Autumn 2012 was the first time the International Student Barometer was run as part of the all Student Barometer (with NSS-eligible students excluded). This summary provides initial headline results for the ISB, comparing satisfaction scores and ranking with this time last year, as well as the results for domestic students and all students.

### Headline results

The following tables show the results from the ISB Autumn 2012 with Autumn 2011 results in brackets for comparison, UK students only (SB) and all students (ISBSB) for the headline measures of overall satisfaction, willingness to recommend UoG, learning, living, support and arrival overall experiences.

UoG is ranked against all the participating institutions and our benchmarking groups. The number of participating institutions in each Autumn 2012 survey was:

ISB – 188 total; 60 UK; 16 Russell Group; 6 Scotland
SB – 41 total; 28 UK, 10 Russell Group

<table>
<thead>
<tr>
<th></th>
<th>UoG %</th>
<th>survey %</th>
<th>UK %</th>
<th>RG %</th>
<th>Scot %</th>
<th>survey rank</th>
<th>UK rank</th>
<th>RG rank</th>
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<tr>
<td><strong>1) Overall satisfaction</strong></td>
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<tr>
<td>International students (ISB)</td>
<td>89.4</td>
<td>87.0</td>
<td>88.4</td>
<td>89.0</td>
<td>88.2</td>
<td>33rd (26th)</td>
<td>14th</td>
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<td>4th</td>
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<tr>
<td>UK students (SB)</td>
<td>91.1</td>
<td>88.6</td>
<td>89.7</td>
<td>89.6</td>
<td>13th</td>
<td></td>
<td>12th</td>
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<tr>
<td>All students (ISBSB)</td>
<td>90.5</td>
<td>88.0</td>
<td>89.2</td>
<td>89.3</td>
<td>11th</td>
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<td>10th</td>
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<td><strong>2) Recommendation</strong></td>
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<td>83.0</td>
<td>86.5</td>
<td>84.9</td>
<td>22nd (14th)</td>
<td>7th</td>
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<td>UK students (SB)</td>
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<td>85.3</td>
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<tr>
<td><strong>3) Learning</strong></td>
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Summary

- There is little difference between international and UK students at UoG in percentage satisfaction and rankings over the headline measures.
- The largest discrepancy between international and UK respondents is in percentage satisfied with learning experiences, at 87.3% and 90.3% respectively.
- Recommendation is a measure i-graduate stress as very important and it is a measure UoG performs very well in, particularly noted is the high proportion of respondents who would actively recommend study at UoG.
- UoG lags behind comparator institutions in support and arrival experiences.

ISB trends:

- In terms of willingness to recommend study at their university, 88.5% of UoG international respondents will actively, or would do so if asked. This is an increase in percentage and rankings have remained steady at 3rd in RG and 2nd in Scotland.
- Improved in ranking against Scottish institutions in all categories.
- Down slightly against Russell Group in ranking for overall satisfaction, living and arrival but up in learning and support ranking.
5,429 UoG students completed the survey, 24% of those asked (excludes NSS-eligible)

- 91% satisfaction with the University overall (compared to 89% in the Russell Group)
- Overall ‘Learning’ satisfaction score of 89% (compared to 87% in the Russell Group)
- Overall ‘Living’ satisfaction score of 91% (compared to 90% in the Russell Group)
- Overall ‘Support’ satisfaction score of 90% (compared to 91% in the Russell Group)
- Overall ‘Arrival’ satisfaction score of 90% (compared to 90% in the Russell Group)
- We are ranked 3rd in Russell Group and 10th in the UK for overall satisfaction.
- We are ranked 2nd and 3rd in Russell Group for ‘Learning’ and ‘Living’, respectively.
- Relative to all comparator institutions, the area we need to improve most is registration.
- Managing research, sports facilities and internet access are strengths (1st in Russell Group)

### TOP TEN

1. Clubs and Societies 97%
2. Good place to be 97%
3. Expert Lecturers 96%
4. SRC 95%
5. Campus environment 95%
6. Int’l Student Advisors 95%
7. Faith Provision 94%
8. Laboratories 94%
9. Safety 93%
10. International Office 92%

Managing research and sports facilities fall just outside the top ten with 91% satisfaction but are ranked 1st in the Russell Group.

International student satisfaction with online library resources and campus buildings ranks 1st in Scotland.

### BOTTOM TEN

1. Earning Money 62%
2. Accommodation costs 64%
3. Work Experience 66%
4. Financial support 66%
5. Careers advice on course 68%
6. Bank account 71%
7. Living costs 73%
8. Performance feedback 77%
9. Opportunities to teach 77%
10. Marking criteria 78%

International students are least satisfied with earning money and accommodation costs.

Ranked bottom or near bottom of the global survey, UK institutions and Russell Group for registration, with 79% student satisfaction.

“The support and friendly nature of staff along with the knowledge I’ve accrued is beyond my prior expectations.”

“The IT services for the registration process were quite complicated, not only in my case but as far as I know, it was a general trend.”

“As it is an excellent university with loads of facilities, easy to access and the lecturers are very helpful as well as student services who assisted me with several queries.”