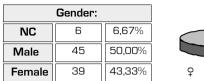
24-25

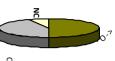
## VNIVERSITAT DÖVALÈNCIA **quàlitat**uv

(Student opinion and satisfaction survey)

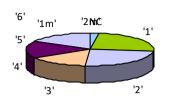
FACULTY/SCHOOL: COO4

FACULTY/SCHOOL: FACULTAT DE GEOGRAFIA I HISTÒRIA

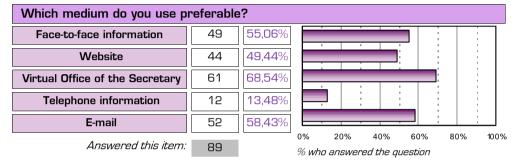




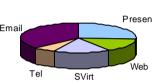
	Highest year in which you are enrolled														
NC	1	1 2 3 4 5 6 1m 2m													
2	22	22	14	15	0	0	15	0							
2,67%	29,33%	29,33%	18,67%	20,00%	0,00%	0,00%	16,67%	0,00%							



#### OFFICE OF THE SECRETARY INFORMATION SERVICE



	Preferre	d medium	า
Face-to-face information	24	26,67%	
Website	13	14,44%	Ema
Virtual Office of the Secretary	14	15,56%	
Tolonhono information	6	6,67%	
Telephone information	U	0,07%	
F-mail	33	26 67%	
E-mail	55	36,67%	



Frequency of use of the Very often Sometimes Rarely				Freq	uency						
Office of the Secretary 2 4,44% 27 60,00% 16 35,56%			gly dis	agree		rongly	agree	1	2	3	4
	AVERAGE	N/C	1	2	3	4	5	·			
1. I consider that opening hours are adequate.	3,66	43	4	2	13	15	13	3,26			
2. The organisation of the face-to-face information service is satisfactory and convenient.	3,64	43	5	5	8	13	16	3,11	1		
3. I consider that waiting time is usually admissible.	3,98	44	3	3	9	8	23	3,55			
4. In general, the Office of the Secretary has provided enough information.	3,78	44	5	З	7	13	18	3,13			
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	4,17	44	З	1	7	9	26	3,28			
FACULTY/SCHOOL WEBSITE							ŀ	I	1		I
Frequency of use of the Faculty/School websiteVery oftenSometimesRarely1846,15%1538,46%615,38%											
6. The website contains sufficient and updated information.	3,92	52	1	2	8	15	12	3,60			
7. Information can easily be found on the website.	3,54	51	З	5	9	12	10	3,24	1		



24-25

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: COO4

FACULTY/SCHOOL: FACULTAT DE GEOGRAFIA I HISTÒRIA

VIRTUAL OFFICE OF THE SECRE	TARY										
Frequency of use of the	Very often Sometimes I	Rarely			Frequ						
Virtual Office of the Secretary	22 41,51% 27 50,94% 4	7,55%	AVERAGE		rdisagree 1 2		ngly agree <b>4 5</b>	1	2	3 4	5
10. The Virtual Office of the Secretary p	processes requests adequately and is a re		3,74		2 8		20 16	3,52			
11. I think that the response time is sui	table.		3,77	37	2 7	7 2	22 15	3,52			
TELEPHONE INFORMATION											
Frequency of use of the service	Very often         Sometimes         I           1         10,00%         7         70,00%         2	Rarely 20,00%						I	1		
12. I consider that attention provided t	nrough this channel is adequate.		3,67	81	2 0	0	4 3	3,22			
13. In general, I'm satisfied with the att	ention received.		3,90	80	2 0	0	3 5	3,27	Τ		
E-MAIL											
Frequency of use of the service	Very often         Sometimes         I           24         58,54%         11         26,83%         6	Rarely 14,63%						I	1		
14. I consider that the response time i	s suitable.		4,24	45	2 1	5 ′	13 24	3,66			
15. In general, the information received	l is adequate.		4,02	46	3 2	6 ′	13 20	3,65			]
								Scale used: from	n 1 to 5	: Average fo	r academic year
PROCEDURES AND FORM	ALITIES										
ENROLMENT											
					Frequ	,					
			AVERAGE		disagree 1 2		igly agree <b>4 5</b>	1	2	3 4	5
17. My enquiries or formalities related	with enrolment have been dealt with appr		4,11		2 6	· · · · · · · · · · · · · · · · · · ·	24 35	3,49			
Have you made enquiries related with cancellation of enrolment?	Yes         No           19         26,39%         53         73,61%										
18. My enquiries or formalities related	with cancellation of enrolment have been	dealt with appropriately.	4,29	2	1 0	2	4 10	3,28			
FEES, EXEMPTIONS AND GRAN	rs							1			
19. My enquiries or formalities related	with university fees have been dealt with a	ppropriately by the Secretary'	3,85	28	4 7	8 ′	18 25	3,60			
20. My enquiries or formalities related	with grants and exemptions have been de	alt with appropriately.	3,85	36	4 5	7 ′	17 21	3,42			
								Scale used: from	n 1 to 5	: Average fo	or academic year

VNIVERSITAT DÖVALÈNCIA **quàlitat**uv



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VNIVERSITAT DÖVALÈNCIA **quàlitatuv** 

### (Student opinion and satisfaction survey)

FACULTY/SCHOOL: COO4

FACULTY/SCHOOL: FACULTAT DE GEOGRAFIA I HISTÒRIA

ASSESSMENT RESULTS AND	EXAM RECORDS	6										
Have you made enquiries	Yes	No				Frequ	ency					
related with assessment	32 45,71%	38 54,29%			Strongl	y disagree.	Strong	ly agree	1	2	3 4	5
results and exam records?				AVERAGE	N/C	12	34	5	3,59			
21.My enquiries or formalities relate	d with assessment	results or exam rec	ords have been dealt with appropri	4,21		1 1	1 10	11	3,59	1		
STUDENT CARD												
Have you made enquiries	Yes	No										
related with the student card?	35 50,00%	35 50,00%								1		1
22.My enquiries or formalities relate	d with the student o	card have been deal	t with appropriately by the Secreta	4,2	5	2 2	2 6	18	3,79			
CERTIFICATES												
Have you applied for a	Yes	No										
certificate?	32 46,38%	37 53,62%							1	1		
23. I consider that the time taken to	issue a certificate v	vas adequate.		4,32	4	2 0	1 9	16	3,60			
24. My enquiries or formalities relate	ed with certificates I	have been dealt with	appropriately by the Secretary's O	4,3	2	1 0	3 11	15	3,59			
Credit recognition and tr	ANSFER											·
Have you made enquiries	Yes	No										
related with credit recognition and transfer?	24 34,78%	45 65,22%										
25. I consider that the time taken to	process application	lis for credit recognit	ion and transfer was adequate.	3,72	6	1 3	4 2	8	3,15			
26. My enquiries related with credit	recognition and trar	nsfer have been dea	It with appropriately.	3,94	7	1 1	4 3	8	3,23			
INTERNSHIPS									I	I	l l	I
Have you made enquiries	Yes	No										
related with internships?	14 20,29%	55 79,71%										
27. My enquiries related with interns	hips have been dea	lt with appropriately	by the Secretary's Office.	4,3	4	0 0	2 3	5	3,35			
FINAL THESIS									I	I		I
Have you made enquiries	Yes	No										
related with the final thesis?	15 21,43%	55 78,57%										
				4 5					3,54			
28. The information received on form			·	4,5			1 4		3,54			
29. I consider that the deadlines for	submitting/ present	ting the final thesis a	are adequate.	4,33	3	0 1	1 3	/		I		
INTERNATIONAL RELATIONS												
Have you made enquiries related with mobility	Yes	No										
programmes?	10 14,49%	59 85,51%							1	1		1
30. My enquiries or formalities relate	ed with mobility prog	grammes have beer	dealt with appropriately.	4,71	3	0 0	0 2	5	3,37			
									Scale used: fr	rom 1 to 5	: Average fo	r academic year

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### (Student opinion and satisfaction survey)

FACULTY/SCHOOL: COO4

FACULTY/SCHOOL: FACULTAT DE GEOGRAFIA I HISTÒRIA

DEGREE CERTIFICATES										
Have you made enquiries       Yes       No         related with the issue of the       11       15,94%       58       84,06%         31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.       31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.	<b>AVERAGE</b> 4,89		igly dis <b>1</b>	Frequadree	,	ongly a <b>4</b>	igree 5 8	1 2 3 ,7 3	3	4 5
EARLY EXAMINATION ATTEMPT								1 1		I
Have you requested an early examination attempt?YesNo1014,71%5885,29%										
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.	4	2	1	0	0	4	3	3,34		
APPEALS AGAINST ASSESSMENT RESULTS								1 1		I
Application of enquiries to challenge qualificationsYesNo34,41%6595,59%										
33. The information received about procedures or enquiries to challenge qualifications has been adequate	*	1	0	0	0	0	2	2,88		
		Stron	gly disa	Frequ	5	ongly a	gree 4	1 2	3	4 5
GENERAL	AVERAGE		1	2	3	4	5	·		
The Office of the Secretary carries out the tasks expected from it.	4,09	21	2	6	7	23	31	3,48		
The Office of the Secretary usually deals with my requests satisfactorily.	4,00	19	3	8	6	23	31	3,39		
I have observed improvements in the general operation of the service on the occasions that I have made use of	3,75	39	4	6	8	14	19	3,06		
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	4,01	19	5	5	6	23	32	3,38		
Do you miss any service at Yes No								Scale used: from 1 to 5	: Average	for academic yea

Do you miss any service at Yes the office of the secretary of 3 100,00% 0 your faculty or school?

0,00%

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# VNIVERSITAT DÖVALÈNCIA **quàlitat**uv

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: COO4

FACULTY/SCHOOL: FACULTAT DE GEOGRAFIA I HISTÒRIA

							OFFICE	OF THE	SECRETAR	Y INFOR	MATION SE	RVICE					
EVOL	UCIÓ	opening	sider that hours are quate.	the fac informatic satisfac	anisation of e-to-face on service is ctory and renient.	waiting tir	sider that ne is usually nissible.	Office Secre provide	neral, the e of the tary has d enough mation.	satisfie persona receive	eneral, l'm d with the al attention d from the e of the	contains and u	website s sufficient updated mation.	easily be	mation can found on the ebsite.	the Facu	atisfied with ılty/School ıbsite.
Curs	Recollides	nºenq.	AVERAGE	nºenq.	AVERAGE	n⁰enq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	n⁰enq.	AVERAGE	nºenq.	AVERAGE
24-25	90	47	3,66	47	3,64	46	3,98	46	3,78	46	4,17	38	3,92	39	3,54	38	3,84
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

				OFFIC	e of the	SECRETAR	infor	MATION SE	ERVICE					PROCE	DURES A	and form	ALITIES	
	10. The Virtual Office of the Secretary processes requests and is a recommended system n <sup>e</sup> enq. AVERAGE		respons	nk that the se time is table.	attentio through t	nsider that n provided this channel lequate.	satisfie	eneral, l'm d with the n received.	the response time is informat		15. In general, the information received is adequate.		received the er proce adequ	assistance throughout prolment ess was uate and ficient	enrolment have been dealt by the Secretary's Office.		l with related have been cancellat y the enrolment h	
Curs	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE
24-25	54	3,74	53	3,77	9	3,67	10	3,9	45	4,24	44	4,02		*	76	4,11	17	4,29
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 related with university fees have been dealt by the Secretary's Office.rsn°enq. AVERAGE		related w	enquiries vith grants ptions have 1 dealt.	relat assessm or exam r	enquiries ed with Ient results ecords have n dealt.	related student been de	enquiries I with the card have ealt by the ry's Office.	23. I consider that the time taken to issue a certificate was adequate.		24. My enquiries related with certificates have been dealt by the Secretary's Office.		25. I consider that the time taken to process applications for credit was adequate.		transfer have been dealt.		credit related w and internships ha	
Curs	n⁰enq.	AVERAGE	nºenq.	AVERAGE	n⁰enq.	AVERAGE	n⁰enq.	AVERAGE	n⁰enq.	AVERAGE	n⁰enq.	AVERAGE	nºenq.	AVERAGE	n⁰enq.	AVERAGE	nºenq.	AVERAGE
24-25	62	3,85	54	3,85	24	4,21	30	4,2	28	4,32	30	4,3	18	3,72	17	3,94	10	4,3
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

# VNIVERSITAT DÖVALÈNCIA **quàlitat**uv

#### (Student opinion and satisfaction survey)

FACULTY/SCHOOL: COO4

FACULTY/SCHOOL: FACULTAT DE GEOGRAFIA I HISTÒRIA

					PROC	EDURES AI	ND FORM	IALITIES				
	received related v	information on enquiries vith the final as adequate.	the dea submitting g the fina	sider that dlines for g/presentin I thesis are quate.	related v	enquiries vith mobility nmes have n dealt.	related degree	enquiries I with the certificate een dealt.	related examinati	enquiries with early on attempts een dealt.	about ei cha qualifica	nformation nquiries to Ilenge ations has adequate.
Curs	n⁰enq.	AVERAGE	nºenq.	AVERAGE	n⁰enq.	AVERAGE	nºenq.	AVERAGE	n⁰enq.	AVERAGE	nºenq.	AVERAGE
24-25	12	4,5	12	4,33	7	4,71	9	4,89	8	4	2	*
22-23	18	4,28	17	3,88	19	2,89	11	4,36	7	3,71	3	3,67
20-21	22	3,86	19	3,74	22	3,27	16	3,38	З	4	3	3,33
18-19	28	3,79	31	3,35	27	3,67	22	3,68	14	4,07	8	3,38

				GLO	BAL			
	Secretary the task	fice of the / carries out s expected om it.	Secreta deals requ	ice of the ry usually with my uests actorily.	improven general d	observed nents in the operation of service.	satisfied operati Office	eral, I am d with the on of the e of the ary of the
Curs	nºenq.	AVERAGE	nºenq. AVERA		n⁰enq.	AVERAGE	nºenq.	AVERAGE
24-25	69	4,09	71	4	51	3,75	71	4,01
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*