

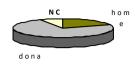
22-23

(Student opinion and satisfaction survey)

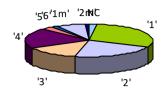
FACULTY/SCHOOL: C006

FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ

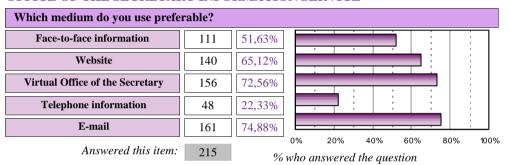
Gender:												
NC	17	7,87%										
Male	42	19,44%										
Female	157	72,69%										



	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



Preferred medium													
Face-to-face information	42	19,44%	Prese										
Website	28	12,96%	ncial										
Virtual Office of the Secretary	36	16,67%	Web										
Telephone information	10	4,63%	Tel SVirtu										
E-mail	100	46,30%	al										

FACE-TO-FACE INFORMATION	J										
Frequency of use of the Office of	Frequency of use of the Office of								iency		
the Secretary	19 17,43	47	43,12%	43 39,45%	AVERAGE		gly dis 1	agree.	St:	ongly 4	agree 5
1. I consider that opening hours are ad	lequate.				3,40	114	7	20	18	39	18
2. The organisation of the face-to-face	e information se	rvice is sa	atisfactory and	l convenient.	3,28	111	13	16	23	35	18
3. I consider that waiting time is usual	lly admissible.				3,52	110	8	14	24	35	25
4. In general, the Office of the Secreta	ary has provided	d enough i	information.		3,55	114	12	11	21	25	33
5. In general, I'm satisfied with the per	rsonal attention	received	from the Offi	ce of the Secretary.	3,70	114	14	8	14	25	41
FACULTY/SCHOOL WEBSITE											
Frequency of use of the	Very often	S	ometimes	Rarely							
Faculty/School website	51 38,35	61	45,86%	21 15,79%							
6. The website contains sufficient and	updated inforn	nation.			3,71	80	3	11	34	62	26
7. Information can easily be found on	3,26	79	8	26	42	44	17				
8. I am satisfied with the Faculty/Scho	3,46	80	7	17	41	49	22				

Number of surveys: 216 Surveyed population: 3642 Period of surveys: 25/10/2022 - 20/11/2022

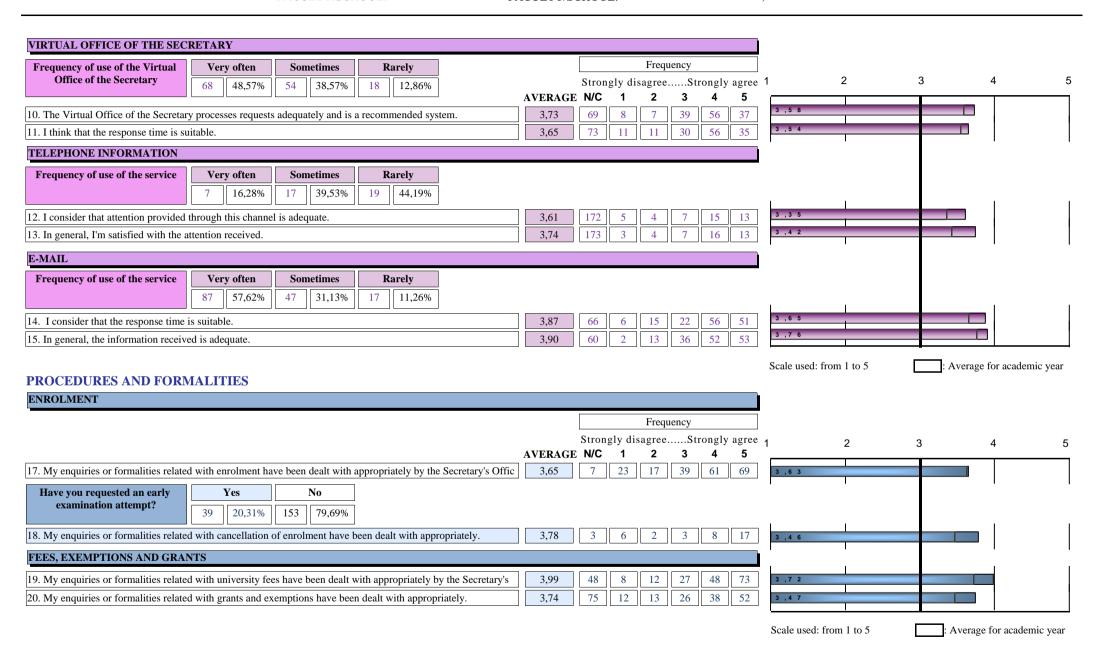
Printing date: 28/11/2022

22-23

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C006

FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ



Printing date:



22-23

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C006

FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ

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### Page 12 Page 13 Page 14 Page 14 Page 14 Page 15 Page 14 Page 15 Page 14 Page 15 Pa			
Have you applied for a Yes No No	22.My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's	,2 8 4 6 13 30 59	4 ,0 3
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4. 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 **REDIT RECOGNITION AND TRANSFER** Have you completed formalities or formalities or applications for credit recognition and transfer was adequate. 3.2 10 12 5 17 11 15 5. My enquiries rolformalities or formalities related with credit recognition and transfer have been dealt with appropriately. 3.27 8 10 12 9 13 18 **NTERNSHIPS** Lave you made enquiries related with internships have been dealt with appropriately by the Secretary's Office. 3.51 3 6 5 3 7 14 May enquiries related with internships have been dealt with appropriately by the Secretary's Office. 3.51 3 6 5 3 7 14 May enquiries related with the final thesis are adequate. 3.68 5 4 2 3 9 10 3 3 4 1 4 3 4 1 4 9 7 7 1 5 1 5 1 5 1 5 1 5 1 5 1 5 1 5 1 5	23. I consider that the time taken to issue a certificate was adequate.	68 17 6 5 10 16 20	3 ,6 3
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NTERNATIONAL RELATIONS Have you completed formalities or made enquiries related with mobility programmes? 60 32,43% 125 67,57% 0. My enquiries or formalities related with mobility programmes have been dealt with appropriately. 3,12 8 10 10 8 12 12			3 ,5 1
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0. My enquiries or formalities related with mobility programmes have been dealt with appropriately. 3,12 8 10 10 8 12 12	or made enquiries related with		
	mounty programmes:		
Scale used: from 1 to 5 : Average for academic year	30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	12 8 10 10 8 12 12	3 ,3 0
			Scale used: from 1 to 5 : Average for academic year

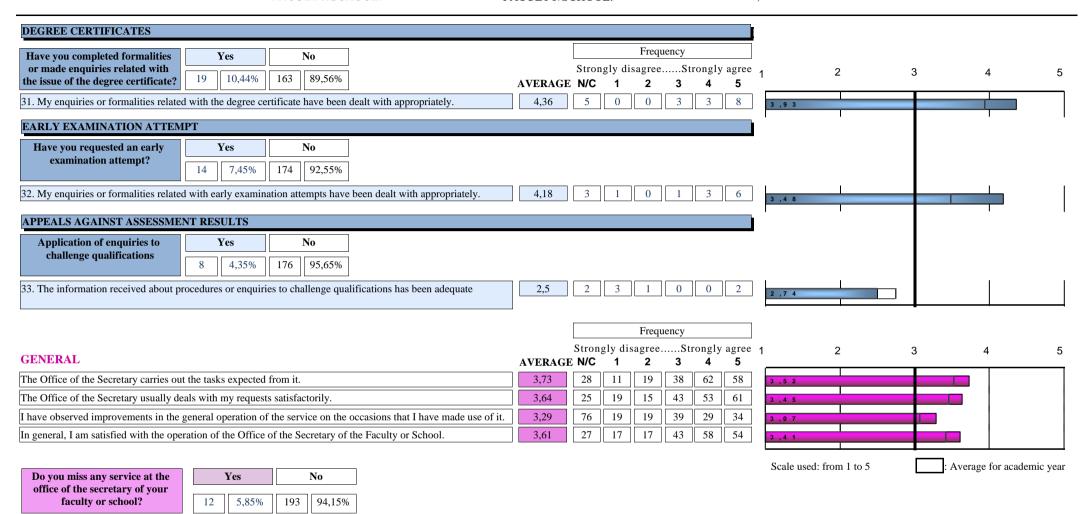


22-23

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C006

FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ



Number of surveys: 216 Surveyed population: 3642



22-23

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C006

FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ

EVOI	LUCIÓ	opening	sider that hours are quate.	of the fa- informati is satisfa	ganisation ce-to-face on service actory and enient.	waiting	OFFIC sider that g time is admissible	4. In ge Office Secre	neral, the e of the tary has d enough mation.	satisfied persona received	mation s neral, I'm d with the I attention d from the e of the	6. The contains and u	website sufficient pdated mation.	easily b	nation can e found on vebsite.	the Facu	atisfied wi ulty/School bsite.	
Curs	Recollides	s n°eng.	AVERAGE		AVERAGE	n°eng.	AVERAGE		AVERAG		AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAG	E n°enq.	AVERA	GE
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	
	OFFICE OF THE SECRETARY INFORMATION SERVICE PROCEDURES AND FORMALITIES																	
	Office Second processes	ne Virtual ee of the cretary es requests ely and is a	respons	nk that the se time is table.	attention through th		satisfie	eneral, I'm d with the n received.	the respond	ensider that conse time is itable.	informatio	neral, the n received equate.	received the eni	ssistance hroughout colment ss was ate and	formaliti with enro	nquiries or es related Iment have lealt with ately by the	formáli with ca enrolr	enquiries ities relat ncellatior nent hav dealt wit
Curs	nºenq.	AVERAGE	n°enq.	AVERAGE	n°enq. A	AVERAGE	n°enq.	AVERAGE	nºenq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVER/
22-23	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	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	55	3,73	52	3,81	2	*	2	*	76	3,53	79	3,54	154	3,52	255	3,35	68	3,32
								PROCE	DURES A	ND FORMA	LITIES							
	formalit with univ have b	enquiries or ies related versity fees een dealt propriately	20. My enquiries or formalities related with grants and exemptions have been dealt with		e taken to certificate	24. My en formalitie with cer have be with appr	s related tificates	25. I consthe time process applicate credit received.	taken to cess	formaliti with recogn	nquiries or es related credit ition and nave been	rela interns been	enquirie ted with ships hav dealt with iately by					
Curs	n°enq.	AVERAGE	nºenq.	AVERAGE	n°enq. A	VERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERAGE	n°enq.	AVERAGE	nºenq.	AVERAGE	nºenq.	AVERA
22-23	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	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	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
					PROCE	EDURES A	ND FORM	ALITIES										
Curs	rece form enquiri with the	information eived on alities or les related final thesis AVERAGE	the dea submittin g the fina ade	nsider that dlines for g/presentin I thesis are quate. AVERAGE	or formalities related ntin with mobility are programmes have been dealt with been dealt with formalities related with the degree certificate have been dealt with formalities related with the degree examination attempts have been dealt with		ies related h early nination	receive proced enqui chall	nformation d about lures or ries to enge AVERAGE									
22-23	28	3,68	25	3,56	52	3,12	14	4,36	11	4,18	6	2,5	-					
													=					

Number of surveys: 216 Surveyed population: 3642



22-23

(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														
	Secreta out the	fice of the ary carries ne tasks ted from it.	Secreta deals req	fice of the ary usually with my uests factorily.	improver general of the serv	observed ments in the operation of vice on the ions that I	In general, I am satisfied with the operation of the Office of the Secretary of the									
Curs	nºenq.	AVERAGE	nºenq.	AVERAGE	n°enq.	AVERAGE	nºenq.	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.

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^{#.} Item not included in the current version