



i-graduate

INTERNATIONAL INSIGHT

part of the Tribal Group plc



UPPSALA
UNIVERSITET

International Student Barometer

Autumn 2016

Summary

- Survey Overview
- National Trends
- Headline Results
- Survey Response

Pre - Arrival

- Decision Factors
- Key Influences
- Agents
- Application

Experience

- Arrival
- Learning
- Engagement
- Living
- Support

Appendix

- Deliverables
- About i-graduate
- Questionnaire
- Additional Info



Survey overview



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 September to December 2016
- 159,959 international students responded from 196 institutions in 17 countries
- Institution-specific results compared against comparator groups, national and international benchmarks
- Reporting: in person, confidential and customised to each institution



All participating institutions

ISB (159,959), SB (140,593), ISBSB (188,031)

Adelphi International	Curtin University	Hochschule Bonn-Rhein-Sieg
Algonquin College	Deakin University	Hochschule Deggendorf
Auburn Global	Dublin City University	Hochschule Furtwangen
Australian Catholic University	Edith Cowan University	Hochschule Koblenz
Bath Spa University	European University Viadrina	Hochschule Neu-Ulm
Bauhaus-Universität Weimar	Fachhochschule Dortmund	HK Community College (HKCC)/School of Professional Education and Executive Development (SPEED)
BINUS University	Fachhochschule Frankfurt am Main	Humber Institute of Technology and Advanced Learning
Bond University	Fanshawe College	Indiana University Bloomington
Bournemouth University	Federation University Australia	Indiana University East
Brandenburgische Technische Universität Cottbus - Senftenberg	FIU Global First Year	Indiana University Kokomo
Cambrian College	Flinders University	Indiana University Northwest
Camosun College	Freie Universität Berlin	Indiana University South Bend
Cardiff Metropolitan University	Friedrich-Schiller-Universität Jena	Indiana University South East
Centennial College	George Brown College	Indiana U-Purdue U Indianapolis
Chalmers University of Technology	Georgian College	International Accelerator at American University
Charles Darwin University	Glasgow Caledonian University	Jade University of Applied Sciences
Chinese University of Hong Kong	Goldsmiths, University of London	James Cook University
Christian-Albrechts-Universität zu Kiel	Griffith University	James Cook University Singapore
College of the Rockies	HAN University of Applied Sciences	Johannes Gutenberg-Universität Mainz
Communaute Universite Grenoble Alpes	Hanze University of Applied Sciences, Groningen	Jönköping University
Coventry University	Heinrich Heine Universität Düsseldorf	Karolinska Institute
CQUniversity Australia	HKU Space Community College	Kent State University



All participating institutions

ISB (159,959), SB (140,593), ISBSB (188,031)

KU Academic Accelerator Program	Newcastle University	Swedish Institute of Agricultural Sciences
La Trobe University	Niagara College	Swinburne University of Technology (Sarawak Campus)
Lane Community College	Northeastern University	Taylor's College
Leeds Beckett University	Northumbria University	Taylor's University, Lakeside Campus
Leiden University	Osnabrück University of Applied Sciences	Technische Hochschule Köln
Linköping University	Ostbayerische Technische Hochschule Regensburg	Technische Universität Bergakademie Freiberg
Linnaeus University	Oxford Brookes University	Technische Universität Chemnitz
Liverpool John Moores University	Peking University	Technische Universität Clausthal
London South Bank University	Penang Medical College	Technische Universität Dresden
Loughborough University	Philipps-Universität Marburg	Technische Universität Kaiserslautern
LSU Global	Queensland University of Technology	Teesside University
Lund University	RMIT University	The Australian National University
Mahidol University	Royal Holloway, University of London	The Hong Kong Polytechnic University
Manchester Metropolitan University	Ruhr-Universität Bochum	The Hong Kong University of Science and Technology
Martin-Luther Universität Halle-Wittenberg	RWTH Aachen University	The University of Adelaide
Maynooth University	Saxion University of Applied Sciences	The University of Edinburgh
Mid Sweden University	Sheridan College	The University of New South Wales
Mohawk College	SIM Global Education (SIM GE)	The University of Queensland
Monash University	Southern Cross University	The University of Sheffield
Murdoch University	St. Lawrence College	The University of Sydney
National University of Ireland, Galway	Stockholm University	The University of Western Australia
New Brunswick Community College	Sunway University and Sunway College	THEi / IVE / HKDI



All participating institutions

ISB (159,959), SB (140,593), ISBSB (188,031)

Trinity College Dublin	University of Central Lancashire	University of South Carolina IAP
UCF Global Achievement Academy	University of Derby	University of South Wales
Umeå University	University of Dundee	University of Southern Queensland
Universita Cattolica del Sacro Cuore	University of Glasgow	University of St Andrews
Universität Bayreuth	University of Gloucestershire	University of Stirling
Universität Bielefeld	University of Gothenburg	University of Strathclyde
Universität Hamburg	University of Greenwich	University of Surrey
Universität Hohenheim	University of Groningen	University of Sussex
Universität Konstanz	University of Hong Kong	University of Tasmania
Universität Leipzig	University of Huddersfield	University of Technology Sydney
Universität Paderborn	University of Kent	University of the Sunshine Coast
Universität Stuttgart	University of Leeds	University of the West of Scotland
Universität zu Köln	University of Limerick	University of Twente
Universiti Brunei Darussalam	University of Melbourne	University of Wales, Trinity Saint David
University College Cork	University of Nebraska–Lincoln	University of Wollongong
University College Dublin	University of New England	University of York
University of Bedfordshire	University of Nottingham	Uppsala University
University of Bradford	University of Nottingham (China)	Utrecht University
University of Bristol	University of Nottingham (Malaysia)	Western Michigan University
University of Calgary	University of Oulu	Western Sydney University
University of Cambridge	University of Oxford	
University of Canberra	University of South Australia	

Sweden ISB (7,196)

Chalmers University of Technology

Jönköping University

Karolinska Institute

Linköping University

Linnaeus University

Lund University

Mid Sweden University

Stockholm University

Swedish Institute of Agricultural Sciences

Umeå University

University of Gothenburg

Uppsala University

Institutions in bold surveyed international and domestic students



Headline Results



Propensity to recommend

Uppsala Uni (656)	2016 vs 2013		Sweden ISB (6093)	Europe ISB (33655)	Global ISB (132680)
54%	9%	I would actively encourage people to apply	47%	42%	40%
34%	-7%	If asked, I would encourage people to apply	41%	42%	44%
8%	-3%	I would neither encourage nor discourage people to apply	9%	11%	13%
2%	-1%	If asked, I would discourage people from applying	2%	3%	3%
1%	1%	I would actively discourage people from applying	1%	1%	1%

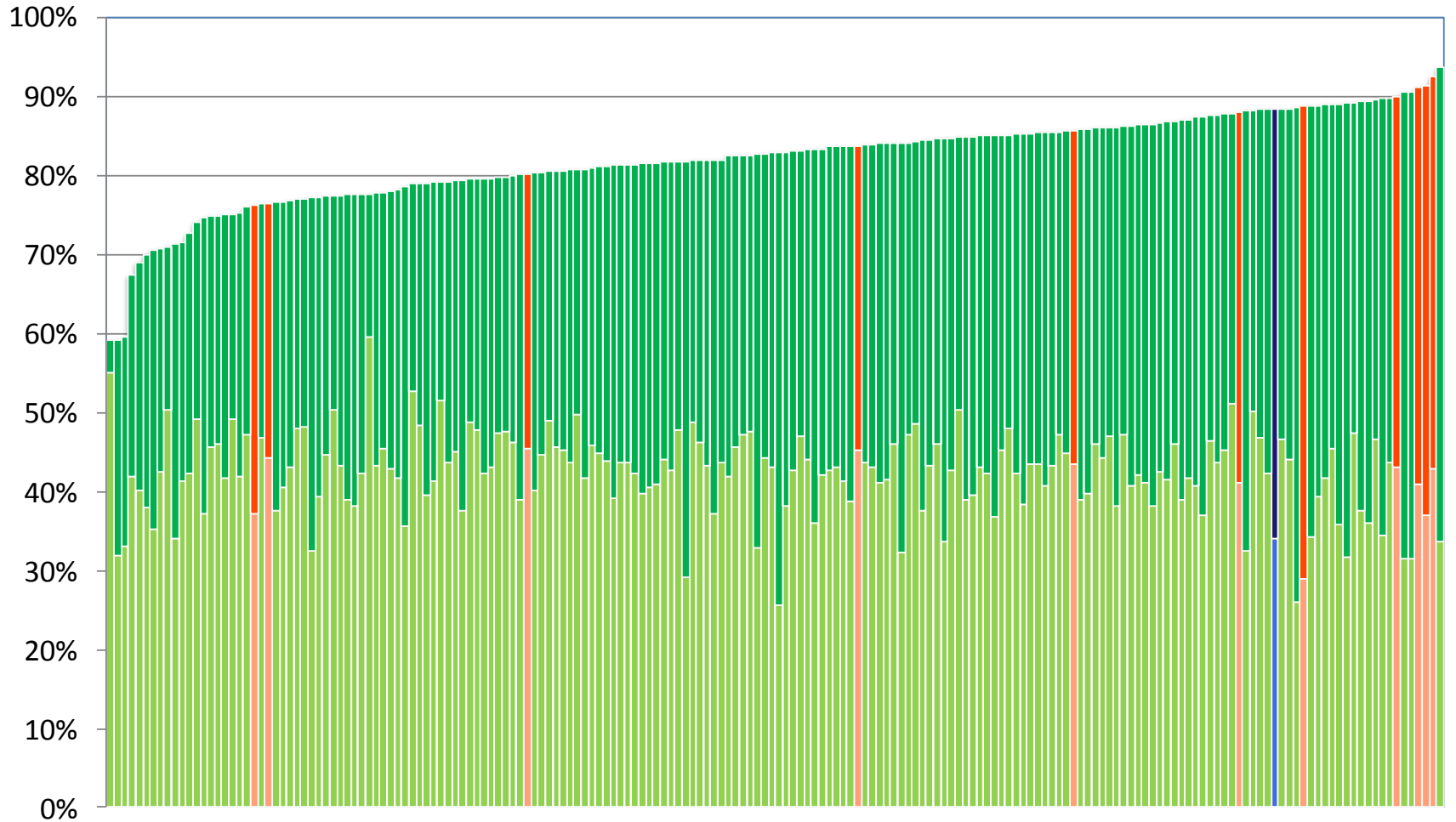


Propensity to recommend (by study level)

Uppsala Uni (656)		MA (451)	BA (196)
54%	I would actively encourage people to apply	52%	60%
34%	If asked, I would encourage people to apply	35%	31%
8%	I would neither encourage nor discourage people to apply	9%	6%
2%	If asked, I would discourage people from applying	2%	3%
1%	I would actively discourage people from applying	1%	1%



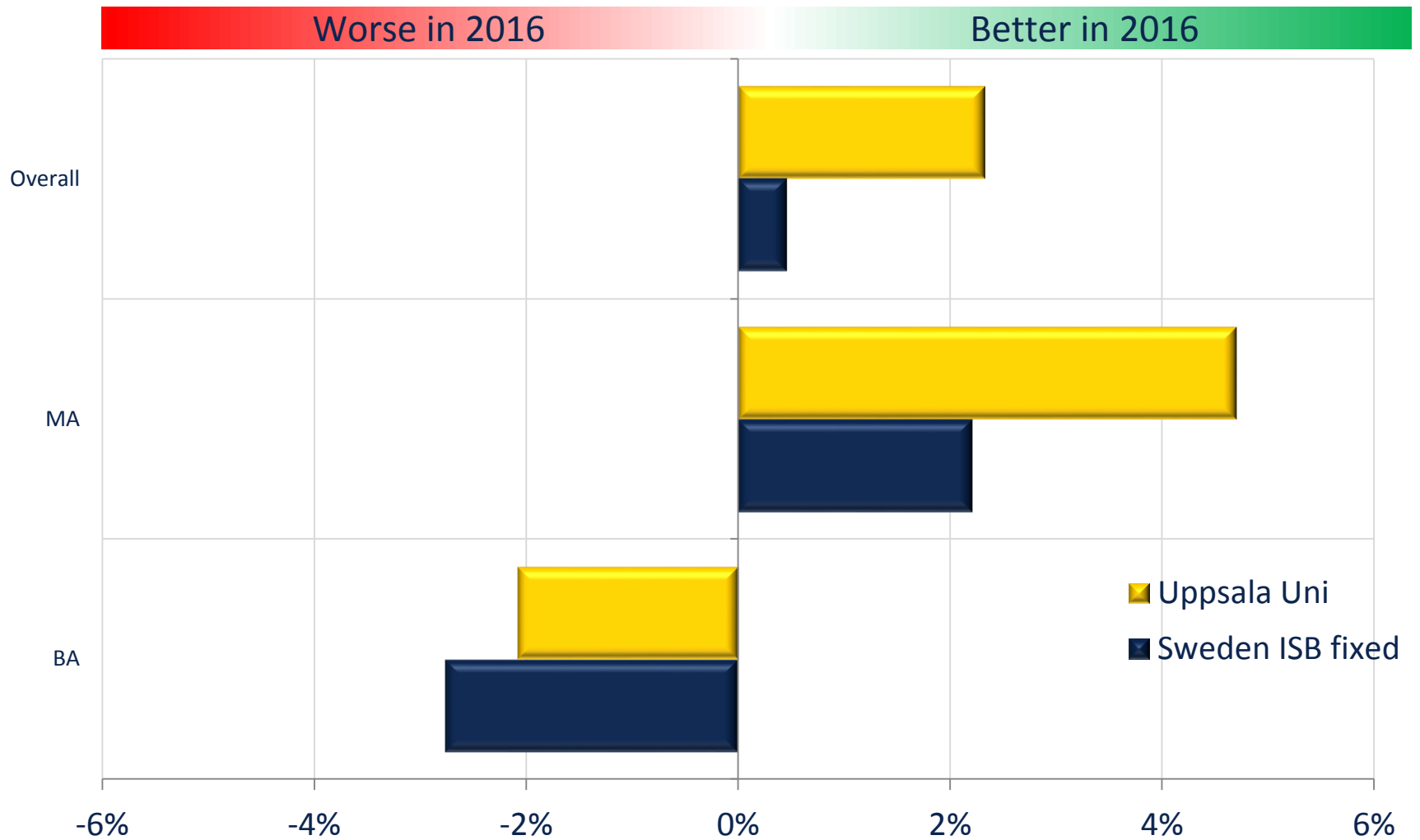
Propensity to recommend (all institutions)



- Actively encourage (ISB)
- Actively encourage (Institution)
- Actively encourage (Sweden ISB)
- If asked, encourage (ISB)
- If asked, encourage (Institution)
- If asked, encourage (Sweden ISB)



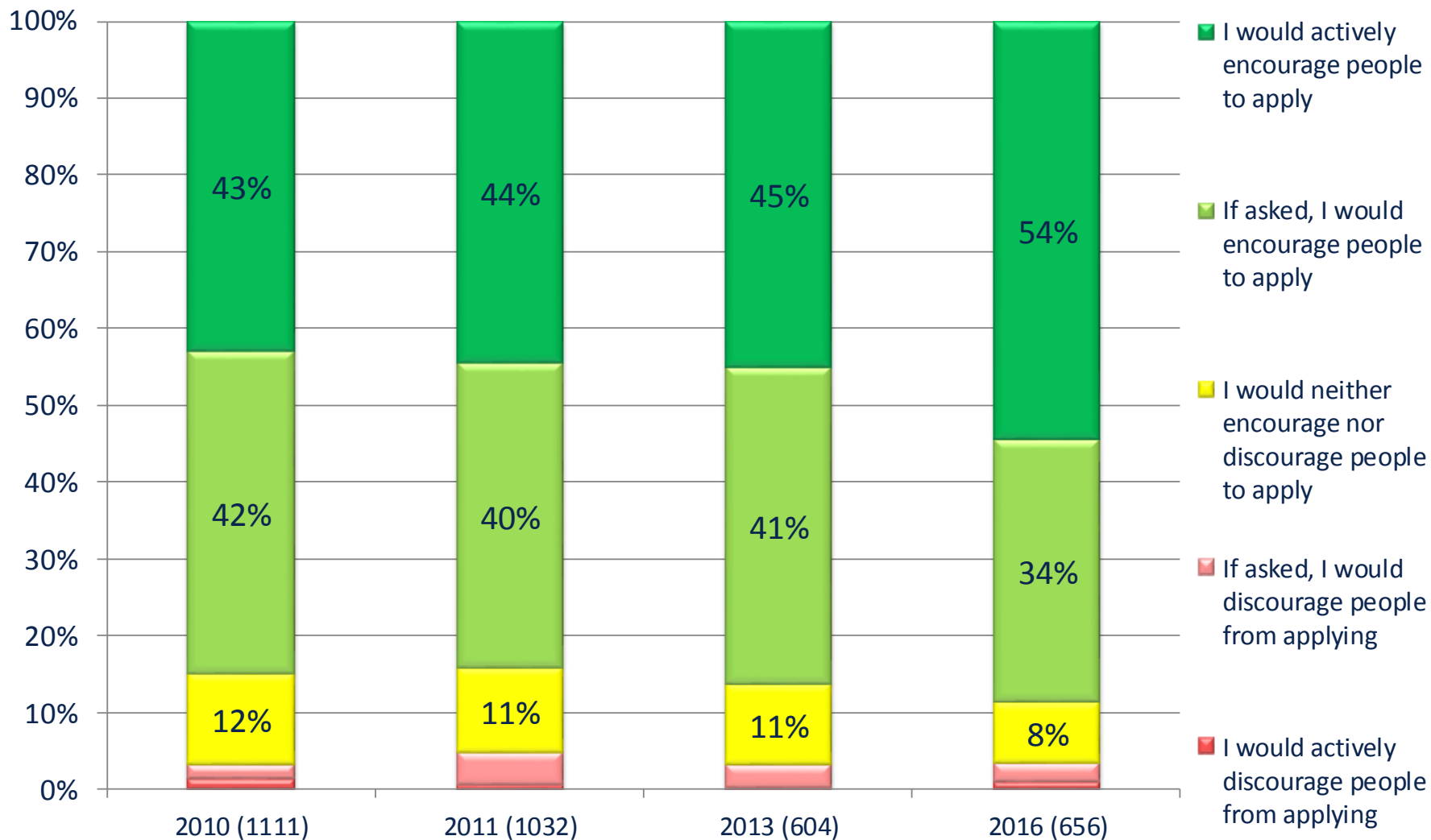
Propensity to recommend



*2016 vs 2013

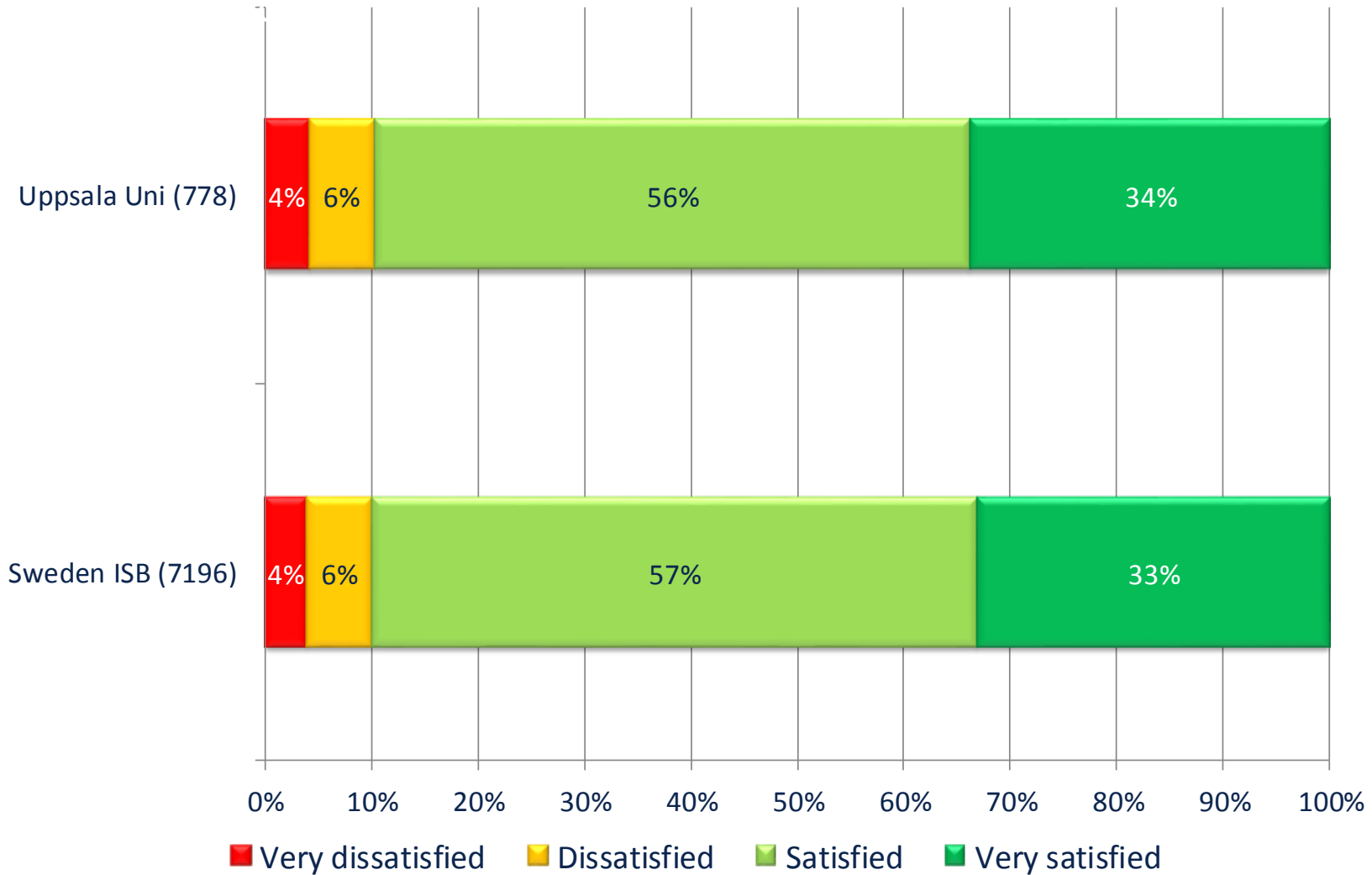
Would you recommend the institution to others thinking of applying here?

Propensity to recommend (compared to previous years)



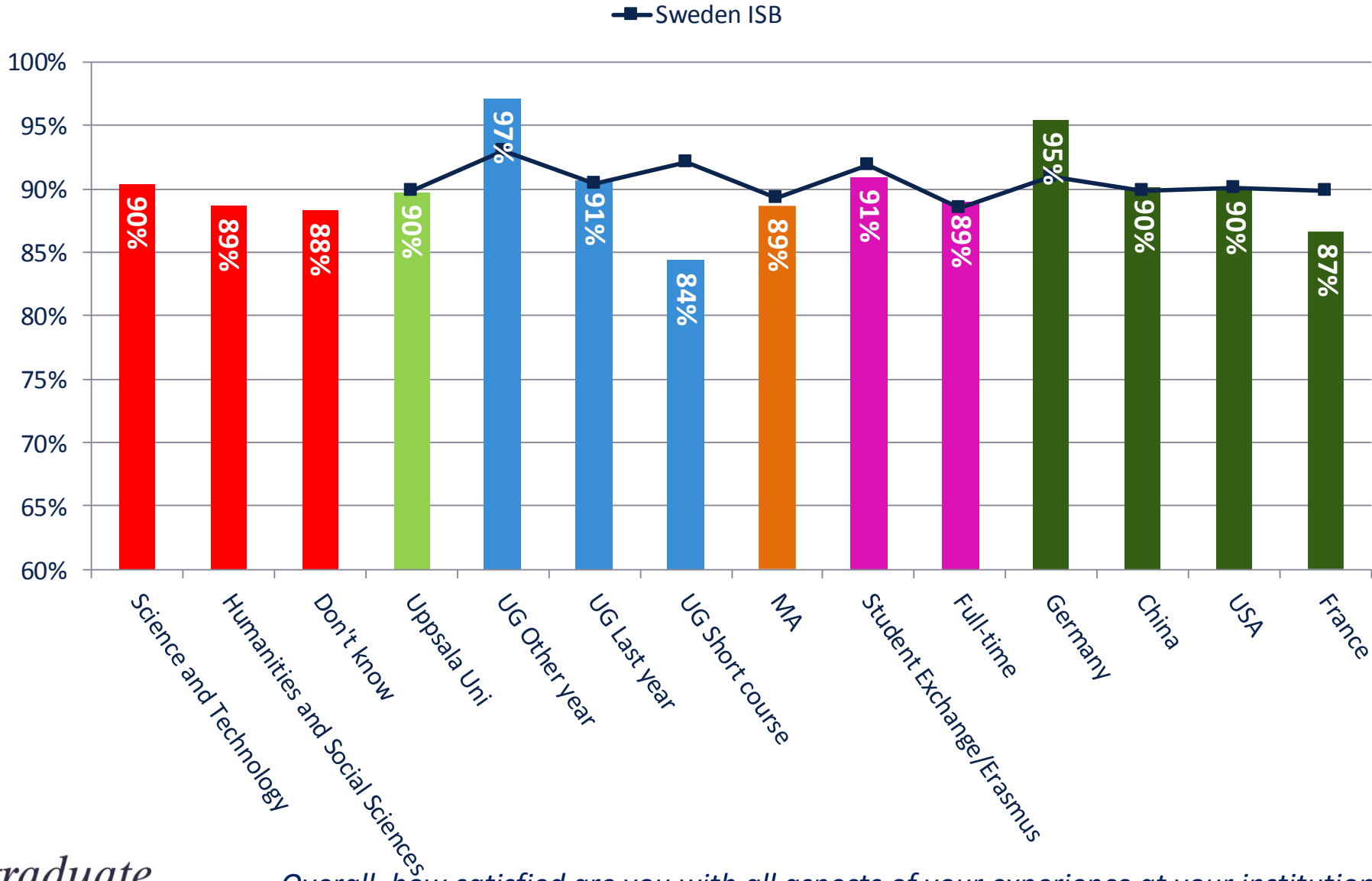


Overall satisfaction





Overall satisfaction



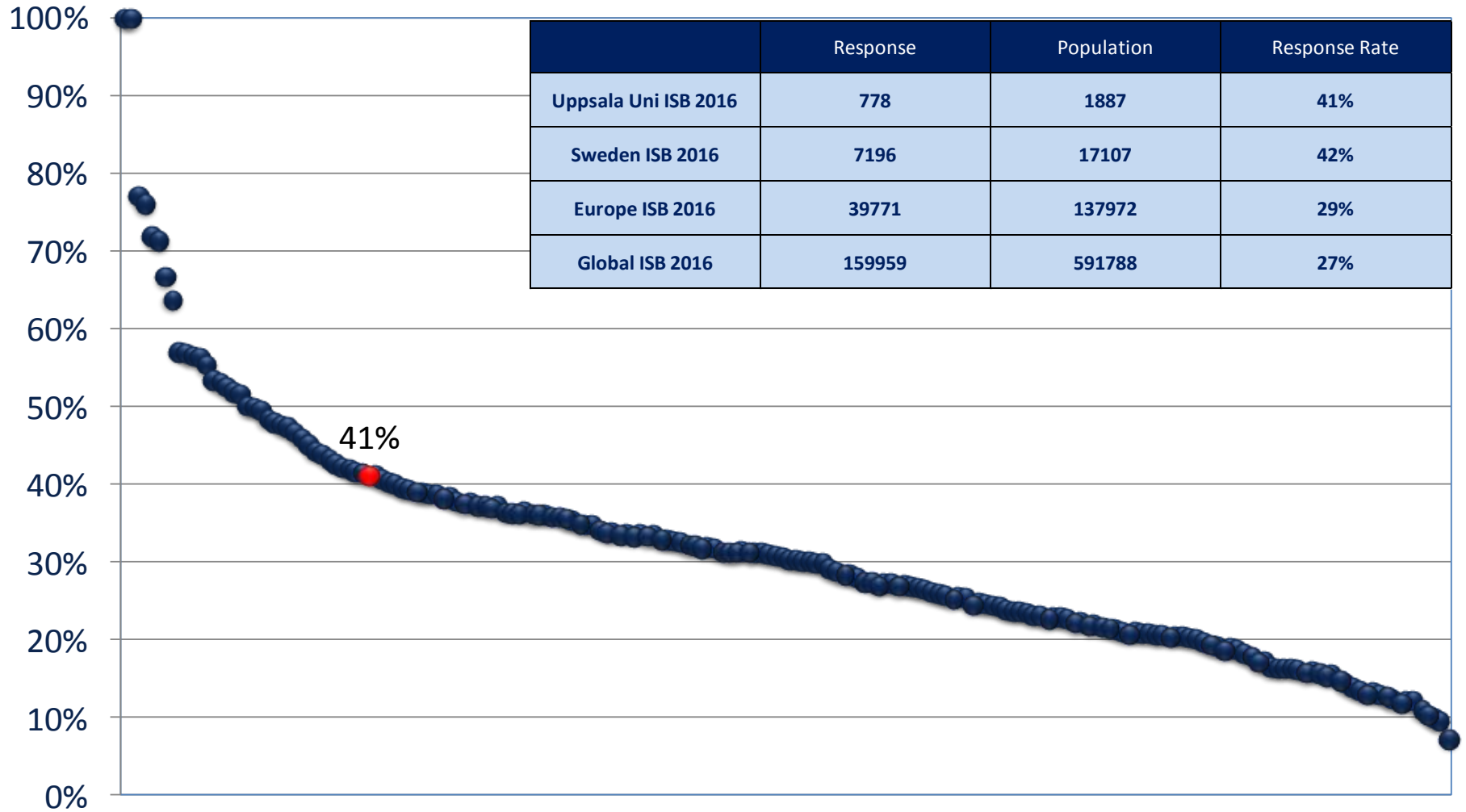
Overall, how satisfied are you with all aspects of your experience at your institution?



Survey Response



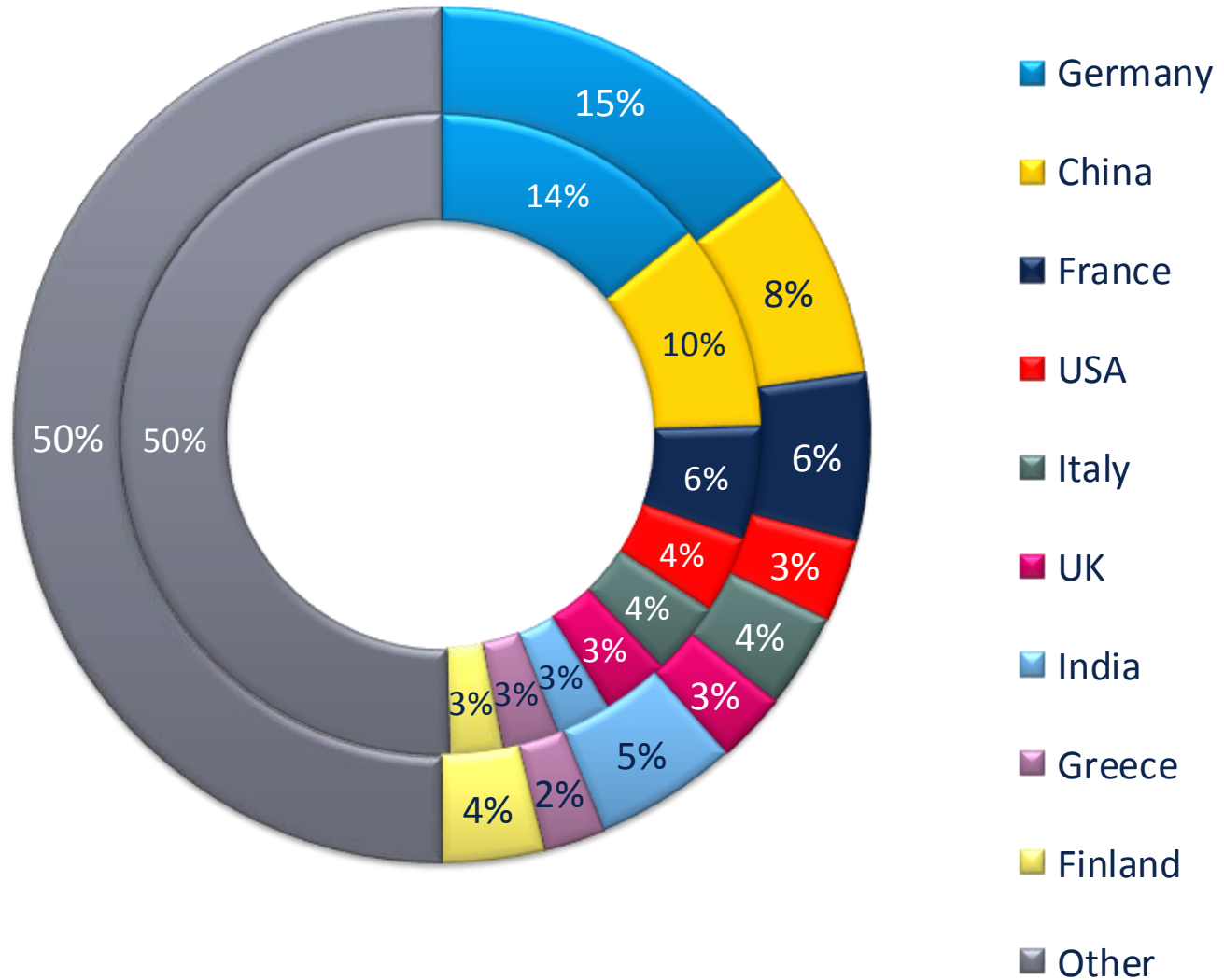
Response rate breakdown



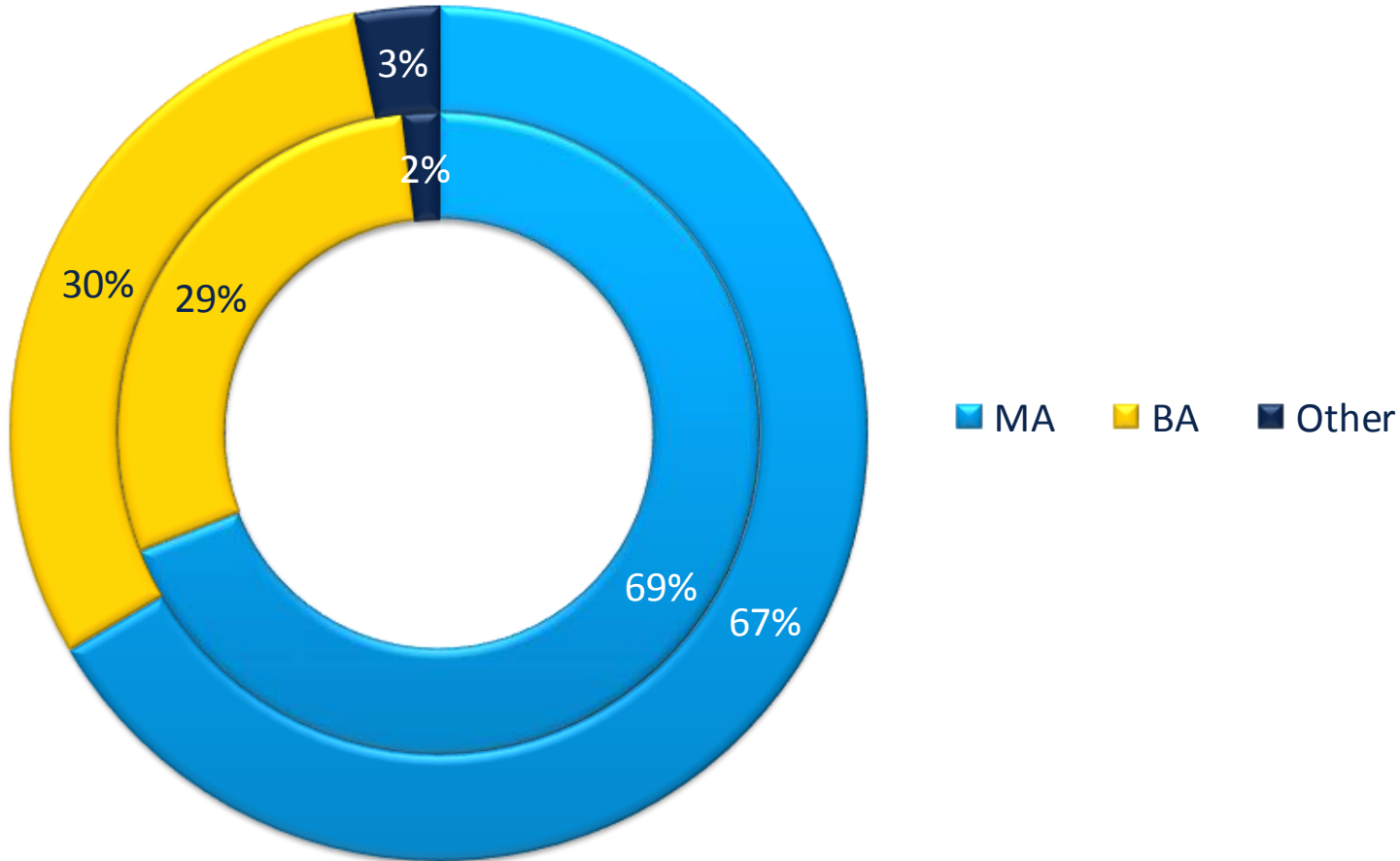
Each dot represents an institution in the global benchmark. This institution's response rate is highlighted in red.

Nationality breakdown

Uppsala Uni (778, inner circle) vs Sweden ISB (7196, outer circle)

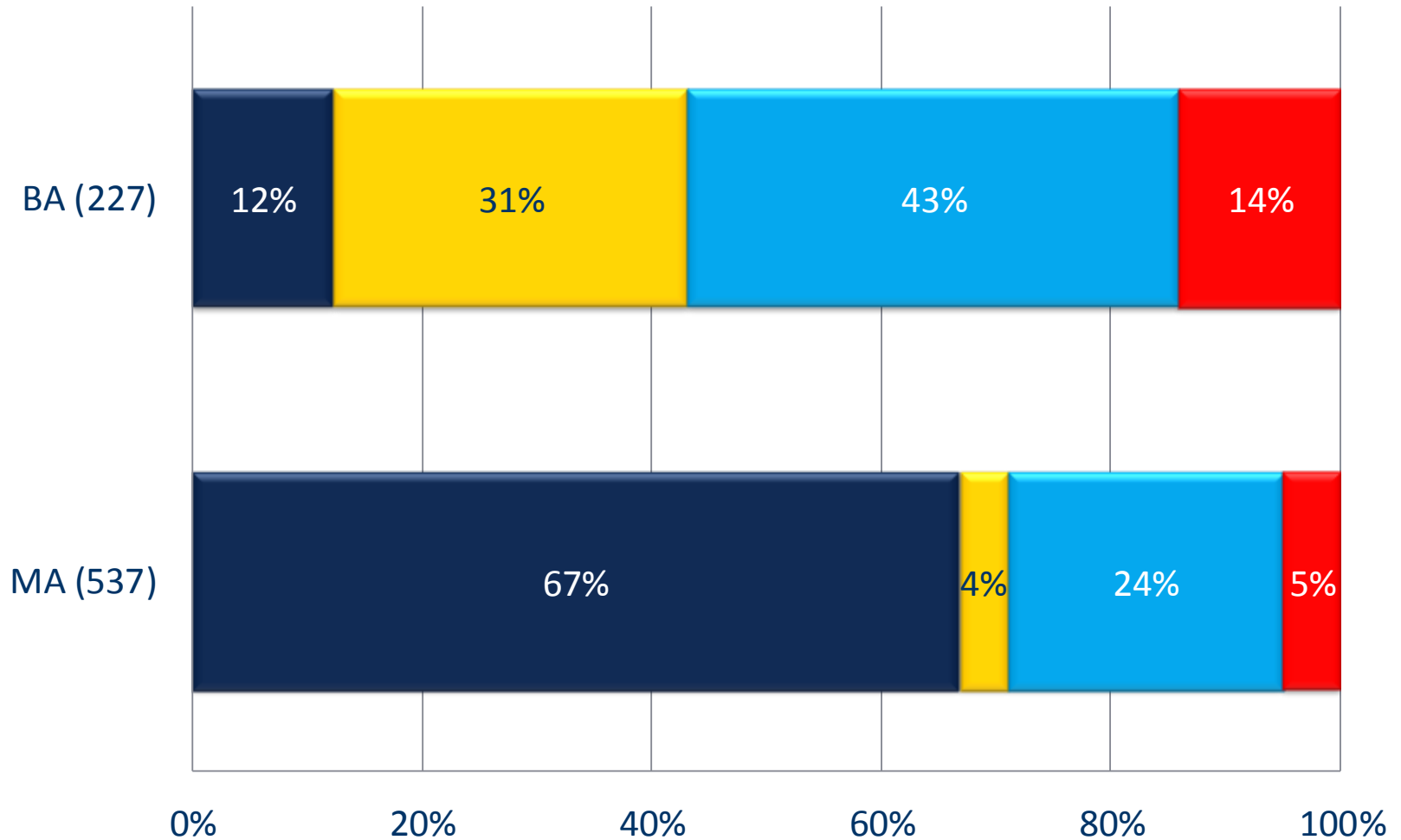


Uppsala Uni (778, inner circle) vs Sweden ISB (7196, outer circle)





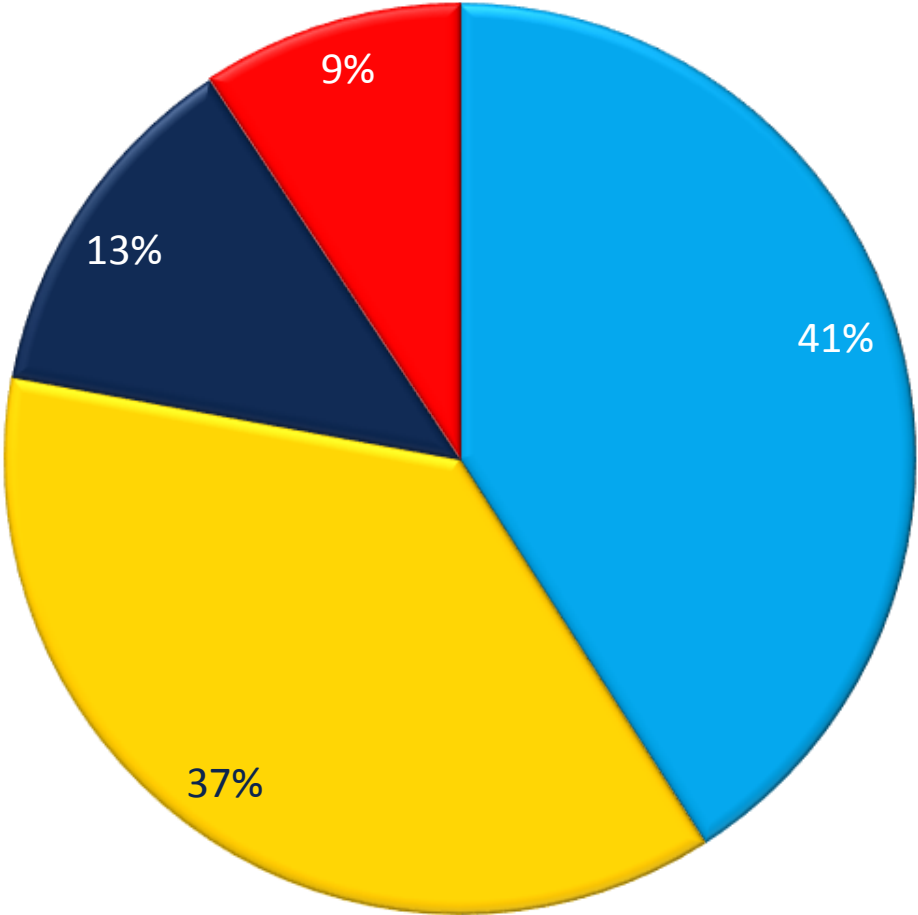
Study stage breakdown





School/faculty breakdown

Uppsala Uni (733)



■ Humanities and Social Sciences

■ Science and Technology

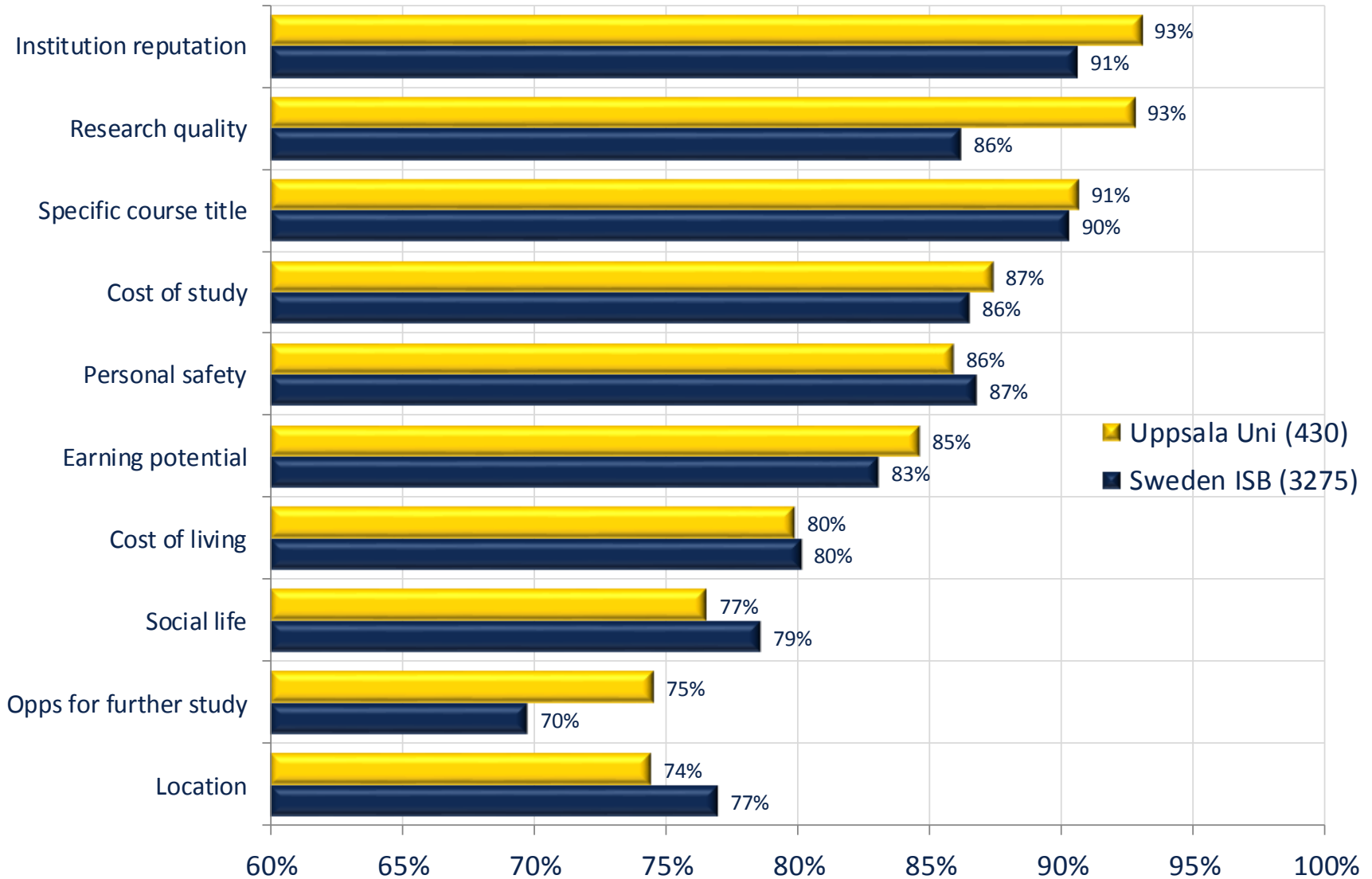
■ Don't know

■ Medicine and Pharmacy

Choice of Destination

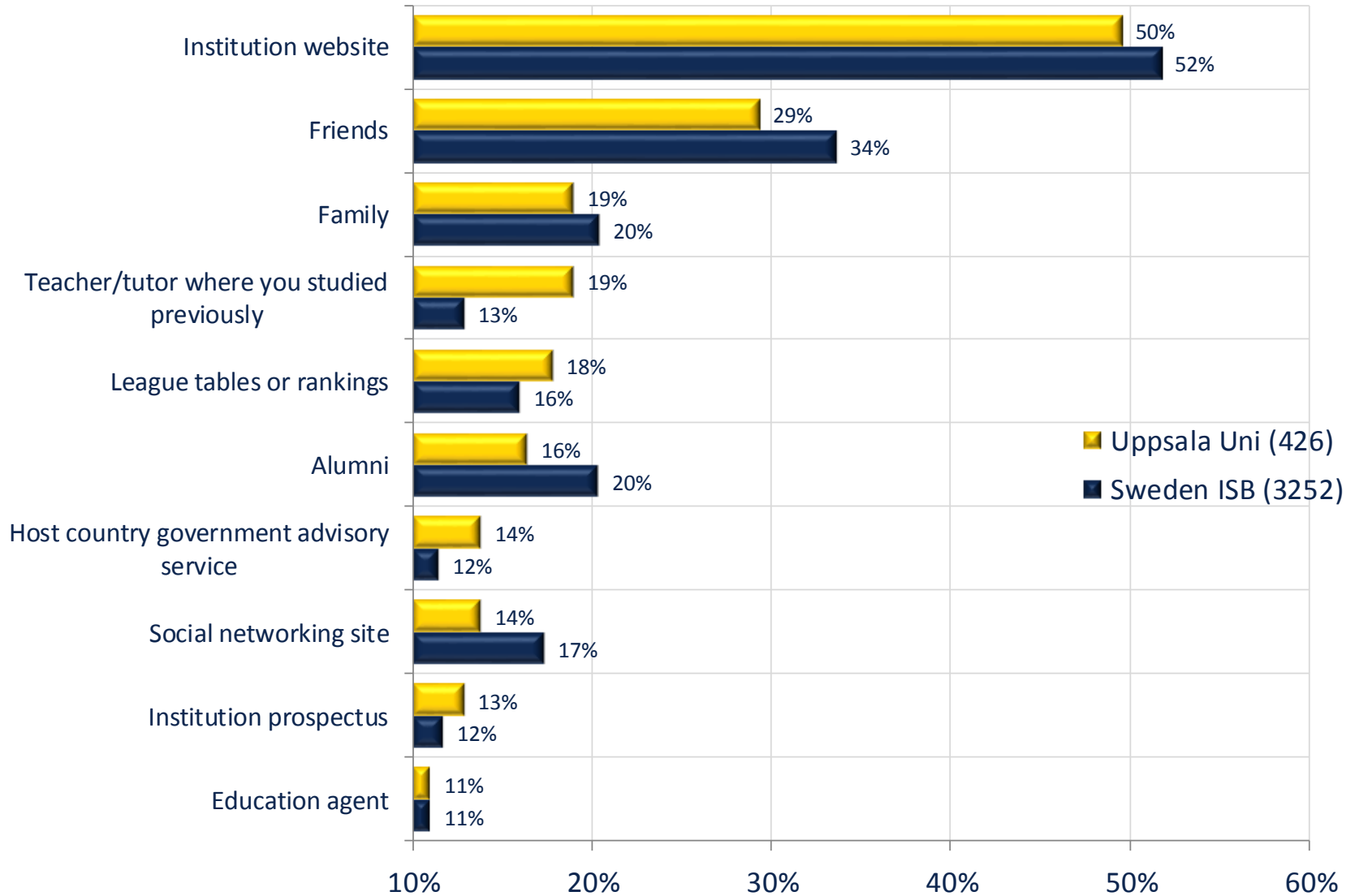


Top 10 factors in study decision (% important)





Top 10 key influences (choice of institution)

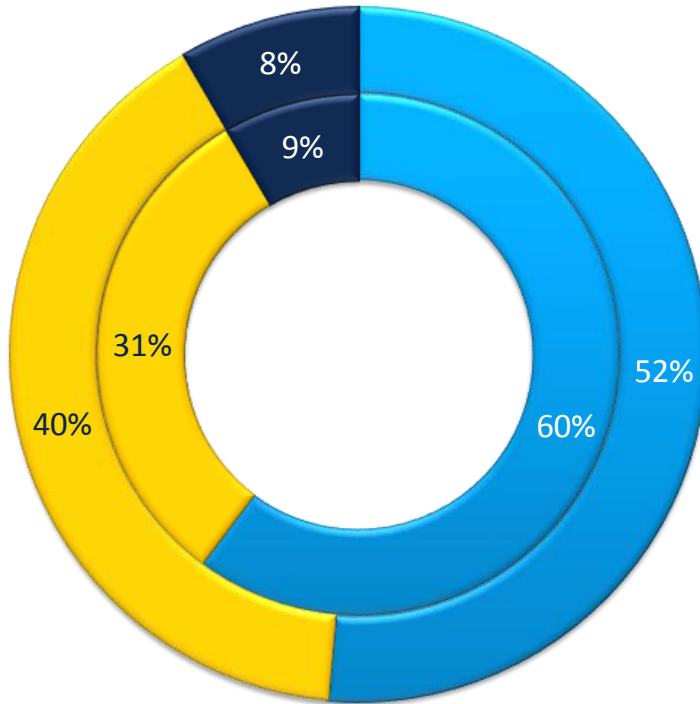


Which of the following helped you to choose this institution?

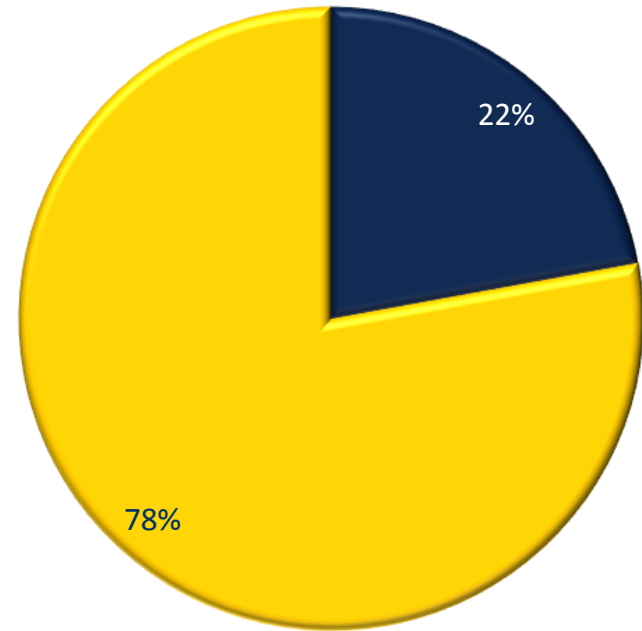
Brand strength

Uppsala Uni (357, inner circle) vs Sweden ISB (2743, outer circle)

Uppsala Uni (357)



■ The institution ■ The country ■ Don't know



■ No ■ Yes

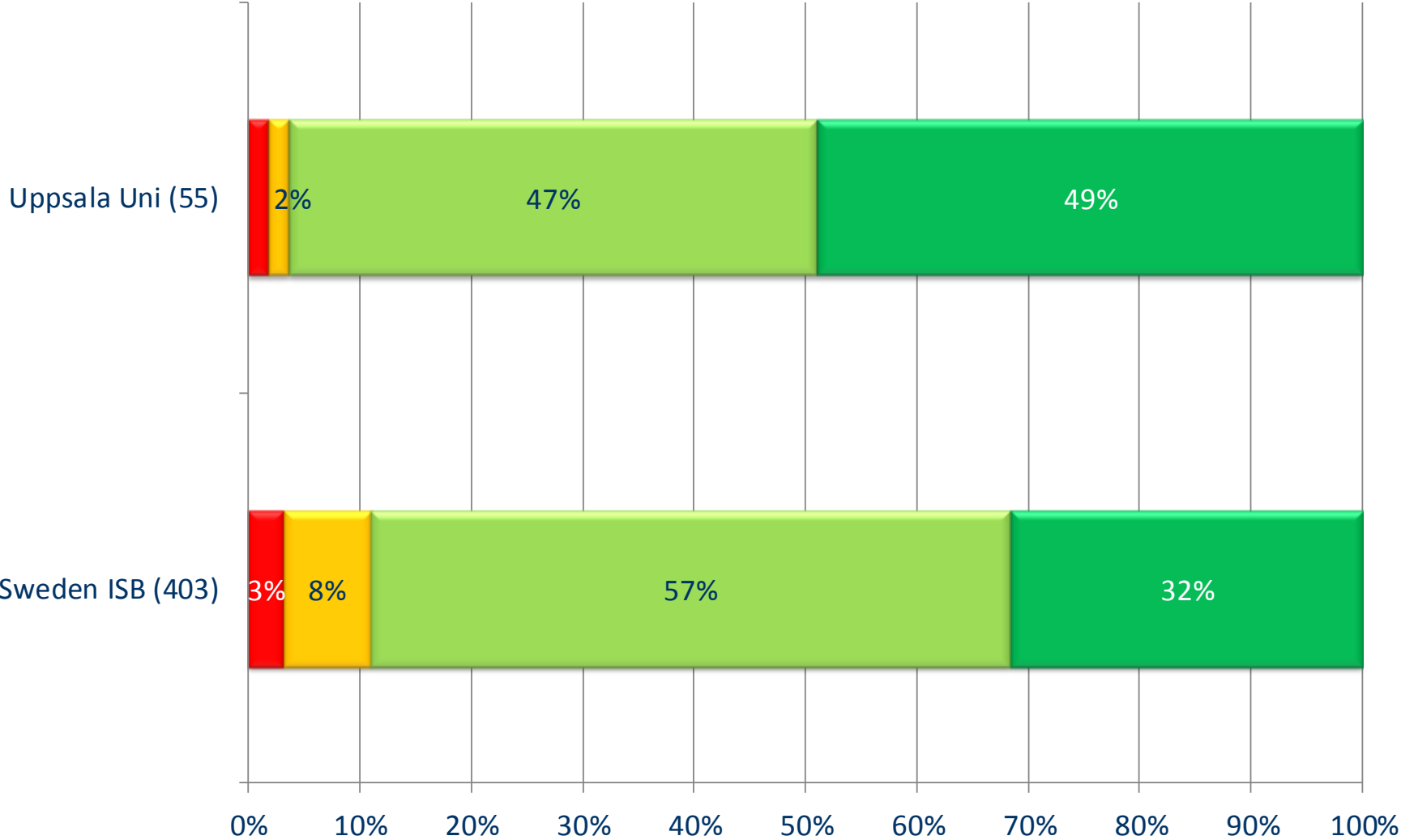
Which was most important in your decision of where to study?

Was this country your first choice for international education?



Agents

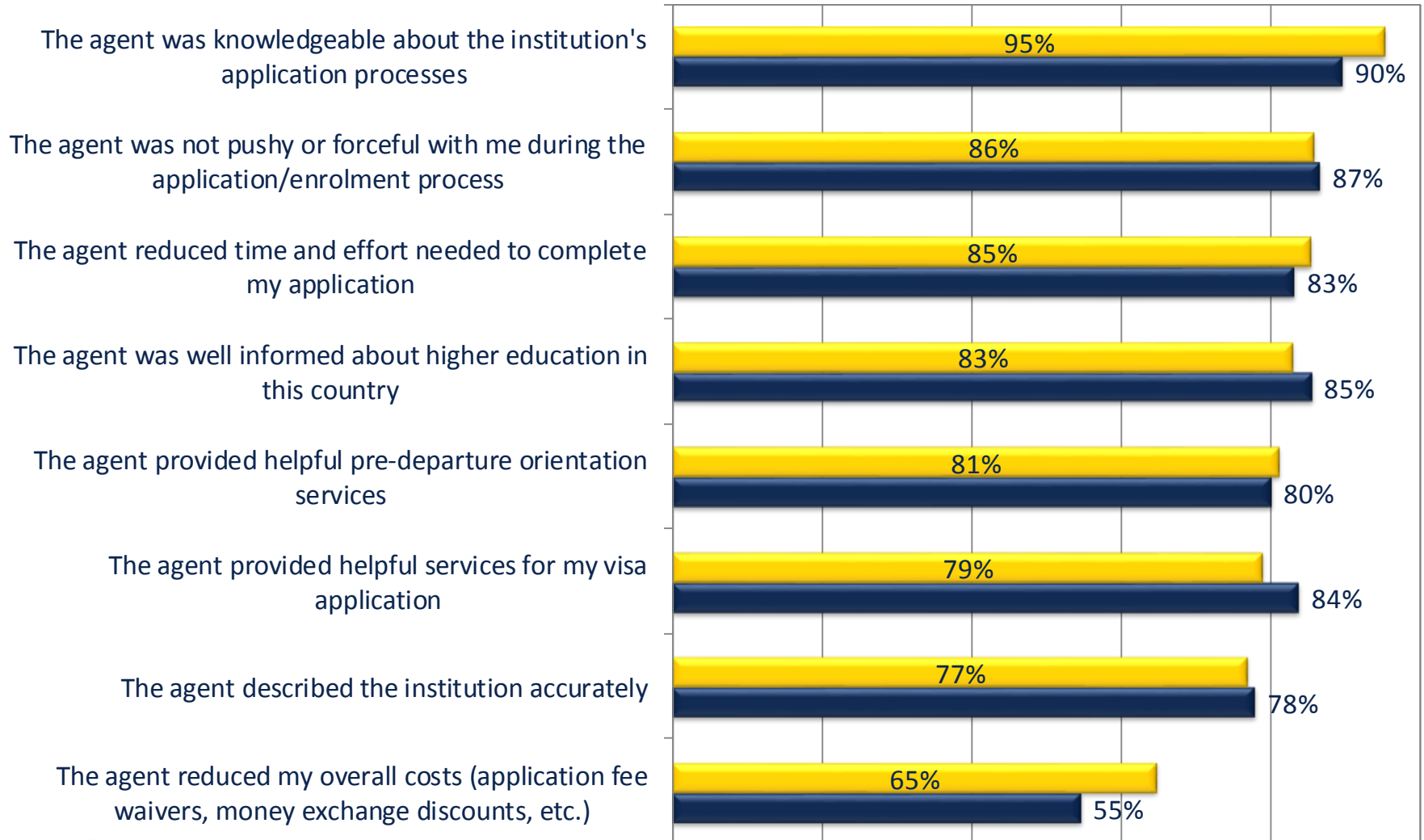
Agent rating



Very poor Poor Good Very good

Please rate the service you received from the agent/representative office:

■ Uppsala Uni (42) ■ Sweden ISB (287)



To what extent do you agree or disagree with the following statements:



Application



Application to offer – number of days and satisfaction

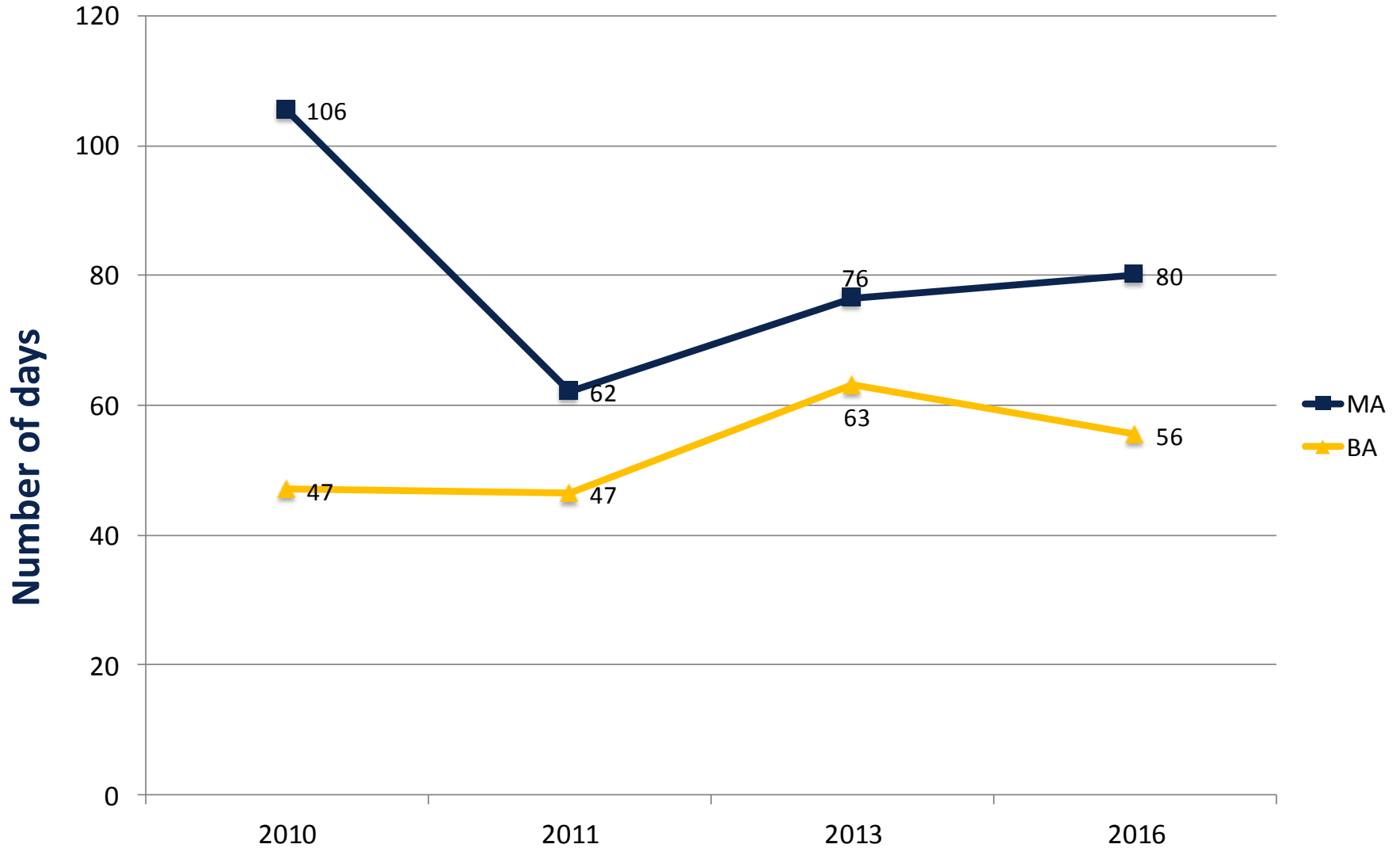
Average Days	Uppsala Uni	Sweden ISB	Europe ISB	Global ISB
MA	80	79	60	47
BA	56	59	48	46

% Satisfaction	Uppsala Uni	Sweden ISB	Europe ISB	Global ISB
MA	81%	81%	80%	81%
BA	85%	82%	80%	82%

How long did you wait between applying and receiving your offer from this institution?



Application to offer – number of days by year

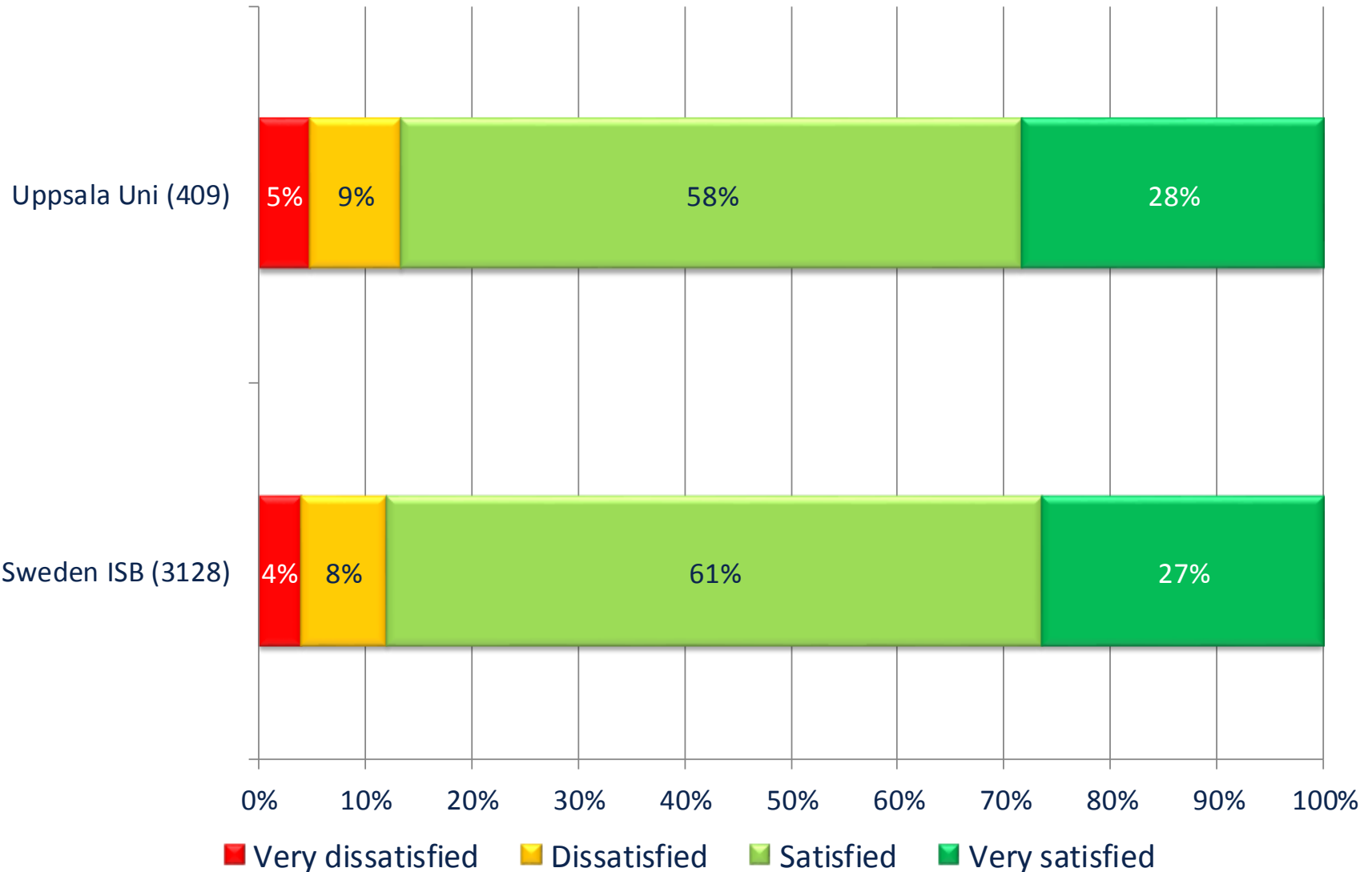




Arrival



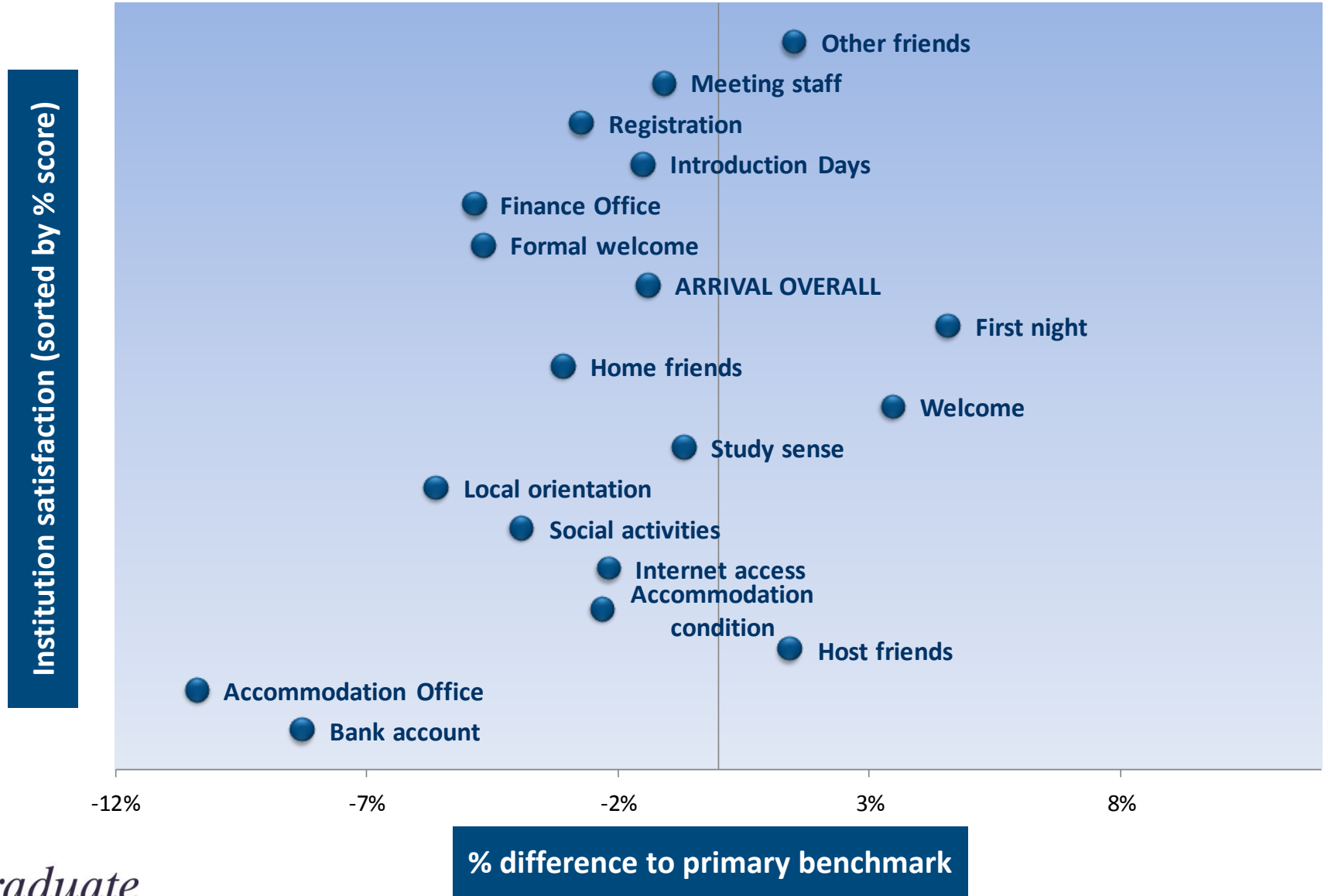
Overall satisfaction - Arrival



Overall, how satisfied were you with the arrival experience?



Arrival matrix





Benchmarking arrival

	Uppsala Uni	ISB %	Sweden ISB %	Europe ISB %	ISB +/-	Sweden ISB +/-	Europe ISB +/-
ARRIVAL AVERAGE	80.0%	84.8%	82.4%	82.3%	-4.8%	-2.4%	-2.3%
ARRIVAL OVERALL	86.6%	88.3%	88.0%	85.7%	-1.7%	-1.4%	0.9%
Other friends	92.4%	87.8%	90.9%	88.8%	4.6%	1.5%	3.7%
Meeting staff	89.3%	90.1%	90.4%	88.3%	-0.8%	-1.1%	1.0%
Registration	89.1%	88.4%	91.8%	87.6%	0.7%	-2.8%	1.5%
Introduction Days	89.0%	88.2%	90.5%	87.4%	0.8%	-1.5%	1.6%
Finance Office	88.6%	91.1%	93.5%	91.7%	-2.4%	-4.9%	-3.1%
Formal welcome	88.3%	89.0%	93.0%	89.9%	-0.7%	-4.7%	-1.5%
First night	83.9%	83.4%	79.3%	78.8%	0.4%	4.5%	5.1%
Home friends	83.8%	84.8%	86.9%	83.8%	-1.0%	-3.1%	0.1%
Welcome	83.2%	79.9%	79.7%	73.1%	3.3%	3.5%	10.1%
Study sense	82.8%	82.5%	83.5%	78.2%	0.3%	-0.7%	4.6%
Local orientation	82.7%	84.5%	88.4%	85.2%	-1.7%	-5.6%	-2.5%
Social activities	82.0%	85.1%	86.0%	84.4%	-3.0%	-3.9%	-2.3%
Internet access	78.7%	80.5%	80.9%	78.6%	-1.8%	-2.2%	0.1%
Accommodation condition	74.9%	81.0%	77.3%	77.1%	-6.0%	-2.3%	-2.2%
Host friends	69.0%	73.8%	67.6%	70.6%	-4.8%	1.4%	-1.6%
Accommodation Office	68.9%	83.8%	79.2%	77.7%	-15.0%	-10.4%	-8.8%
Bank account	33.2%	77.8%	41.5%	69.6%	-44.6%	-8.3%	-36.4%

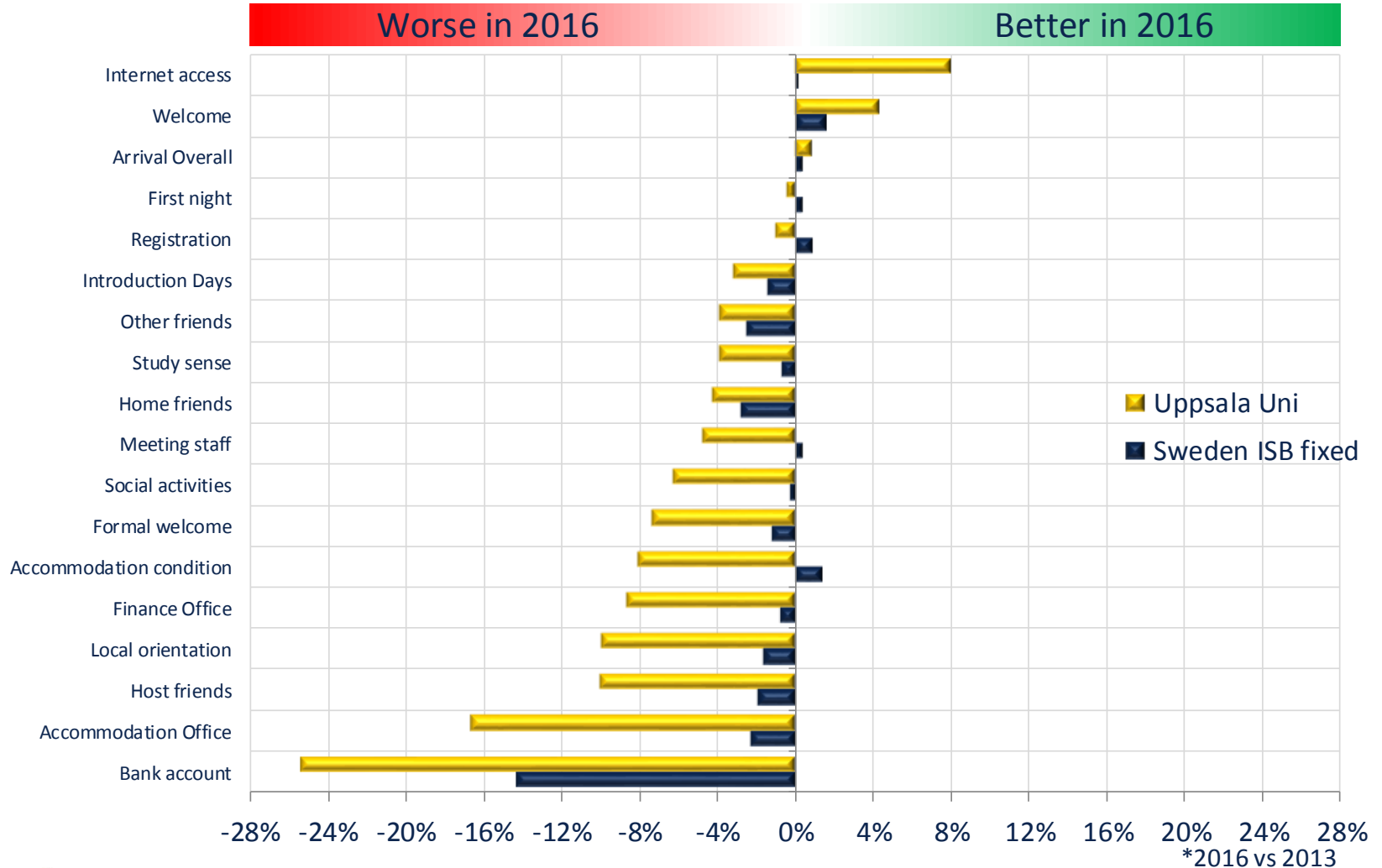


Benchmarking arrival (sorted by primary ranking group)

	Uppsala Uni	ISB %	Sweden ISB %	Europe ISB %	ISB	Sweden ISB	Europe ISB
ARRIVAL AVERAGE	80.0%	84.8%	82.4%	82.3%	149	9	47
ARRIVAL OVERALL	86.6%	88.3%	88.0%	85.7%	82	8	18
First night	83.9%	83.4%	79.3%	78.8%	37	2	4
Welcome	83.2%	79.9%	79.7%	73.1%	28	3	4
Other friends	92.4%	87.8%	90.9%	88.8%	29	5	13
Finance Office	88.6%	91.1%	93.5%	91.7%	99	5	17
Registration	89.1%	88.4%	91.8%	87.6%	59	7	21
Host friends	69.0%	73.8%	67.6%	70.6%	145	7	49
Accommodation Office	68.9%	83.8%	79.2%	77.7%	116	7	35
Formal welcome	88.3%	89.0%	93.0%	89.9%	53	8	21
Study sense	82.8%	82.5%	83.5%	78.2%	108	8	21
Meeting staff	89.3%	90.1%	90.4%	88.3%	126	9	36
Accommodation condition	74.9%	81.0%	77.3%	77.1%	150	9	41
Home friends	83.8%	84.8%	86.9%	83.8%	107	10	36
Social activities	82.0%	85.1%	86.0%	84.4%	122	10	47
Internet access	78.7%	80.5%	80.9%	78.6%	114	10	42
Bank account	33.2%	77.8%	41.5%	69.6%	176	10	60
Introduction Days	89.0%	88.2%	90.5%	87.4%	91	11	36
Local orientation	82.7%	84.5%	88.4%	85.2%	113	12	45



Arrival satisfaction (year on year*)



The Fixed Benchmark only includes institutions that took part in both years

Arrival – degree-seeking vs. exchange students

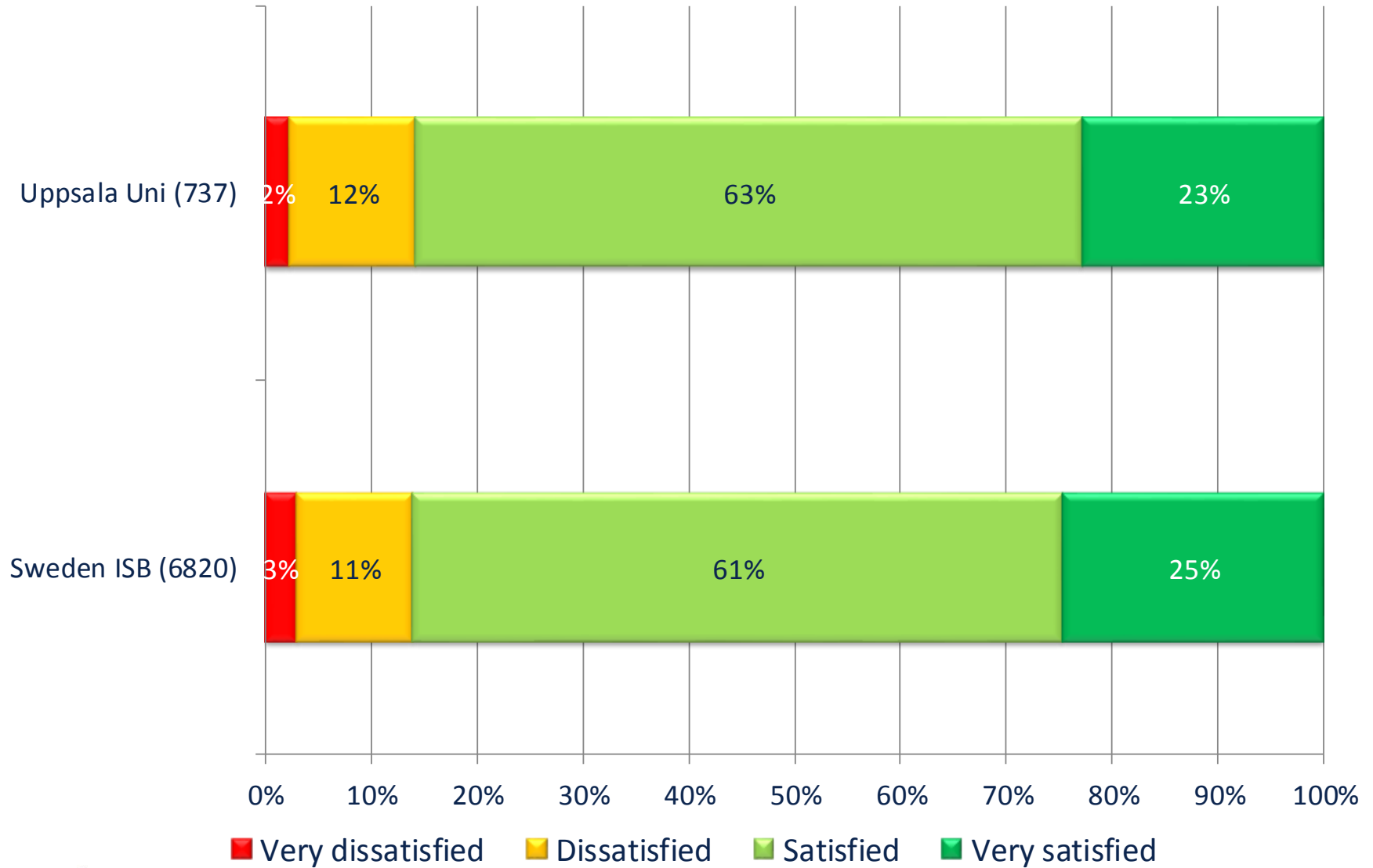
Arrival Element	Uppsala Uni	Degree seeking	Student Exchange
Arrival Overall (409)	87%	87%	86%
Accommodation Office	69%	72%	65%
Accommodation condition	75%	75%	77%
Bank account	33%	29%	48%
Internet access	79%	79%	80%
Finance Office	89%	NA	NA
First night	84%	86%	81%
Formal welcome	88%	89%	87%
Home friends	84%	81%	90%
Host friends	69%	74%	60%
Local orientation	83%	83%	83%
Meeting staff	89%	91%	85%
Other friends	92%	94%	89%
Registration	89%	90%	88%
Social activities	82%	80%	87%
Study sense	83%	84%	80%
Introduction Days	89%	88%	93%
Welcome	83%	82%	87%



Learning



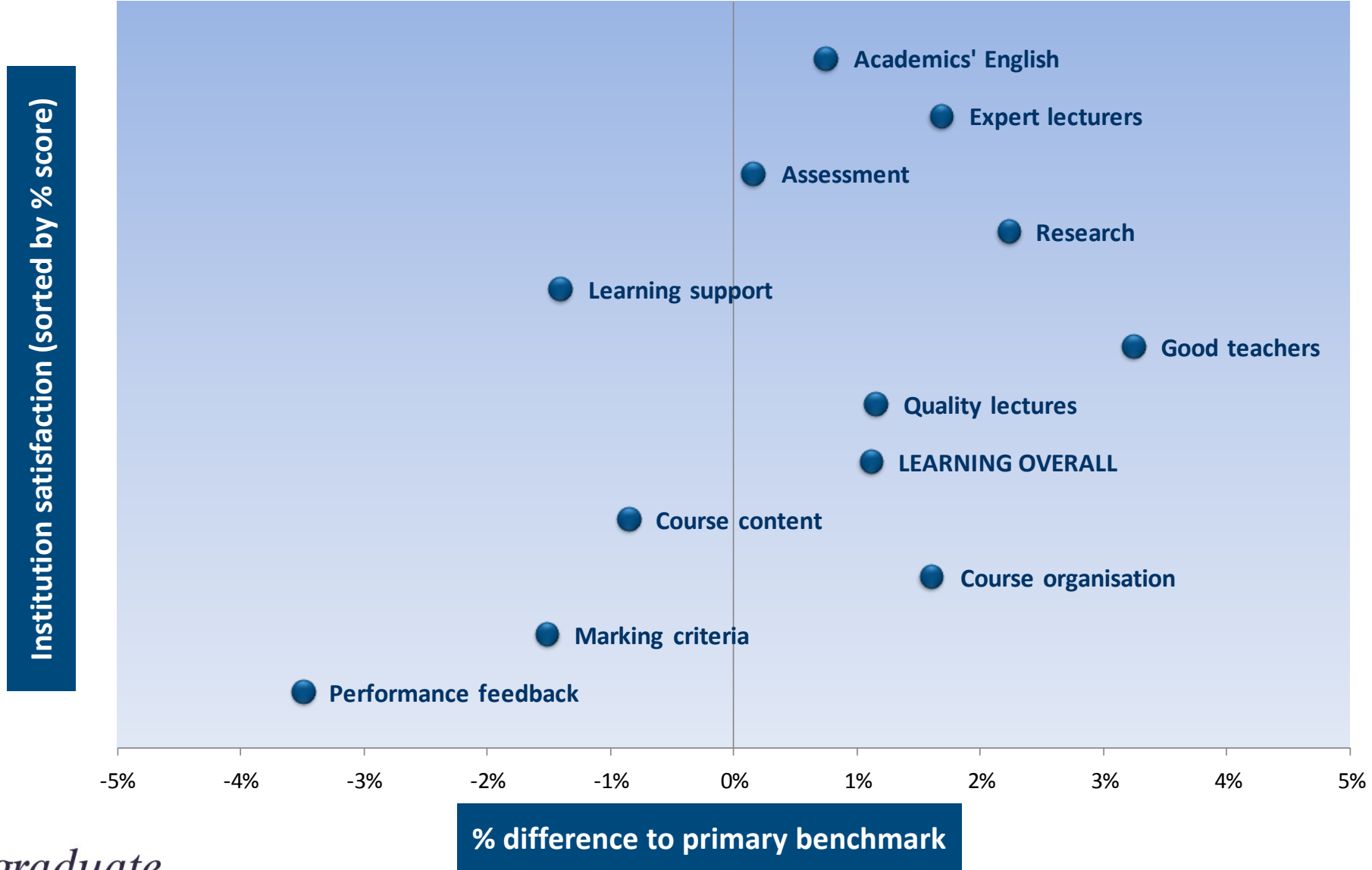
Overall satisfaction - Learning



Overall, how satisfied are you with the learning experience at this stage in the year?



Learning matrix - Teaching





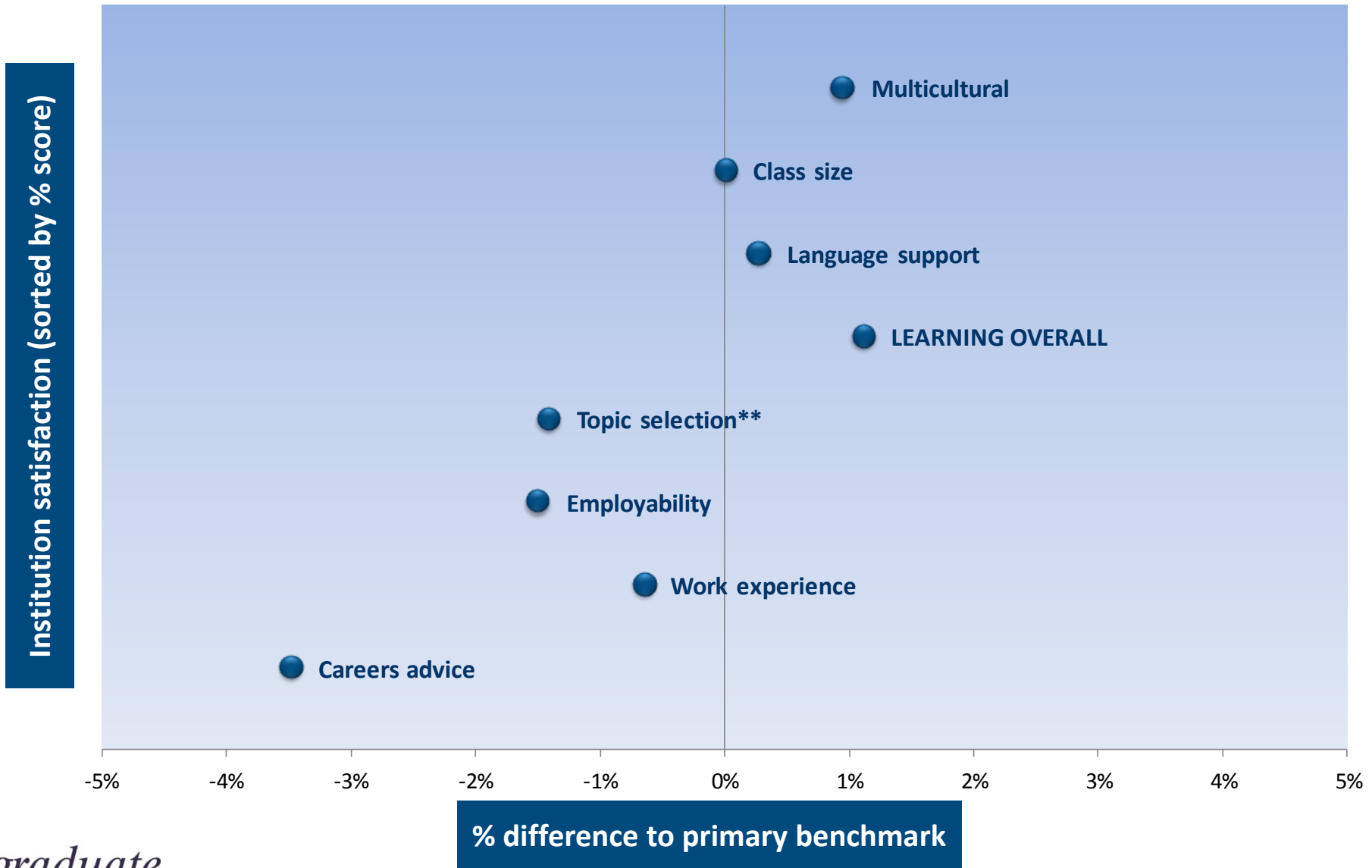
Benchmarking learning - Teaching

	Uppsala Uni	ISB %	Sweden ISB %	Europe ISB %	ISB +/-	Sweden ISB +/-	Europe ISB +/-
LEARNING AVERAGE	85.4%	84.9%	85.1%	83.7%	0.4%	0.2%	1.6%
LEARNING OVERALL	85.8%	86.5%	84.6%	85.1%	-0.7%	1.1%	0.7%
TEACHING							
Academics' English	95.1%	92.1%	94.3%	92.3%	3.0%	0.7%	2.8%
Expert lecturers	93.7%	92.9%	92.0%	92.7%	0.8%	1.7%	1.0%
Assessment	89.3%	88.2%	89.1%	85.7%	1.1%	0.2%	3.5%
Research	88.8%	87.2%	86.6%	85.2%	1.6%	2.2%	3.6%
Learning support	88.2%	89.1%	89.6%	86.7%	-0.9%	-1.4%	1.5%
Good teachers	87.8%	88.4%	84.6%	87.2%	-0.6%	3.2%	0.6%
Quality lectures	86.5%	88.8%	85.4%	88.3%	-2.3%	1.1%	-1.7%
Course content	84.4%	88.6%	85.3%	86.7%	-4.2%	-0.8%	-2.3%
Course organisation	82.2%	84.0%	80.6%	79.4%	-1.8%	1.6%	2.8%
Marking criteria	79.1%	83.2%	80.6%	78.0%	-4.1%	-1.5%	1.1%
Performance feedback	76.5%	84.3%	80.0%	79.9%	-7.9%	-3.5%	-3.4%

Benchmarking learning - Teaching (sorted by primary ranking group)

	Uppsala Uni	ISB %	Sweden ISB %	Europe ISB %	ISB	Sweden ISB	Europe ISB
LEARNING AVERAGE	85.4%	84.9%	85.1%	83.7%	84	6	16
LEARNING OVERALL	85.8%	86.5%	84.6%	85.1%	81	6	23
TEACHING							
Good teachers	87.8%	88.4%	84.6%	87.2%	95	3	26
Quality lectures	86.5%	88.8%	85.4%	88.3%	79	3	22
Research	88.8%	87.2%	86.6%	85.2%	37	4	13
Academics' English	95.1%	92.1%	94.3%	92.3%	15	6	8
Expert lecturers	93.7%	92.9%	92.0%	92.7%	52	6	19
Assessment	89.3%	88.2%	89.1%	85.7%	66	6	9
Learning support	88.2%	89.1%	89.6%	86.7%	65	6	12
Course organisation	82.2%	84.0%	80.6%	79.4%	99	6	23
Course content	84.4%	88.6%	85.3%	86.7%	129	7	39
Marking criteria	79.1%	83.2%	80.6%	78.0%	132	10	25
Performance feedback	76.5%	84.3%	80.0%	79.9%	151	10	40

Learning matrix - Studies





Benchmarking learning - Studies

	Uppsala Uni	ISB %	Sweden ISB %	Europe ISB %	ISB +/-	Sweden ISB +/-	Europe ISB +/-
LEARNING AVERAGE	85.4%	84.9%	85.1%	83.7%	0.4%	0.2%	1.6%
LEARNING OVERALL	85.8%	86.5%	84.6%	85.1%	-0.7%	1.1%	0.7%
STUDIES							
Multicultural	94.3%	90.4%	93.4%	90.4%	3.9%	0.9%	3.9%
Class size	94.1%	89.4%	94.1%	89.2%	4.7%	0.0%	4.9%
Language support	92.5%	88.4%	92.2%	86.5%	4.0%	0.3%	6.0%
Topic selection**	83.5%	86.7%	84.9%	83.1%	-3.3%	-1.4%	0.4%
Employability	69.7%	77.8%	71.2%	70.9%	-8.1%	-1.5%	-1.2%
Work experience	57.3%	70.2%	57.9%	63.6%	-12.9%	-0.6%	-6.3%
Careers advice	57.1%	71.1%	60.6%	61.9%	-14.0%	-3.5%	-4.8%

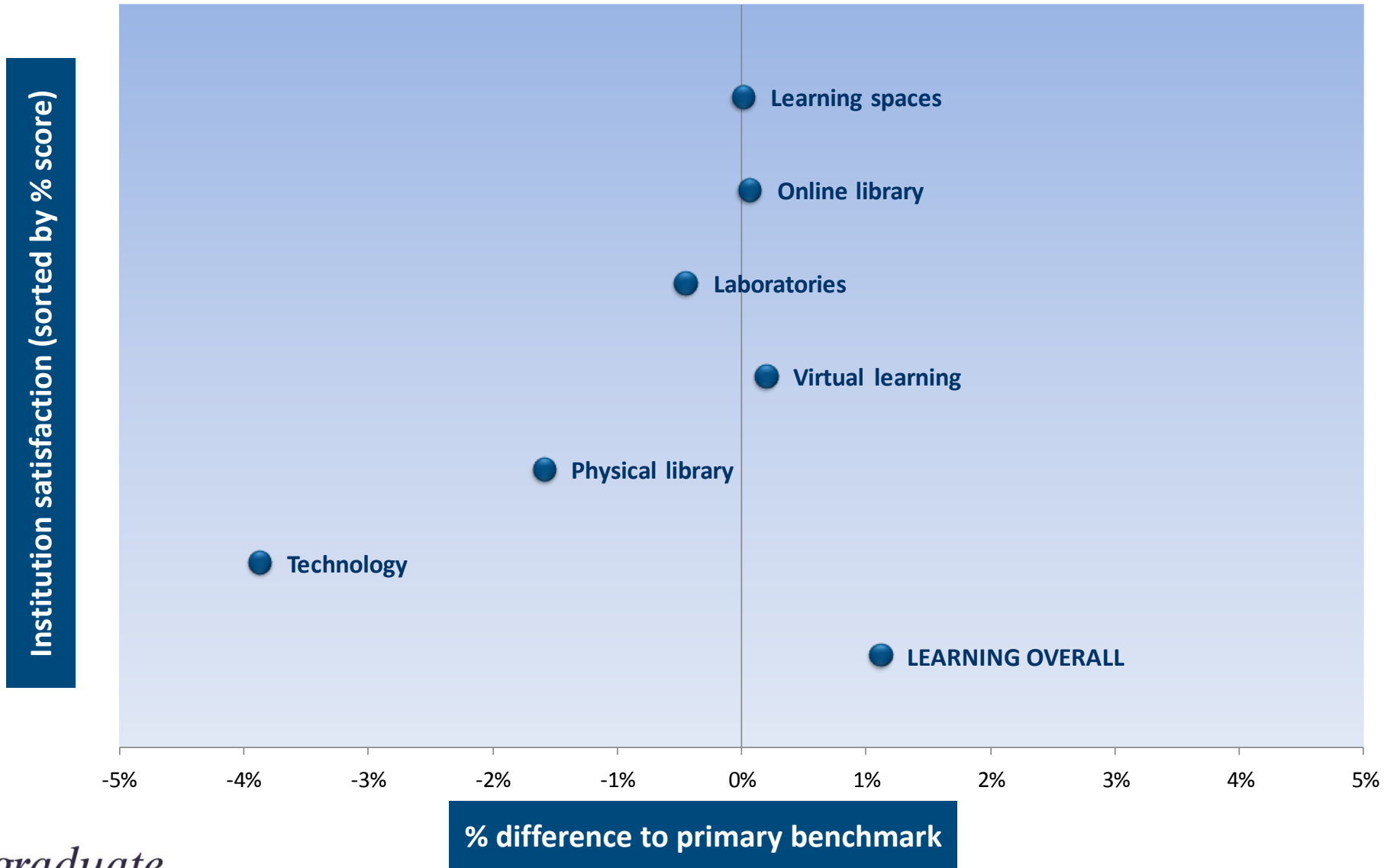


Benchmarking learning - Studies (sorted by primary ranking group)

	Uppsala Uni	ISB %	Sweden ISB %	Europe ISB %	ISB	Sweden ISB	Europe ISB
LEARNING AVERAGE	85.4%	84.9%	85.1%	83.7%	84	6	16
LEARNING OVERALL	85.8%	86.5%	84.6%	85.1%	81	6	23
STUDIES							
Work experience	57.3%	70.2%	57.9%	63.6%	158	6	46
Multicultural	94.3%	90.4%	93.4%	90.4%	12	7	10
Class size	94.1%	89.4%	94.1%	89.2%	10	7	8
Topic selection**	83.5%	86.7%	84.9%	83.1%	135	8	38
Careers advice	57.1%	71.1%	60.6%	61.9%	161	8	44
Language support	92.5%	88.4%	92.2%	86.5%	40	9	19
Employability	69.7%	77.8%	71.2%	70.9%	155	9	40



Learning matrix - Facilities



Benchmarking learning - Facilities

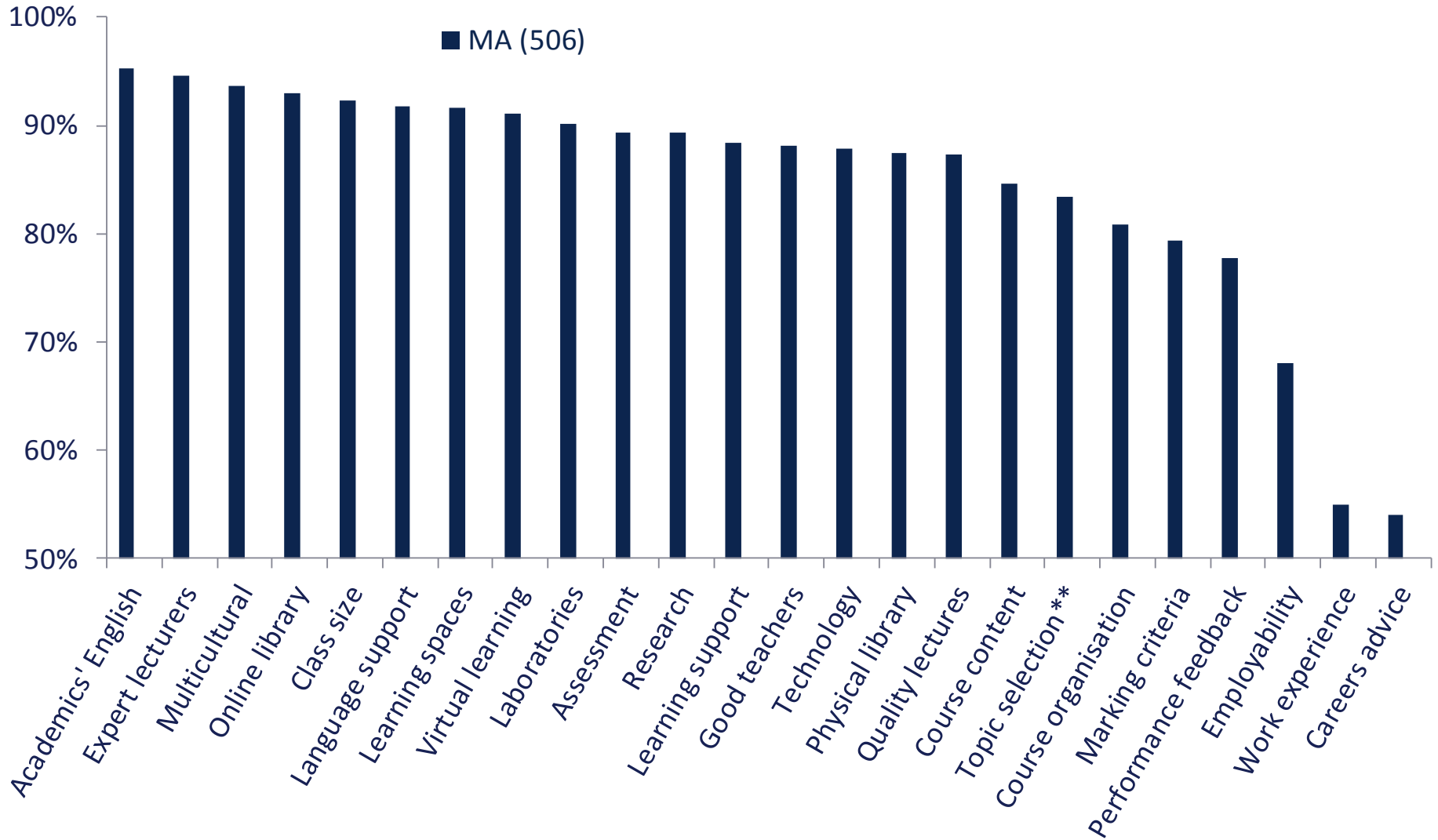
	Uppsala Uni	ISB %	Sweden ISB %	Europe ISB %	ISB +/-	Sweden ISB +/-	Europe ISB +/-
LEARNING AVERAGE	85.4%	84.9%	85.1%	83.7%	0.4%	0.2%	1.6%
LEARNING OVERALL	85.8%	86.5%	84.6%	85.1%	-0.7%	1.1%	0.7%
FACILITIES							
Learning spaces	93.5%	89.9%	93.5%	89.5%	3.6%	0.0%	4.1%
Online library	93.1%	90.1%	93.1%	88.5%	3.1%	0.1%	4.6%
Laboratories	92.2%	90.9%	92.6%	91.8%	1.3%	-0.5%	0.4%
Virtual learning	91.4%	90.4%	91.2%	88.1%	1.0%	0.2%	3.3%
Physical library	89.5%	89.3%	91.1%	88.6%	0.2%	-1.6%	0.8%
Technology	88.7%	89.8%	92.6%	89.3%	-1.1%	-3.9%	-0.5%

Benchmarking learning - Facilities (sorted by primary ranking group)

	Uppsala Uni	ISB %	Sweden ISB %	Europe ISB %	ISB	Sweden ISB	Europe ISB
LEARNING AVERAGE	85.4%	84.9%	85.1%	83.7%	84	6	16
LEARNING OVERALL	85.8%	86.5%	84.6%	85.1%	81	6	23
FACILITIES							
Online library	93.1%	90.1%	93.1%	88.5%	23	6	10
Learning spaces	93.5%	89.9%	93.5%	89.5%	23	7	15
Virtual learning	91.4%	90.4%	91.2%	88.1%	84	8	20
Laboratories	92.2%	90.9%	92.6%	91.8%	67	10	37
Physical library	89.5%	89.3%	91.1%	88.6%	90	10	32
Technology	88.7%	89.8%	92.6%	89.3%	120	12	38

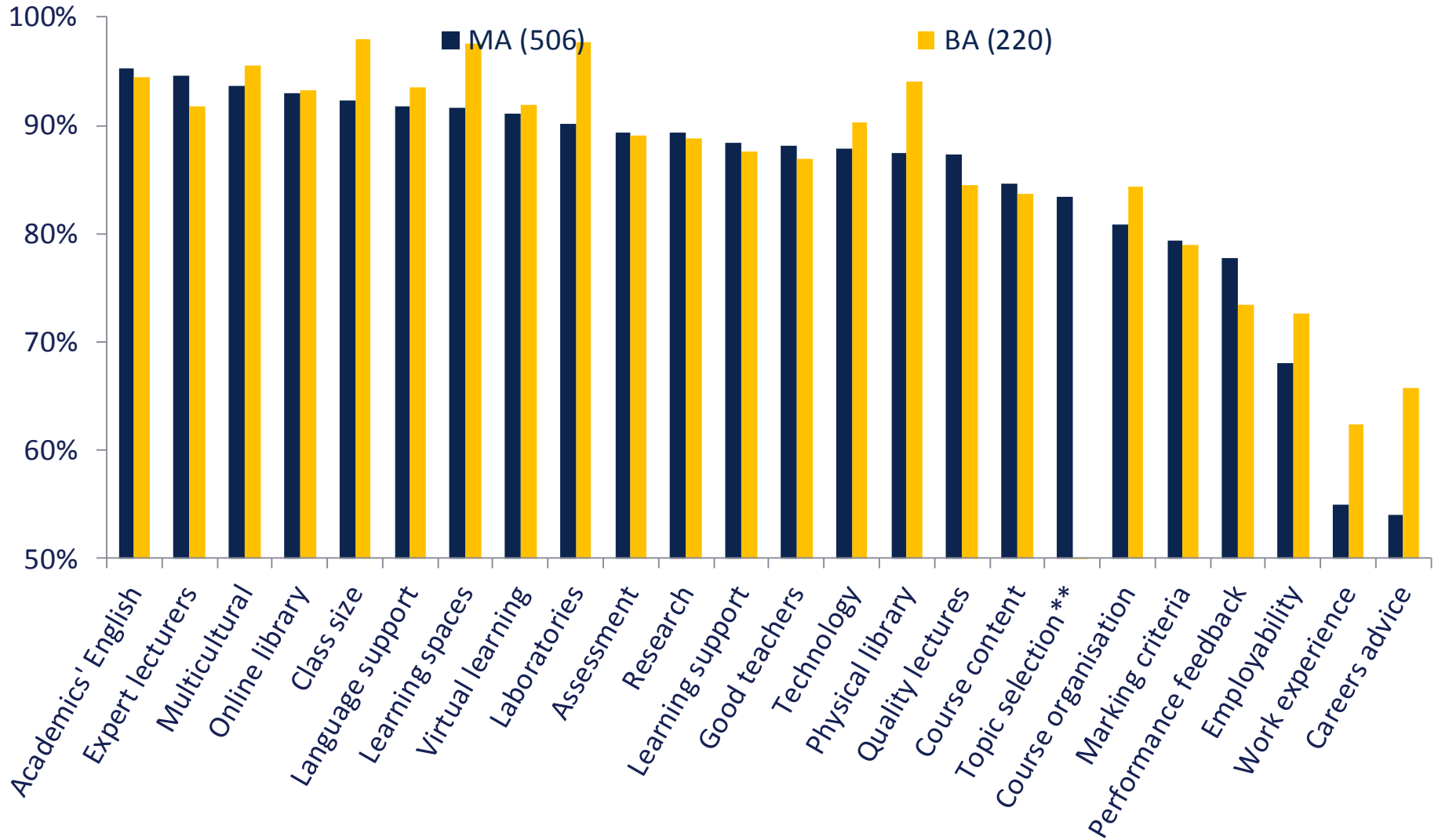


Learning satisfaction by study level



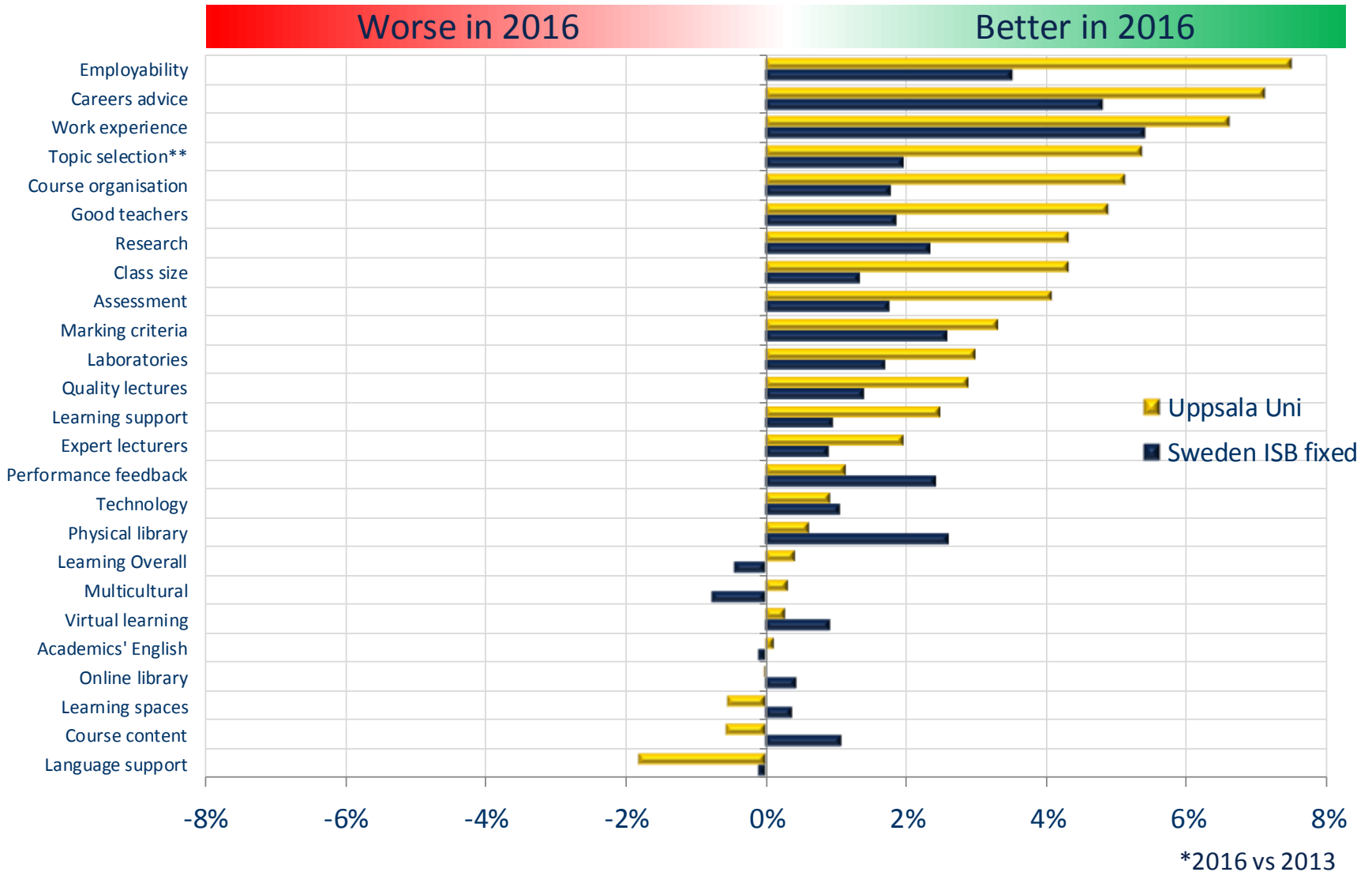


Learning satisfaction by study level





Learning satisfaction (year on year*)



The Fixed Benchmark only includes institutions that took part in both years

**Postgraduate students only



Learning – degree-seeking vs. exchange students

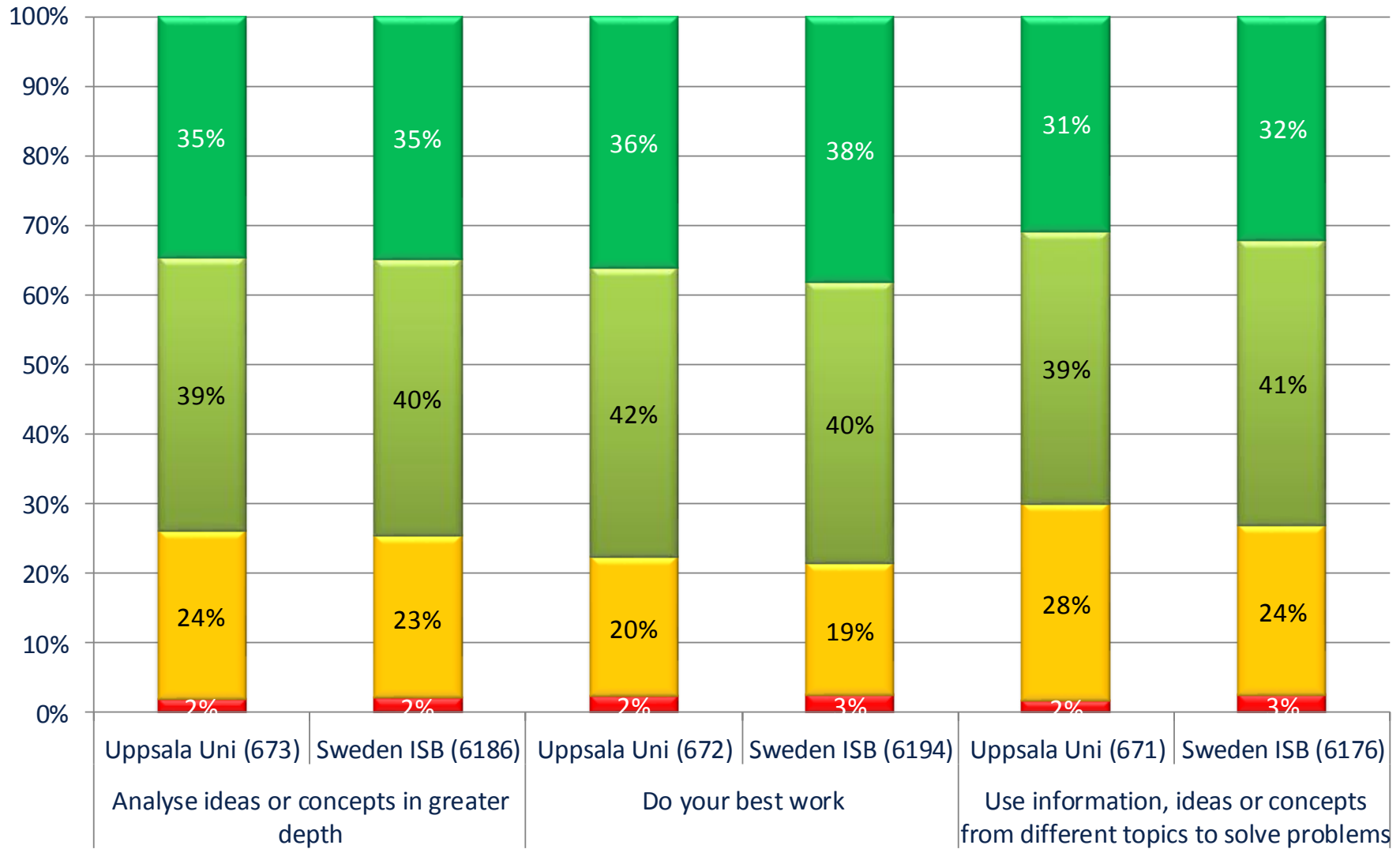
Learning Element	Uppsala Uni	Degree seeking	Student Exchange
Learning Overall (737)	86%	86%	86%
Academics' English	95%	94%	96%
Marking criteria	79%	78%	80%
Assessment	89%	89%	89%
Careers advice	57%	52%	63%
Course content	84%	86%	83%
Class size	94%	92%	97%
Expert lecturers	94%	93%	94%
Employability	70%	68%	71%
Good teachers	88%	89%	87%
Topic selection**	83%	81%	88%
Online library	93%	93%	93%
Physical library	89%	89%	91%
Learning support	88%	86%	90%
Learning spaces	94%	91%	96%
Laboratories	92%	90%	95%
Language support	92%	90%	95%
Multicultural	94%	93%	96%
Course organisation	82%	80%	84%
Performance feedback	76%	78%	74%
Quality lectures	87%	88%	85%
Research	89%	89%	89%
Technology	89%	88%	89%
Virtual learning	91%	90%	93%
Work experience	57%	55%	61%



Engagement



Student engagement - Challenges

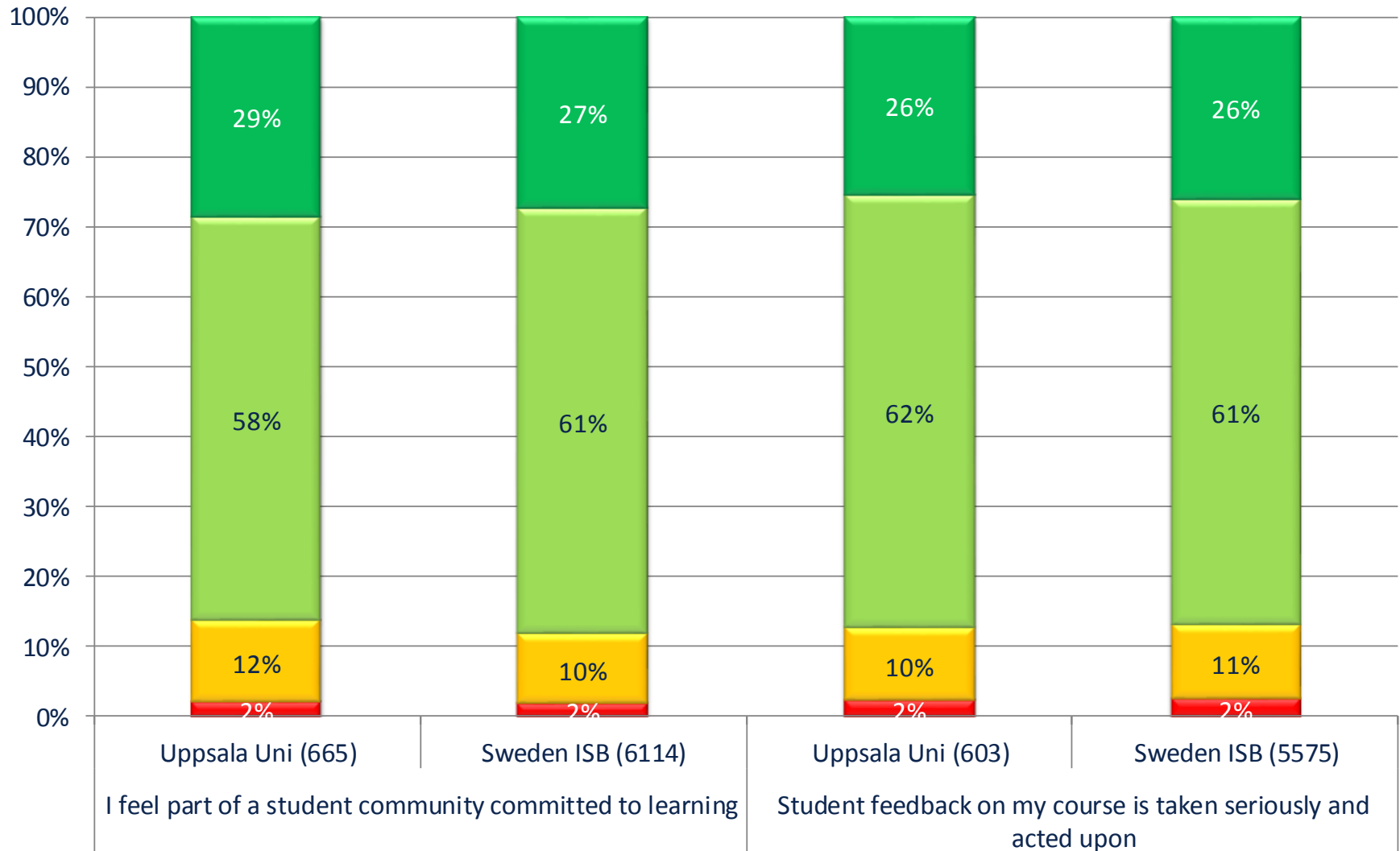


■ Never ■ Sometimes ■ Often ■ Very often

Thinking back over this academic year, to what extent has your course challenged you to:



Student engagement



■ Disagree strongly ■ Disagree ■ Agree ■ Agree strongly

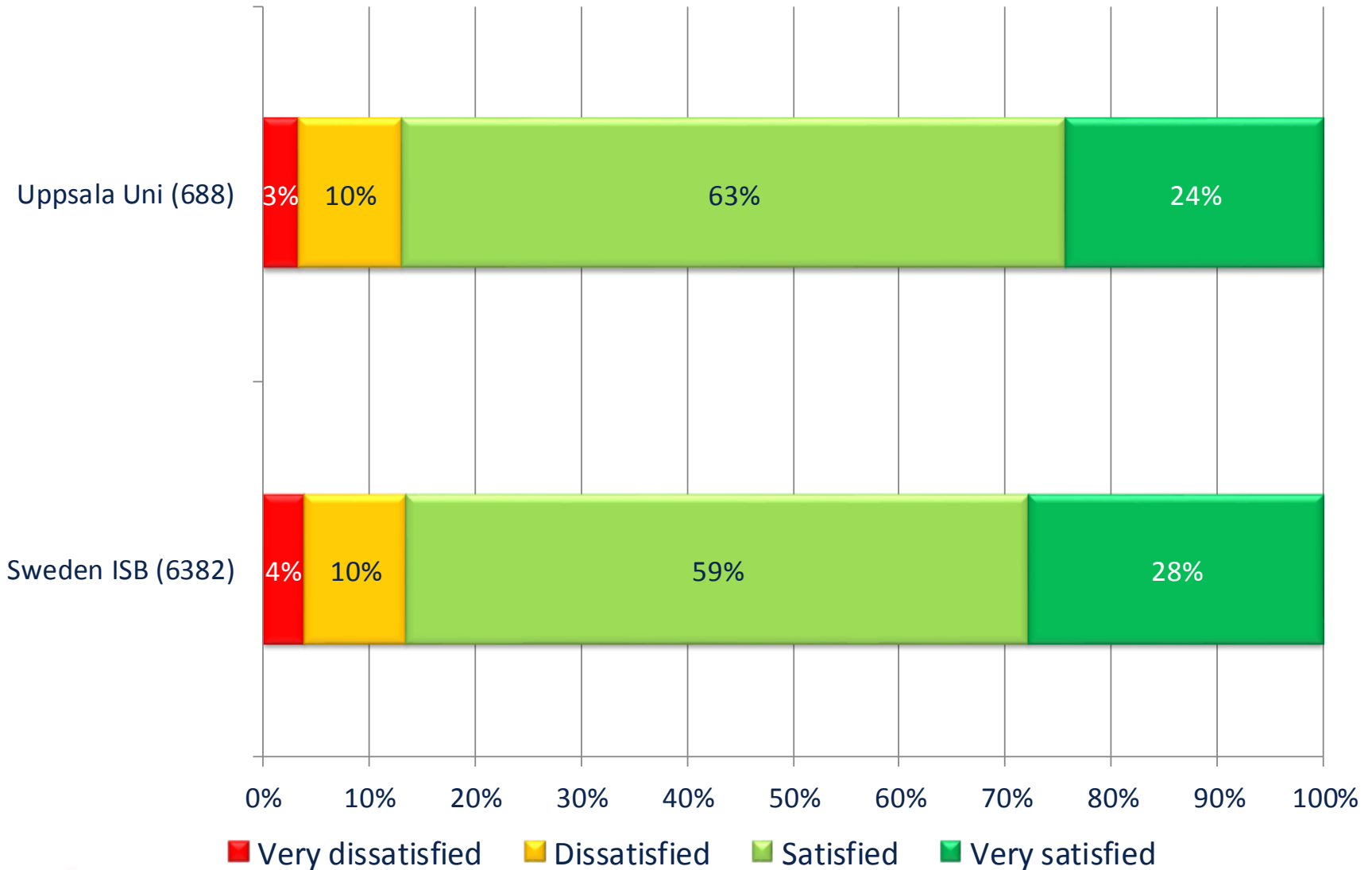
To what extent do you agree or disagree with the following statements:



Living



Overall satisfaction - Living

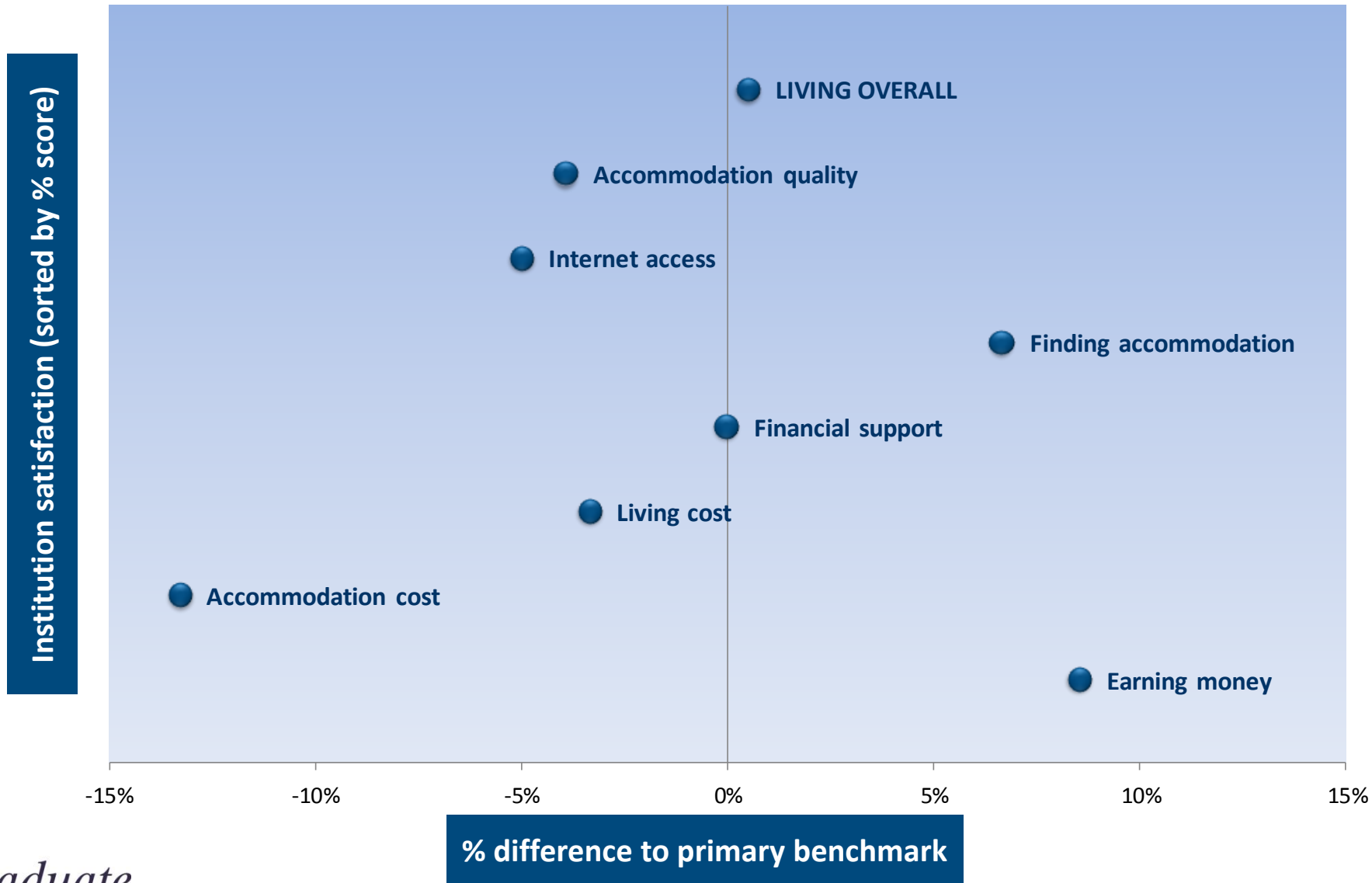


Very dissatisfied Dissatisfied Satisfied Very satisfied

Overall, how satisfied are you with the living experience at this stage in the year?



Living matrix – Accommodation & living costs





Benchmarking living – Accommodation & living costs

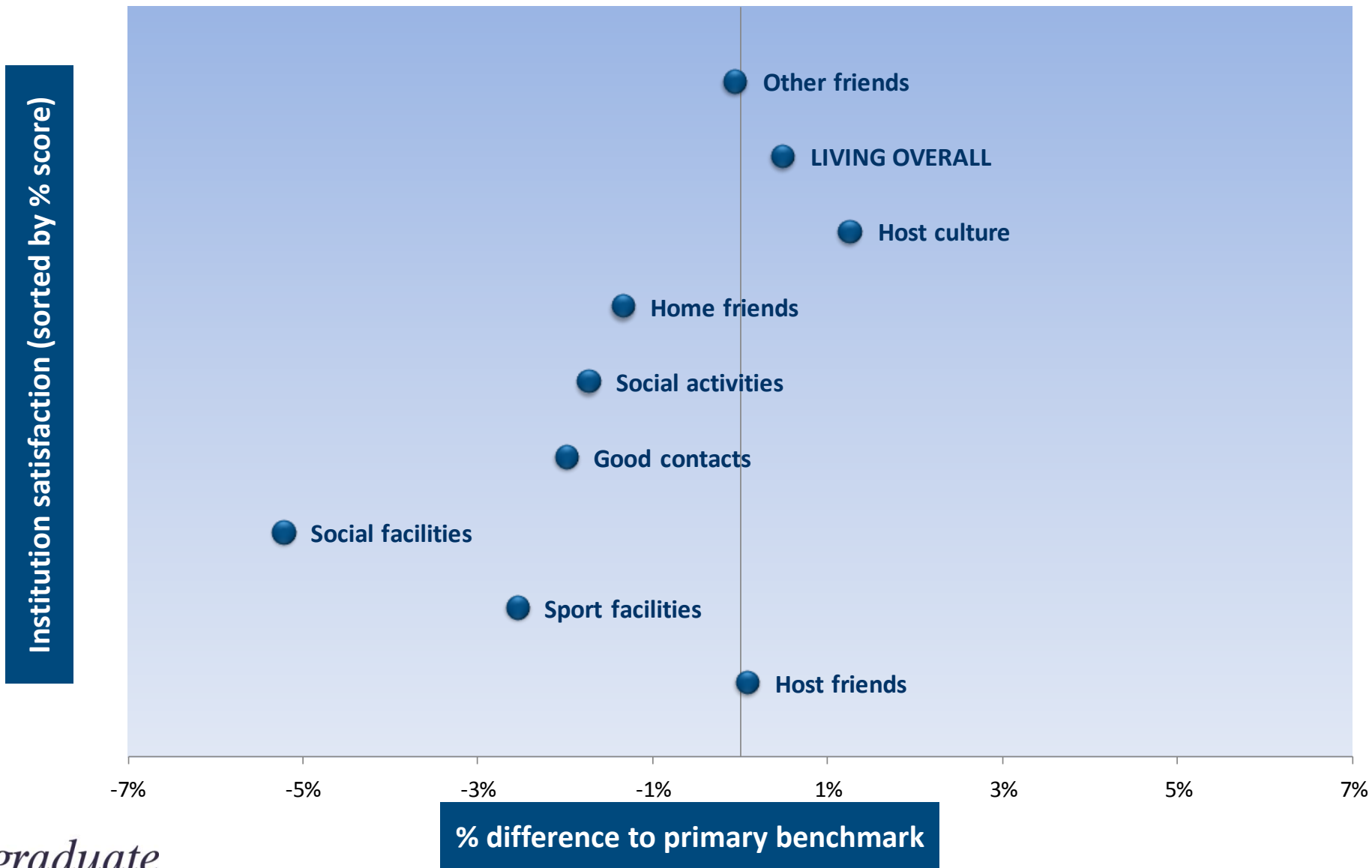
	Uppsala Uni	ISB %	Sweden ISB %	Europe ISB %	ISB +/-	Sweden ISB +/-	Europe ISB +/-
LIVING AVERAGE	77.5%	79.9%	78.4%	78.5%	-2.3%	-0.8%	-0.9%
LIVING OVERALL	86.9%	86.8%	86.4%	84.4%	0.2%	0.5%	2.5%
ACCOMMODATION and LIVING COSTS							
Accommodation quality	81.2%	84.7%	85.1%	83.7%	-3.6%	-3.9%	-2.5%
Internet access	75.8%	80.3%	80.8%	78.3%	-4.5%	-5.0%	-2.4%
Finding accommodation	68.1%	60.9%	61.5%	60.9%	7.2%	6.6%	7.2%
Financial support	49.2%	55.4%	49.2%	48.5%	-6.2%	-0.1%	0.7%
Living cost	47.9%	70.9%	51.2%	72.2%	-23.0%	-3.3%	-24.4%
Accommodation cost	47.6%	63.3%	60.9%	64.7%	-15.7%	-13.3%	-17.1%
Earning money	35.5%	53.5%	27.0%	45.3%	-18.0%	8.5%	-9.8%

Benchmarking living – Accommodation & living costs (sorted by primary ranking group)

	Uppsala Uni	ISB %	Sweden ISB %	Europe ISB %	ISB	Sweden ISB	Europe ISB
LIVING AVERAGE	77.5%	79.9%	78.4%	78.5%	93	9	33
LIVING OVERALL	86.9%	86.8%	86.4%	84.4%	49	7	13
ACCOMMODATION and LIVING COSTS							
Earning money	35.5%	53.5%	27.0%	45.3%	158	4	48
Finding accommodation	68.1%	60.9%	61.5%	60.9%	18	5	18
Financial support	49.2%	55.4%	49.2%	48.5%	142	7	35
Internet access	75.8%	80.3%	80.8%	78.3%	129	10	45
Living cost	47.9%	70.9%	51.2%	72.2%	178	10	62
Accommodation quality	81.2%	84.7%	85.1%	83.7%	130	12	51
Accommodation cost	47.6%	63.3%	60.9%	64.7%	168	12	57



Living matrix - Social





Benchmarking living – Social

	Uppsala Uni	ISB %	Sweden ISB %	Europe ISB %	ISB +/-	Sweden ISB +/-	Europe ISB +/-
LIVING AVERAGE	77.5%	79.9%	78.4%	78.5%	-2.3%	-0.8%	-0.9%
LIVING OVERALL	86.9%	86.8%	86.4%	84.4%	0.2%	0.5%	2.5%
SOCIAL							
Other friends	92.7%	87.7%	92.7%	89.3%	4.9%	-0.1%	3.4%
Host culture	86.0%	85.8%	84.8%	85.7%	0.2%	1.2%	0.3%
Home friends	85.7%	85.3%	87.1%	85.2%	0.4%	-1.3%	0.5%
Social activities	83.4%	83.1%	85.2%	82.4%	0.3%	-1.7%	1.0%
Good contacts	78.5%	78.5%	80.5%	76.1%	0.0%	-2.0%	2.4%
Social facilities	76.3%	81.9%	81.5%	78.4%	-5.6%	-5.2%	-2.1%
Sport facilities	73.5%	80.7%	76.0%	79.1%	-7.3%	-2.5%	-5.6%
Host friends	63.1%	73.2%	63.1%	67.4%	-10.0%	0.1%	-4.3%

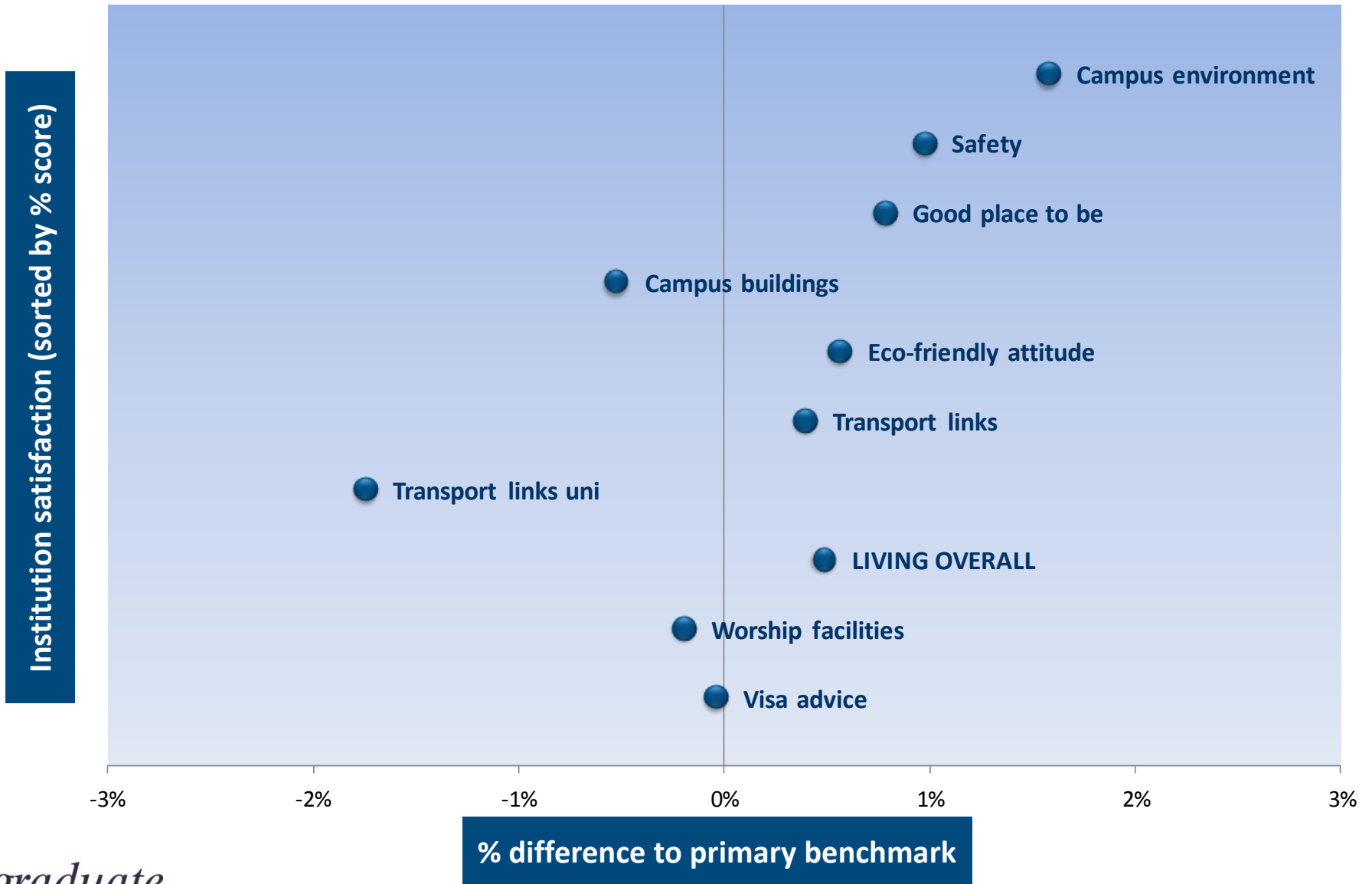


Benchmarking living – Social (sorted by primary ranking group)

	Uppsala Uni	ISB %	Sweden ISB %	Europe ISB %	ISB	Sweden ISB	Europe ISB
LIVING AVERAGE	77.5%	79.9%	78.4%	78.5%	93	9	33
LIVING OVERALL	86.9%	86.8%	86.4%	84.4%	49	7	13
SOCIAL							
Host culture	86.0%	85.8%	84.8%	85.7%	59	3	28
Other friends	92.7%	87.7%	92.7%	89.3%	11	5	8
Good contacts	78.5%	78.5%	80.5%	76.1%	55	7	18
Host friends	63.1%	73.2%	63.1%	67.4%	165	7	54
Home friends	85.7%	85.3%	87.1%	85.2%	75	8	33
Sport facilities	73.5%	80.7%	76.0%	79.1%	143	9	51
Social activities	83.4%	83.1%	85.2%	82.4%	77	10	35
Social facilities	76.3%	81.9%	81.5%	78.4%	132	10	37



Living matrix – Day to day life





Benchmarking living – Day to day life

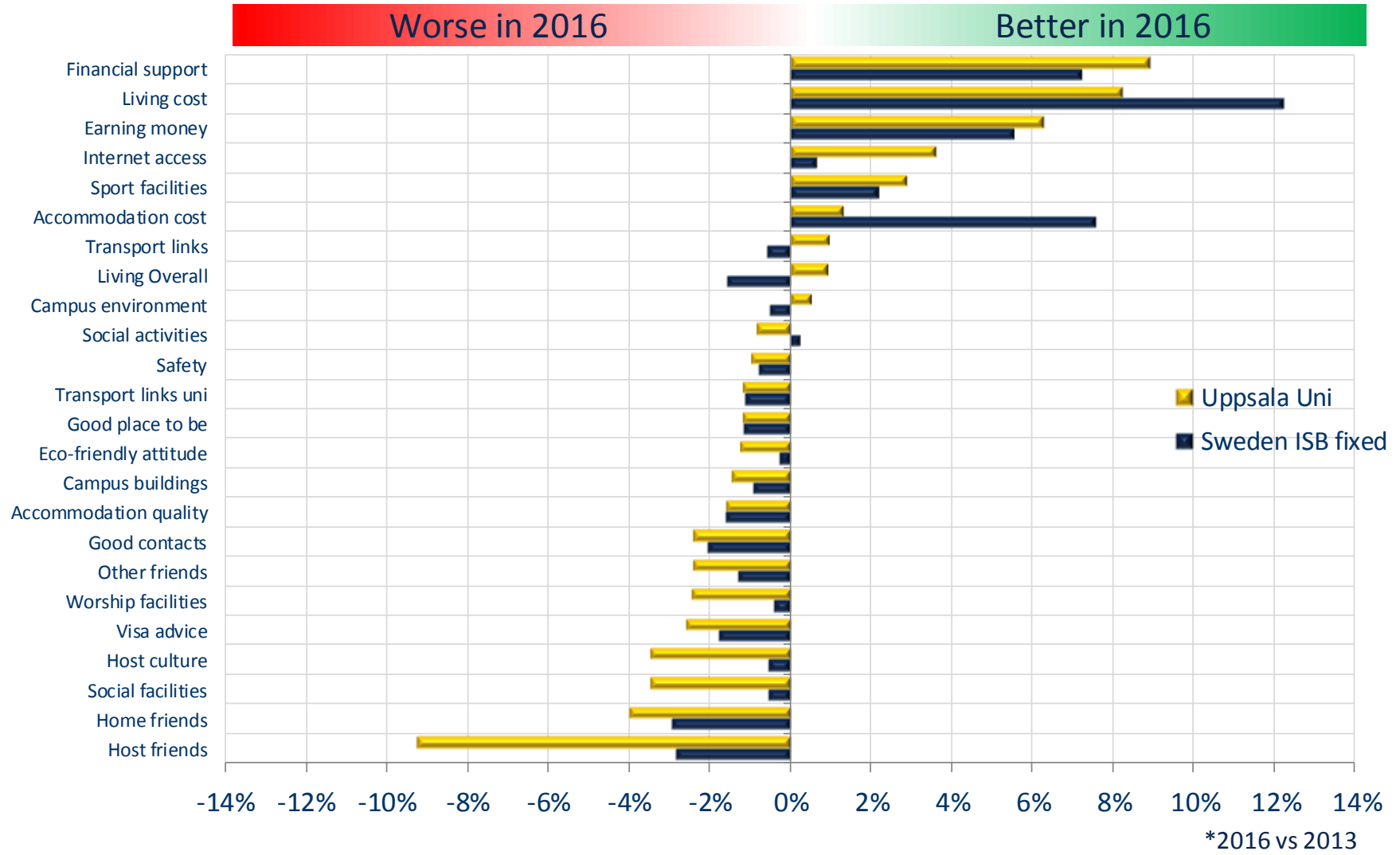
	Uppsala Uni	ISB %	Sweden ISB %	Europe ISB %	ISB +/-	Sweden ISB +/-	Europe ISB +/-
LIVING AVERAGE	77.5%	79.9%	78.4%	78.5%	-2.3%	-0.8%	-0.9%
LIVING OVERALL	86.9%	86.8%	86.4%	84.4%	0.2%	0.5%	2.5%
DAY TO DAY LIFE							
Campus environment	98.3%	91.8%	96.8%	92.3%	6.5%	1.6%	6.0%
Safety	96.8%	92.5%	95.9%	92.6%	4.4%	1.0%	4.2%
Good place to be	96.8%	91.5%	96.0%	92.5%	5.4%	0.8%	4.3%
Campus buildings	93.7%	88.5%	94.2%	86.8%	5.2%	-0.5%	6.9%
Eco-friendly attitude	93.2%	90.3%	92.7%	90.2%	3.0%	0.6%	3.1%
Transport links	89.1%	83.1%	88.7%	84.0%	6.0%	0.4%	5.1%
Transport links uni	87.6%	84.6%	89.4%	84.7%	3.1%	-1.7%	2.9%
Worship facilities	84.6%	85.4%	84.7%	81.8%	-0.8%	-0.2%	2.8%
Visa advice	76.3%	81.3%	76.3%	77.1%	-5.0%	0.0%	-0.8%

Benchmarking living – Day to day life (sorted by primary ranking group)

	Uppsala Uni	ISB %	Sweden ISB %	Europe ISB %	ISB	Sweden ISB	Europe ISB
LIVING AVERAGE	77.5%	79.9%	78.4%	78.5%	93	9	33
LIVING OVERALL	86.9%	86.8%	86.4%	84.4%	49	7	13
DAY TO DAY LIFE							
Good place to be	96.8%	91.5%	96.0%	92.5%	4	3	3
Campus environment	98.3%	91.8%	96.8%	92.3%	8	5	7
Worship facilities	84.6%	85.4%	84.7%	81.8%	60	5	14
Safety	96.8%	92.5%	95.9%	92.6%	11	6	10
Campus buildings	93.7%	88.5%	94.2%	86.8%	17	8	10
Eco-friendly attitude	93.2%	90.3%	92.7%	90.2%	19	8	12
Transport links	89.1%	83.1%	88.7%	84.0%	46	8	30
Visa advice	76.3%	81.3%	76.3%	77.1%	126	8	39
Transport links uni	87.6%	84.6%	89.4%	84.7%	64	9	34



Living satisfaction (year on year*)





Living – degree-seeking vs. exchange students

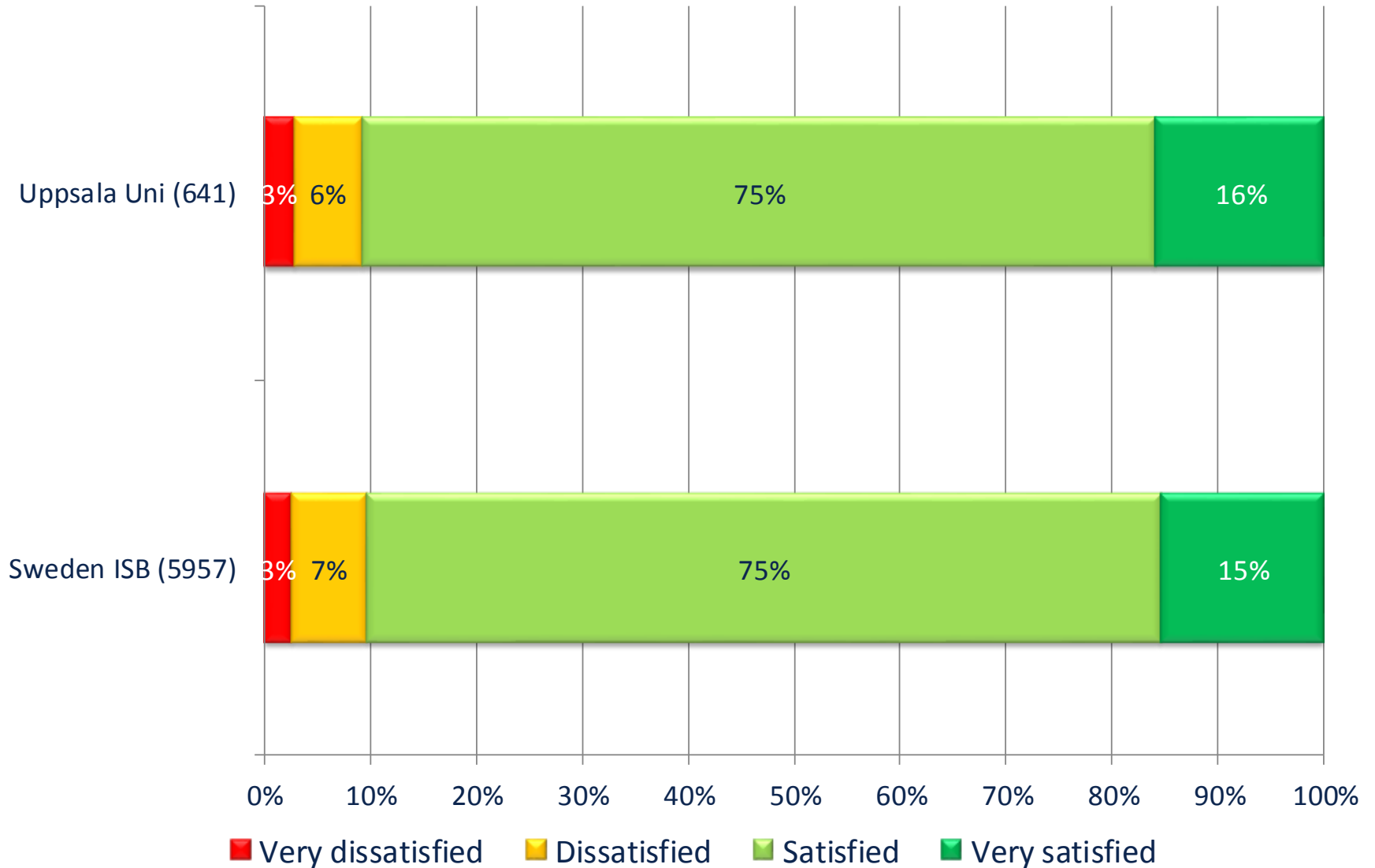
Living Element	Uppsala Uni	Degree seeking	Student Exchange
Living Overall (688)	87%	86%	88%
Accommodation quality	81%	81%	81%
Accommodation cost	48%	47%	49%
Eco-friendly attitude	93%	94%	92%
Earning money	36%	33%	40%
Finding accommodation	68%	53%	84%
Financial support	49%	41%	58%
Good contacts	79%	77%	80%
Good place to be	97%	97%	97%
Host culture	86%	88%	84%
Host friends	63%	69%	57%
Internet access	76%	78%	74%
Living cost	48%	52%	44%
Other friends	93%	93%	92%
Campus buildings	94%	92%	96%
Campus environment	98%	98%	98%
Social activities	83%	80%	86%
Safety	97%	96%	98%
Home friends	86%	82%	90%
Social facilities	76%	78%	74%
Sport facilities	73%	72%	75%
Transport links	89%	89%	89%
Transport links uni	88%	89%	86%
Visa advice	76%	75%	79%
Worship facilities	85%	86%	84%



Support



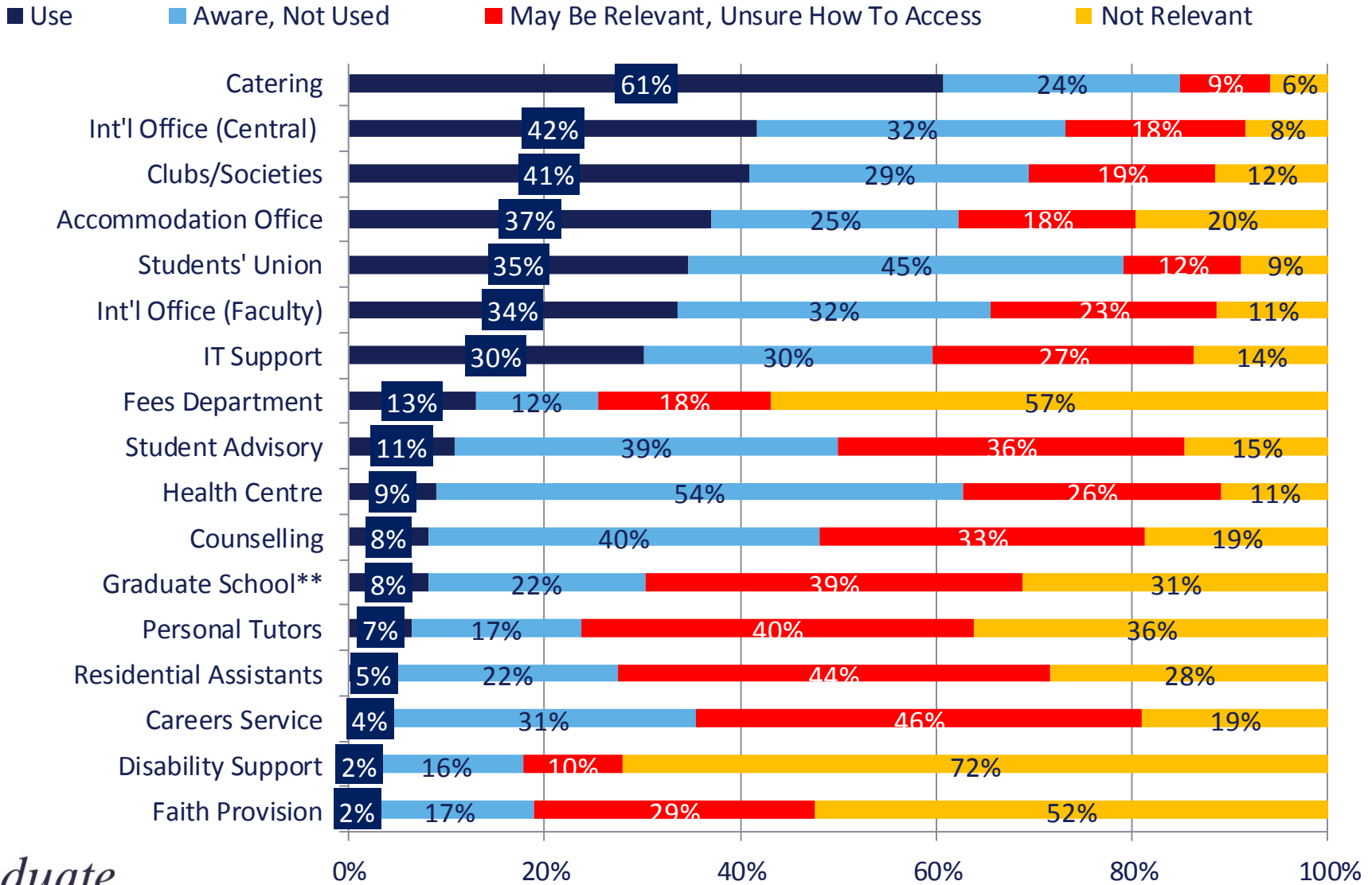
Overall satisfaction - Support



Overall, how satisfied are you with the support services at this stage in the year?

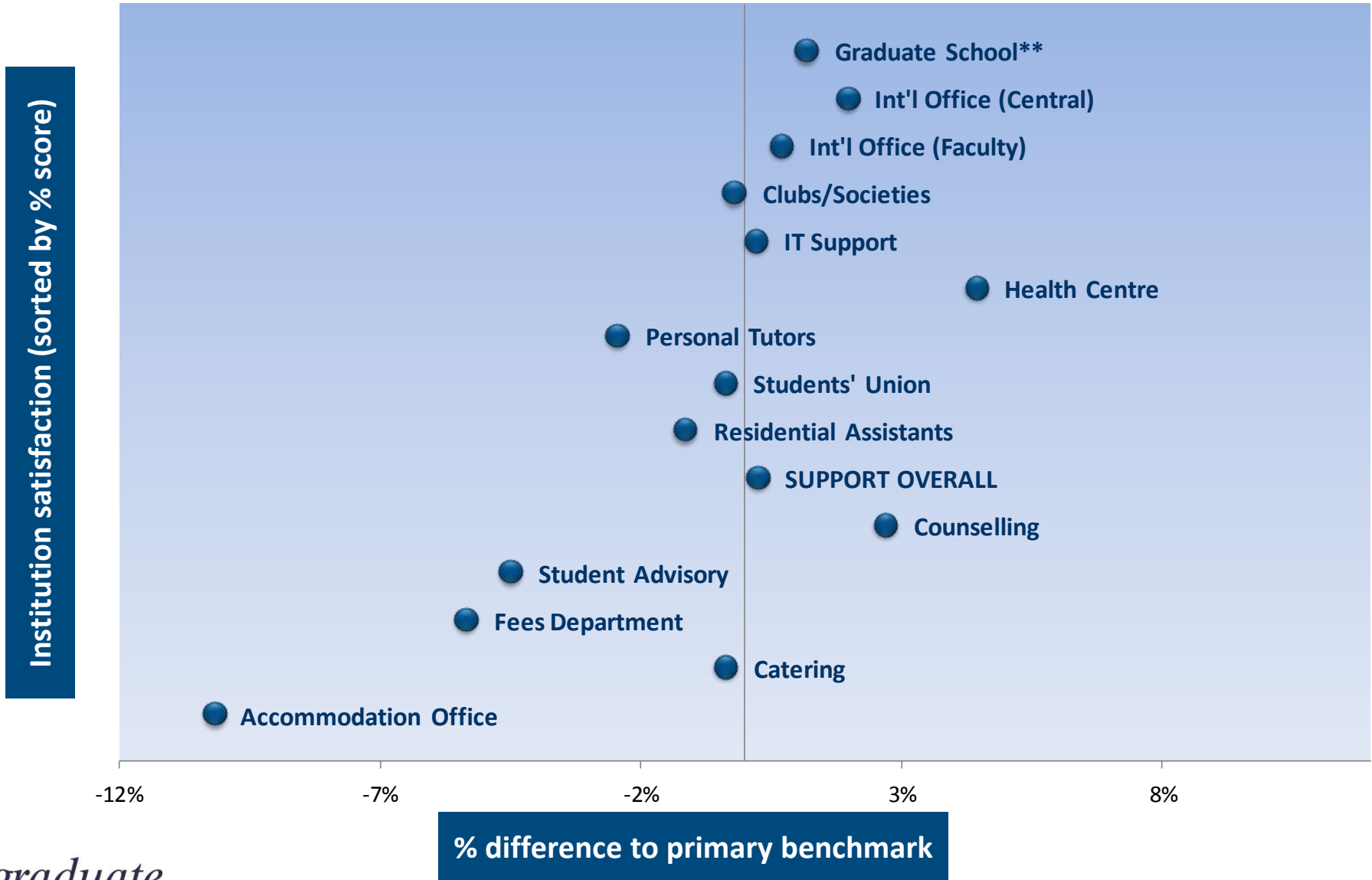


Support usage





Support matrix





Benchmarking support

	Uppsala Uni	ISB %	Sweden ISB %	Europe ISB %	ISB +/-	Sweden ISB +/-	Europe ISB +/-
SUPPORT AVERAGE	90.8%	90.9%	92.0%	90.1%	-0.1%	-1.3%	0.7%
SUPPORT OVERALL	90.8%	88.4%	90.6%	87.2%	2.4%	0.2%	3.6%
Graduate School**	97.2%	94.2%	96.1%	93.7%	3.0%	1.2%	3.5%
Int'l Office (Central)	96.6%	92.6%	94.7%	92.9%	4.0%	2.0%	3.7%
Int'l Office (Faculty)	95.8%	93.4%	95.1%	93.4%	2.4%	0.7%	2.4%
Clubs/Societies	95.4%	92.8%	95.7%	92.7%	2.7%	-0.2%	2.7%
IT Support	93.8%	93.7%	93.6%	93.8%	0.1%	0.2%	0.0%
Health Centre	92.9%	89.7%	88.4%	87.8%	3.2%	4.4%	5.0%
Personal Tutors	92.5%	93.5%	95.0%	91.7%	-1.0%	-2.5%	0.8%
Students' Union	92.4%	93.1%	92.8%	92.6%	-0.7%	-0.4%	-0.2%
Residential Assistants	90.9%	90.2%	92.1%	86.5%	0.7%	-1.2%	4.4%
Counselling	90.6%	89.2%	87.9%	87.7%	1.4%	2.7%	2.9%
Student Advisory	90.0%	92.3%	94.5%	91.1%	-2.3%	-4.5%	-1.1%
Fees Department	87.8%	89.6%	93.2%	90.5%	-1.8%	-5.3%	-2.7%
Catering	83.1%	83.5%	83.4%	84.0%	-0.4%	-0.4%	-0.9%
Accommodation Office	71.5%	83.2%	81.7%	78.0%	-11.6%	-10.2%	-6.5%



Benchmarking support (sorted by primary ranking group)

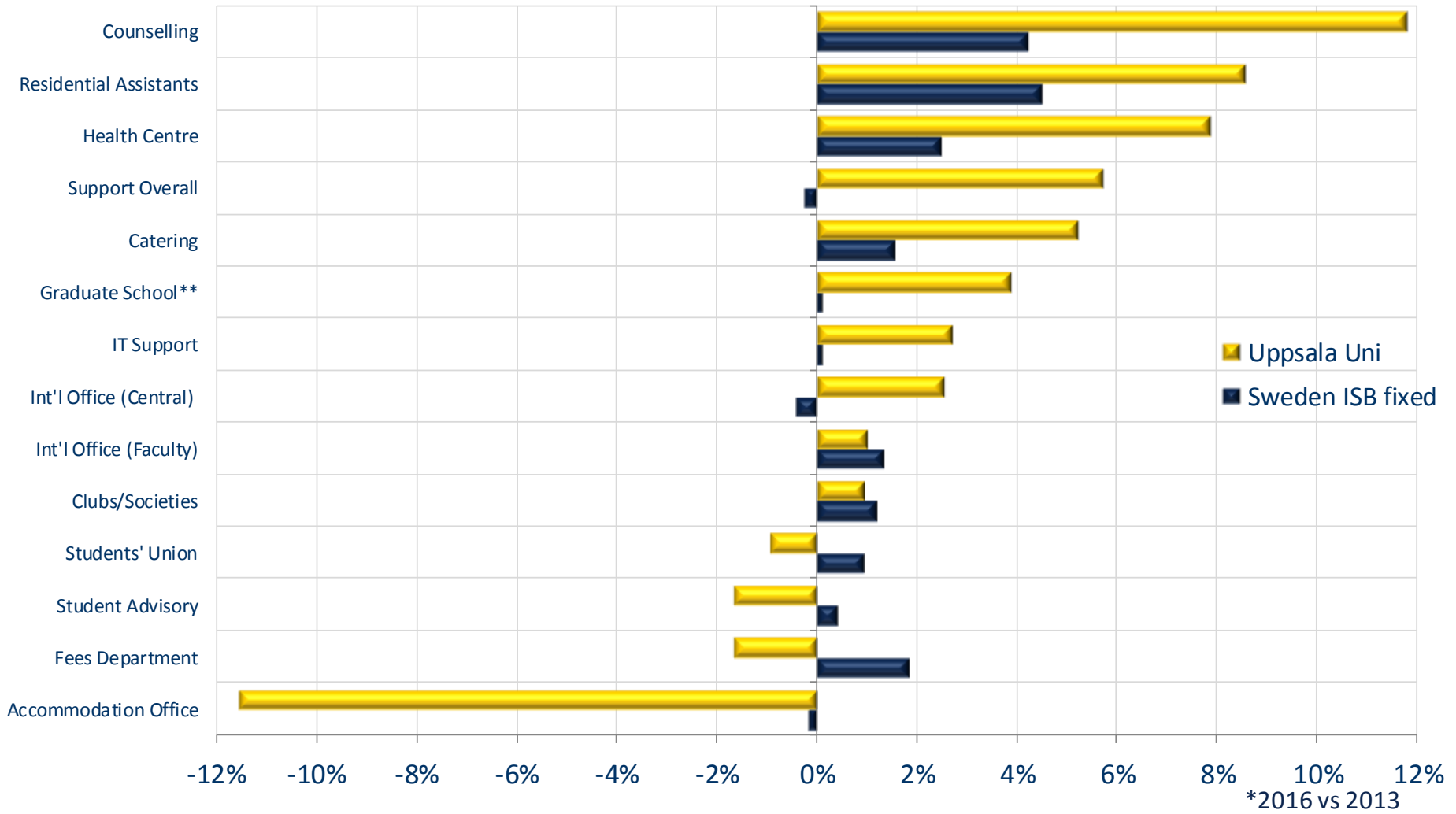
	Uppsala Uni	ISB %	Sweden ISB %	Europe ISB %	ISB	Sweden ISB	Europe ISB
SUPPORT AVERAGE	90.8%	90.9%	92.0%	90.1%	123	11	44
SUPPORT OVERALL	90.8%	88.4%	90.6%	87.2%	51	7	14
Counselling	90.6%	89.2%	87.9%	87.7%	25	1	5
Int'l Office (Central)	96.6%	92.6%	94.7%	92.9%	57	4	32
Residential Assistants	90.9%	90.2%	92.1%	86.5%	67	4	7
Graduate School**	97.2%	94.2%	96.1%	93.7%	87	5	27
Int'l Office (Faculty)	95.8%	93.4%	95.1%	93.4%	13	5	13
Clubs/Societies	95.4%	92.8%	95.7%	92.7%	54	6	25
Student Advisory	90.0%	92.3%	94.5%	91.1%	109	6	39
Health Centre	92.9%	89.7%	88.4%	87.8%	91	8	21
Catering	83.1%	83.5%	83.4%	84.0%	103	8	43
IT Support	93.8%	93.7%	93.6%	93.8%	107	9	41
Fees Department	87.8%	89.6%	93.2%	90.5%	122	9	32
Accommodation Office	71.5%	83.2%	81.7%	78.0%	138	10	45
Students' Union	92.4%	93.1%	92.8%	92.6%	136	11	46
Personal Tutors	92.5%	93.5%	95.0%	91.7%	60		11



Support satisfaction (year on year*)

Worse in 2016

Better in 2016



Support – degree-seeking vs. exchange students

Support Element	Uppsala Uni	Degree seeking	Student Exchange
Support Overall (641)	91%	90%	93%
Accommodation Office	72%	66%	75%
Catering	83%	80%	86%
Counselling	91%	89%	NA
Fees Department	88%	86%	89%
Graduate School**	97%	97%	NA
Health Centre	93%	NA	NA
Residential Assistants	91%	NA	NA
Int'l Office (Central)	97%	96%	97%
Int'l Office (Faculty)	96%	97%	95%
IT Support	94%	93%	95%
Personal Tutors	93%	NA	NA
Student Advisory	90%	89%	90%
Students' Union	92%	93%	91%
Clubs/Societies	95%	95%	96%

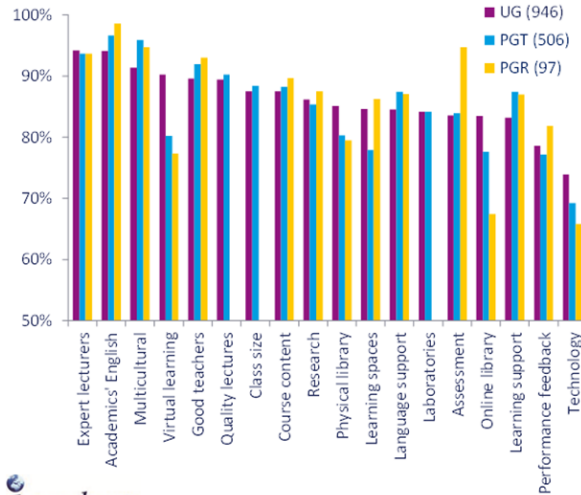


Deliverables

Deliverables

Institution-specific data

Learning satisfaction – by study level



Detailed presentations

Propensity to recommend

University (1500)	2015 vs 2014		Benchmark (26500)
39%	7%	I would actively encourage people to apply	35%
46%	-3%	If asked, I would encourage people to apply	44%
11%	4%	I would neither encourage nor discourage people	15%
2%	0%	If asked, I would discourage people from applying	4%
1%	0%	I would actively discourage people from applying	2%

Summary findings

University	Benchmark %	Benchmark +/-	% p	Benchmark
79.2%	84.1%	-4.9%		155
87.1%	89.0%	-1.9%	0.26	132
91.8%	87.1%	4.6%	0.00	10
87.7%	88.4%	-0.6%	0.35	113
84.1%	88.0%	-3.9%	0.14	132
83.7%	87.9%	-4.2%	0.00	151
82.8%	86.4%	-3.5%	0.06	145
82.4%	83.7%	-1.3%	0.37	62
81.0%	89.9%	-9.0%	0.22	116
80.7%	84.2%	-3.4%	0.01	144
79.9%	79.6%	0.2%	0.40	64
79.6%	79.3%	0.3%	0.08	70
79.4%	89.8%	-10.4%	0.00	171
78.4%	81.2%	-2.9%	0.14	135
75.3%	84.8%	-9.5%	0.02	124
73.9%	83.3%	-9.4%	0.00	171
72.3%	83.5%	-11.2%	0.00	157
69.0%	80.6%	-11.7%	0.00	146
64.7%	71.9%	-7.2%	0.00	154
95.4%	89.4%	6.0%	0.00	24
95.2%	91.0%	4.1%	0.00	31
91.2%	90.7%	0.5%	0.06	70

“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

Next generation tools – *interact* 2.2

Benchmarking

Student satisfaction data against national and international benchmarks

Range

Internal analysis of student satisfaction data

Breakdowns

Analysis by department/faculty

Temperatures

Wave on wave

View results compared to previous waves

Improved navigation

teaching here is remarkable. Very, very good University and would recommend to many!

The teaching and campus life are both great

Because I have found the teaching excellent and the service

Alot of facilities and in general a good place to study

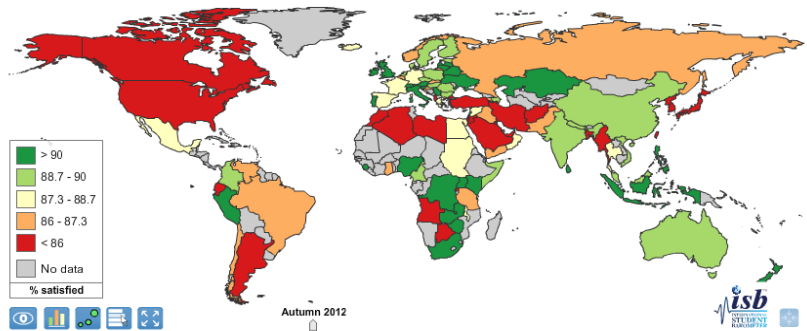
Great university. A lot of support provided, for both academic and personal issues. Many career opportunities as well as volunteering and general chances to gain experience.

Because I enjoy my time here and think the university staff are very friendly, always willing to help

Open comments analysis



Global Views – An interactive online map, showing student mobility in your country





STUDENT BAROMETER™ PARTNER
THE GLOBAL BENCHMARK FOR THE STUDENT EXPERIENCE

- Available to HE institutions worldwide taking part in the ISB or SB
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- Use on website and promotional literature

"We are using the i-mark on our admission webpages to show potential students that we use the ISB for program quality management and service development."

ISB University Partner

Understand the student journey with i-graduate.



We benchmark the student experience, international operations and graduate outcomes. We also offer bespoke services. Our product suite includes: International Student Barometer (ISB) • Student Barometer (SB) • Benchmarking International Operations (BiO) Global Education Profiler (GE-P) • Postgraduate Taught Experience Survey (PTES) • Postgraduate Research Experience Survey (PRES) Destination of Leavers in Higher Education (DLHE) • Graduate Outcomes

The Next Step... Email info@i-graduate.org for more information



Established in 2005



In over 1400 Institutions



Across 33 Countries



Feedback from 2.9 million Students

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)



The screenshot shows the i-graduate website homepage. At the top left is the i-graduate logo with the tagline 'INTERNATIONAL INSIGHT'. To the right is a 'CLIENT LOGIN' button. Below the logo is a navigation menu with four items: 'About Us', 'Our Services', 'Where We Work', and 'Contact Us'. The main content area features a large image of a young woman looking at a laptop. Below the image is a white box with the text 'Feedback from over 2.3 million students'. Underneath this is a 'Welcome to i-graduate' section with two paragraphs of text. To the right is an 'Our Services' section with four colored boxes: 'Universities' (purple), 'Colleges' (blue), 'Schools' (green), and 'Governments' (pink).

Welcome to i-graduate

We provide the global benchmark for the student experience. We deliver comparative insight to the education sector worldwide, helping institutions deliver a world class student experience to enhance competitive advantage.

The Observatory on Borderless Higher Education, the global HE think tank, is powered by i-graduate, i-graduate and the Observatory are part of the Tribal Group plc.

Our Services:

- Universities
- Colleges
- Schools
- Governments

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



Questionnaire

Questionnaire flow

Background

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

Pre-Arrival

- *Choice of destination*
- *Key influences*
- *Application process*
- *Visa Satisfaction*
- *Agents*

Arrival Experience

- *Overall Satisfaction*
- *Rating on experience*

Learning Experience

- *Overall Satisfaction*
- *Satisfaction of learning elements*
- *Engagement measures*

Living Experience

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

Support Experience

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

Recommendation & Reflections

- *Recommendation to others*

Future Plans

- *Employment*
- *Study*

Not a full list of questions

Arrival terminology

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

Learning terminology - Teaching

Terminology in Questionnaire	Terminology in Report
The quality of lectures (<i>UG, PGT, FC, non-degree & other students only</i>)	Quality lectures
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 (<i>UG, PGT, FC, non-degree & other students only</i>)	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 marking/assessment criteria	Marking criteria
Fair and transparent assessment of my work	Assessment

Learning terminology - Studies

Terminology in Questionnaire	Terminology in Report
Guidance in topic selection and refinement by my supervisor (<i>PGT & PGR students only</i>)	Topic selection
Confidence about managing a research project as a result of my experience so far (<i>PGR students only</i>)	Managing research
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 (if applicable)	Language support
Opportunities to teach (<i>PGR students only</i>)	Opportunities to teach
The size of classes (<i>UG, PGT, FC, non-degree & other students only</i>)	Class size



Learning terminology - Facilities

Terminology in Questionnaire	Terminology in Report
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

Living terminology – Accommodation & Living Costs

Terminology in Questionnaire	Terminology in Report
The quality of accommodation (<i>excludes 'living at home'/'living with friends or relatives'</i>)	Accommodation quality
The cost of accommodation (<i>excludes 'living at home'/'living with friends or relatives'</i>)	Accommodation cost
The cost of living	Living cost
The opportunity to earn money while studying	Earning money
The availability of financial support/ bursaries etc.	Financial support
Internet access at my accommodation	Internet access

Living terminology – Social

Terminology in Questionnaire	Terminology in Report
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 (common room etc.)	Social facilities
The social activities (organised events)	Social activities
Making good contacts for the future	Good contacts

Living terminology – Day to Day Life

Terminology in Questionnaire	Terminology in Report
Feeling safe and secure	Safety
The surroundings outside the institution	Good place to be
Transport between institution locations	Transport links uni
The transport links to other places	Transport links (other places)
The facilities for religious worship (quiet room/prayer room, etc.)	Worship facilities
Immigration and visa advice from the institution	Visa advice
The institution's eco-friendly attitude to the environment (e.g. recycling/energy etc.)	Eco-friendly attitude
The design and quality of the campus buildings (what they look like, internal quality, functionality and beauty)	Campus buildings
The quality of the external campus environment (landscaping, street furniture, litter, trees, bicycle parking, signposting)	Campus environment

Support terminology

Terminology in Standard Questionnaire	Terminology in University Questionnaire	Terminology in Report
Catering	Campus eating places	Catering
International Office	International Office	Int'l Office (Central)
Clubs/Societies	Institution Clubs/Societies	Clubs/Societies
Accommodation Office	Accommodation Office	Accommodation Office
Students' Union	Students' Union	Students' Union
Int'l Office (Faculty)	International Office (Faculty level)	Int'l Office (Faculty)
IT Support	IT and system support	IT Support
Finance Office	Department where you pay your fees	Fees Department
Student Advisory	Student Advisory Service	Student Advisory
Health Centre	Health Centre	Health Centre
Counselling	Counselling Service	Counselling
Personal Tutors	Personal Tutors	Personal Tutors
Graduate School**	Graduate School**	Graduate School**
Residential Assistants	Residential Assistants	Residential Assistants
Careers Service	Careers Advisory Service	Careers Service
Disability Support	Disability Support	Disability Support
Faith Provision	Chaplaincy or multi-faith provision	Faith Provision



Additional Information



Institution Support Base Numbers

Element	University base number
Catering	390
Int'l Office (Central)	267
Clubs/Societies	263
Accommodation Office	239
Students' Union	224
Int'l Office (Faculty)	214
IT Support	193
Fees Department	82
Student Advisory	70
Health Centre	56
Counselling	53
Personal Tutors	40
Graduate School**	36
Residential Assistants	33
Careers Service	28
Disability Support	14
Faith Provision	10



Arrival satisfaction – Year on year comparison

Elements	2010	2011	2013	2016	First year vs 2016
Accommodation condition	40%	70%	83%	75%	35%
First night	57%	73%	84%	84%	27%
Welcome	62%	67%	79%	83%	21%
Arrival Overall	72%	83%	86%	87%	14%
Accommodation Office	61%	77%	86%	69%	8%
Social activities	76%	86%	88%	82%	6%
Introduction Days	85%	86%	92%	89%	4%
Formal welcome	84%	82%	96%	88%	4%
Finance Office		85%	97%	89%	4%
Host friends	65%	67%	79%	69%	4%
Other friends	91%	90%	96%	92%	2%
Local orientation	81%	88%	93%	83%	1%
Registration	88%	81%	90%	89%	1%
Meeting staff	89%	90%	94%	89%	0%
Study sense	83%	80%	87%	83%	0%
Internet access	81%	77%	71%	79%	-2%
Home friends	90%	85%	88%	84%	-6%
Bank account	68%	57%	59%	33%	-34%

Learning satisfaction – Year on year comparison



Elements	2010	2011	2013	2016	First year vs 2016
Work experience	49%	54%	51%	57%	8%
Employability	62%	64%	62%	70%	8%
Research	84%	86%	84%	89%	5%
Class size			90%	94%	4%
Careers advice	53%	55%	50%	57%	4%
Language support	89%	90%	94%	92%	3%
Online library	91%	93%	93%	93%	2%
Good teachers	86%	88%	83%	88%	2%
Multicultural	93%	94%	94%	94%	2%
Virtual learning	90%	90%	91%	91%	1%
Physical library	88%	91%	89%	89%	1%
Expert lecturers	93%	93%	92%	94%	1%
Academics' English	94%	96%	95%	95%	1%
Learning Overall	85%	87%	85%	86%	1%
Learning support	88%	89%	86%	88%	0%
Laboratories	92%	94%	89%	92%	0%
Assessment	89%	89%	85%	89%	0%
Course organisation	82%	84%	77%	82%	0%
Learning spaces	94%	96%	94%	94%	0%
Topic selection**	84%	85%	78%	83%	0%
Technology	90%	90%	88%	89%	-1%
Course content	86%	87%	85%	84%	-1%
Quality lectures	88%	88%	84%	87%	-1%
Marking criteria	82%	81%	76%	79%	-3%
Performance feedback	82%	82%	75%	76%	-5%

Living satisfaction – Year on year comparison

Elements	2010	2011	2013	2016	First year vs 2016
Visa advice	64%	65%	79%	76%	12%
Earning money	24%	32%	29%	36%	11%
Transport links uni	78%	83%	89%	88%	10%
Sport facilities	65%	69%	71%	73%	8%
Living Overall	79%	84%	86%	87%	8%
Worship facilities	77%	81%	87%	85%	7%
Host culture	79%	84%	90%	86%	7%
Financial support	42%	46%	40%	49%	7%
Living cost	42%	46%	40%	48%	6%
Accommodation quality	75%	82%	83%	81%	6%
Transport links	84%	87%	88%	89%	5%
Social activities	79%	82%	84%	83%	4%
Good contacts	75%	80%	81%	79%	3%
Safety	94%	96%	98%	97%	2%
Good place to be	94%	97%	98%	97%	2%
Other friends	91%	92%	95%	93%	2%
Campus environment		98%	98%	98%	1%
Campus buildings		94%	95%	94%	-1%
Eco-friendly attitude	95%	94%	94%	93%	-2%
Host friends	65%	65%	72%	63%	-2%
Accommodation cost	51%	53%	46%	48%	-4%
Social facilities	81%	87%	80%	76%	-4%
Home friends	91%	89%	90%	86%	-5%
Internet access	84%	82%	72%	76%	-9%

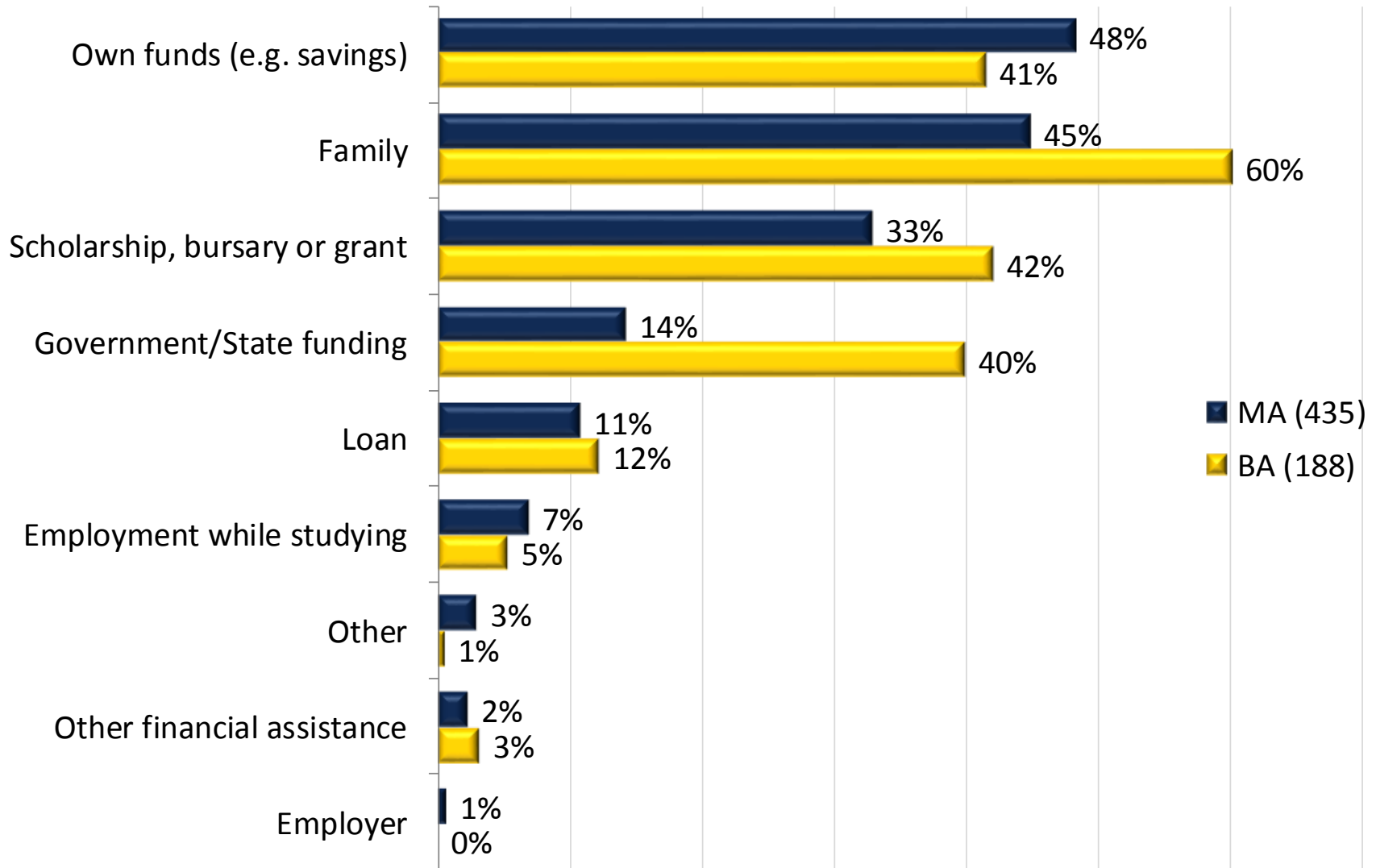


Support satisfaction – Year on year comparison

Elements	2010	2011	2013	2016	First year vs 2016
Residential Assistants		78%	82%	91%	12%
Support Overall	84%	87%	85%	91%	7%
Health Centre	87%	86%	85%	93%	6%
Counselling	86%	96%	79%	91%	5%
Int'l Office (Central)	92%	93%	94%	97%	5%
IT Support	90%	93%	91%	94%	3%
Graduate School**	94%	98%	93%	97%	3%
Student Advisory	88%	91%	92%	90%	2%
Clubs/Societies	93%	96%	94%	95%	2%
Int'l Office (Faculty)			95%	96%	1%
Catering	82%	81%	78%	83%	1%
Students' Union	92%	95%	93%	92%	1%
Fees Department	88%	92%	89%	88%	0%
Accommodation Office	74%	74%	83%	72%	-3%



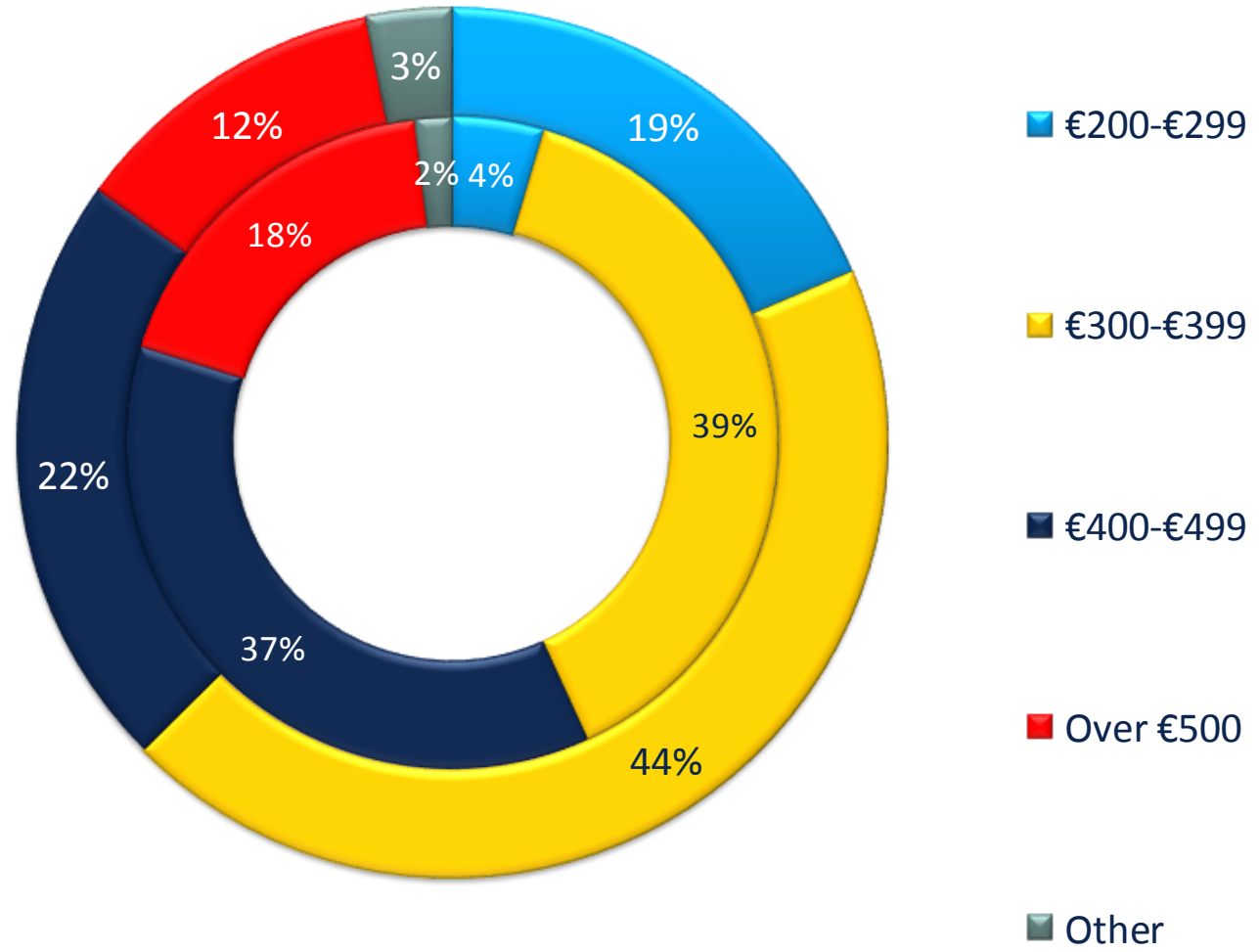
Funding breakdown



How are you funding your studies?

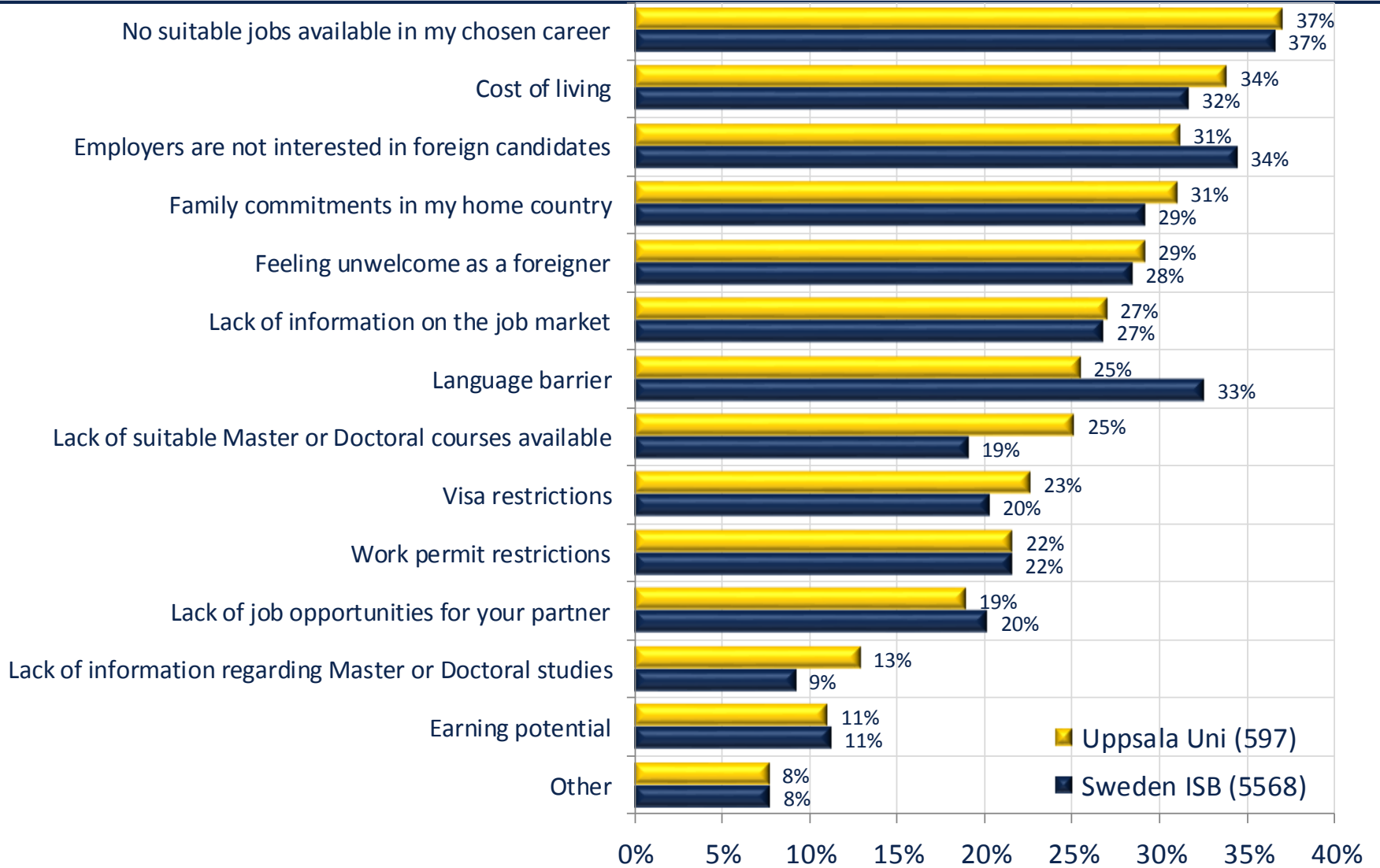
Accommodation Cost

Uppsala Uni (764, inner circle) vs Sweden ISB (7087, outer circle)





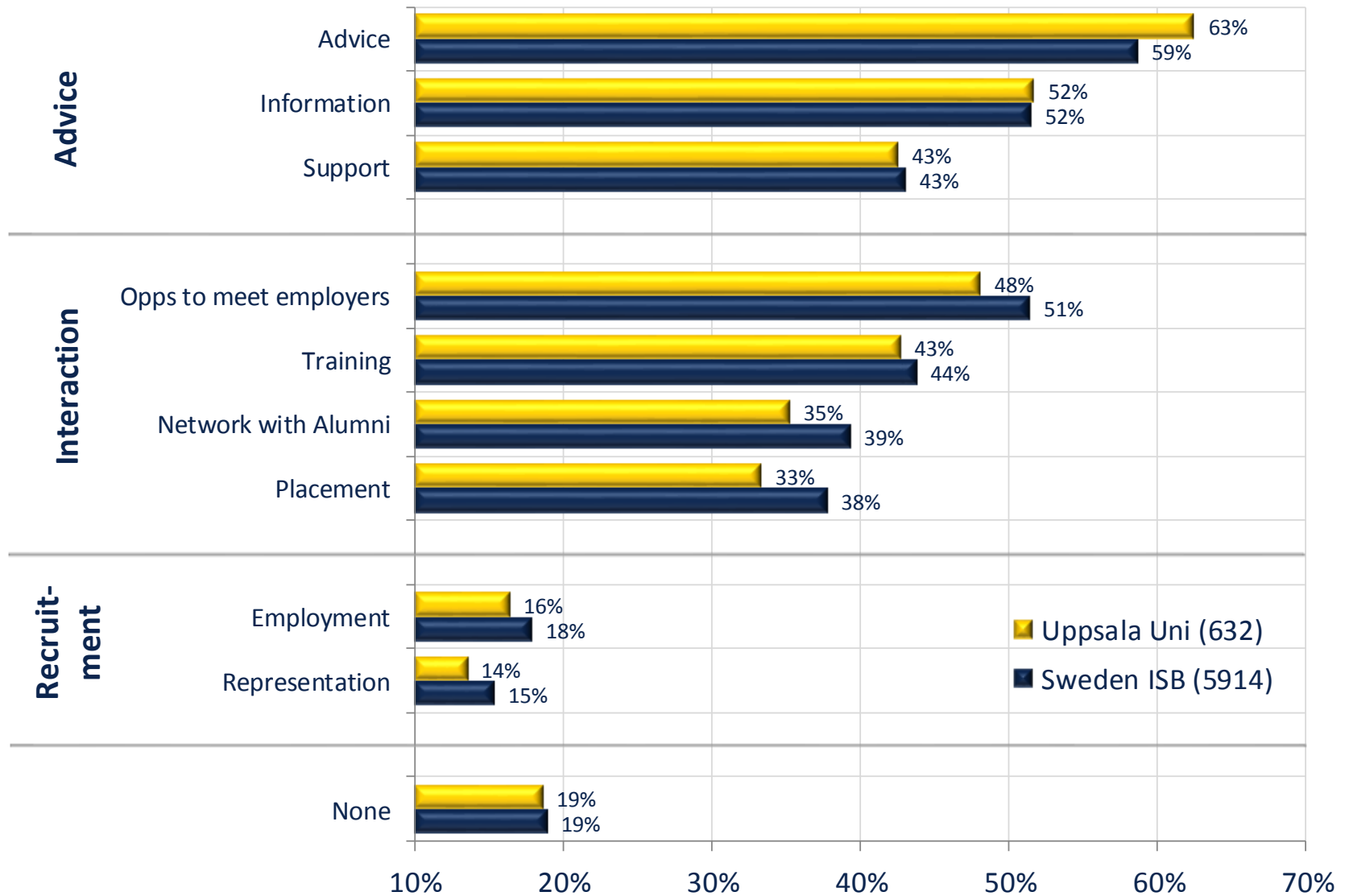
Reasons for leaving



What would make you LEAVE your host country after graduation?



Expectations of careers support



What employment/ careers support do you expect from the institution?

Need to make changes?

i-graduate are now partnered with the Higher Education Academy (HEA), an independent, non-profit organisation, that champions teaching excellence globally to improve student outcomes.

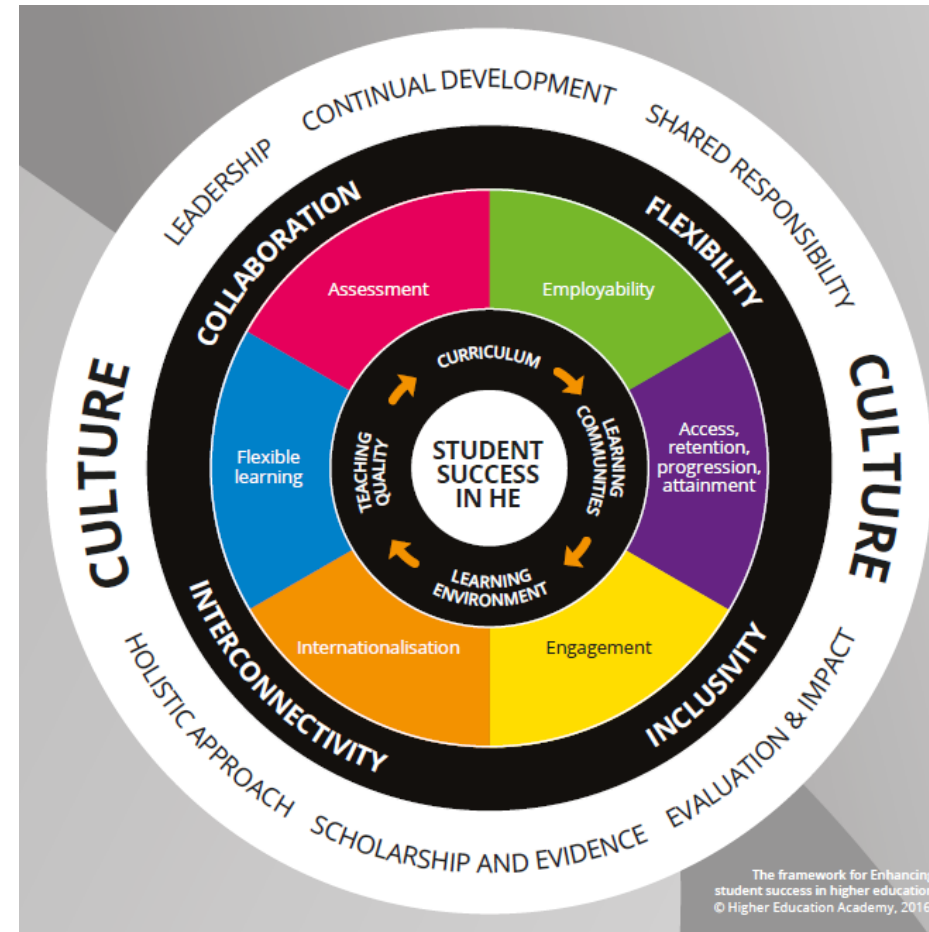
HEA and their global network of consultants can work with you to address your key priorities and issues identified in the Barometer.

The HEA's frameWORKS series is at the heart of their planning and delivery. They are best practice guides, targeting positive outcomes for all students across a range of your key priorities, including:

- Embedding employability: providing the opportunities for students to develop the knowledge, attitudes, behaviours and skills that they will require throughout their working lives
- Internationalising HE: preparing all students to live in a globally inter-connected society
- Student access, retention, attainment and progression: Helping students adapt to and through university
- Improving assessment and feedback so that all students reach their potential

For further details please contact info@i-graduate.org

The framework for enhancing student success in higher education



The framework for Enhancing student success in higher education
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PTES / PRES – be part of the early adopters group

Benefits of the ‘early adopters’ group

- Be seen to be **leading the way** in demonstrating a commitment to providing excellent post-graduate provision
- **10% discount** on purchase of PTES and/or PRES surveys
- Free **bespoke benchmarking**, beyond the standard reporting package
- Joint publicity and other opportunities to showcase your work at HEA/i-graduate events
- **A free place** on the HEA Surveys Conference in May 2017. This conference brings together the UK HE sector understand how to drive enhancement from insight from student surveys, metrics and other research

For further details please contact info@i-graduate.org

Global Education Profiler: GE-P

Employers seek graduates who have worked in multicultural teams, across multiple languages and who can communicate effectively across cultures. Graduates need to be armed with global skills to give them the best chance in the world of work.

The GE-P deep dives key areas of student integration and global graduate skills.

🌐 Integration:

- Social integration
- Academic integration

🌐 Global graduate skills:

- Communication
- Foreign language learning
- Global development opportunities and support



Registering for 2017. For further details, please contact info@i-graduate.org

Contact details

- 🌐 For further information about the Student Barometer, please contact Nannette Ripmeester (nannette.ripmeester@i-graduate.org)
- 🌐 For further details of any of our other research services, please contact a member of the i-graduate Research Team (info@i-graduate.org)
- 🌐 Where we work:
 - 🌐 **ASIA**
 - 🌐 **AUSTRALIA & NEW ZEALAND**
 - 🌐 **NORTH AMERICA**
 - 🌐 **UK & EUROPE**

www.i-graduate.org

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