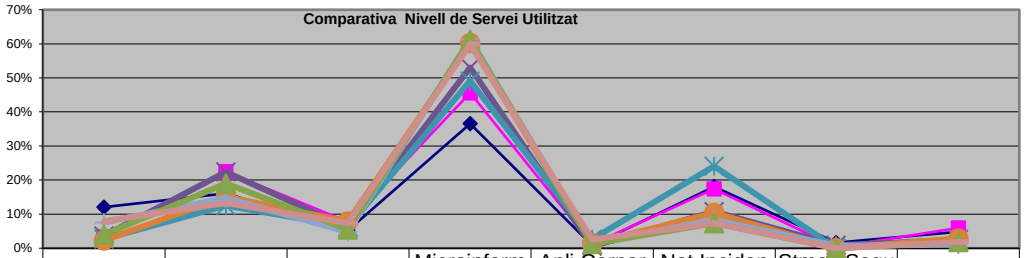
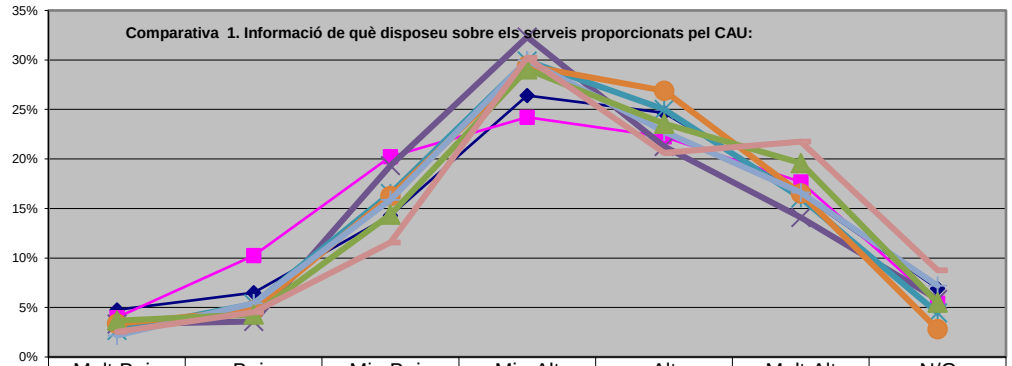
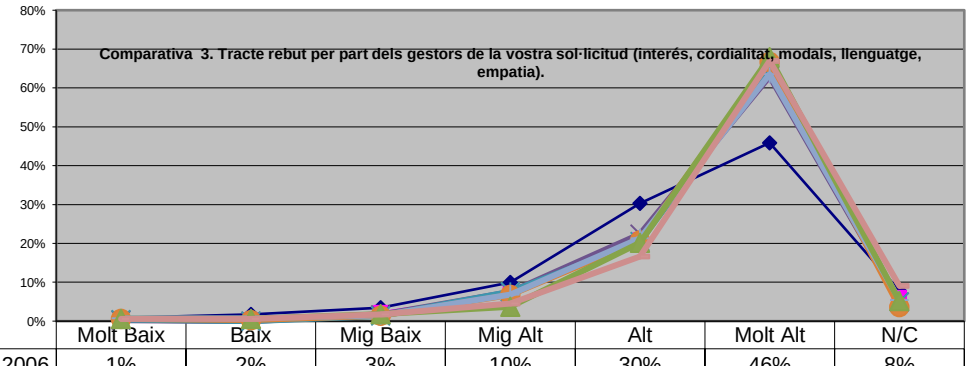
VNIVERSITAT DE VALÈNCIA




| | N/C | Ser. At. Tel. | Consultes | Microinformat | Apli.Corporat | Not.Incidenc | Stmes/Segur | Ningú |
|---|---|---|---|---|---|---|---|---|
| 2006 | 12% | 16% | 5% | 37% | 1% | 18% | 2% | 5% |
| 2008 | 3% | 23% | 8% | 46% | 1% | 17% | 0% | 6% |
| 2009 | 4% | 22% | 6% | 53% | 1% | 11% | 1% | 2% |
| 2011 | 3% | 13% | 6% | 49% | 3% | 24% | 0% | 3% |
| 2013 | 2% | 15% | 8% | 60% | 1% | 10% | 0% | 3% |
| 2014 | 8% | 15% | 5% | 61% | 1% | 8% | 1% | 1% |
| 2016 | 4% | 19% | 6% | 61% | 1% | 7% | 0% | 2% |
| 2017 | 8% | 13% | 7% | 60% | 3% | 7% | 0% | 2% |

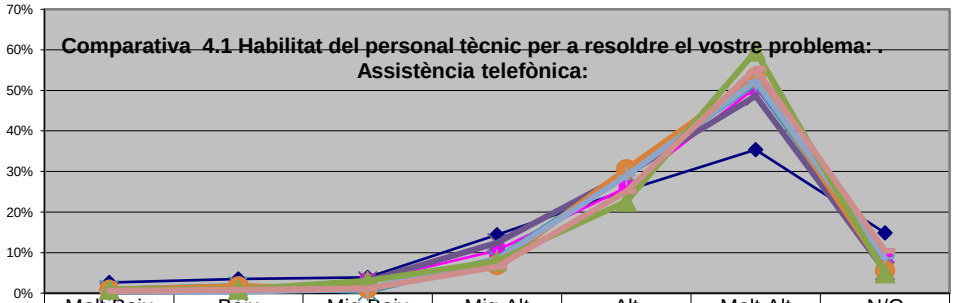



| | Molt Baix | Baix | Mig Baix | Mig Alt | Alt | Molt Alt | N/C |
|---|---|---|---|---|---|---|---|
| 2006 | 5% | 6% | 14% | 26% | 25% | 16% | 7% |
| 2008 | 4% | 10% | 20% | 24% | 22% | 18% | 5% |
| 2009 | 3% | 4% | 19% | 32% | 21% | 14% | 6% |
| 2011 | 3% | 5% | 17% | 30% | 25% | 16% | 4% |
| 2013 | 3% | 5% | 16% | 29% | 27% | 17% | 3% |
| 2014 | 2% | 5% | 16% | 30% | 23% | 17% | 7% |
| 2016 | 4% | 4% | 14% | 29% | 24% | 20% | 6% |
| 2017 | 3% | 5% | 12% | 30% | 21% | 22% | 9% |

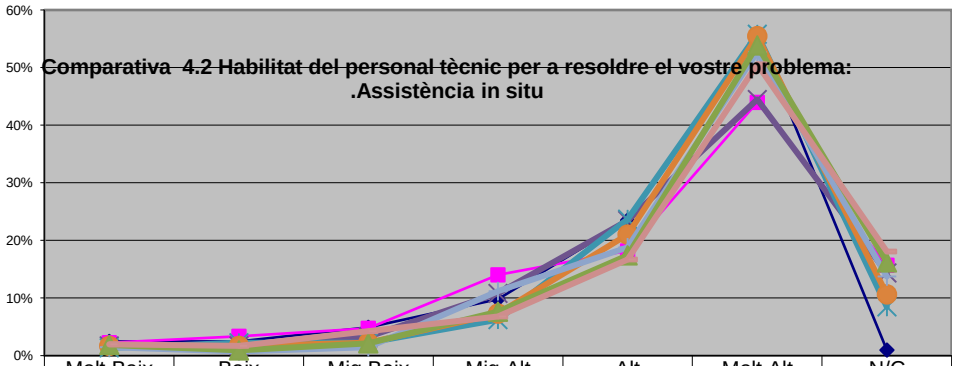



| | Molt Baix | Baix | Mig Baix | Mig Alt | Alt | Molt Alt | N/C |
|---|---|---|---|---|---|---|---|
| 2006 | 1% | 2% | 3% | 10% | 30% | 46% | 8% |
| 2008 | 1% | 0% | 2% | 7% | 21% | 63% | 6% |
| 2009 | 0% | 0% | 2% | 7% | 22% | 63% | 5% |
| 2011 | 0% | 0% | 1% | 8% | 21% | 65% | 5% |
| 2013 | 1% | 0% | 1% | 7% | 21% | 67% | 4% |
| 2014 | 1% | 1% | 1% | 7% | 21% | 64% | 5% |
| 2016 | 1% | 1% | 2% | 4% | 20% | 68% | 5% |
| 2017 | 1% | 1% | 2% | 5% | 17% | 67% | 9% |

VNIVERSITAT DE VALÈNCIA



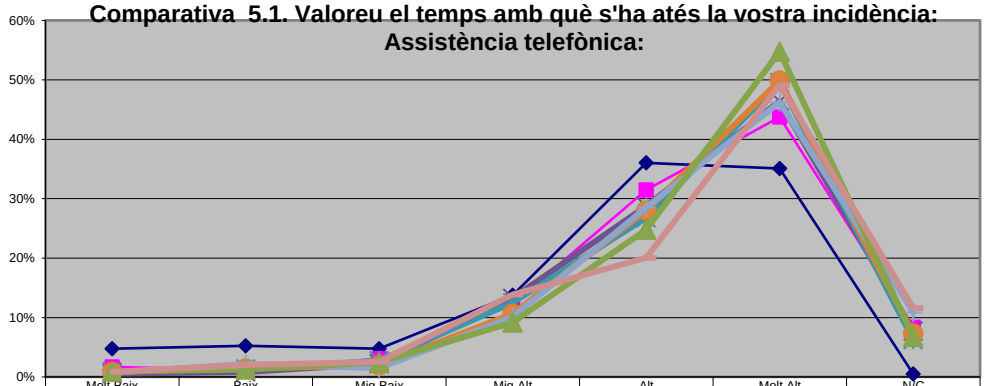

| | Molt Baix | Baix | Mig Baix | Mig Alt | Alt | Molt Alt | N/C |
|---|---|---|---|---|---|---|---|
| 2006 | 3% | 3% | 4% | 14% | 25% | 35% | 15% |
| 2008 | 1% | 1% | 3% | 11% | 26% | 51% | 9% |
| 2009 | 0% | 1% | 3% | 12% | 29% | 49% | 6% |
| 2011 | 1% | 2% | 0% | 8% | 29% | 52% | 7% |
| 2013 | 1% | 2% | 1% | 7% | 31% | 53% | 6% |
| 2014 | 0% | 0% | 1% | 8% | 29% | 52% | 9% |
| 2016 | 1% | 1% | 3% | 8% | 23% | 60% | 5% |
| 2017 | 1% | 1% | 1% | 6% | 25% | 55% | 10% |




| | Molt Baix | Baix | Mig Baix | Mig Alt | Alt | Molt Alt | N/C |
|---|---|---|---|---|---|---|---|
| 2006 | 2% | 2% | 5% | 10% | 24% | 56% | 1% |
| 2008 | 2% | 3% | 5% | 14% | 18% | 44% | 16% |
| 2009 | 2% | 2% | 3% | 11% | 23% | 44% | 14% |
| 2011 | 1% | 2% | 2% | 6% | 24% | 56% | 8% |
| 2013 | 2% | 2% | 2% | 7% | 21% | 55% | 11% |
| 2014 | 1% | 1% | 1% | 11% | 19% | 53% | 14% |
| 2016 | 2% | 1% | 2% | 8% | 17% | 54% | 16% |
| 2017 | 2% | 2% | 4% | 7% | 17% | 51% | 18% |

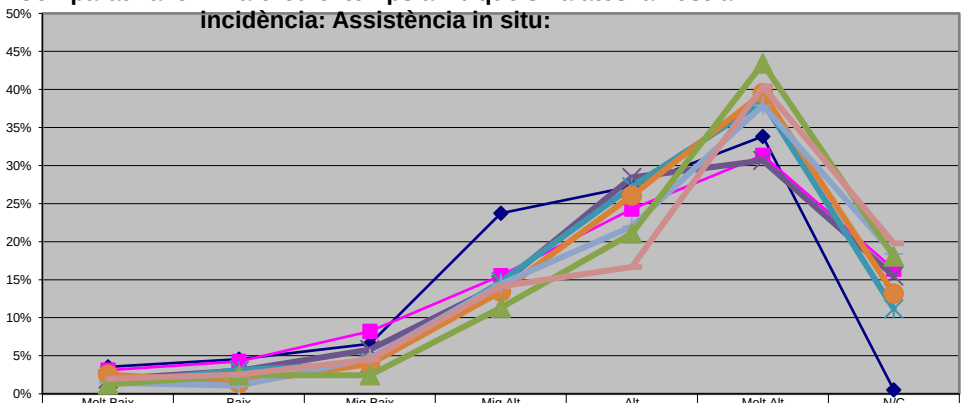
VNIVERSITAT DE VALÈNCIA

## Comparativa 5.1. Valoreu el temps amb què s'ha atés la vostra incidència: Assistència telefònica:



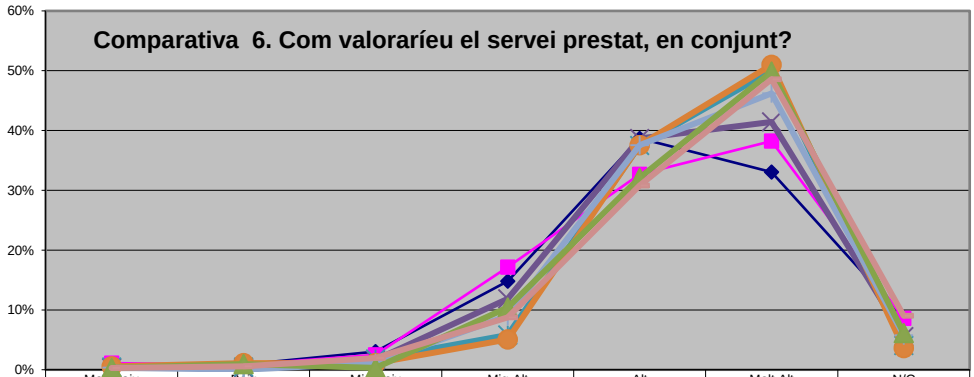

| | Molt Baix | Baix | Mig Baix | Mig Alt | Alt | Molt Alt | N/C |
|---|---|---|---|---|---|---|---|
| 2006 | 5% | 5% | 5% | 14% | 36% | 35% | 0% |
| 2008 | 2% | 1% | 3% | 12% | 31% | 44% | 8% |
| 2009 | 1% | 1% | 2% | 13% | 29% | 46% | 8% |
| 2011 | 1% | 1% | 3% | 13% | 27% | 50% | 6% |
| 2013 | 1% | 1% | 2% | 11% | 28% | 50% | 7% |
| 2014 | 1% | 2% | 1% | 10% | 29% | 46% | 11% |
| 2016 | 1% | 1% | 2% | 9% | 25% | 55% | 7% |
| 2017 | 1% | 2% | 3% | 14% | 20% | 49% | 12% |

## Comparativa 5.2. Valoreu el temps amb què s'ha atés la vostra incidència: Assistència in situ:




| | Molt Baix | Baix | Mig Baix | Mig Alt | Alt | Molt Alt | N/C |
|---|---|---|---|---|---|---|---|
| 2006 | 4% | 5% | 7% | 24% | 27% | 34% | 1% |
| 2008 | 3% | 4% | 8% | 16% | 24% | 31% | 16% |
| 2009 | 2% | 3% | 6% | 14% | 28% | 31% | 15% |
| 2011 | 1% | 3% | 4% | 15% | 27% | 38% | 11% |
| 2013 | 3% | 1% | 4% | 13% | 26% | 39% | 13% |
| 2014 | 1% | 1% | 5% | 14% | 22% | 38% | 18% |
| 2016 | 1% | 2% | 2% | 11% | 21% | 43% | 18% |
| 2017 | 2% | 3% | 5% | 14% | 17% | 40% | 20% |

VNIVERSITAT DE VALÈNCIA




| | Molt Baix | Baix | Mig Baix | Mig Alt | Alt | Molt Alt | N/C |
|---|---|---|---|---|---|---|---|
| 2006 | 1% | 1% | 3% | 15% | 39% | 33% | 9% |
| 2008 | 1% | 1% | 2% | 17% | 33% | 38% | 9% |
| 2009 | 0% | 0% | 2% | 12% | 39% | 41% | 6% |
| 2011 | 0% | 0% | 2% | 6% | 38% | 50% | 4% |
| 2013 | 1% | 1% | 1% | 5% | 38% | 51% | 4% |
| 2014 | 0% | 0% | 1% | 9% | 38% | 46% | 6% |
| 2016 | 0% | 1% | 0% | 10% | 32% | 50% | 6% |
| 2017 | 0% | 1% | 2% | 9% | 31% | 49% | 9% |