

# 2023 SATISFACCIÓN RESPECTO AL PAS- sector estudiantes

Marque lo que proceda

|        | Estudiante de Master | Estudiante de Movilidad In | Estudiante de Grado      |     |
|--------|----------------------|----------------------------|--------------------------|-----|
| Hombre | 32 - 10.03%          | 2 - 0.63%                  | 98 - 30.72%              | 132 |
| Mujer  | 52 - 16.30%          | 2 - 0.63%                  | 124 - 38.87%             | 178 |
|        |                      |                            | <u>N/R (No Response)</u> | 0   |
|        |                      |                            | Total de encuestados     | 319 |

El servicio muestra capacidad de adaptación con respecto a sus necesidades

|                                    | 0          | 1          | 2           | 3           | 4            | NO                       |     |
|------------------------------------|------------|------------|-------------|-------------|--------------|--------------------------|-----|
| Secretaría                         | 24 - 7.52% | 14 - 4.39% | 41 - 12.85% | 66 - 20.69% | 157 - 49.22% | 13 - 4.08%               | 315 |
| Conserjería                        | 0 - 0.00%  | 3 - 0.94%  | 14 - 4.39%  | 67 - 21.00% | 161 - 50.47% | 47 - 14.73%              | 292 |
| Laboratorio de Informática         | 3 - 0.94%  | 9 - 2.82%  | 20 - 6.27%  | 36 - 11.29% | 57 - 17.87%  | 161 - 50.47%             | 286 |
| Laboratorio de Fabricación Digital | 3 - 0.94%  | 8 - 2.51%  | 20 - 6.27%  | 46 - 14.42% | 74 - 23.20%  | 130 - 40.75%             | 281 |
|                                    |            |            |             |             |              | <u>N/R (No Response)</u> | 0   |
|                                    |            |            |             |             |              | Total de encuestados     | 319 |

El servicio canaliza de forma adecuada sus quejas y/o sugerencias

|             | 0          | 1          | 2           | 3           | 4            | NO          |     |
|-------------|------------|------------|-------------|-------------|--------------|-------------|-----|
| Secretaría  | 26 - 8.15% | 23 - 7.21% | 36 - 11.29% | 68 - 21.32% | 133 - 41.69% | 25 - 7.84%  | 311 |
| Conserjería | 2 - 0.63%  | 2 - 0.63%  | 27 - 8.46%  | 55 - 17.24% | 138 - 43.26% | 65 - 20.38% | 289 |

|                                    | 0         | 1         | 2          | 3           | 4           | NO           |     |
|------------------------------------|-----------|-----------|------------|-------------|-------------|--------------|-----|
| Laboratorio de Informática         | 5 - 1.57% | 6 - 1.88% | 18 - 5.64% | 32 - 10.03% | 49 - 15.36% | 172 - 53.92% | 282 |
| Laboratorio de Fabricación Digital | 6 - 1.88% | 6 - 1.88% | 13 - 4.08% | 36 - 11.29% | 68 - 21.32% | 152 - 47.65% | 281 |

|  |  |  |  |  |  |                          |     |
|--|--|--|--|--|--|--------------------------|-----|
|  |  |  |  |  |  | <u>N/R (No Response)</u> | 0   |
|  |  |  |  |  |  | Total de encuestados     | 319 |

## El PAS se muestra dispuesto a ayudarle

|                                    | 0          | 1          | 2           | 3           | 4            | NO           |     |
|------------------------------------|------------|------------|-------------|-------------|--------------|--------------|-----|
| Secretaría                         | 21 - 6.58% | 18 - 5.64% | 40 - 12.54% | 56 - 17.55% | 164 - 51.41% | 14 - 4.39%   | 313 |
| Conserjería                        | 0 - 0.00%  | 1 - 0.31%  | 16 - 5.02%  | 53 - 16.61% | 170 - 53.29% | 51 - 15.99%  | 291 |
| Laboratorio de Informática         | 3 - 0.94%  | 2 - 0.63%  | 23 - 7.21%  | 33 - 10.34% | 63 - 19.75%  | 160 - 50.16% | 284 |
| Laboratorio de Fabricación Digital | 4 - 1.25%  | 5 - 1.57%  | 14 - 4.39%  | 39 - 12.23% | 82 - 25.71%  | 137 - 42.95% | 281 |

|  |  |  |  |  |  |                          |     |
|--|--|--|--|--|--|--------------------------|-----|
|  |  |  |  |  |  | <u>N/R (No Response)</u> | 0   |
|  |  |  |  |  |  | Total de encuestados     | 319 |

## El trato que le dispensa el PAS es cordial

|                                    | 0          | 1          | 2           | 3           | 4            | NO           |     |
|------------------------------------|------------|------------|-------------|-------------|--------------|--------------|-----|
| Secretaría                         | 21 - 6.58% | 17 - 5.33% | 37 - 11.60% | 45 - 14.11% | 182 - 57.05% | 10 - 3.13%   | 312 |
| Conserjería                        | 1 - 0.31%  | 0 - 0.00%  | 14 - 4.39%  | 41 - 12.85% | 186 - 58.31% | 47 - 14.73%  | 289 |
| Laboratorio de Informática         | 3 - 0.94%  | 4 - 1.25%  | 13 - 4.08%  | 36 - 11.29% | 71 - 22.26%  | 159 - 49.84% | 286 |
| Laboratorio de Fabricación Digital | 3 - 0.94%  | 6 - 1.88%  | 15 - 4.70%  | 31 - 9.72%  | 92 - 28.84%  | 134 - 42.01% | 281 |

N/R (No Response)

0

Total de encuestados

319

## Valoración global de los distintos servicios

|                                    | 0          | 1          | 2          | 3           | 4            | NO           |     |
|------------------------------------|------------|------------|------------|-------------|--------------|--------------|-----|
| Secretaría                         | 24 - 7.52% | 24 - 7.52% | 31 - 9.72% | 78 - 24.45% | 147 - 46.08% | 8 - 2.51%    | 312 |
| Conserjería                        | 2 - 0.63%  | 2 - 0.63%  | 7 - 2.19%  | 75 - 23.51% | 157 - 49.22% | 43 - 13.48%  | 286 |
| Laboratorio de Informática         | 4 - 1.25%  | 2 - 0.63%  | 21 - 6.58% | 38 - 11.91% | 64 - 20.06%  | 154 - 48.28% | 283 |
| Laboratorio de Fabricación Digital | 5 - 1.57%  | 6 - 1.88%  | 18 - 5.64% | 40 - 12.54% | 80 - 25.08%  | 129 - 40.44% | 278 |

N/R (No Response)

0

Total de encuestad

319