The University has consistently scored well in the International Student Barometer and the Summer Wave 2011 is no exception. The survey ranks Glasgow first in many categories and the University performed very strongly against other international, UK and Scottish institutions as well as the leading UK group of Russell Group universities. The outcome for the Summer Wave 2011 highlighted that Glasgow was:

- 1st in the UK
- 1st in the Russell Group
- 1st in Scotland
- 1st for Learning (overall) in Scotland and in the Russell Group and
- 3rd out of 65 institutions surveyed overall

**Overall Results**

International students were asked a single satisfaction question ‘Overall, how satisfied are you with all aspects of your University experience?’, and a single satisfaction question on each of the broad areas of ‘learning experience’, ‘living experience’ and ‘support services’. The following table shows the results, with Summer 2010 results in brackets for comparison.

<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>
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<tr>
<td>Overall</td>
<td>86.9</td>
<td>84.8</td>
<td>85.1</td>
<td>85.8</td>
<td>86.9</td>
<td>6th</td>
<td>2nd</td>
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<td>(3rd)</td>
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<tr>
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<td>85.6</td>
<td>86.3</td>
<td>87.1</td>
<td>87.4</td>
<td>7th</td>
<td>3rd</td>
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<td>(89.2)</td>
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<td>(87.3)</td>
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<tr>
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<td>90.5</td>
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<tr>
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<td>89.4</td>
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<td>87.1</td>
<td>88.4</td>
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<td>(3rd)</td>
<td>(2nd)</td>
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</tbody>
</table>

*Table 1: results using single satisfaction questions*

**‘Word of Mouth’ Recommendation**

In terms of willingness to recommend study at their university, 82% of UoG respondents will actively, or would do so if asked.

<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>
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<td>81.1</td>
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<td>6th</td>
<td>3rd</td>
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<tr>
<td></td>
<td>(86.1)</td>
<td>(76.9)</td>
<td>(76.9)</td>
<td>(81.6)</td>
<td>(79.8)</td>
<td>(4th)</td>
<td>(3rd)</td>
<td>(2nd)</td>
<td>(2nd)</td>
</tr>
</tbody>
</table>

*Table 2: students’ willingness to recommend study at their institution*
INTERNATIONAL STUDENT BAROMETER – AT A GLANCE (SUMMER 2011)

1617 International Students completed the survey, 28% of our total community
89% satisfaction with the University overall (compared to 88% in the Russell Group)
Overall ‘Learning’ satisfaction score of 87% (compared to 86% in the Russell Group)
Overall ‘Living’ satisfaction score of 87% (compared to 87% in the Russell Group)
Overall ‘Support’ satisfaction score of 91% (compared to 90% in the Russell Group)
We are ranked first in UK, Russell Group and Scotland for overall satisfaction.
We also ranked first in Scotland and Russell Group for ‘Learning’ overall.
Relative to our comparator institutions the areas we need to improve include perceptions
of eco-friendly attitude, safety, and level of research activity (9th of 12 RG institutions).
Sport facilities, social activities and online library are real strengths (1st in UK, Scot & RG).

TOP TEN
1. Student Services desk 97%
2. Clubs and societies 96%
3. Good place to be 96%
4. SRC 95%
5. International Office 95%
6. Graduate School 94%
7. Academics’ English 94%
8. Expert lecturers 94%
9. Registry 93%
10. Sport facilities 93%

BOTTOM TEN
1. Earning money 52%
2. Accommodation cost 56%
3. Financial support 56%
4. Work experience 59%
5. Opportunities to teach 67%
6. Careers advice (on course) 68%
7. Performance feedback 71%
8. Living cost 73%
9. Marking criteria 74%
10. Meeting Scottish friends 75%

The student services desk is extremely helpful and I will like to commend on the
guy at the entrance. He always tries his best to answer all my questions.
Overall, the facilities and services are rather modern and good, thumbs-ups!

A little more support and mainly feedback on coursework/ exams would be
great. I still don't understand their grading system, we were never really showed how it works.

I had a fantastic experience in Glasgow, both learning at the
University and from a whole intercultural
community and fell in love with the city itself. I
would definitely recommend people coming here!