

**VICTORIA  
UNIVERSITY**

**A NEW  
SCHOOL OF  
THOUGHT**

  
INTERNATIONAL INSIGHT

*Your finger on the pulse of international student opinion*

***International Student Barometer™***

**Victoria University**

**Presentation Friday April 3, 2009**



*Presentation*

- Context
- Response
- Choice of Destination
- Application
- The University Experience:
  - Arrival/Orientation
  - Learning
  - Living
  - Support
- Recommendation
- Conclusions



## *About i-graduate*

To assist in highlighting where results are shown for just domestic or international students (or both) the following images will be included on each slide which contains data



Data on Domestic ( Home) students only



Data on international students only



Data includes both domestic (Home) and international (or compares the two groups)

**Response**   Choice of Destination   Application   Arrival   Learning   Living   Support   Plans for the future   Recommendation   Conclusion

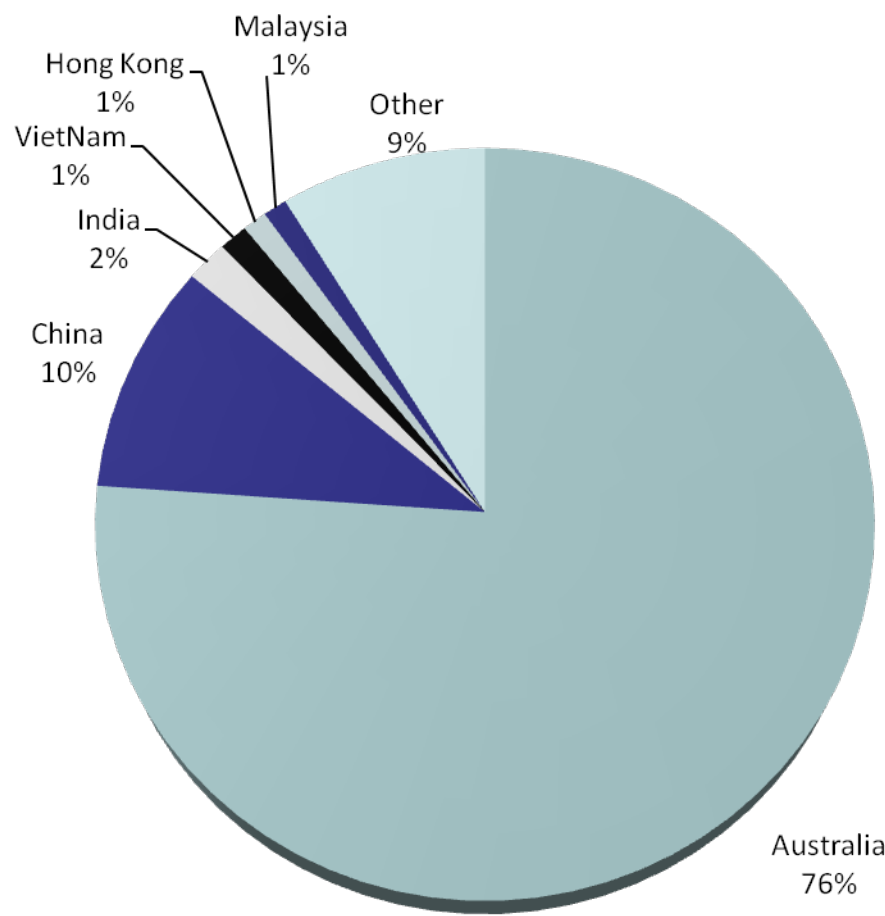
# Response



**Response**



**Country of residence**



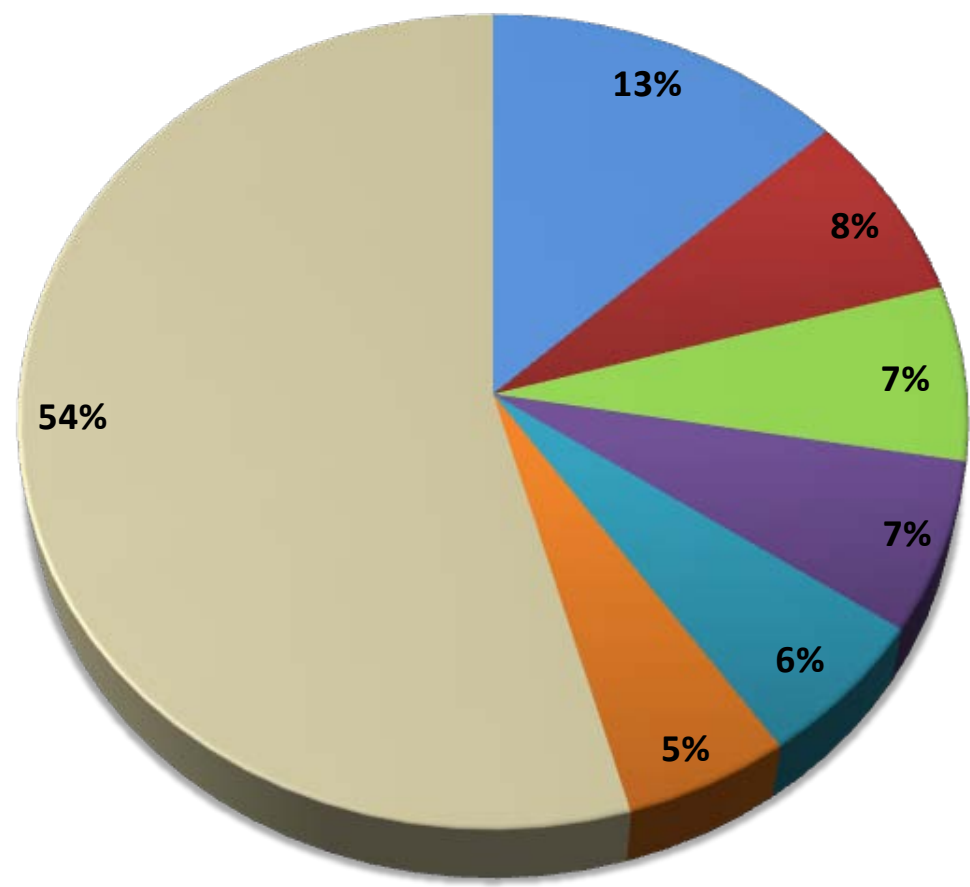
Respondents who indicated they were Australian residents were classified as Domestic students, all other respondents were classified as international students

**Response**



**Australian Residents – where are you from?**

**VU (1278)**



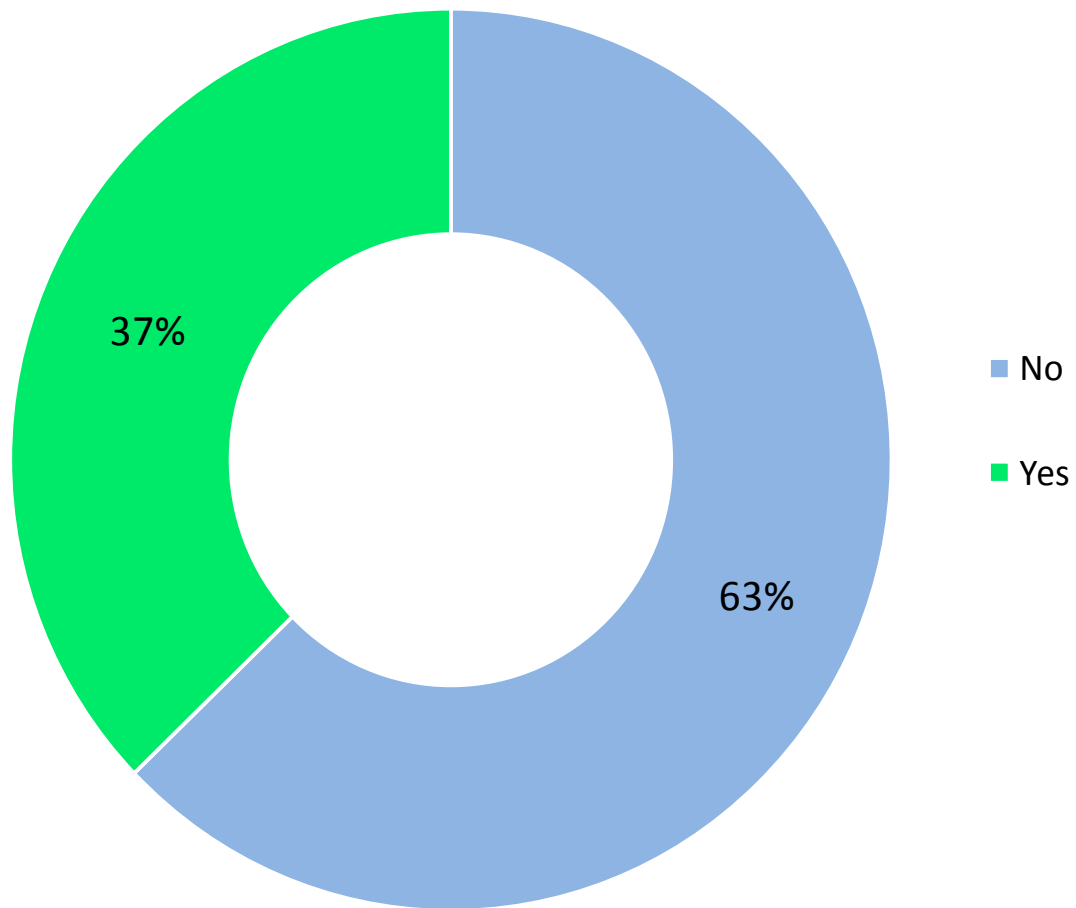
- VietNam
- Sudan
- Philippines
- China
- India
- UK
- Other

**Response**



**Do you speak a language other than English at home?**

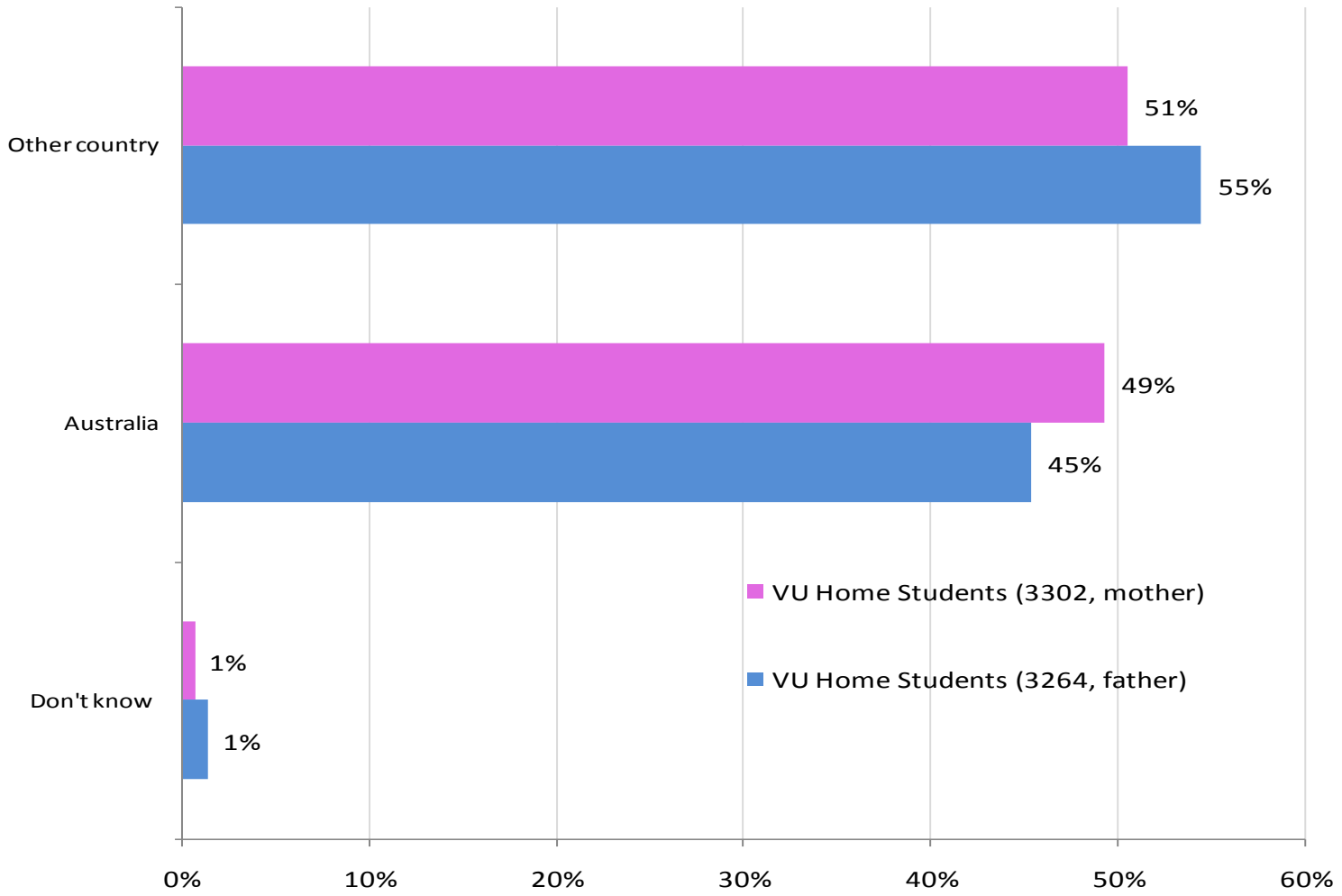
**VU Domestic Students (3301)**



**Response**



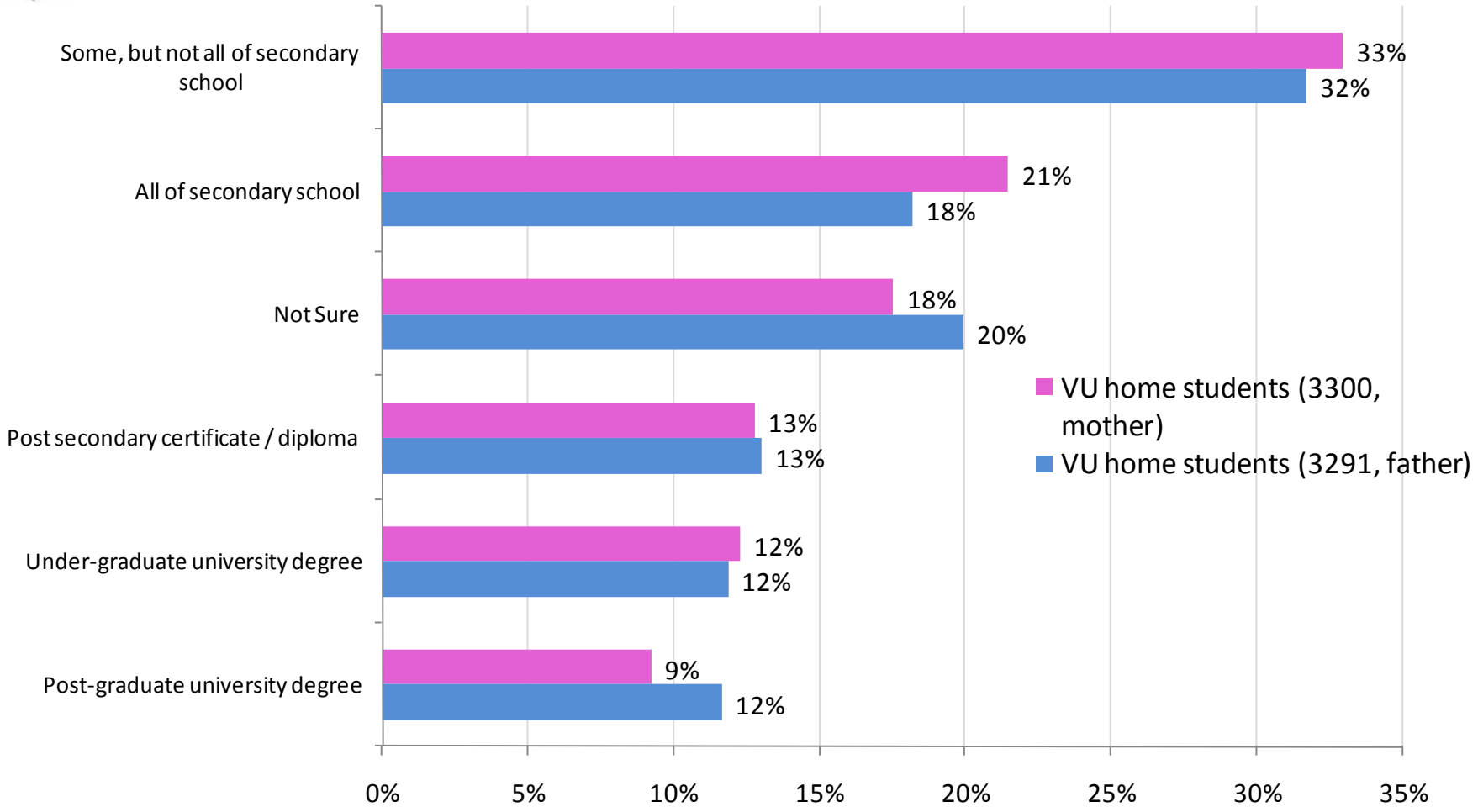
**Where were your parents born?**



**Response**



**What was the highest level of education completed by your parents?**

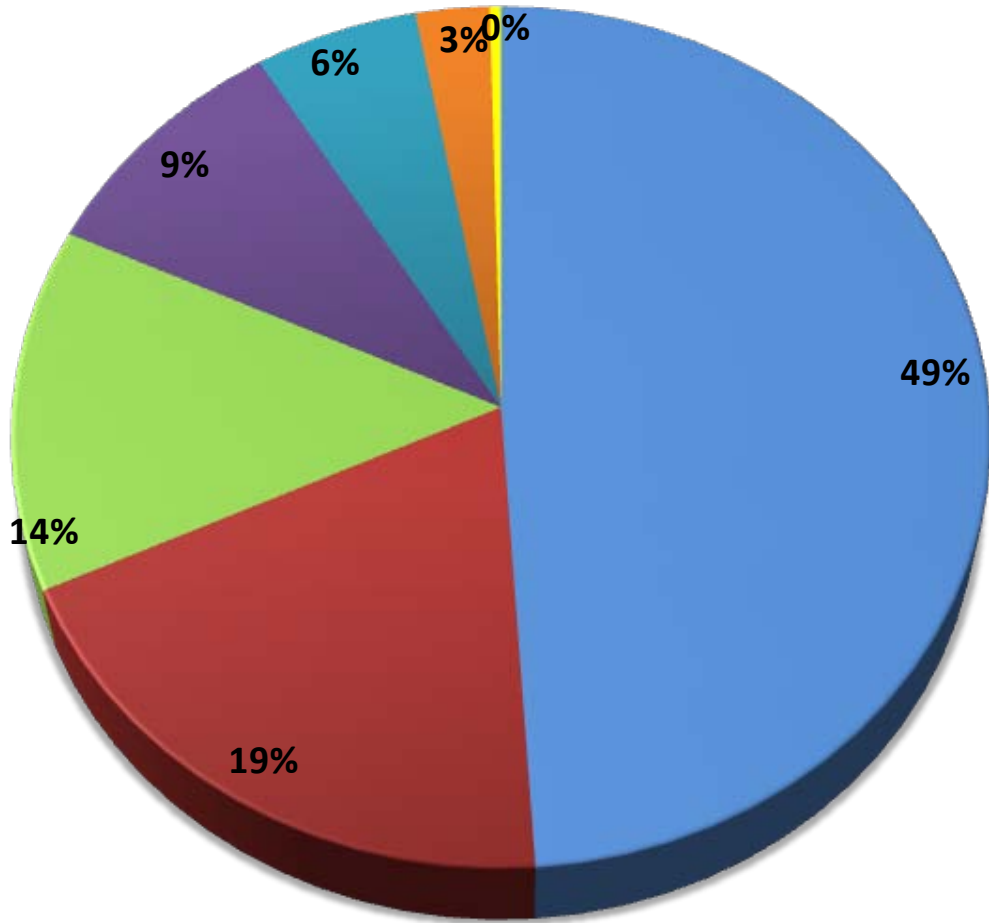


**Response**



**Employment status**

**VU Domestic Students (3291)**



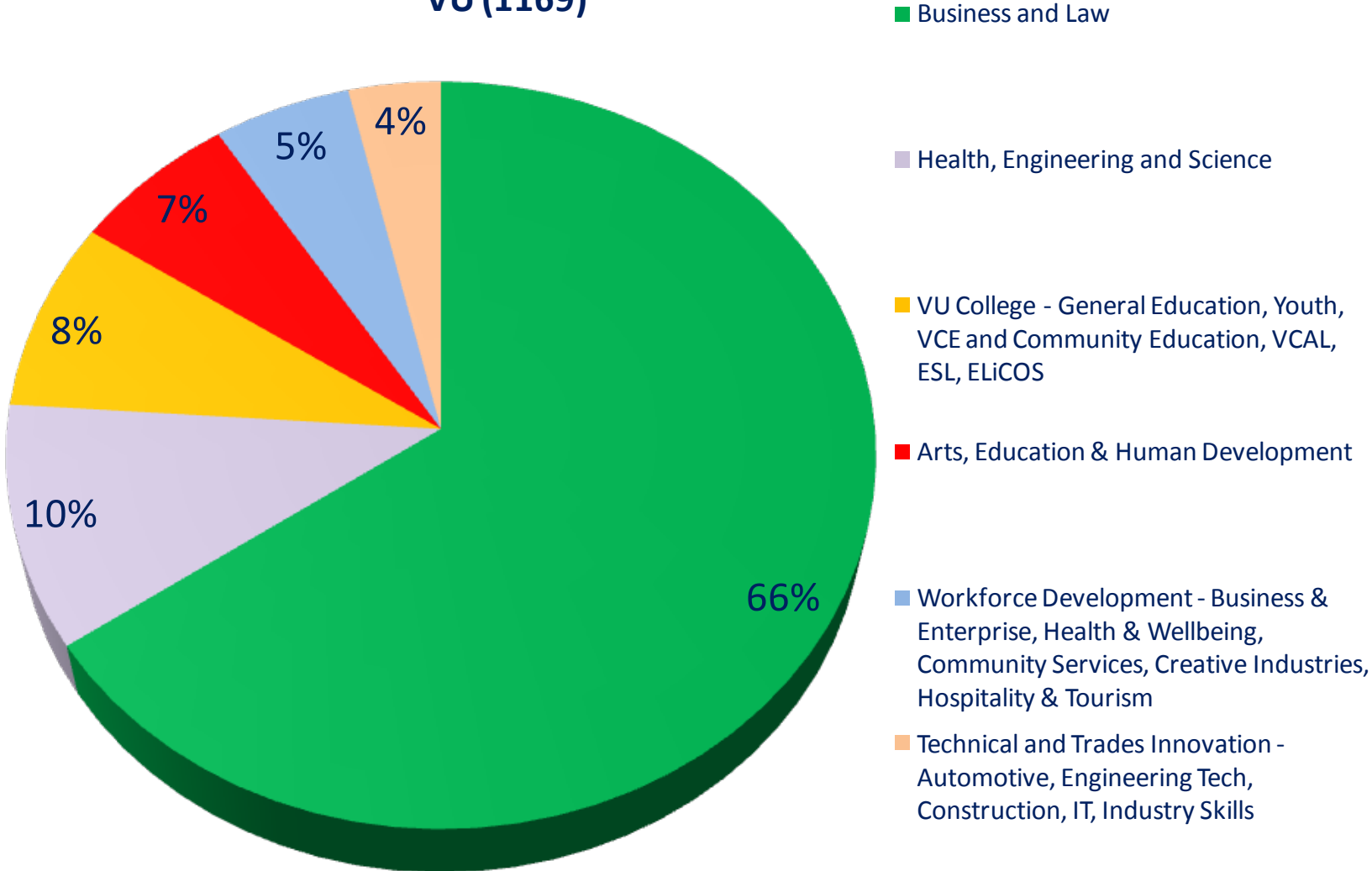
- Part-time employee
- Full-time employee
- Unemployed – seeking part-time work
- Not seeking employment
- Unemployed – seeking full-time work
- Self-employed
- Employer

**Response**



**What School / Faculty are you in?**

**VU (1169)**

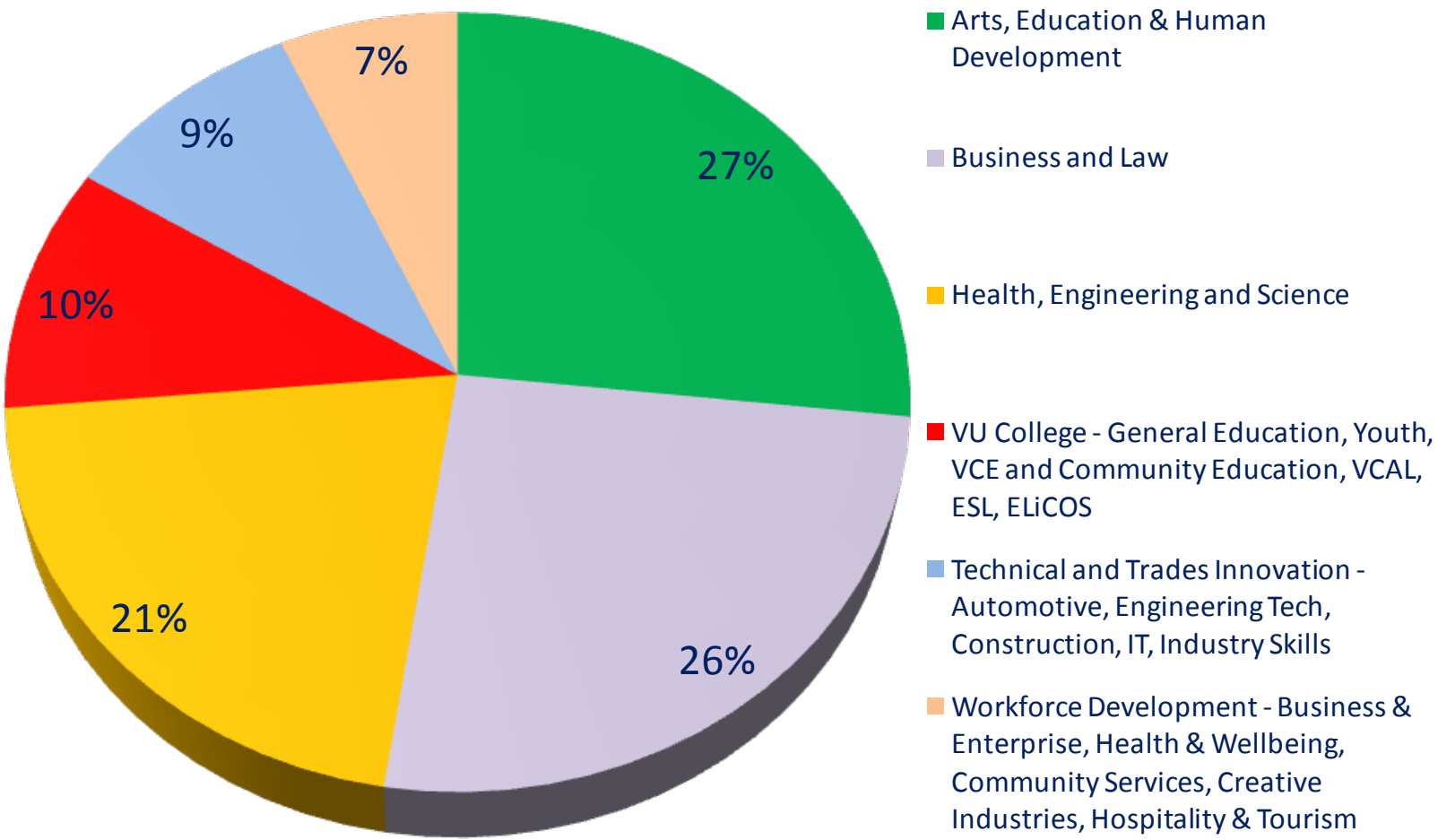


**Response**



**What School / Faculty are you in?**

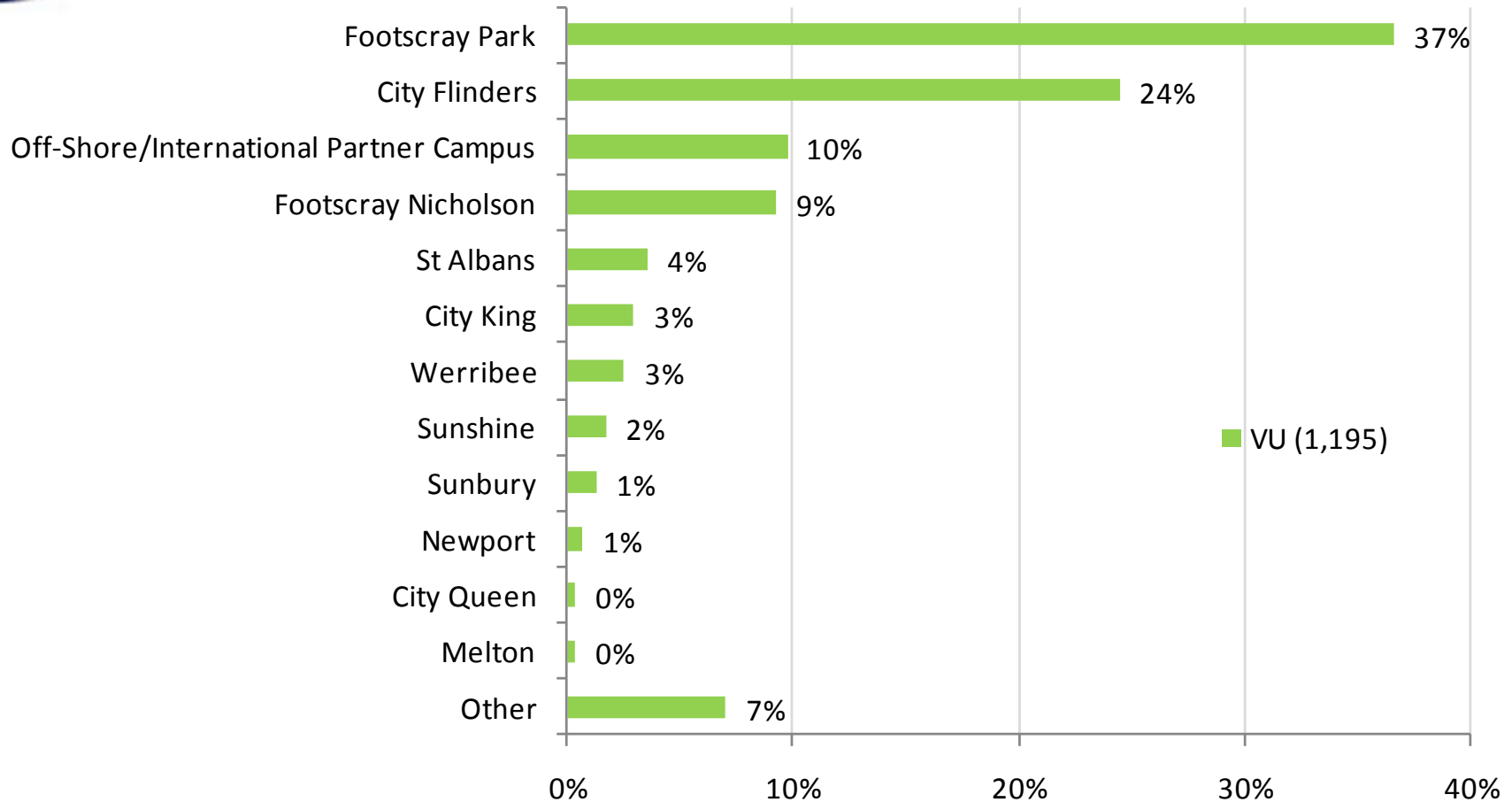
**VU Home Students (4017)**



**Response**



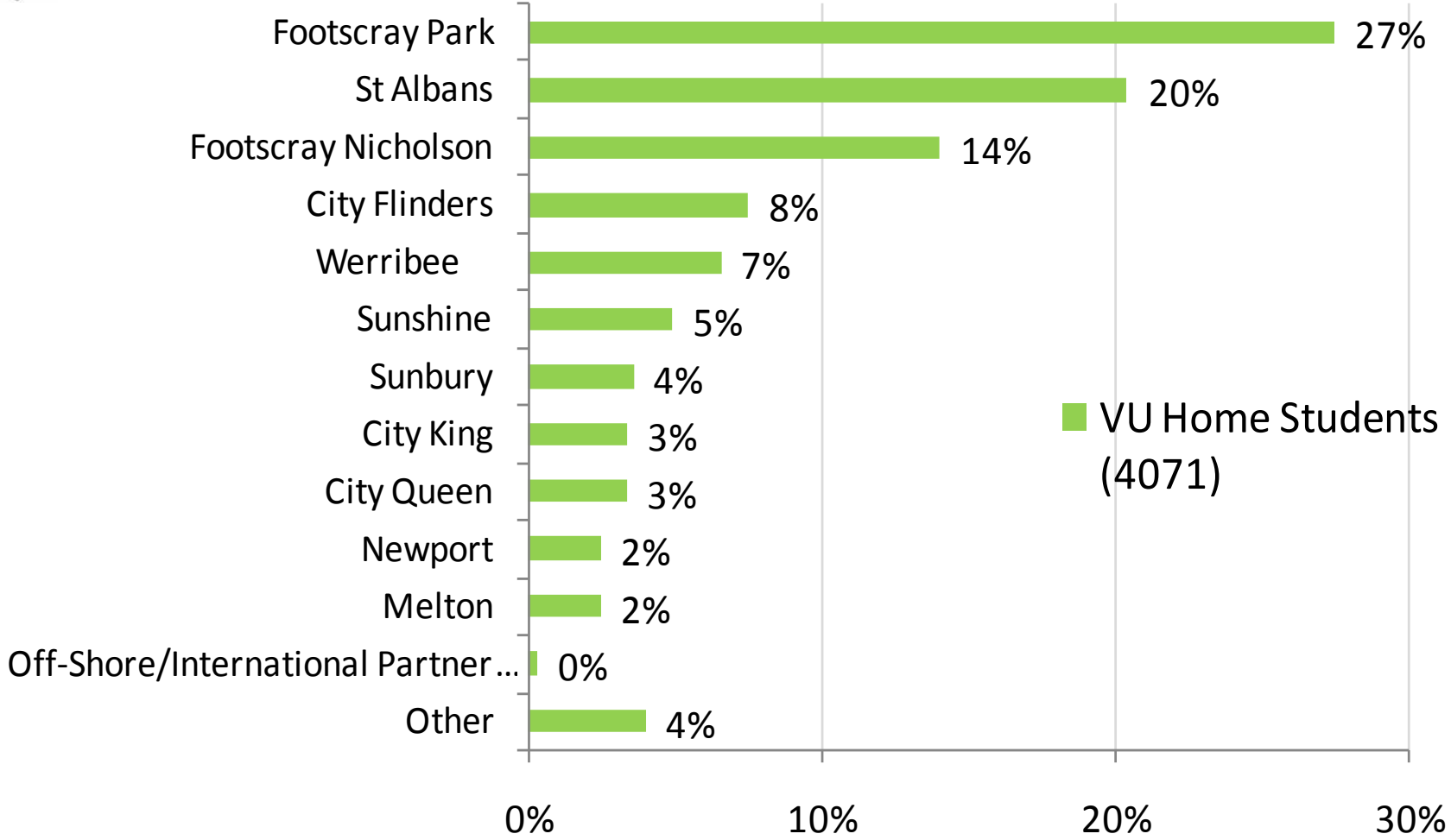
**Your Campus?**



**Response**



**Your Campus?**



# Choice of Destination

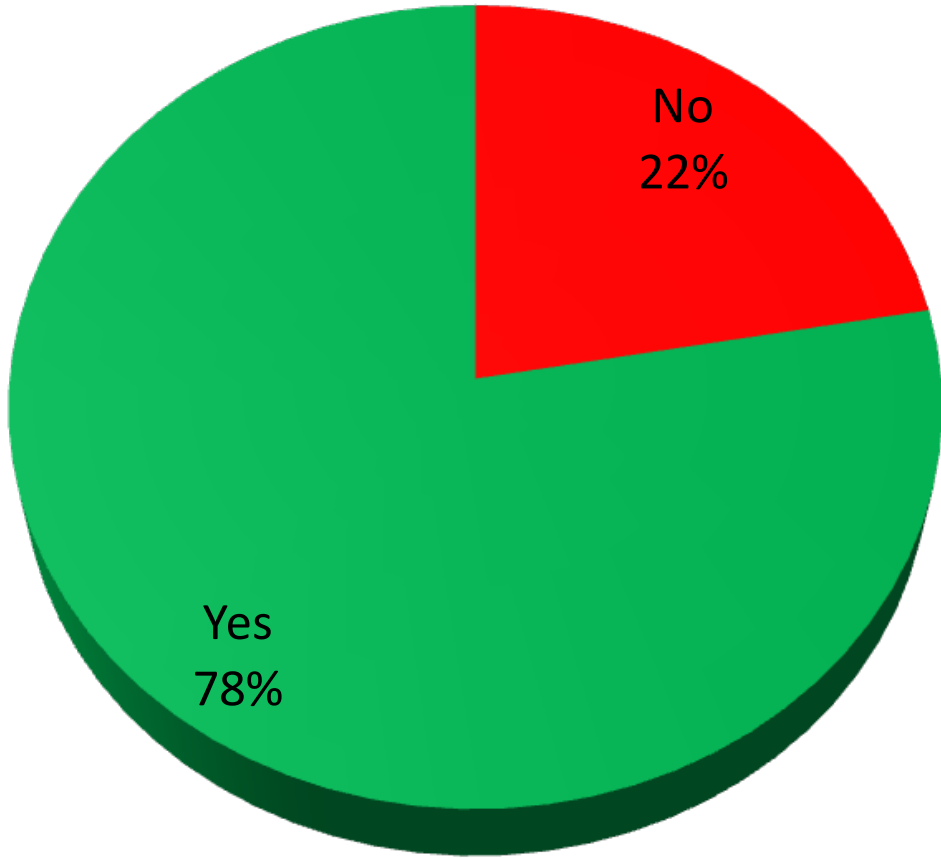


**Choice of Destination**

Was this country your first choice for international education?



VU (252)

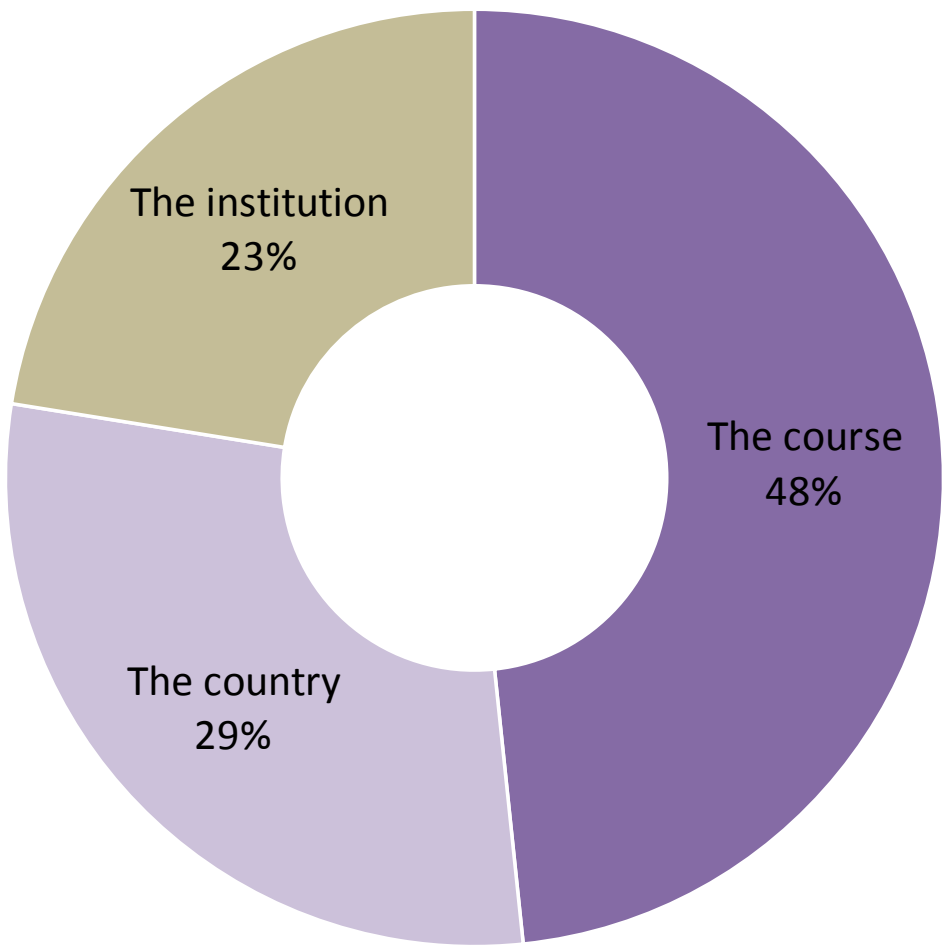


**Choice of Destination**

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

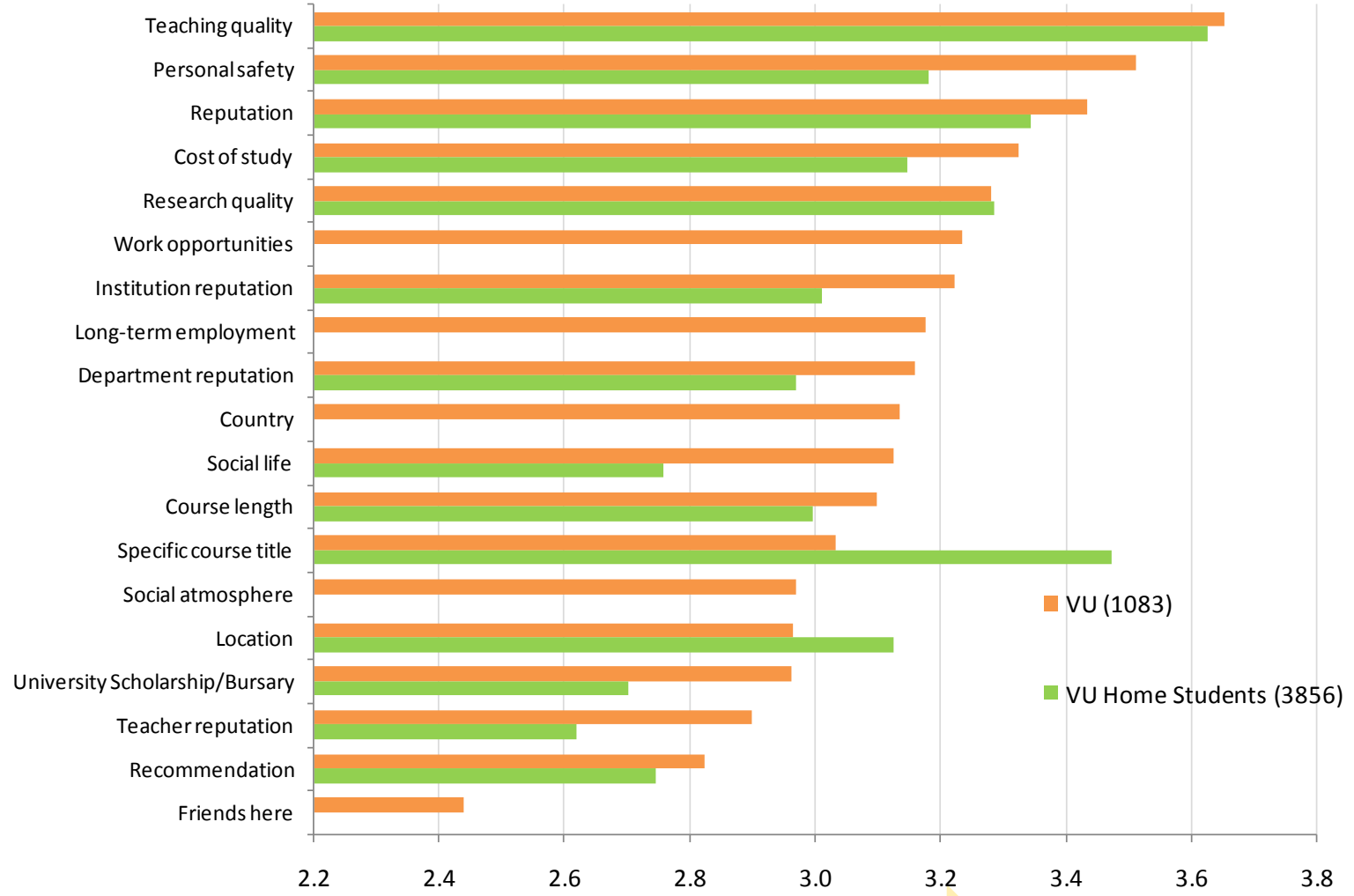


VU (1055)



**Choice of Destination**

How important were the following factors when deciding to study at this university?

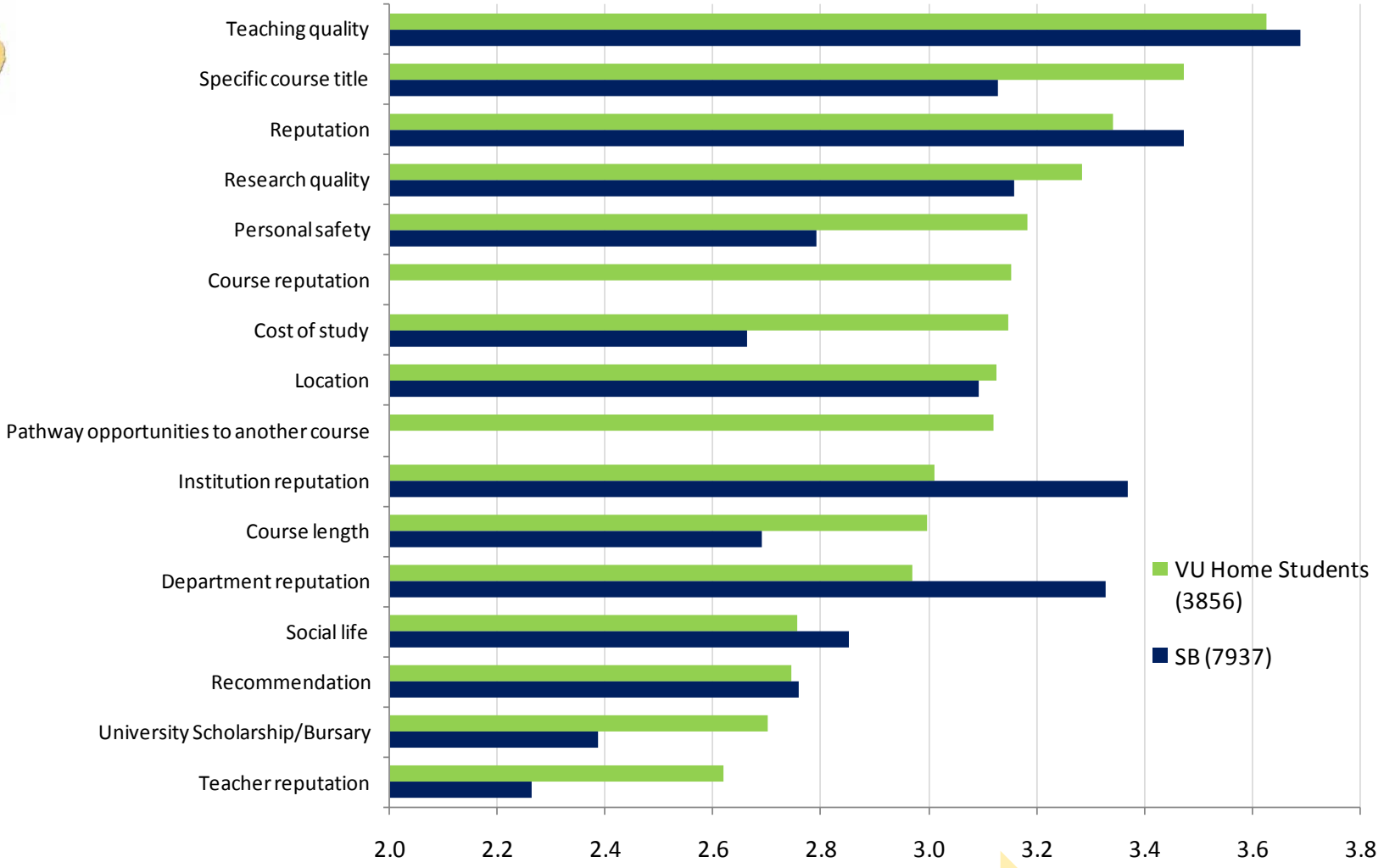


Sorted by Institution importance

1: Very unimportant 4: Very important

**Choice of Destination**

How **important** were the following factors when deciding to study at this university?



Sorted by Institution importance

1: Very unimportant → 4: Very important



Arrival/ Orientation:  
Commencing students  
only: data subset

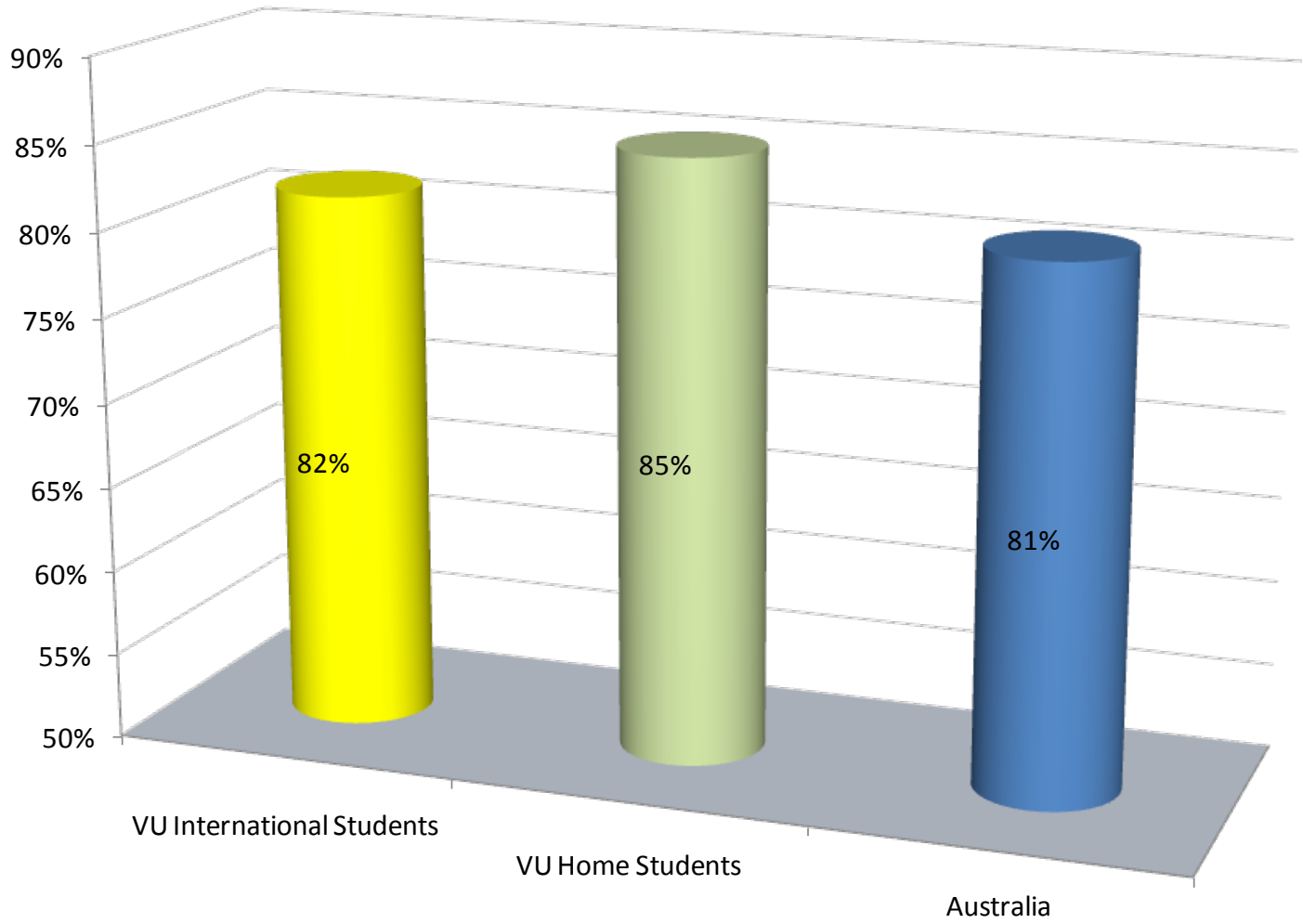


**Terminology in Questionnaire**
**Terminology in Report**

Standard ISB Benchmark Elements	Welcome/pickup at airport, railway, coach station	Welcome
	Enrolments	Registration
	First night – getting to where I would stay	First night
	Formal welcome at the University	Formal Welcome
	Getting email/web/system access	Email/Internet
	University Orientation	University Orientation
	Orientation (finding my way around the local area)	Local Orientation
	Dealing with the Financial / Welfare Advisor	Finance Office
	Setting up a bank account	Bank account
	Dealing with the Accommodation Office	Accommodation Office
	Organised social activities	Social activities
	Meeting students from my country	Home friends
	Meeting students from this Country	Host friends
	Meeting Students from other Countries	Other friends
	Meeting academic staff	Meeting Staff
Understanding how my course of study would work	Study Sense	
Additional VU Elements	Dealing with VU International Office	VU International Office
	International Students Orientation	Foreign Students Orientation
	Faculty Course Orientation	Faculty Course Orientation
	Pre-departure information / advice	Pre-departure Information

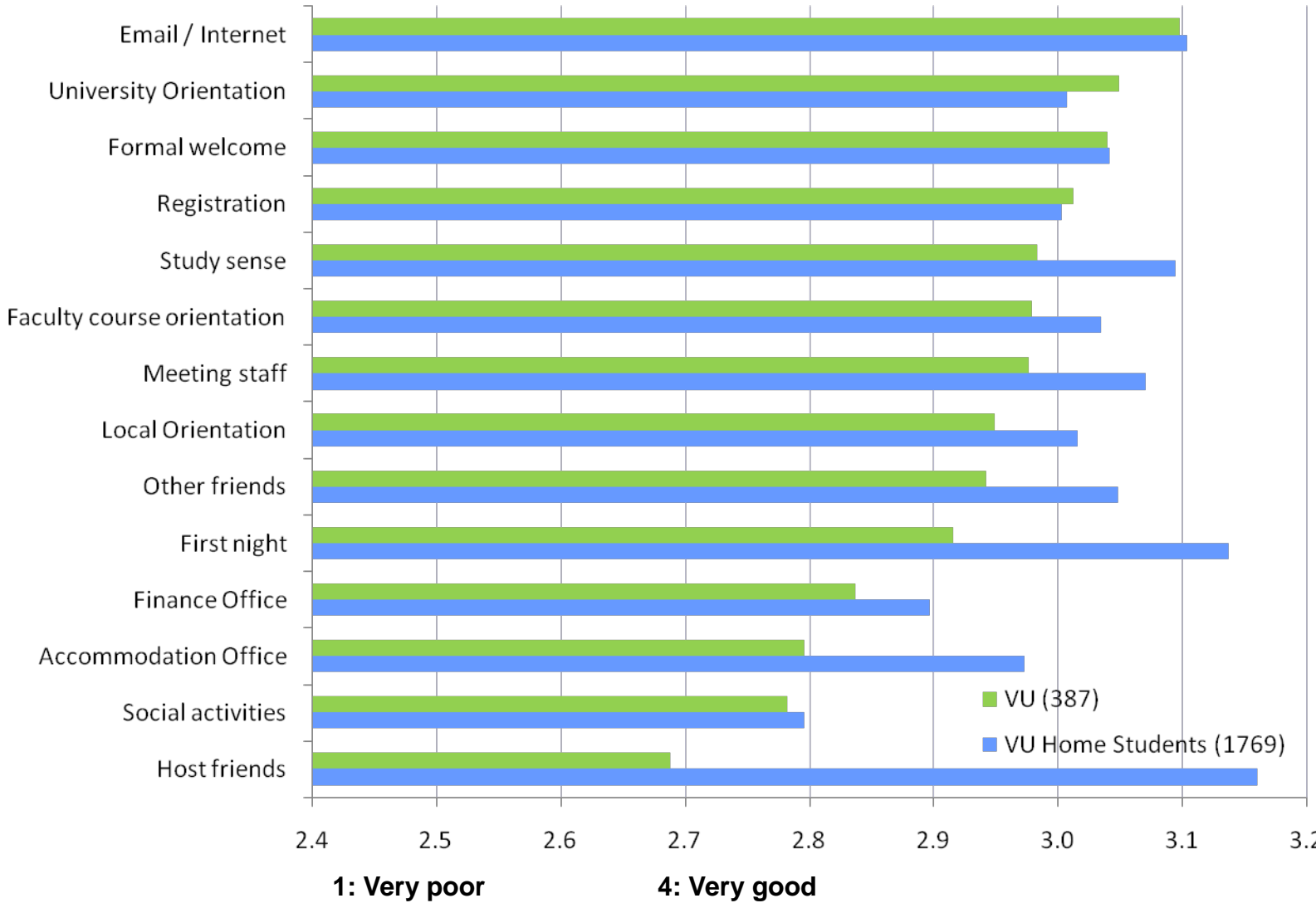
**Arrival**

**Overall arrival /orientation satisfaction (satisfied %)**



**Arrival**

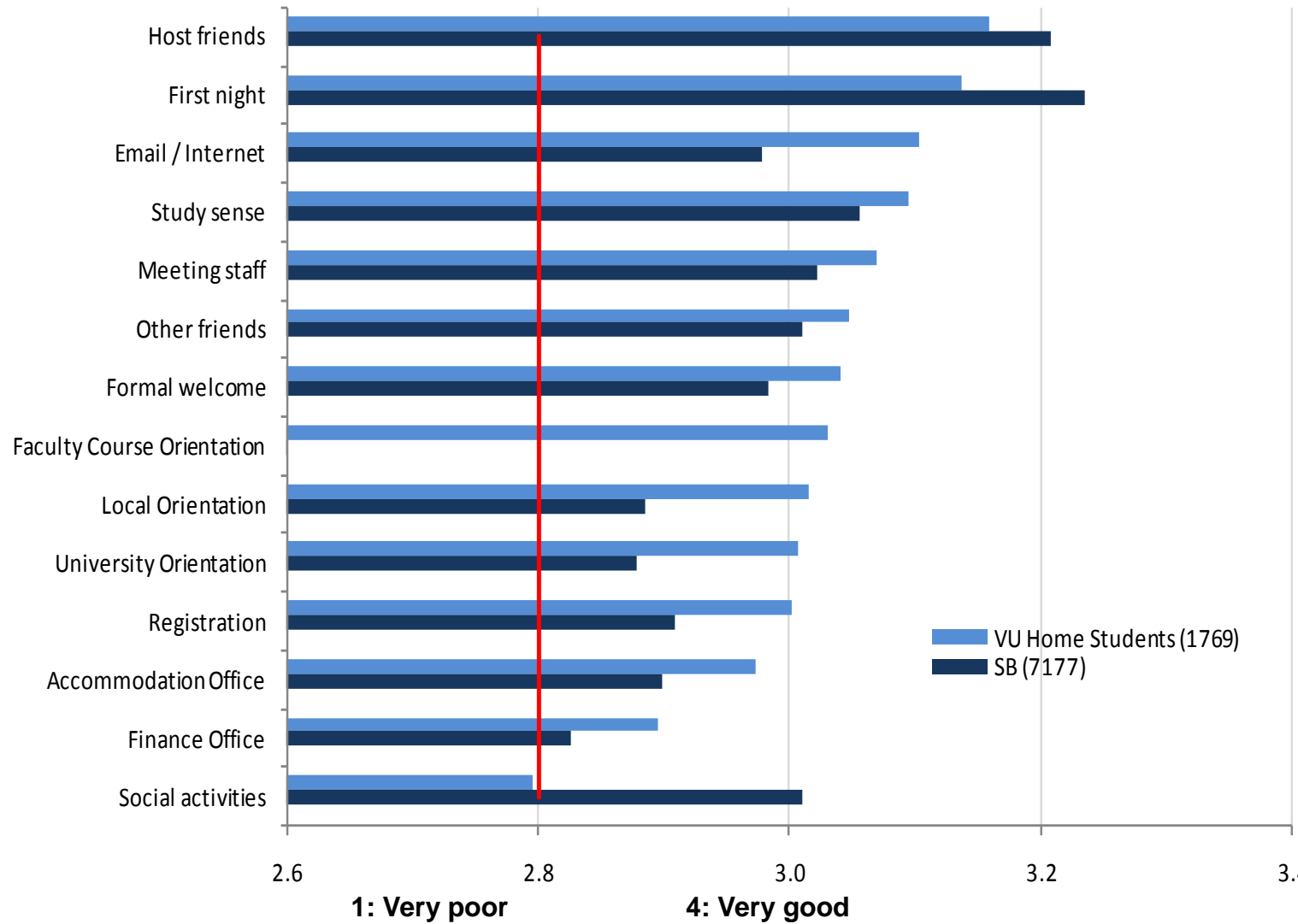
Please rate the following regarding when you first arrived at the university?



Sorted by international student satisfaction

**Arrival**

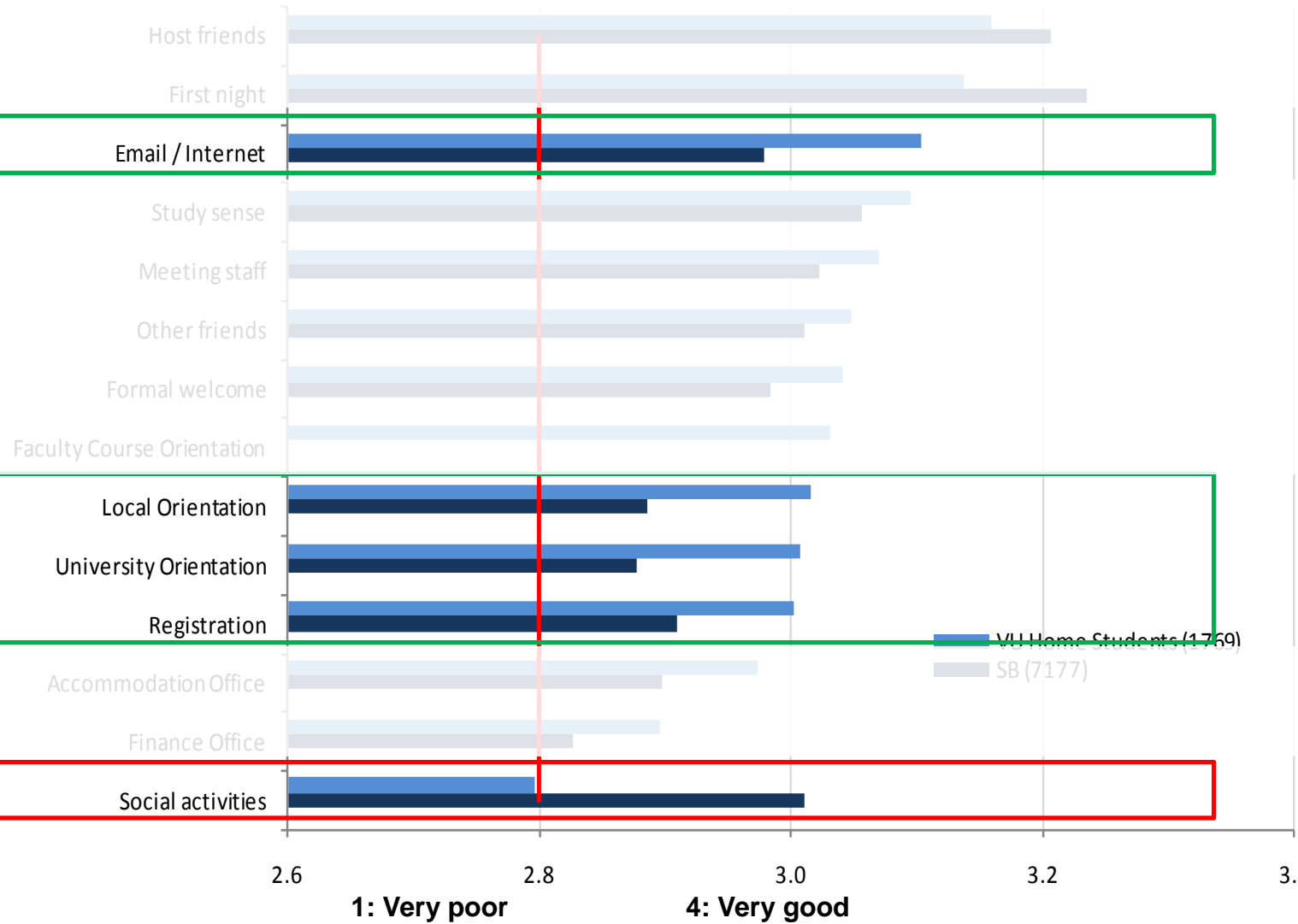
Please rate the following regarding when you first arrived at the university?



Sorted by Institution satisfaction

**Arrival**

Please rate the following regarding when you first arrived at the university?



Sorted by Institution satisfaction

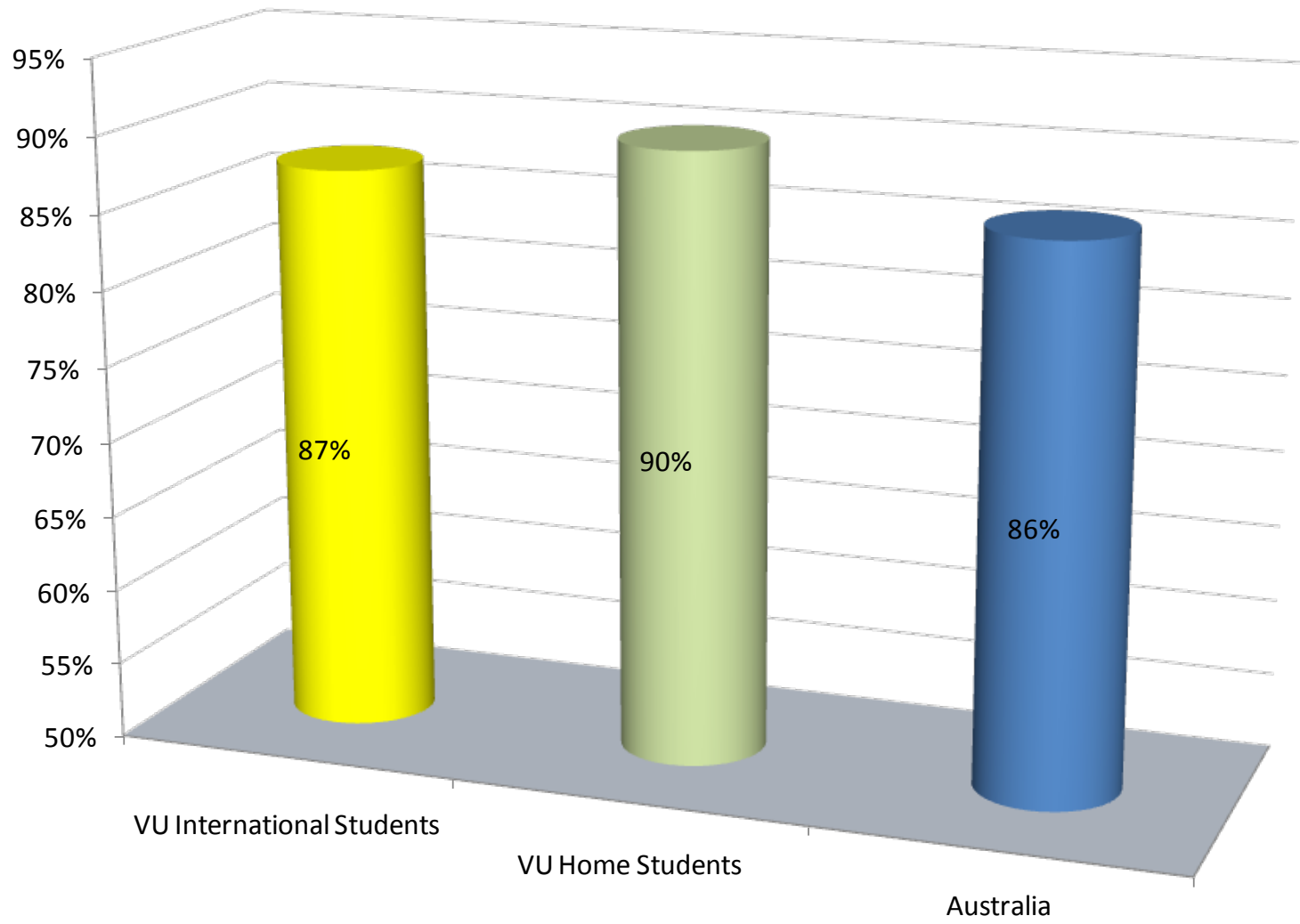
[Response](#)   [Choice of Destination](#)   [Application](#)   [Arrival](#)   **[Learning](#)**   [Living](#)   [Support](#)   [Plans for the future](#)   [Recommendation](#)   [Conclusion](#)

# Learning



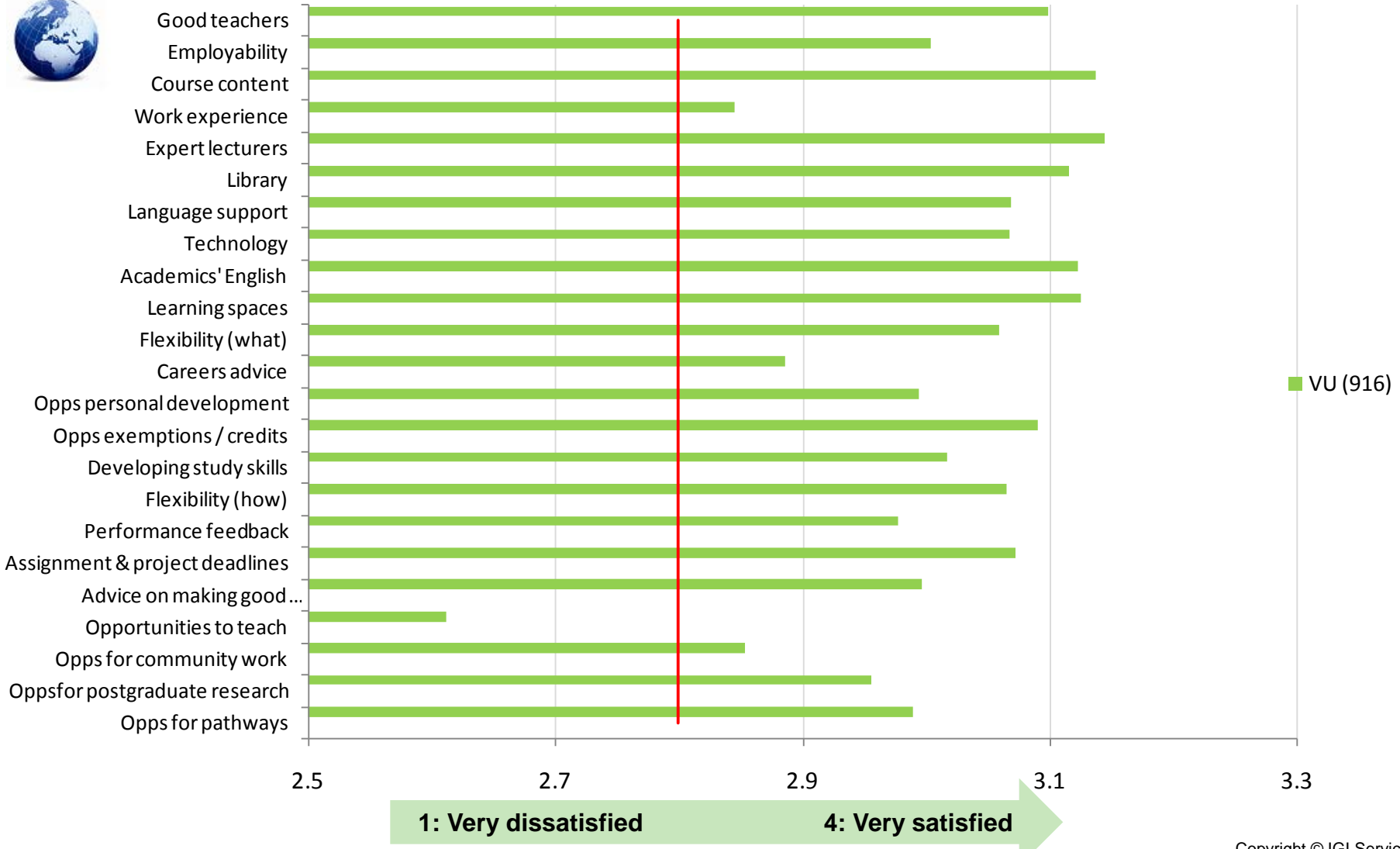
**Learning**

**Overall learning satisfaction (satisfied %)**



**Learning**

Please say how **satisfied** you are at this stage of the year with the following?

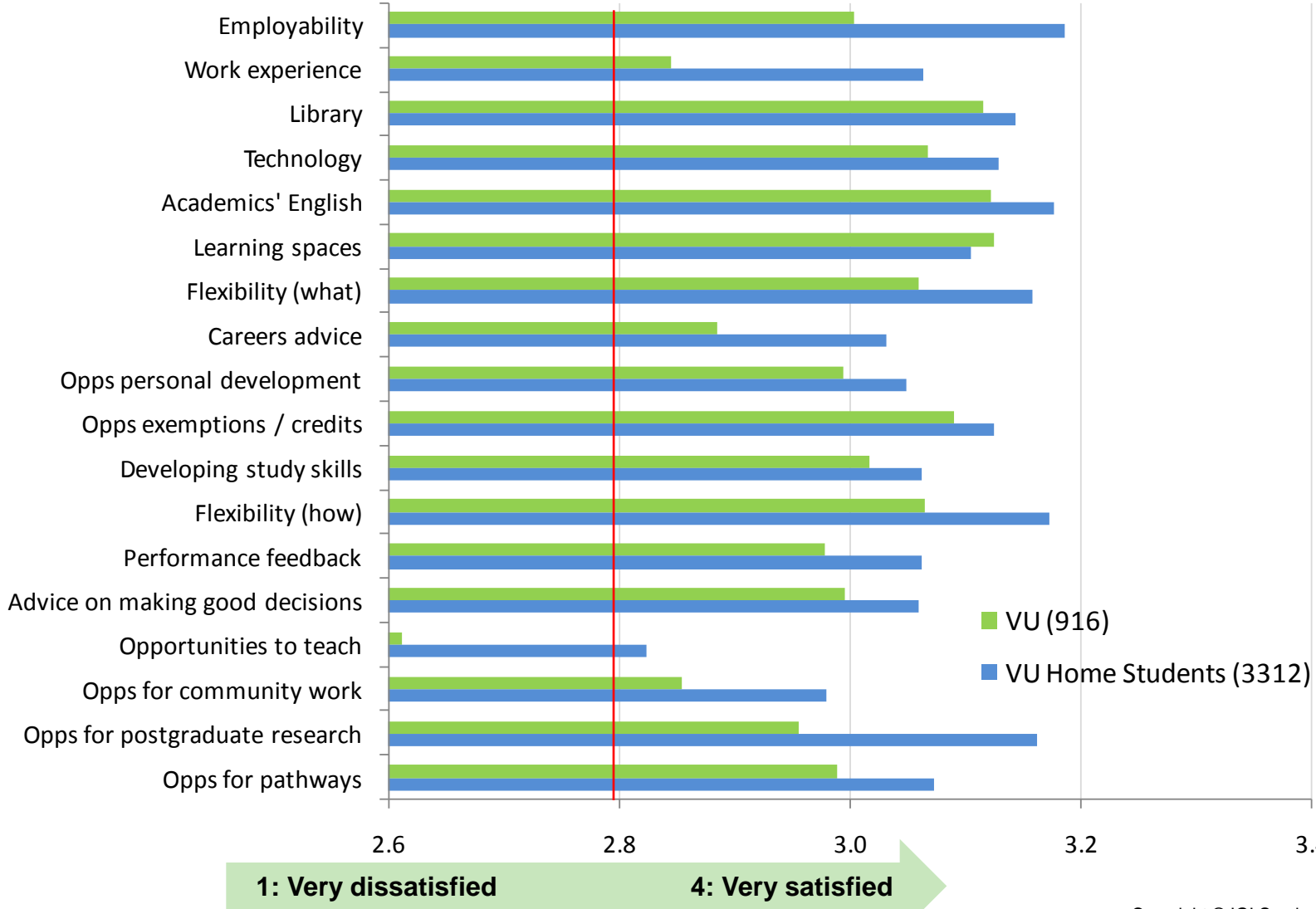


Sorted by Institution importance

1: Very dissatisfied 4: Very satisfied

**Learning**

Please say how **satisfied** you are at this stage of the year with the following?

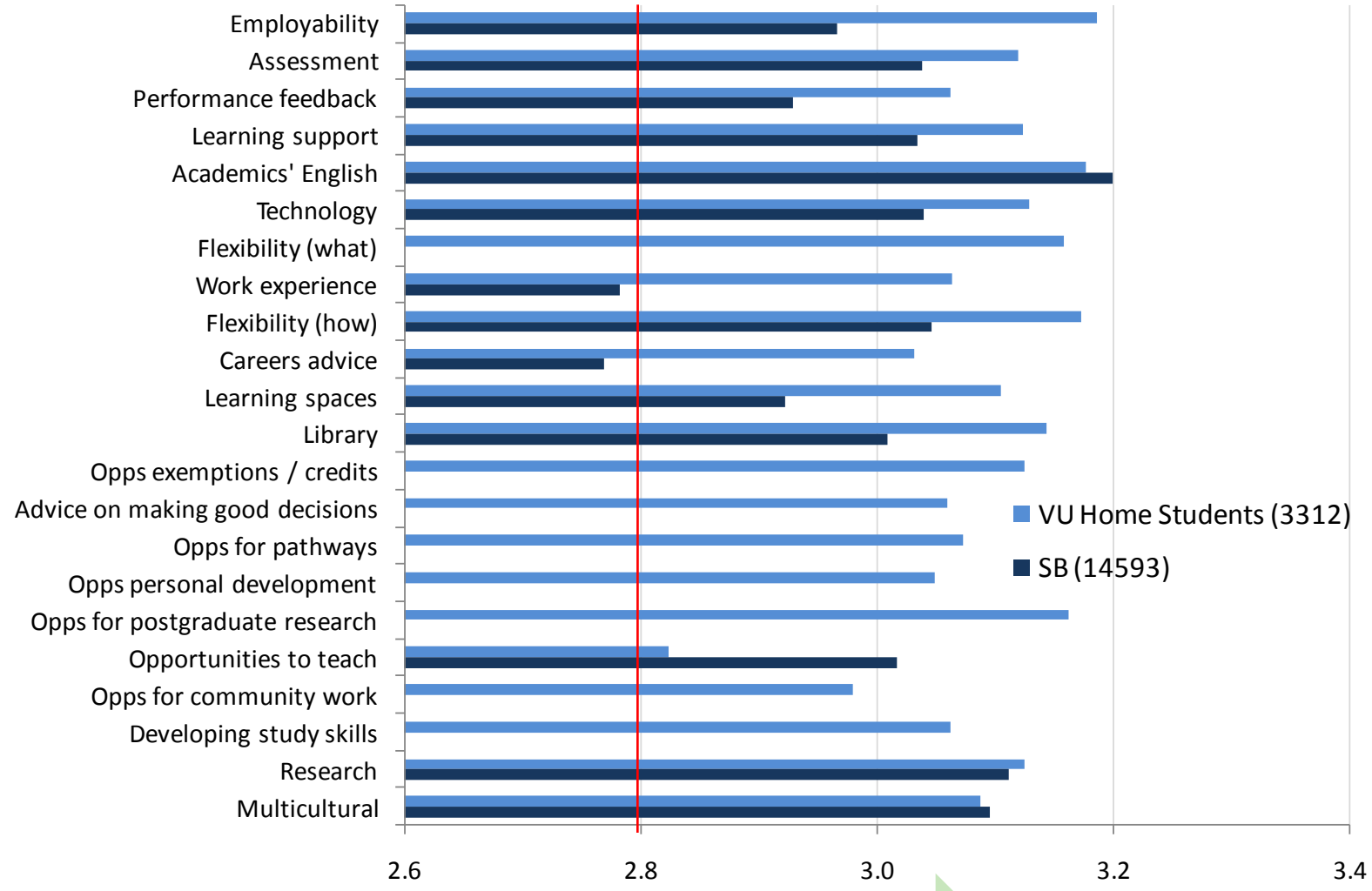


Sorted by importance

1: Very dissatisfied 4: Very satisfied

**Learning**

Please say how **satisfied** you are at this stage of the year with the following?

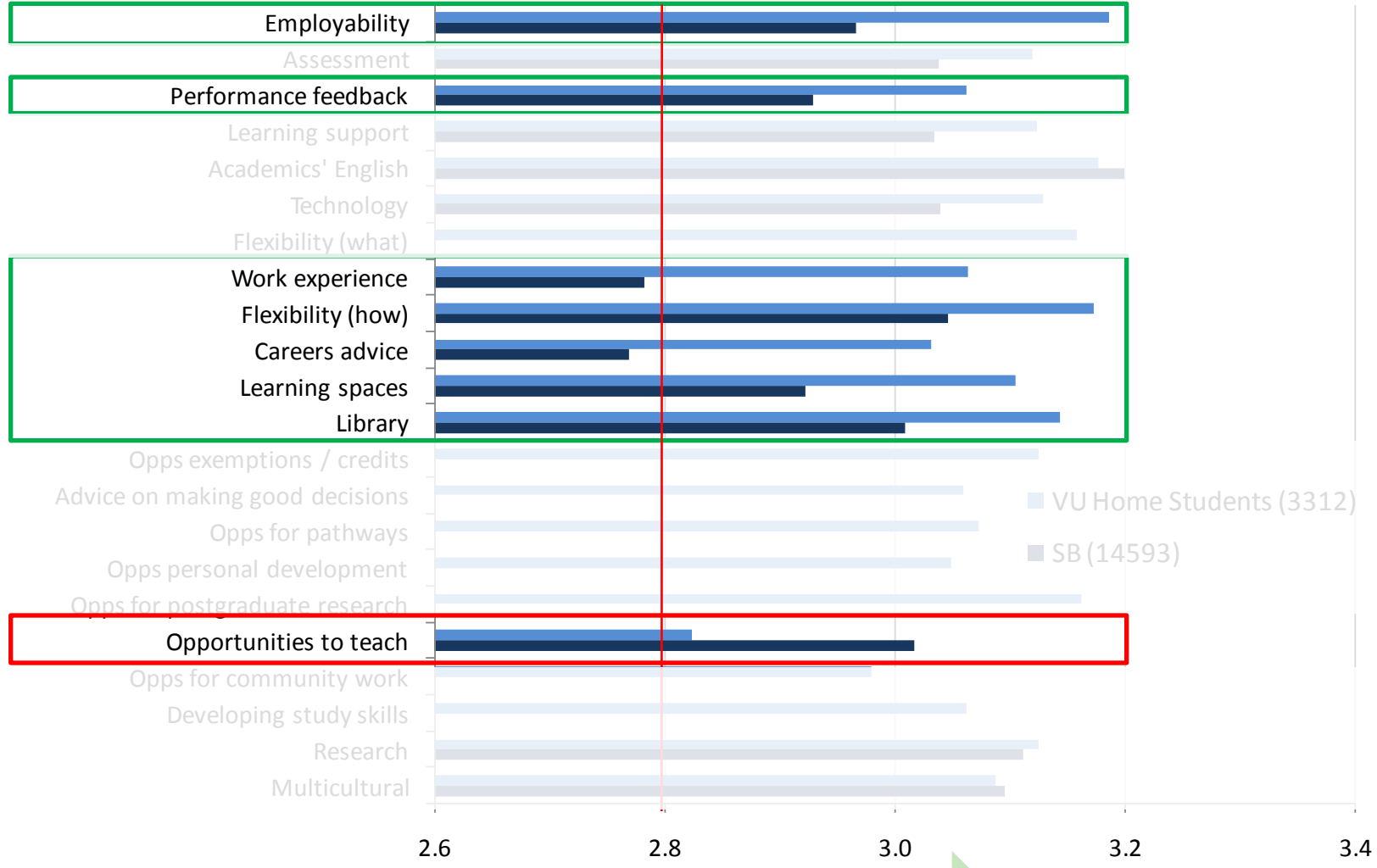


Sorted by Institution importance

1: Very dissatisfied      4: Very satisfied

**Learning**

Please say how **satisfied** you are at this stage of the year with the following?



Sorted by Institution importance

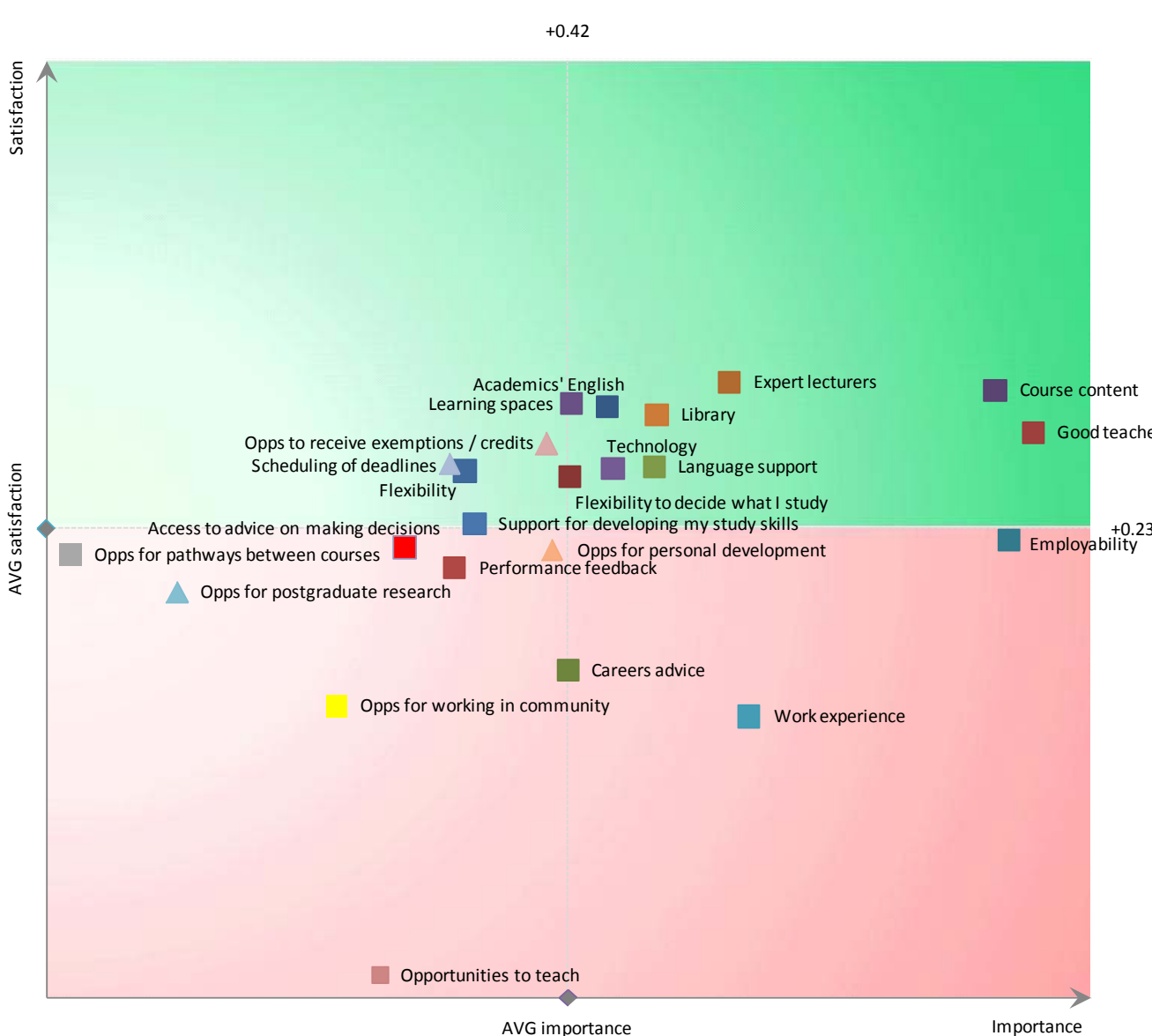
1: Very dissatisfied → 4: Very satisfied

**Learning Matrix – Institution relative (international students)**



Graph showing satisfaction (y-axis) and importance (x-axis) scores relative to the overall institution scores for this section.

Elements in the top right section of the graph are the most important and most satisfied elements within this institution for this section.

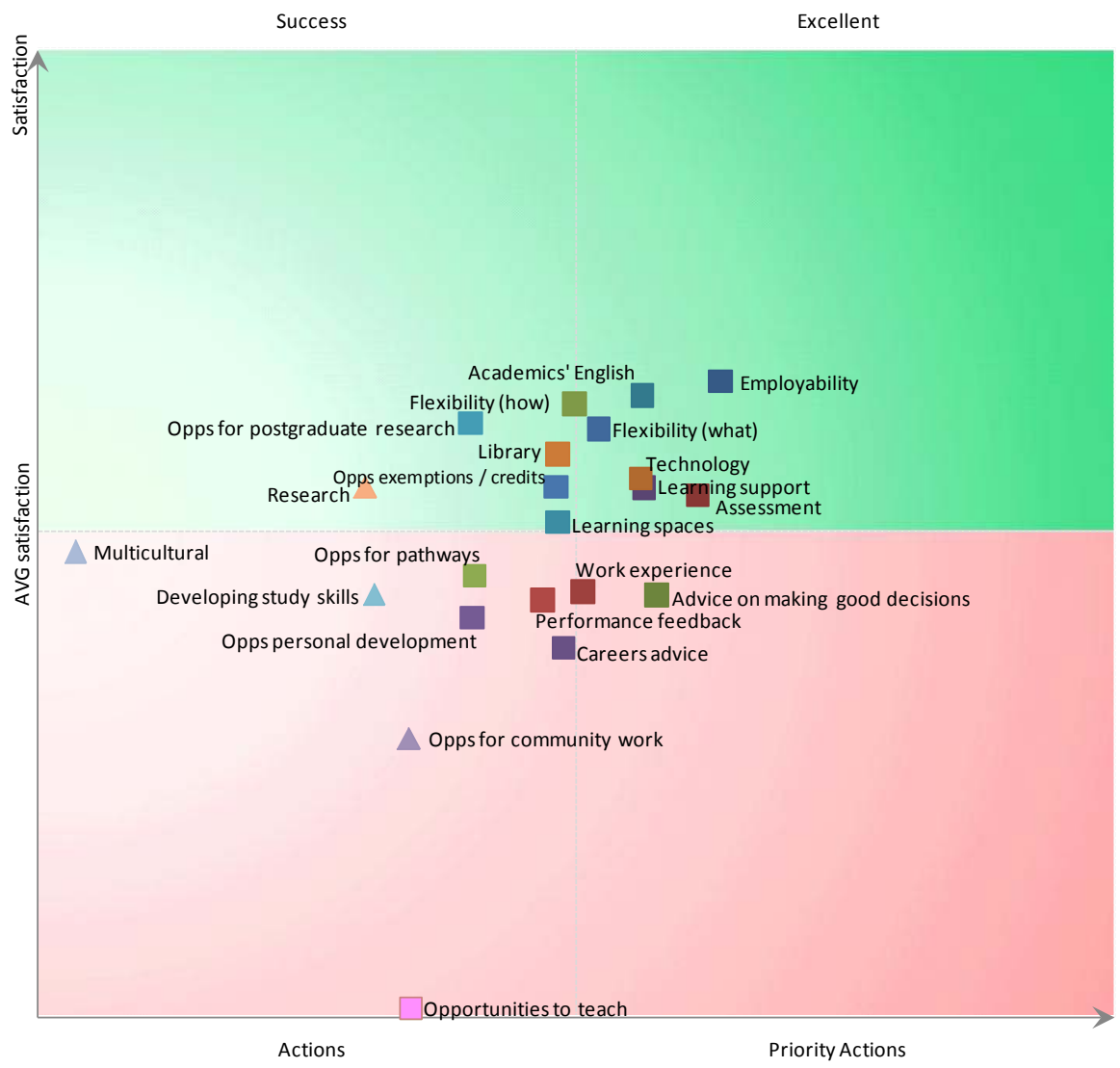


**Learning Matrix – Institution relative (domestic)**



Graph showing satisfaction (y-axis) and importance (x-axis) scores relative to the overall institution scores for this section.

Elements in the top right section of the graph are the most important and most satisfied elements within this institution for this section.



- Satisfaction
- Course content
- Learning spaces
- Good teachers
- Expert lecturers
- Library
- Learning support
- Flexibility
- Research
- Language support
- Technology
- Assessment
- Academics' English
- Careers advice
- Multicultural
- Employability
- Work experience
- Performance feedback

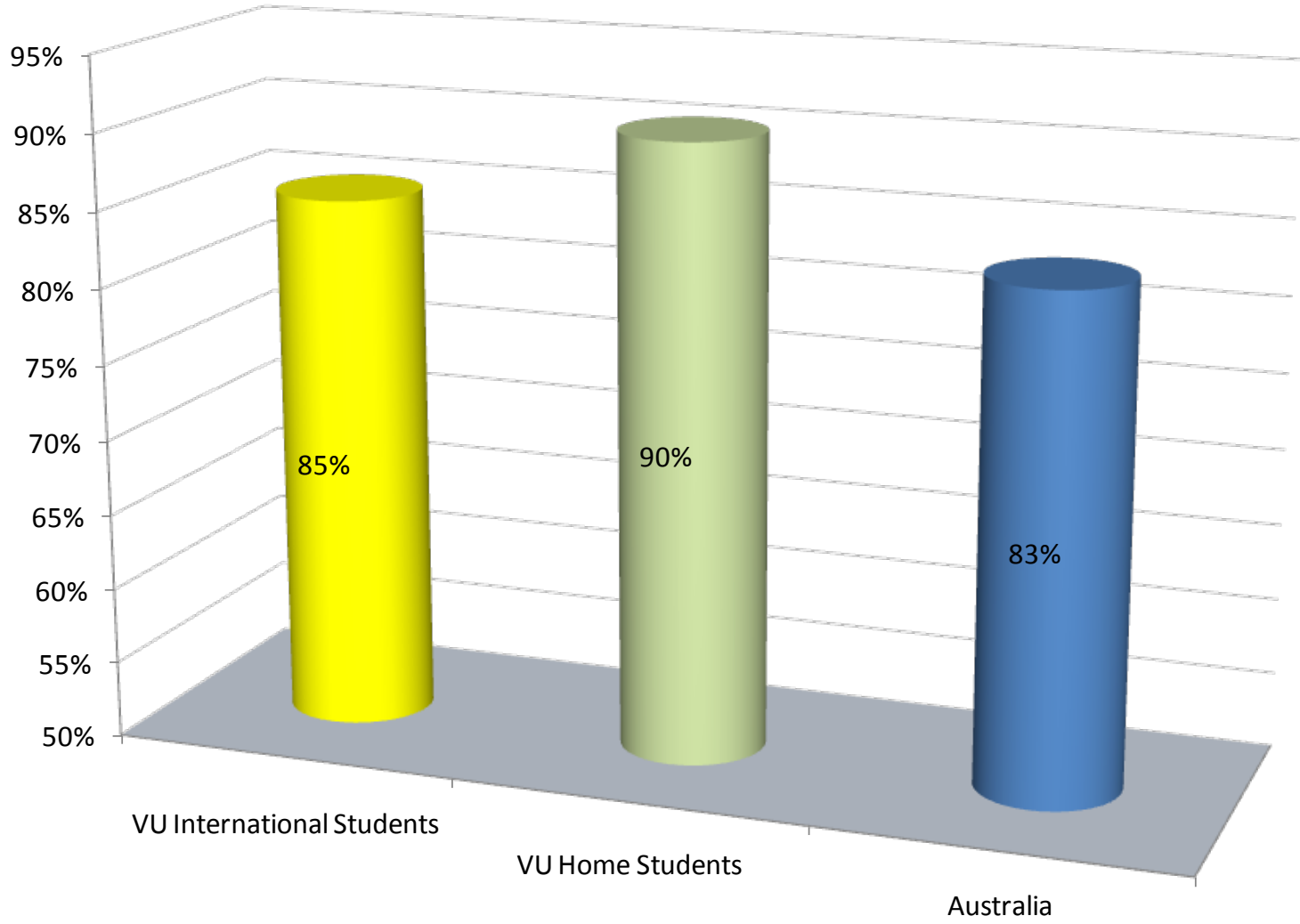
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# Living



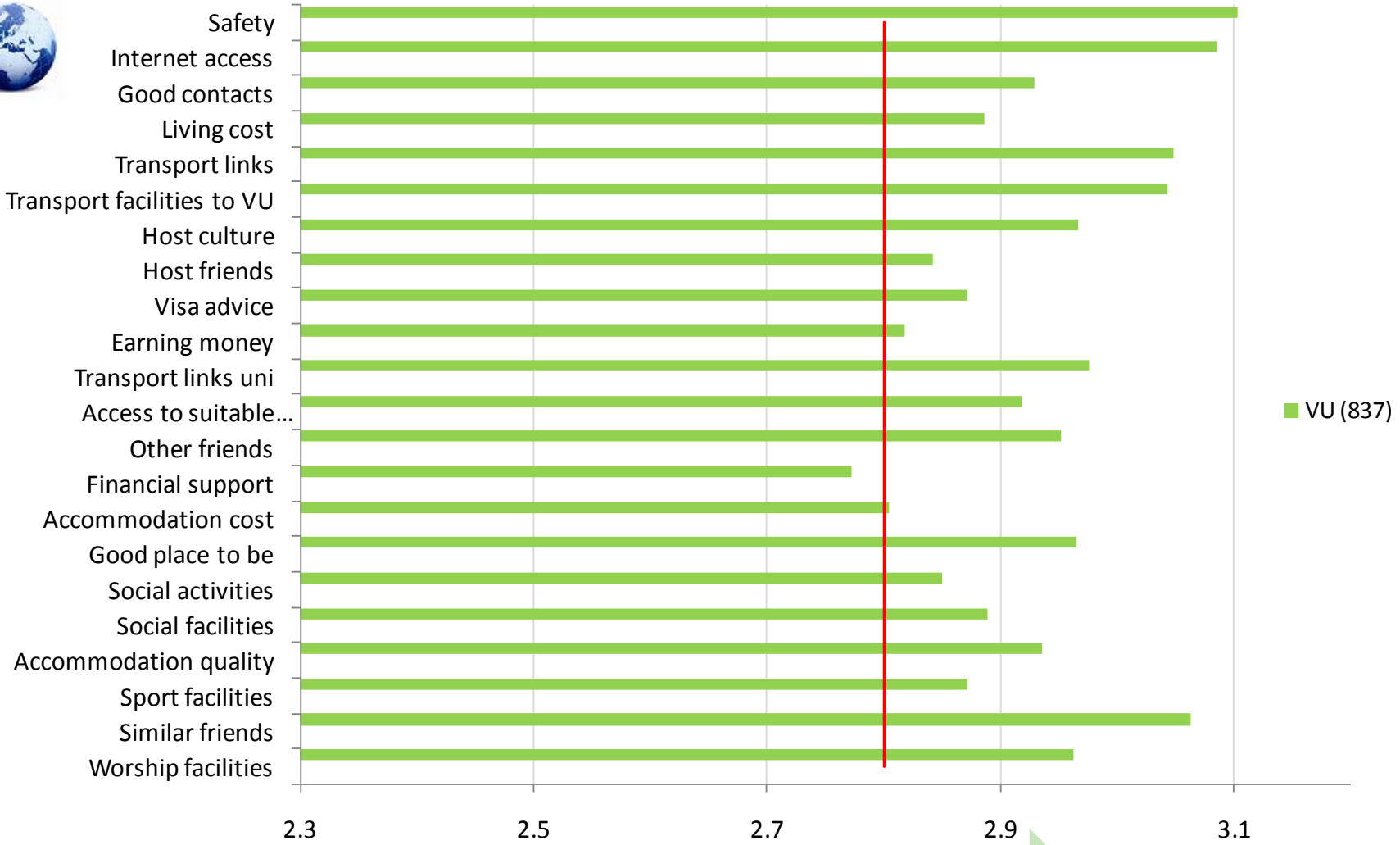
**Living**

**Overall living satisfaction (satisfied %)**



**Living**

Please say how **satisfied** you are at this stage of the year with the following?

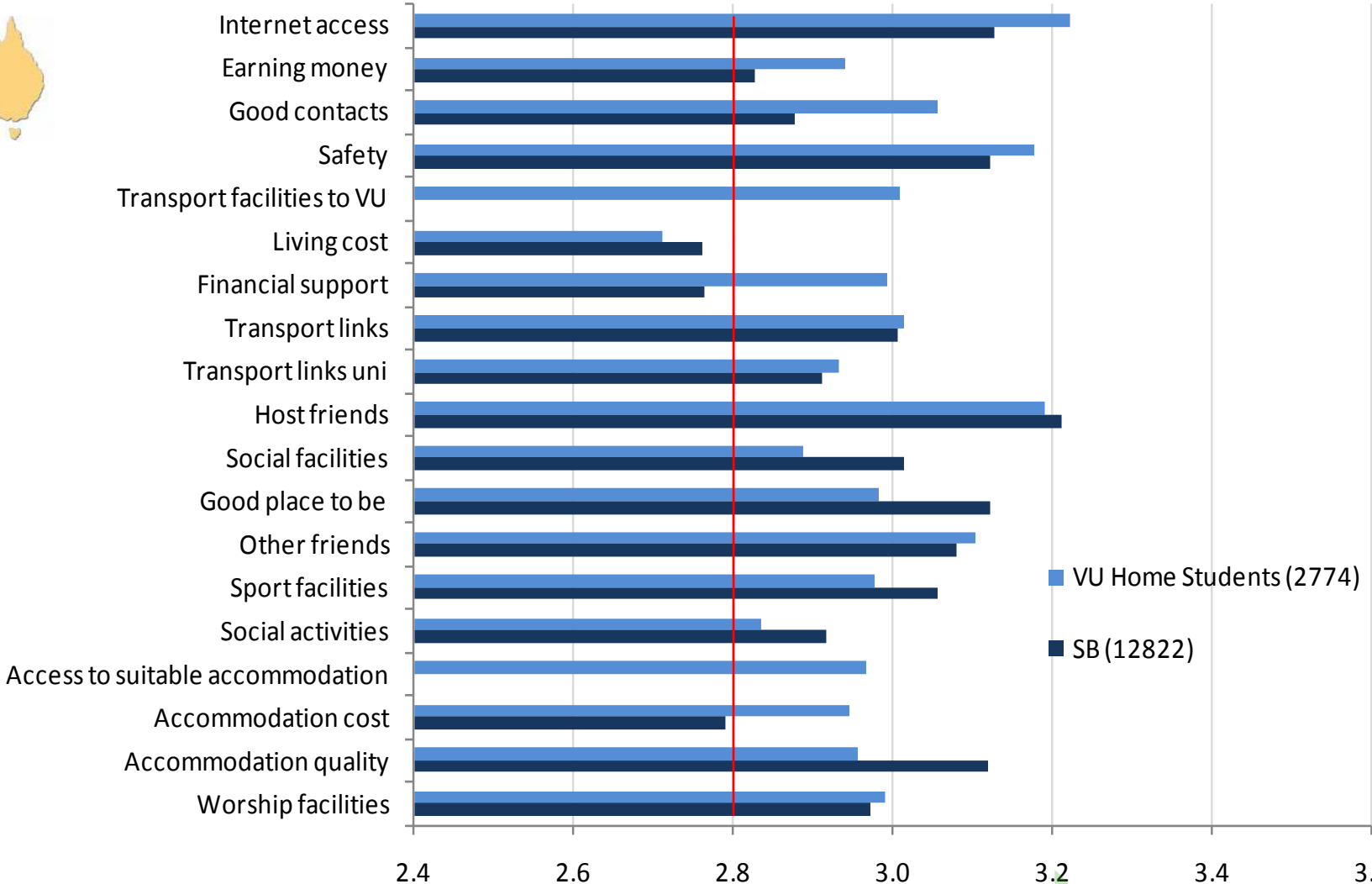


Sorted by Institution importance

1: Very dissatisfied 4: Very satisfied

Living

Please say how **satisfied** you are at this stage of the year with the following?



Sorted by Institution importance

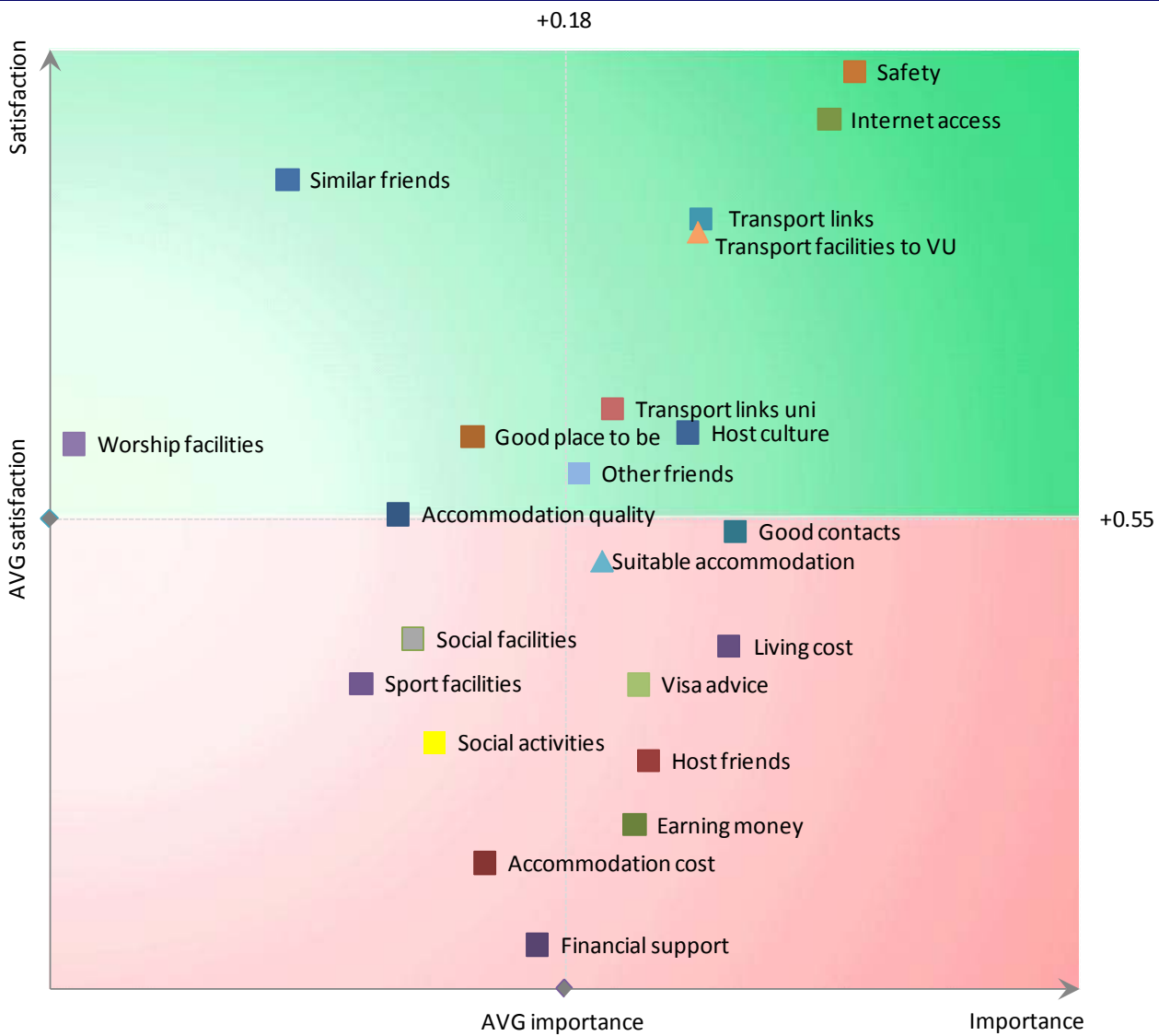
1: Very dissatisfied 4: Very satisfied

**Living Matrix – Institution relative (international students)**



Graph showing satisfaction (y-axis) and importance (x-axis) scores relative to the overall institution scores for this section.

Elements in the top right section of the graph are the most important and most satisfied elements within this institution for this section.



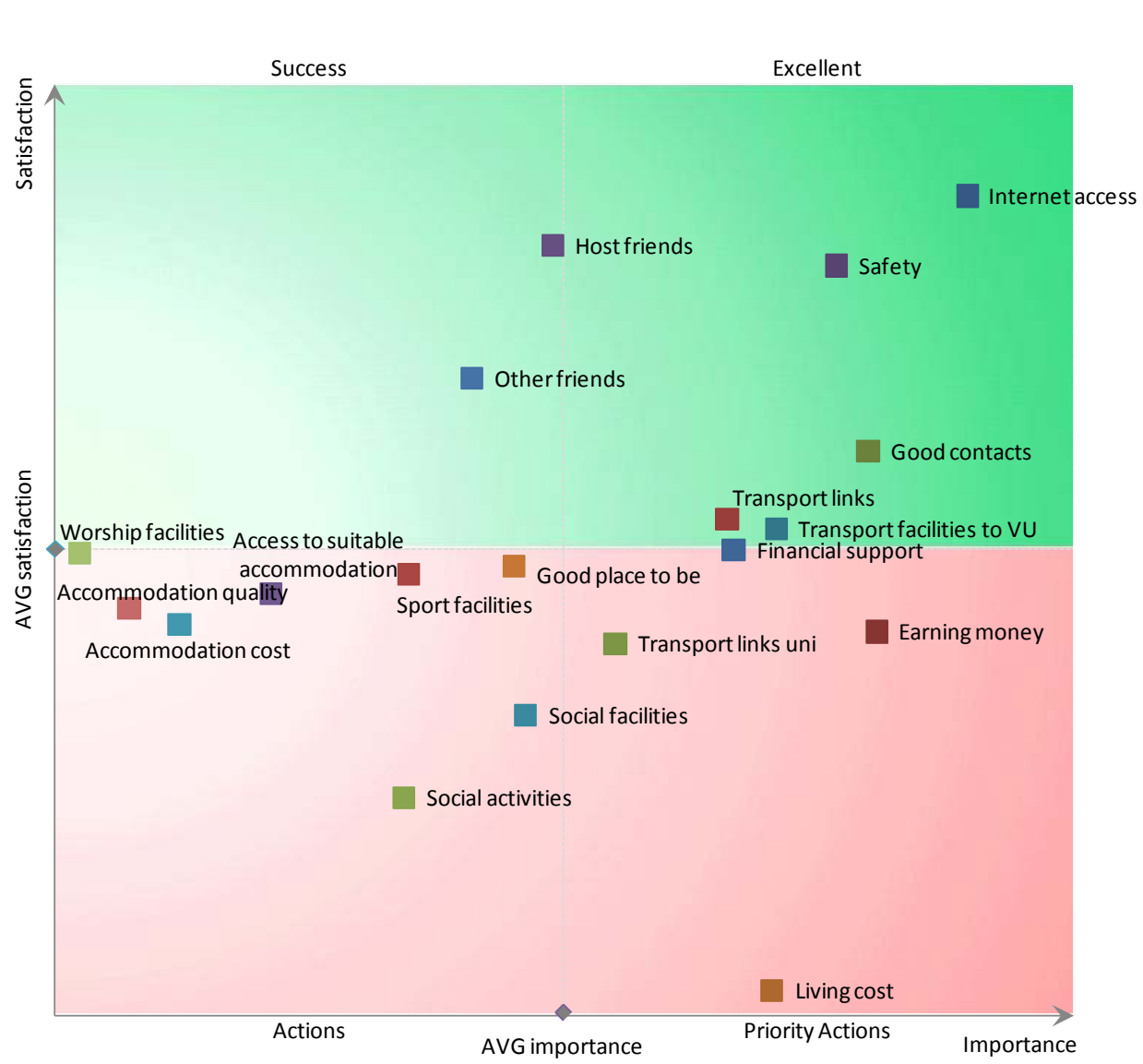
Satisfaction
Accomm. quality
Accomm. cost
Living cost
Safety
Home friends
Host friends
Other friends
Host culture
Sports facilities
Social facilities
Social activities
Internet access
Good contacts
Worship facilities
Good place to be
Transport links (other places)
Financial support
Earning money
Visa advice
Transport links (Uni locations)

**Living Matrix – Institution relative (domestic students)**



Graph showing satisfaction (y-axis) and importance (x-axis) scores relative to the overall institution scores for this section.

Elements in the top right section of the graph are the most important and most satisfied elements within this institution for this section.



Satisfaction
Accomm. quality
Accomm. cost
Living cost
Safety
Home friends
Host friends
Other friends
Host culture
Sports facilities
Social facilities
Social activities
Internet access
Good contacts
Worship facilities
Good place to be
Transport links (other places)
Financial support
Earning money
Visa advice
Transport links (Uni locations)

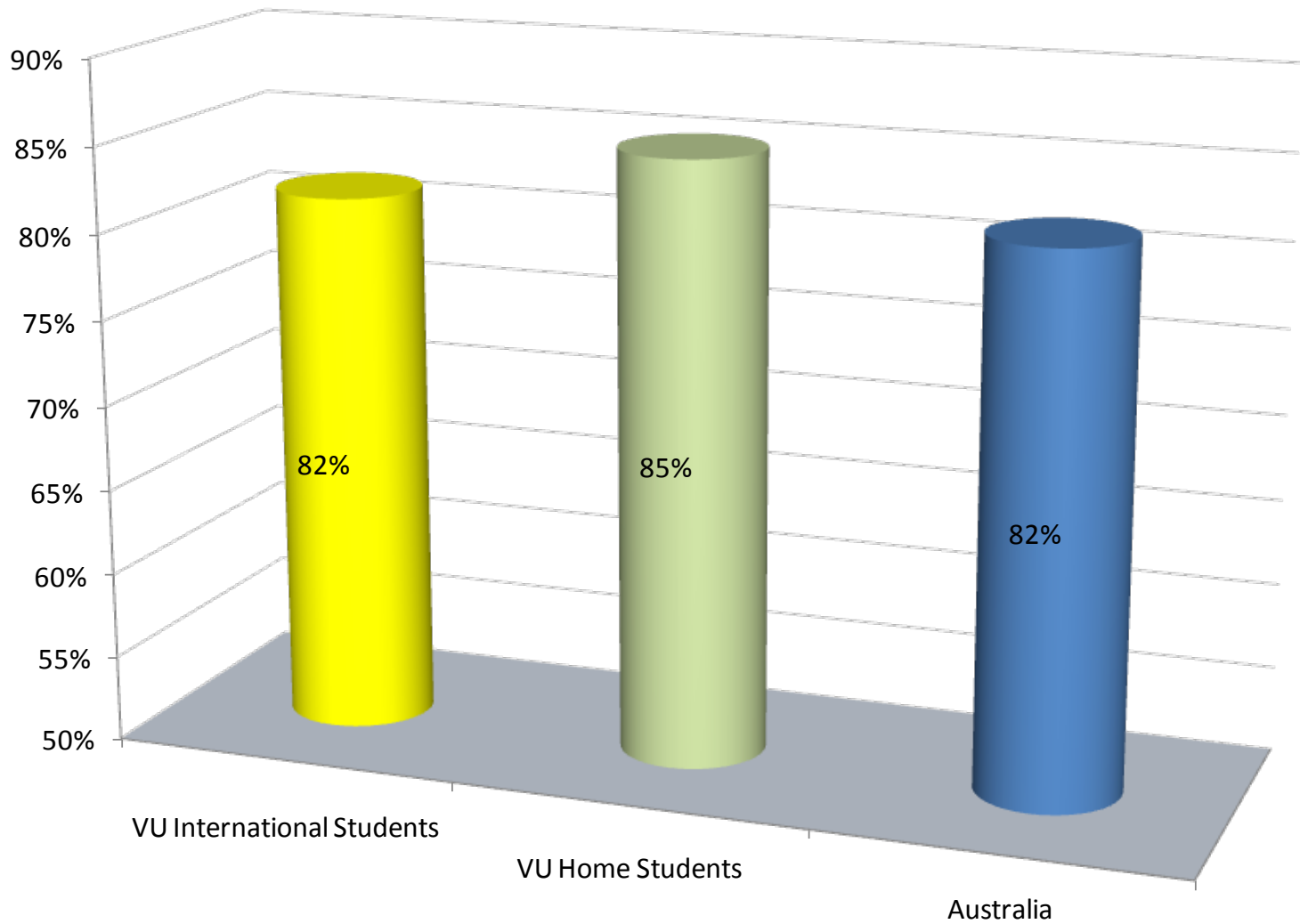
[Response](#) [Choice of Destination](#) [Application](#) [Arrival](#) [Learning](#) [Living](#) [Support](#) [Plans for the future](#) [Recommendation](#) [Conclusion](#)

# Support



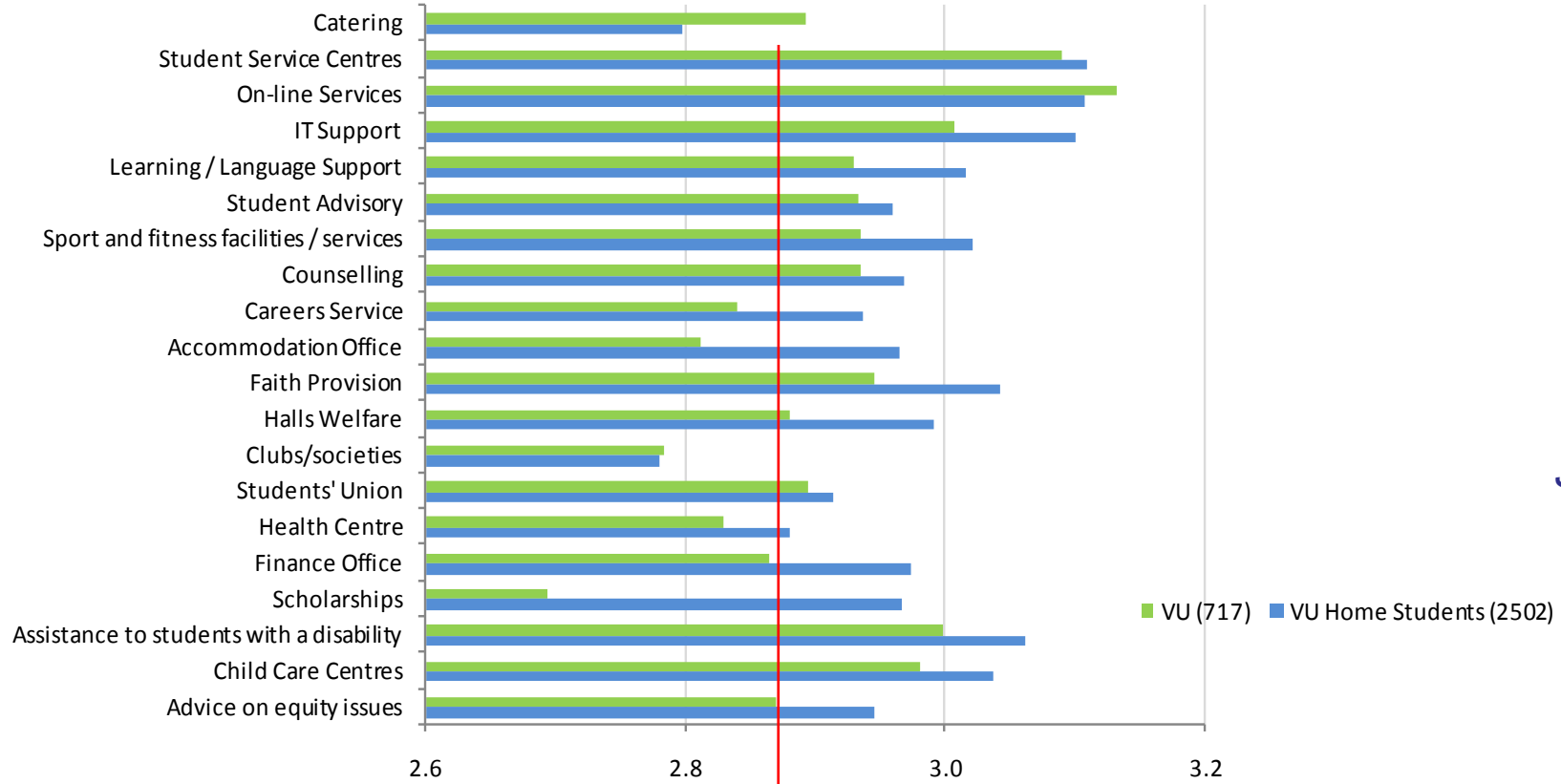
**Support**

**Overall support satisfaction (satisfied %)**

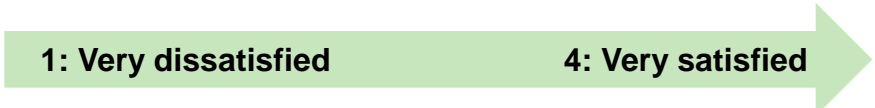


**Support**

Please say how **satisfied** you are at this stage of the year with the following?

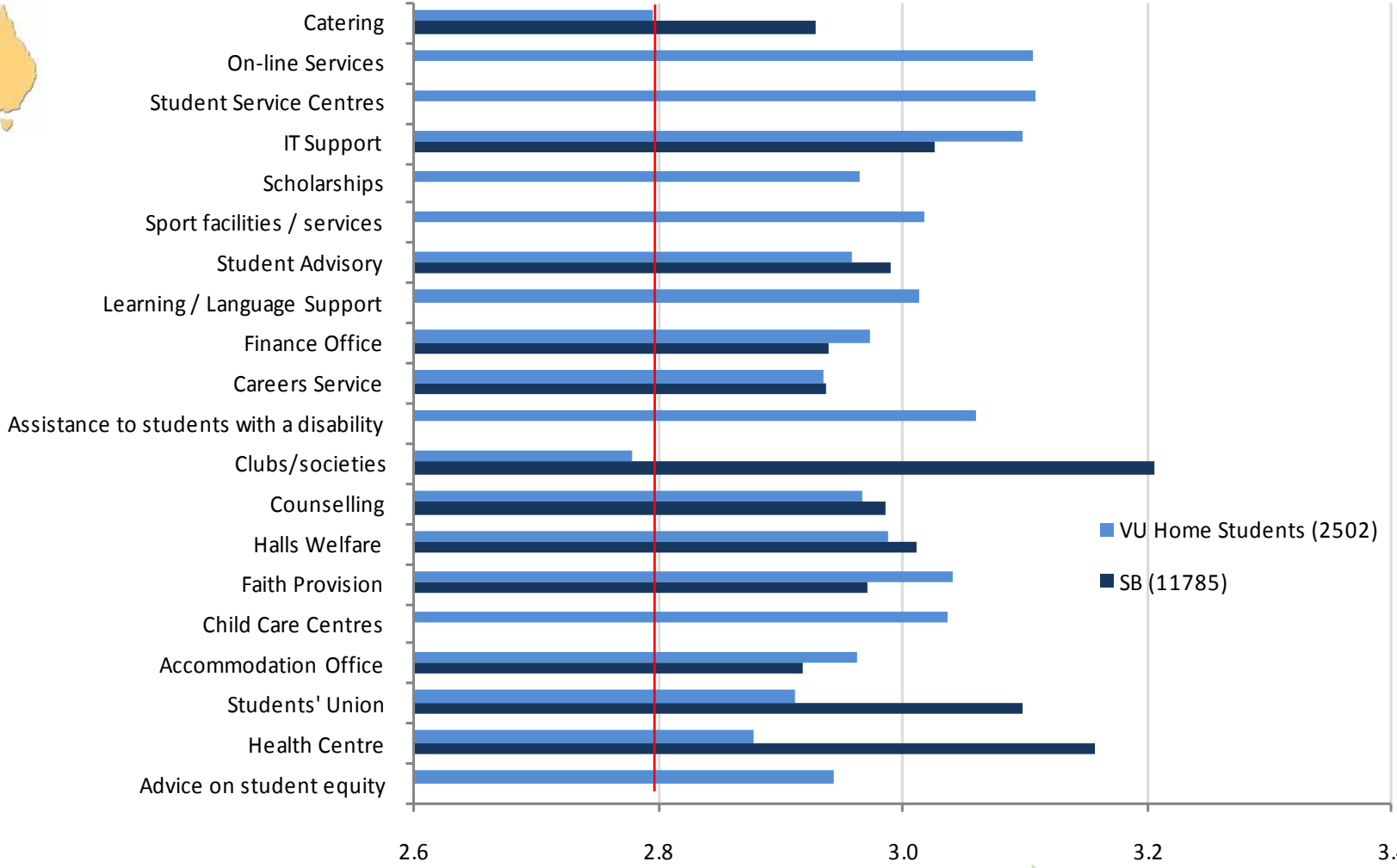


Sorted by Institution use



**Support**

Please say how **satisfied** you are at this stage of the year with the following?

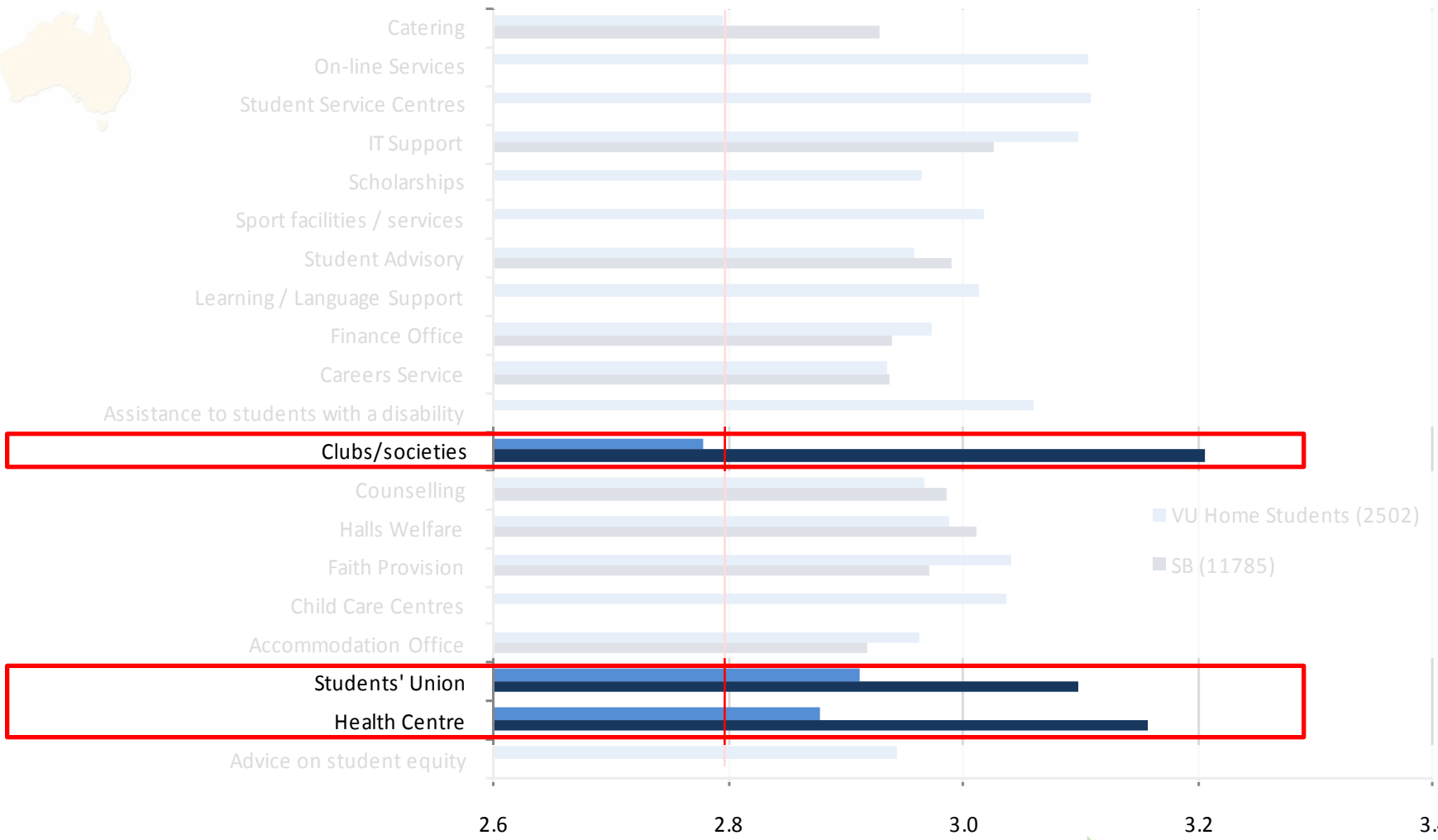


Sorted by Institution use

1: Very dissatisfied 4: Very satisfied

**Support**

Please say how **satisfied** you are at this stage of the year with the following?



Sorted by Institution use



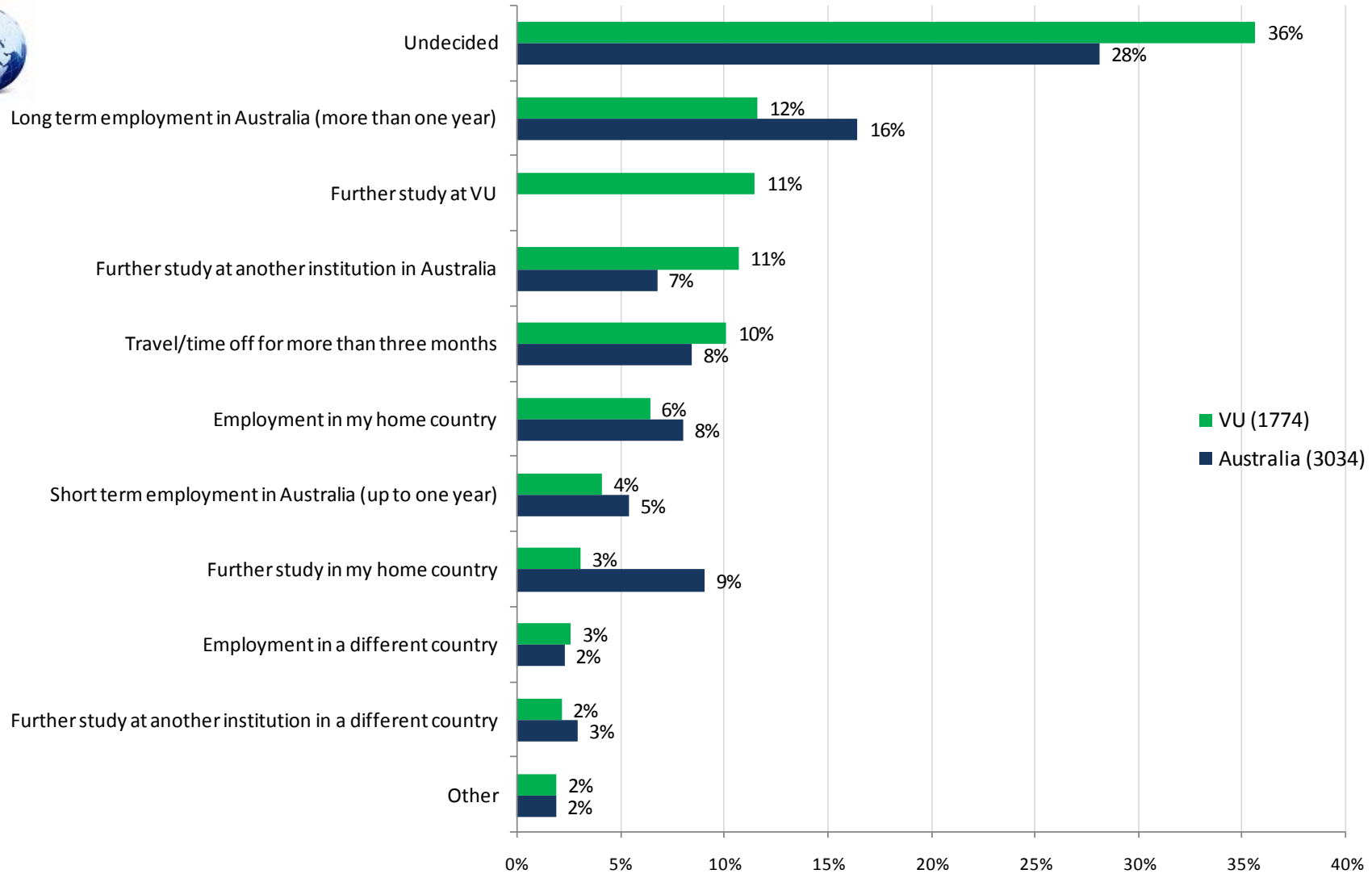


# Plans for the future



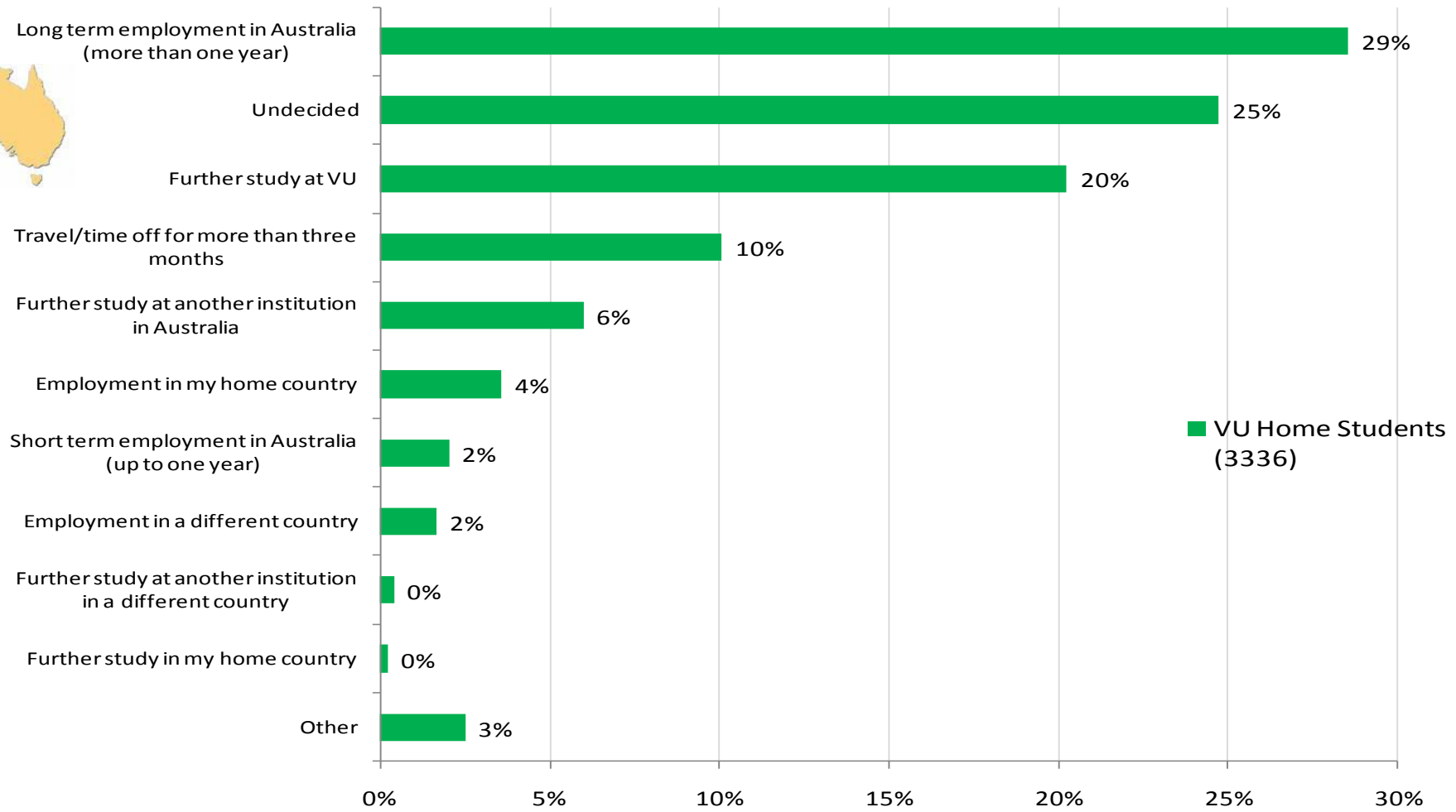
**Plans for the future**

**What do you plan to do after your current program of study?**



**Plans for the future**

**What do you plan to do after your current program of study?**



# Recommendation



## Recommendation – international students



VU (905)		AU (3352)	ISB (40200)
27%	Will actively encourage people to apply	22%	31%
47%	If asked, will encourage people to apply	49%	45%
21%	Will neither encourage nor discourage others	24%	18%
4%	If asked, will not encourage people to apply	4%	4%
1%	Would actively discourage others from applying	1%	2%

## Recommendation – Domestic students



VU (3408)		SB (14392)
34%	Will actively encourage people to apply	42%
44%	If asked, will encourage people to apply	42%
17%	Will neither encourage nor discourage others	12%
4%	If asked, will not encourage people to apply	3%
1%	Would actively discourage others from applying	1%

# Conclusion



## Most satisfied elements



VU	ISB Sem 1 2008 (satisfied)
Research	92%
Expert lecturers	91%
Safety	91%
Course content	90%
Flexibility	88%
Internet access	88%
Multicultural	88%
First night	88%
Student Service Centres	88%
Similar friends	88%

## Most dissatisfied elements



VU	ISB Sem 1 2008 (dissatisfied)
Opportunities to teach	62%
Living cost	68%
Clubs/societies	70%
Social activities (orientation)	71%
Catering	72%
Social activities (during course)	74%
Earning money	75%
Scholarships	75%
Visa advice	75%
Health Centre	75%