

# Student Barometer

James Cook University, Singapore

Wave 2018



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 2018



135,991 international students and 118,718 domestic students responded from 144 universities in 17 countries



University-specific results compared against comparator groups, national and international benchmarks



Reporting: in person, confidential and customised to each university

**ISB (135,991), SB (118,718), ISBSB (165,115)**

Aalto University

Erasmus University Rotterdam

La Trobe University

Åbo Akademi University

Estonian Academy of Arts

Lancaster University

Algonquin College

Estonian Academy of Music and Theatre

Lane Community College

Anglia Ruskin University

Estonian Business School

Lappeenranta University of Technology

Arcada University of Applied Sciences

Estonian Entrepreneurship University of Applied Sciences

**Leeds Beckett University****Asia Pacific University of Technology & Innovation (APU)**

Estonian University of Life Sciences

Liverpool John Moores University

**Australian Catholic University**

Euroacademy

London South Bank University

**Bath Spa University**

Federation University Australia

Macquarie University

Bishop Grosseteste University

Flinders University

**Mahidol University****Bond University**

George Brown College

Memorial University

Camosun College

Glasgow Caledonian University

**Monash University**

Cape Breton University

Goldsmiths, University of London

**Murdoch University**

Charles Darwin University

Griffith University

Newcastle University

**Coventry University**

Hamk University of Applied Sciences

Northumbria University

CQUniversity Australia

HAN University of Applied Sciences

Nova Scotia College of Art &amp; Design

Curtin University

Hanken School of Economics

Nova Scotia Community College

Dalhousie University

**Hong Kong Community College (HKCC)/School of Professional Education and Executive Development (SPEED)**

Peking University

Danmarks Tekniske Universitet

HU University of Applied Sciences Utrecht

**Penang Medical College**

Deakin University

**International Medical University**

Queen's University Belfast

DePaul University

James Cook University

Queensland University of Technology

**Durham University****Jönköping University**

RMIT University

Edith Cowan University

Kent State University

**Royal Holloway, University of London**

**ISB (135,991), SB (118,718), ISBSB (165,115)**

Southern Alberta Institute of Technology	Universita Cattolica del Sacro Cuore	University of Minnesota
Southern Cross University	<b>Universiti Teknologi Malaysia</b>	University of Nebraska–Lincoln
<b>St. Francis Xavier University</b>	<b>Universiti Teknologi Petronas</b>	University of Newcastle
<b>Sunway University and Sunway College</b>	<b>Universiti Tenaga Nasional</b>	<b>University of Nottingham</b>
Swinburne University of Technology	University of Amsterdam	University of Oulu
Tallinn University	University of Bradford	<b>University of Oxford</b>
Tallinn University of Technology	University of British Columbia	University of South Australia
Tampere University of Technology	University of California, Davis	University of South Wales
<b>Taylor's University, Lakeside Campus</b>	<b>University of Cambridge</b>	<b>University of Southern Queensland</b>
Teesside University	<b>University of Canberra</b>	<b>University of St Andrews</b>
<b>The Australian National University</b>	University of Central Lancashire	University of Strathclyde
The Hague University of Applied Sciences (THUAS)	University of Delaware	<b>University of Sussex</b>
<b>The Hong Kong Polytechnic University</b>	University of Dundee	University of Tampere
<b>The Royal Veterinary College</b>	University of Eastern Finland	University of Tartu
The University of Adelaide	University of Gloucestershire	University of Tasmania
The University of New England	University of Greenwich	University of Technology Sydney
The University of New South Wales	University of Groningen	University of Texas at San Antonio
<b>The University of Nottingham - China</b>	University of Helsinki	<b>University of the West of Scotland</b>
<b>The University of Nottingham - Malaysia</b>	University of Huddersfield	University of Turku
<b>The University of Queensland</b>	University of Jyväskylä	University of Vaasa
<b>The University of Sydney</b>	University of Lapland	<b>University of Warwick</b>
The University of Western Australia	<b>University of Malaya</b>	University of Wollongong
Umeå University	<b>University of Melbourne</b>	Vrije Universiteit Amsterdam
<b>Universidad Pompeu Fabra</b>	University of Michigan-Flint	<b>Wageningen University</b>
Western Sydney University	Wilfrid Laurier University	

**ISB (56,376), SB (43,952), ISBSB (61,428)**

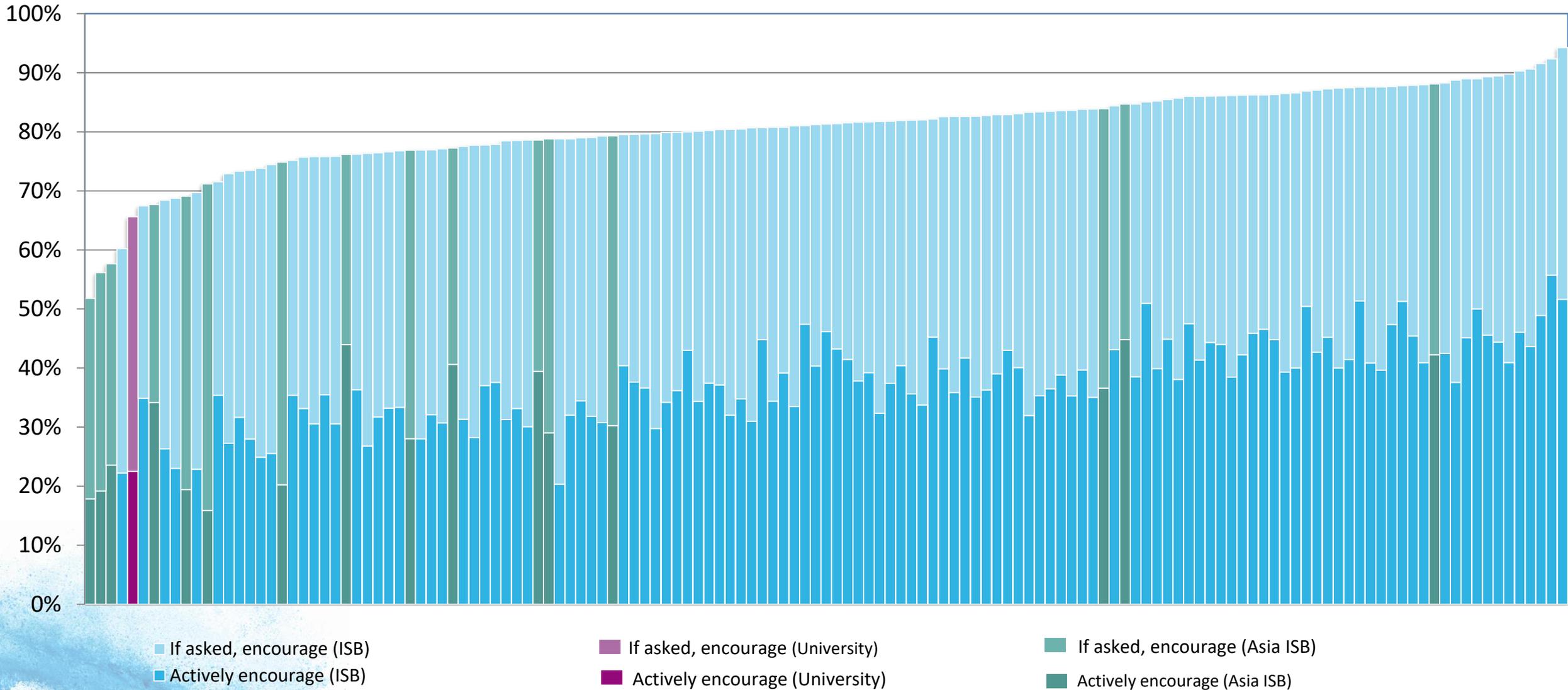
<b>Australian Catholic University</b>	<b>Murdoch University</b>
The University of Adelaide	Queensland University of Technology
<b>The Australian National University</b>	RMIT University
<b>Bond University</b>	Southern Cross University
<b>University of Canberra</b>	Swinburne University of Technology
Charles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

Universities in bold surveyed international and domestic students

## Asia ISB (7,535), SB (33,527), ISBSB (40,386)

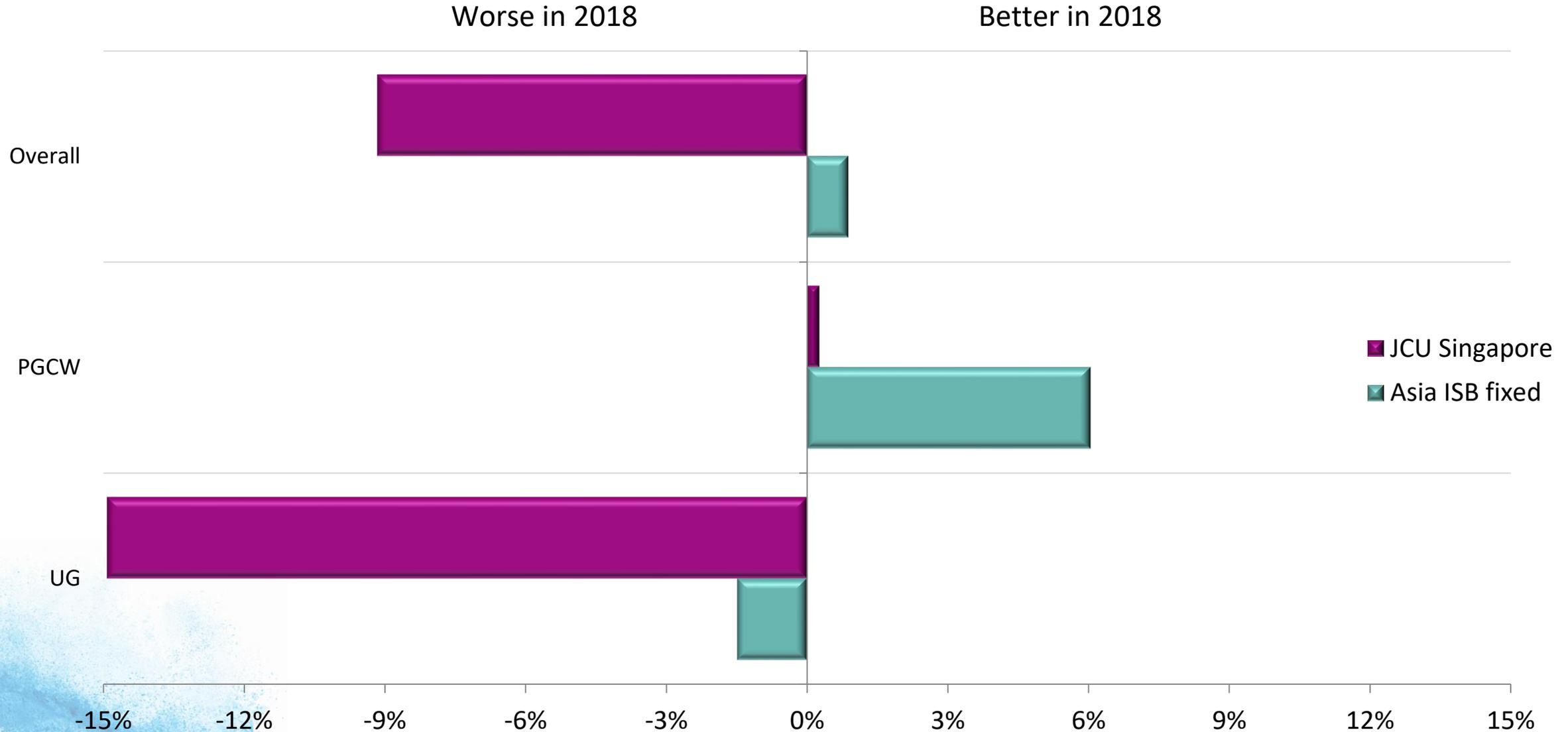
Asia Pacific University of Technology & Innovation (APU)	Swinburne University of Technology Sarawak Campus
Curtin Singapore	Taylor's University, Lakeside Campus
Curtin University, Malaysia	The Hong Kong Polytechnic University
Hong Kong Community College (HKCC)/School of Professional Education and Executive Development (SPEED)	The University of Nottingham - China
International Medical University	The University of Nottingham - Malaysia
James Cook University Singapore	Universiti Teknologi Malaysia
Mahidol University	Universiti Teknologi Petronas
Peking University	Universiti Tenaga Nasional
Penang Medical College	University of Malaya
Sunway University and Sunway College	

JCU Singapore (320)	2018 vs 2016		Asia ISB (6274)	Global ISB (109462)	UG (216)	PGCW (61)
23%	-7%	I would actively encourage people to apply	32%	37%	18%	23%
43%	-2%	If asked, I would encourage people to apply	43%	44%	43%	48%
24%	5%	I would neither encourage nor discourage people to apply	18%	14%	26%	25%
7%	3%	If asked, I would discourage people from applying	4%	3%	9%	3%
3%	2%	I would actively discourage people from applying	2%	1%	4%	2%



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

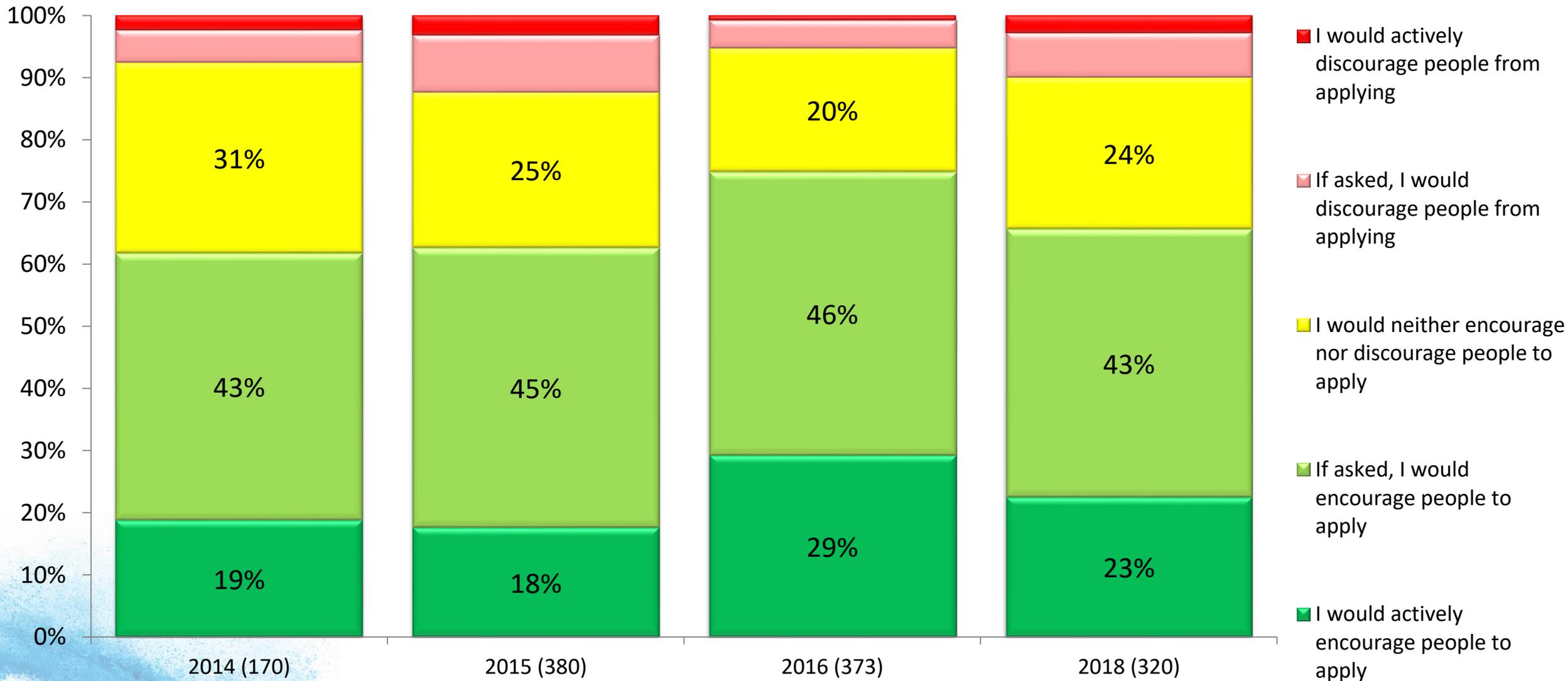
# Propensity to recommend (year on year\*)



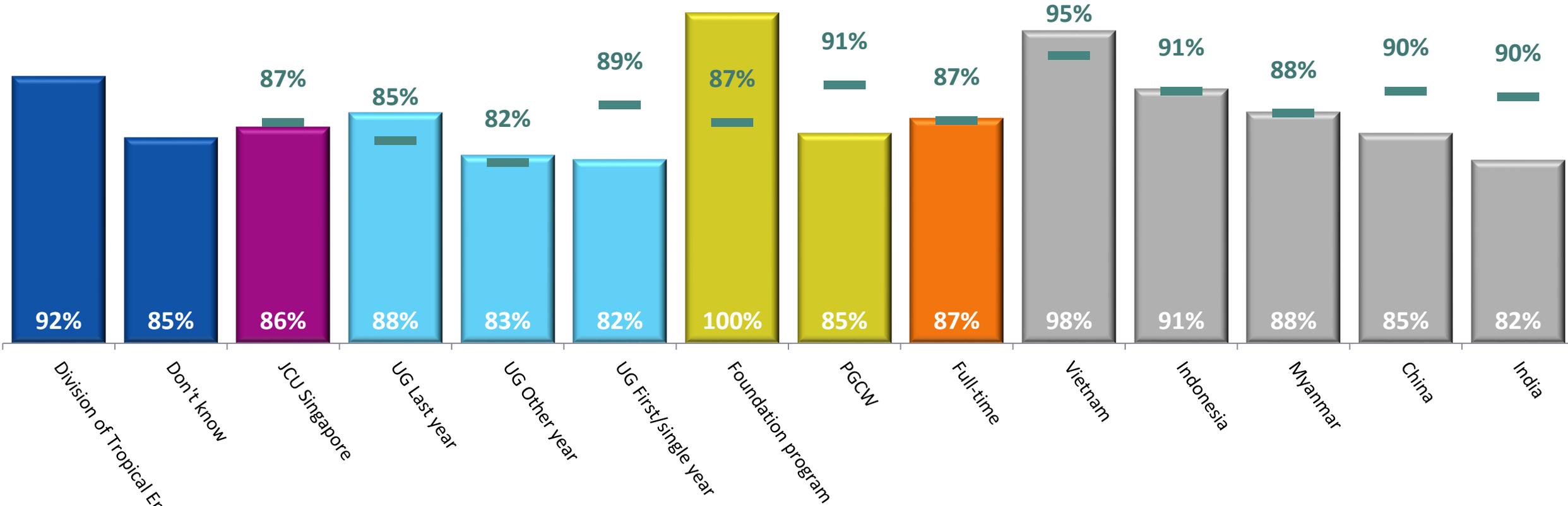
\*2018 vs 2016

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

# Propensity to recommend (year on year)

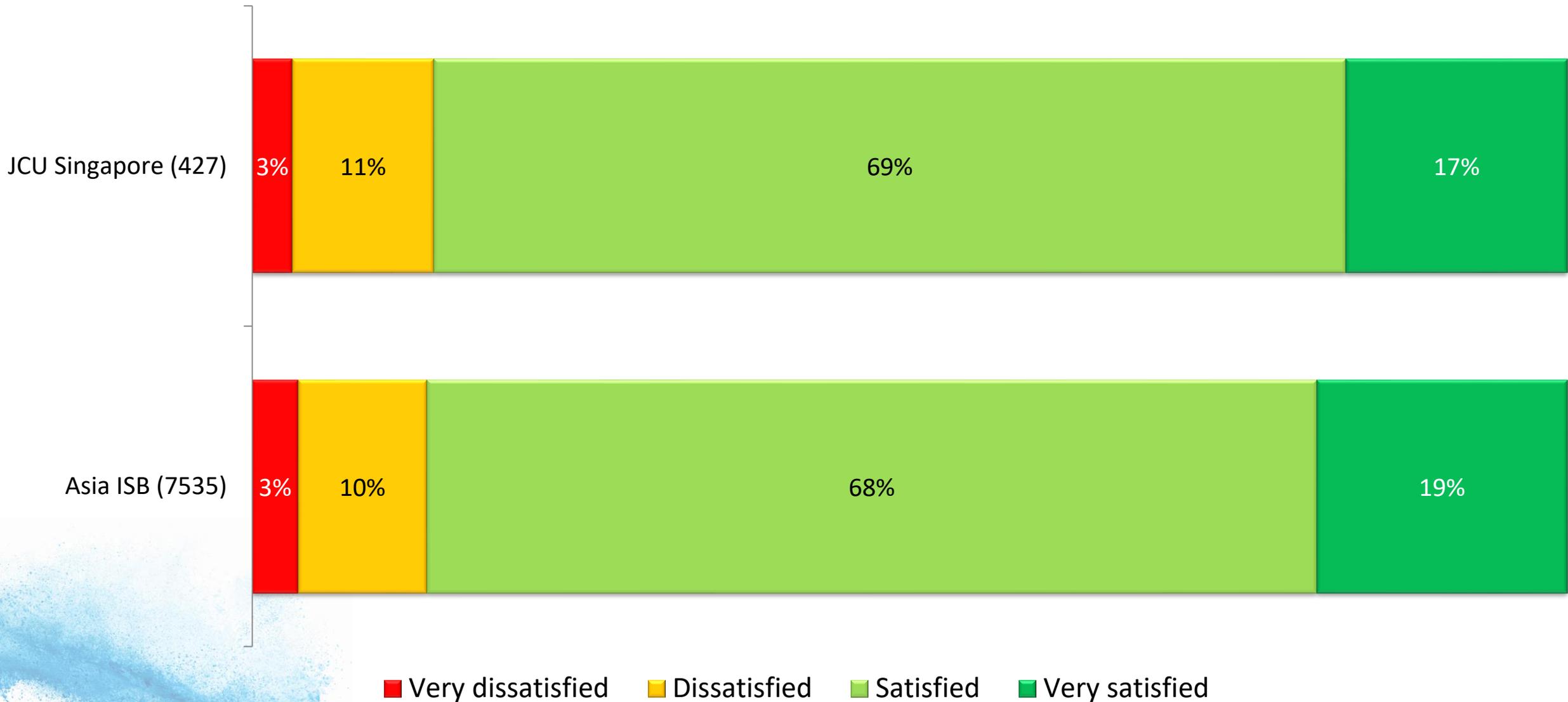


Would you recommend the university to others thinking of applying here?



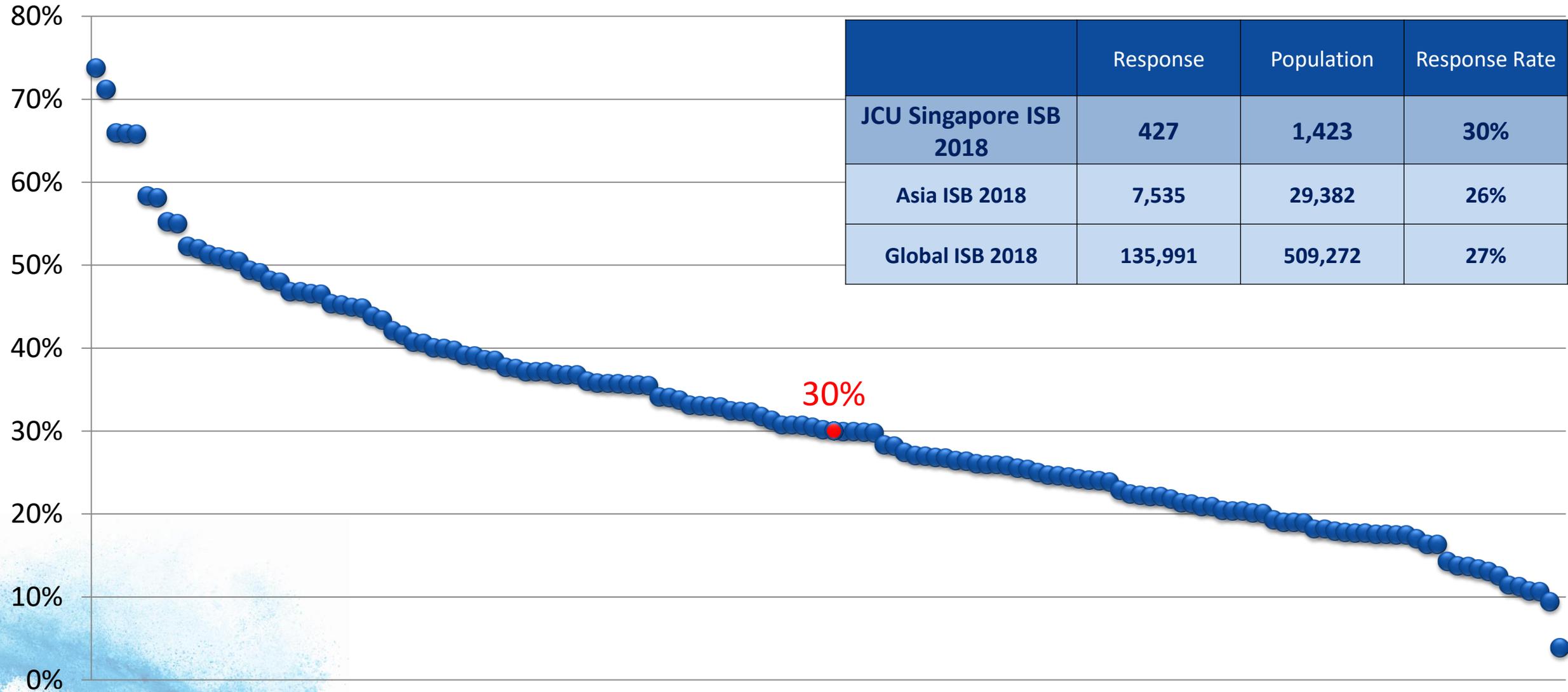
— Asia ISB

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



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

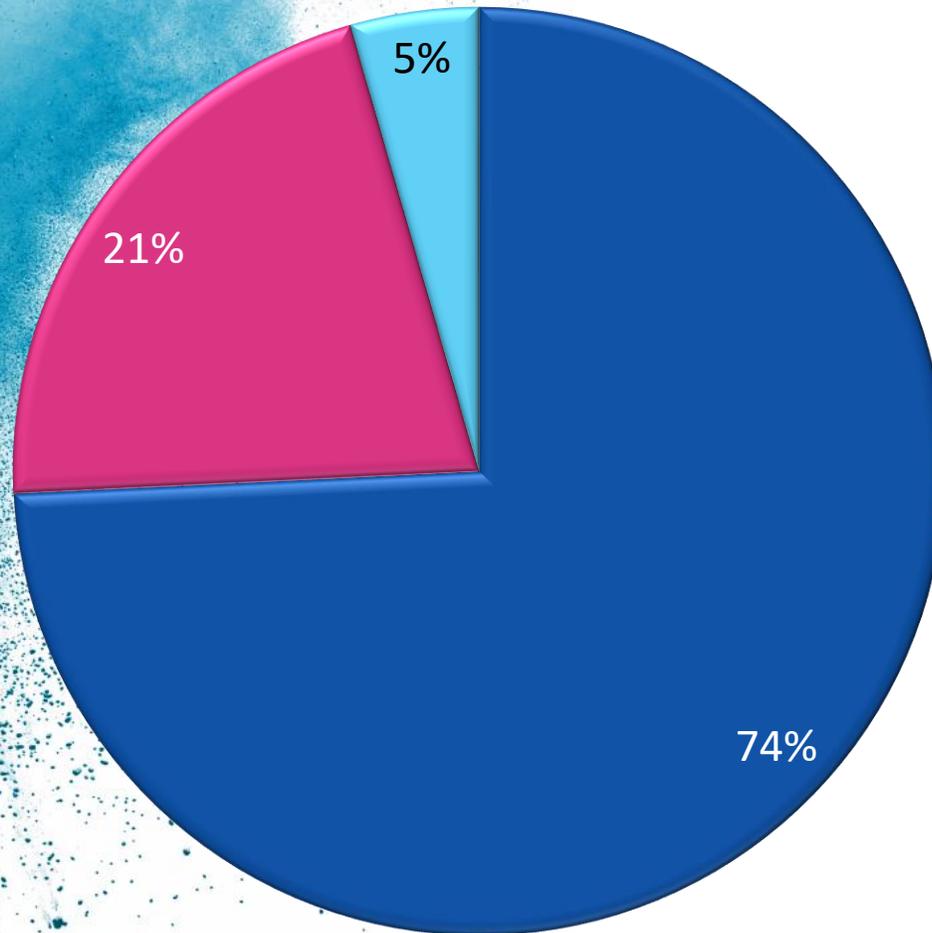
# Survey response



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

# Faculty breakdown

JCU Singapore (427)



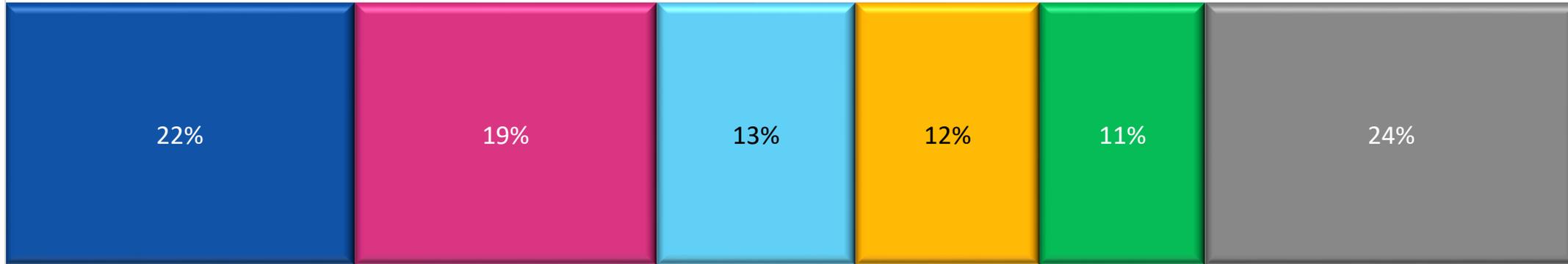
■ Don't know

■ Division of Tropical Environments & Societies

■ Division of Tropical Health & Medicine

# Nationality breakdown

JCU Singapore (427)



Asia ISB (7535)

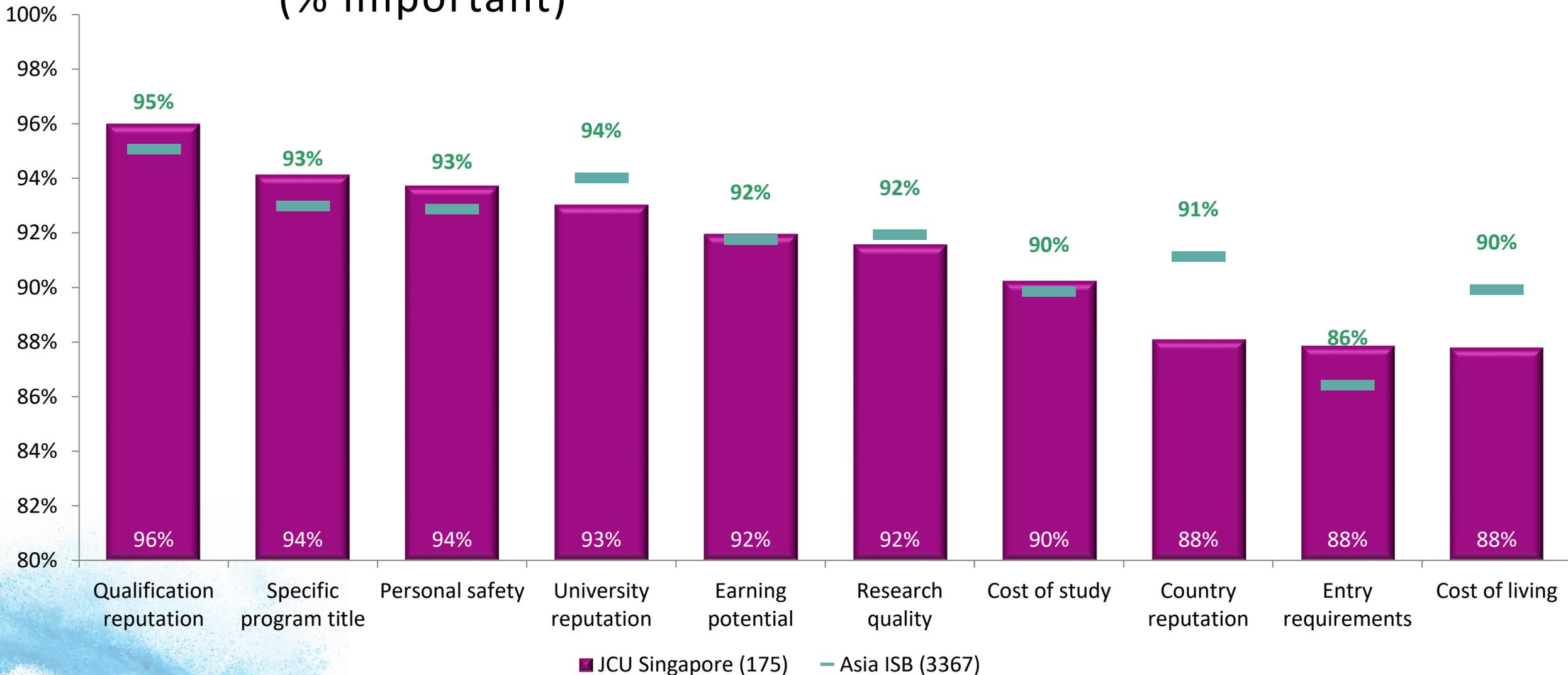


India China Indonesia Myanmar Vietnam Other

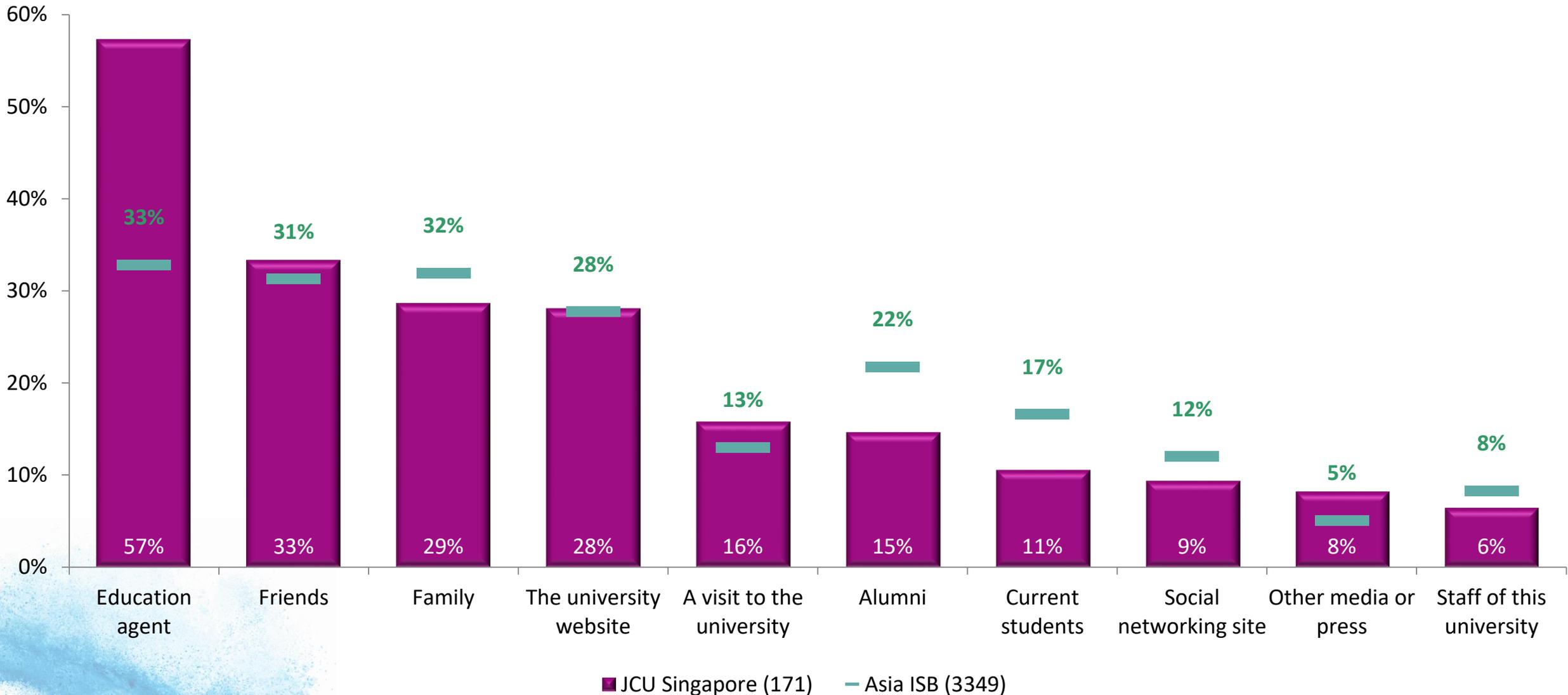
# Choice of destination

# Top 10 factors in study decision

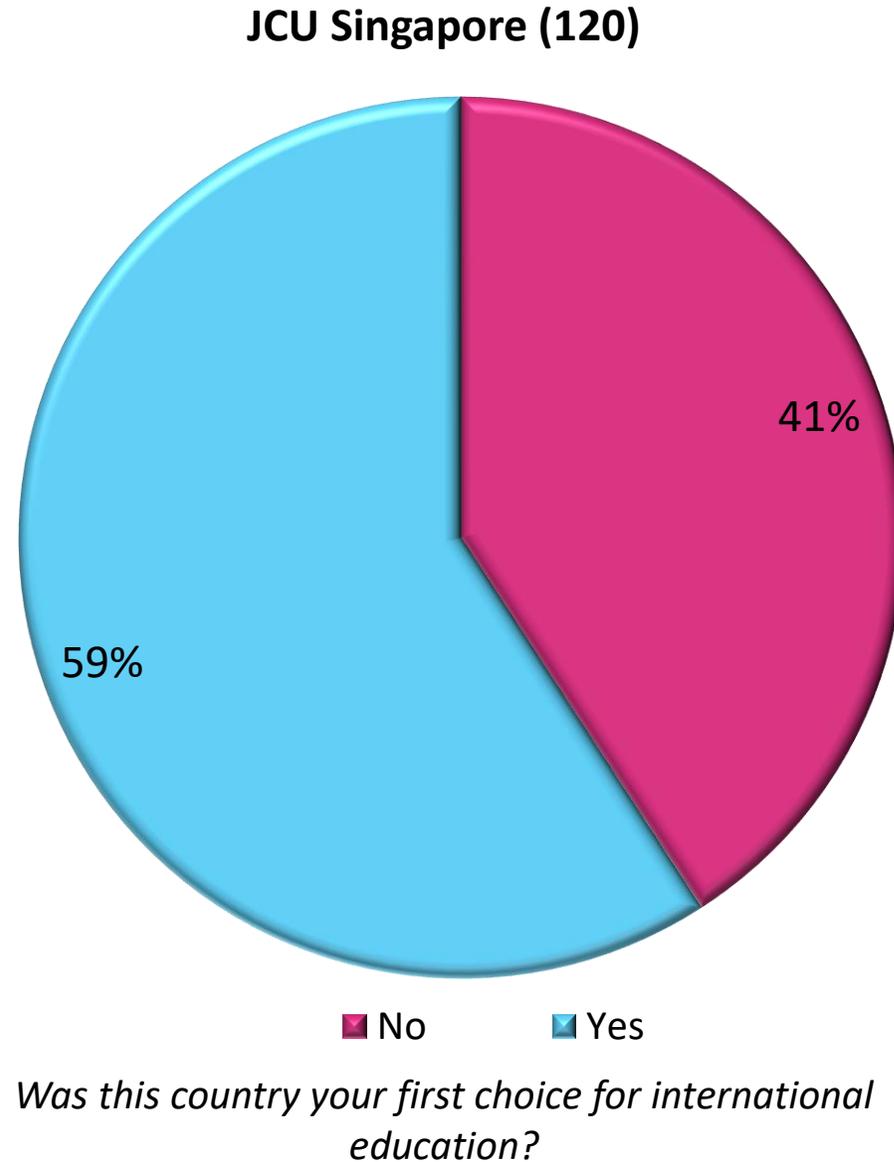
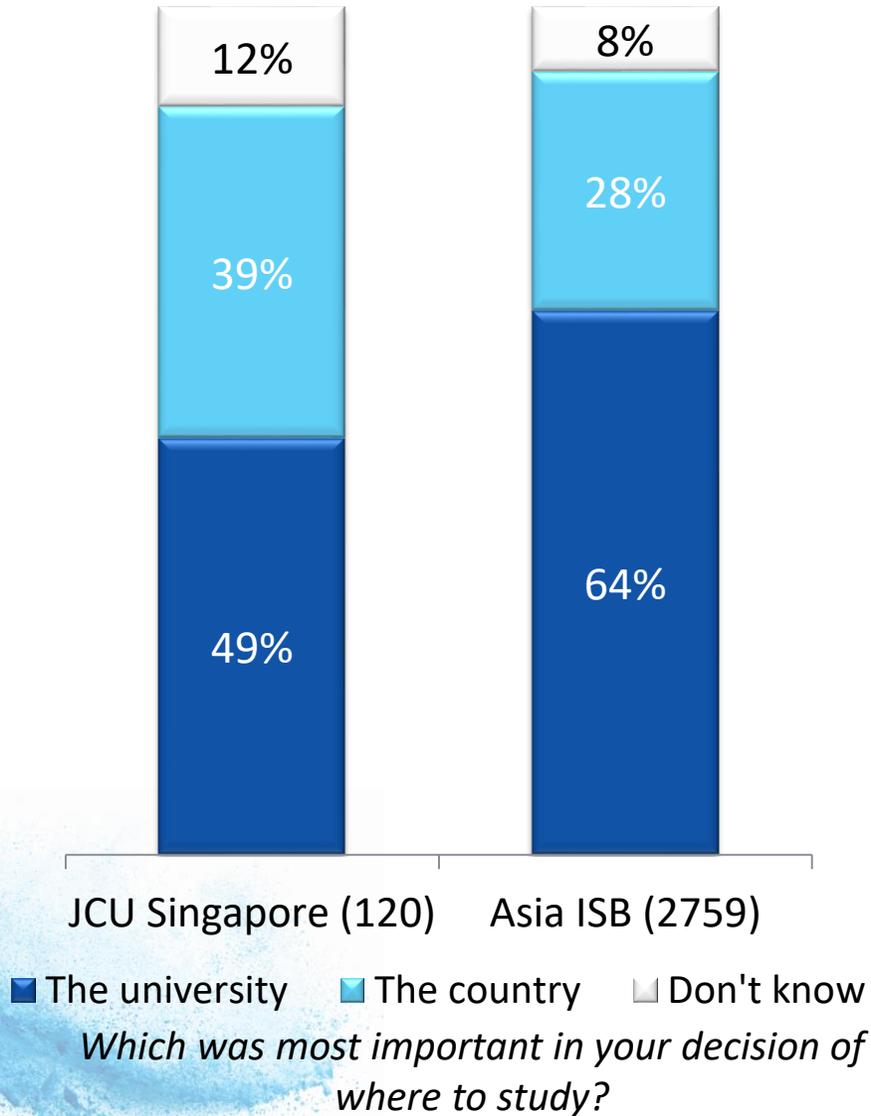
(% important)



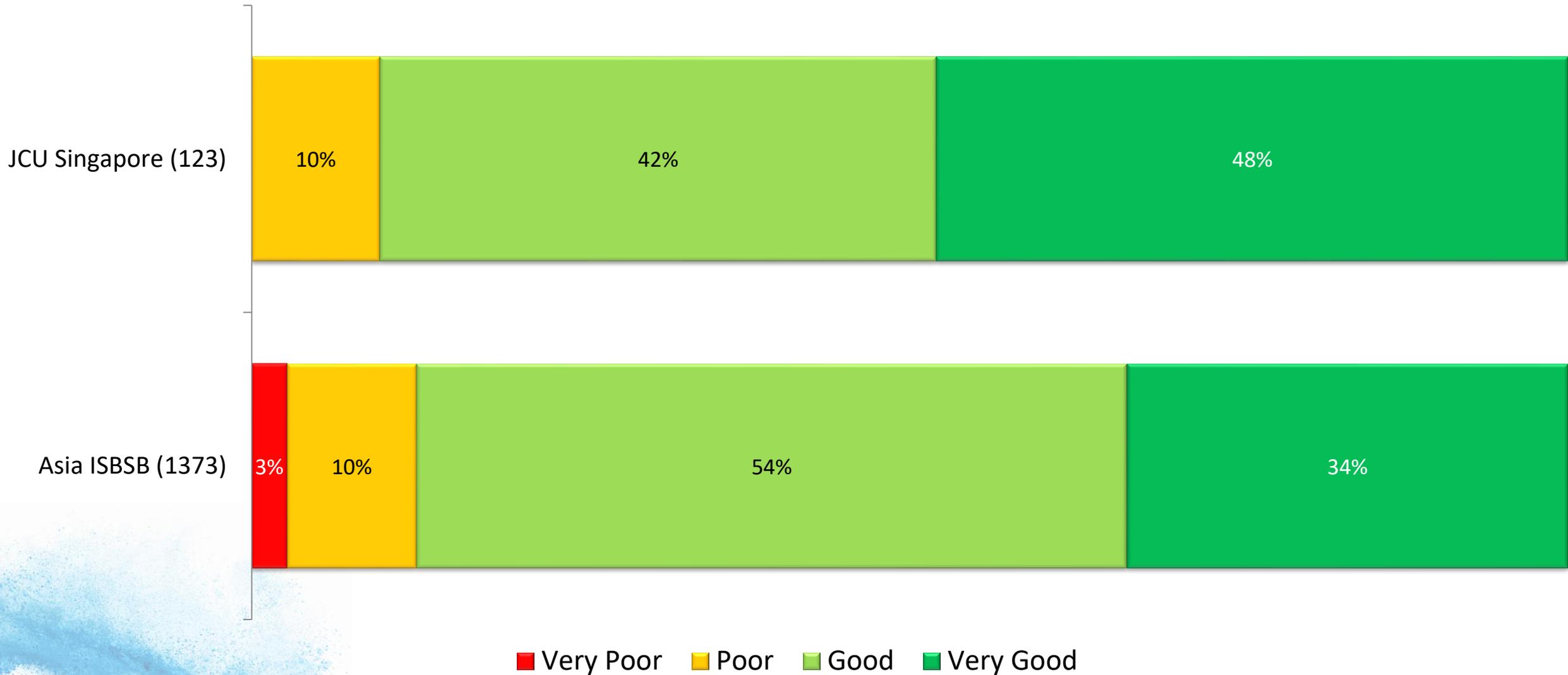
*How important were the following factors when deciding where to study?*



*Which of the following helped you to choose this university?*



# Agents and Application

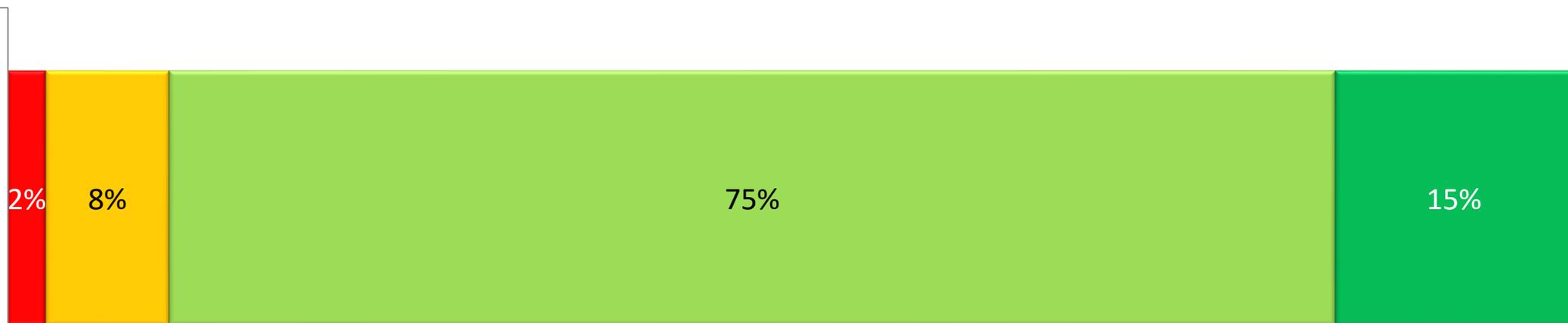


*Please rate the service you received from the agent/representative office:*

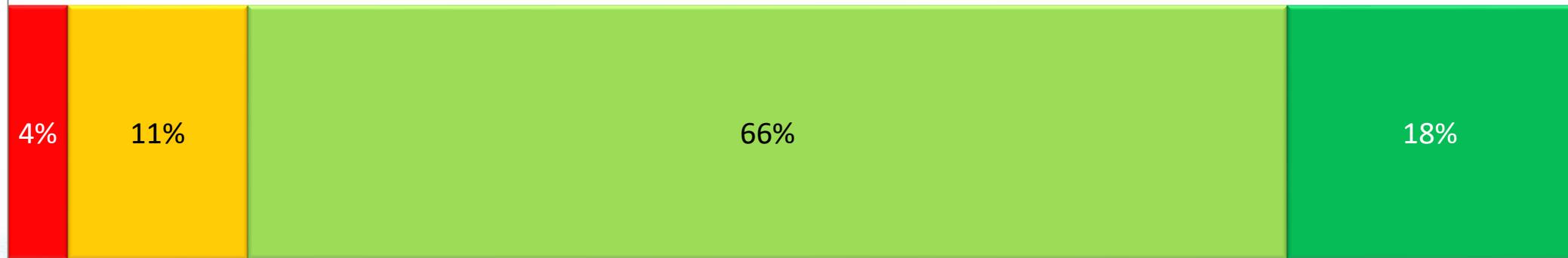
# Arrival experience

# Overall satisfaction - Arrival

JCU Singapore (165)



Asia ISB (3211)



Very dissatisfied   Dissatisfied   Satisfied   Very satisfied

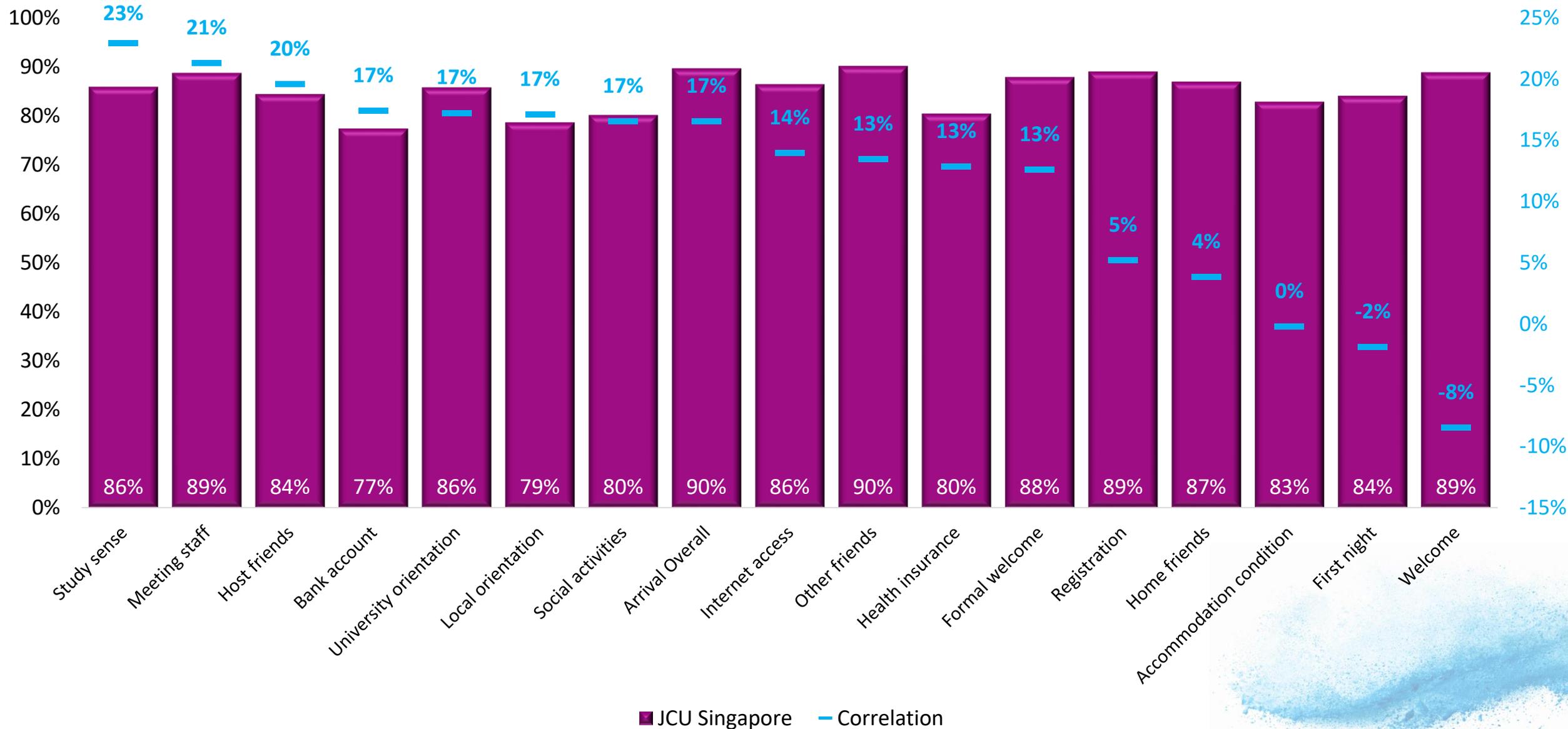
*Overall, how satisfied are you with the arrival experience?*

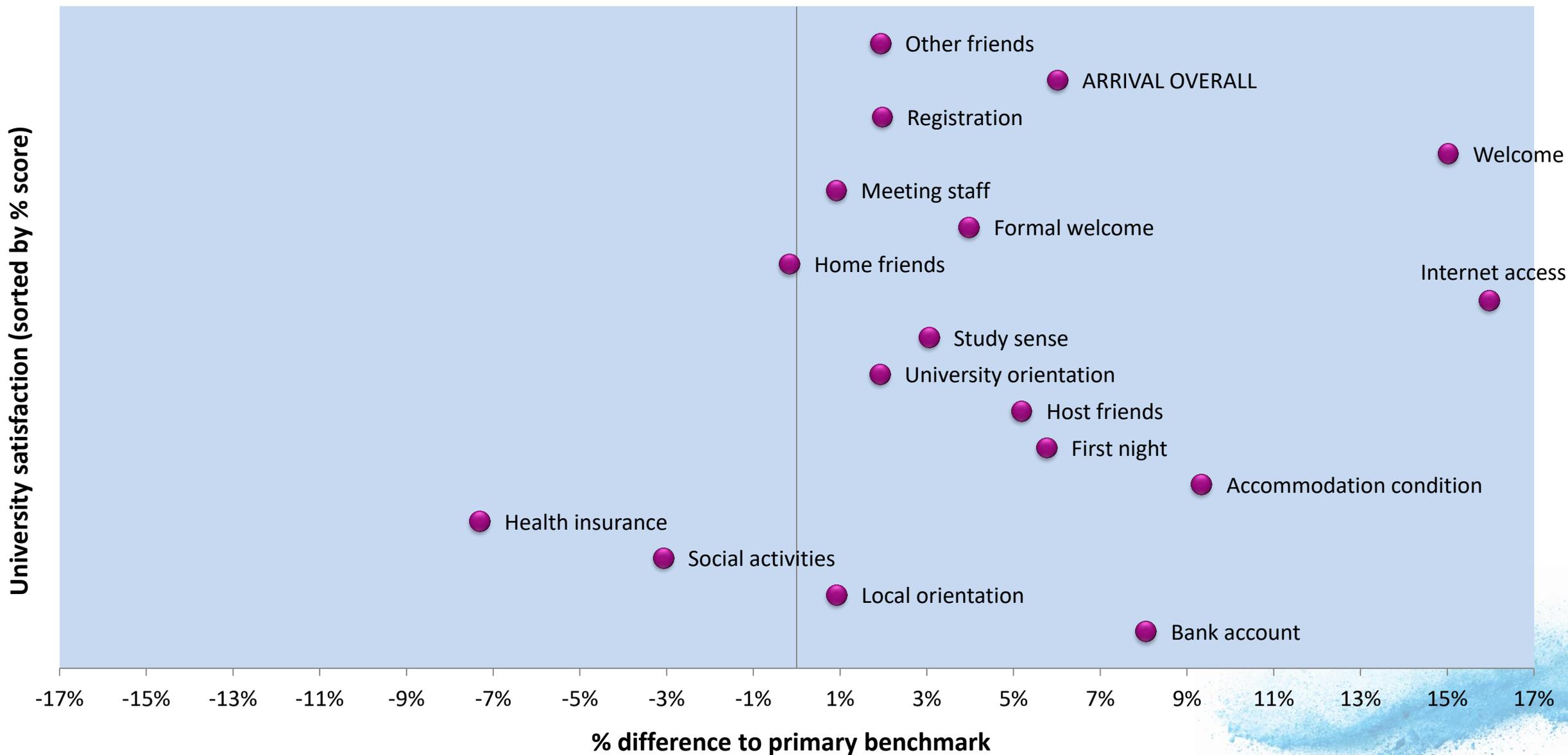


### How it works

- Each students' satisfaction scores (for each of the Arrival, Learning, Living and Support elements) are correlated with their score for their 'likelihood to recommend' their institution.
- A high correlation (positive or negative) means that scores for that element are strongly related to the scores given for the likelihood to recommend.
- In this way, Derived Importance helps identify which factors have the greatest impact on students, and on them recommending the institution to others.

# Derived importance - Arrival



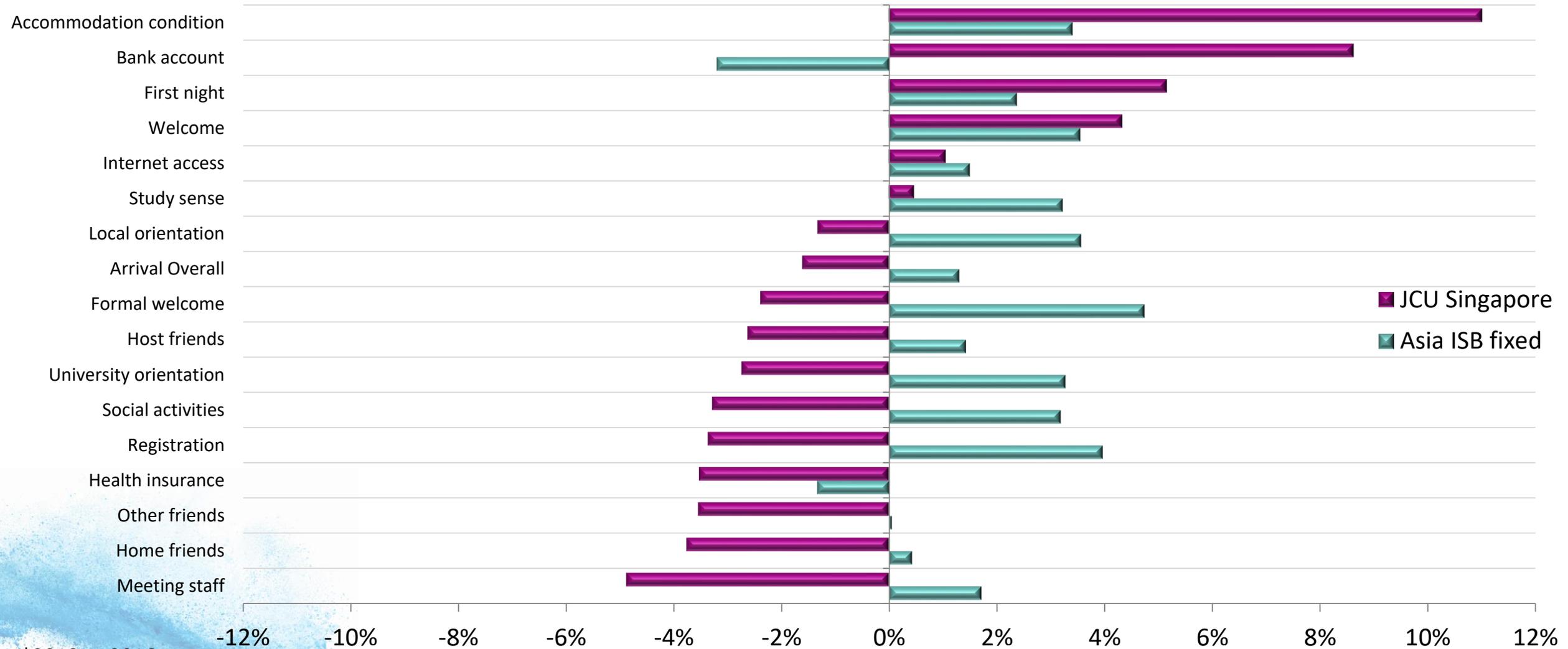


	JCU Singapore	Global ISB	Asia ISB	Global ISB +/-	Asia ISB +/-
<b>ARRIVAL AVERAGE</b>	<b>84.9%</b>	<b>85.2%</b>	<b>81.5%</b>	<b>-0.3%</b>	<b>3.4%</b>
<b>ARRIVAL OVERALL</b>	<b>89.7%</b>	<b>89.2%</b>	<b>83.7%</b>	<b>0.5%</b>	<b>6.0%</b>
Other friends	90.2%	88.1%	88.2%	2.1%	1.9%
Registration	89.0%	89.0%	87.1%	0.0%	2.0%
Welcome	88.9%	81.7%	73.9%	7.2%	15.0%
Meeting staff	88.7%	91.1%	87.8%	-2.3%	0.9%
Formal welcome	87.9%	89.2%	83.9%	-1.3%	4.0%
Home friends	87.0%	85.1%	87.1%	1.8%	-0.2%
Internet access	86.4%	81.8%	70.5%	4.6%	16.0%
Study sense	85.9%	84.5%	82.8%	1.4%	3.0%
University orientation	85.8%	87.7%	83.9%	-1.9%	1.9%
Host friends	84.4%	73.5%	79.2%	10.9%	5.2%
First night	84.1%	85.3%	78.4%	-1.2%	5.8%
Accommodation condition	82.9%	82.1%	73.6%	0.8%	9.3%
Health insurance	80.5%	88.5%	87.8%	-8.1%	-7.3%
Social activities	80.2%	84.7%	83.3%	-4.5%	-3.1%
Local orientation	78.7%	84.4%	77.8%	-5.7%	0.9%
Bank account	77.4%	79.0%	69.4%	-1.6%	8.1%

# Arrival satisfaction (year on year\*)

Worse in 2018

Better in 2018

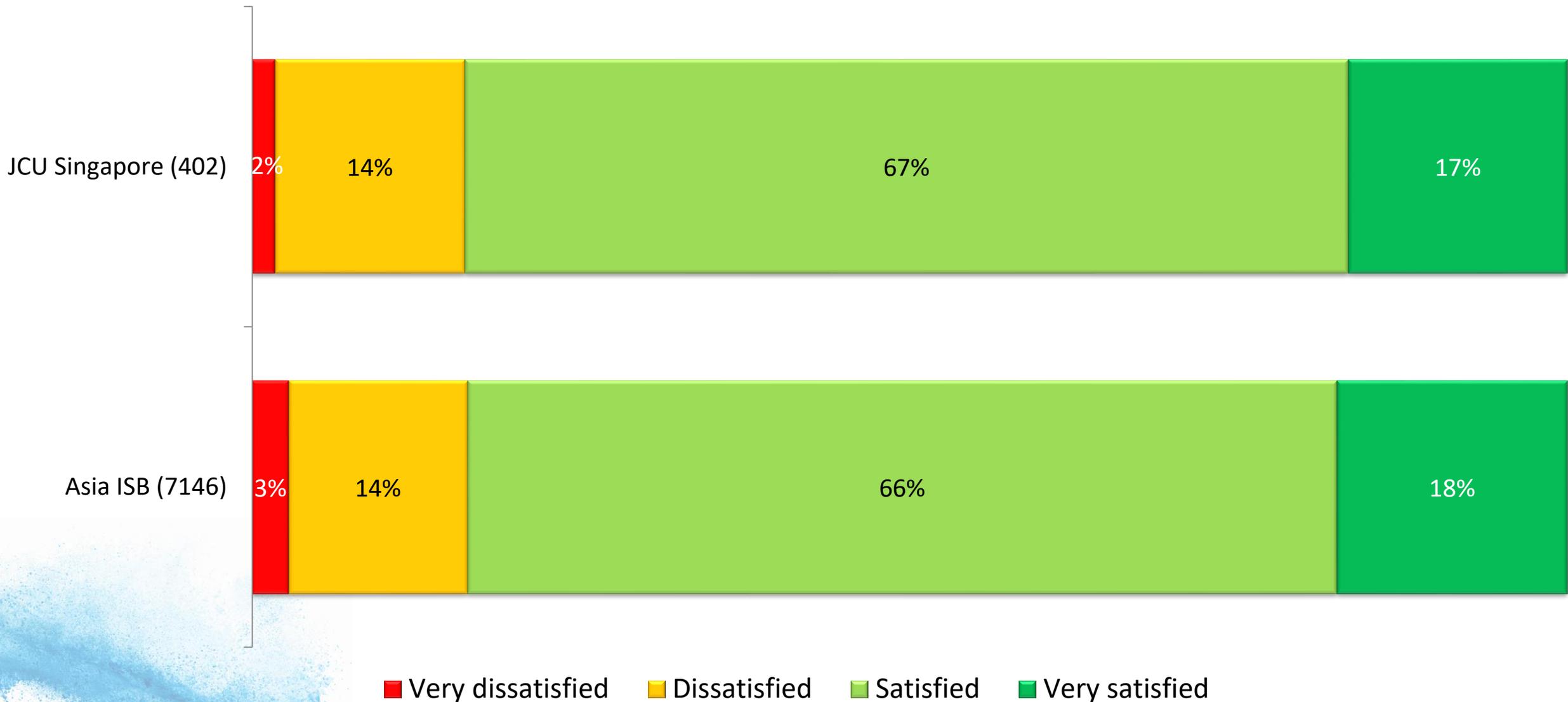


\*2018 vs 2016

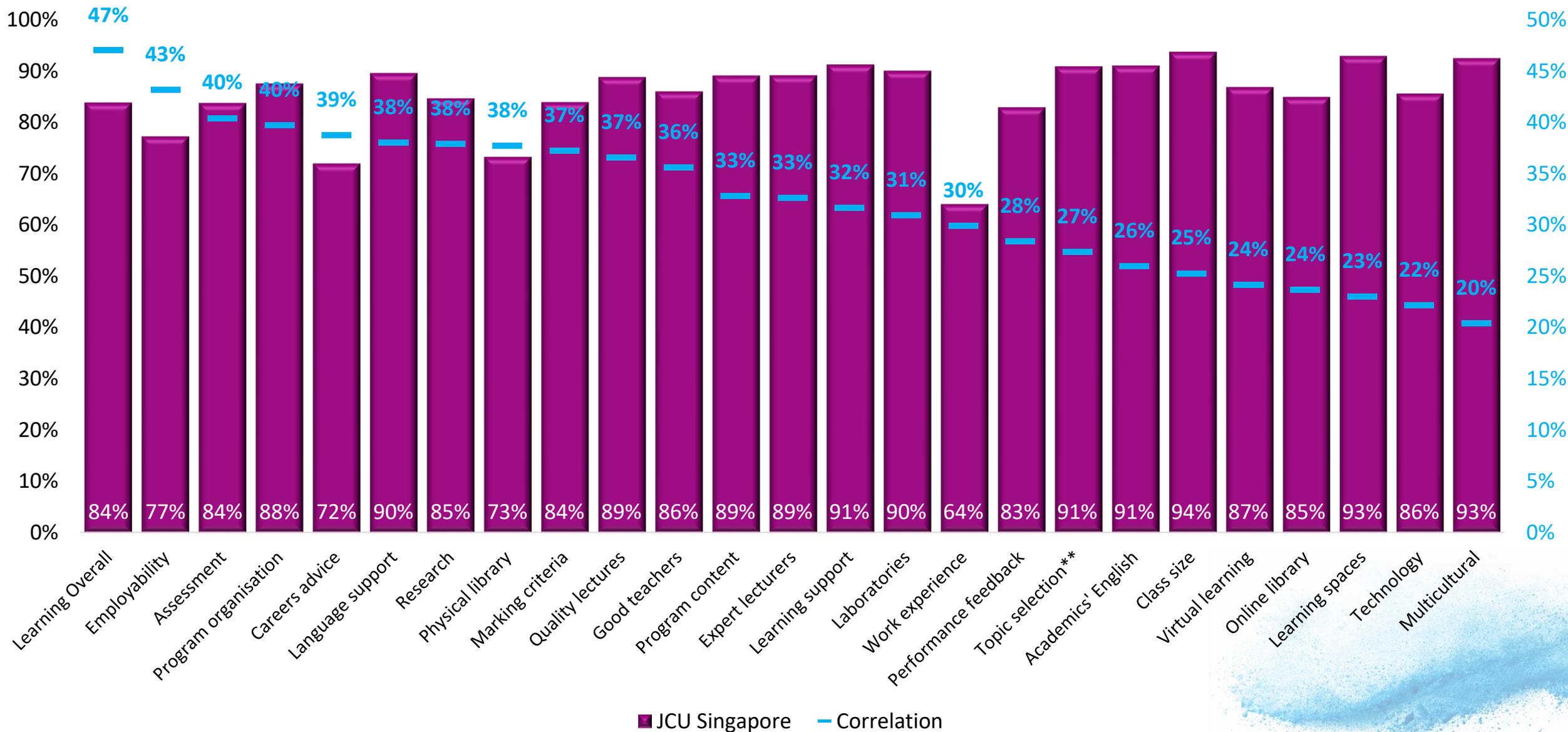
The Fixed Benchmark only includes universities that took part in both years

Elements	2014	2015	2016	2018	First year vs 2018
First night	73%	87%	79%	84%	11%
Local orientation	70%	66%	80%	79%	9%
Accommodation condition	74%	77%	72%	83%	9%
Social activities	72%	70%	83%	80%	8%
Internet access	80%	86%	85%	86%	7%
Meeting staff	83%	83%	94%	89%	6%
University orientation	81%	80%	89%	86%	5%
Host friends	80%	79%	87%	84%	4%
Other friends	86%	89%	94%	90%	4%
Health insurance		78%	84%	80%	3%
Registration	87%	86%	92%	89%	2%
Study sense	87%	74%	85%	86%	-1%
Home friends	90%	91%	91%	87%	-3%
Formal welcome	92%	78%	90%	88%	-4%
Welcome	93%	89%	85%	89%	-4%
Arrival Overall	94%	92%	91%	90%	-4%
Bank account	82%	71%	69%	77%	-5%

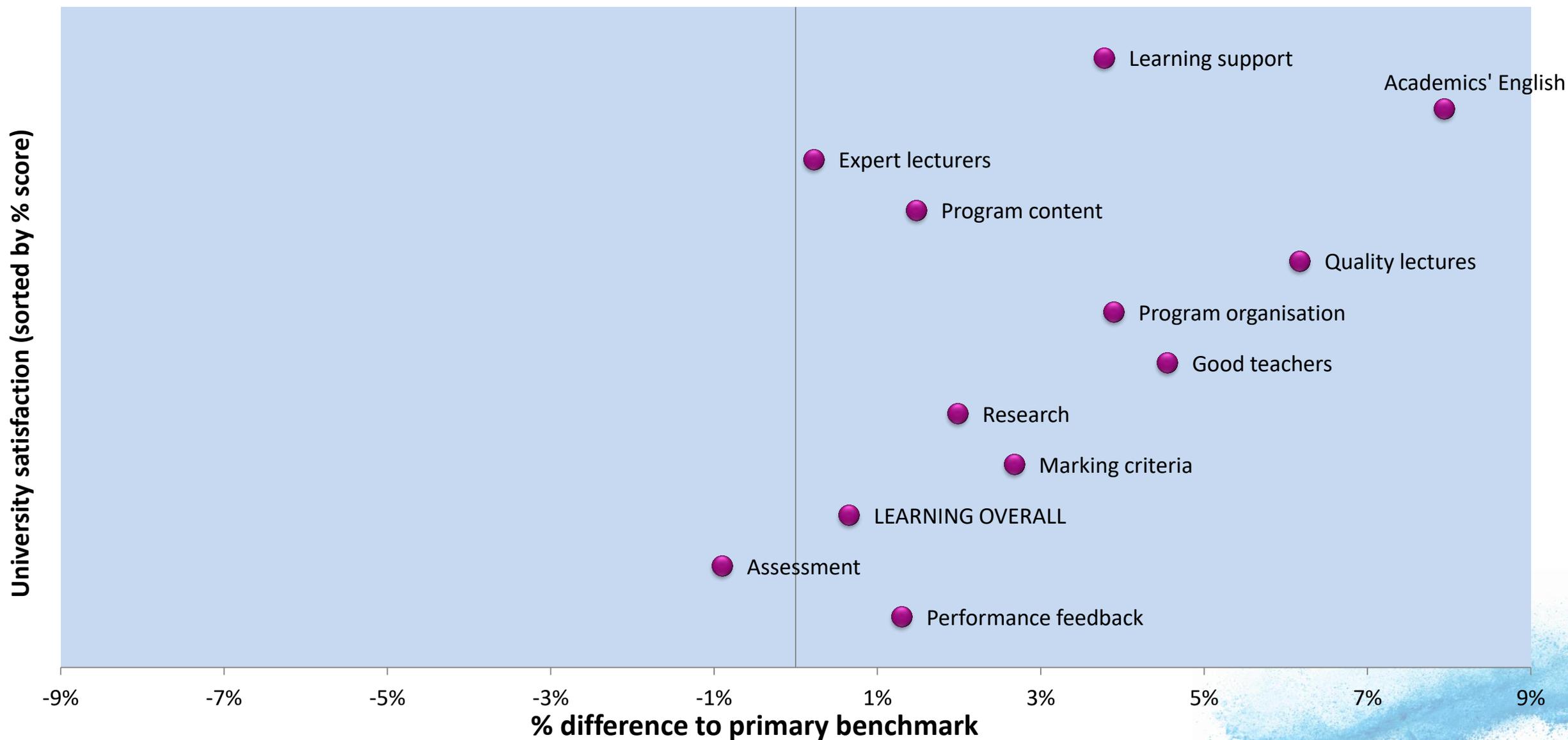
# Learning experience



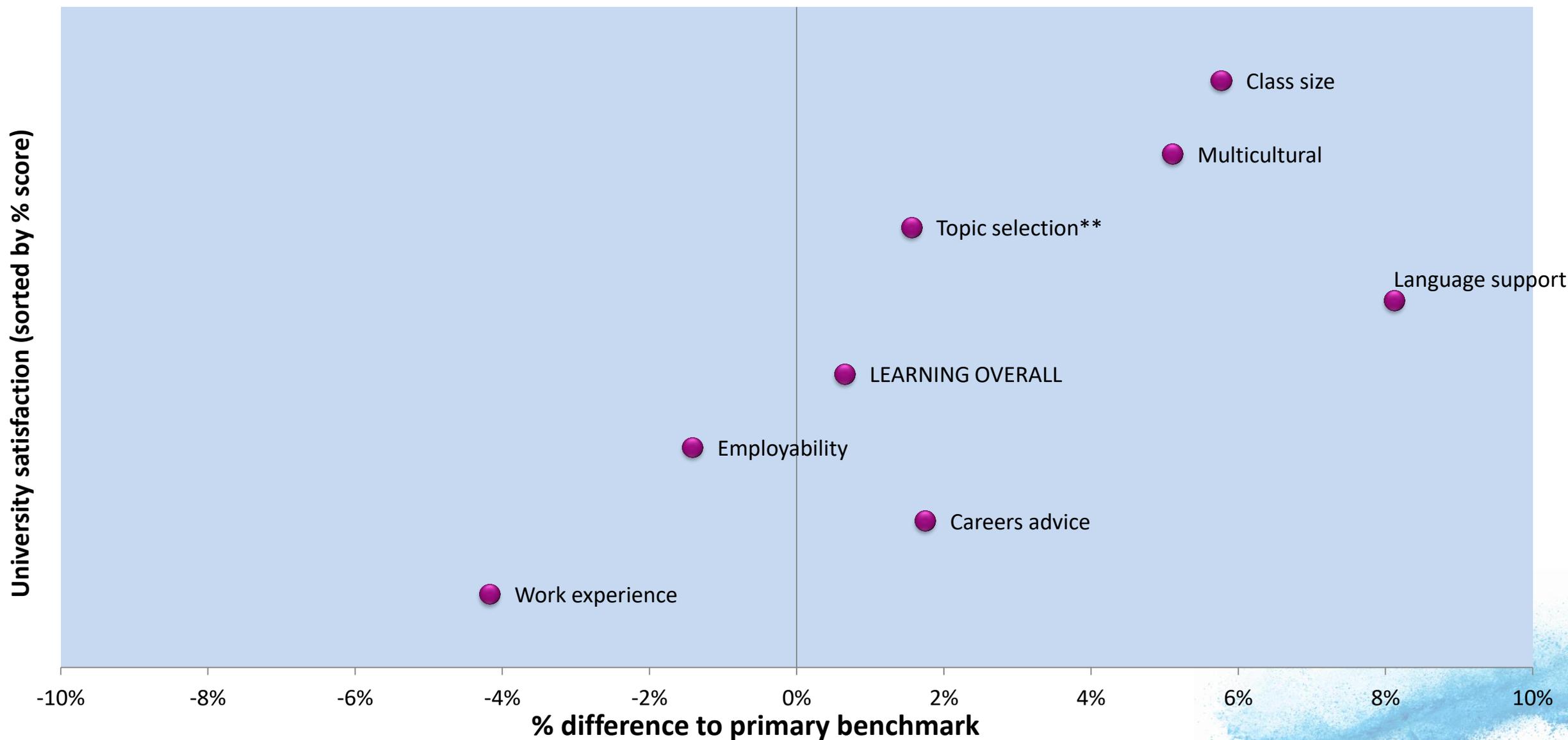
*Overall, how satisfied are you with the learning experience at this stage in the year?*



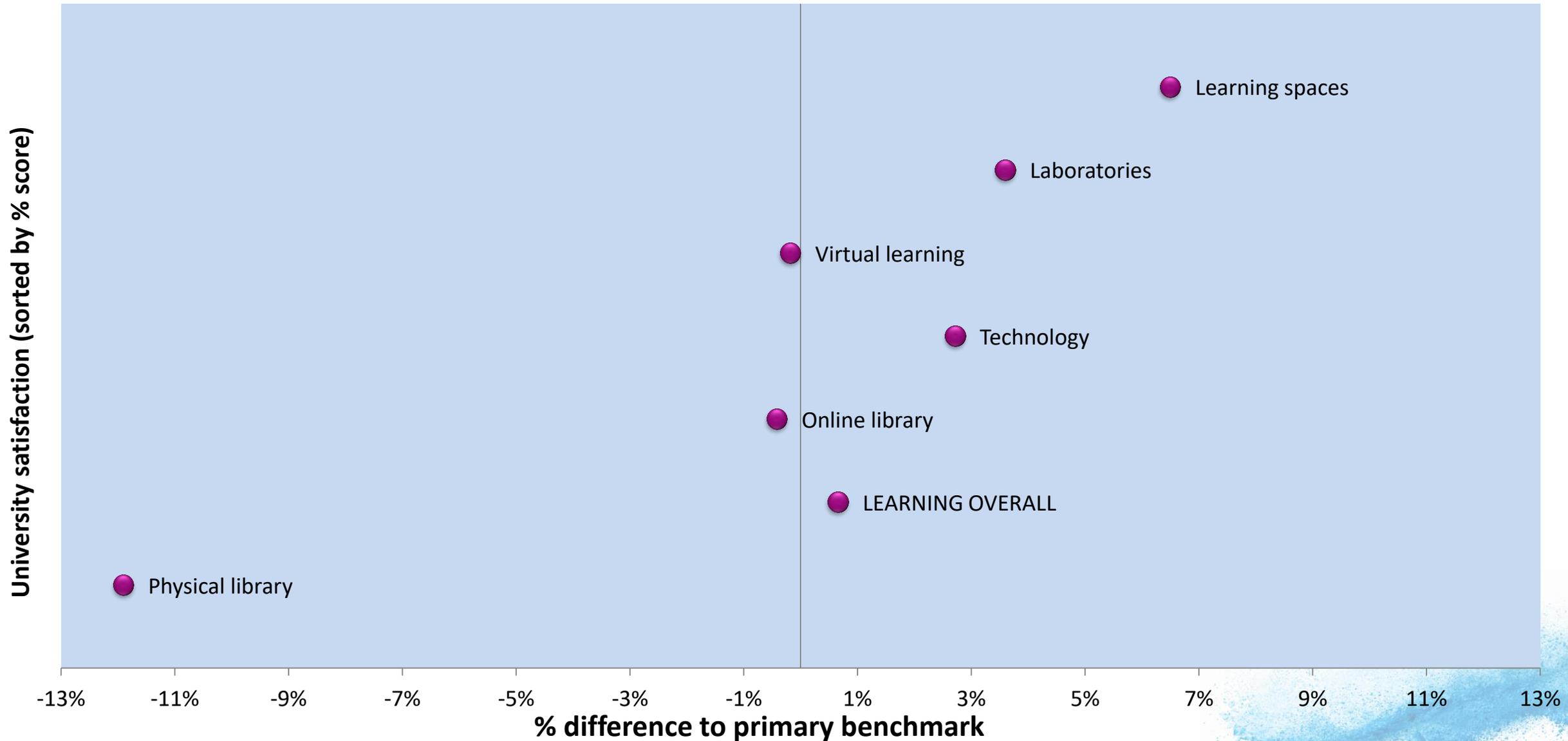
\*\*Postgraduate students only



	JCU Singapore	Global ISB	Asia ISB	Global ISB +/-	Asia ISB +/-
<b>LEARNING AVERAGE</b>	<b>85.5%</b>	<b>86.7%</b>	<b>83.1%</b>	<b>-1.2%</b>	<b>2.4%</b>
<b>LEARNING OVERALL</b>	<b>83.8%</b>	<b>86.7%</b>	<b>83.2%</b>	<b>-2.9%</b>	<b>0.7%</b>
<b>TEACHING</b>					
Learning support	91.3%	90.1%	87.5%	1.2%	3.8%
Academics' English	91.1%	91.5%	83.1%	-0.4%	7.9%
Expert lecturers	89.2%	92.7%	88.9%	-3.6%	0.2%
Program content	89.1%	88.7%	87.6%	0.4%	1.5%
Quality lectures	88.8%	87.6%	82.7%	1.2%	6.2%
Program organisation	87.6%	84.9%	83.7%	2.7%	3.9%
Good teachers	86.0%	86.9%	81.5%	-0.9%	4.5%
Research	84.7%	87.7%	82.7%	-3.1%	2.0%
Marking criteria	83.9%	84.7%	81.3%	-0.7%	2.7%
Assessment	83.8%	89.1%	84.7%	-5.3%	-0.9%
Performance feedback	82.9%	85.0%	81.6%	-2.1%	1.3%



	JCU Singapore	Global ISB	Asia ISB	Global ISB +/-	Asia ISB +/-
<b>LEARNING AVERAGE</b>	<b>85.5%</b>	<b>86.7%</b>	<b>83.1%</b>	<b>-1.2%</b>	<b>2.4%</b>
<b>LEARNING OVERALL</b>	<b>83.8%</b>	<b>86.7%</b>	<b>83.2%</b>	<b>-2.9%</b>	<b>0.7%</b>
STUDIES					
Class size	93.8%	90.4%	88.0%	3.4%	5.8%
Multicultural	92.5%	91.3%	87.4%	1.2%	5.1%
Topic selection**	90.9%	88.2%	89.3%	2.7%	1.6%
Language support	89.6%	89.8%	81.4%	-0.3%	8.1%
Employability	77.3%	79.2%	78.7%	-1.9%	-1.4%
Careers advice	72.0%	71.2%	70.2%	0.8%	1.7%
Work experience	64.1%	69.6%	68.3%	-5.5%	-4.2%

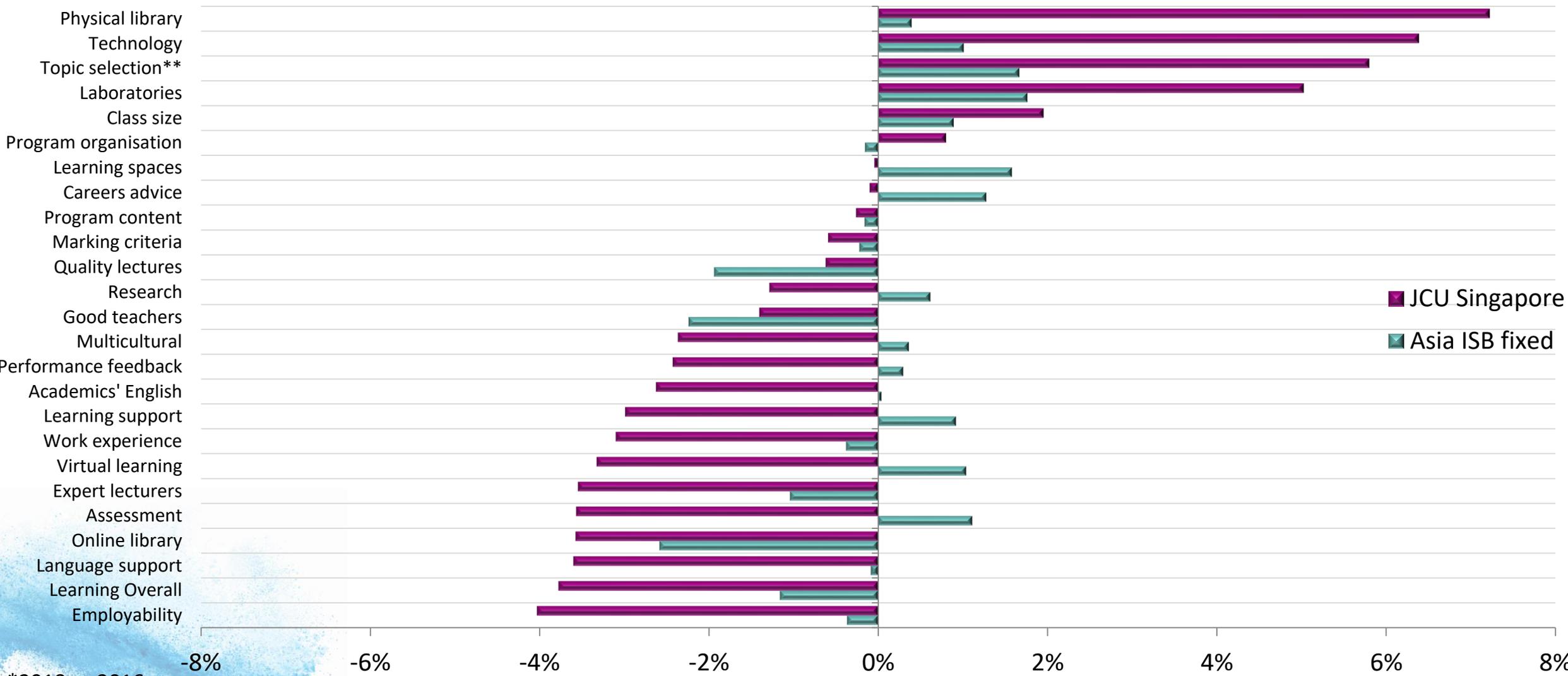


	JCU Singapore	Global ISB	Asia ISB	Global ISB +/-	Asia ISB +/-
<b>LEARNING AVERAGE</b>	<b>85.5%</b>	<b>86.7%</b>	<b>83.1%</b>	<b>-1.2%</b>	<b>2.4%</b>
<b>LEARNING OVERALL</b>	<b>83.8%</b>	<b>86.7%</b>	<b>83.2%</b>	<b>-2.9%</b>	<b>0.7%</b>
<b>FACILITIES</b>					
Learning spaces	92.9%	90.4%	86.4%	2.5%	6.5%
Laboratories	90.0%	91.4%	86.5%	-1.3%	3.6%
Virtual learning	86.9%	91.3%	87.1%	-4.5%	-0.2%
Technology	85.6%	90.6%	82.9%	-5.0%	2.7%
Online library	84.9%	90.8%	85.3%	-5.9%	-0.4%
Physical library	73.3%	89.4%	85.2%	-16.1%	-11.9%

# Learning satisfaction (year on year\*)

Worse in 2018

Better in 2018



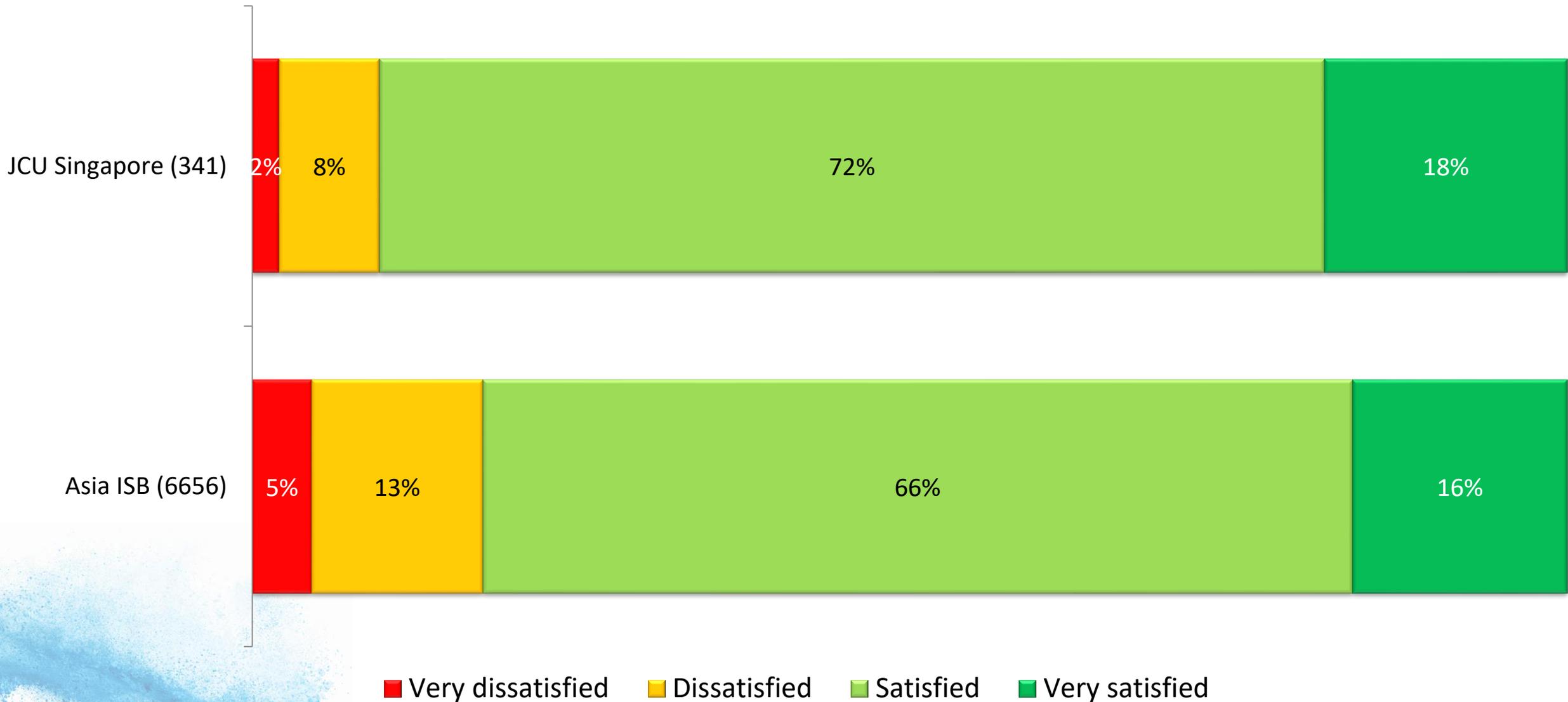
\*2018 vs 2016

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

\*\*Postgraduate students only

Elements	2014	2015	2016	2018	First year vs 2018
Physical library	55%	65%	66%	73%	18%
Laboratories	78%	79%	85%	90%	12%
Learning spaces	82%	81%	93%	93%	11%
Technology	76%	81%	79%	86%	10%
Class size	86%	87%	92%	94%	8%
Research	77%	81%	86%	85%	8%
Employability	71%	73%	81%	77%	7%
Program organisation	81%	83%	87%	88%	7%
Language support	83%	91%	93%	90%	7%
Learning support	87%	87%	94%	91%	4%
Careers advice	68%	68%	72%	72%	4%
Program content	85%	82%	89%	89%	4%
Marking criteria	80%	80%	85%	84%	4%
Quality lectures	86%	86%	89%	89%	3%
Academics' English	88%	90%	94%	91%	3%
Learning Overall	81%	82%	88%	84%	3%
Assessment	82%	81%	87%	84%	2%
Work experience	62%	59%	67%	64%	2%
Expert lecturers	88%	89%	93%	89%	2%
Good teachers	85%	83%	87%	86%	1%
Multicultural	92%	92%	95%	93%	1%
Topic selection**	91%	87%	85%	91%	0%
Performance feedback	83%	81%	85%	83%	-1%
Virtual learning	88%	92%	90%	87%	-1%
Online library	86%	84%	89%	85%	-1%

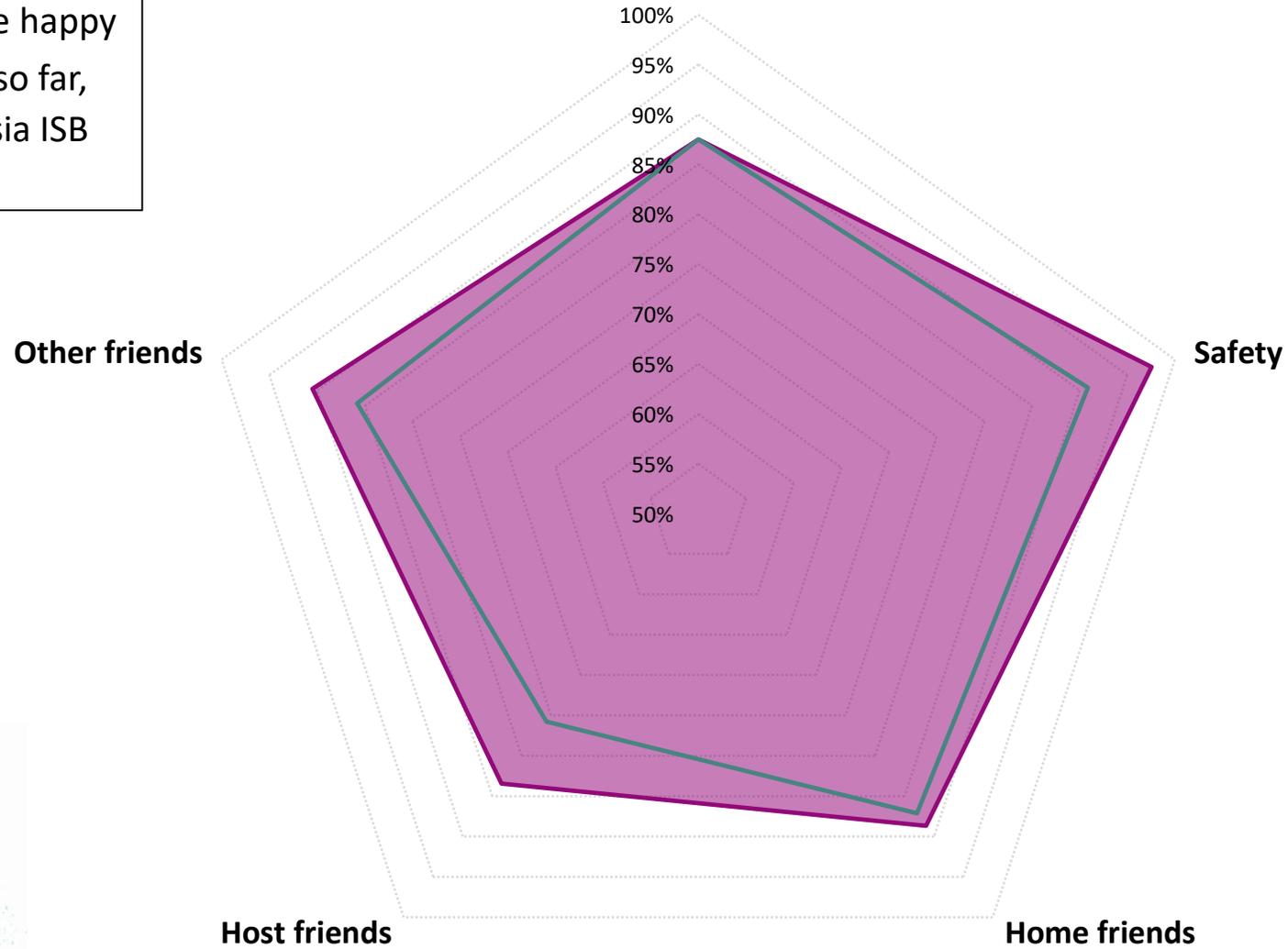
# Living experience



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

**88%** of your students are happy with their life at university so far, compared to **88%** in the Asia ISB benchmark

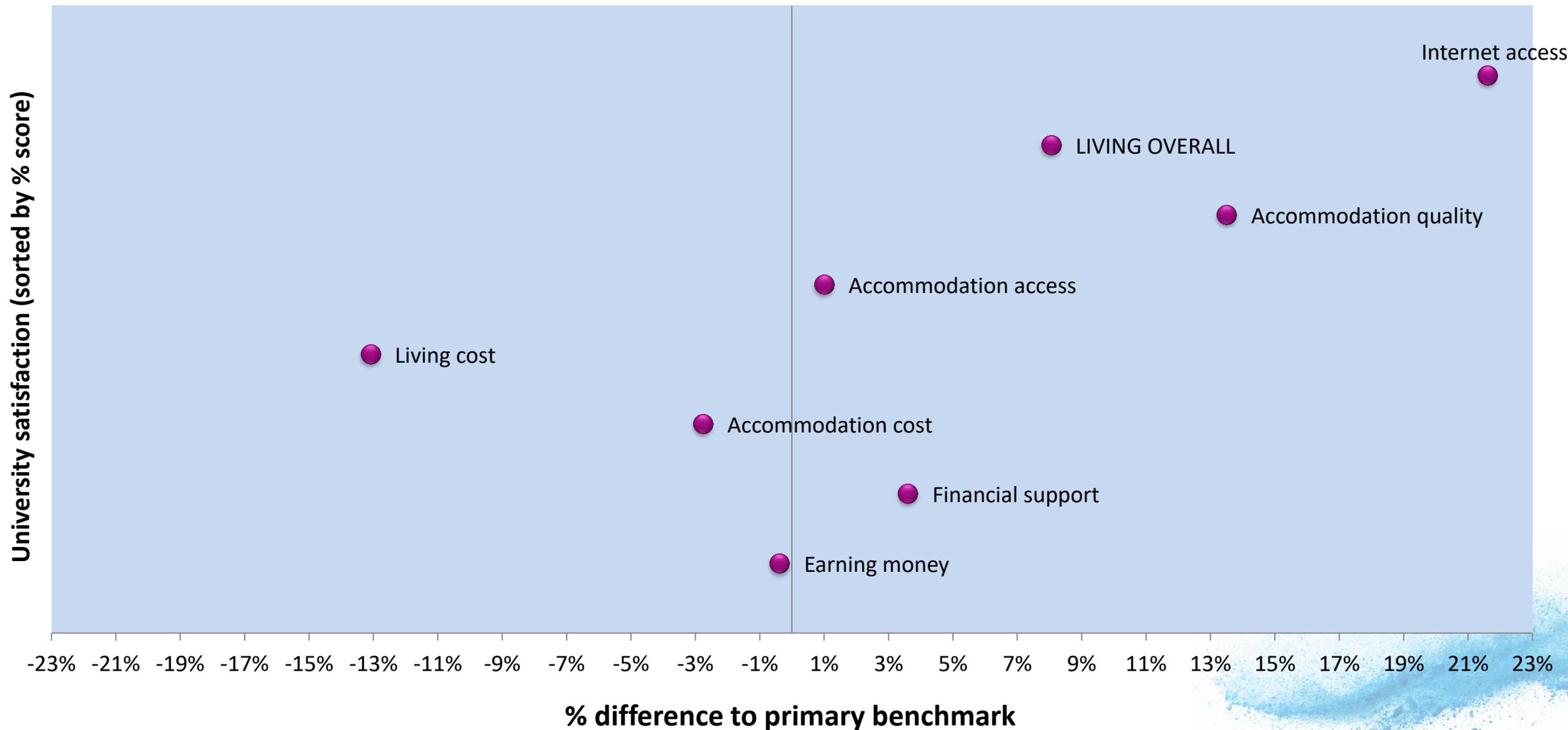
I am happy with my life at university



■ JCU Singapore ISB (328)

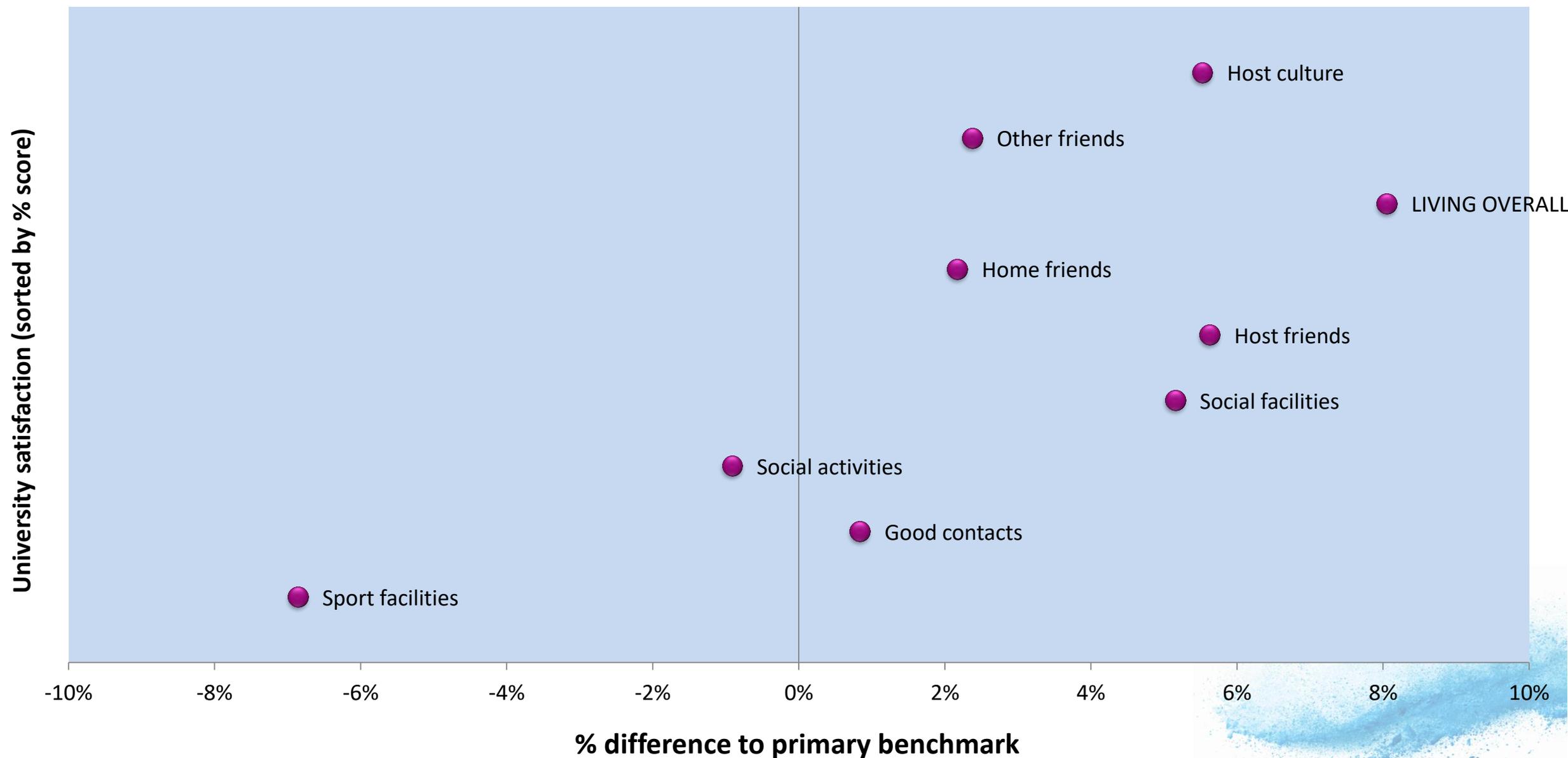
■ Asia ISB (6437)

# Living matrix: Accommodation and living costs

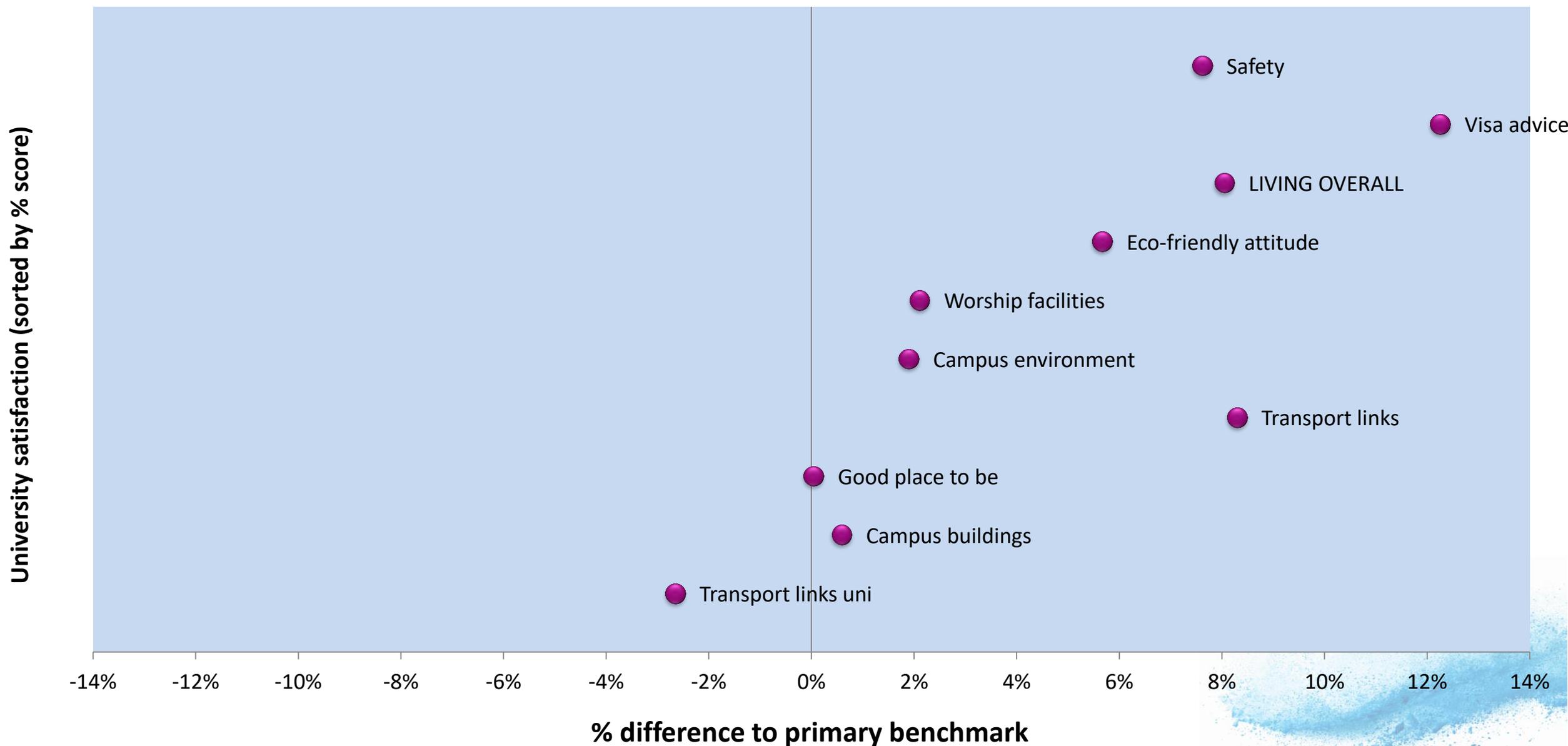


# Benchmarking living: Accommodation and living costs

	JCU Singapore	Global ISB	Asia ISB	Global ISB +/-	Asia ISB +/-
<b>LIVING AVERAGE</b>	<b>79.9%</b>	<b>80.6%</b>	<b>76.9%</b>	<b>-0.7%</b>	<b>3.1%</b>
<b>LIVING OVERALL</b>	<b>90.3%</b>	<b>87.4%</b>	<b>82.3%</b>	<b>2.9%</b>	<b>8.1%</b>
<b>ACCOMMODATION and LIVING COSTS</b>					
Internet access	90.4%	81.5%	68.8%	8.8%	21.6%
Accommodation quality	88.2%	84.7%	74.7%	3.4%	13.5%
Accommodation access	85.3%	87.2%	84.3%	-2.0%	1.0%
Living cost	62.4%	67.6%	75.5%	-5.2%	-13.1%
Accommodation cost	60.0%	62.5%	62.8%	-2.5%	-2.8%
Financial support	57.1%	56.6%	53.5%	0.5%	3.6%
Earning money	34.4%	51.8%	34.8%	-17.4%	-0.4%



	JCU Singapore	Global ISB	Asia ISB	Global ISB +/-	Asia ISB +/-
<b>LIVING AVERAGE</b>	<b>79.9%</b>	<b>80.6%</b>	<b>76.9%</b>	<b>-0.7%</b>	<b>3.1%</b>
<b>LIVING OVERALL</b>	<b>90.3%</b>	<b>87.4%</b>	<b>82.3%</b>	<b>2.9%</b>	<b>8.1%</b>
SOCIAL					
Host culture	91.0%	85.5%	85.4%	5.4%	5.5%
Other friends	90.5%	88.2%	88.1%	2.3%	2.4%
Home friends	88.7%	85.1%	86.5%	3.6%	2.2%
Host friends	83.4%	72.6%	77.8%	10.9%	5.6%
Social facilities	82.0%	82.0%	76.8%	0.0%	5.2%
Social activities	78.5%	82.7%	79.4%	-4.2%	-0.9%
Good contacts	78.2%	78.0%	77.4%	0.3%	0.8%
Sport facilities	69.2%	80.2%	76.1%	-11.0%	-6.9%

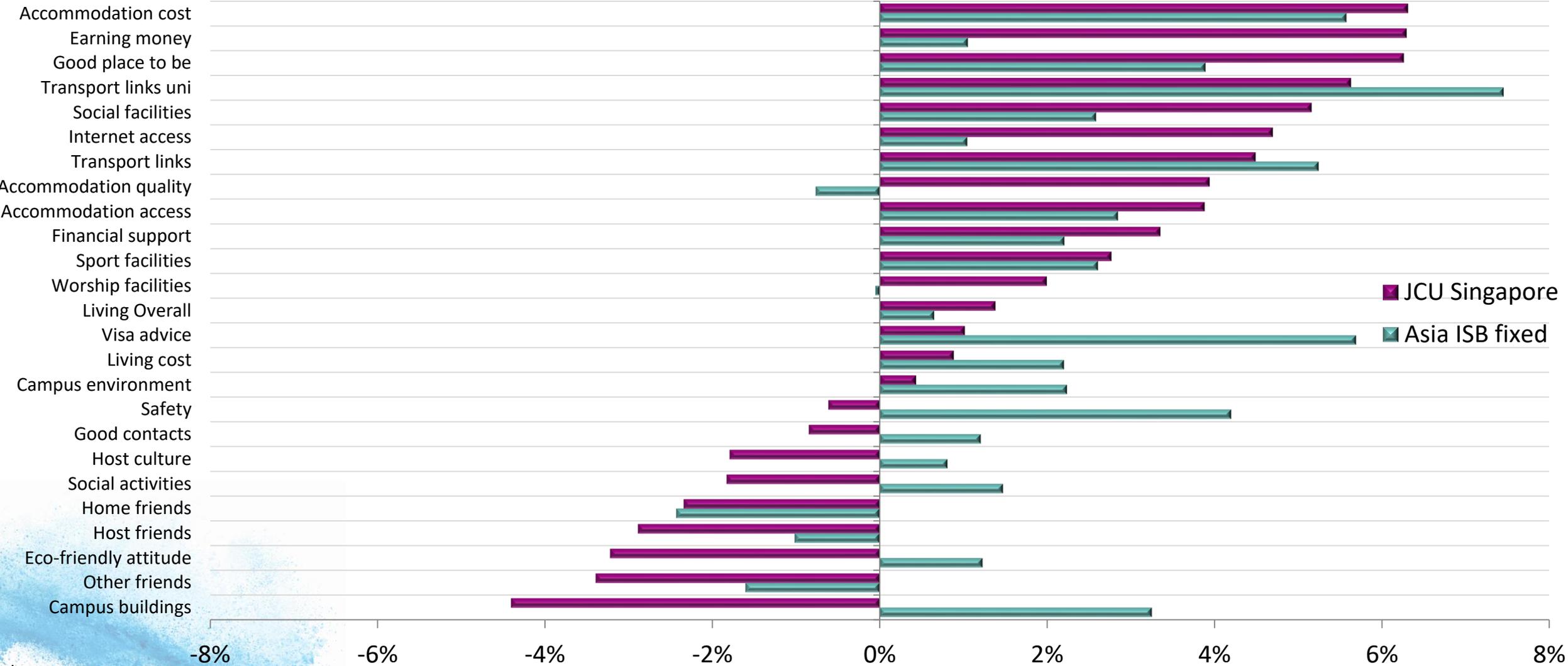


	JCU Singapore	Global ISB	Asia ISB	Global ISB +/-	Asia ISB +/-
<b>LIVING AVERAGE</b>	<b>79.9%</b>	<b>80.6%</b>	<b>76.9%</b>	<b>-0.7%</b>	<b>3.1%</b>
<b>LIVING OVERALL</b>	<b>90.3%</b>	<b>87.4%</b>	<b>82.3%</b>	<b>2.9%</b>	<b>8.1%</b>
DAY TO DAY LIFE					
Safety	97.5%	93.1%	89.9%	4.4%	7.6%
Visa advice	91.1%	82.5%	78.9%	8.6%	12.3%
Eco-friendly attitude	89.4%	89.5%	83.8%	-0.1%	5.7%
Worship facilities	86.9%	86.0%	84.8%	0.9%	2.1%
Campus environment	86.1%	91.2%	84.2%	-5.1%	1.9%
Transport links	85.5%	81.9%	77.2%	3.6%	8.3%
Good place to be	84.0%	91.3%	83.9%	-7.3%	0.0%
Campus buildings	82.9%	89.2%	82.3%	-6.3%	0.6%
Transport links uni	76.0%	84.0%	78.6%	-8.0%	-2.7%

# Living satisfaction (year on year\*)

Worse in 2018

Better in 2018

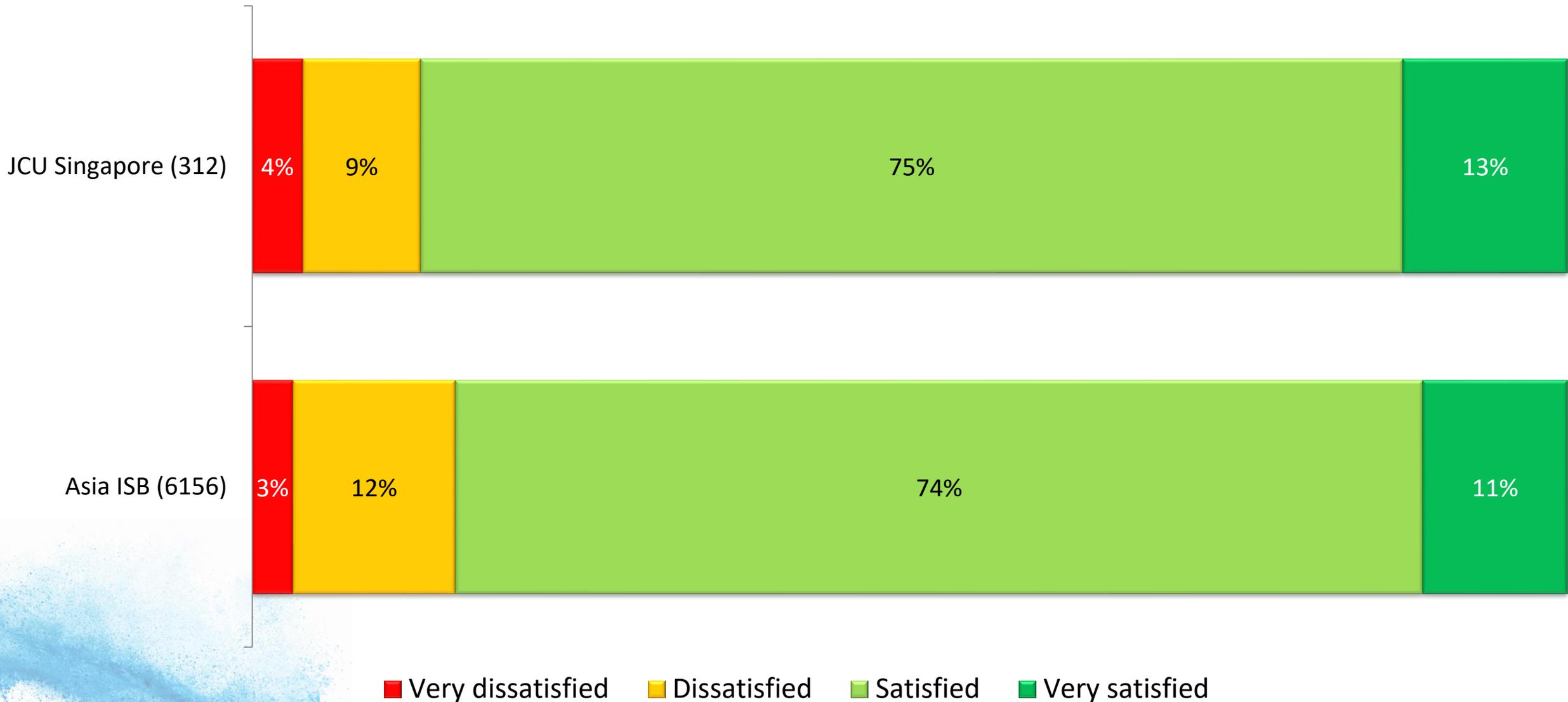


\*2018 vs 2016

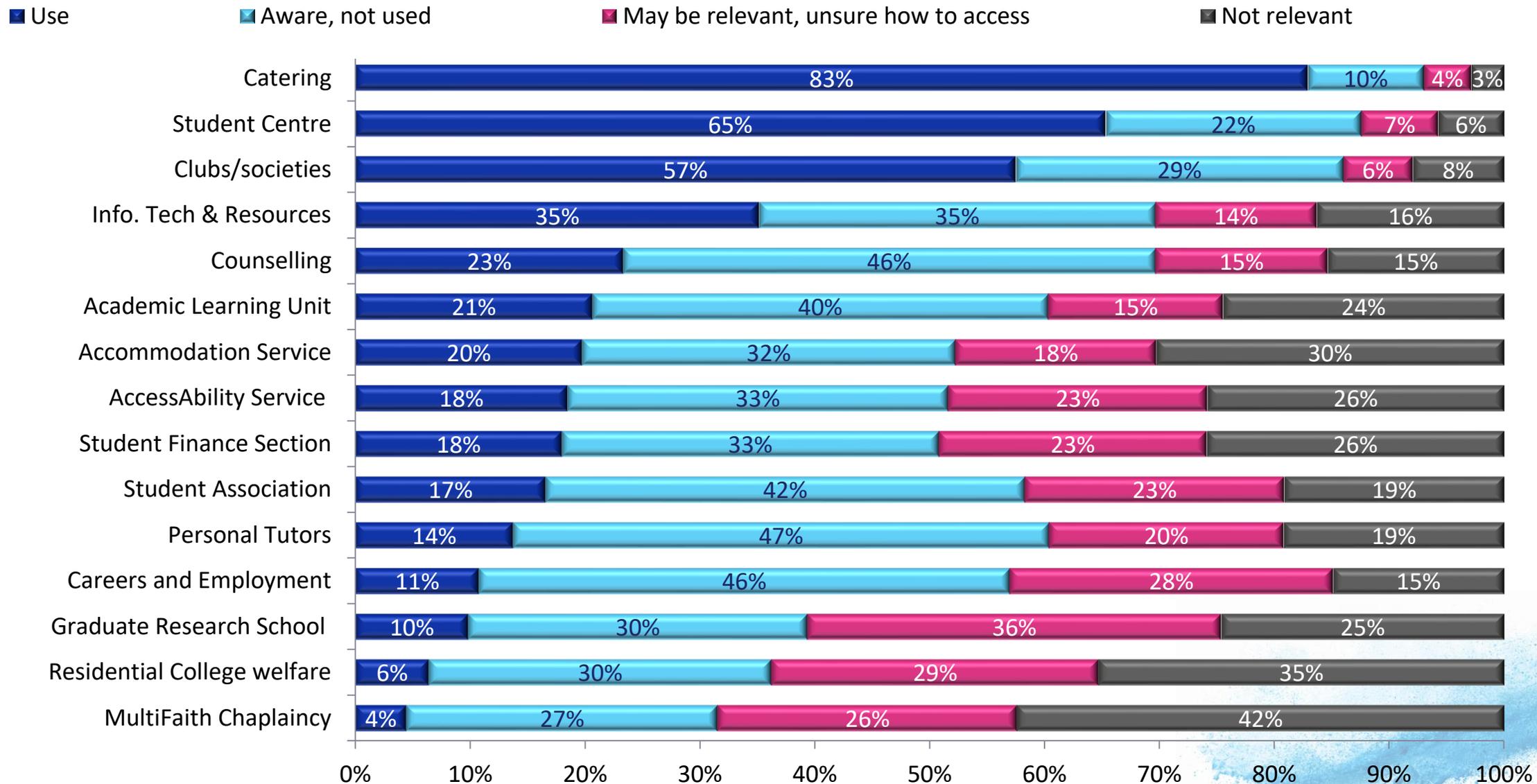
The Fixed Benchmark only includes universities that took part in both years

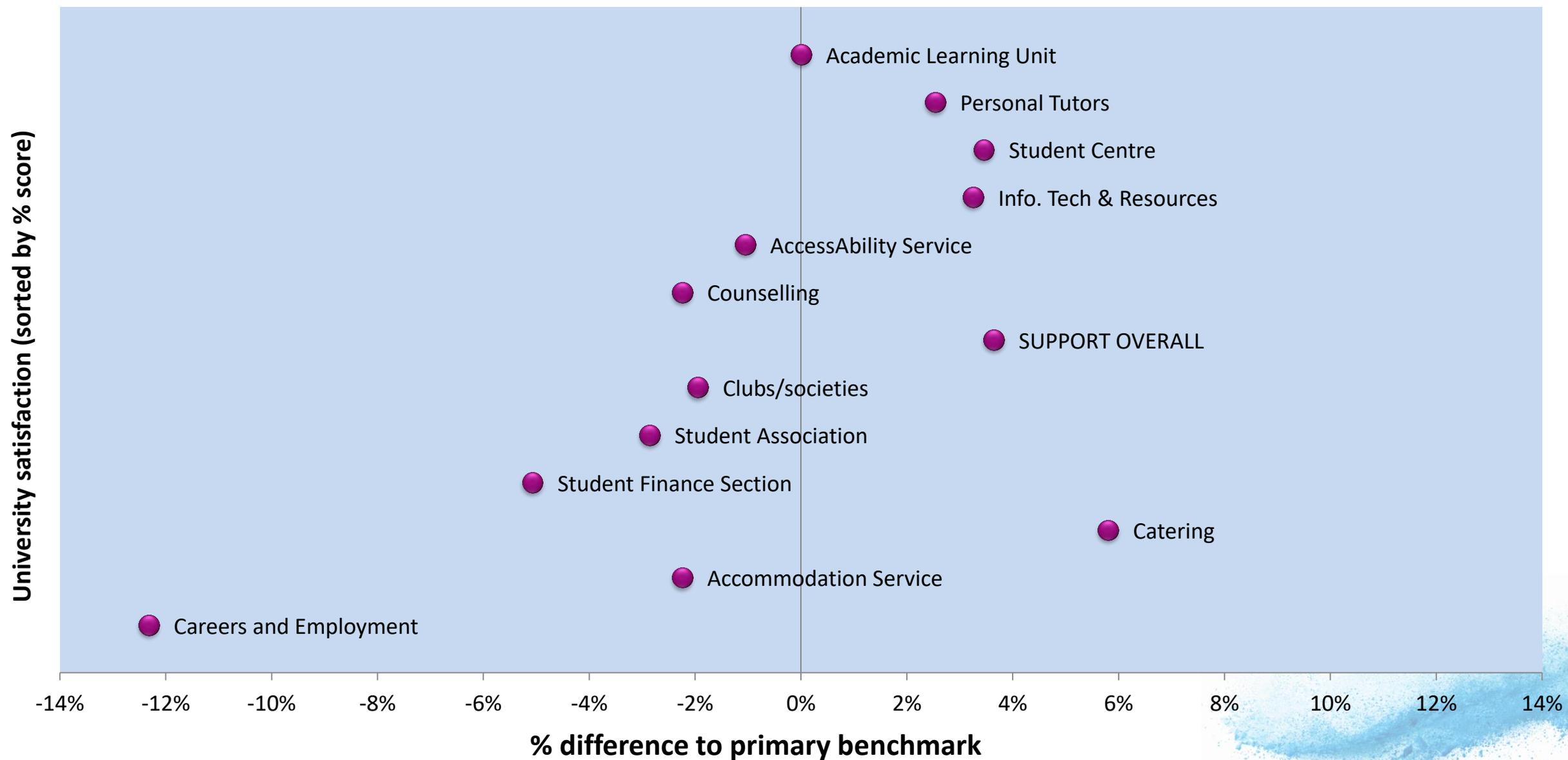
Elements	2014	2015	2016	2018	First year vs 2018
Accommodation cost	45%	54%	54%	60%	15%
Financial support	43%	46%	54%	57%	14%
Campus buildings	70%	71%	87%	83%	13%
Earning money	22%	26%	28%	34%	12%
Social facilities	70%	70%	77%	82%	12%
Accommodation quality	77%	82%	84%	88%	12%
Transport links uni	65%	52%	70%	76%	11%
Sport facilities	61%	54%	66%	69%	9%
Internet access	83%	82%	86%	90%	8%
Living cost	56%	56%	62%	62%	7%
Social activities	73%	71%	80%	78%	6%
Host friends	78%	80%	86%	83%	6%
Living Overall	85%	87%	89%	90%	6%
Accommodation access	80%	78%	81%	85%	5%
Host culture	87%	84%	93%	91%	4%
Safety	95%	95%	98%	98%	3%
Other friends	88%	89%	94%	91%	2%
Visa advice	89%	85%	90%	91%	2%
Worship facilities	86%	81%	85%	87%	1%
Campus environment	86%	69%	86%	86%	0%
Home friends	89%	90%	91%	89%	0%
Good contacts	79%	75%	79%	78%	-1%
Transport links	87%	70%	81%	85%	-1%
Eco-friendly attitude	91%	87%	93%	89%	-2%
Good place to be	88%	70%	78%	84%	-4%

# Support experience



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



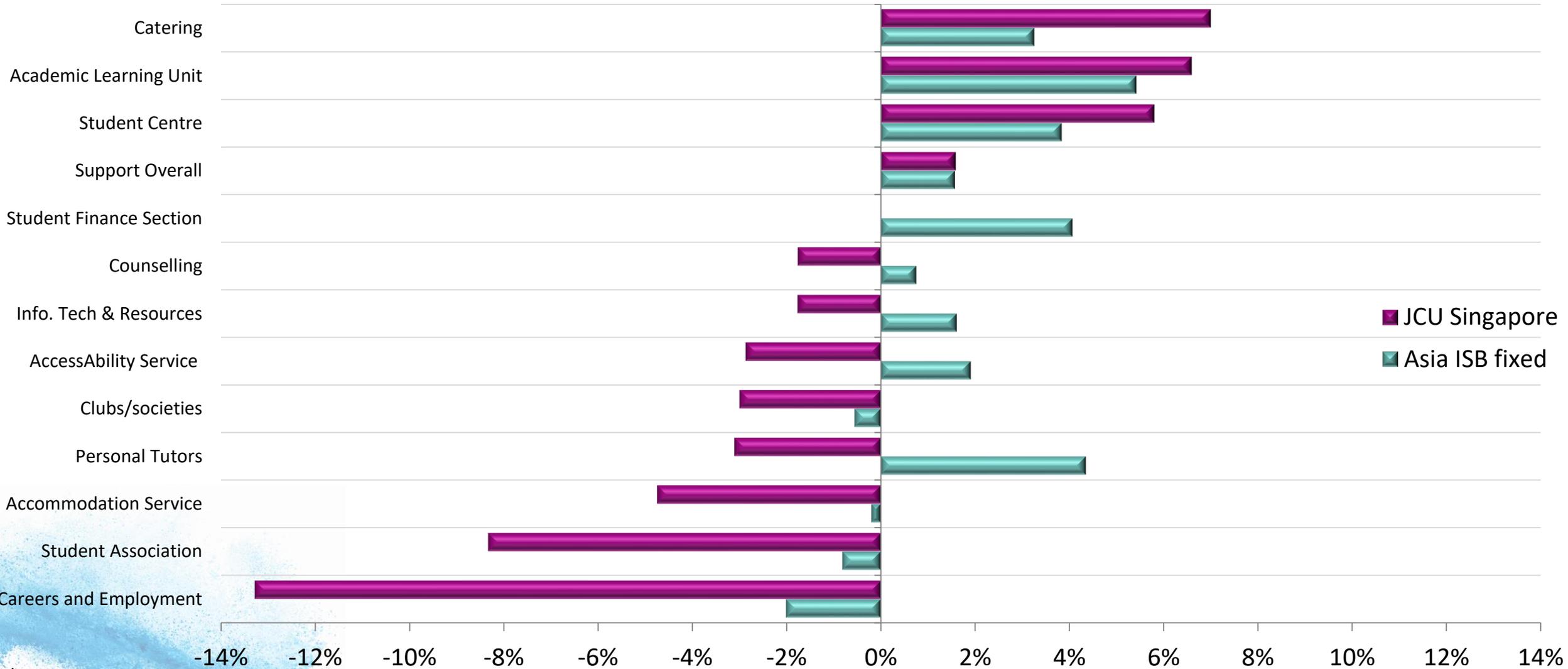


	JCU Singapore	Global ISB	Asia ISB	Global ISB +/-	Asia ISB +/-
<b>SUPPORT AVERAGE</b>	<b>87.8%</b>	<b>91.4%</b>	<b>88.7%</b>	<b>-3.7%</b>	<b>-0.9%</b>
<b>SUPPORT OVERALL</b>	<b>87.2%</b>	<b>89.1%</b>	<b>83.5%</b>	<b>-1.9%</b>	<b>3.6%</b>
Academic Learning Unit	100.0%	95.8%	100.0%	4.2%	0.0%
Personal Tutors	95.3%	93.5%	92.8%	1.8%	2.5%
Student Centre	95.1%	93.3%	91.6%	1.8%	3.5%
Info. Tech & Resources	94.5%	94.1%	91.2%	0.4%	3.3%
AccessAbility Service	91.4%	93.8%	92.4%	-2.4%	-1.1%
Counselling	90.3%	90.3%	92.5%	0.0%	-2.2%
Clubs/societies	86.7%	92.7%	88.7%	-5.9%	-2.0%
Student Association	86.5%	93.8%	89.4%	-7.3%	-2.9%
Student Finance Section	84.2%	90.1%	89.3%	-5.9%	-5.1%
Catering	79.7%	82.6%	73.9%	-2.9%	5.8%
Accommodation Service	79.0%	85.5%	81.3%	-6.5%	-2.2%
Careers and Employment	70.6%	87.1%	82.9%	-16.5%	-12.3%

# Support satisfaction (year on year\*)

Worse in 2018

Better in 2018



\*2018 vs 2016

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

Elements	2014	2015	2016	2018	First year vs 2018
Catering	64%	71%	73%	80%	15%
Accommodation Service	65%	81%	84%	79%	15%
Info. Tech & Resources	85%	91%	96%	94%	10%
AccessAbility Service	82%	92%	94%	91%	9%
Student Centre	87%	82%	89%	95%	9%
Counselling		83%	92%	90%	8%
Clubs/societies	80%	83%	90%	87%	6%
Academic Learning Unit		96%	93%	100%	4%
Personal Tutors		93%	98%	95%	2%
Student Finance Section	82%	78%	84%	84%	2%
Support Overall	86%	80%	86%	87%	1%
Careers and Employment	71%	57%	84%	71%	0%
Student Association		88%	95%	87%	-1%

# Offshore ISB summary



19 institutions participated, fully funded by DET



43 offshore locations, 11 countries



8,341 respondents – 72% local, 28% international  
6 branch campuses, 14 niche partnerships, 14 small partnerships, 7 medium partnerships and 2 large partnerships



Participating institutions receive a summary results sheet for each location



Benchmarks – by country, size / type of program

Australia onshore 89% satisfaction v 87% Australia offshore

Offshore rates higher

Onshore rates higher

Recommendation

Overall Satisfaction

Learning

Support

Living

Arrival

-12%

-9%

-6%

-3%

0%

3%

6%

9%

12%

	JCU Singapore	Australia Offshore	JCU Onshore
Overall Satisfaction	86%	86%	86%
Recommendation	63%	70%	78%
Arrival	90%	91%	89%
Learning	84%	84%	86%
Living	91%	88%	87%
Support	87%	87%	90%

# Student Barometer

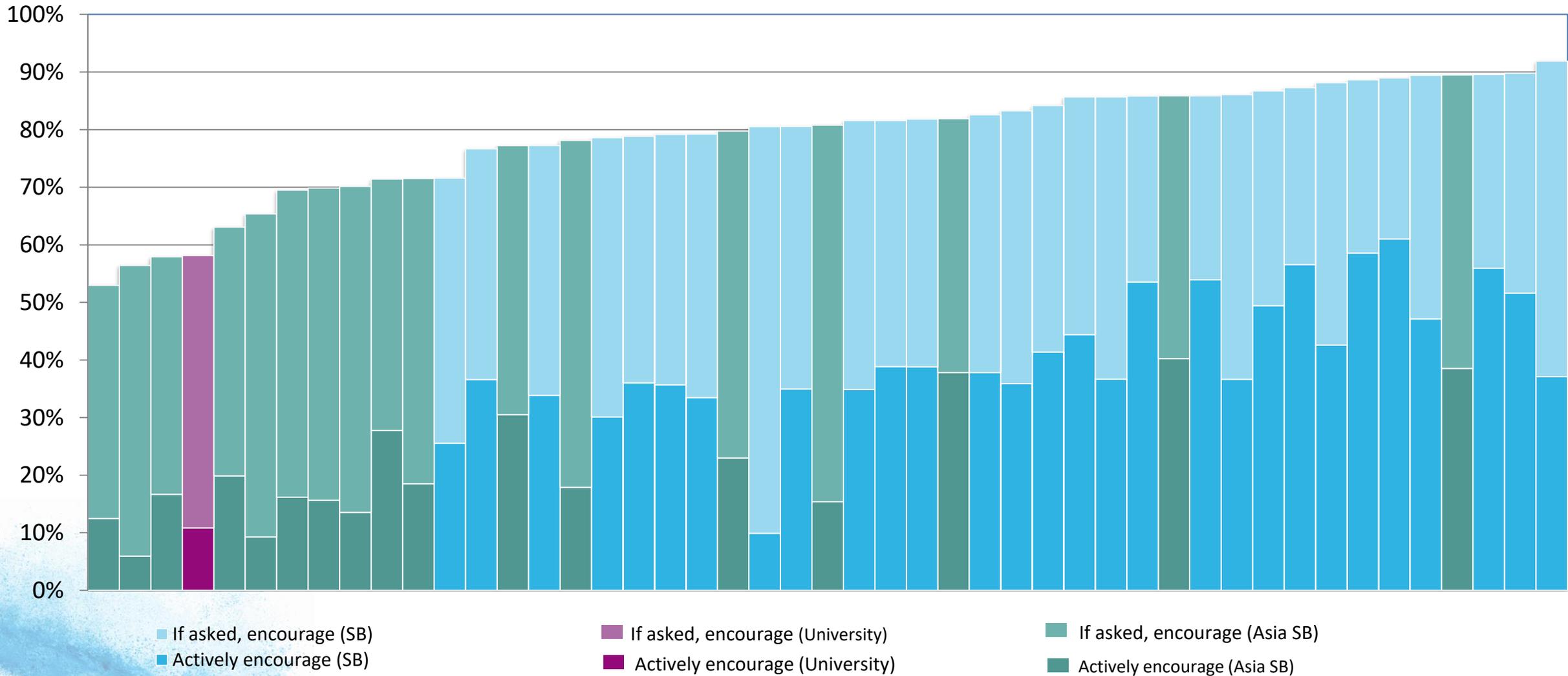
2018

# Headline results

## Domestic students

JCU Singapore (129)	2018 vs 2016		Asia SB (28719)	Global SB (98435)	UG (109)
11%	-8%	I would actively encourage people to apply	25%	34%	11%
47%	-1%	If asked, I would encourage people to apply	49%	46%	46%
34%	6%	I would neither encourage nor discourage people to apply	21%	15%	36%
5%	3%	If asked, I would discourage people from applying	4%	3%	4%
3%	0%	I would actively discourage people from applying	1%	1%	4%

## Domestic students



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

# Propensity to recommend (year on year\*)

Domestic students

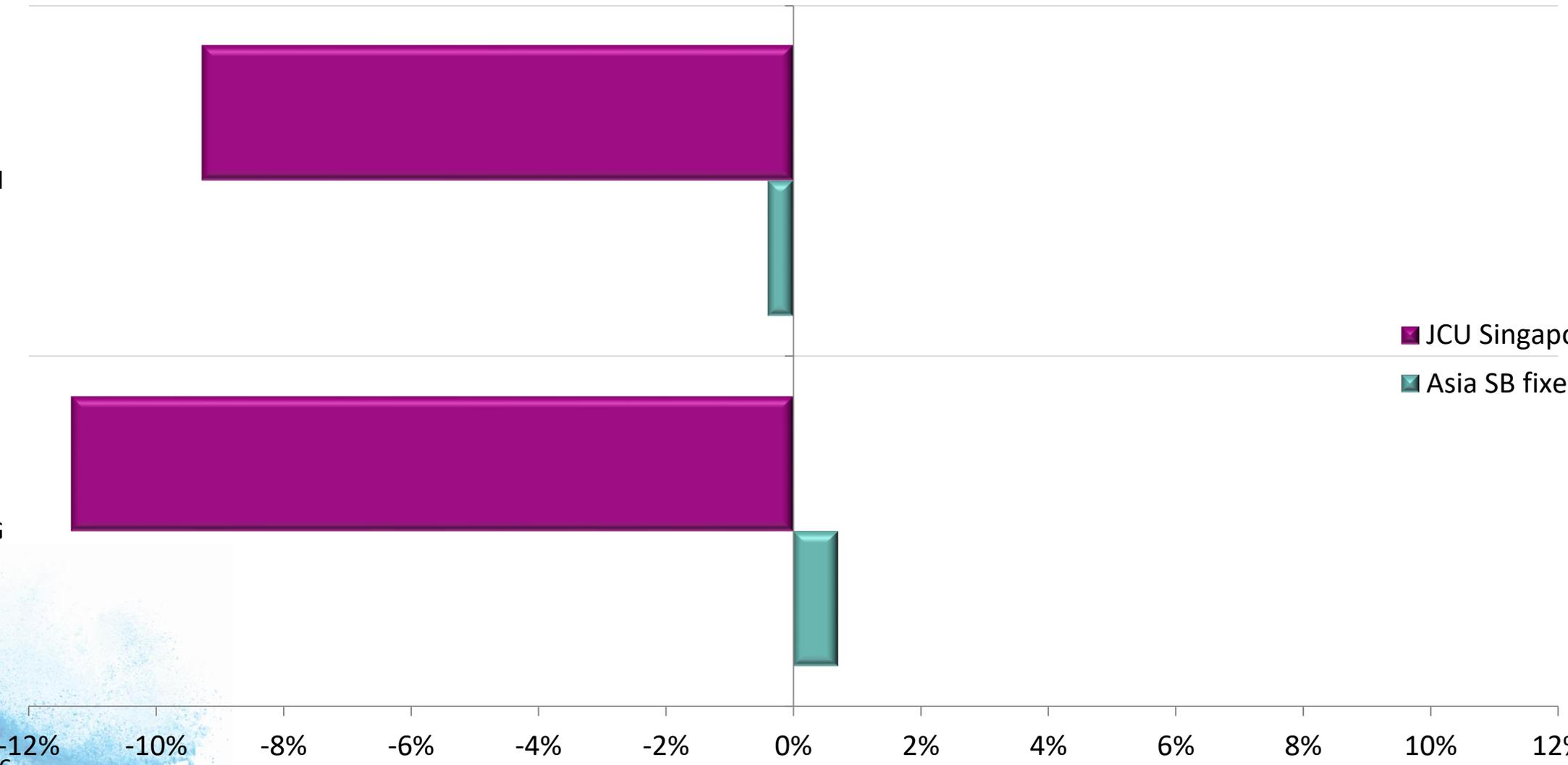
Worse in 2018

Better in 2018

Overall

UG

JCU Singapore  
Asia SB fixed

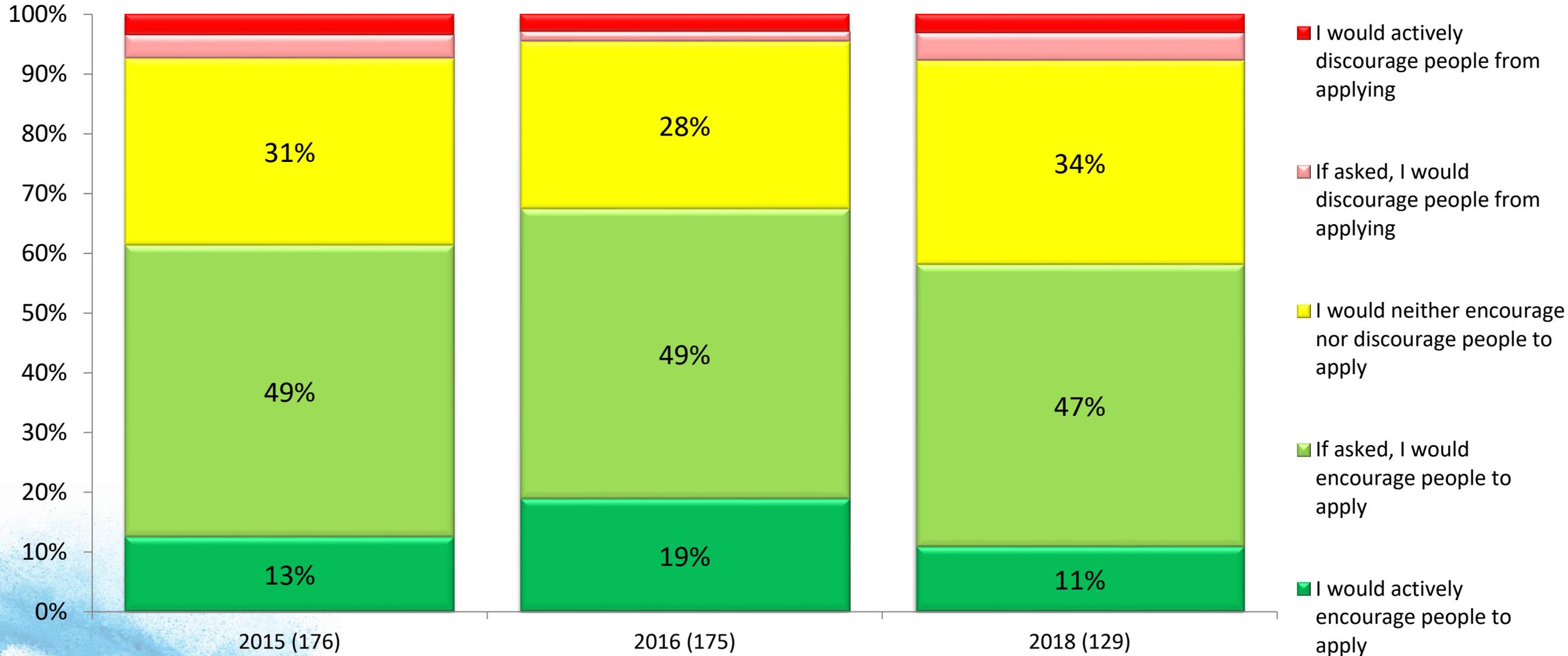


\*2018 vs 2016

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

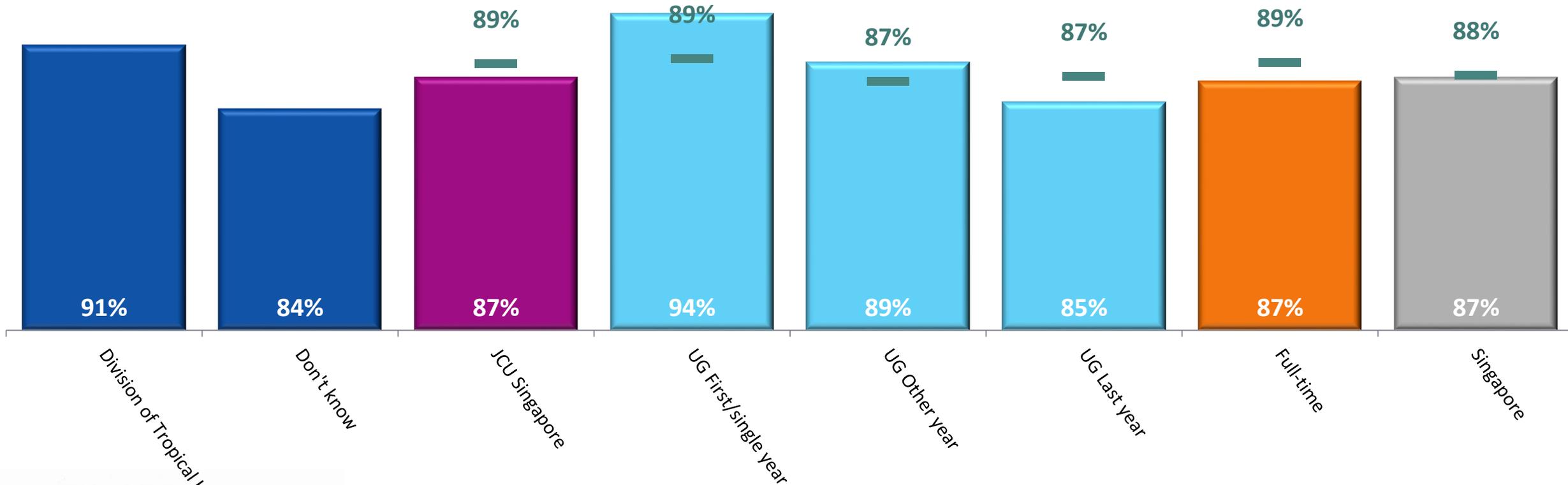
# Propensity to recommend (year on year)

Domestic students



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

Domestic students

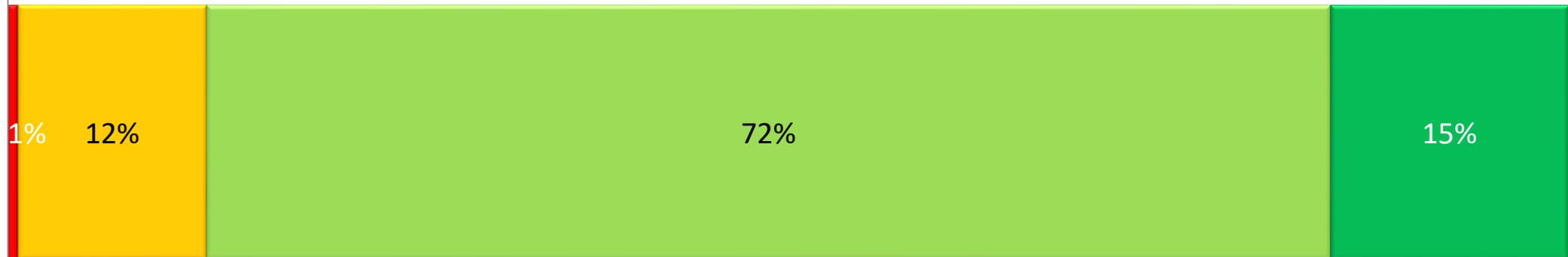


— Asia SB

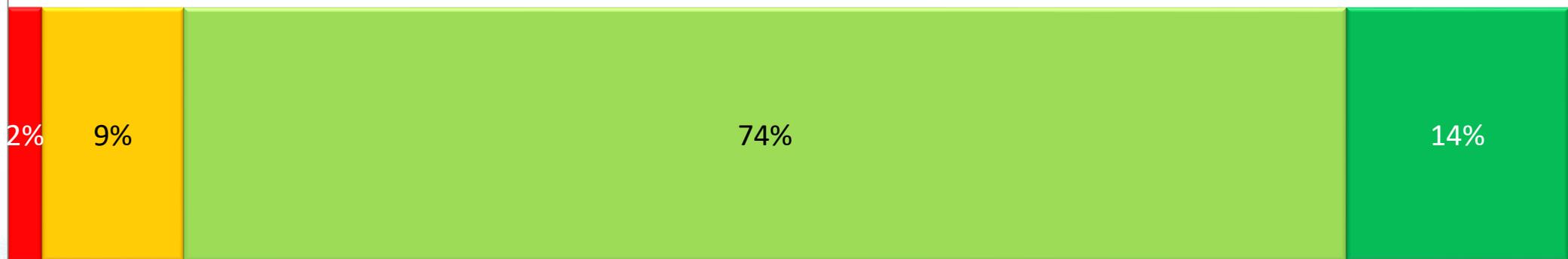
*Overall, how satisfied are you with all aspects of your experience at your university?*

Domestic students

JCU Singapore (157)



Asia SB (33527)

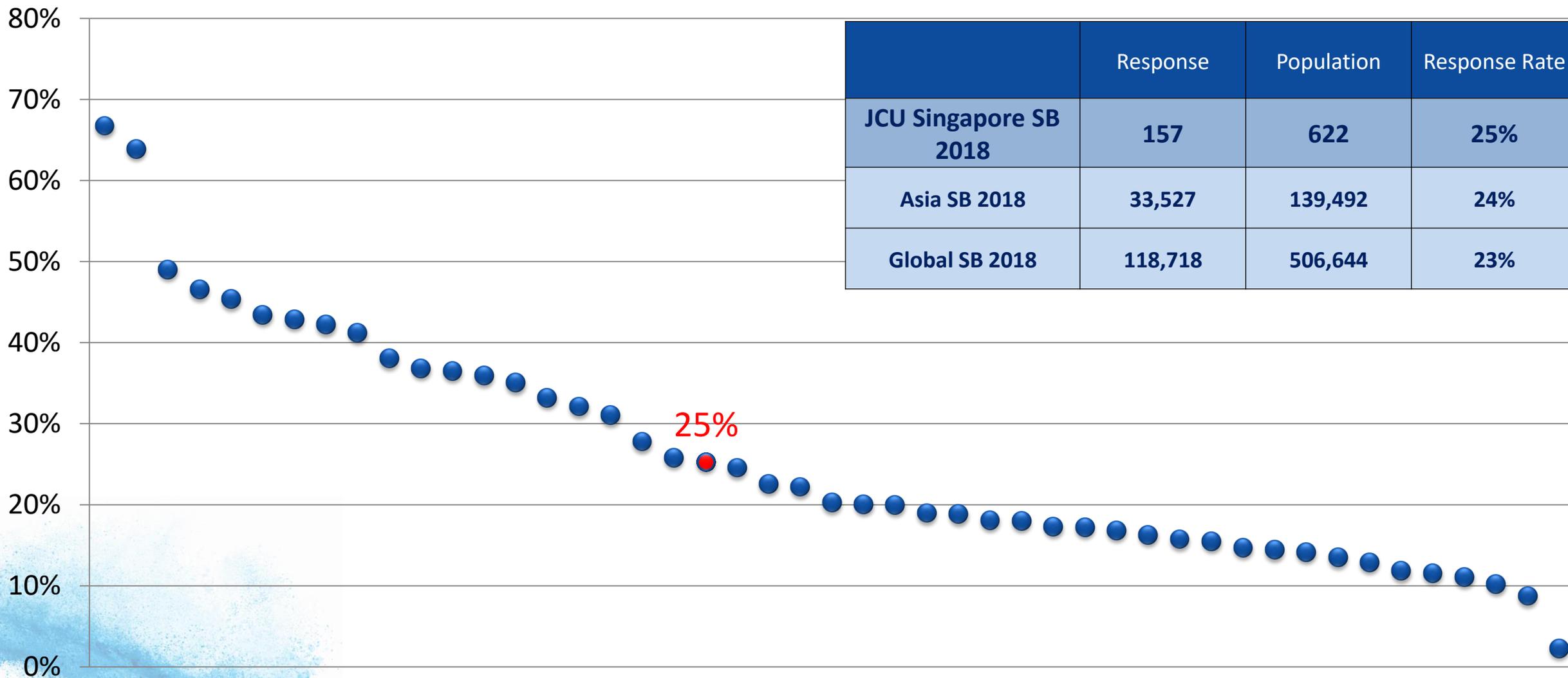


Very dissatisfied   Dissatisfied   Satisfied   Very satisfied

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

# Survey response

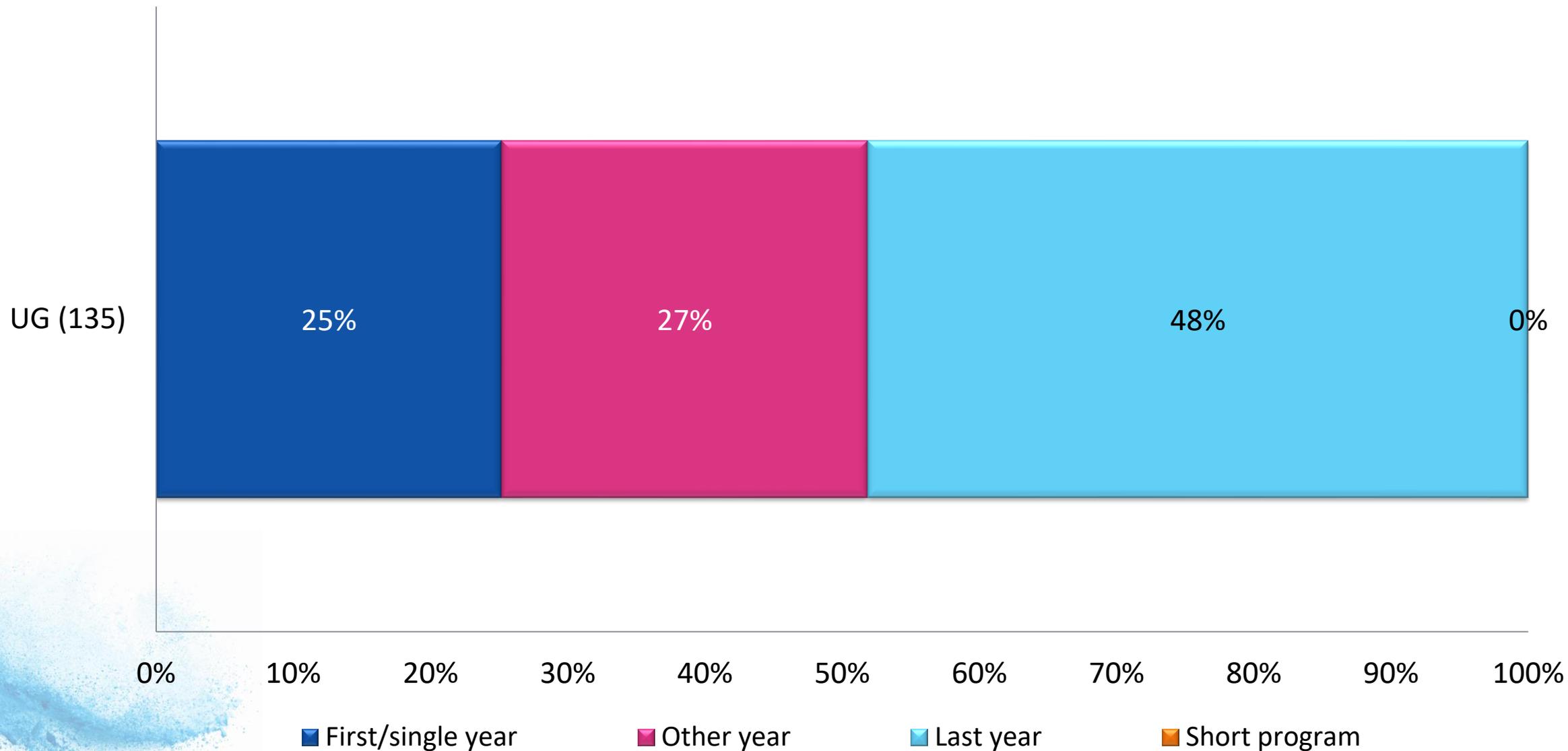
## Domestic students



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

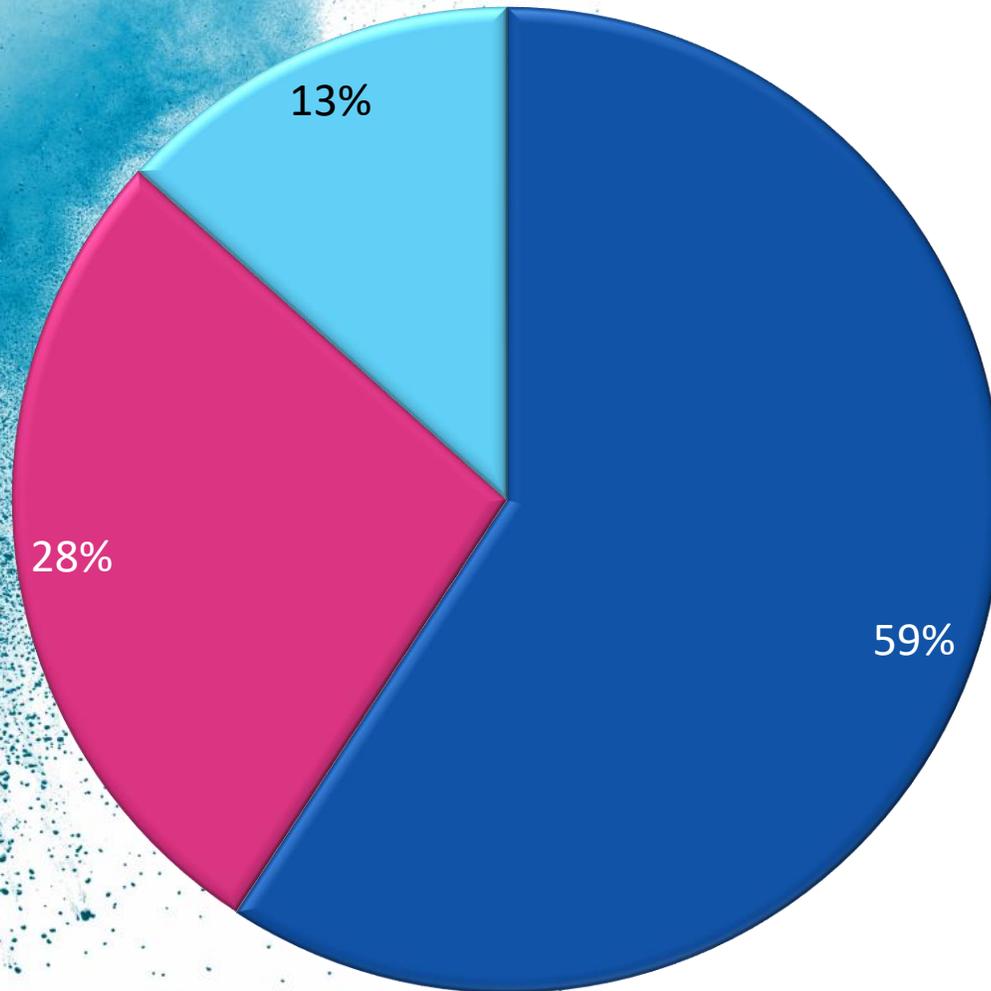
# Study stage breakdown

Domestic students



Domestic students

JCU Singapore (157)



■ Don't know

■ Division of Tropical Health & Medicine

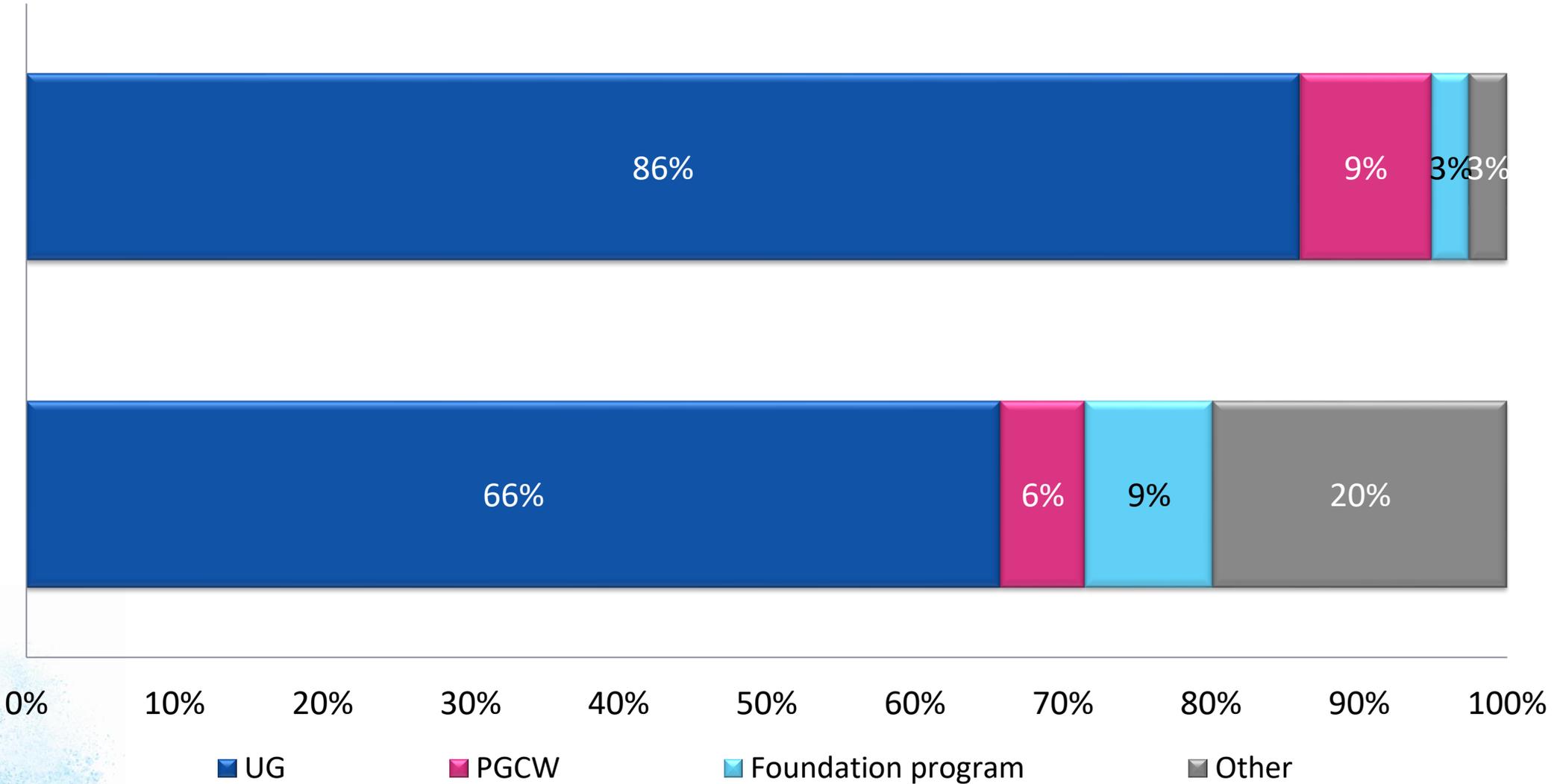
■ Division of Tropical Environments & Societies

# Study level breakdown

Domestic students

JCU Singapore (157)

Asia SB (33527)

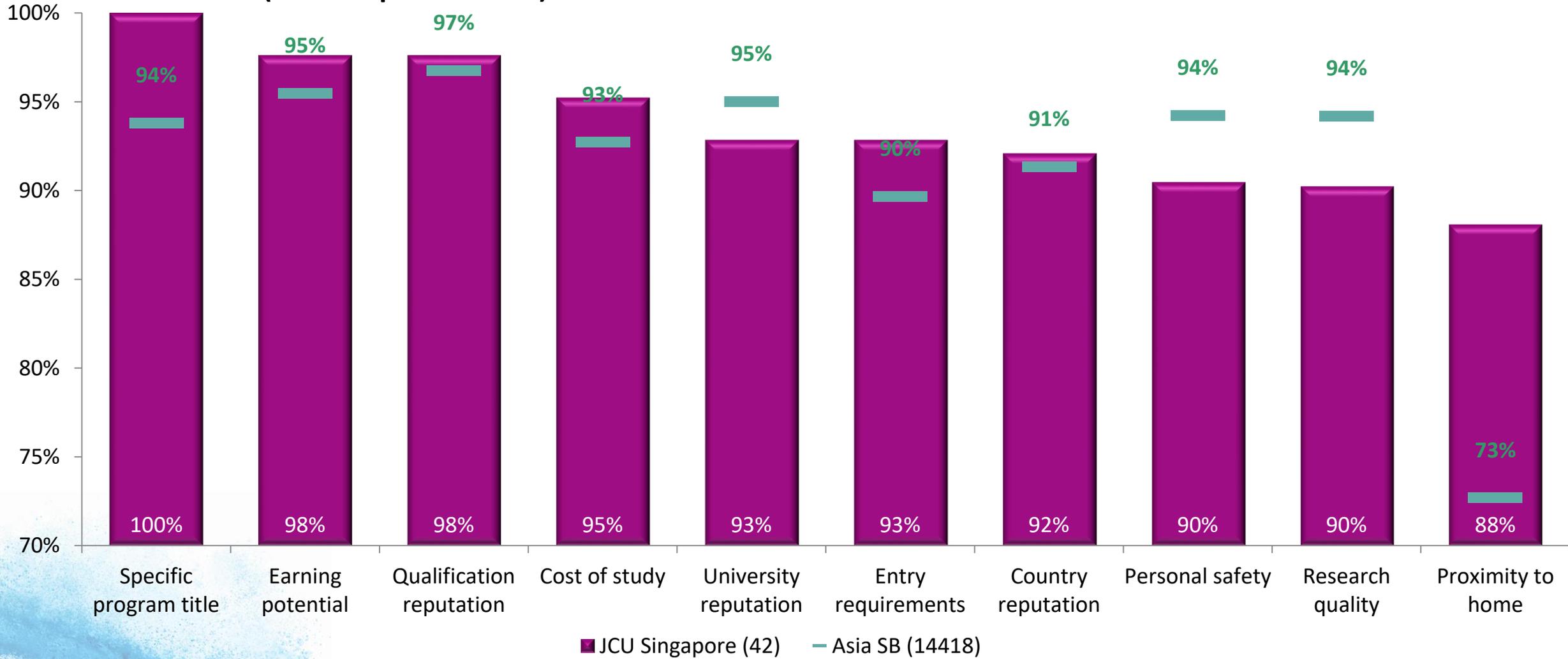


# Choice of destination

# Top 10 factors in study decision

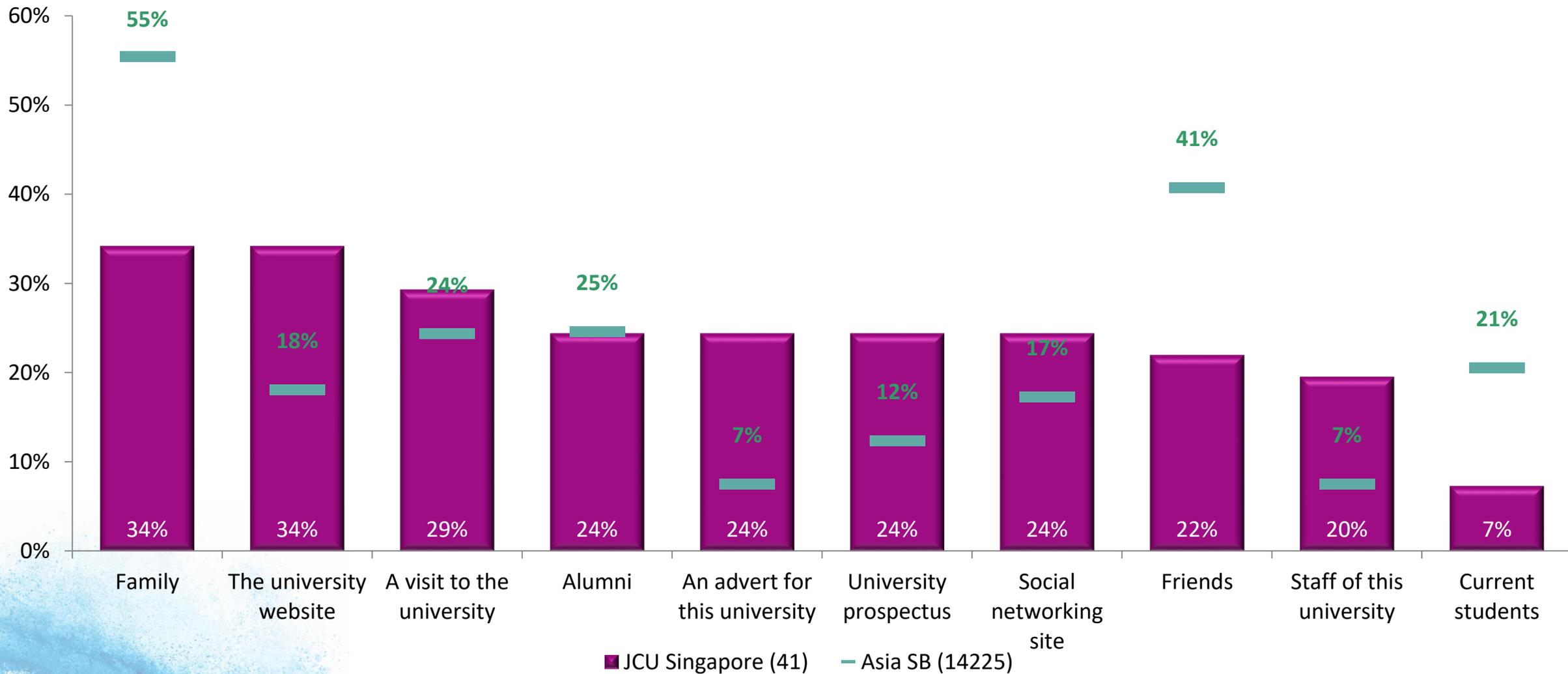
Domestic students

(% important)



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

## Domestic students



*Which of the following helped you to choose this university?*

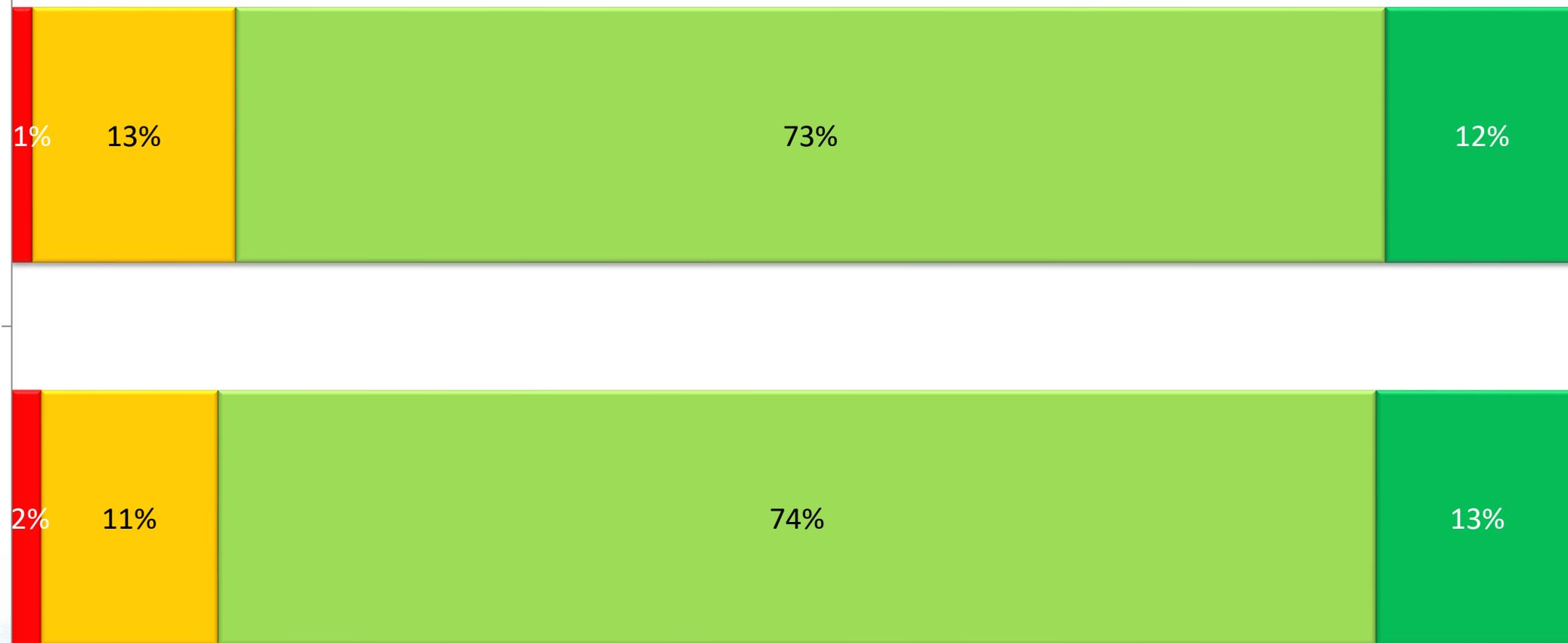
# Learning experience

# Overall satisfaction - Learning

Domestic students

JCU Singapore (154)

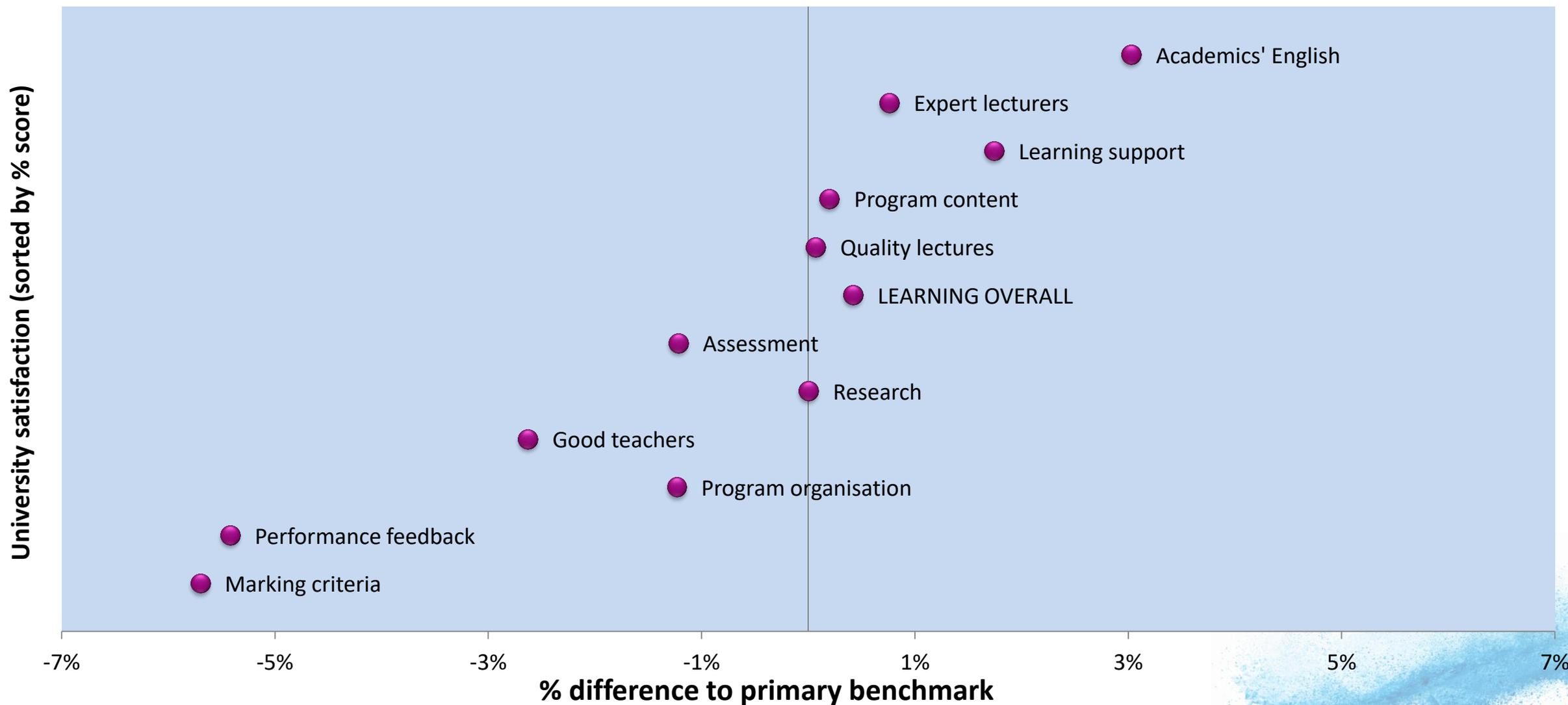
Asia SB (32070)



Very dissatisfied   Dissatisfied   Satisfied   Very satisfied

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

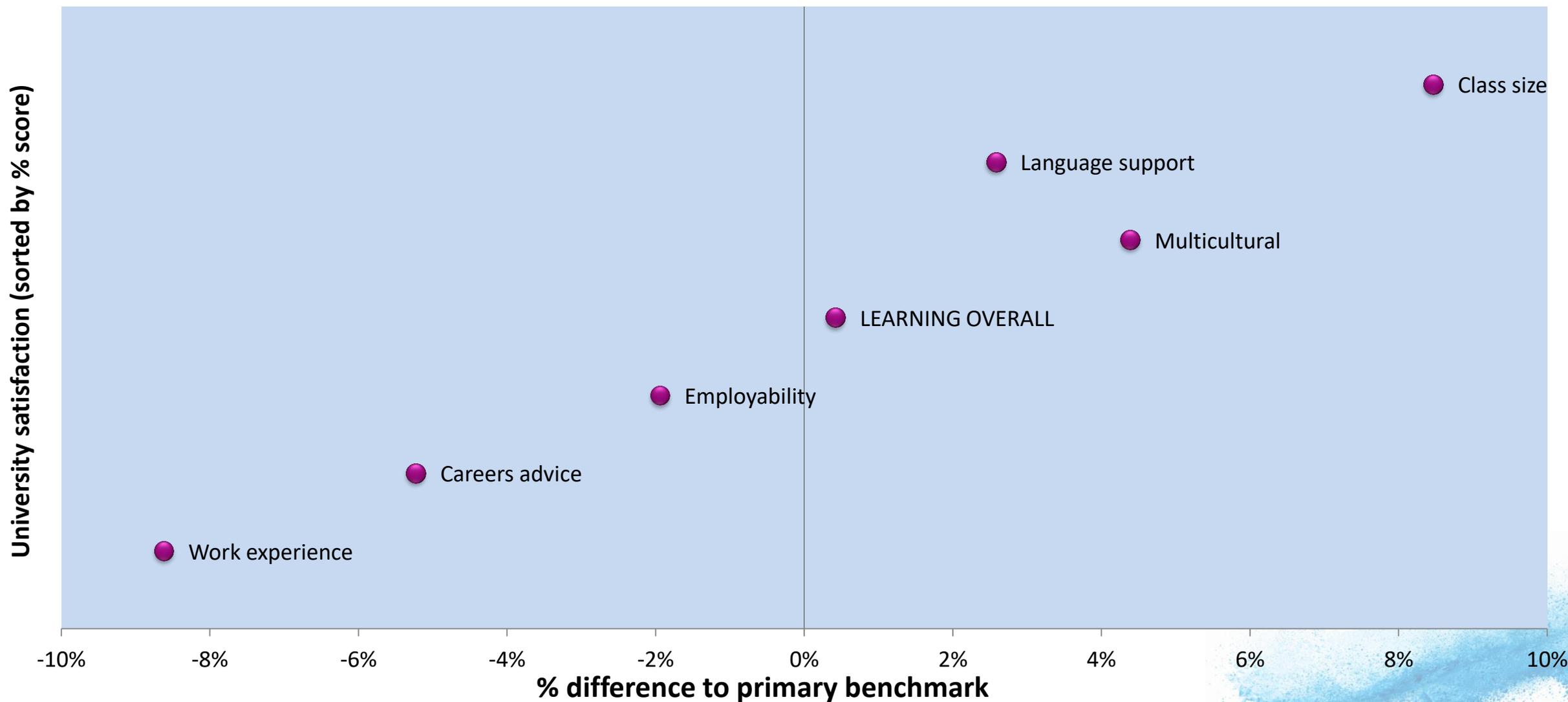
Domestic students



## Domestic students

	JCU Singapore	Global SB	Asia SB	Global SB +/-	Asia SB +/-
<b>LEARNING AVERAGE</b>	<b>86.4%</b>	<b>86.3%</b>	<b>85.7%</b>	<b>0.1%</b>	<b>0.7%</b>
<b>LEARNING OVERALL</b>	<b>85.7%</b>	<b>87.3%</b>	<b>85.3%</b>	<b>-1.6%</b>	<b>0.4%</b>
<b>TEACHING</b>					
Academics' English	94.4%	92.1%	91.4%	2.3%	3.0%
Expert lecturers	93.1%	94.6%	92.3%	-1.5%	0.8%
Learning support	91.5%	88.6%	89.7%	2.8%	1.7%
Program content	88.2%	90.1%	88.0%	-1.9%	0.2%
Quality lectures	87.3%	88.4%	87.3%	-1.1%	0.1%
Assessment	85.3%	88.1%	86.5%	-2.7%	-1.2%
Research	84.7%	88.8%	84.7%	-4.2%	0.0%
Good teachers	83.3%	87.8%	86.0%	-4.4%	-2.6%
Program organisation	81.7%	82.0%	82.9%	-0.3%	-1.2%
Performance feedback	78.3%	81.8%	83.7%	-3.5%	-5.4%
Marking criteria	77.1%	80.2%	82.8%	-3.2%	-5.7%

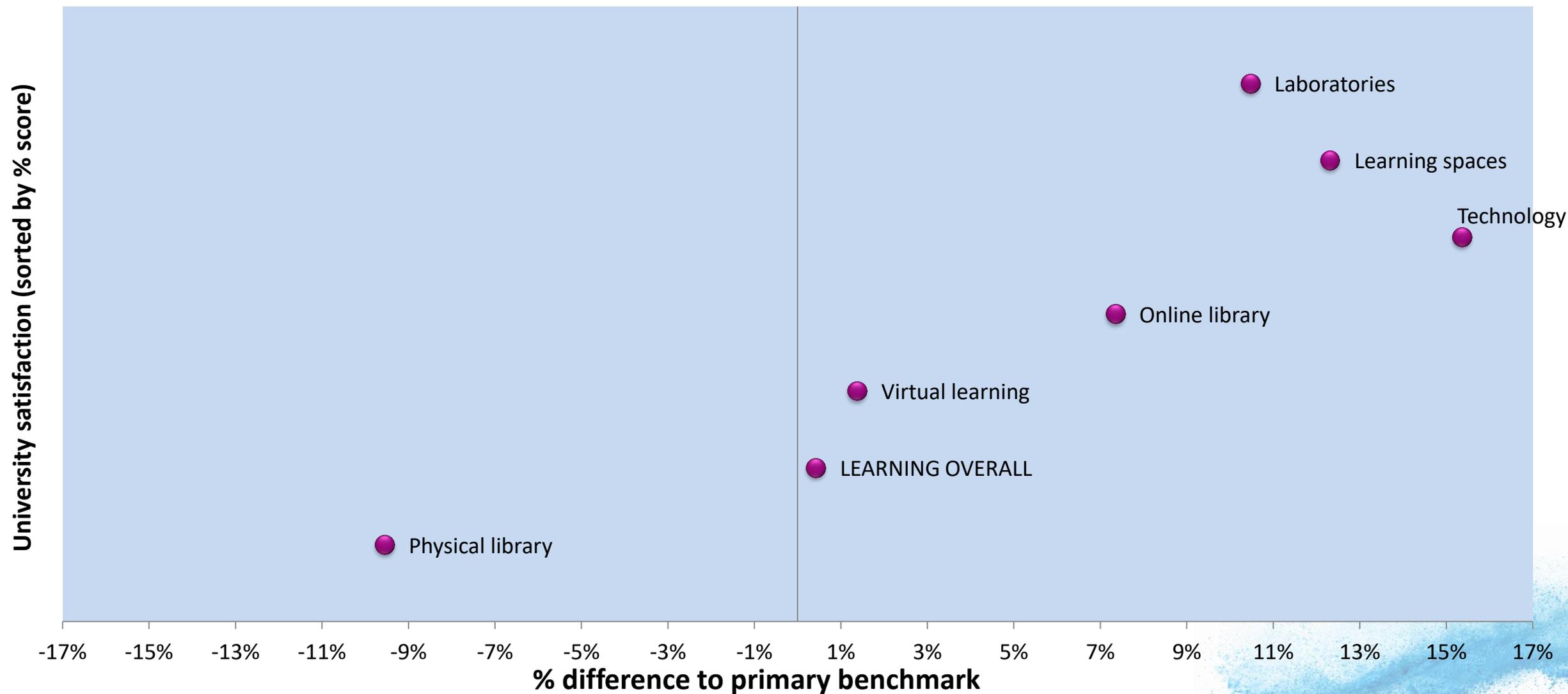
Domestic students



## Domestic students

	JCU Singapore	Global SB	Asia SB	Global SB +/-	Asia SB +/-
<b>LEARNING AVERAGE</b>	<b>86.4%</b>	<b>86.3%</b>	<b>85.7%</b>	<b>0.1%</b>	<b>0.7%</b>
<b>LEARNING OVERALL</b>	<b>85.7%</b>	<b>87.3%</b>	<b>85.3%</b>	<b>-1.6%</b>	<b>0.4%</b>
STUDIES					
Class size	95.7%	89.2%	87.2%	6.5%	8.5%
Language support	92.1%	88.9%	89.5%	3.2%	2.6%
Multicultural	90.6%	88.1%	86.2%	2.5%	4.4%
Employability	82.0%	82.6%	84.0%	-0.6%	-1.9%
Careers advice	75.2%	73.6%	80.4%	1.6%	-5.2%
Work experience	73.0%	75.5%	81.6%	-2.5%	-8.6%

Domestic students

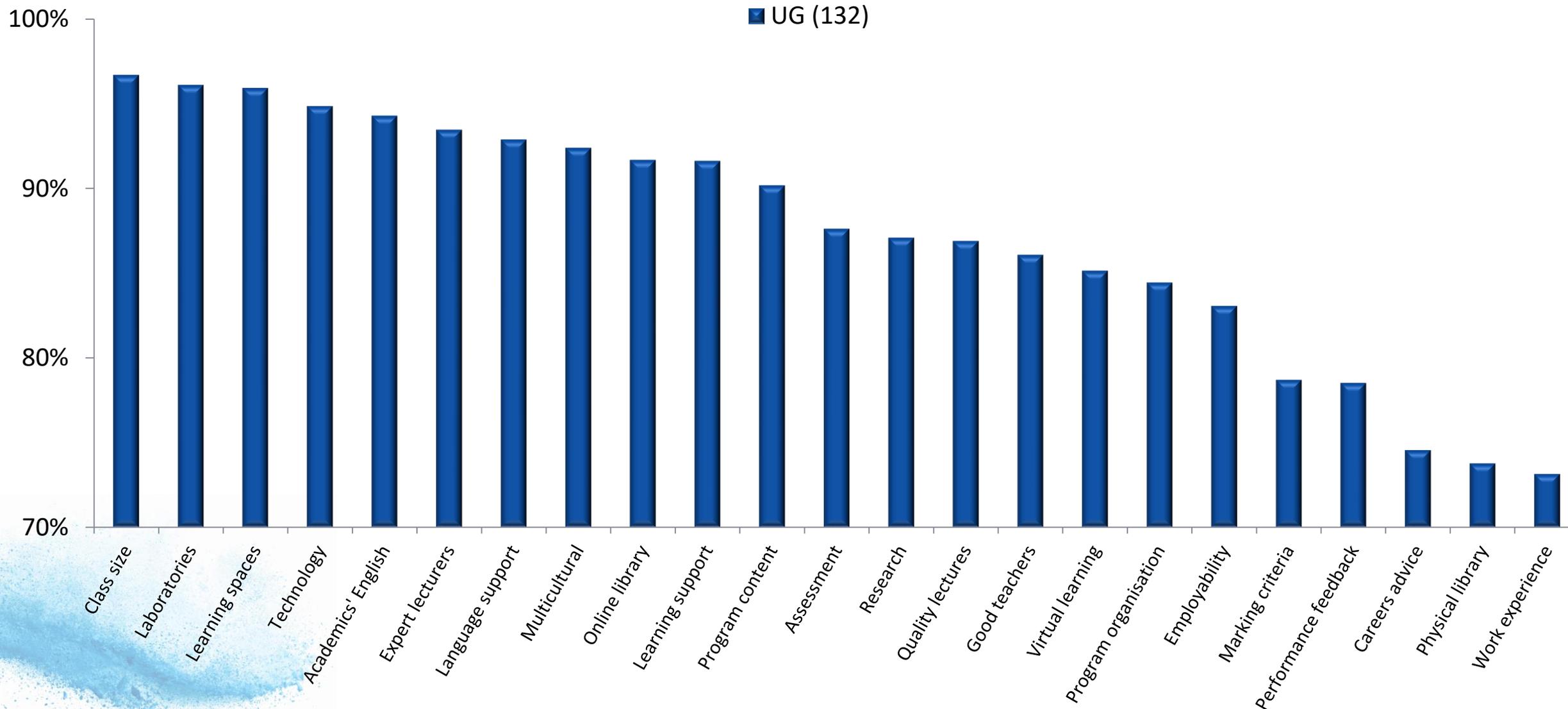


## Domestic students

	JCU Singapore	Global SB	Asia SB	Global SB +/-	Asia SB +/-
<b>LEARNING AVERAGE</b>	<b>86.4%</b>	<b>86.3%</b>	<b>85.7%</b>	<b>0.1%</b>	<b>0.7%</b>
<b>LEARNING OVERALL</b>	<b>85.7%</b>	<b>87.3%</b>	<b>85.3%</b>	<b>-1.6%</b>	<b>0.4%</b>
<b>FACILITIES</b>					
Laboratories	94.9%	89.7%	84.4%	5.2%	10.5%
Learning spaces	94.4%	85.2%	82.1%	9.3%	12.3%
Technology	94.2%	86.0%	78.8%	8.2%	15.4%
Online library	90.8%	89.2%	83.4%	1.6%	7.4%
Virtual learning	86.0%	88.1%	84.6%	-2.1%	1.4%
Physical library	72.7%	86.2%	82.3%	-13.5%	-9.5%

# Learning satisfaction (by study level)

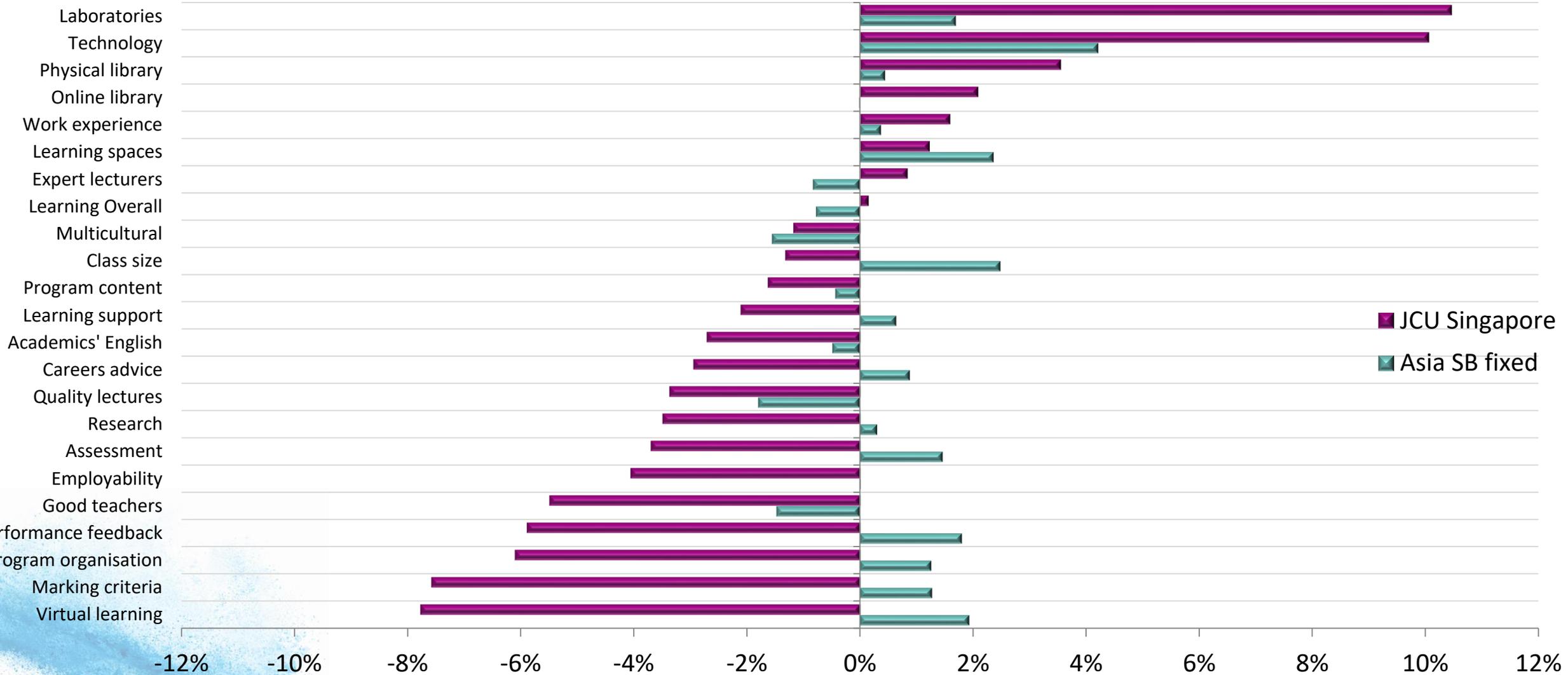
Domestic students



Domestic students

Worse in 2018

Better in 2018



\*2018 vs 2016

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

## Domestic students

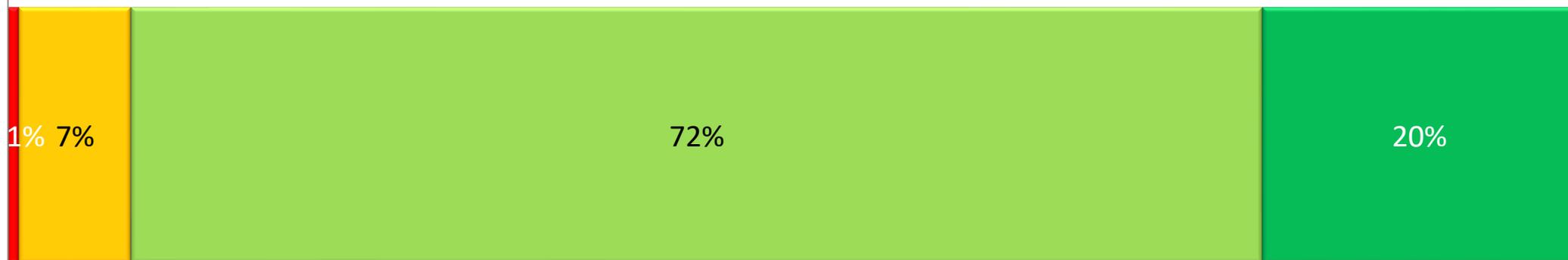
Elements	2015	2016	2018	First year vs 2018
Work experience	61%	71%	73%	12%
Technology	83%	84%	94%	11%
Laboratories	87%	84%	95%	8%
Careers advice	69%	78%	75%	6%
Learning spaces	89%	93%	94%	6%
Class size	91%	97%	96%	5%
Program organisation	78%	88%	82%	3%
Physical library	70%	69%	73%	3%
Online library	89%	89%	91%	2%
Learning Overall	84%	86%	86%	2%
Learning support	91%	94%	91%	1%
Employability	82%	86%	82%	0%
Multicultural	91%	92%	91%	0%
Quality lectures	88%	91%	87%	-1%
Expert lecturers	95%	92%	93%	-2%
Assessment	88%	89%	85%	-2%
Performance feedback	81%	84%	78%	-2%
Academics' English	97%	97%	94%	-3%
Program content	92%	90%	88%	-4%
Research	89%	88%	85%	-4%
Good teachers	89%	89%	83%	-5%
Virtual learning	92%	94%	86%	-6%
Marking criteria	85%	85%	77%	-8%

# Living experience

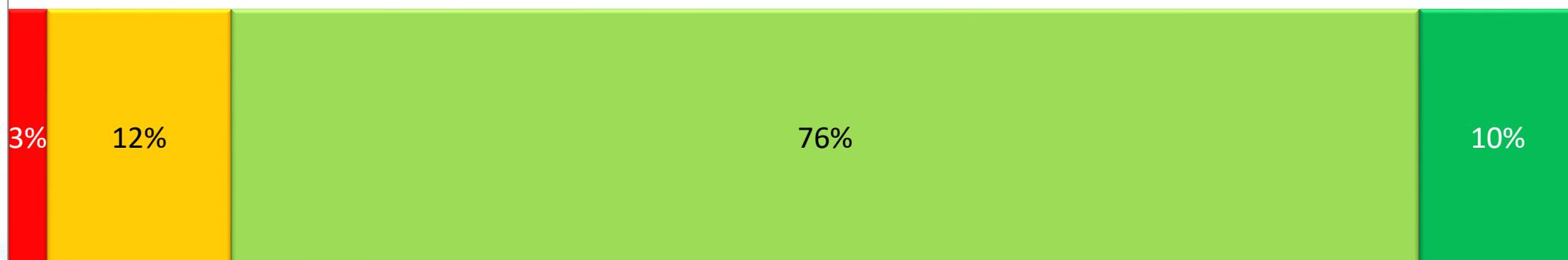
# Overall satisfaction - Living

Domestic students

JCU Singapore (140)



Asia SB (30295)



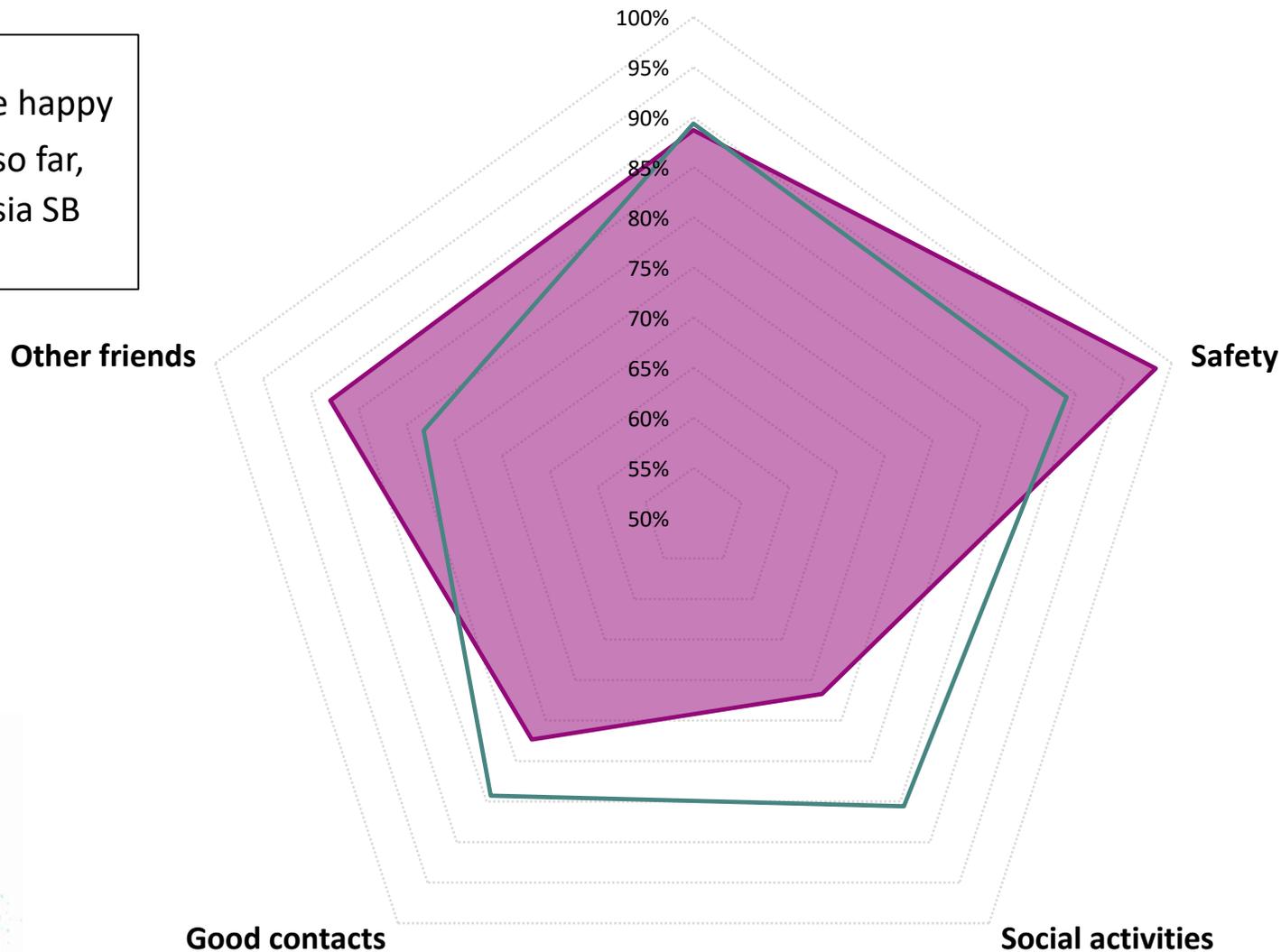
Very dissatisfied   Dissatisfied   Satisfied   Very satisfied

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

Domestic students

**89%** of your students are happy with their life at university so far, compared to **89%** in the Asia SB benchmark

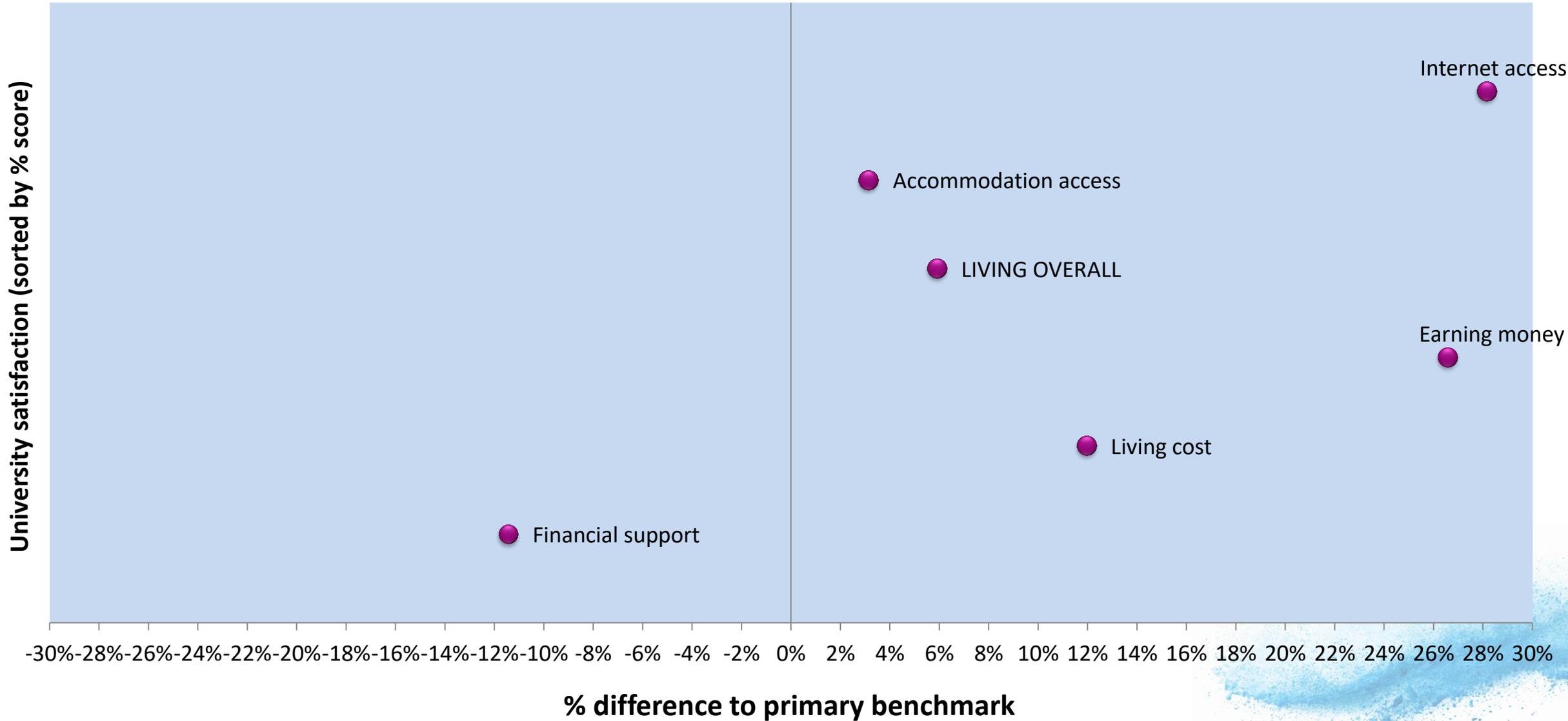
I am happy with my life at university



■ JCU Singapore SB (133) ■ Asia SB (29587)

# Living matrix: Accommodation and living costs

Domestic students

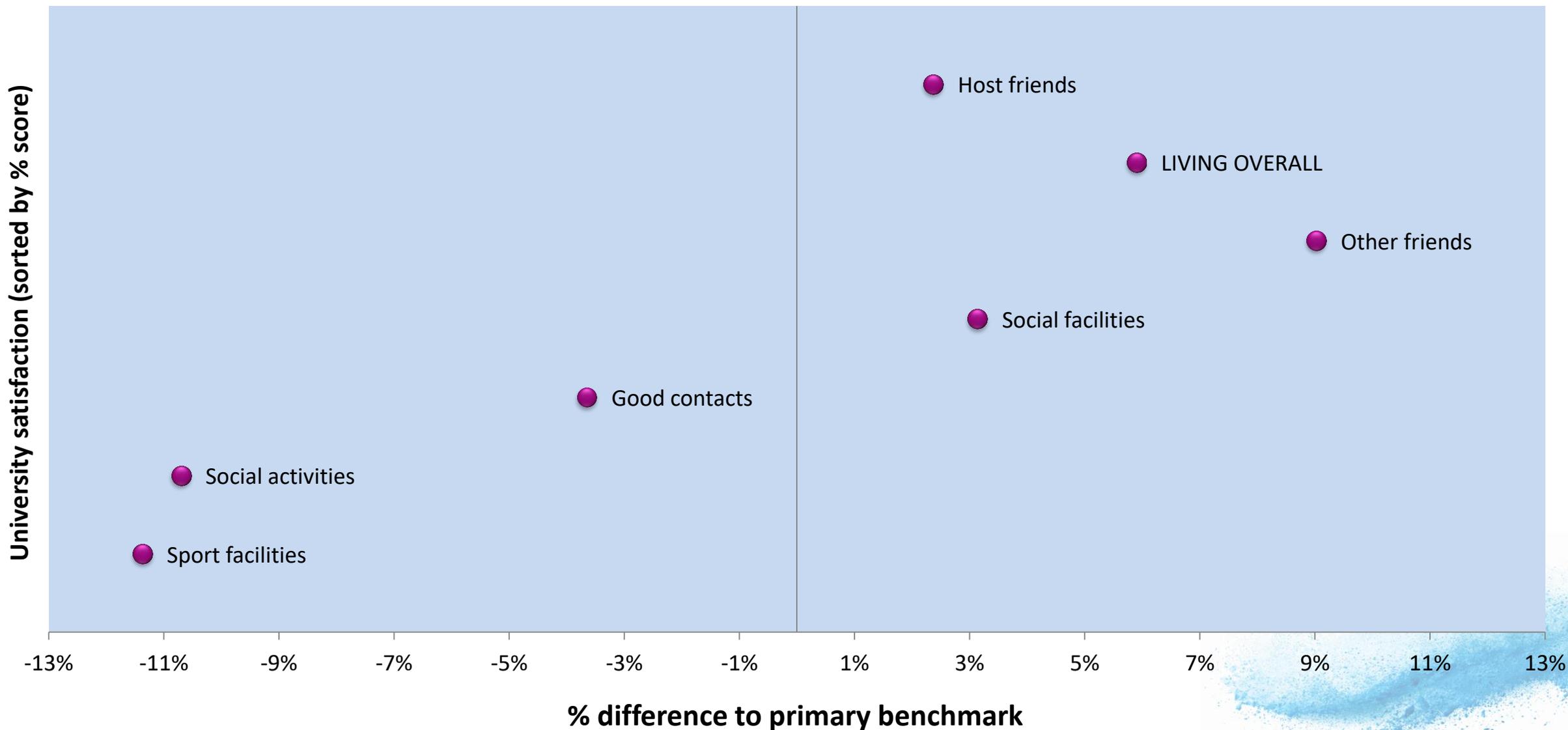


# Benchmarking living: Accommodation and living costs

Domestic students

	JCU Singapore	Global SB	Asia SB	Global SB +/-	Asia SB +/-
<b>LIVING AVERAGE</b>	<b>82.0%</b>	<b>79.7%</b>	<b>77.2%</b>	<b>2.2%</b>	<b>4.7%</b>
<b>LIVING OVERALL</b>	<b>92.1%</b>	<b>88.1%</b>	<b>86.2%</b>	<b>4.0%</b>	<b>5.9%</b>
<b>ACCOMMODATION and LIVING COSTS</b>					
Internet access	100.0%	80.5%	71.9%	19.5%	28.1%
Accommodation access	92.3%	86.5%	89.2%	5.8%	3.1%
Earning money	76.8%	58.8%	50.2%	18.0%	26.6%
Living cost	74.4%	65.9%	62.4%	8.4%	12.0%
Financial support	53.3%	63.9%	64.8%	-10.6%	-11.4%

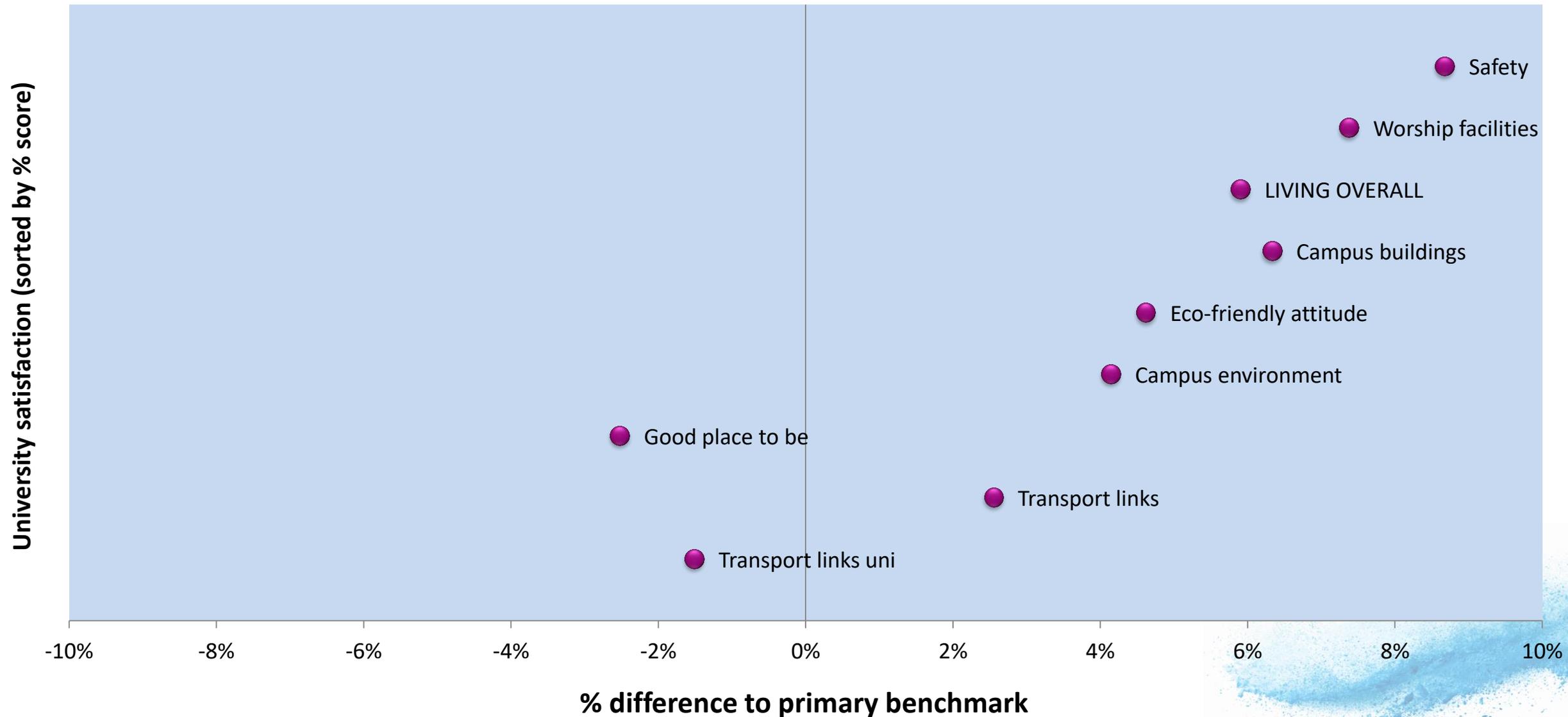
Domestic students



## Domestic students

	JCU Singapore	Global SB	Asia SB	Global SB +/-	Asia SB +/-
<b>LIVING AVERAGE</b>	<b>82.0%</b>	<b>79.7%</b>	<b>77.2%</b>	<b>2.2%</b>	<b>4.7%</b>
<b>LIVING OVERALL</b>	<b>92.1%</b>	<b>88.1%</b>	<b>86.2%</b>	<b>4.0%</b>	<b>5.9%</b>
<b>SOCIAL</b>					
Host friends	96.6%	93.1%	94.2%	3.5%	2.4%
Other friends	88.0%	81.9%	78.9%	6.0%	9.0%
Social facilities	78.6%	76.7%	75.4%	1.9%	3.1%
Good contacts	77.4%	78.2%	81.0%	-0.8%	-3.7%
Social activities	71.7%	80.4%	82.4%	-8.6%	-10.7%
Sport facilities	59.8%	77.2%	71.1%	-17.5%	-11.4%

Domestic students



## Domestic students

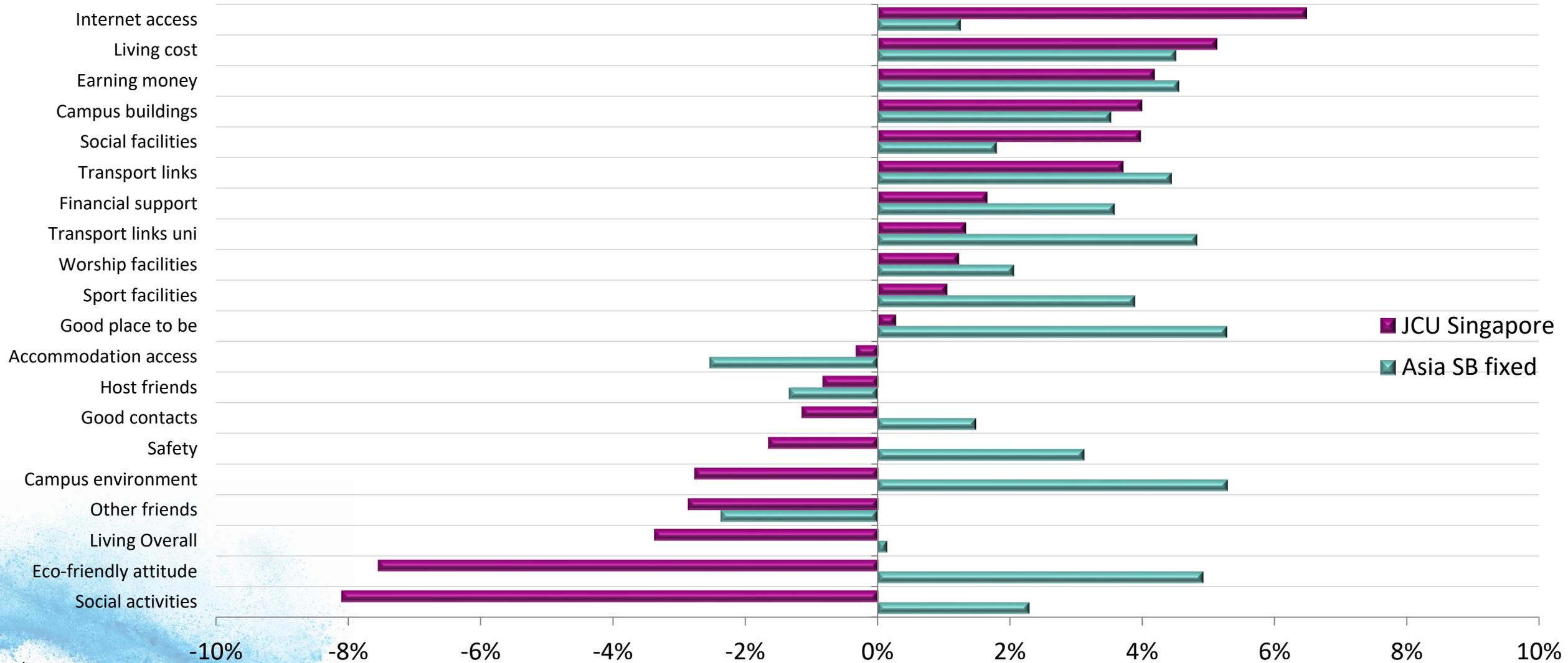
	JCU Singapore	Global SB	Asia SB	Global SB +/-	Asia SB +/-
<b>LIVING AVERAGE</b>	<b>82.0%</b>	<b>79.7%</b>	<b>77.2%</b>	<b>2.2%</b>	<b>4.7%</b>
<b>LIVING OVERALL</b>	<b>92.1%</b>	<b>88.1%</b>	<b>86.2%</b>	<b>4.0%</b>	<b>5.9%</b>
DAY TO DAY LIFE					
Safety	98.3%	92.9%	89.7%	5.4%	8.7%
Worship facilities	93.0%	86.2%	85.6%	6.8%	7.4%
Campus buildings	90.1%	86.8%	83.8%	3.3%	6.3%
Eco-friendly attitude	88.0%	84.3%	83.4%	3.7%	4.6%
Campus environment	87.3%	88.5%	83.1%	-1.3%	4.1%
Good place to be	80.7%	89.5%	83.2%	-8.8%	-2.5%
Transport links	77.0%	78.3%	74.4%	-1.3%	2.6%
Transport links uni	74.3%	79.9%	75.8%	-5.7%	-1.5%

# Living satisfaction (year on year\*)

Domestic students

Worse in 2018

Better in 2018



\*2018 vs 2016

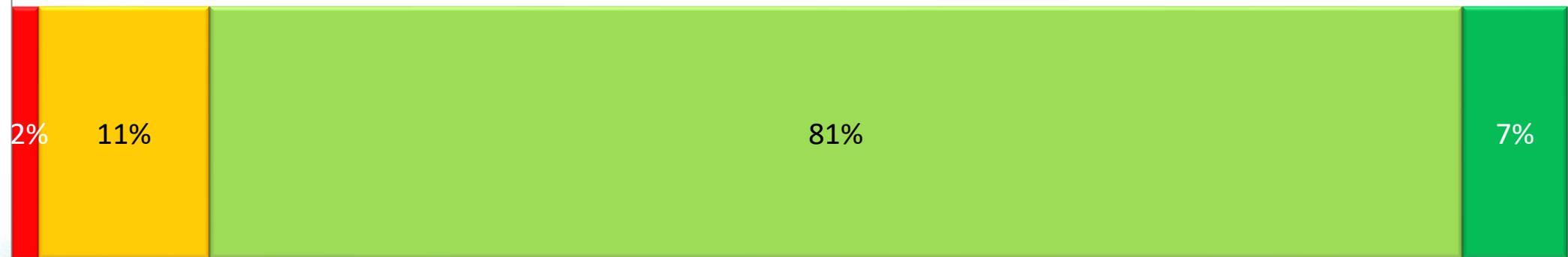
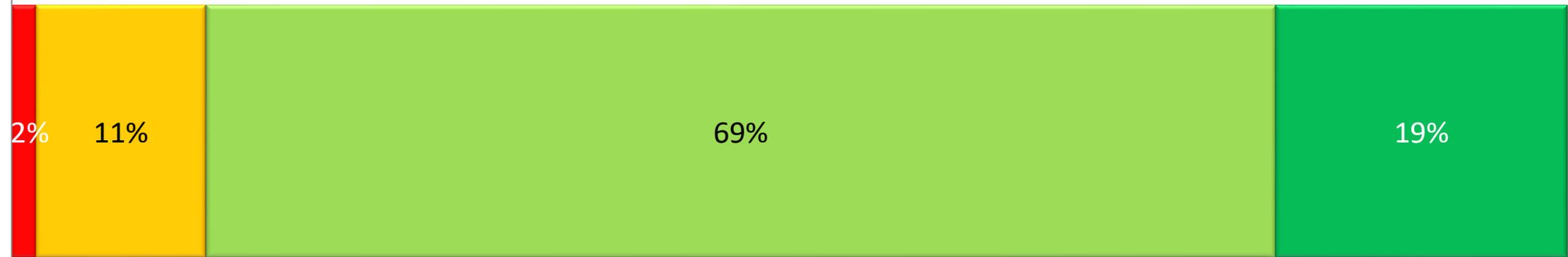
The Fixed Benchmark only includes universities that took part in both years

# Support experience

Domestic students

JCU Singapore (128)

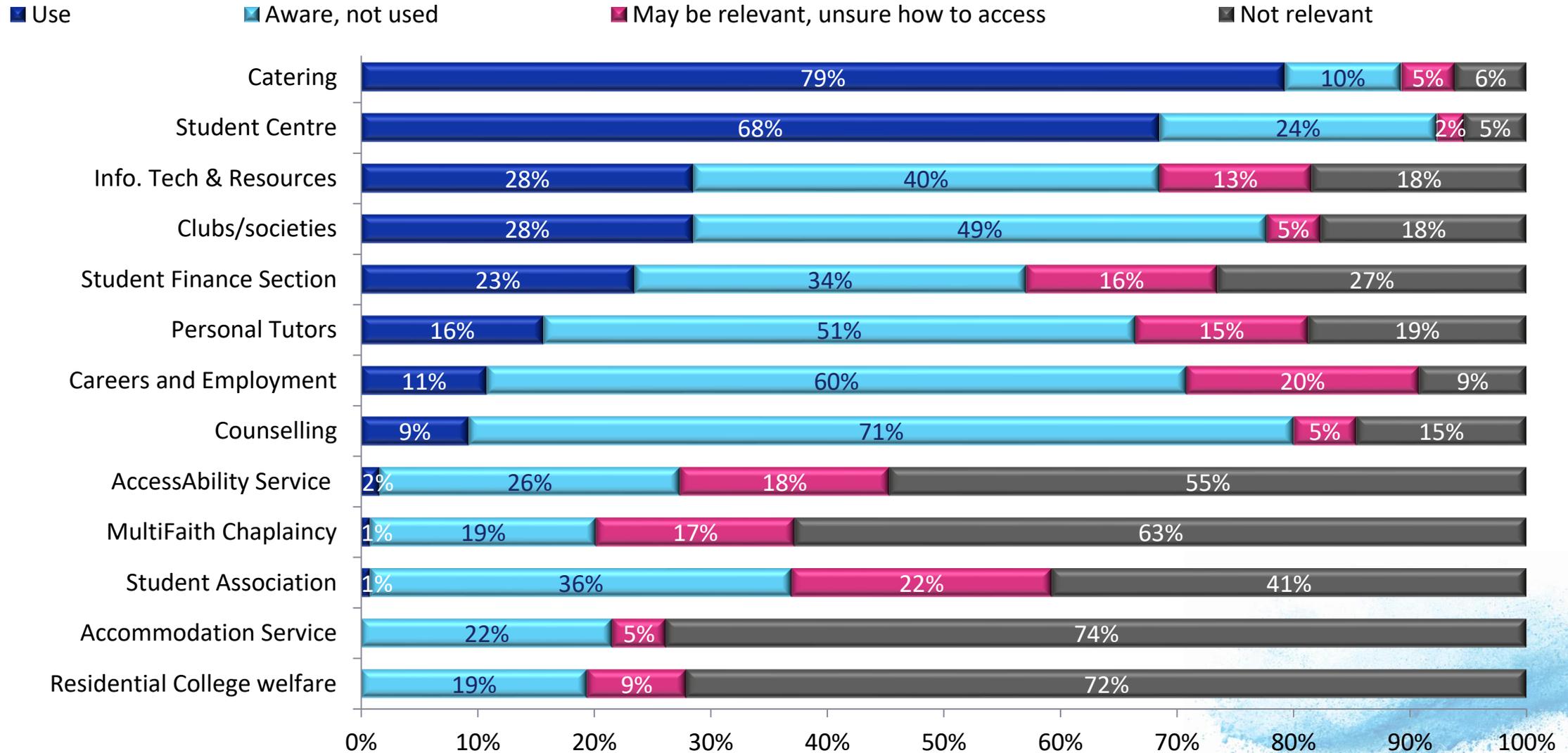
Asia SB (28556)



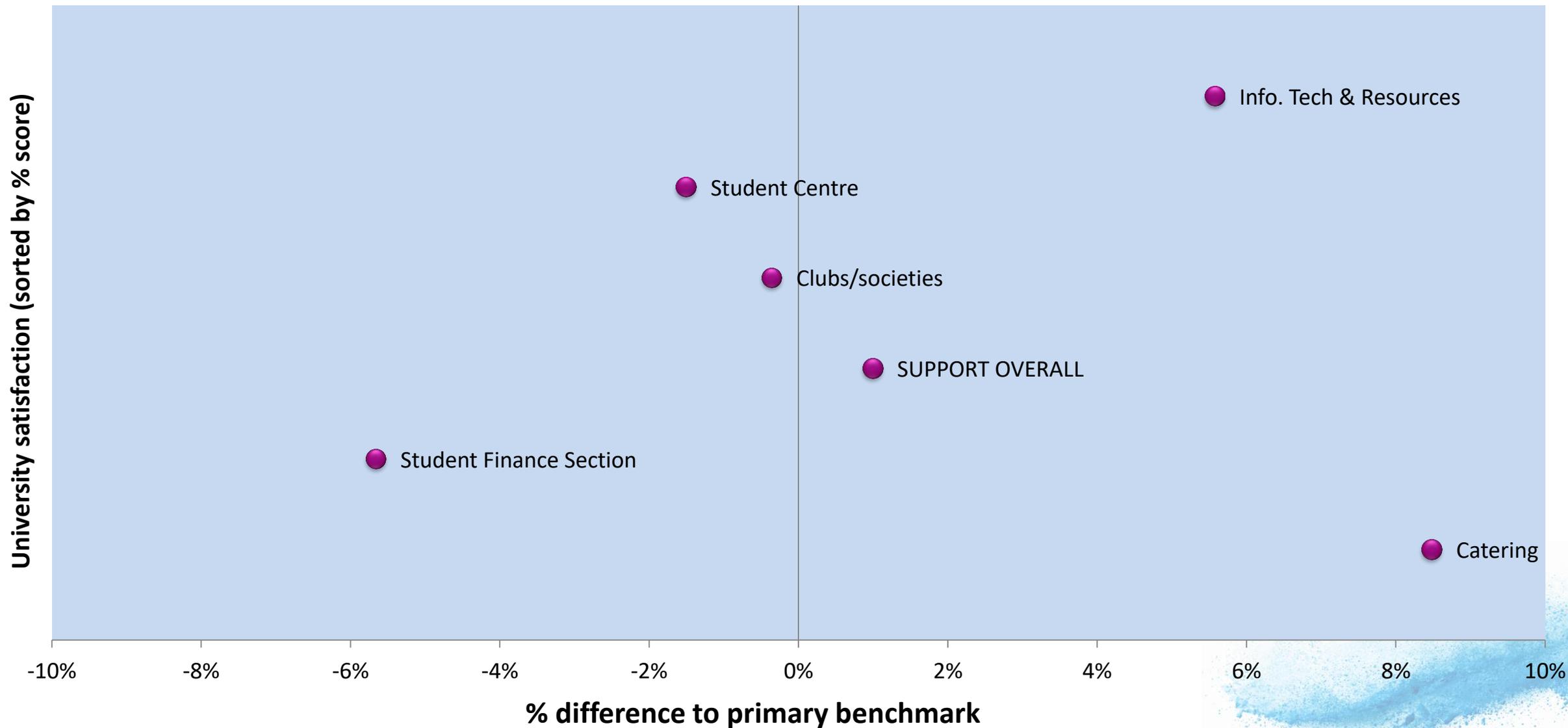
Very dissatisfied   Dissatisfied   Satisfied   Very satisfied

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

## Domestic students



Domestic students



## Domestic students

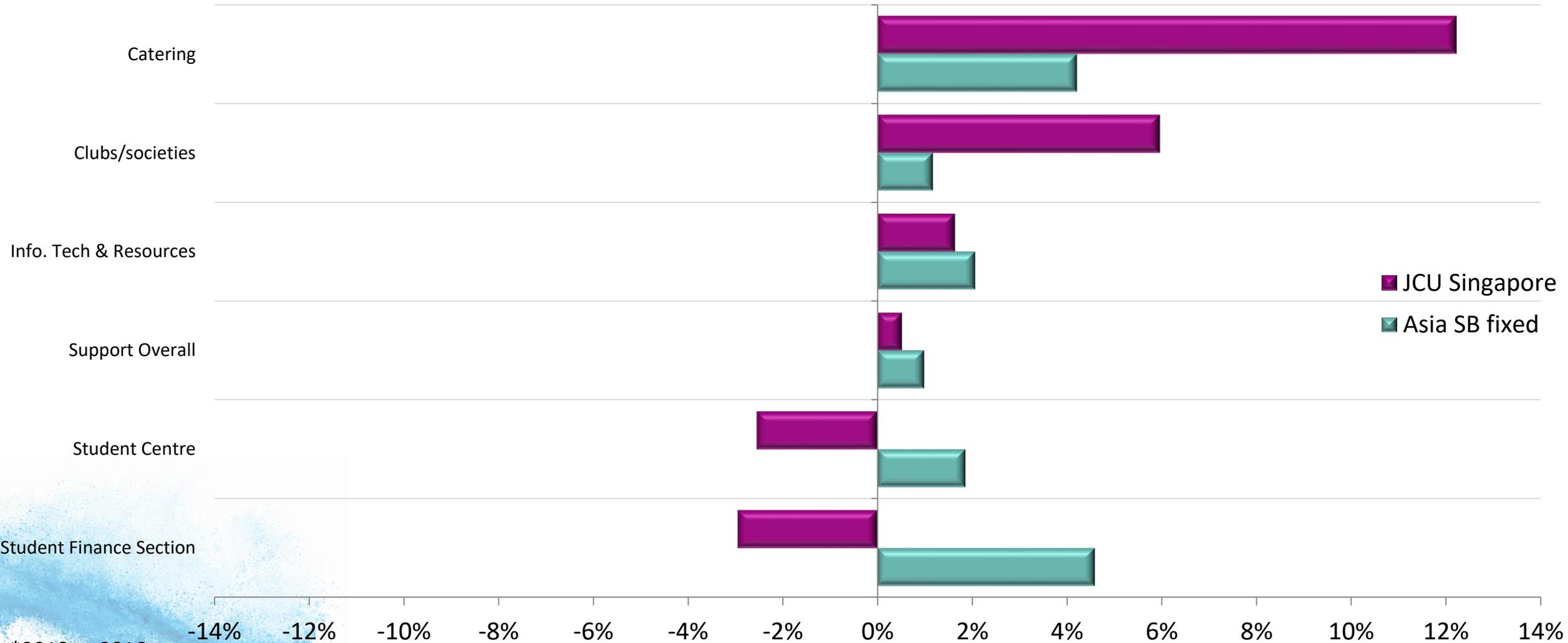
	JCU Singapore	Global SB	Asia SB	Global SB +/-	Asia SB +/-
<b>SUPPORT AVERAGE</b>	<b>88.2%</b>	<b>89.7%</b>	<b>89.4%</b>	<b>-1.5%</b>	<b>-1.2%</b>
<b>SUPPORT OVERALL</b>	<b>87.5%</b>	<b>88.2%</b>	<b>86.5%</b>	<b>-0.7%</b>	<b>1.0%</b>
Info. Tech & Resources	94.6%	91.0%	89.0%	3.6%	5.6%
Student Centre	92.0%	91.2%	93.5%	0.7%	-1.5%
Clubs/societies	91.7%	92.7%	92.0%	-1.0%	-0.4%
Student Finance Section	83.3%	89.4%	89.0%	-6.1%	-5.7%
Catering	79.4%	78.5%	70.9%	1.0%	8.5%

# Support satisfaction (year on year\*)

Domestic students

Worse in 2018

Better in 2018



\*2018 vs 2016

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