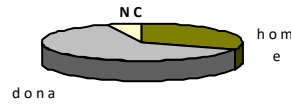
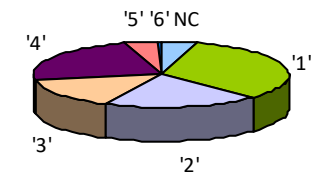


Gender:		
NC	23	5,60%
Male	128	31,14%
Female	260	63,26%



Highest year in which you are enrolled						
NC	1	2	3	4	5	6
19	134	82	62	95	17	2
4,62%	32,60%	19,95%	15,09%	23,11%	4,14%	0,49%



OFFICE OF THE SECRETARY INFORMATION SERVICE

Which medium do you use preferable?		
Face-to-face information	155	37,90%
Website	233	56,97%
Virtual Office of the Secretary	259	63,33%
Telephone information	134	32,76%
E-mail	292	71,39%

Answered this item: 409

% who answered the question

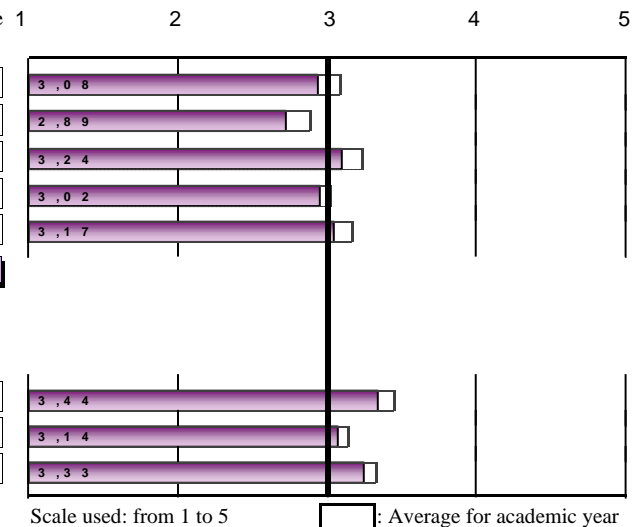
Preferred medium	
Face-to-face information	63 15,33%
Website	58 14,11%
Virtual Office of the Secretary	76 18,49%
Telephone information	53 12,90%
E-mail	161 39,17%

FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		
	18	11,69%	82	53,25%	54	35,06%	
1. I consider that opening hours are adequate.	2,95	264	37	19	28	41	22
2. The organisation of the face-to-face information service is satisfactory and convenient.	2,73	261	51	19	25	30	25
3. I consider that waiting time is usually admissible.	3,10	262	29	24	26	43	27
4. In general, the Office of the Secretary has provided enough information.	2,96	262	44	19	17	37	32
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	3,05	259	47	11	22	31	41

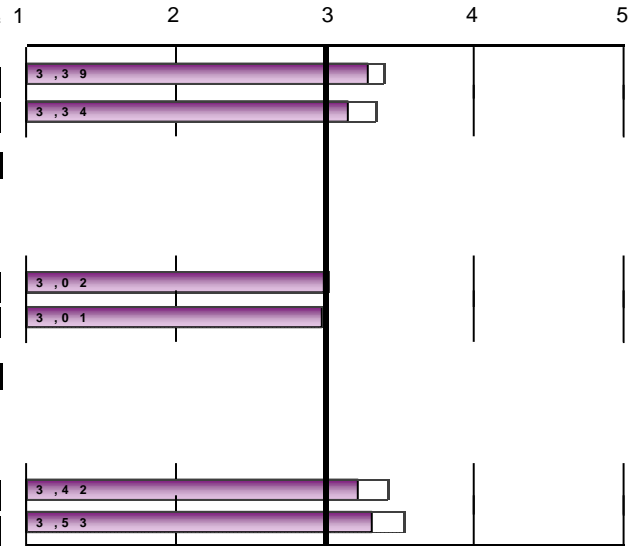
FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		
	110	49,11%	78	34,82%	36	16,07%	
6. The website contains sufficient and updated information.	3,34	186	28	23	55	83	36
7. Information can easily be found on the website.	3,08	185	38	35	58	61	34
8. I am satisfied with the Faculty/School website.	3,25	186	34	26	51	77	37

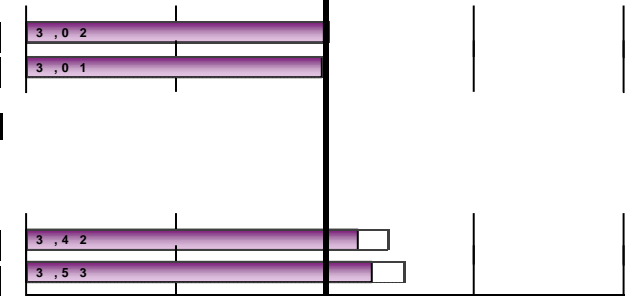


VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	128	51,82%	84	34,01%	35	14,17%	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.							3,29	165	36	30	51	84	45
11. I think that the response time is suitable.							3,15	169	41	36	54	67	44


TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	18	14,63%	71	57,72%	34	27,64%	Strongly disagree.....Strongly agree						
							AVERAGE	N/C	1	2	3	4	5
12. I consider that attention provided through this channel is adequate.							2,99	284	34	20	16	27	30
13. In general, I'm satisfied with the attention received.							2,98	286	36	15	21	22	31

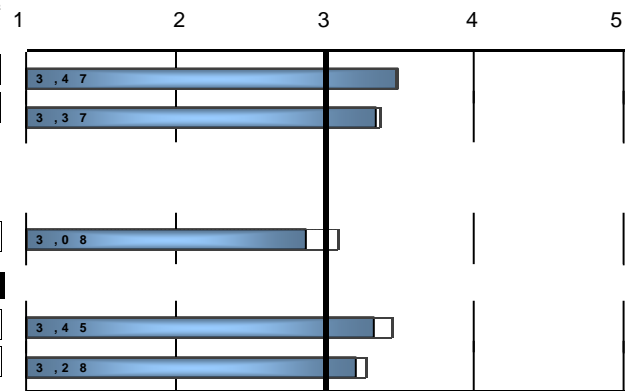

E-MAIL

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	174	64,68%	71	26,39%	24	8,92%	Strongly disagree.....Strongly agree						
							AVERAGE	N/C	1	2	3	4	5
14. I consider that the response time is suitable.							3,22	138	53	28	57	75	60
15. In general, the information received is adequate.							3,31	137	49	31	46	81	67

 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								
	207	56,87%	157	43,13%	Strongly disagree.....Strongly agree								
							AVERAGE	N/C	1	2	3	4	5
16. The assistance received throughout the enrolment process was adequate and sufficient.							3,49	22	31	15	28	54	57
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office							3,34	41	76	34	52	103	105



Have you requested an early examination attempt?	Yes		No		Frequency								
	64	17,98%	292	82,02%	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.							2,87	9	21	4	4	13	13

FEES, EXEMPTIONS AND GRANTS

19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's							3,32	111	54	40	43	81	82
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.							3,21	121	62	34	50	70	74

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

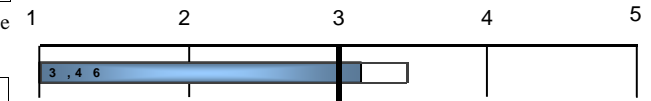
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C003

FACULTY/SCHOOL: FACULTAT DE DRET

ASSESSMENT RESULTS AND EXAM RECORDS

Have you completed formalities or made enquiries related with assessment results and exam records?	Yes		No		Frequency						
	159	44,54%	198	55,46%	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.	3,16	32	34	7	21	35	30				


STUDENT CARD

Have you completed formalities or made enquiries related with the student card?	Yes		No		Frequency						
	178	49,17%	184	50,83%	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	3,64	29	21	12	19	44	53				


CERTIFICATES

Have you applied for a certificate?	Yes		No		Frequency						
	149	41,27%	212	58,73%	AVERAGE	N/C	1	2	3	4	5
23. I consider that the time taken to issue a certificate was adequate.	3,15	32	24	17	20	30	26				
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office	3,11	30	31	13	17	28	30				


CREDIT RECOGNITION AND TRANSFER

Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No		Frequency						
	129	36,44%	225	63,56%	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.	2,85	19	35	12	19	22	22				
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.	2,96	20	34	9	20	19	27				


INTERNSHIPS

Have you completed formalities or made enquiries related with internships?	Yes		No		Frequency						
	120	34,09%	232	65,91%	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	2,83	13	35	14	13	24	21				


FINAL THESIS

Have you completed formalities or made enquiries related with the final thesis?	Yes		No		Frequency						
	105	29,33%	253	70,67%	AVERAGE	N/C	1	2	3	4	5
28. The information received on formalities or enquiries related with the final thesis was adequate.	3,17	10	21	9	23	17	25				
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.	3,15	16	22	6	19	21	21				


INTERNATIONAL RELATIONS

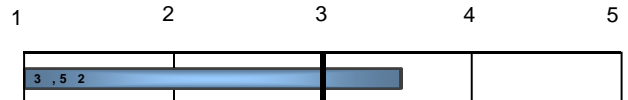
Have you completed formalities or made enquiries related with mobility programmes?	Yes		No		Frequency						
	95	26,84%	259	73,16%	AVERAGE	N/C	1	2	3	4	5
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	2,83	12	24	8	21	18	12				


 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		Frequency						
					Strongly disagree.....Strongly agree						
	58	16,81%	287	83,19%	AVERAGE	N/C	1	2	3	4	5

31. My enquiries or formalities related with the degree certificate have been dealt with appropriately. 3,53 11 7 4 8 13 15



EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No	
	39	11,34%	305	88,66%

32. My enquiries or formalities related with early examination attempts have been dealt with appropriately. 2,85 5 11 5 3 8 7



APPEALS AGAINST ASSESSMENT RESULTS

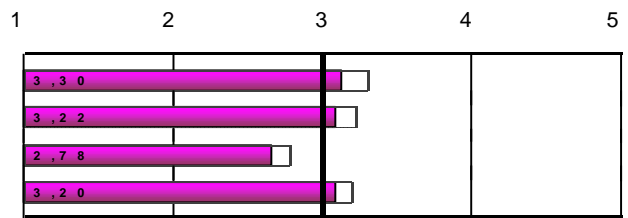
Have you appealed against assessment results?	Yes		No	
	42	12,21%	302	87,79%

33. My enquiries or formalities related with appeals against assessment results have been dealt with appropriately, as regards information provided and deadlines. 1,85 8 24 2 1 3 4



GENERAL

	Frequency						
	Strongly disagree.....Strongly agree						
	AVERAGE	N/C	1	2	3	4	5
The Office of the Secretary carries out the tasks expected from it.	3,13	66	68	54	60	90	73
The Office of the Secretary usually deals with my requests satisfactorily.	3,09	65	83	42	59	85	77
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	2,66	120	96	44	59	46	46
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,08	59	88	44	56	79	85



Has your interacting way with the administrative services of the centre changed due to the Covid-19 situation?	Yes		No	
	188	67,38%	91	32,62%

The attention received during the Covid-19 situation has been adequate 2,38 2 76 37 22 29 22

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



Do you miss any service at the office of the secretary of your faculty or school?	Yes		No	
	53	14,13%	322	85,87%

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C003

FACULTY/SCHOOL: FACULTAT DE DRET

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	411	147	2,95	150	2,73	149	3,1	149	2,96	152	3,05	225	3,34	226	3,08	225	3,25
18-19	347	122	2,8	122	3,2	121	3,44	121	3,03	122	3,07	60	3,5	60	3,02	60	3,37

		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		246	3,29	242	3,15	127	2,99	125	2,98	273	3,22	274	3,31	185	3,49	370	3,34	55	2,87
18-19		71	3,61	68	3,43	8	3,25	6	2,83	69	3,51	72	3,56	170	3,73	328	3,57	56	3,16

		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		300	3,32	290	3,21	127	3,16	149	3,64	117	3,15	119	3,11	110	2,85	109	2,96	107	2,83
18-19		267	3,51	239	3,11	136	3,36	127	3,7	124	3,4	134	3,44	105	3,01	107	3,25	111	3,24

		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		95	3,17	89	3,15	83	2,83	47	3,53	34	2,85	34	1,85
18-19		76	3,41	69	3,42	79	3,08	52	3,38	33	3,12	33	2,48

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	345	3,13	346	3,09	291	2,66	352	3,08
18-19	311	3,39	316	3,32	259	2,9	320	3,29

* The average item is calculated from three surveys rating.