

University of Glasgow

Learning and Teaching Strategy Action Plan

Project: Assessment and Feedback

Action 6: Promotion of ISB

1. Action	International Student Barometer (Deloitte Audit Report on Student Feedback) The promotional activity undertaken for the ISB should be enhanced by involving the SRC and using this body to promote the survey. Information sent to students prior to the launch of the survey should include details of the results and actions taken following the previous survey. A central action plan should be created to cover issues identified, detailing a responsible officer and timescale. A key contact should be identified within each School as the person responsible for the ISB. This contact should attend the ISB presentation, be responsible for advertising the survey to international students in their School and creating and maintaining a School-specific action plan to address more local issues.
2. Officers/Bodies responsible	Senior Vice-Principal (Internationalisation), Director of RIO
3. Progress to date	<p>This action links to action 4 since ISB was part of the integrated survey analysis. ISB is reported regularly to the University L&T Committee but the integrated analysis will provide the basis for College L&T action plans.</p> <p>A parallel action plan will be developed for University services. The Director of Student Services will establish a process for the development, implementation and progress monitoring of this plan.</p> <p>Update summer 2013: There is an action plan to address issues identified in the living and support sections of the ISB. This has been developed by a WG involving key US Heads with SRC President and SRC VPs. Regular updates go to Services Internationalisation Group. A key challenge is the analysis of open comments where we do not have a University wide approach to this or dedicated resources to undertake this to ensure consistency in analysis which feeds in to action plan. (Detailed analysis of 2012 ISB open comments was undertaken by a group of University of Connecticut students on placement in Student Services in May 2013. The students have made a number of recommendations for actions/improvements which will be considered by the ISB WG)</p> <p>As the autumn Barometer now covers all students the ISB action plan is being reviewed over the summer to refocus it/ consider whether there should now be a single action plan for SB.</p> <p>The key contacts in each School are the Head of School and the Head Head of School Admin. The ISB covers both academic and administrative support and so both of these individuals are invited to attend the ISB presentations and then take forward actions arising.</p> <p>-----</p> <p>The V-P (L&T) will convene a meeting of all of the organizers of the major surveys, together with the SRC to look at unified mechanisms for</p>

	the promotion of surveys on Campus.
4. Timescale for implementation	College L&T plans already capture ISB issues and will continue to do so in future. A University Services Action plan to be in place by December 2012.
5. How are/will you evaluate effectiveness	Increase in the ISB response rate and progress against specific action.
6. Evaluation of effectiveness thus far	Integrated analysis is effective. Too early to judge other actions.
7. New Actions arising from this work (optional)	
8. Suggested text to refocus the action (optional)	

Theme: improved integration of international students (page 12 of Mid-term review)

Brief summary of progress

- Guide: 3 sentence snapshot

International Welcome and Orientation, Academic Induction and Freshers Week and other activities that are run throughout the year organised by Student Services, the SRC and Colleges and Schools are key to effective student integration.

A U21 Open House meeting on International Student Integration was hosted here by Student Services in April 2013, bringing together University of Glasgow staff and those from U21 partners. The discussions and workshops highlighted areas of good practice here and elsewhere which can be taken forward to enhance our approach across the University.

Key developments so far for 2012/13

- Please provide in the form of short paragraphs or bullet points
- No more than four paragraphs and/or bullet points
- Statistics and/or tables are very welcome where appropriate

1. Open House meeting on International Student Integration was hosted by Student Services in April 2013.

2. Areas of good practice at University of Glasgow showcased during workshops at open House meeting: Student Volunteering co-ordinated by the SRC; initiatives within the classroom in Social Sciences led by their International Student Learning Officer, programme of events for families organised by the International Student Support team; the Honorary Chaplains network and their role in helping students integrate in the local community.

Key challenges going forward

- Please provide in the form of short paragraphs or bullet points
- No more than four paragraphs and/or bullet points

1. Discussions at the Open House meeting confirmed that this is a challenge for all Universities.

2. Need to build on the enthusiasm shown by University of Glasgow staff participating in the Open House and others to take forward ideas generated from the Open House meeting.

Additional comments

Any additional material or points you'd like to make about the way the information provided here should be represented in the Annual Internationalisation Update

***Theme: maintaining high international student satisfaction
(page 10 of Mid-term review)***

Please bear in mind:

- Could you also update the relevant sections of Appendix 3 of the Mid-term review (pgs 4 – 8 of the Appendix to the Mid-term Review)

Brief summary of progress

- Guide: 3 sentence snapshot

The University continues to score well in the International Student Barometer, which surveys international students twice a year on their learning, living and support experiences. The summer wave is used in the international KPIs: in summer 2012 the measure of overall satisfaction was 89% (the same score as 2011 but below the target of 90%), and the percentage of students who would recommend studying at the University of Glasgow was 84.6% (the score in 2011 was 82% and the target 85%). Student Services lead on an action plan to address issues arising from the living and support experience sections of the survey, focussing on areas of lower satisfaction.

Key developments so far for 2012/13

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1. Improvements were made to the registration process intended to improve the experience of international students including allowing enrolment on courses prior to competing financial registration, removal of charges for credit card payments and enhancing support during registration.
2. The Student Services strategic planning this year has had a focus on the needs of international students and as a result investment has been secured to enhance the Counselling & Psychological Services, the International Student Support team and the Student Services Enquiry team. The new staff will be in place by the start of 2013/14
3. From autumn 2012 the autumn wave Student Barometer has included all students. International students results can be reported separately to allow longitudinal comparisons and benchmarking but we are now also able to compare the experiences of international and home students. The summer wave will continue to be run only for international students.
4. Through U21, a group of graduate students from the University of Connecticut are undertaking a 3 week placement in Student Services in May/June working on a project to research the expectations and experiences of international students at the University of Glasgow.

Key challenges going forward

- Please provide in the form of short paragraphs or bullet points
- No more than four paragraphs and/or bullet points

1. Whilst overall levels of satisfaction are high we need to continue to enhance services to meet the needs of our growing population of international students, working in partnership with Colleges and Schools.
2. A University wide approach to the management and analysis of student surveys, including the open comments in the ISB/ SB is needed to ensure that the outcomes form part of a regular continuous improvement cycle and are effectively communicated to students.

Additional comments

Any additional material or points you'd like to make about the way the information provided here should be represented in the Annual Internationalisation Update