Initial results - International Student Barometer Summer 2012, International Graduate Insight Group Ltd

Overall Results

The following table shows the results, with Summer 2011 results in brackets for comparison.

<table>
<thead>
<tr>
<th>Section</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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<tbody>
<tr>
<td>Learning</td>
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<td></td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>Overall</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></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>
<td>(1st)</td>
<td>(1st)</td>
</tr>
<tr>
<td>Living</td>
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<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>
</tr>
<tr>
<td>Overall</td>
<td>(87.3)</td>
<td>(85.6)</td>
<td>(86.3)</td>
<td>(87.1)</td>
<td>(87.4)</td>
<td>(7th)</td>
<td>(3rd)</td>
<td>(2nd)</td>
<td>(2nd)</td>
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<tr>
<td>Support</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>4th</td>
<td>1st</td>
<td>1st</td>
</tr>
<tr>
<td>Overall</td>
<td>(91.4)</td>
<td>(86.7)</td>
<td>(88.6)</td>
<td>(90.5)</td>
<td>(91.8)</td>
<td>(4th)</td>
<td>(4th)</td>
<td>(2nd)</td>
<td>(2nd)</td>
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<tr>
<td>Overall</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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<td></td>
<td>(89.4)</td>
<td>(87.0)</td>
<td>(87.1)</td>
<td>(88.4)</td>
<td>(88.1)</td>
<td>(3rd)</td>
<td>(1st)</td>
<td>(1st)</td>
<td>(1st)</td>
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</tbody>
</table>

Table 1: results using single satisfaction questions

‘Word of Mouth’ Recommendation

<table>
<thead>
<tr>
<th>Section</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>WOM</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>
</tr>
<tr>
<td></td>
<td>(82.0)</td>
<td>(77.1)</td>
<td>(77.8)</td>
<td>(81.1)</td>
<td>(81.2)</td>
<td>(10th)</td>
<td>(6th)</td>
<td>(3rd)</td>
<td>(3rd)</td>
</tr>
</tbody>
</table>

Table 2: students’ willingness to recommend study at their institution

- Generally the picture is not that different from this time last year, possibly slightly better if anything as we are first or second in the Russell Group and Scotland for all the headline measures.

- In terms of willingness to recommend study at their university, 84.6% of UoG respondents will actively, or would do so if asked (see Table 2). This was a measure i-graduate stressed as very important at the last presentation – we have increased in % and have moved up the rankings to 1st of 9 in RG and 2nd of 7 in Scotland.

- We’ve only gone down by 0.2% in overall satisfaction but have slipped in rankings to 2nd in UK and 2nd in Scotland. We are still 1st in RG for overall satisfaction.

- Support overall: % satisfaction has gone down but we’re up in ranking to 1st in RG and 1st in Scotland.

- Highest and lowest scoring elements in each section are generally in line with previous waves. A couple of changes of note:
  - Managing research (PG students only) now in top 5 for learning
  - International student advisers now in top 5 for support
INTERNATIONAL STUDENT BAROMETER – AT A GLANCE (SUMMER 2012)

1,313 International Students completed the survey, 20% of our total community
89% satisfaction with the University overall (compared to 86% in the Russell Group)
Overall ‘Learning’ satisfaction score of 87% (compared to 84% in the Russell Group)
Overall ‘Living’ satisfaction score of 89% (compared to 87% in the Russell Group)
Overall ‘Support’ satisfaction score of 90% (compared to 89% in the Russell Group)
We are ranked first in Russell Group and second in UK and Scotland for overall satisfaction.
We are ranked first in Russell Group for ‘Learning’ overall.
We also ranked first in Scotland and Russell Group for ‘Support’ overall.
Relative to our comparator institutions the areas we need to improve include perceptions
of eco-friendly attitude, safety, and university transport links (last in Scotland).
International student advisors and online library are real strengths (1st in UK, Scot & RG).

TOP TEN

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

BOTTOM TEN

1. Accommodation Cost 55%
2. Earning money 56%
3. Financial support 59%
4. Work experience 60%
5. Careers advice 67%
6. Opportunities to teach 69%
7. Performance feedback 72%
8. Marking criteria 74%
9. Living 76%
10. Meeting Scottish friends 76%

Number 1 in the UK, Scotland and Russell Group for our online library
The Barclay Medical Centre has become number 1 in the global ISB, UK, Scotland and Russell Group
1st in the Russell Group and Scotland for host culture, visa advice and International Student Advisors

AHEAD OF THE RUSSELL GROUP & OTHER SCOTTISH UNIVERSITIES

Living Host culture & friends, visa advice, sports facilities, social facilities & activities, good contacts,
campus environment & buildings, good place to be, internet access, living costs
Learning Online & physical library, learning & language support, assessment, opportunities to teach,
managing research, quality lectures, technology, employability & work experience
Support SRC, clubs & societies, International Student Advisors, Barclay Medical Centre

BEHIND RUSSELL GROUP & OTHER SCOTTISH UNIVERSITIES

Living Safety, eco-friendly attitude, transport links generally and to Uni, accommodation cost
Learning Expert lecturers, careers advice (on course), multicultural, learning spaces, size of classes,
course organisation, marking criteria, performance feedback
Support Graduate School, Registry, Careers Service, Counselling, Catering