

Staff Brief: 2018 International Student Barometer (ISB)

What is it?

The International Student Barometer (ISB) is an independent feedback process for education providers run by i-Graduate. It is designed specifically to track the decision-making, perceptions, expectations and experiences of students studying outside their home country. The ISB is administered in 209 institutions across 18 countries, allowing institution-specific findings to be compared against relevant comparator groups and against national and international benchmarks.

Newcastle University participates in this survey once per year. The 2018 ISB **opens on 22 October** and **closes on 30 November 2018**. This staff brief will help you support you and your students through the survey process.

Who is eligible?

The ISB includes all full-time and part-time EU and international UG, PGT, and PGR students at Newcastle main campus and Newcastle University London. Study abroad and exchange students at all years and levels of study are also included.

INTO pre-sessional English course, NUMed and NUIS students are not included in the ISB. Nor are any eLearning students, regardless of where they are physically based.

What should you tell your students?

The University, through the Learning and Teaching Development Service (LTDS), promotes the survey to help encourage all eligible students to complete the ISB. The more students who complete the survey, the more representative the results.

We need to know what our students think so we can address issues and keep doing what is valued. It is the students' opportunity to say what went well and what could have been improved.

The survey is anonymous so no one can be identified from the results. Eligible students will receive an email from i-Graduate on **22 October**. The email will ask them to fill in the survey and provide them with a personalised hyperlink that takes them directly to the survey. Reminders will be issued at regular intervals to students who have not completed the survey (see the activity schedule at the end of this brief for the timing of the emails). Students will stop receiving reminder emails once they complete the survey or opt out of completing it.

One approach that can be effective is for there to be one person (perhaps a DPD, DELT/HELT, personal tutor) within the Academic Unit who can champion the survey. If you decide to take this approach, it would be helpful if you could let us know at newcastlestudentsurveys@ncl.ac.uk. Research shows a personal invitation to participate works best and results in higher response rates. Consider delivering a School/subject area specific presentation to your students and sending out the ISB Student Brief which can be accessed via the LTDS website.

What does the ISB cover?

The survey gauges the views of international students on a range of aspects of their experiences at the University. The main topics covered by the survey are:

- Pre-arrival (including decision making, application, funding etc.)
- Arrival (including registration and welcome/induction)
- Learning (including teaching, assessment and employability)
- Living (the non-academic aspects of student life including living costs, sports facilities and accommodation)
- Support (including personal tutors, Students' Union and wellbeing)

Do we offer any incentives to students to complete the survey?

All eligible students that submit a completed ISB questionnaire are entered automatically into a prize draw to win one of the following prizes:

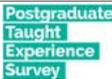
- a 10.5-inch iPad Pro
- an iPad mini 4 (2 available)
- a £20 Amazon gift card (20 available)

Results of the prize draw will be announced within two weeks of 30 November 2018.

How will I see the results?

Results will be made available around March 2019 and i-graduate will come to the University to deliver a presentation of Newcastle's results. The quantitative results should be discussed at relevant Boards of Studies and Student-Staff Committees. All reporting should provide a fair and balanced picture of provision, and should be used for enhancing practice.

How does ISB fit with other student opinion surveys?

Survey	Fieldwork	Results* Availability
Module Evaluations	dates set by subject area / School	results are available shortly after the module ends
Stage Evaluations	dates set by subject area / School	results are available shortly after the Semester in which the survey was held
 National Student Survey	Early February 2019 to end of April 2019	August / September; previous years' results available: https://internal.ncl.ac.uk/planning/performance/student-survey/index.htm
 Postgraduate Taught Experience Survey	April to June 2019	July; previous years' results available: https://internal.ncl.ac.uk/planning/students/ptes.htm
 Postgraduate Research Experience Survey	February to May 2019	July; previous years' results available: https://internal.ncl.ac.uk/planning/students/pres.htm
 isb INTERNATIONAL STUDENT BAROMETER	22 October 2018 to 30 November 2018	March; previous years' results available: https://internal.ncl.ac.uk/planning/performance/isb.htm

*The quantitative results of the above surveys should be discussed at relevant Boards of Studies/School Postgraduate Research Committees and Student-Staff Committees. Academic Units should respond to feedback with plans identifying any agreed actions, timescales for implementation and who is responsible for each action. Relevant action points and examples of effective practice should be included in the Annual Monitoring and Review report (for taught provision) and the Annual Report (for research degree programmes).

How do students know we responded to their feedback?

The University uses the [You Said, We Did](#) website to provide students feedback on how the University has listened to what they say. LTDS is keen to add specific examples of changes made at School and subject level based on student feedback, so please email ltids@ncl.ac.uk if you have examples to add to this site.

What is the *isb-updates* list?

This distribution list has been created to share ISB related news, response rates and results. It includes the PVC Education, Deans and Associate Deans, Heads of Academic Units and Directors and Heads of Excellence in Learning and Teaching and School Managers. Other interested parties can be added to the list by emailing ltids@ncl.ac.uk and requesting that they be added to the *isb-updates* list.

2018 ISB Activities Schedule:

Weeks Commencing	22-Oct	29-Oct	05-Nov	12-Nov	19-Nov	26-Nov	03-Dec	10-Dec	17-Dec
Week	1	2	3	4	5	6	7	8	9
1. main University launch									
2. initial centralised email from i-graduate to students (Monday 22 October)									
3. reminder emails to students who have not participated (Tuesdays)									
4. final email reminder (Thursday 29 November)									
5. follow-up centralised email – e.g., thank you, winners, etc									
6. school/subject area specific email correspondence									
7. school/subject area specific presentations to students									
8. link to LTDS ISB webpage on NUSU Your Voice									
10. LTDS Blog Post									
11. email to course reps and club/society chairs									
12. response rates posted to the <i>isb-updates</i> list									
15. promotional message on plasma screens									
16. screensavers on cluster machines									
17. notice on Blackboard page									
19. school/subject area specific promotion on social media platforms									
20. survey closes 30 November 2018									

Where can I find out more about the ISB or other student opinion surveys?

For more information please contact Laura Johnstone, ISB co-ordinator within LTDS, on 0191 208 3997 or by emailing newcastlestudentsurveys@ncl.ac.uk . You also can read more about the survey by going to <http://www.ncl.ac.uk/ltds/student/opinion/ISB/index.htm> or by reading the [University's Policy on Surveying and Responding to Student Opinion](#).