



Offshore International Student Satisfaction Survey (ISSS)

2018



Core questionnaire covering arrival, learning, living, support, recommendation, application and choice of university



Semi-standardised online questionnaire format, customised for each partner



Students invited to feedback from April to June 2018



Results compared against the national onshore international student benchmark



18 universities and 1 private college participated, fully funded by DET under the Enabling Growth and Innovation (EGI) program



43 offshore locations, 11 countries



8,342 respondents – 72% local, 28% not local (to study location)



6 branch campuses, 15 niche partnerships, 12 small partnerships, 8 medium partnerships and 2 large partnerships



Australia onshore 89% satisfaction v 86% Australia offshore


ISB (56,376)

Australian Catholic University	Murdoch University
The University of Adelaide	Queensland University of Technology
The Australian National University	RMIT University
Bond University	Southern Cross University
University of Canberra	Swinburne University of Technology
Charles Darwin University	The University of Sydney
CQUniversity Australia	The University of New England
Curtin University	University of South Australia
Deakin University	University of Newcastle
Edith Cowan University	The University of New South Wales
Federation University Australia	The University of Queensland
Flinders University	University of Southern Queensland
Griffith University	University of Tasmania
James Cook University	University of Technology Sydney
La Trobe University	The University of Western Australia
Macquarie University	University of Wollongong
University of Melbourne	Western Sydney University
Monash University	

Universities in bold surveyed international and domestic students



Headline results



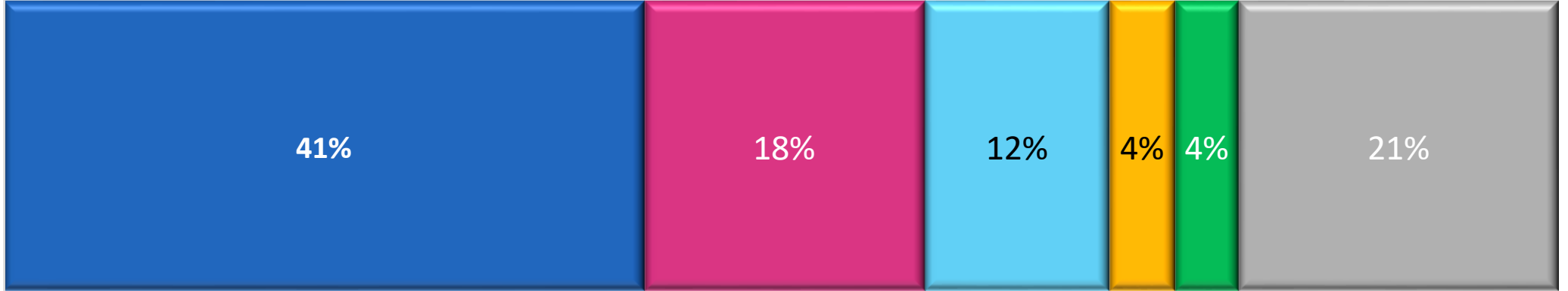
Australia Offshore		Australia Onshore ISB
20%	I would actively encourage people to apply	33%
50%	If asked, I would encourage people to apply	45%
24%	I would neither encourage nor discourage people to apply	16%
5%	If asked, I would discourage people from applying	3%
2%	I would actively discourage people from applying	2%

Would you recommend the institution to others thinking of applying?

Nationality breakdown



Australia
Offshore (8342)



Australia
Onshore ISB
(56376)

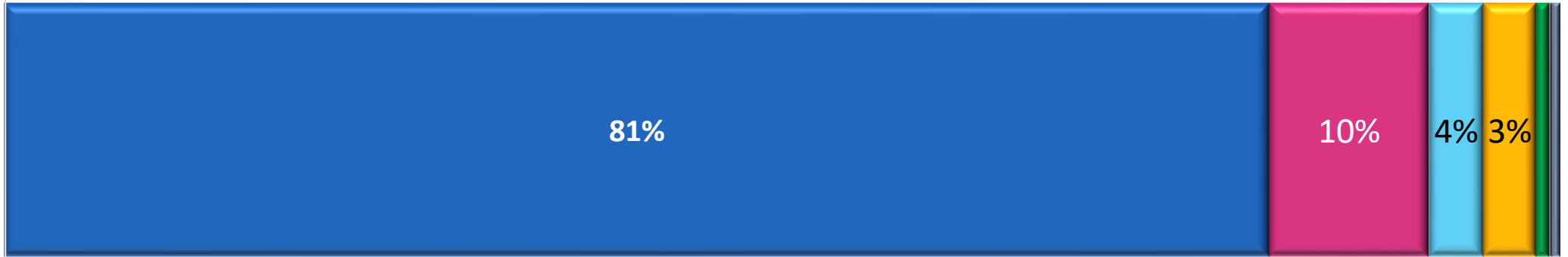


■ Malaysia ■ Singapore ■ China ■ Mauritius ■ Indonesia ■ Other

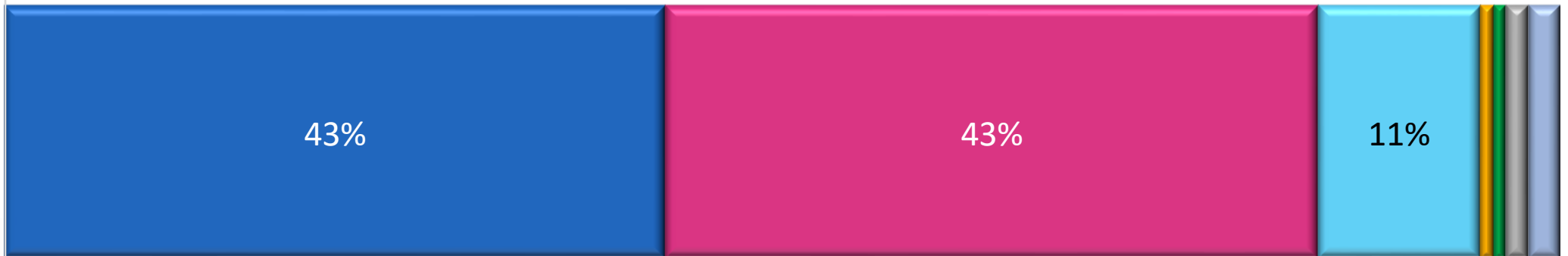
Study level breakdown



Australia
Offshore (8342)



Australia
Onshore ISB
(56376)



■ UG

■ PGCW

■ HDR

■ Foundation program

■ Diploma or Pathway Program

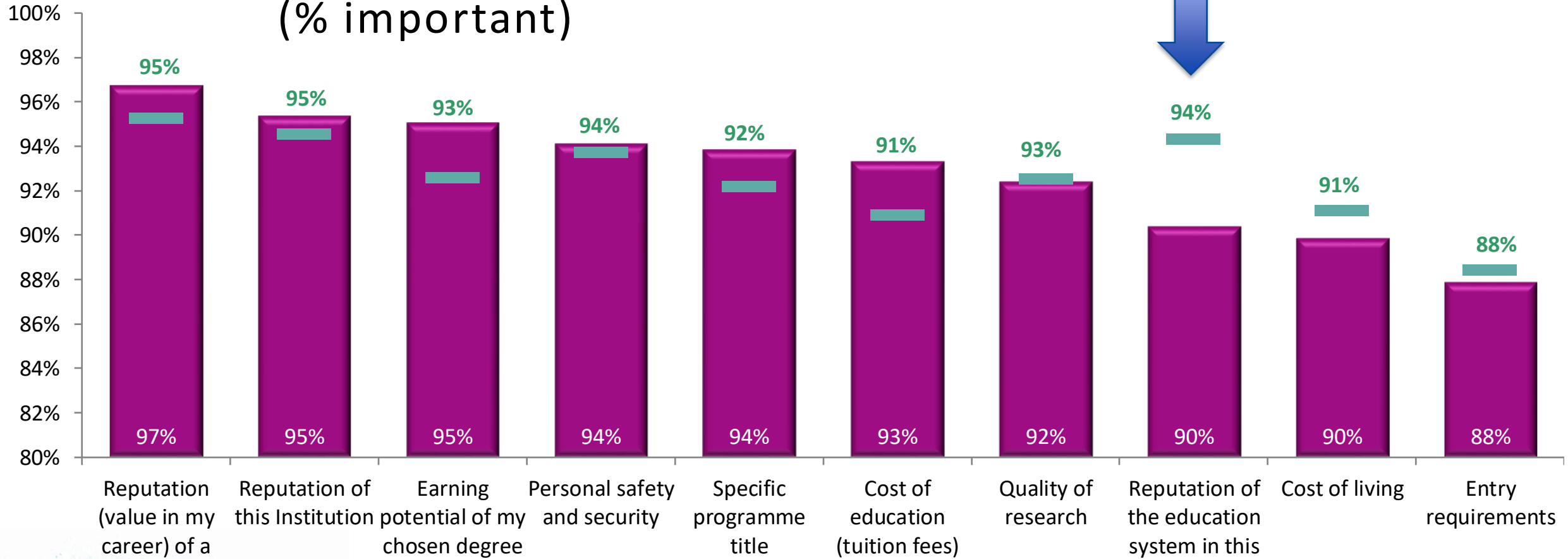
■ Other non-degree level studies

■ Other



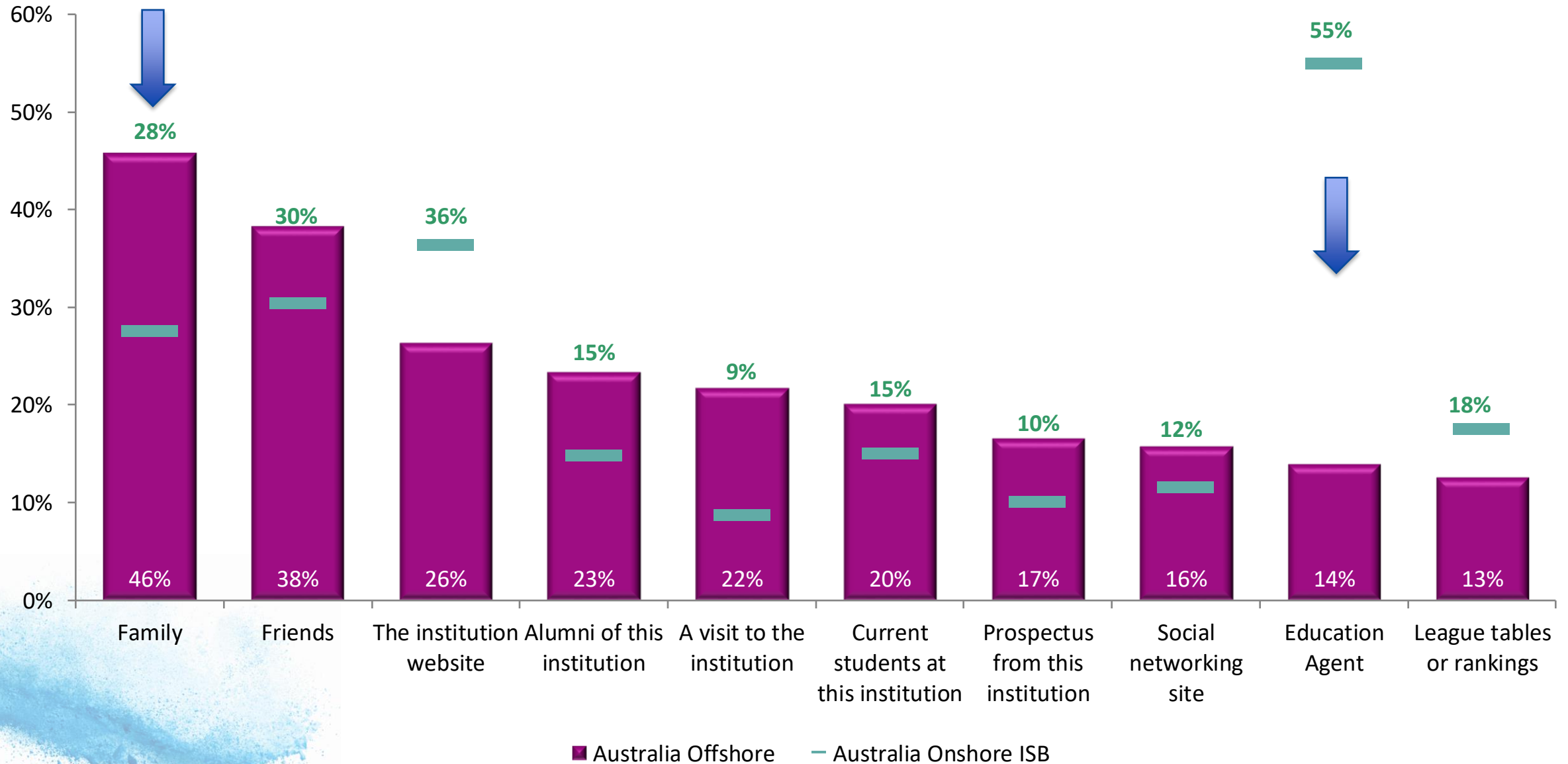
Choice of destination

Top 10 factors in study decision (% important)



■ Australia Offshore — Australia Onshore ISB

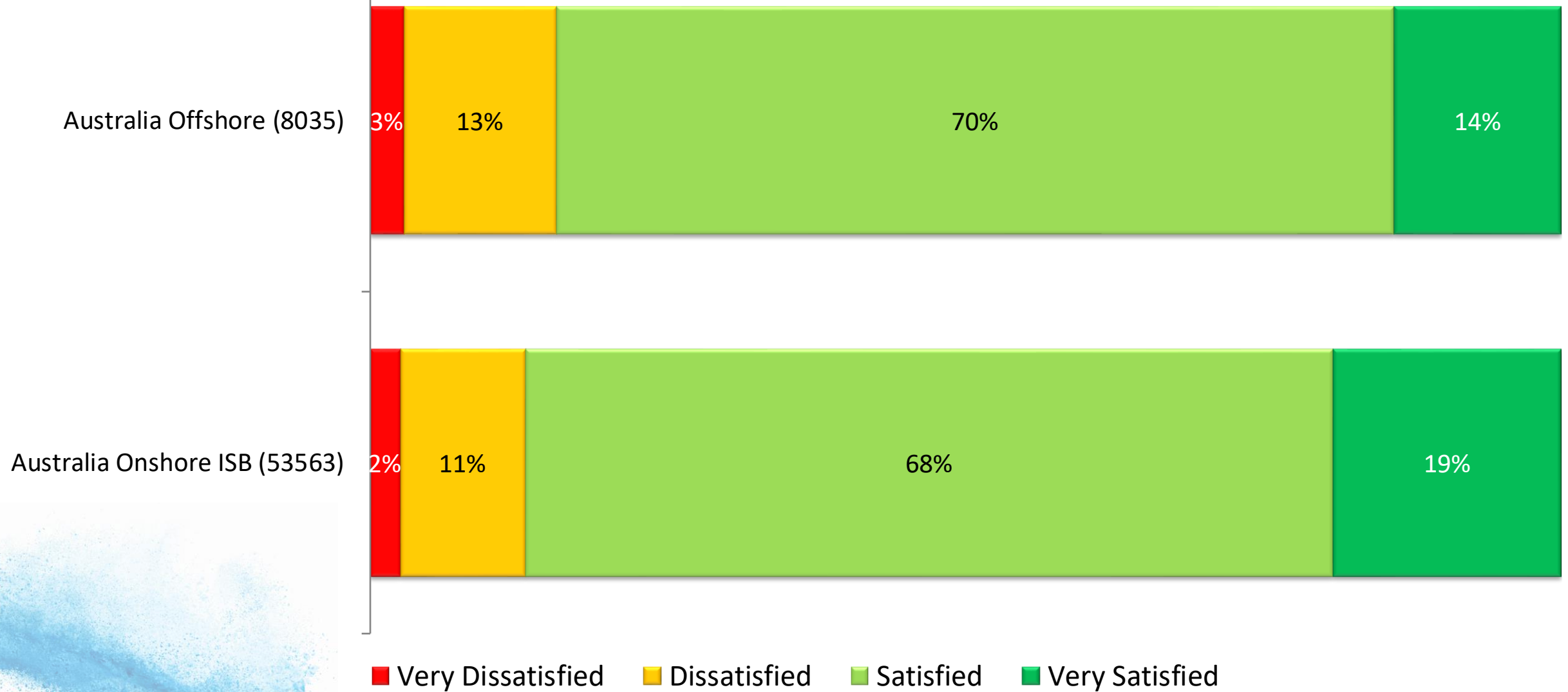
How important were the following factors when deciding where to study?



Which of the following helped you to choose this institution?



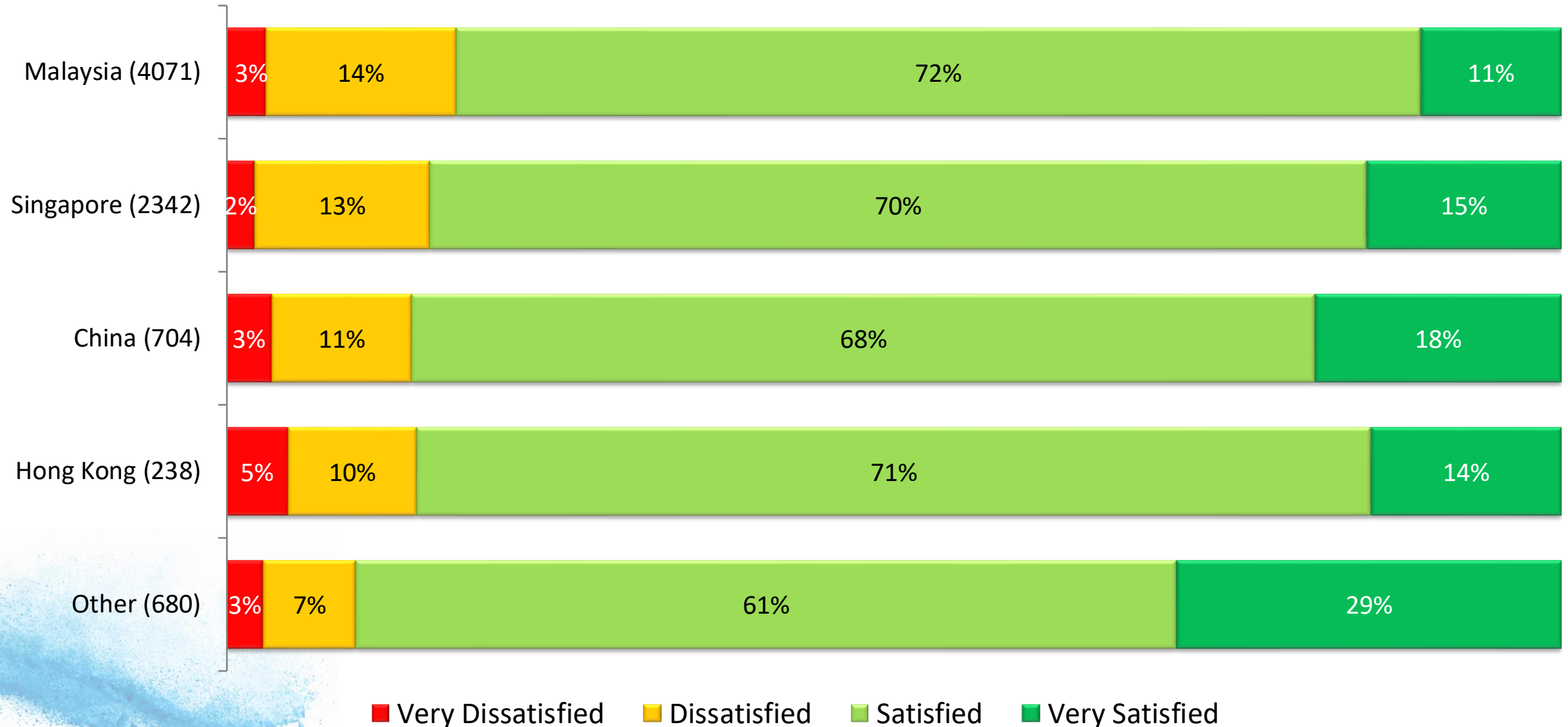
Learning experience



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

Overall satisfaction – Learning

by partner location



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

**SATISFACTION SCORES**

(For each individual element from Arrival, Learning, Living and Support)

Correlation

**RECOMMENDATION
SCORE**

Given for the institution

DERIVED IMPORTANCE**How it works**

- Each student's satisfaction scores (for each of the Arrival, Learning, Living and Support elements) are correlated with their score for their 'likelihood to recommend' their institution.
- A high correlation (positive or negative) means that scores for that element are strongly related to the scores given for the likelihood to recommend.
- In this way, Derived Importance helps identify which factors have the greatest impact on students, and on them recommending the institution to others.



**Postgraduate students only



	Australia Offshore	Australia Onshore ISB	Australia Onshore ISB +/-
LEARNING AVERAGE	86.1%	87.5%	-1.4%
LEARNING OVERALL	86.8%	87.5%	-0.6%
TEACHING			
Expert lecturers	92.4%	92.6%	-0.2%
Academics' English	92.2%	92.4%	-0.2%
Learning support	90.5%	90.4%	0.2%
Program content	90.3%	90.3%	0.0%
Assessment	89.7%	89.0%	0.7%
Quality lectures	87.9%	87.9%	0.0%
Marking criteria	87.2%	85.4%	1.8%
Program organisation	86.2%	87.7%	-1.4%
Good teachers	86.2%	88.6%	-2.4%
Performance feedback	85.7%	86.0%	-0.3%



	Australia Offshore	Australia Onshore ISB	Australia Onshore ISB +/-
LEARNING AVERAGE	86.1%	87.5%	-1.4%
LEARNING OVERALL	86.8%	87.5%	-0.6%
STUDIES			
Language support	90.3%	90.5%	-0.2%
Class size	89.9%	90.9%	-1.0%
Topic selection**	89.8%	89.2%	0.6%
Managing research**	88.9%	90.8%	-1.9%
Multicultural	87.8%	90.7%	-2.8%
Employability	83.9%	80.4%	3.6%
Work experience	76.9%	71.5%	5.3%
Opportunities to teach**	76.8%	69.2%	7.6%
Careers advice	75.9%	72.9%	2.9%

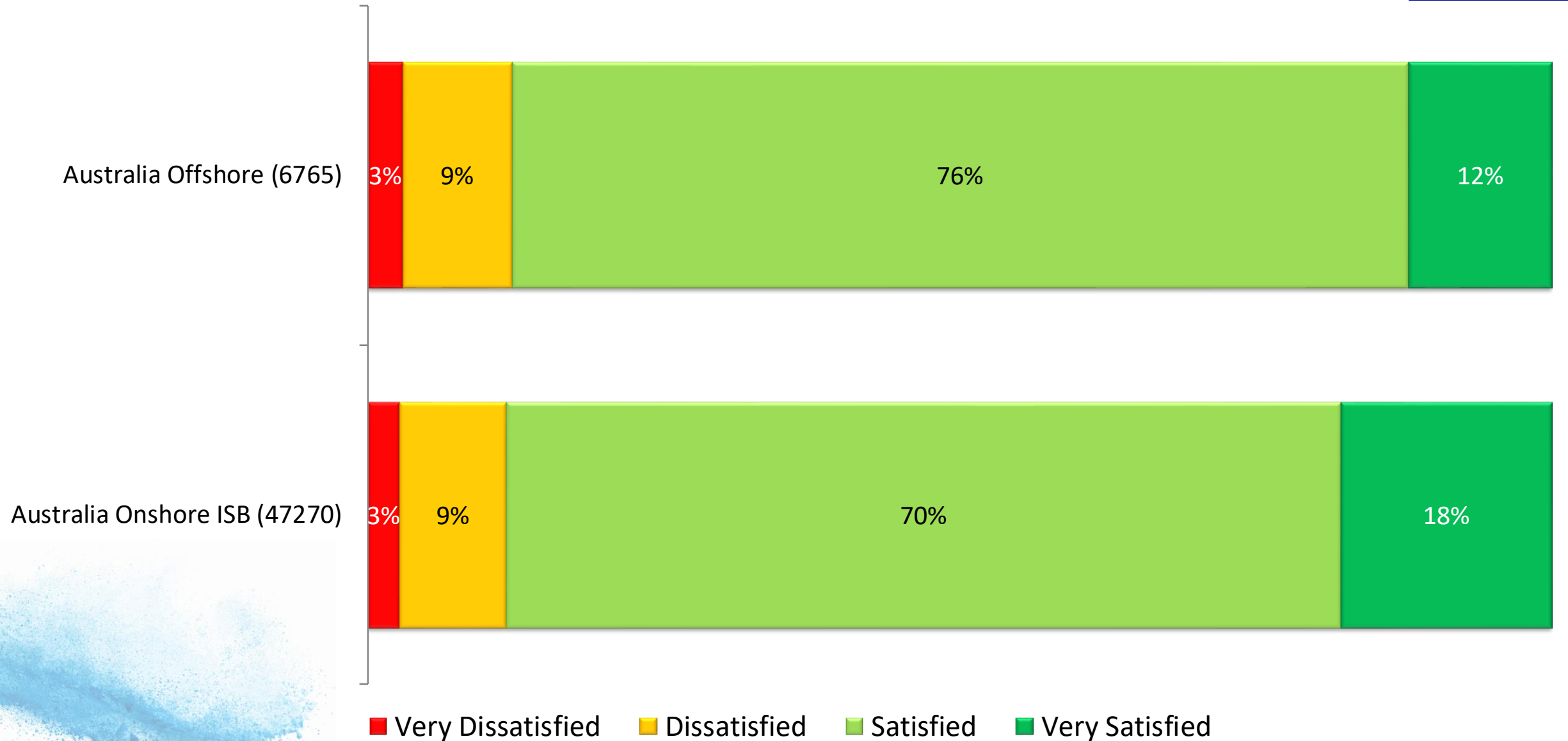


	Australia Offshore	Australia Onshore ISB	Australia Onshore ISB +/-
LEARNING AVERAGE	86.1%	87.5%	-1.4%
LEARNING OVERALL	86.8%	87.5%	-0.6%
FACILITIES			
Virtual learning	88.2%	93.0%	-4.7%
Online library	86.4%	92.4%	-6.0%
Learning spaces	84.3%	91.3%	-7.0%
Laboratories	84.1%	91.9%	-7.8%
Physical library	80.5%	90.0%	-9.5%
Technology	79.9%	92.5%	-12.6%



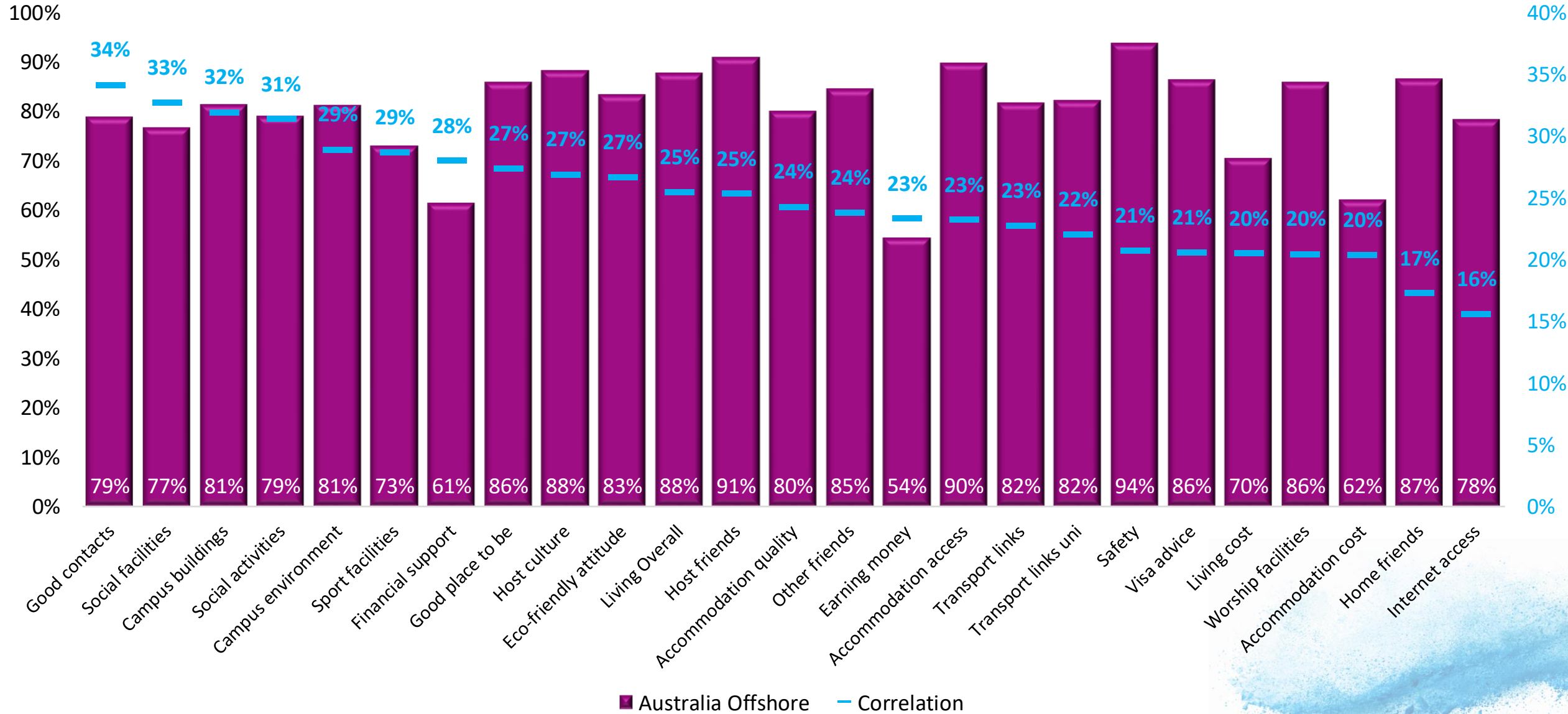
Living experience

Overall satisfaction - Living



Very Dissatisfied Dissatisfied Satisfied Very Satisfied

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



Benchmarking living: Accommodation and living costs



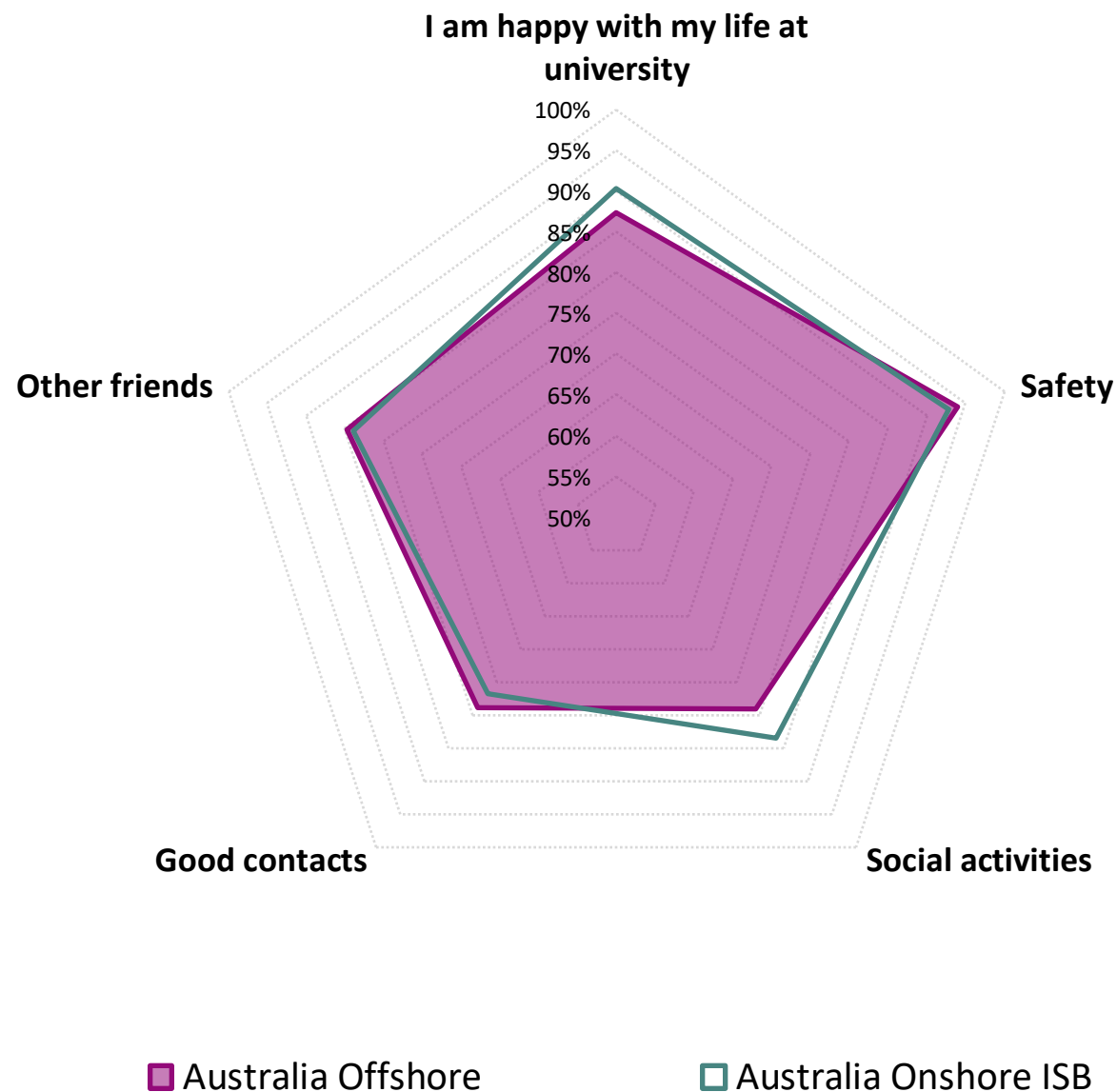
	Australia Offshore	Australia Onshore ISB	Australia Onshore ISB +/-
LIVING AVERAGE	83.5%	81.7%	1.8%
LIVING OVERALL	89.8%	88.7%	1.1%

ACCOMMODATION and LIVING COSTS

Accommodation access	89.6%	87.6%	2.0%
Accommodation quality	85.6%	88.3%	-2.8%
Internet access	83.7%	83.9%	-0.3%
Living cost	77.2%	66.0%	11.2%
Accommodation cost	70.8%	62.7%	8.0%
Financial support	68.9%	60.4%	8.4%
Earning money	66.7%	57.8%	8.9%



87% of your students are happy with their life at university so far, compared to **90%** in the Australia Onshore ISB benchmark



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