

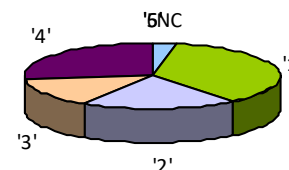
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C004

FACULTY/SCHOOL: FACULTAT DE GEOGRAFIA I HISTÒRIA

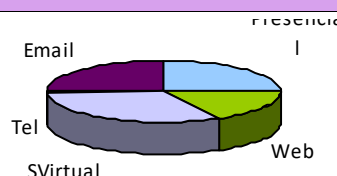
Gender:		
NC	5	3,16%
Male	66	41,77%
Female	87	55,06%

Highest year in which you are enrolled						
NC	1	2	3	4	5	6
5	57	31	23	42	0	0
3,16%	36,08%	19,62%	14,56%	26,58%	0,00%	0,00%



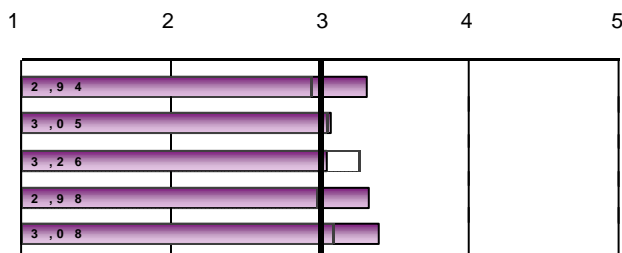
OFFICE OF THE SECRETARY INFORMATION SERVICE

Preferred medium		
Face-to-face information	38	24,68%
Website	27	17,53%
Virtual Office of the Secretary	49	31,82%
Telephone information	2	1,30%
E-mail	38	24,68%



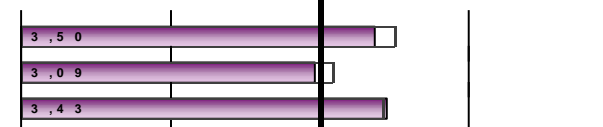
FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		Frequency	
	6	16,22%	25	67,57%	6	16,22%		
							Strongly disagree.....Strongly agree 1	
							2	
							3	
							4	
							5	
							AVERAGE	
1. I consider that opening hours are adequate.	3,32	120	5	4	11	10	8	
2. The organisation of the face-to-face information service is satisfactory and convenient.	3,08	120	6	8	8	9	7	
3. I consider that waiting time is usually admissible.	3,05	120	8	5	10	7	8	
4. In general, the Office of the Secretary has provided enough information.	3,32	121	8	4	4	10	11	
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	3,39	120	7	5	5	8	13	



FACULTY/SCHOOL WEBSITE

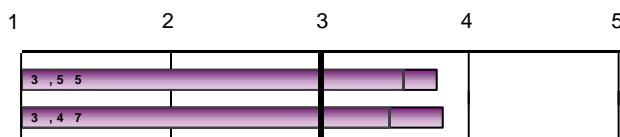
Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		Frequency	
	11	40,74%	12	44,44%	4	14,81%		
							Strongly disagree.....Strongly agree 1	
							2	
							3	
							4	
							5	
							AVERAGE	
6. The website contains sufficient and updated information.	3,37	131	2	4	6	12	3	
7. Information can easily be found on the website.	2,96	131	4	5	8	8	2	
8. I am satisfied with the Faculty/School website.	3,44	131	1	5	6	11	4	



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

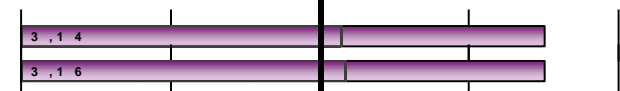
VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	27	56,25%	13	27,08%	8	16,67%	Strongly disagree.....Strongly agree 1						
							AVERAGE	N/C	1	2	3	4	5
10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.							3,79	111	2	4	9	19	13
11. I think that the response time is suitable.							3,83	112	2	3	9	19	13



TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely								
	1	50,00%	1	50,00%	0	0,00%							
12. I consider that attention provided through this channel is adequate.							4,50	156	0	0	0	1	1
13. In general, I'm satisfied with the attention received.							4,50	156	0	0	0	1	1



E-MAIL

Frequency of use of the service	Very often		Sometimes		Rarely								
	26	72,22%	9	25,00%	1	2,78%							
14. I consider that the response time is suitable.							3,65	121	1	5	7	17	7
15. In general, the information received is adequate.							3,72	122	3	5	3	13	12



Scale used: from 1 to 5

Average for academic year

PROCEDURES AND FORMALITIES

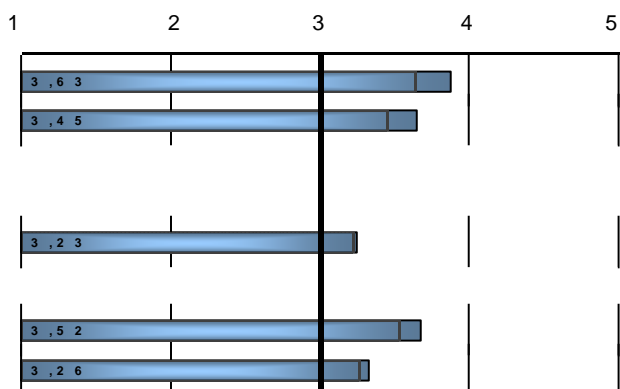
ENROLMENT

Did you complete the assisted enrolment at the enrolment room of your faculty/school?	Yes		No		Frequency				
	94	62,67%	56	37,33%					
16. The assistance received throughout the enrolment process was adequate and sufficient.									
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office									

Have you requested an early examination attempt?	Yes		No		Frequency				
	39	27,86%	101	72,14%					
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.									

FEES, EXEMPTIONS AND GRANTS

19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's									
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.									



Scale used: from 1 to 5

Average for academic year

ASSESSMENT RESULTS AND EXAM RECORDS

Have you completed formalities or made enquiries related with assessment results and exam records?	Yes		No		Frequency				
	57	40,43%	84	59,57%	Strongly disagree.....Strongly agree				
21. My enquiries or formalities related with assessment results or exam records have been dealt with appropriately.	AVERAGE		N/C		1	2	3	4	5
	4,02		6		2	2	9	18	20

STUDENT CARD

Have you completed formalities or made enquiries related with the student card?	Yes		No		Frequency				
	75	52,45%	68	47,55%	Strongly disagree.....Strongly agree				
22. My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's	AVERAGE		N/C		1	2	3	4	5
	3,97		8		6	4	8	17	32

CERTIFICATES

Have you applied for a certificate?	Yes		No		Frequency				
	65	47,10%	73	52,90%	Strongly disagree.....Strongly agree				
23. I consider that the time taken to issue a certificate was adequate.	AVERAGE		N/C		1	2	3	4	5
	3,29		14		6	9	13	10	13
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office	AVERAGE		N/C		1	2	3	4	5
	3,3		11		7	10	10	14	13

CREDIT RECOGNITION AND TRANSFER

Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No		Frequency				
	38	28,36%	96	71,64%	Strongly disagree.....Strongly agree				
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.	AVERAGE		N/C		1	2	3	4	5
	3,67		8		2	4	5	10	9
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.	AVERAGE		N/C		1	2	3	4	5
	3,86		10		2	3	5	5	13

INTERNSHIPS

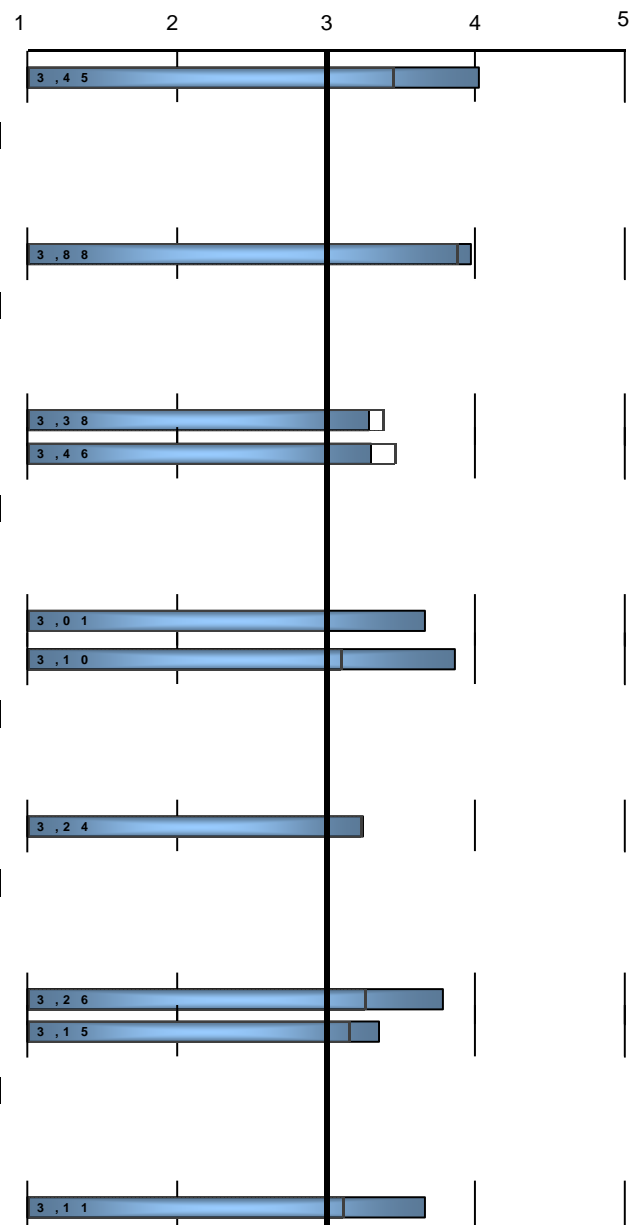
Have you completed formalities or made enquiries related with internships?	Yes		No		Frequency				
	43	31,85%	92	68,15%	Strongly disagree.....Strongly agree				
27. My enquiries or formalities related with internships have been dealt with appropriately by the Secretary's Office	AVERAGE		N/C		1	2	3	4	5
	3,25		7		6	6	7	7	10

FINAL THESIS

Have you completed formalities or made enquiries related with the final thesis?	Yes		No		Frequency				
	37	28,03%	95	71,97%	Strongly disagree.....Strongly agree				
28. The information received on formalities or enquiries related with the final thesis was adequate.	AVERAGE		N/C		1	2	3	4	5
	3,79		9		1	1	7	13	6
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.	AVERAGE		N/C		1	2	3	4	5
	3,35		6		2	7	7	8	7

INTERNATIONAL RELATIONS

Have you completed formalities or made enquiries related with mobility programmes?	Yes		No		Frequency				
	30	22,39%	104	77,61%	Strongly disagree.....Strongly agree				
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	AVERAGE		N/C		1	2	3	4	5
	3,67		3		1	2	9	8	7



Scale used: from 1 to 5

□: Average for academic year

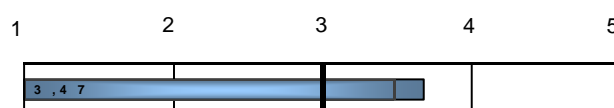
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C004

FACULTY/SCHOOL: FACULTAT DE GEOGRAFIA I HISTÒRIA

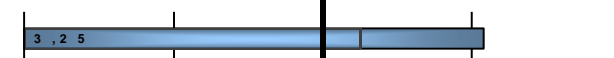
DEGREE CERTIFICATES

Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes		No		Frequency						
	27	20,00%	108	80,00%	AVERAGE	N/C	1	2	3	4	5
31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.					3,68	5	3	1	3	8	7



EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No		Frequency						
	18	13,53%	115	86,47%	AVERAGE	N/C	1	2	3	4	5
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.					4,07	4	1	0	3	3	7



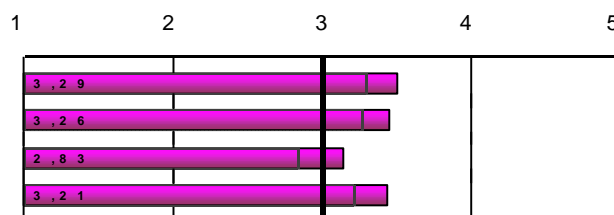
APPEALS AGAINST ASSESSMENT RESULTS

Have you appealed against assessment results?	Yes		No		Frequency						
	10	7,75%	119	92,25%	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.					3,38	2	1	1	2	2	2



GENERAL

	Frequency						
	AVERAGE	N/C	1	2	3	4	5
The Office of the Secretary carries out the tasks expected from it.	3,50	25	20	16	15	41	41
The Office of the Secretary usually deals with my requests satisfactorily.	3,45	15	21	21	17	41	43
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	3,15	41	26	12	25	27	27
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,44	17	25	14	17	44	41



Do you miss any service at the office of the secretary of your faculty or school?	Yes		No	
	23	15,54%	125	84,46%

Scale used: from 1 to 5

□: Average for academic year

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C004

FACULTY/SCHOOL: FACULTAT DE GEOGRAFIA I HISTÒRIA

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
18-19	158	38	3,32	38	3,08	38	3,05	37	3,32	38	3,39	27	3,37	27	2,96	27	3,44

	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	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	47	3,79	46	3,83	2	*	2	*	37	3,65	36	3,72	93	3,87	153	3,65	37	3,24

	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	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	124	3,67	96	3,33	51	4,02	67	3,97	51	3,29	54	3,3	30	3,67	28	3,86	36	3,25

	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	n°enq.	AVERAGE		n°enq.	AVERAGE		n°enq.	AVERAGE		n°enq.	AVERAGE		n°enq.	AVERAGE
18-19	28	3,79		31	3,35		27	3,67		22	3,68		14	4,07
													8	3,38

	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 on the occasions that I		In general, I am satisfied with the operation of the Office of the Secretary of the	
Curs	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
18-19	133	3,5	143	3,45	117	3,15	141	3,44

Number of surveys: 158

Period of surveys: 29/10/2018 - 02/12/2018

Printing date: 08/04/2019

Surveyed population: 2421

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C004

FACULTY/SCHOOL: FACULTAT DE GEOGRAFIA I HISTÒRIA

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