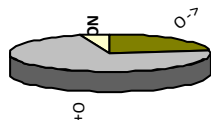
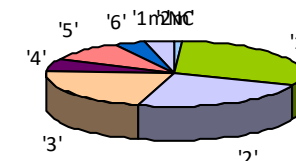


Gender:		
NC	4	4,94%
Male	19	23,46%
Female	58	71,60%



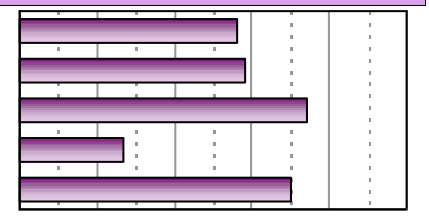
Highest year in which you are enrolled								
NC	1	2	3	4	5	6	1 m	2 m
1	24	19	18	5	8	3	3	0
1,28%	30,77%	24,36%	23,08%	6,41%	10,26%	3,85%	3,70%	0,00%



OFFICE OF THE SECRETARY INFORMATION SERVICE

Which medium do you use preferable?

Face-to-face information	45	55,56%
Website	47	58,02%
Virtual Office of the Secretary	60	74,07%
Telephone information	22	27,16%
E-mail	57	70,37%



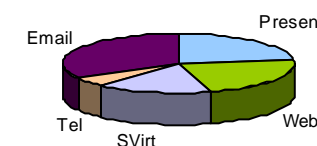
Answered this item:

81

% who answered the question

Preferred medium

Face-to-face information	19	23,46%
Website	18	22,22%
Virtual Office of the Secretary	13	16,05%
Telephone information	4	4,94%
E-mail	27	33,33%

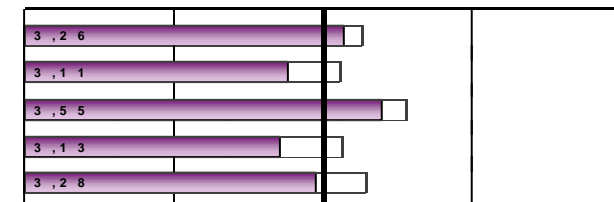


FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often	Sometimes	Rarely
	10	20	11
	24,39%	48,78%	26,83%

Frequency						
Strongly disagree.....	Strongly agree	1	2	3	4	5

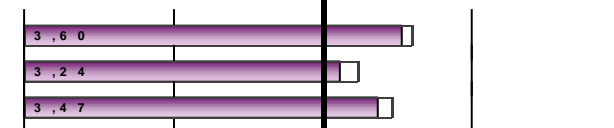
	AVERAGE	N/C	1	2	3	4	5
1. I consider that opening hours are adequate.	3,14	39	9	4	9	12	8
2. The organisation of the face-to-face information service is satisfactory and convenient.	2,76	39	15	6	4	8	9
3. I consider that waiting time is usually admissible.	3,39	40	5	3	11	15	7
4. In general, the Office of the Secretary has provided enough information.	2,71	39	14	7	6	7	8
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	2,95	38	10	10	6	6	11



FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often	Sometimes	Rarely
	19	14	7
	47,50%	35,00%	17,50%

	AVERAGE	N/C	1	2	3	4	5
6. The website contains sufficient and updated information.	3,52	37	4	4	9	19	8
7. Information can easily be found on the website.	3,11	37	6	7	14	10	7
8. I am satisfied with the Faculty/School website.	3,36	37	5	7	10	11	11



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

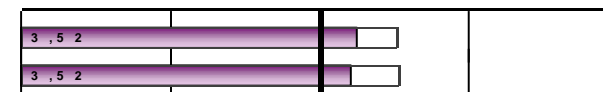
VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often	Sometimes	Rarely	AVERAGE	N/C	1	2	3	4	5
	24	47,06%	23	45,10%	4	7,84%				
10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.				3,25	28	4	10	16	15	8
11. I think that the response time is suitable.				3,21	29	9	4	14	17	8

Frequency

Strongly disagree.....Strongly agree

1 2 3 4 5



TELEPHONE INFORMATION

Frequency of use of the service	Very often	Sometimes	Rarely	AVERAGE	N/C	1	2	3	4	5
	4	22,22%	7	38,89%	7	38,89%				
12. I consider that attention provided through this channel is adequate.				3,30	61	5	2	3	2	8
13. In general, I'm satisfied with the attention received.				3,24	60	5	2	5	1	8



E-MAIL

Frequency of use of the service	Very often	Sometimes	Rarely	AVERAGE	N/C	1	2	3	4	5
	25	55,56%	15	33,33%	5	11,11%				
14. I consider that the response time is suitable.				3,49	34	6	5	9	14	13
15. In general, the information received is adequate.				3,55	32	5	5	13	10	16



Scale used: from 1 to 5

□: Average for academic year

PROCEDURES AND FORMALITIES

ENROLMENT

Frequency	Very often	Sometimes	Rarely	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 Of				3,14	18	17	7	9	10	20
Have you made enquiries related with cancellation of enrolment?	Yes	No								
	10	18,18%	45	81,82%						
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.				4,22	1	1	0	0	3	5

Frequency

Strongly disagree.....Strongly agree

1 2 3 4 5



FEES, EXEMPTIONS AND GRANTS

19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary'	3,52	29	6	6	12	11	17
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.	2,95	44	9	4	10	8	6



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						
	29	51,79%	27	48,21%	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					3,75	5	2	2	4	8	8

STUDENT CARD

Have you made enquiries related with the student card?	Yes		No								
	26	46,43%	30	53,57%							
22. My enquiries or formalities related with the student card have been dealt with appropriately by the Secreta	3,6	6	4	0	2	8	6				

CERTIFICATES

Have you applied for a certificate?	Yes		No								
	24	41,38%	34	58,62%							
23. I consider that the time taken to issue a certificate was adequate.					3,24	7	4	3	1	3	6
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's O					3,11	5	4	6	0	2	7

CREDIT RECOGNITION AND TRANSFER

Have you made enquiries related with credit recognition and transfer?	Yes		No								
	27	46,55%	31	53,45%							
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.					3,15	7	6	3	0	4	7
26. My enquiries related with credit recognition and transfer have been dealt with appropriately.					3,25	7	7	1	0	4	8

INTERNSHIPS

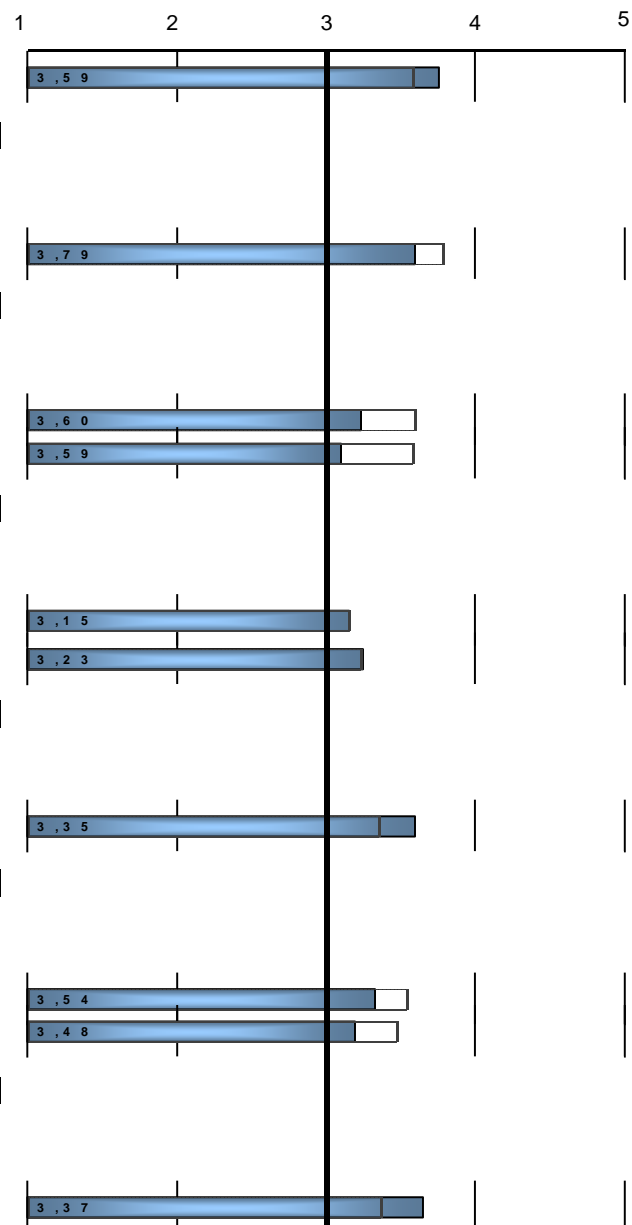
Have you made enquiries related with internships?	Yes		No								
	13	23,64%	42	76,36%							
27. My enquiries related with internships have been dealt with appropriately by the Secretary's Office.					3,6	3	1	1	1	5	2

FINAL THESIS

Have you made enquiries related with the final thesis?	Yes		No								
	7	13,21%	46	86,79%							
28. The information received on formalities or enquiries related with the final thesis was adequate.					3,33	1	1	1	1	1	2
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.					3,2	2	1	0	2	1	1

INTERNATIONAL RELATIONS

Have you made enquiries related with mobility programmes?	Yes		No								
	15	26,32%	42	73,68%							
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	3,64	1	1	2	2	5	4				



Scale used: from 1 to 5

□: Average for academic year

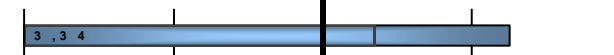
DEGREE CERTIFICATES

Have you made enquiries related with the issue of the degree certificate?	Yes		No		Frequency						
	2	3,77%	51	96,23%	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.	*	0	0	0	0	1	1				



EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No									
	4	7,41%	50	92,59%								
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.					4,25	0	0	0	1	1	2	



APPEALS AGAINST ASSESSMENT RESULTS

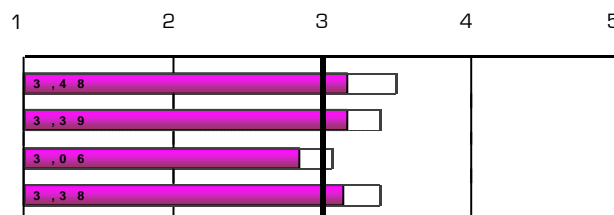
Application of enquiries to challenge qualifications	Yes		No	
	2	3,64%	53	96,36%

33. The information received about procedures or enquiries to challenge qualifications has been adequate	*	0	1	0	0	0	1
--	---	---	---	---	---	---	---



GENERAL

	AVERAGE	N/C	1	2	3	4	5
The Office of the Secretary carries out the tasks expected from it.	3,16	25	13	6	8	17	12
The Office of the Secretary usually deals with my requests satisfactorily.	3,16	26	14	6	7	13	15
I have observed improvements in the general operation of the service on the occasions that I have made use of	2,84	31	17	7	6	7	13
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,14	25	15	7	6	11	17



Do you miss any service at the office of the secretary of your faculty or school?	Yes	No	Frequency						
	4	100,00%	0	0,00%					

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.	
		nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE
24-25	81	42	3,14	42	2,76	41	3,39	42	2,71	43	2,95	44	3,52	44	3,11	44	3,36
22-23	139	61	2,64	62	2,71	61	3,21	60	2,93	61	2,9	67	3,58	68	3,21	68	3,35
20-21	172	72	2,76	72	2,54	74	2,93	75	2,95	75	3,19	96	3,71	96	3,32	95	3,45
18-19	217	70	2,37	70	2,27	70	2,46	70	2,53	70	2,56	31	3,45	30	3,03	30	3,4

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.	
	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE
24-25	53	3,25	52	3,21	20	3,3	21	3,24	47	3,49	49	3,55	*		63	3,14	9	4,22
22-23	95	3,32	92	3,6	28	3,21	28	3,18	87	3,69	92	3,7	*		133	3,41	16	3,25
20-21	126	3,56	124	3,56	54	2,89	54	2,91	113	3,68	112	3,68	78	3,53	158	3,39	26	2,96
18-19	57	3,16	52	3,17	5	3,6	5	3,6	46	3,35	47	3,38	105	3,14	214	2,91	39	2,54

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.	
	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE
24-25	52	3,52	37	2,95	24	3,75	20	3,6	17	3,24	19	3,11	20	3,15	20	3,25	10	3,6
22-23	105	3,69	87	3,28	40	3,7	61	3,85	37	3,65	40	3,4	31	3,13	32	3,31	10	3,1
20-21	118	3,56	104	3,3	45	3,56	67	4,07	43	3,7	43	3,49	39	3,51	40	3,6	51	3,14
18-19	166	3,11	147	2,93	73	3,03	75	3,55	68	3,01	75	3,21	68	2,49	67	2,7	85	2,79

	PROCEDURES AND FORMALITIES											
	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.	
Curs	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE
24-25	6	3,33	5	3,2	14	3,64	2	*	4	4,25	2	*
22-23	6	3	4	3,75	26	3,65	6	4	5	3,4	3	3,67
20-21	23	3,7	22	3,86	24	3,08	7	4,29	4	2,5	7	2
18-19	39	2,77	40	2,9	43	2,98	10	3,4	15	2,93	6	2,5

	GLOBAL							
	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	
Curs	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE
24-25	56	3,16	55	3,16	50	2,84	56	3,14
22-23	120	3,31	123	3,25	95	2,88	124	3,23
20-21	145	3,29	147	3,25	124	2,83	148	3,2
18-19	194	2,77	198	2,71	168	2,48	196	2,68

* The average item is calculated from three surveys rating.

#. Item not included in the current version