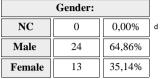


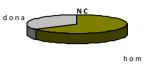
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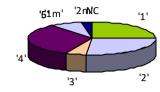
FACULTY/SCHOOL: C029

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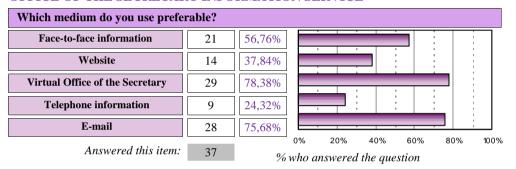




	Highest year in which you are enrolled												
NC	1 2 3 4 5 6 1 m 2 m												
0	9	10	2	12	0	0	3	1					
0,00%	27,27%	30,30%	6,06%	36,36%	0,00%	0,00%	8,11%	2,70%					



OFFICE OF THE SECRETARY INFORMATION SERVICE



Preferred medium												
Face-to-face information	10	27,03%	Prese									
Website	3	8,11%	Email ncial									
Virtual Office of the Secretary	12	32,43%	Tel									
Telephone information	2	5,41%	SVirtu									
E-mail	10	27,03%	al									

Frequency of use of the Office of Very often Sometimes Rarely		Frequency									
the Secretary 2 9,52% 14 66,67% 5 23,8	AVERAGE		gly di 1	sagree.	Sti	rongly 4	agree 5	1 2	3	4	
. I consider that opening hours are adequate.	3,76	16	0	2	6	8	5	3 ,1 7			
. The organisation of the face-to-face information service is satisfactory and convenient.	4,00	16	0	1	6	6	8	3 ,1 8			
3. I consider that waiting time is usually admissible.	4,10	16	0	0	5	9	7	3 ,5 0			1
. In general, the Office of the Secretary has provided enough information.	3,95	16	0	4	1	8	8	3 , 2 9			
5. In general, I'm satisfied with the personal attention received from the Office of the Secret	4,14	16	1	1	2	7	10	3 , 4 6			
FACULTY/SCHOOL WEBSITE								1 '		'	
Frequency of use of the Faculty/School website Very often Sometimes Rarely 6 46,15% 4 30,77% 3 23,00											
. The website contains sufficient and updated information.	4,15	24	0	1	1	6	5	3 , 6 2			
7. Information can easily be found on the website.	3,69	24	0	2	4	3	4	3 ,1 8			
B. I am satisfied with the Faculty/School website.	4,00	24	1	0	3	3	6	3 , 4 2			

Surveyed population: 932

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VIRTUAL OFFICE OF THE SEC	DETADV											
Frequency of use of the Virtual	Very often	Sometimes	Rarely			Fr	equency					
Office of the Secretary	8 29,63%	15 55,56%	4 14,81%		Strong		1 ,	ongly agree	1	2	3 4	į
				AVERAGE		1 2		4 5	3 ,5 8			
10. The Virtual Office of the Secretar		adequately and is a	recommended system.	3,97	8	1 1	3	17 7	3 ,5 4			
11. I think that the response time is su	ııtable.			3,90	8	1 1	6	13 8	0,04	T		
TELEPHONE INFORMATION												
Frequency of use of the service	Very often	Sometimes	Rarely									
	0,00%	5 62,50%	3 37,50%							1	1	_
12. I consider that attention provided		l is adequate.		4,33	28	0 0	_	2 5	3 , 3 5			
13. In general, I'm satisfied with the a	attention received.			4,33	28	0 1	0	3 5	3 , 4 2	Т		
E-MAIL												
Frequency of use of the service	Very often	Sometimes	Rarely									
	15 60,00%	6 24,00%	4 16,00%						ĺ	ı		
14. I consider that the response time	is suitable.			3,88	11	2 0	4	13 7	3 ,6 5			
15. In general, the information receive	ed is adequate.			4,15	10	0 1	4	12 10	3 ,7 6	T		
									Scale used: from	m 1 to 5	: Average for aca	demic year
PROCEDURES AND FORM	MALITIES											-
ENROLMENT												
						Fr	equency					
				AVEDACE				ongly agree	1	2	3 4	5
17. My enquiries or formalities relate	d with enrolment ha	ve been dealt with an	propriately by the Secretary's Offic	4,29	2	1 2	2	4 5	3,63			1
Have you requested an early	Yes	No	propriately by the secretary's office	1,27		1 1		11 17		T	1	
examination attempt?	12 34,29%	23 65,71%										
10.34				1						1		_
18. My enquiries or formalities relate		of enrolment have bee	en dealt with appropriately.	4,33	0	1 0	0	4 7	3 , 4 6	T		
FEES, EXEMPTIONS AND GRAI	NTS								ĺ	ı	1	
19. My enquiries or formalities relate	<u> </u>		** * * * * *	4,32	6	0 0	3	15 13	3 ,7 2	<u> </u>		
20. My enquiries or formalities relate	d with grants and ex	emptions have been	dealt with appropriately.	4,00	10	0 1	7	10 9	3 , 4 7	1		
									Scale used: fro	m 1 to 5	: Average for ac	ademic vear
									_ 3410 4304. 110	10 0		

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ASSESSMENT RESULTS AND E	XAM RECORDS													
Have you completed formalities	Yes	No					Frequen	icy						
or made enquiries related with assessment results and exam	10 27,78%	26 72,22%			Stroi	igly dis	agree	Strong	y agree	1	2	3	4	
records?				AVERAG		1		3 4	5	3 ,7 2				
STUDENT CARD	d with assessment re	esults or exam recor	ds have been dealt with appropriately.	4,6	0	0	0	1 2	7	ı	Į.		l	
	¥7	N.												
Have you completed formalities or made enquiries related with	Yes	No												
the student card?	19 52,78%	17 47,22%									1			
22.My enquiries or formalities related	d with the student c	ard have been dealt	with appropriately by the Secretary's	4,29	2	0	1	1 7	8	4 , 0 3	Ī			
CERTIFICATES														
Have you applied for a	Yes	No												
certificate?	15 44,12%	19 55,88%												
23. I consider that the time taken to is	ssue a certificate wa	as adequate.		3,85	2	0	1	4 4	4	3 , 6 3				
24. My enquiries or formalities relate	ed with certificates h	have been dealt with	appropriately by the Secretary's Offic	3,93	1	0	2	1 7	4	3 , 6 4	-			
CREDIT RECOGNITION AND T	RANSFER													
Have you completed formalities	Yes	No												
or made enquiries related with credit recognition and transfer?	15 44,12%	19 55,88%												
25. I consider that the time taken to p	process applications	for credit recognition	on and transfer was adequate.	3,67	0	1	2	2 6	4	3 , 2 8				
26. My enquiries or formalities relate	**		*	4,13	0	1	0	2 5	7	3 , 4 1				
INTERNSHIPS										1	ı		ı	
Have you made enquiries related	Yes	No												
with internships?	13 39,39%	20 60,61%												
27. My an aviaina malatad with intermed			by the Countervie Office	4,5	1	0	0	2 2	8	3,41				ı
27. My enquiries related with interns	mps have been dear	п with арргоргіатегу	by the Secretary's Office.	4,3	1	U	U	2 2	0		I			1
FINAL THESIS	I	1												
Have you completed formalities or made enquiries related with	Yes	No												
the final thesis?	9 25,00%	27 75,00%												
28. The information received on form	nalities or enquiries	related with the fin	al thesis was adequate.	4,57	2	0	0	0 3	4	3 ,5 3				
29. I consider that the deadlines for s	ubmitting/presentin	g the final thesis are	adequate.	4,25	1	0	1	0 3	4	3 ,5 1				
INTERNATIONAL RELATIONS														
Have you completed formalities	Yes	No												
or made enquiries related with mobility programmes?	5 14,29%	30 85,71%											,	
30. My enquiries or formalities relate	ed with mobility pro	grammes have beer	dealt with appropriately.	4,8	0	0	0	0 1	4	3 , 3 0				
	, r		** *							C1 1		_ -		
										Scale used:	from 1 to 5	: Ave	erage for acaden	nic year



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DEGREE CERTIFICATES															
Have you completed formalities	Yes	No					Frequ	ency							
or made enquiries related with	5 14,29%	30 85,71%				gly dis	agree.		ongly		1	2	3	4	5
the issue of the degree certificate?				AVERAGE		1	2	3	4	5			-		
31. My enquiries or formalities related	d with the degree ce	ertificate have been d	ealt with appropriately.	4,8	0	0	0	0	1	4	3 ,9 3				
EARLY EXAMINATION ATTEM	IPT										·				·
Have you requested an early	Yes	No													
examination attempt?	6 17,14%	29 82,86%													
32. My enquiries or formalities relate	d with early examin	eation attempts have h	agen dealt with appropriately	4,17	0	0	1	1	0	1					1
32. My enquiries of formanties related	d with early examin	ation attempts have t	been dean with appropriatery.	4,17	U	U	1	1	U	4	3 , 4 8	1			
APPEALS AGAINST ASSESSME	NT RESULTS														
Application of enquiries to	Yes	No													
challenge qualifications	2 5,71%	33 94,29%													
33. The information received about pr	rocedures or enquir	ies to challenge quali	fications has been adequate	*	1	0	0	0	0	1			_,		1
r.	1		1								2 ,7 4				
							Frequ	on ou							
					Strong	gly disa			ongly	agree	1	2	3	4	5
GENERAL				AVERAGI		1	2	3	4	5	·		ა 	4	<u> </u>
The Office of the Secretary carries ou	t the tasks expected	from it.		4,12	3	1	1	6	11	15	3 , 5 2				
The Office of the Secretary usually de	eals with my reques	ts satisfactorily.		4,11	2	0	3	5	12	15	3 , 4 5				
I have observed improvements in the	ccasions that I have made use of it.	3,82	9	1	1	10	6	10	3 , 0 7						
In general, I am satisfied with the ope	4,09	2	0	1	9	11	14	3 , 4 1							
													<u>-</u>		
Do you miss any service at the	Yes	No									Scale used:	rom 1 to 5		Average for acad	emic year
office of the secretary of your	2 5 410/	25 04 500/]												
faculty or school?	2 5,41%	35 94,59%													

Number of surveys: Surveyed population: 932



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EVOI	LUCIÓ	opening	sider that hours are quate.	of the facinformati	rganisation ce-to-face on service actory and renient.	waiting	OFFIC sider that g time is admissible.	4. In ge Office Secre provide	neral, the e of the tary has d enough mation.	satisfied persona received	meral, I'm d with the l attention d from the e of the	6. The contains and u	website sufficient pdated nation.	easily be	nation can e found on vebsite.	the Faci	atisfied wi ulty/Schoo bsite.	
Curs	Recollide	s n°eng.	AVERAGE		AVERAGI	E n°ena.	AVERAGE		AVERAG		AVERAG	E n°enq.	AVERAG	E n°enq.	AVERAG	E nºenq.	AVERAC	ìΕ
22-23	37	21	3,76	21	4	21	4,1	21	3,95	21	4,14	13	4,15	13	3,69	13	4	
20-21	49	26	3,58	26	3,35	26	3,85	26	3,46	26	3,69	26	3,73	26	3,46	26	3,58	
18-19	24	12	3	12	2,67	12	3,17	11	3,18	12	3,08	6	3,5	6	2,83	6	3,17	
				OFFICI	E OF THE S	SECRETAI	RY INFOR	MATION SI	ERVICE					PROCE	EDURES A	ND FORMA	ALITIES	_
	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 information received. is adequate.				on received	received throughout the enrolment process was the enrolment process which the enrolment process was the enrolment process was the enrolment process which the enrolment process was the enrolment process was the enrolment process was the enrolment process was the enrolment process which the enrolment process was the enrolment process which the enrolment process was the enrolment process which the enrolment process was the enrolment process was the enrolment process which the enrolment process was the enrolment process which the enrolment process was the enrolment process was the enrolment process which the enrolment process was the enrolment process was the enrolment process was the enrolment process which the enrolment process was the enrolment process was the enrolment process which the enrolment process was the enrolment process which the enrolment process was the enrolment process which				enroln	ies rela							
Curs	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq. A	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVER
22-23	29	3,97	29	3,9	9	4,33	9	4,33	26	3,88	27	4,15		*	35	4,29	12	4,3
20-21	37	3,57	34	3,47	13	3,92	13	3,92	31	3,45	30	3,57	19	3,53	45	3,78	4	2,7
18-19	3	4	3	3		*		*	3	3,33	3	3,33	15	4,13	23	3,61	5	2,8
PROCEDURES AND FORMALITIES																		
	formalit with univ have b	enquiries or ies related versity fees een dealt propriately	formalitie with gra exempti	nquiries or es related ants and ons have ealt with	21.My en formalitie with asso results of records h	s related essment or exam	formalitie with the card ha	quiries or es related student ve been t with	the tim	nsider that e taken to certificate idequate.	formalition with ce have be	nquiries or es related ertificates een dealt propriately	the time pro applica	esider that taken to cess tions for cognition	formalitie with recogn	nquiries or es related credit ition and nave been	interns	ed with hips ha dealt wi
Curs	nºenq.	AVERAGE	n°enq.	AVERAGE	n°enq. A	VERAGE	nºenq.	AVERAGE	n°enq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	n°enq.	AVER
22-23	31	4,32	27	4	10	4,6	17	4,29	13	3,85	14	3,93	15	3,67	15	4,13	12	4,5
20-21	42	3,79	35	3,8	15	4	20	3,55	20	4,3	18	4,17	25	3,52	26	3,62	12	3,75
18-19	18	3,33	17	3,35	5	3,6	10	4,1	11	2,73	13	3	10	2,5	10	2,6	8	2,75
					PROCI	DURES A	ND FORM	ALITIES										
Curs	rece form enquiri with the	information eived on alities or es related final thesis AVERAGE	the dea submittin g the fina ade	nsider that dlines for g/presentin I thesis are quate. AVERAGE	formalitie with m programi been de	equiries or es related hobility mes have ealt with	formalition with the certification been d	nquiries or es related e degree ate have ealt with AVERAGE	formalii wit exar attempts	enquiries or ties related h early mination s have been AVERAGE	receive proce- enqu cha	information ed about dures or iiries to llenge AVERAGE						
22-23	7	4,57	8	4,25	5	4,8	5	4,8	6	4,17	1	*	=					
	-	*- ·		, -		,-		,-		* .			-					

Number of surveys: 37 Surveyed population: 932 Period of surveys: 25/10/2022 - 21/11/2022

Printing date:

28/11/2022



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20-21	8	3	7	3,57	9	3,67	6	3,83	4	1,75	4	2
18-19	3	2,33	4	3,5	2	*	1	*	2	*	2	*

		GLOBAL														
	Secreta out the	fice of the ary carries he tasks ted from it.	Secreta deals req	fice of the ary usually with my juests factorily.	improver general of the serv	observed ments in the operation of vice on the ions that I	In general, I am satisfied with the operation of the Office of the Secretary of the									
Curs	nºenq.	AVERAGE	nºenq.	AVERAGE	n°enq.	AVERAGE	nºenq.	AVERAGE								
22-23	34	4,12	35	4,11	28	3,82	35	4,09								
20-21	44	3,55	43	3,6	35	3,17	44	3,57								
18-19	20	3,75	22	3,5	11	2,55	22	3,5								

^{*} The average item is calculated from three surveys rating.

Number of surveys: 3 Surveyed population: 932

^{#.} Item not included in the current version