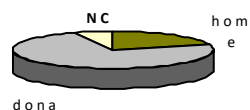


(Student opinion and satisfaction survey)

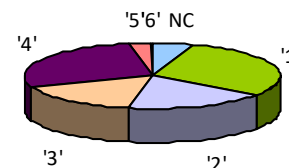
FACULTY/SCHOOL: C006

FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ

Gender:		
NC	16	6,11%
Male	53	20,23%
Female	193	73,66%

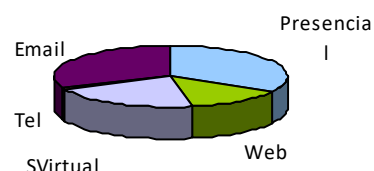


Highest year in which you are enrolled						
NC	1	2	3	4	5	6
13	78	48	44	71	7	1
4,96%	29,77%	18,32%	16,79%	27,10%	2,67%	0,38%



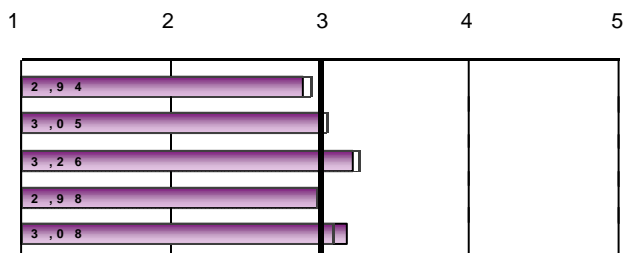
OFFICE OF THE SECRETARY INFORMATION SERVICE

Preferred medium		
Face-to-face information	87	33,46%
Website	35	13,46%
Virtual Office of the Secretary	55	21,15%
Telephone information	2	0,77%
E-mail	81	31,15%



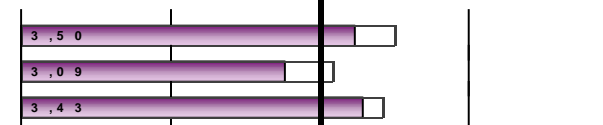
FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		Frequency	
	18	20,93%	55	63,95%	13	15,12%	Strongly disagree.....	Strongly agree
1. I consider that opening hours are adequate.	2,88	177	23	8	20	24	10	
2. The organisation of the face-to-face information service is satisfactory and convenient.	3,00	175	19	15	14	25	14	
3. I consider that waiting time is usually admissible.	3,22	175	13	17	13	26	18	
4. In general, the Office of the Secretary has provided enough information.	3,02	175	22	16	9	18	22	
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	3,18	175	21	11	14	13	28	



FACULTY/SCHOOL WEBSITE

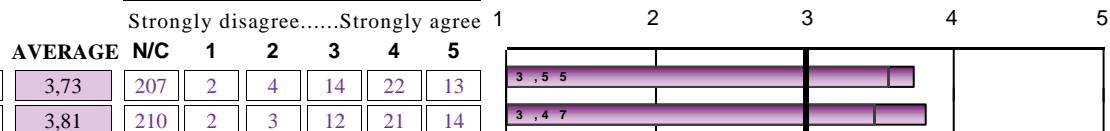
Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		Frequency	
	18	51,43%	14	40,00%	3	8,57%	Strongly disagree.....	Strongly agree
6. The website contains sufficient and updated information.	3,24	228	3	6	7	16	2	
7. Information can easily be found on the website.	2,76	228	6	8	10	8	2	
8. I am satisfied with the Faculty/School website.	3,29	228	2	5	9	17	1	



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						
	30	54,55%	19	34,55%	6	10,91%	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.							3,73	207	2	4	14	22	13
11. I think that the response time is suitable.							3,81	210	2	3	12	21	14



TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely								
	0	0,00%	2	100,00%	0	0,00%							
12. I consider that attention provided through this channel is adequate.							4,00	260	0	0	1	0	1
13. In general, I'm satisfied with the attention received.							5,00	260	0	0	0	0	2



E-MAIL

Frequency of use of the service	Very often		Sometimes		Rarely								
	56	72,73%	13	16,88%	8	10,39%							
14. I consider that the response time is suitable.							3,53	186	4	9	20	29	14
15. In general, the information received is adequate.							3,54	183	9	9	11	30	20



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

PROCEDURES AND FORMALITIES

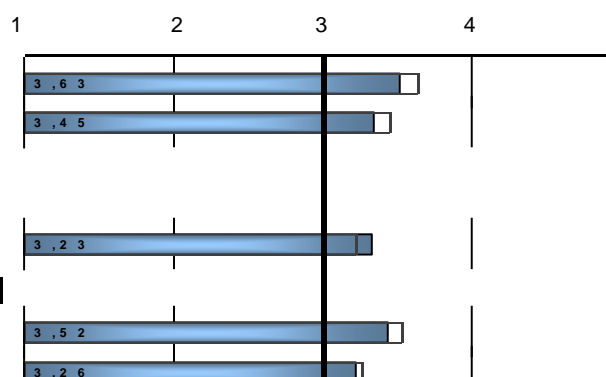
ENROLMENT

Did you complete the assisted enrolment at the enrolment room of your faculty/school?	Yes		No		Frequency						
	154	63,90%	87	36,10%	AVERAGE	N/C	Strongly disagree.....Strongly agree				
							1	2	3	4	5
16. The assistance received throughout the enrolment process was adequate and sufficient.					3,52	0	19	20	23	46	46
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office					3,35	7	42	34	47	58	74

Have you requested an early examination attempt?	Yes		No								
	79	32,38%	165	67,62%							
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.					3.32	11	11	14	7	14	22

FEES, EXEMPTIONS AND GRANTS

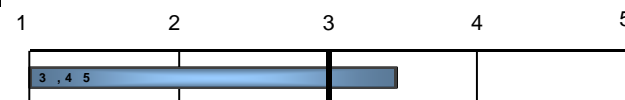
19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's	3,44	60	25	30	37	51	59
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.	3,23	81	33	26	37	37	48



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

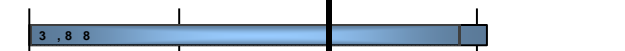
ASSESSMENT RESULTS AND EXAM RECORDS

Have you completed formalities or made enquiries related with assessment results and exam records?	Yes		No		Frequency				
	107	44,03%	136	55,97%	Strongly disagree.....Strongly agree				
21. My enquiries or formalities related with assessment results or exam records have been dealt with appropriately.	AVERAGE 3,46		N/C 23		1	2	3	4	5
					8	16	13	23	24



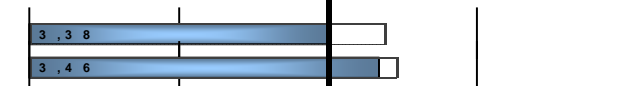
STUDENT CARD

Have you completed formalities or made enquiries related with the student card?	Yes		No		Frequency				
	123	51,04%	118	48,96%	Strongly disagree.....Strongly agree				
22. My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's	AVERAGE 4,06		N/C 11		1	2	3	4	5
					8	18	37	47	



CERTIFICATES

Have you applied for a certificate?	Yes		No		Frequency				
	114	47,90%	124	52,10%	Strongly disagree.....Strongly agree				
23. I consider that the time taken to issue a certificate was adequate.	AVERAGE 3,02		N/C 19		1	2	3	4	5
					14	23	21	21	16
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office	AVERAGE 3,34		N/C 15		1	2	3	4	5
					16	10	22	26	25



CREDIT RECOGNITION AND TRANSFER

Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No		Frequency				
	112	46,67%	128	53,33%	Strongly disagree.....Strongly agree				
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.	AVERAGE 2,96		N/C 16		1	2	3	4	5
					28	13	13	19	23
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.	AVERAGE 3,02		N/C 13		1	2	3	4	5
					28	12	14	20	25



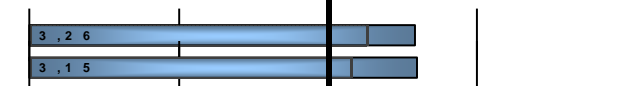
INTERNSHIPS

Have you completed formalities or made enquiries related with internships?	Yes		No		Frequency				
	60	25,21%	178	74,79%	Strongly disagree.....Strongly agree				
27. My enquiries or formalities related with internships have been dealt with appropriately by the Secretary's Office	AVERAGE 3,33		N/C 9		1	2	3	4	5
					7	10	7	13	14



FINAL THESIS

Have you completed formalities or made enquiries related with the final thesis?	Yes		No		Frequency				
	38	16,17%	197	83,83%	Strongly disagree.....Strongly agree				
28. The information received on formalities or enquiries related with the final thesis was adequate.	AVERAGE 3,58		N/C 5		1	2	3	4	5
					4	5	6	13	
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.	AVERAGE 3,59		N/C 6		1	2	3	4	5
					3	5	4	10	10



INTERNATIONAL RELATIONS

Have you completed formalities or made enquiries related with mobility programmes?	Yes		No		Frequency				
	83	35,02%	154	64,98%	Strongly disagree.....Strongly agree				
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	AVERAGE 3,32		N/C 9		1	2	3	4	5
					15	9	9	19	22



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

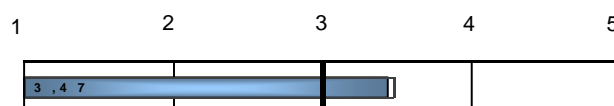
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C006

FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ

DEGREE CERTIFICATES

Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes		No		Frequency						
					Strongly disagree.....Strongly agree						
	31	13,30%	202	86,70%	AVERAGE	N/C	1	2	3	4	5
31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.					3,43	1	7	1	4	8	10



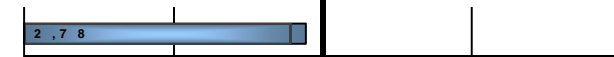
EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No								
	26	11,11%	208	88,89%							
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.					3,26	7	5	3	1	2	8



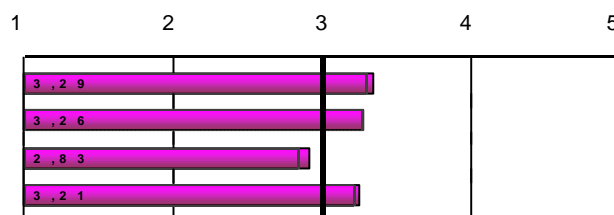
APPEALS AGAINST ASSESSMENT RESULTS

Have you appealed against assessment results?	Yes		No								
	24	10,53%	204	89,47%							
33. My enquiries or formalities related with appeals against assessment results have been dealt with appropriately, as regards information provided and deadlines.					2,88	7	5	3	2	3	4



GENERAL

The Office of the Secretary carries out the tasks expected from it.	3,35	43	36	24	39	68	52
The Office of the Secretary usually deals with my requests satisfactorily.	3,28	33	44	26	43	55	61
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	2,91	78	49	19	47	38	31
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,24	35	48	26	36	57	60



Do you miss any service at the office of the secretary of your faculty or school?	Yes		No	
	28	11,76%	210	88,24%

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

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C006

FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ

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	262	85	2,88	87	3	87	3,22	87	3,02	87	3,18	34	3,24	34	2,76	34	3,29

	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	55	3,73	52	3,81	2	*	2	*	76	3,53	79	3,54	154	3,52	255	3,35	68	3,32

	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	202	3,44	181	3,23	84	3,46	112	4,06	95	3,02	99	3,34	96	2,96	99	3,02	51	3,33

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	n°enq.	AVERAGE
18-19	33	3,58	32	3,59	74	3,32	30	3,43	19	3,26	17	2,88

GLOBAL								
<div><div></div><div>The Office of the Secretary carries out the tasks expected from it.</div><div>The Office of the Secretary usually deals with my requests satisfactorily.</div><div>I have observed improvements in the general operation of the service on the occasions that I</div><div>In general, I am satisfied with the operation of the Office of the Secretary of the</div></div>								
Curs	n°enq. AVERAGE		n°enq. AVERAGE		n°enq. AVERAGE		n°enq. AVERAGE	
18-19	219	3,35	229	3,28	184	2,91	227	3,24

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C006

FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ

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