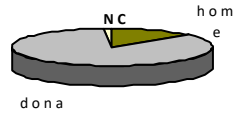
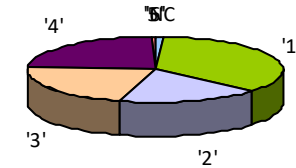


Gender:		
NC	5	1,51%
Male	46	13,90%
Female	280	84,59%



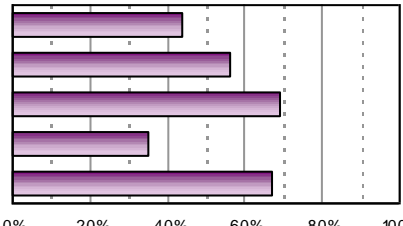
Highest year in which you are enrolled						
NC	1	2	3	4	5	6
4	116	60	73	76	2	0
1,21%	35,05%	18,13%	22,05%	22,96%	0,60%	0,00%



OFFICE OF THE SECRETARY INFORMATION SERVICE

Which medium do you use preferable?

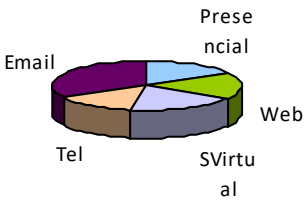
Medium	Count	Percentage
Face-to-face information	146	44,11%
Website	186	56,19%
Virtual Office of the Secretary	230	69,49%
Telephone information	116	35,05%
E-mail	223	67,37%



Answered this item: 331
% who answered the question

Preferred medium

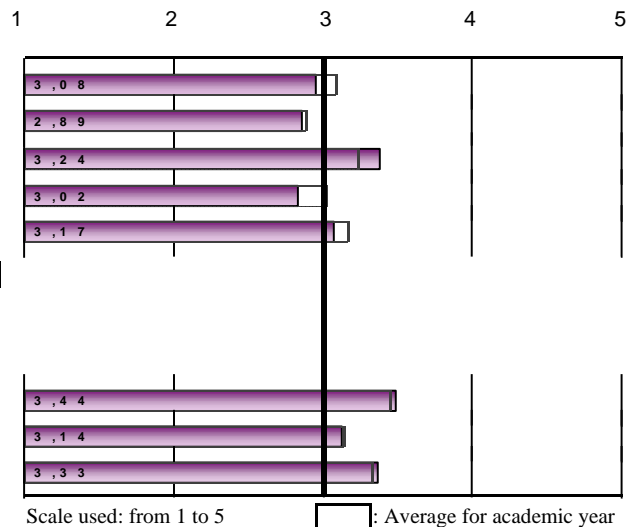
Medium	Count	Percentage
Face-to-face information	55	16,62%
Website	55	16,62%
Virtual Office of the Secretary	65	19,64%
Telephone information	47	14,20%
E-mail	109	32,93%



FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely	
	Count	Percentage	Count	Percentage	Count	Percentage
1. I consider that opening hours are adequate.	14	9,86%	80	56,34%	48	33,80%

Statement	AVERAGE	N/C	Frequency				
			1	2	3	4	5
1. I consider that opening hours are adequate.	2,96	196	23	28	33	34	17
2. The organisation of the face-to-face information service is satisfactory and convenient.	2,86	198	24	33	32	25	19
3. I consider that waiting time is usually admissible.	3,38	196	16	18	28	45	28
4. In general, the Office of the Secretary has provided enough information.	2,84	191	38	23	31	20	28
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.	3,07	193	30	21	31	21	35



FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely	
	Count	Percentage	Count	Percentage	Count	Percentage
6. The website contains sufficient and updated information.	83	44,86%	78	42,16%	24	12,97%

Statement	AVERAGE	N/C	Frequency				
			1	2	3	4	5
6. The website contains sufficient and updated information.	3,49	148	8	22	55	69	29
7. Information can easily be found on the website.	3,13	146	18	40	44	66	17
8. I am satisfied with the Faculty/School website.	3,36	147	12	28	48	73	23

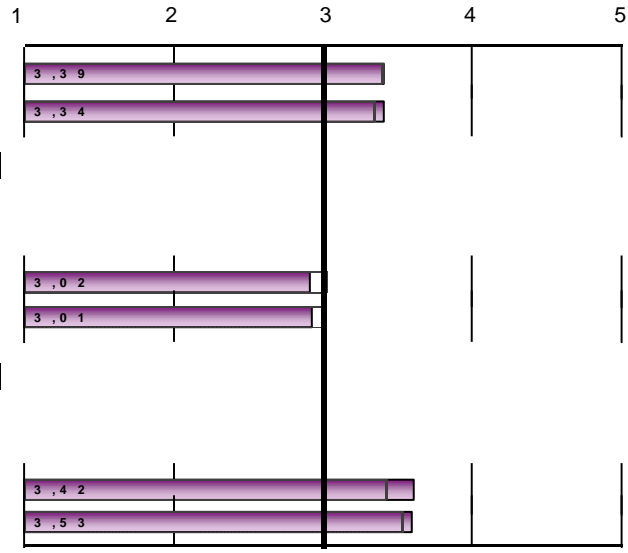
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C020

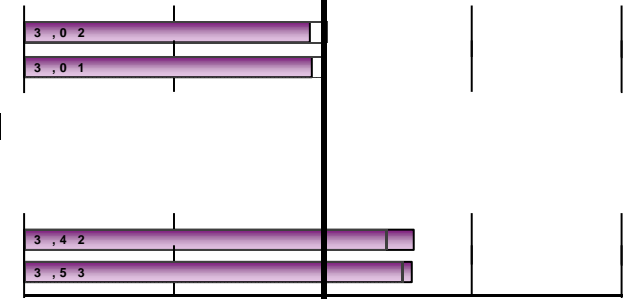
FACULTY/SCHOOL: FACULTAT DE MAGISTERI

VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
							Strongly disagree.....Strongly agree						
	97	42,73%	96	42,29%	34	14,98%	AVERAGE	N/C	1	2	3	4	5
10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.							3,40	118	12	27	66	79	29
11. I think that the response time is suitable.							3,41	129	15	23	60	73	31


TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
							Strongly disagree.....Strongly agree						
	22	19,64%	59	52,68%	31	27,68%	AVERAGE	N/C	1	2	3	4	5
12. I consider that attention provided through this channel is adequate.							2,91	218	29	14	25	28	17
13. In general, I'm satisfied with the attention received.							2,92	217	28	18	21	29	18


E-MAIL

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
							Strongly disagree.....Strongly agree						
	140	65,12%	53	24,65%	22	10,23%	AVERAGE	N/C	1	2	3	4	5
14. I consider that the response time is suitable.							3,61	117	20	16	40	90	48
15. In general, the information received is adequate.							3,59	114	21	23	34	85	54

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

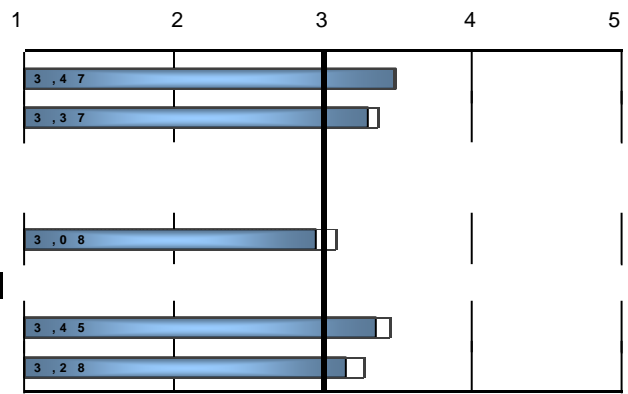
PROCEDURES AND FORMALITIES
ENROLMENT

Did you complete the assisted enrolment at the enrolment room of your faculty/school?	Yes		No		Frequency								
					Strongly disagree.....Strongly agree								
	158	54,67%	131	45,33%	AVERAGE	N/C	1	2	3	4	5		
16. The assistance received throughout the enrolment process was adequate and sufficient.							3,49	16	13	19	28	50	32
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office							3,30	44	42	33	67	87	58

Have you requested an early examination attempt?	Yes		No		Frequency								
					Strongly disagree.....Strongly agree								
	26	8,75%	271	91,25%	AVERAGE	N/C	1	2	3	4	5		
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.							2,95	4	7	1	5	4	5

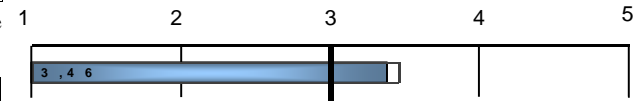
FEES, EXEMPTIONS AND GRANTS

19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's							3,35	96	33	27	49	77	49
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.							3,15	109	34	35	53	63	37


 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						
	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.	113	37,67%	187	62,33%	3,38	29	9	8	20	36	11


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	164	53,77%	141	46,23%	3,88	28	7	11	16	60	42


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.	146	47,40%	162	52,60%	3,49	50	11	12	12	41	20
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office	146	47,40%	162	52,60%	3,49	45	15	12	8	41	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.	89	29,67%	211	70,33%	3,3	12	13	7	17	24	16
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.	89	29,67%	211	70,33%	3,32	11	10	10	19	23	16


INTERNSHIPS

Have you completed formalities or made enquiries related with internships?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	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	189	60,97%	121	39,03%	3,5	43	19	13	22	60	32


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.	30	10,03%	269	89,97%	2,67	6	7	4	5	6	2
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.	30	10,03%	269	89,97%	2,17	12	8	4	2	3	1

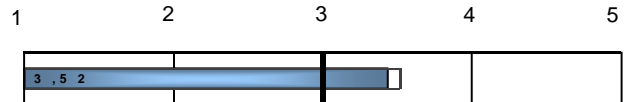

INTERNATIONAL RELATIONS

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.	56	18,42%	248	81,58%	3,24	11	8	6	9	11	11

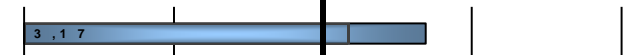

 Scale used: from 1 to 5 : Average for academic year

DEGREE CERTIFICATES

Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes		No		Frequency						
					Strongly disagree.....Strongly agree						
	26	8,81%	269	91,19%	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	3	4	1	5	7	6				


EARLY EXAMINATION ATTEMPT

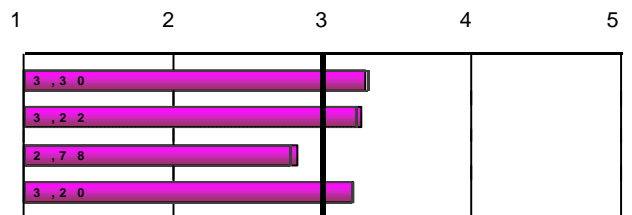
Have you requested an early examination attempt?	Yes		No		Frequency						
					Strongly disagree.....Strongly agree						
	22	7,33%	278	92,67%	AVERAGE	N/C	1	2	3	4	5
32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.	3,69	6	2	0	3	7	4				


APPEALS AGAINST ASSESSMENT RESULTS

Have you appealed against assessment results?	Yes		No		Frequency						
					Strongly disagree.....Strongly agree						
	10	3,44%	281	96,56%	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.	3,57	3	1	0	1	4	1				


GENERAL

	Frequency							AVERAGE	N/C
	Strongly disagree.....Strongly agree								
	1	2	3	4	5				
The Office of the Secretary carries out the tasks expected from it.	57	34	42	61	86	51	3,28		
The Office of the Secretary usually deals with my requests satisfactorily.	51	41	44	49	94	52	3,26		
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	114	44	45	58	42	28	2,84		
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	45	48	37	60	88	53	3,21		



Has your interacting way with the administrative services of the centre changed due to the Covid-19 situation?	Yes		No	
		134	62,62%	80

	Frequency							AVERAGE	N/C
	Strongly disagree.....Strongly agree								
	1	2	3	4	5				
The attention received during the Covid-19 situation has been adequate	3	39	34	32	17	9	2,41		

 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	
		47	15,31%	260

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C020

FACULTY/SCHOOL: FACULTAT DE MAGISTERI

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	331	135	2,96	133	2,86	135	3,38	140	2,84	138	3,07	183	3,49	185	3,13	184	3,36
18-19	246	94	2,84	96	2,77	95	2,53	95	2,32	96	2,58	43	3,72	43	3,28	43	3,42

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	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
20-21	331	213	3,4	202	3,41	113	2,91	114	2,92	214	3,61	217	3,59	142	3,49	287	3,3	22	2,95
18-19	246	52	3,37	49	3,33	7	2,86	7	2,71	43	3,49	46	3,67	153	3,63	226	3,19	31	2,55

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	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
20-21	331	235	3,35	222	3,15	84	3,38	136	3,88	96	3,49	101	3,49	77	3,3	78	3,32	146	3,5
18-19	246	189	3,2	179	2,99	77	3,23	80	3,75	112	3,25	121	3,21	85	2,91	84	2,77	98	3,04

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	Recollides	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
20-21	331	24	2,67	18	2,17	45	3,24	23	3,43	16	3,69	7	3,57
18-19	246	17	3,06	17	2,47	45	2,64	21	3,05	17	3,35	16	2,94

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	274	3,28	280	3,26	217	2,84	286	3,21
18-19	223	2,96	223	2,88	183	2,54	227	2,89

* The average item is calculated from three surveys rating.