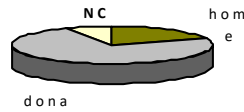


(Student opinion and satisfaction survey)

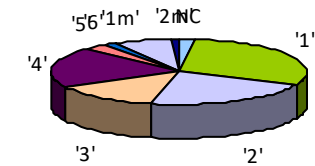
FACULTY/SCHOOL: C006

FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ

| Gender: | | |
|---------|-----|--------|
| NC | 17 | 7,87% |
| Male | 42 | 19,44% |
| Female | 157 | 72,69% |



| Highest year in which you are enrolled | | | | | | | | |
|--|--------|--------|--------|--------|-------|-------|-------|-------|
| NC | 1 | 2 | 3 | 4 | 5 | 6 | 1 m | 2 m |
| 4 | 64 | 47 | 31 | 43 | 6 | 3 | 16 | 2 |
| 2,02% | 32,32% | 23,74% | 15,66% | 21,72% | 3,03% | 1,52% | 7,41% | 0,93% |



OFFICE OF THE SECRETARY INFORMATION SERVICE

Which medium do you use preferable?

| Medium | Count | Percentage |
|---------------------------------|-------|------------|
| Face-to-face information | 111 | 51,63% |
| Website | 140 | 65,12% |
| Virtual Office of the Secretary | 156 | 72,56% |
| Telephone information | 48 | 22,33% |
| E-mail | 161 | 74,88% |

Answered this item: 215

% who answered the question

Preferred medium

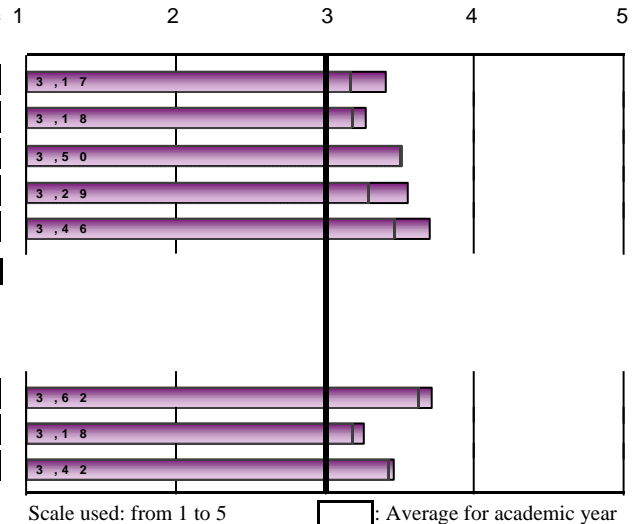
| Medium | Count | Percentage |
|---------------------------------|-------|------------|
| Face-to-face information | 42 | 19,44% |
| Website | 28 | 12,96% |
| Virtual Office of the Secretary | 36 | 16,67% |
| Telephone information | 10 | 4,63% |
| E-mail | 100 | 46,30% |

FACE-TO-FACE INFORMATION

| Frequency of use of the Office of the Secretary | Very often | | Sometimes | | Rarely | | Frequency | | | | | | |
|---|------------|------------|-----------|------------|--------|------------|-----------|-----|----|----|----|----|----|
| | Count | Percentage | Count | Percentage | Count | Percentage | 1 | 2 | 3 | 4 | 5 | | |
| 1. I consider that opening hours are adequate. | 19 | 17,43% | 47 | 43,12% | 43 | 39,45% | 3,40 | 114 | 7 | 20 | 18 | 39 | 18 |
| 2. The organisation of the face-to-face information service is satisfactory and convenient. | | | | | | | 3,28 | 111 | 13 | 16 | 23 | 35 | 18 |
| 3. I consider that waiting time is usually admissible. | | | | | | | 3,52 | 110 | 8 | 14 | 24 | 35 | 25 |
| 4. In general, the Office of the Secretary has provided enough information. | | | | | | | 3,55 | 114 | 12 | 11 | 21 | 25 | 33 |
| 5. In general, I'm satisfied with the personal attention received from the Office of the Secretary. | | | | | | | 3,70 | 114 | 14 | 8 | 14 | 25 | 41 |

FACULTY/SCHOOL WEBSITE

| Frequency of use of the Faculty/School website | Very often | | Sometimes | | Rarely | | Frequency | | | | | | |
|---|------------|------------|-----------|------------|--------|------------|-----------|----|---|----|----|----|----|
| | Count | Percentage | Count | Percentage | Count | Percentage | 1 | 2 | 3 | 4 | 5 | | |
| 6. The website contains sufficient and updated information. | 51 | 38,35% | 61 | 45,86% | 21 | 15,79% | 3,71 | 80 | 3 | 11 | 34 | 62 | 26 |
| 7. Information can easily be found on the website. | | | | | | | 3,26 | 79 | 8 | 26 | 42 | 44 | 17 |
| 8. I am satisfied with the Faculty/School website. | | | | | | | 3,46 | 80 | 7 | 17 | 41 | 49 | 22 |



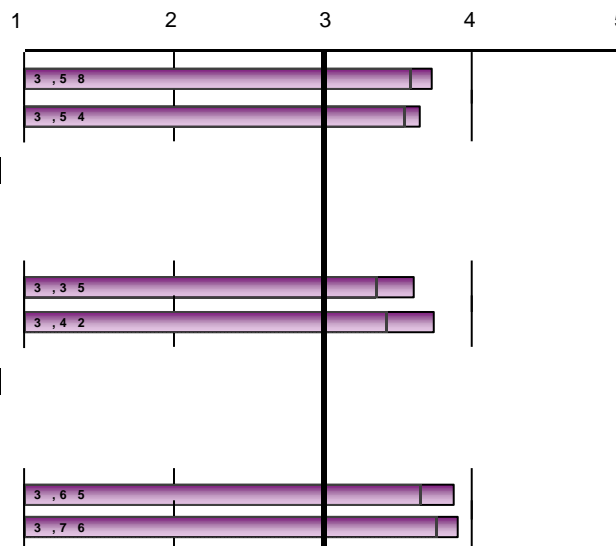
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C006

FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ

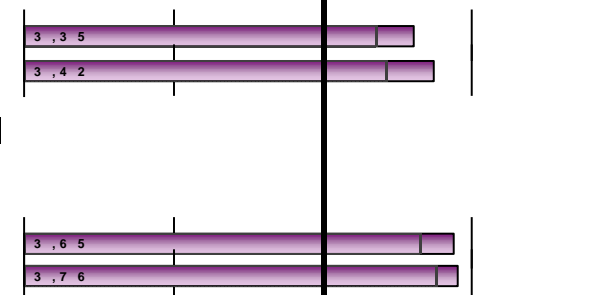
VIRTUAL OFFICE OF THE SECRETARY

| Frequency of use of the Virtual Office of the Secretary | Very often | | Sometimes | | Rarely | | Frequency | | | | | | |
|--|------------|------------|-----------|------------|--------|------------|-----------|-----|----|----|----|----|----|
| | Count | Percentage | Count | Percentage | Count | Percentage | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| 10. The Virtual Office of the Secretary processes requests adequately and is a recommended system. | 68 | 48,57% | 54 | 38,57% | 18 | 12,86% | 3,73 | 69 | 8 | 7 | 39 | 56 | 37 |
| 11. I think that the response time is suitable. | | | | | | | 3,65 | 73 | 11 | 11 | 30 | 56 | 35 |



TELEPHONE INFORMATION

| Frequency of use of the service | Very often | | Sometimes | | Rarely | | Frequency | | | | | | |
|--|------------|------------|-----------|------------|--------|------------|-----------|-----|---|---|---|----|----|
| | Count | Percentage | Count | Percentage | Count | Percentage | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| 12. I consider that attention provided through this channel is adequate. | 7 | 16,28% | 17 | 39,53% | 19 | 44,19% | 3,61 | 172 | 5 | 4 | 7 | 15 | 13 |
| 13. In general, I'm satisfied with the attention received. | | | | | | | 3,74 | 173 | 3 | 4 | 7 | 16 | 13 |



E-MAIL

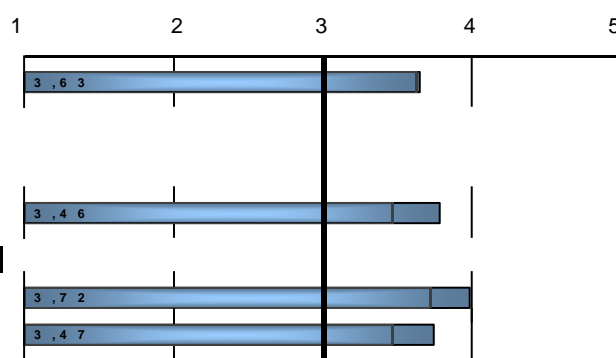
| Frequency of use of the service | Very often | | Sometimes | | Rarely | | Frequency | | | | | | |
|---|------------|------------|-----------|------------|--------|------------|-----------|-----|---|----|----|----|----|
| | Count | Percentage | Count | Percentage | Count | Percentage | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| 14. I consider that the response time is suitable. | 87 | 57,62% | 47 | 31,13% | 17 | 11,26% | 3,87 | 66 | 6 | 15 | 22 | 56 | 51 |
| 15. In general, the information received is adequate. | | | | | | | 3,90 | 60 | 2 | 13 | 36 | 52 | 53 |

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

PROCEDURES AND FORMALITIES

ENROLMENT

| Have you requested an early examination attempt? | Yes | | No | | Frequency | | | | | | | | |
|---|-------|------------|-------|------------|-----------|-----|----|----|----|----|----|--|--|
| | Count | Percentage | Count | Percentage | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 | | |
| 17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office | 39 | 20,31% | 153 | 79,69% | 3,65 | 7 | 23 | 17 | 39 | 61 | 69 | | |
| 18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately. | | | | | 3,78 | 3 | 6 | 2 | 3 | 8 | 17 | | |



FEES, EXEMPTIONS AND GRANTS

| | | | | | | | | | |
|--|------|----|----|----|----|----|----|--|--|
| 19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's | 3,99 | 48 | 8 | 12 | 27 | 48 | 73 | | |
| 20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately. | 3,74 | 75 | 12 | 13 | 26 | 38 | 52 | | |

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

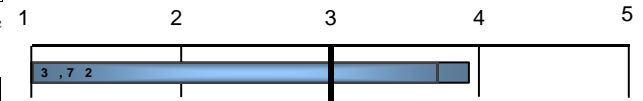
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C006

FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ

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. | 70 | 37,43% | 117 | 62,57% | 3,93 | 11 | 1 | 5 | 13 | 18 | 22 |


STUDENT CARD

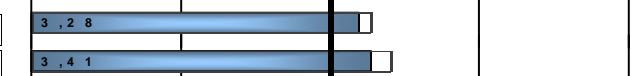
| Have you completed formalities or made enquiries related with the student card? | Yes | | No | | Frequency | | | | | | |
|---|-------|------------|-------|------------|-----------|-----|---|---|----|----|----|
| | Count | Percentage | Count | Percentage | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| 22. My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's | 120 | 60,30% | 79 | 39,70% | 4,2 | 8 | 4 | 6 | 13 | 30 | 59 |


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. | 74 | 39,15% | 115 | 60,85% | 3,68 | 17 | 6 | 5 | 10 | 16 | 20 |
| 24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office | | | | | 3,92 | 13 | 3 | 4 | 13 | 16 | 25 |


CREDIT RECOGNITION AND TRANSFER

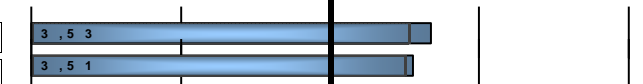
| Have you completed formalities or made enquiries related with credit recognition and transfer? | Yes | | No | | Frequency | | | | | | |
|--|-------|------------|-------|------------|-----------|-----|----|----|----|----|----|
| | Count | Percentage | Count | Percentage | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| 25. I consider that the time taken to process applications for credit recognition and transfer was adequate. | 70 | 36,08% | 124 | 63,92% | 3,2 | 10 | 12 | 5 | 17 | 11 | 15 |
| 26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately. | | | | | 3,27 | 8 | 10 | 12 | 9 | 13 | 18 |


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. | 38 | 20,32% | 149 | 79,68% | 3,51 | 3 | 6 | 5 | 3 | 7 | 14 |


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. | 33 | 17,84% | 152 | 82,16% | 3,68 | 5 | 4 | 2 | 3 | 9 | 10 |
| 29. I consider that the deadlines for submitting/presenting the final thesis are adequate. | | | | | 3,56 | 8 | 4 | 1 | 4 | 9 | 7 |


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. | 60 | 32,43% | 125 | 67,57% | 3,12 | 8 | 10 | 10 | 8 | 12 | 12 |


 Scale used: from 1 to 5  Average for academic year

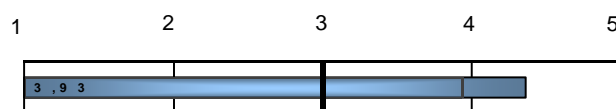
(Student opinion and satisfaction survey)

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 | | | | | | |
| | 19 | 10,44% | 163 | 89,56% | 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 | 5 | 0 | 0 | 3 | 3 | 8 | | | | |


EARLY EXAMINATION ATTEMPT

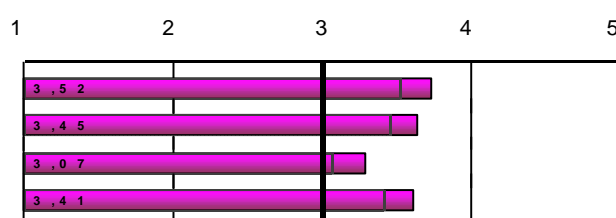
| Have you requested an early examination attempt? | Yes | | No | | Frequency | | | | | | |
|---|------|-------|-----|--------|--------------------------------------|-----|---|---|---|---|---|
| | | | | | Strongly disagree.....Strongly agree | | | | | | |
| | 14 | 7,45% | 174 | 92,55% | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| 32. My enquiries or formalities related with early examination attempts have been dealt with appropriately. | 4,18 | 3 | 1 | 0 | 1 | 3 | 6 | | | | |


APPEALS AGAINST ASSESSMENT RESULTS

| Application of enquiries to challenge qualifications | Yes | | No | | Frequency | | | | | | |
|--|-----|-------|-----|--------|--------------------------------------|-----|---|---|---|---|---|
| | | | | | Strongly disagree.....Strongly agree | | | | | | |
| | 8 | 4,35% | 176 | 95,65% | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
| 33. The information received about procedures or enquiries to challenge qualifications has been adequate | 2,5 | 2 | 3 | 1 | 0 | 0 | 2 | | | | |


GENERAL

| | AVERAGE | N/C | 1 | 2 | 3 | 4 | 5 |
|---|---------|-----|----|----|----|----|----|
| The Office of the Secretary carries out the tasks expected from it. | 3,73 | 28 | 11 | 19 | 38 | 62 | 58 |
| The Office of the Secretary usually deals with my requests satisfactorily. | 3,64 | 25 | 19 | 15 | 43 | 53 | 61 |
| I have observed improvements in the general operation of the service on the occasions that I have made use of it. | 3,29 | 76 | 19 | 19 | 39 | 29 | 34 |
| In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School. | 3,61 | 27 | 17 | 17 | 43 | 58 | 54 |



| Do you miss any service at the office of the secretary of your faculty or school? | Yes | | No | |
|---|-----|-------|-----|--------|
| | | | | |
| | 12 | 5,85% | 193 | 94,15% |

 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 |
| 22-23 | 216 | 102 | 3,4 | 105 | 3,28 | 106 | 3,52 | 102 | 3,55 | 102 | 3,7 | 136 | 3,71 | 137 | 3,26 | 136 | 3,46 |
| 20-21 | 294 | 145 | 3,06 | 142 | 2,82 | 142 | 2,95 | 148 | 2,88 | 147 | 3,02 | 172 | 3,32 | 172 | 3,06 | 172 | 3,22 |
| 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 |

| EVOLUCIÓ | | 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 | 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 | n°enq. | AVERAGE |
| 22-23 | 216 | 147 | 3,73 | 143 | 3,65 | 44 | 3,61 | 43 | 3,74 | 150 | 3,87 | 156 | 3,9 | * | 209 | 3,65 | 36 | 3,78 | |
| 20-21 | 294 | 178 | 3,25 | 174 | 3,16 | 74 | 2,8 | 74 | 2,77 | 224 | 3,2 | 224 | 3,3 | 140 | 3,23 | 260 | 3,15 | 44 | 2,86 |
| 18-19 | 262 | 55 | 3,73 | 52 | 3,81 | 2 | * | 2 | * | 76 | 3,53 | 79 | 3,54 | 154 | 3,52 | 255 | 3,35 | 68 | 3,32 |

| EVOLUCIÓ | | 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 | 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 | n°enq. | AVERAGE |
| 22-23 | 216 | 168 | 3,99 | 141 | 3,74 | 59 | 3,93 | 112 | 4,2 | 57 | 3,68 | 61 | 3,92 | 60 | 3,2 | 62 | 3,27 | 35 | 3,51 |
| 20-21 | 294 | 187 | 3,22 | 180 | 3,17 | 76 | 3,29 | 108 | 3,47 | 66 | 3,05 | 67 | 3,33 | 65 | 2,82 | 66 | 2,88 | 28 | 2,82 |
| 18-19 | 262 | 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 |

| EVOLUCIÓ | | 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 | Recollides | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE | n°enq. | AVERAGE |
| 22-23 | 216 | 28 | 3,68 | 25 | 3,56 | 52 | 3,12 | 14 | 4,36 | 11 | 4,18 | 6 | 2,5 |

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C006

FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ

| | | | | | | | | | | | | |
|-------|----|------|----|------|----|------|----|------|----|------|----|------|
| 20-21 | 28 | 3,11 | 26 | 3,12 | 63 | 3,17 | 18 | 3,72 | 9 | 3,78 | 7 | 2,29 |
| 18-19 | 33 | 3,58 | 32 | 3,59 | 74 | 3,32 | 30 | 3,43 | 19 | 3,26 | 17 | 2,88 |

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 | 188 | 3,73 | 191 | 3,64 | 140 | 3,29 | 189 | 3,61 |
| 20-21 | 250 | 3,08 | 252 | 2,96 | 186 | 2,53 | 253 | 2,96 |
| 18-19 | 219 | 3,35 | 229 | 3,28 | 184 | 2,91 | 227 | 3,24 |

* The average item is calculated from three surveys rating.

#. Item not included in the current version