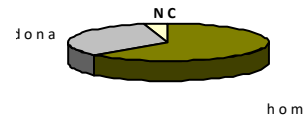


(Student opinion and satisfaction survey)

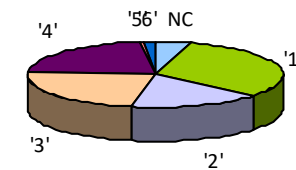
FACULTY/SCHOOL: C032

FACULTY/SCHOOL: ESCOLA TÈCNICA SUPERIOR D'ENGINYERIA

Gender:		
NC	6	4,03%
Male	94	63,09%
Female	49	32,89%



Highest year in which you are enrolled						
NC	1	2	3	4	5	6
7	47	25	34	33	1	2
4,70%	31,54%	16,78%	22,82%	22,15%	0,67%	1,34%



OFFICE OF THE SECRETARY INFORMATION SERVICE

Which medium do you use preferable?		
Face-to-face information	73	48,99%
Website	86	57,72%
Virtual Office of the Secretary	101	67,79%
Telephone information	47	31,54%
E-mail	115	77,18%

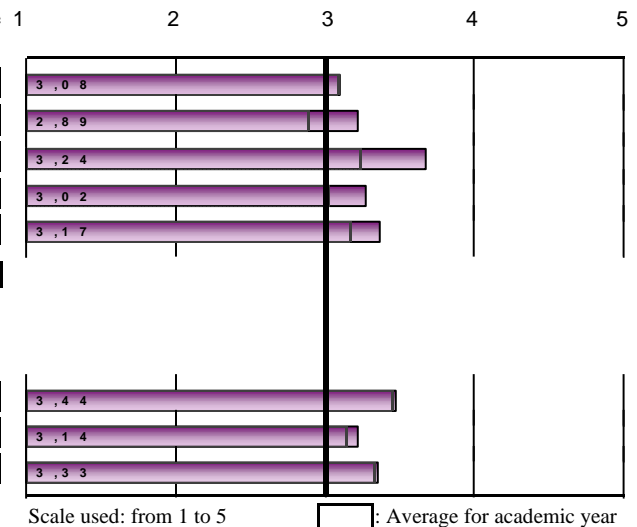
Answered this item: 149

% who answered the question

Preferred medium		
Face-to-face information	22	14,77%
Website	24	16,11%
Virtual Office of the Secretary	32	21,48%
Telephone information	11	7,38%
E-mail	60	40,27%

FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	4	5,97%	32	47,76%	31	46,27%	Strongly disagree.....	Strongly agree	1	2	3	4	5
1. I consider that opening hours are adequate.	3,10	81	10	15	13	18	12						
2. The organisation of the face-to-face information service is satisfactory and convenient.	3,22	80	11	11	13	20	14						
3. I consider that waiting time is usually admissible.	3,68	80	8	6	8	25	22						
4. In general, the Office of the Secretary has provided enough information.	3,27	78	10	12	15	17	17						
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	3,37	79	12	11	9	15	23						



FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		Frequency						
	47	56,63%	26	31,33%	10	12,05%	Strongly disagree.....	Strongly agree	1	2	3	4	5
6. The website contains sufficient and updated information.	3,48	67	6	10	21	29	16						
7. Information can easily be found on the website.	3,21	65	11	14	17	30	12						
8. I am satisfied with the Faculty/School website.	3,36	65	9	10	20	32	13						

Scale used: from 1 to 5

□: Average for academic year

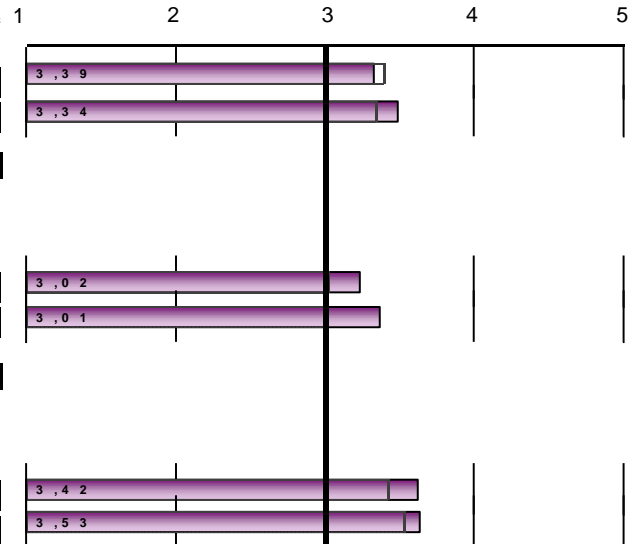
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C032

FACULTY/SCHOOL: ESCOLA TÈCNICA SUPERIOR D'ENGINYERIA

**VIRTUAL OFFICE OF THE SECRETARY**

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	42	43,75%	43	44,79%	11	11,46%	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.							3,33	54	10	10	29	31	15
11. I think that the response time is suitable.							3,49	56	10	10	18	34	21



**TELEPHONE INFORMATION**

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	7	15,56%	14	31,11%	24	53,33%	Strongly disagree.....Strongly agree						
							AVERAGE	N/C	1	2	3	4	5
12. I consider that attention provided through this channel is adequate.							3,24	103	9	6	9	9	13
13. In general, I'm satisfied with the attention received.							3,36	102	8	7	8	8	16

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

**E-MAIL**

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	68	62,39%	25	22,94%	16	14,68%	Strongly disagree.....Strongly agree						
							AVERAGE	N/C	1	2	3	4	5
14. I consider that the response time is suitable.							3,62	39	11	11	19	37	32
15. In general, the information received is adequate.							3,64	38	16	12	8	35	40

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

**PROCEDURES AND FORMALITIES**

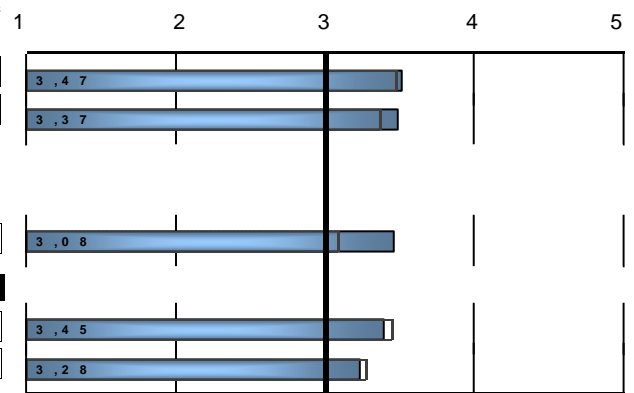
**ENROLMENT**

Did you complete the assisted enrolment at the enrolment room of your faculty/school?	Yes		No		Frequency						
	56	42,42%	76	57,58%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
16. The assistance received throughout the enrolment process was adequate and sufficient.					3,52	6	6	6	9	14	15
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office					3,49	14	17	17	24	37	40

Have you requested an early examination attempt?	Yes		No		Frequency						
	32	23,53%	104	76,47%	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.					3,46	4	3	4	6	7	8

**FEES, EXEMPTIONS AND GRANTS**

19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's	3,39	49	16	10	16	35	23
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.	3,23	63	16	10	17	24	19



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

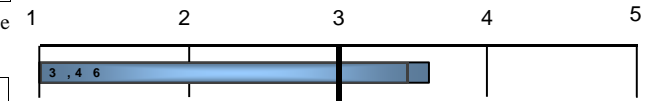
**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C032

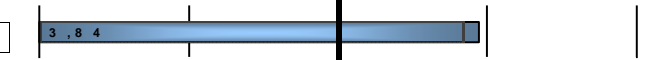
FACULTY/SCHOOL: ESCOLA TÈCNICA SUPERIOR D'ENGINYERIA

**ASSESSMENT RESULTS AND EXAM RECORDS**

Have you completed formalities or made enquiries related with assessment results and exam records?	Yes		No		Frequency						
	63	47,01%	71	52,99%	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.	3,6	10	5	7	8	17	16				


**STUDENT CARD**

Have you completed formalities or made enquiries related with the student card?	Yes		No		Frequency						
	55	40,44%	81	59,56%	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	3,94	7	3	5	6	12	22				


**CERTIFICATES**

Have you applied for a certificate?	Yes		No		Frequency						
	54	41,22%	77	58,78%	AVERAGE	N/C	1	2	3	4	5
23. I consider that the time taken to issue a certificate was adequate.	3,6	11	2	10	4	14	13				
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office	3,42	11	5	6	7	16	9				


**CREDIT RECOGNITION AND TRANSFER**

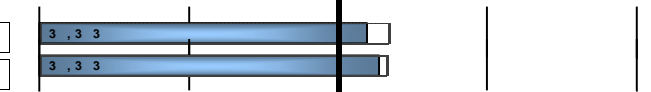
Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No		Frequency						
	53	39,26%	82	60,74%	AVERAGE	N/C	1	2	3	4	5
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.	3,13	6	12	4	6	16	9				
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.	3,17	5	16	0	6	12	14				


**INTERNSHIPS**

Have you completed formalities or made enquiries related with internships?	Yes		No		Frequency						
	56	41,18%	80	58,82%	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	3,14	14	9	8	5	8	12				


**FINAL THESIS**

Have you completed formalities or made enquiries related with the final thesis?	Yes		No		Frequency						
	33	24,63%	101	75,37%	AVERAGE	N/C	1	2	3	4	5
28. The information received on formalities or enquiries related with the final thesis was adequate.	3,2	3	5	3	9	7	6				
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.	3,28	4	4	6	5	6	8				


**INTERNATIONAL RELATIONS**

Have you completed formalities or made enquiries related with mobility programmes?	Yes		No		Frequency						
	21	15,79%	112	84,21%	AVERAGE	N/C	1	2	3	4	5
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	3,21	7	3	1	2	6	2				


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

(Student opinion and satisfaction survey)

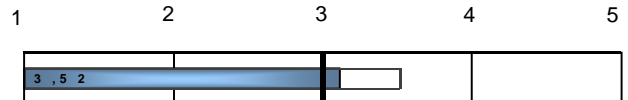
FACULTY/SCHOOL: C032

FACULTY/SCHOOL: ESCOLA TÈCNICA SUPERIOR D'ENGINYERIA

**DEGREE CERTIFICATES**

Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes		No		Frequency						
	20	14,81%	115	85,19%	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.	3,12	3	5	2	1	4	5
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**EARLY EXAMINATION ATTEMPT**

Have you requested an early examination attempt?	Yes		No		Frequency						
	11	8,27%	122	91,73%	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.	3,1	1	3	0	3	1	3
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**APPEALS AGAINST ASSESSMENT RESULTS**

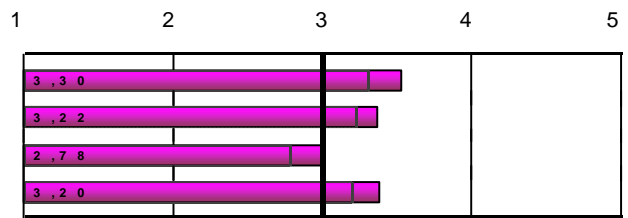
Have you appealed against assessment results?	Yes		No		Frequency						
	6	4,48%	128	95,52%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5

33. My enquiries or formalities related with appeals against assessment results have been dealt with appropriately, as regards information provided and deadlines.	2,17	0	2	2	1	1	0
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**GENERAL**

The Office of the Secretary carries out the tasks expected from it.	3,52	19	18	12	22	40	38
The Office of the Secretary usually deals with my requests satisfactorily.	3,36	17	24	12	23	38	35
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	2,99	45	26	9	30	18	21
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,38	18	23	10	27	36	35



Has your interacting way with the administrative services of the centre changed due to the Covid-19 situation?	Yes		No		Frequency						
	65	59,63%	44	40,37%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5

The attention received during the Covid-19 situation has been adequate	2,81	2	14	14	15	10	10
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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		Frequency						
	17	11,97%	125	88,03%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5



**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C032

FACULTY/SCHOOL: ESCOLA TÈCNICA SUPERIOR D'ENGINYERIA

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	149	68	3,1	69	3,22	69	3,68	71	3,27	70	3,37	82	3,48	84	3,21	84	3,36
18-19	178	51	2,75	51	3,22	52	3,62	51	2,47	52	2,71	32	3,44	32	3,09	32	3,5

EVOLUCIÓ		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	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	149	95	3,33	93	3,49	46	3,24	47	3,36	110	3,62	111	3,64	50	3,52	135	3,49	28	3,46
18-19	178	28	2,54	27	2,52	3	2,67	3	2,67	56	3,05	55	3,47	78	2,95	168	3,05	31	2,81

EVOLUCIÓ		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	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	149	100	3,39	86	3,23	53	3,6	48	3,94	43	3,6	43	3,42	47	3,13	48	3,17	42	3,14
18-19	178	130	3,15	112	2,89	56	3,14	68	3,53	51	2,96	55	2,93	71	2,58	70	2,66	52	3,08

EVOLUCIÓ		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	Recollides	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
20-21	149	30	3,2	29	3,28	14	3,21	17	3,12	10	3,1	6	2,17
18-19	178	30	2,77	24	3	16	2,19	19	2,21	15	3,27	13	2,38

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C032

FACULTY/SCHOOL: ESCOLA TÈCNICA SUPERIOR D'ENGINYERIA

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	130	3,52	132	3,36	104	2,99	131	3,38
18-19	161	2,82	161	2,86	130	2,51	165	2,81

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