International and Domestic Student Barometer
Autumn Wave 2014

Summary Comparing Royal Holloway with the London Group and other UK Institutions

Strategic Development, April 2015
### Management Summary

- **84%** would recommend, up on 2013. Increase in ‘ambassador’ class
- UG overall satisfaction **92%**
- Learning/teaching: course organisation **+5%** vs UK index (6th in UK rankings). Music **98%** satisfied and Geography **94%** satisfied for course organisation
- Performing above benchmark for virtual learning and technology
- Wave-on-wave improvements for work experience and careers advice **+5%** and **+3%** compared to 2013
- Living: financial support **5th** in UK rankings **+6%** above UK index. Satisfaction higher with domestic UG & PGR students (74% and 75%)
- Support: ISSO **97%** satisfied and **+4%** above UKISB index
- Peer guidance – **90%** of international students satisfied and **88%** of domestic students
- Arrival: accommodation office **+10%** compared to 2013 and **+4%** above UK index
- Registration **93%** satisfied and above the benchmark, **+9%** compared to 2013
• Areas for improvement?
• Physical library -4% vs UK index, students talking about a lack of space. For international students – 50th/53 in UKISB
• Work experience: -5% below the UK index. Variation by school, with 53% satisfied in Politics & Int. Relations and 78% satisfied in Management. Have seen wave-on-wave increase.
• Social facilities: -7% below the UK index. See large variation by hall. Only 44% in Founders Hall satisfied with the social facilities, compared with 86% in Penrose Court
• Health Center – -8% below sector average
• Transport – parking an issue for some students, and availability of buses with students talking about cut-backs in bus services. Of particular concern to international students in Kingswood Hall II (43% satisfied)
54 UK Institutions participated in the survey:

<table>
<thead>
<tr>
<th>University of Aberdeen</th>
<th>University of Glasgow</th>
<th>University of Oxford</th>
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</thead>
<tbody>
<tr>
<td>Anglia Ruskin University</td>
<td>Glasgow Caledonian University</td>
<td>Plymouth University</td>
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<tr>
<td>Aston University</td>
<td>University of Gloucestershire</td>
<td>University of Portsmouth</td>
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<tr>
<td>Bath Spa University</td>
<td>Goldsmiths, University of London</td>
<td>Robert Gordon University</td>
</tr>
<tr>
<td>University of Bedfordshire</td>
<td>University of Greenwich</td>
<td>Royal Holloway, University of London</td>
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<tr>
<td>University of Birmingham</td>
<td>University of Hertfordshire</td>
<td>The University of Sheffield</td>
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<tr>
<td>University College Birmingham</td>
<td>University of Huddersfield</td>
<td>Sheffield Hallam University (SHU)</td>
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<tr>
<td>Bournemouth University</td>
<td>The University of Hull</td>
<td>SOAS, University of London</td>
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<tr>
<td>University of Bradford</td>
<td>University of Leeds</td>
<td>University of Southampton</td>
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<tr>
<td>University of Bristol</td>
<td>Leeds Beckett University</td>
<td>University of South Wales</td>
</tr>
<tr>
<td>Cardiff University</td>
<td>University of Lincoln</td>
<td>University of Strathclyde</td>
</tr>
<tr>
<td>University of Central Lancashire</td>
<td>University College London</td>
<td>University of Sunderland</td>
</tr>
<tr>
<td>Coventry University</td>
<td>Loughborough University</td>
<td>University of Surrey</td>
</tr>
<tr>
<td>University for the Creative Arts</td>
<td>Newcastle University</td>
<td>Teesside University</td>
</tr>
<tr>
<td>University of Derby</td>
<td>The University of Northampton</td>
<td>University of Ulster</td>
</tr>
<tr>
<td>University of Dundee</td>
<td>Northumbria University</td>
<td>University of Wales, Trinity Saint David</td>
</tr>
<tr>
<td>Durham University</td>
<td>The University of Nottingham (UK)</td>
<td>University of Warwick</td>
</tr>
<tr>
<td>The University of Edinburgh</td>
<td>Oxford Brookes University</td>
<td>University of the West of England, Bristol</td>
</tr>
</tbody>
</table>

**Bold** highlights those that surveyed international and domestic students
Respondents: all students

(Left top) 2,370 students took part in the Autumn 2014 survey. There were 2,410 in Autumn 2013.

(Below) Proportionally fewer RHUL PGT students responded (14%) than the UK sector average (19%).

(Left bottom) The largest proportion (15%) of respondents were from the School of Management, as last year. History, Psychology and English had the next highest proportions (with 8% each).
Choice of Destination: Study Factors

- The top 10 most important factors in where they should study, for RHUL domestic students, were similar to others in the UK (left).
- Personal safety, teacher reputation and opportunities to work while studying were all seen as more important to RHUL students than to other UK students.

As with RHUL domestic students, RHUL international students consider institution reputation and the specific course of study to be the two most important study factors (right).

For RHUL international students, the ‘Location’ of RHUL was seen to influence the decision greatly (86%) compared with institution location only being 80% important at other UK institutions. Teacher reputation and social life were also seen as more important at RHUL.
65% of domestic students considered their visit to Royal Holloway to be the most important factor in helping them choose us. This is higher than those attending open days at other UK institutions (57%, left).

RHUL staff were also more important to RHUL students (influencing 30% of RHUL students) than other UK students (22% importance).

RHUL international students also perceived a visit to RHUL as having a far greater influence on them (20%) than other UK students did (13%).

Other factors were largely similar between RHUL and other UK institutions.
Arrival satisfaction levels among RHUL students are generally very high.

Compared to the UK average, RHUL satisfaction levels are lowest for ‘home friends’, at 2.5% below the UK, yet the satisfaction level is still a very high 82.2%.

Highest RHUL satisfaction levels compared to the UK can be seen for Internet Access, with 85.8% satisfaction, which is 7.3% above the average for the UK.

### Benchmarking arrival – all students

<table>
<thead>
<tr>
<th></th>
<th>RHUL</th>
<th>Global ISBSB %</th>
<th>UKISBSB %</th>
<th>Global ISBSB +/-</th>
<th>UKISBSB +/-</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ARRIVAL AVERAGE</strong></td>
<td>85.8%</td>
<td>84.8%</td>
<td>85.6%</td>
<td>1.0%</td>
<td>0.2%</td>
</tr>
<tr>
<td><strong>ARRIVAL OVERALL</strong></td>
<td>90.4%</td>
<td>90.2%</td>
<td>90.7%</td>
<td>0.1%</td>
<td>-0.4%</td>
</tr>
<tr>
<td>Registration</td>
<td>92.9%</td>
<td>89.9%</td>
<td>90.2%</td>
<td>3.0%</td>
<td>2.7%</td>
</tr>
<tr>
<td>First night</td>
<td>91.1%</td>
<td>87.9%</td>
<td>89.6%</td>
<td>3.1%</td>
<td>1.5%</td>
</tr>
<tr>
<td>Accommodation Office</td>
<td>90.1%</td>
<td>86.1%</td>
<td>86.4%</td>
<td>4.0%</td>
<td>3.7%</td>
</tr>
<tr>
<td>Other friends</td>
<td>89.8%</td>
<td>85.3%</td>
<td>88.7%</td>
<td>4.5%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Meeting staff</td>
<td>89.5%</td>
<td>89.8%</td>
<td>91.4%</td>
<td>-0.3%</td>
<td>-2.0%</td>
</tr>
<tr>
<td>Formal welcome</td>
<td>89.2%</td>
<td>88.7%</td>
<td>89.8%</td>
<td>0.5%</td>
<td>-0.6%</td>
</tr>
<tr>
<td>Fees and Finance Office</td>
<td>86.7%</td>
<td>89.6%</td>
<td>88.8%</td>
<td>-2.9%</td>
<td>-2.0%</td>
</tr>
<tr>
<td>Accommodation condition</td>
<td>86.4%</td>
<td>82.7%</td>
<td>83.3%</td>
<td>3.7%</td>
<td>3.2%</td>
</tr>
<tr>
<td>University orientation</td>
<td>86.1%</td>
<td>86.2%</td>
<td>87.5%</td>
<td>-0.1%</td>
<td>-1.3%</td>
</tr>
<tr>
<td>Internet access</td>
<td>85.8%</td>
<td>75.7%</td>
<td>78.5%</td>
<td>10.1%</td>
<td>7.3%</td>
</tr>
<tr>
<td>Host friends</td>
<td>83.8%</td>
<td>86.5%</td>
<td>85.4%</td>
<td>-2.7%</td>
<td>-1.6%</td>
</tr>
<tr>
<td>Local orientation</td>
<td>83.3%</td>
<td>82.8%</td>
<td>85.7%</td>
<td>0.5%</td>
<td>-2.4%</td>
</tr>
<tr>
<td>Study sense</td>
<td>82.7%</td>
<td>84.4%</td>
<td>85.1%</td>
<td>-1.7%</td>
<td>-2.4%</td>
</tr>
<tr>
<td>Home friends</td>
<td>82.2%</td>
<td>86.1%</td>
<td>84.7%</td>
<td>-3.9%</td>
<td>-2.5%</td>
</tr>
<tr>
<td>Social activities</td>
<td>80.1%</td>
<td>81.4%</td>
<td>81.8%</td>
<td>-1.4%</td>
<td>-1.7%</td>
</tr>
<tr>
<td>Welcome</td>
<td>80.0%</td>
<td>79.5%</td>
<td>79.6%</td>
<td>0.5%</td>
<td>0.4%</td>
</tr>
<tr>
<td>Bank account</td>
<td>79.0%</td>
<td>79.3%</td>
<td>79.4%</td>
<td>-0.3%</td>
<td>-0.4%</td>
</tr>
</tbody>
</table>
Arrival week had been very helpful from the students working at the SU. They had been friendly and offered to help before having to ask them first. The registration process had been quite quick and there has been no problems.

South Korea

The college could do a lot more to provide information to incoming postgraduates to ease them into their course and inform them about their options for housing, etc.

UK

'Institution Orientation - It would have been helpful to receive a packet or checklist or some kind of information on what to do once I arrived on campus…The online checklist for what to do before leaving my country was helpful, and it would have been nice to have something similar for what to do in my first week after arriving in this country/at RHUL.

USA
Learning

- The graph on the right shows UG learning satisfaction by area, from highest to lowest satisfaction.
- This helps place the above graph in context: although work experience has improved by more than 5% since 2013, it is still the learning element with least satisfaction in 2014.

RHUL work experience satisfaction was up 5.5% on the previous year compared with only a 1% increase across the sector (left).

However, satisfaction with lectures and teachers was down on 2013, as was satisfaction with research management.
RHUL student satisfaction with the library facilities is shown (out of 4) for each Autumn i-Graduate survey over the past 9 years.

Increases in satisfaction were seen every year between 2007 and 2011.

Satisfaction has remained very steady since then, with a fractionally higher level of satisfaction seen in Autumn 2014.
Library facilities are woefully inadequate. Unable to find space to work even outside of peak times.

UK

'Very few chances to study in a science library (Bedford) due to lack of space for seating or computer lab. More seminar rooms are needed to open up during "rush hours" 11am-7pm'.

Qatar

2 hour lectures mean its hard to concentrate for 2 hours straight.

UK

although teaching quality is very high. The university suffers from regular strikes and marking strikes due to the cuts in Teacher's pay and pensions.

UK
• RHUL satisfaction with living costs was ranked 19th in the UK, at 61.5%, compared with the sector average of 68.3% (left).

• RHUL satisfaction with social facilities was ranked 20th in the UK at 69.8%, compared with the UK average of 76.4% (below).

• The breakdown for social facilities satisfaction by hall shows that Founders students are least satisfied (44%) with social facilities (below left).
Campus buildings were rated the 6th best in the UK (left).

RHUL transport links were ranked 19th in the UK, with 77.2% satisfaction compared with the UK satisfaction of 84.7%.

The transport links satisfaction breakdown by hall is shown below left, with Kingswood II having lowest levels of satisfaction with 43%.
Living Experience: Comments

We are still paying the same amount for the sshh bus annual pass as last year, yet the service has been reduced by more than half...

*UK*

I live in Kingswood and I can't go back there on foot during the night as it is really dark and known as dangerous place. Buses are not available till late night, it is inevitable to walk down there with many threats.

*Japan*

It would be useful to clean up and/or tarmac the entire footpath to Kingswood. It's very muddy and slippery. It would be good to have the pathway fully lit up the entire way too.

*UK*

very limited parking is a real issue.  

*UK*  

Parking is diabolical. 

*UK*
The Students’ Union has seen large increases in satisfaction since 2009, from 72% then to 88%, with a 4% increase since last year (left).

However, RHUL SU satisfaction (88.2%) is still lower than the UK average (92.3%, below left).

The RHUL Residential Support Team has relatively lowest satisfaction (88.2%) when compared with the sector (92.3%).
My personal tutor is very friendly and I know they will provide support if needed.
UK

International Student Support Office …they really helped me a lot.
Japan

The SU seems to …have made it their sole objective to make things as complex for societies as possible and unenjoyable for anyone who doesn't like binge drinking and social disorder. The founders dining hall is run by good and helpful staff but the food on offer is usually of a poor quality.
UK

Founder's Dining Hall is very cheap, but easy to get bored of...
UK

It would be nice if there were a cafe on campus with access to sunlight...
USA
The number of students positive or neutral about the institution (adding up the top 3 categories) is the same as the UK average (97%), as last year.

However, RHUL has fewer students ‘actively’ encouraging people to apply (41%) than the average UK institution (47%). This means that the next two categories (circled) are higher than the UK sector average.

RHUL PGT and PGR students are less satisfied than UG students with 80% encouraging people to apply compared to 85% for UG students (bottom left).

RHUL PGT students are also more likely to neither encourage nor discourage others from applying (17%, circled) than UG or PGR.