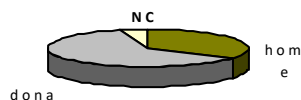
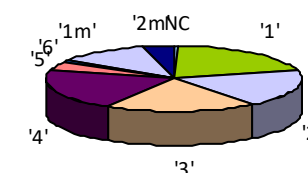


Gender:		
NC	16	4,43%
Male	122	33,80%
Female	223	61,77%



Highest year in which you are enrolled								
NC	1	2	3	4	5	6	1 m	2 m
2	74	66	70	73	17	3	42	14
0,66%	24,26%	21,64%	22,95%	23,93%	5,57%	0,98%	11,63%	3,88%

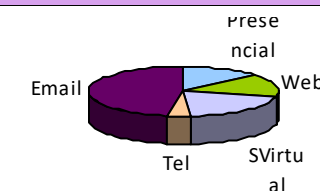


## OFFICE OF THE SECRETARY INFORMATION SERVICE

Which medium do you use preferable?			
Face-to-face information	151	42,06%	
Website	207	57,66%	
Virtual Office of the Secretary	248	69,08%	
Telephone information	74	20,61%	
E-mail	283	78,83%	
Answered this item: 359			

% who answered the question

Preferred medium		
Face-to-face information	49	13,57%
Website	54	14,96%
Virtual Office of the Secretary	72	19,94%
Telephone information	16	4,43%
E-mail	170	47,09%

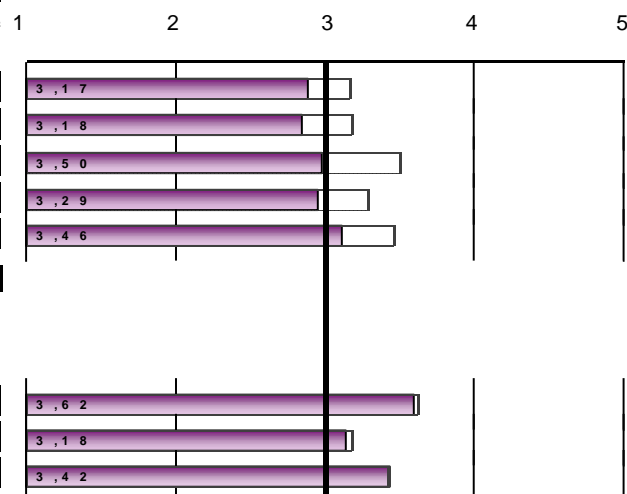


## FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		Frequency	
	17	11,64%	82	56,16%	47	32,19%		
Strongly disagree.....Strongly agree 1 2 3 4 5								
1. I consider that opening hours are adequate.	2,89	218	33	23	33	35	19	
2. The organisation of the face-to-face information service is satisfactory and convenient.	2,84	214	38	27	28	28	26	
3. I consider that waiting time is usually admissible.	2,99	215	35	17	31	41	22	
4. In general, the Office of the Secretary has provided enough information.	2,95	214	38	22	24	35	28	
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	3,12	214	36	20	19	35	37	

## FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		Frequency	
	64	33,16%	86	44,56%	43	22,28%		
6. The website contains sufficient and updated information.	3,59	161	8	23	44	93	32	
7. Information can easily be found on the website.	3,14	159	21	40	54	64	23	
8. I am satisfied with the Faculty/School website.	3,43	158	16	24	48	86	29	



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						
	92	41,63%	100	45,25%	29	13,12%	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.							3,38	125	31	26	43	94	42
11. I think that the response time is suitable.							3,18	134	42	29	39	81	36

AVERAGE

N/C

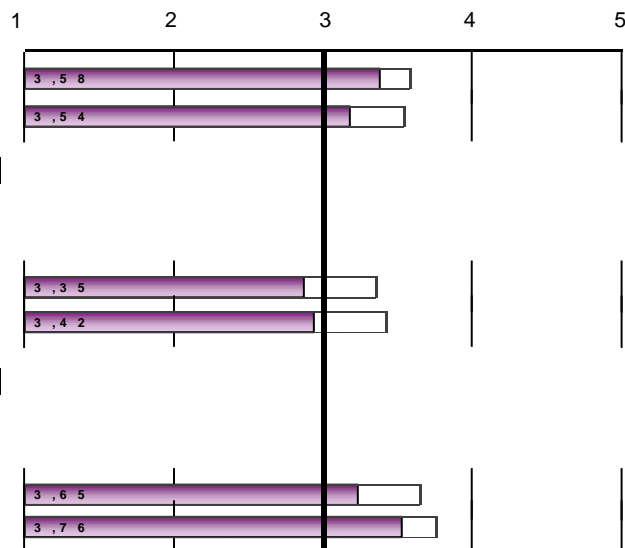
1

2

3

4

5



### TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely									
	10	17,54%	28	49,12%	19	33,33%								
12. I consider that attention provided through this channel is adequate.							2,87	291	16	14	16	11	13	
13. In general, I'm satisfied with the attention received.							2,94	290	18	10	14	16	13	

### E-MAIL

Frequency of use of the service	Very often		Sometimes		Rarely									
	147	59,04%	79	31,73%	23	9,24%								
14. I consider that the response time is suitable.							3,23	87	52	34	48	79	61	
15. In general, the information received is adequate.							3,52	88	34	28	50	83	78	

## PROCEDURES AND FORMALITIES

### ENROLMENT

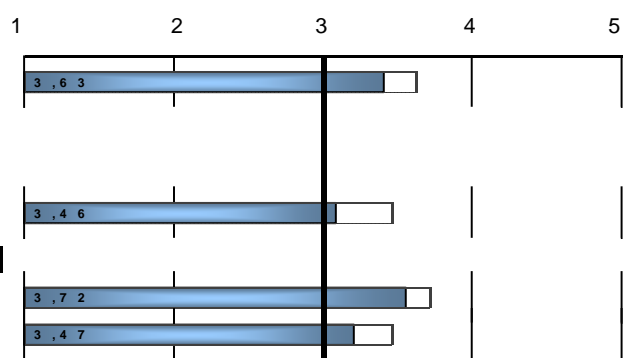
					Frequency						
					Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office					3,40	15	46	47	70	88	95
Have you requested an early examination attempt?	Yes		No								
	64	19,88%	258	80,12%							
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.					3,09	6	10	15	10	6	17

### FEES, EXEMPTIONS AND GRANTS

19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's	3,55	114	24	28	49	80	66
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.	3,20	147	38	30	47	49	50

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						
	135	41,80%	188	58,20%	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.	3,57	35	13	7	20	30	30				

STUDENT CARD

Have you completed formalities or made enquiries related with the student card?	Yes		No									
	167	51,23%	159	48,77%								
22. My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's	4,06	25	10	3	20	45	64					

CERTIFICATES

Have you applied for a certificate?	Yes		No													
	127	39,44%	195	60,56%												
23. I consider that the time taken to issue a certificate was adequate.					3,31	25	17	9	24	29	23					
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office					3,36	27	13	14	18	34	21					

CREDIT RECOGNITION AND TRANSFER

Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No													
	129	39,45%	198	60,55%												
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.					3,41		32	14	10	20	28	25				
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.					3,45		29	14	11	19	28	28				

INTERNSHIPS

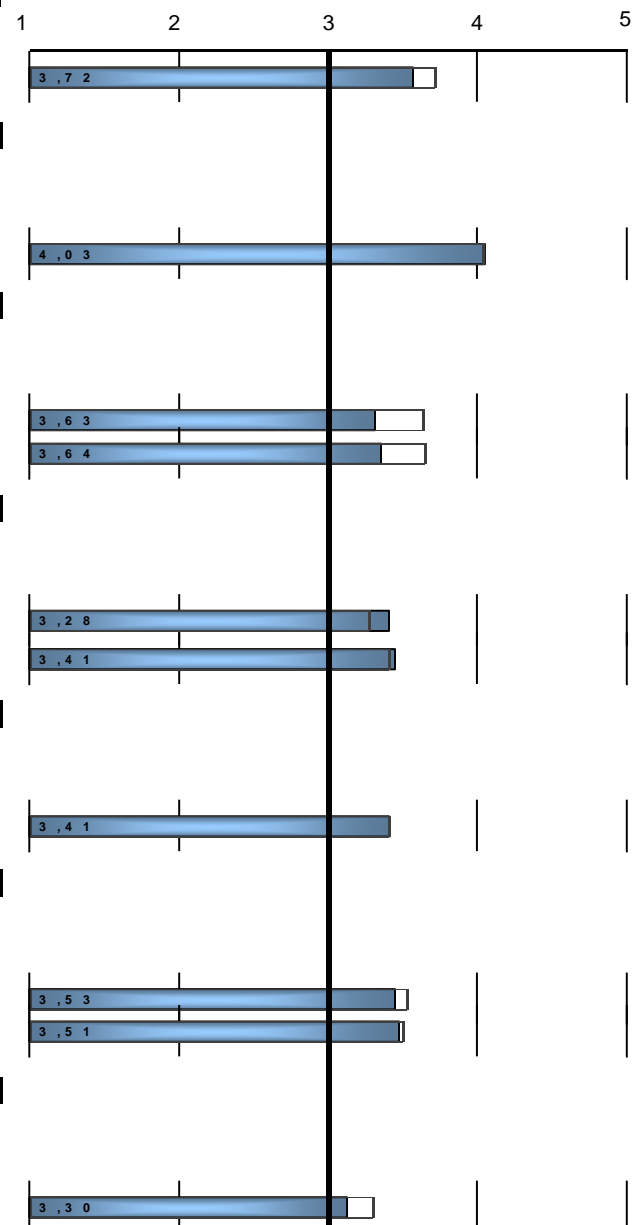
Have you made enquiries related with internships?	Yes		No													
	83	26,10%	235	73,90%												
27. My enquiries related with internships have been dealt with appropriately by the Secretary's Office.	3,41	7	8	10	17	25	16									

FINAL THESIS

Have you completed formalities or made enquiries related with the final thesis?	Yes		No													
	64	20,00%	256	80,00%												
28. The information received on formalities or enquiries related with the final thesis was adequate.	3,45	13	6	5	11	18	11									
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.	3,48	18	5	6	7	18	10									

INTERNATIONAL RELATIONS

Have you completed formalities or made enquiries related with mobility programmes?	Yes		No													
	114	35,96%	203	64,04%												
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	3,12	18	18	17	16	25	20									



Scale used: from 1 to 5

□: Average for academic year

Number of surveys: 361

Period of surveys: 25/10/2022 - 19/11/2022

Printing date: 28/11/2022

Surveyed population: 6322

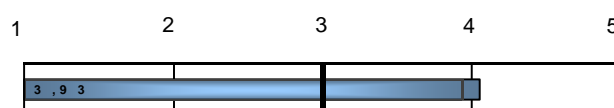
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C005

FACULTY/SCHOOL: FACULTAT D'ECONOMIA

DEGREE CERTIFICATES

Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes		No		Frequency						
					Strongly disagree.....Strongly agree						
	31	10,10%	276	89,90%	AVERAGE	N/C	1	2	3	4	5
31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.	4,04	8	1	2	2	8	10				



EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No								
	18	5,77%	294	94,23%							
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.					3,69	2	1	2	4	3	6



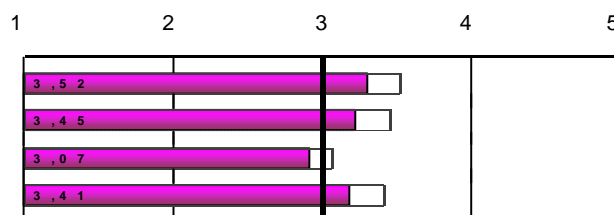
APPEALS AGAINST ASSESSMENT RESULTS

Application of enquiries to challenge qualifications	Yes		No								
	20	6,51%	287	93,49%							
33. The information received about procedures or enquiries to challenge qualifications has been adequate					3	0	4	5	3	3	5



GENERAL

	Frequency						Frequency					
	AVERAGE	N/C	1	2	3	4	5	AVERAGE	N/C	1	2	3
The Office of the Secretary carries out the tasks expected from it.	3,30	53	46	38	65	95	64	3,52				
The Office of the Secretary usually deals with my requests satisfactorily.	3,22	52	55	43	56	88	67	3,45				
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	2,91	111	60	42	49	59	40	3,07				
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,18	48	59	47	53	86	68	3,41				



Do you miss any service at the office of the secretary of your faculty or school?	Yes		No	
	41	12,35%	291	87,65%

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															
		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
Curs	Recollides																
22-23	361	143	2,89	147	2,84	146	2,99	147	2,95	147	3,12	200	3,59	202	3,14	203	3,43
20-21	441	146	2,9	149	2,54	147	2,76	152	2,9	147	2,97	225	3,4	227	3,12	225	3,29
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						
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.		#. 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
22-23	236	3,38	227	3,18	70	2,87	71	2,94	274	3,23	273	3,52	*	346	3,4	58	3,09	
20-21	284	3,22	275	3,06	95	2,89	95	2,96	318	3,17	315	3,44	162	3,31	382	3,19	48	2,85
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																			
	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 related with internships have been dealt with appropriately by the		
Curs	n°enq.	AVERAGE		n°enq.	AVERAGE		n°enq.	AVERAGE		n°enq.	AVERAGE		n°enq.	AVERAGE		n°enq.	AVERAGE		n°enq.	AVERAGE
22-23	247	3,55		214	3,2		100	3,57		142	4,06		102	3,31		100	3,36		97	3,41
20-21	279	3,37		255	3,13		100	3,35		157	3,88		98	3,34		98	3,27		125	3,04
18-19	268	3,4		254	3,18		122	3,41		125	3,77		129	3,31		140	3,47		125	2,82

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. The information received about procedures or enquiries to challenge	
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
22-23	51	3,45	46	3,48	96	3,12	23	4,04	16	3,69	20	3

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C005

FACULTY/SCHOOL: FACULTAT D'ECONOMIA

20-21	47	3,51	49	3,45	70	3,01	22	3	16	2,81	17	2,65
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
22-23	308	3,3	309	3,22	250	2,91	313	3,18
20-21	380	3,15	377	3,09	293	2,68	382	3,07
18-19	319	3,17	324	3,13	263	2,68	329	3,06

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

#. Item not included in the current version