

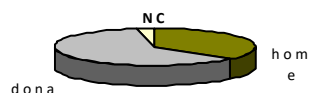
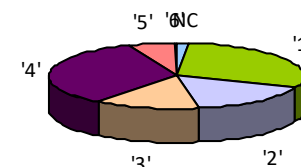
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C005

FACULTY/SCHOOL: FACULTAT D'ECONOMIA

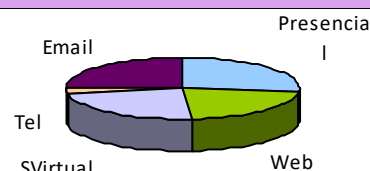
Gender:		
NC	11	3,05%
Male	131	36,29%
Female	219	60,66%

Highest year in which you are enrolled						
NC	1	2	3	4	5	6
6	106	58	48	121	21	1
1,66%	29,36%	16,07%	13,30%	33,52%	5,82%	0,28%



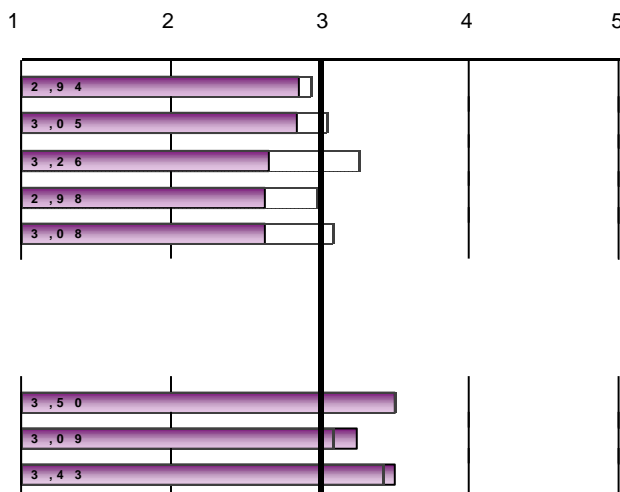
OFFICE OF THE SECRETARY INFORMATION SERVICE

Preferred medium		
Face-to-face information	95	26,69%
Website	78	21,91%
Virtual Office of the Secretary	82	23,03%
Telephone information	14	3,93%
E-mail	87	24,44%



FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		Frequency	
	9	9,89%	54	59,34%	28	30,77%		
								Strongly disagree.....Strongly agree 1 2 3 4 5
1. I consider that opening hours are adequate.	2,86		266	11	28	28	19	9
2. The organisation of the face-to-face information service is satisfactory and convenient.	2,84		267	17	20	26	23	8
3. I consider that waiting time is usually admissible.	2,66		267	20	26	21	20	7
4. In general, the Office of the Secretary has provided enough information.	2,63		268	24	23	20	15	11
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	2,63		267	29	20	15	17	13



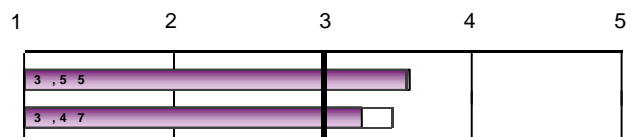
FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		Frequency	
	35	45,45%	34	44,16%	8	10,39%		
6. The website contains sufficient and updated information.	3,50		283	6	9	19	28	16
7. Information can easily be found on the website.	3,24		283	7	15	20	24	12
8. I am satisfied with the Faculty/School website.	3,50		283	6	8	20	29	15

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

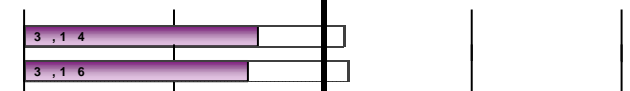
VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency				
	35	43,75%	32	40,00%	13	16,25%	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.	3,58	282	4	5	23	35	12				
11. I think that the response time is suitable.	3,26	284	7	11	24	25	10				



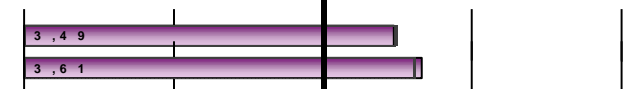
TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency				
	3	21,43%	9	64,29%	2	14,29%	Strongly disagree.....Strongly agree				
	AVERAGE	N/C	1	2	3	4	5				
12. I consider that attention provided through this channel is adequate.	2,57	347	2	7	1	3	1				
13. In general, I'm satisfied with the attention received.	2,50	347	4	4	3	1	2				



E-MAIL

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency				
	54	62,07%	28	32,18%	5	5,75%	Strongly disagree.....Strongly agree				
	AVERAGE	N/C	1	2	3	4	5				
14. I consider that the response time is suitable.	3,48	281	3	7	30	29	11				
15. In general, the information received is adequate.	3,66	278	4	7	19	36	17				

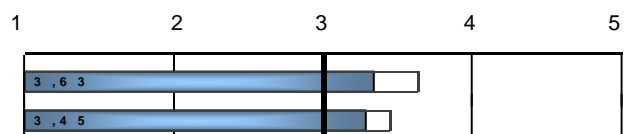


Scale used: from 1 to 5 : Average for academic year

PROCEDURES AND FORMALITIES

ENROLMENT

Did you complete the assisted enrolment at the enrolment room of your faculty/school?	Yes		No		Frequency						
	211	63,55%	121	36,45%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
16. The assistance received throughout the enrolment process was adequate and sufficient.					3,34	12	26	28	38	67	40
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office					3,29	18	50	44	78	100	71



Have you requested an early examination attempt?	Yes		No	
	88	27,24%	235	72,76%

18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.	2,99	18	17	12	13	11	17
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FEES, EXEMPTIONS AND GRANTS

19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's	3,40	93	31	25	70	89	53
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.	3,18	107	34	38	70	72	40



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

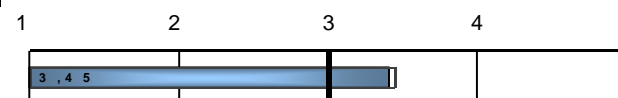
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C005

FACULTY/SCHOOL: FACULTAT D'ECONOMIA

ASSESSMENT RESULTS AND EXAM RECORDS

Have you completed formalities or made enquiries related with assessment results and exam records?	Yes		No		Frequency						
	149	46,27%	173	53,73%	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 appropriately.					3,41	27	13	12	34	38	25



STUDENT CARD

Have you completed formalities or made enquiries related with the student card?	Yes		No								
	138	41,32%	196	58,68%							
22.My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's					3,77	13	7	13	22	43	40



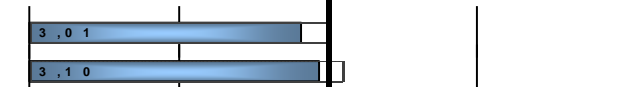
CERTIFICATES

Have you applied for a certificate?	Yes		No								
	164	48,96%	171	51,04%							
23. I consider that the time taken to issue a certificate was adequate.					3,31	35	22	12	28	38	29
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office					3,47	24	18	15	25	47	35



CREDIT RECOGNITION AND TRANSFER

Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No								
	151	45,48%	181	54,52%							
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.					2,82	26	28	26	27	29	15
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.					2,94	25	28	22	24	34	18



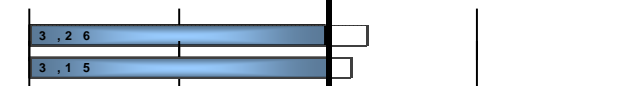
INTERNSHIPS

Have you completed formalities or made enquiries related with internships?	Yes		No								
	131	39,82%	198	60,18%							
27. My enquiries or formalities related with internships have been dealt with appropriately by the Secretary's Office	3,25	25	14	16	26	29	21				



FINAL THESIS

Have you completed formalities or made enquiries related with the final thesis?	Yes		No								
	88	27,50%	232	72,50%							
28. The information received on formalities or enquiries related with the final thesis was adequate.					2,99	16	16	12	16	13	15
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.					3	19	12	9	25	13	10



INTERNATIONAL RELATIONS

Have you completed formalities or made enquiries related with mobility programmes?	Yes		No								
	95	29,97%	222	70,03%							
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	2,98	8	20	17	12	21	17				



Scale used: from 1 to 5

□: Average for academic year

Number of surveys: 361

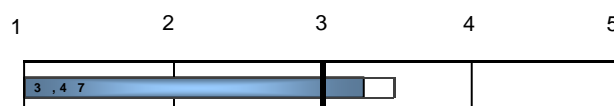
Period of surveys: 29/10/2018 - 02/12/2018

Printing date: 08/04/2019

Surveyed population: 6313

DEGREE CERTIFICATES

Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes		No		Frequency						
					Strongly disagree.....Strongly agree						
	36	11,58%	275	88,42%	AVERAGE	N/C	1	2	3	4	5
31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.	3,28		11	3	5	3	10	4			



EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No								
	39	12,42%	275	87,58%							
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.					3,11	11	5	2	8	11	2



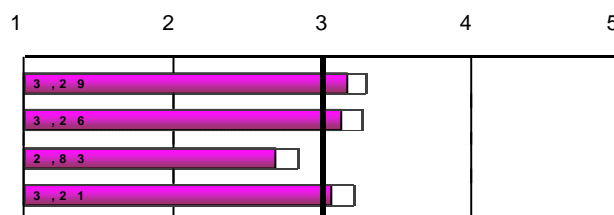
APPEALS AGAINST ASSESSMENT RESULTS

Have you appealed against assessment results?	Yes		No									
	22	7,21%	283	92,79%								
33. My enquiries or formalities related with appeals against assessment results have been dealt with appropriately, as regards information provided and deadlines.	3,14	8	2	3	2	5	2					



GENERAL

The Office of the Secretary carries out the tasks expected from it.	3,17	42	51	49	68	97	54
The Office of the Secretary usually deals with my requests satisfactorily.	3,13	37	57	59	53	94	61
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	2,68	98	66	51	74	45	27
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,06	32	61	54	69	94	51



Do you miss any service at the office of the secretary of your faculty or school?	Yes		No	
	54	15,93%	285	84,07%

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

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C005

FACULTY/SCHOOL: FACULTAT D'ECONOMIA

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
18-19	361	95	2,86	94	2,84	94	2,66	93	2,63	94	2,63	78	3,5	78	3,24	78	3,5

OFFICE OF THE SECRETARY INFORMATION SERVICE
PROCEDURES AND FORMALITIES

Curs	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	
	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
18-19	79	3,58	77	3,26	14	2,57	14	2,5	80	3,48	83	3,66	199	3,34	343	3,29	70	2,99

PROCEDURES AND FORMALITIES

Curs	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	
	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
18-19	268	3,4	254	3,18	122	3,41	125	3,77	129	3,31	140	3,47	125	2,82	126	2,94	106	3,25

PROCEDURES AND FORMALITIES

Curs	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	
	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
18-19	72	2,99	69	3	87	2,98	25	3,28	28	3,11	14	3,14

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
18-19	319	3,17	324	3,13	263	2,68	329	3,06

Number of surveys: 361

Period of surveys: 29/10/2018 - 02/12/2018

Printing date: 08/04/2019

Surveyed population: 6313

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C005

FACULTY/SCHOOL: FACULTAT D'ECONOMIA

** The average item is calculated from three surveys rating.*