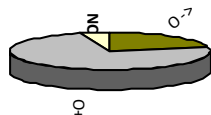
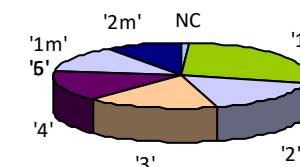


| Gender: |    |        |
|---------|----|--------|
| NC      | 4  | 4,76%  |
| Male    | 18 | 21,43% |
| Female  | 62 | 73,81% |



| Highest year in which you are enrolled |        |        |        |        |       |       |        |       |
|--|--------|--------|--------|--------|-------|-------|--------|-------|
| NC                                     | 1      | 2      | 3      | 4      | 5     | 6     | 1 m    | 2 m   |
| 1                                      | 23     | 14     | 14     | 13     | 0     | 0     | 11     | 8     |
| 1,54%                                  | 35,38% | 21,54% | 21,54% | 20,00% | 0,00% | 0,00% | 13,10% | 9,52% |



## OFFICE OF THE SECRETARY INFORMATION SERVICE

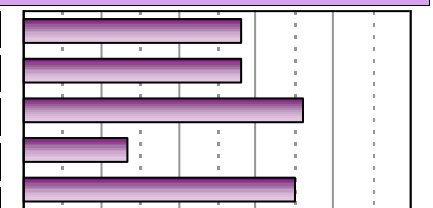
### Which medium do you use preferable?

|                                 |    |        |
|---------------------------------|----|--------|
| Face-to-face information        | 46 | 56,10% |
| Website                         | 46 | 56,10% |
| Virtual Office of the Secretary | 59 | 71,95% |
| Telephone information           | 22 | 26,83% |
| E-mail                          | 57 | 69,51% |

Answered this item:

82

% who answered the question



### Preferred medium

|                                 |    |        |
|---------------------------------|----|--------|
| Face-to-face information        | 15 | 17,86% |
| Website                         | 12 | 14,29% |
| Virtual Office of the Secretary | 17 | 20,24% |
| Telephone information           | 3  | 3,57%  |
| E-mail                          | 37 | 44,05% |

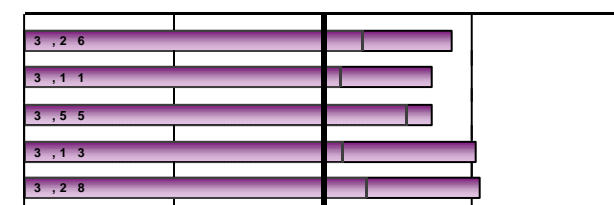


## FACE-TO-FACE INFORMATION

| Frequency of use of the Office of the Secretary   | Very often |        | Sometimes |        | Rarely |        | Frequency                            |  |  |  |  |
|---|------------|--------|-----------|--------|--------|--------|--------------------------------------|--|--|--|--|
|   | 5          | 12,50% | 20        | 50,00% | 15     | 37,50% | Strongly disagree.....Strongly agree |  |  |  |  |
| 1. I consider that opening hours are adequate.  | 3,86       | 42     | 2         | 4      | 8      | 12     | 16                                   |  |  |  |  |
| 2. The organisation of the face-to-face information service is satisfactory and convenient.         | 3,73       | 43     | 4         | 4      | 6      | 12     | 15                                   |  |  |  |  |
| 3. I consider that waiting time is usually admissible.  | 3,73       | 43     | 4         | 5      | 3      | 15     | 14                                   |  |  |  |  |
| 4. In general, the Office of the Secretary has provided enough information.                         | 4,03       | 45     | 4         | 3      | 2      | 9      | 21                                   |  |  |  |  |
| 5. In general, I'm satisfied with the personal attention received from the Office of the Secretary. | 4,05       | 43     | 3         | 4      | 3      | 9      | 22                                   |  |  |  |  |

AVERAGE N/C

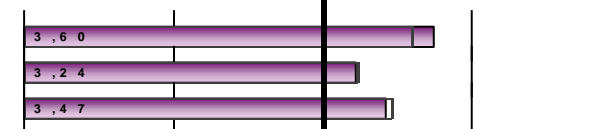
| 1 | 2 | 3 | 4  | 5  |
|---|---|---|----|----|
| 2 | 4 | 8 | 12 | 16 |
| 4 | 4 | 6 | 12 | 15 |
| 4 | 5 | 3 | 15 | 14 |
| 4 | 3 | 2 | 9  | 21 |
| 3 | 4 | 3 | 9  | 22 |



## FACULTY/SCHOOL WEBSITE

| Frequency of use of the Faculty/School website              | Very often |        | Sometimes |        | Rarely |       | Frequency                            |  |  |  |  |
|---|------------|--------|-----------|--------|--------|-------|--------------------------------------|--|--|--|--|
|   | 13         | 33,33% | 23        | 58,97% | 3      | 7,69% | Strongly disagree.....Strongly agree |  |  |  |  |
| 6. The website contains sufficient and updated information. | 3,74       | 45     | 3         | 3      | 9      | 10    | 14                                   |  |  |  |  |
| 7. Information can easily be found on the website.          | 3,22       | 43     | 6         | 5      | 9      | 16    | 5                                    |  |  |  |  |
| 8. I am satisfied with the Faculty/School website.          | 3,42       | 44     | 6         | 3      | 8      | 14    | 9                                    |  |  |  |  |

| 1 | 2 | 3 | 4  | 5  |
|---|---|---|----|----|
| 3 | 3 | 9 | 10 | 14 |
| 4 | 6 | 5 | 9  | 16 |
| 4 | 6 | 3 | 8  | 14 |
| 4 | 6 | 3 | 8  | 14 |
| 4 | 6 | 3 | 8  | 14 |



Scale used: from 1 to 5

Average for academic year

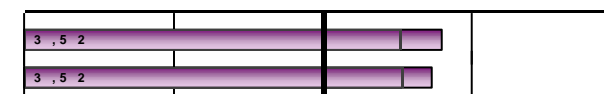
### VIRTUAL OFFICE OF THE SECRETARY

| Frequency of use of the Virtual Office of the Secretary  | Very often | Sometimes | Rarely | AVERAGE | N/C | 1      | 2 | 3 | 4  | 5  |
|--|------------|-----------|--------|---------|-----|--------|---|---|----|----|
|  | 20         | 43,48%    | 17     | 36,96%  | 9   | 19,57% |   |   |    |    |
| 10. The Virtual Office of the Secretary processes requests adequately and is a recommended system. |            |           |        | 3,80    | 35  | 4      | 3 | 7 | 20 | 15 |
| 11. I think that the response time is suitable.  |            |           |        | 3,72    | 37  | 6      | 4 | 6 | 12 | 19 |

Frequency

Strongly disagree.....Strongly agree

1 2 3 4 5



### TELEPHONE INFORMATION

| Frequency of use of the service  | Very often | Sometimes | Rarely | AVERAGE | N/C | 1      | 2 | 3 | 4 | 5  |
|--|------------|-----------|--------|---------|-----|--------|---|---|---|----|
|  | 3          | 18,75%    | 9      | 56,25%  | 4   | 25,00% |   |   |   |    |
| 12. I consider that attention provided through this channel is adequate. |            |           |        | 3,70    | 64  | 3      | 2 | 3 | 2 | 10 |
| 13. In general, I'm satisfied with the attention received.               |            |           |        | 3,95    | 64  | 3      | 1 | 1 | 4 | 11 |



### E-MAIL

| Frequency of use of the service                       | Very often | Sometimes | Rarely | AVERAGE | N/C | 1     | 2 | 3 | 4  | 5  |
|---|------------|-----------|--------|---------|-----|-------|---|---|----|----|
|   | 27         | 60,00%    | 14     | 31,11%  | 4   | 8,89% |   |   |    |    |
| 14. I consider that the response time is suitable.    |            |           |        | 4,08    | 36  | 3     | 3 | 7 | 9  | 26 |
| 15. In general, the information received is adequate. |            |           |        | 4,18    | 35  | 3     | 3 | 4 | 11 | 28 |



Scale used: from 1 to 5

□: Average for academic year

## PROCEDURES AND FORMALITIES

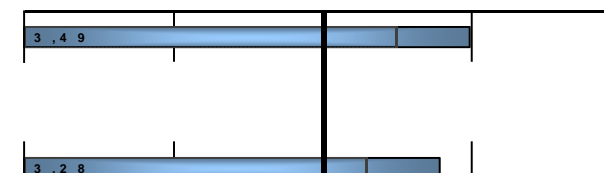
### ENROLMENT

| Have you made enquiries related with cancellation of enrolment?   | Yes | No     | AVERAGE | N/C    | 1 | 2 | 3 | 4  | 5  |
|---|-----|--------|---------|--------|---|---|---|----|----|
|   | 19  | 30,16% | 44      | 69,84% |   |   |   |    |    |
| 17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Of |     |        | 3,98    | 20     | 7 | 5 | 6 | 10 | 36 |
| 18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.      |     |        | 3,79    | 5      | 1 | 3 | 1 | 2  | 7  |

Frequency

Strongly disagree.....Strongly agree

1 2 3 4 5



### FEES, EXEMPTIONS AND GRANTS

|   |      |    |   |   |   |    |    |
|---|------|----|---|---|---|----|----|
| 19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary' | 3,96 | 35 | 5 | 3 | 4 | 14 | 23 |
| 20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.            | 3,98 | 39 | 6 | 1 | 3 | 13 | 22 |



Scale used: from 1 to 5

□: Average for academic year

### ASSESSMENT RESULTS AND EXAM RECORDS

| Have you made enquiries related with assessment results and exam records?                                    | Yes |        | No |        | Frequency                            |     |   |   |   |   |    |
|--|-----|--------|----|--------|--------------------------------------|-----|---|---|---|---|----|
|  | 27  | 42,86% | 36 | 57,14% | Strongly disagree.....Strongly agree |     |   |   |   |   |    |
|  |     |        |    |        | AVERAGE                              | N/C | 1 | 2 | 3 | 4 | 5  |
| 21.My enquiries or formalities related with assessment results or exam records have been dealt with appropri |     |        |    |        | 4,17                                 | 9   | 2 | 0 | 2 | 3 | 11 |

### STUDENT CARD

|  |     |        |    |        |      |   |   |   |   |   |    |
|--|-----|--------|----|--------|------|---|---|---|---|---|----|
| Have you made enquiries related with the student card?   | Yes |        | No |        |      |   |   |   |   |   |    |
|  | 28  | 44,44% | 35 | 55,56% |      |   |   |   |   |   |    |
| 22.My enquiries or formalities related with the student card have been dealt with appropriately by the Secreta |     |        |    |        | 3,75 | 4 | 4 | 2 | 1 | 6 | 11 |

### CERTIFICATES

| Have you applied for a certificate?   | Yes |        | No |        |      |   |   |   |   |   |    |
|---|-----|--------|----|--------|------|---|---|---|---|---|----|
|   | 28  | 44,44% | 35 | 55,56% |      |   |   |   |   |   |    |
| 23. I consider that the time taken to issue a certificate was adequate.   |     |        |    |        | 4,57 | 7 | 0 | 1 | 1 | 4 | 15 |
| 24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's O |     |        |    |        | 4,58 | 9 | 0 | 0 | 2 | 4 | 13 |

### CREDIT RECOGNITION AND TRANSFER

| Have you made enquiries related with credit recognition and transfer?  | Yes |        | No |        |      |   |   |   |   |   |    |
|--|-----|--------|----|--------|------|---|---|---|---|---|----|
|  | 21  | 31,82% | 45 | 68,18% |      |   |   |   |   |   |    |
| 25. I consider that the time taken to process applications for credit recognition and transfer was adequate. |     |        |    |        | 3,44 | 3 | 5 | 1 | 2 | 1 | 9  |
| 26. My enquiries related with credit recognition and transfer have been dealt with appropriately.            |     |        |    |        | 3,68 | 2 | 4 | 1 | 2 | 2 | 10 |

### INTERNSHIPS

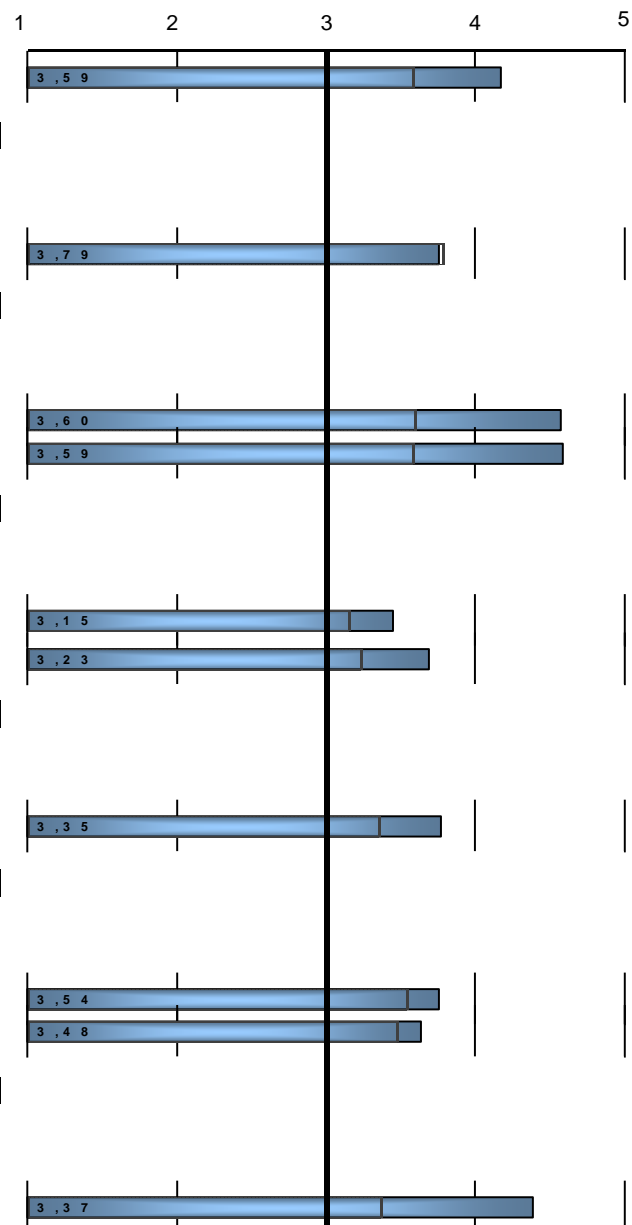
| Have you made enquiries related with internships?   | Yes  |        | No |        |   |   |   |  |  |  |  |
|---|------|--------|----|--------|---|---|---|--|--|--|--|
|   | 18   | 28,12% | 46 | 71,88% |   |   |   |  |  |  |  |
| 27. My enquiries related with internships have been dealt with appropriately by the Secretary's Office. | 3,77 | 5      | 1  | 2      | 1 | 4 | 5 |  |  |  |  |

### FINAL THESIS

| Have you made enquiries related with the final thesis?   | Yes |        | No |        |      |   |   |   |   |   |   |
|--|-----|--------|----|--------|------|---|---|---|---|---|---|
|  | 16  | 25,00% | 48 | 75,00% |      |   |   |   |   |   |   |
| 28. The information received on formalities or enquiries related with the final thesis was adequate. |     |        |    |        | 3,75 | 4 | 1 | 0 | 4 | 3 | 4 |
| 29. I consider that the deadlines for submitting/presenting the final thesis are adequate.           |     |        |    |        | 3,64 | 5 | 0 | 1 | 5 | 2 | 3 |

### INTERNATIONAL RELATIONS

| Have you made enquiries related with mobility programmes?  | Yes |        | No |        |      |   |   |   |   |   |   |
|--|-----|--------|----|--------|------|---|---|---|---|---|---|
|  | 15  | 25,00% | 45 | 75,00% |      |   |   |   |   |   |   |
| 30. My enquiries or formalities related with mobility programmes have been dealt with appropriately. |     |        |    |        | 4,38 | 2 | 0 | 1 | 1 | 3 | 8 |

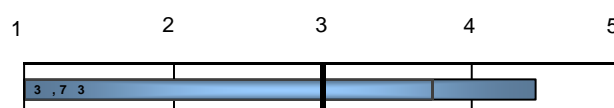


Scale used: from 1 to 5

□: Average for academic year

## DEGREE CERTIFICATES

| Have you made enquiries related with the issue of the degree certificate?                               | Yes  |        | No |        | Frequency |     |   |   |   |   |   |
|---|------|--------|----|--------|-----------|-----|---|---|---|---|---|
|   | 11   | 18,03% | 50 | 81,97% | AVERAGE   | N/C | 1 | 2 | 3 | 4 | 5 |
| 31. My enquiries or formalities related with the degree certificate have been dealt with appropriately. | 4,43 | 4      | 0  | 0      | 1         | 2   | 4 |   |   |   |   |



### EARLY EXAMINATION ATTEMPT

|   |      |       |    |        |   |   |   |  |  |  |
|---|------|-------|----|--------|---|---|---|--|--|--|
| Have you requested an early examination attempt?  | Yes  | No    |    |        |   |   |   |  |  |  |
|   | 5    | 8,20% | 56 | 91,80% |   |   |   |  |  |  |
| 32. My enquiries or formalities related with early examination attempts have been dealt with appropriately. | 2,75 | 1     | 1  | 1      | 0 | 2 | 0 |  |  |  |



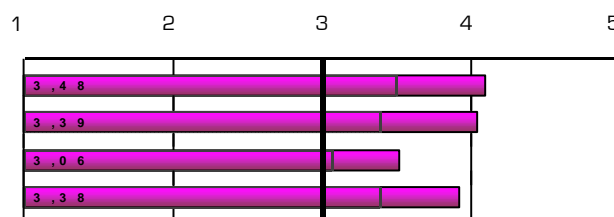
## APPEALS AGAINST ASSESSMENT RESULTS

| Application of enquiries to challenge qualifications   | Yes |       | No |        |   |   |   |
|--|-----|-------|----|--------|---|---|---|
|  | 4   | 6,45% | 58 | 93,55% |   |   |   |
| 33. The information received about procedures or enquiries to challenge qualifications has been adequate | *   | 2     | 0  | 0      | 1 | 1 | 0 |



## GENERAL

|   |      |    |   |   |   |    |    |
|---|------|----|---|---|---|----|----|
| The Office of the Secretary carries out the tasks expected from it.   | 4.08 | 25 | 4 | 5 | 6 | 11 | 33 |
| The Office of the Secretary usually deals with my requests satisfactorily.                                    | 4.03 | 26 | 6 | 3 | 6 | 11 | 32 |
| I have observed improvements in the general operation of the service on the occasions that I have made use of | 3.52 | 34 | 7 | 7 | 6 | 13 | 17 |
| In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.        | 3.91 | 26 | 7 | 5 | 3 | 14 | 29 |



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 |       |
|---|-----|---------|----|-------|
|   | 5   | 100,00% | 0  | 0,00% |

EVOLUCIÓ

OFFICE OF THE SECRETARY INFORMATION SERVICE

| Curs  | Recollides | 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. |         |
|-------|------------|--|---------|---|---------|--|---------|---|---------|--|---------|---|---------|--|---------|---|---------|
|       |            | nºenq.   | AVERAGE | nºenq.  | AVERAGE | nºenq.   | AVERAGE | nºenq.  | AVERAGE | nºenq.   | AVERAGE | nºenq.  | AVERAGE | nºenq.   | AVERAGE | nºenq.  | AVERAGE |
| 24-25 | 84         | 42   | 3,86    | 41  | 3,73    | 41   | 3,73    | 39  | 4,03    | 41   | 4,05    | 39  | 3,74    | 41   | 3,22    | 40  | 3,42    |
| 22-23 | 175        | 72   | 3,39    | 74  | 3,34    | 73   | 3,59    | 73  | 3,58    | 74   | 3,72    | 107   | 3,82    | 107  | 3,24    | 108   | 3,49    |
| 20-21 | 249        | 111  | 3,14    | 113   | 2,8     | 110  | 3,34    | 111   | 2,92    | 112  | 3,12    | 144   | 3,5     | 144  | 3,1     | 142   | 3,29    |
| 18-19 | 173        | 61   | 3,21    | 61  | 3,74    | 62   | 3,85    | 61  | 3,75    | 62   | 3,9     | 20  | 3,55    | 20   | 3       | 20  | 3,35    |

OFFICE OF THE SECRETARY INFORMATION SERVICE

PROCEDURES AND FORMALITIES

| Curs  | 10. The Virtual Office of the Secretary processes requests and is a recommended system. |         | 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 sufficient. |         | 17. My enquiries related with enrolment have been dealt by the Secretary's Office. |         | 18. My enquiries related with cancellation of enrolment have been dealt. |         |
|-------|---|---------|---|---------|--|---------|--|---------|--|---------|---|---------|--|---------|--|---------|--|---------|
|       | nºenq.  | AVERAGE | nºenq.  | AVERAGE | nºenq.   | AVERAGE | nºenq.   | AVERAGE | nºenq.   | AVERAGE | nºenq.  | AVERAGE | nºenq.   | AVERAGE | nºenq.   | AVERAGE | nºenq.   | AVERAGE |
| 24-25 | 49  | 3,8     | 47  | 3,72    | 20   | 3,7     | 20   | 3,95    | 48   | 4,08    | 49  | 4,18    | *  |         | 64   | 3,98    | 14   | 3,79    |
| 22-23 | 116   | 3,77    | 116   | 3,76    | 37   | 3,68    | 37   | 3,92    | 128  | 3,95    | 130   | 4,08    | *  |         | 161  | 3,91    | 23   | 3,61    |
| 20-21 | 159   | 3,49    | 156   | 3,57    | 88   | 2,9     | 88   | 2,78    | 181  | 3,74    | 183   | 3,9     | 101  | 3,65    | 213  | 3,55    | 31   | 3,32    |
| 18-19 | 37  | 3,68    | 33  | 3,79    | 6  | 2,5     | 7  | 2,57    | 39   | 3,49    | 40  | 3,65    | 88   | 4,11    | 164  | 3,91    | 30   | 3,63    |

PROCEDURES AND FORMALITIES

| Curs  | 19. My enquiries related with university fees have been dealt by the Secretary's Office. |         | 20. My enquiries related with grants and exemptions have been dealt. |         | 21. My enquiries related with assessment results or exam records have been dealt. |         | 22. My enquiries related with the student card have been dealt by the Secretary's Office. |         | 23. I consider that the time taken to issue a certificate was adequate. |         | 24. My enquiries related with certificates have been dealt by the Secretary's Office. |         | 25. I consider that the time taken to process applications for credit was adequate. |         | 26. My enquiries related with credit recognition and transfer have been dealt. |         | 27. My enquiries related with internships have been dealt by the Secretary's Office. |         |
|-------|--|---------|--|---------|---|---------|---|---------|---|---------|---|---------|---|---------|--|---------|--|---------|
|       | nºenq.   | AVERAGE | nºenq.   | AVERAGE | nºenq.  | AVERAGE | nºenq.  | AVERAGE | nºenq.  | AVERAGE | nºenq.  | AVERAGE | nºenq.  | AVERAGE | nºenq.   | AVERAGE | nºenq.   | AVERAGE |
| 24-25 | 49   | 3,96    | 45   | 3,98    | 18  | 4,17    | 24  | 3,75    | 21  | 4,57    | 19  | 4,58    | 18  | 3,44    | 19   | 3,68    | 13   | 3,77    |
| 22-23 | 134  | 3,81    | 120  | 3,62    | 64  | 3,95    | 98  | 4,27    | 68  | 3,82    | 70  | 3,83    | 50  | 3,74    | 49   | 4       | 27   | 3,78    |
| 20-21 | 171  | 3,54    | 163  | 3,39    | 61  | 3,74    | 118   | 3,94    | 74  | 3,65    | 73  | 3,63    | 54  | 3,28    | 54   | 3,44    | 46   | 3,24    |
| 18-19 | 129  | 3,84    | 125  | 3,51    | 57  | 3,54    | 85  | 4,25    | 54  | 3,78    | 59  | 3,95    | 39  | 3,18    | 44   | 3,32    | 49   | 3,8     |

|       | PROCEDURES AND FORMALITIES  |         |   |         |  |         |   |         |   |         |  |         |
|-------|---|---------|---|---------|--|---------|---|---------|---|---------|--|---------|
|       | 28. The information received on enquiries related with the final thesis was adequate. |         | 29. I consider that the deadlines for submitting/ presenting the final thesis are adequate. |         | 30. My enquiries related with mobility programmes have been dealt. |         | 31. My enquiries related with the degree certificate have been dealt. |         | 32. My enquiries related with early examination attempts have been dealt. |         | 33. The information about enquiries to challenge qualifications has been adequate. |         |
| Curs  | nºenq.  | AVERAGE | nºenq.  | AVERAGE | nºenq.   | AVERAGE | nºenq.  | AVERAGE | nºenq.  | AVERAGE | nºenq.   | AVERAGE |
| 24-25 | 12  | 3,75    | 11  | 3,64    | 13   | 4,38    | 7   | 4,43    | 4   | 2,75    | 2  | *       |
| 22-23 | 28  | 3,89    | 26  | 4,08    | 41   | 3,44    | 16  | 3,75    | 18  | 3,78    | 5  | 3,4     |
| 20-21 | 32  | 3,41    | 30  | 3,43    | 48   | 3,56    | 24  | 3,46    | 9   | 3,78    | 6  | 2,33    |
| 18-19 | 23  | 3,52    | 23  | 3,48    | 25   | 3,28    | 20  | 3,8     | 7   | 2,71    | 6  | 2,67    |

|       | GLOBAL  |         |  |         |   |         |   |         |
|-------|---|---------|--|---------|---|---------|---|---------|
|       | 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. |         | In general, I am satisfied with the operation of the Office of the Secretary of the |         |
| Curs  | nºenq.  | AVERAGE | nºenq.   | AVERAGE | nºenq.  | AVERAGE | nºenq.  | AVERAGE |
| 24-25 | 59  | 4,08    | 58   | 4,03    | 50  | 3,52    | 58  | 3,91    |
| 22-23 | 157   | 3,9     | 157  | 3,79    | 126   | 3,39    | 160   | 3,76    |
| 20-21 | 208   | 3,43    | 215  | 3,36    | 156   | 2,76    | 216   | 3,34    |
| 18-19 | 149   | 3,69    | 154  | 3,79    | 109   | 3,28    | 157   | 3,62    |

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

#. Item not included in the current version