



i-graduate

INTERNATIONAL INSIGHT

part of the Tribal Group plc



UPPSALA
UNIVERSITET

International Student Barometer

Autumn Wave 2013



Overview

Summary

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

Pre - Arrival

- Decision Factors
- Key Influences
- Application
- Funding

Experience

- Arrival
- Learning
- 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 October to December 2013
- 143,952 international students responded from 178 institutions in 13 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 (143,952), SB (83,567), ISBSB (125,788)

Aberystwyth University	Centennial College	Johnson & Wales University
Australian Catholic University	Chalmers University of Technology	Karolinska Institute
The University of Adelaide	University of Chichester	The University of Kansas
Algonquin College	College of New Caledonia	La Trobe University
Anglia Ruskin University	Colorado State University	Lancaster University
The Australian National University	College of the Rockies	Lappeenranta University of Technology
Asia Pacific University of Technology & Innovation (APU)	Coventry University	Université Laval
Aston University	CQUniversity Australia	Lane Community College
Arizona State University	University of Colorado Denver	Leeds Metropolitan University
University of Auckland	Chinese University of Hong Kong	Leiden University
Auckland University of Technology	Curtin University	Linköping University
University of Bedfordshire	Curtin Singapore	Liverpool John Moores University
University of Birmingham	Deakin University	London South Bank University
Bond University	DePaul University	Lund University
University of Bradford	University of Dundee	Macquarie University
University of Bristol	Durham University	The University of Manchester
Brunel University	Durham College	Massey University
Brandenburgische Technische Universität Cottbus - Senftenberg	Edith Cowan University	Miami University
University of Canberra	The University of Edinburgh	University of Minnesota
University of Canterbury	Erasmus University Rotterdam	University of Missouri
Cardiff Metropolitan University	University of Exeter	Manchester Metropolitan University
Charles Darwin University	Fanshawe College	Murdoch University



All Participating Institutions

ISB (143,952), SB (83,567), ISBSB (125,788)

University College Dublin	The University of Northampton	University of Southern Queensland
University College London	Northeastern University	Utah State University
University of Central Lancashire	Northumbria University	University of Tasmania
University of Central Missouri	Northwestern University	Universiti Teknologi PETRONAS
Universita Cattolica del Sacro Cuore	University of Nottingham	University of Technology, Sydney
UCSI University	Nova Scotia Community College	The University of Western Australia
University of East London	University of Otago	University of the West of England, Bristol
University of the Fraser Valley	University of Oxford	University of Wisconsin-Milwaukee
University of Illinois, Urbana-Champaign	University of Pittsburgh	University of Western Sydney
University of Ulster	Plymouth University	Valencia College
Umeå University	The Hong Kong Polytechnic University	The Vocational Training Council
Ruhr-Universität Bochum	Queen Margaret University	VU University Amsterdam
Heinrich Heine Universität Düsseldorf	Queen Mary University of London	Victoria University of Wellington
Universität Konstanz	University of Reading	Wageningen University
Universität Tübingen	Robert Gordon University	University of Waikato
University of South Australia	Royal Holloway, University of London	University of Warwick
University of Newcastle	University of Roehampton	University of Waterloo
University of Nebraska–Lincoln	Radboud University Nijmegen	Western Michigan University
University of New Mexico	The Royal Veterinary College	University of Wollongong
The University of New South Wales	University of California, Santa Cruz	University of York
University of Guelph	Saxion University of Applied Sciences	Flinders University
Newcastle University	University of the Sunshine Coast	Fresno State



All Participating Institutions

ISB (143,952), SB (83,567), ISBSB (125,788)

University College Birmingham	Southern Cross University	HU University of Applied Sciences Utrecht
Uppsala University	Seneca College of Applied Arts and Technology	Humber Institute of Technology and Advanced Learning
George Brown College	The University of Sheffield	International Medical University Malaysia
Georgian College	Sheridan College	Iowa State University
University of Glasgow	Sheffield Hallam University	James Cook University
Glasgow Caledonian University	Simon Fraser University	James Cook University (Singapore)
University of Gloucestershire	University of St Andrews	Jönköping University
Gonzaga University	Stockholm University	Teesside University
University of Greenwich	University of Strathclyde	Tilburg University
Griffith University	University of Surrey	University of Twente
University of Groningen	Swinburne University of Technology (Sarawak Campus)	University of Alberta
The George Washington University	The University of Sydney	University of Cincinnati
Hanze University of Applied Sciences, Groningen	Taylor's University, Lakeside Campus	University for the Creative Arts
Heriot-Watt University	Taylor's College	University College Birmingham
The Hong Kong University of Science and Technology	Trinity College Dublin	





Benchmark Group Participating Institutions

Sweden ISB (n=5203)	Matiriki ISB (4314)	Europe ISB (n=17473)
Chalmers UT	Durham University	University of Groningen
Jönköping Uni	Uppsala University	Chalmers University of Technology
Karolinska Inst.	Universität Tübingen	Jönköping University
Linköping Uni	University of Western Australia	Karolinska Institute
Lund Uni	University of Otago	Linköping University
Stockholm Uni		Lund University
Umeå Uni		Stockholm University
Uppsala Uni		Umeå University
		Uppsala University
		Trinity College Dublin
		University College Dublin
		Hanze University of Applied Sciences, Groningen
		Leiden University
		Radboud University Nijmegen
		Erasmus University Rotterdam
		Saxion University of Applied Sciences
		Tilburg University
		University of Twente
		HU University of Applied Sciences Utrecht
		VU University Amsterdam
		Wageningen University
		Lappeenranta University of Technology
		Ruhr-Universität Bochum
		Brandenburgische Technische Universität Cottbus - Senftenberg
		Heinrich Heine Universität Düsseldorf
		Universität Konstanz
		Universität Tübingen
		Universita Cattolica del Sacro Cuore

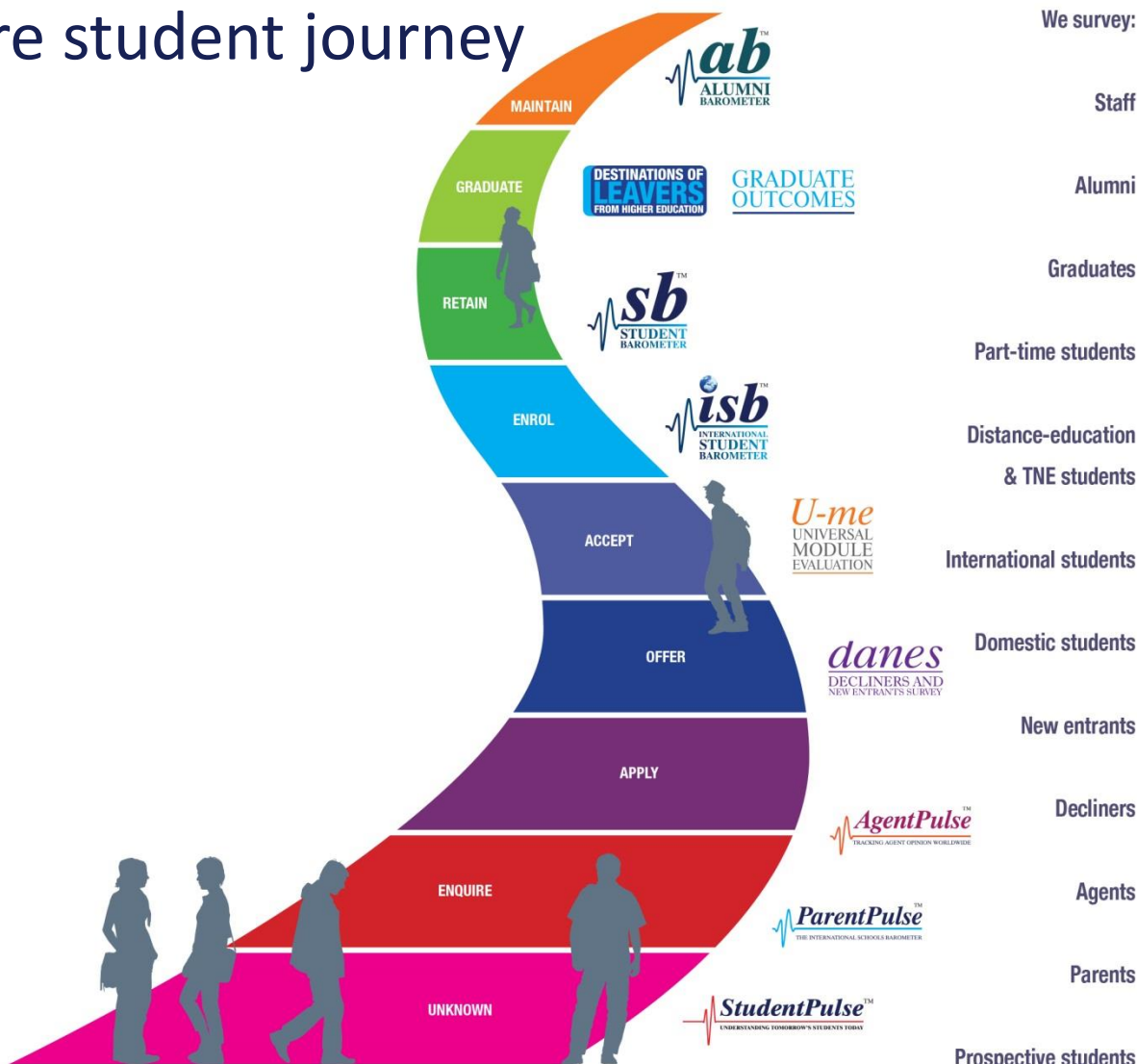


The student journey

Understand the entire student journey

With i-graduate

ESTABLISHED IN
2005
 IN OVER
1400
 INSTITUTIONS
 ACROSS
28
 COUNTRIES
 FEEDBACK FROM
1.7 MILLION
 STUDENTS



Next generation tools – interact 2.1

New menu

Course level analysis

Introduction

A brief introduction to interact, i-graduate's new data visualisation system.

Recommendation

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

Decisions

Choice of Institution.

Benchmarking

Student Satisfaction & Benchmark Analysis.

University breakdown

Analysis by Department/Location.

Time spent

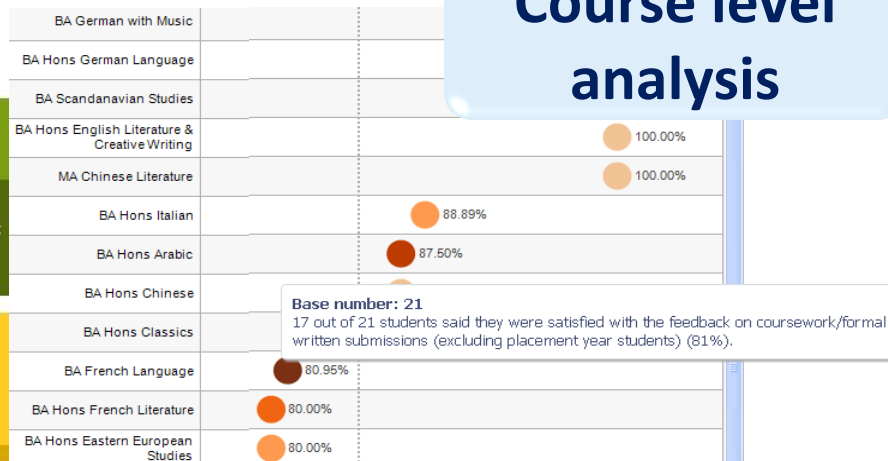
In a normal week, how many hours do you spend on the following?

ISBGlobalView

Explore the national-level findings from the ISB dataset with this interactive map.

Expectations

What careers support do you expect from the institution?



	Institution	Global ISB Benchmark
Learning Overall	85.34%	86.00%
Work experience	76.42%	65.45%
Class Size	94.47%	86.51%
Employability	82.23%	75.82%
Language support	91.91%	87.00%
Multicultural	93.35%	89.65%
Academics' English	94.85%	91.40%
Research	88.56%	85.83%
Good teachers	89.78%	87.29%
Virtual learning		
Topic selection		
Laboratories		
Physical library		
Course organisation	85.13%	84.53%
Assessment	87.88%	87.29%

Dynamic benchmarking



Introducing the i-mark



STUDENT BAROMETER™ PARTNER
THE GLOBAL BENCHMARK FOR THE STUDENT EXPERIENCE

- Available to HE institutions worldwide taking part in the next wave of the ISB or SB
- Instant and easy recognition of an institution's dedication to the student experience
- 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."

Lappeenranta University of Technology, ISB University Partner



National Trends

SV International Student Summary – Autumn 2013

Recommendation in Sweden slightly ahead of the Global ISB:

	Global ISB	SV ISB	Difference
Recommendation	82%	87%	+5%

Areas where Sweden is notably ahead on satisfaction:

	Global ISB	SV ISB	Difference
Transport Links	82%	91%	+9%
Other Friends (Living)	87%	95%	+8%
Transport Links (Uni)	84%	91%	+7%

Areas where Sweden is notably behind on satisfaction

	Global ISB	SV ISB	Difference
Earning Money	51%	20%	-31%
Bank Account	81%	54%	-27%
Living Cost	60%	37%	-23%
Careers Advice (Academic Staff)	71%	55%	-16%
Work Experience	67%	52%	-15%



SV International Student Summary – Autumn 2013 (interact screenshot)

Home / International		Sweden	ISB
	Learning Overall	86.79%	86.93%
Question Type	Multicultural	95.57%	90.00%
Learning Satisfaction	Academics' English	95.49%	92.02%
Benchmark	Learning spaces	93.11%	89.24%
	Language support	93.07%	88.43%
FILTERS	Expert lecturers	92.39%	93.54%
Study Level	Online library	92.34%	91.11%
(All)	Class Size	92.18%	87.22%
Study Stage	Laboratories	91.62%	90.38%
(All)	Technology	90.98%	89.18%
studytype	Virtual learning	90.43%	91.04%
(All)	Managing research	88.89%	89.29%
Study Area	Learning support	88.59%	88.70%
(All)	Physical library	87.42%	89.38%
CONTROLS	Assessment	87.41%	88.13%
Sort by:	Quality lectures	85.72%	88.54%
Satisfaction	Course content	85.65%	89.04%
Base Number	Research	85.25%	87.43%
5	Good teachers	84.09%	88.16%
	Topic selection	83.02%	87.95%
	Course organisation	81.06%	85.35%
	Marking criteria	79.19%	83.25%
	Performance feedback	78.40%	83.63%
	Opportunities to teach	77.78%	71.67%
	Employability	68.24%	77.53%
	Careers advice	55.04%	71.35%
	Work experience	52.06%	67.23%



Headline Results

Management Summary

🌐 Overview of key findings & things to action for Uppsala

🌐 Arrival

- 🌐 Very strong overall. Strengths in Local Orientation and, Uni Orientation amongst others. Arrival average satisfaction percentage is best in Europe, (and thus Sweden) and also the Matariki benchmark.
- 🌐 Only Bank Account & Internet Access limits Uppsala from being top in Matariki benchmark in both arrival overall *and* arrival average.
- 🌐 Tremendous changes since first ISB in 2010..

🌐 Learning

- 🌐 Learning section has been steady since 2010, but some noticeable problems exist in the whole area of Performance feedback, Marking Criteria, and Course Organisation.
- 🌐 Students appreciate the learning Spaces and the sense of Multiculturalism in class, as well as the Virtual Learning environment.

Management Summary

🌐 Overview of key findings & things to action for Uppsala

🌐 Living

- 🌐 The 'Best place to be' as well as the Safest, in the entire ISB!
- 🌐 Since 2010, positive changes have occurred in the areas of Visa Advice and also Host Culture. However, Internet Access has seen noticeable decrease in satisfaction.
- 🌐 Degree seeking students are having issues finding accommodation in comparison to exchange students.

🌐 Support

- 🌐 This section has seen improvements since 2010 in the Accommodation office particularly.
- 🌐 Due to a seemingly higher demand, the Careers Service itself has gone down in satisfaction by 11%. And catering by 4%.



Propensity to recommend

Uppsala Uni (604)		Europe ISB (15158)	Sweden ISB (4531)	Matariki Network ISB (124811)
45%	I would actively encourage people to apply	40%	45%	37%
41%	If asked, I would encourage people to apply	45%	43%	46%
11%	I would neither encourage nor discourage people to apply	12%	10%	14%
3%	If asked, I would discourage people from applying	2%	2%	3%
0%	I would actively discourage people from applying	1%	1%	1%

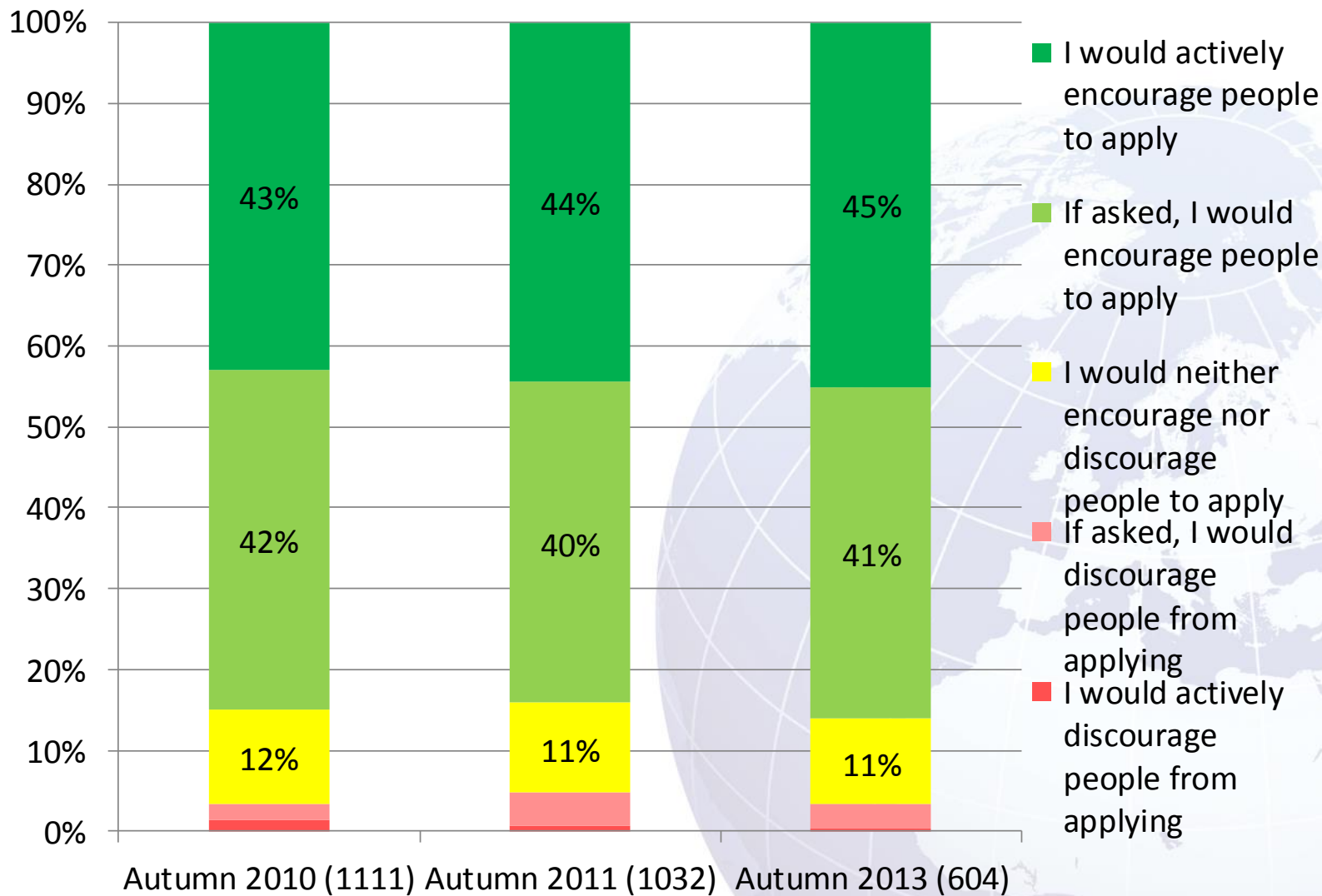


Propensity to recommend (by study level)

Uppsala Uni (604)		BA (183)	MA (403)
45%	I would actively encourage people to apply	51%	42%
41%	If asked, I would encourage people to apply	42%	40%
11%	I would neither encourage nor discourage people to apply	6%	13%
3%	If asked, I would discourage people from applying	1%	4%
0%	I would actively discourage people from applying	N/A	0%



Propensity to recommend – compared to previous autumn waves





Propensity to recommend SWEDEN

Uppsala Uni (604)		Sweden ISB (4531)
49%	I would actively encourage people to apply	50%
34%	If asked, I would encourage people to apply	37%
14%	I would neither encourage nor discourage people to apply	11%
2%	If asked, I would discourage people from applying	2%
1%	I would actively discourage people from applying	1%

Would you recommend Sweden, as a study destination to others thinking of applying here?



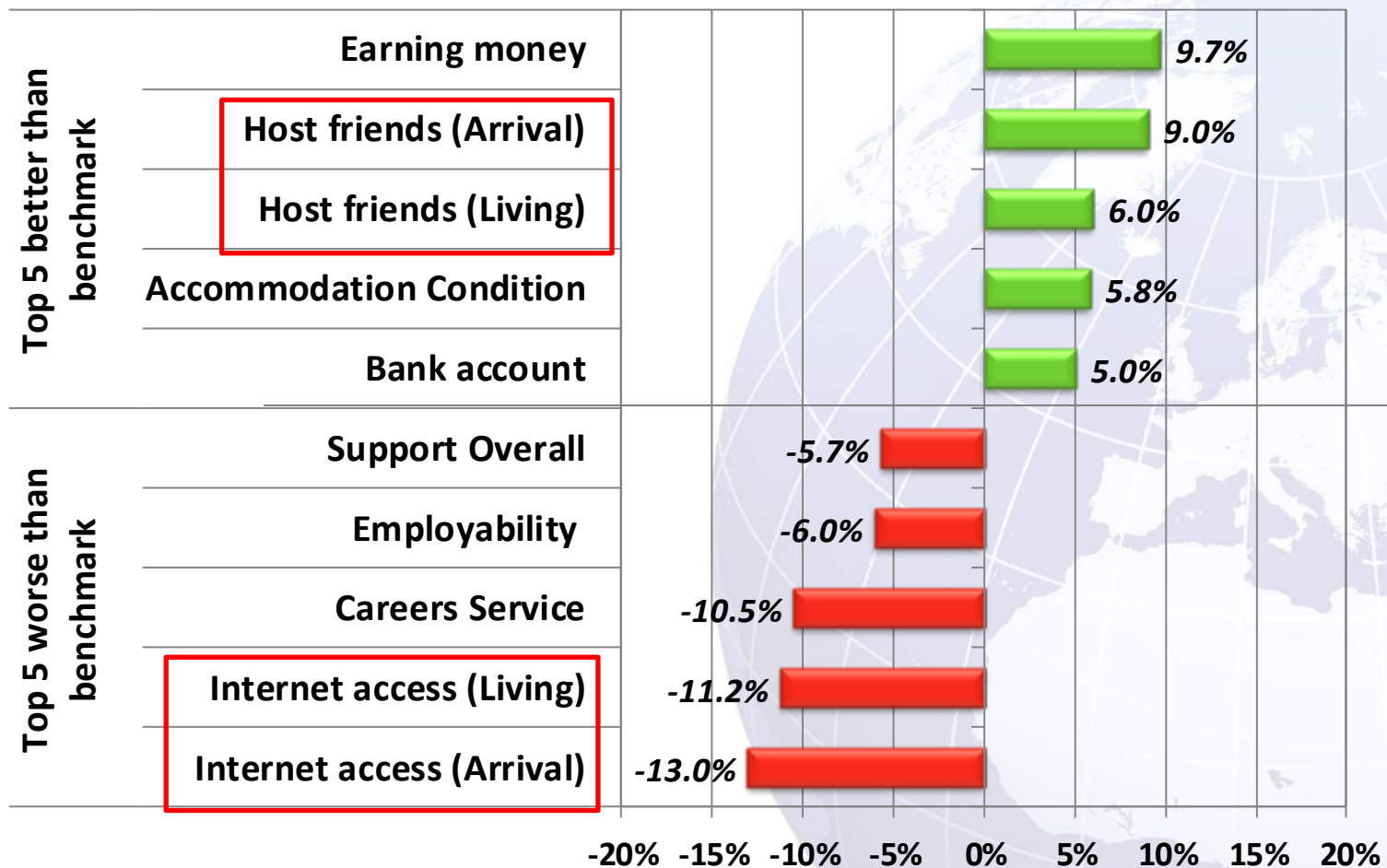
Propensity to recommend **SWEDEN** (by study level)

Uppsala Uni (604)		BA (183)	MA (403)
49%	I would actively encourage people to apply	50%	50%
34%	If asked, I would encourage people to apply	41%	31%
14%	I would neither encourage nor discourage people to apply	8%	16%
2%	If asked, I would discourage people from applying	1%	3%
1%	I would actively discourage people from applying	1%	1%

Would you recommend Sweden, as a study destination to others thinking of applying here?

Autumn 2013 Summary

Uppsala Uni ISB vs Sweden ISB





Survey Response

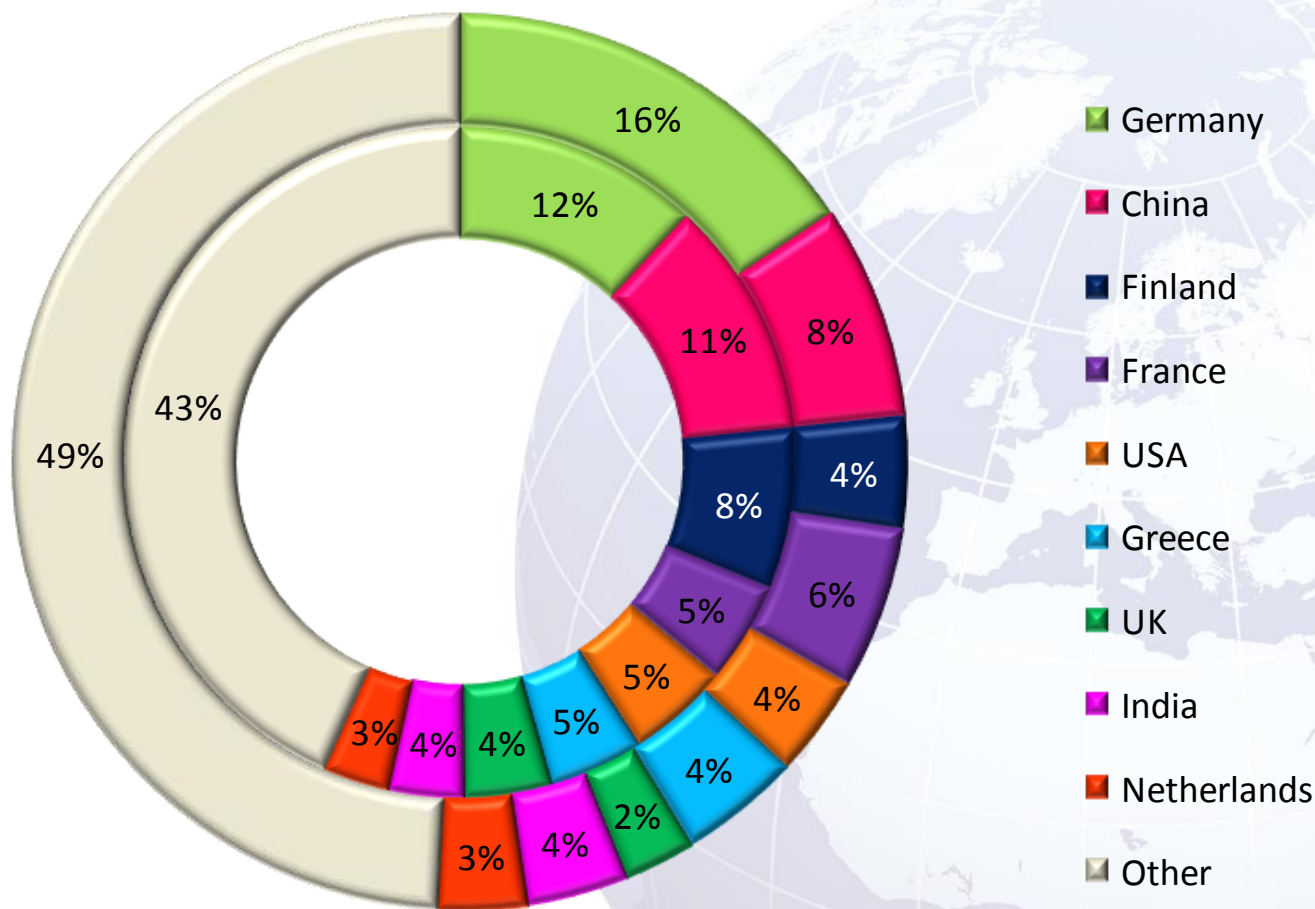
Response range – all participating institutions

ISB Response Rate



Nationality breakdown

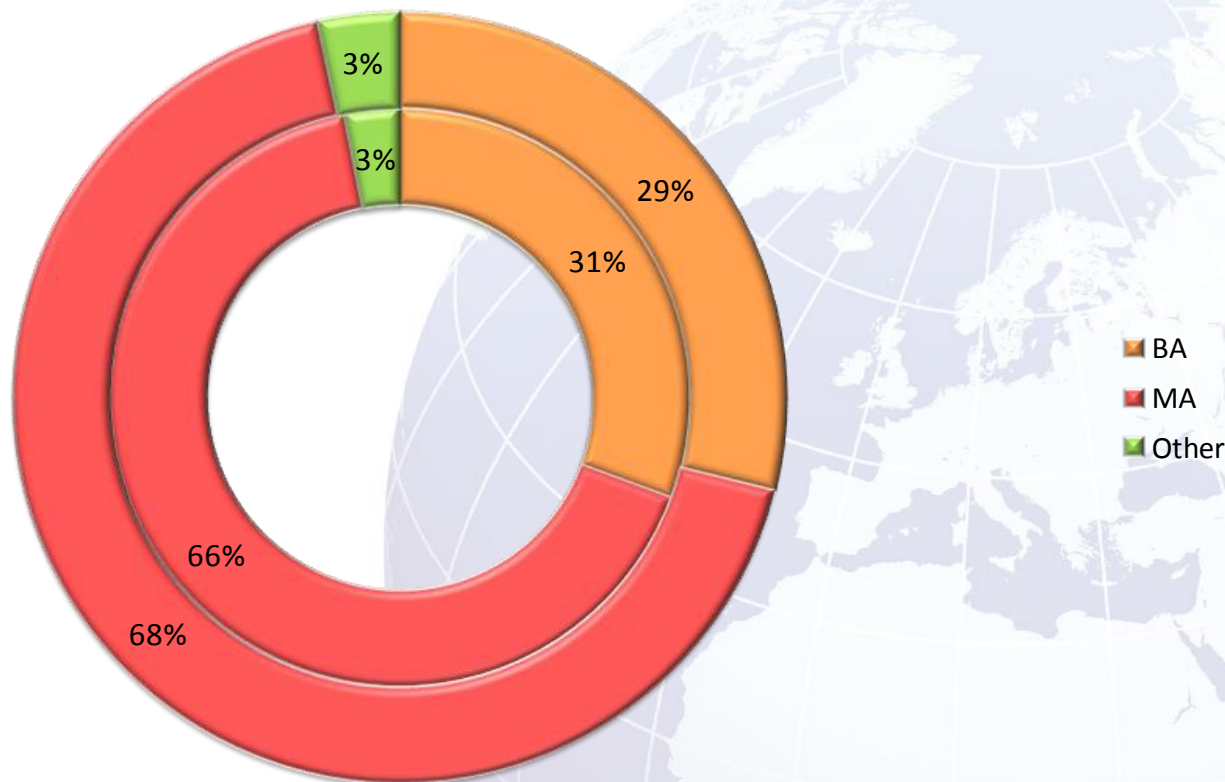
Uppsala Uni (715, inner circle) vs Sweden ISB (5203, outer circle)





Study level breakdown

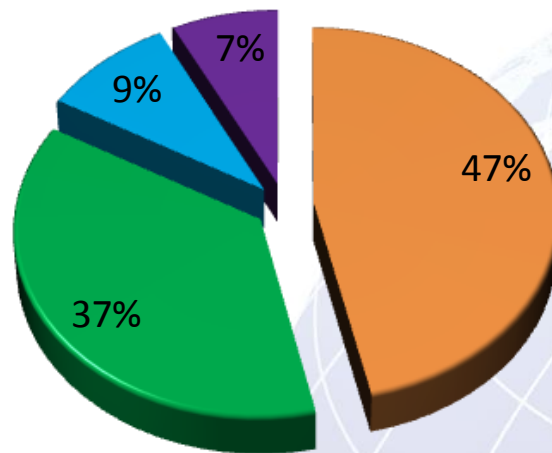
Uppsala Uni (715, inner circle) vs Sweden ISB (5203, outer circle)





School/ Department breakdown

Uppsala Uni (699)



■ Humanities and Social Sciences

■ Science and Technology

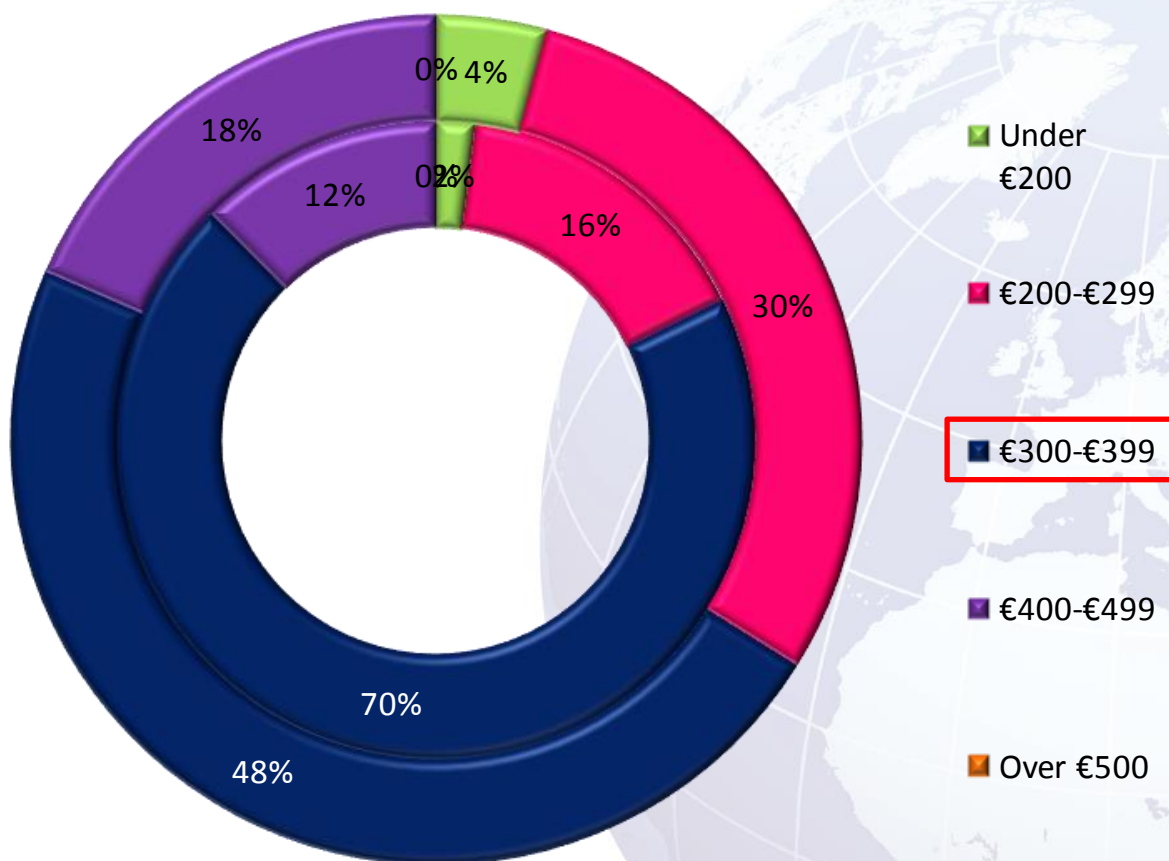
■ Medicine and Pharmacy

■ Don't know



Living – accommodation cost

Uppsala Uni (685, inner circle) vs Sweden ISB (5016, outer circle)

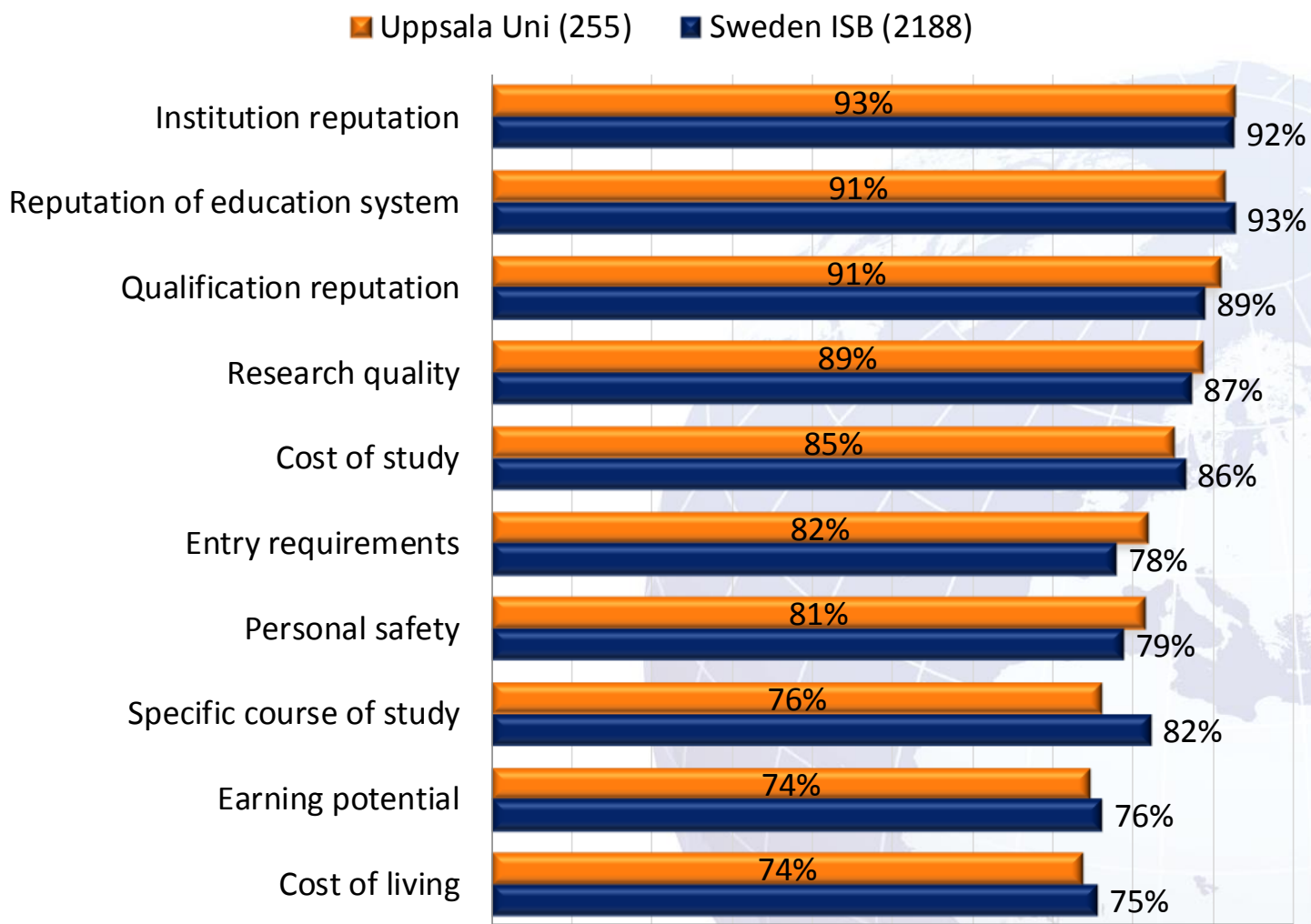




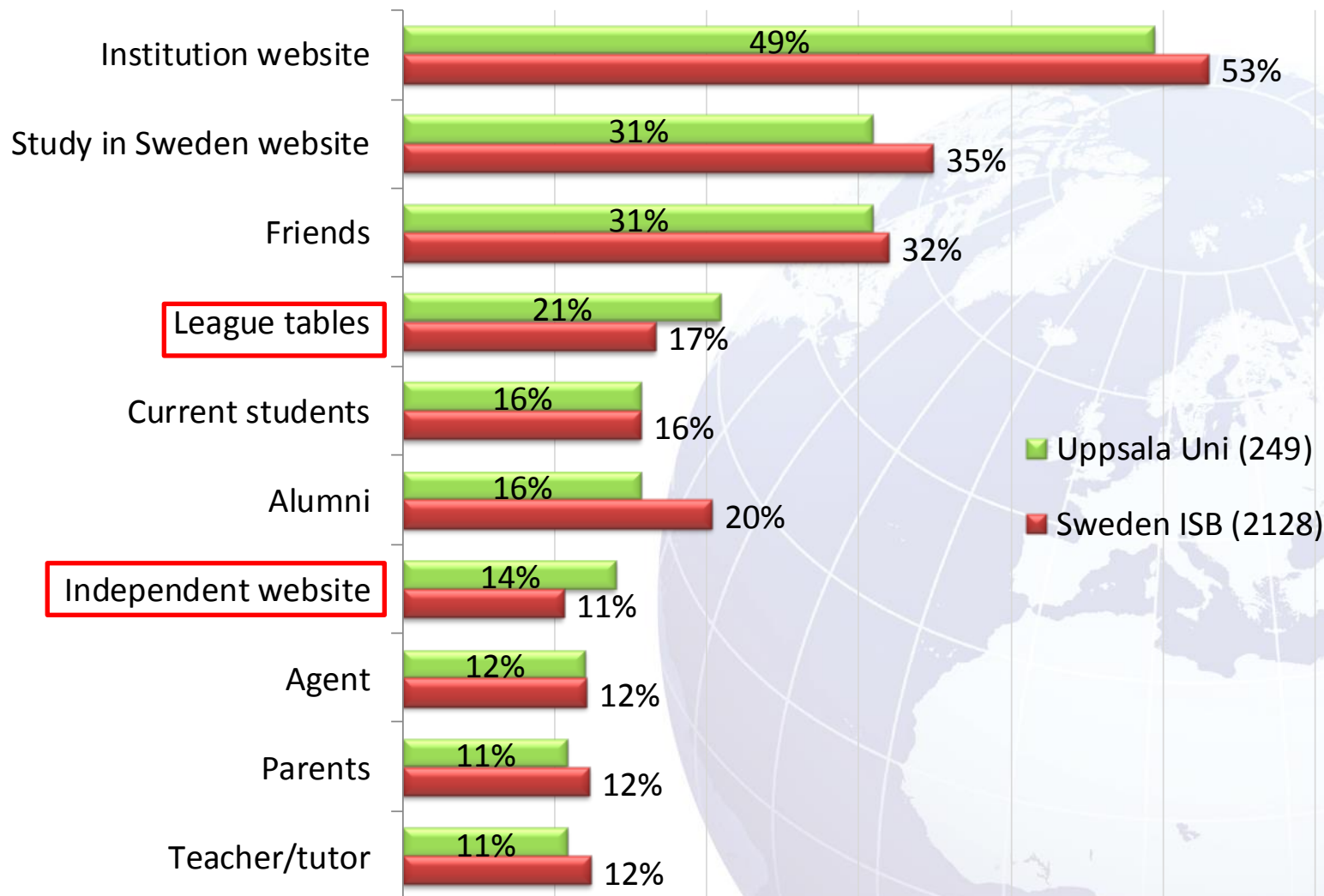
Choice of Destination



Top 10 factors in study decision (% important)



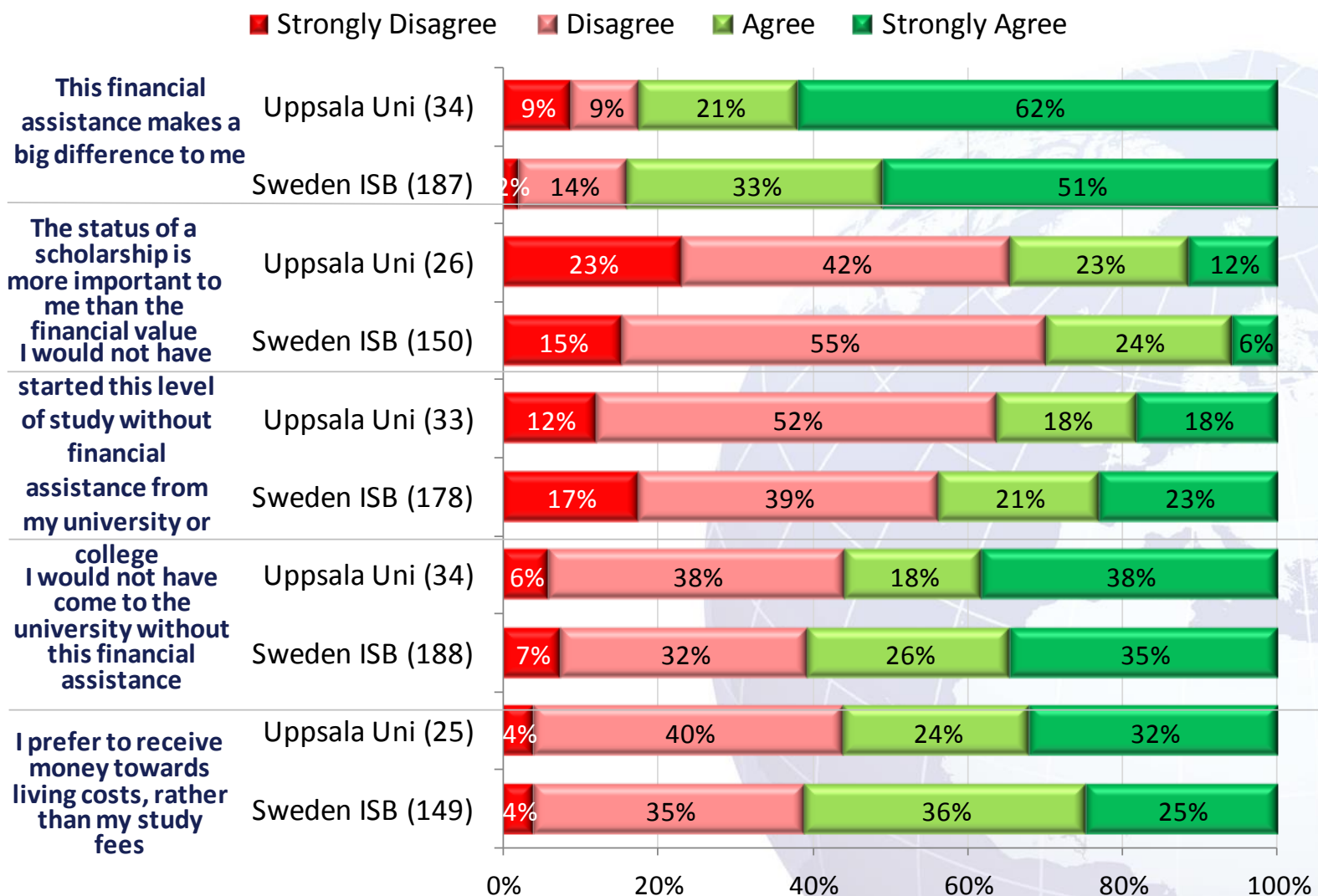
Top 10 key influences (choice of institution)





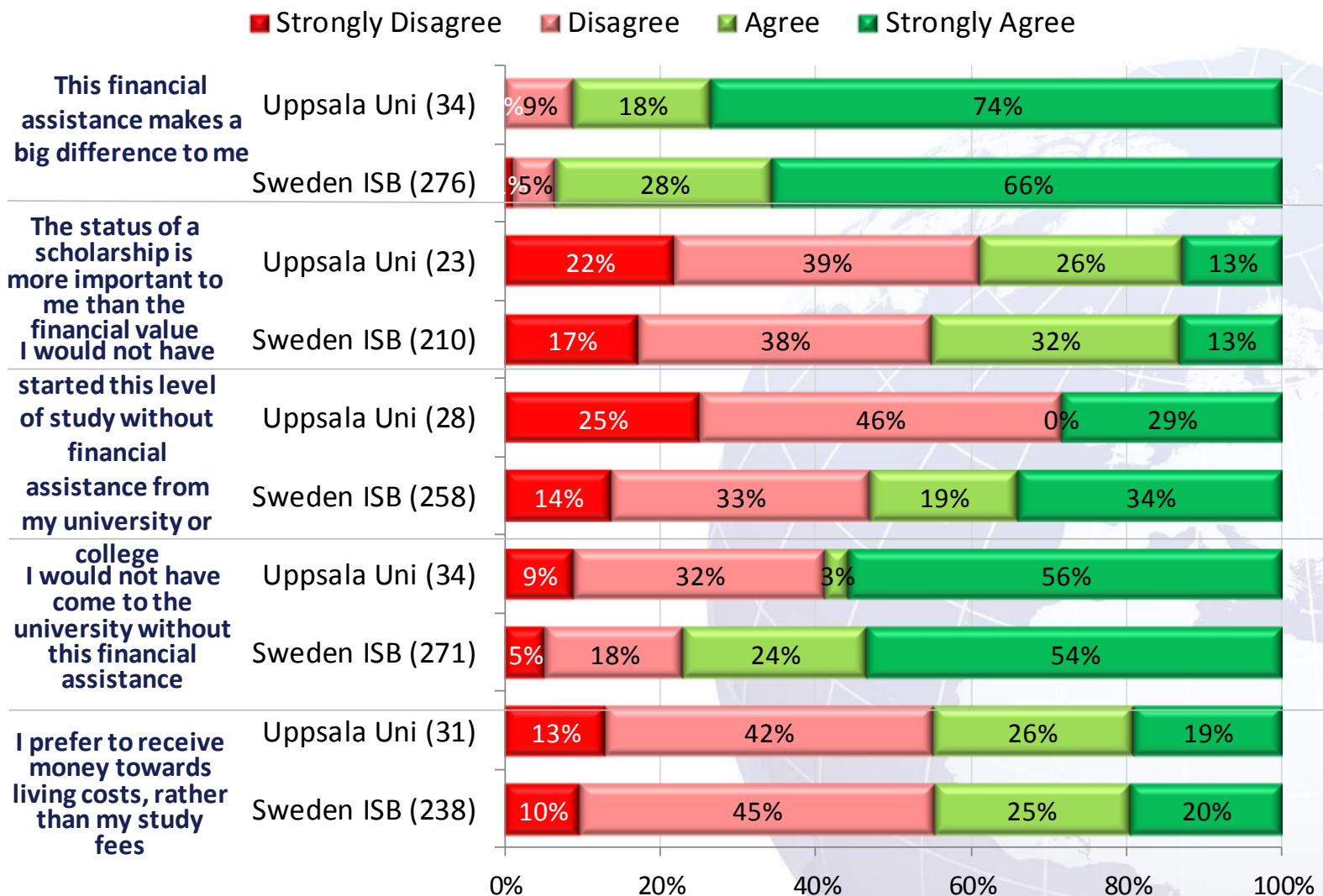
Funding

Impact of bursaries and scholarships – BA students



To what extent do you agree/ disagree with the following statements: 34

Impact of bursaries and scholarships – MA students



To what extent do you agree/ disagree with the following statements: 35

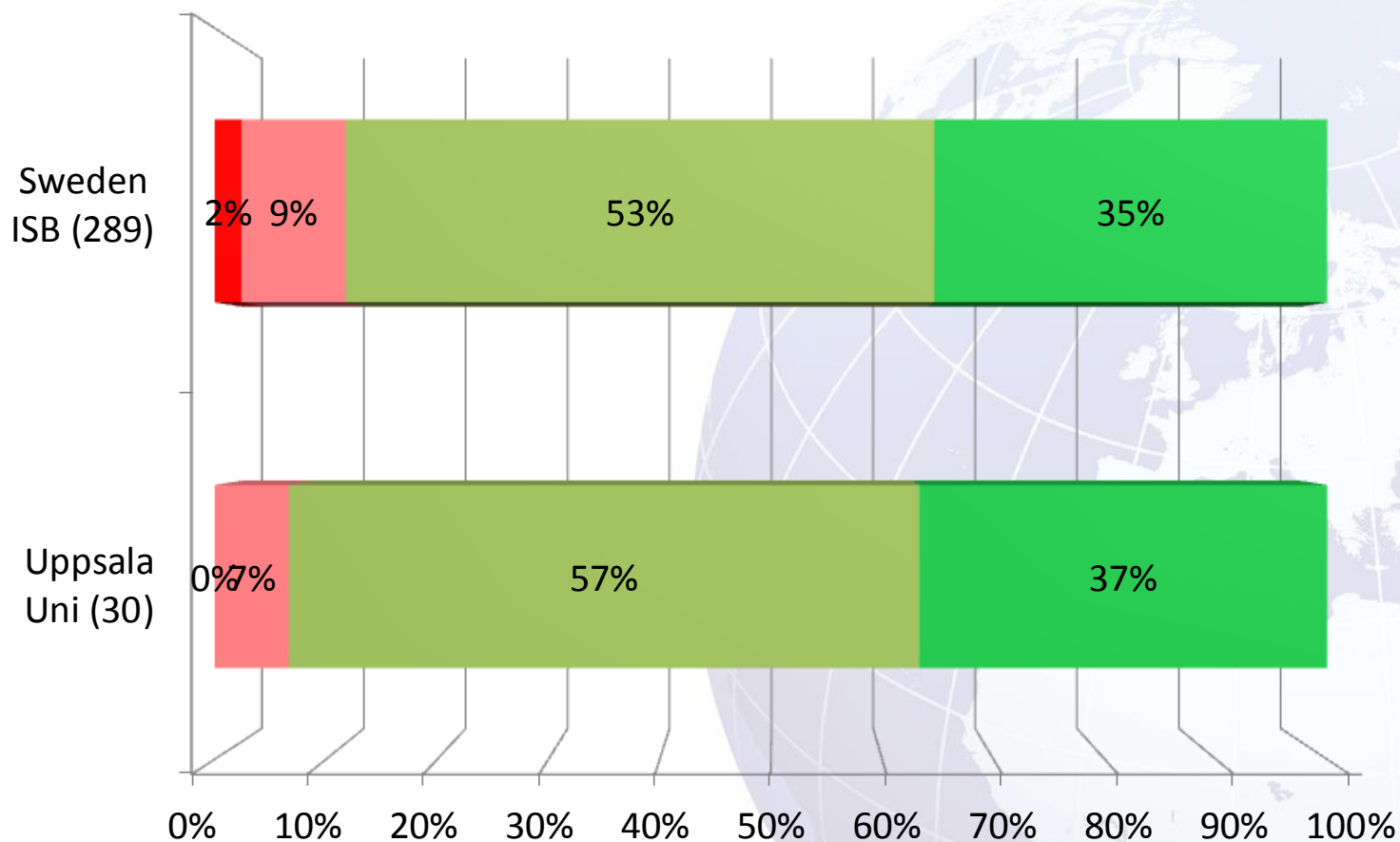


Agents



Agent Rating

Very poor Poor Good Very good





Application



Application to offer – number of days and satisfaction

<i>Average Days</i>	Uppsala Uni	Europe ISB	Sweden ISB	Matariki Network ISB
BA	63	57	60	63
MA	76	57	76	43
<i>% Satisfaction</i>	Uppsala Uni	Europe ISB	Sweden ISB	Matariki Network ISB
BA	78%	76%	79%	80%
MA	82%	81%	80%	81%



Arrival

A large, white, trapezoidal sign with a thick blue border and rounded corners. The sign is centered on the page and has a subtle reflection below it.



- My problems had to do with Heimstaden which did not provide me with the welcome package I asked for (incl. a pillow, a blanket, etc.) I had to spend the night without it, though I made all necessary agreements in advance. – Russian student
- I was told to arrive on a certain date and come to register and pick up information. When I did, I found out that several of the introduction activities had already taken place, and I had missed the opportunity to attend. – Dutch student
- No electricity first 3 days of arrival. Still have not met many of the staff in the department. – American student
- we cannot create a bank account anywhere without proof of registration to a programme (which comes quite late, during the introduction week). Nordea is a bad bank, with high fees even for students and limited services (no currency exchange for example), but it's our only choice during our first month in Uppsala. – Romanian student
- The welcoming staff at the airport was not good, they were not prepared for so many people who arrived that day. They were like sitting in chairs, just waiting and not talking to students, not really friendly. We waited for 3 or 4 hours for our shuttle, some people waited even 6 hours or something. The girls who drove our shuttle had never before driven a car like this, I was worried maybe she didn't have the correct license and she didn't know some addresses so it was hard to get to our housing...



Benchmarking arrival

	Uppsala Uni	ISB %	Sweden %	Europe %	Matariki %	ISB +/-	Sweden +/-	Europe +/-	Matariki +/-	% p
ARRIVAL AVERAGE	86.0%	84.7%	84.3%	82.0%	84.8%	1.3%	1.7%	4.2%	1.5%	
ARRIVAL OVERALL	85.7%	88.7%	86.9%	86.5%	87.3%	-3.0%	-1.2%	-0.8%	-1.6%	0.34
Fees Department	97.3%	90.7%	96.6%	91.3%	94.0%	6.6%	0.7%	6.0%	3.3%	0.16
Other friends	96.3%	87.5%	95.0%	90.9%	90.8%	8.8%	1.3%	5.4%	5.5%	0.00
Formal welcome	95.7%	88.7%	93.6%	90.1%	87.4%	7.0%	2.1%	5.6%	8.3%	0.00
Meeting staff	94.1%	90.5%	88.6%	88.8%	89.0%	3.6%	5.4%	5.3%	5.1%	0.00
Local orientation	92.7%	86.2%	88.5%	85.2%	87.9%	6.6%	4.3%	7.5%	4.9%	0.00
University orientation	92.1%	88.4%	92.0%	86.7%	84.9%	3.7%	0.1%	5.4%	7.3%	0.00
Registration	90.1%	87.7%	89.9%	85.2%	86.0%	2.5%	0.2%	4.9%	4.1%	0.00
Social activities	88.3%	83.4%	87.4%	83.1%	84.7%	4.9%	0.9%	5.2%	3.6%	0.00
Home friends	88.1%	86.4%	90.3%	86.1%	85.0%	1.7%	-2.2%	2.0%	3.1%	0.08
Study sense	86.7%	84.3%	83.3%	79.6%	82.5%	2.4%	3.4%	7.1%	4.2%	0.07
Accommodation Office	85.5%	84.1%	85.6%	76.4%	87.2%	1.4%	-0.1%	9.2%	-1.7%	0.57
First night	84.3%	84.9%	81.9%	80.8%	83.4%	-0.5%	2.4%	3.6%	0.9%	0.01
Accommodation condition	83.0%	82.2%	77.7%	76.2%	80.8%	0.8%	5.3%	6.8%	2.2%	0.04
Host friends	79.1%	74.0%	71.3%	71.2%	76.7%	5.0%	7.7%	7.9%	2.3%	0.00
Welcome	78.9%	79.7%	76.9%	74.2%	80.5%	-0.8%	2.0%	4.6%	-1.6%	0.11
Internet access	70.8%	79.5%	82.9%	79.3%	74.5%	-8.8%	-12.1%	-8.5%	-3.7%	0.03
Bank account	58.6%	81.2%	51.5%	65.8%	81.3%	-22.6%	7.1%	-7.2%	-22.7%	0.00

Arrival section asked to all 1st year students



Benchmarking arrival

	Uppsala Uni	ISB %	Sweden %	Europe %	Matariki %	ISB +/-	Sweden +/-	Europe +/-	Matariki +/-	% p
ARRIVAL AVERAGE	86.0%	84.7%	84.3%	82.0%	84.8%	1.3%	1.7%	4.2%	1.5%	
ARRIVAL OVERALL	85.7%	88.7%	86.9%	86.5%	87.3%	-3.0%	-1.2%	-0.8%	-1.6%	0.34
Fees Department	97.3%	90.7%	96.6%	91.3%	94.0%	6.6%	0.7%	6.0%	3.3%	0.16
Other friends	96.3%	87.5%	95.0%	90.9%	90.8%	8.8%	1.3%	5.4%	5.5%	0.00
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First night	84.3%	84.9%	81.9%	80.8%	83.4%	-0.5%	2.4%	3.6%	0.9%	0.01
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Bank account	58.6%	81.2%	51.5%	65.8%	81.3%	-22.6%	7.1%	-7.2%	-22.7%	0.00

Arrival section asked to all 1st year students

Benchmarking arrival

	Uppsala Uni	ISB %	Sweden %	Europe %	Matariki %	ISB	Sweden	Europe	Matariki
ARRIVAL AVERAGE	86.0%	84.7%	84.3%	82.0%	84.8%	7	1	1	1
ARRIVAL OVERALL	85.7%	88.7%	86.9%	86.5%	87.3%	45	5	8	3
Fees Department	97.3%	90.7%	96.6%	91.3%	94.0%	18	2	3	1
Other friends	96.3%	87.5%	95.0%	90.9%	90.8%	3	2	2	1
Formal welcome	95.7%	88.7%	93.6%	90.1%	87.4%	3	1	1	1
Meeting staff	94.1%	90.5%	88.6%	88.8%	89.0%	13	1	2	1
Local orientation	92.7%	86.2%	88.5%	85.2%	87.9%	2	1	1	1
University orientation	92.1%	88.4%	92.0%	86.7%	84.9%	6	2	2	1
Registration	90.1%	87.7%	89.9%	85.2%	86.0%	22	4	4	1
Social activities	88.3%	83.4%	87.4%	83.1%	84.7%	5	2	2	1
Home friends	88.1%	86.4%	90.3%	86.1%	85.0%	24	5	9	1
Study sense	86.7%	84.3%	83.3%	79.6%	82.5%	35	1	2	1
Accommodation Office	85.5%	84.1%	85.6%	76.4%	87.2%	53	5	8	4
First night	84.3%	84.9%	81.9%	80.8%	83.4%	11	2	2	2
Accommodation condition	83.0%	82.2%	77.7%	76.2%	80.8%	23	1	2	2
Host friends	79.1%	74.0%	71.3%	71.2%	76.7%	15	1	3	1
Welcome	78.9%	79.7%	76.9%	74.2%	80.5%	40	3	7	3
Internet access	70.8%	79.5%	82.9%	79.3%	74.5%	137	8	27	3
Bank account	58.6%	81.2%	51.5%	65.8%	81.3%	147	1	16	5

Arrival section asked to all 1st year students



Benchmarking arrival (sorted by primary ranking group)

	Uppsala Uni	ISB %	Sweden %	Europe %	Matariki %	ISB	Sweden	Europe	Matariki
ARRIVAL AVERAGE	86.0%	84.7%	84.3%	82.0%	84.8%	7	1	1	1
ARRIVAL OVERALL	85.7%	88.7%	86.9%	86.5%	87.3%	45	5	8	3
Formal welcome	95.7%	88.7%	93.6%	90.1%	87.4%	3	1	1	1
Meeting staff	94.1%	90.5%	88.6%	88.8%	89.0%	13	1	2	1
Local orientation	92.7%	86.2%	88.5%	85.2%	87.9%	2	1	1	1
Study sense	86.7%	84.3%	83.3%	79.6%	82.5%	35	1	2	1
Accommodation condition	83.0%	82.2%	77.7%	76.2%	80.8%	23	1	2	2
Host friends	79.1%	74.0%	71.3%	71.2%	76.7%	15	1	3	1
Bank account	58.6%	81.2%	51.5%	65.8%	81.3%	147	1	16	5
Fees Department	97.3%	90.7%	96.6%	91.3%	94.0%	18	2	3	1
Other friends	96.3%	87.5%	95.0%	90.9%	90.8%	3	2	2	1
University orientation	92.1%	88.4%	92.0%	86.7%	84.9%	6	2	2	1
Social activities	88.3%	83.4%	87.4%	83.1%	84.7%	5	2	2	1
First night	84.3%	84.9%	81.9%	80.8%	83.4%	11	2	2	2
Welcome	78.9%	79.7%	76.9%	74.2%	80.5%	40	3	7	3
Registration	90.1%	87.7%	89.9%	85.2%	86.0%	22	4	4	1
Home friends	88.1%	86.4%	90.3%	86.1%	85.0%	24	5	9	1
Accommodation Office	85.5%	84.1%	85.6%	76.4%	87.2%	53	5	8	4
Internet access	70.8%	79.5%	82.9%	79.3%	74.5%	137	8	27	3

Arrival section asked to all 1st year students



Arrival – degree-seeking vs. exchange students

Arrival Element	Uppsala Uni	Degree seeking	Student Exchange
Arrival Overall (245)	86%	90%	79%
Registration	90%	90%	90%
Finance Office	97%	NA	NA
Formal welcome	96%	96%	95%
First night	84%	89%	75%
University Orientation	92%	93%	92%
Internet access	71%	72%	69%
Local Orientation	93%	94%	91%
Accommodation Office	86%	86%	90%
Accommodation Condition	83%	87%	80%
Welcome	79%	83%	76%
Bank account	59%	59%	62%
Other friends	96%	97%	95%
Host friends	79%	82%	71%
Home friends	88%	86%	96%
Meeting staff	94%	95%	92%
Social activities	88%	87%	93%
Study sense	87%	86%	89%



Arrival satisfaction – wave on wave comparison

Elements	Autumn 2010	Autumn 2011	Autumn 2013	First Wave vs Autumn 2013
Accommodation Condition	40%	70%	83%	43%
First night	57%	73%	84%	27%
Accommodation Office	61%	77%	86%	24%
Welcome	62%	67%	79%	17%
Host friends	65%	67%	79%	14%
Finance Office		85%	97%	13%
Social activities	76%	86%	88%	12%
Local Orientation	81%	88%	93%	11%
Formal welcome	84%	82%	96%	11%
University Orientation	85%	86%	92%	7%
Other friends	91%	90%	96%	6%
Meeting staff	89%	90%	94%	5%
Study sense	83%	80%	87%	4%
Registration	88%	81%	90%	2%
Home friends	90%	85%	88%	-2%
Bank account	68%	57%	59%	-9%
Internet access	81%	77%	71%	-10%



Learning



- In my first two courses I had different teachers for a same course, it was so messy and confusing, every week we had a different teacher and they were not organized, it seemed like the lectures didn't have a line to follow. I had class on campus only once a week, and that made everyone not care enough for the lectures I think, because the discussions were short and not enough content was being discussed for such a short time. Feedback was never given on time from all the big assignments they made us do. No working in groups, only individual work, it was boring.
- Some teachers could appear more than once to enable students benefit more from them and reflect.
- Some of the teachers do not clearly state how many points have been earned, especially through seminars and papers.
- I'm very satisfied with the learning experience. The lecturers are all highly qualified and the subjects seem very relevant to the area. I'm offered a high quality learning experience.
- While my programme is very badly organized and not satisfying at all (teaching quality, support, intention of courses missing...), I really appreciate the learning experience at Cemus (great teachers, individual & creative learning methods, organization perfect!).
- I am not satisfied that we don't get feedback from all our professors



Benchmarking learning

	Uppsala Uni	ISB %	Sweden %	Europe %	Matariki %	ISB +/-	Sweden +/-	Europe +/-	Matariki +/-	% p
LEARNING AVERAGE	82.7%	86.2%	84.5%	82.9%	84.3%	-3.9%	-1.8%	-0.4%	-2.1%	
LEARNING OVERALL	85.3%	86.9%	86.5%	85.8%	86.4%	-1.6%	-1.1%	-0.4%	-1.0%	0.26
Academics' English	95.0%	91.9%	94.9%	92.8%	92.9%	3.0%	0.0%	2.2%	2.1%	0.00
Language support	94.3%	88.5%	92.8%	87.8%	88.6%	5.8%	1.5%	6.5%	5.7%	0.00
Learning spaces	94.1%	89.7%	93.0%	90.1%	88.1%	4.3%	1.1%	4.0%	5.9%	0.00
Multicultural	94.0%	90.1%	95.5%	91.2%	91.0%	3.9%	-1.5%	2.8%	3.0%	0.00
Online library	93.2%	90.5%	93.0%	88.6%	89.8%	2.7%	0.2%	4.6%	3.3%	0.00
Expert lecturers	91.7%	93.1%	92.0%	93.0%	93.3%	-1.4%	-0.3%	-1.2%	-1.6%	0.06
Virtual learning	91.2%	90.7%	89.9%	88.2%	90.1%	0.4%	1.2%	2.9%	1.0%	0.01
Class size	89.8%	88.4%	91.8%	87.9%	86.3%	1.5%	-2.0%	2.0%	3.5%	0.00
Laboratories	89.2%	90.6%	91.8%	90.8%	89.4%	-1.4%	-2.6%	-1.6%	-0.2%	0.00
Physical library	88.9%	89.1%	87.3%	84.8%	91.0%	-0.2%	1.6%	4.0%	-2.2%	0.08
Technology	87.8%	89.0%	91.8%	87.9%	88.5%	-1.2%	-4.0%	-0.1%	-0.7%	0.17
Learning support	85.7%	88.9%	87.8%	85.5%	86.1%	-3.2%	-2.1%	0.2%	-0.4%	0.43
Assessment	85.2%	88.0%	87.1%	84.5%	87.1%	-2.8%	-1.9%	0.7%	-1.9%	0.87
Course content	85.0%	88.8%	85.4%	86.2%	88.5%	-3.8%	-0.5%	-1.2%	-3.6%	0.50
Research	84.5%	86.8%	85.1%	85.4%	87.5%	-2.3%	-0.6%	-0.9%	-3.0%	0.25
Quality lectures	83.6%	88.7%	85.2%	87.1%	86.9%	-5.1%	-1.5%	-3.5%	-3.3%	0.48
Good teachers	82.9%	88.0%	84.0%	85.0%	86.4%	-5.1%	-1.1%	-2.1%	-3.5%	0.05
Topic selection**	78.1%	88.1%	82.8%	82.9%	84.6%	-10.0%	-4.7%	-4.8%	-6.5%	0.00
Course organisation	77.1%	85.2%	81.0%	78.4%	81.8%	-8.1%	-3.9%	-1.3%	-4.8%	0.00
Marking criteria	75.8%	83.8%	79.2%	77.0%	79.9%	-8.0%	-3.4%	-1.2%	-4.1%	0.00
Performance feedback	75.3%	83.8%	78.4%	77.4%	82.0%	-8.5%	-3.0%	-2.0%	-6.6%	0.00
Employability	62.2%	77.8%	69.0%	69.3%	72.6%	-15.6%	-6.7%	-7.1%	-10.4%	0.00
Work experience	50.7%	67.8%	53.2%	56.8%	59.8%	-17.1%	-2.6%	-6.1%	-9.1%	0.00
Careers advice	50.0%	71.2%	57.1%	57.4%	62.5%	-21.2%	-7.1%	-7.4%	-12.5%	0.00

**Postgraduate students only



Benchmarking learning

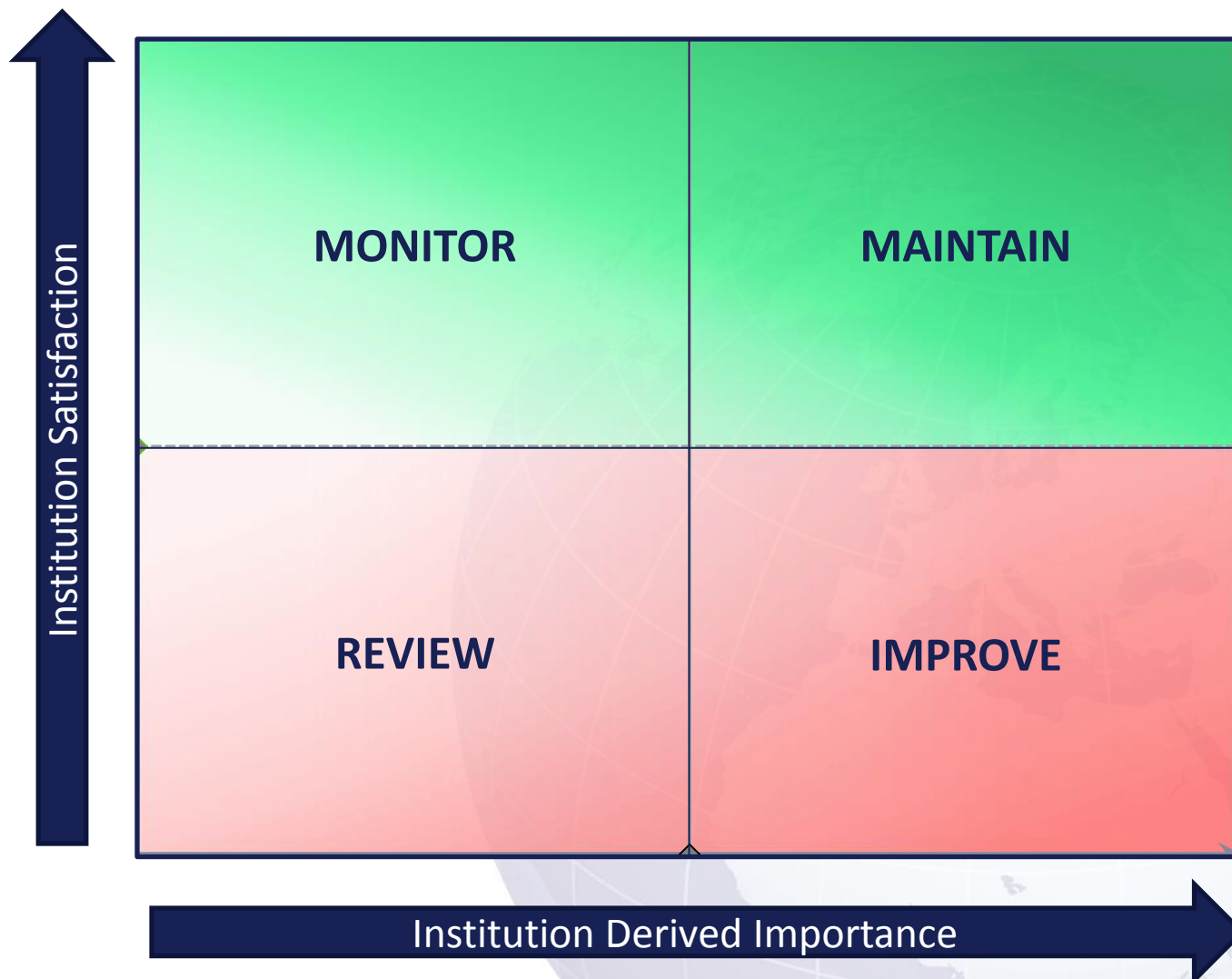
	Uppsala Uni	ISB %	Sweden %	Europe %	Matariki %	ISB +/-	Sweden +/-	Europe +/-	Matariki +/-	% p
LEARNING AVERAGE	82.7%	86.2%	84.5%	82.9%	84.3%	-3.9%	-1.8%	-0.4%	-2.1%	
LEARNING OVERALL	85.3%	86.9%	86.5%	85.8%	86.4%	-1.6%	-1.1%	-0.4%	-1.0%	0.26
Academics' English	95.0%	91.9%	94.9%	92.8%	92.9%	3.0%	0.0%	2.2%	2.1%	0.00
Language support	94.3%	88.5%	92.8%	87.8%	88.6%	5.8%	1.5%	6.5%	5.7%	0.00
Learning spaces	94.1%	89.7%	93.0%	90.1%	88.1%	4.3%	1.1%	4.0%	5.9%	0.00
Multicultural	94.0%	90.1%	95.5%	91.2%	91.0%	3.9%	-1.5%	2.8%	3.0%	0.00
Online library	93.2%	90.5%	93.0%	88.6%	89.8%	2.7%	0.2%	4.6%	3.3%	0.00
Expert lecturers	91.7%	93.1%	92.0%	93.0%	93.3%	-1.4%	-0.3%	-1.2%	-1.6%	0.06
Virtual learning	91.2%	90.7%	89.9%	88.2%	90.1%	0.4%	1.2%	2.9%	1.0%	0.01
Class size	89.8%	88.4%	91.8%	87.9%	86.3%	1.5%	-2.0%	2.0%	3.5%	0.00
Laboratories	89.2%	90.6%	91.8%	90.8%	89.4%	-1.4%	-2.6%	-1.6%	-0.2%	0.00
Physical library	88.9%	89.1%	87.3%	84.8%	91.0%	-0.2%	1.6%	4.0%	-2.2%	0.08
Technology	87.8%	89.0%	91.8%	87.9%	88.5%	-1.2%	-4.0%	-0.1%	-0.7%	0.17
Learning support	85.7%	88.9%	87.8%	85.5%	86.1%	-3.2%	-2.1%	0.2%	-0.4%	0.43
Assessment	85.2%	88.0%	87.1%	84.5%	87.1%	-2.8%	-1.9%	0.7%	-1.9%	0.87
Course content	85.0%	88.8%	85.4%	86.2%	88.5%	-3.8%	-0.5%	-1.2%	-3.6%	0.50
Research	84.5%	86.8%	85.1%	85.4%	87.5%	-2.3%	-0.6%	-0.9%	-3.0%	0.25
Quality lectures	83.6%	88.7%	85.2%	87.1%	86.9%	-5.1%	-1.5%	-3.5%	-3.3%	0.48
Good teachers	82.9%	88.0%	84.0%	85.0%	86.4%	-5.1%	-1.1%	-2.1%	-3.5%	0.05
Topic selection**	78.1%	88.1%	82.8%	82.9%	84.6%	-10.0%	-4.7%	-4.8%	-6.5%	0.00
Course organisation	77.1%	85.2%	81.0%	78.4%	81.8%	-8.1%	-3.9%	-1.3%	-4.8%	0.00
Marking criteria	75.8%	83.8%	79.2%	77.0%	79.9%	-8.0%	-3.4%	-1.2%	-4.1%	0.00
Performance feedback	75.3%	83.8%	78.4%	77.4%	82.0%	-8.5%	-3.0%	-2.0%	-6.6%	0.00
Employability	62.2%	77.8%	69.0%	69.3%	72.6%	-15.6%	-6.7%	-7.1%	-10.4%	0.00
Work experience	50.7%	67.8%	53.2%	56.8%	59.8%	-17.1%	-2.6%	-6.1%	-9.1%	0.00
Careers advice	50.0%	71.2%	57.1%	57.4%	62.5%	-21.2%	-7.1%	-7.4%	-12.5%	0.00

**Postgraduate students only

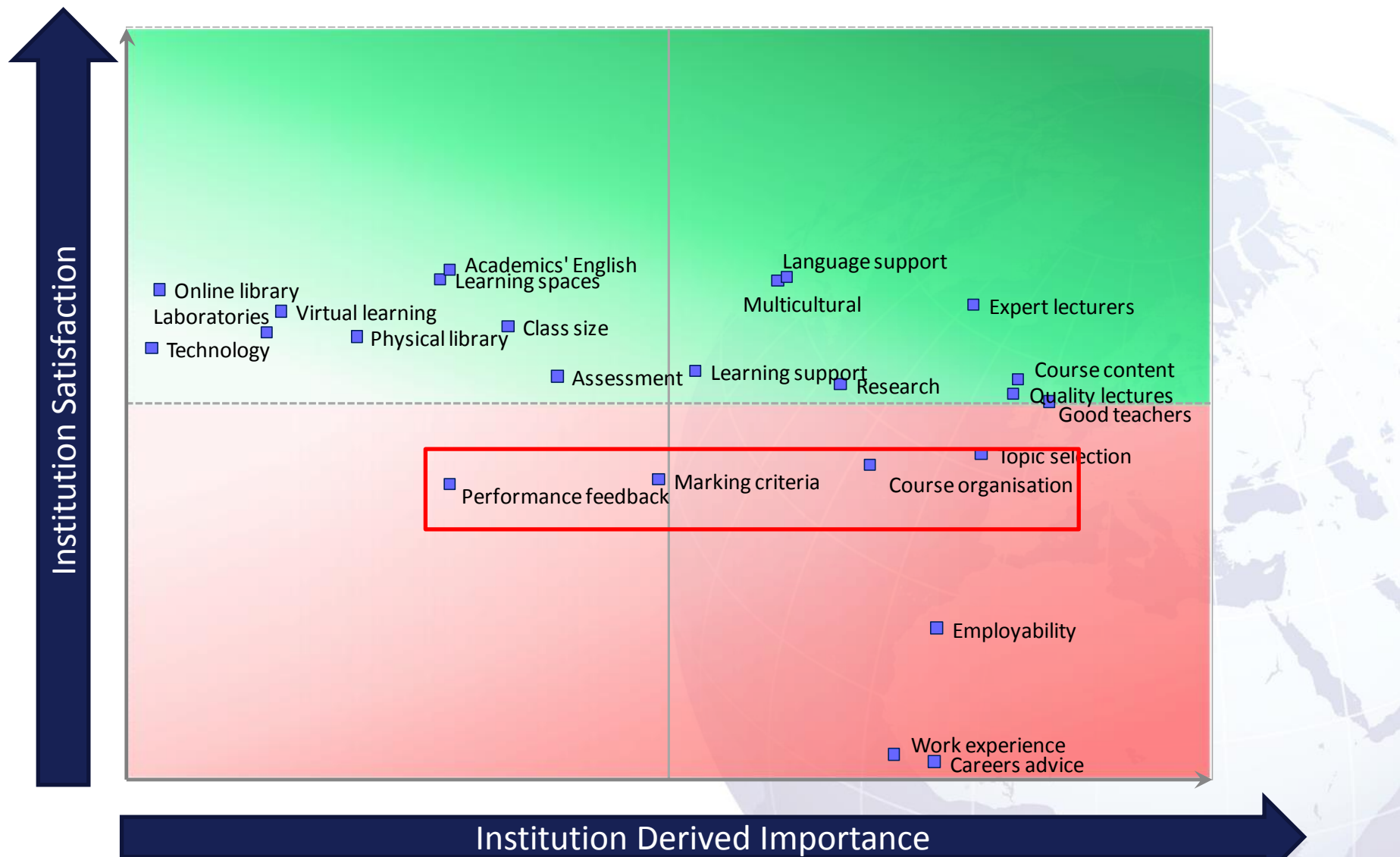
Learning matrix

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

	Uppsala Uni	ISB %	Sweden %	Europe %	Matariki %	ISB	Sweden	Europe	Matariki
LEARNING AVERAGE	82.7%	86.2%	84.5%	82.9%	84.3%	88	5	8	2
LEARNING OVERALL	85.3%	86.9%	86.5%	85.8%	86.4%	65	6	14	2
Academics' English	95.0%	91.9%	94.9%	92.8%	92.9%	15	5	6	1
Language support	94.3%	88.5%	92.8%	87.8%	88.6%	7	4	4	1
Learning spaces	94.1%	89.7%	93.0%	90.1%	88.1%	4	2	3	1
Multicultural	94.0%	90.1%	95.5%	91.2%	91.0%	8	7	7	1
Online library	93.2%	90.5%	93.0%	88.6%	89.8%	13	5	6	1
Expert lecturers	91.7%	93.1%	92.0%	93.0%	93.3%	58	4	14	3
Virtual learning	91.2%	90.7%	89.9%	88.2%	90.1%	34	2	5	1
Class size	89.8%	88.4%	91.8%	87.9%	86.3%	11	5	7	1
Laboratories	89.2%	90.6%	91.8%	90.8%	89.4%	20	6	10	1
Physical library	88.9%	89.1%	87.3%	84.8%	91.0%	70	5	12	4
Technology	87.8%	89.0%	91.8%	87.9%	88.5%	71	6	10	2
Learning support	85.7%	88.9%	87.8%	85.5%	86.1%	114	6	14	3
Assessment	85.2%	88.0%	87.1%	84.5%	87.1%	90	5	6	2
Course content	85.0%	88.8%	85.4%	86.2%	88.5%	104	5	17	3
Research	84.5%	86.8%	85.1%	85.4%	87.5%	67	5	14	4
Quality lectures	83.6%	88.7%	85.2%	87.1%	86.9%	112	5	18	3
Good teachers	82.9%	88.0%	84.0%	85.0%	86.4%	131	6	18	4
Topic selection**	78.1%	88.1%	82.8%	82.9%	84.6%	156	7	22	5
Course organisation	77.1%	85.2%	81.0%	78.4%	81.8%	145	7	17	4
Marking criteria	75.8%	83.8%	79.2%	77.0%	79.9%	140	7	13	5
Performance feedback	75.3%	83.8%	78.4%	77.4%	82.0%	146	6	18	5
Employability	62.2%	77.8%	69.0%	69.3%	72.6%	165	8	24	5
Work experience	50.7%	67.8%	53.2%	56.8%	59.8%	154	5	19	4
Careers advice	50.0%	71.2%	57.1%	57.4%	62.5%	164	7	23	5

**Postgraduate students only

Benchmarking learning (sorted by primary ranking group)

	Uppsala Uni	ISB %	Sweden %	Europe %	Matariki %	ISB	Sweden	Europe	Matariki
LEARNING AVERAGE	82.7%	86.2%	84.5%	82.9%	84.3%	88	5	8	2
LEARNING OVERALL	85.3%	86.9%	86.5%	85.8%	86.4%	65	6	14	2
Learning spaces	94.1%	89.7%	93.0%	90.1%	88.1%	4	2	3	1
Virtual learning	91.2%	90.7%	89.9%	88.2%	90.1%	34	2	5	1
Language support	94.3%	88.5%	92.8%	87.8%	88.6%	7	4	4	1
Expert lecturers	91.7%	93.1%	92.0%	93.0%	93.3%	58	4	14	3
Academics' English	95.0%	91.9%	94.9%	92.8%	92.9%	15	5	6	1
Online library	93.2%	90.5%	93.0%	88.6%	89.8%	13	5	6	1
Class size	89.8%	88.4%	91.8%	87.9%	86.3%	11	5	7	1
Physical library	88.9%	89.1%	87.3%	84.8%	91.0%	70	5	12	4
Assessment	85.2%	88.0%	87.1%	84.5%	87.1%	90	5	6	2
Course content	85.0%	88.8%	85.4%	86.2%	88.5%	104	5	17	3
Research	84.5%	86.8%	85.1%	85.4%	87.5%	67	5	14	4
Quality lectures	83.6%	88.7%	85.2%	87.1%	86.9%	112	5	18	3
Work experience	50.7%	67.8%	53.2%	56.8%	59.8%	154	5	19	4
Laboratories	89.2%	90.6%	91.8%	90.8%	89.4%	20	6	10	1
Technology	87.8%	89.0%	91.8%	87.9%	88.5%	71	6	10	2
Learning support	85.7%	88.9%	87.8%	85.5%	86.1%	114	6	14	3
Good teachers	82.9%	88.0%	84.0%	85.0%	86.4%	131	6	18	4
Performance feedback	75.3%	83.8%	78.4%	77.4%	82.0%	146	6	18	5
Multicultural	94.0%	90.1%	95.5%	91.2%	91.0%	8	7	7	1
Topic selection**	78.1%	88.1%	82.8%	82.9%	84.6%	156	7	22	5
Course organisation	77.1%	85.2%	81.0%	78.4%	81.8%	145	7	17	4
Marking criteria	75.8%	83.8%	79.2%	77.0%	79.9%	140	7	13	5
Careers advice	50.0%	71.2%	57.1%	57.4%	62.5%	164	7	23	5
Employability	62.2%	77.8%	69.0%	69.3%	72.6%	165	8	24	5

**Postgraduate students only

Learning – degree-seeking vs. exchange students

Learning Element	Uppsala Uni	Degree seeking	Student Exchange
Learning Overall (655)	85%	84%	84%
Marking criteria	76%	77%	74%
Assessment	85%	86%	83%
Careers advice	50%	44%	62%
Course content	85%	84%	86%
Expert lecturers	92%	90%	93%
Employability	62%	58%	68%
Good teachers	83%	80%	85%
Topic selection	78%	78%	86%
Online library	93%	95%	91%
Physical library	89%	89%	88%
Learning support	86%	84%	89%
Learning spaces	94%	94%	95%
Laboratories	89%	88%	94%
Language support	94%	93%	96%
Multicultural	94%	94%	95%
Course organisation	77%	75%	80%
Performance feedback	75%	75%	76%
Quality lectures	84%	84%	83%
Research	84%	84%	85%
Technology	88%	87%	87%
Virtual learning	91%	89%	93%
Work experience	51%	45%	58%
Academics' English	95%	94%	96%
The size of the classes	90%	86%	95%

Learning satisfaction – wave on wave comparison

Elements	Autumn 2010	Autumn 2011	Autumn 2013	First Wave vs Autumn 2013
Language support	89%	90%	94%	5%
Online library	91%	93%	93%	2%
Work experience	49%	54%	51%	2%
Multicultural	93%	94%	94%	1%
Virtual learning	90%	90%	91%	1%
Academics' English	94%	96%	95%	1%
Research	84%	86%	84%	1%
Physical library	88%	91%	89%	1%
Learning spaces	94%	96%	94%	0%
Employability	62%	64%	62%	0%
Course content	86%	87%	85%	-1%
Expert lecturers	93%	93%	92%	-1%
Technology	90%	90%	88%	-2%
Learning support	88%	89%	86%	-2%
Laboratories	92%	94%	89%	-3%
Good teachers	86%	88%	83%	-3%
Careers advice	53%	55%	50%	-3%
Assessment	89%	89%	85%	-4%
Quality lectures	88%	88%	84%	-4%
Course organisation	82%	84%	77%	-5%
Topic selection	84%	85%	78%	-6%
Marking criteria	82%	81%	76%	-6%
Performance feedback	82%	82%	75%	-6%



Living



- if the university is so eco-friendly, why are there so many paper cups? Whenever people buy a coffee they get a new cup. That should be changed!!
- There should be more busses for the winter to polacksbacken
- It is easy to meet students from other backgrounds/departments, and that's really good.
- happy that there are several spaces at the campus where students can just relax and have lunch (and warm up the lunch) together with their friends.
- There should be a prayer room for muslim students.
- Internet access upunet is not working during peak times. Busses and public transport is too expensive for students (25 sek for one way??!!). Accomodation situation - do not admit students if you cannot give them a place to live.
- most information from heimstaden is delivered in swedish which i cannot understand.
- You're probably aware of this, but finding a place to live is a nightmare.

Benchmarking living

	Uppsala Uni	ISB %	Sweden %	Europe %	Matariki %	ISB +/-	Sweden +/-	Europe +/-	Matariki +/-	% p
LIVING AVERAGE	77.2%	78.5%	77.8%	77.0%	78.5%	-1.3%	-0.6%	0.2%	-1.3%	
LIVING OVERALL	86.0%	87.5%	87.7%	85.8%	87.4%	-1.5%	-1.7%	0.2%	-1.5%	0.00
Good place to be	98.0%	88.9%	97.1%	94.1%	94.4%	9.1%	0.9%	3.9%	3.6%	0.00
Safety	97.8%	90.2%	96.0%	94.8%	93.3%	7.6%	1.8%	3.1%	4.6%	0.00
Campus environment	97.8%	91.4%	96.8%	93.1%	94.6%	6.4%	1.0%	4.7%	3.2%	0.00
Campus buildings	95.1%	88.3%	93.5%	87.7%	89.0%	6.8%	1.6%	7.4%	6.1%	0.00
Other friends	95.1%	87.6%	94.7%	91.4%	91.4%	7.6%	0.4%	3.7%	3.7%	0.00
Eco-friendly attitude	94.5%	90.2%	93.3%	88.5%	90.3%	4.3%	1.2%	6.0%	4.1%	0.00
Home friends	89.7%	86.9%	90.9%	87.4%	86.8%	2.9%	-1.2%	2.4%	2.9%	0.00
Host culture	89.5%	85.0%	85.9%	85.8%	86.2%	4.5%	3.6%	3.7%	3.3%	0.00
Transport links uni	88.8%	82.4%	91.2%	86.0%	81.3%	6.4%	-2.4%	2.8%	7.5%	0.00
Transport links	88.1%	79.3%	90.0%	85.1%	75.6%	8.8%	-2.0%	2.9%	12.5%	0.00
Worship facilities	87.0%	86.2%	87.3%	83.9%	84.0%	0.8%	-0.3%	3.1%	3.0%	0.03
Social activities	84.3%	82.0%	86.5%	82.7%	83.6%	2.3%	-2.2%	1.6%	0.6%	0.00
Accommodation quality	82.8%	83.8%	85.8%	81.1%	83.7%	-1.1%	-3.0%	1.7%	-0.9%	0.08
Good contacts	80.9%	79.0%	82.5%	78.3%	79.5%	1.9%	-1.6%	2.6%	1.4%	0.00
Social facilities	79.8%	81.6%	83.0%	78.9%	82.7%	-1.8%	-3.2%	0.9%	-2.9%	0.15
Visa advice	78.9%	83.3%	79.7%	81.2%	79.9%	-4.4%	-0.8%	-2.3%	-1.1%	0.45
Host friends	72.4%	73.7%	66.5%	68.3%	74.1%	-1.3%	5.9%	4.1%	-1.7%	0.37
Internet access	72.2%	79.6%	83.0%	80.8%	76.0%	-7.3%	-10.8%	-8.6%	-3.8%	0.16
Sport facilities	70.6%	81.5%	73.0%	79.3%	81.9%	-10.9%	-2.4%	-8.7%	-11.2%	0.00
Finding accommodation	54.5%	60.4%	60.9%	60.4%	57.4%	-5.9%	-6.3%	-5.9%	-2.9%	0.03
Accommodation cost	46.3%	57.3%	53.4%	50.1%	56.5%	-11.0%	-7.1%	-3.8%	-10.2%	0.00
Financial support	40.3%	54.3%	39.0%	43.1%	52.5%	-14.1%	1.2%	-2.9%	-12.3%	0.00
Living cost	39.7%	62.5%	37.8%	55.2%	58.8%	-22.8%	1.9%	-15.6%	-19.1%	0.00
Earning money	29.3%	49.6%	20.2%	30.7%	50.3%	-20.3%	9.1%	-1.4%	-21.0%	0.00

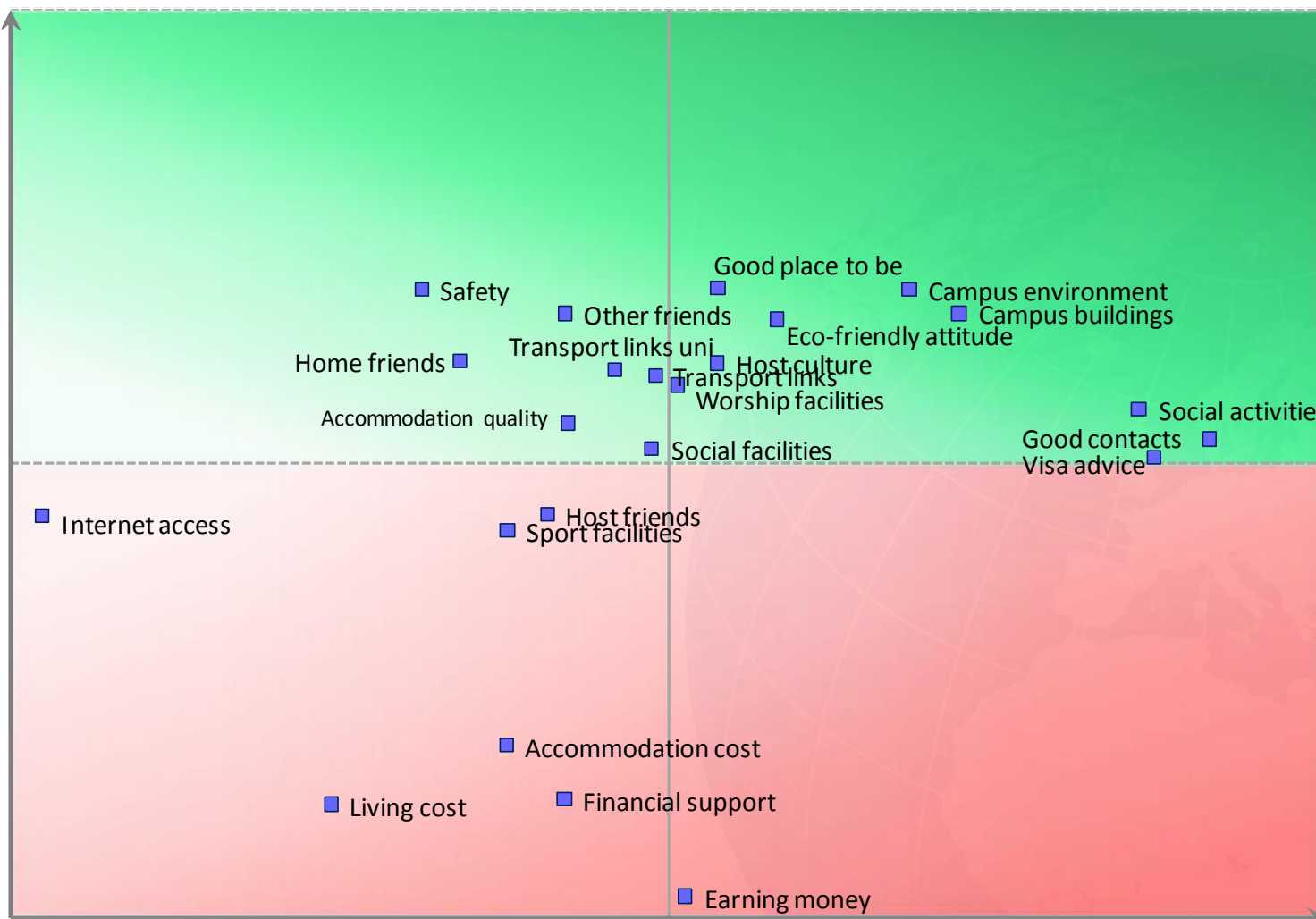
Benchmarking living

	Uppsala Uni	ISB %	Sweden %	Europe %	Matariki %	ISB +/-	Sweden +/-	Europe +/-	Matariki +/-	% p
LIVING AVERAGE	77.2%	78.5%	77.8%	77.0%	78.5%	-1.3%	-0.6%	0.2%	-1.3%	
LIVING OVERALL	86.0%	87.5%	87.7%	85.8%	87.4%	-1.5%	-1.7%	0.2%	-1.5%	0.00
Good place to be	98.0%	88.9%	97.1%	94.1%	94.4%	9.1%	0.9%	3.9%	3.6%	0.00
Safety	97.8%	90.2%	96.0%	94.8%	93.3%	7.6%	1.8%	3.1%	4.6%	0.00
Campus environment	97.8%	91.4%	96.8%	93.1%	94.6%	6.4%	1.0%	4.7%	3.2%	0.00
Campus buildings	95.1%	88.3%	93.5%	87.7%	89.0%	6.8%	1.6%	7.4%	6.1%	0.00
Other friends	95.1%	87.6%	94.7%	91.4%	91.4%	7.6%	0.4%	3.7%	3.7%	0.00
Eco-friendly attitude	94.5%	90.2%	93.3%	88.5%	90.3%	4.3%	1.2%	6.0%	4.1%	0.00
Home friends	89.7%	86.9%	90.9%	87.4%	86.8%	2.9%	-1.2%	2.4%	2.9%	0.00
Host culture	89.5%	85.0%	85.9%	85.8%	86.2%	4.5%	3.6%	3.7%	3.3%	0.00
Transport links uni	88.8%	82.4%	91.2%	86.0%	81.3%	6.4%	-2.4%	2.8%	7.5%	0.00
Transport links	88.1%	79.3%	90.0%	85.1%	75.6%	8.8%	-2.0%	2.9%	12.5%	0.00
Worship facilities	87.0%	86.2%	87.3%	83.9%	84.0%	0.8%	-0.3%	3.1%	3.0%	0.03
Social activities	84.3%	82.0%	86.5%	82.7%	83.6%	2.3%	-2.2%	1.6%	0.6%	0.00
Accommodation quality	82.8%	83.8%	85.8%	81.1%	83.7%	-1.1%	-3.0%	1.7%	-0.9%	0.08
Good contacts	80.9%	79.0%	82.5%	78.3%	79.5%	1.9%	-1.6%	2.6%	1.4%	0.00
Social facilities	79.8%	81.6%	83.0%	78.9%	82.7%	-1.8%	-3.2%	0.9%	-2.9%	0.15
Visa advice	78.9%	83.3%	79.7%	81.2%	79.9%	-4.4%	-0.8%	-2.3%	-1.1%	0.45
Host friends	72.4%	73.7%	66.5%	68.3%	74.1%	-1.3%	5.9%	4.1%	-1.7%	0.37
Internet access	72.2%	79.6%	83.0%	80.8%	76.0%	-7.3%	-10.8%	-8.6%	-3.8%	0.16
Sport facilities	70.6%	81.5%	73.0%	79.3%	81.9%	-10.9%	-2.4%	-8.7%	-11.2%	0.00
Finding accommodation	54.5%	60.4%	60.9%	60.4%	57.4%	-5.9%	-6.3%	-5.9%	-2.9%	0.03
Accommodation cost	46.3%	57.3%	53.4%	50.1%	56.5%	-11.0%	-7.1%	-3.8%	-10.2%	0.00
Financial support	40.3%	54.3%	39.0%	43.1%	52.5%	-14.1%	1.2%	-2.9%	-12.3%	0.00
Living cost	39.7%	62.5%	37.8%	55.2%	58.8%	-22.8%	1.9%	-15.6%	-19.1%	0.00
Earning money	29.3%	49.6%	20.2%	30.7%	50.3%	-20.3%	9.1%	-1.4%	-21.0%	0.00



Living matrix – all students

Institution Satisfaction



Institution Derived Importance



Benchmarking living

	Uppsala Uni	ISB %	Sweden %	Europe %	Matariki %	ISB	Sweden	Europe	Matariki
LIVING AVERAGE	77.2%	78.5%	77.8%	77.0%	78.5%	26	3	6	2
LIVING OVERALL	86.0%	87.5%	87.7%	85.8%	87.4%	22	5	6	1
Good place to be	98.0%	88.9%	97.1%	94.1%	94.4%	1	1	1	1
Safety	97.8%	90.2%	96.0%	94.8%	93.3%	1	1	1	1
Campus environment	97.8%	91.4%	96.8%	93.1%	94.6%	2	2	2	1
Campus buildings	95.1%	88.3%	93.5%	87.7%	89.0%	5	3	4	1
Other friends	95.1%	87.6%	94.7%	91.4%	91.4%	2	2	2	1
Eco-friendly attitude	94.5%	90.2%	93.3%	88.5%	90.3%	3	3	3	1
Home friends	89.7%	86.9%	90.9%	87.4%	86.8%	13	4	7	1
Host culture	89.5%	85.0%	85.9%	85.8%	86.2%	8	2	4	1
Transport links uni	88.8%	82.4%	91.2%	86.0%	81.3%	6	4	5	2
Transport links	88.1%	79.3%	90.0%	85.1%	75.6%	10	5	5	1
Worship facilities	87.0%	86.2%	87.3%	83.9%	84.0%	22	3	4	1
Social activities	84.3%	82.0%	86.5%	82.7%	83.6%	19	5	8	2
Accommodation quality	82.8%	83.8%	85.8%	81.1%	83.7%	53	7	12	3
Good contacts	80.9%	79.0%	82.5%	78.3%	79.5%	15	4	4	1
Social facilities	79.8%	81.6%	83.0%	78.9%	82.7%	60	6	9	3
Visa advice	78.9%	83.3%	79.7%	81.2%	79.9%	81	3	9	1
Host friends	72.4%	73.7%	66.5%	68.3%	74.1%	63	3	10	4
Internet access	72.2%	79.6%	83.0%	80.8%	76.0%	115	8	23	2
Sport facilities	70.6%	81.5%	73.0%	79.3%	81.9%	134	5	22	5
Finding accommodation	54.5%	60.4%	60.9%	60.4%	57.4%	19	5	19	2
Accommodation cost	46.3%	57.3%	53.4%	50.1%	56.5%	136	7	17	4
Financial support	40.3%	54.3%	39.0%	43.1%	52.5%	143	2	16	5
Living cost	39.7%	62.5%	37.8%	55.2%	58.8%	163	4	24	5
Earning money	29.3%	49.6%	20.2%	30.7%	50.3%	147	1	12	5

Benchmarking living (sorted by primary ranking group)

	Uppsala Uni	ISB %	Sweden %	Europe %	Matariki %	ISB	Sweden	Europe	Matariki
LIVING AVERAGE	77.2%	78.5%	77.8%	77.0%	78.5%	26	3	6	2
LIVING OVERALL	86.0%	87.5%	87.7%	85.8%	87.4%	22	5	6	1
Good place to be	98.0%	88.9%	97.1%	94.1%	94.4%	1	1	1	1
Safety	97.8%	90.2%	96.0%	94.8%	93.3%	1	1	1	1
Earning money	29.3%	49.6%	20.2%	30.7%	50.3%	147	1	12	5
Campus environment	97.8%	91.4%	96.8%	93.1%	94.6%	2	2	2	1
Other friends	95.1%	87.6%	94.7%	91.4%	91.4%	2	2	2	1
Host culture	89.5%	85.0%	85.9%	85.8%	86.2%	8	2	4	1
Financial support	40.3%	54.3%	39.0%	43.1%	52.5%	143	2	16	5
Campus buildings	95.1%	88.3%	93.5%	87.7%	89.0%	5	3	4	1
Eco-friendly attitude	94.5%	90.2%	93.3%	88.5%	90.3%	3	3	3	1
Worship facilities	87.0%	86.2%	87.3%	83.9%	84.0%	22	3	4	1
Visa advice	78.9%	83.3%	79.7%	81.2%	79.9%	81	3	9	1
Host friends	72.4%	73.7%	66.5%	68.3%	74.1%	63	3	10	4
Home friends	89.7%	86.9%	90.9%	87.4%	86.8%	13	4	7	1
Transport links uni	88.8%	82.4%	91.2%	86.0%	81.3%	6	4	5	2
Good contacts	80.9%	79.0%	82.5%	78.3%	79.5%	15	4	4	1
Living cost	39.7%	62.5%	37.8%	55.2%	58.8%	163	4	24	5
Transport links	88.1%	79.3%	90.0%	85.1%	75.6%	10	5	5	1
Social activities	84.3%	82.0%	86.5%	82.7%	83.6%	19	5	8	2
Sport facilities	70.6%	81.5%	73.0%	79.3%	81.9%	134	5	22	5
Finding accommodation	54.5%	60.4%	60.9%	60.4%	57.4%	19	5	19	2
Social facilities	79.8%	81.6%	83.0%	78.9%	82.7%	60	6	9	3
Accommodation quality	82.8%	83.8%	85.8%	81.1%	83.7%	53	7	12	3
Accommodation cost	46.3%	57.3%	53.4%	50.1%	56.5%	136	7	17	4
Internet access	72.2%	79.6%	83.0%	80.8%	76.0%	115	8	23	2



Living – degree-seeking vs. exchange students

Living Element	Uppsala Uni	Degree seeking	Student Exchange
Living Overall (627)	86%	84%	89%
Accommodation quality	83%	85%	81%
Accommodation cost	46%	49%	47%
Eco-friendly attitude	94%	93%	96%
Earning money	29%	29%	30%
Finding accommodation	55%	36%	86%
International Classroom	90%	92%	87%
Financial support	40%	37%	49%
Good contacts	81%	77%	87%
Good place to be	98%	98%	98%
Host culture	90%	90%	89%
Host friends	72%	76%	68%
Internet access	72%	74%	67%
Living cost	40%	43%	33%
Other friends	95%	95%	94%
Campus buildings	95%	95%	97%
Campus environment	98%	98%	98%
Social activities	84%	80%	90%
Safety	98%	98%	98%
Home friends	90%	88%	92%
Social facilities	80%	80%	78%
Sport facilities	71%	74%	70%
Transport links	88%	89%	87%
Transport links uni	89%	89%	88%
Visa advice	79%	76%	83%
Worship facilities	87%	88%	86%

Living satisfaction – wave on wave comparison

Average	Elements	Autumn 2010	Autumn 2011	Autumn 2013	First Wave vs Autumn 2013
69%	Visa advice	64%	65%	79%	15%
83%	Transport links uni	78%	83%	89%	11%
84%	Host culture	79%	84%	90%	10%
82%	Worship facilities	77%	81%	87%	10%
80%	Accommodation quality	75%	82%	83%	8%
68%	Host friends	65%	65%	72%	7%
79%	Good contacts	75%	80%	81%	5%
68%	Sport facilities	65%	69%	71%	5%
28%	Earning money	24%	32%	29%	5%
82%	Social activities	79%	82%	84%	5%
93%	Other friends	91%	92%	95%	4%
87%	Transport links	84%	87%	88%	4%
96%	Good place to be	94%	97%	98%	4%
96%	Safety	94%	96%	98%	3%
95%	Campus buildings		94%	95%	1%
98%	Campus environment		98%	98%	0%
94%	Eco-friendly attitude	95%	94%	94%	0%
82%	Social facilities	81%	87%	80%	-1%
90%	Home friends	91%	89%	90%	-1%
42%	Living cost	42%	46%	40%	-2%
43%	Financial support	42%	46%	40%	-2%
80%	Internet access	84%	82%	72%	-12%



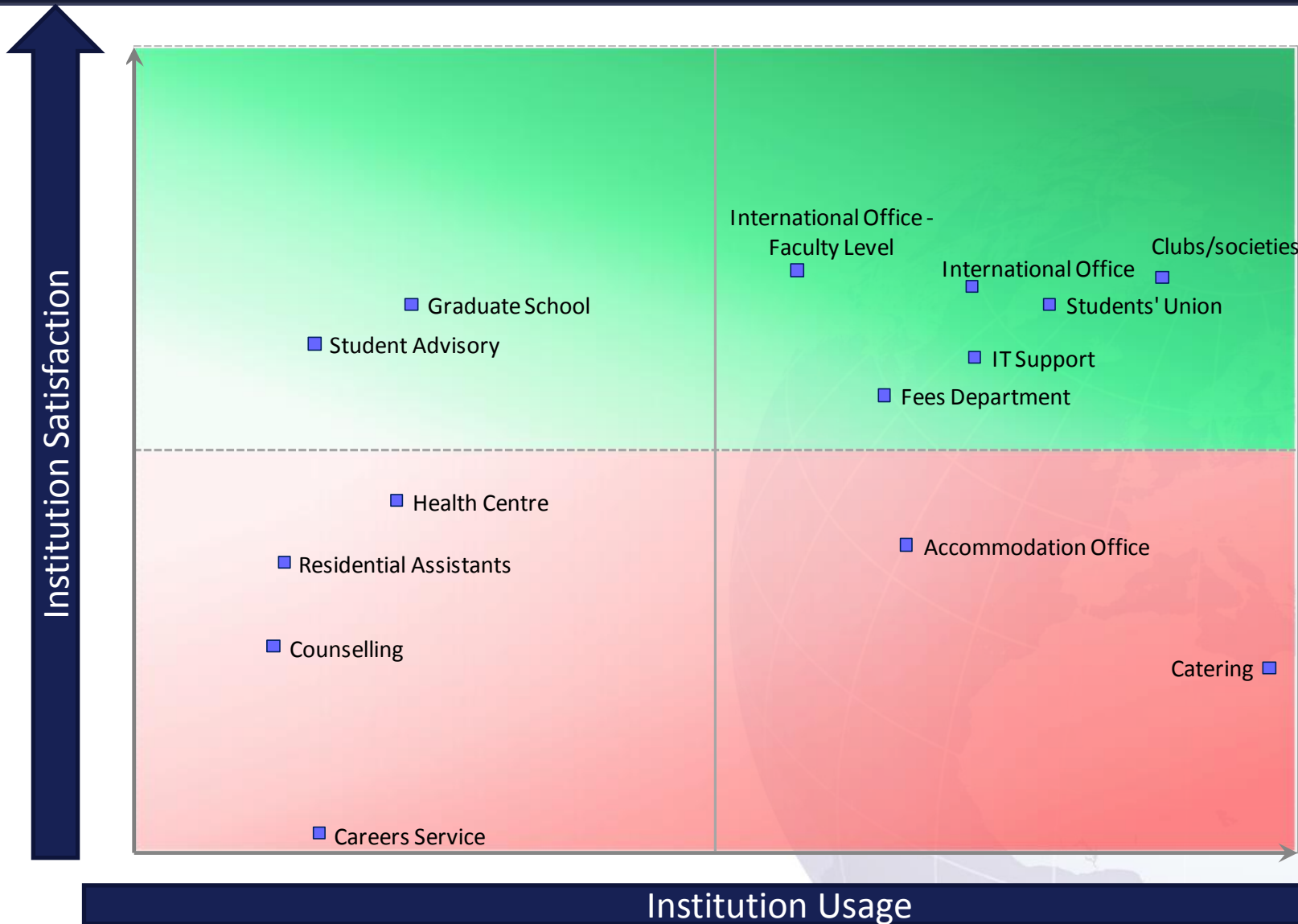
Support



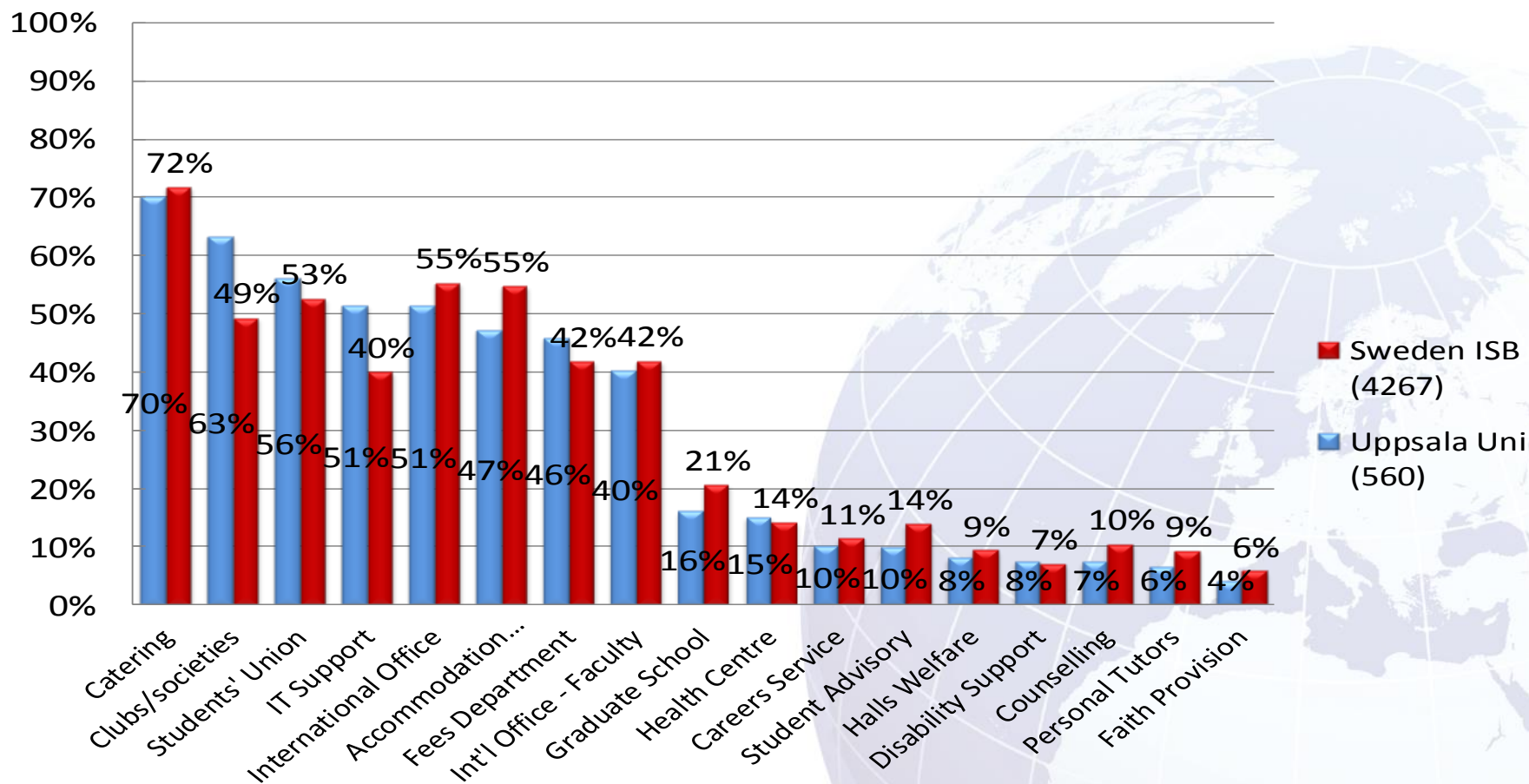
- In the beginning we had to go from one place to the other in order to be able studying. For example, the internet-account data had to be picked up from Polacksbacken, even though it was supposed to be sent to me. More information on these bureaucratic things (also about the Personnummer, studentID, public transport if you have to commute etc.) would be helpful.
- More information could be made available online (regulation, where to find help etc.) in either Swedish or English
- Issues with enrolment in electives, short contact hours for study counsellors means it's always a choice between missing a lecture or getting an issue resolved (and by resolved, this often means 'there is nothing we can do until someone else does something, and we can't tell you how to make that happen').
- Generally I am happy with the support services but the computer facilities here at IMCH (Drottninggatan 4) are pathetic - different versions of Windows, annoying Symantec antivirus and no connection with the rest of the university so no user specific login. Means all of us have stuff on all the computers rather than saving information to a personalized off-site storage system somewhere.
- There is a big difference in treatment of exchange students (who get good help from the international office and their faculties), however, why master students and exchange students are treated so differently even if they have the same problems, is unclear and has never been explained. Additionally, the faculty was unable to allow the master students of my course to get in contact beforehand in order to exchange information and help each other. Sad.



Support matrix



Benchmarking support (usage %)





Benchmarking support

	Uppsala Uni	ISB %	Sweden %	Europe %	Matariki %	ISB +/-	Sweden +/-	Europe +/-	Matariki +/-	% p
SUPPORT AVERAGE	87.2%	90.1%	88.9%	87.9%	89.8%	-2.4%	-1.7%	-0.3%	-2.4%	
SUPPORT OVERALL	85.1%	89.6%	90.4%	88.3%	88.9%	-4.5%	-5.3%	-3.2%	-3.9%	0.24
International Office - Faculty	94.8%	91.5%	93.1%	91.5%	90.4%	3.3%	1.7%	3.3%	4.4%	0.09
Clubs/societies	94.5%	92.8%	94.2%	93.5%	94.3%	1.7%	0.3%	1.0%	0.2%	0.00
International Office	94.1%	91.4%	94.9%	91.6%	92.9%	2.7%	-0.8%	2.5%	1.2%	0.11
Students' Union	93.4%	93.4%	93.0%	93.3%	93.2%	0.0%	0.4%	0.1%	0.1%	0.28
Graduate School**	93.3%	94.3%	95.5%	94.6%	95.2%	-1.0%	-2.1%	-1.3%	-1.8%	0.44
Student Advisory	91.7%	92.8%	91.4%	91.1%	93.4%	-1.1%	0.2%	0.6%	-1.8%	0.32
IT Support	91.1%	92.2%	93.1%	91.5%	90.9%	-1.1%	-2.0%	-0.4%	0.2%	0.65
Fees Department	89.5%	89.2%	91.9%	90.3%	91.5%	0.3%	-2.5%	-0.8%	-2.0%	0.61
Health Centre	85.0%	88.7%	85.6%	85.1%	88.0%	-3.7%	-0.6%	-0.1%	-3.0%	0.48
Accommodation Office	83.1%	82.9%	82.4%	75.1%	85.8%	0.2%	0.7%	8.0%	-2.7%	0.88
Residential Assistants	82.4%	89.4%	84.2%	84.1%	90.4%	-7.0%	-1.9%	-1.7%	-8.1%	0.13
Counselling	78.8%	90.2%	80.1%	84.9%	88.3%	-11.4%	-1.4%	-6.1%	-9.5%	0.05
Catering	77.9%	79.5%	82.3%	77.3%	77.6%	-1.6%	-4.4%	0.6%	0.3%	0.77
Careers Service	70.8%	85.6%	82.3%	80.0%	81.8%	-14.8%	-11.5%	-9.2%	-11.0%	0.02

**Postgraduate students only



Benchmarking support

	Uppsala Uni	ISB %	Sweden %	Europe %	Matariki %	ISB +/-	Sweden +/-	Europe +/-	Matariki +/-	% p
SUPPORT AVERAGE	87.2%	90.1%	88.9%	87.9%	89.8%	-2.4%	-1.7%	-0.3%	-2.4%	
SUPPORT OVERALL	85.1%	89.6%	90.4%	88.3%	88.9%	-4.5%	-5.3%	-3.2%	-3.9%	0.24
International Office - Faculty	94.8%	91.5%	93.1%	91.5%	90.4%	3.3%	1.7%	3.3%	4.4%	0.09
Clubs/societies	94.5%	92.8%	94.2%	93.5%	94.3%	1.7%	0.3%	1.0%	0.2%	0.00
International Office	94.1%	91.4%	94.9%	91.6%	92.9%	2.7%	-0.8%	2.5%	1.2%	0.11
Students' Union	93.4%	93.4%	93.0%	93.3%	93.2%	0.0%	0.4%	0.1%	0.1%	0.28
Graduate School**	93.3%	94.3%	95.5%	94.6%	95.2%	-1.0%	-2.1%	-1.3%	-1.8%	0.44
Student Advisory	91.7%	92.8%	91.4%	91.1%	93.4%	-1.1%	0.2%	0.6%	-1.8%	0.32
IT Support	91.1%	92.2%	93.1%	91.5%	90.9%	-1.1%	-2.0%	-0.4%	0.2%	0.65
Fees Department	89.5%	89.2%	91.9%	90.3%	91.5%	0.3%	-2.5%	-0.8%	-2.0%	0.61
Health Centre	85.0%	88.7%	85.6%	85.1%	88.0%	-3.7%	-0.6%	-0.1%	-3.0%	0.48
Accommodation Office	83.1%	82.9%	82.4%	75.1%	85.8%	0.2%	0.7%	8.0%	-2.7%	0.88
Residential Assistants	82.4%	89.4%	84.2%	84.1%	90.4%	-7.0%	-1.9%	-1.7%	-8.1%	0.13
Counselling	78.8%	90.2%	80.1%	84.9%	88.3%	-11.4%	-1.4%	-6.1%	-9.5%	0.05
Catering	77.9%	79.5%	82.3%	77.3%	77.6%	-1.6%	-4.4%	0.6%	0.3%	0.77
Careers Service	70.8%	85.6%	82.3%	80.0%	81.8%	-14.8%	-11.5%	-9.2%	-11.0%	0.02

**Postgraduate students only



Benchmarking support

	Uppsala Uni	ISB %	Sweden %	Europe %	Matariki %	ISB	Sweden	Europe	Matariki
SUPPORT AVERAGE	87.2%	90.1%	88.9%	87.9%	89.8%	136	8	19	4
SUPPORT OVERALL	85.1%	89.6%	90.4%	88.3%	88.9%	118	7	13	4
International Office - Faculty	94.8%	91.5%	93.1%	91.5%	90.4%	7	2	7	1
Clubs/societies	94.5%	92.8%	94.2%	93.5%	94.3%	13	1	3	2
International Office	94.1%	91.4%	94.9%	91.6%	92.9%	50	6	10	2
Students' Union	93.4%	93.4%	93.0%	93.3%	93.2%	54	4	5	2
Graduate School**	93.3%	94.3%	95.5%	94.6%	95.2%	80	4	10	4
Student Advisory	91.7%	92.8%	91.4%	91.1%	93.4%	96	3	14	2
IT Support	91.1%	92.2%	93.1%	91.5%	90.9%	103	7	13	3
Fees Department	89.5%	89.2%	91.9%	90.3%	91.5%	106	5	18	5
Health Centre	85.0%	88.7%	85.6%	85.1%	88.0%	99	5	10	4
Accommodation Office	83.1%	82.9%	82.4%	75.1%	85.8%	87	5	8	3
Residential Assistants	82.4%	89.4%	84.2%	84.1%	90.4%	100	5	12	5
Counselling	78.8%	90.2%	80.1%	84.9%	88.3%	131	3	15	4
Catering	77.9%	79.5%	82.3%	77.3%	77.6%	99	8	16	2
Careers Service	70.8%	85.6%	82.3%	80.0%	81.8%	131	4	10	4

**Postgraduate students only

Benchmarking support (sorted by primary ranking group)

	Uppsala Uni	ISB %	Sweden %	Europe %	Matariki %	ISB	Sweden	Europe	Matariki
SUPPORT AVERAGE	87.2%	90.1%	88.9%	87.9%	89.8%	136	8	19	4
SUPPORT OVERALL	85.1%	89.6%	90.4%	88.3%	88.9%	118	7	13	4
Clubs/societies	94.5%	92.8%	94.2%	93.5%	94.3%	13	1	3	2
International Office - Faculty	94.8%	91.5%	93.1%	91.5%	90.4%	7	2	7	1
Student Advisory	91.7%	92.8%	91.4%	91.1%	93.4%	96	3	14	2
Counselling	78.8%	90.2%	80.1%	84.9%	88.3%	131	3	15	4
Students' Union	93.4%	93.4%	93.0%	93.3%	93.2%	54	4	5	2
Graduate School**	93.3%	94.3%	95.5%	94.6%	95.2%	80	4	10	4
Careers Service	70.8%	85.6%	82.3%	80.0%	81.8%	131	4	10	4
Fees Department	89.5%	89.2%	91.9%	90.3%	91.5%	106	5	18	5
Health Centre	85.0%	88.7%	85.6%	85.1%	88.0%	99	5	10	4
Accommodation Office	83.1%	82.9%	82.4%	75.1%	85.8%	87	5	8	3
Residential Assistants	82.4%	89.4%	84.2%	84.1%	90.4%	100	5	12	5
International Office	94.1%	91.4%	94.9%	91.6%	92.9%	50	6	10	2
IT Support	91.1%	92.2%	93.1%	91.5%	90.9%	103	7	13	3
Catering	77.9%	79.5%	82.3%	77.3%	77.6%	99	8	16	2

**Postgraduate students only



Support – degree-seeking vs. exchange students

Support Element	Uppsala Uni	Degree seeking	Student Exchange
Support Overall (576)	85%	81%	90%
Catering	78%	76%	81%
Counselling	79%	NA	NA
Careers Service	71%	66%	NA
Finance Office	89%	88%	93%
Graduate School	93%	92%	NA
Health Centre	85%	84%	NA
Halls Welfare	82%	NA	NA
International Office	94%	94%	97%
Int'l Office - Faculty	95%	96%	95%
IT Support	91%	93%	88%
Accommodation Office	83%	78%	91%
Student Advisory	92%	90%	NA
Students' Union	93%	93%	94%
Clubs/societies	94%	93%	97%
Helpfulness of support staff	93%	92%	95%
English of support staff	96%	95%	98%

Support satisfaction – wave on wave comparison

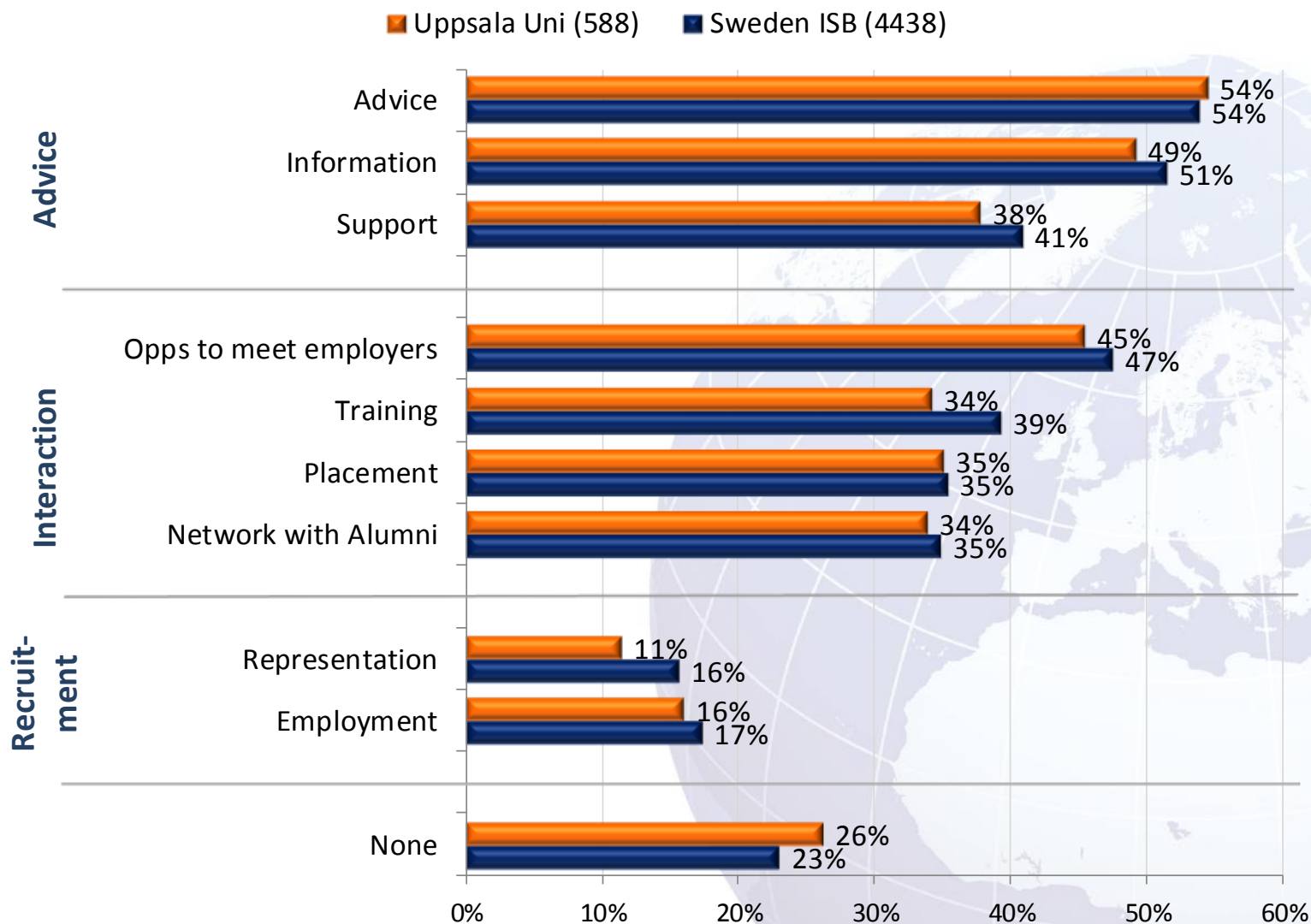
Elements	Autumn 2010	Autumn 2011	Autumn 2013	First Wave vs Autumn 2013
Accommodation Office	74%	74%	83%	9%
Student Advisory	88%	91%	92%	4%
Halls Welfare		78%	82%	4%
International Office	92%	93%	94%	2%
Finance Office	88%	92%	89%	1%
Students' Union	92%	95%	93%	1%
Clubs/societies	93%	96%	94%	1%
Support Overall	84%	87%	85%	1%
IT Support	90%	93%	91%	1%
Helpfulness of support staff		93%	93%	0%
English of support staff		96%	96%	0%
Graduate School	94%	98%	93%	-1%
Health Centre	87%	86%	85%	-2%
Catering	82%	81%	78%	-4%
Counselling	86%	96%	79%	-7%
Careers Service	82%	75%	71%	-11%



Reasons for leaving



Expectations of careers support

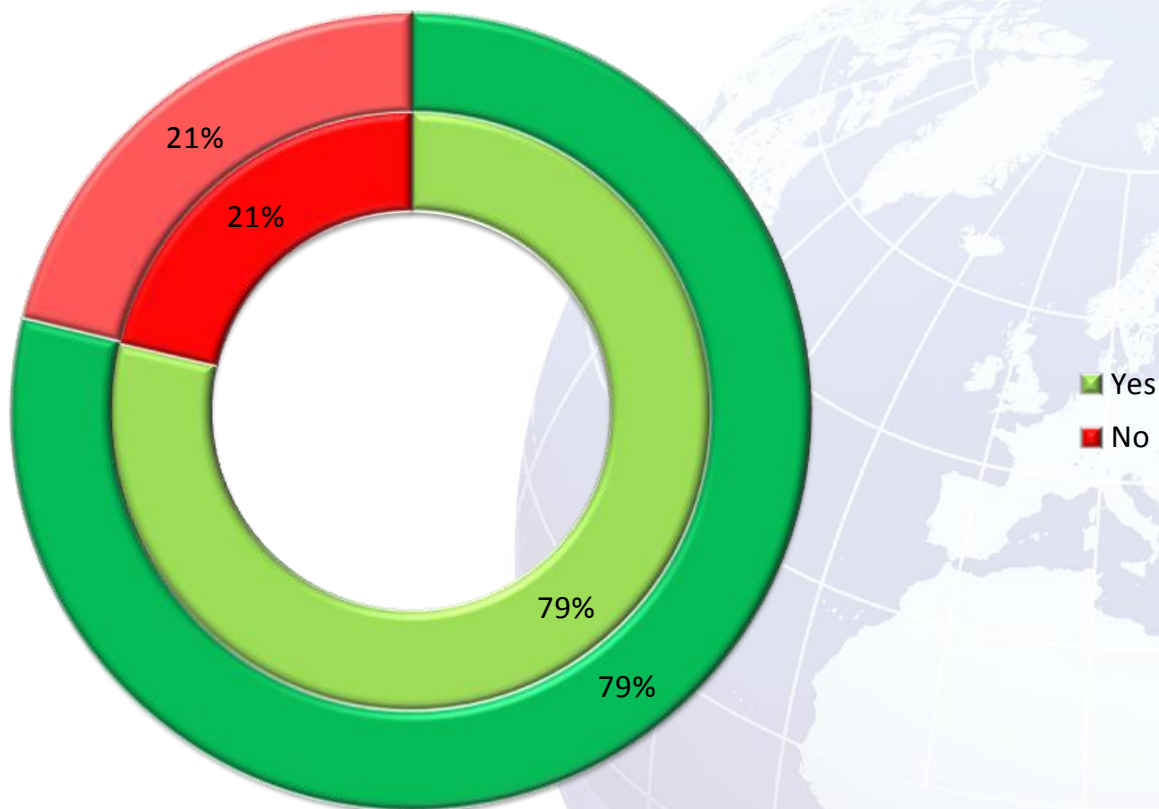


What employment/ careers support do you expect from the institution? 78



Studying Swedish

Uppsala Uni (585, inner circle) vs Sweden ISB (4416, outer circle)

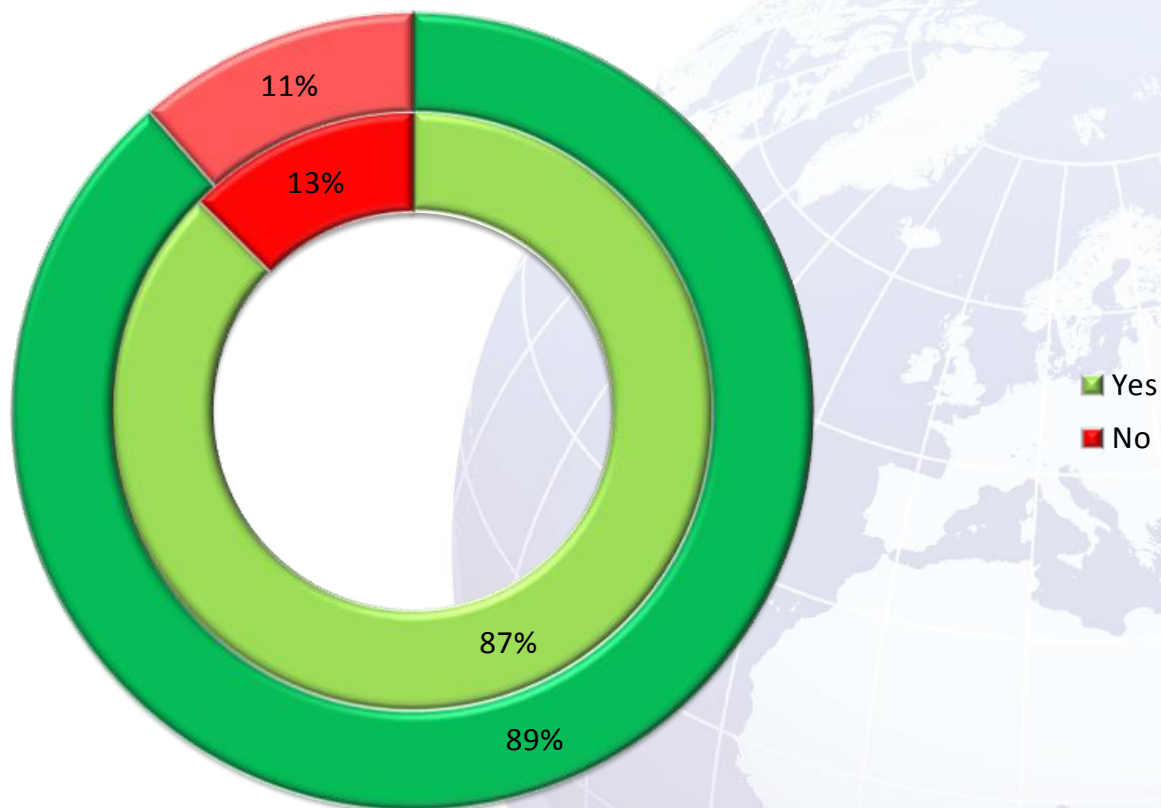


Are you considering studying Swedish during the course of your studies?: 79



Working for a Swedish abroad

Uppsala Uni (587, inner circle) vs Sweden ISB (4420, outer circle)

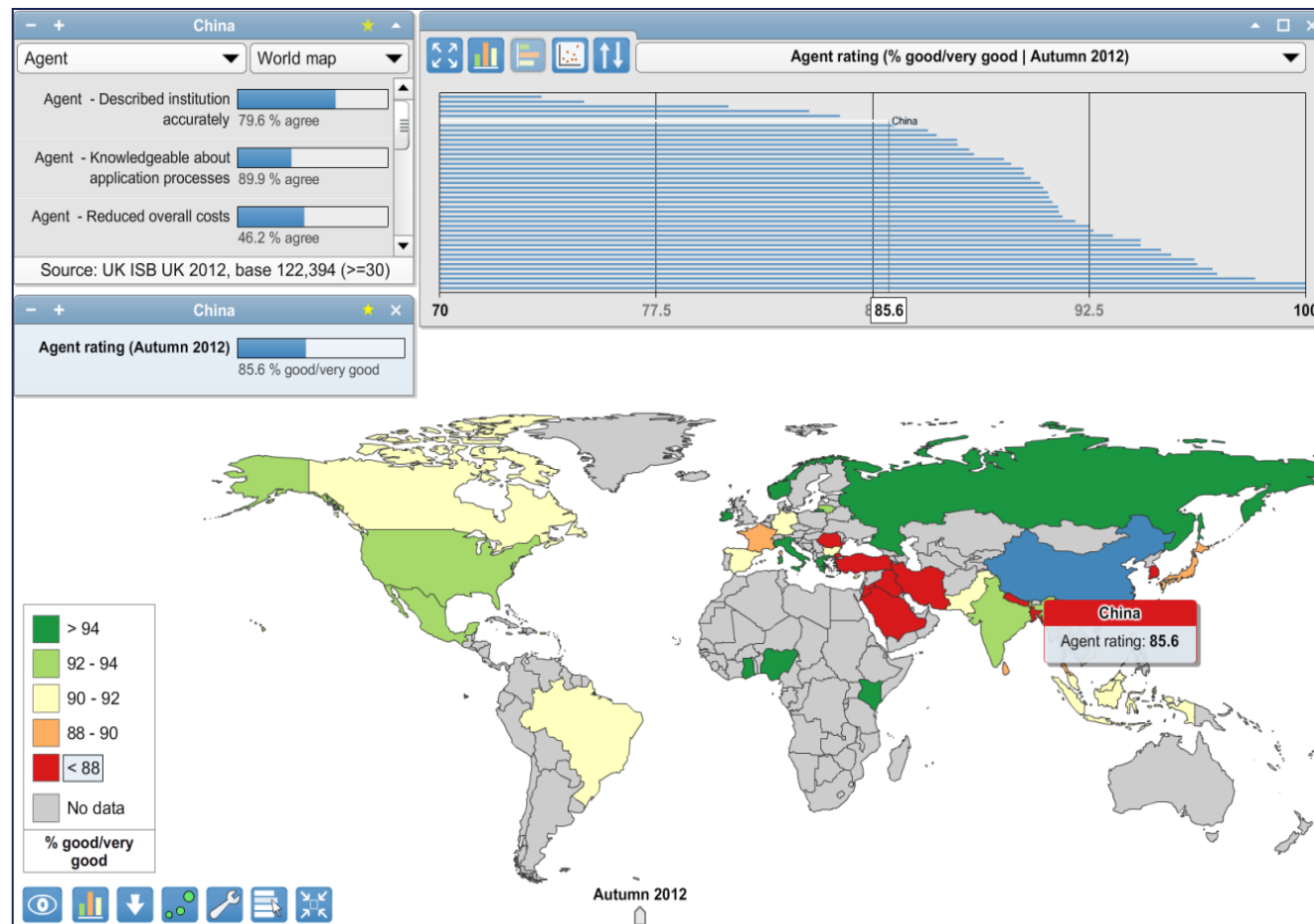


Following your studies, would you be interested in working for a Swedish company outside of Sweden?



Deliverables

GlobalView ISB Online Maps



🌐 GlobalView is easily navigated via interactive menus

🌐 Hover over a region or country to learn more

🌐 Understand the national picture

🌐 Create custom charts

🌐 Study level splits available on annual subscription basis

GlobalView ISB Online Maps

- **Essential insight for...**
 - **Student recruitment**
 - **Internationalisation strategy**
 - **Regional marketing strategy**

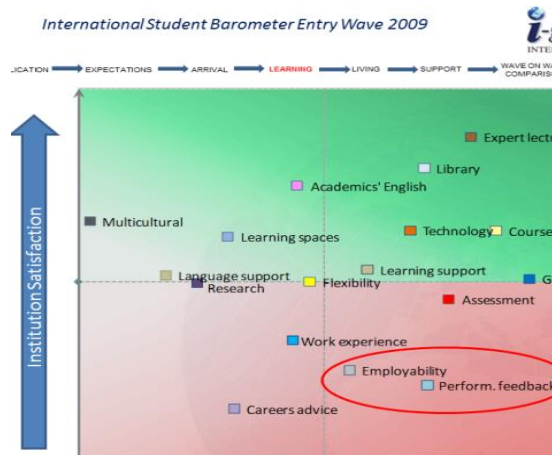
- **GlobalView includes strategic information on key areas, including:**
 - **Helped to choose influencers – social media, agent, website...**
 - **Decision making factors – cost of study, ranking position, scholarship...**
 - **Countries considered for study**
 - **Agent rating and 8 detailed measures of satisfaction with agents**
 - **Student funding**

Deliverables

Institution-specific data

Detailed presentations

Summary findings



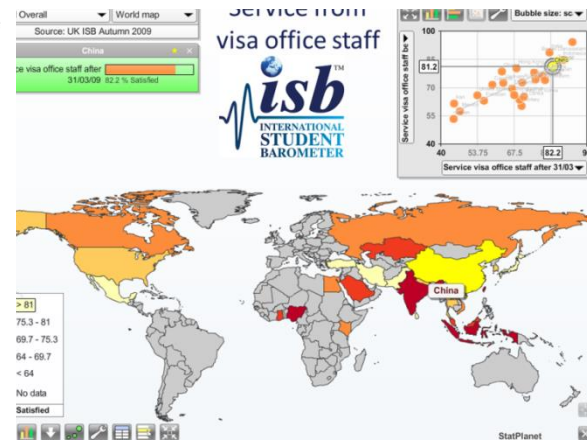
International Student Barometer Entry Wave 2009

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

University (%)	Entry 2009 vs Entry 2008	Statement	Comparator (8550)
76.0%	+7%	I would actively encourage people to apply	36%
81.1%	-3%	If asked, I would encourage people to apply	47%
88.9%	-4%	I would neither encourage nor discourage people to apply	13%
84.6%	+0%	If asked, I would discourage people from applying	2%
88.5%	-0%	I would actively discourage people from applying	1%

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!”



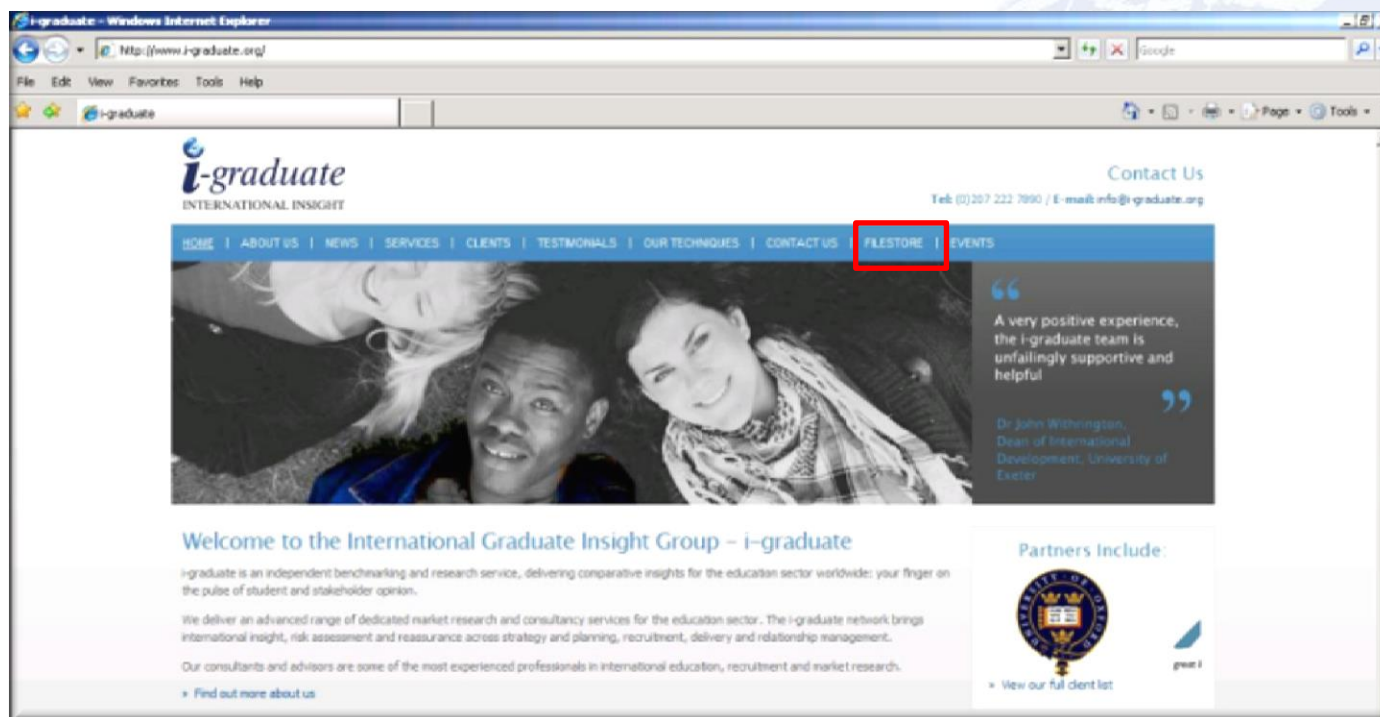
Verbatim comments

Dynamic Data Visualisation - interact

Interactive mapping of aggregate data

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)



Filestore contains: full PDF presentation, open comments and ranking sheets



Contact details

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

🌐 For further details of any of our other research services, please contact Nannette Ripmeester (nannette.ripmeester@i-graduate.org)

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i-graduate



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 **1.7 million** respondents
- **Used throughout the sector** to target resourcing and investment in improving services, teaching and support for students
- i-graduate surveys implemented **by 1400 education institutions worldwide**
- Running in **28 countries** across **5 continents**



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 Student Barometer mean
- 🌍 If your institution is significantly different than the Student Barometer mean it is highlighted in pink



Appendix

Ranking sheet explanation

Base	1887	150232	5002	Ranking based on mean scores				
	University X	Benchmark A %	Benchmark B %	Benchmark A +/-	Benchmark B +/-	%p	Benchmark A	Benchmark B
LEARNING AVERAGE	85.0%	83.8%	86.2%	1.2%	-1.2%		111	6
LEARNING OVERALL	86.1%	85.4%	85.9%	0.7%	0.2%	0.33	117	5
Expert lecturers	93.8%	92.1%	93.9%	1.8%	-0.1%	0.07	84	4
Online library	92.5%	88.4%	90.3%	4.2%	2.3%	0.00	38	1
Quality lectures	91.4%	87.4%	90.8%	4.0%	0.6%	0.00	53	6
Academics' English	90.7%	90.0%	92.7%	0.7%	-2.0%	0.00	143	4
Managing research**	88.5%	88.1%	91.8%	0.5%	-3.2%	0.54	42	5

High satisfaction score but a low ranking position?

Using 'Quality Lectures' as an example, the institution has a satisfaction rating of 91.4% which means that 91.4% of respondents have scored the 'Quality Lectures' element as 'satisfied' or 'very satisfied', however the ranking position in Benchmark B is 6th out of 6 institutions.

The ranking positions are based on the mean scores (refer to the Ranking Grid). We use a 4-point scale for satisfaction:

1 - Very dissatisfied

2 – Dissatisfied

3 – Satisfied

4 - Very Satisfied

It is possible that the majority of the 91.4% of respondents have scored 'Quality Lectures' as a 3 (satisfied) or the remaining 8.6% have mostly scored the element as a 1 (very dissatisfied), bringing down the mean score for 'Quality Lectures', comparative to other mean scores for the rest of the benchmark.

What do the ranking position colours mean?

The four colours represent the quartiles of the benchmark:

Top quartile

Upper-middle quartile

Lower-middle quartile

Bottom quartile



Institution base numbers

Element	Institution base number
Catering	384
Clubs/societies	344
Students' Union	301
IT Support	258
International Office	254
Accommodation Office	219
International Office - Faculty Level	192
Fees Department	95
Health Centre	80
Student Advisory	48
Careers Service	48
Graduate School**	45
Residential Assistants	34
Counselling	33
Personal Tutors	23
Disability Support	11
Faith Provision	9



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



The Nottingham Barometer: a fully integrated process delivering to all students and all stakeholders across the UK, Malaysia and China

- 🌐 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



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*
- *Visa Satisfaction*
- *Agents*

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 & Reflections

- *Recommendation to others*
- *Perceptions of value for money*
- *Living up to expectations*

Study Time

- *Weekly hours studying and working*

Future Plans

- *Employment*
- *Study*

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 (Introduction Days)	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 in Questionnaire	Learning - 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)	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
The size of classes	Size of classes



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 university's 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
The process of finding accommodation upon arrival to The Netherlands	Finding accommodation
Opportunity to experience the different cultures of the international students in your class	International classroom



Support Terminology

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





Additional Information