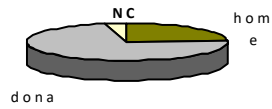
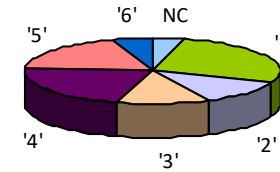


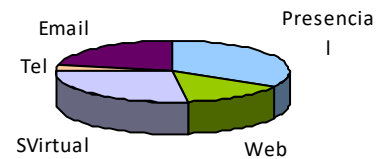
Gender:		
NC	8	3,69%
Male	52	23,96%
Female	157	72,35%

Highest year in which you are enrolled						
NC	1	2	3	4	5	6
9	58	26	25	48	40	11
4,15%	26,73%	11,98%	11,52%	22,12%	18,43%	5,07%



### OFFICE OF THE SECRETARY INFORMATION SERVICE

Preferred medium		
Face-to-face information	71	33,33%
Website	31	14,55%
Virtual Office of the Secretary	59	27,70%
Telephone information	5	2,35%
E-mail	47	22,07%

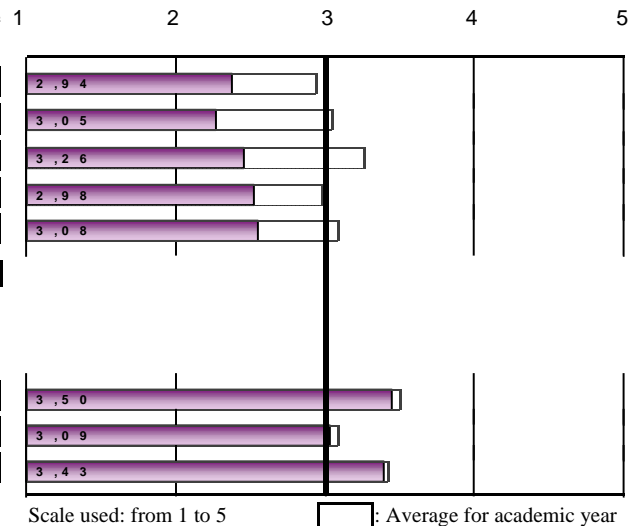


### FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	12	17,65%	42	61,76%	14	20,59%	Strongly disagree.....	Strongly agree	1	2	3	4	5
1. I consider that opening hours are adequate.	2,37	147	21	19	14	15	1						
2. The organisation of the face-to-face information service is satisfactory and convenient.	2,27	147	22	23	14	6	5						
3. I consider that waiting time is usually admissible.	2,46	147	20	17	19	9	5						
4. In general, the Office of the Secretary has provided enough information.	2,53	147	21	16	15	11	7						
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	2,56	147	20	17	15	10	8						

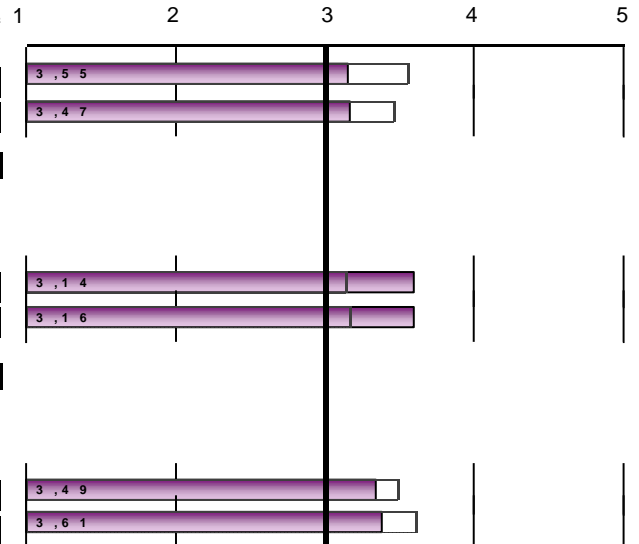
### FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		Frequency						
	16	53,33%	13	43,33%	1	3,33%	Strongly disagree.....	Strongly agree	1	2	3	4	5
6. The website contains sufficient and updated information.	3,45	186	2	1	11	15	2						
7. Information can easily be found on the website.	3,03	187	2	6	13	7	2						
8. I am satisfied with the Faculty/School website.	3,40	187	2	4	8	12	4						



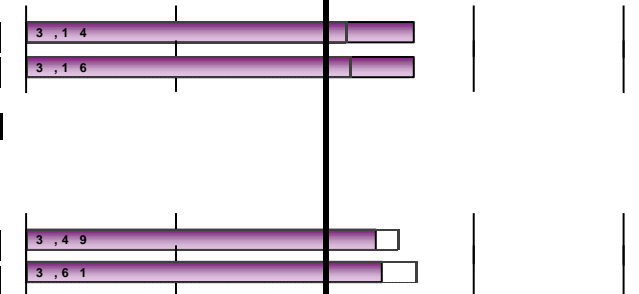
**VIRTUAL OFFICE OF THE SECRETARY**

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
							Strongly disagree.....Strongly agree						
	29	51,79%	19	33,93%	8	14,29%	AVERAGE	N/C	1	2	3	4	5
10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.							3,16	160	5	11	14	24	3
11. I think that the response time is suitable.							3,17	165	6	5	19	18	4



**TELEPHONE INFORMATION**

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
							Strongly disagree.....Strongly agree						
	1	20,00%	3	60,00%	1	20,00%	AVERAGE	N/C	1	2	3	4	5
12. I consider that attention provided through this channel is adequate.							3,60	212	1	0	0	3	1
13. In general, I'm satisfied with the attention received.							3,60	212	1	0	1	1	2



**E-MAIL**

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
							Strongly disagree.....Strongly agree						
	32	71,11%	11	24,44%	2	4,44%	AVERAGE	N/C	1	2	3	4	5
14. I consider that the response time is suitable.							3,35	171	3	8	13	14	8
15. In general, the information received is adequate.							3,38	170	3	9	8	21	6

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

**PROCEDURES AND FORMALITIES**

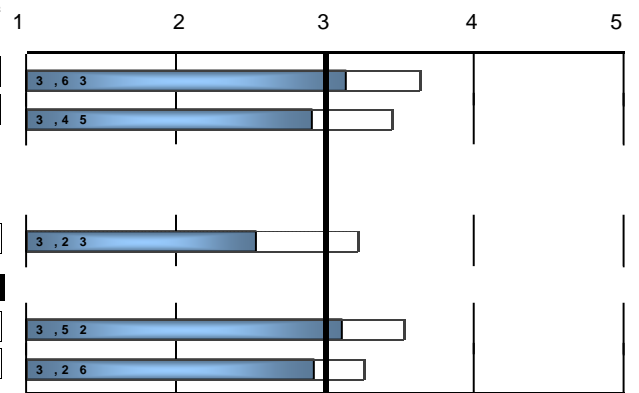
**ENROLMENT**

Did you complete the assisted enrolment at the enrolment room of your faculty/school?	Yes		No		Frequency								
					Strongly disagree.....Strongly agree								
	110	55,56%	88	44,44%	AVERAGE	N/C	1	2	3	4	5		
16. The assistance received throughout the enrolment process was adequate and sufficient.							3,14	5	18	15	21	36	15
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office							2,91	3	51	36	42	51	34

Have you requested an early examination attempt?	Yes		No		Frequency								
					Strongly disagree.....Strongly agree								
	46	23,47%	150	76,53%	AVERAGE	N/C	1	2	3	4	5		
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.							2,54	7	14	8	5	6	6

**FEES, EXEMPTIONS AND GRANTS**

19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's							3,11	51	24	26	48	43	25
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.							2,93	70	33	24	32	37	21



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

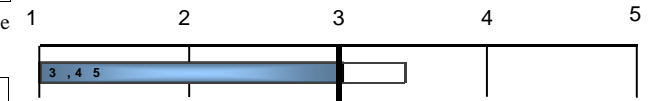
**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C010

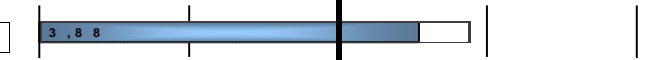
FACULTY/SCHOOL: FACULTAT DE FARMÀCIA

**ASSESSMENT RESULTS AND EXAM RECORDS**

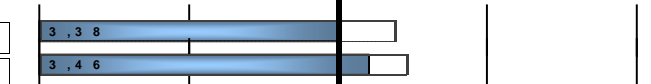
Have you completed formalities or made enquiries related with assessment results and exam records?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
21. My enquiries or formalities related with assessment results or exam records have been dealt with appropriately.	87	44,62%	108	55,38%	3,03	14	15	13	13	19	13


**STUDENT CARD**

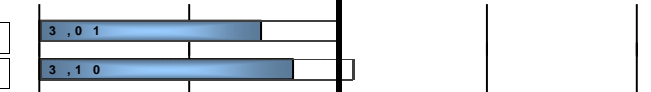
Have you completed formalities or made enquiries related with the student card?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
22. My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's	85	43,15%	112	56,85%	3,55	10	8	8	16	21	22


**CERTIFICATES**

Have you applied for a certificate?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
23. I consider that the time taken to issue a certificate was adequate.	85	43,81%	109	56,19%	3,01	17	10	14	19	15	10
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office					3,21	10	7	17	16	23	12


**CREDIT RECOGNITION AND TRANSFER**

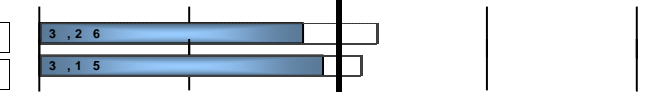
Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.	80	41,24%	114	58,76%	2,49	12	22	13	15	14	4
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.					2,7	13	19	15	11	11	11


**INTERNSHIPS**

Have you completed formalities or made enquiries related with internships?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	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	109	55,61%	87	44,39%	2,79	24	24	16	12	20	13


**FINAL THESIS**

Have you completed formalities or made enquiries related with the final thesis?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
28. The information received on formalities or enquiries related with the final thesis was adequate.	50	26,32%	140	73,68%	2,77	11	11	8	5	9	6
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.					2,9	10	8	6	13	8	5

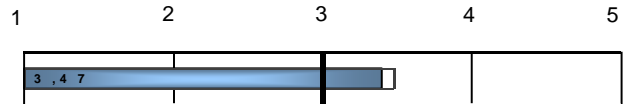

**INTERNATIONAL RELATIONS**

Have you completed formalities or made enquiries related with mobility programmes?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	46	23,96%	146	76,04%	2,98	3	8	9	10	8	8


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

**DEGREE CERTIFICATES**

Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes		No		Frequency						
					Strongly disagree.....Strongly agree						
	14	7,57%	171	92,43%	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			


**EARLY EXAMINATION ATTEMPT**

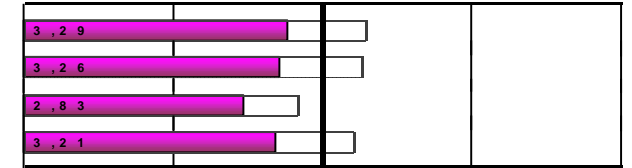
Have you requested an early examination attempt?	Yes		No		Frequency						
					Strongly disagree.....Strongly agree						
	25	12,95%	168	87,05%	AVERAGE	N/C	1	2	3	4	5
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.	2,93		10	5	1	3	2	4			


**APPEALS AGAINST ASSESSMENT RESULTS**

Have you appealed against assessment results?	Yes		No		Frequency						
					Strongly disagree.....Strongly agree						
	7	3,70%	182	96,30%	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.	2,5		1	2	2	0	1	1			


**GENERAL**

	Frequency							AVERAGE	N/C
	Strongly disagree.....Strongly agree								
	1	2	3	4	5				
The Office of the Secretary carries out the tasks expected from it.	23	56	24	44	49	21	2,77		
The Office of the Secretary usually deals with my requests satisfactorily.	19	56	35	41	42	24	2,71		
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	49	59	30	41	16	22	2,48		
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	21	58	33	43	37	25	2,68		



Do you miss any service at the office of the secretary of your faculty or school?	Yes		No	
	46	22,44%	159	77,56%

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

**(Student opinion and satisfaction survey)**

FACULTY/SCHOOL: C010

FACULTY/SCHOOL: FACULTAT DE FARMÀCIA

		OFFICE OF THE SECRETARY INFORMATION SERVICE															
EVOLUCIÓ		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
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 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		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 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		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											
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		39	2,77	40	2,9	43	2,98	10	3,4	15	2,93	6	2,5

		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		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

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