Initial results - International Student Barometer Summer 2013, International Graduate Insight Group Ltd

The following tables show the Summer 2013 headline results, with Summer 2012 results in brackets for comparison.

Overall Results

<table>
<thead>
<tr>
<th></th>
<th>UoG</th>
<th>ISB</th>
<th>ISB-UK</th>
<th>RGI</th>
<th>Scot</th>
<th>ISB rank</th>
<th>ISB-UK rank</th>
<th>RGI rank</th>
<th>Scot rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Overall</td>
<td>86.4</td>
<td>84.0</td>
<td>84.5</td>
<td>85.1</td>
<td>88.0</td>
<td>8th</td>
<td>7th</td>
<td>1st</td>
<td>3rd</td>
</tr>
<tr>
<td></td>
<td>(87.0)</td>
<td>(83.8)</td>
<td>(84.0)</td>
<td>(84.1)</td>
<td>(87.6)</td>
<td>(4th)</td>
<td>(2nd)</td>
<td>(1st)</td>
<td>(2nd)</td>
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<tr>
<td>Living</td>
<td>90.3</td>
<td>85.0</td>
<td>85.7</td>
<td>87.0</td>
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<td>3rd</td>
<td>3rd</td>
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<tr>
<td>Overall</td>
<td>(88.8)</td>
<td>(84.4)</td>
<td>(84.8)</td>
<td>(86.5)</td>
<td>(86.9)</td>
<td>(5th)</td>
<td>(3rd)</td>
<td>(2nd)</td>
<td>(2nd)</td>
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<tr>
<td>Support</td>
<td>93.0</td>
<td>87.8</td>
<td>88.6</td>
<td>90.6</td>
<td>91.2</td>
<td>3rd</td>
<td>3rd</td>
<td>1st</td>
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<tr>
<td>Overall</td>
<td>(90.4)</td>
<td>(87.2)</td>
<td>(88.1)</td>
<td>(89.2)</td>
<td>(89.6)</td>
<td>(5th)</td>
<td>(3rd)</td>
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<td>Overall</td>
<td>89.5</td>
<td>86.1</td>
<td>86.3</td>
<td>87.5</td>
<td>89.7</td>
<td>4th</td>
<td>4th</td>
<td>1st</td>
<td>3rd</td>
</tr>
<tr>
<td></td>
<td>(89.2)</td>
<td>(85.6)</td>
<td>(85.6)</td>
<td>(85.9)</td>
<td>(88.9)</td>
<td>(3rd)</td>
<td>(2nd)</td>
<td>(1st)</td>
<td>(2nd)</td>
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‘Word of Mouth’ Recommendation

<table>
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<tr>
<th></th>
<th>UoG</th>
<th>ISB</th>
<th>ISB-UK</th>
<th>RGI</th>
<th>Scot</th>
<th>ISB rank</th>
<th>ISB-UK rank</th>
<th>RGI rank</th>
<th>Scot rank</th>
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<tr>
<td>WOM</td>
<td>84.9</td>
<td>77.1</td>
<td>77.6</td>
<td>81.3</td>
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<td>6th</td>
<td>6th</td>
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<tr>
<td></td>
<td>(84.6)</td>
<td>(76.4)</td>
<td>(76.5)</td>
<td>(79.5)</td>
<td>(82.3)</td>
<td>(4th)</td>
<td>(3rd)</td>
<td>(1st)</td>
<td>(2nd)</td>
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Results using single satisfaction questions

- Compared to Summer 2012, slight increases in satisfaction are seen in the headline measures except in learning overall, where there was a small decrease in percentage and ranking compared with Scottish institutions. Glasgow remains first in the Russell Group for overall satisfaction, learning and support.

- In terms of willingness to recommend study at their university, 84.9% of UoG respondents will actively, or would do so if asked. This is a measure of graduate stress as very important and in which we do very well, with a high proportion of active advocates for study at Glasgow. We have increased slightly in percentage but have moved down the rankings, slipping to 3rd in RG and in Scotland.

- Satisfaction with support overall has increased by almost 3% and rankings of 1st in Russell Group and 1st in Scotland have been maintained.

- Elements where Glasgow ranks 1st in the Russell Group:
  - Managing research (PG students only) – also 1st in Scotland
  - Good teachers
  - Good place to be
  - Sport facilities
  - Host culture

- Additionally, Glasgow ranks 1st in Scotland for:
  - Opportunities to teach (PG students only)
  - Online library facilities – also ranked 2nd of RG and 3rd in UK

Students’ willingness to recommend study at their institution
1,525 International students completed the survey, 20% of our total community
Met overall satisfaction and word of word recommendation targets of 90% and 85%
90% satisfaction with the University overall (compared to 88% in the Russell Group)
Overall ‘Learning’ satisfaction score of 86% (compared to 85% in the Russell Group)
Overall ‘Living’ satisfaction score of 90% (compared to 88% in the Russell Group)
Overall ‘Support’ satisfaction score of 93% (compared to 91% in the Russell Group)
We are ranked first in Russell Group for ‘Overall’ and ‘Learning’ satisfaction’
We also ranked first in Scotland and Russell Group for ‘Support’ overall
We also ranked second in Scotland and Russell Group for ‘Living’ overall
Relative to our comparator institutions the areas we need to improve include perceptions
of eco-friendly attitude, performance feedback, Finance Office and Counselling
Real strengths are managing research (1st in Scot & RG), online library (1st in Scot, 2nd in RG)
and sports facilities (1st in RG, 2nd in Scot)

**TOP TEN**

1. Clubs and Societies 96%
2. Good place to be 96%
3. SRC 95%
4. International Office 95%
5. Graduate School 94%
6. Expert Lecturers 94%
7. Academics English 93%
8. Campus Environment 93%
9. Online Library 93%
10. Int’l Student Advisors 92%

- Number 1 in Scotland and Russell Group for managing research
- Number 1 in the Russell Group for ‘good place to be’, good teachers, sports facilities and host culture
- First in Scotland for the online library

**BOTTOM TEN**

1. Earning money 53%
2. Accommodation Cost 57%
3. Financial support 57%
4. Work experience 61%
5. Careers advice 67%
6. Performance feedback 72%
7. Opportunities to teach 72%
8. Host Friends 72%
9. Employability 73%
10. Marking criteria 74%

- Last in Scotland and near bottom of the Russell Group for safety and transport links.
- Near bottom in Russell Group for Counselling Services and Finance Office
- The inclusion of more practical topics and future work related areas of study should be incorporated into the programme”.
- I’ve had a great experience here not only in the university but in Glasgow and Scotland as a whole.
- I’d highly recommend

### LEARNING EXPERIENCE

<table>
<thead>
<tr>
<th></th>
<th>LEARNING EXPERIENCE</th>
<th>LIVING EXPERIENCE</th>
<th>SUPPORT SERVICES</th>
<th>OVERALL SATISFACTION</th>
<th>RECOMMEND</th>
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<tbody>
<tr>
<td>Glasgow (1525)</td>
<td>86%</td>
<td>90%</td>
<td>93%</td>
<td>90%</td>
<td>85%</td>
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<td>ARTS (245)</td>
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<td>88%</td>
<td>93%</td>
<td>90%</td>
<td>84%</td>
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<td>MVLS (301)</td>
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<td>90%</td>
<td>92%</td>
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<td>CoSE (349)</td>
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<td>92%</td>
<td>95%</td>
<td>93%</td>
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<tr>
<td>CoSS (596)</td>
<td>85%</td>
<td>89%</td>
<td>93%</td>
<td>87%</td>
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