



# Student Barometer

2016

## Summary

Survey  
Overview

Survey  
Response

National Trends

## International Students

Headline Results

Response

Choice of Destination

Agents & Application

Arrival

Learning

Living

Support

## Domestic Students

Headline Results

Response

Choice of Destination

Application

Arrival

Learning

Living

Support

## Appendix

Deliverables

About i-graduate

Questionnaire

Additional Info

All Students

Contact i-graduate

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

Universities in bold surveyed international and domestic students

# Benchmark group participating universities

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

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

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%

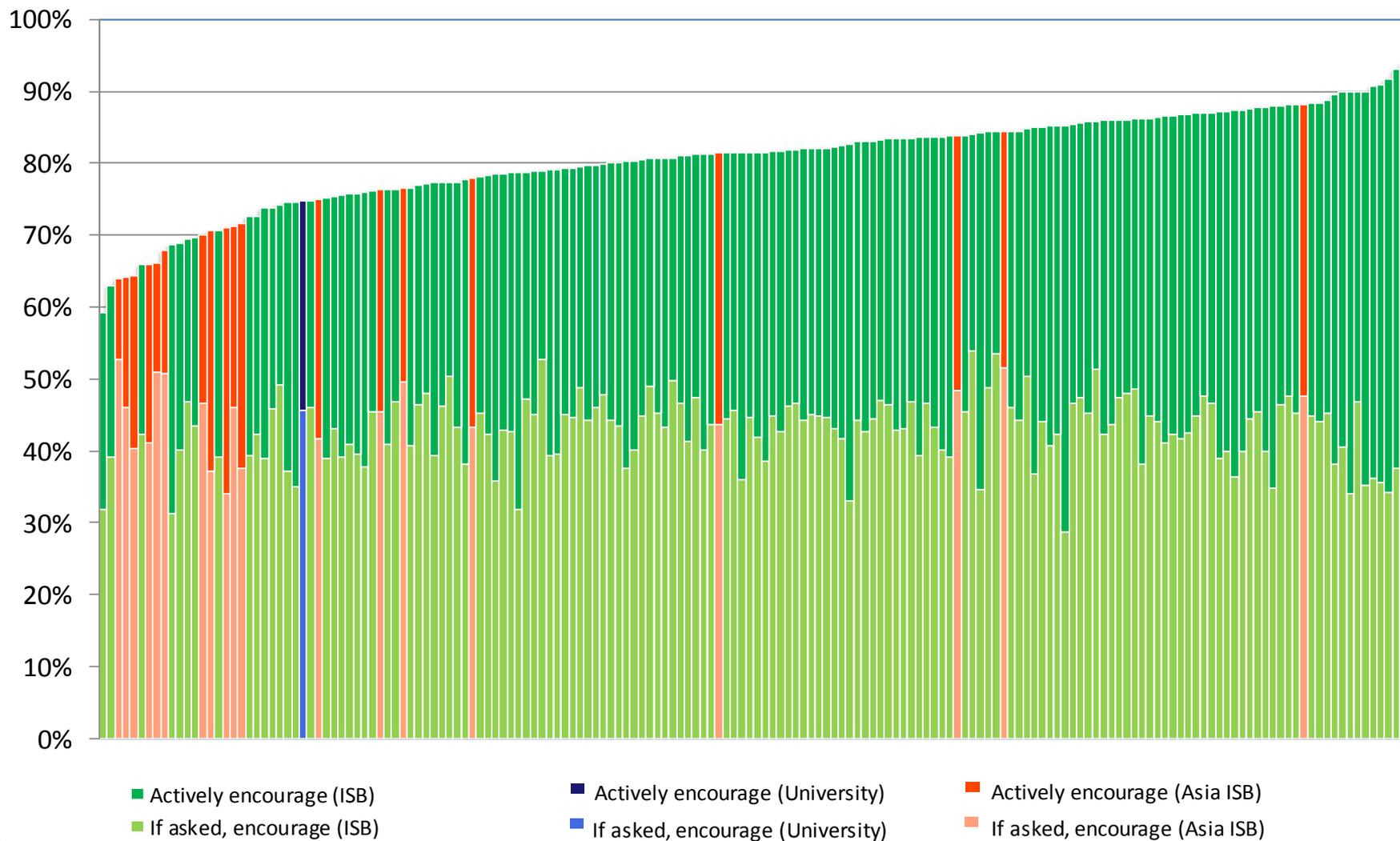
# Propensity to recommend (by study level)

## 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%

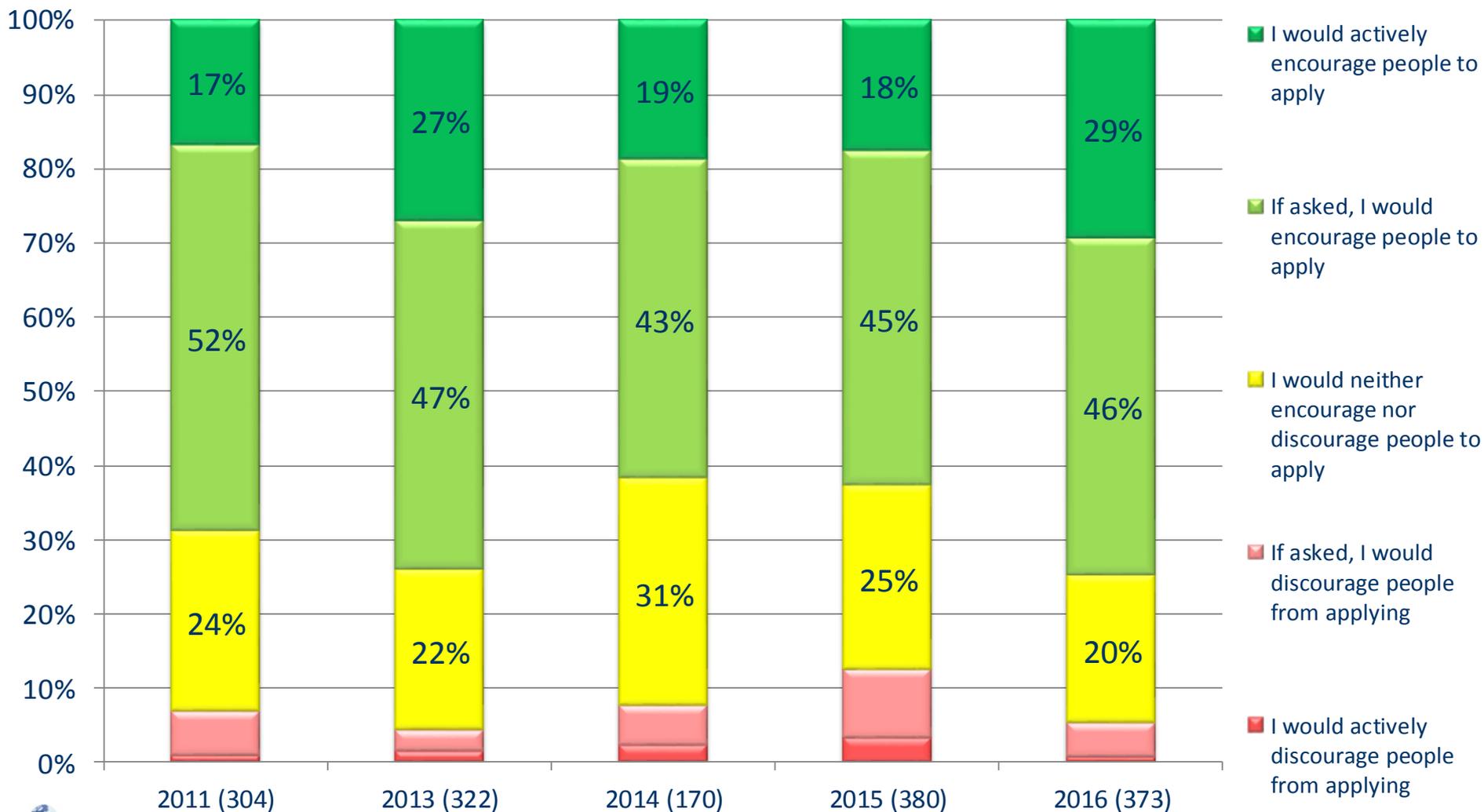
# Propensity to recommend (all universities)

## INTERNATIONAL STUDENTS



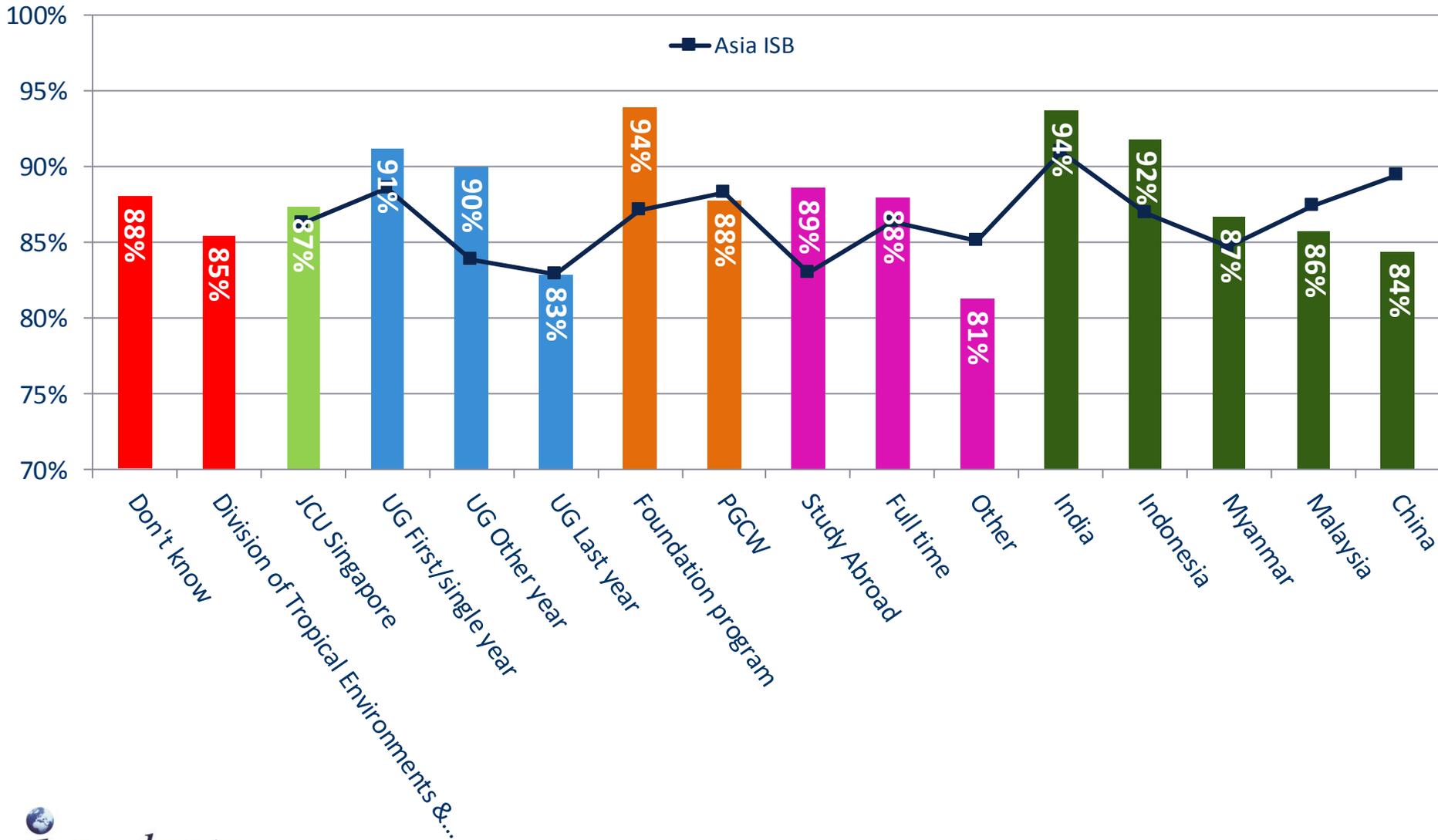
# Propensity to recommend (compared to previous years)

## INTERNATIONAL STUDENTS



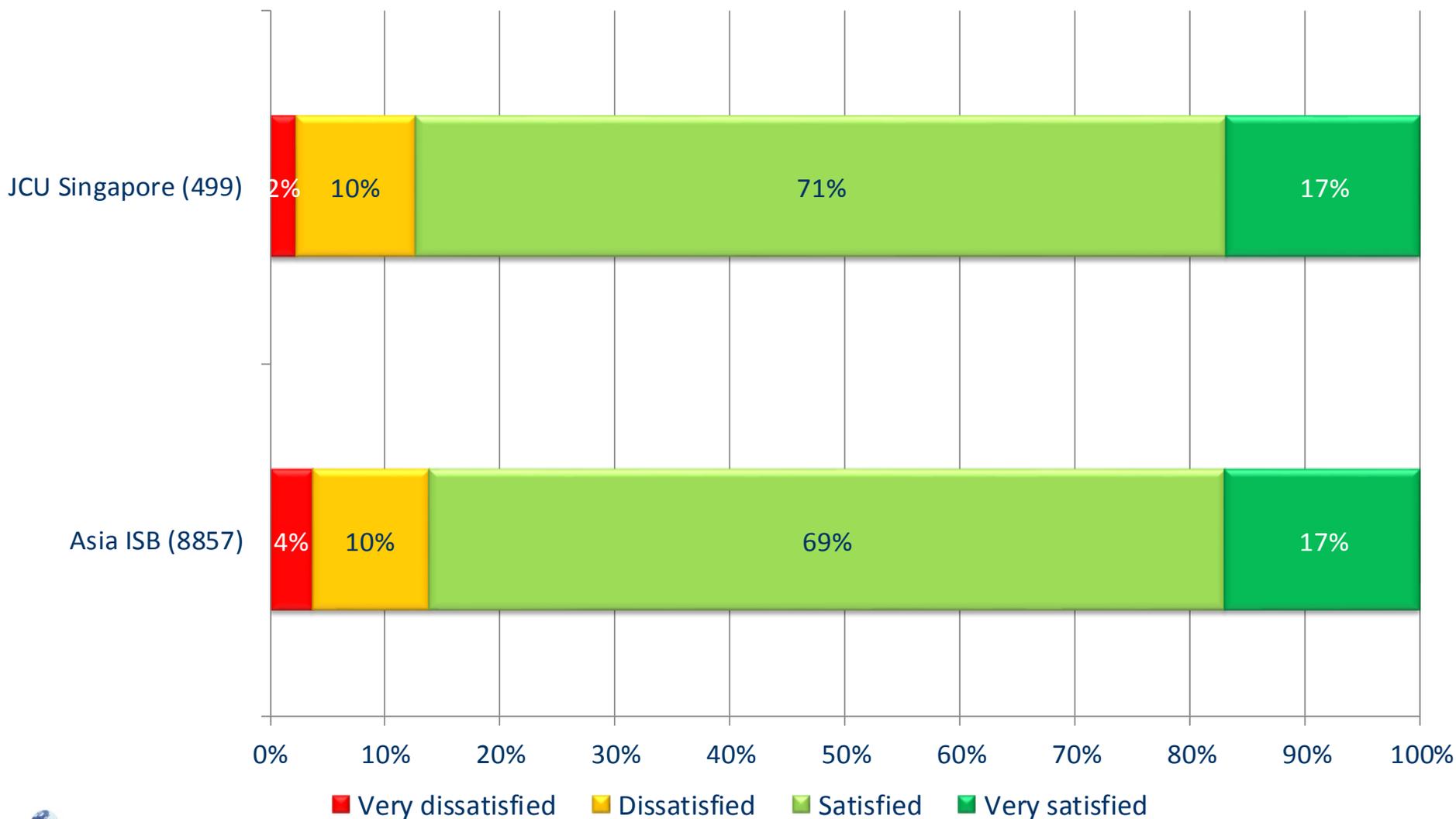
# Overall satisfaction

## INTERNATIONAL STUDENTS



# Overall satisfaction

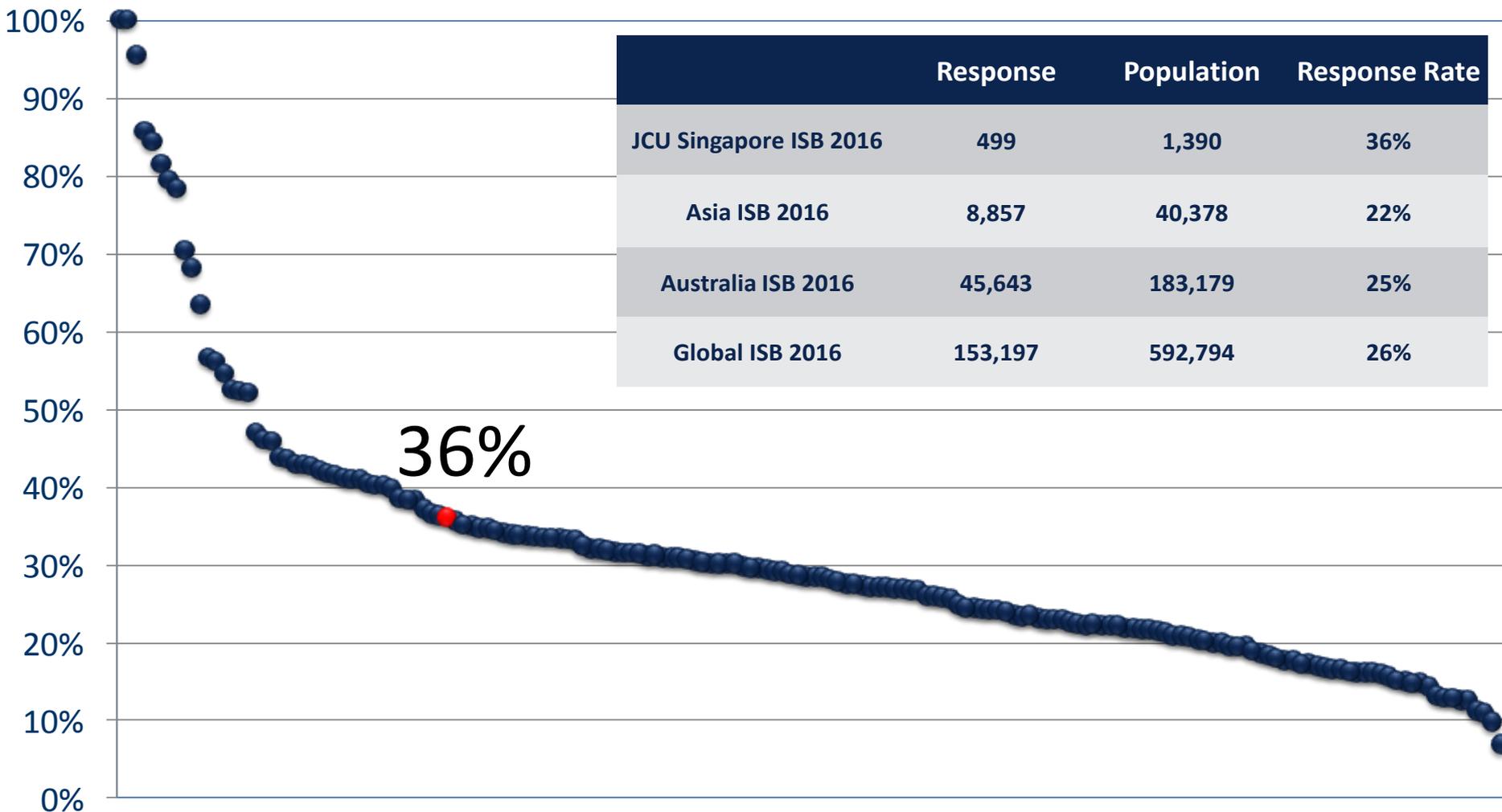
## INTERNATIONAL STUDENTS



# Survey Response

# Response rate breakdown

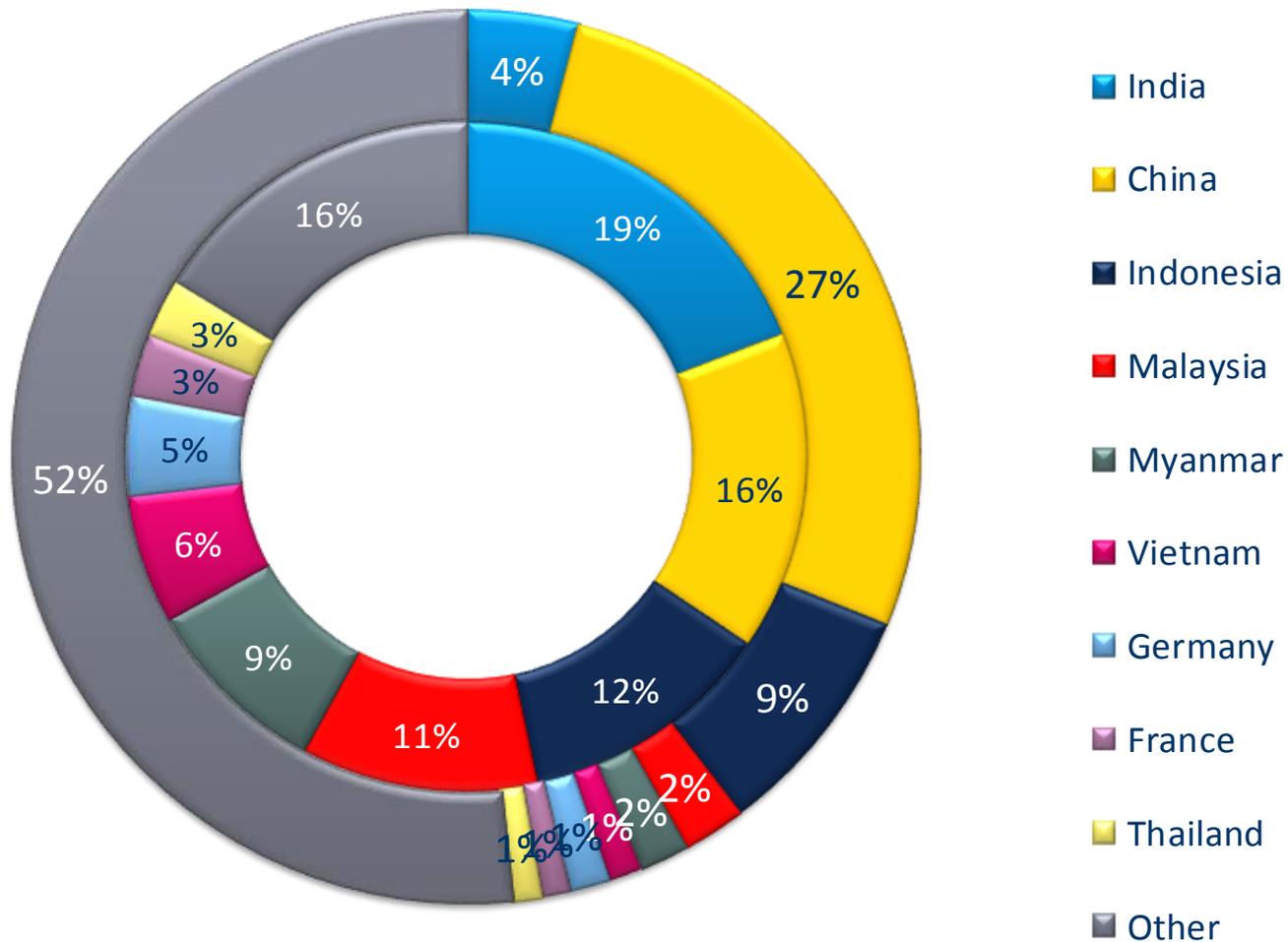
## INTERNATIONAL STUDENTS



# Nationality breakdown

INTERNATIONAL STUDENTS

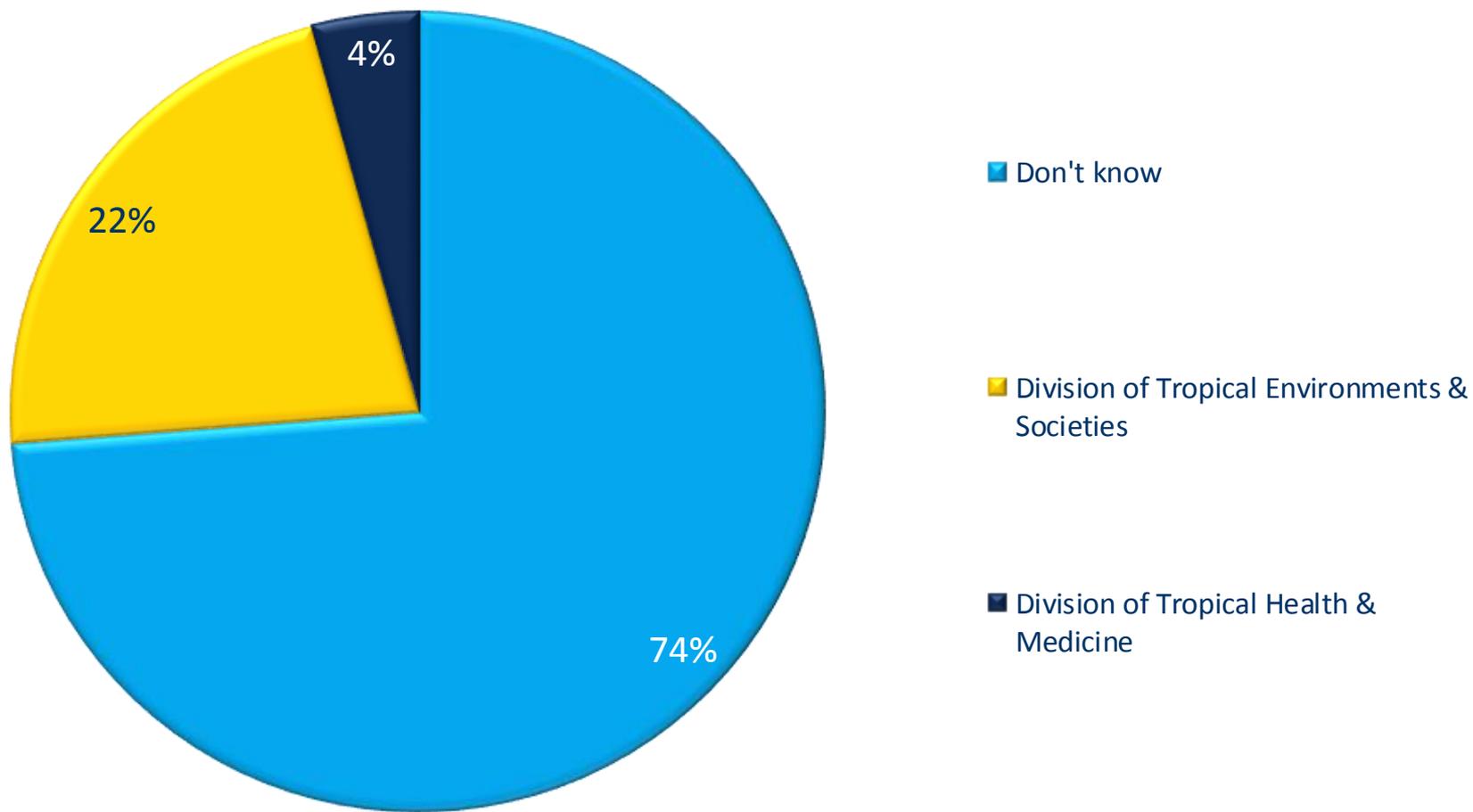
JCU Singapore (499, inner circle) vs Asia ISB (8857, outer circle)



# School/faculty breakdown

INTERNATIONAL STUDENTS

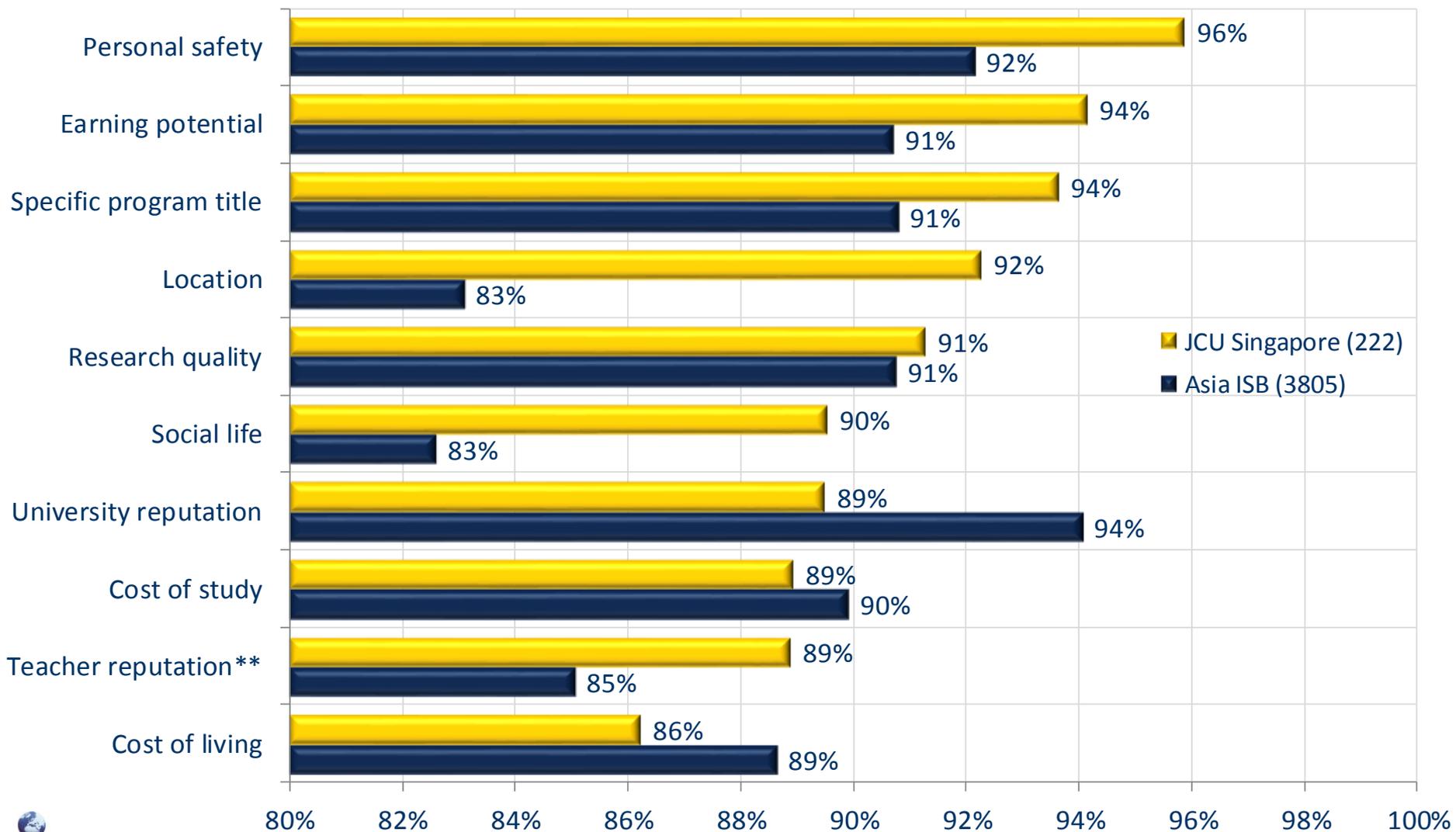
JCU Singapore (499)



# Choice of Destination

# Top 10 factors in study decision (% important)

## INTERNATIONAL STUDENTS

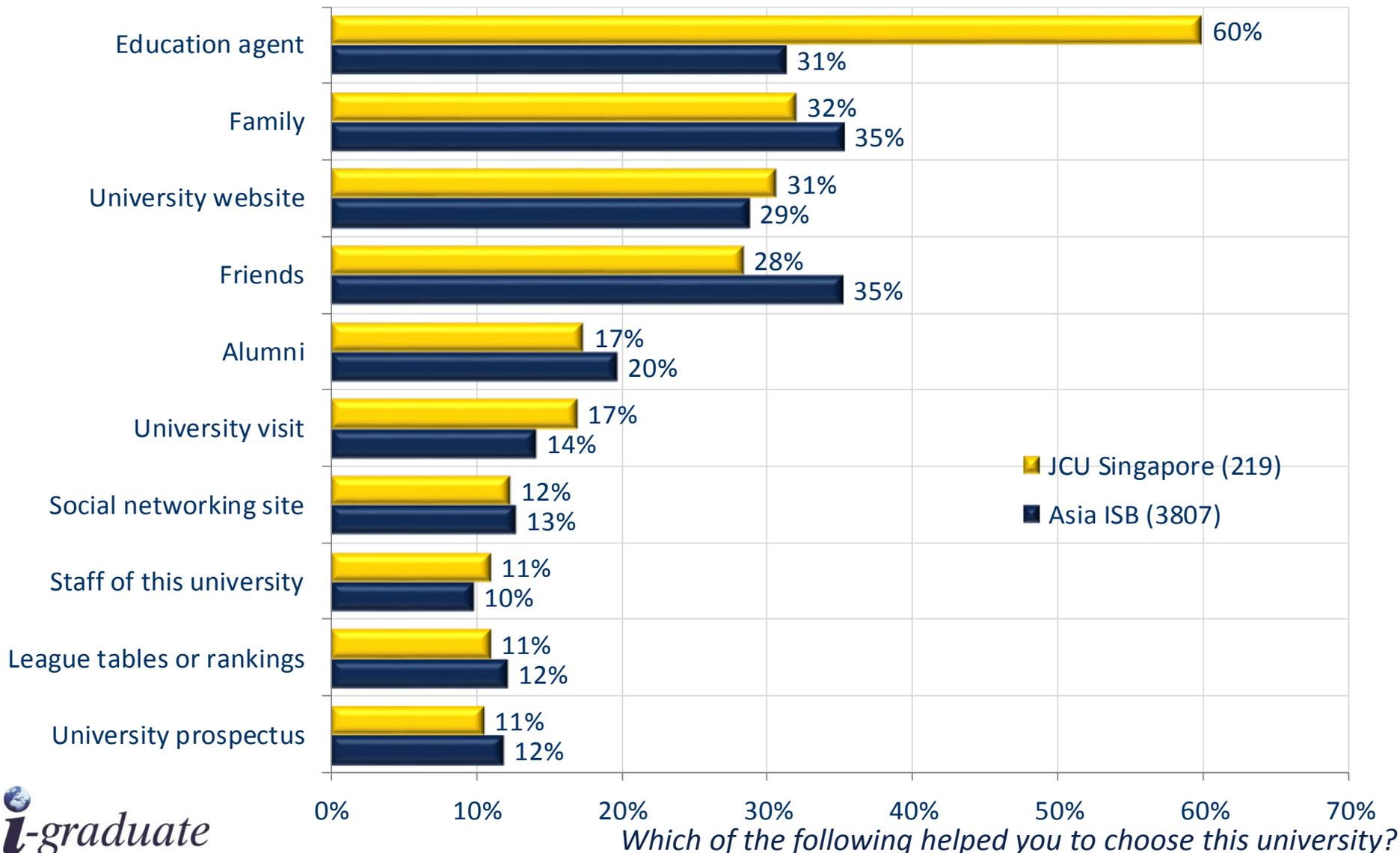


How important were the following factors when deciding where to study?

\*\*Postgraduate students only

# Top 10 key influences (choice of university)

## INTERNATIONAL STUDENTS



# Agents

# Agent rating

## INTERNATIONAL STUDENTS

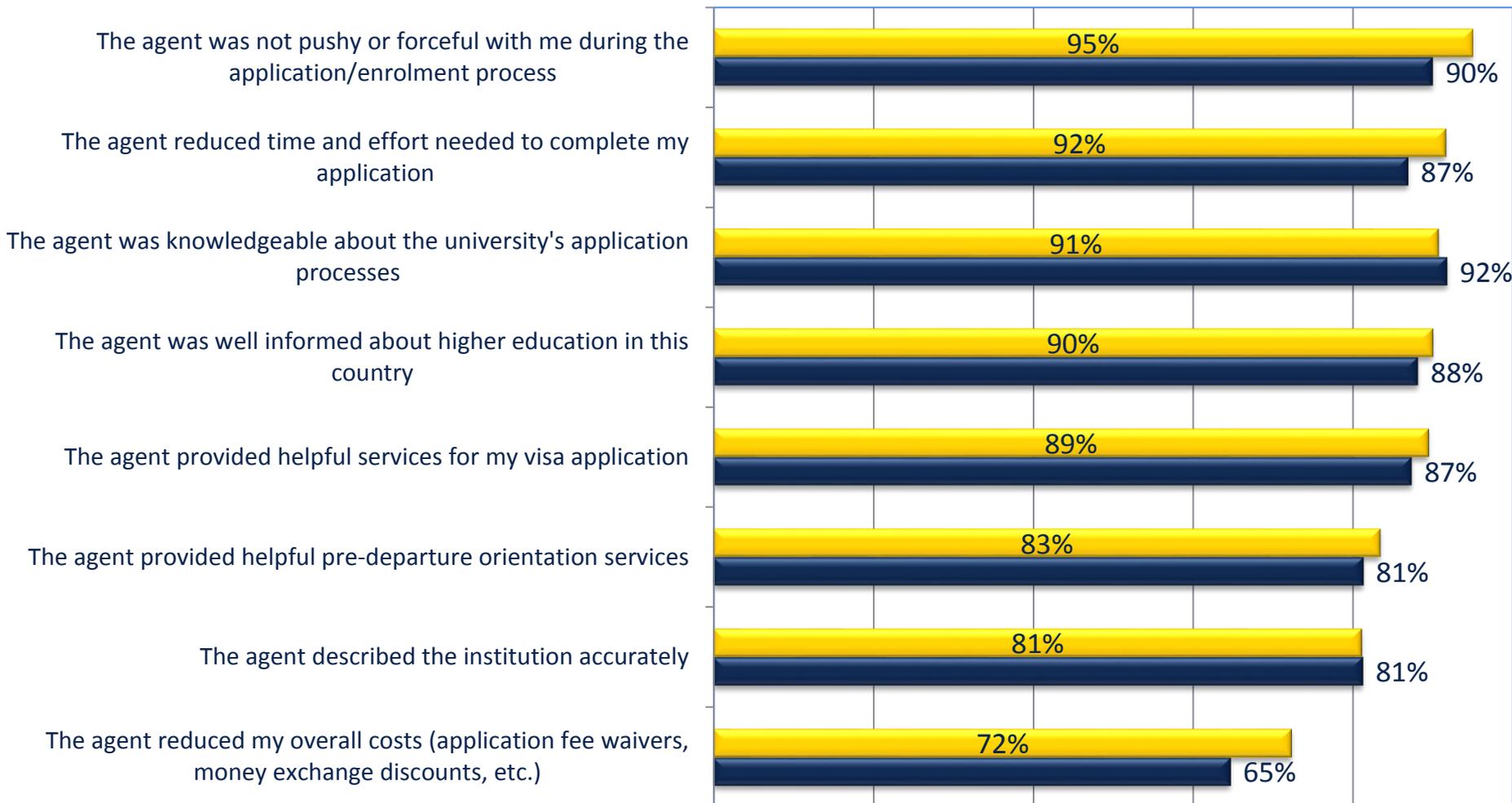


Please rate the service you received from the agent/representative office:

# Agents

## INTERNATIONAL STUDENTS

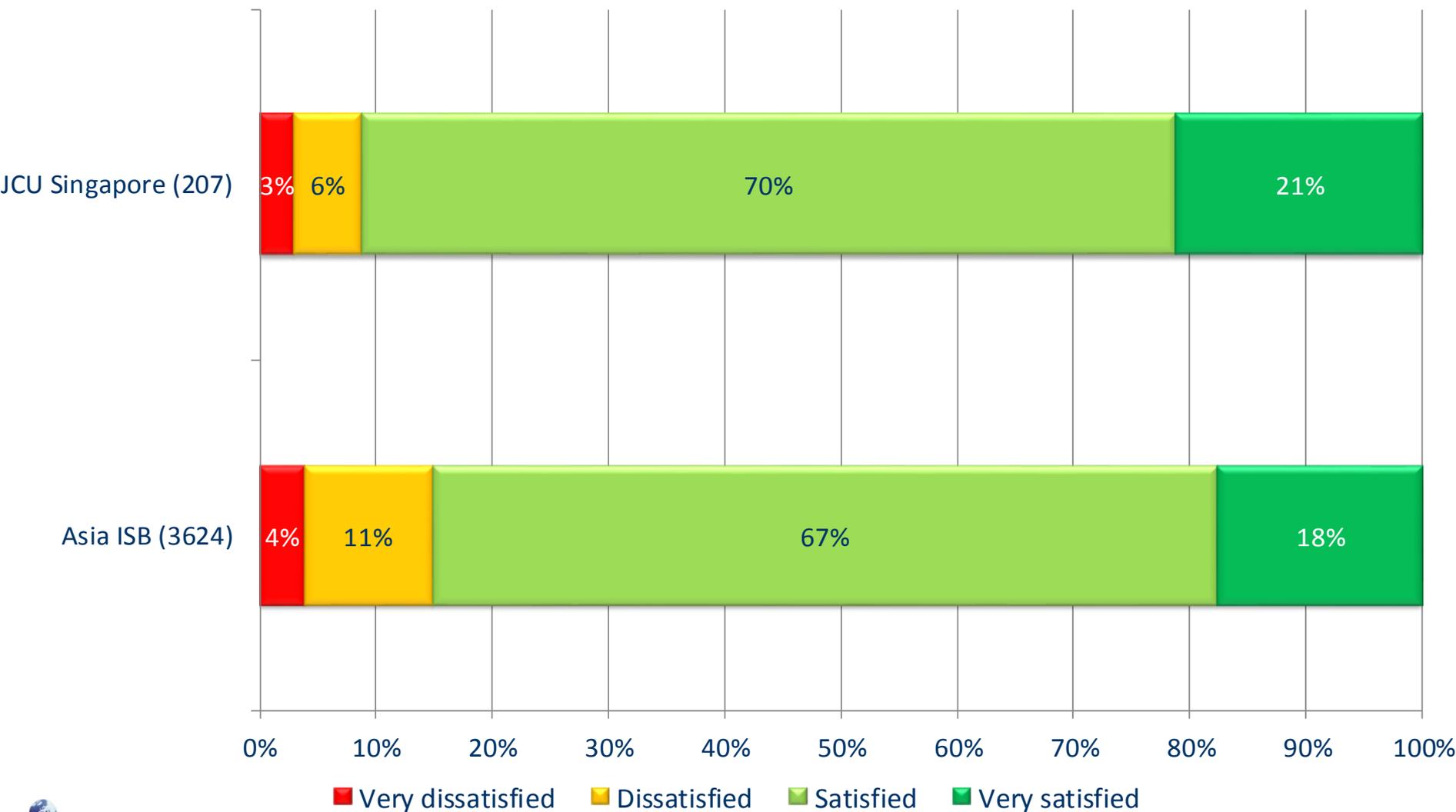
■ JCU Singapore (119) ■ Asia ISB (1097)



# Arrival

# Overall satisfaction - Arrival

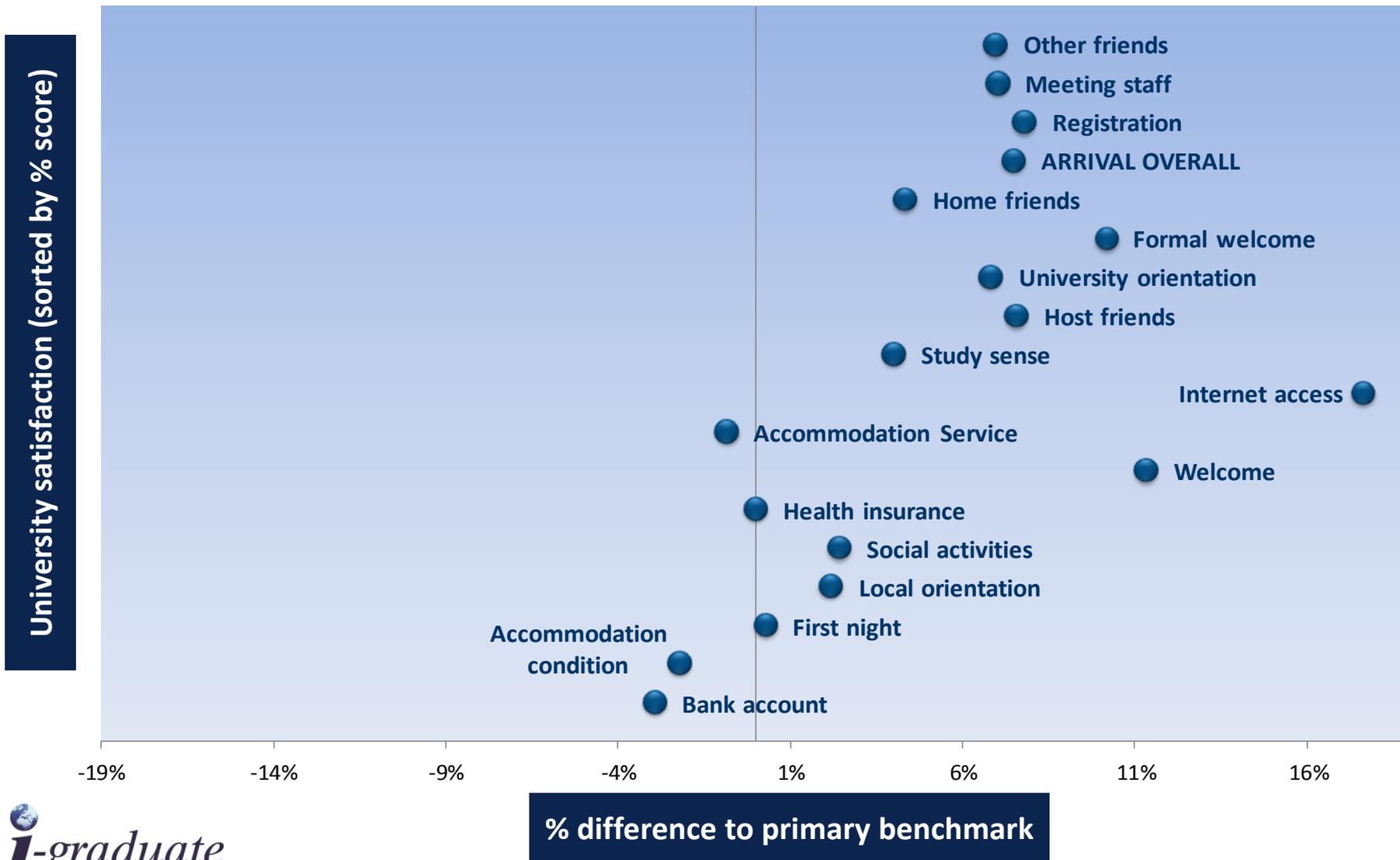
INTERNATIONAL STUDENTS



Overall, how satisfied were you with the arrival experience?

# Arrival matrix

INTERNATIONAL STUDENTS



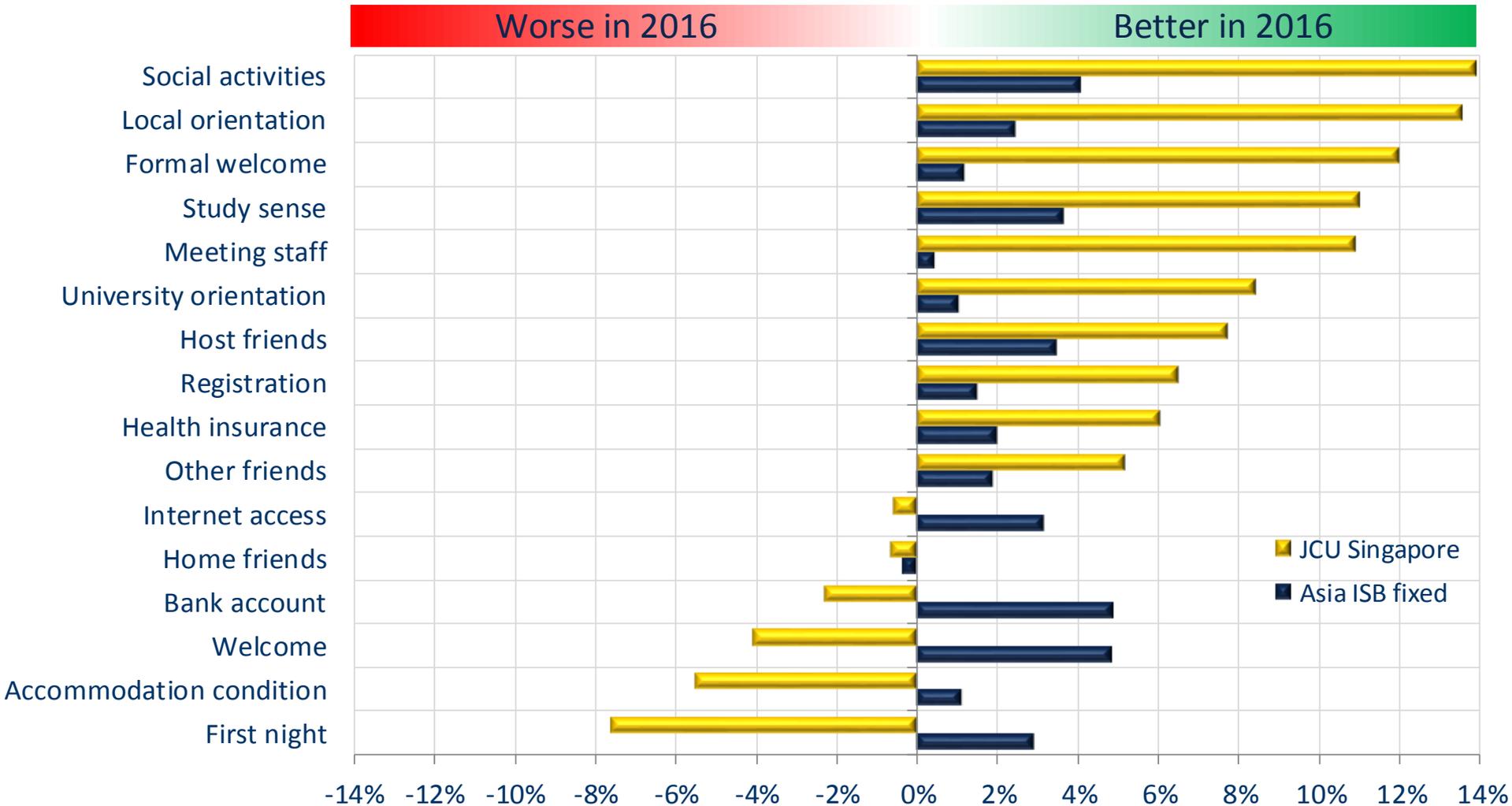
# Benchmarking arrival

## INTERNATIONAL STUDENTS

	JCU Singapore	ISB %	Asia ISB %	ISB +/-	Asia ISB +/-
<b>ARRIVAL AVERAGE</b>	<b>84.9%</b>	<b>84.0%</b>	<b>80.7%</b>	<b>0.9%</b>	<b>4.2%</b>
<b>ARRIVAL OVERALL</b>	<b>91.3%</b>	<b>88.8%</b>	<b>83.8%</b>	<b>2.5%</b>	<b>7.5%</b>
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%
Studysense	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



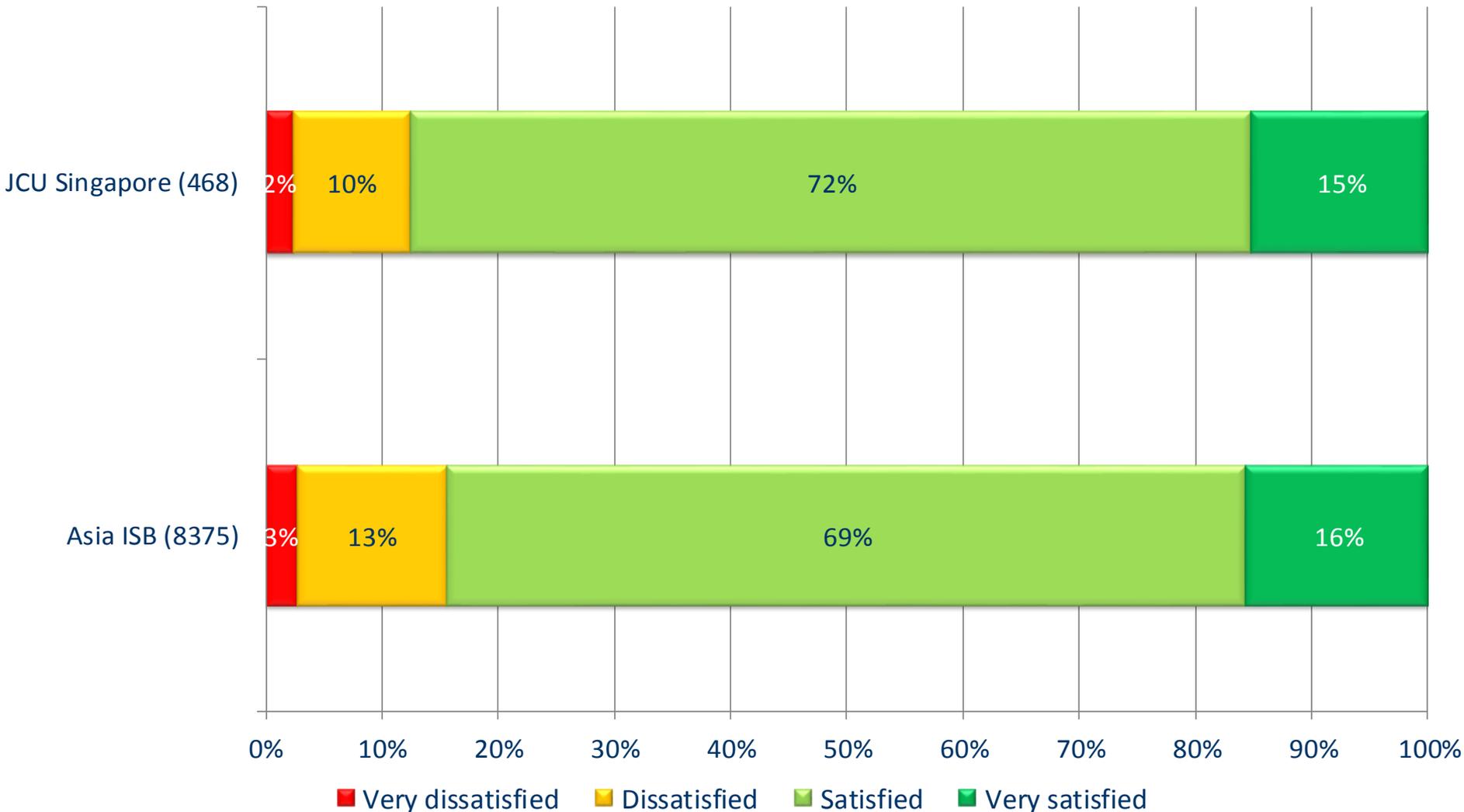
\*2016 vs 2015

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

# Learning

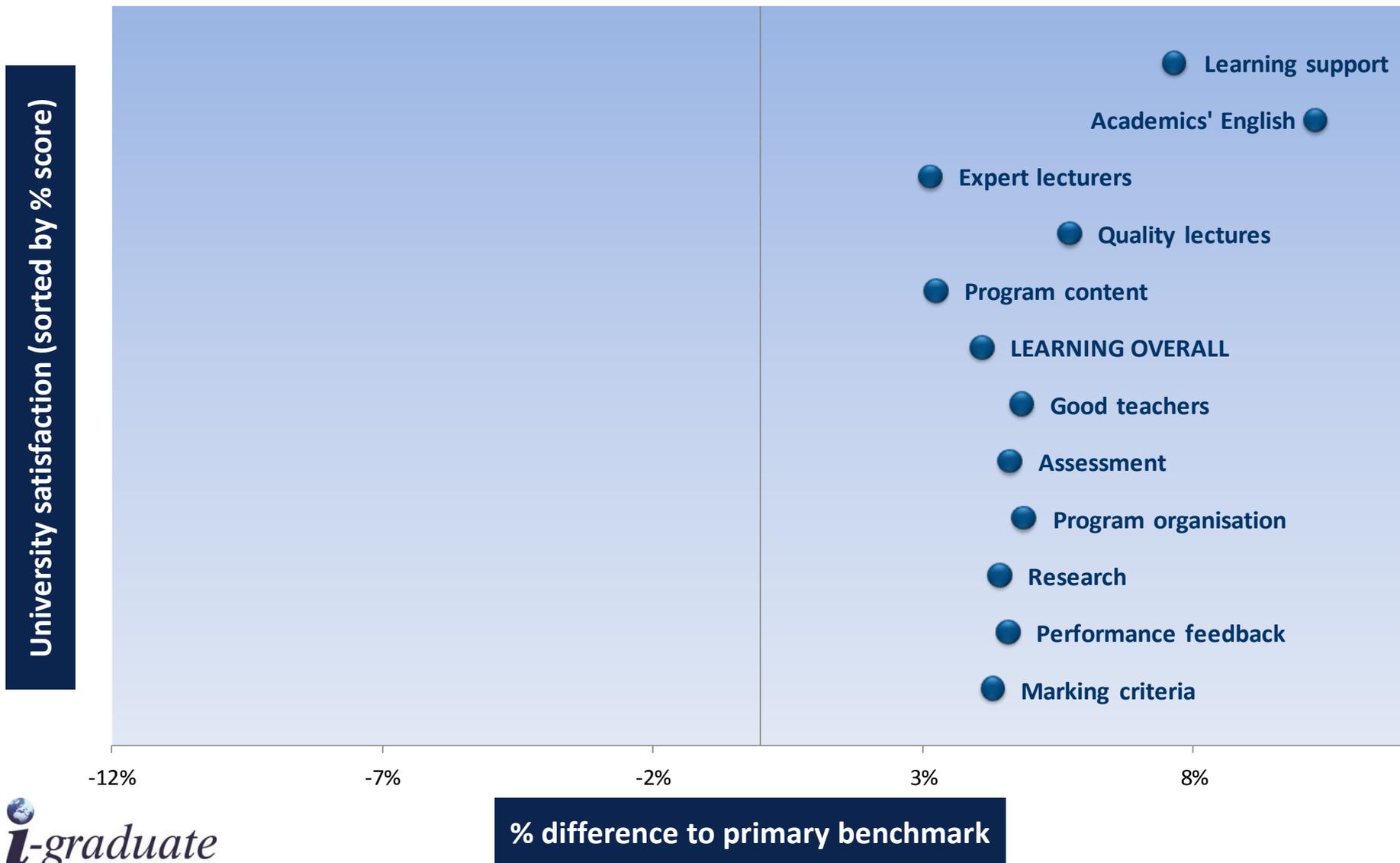
# Overall satisfaction - Learning

## INTERNATIONAL STUDENTS



# Learning matrix - Teaching

INTERNATIONAL STUDENTS



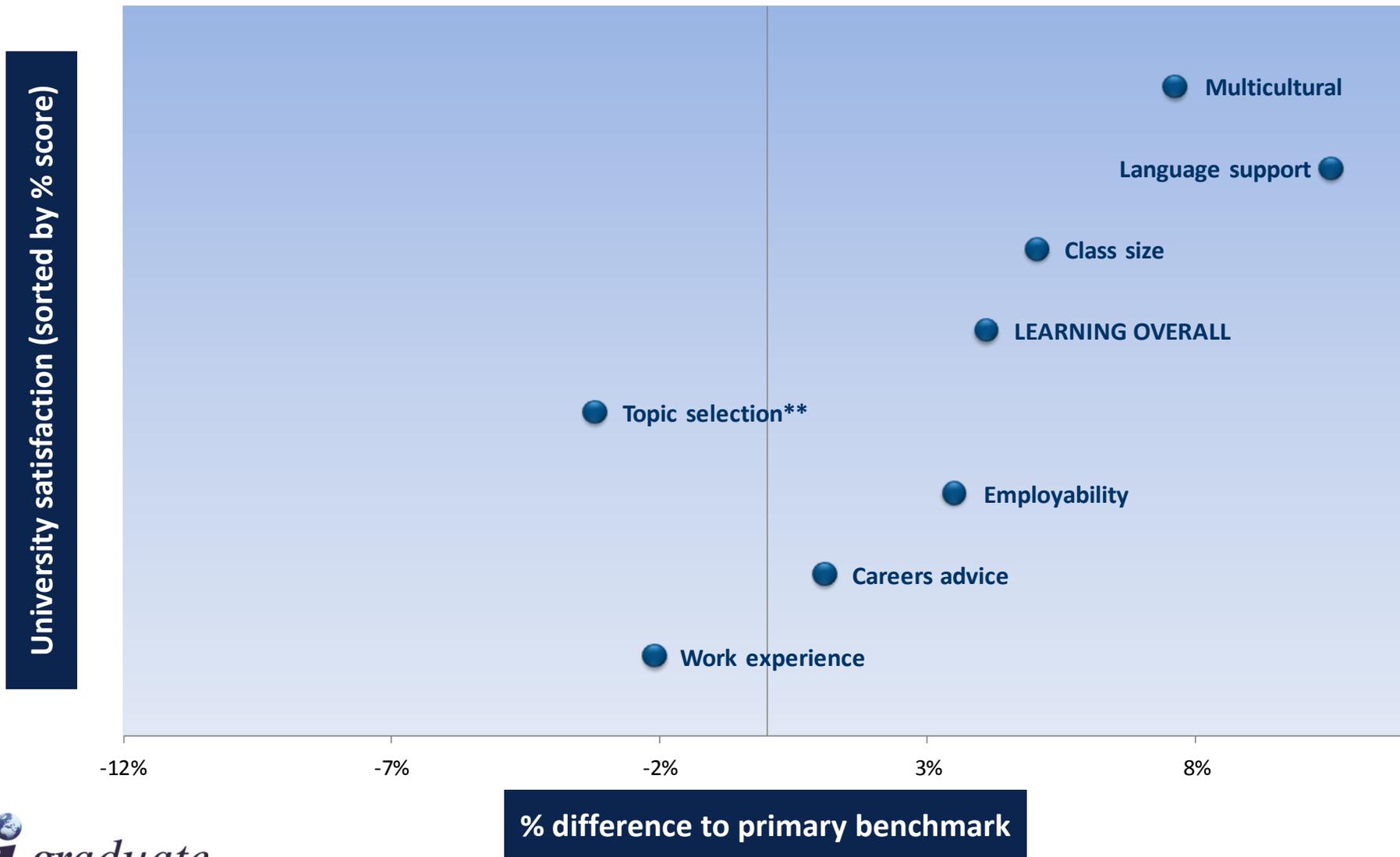
# Benchmarking learning - Teaching

## INTERNATIONAL STUDENTS

	JCU Singapore	ISB %	Asia ISB %	ISB +/-	Asia ISB +/-
<b>LEARNING AVERAGE</b>	<b>86.0%</b>	<b>86.6%</b>	<b>82.7%</b>	<b>-0.6%</b>	<b>3.3%</b>
<b>LEARNING OVERALL</b>	<b>87.6%</b>	<b>87.1%</b>	<b>83.5%</b>	<b>0.6%</b>	<b>4.1%</b>
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



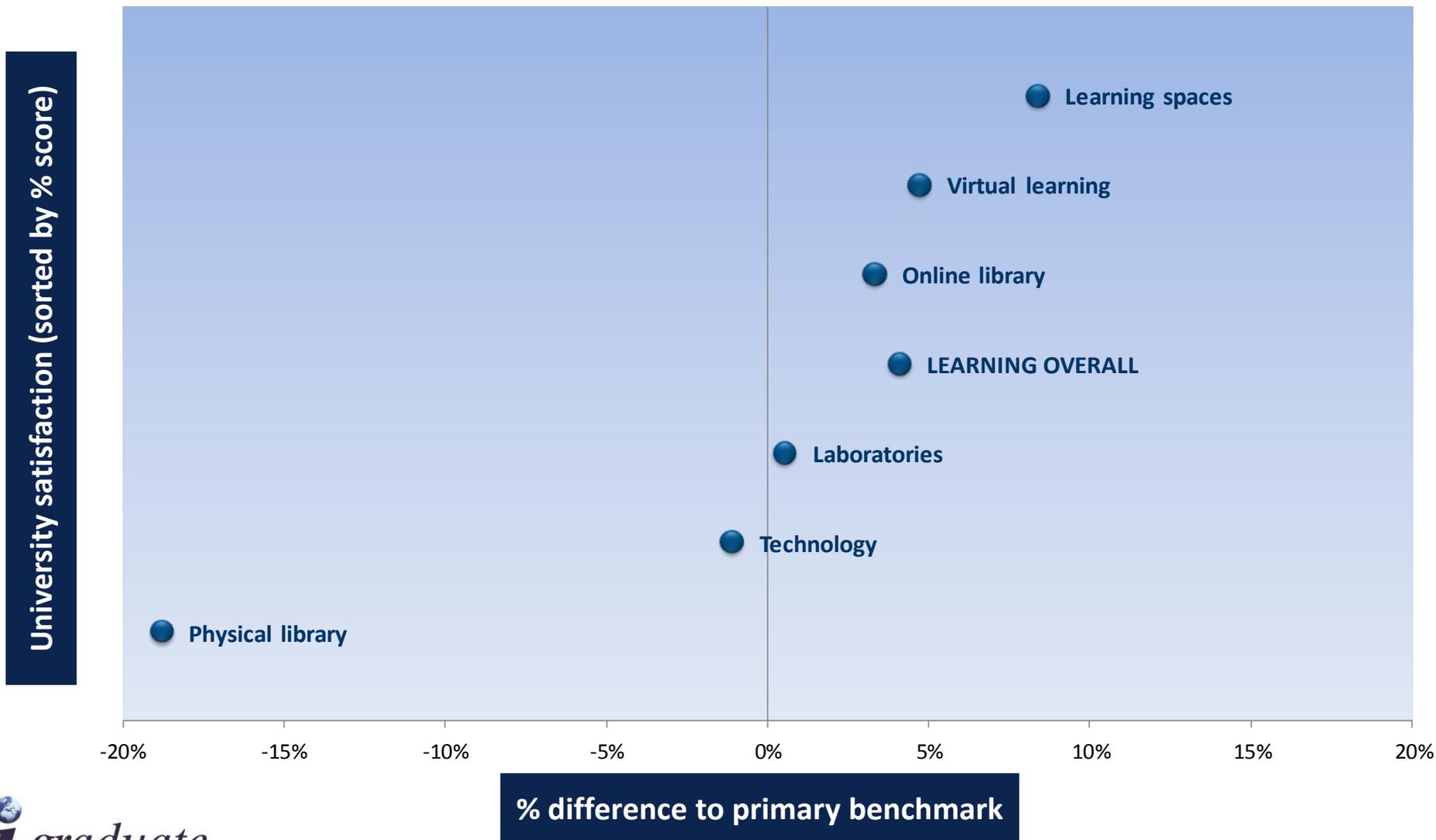
# Benchmarking learning - Studies

## INTERNATIONAL STUDENTS

	JCU Singapore	ISB %	Asia ISB %	ISB +/-	Asia ISB +/-
<b>LEARNING AVERAGE</b>	<b>86.0%</b>	<b>86.6%</b>	<b>82.7%</b>	<b>-0.6%</b>	<b>3.3%</b>
<b>LEARNING OVERALL</b>	<b>87.6%</b>	<b>87.1%</b>	<b>83.5%</b>	<b>0.6%</b>	<b>4.1%</b>
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



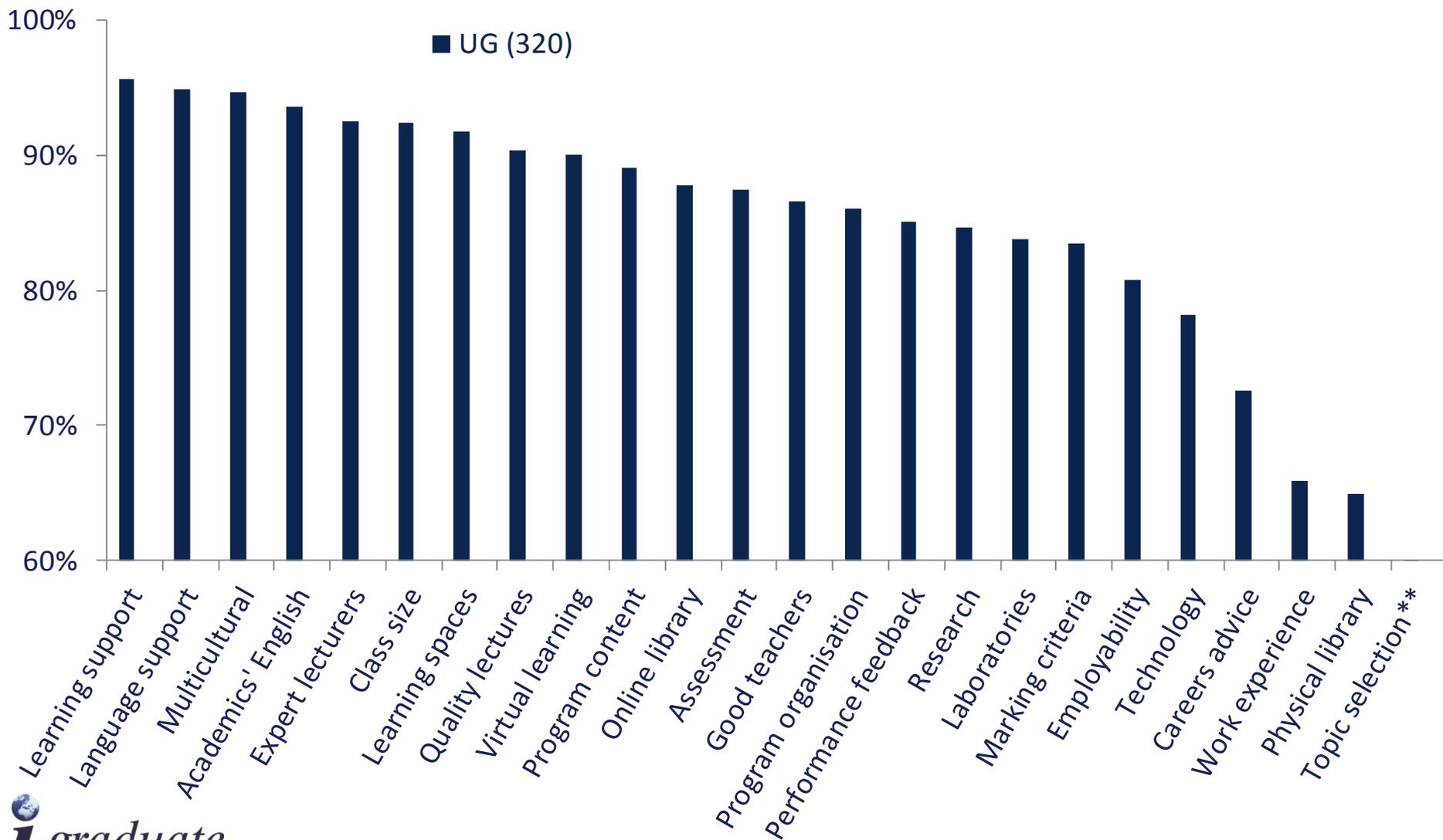
# Benchmarking learning - Facilities

## INTERNATIONAL STUDENTS

	JCU Singapore	ISB %	Asia ISB %	ISB +/-	Asia ISB +/-
<b>LEARNING AVERAGE</b>	<b>86.0%</b>	<b>86.6%</b>	<b>82.7%</b>	<b>-0.6%</b>	<b>3.3%</b>
<b>LEARNING OVERALL</b>	<b>87.6%</b>	<b>87.1%</b>	<b>83.5%</b>	<b>0.6%</b>	<b>4.1%</b>
<b>FACILITIES</b>					
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%

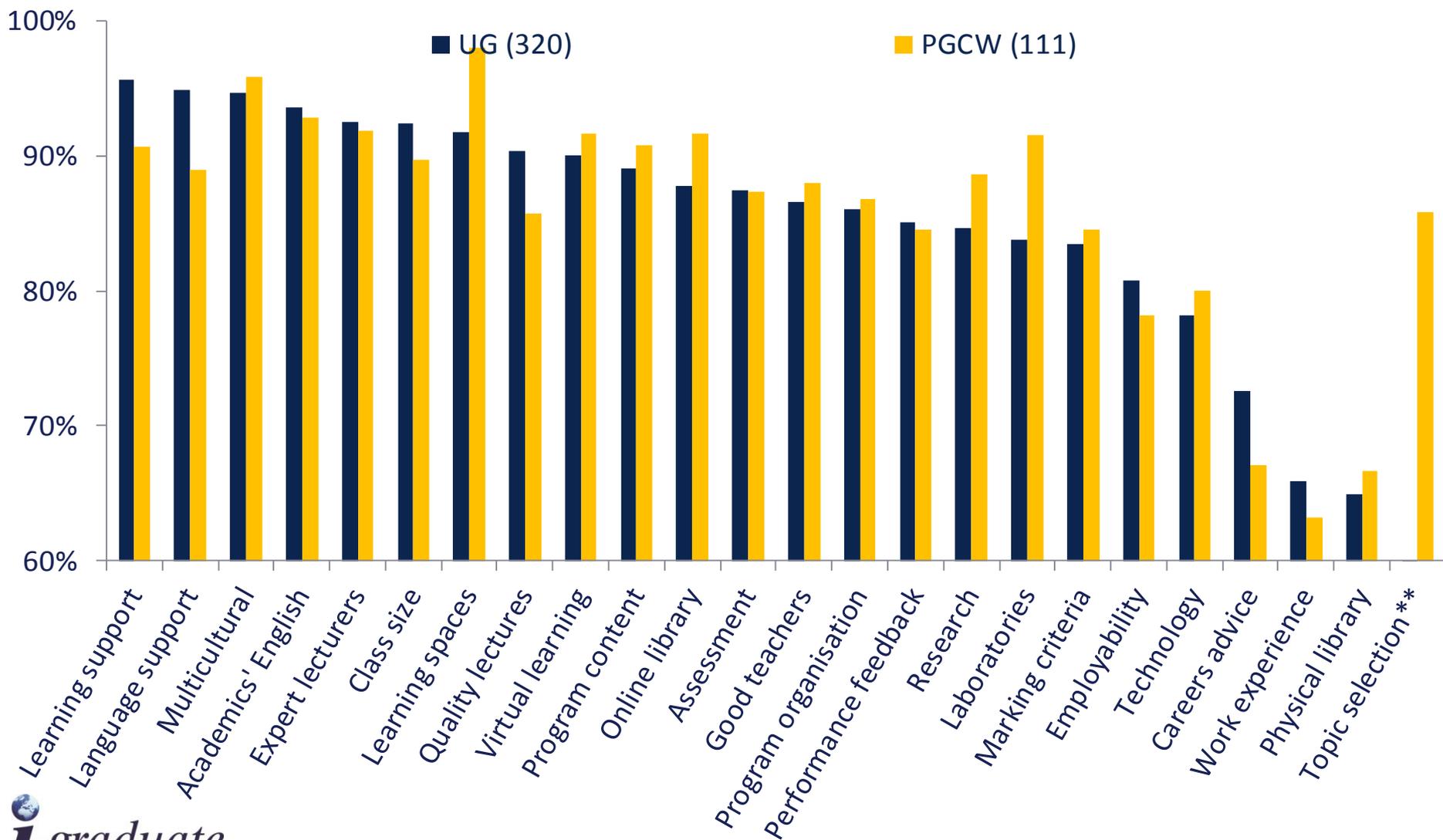
# Learning satisfaction - all students (by study level)

## INTERNATIONAL STUDENTS



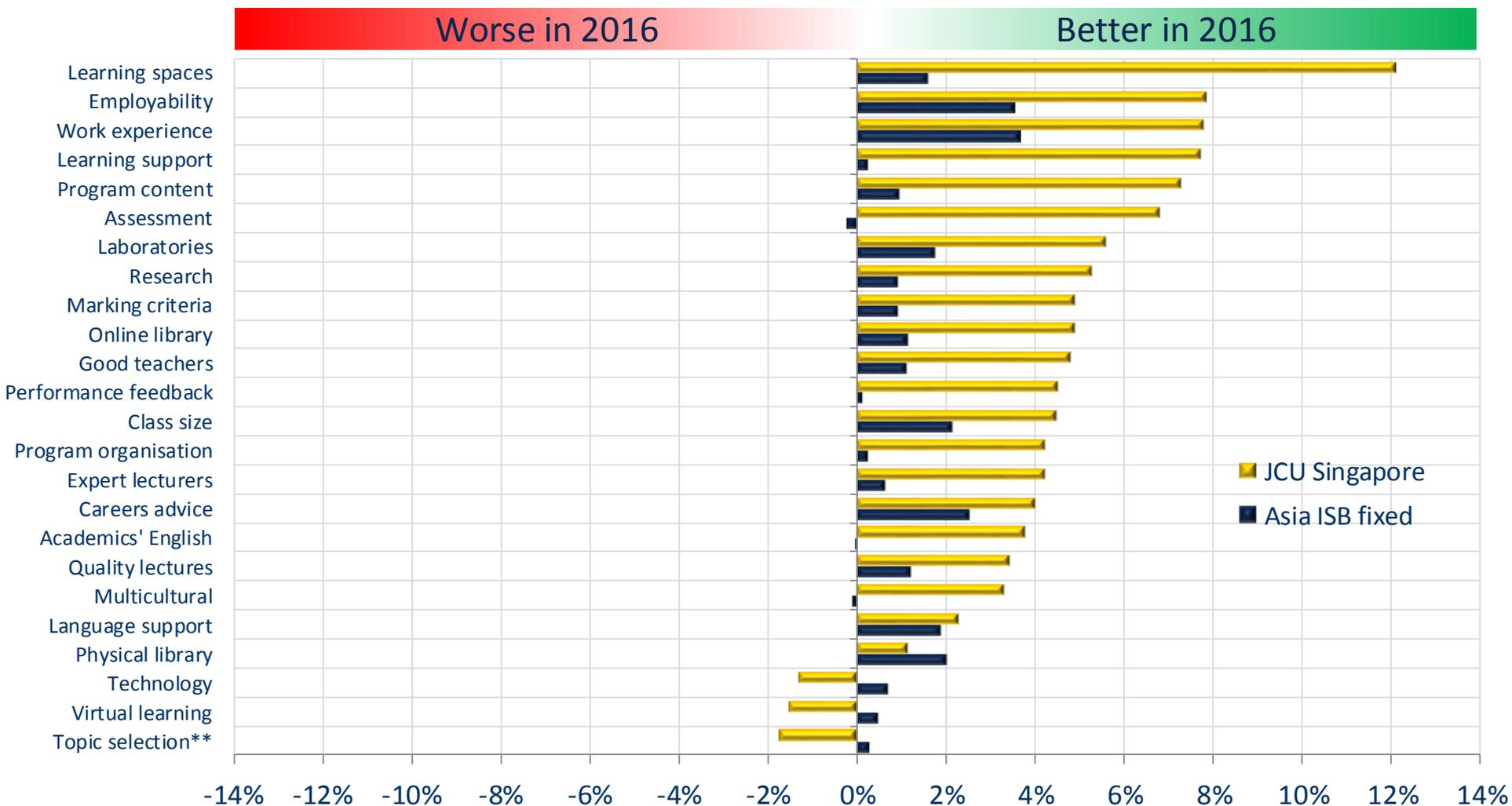
# Learning satisfaction - all students (by study level)

## INTERNATIONAL STUDENTS



# Learning satisfaction (year on year\*)

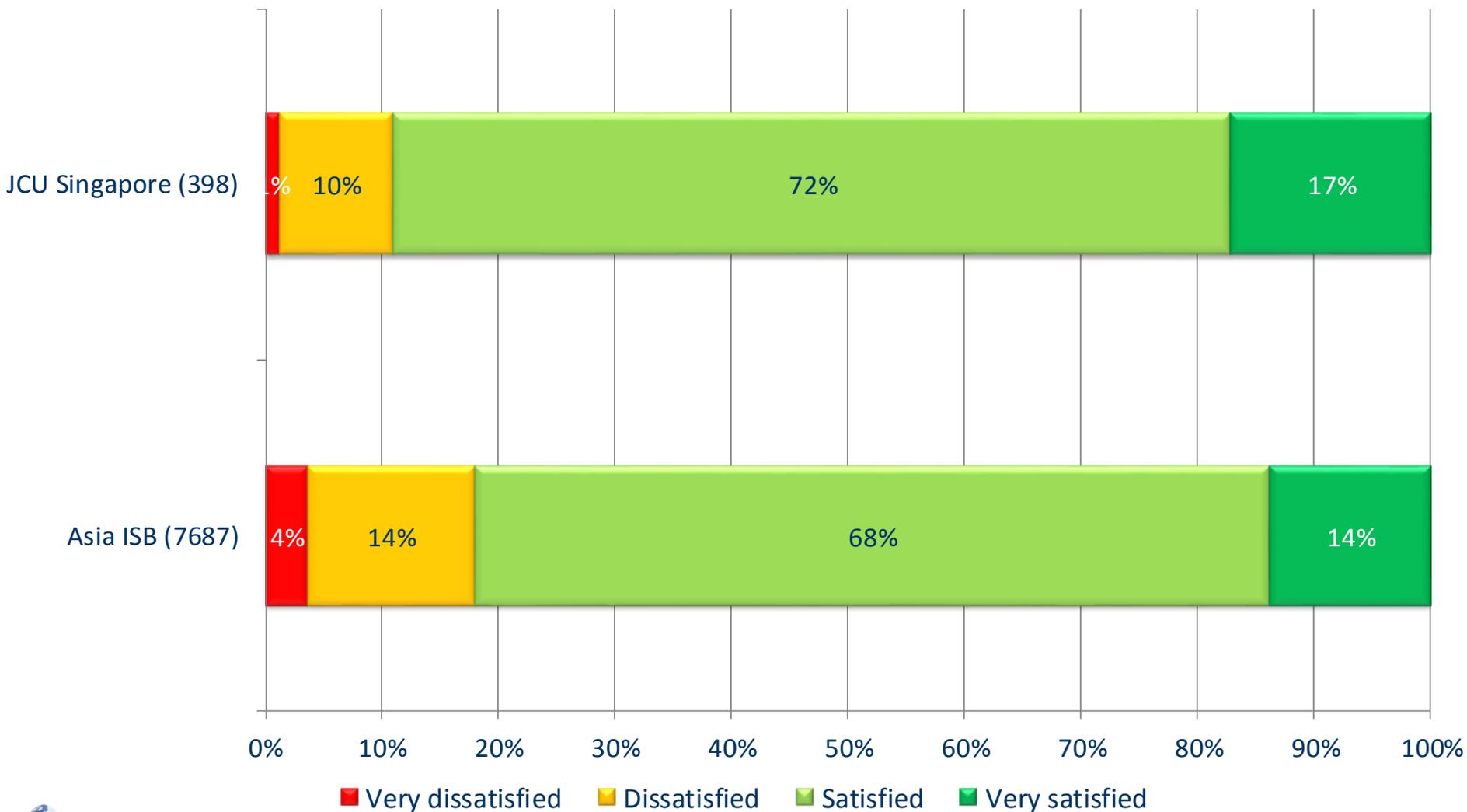
## INTERNATIONAL STUDENTS



Living

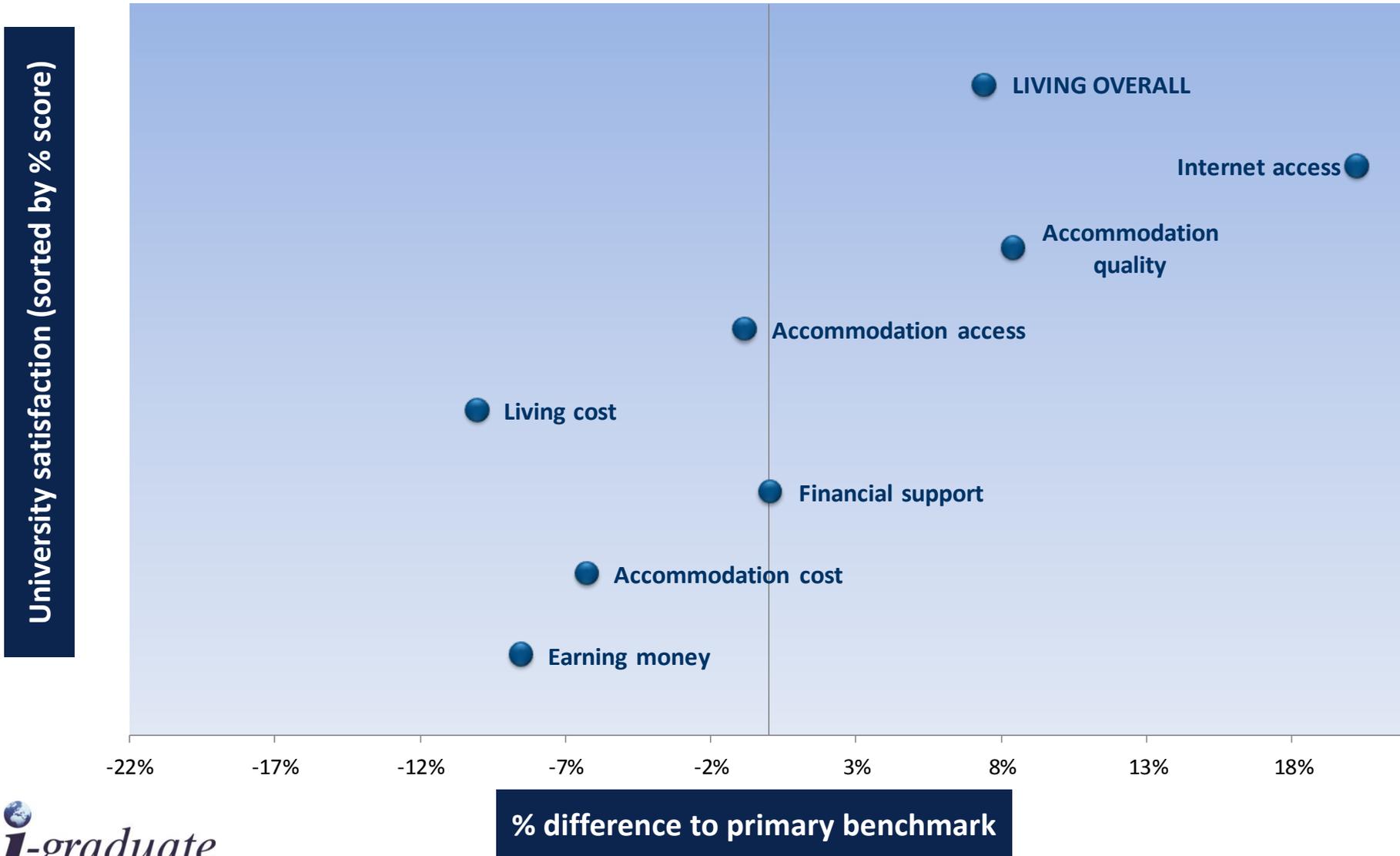
# Overall satisfaction - Living

## INTERNATIONAL STUDENTS



# Living matrix - Accommodation & living costs

INTERNATIONAL STUDENTS



# Benchmarking living - Accommodation & living costs

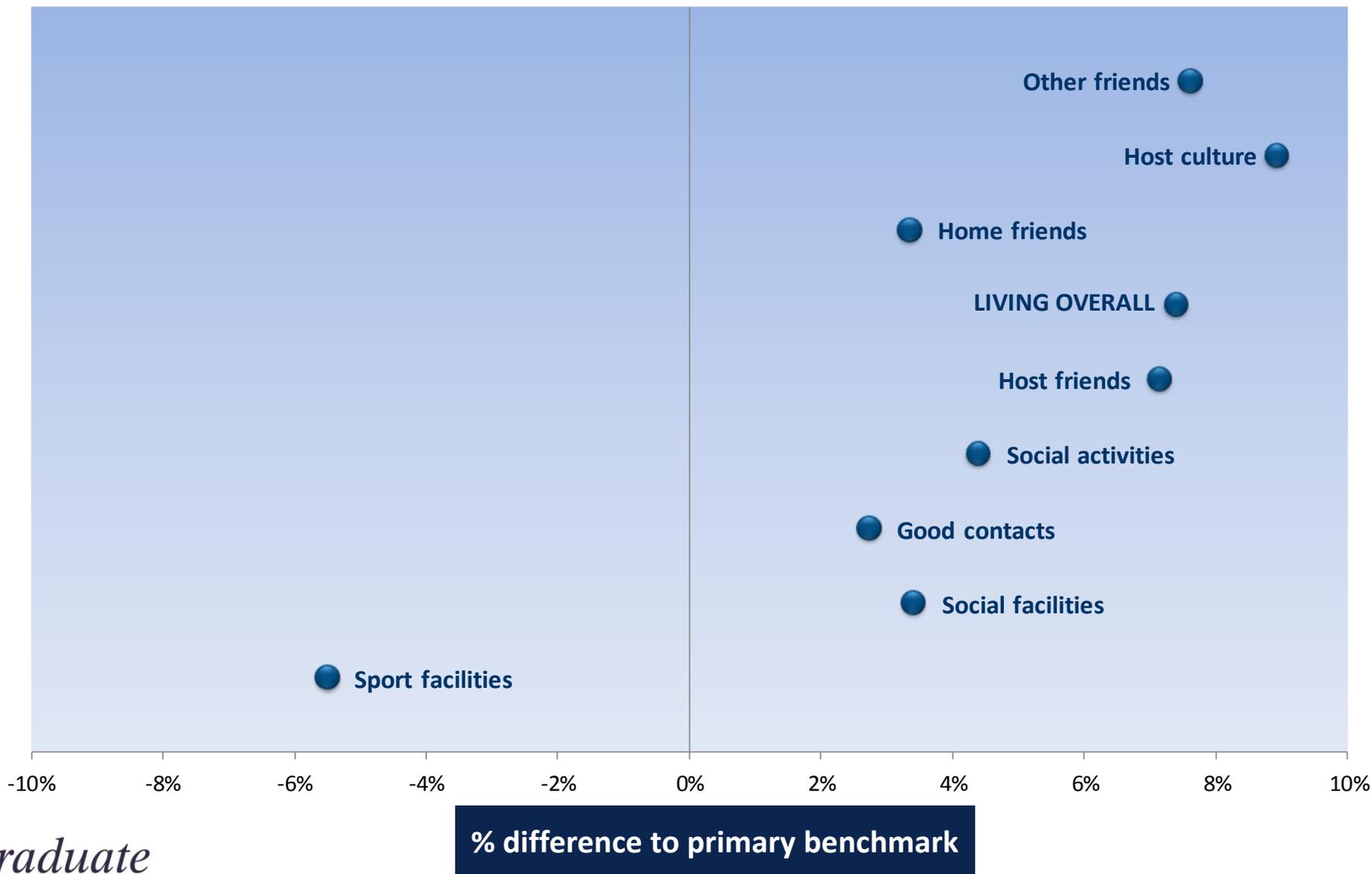
## INTERNATIONAL STUDENTS

	JCU Singapore	ISB %	Asia ISB %	ISB +/-	Asia ISB +/-
<b>LIVING AVERAGE</b>	<b>78.5%</b>	<b>79.9%</b>	<b>74.3%</b>	<b>-1.4%</b>	<b>4.2%</b>
<b>LIVING OVERALL</b>	<b>88.9%</b>	<b>86.8%</b>	<b>81.5%</b>	<b>2.1%</b>	<b>7.4%</b>
<b>ACCOMMODATION and LIVING COSTS</b>					
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

University satisfaction (sorted by % score)



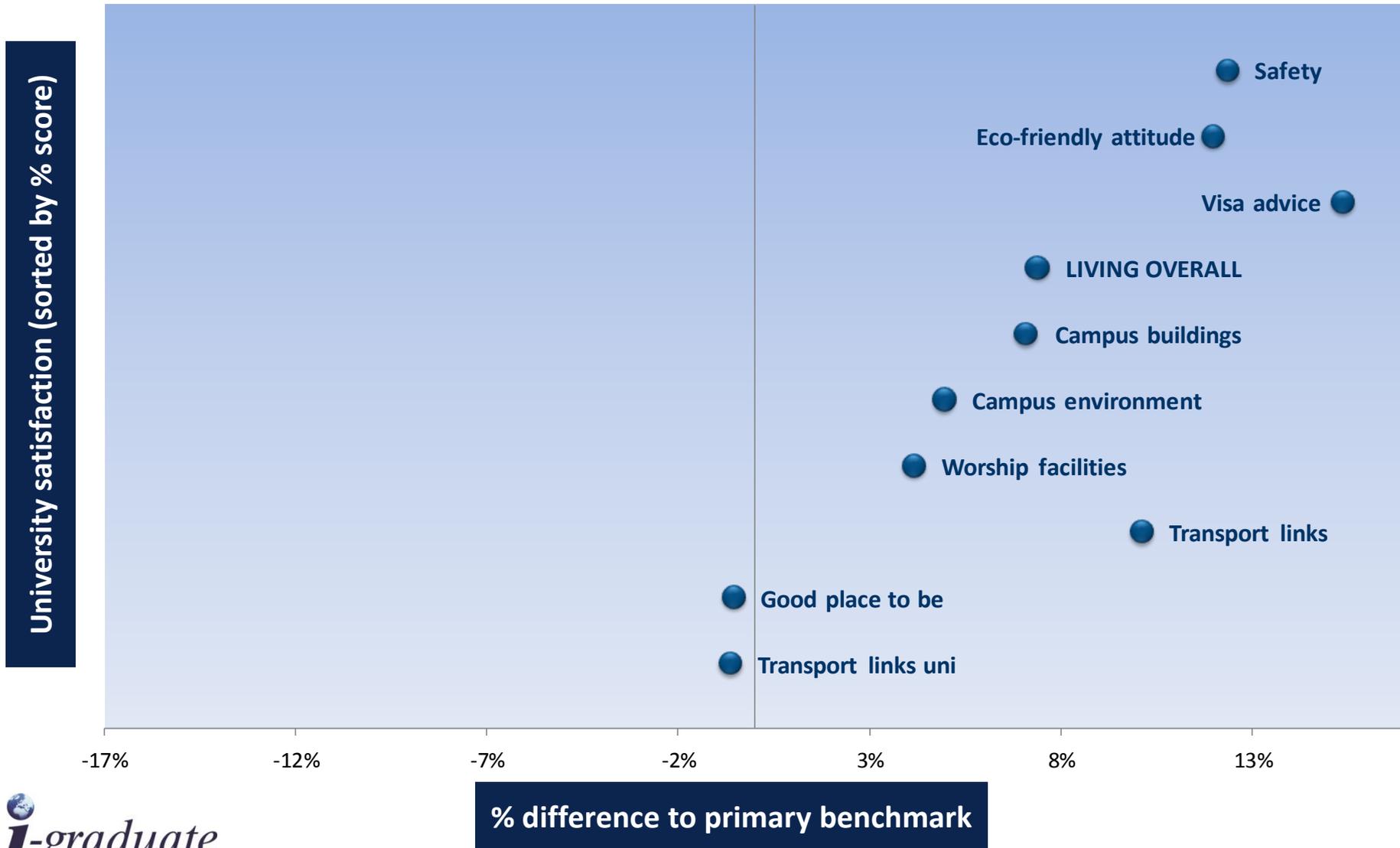
# Benchmarking living - Social

## INTERNATIONAL STUDENTS

	JCU Singapore	ISB %	Asia ISB %	ISB +/-	Asia ISB +/-
<b>LIVING AVERAGE</b>	<b>78.5%</b>	<b>79.9%</b>	<b>74.3%</b>	<b>-1.4%</b>	<b>4.2%</b>
<b>LIVING OVERALL</b>	<b>88.9%</b>	<b>86.8%</b>	<b>81.5%</b>	<b>2.1%</b>	<b>7.4%</b>
<b>SOCIAL</b>					
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



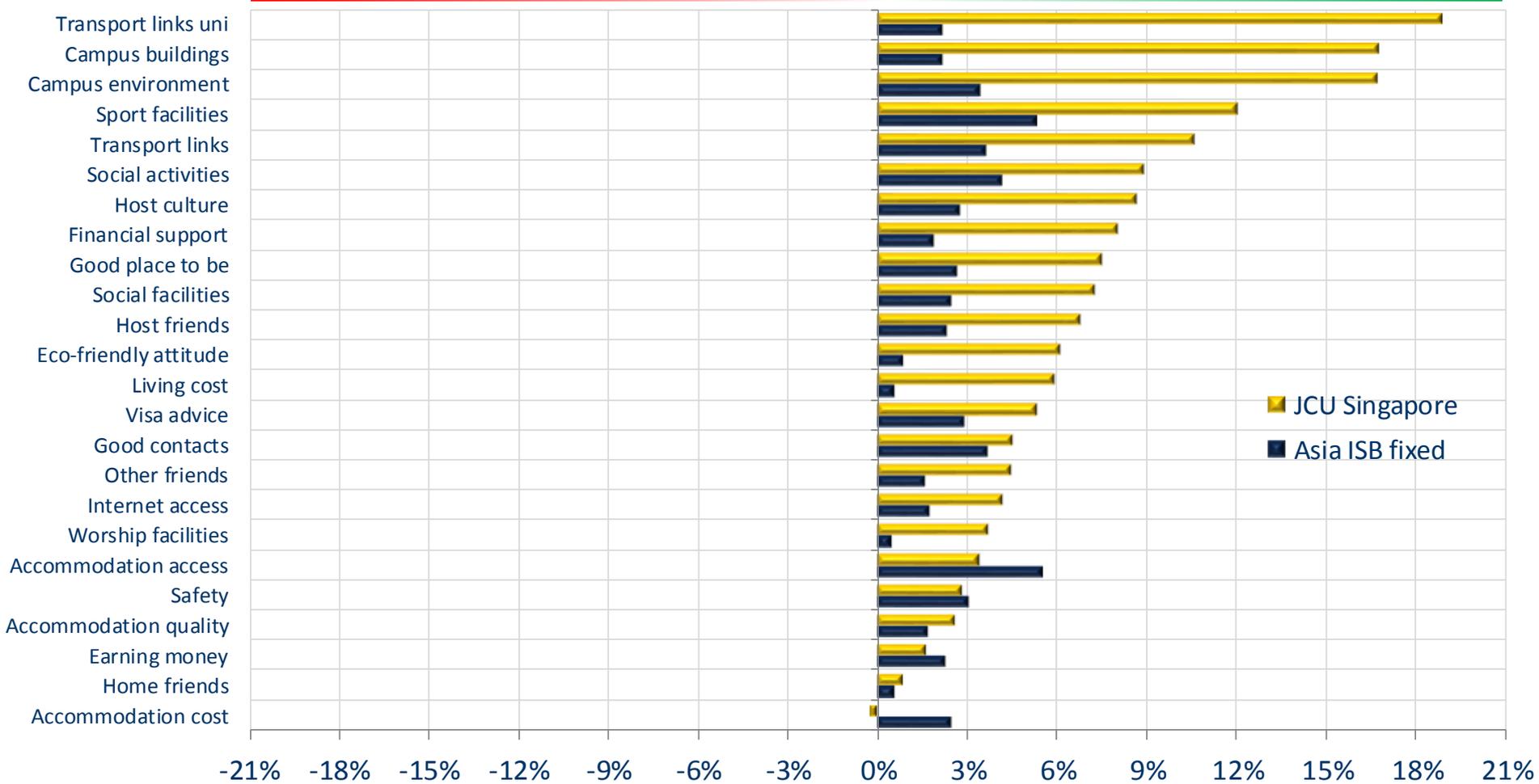
# Benchmarking living - Day to day life

## INTERNATIONAL STUDENTS

	JCU Singapore	ISB %	Asia ISB %	ISB +/-	Asia ISB +/-
<b>LIVING AVERAGE</b>	<b>78.5%</b>	<b>79.9%</b>	<b>74.3%</b>	<b>-1.4%</b>	<b>4.2%</b>
<b>LIVING OVERALL</b>	<b>88.9%</b>	<b>86.8%</b>	<b>81.5%</b>	<b>2.1%</b>	<b>7.4%</b>
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



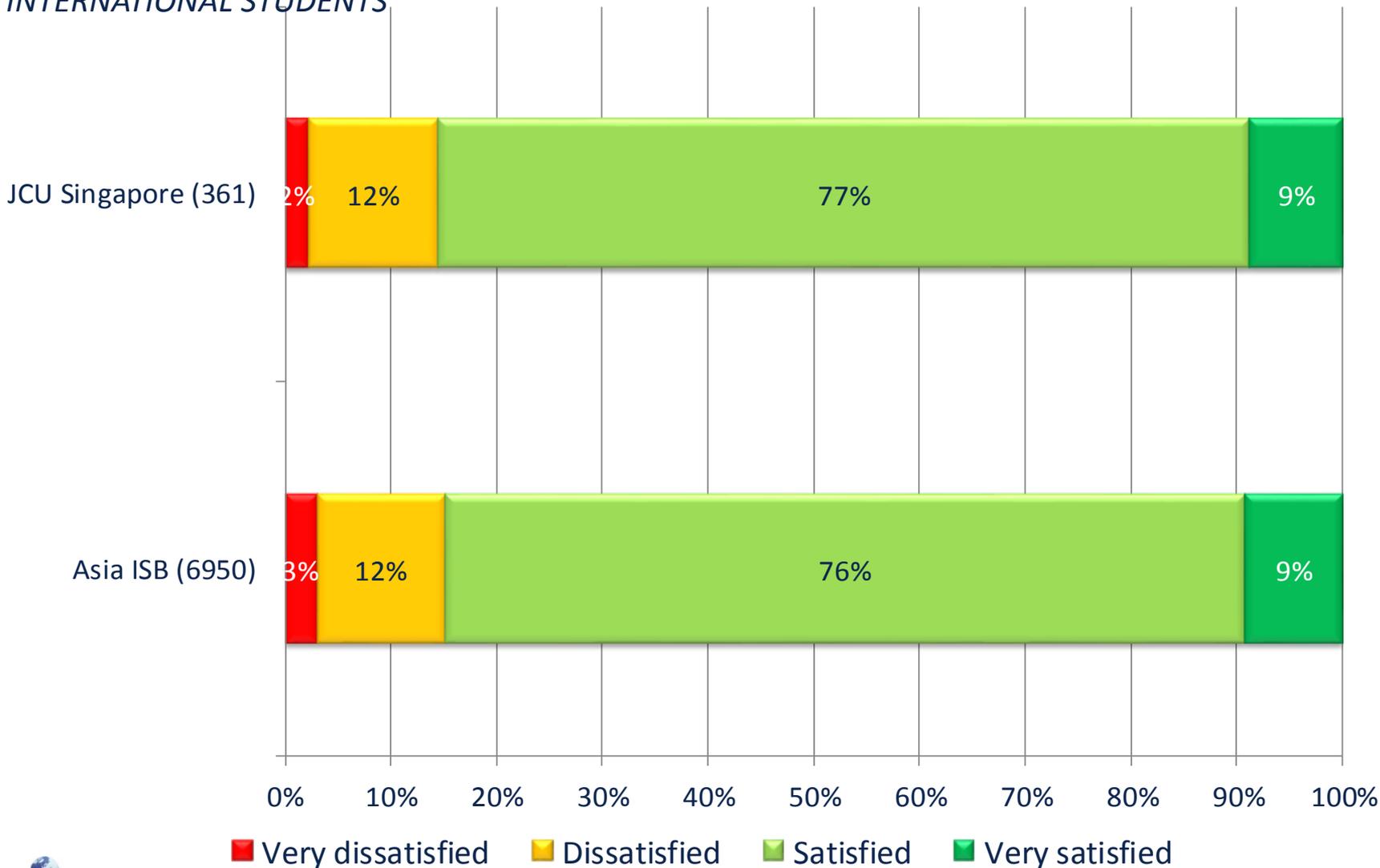
\*2016 vs 2015



# Support

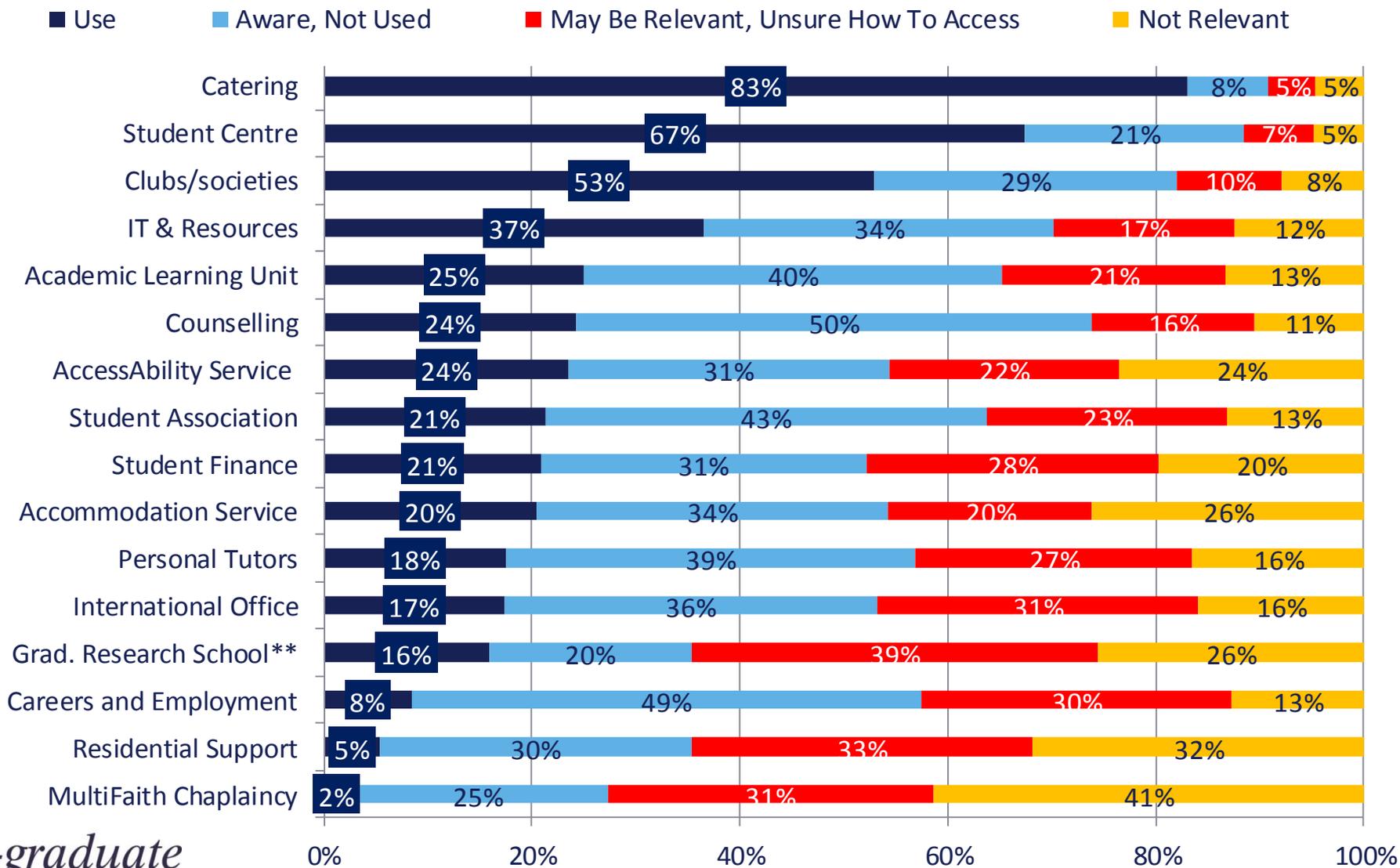
# Overall satisfaction - Support

## INTERNATIONAL STUDENTS



# Support usage

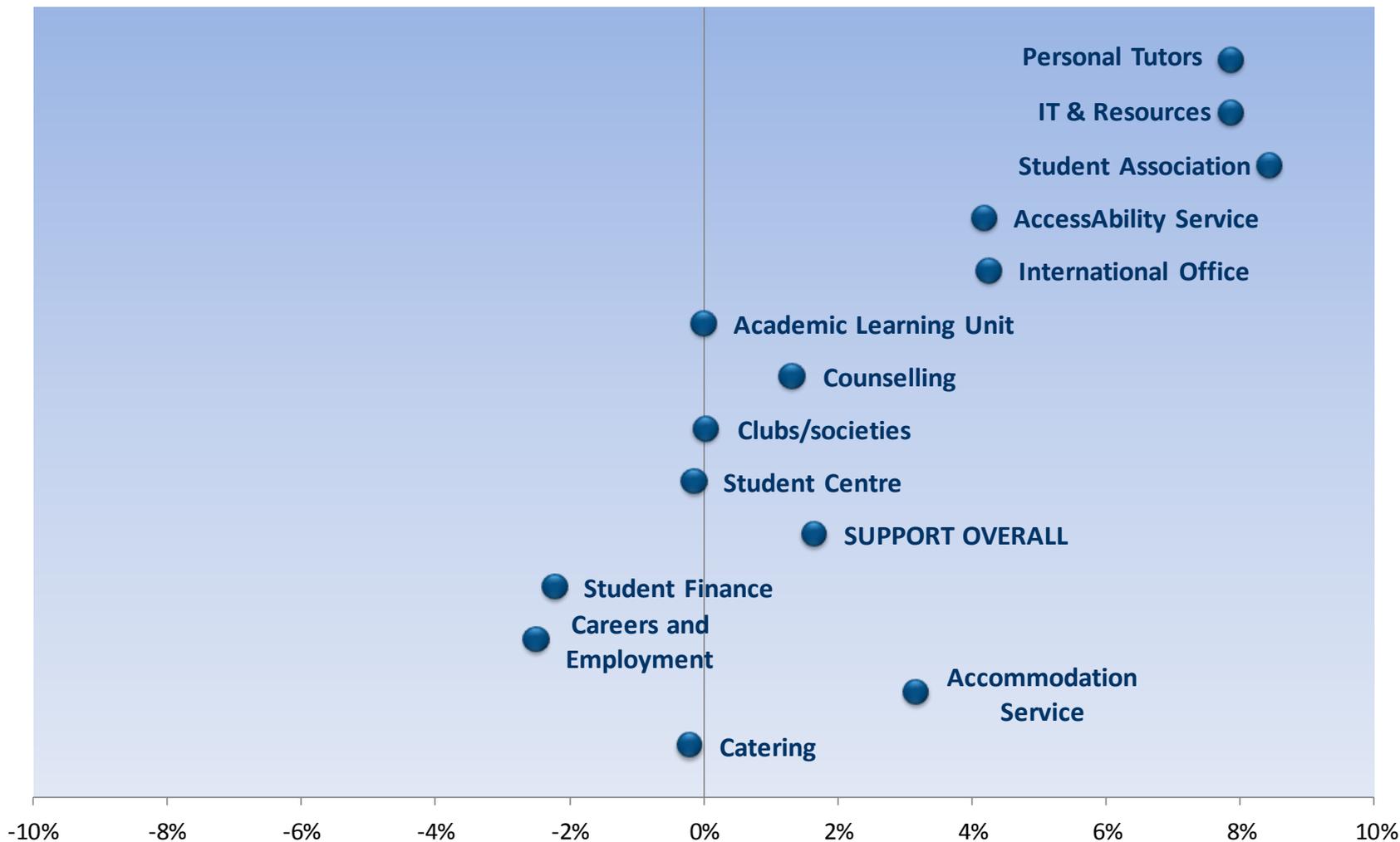
## INTERNATIONAL STUDENTS



# Support matrix

## INTERNATIONAL STUDENTS

University satisfaction (sorted by % score)



**% difference to primary benchmark**

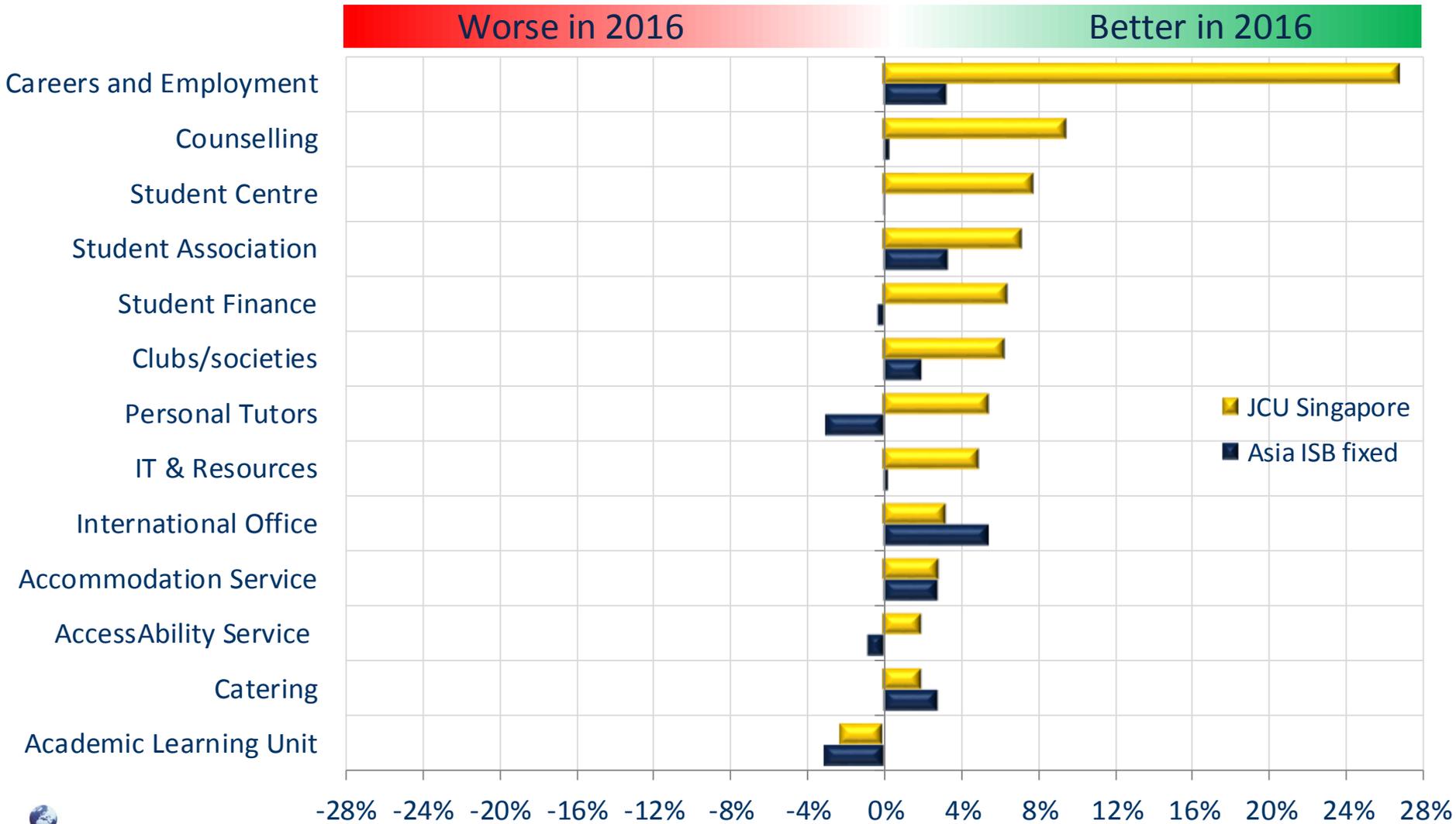
# Benchmarking support

## INTERNATIONAL STUDENTS

	JCU Singapore	ISB %	Asia ISB %	ISB +/-	Asia ISB +/-
<b>SUPPORT AVERAGE</b>	<b>89.7%</b>	<b>90.9%</b>	<b>87.1%</b>	<b>-1.1%</b>	<b>2.7%</b>
<b>SUPPORT OVERALL</b>	<b>85.6%</b>	<b>88.2%</b>	<b>84.0%</b>	<b>-2.6%</b>	<b>1.6%</b>
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%

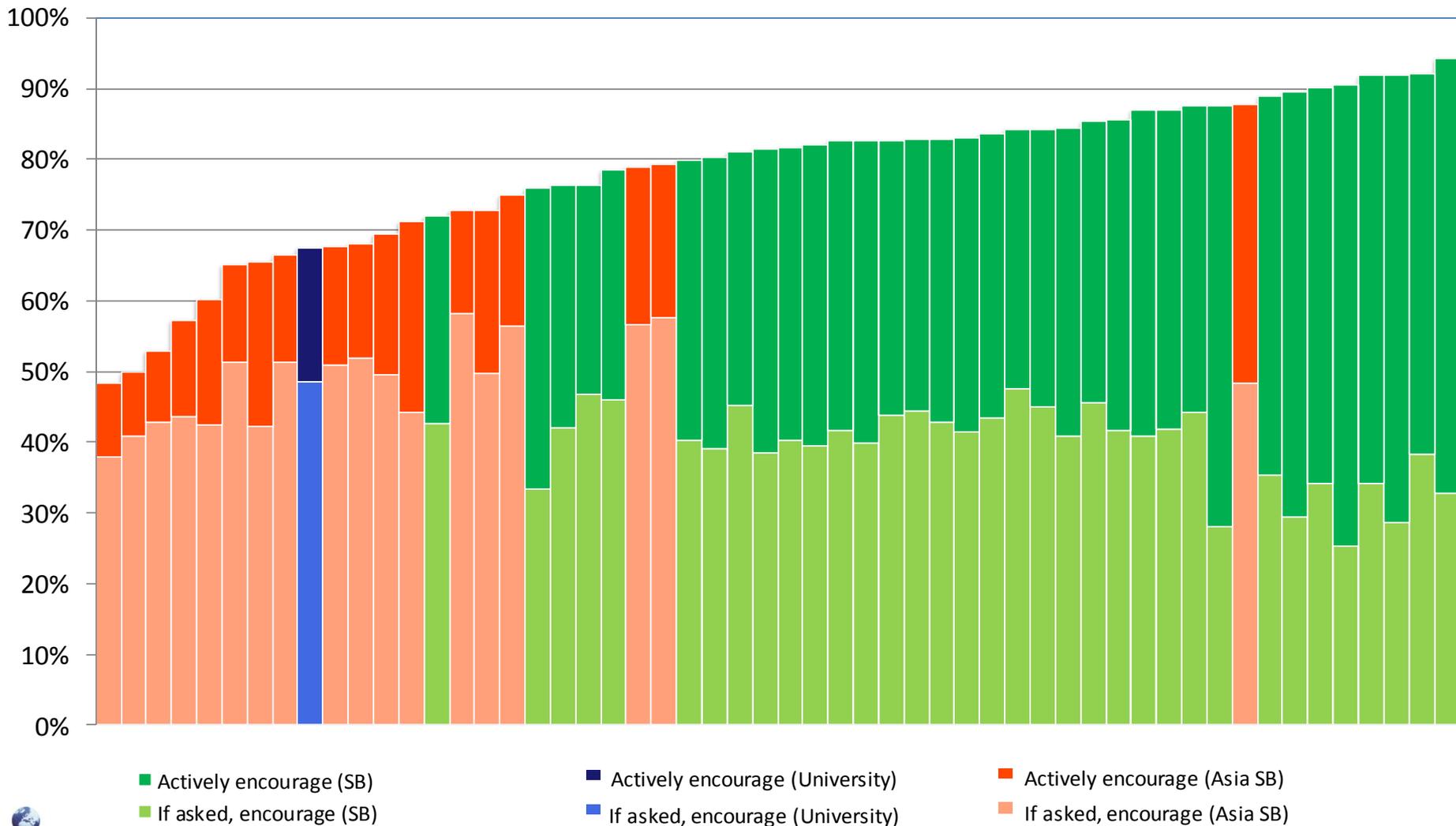
# Propensity to recommend (by study level)

## 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%

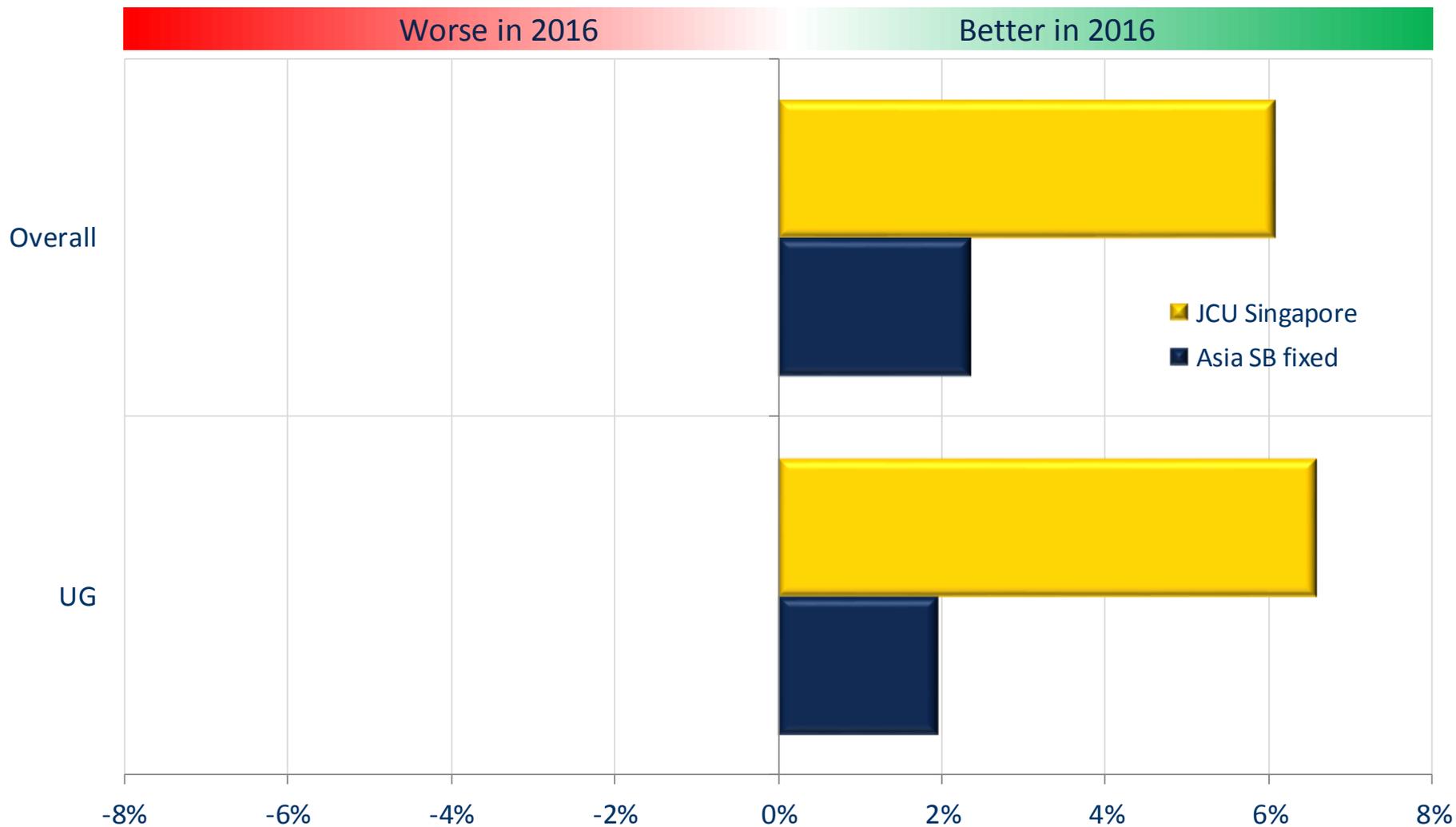
# Propensity to recommend (all universities)

## DOMESTIC STUDENTS



# Propensity to recommend (year on year\*)

## DOMESTIC STUDENTS

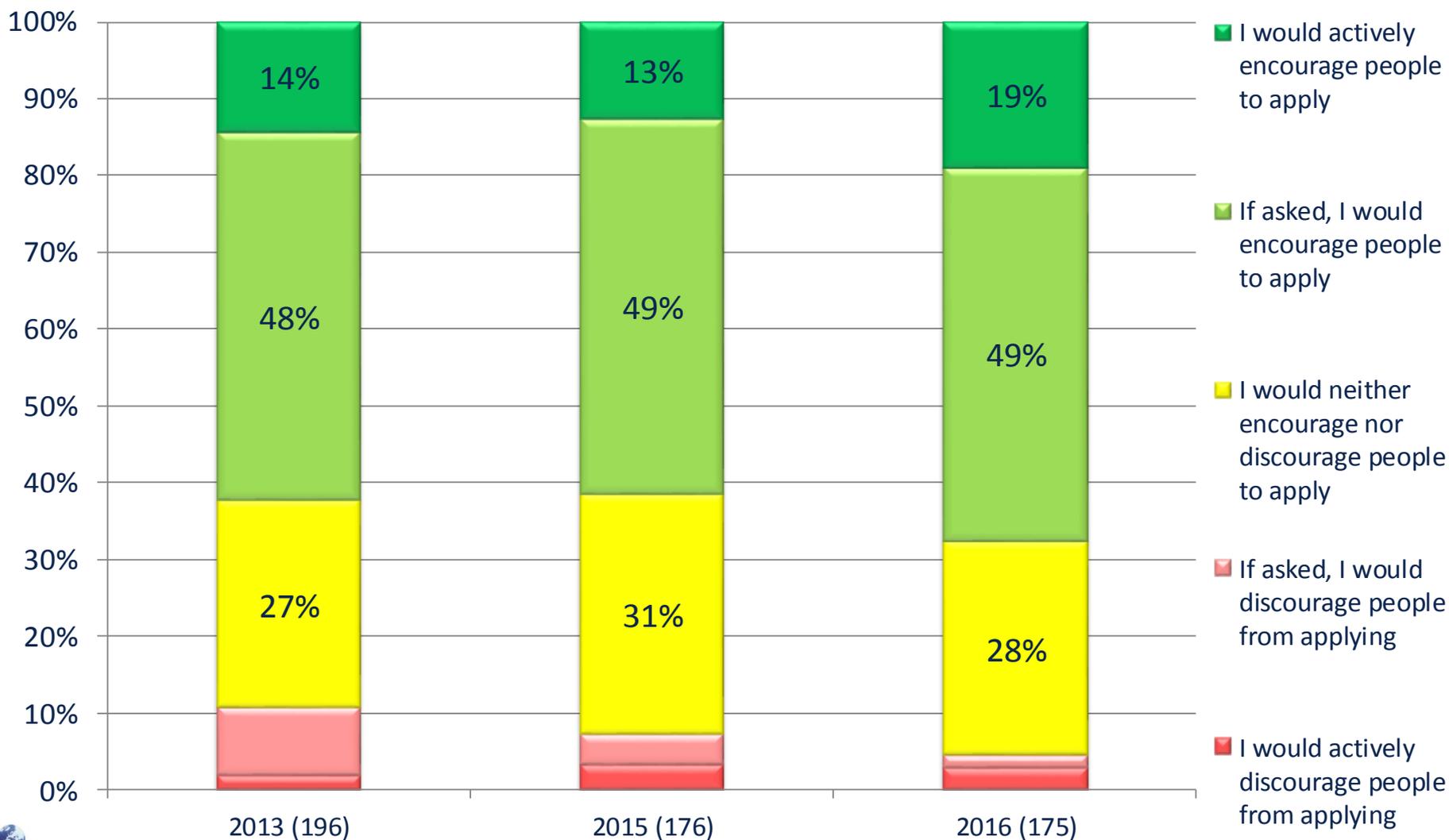


\*2016 vs 2015

*Would you recommend the university to others thinking of applying here?*

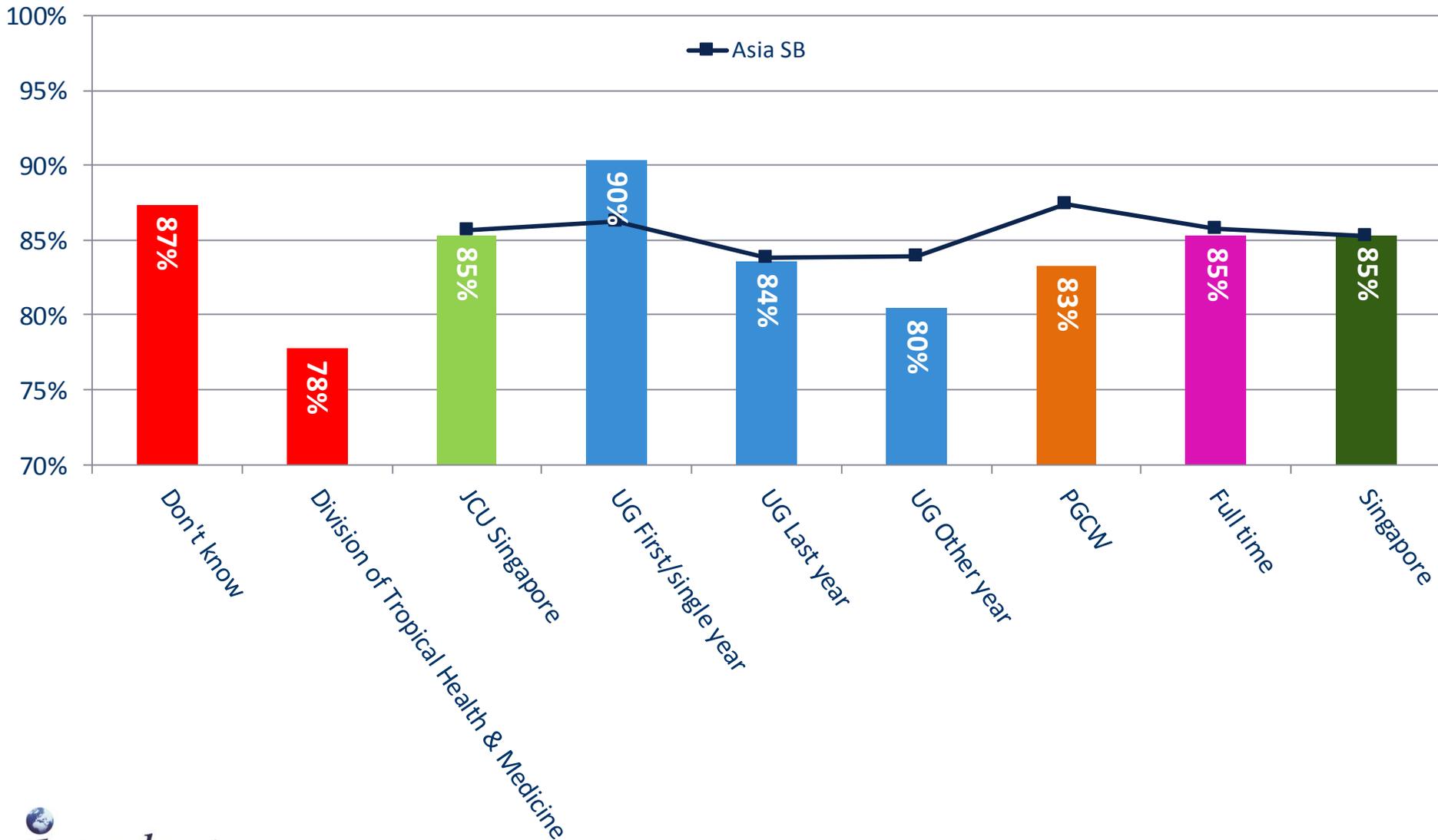
# Propensity to recommend (compared to previous years)

## DOMESTIC STUDENTS



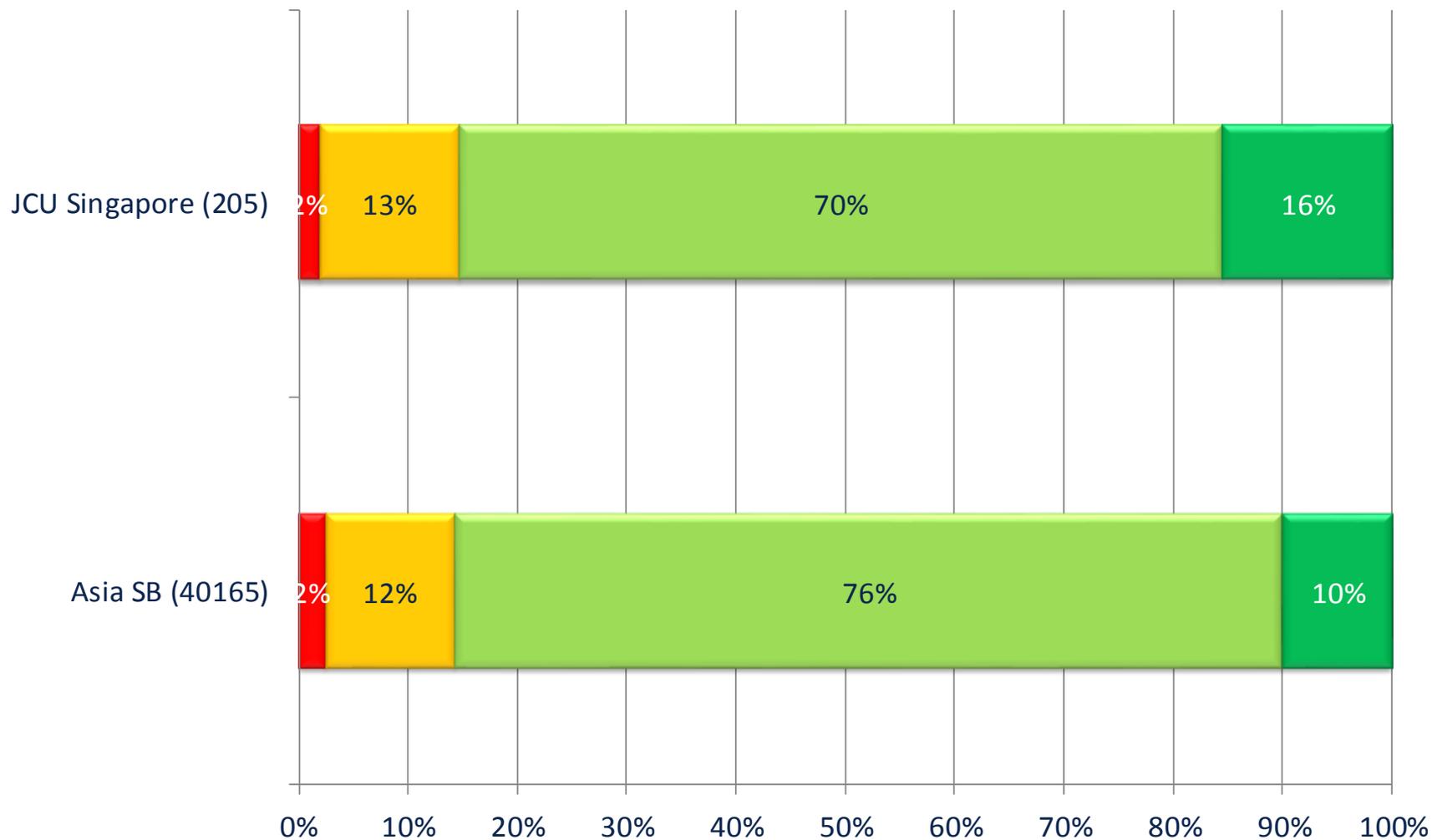
# Overall satisfaction

## DOMESTIC STUDENTS



# Overall satisfaction

## DOMESTIC STUDENTS



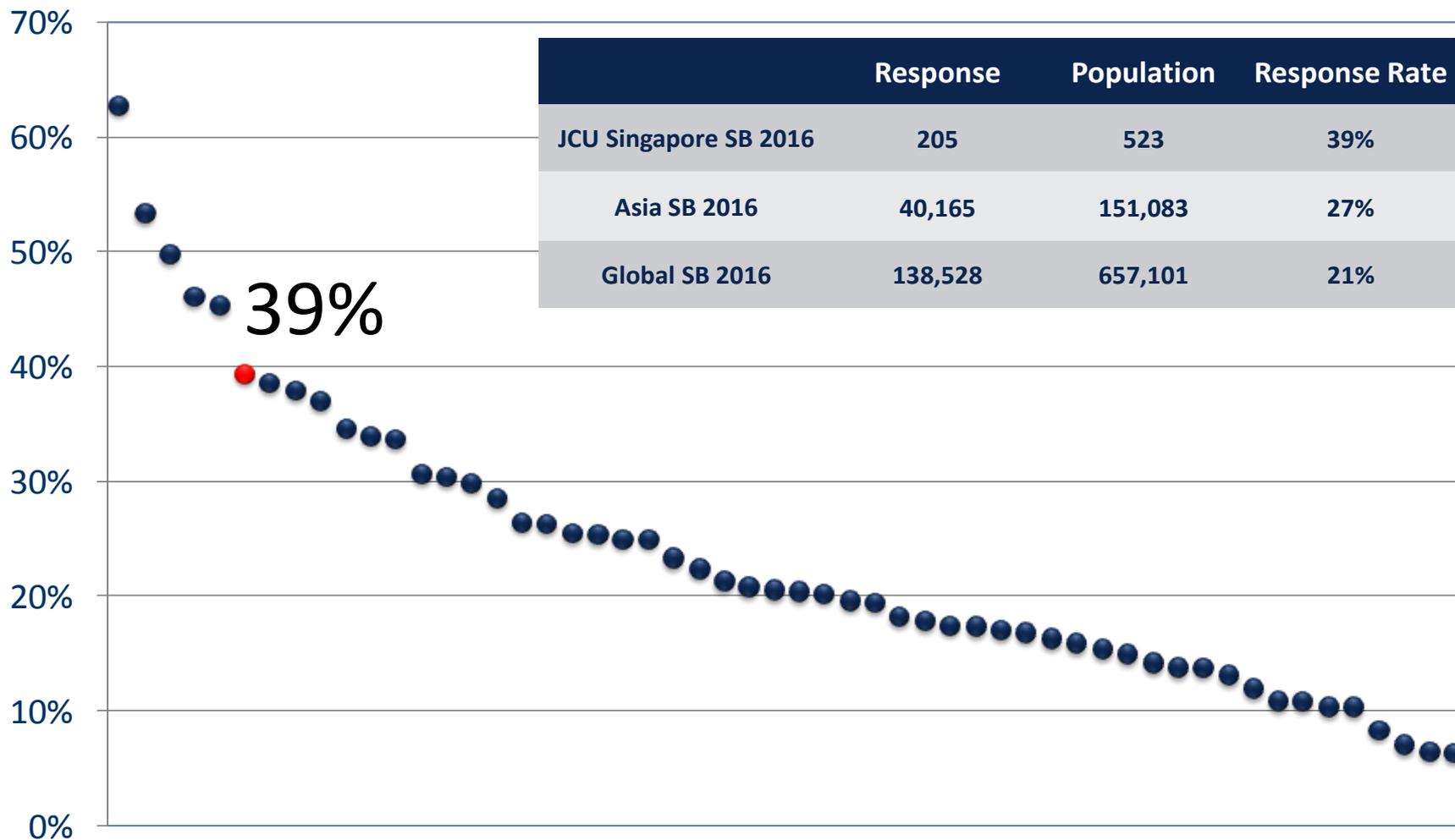
■ Very dissatisfied   
 ■ Dissatisfied   
 ■ Satisfied   
 ■ Very satisfied

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

# Survey Response

# Response rate breakdown

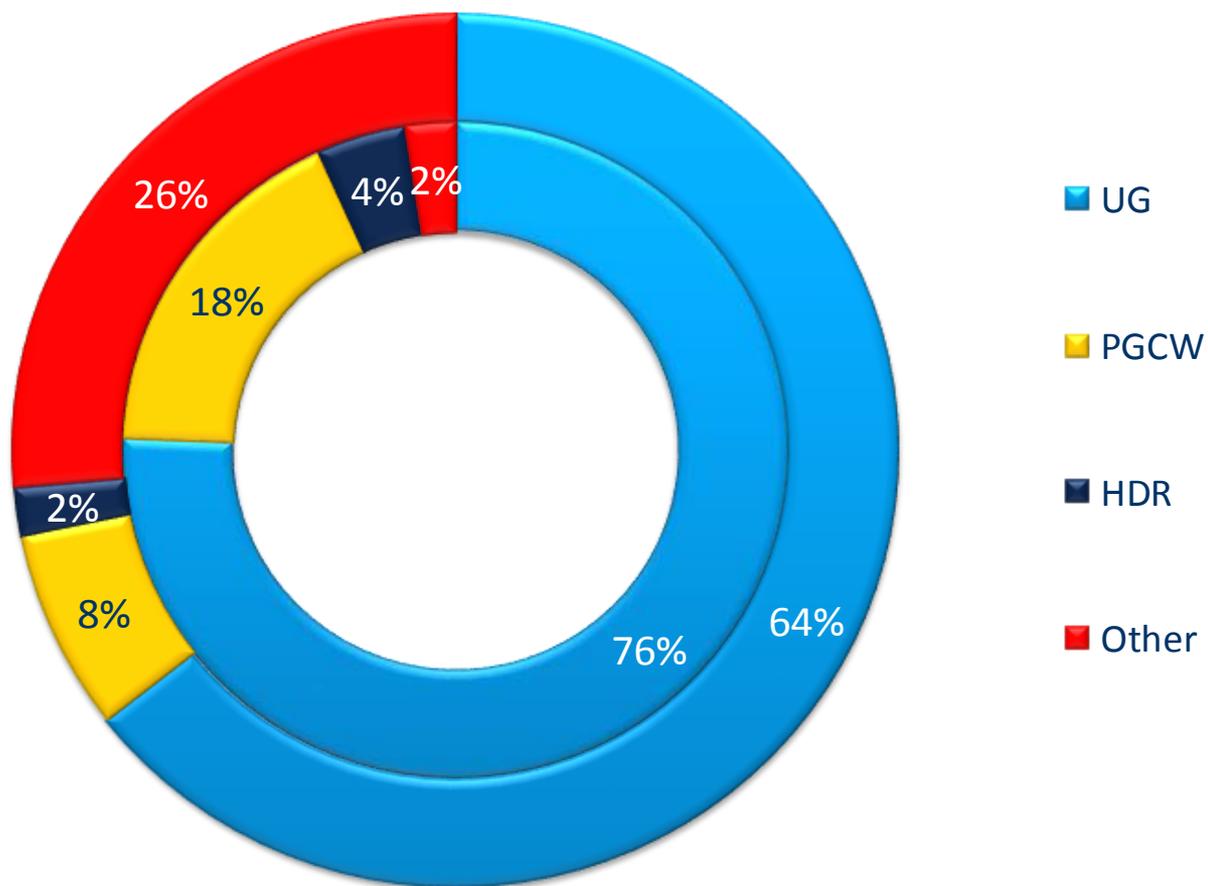
## DOMESTIC STUDENTS



# Study level breakdown

DOMESTIC STUDENTS

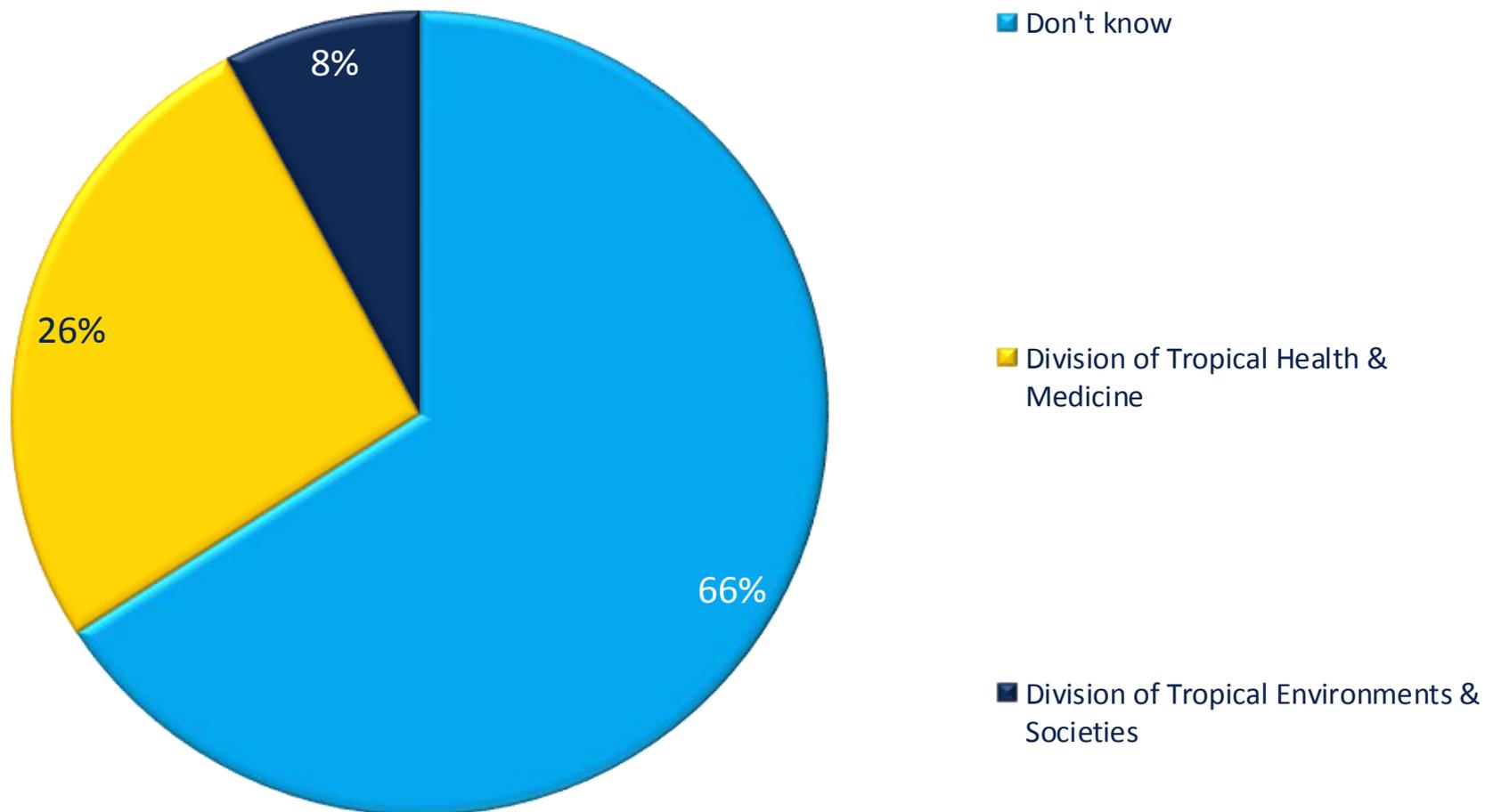
JCU Singapore (205, inner circle) vs Asia SB (40165, outer circle)



# School/faculty breakdown

DOMESTIC STUDENTS

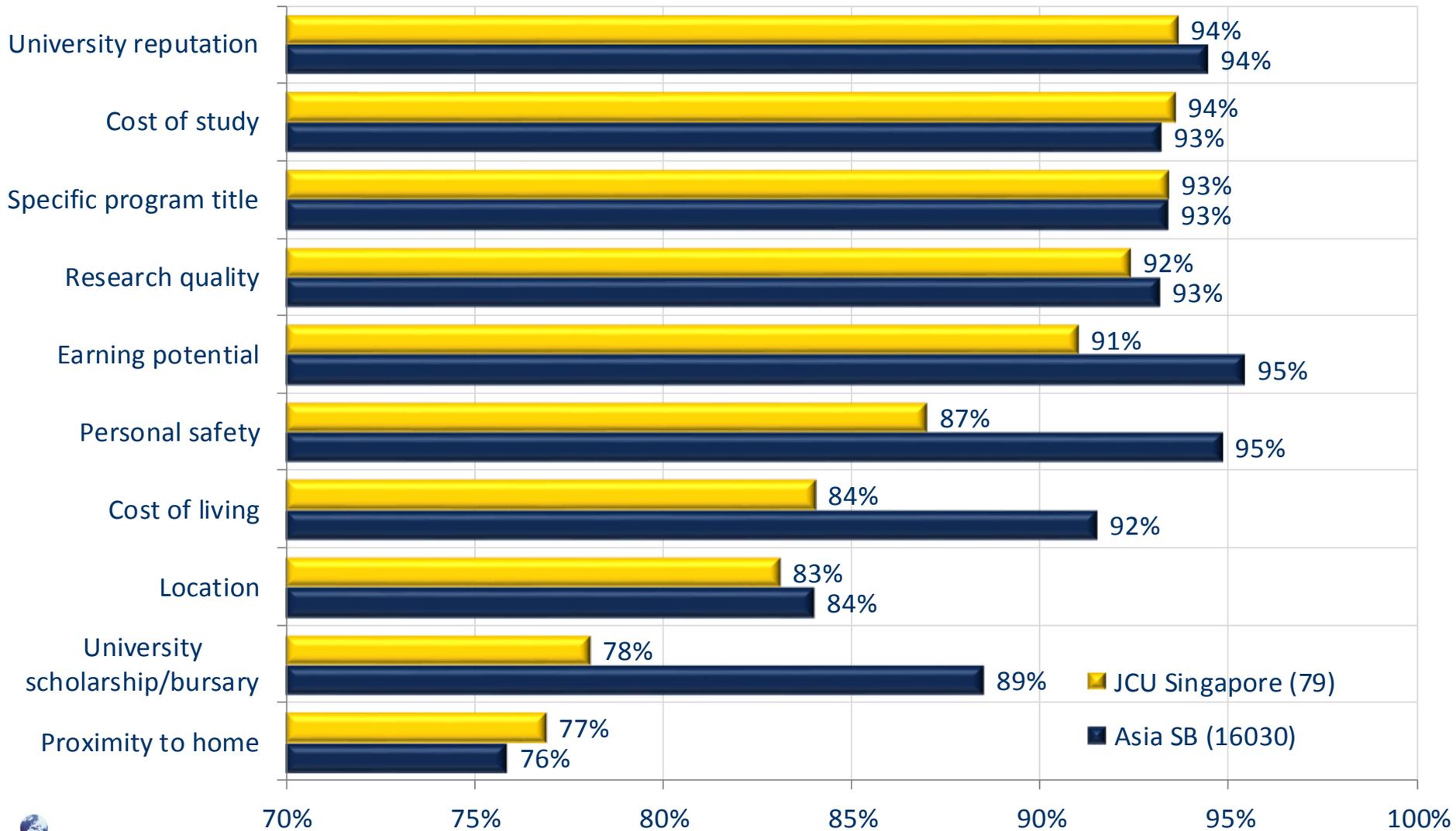
JCU Singapore (205)



# Choice of Destination

# Top 10 factors in study decision (% important)

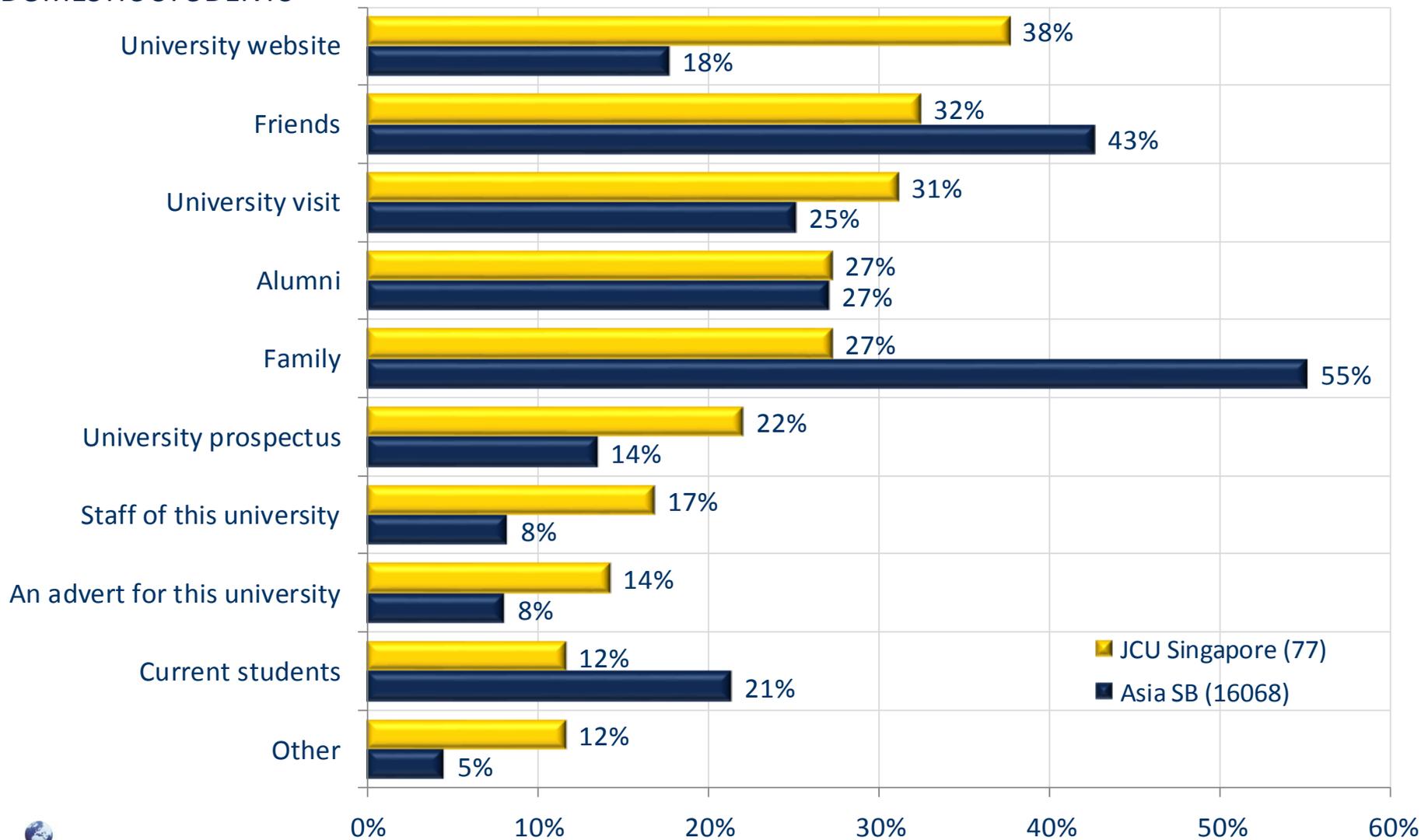
## DOMESTIC STUDENTS



How important were the following factors when deciding where to study?

# Top 10 key influences (choice of university)

## DOMESTIC STUDENTS



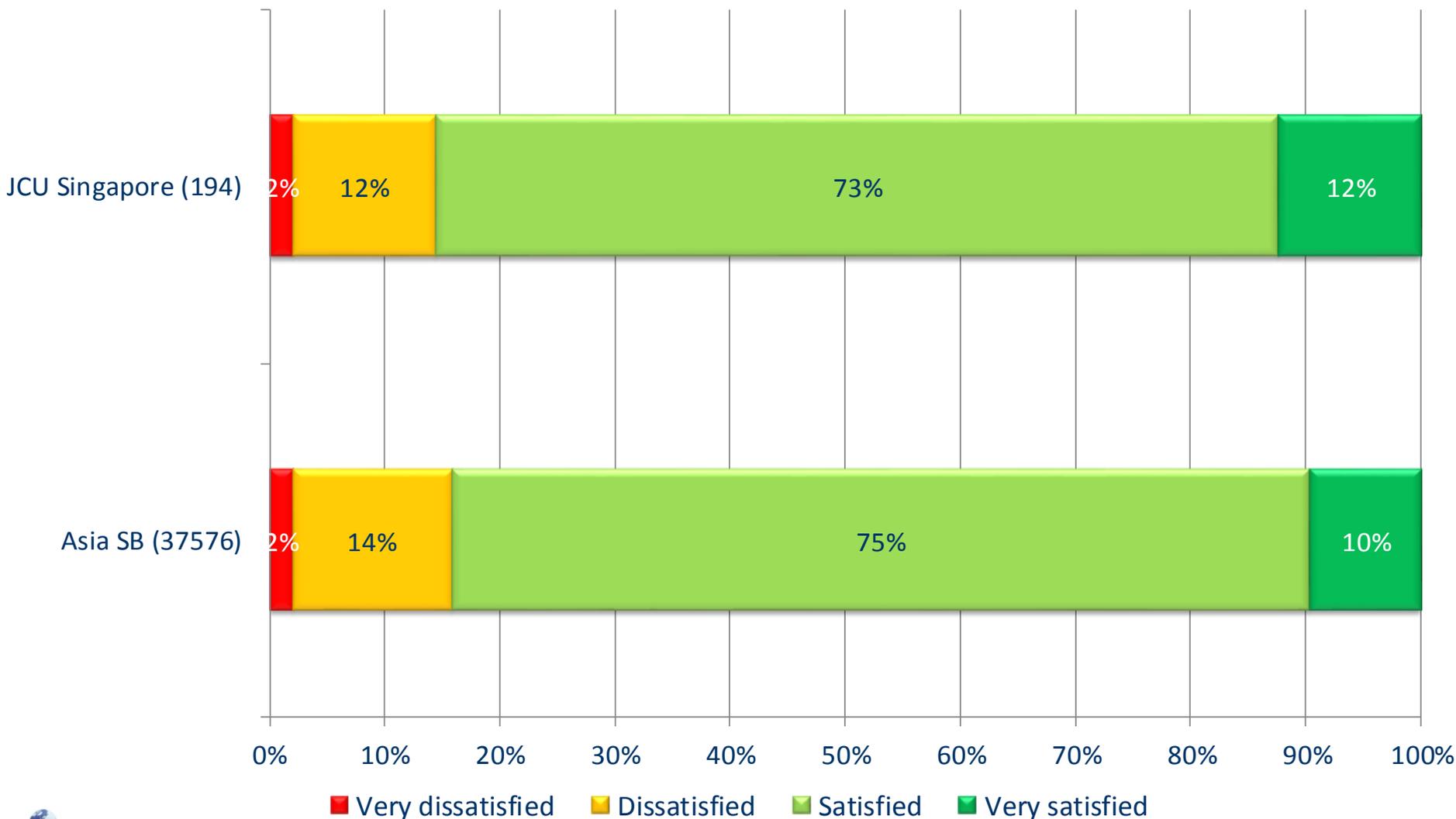
Which of the following helped you to choose this university?

# Arrival

# Learning

# Overall satisfaction - Learning

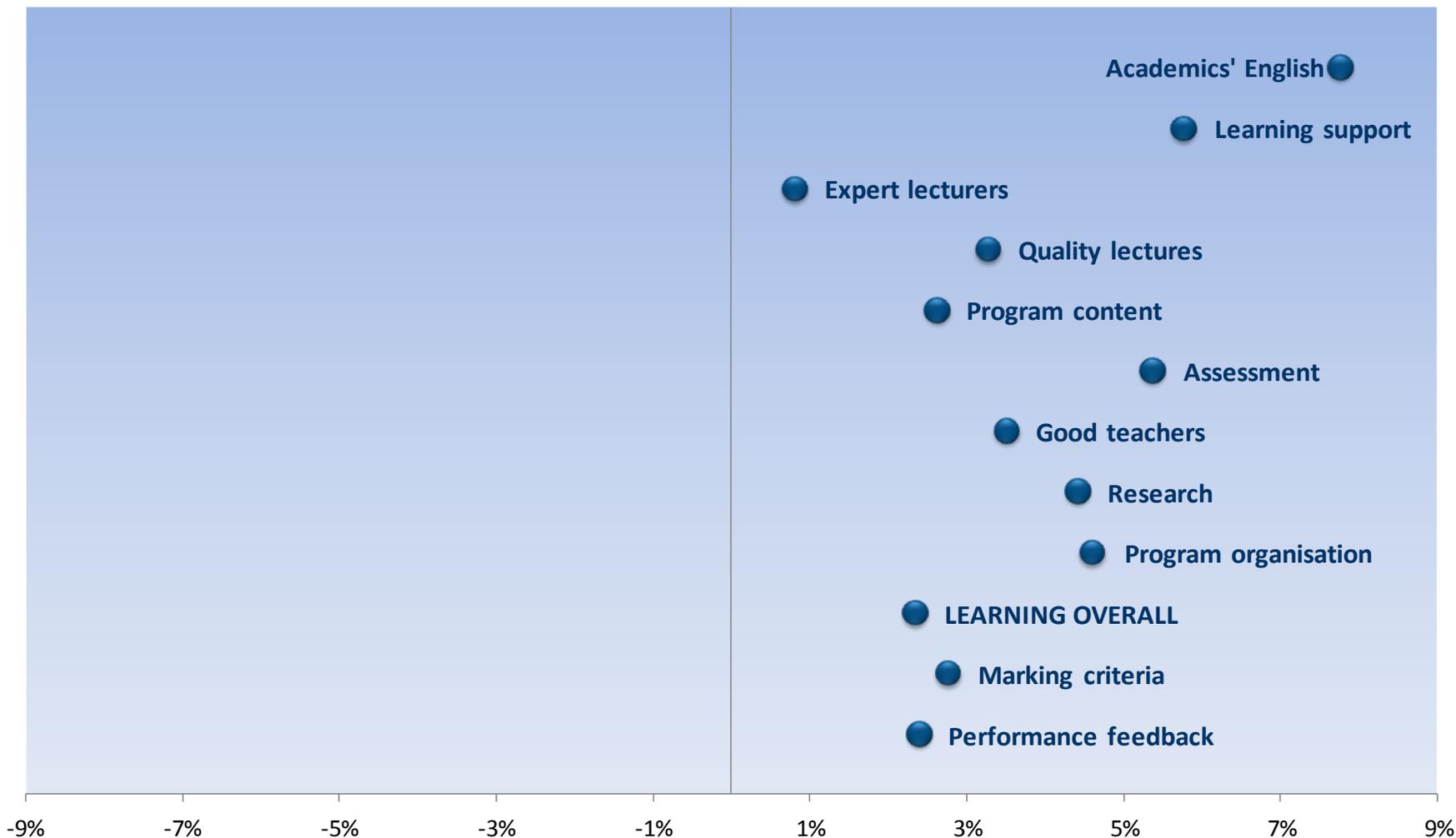
## DOMESTIC STUDENTS



# Learning matrix - Teaching

DOMESTIC STUDENTS

University satisfaction (sorted by % score)



% difference to primary benchmark

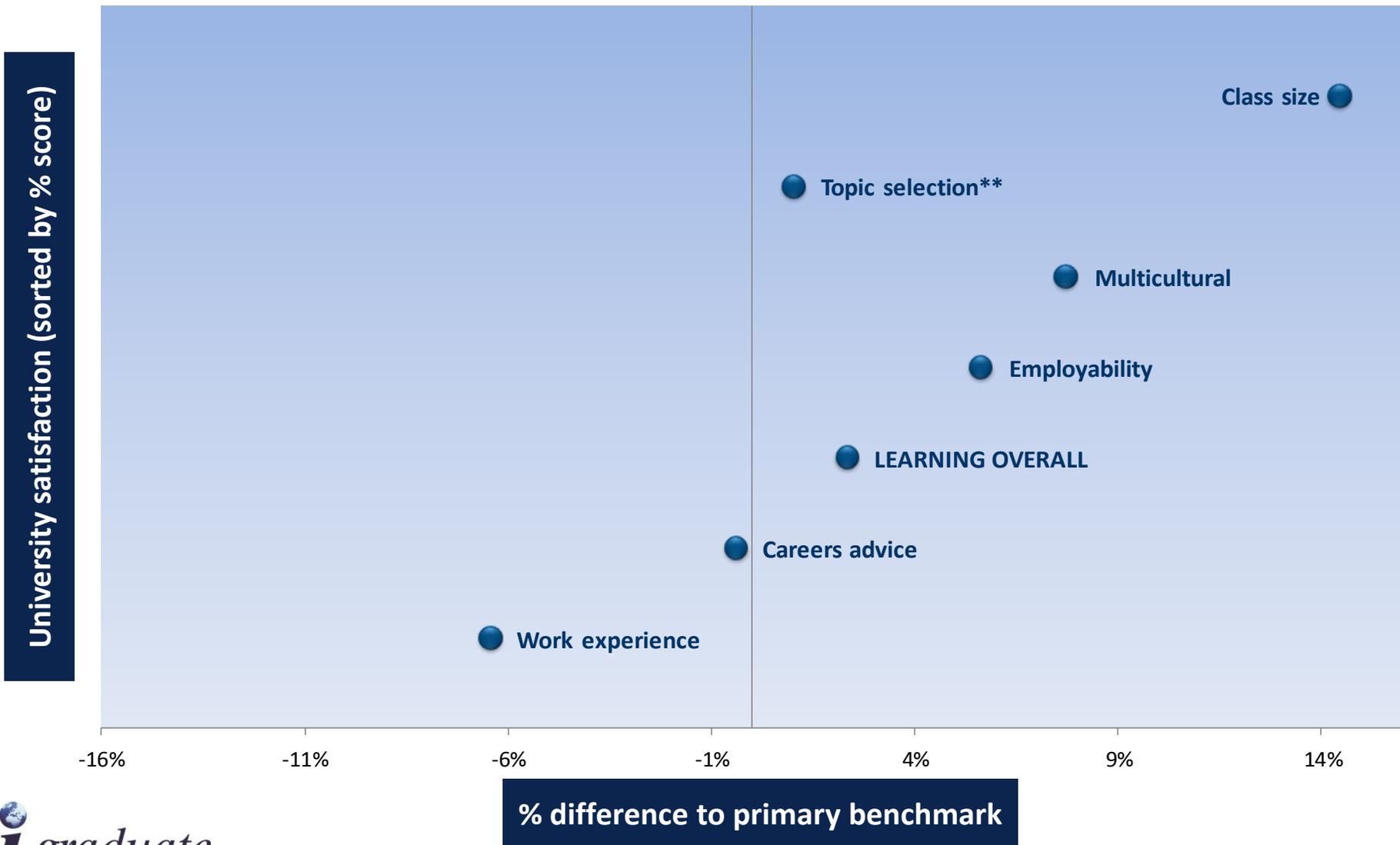
# Benchmarking learning - Teaching

## DOMESTIC STUDENTS

	JCU Singapore	SB %	Asia SB %	SB +/-	Asia SB +/-
<b>LEARNING AVERAGE</b>	<b>87.7%</b>	<b>85.5%</b>	<b>83.5%</b>	<b>2.2%</b>	<b>4.2%</b>
<b>LEARNING OVERALL</b>	<b>85.6%</b>	<b>86.2%</b>	<b>83.2%</b>	<b>-0.6%</b>	<b>2.3%</b>
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



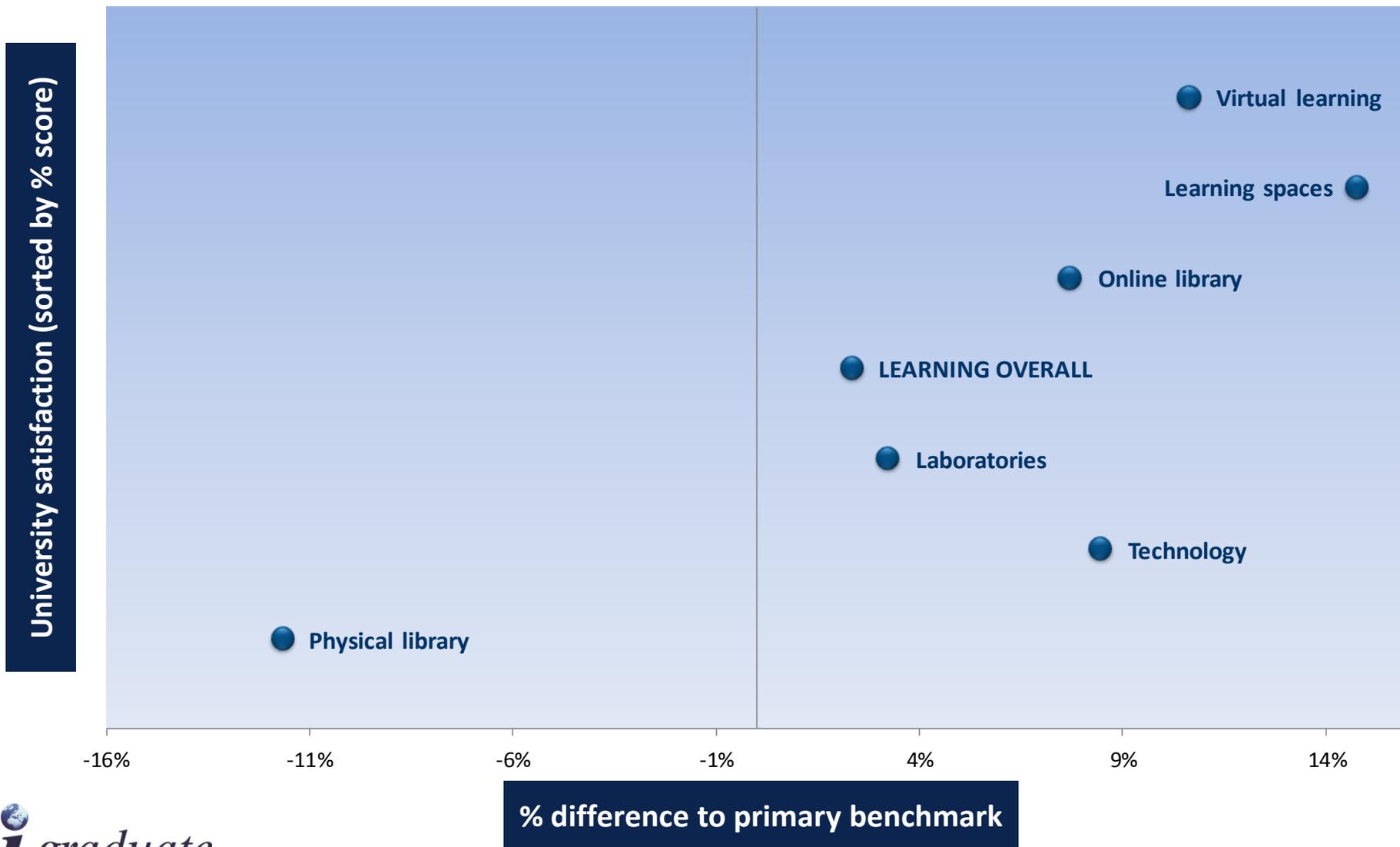
# Benchmarking learning - Studies

## DOMESTIC STUDENTS

	JCU Singapore	SB %	Asia SB %	SB +/-	Asia SB +/-
<b>LEARNING AVERAGE</b>	<b>87.7%</b>	<b>85.5%</b>	<b>83.5%</b>	<b>2.2%</b>	<b>4.2%</b>
<b>LEARNING OVERALL</b>	<b>85.6%</b>	<b>86.2%</b>	<b>83.2%</b>	<b>-0.6%</b>	<b>2.3%</b>
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



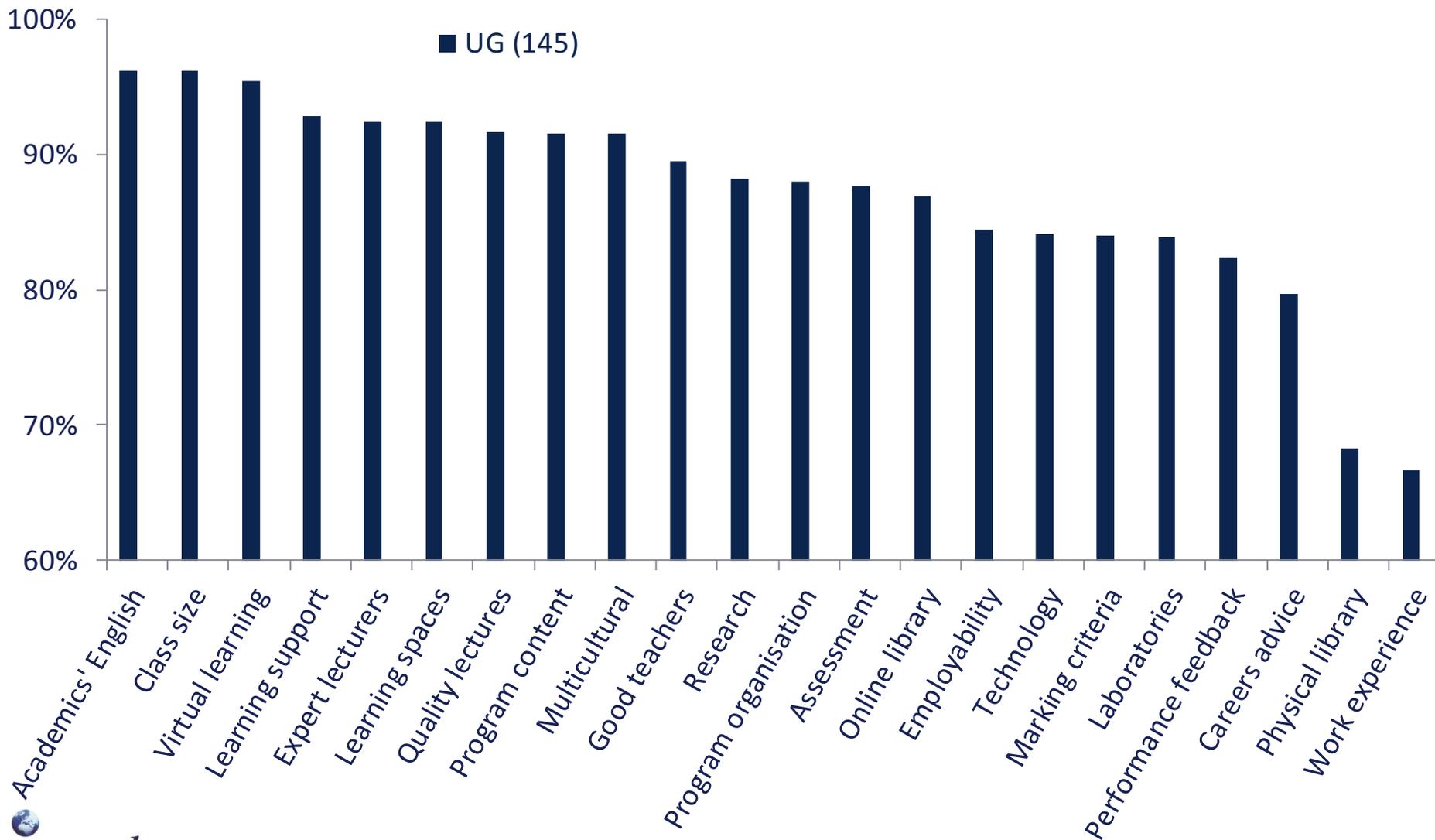
# Benchmarking learning - Facilities

## DOMESTIC STUDENTS

	JCU Singapore	SB %	Asia SB %	SB +/-	Asia SB +/-
<b>LEARNING AVERAGE</b>	<b>87.7%</b>	<b>85.5%</b>	<b>83.5%</b>	<b>2.2%</b>	<b>4.2%</b>
<b>LEARNING OVERALL</b>	<b>85.6%</b>	<b>86.2%</b>	<b>83.2%</b>	<b>-0.6%</b>	<b>2.3%</b>
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%

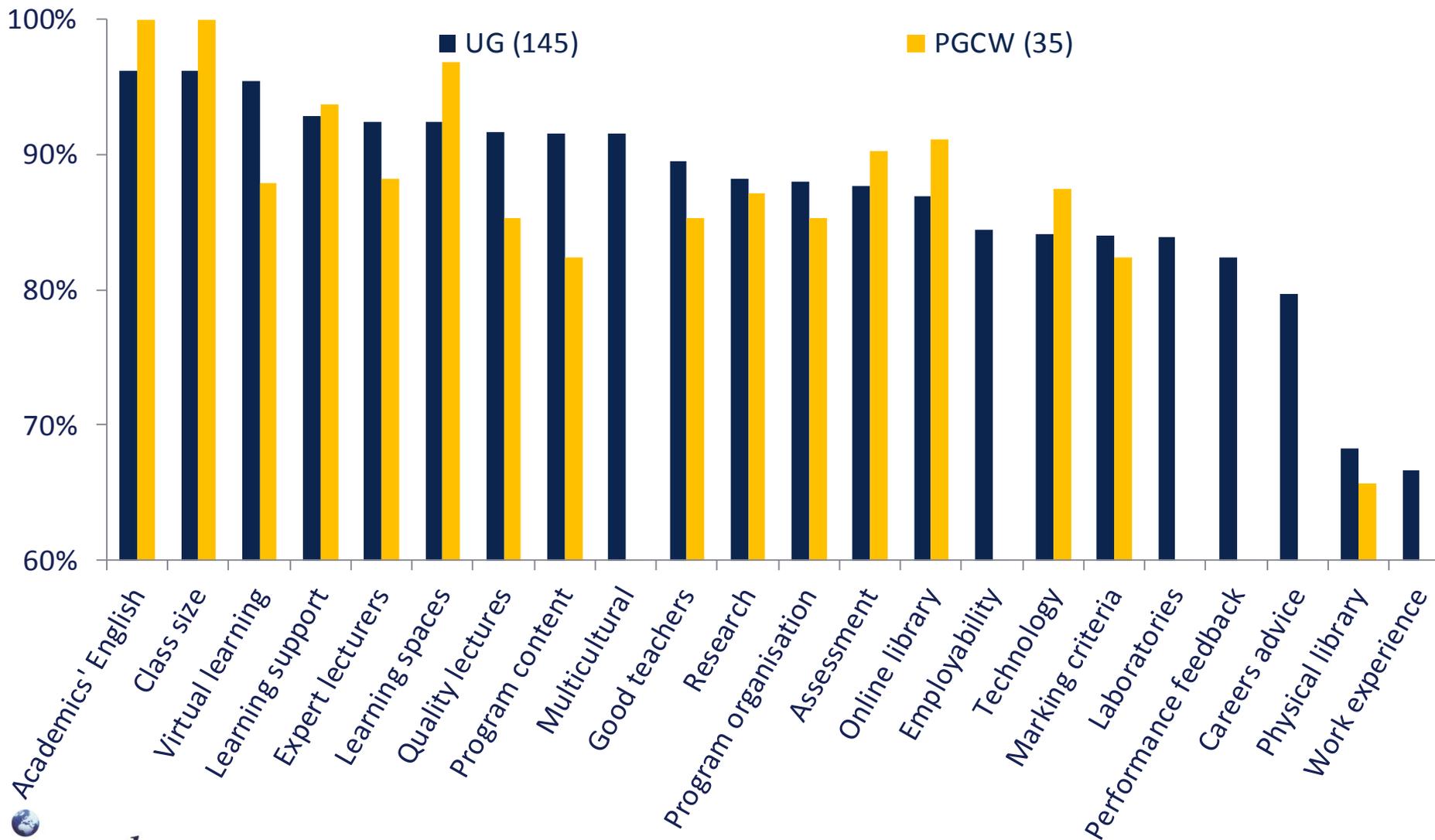
# Learning satisfaction - all students (by study level)

## DOMESTIC STUDENTS



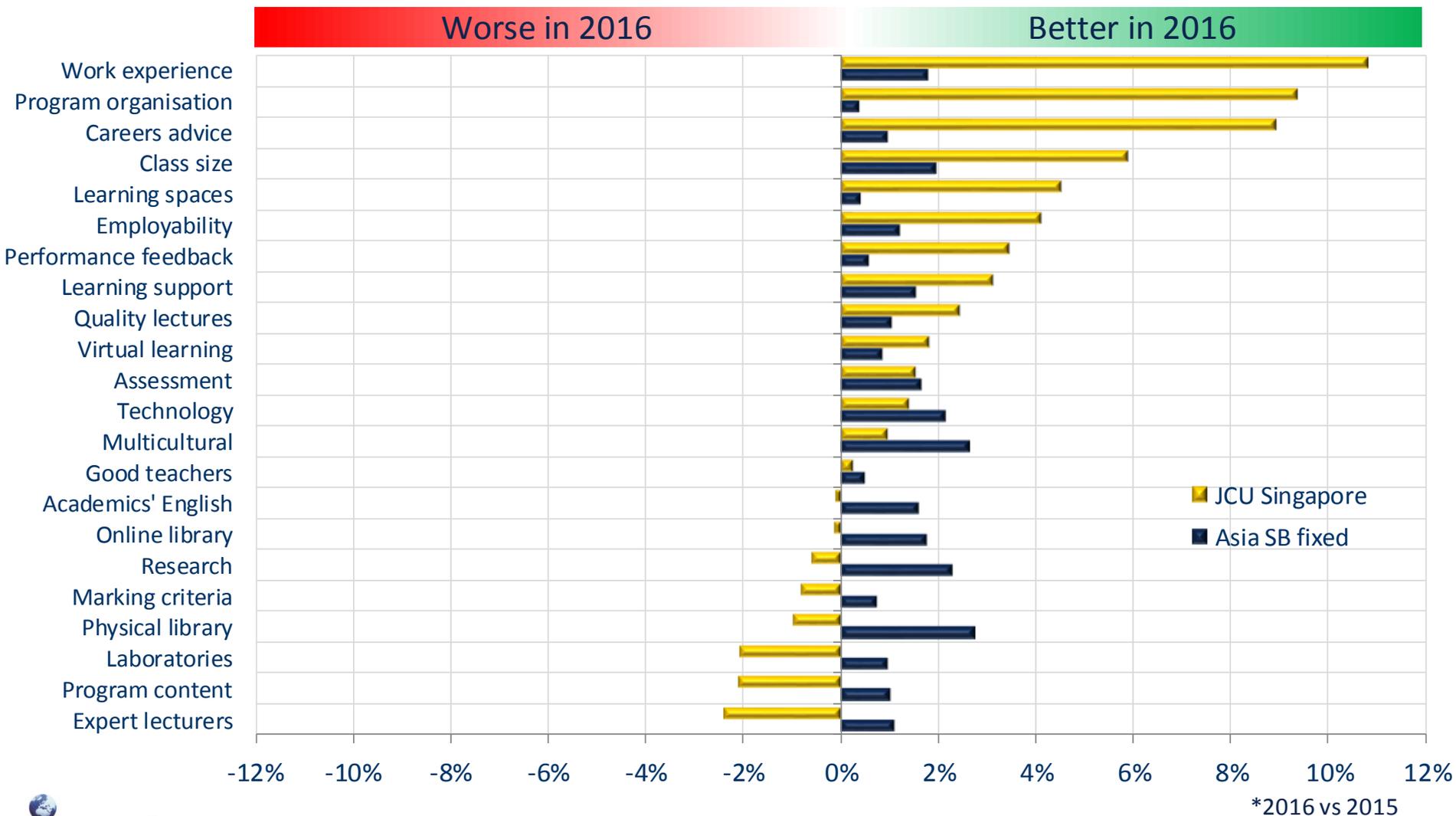
# Learning satisfaction - all students (by study level)

## DOMESTIC STUDENTS



# Learning satisfaction (year on year\*)

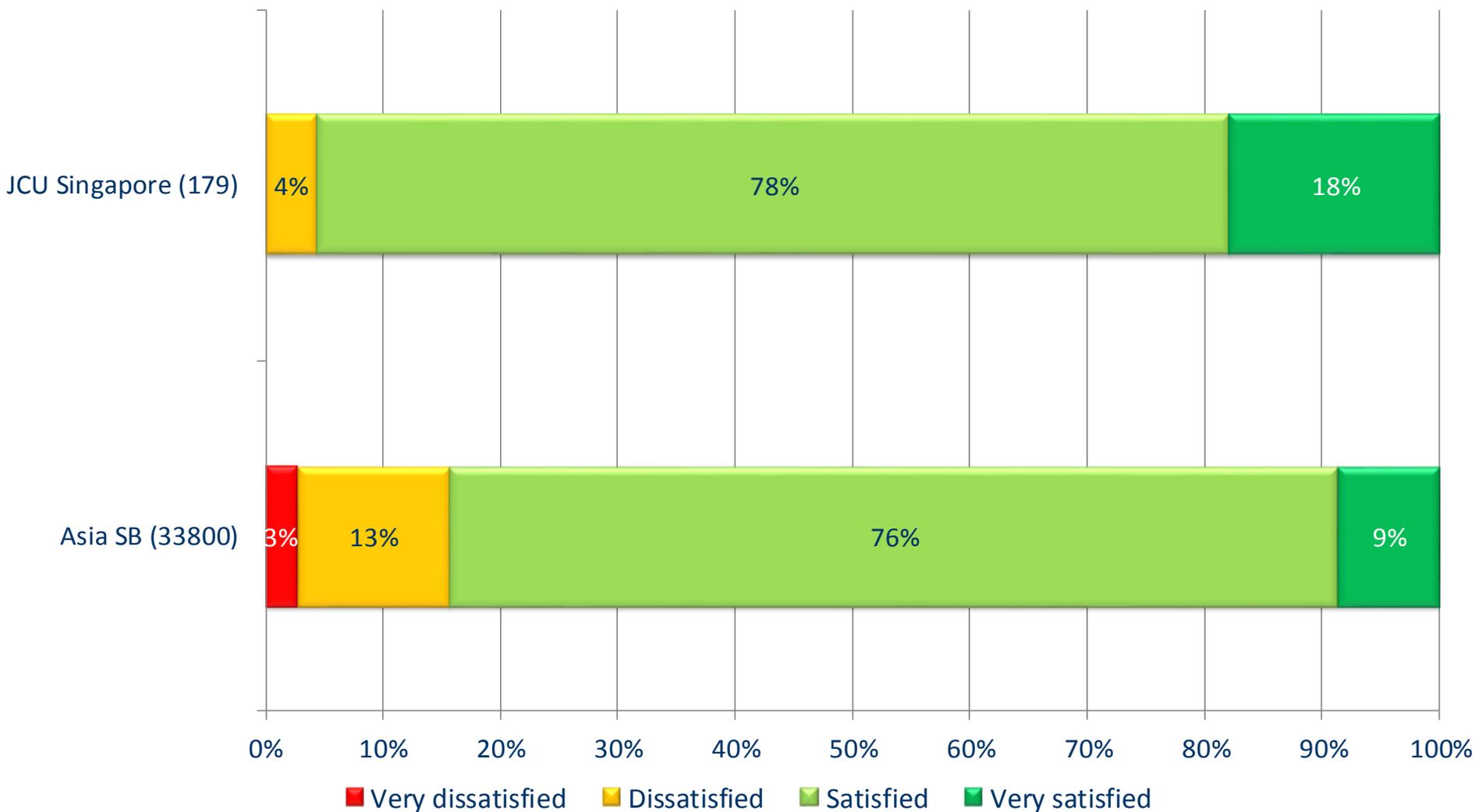
## DOMESTIC STUDENTS



Living

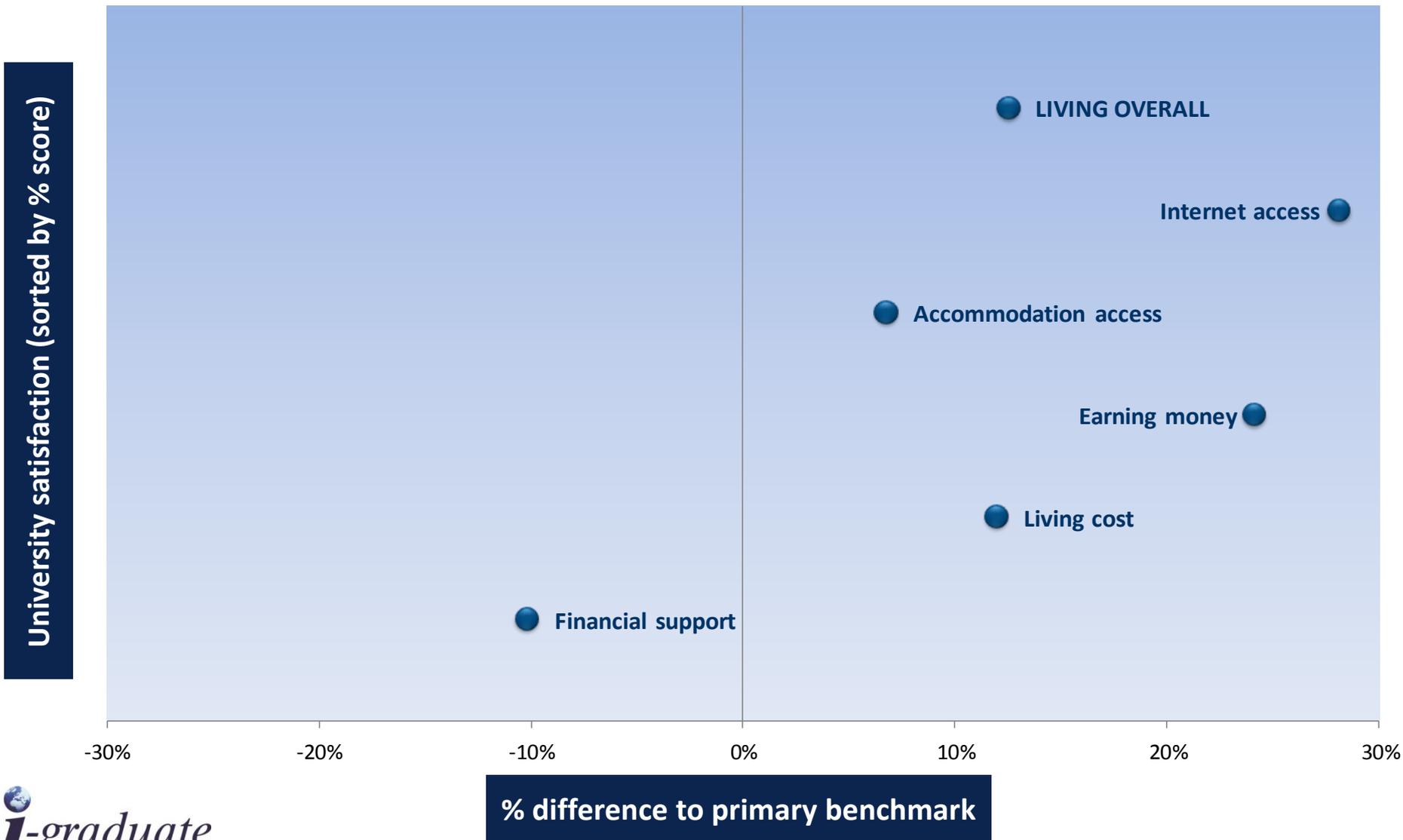
# Overall satisfaction - Living

## DOMESTIC STUDENTS



# Living matrix - Accommodation & living costs

DOMESTIC STUDENTS



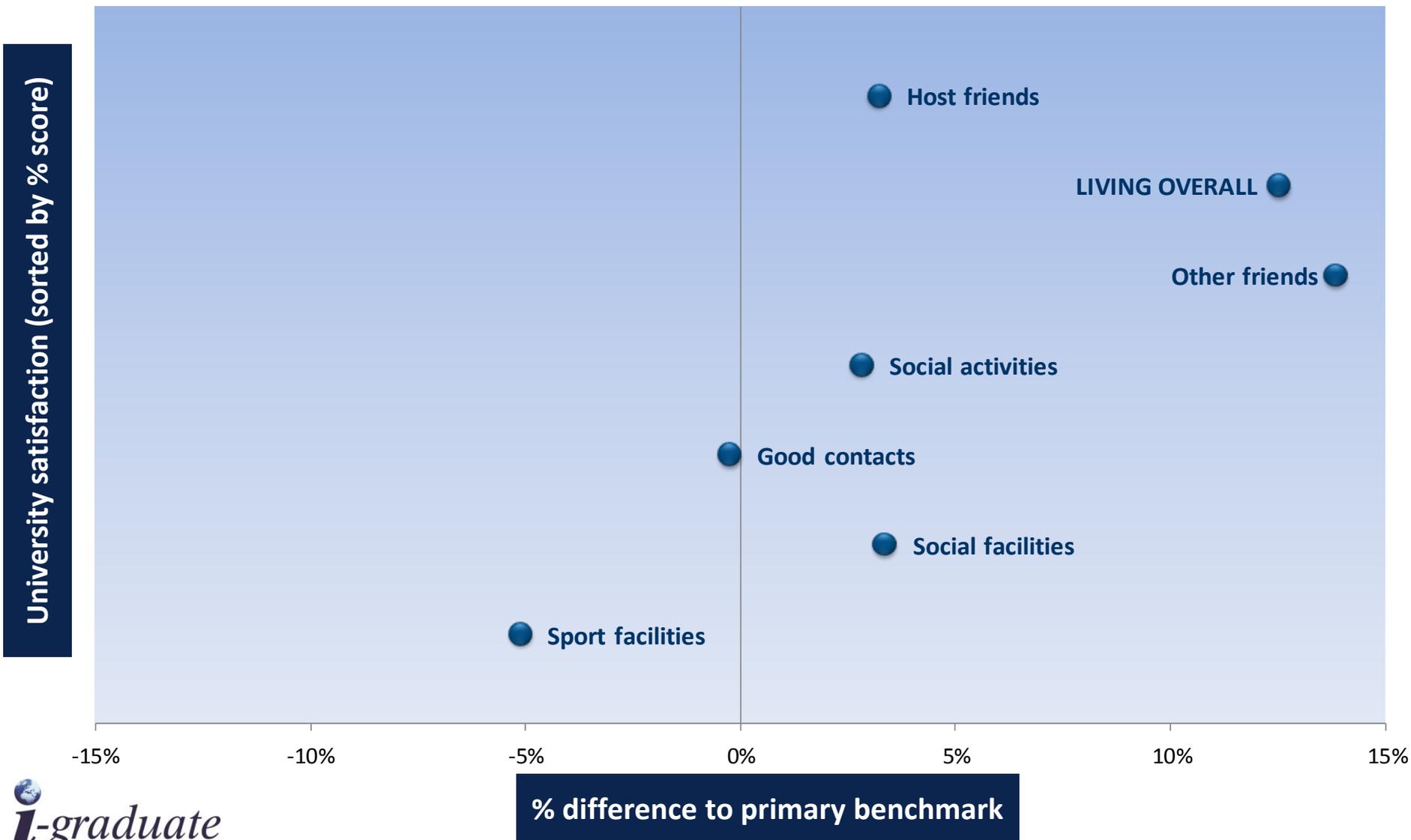
# Benchmarking living - Accommodation & living costs

## DOMESTIC STUDENTS

	JCU Singapore	SB %	Asia SB %	SB +/-	Asia SB +/-
<b>LIVING AVERAGE</b>	<b>81.6%</b>	<b>78.2%</b>	<b>72.5%</b>	<b>3.4%</b>	<b>9.1%</b>
<b>LIVING OVERALL</b>	<b>95.5%</b>	<b>86.7%</b>	<b>83.0%</b>	<b>8.9%</b>	<b>12.5%</b>
<b>ACCOMMODATION and LIVING COSTS</b>					
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



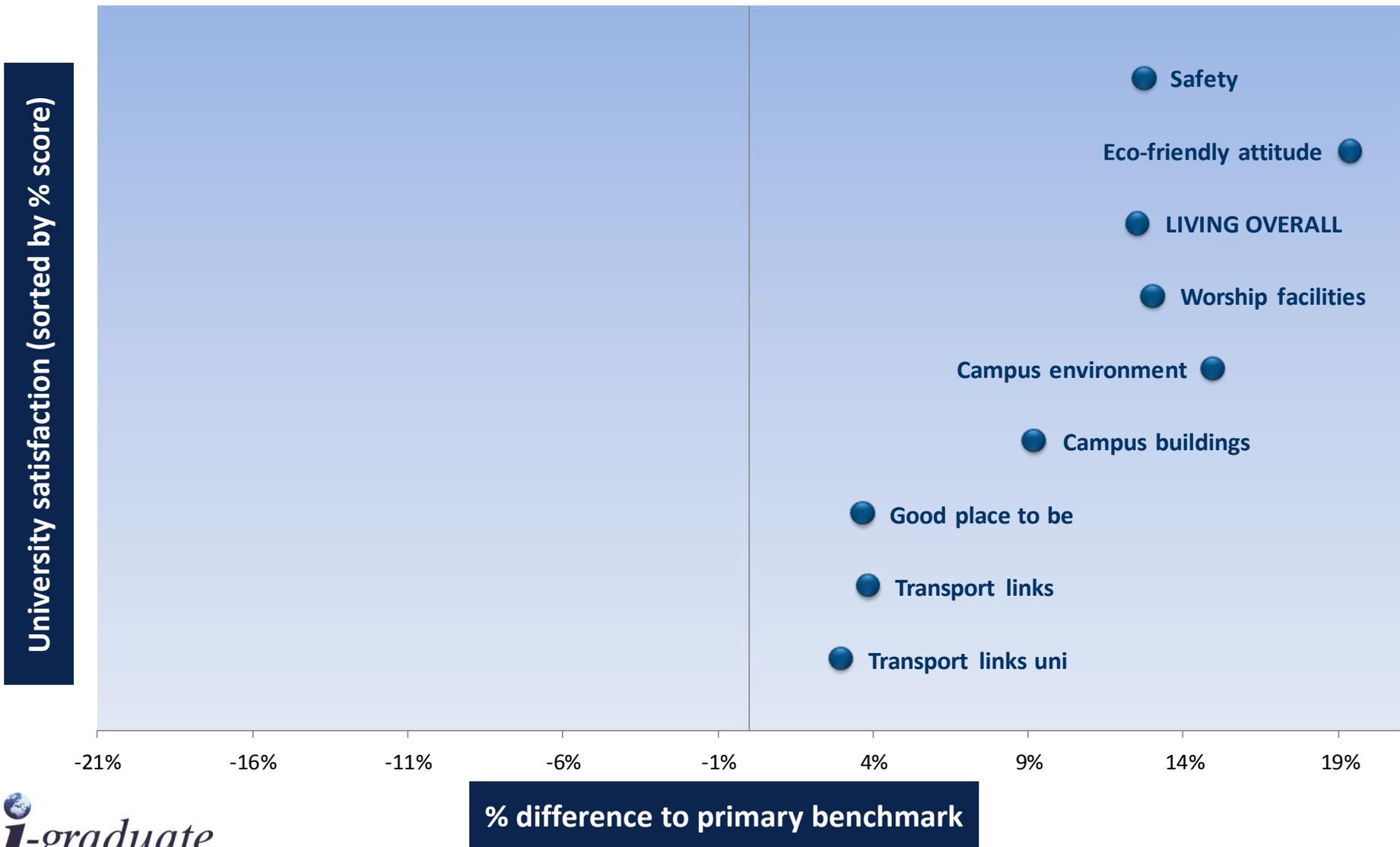
# Benchmarking living - Social

## DOMESTIC STUDENTS

	JCU Singapore	SB %	Asia SB %	SB +/-	Asia SB +/-
<b>LIVING AVERAGE</b>	<b>81.6%</b>	<b>78.2%</b>	<b>72.5%</b>	<b>3.4%</b>	<b>9.1%</b>
<b>LIVING OVERALL</b>	<b>95.5%</b>	<b>86.7%</b>	<b>83.0%</b>	<b>8.9%</b>	<b>12.5%</b>
<b>SOCIAL</b>					
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



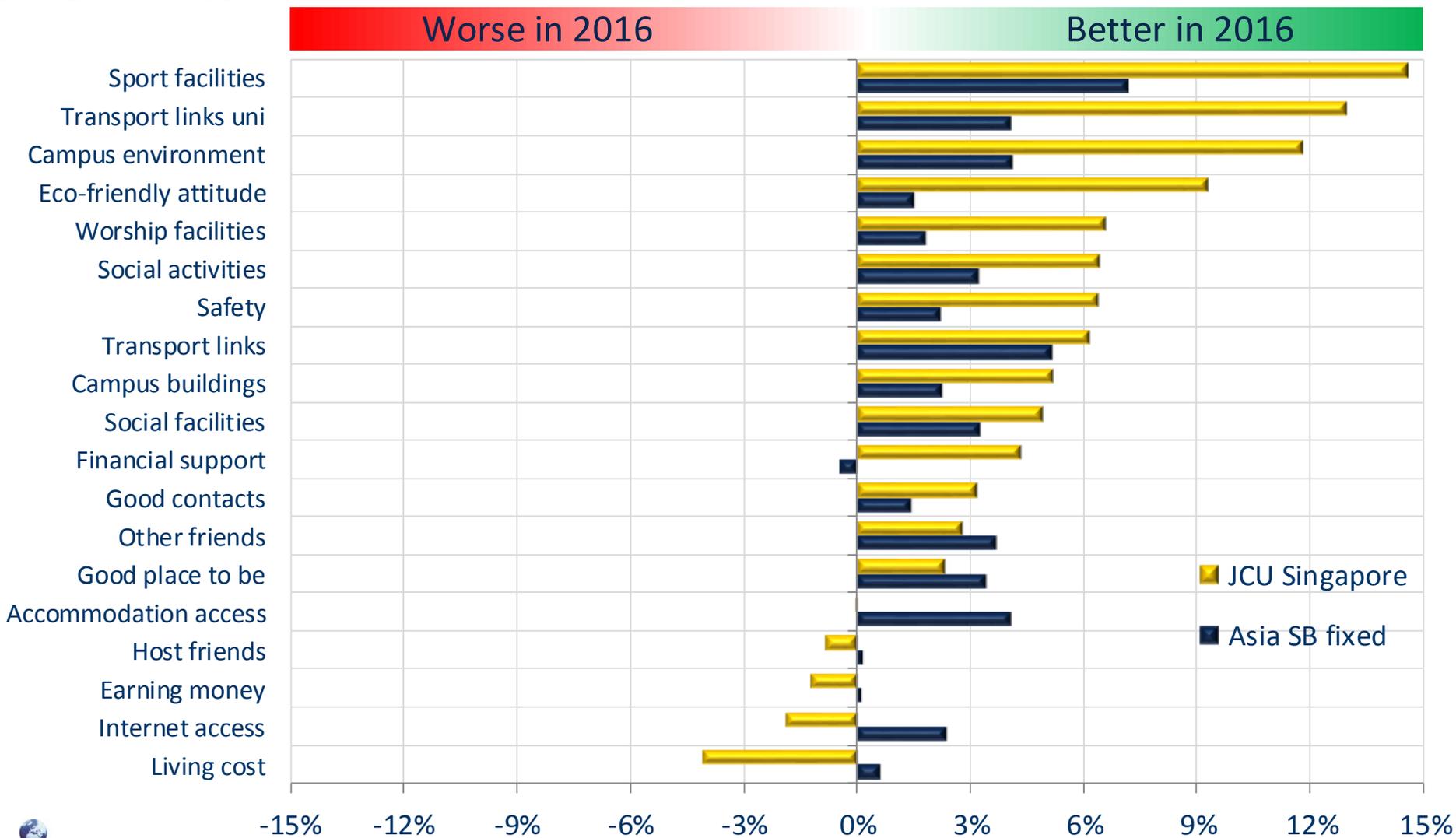
# Benchmarking living - Day to day life

## DOMESTIC STUDENTS

	JCU Singapore	SB %	Asia SB %	SB +/-	Asia SB +/-
<b>LIVING AVERAGE</b>	<b>81.6%</b>	<b>78.2%</b>	<b>72.5%</b>	<b>3.4%</b>	<b>9.1%</b>
<b>LIVING OVERALL</b>	<b>95.5%</b>	<b>86.7%</b>	<b>83.0%</b>	<b>8.9%</b>	<b>12.5%</b>
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



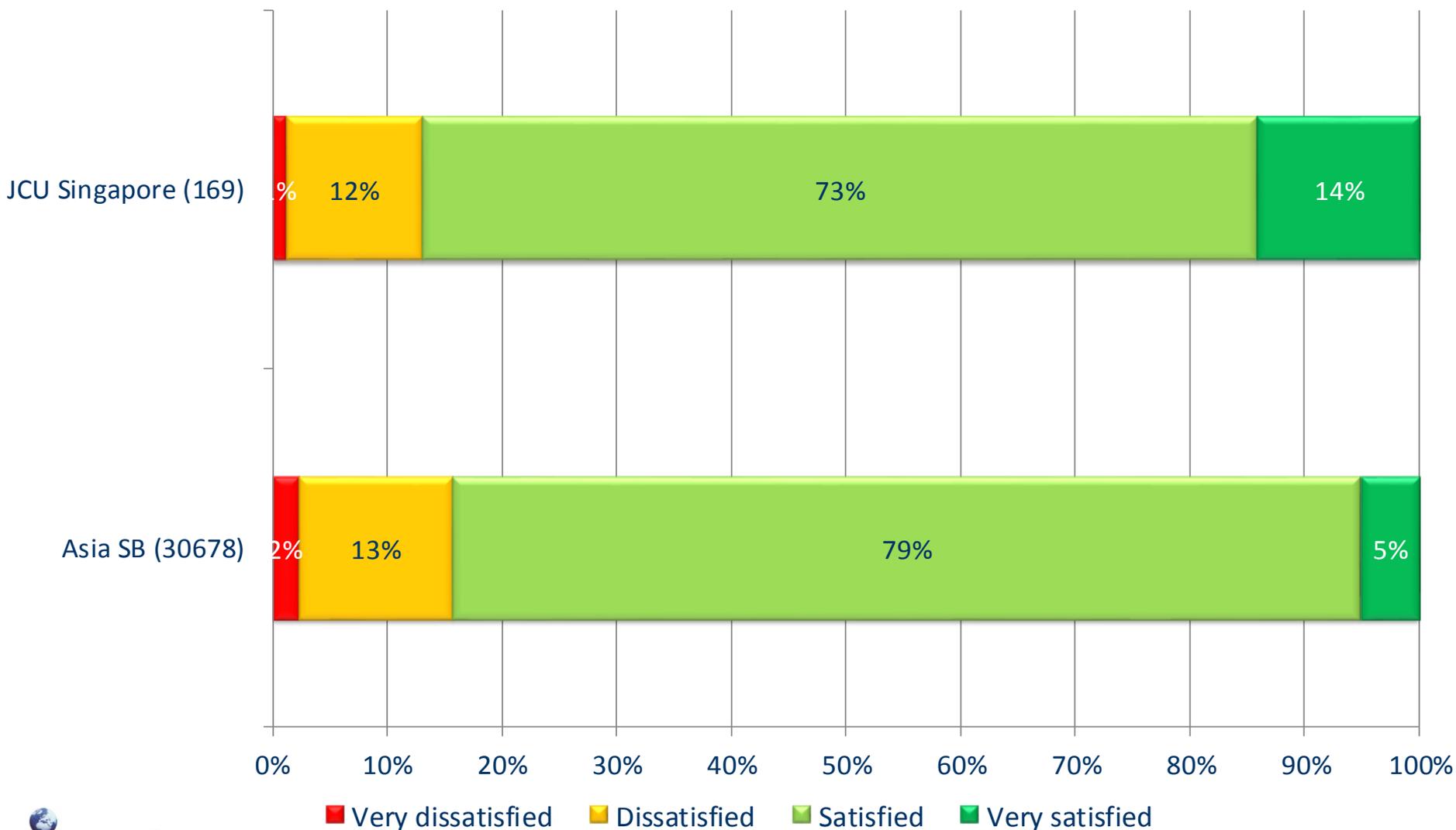
\*2016 vs 2015



# Support

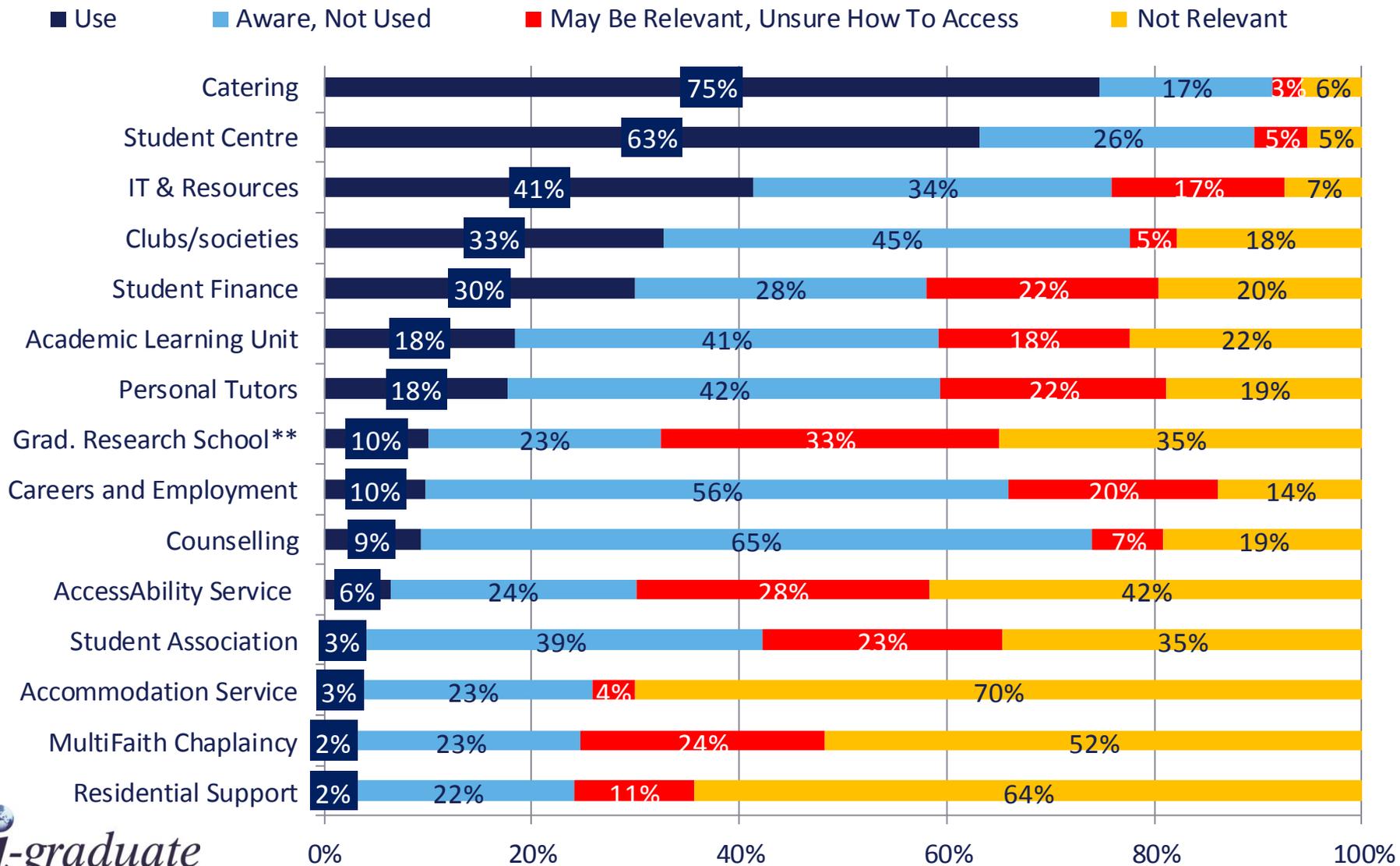
# Overall satisfaction - Support

## DOMESTIC STUDENTS



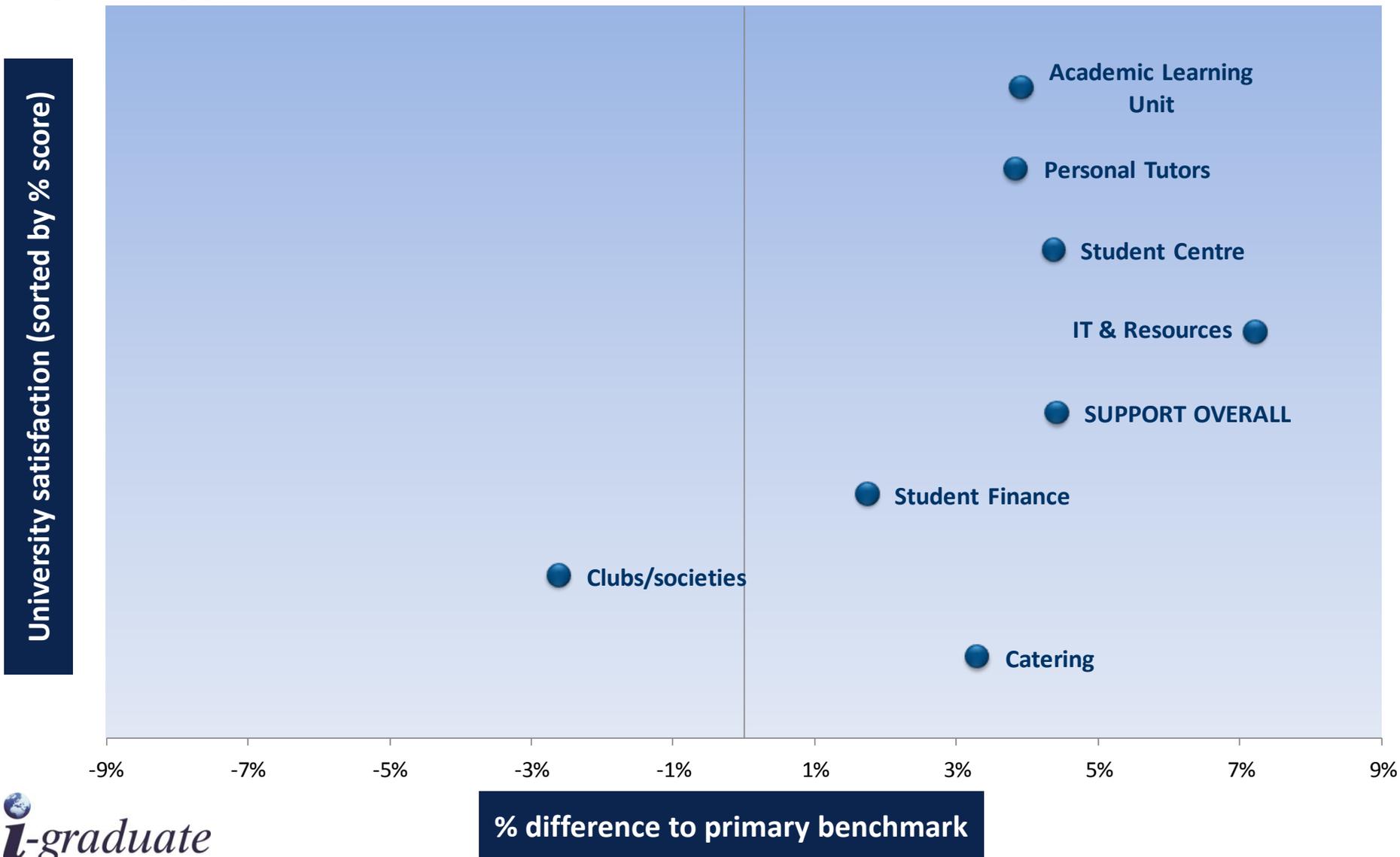
# Support usage

## DOMESTIC STUDENTS



# Support matrix

## DOMESTIC STUDENTS



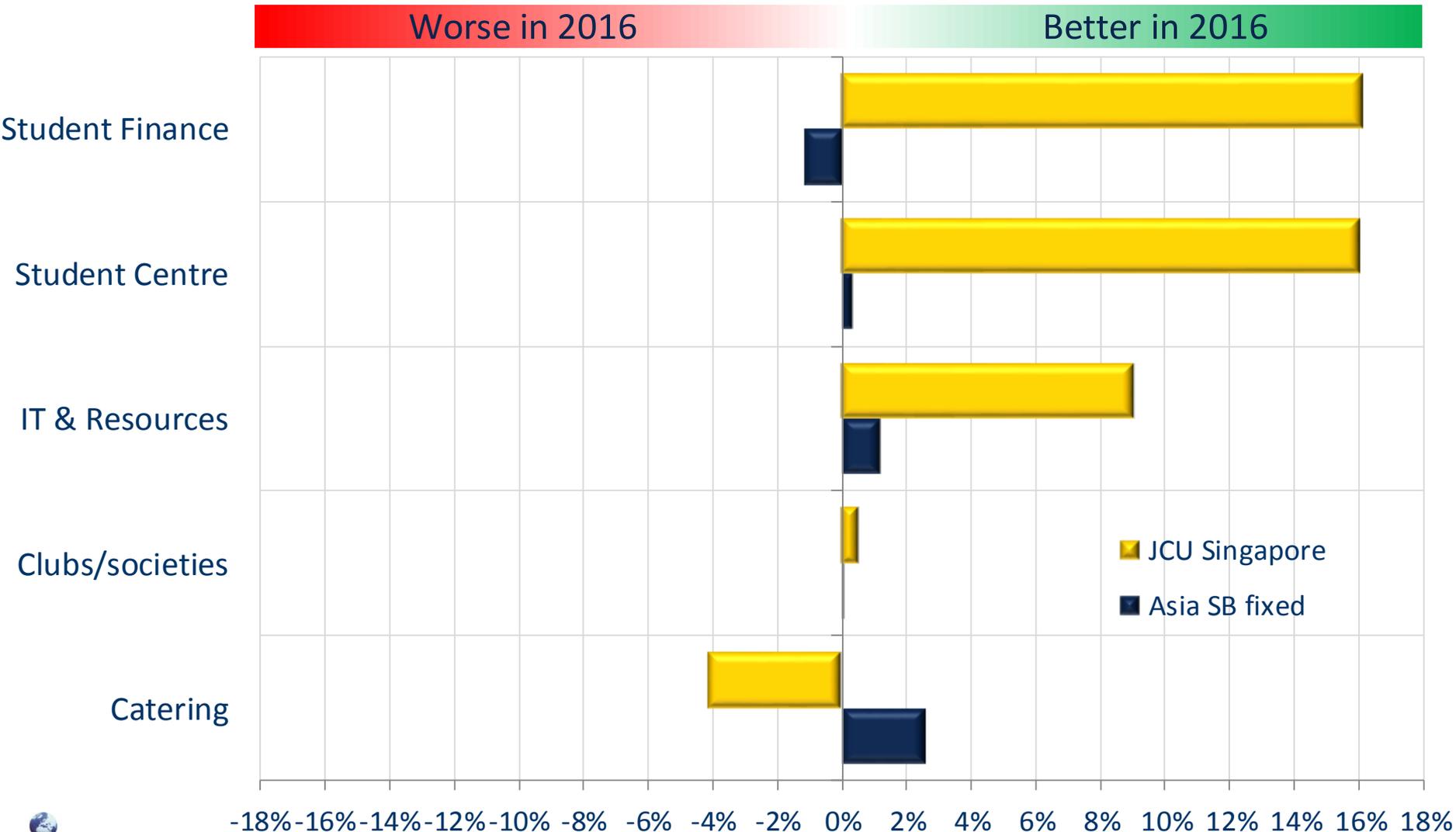
# Benchmarking support

## DOMESTIC STUDENTS

	JCU Singapore	SB %	Asia SB %	SB +/-	Asia SB +/-
<b>SUPPORT AVERAGE</b>	<b>89.0%</b>	<b>89.1%</b>	<b>87.0%</b>	<b>-0.1%</b>	<b>2.1%</b>
<b>SUPPORT OVERALL</b>	<b>87.0%</b>	<b>86.8%</b>	<b>82.6%</b>	<b>0.2%</b>	<b>4.4%</b>
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



-18% -16% -14% -12% -10% -8% -6% -4% -2% 0% 2% 4% 6% 8% 10% 12% 14% 16% 18%

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

\*2016 vs 2015

\*\*Postgraduate students only

# 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 &amp; 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 &amp; 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 &amp; 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 &amp; 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 <i>(excludes 'living at home'/'living with friends or relatives')</i>	Accommodation quality
The cost of accommodation <i>(excludes 'living at home'/'living with friends or relatives')</i>	Accommodation cost
The cost of living (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 Tasia Axel-Berg ([tasia.axelberg@i-graduate.org](mailto:tasia.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](mailto:info@i-graduate.org))
- Where we work:

**AUSTRALIA & NEW ZEALAND**

**ASIA**

**NORTH AMERICA**

**UK & EUROPE**

[www.i-graduate.org](http://www.i-graduate.org)  
[www.tribalgroup.com](http://www.tribalgroup.com)  
[www.obhe.ac.uk](http://www.obhe.ac.uk)