



 *i-graduate*  
INTERNATIONAL INSIGHT



UPPSALA  
UNIVERSITET

# International Student Barometer

Autumn Wave 2011



## Process Summary & Scale

- Core questionnaire covering arrival, learning, living, support, recommendation, application and choice of institution
- Semi-standardised online questionnaire format, adapted and customised for each partner institution
- Students invited to feedback from October to December 2011
- 209,422 international students responded from 238 institutions in 16 countries
- Institution-specific results compared against comparator groups, national and international benchmarks
- Reporting: in person, confidential and customised to each institution



# Overview

## Summary

- Survey Overview
- National Trends
- Key Findings
- Recommendations

## Pre - Arrival

- Destination Choice
- Open Days
- Application
- Social Media

## Experience

- Arrival
- Learning
- Living
- Support

## Appendix

- Agents
- Additional Info
- Questionnaire



## Sweden International Student Summary – Autumn 2011

Overall satisfaction in Sweden is slightly ahead of the Global ISB:

	Sweden ISB	Global ISB	Difference
<b>Overall Satisfaction</b>	<b>80%</b>	<b>81%</b>	<b>-1%</b>

Areas where Sweden is notably ahead on satisfaction:

	Sweden ISB	Global ISB	Difference
<b>Internet access</b>	<b>87%</b>	<b>76%</b>	<b>11%</b>
<b>Transportation links</b>	<b>91%</b>	<b>81%</b>	<b>10%</b>
<b>Safety</b>	<b>96%</b>	<b>88%</b>	<b>8%</b>
<b>Finance Office</b>	<b>93%</b>	<b>85%</b>	<b>8%</b>

Areas where Sweden is notably behind on satisfaction:

	Sweden ISB	Global ISB	Difference
<b>Earning money</b>	<b>26%</b>	<b>46%</b>	<b>-20%</b>
<b>Bank account</b>	<b>58%</b>	<b>78%</b>	<b>-20%</b>
<b>Host friends</b>	<b>55%</b>	<b>72%</b>	<b>-17%</b>
<b>Work experience</b>	<b>50%</b>	<b>65%</b>	<b>-15%</b>

Base: Autumn 2011 Global ISB (209,422) and Sweden ISB (8,550)



## In Country Comparison

	Country A	Country B	Sweden	Country D	Country E	Country F
<b>ARRIVAL SATISFACTION AVERAGE</b>	82%	81%	83%	90%	87%	85%
<b>LEARNING SATISFACTION AVERAGE</b>	84%	85%	86%	82%	87%	87%
<b>LIVING SATISFACTION AVERAGE</b>	84%	83%	86%	89%	88%	88%
<b>SUPPORT SATISFACTION AVERAGE</b>	85%	83%	88%	89%	90%	90%
<b>OVERALL SATISFACTION</b>	88%	86%	89%	89%	90%	91%
<b>RECOMMENDATION</b>	80%	82%	81%	83%	84%	85%

## Management Summary

### 🌐 Overview of key findings & things to action for **Uppsala University** this wave

#### 🌐 What are the main highlights?

- 🌐 The Learning section scores quite well; no. 4 in Sweden, no. 31 in the ISB. 'Quality lecturers' & 'Expert Lecturers' both rank no. 2 in Sweden (in ISB no. 68 & no.44).
- 🌐 Careers support issues such as 'Careers Advice' and 'Employability' underperform internationally.
- 🌐 The results show that housing issues remain complicated in Uppsala; 'Accommodation Costs' and 'Accommodation Quality' are behind both benchmarks.

#### 🌐 What are the trends wave-on-wave?

- 🌐 However, 'Accommodation Quality' (+7%) increased compared to last year.
- 🌐 'Careers Service' as a support service decreased with -7%.
- 🌐 International students like being here: 'Safety' & 'Good place to be' keep performing really good, and 'Social Facilities' shows an increase of 6%.



## Recommendations

- If Uppsala University would like to perform excellent on Learning in the Swedish and International benchmark, improvement on career issues such as 'Employability' and 'Careers Advice' might help.
- Emphasise (more) on improvement of the Accommodation Office as a support service, and manage expectations to tackle issues around housing.
- A lot of elements in the Arrival section increased significantly compared to last year ('First night' +16%, 'Accommodation Condition' +30%): maintain the way Uppsala University worked on 'Arrival' elements.



## Propensity to recommend

Uppsala Uni (1032)	2011 vs 2010		ISB (160766)	Sweden (7125)
44%	+2%	I would actively encourage people to apply	33%	38%
40%	-2%	If asked, I would encourage people to apply	47%	43%
11%	-1%	I would neither encourage nor discourage people to apply	15%	14%
4%	+2%	If asked, I would discourage people from applying	3%	4%
1%	-1%	I would actively discourage people from applying	1%	1%





## Propensity to recommend

Uppsala Uni (1032)		BA (266)	MA (738)
44%	I would actively encourage people to apply	57%	40%
40%	If asked, I would encourage people to apply	37%	41%
11%	I would neither encourage nor discourage people to apply	5%	13%
4%	If asked, I would discourage people from applying	1%	5%
1%	I would actively discourage people from applying	0%	1%



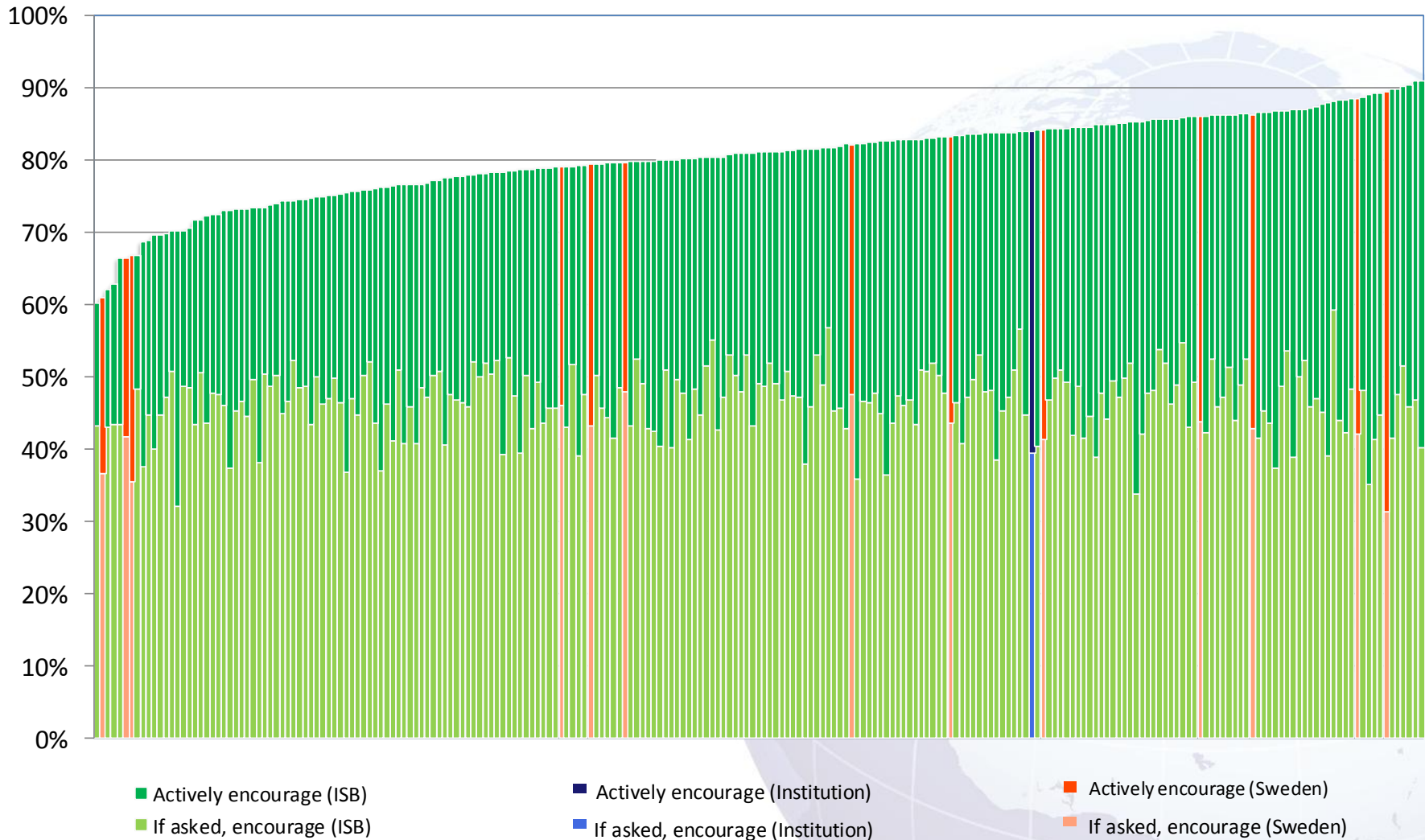


Uppsala Uni (1032)		Degree seeking (599)	Student Exchange (424)
44%	I would actively encourage people to apply	35%	57%
40%	If asked, I would encourage people to apply	43%	36%
11%	I would neither encourage nor discourage people to apply	15%	5%
4%	If asked, I would discourage people from applying	6%	2%
1%	I would actively discourage people from applying	1%	0%





# Propensity to recommend – all institutions



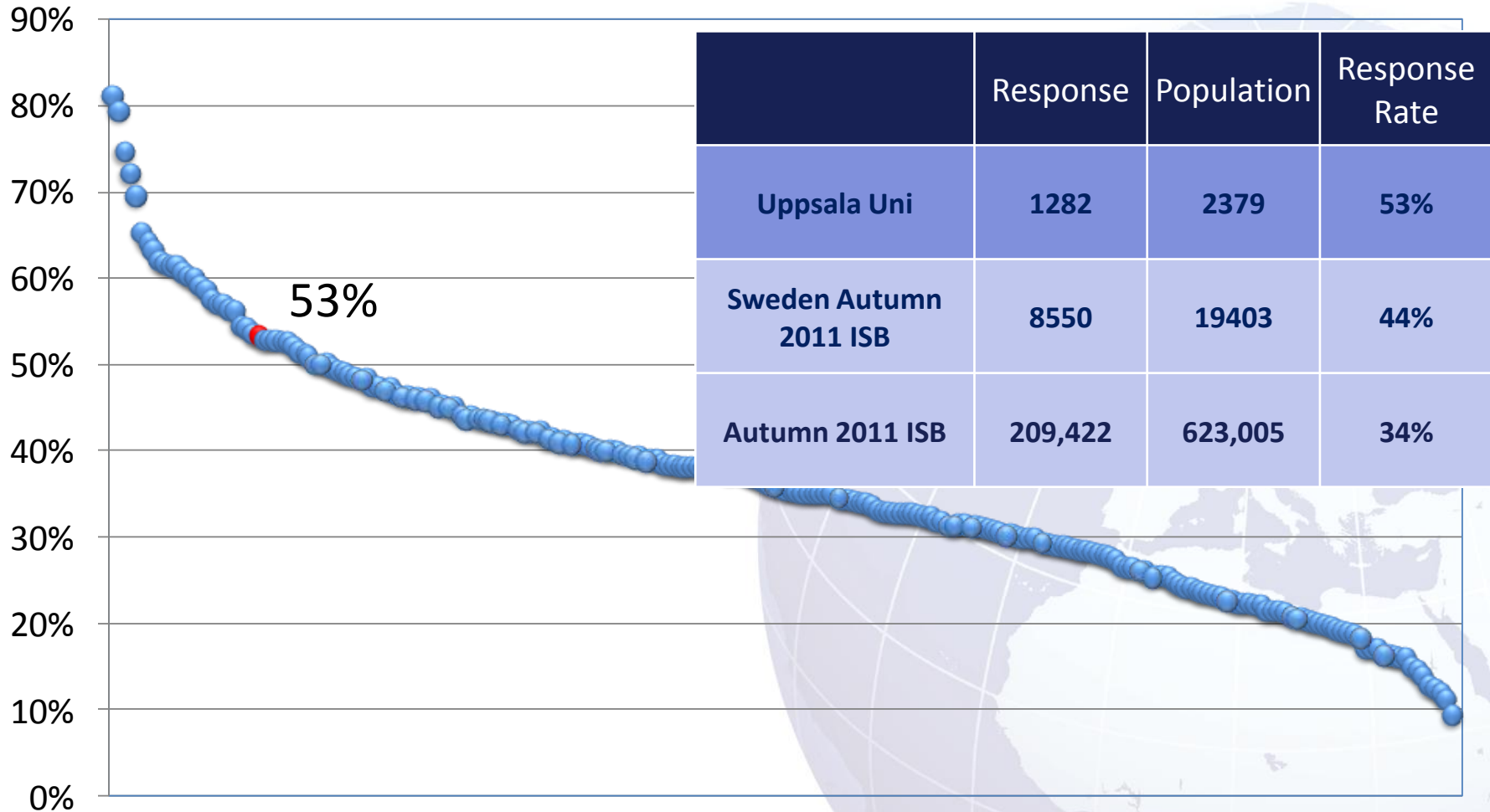


**Response**



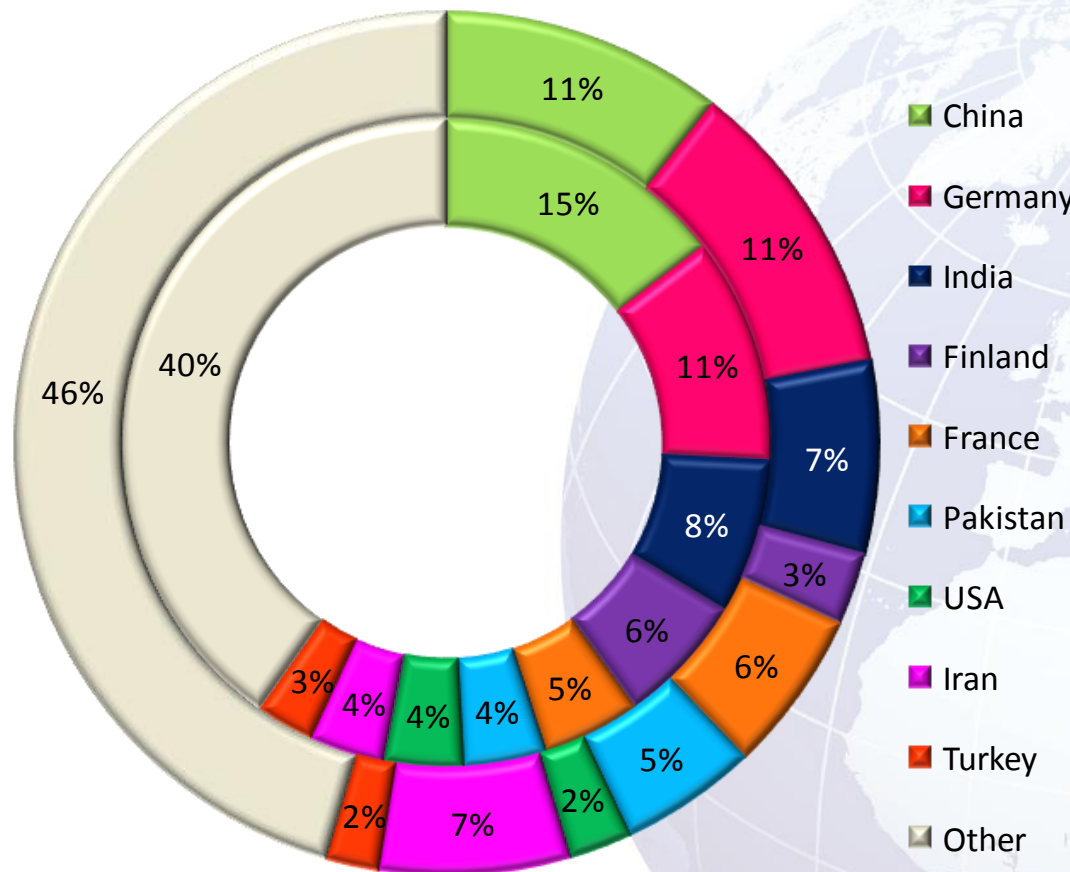
**Response range – all participating institutions**

**ISB Response Rate**



# Nationality breakdown

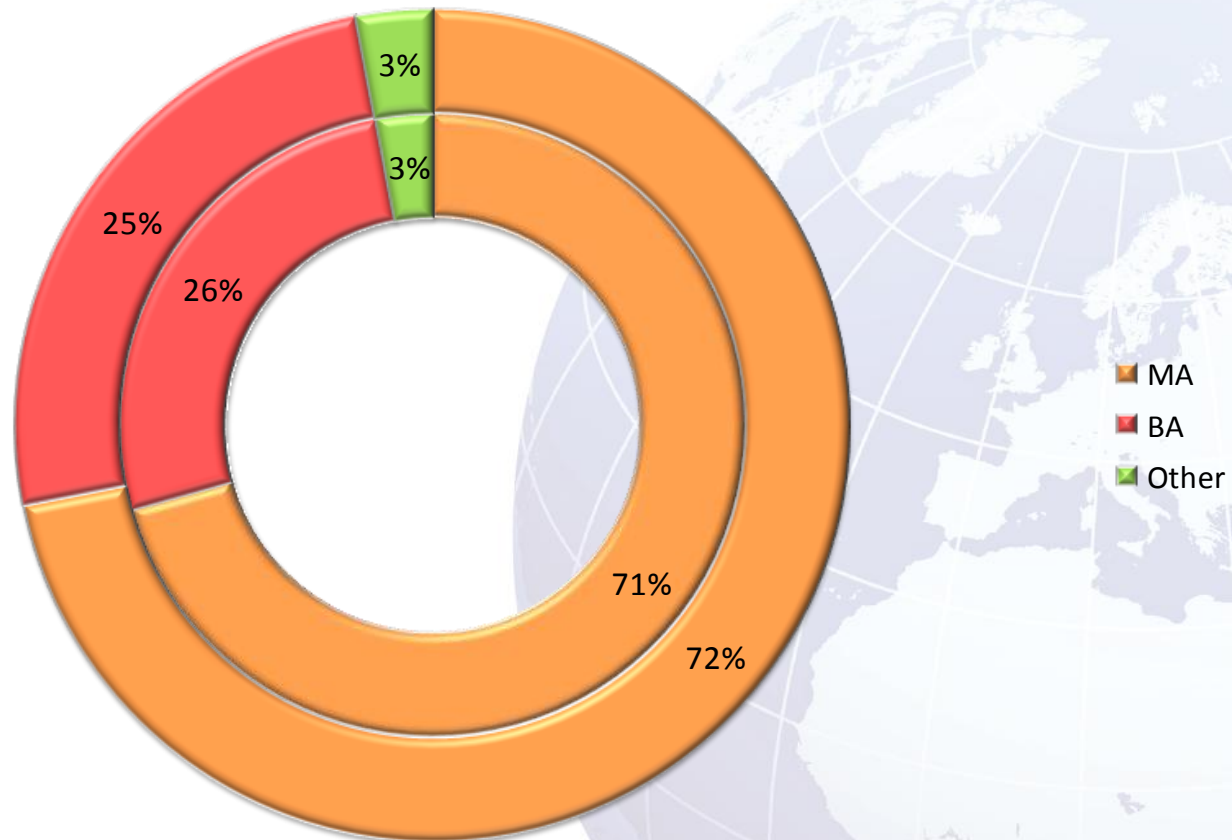
Uppsala Uni (1282, inner circle) vs Sweden (8550, outer circle)





## Study level breakdown

**Uppsala Uni (1172, inner circle) vs Sweden (7910, outer circle)**



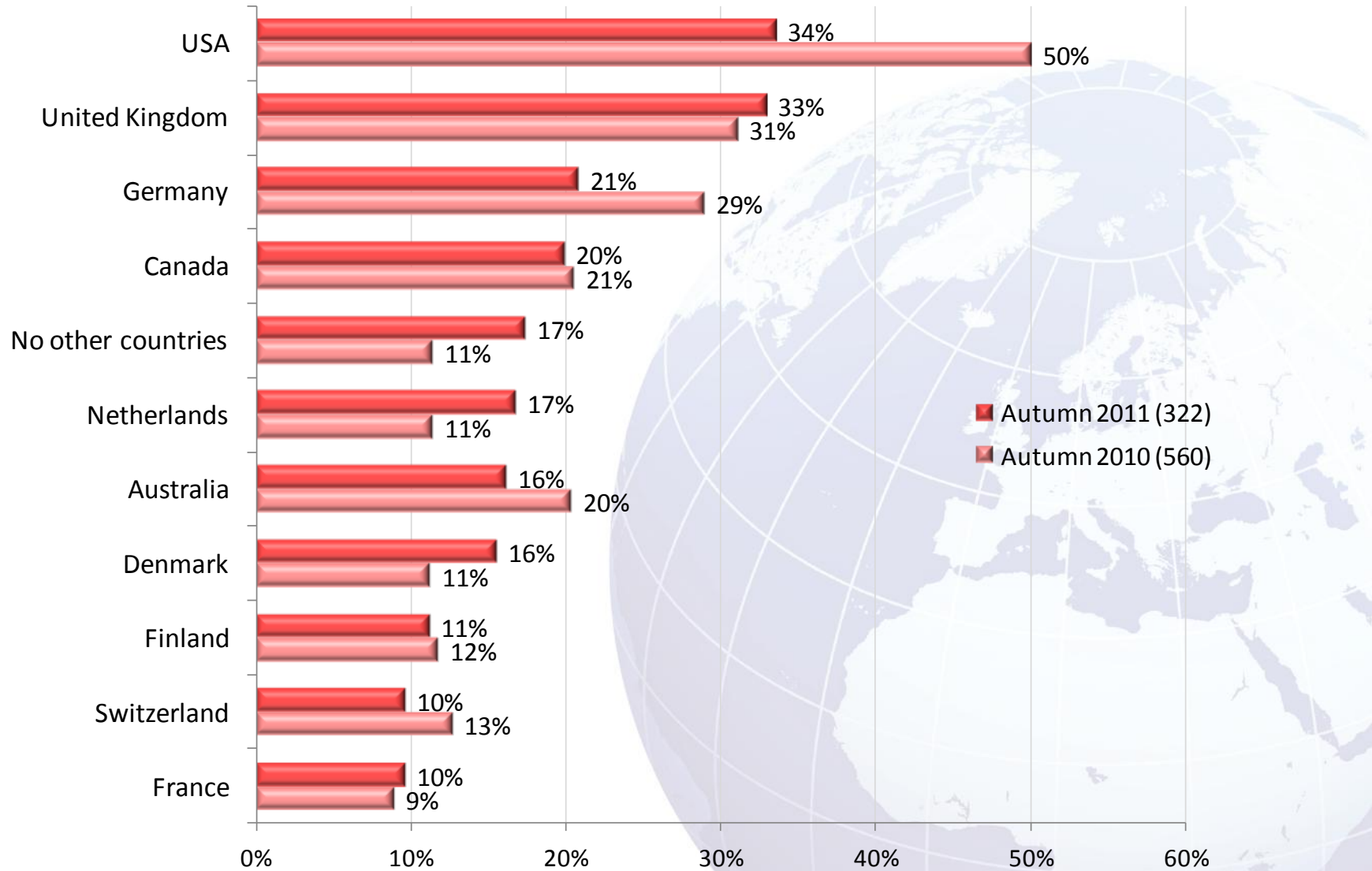


# Choice of Destination



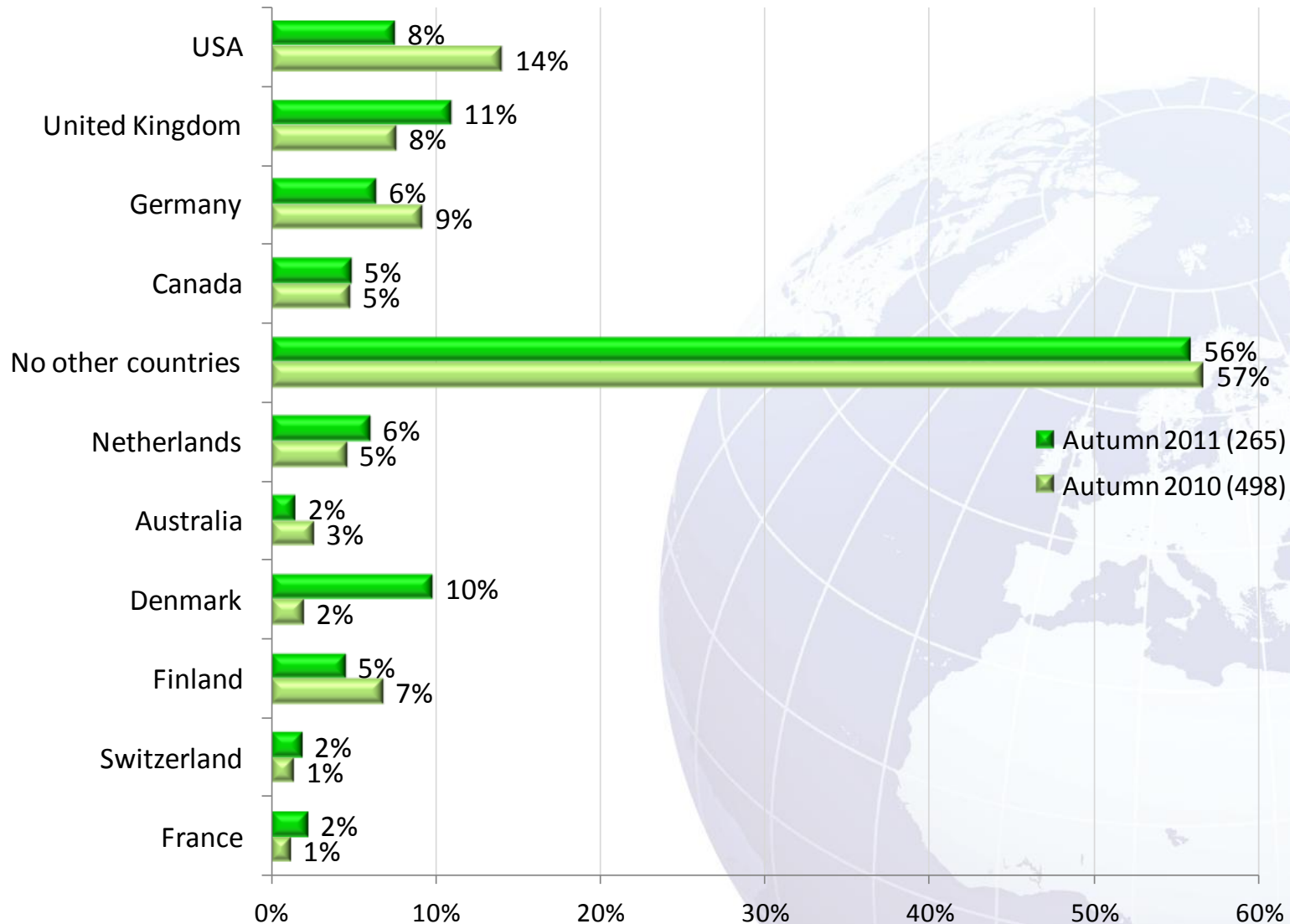


# Countries considered



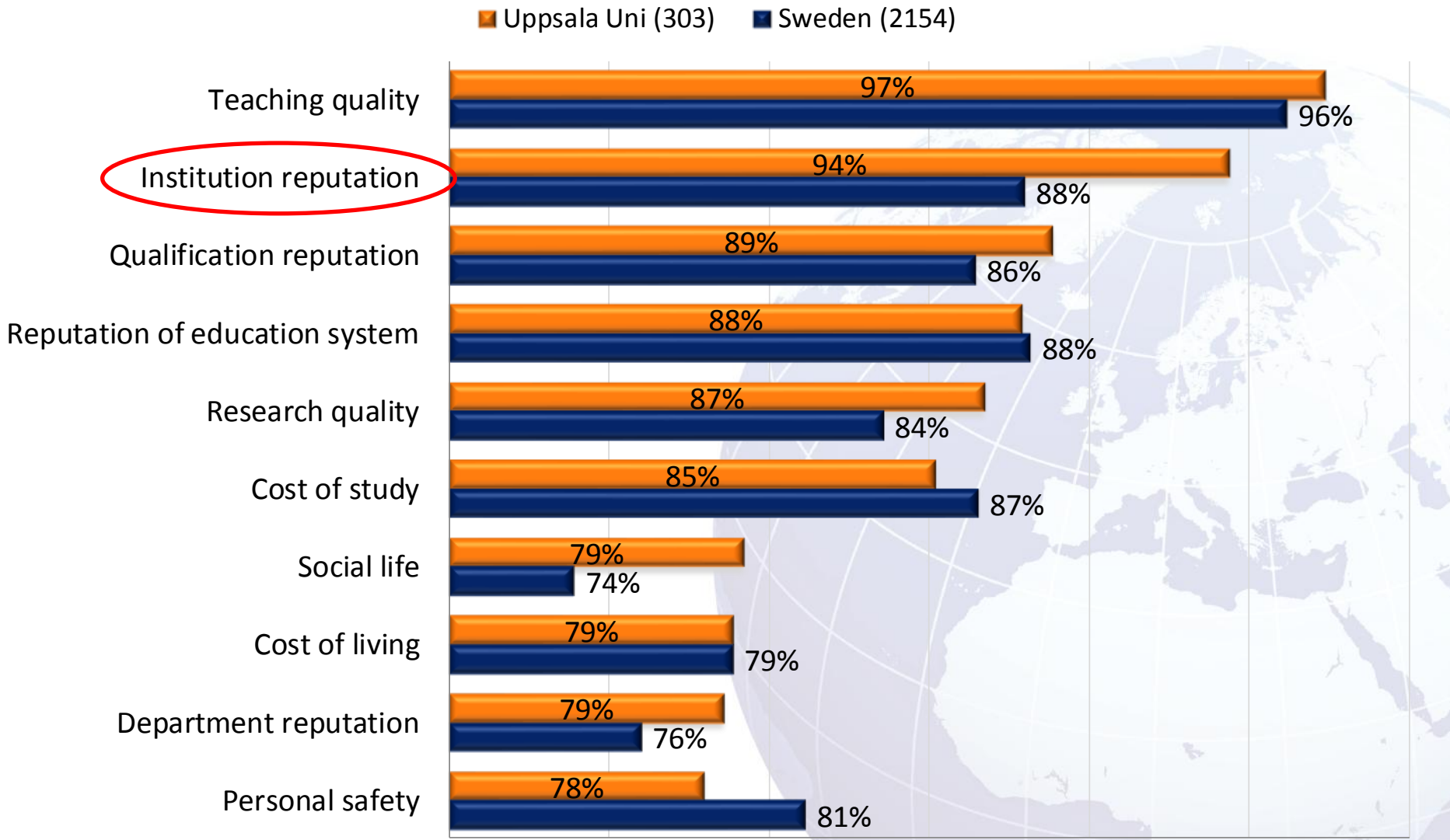


## Countries applied to



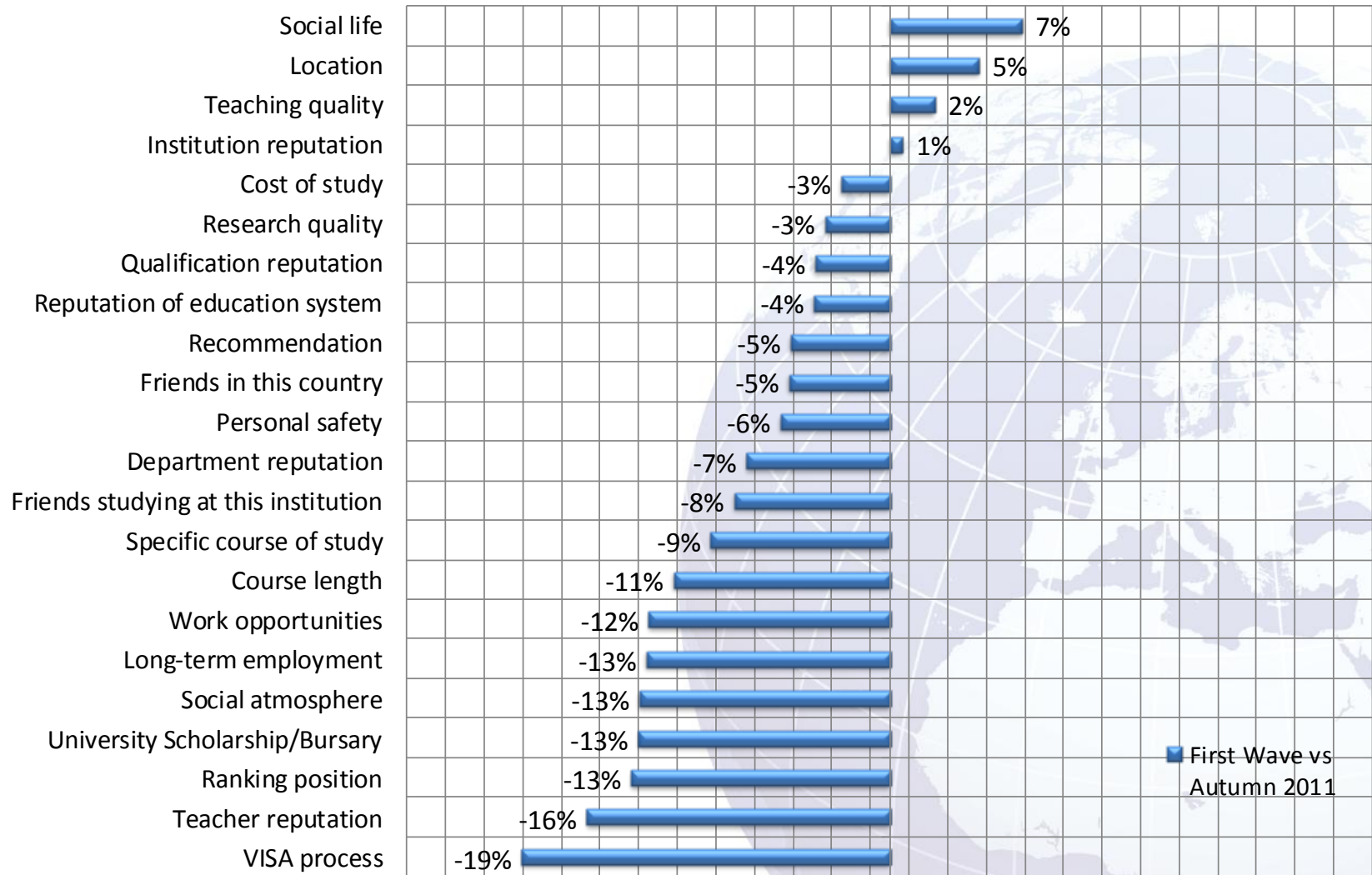


# Top 10 factors in study decision



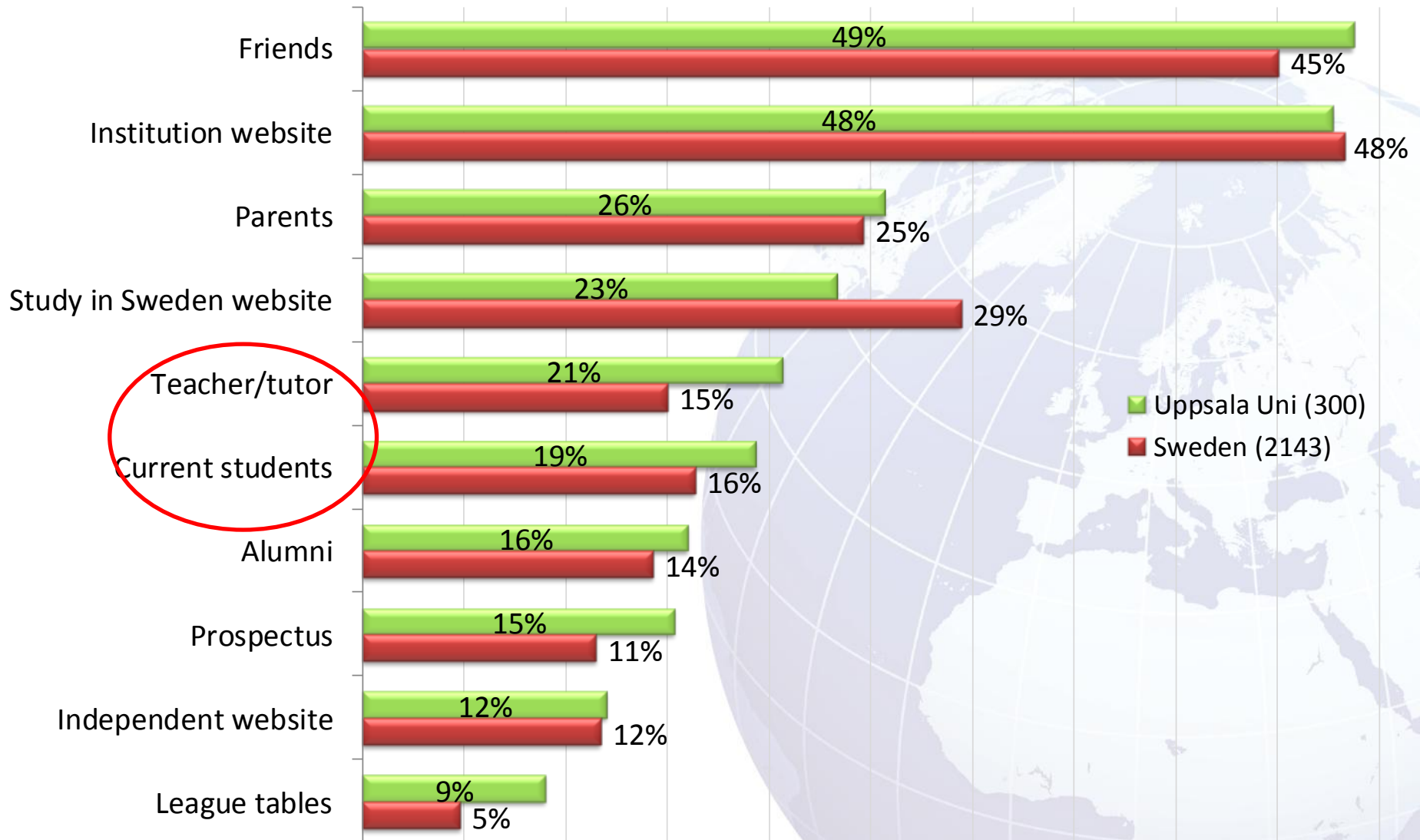


# Factors in study decision – changes over time (1<sup>st</sup> wave Vs. 2011)



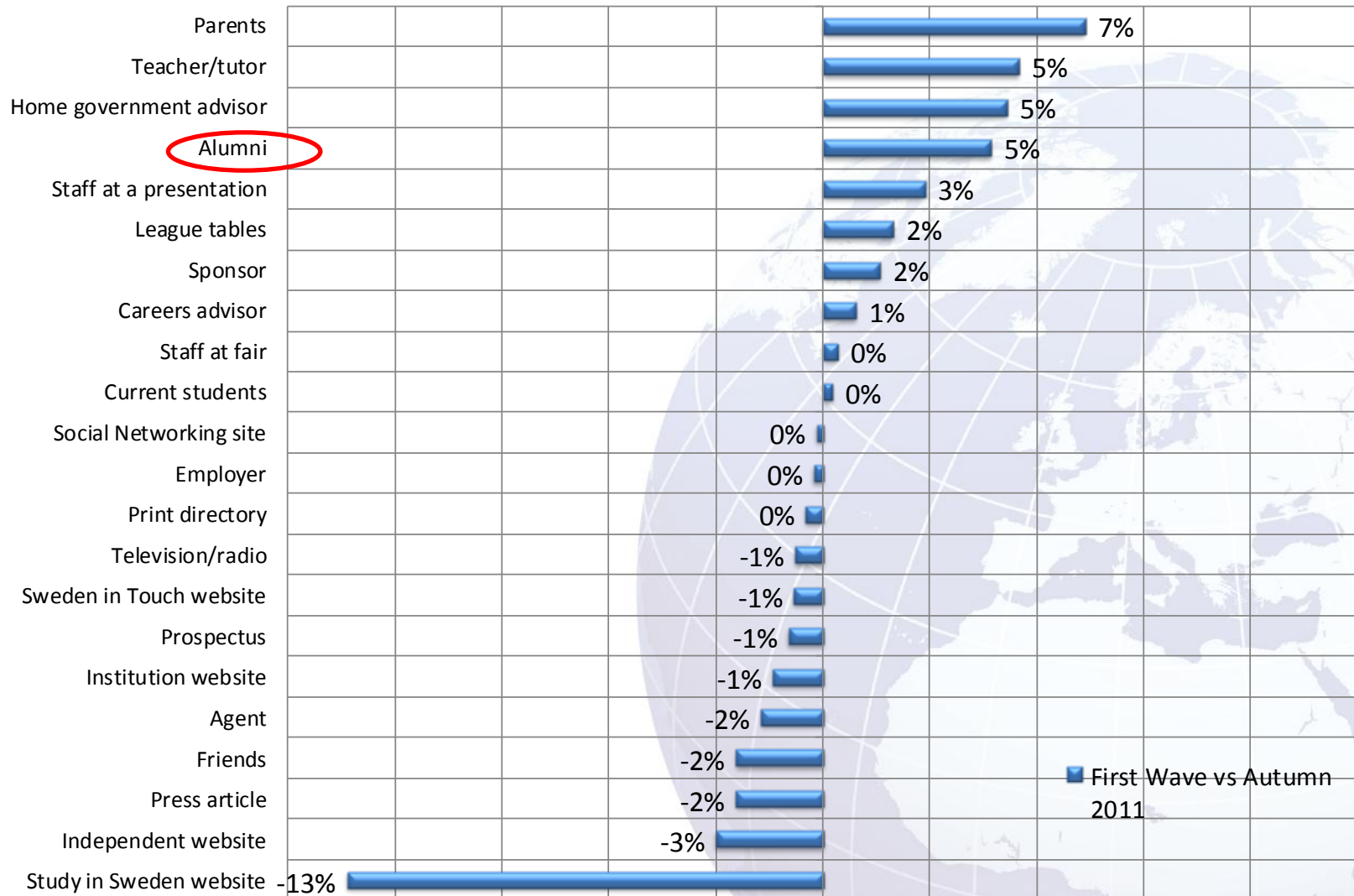


## Top 10 key influences (choice of institution)





# Key influences (choice of institution) - changes over time (1<sup>st</sup> wave Vs. 2011)





# Application



**Application to offer – number of days and satisfaction**

<i>Average Days</i>	<b>Uppsala Uni</b>	<b>ISB</b>	<b>Sweden</b>
MA	62	43	65
BA	47	45	53
<i>% Satisfaction</i>	<b>Uppsala Uni</b>	<b>ISB</b>	<b>Sweden</b>
MA	75%	74%	73%
BA	76%	75%	69%

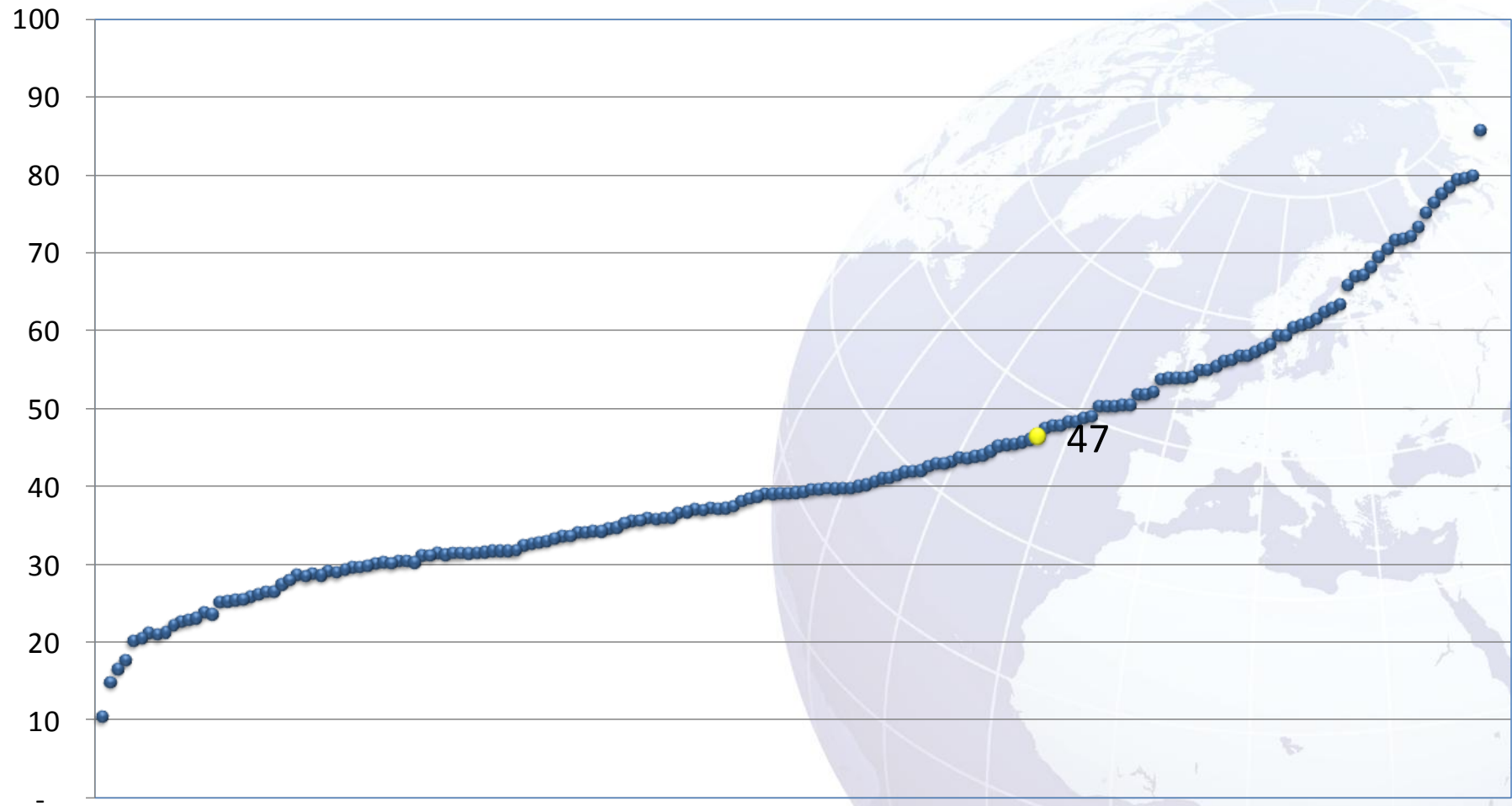






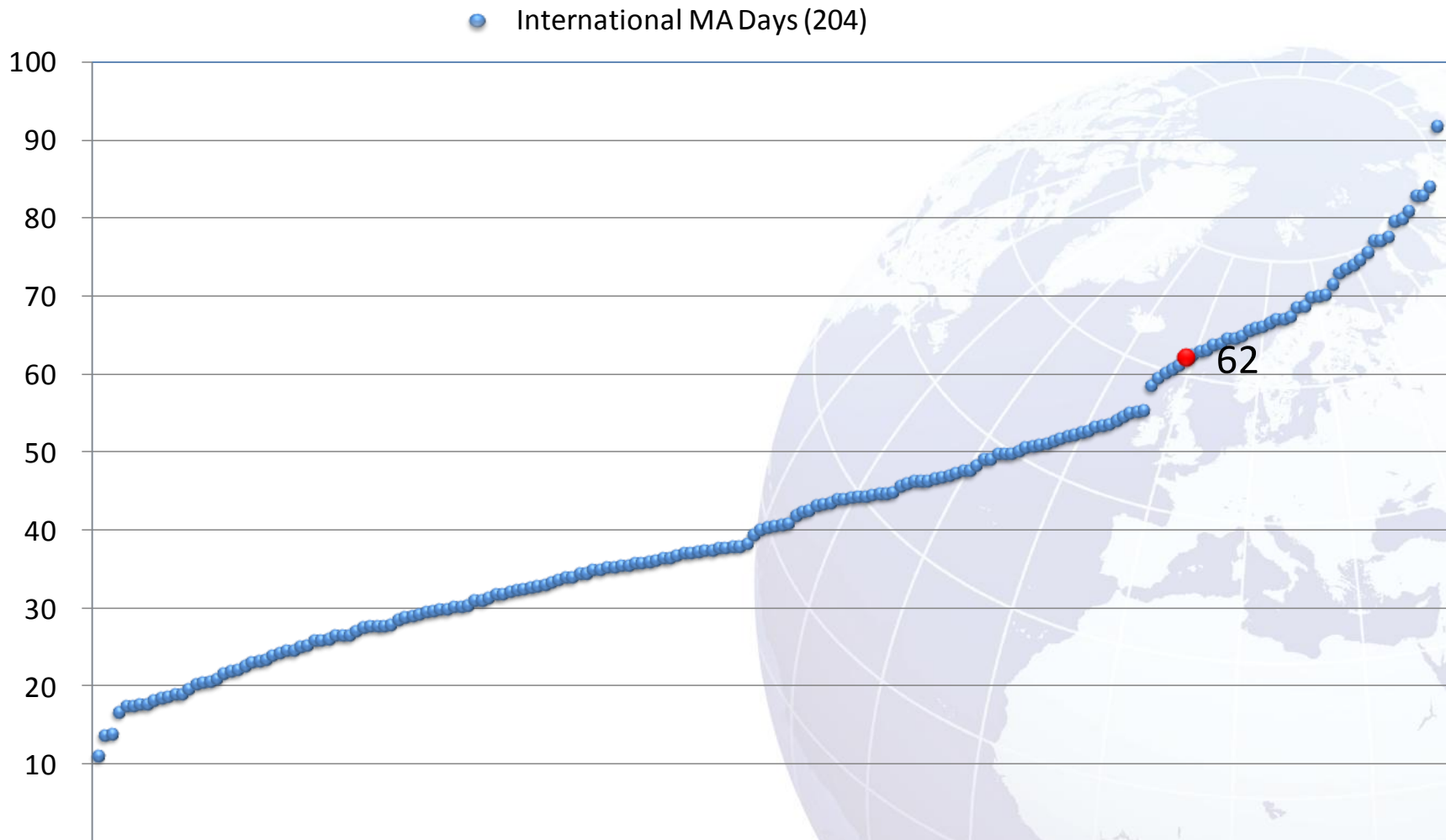
# Average days from application to offer – International BA (All Institutions)

● International BA Days (44)



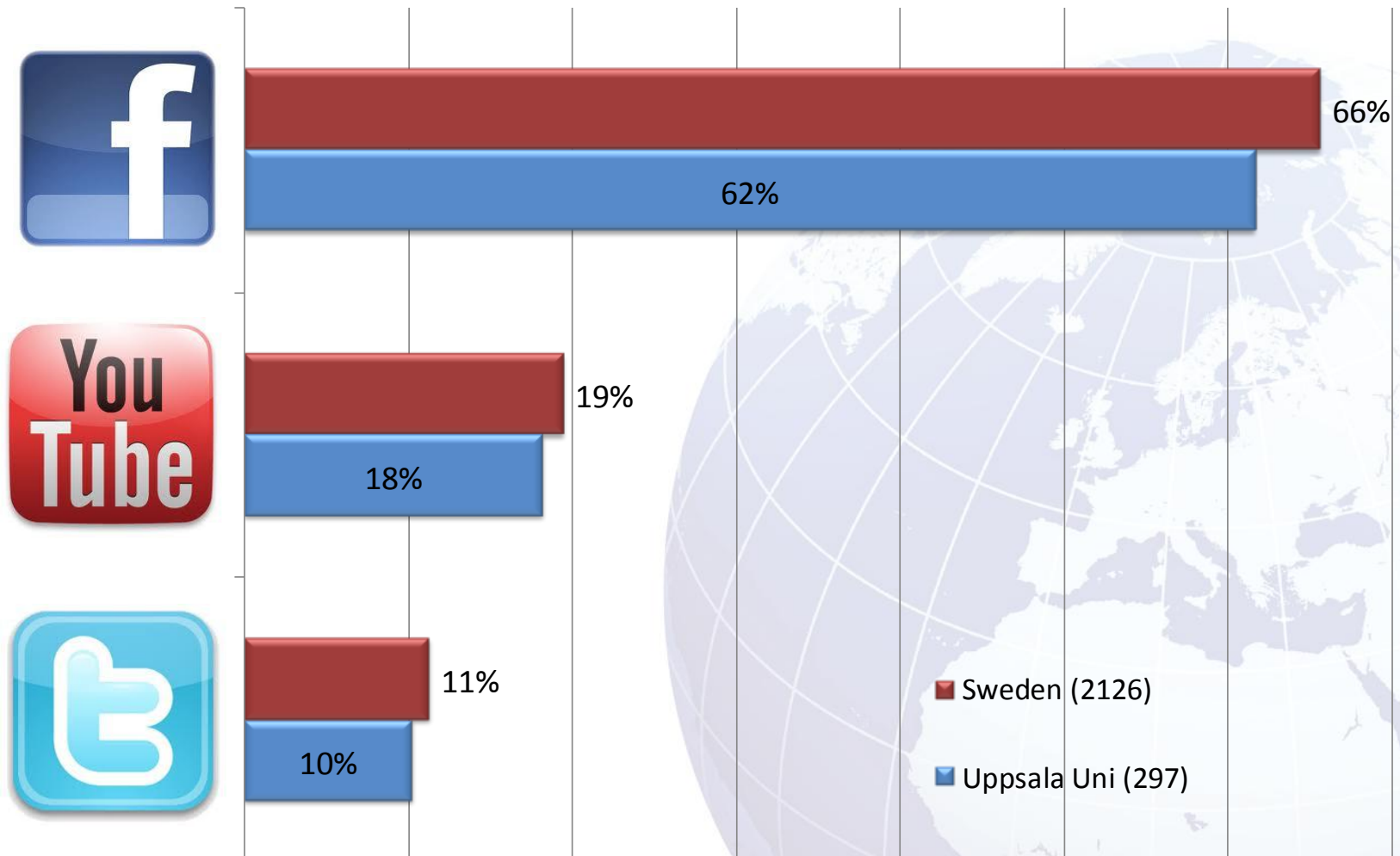


## Average days from application to offer – International MA (All Institutions)



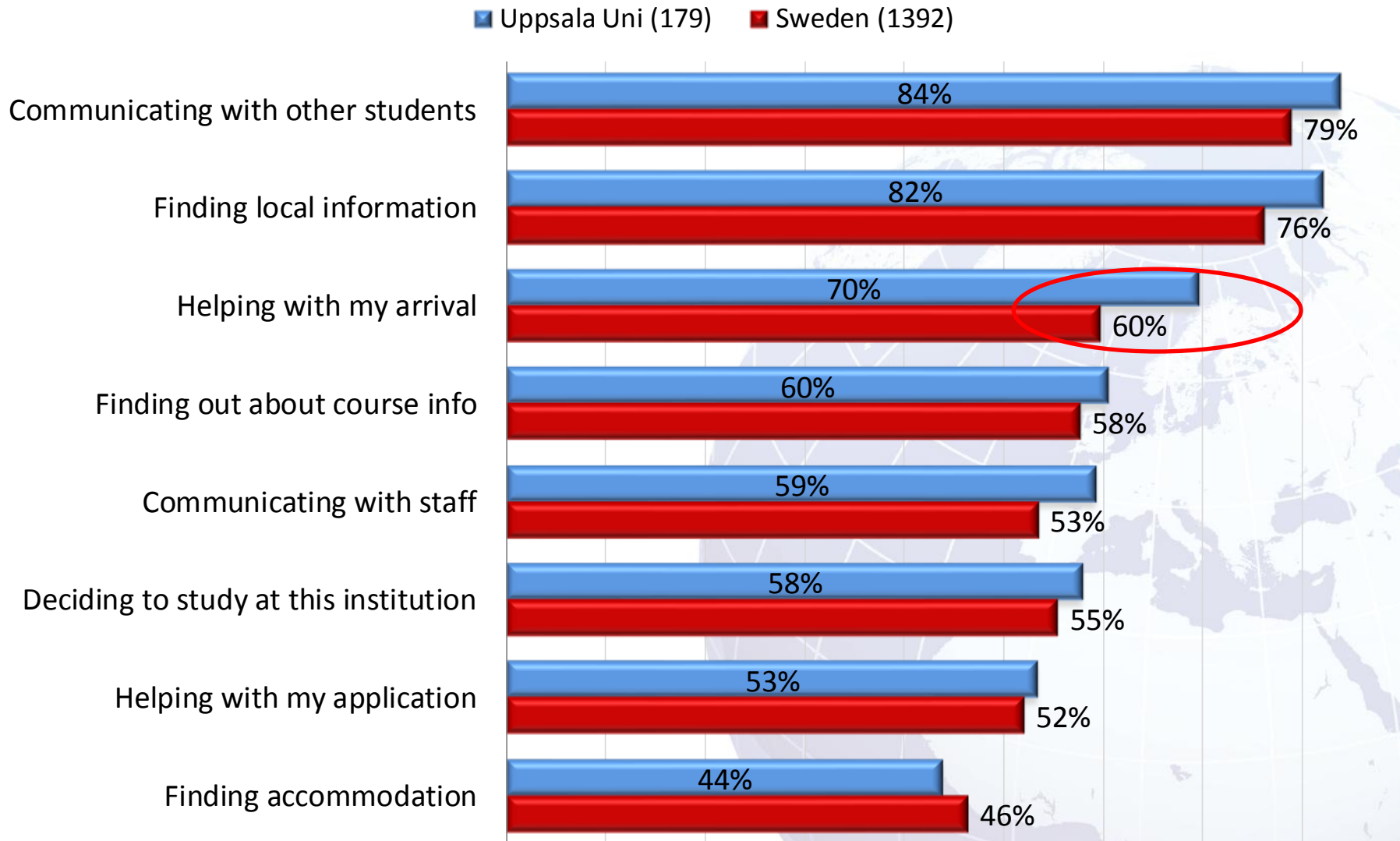


## Awareness of institution's presence on social networking sites





## Helpfulness of institution's social networking sites

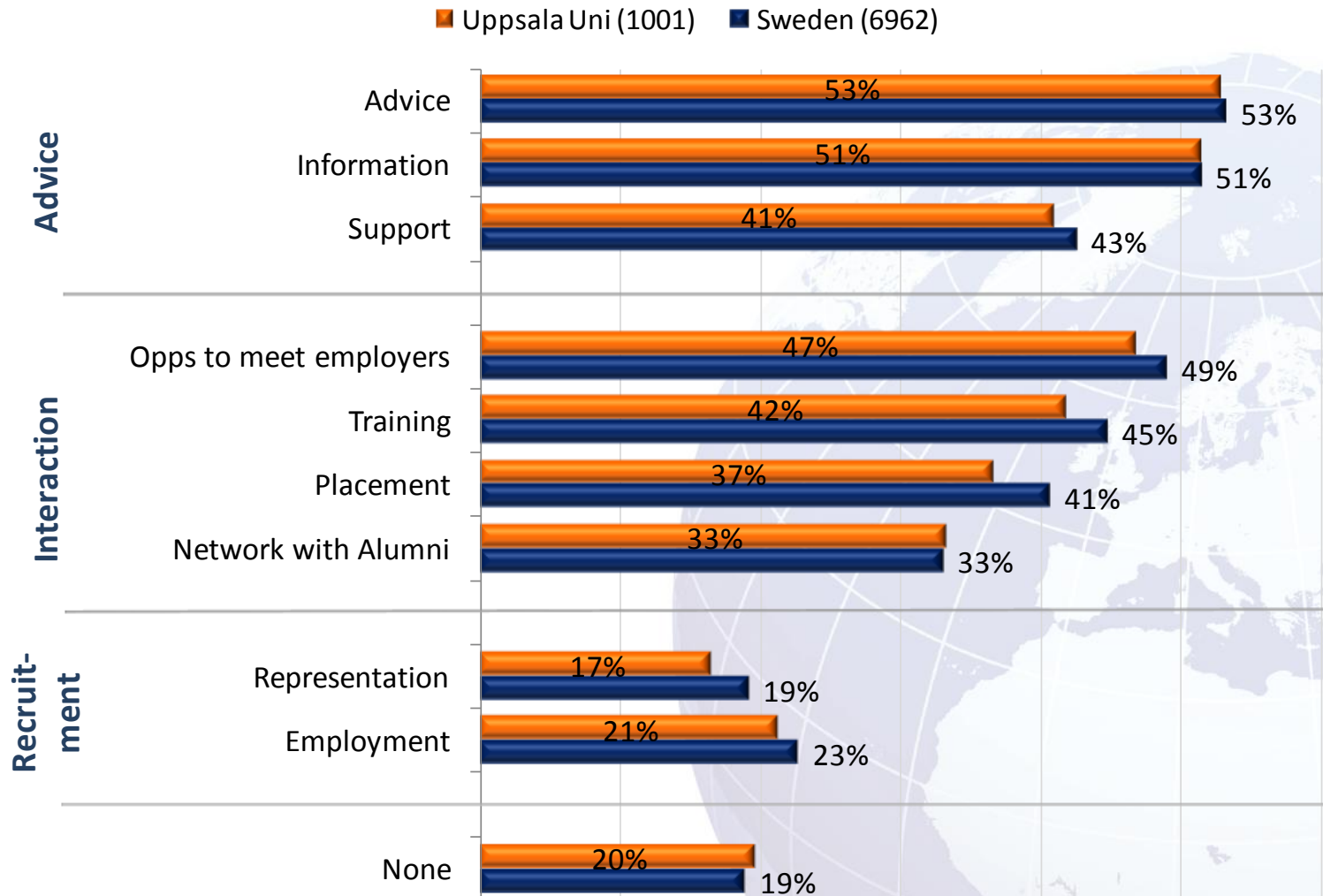




# Careers Support & Aspirations



# Expectations of careers support from the institution





# Arrival



## Benchmarking arrival (sorted by primary ranking group)

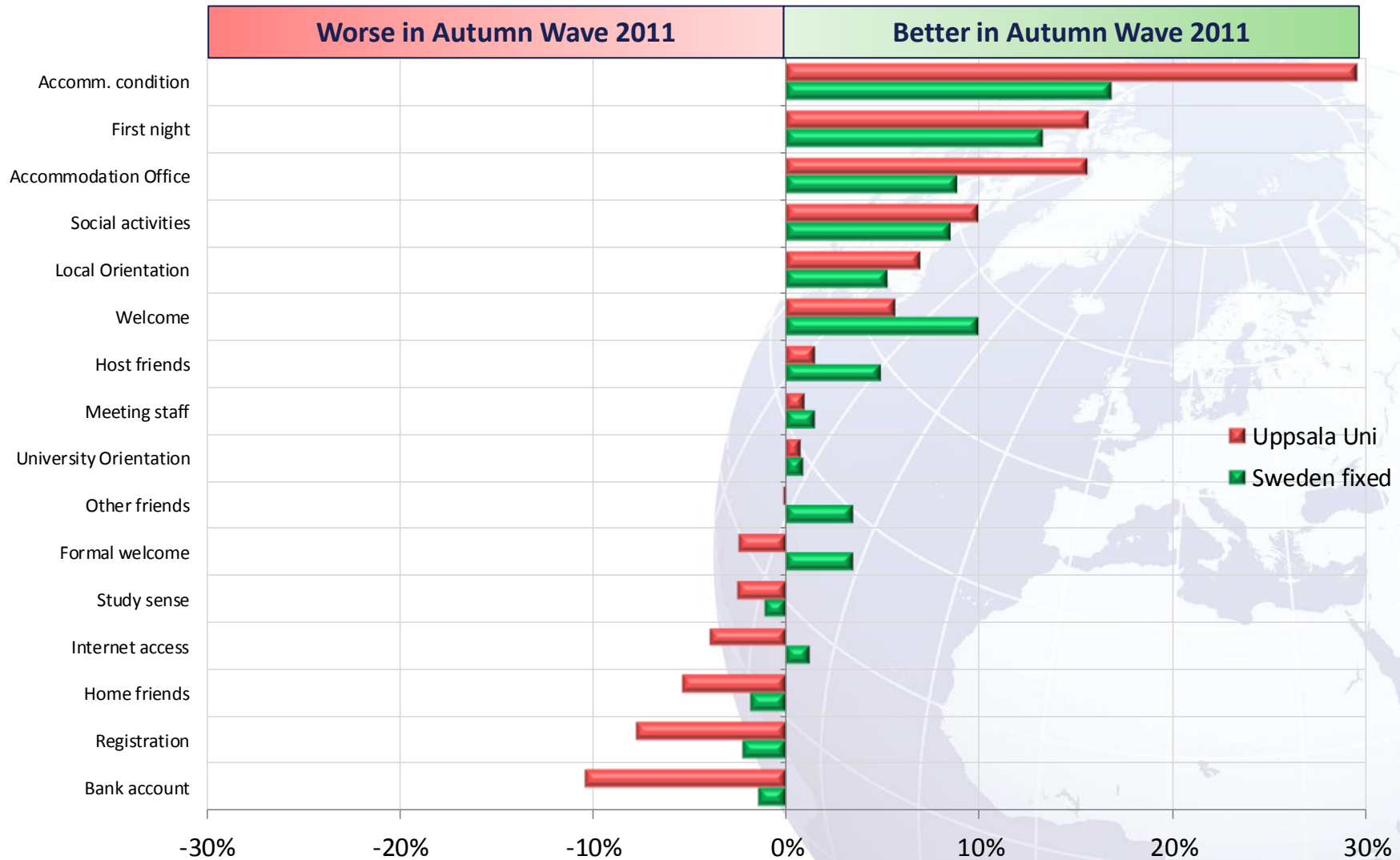
	Uppsala Uni	ISB %	Sweden %	ISB	Sweden
<b>ARRIVAL AVERAGE</b>	<b>78.9%</b>	<b>82.6%</b>	<b>79.6%</b>	<b>136</b>	<b>7</b>
<b>ARRIVAL OVERALL</b>	<b>83.3%</b>	<b>85.0%</b>	<b>83.9%</b>	<b>123</b>	<b>8</b>
Other friends	90.5%	87.5%	93.2%	18	8
Meeting staff	89.8%	87.9%	87.4%	98	5
Local orientation	88.2%	84.8%	83.8%	46	3
Social activities	86.0%	82.4%	78.9%	18	2
University orientation	85.5%	86.0%	85.7%	59	6
Home friends	84.8%	86.6%	86.9%	110	10
Fees payment dept	84.8%	88.5%	91.9%	73	2
Formal welcome	82.0%	87.5%	88.3%	127	9
Registration	80.6%	86.0%	85.6%	159	11
Study sense	80.4%	81.4%	80.7%	88	5
Internet access	77.0%	79.2%	84.9%	99	12
Accommodation Office	76.8%	80.2%	79.4%	95	6
First night	72.9%	81.2%	73.9%	160	7
Accomm. condition	69.8%	78.7%	68.7%	167	6
Welcome	67.4%	74.2%	64.7%	145	5
Host friends	66.9%	74.1%	63.8%	126	3
Bank account	57.1%	78.1%	55.6%	192	6

\*\*Arrival elements asked to students who arrived in the past 4 months





# Arrival satisfaction – Autumn 2010 vs Autumn 2011





## Arrival satisfaction – wave on wave comparison

Elements	Autumn 2010	Autumn 2011	First Wave vs Autumn 2011
Accomm. condition	40%	70%	30%
First night	57%	73%	16%
Accommodation Office	61%	77%	16%
Social activities	76%	86%	10%
Local Orientation	81%	88%	7%
Welcome	62%	67%	6%
Host friends	65%	67%	2%
Meeting staff	89%	90%	1%
University Orientation	85%	86%	1%
Other friends	91%	90%	0%
Formal welcome	84%	82%	-2%
Study sense	83%	80%	-3%
Internet access	81%	77%	-4%
Home friends	90%	85%	-5%
Registration	88%	81%	-8%
Bank account	68%	57%	-10%



# Arrival satisfaction

Arrival Element	Uppsala Uni	Degree seeking	Student Exchange
Arrival Overall (275)	83%	83%	84%
Registration	81%	79%	85%
Fees payment dept	85%	NA	NA
Formal welcome	82%	81%	84%
First night	73%	74%	73%
University Orientation	86%	84%	89%
Internet access	77%	77%	77%
Local Orientation	88%	89%	88%
Accommodation Office	77%	73%	79%
Accomm. condition	70%	68%	73%
Welcome	67%	67%	67%
Bank account	57%	58%	54%
Other friends	90%	92%	88%
Host friends	67%	69%	60%
Home friends	85%	83%	87%
Meeting staff	90%	90%	91%
Social activities	86%	87%	85%
Study sense	80%	78%	84%

\*\*Arrival elements asked to students who arrived in the past 4 months

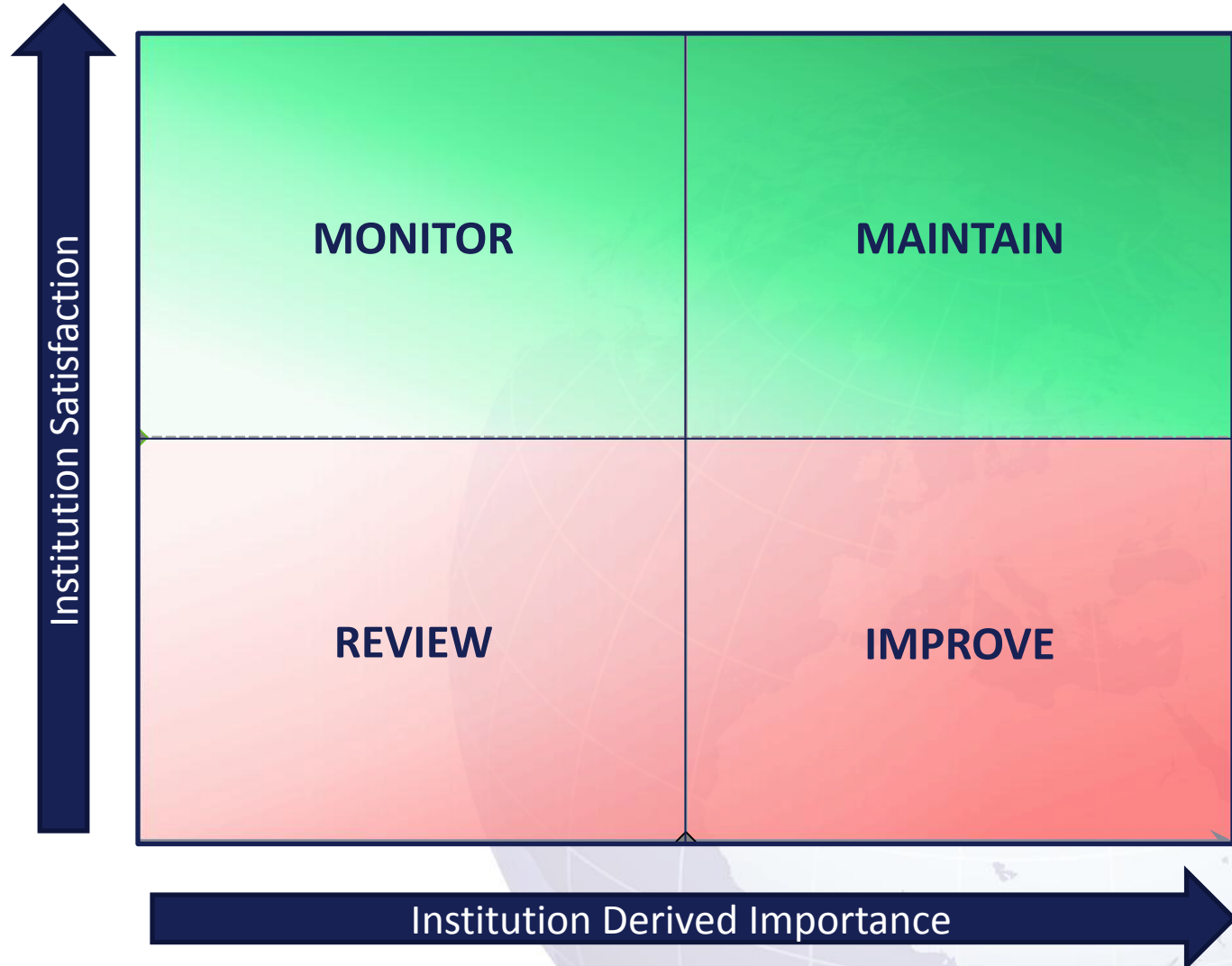


# Learning

# Learning matrix

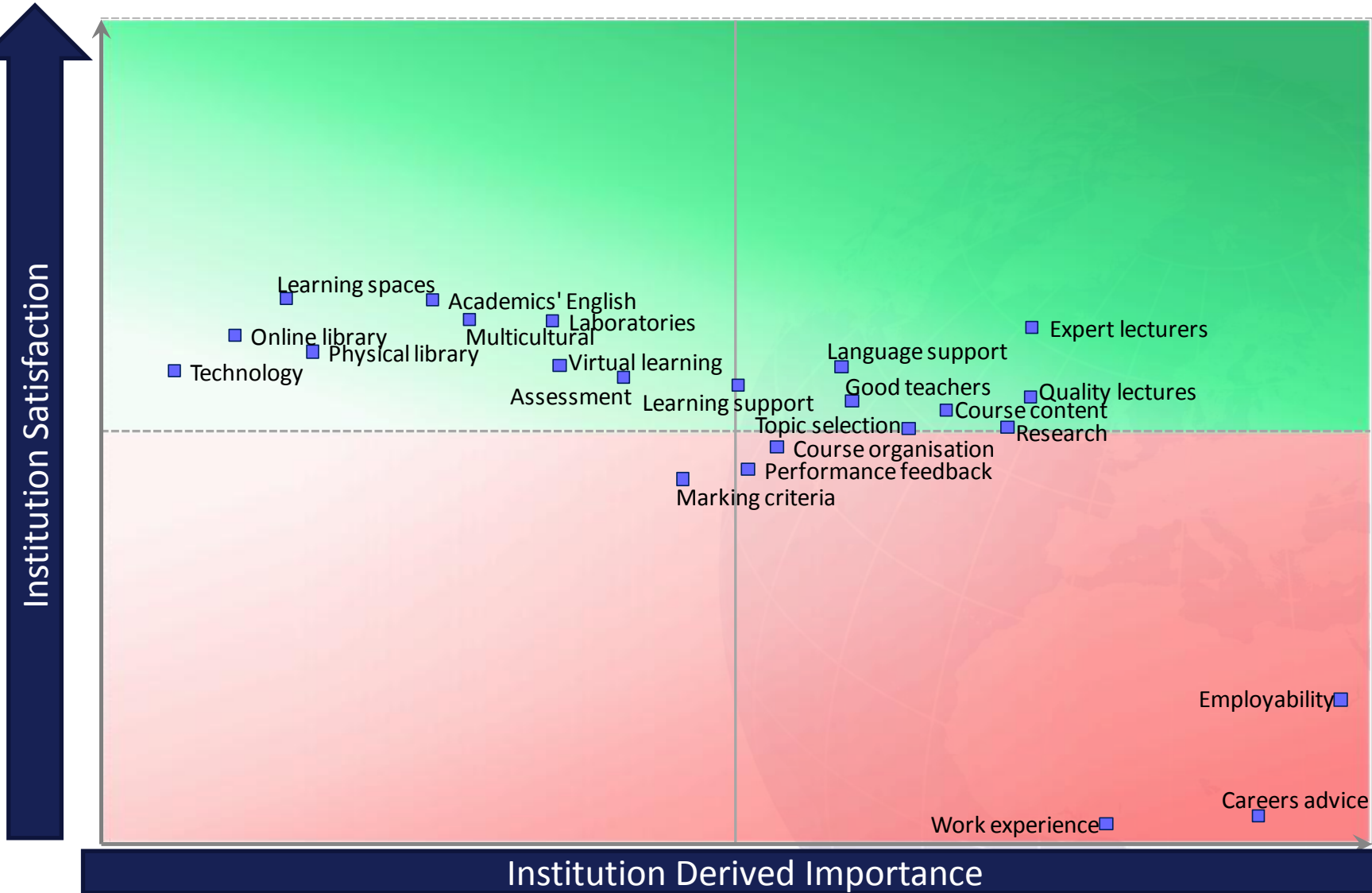
*Elements in the top right quadrant are important to students and perform well. Those in the bottom right quadrant are important, but do not perform as well and should be improved.*

*Elements in the top and bottom left quadrants are of lower priority. These elements should be reviewed and monitored to ensure that we focus on the most important issues for students.*





# Learning matrix





## Benchmarking learning (sorted by primary ranking group)

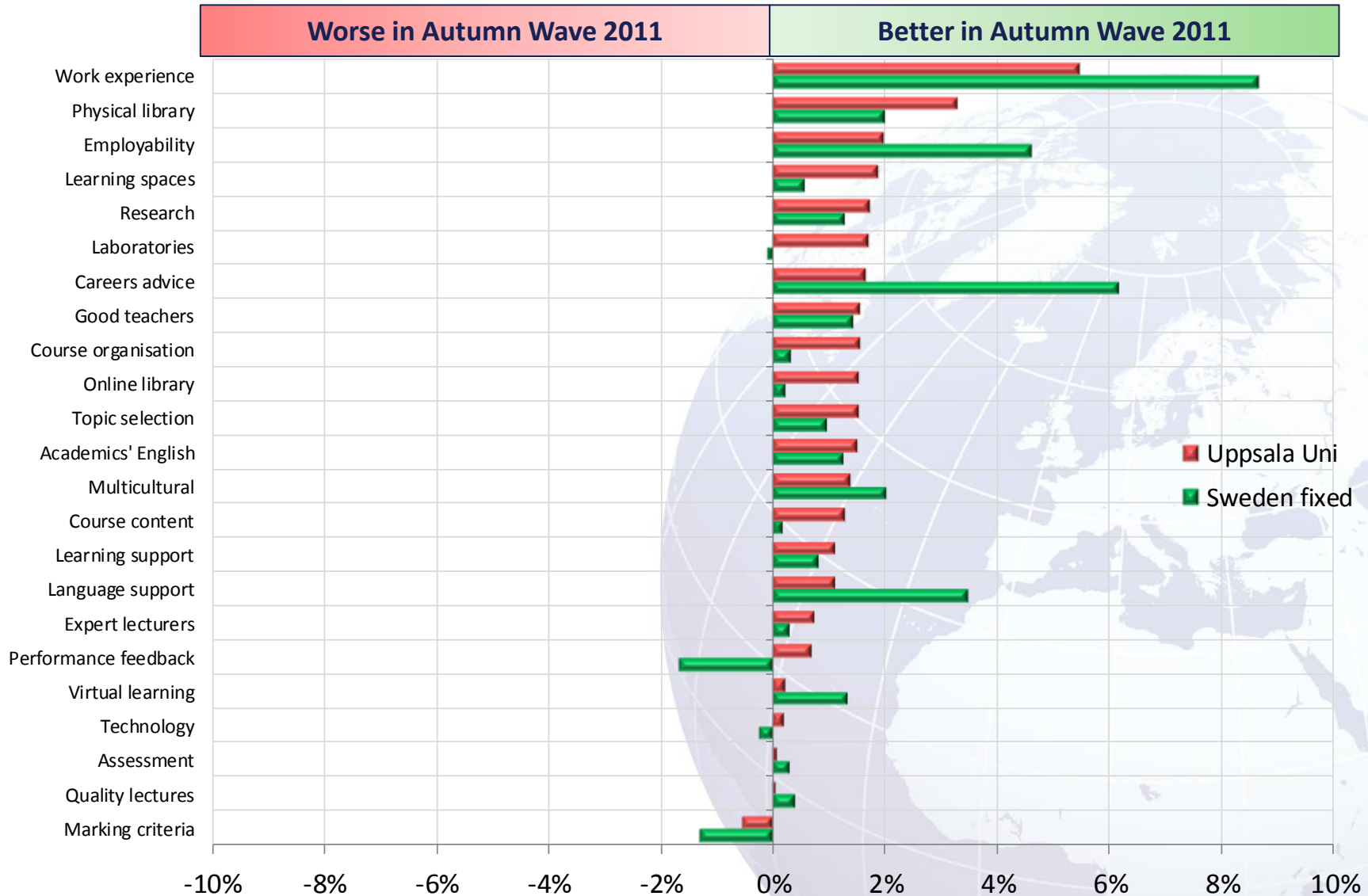
	Uppsala Uni	ISB %	Sweden %	ISB	Sweden
<b>LEARNING AVERAGE</b>	<b>85.2%</b>	<b>84.3%</b>	<b>83.0%</b>	<b>31</b>	<b>4</b>
<b>LEARNING OVERALL</b>	<b>87.4%</b>	<b>85.6%</b>	<b>85.0%</b>	<b>25</b>	<b>4</b>
Learning spaces	95.7%	87.4%	92.1%	2	2
Academics' English	95.6%	90.0%	93.2%	9	3
Multicultural	94.0%	89.0%	92.4%	7	6
Laboratories	93.9%	89.1%	89.2%	6	4
Expert lecturers	93.4%	92.3%	90.8%	44	2
Online library	92.8%	88.4%	92.0%	16	7
Physical library	91.5%	87.4%	90.5%	46	8
Virtual learning	90.4%	88.0%	89.1%	42	6
Language support	90.3%	84.7%	88.4%	27	8
Technology	90.0%	87.3%	91.1%	52	11
Assessment	89.5%	86.5%	86.3%	20	3
Learning support	88.9%	86.5%	86.7%	30	5
Quality lectures	87.9%	87.8%	84.5%	68	2
Good teachers	87.6%	86.8%	83.9%	62	3
Course content	86.9%	87.7%	84.6%	76	5
Research	85.5%	85.4%	83.4%	18	3
Topic selection**	85.5%	85.7%	82.0%	63	1
Course organisation	84.0%	82.2%	80.7%	48	3
Performance feedback	82.2%	82.7%	78.8%	70	4
Marking criteria	81.4%	81.7%	79.1%	84	5
Employability	64.1%	75.9%	64.6%	199	9
Careers advice	54.9%	68.3%	53.9%	191	7
Work experience	54.3%	66.2%	51.1%	185	4

\*\*Postgraduate students only

\*Independent samples t-test, institution versus ISB, significant differences ( $p < 0.05$ ) are highlighted in pink 58



# Learning satisfaction – Autumn 2010 vs Autumn 2011







## Learning satisfaction – wave on wave comparison

Elements	Autumn 2010	Autumn 2011	First Wave vs Autumn 2011
Work experience	49%	54%	5%
Physical library	88%	91%	3%
Employability	62%	64%	2%
Learning spaces	94%	96%	2%
Research	84%	86%	2%
Laboratories	92%	94%	2%
Careers advice	53%	55%	2%
Good teachers	86%	88%	2%
Course organisation	82%	84%	2%
Online library	91%	93%	2%
Topic selection	84%	85%	2%
Academics' English	94%	96%	2%
Multicultural	93%	94%	1%
Course content	86%	87%	1%
Learning support	88%	89%	1%
Language support	89%	90%	1%
Expert lecturers	93%	93%	1%
Performance feedback	82%	82%	1%
Virtual learning	90%	90%	0%
Technology	90%	90%	0%
Assessment	89%	89%	0%
Quality lectures	88%	88%	0%
Marking criteria	82%	81%	-1%



# Learning satisfaction

Learning Element	Uppsala Uni	Degree seeking	Student Exchange
Learning Overall (1104)	87%	86%	90%
Marking criteria	81%	84%	77%
Assessment	89%	89%	90%
Careers advice	55%	50%	65%
Course content	87%	87%	87%
Expert lecturers	93%	92%	95%
Employability	64%	58%	74%
Good teachers	88%	87%	89%
Topic selection	85%	85%	86%
Online library	93%	94%	91%
Physical library	91%	93%	89%
Learning support	89%	88%	91%
Learning spaces	96%	96%	95%
Laboratories	94%	93%	96%
Language support	90%	88%	93%
Multicultural	94%	93%	95%
Course organisation	84%	83%	85%
Performance feedback	82%	85%	79%
Quality lectures	88%	88%	88%
Research	86%	85%	86%
Technology	90%	91%	89%
Virtual learning	90%	89%	93%
Work experience	54%	51%	61%
Academics' English	96%	95%	97%

\*\*Arrival elements asked to students who arrived in the past 4 months

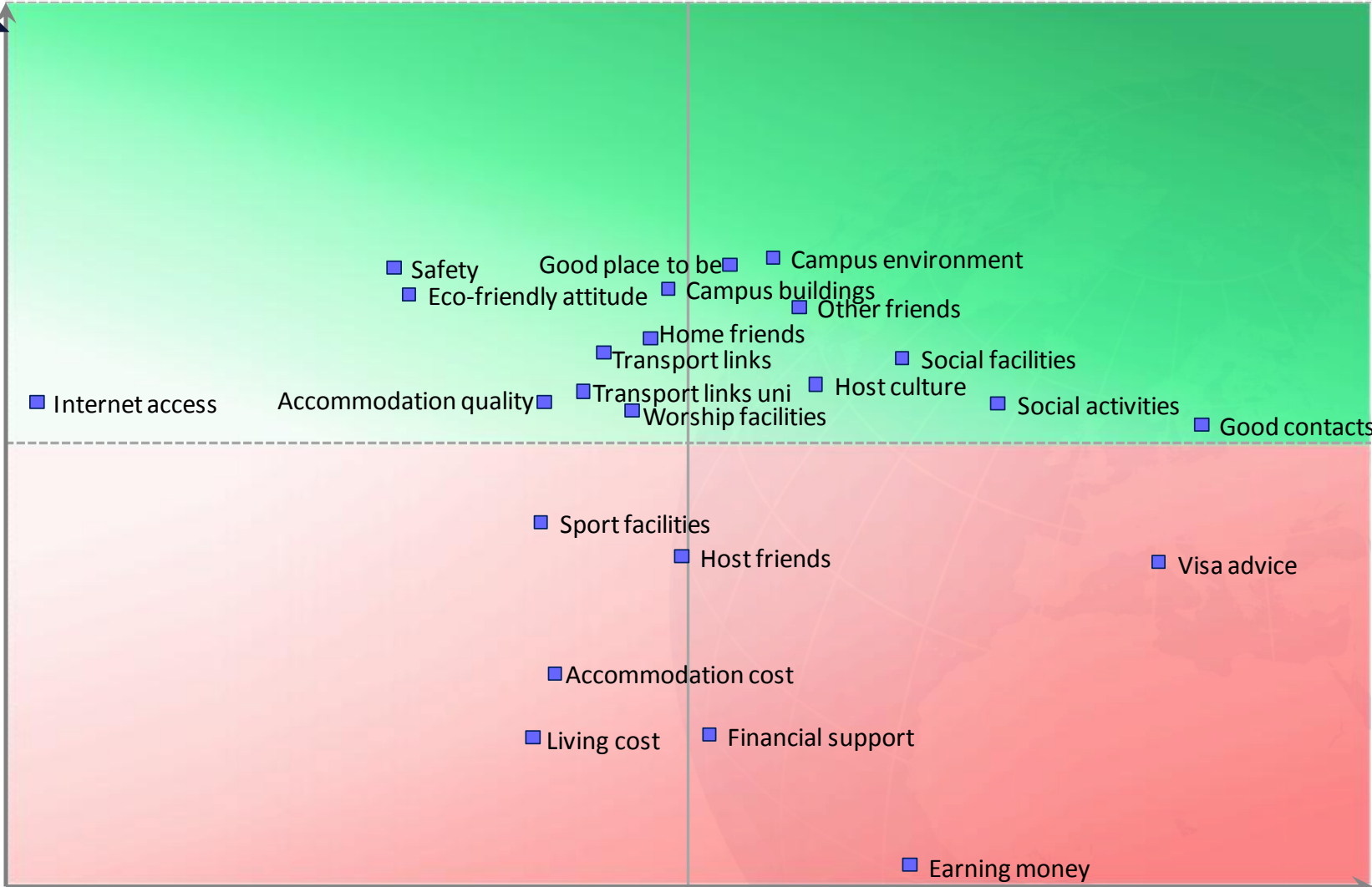


**Living**



# Living matrix

Institution Satisfaction



Institution Derived Importance

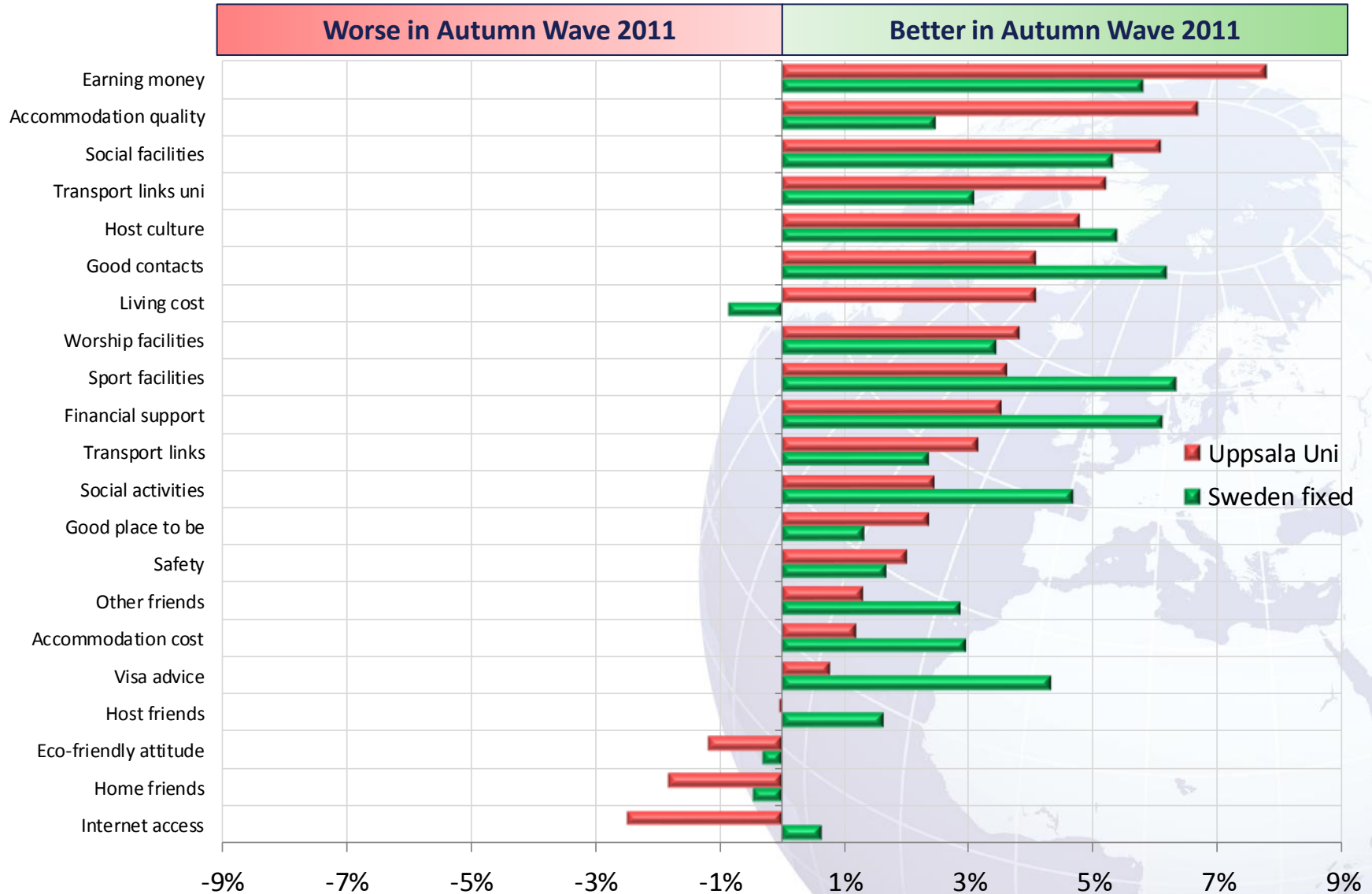


## Benchmarking living (sorted by primary ranking group)

	Uppsala Uni	ISB %	Sweden %	ISB	Sweden
<b>LIVING AVERAGE</b>	<b>77.5%</b>	<b>78.8%</b>	<b>76.3%</b>	<b>59</b>	<b>6</b>
<b>LIVING OVERALL</b>	<b>83.7%</b>	<b>85.7%</b>	<b>85.7%</b>	<b>60</b>	<b>8</b>
Campus environment	97.6%	90.3%	95.7%	6	5
Good place to be	96.9%	88.3%	94.0%	2	1
Safety	96.5%	89.6%	96.2%	3	2
Campus buildings	94.2%	85.8%	93.6%	11	8
Eco-friendly attitude	93.6%	89.1%	92.8%	10	5
Other friends	92.2%	87.2%	91.3%	10	5
Home friends	88.9%	87.0%	89.1%	26	9
Transport links	87.3%	81.0%	90.9%	46	11
Social facilities	86.7%	81.9%	78.6%	13	2
Host culture	83.9%	83.6%	76.7%	57	3
Transport links uni	83.1%	83.0%	89.3%	96	12
Internet access	82.0%	79.7%	86.6%	42	12
Accommodation quality	81.9%	84.6%	85.5%	131	11
Social activities	81.8%	80.2%	75.0%	28	3
Worship facilities	81.0%	82.1%	78.9%	130	6
Good contacts	79.5%	78.6%	74.6%	60	5
Sport facilities	68.9%	79.9%	71.3%	171	9
Host friends	65.2%	72.2%	56.3%	155	3
Visa advice	64.6%	77.3%	64.6%	177	6
Accommodation cost	52.5%	58.0%	54.5%	144	8
Financial support	46.0%	59.0%	47.0%	184	8
Living cost	45.6%	62.5%	47.2%	188	9
Earning money	31.8%	52.0%	25.5%	190	1



# Living satisfaction – Autumn 2010 vs Autumn 2011





## Living satisfaction – wave on wave comparison

Elements	Autumn 2010	Autumn 2011	First Wave vs Autumn 2011
Earning money	24%	32%	8%
Accommodation quality	75%	82%	7%
Social facilities	81%	87%	6%
Transport links uni	78%	83%	5%
Host culture	79%	84%	5%
Good contacts	75%	80%	4%
Living cost	42%	46%	4%
Worship facilities	77%	81%	4%
Sport facilities	65%	69%	4%
Financial support	42%	46%	4%
Transport links	84%	87%	3%
Social activities	79%	82%	2%
Good place to be	94%	97%	2%
Safety	94%	96%	2%
Other friends	91%	92%	1%
Accommodation cost	51%	53%	1%
Visa advice	64%	65%	1%
Host friends	65%	65%	0%
Eco-friendly attitude	95%	94%	-1%
Home friends	91%	89%	-2%
Internet access	84%	82%	-2%



# Living satisfaction

Living Element	Uppsala Uni	Degree seeking	Student Exchange
Living Overall (1061)	84%	81%	88%
Accommodation cost	53%	49%	57%
Eco-friendly attitude	94%	93%	95%
Earning money	32%	28%	38%
Financial support	46%	41%	54%
Good contacts	80%	75%	86%
Good place to be	97%	96%	97%
Host culture	84%	82%	86%
Host friends	65%	65%	64%
Internet access	82%	85%	79%
Living cost	46%	50%	39%
Other friends	92%	91%	94%
Social activities	82%	77%	89%
Safety	96%	97%	96%
Home friends	89%	88%	89%
Social facilities	87%	82%	93%
Sport facilities	69%	69%	69%
Campus buildings	94%	94%	95%
Campus environment	98%	98%	97%
Transport links	87%	88%	86%
Transport links uni	83%	85%	79%
Visa advice	65%	60%	74%
Worship facilities	81%	80%	84%
Accommodation quality	82%	80%	85%

\*\*Arrival elements asked to students who arrived in the past 4 months

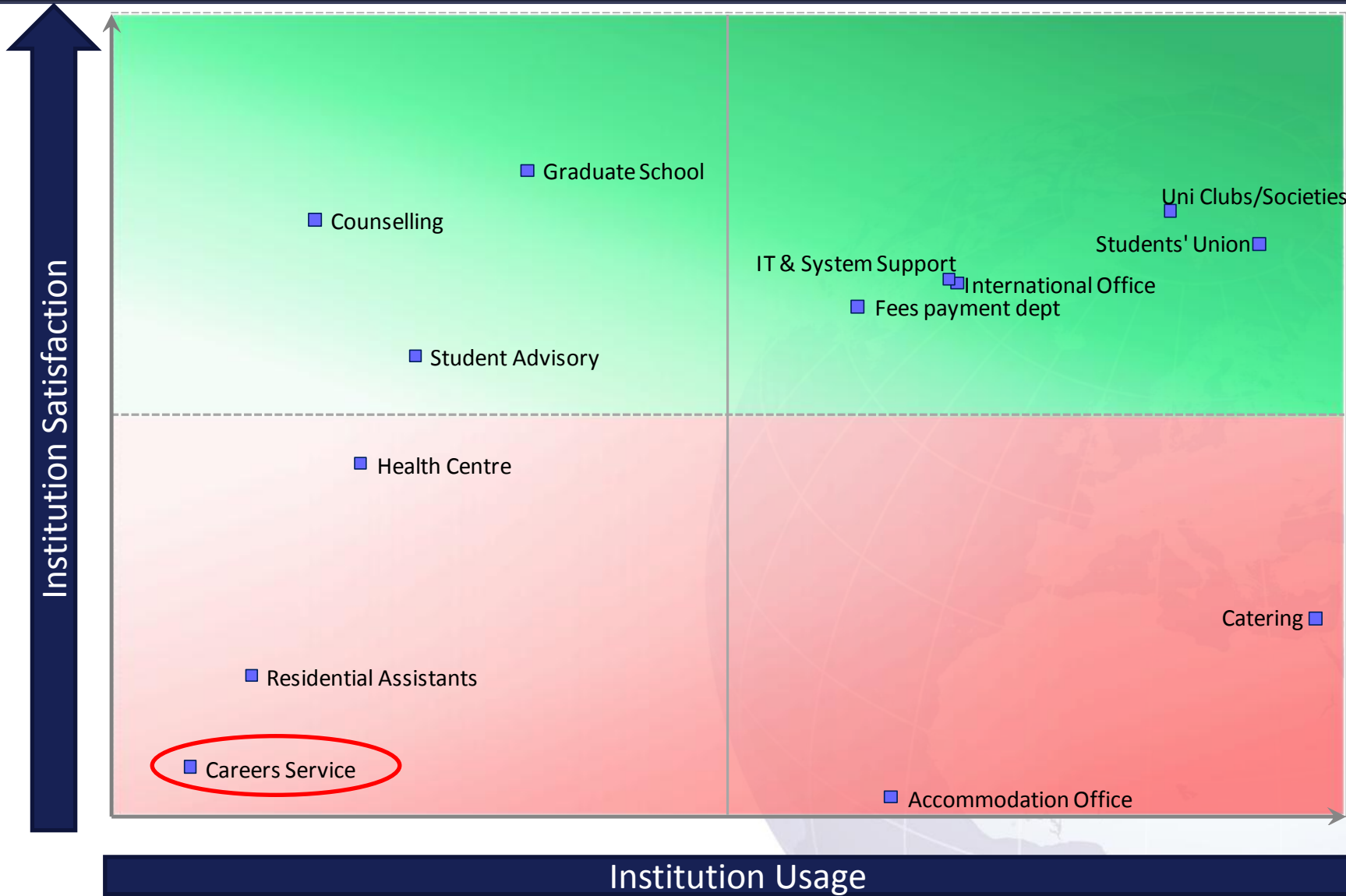


A large, white, trapezoidal shape with a thick blue border and rounded corners, tilted slightly to the right. The word "Support" is centered in a bold, dark blue font. Below the shape is a faint, light blue reflection.

# Support



# Support matrix



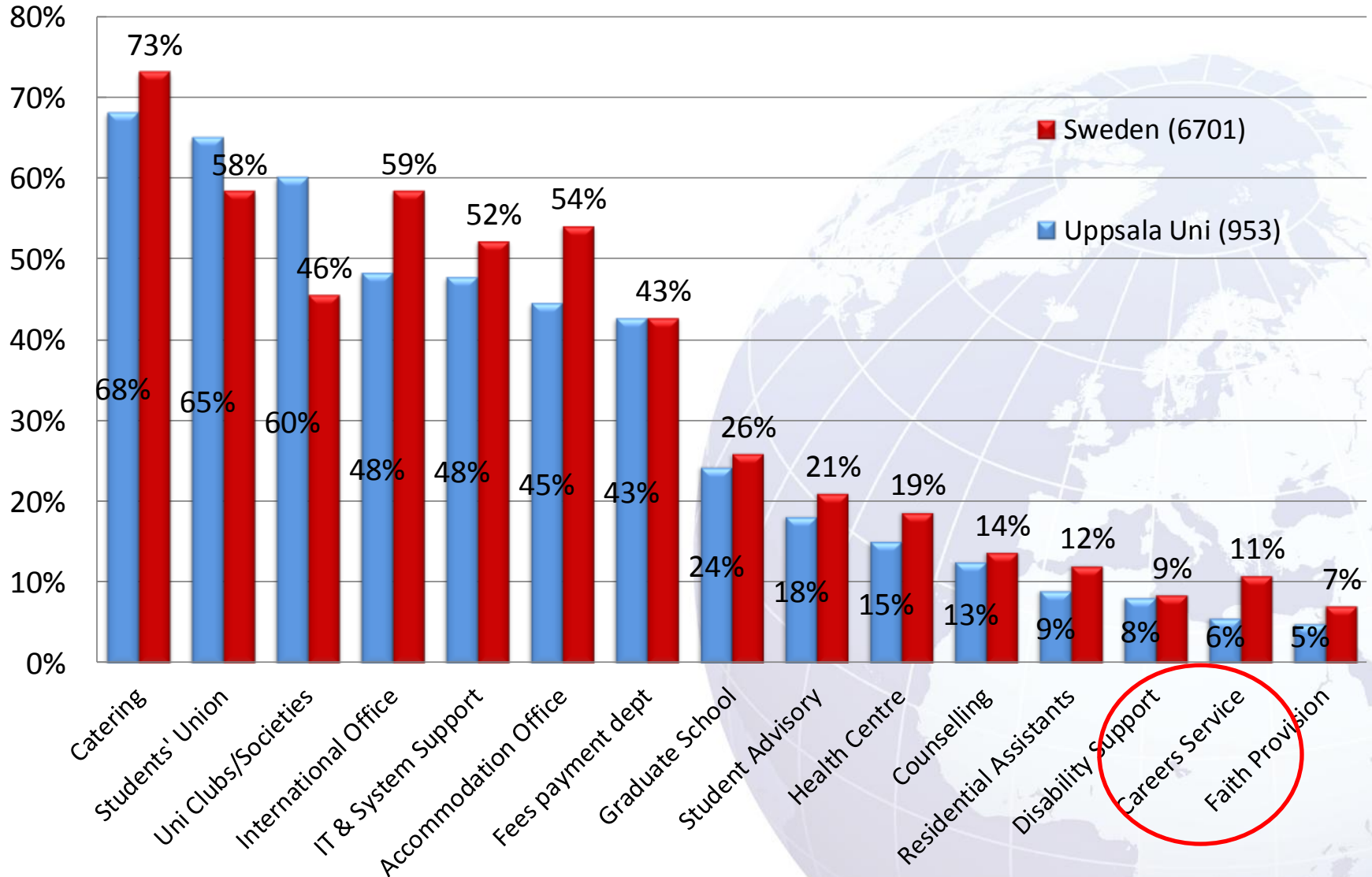


## Benchmarking support (sorted by primary ranking group)

	Uppsala Uni	ISB %	Sweden %	ISB	Sweden
<b>SUPPORT AVERAGE</b>	<b>88.3%</b>	<b>88.9%</b>	<b>88.0%</b>	<b>124</b>	<b>8</b>
<b>SUPPORT OVERALL</b>	<b>86.9%</b>	<b>87.6%</b>	<b>87.6%</b>	<b>109</b>	<b>7</b>
Graduate School**	97.6%	94.1%	94.9%	50	3
Uni Clubs/Societies	96.0%	92.0%	90.7%	11	1
Counselling	95.7%	89.2%	88.0%	59	3
Students' Union	94.8%	91.7%	90.2%	53	4
IT & System Support	93.4%	91.0%	92.3%	89	9
International Office	93.3%	90.8%	93.0%	64	9
Fees payment dept	92.4%	87.0%	92.2%	22	3
Student Advisory	90.5%	89.8%	88.3%	119	9
Health Centre	86.5%	89.0%	86.0%	141	6
Catering	80.6%	79.4%	83.4%	105	12
Residential Assistants	78.5%	87.8%	84.8%	126	9
Careers Service	75.0%	84.6%	77.0%	161	8
Accommodation Office	73.9%	80.2%	79.1%	158	11

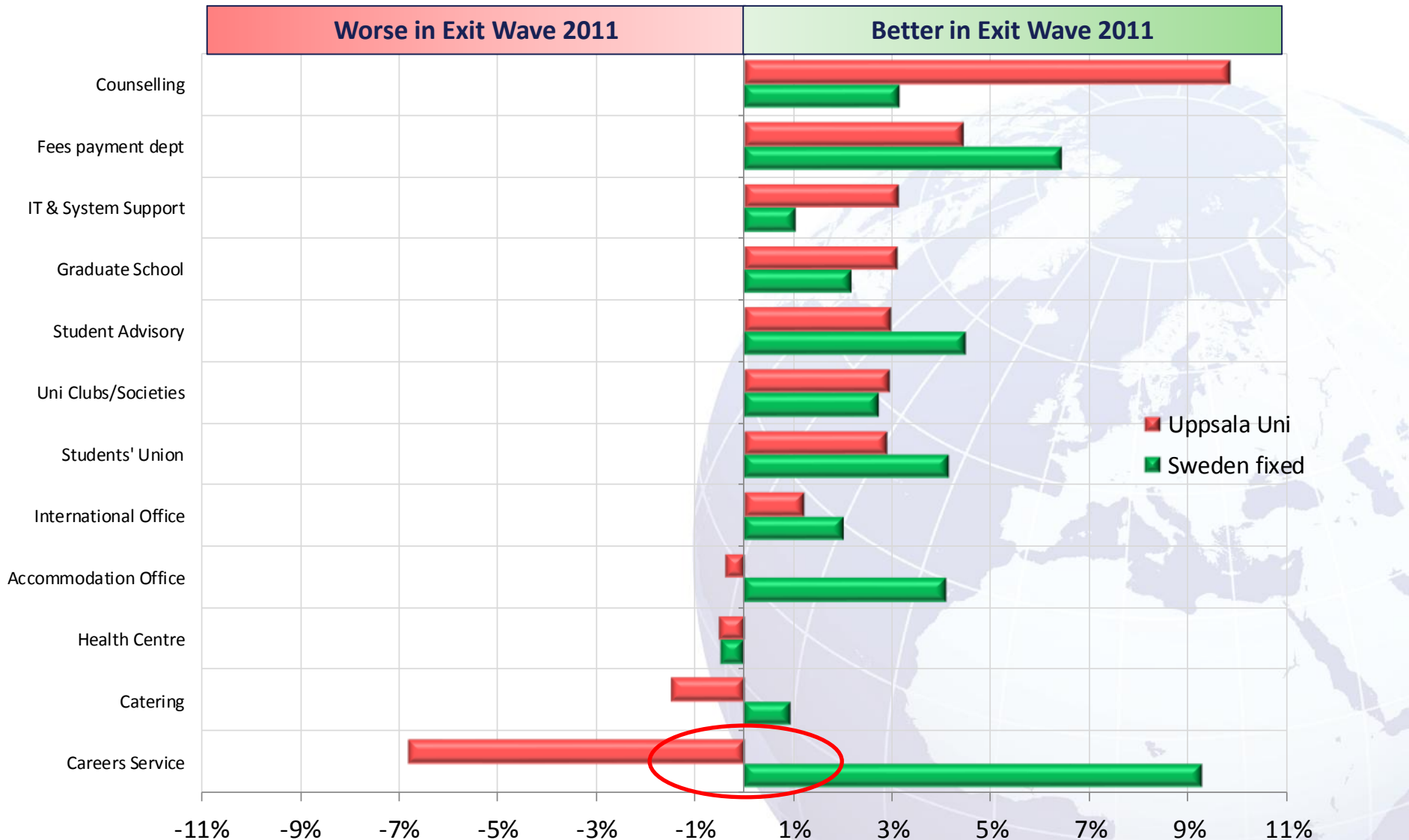
\*\*Postgraduate students only

## Benchmarking support (usage %)





# Support satisfaction – Autumn 2010 vs Autumn 2011





## Support satisfaction – wave on wave comparison

Elements	Autumn 2010	Autumn 2011	First Wave vs Autumn 2011
<b>Counselling</b>	86%	96%	10%
<b>Fees payment dept</b>	88%	92%	4%
<b>IT &amp; System Support</b>	90%	93%	3%
<b>Graduate School</b>	94%	98%	3%
<b>Student Advisory</b>	88%	91%	3%
<b>Uni Clubs/Societies</b>	93%	96%	3%
<b>Students' Union</b>	92%	95%	3%
<b>International Office</b>	92%	93%	1%
<b>Accommodation Office</b>	74%	74%	0%
<b>Health Centre</b>	87%	86%	-1%
<b>Catering</b>	82%	81%	-1%
<b>Careers Service</b>	82%	75%	-7%



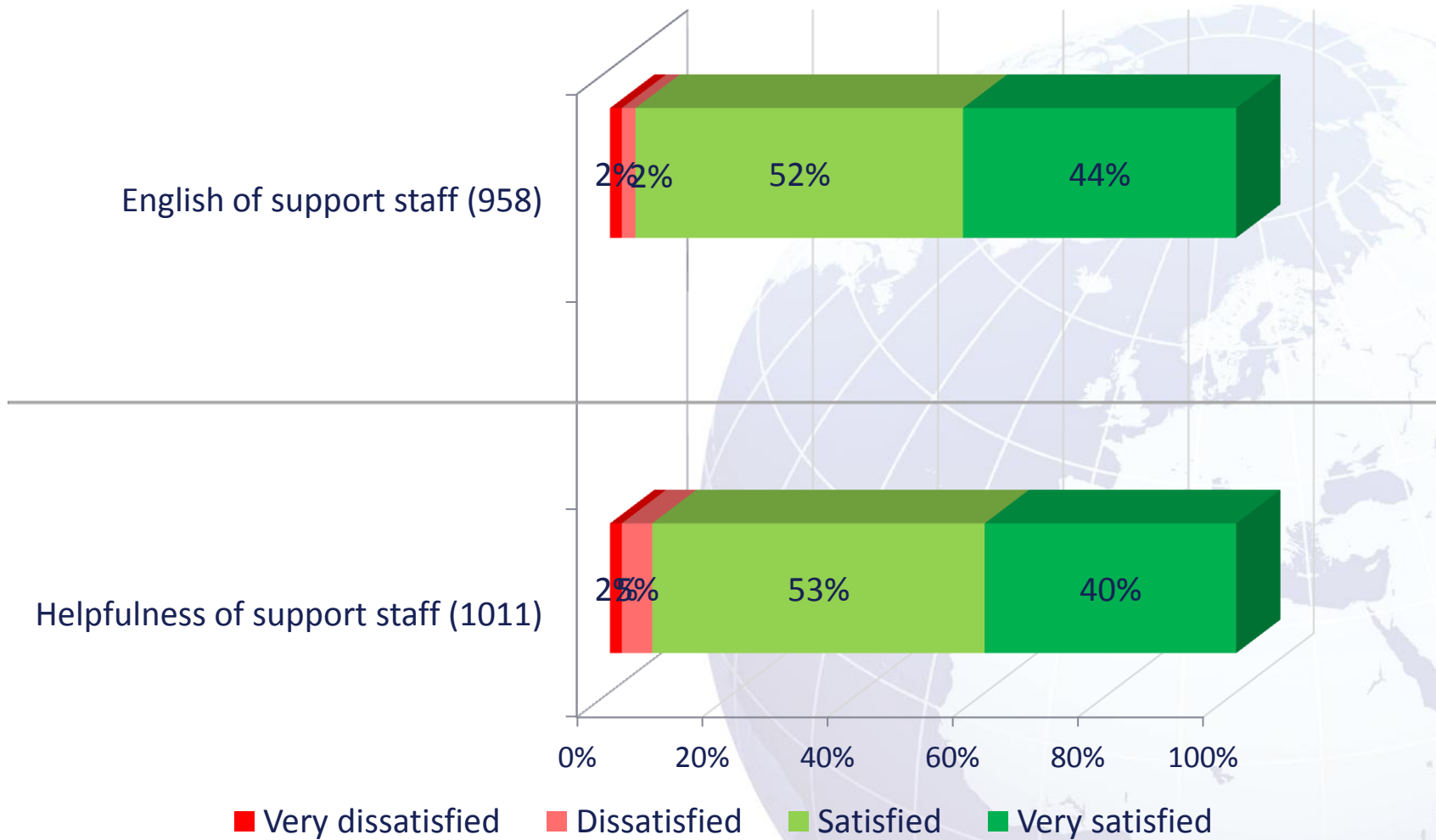
## Support satisfaction

Support Element	Uppsala Uni	Degree seeking	Student Exchange
Support Overall (956)	87%	85%	89%
Catering	81%	81%	80%
Counselling	96%	96%	NA
Careers Service	75%	76%	NA
Fees payment dept	92%	93%	92%
Graduate School	98%	97%	NA
Health Centre	86%	89%	82%
Residential Assistants	78%	75%	NA
International Office	93%	92%	95%
IT & System Support	93%	95%	91%
Accommodation Office	74%	62%	81%
Student Advisory	91%	90%	94%
Students' Union	95%	93%	97%
Uni Clubs/Societies	96%	95%	98%

\*\*Arrival elements asked to students who arrived in the past 4 months



## Support Staff Satisfaction







# GlobalView



## GlobalView ISB Online Maps

- **Essential insight for...**
  - **Student recruitment**
  - **Internationalisation strategy**
  - **Regional marketing strategy**
- **GlobalView includes strategic information on key areas, including:**
  - **Helped to choose influencers – parents, friends...**
  - **Decision making factors – safety, institution scholarships...**
  - **Application channels – online, agents...**
  - **Student funding**





## GlobalView ISB Online Maps

### New this wave:

- 🌐 **9,982 international student responses**
- 🌐 **Social media insight (awareness and helpfulness of institution social media on twitter, youtube, facebook)**
- 🌐 **More on student funding**



# Awareness of institution's presence on social networking sites:

🌐 GlobalView is easily navigated via interactive menus

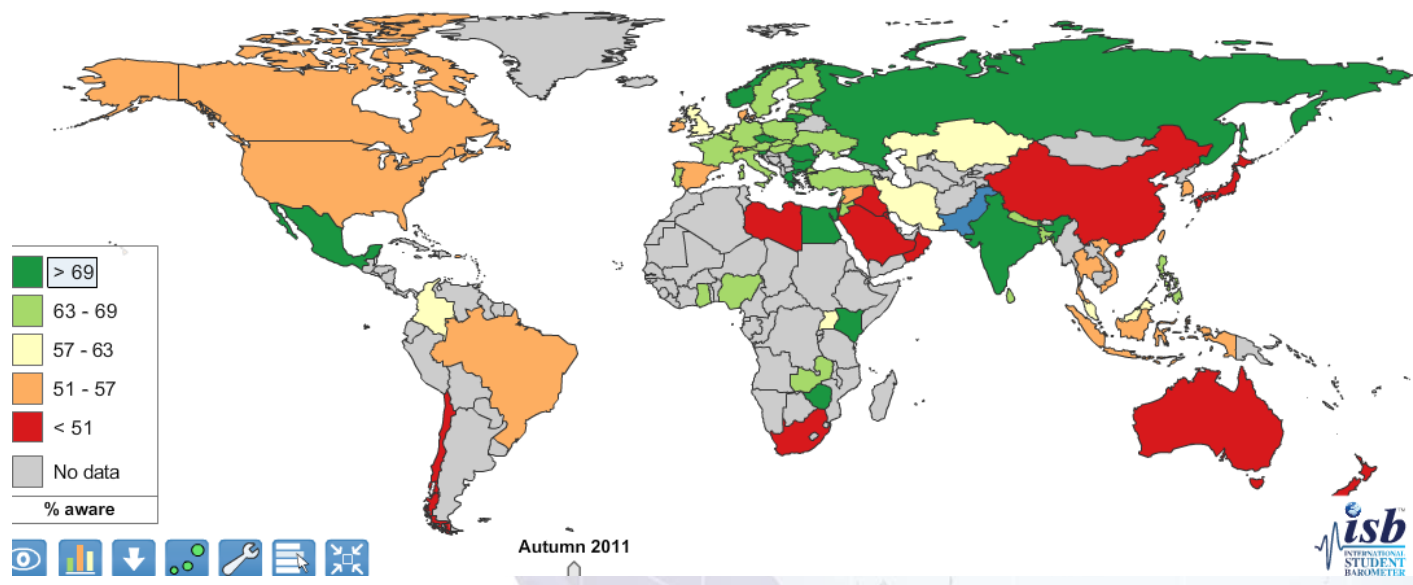
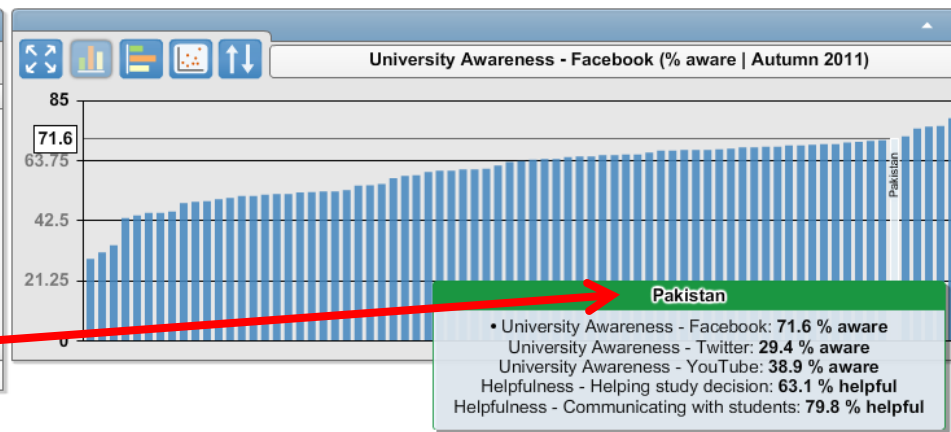
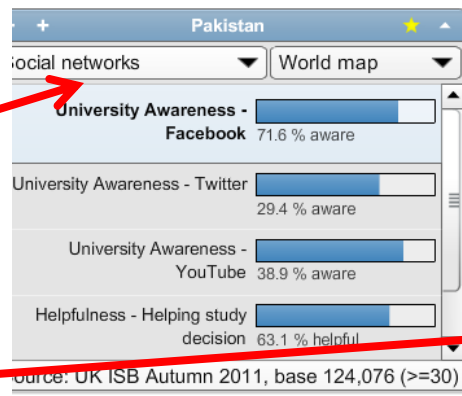
🌐 Hover over a region or country to learn more

🌐 Create charts

🌐 Plot scatterplots

🌐 Additional services...

UG, PGT, PGR splits for each country available on annual subscription basis





## The 'Whole University' Barometer

Transforms multiple student surveys into a single-source solution for student feedback.

All years of study  
All locations

All forms of study  
All levels of study

The Integrated Survey Solution developed in partnership with the University of Oxford:

- 🌐 Designed to fit around the NSS
- 🌐 Facilitates delivery of the Key Information Set (KIS) requirements
- 🌐 Removes duplication and reduces administration
- 🌐 Incorporates other internal and external surveys
- 🌐 Improves accuracy
- 🌐 Saves money
- 🌐 Survey fatigue solved at a stroke

*"The integrated approach we have developed together with i-graduate means we will be able to create an even better student experience for all of our students."*

Keith Zimmerman

Director of Student Administration and Services, University of Oxford





# The 'Whole University' Barometer









**The Oxford Barometer:** all divisions, all departments, all colleges.  
Interactive access to data for 300 senior staff.

**The Surrey Barometer:** replaces 28 internal student surveys.

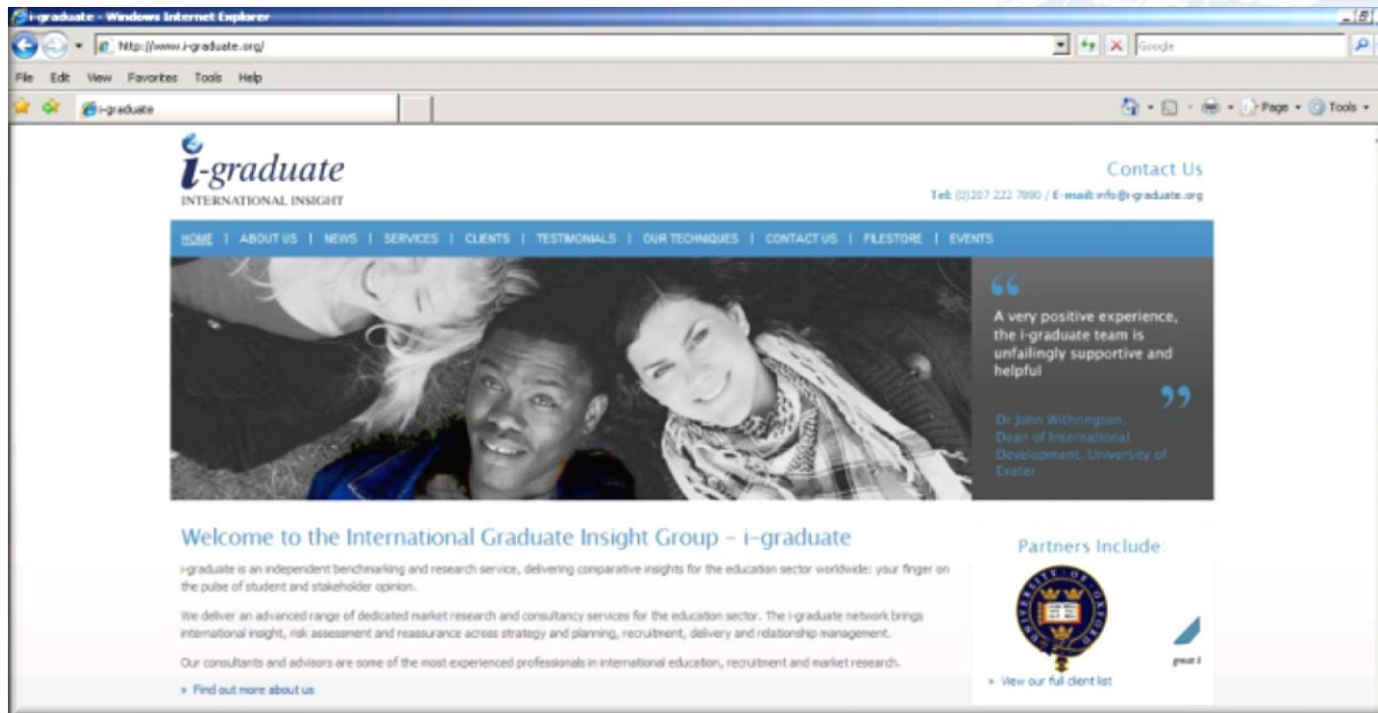
**The Sheffield Hallam Barometer:** the most comprehensive student survey structure ever implemented.



-  Sophisticated survey build and management
-  Demographic pre-loading from student record systems
-  Intelligent routing (students are asked only relevant questions)
-  Benchmarking by study area, study level and student experience
-  Interactive interface of key results by course, faculty, campus
-  Clarify issues through targeted follow-up surveys and focus groups

Thank you

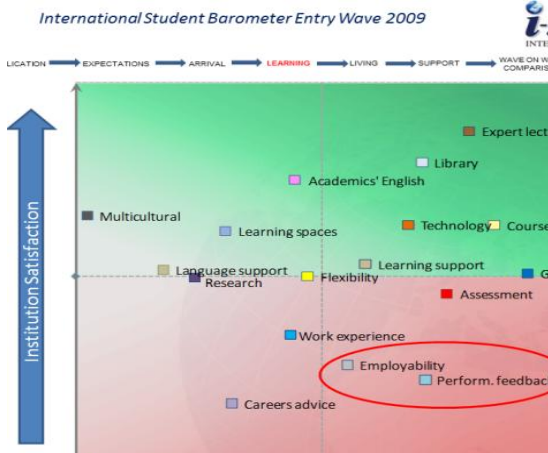
A member of the i-graduate Research Team will be in contact with details of your institution's online password-protected **Filestore** ([www.i-graduate.org/filestore](http://www.i-graduate.org/filestore))



**Filestore** contains: full PDF presentation, open comments spreadsheet, institution breakdown sheet, ranking grids and ranking sheets

# Deliverables

## Institution-specific data



## Detailed presentations



## Summary findings

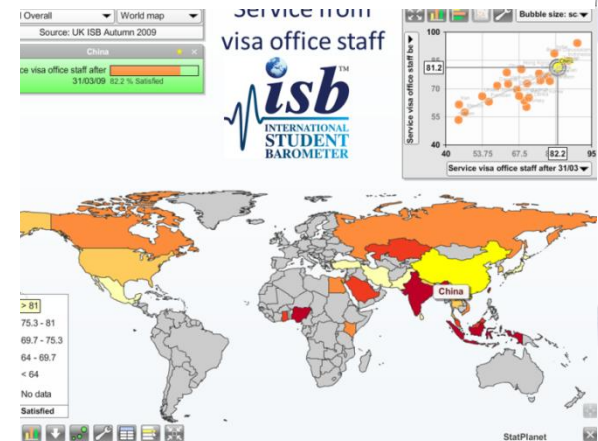
Rivals	ISB	Rivals	Stat. test. (%p)	ISB Index	Rivals
76.0%	0.8%	-0.7%	0.00	49	10
78.7%	8.6%	11.2%	0.00	6	1
81.1%	7.9%	7.1%	0.00	15	2
88.9%	1.9%	-1.4%	0.37	40	10
84.6%	6.0%	2.7%	0.00	14	5
88.5%	-0.8%	-1.9%	0.02	62	12
83.8%	2.9%	0.4%	0.38	43	11
84.3%	-0.3%	-0.3%	0.46	56	10
79.7%	3.9%	2.7%	0.53	43	8
86.9%	-3.9%	-4.9%	0.00	71	12
76.6%	8.0%	4.2%	0.00	28	6
79.9%	3.1%	-1.0%	0.55	39	9
81.3%	-4.4%	-5.6%	0.00	75	15
85.8%	-12.2%	-11.0%	0.00	88	16
77.7%	1.0%	-3.4%	0.28	51	13
79.2%	-0.1%	-5.8%	0.00	50	13

“Great university, great teachers, great accommodation, so many way to make English and foreign friends, a very beautiful place, ecologic. It's the best year of my life, i think I'm very lucky to study here and i will advice this university at everyone without any doubt!”

## Verbatim comments

	22	765	50	30	25	277	111
	Study Format				Area		
Department of Allied Health	Full-time	Part-time	Study abroad	Student Exchange	Business	Other	me
	78%	89%	82%	83%	83%	86%	86%
	89%	86%	89%	82%	78%	82%	91%
	94%	92%	92%	86%	91%	91%	90%
	95%	88%	89%	96%	95%	86%	84%
	95%	83%	92%	86%	74%	81%	85%
	94%	80%	91%	74%	78%	75%	79%
	89%	87%	83%	57%	68%	78%	91%
	94%	81%	86%	59%	82%	77%	80%
	90%	83%	89%	89%	82%	82%	84%
	94%	86%	91%	75%	87%	86%	84%
	89%	94%	100%	93%	96%	93%	94%
	89%	69%	68%	75%	61%	69%	73%
	70%	73%	79%	63%	64%	68%	68%
	89%	86%	81%	62%	87%	81%	87%
	89%	78%	86%	72%	74%	77%	76%
	94%	89%	85%	82%	82%	87%	92%
	NA	80%	50%	NA	NA	NA	100%
	100%	90%	94%	82%	76%	84%	95%

## Analysis by department/location



## Interactive mapping of aggregate data





## Contact details

🌐 For further information about the Student Barometer contact a member of the i-graduate Research Team ([info@i-graduate.org](mailto:info@i-graduate.org))

🌐 For further details of any of our other research services, please contact Nannette Ripmeester ([wyske.siegersma@i-graduate.org](mailto:wyske.siegersma@i-graduate.org))

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# Appendix



# All Participating Institutions

ISB (n= 209,422)

Aalto University/Aalto-yliopisto	Deakin University	Griffith University	James Cook University
Aberystwyth University	DePaul University	University of Groningen	Jönköping University
Australian Catholic University	University of Derby	The George Washington University	Karolinska Institute
The University of Adelaide	Drexel University	The Hague University of Applied Sciences	Katholische Hochschule Freiburg
Algonquin College	University of Dundee	Hanze University of Applied Sciences, Groningen	Kent State University
University of Amsterdam	Estonian Academy of Arts	Hochschule für angewandte Wissenschaften Hamburg	KTH Royal Institute of Technology
Anglia Ruskin University	Estonian Academy of Music and Theatre	HafenCity Universität Hamburg	La Trobe University
Alice Salomon Hochschule Berlin	Edith Cowan University	Heriot-Watt University	Lancaster University
Aston University	The University of Edinburgh	University of Hertfordshire	Wilfrid Laurier University
Arizona State University	Erasmus University Rotterdam	Potsdam	Université Laval
University of Auckland	Estonian Business School	University of Hong Kong	Leeds Metropolitan University
Auckland University of Technology	Estonian University of Life Sciences	Hochschule Osnabrück	University of Limerick
Bangor University	University of Exeter	Hochschule Deggendorf	Lincoln University
University of Bedfordshire	Fanshawe College	Hochschule Emden/Leer	Linköping University
University of Birmingham	Fachhochschule Bingen	Hochschule Furtwangen	Long Island University
Università Bocconi	Fachhochschule Brandenburg	Hochschule Mittweida	London South Bank University
University of Bradford	Fachhochschule Dortmund	Hochschule Neubrandenburg	Lund University
University of Bristol	Fachhochschule Frankfurt/M.	Hochschule Niederrhein	Macquarie University
Blekinge Institute of Technology	Fachhochschule Hannover	Hochschule Offenburg	Malmö University
Carleton University	Fachhochschule Kiel	Hochschule Ostwestfalen-Lippe	The University of Manchester
Charles Darwin University	Fachhochschule Köln	Hochschule Regensburg	Massey University
Centennial College	Fachhochschule Worms	Hochschule Reutlingen	University of Melbourne
Chalmers University of Technology	The Fashion Institute of Technology	Hochschule für Technik und Wirtschaft Berlin	Mid Sweden University
Colorado State University	Flinders University	University of Huddersfield	Middlesex University
Conestoga College	Freie Universität Berlin	The University of Hull	Manchester Metropolitan University
Coventry University	George Brown College	Humber Institute of Technology and Advanced Learning	Michigan State University
CQUniversity Australia	Georgian College	Institute of Education	Murdoch University
Curtin University	University of Glasgow	Iowa State University	State University of New York at New Paltz
Dublin City University	Glasgow Caledonian University	Indiana University Bloomington	Newcastle University
De Montfort University	Goldsmiths, University of London	Indiana U-Purdue U Indianapolis	Niagara College



# All Participating Institutions

ISB (n= 209,422)

Nelson Mandela Metropolitan University	Simon Fraser University	Umeå University	Bergische Universität Wuppertal
University of Northampton	University of Southampton	Universität Bayreuth	University of Würzburg
Northeastern University	Southampton Solent University	Universität Bielefeld	University of South Australia
Northumbria University	University of St Andrews	Ruhr-Universität Bochum	The University of Newcastle
University of Nottingham	Stenden University of Applied Sciences	Technische Universität Darmstadt	The University of New South Wales
National University of Ireland, Galway	Stockholm University	Heinrich-Heine-Universität Düsseldorf	University of Guelph
National University of Ireland, Maynooth	Stony Brook University	Albert-Ludwig-Universität Freiburg	The University of Toronto
National University of Singapore	State University of New York at Oswego	University of Gothenburg	University of Ontario Institute of Technology
University of Oxford	University of Surrey	Georg-August-Universität Göttingen	Uppsala University
University of Pittsburgh	Swansea University	Friedrich-Schiller-Universität Jena	The University of Queensland
SUNY Plattsburgh	The University of Sydney	Universität Kassel	University of the Sunshine Coast
Plymouth University	Tallinn University	Christian-Albrechts-Universität zu Kiel	University of Southern Queensland
The Hong Kong Polytechnic University	Tallinn University of Technology	Universität Konstanz	University of Technology, Sydney
Queen Mary, University of London	University of Tartu	Universität Leipzig	The University of Western Australia
Queen's University	Taylor's University, Lakeside Campus	Leuphana Universität Lüneburg	University of the West of England, Bristol
Queensland University of Technology	Trinity College Dublin	Otto-von-Guericke Universität Magdeburg	University of Wales Institute, Cardiff
University of Reading	Teesside University	Johannes Gutenberg-Universität Mainz	University of Windsor
Robert Gordon University	Tilburg University	Universität Mannheim	University of West London
Royal Holloway, University of London	Technische Universität Berlin	Philipps-Universität Marburg	University of Western Sydney
The Royal Melbourne Institute of Technology (RMIT)	University of Twente	Ludwig-Maximilians-Universität München	VU University Amsterdam
University of Roehampton	University of Alberta	Westfälische Wilhelms-Universität Münster	Victoria University of Wellington
Radboud University Nijmegen	University of British Columbia	University of Oulu	Wageningen University
Rheinisch-Westfälische Technische Hochschule Aachen	University of Cincinnati	Universität Passau	University of Waikato
Ryerson University	University College Cork	Universität Potsdam	University of Warwick
Saxion University of Applied Sciences	University College Birmingham	Universität Siegen	University of Waterloo
Southern Cross University	University College Dublin	University of Skövde	Western Michigan University
Seneca College of Applied Arts and Technology	University College London	Universität Trier	University of Wollongong
The University of Sheffield	University of Central Lancashire	Universität Tübingen	York University
Sheridan College	Universita Cattolica del Sacro Cuore	Universität Ulm	
Sheffield Hallam University	University of East London	Bauhaus-Universität Weimar	



## Benchmark Group Participating Institutions

### Sweden (n=8550)

Chalmers University of Technology

University of Gothenburg

Jönköping University

Karolinska Institute

KTH Royal Institute of Technology

Linköping University

Lund University

Malmö University

Mid Sweden University

University of Skövde

Stockholm University

Umeå University

Uppsala University

Blekinge Institute of Technology





# Institution Base Numbers

Element	Institution base number
Helpfulness of support staff	1011
English of support staff	958
Support Overall	956
Catering	629
Students' Union	612
Uni Clubs/Societies	555
International Office	432
IT & System Support	412
Accommodation Office	375
Student Advisory	148
Fees payment dept	145
Health Centre	133
Graduate School	123
Counselling	93
Residential Assistants	65
Careers Service	40
Faith Provision	22
Disability Support	18



## About i-graduate

- The **International Graduate Insight Group (i-graduate)** is an **independent benchmarking and research service**, delivering **comparative insights** for the **education sector worldwide**: *your finger on the pulse of student and stakeholder opinion*
- The **Student Barometer** is the **largest annual study of students in the world**, with feedback from over **1.3 million** respondents
- **Used throughout the sector** to target resourcing and investment in improving services, teaching and support for students
- i-graduate surveys implemented **by 1200 education institutions worldwide**
- Running in **22 countries** across **5 continents**



## i-graduate services



### **Destinations of Leavers from Higher Education (DHLE)**

National survey of **graduates and other leavers** about what they are doing six months after they complete their course.

### **StudentPulse**

A global quantitative survey of **prospective international students** from over 20 source countries. StudentPulse provides objective and unbiased assessment of the awareness, attractiveness, value and effectiveness of study destinations and education brands.

### **Alumni Barometer**

**Alumni** are a potentially powerful source of recommendation, engagement and funding – as well as a critical indicator of success. Our Alumni Barometer tracks these factors and more.

### **Staff Barometer**

Tracks the satisfaction levels and opinions of **staff** within an institution, exploring themes such as previous employment, reasons for joining and views on the sector.





# Questionnaire



## Questionnaire Flow

### Background

- *Accommodation*
- *Funding*
- *Level of study*
- *Area of study*
- *School/Faculty/Department*
- *Year of study*

### Pre-Arrival

- *Choice of destination*
- *Key influences*
- *Application process*
- *Open days*
- *Social media*

### Arrival Experience

- *Overall Satisfaction*
- *Rating on experience*

### Learning Experience

- *Overall Satisfaction*
- *Satisfaction of learning elements*

### Living Experience

- *Overall Satisfaction*
- *Satisfaction of living elements*

### Support Experience

- *Overall Satisfaction*
- *Relevance of services*
- *Satisfaction with services used*

### Recommendation

- *Recommendation to other students*

### Study Time

- *Weekly hours studying and working*
- *Perception of time spent with academic staff*

### Future Plans

- *Employment*
- *Study*

### Ethnographics

- *Ethnicity, Disability, Faith/ Religion*

*Not a full list of questions*



# Arrival Terminology

Terminology in Questionnaire	Terminology in Report
Welcome/pickup at airport, railway, coach station	Welcome/ pick-up
Academic registration	Registration
First night - getting to where I would stay	First night
Formal welcome at the university	Formal welcome
Internet access at my accommodation	Internet access
University orientation	University orientation
Orientation (finding my way around the local area)	Local orientation
University accounts/ finance department	Finance office
Setting up a bank account	Bank account
Accommodation office	Accommodation office
Condition of accommodation on arrival	Accommodation condition
The social activities	Social activities
Making friends from my country	Home friends
Making friends from this country	Host friends
Making friends from other countries	Other friends
Meeting academic staff	Meeting staff
Understanding how my course of study would work	Study sense



# Learning Terminology

Terminology in Questionnaire	Terminology in Report
The quality of lectures	Quality lecturers
The subject area expertise of lecturers/ supervisors	Expert lecturers
The teaching ability of lecturers/ supervisors	Good teachers
The academic content of my course/ studies	Course content
The organisation and smooth running of the course (Undergraduate & Masters)	Course organisation
The level of research activity	Research
Academic staff whose English I can understand	Academics' English
Getting time from academic staff when I need it/ personal support with learning	Learning support
Feedback on coursework/ formal written submissions	Performance feedback
Explanation of making/ assessment criteria	Marking criteria
Fair and transparent assessment of my work	Assessment
Guidance in topic selection and refinement by my supervisor (Masters & PhD)	Topic selection
Confidence about managing a research project as a result of my experience so far (PhD only)	Managing research
The quality of the lecture theatres and classrooms	Learning spaces
The quality of laboratories (if applicable)	Laboratories
The physical library facilities	Physical library
The online library facilities	Online library
The learning technology (PCs, networking, etc)	Technology
Virtual learning environment (Blackboard/ WebCT/ Weblearn)	Virtual learning
Advice and guidance on long-term job opportunities and careers from academic staff	Careers advice
Learning that will help me get a good job	Employability
Opportunities for work experience/ work placements as a part of my studies	Work experience
Studying with people from other cultures	Multicultural
Help to improve my English language skills	Language support
Opportunities to teach (PhD only)	Opportunities to teach



Living - Terminology in Questionnaire	Living - Terminology in Report
The quality of accommodation	Accommodation quality
The cost of accommodation	Accommodation cost
The cost of living	Living cost
Feeling safe and secure	Safety
Making friends from my home country	Home friends
Making friends from this Country	Host friends
Making friends from other Countries	Other friends
Opportunities to experience the culture of this country	Host culture
The sports facilities	Sports facilities
The social facilities	Social facilities
The social activities	Social activities
Internet access at my accommodation	Internet access
Making good contacts for the future	Good contacts
The facilities for religious worship	Worship facilities
The surroundings outside the university	Good place to be
The transport links to other places	Transport links (other places)
The availability of financial support/ bursaries etc.	Financial support
The opportunity to earn money while studying	Earning money
Immigration and visa advice from the university	Visa advice
Transport between university locations	Transport links uni
The universities' eco-friendly attitude to the environment	Eco-friendly attitude
The design and quality of the campus buildings	Campus buildings
The quality of the external campus environment	Campus environment



# Support Terminology

Terminology in Standard Questionnaire	Terminology in University Questionnaire	Terminology in Report
University Clubs/Societies	University Clubs/Societies	Uni Clubs/Societies
Students' Union	Students' Union	Students' Union
Student Advisory Service	Student Advisory Service	Student Advisory
IT and system support	IT and system support	IT & System Support
International Office	International Office	International Office
Halls of Residence welfare support	Residential Assistants	Halls Welfare
Health Centre	Health Centre	Health Centre
Graduate School	Graduate School	Graduate School
Chaplaincy or multi-faith provision	Chaplaincy or multi-faith provision	Faith Provision
University accounts/ finance department	Department where you pay your fees	Fees payment dept
Disability Support	Disability Support	Disability Support
Careers Advisory Service	Careers Advisory Service	Careers Service
Counselling Service	Counselling Service	Counselling
Campus eating places	Campus eating places	Catering
Accommodation Office	Accommodation Office	Accommodation Office





## What drives international students to recommend?

BA	MA	PhD
Employability (0.34)	Employability (0.39)	Marking criteria (0.60)
Quality lectures (0.33)	Quality lectures (0.38)	Programme content (0.58)
Social facilities (0.33)	Expert lecturers (0.36)	Topic selection (0.57)
Good teachers (0.32)	Careers advice (0.36)	Assessment (0.54)
Good contacts (0.31)	Good teachers (0.35)	Laboratories (0.53)
Language support (0.31)	Course content (0.34)	Work experience (0.53)
Social activities (0.31)	Work experience (0.33)	Language support (0.52)
Expert lecturers (0.30)	Good contacts (0.32)	Research (0.51)
Course organisation (0.28)	Course organisation (0.32)	Host culture (0.49)
Work experience (0.28)	Language support (0.32)	Good supervisors (0.48)

\*Based on international students in Sweden, sorted by relationship with recommendation (r-value)



# Agents





# Additional Information



## Arrival satisfaction – wave on wave comparison

Elements	Autumn 2010	Autumn 2011
Accommodation Office	61%	77%
Bank account	68%	57%
Home friends	90%	85%
Welcome	62%	67%
Local Orientation	81%	88%
Host friends	65%	67%
First night	57%	73%
Formal welcome	84%	82%
Social activities	76%	86%
University Orientation	85%	86%
Registration	88%	81%
Study sense	83%	80%
Other friends	91%	90%
Meeting staff	89%	90%
Internet access	81%	77%
Accomm. condition	40%	70%



## Learning satisfaction – wave on wave comparison

Elements	Autumn 2010	Autumn 2011
Assessment	89%	89%
Careers advice	53%	55%
Course content	86%	87%
Employability	62%	64%
Expert lecturers	93%	93%
Good teachers	86%	88%
Language support	89%	90%
Learning spaces	94%	96%
Learning support	88%	89%
Multicultural	93%	94%
Performance feedback	82%	82%
Research	84%	86%
Technology	90%	90%
Work experience	49%	54%
Academics' English	94%	96%
Marking criteria	82%	81%
Topic selection	84%	85%
Online library	91%	93%
Physical library	88%	91%
Laboratories	92%	94%
Course organisation	82%	84%
Quality lectures	88%	88%
Virtual learning	90%	90%

## Living satisfaction – wave on wave comparison

Elements	Autumn 2010	Autumn 2011
Accommodation cost	51%	53%
Accommodation quality	75%	82%
Earning money	24%	32%
Financial support	42%	46%
Good contacts	75%	80%
Good place to be	94%	97%
Host culture	79%	84%
Host friends	65%	65%
Internet access	84%	82%
Living cost	42%	46%
Other friends	91%	92%
Safety	94%	96%
Social activities	79%	82%
Social facilities	81%	87%
Sport facilities	65%	69%
Transport links	84%	87%
Transport links uni	78%	83%
Visa advice	64%	65%
Worship facilities	77%	81%
Eco-friendly attitude	95%	94%
Home friends	91%	89%

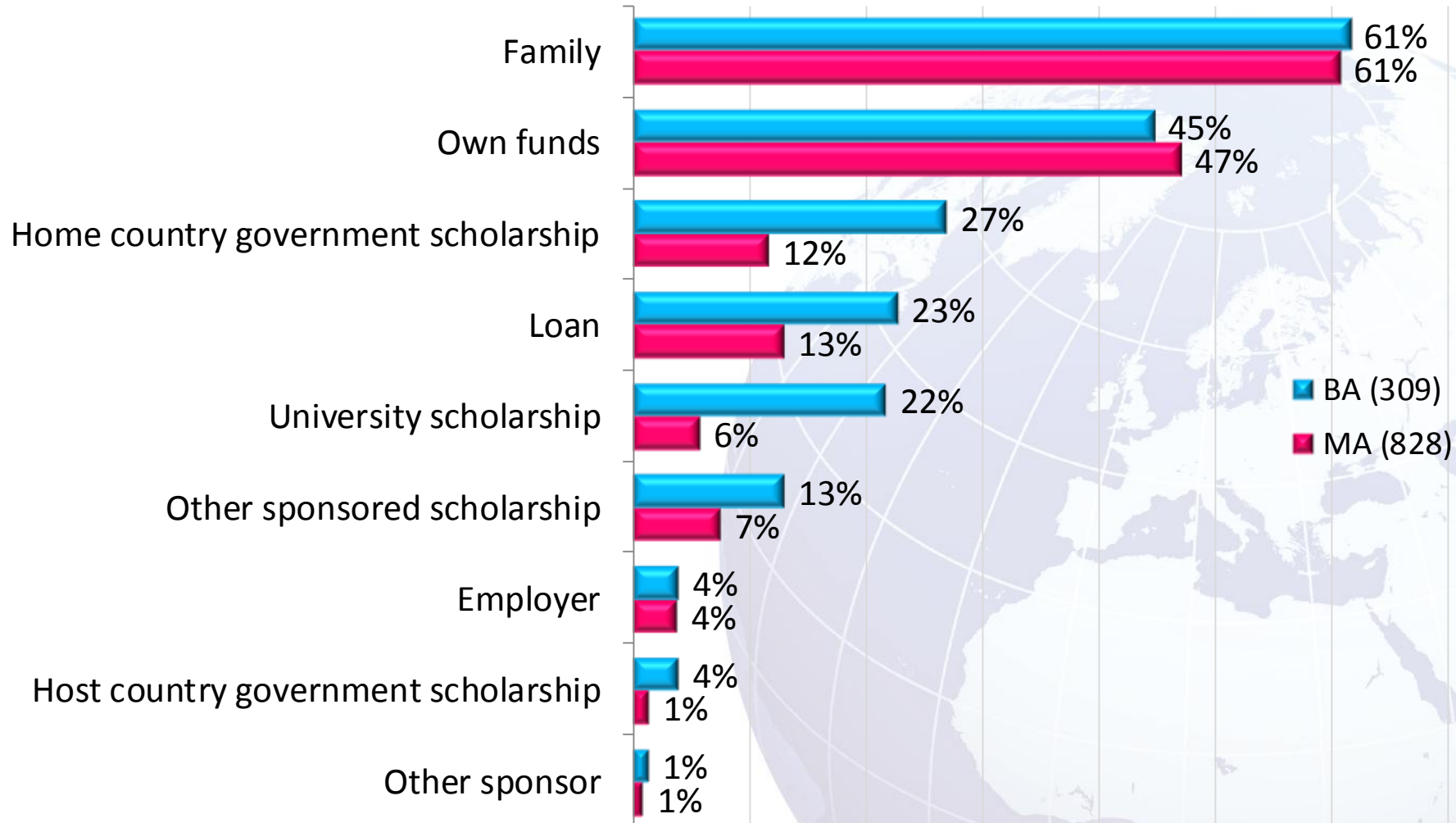


**Support satisfaction – wave on wave comparison**

Elements	Autumn 2010	Autumn 2011
Accommodation Office	74%	74%
Careers Service	82%	75%
Catering	82%	81%
Uni Clubs/Societies	93%	96%
Counselling	86%	96%
Fees payment dept	88%	92%
Graduate School	94%	98%
Health Centre	87%	86%
International Office	92%	93%
IT & System Support	90%	93%
Student Advisory	88%	91%
Students' Union	92%	95%

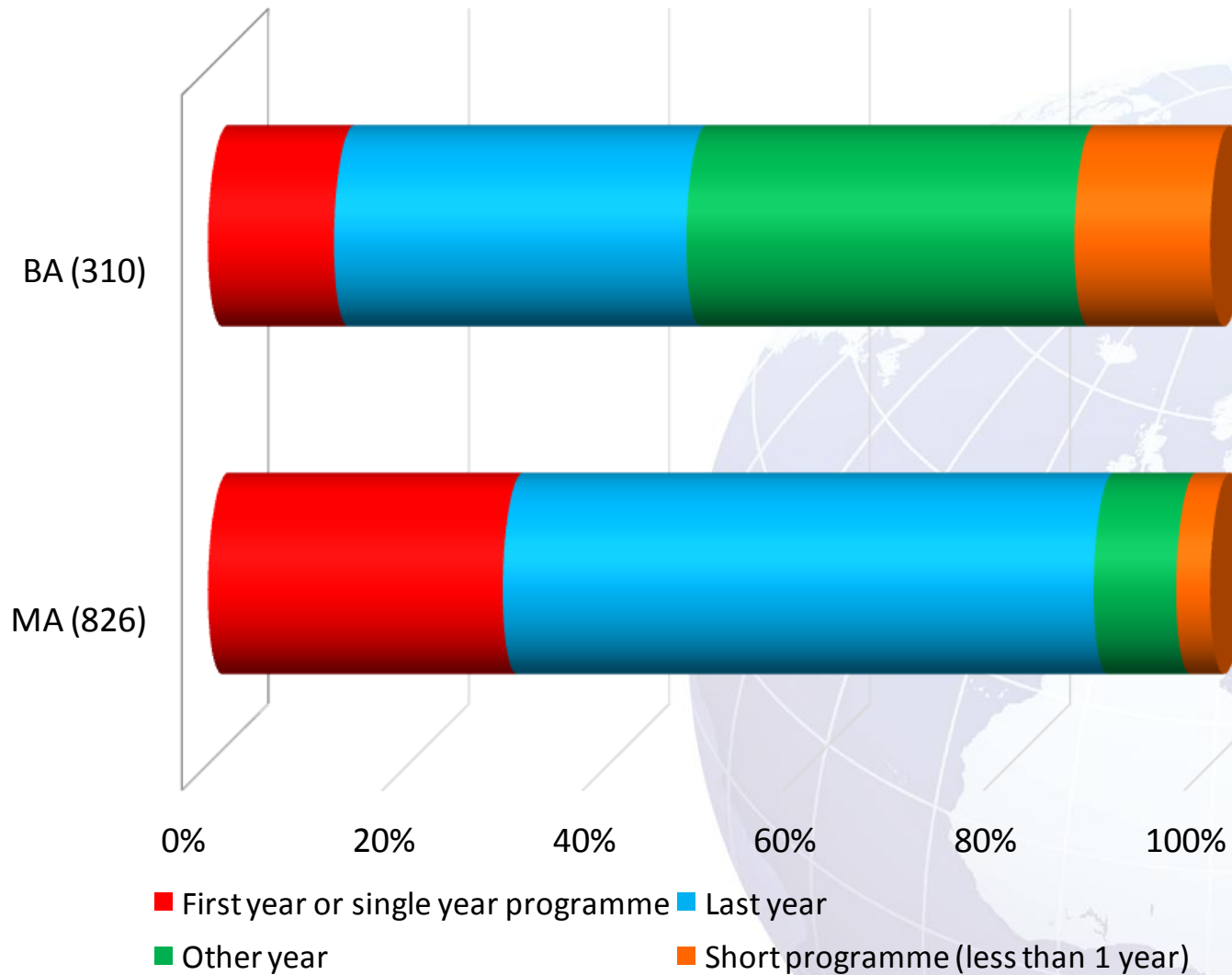


# Funding breakdown





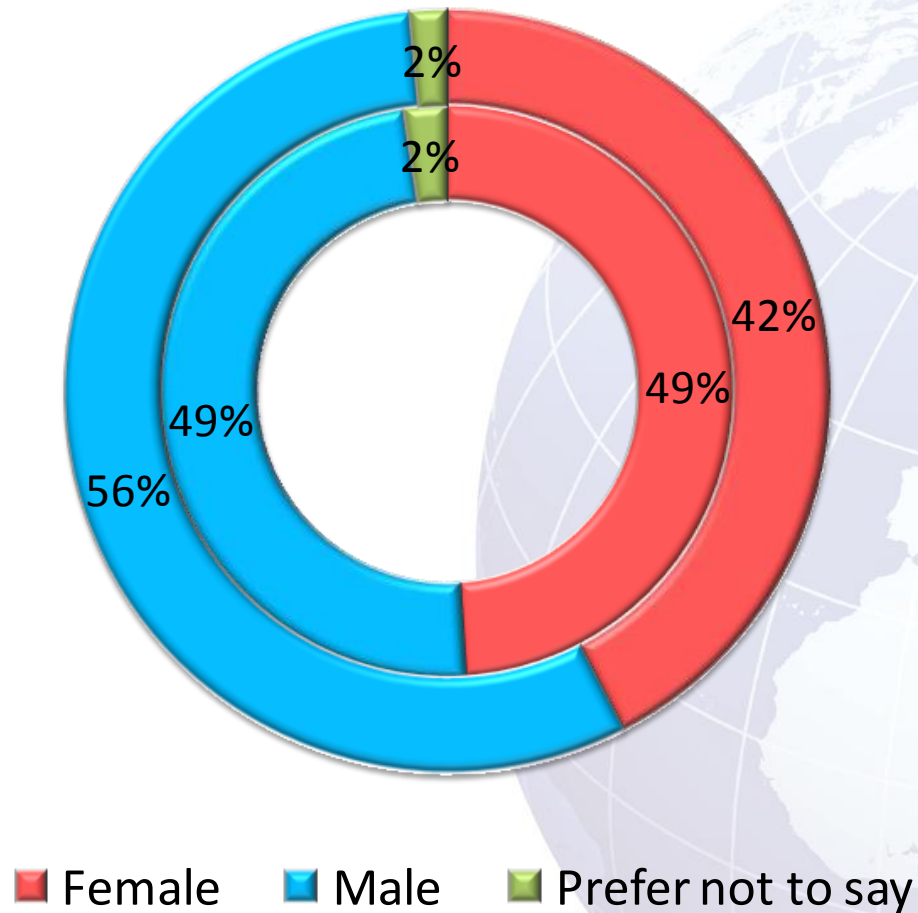
## Stage of study breakdown





## Male/ female breakdown

**Uppsala Uni (1278, inner circle) vs Sweden (8541, outer circle)**

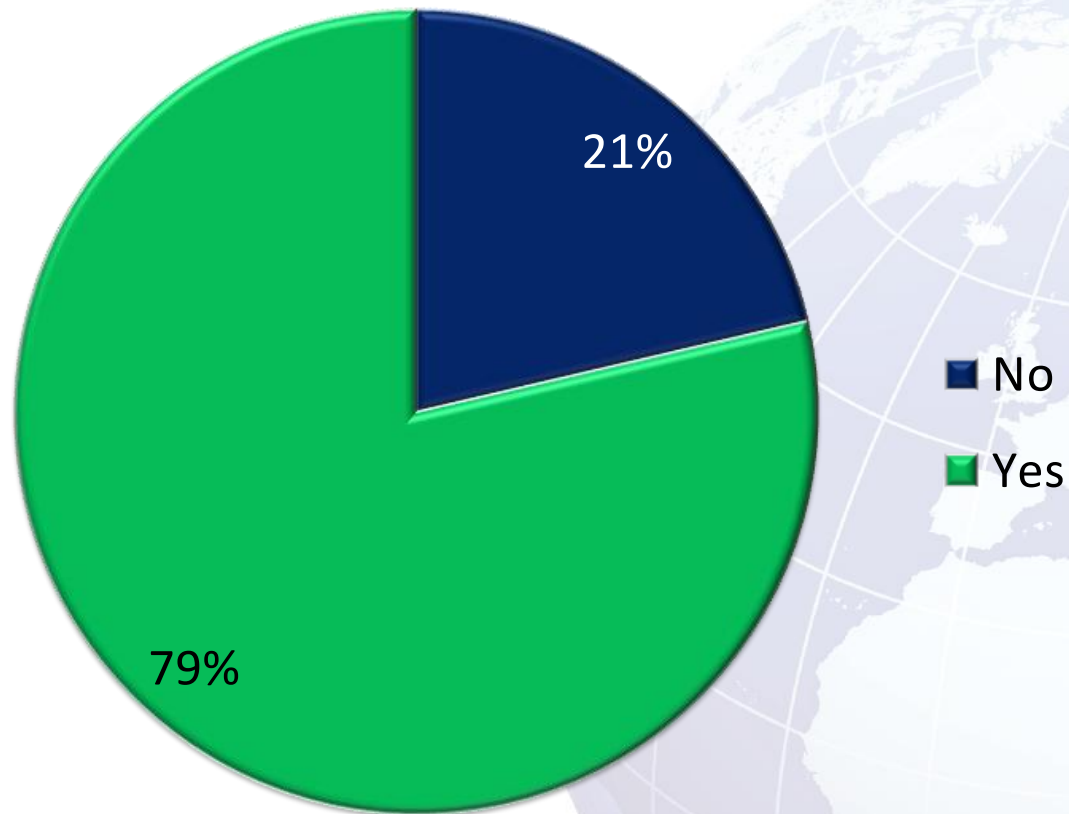






Are you considering studying Swedish during the course of your studies?

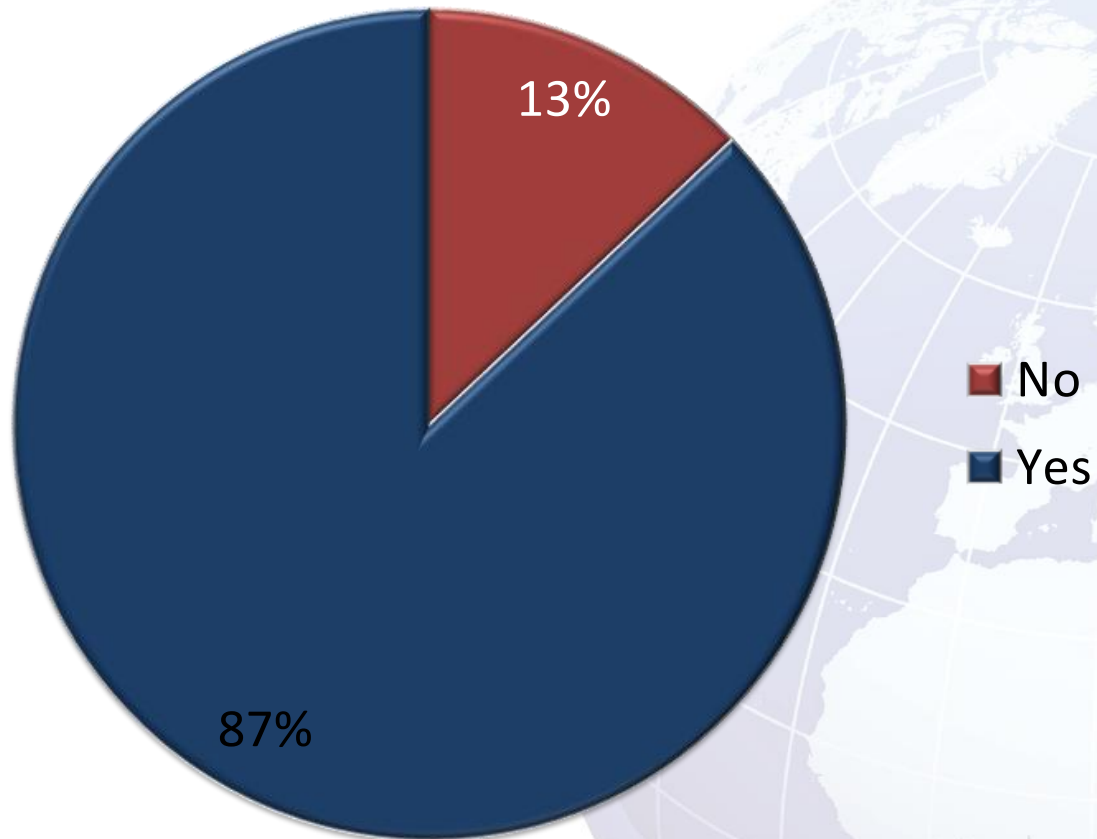
### Uppsala Uni (1006)





Would you be interested in working for a Swedish company outside of Sweden?

### Uppsala Uni (1009)





## Stat-testing

- 🌍 Independent samples t-test
- 🌍 Compares two different means to see if they are significantly different from each other
- 🌍 E.g. Comparing the mean of your institution against the overall ISB mean
- 🌍 If your institution is significantly different than the ISB mean it is highlighted in pink