

TRIBAL

i-graduate

# i-graduate

Measuring the  
Student Experience

**VIPoE** 2020  
ONLINE OCT



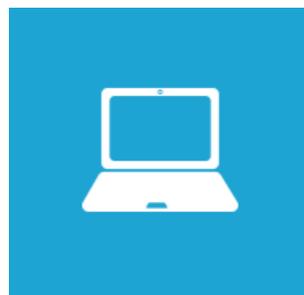
# Session outline



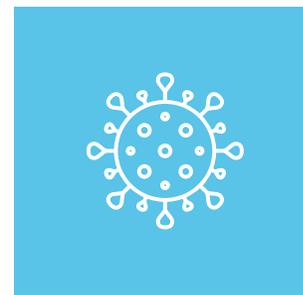
About us



Understanding  
the data



Enhancements  
for 2021



COVID-19  
Survey



Q&A

# About us



- Tribal Group | i-graduate
- Surveys & Benchmarking
- The Student Barometer – running since 2005, SH and NH waves



# THE-ICE i-graduate Project Team



Nick Pidgeon (Head of Surveys & Benchmarking)



Robin Hallows (Lead consultant)



Mellissa Oliver (Client services team lead)



Peter Troman (Technical team lead)

# Understanding the data



Nick Pidgeon

# Ranking sheet

									Ranking based on mean scores		
Base	68	106,510	5,042	6,117					57	16	
	EXAMPLE	Global ISBSB	THE-ICE ISBSB	TH ISBSB	Global ISBSB +/-	THE-ICE ISBSB +/-	TH ISBSB +/-	p %	Global ISBSB	THE-ICE ISBSB	
ARRIVAL AVERAGE	98.2%	87.1%	89.3%	88.9%	11.1%	8.8%	9.3%		1	1	
ARRIVAL OVERALL	95.9%	91.8%	93.1%	92.4%	4.1%	2.8%	3.6%	0.02	2	2	54/14
<b>ARRIVAL</b>											
Pre-arrival info	97.7%	89.7%	90.7%	91.3%	8.1%	7.0%	6.4%	0.03	3	3	52/13
<b>ORIENTATION</b>											
Formal welcome	93.9%	93.0%	94.6%	94.2%	0.9%	-0.7%	-0.3%	0.03	17	9	54/14
Meeting staff	94.0%	91.5%	93.0%	93.0%	2.5%	1.0%	1.0%	0.00	7	8	52/12
Orientation programme	100.0%	89.6%	91.7%	90.8%	10.4%	8.3%	9.2%	0.00	2	2	51/11
Registration	94.2%	91.0%	93.5%	93.5%	3.2%	0.7%	0.7%	0.00	6	2	54/14
Study sense	97.6%	88.9%	90.1%	90.1%	8.8%	7.5%	7.5%	0.01	2	2	53/13
Campus and facilities intro	91.4%	86.7%	90.7%	89.0%	4.7%	0.7%	2.4%	0.00	8	6	51/11
Local orientation	97.4%	87.8%	87.2%	87.9%	9.6%	10.1%	9.4%	0.00	1	1	53/13
Clubs and societies intro	85.6%	81.7%	85.2%	83.8%	3.9%	0.4%	1.8%	0.00	18	8	52/12
Living orientation	96.8%	87.3%	89.2%	89.0%	9.5%	7.6%	7.8%	0.06	4	3	48/10
<b>Recommendation</b>	<b>83.0%</b>	<b>76.0%</b>	<b>73.2%</b>	<b>71.2%</b>	<b>6.9%</b>	<b>9.8%</b>	<b>11.7%</b>	<b>0.00</b>	<b>11</b>	<b>2</b>	<b>57/16</b>
Happiness	86.5%	90.4%	88.9%	89.2%	-3.8%	-2.3%	-2.6%	0.38	9	4	57/16
Value for money	84.4%	78.5%	77.9%	77.7%	5.9%	6.5%	6.7%	0.12	5	2	57/16

# Ranking grid

EXAMPLE													
THE-ICE ISBSB													
ARRIVAL	1	2	3	4	5	6	7	8	9	10	11	12	13
Registration	3.48	3.43	3.34	3.32	3.32	3.30	3.30	3.29	3.28	3.28	3.27	3.27	3.25
Study sense	3.64	3.44	3.39	3.35	3.34	3.32	3.24	3.23	3.23	3.22	3.21	3.20	3.20
Pre-arrival info	3.31	3.31	3.30	3.26	3.25	3.22	3.22	3.21	3.21	3.21	3.21	3.20	3.20
Formal welcome	3.70	3.44	3.44	3.41	3.37	3.37	3.37	3.36	3.35	3.34	3.34	3.34	3.33
Meeting staff	3.51	3.50	3.39	3.39	3.35	3.34	3.32	3.32	3.27	3.27	3.27	3.25	3.24
Campus and facilities intro	3.49	3.38	3.35	3.32	3.31	3.23	3.23	3.23	3.22	3.20	3.16	3.16	3.15
Local orientation	3.42	3.37	3.31	3.27	3.27	3.26	3.22	3.22	3.22	3.21	3.21	3.21	3.21
Clubs and societies intro	3.35	3.27	3.23	3.22	3.20	3.19	3.18	3.16	3.15	3.14	3.13	3.13	3.13
Living orientation	3.38	3.32	3.30	3.26	3.24	3.23	3.23	3.21	3.19	3.18	3.17	3.17	3.16
Orientation programme	3.49	3.47	3.27	3.22	3.18	3.18	3.17	3.16	3.15	3.15	3.14	3.13	3.13
Application to offer (satisfaction)	3.32	3.28	3.22	3.21	3.21	3.20	3.20	3.19	3.18	3.17	3.17	3.16	3.16
RECOMMENDATION	1	2	3	4	5	6	7	8	9	10	11	12	13
Recommendation	4.42	4.34	4.30	4.27	4.24	4.22	4.22	4.21	4.19	4.16	4.14	4.13	4.12

# Summary sheets

THE-ICE 2020 Summary Sheet					
	ISB (118)				
Support	EXAMPLE	THE-ICE	Global	THE-ICE +/-	Global +/-
SUPPORT OVERALL	2.97	3.00	3.01	-0.04	-0.05
Finance Office	3.00	3.13	3.18	-0.13	-0.18
International Office	3.19	3.24	3.27	-0.04	-0.08
Academic Learning Unit	3.21	3.26	3.28	-0.05	-0.07
Library Service	3.33	3.32	3.43	0.01	-0.10
IT Support	3.26	3.25	3.30	0.01	-0.04
Student Advisory	3.08	3.26	3.28	-0.18	-0.19
Counselling	3.31	3.33	3.23	-0.02	0.09
Careers Service	3.13	3.21	3.23	-0.08	-0.10
Accommodation Office	3.17	3.22	3.05	-0.05	0.12
Students' Union	3.35	3.30	3.32	0.05	0.03
Health Centre	3.35	3.33	3.25	0.02	0.10
Residential Assistants	3.25	3.28	3.33	-0.02	-0.07
Graduate School**	NSV	3.33	3.34	N/A	N/A
Catering	3.24	3.07	3.08	0.17	0.16
Clubs/societies	3.22	3.18	3.30	0.04	-0.09
Disability Support	3.20	3.17	3.32	0.03	-0.12

Base numbers represent overall figures  
 Recommendation was based on a 5 point scale for students who would encourage or actively encourage others to apply  
 Satisfaction was based on a 4 point scale of students ranging from very satisfied to very dissatisfied  
 THE-ICE benchmark group was based on answers from students studying in 26 participating institutions



EXAMPLE UNIVERSITY

Open Comments

		Arrival Comment			Learning Comment		
<b>Search for word (e.g. housing) &gt;&gt;&gt;</b>		housing	accommodation		lecture	study	
Comments using at least one of these words		1			10		
% of comments containing these words		3%			7%		
% of all responses containing these words		0%			2%		
Total no. of comments		40			152		
<b>Word usage by NPS groups</b>		Promoter	Neutral	Detractor	Promoter	Neutral	Detractor
		0%	100%	0%	10%	90%	0%
<b>Word usage by satisfaction rating</b>	Very Satisfied	100%			0%		
	Satisfied	0%			100%		
	Dissatisfied	0%			0%		
	Very Dissatisfied	0%			0%		

Institution	Nationality	International / Domestic	Study Type	Study Level	Study Stage	Study Area	Arrival Satisfaction Score	Arrival Comment	Words Found	Learning Satisfaction Score	Learning Comment	Words Found
EXAMPLE	Other	Domestic	Full-time	Undergraduate: Bachelor Degree	First year or single year program	Tourism	3	The university should brief before the arrival of the students through email because I didnt know the schedules of the activities of the arrival of students. I feel bad for not being able to attend the orientations and the welcome walk :(		3	The university should not have favorites.	
EXAMPLE	Other	Domestic	Full-time	Undergraduate: Bachelor Degree	First year or single year program	Tourism	4	Univ wide orgs and clubs should be introduced more		3		
EXAMPLE	Other	Domestic	Full-time	Undergraduate:	First year or single	Tourism	4	Univ wide orgs and clubs should be		3	N/A	

# Enhancements for 2021



Melissa Oliver

# In Touch

i-graduate IN TOUCH SIGN IN

## i-graduate In Touch

i-Graduate Benchmarking the student experience worldwide.

Get in touch ↓ Click here to Sign In →

Forgotten your password? Click here.

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# Secure login, actions and self service page

i-graduate
IN TOUCH
HOME
SELF SERVICE
USER OPTIONS ▾

### My Actions

Complete and submit the Terminology Change Form for Northern Hemisphere 2020. View

Complete your Data Upload for NH 2020 UK by uploading your file. Upload

**Guidance**

**My Actions (TCF)**  
 In this area you will find any actions for you to complete as part of the project/s which are administered by i-graduate. Please click on the action link and this will re-direct you to the steps needed to complete the action.

For more information on how to use the TCF tool, please [click here](#) to download our instructional PDF or [click here](#) to see our instructional video.

**My Files**  
 This area allows you to download files associated with the project/s which are administered by i-graduate. To download a file, click the File Name associated with the file you wish to download. Doing so should start your download. If for some reason your file does not start downloading, please refresh the page and try again.

The files available may contain data that allows the identification of an individual. Please familiarise yourself with this [confidentiality agreement](#) before downloading any files.

### My Files

File Name	Category	Survey
Presentation Tribal Hallows University.pptx	Presentation	Demo Survey (2019)
UB Sheet Tribal Hallows University.pdf	UB Sheets	Demo Survey (2019)
Pivot Table Tribal Hallows University.xlsx	Pivot Table	Demo Survey (2019)

Cookies
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# Prize, benefits, wellbeing and population data

TCF Definition for Northern Hemisphere 2020 for Tribal Hallows University

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- Introduction
- Optional questions
- School - 1st Layer
- School - 2nd Layer
- Campus
- Accommodation - Standard elements
- Accommodation - Additional halls of residence
- Support - Standard elements
- Support - Additional elements
- Additional Questions

This section covers the first page of the survey, before students start responding to questions. 

[Edit](#) [Submit for Approval](#)

## Introduction

### Intro prize text

If you are offering an incentive, let your students know before they start the survey.



As a thank you for completing this survey Tribal Hallows University are offering 2 x £250 amazon vouchers and 5 x £50 amazon vouchers.

### Prize text end

If you are offering an incentive, remind students at the end of the survey, too. This will appear above two text boxes where students will be invited to provide their name and email address.



E.g. Students who complete the survey will be entered into a prize draw and the winner will receive an iPad.

### Benefits of the Student Barometer

Let your students know how completing the survey will benefit them and their institution.



By taking the Tribal Hallows University Barometer, you are helping us highlight areas our institution is succeeding in, as well as areas that could use some development.

### Wellbeing Contact Details

Let the students know who they can contact if they have any issues with their wellbeing.



wellbeing@yourinstitutionnamehere.ac.uk

# Optional question blocks

TCF Definition for Northern Hemisphere 2020 for Tribal Hallows University

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- Introduction
- Optional questions**
- School - 1st Layer
- School - 2nd Layer
- Campus
- Accommodation - Standard elements
- Accommodation - Additional halls of residence
- Support - Standard elements
- Support - Additional elements
- Additional Questions

In this section, you can choose which modules to include and remove from your organisation's survey. [?](#)

[Edit](#) [Submit for Approval](#)

## Optional Question Blocks

- Inclusivity**

Question focuses on: "Have you experienced any discriminatory behaviour at <Institution Name> based on the following?"

 --- Select Item---
- Future Plans**

For First Year and Short course students, questions focus on: "What do you plan to do after your current course of study?"

 --- Select Item---
- Previous Education**

Question focuses on: "Before commencing your studies, where did you study previously (most recently)?"

 Yes
- COVID-19 Response**

Questions that focus on how well your institution is responding to the COVID-19 pandemic.

 --- Select Item---
- Additional Decision-Making & Application Information**

 --- Select Item---

# Local customisations

TCF Definition for Northern Hemisphere 2020 for Tribal Hallows University

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- [Introduction](#)
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- [School - 1st Layer](#)
- [School - 2nd Layer](#)
- [Campus](#)
- [Accommodation - Standard elements](#)
- [Accommodation - Additional halls of residence](#)
- [Support - Standard elements](#)**
- [Support - Additional elements](#)
- [Additional Questions](#)

This tab can be used to personalise any of the default terms used for the different types of student support. You can choose to remove any that are not relevant for your institution. The 'short label for reporting' textboxes are required for presentation purposes and should be no longer than 26 characters long. Each support element should have a corresponding short label for reporting. 

[Edit](#) [Submit for Approval](#)

## Support - Standard elements

Institution accounts/finance department		Institution accounts/finance department
Short Label for Reporting		
International Office		International Office
Short Label for Reporting		
IT and system support		IT and system support
Short Label for Reporting		
Library Service		Library Service
Short Label for Reporting		
Student Advisory Service		Student Advisory Service
Short Label for Reporting		

# Preloading

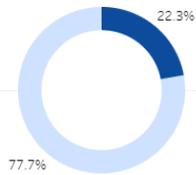
The screenshot shows the 'Data Upload' section of the i-graduate application. The top navigation bar includes the 'i-graduate' logo, 'IN TOUCH', 'HOME', 'SELF SERVICE', and 'USER OPTIONS'. The main content area is titled 'Data Upload' and features a 'Download Template' button. Below this is a 'File upload' section with two dropdown menus: 'Project' (set to 'NH 2020 UK') and 'File' (set to 'Data Upload'). A 'Select files...' button is positioned below these dropdowns. On the left side, a vertical sidebar contains five status indicators: 'Upload' (with an upload icon), 'Validating' (with a shield icon), 'Processing' (with a circular refresh icon), 'Fix Errors' (with a wrench icon), and 'Complete' (with a checkmark icon). The footer contains copyright information for Tribal Group plc and a company registration number.

# Response rate monitoring

TOTAL RESPONSES  
858

TOTAL POPULATION  
3,855

OVERALL RESPONSE RATE



RESPONDENTS BREAKDOWN



Apply filters to population?

Display parameter

International/Domestic

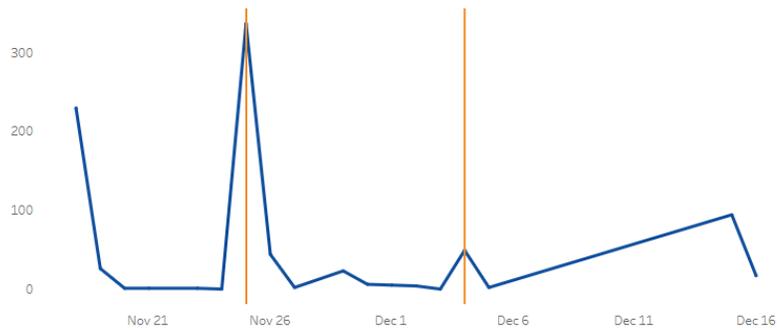
Campus

Country

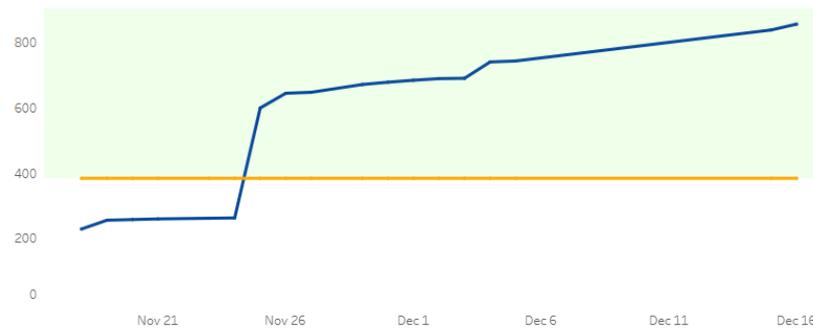
Faculty

Level of study

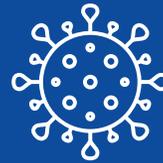
RESPONSES COLLECTED PER DAY



TOTAL RESPONSES COLLECTED



# University Response to COVID-19



Robin Hallows



## Covid-19 response barometer

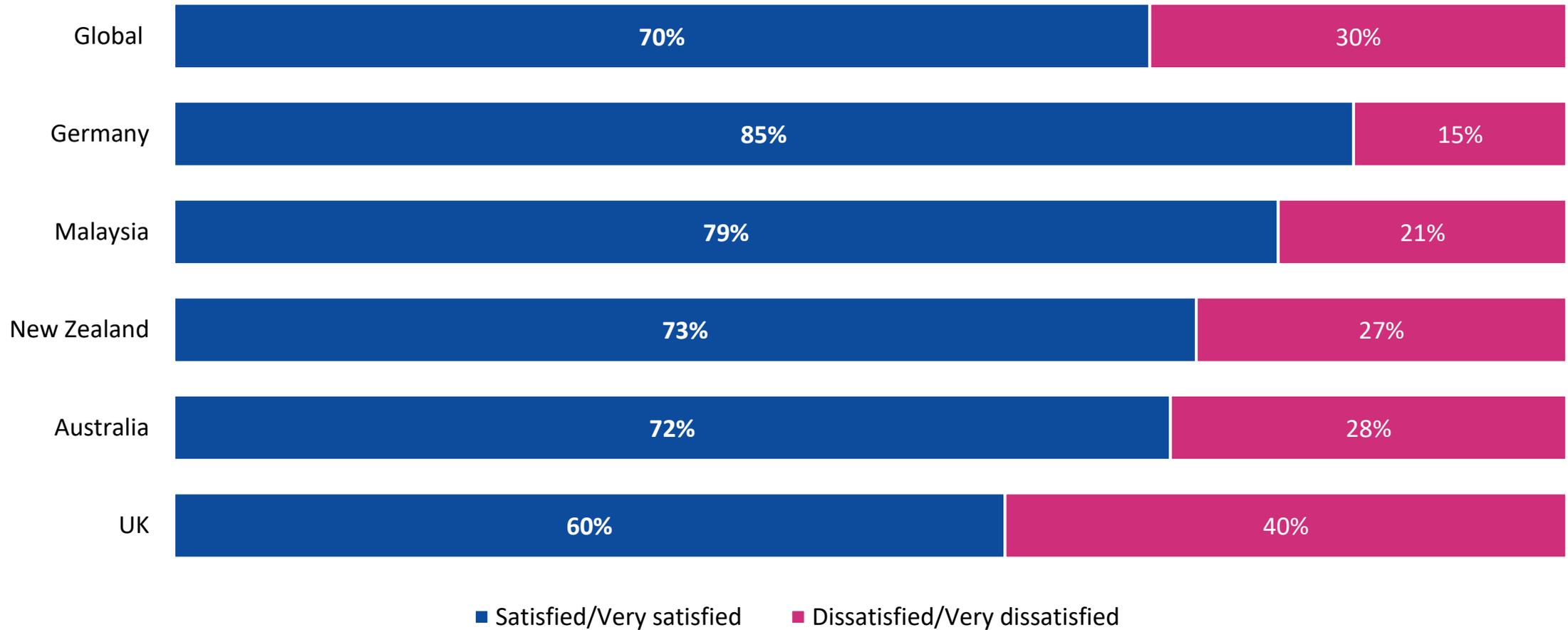
- Overall satisfaction with the institution's response
- Communication
- Online learning
- Looking ahead
- Concerns



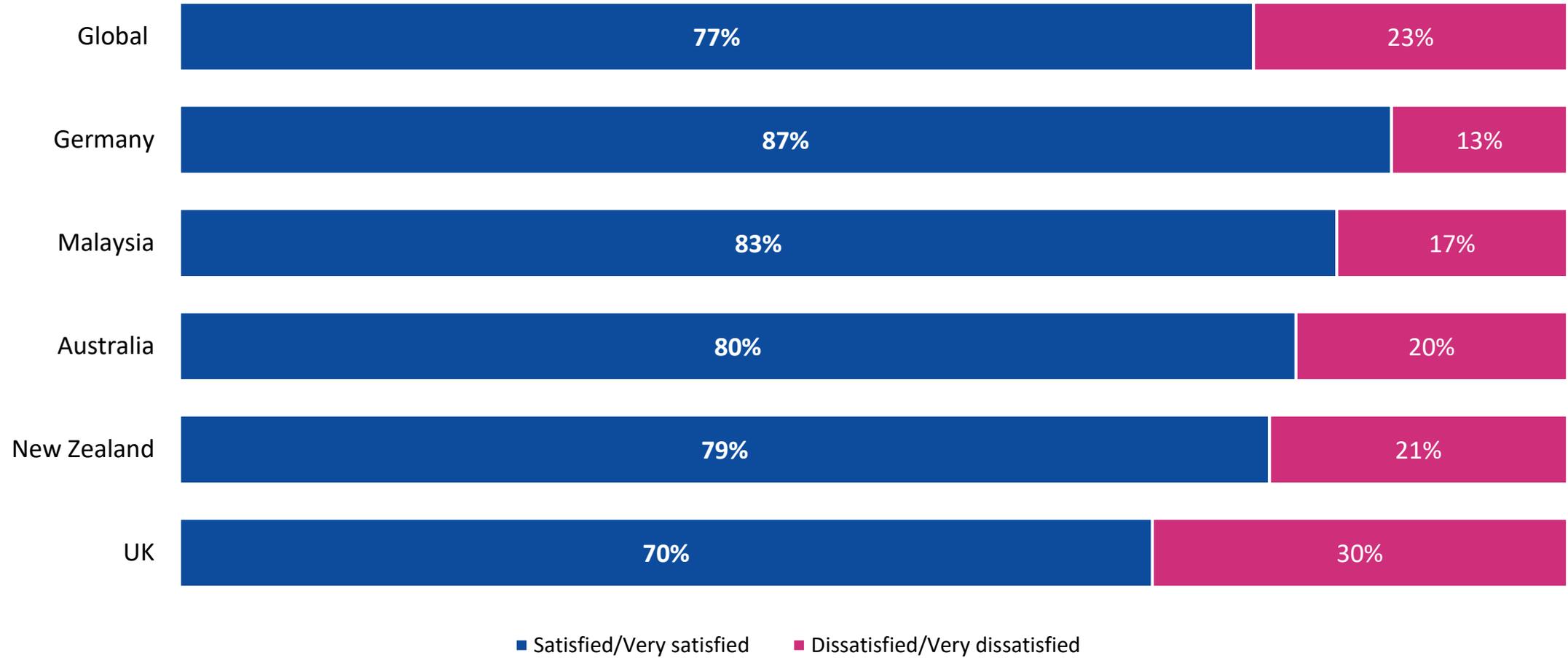
## Covid-19 response barometer

- Free of charge
- Field work early May to end September
- 25,000 responses, 44 institutes
- Global reach
- ‘Near-live’ online dashboard of key results

### Overall satisfaction with their institution's response to COVID-19



### Satisfaction with the communication from their institution in response to COVID-19



### Satisfaction with different information from their institution in response to COVID-19

	Global	Australia	Germany	Malaysia	NZ	UK
Physical health advice	88%	92%	91%	93%	89%	83%
Wellbeing support	81%	85%	82%	87%	82%	76%
Travel restrictions	79%	81%	79%	80%	82%	74%
Online learning resources	72%	74%	85%	78%	78%	61%
Organisation of online lectures / tutorials	69%	71%	85%	76%	73%	57%
Organisation of tests / exams	69%	67%	76%	70%	68%	60%
Financial support	58%	60%	53%	50%	67%	55%

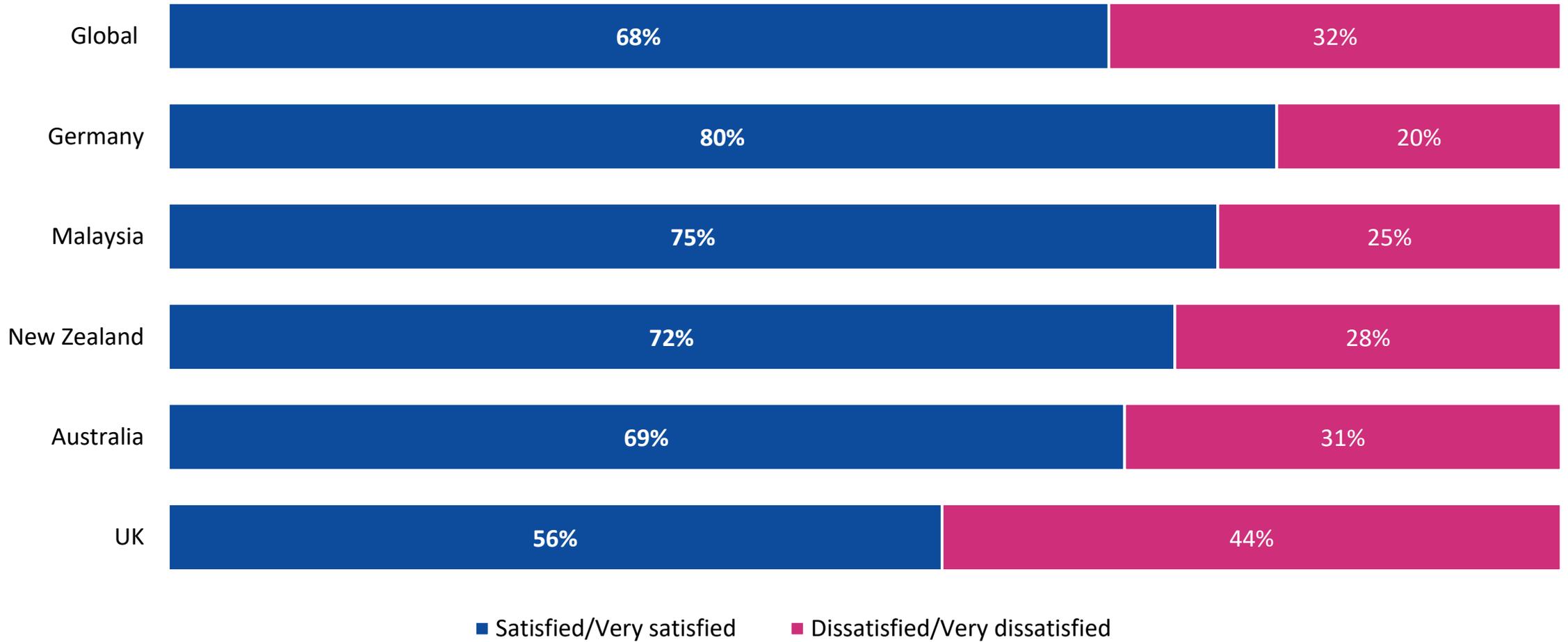
% satisfied or very satisfied

### Satisfaction with different information from their institution in response to COVID-19

	Global	Australia	Germany	Malaysia	NZ	UK
Physical health advice	88%	92%	91%	93%	89%	83%
Wellbeing support	81%	85%	82%	87%	82%	76%
Travel restrictions	79%	81%	79%	80%	82%	74%
Online learning resources	72%	74%	85%	78%	78%	61%
Organisation of online lectures / tutorials	69%	71%	85%	76%	73%	57%
Organisation of tests / exams	69%	67%	76%	70%	68%	60%
Financial support	58%	60%	53%	50%	67%	55%

% satisfied or very satisfied

### Satisfaction overall with the online learning experience at their institution



### Satisfaction with aspects of their online learning experience - % satisfied or very satisfied

	Global	Australia	Germany	Malaysia	NZ	UK
Lectures and tutorials	71%	71%	84%	78%	76%	60%
Online learning resources and library facilities	69%	73%	70%	72%	76%	62%
Tests and exams	67%	65%	74%	70%	69%	58%
Assignments and group work	62%	64%	65%	67%	69%	50%

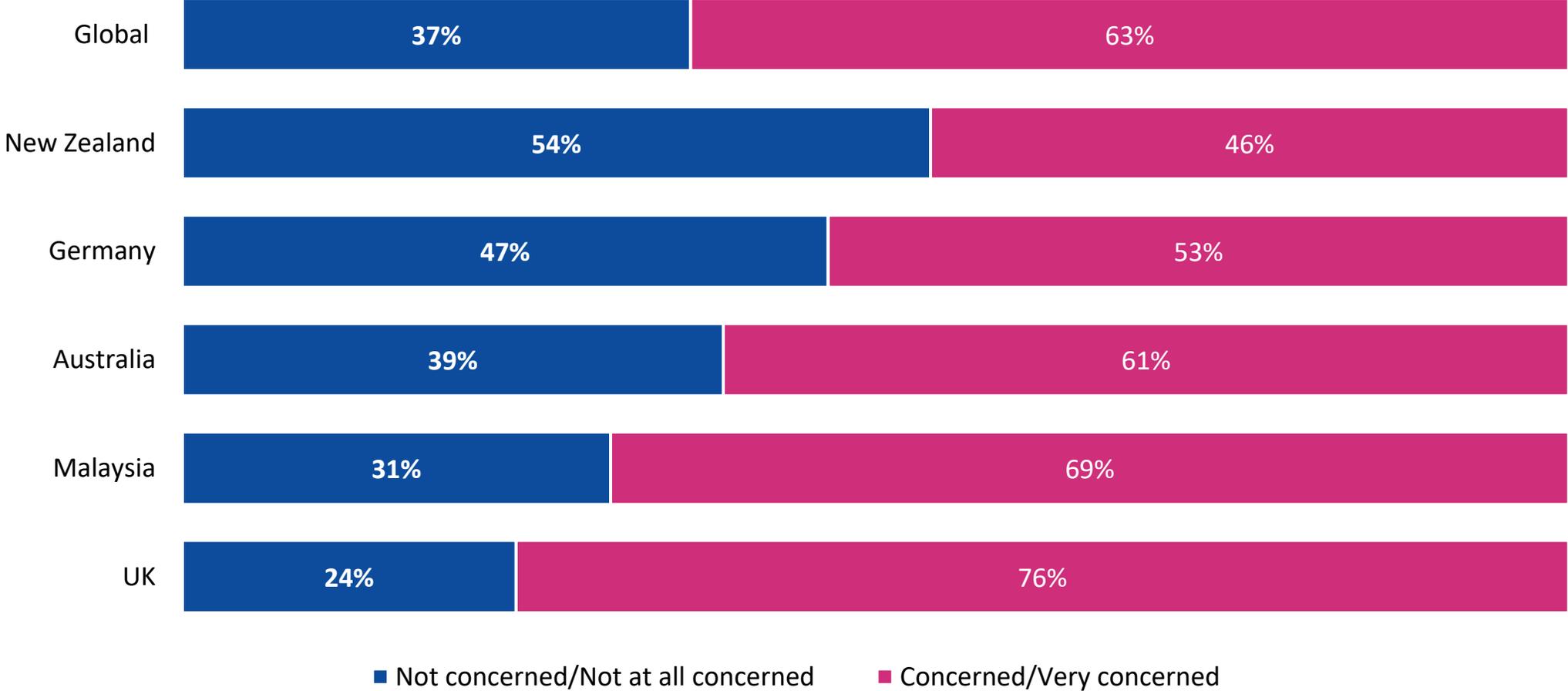
% satisfied or very satisfied

Satisfaction with aspects of their online learning experience - % satisfied or very satisfied

	Global	Australia	Germany	Malaysia	NZ	UK
Lectures and tutorials	71%	71%	84%	78%	76%	60%
Online learning resources and library facilities	69%	73%	70%	72%	76%	62%
Tests and exams	67%	65%	74%	70%	69%	58%
Assignments and group work	62%	64%	65%	67%	69%	50%

% satisfied or very satisfied

### Level of concern about continuing further studies, completing their course or graduating



## What concerns students most about COVID-19

	Global	Australia	Germany	Malaysia	NZ	UK
Physical and mental health risks	26%	23%	22%	28%	27%	26%
Impact on my future career	23%	15%	18%	23%	24%	29%
Completing my studies on time	20%	25%	19%	15%	20%	19%
Funding my studies	14%	20%	20%	19%	9%	9%
Social isolation	11%	9%	13%	9%	12%	12%
Travel restrictions	7%	8%	10%	6%	8%	5%

## What concerns students most about COVID-19

	Global	Australia	Germany	Malaysia	NZ	UK
Physical and mental health risks	26%	23%	22%	28%	27%	26%
Impact on my future career	23%	15%	18%	23%	24%	29%
Completing my studies on time	20%	25%	19%	15%	20%	19%
Funding my studies	14%	20%	20%	19%	9%	9%
Social isolation	11%	9%	13%	9%	12%	12%
Travel restrictions	7%	8%	10%	6%	8%	5%



## Covid-19 response barometer

- Questions are now embedded in future barometer surveys

# Q&A

# ?

## Data

Embrace the pivot table – but online reporting may be just round the corner!

## 2021+

Numerous survey administration improvements to look forward to

## Covid-19

Communication about financial support has been poor

Student experience is ultimately within the control of the institution

## Contact:

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