4

48

22,12%

5

40

18,43%

18-19



(Student opinion and satisfaction survey)

3

25

11,52%

FACULTY/SCHOOL: C010

11,98%

FACULTY/SCHOOL: FACULTAT DE FARMÀCIA

6

11

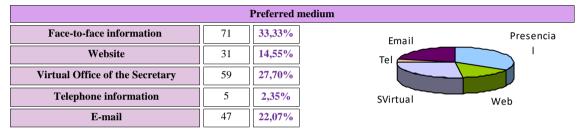
5,07%

Gender:											
NC	8	3,69%									
Male	52	23,96%									
Female	157	72,35%									

157	12,3370
N C	hom
	e

dona

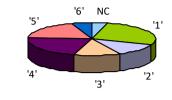
OFFICE OF THE SECRETARY INFORMATION SERVICE



FACE-TO-FACE INFORMATION															
Frequency of use of the Office of	Very often Sometimes	Rarely					Frequ	iency							
the Secretary	12 17,65% 42 61,76%	14 20,59%				gly dis	-	Str	ongly	agree	1	2	3	4	
			A	VERAGE	N/C	1	2	3	4	5			-	1	
1. I consider that opening hours are ad	equate.			2,37	147	21	19	14	15	1	2,94]		
2. The organisation of the face-to-face	information service is satisfactory and	convenient.		2,27	147	22	23	14	6	5	3,05		⊅		
3. I consider that waiting time is usual	ly admissible.			2,46	147	20	17	19	9	5	3,26				
4. In general, the Office of the Secreta	ry has provided enough information.			2,53	147	21	16	15	11	7	2,98				
5. In general, I'm satisfied with the per	sonal attention received from the Offic	e of the Secretary.		2,56	147	20	17	15	10	8	3,08		1		
FACULTY/SCHOOL WEBSITE											I			I	
Frequency of use of the Faculty/School website	Very often Sometimes 16 53,33% 13 43,33%	Rarely 1 3,33%													
6. The website contains sufficient and	updated information.			3,45	186	2	1	11	15	2	3,50				
7. Information can easily be found on	the website.			3,03	187	2	6	13	7	2	3,09				
8. I am satisfied with the Faculty/Scho	ol website.			3,40	187	2	4	8	12	4	3,43				
											Scale used: from	1 to 5	: Average	for academic	: year

26,73%

4,15%





VIRTUAL OFFICE OF THE SECRETARY

11. I think that the response time is suitable.

Frequency of use of the Virtual

Office of the Secretary

TELEPHONE INFORMATION Frequency of use of the service

Frequency of use of the service

E-MAIL

ASSESSMENT REPORT OF THE OFFICE OF THE SECRETARY

AVERAGE N/C

3,16

3,17

3,60

3,60

3,35

3,38

18-19

2

3

Average for academic year

4

5

PROCEDURES AND FORMALITIES

15. In general, the information received is adequate.

14. I consider that the response time is suitable.

13. In general, I'm satisfied with the attention received.

ENROLMENT																	
Did you complete the assisted	Yes	N	lo					Frequ	iency								
enrolment at the enrolment room						Stron	gly dis	sagree.	Stı	ongly	agree	1	2	2	1		5
of your faculty/school?	110 55,56%	88	44,44%		AVERAGE	N/C	1	2	3	4	5	I	2	3	4		5
16. The assistance received throughout	it the enrolment pr	ocess was a	adequate and	l sufficient.	3,14	5	18	15	21	36	15	3,63					
17. My enquiries or formalities related	d with enrolment h	ave been d	ealt with app	propriately by the Secretary's Offic	2,91	3	51	36	42	51	34	3,45					
Have you requested an early	Yes	N	lo										1		- 1		I
examination attempt?	46 23,47%	150	76,53%														
18. My enquiries or formalities related	d with cancellation	of enrolm	ent have bee	n dealt with appropriately.	2,54	7	14	8	5	6	6	3,23					
FEES, EXEMPTIONS AND GRAM	NTS																
19. My enquiries or formalities related	d with university for	es have be	en dealt wit	h appropriately by the Secretary's	3,11	51	24	26	48	43	25	3,52			\square		
20. My enquiries or formalities related	d with grants and e	xemptions	have been d	ealt with appropriately.	2,93	70	33	24	32	37	21	3,26					
												Scale used: fro	om 1 to 5		: Average fo	r academic y	ear

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C010

Rarely

Rarely

Rarely

4,44%

20,00%

8

1

2

14,29%

Sometimes

Sometimes

Sometimes

24,44%

60,00%

33,93%

19

3

11

Very often

Very often

Very often

71,11%

32

20,00%

51,79%

10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.

29

12. I consider that attention provided through this channel is adequate.

FACULTY/SCHOOL: FACULTAT DE FARMÀCIA

1

5

6

1

3

3

160

165

212

212

171

170

Frequency

2

11

5

0

0

8

9

Strongly disagree.....Strongly agree 1

3

14

19

0

13

8

14

21

4

24

18

5

3

4

2

8

6

4

3.14

Scale used: from 1 to 5



18-19

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C010

FACULTY/SCHOOL: FACULTAT DE FARMÀCIA

ASSESSMENT RESULTS AND E	XAM RECORDS										
Have you completed formalities	Yes	No				Frequ	2				-
or made enquiries related with assessment results and exam	87 44,62%	108 55,38%			Strongly	y disagree.	Strongly agree	1	2	3 4	µ 5
records?				AVERAGE		12	3 4 5	3,45			
21.My enquiries or formalities related	with assessment re	esults or exam record	s have been dealt with appropriately	3,03	14 1	15 13	13 19 13	I	I		I
STUDENT CARD											
Have you completed formalities or made enquiries related with	Yes	No									
the student card?	85 43,15%	112 56,85%						1	1		1
22.My enquiries or formalities related	l with the student ca	ard have been dealt v	vith appropriately by the Secretary's	3,55	10	8 8	16 21 22	3,88			
CERTIFICATES											
Have you applied for a	Yes	No									
certificate?	85 43,81%	109 56,19%									
23. I consider that the time taken to is	sue a certificate wa	s adequate.		3,01	17 1	10 14	19 15 10	3,38			
24. My enquiries or formalities related	d with certificates h	ave been dealt with	appropriately by the Secretary's Offi	c 3,21	10	7 17	16 23 12	3,46	1		
CREDIT RECOGNITION AND T	RANSFER										
Have you completed formalities	Yes	No									
or made enquiries related with credit recognition and transfer?	80 41,24%	114 58,76%									
25. I consider that the time taken to p	rocess applications	for credit recognition	and transfer was adequate.	2,49	12 2	22 13	15 14 4	3,01			
26. My enquiries or formalities related	d with credit recogr	nition and transfer ha	ve been dealt with appropriately.	2,7	13 1	19 15	11 11 11	3,10			
INTERNSHIPS											
Have you completed formalities	Yes	No									
or made enquiries related with internships?	109 55,61%	87 44,39%									
27. My enquiries or formalities related	d with internships h	ave been dealt with	appropriately by the Secretary's Offi	2,79	24 2	24 16	12 20 13	3,24			
FINAL THESIS					· · · · · · ·						I
Have you completed formalities	Yes	No									
or made enquiries related with	50 26,32%	140 73,68%									
the final thesis? 28. The information received on form			theorie was adaguate	2,77	11 1	1 8	5 9 6	3,26		-	1
29. I consider that the deadlines for su	*		*	2,77		8 6	3 9 0 13 8 5	3,15			
	ionnung/presenung	g the final thesis are		2,7	10	0 0	13 6 5	I	Ι		I
INTERNATIONAL RELATIONS	Yes	No									
Have you completed formalities or made enquiries related with											
mobility programmes?	46 23,96%	146 76,04%									I
30. My enquiries or formalities related	d with mobility pro	grammes have been	dealt with appropriately.	2,98	3	8 9	10 8 8	3,11			
								Scale used: fro	om 1 to 5	: Average f	or academic year



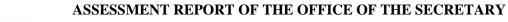
18-19

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C010

FACULTY/SCHOOL: FACULTAT DE FARMÀCIA

DEGREE CERTIFICATES		
Have you completed formalities Yes No	Frequency	
or made enquiries related with the issue of the degree certificate? 14 7,57% 171 92,43%	Strongly disagreeStrongly agree 1	2 3 4 5
	AVERAGE N/C 1 2 3 4 5	
31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.	3,4 4 1 1 3 3 2	3 ,4 7
EARLY EXAMINATION ATTEMPT		
Have you requested an early Yes No		
examination attempt? 25 12,95% 168 87,05%		
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.	2,93 10 5 1 3 2 4	3,25
APPEALS AGAINST ASSESSMENT RESULTS		
Have you appealed against assessment results? Yes No		
assessment results: 7 3,70% 182 96,30%		
33. My enquiries or formalities related with appeals against assessment results have been dealt with	2,5 1 2 2 0 1 1	
appropriately, as regards information provided and deadlines.		
	Frequency	
GENERAL	Strongly disagreeStrongly agree 1 AVERAGE N/C 1 2 3 4 5	2 3 4 5
The Office of the Secretary carries out the tasks expected from it.	2,77 23 56 24 44 49 21	3 ,2 9
The Office of the Secretary usually deals with my requests satisfactorily.	2,71 19 56 35 41 42 24	3,26
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	2,48 49 59 30 41 16 22	2,83
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	2,68 21 58 33 43 37 25	3 ,2 1
Do you miss any service at the Yes No		
office of the secretary of your		Scale used: from 1 to 5 : Average for academic year
faculty or school? 46 22,44% 159 77,56%		



18-19



(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C010

FACULTY/SCHOOL: FACULTAT DE FARMÀCIA

							OFFI	CE OF THE	SECRET	ARY INFOR	MATION S	SERVICE						
EVOLUCIÓ		opening	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		website sufficient pdated mation.	easily be	nation car e found or vebsite.	n the Facu	8. I am satisfied with the Faculty/School website.	
Curs	Recollides	s n°enq.	AVERAGE	nºenq.	AVERAC	E n°enq.	AVERAGE	E n°enq.	AVERAG	E n°enq.	AVERAGE	n°enq.	AVERAGE	E n°enq.	AVERAC	GE n [°] enq.	AVERAG	<u>JE</u>
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	
				OFFIC	E OF THE	SECRETA	RY INFOR	MATION S	ERVICE					PROCE	EDURES A	AND FORMA	LITIES	
	Offic Sec process	the Virtual 11. I think that is of the response time cretary suitable, es requests rely and is a		e time is	attention through t	nsider that n provided his channel equate.	satisfie	eneral, I'm d with the n received.	vith the the respons		informatio	15. In general, the information received is adequate.		assistance throughout rolment ss was ate and	formalit with enro been	enquiries or ies related olment have dealt with ately by the	formali with car enrolr	enquiries ties relation ncellation nent hav dealt wit
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.	AVERA
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
	10 My c	enquiries or	20. My en		21 My o	nquiries or	22 My o			ND FORMA			25 1 000	sider that	26 My 6	enquiries or	27. My (pauirio
	formalit with univ have b	versity fees been dealt propriately	formalitie with gra exemptic been de	ints and ons have	formaliti with ass results	es related sessment or exam nave been	ated formalities related t ent with the student is am card have been		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		the time proc applica	taken to cess tions for cognition	taken to formalitie ess with ions for recogn		formalities re with interns have been o with appropr	
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.	AVER
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
					PROC	EDURES A	ND FORM	ALITIES										
	rece form enquiri	information eived on alities or ies related final thesis	the dead submitting g the final	sider that dlines for g/presentin thesis are quate.	formalit with program	nquiries or es related mobility mes have lealt with	formaliti with th certific	enquiries or ies related e degree cate have dealt with	formalit with exar	enquiries or ies related n early nination s have been	formalitie with a against as	nquiries or es related ppeals ssessment ave been						
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	enq.	AVERAGE	nºenq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	_					
18-19	39	2,77	40	2,9	43	2,98	10	3,4	15	2,93	6	2,5	_					
				GLO	OBAL													
	Secreta out th	fice of the ary carries he tasks ted from it.	Secretar deals v requ	ce of the ry usually with my uests actorily.	improven general o the serv	observed nents in the operation of ice on the ons that I	satisfie operati Offic	eral, I am d with the ion of the e of the ary of the										
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	_									
18-19	194	2,77	198	2,71	168	2,48	196	2,68										



(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C010

FACULTY/SCHOOL: FACULTAT DE FARMÀCIA

* The average item is calculated from three surveys rating.