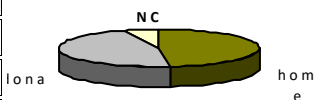


(Student opinion and satisfaction survey)

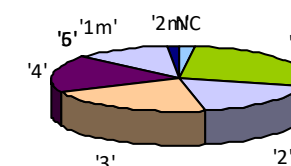
FACULTY/SCHOOL: C004

FACULTY/SCHOOL: FACULTAT DE GEOGRAFIA I HISTÒRIA

| Gender: | | |
|---------|----|--------|
| NC | 8 | 5,48% |
| Male | 70 | 47,95% |
| Female | 68 | 46,58% |



| Highest year in which you are enrolled | | | | | | | | |
|--|--------|--------|--------|--------|-------|-------|--------|-------|
| NC | 1 | 2 | 3 | 4 | 5 | 6 | 1 m | 2 m |
| 3 | 39 | 26 | 32 | 26 | 0 | 0 | 18 | 2 |
| 2,38% | 30,95% | 20,63% | 25,40% | 20,63% | 0,00% | 0,00% | 12,33% | 1,37% |



OFFICE OF THE SECRETARY INFORMATION SERVICE

| Which medium do you use preferable? | | |
|-------------------------------------|-----|--------|
| Face-to-face information | 83 | 56,85% |
| Website | 79 | 54,11% |
| Virtual Office of the Secretary | 103 | 70,55% |
| Telephone information | 40 | 27,40% |
| E-mail | 94 | 64,38% |

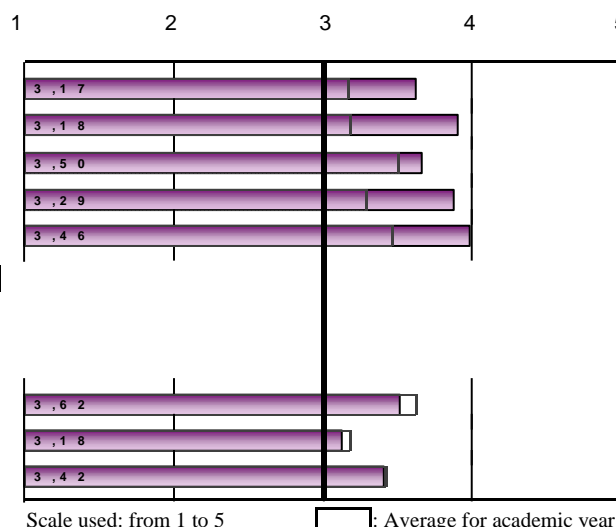
Answered this item: 146

% who answered the question

| Preferred medium | | |
|---------------------------------|----|--------|
| Face-to-face information | 34 | 23,29% |
| Website | 21 | 14,38% |
| Virtual Office of the Secretary | 33 | 22,60% |
| Telephone information | 14 | 9,59% |
| E-mail | 44 | 30,14% |

FACE-TO-FACE INFORMATION

| Frequency of use of the Office of the Secretary | Very often | | Sometimes | | Rarely | | Frequency | | | | | | |
|---|------------|-------|-----------|--------|--------|--------|------------------------|------|---|---|---|---|----------------|
| | 5 | 6,17% | 41 | 50,62% | 35 | 43,21% | Strongly disagree..... | 1 | 2 | 3 | 4 | 5 | Strongly agree |
| 1. I consider that opening hours are adequate. | 3,63 | 63 | 7 | 11 | 14 | 25 | 26 | 3,17 | | | | | |
| 2. The organisation of the face-to-face information service is satisfactory and convenient. | 3,90 | 66 | 3 | 6 | 12 | 34 | 25 | 3,18 | | | | | |
| 3. I consider that waiting time is usually admissible. | 3,67 | 65 | 6 | 11 | 10 | 31 | 23 | 3,50 | | | | | |
| 4. In general, the Office of the Secretary has provided enough information. | 3,88 | 66 | 7 | 5 | 8 | 31 | 29 | 3,29 | | | | | |
| 5. In general, I'm satisfied with the personal attention received from the Office of the Secretary. | 3,99 | 67 | 7 | 2 | 12 | 22 | 36 | 3,46 | | | | | |



FACULTY/SCHOOL WEBSITE

| Frequency of use of the Faculty/School website | Very often | | Sometimes | | Rarely | | Frequency | | | | | | |
|---|------------|--------|-----------|--------|--------|--------|------------------------|------|---|---|---|---|----------------|
| | 32 | 41,56% | 36 | 46,75% | 9 | 11,69% | Strongly disagree..... | 1 | 2 | 3 | 4 | 5 | Strongly agree |
| 6. The website contains sufficient and updated information. | 3,51 | 68 | 4 | 6 | 23 | 36 | 9 | 3,62 | | | | | |
| 7. Information can easily be found on the website. | 3,13 | 69 | 7 | 13 | 28 | 21 | 8 | 3,18 | | | | | |
| 8. I am satisfied with the Faculty/School website. | 3,41 | 68 | 4 | 8 | 27 | 30 | 9 | 3,42 | | | | | |

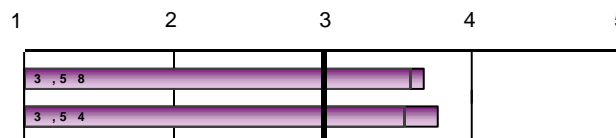
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C004

FACULTY/SCHOOL: FACULTAT DE GEOGRAFIA I HISTÒRIA

VIRTUAL OFFICE OF THE SECRETARY

| Frequency of use of the Virtual Office of the Secretary | Very often | | Sometimes | | Rarely | | Frequency | | | | | | |
|--|------------|--------|-----------|--------|--------|--------|-----------|-----|---|---|----|----|----|
| | | | | | | | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| | 34 | 36,96% | 39 | 42,39% | 19 | 20,65% | | | | | | | |
| 10. The Virtual Office of the Secretary processes requests adequately and is a recommended system. | | | | | | | 3,68 | 49 | 7 | 5 | 23 | 39 | 23 |
| 11. I think that the response time is suitable. | | | | | | | 3,77 | 52 | 5 | 4 | 24 | 36 | 25 |


TELEPHONE INFORMATION

| Frequency of use of the service | Very often | | Sometimes | | Rarely | | Frequency | | | | | | |
|--|------------|--------|-----------|--------|--------|--------|-----------|-----|---|---|---|----|----|
| | | | | | | | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| | 4 | 11,11% | 15 | 41,67% | 17 | 47,22% | | | | | | | |
| 12. I consider that attention provided through this channel is adequate. | | | | | | | 3,92 | 108 | 3 | 4 | 2 | 13 | 16 |
| 13. In general, I'm satisfied with the attention received. | | | | | | | 4,10 | 107 | 2 | 4 | 3 | 9 | 21 |

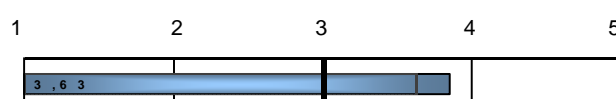

E-MAIL

| Frequency of use of the service | Very often | | Sometimes | | Rarely | | Frequency | | | | | | |
|---|------------|--------|-----------|--------|--------|--------|-----------|-----|---|---|----|----|----|
| | | | | | | | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| | 40 | 45,45% | 31 | 35,23% | 17 | 19,32% | | | | | | | |
| 14. I consider that the response time is suitable. | | | | | | | 3,82 | 57 | 4 | 7 | 16 | 36 | 26 |
| 15. In general, the information received is adequate. | | | | | | | 3,93 | 55 | 5 | 3 | 18 | 32 | 33 |


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

PROCEDURES AND FORMALITIES
ENROLMENT

| Have you requested an early examination attempt? | Yes | | No | | Frequency | | | | | | | |
|---|-----|--------|-----|--------|-----------|-----|----|----|----|----|----|--|
| | | | | | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 | |
| | 21 | 16,28% | 108 | 83,72% | | | | | | | | |
| 17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office | | | | | 3,85 | 9 | 11 | 10 | 21 | 41 | 54 | |
| 18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately. | | | | | 3,88 | 4 | 3 | 0 | 1 | 5 | 8 | |


FEES, EXEMPTIONS AND GRANTS

| Frequency of use of the service | Very often | | Sometimes | | Rarely | | Frequency | | | | | | |
|--|------------|--|-----------|--|--------|--|-----------|-----|----|---|----|----|----|
| | | | | | | | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| | | | | | | | | | | | | | |
| 19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's | | | | | | | 3,88 | 41 | 8 | 4 | 18 | 38 | 37 |
| 20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately. | | | | | | | 3,71 | 56 | 10 | 4 | 17 | 30 | 29 |


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

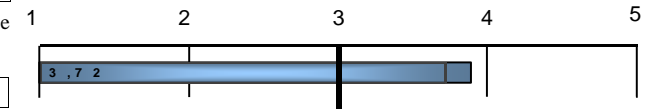
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C004

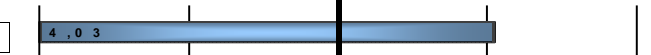
FACULTY/SCHOOL: FACULTAT DE GEOGRAFIA I HISTÒRIA

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. | 53 | 42,74% | 71 | 57,26% | 3,89 | 9 | 2 | 1 | 11 | 16 | 14 |


STUDENT CARD

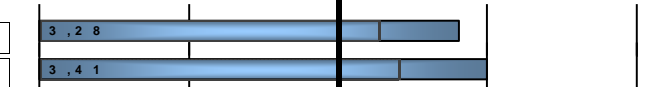
| Have you completed formalities or made enquiries related with the student card? | Yes | | No | | Frequency | | | | | | |
|---|-------|------------|-------|------------|-----------|-----|---|---|---|----|----|
| | Count | Percentage | Count | Percentage | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| 22. My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's | 75 | 58,14% | 54 | 41,86% | 4,05 | 10 | 4 | 5 | 4 | 23 | 29 |


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. | 47 | 37,90% | 77 | 62,10% | 3,74 | 12 | 3 | 2 | 6 | 14 | 10 |
| 24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office | | | | | 3,85 | 8 | 4 | 3 | 4 | 12 | 16 |


CREDIT RECOGNITION AND TRANSFER

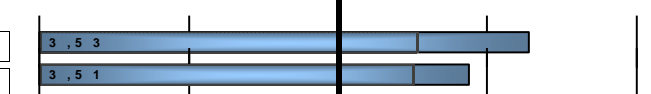
| Have you completed formalities or made enquiries related with credit recognition and transfer? | Yes | | No | | Frequency | | | | | | |
|--|-------|------------|-------|------------|-----------|-----|---|---|---|----|----|
| | Count | Percentage | Count | Percentage | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| 25. I consider that the time taken to process applications for credit recognition and transfer was adequate. | 42 | 33,33% | 84 | 66,67% | 3,81 | 5 | 2 | 4 | 6 | 12 | 13 |
| 26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately. | | | | | 4 | 4 | 3 | 1 | 6 | 11 | 17 |


INTERNSHIPS

| Have you made enquiries related with internships? | Yes | | No | | Frequency | | | | | | |
|---|-------|------------|-------|------------|-----------|-----|---|---|---|---|---|
| | Count | Percentage | Count | Percentage | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| 27. My enquiries related with internships have been dealt with appropriately by the Secretary's Office. | 21 | 17,07% | 102 | 82,93% | 3,86 | 0 | 3 | 0 | 2 | 8 | 8 |


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. | 19 | 15,08% | 107 | 84,92% | 4,28 | 1 | 1 | 0 | 3 | 3 | 11 |
| 29. I consider that the deadlines for submitting/presenting the final thesis are adequate. | | | | | 3,88 | 2 | 1 | 3 | 2 | 2 | 9 |


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. | 20 | 16,13% | 104 | 83,87% | 2,89 | 1 | 4 | 3 | 5 | 5 | 2 |


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

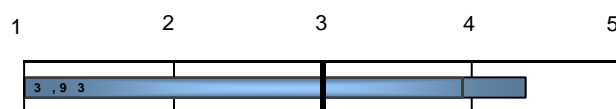
(Student opinion and satisfaction survey)

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 | | | | | | |
|---|------|--------|-----|--------|--------------------------------------|-----|---|---|---|---|---|
| | | | | | Strongly disagree.....Strongly agree | | | | | | |
| | 13 | 10,48% | 111 | 89,52% | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| 31. My enquiries or formalities related with the degree certificate have been dealt with appropriately. | 4,36 | 2 | 0 | 0 | 2 | 3 | 6 | | | | |


EARLY EXAMINATION ATTEMPT

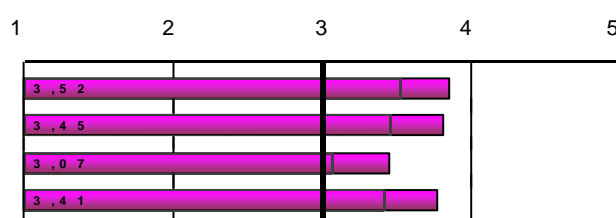
| Have you requested an early examination attempt? | Yes | | No | | Frequency | | | | | | |
|---|------|-------|-----|--------|--------------------------------------|-----|---|---|---|---|---|
| | | | | | Strongly disagree.....Strongly agree | | | | | | |
| | 10 | 8,00% | 115 | 92,00% | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| 32. My enquiries or formalities related with early examination attempts have been dealt with appropriately. | 3,71 | 3 | 1 | 1 | 0 | 2 | 3 | | | | |


APPEALS AGAINST ASSESSMENT RESULTS

| Application of enquiries to challenge qualifications | Yes | | No | | Frequency | | | | | | |
|--|------|-------|-----|--------|--------------------------------------|-----|---|---|---|---|---|
| | | | | | Strongly disagree.....Strongly agree | | | | | | |
| | 3 | 2,48% | 118 | 97,52% | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| 33. The information received about procedures or enquiries to challenge qualifications has been adequate | 3,67 | 0 | 1 | 0 | 0 | 0 | 2 | | | | |


GENERAL

| | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
|---|---------|-----|----|---|----|----|----|
| The Office of the Secretary carries out the tasks expected from it. | 3,84 | 17 | 10 | 4 | 25 | 47 | 43 |
| The Office of the Secretary usually deals with my requests satisfactorily. | 3,81 | 13 | 12 | 4 | 26 | 46 | 45 |
| I have observed improvements in the general operation of the service on the occasions that I have made use of it. | 3,45 | 46 | 16 | 3 | 25 | 32 | 24 |
| In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School. | 3,77 | 13 | 13 | 6 | 24 | 45 | 45 |



| Do you miss any service at the office of the secretary of your faculty or school? | Yes | | No | |
|---|-----|--------|-----|--------|
| | | | | |
| | 15 | 10,56% | 127 | 89,44% |

 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 |
| 22-23 | 146 | 83 | 3,63 | 80 | 3,9 | 81 | 3,67 | 80 | 3,88 | 79 | 3,99 | 78 | 3,51 | 77 | 3,13 | 78 | 3,41 |
| 20-21 | 148 | 86 | 3,6 | 87 | 3,38 | 88 | 3,58 | 87 | 3,43 | 87 | 3,63 | 97 | 3,4 | 98 | 3,2 | 97 | 3,36 |
| 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. | | #. 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 |
| 22-23 | | 97 | 3,68 | 94 | 3,77 | 38 | 3,92 | 39 | 4,1 | 89 | 3,82 | 91 | 3,93 | * | 137 | 3,85 | 17 | 3,88 | |
| 20-21 | | 95 | 3,52 | 94 | 3,57 | 46 | 3,48 | 45 | 3,38 | 89 | 3,49 | 90 | 3,62 | 70 | 3,7 | 139 | 3,55 | 29 | 3,03 |
| 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 related with internships have been dealt with appropriately by the | |
| 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 |
| 22-23 | | 105 | 3,88 | 90 | 3,71 | 44 | 3,89 | 65 | 4,05 | 35 | 3,74 | 39 | 3,85 | 37 | 3,81 | 38 | 4 | 21 | 3,86 |
| 20-21 | | 105 | 3,65 | 99 | 3,29 | 45 | 3,71 | 61 | 3,8 | 38 | 3,32 | 38 | 3,55 | 27 | 3,07 | 26 | 3,27 | 17 | 3,65 |
| 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. The information received about procedures or enquiries to challenge | |
| Curs | | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE |
| 22-23 | | 18 | 4,28 | 17 | 3,88 | 19 | 2,89 | 11 | 4,36 | 7 | 3,71 | 3 | 3,67 |

FACULTY/SCHOOL: C004

FACULTY/SCHOOL: FACULTAT DE GEOGRAFIA I HISTÒRIA

| | | | | | | | | | | | | |
|-------|----|------|----|------|----|------|----|------|----|------|---|------|
| 20-21 | 22 | 3,86 | 19 | 3,74 | 22 | 3,27 | 16 | 3,38 | 3 | 4 | 3 | 3,33 |
| 18-19 | 28 | 3,79 | 31 | 3,35 | 27 | 3,67 | 22 | 3,68 | 14 | 4,07 | 8 | 3,38 |

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 |
| 22-23 | 129 | 3,84 | 133 | 3,81 | 100 | 3,45 | 133 | 3,77 |
| 20-21 | 132 | 3,55 | 137 | 3,44 | 103 | 3,17 | 139 | 3,5 |
| 18-19 | 133 | 3,5 | 143 | 3,45 | 117 | 3,15 | 141 | 3,44 |

* The average item is calculated from three surveys rating.

#. Item not included in the current version