International Student Barometer™

Victoria University

Presentation Friday April 3, 2009
Context

Response

Choice of Destination

Application

The University Experience:

Arrival/Orientation

Learning

Living

Support

Recommendation

Conclusions
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
Respondents who indicated they were Australian residents were classified as Domestic students, all other respondents were classified as international students.
Australian Residents – where are you from?

VU (1278)

- 54% - Other
- 13% - VietNam
- 8% - Sudan
- 7% - Philippines
- 7% - China
- 6% - India
- 5% - UK
Do you speak a language other than English at home?

VU Domestic Students (3301)

- Yes: 37%
- No: 63%
Where were your parents born?

- Other country: 51% of VU Home Students (3302, mother) and 55% of VU Home Students (3264, father)
- Australia: 49% of VU Home Students (3302, mother) and 45% of VU Home Students (3264, father)
- Don't know: 1%
What was the highest level of education completed by your parents?

- Some, but not all of secondary school: 33% (VU home students) vs. 32% (VU home students)
- All of secondary school: 21% (VU home students) vs. 18% (VU home students)
- Not Sure: 18% (VU home students) vs. 20% (VU home students)
- Post secondary certificate / diploma: 13% (VU home students) vs. 13% (VU home students)
- Under-graduate university degree: 12% (VU home students) vs. 12% (VU home students)
- Post-graduate university degree: 9% (VU home students) vs. 12% (VU home students)
Employment status

VU Domestic Students (3291)

- Part-time employee: 49%
- Full-time employee: 19%
- Unemployed – seeking part-time work: 14%
- Not seeking employment: 6%
- Unemployed – seeking full-time work: 3%
- Self-employed: 3%
- Employer: 0%
What School / Faculty are you in?

VU (1169)

- Business and Law
  - 66%
- Health, Engineering and Science
  - 10%
- VU College - General Education, Youth, VCE and Community Education, VCAL, ESL, ELiCOS
  - 8%
- Arts, Education & Human Development
  - 7%
- Workforce Development - Business & Enterprise, Health & Wellbeing, Community Services, Creative Industries, Hospitality & Tourism
  - 5%
- Technical and Trades Innovation - Automotive, Engineering Tech, Construction, IT, Industry Skills
  - 4%
- General Education, Youth, VCE and Community Education, VCAL, ESL, ELiCOS
  - 10%
What School / Faculty are you in?

VU Home Students (4017)

- **27%** Arts, Education & Human Development
- **26%** Business and Law
- **21%** Health, Engineering and Science
- **10%** VU College - General Education, Youth, VCE and Community Education, VCAL, ESL, ELiCOS
- **9%** Technical and Trades Innovation - Automotive, Engineering Tech, Construction, IT, Industry Skills
- **7%** Workforce Development - Business & Enterprise, Health & Wellbeing, Community Services, Creative Industries, Hospitality & Tourism

Response
Response

Your Campus?

- Footscray Park: 37%
- City Flinders: 24%
- Off-Shore/International Partner Campus: 10%
- Footscray Nicholson: 9%
- St Albans: 4%
- City King: 3%
- Werribee: 3%
- Sunshine: 2%
- Sunbury: 1%
- Newport: 1%
- City Queen: 0%
- Melton: 0%
- Other: 7%

VU (1,195)
Your Campus?

- Footscray Park: 27%
- St Albans: 20%
- Footscray Nicholson: 14%
- City Flinders: 8%
- Werribee: 7%
- Sunshine: 5%
- Sunbury: 4%
- City King: 3%
- City Queen: 3%
- Newport: 2%
- Melton: 2%
- Off-Shore/International Partner: 0%
- Other: 4%

VU Home Students (4071)
Choice of Destination
Choice of Destination

Was this country your first choice for international education?

VU (252)

Yes 78%

No 22%
Which was most important in your decision of where to study?

- The course: 48%
- The country: 29%
- The institution: 23%
How important were the following factors when deciding to study at this university?

1: Very unimportant                       4: Very important

- Teaching quality
- Personal safety
- Reputation
- Cost of study
- Research quality
- Work opportunities
- Institution reputation
- Long-term employment
- Department reputation
- Country
- Social life
- Course length
- Specific course title
- Social atmosphere
- Location
- University Scholarship/Bursary
- Teacher reputation
- Recommendation
- Friends here

Sorted by Institution importance

VU (1083)

VU Home Students (3856)
How important were the following factors when deciding to study at this university?

- Teaching quality
- Specific course title
- Reputation
- Research quality
- Personal safety
- Course reputation
- Cost of study
- Location
- Pathway opportunities to another course
- Institution reputation
- Course length
- Department reputation
- Social life
- Recommendation
- University Scholarship/Bursary
- Teacher reputation

1: Very unimportant  4: Very important
Which was the most important factor in helping you to choose your institution?
World Cloud of Other, please specify for Domestic Students

Word cloud courtesy of Wordle.net
Arrival/ Orientation:
Commencing students only: data subset
<table>
<thead>
<tr>
<th>Standard ISB Benchmark Elements</th>
<th>Terminology in Questionnaire</th>
<th>Terminology in Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome/pickup at airport, railway, coach station</td>
<td>Welcome</td>
<td>Welcome</td>
</tr>
<tr>
<td>Enrolments</td>
<td>Registration</td>
<td>Registration</td>
</tr>
<tr>
<td>First night – getting to where I would stay</td>
<td>First night</td>
<td>First night</td>
</tr>
<tr>
<td>Formal welcome at the University</td>
<td>Formal Welcome</td>
<td>Formal Welcome</td>
</tr>
<tr>
<td>Getting email/web/system access</td>
<td>Email/Internet</td>
<td>Email/Internet</td>
</tr>
<tr>
<td>University Orientation</td>
<td>University Orientation</td>
<td>University Orientation</td>
</tr>
<tr>
<td>Orientation (finding my way around the local area)</td>
<td>Local Orientation</td>
<td>Local Orientation</td>
</tr>
<tr>
<td>Dealing with the Financial / Welfare Advisor</td>
<td>Finance Office</td>
<td>Finance Office</td>
</tr>
<tr>
<td>Setting up a bank account</td>
<td>Bank account</td>
<td>Bank account</td>
</tr>
<tr>
<td>Dealing with the Accommodation Office</td>
<td>Accommodation Office</td>
<td>Accommodation Office</td>
</tr>
<tr>
<td>Organised social activities</td>
<td>Social activities</td>
<td>Social activities</td>
</tr>
<tr>
<td>Meeting students from my country</td>
<td>Home friends</td>
<td>Home friends</td>
</tr>
<tr>
<td>Meeting students from this Country</td>
<td>Host friends</td>
<td>Host friends</td>
</tr>
<tr>
<td>Meeting Students from other Countries</td>
<td>Other friends</td>
<td>Other friends</td>
</tr>
<tr>
<td>Meeting academic staff</td>
<td>Meeting Staff</td>
<td>Meeting Staff</td>
</tr>
<tr>
<td>Understanding how my course of study would work</td>
<td>Study Sense</td>
<td>Study Sense</td>
</tr>
<tr>
<td>Additional VU Elements</td>
<td>Dealing with VU International Office</td>
<td>VU International Office</td>
</tr>
<tr>
<td></td>
<td>International Students Orientation</td>
<td>Foreign Students Orientation</td>
</tr>
<tr>
<td></td>
<td>Faculty Course Orientation</td>
<td>Faculty Course Orientation</td>
</tr>
<tr>
<td></td>
<td>Pre-departure information / advice</td>
<td>Pre-departure Information</td>
</tr>
</tbody>
</table>
Overall arrival/orientation satisfaction (satisfied %)

- VU International Students: 82%
- VU Home Students: 85%
- Australia: 81%
Please rate the following regarding when you first arrived at the university?

- **Email / Internet**
- **University Orientation**
- **Formal welcome**
- **Registration**
- **Study sense**
- **Faculty course orientation**
- **Meeting staff**
- **Local Orientation**
- **Other friends**
- **First night**
- **Finance Office**
- **Accommodation Office**
- **Social activities**
- **Host friends**

Sorted by international student satisfaction.
Please rate the following regarding when you first arrived at the university?

- Host friends
- First night
- Email / Internet
- Study sense
- Meeting staff
- Other friends
- Formal welcome
- Faculty Course Orientation
- Local Orientation
- University Orientation
- Registration
- Accommodation Office
- Finance Office
- Social activities

Sorted by Institution satisfaction

1: Very poor
2: Poor
3: Average
4: Very good

VU Home Students (1769)
SB (7177)
Please rate the following regarding when you first arrived at the university?

- Host friends
- First night
- Email / Internet
- Study sense
- Meeting staff
- Other friends
- Formal welcome
- Faculty Course Orientation
- Local Orientation
- University Orientation
- Registration
- Accommodation Office
- Finance Office
- Social activities

1: Very poor                       4: Very good

Sorted by Institution satisfaction
Learning
Learning

Overall learning satisfaction (satisfied %)

- VU International Students: 87%
- VU Home Students: 90%
- Australia: 86%
Please say how satisfied you are at this stage of the year with the following?

1: Very dissatisfied  4: Very satisfied

- Good teachers
- Employability
- Course content
- Work experience
- Expert lecturers
- Library
- Language support
- Technology
- Academics' English
- Learning spaces
- Flexibility (what)
- Careers advice
- Opps personal development
- Opps exemptions / credits
- Developing study skills
- Flexibility (how)
- Performance feedback
- Assignment & project deadlines
- Advice on making good...
- Opportunities to teach
- Opps for community work
- Opps for postgraduate research
- Opps for pathways
Please say how **satisfied** you are at this stage of the year with the following?

<table>
<thead>
<tr>
<th>Service</th>
<th>VU (916)</th>
<th>VU Home Students (3312)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employability</td>
<td>2.6</td>
<td>2.8</td>
</tr>
<tr>
<td>Work experience</td>
<td>2.7</td>
<td>3.0</td>
</tr>
<tr>
<td>Library</td>
<td>3.0</td>
<td>3.2</td>
</tr>
<tr>
<td>Technology</td>
<td>3.3</td>
<td>3.4</td>
</tr>
<tr>
<td>Academics' English</td>
<td>2.8</td>
<td>3.0</td>
</tr>
<tr>
<td>Learning spaces</td>
<td>3.4</td>
<td>3.4</td>
</tr>
<tr>
<td>Flexibility (what)</td>
<td>3.2</td>
<td>3.2</td>
</tr>
<tr>
<td>Careers advice</td>
<td>3.2</td>
<td>3.3</td>
</tr>
<tr>
<td>Opps personal development</td>
<td>3.0</td>
<td>3.3</td>
</tr>
<tr>
<td>Opps exemptions / credits</td>
<td>3.3</td>
<td>3.3</td>
</tr>
<tr>
<td>Developing study skills</td>
<td>2.8</td>
<td>3.0</td>
</tr>
<tr>
<td>Flexibility (how)</td>
<td>3.2</td>
<td>3.3</td>
</tr>
<tr>
<td>Performance feedback</td>
<td>3.2</td>
<td>3.3</td>
</tr>
<tr>
<td>Advice on making good decisions</td>
<td>2.8</td>
<td>3.0</td>
</tr>
<tr>
<td>Opportunities to teach</td>
<td>2.6</td>
<td>2.8</td>
</tr>
<tr>
<td>Opps for community work</td>
<td>2.8</td>
<td>2.9</td>
</tr>
<tr>
<td>Opps for postgraduate research</td>
<td>2.8</td>
<td>2.9</td>
</tr>
<tr>
<td>Opps for pathways</td>
<td>2.8</td>
<td>2.8</td>
</tr>
</tbody>
</table>

1: Very dissatisfied  
4: Very satisfied
Learning

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

<table>
<thead>
<tr>
<th>Service</th>
<th>VU Home Students (3312)</th>
<th>SB (14593)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assessment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Performance feedback</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Learning support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Academics' English</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technology</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flexibility (what)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work experience</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flexibility (how)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Careers advice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Learning spaces</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opps exemptions / credits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advice on making good decisions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opps for pathways</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opps personal development</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opps for postgraduate research</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opportunities to teach</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opps for community work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Developing study skills</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Research</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multicultural</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Please say how satisfied you are at this stage of the year with the following:

- Employability
- Performance feedback
- Work experience
- Flexibility (how)
- Careers advice
- Learning spaces
- Library
- Opportunities to teach
- Opps exemptions / credits
- Advice on making good decisions
- Opps for pathways
- Opps personal development
- Opps for postgraduate research
- Developing study skills
- Research
- Multicultural

1: Very dissatisfied  4: Very satisfied

Sorted by Institution importance

VU Home Students (3312)
SB (14593)
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.
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.
Living
Overall living satisfaction (satisfied %)

VU International Students: 85%
VU Home Students: 90%
Australia: 83%
Please say how satisfied you are at this stage of the year with the following?

Safety
Internet access
Good contacts
Living cost
Transport links
Transport facilities to VU
Host culture
Host friends
Visa advice
Earning money
Transport links uni
Access to suitable...
Other friends
Financial support
Accommodation cost
Good place to be
Social activities
Social facilities
Accommodation quality
Sport facilities
Similar friends
Worship facilities

1: Very dissatisfied
4: Very satisfied

Sorted by Institution importance

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Living

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

1: Very dissatisfied  4: Very satisfied

- Internet access
- Earning money
- Good contacts
- Safety
- Transport facilities to VU
- Living cost
- Financial support
- Transport links
- Transport links uni
- Host friends
- Social facilities
- Good place to be
- Other friends
- Sport facilities
- Social activities
- Access to suitable accommodation
- Accommodation cost
- Accommodation quality
- Worship facilities

Sorted by Institution importance
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.
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.
Support
Please say how satisfied you are at this stage of the year with the following?

Sorted by Institution use

Catering
Student Service Centres
On-line Services
IT Support
Learning / Language Support
Student Advisory
Sport and fitness facilities / services
Counselling
Careers Service
Accommodation Office
Faith Provision
Halls Welfare
Clubs/societies
Students' Union
Health Centre
Finance Office
Scholarships
Assistance to students with a disability
Child Care Centres
Advice on equity issues

1: Very dissatisfied 4: Very satisfied
Support

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

1: Very dissatisfied                          4: Very satisfied

- Catering
- On-line Services
- Student Service Centres
- IT Support
- Scholarships
- Sport facilities / services
- Student Advisory
- Learning / Language Support
- Finance Office
- Careers Service
- Assistance to students with a disability
- Clubs/societies
- Counselling
- Halls Welfare
- Faith Provision
- Child Care Centres
- Accommodation Office
- Students' Union
- Health Centre
- Advice on student equity

Sorted by Institution use

- VU Home Students (2502)
- SB (11785)
Please say how **satisfied** you are at this stage of the year with the following?

- Catering
- On-line Services
- Student Service Centres
- IT Support
- Scholarships
- Sport facilities / services
- Student Advisory
- Learning / Language Support
- Finance Office
- Careers Service
- Assistance to students with a disability
- Clubs/societies
- Counselling
- Halls Welfare
- Faith Provision
- Child Care Centres
- Accommodation Office
- Students' Union
- Health Centre
- Advice on student equity

1: Very dissatisfied  
4: Very satisfied
Plans for the future
Plans for the future

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

- Undecided: 36%
- Long term employment in Australia (more than one year): 16%
- Further study at VU: 11%
- Further study at another institution in Australia: 11%
- Travel/time off for more than three months: 10%
- Employment in my home country: 8%
- Short term employment in Australia (up to one year): 5%
- Further study in my home country: 3%
- Employment in a different country: 2%
- Further study at another institution in a different country: 2%
- Other: 2%

VU (1774) vs Australia (3034)
Plans for the future

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

- Long term employment in Australia (more than one year) - 29%
- Undecided - 25%
- Further study at VU - 20%
- Travel/time off for more than three months - 10%
- Further study at another institution in Australia - 6%
- Employment in my home country - 4%
- Short term employment in Australia (up to one year) - 2%
- Employment in a different country - 2%
- Further study at another institution in a different country - 0%
- Further study in my home country - 0%
- Other - 3%

(VU Home Students (3336))
Recommendation
<table>
<thead>
<tr>
<th>VU (905)</th>
<th>AU (3352)</th>
<th>ISB (40200)</th>
</tr>
</thead>
<tbody>
<tr>
<td>27% Will actively encourage people to apply</td>
<td>22%</td>
<td>31%</td>
</tr>
<tr>
<td>47% If asked, will encourage people to apply</td>
<td>49%</td>
<td>45%</td>
</tr>
<tr>
<td>21% Will neither encourage nor discourage others</td>
<td>24%</td>
<td>18%</td>
</tr>
<tr>
<td>4% If asked, will not encourage people to apply</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>1% Would actively discourage others from applying</td>
<td>1%</td>
<td>2%</td>
</tr>
</tbody>
</table>
## Recommendation – Domestic students

<table>
<thead>
<tr>
<th>VU (3408)</th>
<th>SB (14392)</th>
</tr>
</thead>
<tbody>
<tr>
<td>34%</td>
<td>42%</td>
</tr>
<tr>
<td>Will actively encourage people to apply</td>
<td>If asked, will encourage people to apply</td>
</tr>
<tr>
<td>44%</td>
<td>42%</td>
</tr>
<tr>
<td>If asked, will encourage people to apply</td>
<td></td>
</tr>
<tr>
<td>17%</td>
<td>12%</td>
</tr>
<tr>
<td>Will neither encourage nor discourage others</td>
<td></td>
</tr>
<tr>
<td>4%</td>
<td>3%</td>
</tr>
<tr>
<td>If asked, will not encourage people to apply</td>
<td></td>
</tr>
<tr>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Would actively discourage others from applying</td>
<td></td>
</tr>
</tbody>
</table>
Conclusion
## Most satisfied elements

<table>
<thead>
<tr>
<th>VU</th>
<th>ISB Sem 1 2008 (satisfied)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research</td>
<td>92%</td>
</tr>
<tr>
<td>Expert lecturers</td>
<td>91%</td>
</tr>
<tr>
<td>Safety</td>
<td>91%</td>
</tr>
<tr>
<td>Course content</td>
<td>90%</td>
</tr>
<tr>
<td>Flexibility</td>
<td>88%</td>
</tr>
<tr>
<td>Internet access</td>
<td>88%</td>
</tr>
<tr>
<td>Multicultural</td>
<td>88%</td>
</tr>
<tr>
<td>First night</td>
<td>88%</td>
</tr>
<tr>
<td>Student Service Centres</td>
<td>88%</td>
</tr>
<tr>
<td>Similar friends</td>
<td>88%</td>
</tr>
<tr>
<td>VU</td>
<td>ISB Sem 1 2008 (dissatisfied)</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>Opportunities to teach</td>
<td>62%</td>
</tr>
<tr>
<td>Living cost</td>
<td>68%</td>
</tr>
<tr>
<td>Clubs/societies</td>
<td>70%</td>
</tr>
<tr>
<td>Social activities (orientation)</td>
<td>71%</td>
</tr>
<tr>
<td>Catering</td>
<td>72%</td>
</tr>
<tr>
<td>Social activities (during course)</td>
<td>74%</td>
</tr>
<tr>
<td>Earning money</td>
<td>75%</td>
</tr>
<tr>
<td>Scholarships</td>
<td>75%</td>
</tr>
<tr>
<td>Visa advice</td>
<td>75%</td>
</tr>
<tr>
<td>Health Centre</td>
<td>75%</td>
</tr>
</tbody>
</table>