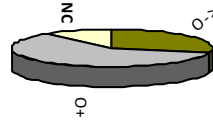
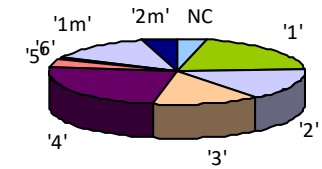


Gender:		
NC	19	10,86%
Male	50	28,57%
Female	106	60,57%



Highest year in which you are enrolled								
NC	1	2	3	4	5	6	1 m	2 m
7	35	27	24	42	8	1	23	8
4,86%	24,31%	18,75%	16,67%	29,17%	5,56%	0,69%	13,14%	4,57%



OFFICE OF THE SECRETARY INFORMATION SERVICE

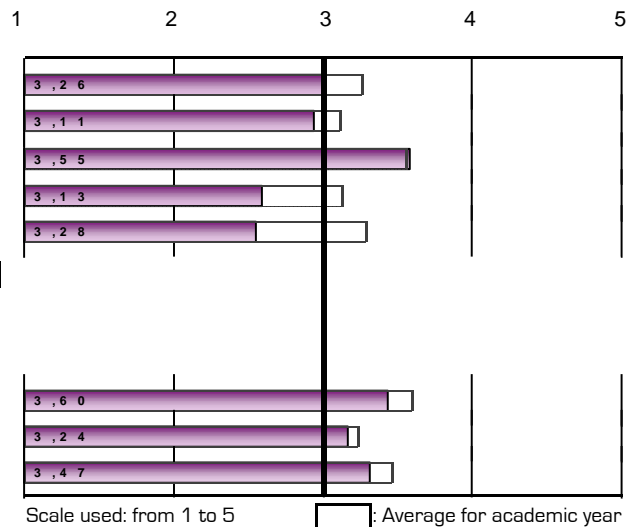
Which medium do you use preferable?		
Face-to-face information	90	51,72%
Website	94	54,02%
Virtual Office of the Secretary	105	60,34%
Telephone information	41	23,56%
E-mail	111	63,79%

Answered this item: 174

Preferred medium		
Face-to-face information	34	19,54%
Website	25	14,37%
Virtual Office of the Secretary	36	20,69%
Telephone information	8	4,60%
E-mail	71	40,80%

FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	11	13,10%	50	59,52%	23	27,38%	Strongly disagree.....	Strongly agree	1	2	3	4	5
1. I consider that opening hours are adequate.	3,02	89	11	18	24	24	9						
2. The organisation of the face-to-face information service is satisfactory and convenient.	2,94	89	19	14	17	25	11						
3. I consider that waiting time is usually admissible.	3,58	91	8	6	20	29	21						
4. In general, the Office of the Secretary has provided enough information.	2,59	89	33	11	16	10	16						
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	2,55	88	34	12	15	11	15						



FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		Frequency						
	24	30,00%	42	52,50%	14	17,50%	Strongly disagree.....	Strongly agree	1	2	3	4	5
6. The website contains sufficient and updated information.	3,43	89	5	9	27	34	11						
7. Information can easily be found on the website.	3,16	89	8	14	29	26	9						
8. I am satisfied with the Faculty/School website.	3,31	89	6	13	25	32	10						

VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely	
	40	45,98%	32	36,78%	15	17,24%

10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.	3,24	85	11	14	24	24	17
11. I think that the response time is suitable.	3,38	91	10	8	23	26	17

TELEPHONE INFORMATION

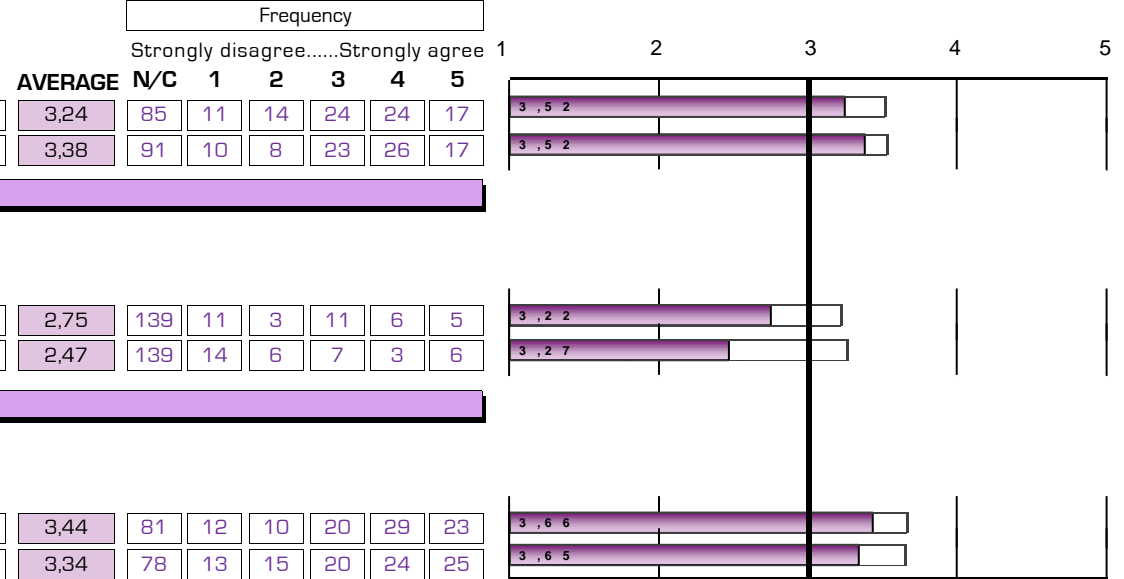
Frequency of use of the service	Very often		Sometimes		Rarely	
	5	17,86%	13	46,43%	10	35,71%

12. I consider that attention provided through this channel is adequate.	2,75	139	11	3	11	6	5
13. In general, I'm satisfied with the attention received.	2,47	139	14	6	7	3	6

E-MAIL

Frequency of use of the service	Very often		Sometimes		Rarely	
	51	57,95%	25	28,41%	12	13,64%

14. I consider that the response time is suitable.	3,44	81	12	10	20	29	23
15. In general, the information received is adequate.	3,34	78	13	15	20	24	25



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

PROCEDURES AND FORMALITIES

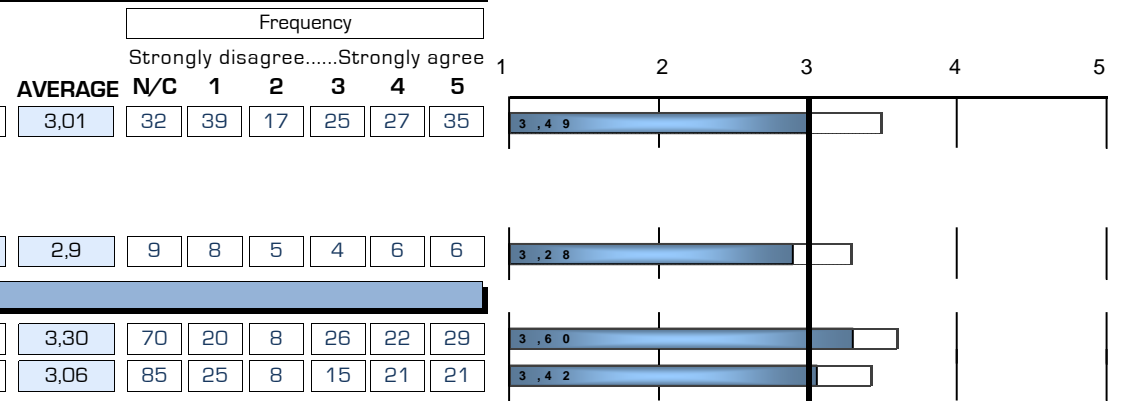
ENROLMENT

Have you made enquiries related with cancellation of enrolment?	Yes		No	
	38	26,95%	103	73,05%

17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Of	3,01	32	39	17	25	27	35
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.	2,9	9	8	5	4	6	6

FEES, EXEMPTIONS AND GRANTS

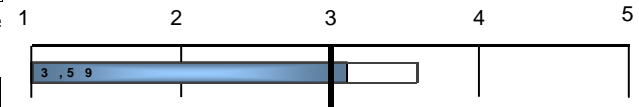
19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary'	3,30	70	20	8	26	22	29
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.	3,06	85	25	8	15	21	21



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

ASSESSMENT RESULTS AND EXAM RECORDS

Have you made enquiries related with assessment results and exam records?	Yes		No		Frequency						
	70	48,95%	73	51,05%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
21. My enquiries or formalities related with assessment results or exam records have been dealt with appropri					3,11	16	14	3	15	7	15



STUDENT CARD

Have you made enquiries related with the student card?	Yes		No		Frequency						
	64	44,44%	80	55,56%	Strongly disagree.....Strongly agree						
					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 Secreta					3,57	11	8	5	9	11	20



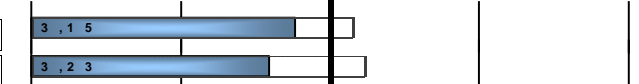
CERTIFICATES

Have you applied for a certificate?	Yes		No		Frequency						
	66	46,48%	76	53,52%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
23. I consider that the time taken to issue a certificate was adequate.					3,18	21	12	4	7	8	14
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's O					2,98	21	15	3	8	6	13



CREDIT RECOGNITION AND TRANSFER

Have you made enquiries related with credit recognition and transfer?	Yes		No		Frequency						
	52	36,11%	92	63,89%	Strongly disagree.....Strongly agree						
					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.					2,77	22	12	2	3	7	6
26. My enquiries related with credit recognition and transfer have been dealt with appropriately.					2,59	20	14	3	4	4	7



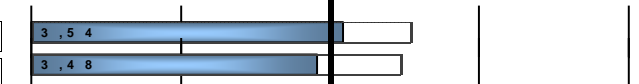
INTERNSHIPS

Have you made enquiries related with internships?	Yes		No		Frequency						
	39	27,86%	101	72,14%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
27. My enquiries related with internships have been dealt with appropriately by the Secretary's Office.					2,84	7	11	1	7	8	5



FINAL THESIS

Have you made enquiries related with the final thesis?	Yes		No		Frequency						
	44	30,99%	98	69,01%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
28. The information received on formalities or enquiries related with the final thesis was adequate.					3,08	7	9	5	7	6	10
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.					2,91	9	10	5	7	4	9



INTERNATIONAL RELATIONS

Have you made enquiries related with mobility programmes?	Yes		No		Frequency						
	28	19,86%	113	80,14%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.					2,78	5	8	2	4	5	4

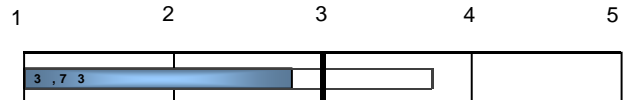


Scale used: from 1 to 5 : Average for academic year

DEGREE CERTIFICATES

Have you made enquiries related with the issue of the degree certificate?	Yes		No		Frequency								
	24	17,39%	114	82,61%	Strongly disagree.....Strongly agree								
					AVERAGE	N/C	1	2	3	4	5		

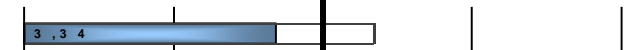
31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.	2,79	5	6	3	2	5	3					
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EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No		Frequency								
	23	16,43%	117	83,57%	Strongly disagree.....Strongly agree								
					AVERAGE	N/C	1	2	3	4	5		

32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.	2,69	7	6	2	3	1	4					
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APPEALS AGAINST ASSESSMENT RESULTS

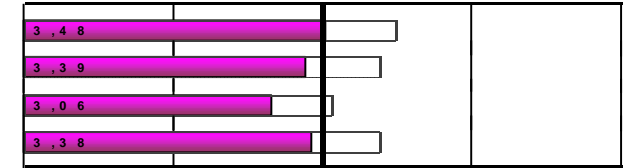
Application of enquiries to challenge qualifications	Yes		No		Frequency								
	12	8,57%	128	91,43%	Strongly disagree.....Strongly agree								
					AVERAGE	N/C	1	2	3	4	5		

33. The information received about procedures or enquiries to challenge qualifications has been adequate	1,86	5	5	0	1	0	1					
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GENERAL

The Office of the Secretary carries out the tasks expected from it.	3,02	49	28	20	24	29	25					
The Office of the Secretary usually deals with my requests satisfactorily.	2,89	44	39	17	21	28	26					
I have observed improvements in the general operation of the service on the occasions that I have made use of	2,65	68	41	14	15	15	22					
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	2,93	44	37	17	21	30	26					



Do you miss any service at the office of the secretary of your faculty or school?	Yes		No		Frequency						
	13	100,00%	0	0,00%	Strongly disagree.....Strongly agree						

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

EVOLUCIÓ

OFFICE OF THE SECRETARY INFORMATION SERVICE

Curs	Recollides	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.	
		n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
24-25	175	86	3,02	86	2,94	84	3,58	86	2,59	87	2,55	86	3,43	86	3,16	86	3,31
22-23	297	130	3,14	132	3,31	132	3,69	134	3,26	133	3,35	150	3,69	151	3,31	151	3,52
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

Curs	10. The Virtual Office of the Secretary processes requests and is a recommended system.		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.		#. The assistance received throughout the enrolment process was adequate and sufficient.		17. My enquiries related with enrolment have been dealt by the Secretary's Office.		18. My enquiries related with cancellation of enrolment have been dealt.	
	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
24-25	90	3,24	84	3,38	36	2,75	36	2,47	94	3,44	97	3,34	*	143	3,01	29	2,9	
22-23	170	3,71	160	3,65	59	3,47	60	3,5	189	3,7	190	3,91	*	281	3,74	37	3,32	
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

Curs	19. My enquiries related with university fees have been dealt by the Secretary's Office.		20. My enquiries related with grants and exemptions have been dealt.		21. My enquiries related with assessment results or exam records have been dealt.		22. My enquiries related with the student card have been dealt by the Secretary's Office.		23. I consider that the time taken to issue a certificate was adequate.		24. My enquiries related with certificates have been dealt by the Secretary's Office.		25. I consider that the time taken to process applications for credit was adequate.		26. My enquiries related with credit recognition and transfer have been dealt.		27. My enquiries related with internships have been dealt by the Secretary's Office.	
	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
24-25	105	3,3	90	3,06	54	3,11	53	3,57	45	3,18	45	2,98	30	2,77	32	2,59	32	2,84
22-23	219	3,67	183	3,52	106	3,77	138	3,93	98	3,64	97	3,7	92	3,41	91	3,51	68	3,37
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

Curs	28. The information received on enquiries related with the final thesis was adequate.		29. I consider that the deadlines for submitting/presenting the final thesis are adequate.		30. My enquiries related with mobility programmes have been dealt.		31. My enquiries related with the degree certificate have been dealt.		32. My enquiries related with early examination attempts have been dealt.		33. The information about enquiries to challenge qualifications has been adequate.	
	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
24-25	37	3,08	35	2,91	23	2,78	19	2,79	16	2,69	7	1,86
22-23	72	3,56	66	3,36	49	3,47	39	3,82	24	3,12	13	1,85
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.		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
24-25	126	3,02	131	2,89	107	2,65	131	2,93
22-23	260	3,55	264	3,42	195	2,99	263	3,41
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.

#. Item not included in the current version