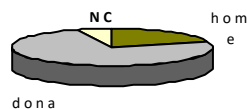


(Student opinion and satisfaction survey)

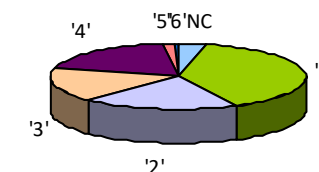
FACULTY/SCHOOL: C006

FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ

Gender:		
NC	16	5,44%
Male	59	20,07%
Female	219	74,49%



Highest year in which you are enrolled						
NC	1	2	3	4	5	6
11	114	58	50	55	4	2
3,74%	38,78%	19,73%	17,01%	18,71%	1,36%	0,68%



OFFICE OF THE SECRETARY INFORMATION SERVICE

Which medium do you use preferable?		
Face-to-face information	156	53,61%
Website	179	61,51%
Virtual Office of the Secretary	194	66,67%
Telephone information	76	26,12%
E-mail	236	81,10%

Answered this item: 291

% who answered the question

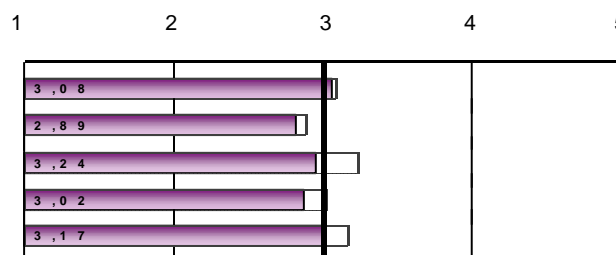
Preferred medium	
Face-to-face information	52 17,69%
Website	44 14,97%
Virtual Office of the Secretary	44 14,97%
Telephone information	16 5,44%
E-mail	138 46,94%

FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely	
	19	12,84%	72	48,65%	57	38,51%

Frequency	Strongly disagree.....Strongly agree				
	1	2	3	4	5

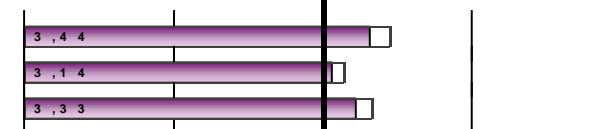
	AVERAGE	N/C	1	2	3	4	5
1. I consider that opening hours are adequate.	3,06	149	22	19	50	37	17
2. The organisation of the face-to-face information service is satisfactory and convenient.	2,82	152	39	19	29	38	17
3. I consider that waiting time is usually admissible.	2,95	152	34	20	26	43	19
4. In general, the Office of the Secretary has provided enough information.	2,88	146	41	22	24	36	25
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	3,02	147	42	16	19	37	33



FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely	
	85	48,57%	58	33,14%	32	18,29%

	AVERAGE	N/C	1	2	3	4	5
6. The website contains sufficient and updated information.	3,32	122	12	24	48	73	15
7. Information can easily be found on the website.	3,06	122	18	33	54	55	12
8. I am satisfied with the Faculty/School website.	3,22	122	15	24	58	58	17



Scale used: from 1 to 5

□: Average for academic year

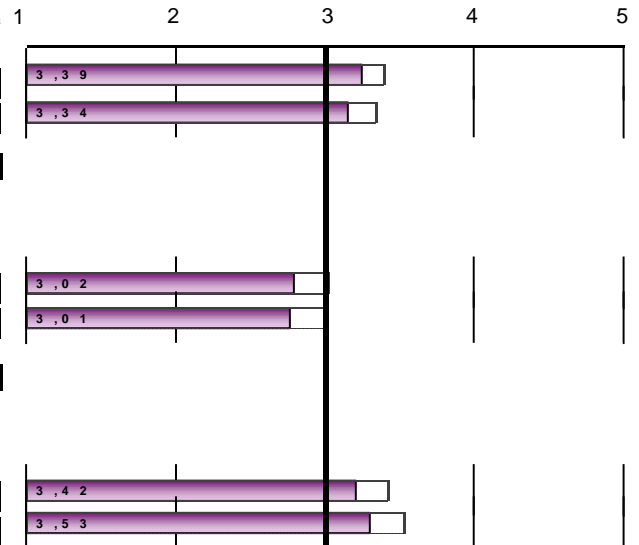
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C006

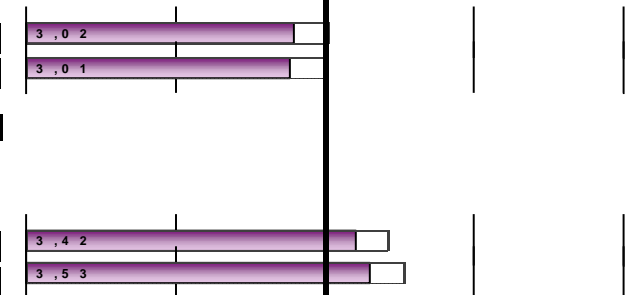
FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ

VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	82	43,85%	75	40,11%	30	16,04%	Strongly disagree.....Strongly agree						
							AVERAGE	N/C	1	2	3	4	5
10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.							3,25	116	22	21	49	62	24
11. I think that the response time is suitable.							3,16	120	26	27	42	52	27


TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	10	13,89%	38	52,78%	24	33,33%	Strongly disagree.....Strongly agree						
							AVERAGE	N/C	1	2	3	4	5
12. I consider that attention provided through this channel is adequate.							2,80	220	19	16	11	17	11
13. In general, I'm satisfied with the attention received.							2,77	220	24	11	9	18	12

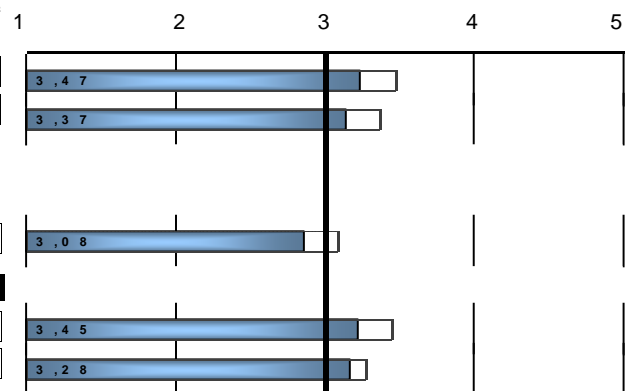

E-MAIL

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
	143	62,45%	58	25,33%	28	12,23%	Strongly disagree.....Strongly agree						
							AVERAGE	N/C	1	2	3	4	5
14. I consider that the response time is suitable.							3,20	70	45	23	44	66	46
15. In general, the information received is adequate.							3,30	70	41	23	36	76	48

 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						
	151	58,30%	108	41,70%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
16. The assistance received throughout the enrolment process was adequate and sufficient.					3,23	11	19	27	25	41	28
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office					3,15	34	52	39	43	71	55



Have you requested an early examination attempt?	Yes		No		Frequency						
	53	20,31%	208	79,69%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.					2,86	9	13	8	4	10	9

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							3,22	107	32	23	40	55	37
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.							3,17	114	35	26	34	44	41

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

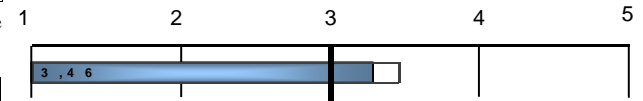
(Student opinion and satisfaction survey)

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						
	96	36,92%	164	63,08%	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.					3,29	20	15	7	12	25	17


STUDENT CARD

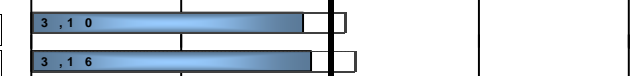
Have you completed formalities or made enquiries related with the student card?	Yes		No		Frequency						
	136	50,75%	132	49,25%	AVERAGE	N/C	1	2	3	4	5
22. My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's					3,47	28	11	13	25	32	27


CERTIFICATES

Have you applied for a certificate?	Yes		No		Frequency						
	88	34,78%	165	65,22%	AVERAGE	N/C	1	2	3	4	5
23. I consider that the time taken to issue a certificate was adequate.					3,05	22	13	9	17	16	11
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office					3,33	21	12	7	9	25	14


CREDIT RECOGNITION AND TRANSFER

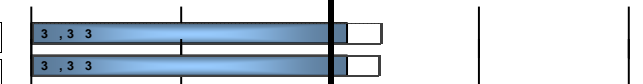
Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No		Frequency						
	83	32,17%	175	67,83%	AVERAGE	N/C	1	2	3	4	5
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.					2,82	18	18	11	14	9	13
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.					2,88	17	18	10	13	12	13


INTERNSHIPS

Have you completed formalities or made enquiries related with internships?	Yes		No		Frequency						
	35	13,62%	222	86,38%	AVERAGE	N/C	1	2	3	4	5
27. My enquiries or formalities related with internships have been dealt with appropriately by the Secretary's Office					2,82	7	9	3	5	6	5


FINAL THESIS

Have you completed formalities or made enquiries related with the final thesis?	Yes		No		Frequency						
	36	13,90%	223	86,10%	AVERAGE	N/C	1	2	3	4	5
28. The information received on formalities or enquiries related with the final thesis was adequate.					3,11	8	2	6	10	7	3
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.					3,12	10	6	3	4	8	5


INTERNATIONAL RELATIONS

Have you completed formalities or made enquiries related with mobility programmes?	Yes		No		Frequency						
	76	30,04%	177	69,96%	AVERAGE	N/C	1	2	3	4	5
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.					3,17	13	11	9	15	14	14


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

(Student opinion and satisfaction survey)

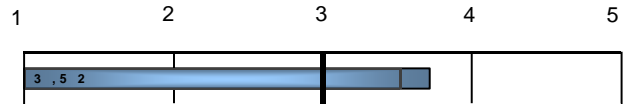
FACULTY/SCHOOL: C006

FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ

DEGREE CERTIFICATES

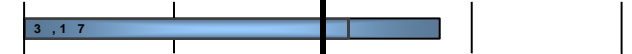
Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes		No		Frequency						
					Strongly disagree.....Strongly agree						
	25	9,84%	229	90,16%	AVERAGE	N/C	1	2	3	4	5

31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.	3,72	7	2	2	1	7	6
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EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No		Frequency						
					Strongly disagree.....Strongly agree						
	16	6,30%	238	93,70%	AVERAGE	N/C	1	2	3	4	5

32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.	3,78	7	0	1	3	2	3
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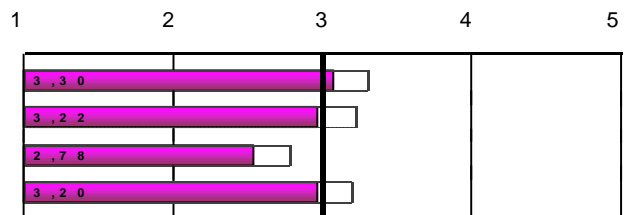

APPEALS AGAINST ASSESSMENT RESULTS

Have you appealed against assessment results?	Yes		No		Frequency						
					Strongly disagree.....Strongly agree						
	11	4,35%	242	95,65%	AVERAGE	N/C	1	2	3	4	5

33. My enquiries or formalities related with appeals against assessment results have been dealt with appropriately, as regards information provided and deadlines.	2,29	4	3	1	1	2	0
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GENERAL

	AVERAGE	N/C	1	2	3	4	5
The Office of the Secretary carries out the tasks expected from it.	3,08	44	42	42	58	71	37
The Office of the Secretary usually deals with my requests satisfactorily.	2,96	42	54	39	60	60	39
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	2,53	108	63	32	39	33	19
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	2,96	41	56	38	60	58	41



Has your interacting way with the administrative services of the centre changed due to the Covid-19 situation?	Yes		No		Frequency						
					Strongly disagree.....Strongly agree						
	116	64,80%	63	35,20%	AVERAGE	N/C	1	2	3	4	5

The attention received during the Covid-19 situation has been adequate	2,46	2	38	25	21	20	10
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 Scale used: from 1 to 5 : Average for academic year


Do you miss any service at the office of the secretary of your faculty or school?	Yes		No		Frequency						
					Strongly disagree.....Strongly agree						
	40	14,65%	233	85,35%	AVERAGE	N/C	1	2	3	4	5

(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
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.		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
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

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 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
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

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. 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
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

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C006

FACULTY/SCHOOL: FACULTAT DE FILOLOGIA, TRADUCCIÓ I COMUNICACIÓ

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
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.