



i-graduate

INTERNATIONAL INSIGHT

part of the Tribal Group plc

ALGONQUIN
COLLEGE

International Student Barometer

Autumn 2016

Overview

Summary

- Survey Overview
- National Trends
- Headline Results
- Survey Response

Pre - Arrival

- Decision Factors
- Key Influences
- Agents
- Application

Experience

- Arrival
- Learning
- Engagement
- Living
- Support

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- Deliverables
- About i-graduate
- Questionnaire
- Additional Info

Survey overview

Process summary & scale

- Core questionnaire covering arrival, learning, living, support, recommendation, application and choice of college
- Semi-standardised online questionnaire format, adapted and customised for each partner college
- Students invited to feedback from September to December 2016
- 159,959 international students responded from 196 colleges in 17 countries
- College-specific results compared against comparator groups, national and international benchmarks
- Reporting: in person, confidential and customised to each college

All participating institutions

ISB (159,959), SB (140,593), ISBSB (188,031)

Adelphi International	Curtin University	Hochschule Bonn-Rhein-Sieg
Algonquin College	Deakin University	Hochschule Deggendorf
Auburn Global	Dublin City University	Hochschule Furtwangen
Australian Catholic University	Edith Cowan University	Hochschule Koblenz
Bath Spa University	European University Viadrina	Hochschule Neu-Ulm
Bauhaus-Universität Weimar	Fachhochschule Dortmund	HK Community College (HKCC)/School of Professional Education and Executive Development (SPEED)
BINUS University	Fachhochschule Frankfurt am Main	Humber Institute of Technology and Advanced Learning
Bond University	Fanshawe College	Indiana University Bloomington
Bournemouth University	Federation University Australia	Indiana University East
Brandenburgische Technische Universität Cottbus - Senftenberg	FIU Global First Year	Indiana University Kokomo
Cambrian College	Flinders University	Indiana University Northwest
Camosun College	Freie Universität Berlin	Indiana University South Bend
Cardiff Metropolitan University	Friedrich-Schiller-Universität Jena	Indiana University South East
Centennial College	George Brown College	Indiana U-Purdue U Indianapolis
Chalmers University of Technology	Georgian College	International Accelerator at American University
Charles Darwin University	Glasgow Caledonian University	Jade University of Applied Sciences
Chinese University of Hong Kong	Goldsmiths, University of London	James Cook University
Christian-Albrechts-Universität zu Kiel	Griffith University	James Cook University Singapore
College of the Rockies	HAN University of Applied Sciences	Johannes Gutenberg-Universität Mainz
Communaute Universite Grenoble Alpes	Hanze University of Applied Sciences, Groningen	Jönköping University
Coventry University	Heinrich Heine Universität Düsseldorf	Karolinska Institute
CQUniversity Australia	HKU Space Community College	Kent State University

Colleges in bold surveyed international and domestic students

All participating institutions

ISB (159,959), SB (140,593), ISBSB (188,031)

KU Academic Accelerator Program	Newcastle University	Swedish Institute of Agricultural Sciences
La Trobe University	Niagara College	Swinburne University of Technology (Sarawak Campus)
Lane Community College	Northeastern University	Taylor's College
Leeds Beckett University	Northumbria University	Taylor's University, Lakeside Campus
Leiden University	Osnabrück University of Applied Sciences	Technische Hochschule Köln
Linköping University	Ostbayerische Technische Hochschule Regensburg	Technische Universität Bergakademie Freiberg
Linnaeus University	Oxford Brookes University	Technische Universität Chemnitz
Liverpool John Moores University	Peking University	Technische Universität Clausthal
London South Bank University	Penang Medical College	Technische Universität Dresden
Loughborough University	Philipps-Universität Marburg	Technische Universität Kaiserslautern
LSU Global	Queensland University of Technology	Teesside University
Lund University	RMIT University	The Australian National University
Mahidol University	Royal Holloway, University of London	The Hong Kong Polytechnic University
Manchester Metropolitan University	Ruhr-Universität Bochum	The Hong Kong University of Science and Technology
Martin-Luther Universität Halle-Wittenberg	RWTH Aachen University	The University of Adelaide
Maynooth University	Saxion University of Applied Sciences	The University of Edinburgh
Mid Sweden University	Sheridan College	The University of New South Wales
Mohawk College	SIM Global Education (SIM GE)	The University of Queensland
Monash University	Southern Cross University	The University of Sheffield
Murdoch University	St. Lawrence College	The University of Sydney
National University of Ireland, Galway	Stockholm University	The University of Western Australia
New Brunswick Community College	Sunway University and Sunway College	THEi / IVE / HKDI

Colleges in bold surveyed international and domestic students

All participating institutions

ISB (159,959), SB (140,593), ISBSB (188,031)

Trinity College Dublin	University of Central Lancashire	University of South Carolina IAP
UCF Global Achievement Academy	University of Derby	University of South Wales
Umeå University	University of Dundee	University of Southern Queensland
Universita Cattolica del Sacro Cuore	University of Glasgow	University of St Andrews
Universität Bayreuth	University of Gloucestershire	University of Stirling
Universität Bielefeld	University of Gothenburg	University of Strathclyde
Universität Hamburg	University of Greenwich	University of Surrey
Universität Hohenheim	University of Groningen	University of Sussex
Universität Konstanz	University of Hong Kong	University of Tasmania
Universität Leipzig	University of Huddersfield	University of Technology Sydney
Universität Paderborn	University of Kent	University of the Sunshine Coast
Universität Stuttgart	University of Leeds	University of the West of Scotland
Universität zu Köln	University of Limerick	University of Twente
Universiti Brunei Darussalam	University of Melbourne	University of Wales, Trinity Saint David
University College Cork	University of Nebraska–Lincoln	University of Wollongong
University College Dublin	University of New England	University of York
University of Bedfordshire	University of Nottingham	Uppsala University
University of Bradford	University of Nottingham (China)	Utrecht University
University of Bristol	University of Nottingham (Malaysia)	Western Michigan University
University of Calgary	University of Oulu	Western Sydney University
University of Cambridge	University of Oxford	
University of Canberra	University of South Australia	

Benchmark group

Ontario Colleges ISB (9,586)

Algonquin College

Cambrian College

Centennial College

Fanshawe College

George Brown College

Georgian College

Humber Institute of Technology and Advanced
Learning

Mohawk College

Niagara College

Sheridan College

St.Lawrence College

Colleges in bold surveyed international and domestic students

Headline Results

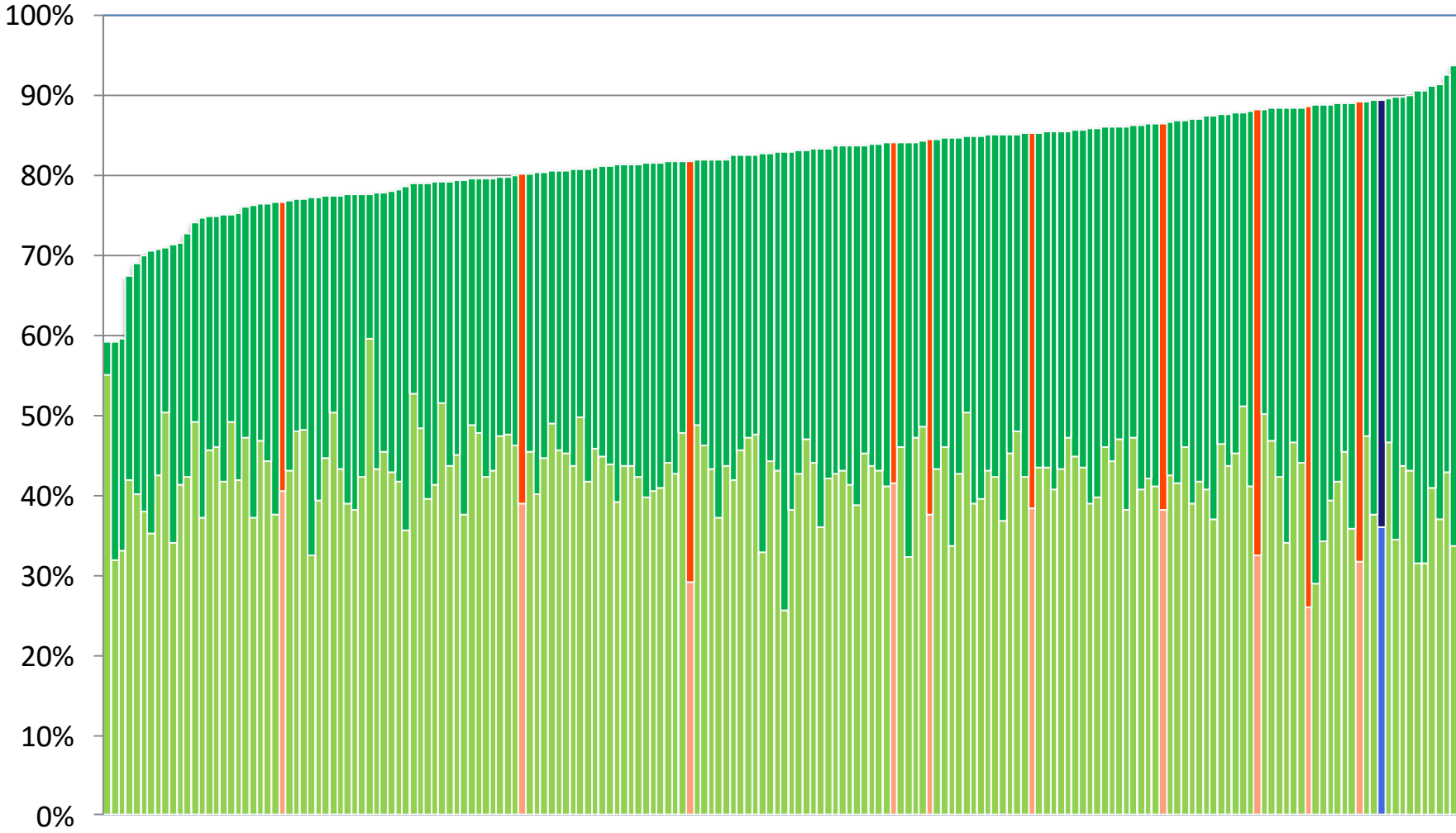
Propensity to recommend

Algonquin (519)	2016 vs 2015		Ontario Colleges ISB (7685)	Global ISB (132680)
53%	6%	I would actively encourage people to apply	47%	40%
36%	-4%	If asked, I would encourage people to apply	36%	44%
8%	-2%	I would neither encourage nor discourage people to apply	12%	13%
1%	0%	If asked, I would discourage people from applying	2%	3%
1%	0%	I would actively discourage people from applying	1%	1%

Propensity to recommend (by study level)

Algonquin (519)		Other (351)	UG Certificate/Diploma (87)	Graduate Certificate (79)
53%	I would actively encourage people to apply	56%	53%	43%
36%	If asked, I would encourage people to apply	34%	33%	47%
8%	I would neither encourage nor discourage people to apply	8%	13%	4%
1%	If asked, I would discourage people from applying	1%	0%	4%
1%	I would actively discourage people from applying	1%	1%	3%

Propensity to recommend (all colleges)



■ Actively encourage (ISB)
■ If asked, encourage (ISB)

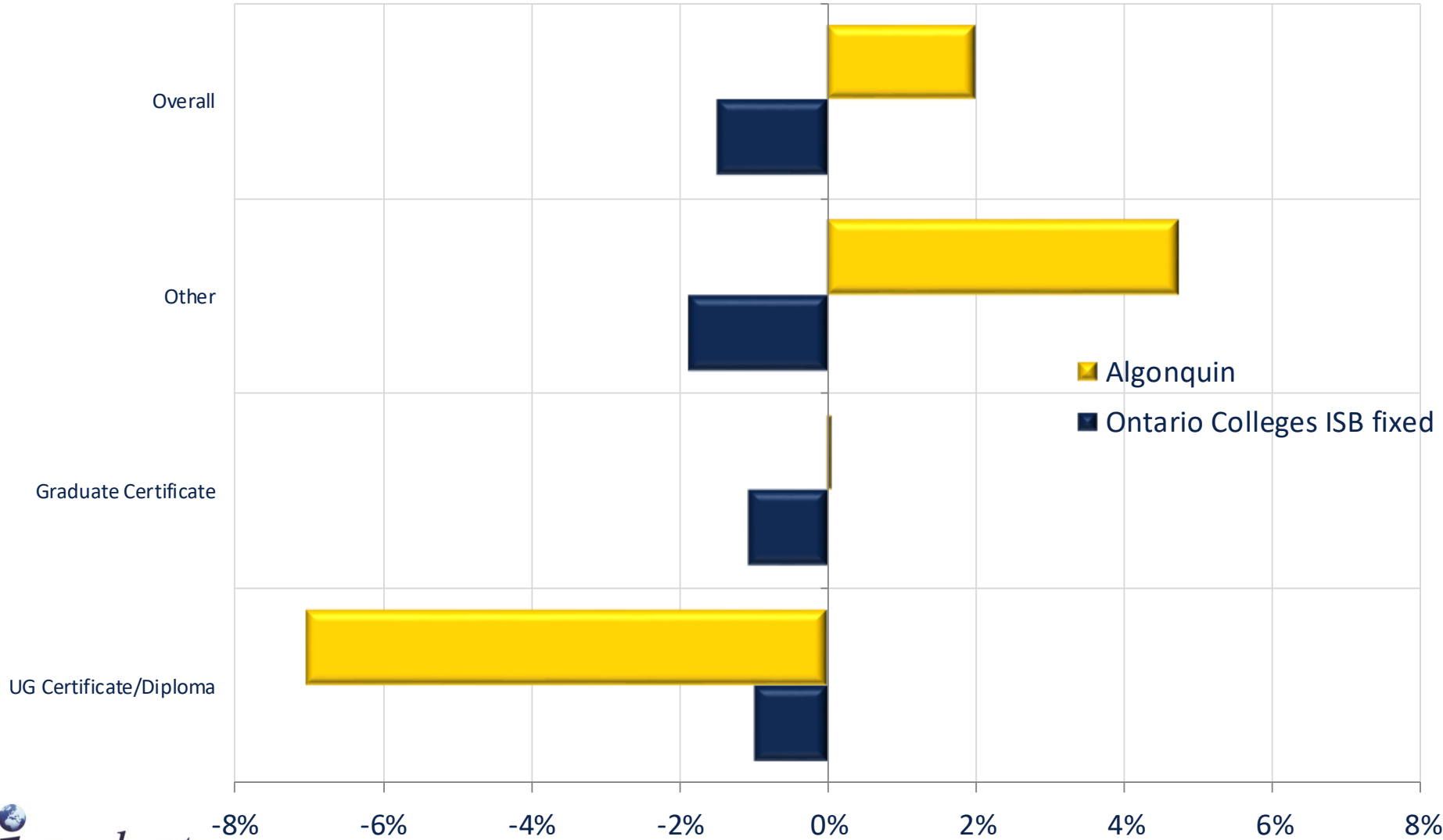
■ Actively encourage (College)
■ If asked, encourage (College)

■ Actively encourage (Ontario Colleges ISB)
■ If asked, encourage (Ontario Colleges ISB)

Would you recommend the college to others thinking of applying here?

Propensity to recommend

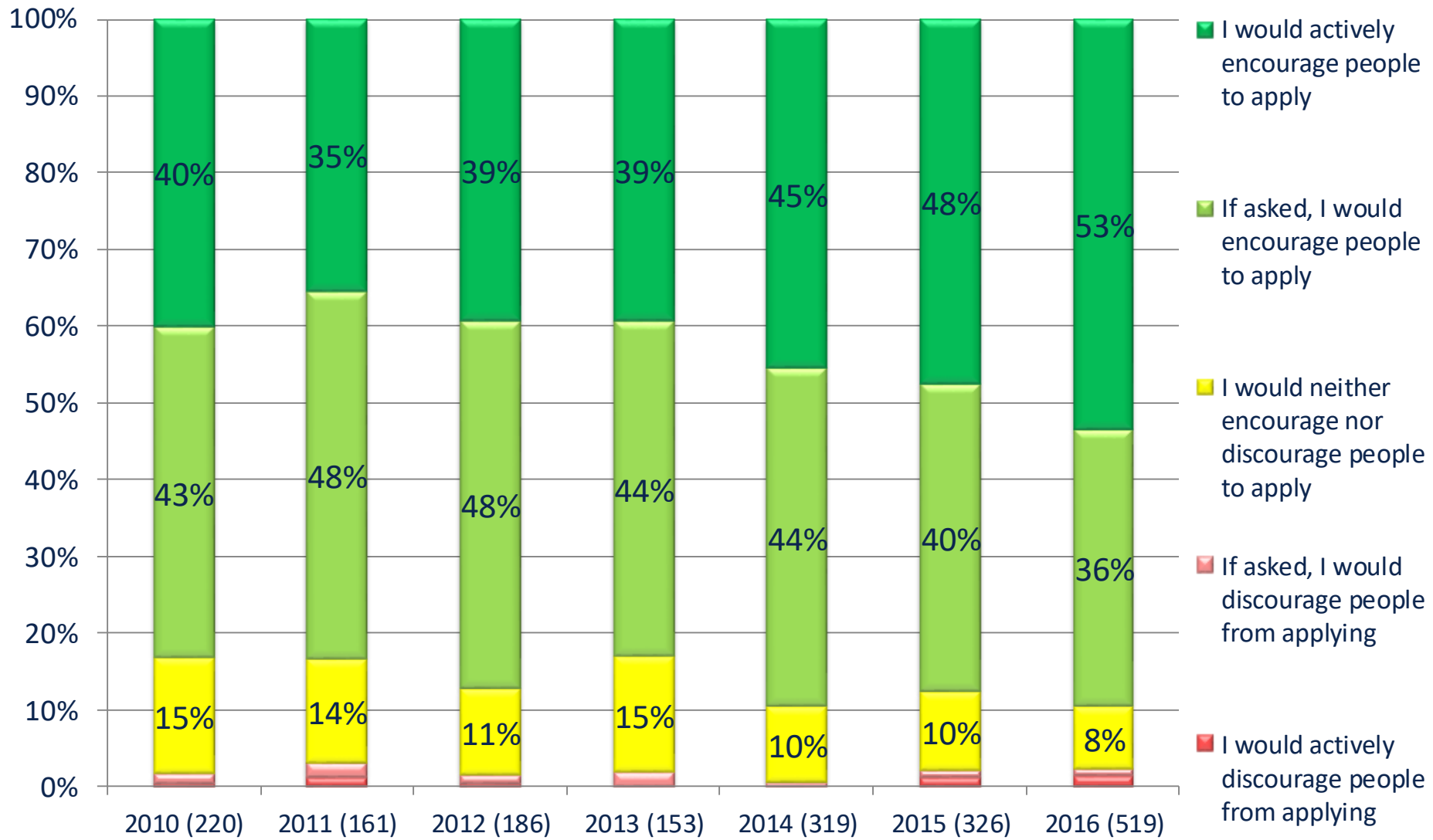
Worse in 2016 Better in 2016



Would you recommend the college to others thinking of applying here? ^{*2016 vs 2015}

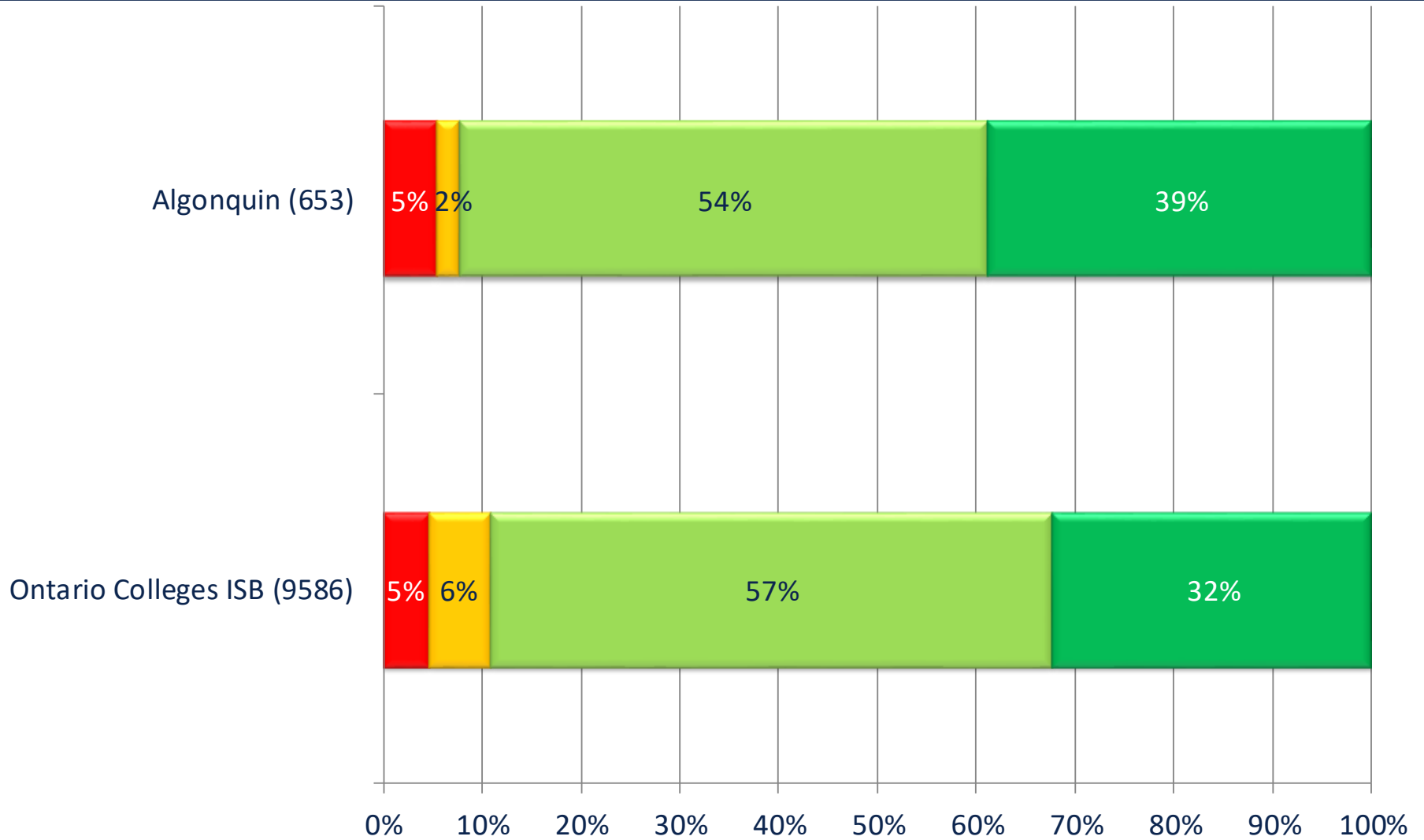
The Fixed Benchmark only includes colleges that took part in both years

Propensity to recommend (compared to previous years)



Would you recommend the college to others thinking of applying here?

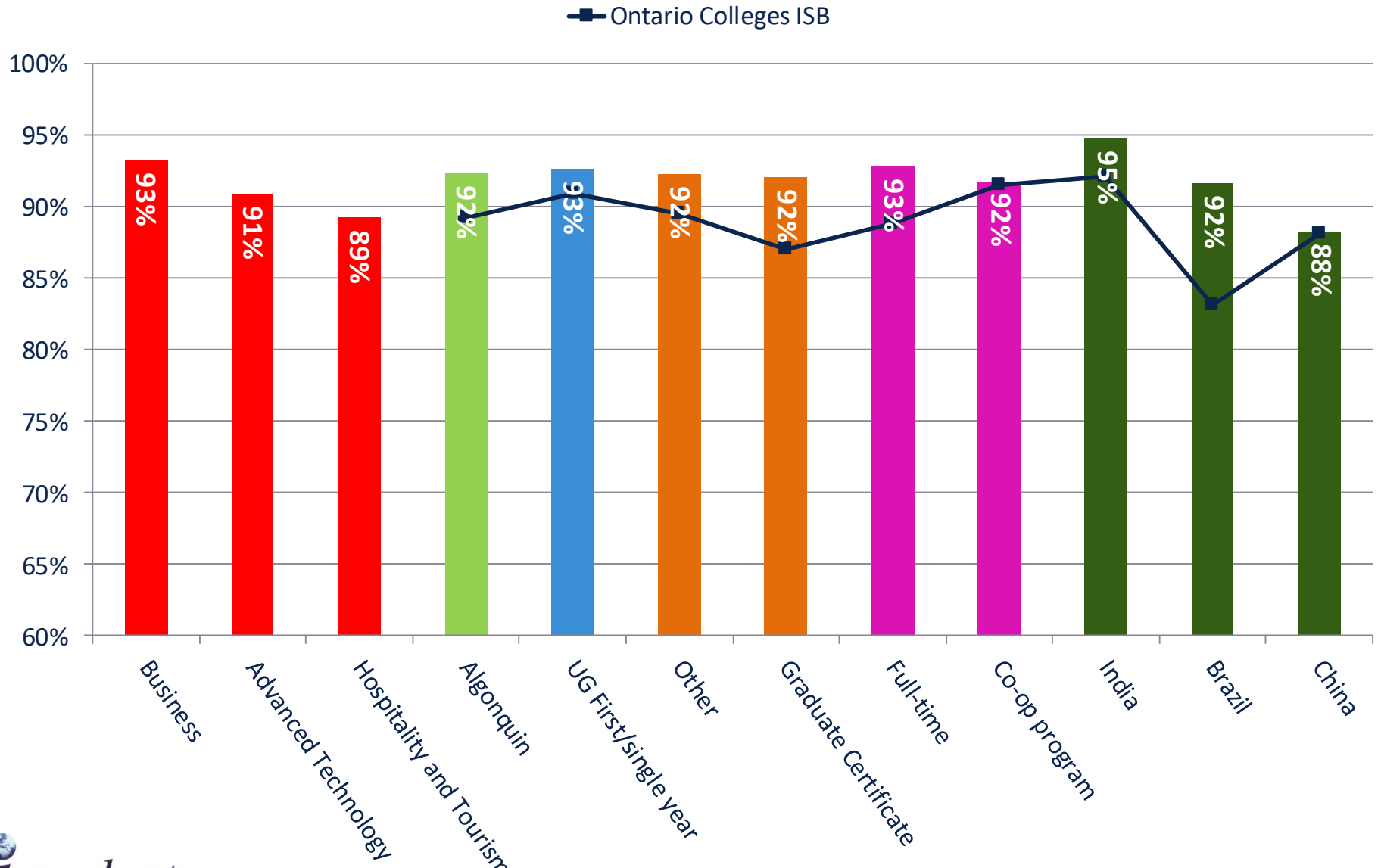
Overall satisfaction



■ Very dissatisfied
 ■ Dissatisfied
 ■ Satisfied
 ■ Very satisfied

Overall, how satisfied are you with all aspects of your experience at your college?

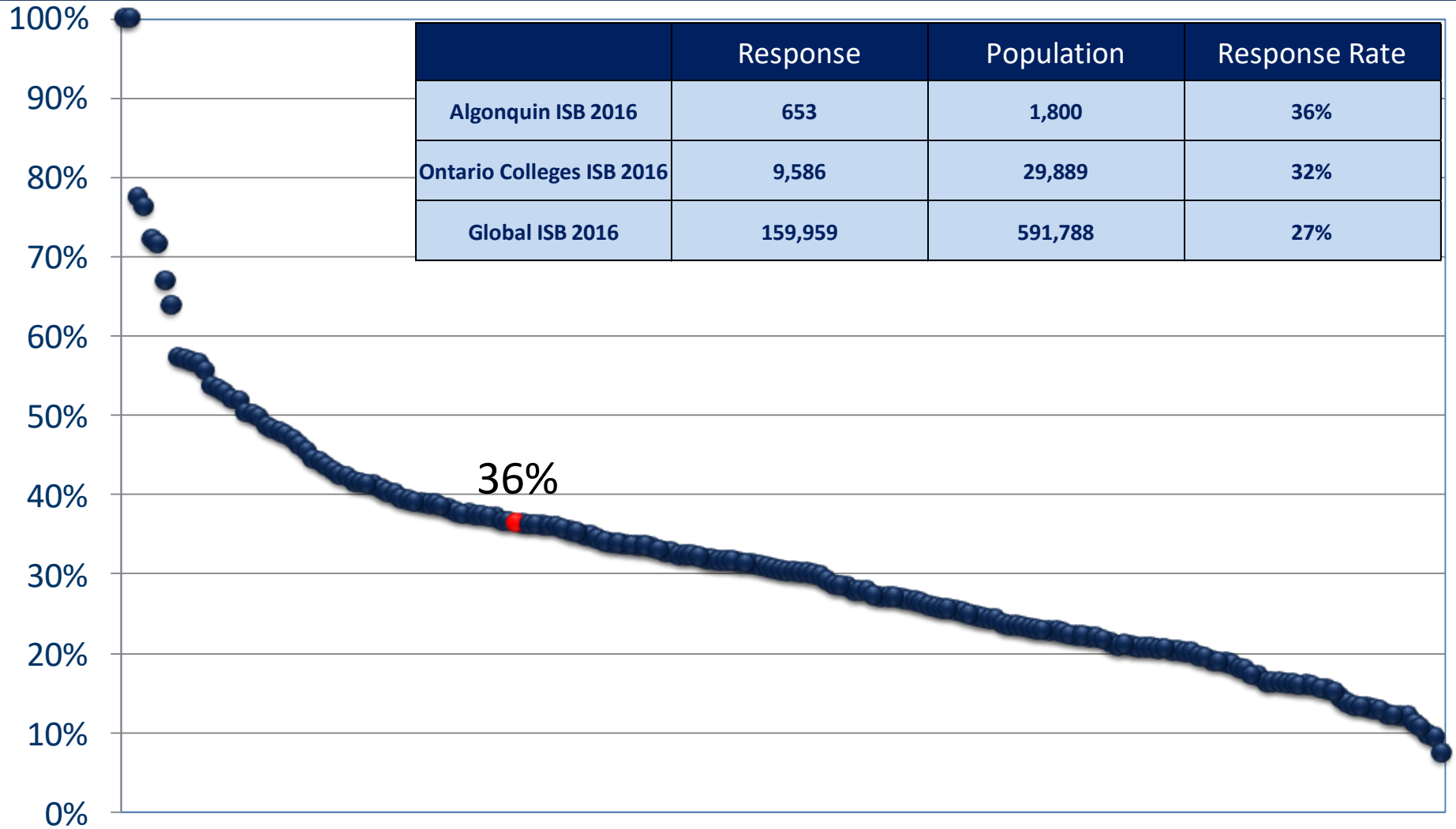
Overall satisfaction



Overall, how satisfied are you with all aspects of your experience at your college?

Survey Response

Response rate breakdown

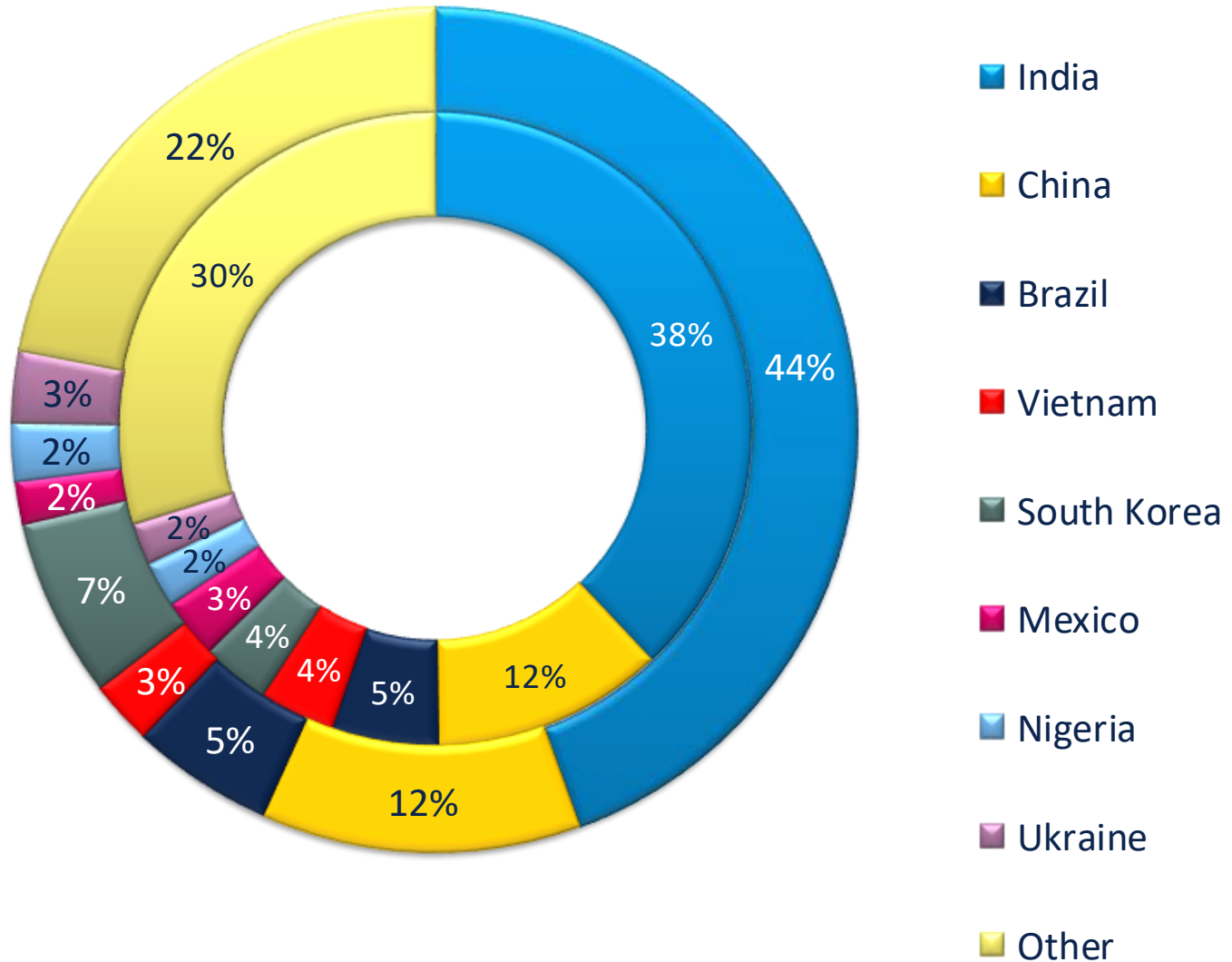


36%

Each dot represents an college in the global benchmark. This college's response rate is highlighted in red.

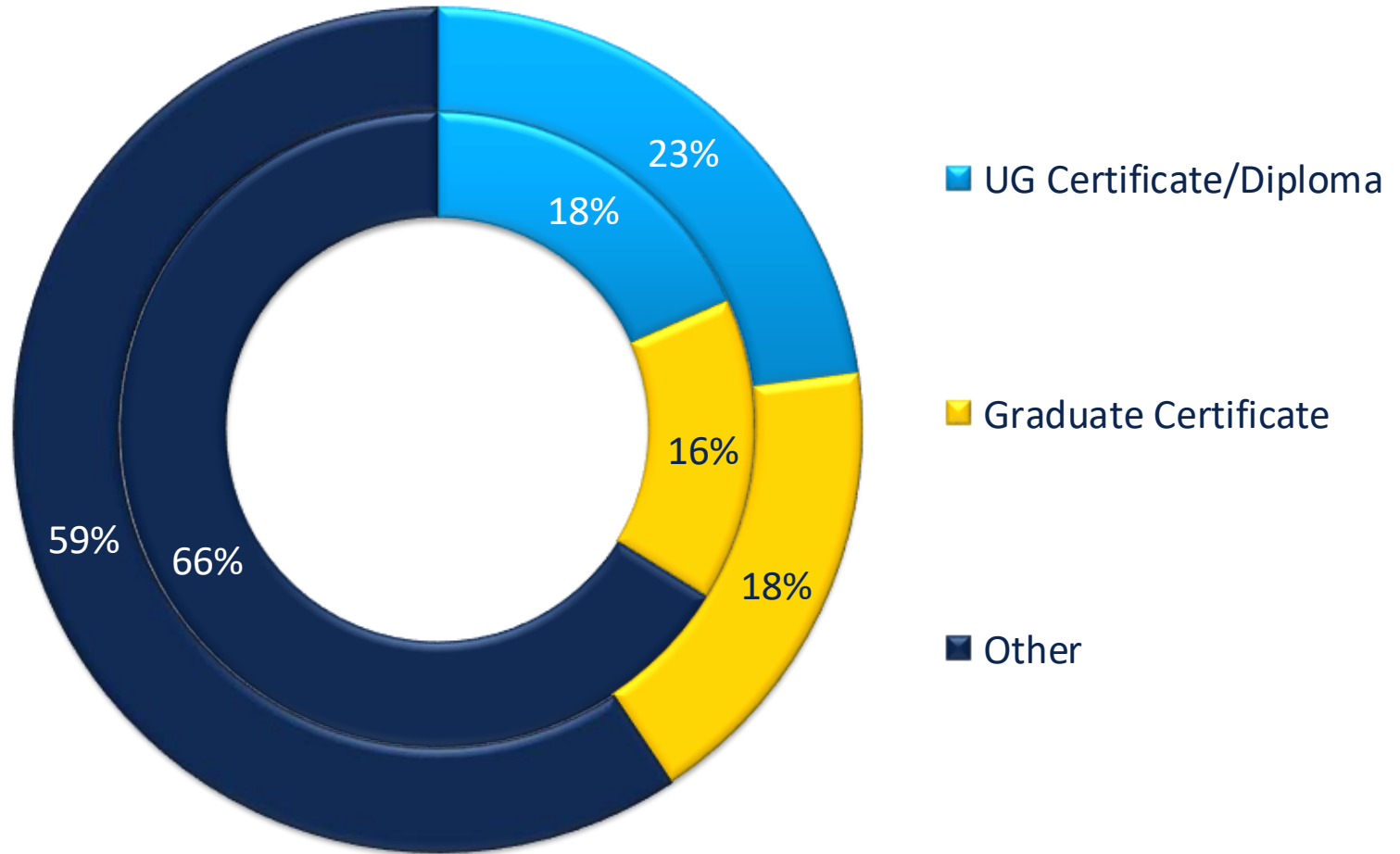
Nationality breakdown

Algonquin (653, inner circle) vs Ontario Colleges ISB (9586, outer circle)

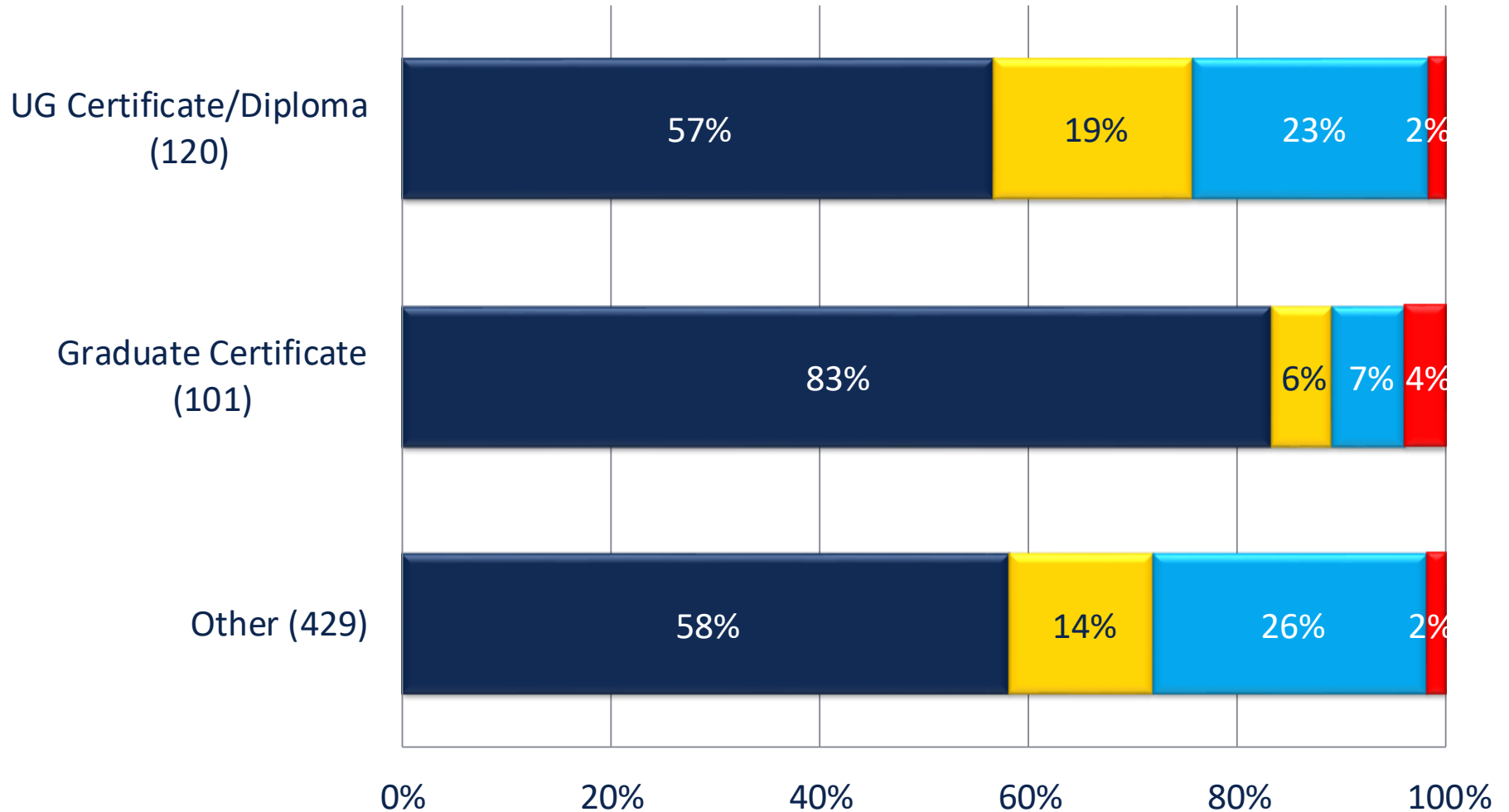


Study level breakdown

Algonquin (653, inner circle) vs Ontario Colleges ISB (9586, outer circle)



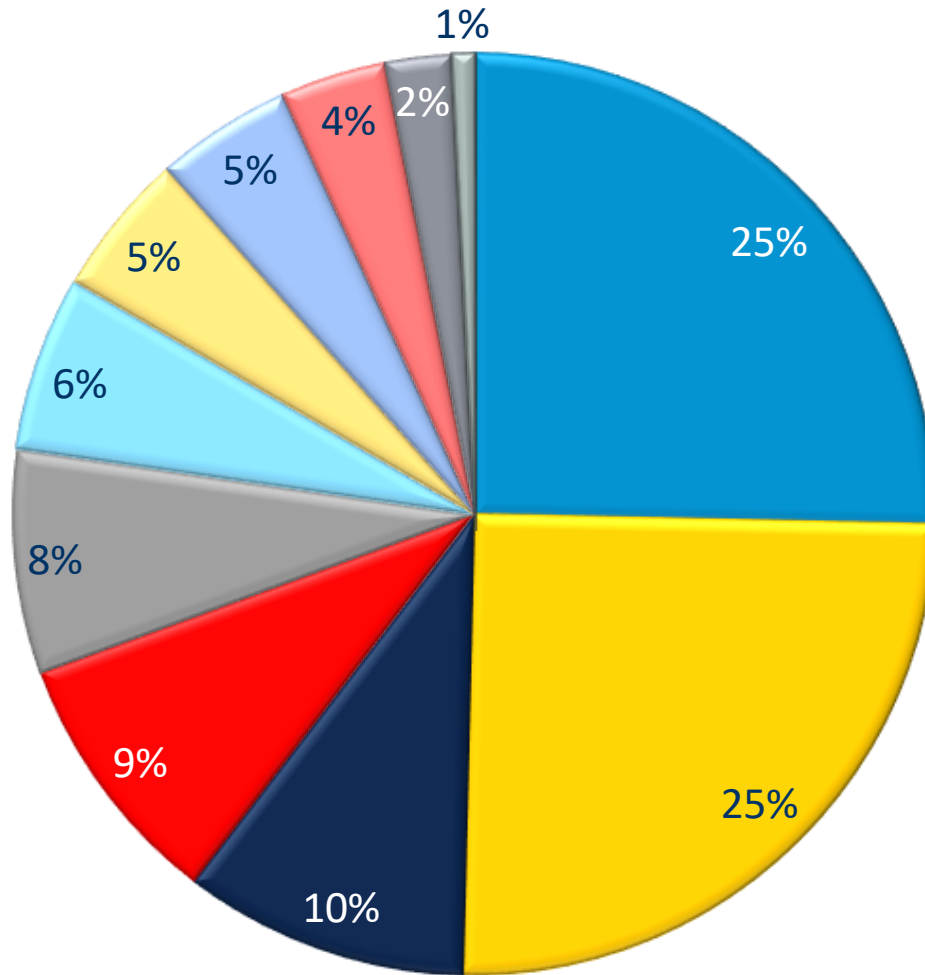
Study stage breakdown



First/single year
 Other year
 Last/final year
 Short program

School/faculty breakdown

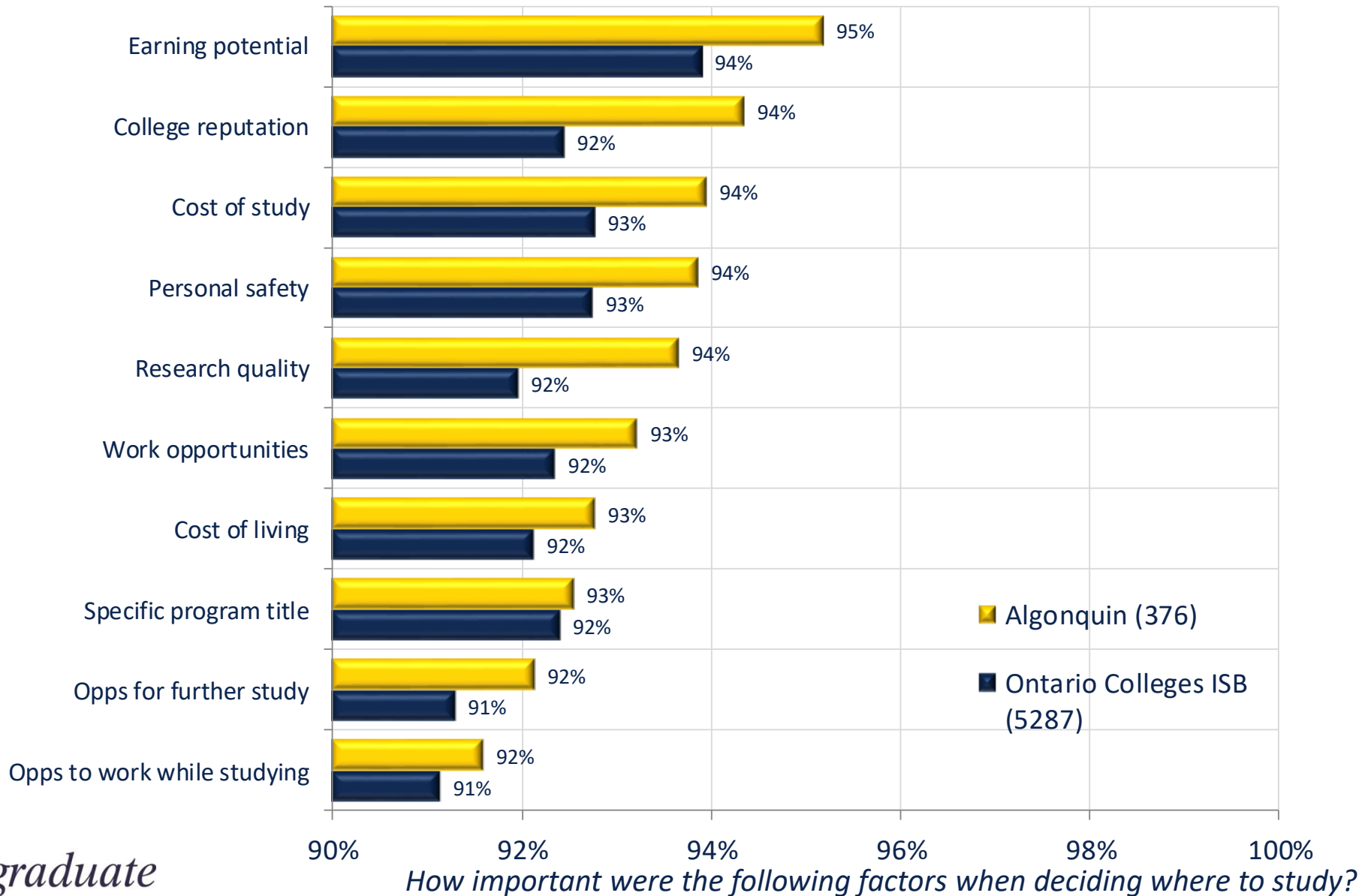
Algonquin (651)



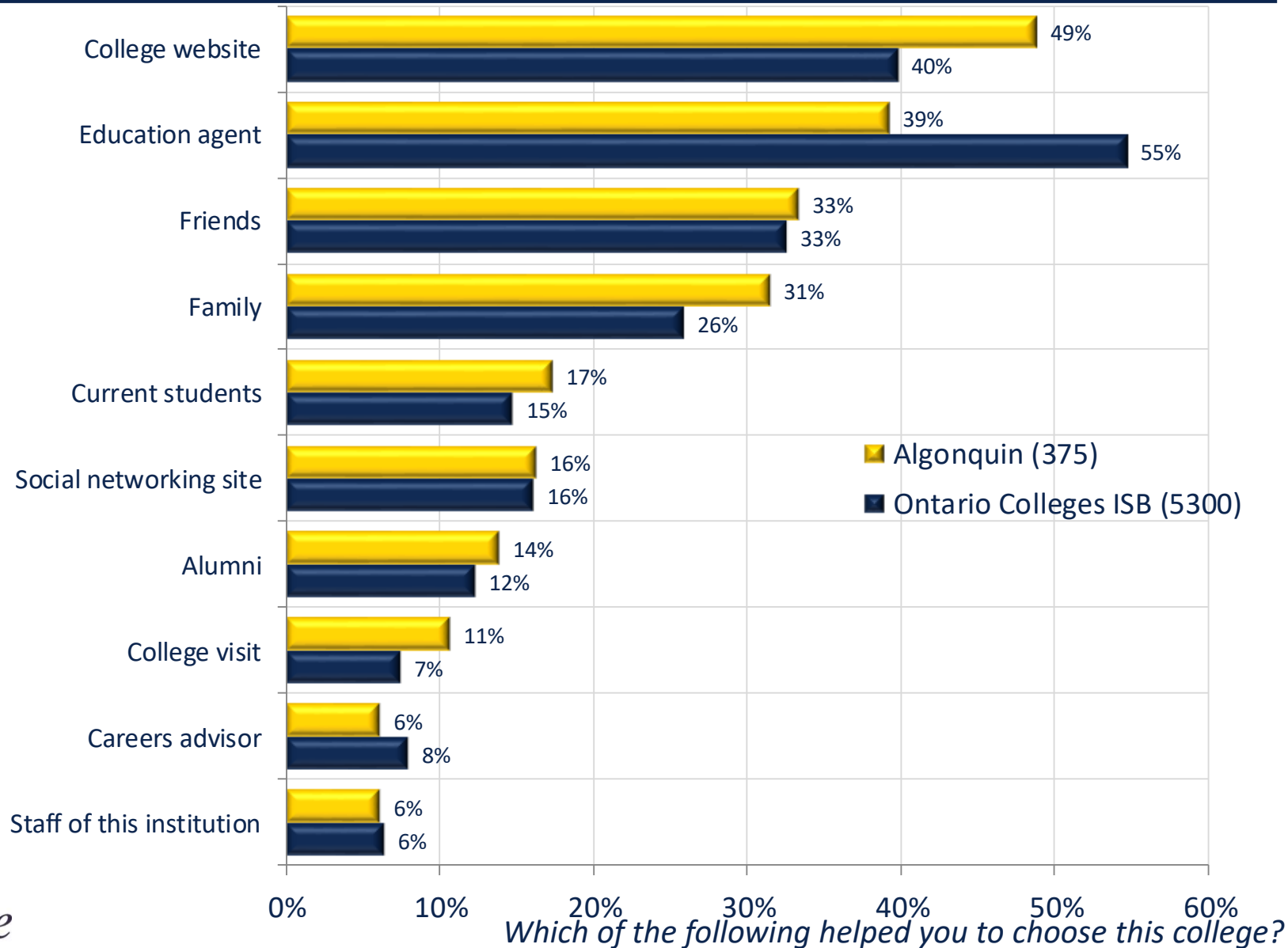
- Advanced Technology
- Business
- Hospitality and Tourism
- Algonquin Centre for Construction Excellence
- Media and Design
- Health and Community Studies
- Don't know
- Algonquin College in the Ottawa Valley (Pembroke)
- General Arts and Science
- Language Institute
- Other

Choice of Destination

Top 10 factors in study decision (% important)

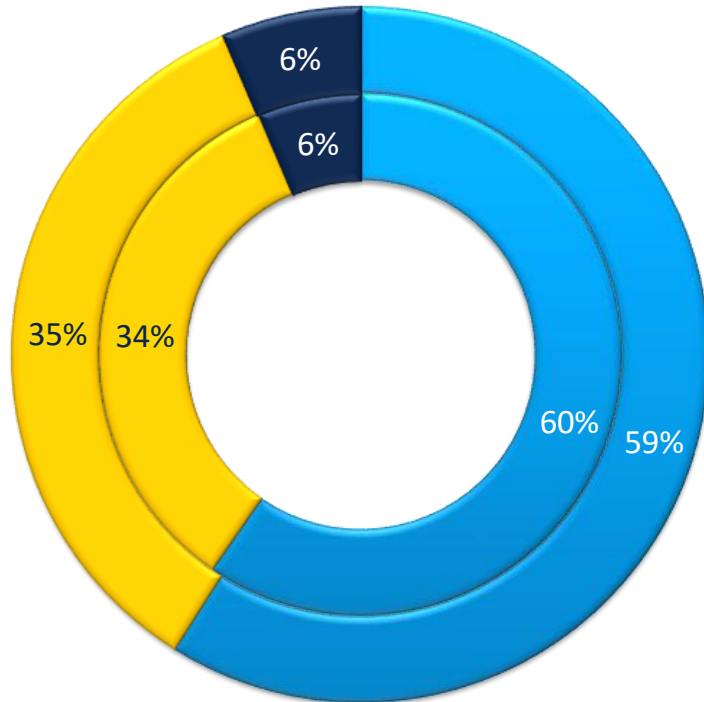


Top 10 key influences (choice of college)



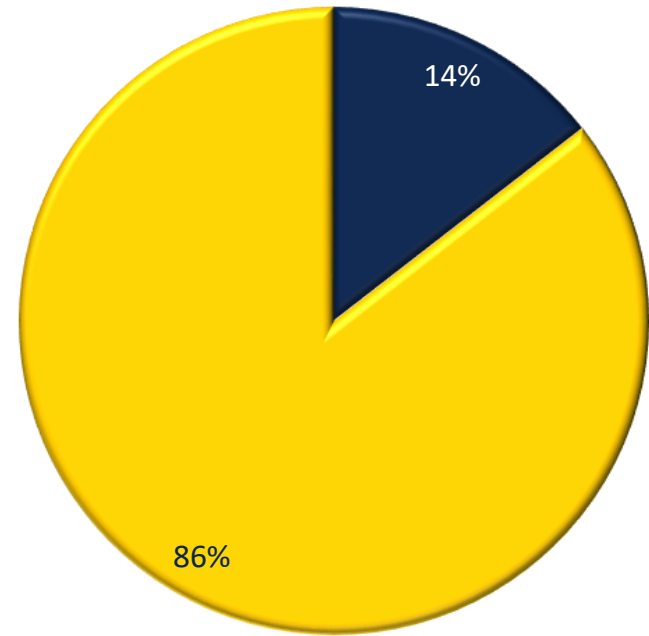
Brand strength

Algonquin (312, inner circle) vs Ontario Colleges ISB (4396, outer circle)



■ The country
 ■ The institution
 ■ Don't know

Algonquin (311)



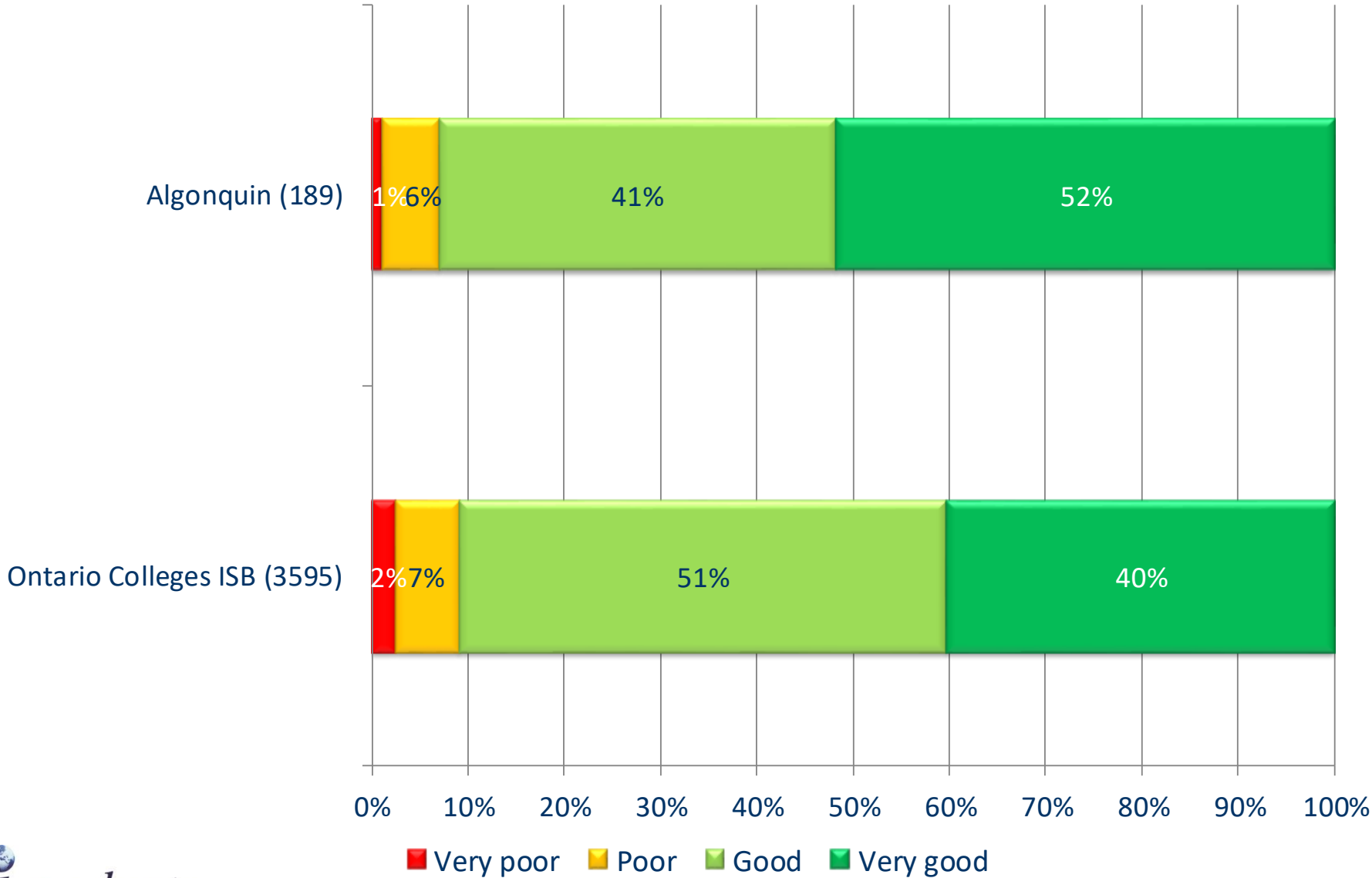
■ No
 ■ Yes

Which was most important in your decision of where to study?

Was this country your first choice for international education?

Agents

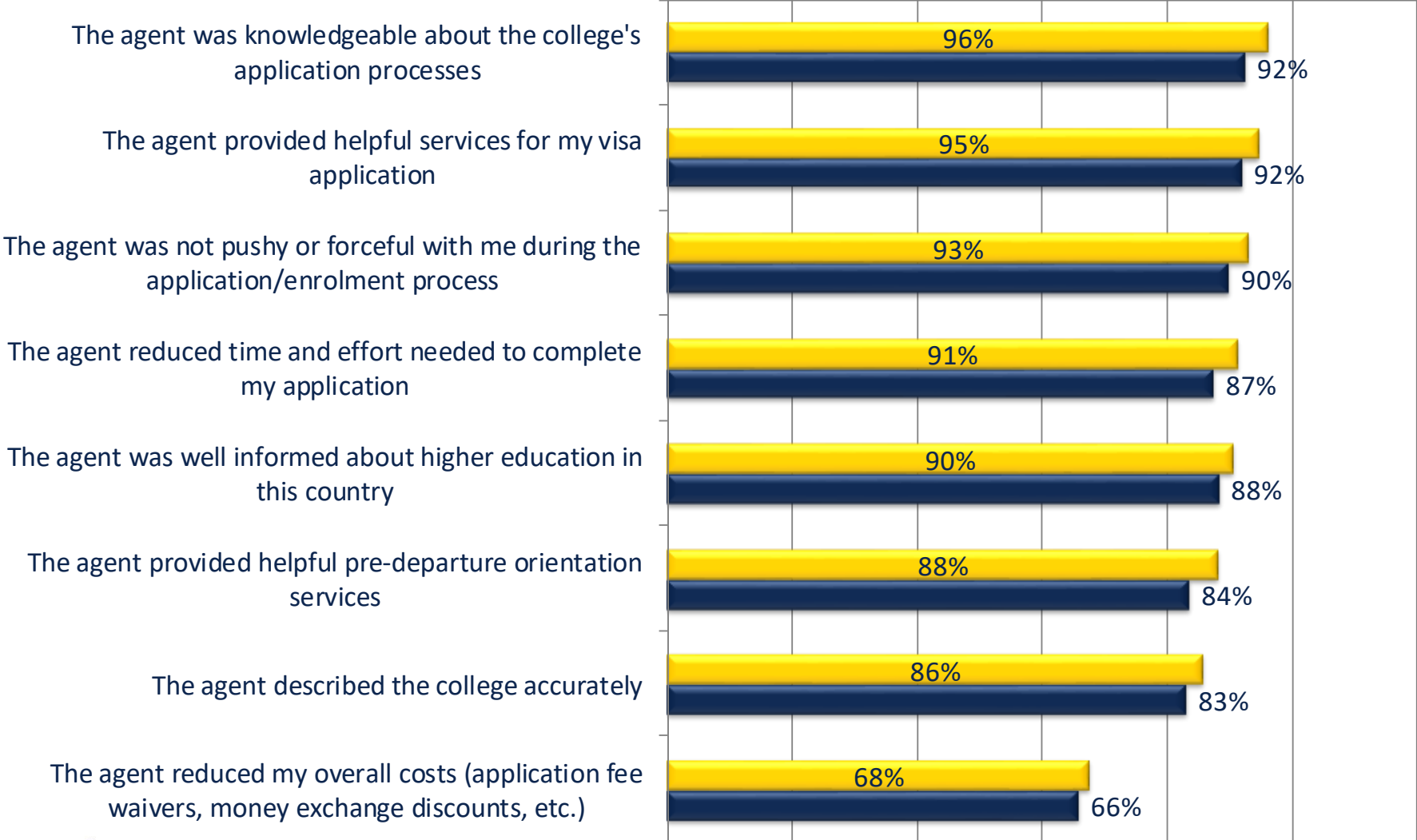
Agent rating



Very poor Poor Good Very good

Please rate the service you received from the agent/representative office:

■ Algonquin (158) ■ Ontario Colleges ISB (2983)



To what extent do you agree or disagree with the following statements:

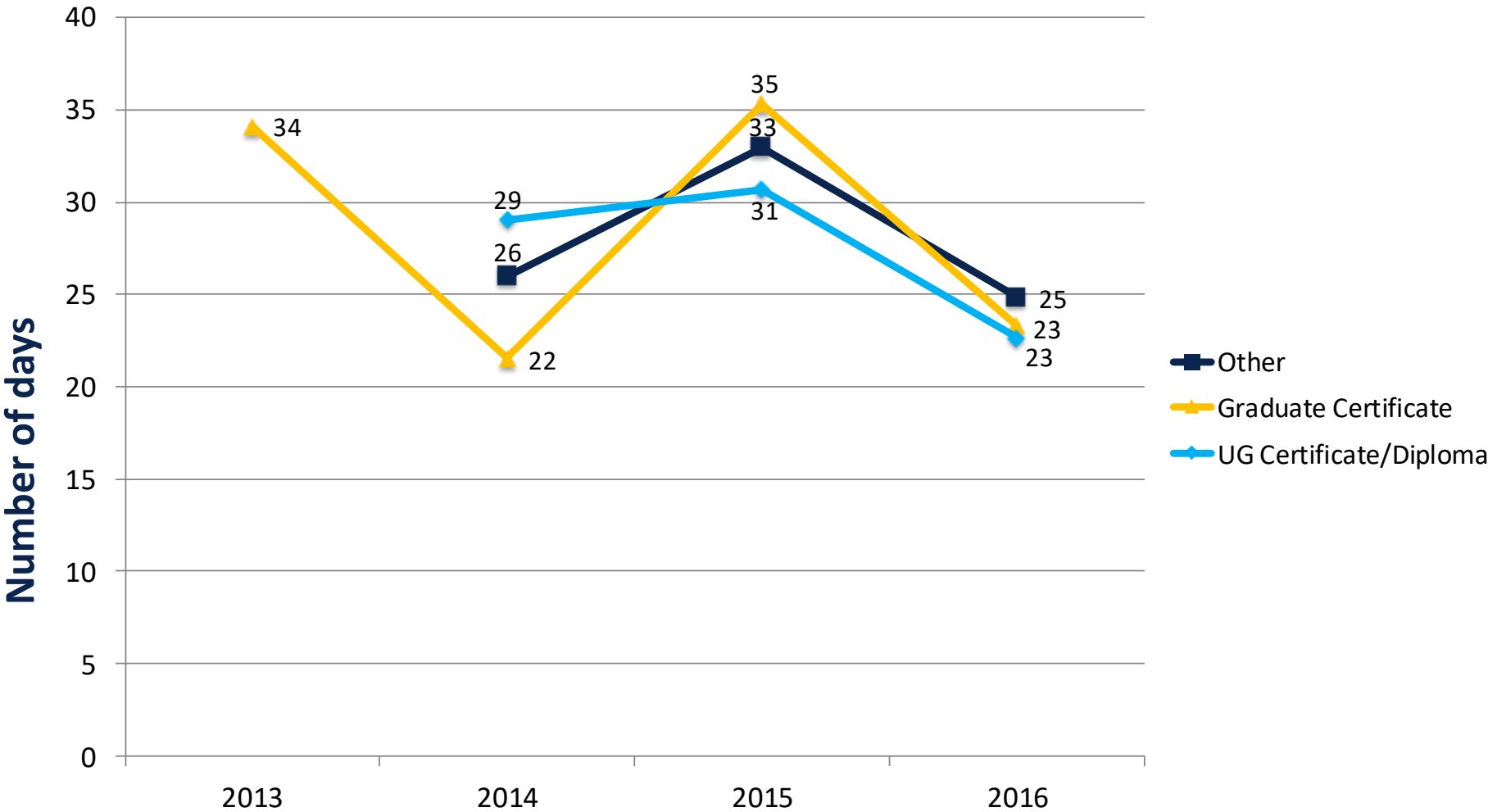
Application

Application to offer – number of days and satisfaction

Average Days	Algonquin	Ontario Colleges ISB	Global ISB
Other	25	30	34
Graduate Certificate	23	26	47
UG Certificate/Diploma	23	30	46

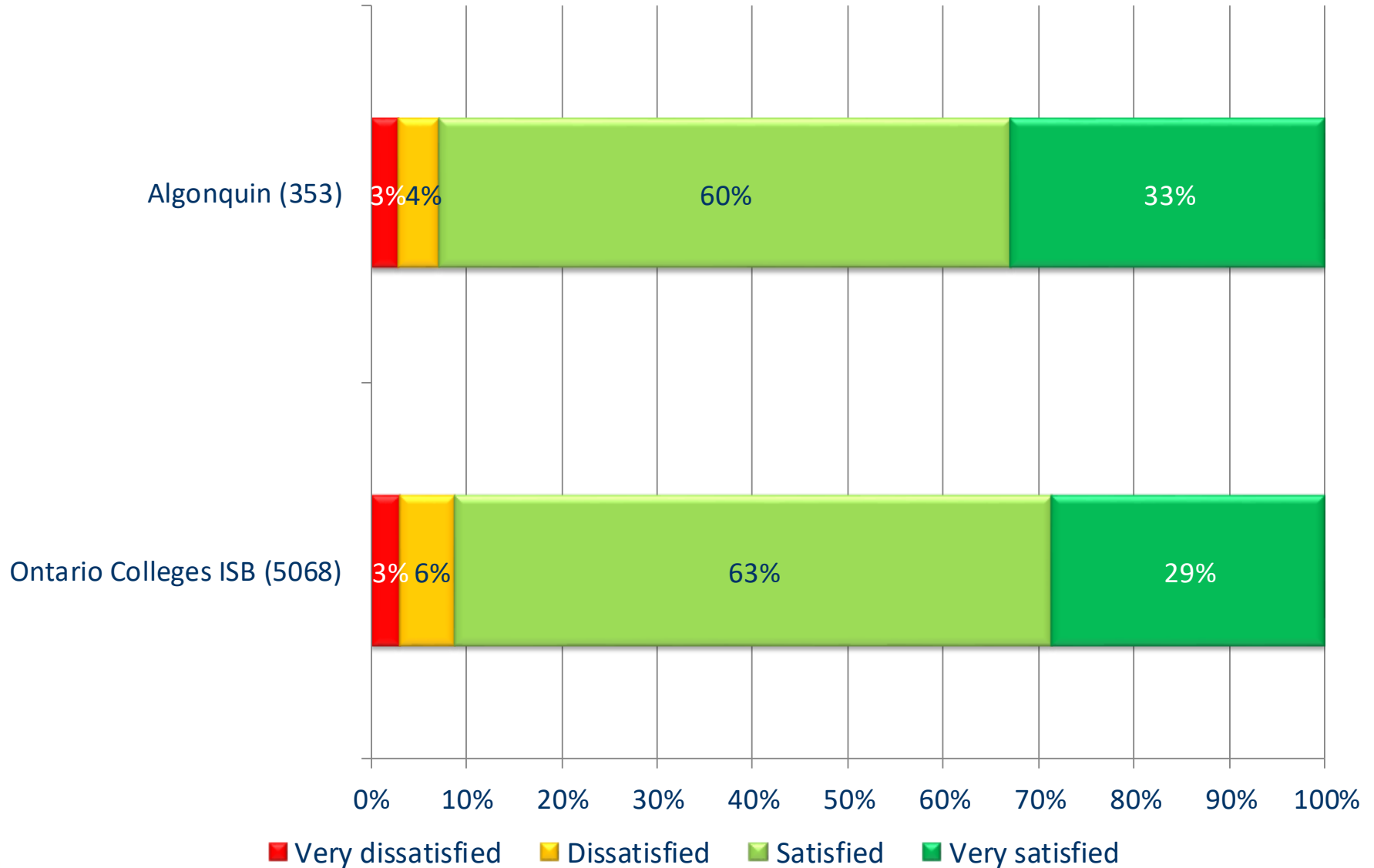
% Satisfaction	Algonquin	Ontario Colleges ISB	Global ISB
Other	88%	87%	85%
Graduate Certificate	94%	86%	81%
UG Certificate/Diploma	89%	85%	82%

Application to offer – number of days by year



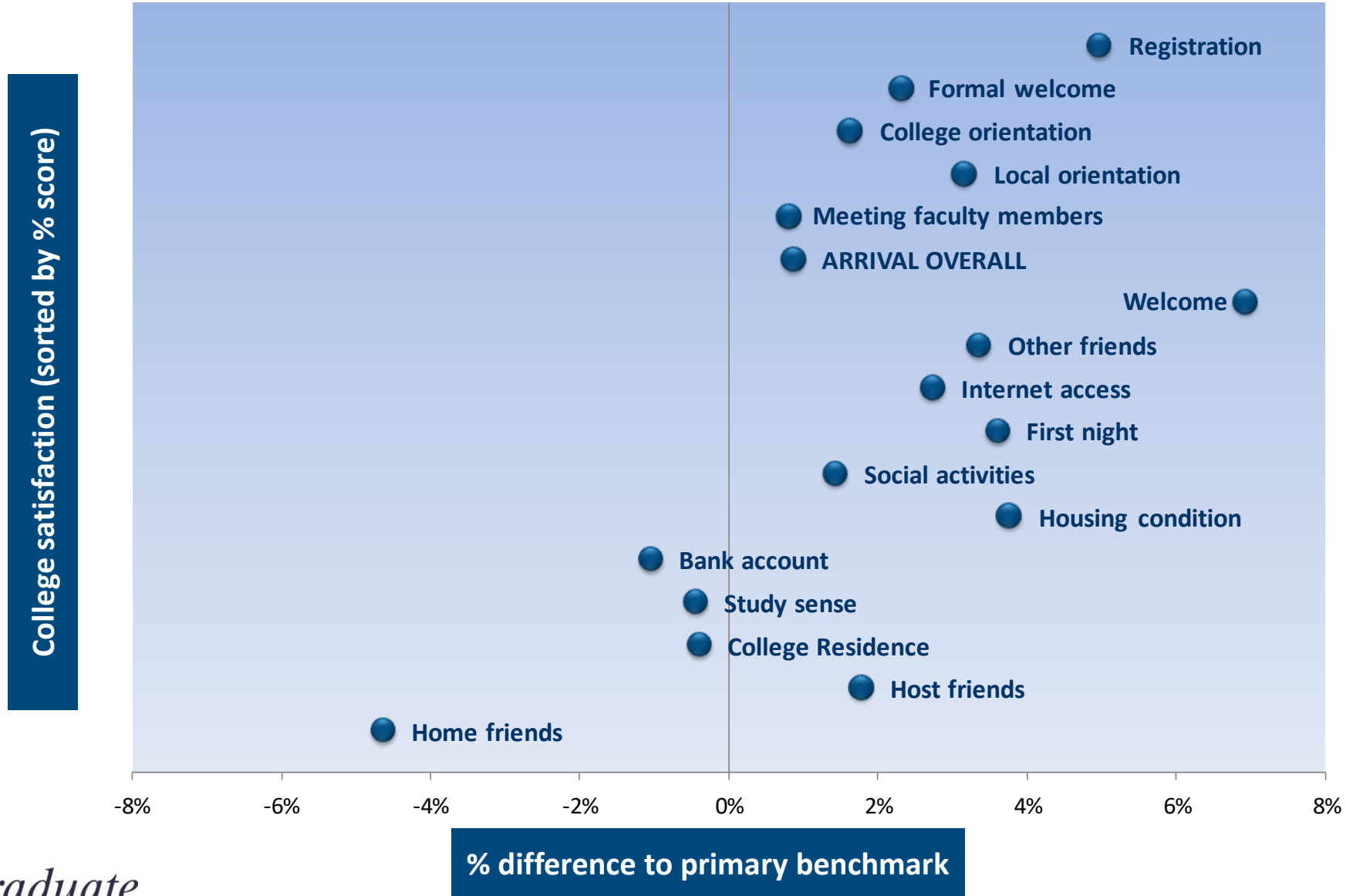
Arrival

Overall satisfaction - Arrival



Overall, how satisfied were you with the arrival experience?

Arrival matrix



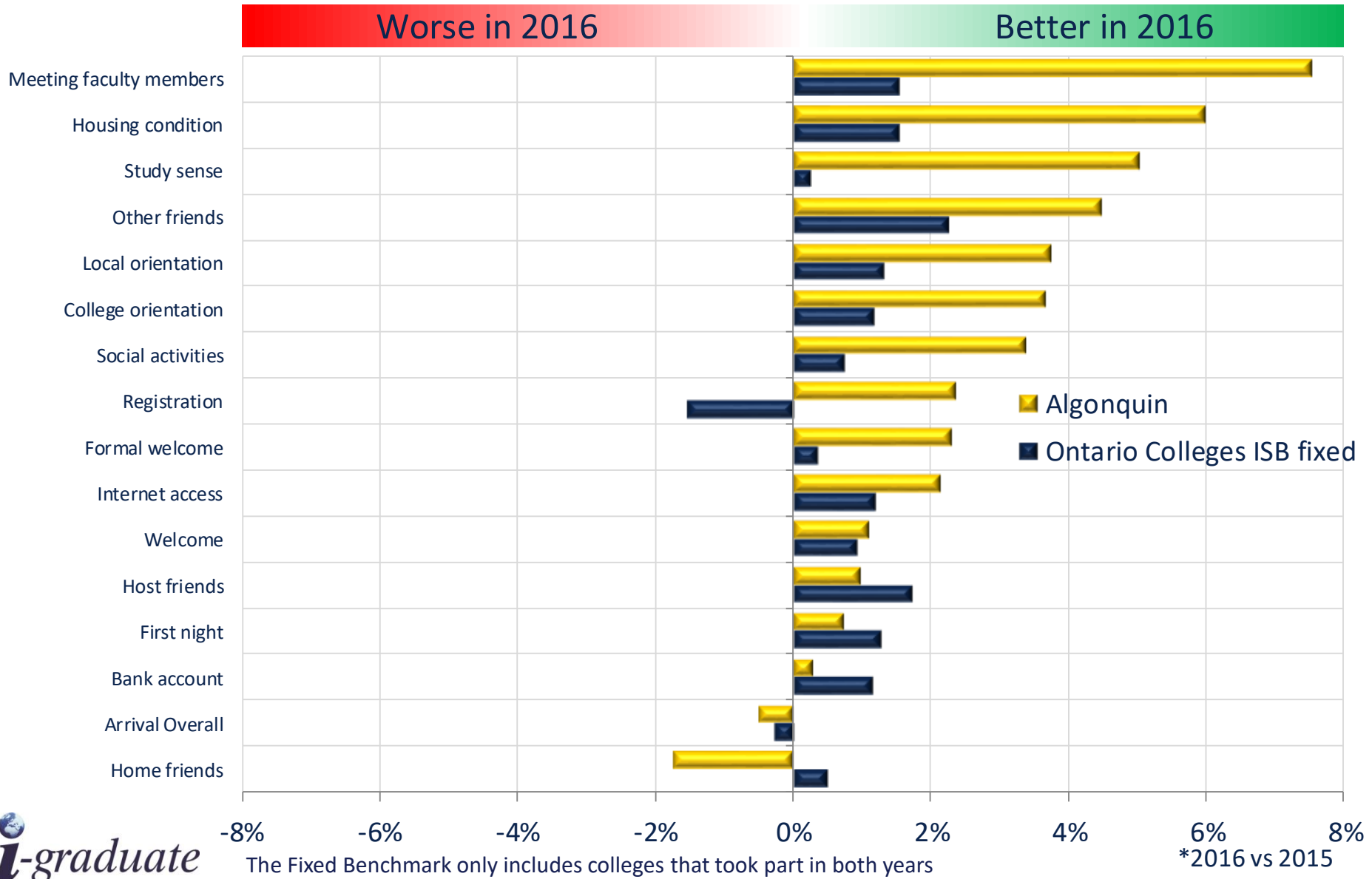
Benchmarking arrival

	Algonquin	ISB %	Ontario Colleges ISB %	ISB +/-	Ontario Colleges ISB +/-
ARRIVAL AVERAGE	90.6%	84.8%	88.8%	5.8%	1.8%
ARRIVAL OVERALL	92.9%	88.3%	92.0%	4.6%	0.9%
Registration	96.6%	88.4%	91.7%	8.2%	5.0%
Formal welcome	93.9%	89.0%	91.6%	4.9%	2.3%
College orientation	93.6%	88.2%	91.9%	5.4%	1.6%
Local orientation	93.0%	84.5%	89.9%	8.6%	3.2%
Meeting faculty members	93.0%	90.1%	92.2%	2.9%	0.8%
Welcome	92.8%	79.9%	85.9%	12.9%	6.9%
Other friends	92.1%	87.8%	88.8%	4.3%	3.4%
Internet access	92.0%	80.5%	89.3%	11.5%	2.7%
First night	91.2%	83.4%	87.5%	7.7%	3.6%
Social activities	90.6%	85.1%	89.2%	5.5%	1.4%
Housing condition	90.3%	81.0%	86.5%	9.3%	3.8%
Bank account	89.1%	77.8%	90.1%	11.3%	-1.0%
Study sense	88.3%	82.5%	88.7%	5.8%	-0.4%
College Residence	88.1%	83.8%	88.5%	4.3%	-0.4%
Host friends	82.8%	73.8%	81.0%	8.9%	1.8%
Home friends	82.1%	84.8%	86.8%	-2.7%	-4.6%

Benchmarking arrival (sorted by primary ranking group)

	Algonquin	ISB %	Ontario Colleges ISB %	ISB	Ontario Colleges ISB
ARRIVAL AVERAGE	90.6%	84.8%	88.8%	5	3
ARRIVAL OVERALL	92.9%	88.3%	92.0%	9	3
Registration	96.6%	88.4%	91.7%	4	1
First night	91.2%	83.4%	87.5%	2	1
Housing condition	90.3%	81.0%	86.5%	3	1
Formal welcome	93.9%	89.0%	91.6%	8	2
Welcome	92.8%	79.9%	85.9%	8	2
Internet access	92.0%	80.5%	89.3%	5	2
College orientation	93.6%	88.2%	91.9%	4	3
Local orientation	93.0%	84.5%	89.9%	4	3
Meeting faculty members	93.0%	90.1%	92.2%	9	3
Other friends	92.1%	87.8%	88.8%	55	3
Host friends	82.8%	73.8%	81.0%	11	3
Social activities	90.6%	85.1%	89.2%	16	4
Study sense	88.3%	82.5%	88.7%	10	6
Bank account	89.1%	77.8%	90.1%	28	8
Home friends	82.1%	84.8%	86.8%	97	9
College Residence	88.1%	83.8%	88.5%	40	

Arrival satisfaction (year on year*)



-8% -6% -4% -2% 0% 2% 4% 6% 8%

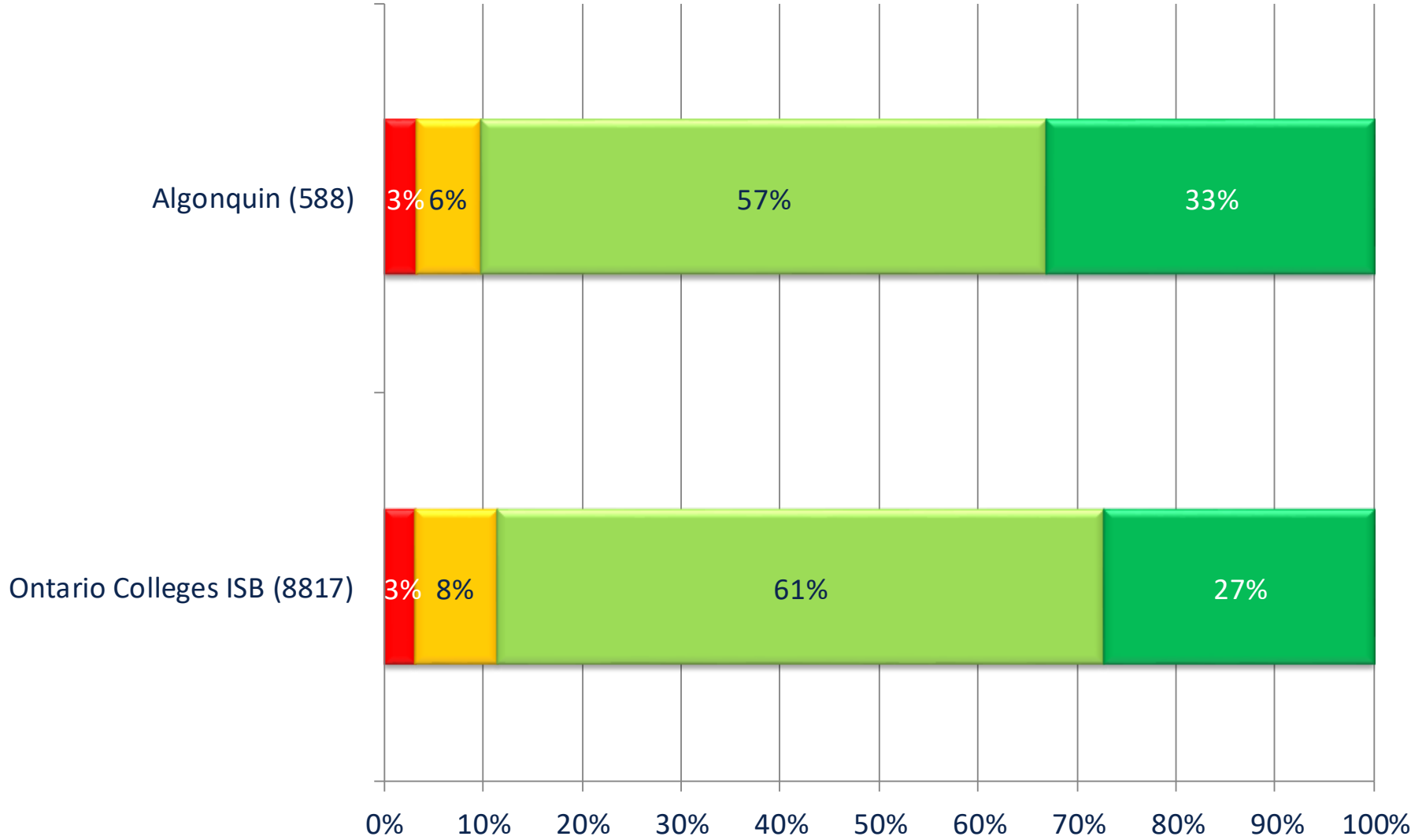
The Fixed Benchmark only includes colleges that took part in both years

*2016 vs 2015



Learning

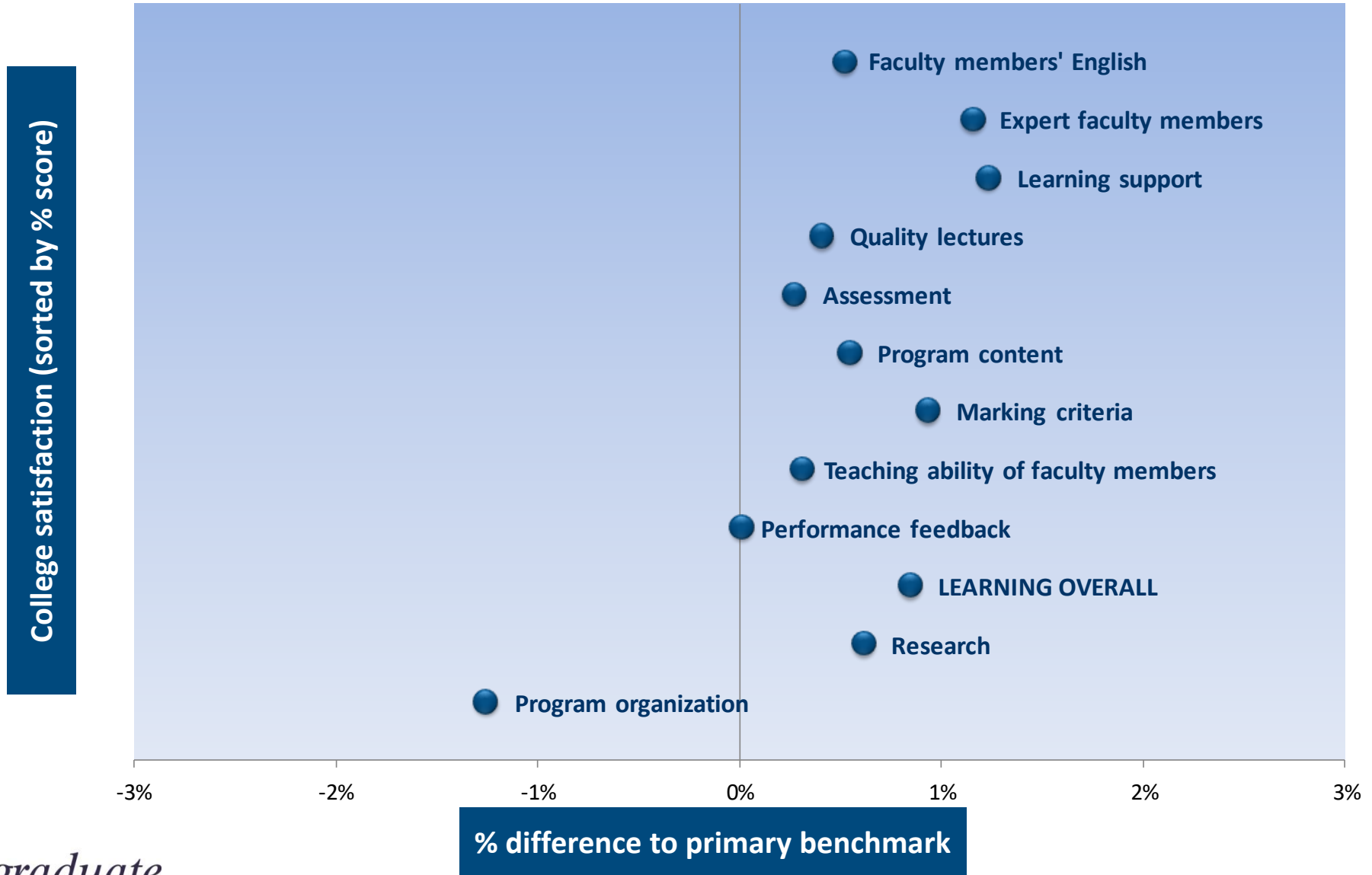
Overall satisfaction - Learning



Very dissatisfied Dissatisfied Satisfied Very satisfied

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

Learning matrix - Teaching



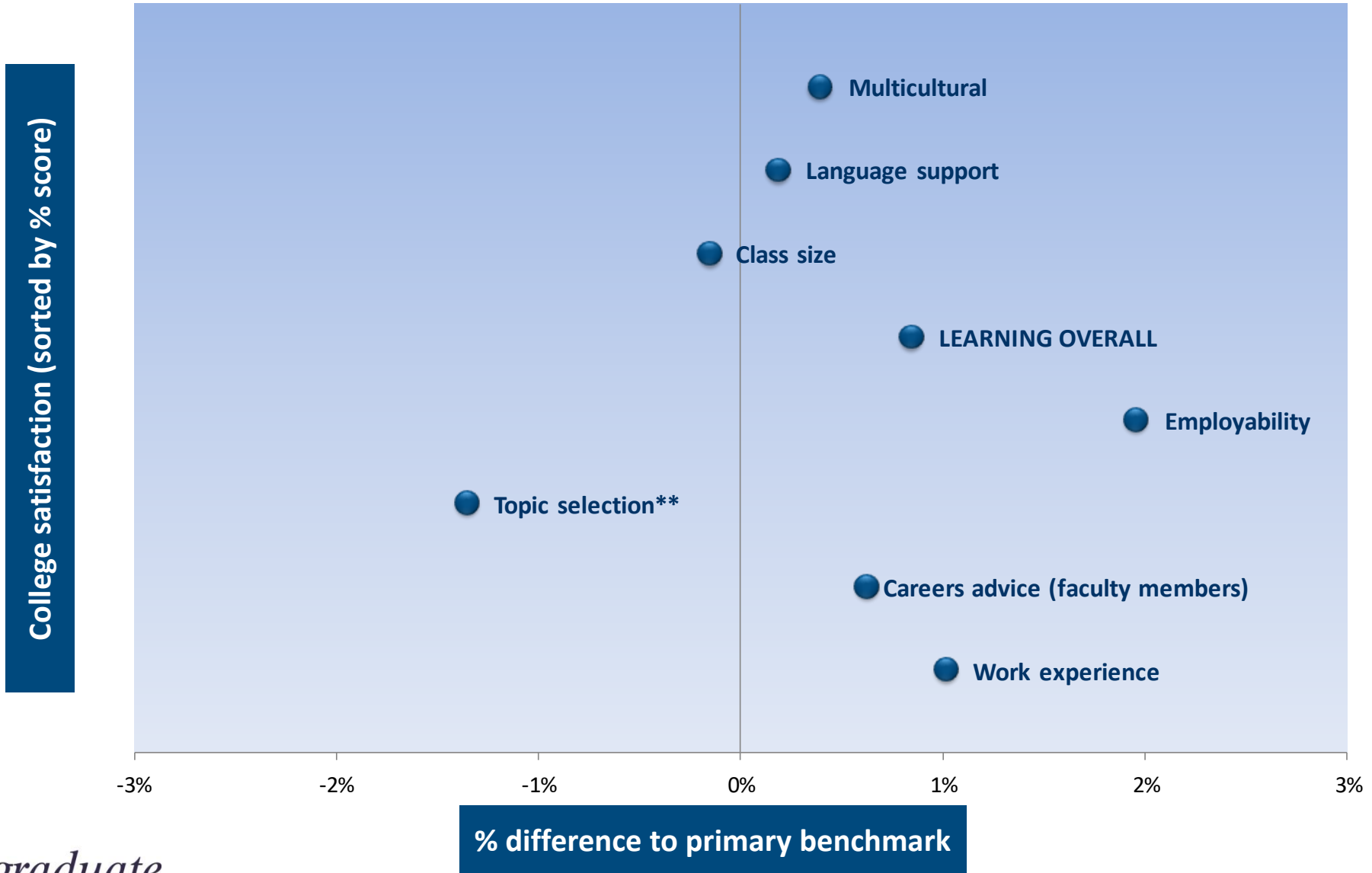
Benchmarking learning - Teaching

	Algonquin	ISB %	Ontario Colleges ISB %	ISB +/-	Ontario Colleges ISB +/-
LEARNING AVERAGE	88.9%	84.9%	90.6%	4.0%	-1.7%
LEARNING OVERALL	90.3%	86.5%	89.5%	3.9%	0.8%
TEACHING					
Faculty members' English	95.4%	92.1%	94.9%	3.3%	0.5%
Expert faculty members	94.4%	92.9%	93.2%	1.4%	1.2%
Learning support	93.2%	89.1%	91.9%	4.1%	1.2%
Quality lectures	92.3%	88.8%	91.9%	3.5%	0.4%
Assessment	92.1%	88.2%	91.8%	3.9%	0.3%
Program content	92.0%	88.6%	91.4%	3.3%	0.5%
Marking criteria	91.1%	83.2%	90.2%	8.0%	0.9%
Teaching ability of faculty membe	90.9%	88.4%	90.6%	2.5%	0.3%
Performance feedback	90.5%	84.3%	90.5%	6.2%	0.0%
Research	90.2%	87.2%	89.6%	3.0%	0.6%
Program organization	88.2%	84.0%	89.5%	4.3%	-1.3%

Benchmarking learning - Teaching (sorted by primary ranking group)

	Algonquin	ISB %	Ontario Colleges ISB %	ISB	Ontario Colleges ISB
LEARNING AVERAGE	88.9%	84.9%	90.6%	15	6
LEARNING OVERALL	90.3%	86.5%	89.5%	7	3
TEACHING					
Faculty members' English	95.4%	92.1%	94.9%	19	2
Expert faculty members	94.4%	92.9%	93.2%	26	5
Marking criteria	91.1%	83.2%	90.2%	6	5
Learning support	93.2%	89.1%	91.9%	21	6
Quality lectures	92.3%	88.8%	91.9%	14	6
Assessment	92.1%	88.2%	91.8%	12	6
Program content	92.0%	88.6%	91.4%	9	6
Research	90.2%	87.2%	89.6%	22	6
Teaching ability of faculty membe	90.9%	88.4%	90.6%	18	7
Performance feedback	90.5%	84.3%	90.5%	13	7
Program organization	88.2%	84.0%	89.5%	10	7

Learning matrix - Studies



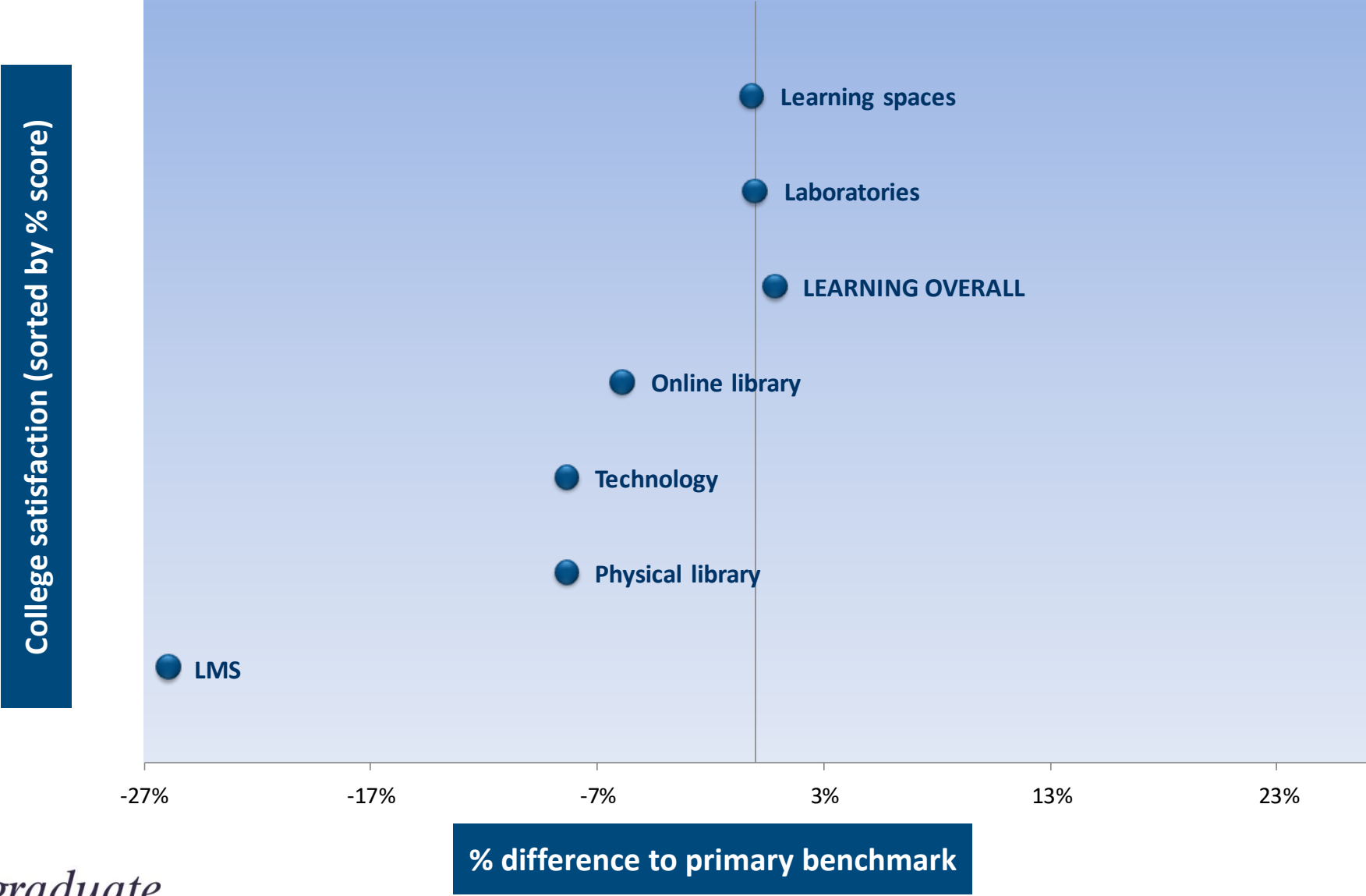
Benchmarking learning - Studies

	Algonquin	ISB %	Ontario Colleges ISB %	ISB +/-	Ontario Colleges ISB +/-
LEARNING AVERAGE	88.9%	84.9%	90.6%	4.0%	-1.7%
LEARNING OVERALL	90.3%	86.5%	89.5%	3.9%	0.8%
STUDIES					
Multicultural	93.3%	90.4%	93.0%	3.0%	0.4%
Language support	92.3%	88.4%	92.2%	3.9%	0.2%
Class size	91.2%	89.4%	91.4%	1.8%	-0.2%
Employability	88.9%	77.8%	87.0%	11.1%	2.0%
Topic selection**	88.2%	86.7%	89.5%	1.4%	-1.4%
Careers advice (faculty members)	83.7%	71.1%	83.0%	12.5%	0.6%
Work experience	83.2%	70.2%	82.2%	13.0%	1.0%

Benchmarking learning - Studies (sorted by primary ranking group)

	Algonquin	ISB %	Ontario Colleges ISB %	ISB	Ontario Colleges ISB
LEARNING AVERAGE	88.9%	84.9%	90.6%	15	6
LEARNING OVERALL	90.3%	86.5%	89.5%	7	3
STUDIES					
Multicultural	93.3%	90.4%	93.0%	19	2
Class size	91.2%	89.4%	91.4%	22	3
Language support	92.3%	88.4%	92.2%	10	4
Employability	88.9%	77.8%	87.0%	4	4
Topic selection**	88.2%	86.7%	89.5%	24	5
Careers advice (faculty members	83.7%	71.1%	83.0%	7	6
Work experience	83.2%	70.2%	82.2%	9	6

Learning matrix - Facilities



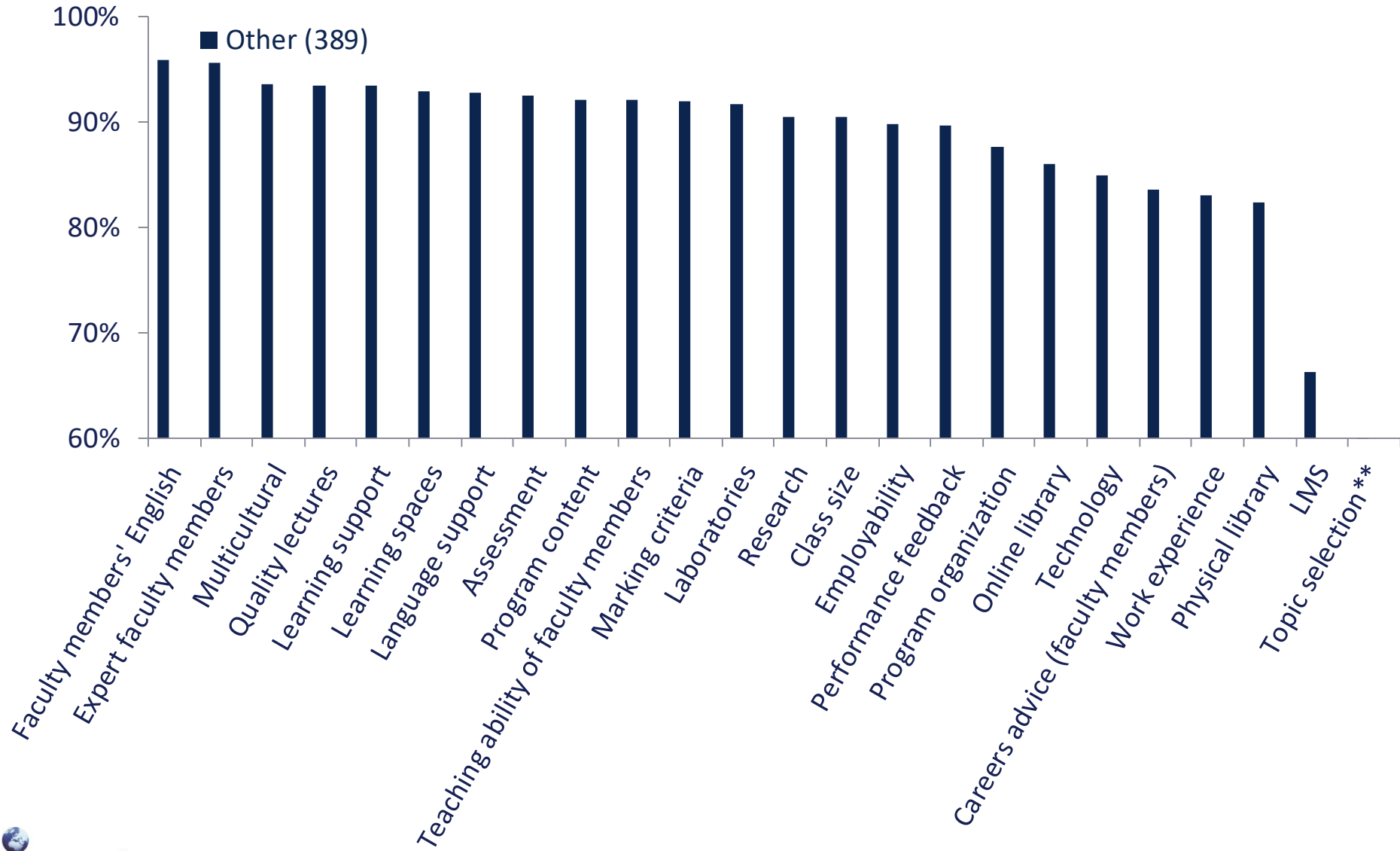
Benchmarking learning - Facilities

	Algonquin	ISB %	Ontario Colleges ISB %	ISB +/-	Ontario Colleges ISB +/-
LEARNING AVERAGE	88.9%	84.9%	90.6%	4.0%	-1.7%
LEARNING OVERALL	90.3%	86.5%	89.5%	3.9%	0.8%
FACILITIES					
Learning spaces	93.1%	89.9%	93.3%	3.2%	-0.2%
Laboratories	92.7%	90.9%	92.7%	1.7%	0.0%
Online library	85.9%	90.1%	91.9%	-4.1%	-5.9%
Technology	83.4%	89.8%	91.7%	-6.4%	-8.3%
Physical library	81.7%	89.3%	90.0%	-7.6%	-8.3%
LMS	66.0%	90.4%	92.0%	-24.4%	-26.0%

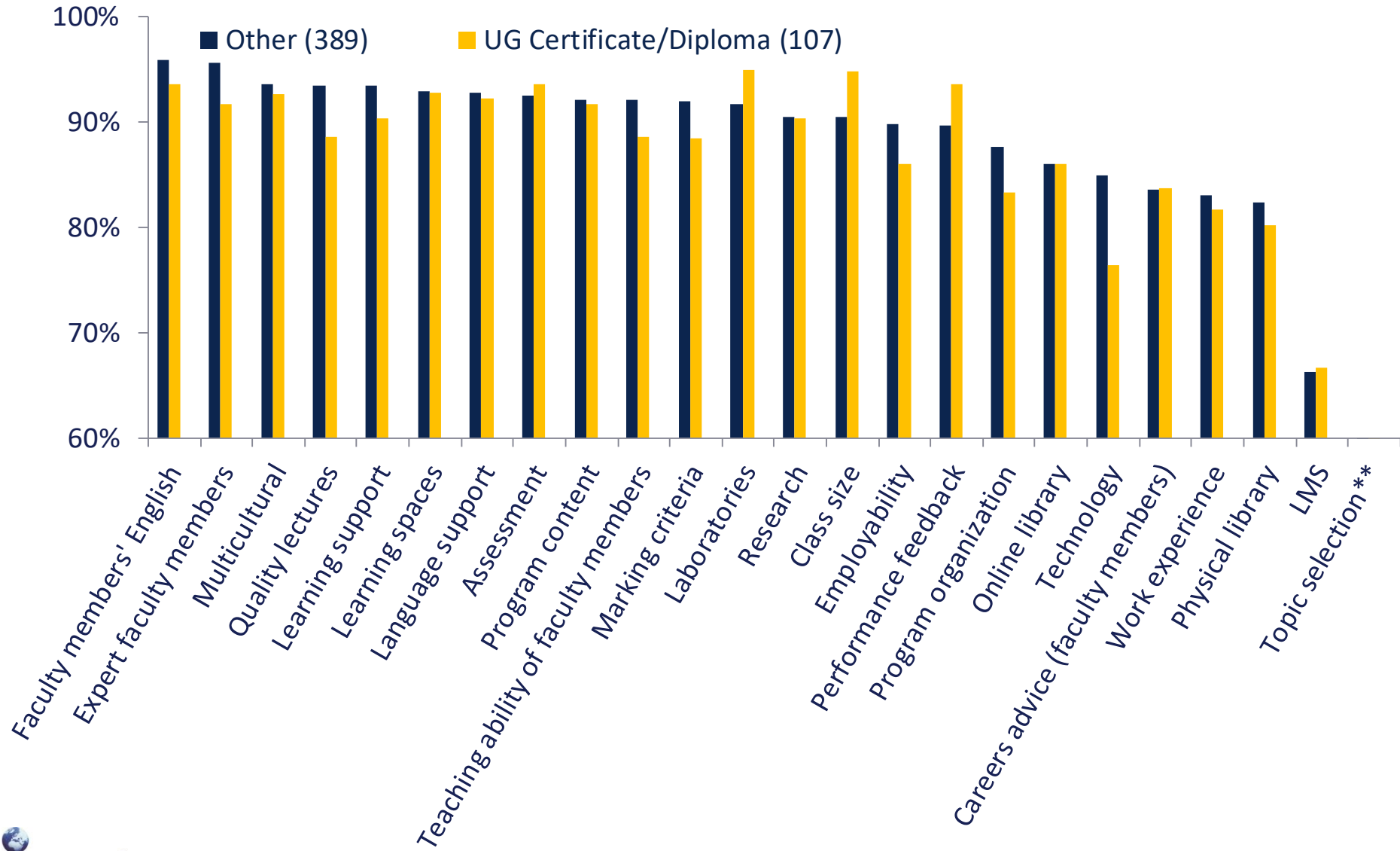
Benchmarking learning - Facilities (sorted by primary ranking group)

	Algonquin	ISB %	Ontario Colleges ISB %	ISB	Ontario Colleges ISB
LEARNING AVERAGE	88.9%	84.9%	90.6%	15	6
LEARNING OVERALL	90.3%	86.5%	89.5%	7	3
FACILITIES					
Learning spaces	93.1%	89.9%	93.3%	25	6
Laboratories	92.7%	90.9%	92.7%	38	6
Online library	85.9%	90.1%	91.9%	152	11
Technology	83.4%	89.8%	91.7%	142	11
Physical library	81.7%	89.3%	90.0%	155	11
LMS	66.0%	90.4%	92.0%	182	11

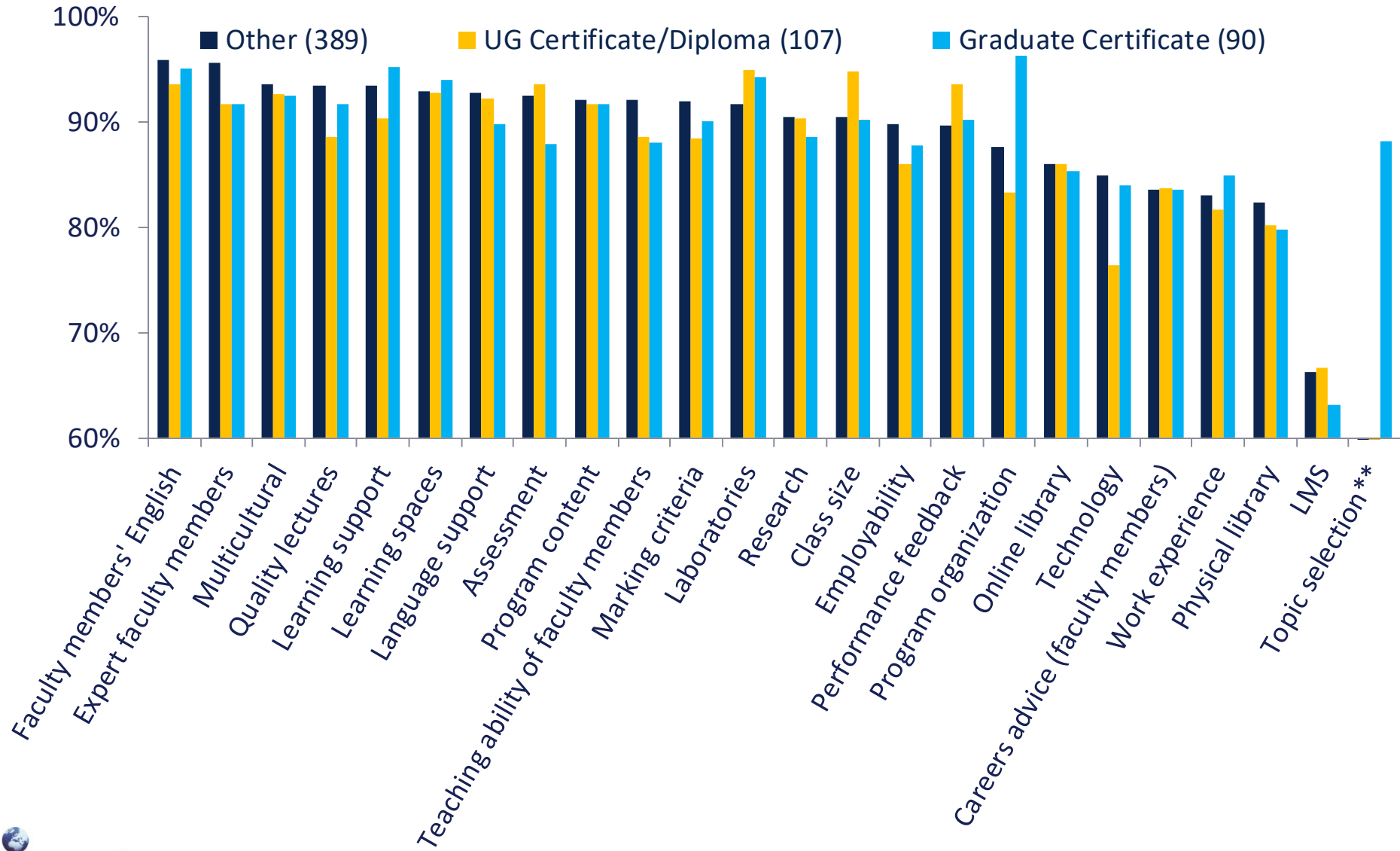
Learning satisfaction by study level



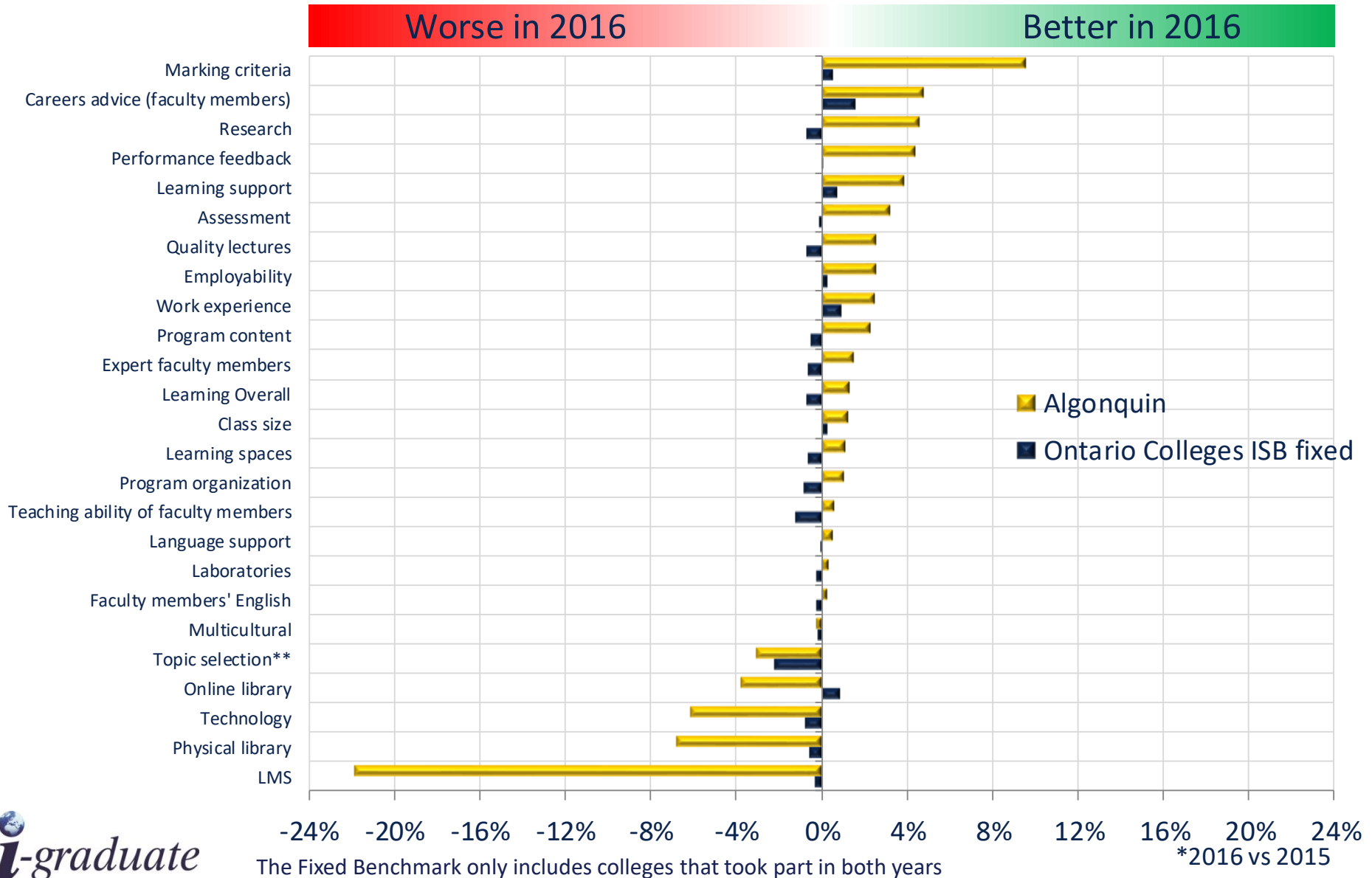
Learning satisfaction by study level



Learning satisfaction by study level



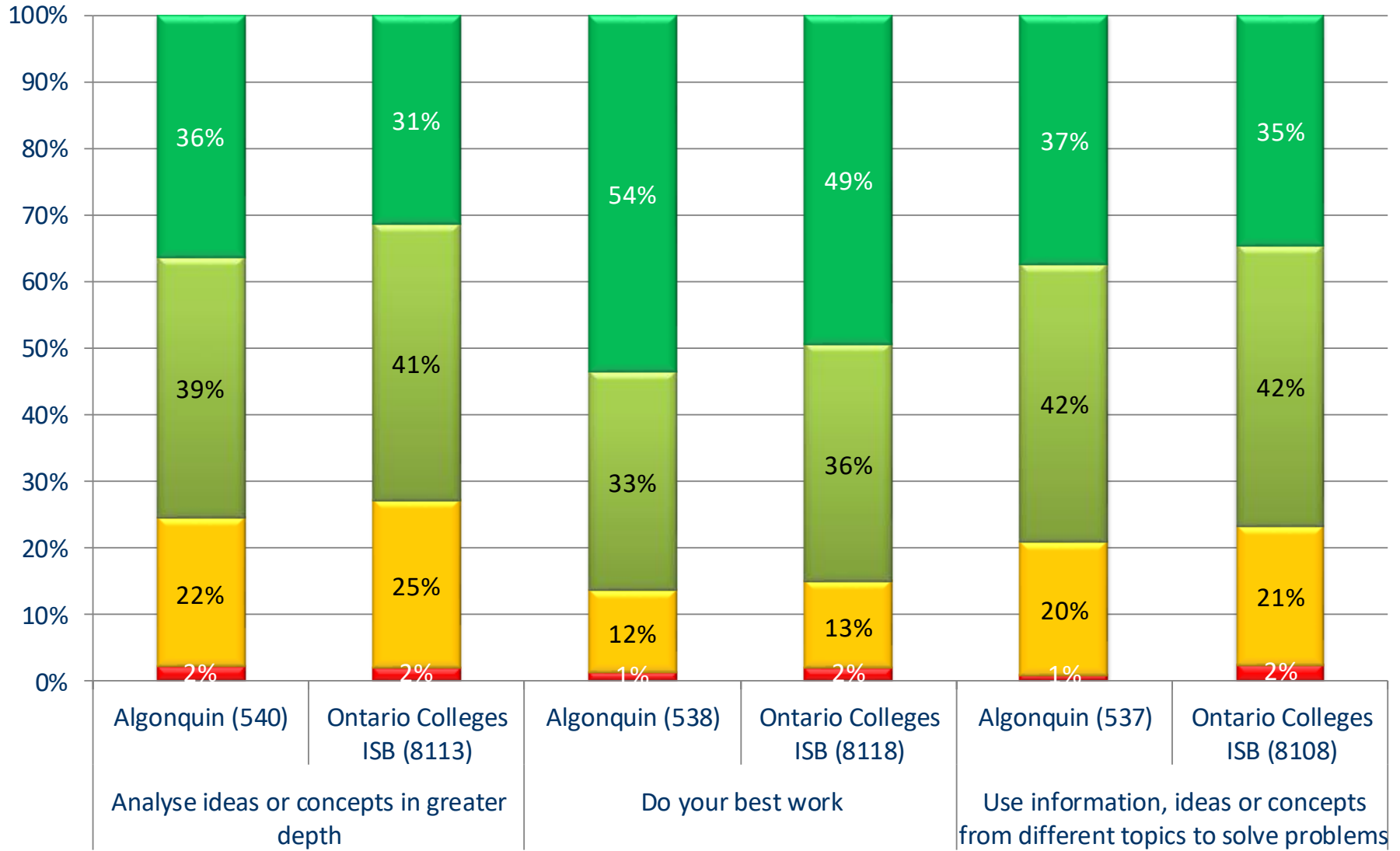
Learning satisfaction (year on year*)





Engagement

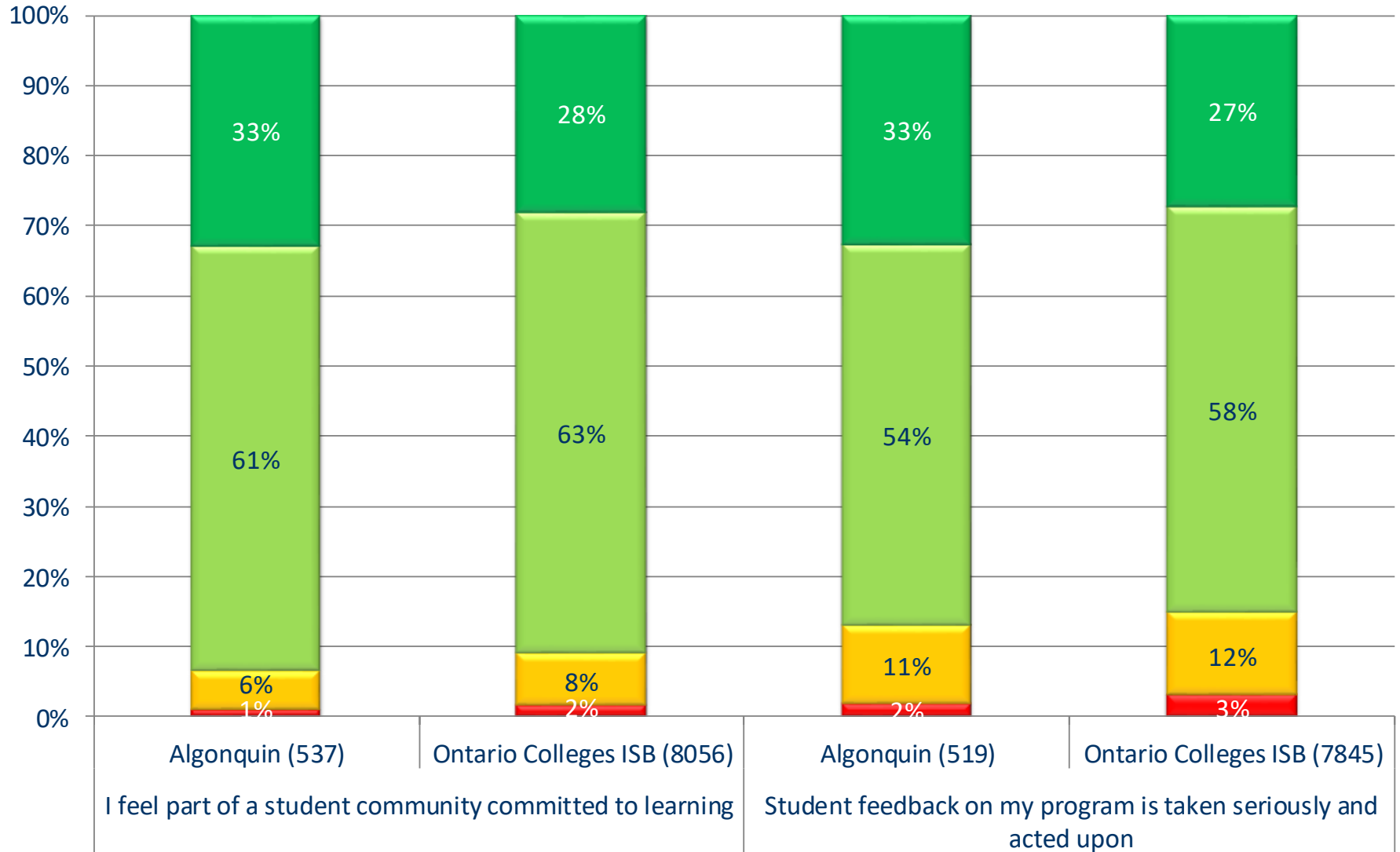
Student engagement - Challenges



■ Never
 ■ Sometimes
 ■ Often
 ■ Very often

Thinking back over this academic year, to what extent has your program challenged you to:

Student engagement



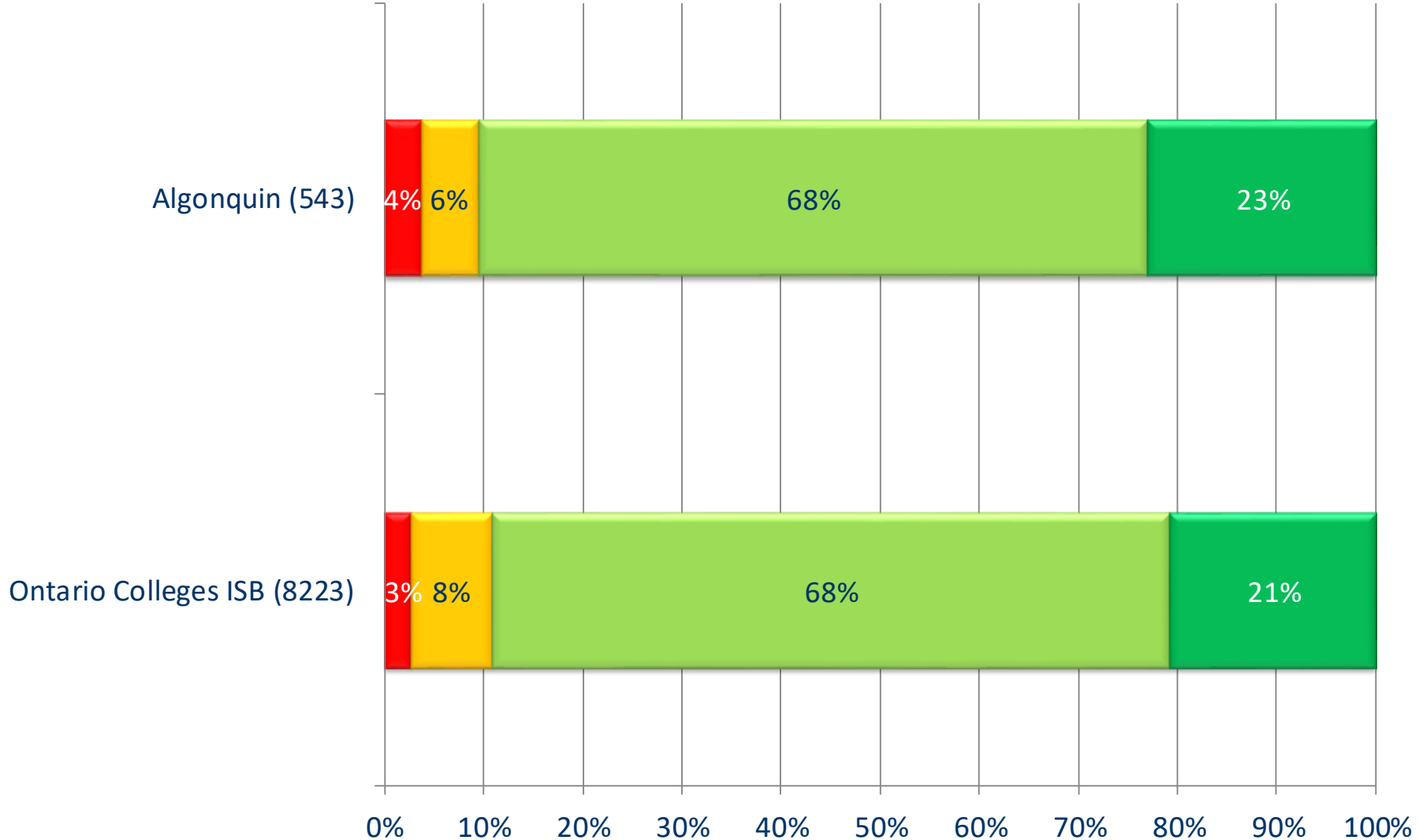
■ Disagree strongly
 ■ Disagree
 ■ Agree
 ■ Agree strongly

To what extent do you agree or disagree with the following statements:



Living

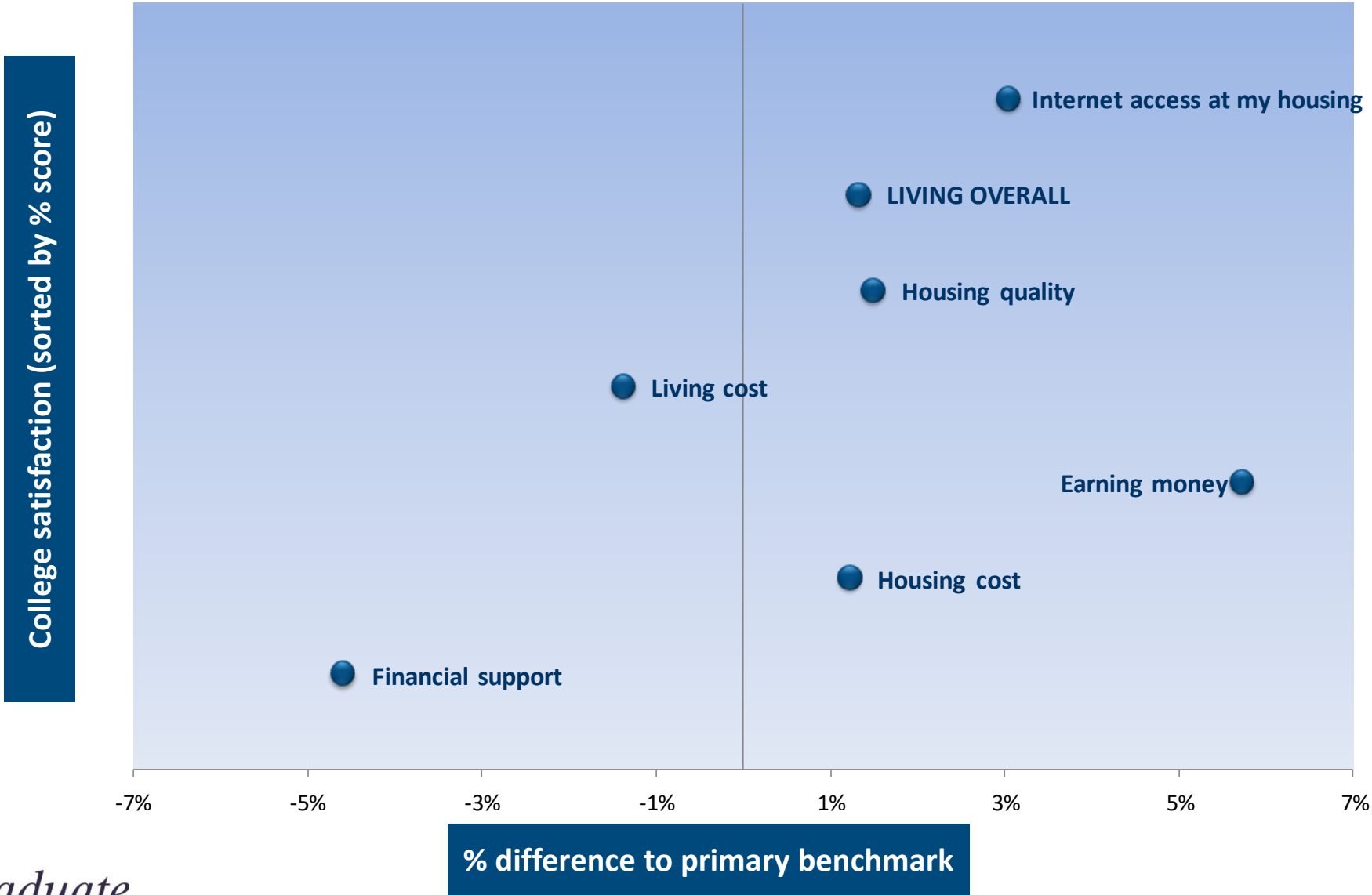
Overall satisfaction - Living



Very dissatisfied Dissatisfied Satisfied Very satisfied

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

Living matrix – Accommodation & living costs



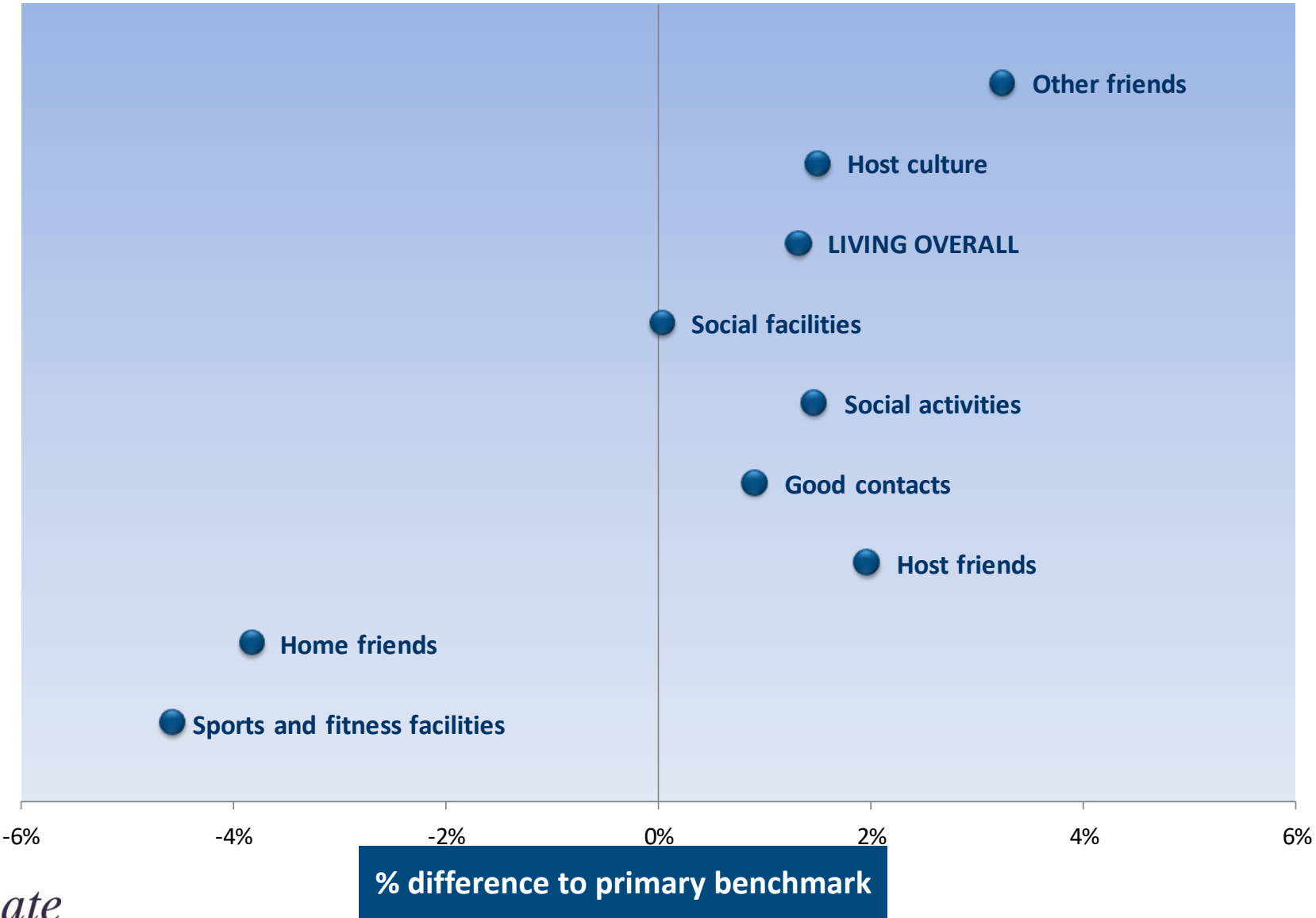
Benchmarking living – Accommodation & living costs

	Algonquin	ISB %	Ontario Colleges ISB %	ISB +/-	Ontario Colleges ISB +/-
LIVING AVERAGE	85.7%	79.9%	84.3%	5.8%	1.4%
LIVING OVERALL	90.6%	86.8%	89.3%	3.9%	1.3%
ACCOMMODATION and LIVING COSTS					
Internet access at my housing	92.3%	80.3%	89.3%	12.0%	3.0%
Housing quality	88.0%	84.7%	86.5%	3.2%	1.5%
Living cost	70.4%	70.9%	71.8%	-0.5%	-1.4%
Earning money	69.3%	53.5%	63.6%	15.8%	5.7%
Housing cost	69.3%	63.3%	68.1%	6.0%	1.2%
Financial support	50.9%	55.4%	55.5%	-4.5%	-4.6%

Benchmarking living – Accommodation & living costs (sorted by primary ranking group)

	Algonquin	ISB %	Ontario Colleges ISB %	ISB	Ontario Colleges ISB
LIVING AVERAGE	85.7%	79.9%	84.3%	8	5
LIVING OVERALL	90.6%	86.8%	89.3%	28	4
ACCOMMODATION and LIVING COSTS					
Internet access at my housing	92.3%	80.3%	89.3%	6	1
Earning money	69.3%	53.5%	63.6%	12	3
Housing quality	88.0%	84.7%	86.5%	37	4
Housing cost	69.3%	63.3%	68.1%	54	6
Financial support	50.9%	55.4%	55.5%	129	6
Living cost	70.4%	70.9%	71.8%	92	7

College satisfaction (sorted by % score)



Benchmarking living – Social

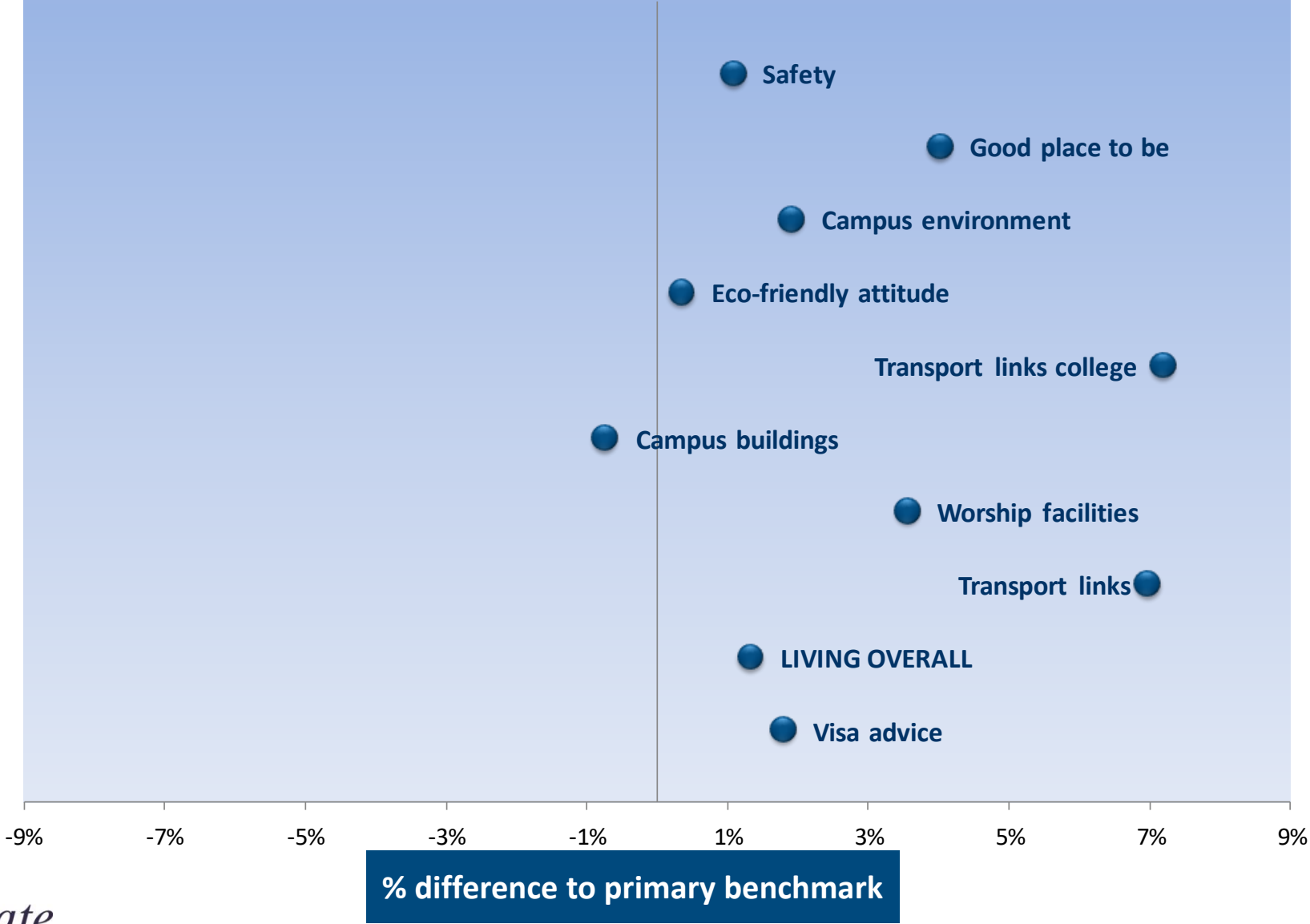
	Algonquin	ISB %	Ontario Colleges ISB %	ISB +/-	Ontario Colleges ISB +/-
LIVING AVERAGE	85.7%	79.9%	84.3%	5.8%	1.4%
LIVING OVERALL	90.6%	86.8%	89.3%	3.9%	1.3%
SOCIAL					
Other friends	91.4%	87.7%	88.2%	3.7%	3.2%
Host culture	90.7%	85.8%	89.2%	4.9%	1.5%
Social facilities	89.1%	81.9%	89.1%	7.2%	0.0%
Social activities	89.0%	83.1%	87.5%	5.9%	1.5%
Good contacts	85.2%	78.5%	84.3%	6.7%	0.9%
Host friends	83.6%	73.2%	81.7%	10.4%	2.0%
Home friends	83.2%	85.3%	87.0%	-2.2%	-3.8%
Sports and fitness facilities	82.5%	80.7%	87.0%	1.7%	-4.6%

Benchmarking living – Social (sorted by primary ranking group)

	Algonquin	ISB %	Ontario Colleges ISB %	ISB	Ontario Colleges ISB
LIVING AVERAGE	85.7%	79.9%	84.3%	8	5
LIVING OVERALL	90.6%	86.8%	89.3%	28	4
SOCIAL					
Host friends	83.6%	73.2%	81.7%	6	2
Other friends	91.4%	87.7%	88.2%	59	4
Host culture	90.7%	85.8%	89.2%	13	4
Social facilities	89.1%	81.9%	89.1%	8	4
Good contacts	85.2%	78.5%	84.3%	12	4
Social activities	89.0%	83.1%	87.5%	17	5
Sports and fitness facilities	82.5%	80.7%	87.0%	59	7
Home friends	83.2%	85.3%	87.0%	100	9

Living matrix – Day to day life

College satisfaction (sorted by % score)



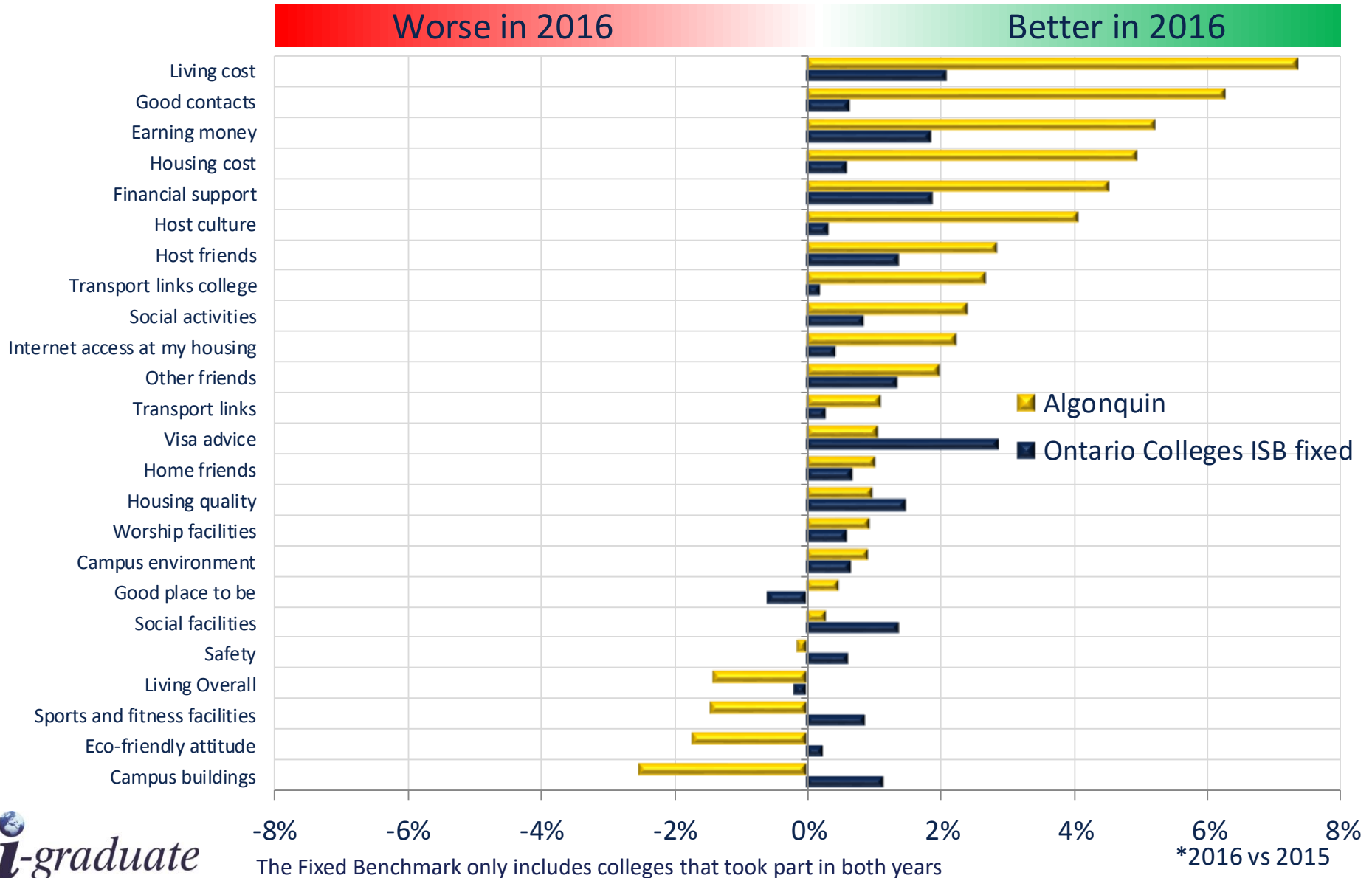
Benchmarking living – Day to day life

	Algonquin	ISB %	Ontario Colleges ISB %	ISB +/-	Ontario Colleges ISB +/-
LIVING AVERAGE	85.7%	79.9%	84.3%	5.8%	1.4%
LIVING OVERALL	90.6%	86.8%	89.3%	3.9%	1.3%
DAY TO DAY LIFE					
Safety	97.2%	92.5%	96.1%	4.7%	1.1%
Good place to be	96.6%	91.5%	92.6%	5.1%	4.0%
Campus environment	96.1%	91.8%	94.2%	4.3%	1.9%
Eco-friendly attitude	94.9%	90.3%	94.6%	4.7%	0.3%
Transport links college	93.4%	84.6%	86.2%	8.8%	7.2%
Campus buildings	91.8%	88.5%	92.5%	3.3%	-0.8%
Worship facilities	91.1%	85.4%	87.6%	5.7%	3.6%
Transport links	91.1%	83.1%	84.2%	8.1%	7.0%
Visa advice	83.7%	81.3%	81.9%	2.4%	1.8%

Benchmarking living – Day to day life (sorted by primary ranking group)

	Algonquin	ISB %	Ontario Colleges ISB %	ISB	Ontario Colleges ISB
LIVING AVERAGE	85.7%	79.9%	84.3%	8	5
LIVING OVERALL	90.6%	86.8%	89.3%	28	4
DAY TO DAY LIFE					
Safety	97.2%	92.5%	96.1%	13	1
Worship facilities	91.1%	85.4%	87.6%	2	1
Good place to be	96.6%	91.5%	92.6%	19	2
Transport links college	93.4%	84.6%	86.2%	11	2
Transport links	91.1%	83.1%	84.2%	19	2
Eco-friendly attitude	94.9%	90.3%	94.6%	9	3
Campus environment	96.1%	91.8%	94.2%	26	4
Campus buildings	91.8%	88.5%	92.5%	16	4
Visa advice	83.7%	81.3%	81.9%	46	5

Living satisfaction (year on year*)



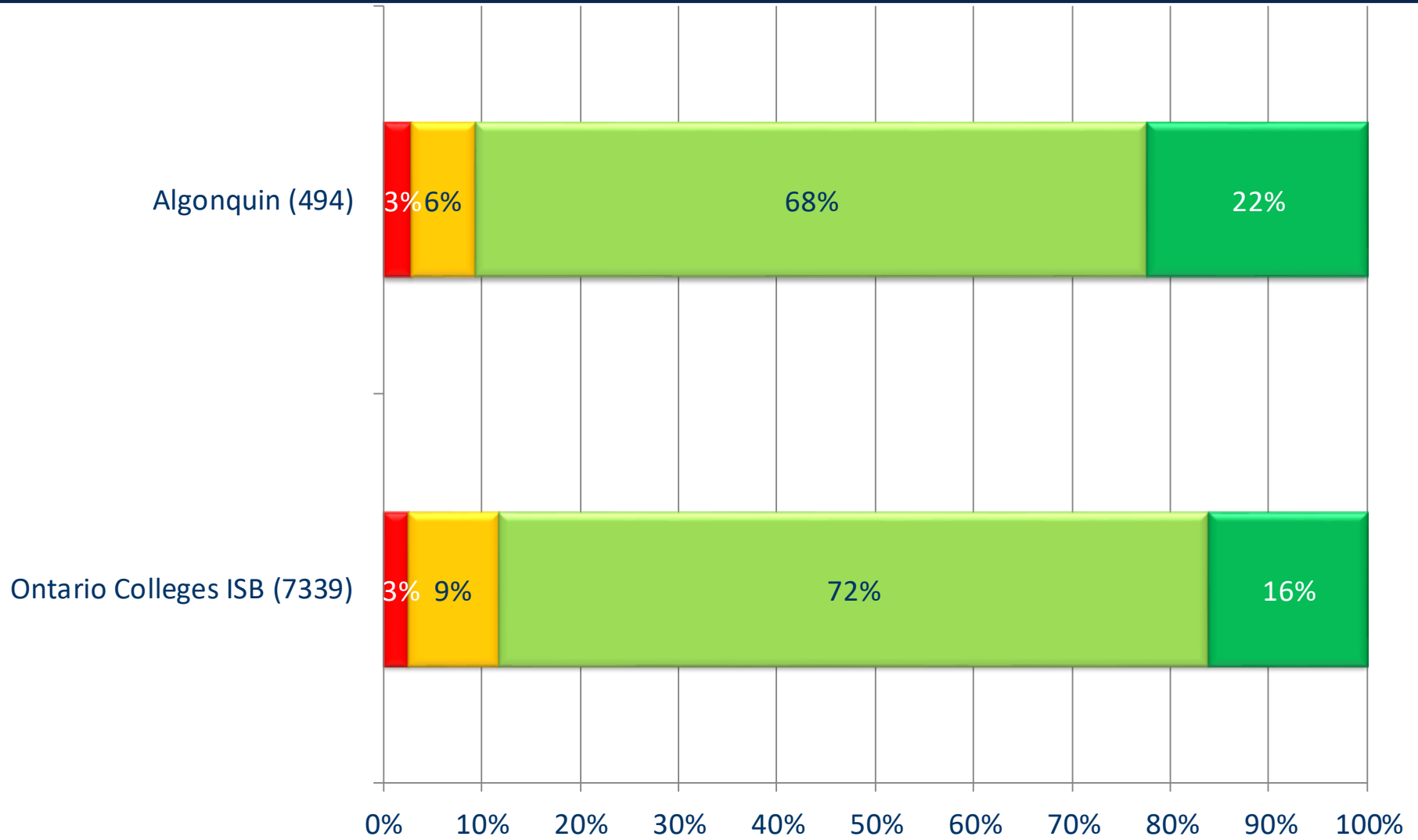
The Fixed Benchmark only includes colleges that took part in both years

*2016 vs 2015



Support

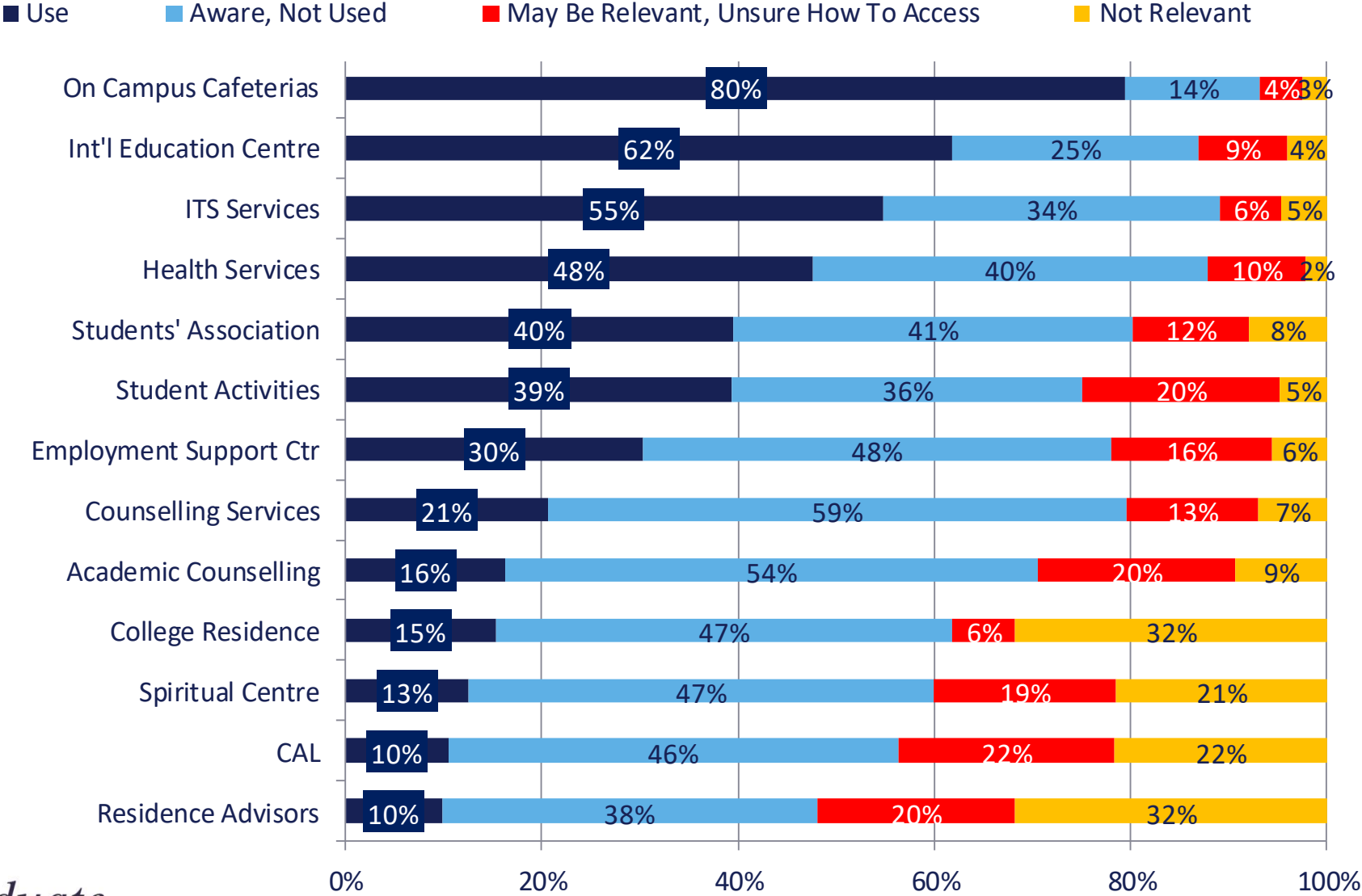
Overall satisfaction - Support



■ Very dissatisfied
 ■ Dissatisfied
 ■ Satisfied
 ■ Very satisfied

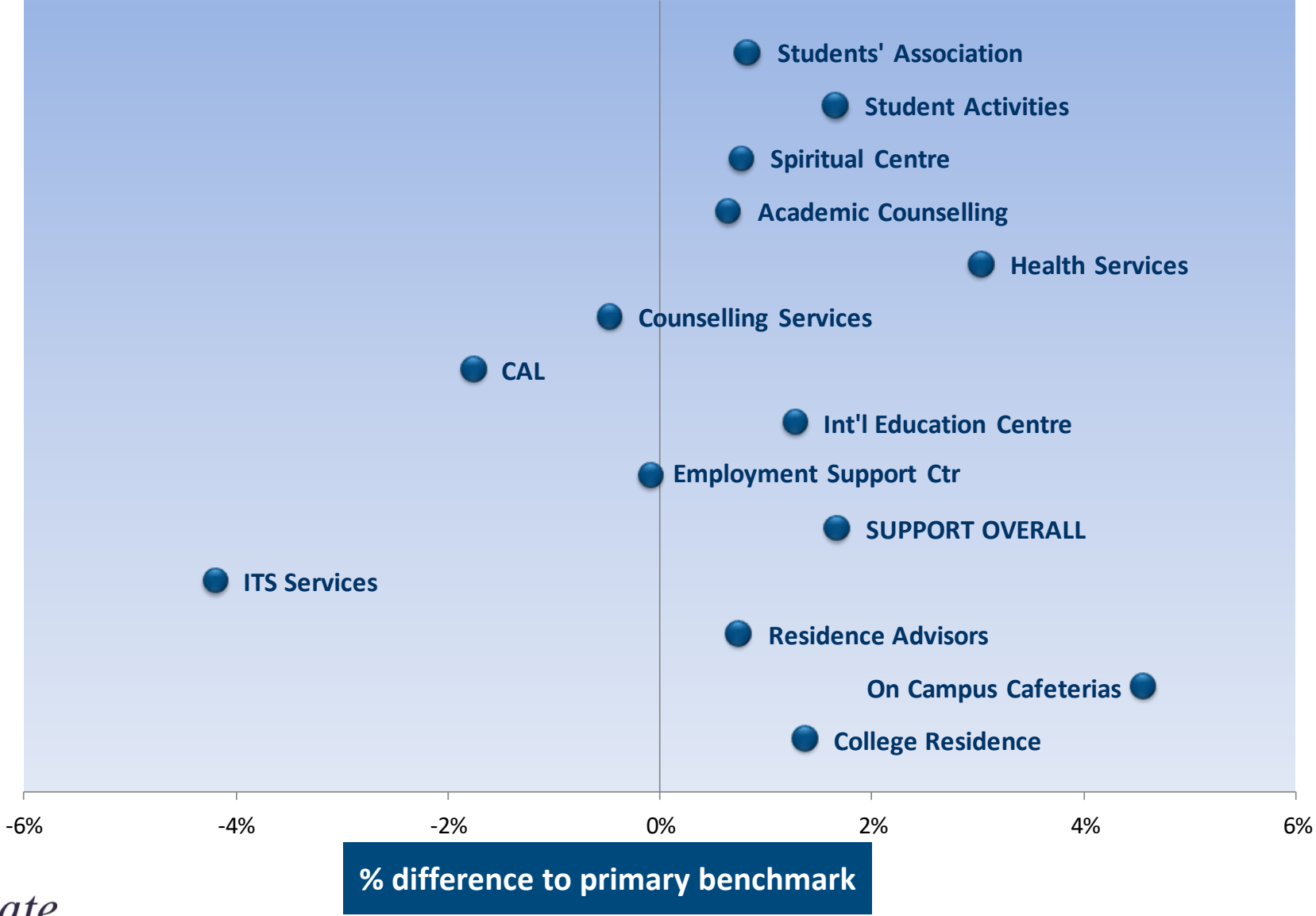
Overall, how satisfied are you with the support services at this stage in the year?

Support usage



Support matrix

College satisfaction (sorted by % score)



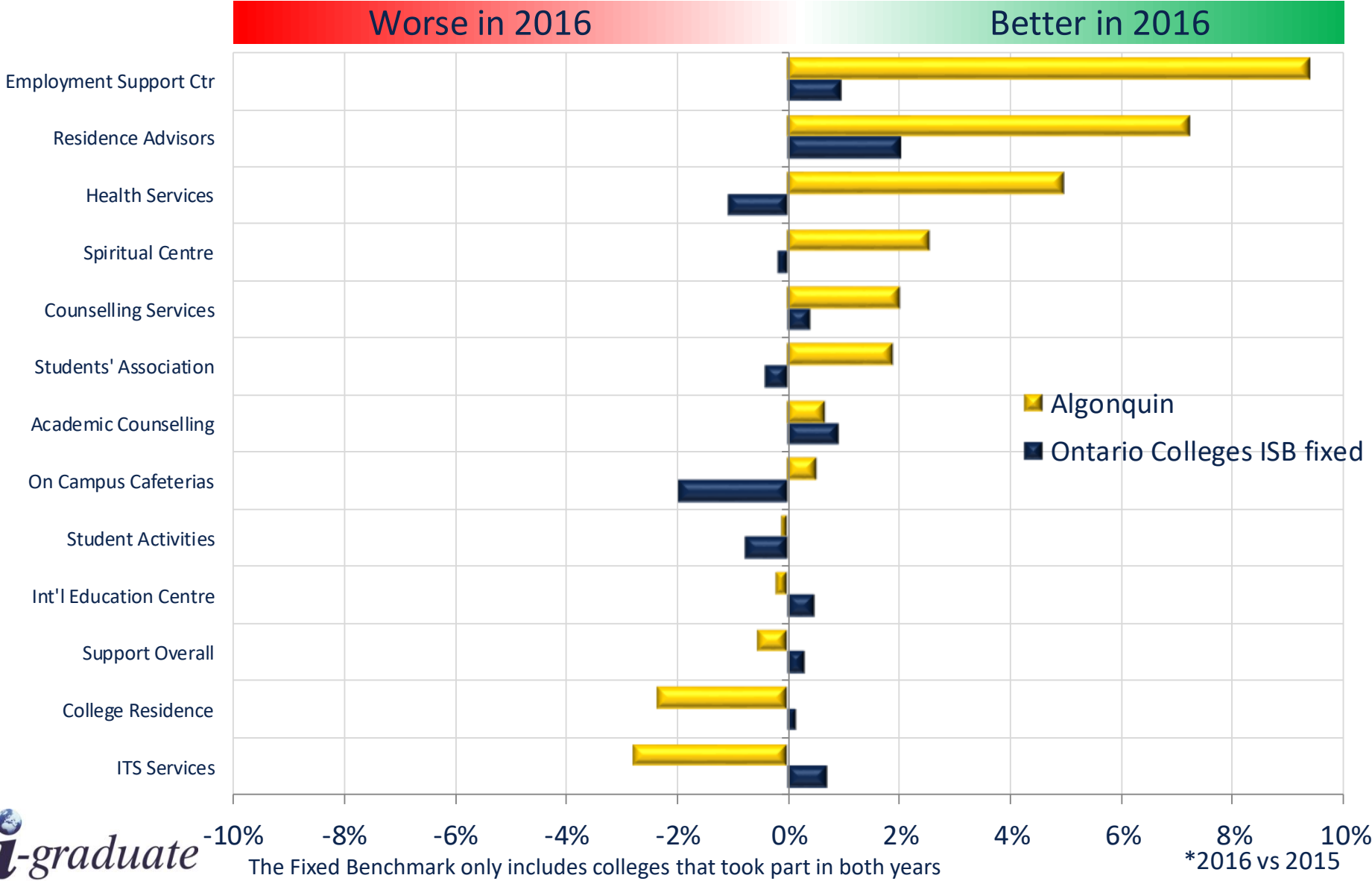
Benchmarking support

	Algonquin	ISB %	Ontario Colleges ISB %	ISB +/-	Ontario Colleges ISB +/-
SUPPORT AVERAGE	92.3%	90.9%	91.6%	1.4%	0.6%
SUPPORT OVERALL	90.7%	88.4%	89.0%	2.3%	1.7%
Students' Association	96.5%	93.1%	95.7%	3.4%	0.8%
Student Activities	95.5%	92.8%	93.9%	2.8%	1.7%
Spiritual Centre	95.2%	94.6%	94.5%	0.6%	0.8%
Academic Counselling	95.1%	93.5%	94.5%	1.6%	0.6%
Health Services	93.9%	89.7%	90.9%	4.2%	3.0%
Counselling Services	93.3%	89.2%	93.8%	4.2%	-0.5%
CAL	92.5%	93.6%	94.2%	-1.1%	-1.8%
Int'l Education Centre	91.1%	92.6%	89.9%	-1.5%	1.3%
Employment Support Ctr	91.0%	87.6%	91.1%	3.4%	-0.1%
ITS Services	90.4%	93.7%	94.6%	-3.3%	-4.2%
Residence Advisors	89.6%	90.2%	88.8%	-0.6%	0.7%
On Campus Cafeterias	88.6%	83.5%	84.0%	5.1%	4.6%
College Residence	87.0%	83.2%	85.6%	3.9%	1.4%

Benchmarking support (sorted by primary ranking group)

	Algonquin	ISB %	Ontario Colleges ISB %	ISB	Ontario Colleges ISB
SUPPORT AVERAGE	92.3%	90.9%	91.6%	24	7
SUPPORT OVERALL	90.7%	88.4%	89.0%	15	3
Spiritual Centre	95.2%	94.6%	94.5%	15	1
Student Activities	95.5%	92.8%	93.9%	17	2
Academic Counselling	95.1%	93.5%	94.5%	12	2
Health Services	93.9%	89.7%	90.9%	6	2
On Campus Cafeterias	88.6%	83.5%	84.0%	25	2
College Residence	87.0%	83.2%	85.6%	56	3
Students' Association	96.5%	93.1%	95.7%	9	4
CAL	92.5%	93.6%	94.2%	31	4
Int'l Education Centre	91.1%	92.6%	89.9%	73	6
Counselling Services	93.3%	89.2%	93.8%	56	7
Employment Support Ctr	91.0%	87.6%	91.1%	23	7
ITS Services	90.4%	93.7%	94.6%	87	10
Residence Advisors	89.6%	90.2%	88.8%	42	

Support satisfaction (year on year*)

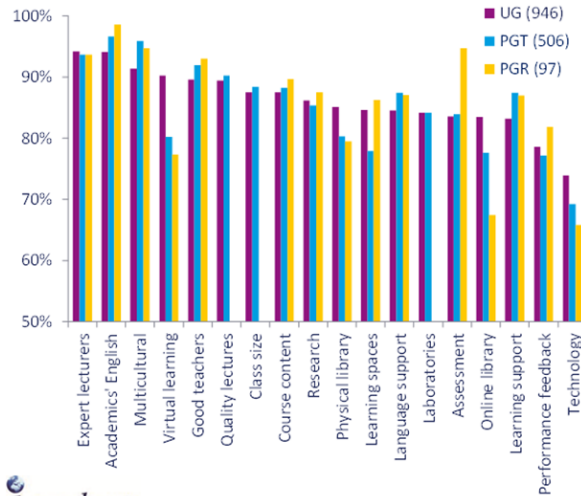


-10% -8% -6% -4% -2% 0% 2% 4% 6% 8% 10%
 The Fixed Benchmark only includes colleges that took part in both years *2016 vs 2015

Deliverables

College-specific data

Learning satisfaction – by study level



Detailed presentations

Propensity to recommend

University (1500)	2015 vs 2014		Benchmark (26500)
39%	7%	I would actively encourage people to apply	35%
46%	-3%	If asked, I would encourage people to apply	44%
11%	4%	I would neither encourage nor discourage people	15%
2%	0%	If asked, I would discourage people from applying	4%
1%	0%	I would actively discourage people from applying	2%

Summary findings

University	Benchmark %	Benchmark +/-	% p	Benchmark
79.2%	84.1%	-4.9%		155
87.1%	89.0%	-1.9%	0.26	132
91.8%	87.1%	4.6%	0.00	10
87.7%	88.4%	-0.6%	0.35	113
84.1%	88.0%	-3.9%	0.14	132
83.7%	87.9%	-4.2%	0.00	151
82.8%	86.4%	-3.5%	0.06	145
82.4%	83.7%	-1.3%	0.37	62
81.0%	89.9%	-9.0%	0.22	116
80.7%	84.2%	-3.4%	0.01	144
79.9%	79.6%	0.2%	0.40	64
79.6%	79.3%	0.3%	0.08	70
79.4%	89.8%	-10.4%	0.00	171
78.4%	81.2%	-2.9%	0.14	135
75.3%	84.8%	-9.5%	0.02	124
73.9%	83.3%	-9.4%	0.00	171
72.3%	83.5%	-11.2%	0.00	157
69.0%	80.6%	-11.7%	0.00	146
64.7%	71.9%	-7.2%	0.00	154
95.4%	89.4%	6.0%	0.00	24
95.2%	91.0%	4.1%	0.00	31
91.2%	90.7%	0.5%	0.06	70

“Great university, great teachers, great accommodation, so many way to make English and foreign friends, a very beautiful place, ecologic. It's the best year of my life, i think I'm very lucky to study here and i will advice this university at everyone without any doubt!”

Verbatim comments

Next generation tools – interact 2.2

Benchmarking

Student satisfaction data against national and international benchmarks

Range

Internal analysis of student satisfaction data

Breakdowns

Analysis by department/faculty

Temperatures

Wave on wave

View results compared to previous waves

Improved navigation

teaching here is remarkable. Very, very good University and would recommend to many!

The teaching and campus life are both great

Because I have found the teaching excellent and the service

Alot of facilities and in general a good place to study

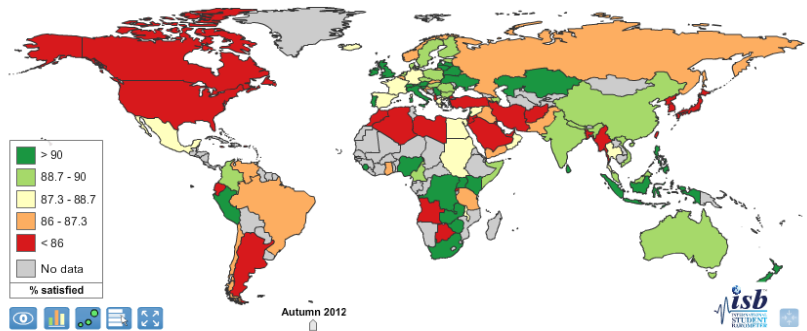
Great university. A lot of support provided, for both academic and personal issues. Many career opportunities as well as volunteering and general chances to gain experience.

Because I enjoy my time here and think the university staff are very friendly, always willing to help

Open comments analysis




Global Views – An interactive online map, showing student mobility in your country





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Thank you

- A member of the i-graduate Research Team will be in contact with details of your institution's online password-protected **Filestore** (www.i-graduate.org/filestore)



- Filestore** contains: full PDF presentation, open comments spreadsheet, institution breakdown sheet and ranking sheets



Questionnaire

Questionnaire flow

Background

- *Nationality*
- *Accommodation*
- *Funding*
- *Level of study*
- *Area of study*
- *School/Faculty/Department*
- *Year of study*

Pre-Arrival

- *Choice of destination*
- *Key influences*
- *Application process*
- *Visa Satisfaction*
- *Agents*

Arrival Experience

- *Overall Satisfaction*
- *Rating on experience*

Learning Experience

- *Overall Satisfaction*
- *Satisfaction of learning elements*
- *Engagement measures*

Living Experience

- *Overall Satisfaction*
- *Satisfaction of living elements*

Support Experience

- *Overall Satisfaction*
- *Relevance of services*
- *Satisfaction with services used*

Recommendation & Reflections

- *Recommendation to others*

Future Plans

- *Employment*
- *Study*

Not a full list of questions

Arrival terminology

Terminology in Standard Questionnaire	Terminology in University Questionnaire	Terminology in Report
Study sense	Understanding how my course of study would work	Study sense
Institution orientation	College orientation	College orientation
Registration	Enrolment/Academic registration	Registration
Host friends	Making friends from this country	Host friends
Other friends	Making friends from other countries	Other friends
Local orientation	Introduction to the local area	Local orientation
Meeting staff	Meeting academic staff	Meeting faculty members
Formal welcome	Formal welcome at the institution	Formal welcome
Home friends	Making friends from my home country	Home friends
Internet access	Internet access at my accommodation	Internet access
Social activities	The social activities (organised events)	Social activities
Bank account	Setting up a bank account	Bank account
Accommodation condition	Condition of housing on arrival	Housing condition
First night	First night - getting to where I would stay	First night
Welcome	Welcome/pickup at airport, railway, coach station	Welcome
Accommodation Office	Algonquin College Residence	College Residence

Learning terminology - Teaching

Terminology in Questionnaire	Terminology in Report
The quality of lectures (UG, PGT, FC, non-degree & other students only)	Quality lectures
The subject area expertise of lecturers/supervisors	Expert lecturers
The teaching ability of lecturers/supervisors	Good teachers
The academic content of my program/studies	Program content
The organisation and smooth running of the program (UG, PGT, FC, non-degree & other students only)	Program organisation
The level of research activity	Research
Academic staff whose English I can understand	Academics' English
Getting time from academic staff when I need it/personal support with learning	Learning support
Feedback on programwork/formal written submissions	Performance feedback
Explanation of marking/assessment criteria	Marking criteria
Fair and transparent assessment of my work	Assessment

Learning terminology - Studies

Terminology in Questionnaire	Terminology in Report
Guidance in topic selection and refinement by my supervisor (PGT & PGR students only)	Topic selection
Confidence about managing a research project as a result of my experience so far (PGR students only)	Managing research
Advice and guidance on long-term job opportunities and careers from academic staff	Careers advice
Learning that will help me get a good job	Employability
Opportunities for work experience/ work placements as a part of my studies	Work experience
Studying with people from other cultures	Multicultural
Help to improve my English language skills (if applicable)	Language support
Opportunities to teach (PGR students only)	Opportunities to teach
The size of classes (UG, PGT, FC, non-degree & other students only)	Class size

Learning terminology - Facilities

Terminology in Questionnaire	Terminology in Report
The quality of the lecture theatres and classrooms	Learning spaces
The quality of laboratories (if applicable)	Laboratories
The physical library facilities	Physical library
The online library facilities	Online library
The learning technology (PCs, networking, etc)	Technology
Virtual learning environment (Blackboard/ WebCT/ Weblearn)	Virtual learning

Living terminology – Accommodation & Living Costs

Terminology in Questionnaire	Terminology in Report
The quality of accommodation (excludes 'living at home'/'living with friends or relatives')	Accommodation quality
The cost of accommodation (excludes 'living at home'/'living with friends or relatives')	Accommodation cost
The cost of living	Living cost
The opportunity to earn money while studying	Earning money
The availability of financial support/ bursaries etc.	Financial support
Internet access at my accommodation	Internet access

Living terminology – Social

Terminology in Questionnaire	Terminology in Report
Making friends from my home country	Home friends
Making friends from this country	Host friends
Making friends from other countries	Other friends
Opportunities to experience the culture of this country	Host culture
The sports facilities	Sports facilities
The social facilities (common room etc.)	Social facilities
The social activities (organised events)	Social activities
Making good contacts for the future	Good contacts

Living terminology – Day to Day Life

Terminology in Questionnaire	Terminology in Report
Feeling safe and secure	Safety
The surroundings outside the college	Good place to be
Transport between college locations	Transport links uni
The transport links to other places	Transport links (other places)
The facilities for religious worship (quiet room/prayer room, etc.)	Worship facilities
Immigration and visa advice from the college	Visa advice
The college's eco-friendly attitude to the environment (e.g. recycling/energy etc.)	Eco-friendly attitude
The design and quality of the campus buildings (what they look like, internal quality, functionality and beauty)	Campus buildings
The quality of the external campus environment (landscaping, street furniture, litter, trees, bicycle parking, signposting)	Campus environment

Support terminology

Terminology in Standard Questionnaire	Terminology in University Questionnaire	Terminology in Report
Catering	On Campus Cafeteria's	On Campus Cafeterias
International Office	International Education Centre (IEC, C429)	Int'l Education Centre
IT Support	ITS Services (C102)	ITS Services
Health Centre	Health Services (C141)	Health Services
Clubs/Societies	International Student Activities	Student Activities
Students' Union	Students' Association (E114 - Student Commons)	Students' Association
Careers Service	Employment Support Centre (E Building - Student Commons)	Employment Support Ctr
Counselling	Counselling Services (E Building - Student Commons)	Counselling Services
Personal Tutors	Academic Counselling (E Building - Student Commons)	Academic Counselling
Accommodation Office	Algonquin College Residence	College Residence
Faith Provision	Spiritual Centre (E Building - Student Commons)	Spiritual Centre
Disability Support	Centre for Accessible Learning (CAL)	CAL
Residential Assistants	Residence Advisors (RA's)	Residence Advisors

Additional Information

College Support Base Numbers

Element	University base number
On Campus Cafeterias	411
Int'l Education Centre	316
ITS Services	281
Health Services	245
Student Activities	202
Students' Association	201
Employment Support Ctr	155
Counselling Services	105
Academic Counselling	82
College Residence	77
Spiritual Centre	63
CAL	53
Residence Advisors	48

Arrival satisfaction – Year on year comparison

Elements	2010	2011	2012	2013	2014	2015	2016	First year vs 2016
Other friends	84%	87%	89%	89%	84%	88%	92%	8%
Host friends	77%	82%	83%	81%	73%	82%	83%	6%
Housing condition	85%	94%	85%	95%	86%	84%	90%	5%
Local orientation	88%	88%	81%	81%	89%	89%	93%	5%
Formal welcome	89%	85%	82%	90%	90%	92%	94%	4%
Home friends	78%	84%	83%	77%	81%	84%	82%	4%
Registration	93%	88%	89%	94%	95%	94%	97%	4%
Internet access	89%	84%	89%	92%	86%	90%	92%	3%
Social activities	88%	80%	83%	85%	89%	87%	91%	2%
Meeting faculty members	91%	83%	91%	84%	90%	85%	93%	2%
Arrival Overall	91%	94%	91%	90%	91%	93%	93%	2%
Study sense	87%	85%	87%	89%	84%	83%	88%	1%
Welcome	91%	84%	79%	91%	83%	92%	93%	1%
College orientation	93%	91%	88%	94%	91%	90%	94%	1%
First night	91%	88%	83%	96%	87%	90%	91%	0%
Bank account	90%	85%	89%	91%	86%	89%	89%	-1%

Learning satisfaction – Year on year comparison

Elements	2010	2011	2012	2013	2014	2015	2016	First year vs 2016
Program organization	75%	78%	86%	87%	88%	87%	88%	13%
Work experience	72%	72%	70%	77%	73%	81%	83%	11%
Careers advice (faculty members)	73%	75%	74%	75%	74%	79%	84%	11%
Laboratories	87%	93%	90%	89%	90%	92%	93%	6%
Performance feedback	85%	90%	87%	90%	92%	86%	91%	6%
Learning spaces	89%	89%	89%	92%	95%	92%	93%	4%
Employability	85%	84%	80%	81%	85%	86%	89%	4%
Physical library	79%	87%	86%	89%	89%	88%	82%	3%
Class size			89%	92%	93%	90%	91%	3%
Multicultural	91%	91%	93%	93%	95%	94%	93%	3%
Learning support	91%	91%	91%	91%	90%	89%	93%	2%
Program content	90%	89%	88%	90%	90%	90%	92%	2%
Language support	90%	92%	90%	89%	92%	92%	92%	2%
Teaching ability of faculty members	89%	84%	88%	91%	90%	90%	91%	2%
Quality lectures	91%	83%	85%	90%	90%	90%	92%	2%
Learning Overall	89%	85%	90%	88%	91%	89%	90%	1%
Marking criteria	90%	88%	86%	89%	90%	82%	91%	1%
Faculty members' English	95%	90%	94%	96%	94%	95%	95%	1%
Research	90%	86%	88%	84%	90%	86%	90%	0%
Expert faculty members	95%	94%	93%	91%	92%	93%	94%	0%
Topic selection**			88%	85%	87%	91%	88%	0%
Online library	87%	91%	86%	90%	89%	90%	86%	-1%
Assessment	93%	89%	90%	92%	90%	89%	92%	-1%
Technology	89%	88%	83%	81%	92%	90%	83%	-6%
LMS	88%	90%	88%	88%	92%	88%	66%	-22%

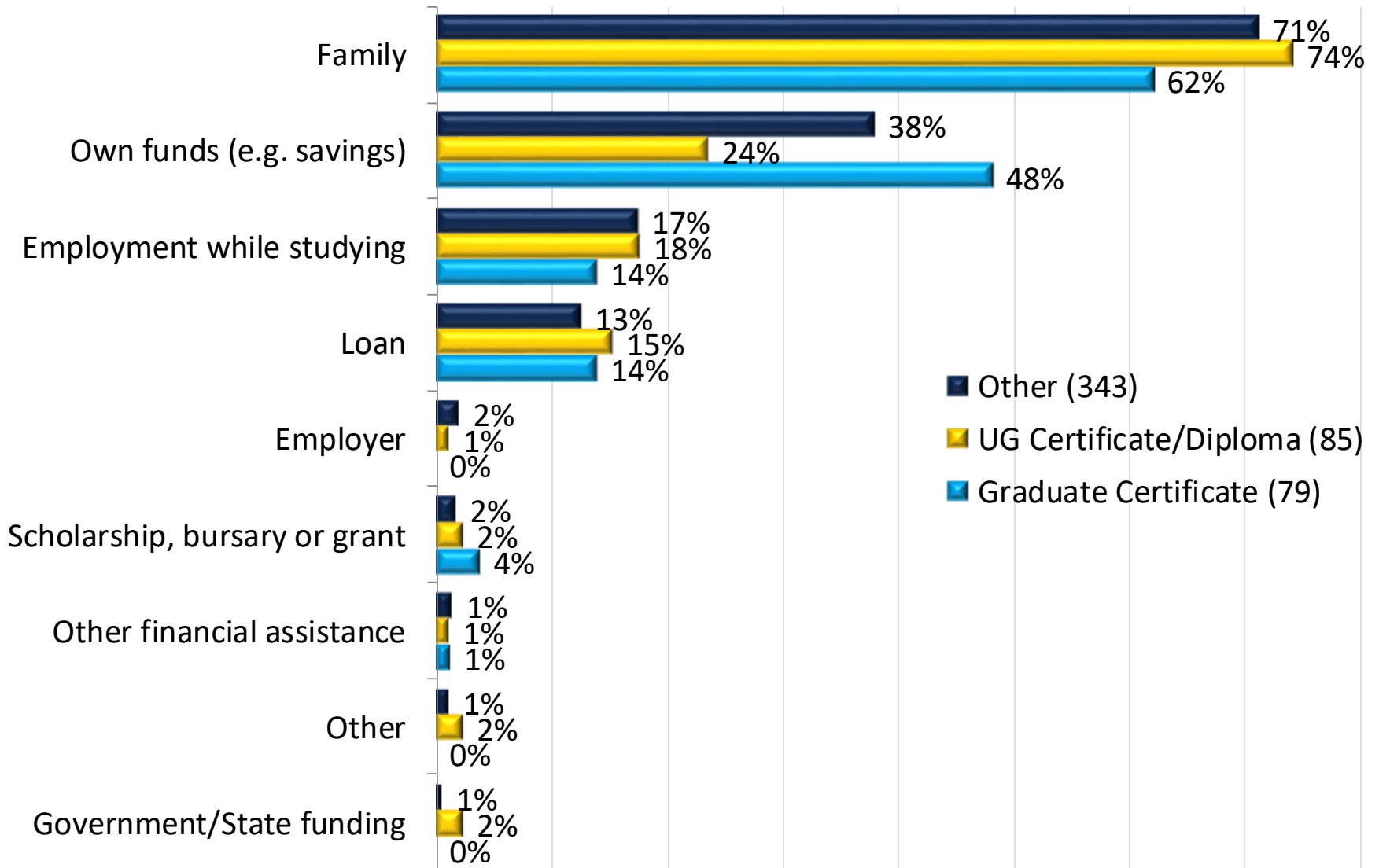
Living satisfaction – Year on year comparison

Elements	2010	2011	2012	2013	2014	2015	2016	First year vs 2016
Living cost	57%	61%	55%	52%	64%	63%	70%	13%
Earning money	59%	53%	61%	45%	59%	64%	69%	11%
Housing cost	59%	71%	61%	66%	66%	64%	69%	10%
Host friends	74%	81%	81%	77%	74%	81%	84%	9%
Good place to be	88%	93%	93%	96%	95%	96%	97%	9%
Social facilities	81%	85%	89%	87%	89%	89%	89%	8%
Worship facilities	84%	84%	86%	90%	92%	90%	91%	7%
Social activities	82%	80%	85%	82%	87%	87%	89%	7%
Campus environment		91%	96%	95%	97%	95%	96%	6%
Transport links college	88%	88%	86%	89%	92%	91%	93%	5%
Host culture	86%	87%	85%	84%	87%	87%	91%	5%
Other friends	86%	86%	89%	86%	88%	89%	91%	5%
Sports and fitness facilities	78%	79%	76%	80%	76%	84%	82%	5%
Good contacts	81%	79%	82%	79%	79%	79%	85%	4%
Internet access at my housing	89%	88%	88%	90%	89%	90%	92%	4%
Living Overall	87%	88%	88%	92%	90%	92%	91%	3%
Campus buildings		89%	91%	90%	95%	94%	92%	3%
Home friends	80%	86%	80%	78%	83%	82%	83%	3%
Visa advice	82%	84%	82%	88%	85%	83%	84%	2%
Safety	95%	91%	97%	97%	97%	97%	97%	2%
Eco-friendly attitude	94%	94%	96%	96%	95%	97%	95%	1%
Transport links	91%	86%	87%	88%	87%	90%	91%	0%
Financial support	54%	53%	50%	30%	40%	46%	51%	-3%
Housing quality	92%	90%	90%	93%	92%	87%	88%	-4%

Support satisfaction – Year on year comparison

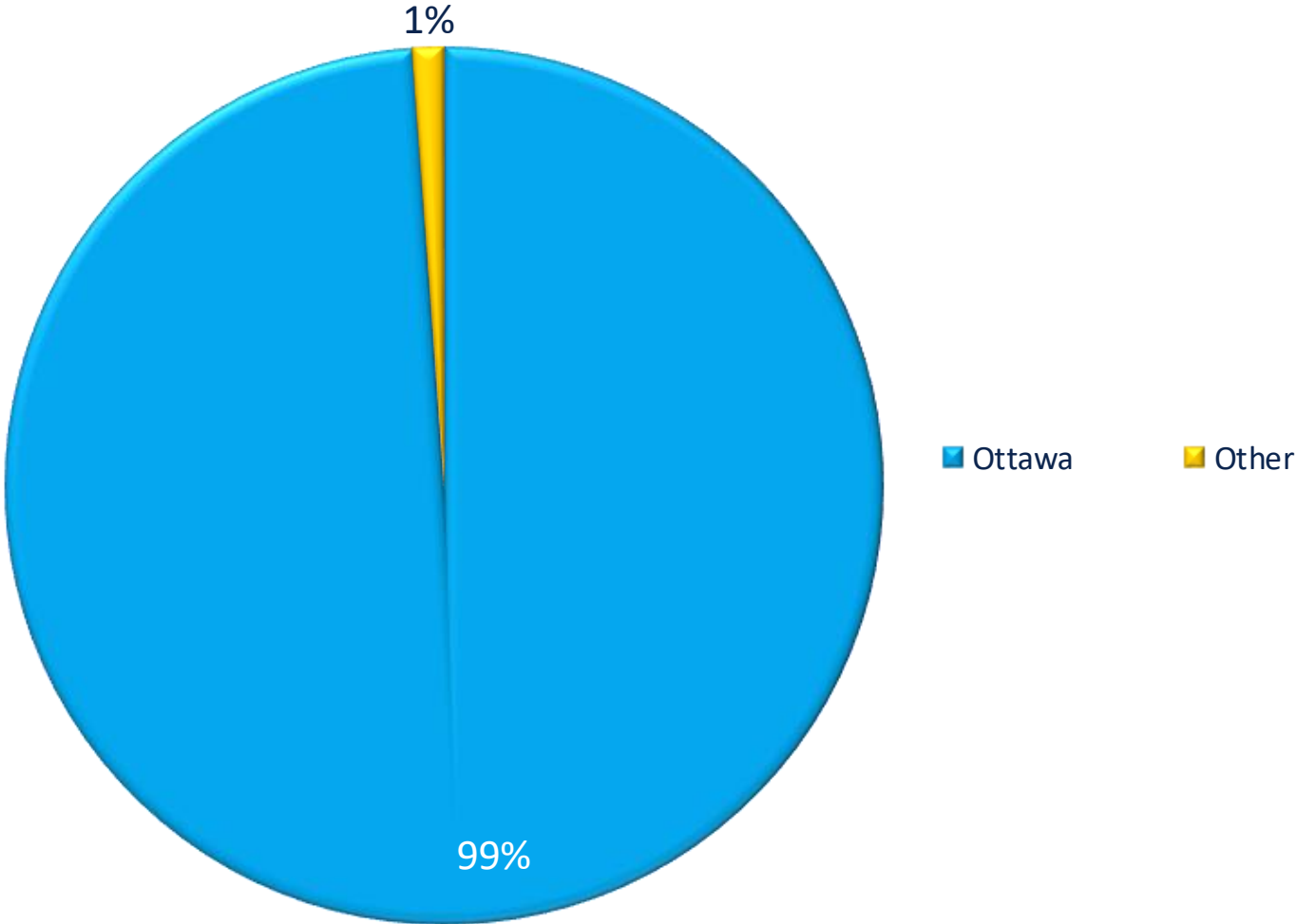
Elements	2010	2011	2012	2013	2014	2015	2016	First year vs 2016
Employment Support Ctr	72%	87%	78%		90%	82%	91%	19%
Health Services	84%	94%	86%	88%	92%	89%	94%	9%
College Residence					79%	89%	87%	8%
Students' Association	91%	92%	92%		97%	95%	97%	6%
Spiritual Centre					91%	93%	95%	4%
On Campus Cafeterias	85%	81%	86%	89%	90%	88%	89%	3%
Support Overall	89%	87%	85%	89%	92%	91%	91%	2%
Int'l Education Centre	90%	92%	91%	86%	93%	91%	91%	1%
Residence Advisors	90%					82%	90%	-1%
Student Activities	97%	89%	95%	93%	95%	96%	96%	-1%
ITS Services	92%	90%	90%	94%	92%	93%	90%	-1%
Counselling Services	97%	92%	86%		96%	91%	93%	-4%
Academic Counselling					100%	94%	95%	-5%

Funding breakdown



How are you funding your studies?

Algonquin (635)



Need to make changes?

i-graduate are now partnered with the Higher Education Academy (HEA), an independent, non-profit organisation, that champions teaching excellence globally to improve student outcomes.

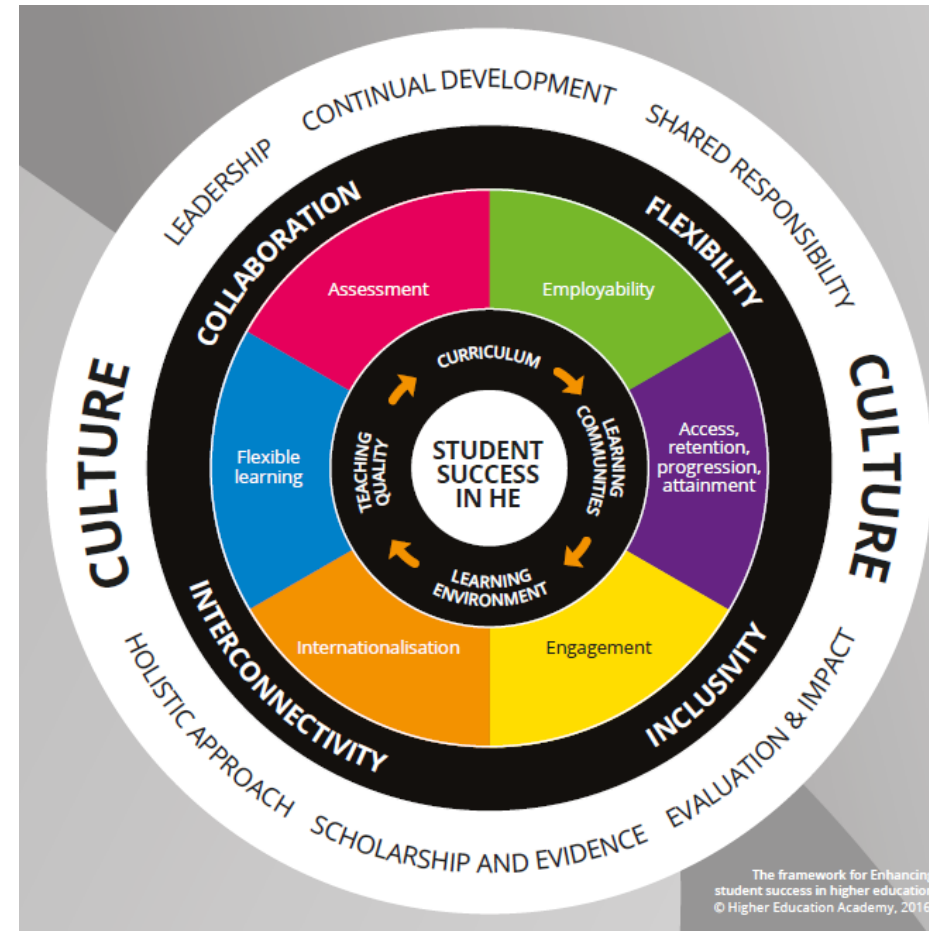
HEA and their global network of consultants can work with you to address your key priorities and issues identified in the Barometer.

The HEA's frameWORKS series is at the heart of their planning and delivery. They are best practice guides, targeting positive outcomes for all students across a range of your key priorities, including:

- Embedding employability: providing the opportunities for students to develop the knowledge, attitudes, behaviours and skills that they will require throughout their working lives
- Internationalising HE: preparing all students to live in a globally inter-connected society
- Student access, retention, attainment and progression: Helping students adapt to and through university
- Improving assessment and feedback so that all students reach their potential

For further details please contact info@i-graduate.org

The framework for enhancing student success in higher education



The framework for Enhancing student success in higher education © Higher Education Academy, 2016.

Global Education Profiler: GE-P

Employers seek graduates who have worked in multicultural teams, across multiple languages and who can communicate effectively across cultures. Graduates need to be armed with global skills to give them the best chance in the world of work.

The GE-P deep dives key areas of student integration and global graduate skills.

🌐 Integration:

- Social integration
- Academic integration

🌐 Global graduate skills:

- Communication
- Foreign language learning
- Global development opportunities and support



GLOBAL EDUCATION PROFILER

Registering for 2017. For further details, please contact info@i-graduate.org

Contact details

- 🌐 For further information about the Student Barometer, please contact Sam Bull (sam.bull@i-graduate.org)
- 🌐 For further details of any of our other research services, please contact a member of the i-graduate Research Team (info@i-graduate.org)
- 🌐 Where we work:
 - 🌐 **ASIA**
 - 🌐 **AUSTRALIA & NEW ZEALAND**
 - 🌐 **NORTH AMERICA**
 - 🌐 **UK & EUROPE**

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