



# International Student Barometer

## University sector results

# 2015

## Summary

- Survey overview
- Headline results
- Overall satisfaction & propensity to recommend
- Survey response

## Pre-arrival

- Choice of destination
- Application
- Agents
- Visas

## Experience

- Arrival
- Learning
- Student engagement
- Living
- Support

## Appendix

- Questionnaire
- Additional information

# Survey overview

# Process summary & scale

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- Core questionnaire covering arrival, learning, living, support, recommendation, application and choice of institution
- Semi-standardised online questionnaire format, adapted and customised for each partner institution
- Students in New Zealand invited to feedback from April to June 2015
- 161,304 international students responded from 205 institutions in 20 countries

# All participating institutions

## ISB (161,304)

Aalto University/Aalto-yliopisto	<b>Durham University</b>	International Year One (Shorelight at Bath Spa)
Algonquin College	Edith Cowan University	James Cook University
Anglia Ruskin University	Erasmus University Rotterdam	<b>James Cook University (Singapore)</b>
Arizona State University	Estonian Academy of Arts	JAMK University of Applied Sciences
<b>Asia Pacific University of Technology &amp; Innovation (APU)</b>	Estonian Academy of Music and Theatre	Johnson & Wales University
Aston University	Estonian Business School	<b>Jönköping University</b>
Auckland University of Technology	Estonian University of Life Sciences	Kajaani University of Applied Sciences
<b>Bath Spa University</b>	Fanshawe College	Karelia University of Applied Sciences
<b>BINUS University</b>	Friedrich-Schiller-Universität Jena	Karolinska Institutet
Bournemouth University	George Brown College	KU Academic Accelerator Program
California State University, Fresno	Georgian College	<b>La Trobe University</b>
Camosun College	Glasgow Caledonian University	Lahti University of Applied Sciences
Cardiff University	<b>Goldsmiths, University of London</b>	Lane Community College
Centennial College	Gonzaga University	Lappeenranta University of Technology
Chalmers University of Technology	Griffith University	Laurea University of Applied Sciences
Charles Darwin University	Haaga-Helia University of Applied Sciences	Leeds Beckett University
College of the Rockies	Hanken School of Economics	Lincoln University
<b>Coventry University</b>	Helsinki Metropolia University of Applied Sciences	Linköping University
CQUniversity Australia	<b>HKU Space Community College</b>	Linnaeus University
<b>Curtin Singapore</b>	Hogeschool Rotterdam	<b>Loughborough University</b>
Curtin University	Humber Institute of Technology and Advanced Learning	Macquarie University
DePaul University	Indiana University Bloomington	Massey University
Durham College	Indiana U-Purdue U Indianapolis	Maynooth University

# All participating institutions

## ISB (161,304)

Miami University	State University of New York at Oswego	<b>The University of Sheffield</b>
Murdoch University	<b>Sunway College and University</b>	<b>The University of Sydney</b>
<b>Nelson Mandela Metropolitan University</b>	<b>Swinburne University of Technology (Sarawak Campus)</b>	The University of Western Australia
Newcastle University	Tallinn University	<b>The Vocational Training Council</b>
Northeastern University	Tallinn University of Technology	Trinity College Dublin
Northumbria University	Tampere University of Applied Sciences	Turku University of Applied Sciences
Northwestern University	Tampere University of Technology	UCF Global Achievement Academy
Nova Scotia Community College	<b>Taylor's College</b>	Umeå University
Novia University of Applied Sciences	<b>Taylor's University, Lakeside Campus</b>	Università Bocconi
<b>Oxford Brookes University</b>	Technical University of Denmark	Università Cattolica del Sacro Cuore
Plymouth University	Teesside University	Universität Kassel
RMIT University	<b>The Chinese University of Hong Kong</b>	<b>Universiti Teknologi Petronas</b>
Robert Gordon University	<b>The Hong Kong Polytechnic University</b>	University College Birmingham
<b>Royal Holloway, University of London</b>	<b>The Hong Kong University of Science and Technology</b>	<b>University College London</b>
Rutgers University	The University of Adelaide	<b>University College London - Australia</b>
Saxion University of Applied Sciences	The University of Edinburgh	<b>University College London - Qatar</b>
Seneca College of Applied Arts and Technology	<b>The University of Hull</b>	<b>University for the Creative Arts</b>
<b>Sheffield Hallam University (SHU)</b>	The University of Kansas	<b>University of Aberdeen</b>
Sheridan College	The University of New South Wales	University of Amsterdam
<b>SIM Global Education</b>	<b>The University of Northampton</b>	University of Auckland
<b>Singapore Institute of Technology (Glasgow partner)</b>	<b>The University of Nottingham (China)</b>	University of Bedfordshire
<b>SOAS</b>	<b>The University of Nottingham (Malaysia)</b>	University of Birmingham
Southern Cross University	<b>The University of Nottingham (UK)</b>	University of Bradford

# All participating institutions

## ISB (161,304)

University of Bristol	University of Jyväskylä	University of Tartu
University of Calgary	University of Lapland	University of Tasmania
University of California, Santa Cruz	University of Leeds	University of Technology, Sydney
University of Canberra	University of Limerick	University of the Sunshine Coast
University of Canterbury	University of Lincoln	University of the West of England, Bristol
University of Central Lancashire	University of Michigan-Flint	University of Turku
University of Central Missouri	University of Minnesota	University of Twente
University of Cincinnati	University of Missouri	University of Ulster
University of Colorado Denver	University of Nebraska–Lincoln	University of Vaasa
University of Derby	University of New Mexico	<b>University of Waikato</b>
<b>University of Dundee</b>	University of Newcastle	<b>University of Wales, Trinity Saint David</b>
University of Eastern Finland	University of Otago	<b>University of Warwick</b>
University of Electronic Science and Technology of China (Glasgow partner)	University of Oulu	University of Waterloo
<b>University of Glasgow</b>	<b>University of Oxford</b>	University of Western Sydney
University of Gloucestershire	University of Portsmouth	University of Wisconsin-Milwaukee
University of Greenwich	University of South Australia	Utah State University
University of Groningen	University of South Wales	Valencia College
University of Guelph	<b>University of Southampton</b>	VAMK Ltd, University of Applied Sciences
University of Helsinki	<b>University of Southampton - Malaysia</b>	Victoria University of Wellington
<b>University of Hertfordshire</b>	<b>University of Southern Queensland</b>	VU University Amsterdam
<b>University of Hong Kong</b>	University of Strathclyde	Wageningen University
University of Huddersfield	University of Sunderland	Western Michigan University
University of Illinois, Urbana-Champaign	<b>University of Surrey</b>	

# Participating institutions – New Zealand

<b>New Zealand ISB (6,188)</b>
Auckland University of Technology
Lincoln University
Massey University
University of Auckland
University of Canterbury
University of Otago
University of Waikato
Victoria University of Wellington



# Headline results

# Summary

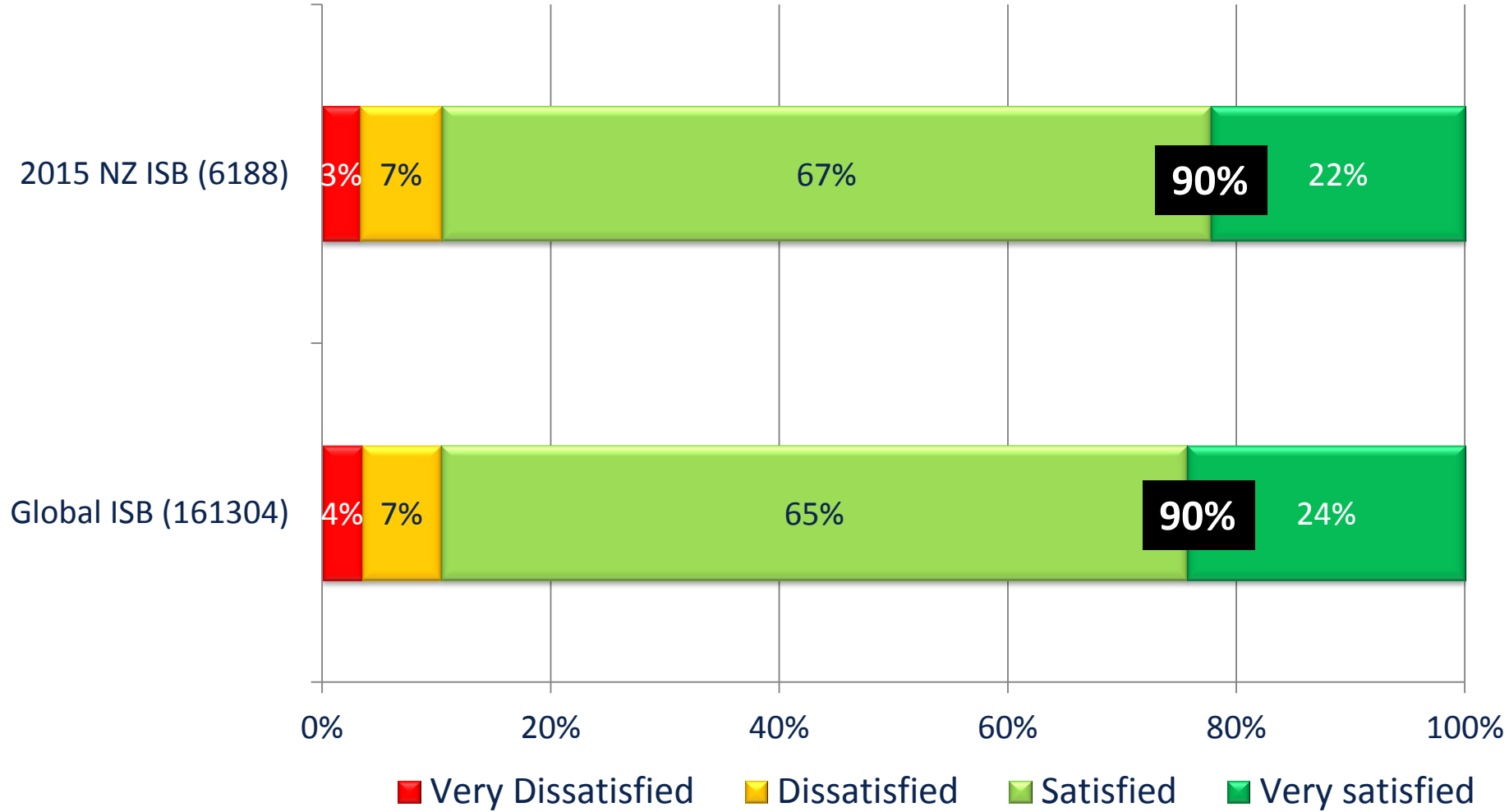
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- Generally, there are relatively high levels of satisfaction amongst international students studying at universities in New Zealand
  - 90% of students satisfied overall with their experience
  - 81% would recommend their institution.
- Both satisfaction and students' propensity to recommend their institution have increased slightly since 2013.
- Satisfaction scores for New Zealand are on par with or slightly below the global benchmark on many aspects of the student experience.
- However, this does still leave one out of ten students dissatisfied with their experience and almost two out of ten who would not recommend their institution. It's important to try and understand why this is.
- Satisfaction levels will vary by institution and factors such as student nationality, and institutions should be aware of results for their own students. However at an overall level, areas with lowest satisfaction tend to be around costs, employment/employability and making Kiwi friends.

**Overall satisfaction  
& propensity to  
recommend**

RECOMMEND

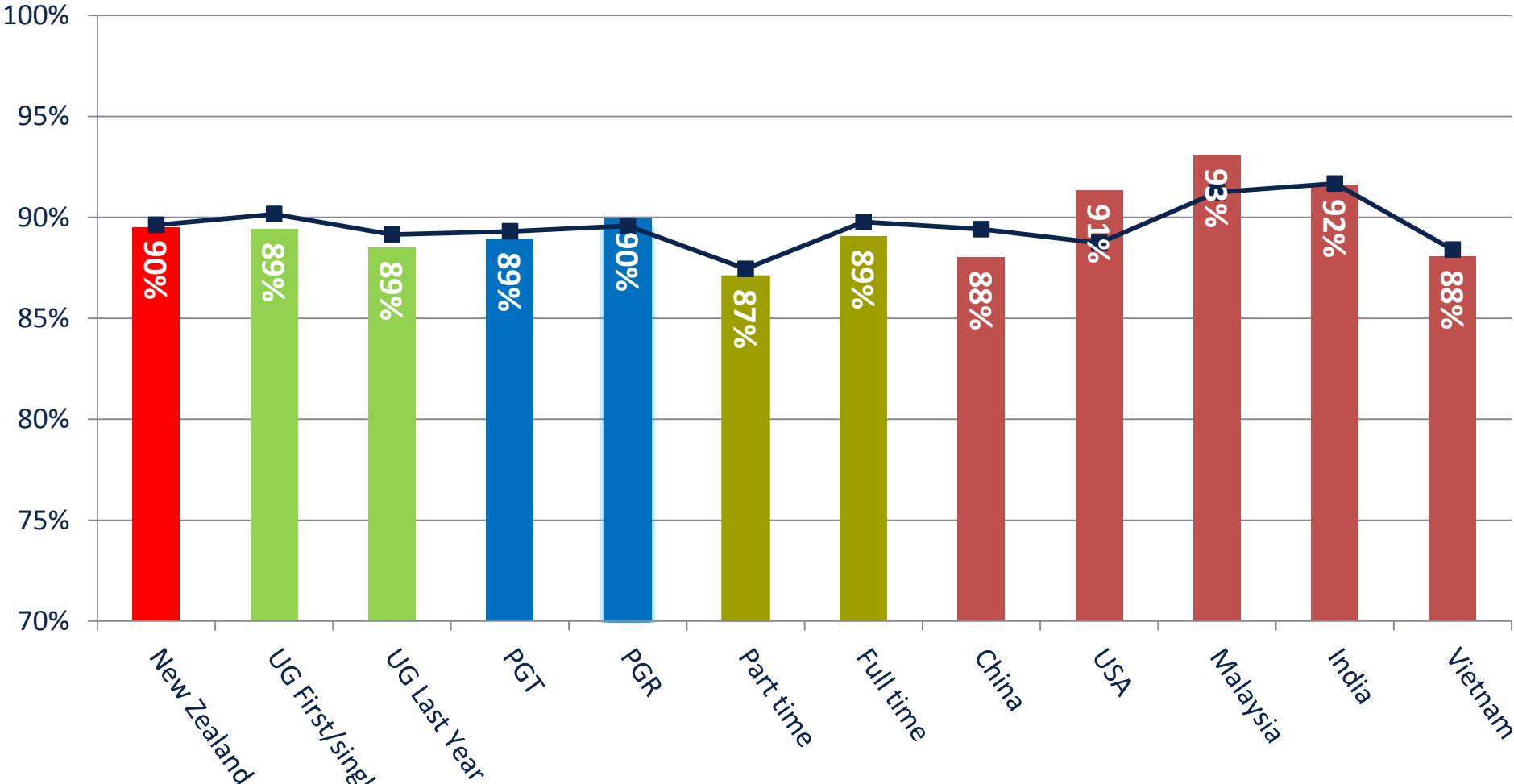
# Overall satisfaction



*Overall, how satisfied are you with all aspects of your university experience?*

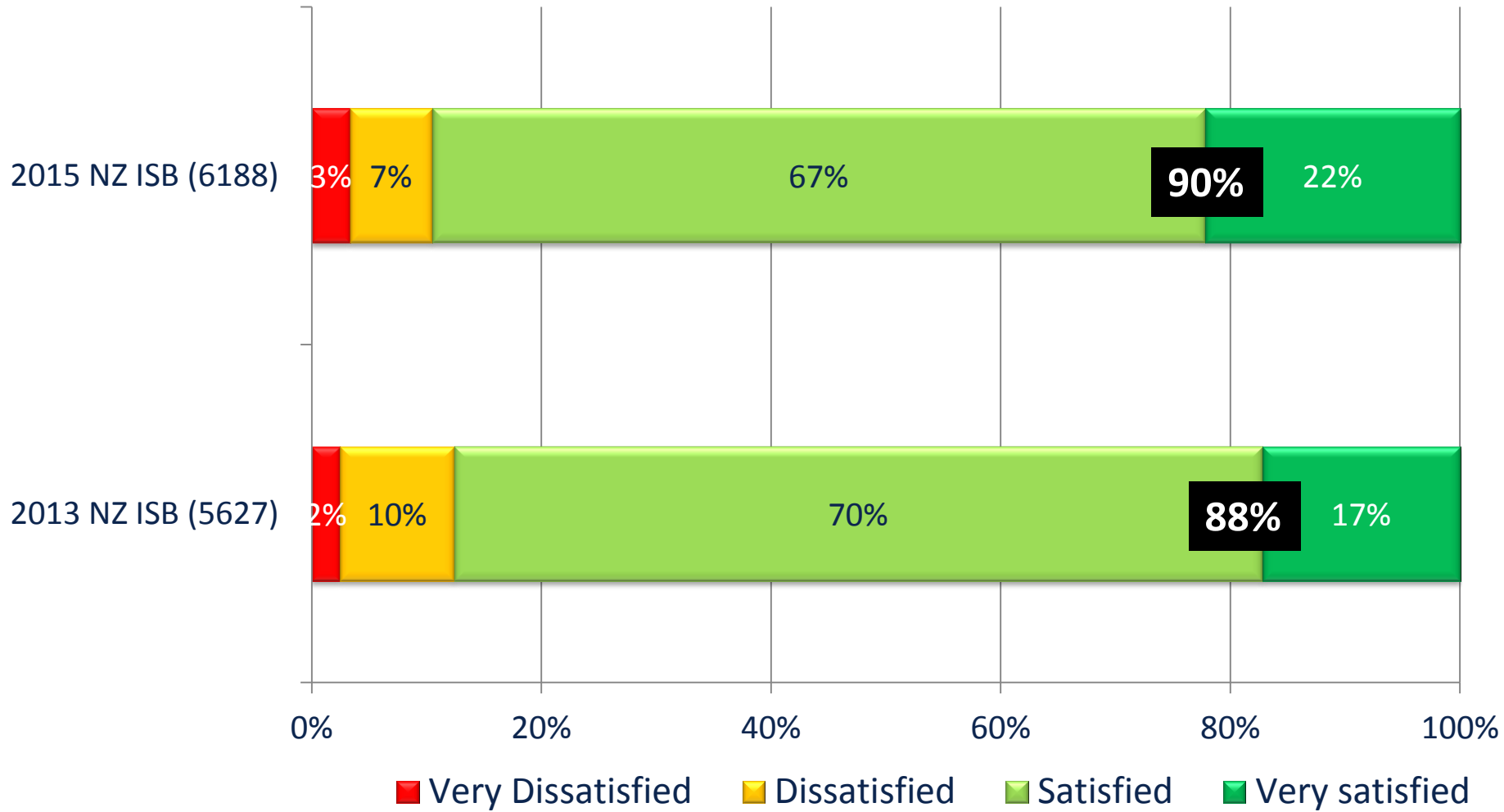
# Overall satisfaction

Global ISB



Overall, how satisfied are you with all aspects of your university experience?

# Overall satisfaction – 2015 v 2013



*Overall, how satisfied are you with all aspects of your university experience?*

# Propensity to recommend

New Zealand ISB (5264)	2015 vs 2013		Global ISB (132247)
34%	+4%	I would actively encourage people to apply	39%
<b>81%</b>			<b>83%</b>
47%	-2%	If asked, I would encourage people to apply	44%
15%	-1%	I would neither encourage nor discourage people to apply	13%
3%	0%	If asked, I would discourage people from applying	3%
1%	0%	I would actively discourage people from applying	1%

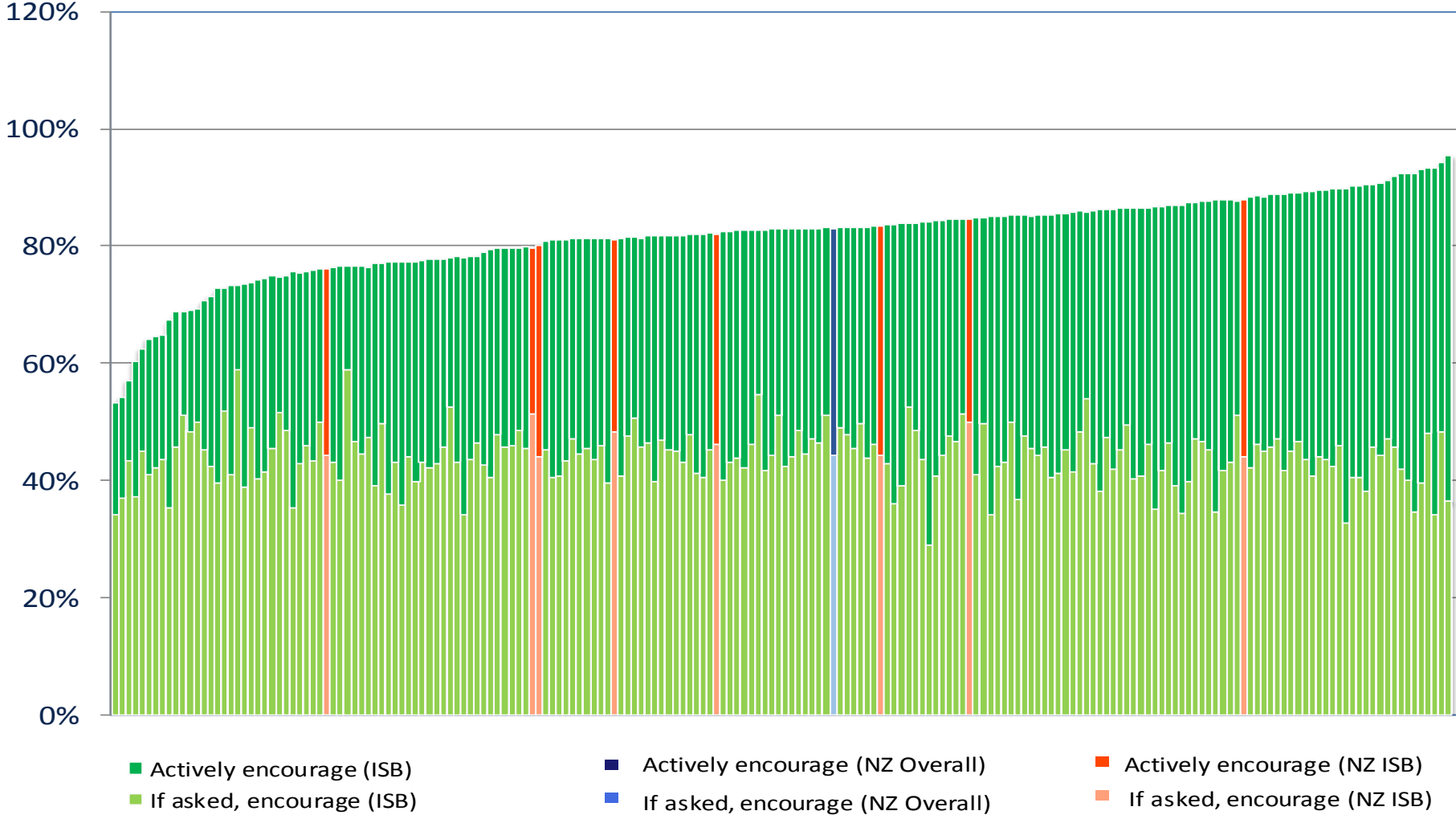
# Propensity to recommend (by study level)



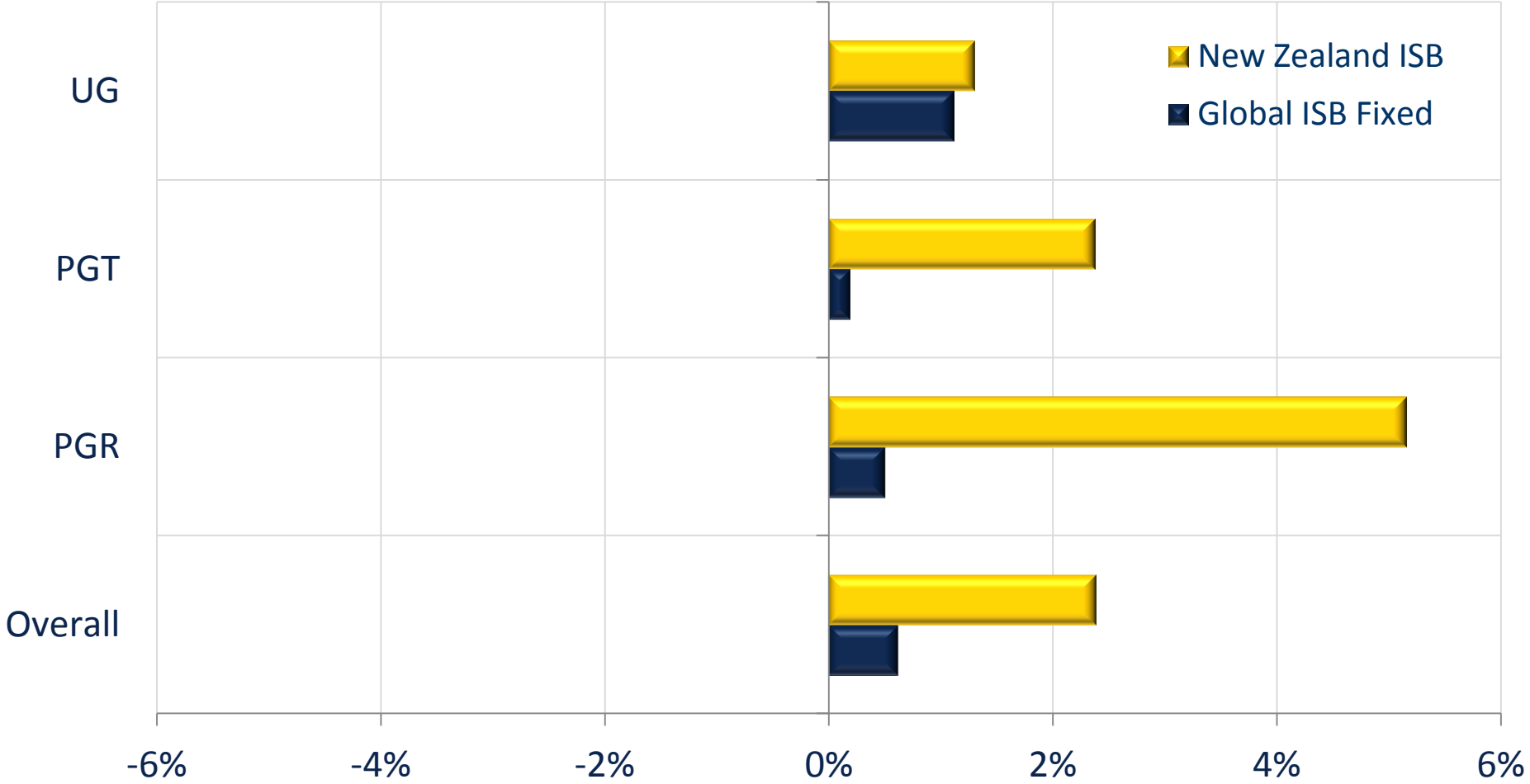
New Zealand ISB (5264)		PGR (1198)	PGT (1080)	UG (2811)
34%	I would actively encourage people to apply	37%	33%	33%
<b>81%</b>		<b>82%</b>	<b>82%</b>	<b>81%</b>
47%	If asked, I would encourage people to apply	44%	49%	48%
15%	I would neither encourage nor discourage people to apply	14%	14%	16%
3%	If asked, I would discourage people from applying	4%	3%	3%
1%	I would actively discourage people from applying	1%	1%	1%



# Propensity to recommend (all universities)



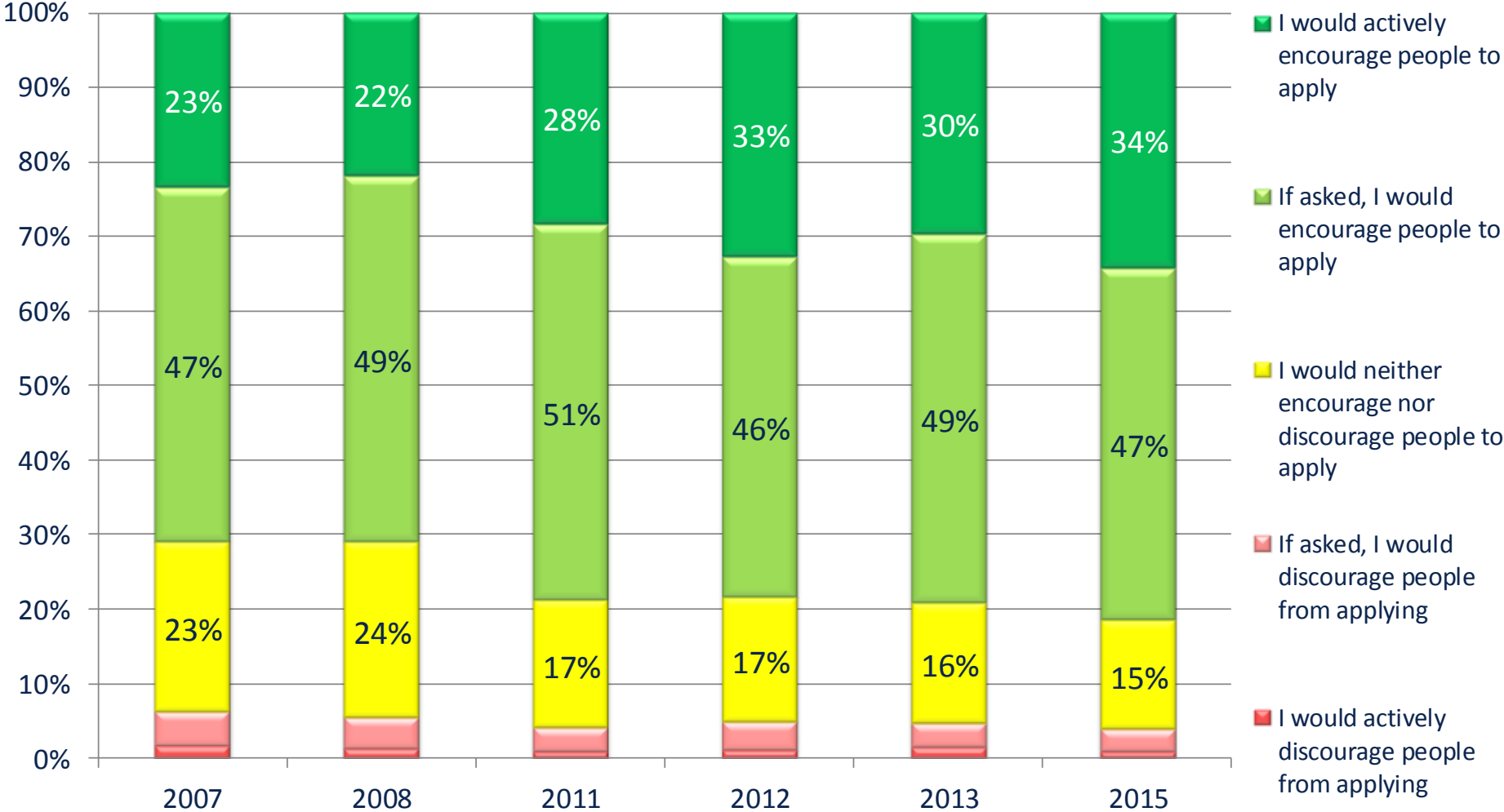
# Propensity to recommend – 2013 vs 2015



*Would you recommend the university to others thinking of applying here?*

The Fixed Benchmark only includes universities that took part in both 2013 and 2015

# Propensity to recommend (compared to previous years)



# Reasons for recommending their institution

*The general study environment is awesome, but most important is that the University's attitude demonstrates an interest more in Student Learning and Happiness than a business attitude.*

*I am very impressed regarding the extent the university goes to ensure students learn effectively. The impressive libraries- physical and online, the support services and the approachable lecturers are all extremely helpful.*

*Staff are approachable, friendly and encouraging, there are no unnecessary bureaucratic barriers to getting advice or support!*

*It has very good quality of lectures, facilities, and support system. Every course is designed to meet the workforce requirement. [University name] is the best place to study.*

*Because the quality of education specially the support from my supervisors and the department is highly appreciated. Support from the international office is exceptional.*

*[University name] has a great university environment, People are very friendly and I often don't feel left out. The course that are being taught are interesting and are taught well. I enjoy my papers and going to class. The lecturers/tutors are very caring towards the students.*

# Reasons for not recommending their institution

*For international students, the price is very expensive for the actual 'university experience' the university has to offer. It is only a good balance of experience for price if the student is able to get support or scholarship.*

*I feel that my department (I can't comment on other departments of course, so perhaps they are different) doesn't care about its students beyond as a source of funds and has little interest in developing the skills of its students to maximise their chances for the future.*

*Way to expensive for too less education quality. Everybody can read slides on his own I do not need a lecturer to read the slides out for me.*

*I think the Uni, maybe it's the country, is not ready to accept diversity. Racial discrimination or prejudice still happens to International students. Not just from local students, but also from some teachers sometimes.*

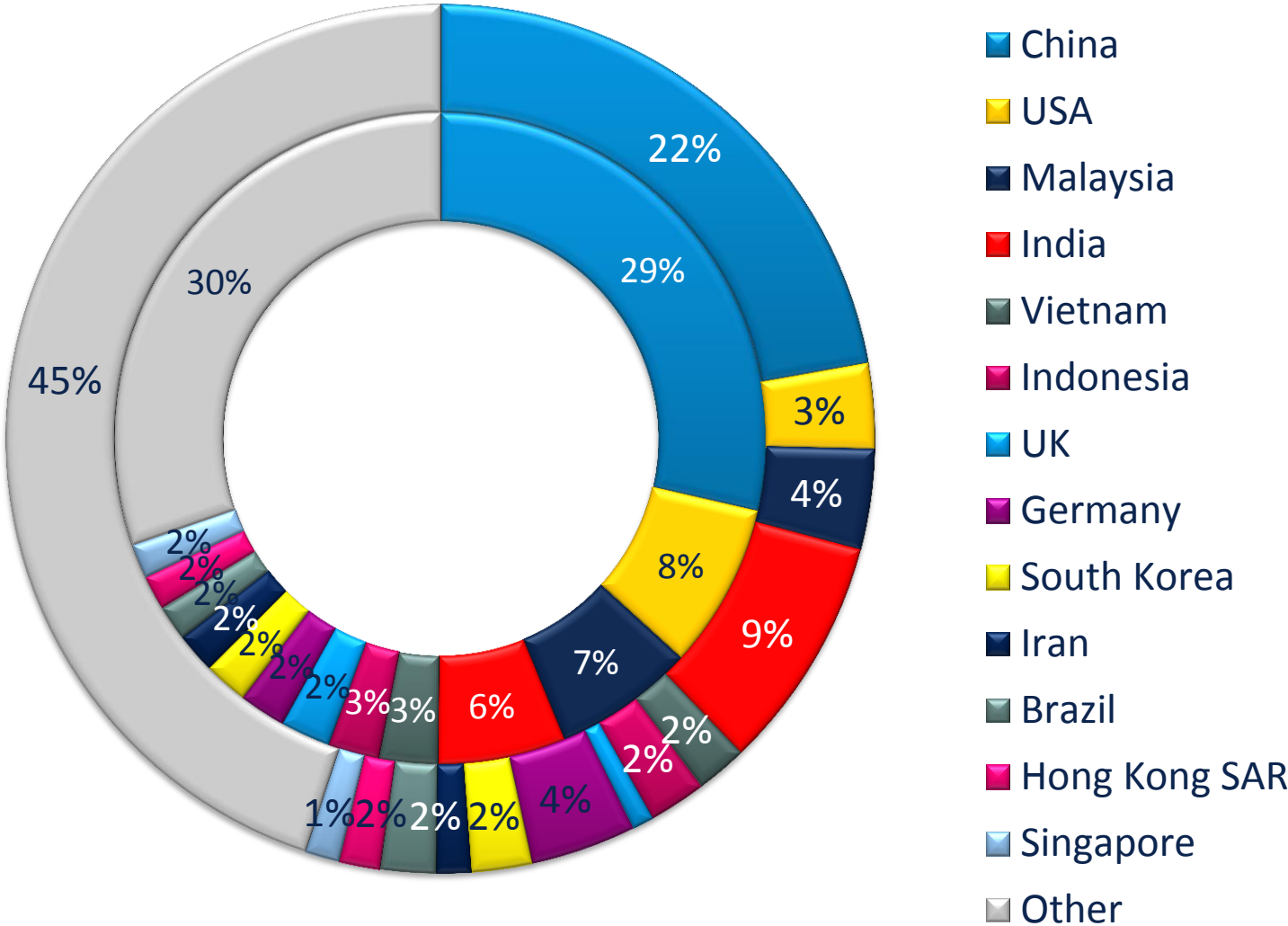
*Because if the fee is too expensive for international student if compare to domestic student, international student pays the fees for 1years that the domestic student can study for a whole couse(3years).*

*To be honest, I am very unsatisfied with the lecturers, as a result of their accent, lecture materials (eg. not fully working board markers), etc... the stream materials, and how they give lack of information for the assignments they set.*

# Survey response

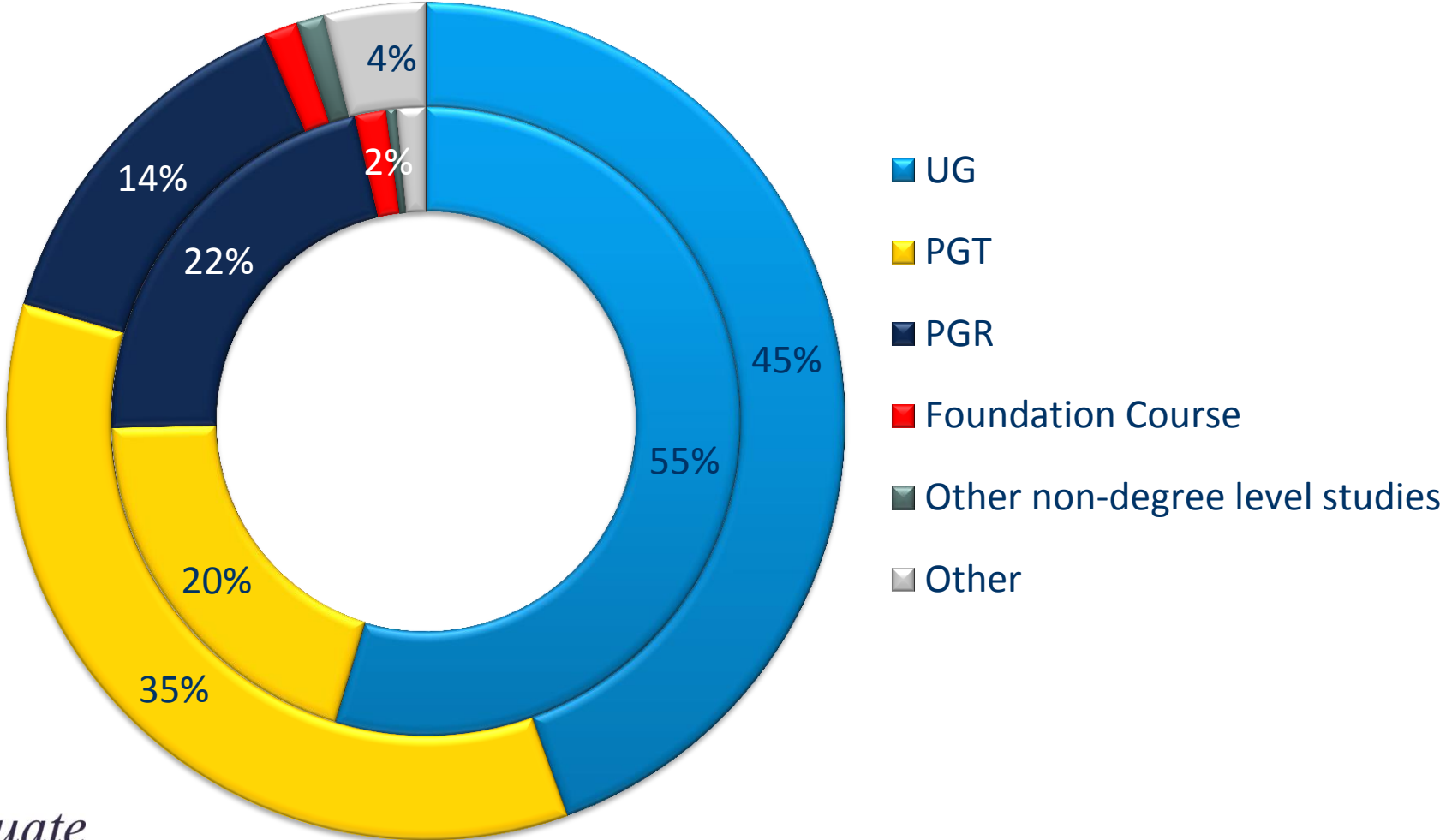
# Nationality breakdown

New Zealand ISB, inner circle (6,188) vs Global ISB, outer circle (161,304)



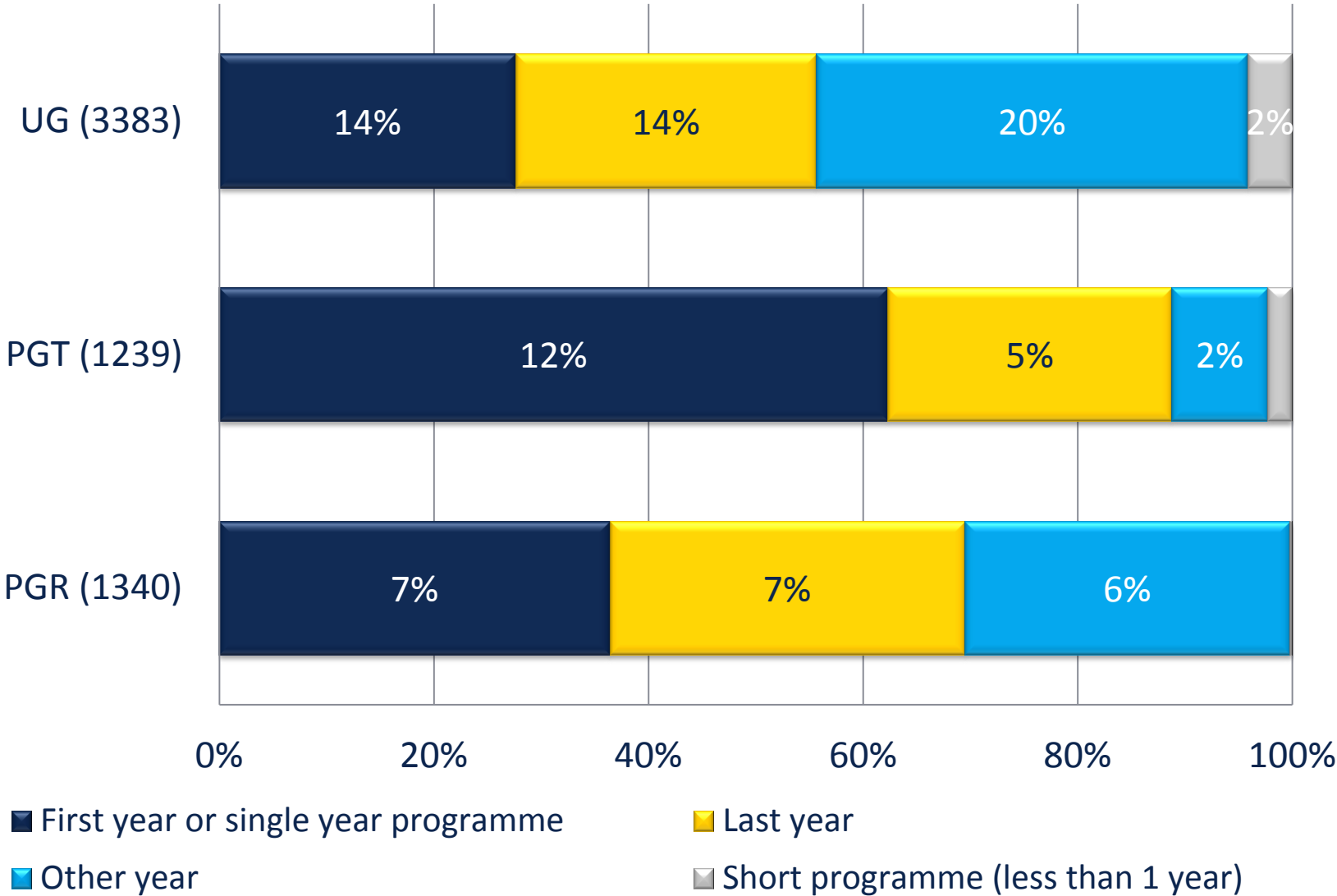
# Study level breakdown

New Zealand ISB, inner circle (6,188) vs Global ISB, outer circle (161,304)

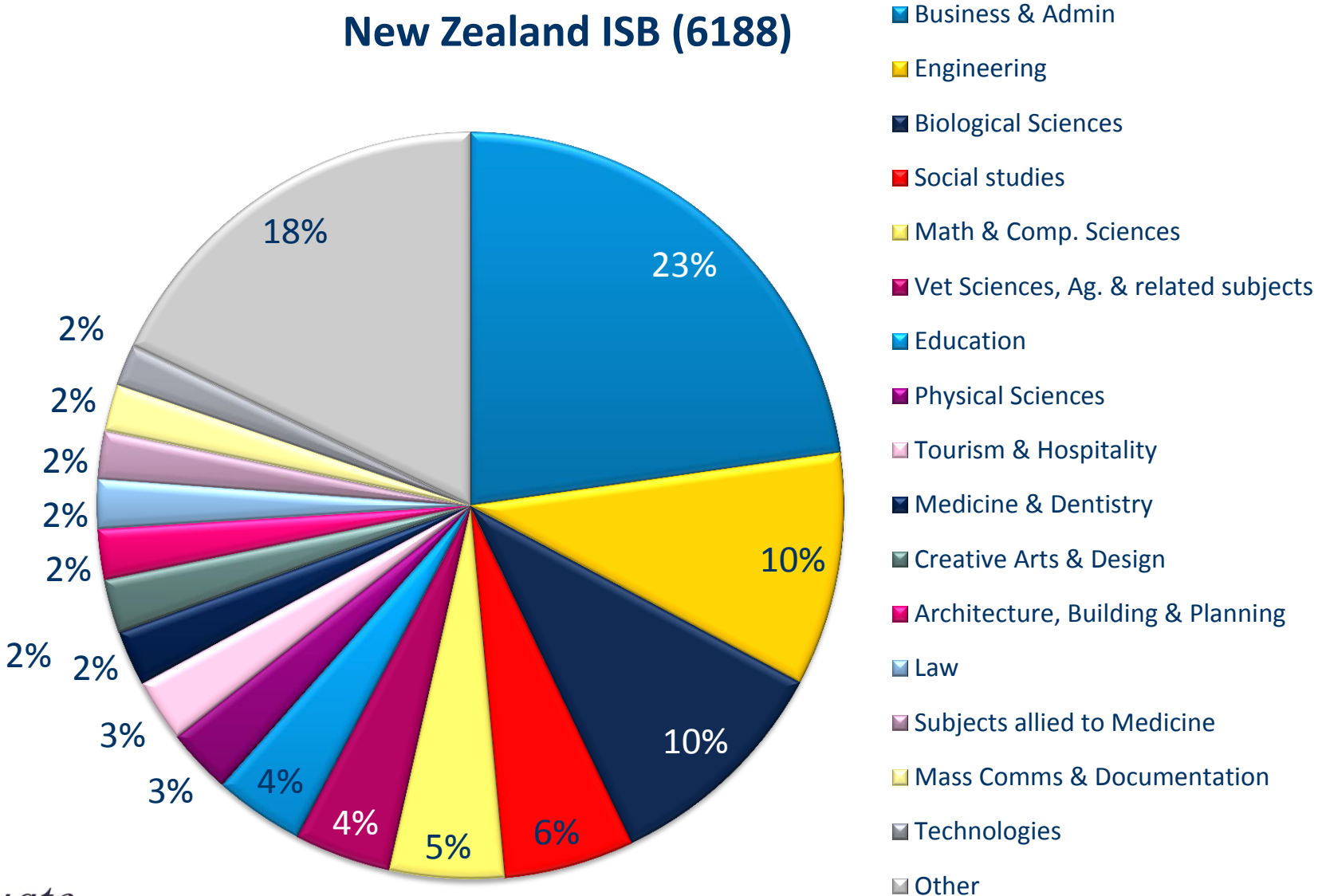




# Study stage breakdown

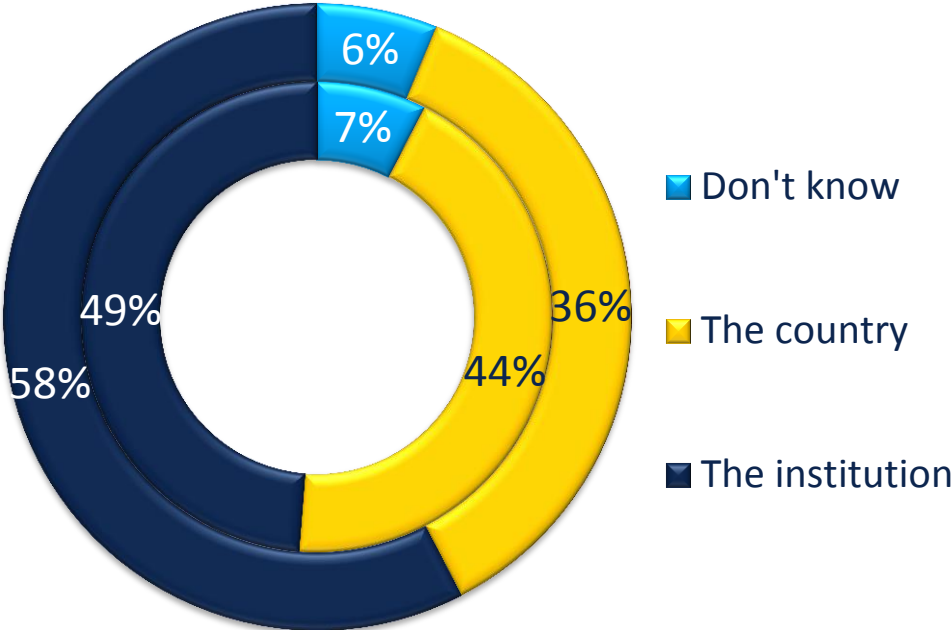


## New Zealand ISB (6188)



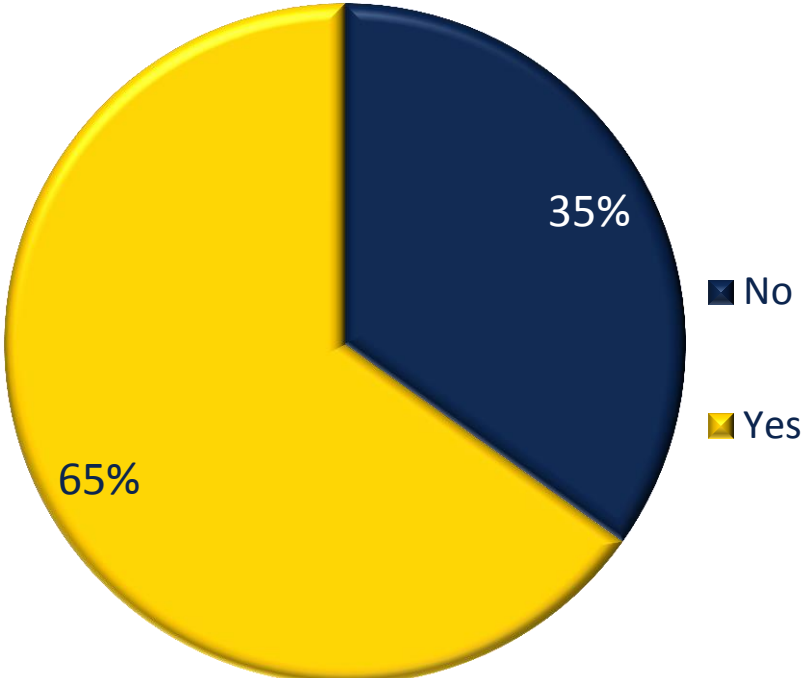
# Choice of Destination

**NZ ISB (2076, inner circle) vs Global ISB (63,487, outer circle)**



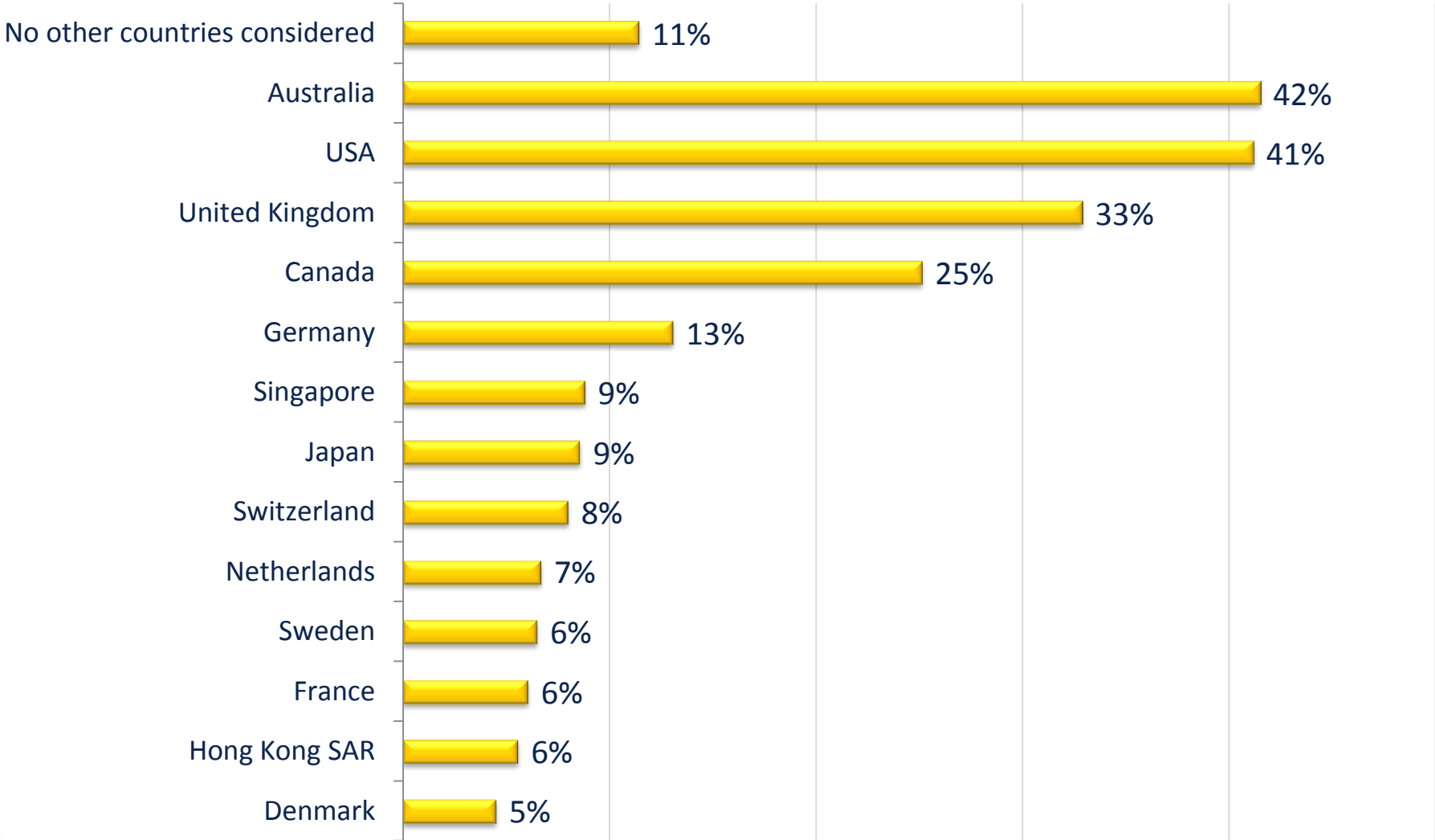
*Which was most important in your decision of where to study?*

**New Zealand ISB (2058)**



*Was this country your first choice for international education?*

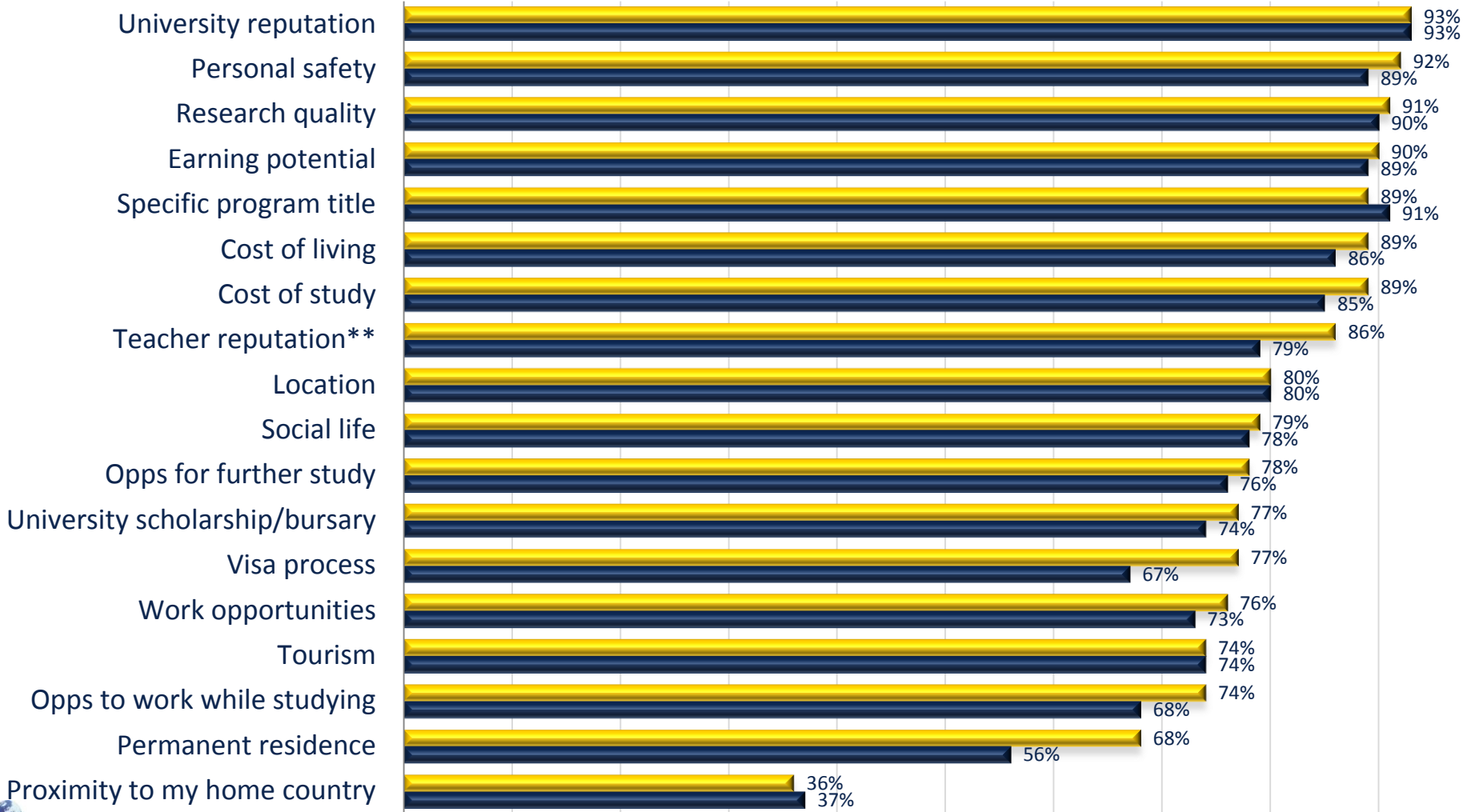
## New Zealand ISB (2065)



Showing countries with 5%+

# Importance of factors in study decision

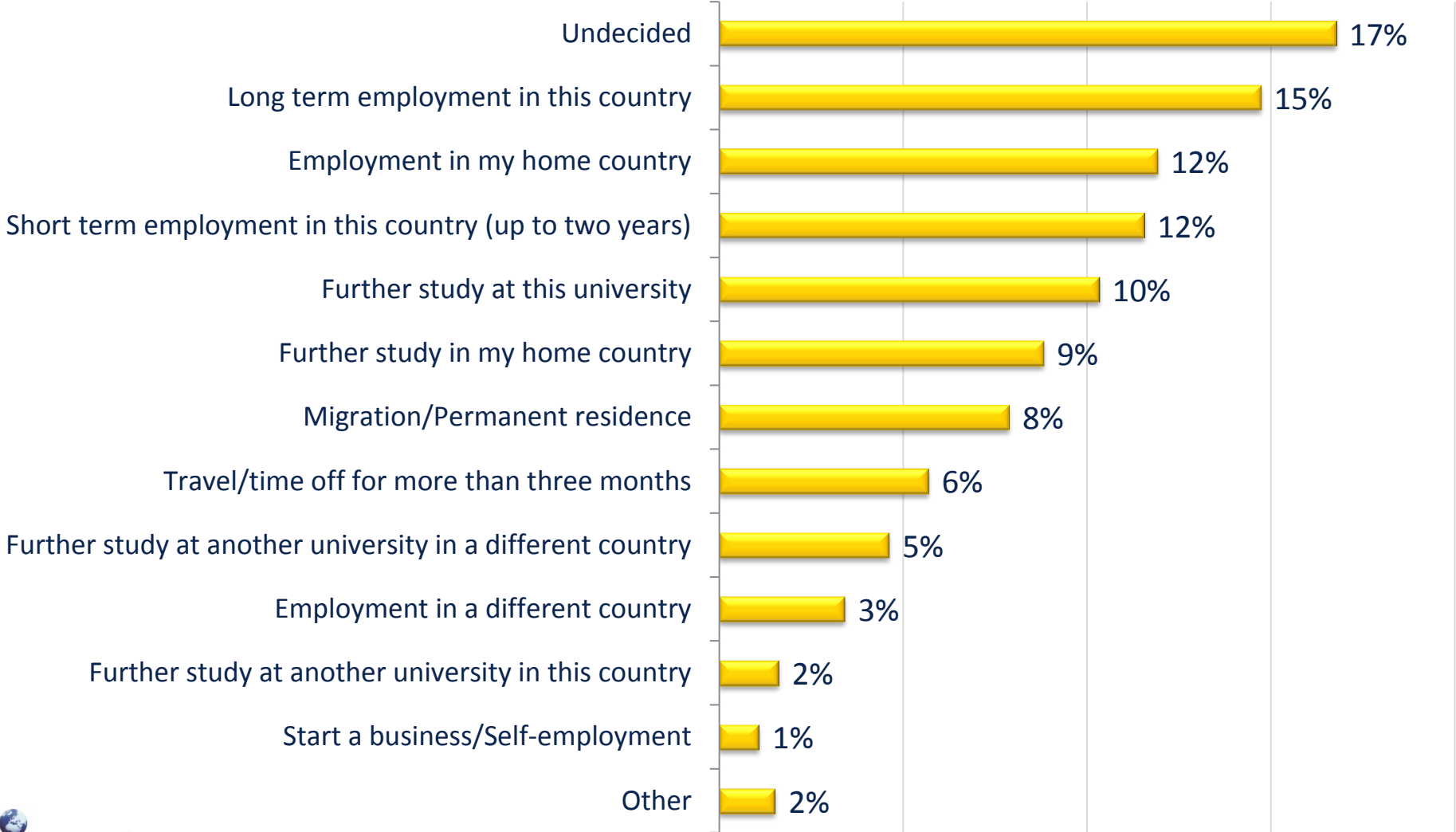
■ NZ ISB   
 ■ Global ISB



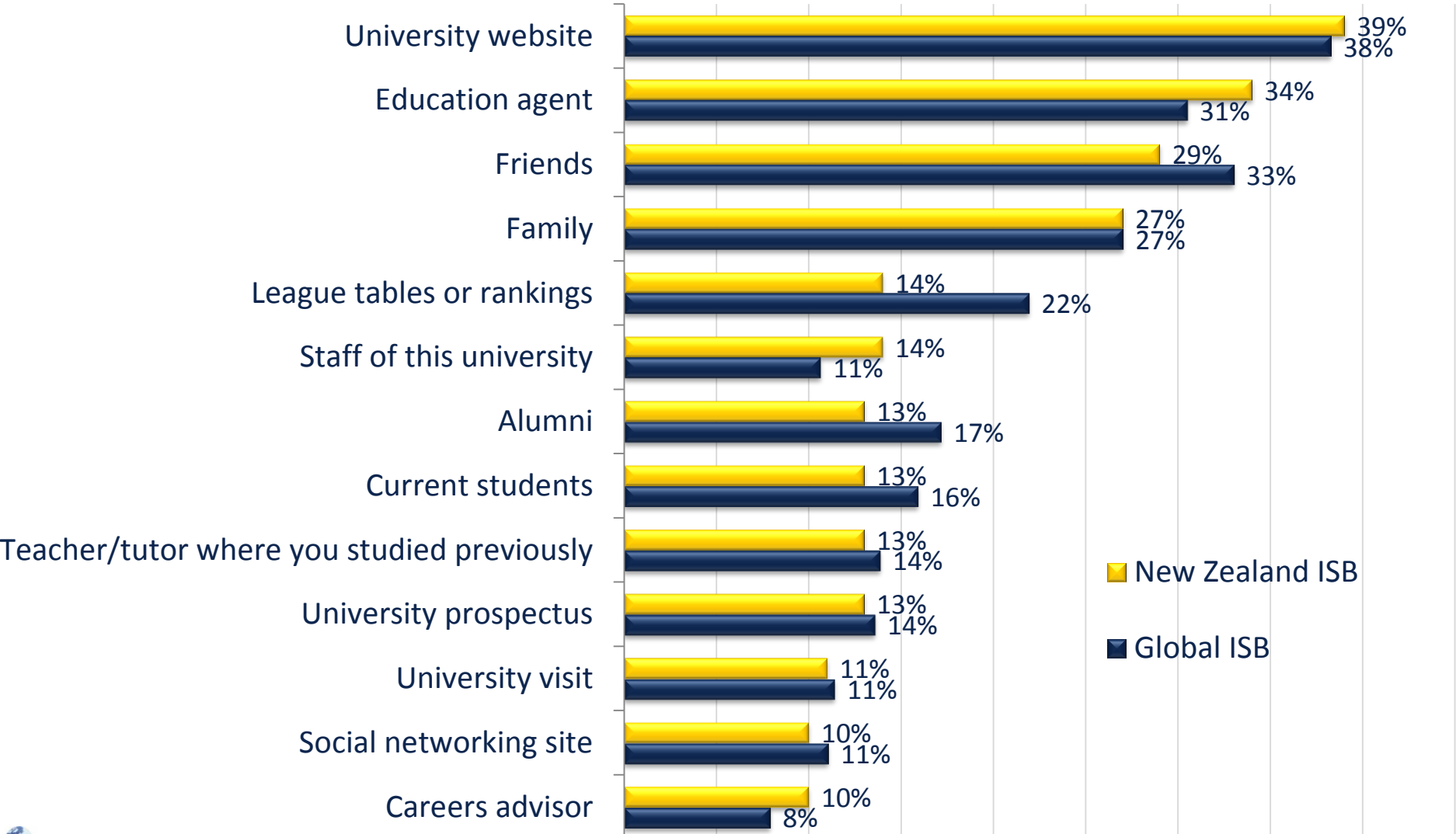
*How important were the following factors when deciding where to study?*

\*\*Postgraduate students only

## New Zealand ISB (5235)



# Top 10 key influences (choice of university)

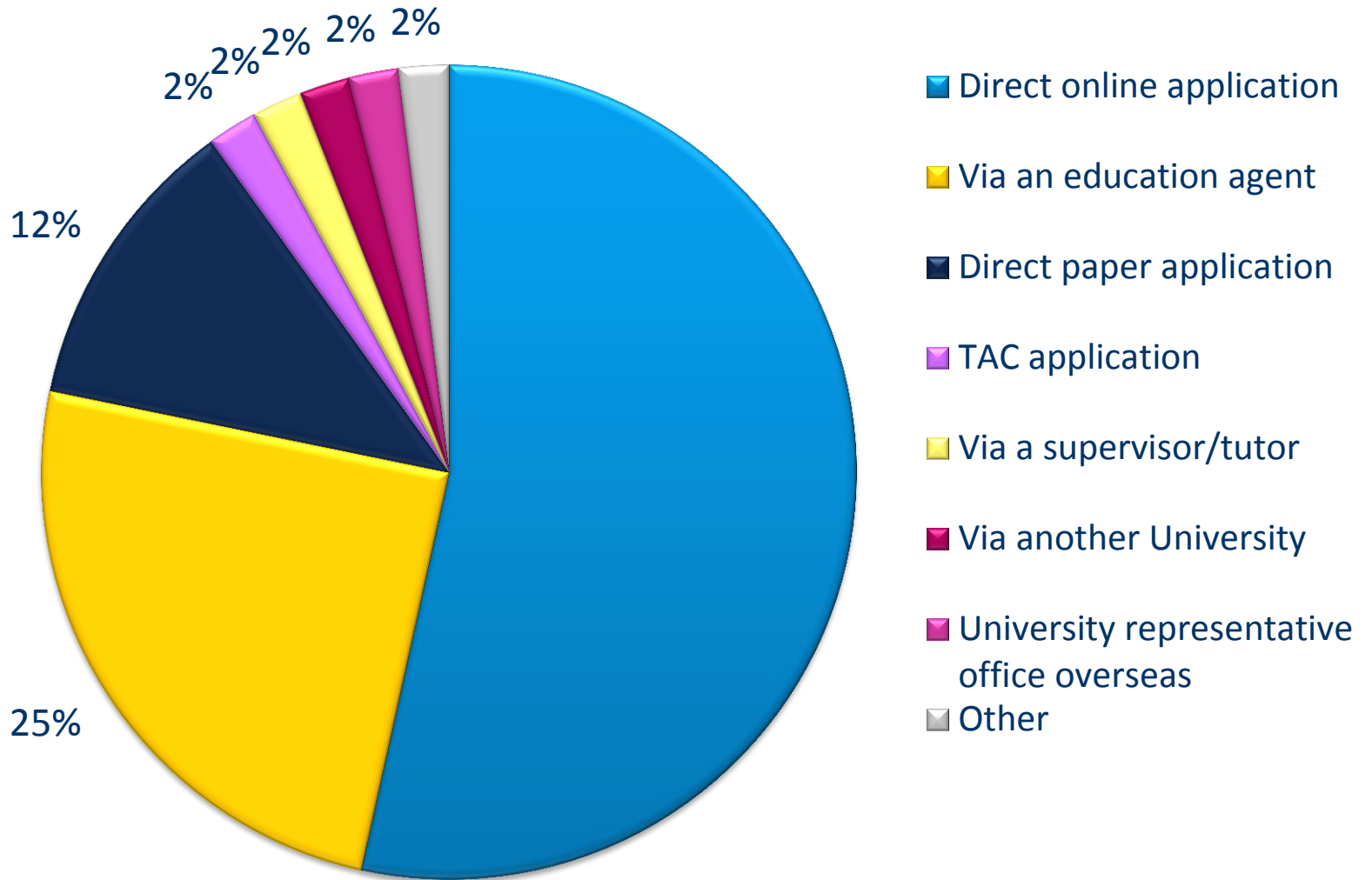


Which of the following helped you to choose this university?



# Application

## New Zealand ISB (2400)



*How did you apply to your current course at this institution?*

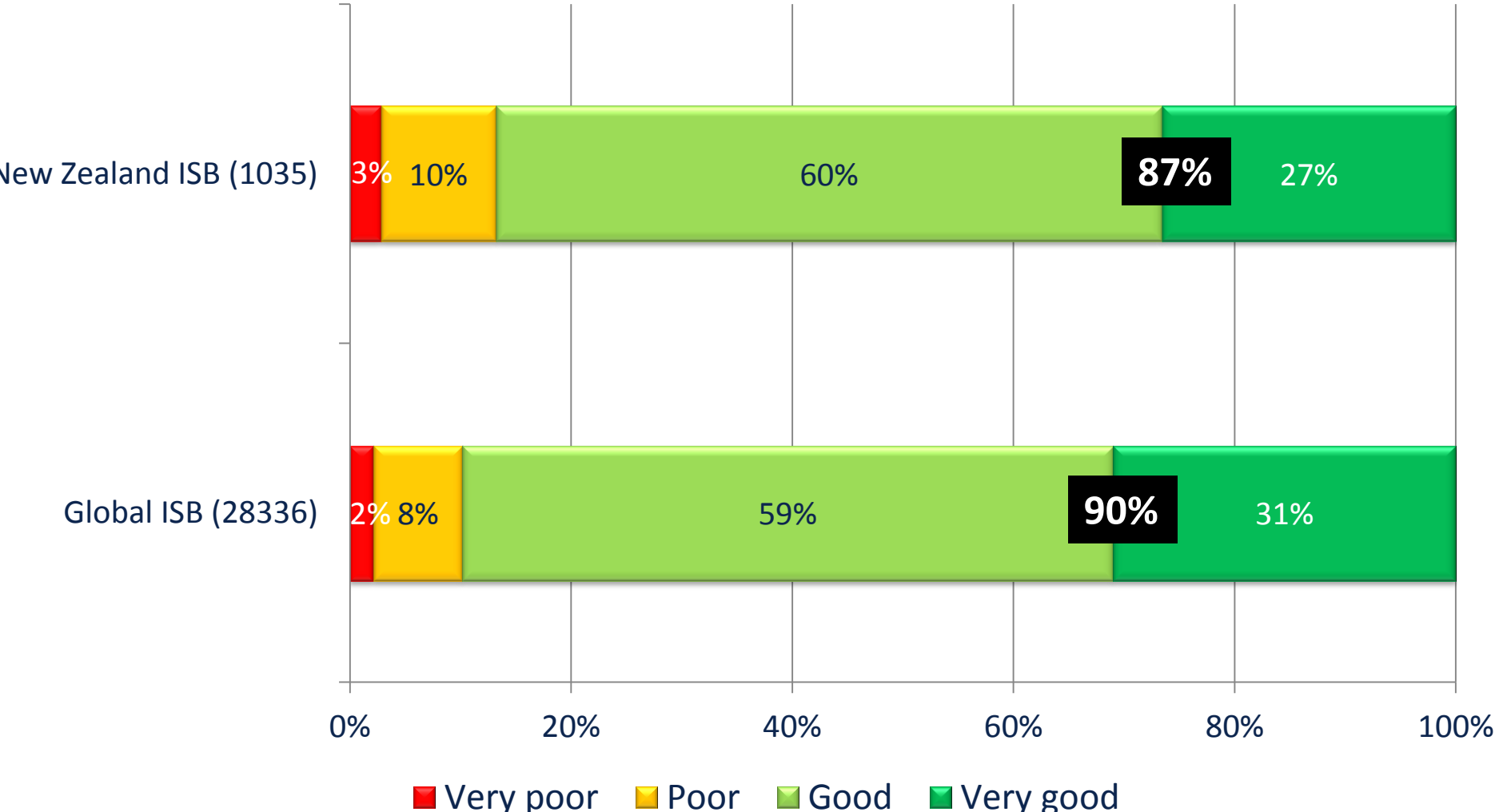
# Application to offer – Number of days and satisfaction

Average Days	New Zealand ISB	Global ISB
UG	38	52
PGT	44	46
PGR	76	65

% Satisfaction	New Zealand ISB	Global ISB
UG	85%	82%
PGT	83%	82%
PGR	78%	80%

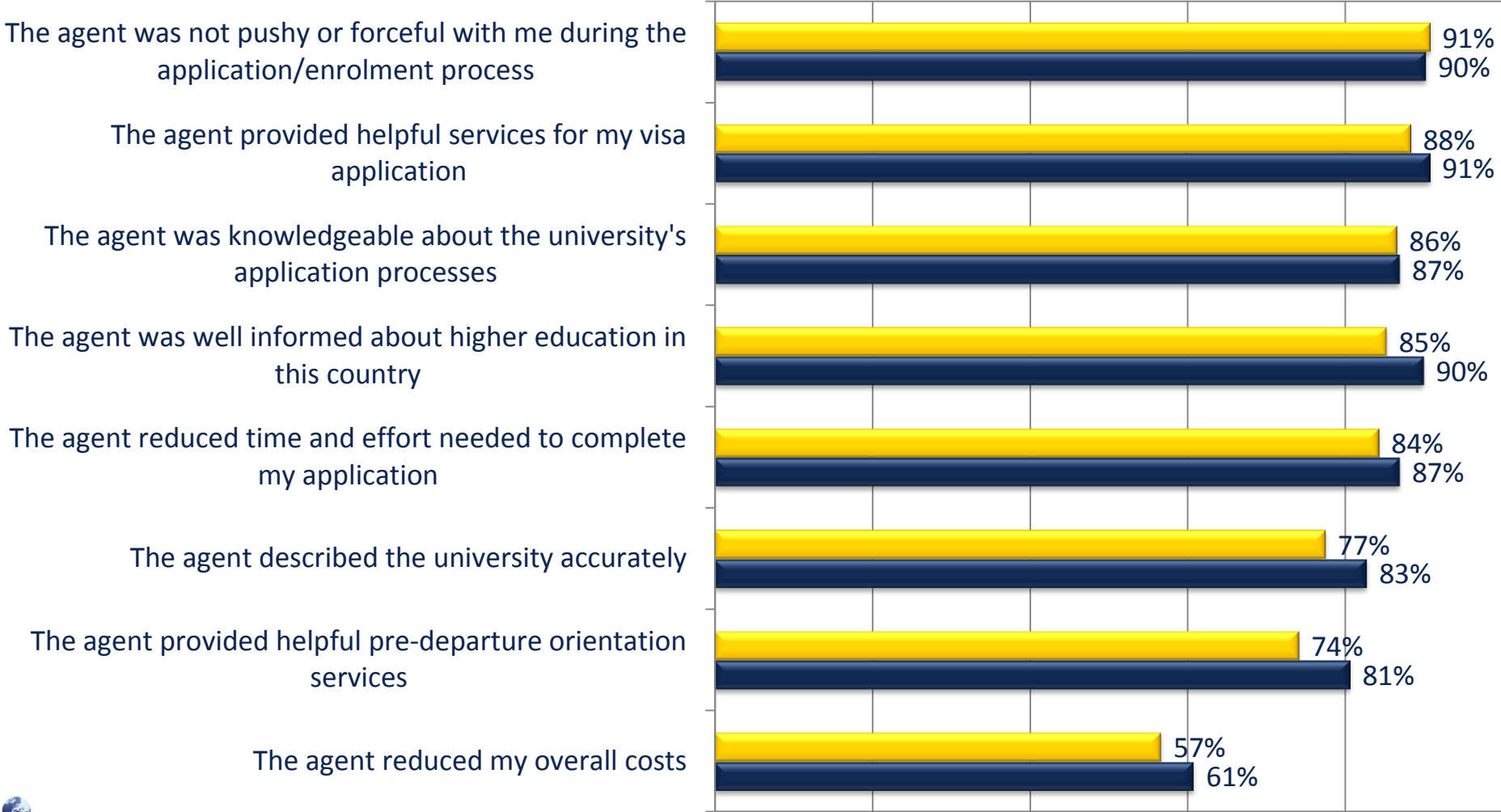
# Agents

# Agent rating



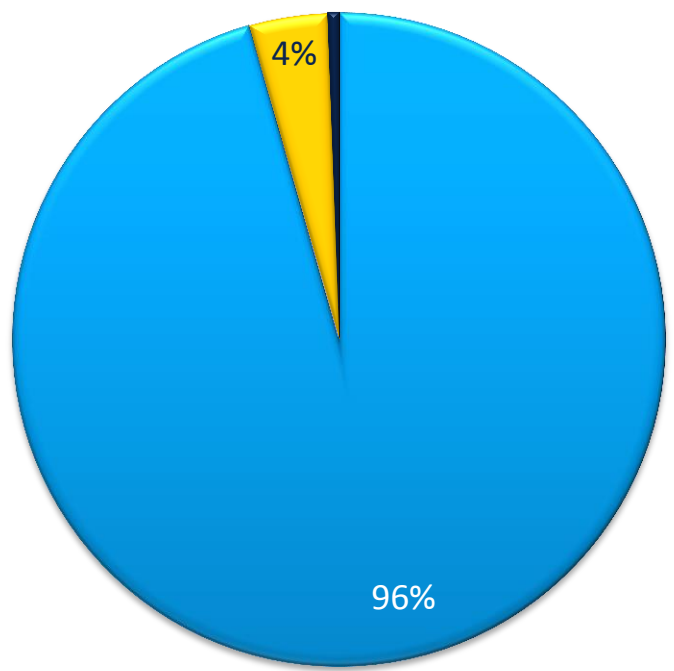
*Please rate the service you received from the agent/representative office:*

■ New Zealand ISB (848)
 ■ Global ISB (22381)



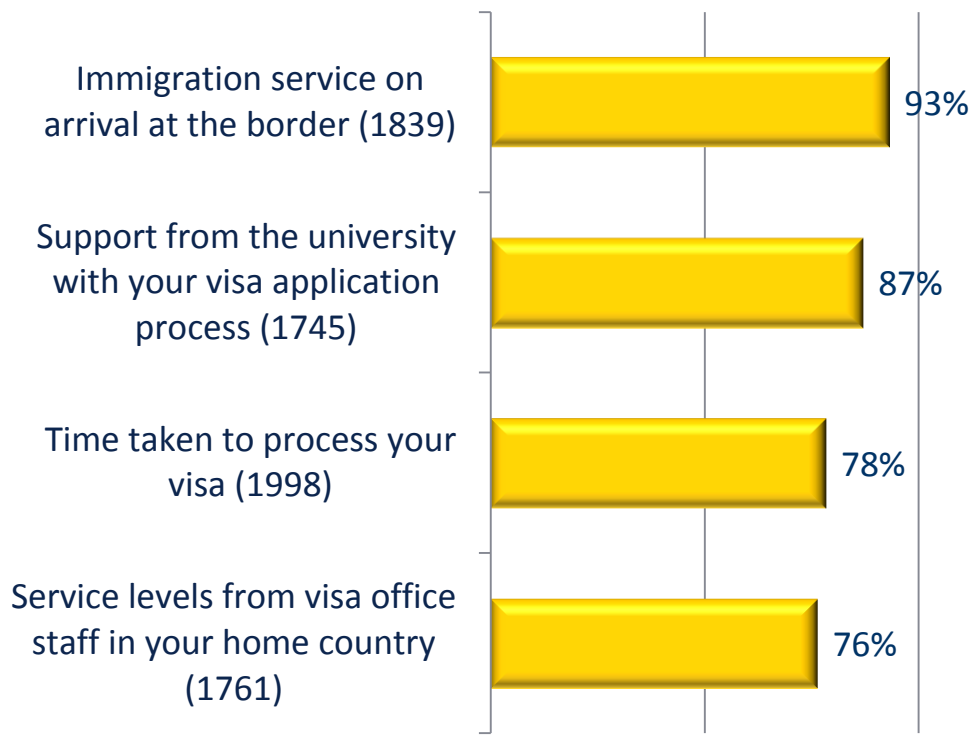
# Visas

## New Zealand ISB (2044)



- Student visa
- Residence visa
- Other work visa (e.g. family, essential skills)

## % satisfied



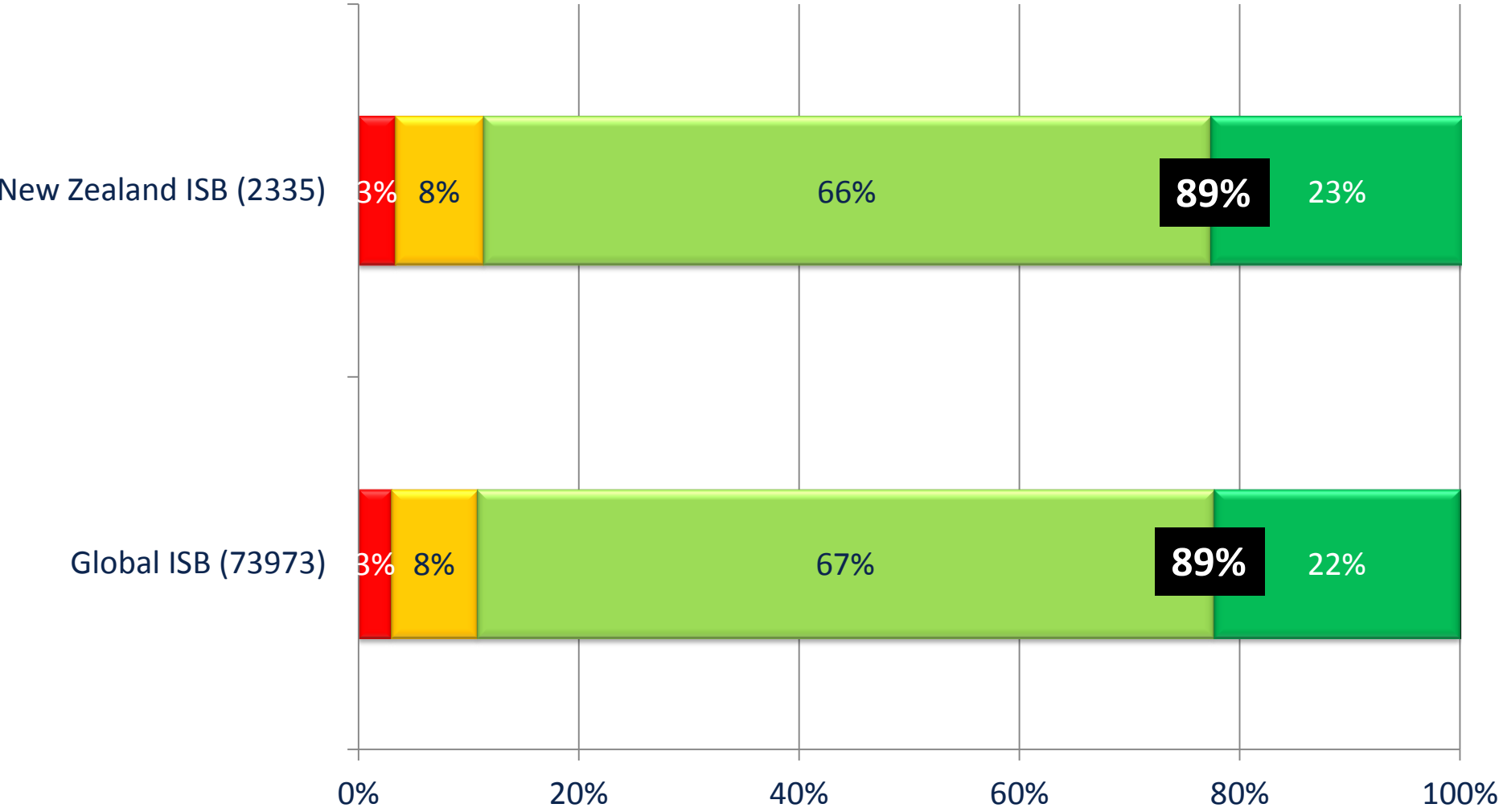
Which immigration visa do you currently have?

During the visa application process, how satisfied were you with the following:



# Arrival

# Overall satisfaction - Arrival



Very Dissatisfied   Dissatisfied   Satisfied   Very Satisfied

Overall, how satisfied were you with the arrival experience?

# Comments on the arrival experience

*I found it a bit awkward standing around just listening to opening speeches by the head of the institution. I don't quite understand what was going on or who was talking but I think it would be helpful if orientation could be more light and welcoming, like grouping people with similar choice or course the first semester so they can talk to each other through out the orientation day. It was a bit scary on your own on the first day knowing no one, specially when you're an international student.*

*I really loved that my supervisor himself offered to receive me at the airport and he personally introduced me to the whole department.*

*The arrival experience had so many surprises. For the sake of brevity, I only mention the most important ones: 1) I had no access to the university internet to inform my family that I have arrived here safely. 2) University accomodation didn't even put a snack in my room and I went to sleep hungry after a 33 hour flight.*

*Maybe I missed some orientation events, but if I did, then they were poorly advertised. I'm not sure where I was supposed to get information from (my department? the graduate school?) but I received surprisingly little information upon arrival... I didn't have anything that could be called an orientation...*

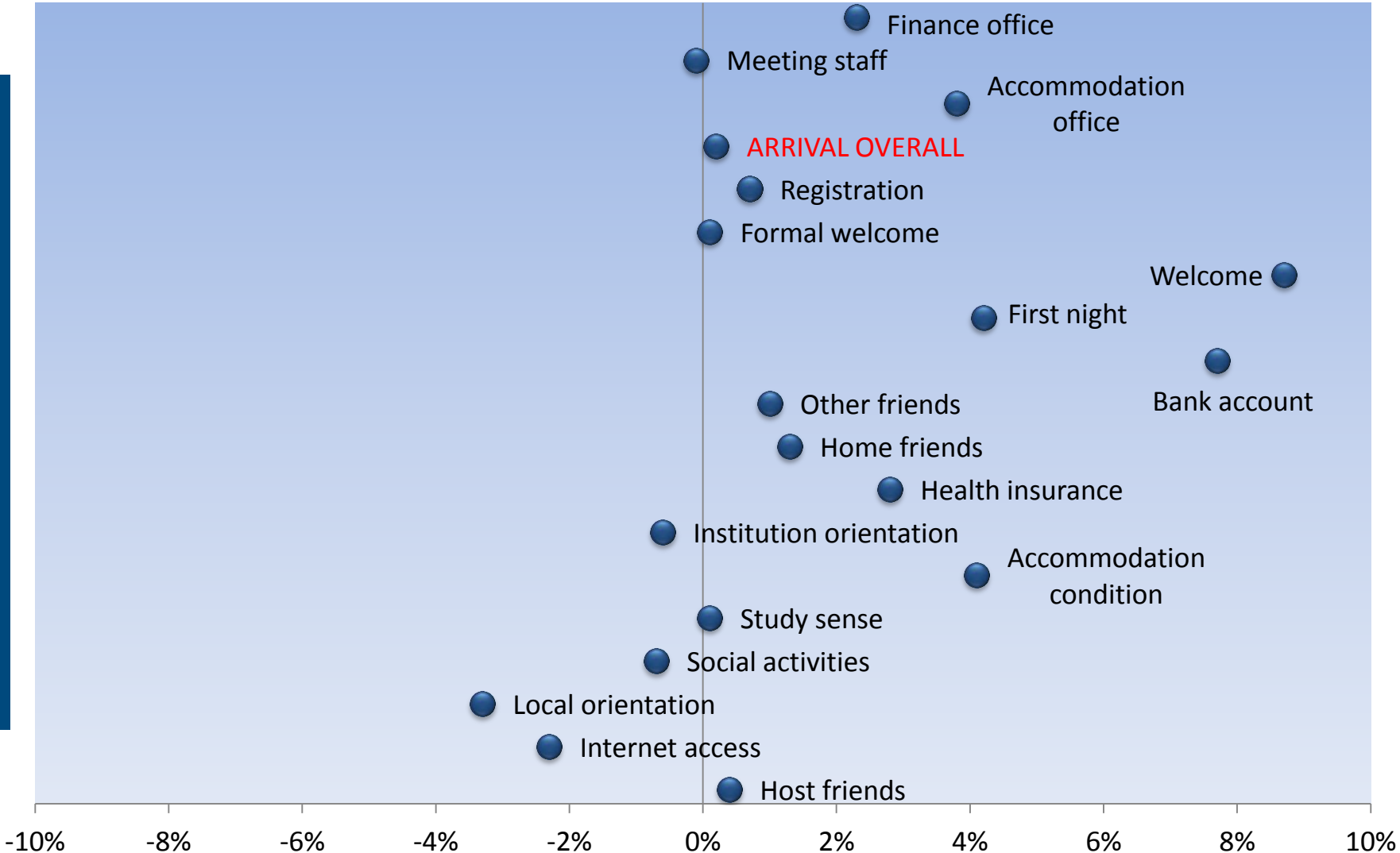
*Overall i was very satisfied however i do wish there had been a tour of the campus facilities and buildings as i real y struggled to find my classes the first few weeks.*

# Benchmarking arrival

	NZ ISB %	Global ISB %	Global ISB +/-
<b>ARRIVAL AVERAGE</b>	<b>85.7%</b>	<b>84.1%</b>	<b>1.7%</b>
<b>ARRIVAL OVERALL</b>	<b>89.0%</b>	<b>88.7%</b>	<b>0.2%</b>
Finance office	92.6%	90.3%	2.3%
Meeting staff	89.9%	89.9%	-0.1%
Accommodation office	89.3%	85.4%	3.8%
Registration	88.6%	87.8%	0.7%
Formal welcome	88.5%	88.4%	0.1%
Welcome	88.1%	79.4%	8.7%
First night	88.0%	83.7%	4.2%
Bank account	87.7%	80.0%	7.7%
Other friends	87.7%	86.7%	1.0%
Home friends	87.3%	86.0%	1.3%
Health insurance	87.3%	84.5%	2.8%
Institution orientation	87.1%	87.7%	-0.6%
Accommodation condition	85.4%	81.3%	4.1%
Study sense	83.4%	83.3%	0.1%
Social activities	82.4%	83.2%	-0.7%
Local orientation	80.9%	84.2%	-3.3%
Internet access	77.2%	79.5%	-2.3%
Host friends	72.1%	71.7%	0.4%

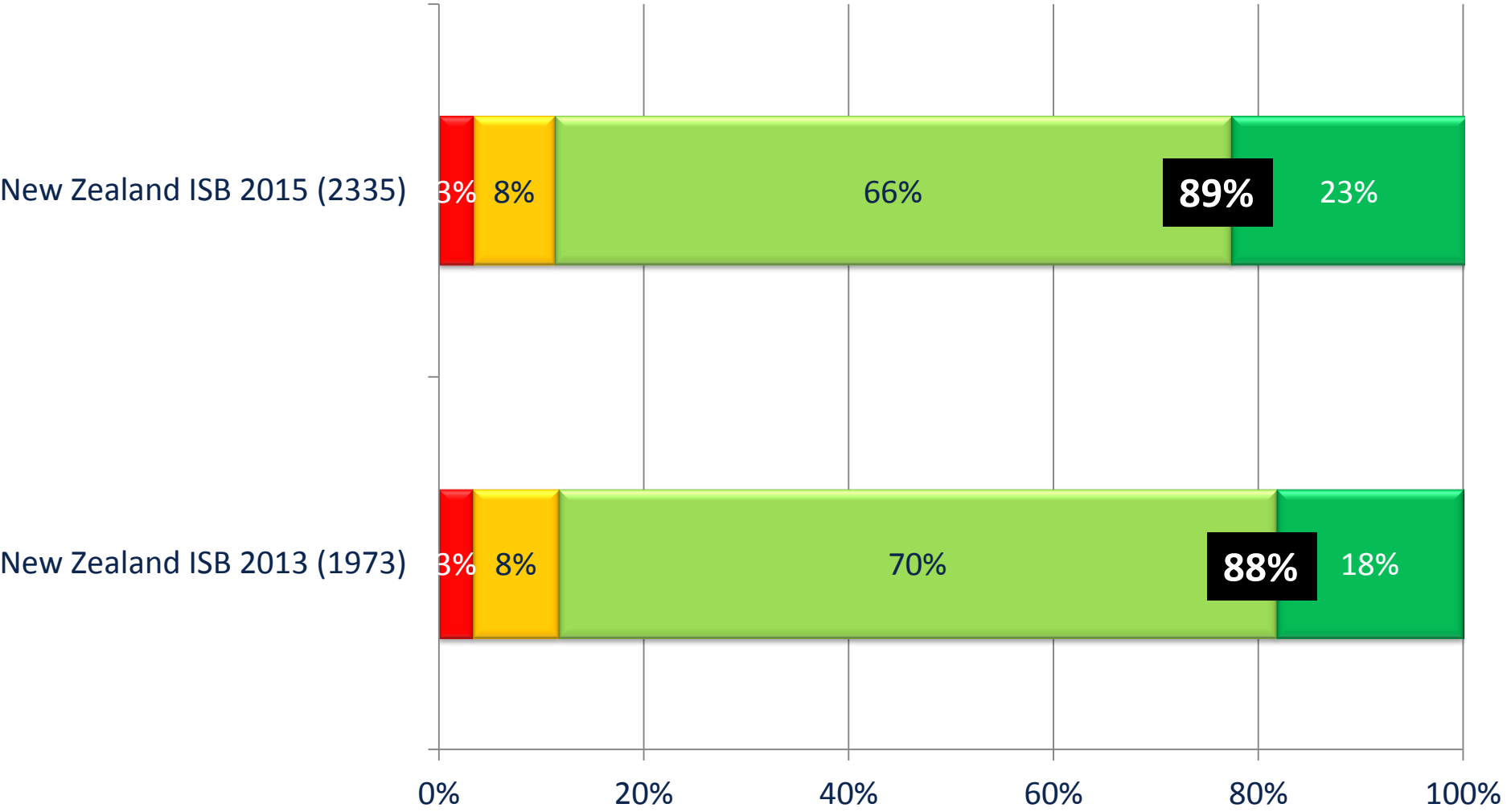
# Arrival matrix

NZ ISB satisfaction (sorted by % score)



% difference to global benchmark

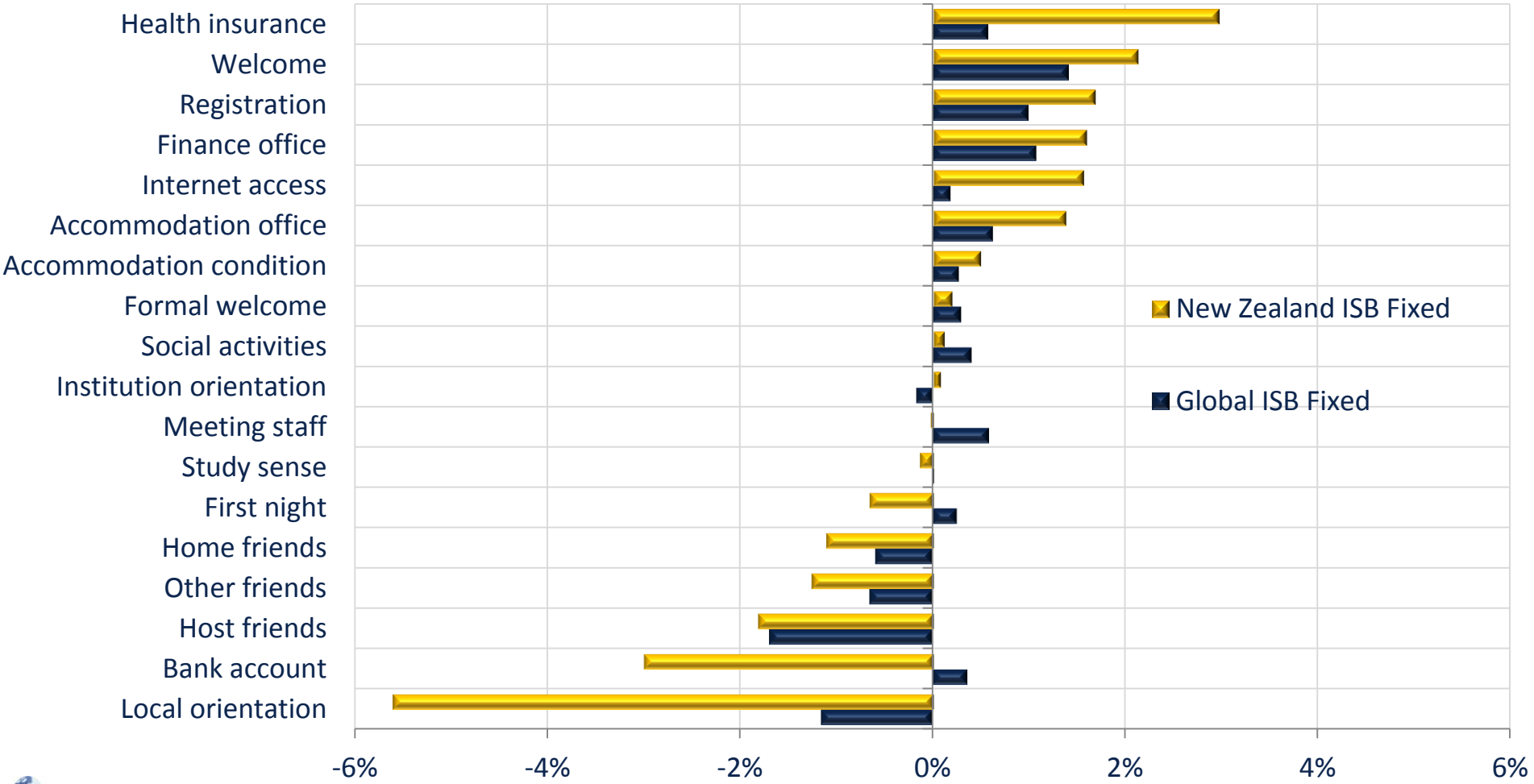
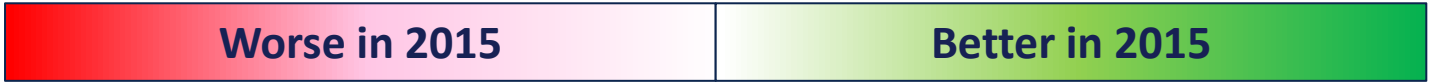
# Overall satisfaction – Arrival – 2015 v 2013



Very dissatisfied    Dissatisfied    Satisfied    Very Satisfied

*Overall, how satisfied were you with the arrival experience?*

# Arrival satisfaction – 2013 vs 2015

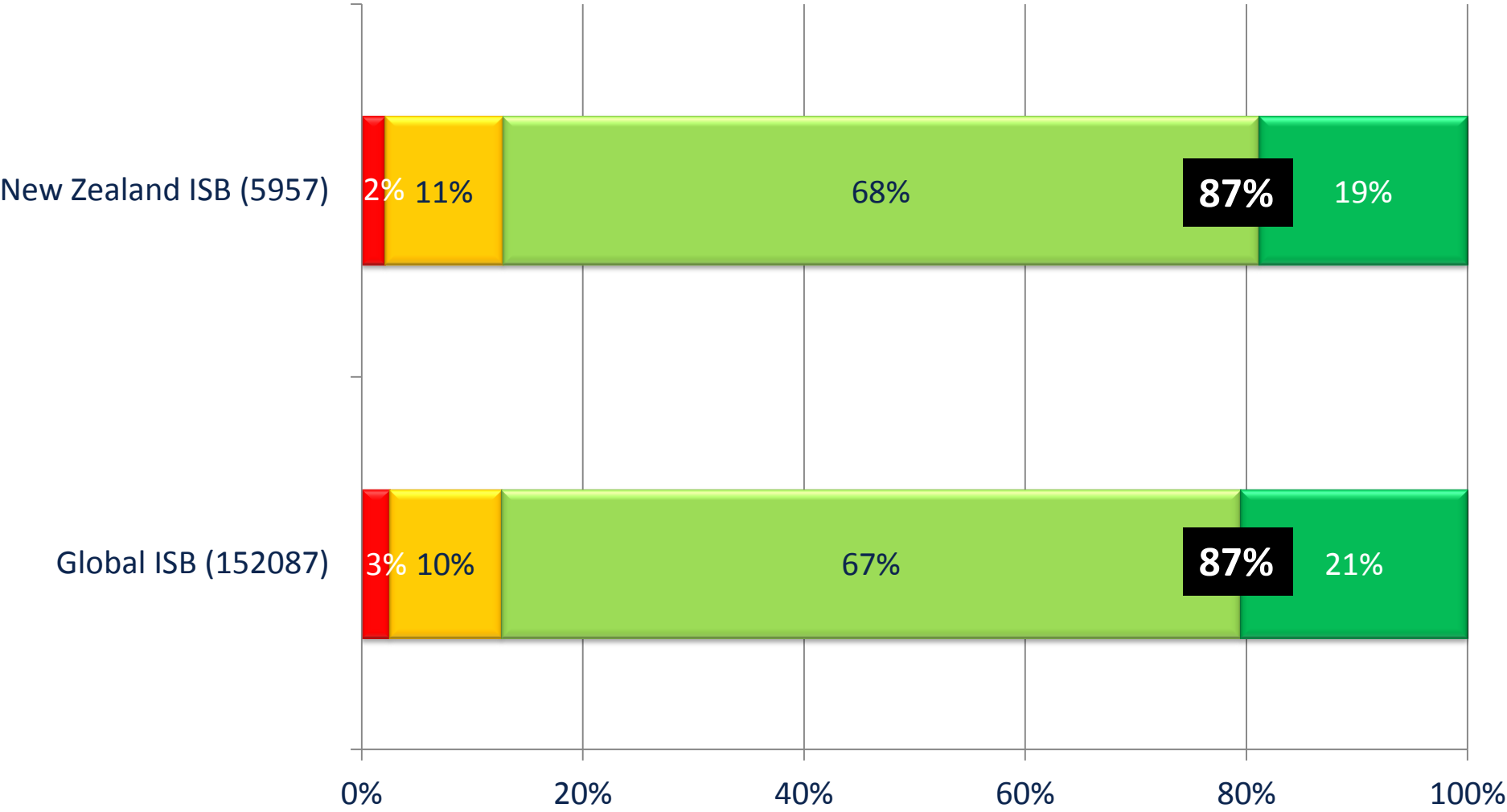


The Fixed Benchmark only includes universities that took part in both 2013 and 2015

# Learning



# Overall satisfaction - Learning



Very dissatisfied   Dissatisfied   Satisfied   Very Satisfied

*Overall, how satisfied are you with the learning experience at this stage in the year?*

# Comments on the learning experience

*I do enjoy all of my classes but I have been struggling in understanding the expectations of my professors. Since, I come from a different educational system it has been a big challenge for me especially completing my assignment. I need to exert more effort to know and learn more about New Zealand context in terms of the political and its social aspect. I think some of our professors expect us to have an in depth knowledge over this which like myself cannot fully give since my NZ knowledge is limited.*

*I would love some more guidance on how to write for lecturers as I notice the NZ students attain better grades because they already understand the system. As an International Student, I would love that guidance as well.*

*Assignments feedback is too simple and not immediate, make it difficult to know my strength and weakness as I catch up with next assignments. Teachers tend to care only about here and now, assist students passively only when they come asking. They do not actively question or enquire about any difficulty faced by students when they seem to face problems or miss assignments.*

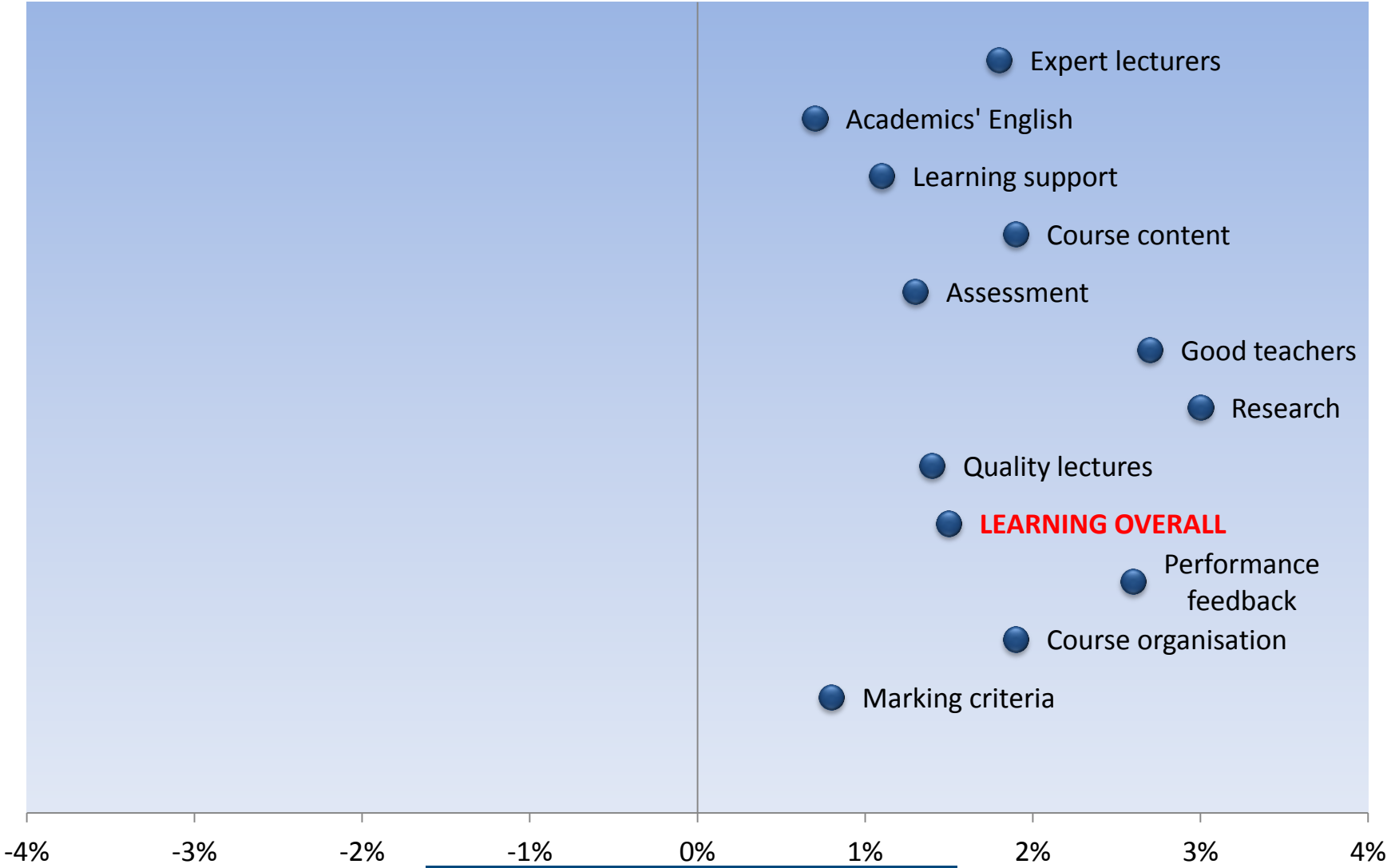
*I really appreciated feeling of being considered as individual, not only as a part of a whole (the fact that the lecturers and teachers take the trouble to learn everyone's name within their own large number of students for instance makes learning so much more agreeable !)*

# Benchmarking learning - Teaching

	NZ ISB %	Global ISB %	Global ISB +/-
<b>LEARNING AVERAGE</b>	<b>87.7%</b>	<b>86.4%</b>	<b>1.4%</b>
<b>LEARNING OVERALL</b>	<b>87.9%</b>	<b>86.3%</b>	<b>1.5%</b>
<b>TEACHING</b>			
Expert lecturers	94.2%	92.3%	1.8%
Academics' English	92.1%	91.3%	0.7%
Learning support	90.6%	89.5%	1.1%
Course content	90.2%	88.3%	1.9%
Assessment	90.1%	88.8%	1.3%
Good teachers	90.0%	87.2%	2.7%
Research	89.7%	86.6%	3.0%
Quality lectures	89.5%	88.1%	1.4%
Performance feedback	87.5%	84.9%	2.6%
Course organisation	87.3%	85.4%	1.9%
Marking criteria	85.4%	84.6%	0.8%

# Learning matrix - Teaching

NZ ISB satisfaction (sorted by % score)



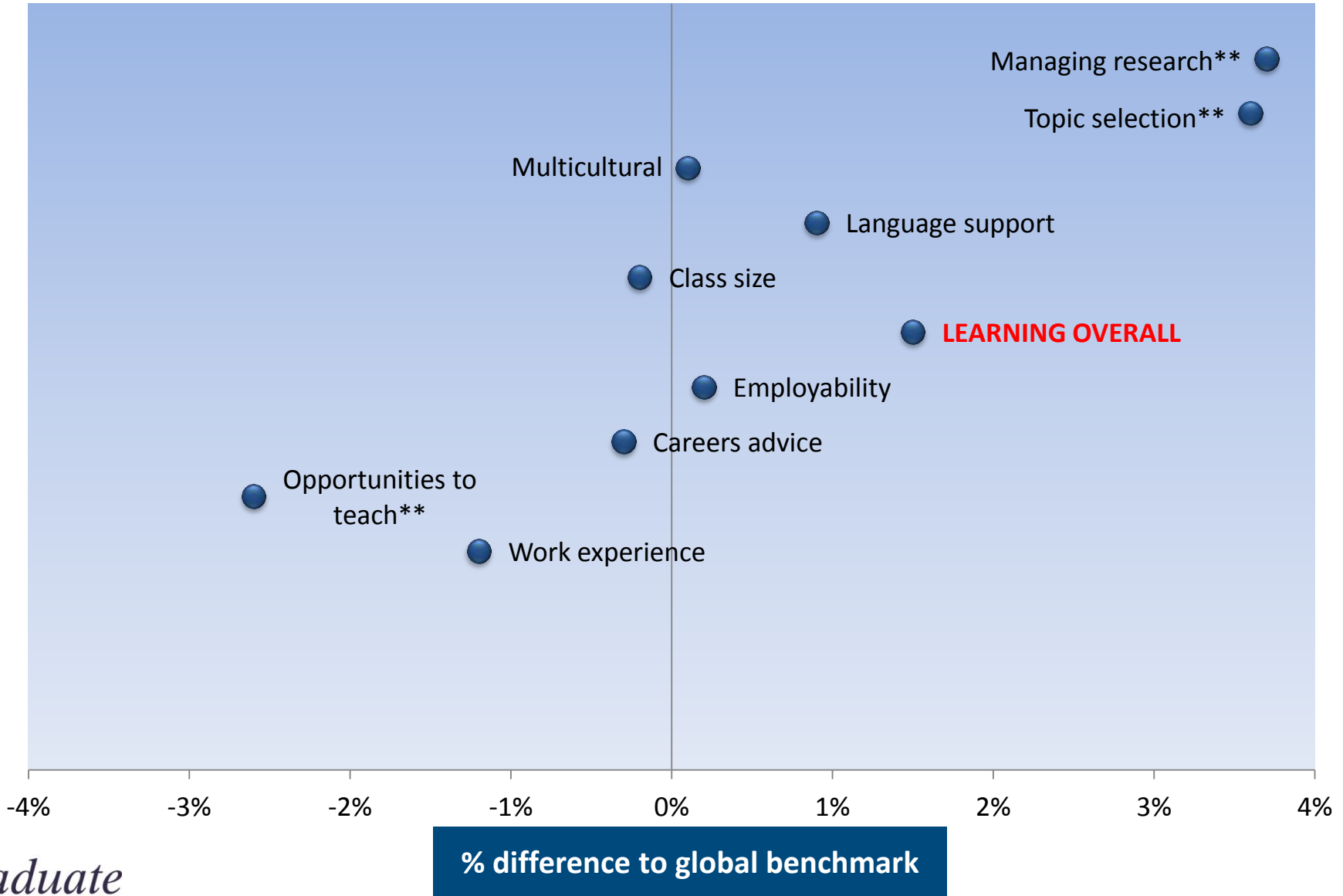
% difference to global benchmark

# Benchmarking learning - Studies

	NZ ISB %	Global ISB %	Global ISB +/-
<b>LEARNING AVERAGE</b>	<b>87.7%</b>	<b>86.4%</b>	<b>1.4%</b>
<b>LEARNING OVERALL</b>	<b>87.9%</b>	<b>86.3%</b>	<b>1.5%</b>
<b>STUDIES</b>			
Managing research**	93.8%	90.1%	3.7%
Topic selection**	92.0%	88.4%	3.6%
Multicultural	90.5%	90.3%	0.1%
Language support	89.8%	88.9%	0.9%
Class size	89.2%	89.3%	-0.2%
Employability	78.3%	78.0%	0.2%
Careers advice	71.1%	71.5%	-0.3%
Opportunities to teach**	70.6%	73.2%	-2.6%
Work experience	67.6%	68.8%	-1.2%

# Learning matrix - Studies

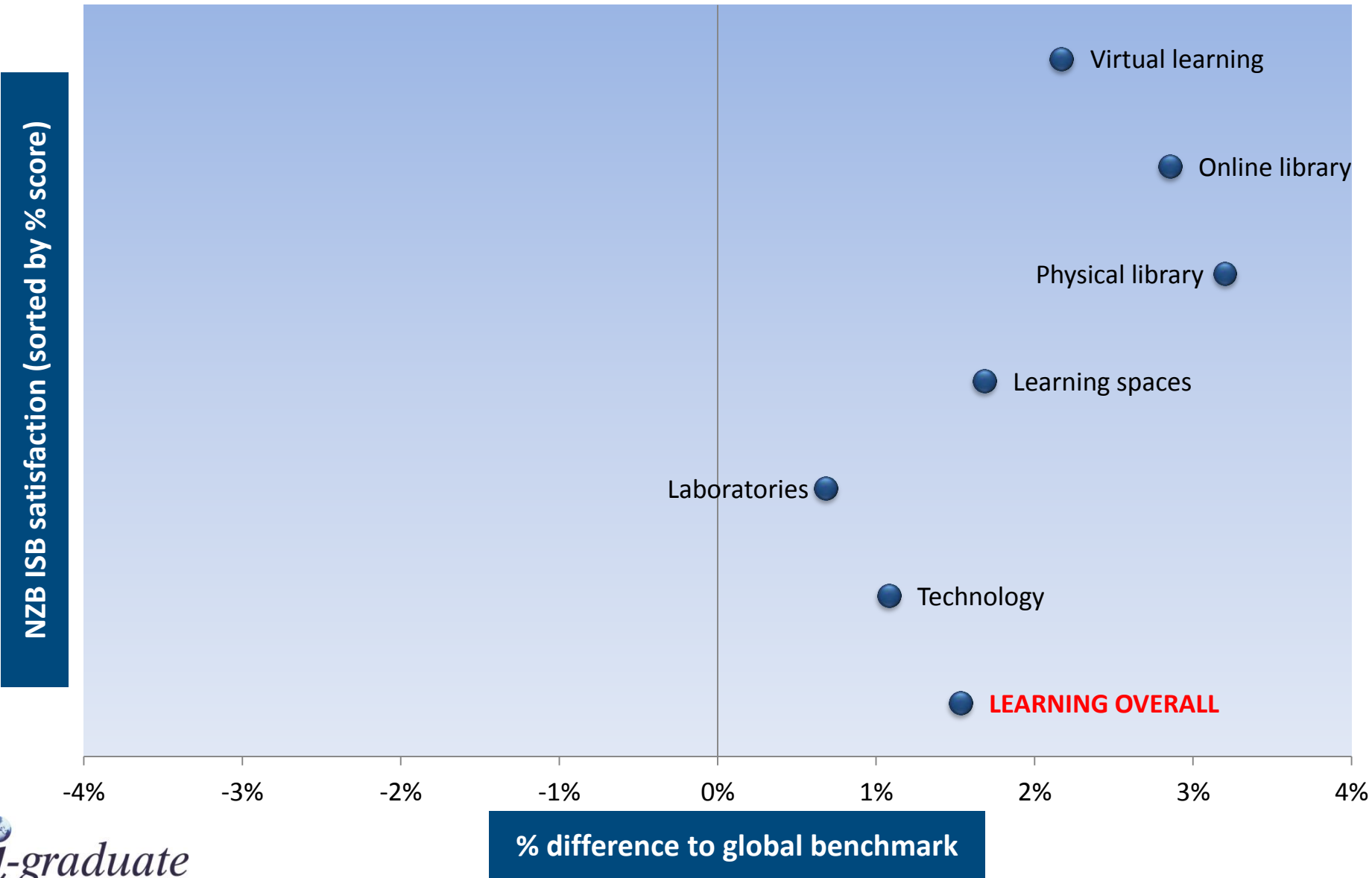
NZ ISB satisfaction (sorted by % score)



# Benchmarking learning - Facilities

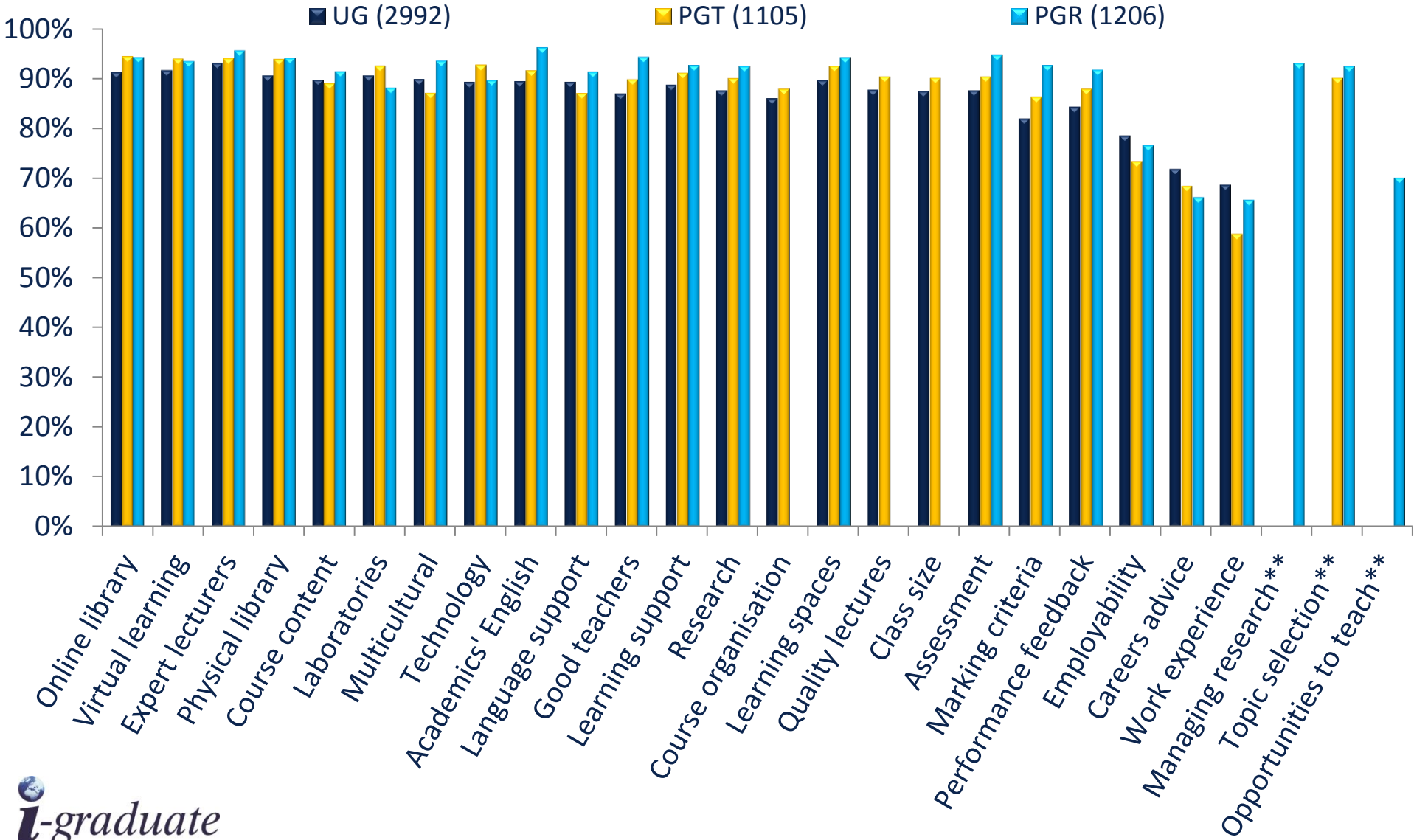
	NZ ISB %	Global ISB %	Global ISB +/-
<b>LEARNING AVERAGE</b>	<b>87.7%</b>	<b>86.4%</b>	<b>1.4%</b>
<b>LEARNING OVERALL</b>	<b>87.9%</b>	<b>86.3%</b>	<b>1.5%</b>
<b>FACILITIES</b>			
Virtual learning	92.9%	90.8%	2.2%
Online library	92.8%	89.9%	2.9%
Physical library	92.4%	89.2%	3.2%
Learning spaces	91.5%	89.9%	1.7%
Laboratories	91.2%	90.5%	0.7%
Technology	90.3%	89.3%	1.1%

# Learning matrix - Facilities



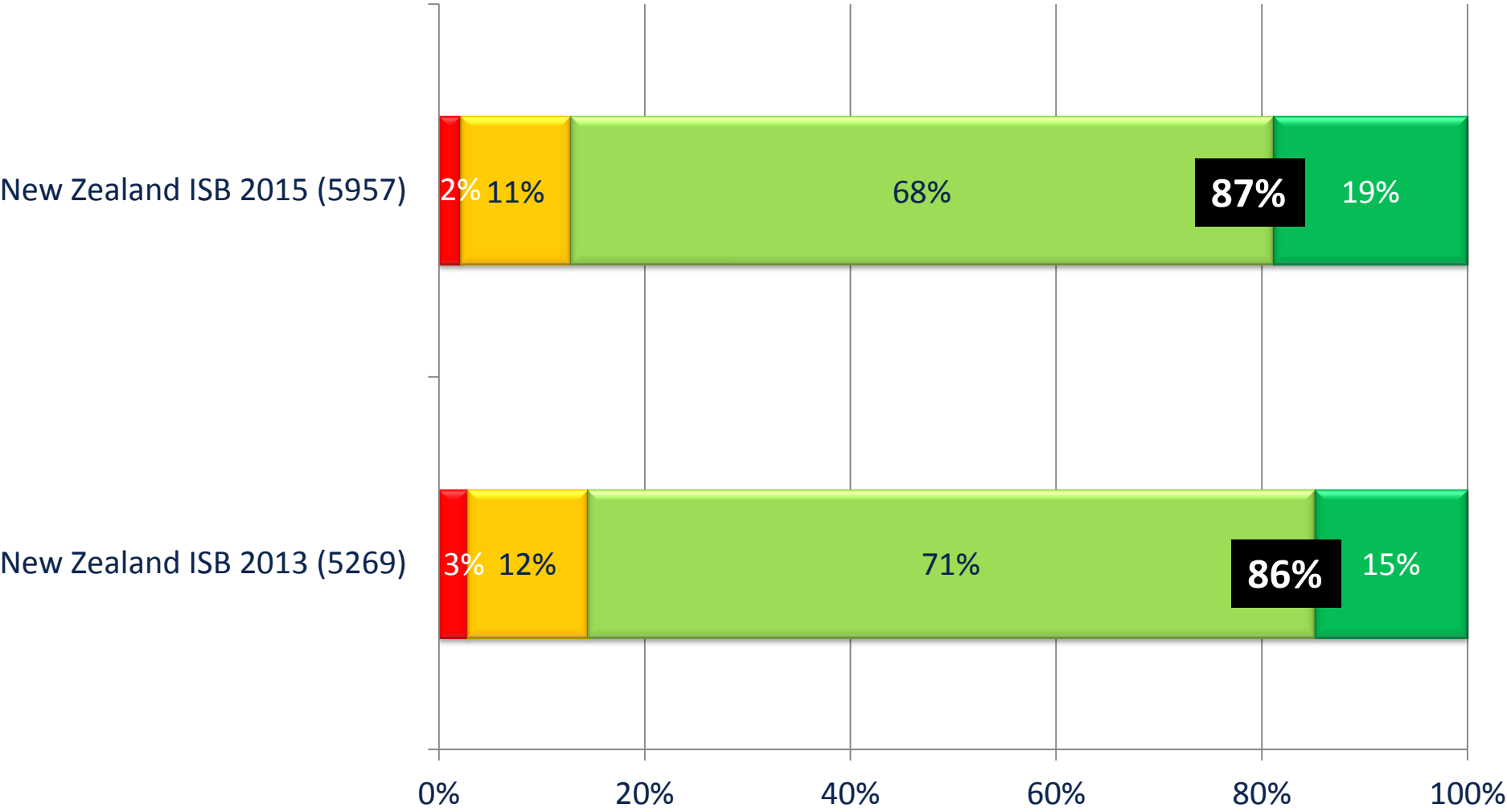


# Learning satisfaction by study level



\*\*Postgraduate students only

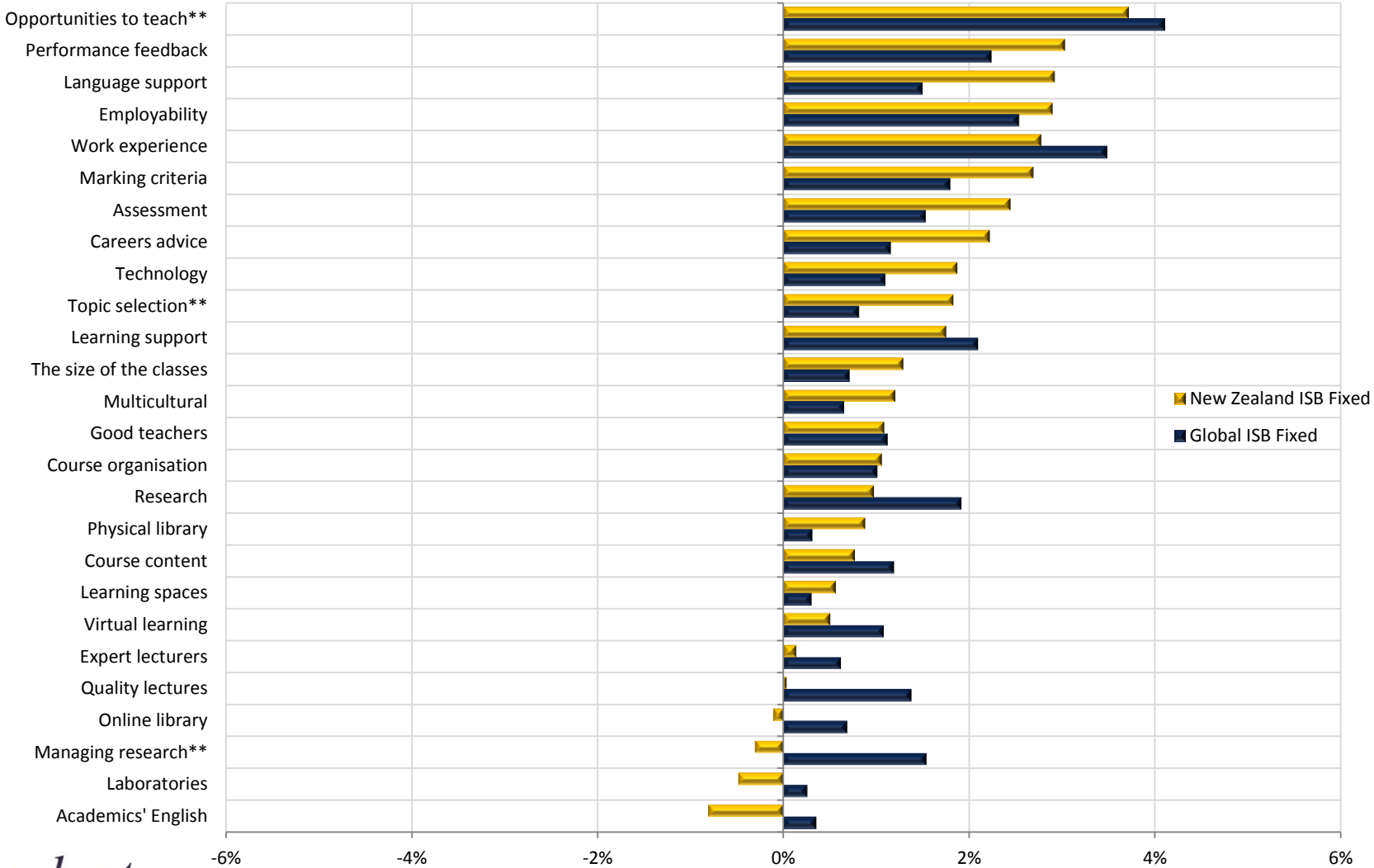
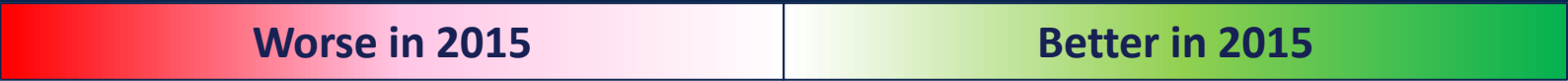
# Overall satisfaction – Learning – 2015 v 2013



■ Very dissatisfied   
 ■ Dissatisfied   
 ■ Satisfied   
 ■ Very Satisfied

*Overall, how satisfied are you with the learning experience at this stage in the year?*

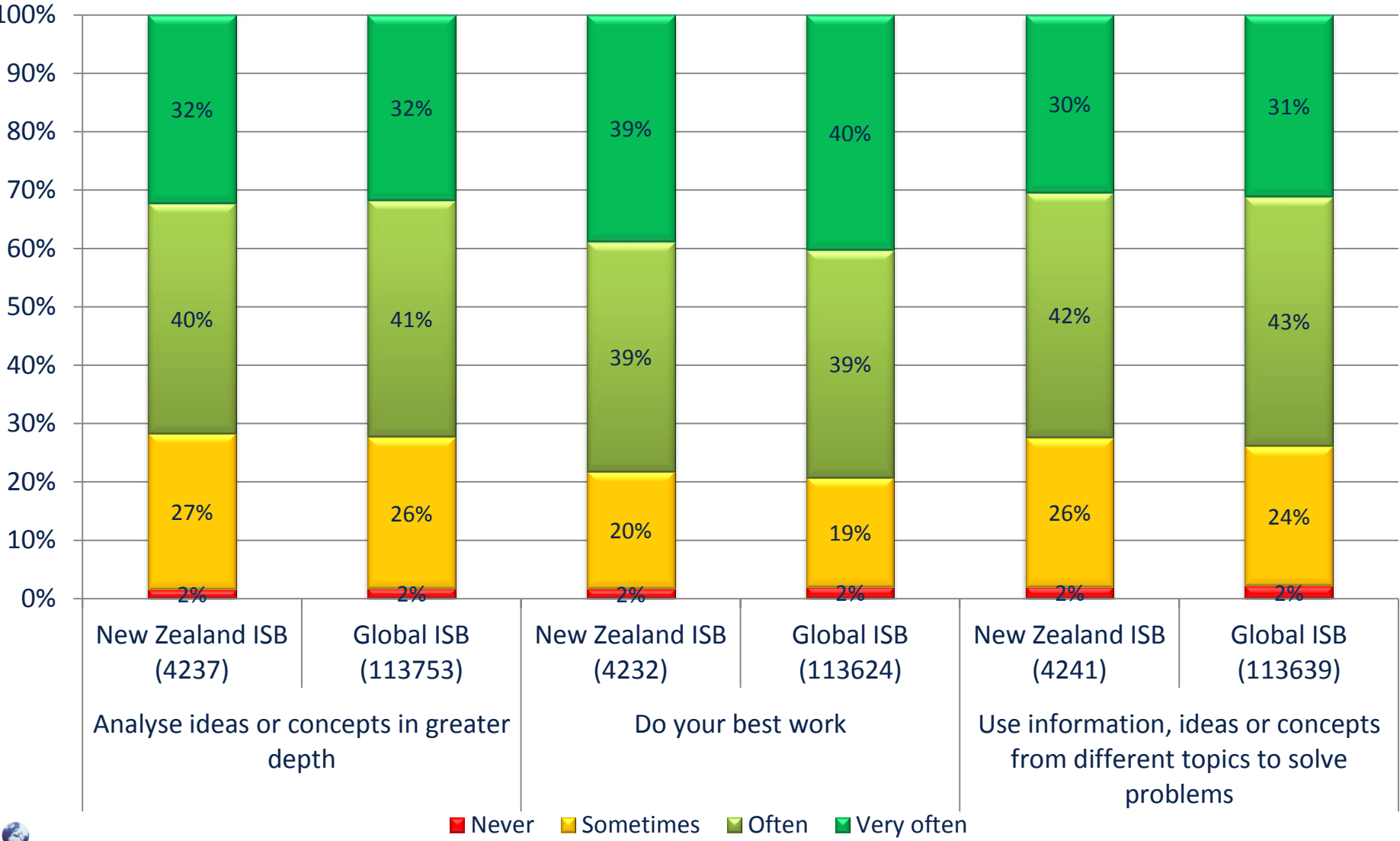
# Learning satisfaction – 2013 vs 2015



The Fixed Benchmark only includes universities that took part in both 2013 and 2015

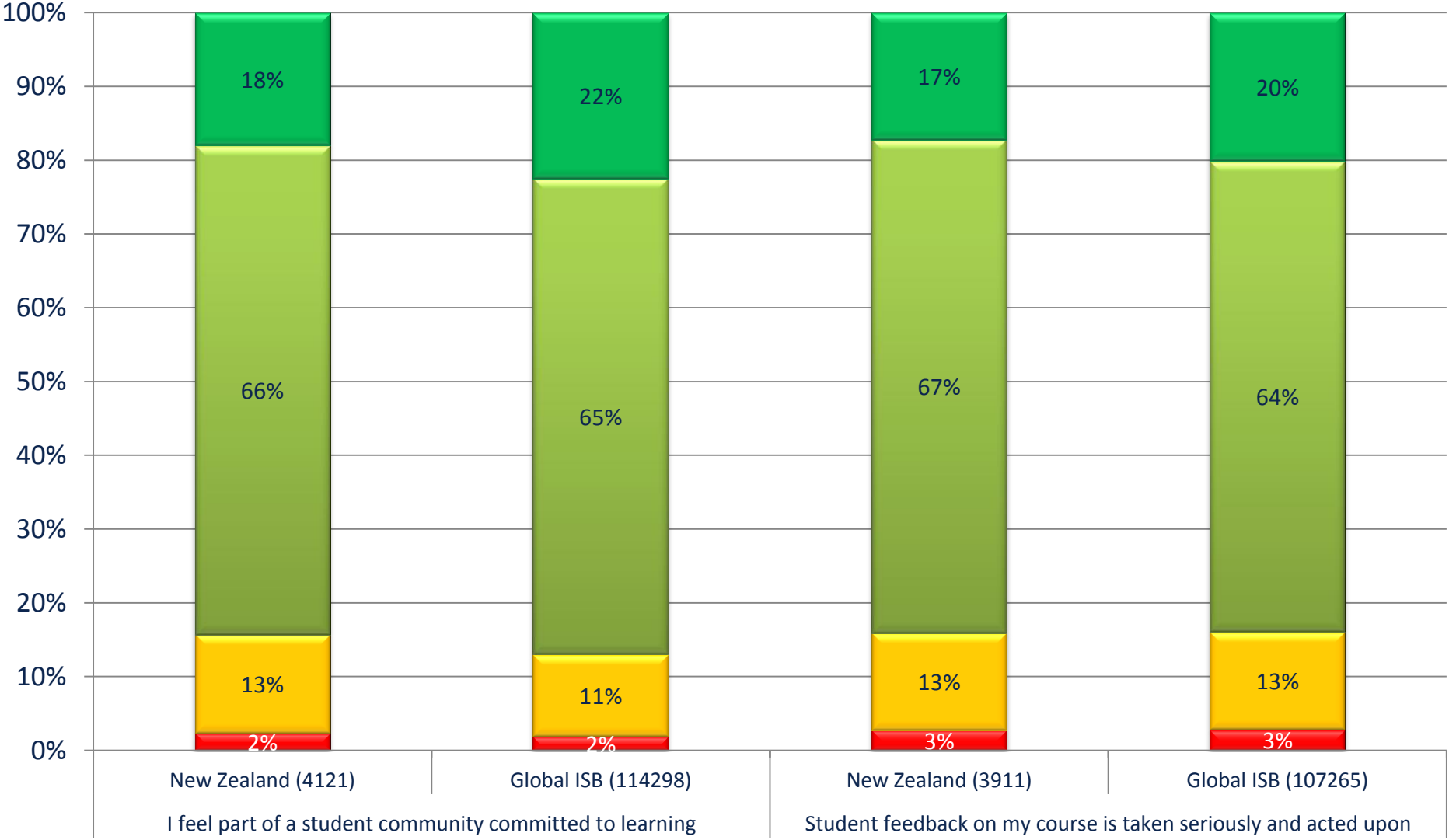
# Engagement

# Student engagement - Challenges



Thinking back over this academic year, to what extent has your course challenged you to:

# Student engagement

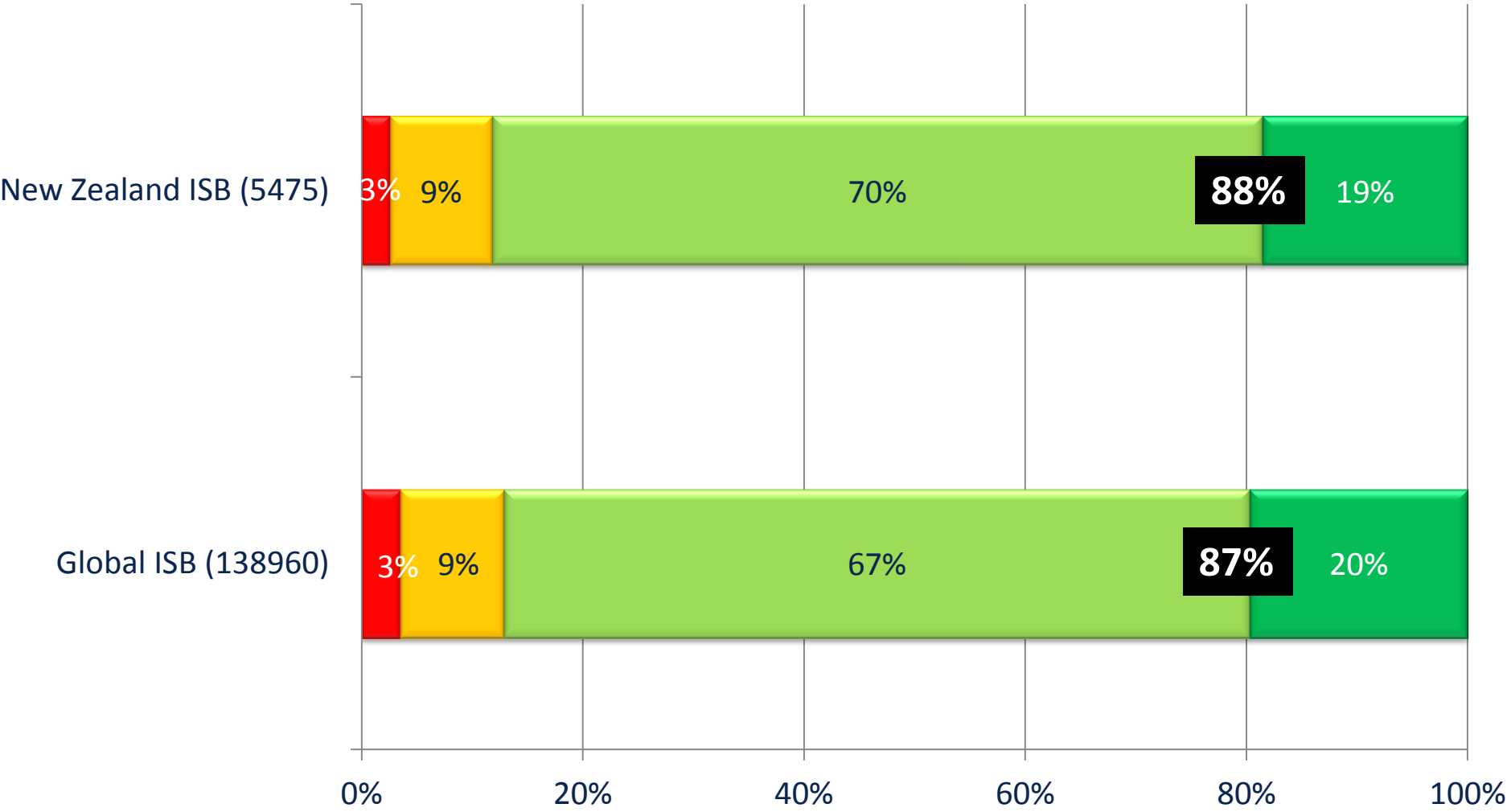


■ Disagree strongly  
 ■ Disagree  
 ■ Agree  
 ■ Agree strongly

*To what extent do you agree or disagree with the following statements:*

Living

# Overall satisfaction - Living



Very Dissatisfied    Dissatisfied    Satisfied    Very Satisfied

*Overall, how satisfied are you with the living experience at this stage in the year?*



# Comments on the living experience

*The living arrangements were SHOCKING. I am paying double what the worth of these accomodations are. I was promised free wifi and there was no access to any wifi whatsoever in my apartment for the first month. There are holes in the walls and ceiling...The cutlery and pots and pans given to us to cook our meals on had rust all over them...The small fridge freezes all of our food...I have no problem living in a \*@!hole if I am not paying for a respectable condition of accommodation*

*I was so lucky to be paired with Kiwi roommates. We learned so much from each other and became great friends.*

*Would like international events and more opportunities for kiwi and international students to get to know each other and their cultures*

*We need better internet. Is it really so much to ask to be able to have a video chat with my mom or boyfriend where we can both see AND hear each other? Being in a new country means that communication with loved ones is vital to the emotional well being of international students, and this University fails in facilitating that.*

*Food is very expensive. Till now i have applied over 70 jobs for casual and part time positions. I've not even got 1 job till now. Companies do not want to employ international students even if they have the experience. They tend to give jobs to nz residents first*

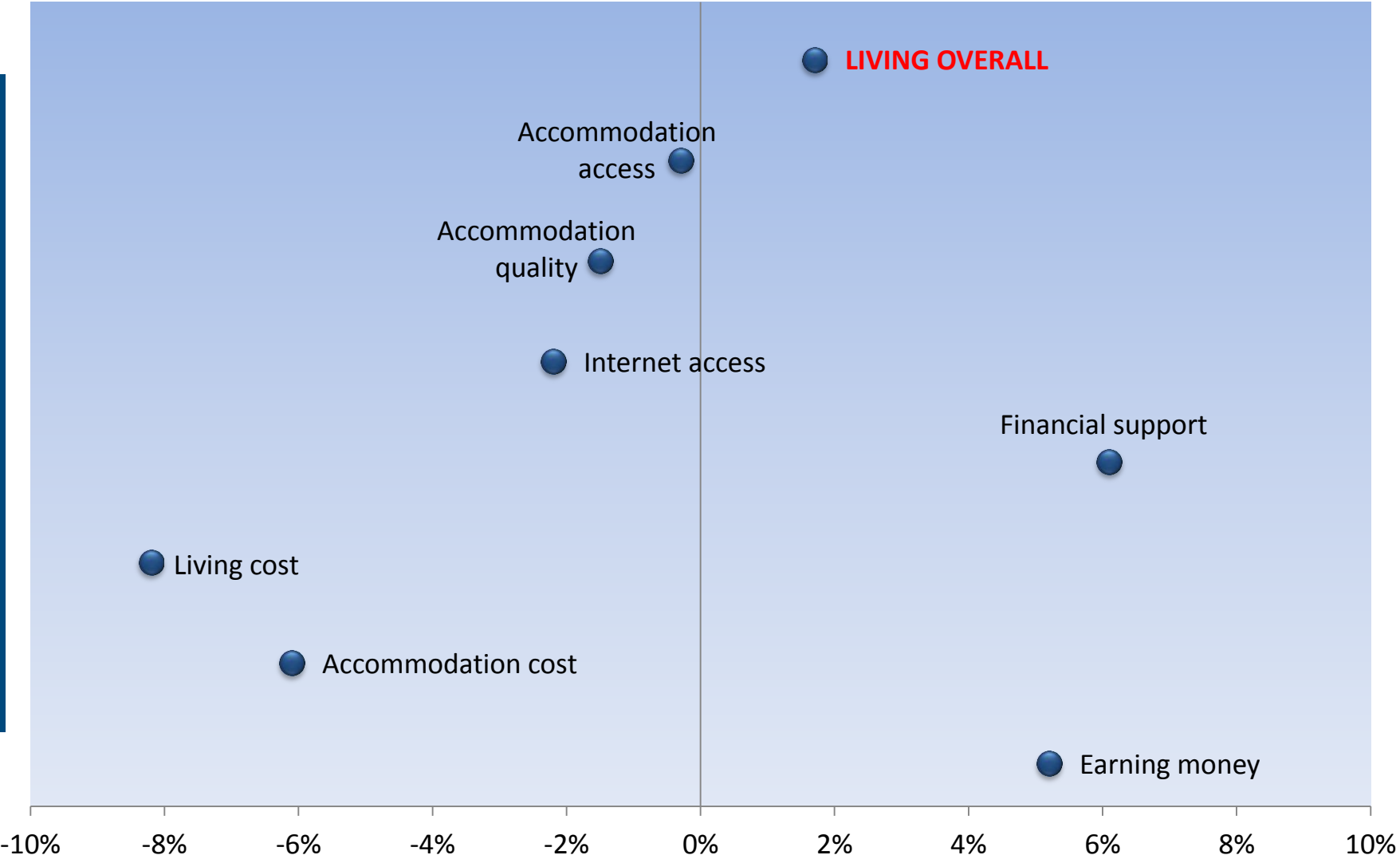
*For older students with Families it should be really spelled out that it crazy expensive here. My scholarship doesn't even cover the rent!*

# Benchmarking living – Accommodation & living costs

	NZ ISB %	Global ISB %	Global ISB +/-
<b>LIVING AVERAGE</b>	<b>79.5%</b>	<b>79.3%</b>	<b>0.2%</b>
<b>LIVING OVERALL</b>	<b>88.1%</b>	<b>86.4%</b>	<b>1.7%</b>
<b>ACCOMMODATION and LIVING COSTS</b>			
Accommodation access	83.9%	84.2%	-0.3%
Accommodation quality	82.5%	83.9%	-1.5%
Internet access	76.9%	79.1%	-2.2%
Financial support	60.2%	54.1%	6.1%
Living cost	55.3%	63.5%	-8.2%
Accommodation cost	53.8%	59.9%	-6.1%
Earning money	53.2%	48.0%	5.2%

# Living matrix – Accommodation & living costs

NZ ISB satisfaction (sorted by % score)



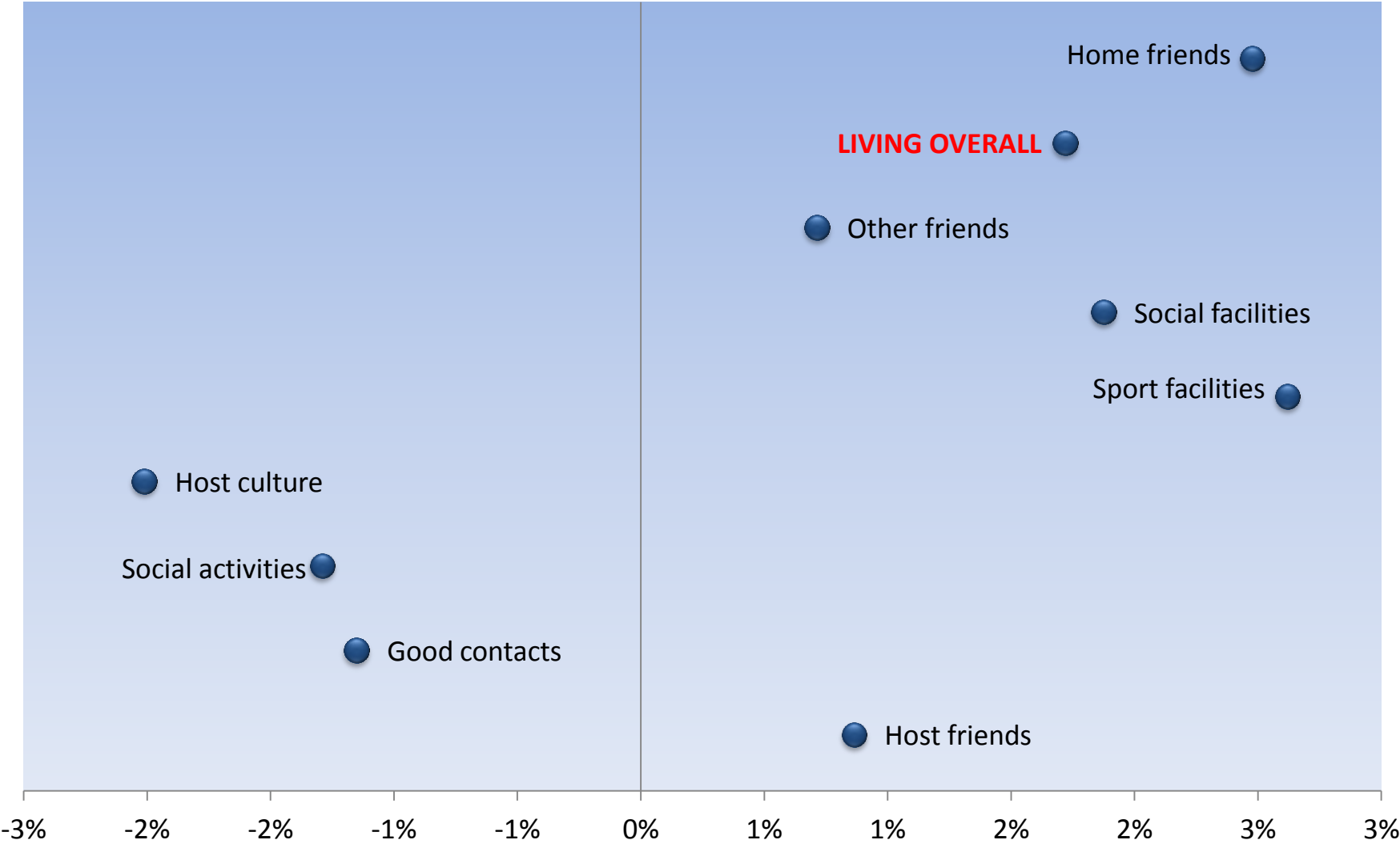
% difference to global benchmark

# Benchmarking - Social

	NZ ISB %	Global ISB %	Global ISB +/-
<b>LIVING AVERAGE</b>	<b>79.5%</b>	<b>79.3%</b>	<b>0.2%</b>
<b>LIVING OVERALL</b>	<b>88.1%</b>	<b>86.4%</b>	<b>1.7%</b>
<b>SOCIAL</b>			
Home friends	88.4%	85.9%	2.5%
Other friends	87.9%	87.2%	0.7%
Social facilities	83.1%	81.2%	1.9%
Sport facilities	82.5%	79.9%	2.6%
Host culture	82.4%	84.5%	-2.0%
Social activities	80.5%	81.8%	-1.3%
Good contacts	76.2%	77.4%	-1.2%
Host friends	72.3%	71.5%	0.9%

# Living matrix - Social

NZ ISB satisfaction (sorted by % score)



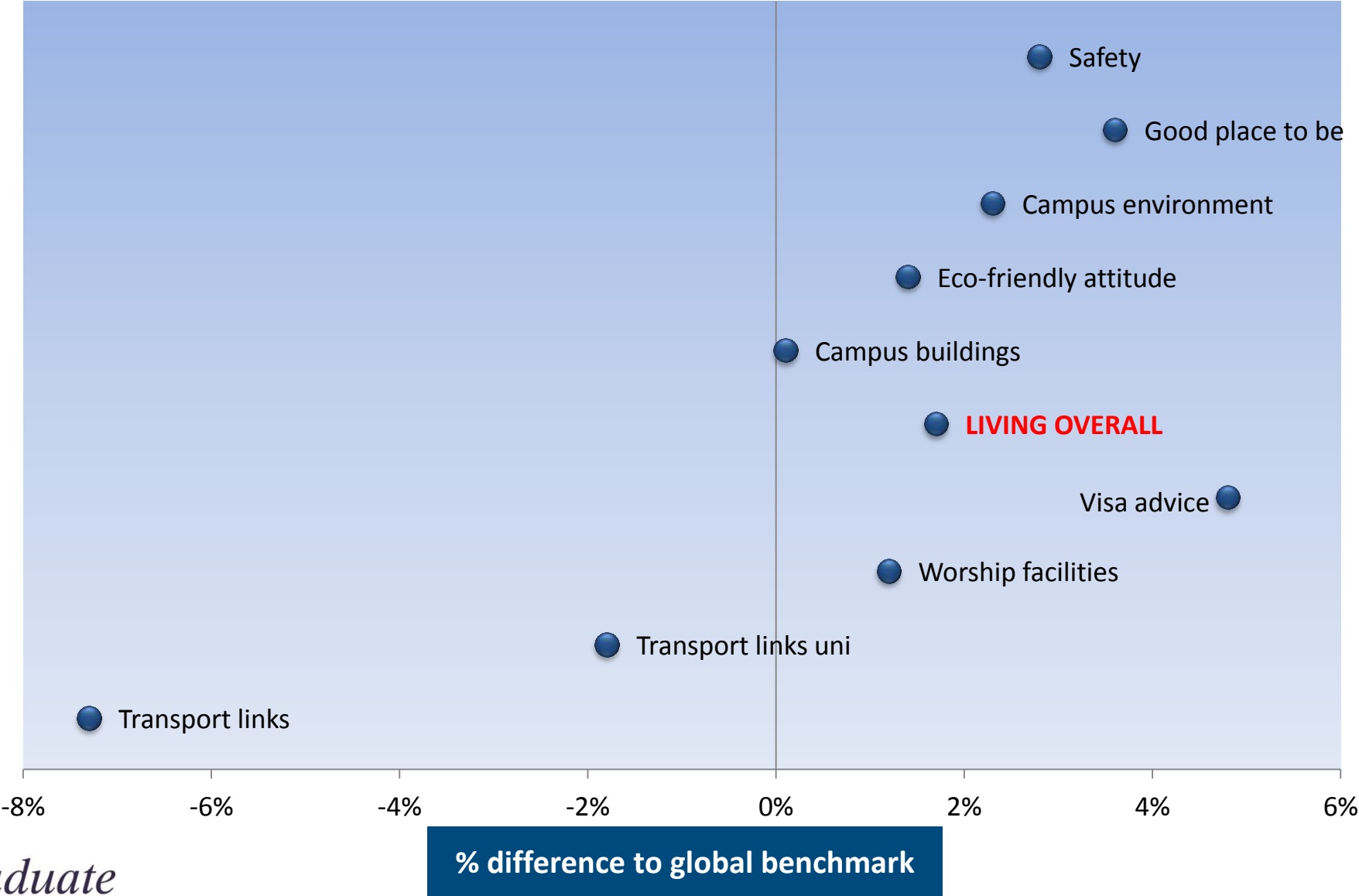
% difference to global benchmark

# Benchmarking living – Day to day life

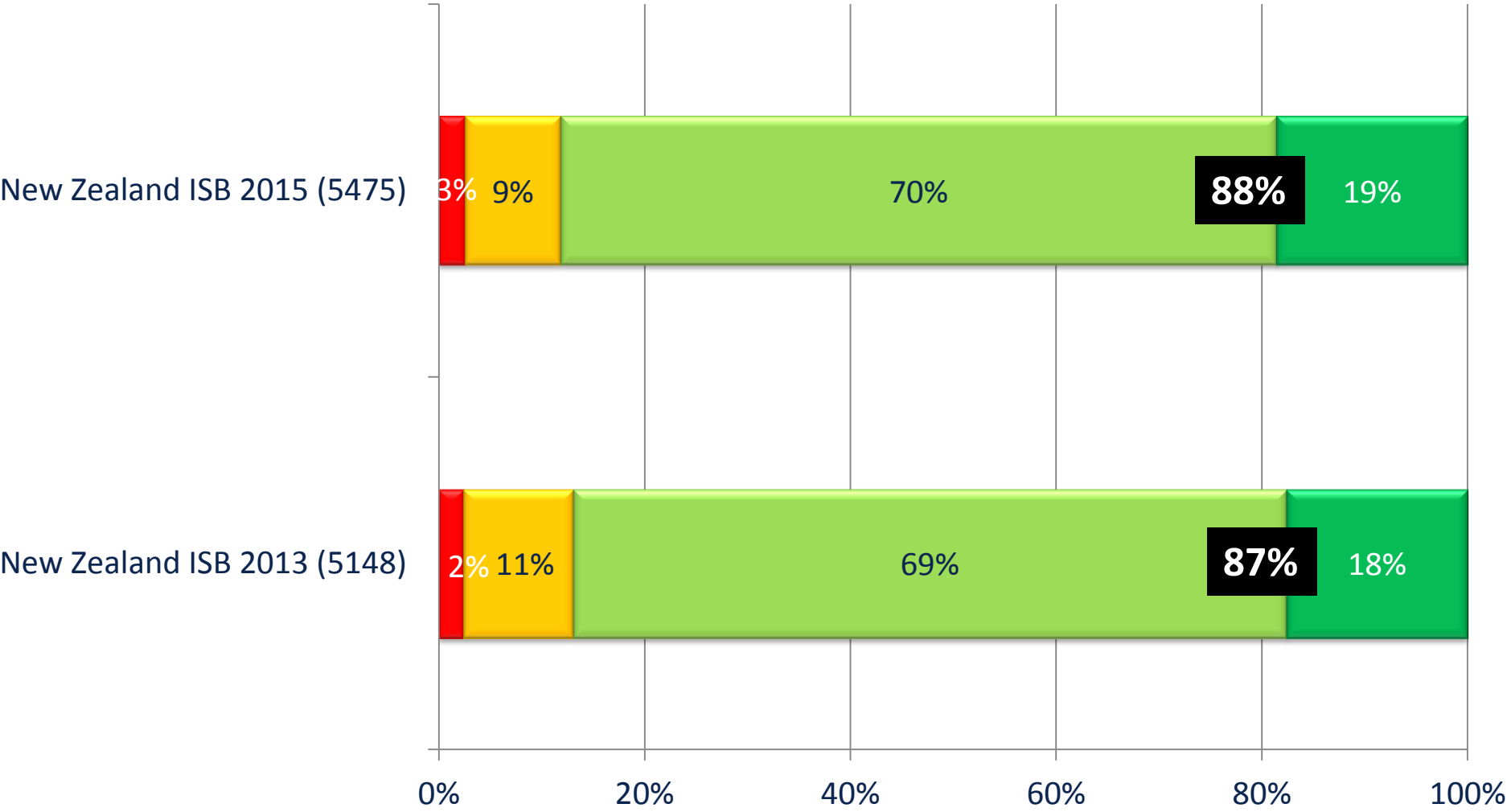
	NZ ISB %	Global ISB %	Global ISB +/-
<b>LIVING AVERAGE</b>	<b>79.5%</b>	<b>79.3%</b>	<b>0.2%</b>
<b>LIVING OVERALL</b>	<b>88.1%</b>	<b>86.4%</b>	<b>1.7%</b>
<b>DAY TO DAY LIFE</b>			
Safety	94.3%	91.5%	2.8%
Good place to be	93.1%	89.5%	3.6%
Campus environment	92.6%	90.3%	2.3%
Eco-friendly attitude	91.1%	89.6%	1.4%
Campus buildings	88.6%	88.5%	0.1%
Visa advice	87.7%	83.0%	4.8%
Worship facilities	86.5%	85.3%	1.2%
Transport links uni	80.9%	82.7%	-1.8%
Transport links	72.9%	80.2%	-7.3%

# Living matrix – Day to day life

NZ ISB satisfaction (sorted by % score)



# Overall satisfaction – Living – 2015 v 2013

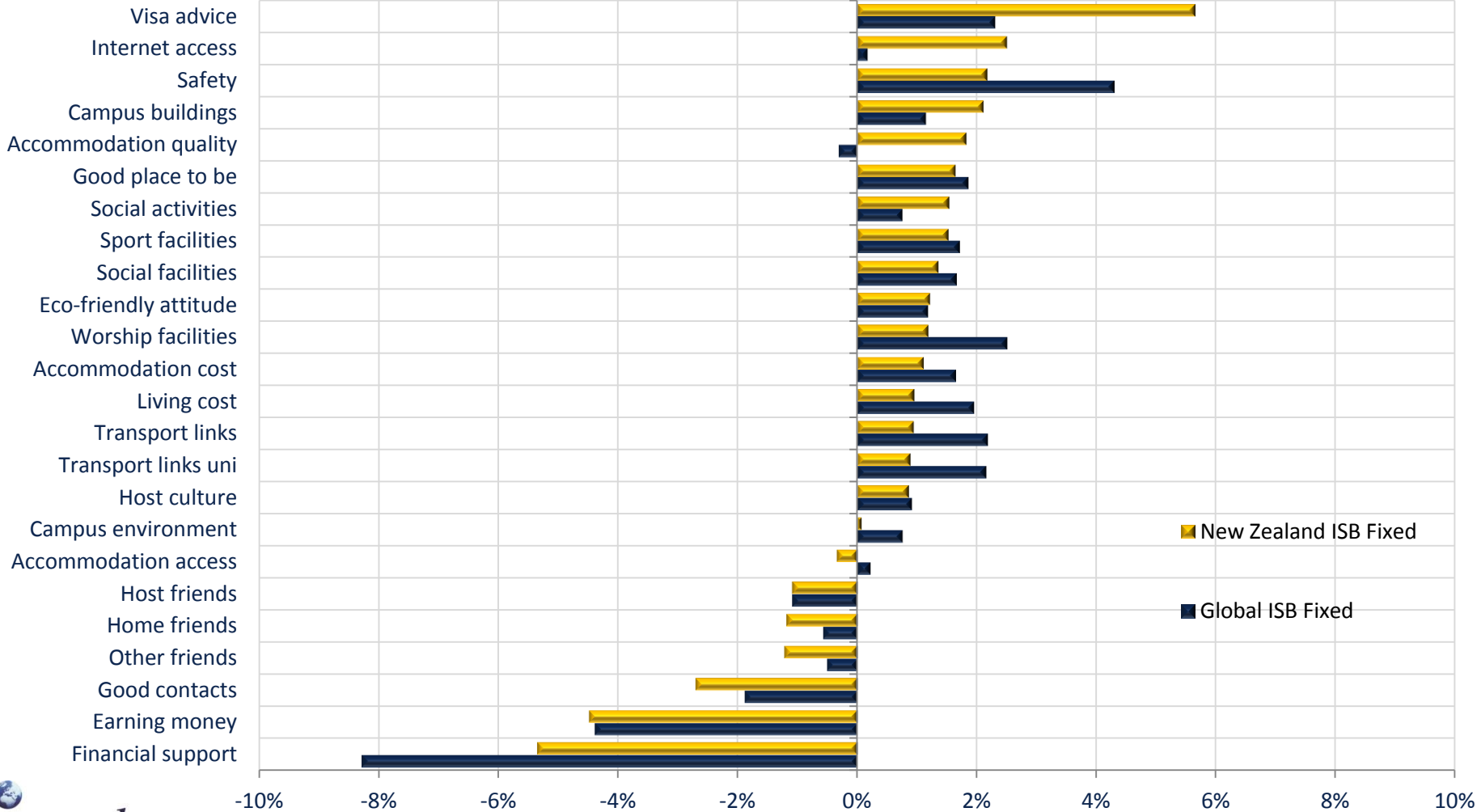
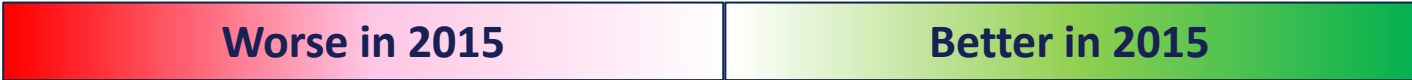


■ Very dissatisfied   ■ Dissatisfied   ■ Satisfied   ■ Very Satisfied

*Overall, how satisfied are you with the living experience at this stage in the year?*



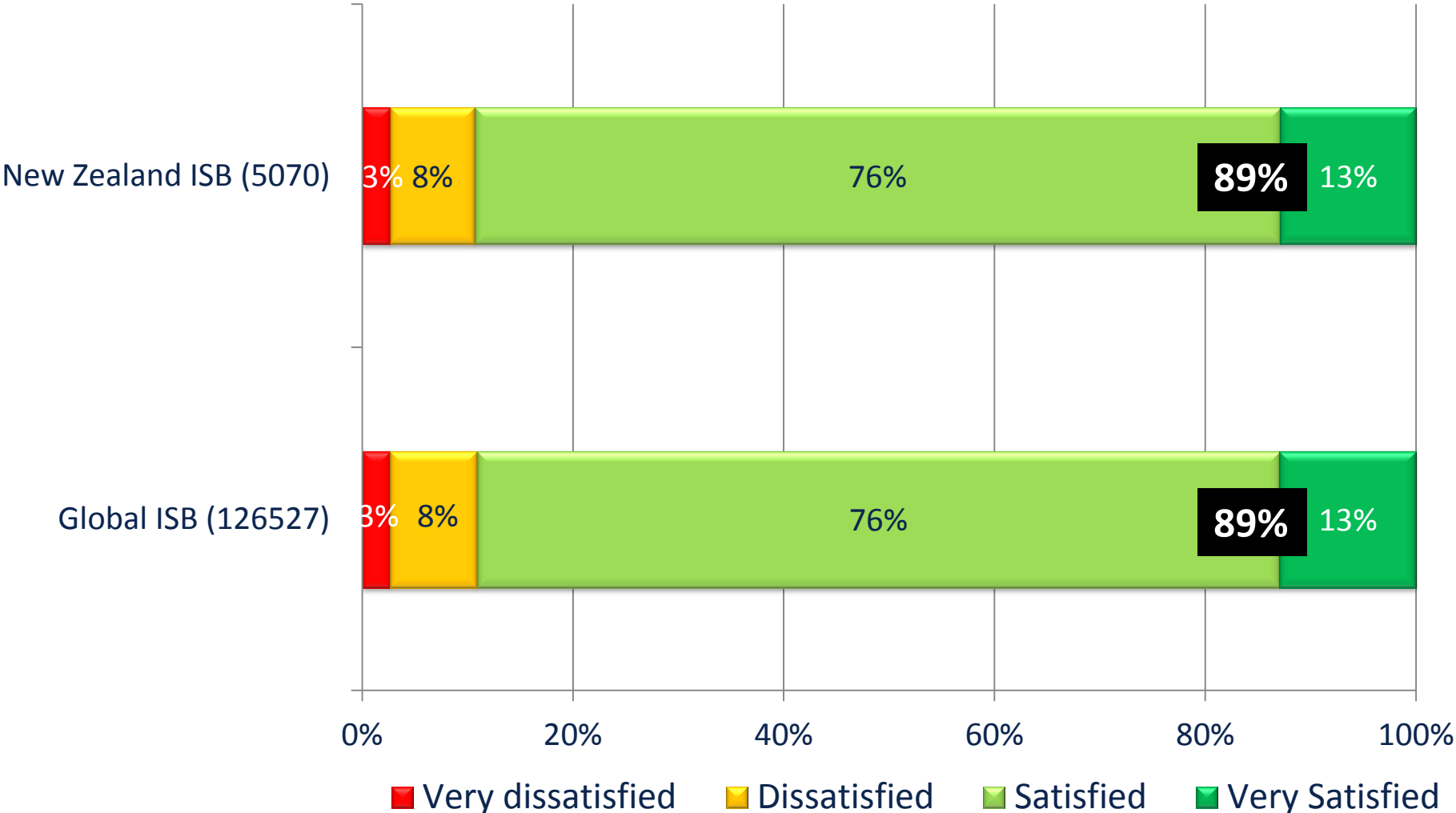
# Living satisfaction – 2013 vs 2015



The Fixed Benchmark only includes universities that took part in both 2013 and 2015

# Support

# Overall satisfaction - Support



Overall, how satisfied are you with the support services at this stage in the year?

# Comments on support services

*Campus eating places need to be increased. During peak hour, like lunch, the place is packed with people, and also birds.*

*We need more food outlets that are not too expensive and provide a quality food.*

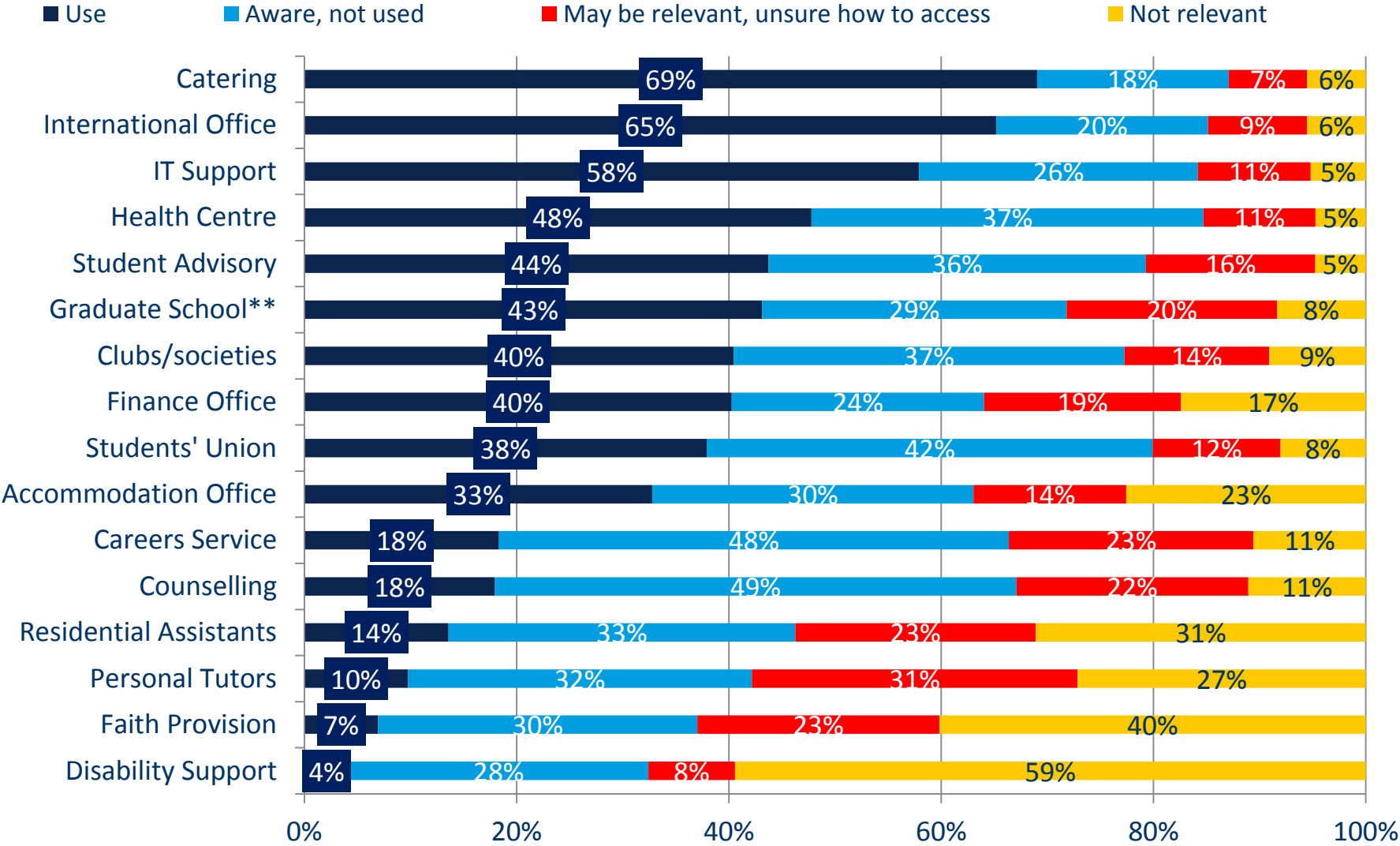
*The visa office and insurance service office should close a little bit later at the beginning of each semester as many international students are crammed in the corridor waiting...*

*Trying to get helpful information from the International Student Office via email before coming to NZ was difficult. They didn't provide any information that I couldn't already read on their website.*

*For international student service center, it is really busy when student applying visa, especially on the end of Feb. We have to wait outside for about one and half hour. Could you please open more windows during that time?*

*As someone who is living far from home, I truly appreciate some of the academic and international staffs that have helped and supported me when I confided in them some personal problems. And they have kept in good contact with me and casually ask for my progress. So somehow, I kind of feel at home away from home receiving their help. Keep being a friendly and caring group [Uni name]! Even a small things like a bright smile and a friendly hello always help someone's day.*

# Support usage



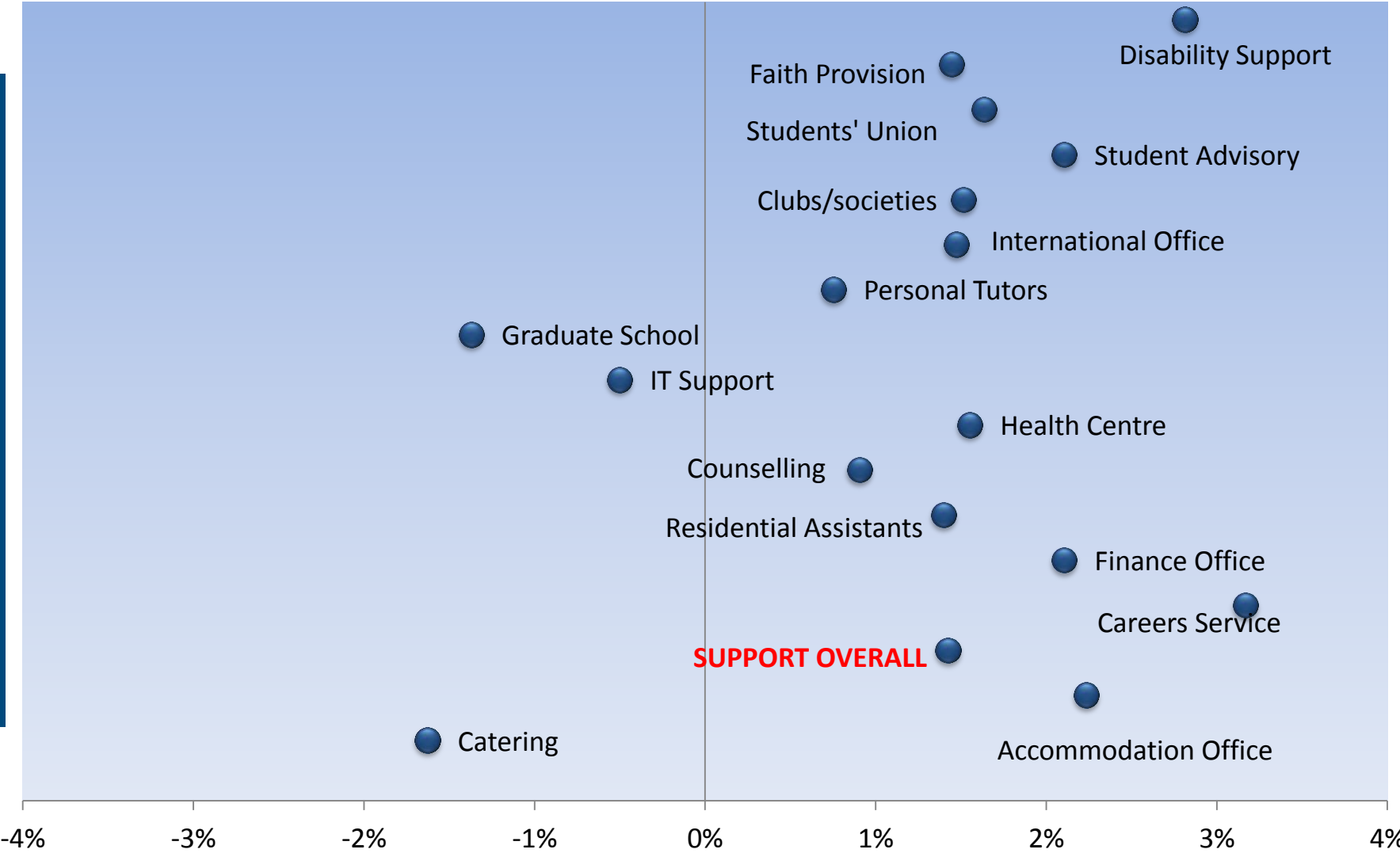
\*\*Postgraduate students only

# Benchmarking support

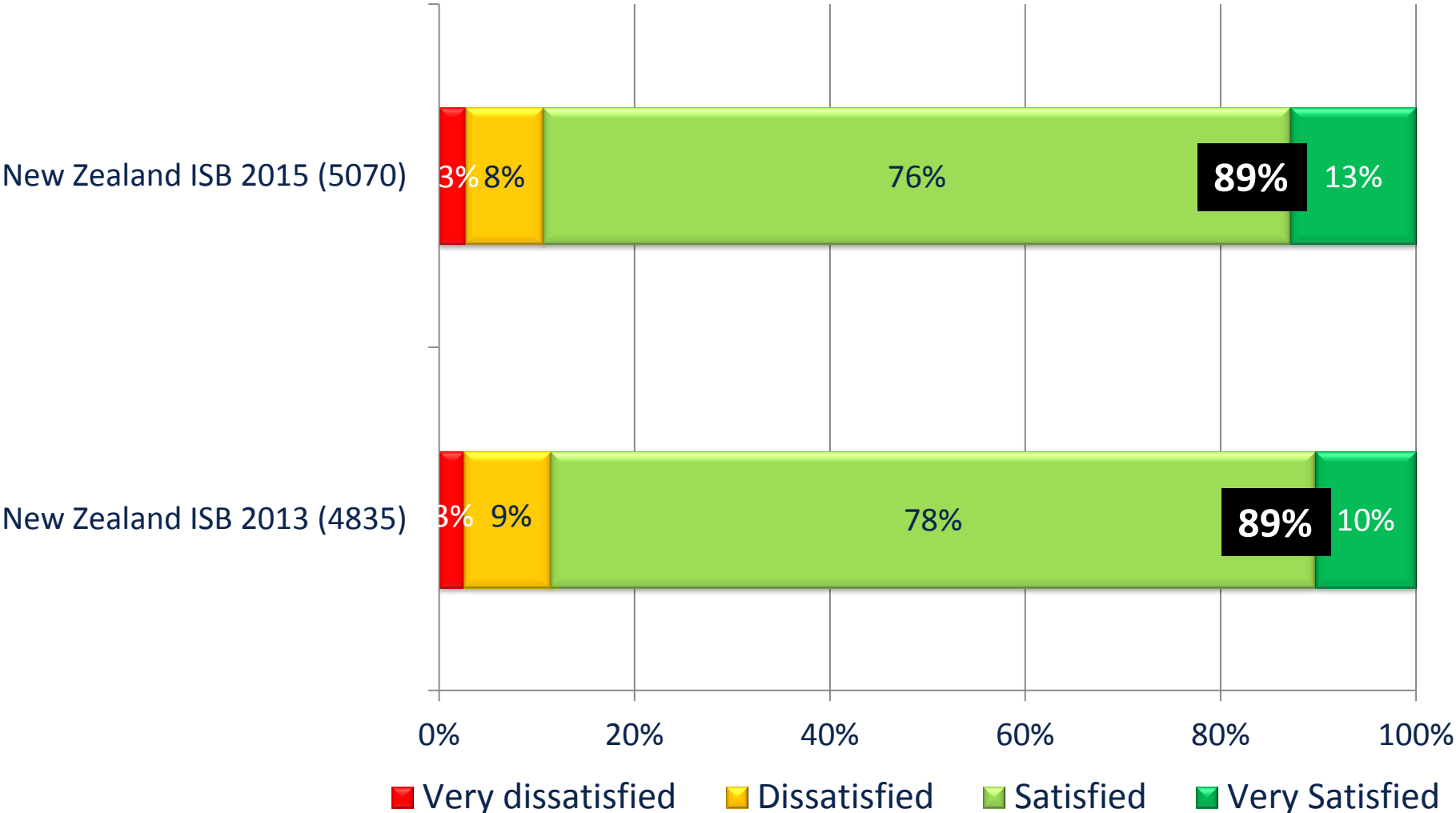
	NZ ISB %	Global ISB %	Global ISB +/-
<b>SUPPORT AVERAGE</b>	<b>92.2%</b>	<b>91.0%</b>	<b>1.2%</b>
<b>SUPPORT OVERALL</b>	<b>90.0%</b>	<b>88.6%</b>	<b>1.4%</b>
Disability Support	95.7%	92.9%	2.8%
Faith Provision	95.5%	94.0%	1.4%
Students' Union	95.1%	93.5%	1.6%
Student Advisory	95.0%	92.9%	2.1%
Clubs/societies	94.6%	93.1%	1.5%
International Office	94.1%	92.6%	1.5%
Personal Tutors	93.8%	93.0%	0.8%
Graduate School	93.3%	94.6%	-1.4%
IT Support	92.5%	93.0%	-0.5%
Health Centre	91.9%	90.4%	1.6%
Counselling	91.9%	91.0%	0.9%
Residential Assistants	91.8%	90.4%	1.4%
Finance Office	91.2%	89.1%	2.1%
Careers Service	91.0%	87.8%	3.2%
Accommodation Office	87.3%	85.1%	2.2%
Catering	80.4%	82.0%	-1.6%

# Support matrix

NZ ISB satisfaction (sorted by % score)



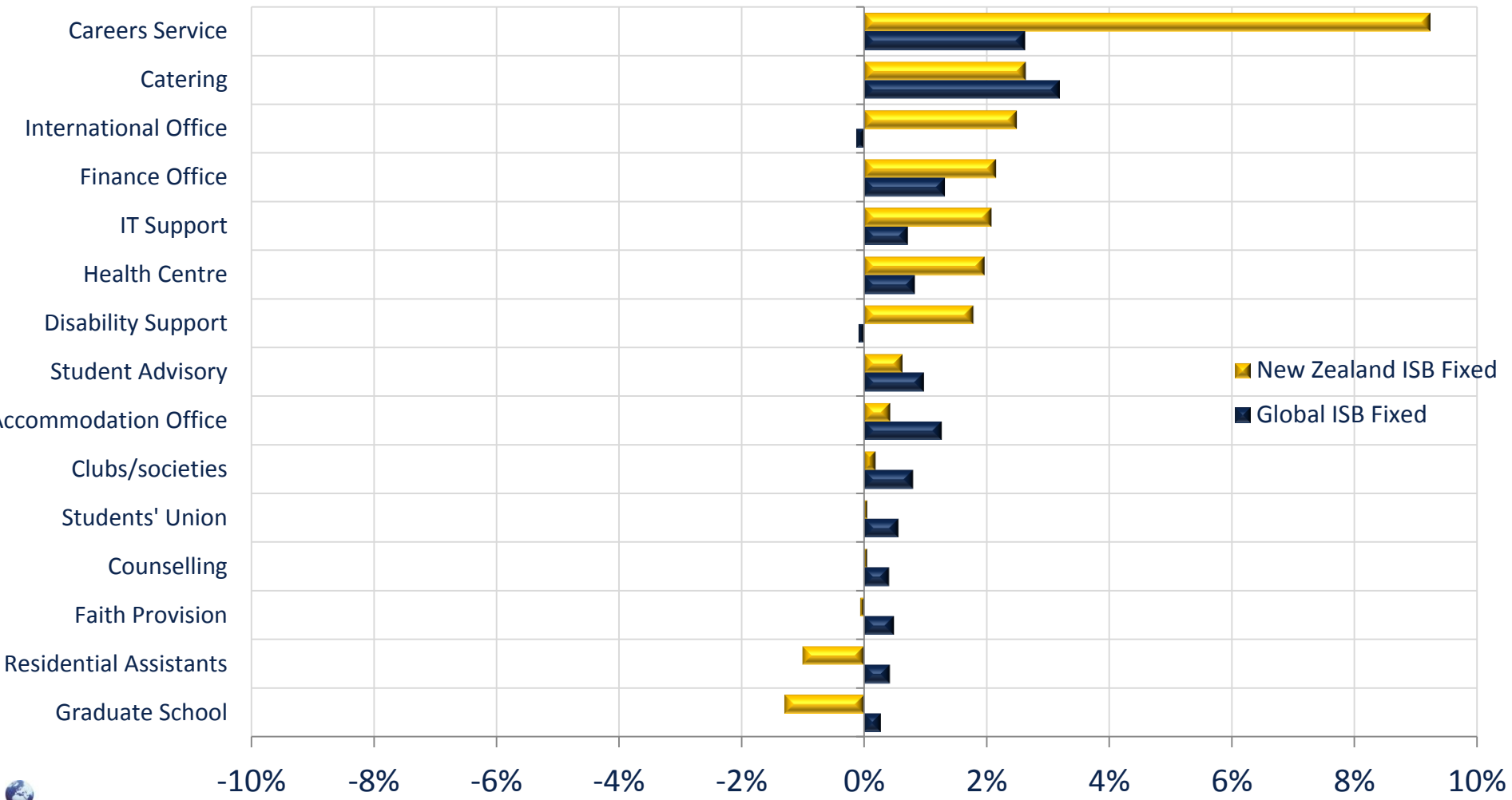
# Overall satisfaction – Support – 2015 v 2013



Overall, how satisfied are you with the support services at this stage in the year?



# Support satisfaction – 2013 vs 2015



The Fixed Benchmark only includes universities that took part in both 2013 and 2015

# Questionnaire

# Questionnaire Flow

## Background

- *Accommodation*
- *Funding*
- *Level of study*
- *Area of study*
- *School/Faculty/Department*
- *Year of study*

## Pre-Arrival

- *Choice of destination*
- *Key influences*
- *Application process*
- *Visa Satisfaction*
- *Agents*

## Arrival Experience

- *Overall Satisfaction*
- *Rating on experience*

## Learning Experience

- *Overall Satisfaction*
- *Satisfaction of learning elements*
- *Weekly hours studying and working*
- *Engagement measures*

## Living Experience

- *Overall Satisfaction*
- *Satisfaction of living elements*

## Support Experience

- *Overall Satisfaction*
- *Relevance of services*
- *Satisfaction with services used*

## Recommendation & Reflections

- *Recommendation to others*

## Future Plans

- *Employment*
- *Study*

*Not a full list of questions*

# Arrival terminology

Terminology in Questionnaire	Terminology in Report
Welcome/pickup at airport, railway, coach station	Welcome
Enrolment/Academic registration	Registration
First night - getting to where I would stay	First night
Formal welcome at the university	Formal welcome
Internet access at my accommodation	Internet access
University orientation	University orientation
Introduction to the local area	Local orientation
University accounts/ finance department	Finance Office
Setting up a bank account	Bank account
Accommodation office	Accommodation Office
Condition of accommodation on arrival	Accommodation condition
The social activities	Social activities
Making friends from my country	Home friends
Making friends from this country	Host friends
Making friends from other countries	Other friends
Meeting academic staff	Meeting staff
Understanding how my course of study would work	Study sense
Assistance to obtain health insurance	Health insurance

Terminology in Questionnaire	Terminology in Report
The quality of lectures ( <i>UG &amp; PGT</i> )	Quality lectures
The subject area expertise of lecturers/supervisors	Expert lecturers
The teaching ability of lecturers/supervisors	Good teachers
The academic content of my program/studies	Program content
The organisation and smooth running of the program ( <i>UG &amp; PGT</i> )	Program organisation
The level of research activity	Research
Academic staff whose English I can understand	Academics' English
Getting time from academic staff when I need it/ personal support with learning	Learning support
Feedback on coursework/ formal written submissions	Performance feedback
Explanation of marking/ assessment criteria	Marking criteria
Fair and transparent assessment of my work	Assessment

# Learning terminology - Studies

Terminology in Questionnaire	Terminology in Report
Guidance in topic selection and refinement by my supervisor ( <i>PGT &amp; PGR</i> )	Topic selection
Confidence about managing a research project as a result of my experience so far ( <i>PGR</i> )	Managing research
Advice and guidance on long-term job opportunities and careers from academic staff	Careers advice
Learning that will help me get a good job	Employability
Opportunities for work experience/ work placements as a part of my studies	Work experience
Studying with people from other cultures	Multicultural
Help to improve my English language skills	Language support
Opportunities to teach ( <i>PGR</i> )	Opportunities to teach
The size of classes ( <i>UG &amp; PGT</i> )	Class size

# Learning terminology - Facilities

Terminology in Questionnaire	Terminology in Report
The quality of the lecture theatres and classrooms	Learning spaces
The quality of laboratories (if applicable)	Laboratories
The physical library facilities	Physical library
The online library facilities	Online library
The learning technology (PCs, networking, etc)	Technology
Virtual learning environment (Blackboard/ WebCT/ Weblearn)	Virtual learning

Terminology in Questionnaire	Terminology in Report
Access to suitable accommodation	Accommodation access
The quality of accommodation	Accommodation quality
The cost of accommodation	Accommodation cost
The cost of living (food, drink, transport and social)	Living cost
The opportunity to earn money while studying	Earning money
The availability of financial support/bursaries etc.	Financial support
Internet access at my accommodation	Internet access



# Living terminology - Social

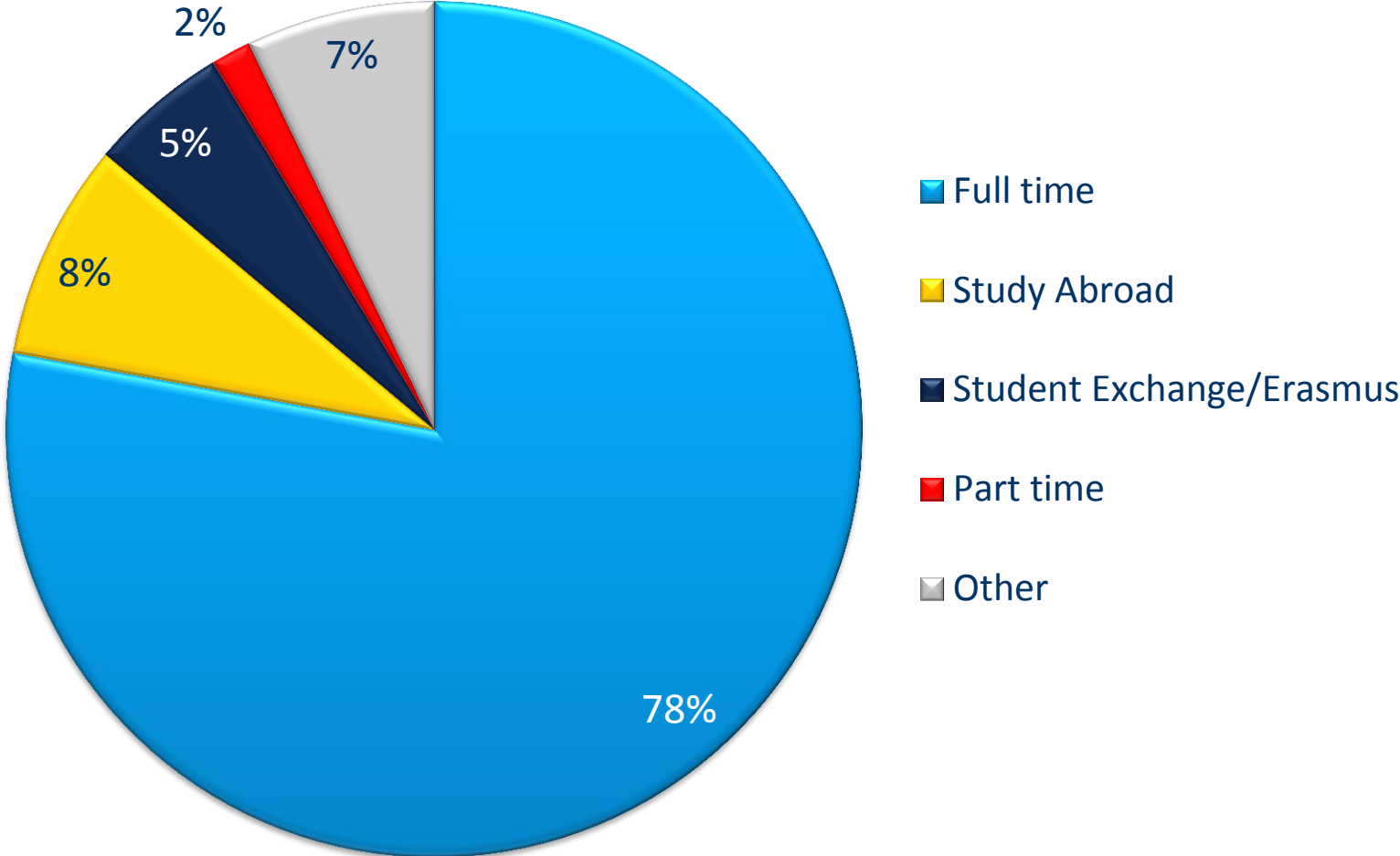
Terminology in Questionnaire	Terminology in Report
Making friends from my home country	Home friends
Making friends from this country	Host friends
Making friends from other countries	Other friends
Opportunities to experience the culture of this country	Host culture
The sports facilities	Sports facilities
The social facilities	Social facilities
The social activities	Social activities
Making good contacts for the future	Good contacts

Terminology in Questionnaire	Terminology in Report
Feeling safe and secure	Safety
The surroundings outside the university	Good place to be
Transport between university locations	Transport links uni
The transport links to other places	Transport links (other places)
The facilities for religious worship (quiet room/prayer room etc.)	Worship facilities
Immigration and visa advice from the university	Visa advice
The university's eco-friendly attitude to the environment (e.g. recycling/energy etc.)	Eco-friendly attitude
The design and quality of the campus buildings (what they look like, internal quality, functionality and beauty)	Campus buildings
The quality of the external campus environment (landscaping, street furniture, litter, trees, bicycle parking, signposting)	Campus environment

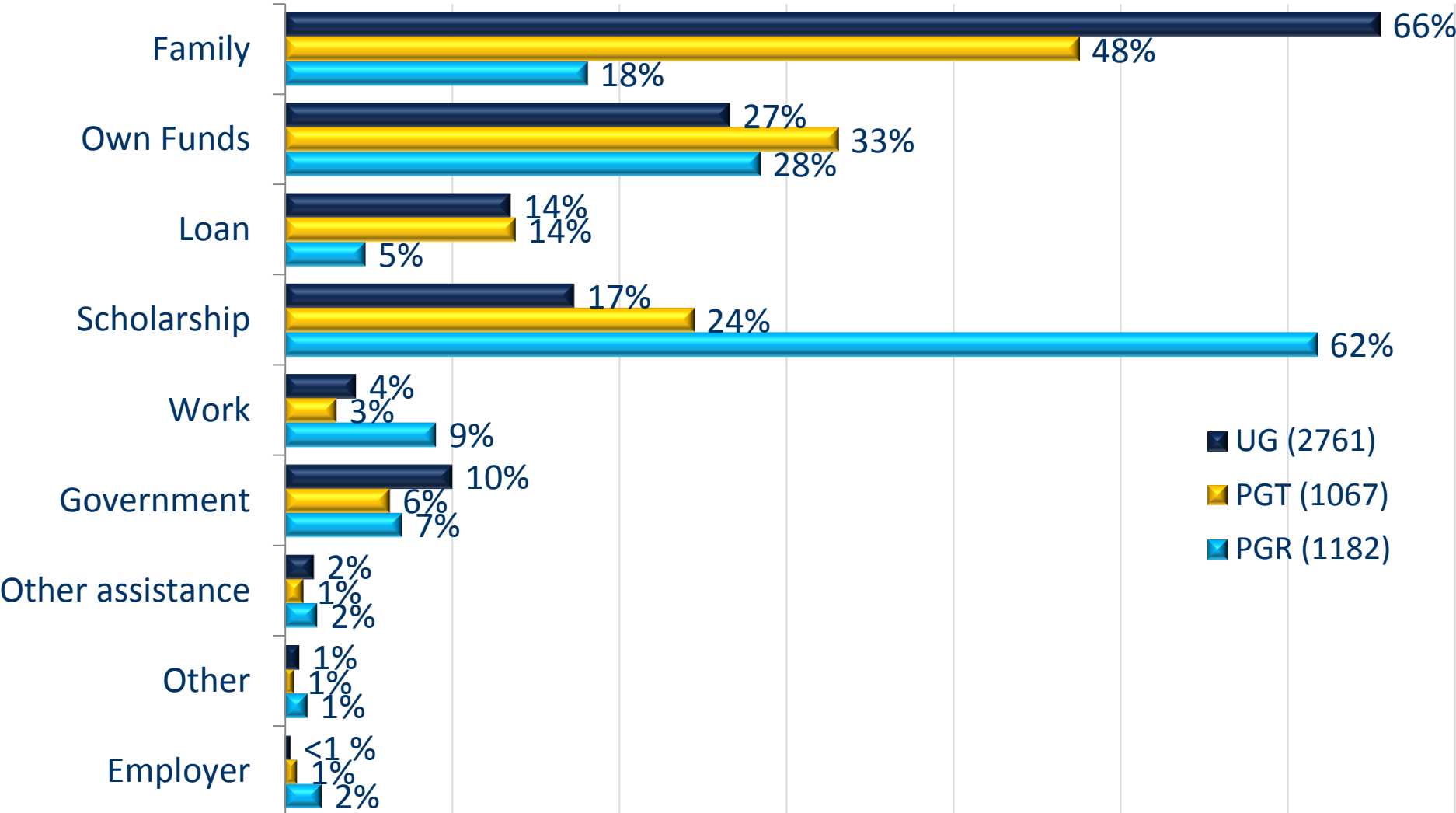
Terminology in Questionnaire	Terminology in Report
Institution accounts/finance department	Finance Office
International Office	International Office
IT and system support	IT Support
Student Advisory Service	Student Advisory
Counselling Service	Counselling
Careers Advisory Service	Careers Service
Chaplaincy or multi-faith provision	Faith provision
Accommodation Office	Accommodation Office
Students' Union	Students' Union
Health Centre	Health Centre
Residential Assistants	Residential Assistants
Graduate School**	Graduate School**
Campus eating places	Catering
Institution Clubs/Societies	Clubs/Societies
Disability Support	Disability Support
Personal Tutors	Personal Tutors

# Additional Information

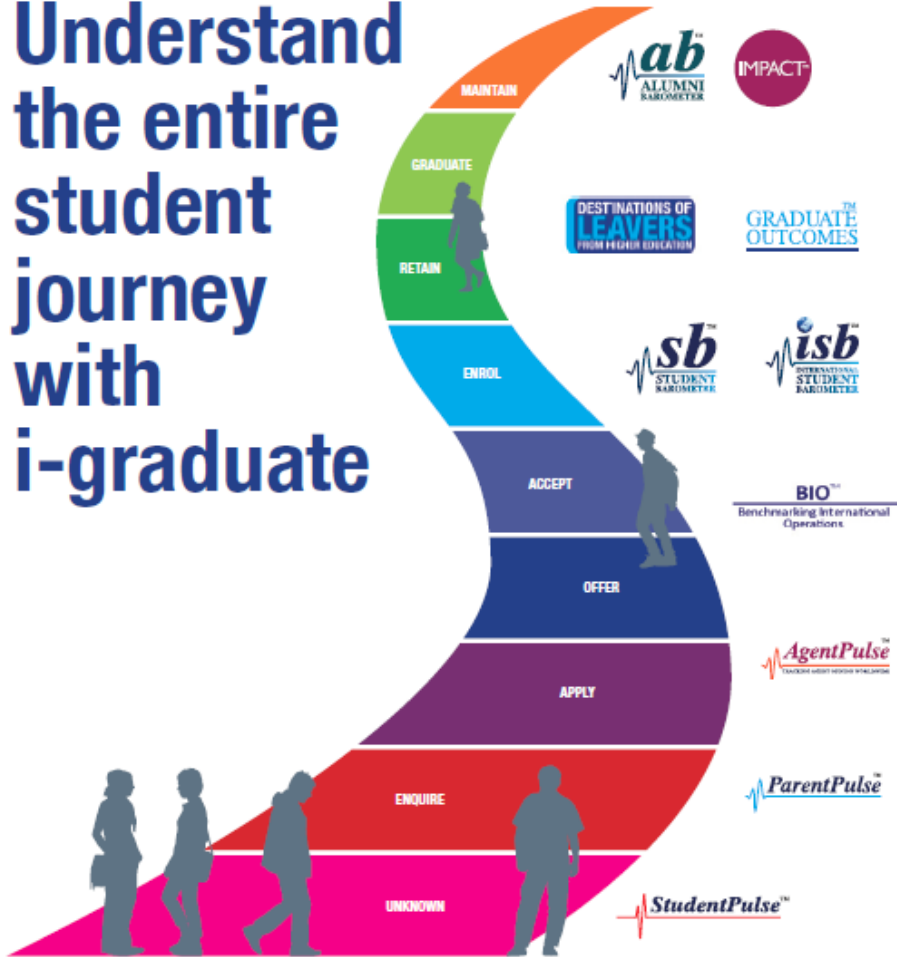
## New Zealand ISB (6188)



# Funding breakdown



## Understand the entire student journey with i-graduate



Established in

**2005**

In Over

**1400**

Institutions

Across

**30**

Countries

Feedback from over

**2.3 Million**

Students

# Contact details

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- For further information about the Student Barometer, please contact Kyla Steenhart ([kyla.steenhart@i-graduate.org](mailto:kyla.steenhart@i-graduate.org))
- For further details of any of our other research services, please contact a member of the i-graduate Research Team ([info@i-graduate.org](mailto:info@i-graduate.org))
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