

# **International Student Barometer**

**James Cook University Singapore**

**01/06/2021**

**Presenter: Guy Perring & Eleonora Carletti**

**2020-21 Wave**

## Summary

Survey Overview  
Participants / Benchmarks  
Survey Response  
Headline Results

## Pre-Arrival

Decision Factors  
Key Influencers  
Application, Agents and Visas

## Experience

Arrival / Getting Started  
Learning  
Online Learning  
Living

## Support

Support Services  
Careers & Future Plans  
Student Wellbeing & Inclusivity

## Appendix

Funding breakdown  
Derived importance  
Questionnaire  
Global Education Profiler (GE-P)





Core questionnaire covering decision making, arrival / getting started, learning, living, support, recommendation, employability and wellbeing.



Semi-standardised online questionnaire format, adapted and customised for each partner institution.



Students invited to feedback from **September 2020 to February 2021**.



33,306 international students and 22,409 domestic students responded from 36 universities in 12 countries.



Institution-specific results compared against comparator groups, national and international benchmarks. **Standard benchmarks are based on 2020-21 data only.**



Reporting: in person, confidential and customised to each institution.

**ISB (33,306), SB (22,409), ISBSB (32,184)**

Algonquin College

Miami University

University of Helsinki

Centennial College

**Prince of Songkla****University of Leicester**

Coventry University

**PSB Academy****University of Nottingham - China**

De Montfort University

Queen's University Belfast

**University of Nottingham - Malaysia**

Durham University

Sheridan College

University of Oulu

Fleming College

**SIM Global Education (SIM GE)****University of Oxford****Hong Kong Community College (HKCC)/School of Professional  
Education and Executive Development (SPEED)****Swinburne University of Technology (Sarawak Campus)**

University of Pittsburgh

**International Medical University**

Tampere University

University of Saskatchewan

Iowa State University

Teesside University

University of Texas at Austin

**James Cook University (Singapore)****The Hong Kong Polytechnic University**

University of Twente

**Jönköping University**

University College Dublin

University of York

**Mahidol University**

University of Amsterdam

Utrecht University

**Asia 2020 ISB (6,561), Asia 2020 SB (17,627), Asia 2020 ISBSB (24,188)**

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

International Medical University

James Cook University (Singapore)

Mahidol University

Prince of Songkla

PSB Academy

SIM Global Education (SIM GE)

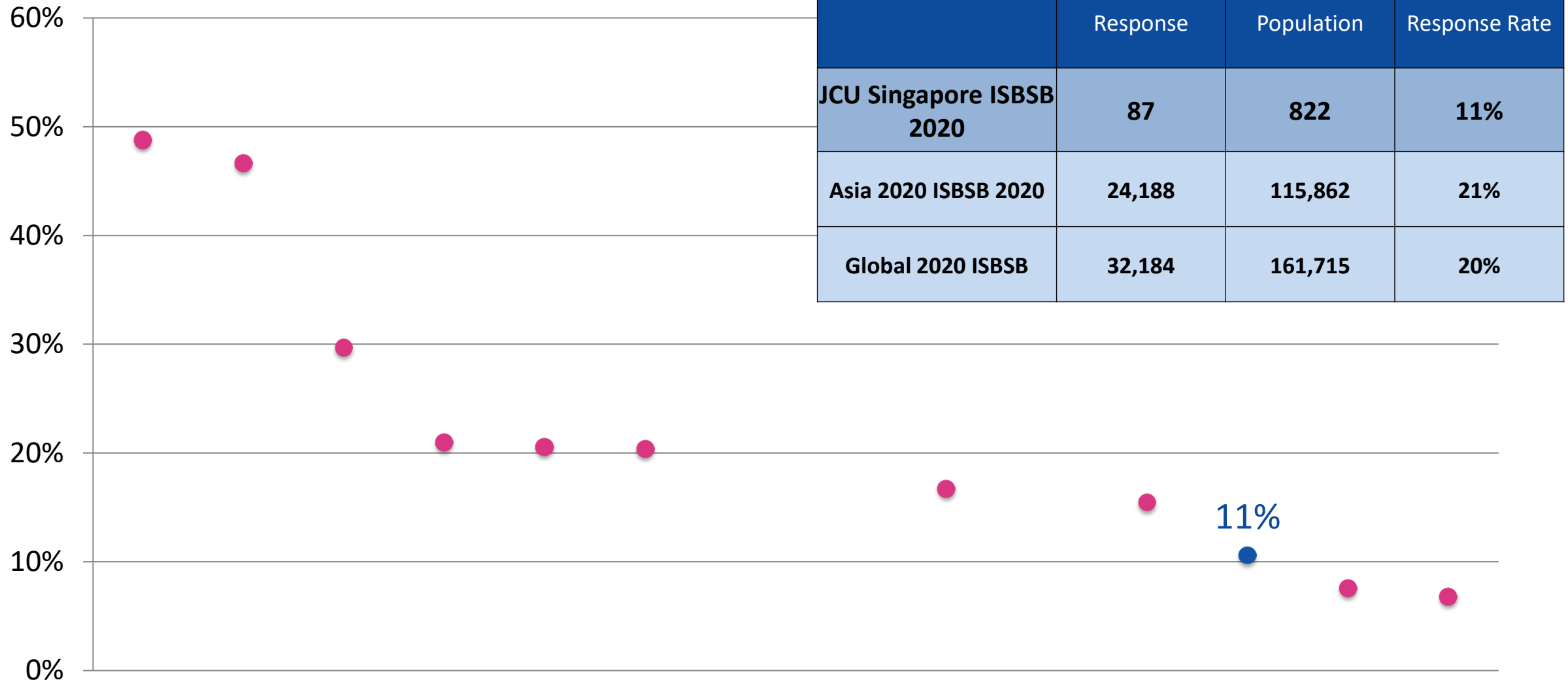
Swinburne University of Technology (Sarawak Campus)

The Hong Kong Polytechnic University

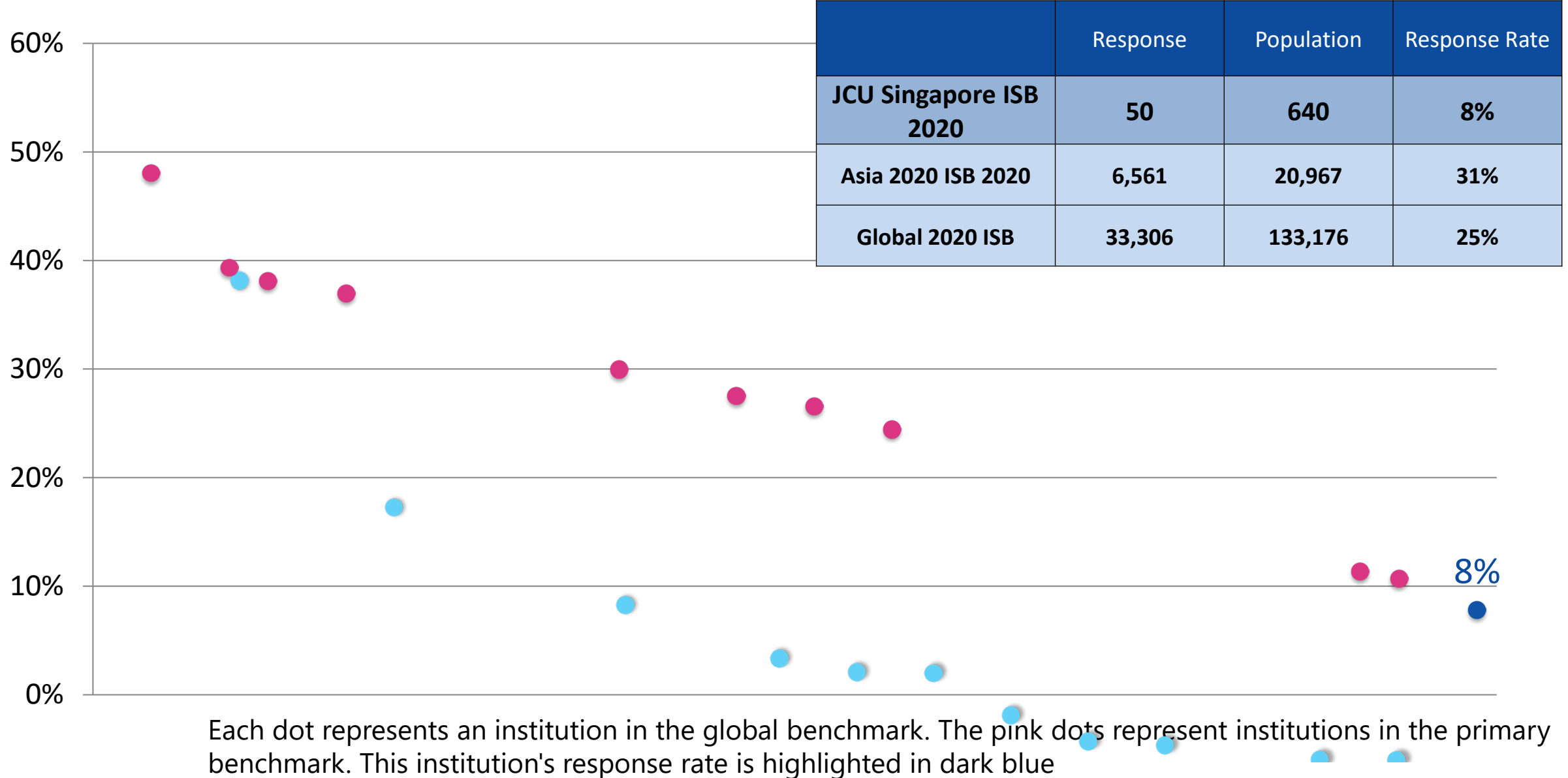
University of Nottingham – China

University of Nottingham – Malaysia

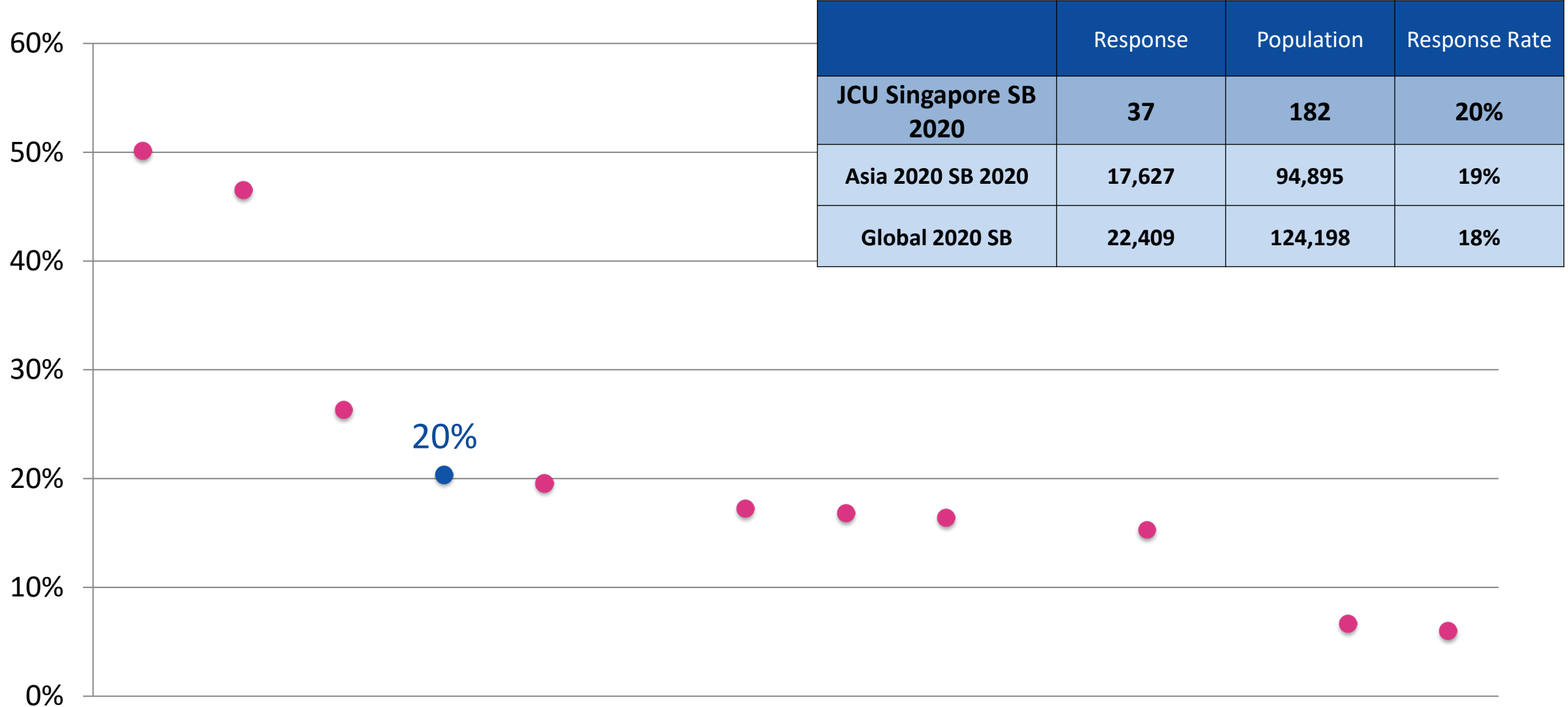
# Survey response



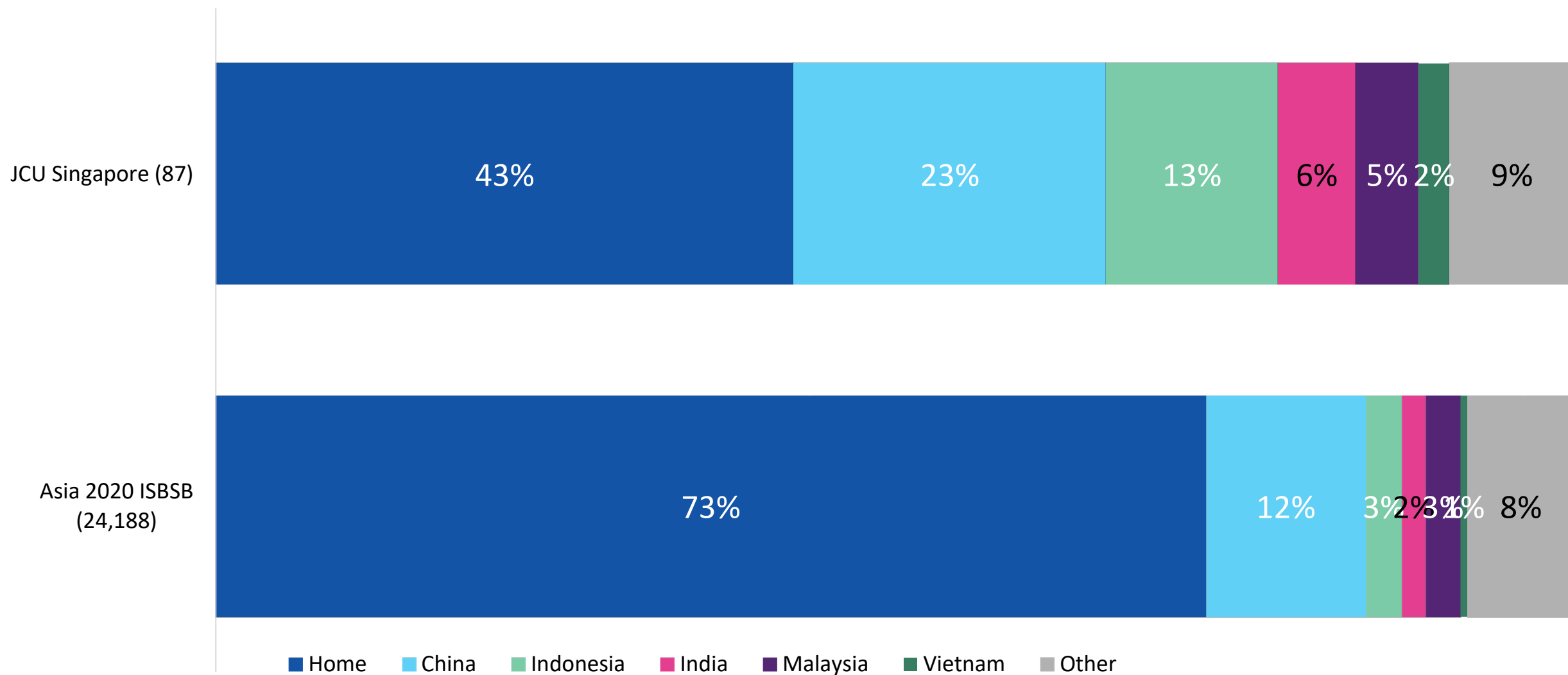
Each dot represents an institution in the global benchmark. The pink dots represent institutions in the primary benchmark. This institution's response rate is highlighted in dark blue

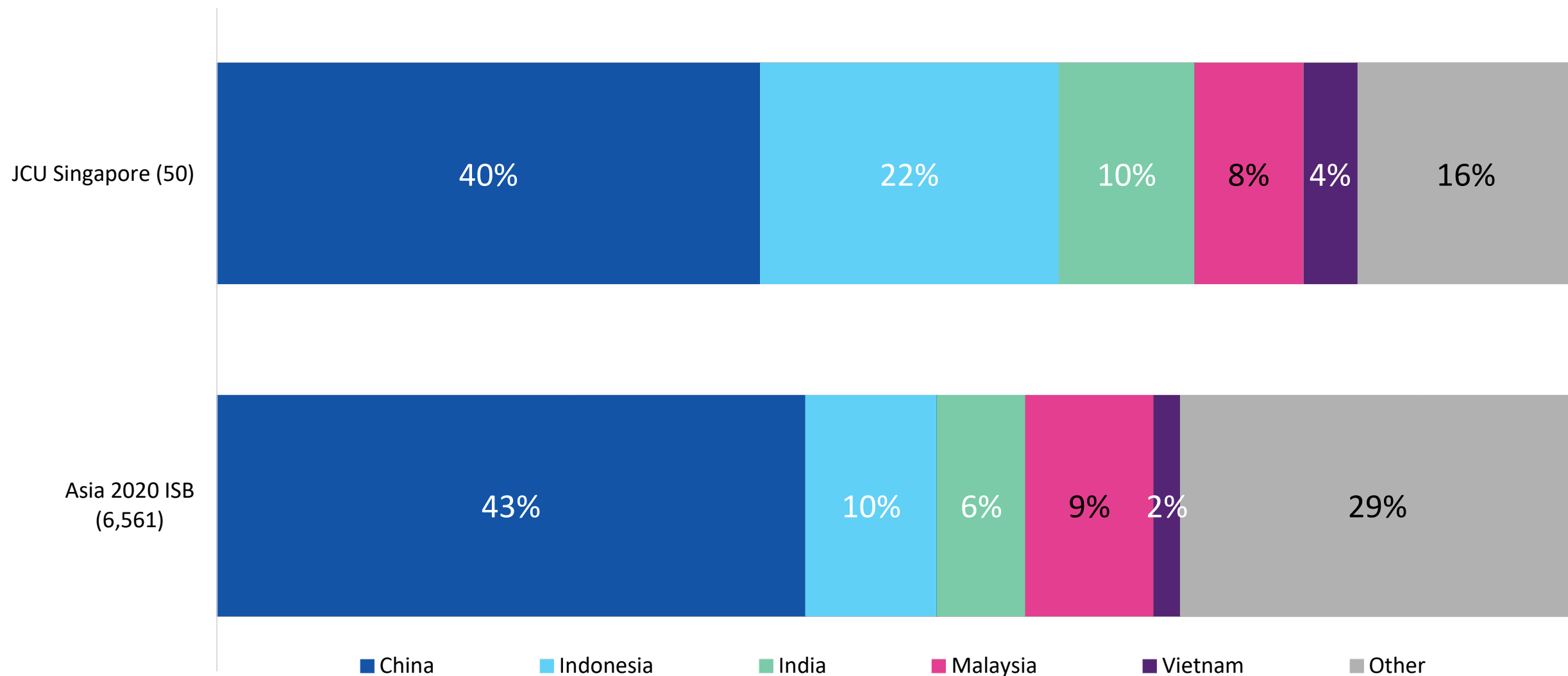






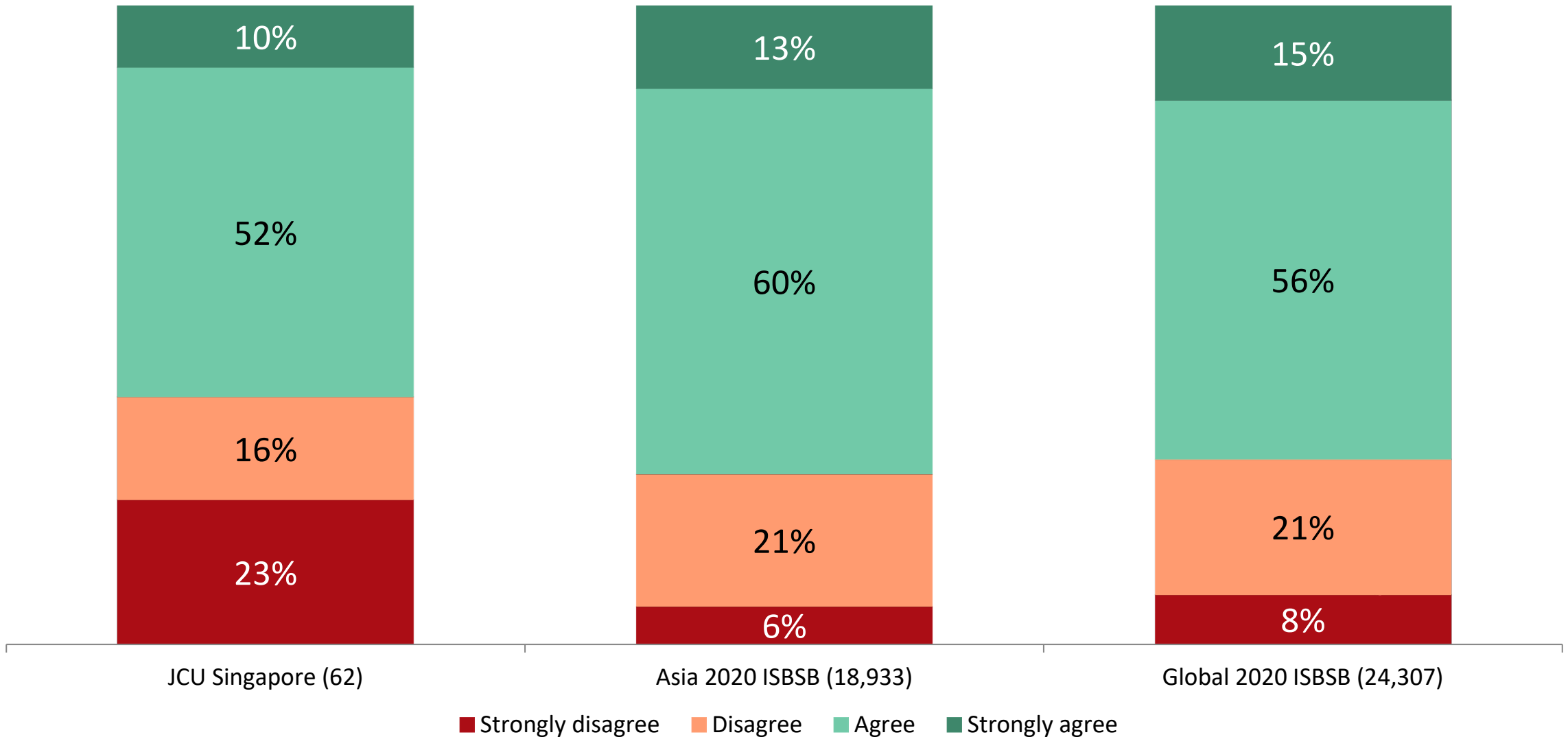
Each dot represents an institution in the global benchmark. The pink dots represent institutions in the primary benchmark. This institution's response rate is highlighted in dark blue





# Headline results





*To what extent do you feel that your current course is good value for money?*

JCU Singapore (66)		Asia 2020 ISBSB (20,782)	Global 2020 ISBSB (26,916)	UG (51)
14%	I would actively encourage people to apply	17%	19%	12%
39%	If asked, I would encourage people to apply	52%	50%	33%
30%	I would neither encourage nor discourage people to apply	26%	25%	37%
12%	If asked, I would discourage people from applying	4%	4%	12%
5%	I would actively discourage people from applying	1%	2%	6%

*Would you recommend James University Singapore to others thinking of applying here?*

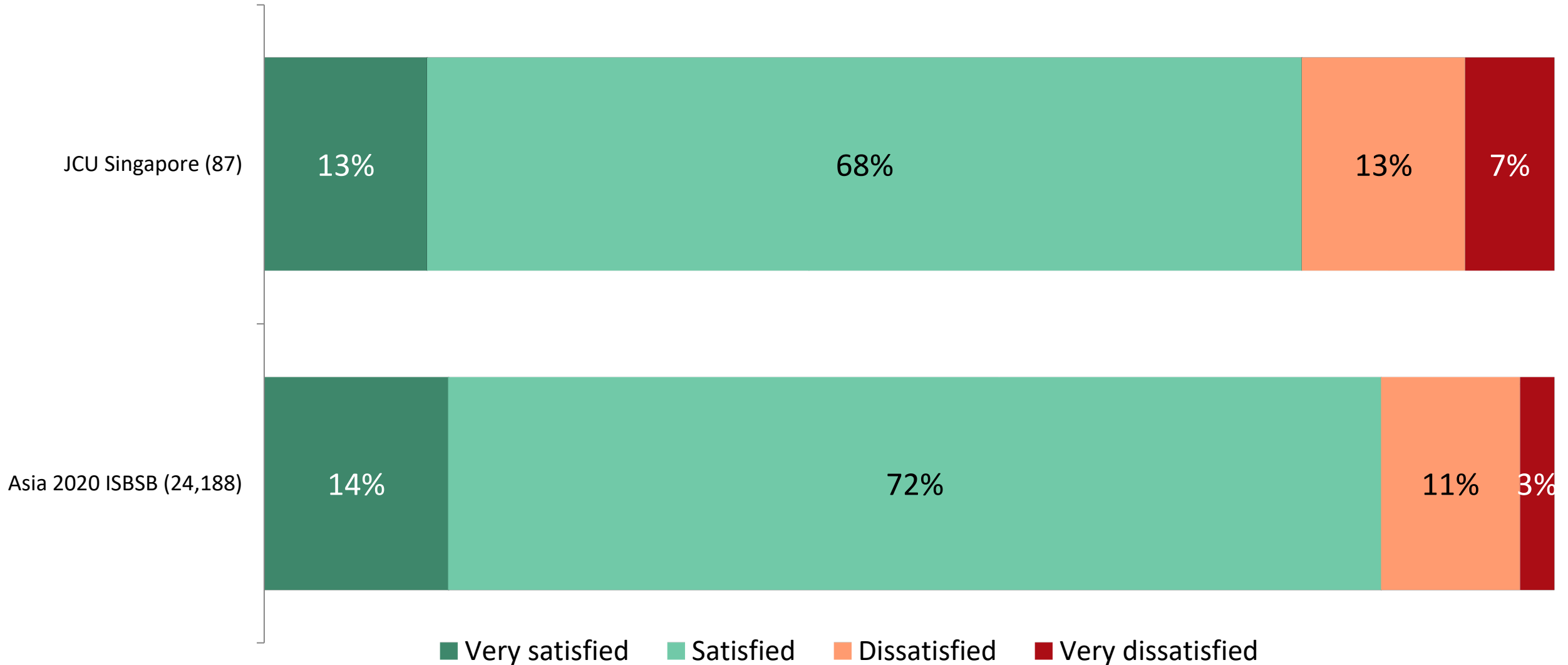
JCU Singapore (36)	2020 vs 2008		Asia 2020 ISB (5,541)	Global 2020 ISB (27,740)
19%	-4%	I would actively encourage people to apply	26%	29%
39%	3%	If asked, I would encourage people to apply	52%	48%
31%	2%	I would neither encourage nor discourage people to apply	18%	18%
8%	0%	If asked, I would discourage people from applying	3%	4%
3%	-1%	I would actively discourage people from applying	1%	2%

*Would you recommend James Cook University Singapore to others thinking of applying here?*

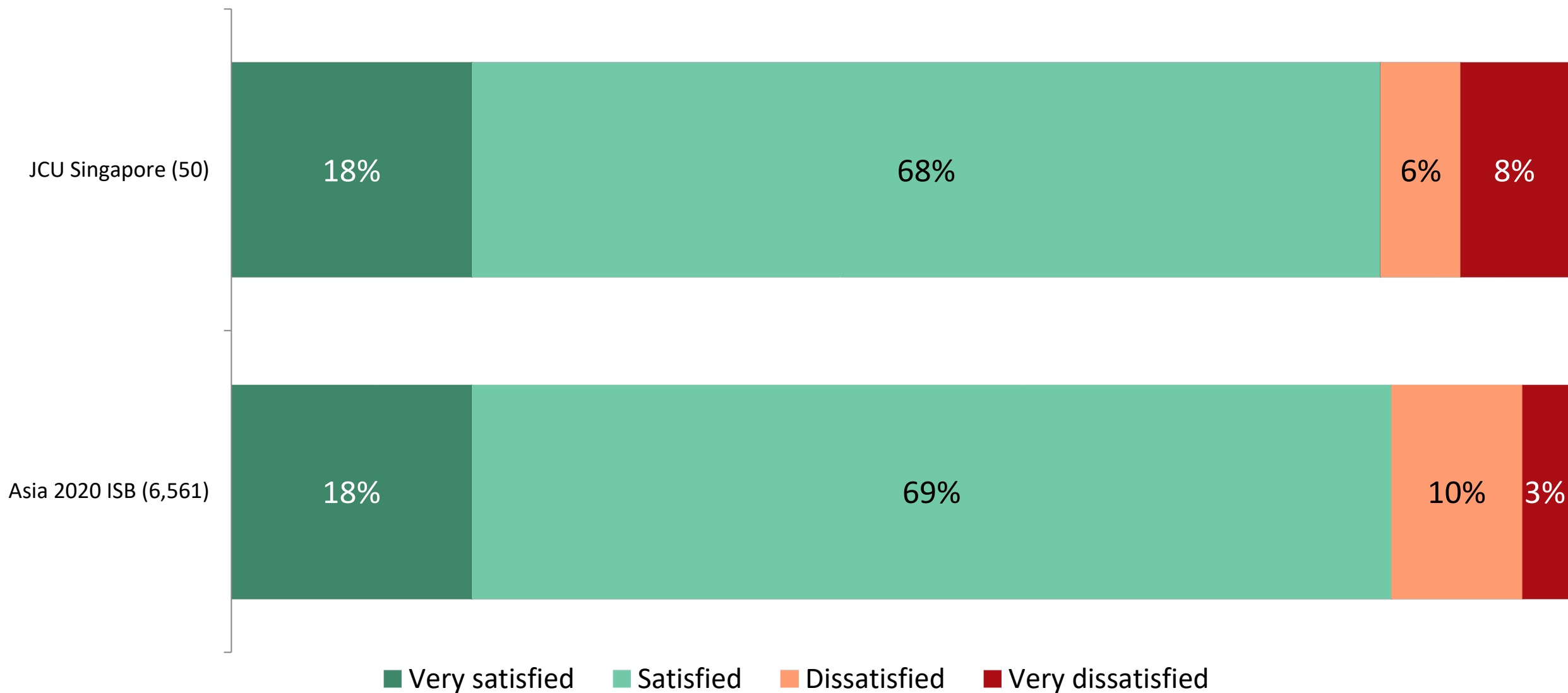
JCU Singapore (30)		Asia 2020 SB (15,241)	Global 2020 SB (18,766)
7%	I would actively encourage people to apply	14%	15%
40%	If asked, I would encourage people to apply	52%	51%
30%	I would neither encourage nor discourage people to apply	29%	28%
17%	If asked, I would discourage people from applying	4%	4%
7%	I would actively discourage people from applying	2%	2%

*Would you recommend James Cook University Singapore to others thinking of applying here?*

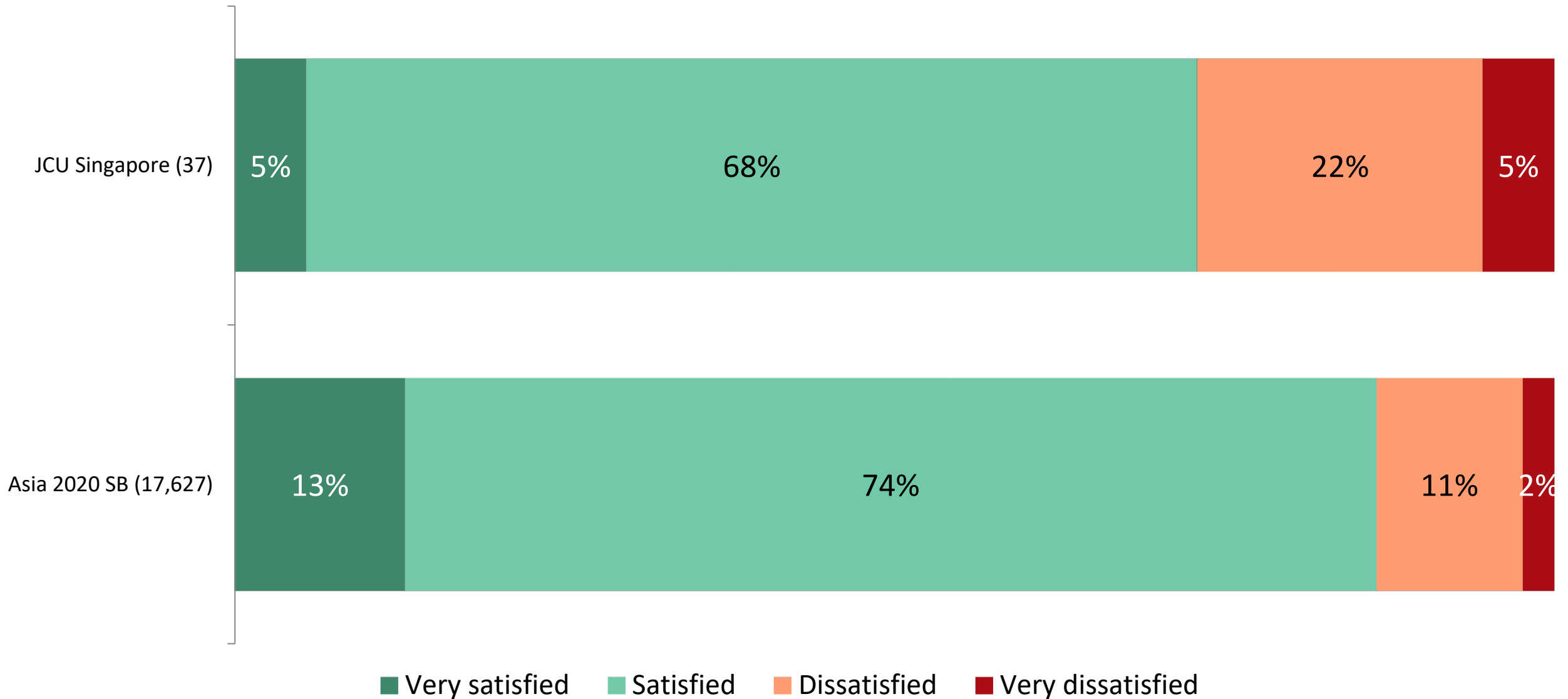




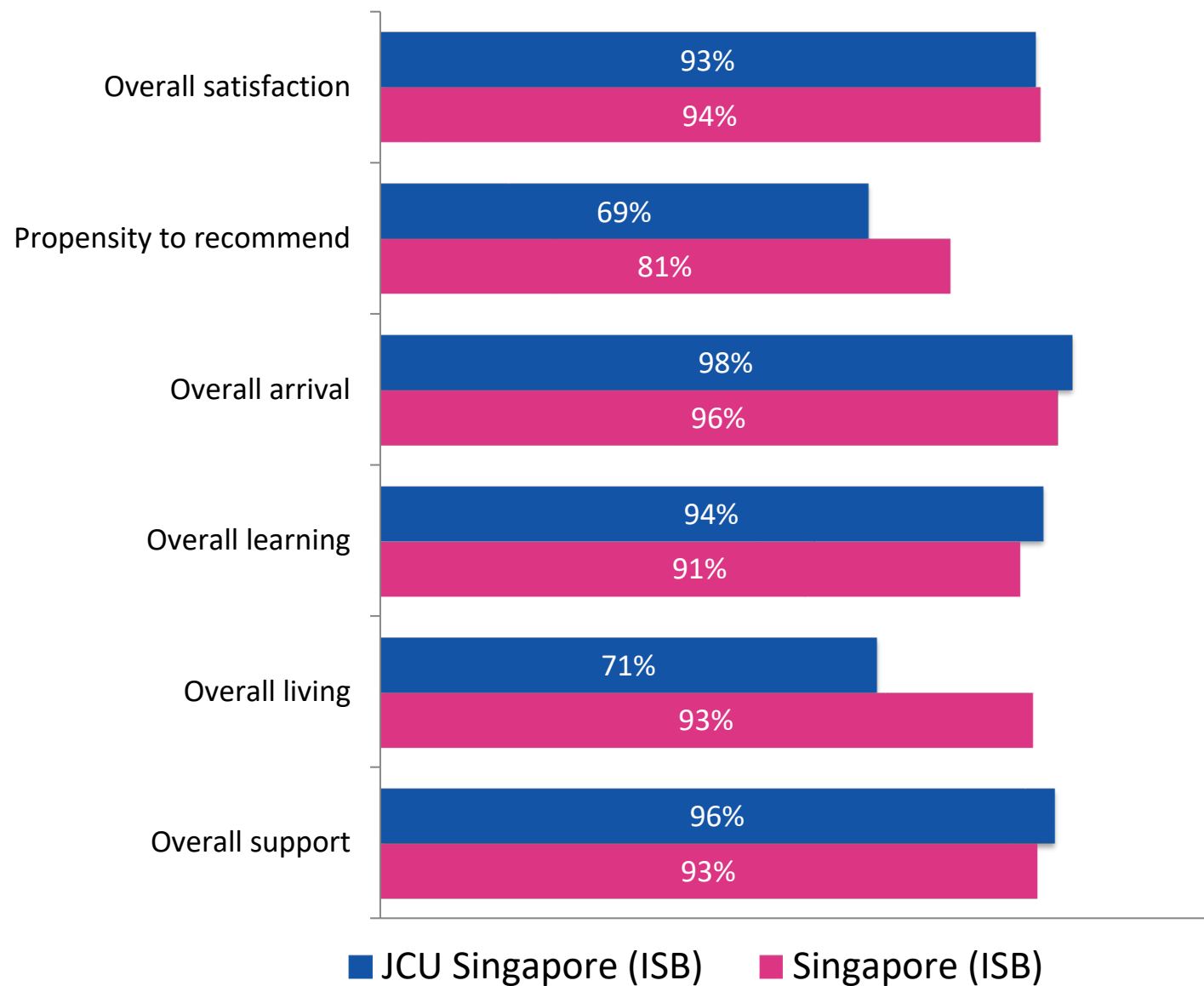
*Overall, how satisfied are you with all aspects of your experience at this institution?*



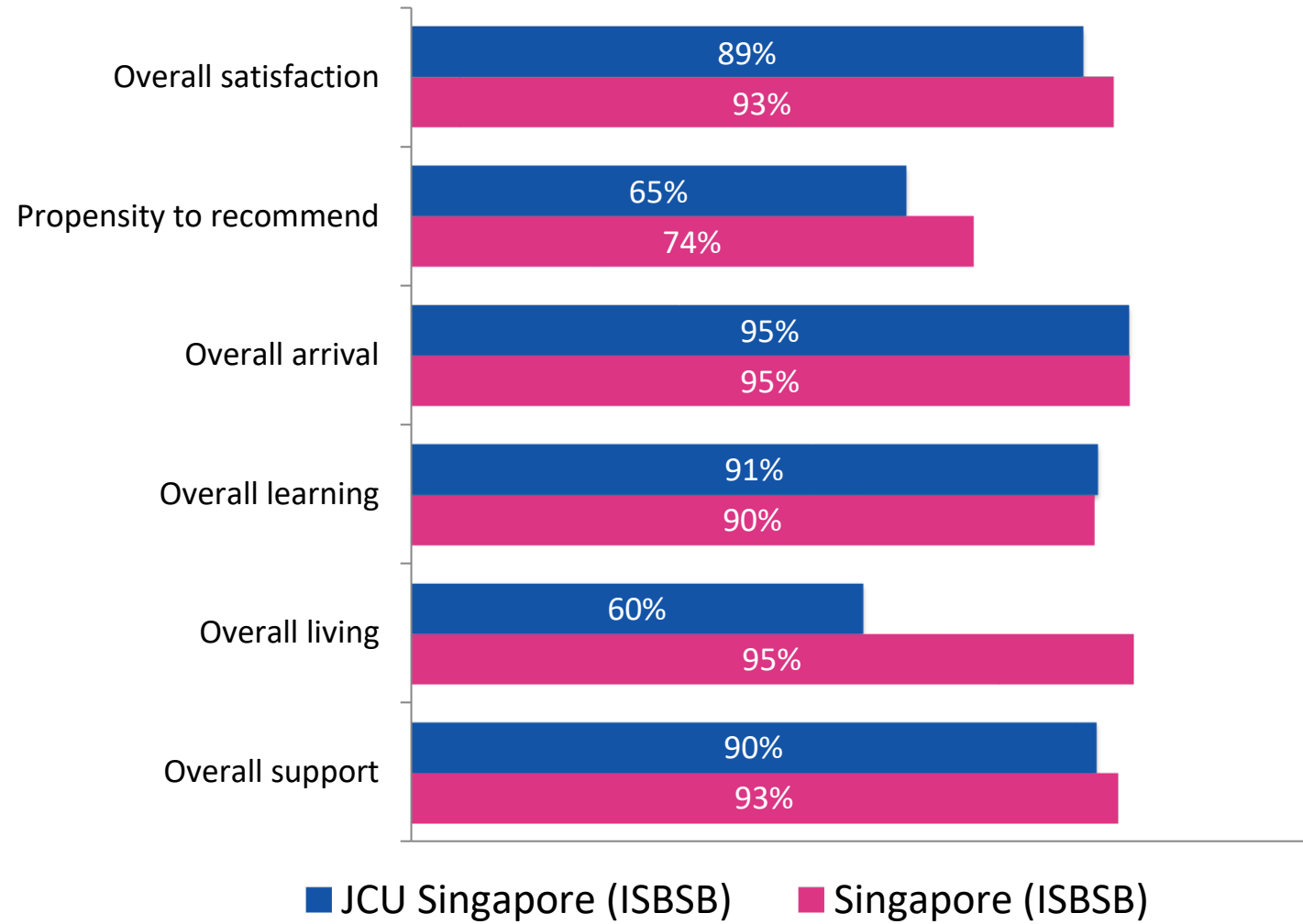
*Overall, how satisfied are you with all aspects of your experience at this institution?*

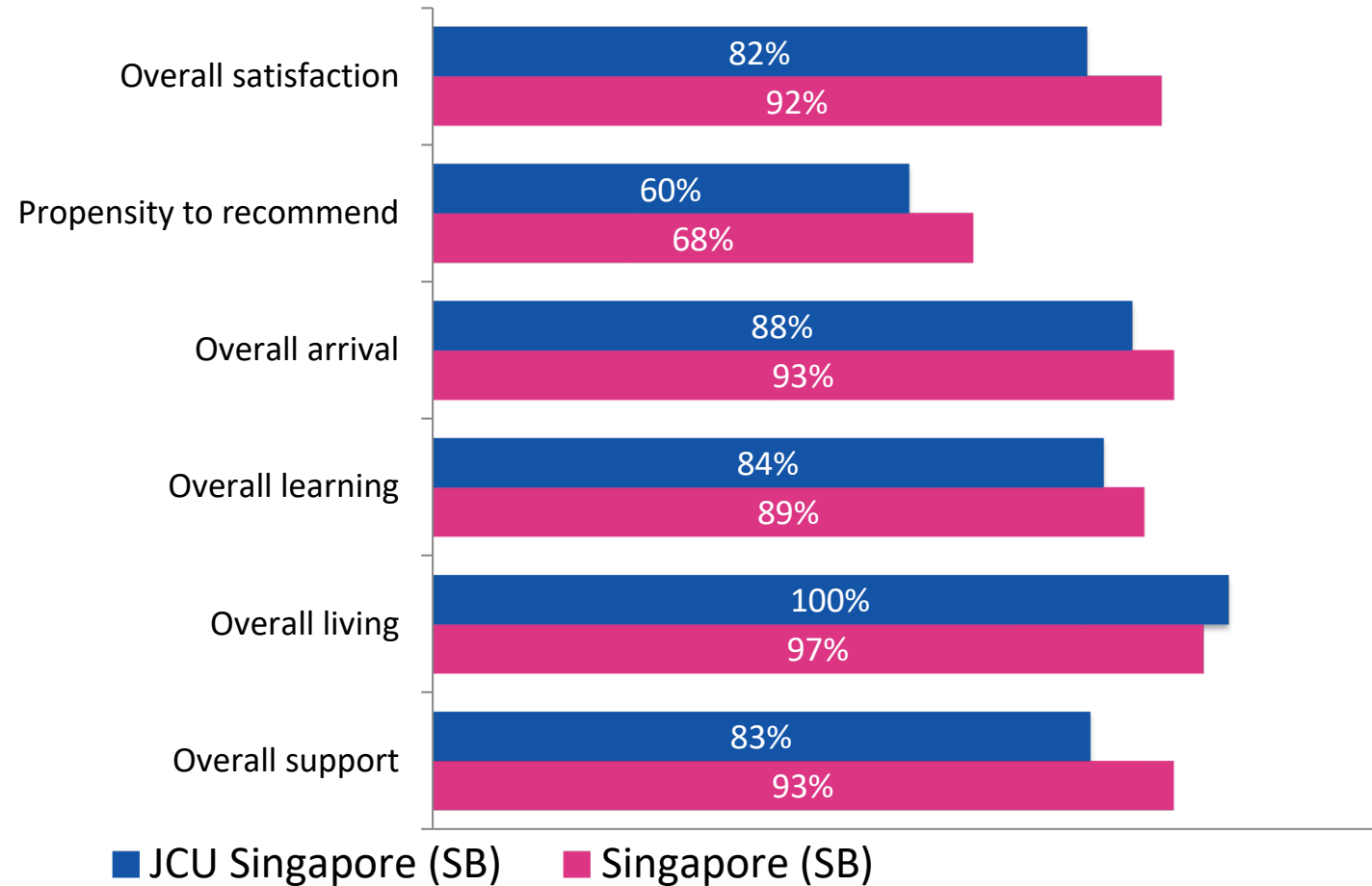


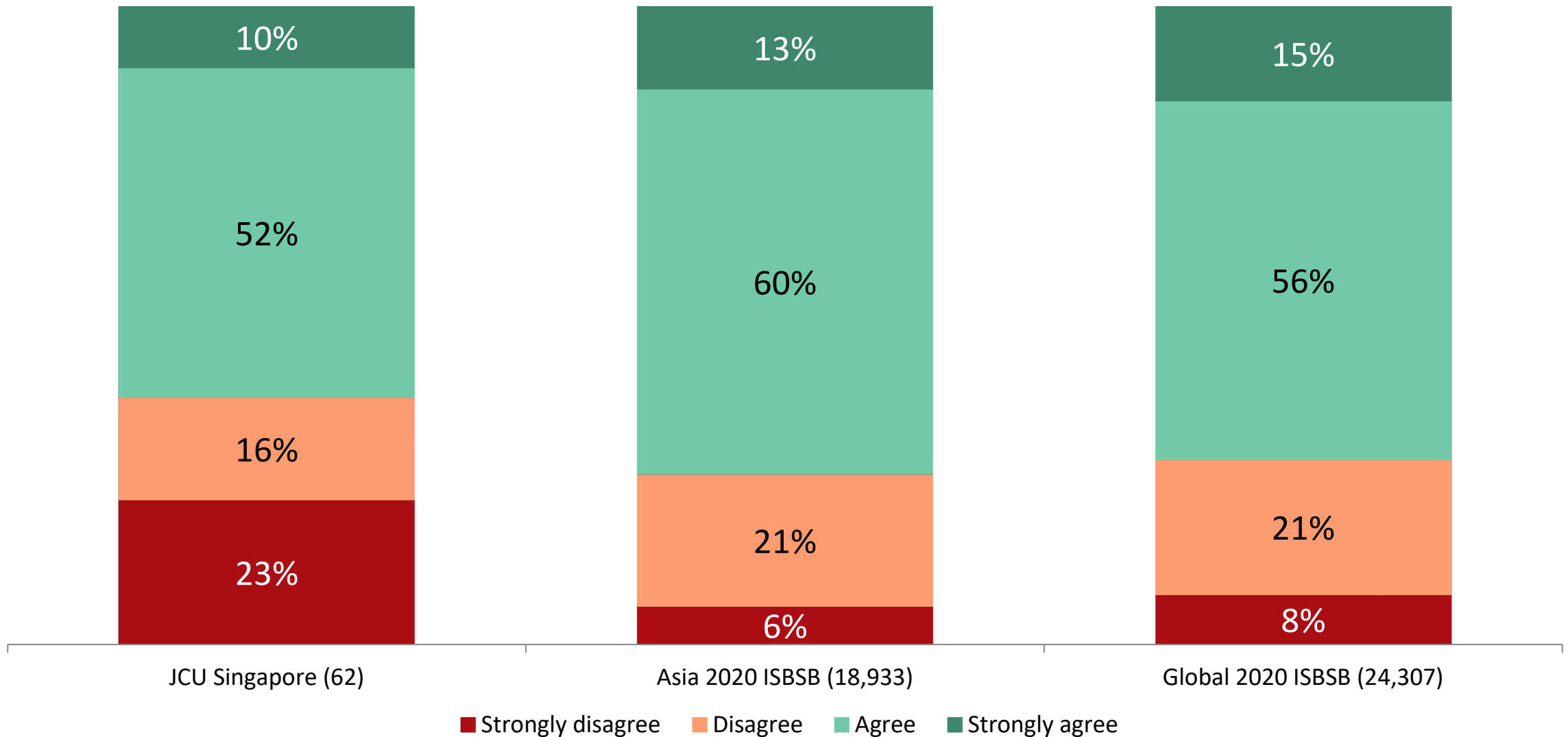
*Overall, how satisfied are you with all aspects of your experience at this institution?*



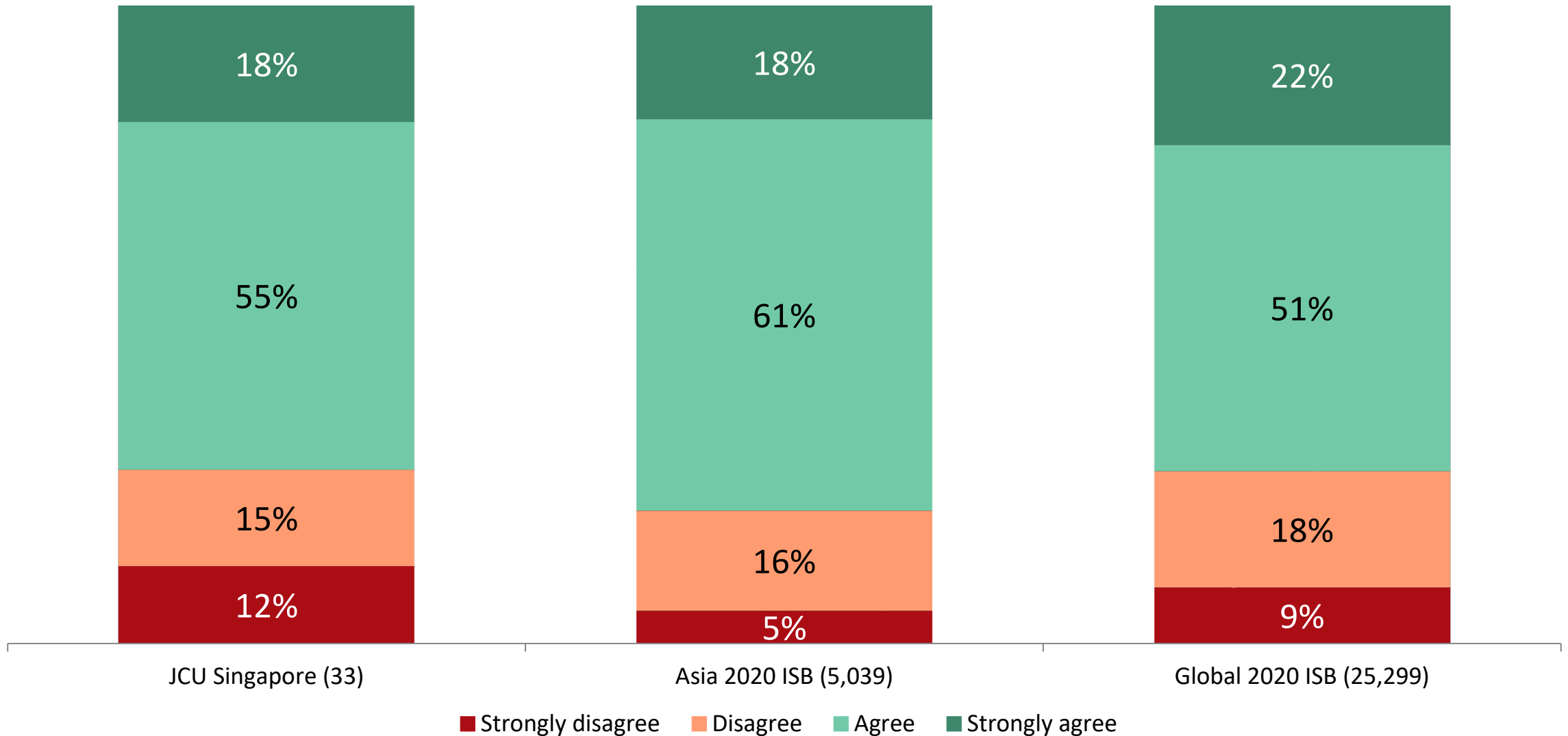




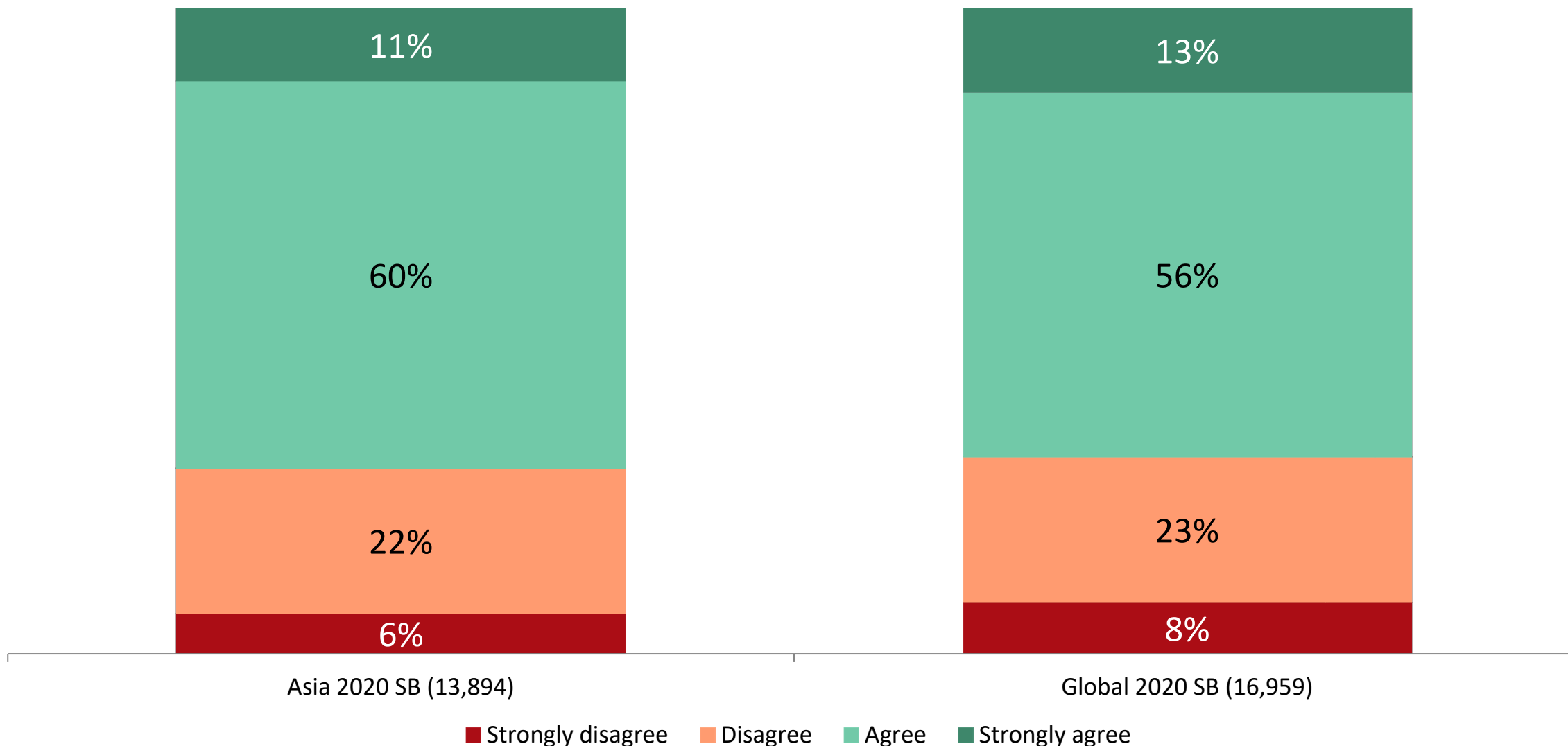




*To what extent do you feel that your current course is good value for money?*

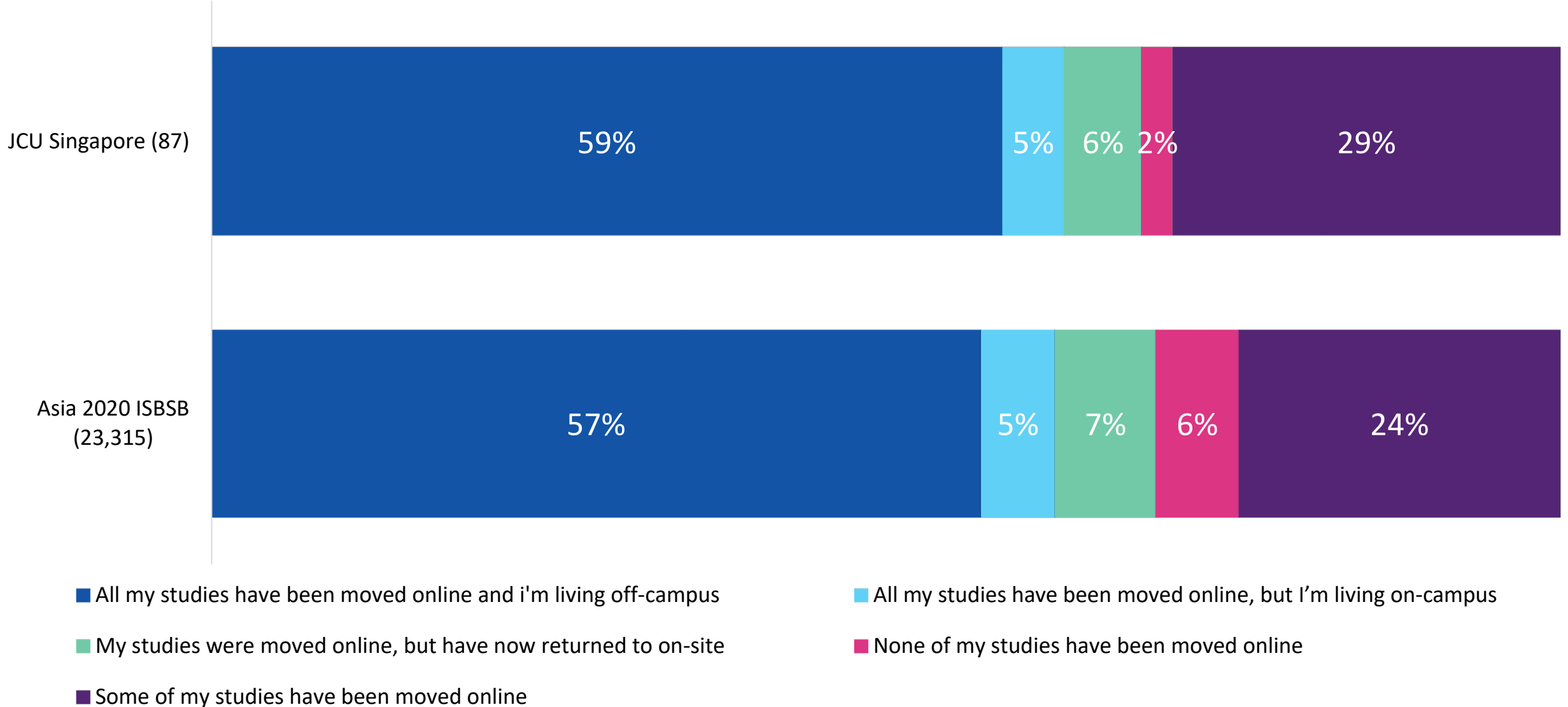


*To what extent do you feel that your current course is good value for money?*



*To what extent do you feel that your current course is good value for money?*

# **COVID-19 Response**



*Have some or all your studies been moved online as a result of the COVID-19 pandemic?*



JCU Singapore (50)

Asia 2020 ISB  
(6,284)

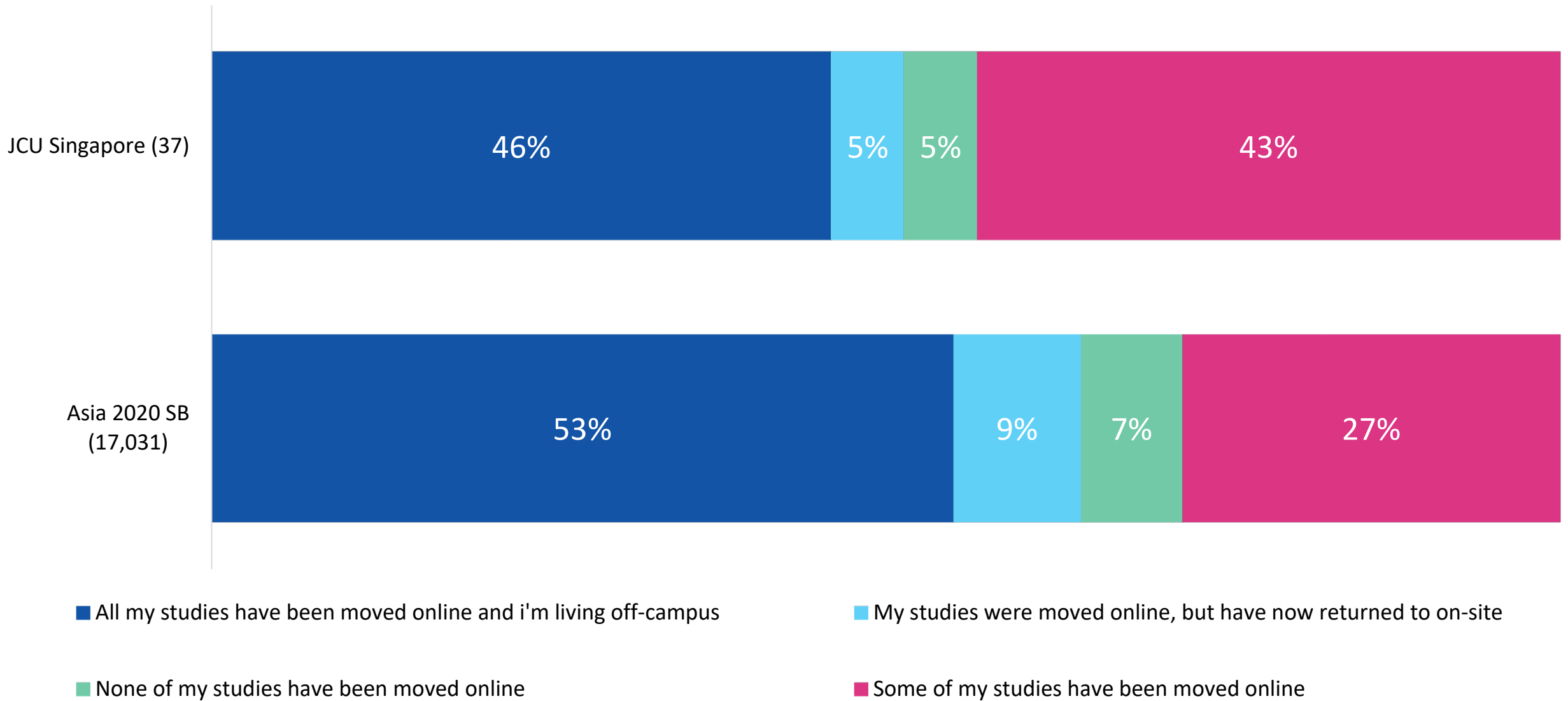
■ All my studies have been moved online and i'm living off-campus

■ All my studies have been moved online, but I'm living on-campus

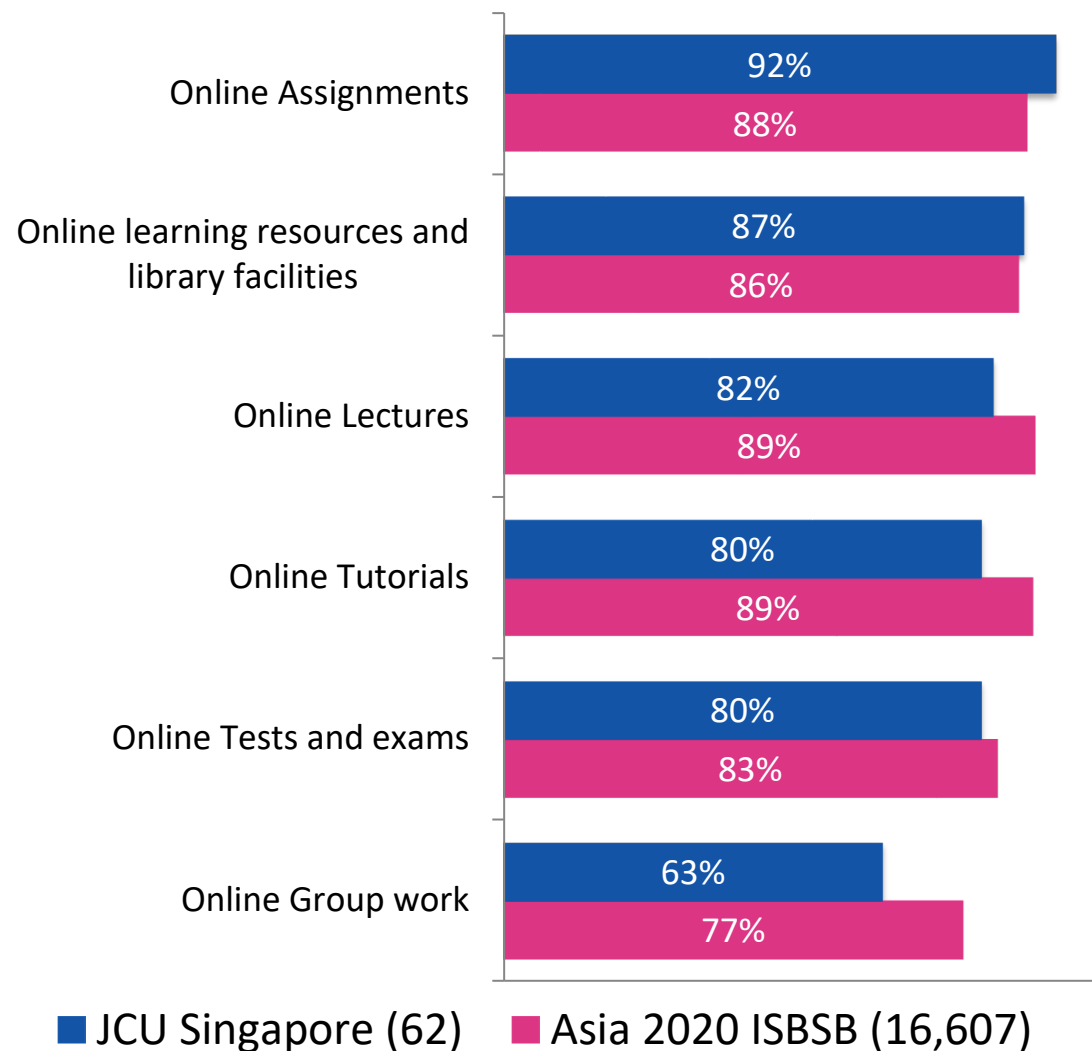
■ My studies were moved online, but have now returned to on-site

■ Some of my studies have been moved online

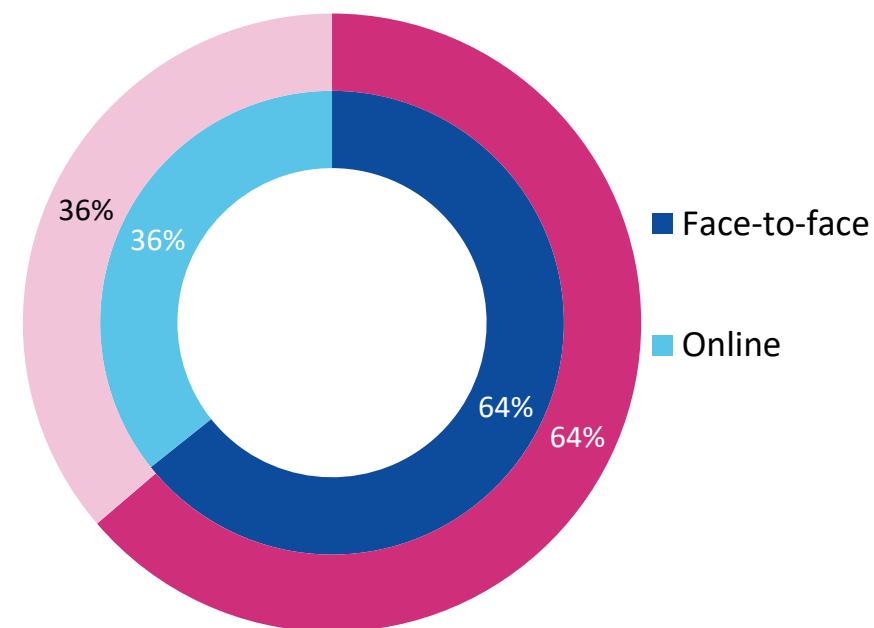
*Have some or all your studies been moved online as a result of the COVID-19 pandemic?*



*Have some or all your studies been moved online as a result of the COVID-19 pandemic?*

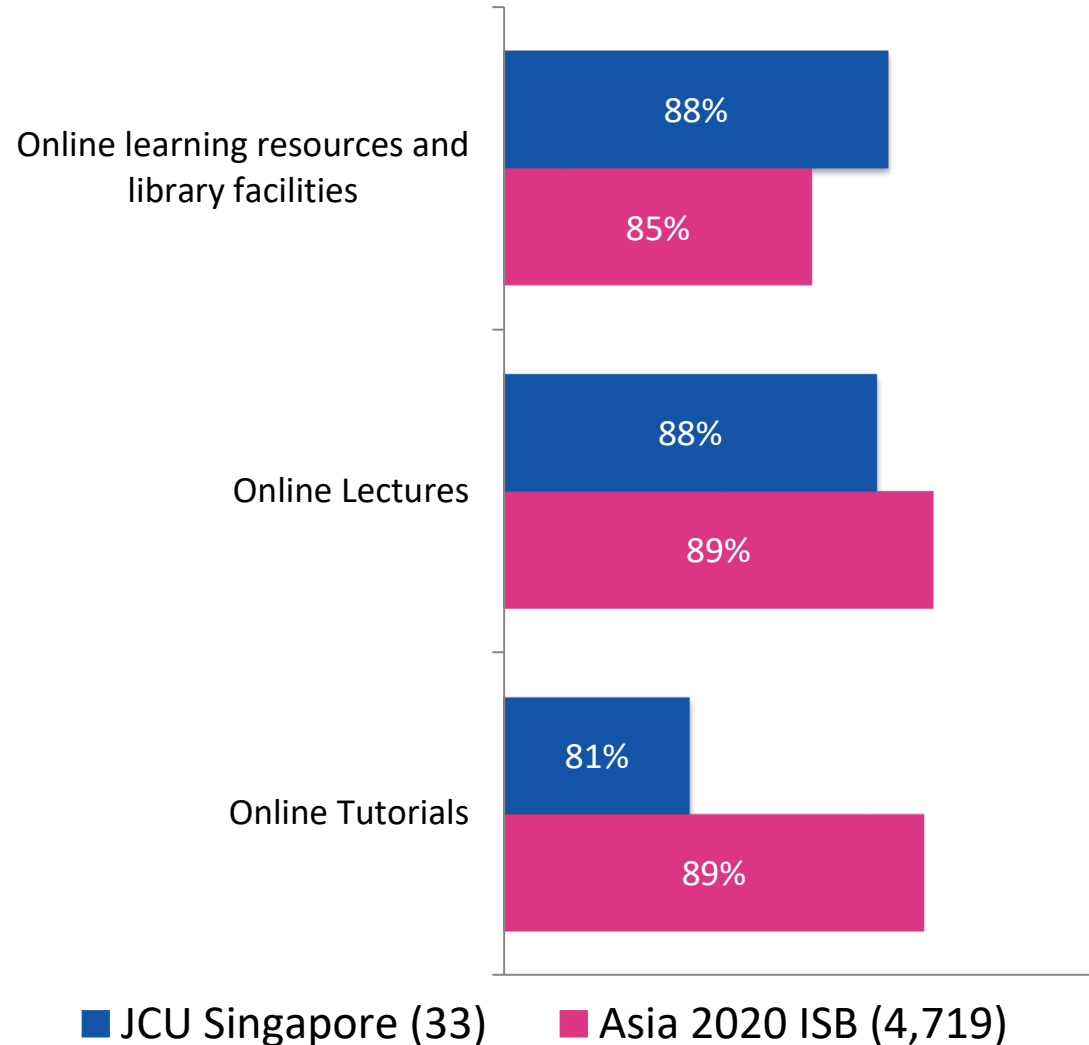


JCU Singapore (56, inner circle) vs Asia 2020 ISBSB (16,253, outer circle)

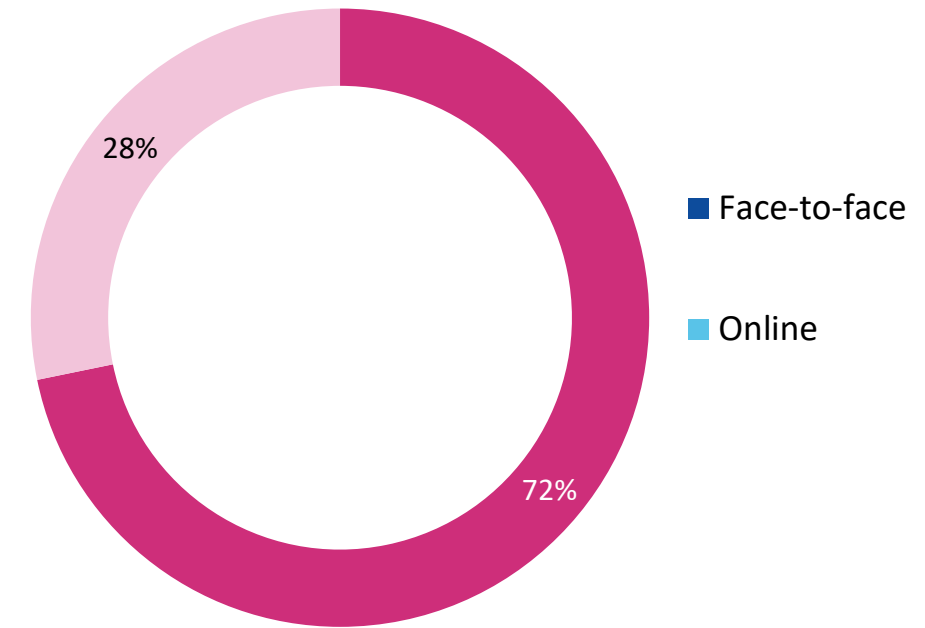


*Overall, do you prefer studying online or face-to-face?*

*How satisfied are you with the following aspects of your ONLINE LEARNING experience:*



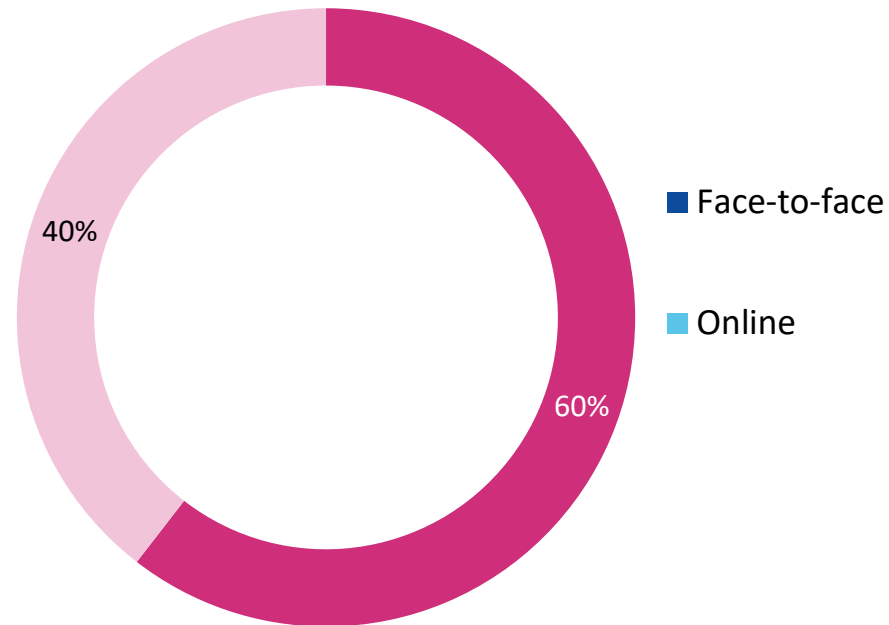
JCU Singapore (29, inner circle) vs Asia 2020 ISB (4,691, outer circle)



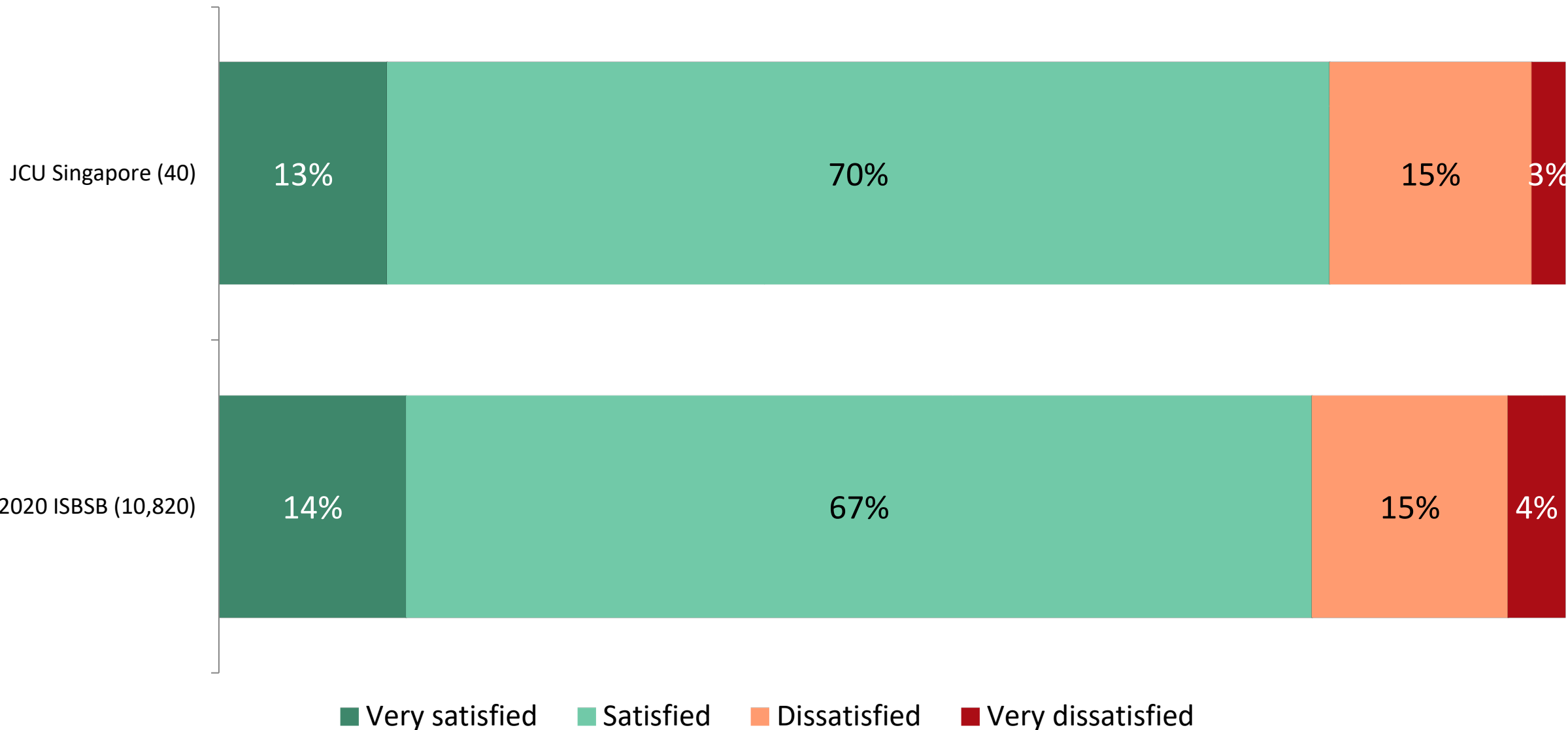
*Overall, do you prefer studying online or face-to-face?*

*How satisfied are you with the following aspects of your ONLINE LEARNING experience:*

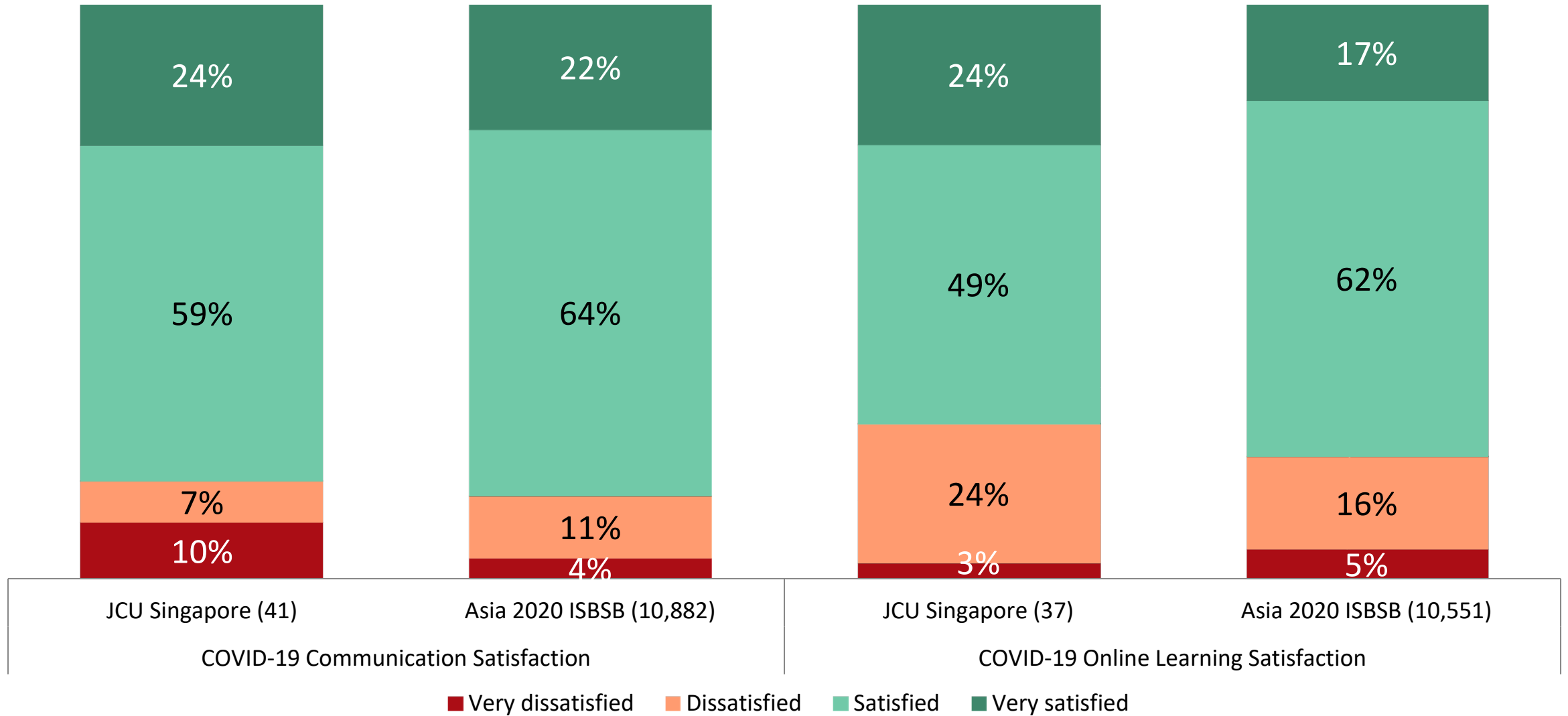
JCU Singapore (27, inner circle) vs Asia 2020 SB (11,562, outer circle)



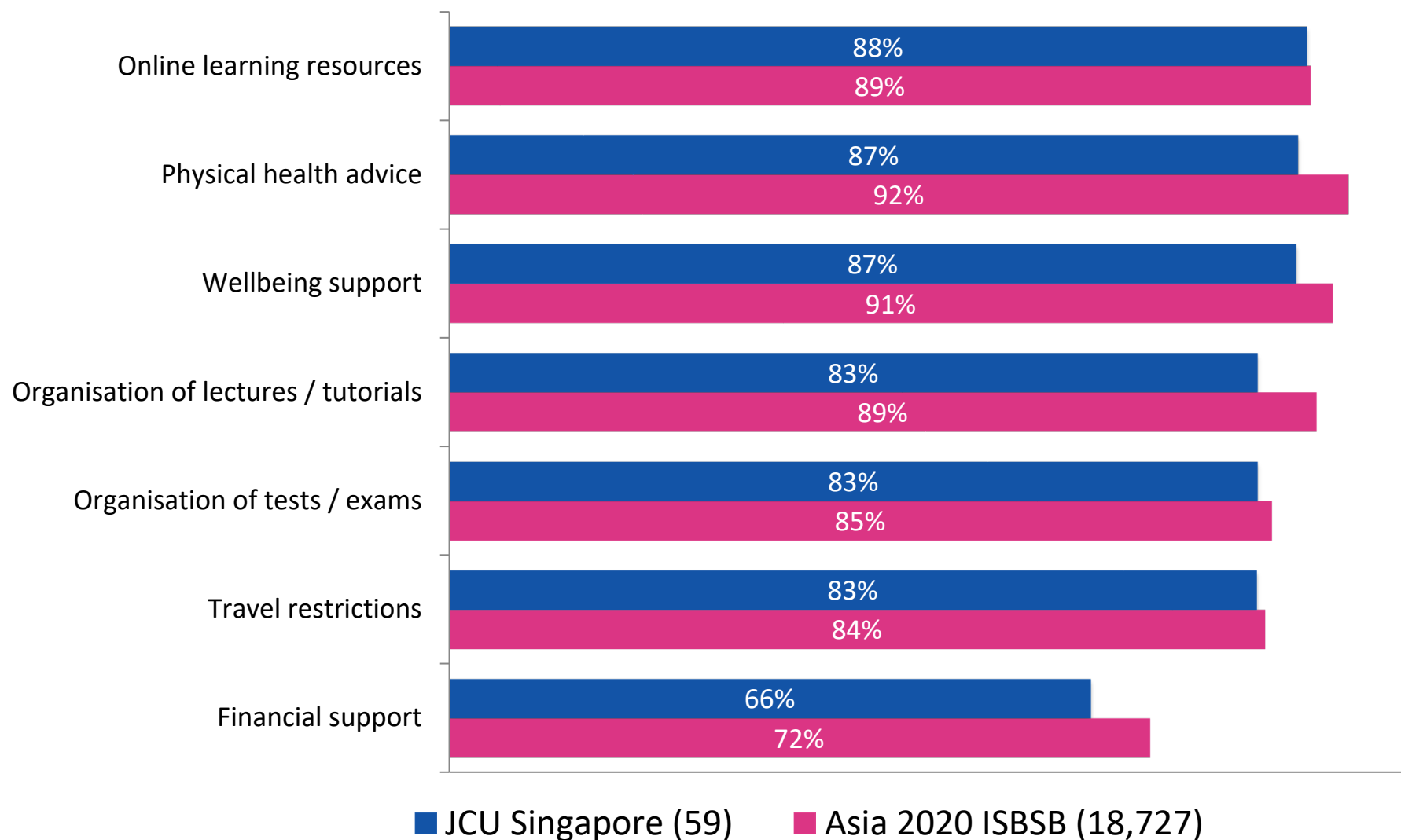
*Overall, do you prefer studying online or face-to-face?*

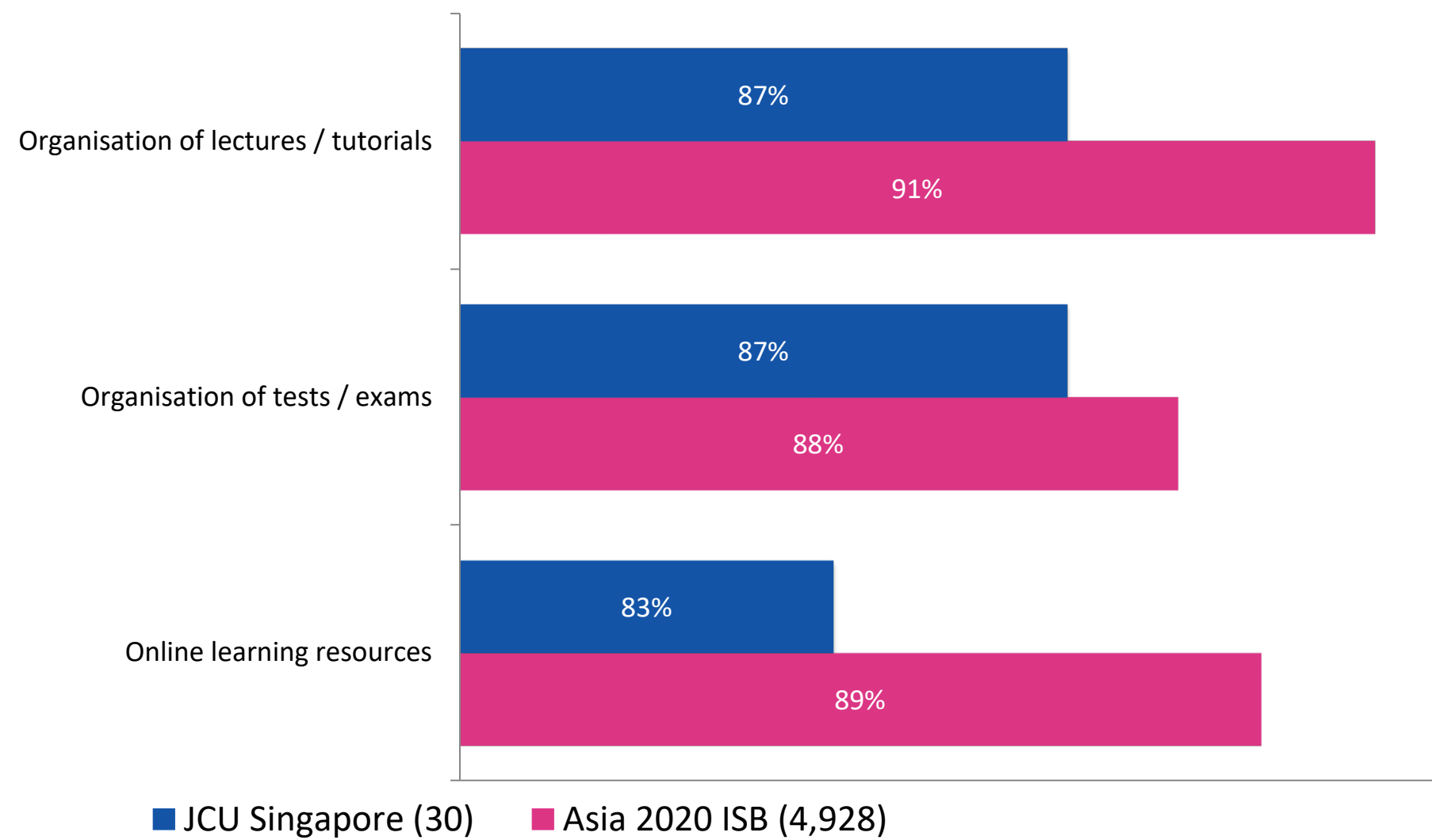


*Overall, how satisfied were you with this institution's response to COVID-19?*

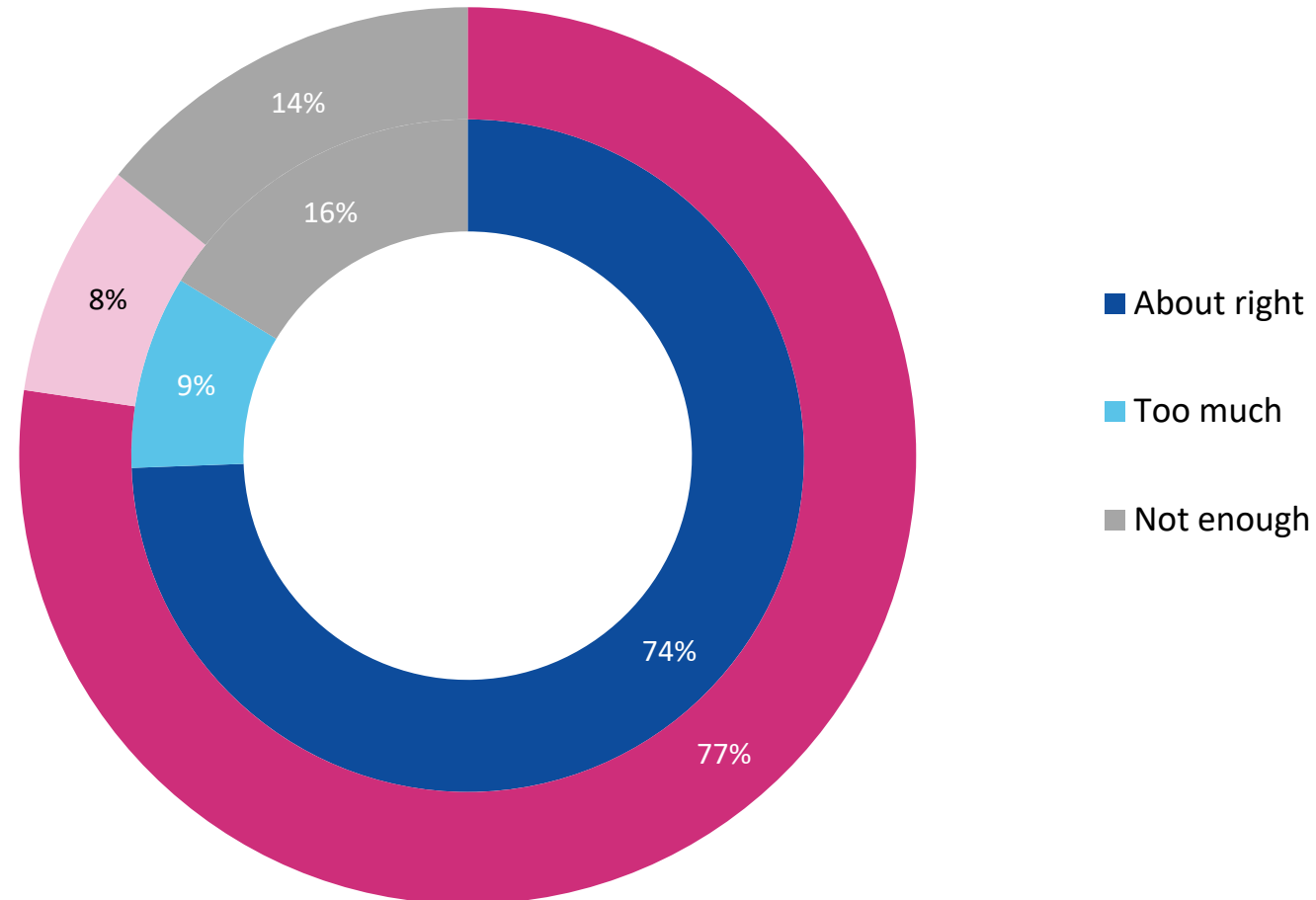






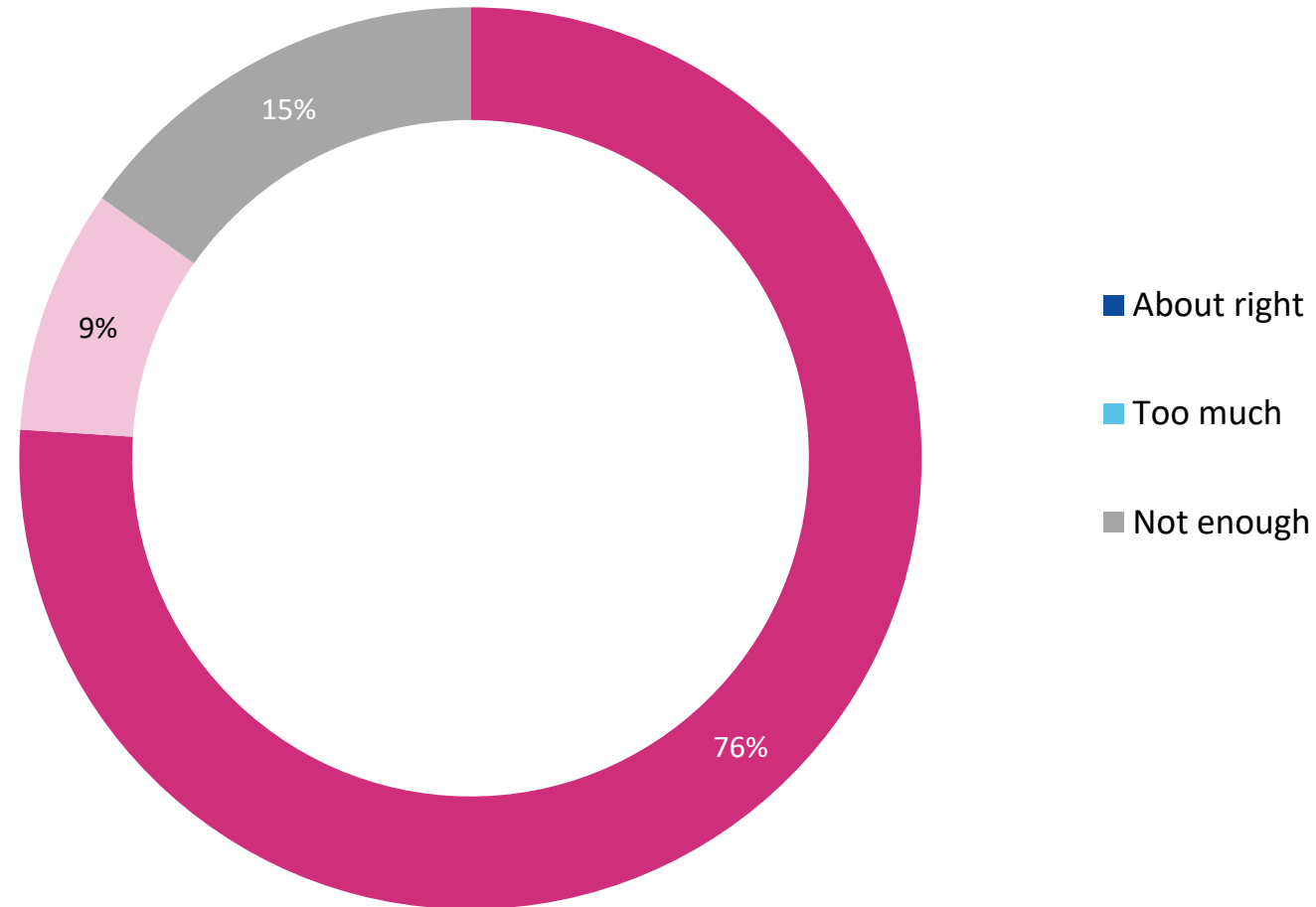


JCU Singapore (43, inner circle) vs Asia 2020 ISBSB (15,874, outer circle)



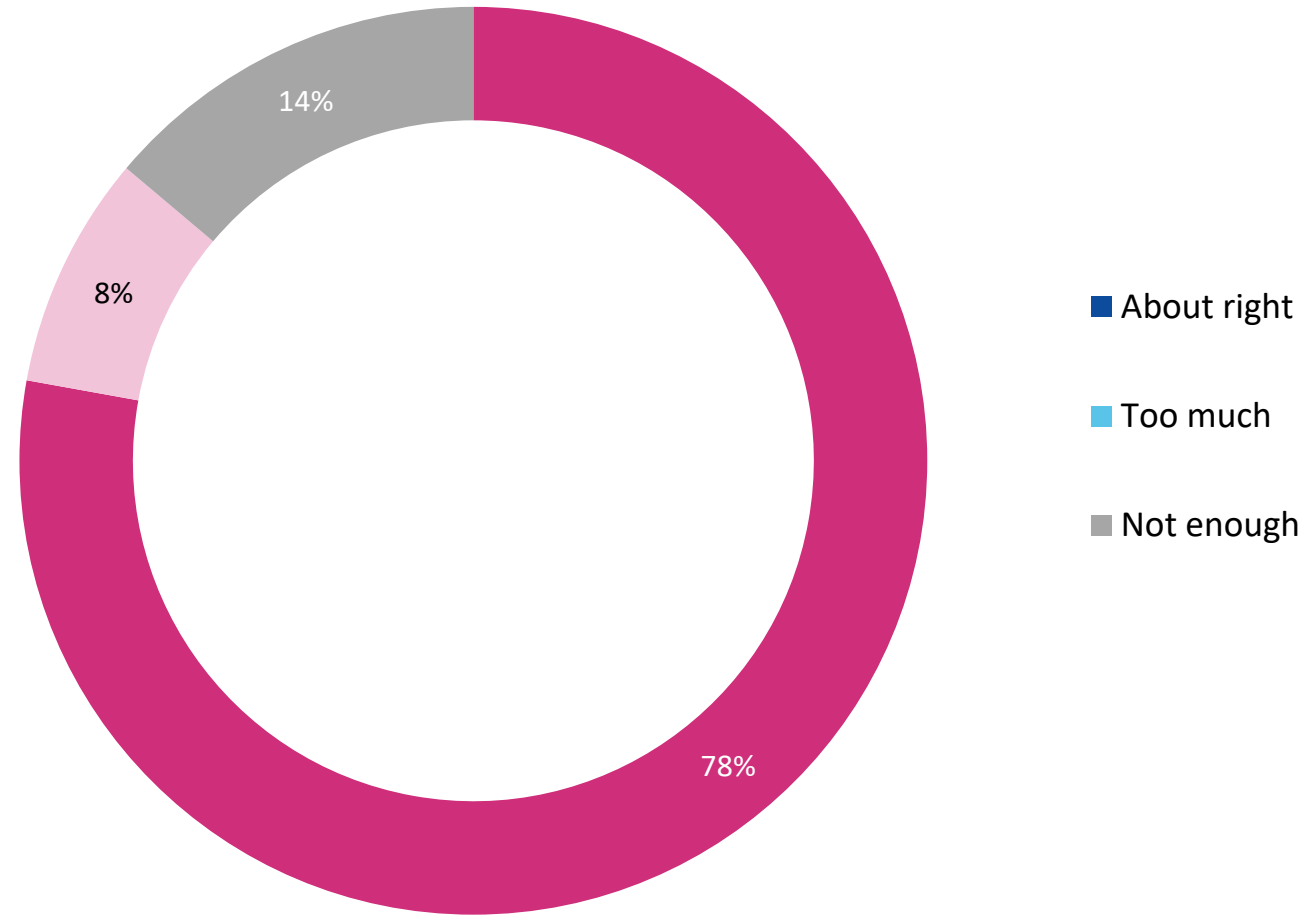
*How often did this institution contact you regarding COVID-19 prior to starting / resuming your studies?*

JCU Singapore (23, inner circle) vs Asia 2020 ISB (4,323, outer circle)

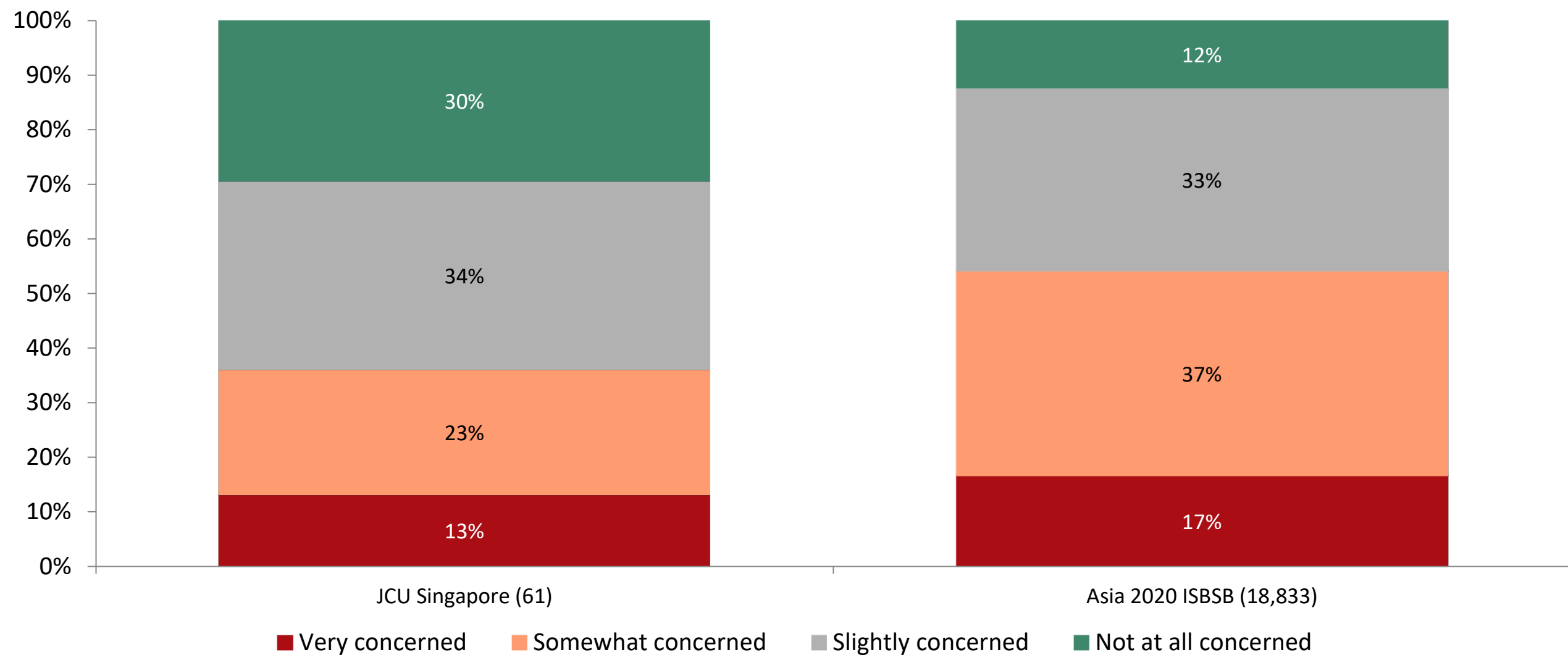


*How often did this institution contact you regarding COVID-19 prior to starting / resuming your studies?*

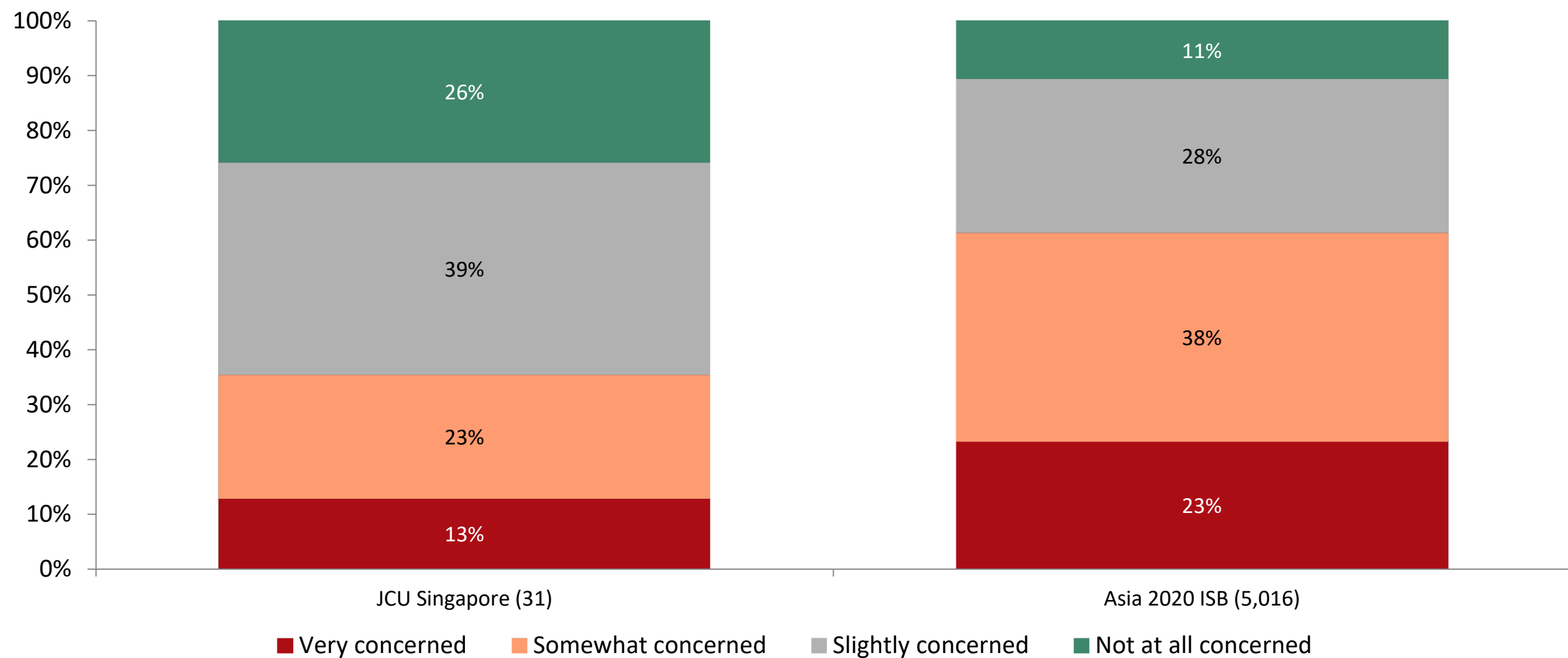
JCU Singapore (20, inner circle) vs Asia 2020 SB (11,551, outer circle)



*How often did this institution contact you regarding COVID-19 prior to starting / resuming your studies?*

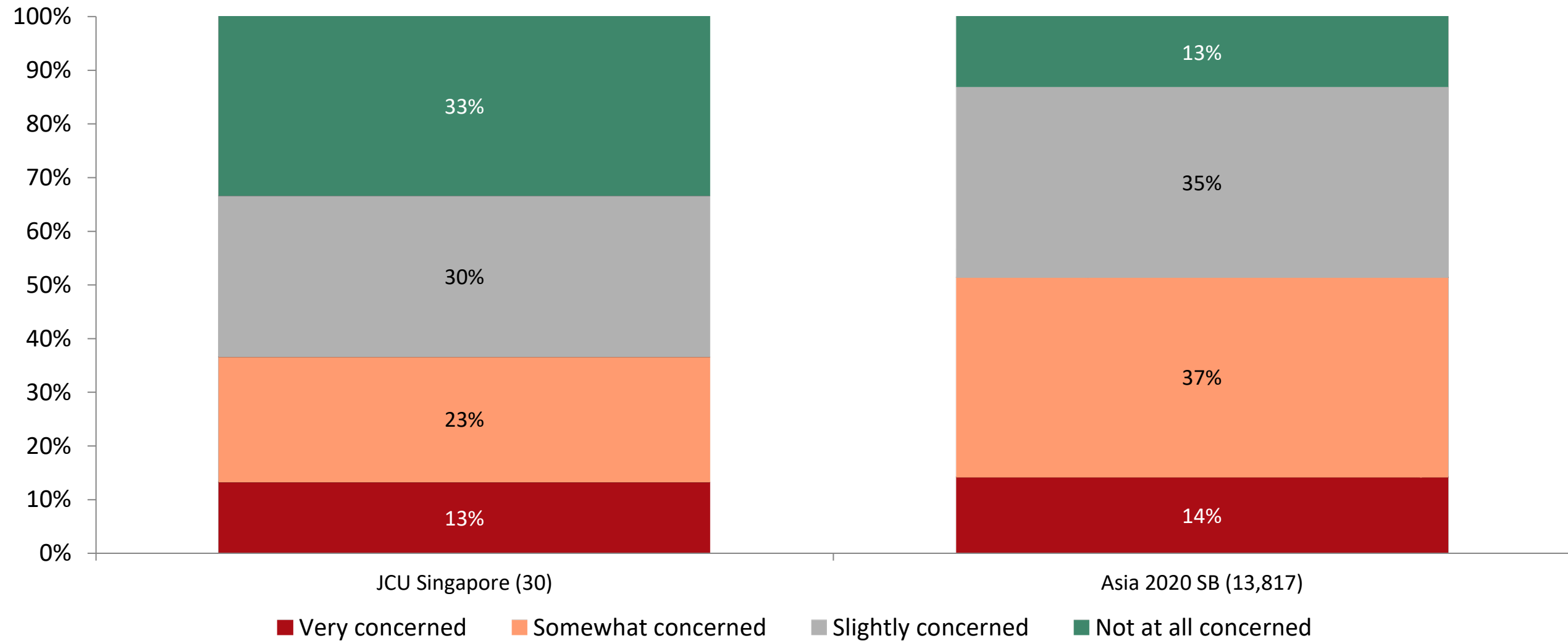


*Are you concerned about completing your studies at this institution due to COVID-19?*



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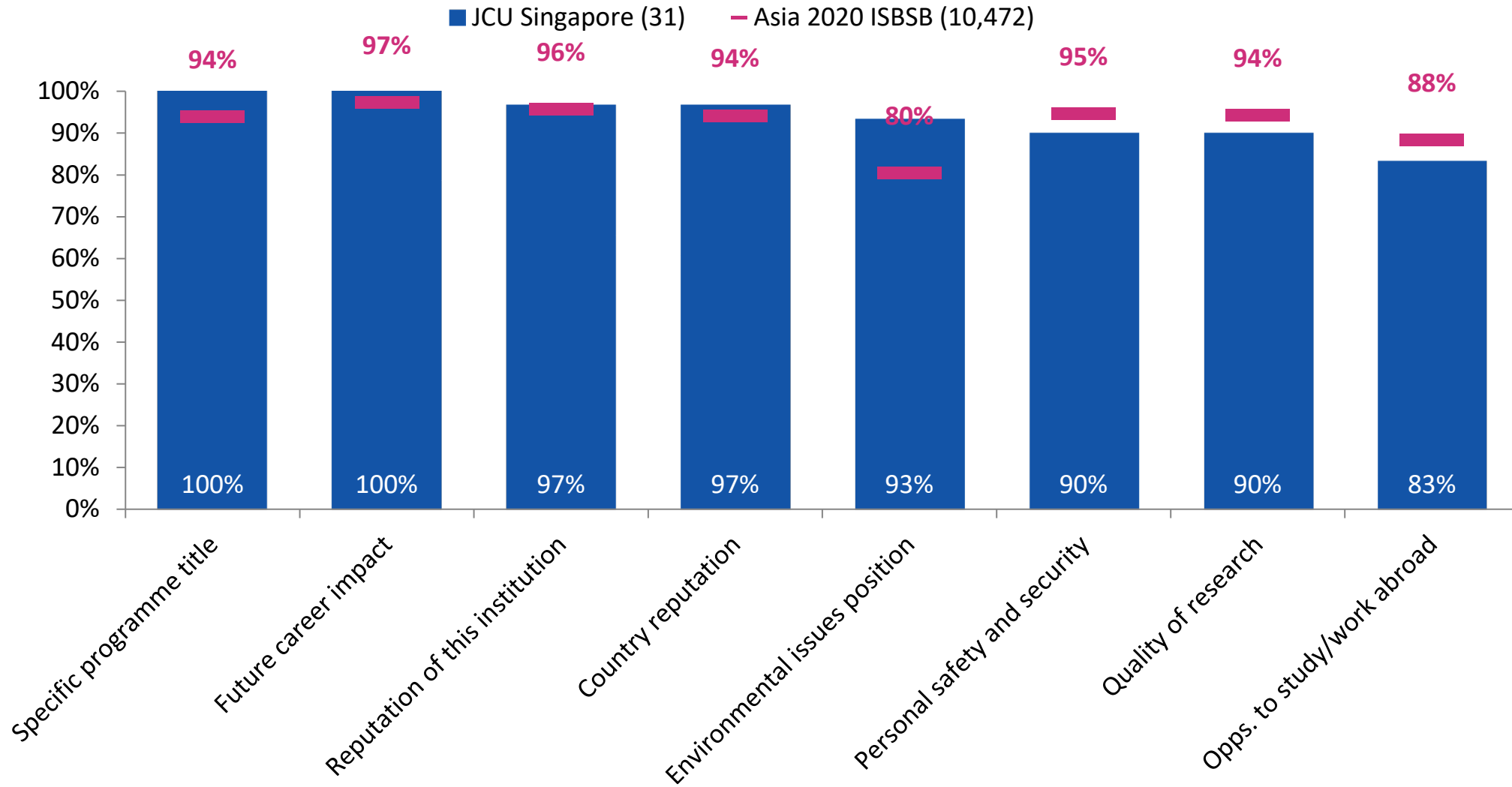


*Are you concerned about completing your studies at this institution due to COVID-19?*

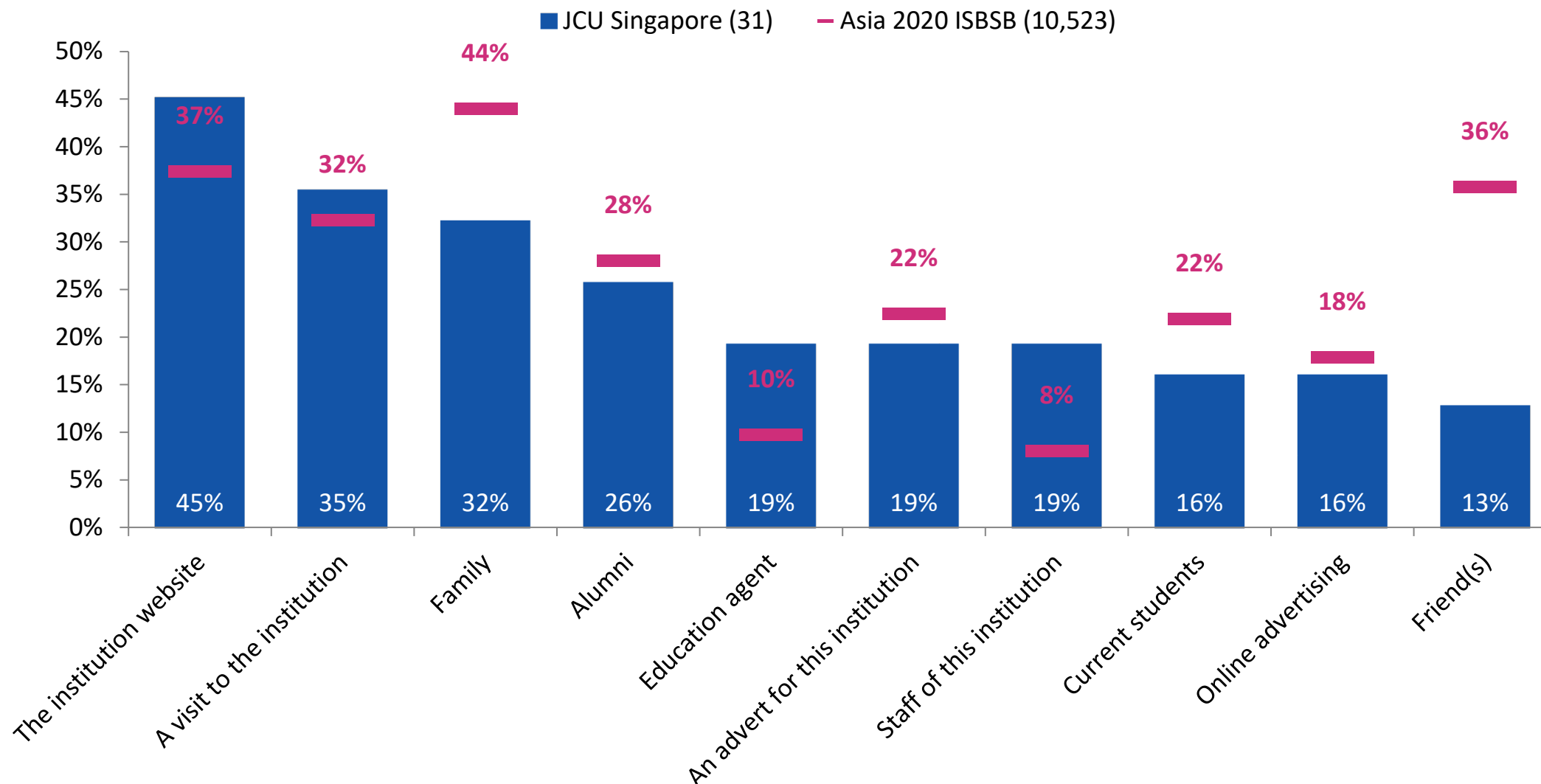
# Choice of destination

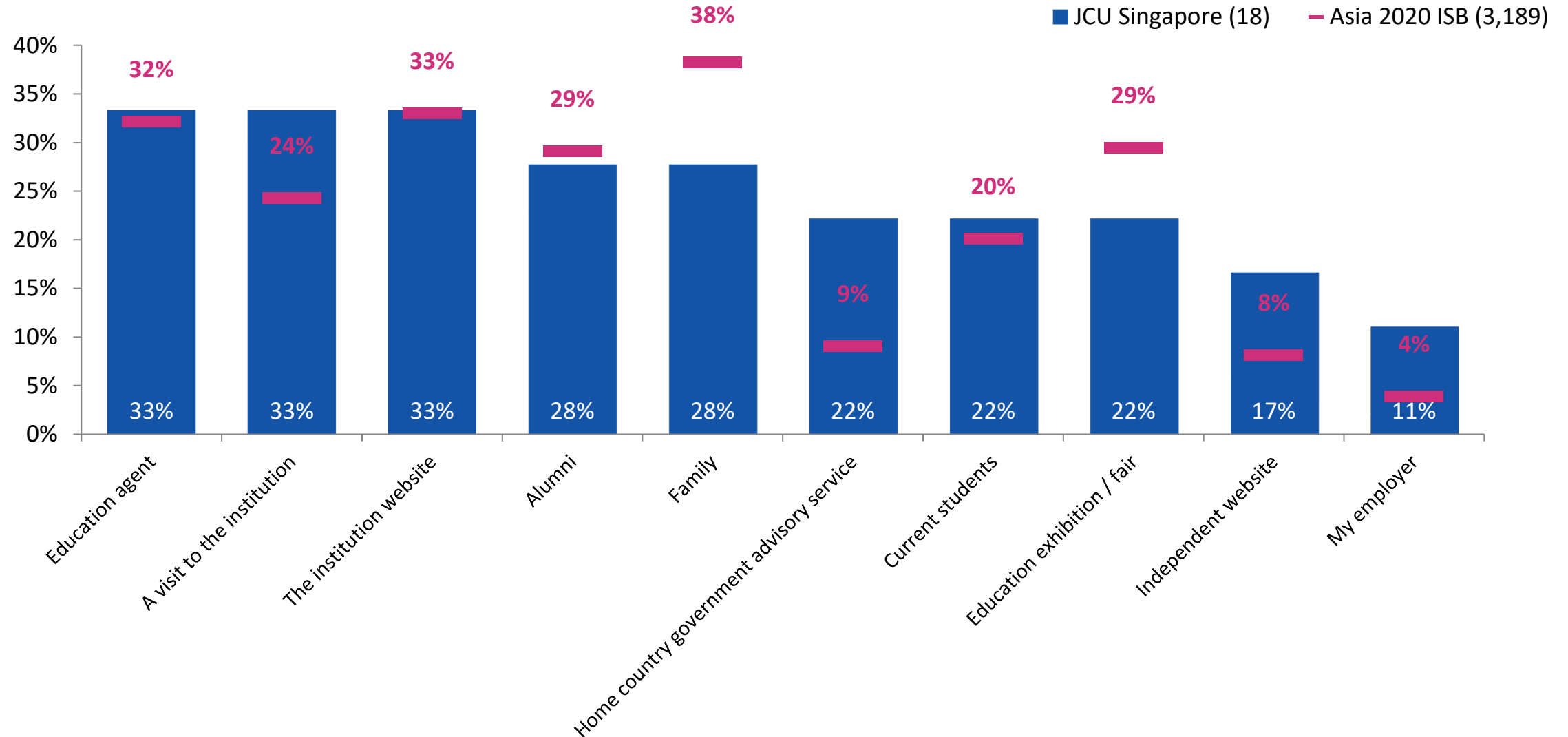
# Top 10 factors in study decision

(All students, % Important or Very important)

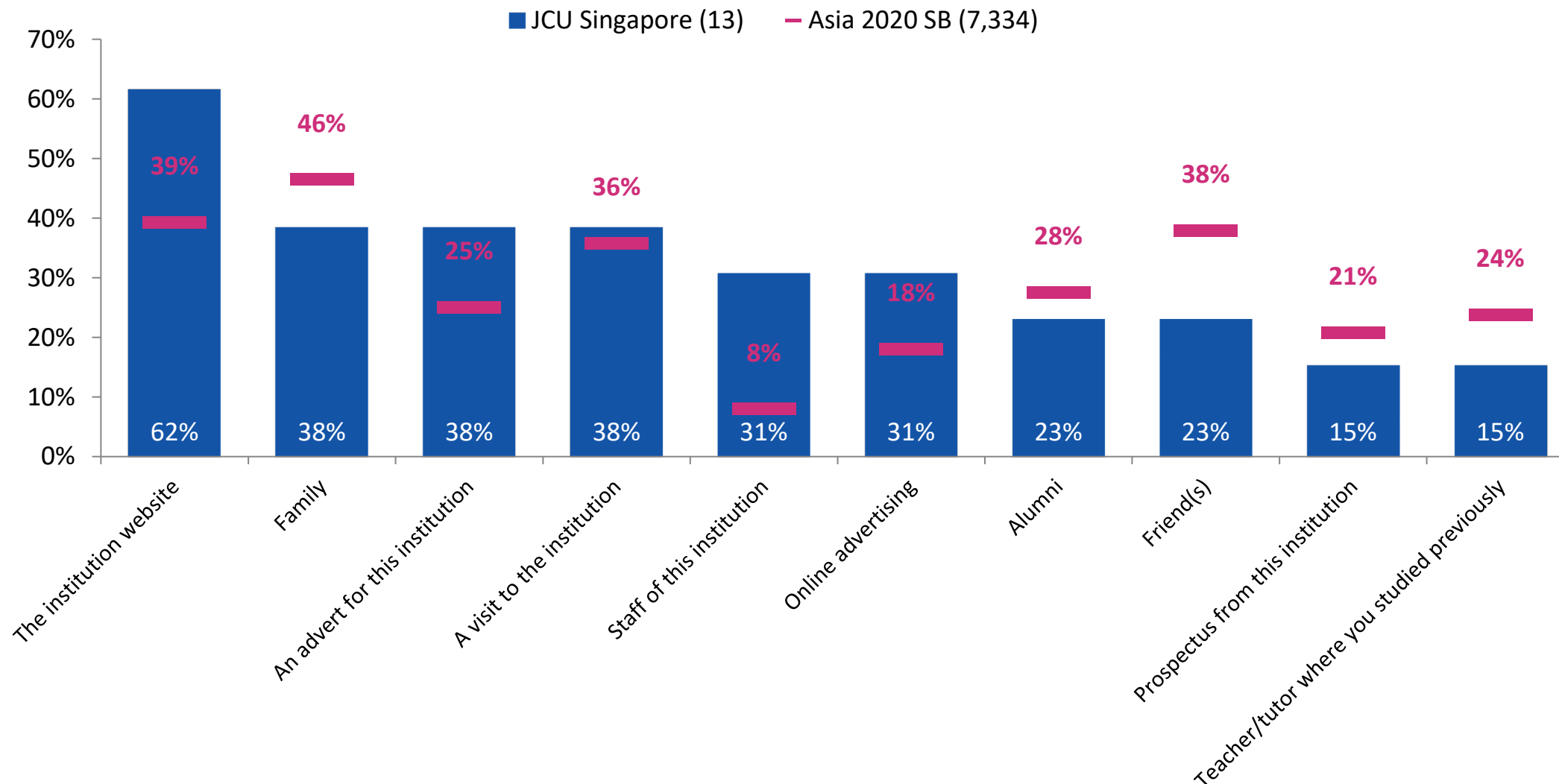


*How important were the following factors when deciding where to study?*





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

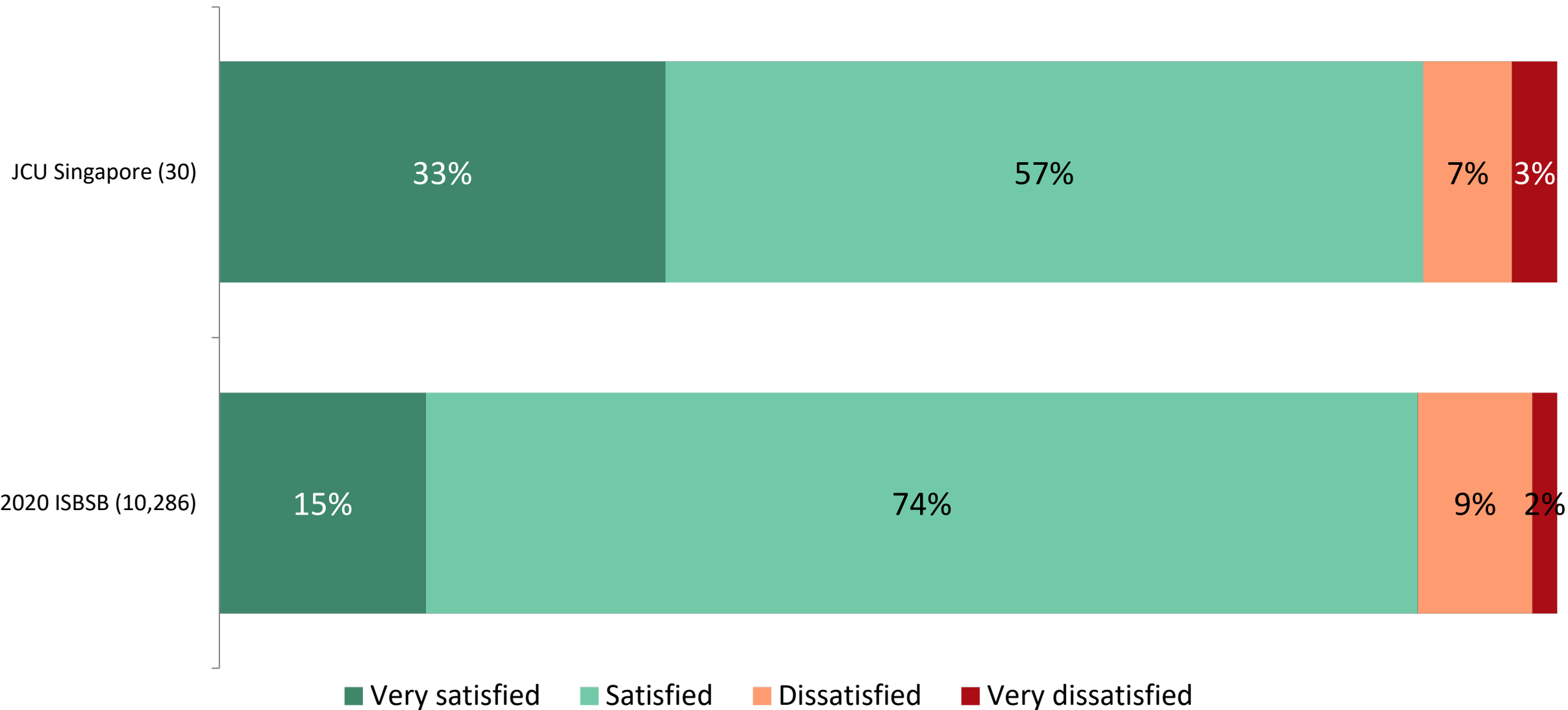


*Which of the following helped you to choose this institution?*

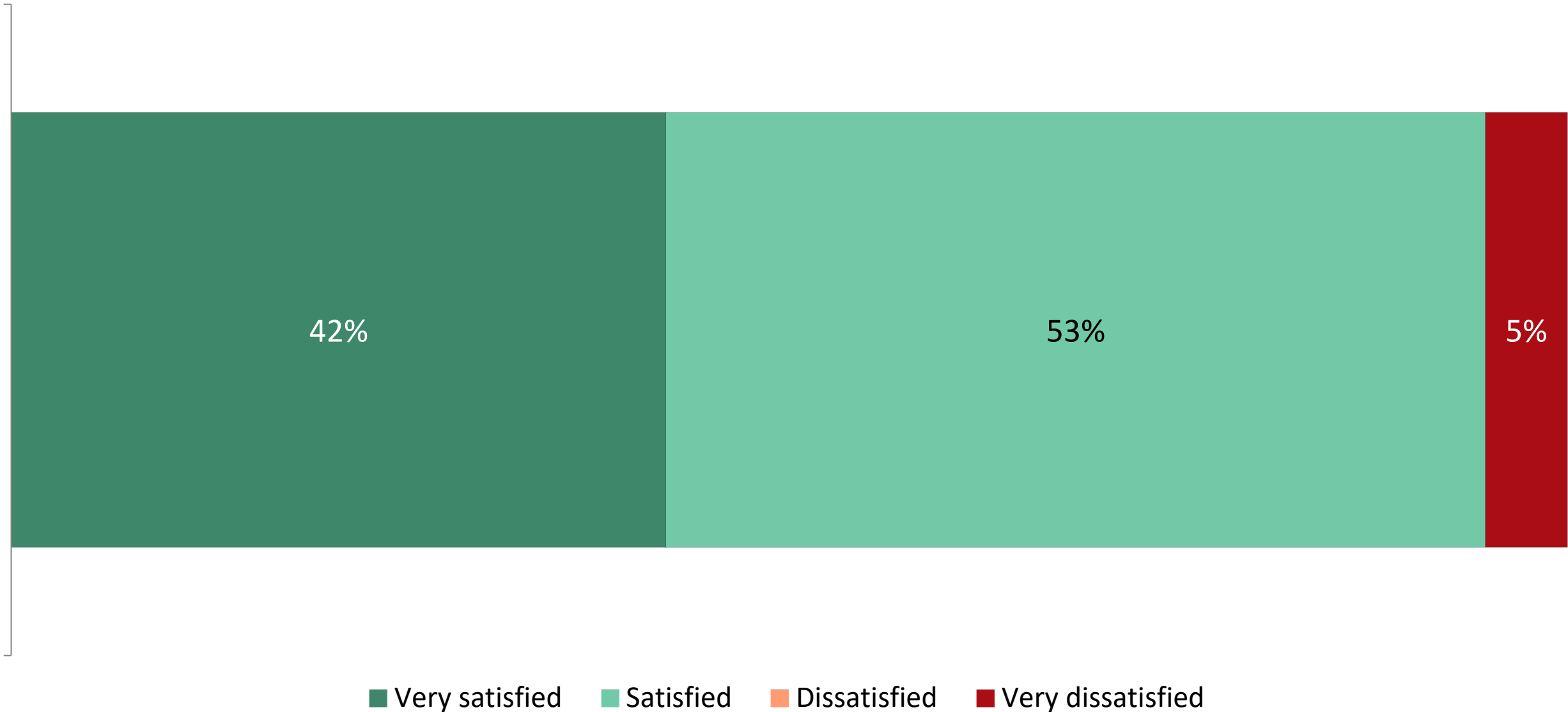


# Arrival / Getting Started

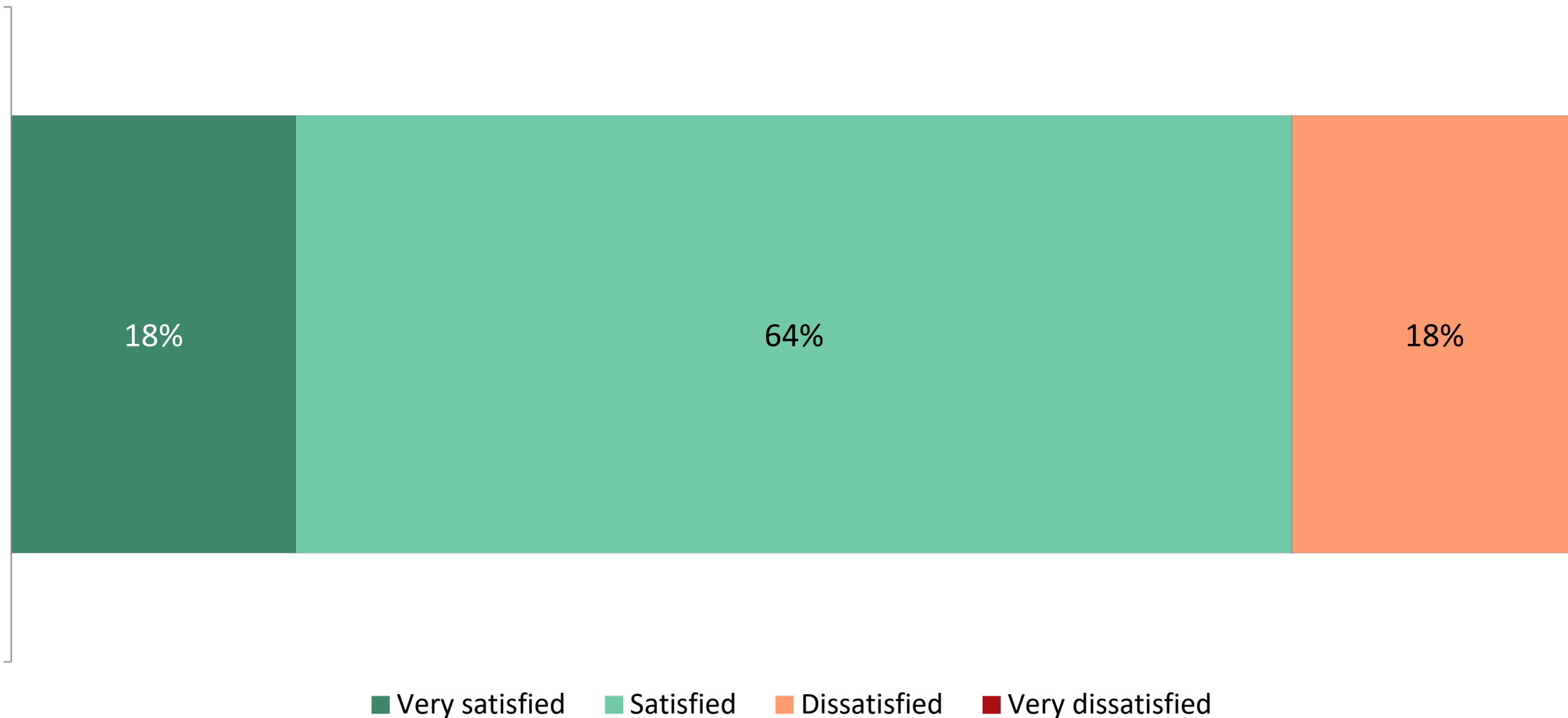




*Overall, how satisfied were you with the arrival experience?*

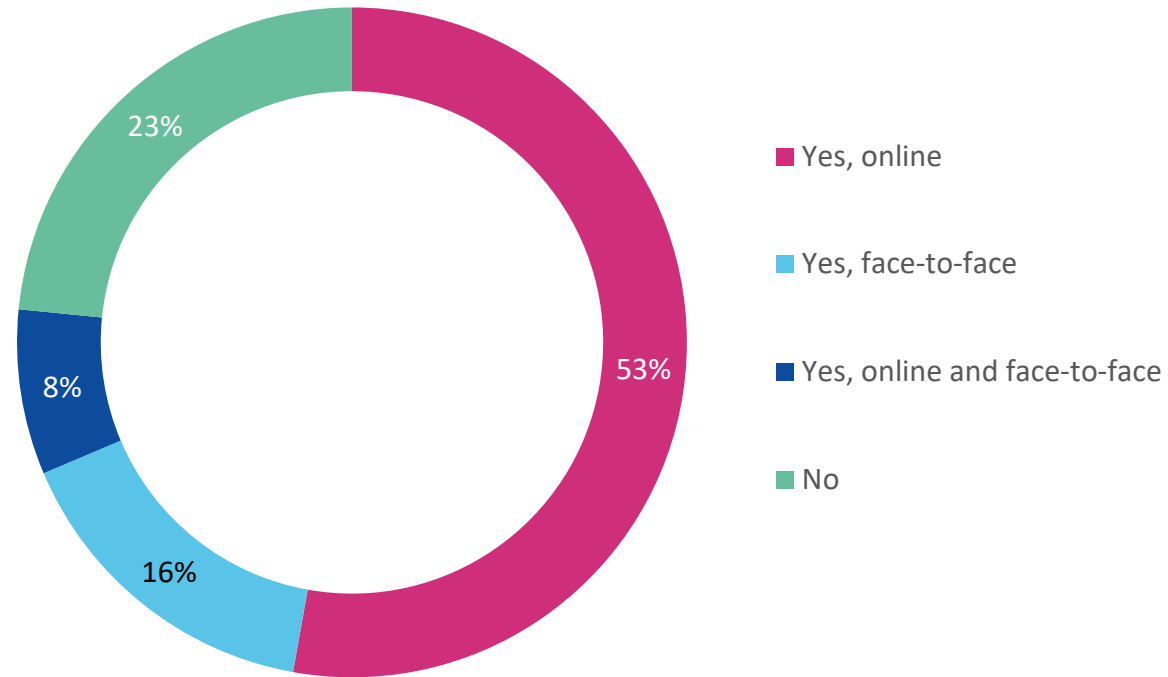


*Overall, how satisfied were you with the arrival experience?*



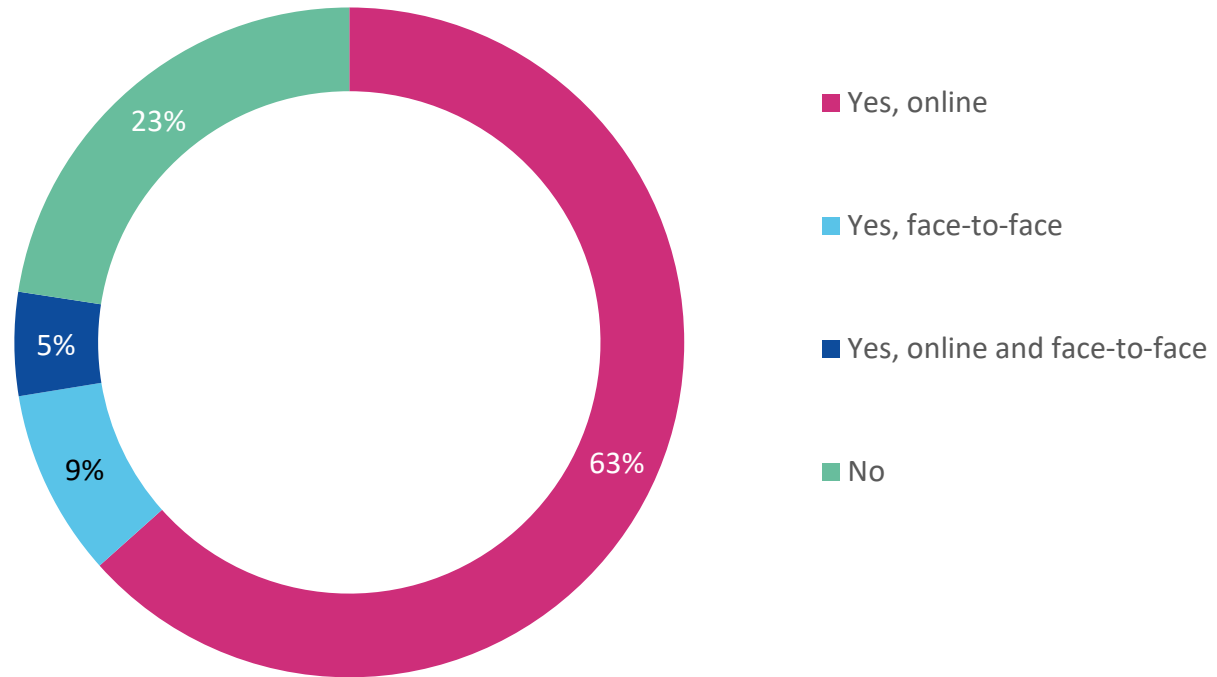
*Overall, how satisfied were you with the arrival experience?*

JCU Singapore (29, inner circle) vs Asia 2020 ISBSB (10,029, outer circle)



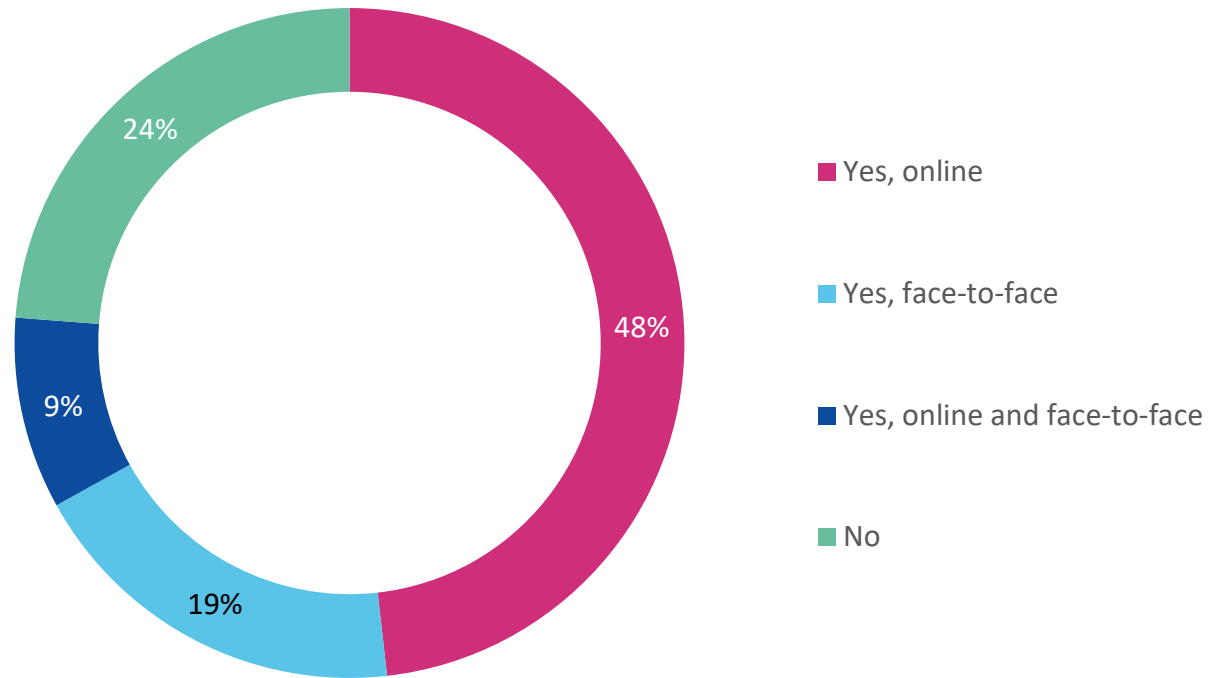
*Did you attend / participate in a formal ORIENTATION programme?*

JCU Singapore (18, inner circle) vs Asia 2020 ISB (3,043, outer circle)

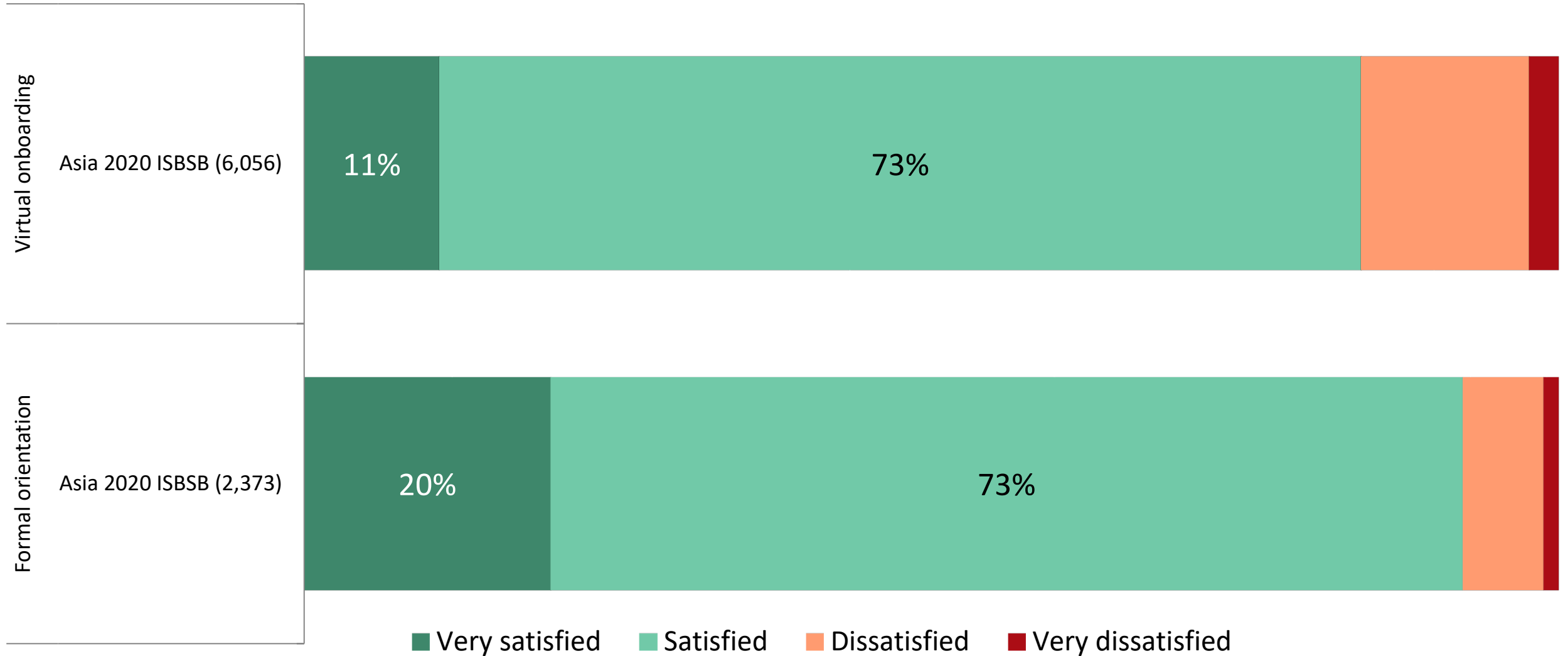


*Did you attend / participate in a formal ORIENTATION programme?*

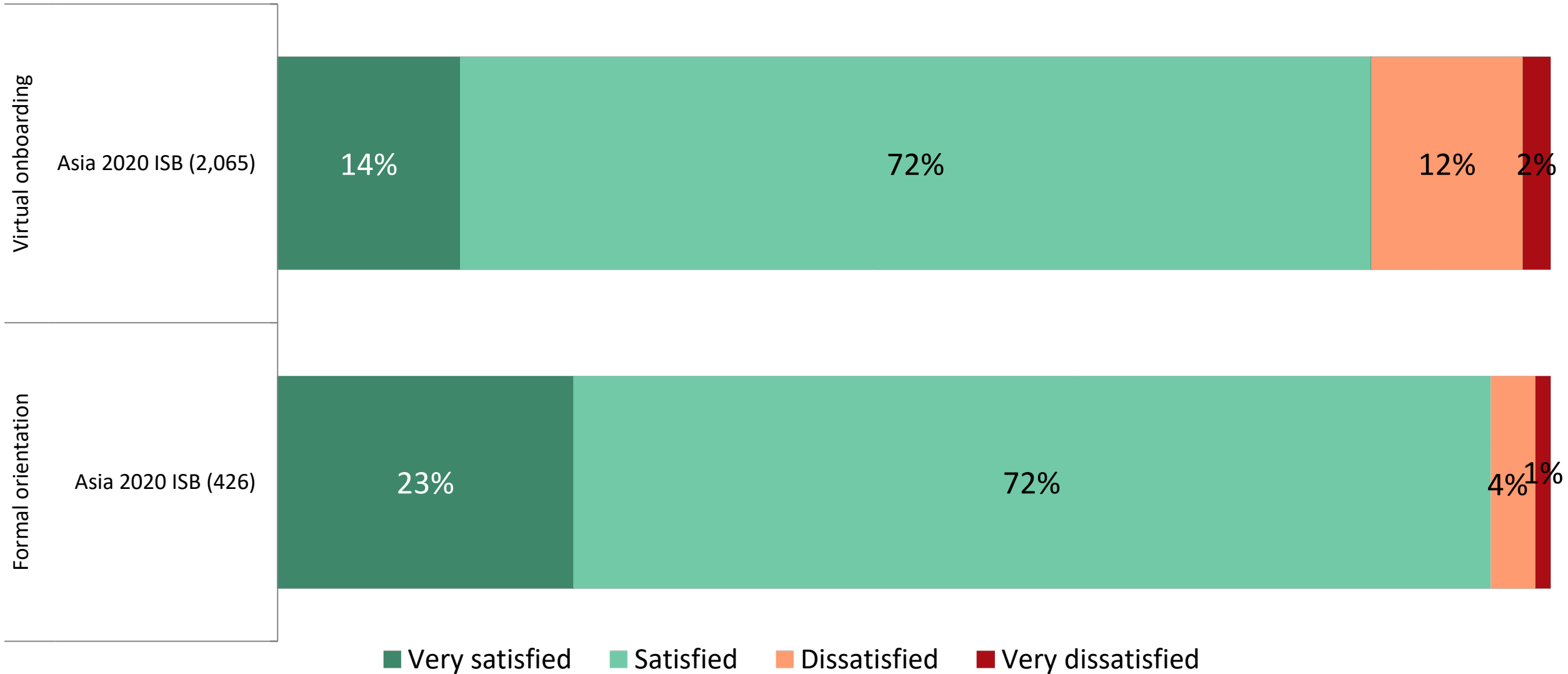
JCU Singapore (11, inner circle) vs Asia 2020 SB (6,986, outer circle)



*Did you attend / participate in a formal ORIENTATION programme?*

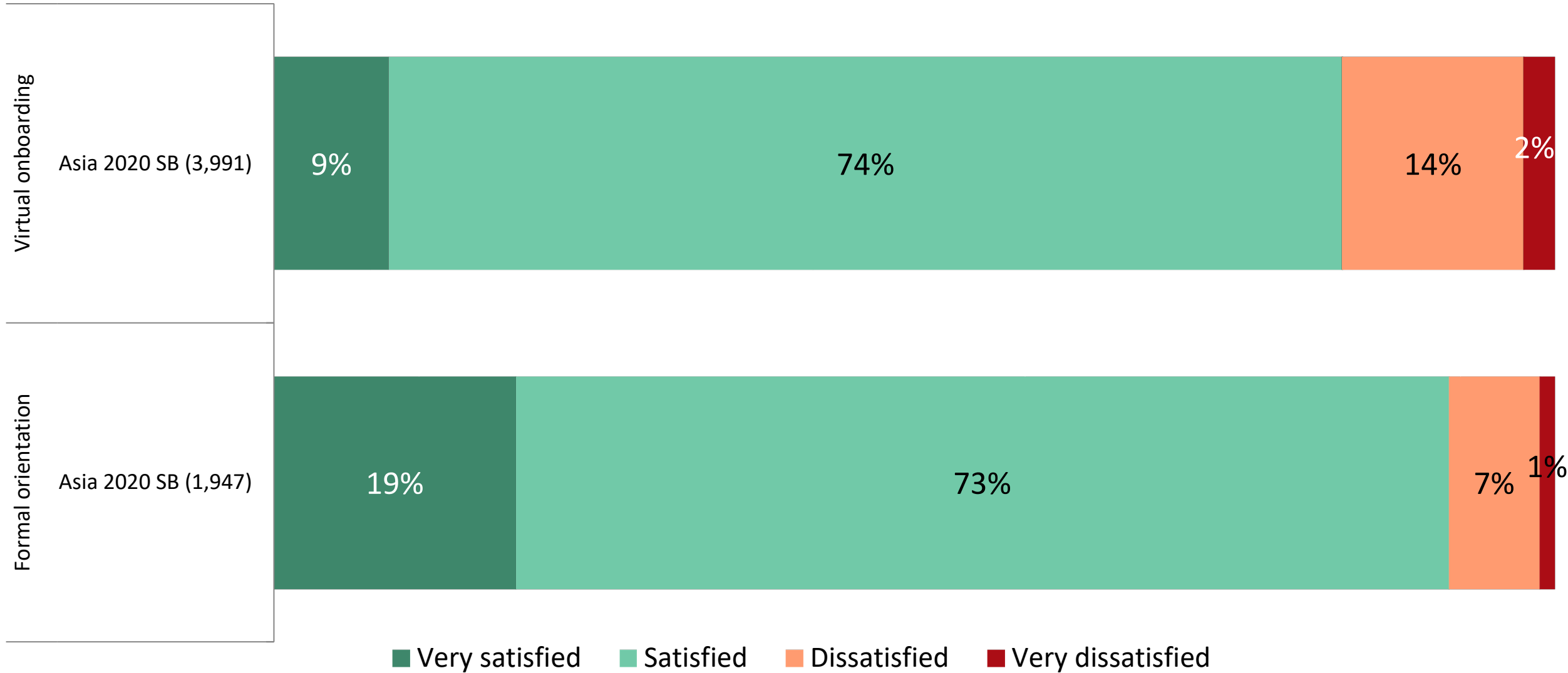


*Overall, how satisfied were you with the ORIENTATION PROGRAMME?*



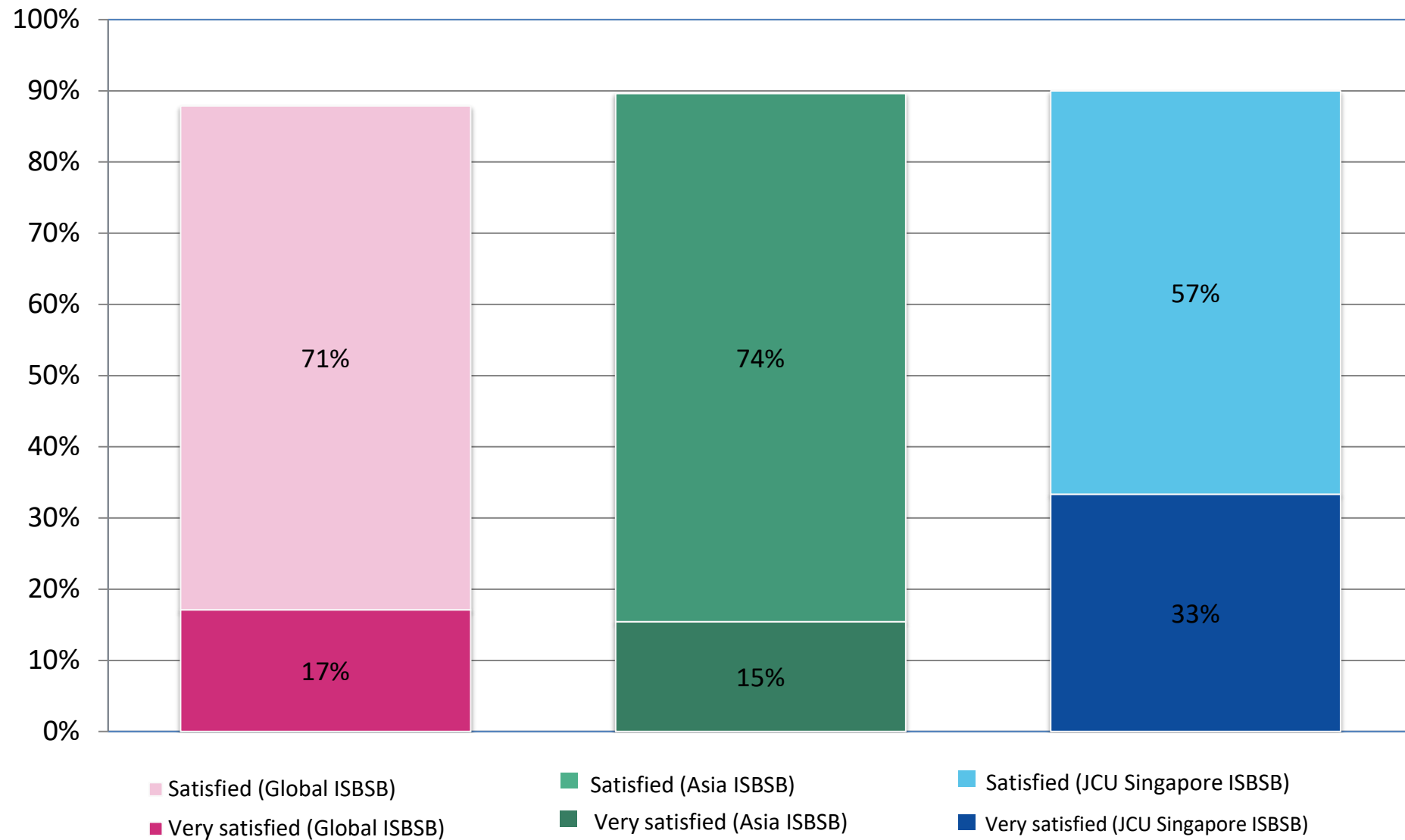
*Overall, how satisfied were you with the ORIENTATION PROGRAMME?*

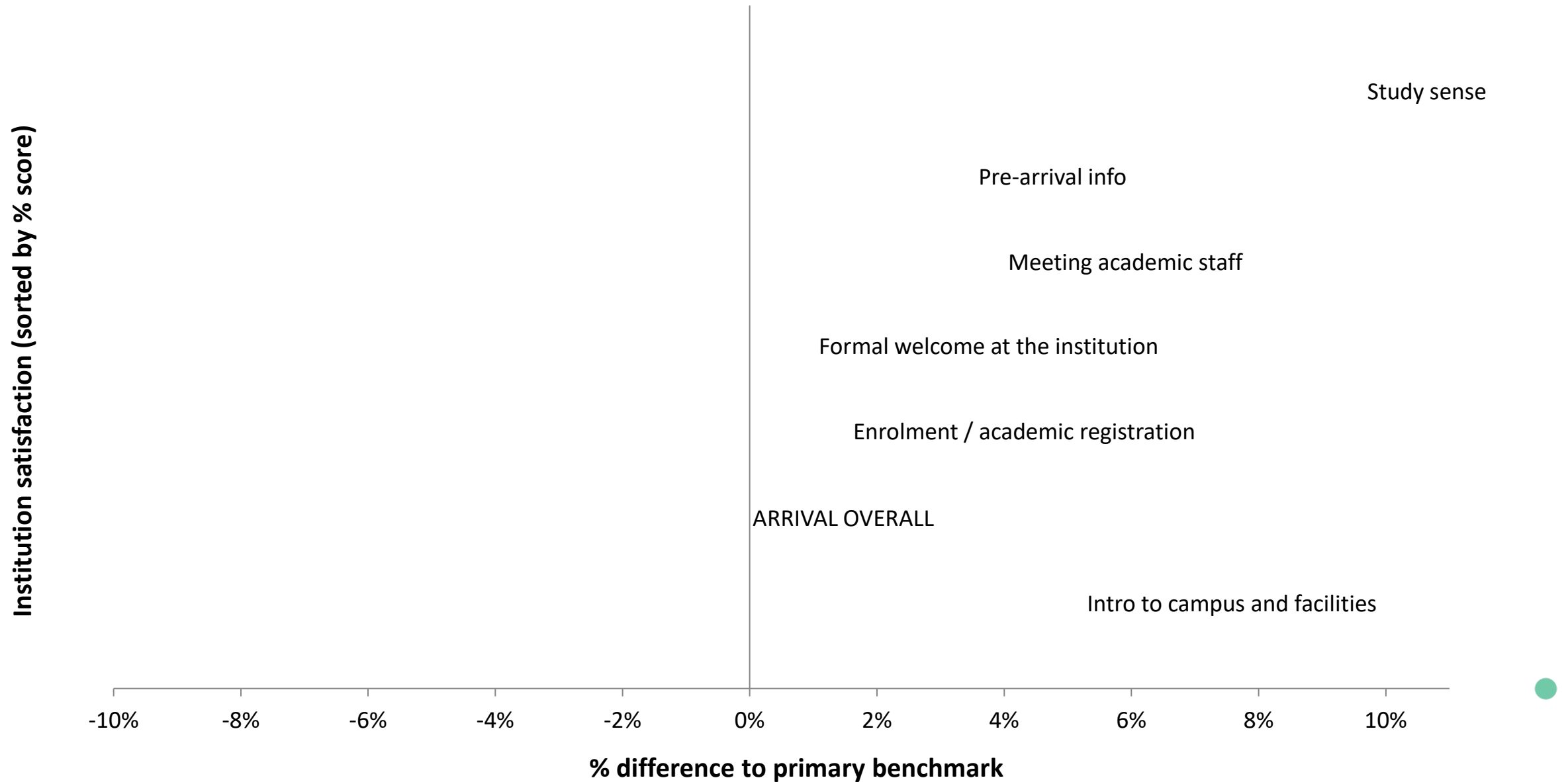


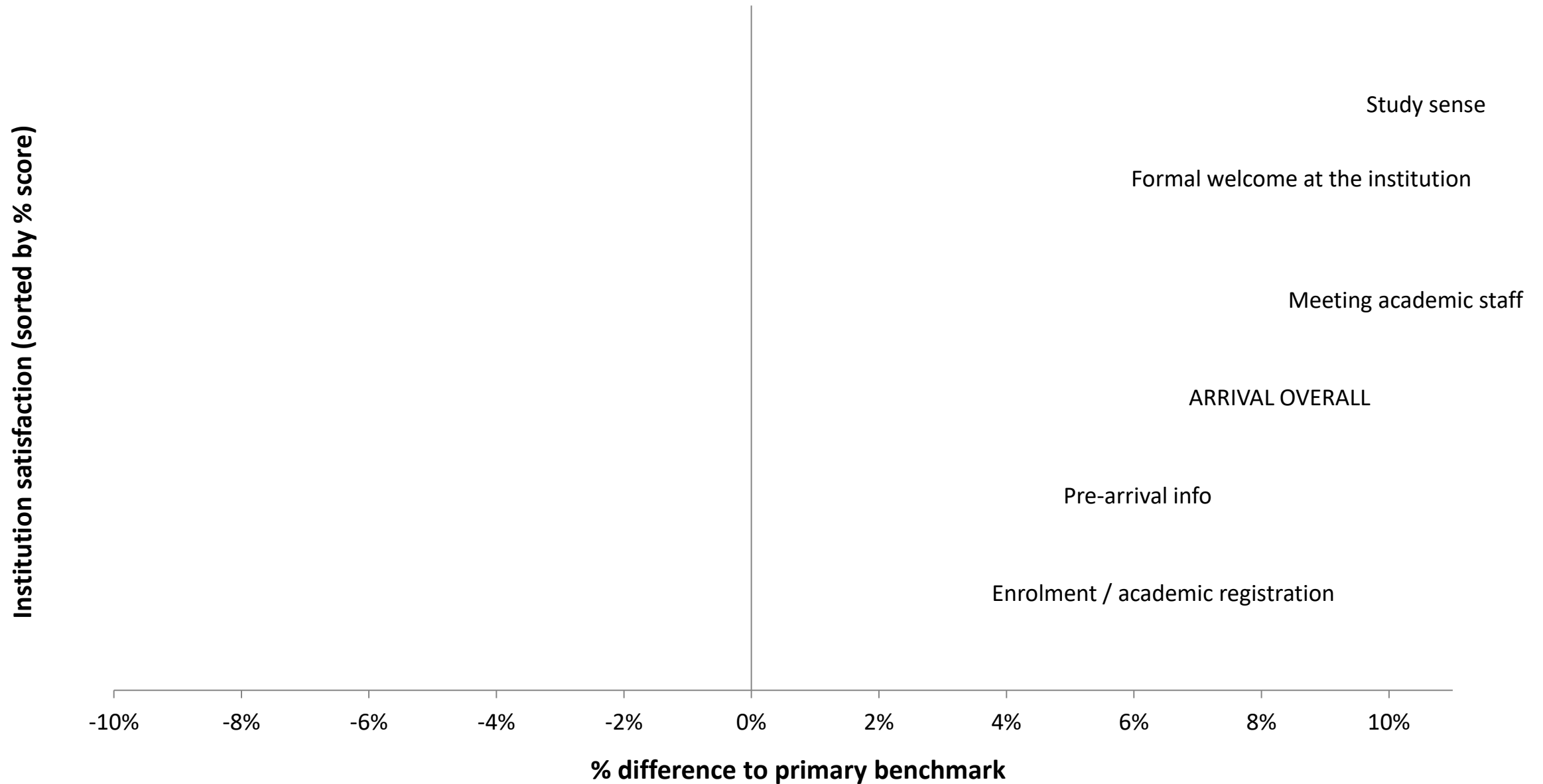


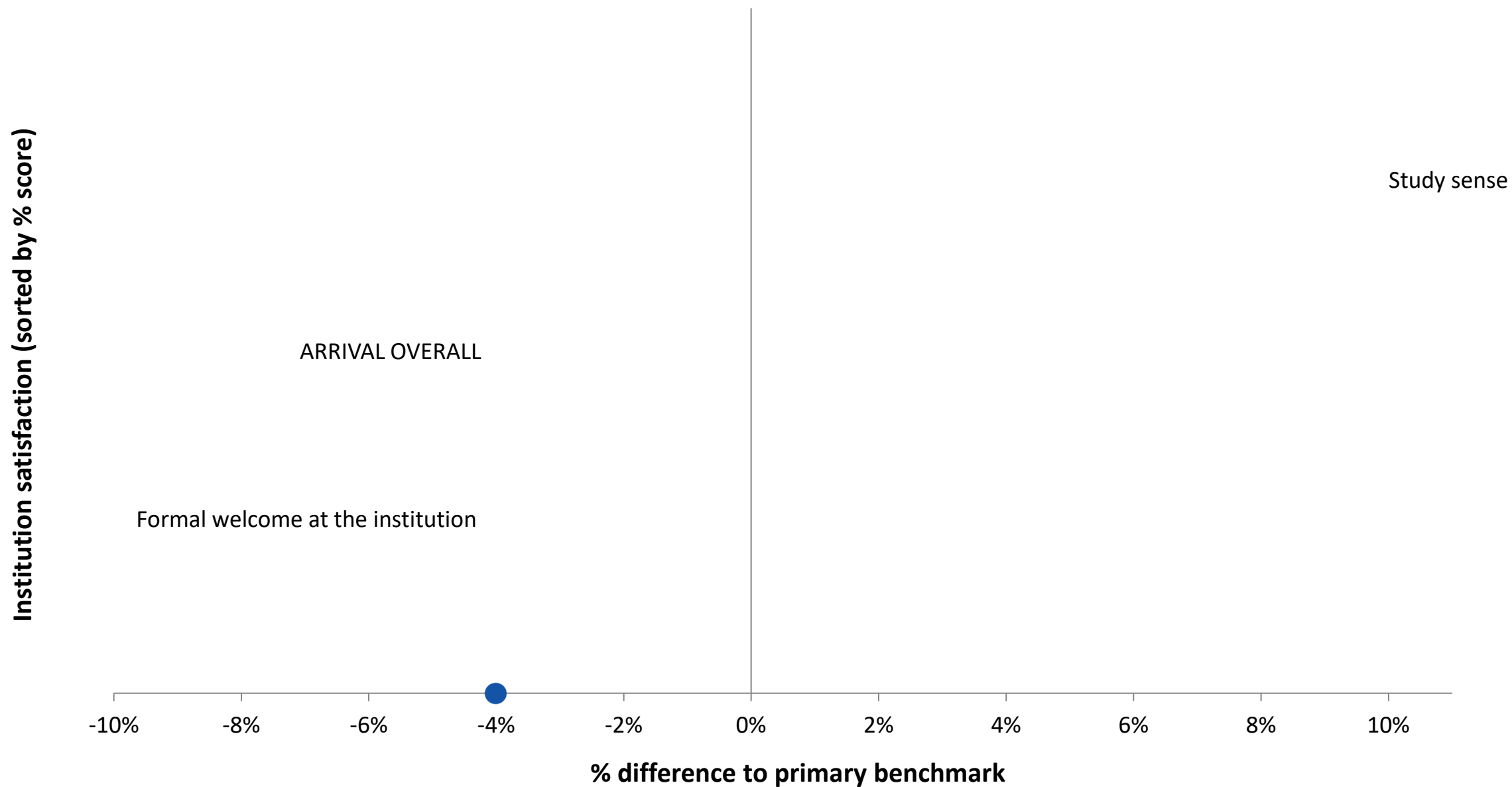
*Overall, how satisfied were you with the ORIENTATION PROGRAMME?*

# **Arrival / Getting Started**









	JCU Singapore	Global 2020 ISBSB	Asia 2020 ISBSB	Global 2020 ISBSB +/-	Asia 2020 ISBSB +/-
<b>ARRIVAL AVERAGE</b>	<b>94.3%</b>	<b>85.4%</b>	<b>87.8%</b>	<b>8.9%</b>	<b>6.6%</b>
<b>ARRIVAL OVERALL</b>	<b>90.0%</b>	<b>89.1%</b>	<b>90.3%</b>	<b>0.9%</b>	<b>-0.3%</b>
<b>ARRIVAL</b>					
Pre-arrival info	96.0%	91.1%	92.7%	4.9%	3.3%
<b>ORIENTATION</b>					
Study sense	100.0%	88.3%	90.6%	11.7%	9.4%
Meeting academic staff	95.7%	89.4%	91.9%	6.2%	3.7%
Formal welcome at the institution	92.3%	89.7%	91.5%	2.6%	0.8%
Enrolment / academic registration	92.0%	90.5%	90.7%	1.5%	1.3%
Intro to campus and facilities	90.0%	80.8%	85.0%	9.2%	5.0%

	JCU Singapore	Global 2020 ISB	Asia 2020 ISB	Global 2020 ISB +/-	Asia 2020 ISB +/-
ARRIVAL AVERAGE	97.5%	80.3%	87.9%	17.2%	9.6%
ARRIVAL OVERALL	94.7%	87.5%	88.2%	7.2%	6.5%
ARRIVAL					
Pre-arrival info	93.8%	89.1%	89.2%	4.7%	4.6%
ORIENTATION					
Study sense	100.0%	85.7%	90.7%	14.3%	9.3%
Formal welcome at the institution	100.0%	85.6%	91.4%	14.4%	8.6%
Meeting academic staff	100.0%	85.7%	91.9%	14.3%	8.1%
Enrolment / academic registration	93.8%	88.8%	90.4%	5.0%	3.4%



	JCU Singapore	Global 2020 SB	Asia 2020 SB	Global 2020 SB +/-	Asia 2020 SB +/-
ARRIVAL AVERAGE	90.0%	85.6%	87.9%	4.4%	2.1%
ARRIVAL OVERALL	81.8%	88.4%	89.2%	-6.5%	-7.4%
ARRIVAL					
ORIENTATION					
Study sense	100.0%	87.7%	90.3%	12.3%	9.7%
Formal welcome at the institution	80.0%	88.2%	89.9%	-8.2%	-9.9%

	JCU Singapore	Global 2020 ISBSB	Asia 2020 ISBSB
ARRIVAL AVERAGE	94.3%	85.4%	87.8%
ARRIVAL OVERALL	90.0%	89.1%	90.3%
ARRIVAL			
Pre-arrival info	96.0%	91.1%	92.7%
ORIENTATION			
Study sense	100.0%	88.3%	90.6%
Meeting academic staff	95.7%	89.4%	91.9%
Formal welcome at the institution	92.3%	89.7%	91.5%
Enrolment / academic registration	92.0%	90.5%	90.7%
Intro to campus and facilities	90.0%	80.8%	85.0%

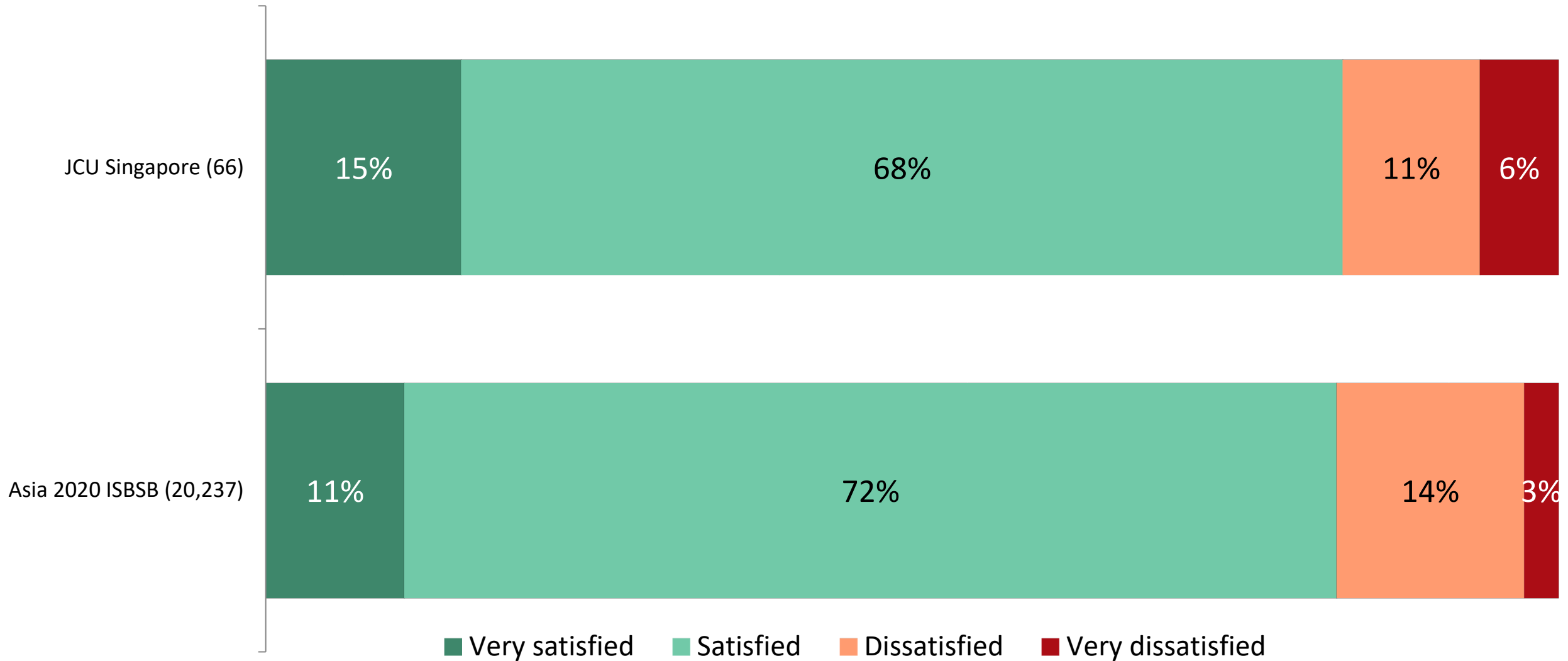
	JCU Singapore	Global 2020 ISB	Asia 2020 ISB
ARRIVAL AVERAGE	97.5%	80.3%	87.9%
ARRIVAL OVERALL	94.7%	87.5%	88.2%
ARRIVAL			
Pre-arrival info	93.8%	89.1%	89.2%
ORIENTATION			
Study sense	100.0%	85.7%	90.7%
Formal welcome at the institution	100.0%	85.6%	91.4%
Meeting academic staff	100.0%	85.7%	91.9%
Enrolment / academic registration	93.8%	88.8%	90.4%

	JCU Singapore	Global 2020 SB	Asia 2020 SB
ARRIVAL AVERAGE	90.0%	85.6%	87.9%
ARRIVAL OVERALL	81.8%	88.4%	89.2%
ARRIVAL			
ORIENTATION			
Study sense	100.0%	87.7%	90.3%
Formal welcome at the institution	80.0%	88.2%	89.9%

	JCU Singapore	Global 2020 SB +/-	Asia 2020 SB +/-
ARRIVAL AVERAGE	90.0%	4.4%	2.1%
ARRIVAL OVERALL	81.8%	-6.5%	-7.4%
ARRIVAL			
ORIENTATION			
Study sense	100.0%	12.3%	9.7%
Formal welcome at the institution	80.0%	-8.2%	-9.9%

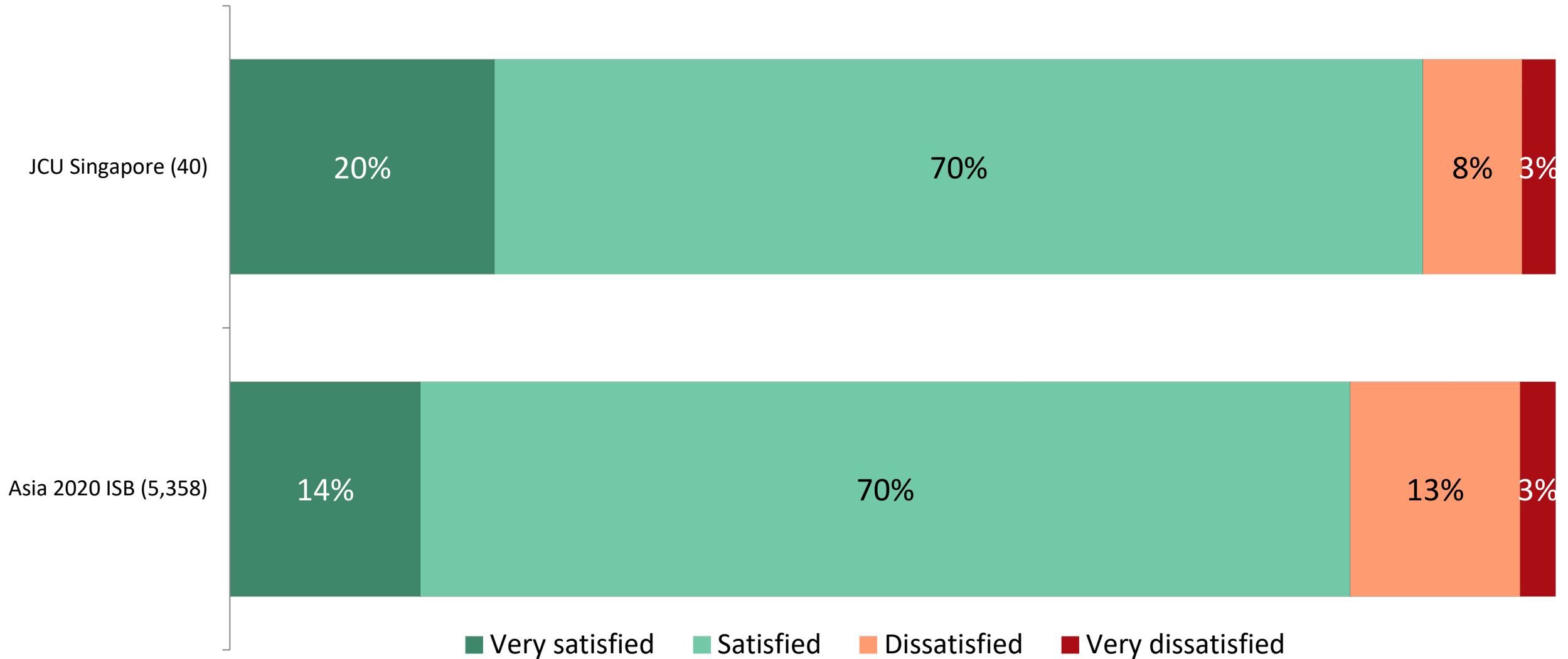
# Learning experience

Elements	2014	2015	2016	2018	2020	First year vs 2018
First night	73%	87%	79%	84%	#N/A	#N/A
Local orientation	70%	66%	80%	79%	90%	20%
Accommodation condition	74%	77%	72%	83%	#N/A	#N/A
Social activities	72%	70%	83%	80%	#N/A	#N/A
Internet access	80%	86%	85%	86%	#N/A	#N/A
Meeting staff	83%	83%	94%	89%	96%	13%
University orientation	81%	80%	89%	86%	#N/A	#N/A
Host friends	80%	79%	87%	84%	#N/A	#N/A
Other friends	86%	89%	94%	90%	#N/A	#N/A
Health insurance		78%	84%	80%	#N/A	#N/A
Registration	87%	86%	92%	89%	92%	5%
Study sense	87%	74%	85%	86%	100%	13%
Home friends	90%	91%	91%	87%	#N/A	#N/A
Formal welcome	92%	78%	90%	88%	92%	0%
Welcome	93%	89%	85%	89%	#N/A	#N/A
Arrival Overall	94%	92%	91%	90%	90%	-4%
Bank account	82%	71%	69%	77%	#N/A	#N/A

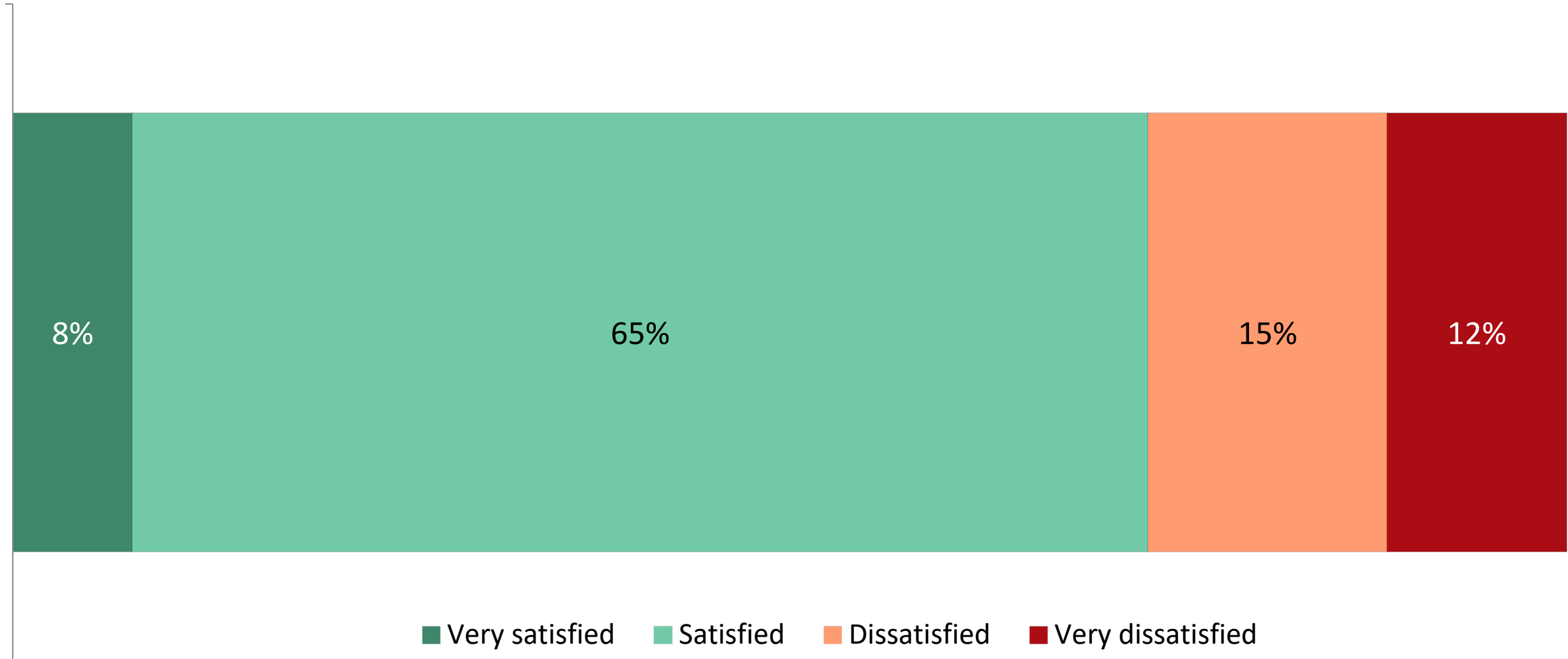


*Overall, how satisfied are you with the learning experience at this stage in the year?*

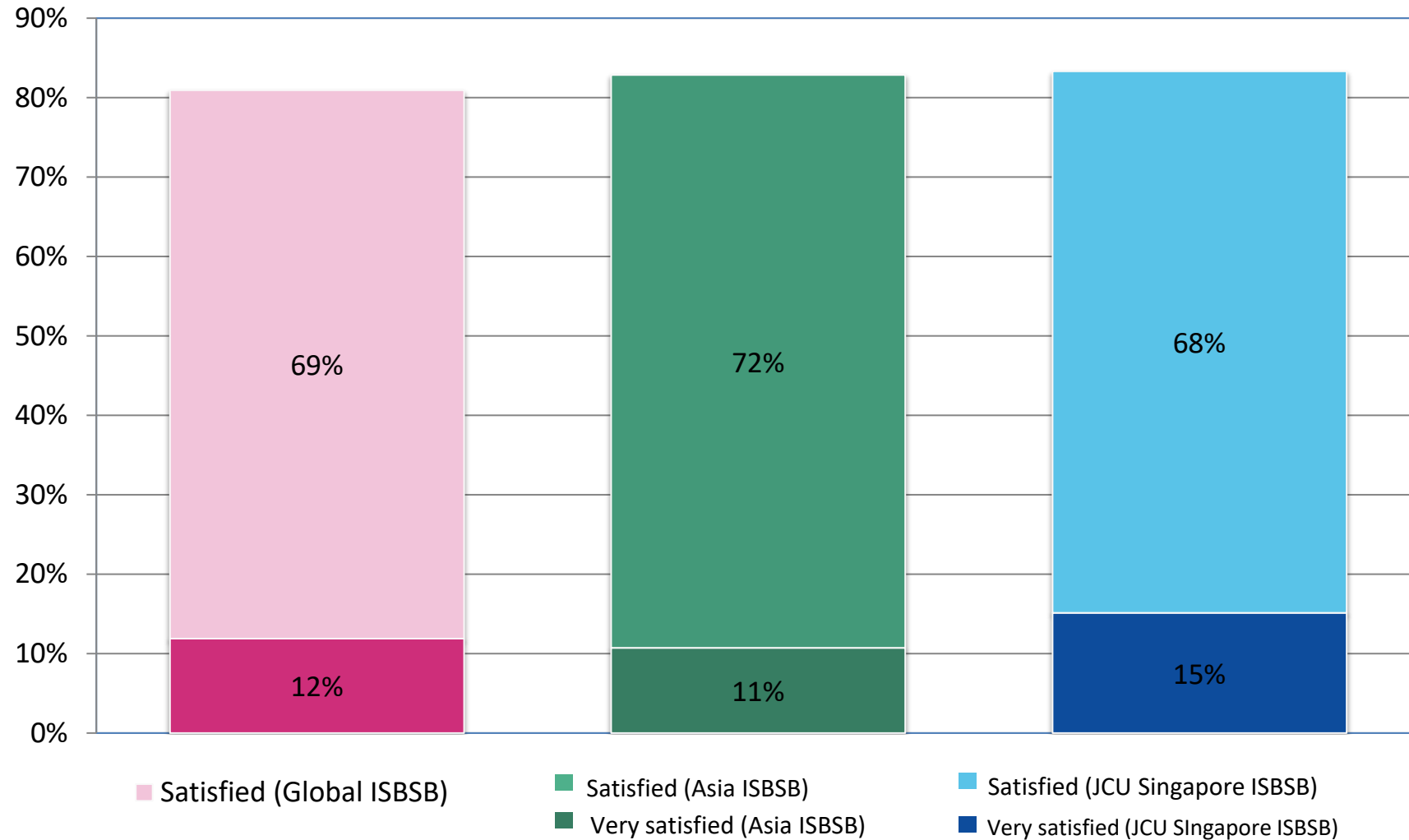


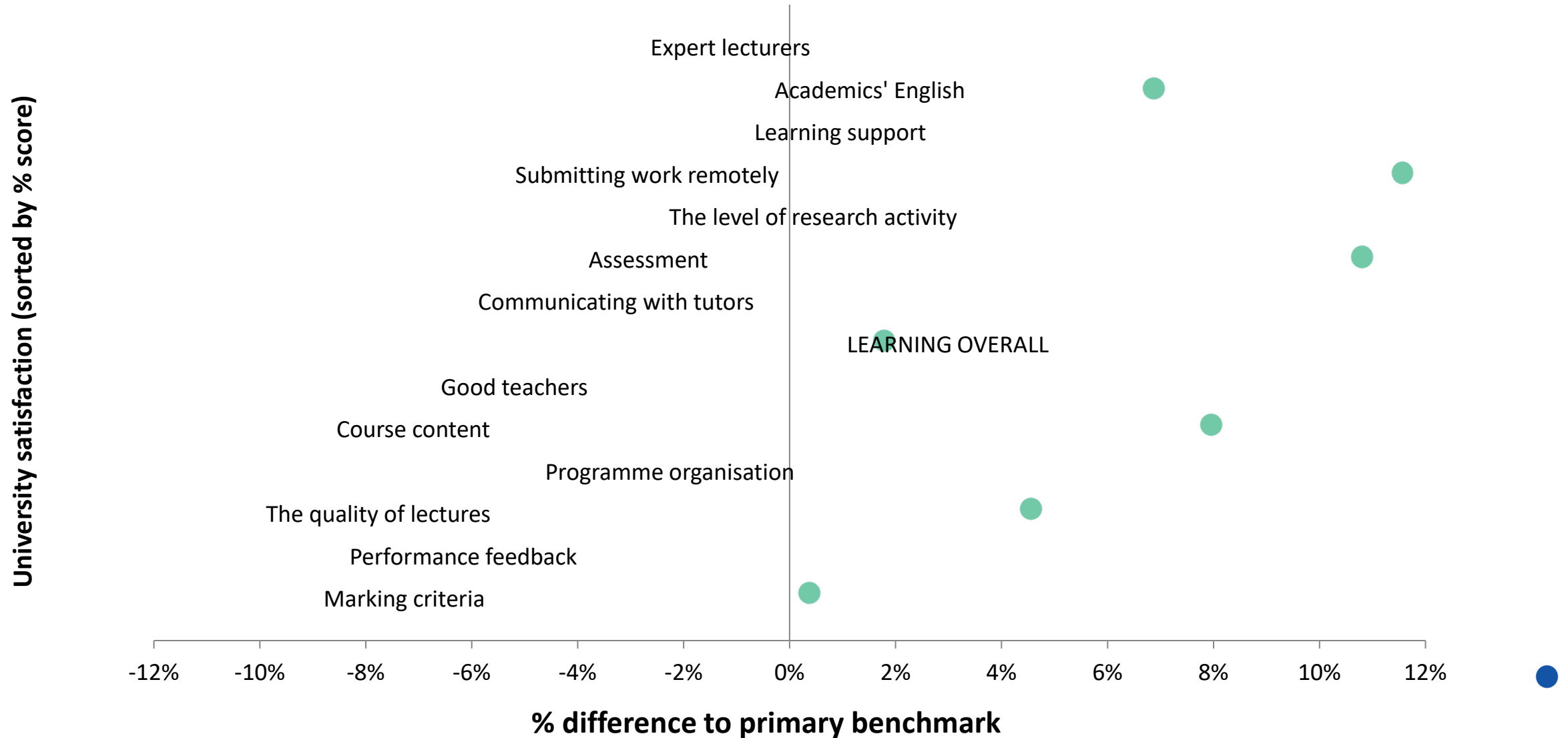


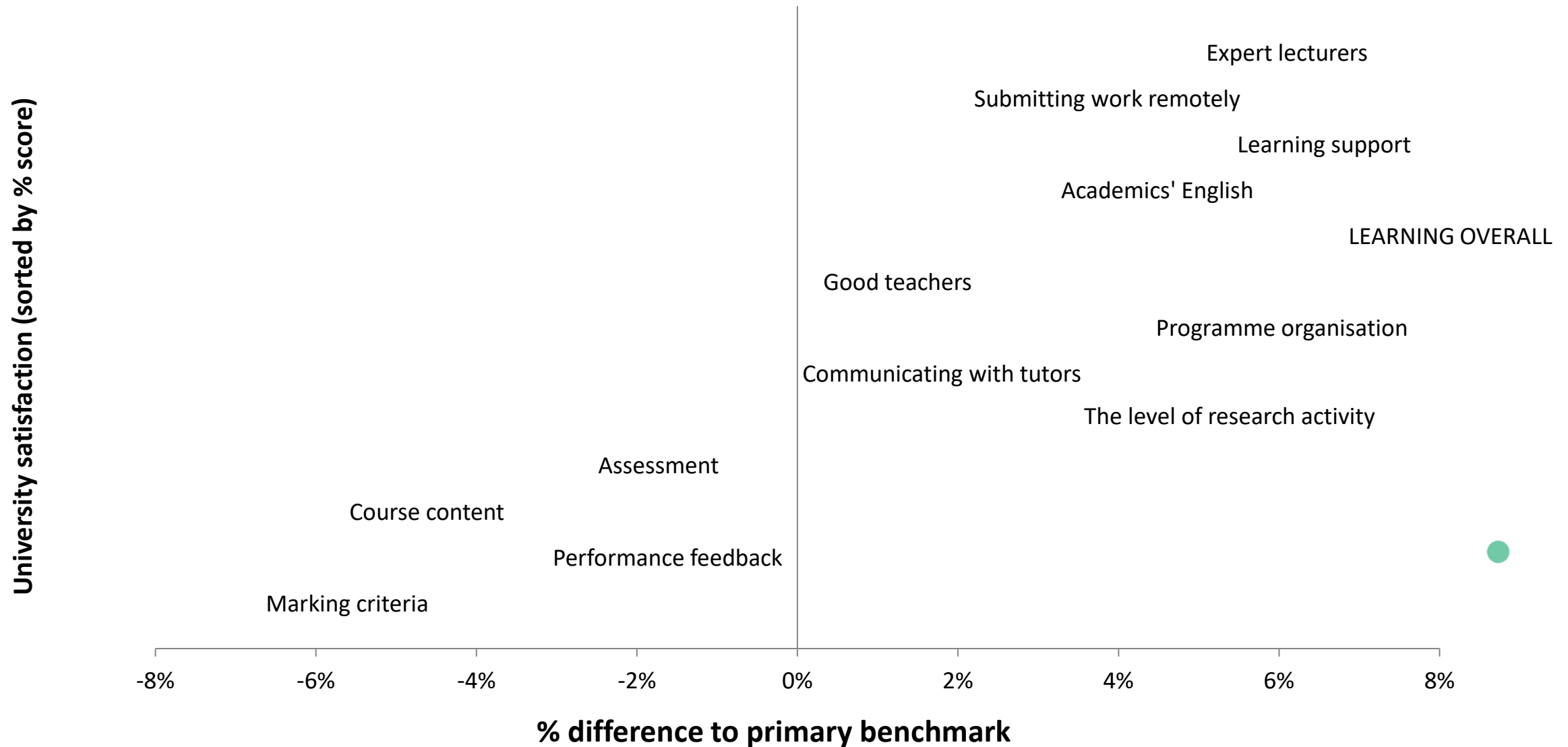
*Overall, how satisfied are you with the learning experience at this stage in the year?*

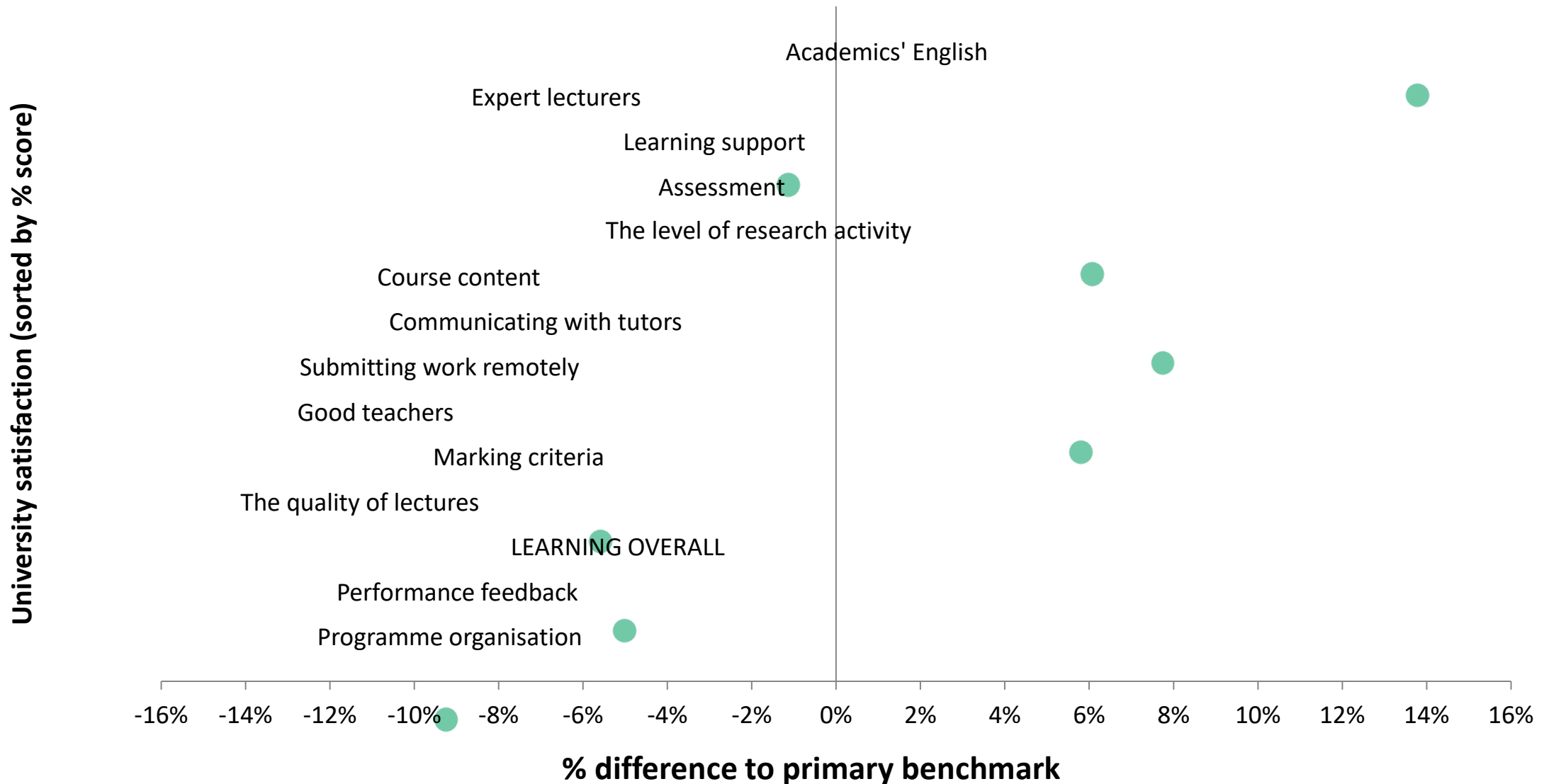


*Overall, how satisfied are you with the learning experience at this stage in the year?*







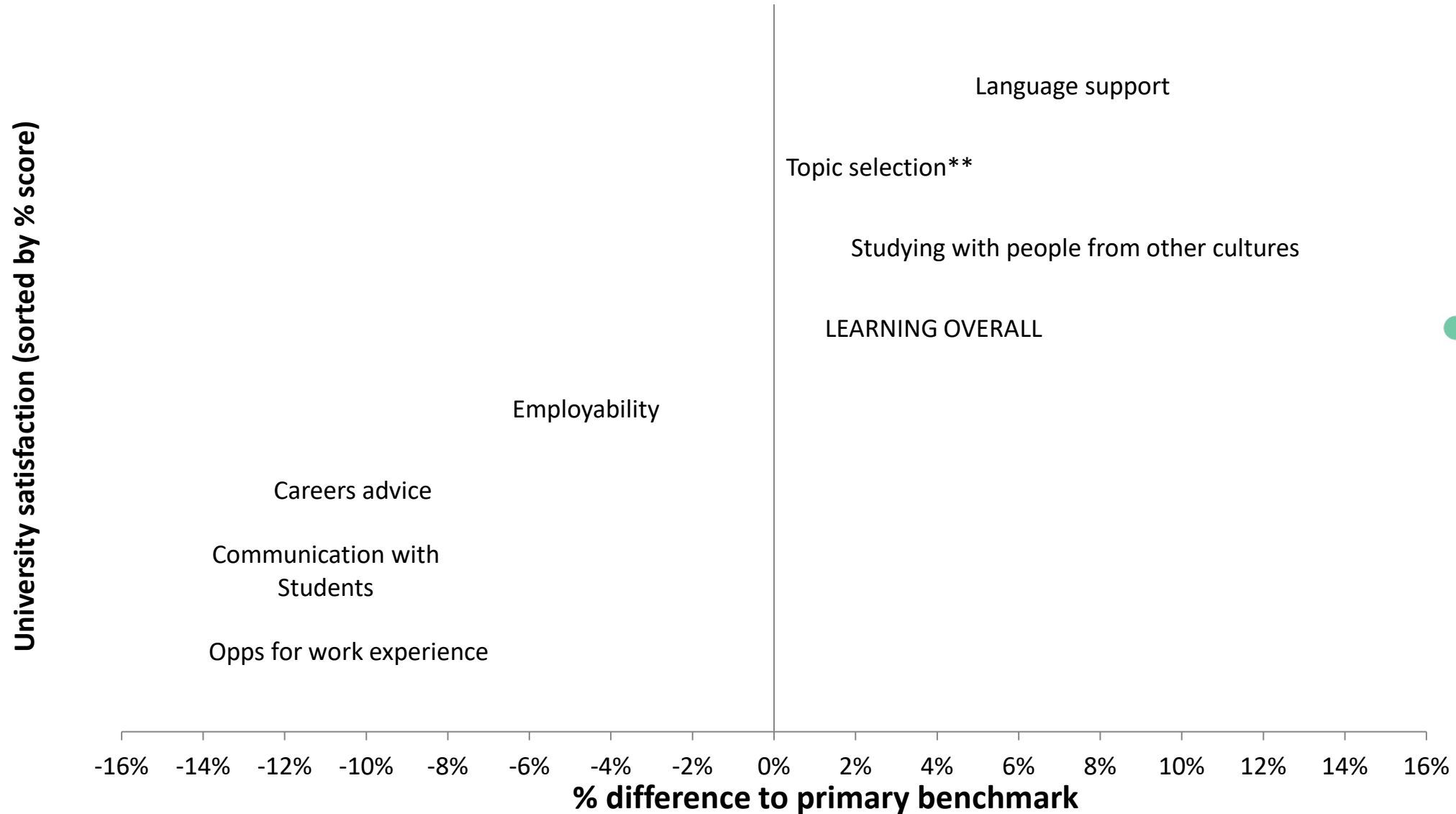


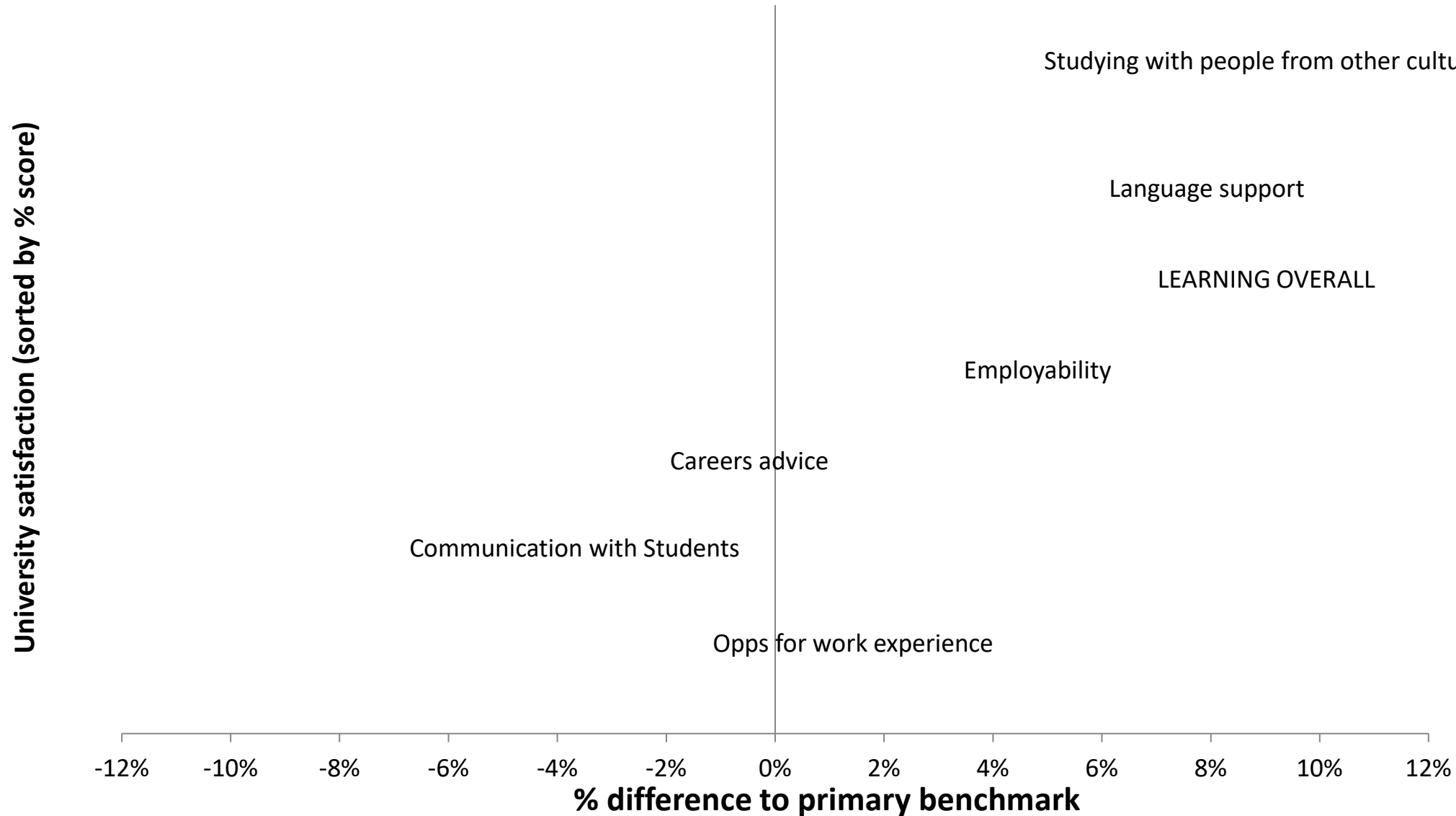
	JCU Singapore	Global 2020 ISBSB	Asia 2020 ISBSB	Global 2020 ISBSB +/-	Asia 2020 ISBSB +/-
<b>LEARNING AVERAGE</b>	<b>82.7%</b>	<b>86.8%</b>	<b>88.1%</b>	<b>-4.2%</b>	<b>-5.4%</b>
<b>LEARNING OVERALL</b>	<b>83.3%</b>	<b>80.8%</b>	<b>82.6%</b>	<b>2.5%</b>	<b>0.7%</b>
TEACHING					
Expert lecturers	91.4%	94.2%	94.5%	-2.7%	-3.0%
Academics' English	91.4%	92.2%	92.1%	-0.7%	-0.7%
Learning support	89.2%	88.4%	90.3%	0.9%	-1.1%
Submitting work remotely	87.1%	92.5%	92.7%	-5.4%	-5.6%
The level of research activity	85.9%	87.9%	88.4%	-1.9%	-2.5%
Assessment	85.1%	88.1%	89.3%	-3.0%	-4.2%
Communicating with tutors	84.1%	88.6%	90.3%	-4.5%	-6.3%
Good teachers	82.9%	88.7%	89.8%	-5.9%	-7.0%
Course content	81.4%	90.0%	90.4%	-8.6%	-9.0%
Programme organisation	81.4%	83.3%	86.4%	-1.9%	-5.0%
The quality of lectures	80.0%	88.6%	90.3%	-8.6%	-10.3%
Performance feedback	77.1%	83.5%	85.9%	-6.3%	-8.7%
Marking criteria	76.8%	82.8%	86.0%	-6.0%	-9.2%

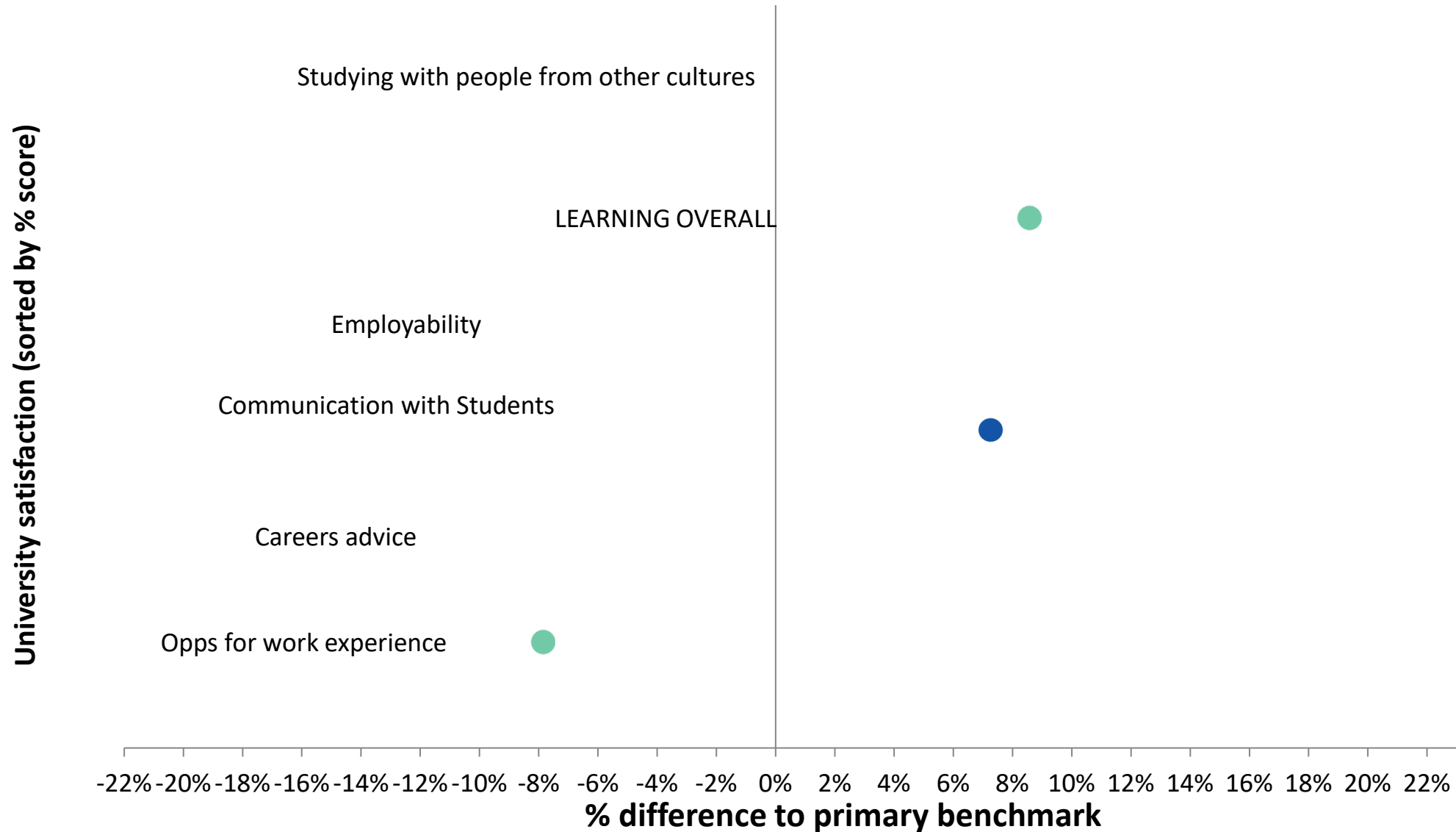
	JCU Singapore	Global 2020 ISB	Asia 2020 ISB	Global 2020 ISB +/-	Asia 2020 ISB +/-
<b>LEARNING AVERAGE</b>	<b>86.2%</b>	<b>86.6%</b>	<b>86.5%</b>	<b>-0.4%</b>	<b>-0.3%</b>
<b>LEARNING OVERALL</b>	<b>90.0%</b>	<b>82.2%</b>	<b>83.4%</b>	<b>7.8%</b>	<b>6.6%</b>
TEACHING					
Expert lecturers	97.3%	93.8%	92.5%	3.5%	4.8%
Submitting work remotely	94.6%	93.0%	92.7%	1.6%	1.9%
Learning support	93.9%	88.1%	88.7%	5.9%	5.2%
Academics' English	91.9%	92.6%	88.9%	-0.8%	3.0%
Good teachers	89.2%	88.9%	89.1%	0.3%	0.1%
Programme organisation	89.2%	82.9%	85.0%	6.3%	4.2%
Communicating with tutors	88.9%	88.2%	89.1%	0.6%	-0.2%
The level of research activity	88.6%	86.6%	85.2%	2.0%	3.3%
Assessment	85.7%	88.8%	88.5%	-3.1%	-2.7%
Course content	83.8%	90.2%	89.6%	-6.4%	-5.9%
Performance feedback	81.1%	84.3%	84.4%	-3.2%	-3.3%
Marking criteria	77.8%	84.4%	84.7%	-6.6%	-6.9%



	JCU Singapore	Global 2020 SB	Asia 2020 SB	Global 2020 SB +/-	Asia 2020 SB +/-
<b>LEARNING AVERAGE</b>	<b>77.1%</b>	<b>86.3%</b>	<b>87.8%</b>	<b>-9.2%</b>	<b>-10.7%</b>
<b>LEARNING OVERALL</b>	<b>73.1%</b>	<b>79.2%</b>	<b>81.3%</b>	<b>-6.1%</b>	<b>-8.2%</b>
<b>TEACHING</b>					
Academics' English	90.9%	92.4%	92.6%	-1.5%	-1.7%
Expert lecturers	84.8%	93.9%	94.0%	-9.1%	-9.2%
Learning support	84.4%	87.7%	90.0%	-3.4%	-5.6%
Assessment	84.4%	87.9%	89.1%	-3.6%	-4.7%
The level of research activity	82.8%	88.0%	88.5%	-5.2%	-5.7%
Course content	78.8%	90.1%	90.2%	-11.3%	-11.4%
Communicating with tutors	78.8%	87.8%	89.9%	-9.0%	-11.1%
Submitting work remotely	78.8%	92.0%	92.0%	-13.2%	-13.2%
Good teachers	75.8%	87.9%	89.1%	-12.2%	-13.3%
Marking criteria	75.8%	81.9%	85.8%	-6.2%	-10.1%
The quality of lectures	75.0%	87.7%	89.7%	-12.7%	-14.7%
Performance feedback	72.7%	82.3%	85.1%	-9.6%	-12.4%
Programme organisation	72.7%	82.0%	85.6%	-9.3%	-12.8%



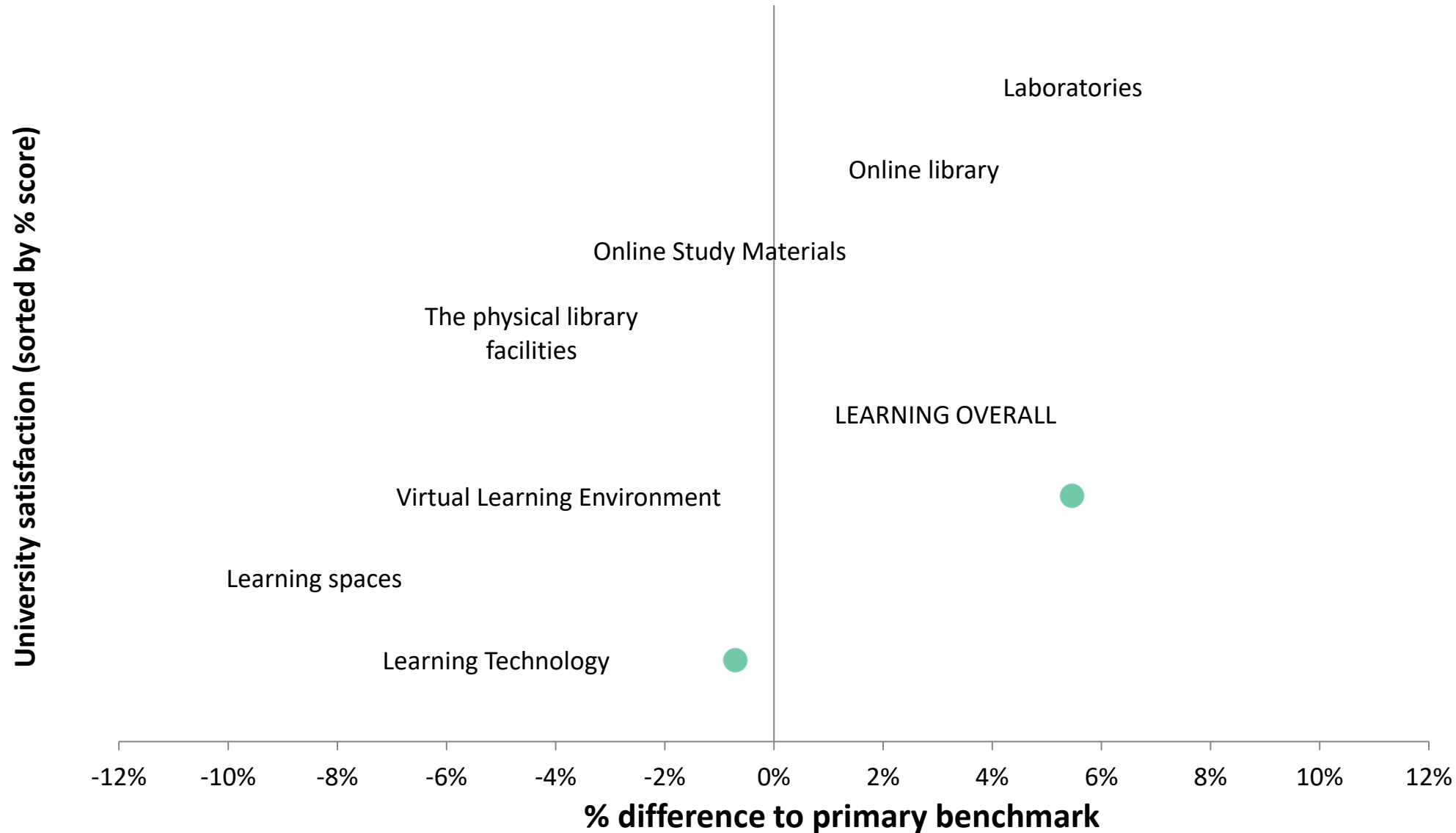




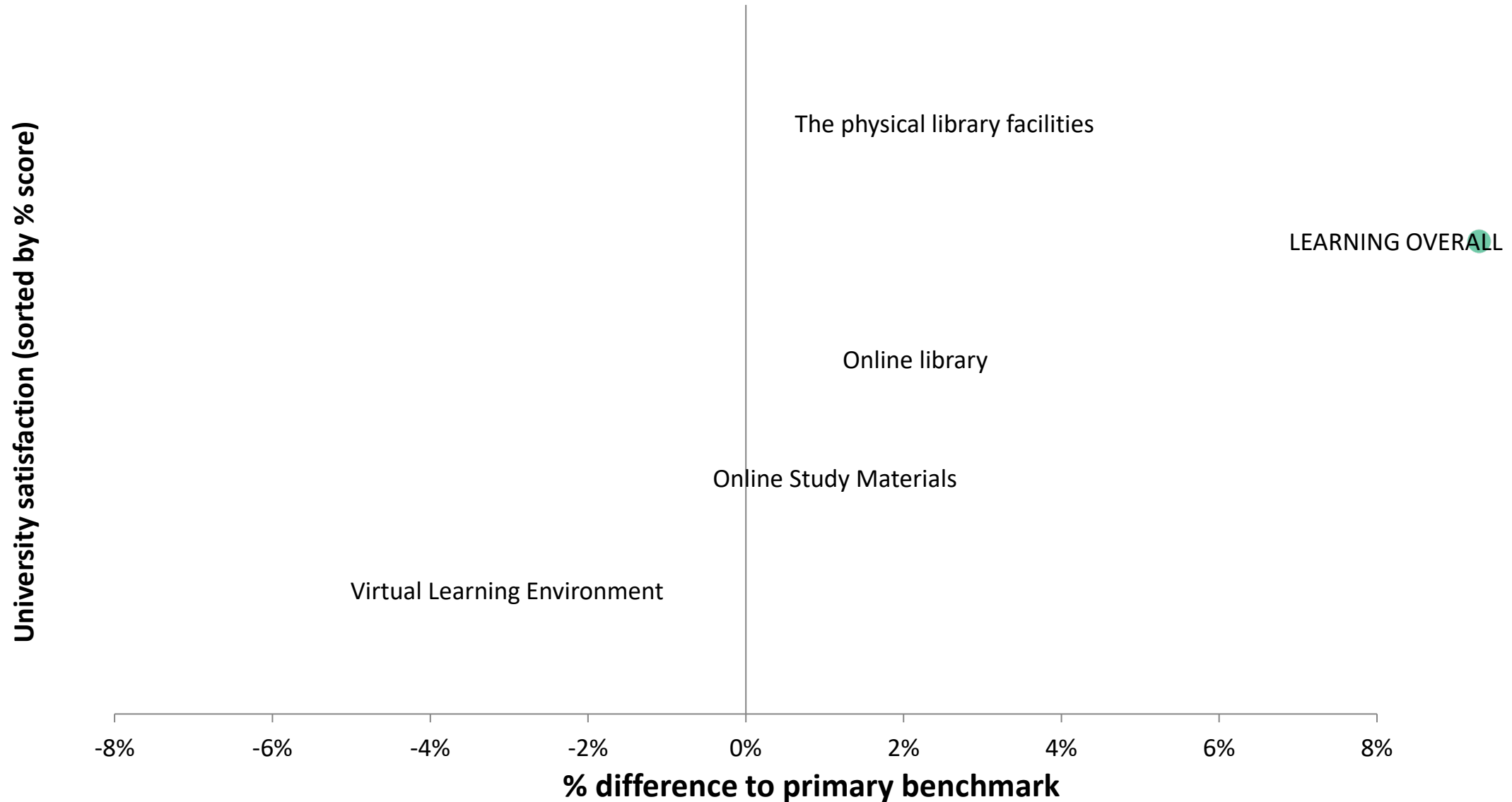
	JCU Singapore	Global 2020 ISBSB	Asia 2020 ISBSB	Global 2020 ISBSB +/-	Asia 2020 ISBSB +/-
LEARNING AVERAGE	82.7%	86.8%	88.1%	-4.2%	-5.4%
LEARNING OVERALL	83.3%	80.8%	82.6%	2.5%	0.7%
STUDIES					
Language support	93.3%	88.8%	89.0%	4.5%	4.4%
Topic selection**	90.9%	90.2%	91.2%	0.7%	-0.3%
Studying with people from other cultures	88.1%	85.8%	86.5%	2.3%	1.6%
Employability	78.1%	82.6%	85.1%	-4.4%	-7.0%
Careers advice	69.5%	77.8%	82.3%	-8.3%	-12.8%
Communication with Students	69.1%	80.7%	83.5%	-11.6%	-14.3%
Opps for work experience	65.0%	75.7%	79.4%	-10.7%	-14.4%

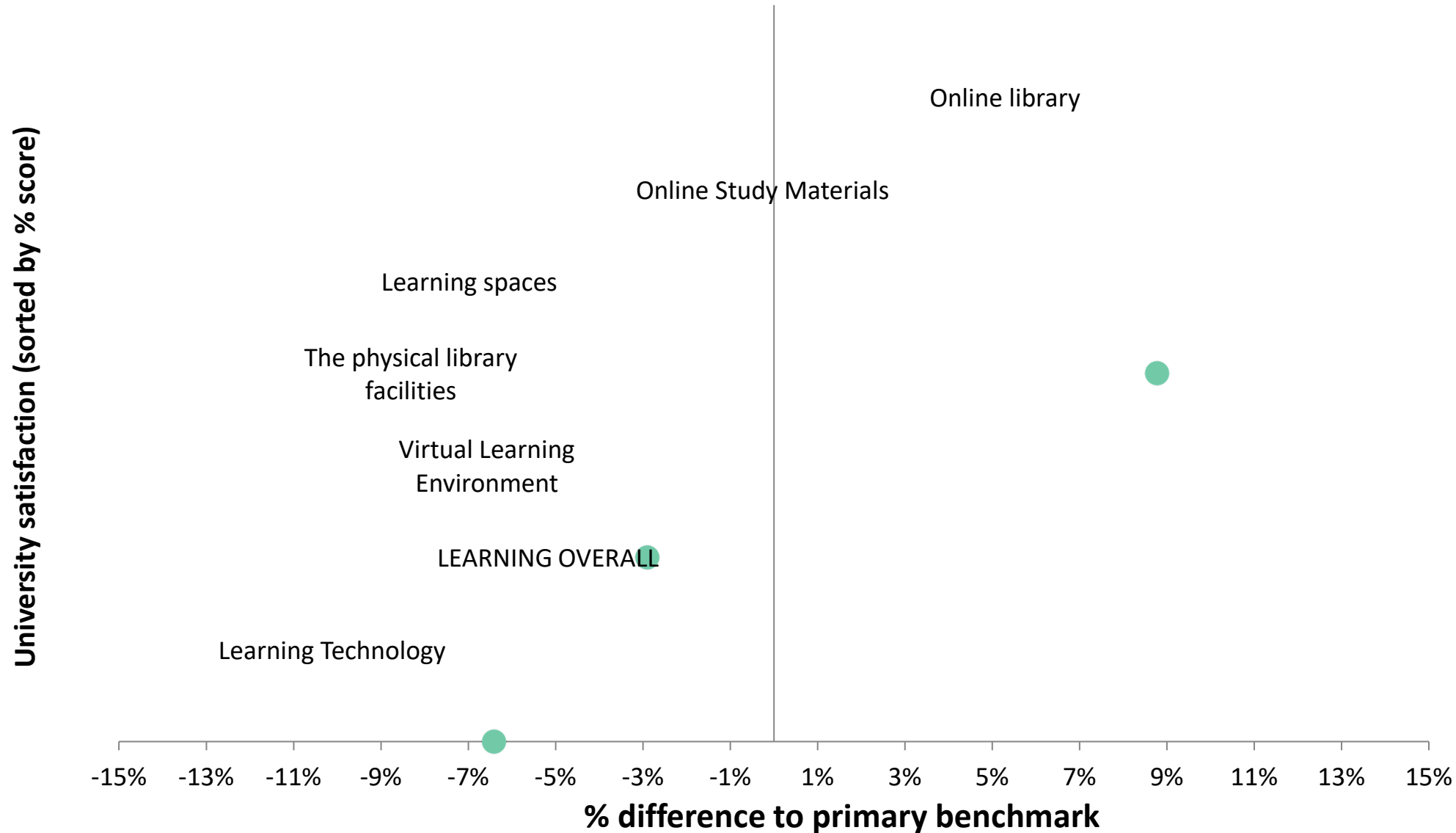
	JCU Singapore	Global 2020 ISB	Asia 2020 ISB	Global 2020 ISB +/-	Asia 2020 ISB +/-
LEARNING AVERAGE	86.2%	86.6%	86.5%	-0.4%	-0.3%
LEARNING OVERALL	90.0%	82.2%	83.4%	7.8%	6.6%
STUDIES					
Studying with people from other cultures	97.2%	87.1%	87.0%	10.1%	10.2%
Language support	93.3%	89.1%	87.6%	4.2%	5.7%
Employability	85.7%	79.2%	82.7%	6.5%	3.0%
Careers advice	74.2%	71.4%	76.5%	2.7%	-2.4%
Communication with Students	73.0%	77.0%	80.1%	-4.0%	-7.1%
Opps for work experience	71.0%	69.0%	72.5%	2.0%	-1.6%

	JCU Singapore	Global 2020 SB	Asia 2020 SB	Global 2020 SB +/-	Asia 2020 SB +/-
LEARNING AVERAGE	77.1%	86.3%	87.8%	-9.2%	-10.7%
LEARNING OVERALL	73.1%	79.2%	81.3%	-6.1%	-8.2%
STUDIES					
Studying with people from other cultures	77.4%	84.0%	85.0%	-6.6%	-7.6%
Employability	69.0%	82.1%	84.8%	-13.2%	-15.8%
Communication with Students	64.5%	80.3%	83.5%	-15.8%	-19.0%
Careers advice	64.3%	77.2%	82.7%	-12.9%	-18.4%
Opps for work experience	58.6%	75.9%	80.2%	-17.3%	-21.6%





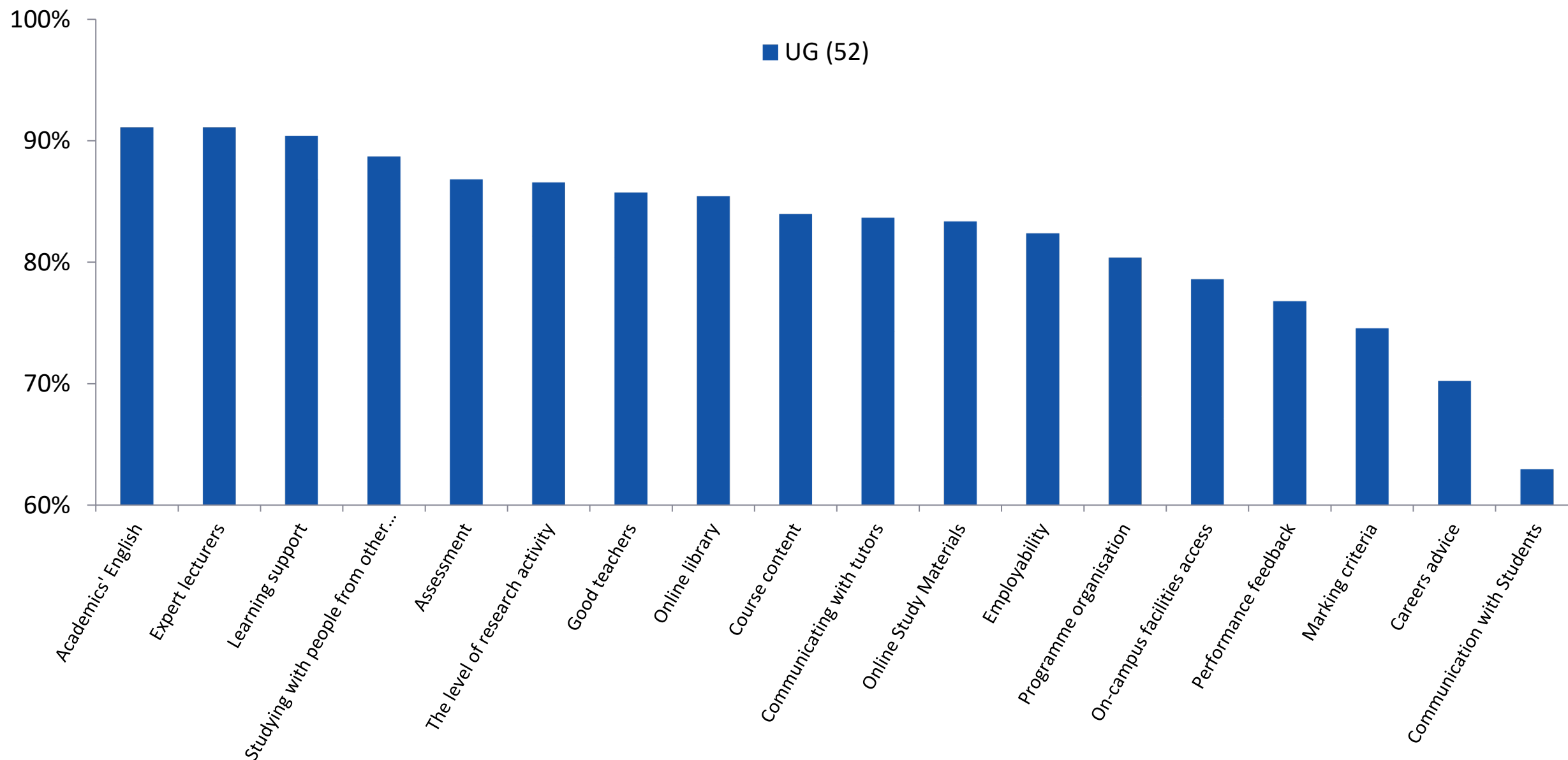




	JCU Singapore	Global 2020 ISBSB	Asia 2020 ISBSB	Global 2020 ISBSB +/-	Asia 2020 ISBSB +/-
LEARNING AVERAGE	82.7%	86.8%	88.1%	-4.2%	-5.4%
LEARNING OVERALL	83.3%	80.8%	82.6%	2.5%	0.7%
FACILITIES					
Laboratories	92.3%	88.5%	88.5%	3.8%	3.8%
Online library	86.9%	86.3%	85.9%	0.6%	0.9%
Online Study Materials	83.6%	86.4%	87.3%	-2.8%	-3.7%
The physical library facilities	83.3%	90.3%	90.2%	-7.0%	-6.8%
Virtual Learning Environment	80.3%	86.9%	87.5%	-6.6%	-7.2%
Learning spaces	79.2%	89.1%	89.6%	-10.0%	-10.5%
Learning Technology	78.3%	86.2%	85.9%	-7.9%	-7.6%

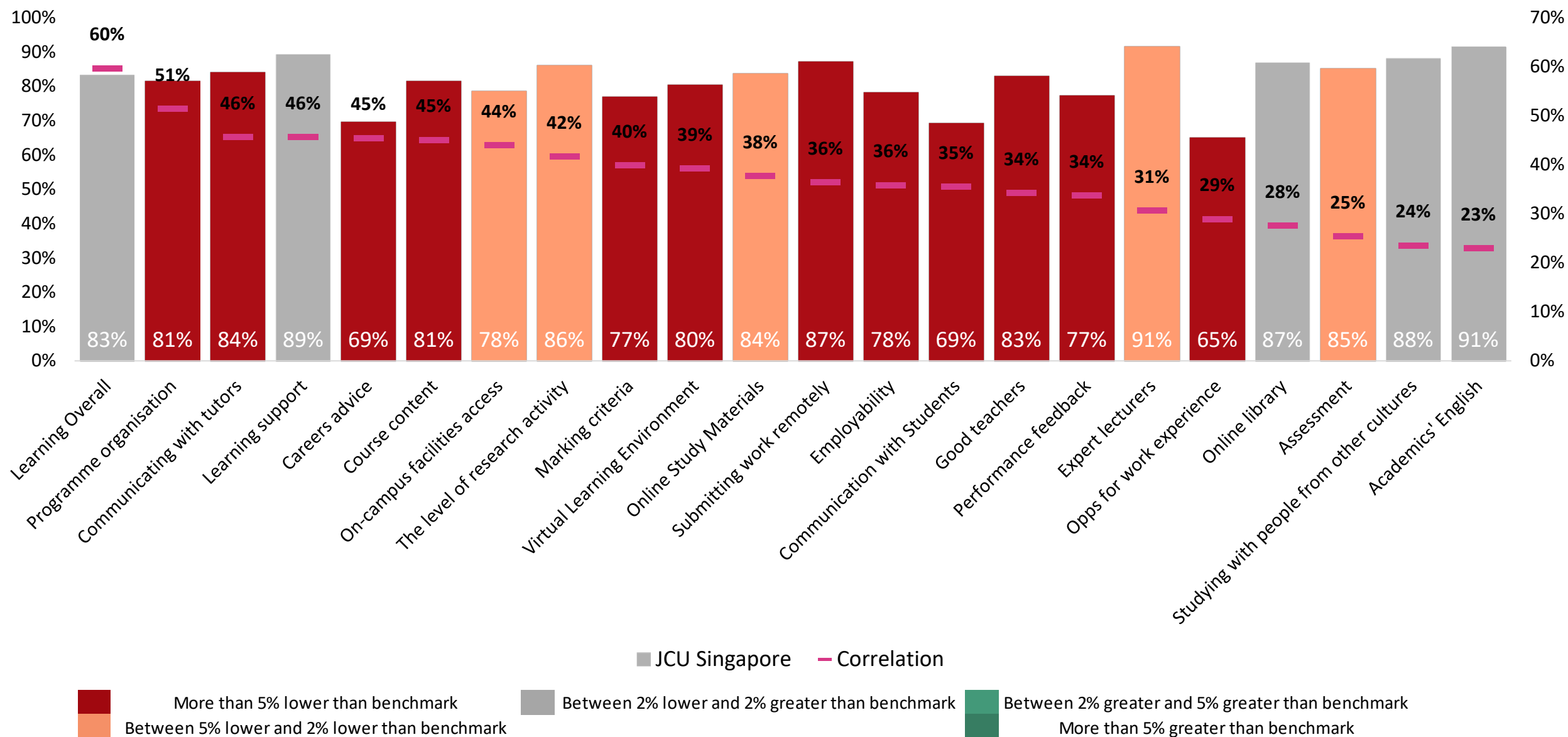
	JCU Singapore	Global 2020 ISB	Asia 2020 ISB	Global 2020 ISB +/-	Asia 2020 ISB +/-
LEARNING AVERAGE	86.2%	86.6%	86.5%	-0.4%	-0.3%
LEARNING OVERALL	90.0%	82.2%	83.4%	7.8%	6.6%
FACILITIES					
The physical library facilities	90.0%	90.7%	89.7%	-0.7%	0.3%
Online library	84.4%	86.7%	83.4%	-2.4%	0.9%
Online Study Materials	83.3%	86.8%	84.0%	-3.4%	-0.7%
Virtual Learning Environment	82.4%	88.4%	87.7%	-6.0%	-5.3%

	JCU Singapore	Global 2020 SB	Asia 2020 SB	Global 2020 SB +/-	Asia 2020 SB +/-
LEARNING AVERAGE	77.1%	86.3%	87.8%	-9.2%	-10.7%
LEARNING OVERALL	73.1%	79.2%	81.3%	-6.1%	-8.2%
FACILITIES					
Online library	89.7%	86.6%	86.6%	3.1%	3.0%
Online Study Materials	83.9%	86.2%	87.6%	-2.3%	-3.7%
Learning spaces	80.0%	88.4%	89.5%	-8.4%	-9.5%
The physical library facilities	78.6%	90.0%	89.9%	-11.4%	-11.3%
Virtual Learning Environment	78.1%	86.4%	87.3%	-8.3%	-9.1%
Learning Technology	71.4%	85.1%	84.7%	-13.7%	-13.3%

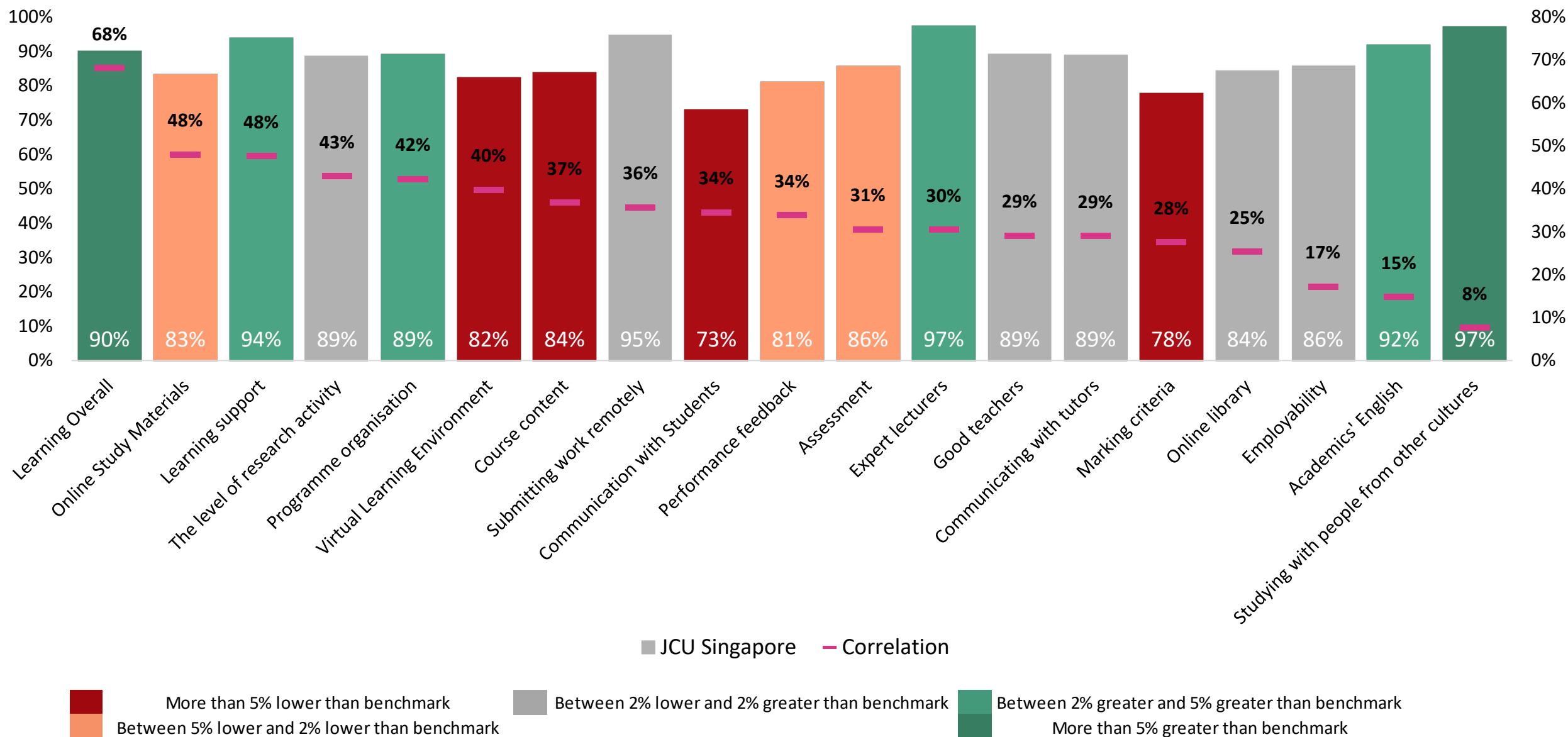


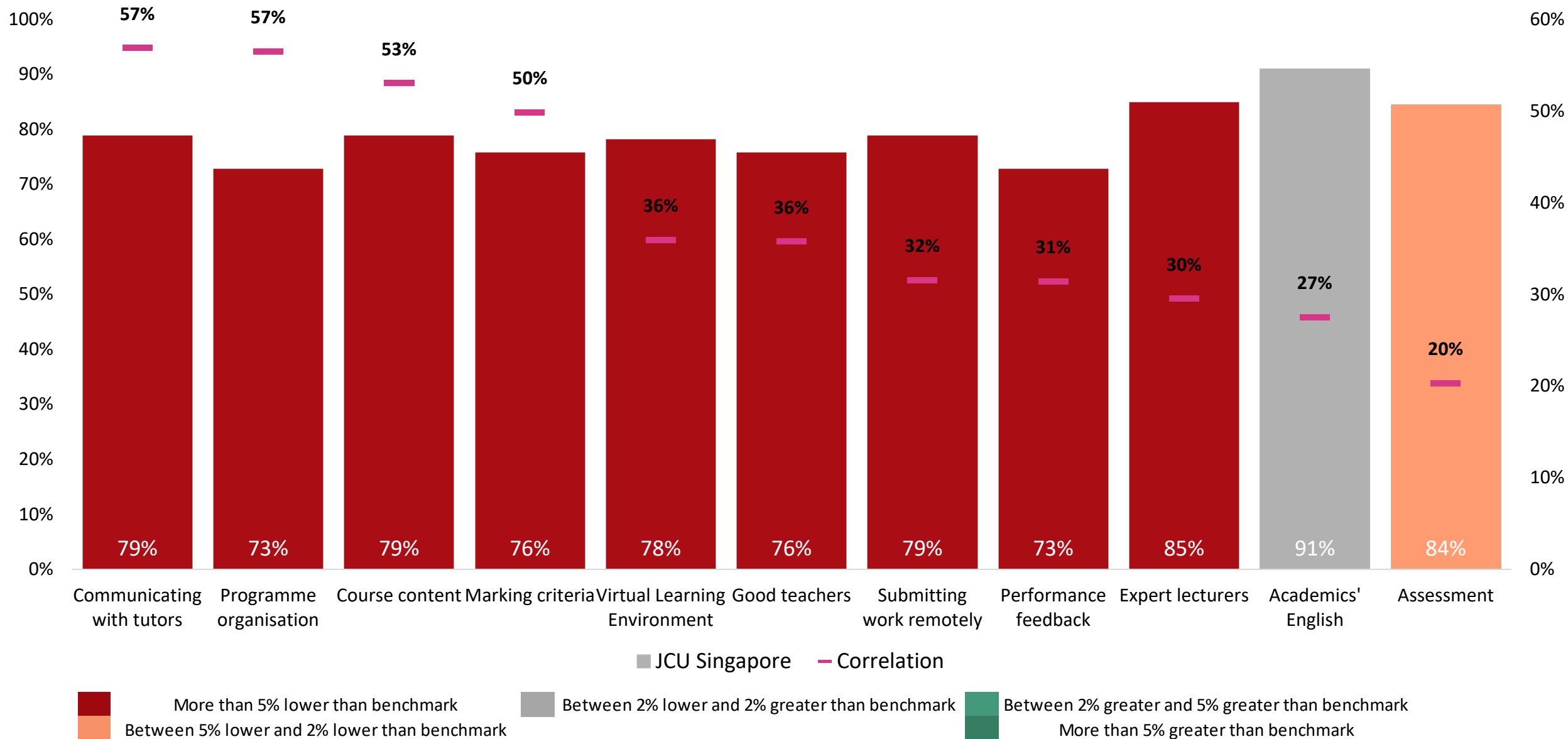
## Learning satisfaction (year on year)

Elements	2014	2015	2016	2018	2020	First year vs 2020
Physical library	55%	65%	66%	73%	83%	28%
Laboratories	78%	79%	85%	90%	92%	-14%
Learning spaces	82%	81%	93%	93%	79%	3%
Technology	76%	81%	79%	86%	78%	-2%
Class size	86%	87%	92%	94%	#N/A	#N/A
Research	77%	81%	86%	85%	#N/A	#N/A
Employability	71%	73%	81%	77%	#N/A	#N/A
Program organisation	81%	83%	87%	88%	#N/A	#N/A
Language support	83%	91%	93%	90%	93%	10%
Learning support	87%	87%	94%	91%	89%	2%
Careers advice	68%	68%	72%	72%	70%	1%
Program content	85%	82%	89%	89%	#N/A	#N/A
Marking criteria	80%	80%	85%	84%	77%	-3%
Quality lectures	86%	86%	89%	89%	#N/A	#N/A
Academics' English	88%	90%	94%	91%	91%	3%
Learning Overall	81%	82%	88%	84%	#N/A	#N/A
Assessment	82%	81%	87%	84%	85%	3%
Work experience	62%	59%	67%	64%	65%	3%
Expert lecturers	88%	89%	93%	89%	91%	3%
Good teachers	85%	83%	87%	86%	83%	-2%
Multicultural	92%	92%	95%	93%	#N/A	#N/A
Topic selection**	91%	87%	85%	91%	91%	0%
Performance feedback	83%	81%	85%	83%	77%	-6%
Virtual learning	88%	92%	90%	87%	80%	-8%
Online library	86%	84%	89%	85%	87%	1%





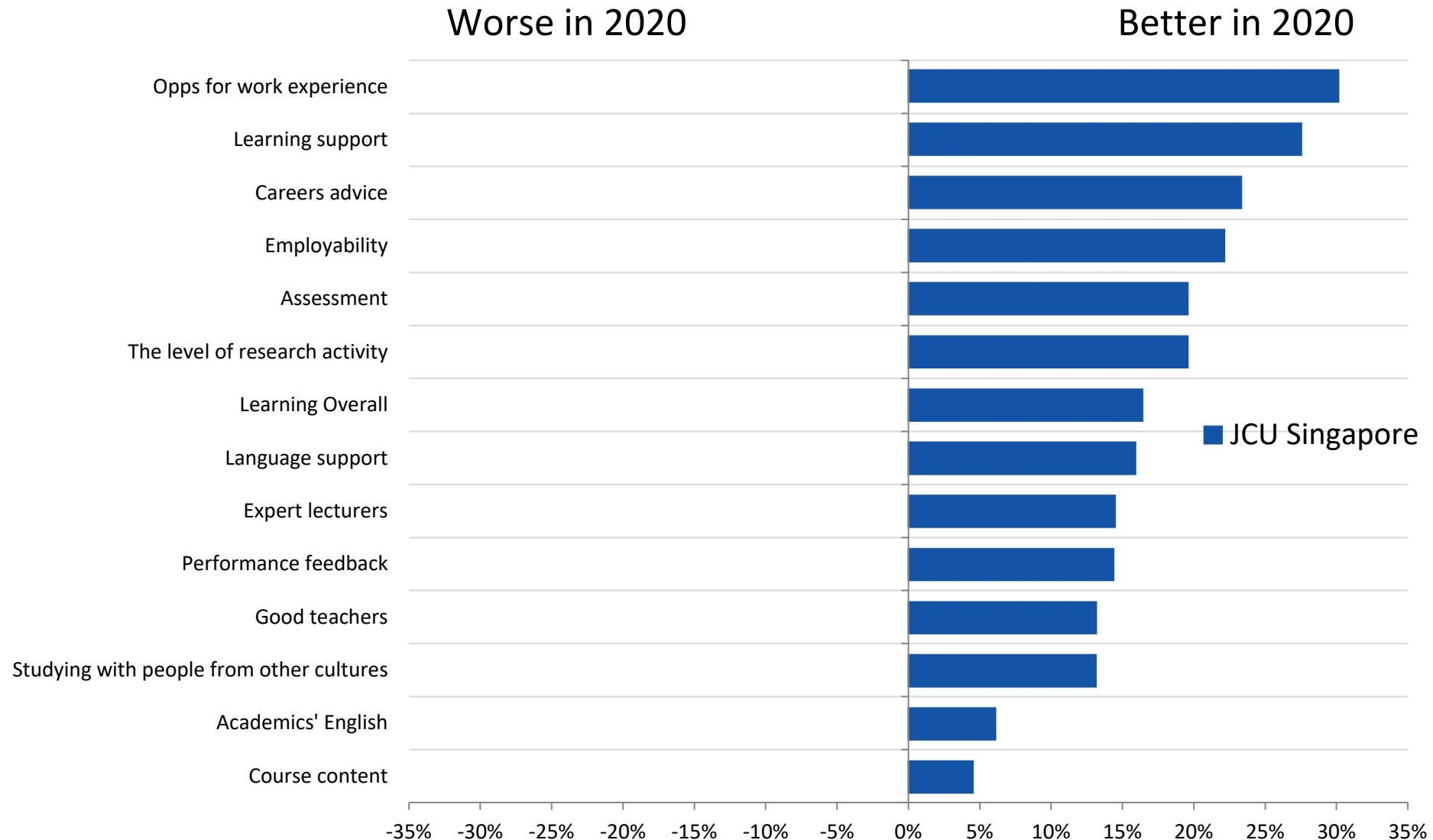




Learning Element	JCU Singapore (66)	JCU Singapore Business School (34)
Learning Overall (66)	83%	91%
Language support	93%	N/A
Academics' English	91%	91%
Expert lecturers	91%	97%
Learning support	89%	97%
Studying with people from other cultures	88%	97%
Online library	87%	90%
Assessment	85%	87%
Good teachers	83%	91%
Course content	81%	94%
Programme organisation	81%	94%
On-campus facilities access	78%	N/A
Employability	78%	91%
Marking criteria	77%	84%
Careers advice	69%	77%

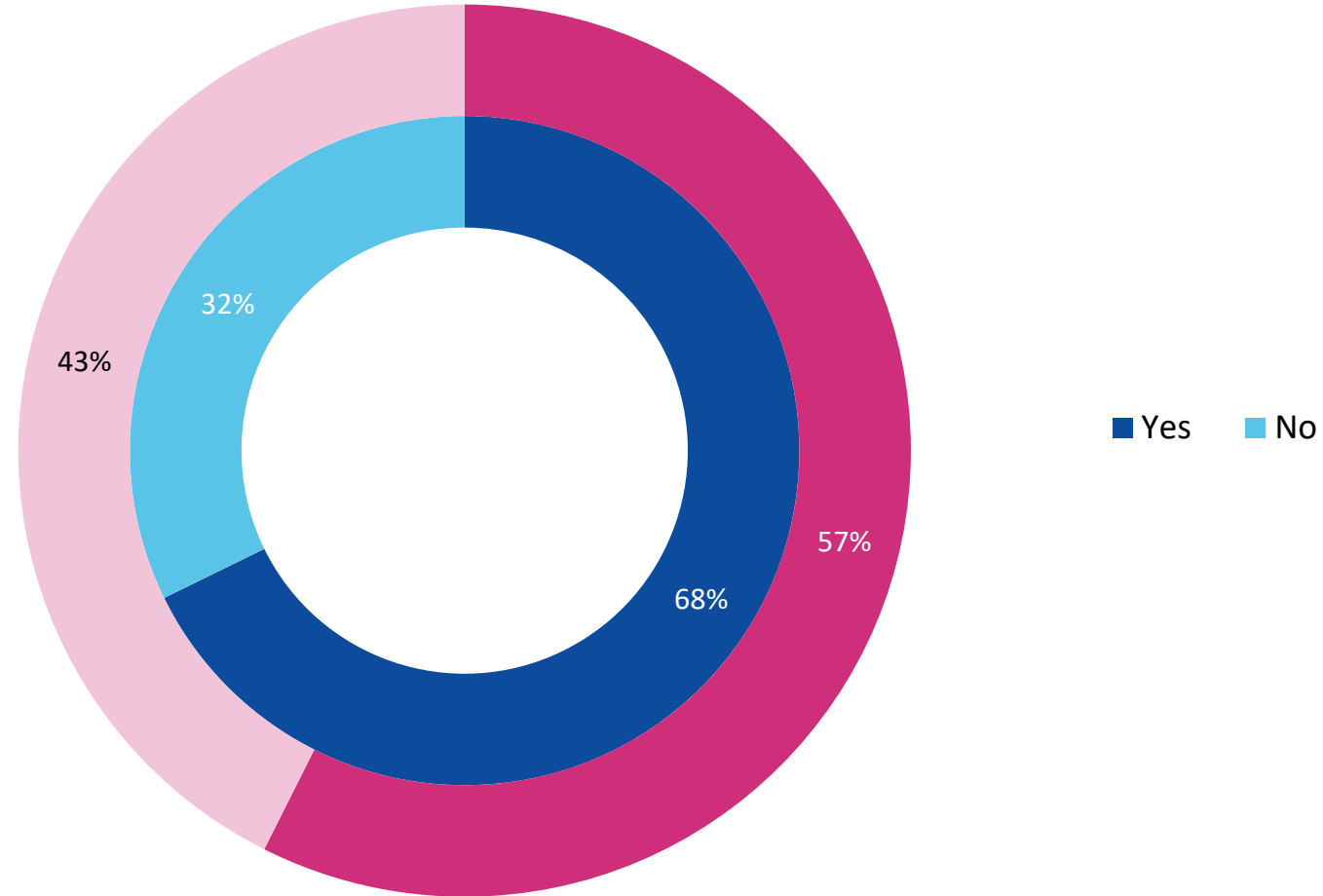
Learning Element	JCU Singapore (40)
Learning Overall (40)	90%
Expert lecturers	97%
Studying with people from other cultures	97%
Learning support	94%
Language support	93%
Academics' English	92%
Good teachers	89%
Programme organisation	89%
Assessment	86%
Employability	86%
Online library	84%
Course content	84%
Marking criteria	78%
Careers advice	74%

Elements	2008	2020	First year vs 2020
Opps for work experience	41%	71%	30%
Learning support	66%	94%	28%
Careers advice	51%	74%	23%
Employability	64%	86%	22%
Assessment	66%	86%	20%
The level of research activity	69%	89%	20%
Learning Overall	74%	90%	16%
Language support	77%	93%	16%
Expert lecturers	83%	97%	15%
Performance feedback	67%	81%	14%
Good teachers	76%	89%	13%
Studying with people from other cultures	84%	97%	13%
Academics' English	86%	92%	6%
Course content	79%	84%	5%



\*2020 vs 2008

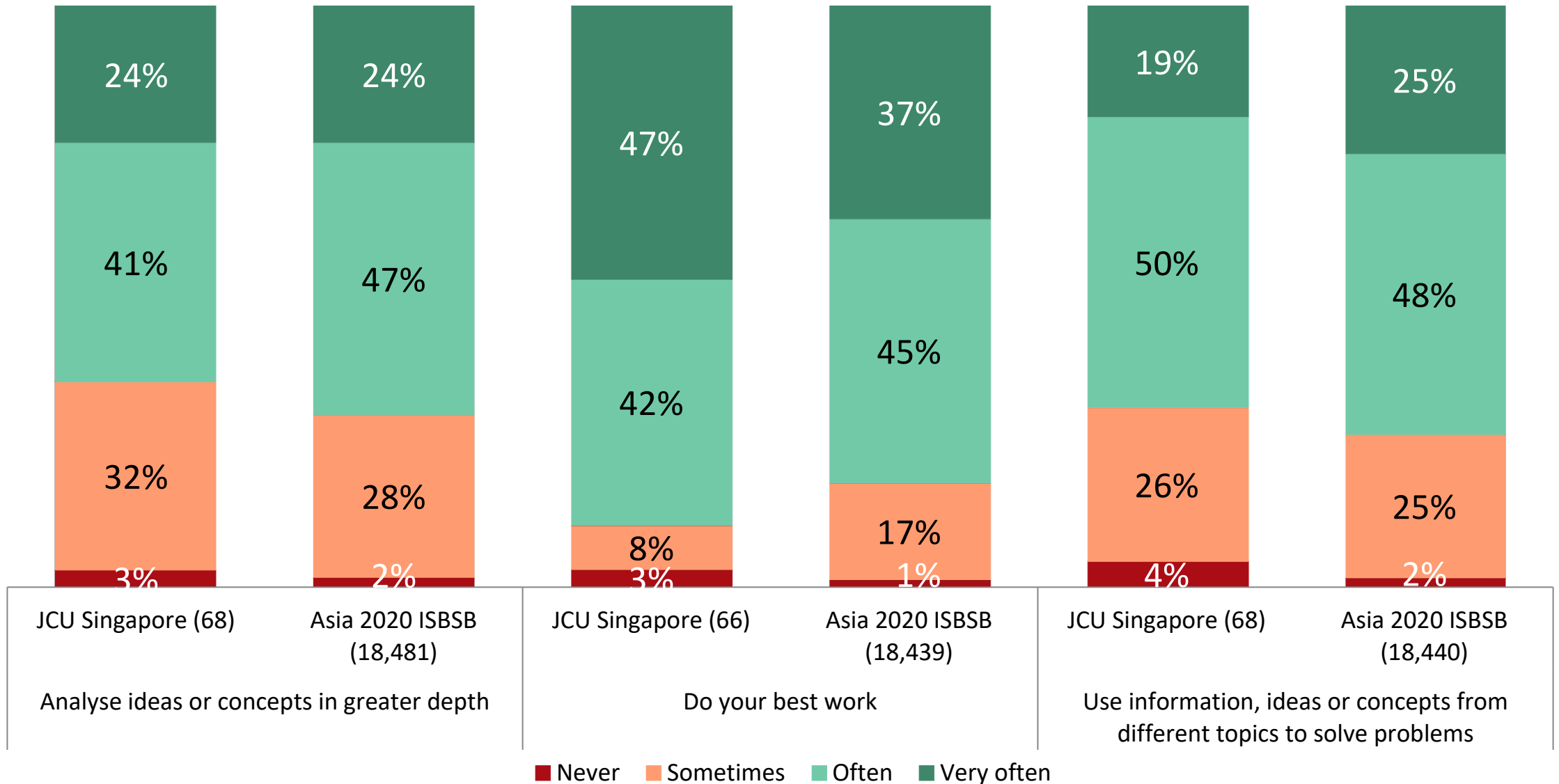
JCU Singapore (62, inner circle) vs Asia 2020 ISBSB (15,605, outer circle)



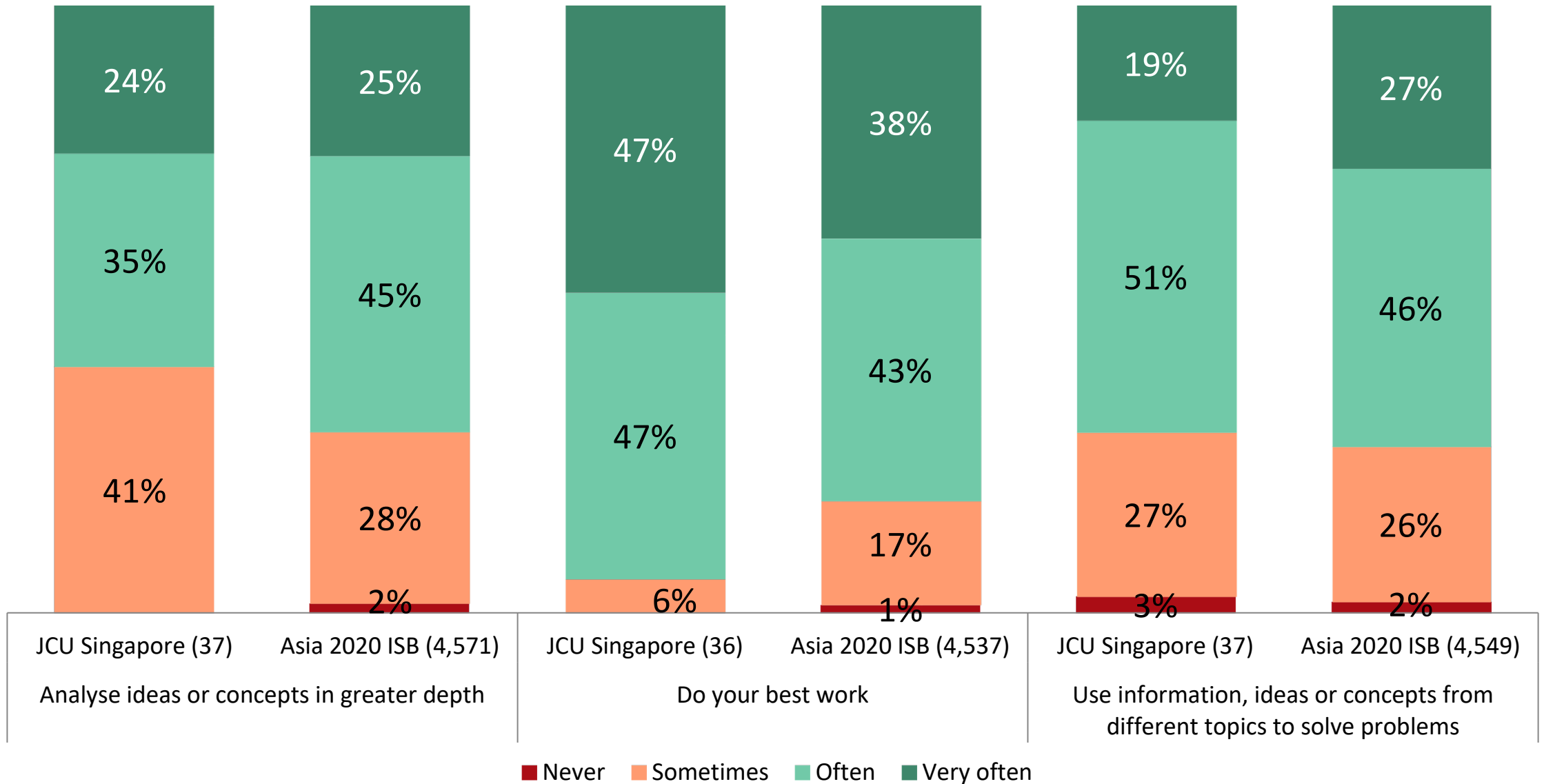
*Based on your current online study experience, would you choose to study online again in the future?*

# Engagement

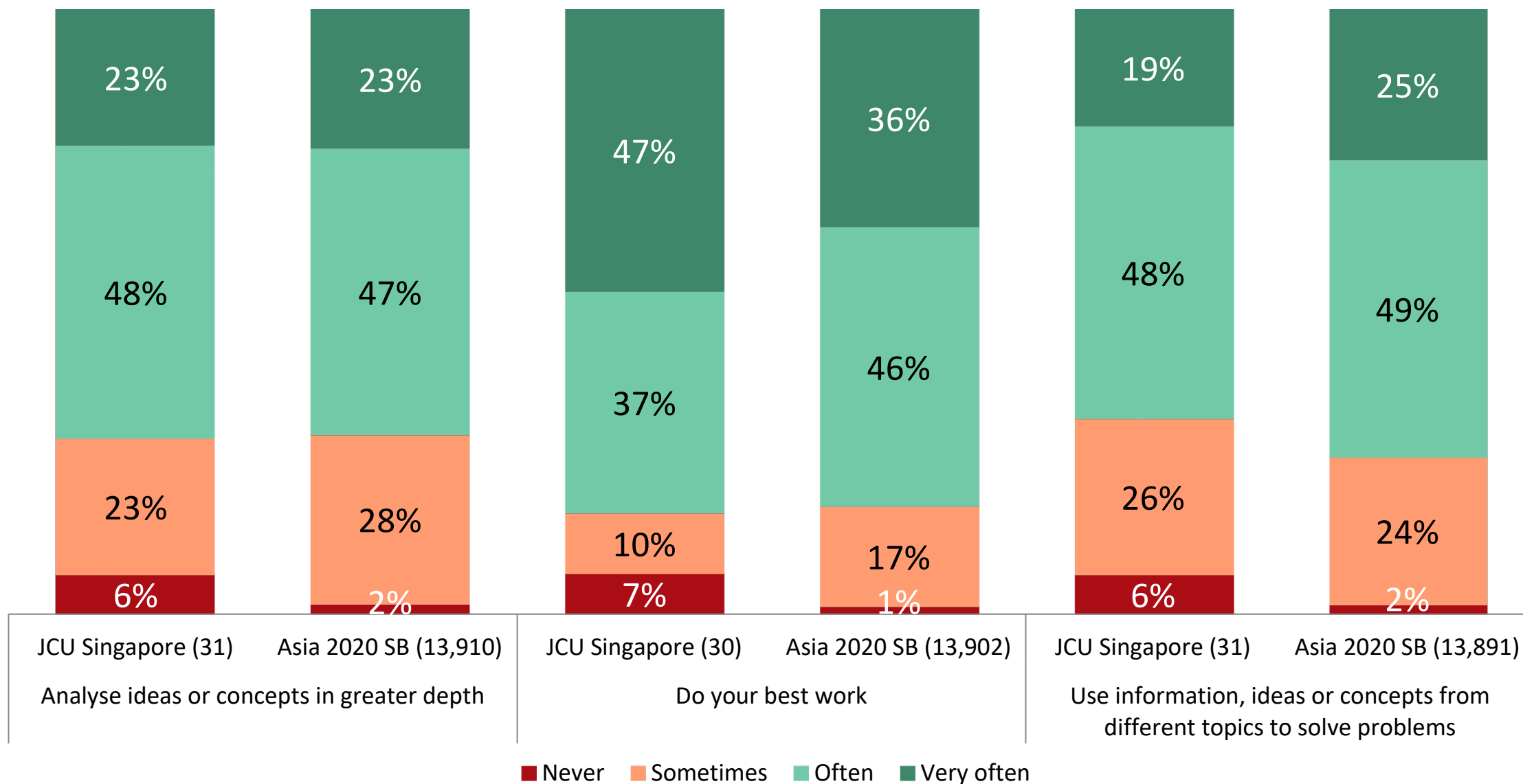




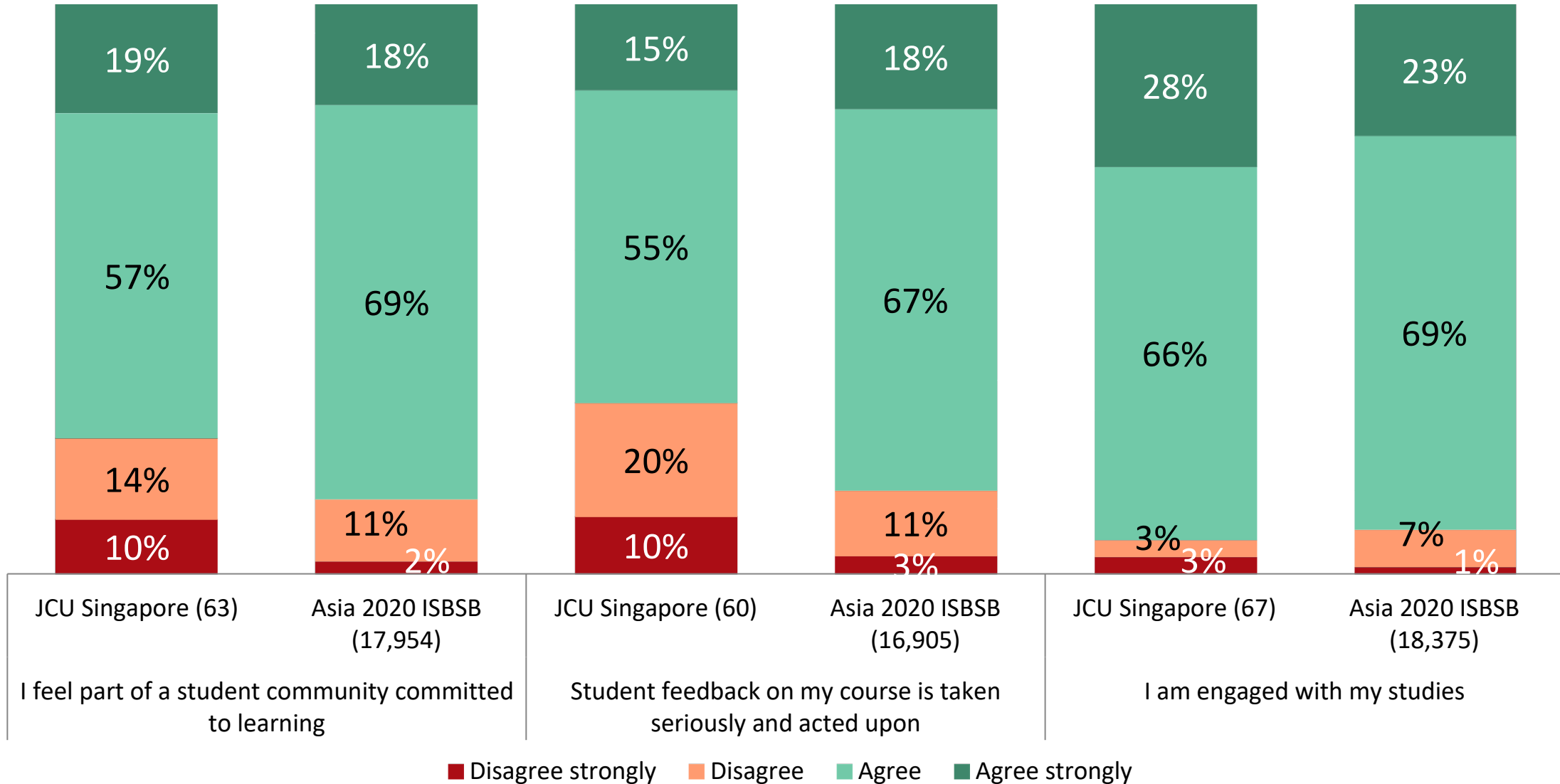
*Thinking back over this academic year, to what extent has your course challenged you to:*



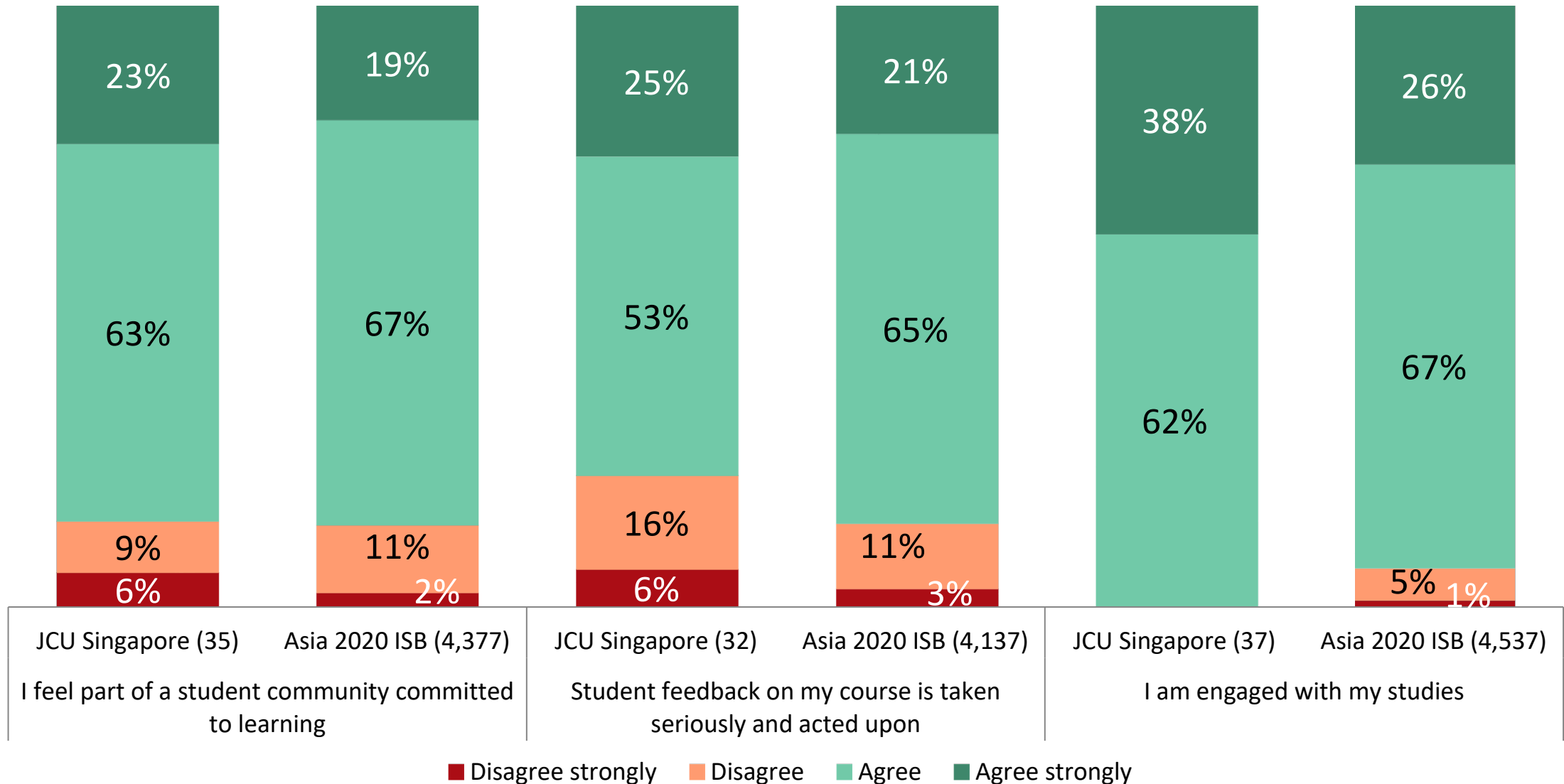
*Thinking back over this academic year, to what extent has your course challenged you to:*



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

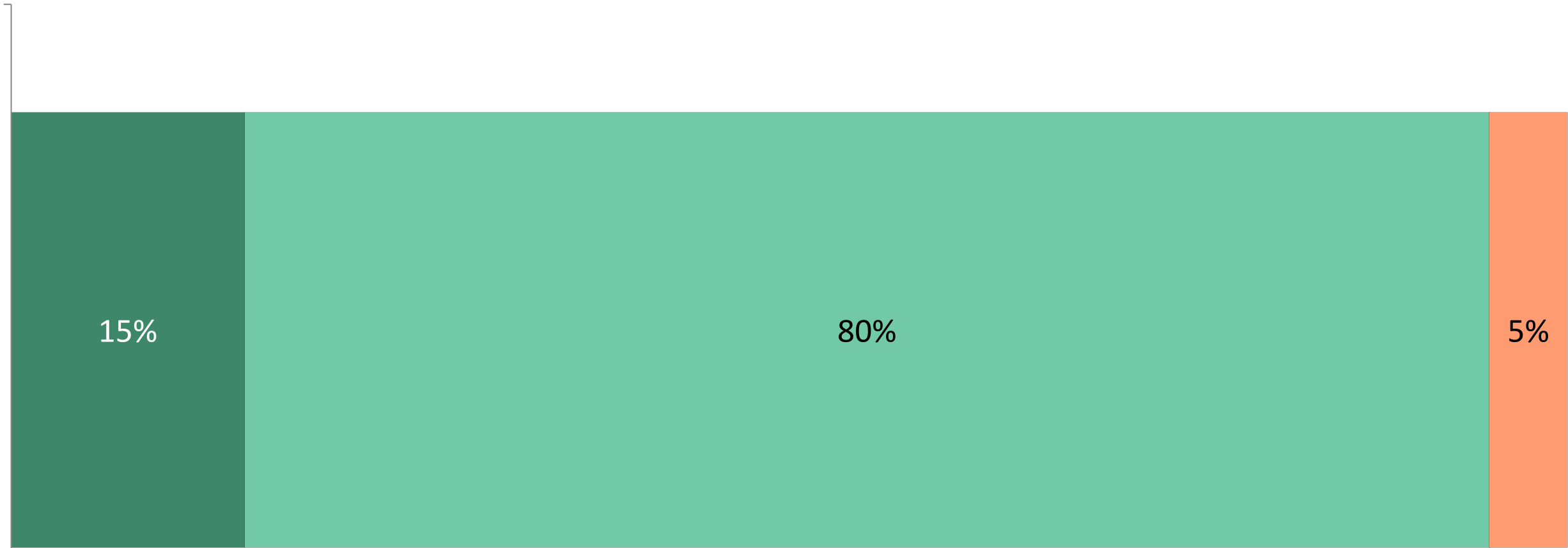


*To what extent do you agree or disagree with the following statements:*



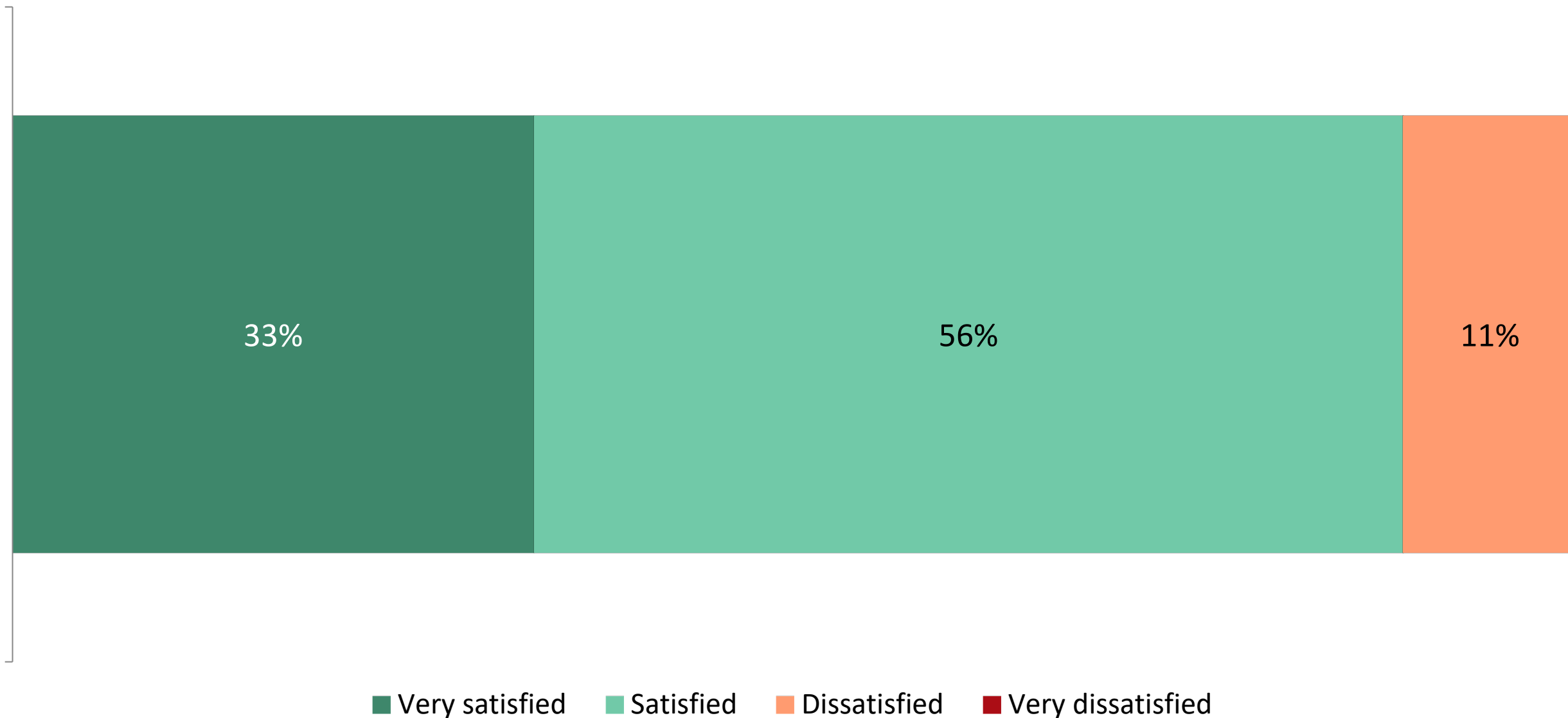
*To what extent do you agree or disagree with the following statements:*

# Living experience



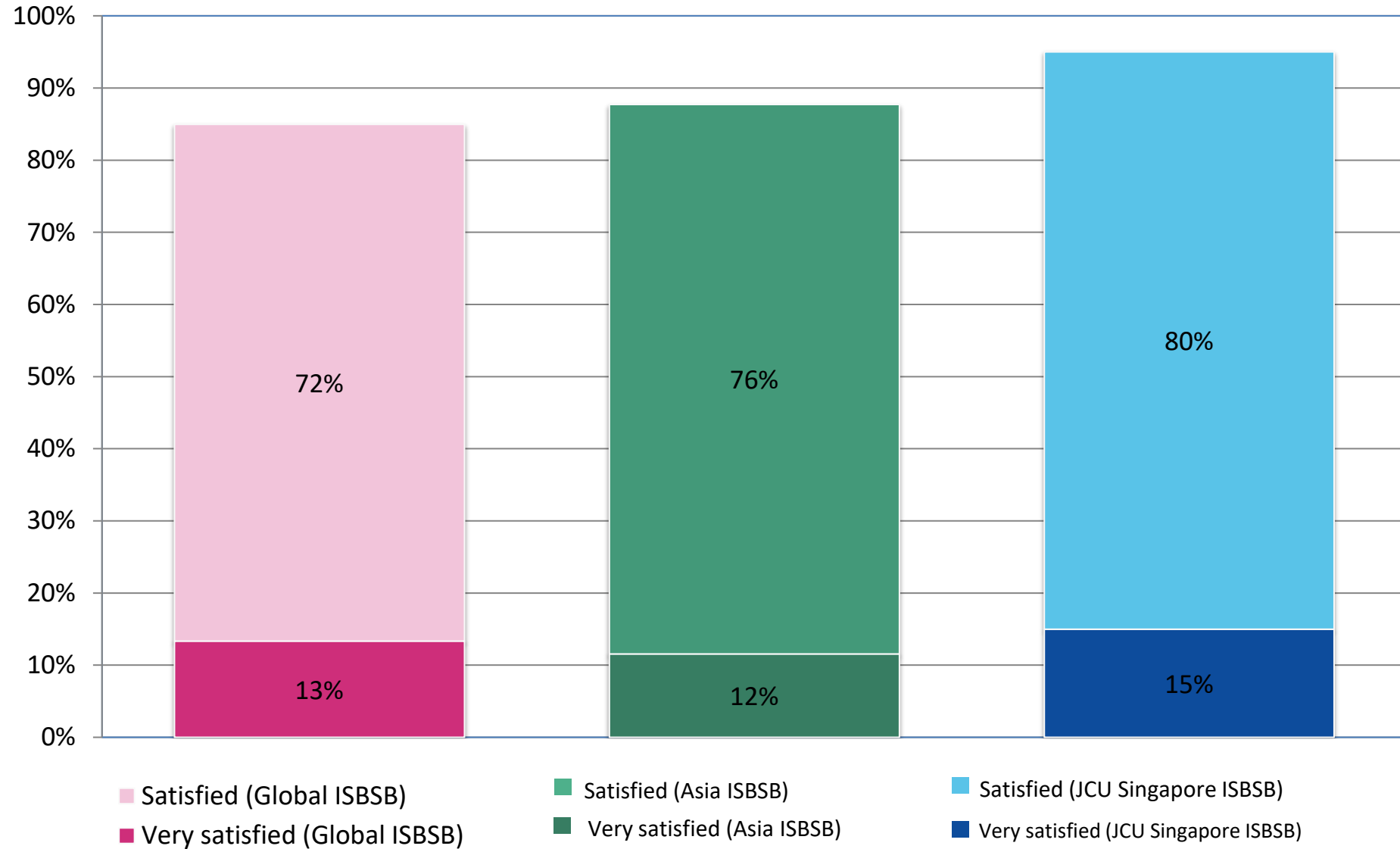
■ Very satisfied ■ Satisfied ■ Dissatisfied ■ Very dissatisfied

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

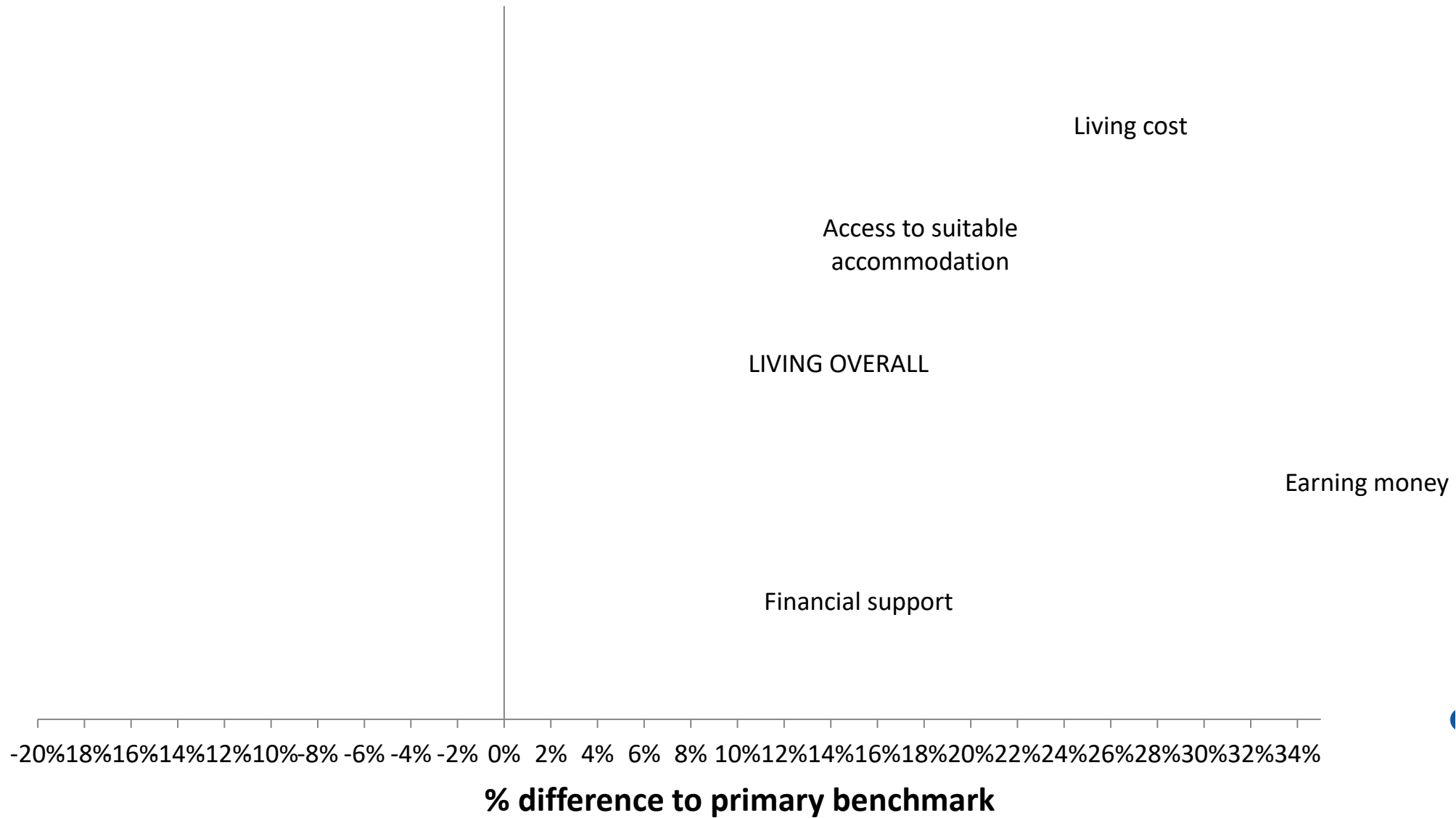


*Overall, how satisfied are you with the living experience at this stage in the year?*



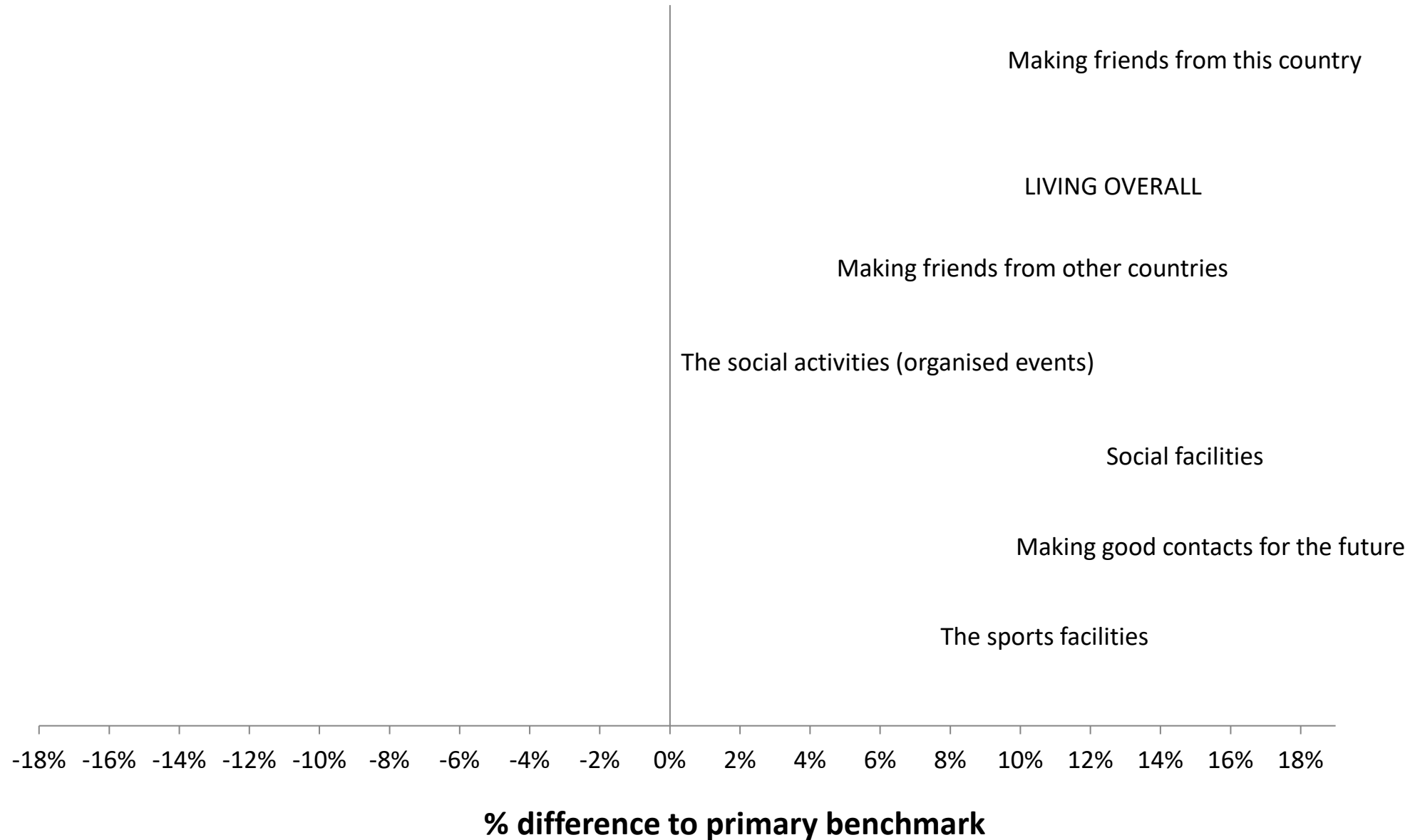


University satisfaction (sorted by % score)

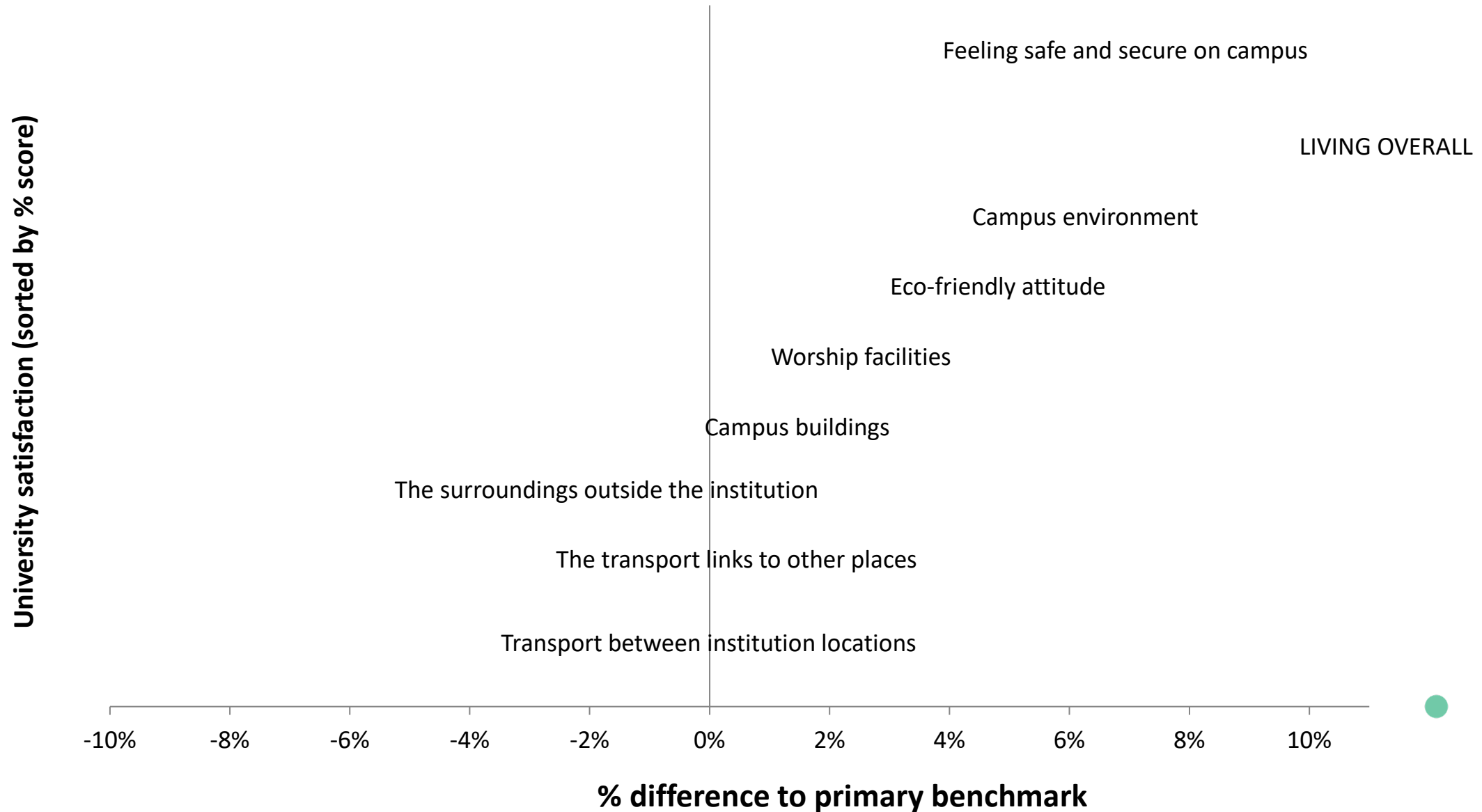


	JCU Singapore	Global 2020 ISBSB	Asia 2020 ISBSB	Global 2020 ISBSB +/-	Asia 2020 ISBSB +/-
LIVING AVERAGE	91.0%	80.9%	81.7%	10.2%	9.3%
LIVING OVERALL	95.0%	83.9%	85.5%	11.1%	9.5%
ACCOMMODATION and LIVING COSTS					
Living cost	100.0%	76.5%	76.6%	23.5%	23.4%
Access to suitable accommodation	100.0%	87.4%	87.3%	12.6%	12.7%
Earning money	92.3%	57.4%	58.6%	34.9%	33.7%
Financial support	78.6%	68.4%	68.4%	10.2%	10.1%

University satisfaction (sorted by % score)



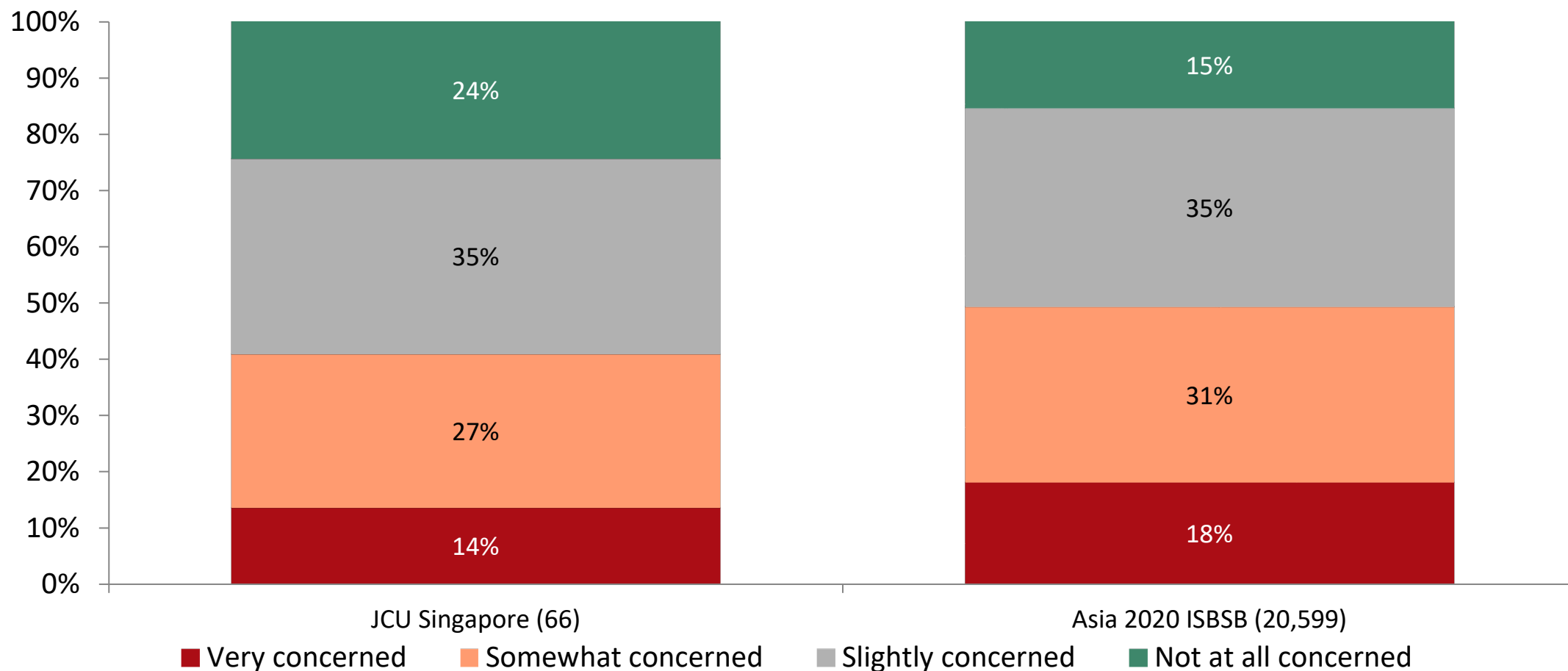
	JCU Singapore	Global 2020 ISBSB	Asia 2020 ISBSB	Global 2020 ISBSB +/-	Asia 2020 ISBSB +/-
<b>LIVING AVERAGE</b>	<b>91.0%</b>	<b>80.9%</b>	<b>81.7%</b>	<b>10.2%</b>	<b>9.3%</b>
<b>LIVING OVERALL</b>	<b>95.0%</b>	<b>83.9%</b>	<b>85.5%</b>	<b>11.1%</b>	<b>9.5%</b>
<b>SOCIAL</b>					
Making friends from this country	100.0%	83.5%	87.3%	16.5%	12.7%
Making friends from other countries	94.1%	76.3%	76.9%	17.8%	17.3%
The social activities (organised events)	93.8%	76.8%	81.4%	16.9%	12.4%
Social facilities	93.3%	77.8%	81.5%	15.5%	11.8%
Making good contacts for the future	87.5%	75.3%	78.6%	12.2%	8.9%
The sports facilities	85.7%	76.4%	78.6%	9.4%	7.1%



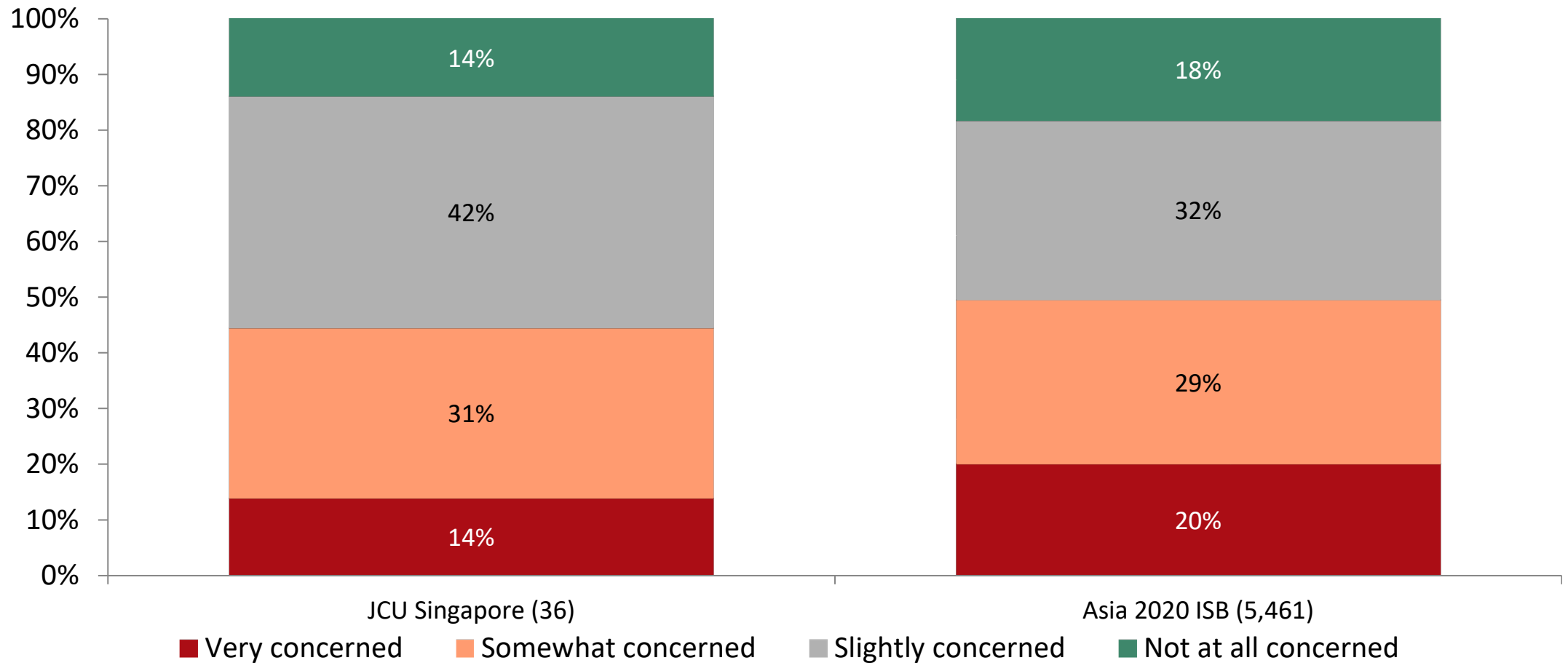
	JCU Singapore	Global 2020 ISBSB	Asia 2020 ISBSB	Global 2020 ISBSB +/-	Asia 2020 ISBSB +/-
LIVING AVERAGE	91.0%	80.9%	81.7%	10.2%	9.3%
LIVING OVERALL	95.0%	83.9%	85.5%	11.1%	9.5%
DAY TO DAY LIFE					
Feeling safe and secure on campus	100.0%	93.3%	93.1%	6.7%	6.9%
Campus environment	94.1%	90.8%	90.1%	3.3%	4.0%
Eco-friendly attitude	93.8%	89.5%	91.1%	4.3%	2.6%
Worship facilities	90.0%	89.3%	89.3%	0.7%	0.7%
Campus buildings	88.2%	88.5%	88.7%	-0.3%	-0.5%
The surroundings outside the institution	82.4%	89.4%	88.2%	-7.1%	-5.9%
The transport links to other places	82.4%	85.7%	85.0%	-3.3%	-2.6%
Transport between institution locations	82.4%	86.7%	86.3%	-4.4%	-3.9%

Elements	2014	2015	2016	2018	2020	First year vs 2020
Accommodation cost	45%	54%	54%	60%	#N/A	#N/A
Financial support	43%	46%	54%	57%	79%	36%
Campus buildings	70%	71%	87%	83%	88%	18%
Earning money	22%	26%	28%	34%	92%	70%
Social facilities	70%	70%	77%	82%	93%	23%
Accommodation quality	77%	82%	84%	88%	#N/A	#N/A
Transport links uni	65%	52%	70%	76%	82%	17%
Sport facilities	61%	54%	66%	69%	86%	25%
Internet access	83%	82%	86%	90%	#N/A	#N/A
Living cost	56%	56%	62%	62%	100%	44%
Social activities	73%	71%	80%	78%	94%	21%
Host friends	78%	80%	86%	83%	100%	22%
Living Overall	85%	87%	89%	90%	95%	10%
Accommodation access	80%	78%	81%	85%	100%	20%
Host culture	87%	84%	93%	91%	#N/A	#N/A
Safety	95%	95%	98%	98%	100%	5%
Other friends	88%	89%	94%	91%	94%	6%
Visa advice	89%	85%	90%	91%	#N/A	#N/A
Worship facilities	86%	81%	85%	87%	90%	4%
Campus environment	86%	69%	86%	86%	94%	8%
Home friends	89%	90%	91%	89%	#N/A	#N/A
Good contacts	79%	75%	79%	78%	88%	9%
Transport links	87%	70%	81%	85%	82%	-5%
Eco-friendly attitude	91%	87%	93%	89%	94%	3%
Good place to be	88%	70%	78%	84%	#N/A	#N/A

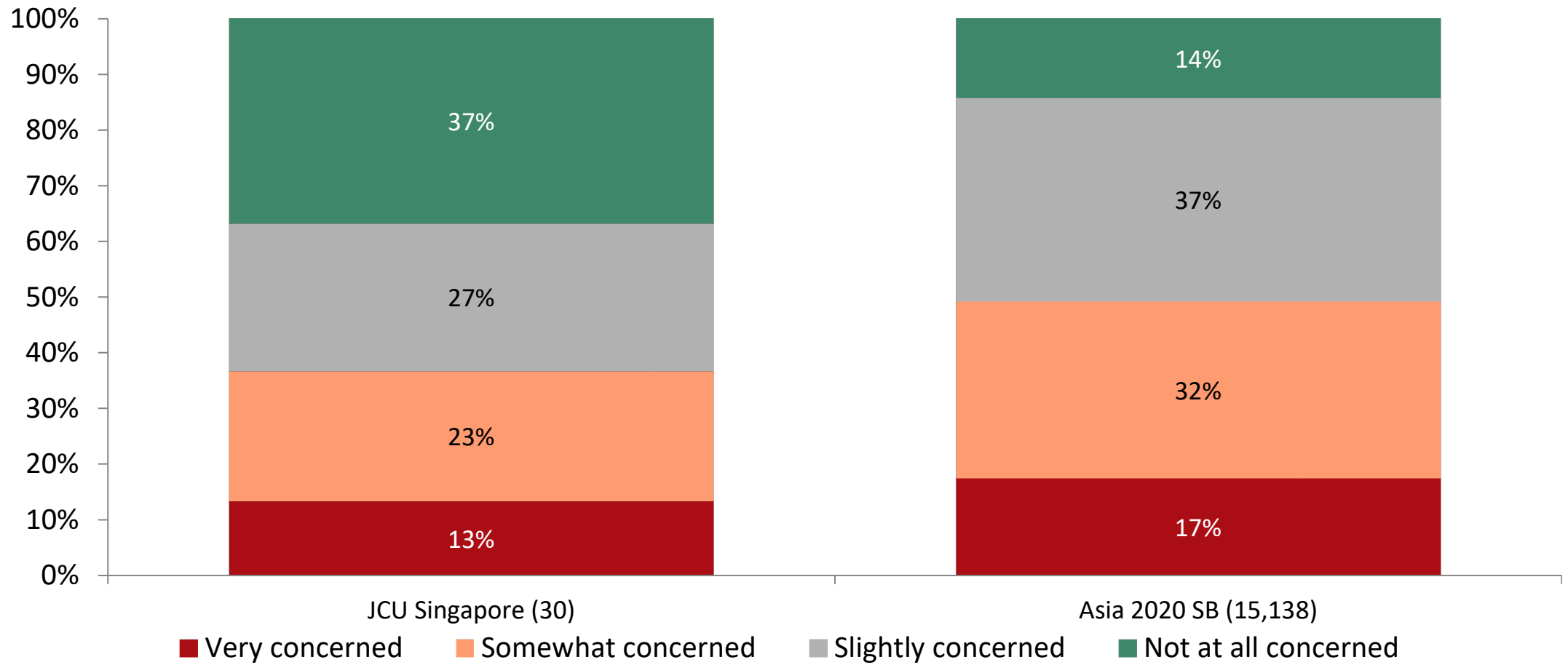




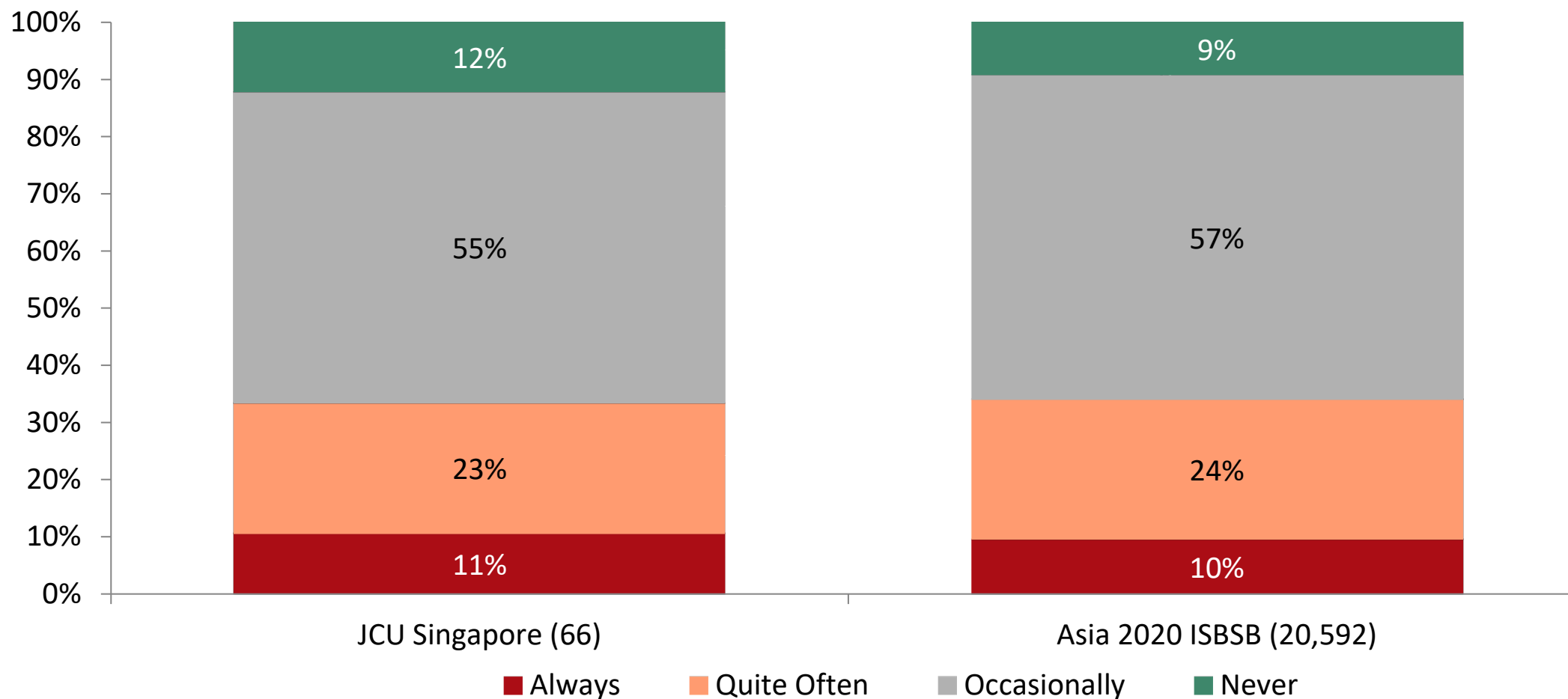
*Do you have any concerns about completing your studies?*



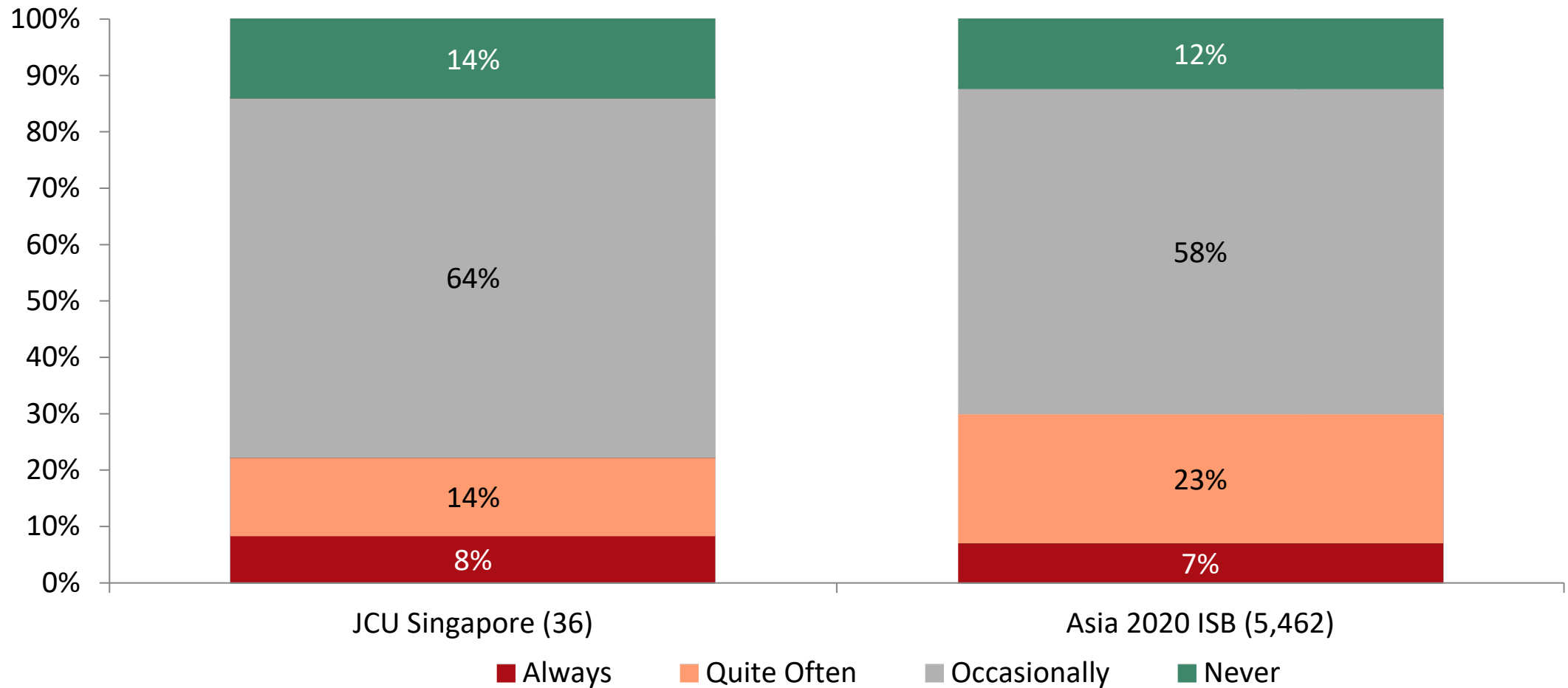
*Do you have any concerns about completing your studies?*



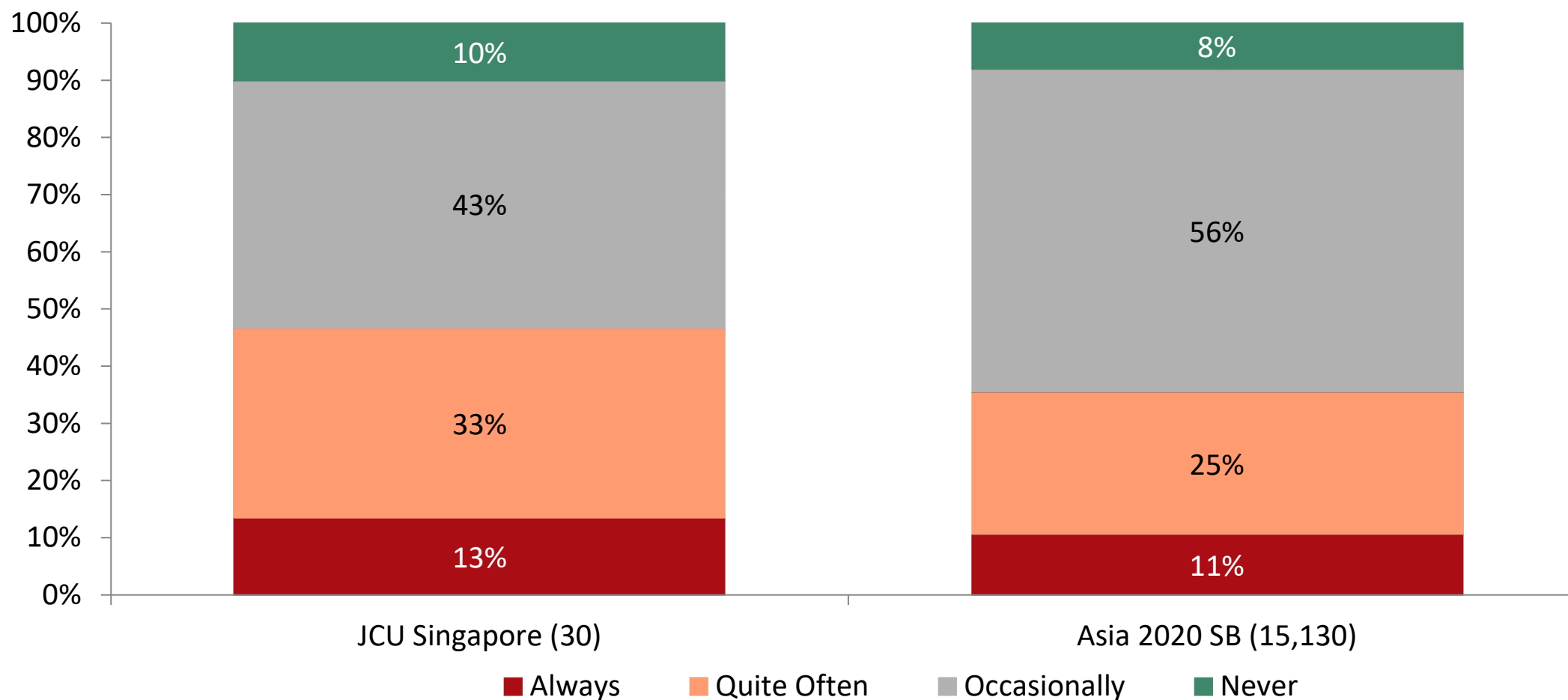
*Do you have any concerns about completing your studies?*



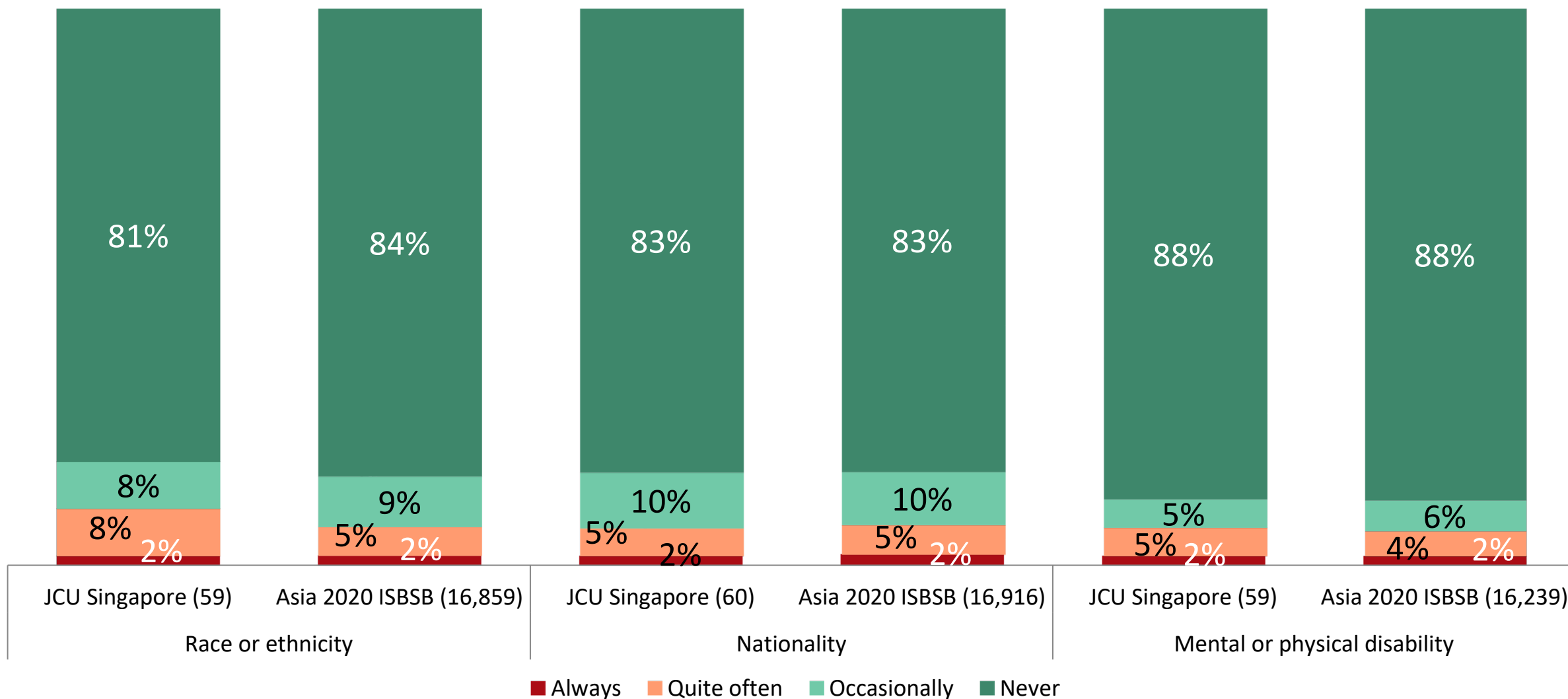
*Do you ever feel particularly stressed or anxious with your life at this institution?*



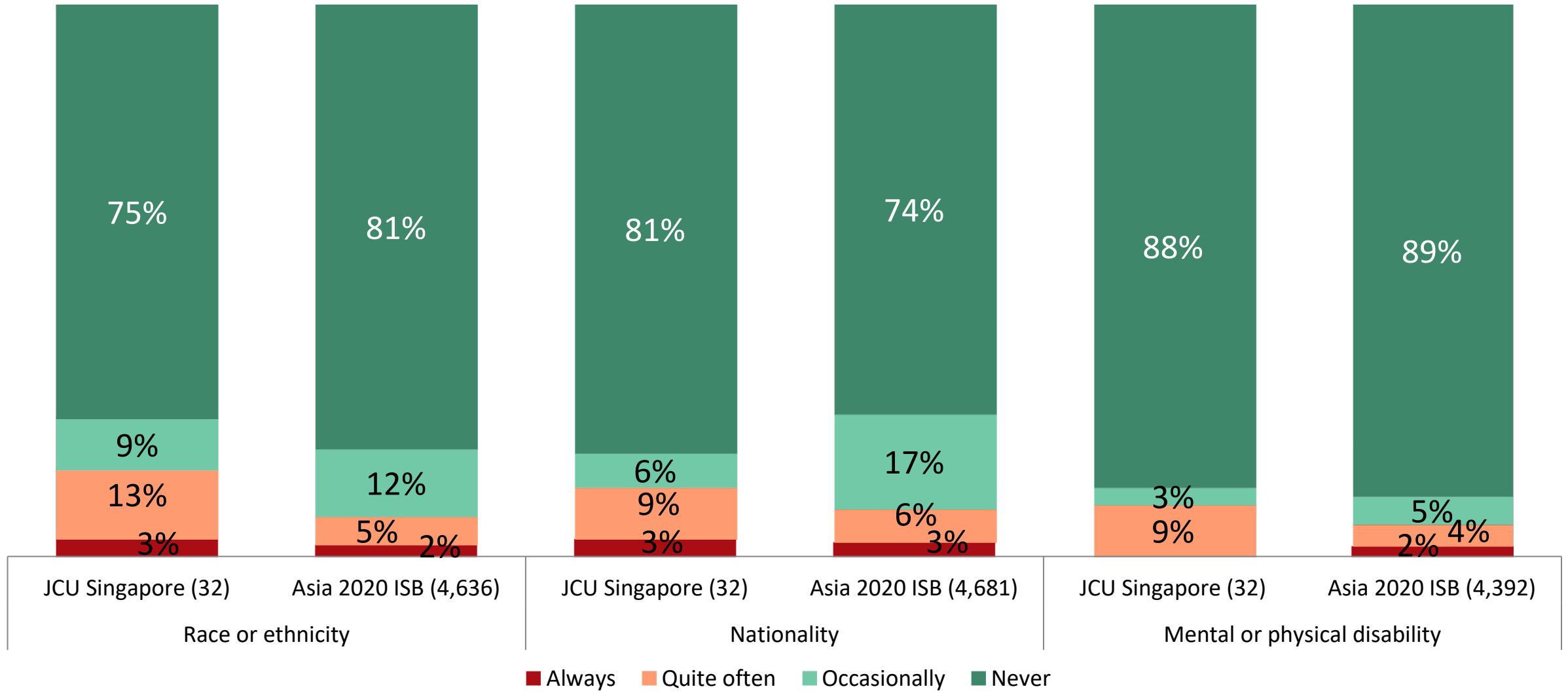
*Do you ever feel particularly stressed or anxious with your life at this institution?*



*Do you ever feel particularly stressed or anxious with your life at this institution?*



*Have you experienced any discriminatory behaviour at this institution based on the following:*

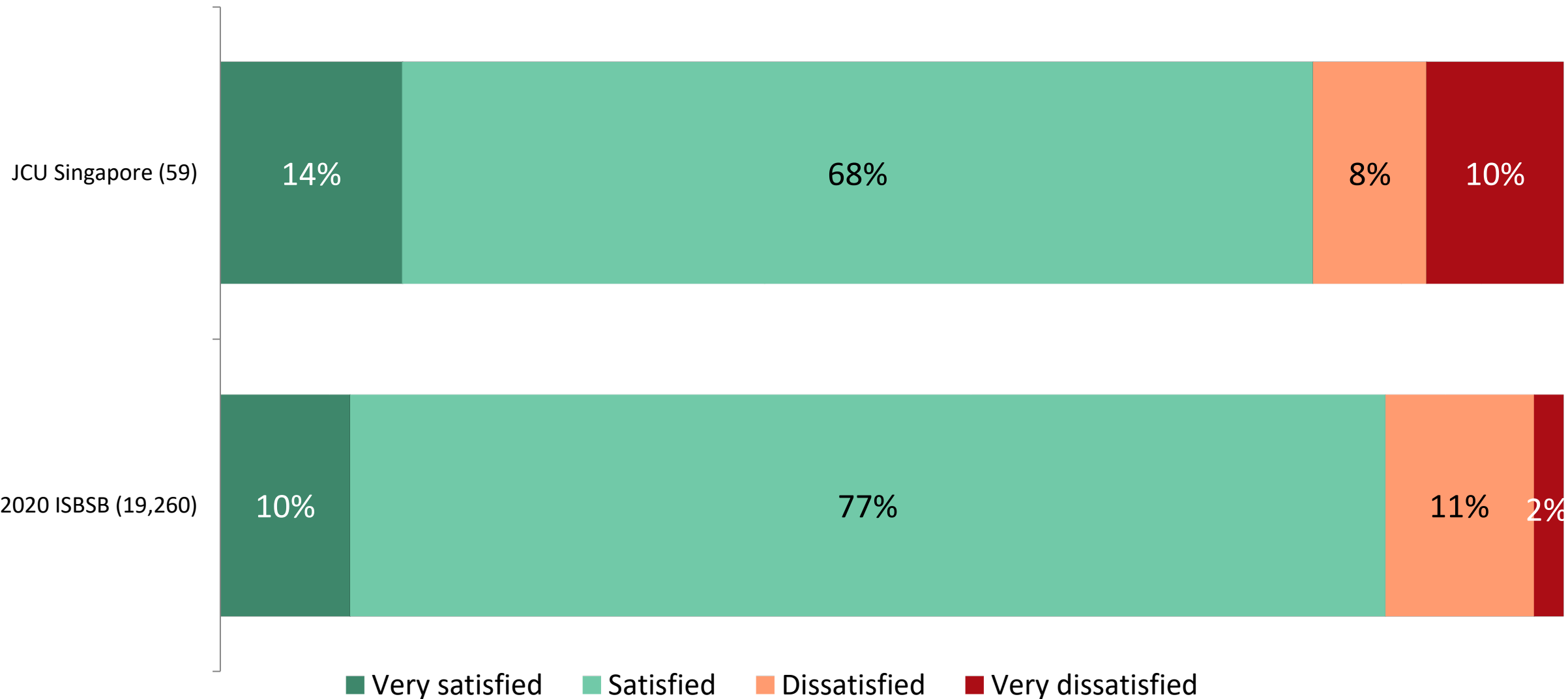


*Have you experienced any discriminatory behaviour at this institution based on the following:*

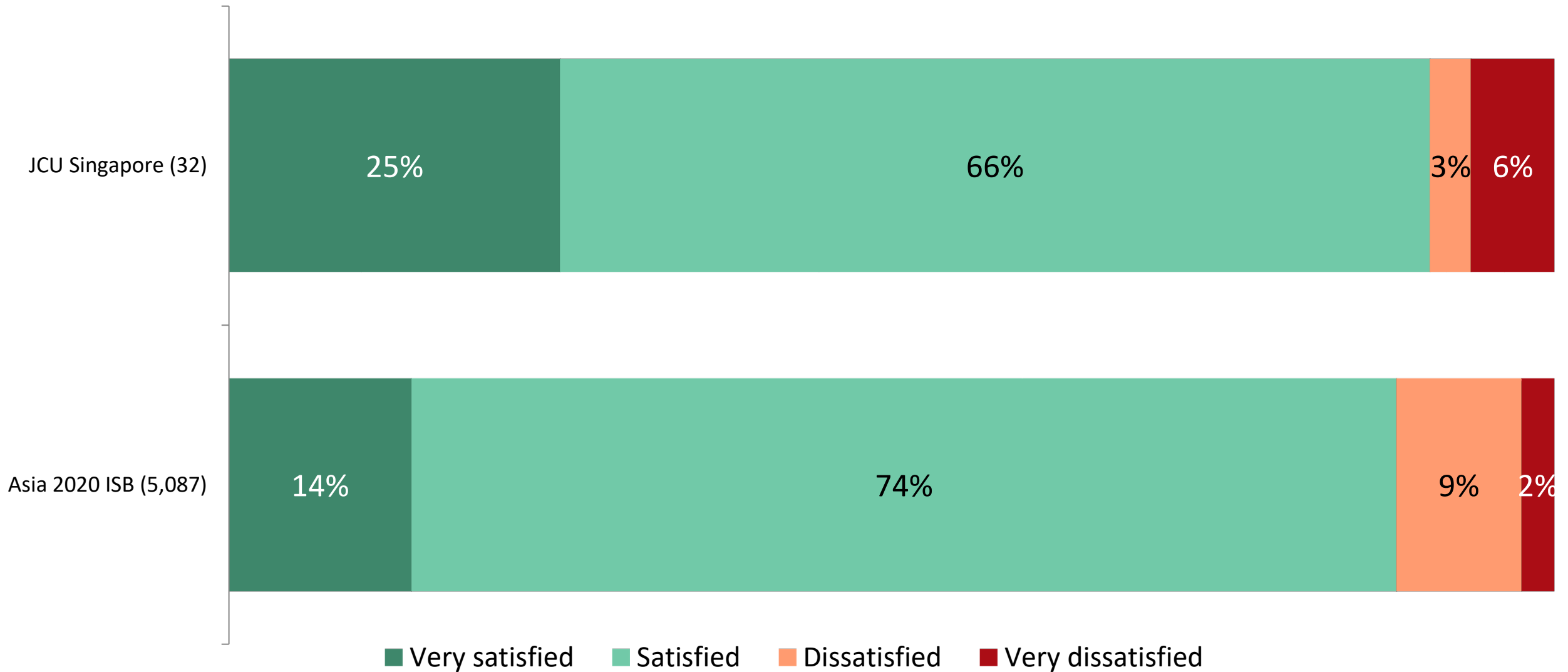


# Support experience

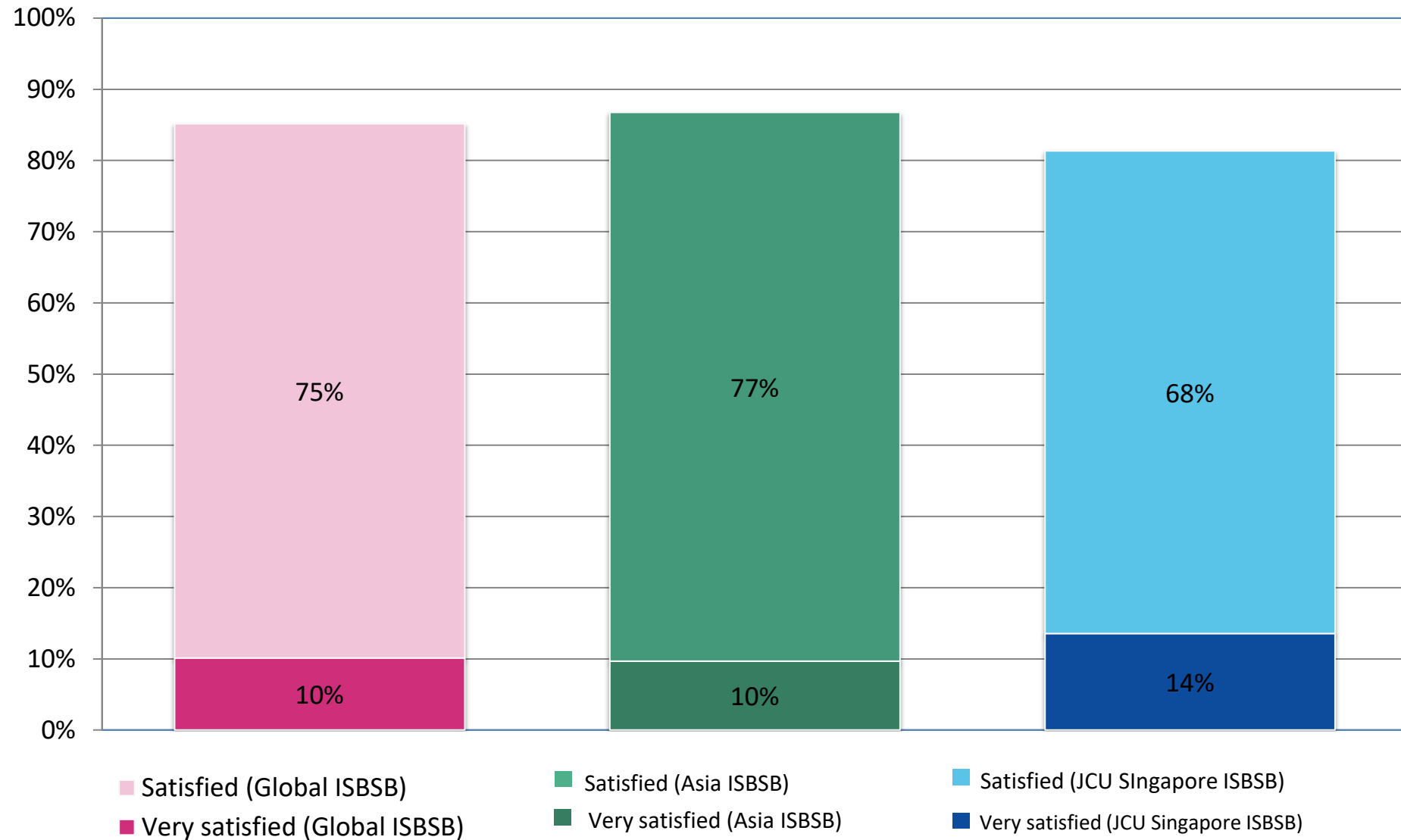
	JCU Singapore	Global 2020 ISBSB	Asia 2020 ISBSB	Global 2020 ISBSB +/-	Asia 2020 ISBSB +/-
<b>SUPPORT AVERAGE</b>	<b>79.6%</b>	<b>91.9%</b>	<b>92.7%</b>	<b>-12.3%</b>	<b>-13.1%</b>
<b>SUPPORT OVERALL</b>	<b>81.4%</b>	<b>84.1%</b>	<b>85.2%</b>	<b>-2.8%</b>	<b>-3.9%</b>
Clubs / Societies	93.1%	90.4%	92.8%	2.7%	0.4%
Institution finance department	75.0%	88.8%	90.0%	-13.8%	-15.0%
Campus eating places	70.6%	82.7%	82.2%	-12.1%	-11.6%

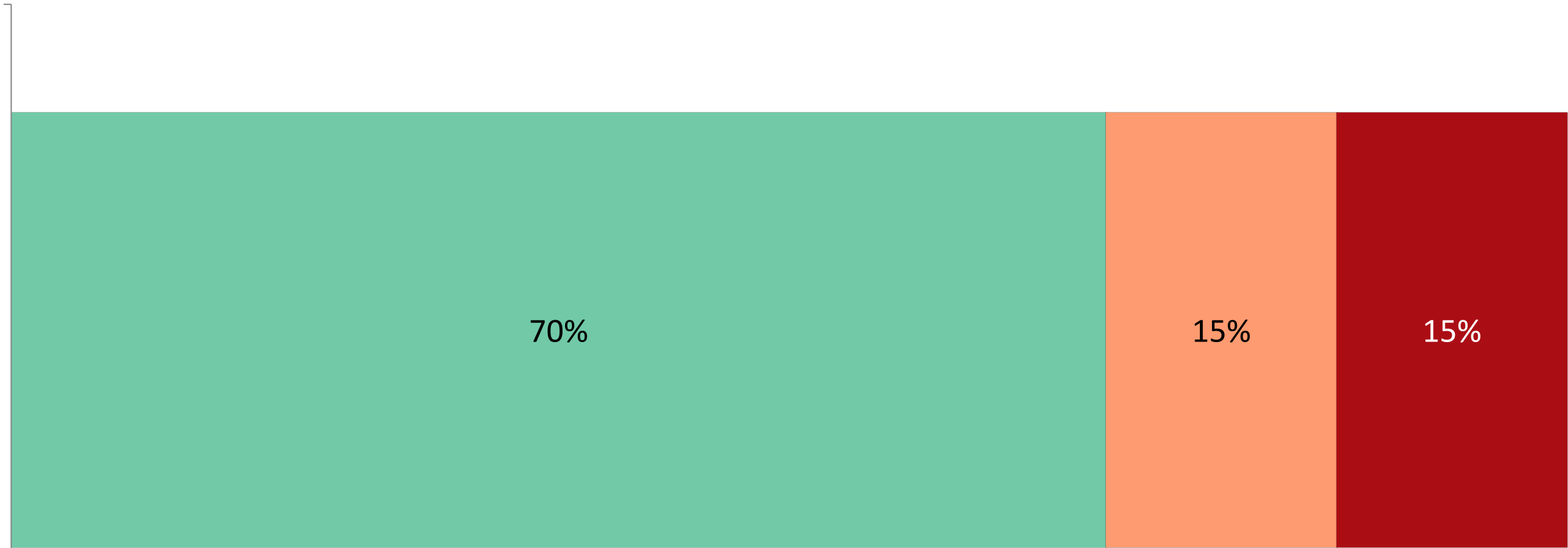


*Overall, how satisfied are you with the support services at this stage in the year?*



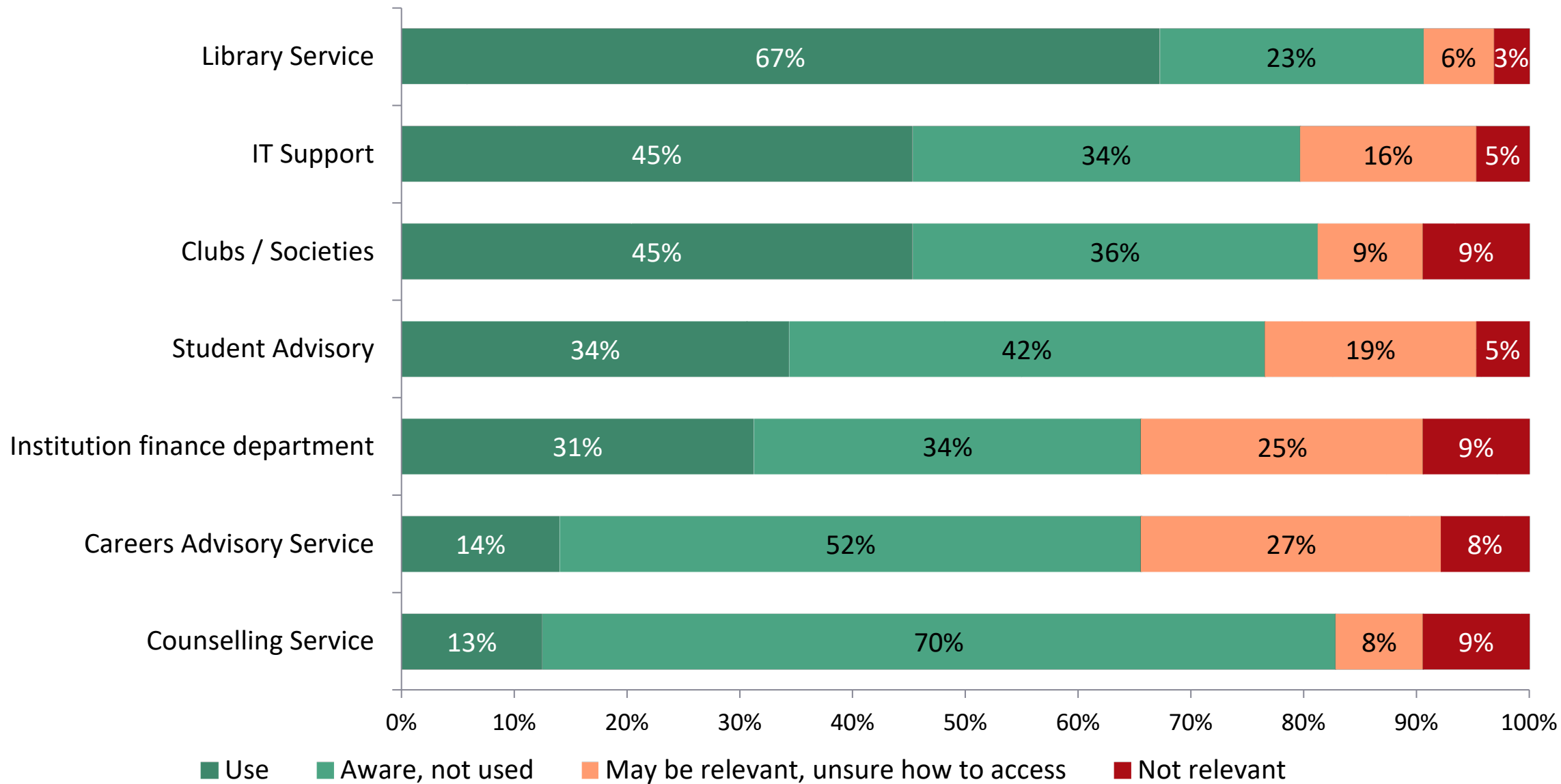
*Overall, how satisfied are you with the support services at this stage in the year?*

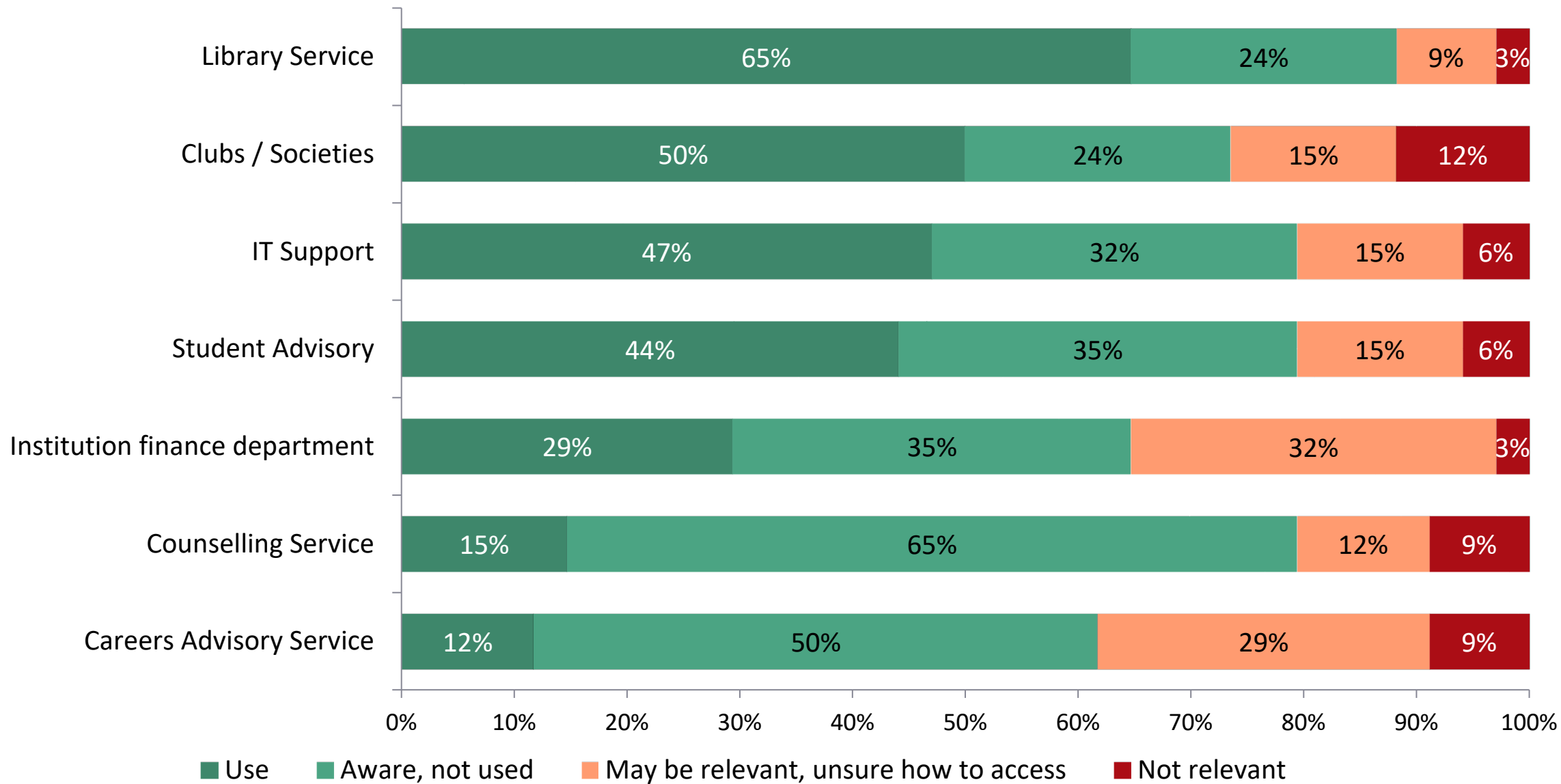




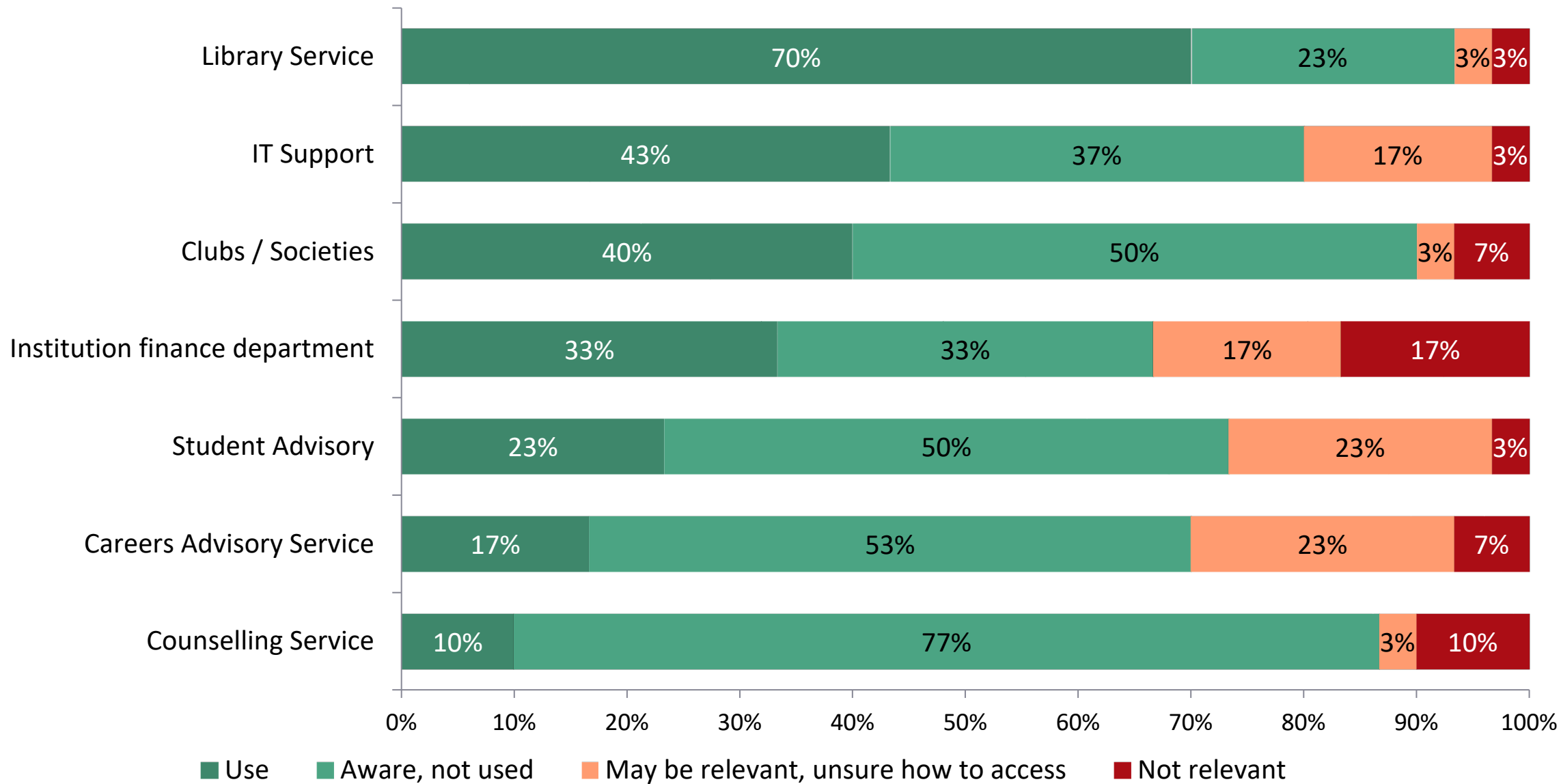
■ Very satisfied ■ Satisfied ■ Dissatisfied ■ Very dissatisfied

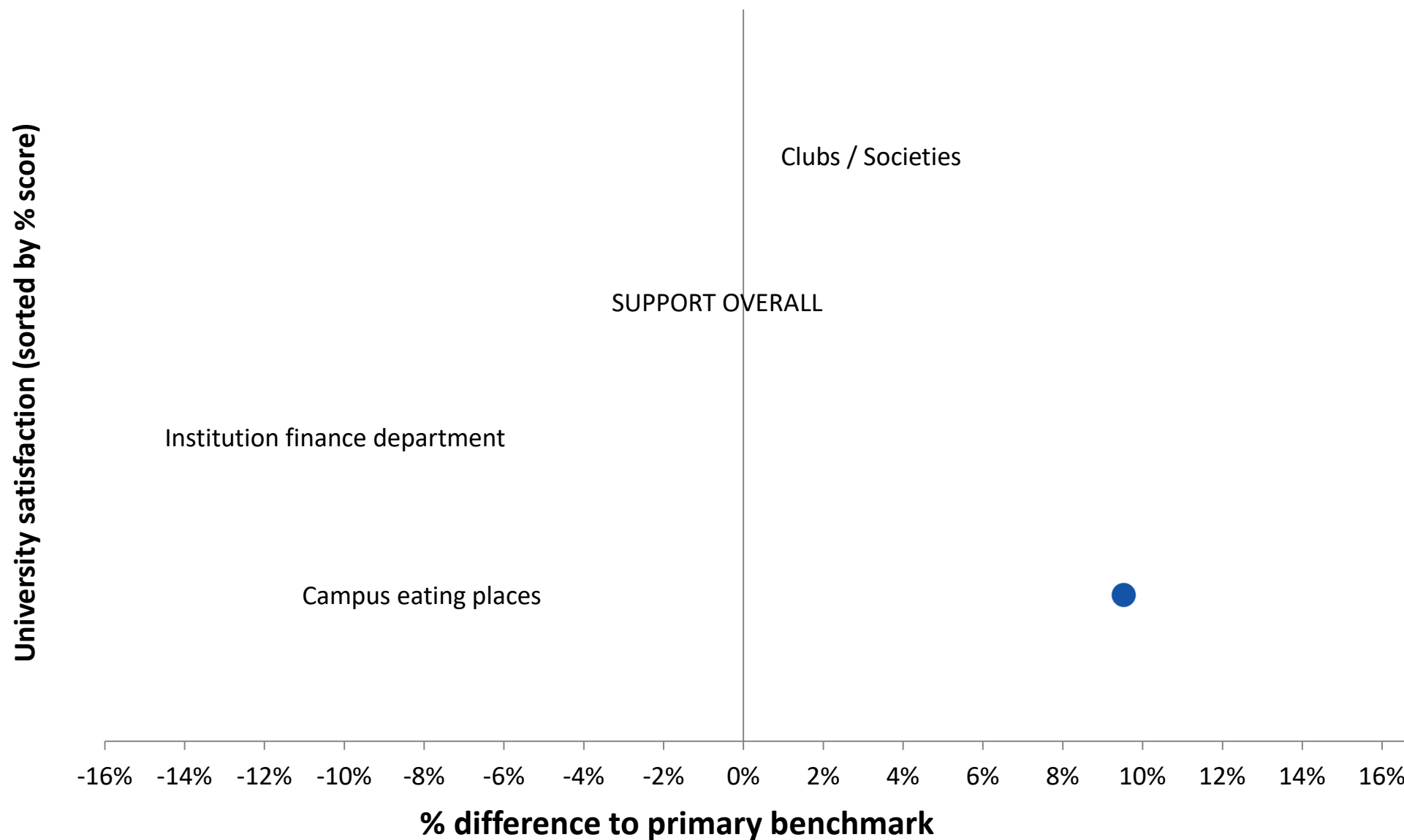
*Overall, how satisfied are you with the support services at this stage in the year?*

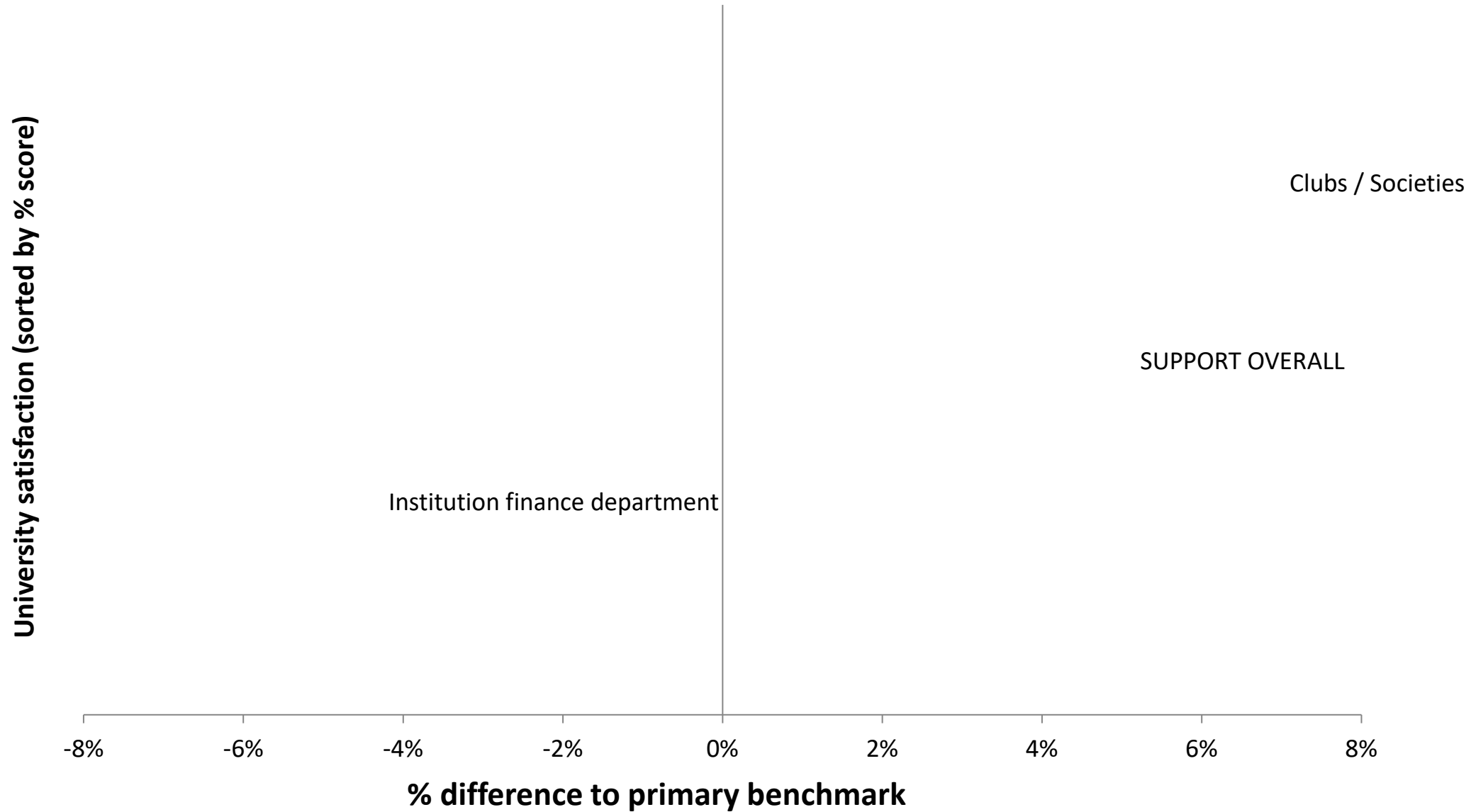


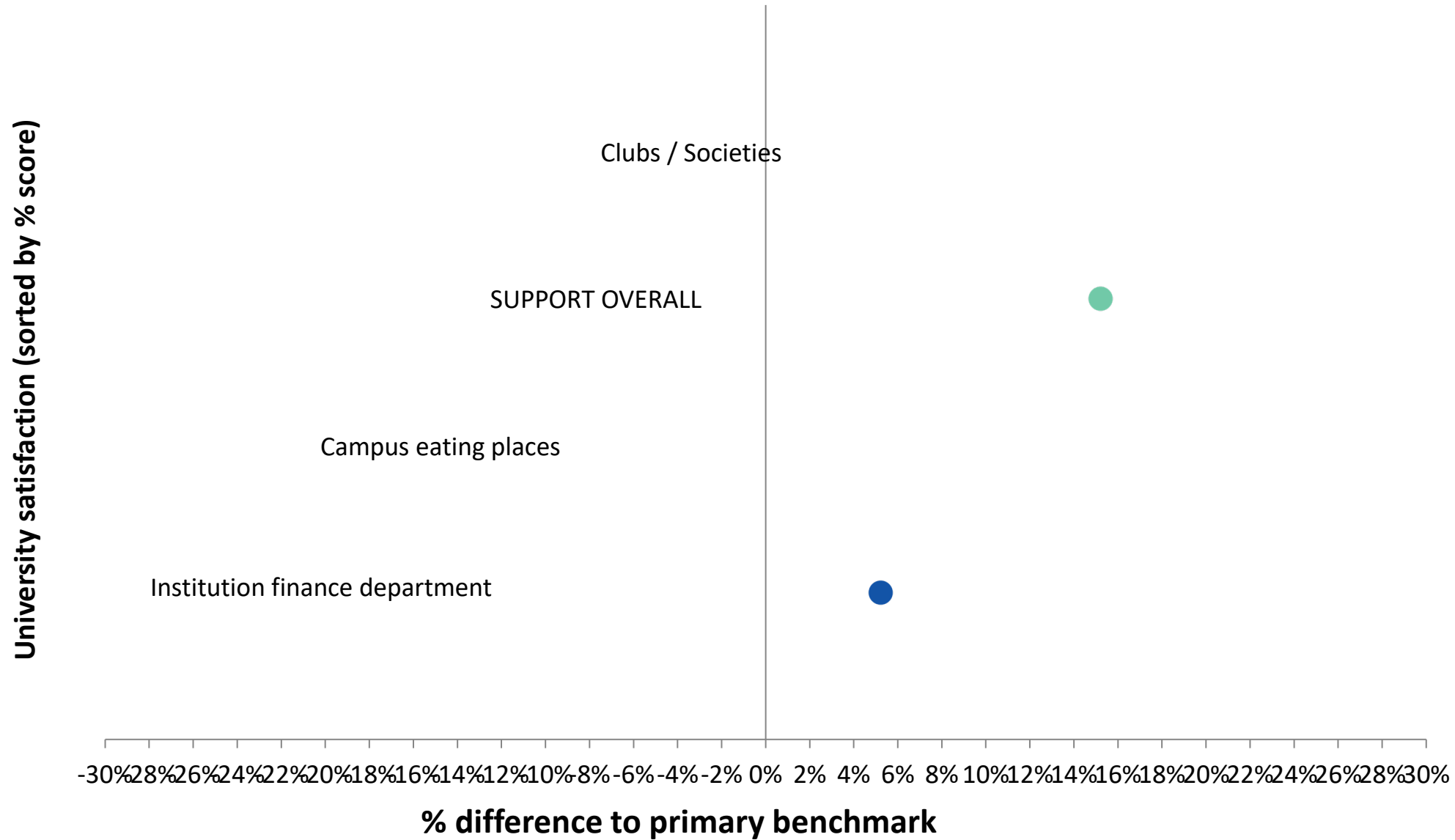












	JCU Singapore	Global 2020 ISBSB	Asia 2020 ISBSB	Global 2020 ISBSB +/-	Asia 2020 ISBSB +/-
<b>SUPPORT AVERAGE</b>	<b>79.6%</b>	<b>91.9%</b>	<b>92.7%</b>	<b>-12.3%</b>	<b>-13.1%</b>
<b>SUPPORT OVERALL</b>	<b>81.4%</b>	<b>84.1%</b>	<b>85.2%</b>	<b>-2.8%</b>	<b>-3.9%</b>
Clubs / Societies	93.1%	90.4%	92.8%	2.7%	0.4%
Institution finance department	75.0%	88.8%	90.0%	-13.8%	-15.0%
Campus eating places	70.6%	82.7%	82.2%	-12.1%	-11.6%

	JCU Singapore	Global 2020 ISB	Asia 2020 ISB	Global 2020 ISB +/-	Asia 2020 ISB +/-
<b>SUPPORT AVERAGE</b>	<b>95.0%</b>	<b>91.6%</b>	<b>93.4%</b>	<b>3.4%</b>	<b>1.6%</b>
<b>SUPPORT OVERALL</b>	<b>90.6%</b>	<b>84.7%</b>	<b>85.7%</b>	<b>5.9%</b>	<b>5.0%</b>
Clubs / Societies	100.0%	90.2%	93.2%	9.8%	6.8%
Institution finance department	90.0%	87.6%	90.7%	2.4%	-0.7%

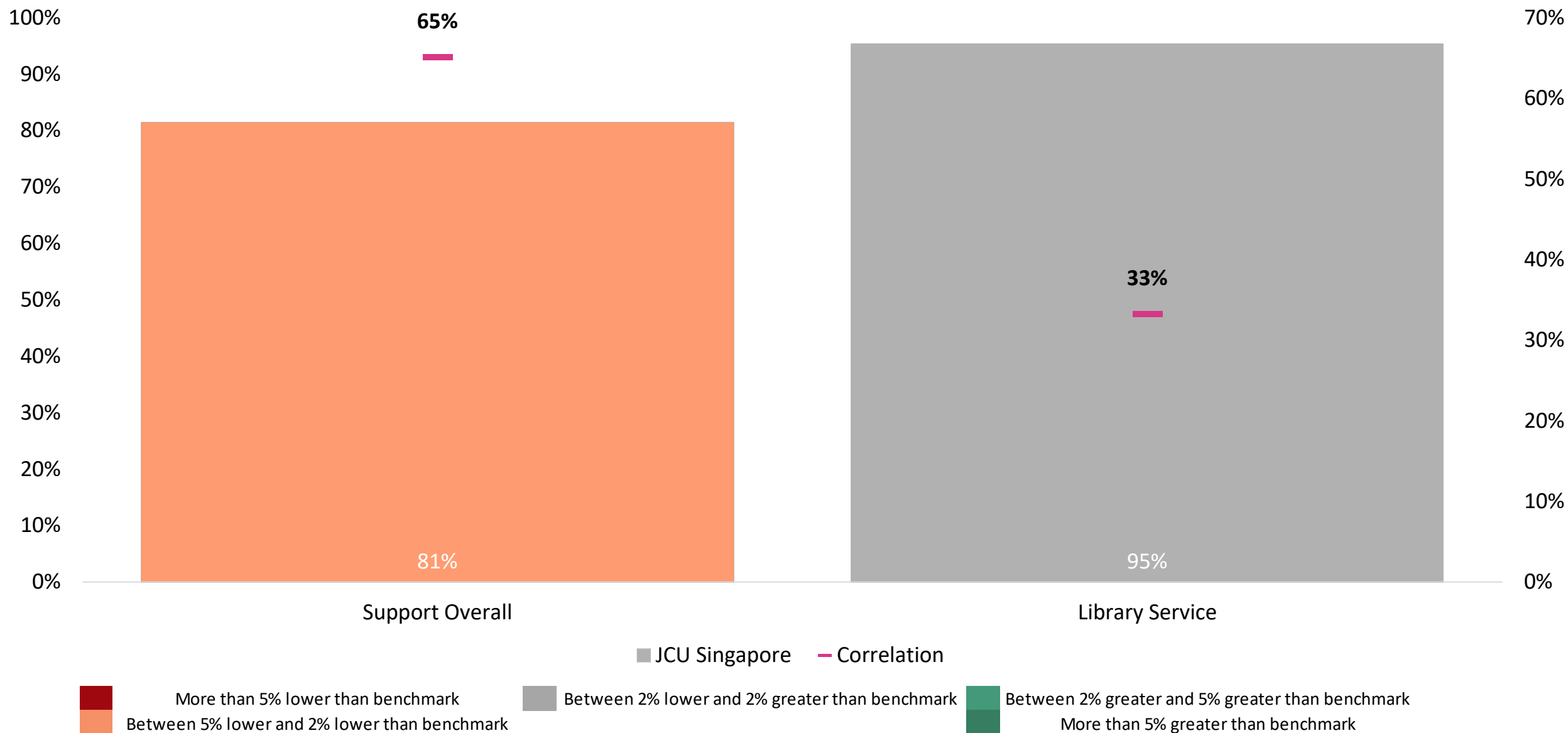
	JCU Singapore	Global 2020 SB	Asia 2020 SB	Global 2020 SB +/-	Asia 2020 SB +/-
<b>SUPPORT AVERAGE</b>	<b>67.8%</b>	<b>91.3%</b>	<b>92.2%</b>	<b>-23.5%</b>	<b>-24.4%</b>
<b>SUPPORT OVERALL</b>	<b>70.4%</b>	<b>82.6%</b>	<b>83.9%</b>	<b>-12.3%</b>	<b>-13.6%</b>
Clubs / Societies	83.3%	89.2%	91.9%	-5.9%	-8.6%
Campus eating places	60.0%	81.6%	81.3%	-21.6%	-21.3%
Institution finance department	60.0%	88.4%	88.7%	-28.4%	-28.7%

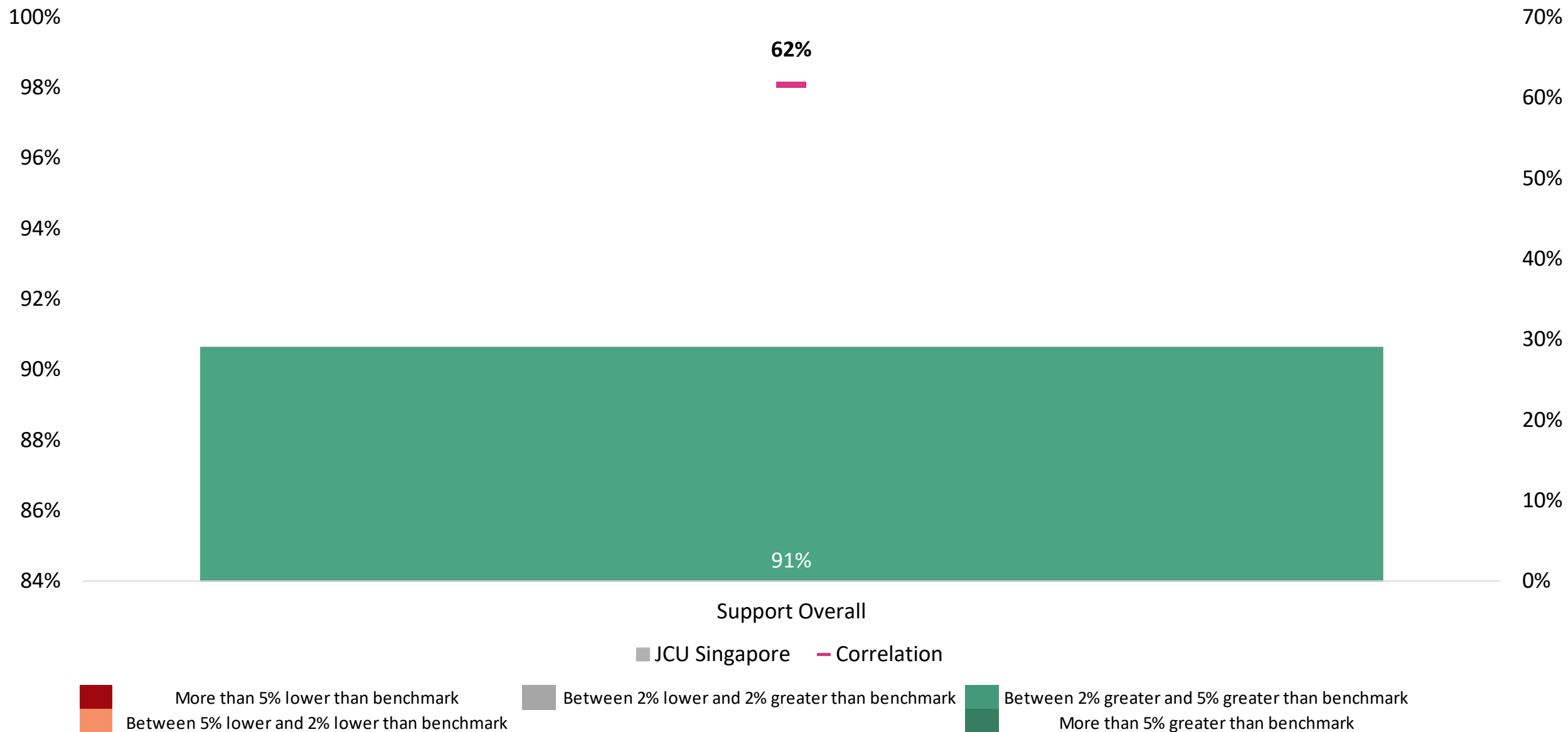
	JCU Singapore	Global 2020 ISBSB +/-	Asia 2020 ISBSB +/-
<b>SUPPORT AVERAGE</b>	<b>79.6%</b>	<b>-12.3%</b>	<b>-13.1%</b>
<b>SUPPORT OVERALL</b>	<b>81.4%</b>	<b>-2.8%</b>	<b>-3.9%</b>
Clubs / Societies	93.1%	2.7%	0.4%
Institution finance department	75.0%	-13.8%	-15.0%
Campus eating places	70.6%	-12.1%	-11.6%

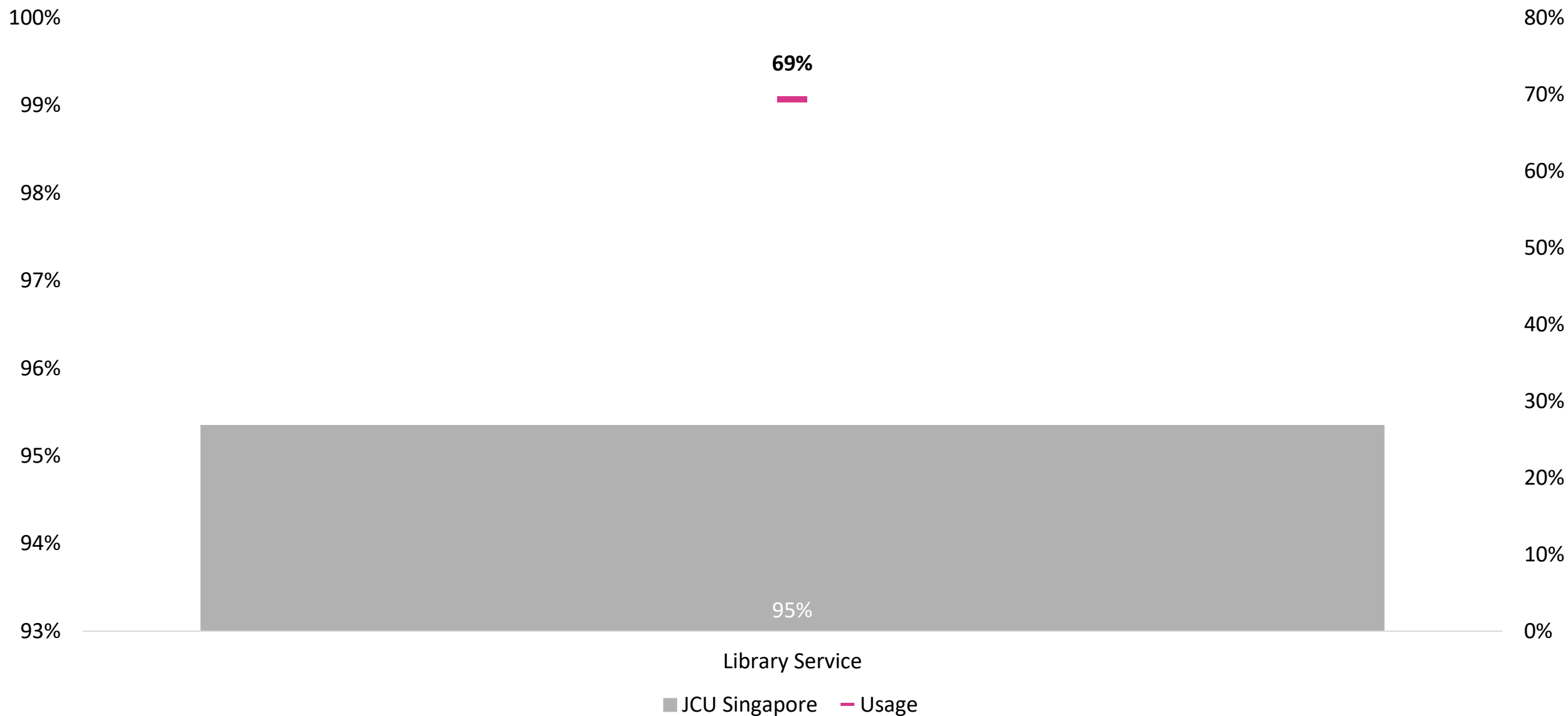


## Support satisfaction (year on year)

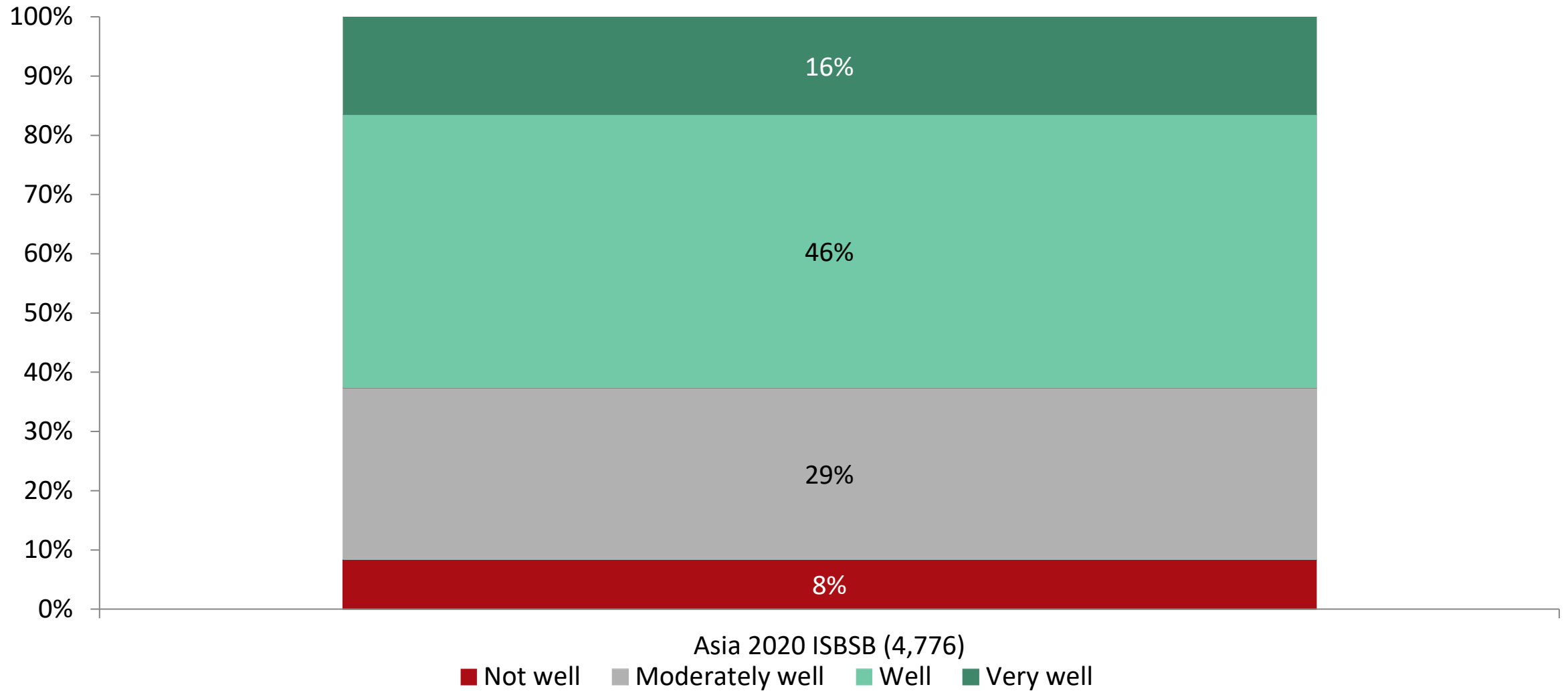
Elements	2014	2015	2016	2018	2020	First year vs 2020
Catering	64%	71%	73%	80%	71%	7%
Accommodation Service	65%	81%	84%	79%	N/A	N/A
Info. Tech & Resources	85%	91%	96%	94%	93%	8%
AccessAbility Service	82%	92%	94%	91%	N/A	N/A
Student Centre	87%	82%	89%	95%	86%	-1%
Counselling		83%	92%	90%	N/A	N/A
Clubs/societies	80%	83%	90%	87%	93%	13%
Academic Learning Unit		96%	93%	100%	N/A	N/A
Personal Tutors		93%	98%	95%	N/A	N/A
Student Finance Section	82%	78%	84%	84%	75%	-7%
Support Overall	86%	80%	86%	87%	81%	-5%
Careers and Employment	71%	57%	84%	71%	N/A	N/A
Student Association		88%	95%	87%	N/A	N/A



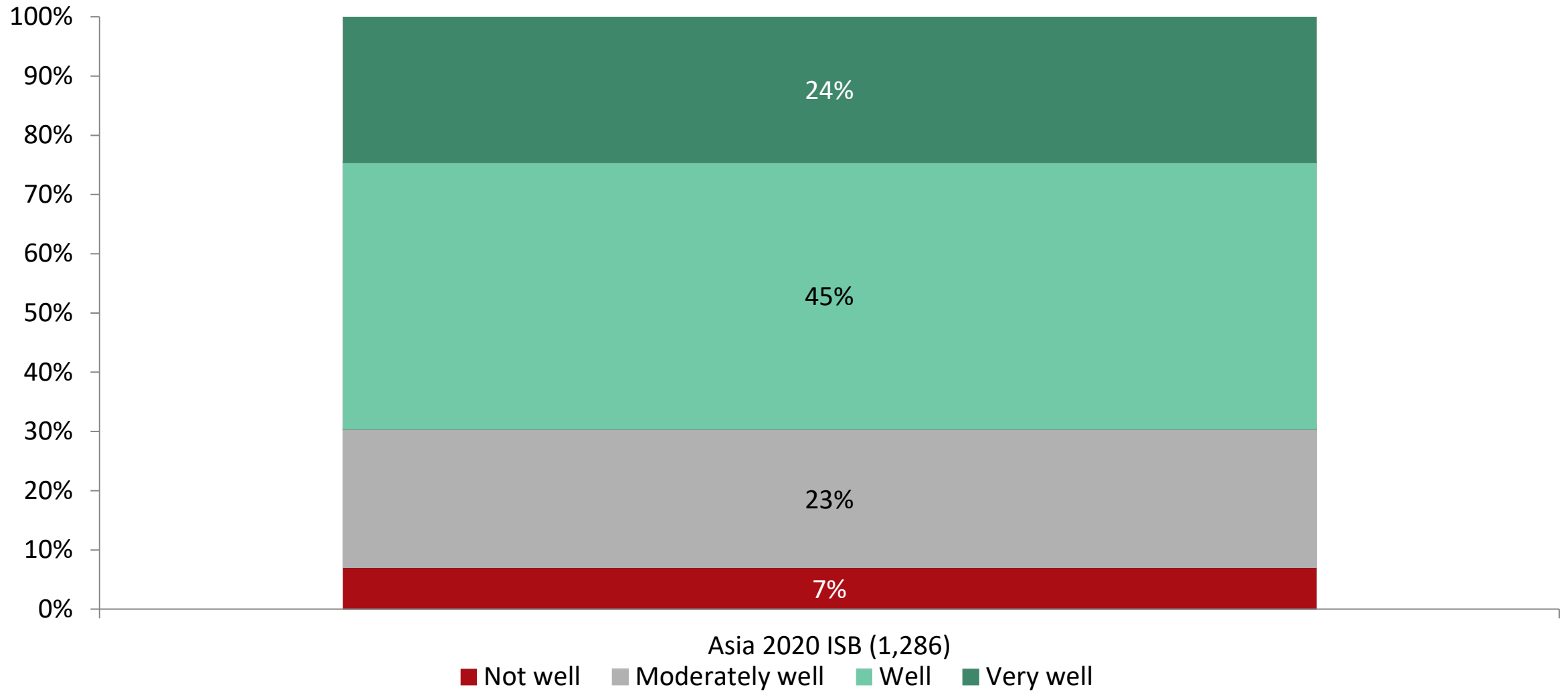




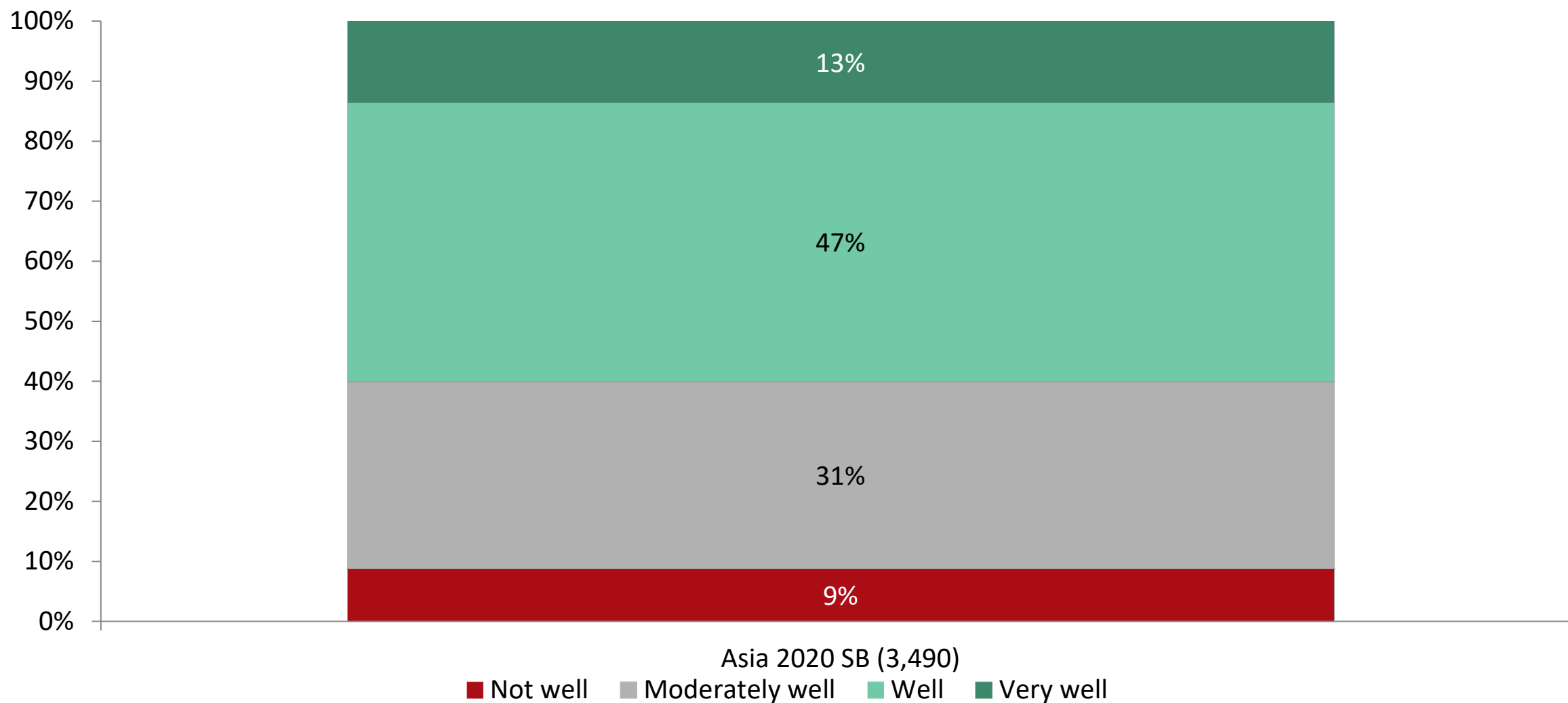
# Careers and Future plans



*How well has your experience prepared you for your career goals?*



*How well has your experience prepared you for your career goals?*



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