	1	0	2	4	14	3,46		
FEES, EXEMPTIONS AND GRANTS										, ,
19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's	4,12	32	4	2	7	32	32	3,72		
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.	3,78	44	3	8	12	19	23	3,47		
								Scale used: from 1 to 5	: Average f	or academic year

4,08

34

3

5

8

26

33

Scale used: from 1 to 5

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C007

Rarely

Sometimes

FACULTY/SCHOOL: FACULTAT DE CIÈNCIES BIOLÒGIQUES

Frequency



22-23

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C007

FACULTY/SCHOOL: FACULTAT DE CIÈNCIES BIOLÒGIQUES

ASSESSMENT RESULTS AND E	XAM RECORDS	
Have you completed formalities	Yes No	Frequency
or made enquiries related with assessment results and exam	38 40,43% 56 59,57%	Strongly disagreeStrongly agree 1 2 3 4
records?		AVERAGE N/C 1 2 3 4 5 3,7 2
21.My enquiries or formalities related	l with assessment results or exam records have been dealt with ap	
STUDENT CARD		
Have you completed formalities	Yes No	
or made enquiries related with the student card?	61 64,89% 33 35,11%	
22.My enquiries or formalities related	1 with the student card have been dealt with appropriately by the S	Secretary's 4,32 5 1 1 7 17 30 4 , 0 3
CERTIFICATES		
Have you applied for a	Yes No	
certificate?	44 46,32% 51 53,68%	
23. I consider that the time taken to is	ssue a certificate was adequate.	3,86 8 3 2 7 9 15 3,63
24. My enquiries or formalities relate	d with certificates have been dealt with appropriately by the Secre	retary's Offic 3,92 4 1 6 4 13 16 3 , 6 4
CREDIT RECOGNITION AND T	RANSFER	
Have you completed formalities	Yes No	
or made enquiries related with credit recognition and transfer?	26 26,53% 72 73,47%	
	rocess applications for credit recognition and transfer was adequa	ate. 3,9 6 0 3 3 7 7 3 ,28
26. My enquiries or formalities relate	d with credit recognition and transfer have been dealt with approp	priately. 3,65 6 1 5 2 4 8 3,41
INTERNSHIPS		
Have you made enquiries related	Yes No	
with internships?	19 20,43% 74 79,57%	
27. My enquiries related with interns	hips have been dealt with appropriately by the Secretary's Office.	3,56 3 2 3 1 4 6 3,41
FINAL THESIS		
Have you completed formalities	Yes No	
or made enquiries related with	23 24.73% 70 75.27%	
the final thesis?		3,86 2 0 4 4 4 9 3 ,5 3
	alities or enquiries related with the final thesis was adequate.	3,86 2 0 4 4 9 3,72 5 1 2 4 5 6
	admitting/presenting the final thesis are adequate.	5,72 5 1 2 4 5 0
INTERNATIONAL RELATIONS		
Have you completed formalities or made enquiries related with	Yes No	
mobility programmes?	19 20,00% 76 80,00%	
30. My enquiries or formalities relate	d with mobility programmes have been dealt with appropriately.	3,38 3 2 1 4 7 2
		Scale used: from 1 to 5 Average for academic year



22-23

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C007

FACULTY/SCHOOL: FACULTAT DE CIÈNCIES BIOLÒGIQUES

DEGREE CERTIFICATES											
Have you completed formalities Yes No				Frequ							
or made enquiries related with the issue of the degree certificate?	AVERAGI		gly dis 1	sagree. 2	Str 3	ongly 4	agree 5	1	2	3 4	1 5
31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.	4,25	3	0	0	0	6	2	3,93			
EARLY EXAMINATION ATTEMPT								I	I		1 1
Have you requested an early Yes No											
examination attempt? 8 8,42% 87 91,58%											
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.	4,17	2	0	0	1	3	2	3,48			L
APPEALS AGAINST ASSESSMENT RESULTS						· · · · · · · · · · · · · · · · · · ·		3,40	T		
Application of enquiries to challenge qualifications Yes No											
2 2,11% 93 97,89%											
33. The information received about procedures or enquiries to challenge qualifications has been adequate	*	0	0	0	1	1	0	2,74			
									<u> </u>	4	ļ
				Frequ	iency						
			gly dis		Str	ongly a		1	2	3 4	5
GENERAL	AVERAG	E N/C	1	2	3	4	5	r	1		
The Office of the Secretary carries out the tasks expected from it.	3,98	16	3	5	12	44	29	3,52			
The Office of the Secretary usually deals with my requests satisfactorily.	3,94	15	5	6	13	36	34	3,45			
I have observed improvements in the general operation of the service on the occasions that I have made use of it	. 3,51	40	5	9	17	22	16	3,07	1		
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,96	17	3	5	10	49	25	3,41	1		
								Scale used: fro	m 1 to 5	: Average	for academic year

Do you miss any service at the Yes No office of the secretary of your faculty or school? 4,72% 5 101

95,28%



(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C007

FACULTY/SCHOOL: FACULTAT DE CIÈNCIES BIOLÒGIQUES

							OFFICE	OF THE	SECRETAR	Y INFOR	RMATION SE	RVICE					
EVOI	LUCIÓ	opening	nsider that I hours are equate.	of the fa informati is satisfa	rganisation ce-to-face ion service actory and venient.	waitin	isider that g time is admissible.	Offic Secre provide	neral, the e of the tary has d enough mation.	satisfie persona receive	eneral, I'm ed with the al attention ed from the ce 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
22-23	109	45	3,73	49	3,9	49	4,24	50	3,9	49	4,2	53	3,75	54	3,3	52	3,62
20-21	115	55	3,4	54	3,67	55	4,05	56	3,7	56	4	63	3,46	64	3,25	64	3,44
18-19	136	33	2,91	33	3,61	34	3,85	33	3,45	33	3,82	32	3,19	30	3,03	31	3,16
				0.000				. TRANK						DD 0 0			

OFFICE OF THE SECRETARY INFORMATION SERVICE

PROCEDURES AND FORMALITIES

	10. The Virtual Office of the Secretary processes requests adequately and is a n°enq. AVERAGE		respon	nk that the se time is table.	attentio through	nsider that on provided this channel dequate.	satisfie	eneral, I'm d with the n received.	the resp	nsider that onse time is itable.	informati	eneral, the on received dequate.	received the e proc	ess was	formalit with enro been o	enquiries or ies related olment have dealt with ately by the	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
22-23	73	3,85	69	3,84	13	3,46	13	3,62	73	4,11	75	4,08		*	104	4,04	21	4,43
20-21	83	3,58	78	3,64	26	3,88	26	4,04	91	3,85	92	3,76	49	4	103	3,88	18	3,83
18-19	25	3,6	23	3,61	3	3,67	3	4	35	3,77	35	3,8	75	3,72	129	3,6	30	3,53

PROCEDURES AND FORMALITIES

	19. My enquiries or formalities related with university fees have been dealt with appropriately n°enq. AVERAGE		formaliti with gr exempt	enquiries or les related rants and ions have dealt with	formalit with as results	enquiries or ies related sessment s or exam have been	formalit with th card h	enquiries or ties related te student ave been alt with	the tim issue a	nsider that e taken to certificate adequate.	formalit with c have b	enquiries or ies related ertificates been dealt propriately	the tim pr applic	nsider that the taken to ocess ations for recognition	formalit with recog	enquiries or ties related n credit nition and have been	relat interns been o	enquiries ed with hips have dealt with ately by the
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	nºenq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
2-23	77	4,12	65	3,78	30	4,23	56	4,32	36	3,86	40	3,92	20	3,9	20	3,65	16	3,56
0-21	77	3,96	77	3,73	22	3,86	46	3,98	30	3,9	30	4,03	26	3,35	27	3,48	30	3,7
8-19	94	3,76	92	3,38	38	3,63	45	3,87	45	3,6	45	3,67	34	3,18	44	3,2	52	3,77

					PROC	CEDURES AN	ND FORM	ALITIES				
	rece forma enquiri	information ived on alities or es related final thesis	the dea submittin g the fina	nsider that adlines for ag/presentin al thesis are equate.	formalit with program	enquiries or ties related mobility nmes have dealt with	formaliti with th certific	nquiries or les related e degree ate have dealt with	formalit with exan	enquiries or ies related n early nination s have been	receiv proce enqu	information red about edures or uiries to allenge
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
22-23	21	3,86	18	3,72	16	3,38	8	4,25	6	4,17	2	*

Number of surveys: 109 Surveyed population: 1633



22-23

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C007

FACULTY/SCHOOL: FACULTAT DE CIÈNCIES BIOLÒGIQUES

20-21	32	3,81	30	3,87	15	3,8	9	4,11	3	4,67		*
18-19	31	3,26	28	2,82	19	3,21	11	3,64	12	3,25	5	2,8

	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	
Curs	nºenq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
22-23	93	3,98	94	3,94	69	3,51	92	3,96
20-21	99	3,84	97	3,78	66	3,27	97	3,7
18-19	117	3,41	119	3,35	80	3	119	3,33

* The average item is calculated from three surveys rating.

#. Item not included in the current version