



Student Barometer

2016

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Questionnaire

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All Students

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Process summary & scale

- Core questionnaire covering arrival, learning, living, support, recommendation, application and choice of university
- Semi-standardised online questionnaire format, adapted and customised for each partner university
- Students invited to feedback from April to June 2016
- 153,197 international and 138,528 domestic students responded from 174 universities in 16 countries
- University-specific results compared against comparator groups, national and international benchmarks. Your university's primary benchmark in this report is Asia.
- Reporting: in person, confidential and customised to each university

Participating universities - Australia

Australia ISB (45,643), Australia SB (56,893), Australia ISBSB (76,548)

Australian Catholic University	RMIT University
The Australian National University	Southern Cross University
Bond University	The University of Queensland
CQUniversity Australia	The University of Adelaide
Charles Darwin University	University of Canberra
Curtin University	University of Melbourne
Deakin University	University of New England
Edith Cowan University	The University of New South Wales
Federation University Australia	University of South Australia
Flinders University	University of Southern Queensland
Griffith University	The University of Sydney
James Cook University	University of Tasmania
La Trobe University	University of Technology Sydney
Monash University	University of the Sunshine Coast
Murdoch University	The University of Western Australia
Queensland University of Technology	University of Wollongong
Western Sydney University	

Benchmark group participating universities

Asia ISB (8,857), SB (40,165), ISBSB (46,398)

BINUS University
James Cook University Singapore
Asia Pacific University of Technology & Innovation (APU)
HELP University
University of Hong Kong
HKU SPACE Community College
The Hong Kong University of Science and Technology
International Medical University
The University of Nottingham (China)
The University of Nottingham (Malaysia)
Peking University
The Hong Kong Polytechnic University
Hong Kong Community College (HKCC)/School of Professional Education and Executive Development (SPEED)
Sunway University and Sunway College
Swinburne University of Technology (Sarawak Campus)
Taylor's University, Lakeside Campus
Taylor's College
THEi / IVE / HKDI
Universiti Brunei Darussalam
University of Malaya
Universiti Teknologi Petronas

Universities in bold surveyed international and domestic students

Response rate

	Response	Population	Response Rate
JCU Singapore ISB 2016	499	1,390	36%
JCU Singapore SB 2016	205	523	39%
JCU Singapore ISBSB 2016	704	1913	37%

National Trends

International Students

Headline Results

Propensity to recommend

INTERNATIONAL STUDENTS

JCU Singapore (373)	2016 vs 2015		Asia ISB (7278)	Global ISB (126460)
29%	12%	I would actively encourage people to apply	33%	38%
46%	1%	If asked, I would encourage people to apply	44%	44%
20%	-5%	I would neither encourage nor discourage people to apply	18%	14%
5%	-5%	If asked, I would discourage people from applying	4%	3%
1%	-2%	I would actively discourage people from applying	1%	1%

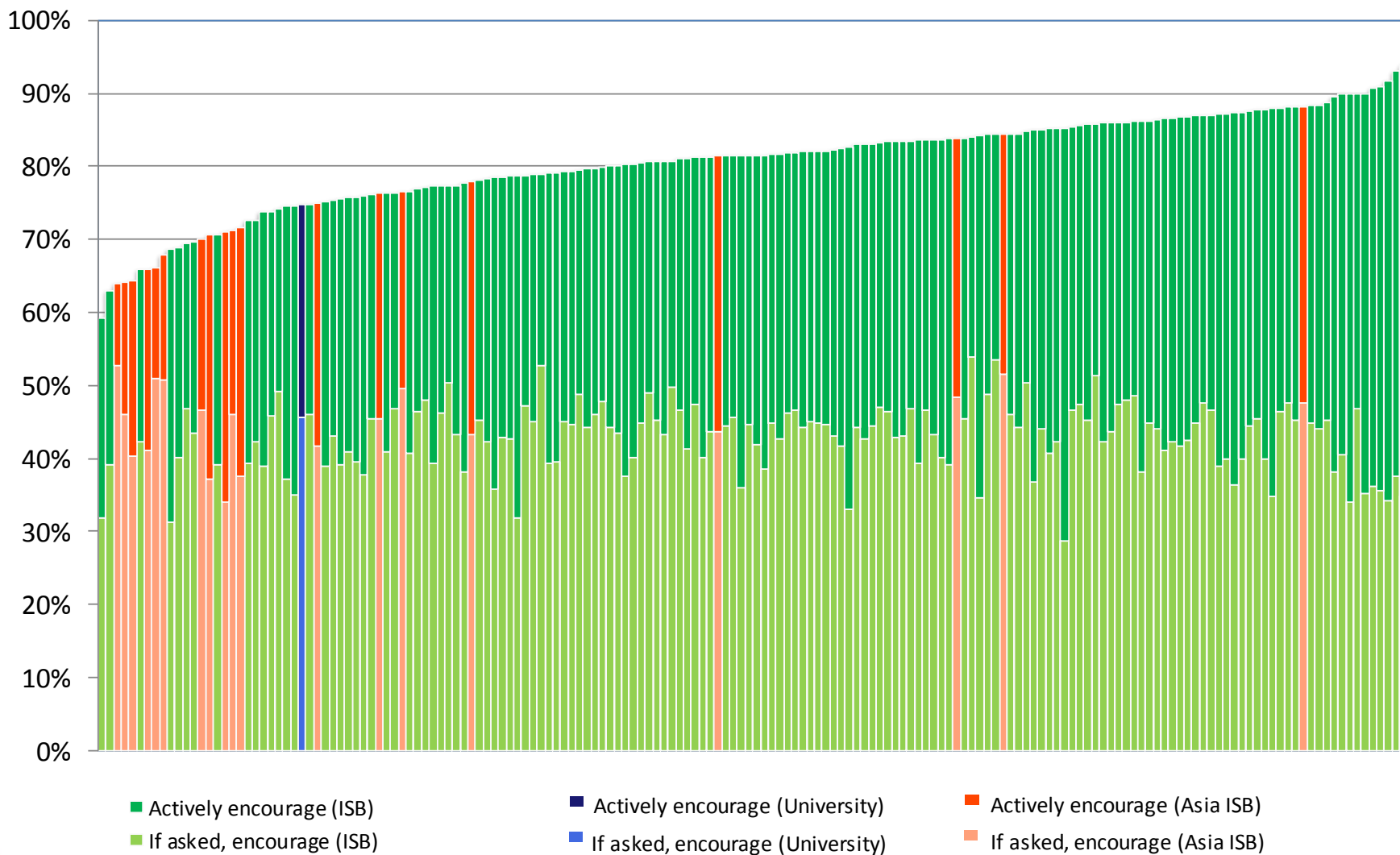
Propensity to recommend (by study level)

INTERNATIONAL STUDENTS

JCU Singapore (373)		UG (262)	PGCW (84)
29%	I would actively encourage people to apply	27%	31%
46%	If asked, I would encourage people to apply	48%	39%
20%	I would neither encourage nor discourage people to apply	20%	20%
5%	If asked, I would discourage people from applying	4%	7%
1%	I would actively discourage people from applying	0%	2%

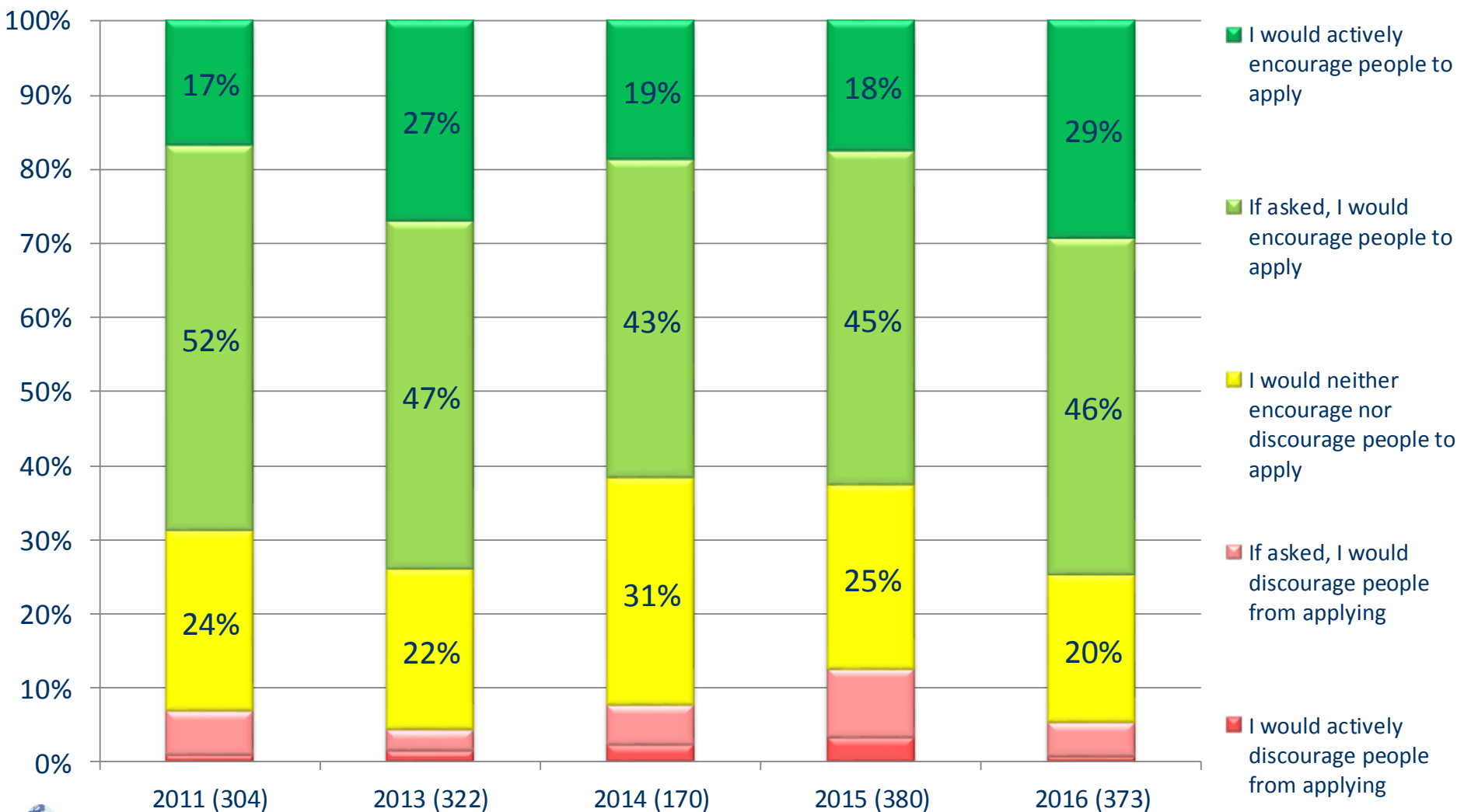
Propensity to recommend (all universities)

INTERNATIONAL STUDENTS



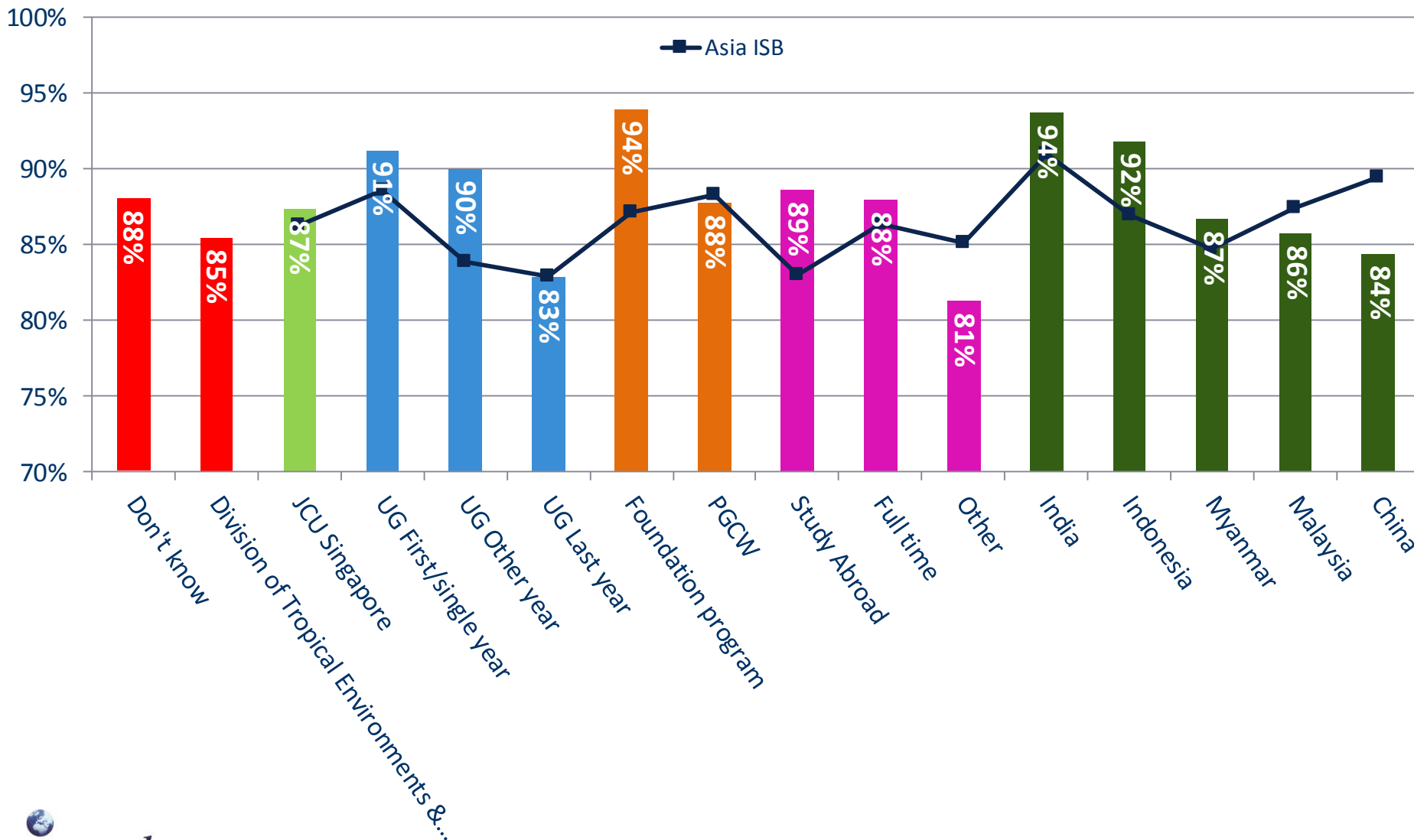
Propensity to recommend (compared to previous years)

INTERNATIONAL STUDENTS



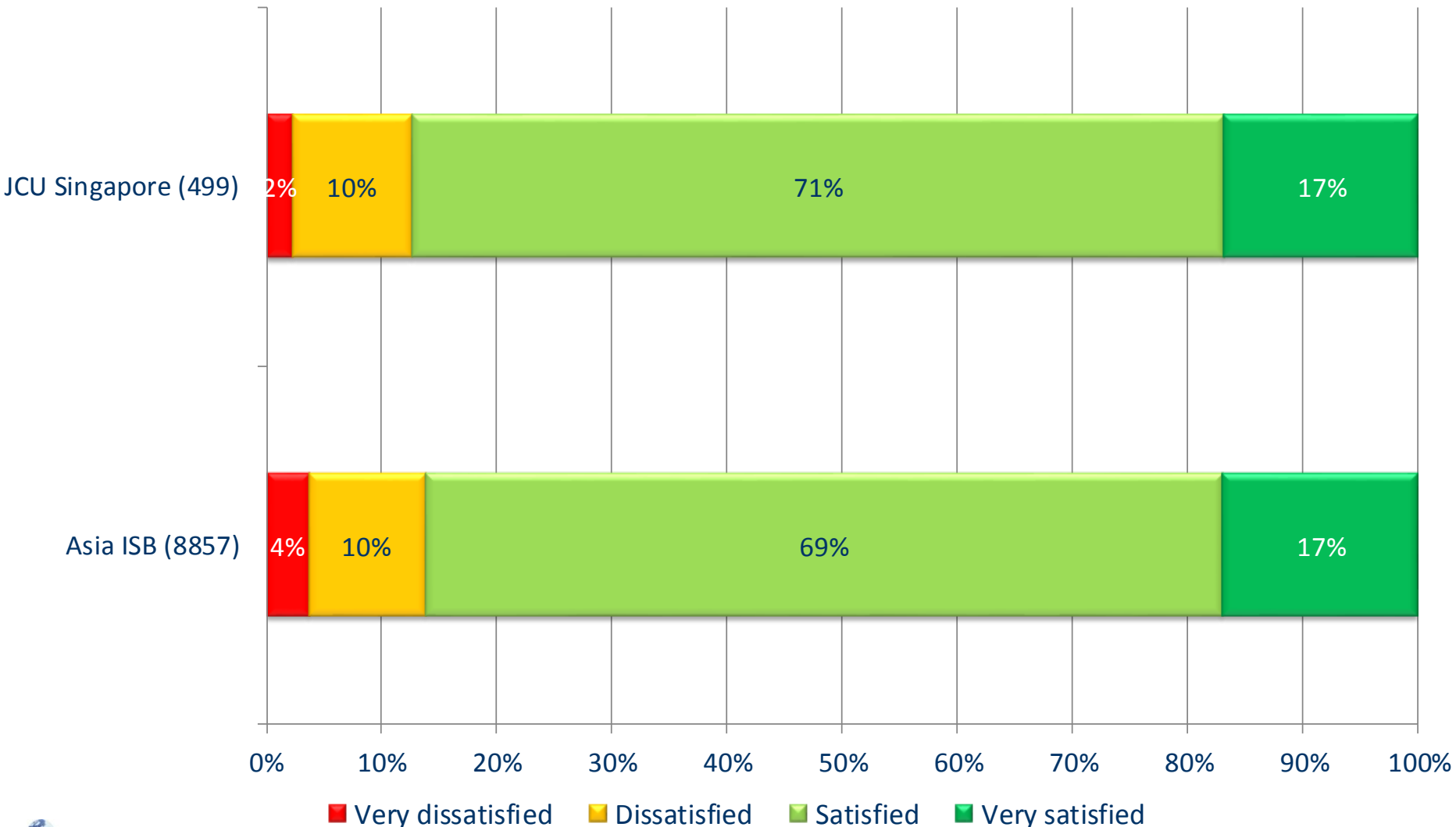
Overall satisfaction

INTERNATIONAL STUDENTS



Overall satisfaction

INTERNATIONAL STUDENTS

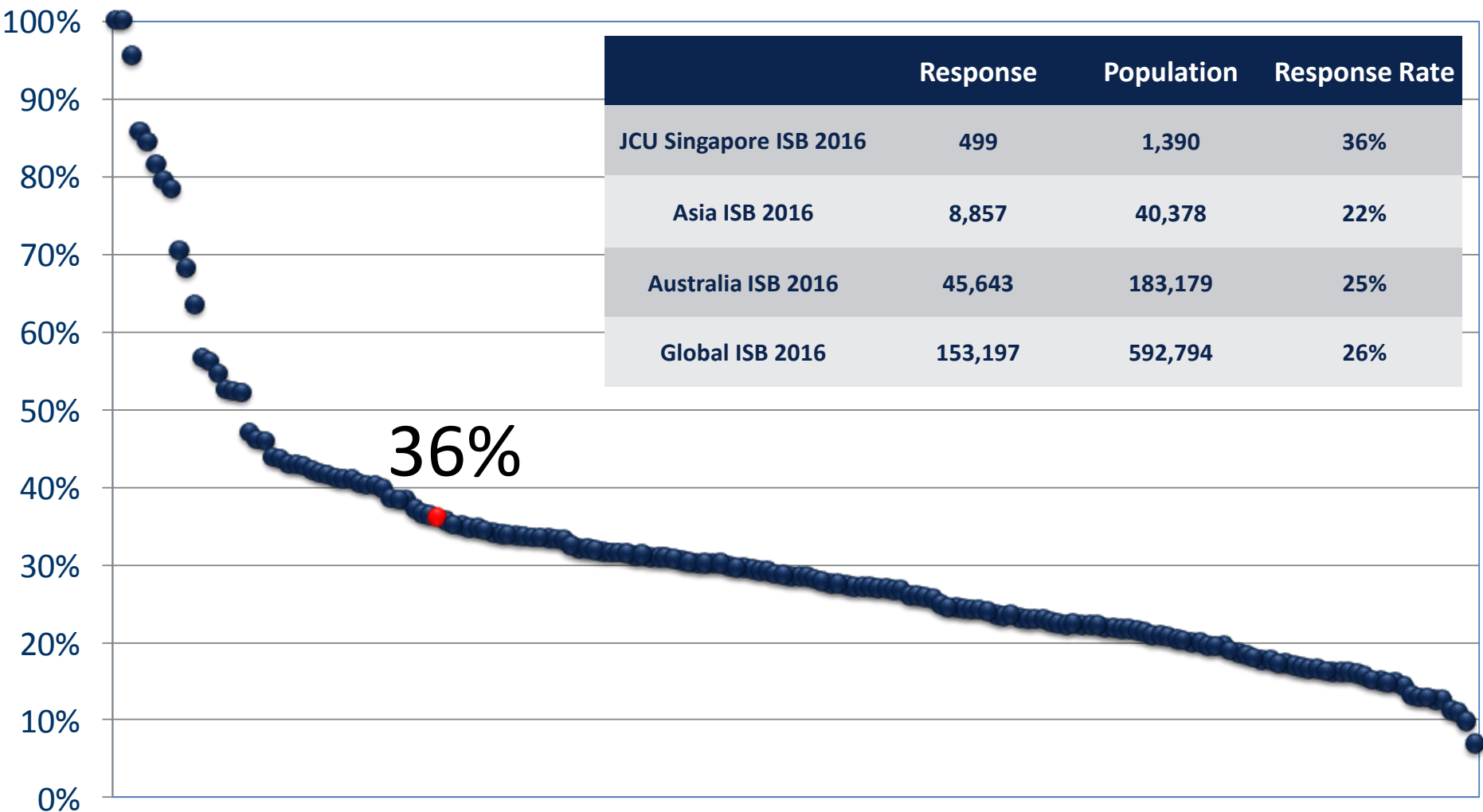


Overall, how satisfied are you with all aspects of your university experience?

Survey Response

Response rate breakdown

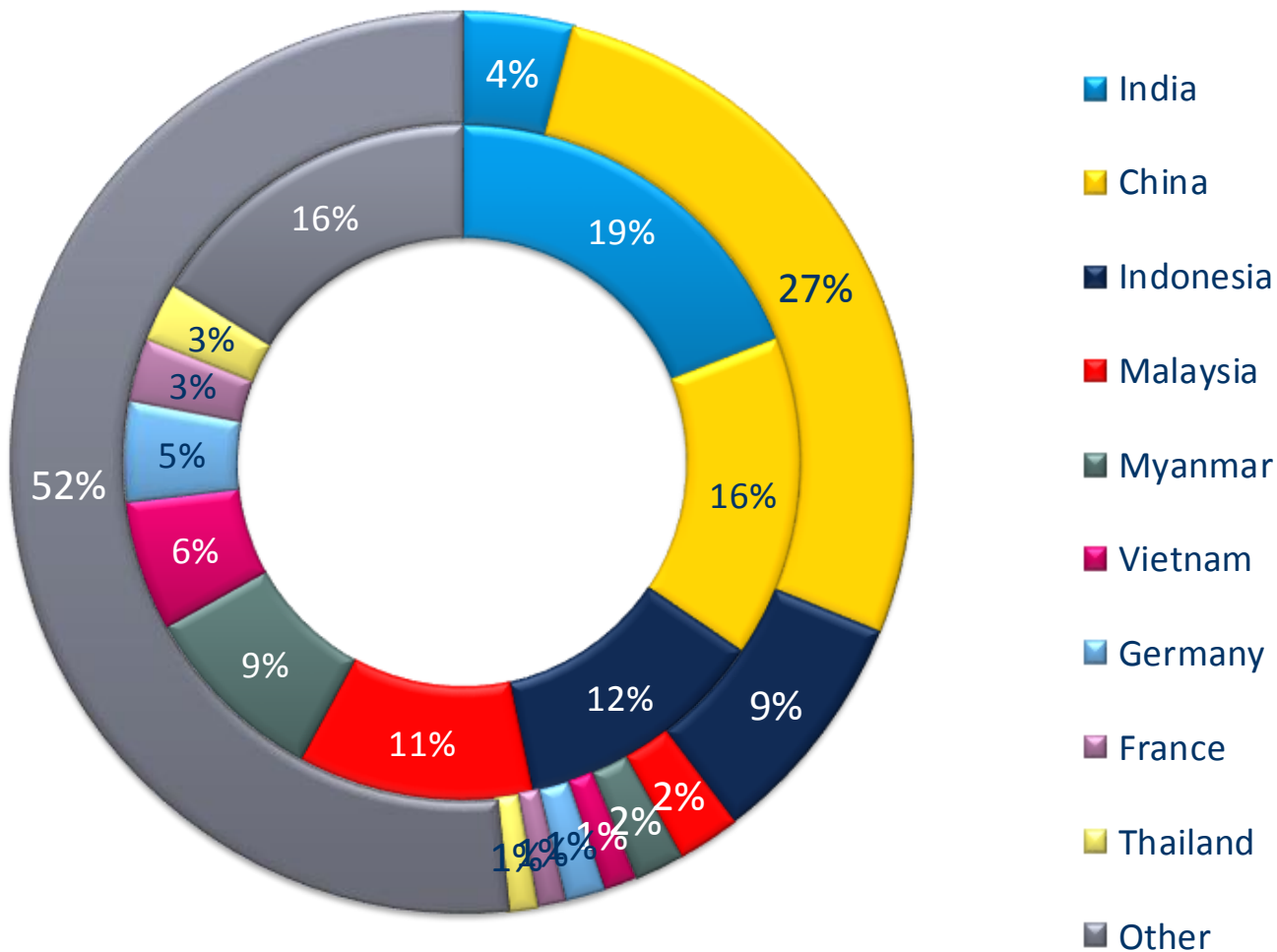
INTERNATIONAL STUDENTS



Nationality breakdown

INTERNATIONAL STUDENTS

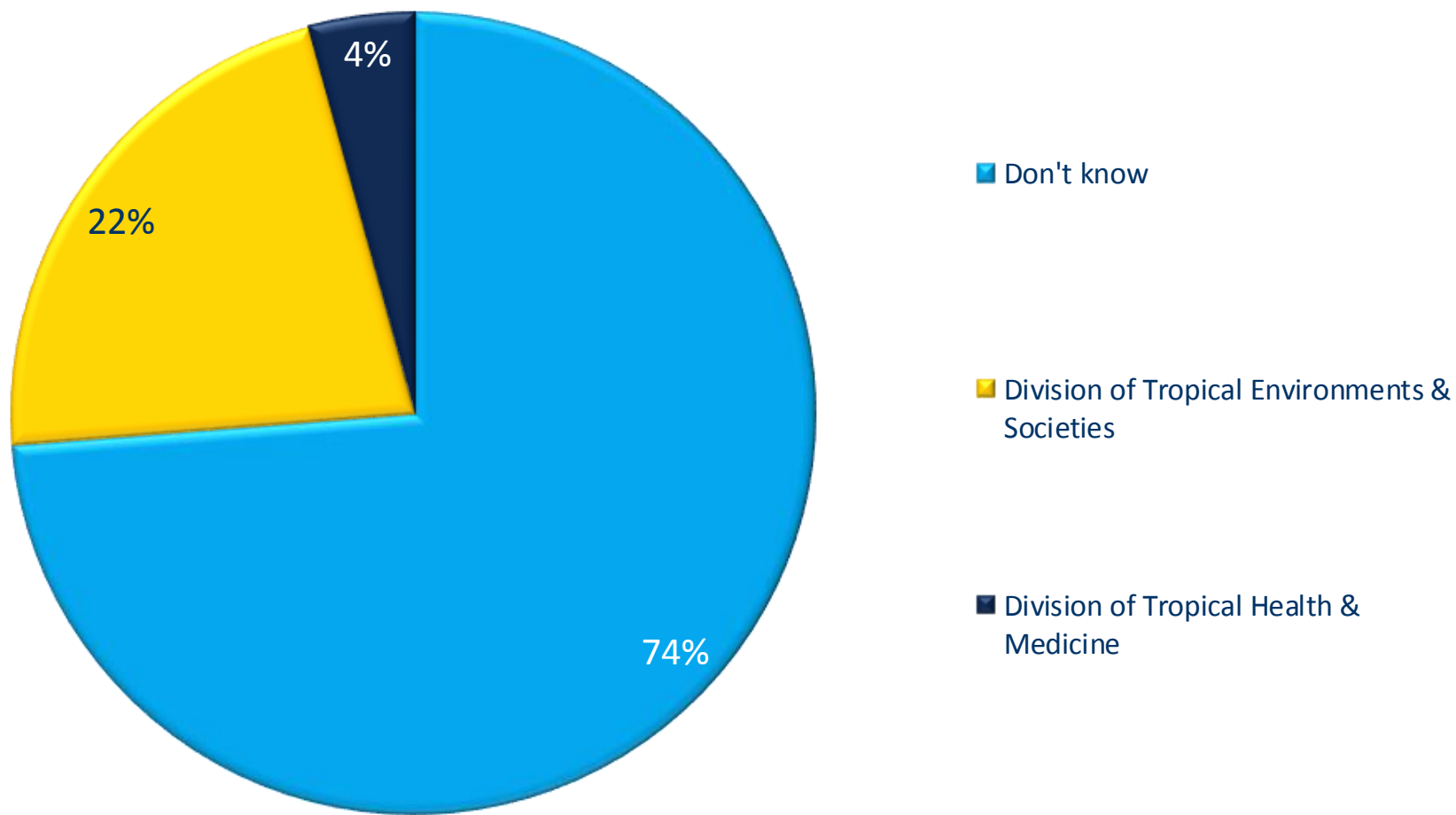
JCU Singapore (499, inner circle) vs Asia ISB (8857, outer circle)



School/faculty breakdown

INTERNATIONAL STUDENTS

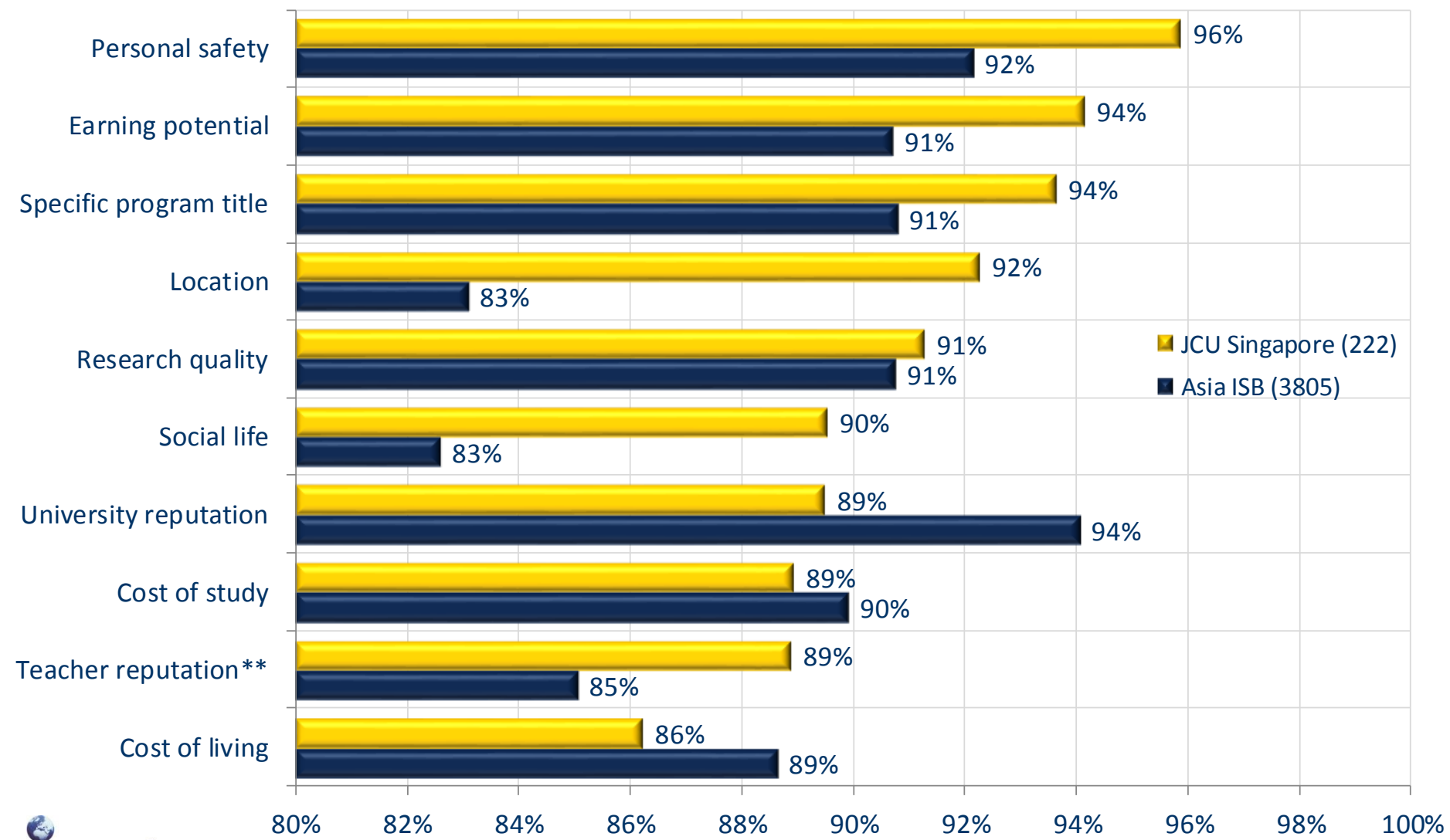
JCU Singapore (499)



Choice of Destination

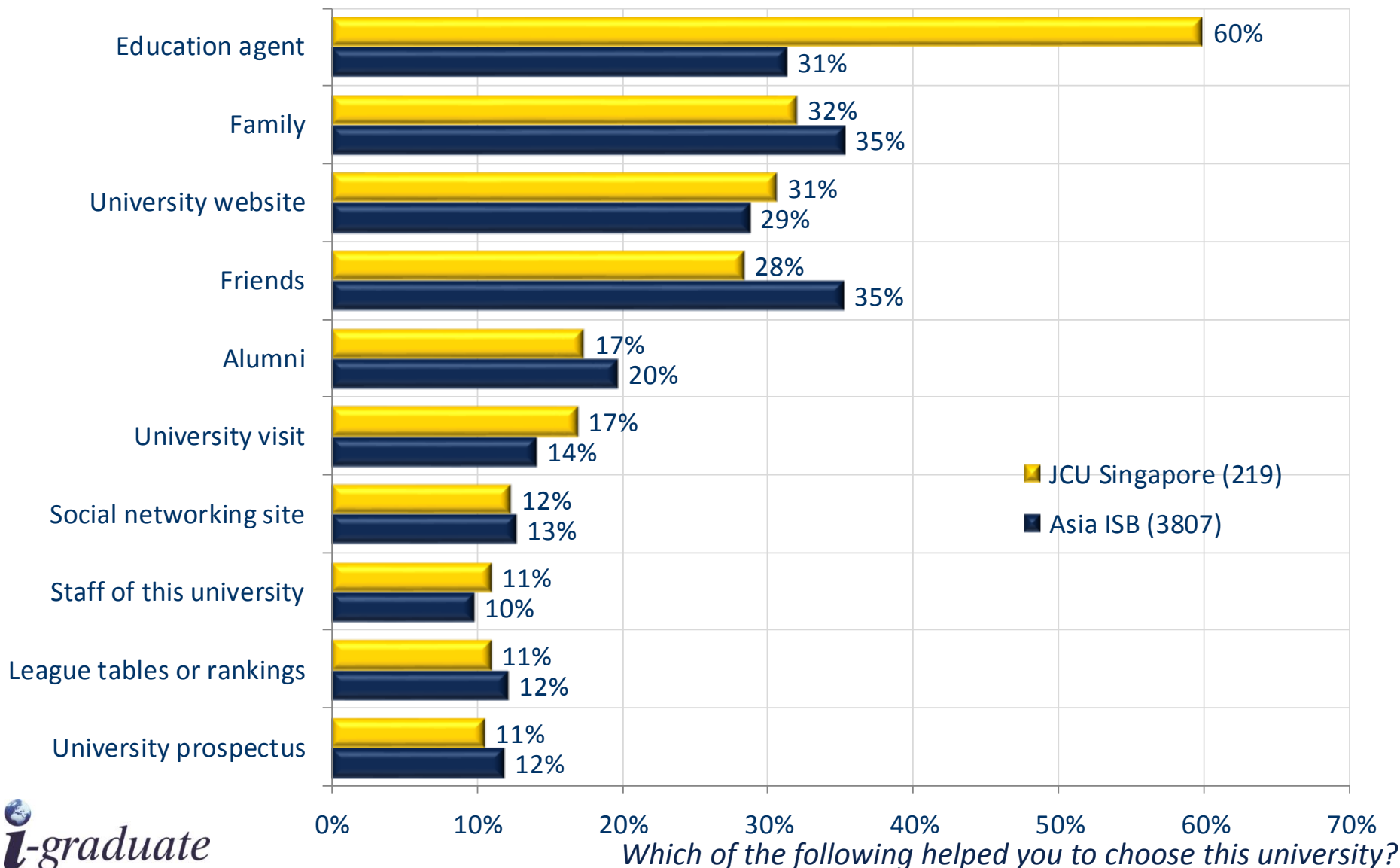
Top 10 factors in study decision (% important)

INTERNATIONAL STUDENTS



Top 10 key influences (choice of university)

INTERNATIONAL STUDENTS



Agents

Agent rating

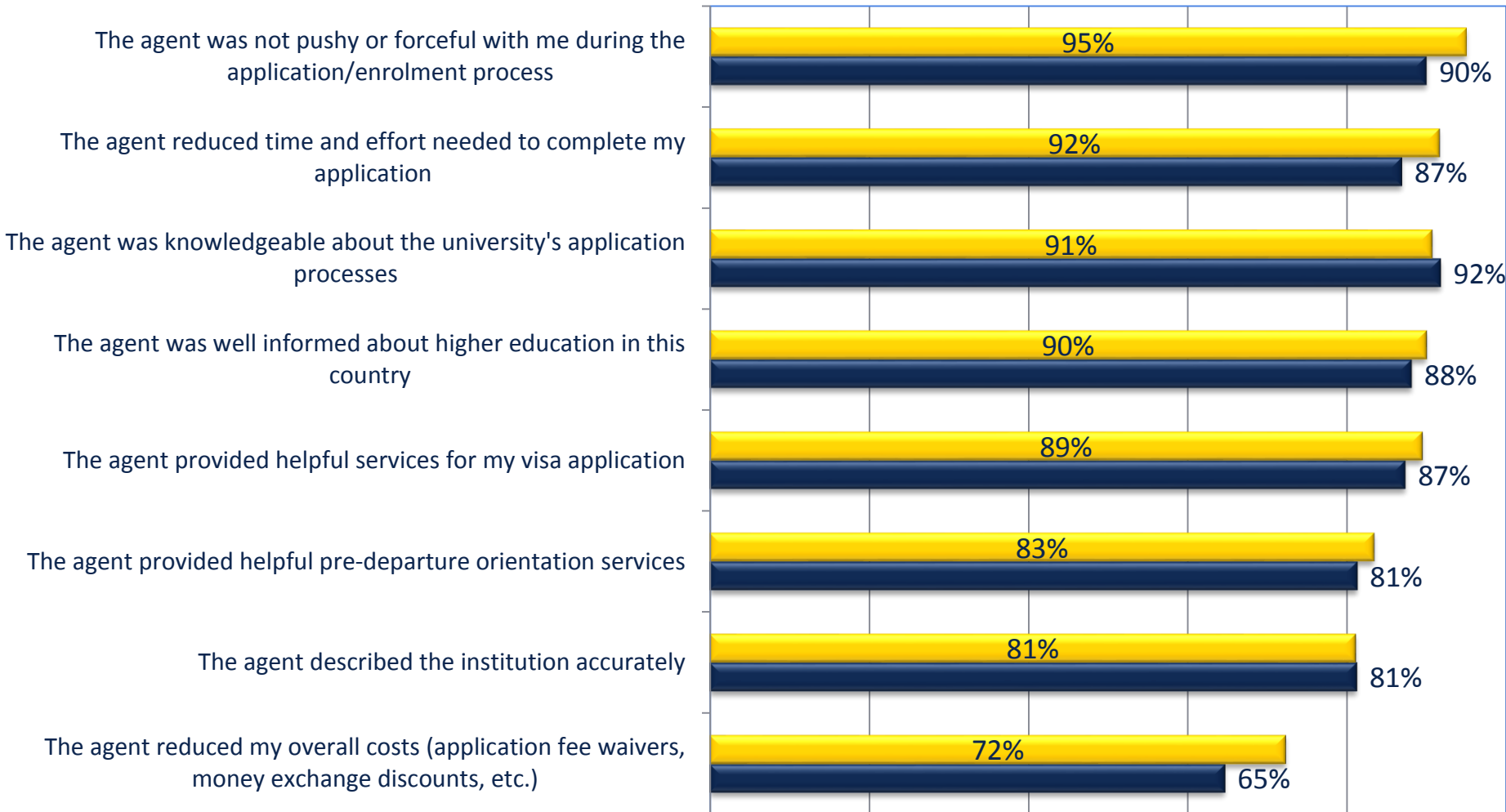
INTERNATIONAL STUDENTS



Agents

INTERNATIONAL STUDENTS

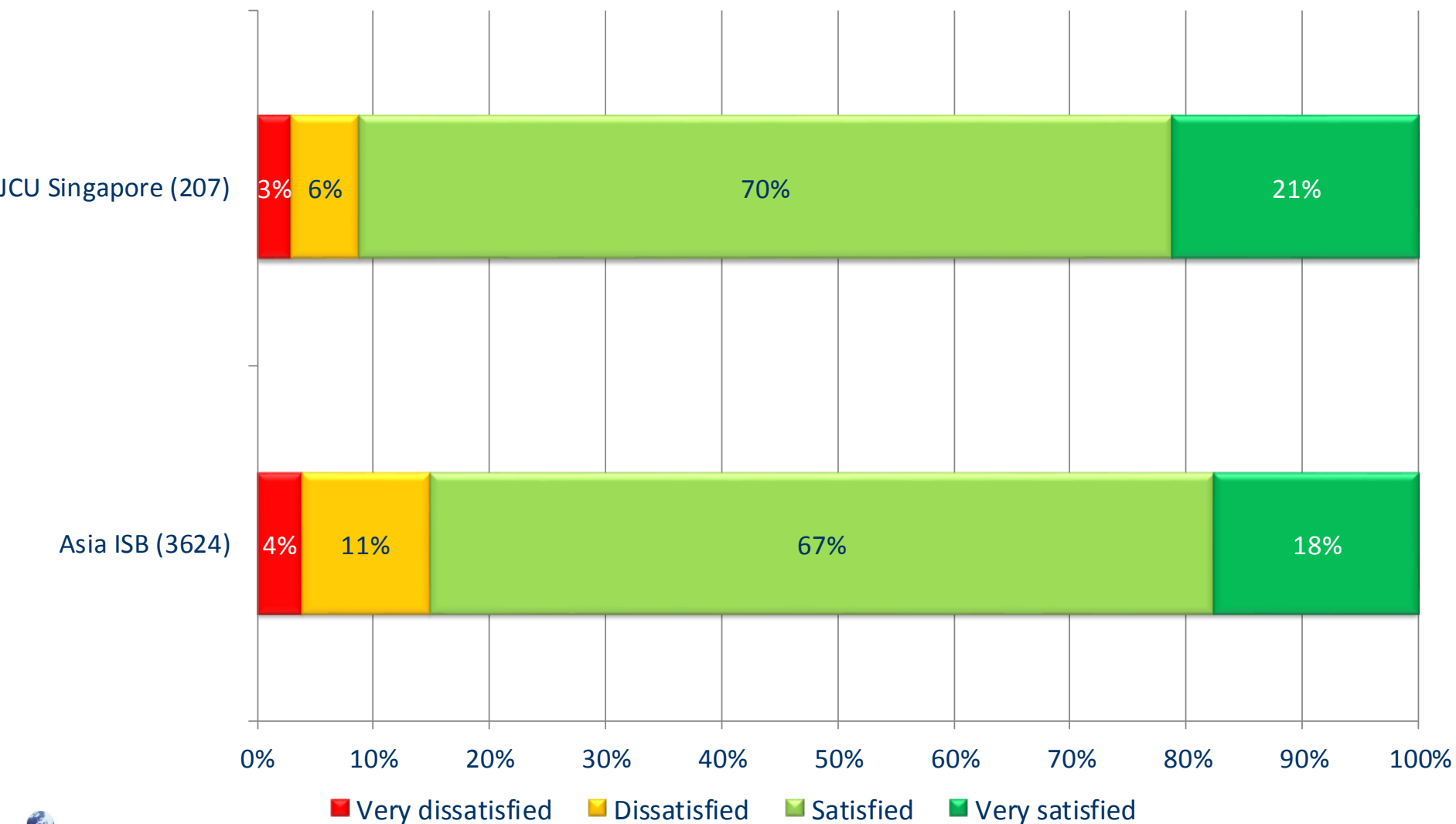
■ JCU Singapore (119) ■ Asia ISB (1097)



Arrival

Overall satisfaction - Arrival

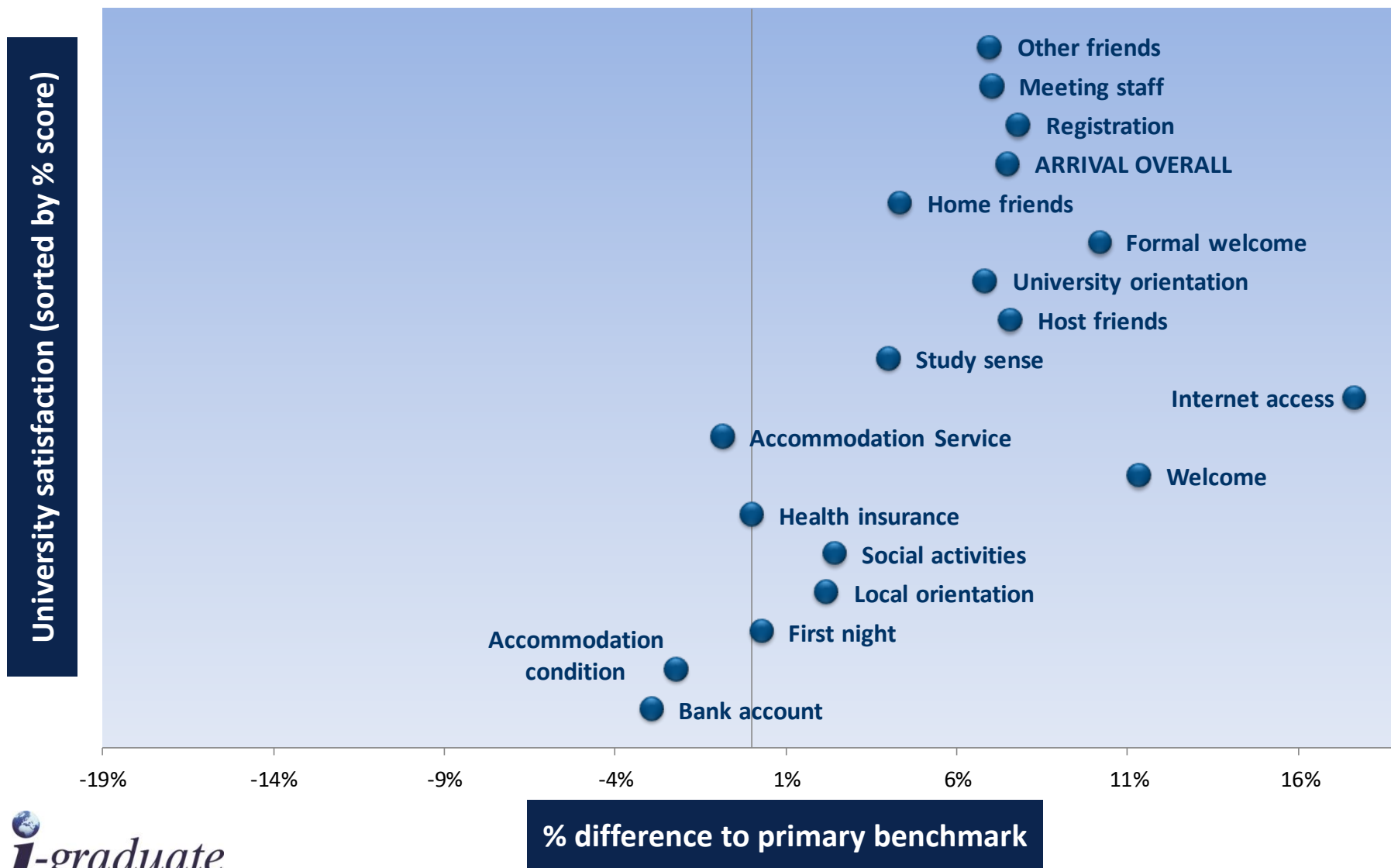
INTERNATIONAL STUDENTS



Overall, how satisfied were you with the arrival experience?

Arrival matrix

INTERNATIONAL STUDENTS



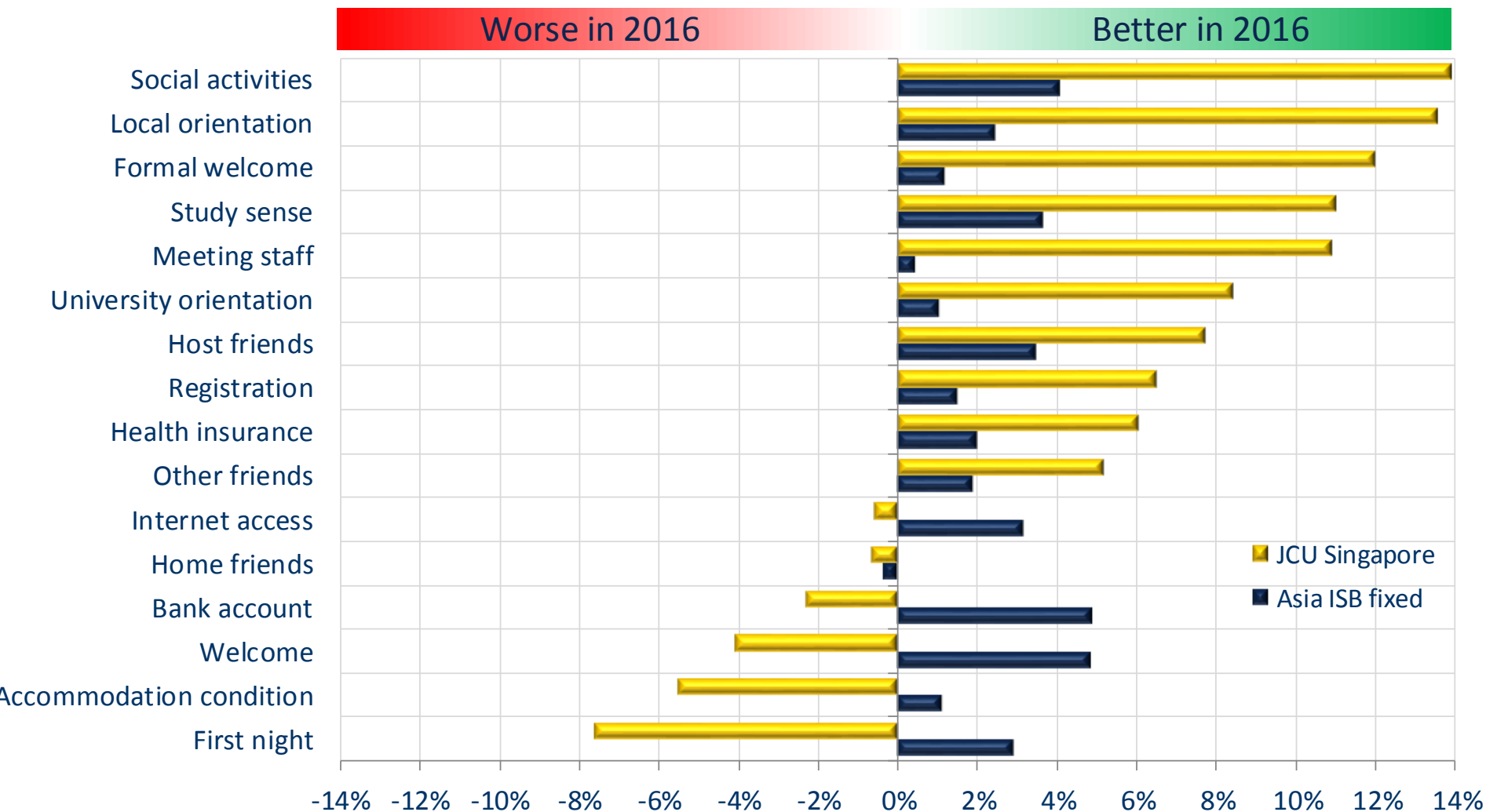
Benchmarking arrival

INTERNATIONAL STUDENTS

	JCU Singapore	ISB %	Asia ISB %	ISB +/-	Asia ISB +/-
ARRIVAL AVERAGE	84.9%	84.0%	80.7%	0.9%	4.2%
ARRIVAL OVERALL	91.3%	88.8%	83.8%	2.5%	7.5%
Other friends	93.7%	86.5%	86.8%	7.2%	7.0%
Meeting staff	93.6%	89.5%	86.6%	4.1%	7.0%
Registration	92.4%	87.5%	84.6%	4.8%	7.8%
Home friends	90.7%	85.1%	86.4%	5.6%	4.3%
Formal welcome	90.3%	87.5%	80.1%	2.8%	10.2%
University orientation	88.5%	86.9%	81.7%	1.7%	6.8%
Host friends	87.1%	73.7%	79.5%	13.3%	7.6%
Study sense	85.4%	83.3%	81.4%	2.1%	4.0%
Internet access	85.4%	80.2%	67.7%	5.2%	17.6%
Accommodation Service	85.3%	85.5%	86.1%	-0.2%	-0.8%
Welcome	84.6%	80.0%	73.2%	4.5%	11.3%
Health insurance	84.0%	83.9%	84.0%	0.1%	0.0%
Social activities	83.5%	83.5%	81.0%	-0.1%	2.4%
Local orientation	80.0%	83.5%	77.8%	-3.5%	2.2%
First night	78.9%	84.0%	78.7%	-5.1%	0.3%
Accommodation condition	71.9%	80.6%	74.1%	-8.7%	-2.2%
Bank account	68.8%	80.1%	71.7%	-11.3%	-2.9%

Arrival satisfaction (year on year*)

INTERNATIONAL STUDENTS



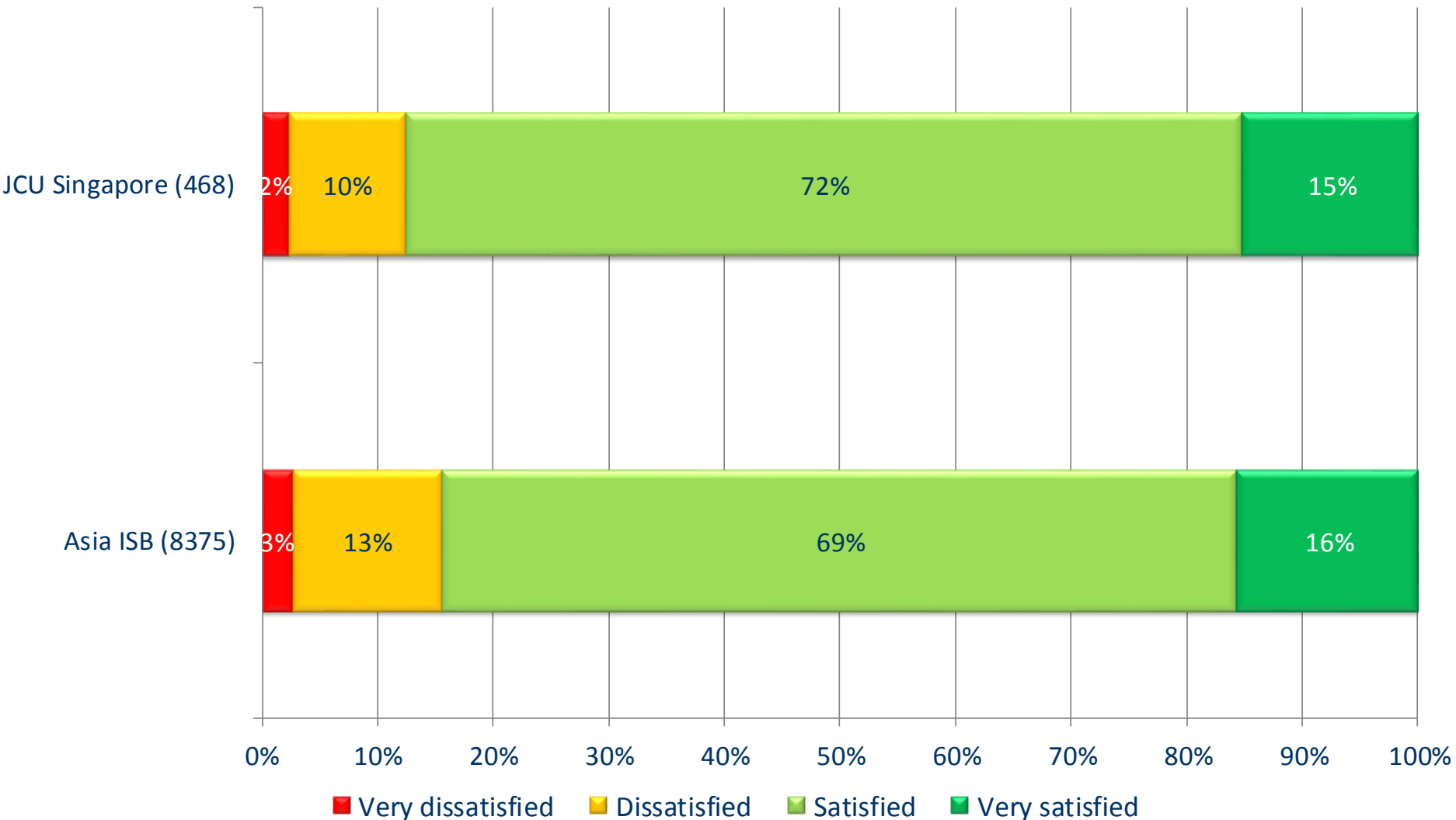
*2016 vs 2015

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

Learning

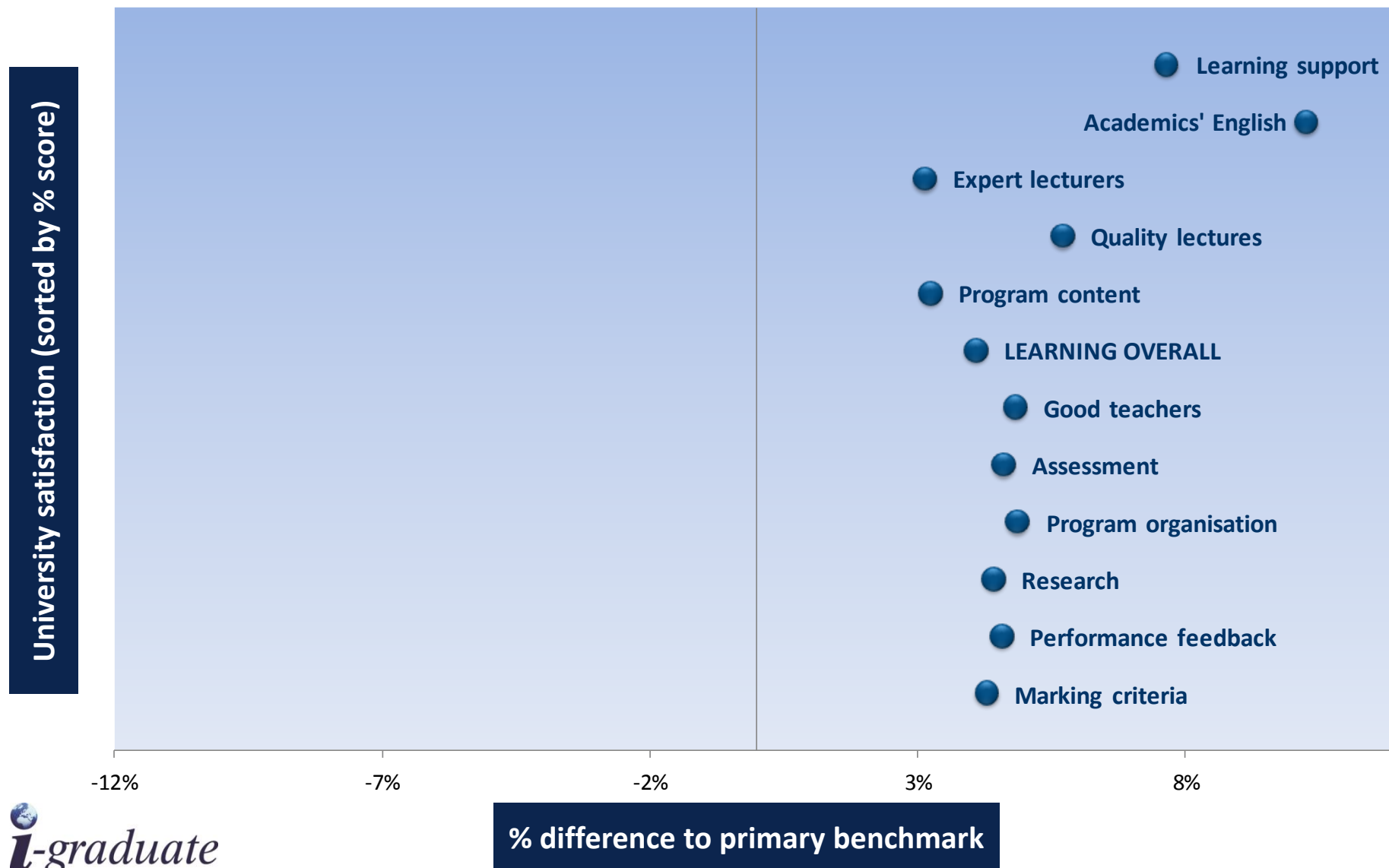
Overall satisfaction - Learning

INTERNATIONAL STUDENTS



Learning matrix - Teaching

INTERNATIONAL STUDENTS



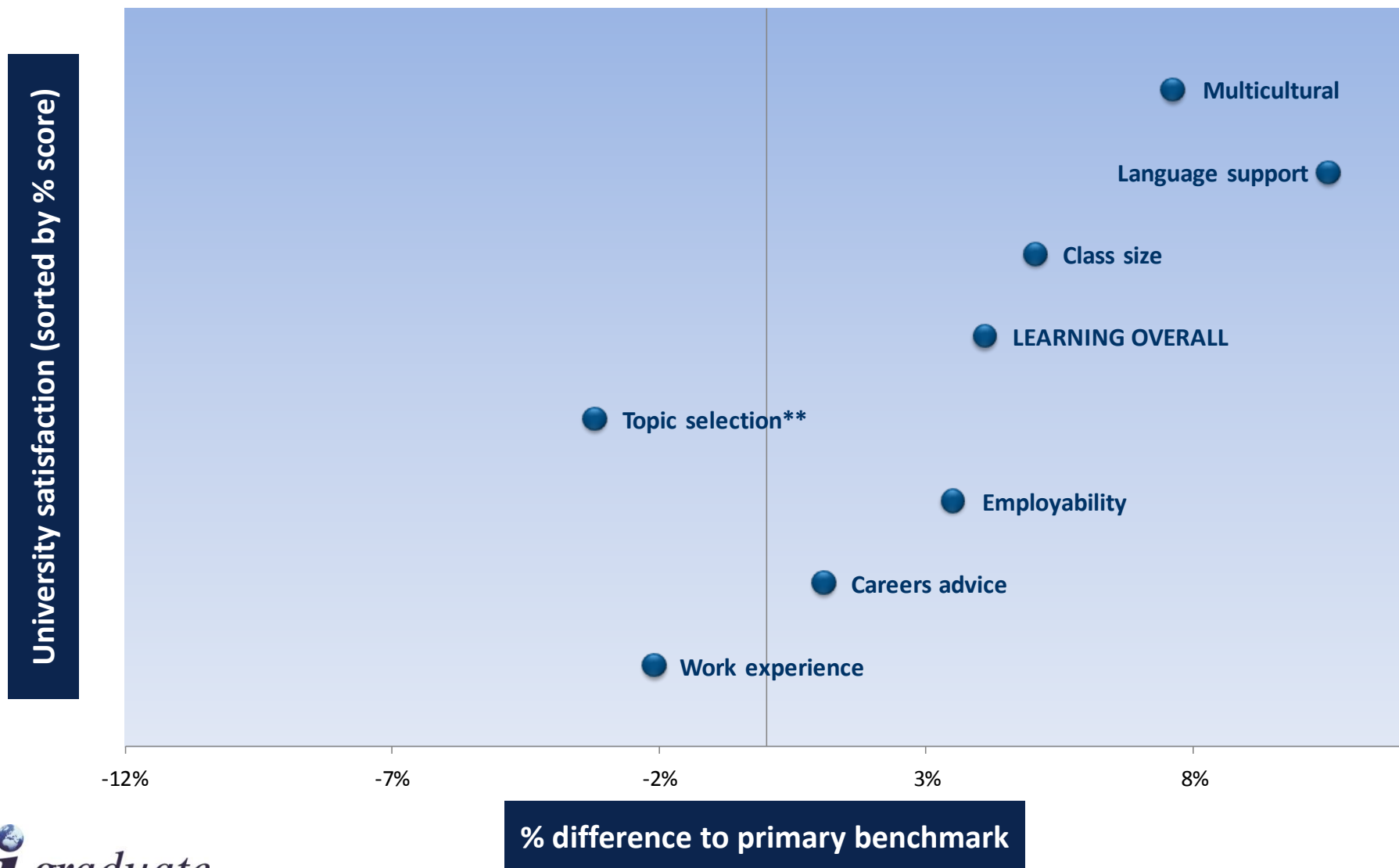
Benchmarking learning - Teaching

INTERNATIONAL STUDENTS

	JCU Singapore	ISB %	Asia ISB %	ISB +/-	Asia ISB +/-
LEARNING AVERAGE	86.0%	86.6%	82.7%	-0.6%	3.3%
LEARNING OVERALL	87.6%	87.1%	83.5%	0.6%	4.1%
TEACHING					
Learning support	94.2%	89.6%	86.6%	4.7%	7.7%
Academics' English	93.7%	91.3%	83.4%	2.4%	10.3%
Expert lecturers	92.7%	92.7%	89.6%	0.0%	3.1%
Quality lectures	89.4%	88.8%	83.7%	0.6%	5.7%
Program content	89.4%	89.0%	86.1%	0.4%	3.2%
Good teachers	87.4%	88.3%	82.6%	-0.8%	4.8%
Assessment	87.3%	88.9%	82.7%	-1.6%	4.6%
Program organisation	86.8%	85.1%	81.9%	1.7%	4.9%
Research	85.9%	87.1%	81.5%	-1.2%	4.4%
Performance feedback	85.3%	85.8%	80.7%	-0.5%	4.6%
Marking criteria	84.5%	85.1%	80.2%	-0.5%	4.3%

Learning matrix - Studies

INTERNATIONAL STUDENTS



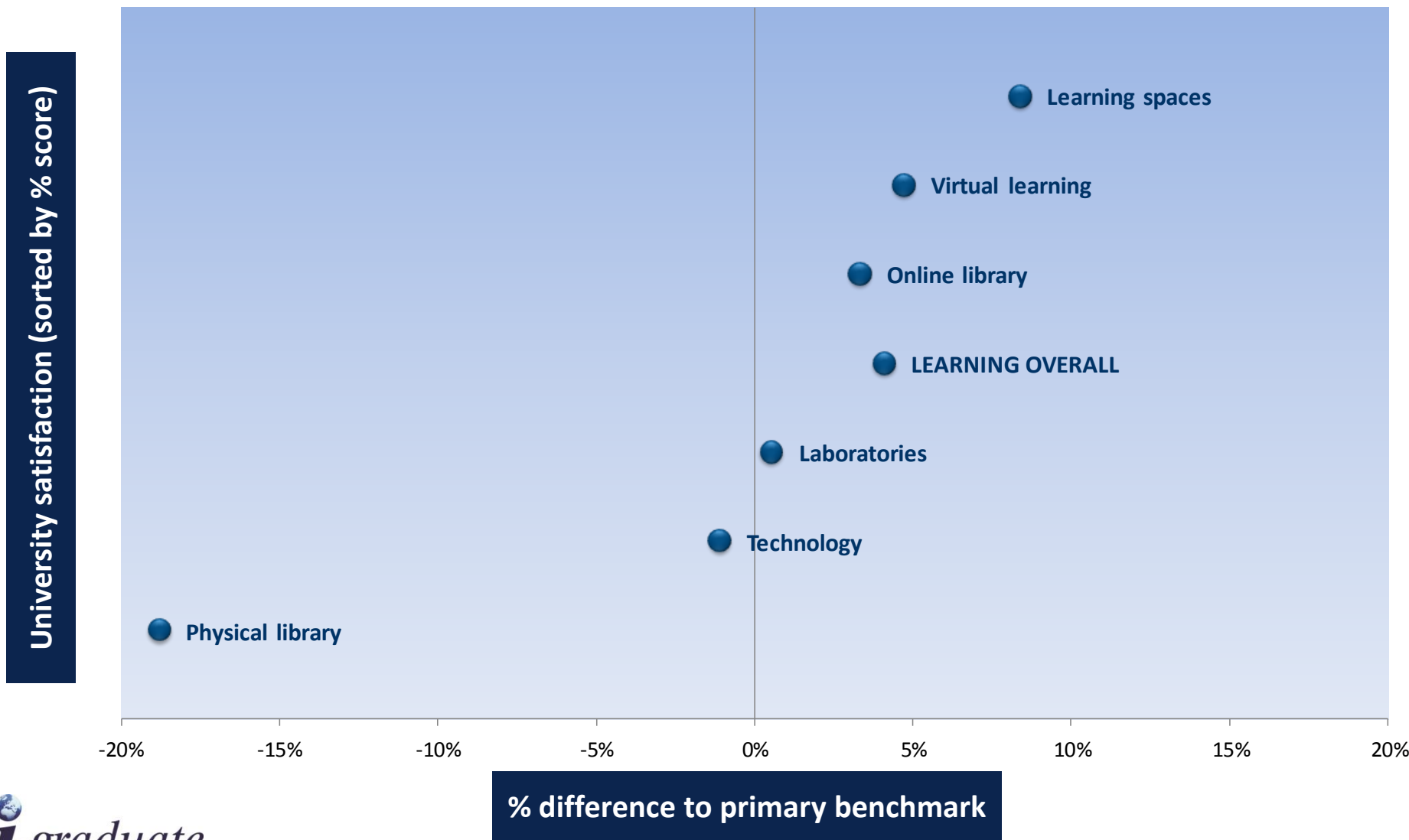
Benchmarking learning - Studies

INTERNATIONAL STUDENTS

	JCU Singapore	ISB %	Asia ISB %	ISB +/-	Asia ISB +/-
LEARNING AVERAGE	86.0%	86.6%	82.7%	-0.6%	3.3%
LEARNING OVERALL	87.6%	87.1%	83.5%	0.6%	4.1%
STUDIES					
Multicultural	94.9%	89.9%	87.3%	4.9%	7.6%
Language support	93.2%	88.8%	82.6%	4.3%	10.5%
Class size	91.8%	88.9%	86.8%	2.9%	5.0%
Topic selection**	85.1%	88.1%	88.3%	-3.0%	-3.2%
Employability	81.3%	80.0%	77.8%	1.3%	3.5%
Careers advice	72.1%	73.8%	71.0%	-1.7%	1.1%
Work experience	67.2%	71.3%	69.3%	-4.1%	-2.1%

Learning matrix - Facilities

INTERNATIONAL STUDENTS



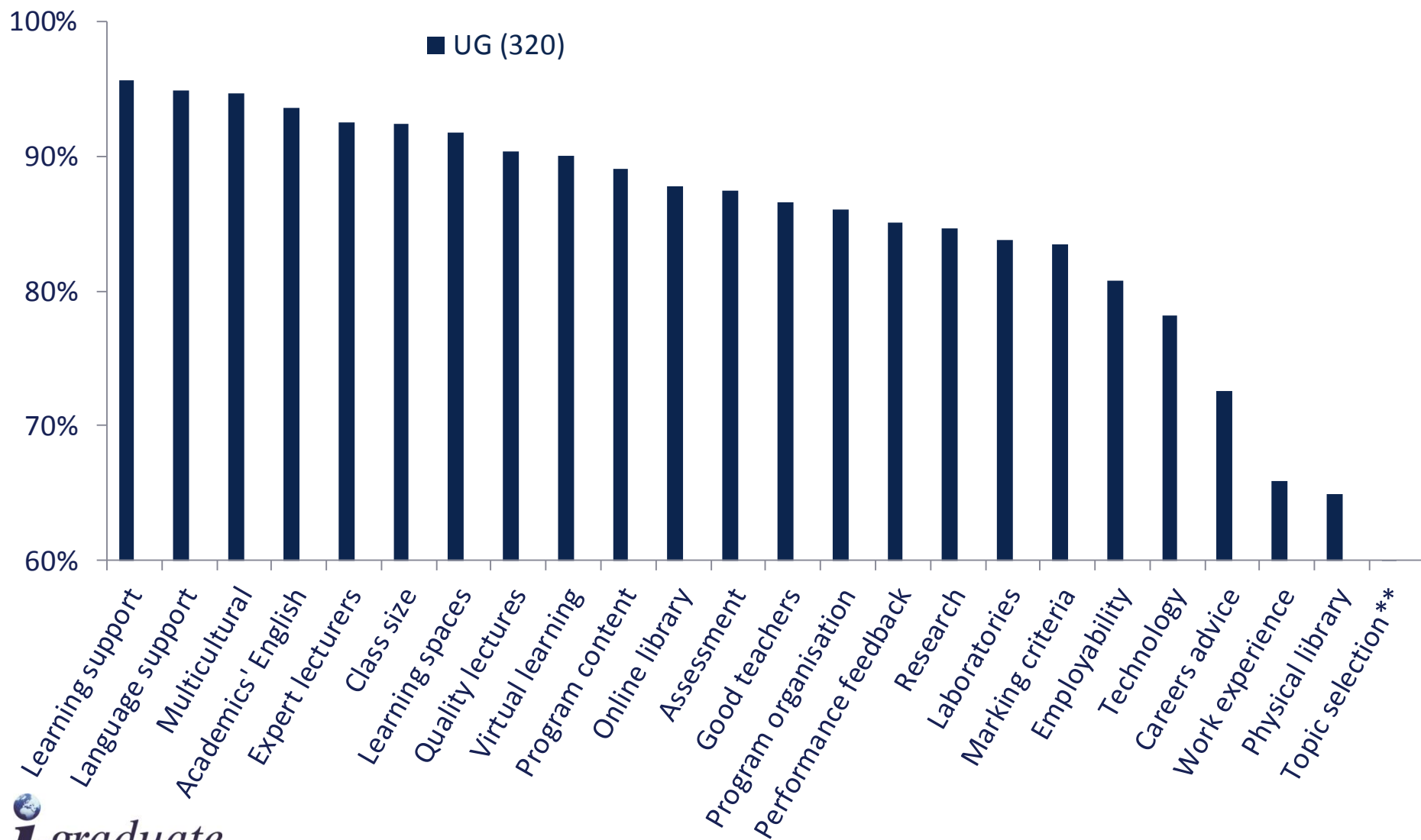
Benchmarking learning - Facilities

INTERNATIONAL STUDENTS

	JCU Singapore	ISB %	Asia ISB %	ISB +/-	Asia ISB +/-
LEARNING AVERAGE	86.0%	86.6%	82.7%	-0.6%	3.3%
LEARNING OVERALL	87.6%	87.1%	83.5%	0.6%	4.1%
FACILITIES					
Learning spaces	93.0%	89.3%	84.6%	3.7%	8.4%
Virtual learning	90.2%	90.6%	85.5%	-0.4%	4.7%
Online library	88.5%	90.2%	85.2%	-1.7%	3.3%
Laboratories	85.0%	90.0%	84.5%	-5.0%	0.5%
Technology	79.2%	89.2%	80.3%	-10.0%	-1.1%
Physical library	66.0%	89.4%	84.8%	-23.4%	-18.8%

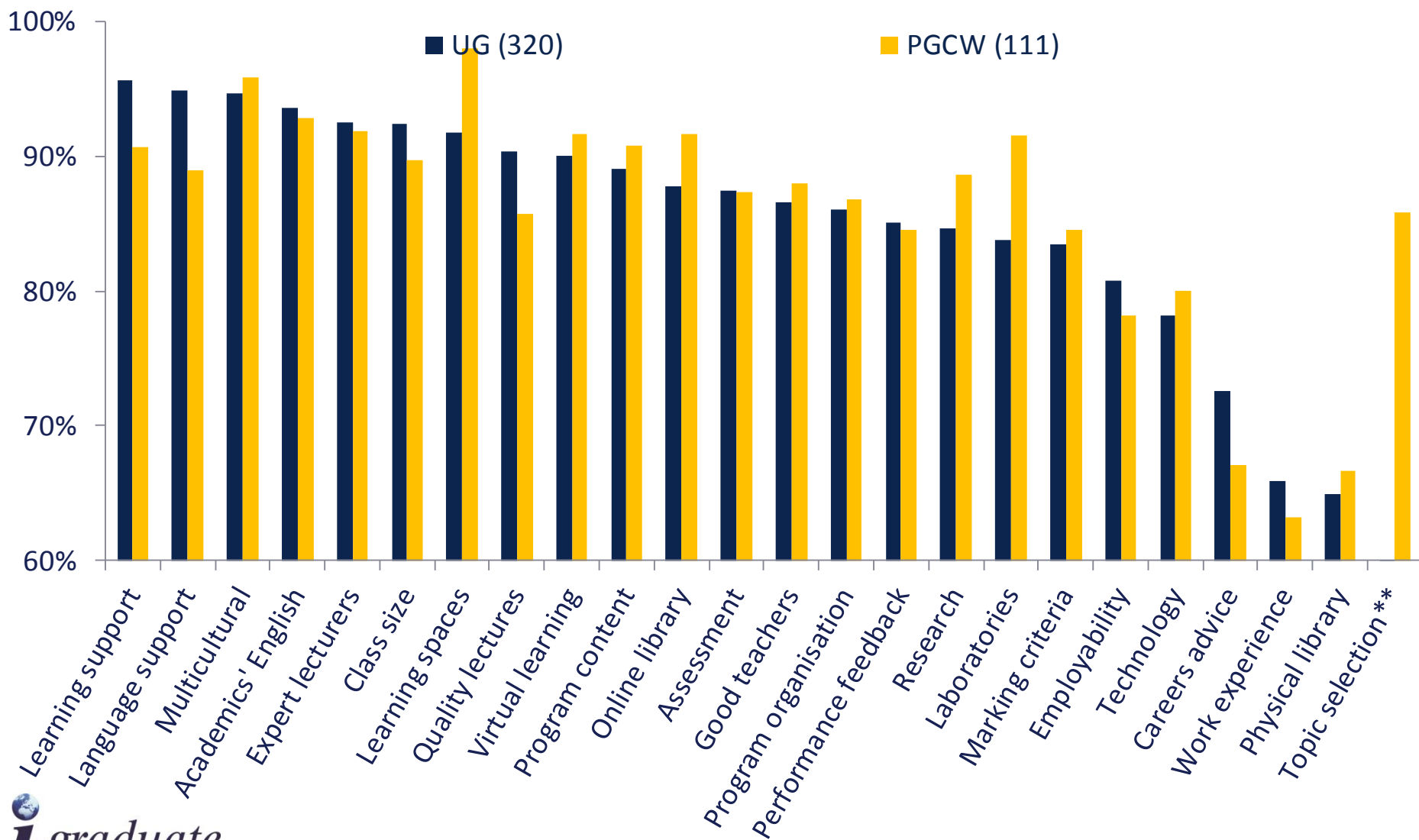
Learning satisfaction - all students (by study level)

INTERNATIONAL STUDENTS



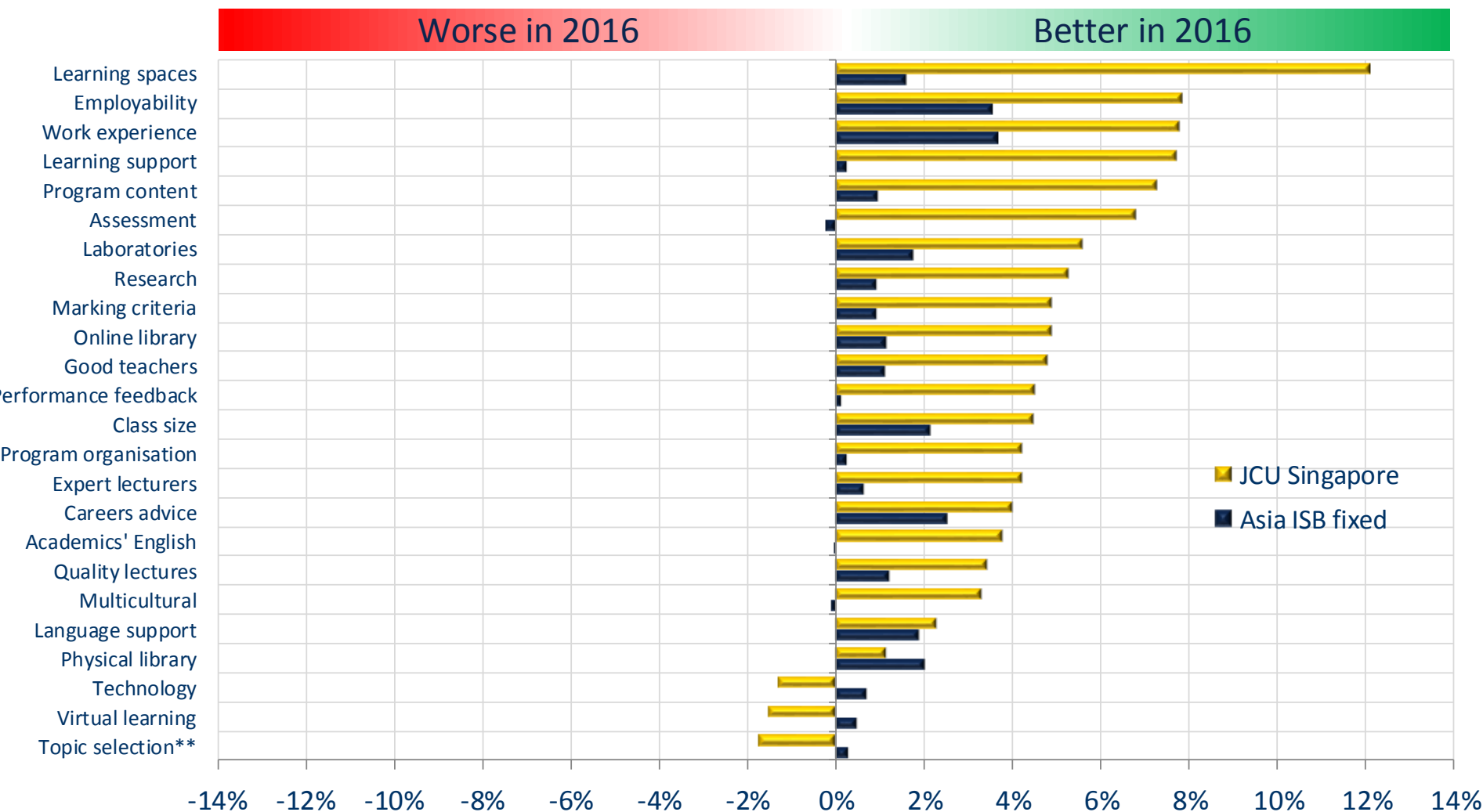
Learning satisfaction - all students (by study level)

INTERNATIONAL STUDENTS



Learning satisfaction (year on year*)

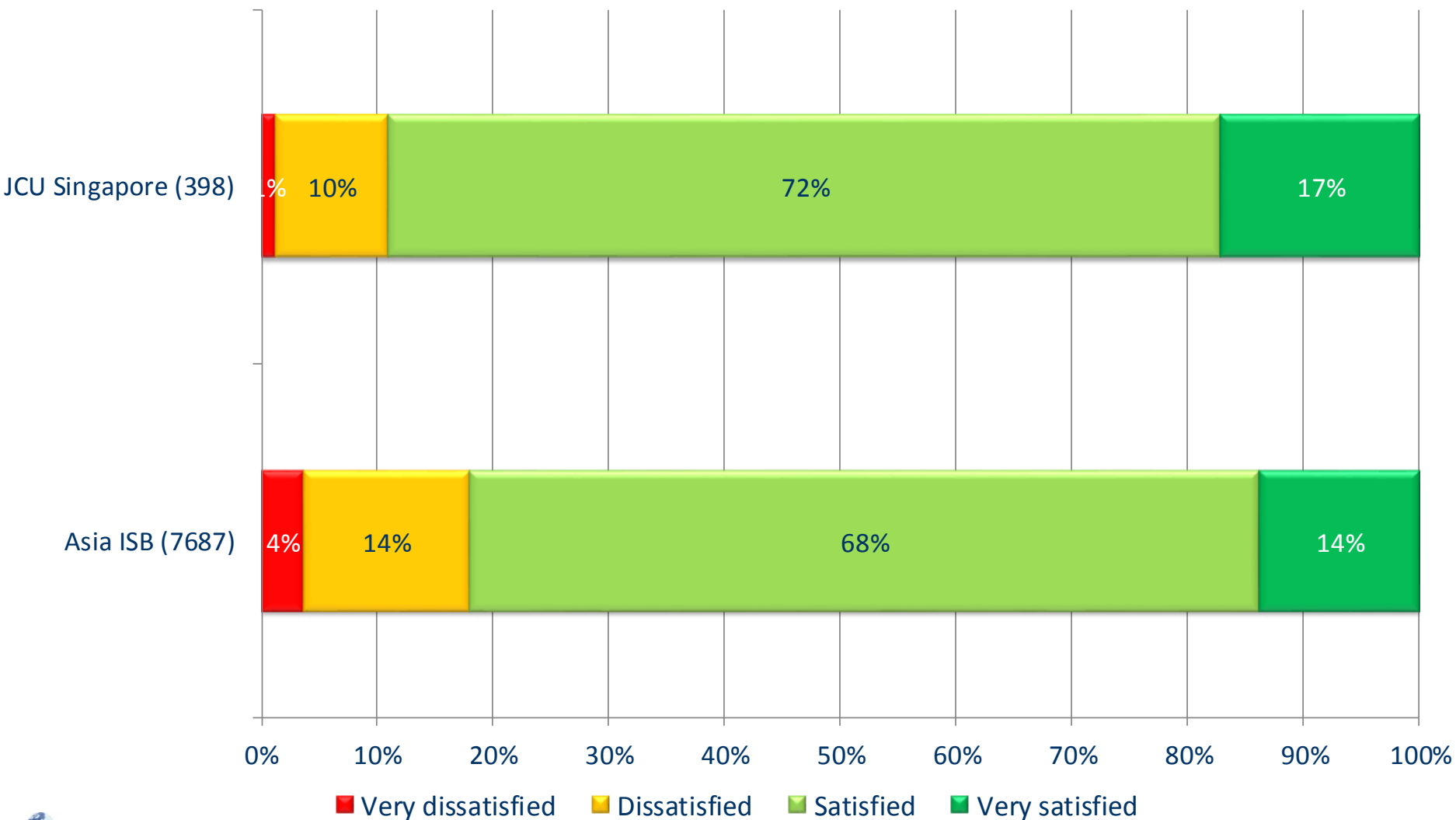
INTERNATIONAL STUDENTS



Living

Overall satisfaction - Living

INTERNATIONAL STUDENTS

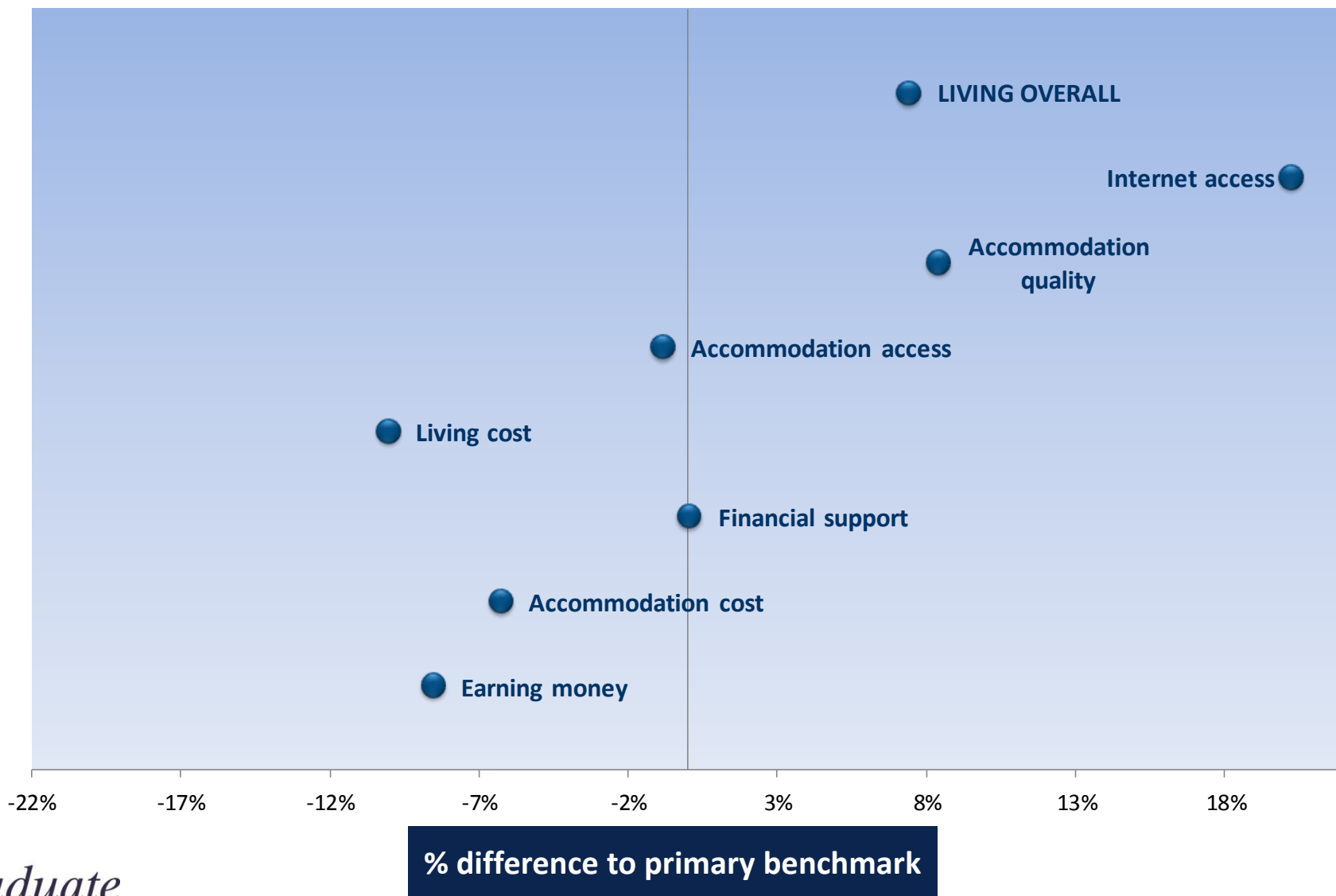


Overall, how satisfied are you with the living experience at this stage in the year?

Living matrix - Accommodation & living costs

INTERNATIONAL STUDENTS

University satisfaction (sorted by % score)



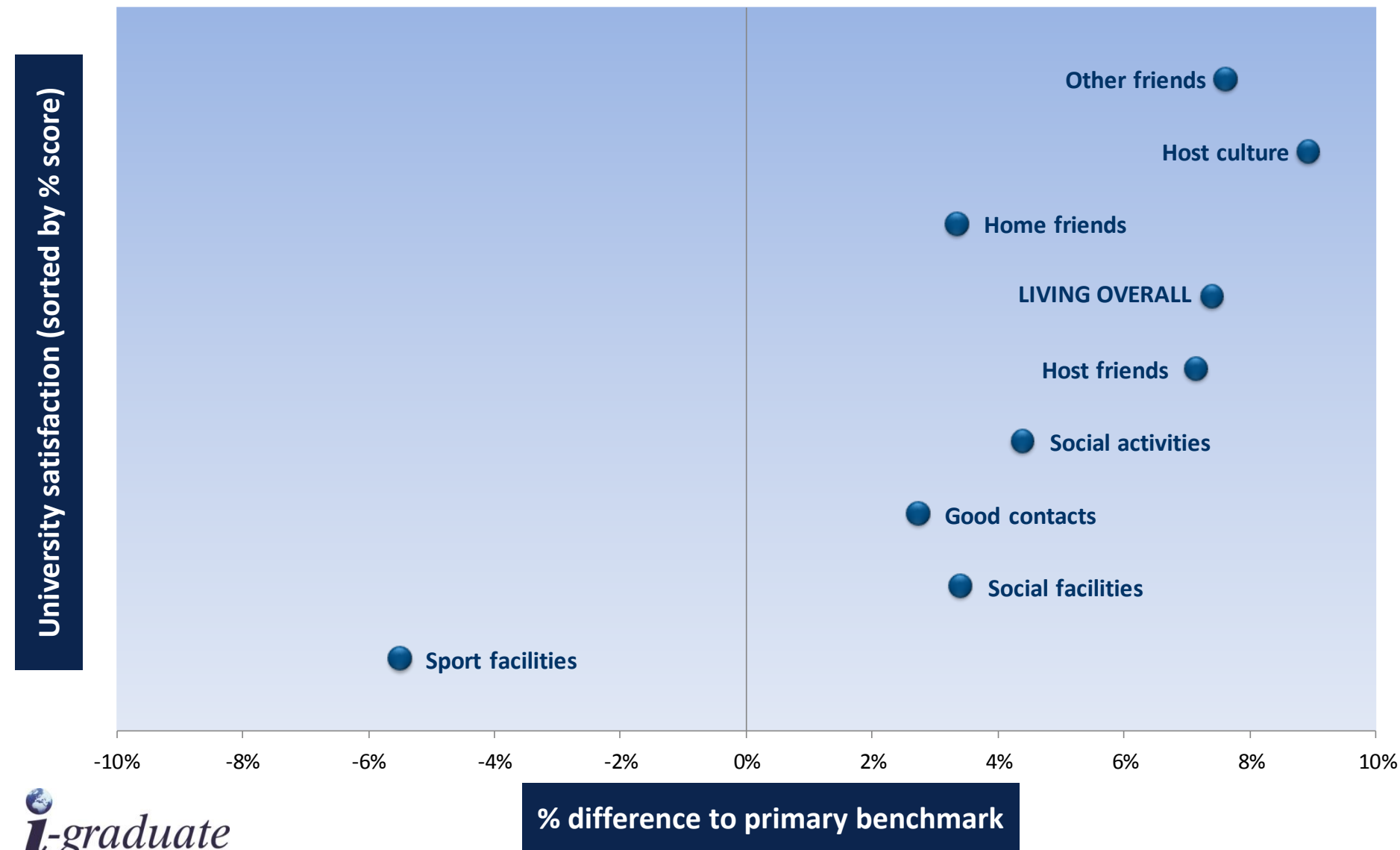
Benchmarking living - Accommodation & living costs

INTERNATIONAL STUDENTS

	JCU Singapore	ISB %	Asia ISB %	ISB +/-	Asia ISB +/-
LIVING AVERAGE	78.5%	79.9%	74.3%	-1.4%	4.2%
LIVING OVERALL	88.9%	86.8%	81.5%	2.1%	7.4%
ACCOMMODATION and LIVING COSTS					
Internet access	85.7%	79.7%	65.4%	6.0%	20.2%
Accommodation quality	84.2%	83.5%	75.8%	0.7%	8.4%
Accommodation access	81.4%	86.8%	82.3%	-5.4%	-0.8%
Living cost	61.5%	66.0%	71.6%	-4.4%	-10.0%
Financial support	53.8%	55.3%	53.8%	-1.5%	0.0%
Accommodation cost	53.7%	58.8%	60.0%	-5.1%	-6.3%
Earning money	28.1%	52.7%	36.6%	-24.6%	-8.5%

Living matrix - Social

INTERNATIONAL STUDENTS



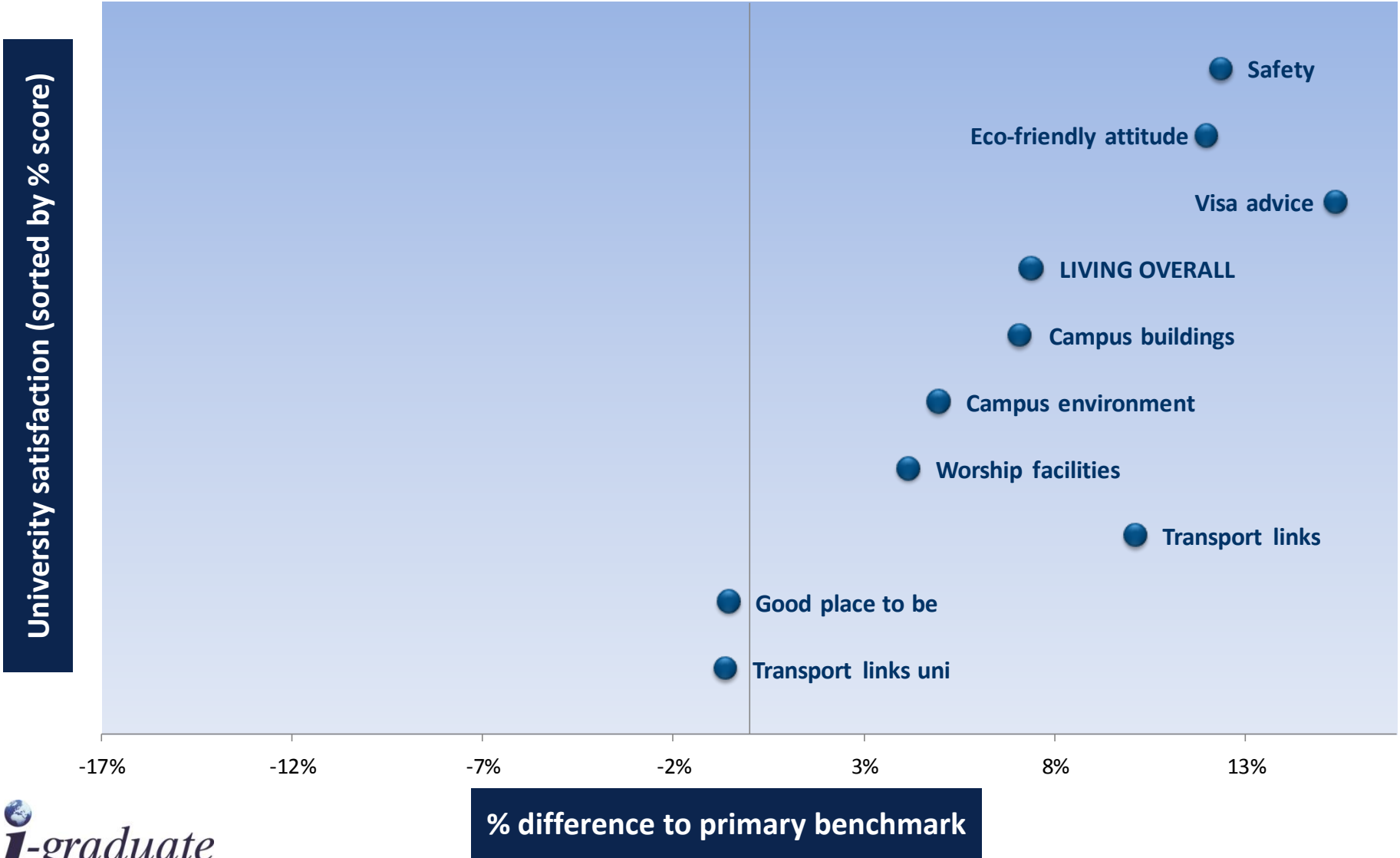
Benchmarking living - Social

INTERNATIONAL STUDENTS

	JCU Singapore	ISB %	Asia ISB %	ISB +/-	Asia ISB +/-
LIVING AVERAGE	78.5%	79.9%	74.3%	-1.4%	4.2%
LIVING OVERALL	88.9%	86.8%	81.5%	2.1%	7.4%
SOCIAL					
Other friends	93.9%	86.6%	86.3%	7.3%	7.6%
Host culture	92.8%	84.9%	83.8%	7.8%	8.9%
Home friends	91.0%	85.3%	87.7%	5.7%	3.3%
Host friends	86.3%	74.1%	79.2%	12.2%	7.1%
Social activities	80.3%	81.9%	75.9%	-1.6%	4.4%
Good contacts	79.1%	78.2%	76.4%	0.9%	2.7%
Social facilities	76.8%	81.8%	73.4%	-5.0%	3.4%
Sport facilities	66.5%	80.7%	72.0%	-14.2%	-5.5%

Living matrix - Day to Day Life

INTERNATIONAL STUDENTS



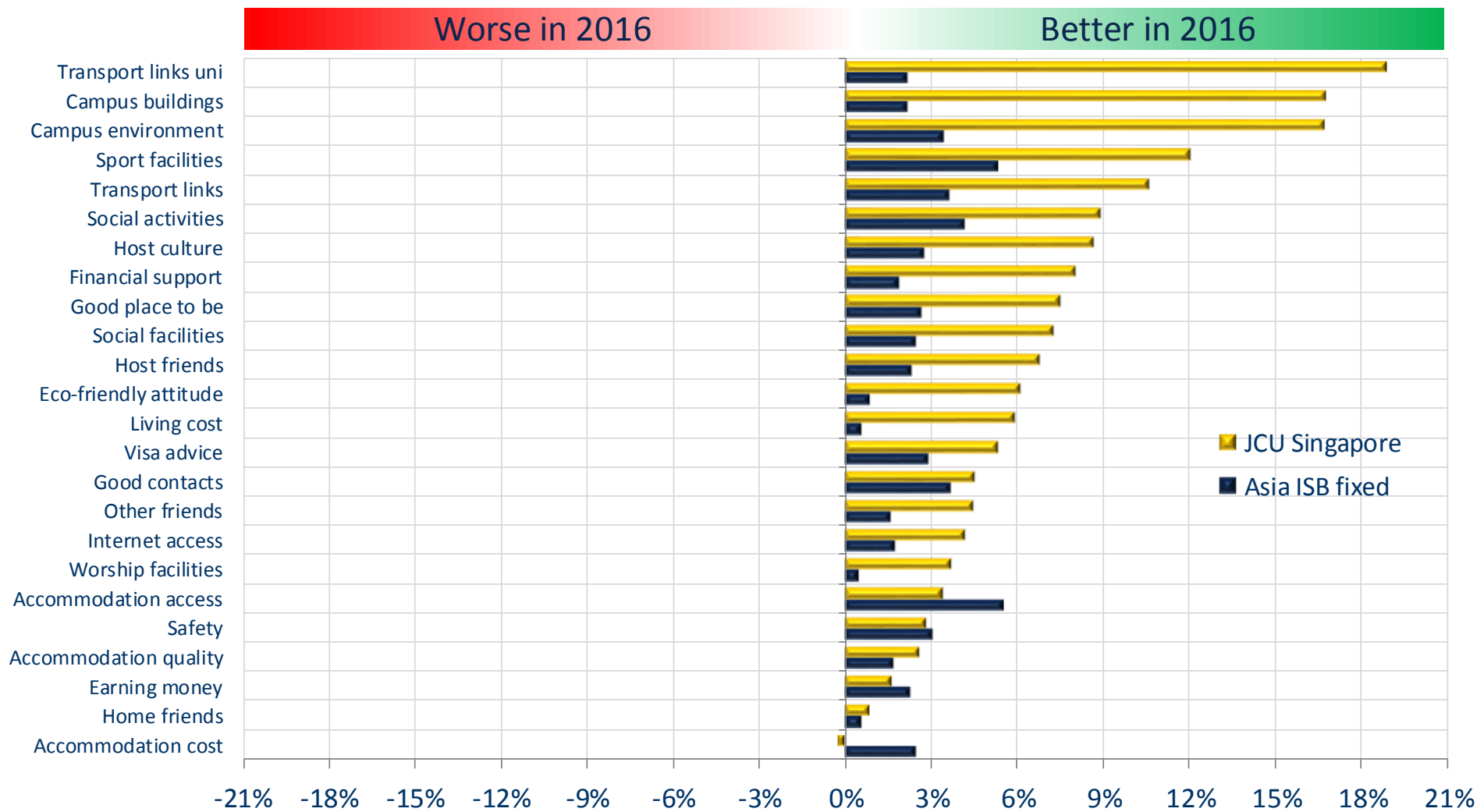
Benchmarking living - Day to day life

INTERNATIONAL STUDENTS

	JCU Singapore	ISB %	Asia ISB %	ISB +/-	Asia ISB +/-
LIVING AVERAGE	78.5%	79.9%	74.3%	-1.4%	4.2%
LIVING OVERALL	88.9%	86.8%	81.5%	2.1%	7.4%
DAY TO DAY LIFE					
Safety	98.2%	91.1%	85.8%	7.1%	12.4%
Eco-friendly attitude	92.6%	89.7%	80.7%	2.9%	12.0%
Visa advice	90.1%	82.7%	74.7%	7.4%	15.4%
Campus buildings	87.3%	88.5%	80.2%	-1.2%	7.1%
Campus environment	85.6%	90.6%	80.7%	-5.0%	5.0%
Worship facilities	84.9%	86.0%	80.8%	-1.1%	4.2%
Transport links	81.0%	80.3%	70.9%	0.7%	10.1%
Good place to be	77.7%	89.5%	78.2%	-11.8%	-0.5%
Transport links uni	70.4%	82.6%	71.0%	-12.3%	-0.6%

Living satisfaction (year on year*)

INTERNATIONAL STUDENTS

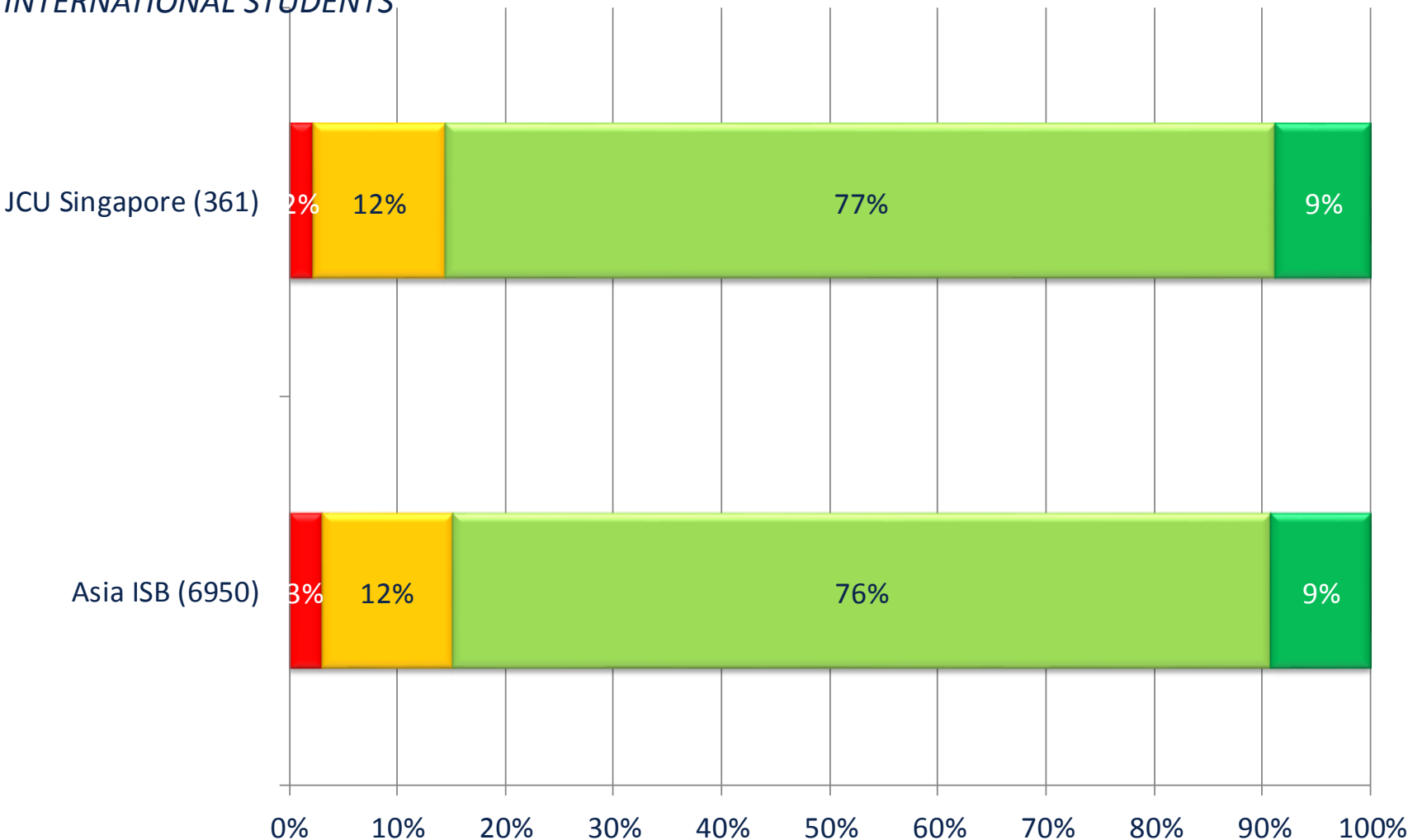


*2016 vs 2015

Support

Overall satisfaction - Support

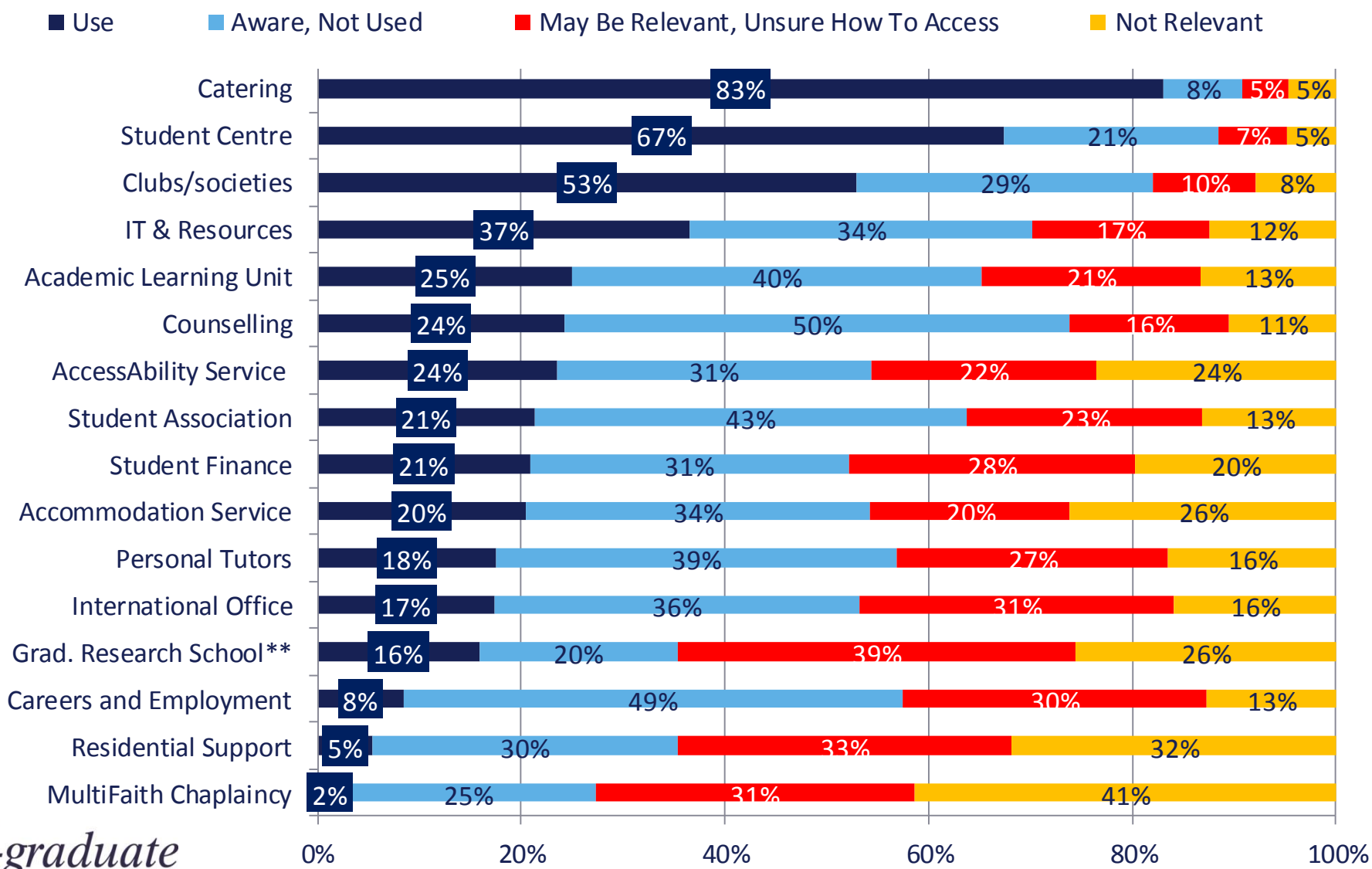
INTERNATIONAL STUDENTS



■ Very dissatisfied
 ■ Dissatisfied
 ■ Satisfied
 ■ Very satisfied

Support usage

INTERNATIONAL STUDENTS

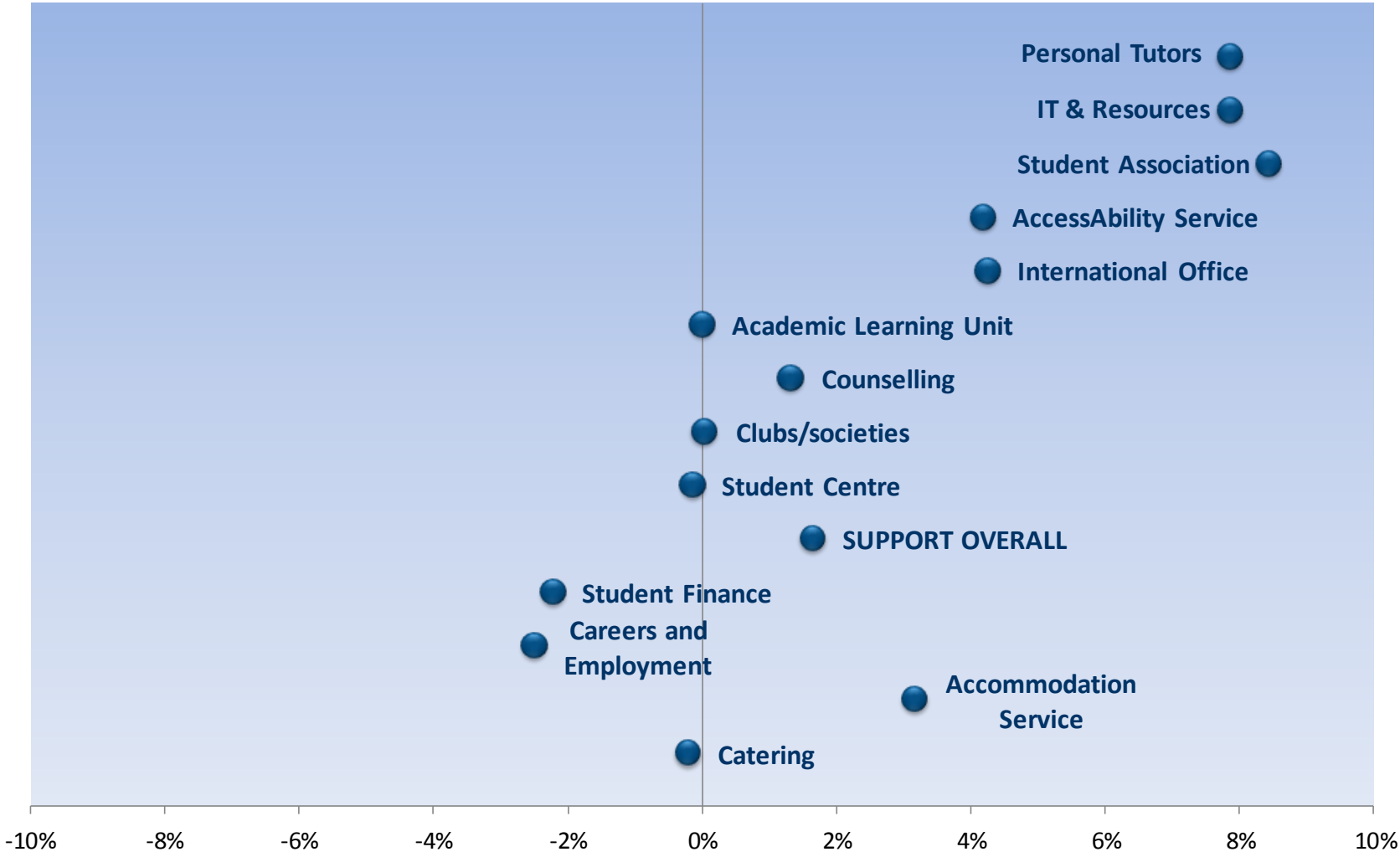


**Postgraduate students only

Support matrix

INTERNATIONAL STUDENTS

University satisfaction (sorted by % score)



% difference to primary benchmark

**Postgraduate students only

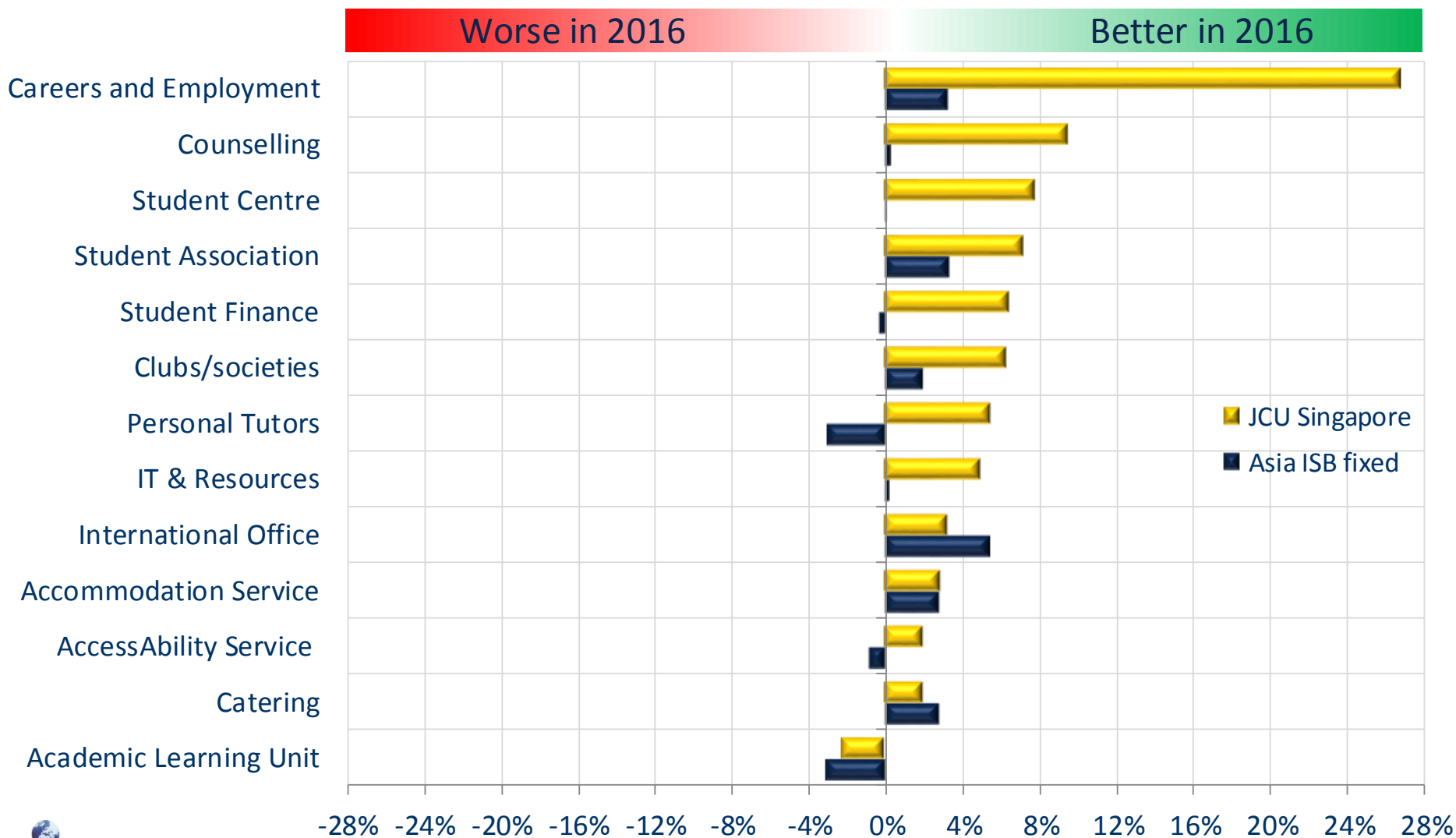
Benchmarking support

INTERNATIONAL STUDENTS

	JCU Singapore	ISB %	Asia ISB %	ISB +/-	Asia ISB +/-
SUPPORT AVERAGE	89.7%	90.9%	87.1%	-1.1%	2.7%
SUPPORT OVERALL	85.6%	88.2%	84.0%	-2.6%	1.6%
Personal Tutors	98.5%	93.0%	90.6%	5.5%	7.9%
IT & Resources	96.3%	93.0%	88.4%	3.2%	7.9%
Student Association	94.9%	93.3%	86.4%	1.6%	8.4%
AccessAbility Service	94.3%	93.1%	90.1%	1.2%	4.2%
International Office	93.8%	91.7%	89.5%	2.1%	4.3%
Academic Learning Unit	93.4%	95.4%	93.4%	-2.0%	0.0%
Counselling	92.0%	90.2%	90.7%	1.8%	1.3%
Clubs/societies	89.7%	92.8%	89.7%	-3.1%	0.0%
Student Centre	89.3%	91.9%	89.4%	-2.6%	-0.1%
Student Finance	84.2%	89.1%	86.4%	-4.9%	-2.2%
Careers and Employment	83.9%	88.3%	86.4%	-4.4%	-2.5%
Accommodation Service	83.8%	84.3%	80.6%	-0.5%	3.2%
Catering	72.7%	81.3%	72.9%	-8.6%	-0.2%

Support satisfaction (year on year*)

INTERNATIONAL STUDENTS



Domestic Students

Headline Results

Propensity to recommend

DOMESTIC STUDENTS

JCU Singapore (175)	2016 vs 2015		Asia SB (32177)	Global SB (114175)
19%	6%	I would actively encourage people to apply	20%	35%
49%	0%	If asked, I would encourage people to apply	49%	44%
28%	-3%	I would neither encourage nor discourage people to apply	26%	16%
2%	-2%	If asked, I would discourage people from applying	4%	3%
3%	-1%	I would actively discourage people from applying	1%	1%

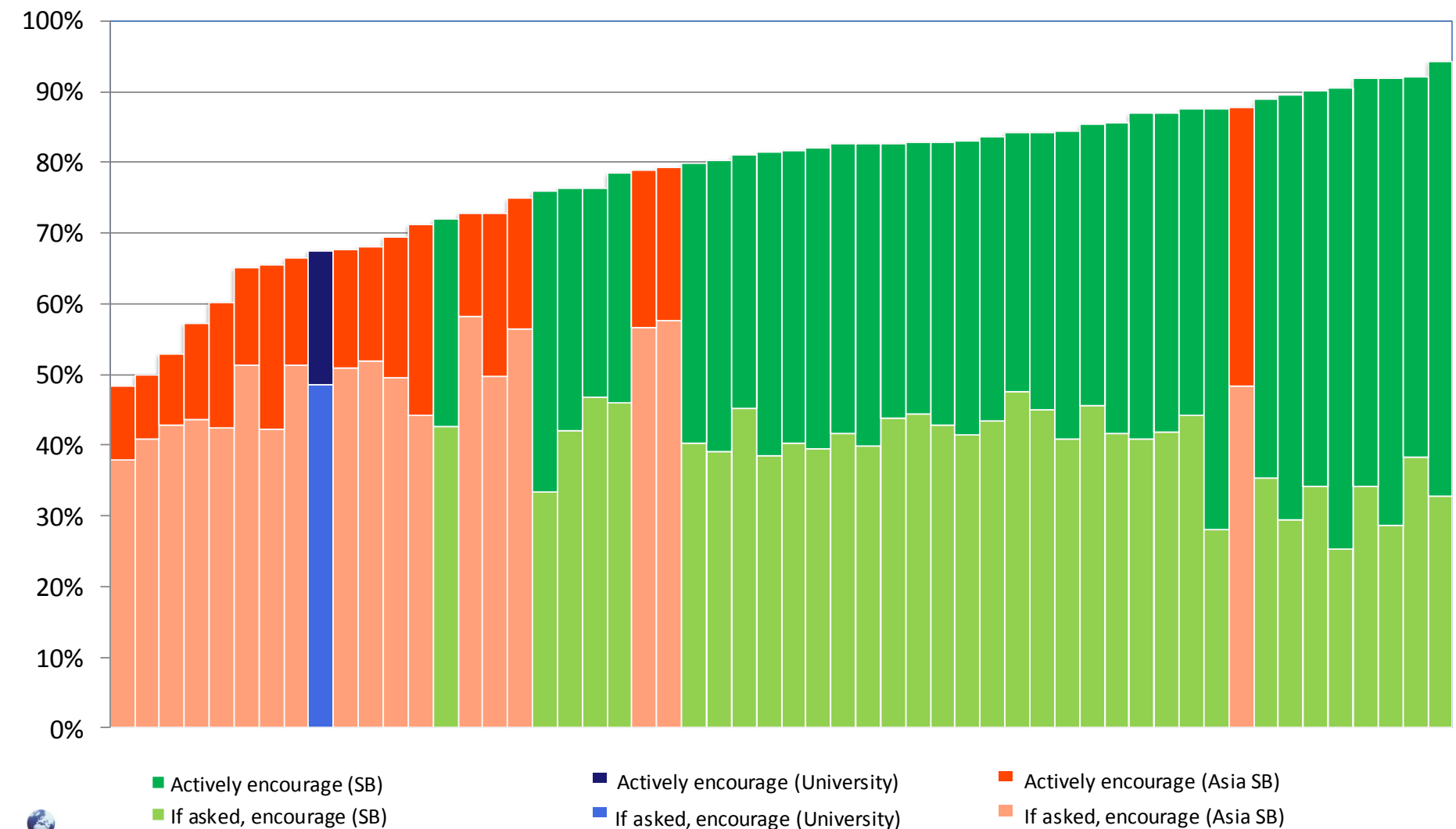
Propensity to recommend (by study level)

DOMESTIC STUDENTS

JCU Singapore (175)		UG (129)	PGCW (33)
19%	I would actively encourage people to apply	19%	21%
49%	If asked, I would encourage people to apply	50%	45%
28%	I would neither encourage nor discourage people to apply	27%	27%
2%	If asked, I would discourage people from applying	2%	0%
3%	I would actively discourage people from applying	2%	6%

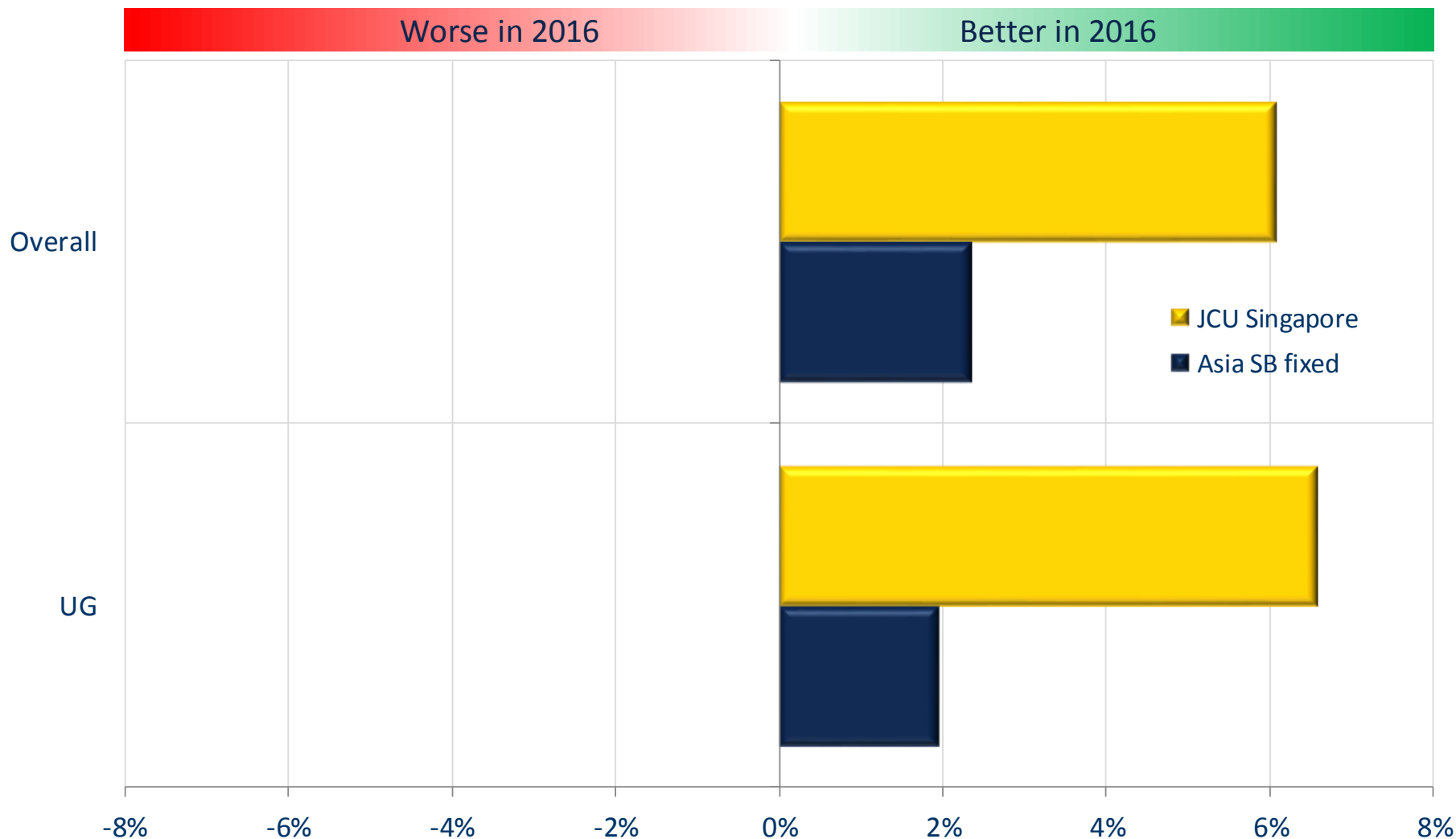
Propensity to recommend (all universities)

DOMESTIC STUDENTS



Propensity to recommend (year on year*)

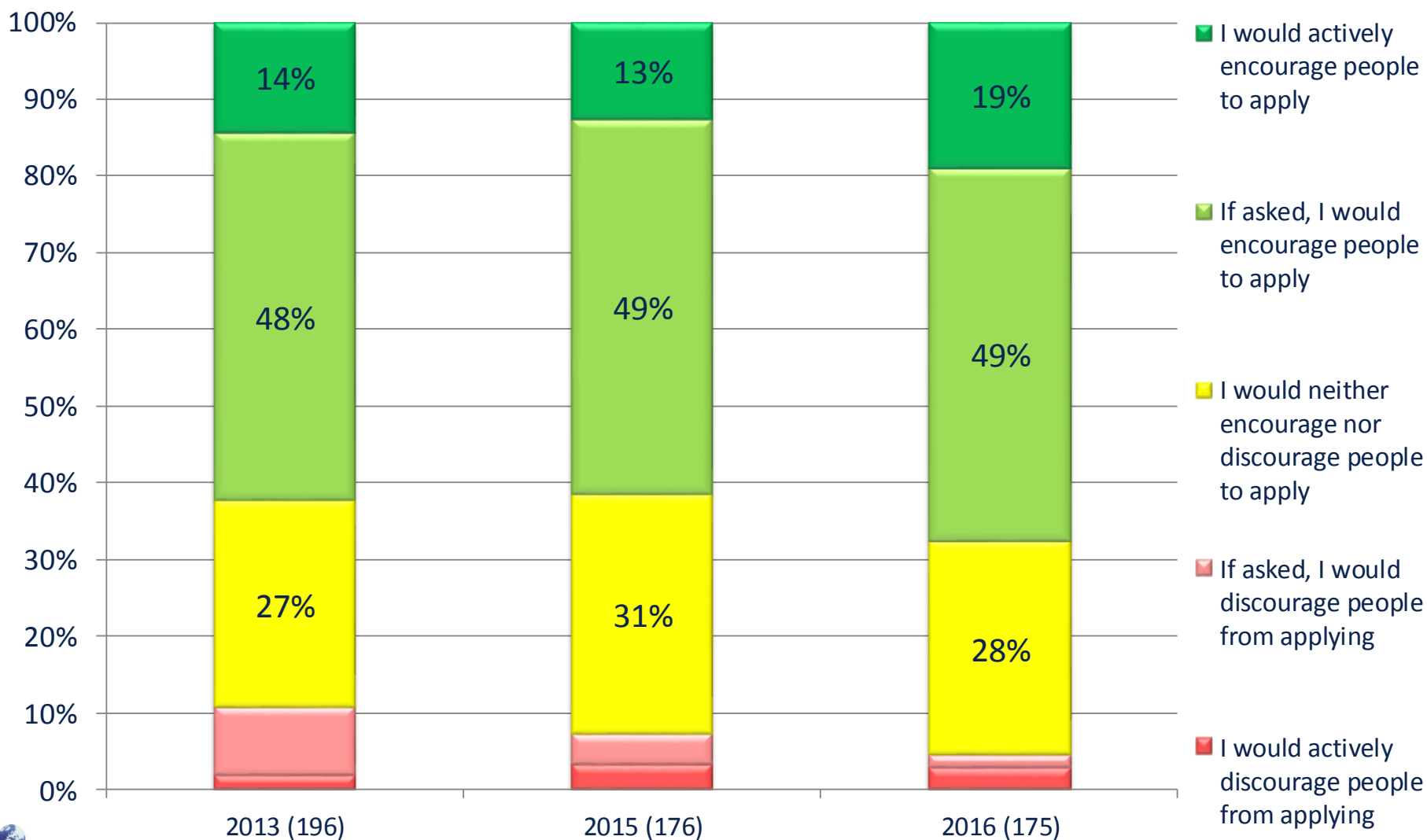
DOMESTIC STUDENTS



*2016 vs 2015

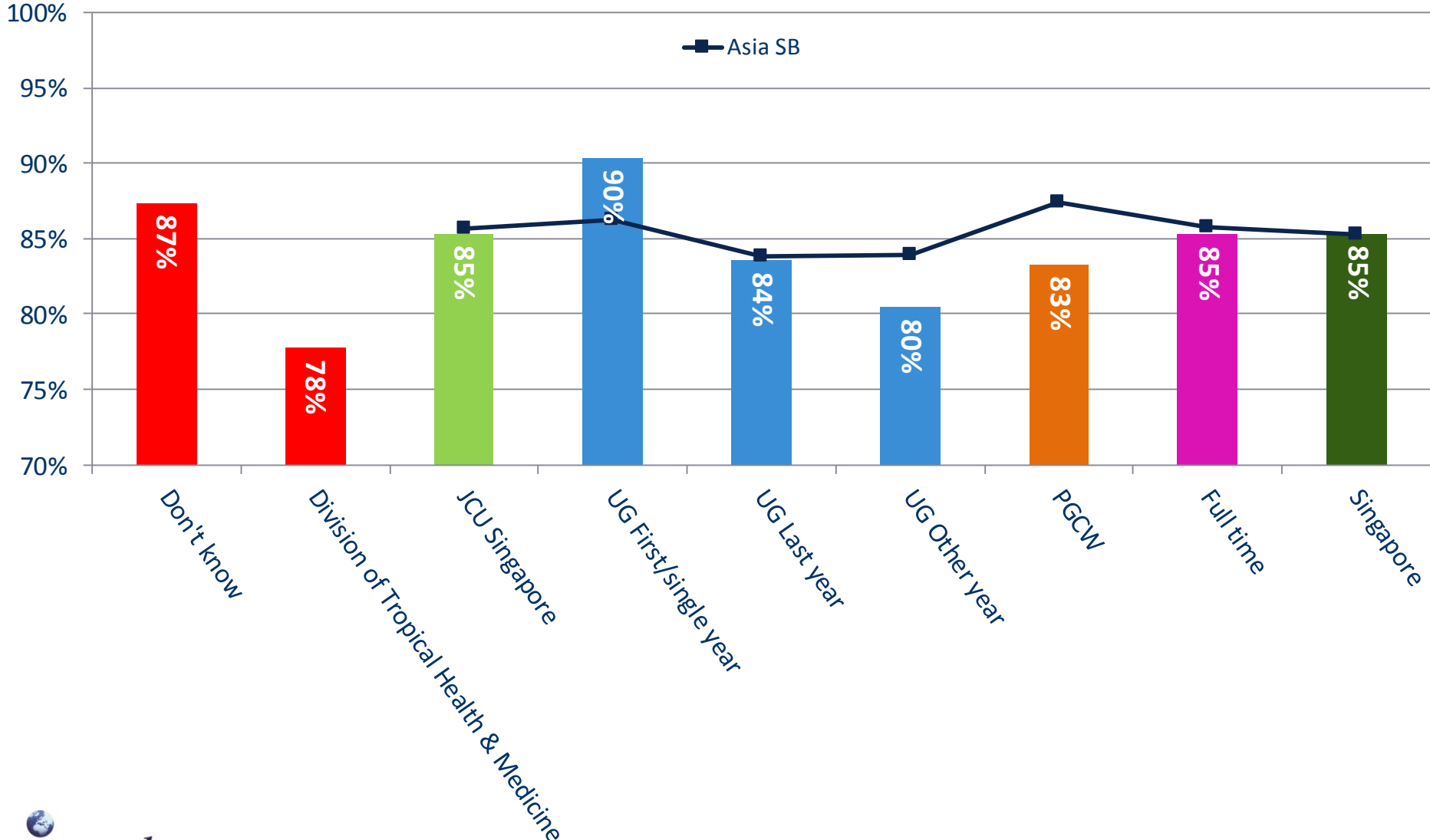
Propensity to recommend (compared to previous years)

DOMESTIC STUDENTS



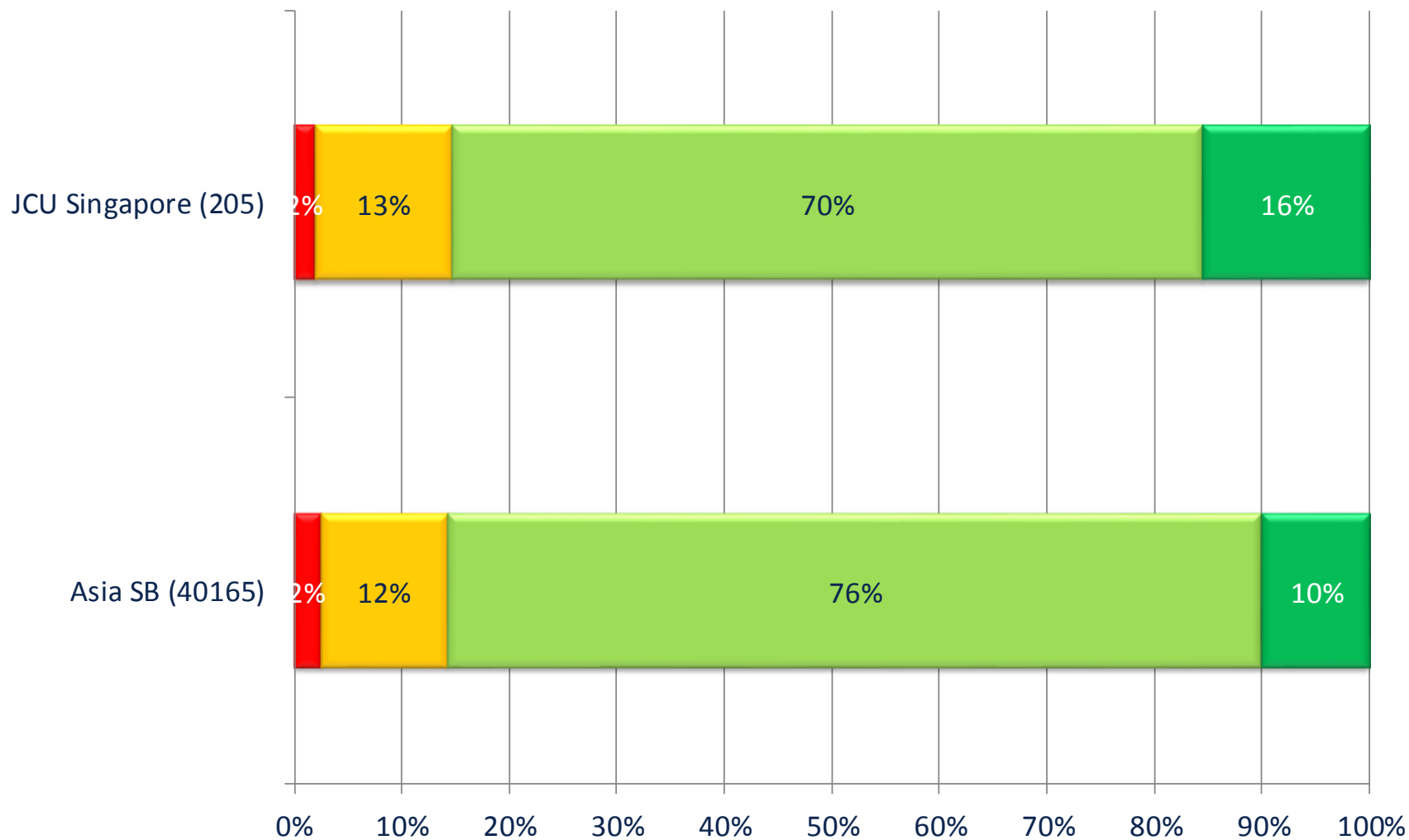
Overall satisfaction

DOMESTIC STUDENTS



Overall satisfaction

DOMESTIC STUDENTS



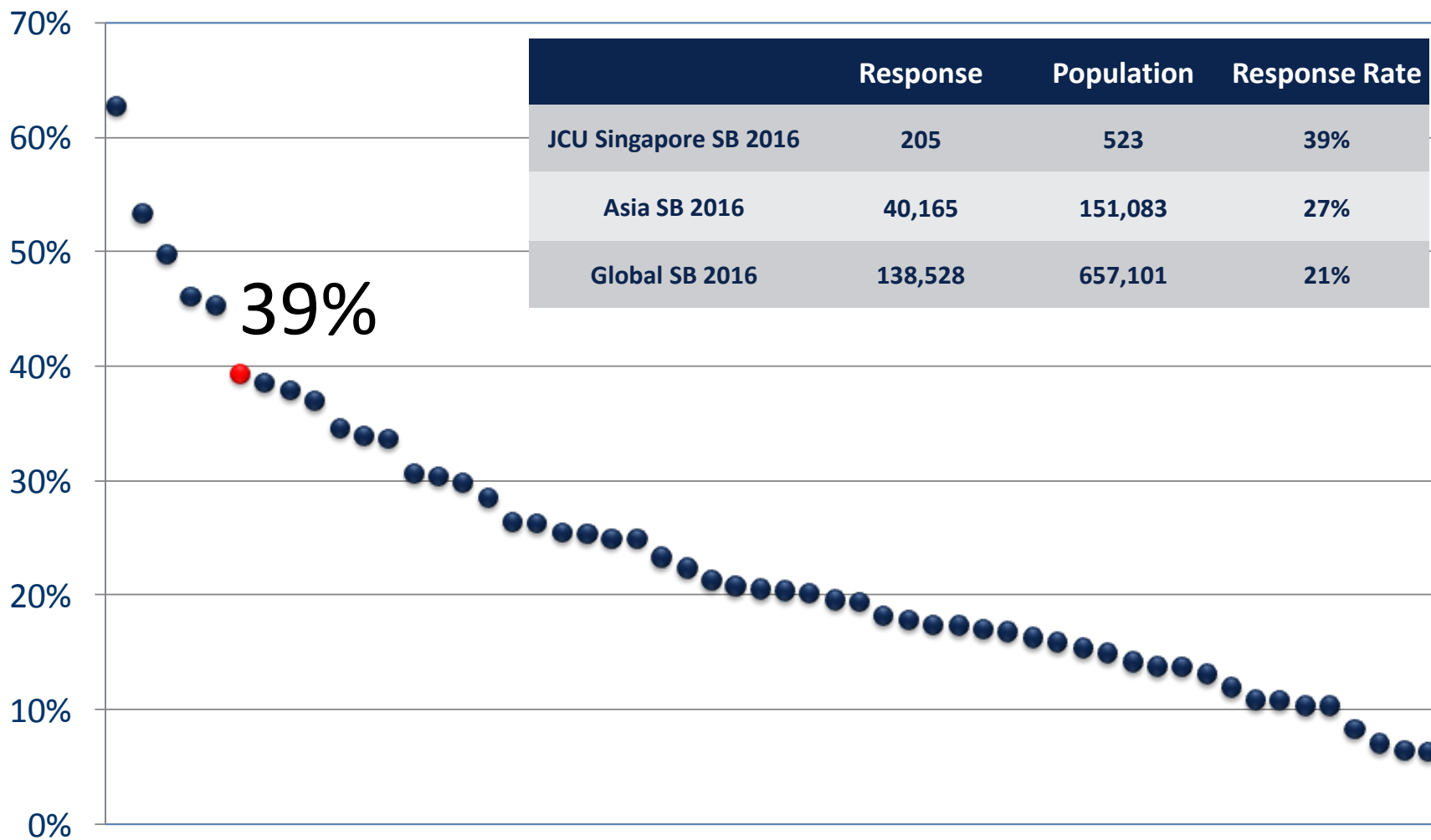
■ Very dissatisfied
 ■ Dissatisfied
 ■ Satisfied
 ■ Very satisfied

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

Survey Response

Response rate breakdown

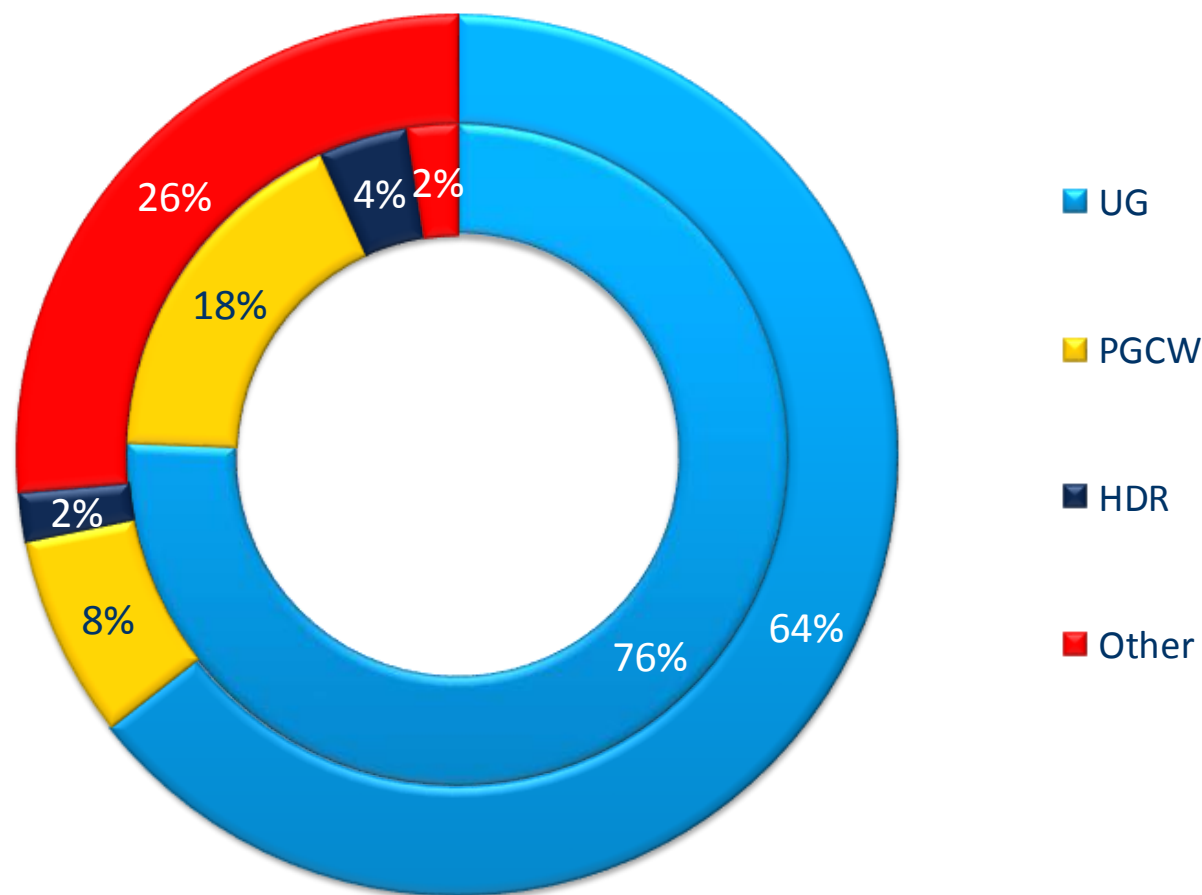
DOMESTIC STUDENTS



Study level breakdown

DOMESTIC STUDENTS

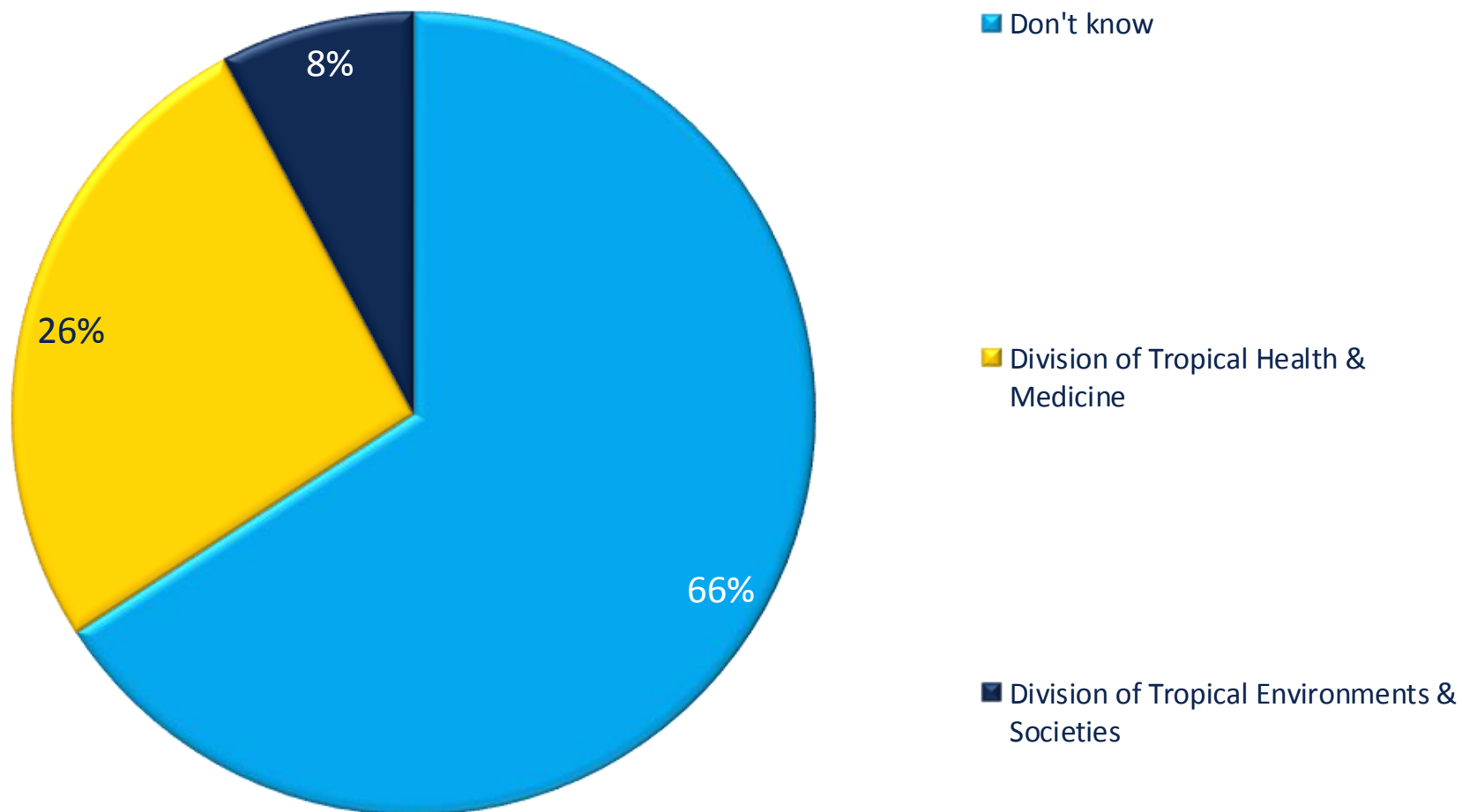
JCU Singapore (205, inner circle) vs Asia SB (40165, outer circle)



School/faculty breakdown

DOMESTIC STUDENTS

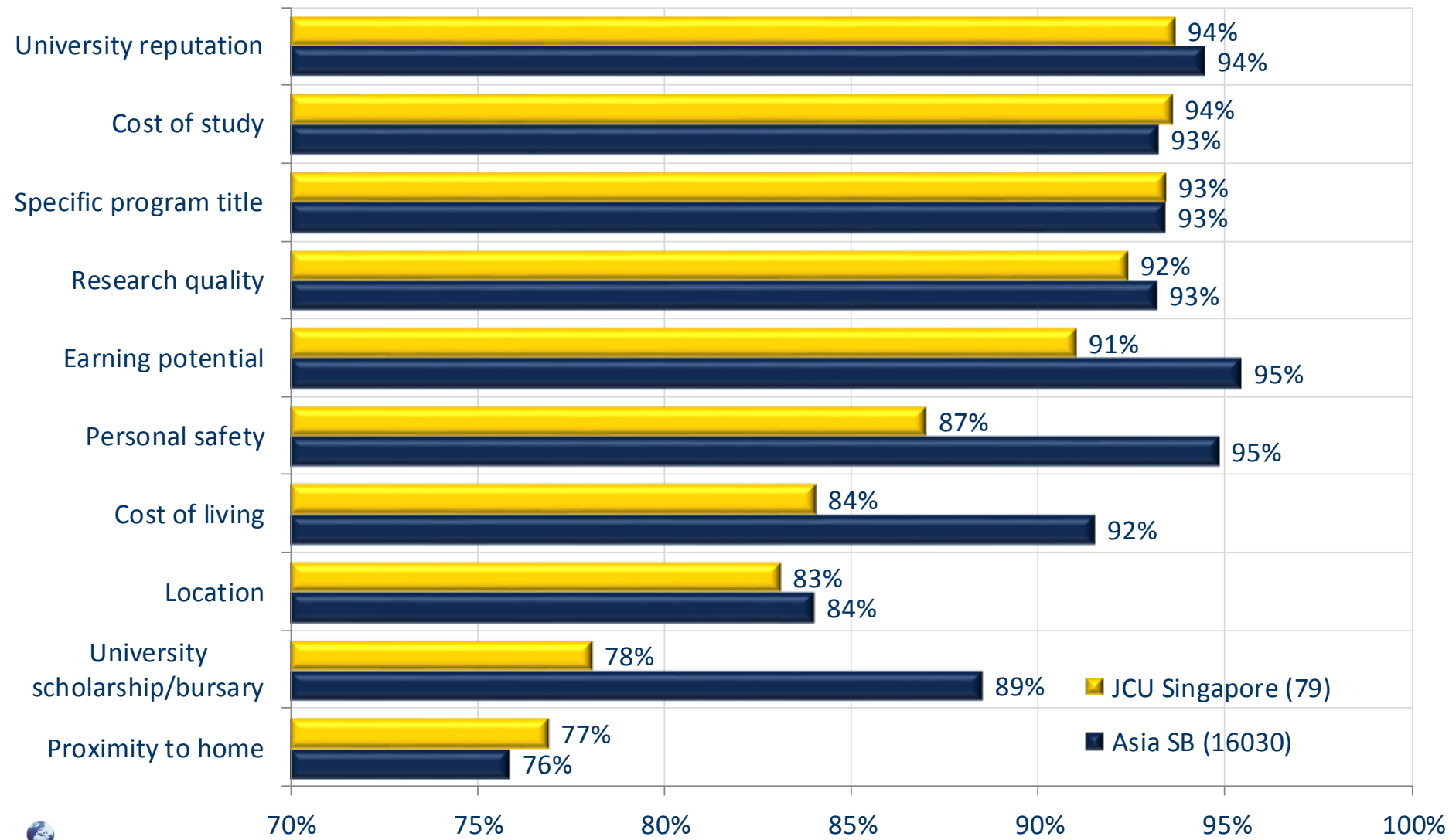
JCU Singapore (205)



Choice of Destination

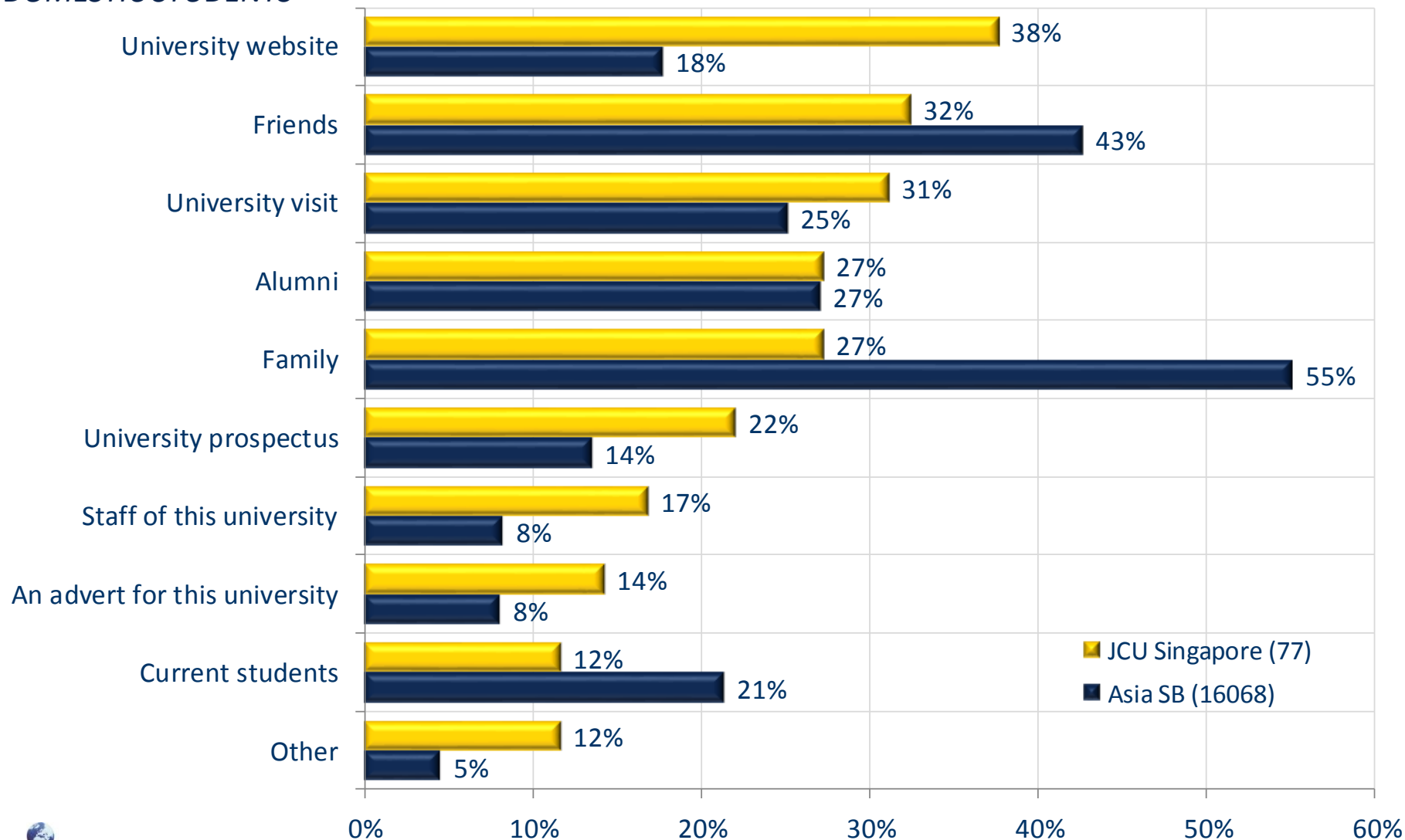
Top 10 factors in study decision (% important)

DOMESTIC STUDENTS



Top 10 key influences (choice of university)

DOMESTIC STUDENTS

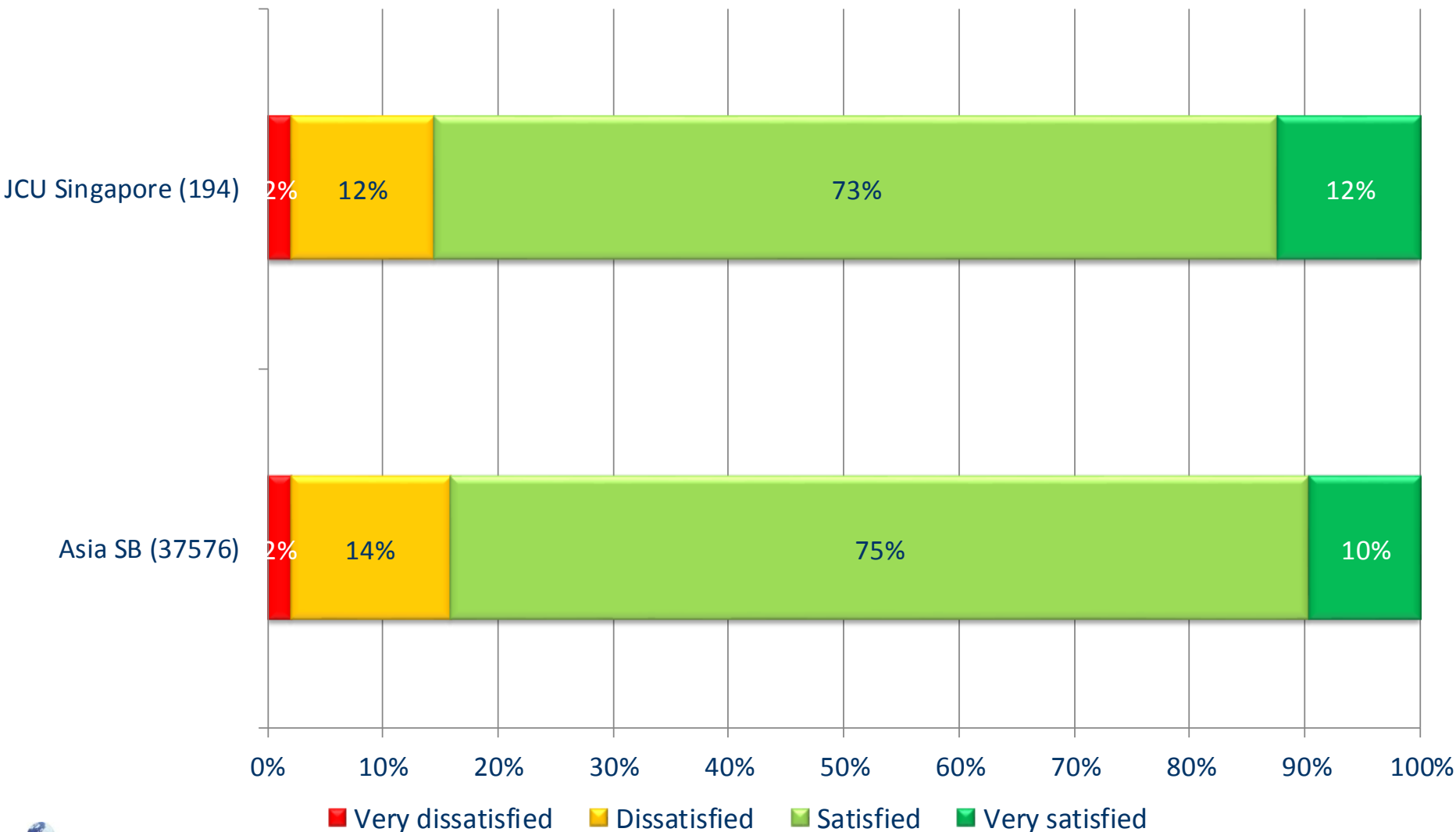


Arrival

Learning

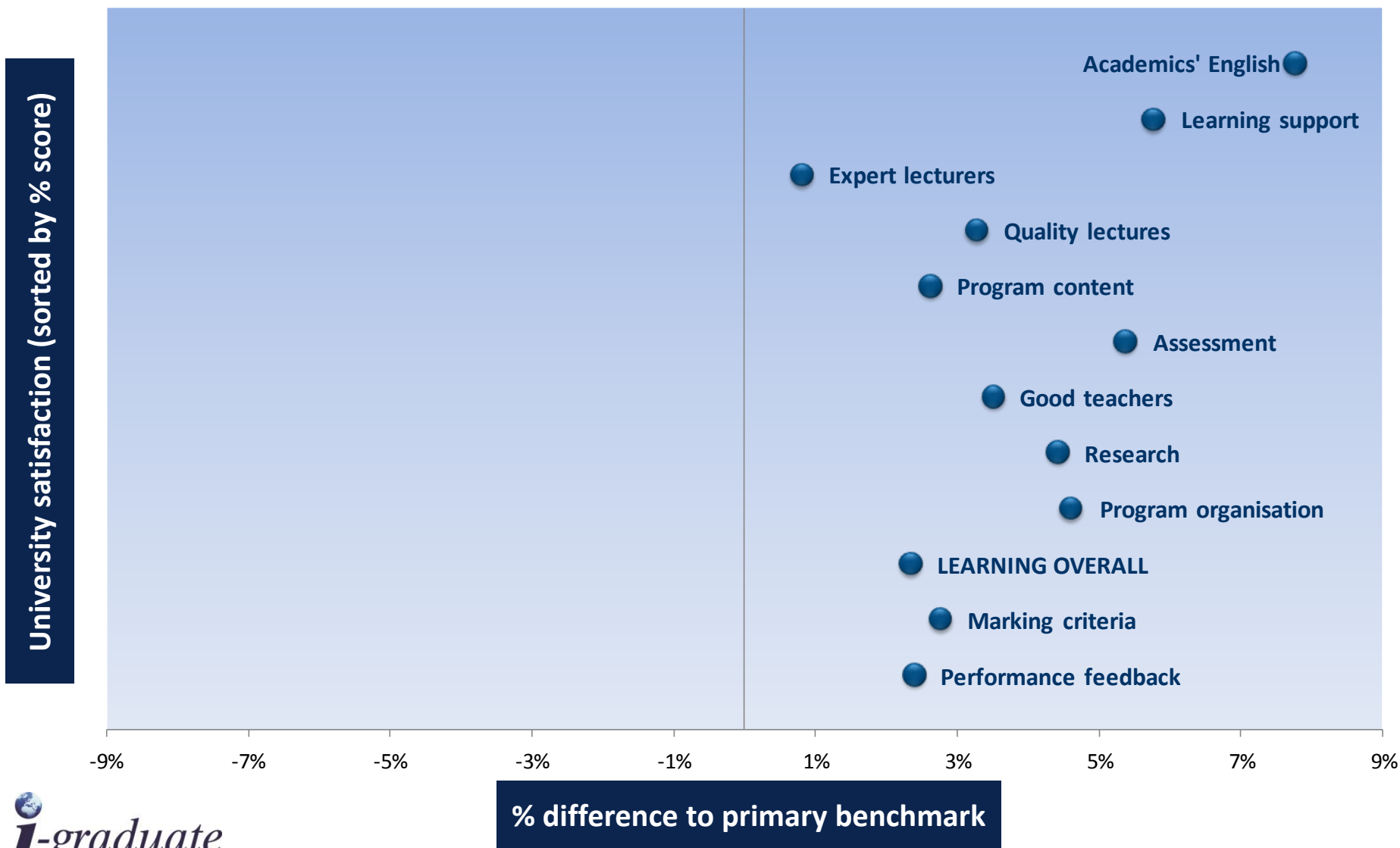
Overall satisfaction - Learning

DOMESTIC STUDENTS



Learning matrix - Teaching

DOMESTIC STUDENTS



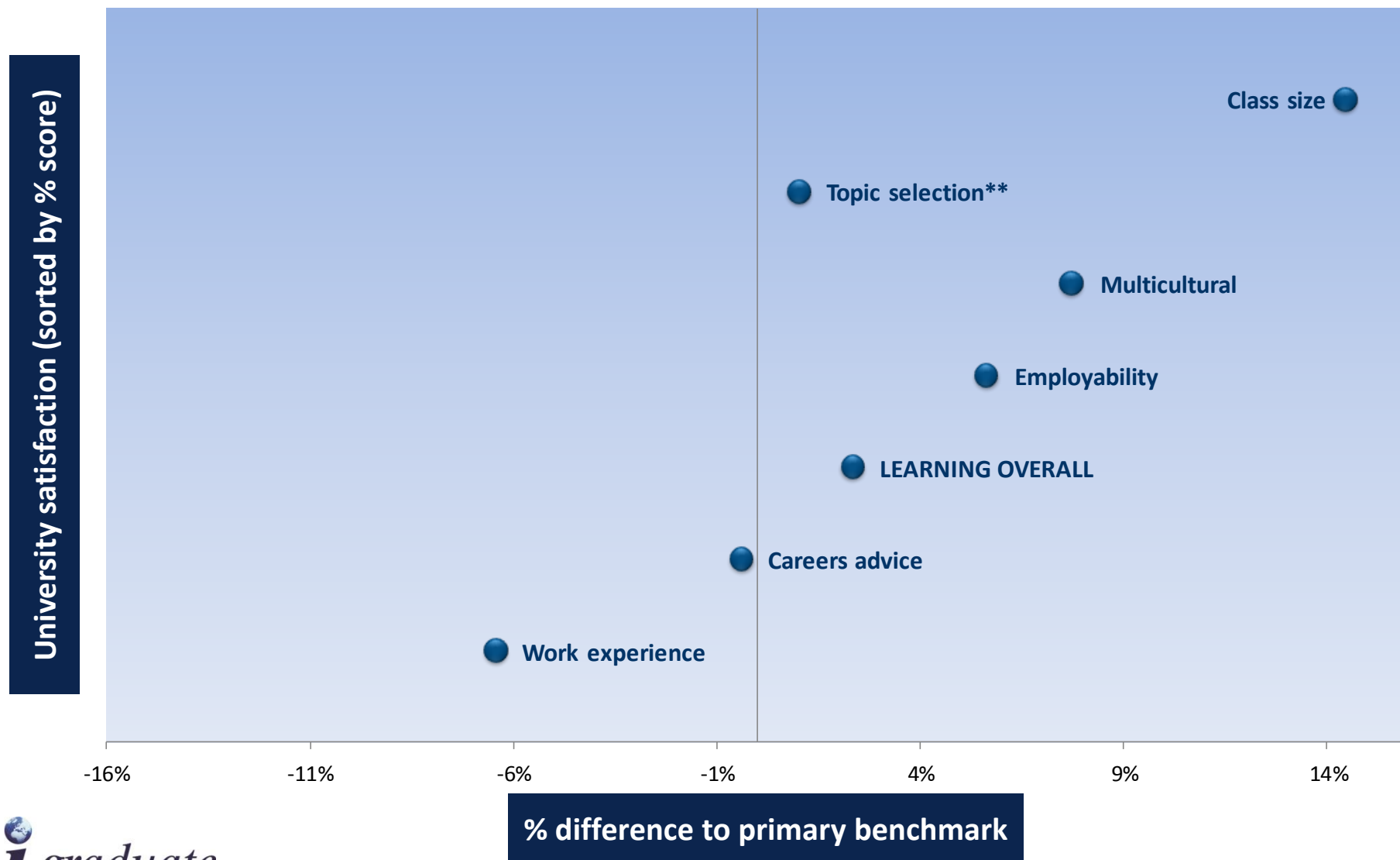
Benchmarking learning - Teaching

DOMESTIC STUDENTS

	JCU Singapore	SB %	Asia SB %	SB +/-	Asia SB +/-
LEARNING AVERAGE	87.7%	85.5%	83.5%	2.2%	4.2%
LEARNING OVERALL	85.6%	86.2%	83.2%	-0.6%	2.3%
TEACHING					
Academics' English	97.2%	91.5%	89.4%	5.6%	7.8%
Learning support	93.6%	87.6%	87.8%	6.0%	5.8%
Expert lecturers	92.2%	94.0%	91.4%	-1.8%	0.8%
Quality lectures	90.7%	88.3%	87.4%	2.4%	3.3%
Program content	89.8%	89.8%	87.2%	0.0%	2.6%
Assessment	89.0%	87.1%	83.6%	1.9%	5.4%
Good teachers	88.8%	87.6%	85.3%	1.3%	3.5%
Research	88.2%	88.4%	83.7%	-0.2%	4.4%
Program organisation	87.8%	82.0%	83.2%	5.8%	4.6%
Marking criteria	84.7%	80.2%	81.9%	4.5%	2.8%
Performance feedback	84.2%	81.5%	81.8%	2.7%	2.4%

Learning matrix - Studies

DOMESTIC STUDENTS



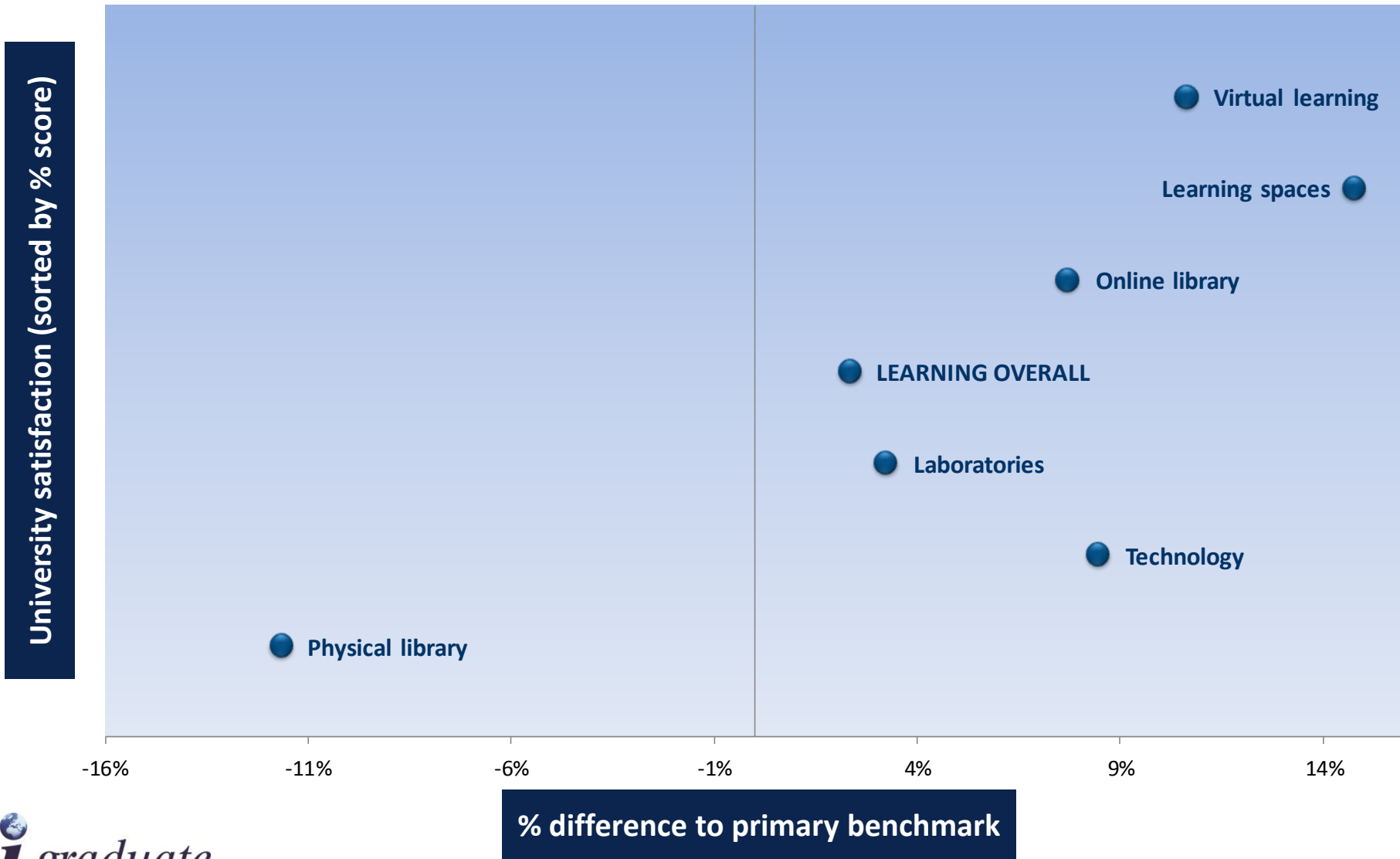
Benchmarking learning - Studies

DOMESTIC STUDENTS

	JCU Singapore	SB %	Asia SB %	SB +/-	Asia SB +/-
LEARNING AVERAGE	87.7%	85.5%	83.5%	2.2%	4.2%
LEARNING OVERALL	85.6%	86.2%	83.2%	-0.6%	2.3%
STUDIES					
Class size	97.0%	87.8%	82.6%	9.3%	14.4%
Topic selection**	91.9%	88.0%	90.9%	3.9%	1.0%
Multicultural	91.8%	87.8%	84.0%	3.9%	7.7%
Employability	86.1%	81.5%	80.5%	4.5%	5.6%
Careers advice	78.1%	74.1%	78.5%	4.1%	-0.4%
Work experience	71.4%	74.8%	77.9%	-3.3%	-6.4%

Learning matrix - Facilities

DOMESTIC STUDENTS



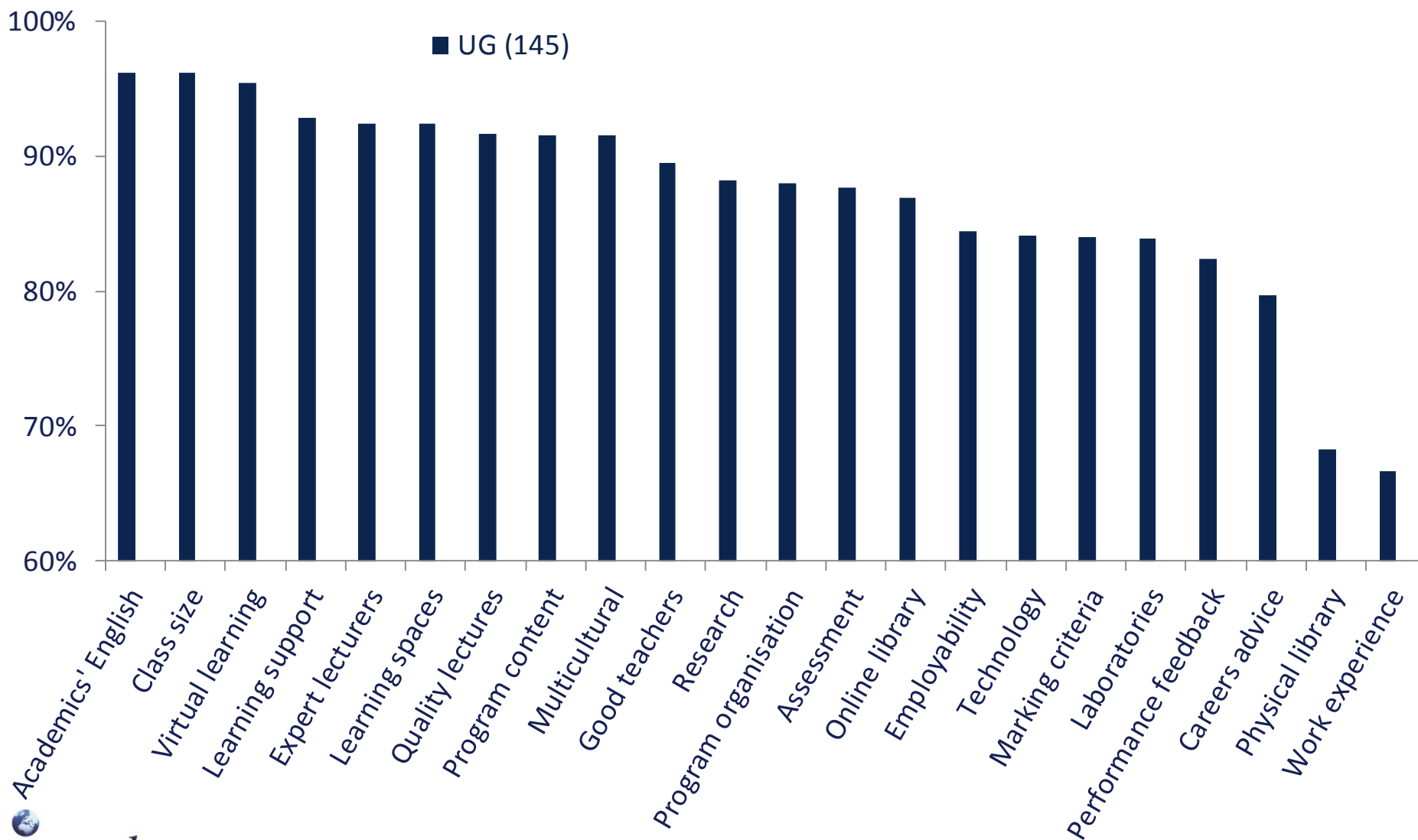
Benchmarking learning - Facilities

DOMESTIC STUDENTS

	JCU Singapore	SB %	Asia SB %	SB +/-	Asia SB +/-
LEARNING AVERAGE	87.7%	85.5%	83.5%	2.2%	4.2%
LEARNING OVERALL	85.6%	86.2%	83.2%	-0.6%	2.3%
FACILITIES					
Virtual learning	93.8%	87.3%	83.2%	6.5%	10.6%
Learning spaces	93.2%	83.1%	78.5%	10.1%	14.8%
Online library	88.7%	88.3%	81.0%	0.4%	7.7%
Laboratories	84.4%	87.3%	81.2%	-2.9%	3.2%
Technology	84.1%	84.5%	75.6%	-0.4%	8.5%
Physical library	69.2%	86.3%	80.8%	-17.1%	-11.7%

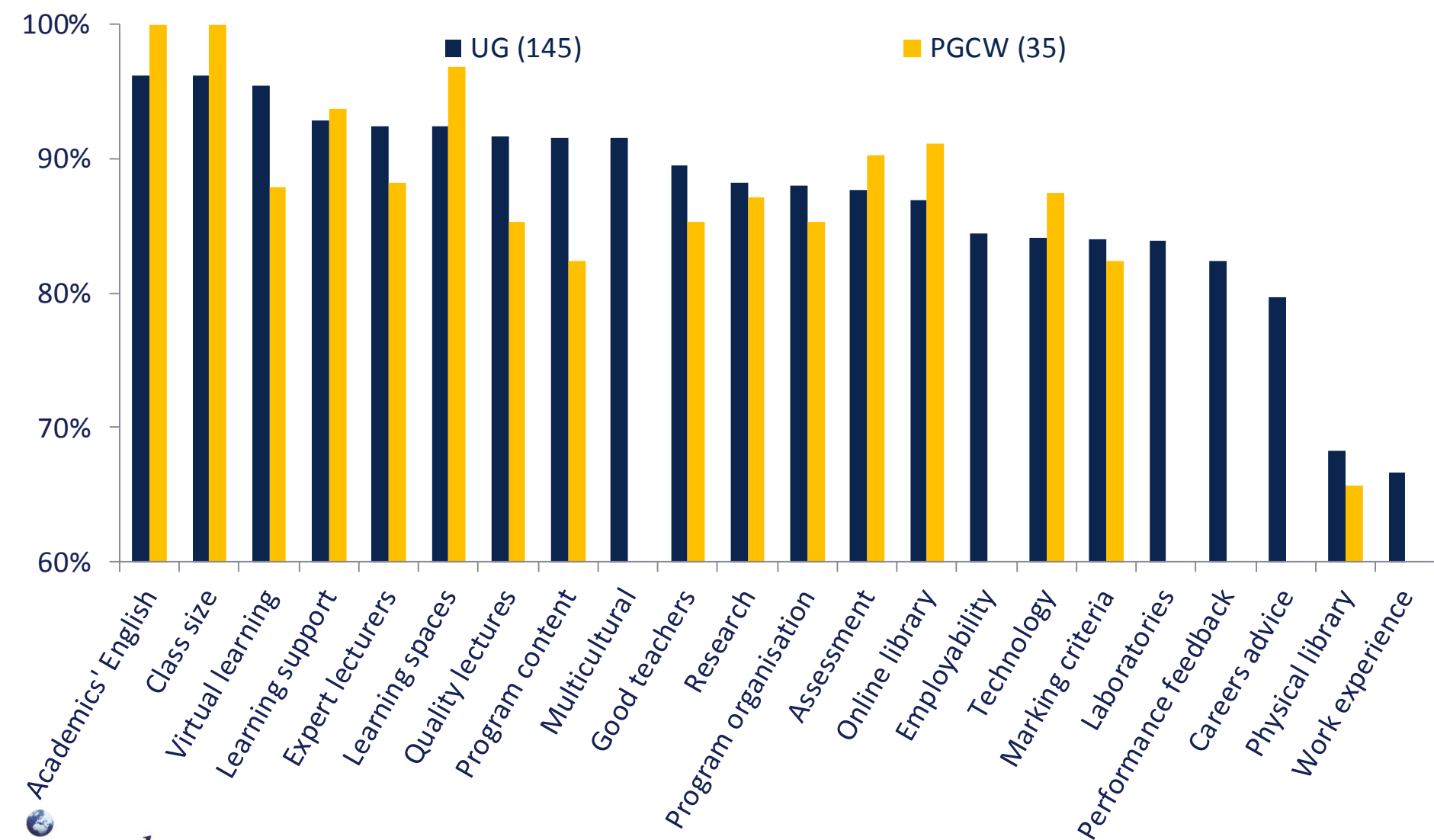
Learning satisfaction - all students (by study level)

DOMESTIC STUDENTS



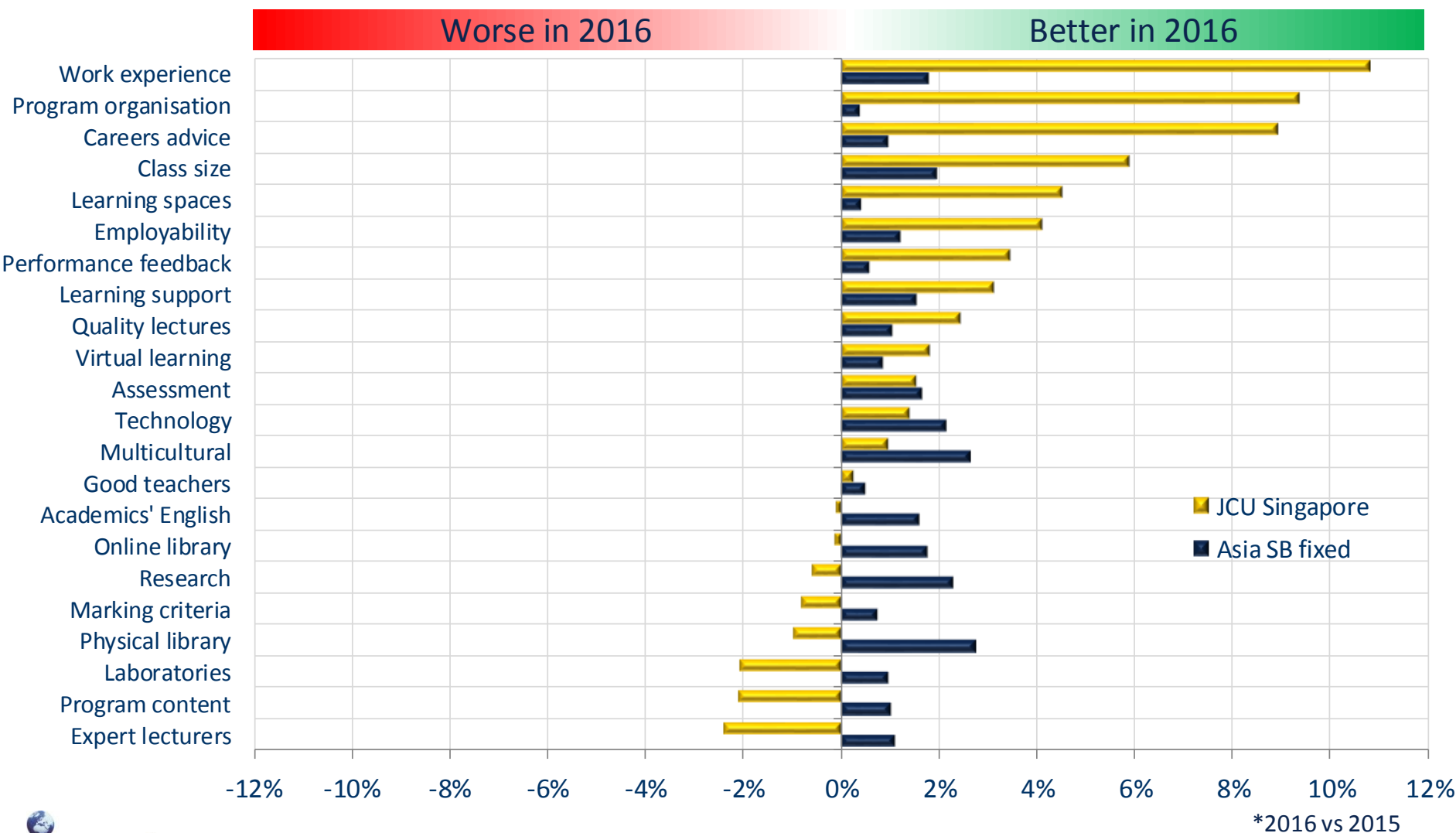
Learning satisfaction - all students (by study level)

DOMESTIC STUDENTS



Learning satisfaction (year on year*)

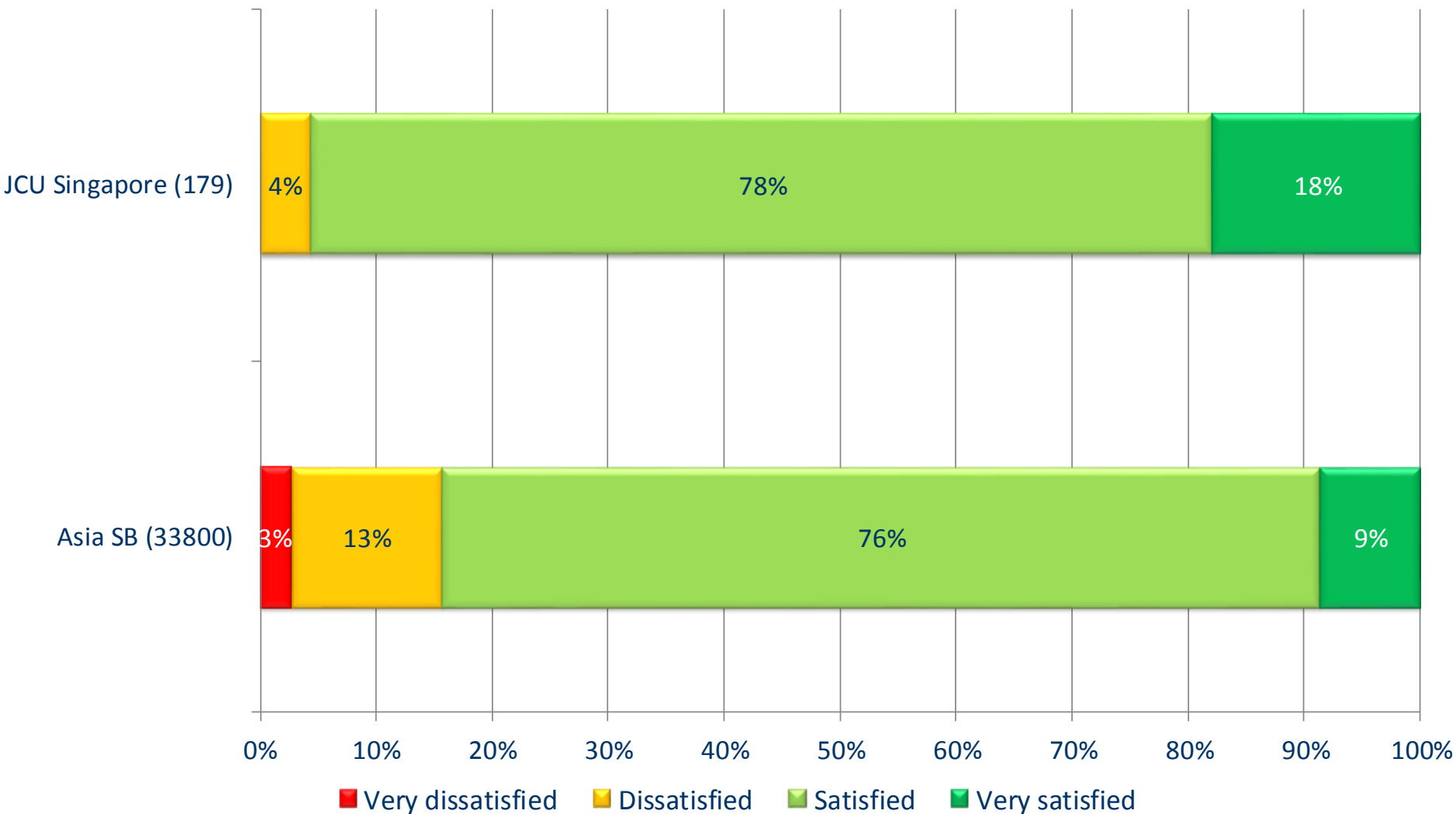
DOMESTIC STUDENTS



Living

Overall satisfaction - Living

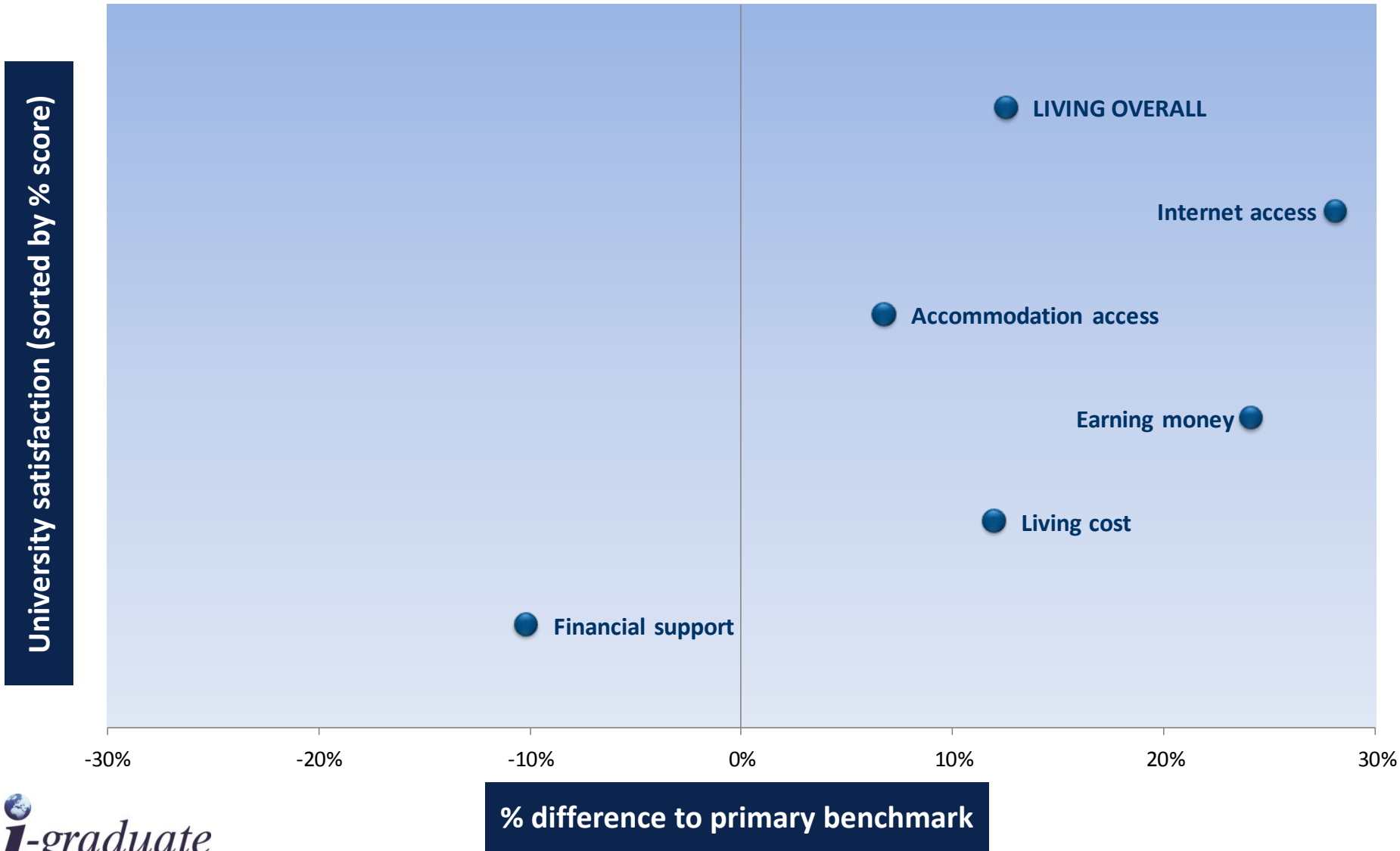
DOMESTIC STUDENTS



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

Living matrix - Accommodation & living costs

DOMESTIC STUDENTS



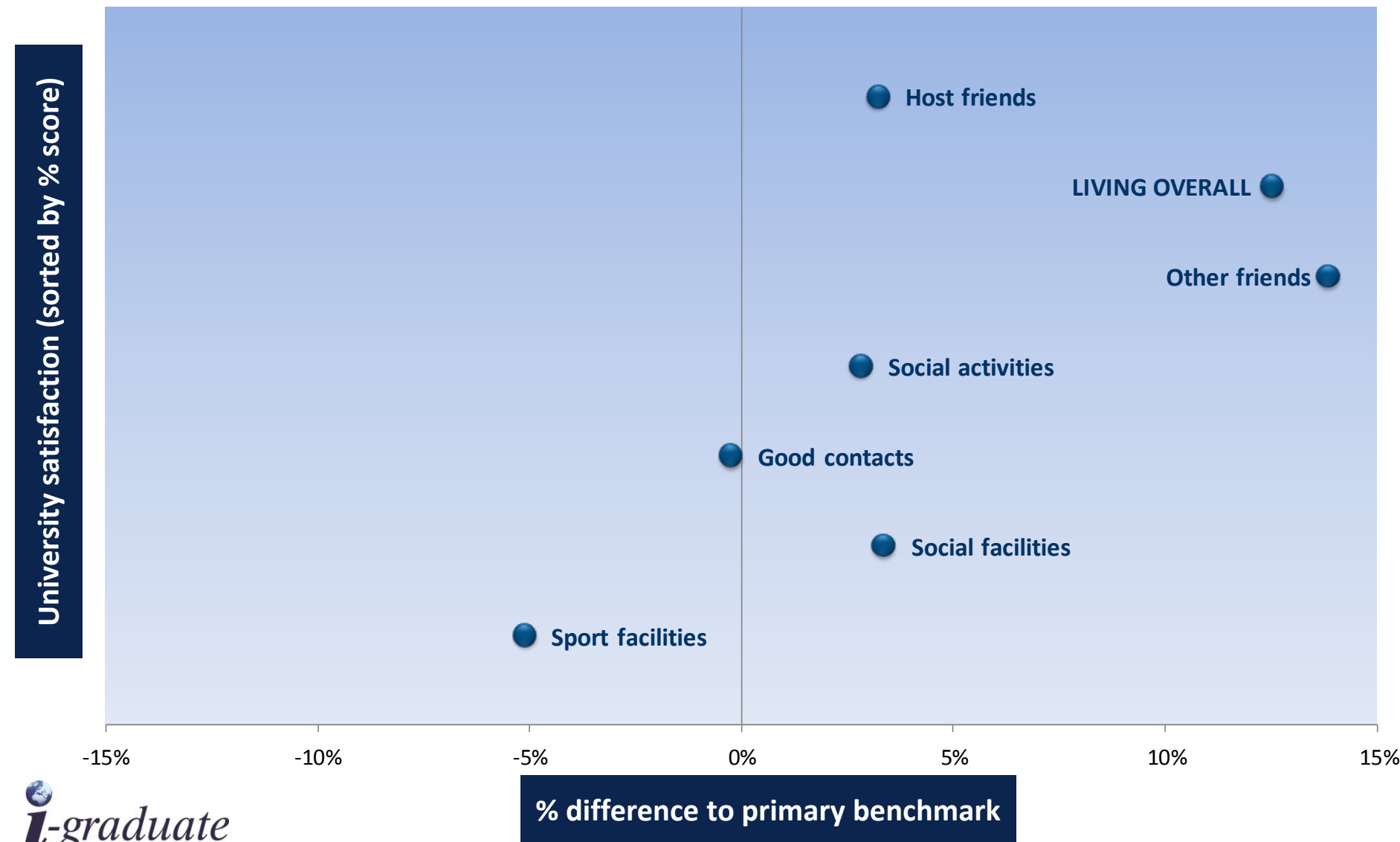
Benchmarking living - Accommodation & living costs

DOMESTIC STUDENTS

	JCU Singapore	SB %	Asia SB %	SB +/-	Asia SB +/-
LIVING AVERAGE	81.6%	78.2%	72.5%	3.4%	9.1%
LIVING OVERALL	95.5%	86.7%	83.0%	8.9%	12.5%
ACCOMMODATION and LIVING COSTS					
Internet access	93.5%	78.5%	65.4%	15.0%	28.1%
Accommodation access	92.6%	86.0%	85.9%	6.6%	6.8%
Earning money	72.6%	59.8%	48.5%	12.8%	24.1%
Living cost	69.2%	63.2%	57.3%	6.1%	12.0%
Financial support	51.7%	62.6%	61.9%	-10.9%	-10.2%

Living matrix - Social

DOMESTIC STUDENTS



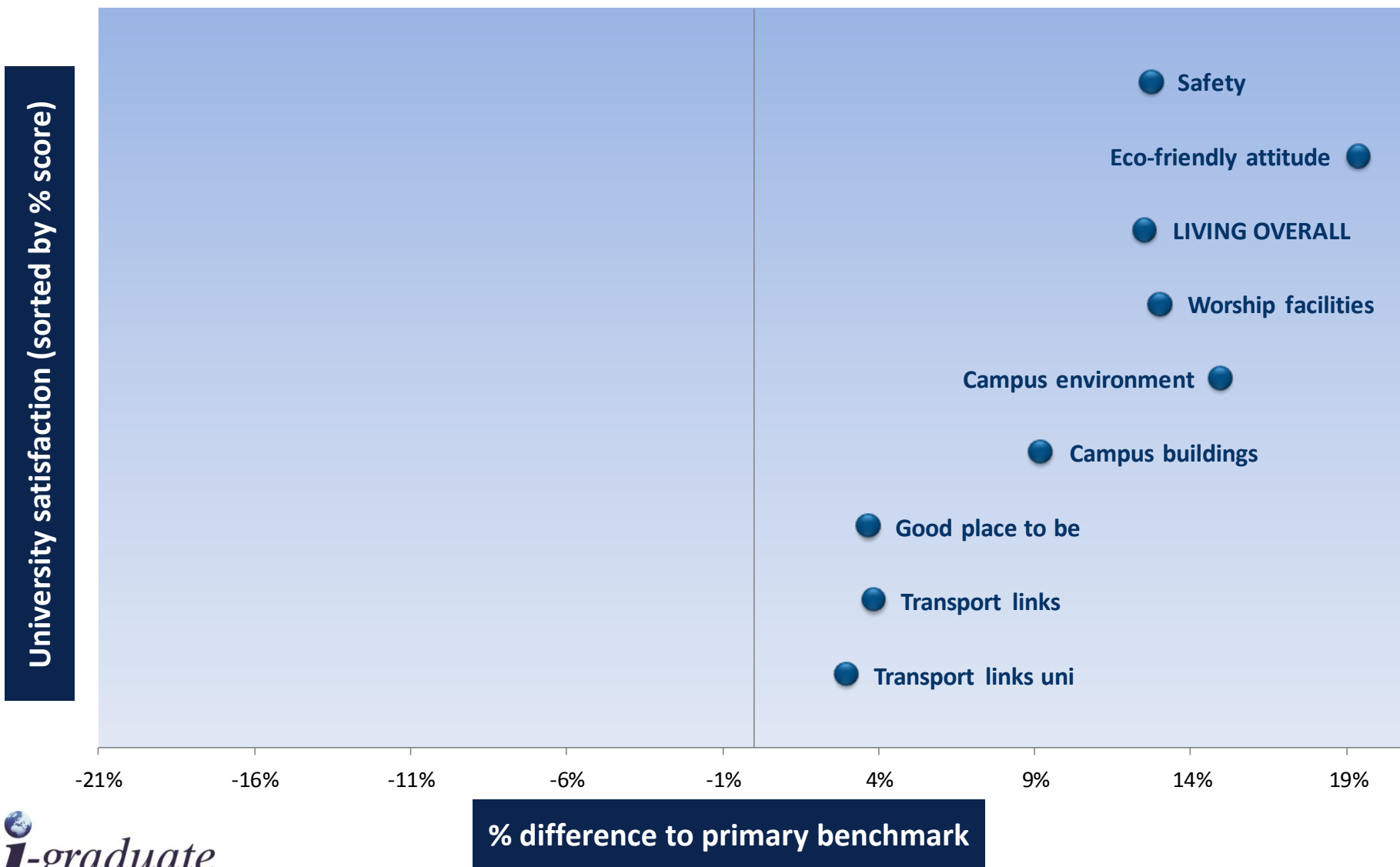
Benchmarking living - Social

DOMESTIC STUDENTS

	JCU Singapore	SB %	Asia SB %	SB +/-	Asia SB +/-
LIVING AVERAGE	81.6%	78.2%	72.5%	3.4%	9.1%
LIVING OVERALL	95.5%	86.7%	83.0%	8.9%	12.5%
SOCIAL					
Host friends	97.4%	93.2%	94.2%	4.3%	3.2%
Other friends	90.8%	82.3%	77.0%	8.5%	13.8%
Social activities	79.8%	78.7%	77.0%	1.2%	2.8%
Good contacts	78.5%	78.8%	78.8%	-0.2%	-0.2%
Social facilities	74.6%	74.0%	71.2%	0.6%	3.4%
Sport facilities	58.7%	73.3%	63.8%	-14.6%	-5.1%

Living matrix - Day to Day Life

DOMESTIC STUDENTS



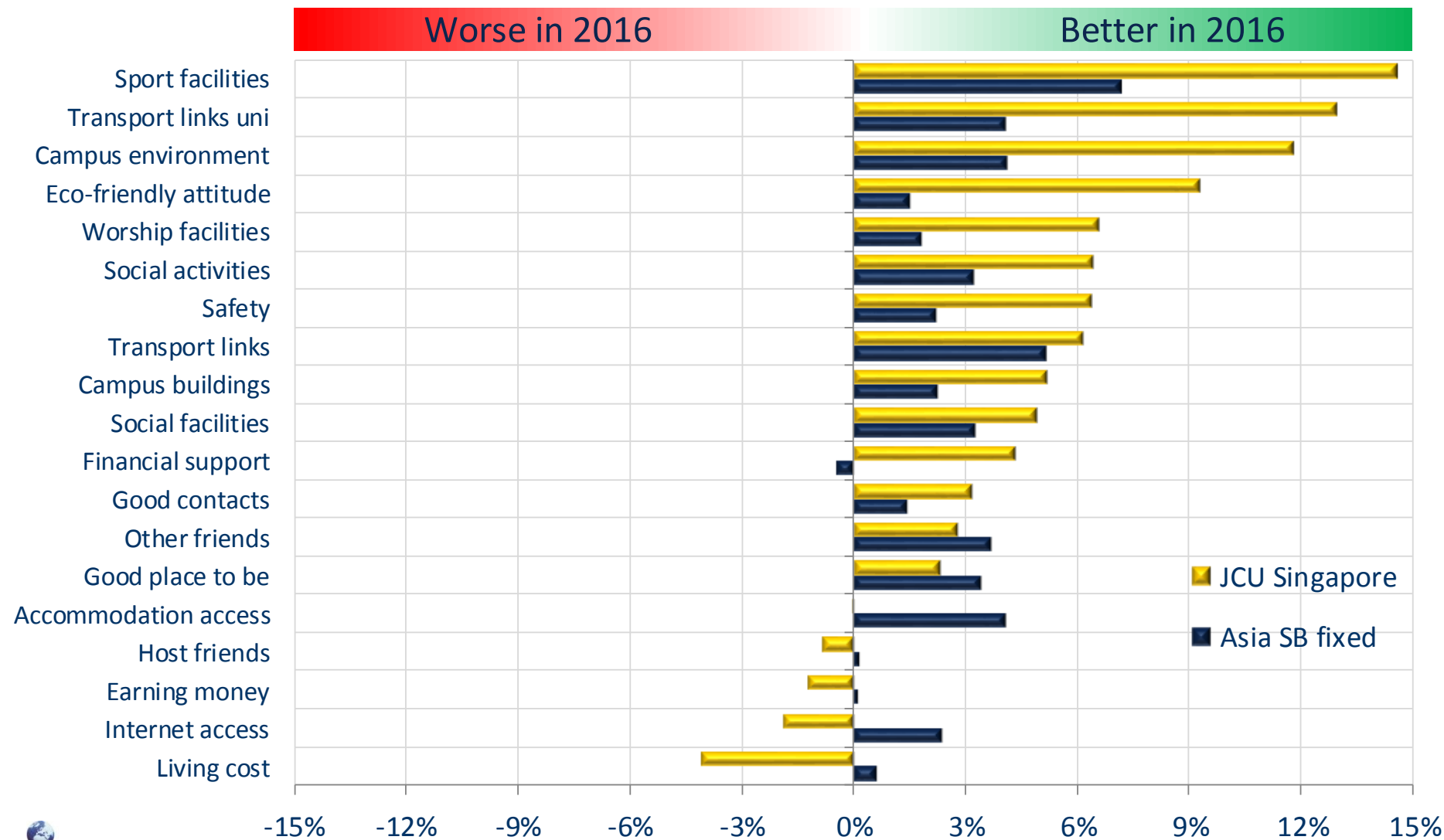
Benchmarking living - Day to day life

DOMESTIC STUDENTS

	JCU Singapore	SB %	Asia SB %	SB +/-	Asia SB +/-
LIVING AVERAGE	81.6%	78.2%	72.5%	3.4%	9.1%
LIVING OVERALL	95.5%	86.7%	83.0%	8.9%	12.5%
DAY TO DAY LIFE					
Safety	100.0%	92.0%	87.3%	8.0%	12.7%
Eco-friendly attitude	95.6%	82.7%	76.2%	12.9%	19.4%
Worship facilities	91.8%	84.2%	78.7%	7.5%	13.0%
Campus environment	90.1%	85.5%	75.1%	4.5%	15.0%
Campus buildings	86.1%	83.0%	76.9%	3.1%	9.2%
Good place to be	80.4%	87.1%	76.7%	-6.7%	3.7%
Transport links	73.3%	78.9%	69.4%	-5.6%	3.8%
Transport links uni	72.9%	78.0%	70.0%	-5.0%	3.0%

Living satisfaction (year on year*)

DOMESTIC STUDENTS

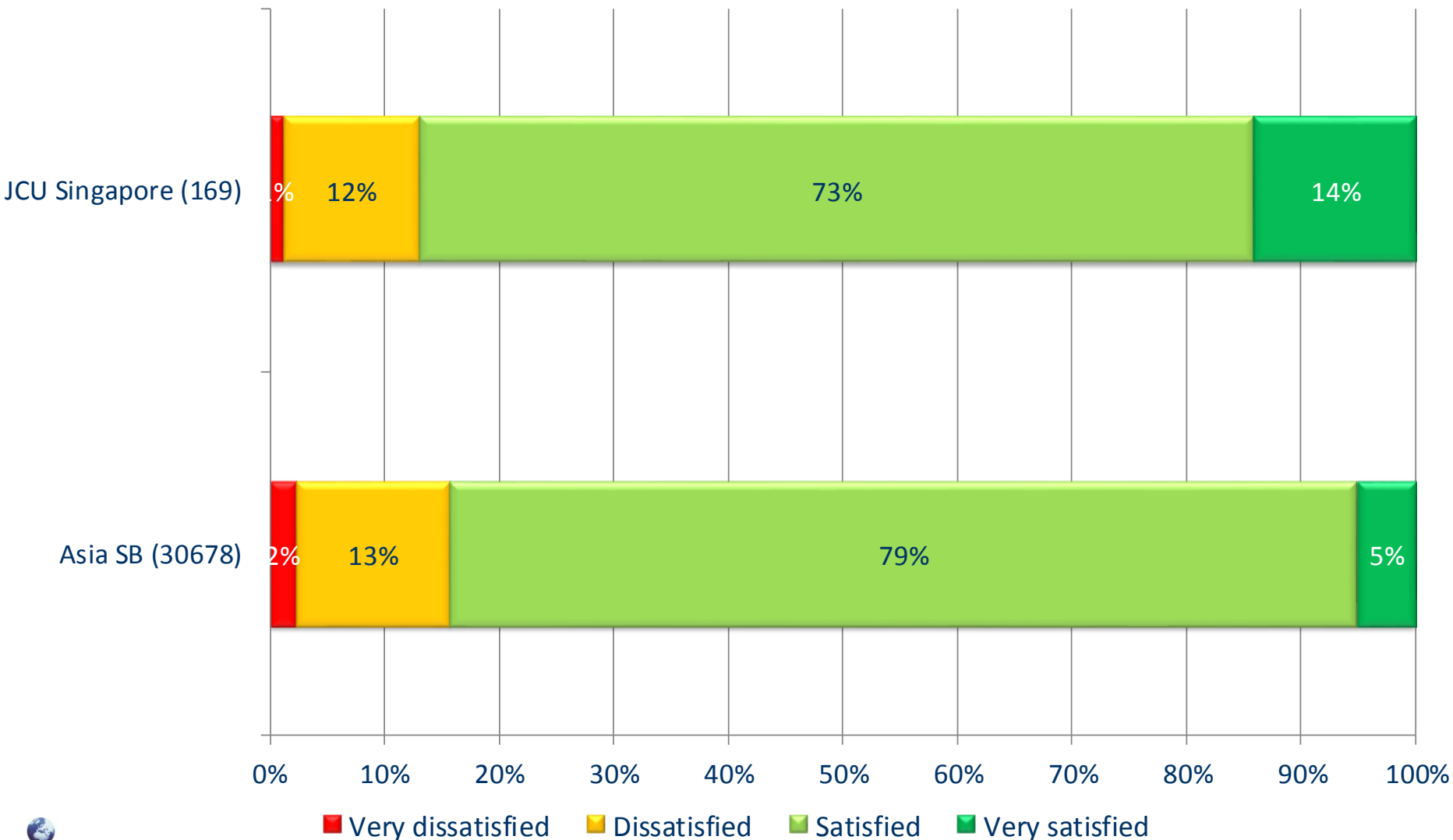


*2016 vs 2015

Support

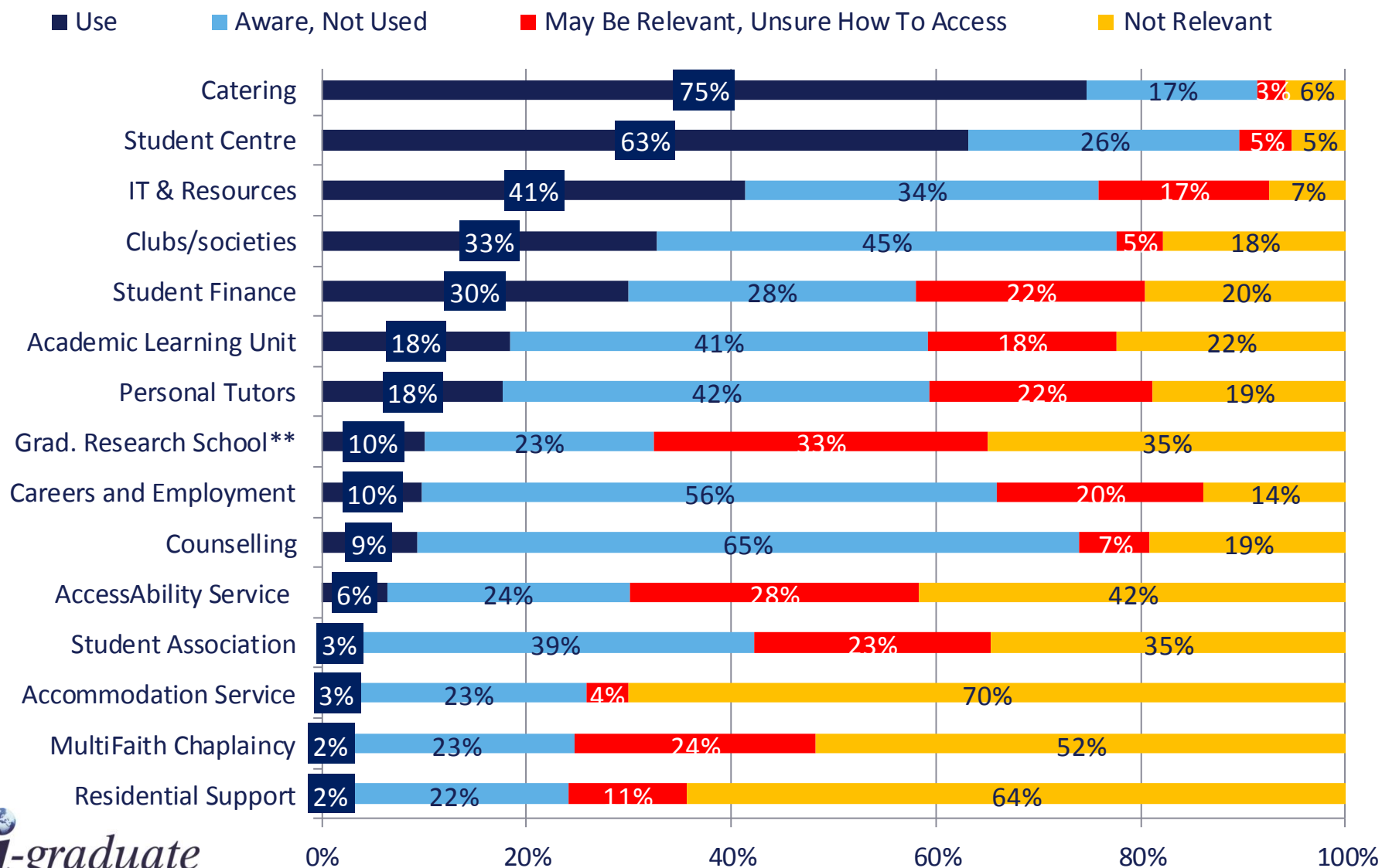
Overall satisfaction - Support

DOMESTIC STUDENTS



Support usage

DOMESTIC STUDENTS

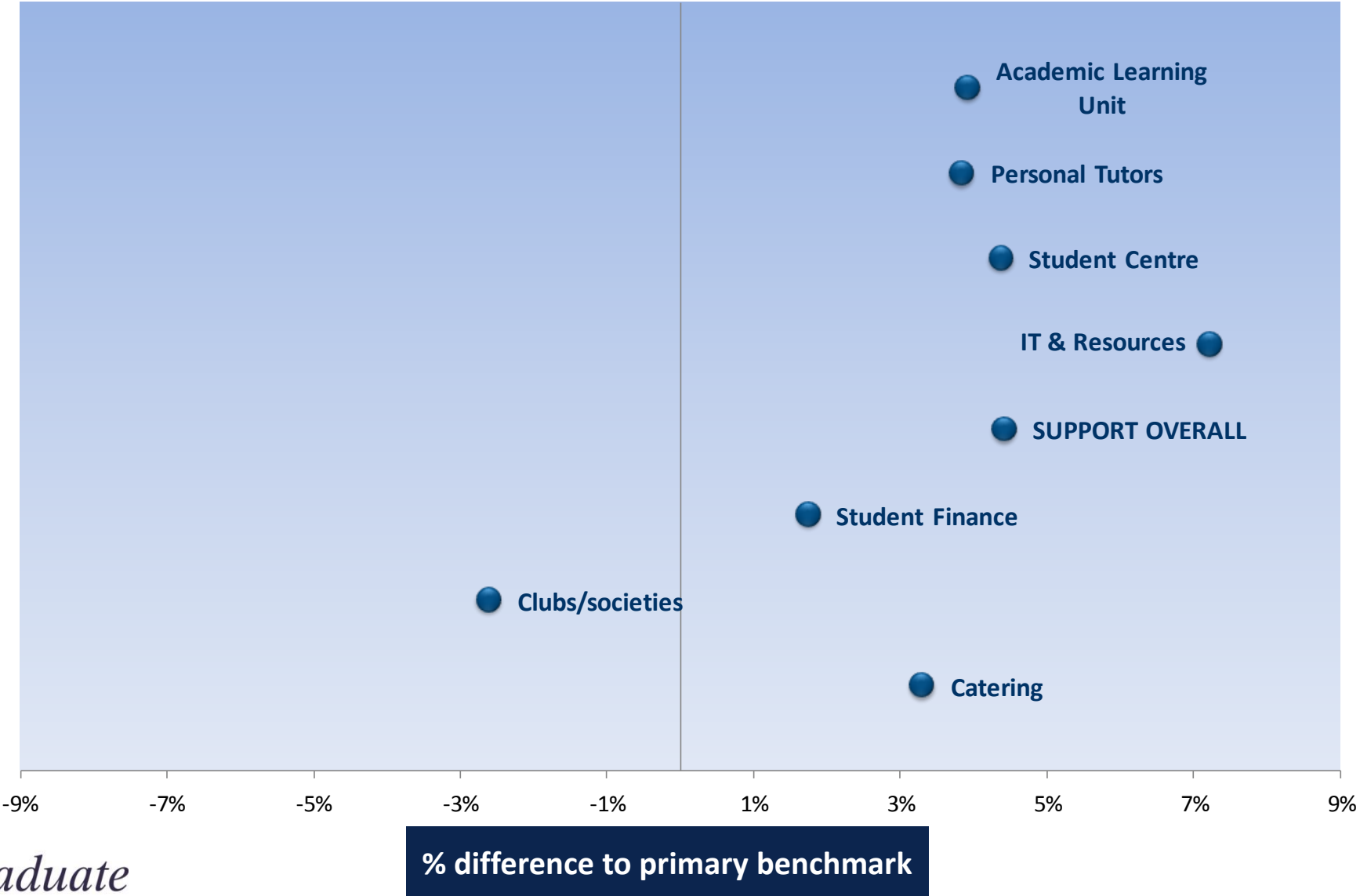


**Postgraduate students only

Support matrix

DOMESTIC STUDENTS

University satisfaction (sorted by % score)



**Postgraduate students only

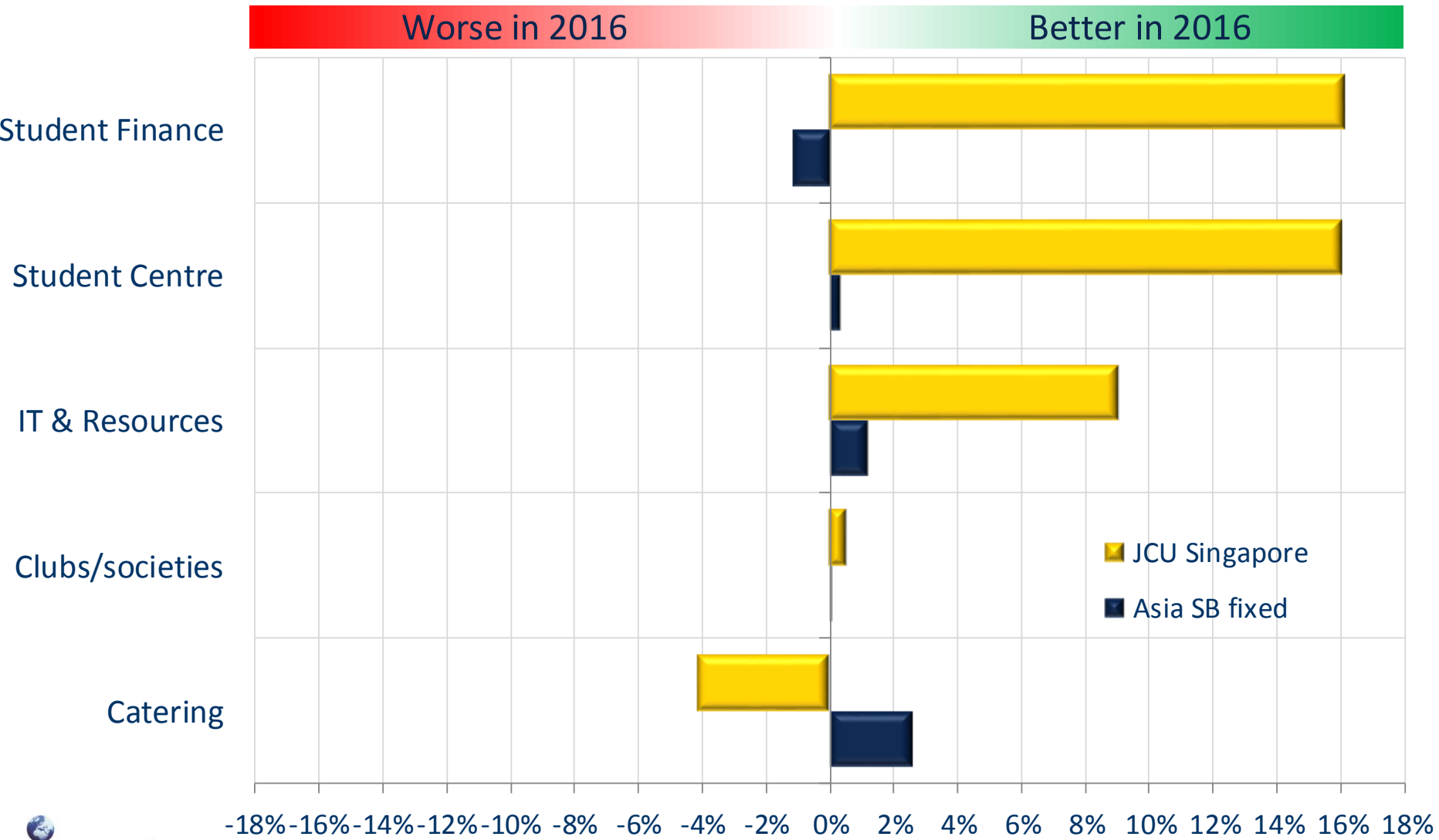
Benchmarking support

DOMESTIC STUDENTS

	JCU Singapore	SB %	Asia SB %	SB +/-	Asia SB +/-
SUPPORT AVERAGE	89.0%	89.1%	87.0%	-0.1%	2.1%
SUPPORT OVERALL	87.0%	86.8%	82.6%	0.2%	4.4%
Academic Learning Unit	100.0%	94.5%	96.1%	5.5%	3.9%
Personal Tutors	96.7%	92.5%	92.8%	4.2%	3.8%
Student Centre	94.5%	91.8%	90.1%	2.7%	4.4%
IT & Resources	93.0%	89.9%	85.7%	3.0%	7.2%
Student Finance	86.3%	87.2%	84.5%	-0.9%	1.7%
Clubs/societies	85.7%	91.4%	88.3%	-5.7%	-2.6%
Catering	67.2%	75.8%	63.9%	-8.6%	3.3%

Support satisfaction (year on year*)

DOMESTIC STUDENTS



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*
- *Weekly hours studying and working*
- *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 Questionnaire	Terminology in Report
Welcome/pickup at airport, railway, coach station	Welcome/ pick-up
Enrolment/Academic registration	Registration
First night - getting to where I would stay <i>(excludes 'living at home'/'living with friends or relatives')</i>	First night
Formal welcome at the university	Formal welcome
Internet access at my accommodation <i>(excludes 'living at home'/'living with friends or relatives')</i>	Internet access
University orientation	University orientation
Introduction to the local area	Local orientation
University accounts/ finance department	Student Finance
Setting up a bank account	Bank account
Accommodation office	Accommodation Service
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 program of study would work	Study sense
Assistance to obtain health insurance	Health insurance

Learning terminology - Teaching

Terminology in Questionnaire	Terminology in Report
The quality of lectures (<i>UG & PG Coursework</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 program/studies	Program content
The organisation and smooth running of the program (<i>UG & PG Coursework</i>)	Program 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>PG Coursework & HDR</i>)	Topic selection
Confidence about managing a research project as a result of my experience so far (<i>HDR</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	Language support
Opportunities to teach (<i>HDR</i>)	Opportunities to teach
The size of classes (<i>UG & PG Coursework</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 (access to journals etc.)	Online library
The learning technology (PCs, networking, etc)	Technology
Virtual learning environment (Blackboard/WebCT/Weblearn/Stream/Moodle)	Virtual learning

Living terminology – Accommodation

Terminology in Questionnaire	Terminology in Report
Access to suitable accommodation	Accommodation access
The quality of accommodation (excludes 'living at home'/'living with friends or relatives')	Accommodation quality
The cost of accommodation (excludes 'living at home'/'living with friends or relatives')	Accommodation cost
The cost of living (food, drink, transport and social)	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 university	Good place to be
Transport between university 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 university	Visa advice
The university'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
Student Advisory	Student Centre	Student Centre
University Clubs/Societies	Institution Clubs/Societies	Clubs/societies
IT Support	Information Technology & Resources	IT & Resources
Finance Office	Student Finance Section	Student Finance
Academic Language Unit	Academic Language and Learning Unit	Academic Learning Unit
Counselling	Counselling Service	Counselling
Disability Support	AccessAbility Service	AccessAbility Service
Personal Tutors	Personal Tutors	Personal Tutors
Students' Union	Student Association	Student Association
Accommodation Office	Accommodation Service	Accommodation Service
International Office	International Office	International Office
Careers Service	Careers and Employment	Careers and Employment
Residential Assistants	Residential College welfare support assistance	Residential Support
Graduate School**	Graduate Research School	Grad. Research School**
Faith Provision	MultiFaith Chaplaincy	MultiFaith Chaplaincy

Additional Information

Contact details

- For further information about the Student Barometer, please contact Tasie Axel-Berg (tasie.axelberg@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)
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