Overview

RUHR UNIVERSITÄT BOCHUM RUB

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  - About i-graduate
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Conclusions & Recommendations

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Process summary & scale

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

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All participating institutions

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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

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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**

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All participating institutions

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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	

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Benchmark groups

RUHR UNIVERSITÄT BOCHUM RUB

Germany ISB (18,265)

Bauhaus-Universität Weimar	Hochschule Neu-Ulm	Technische Universität Dresden
Brandenburgische Technische Universität Cottbus - Senftenberg	Jade University of Applied Sciences	Technische Universität Kaiserslautern
Christian-Albrechts-Universität zu Kiel	Johannes Gutenberg-Universität Mainz	Universität Bayreuth
European University Viadrina	Martin-Luther Universität Halle-Wittenberg	Universität Bielefeld
Fachhochschule Dortmund	Osnabrück University of Applied Sciences	Universität Hamburg
Fachhochschule Frankfurt am Main	Ostbayerische Technische Hochschule Regensburg	Universität Hohenheim
Freie Universität Berlin	Philipps-Universität Marburg	Universität Konstanz
Friedrich-Schiller-Universität Jena	Ruhr-Universität Bochum	Universität Leipzig
Heinrich Heine Universität Düsseldorf	RWTH Aachen University	Universität Paderborn
Hochschule Bonn-Rhein-Sieg	Technische Hochschule Köln	Universität Stuttgart
Hochschule Deggendorf	Technische Universität Bergakademie Freiberg	Universität zu Köln
Hochschule Furtwangen	Technische Universität Chemnitz	
Hochschule Koblenz	Technische Universität Clausthal	

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Benchmark groups

RUHR UNIVERSITÄT BOCHUM RUB

Europe ISB (39,771)		
University of Oulu	Hochschule Bonn-Rhein-Sieg	Ruhr-Universität Bochum
Communaute Universite Grenoble Alpes	Hochschule Deggendorf	RWTH Aachen University
Bauhaus-Universität Weimar	Hochschule Furtwangen	Technische Hochschule Köln
Brandenburgische Technische Universität Cottbus - Senftenberg	Hochschule Koblenz	Technische Universität Bergakademie Freiberg
Christian-Albrechts-Universität zu Kiel	Hochschule Neu-Ulm	Technische Universität Chemnitz
European University Viadrina	Jade University of Applied Sciences	Technische Universität Clausthal
Fachhochschule Dortmund	Johannes Gutenberg-Universität Mainz	Technische Universität Dresden
Fachhochschule Frankfurt am Main	Martin-Luther Universität Halle-Wittenberg	Technische Universität Kaiserslautern
Freie Universität Berlin	Osnabrück University of Applied Sciences	Universität Bayreuth
Friedrich-Schiller-Universität Jena	Ostbayerische Technische Hochschule Regensburg	Universität Bielefeld
Heinrich Heine Universität Düsseldorf	Philipps-Universität Marburg	Universität Hamburg

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Benchmark groups

RUHR UNIVERSITÄT BOCHUM RUB

Europe ISB (39,771)		
Universität Hohenheim	University College Dublin	Swedish Institute of Agricultural Sciences
Universität Konstanz	University of Limerick	Umeå University
Universität Leipzig	Universita Cattolica del Sacro Cuore	University of Gothenburg
Universität Paderborn	Chalmers University of Technology	Uppsala University
Universität Stuttgart	Jönköping University	HAN University of Applied Sciences
Universität zu Köln	Karolinska Institute	Hanze University of Applied Sciences, Groningen
Dublin City University	Linköping University	Leiden University
Maynooth University	Linnaeus University	Saxion University of Applied Sciences
National University of Ireland, Galway	Lund University	University of Groningen
Trinity College Dublin	Mid Sweden University	University of Twente
University College Cork	Stockholm University	Utrecht University

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Survey highlights

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- **Research quality, institution reputation, specific course title are drivers in study decision**
- **The arrival process scores well apart from connecting with the German students**
- **Your international students are happy with the teaching at RUB but more attention for the international classroom and more connection to the world of work would benefit satisfaction scores**
- **The living satisfaction would benefit from more integration with the domestic students (and the buildings and the orientation offer room for improvement)**
- **Better access to the Careers Services for international students would be beneficial**

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Propensity to recommend

Uni Bochum (745)	2016 vs 2015		Germany ISB (15515)	Europe ISB (33655)	Global ISB (132680)
42%	0%	I would actively encourage people to apply	42%	42%	40%
44%	0%	If asked, I would encourage people to apply	41%	42%	44%
12%	1%	I would neither encourage nor discourage people to apply	13%	11%	13%
2%	-1%	If asked, I would discourage people from applying	3%	3%	3%
1%	0%	I would actively discourage people from applying	1%	1%	1%

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

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Propensity to recommend (by study level)

Uni Bochum (745)		MA (331)	BA (290)	PhD (106)
42%	I would actively encourage people to apply	45%	44%	30%
44%	If asked, I would encourage people to apply	39%	46%	53%
12%	I would neither encourage nor discourage people to apply	15%	8%	12%
2%	If asked, I would discourage people from applying	2%	1%	5%
1%	I would actively discourage people from applying	0%	1%	0%

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

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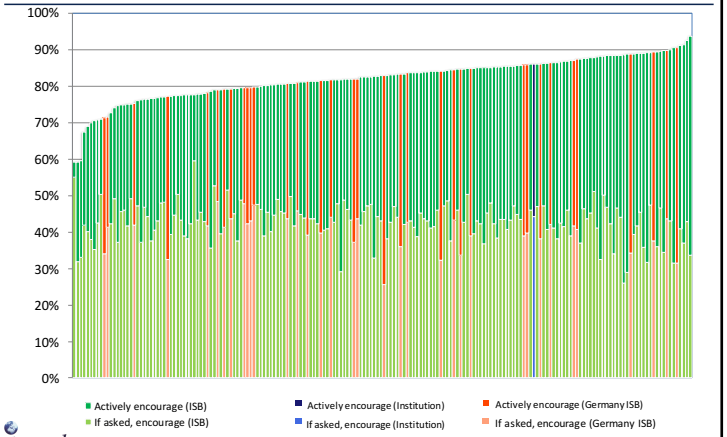
Propensity to recommend (all institutions)



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

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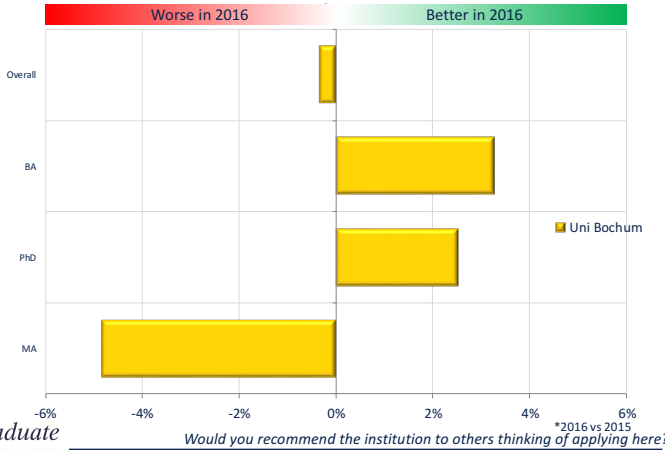
Propensity to recommend



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

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

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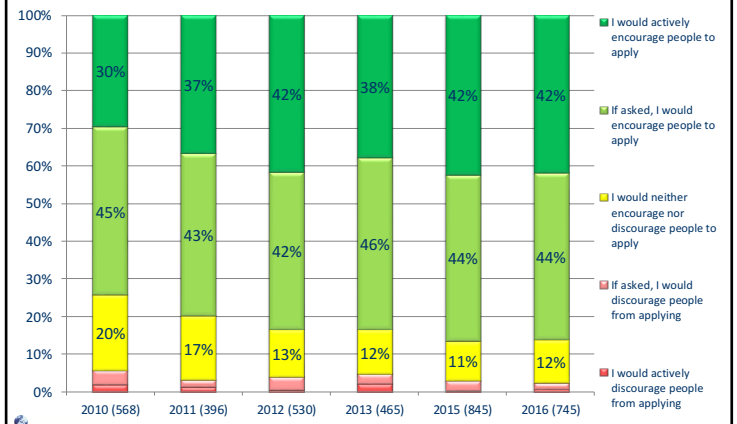
Propensity to recommend (compared to previous years)



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

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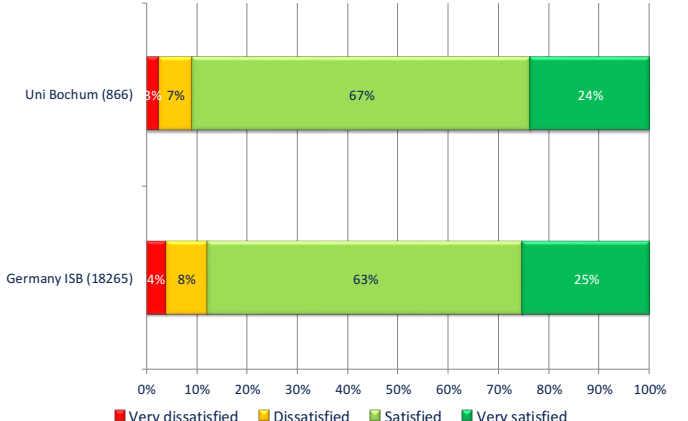
Overall satisfaction



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

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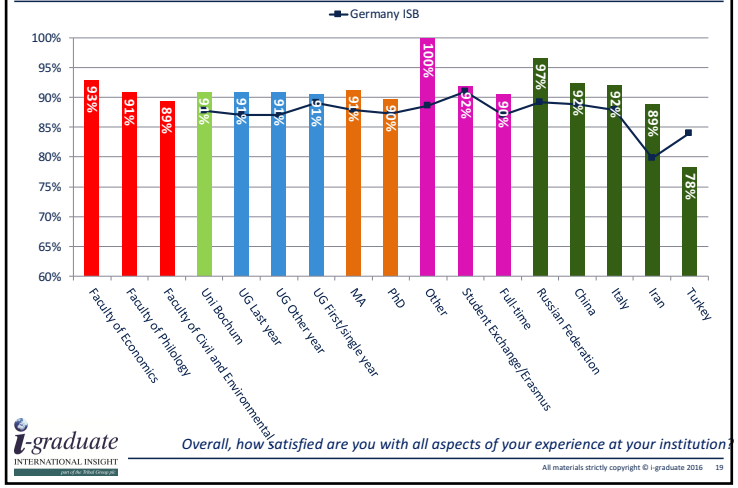
Overall satisfaction



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

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Response rate breakdown

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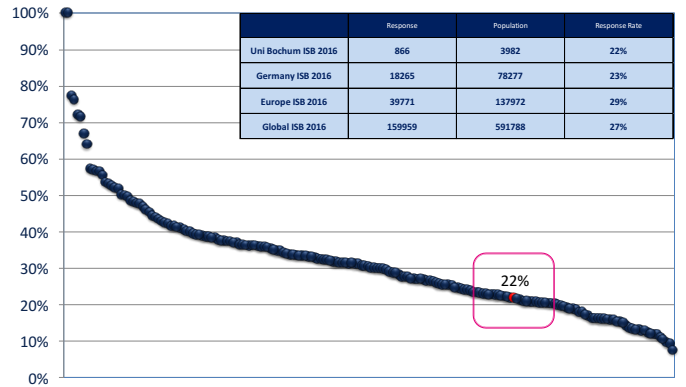
	Response	Population	Response Rate
Uni Bochum ISB 2016	866	3982	22%
Germany ISB 2016	18265	78277	23%
Europe ISB 2016	39771	137972	29%
Global ISB 2016	159959	591788	27%



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

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Nationality breakdown

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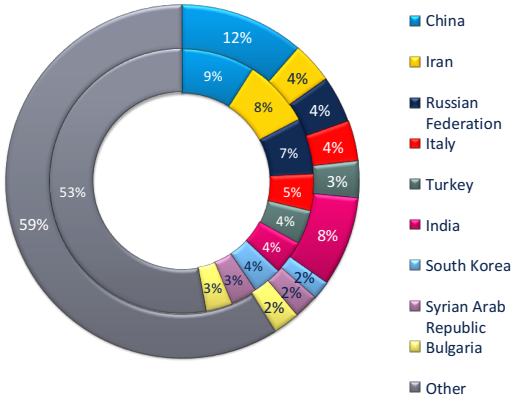
Uni Bochum (866, inner circle) vs Germany ISB (18265, outer circle)



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Study level breakdown

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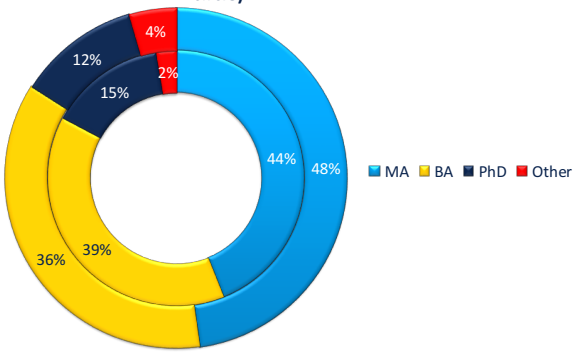
Uni Bochum (866, inner circle) vs Germany ISB (18265, outer circle)



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Study stage breakdown

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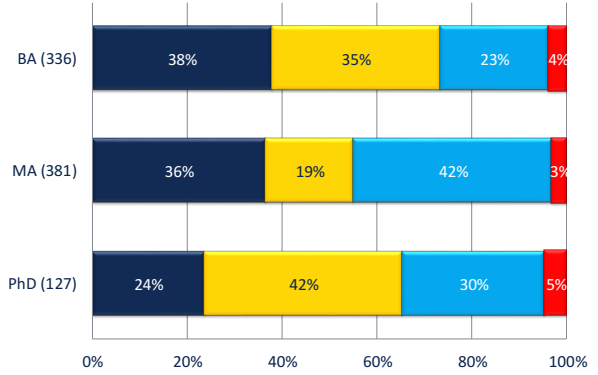

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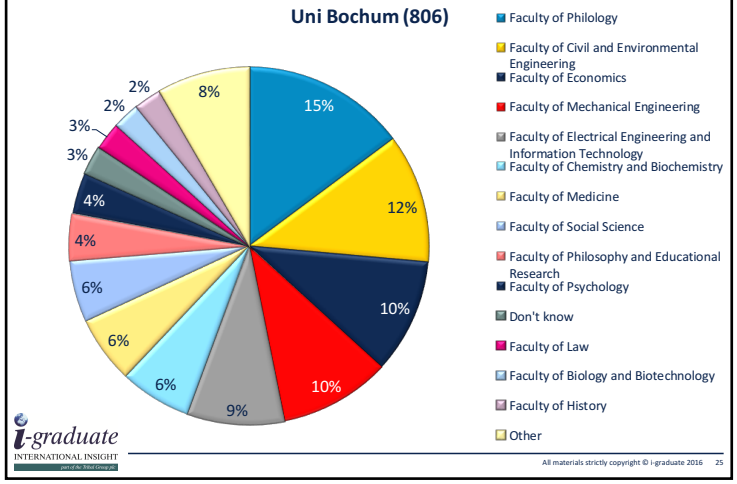
School/faculty breakdown



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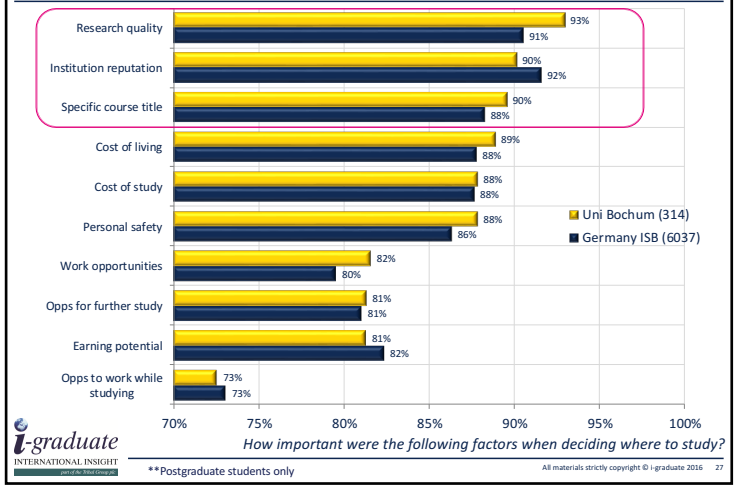
Top 10 factors in study decision (% important)



**Postgraduate students only

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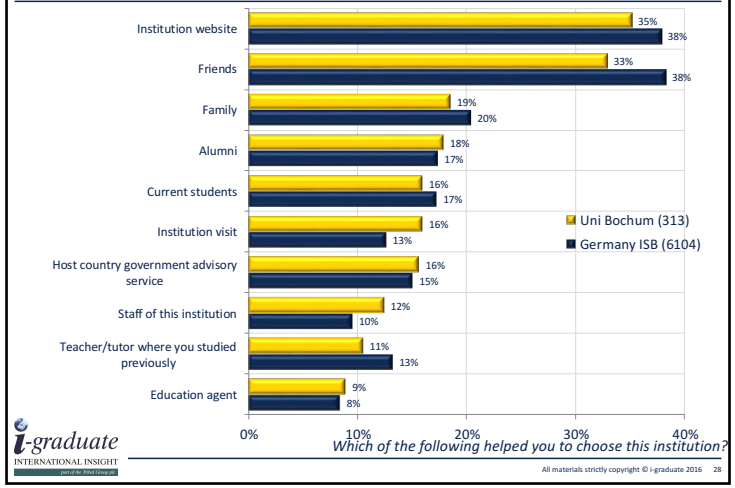
Top 10 key influences (choice of institution)



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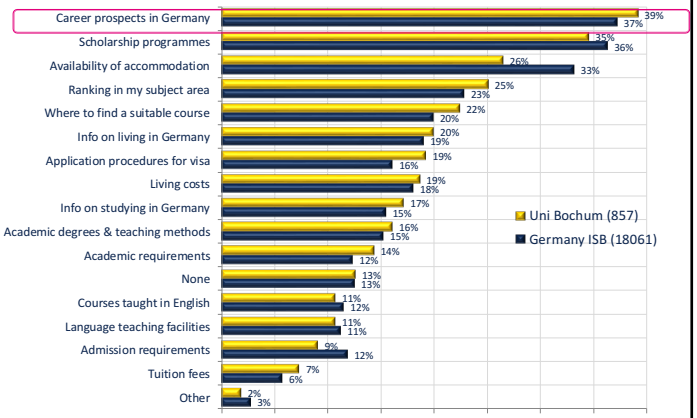
Getting information



For which of the following issues was it difficult to get information?

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Application to offer – number of days and satisfaction

Average Days	Uni Bochum	Germany ISB	Europe ISB	Global ISB
MA	47	59	60	47
BA	44	39	48	46
PhD	55	54	50	63
% Satisfaction	**Uni Bochum**	**Germany ISB**	**Europe ISB**	**Global ISB**
MA	80%	77%	80%	81%
BA	83%	79%	80%	82%
PhD	76%	79%	81%	80%

How long did you wait between applying and receiving your offer from this institution?

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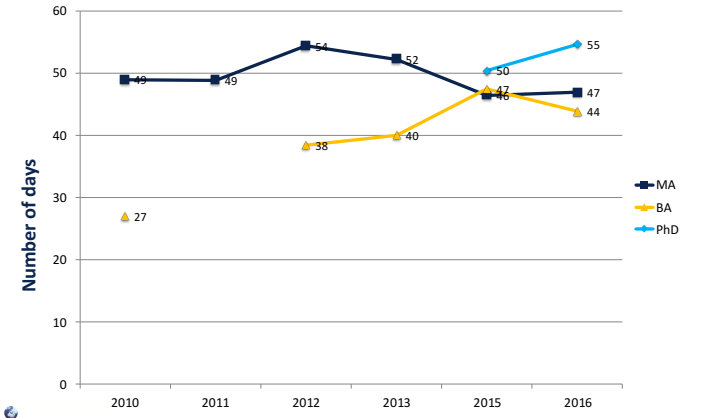
Application to offer – number of days by year



How long did you wait between applying and receiving your offer from this institution?

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Overall satisfaction - Arrival

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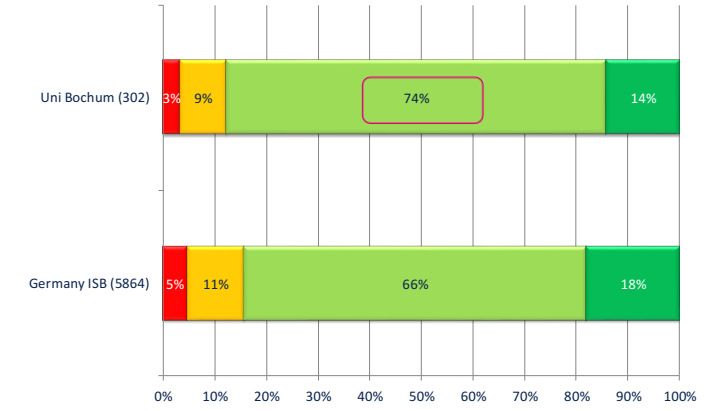

Overall, how satisfied were you with the arrival experience?

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Arrival section asked to all 1st year students

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Arrival matrix

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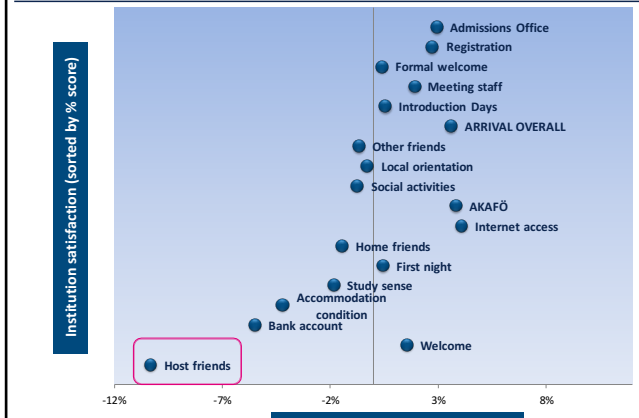

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Arrival section asked to all 1st year students

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Benchmarking arrival (sorted by primary ranking group)

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	Uni Bochum	ISB %	Germany ISB %	Europe ISB %	ISB	Germany ISB	Europe ISB
ARRIVAL AVERAGE	**81.0%**	**84.8%**	**82.0%**	**82.3%**	**126**	**18**	**36**
ARRIVAL OVERALL	**87.7%**	**88.3%**	**84.1%**	**85.7%**	**152**	**19**	**45**
Registration	89.7%	88.4%	87.0%	87.6%	35	7	11
Internet access	81.7%	80.5%	77.6%	78.6%	54	7	17
AKAFÖ	81.9%	83.8%	78.1%	77.7%	91	11	20
Welcome	70.4%	79.9%	68.9%	73.1%	140	11	35
Admissions Office	93.7%	90.7%	90.7%	90.7%	14	14	14
Formal welcome	89.5%	89.0%	89.1%	89.9%	66	15	29
Meeting staff	89.1%	90.1%	87.1%	88.3%	116	15	33
Study sense	74.7%	82.5%	76.5%	78.2%	143	17	35
Introduction Days	87.9%	88.2%	87.3%	87.4%	61	18	28
First night	76.9%	83.4%	76.4%	78.8%	155	18	45
Local orientation	84.2%	84.5%	84.5%	85.2%	93	19	36
Home friends	81.2%	84.8%	82.7%	83.8%	120	19	41
Bank account	72.0%	77.8%	77.5%	69.6%	115	19	27
Social activities	83.8%	85.1%	84.6%	84.4%	99	22	42
Accommodation condition	72.9%	81.0%	77.1%	77.1%	148	22	40
Other friends	87.4%	87.8%	88.1%	88.8%	116	26	51
Host friends	59.6%	73.8%	69.9%	70.6%	167	31	56

Einschreibungsprozess ist in Studierendensekretariat sehr schnell und gut gelaufen. Mitarbeiter waren sehr freundlich. Dankeschön *Belarus*

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Arrival section asked to all 1st year students

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Arrival – degree-seeking vs. exchange students

Arrival Element	Uni Bochum	Degree seeking	Student Exchange
Arrival Overall (302)	88%	89%	81%
AKAFÖ	82%	80%	NA
Accommodation condition	73%	74%	74%
Admissions Office	94%	93%	94%
Bank account	72%	69%	79%
Internet access	82%	84%	68%
First night	77%	77%	77%
Formal welcome	89%	89%	91%
Home friends	81%	79%	90%
Host friends	60%	58%	63%
Local orientation	84%	84%	84%
Meeting staff	89%	90%	82%
Other friends	87%	87%	90%
Registration	90%	90%	89%
Social activities	84%	83%	92%
Study sense	75%	77%	67%
Introduction Days	88%	88%	84%
Welcome	70%	71%	68%

Arrival section asked to all 1st year students

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Arrival satisfaction – Year on year comparison

Elements	2010	2011	2012	2013	2015	2016	First year vs 2016
AKAFÖ	65%	65%	58%	61%	81%	82%	17%
Social activities	73%	78%	81%	83%	82%	84%	11%
Introduction Days	80%	85%	84%	82%	87%	88%	8%
Local orientation	78%	85%	83%	77%	80%	84%	6%
Meeting staff	85%	88%	87%	87%	89%	89%	4%
Other friends	84%	78%	88%	90%	89%	87%	4%
Admissions Office			90%	88%	92%	94%	3%
Arrival Overall	85%	85%	88%	84%	87%	88%	3%
Registration	88%	90%	87%	83%	87%	90%	2%
Formal welcome	88%	85%	91%	90%	85%	89%	2%
Internet access	81%	76%	75%	76%	82%	82%	1%
Home friends	82%	76%	81%	82%	81%	81%	-1%
Study sense	76%	81%	79%	78%	79%	75%	-1%
First night	79%	73%	80%	79%	78%	77%	-2%
Accommodation condition	75%	76%	76%	77%	77%	73%	-2%
Welcome	76%	67%	79%	75%	74%	70%	-6%
Host friends	66%	63%	69%	65%	65%	60%	-7%
Bank account	84%	79%	86%	85%	85%	72%	-12%

Arrival section asked to all 1st year students

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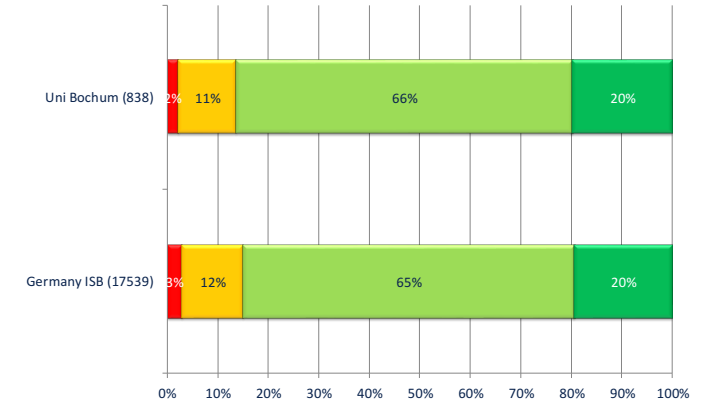
Overall satisfaction - Learning



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

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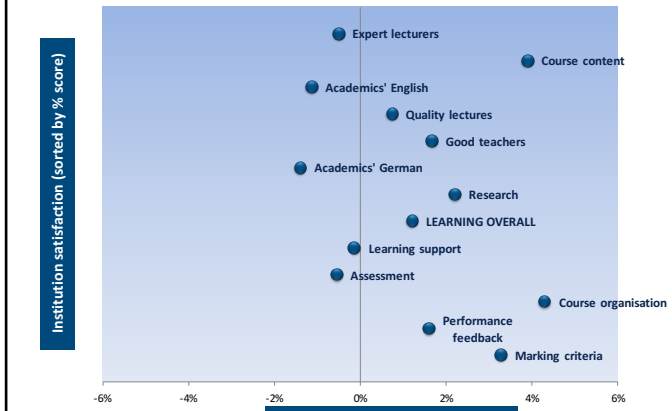
Learning matrix - Teaching



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Benchmarking learning - Teaching (sorted by primary ranking group)

	Uni Bochum	ISB %	Germany ISB %	Europe ISB %	ISB	Germany ISB	Europe ISB
LEARNING AVERAGE	82.3%	84.9%	83.1%	83.7%	143	20	42
LEARNING OVERALL	86.3%	86.5%	85.1%	85.1%	102	14	31
TEACHING							
Course content	91.1%	88.6%	87.2%	86.7%	59	11	16
Performance feedback	82.3%	84.3%	80.7%	79.9%	115	11	18
Research	86.5%	87.2%	84.3%	85.2%	89	13	25
Assessment	84.2%	88.2%	84.8%	85.7%	127	13	30
Marking criteria	81.2%	83.2%	77.9%	78.0%	133	13	26
Good teachers	90.3%	88.4%	88.6%	87.2%	73	14	18
Course organisation	83.8%	84.0%	79.5%	79.4%	113	14	28
Expert lecturers	92.2%	92.9%	92.7%	92.7%	102	15	33
Learning support	85.2%	89.1%	85.3%	86.7%	146	16	40
Academics' English	90.9%	92.1%	92.0%	92.3%	118	19	42
Quality lectures	90.5%	88.8%	89.7%	88.3%	97	20	32
Academics' German	88.6%	90.0%	90.0%	90.0%	20	20	20

Die wissenschaftliche Mitarbeiter müssen die internationale Studierende berücksichtigen.Unsere Muttersprache ist kein Deutsch und sie könnten z.B. zusätzliche Materialien geben -sowohl auf Deutsch,als auch auf English,wenn es Englisch im Fach gibt.Die Fakultät kann Kurse in verschiedenen Module organisieren,die speziel für Ausländer geeignet sind. *Bulgaria*

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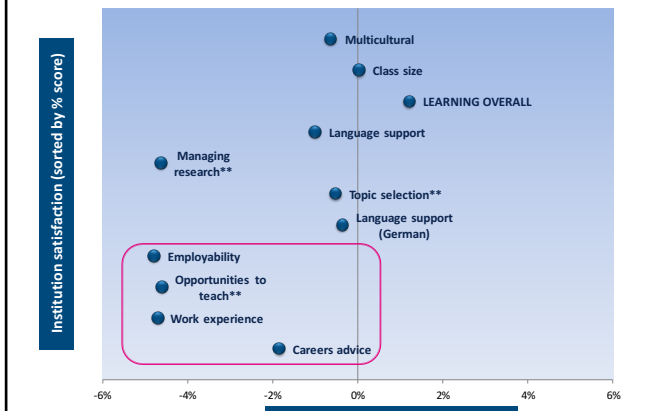
Learning matrix - Studies



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Benchmarking learning - Studies (sorted by primary ranking group)

	Uni Bochum	ISB %	Germany ISB %	Europe ISB %	ISB	Germany ISB	Europe ISB
LEARNING AVERAGE	82.3%	84.9%	83.1%	83.7%	143	20	42
LEARNING OVERALL	86.3%	86.5%	85.1%	85.1%	102	14	31
STUDIES							
Managing research**	81.3%	89.6%	85.9%	86.9%	72	8	14
Opportunities to teach**	60.5%	71.5%	65.1%	68.5%	69	8	15
Language support	82.2%	88.4%	83.2%	86.5%	147	17	45
Topic selection**	80.5%	86.7%	81.0%	83.1%	131	17	34
Language support (German)	75.7%	76.1%	76.1%	76.1%	21	21	21
Careers advice	58.1%	71.1%	59.9%	61.9%	156	21	40
Work experience	59.1%	70.2%	63.8%	63.6%	146	22	38
Class size	87.1%	89.4%	87.1%	89.2%	150	25	53
Employability	63.2%	77.8%	68.0%	70.9%	172	28	55
Multicultural	88.5%	90.4%	89.1%	90.4%	140	30	58

Having students from various nationalities makes learning more interactive, experience-oriented, interdisciplinary, and international. *Other*

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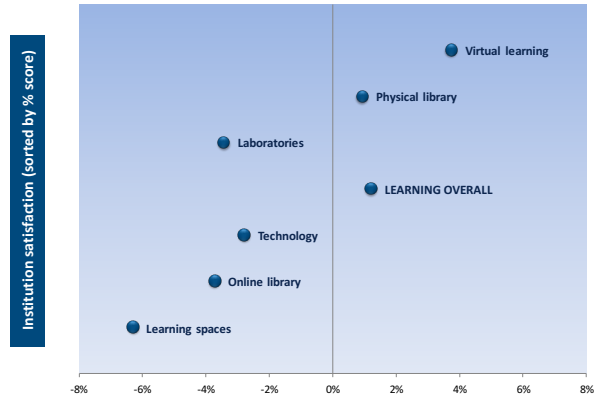
Learning matrix - Facilities



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Benchmarking learning - Facilities (sorted by primary ranking group)

	Uni Bochum	ISB %	Germany ISB %	Europe ISB %	ISB	Germany ISB	Europe ISB
LEARNING AVERAGE	**82.3%**	**84.9%**	**83.1%**	**83.7%**	**143**	**20**	**42**
LEARNING OVERALL	**86.3%**	**86.5%**	**85.1%**	**85.1%**	**102**	**14**	**31**
FACILITIES							
Virtual learning	90.8%	90.4%	87.1%	88.1%	59	3	10
Physical library	89.9%	89.3%	88.9%	88.6%	104	19	35
Technology	86.2%	89.8%	89.0%	89.3%	131	24	41
Laboratories	88.5%	90.9%	91.9%	91.8%	110	27	49
Online library	83.9%	90.1%	87.6%	88.5%	155	28	52
Learning spaces	82.9%	89.9%	89.2%	89.5%	164	31	56

In der Bibliothek der Ruhr-Uni-Bochum konnte ich bis jetzt immer sehr gut lernen, es gab immer genügend Plätze und Computer, die Ausstattung und Anzahl der zur Verfügung gestellten Bücher hat mich beeindruckt.
Russian Federation

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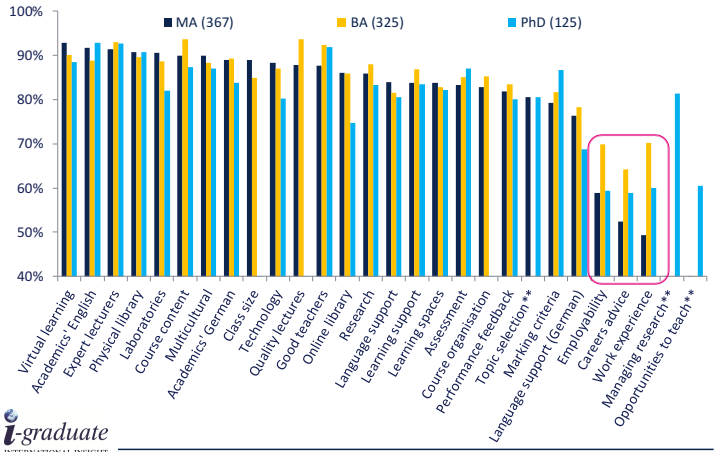
Learning satisfaction by study level



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Learning – degree-seeking vs. exchange students

Learning Element	Uni Bochum	Degree seeking	Student Exchange
Learning Overall (838)	86%	84%	91%
Academics' English	91%	90%	94%
Marking criteria	81%	79%	90%
Assessment	84%	82%	93%
Careers advice	58%	56%	67%
Course content	91%	91%	89%
Managing research**	81%	80%	NA
Class size	87%	87%	87%
Expert lecturers	92%	92%	95%
Employability	63%	61%	71%
Language support (German)	76%	74%	83%
Academics' German	89%	89%	86%
Good teachers	90%	89%	94%
Topic selection**	81%	79%	88%
Online library	84%	84%	81%
Physical library	90%	89%	92%
Learning support	85%	84%	90%
Learning spaces	83%	82%	84%
Laboratories	88%	89%	89%
Language support	82%	79%	90%
Multicultural	88%	88%	92%
Course organisation	84%	84%	84%
Opportunities to teach**	60%	59%	NA
Performance feedback	82%	81%	87%
Quality lectures	90%	90%	92%
Research	87%	86%	87%
Technology	86%	87%	85%
Virtual learning	91%	91%	89%
Work experience	59%	57%	67%

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Learning satisfaction – Year on year comparison

Elements	2010	2011	2012	2013	2015	2016	First year vs 2016
Course organisation	66%	73%	79%	79%	84%	84%	18%
Language support	67%	71%	76%	75%	81%	82%	15%
Marking criteria	70%	76%	76%	83%	82%	81%	11%
Academics' English	81%	83%	88%		89%	91%	10%
Class size			79%	79%	85%	87%	8%
Physical library	82%	87%	88%	86%	87%	90%	8%
Online library	77%	83%	78%	82%	86%	84%	7%
Assessment	77%	85%	83%	86%	89%	84%	7%
Learning spaces	76%	74%	82%	80%	83%	83%	7%
Learning support	78%	83%	79%	81%	85%	85%	7%
Performance feedback	76%	78%	82%	84%	85%	82%	6%
Quality lectures	84%	90%	90%	90%	91%	90%	6%
Good teachers	85%	89%	87%	88%	88%	90%	6%
Virtual learning	87%	90%	87%	88%	91%	91%	4%
Course content	87%	90%	82%	91%	89%	91%	4%
Learning Overall	83%	86%	84%	85%	87%	86%	3%
Laboratories	86%	85%	90%	86%	92%	88%	2%
Topic selection**	79%	77%	87%	82%	83%	81%	2%
Multicultural	87%	85%	88%	90%	89%	88%	1%
Careers advice	57%	61%	61%	64%	58%	58%	1%
Research	86%	87%	83%	89%	85%	87%	0%
Employability	63%	72%	58%	68%	68%	63%	0%
Expert lecturers	92%	95%	94%	94%	93%	92%	0%
Technology	86%	87%	85%	83%	88%	86%	0%
Language support (German)			76%	84%	77%	76%	-1%
Managing research**	86%	78%	89%	88%	82%	81%	-4%
Opportunities to teach**	66%	65%	63%	74%	72%	60%	-5%
Work experience	67%	67%	62%	65%	61%	59%	-8%

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Living

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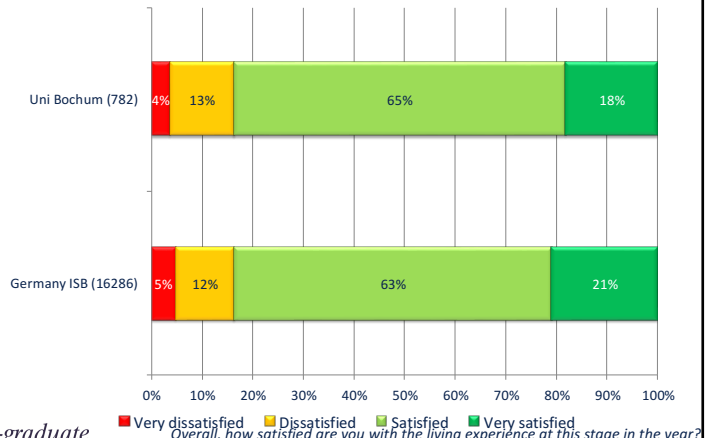
Overall satisfaction - Living



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

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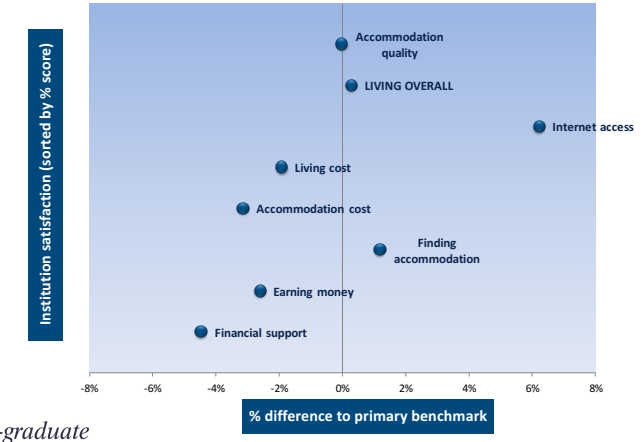
Living matrix – Accommodation & living costs



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

RUHR UNIVERSITÄT BOCHUM RUB

	Uni Bochum	ISB %	Germany ISB %	Europe ISB %	ISB	Germany ISB	Europe ISB
LIVING AVERAGE	**77.7%**	**79.9%**	**78.8%**	**78.5%**	**114**	**22**	**41**
LIVING OVERALL	**83.8%**	**86.8%**	**83.5%**	**84.4%**	**149**	**23**	**48**
ACCOMMODATION and LIVING COSTS							
Internet access	83.2%	80.3%	77.0%	78.3%	43	7	20
Finding accommodation	63.2%	60.9%	62.0%	60.9%	27	19	27
Accommodation quality	84.8%	84.7%	84.8%	83.7%	80	21	32
Living cost	82.6%	70.9%	84.5%	72.2%	30	22	22
Accommodation cost	69.8%	63.3%	72.9%	64.7%	47	24	27
Financial support	43.0%	55.4%	47.5%	48.5%	155	24	43
Earning money	53.2%	53.5%	55.8%	45.3%	102	27	27

Akafö acommodation is expensive. *Turkey*

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Living matrix - Social

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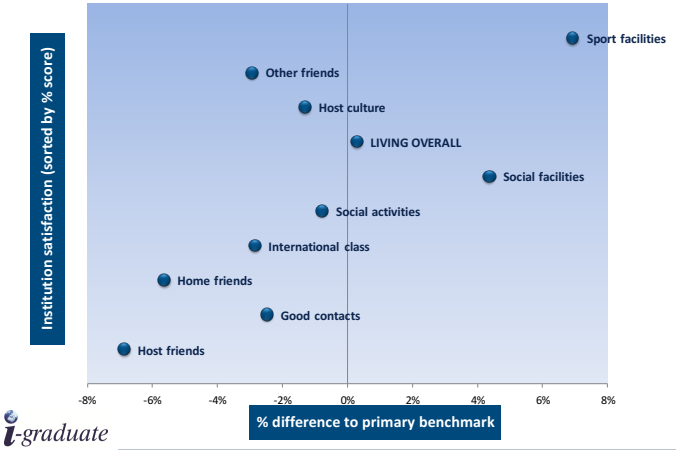

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Benchmarking living – Social (sorted by primary ranking group)

RUHR UNIVERSITÄT BOCHUM RUB

	Uni Bochum	ISB %	Germany ISB %	Europe ISB %	ISB	Germany ISB	Europe ISB
LIVING AVERAGE	**77.7%**	**79.9%**	**78.8%**	**78.5%**	**114**	**22**	**41**
LIVING OVERALL	**83.8%**	**86.8%**	**83.5%**	**84.4%**	**149**	**23**	**48**
SOCIAL							
Social facilities	80.7%	81.9%	76.4%	78.4%	101	10	26
Sport facilities	85.9%	80.7%	79.0%	79.1%	55	12	22
Social activities	80.4%	83.1%	81.2%	82.4%	97	20	43
Good contacts	70.9%	78.5%	73.4%	76.1%	155	23	52
Host culture	84.2%	85.8%	85.5%	85.7%	100	29	46
International class	79.6%	82.5%	82.4%	82.5%	36	29	36
Home friends	78.8%	85.3%	84.4%	85.2%	154	32	60
Other friends	85.2%	87.7%	88.2%	89.3%	124	33	62
Host friends	60.7%	73.2%	67.5%	67.4%	170	33	56

just come and make as much contact as possible with german students
Advice from Chinese student

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Living matrix – Day to day life

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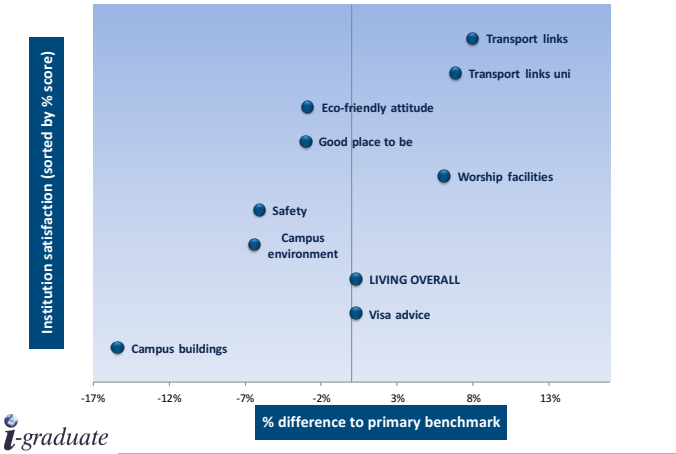

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Benchmarking living – Day to day life (sorted by primary ranking group)

RUHR UNIVERSITÄT BOCHUM RUB

	Uni Bochum	ISB %	Germany ISB %	Europe ISB %	ISB	Germany ISB	Europe ISB
LIVING AVERAGE	**77.7%**	**79.9%**	**78.8%**	**78.5%**	**114**	**22**	**41**
LIVING OVERALL	**83.8%**	**86.8%**	**83.5%**	**84.4%**	**149**	**23**	**48**
DAY TO DAY LIFE							
Transport links uni	90.7%	84.6%	83.9%	84.7%	14	6	11
Worship facilities	86.0%	85.4%	79.9%	81.8%	67	7	17
Transport links	91.1%	83.1%	83.1%	84.0%	16	8	12
Visa advice	75.5%	81.3%	75.2%	77.1%	127	19	40
Eco-friendly attitude	88.8%	90.3%	91.6%	90.2%	115	28	44
Good place to be	87.5%	91.5%	90.5%	92.5%	140	31	59
Safety	84.5%	92.5%	90.5%	92.6%	153	32	60
Campus environment	83.9%	91.8%	90.3%	92.3%	155	32	61
Campus buildings	68.0%	88.5%	83.4%	86.8%	178	34	63

it wasnt so easy to remember and recognise the different buildings and i still get lose in the campus sometimes
China

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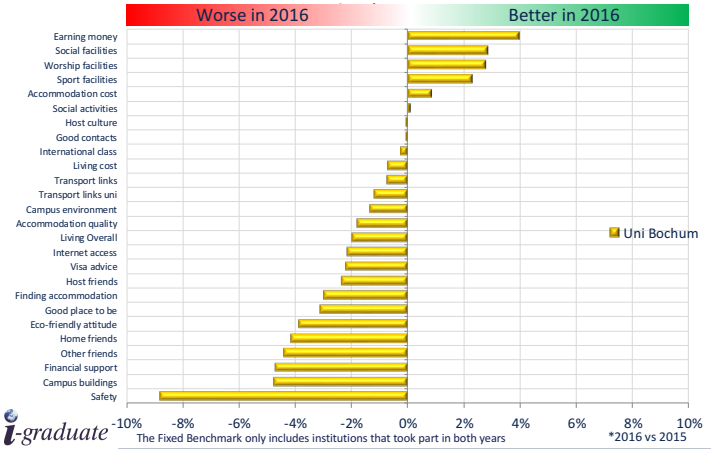
Living satisfaction (year on year*)

RUHR UNIVERSITÄT BOCHUM RUB



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

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Living – degree-seeking vs. exchange students

RUHR UNIVERSITÄT BOCHUM RUB

Living Element	Uni Bochum	Degree seeking	Student Exchange
Living Overall (782)	84%	84%	83%
Accommodation quality	85%	86%	82%
Accommodation cost	70%	69%	68%
Eco-friendly attitude	89%	89%	88%
Earning money	53%	54%	44%
Finding accommodation	63%	57%	84%
International class	80%	77%	88%
Financial support	43%	40%	53%
Good contacts	71%	69%	80%
Good place to be	88%	87%	88%
Host culture	84%	83%	90%
Host friends	61%	59%	65%
Internet access	83%	87%	71%
Living cost	83%	82%	82%
Other friends	85%	84%	90%
Campus buildings	68%	67%	73%
Campus environment	84%	83%	87%
Social activities	80%	79%	85%
Safety	84%	84%	85%
Home friends	79%	76%	87%
Social facilities	81%	79%	83%
Sport facilities	86%	85%	89%
Transport links	91%	90%	94%
Transport links uni	91%	90%	93%
Visa advice	76%	73%	88%
Worship facilities	86%	87%	82%

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Living satisfaction – Year on year comparison

RUHR UNIVERSITÄT BOCHUM RUB

Elements	2010	2011	2012	2013	2015	2016	First year vs 2016
Visa advice	58%	60%	68%	74%	78%	76%	18%
Worship facilities	72%	76%	78%	85%	83%	86%	14%
Sport facilities	76%	73%	77%	79%	84%	86%	10%
Accommodation cost	61%	71%	66%	65%	69%	70%	9%
Campus buildings		60%	71%	69%	73%	68%	8%
Living cost	76%	80%	77%	81%	83%	83%	7%
Living Overall	77%	83%	82%	82%	86%	84%	7%
Social activities	75%	75%	77%	81%	80%	80%	5%
Accommodation quality	80%	84%	80%	85%	87%	85%	4%
Transport links uni	86%	87%	90%	89%	92%	91%	4%
Social facilities	77%	77%	78%	76%	78%	81%	3%
Earning money	50%	55%	53%	51%	49%	53%	3%
Good place to be	85%	86%	85%	87%	91%	88%	2%
Host culture	83%	81%	78%	84%	84%	84%	2%
Eco-friendly attitude	88%	85%	90%	88%	93%	89%	1%
Transport links	90%	90%	91%	90%	92%	91%	1%
International class					80%	80%	0%
Campus environment		84%	85%	82%	85%	84%	0%
Other friends	86%	85%	84%	91%	90%	85%	-1%
Good contacts	73%	71%	67%	71%	71%	71%	-2%
Finding accommodation					66%	63%	-3%
Internet access	87%	84%	79%	81%	85%	83%	-4%
Host friends	65%	64%	62%	63%	63%	61%	-4%
Home friends	84%	81%	81%	84%	83%	79%	-5%
Safety	90%	93%	87%	92%	93%	84%	-6%
Financial support	49%	49%	52%	46%	48%	43%	-6%

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RUHR UNIVERSITÄT BOCHUM RUB

Support

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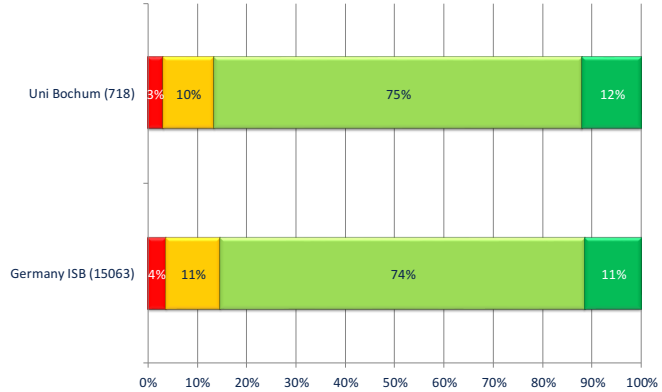
Overall satisfaction - Support



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

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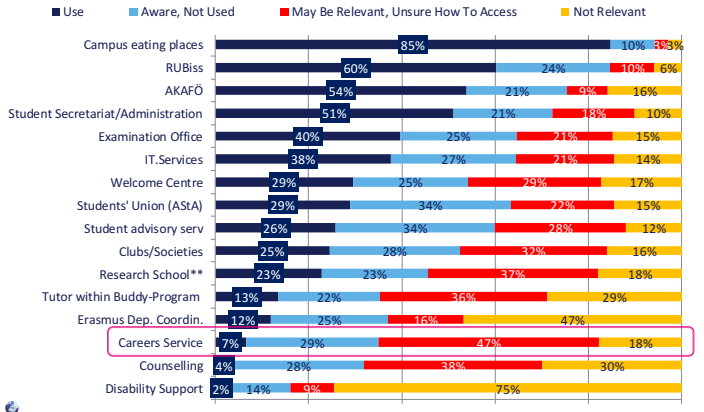
Support usage



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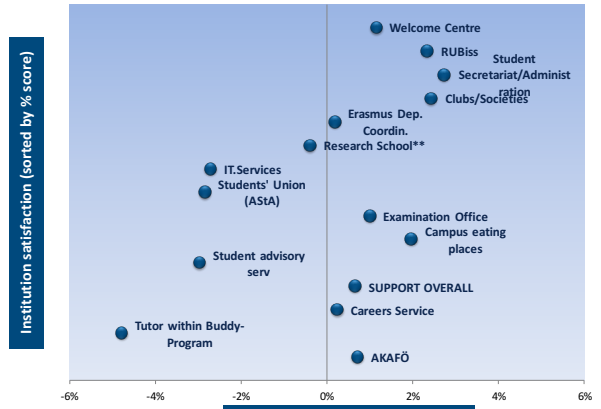
Support matrix



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Benchmarking support (sorted by primary ranking group)

	Uni Bochum	ISB %	Germany ISB %	Europe ISB %	ISB	Germany ISB	Europe ISB
SUPPORT AVERAGE	**89.8%**	**90.9%**	**90.1%**	**90.1%**	**89**	**22**	**33**
SUPPORT OVERALL	**86.6%**	**88.4%**	**86.0%**	**87.2%**	**128**	**13**	**35**
Research School**	92.7%	94.2%	93.1%	93.7%	41	6	10
Welcome Centre	96.2%	95.1%	95.1%	95.1%	8	8	8
Clubs/Societies	93.7%	92.8%	91.3%	92.7%	50	8	23
Careers Service	85.1%	87.6%	84.9%	85.9%	77	10	21
RUBiss	95.5%	92.6%	93.1%	92.9%	20	11	14
Erasmus Dep. Coordin.	93.1%	93.4%	92.9%	93.4%	18	11	18
Campus eating places	88.4%	83.5%	86.4%	84.0%	30	14	16
Student Secretariat/Administration	95.1%	92.4%	92.4%	92.4%	18	18	18
AKAFÖ	79.1%	83.2%	78.4%	78.0%	110	18	29
Student advisory serv	87.0%	92.3%	89.9%	91.1%	112	20	40
Examination Office	88.9%	87.9%	87.9%	87.9%	25	25	25
Students' Union (AStA)	89.0%	93.1%	91.9%	92.6%	145	27	50
Tutor within Buddy-Program	81.3%	86.0%	86.0%	86.0%	27	27	27
IT.Services	91.8%	93.7%	94.5%	93.8%	128	30	48

In general, I found really nice support people who look like they want to help me but not always are able to communicate in English. IT services is a place hidden from the humanity, but once you find them, they are helpfull. On the contrary, AKAFÖ is really easy to find but in most of the opportunities they are completely helpless. I do not blame the people though, I think the Wohnheim System is not the adequate to answer efficiently to the students needs. *Columbia*

**Postgraduate students only

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Support satisfaction – Year on year comparison

Elements	2010	2011	2012	2013	2015	2016	First year vs 2016
AKAFÖ	67%	69%	69%	72%	80%	79%	12%
RUBiss	84%	83%	90%	91%	95%	95%	11%
Clubs/Societies	85%	92%	81%	94%	96%	94%	9%
Student advisory serv	79%	85%	90%	91%	95%	87%	8%
Erasmus Dep. Coordin.	86%	88%	93%	84%	91%	93%	7%
Support Overall	81%	79%	83%	87%	86%	87%	6%
IT.Services	86%	93%	90%	92%	92%	92%	5%
Students' Union (AStA)	84%	84%	87%	90%	92%	89%	5%
Examination Office		84%	83%		94%	89%	4%
Careers Service	81%		85%	73%	84%	85%	4%
Student Secretariat/Administration		92%	93%		95%	95%	3%
Research School**	90%	88%	92%	95%	92%	93%	3%
Campus eating places	87%	86%	90%	89%	86%	88%	1%

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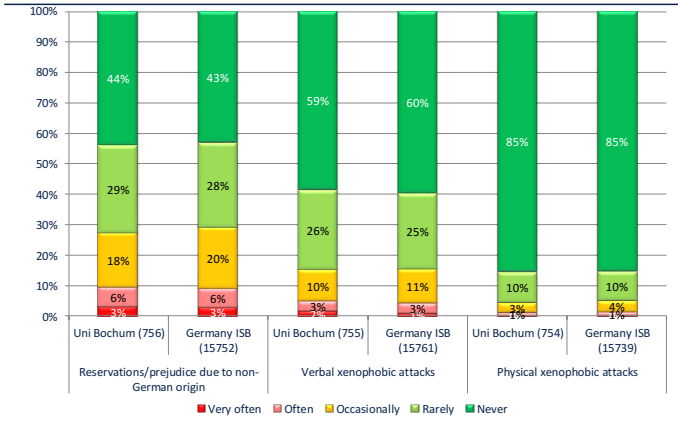
Xenophobia in Germany



How often have you personally experienced physical or verbal attacks motivated by xenophobia in Germany?

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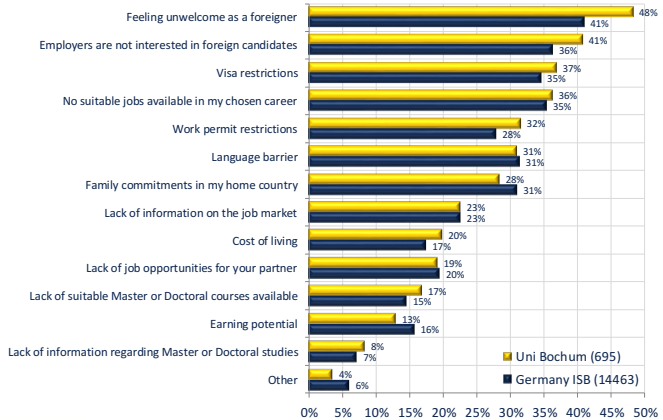
Reasons for leaving



What would make you LEAVE your host country after graduation?

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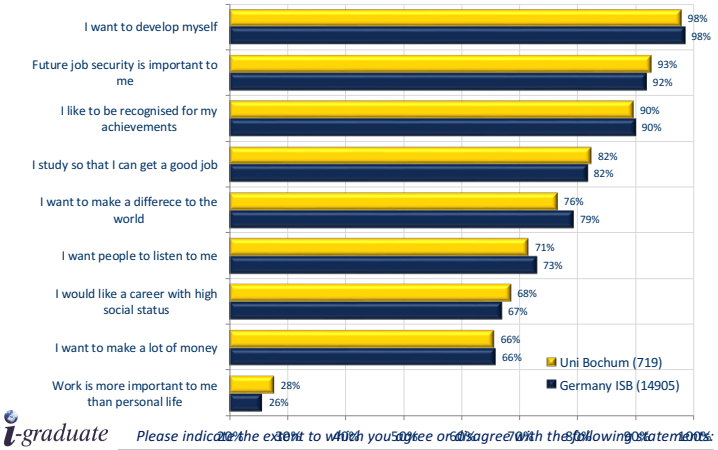
Motivations



Please indicate the extent to which you agree or disagree with the following statements:

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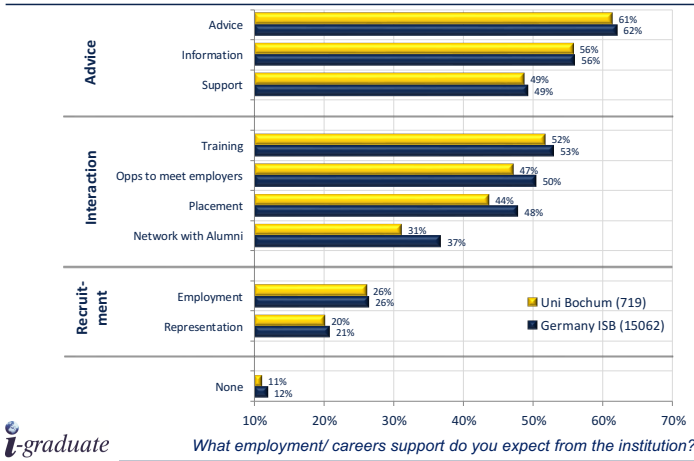
Expectations of careers support



What employment/ careers support do you expect from the institution?

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Conclusion & Recommendations ISB 2016

- **Research quality, institution reputation, specific course title are drivers in study decision**
- **The arrival process scores well apart from connecting with the German students**
- **Your international students are happy with the teaching at RUB but more attention for the international classroom and more connection to the world of work would benefit satisfaction scores**
- **The living satisfaction would benefit from more integration with the domestic students (and the buildings and the orientation offer room for improvement)**
- **Better access to the Careers Services for international students would be beneficial** - ***The largest improvement could come from offering more workshops/services in English to suit your international students more***

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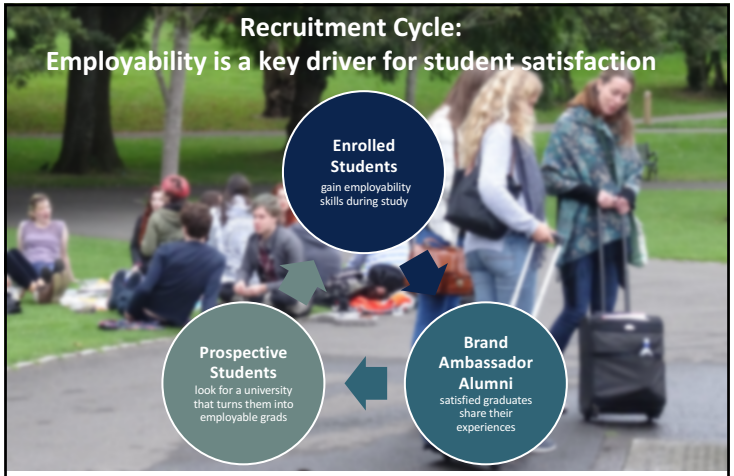
Recruitment Cycle: Employability is a key driver for student satisfaction



For more information: CareerProfessor.works

CareerProfessor.works™

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Deliverables

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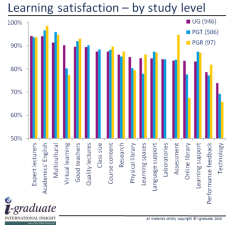
Deliverables

RUHR UNIVERSITÄT BOCHUM RUB

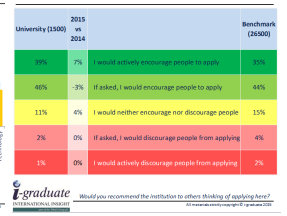
Institution-specific data

Learning satisfaction – by study level

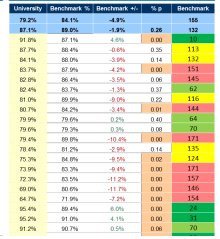


Detailed presentations

Propensity to recommend



Summary findings



"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

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Next generation tools – *interact 2.2*

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Open comments analysis

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

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Introducing the i-mark

RUHR UNIVERSITÄT BOCHUM RUB

COMMITTED TO THE STUDENT EXPERIENCE 2016/17

STUDENT BAROMETER™ PARTNER
THE GLOBAL BENCHMARK FOR THE STUDENT EXPERIENCE

- **Available to HE institutions worldwide taking part in the ISB or SB**
- **Instant and easy recognition of an institution's dedication to the student experience**
- **Use on website and promotional literature**

"We are using the i-mark on our admission webpages to show potential students that we use the ISB for program quality management and service development."

ISB University Partner

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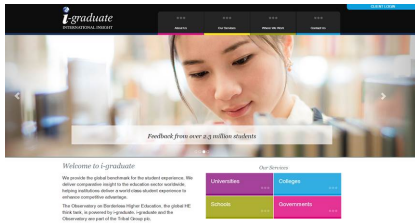
Thank you! Any questions?

- Thank you for listening!
- Any questions?
- Feel free to contact Nannette Ripmeester (nannette.ripmeester@i-graduate.org or n.ripmeester@labourmobility.com)

- 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



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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

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Arrival terminology

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

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Learning terminology - Teaching

Terminology in Questionnaire	Terminology in Report
The quality of lectures *(BA, MA, 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 course/studies	Course content
The organisation and smooth running of the course *(BA, MA, FC, non-degree & other students only)*	Course 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 coursework/formal written submissions	Performance feedback
Explanation of marking/assessment criteria	Marking criteria
Fair and transparent assessment of my work	Assessment

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Learning terminology - Studies

Terminology in Questionnaire	Terminology in Report
Guidance in topic selection and refinement by my supervisor *(MA & PhD students only)*	Topic selection
Confidence about managing a research project as a result of my experience so far *(PhD 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 *(PhD students only)*	Opportunities to teach
The size of classes *(BA, MA, FC, non-degree & other students only)*	Class size

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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

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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

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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

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Living terminology – Day to Day Life

Terminology in Questionnaire	Terminology in Report
Feeling safe and secure	Safety
The surroundings outside the institution	Good place to be
Transport between institution 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 institution	Visa advice
The institution'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

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Support terminology

Terminology in Standard Questionnaire	Terminology in University Questionnaire	Terminology in Report
Catering	Campus eating places (e.g. Mensa, Cafeteria)	Campus eating places
International Office	International Office - RUBiss	RUBiss
Accommodation Office	Accommodation Office - AKAFÖ	AKAFÖ
Student Secretariat/Administration	Student Secretariat/Administration	Student Secretariat/Administration
Examination Office	Examination Office	Examination Office
IT Support	IT.Services	IT.Services
Welcome Centre (PhD students only)	Welcome Centre (PhD students only)	Welcome Centre
Students' Union	Students' Union (AStA)	Students' Union (AStA)
Student Advisory	Student advisory service (zentrale Studienberatung)	Student advisory serv
Clubs/Societies	Institution Clubs/Societies	Clubs/Societies
Tutor within Buddy-Program	Tutor within Buddy-Program	Tutor within Buddy-Program
Graduate School**	Research School	Research School**
Int'l Office (Faculty)	Erasmus departmental coordinator (Erasmus-Fachkoordinatoren)	Erasmus Dep. Coordin.
Careers Service	Careers Advisory Service	Careers Service
Counselling	Counselling Service	Counselling
Disability Support	Disability Support	Disability Support

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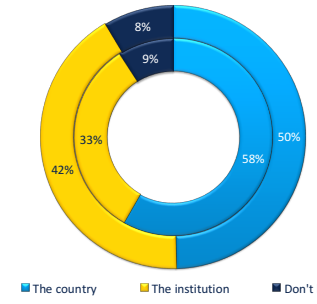
Brand strength

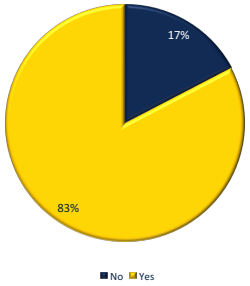
RUHR UNIVERSITÄT BOCHUM RUB

Uni Bochum (266, inner circle) vs Germany ISB (4987, outer circle)



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

Uni Bochum (266)



Was this country your first choice for international education?

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Agents

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Agent rating

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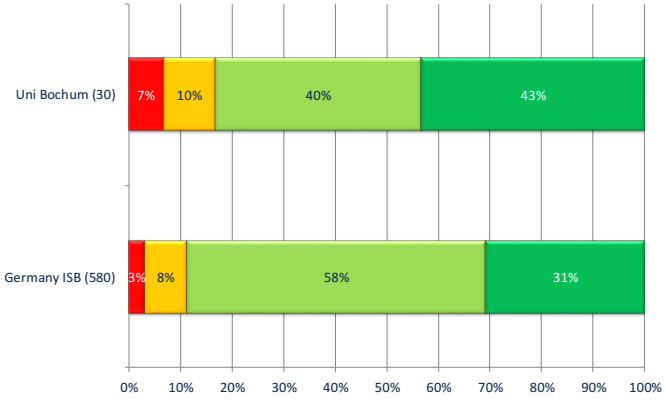

Please rate the service you received from the agent/representative office:

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Benchmarking arrival

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	Uni Bochum	ISB %	Germany ISB %	Europe ISB %	ISB +/-	Germany ISB +/-	Europe ISB +/-
ARRIVAL AVERAGE	**81.0%**	**84.8%**	**82.0%**	**82.3%**	**-3.8%**	**-1.0%**	**-1.3%**
ARRIVAL OVERALL	**87.7%**	**88.3%**	**84.1%**	**85.7%**	**-0.5%**	**3.6%**	**2.1%**
Admissions Office	93.7%	90.7%	90.7%	90.7%	2.9%	2.9%	2.9%
Registration	89.7%	88.4%	87.0%	87.6%	1.3%	2.7%	2.1%
Formal welcome	89.5%	89.0%	89.1%	89.9%	0.5%	0.4%	-0.4%
Meeting staff	89.1%	90.1%	87.1%	88.3%	-1.0%	1.9%	0.7%
Introduction Days	87.9%	88.2%	87.3%	87.4%	-0.3%	0.5%	0.5%
Other friends	87.4%	87.8%	88.1%	88.8%	-0.4%	-0.7%	-1.4%
Local orientation	84.2%	84.5%	84.5%	85.2%	-0.3%	-0.3%	-1.0%
Social activities	83.8%	85.1%	84.6%	84.4%	-1.3%	-0.8%	-0.6%
AKAFÖ	81.9%	83.8%	78.1%	77.7%	-1.9%	3.8%	4.3%
Internet access	81.7%	80.5%	77.6%	78.6%	1.2%	4.1%	3.1%
Home friends	81.2%	84.8%	82.7%	83.8%	-3.6%	-1.4%	-2.5%
First night	76.9%	83.4%	76.4%	78.8%	-6.6%	0.4%	-1.9%
Study sense	74.7%	82.5%	76.5%	78.2%	-7.8%	-1.8%	-3.5%
Accommodation condition	72.9%	81.0%	77.1%	77.1%	-8.0%	-4.2%	-4.2%
Bank account	72.0%	77.8%	77.5%	69.6%	-5.8%	-5.5%	2.4%
Welcome	70.4%	79.9%	68.9%	73.1%	-9.4%	1.6%	-2.6%
Host friends	59.6%	73.8%	69.9%	70.6%	-14.3%	-10.3%	-11.1%

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Arrival section asked to all 1st year students

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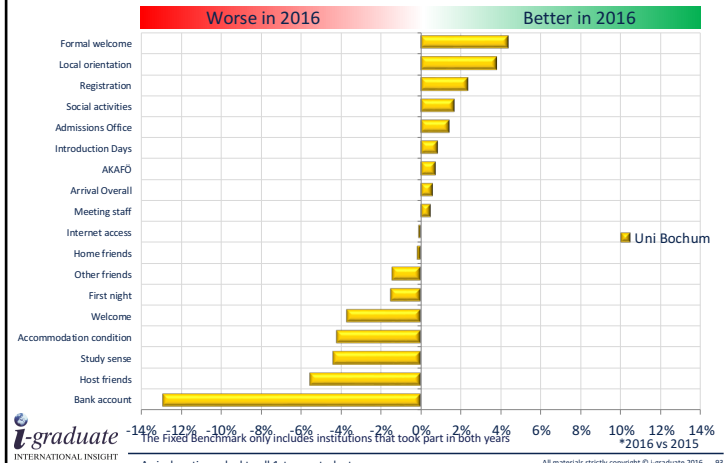
Arrival satisfaction (year on year*)



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

Arrival section asked to all 1st year students

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Benchmarking learning - Teaching

	Uni Bochum	ISB %	Germany ISB %	Europe ISB %	ISB +/-	Germany ISB +/-	Europe ISB +/-
LEARNING AVERAGE	**82.3%**	**84.9%**	**83.1%**	**83.7%**	**-2.6%**	**-0.7%**	**-1.4%**
LEARNING OVERALL	**86.3%**	**86.5%**	**85.1%**	**85.1%**	**-0.2%**	**1.2%**	**1.2%**
TEACHING							
Expert lecturers	92.2%	92.9%	92.7%	92.7%	-0.8%	-0.5%	-0.6%
Course content	91.1%	88.6%	87.2%	86.7%	2.5%	3.9%	4.4%
Academics' English	90.9%	92.1%	92.0%	92.3%	-1.2%	-1.1%	-1.4%
Quality lectures	90.5%	88.8%	89.7%	88.3%	1.7%	0.7%	2.2%
Good teachers	90.3%	88.4%	88.6%	87.2%	1.9%	1.7%	3.0%
Academics' German	88.6%	90.0%	90.0%	90.0%	-1.4%	-1.4%	-1.4%
Research	86.5%	87.2%	84.3%	85.2%	-0.7%	2.2%	1.3%
Learning support	85.2%	89.1%	85.3%	86.7%	-4.0%	-0.1%	-1.5%
Assessment	84.2%	88.2%	84.8%	85.7%	-4.0%	-0.5%	-1.5%
Course organisation	83.8%	84.0%	79.5%	79.4%	-0.1%	4.3%	4.4%
Performance feedback	82.3%	84.3%	80.7%	79.9%	-2.1%	1.6%	2.4%
Marking criteria	81.2%	83.2%	77.9%	78.0%	-2.0%	3.3%	3.2%

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Benchmarking learning - Studies

	Uni Bochum	ISB %	Germany ISB %	Europe ISB %	ISB +/-	Germany ISB +/-	Europe ISB +/-
LEARNING AVERAGE	**82.3%**	**84.9%**	**83.1%**	**83.7%**	**-2.6%**	**-0.7%**	**-1.4%**
LEARNING OVERALL	**86.3%**	**86.5%**	**85.1%**	**85.1%**	**-0.2%**	**1.2%**	**1.2%**
STUDIES							
Multicultural	88.5%	90.4%	89.1%	90.4%	-1.9%	-0.6%	-1.9%
Class size	87.1%	89.4%	87.1%	89.2%	-2.3%	0.0%	-2.1%
Language support	82.2%	88.4%	83.2%	86.5%	-6.3%	-1.0%	-4.3%
Managing research**	81.3%	89.6%	85.9%	86.9%	-8.3%	-4.6%	-5.6%
Topic selection**	80.5%	86.7%	81.0%	83.1%	-6.2%	-0.5%	-2.5%
Language support (German)	75.7%	76.1%	76.1%	76.1%	-0.4%	-0.4%	-0.4%
Employability	63.2%	77.8%	68.0%	70.9%	-14.6%	-4.8%	-7.7%
Opportunities to teach**	60.5%	71.5%	65.1%	68.5%	-11.0%	-4.6%	-8.1%
Work experience	59.1%	70.2%	63.8%	63.6%	-11.1%	-4.7%	-4.5%
Careers advice	58.1%	71.1%	59.9%	61.9%	-13.0%	-1.8%	-3.8%

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Benchmarking learning - Facilities

	Uni Bochum	ISB %	Germany ISB %	Europe ISB %	ISB +/-	Germany ISB +/-	Europe ISB +/-
LEARNING AVERAGE	**82.3%**	**84.9%**	**83.1%**	**83.7%**	**-2.6%**	**-0.7%**	**-1.4%**
LEARNING OVERALL	**86.3%**	**86.5%**	**85.1%**	**85.1%**	**-0.2%**	**1.2%**	**1.2%**
FACILITIES							
Virtual learning	90.8%	90.4%	87.1%	88.1%	0.4%	3.7%	2.7%
Physical library	89.9%	89.3%	88.9%	88.6%	0.6%	0.9%	1.2%
Laboratories	88.5%	90.9%	91.9%	91.8%	-2.5%	-3.4%	-3.3%
Technology	86.2%	89.8%	89.0%	89.3%	-3.6%	-2.8%	-3.0%
Online library	83.9%	90.1%	87.6%	88.5%	-6.2%	-3.7%	-4.6%
Learning spaces	82.9%	89.9%	89.2%	89.5%	-7.0%	-6.3%	-6.6%

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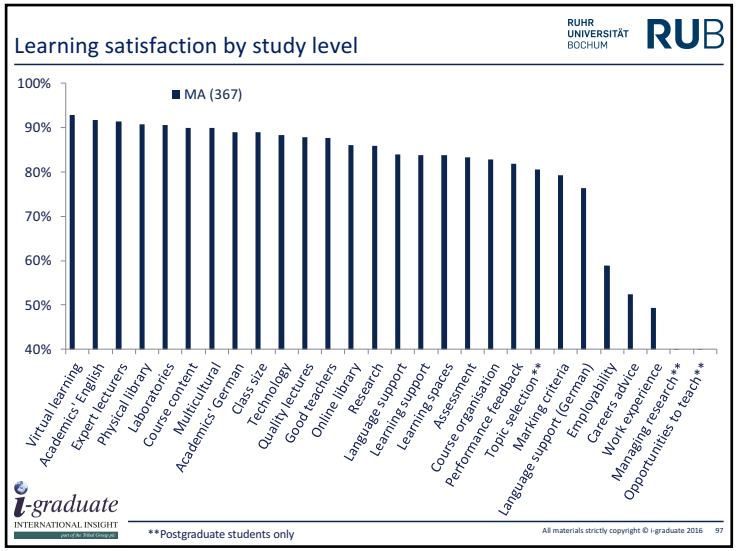
Learning satisfaction by study level



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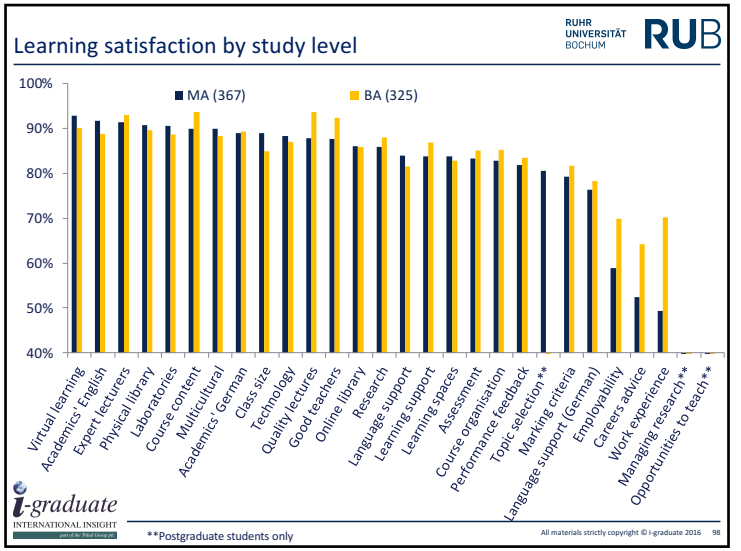
Learning satisfaction by study level



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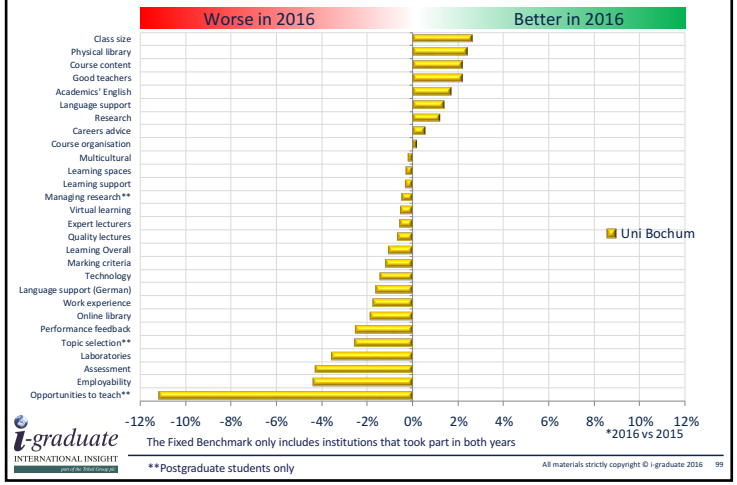
Learning satisfaction (year on year*)



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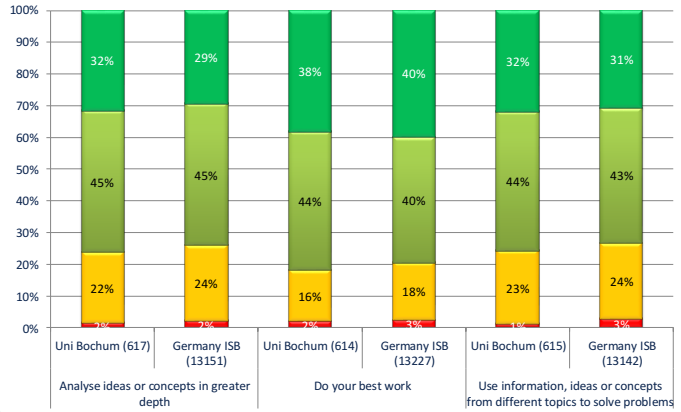
Student engagement - Challenges



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

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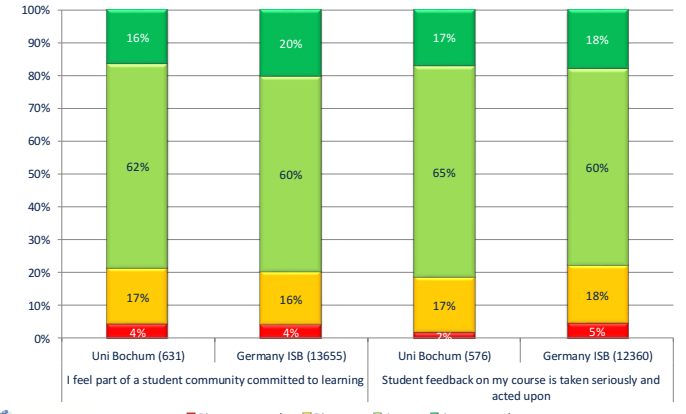
Student engagement



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

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Benchmarking living – Accommodation & living costs

	Uni Bochum	ISB %	Germany ISB %	Europe ISB %	ISB +/-	Germany ISB +/-	Europe ISB +/-
LIVING AVERAGE	**77.7%**	**79.9%**	**78.8%**	**78.5%**	**-2.2%**	**-1.2%**	**-0.8%**
LIVING OVERALL	**83.8%**	**86.8%**	**83.5%**	**84.4%**	**-3.0%**	**0.3%**	**-0.7%**
ACCOMMODATION and LIVING COSTS							
Accommodation quality	84.8%	84.7%	84.8%	83.7%	0.1%	0.0%	1.1%
Internet access	83.2%	80.3%	77.0%	78.3%	2.9%	6.2%	5.0%
Living cost	82.6%	70.9%	84.5%	72.2%	11.7%	-1.9%	10.4%
Accommodation cost	69.8%	63.3%	72.9%	64.7%	6.5%	-3.1%	5.1%
Finding accommodation	63.2%	60.9%	62.0%	60.9%	2.3%	1.2%	2.3%
Earning money	53.2%	53.5%	55.8%	45.3%	-0.3%	-2.6%	7.9%
Financial support	43.0%	55.4%	47.5%	48.5%	-12.4%	-4.5%	-5.5%

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Benchmarking living – Social

	Uni Bochum	ISB %	Germany ISB %	Europe ISB %	ISB +/-	Germany ISB +/-	Europe ISB +/-
LIVING AVERAGE	**77.7%**	**79.9%**	**78.8%**	**78.5%**	**-2.2%**	**-1.2%**	**-0.8%**
LIVING OVERALL	**83.8%**	**86.8%**	**83.5%**	**84.4%**	**-3.0%**	**0.3%**	**-0.7%**
SOCIAL							
Sport facilities	85.9%	80.7%	79.0%	79.1%	5.2%	6.9%	6.8%
Other friends	85.2%	87.7%	88.2%	89.3%	-2.5%	-2.9%	-4.0%
Host culture	84.2%	85.8%	85.5%	85.7%	-1.7%	-1.3%	-1.6%
Social facilities	80.7%	81.9%	76.4%	78.4%	-1.2%	4.4%	2.3%
Social activities	80.4%	83.1%	81.2%	82.4%	-2.7%	-0.8%	-2.0%
International class	79.6%	82.5%	82.4%	82.5%	-2.9%	-2.8%	-2.9%
Home friends	78.8%	85.3%	84.4%	85.2%	-6.6%	-5.6%	-6.5%
Good contacts	70.9%	78.5%	73.4%	76.1%	-7.6%	-2.5%	-5.2%
Host friends	60.7%	73.2%	67.5%	67.4%	-12.5%	-6.9%	-6.8%

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Benchmarking living – Day to day life

	Uni Bochum	ISB %	Germany ISB %	Europe ISB %	ISB +/-	Germany ISB +/-	Europe ISB +/-
LIVING AVERAGE	**77.7%**	**79.9%**	**78.8%**	**78.5%**	**-2.2%**	**-1.2%**	**-0.8%**
LIVING OVERALL	**83.8%**	**86.8%**	**83.5%**	**84.4%**	**-3.0%**	**0.3%**	**-0.7%**
DAY TO DAY LIFE							
Transport links	91.1%	83.1%	83.1%	84.0%	8.0%	7.9%	7.1%
Transport links uni	90.7%	84.6%	83.9%	84.7%	6.2%	6.8%	6.0%
Eco-friendly attitude	88.8%	90.3%	91.6%	90.2%	-1.5%	-2.9%	-1.4%
Good place to be	87.5%	91.5%	90.5%	92.5%	-4.0%	-3.0%	-5.0%
Worship facilities	86.0%	85.4%	79.9%	81.8%	0.6%	6.1%	4.2%
Safety	84.5%	92.5%	90.5%	92.6%	-8.0%	-6.1%	-8.2%
Campus environment	83.9%	91.8%	90.3%	92.3%	-7.9%	-6.4%	-8.4%
Visa advice	75.5%	81.3%	75.2%	77.1%	-5.8%	0.3%	-1.6%
Campus buildings	68.0%	88.5%	83.4%	86.8%	-20.5%	-15.4%	-18.8%

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Benchmarking support

	Uni Bochum	ISB %	Germany ISB %	Europe ISB %	ISB +/-	Germany ISB +/-	Europe ISB +/-
SUPPORT AVERAGE	**89.8%**	**90.9%**	**90.1%**	**90.1%**	**-1.1%**	**-0.3%**	**-0.3%**
SUPPORT OVERALL	**86.6%**	**88.4%**	**86.0%**	**87.2%**	**-1.7%**	**0.7%**	**-0.6%**
Welcome Centre	96.2%	95.1%	95.1%	95.1%	1.2%	1.2%	1.2%
RUBiss	95.5%	92.6%	93.1%	92.9%	2.9%	2.3%	2.5%
Student Secretariat/Administration	95.1%	92.4%	92.4%	92.4%	2.7%	2.7%	2.7%
Clubs/Societies	93.7%	92.8%	91.3%	92.7%	0.9%	2.4%	1.0%
Erasmus Dep. Coordin.	93.1%	93.4%	92.9%	93.4%	-0.3%	0.2%	-0.3%
Research School**	92.7%	94.2%	93.1%	93.7%	-1.5%	-0.4%	-1.0%
IT.Services	91.8%	93.7%	94.5%	93.8%	-1.9%	-2.7%	-2.0%
Students' Union (AStA)	89.0%	93.1%	91.9%	92.6%	-4.0%	-2.8%	-3.5%
Examination Office	88.9%	87.9%	87.9%	87.9%	1.0%	1.0%	1.0%
Campus eating places	88.4%	83.5%	86.4%	84.0%	4.9%	2.0%	4.4%
Student advisory serv	87.0%	92.3%	89.9%	91.1%	-5.3%	-3.0%	-4.2%
Careers Service	85.1%	87.6%	84.9%	85.9%	-2.5%	0.2%	-0.8%
Tutor within Buddy-Program	81.3%	86.0%	86.0%	86.0%	-4.8%	-4.8%	-4.8%
AKAFÖ	79.1%	83.2%	78.4%	78.0%	-4.1%	0.7%	1.1%

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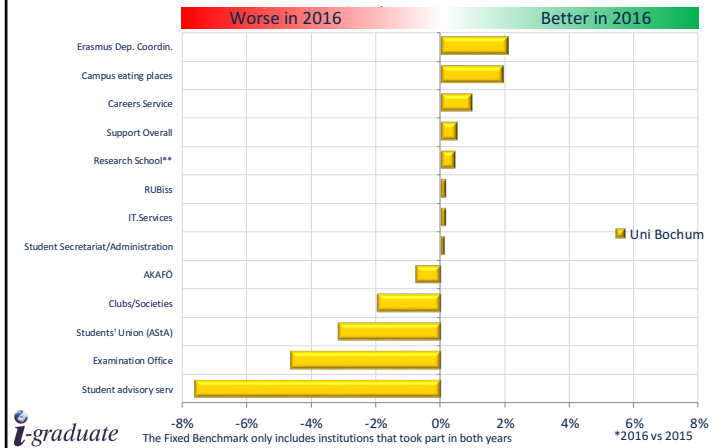
Support satisfaction (year on year*)



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

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Support – degree-seeking vs. exchange students

Support Element	Uni Bochum	Degree seeking	Student Exchange
Support Overall (718)	87%	86%	89%
AKAFÖ	79%	76%	92%
Campus eating places	88%	89%	88%
Careers Service	85%	83%	NA
Examination Office	89%	89%	NA
Research School**	93%	94%	NA
RUBiss	95%	95%	97%
Erasmus Dep. Coordin.	93%	91%	94%
IT.Services	92%	93%	84%
Student advisory serv	87%	87%	NA
Student Secretariat/Administration	95%	96%	95%
Students' Union (AStA)	89%	90%	NA
Tutor within Buddy-Program	81%	75%	94%
Clubs/Societies	94%	94%	93%
Welcome Centre	96%	96%	97%

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Institution Support Base Numbers

Element	University base number
Campus eating places	619
RUBiss	440
AKAFÖ	392
Student Secretariat/Administration	368
Examination Office	289
IT.Services	269
Welcome Centre	211
Students' Union (AStA)	210
Student advisory serv	184
Clubs/Societies	175
Research School**	96
Tutor within Buddy-Program	96
Erasmus Dep. Coordin.	87
Careers Service	47
Counselling	27
Disability Support	16

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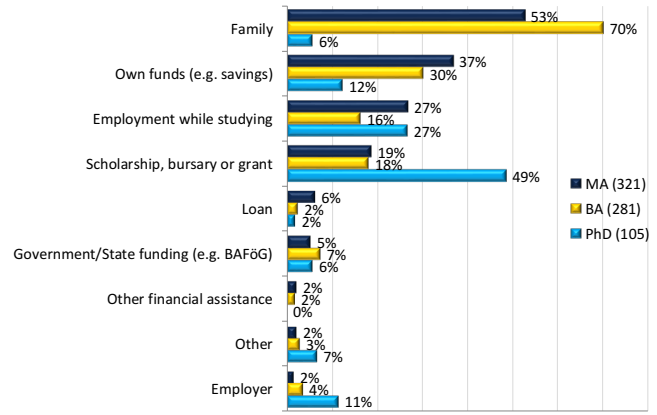
Funding breakdown



How are you funding your studies?

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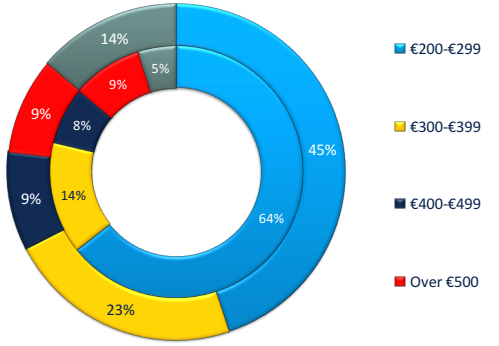
Accommodation Cost

Uni Bochum (836, inner circle) vs Germany ISB (17744, outer circle)



How much do you pay for your accommodation monthly

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Keen to enhance employability?

The gamification solution for enhanced employability in a global workplace

For further details, please contact
nannette.ripmeester@i-graduate.org

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- 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

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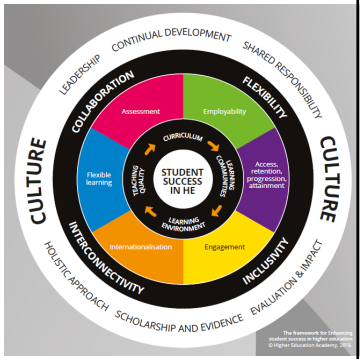
The framework for enhancing student success in higher education



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Contact details

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