

i-graduate

Measuring the
Student Experience

VIPoE 2020
ONLINE OCT



Session outline



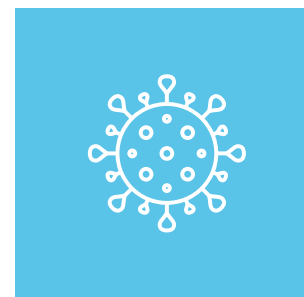
About us



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
ARRIVAL										
Pre-arrival info	97.7%	89.7%	90.7%	91.3%	8.1%	7.0%	6.4%	0.03	3	3
ORIENTATION										
Formal welcome	93.9%	93.0%	94.6%	94.2%	0.9%	-0.7%	-0.3%	0.03	17	9
Meeting staff	94.0%	91.5%	93.0%	93.0%	2.5%	1.0%	1.0%	0.00	7	8
Orientation programme	100.0%	89.6%	91.7%	90.8%	10.4%	8.3%	9.2%	0.00	2	2
Registration	94.2%	91.0%	93.5%	93.5%	3.2%	0.7%	0.7%	0.00	6	2
Study sense	97.6%	88.9%	90.1%	90.1%	8.8%	7.5%	7.5%	0.01	2	2
Campus and facilities intro	91.4%	86.7%	90.7%	89.0%	4.7%	0.7%	2.4%	0.00	8	6
Local orientation	97.4%	87.8%	87.2%	87.9%	9.6%	10.1%	9.4%	0.00	1	1
Clubs and societies intro	85.6%	81.7%	85.2%	83.8%	3.9%	0.4%	1.8%	0.00	18	8
Living orientation	96.8%	87.3%	89.2%	89.0%	9.5%	7.6%	7.8%	0.06	4	3
Recommendation	83.0%	76.0%	73.2%	71.2%	6.9%	9.8%	11.7%	0.00	11	2
Happiness	86.5%	90.4%	88.9%	89.2%	-3.8%	-2.3%	-2.6%	0.38	9	4
Value for money	84.4%	78.5%	77.9%	77.7%	5.9%	6.5%	6.7%	0.12	5	2

54/14

52/13

54/14

52/12

51/11

54/14

53/13

51/11

53/13

52/12

48/10

57/16

57/16

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

Pivot table

Institution	Institution Country	Survey Wave	Full-time / Part-time (Your program status:)	Study Type (Your current study type:)	Study Level (What is the level of your current program of study?)	Study of Tourism and Hospitality
EXAMPLE	Somewhere	THE-ICE 2020	Full-time	campus/On site study full-	Non-degree/Certificate	
EXAMPLE	Somewhere	THE-ICE 2020	Full-time	campus/On site study full-	Non-degree/Certificate	Hi
EXAMPLE	Somewhere	THE-ICE 2020	Full-time	campus/On site study full-	Non-degree/Certificate	
EXAMPLE	Somewhere	THE-ICE 2020	Part-time	ampus/On site study part-	Non-degree/Certificate	
EXAMPLE	Somewhere	THE-ICE 2020	Full-time	campus/On site study full-	Non-degree/Certificate	
		0	Part-time	ampus/On site study part-	Non-degree/Certificate	
		0	Full-time	campus/On site study full-	Non-degree/Certificate	
		0	Full-time	campus/On site study full-	Non-degree/Certificate	
		0	Full-time	campus/On site study full-	Non-degree/Certificate	
		0	Full-time	campus/On site study full-	Non-degree/Certificate	Hi
		0	Full-time	campus/On site study full-	Non-degree/Certificate	
		0	Full-time	campus/On site study full-	Non-degree/Certificate	
		0	Part-time	ampus/On site study part-	Non-degree/Certificate	Hi
		0	Full-time	campus/On site study full-	Non-degree/Certificate	Hi
		0	Full-time	campus/On site study full-	Non-degree/Certificate	
		0	Full-time	campus/On site study full-	Non-degree/Certificate	Hi
		0	Full-time	campus/On site study full-	Non-degree/Certificate	Hi
		0	Part-time	ampus/On site study part-	Non-degree/Certificate	
		0	Full-time	campus/On site study full-	Non-degree/Certificate	
		0	Full-time	campus/On site study full-	Non-degree/Certificate	
		0	Full-time	campus/On site study full-	Non-degree/Certificate	Hi
		0	Full-time	campus/On site study full-	Non-degree/Certificate	
		0	Full-time	campus/On site study full-	Non-degree/Certificate	Hi

Count of l	Unders	Total
1	2.38%	
3	50.00%	
4	47.62%	
(blank)	0.00%	
Grand Tot	100.00%	

PivotTable Fields

Choose fields to add to report:

Search

- ☐ Institution
- ☐ Institution Country
- ☐ Survey Wave
- ☐ Full-time / Part-time (Your program status:)
- ☐ Study Type (Your current study type:)
- ☐ Study Level (What is the level of your current progra...)
- ☐ Study Area (Which area of Tourism and Hospitality ...)
- ☐ Study Stage (Where are you in your program of stud...)

Drag fields between areas below:

Filters

Columns

Rows

Values

EXAMPLE UNIVERSITY

Open Comments

EXAMPLE UNIVERSITY						Arrival Comment			Learning Comment			
Open Comments					Search for word (e.g. housing) >>>	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			
					Word usage by NPS groups							
						Promoter	Neutral	Detractor	Promoter	Neutral	Detractor	
						0%	100%	0%	10%	90%	0%	
					Word usage by satisfaction rating	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	

Instructions

THE-ICE 2020



Enhancements for 2021



Mellissa Oliver

In Touch



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

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IN TOUCH

HOME

SELF SERVICE

USER OPTIONS

TCF Definition for Northern Hemisphere 2020 for Tribal Hallows University

Back to Home Page

IntroductionOptional questionsSchool - 1st LayerSchool - 2nd LayerCampusAccommodation - Standard elementsAccommodation - Additional halls of residenceSupport - Standard elementsSupport - Additional elementsAdditional Questions

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

?

EditSubmit 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

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IN TOUCH

HOME

SELF SERVICE

USER OPTIONS

TCF Definition for Northern Hemisphere 2020 for Tribal Hallows University

Back to Home Page

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

Back to Home Page

IntroductionOptional questionsSchool - 1st LayerSchool - 2nd LayerCampusAccommodation - Standard elementsAccommodation - Additional halls of residenceSupport - Standard elementsSupport - Additional elementsAdditional 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.

EditSubmit 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

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IN TOUCH


HOME


SELF SERVICE


USER OPTIONS ▾


DATA UPLOAD

 Upload

 Validating

 Processing

 Fix Errors

 Complete

Data Upload

File upload

Project:
NH 2020 UK ▾

File:
Data Upload ▾

Select files...

Download Template

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IN TOUCH

ADMIN ▾

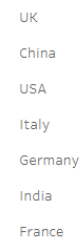
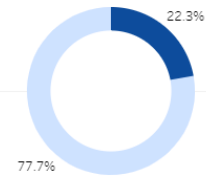
ISB REPORT ▼

STUDENT BAROMETER 2020 RESPONSE NUMBER ▼

USER OPTIONS

TOTAL POPULATION
3,855

RESPONDENTS BREAKDOWN



Apply filters to population?

No

Display parameter

Country ▼

International/Domestic

(All) ▼

Campus

(All)

Country

(All)

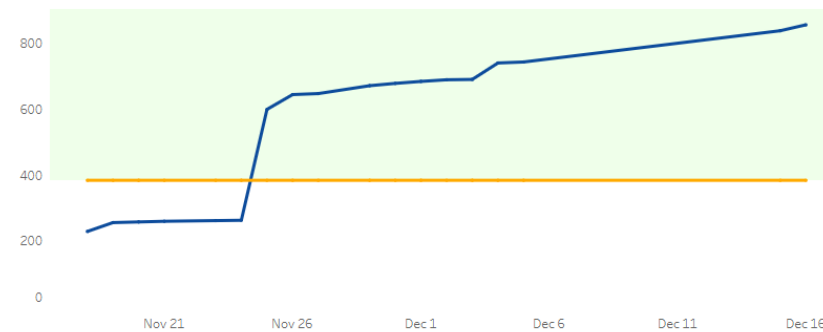
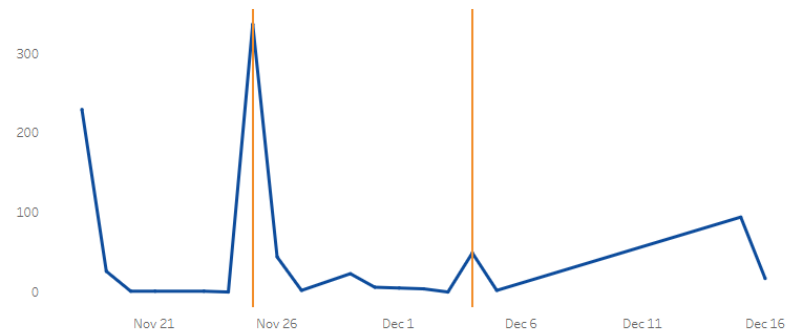
Faculty

(All)

Level of study

(All)

TOTAL RESPONSES COLLECTED



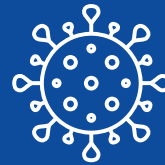
← Undo → Redo |← Revert ↺ Refresh ⏸ Pause

* View: Original Share Download

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University Response to COVID-19



Robin Hallows



Covid-19 response barometer

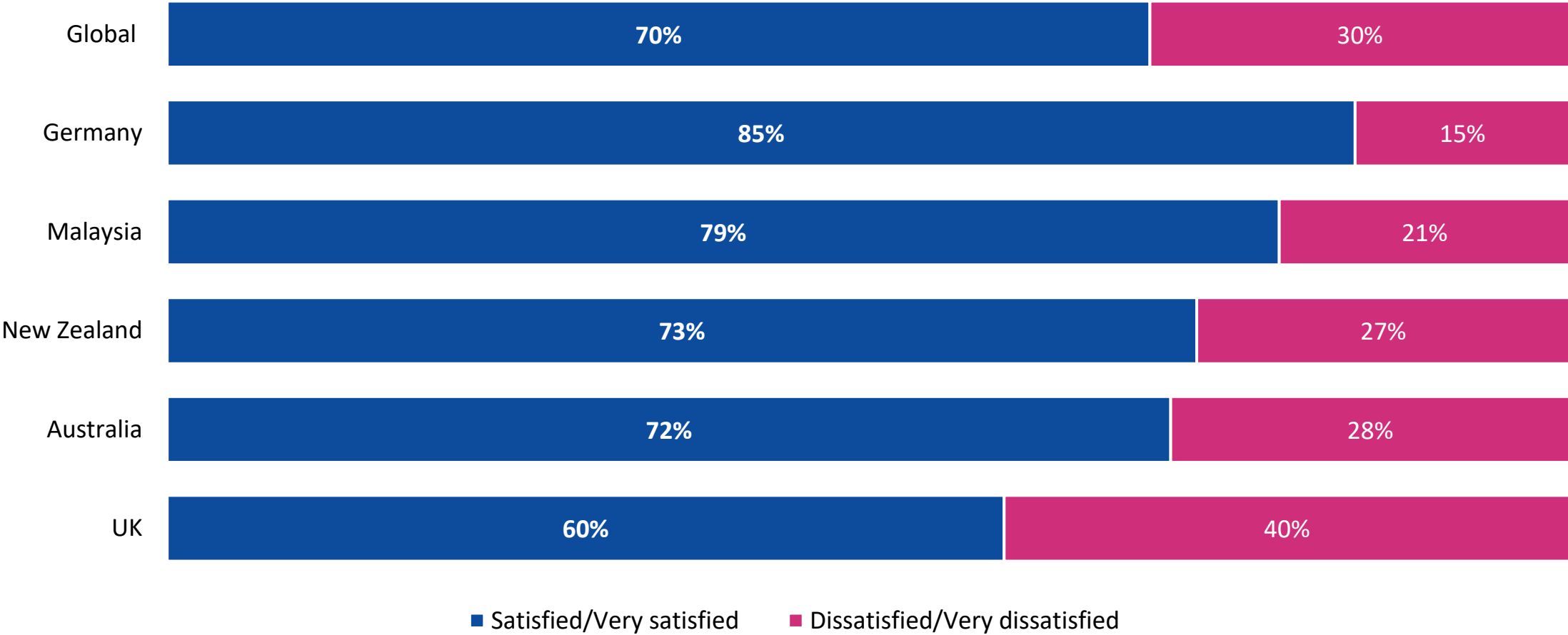
- Overall satisfaction with the institution's response
- Communication
- Online learning
- Looking ahead
- Concerns



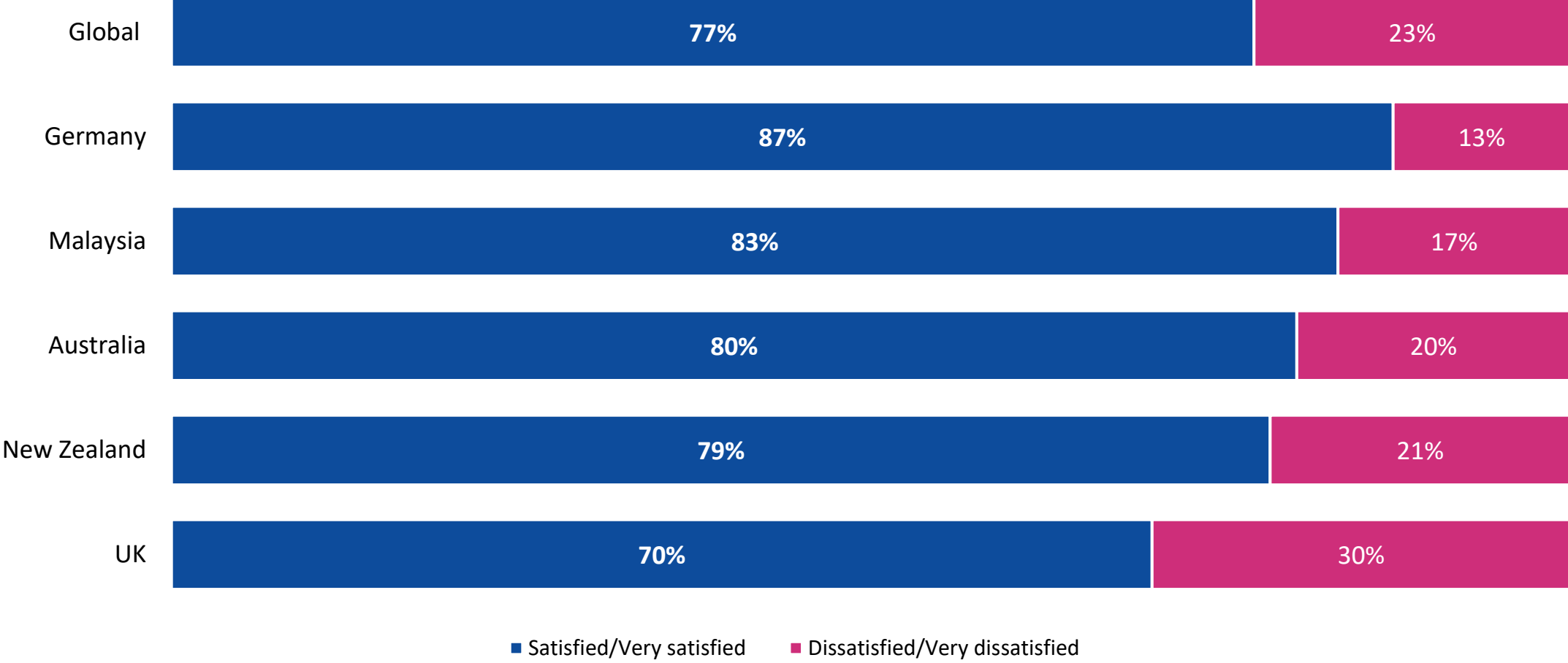
Covid-19 response barometer

- 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%

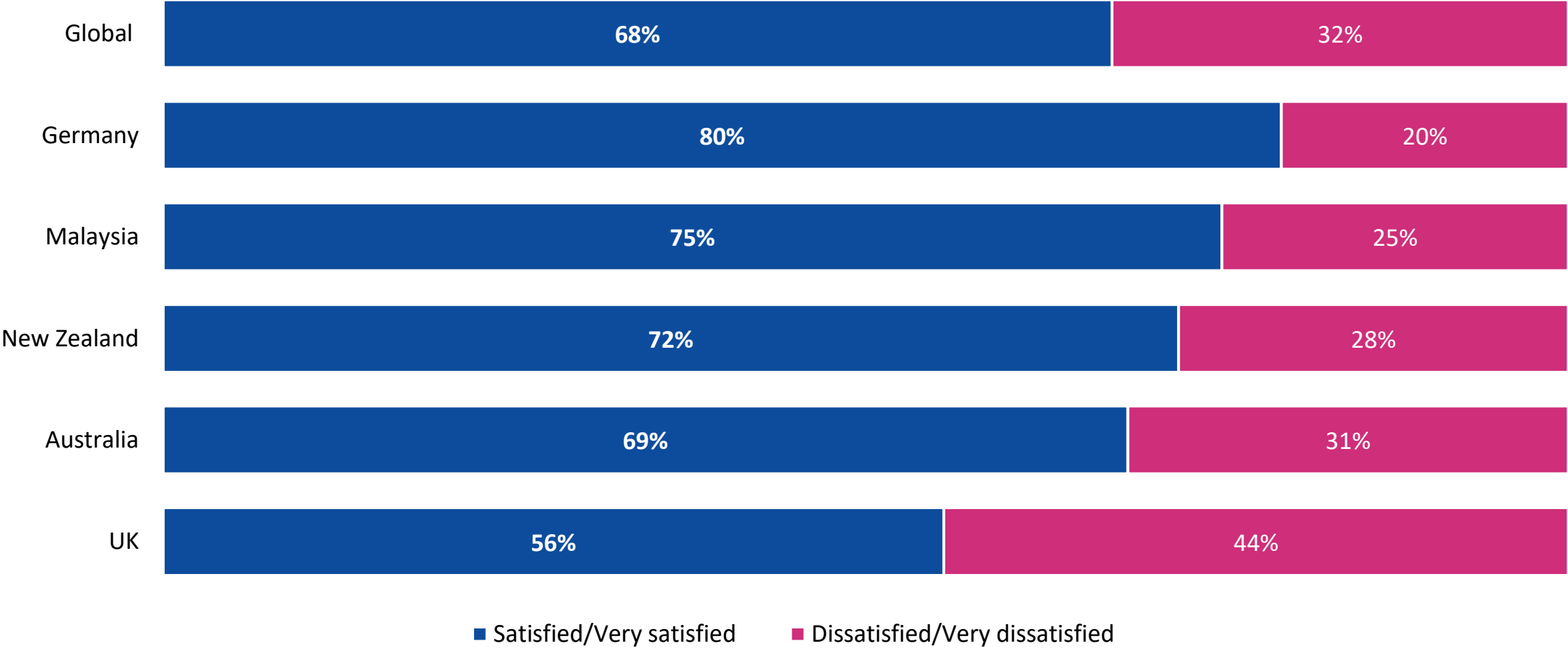
% satisfied or very satisfied

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%

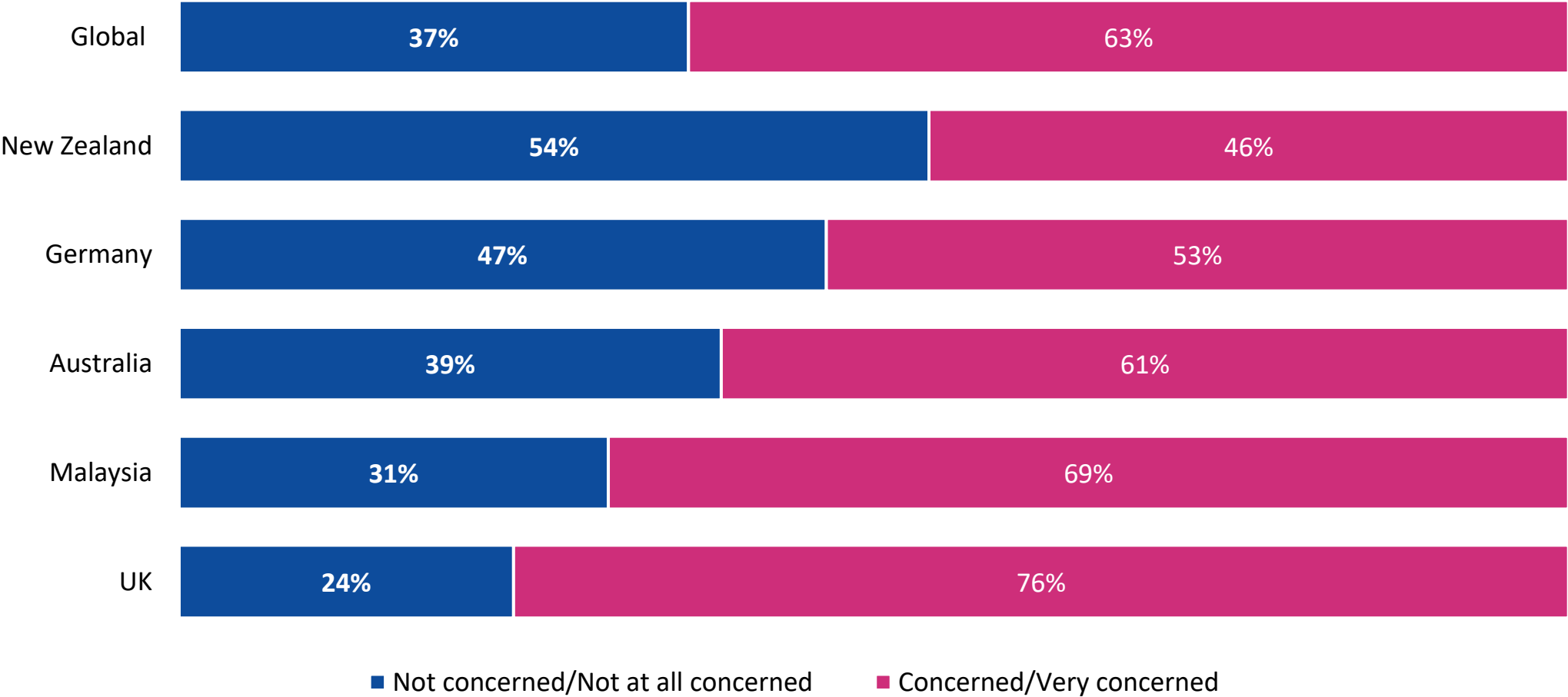
% satisfied or very satisfied

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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