THE INTERNATIONAL STUDENT EXPERIENCE

ISB REPORT 2018

UNIVERSITY OF DELAWARE

OFFICE FOR INTERNATIONAL STUDENTS & SCHOLARS

SUPPORT. ENGAGEMENT. SUCCESS.

CONTENTS

The University of Delaware (UD) has a long tradition of hosting international students from various parts of the world. Over the past 15 years, our international student enrollment at UD has increased by 108%. UD is now home to a vibrant community of 3,247 students from 101 different countries.

The presence of International students on our campus represents an important source of diversity as they bring with them new and different perspectives, leading to enhanced global competencies and intercultural learning among all students. It has been our priority to incorporate the student experience perspective at all levels of campus operations. Intentional campus-wide collaborations and resource-sharing remains key, so that adequate resources, services and interventions can be implemented to support this community.

At UD, the Office for International Students and Scholars (OISS) serves as the designated unit on campus to provide support services to the international student community, including immigration and visas, travel, employment, cultural adjustment, and related enrollment and academic issues. These support services, offered in collaboration with key partner offices and stakeholders, focus on assisting students to be academically successful and fully engaged members of the campus community. Over 100 programs, including workshops and engagement activities, are organized by OISS annually to help enhance the experience and success of the students as well as to support the institution's broader recruitment, retention, and campus internationalization efforts.

The introduction of i-graduate's International Student Barometer (ISB) to UD was a strategic initiative to help us better understand the overall experience of our international students, and in turn to improve support services in various university. The instrument is considered to be the most widely-used benchmarking tool for tracking the international student experience globally, from the application to graduation stage. Since its inception in 2005, the ISB has gathered feedback from over 3 million students in over 1,400 institutions and across 33 countries globally.

This report, compiled by OISS, provides insights from the first year's deployment of the survey at UD. It evaluates the degree to which international students are satisfied with various dimensions of the institution, while also assessing the relationship between student experience and institutional recommendation for prospective applicants.

Close to one thousand international students have returned a highly positive rating on their experience with regard to the arrival, learning, living and support services offered at the University of Delaware.

The University performed well overall, with a 90% satisfaction rating of all aspects of the international student experience. This ranks UD at 33rd among 120 institutions, consisting of over 110,000 student respondents globally. Specific to various university settings, our international students indicated a 90% satisfaction rating of their arrival experience, 89.3% satisfaction rating of learning, 88.7% satisfaction rating of living, and 93.6% satisfaction rating of general support services. OISS, in particular, ranked 19th globally for satisfaction of support services, with a 94% satisfaction rating.

The feedback we received from the ISB is an indication of how UD prepares, welcomes, supports, and acculturates our international students to campus. Knowing that international student satisfaction with various university settings is positively associated with both overall university experience and institutional recommendation stresses the importance of cross-campus collaborations in providing resources and support services to the international student community at UD. Moreover, greater emphasis must be put on support services that enhance the learning experience by facilitating collaborative work between academic departments and support units on campus.

The Office for International Students and Scholars looks forward to working with its campus partners to strengthen our collaborative framework to better understand our international students and provide them with an even stronger support platform to ensure their positive experience and success at UD. We are proud to know that UD is the home away from home for many of our international students and we will continue to work towards improving areas of service where we think we can do better.

Ravi Ammigan, Ph.D.
Associate Deputy Provost, UD Global
University of Delaware

In October 2017, the Office for International Students & Scholars (OISS) invited all of University of Delaware's international students, including those on Optional Practical Training, to participate in an online comprehensive survey called the International Student Barometer (ISB). The ISB is a survey conducted by i-graduate®, a research company based in the United Kingdom. It is utilized by universities across the globe and is the most widely used international student experience survey in the world.

The ISB used a mixed method research design to gauge the satisfaction of international students surrounding various aspects of their experience at the university. The survey asked a variety of quantitative questions, allowing students to rank their opinions on a 4 point ordinal scale. In 2017, 949 out of 2,670 eligible UD international students participated in the survey, which is a response rate of 36%.

The purpose of this report is to present an analysis of selected quantitative portions of the data that are most relevant to eleven campus support service units, as well as some selected local community services. Specifically, the report looks at satisfaction and usage responses covering the *Center for Counseling and Student Development, Career Services Center, Residence Life and Housing, Office for International Students and Scholars, Student Wellness and Health Promotion, Dining Services, Graduate and Professional Education, Student Health Services, UD Police, Student Financial Services and the English Language Institute*.

It also covers satisfaction responses of international students about the services offered to them by the local community in the areas of food and dining, supermarkets and grocery, general shopping, banking, Delaware Division of Motor Vehicle, Social Security Administration, hospitals, Newark Police Department, mobile services, entertainment options, public parks and recreation, places of worship, and dependents' school/daycare.

SECTION 2: DATA DESCRIPTION AND OVERALL ISB FINDINGS

SECTION 2.1 DATA DESCRIPTION

Quantitative variables in the report were categorical, such as levels of satisfaction, recommendation and usage rates. Considering this fact, we based our analysis on descriptive statistics. Descriptive statistics give summaries of the sample. Using data visualization, we can see the differences, trends, portions and attributes of certain groups. We utilize pie charts and bar charts to display the quantitative data, focusing on distribution of answers and satisfaction rates.

Each section of the report features the same seven sections for comparative purposes.

- **Major Findings** – Outlines key findings regarding satisfaction and service utilization

- **Overall Satisfaction** – Student response to the question: "How satisfied are you with your experience with___"

- **Overall Support Usage** – The combined responses to the question: "Please indicate your use/knowledge of ___"

- **Satisfaction by Study Level** – A breakdown of satisfaction responses by Undergraduate/ Bachelor's, Master's/Professional and Graduate Doctorate

- **Satisfaction by Study Stage** – A breakdown of satisfaction responses by first year, middle year or final year

- **Support Usage by Study Level** – A breakdown of usage rates by Undergraduate/Bachelor's, Master's/Professional and Graduate Doctorate

- **Support Usage by Study Stage** – A breakdown of usage rates by first year, middle year or final year

- **Global Satisfaction Benchmark** – Measurement of overall satisfaction as well as students' propensity to recommend the institution to others

In presenting the results for satisfaction by study level and by study stage, the quantitative results measured on a 4 point ordinal scale (1=very dissatisfied; 2=dissatisfied; 3=satisfied; 4=very satisfied) were grouped into two broad scales with "very dissatisfied" and "dissatisfied" classified as "**not satisfied**" and "satisfied" and "very satisfied" classified as "**satisfied**."

The ISB is divided into four major dimensions of the international student experience: arrival, living, learning and support services. Arrival refers to the physical transition to the US through the first night on campus. Living refers to both on-campus and off-campus physical spaces, transportation links and the people within the living environment. Learning refers to the physical space, technology and academic departmental organization and quality. The support services dimension refers to the experience with support services units on campus.

Figure 2.2 illustrates the breakdown of Overall Satisfaction by Study Level. Overall the University of Delaware received positive feedback from students who completed the ISB. 90% of students said that they are either satisfied or very satisfied with all aspects of their experience at UD.

Figure 2.2

Overall Satisfaction by Study Level

Study Level	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Undergraduate/Bachelor's	8%	5%	62%	26%
Graduate Master's/Professional	10%	1%	56%	32%
Graduate Doctorate	2%	3%	62%	32%

Overall satisfaction with the arrival process is 90%. Undergraduate/Bachelor's students are 92% satisfied, Graduate Master's/Professional students are 91% satisfied, and Graduate Doctorate students are 86% satisfied.

Figure 2.2.1

Overall Arrival Satisfaction by Study Level

Study Level	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Undergraduate/Bachelor's	1%	7%	77%	15%
Graduate Master's/Professional	2%	6%	71%	20%
Graduate Doctorate	2%	11%	62%	24%
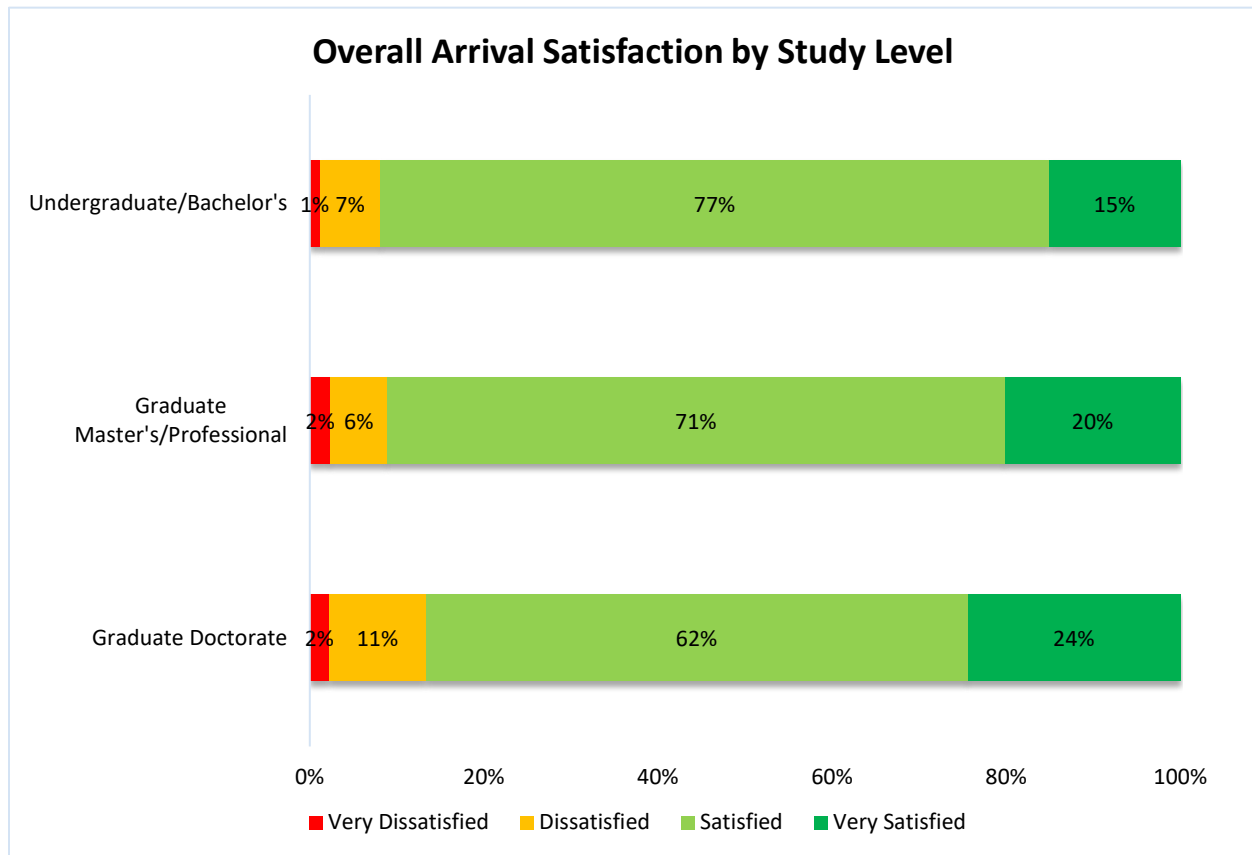
2.2.2 OVERALL LEARNING SATISFACTION

Overall satisfaction with the learning environment is 89%. Undergraduate/Bachelor's students are 86% satisfied, Graduate Master's/Professional students are 93% satisfied, and Graduate Doctorate students are 90% satisfied with the learning environment.

Figure 2.2.2

Overall Learning Satisfaction by Study Level

Overall satisfaction with the living environment is almost 89%. Undergraduate/Bachelor's students are 87% satisfied, Graduate Master's/Professional students are 92% satisfied, and Graduate Doctorate students are 86% satisfied with the living environment.

Figure 2.2.3

Overall students are 93.6% satisfied with the support services at the University of Delaware. Undergraduate/Bachelor's students are 92% satisfied, Graduate Master's/Professional students are 96% satisfied, and Graduate Doctorate students are 92% satisfied.
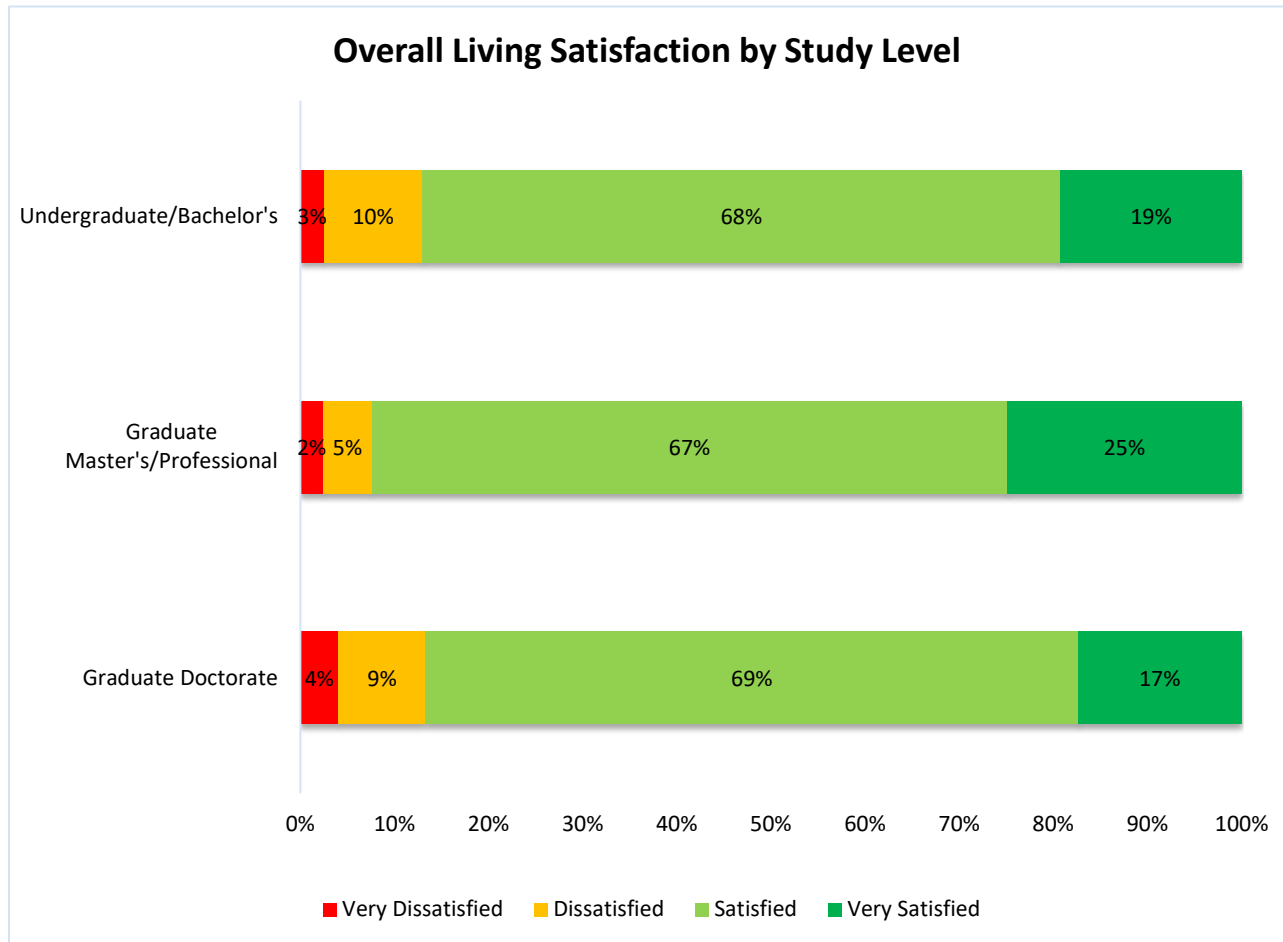
Figure 2.2.4
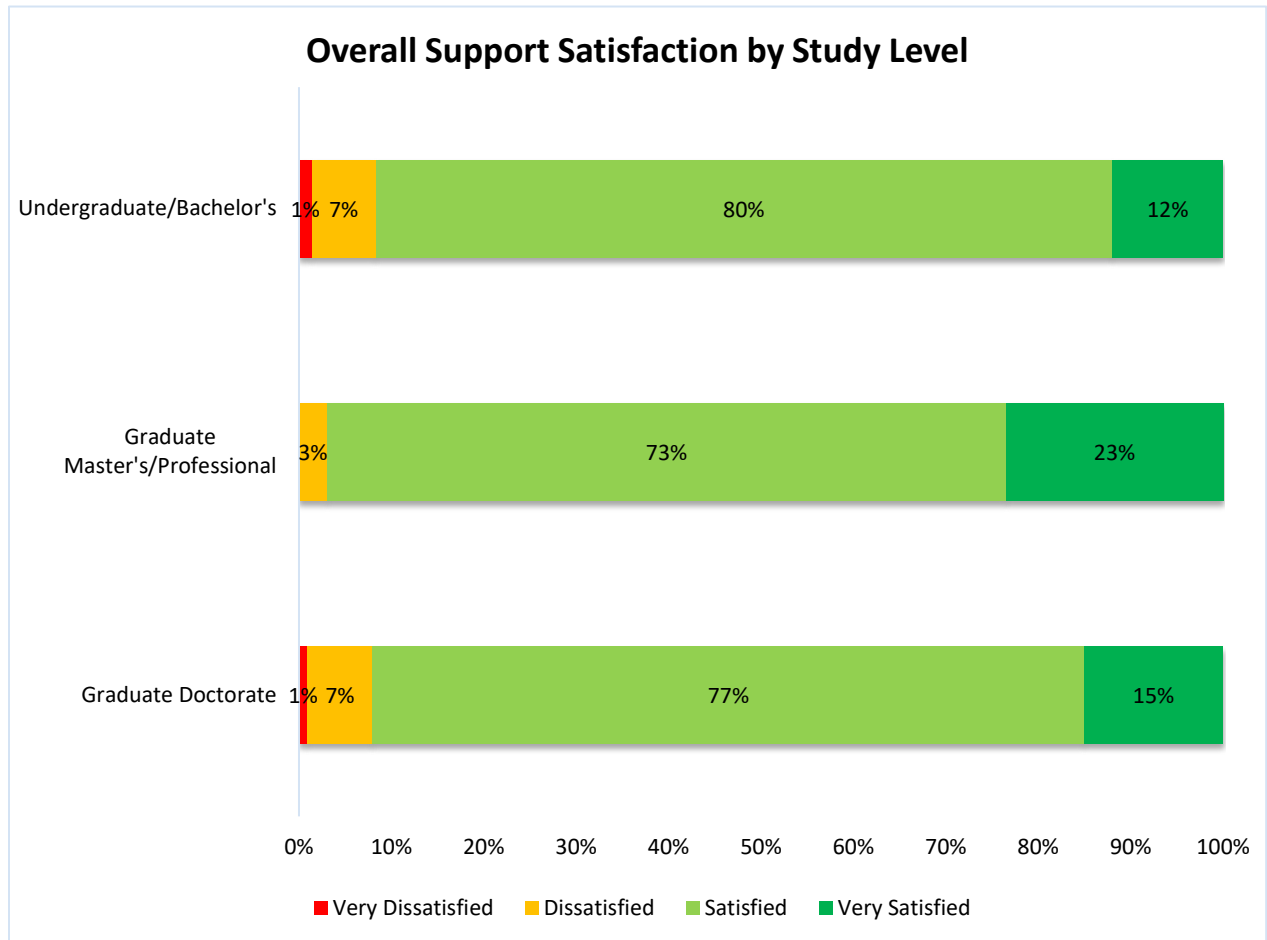
Overall Support Satisfaction by Study Level

The ISB measures international students' overall satisfaction with their experience at the University of Delaware, as well as students' propensity to recommend the institution to others. As outlined in Table 2.2.5, these macro level scores are both correlated with each other and with each of the four dimensions of experience (arrival, learning, living, and support services). Notably, the correlation between the satisfaction with the learning dimension and overall satisfaction represent the strongest association between any two dimensions and macro scores. Likewise, the learning environment has the strongest association with propensity to recommend. The fact that all dimensions are correlated with each other and with overall satisfaction and propensity to recommend illustrates the dynamic relationship between support services, the living experience, overall satisfaction and the propensity to recommend.

Table 2.2.5

Pearson Correlations of Four Dimensions and Overall Satisfaction and Recommendation

	1	2	3	4	5	6
1. Overall Satisfaction	-					
2. Arrival Satisfaction	$.136^{*}$	-				
3. Learning Satisfaction	$.513^{**}$	$.272^{**}$	-			
4. Living Satisfaction	$.254^{**}$	$.394^{**}$	$.348^{**}$	-		
5. Support Services Satisfaction	$.261^{**}$	$.358^{**}$	$.355^{**}$	$.320^{**}$	-	
6. Propensity to Recommend	$.253^{**}$	$.191^{**}$	$.325^{**}$	$.283^{**}$	$.371^{**}$	-

Correlation is significant at the 0.05 level (2-tailed).*
Correlation is significant at the 0.01 level (2-tailed).**

SECTION 3: UNIT LEVEL REPORTS

SECTION 3.1: CENTER FOR COUNSELING AND STUDENT DEVELOPMENT (CCSD)

CCSD MAJOR FINDINGS

- 75% of all respondents are aware of the services (Table 3.1.2)

- 55% are aware of the services but have not used them (Table 3.1.2)

- 20% have used the services before (Table 3.1.2)

- Usage rates are 23% among Undergraduate/Bachelor's students, 21% among Graduate Master's/Professional students and 18% among Graduate Doctorate students (Table 3.1.5)

- Aware but not used rates are 48% among Undergraduate/Bachelor's students, 55% among Graduate Master's/Professional students and 60% among Graduate Doctorate students (Table 3.1.5)

- Usage rates are highest among middle year students at 26%, followed by final year students at 21% and first year students at 15% (Table 3.1.6)

- Satisfaction is at 91% among all respondents who have used the services (Table 3.1.7)

- 54% of respondents are satisfied and 37% are very satisfied (Table 3.1.1)

- 88%, 91%, and 94% of Graduate Doctorate students, Graduate Master's/Professional students and Undergraduate/Bachelor's students respectively are satisfied (Table 3.1.3)

- 96%, 88% and 92% of first year, middle year and final year students respectively are satisfied (Table 3.1.4)

Table 3.1.1

Overall Satisfaction - CCSD				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	3	1.85%	3	1.85%
Dissatisfied	12	7.41%	15	9.26%
Satisfied	87	53.70%	102	62.96%
Very Satisfied	60	37.04%	162	100.00%

Overall, 90% of those who have used services from the CCSD are at least satisfied, with 54% being satisfied and 37% being very satisfied.

Figure 3.1.1
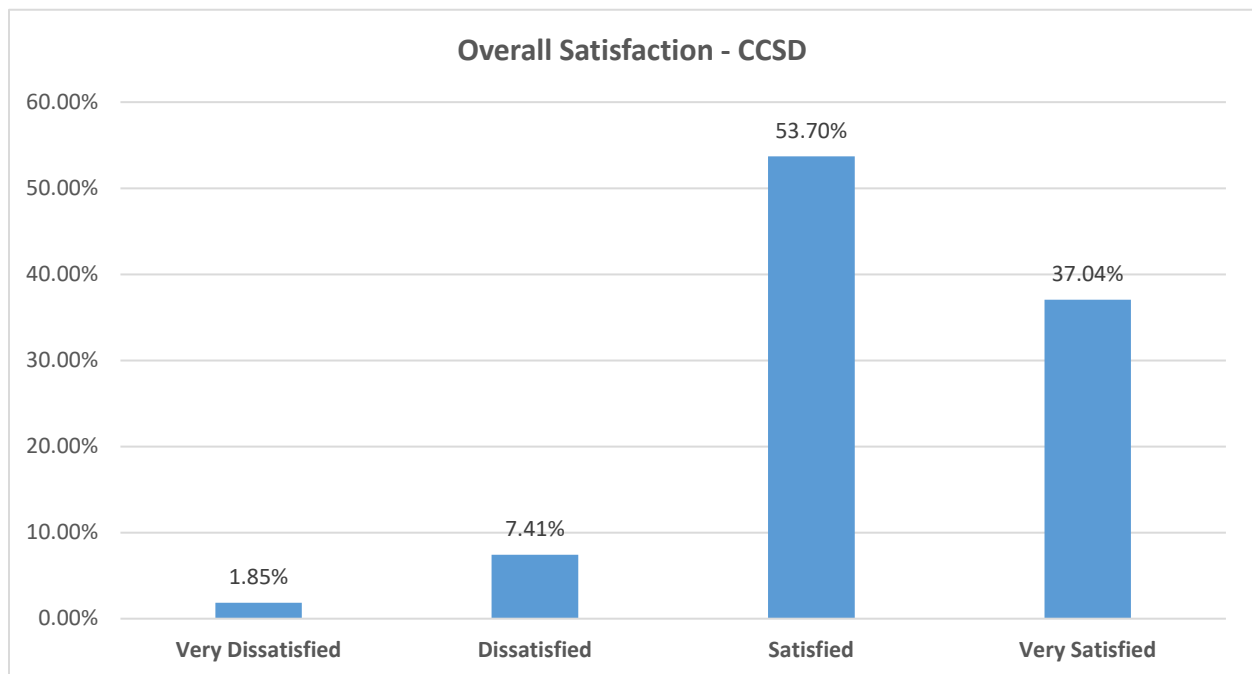
Table 3.1.2

Overall Support Usage - CCSD				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Not Applicable	48	5.88%	48	5.88%
Maybe, Unsure how to access	156	19.12%	204	25.00%
Aware, Not used	446	54.66%	650	79.66%
Used	166	20.34%	816	100.00%

In total, 75% of respondents are aware of the CCSD services; with 55% being aware but have not used the services and 20% have used the services.

Figures 3.1.2
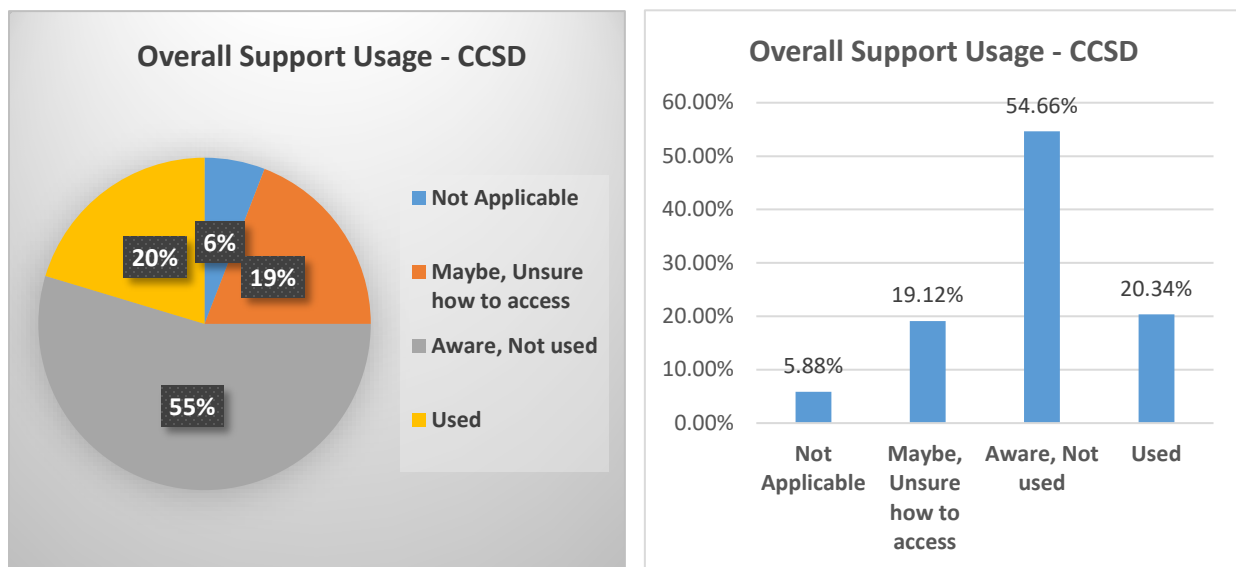
Table 3.1.3

Satisfaction by Study Level - CCSD			
	Categories and Associated Percentages		
Study Level	**Not Satisfied**	**Satisfied**	**Total**
Graduate Doctorate	12%	88%	100%
Graduate Master's/Professional	9%	91%	100%
Undergraduate/Bachelor's	6%	94%	100%

Students satisfied in each of the study levels are: 88% of Graduate Doctorate students are satisfied, 91% of Graduate Master's/Professional students are satisfied and 94% of Undergraduate/Bachelor's students are satisfied.

Figure 3.1.3
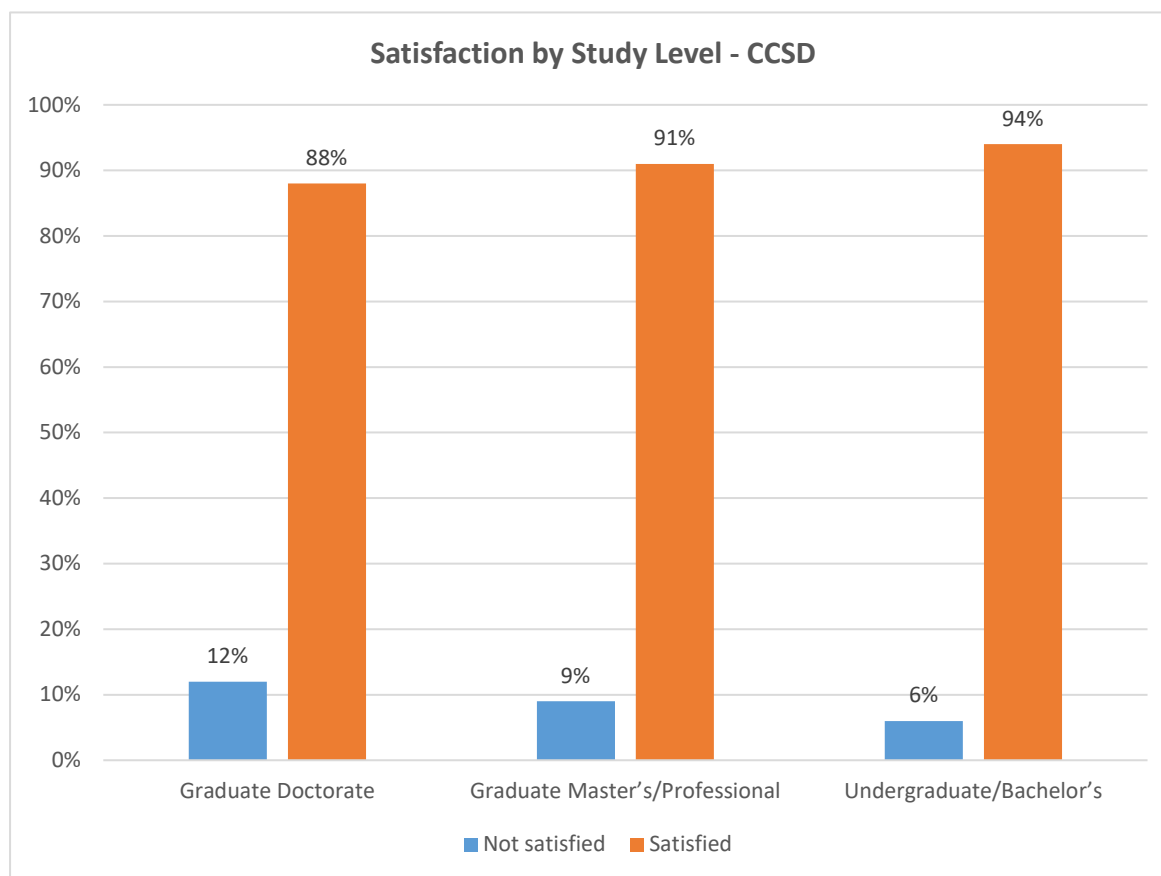
Table 3.1.4

Satisfaction by Study Stage - CCSD			
	Categories and Associated Percentages		
Study Stage	Not Satisfied	Satisfied	Total
First year	4%	96%	100%
Middle year	12%	88%	100%
Final year	8%	92%	100%

The percentages of respondents satisfied in each stage of study are: 96% of first year respondents, 88% of middle year respondents and 92% of final year respondents. The highest percentage of respondents not satisfied came from middle year students at 12%.

Figure 3.1.4
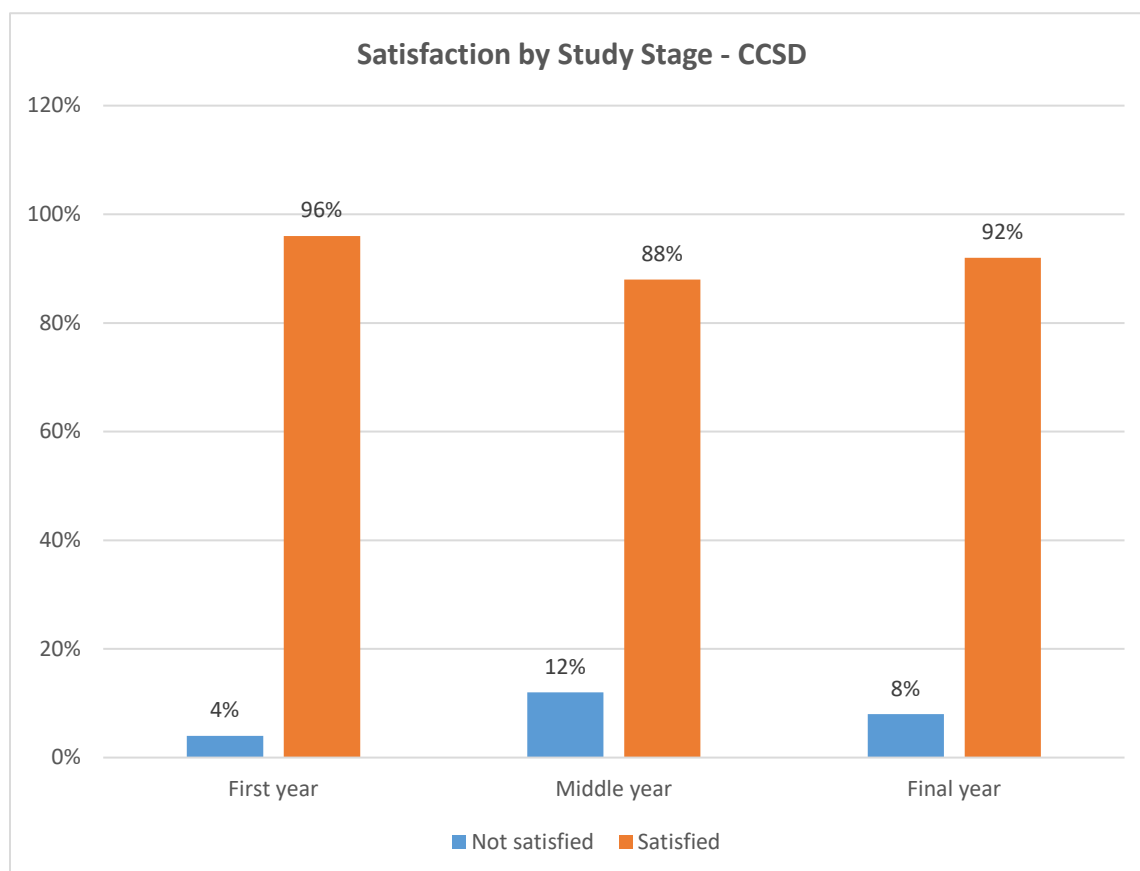
Table 3.1.5

Support Usage by Study Level - CCSD					
	Categories and Associated Percentages				
Study Level	Not Applicable	Maybe, Unsure how to access	Aware, Not used	Used	Total
Graduate Doctorate	5%	17.5%	60%	17.5%	100%
Graduate Master's/Professional	6%	18%	55%	21%	100%
Undergraduate/Bachelor's	7%	22.5%	48%	22.5%	100%

Across all study levels, the greatest percentage of respondents are aware of the services although they have not used them. In all study levels, the percentage of who is aware of the services but have not used them is more than twice that of those who have used the services. For Graduate Doctorate students, the awareness percentage was greater than three times that of the usage rate.

Figure 3.1.5
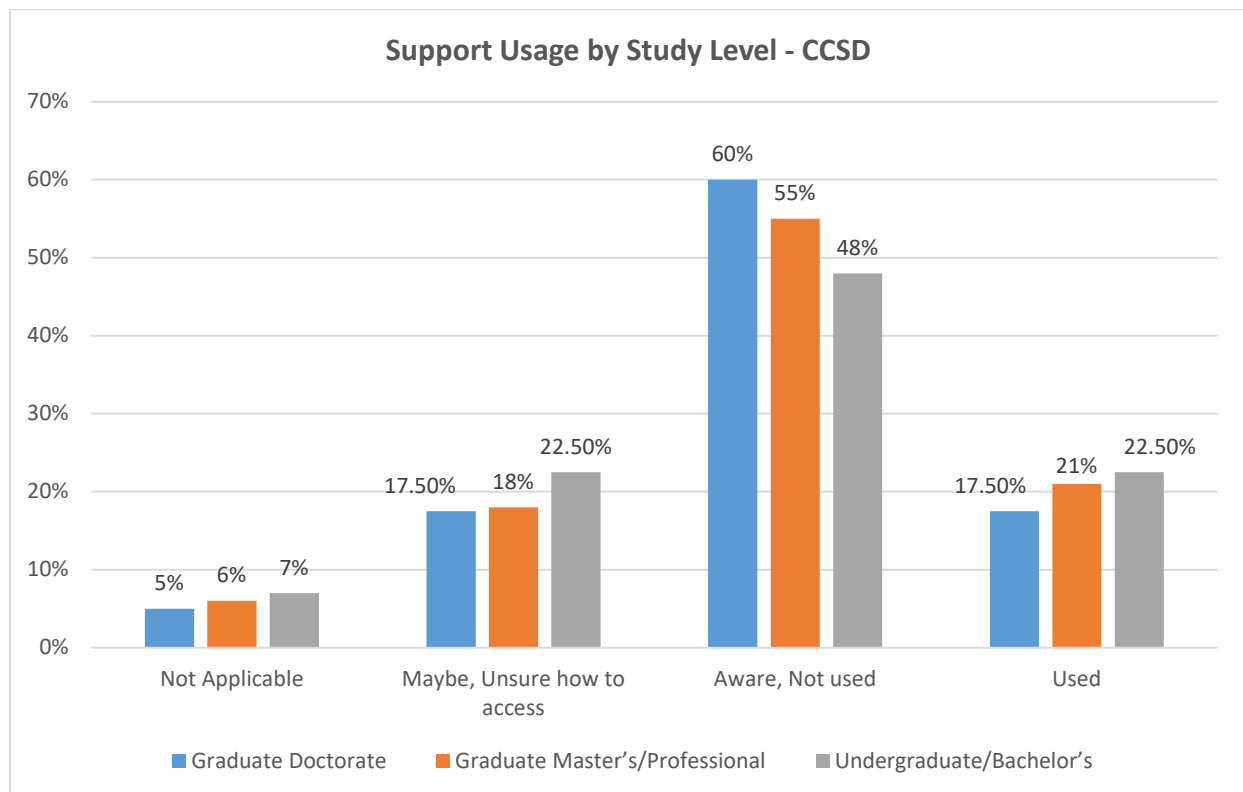
Table 3.1.6

Support Usage by Study Stage - CCSD					
	Categories and Associated Percentages				
Study Stage	Not Applicable	Maybe, Unsure how to access	Aware, Not Used	Used	Total
First year	4%	18%	63%	15%	100%
Middle year	9%	16%	50%	26%	100%
Final year	6%	22%	51%	21%	100%

As with usage by study levels, the aware but not used category dominates all study stages. Usage rate is highest among middle year students whereas awareness rate is highest among first year students.

Figure 3.1.6
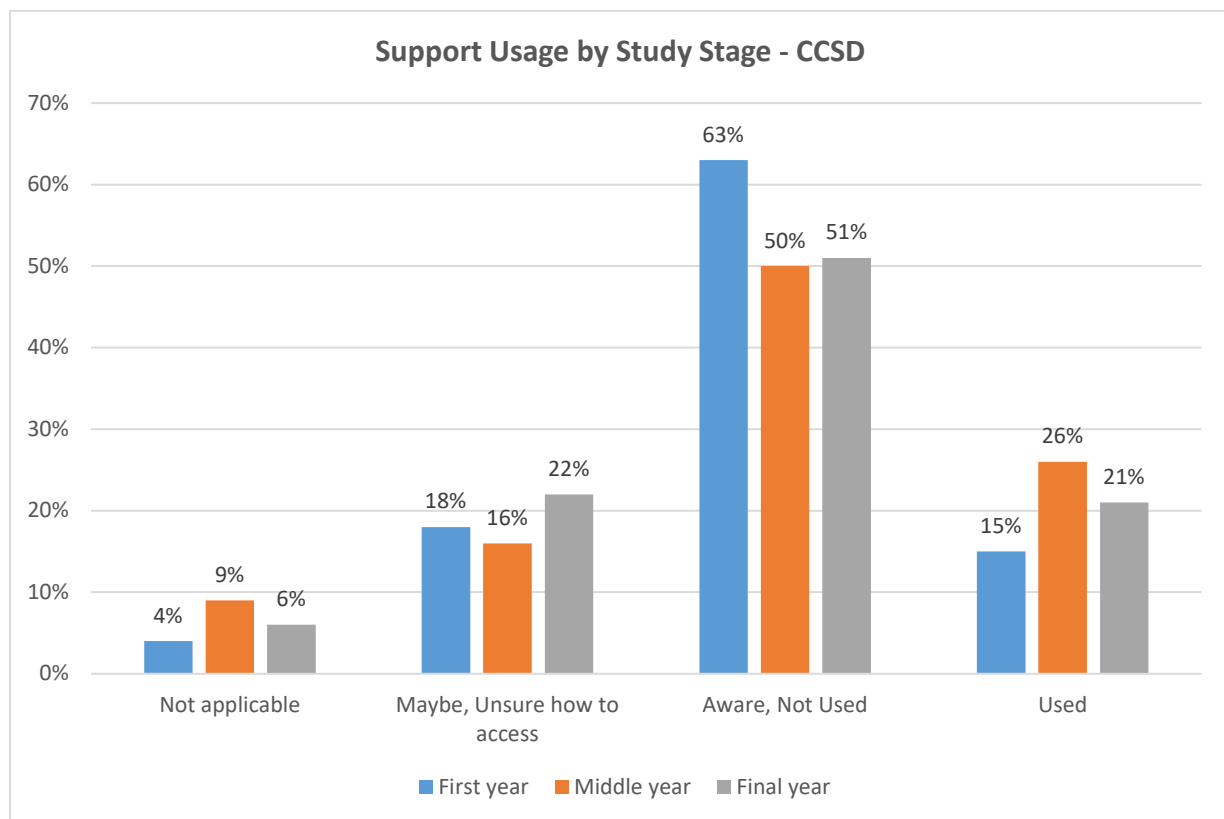
Table 3.1.7

Global Satisfaction Benchmark - CCSD				
	UD	ISB%	ISB +/-	ISB Rank (n=120)
Support Average	93.4%	91.1%	2.3%	37
Support Overall	93.6%	88.8%	4.8%	21
Center for Counseling and Student Development	90.7%	89.8%	1.0%	34

*Significant difference between institution and ISB USA Index value, p,0.05

CSC MAJOR FINDINGS

- 84% of all respondents are aware of the services (Table 3.2.2)

- 53% are aware of the services but have not used them (Table 3.2.2)

- 31% have used the services before (Table 3.2.2)

- Usage rates are 32% among Undergraduate/Bachelor's students, 44% among Graduate Master's/Professional students and 20% among Graduate Doctorate students (Table 3.2.5)

- Aware but not used rates are 51% among Undergraduate/Bachelor's students, 43% among Graduate Master's/Professional students and 62% among Graduate Doctorate students (Table 3.2.5)

- Usage rates are highest among final year students at 48%, followed by middle year students at 26% and first year students at 22% (Table 3.2.6)

- Satisfaction is at 88% among all respondents who have used the services (Table 3.2.7)

- 56% of respondents are satisfied and 32% are very satisfied (Table 3.2.1)

- 81%, 89%, and 89% of Graduate Doctorate students, Graduate Master's/Professional students and Undergraduate/Bachelor's students respectively are satisfied. (Table 3.2.3)

- 95%, 81% and 88% of first year, middle year and final year students respectively are satisfied (Table 3.2.4)

Table 3.2.1

Overall Satisfaction - CSC				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	8	3.17%	8	3.17%
Dissatisfied	23	9.13%	31	12.30%
Satisfied	141	55.95%	172	68.25%
Very Satisfied	80	31.75%	252	100.00%

Overall, 88% of those who have used CSC services are at least satisfied, with 56% being satisfied and 32% being very satisfied.

Figure 3.2.1
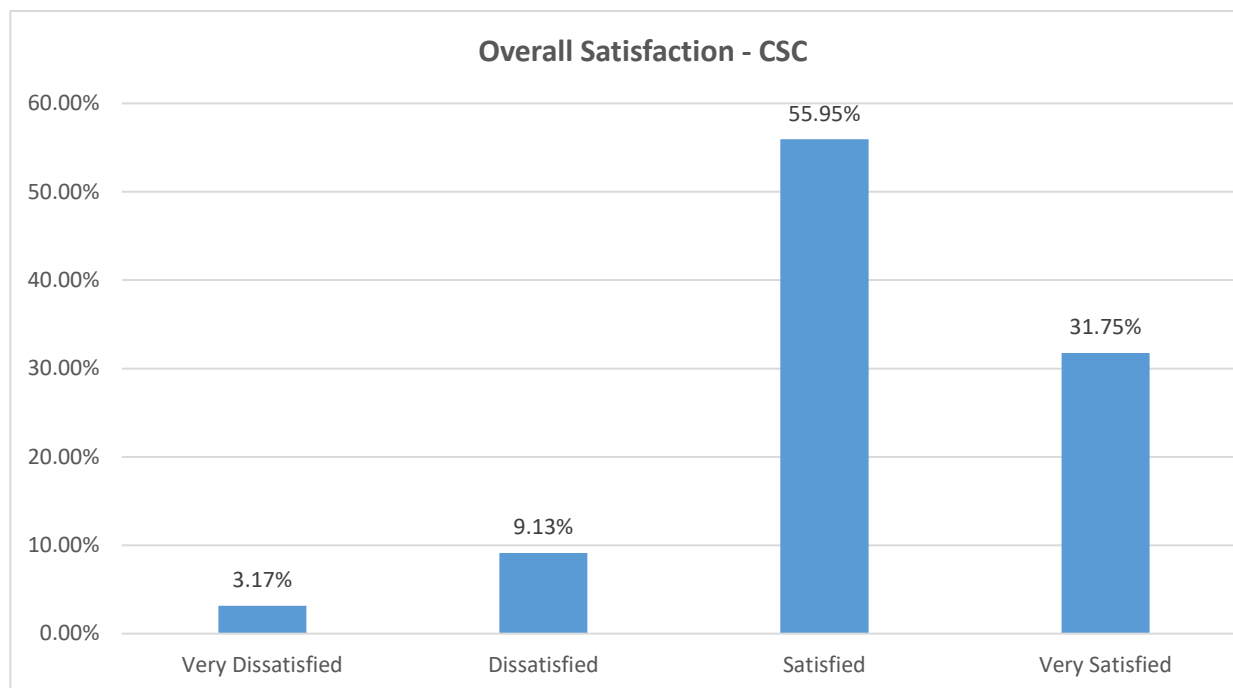
Table 3.2.2

Overall Support Usage - CSC				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Not Applicable	28	3.44%	28	3.44%
Maybe, Unsure how to access	103	12.67%	131	16.11%
Aware, Not used	428	52.64%	559	68.76%
Used	254	31.24%	813	100.00%

A total of 84% of respondents are aware of the services of CSC; with 53% being aware of the services but have not used them and 31% have used the services. 13% of respondents are unsure how to access the services.

Figures 3.2.2
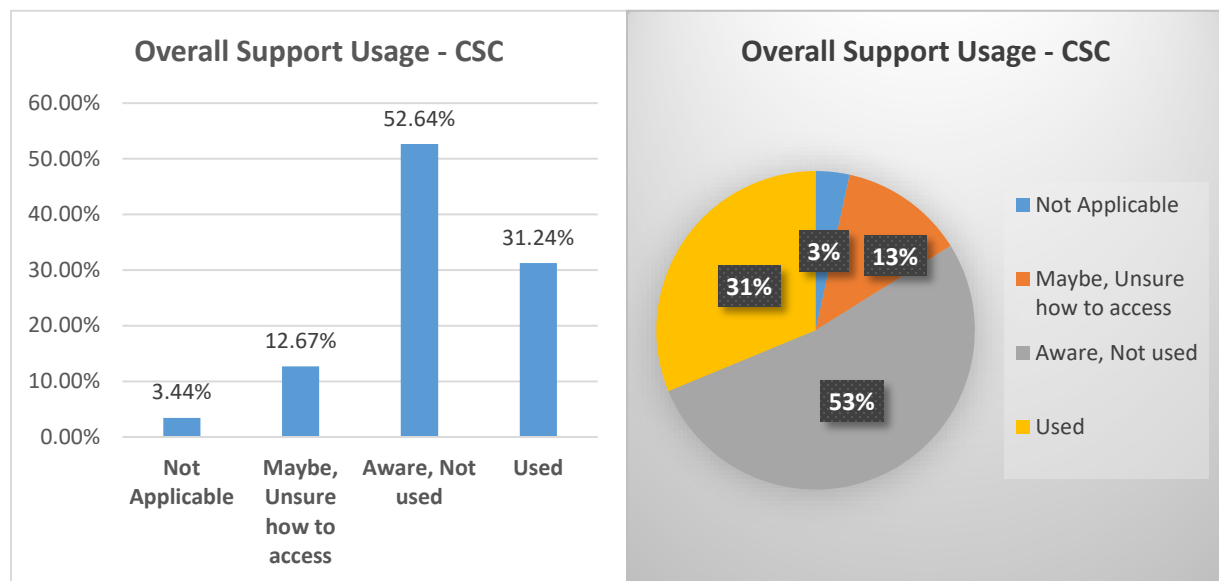
Table 3.2.3

Satisfaction by Study Level - CSC			
	Categories and Associated Percentages		
Study Level	**Not Satisfied**	**Satisfied**	**Total**
Graduate Doctorate	19%	81%	100%
Graduate Master's/Professional	11%	89%	100%
Undergraduate/Bachelor's	11%	89%	100%

The percentages of each study level's satisfaction are the following: 81% of Graduate Doctorate students are satisfied, 89% of Graduate Master's/Professional students are satisfied and 89% of Undergraduate/Bachelor's students are satisfied.

Figure 3.2.3
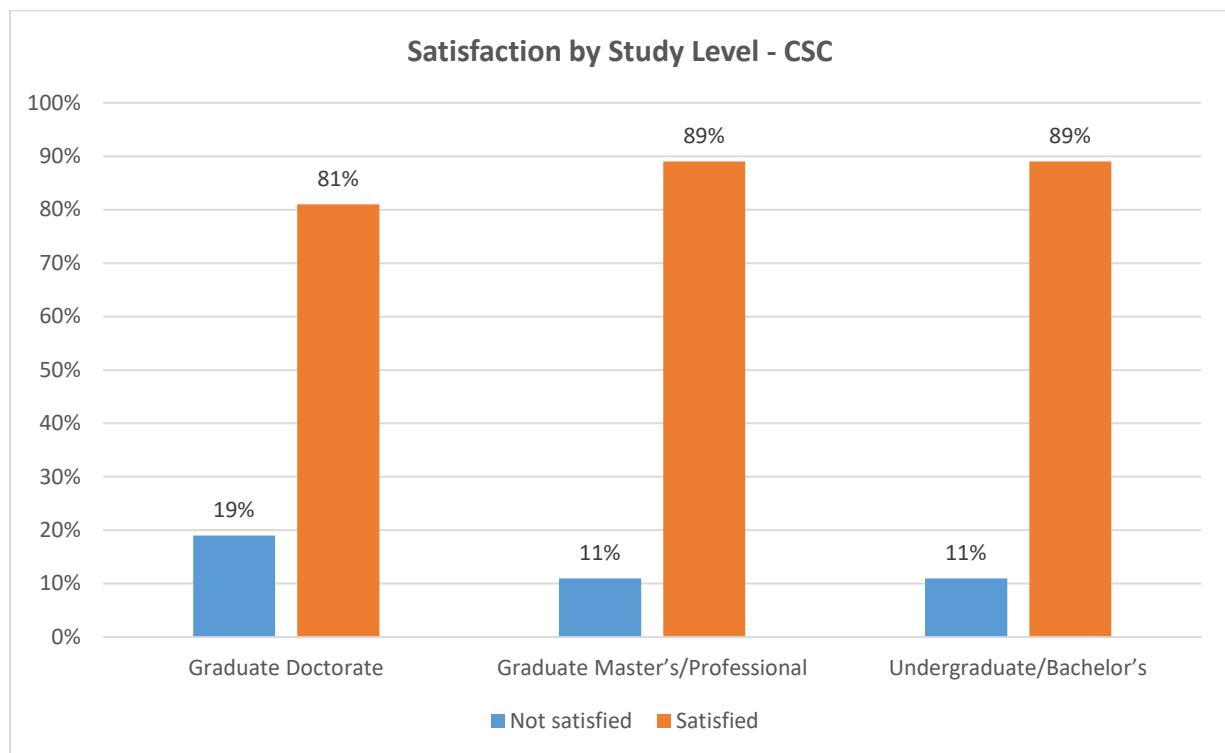
Table 3.2.4

Satisfaction by Study Stage - CSC			
	Categories and Associated Percentages		
Study Stage	Not Satisfied	Satisfied	Total
First year	5%	95%	100%
Middle year	19%	81%	100%
Final year	12%	88%	100%

The percentages of respondents satisfied in each study stage are 95% of first year respondents, 81% of middle year respondents and 88% of final year respondents. The highest percentage of respondents not satisfied came from middle year students at 19%.

Figure 3.2.4
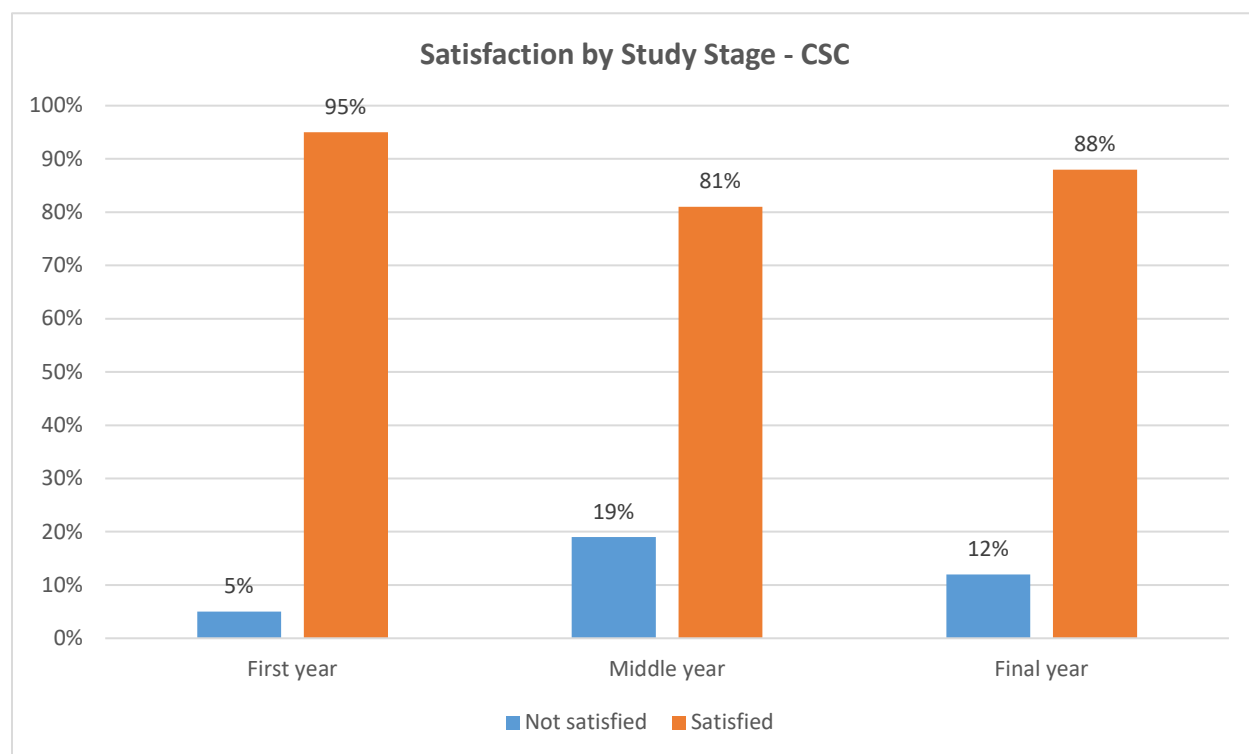
Table 3.2.5

Support Usage by Study Level - CSC					
	Categories and Associated Percentages				
Study Level	Not Applicable	Maybe, Unsure how to access	Aware, Not Used	Used	Total
Graduate Doctorate	2%	16%	62%	20%	100%
Graduate Master's/Professional	5%	9%	43%	44%	100%
Undergraduate/Bachelor's	4%	13%	51%	32%	100%

The awareness rates of Graduate Doctorate respondents and Undergraduate/Bachelor's respondents are higher than usage rates, with the difference between both rates more significant for Graduate Doctoral respondents. For Graduate Master's/Professional respondents, awareness rates and usage rates are both the same.

Figure 3.2.5
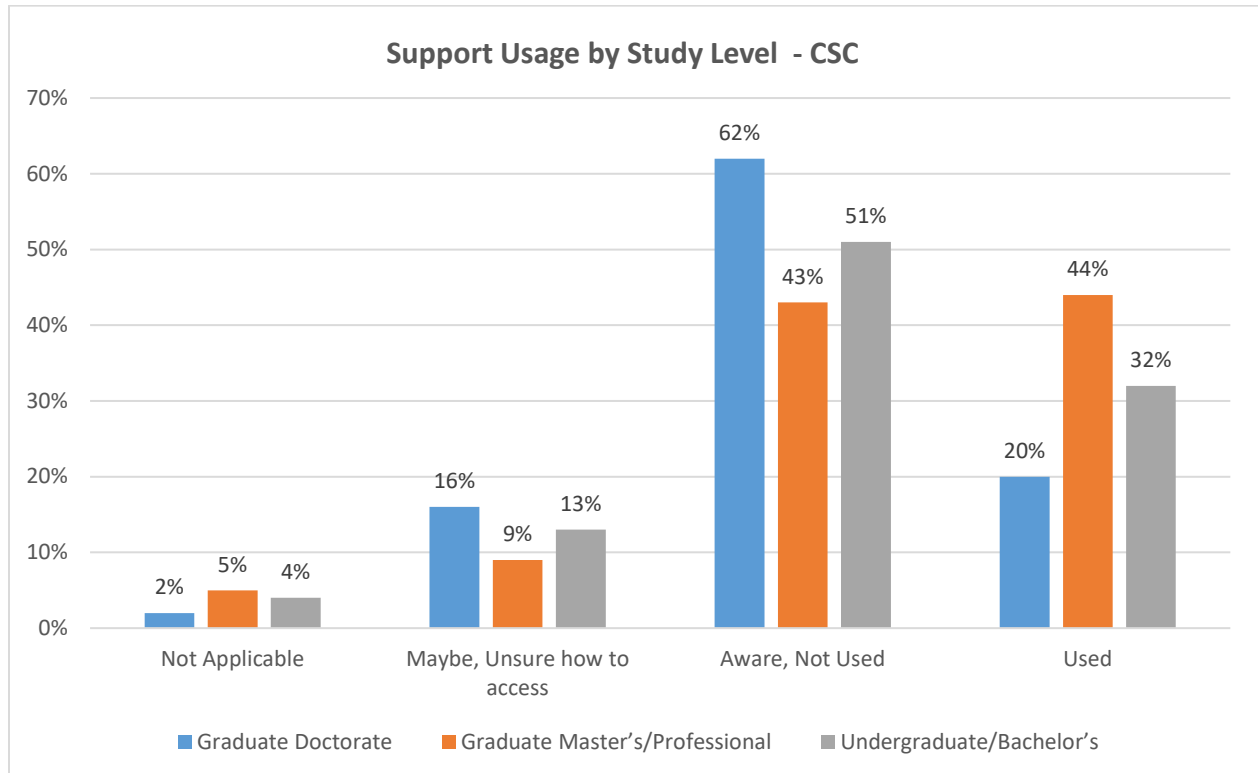
Table 3.2.6

Support Usage by Study Stage - CSC					
	Categories and Associated Percentages				
Study Stage	Not Applicable	Maybe, Unsure how to access	Aware, Not Used	Used	Total
First year	4%	14%	60%	22%	100%
Middle year	3%	15%	56%	26%	100%
Final year	4%	8%	39%	48%	100%

Whereas awareness rates are high among first year and middle year students, usage rate is high among final year students. First year students have the lowest usage rate among all the three study stages.

Figure 3.2.6
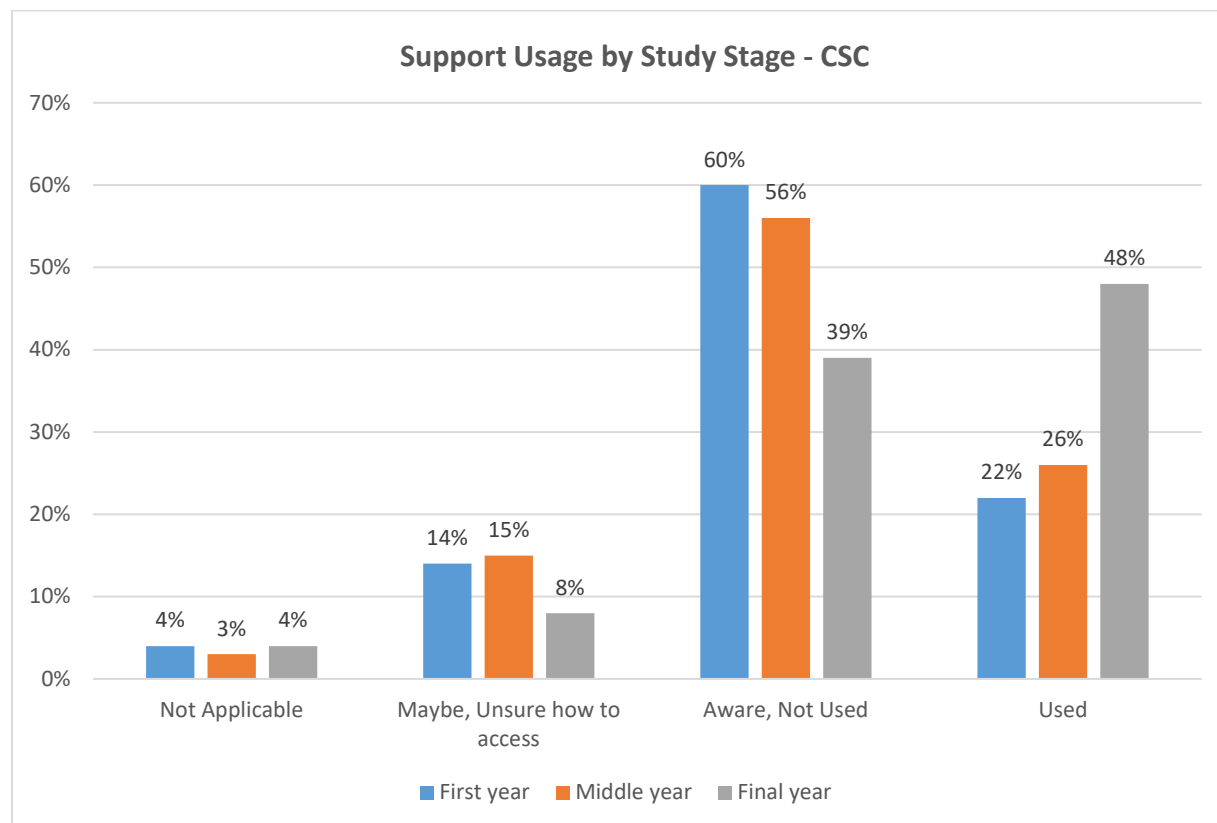
Table 3.2.7

Global Satisfaction Benchmark – CSC				
	UD	**ISB%**	**ISB +/-**	**ISB Rank (n=120)**
Support Average	93.4%	91.1%	2.3%	37
Support Overall	93.6%	88.8%	4.8%	21
Career Services Center	87.7%	87.3%	0.4%	53

RLH MAJOR FINDINGS

- 65% of all respondents are aware of the services (Table 3.3.2)

- 41% are aware of the services but have not used them (Table 3.3.2)

- 24% have used the services before (Table 3.3.2)

- Usage rates are 53% among Undergraduate/Bachelor's students, 16% among Graduate Master's/Professional students and 13% among Graduate Doctorate students (Table 3.3.5)

- Aware but not used rates are 28% among Undergraduate/Bachelor's students, 46% among Graduate Master's/Professional students and 46% among Graduate Doctorate students (Table 3.3.5)

- Usage rates are highest among first year students at 28%, followed by final year students at 23% and middle year students at 22% (Table 3.3.6)

- Satisfaction is at 90% among all respondents who have used the services (Table 3.3.7)

- 62% of respondents are satisfied and 28% are very satisfied (Table 3.3.1)

- 79%, 90%, and 94% of Graduate Doctorate students, Graduate Master's/Professional students and Undergraduate/Bachelor's students respectively are satisfied (Table 3.3.3)

- 96%, 92% and 82% of first year, middle year and final year students respectively are satisfied (Table 3.3.4)

Table 3.3.1

Overall Satisfaction - RLH				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	7	3.66%	7	3.66%
Dissatisfied	12	6.28%	19	9.95%
Satisfied	118	61.78%	137	71.73%
Very Satisfied	54	28.27%	191	100.00%

Overall, 90% of those who have used the services of RLH are at least satisfied, with 62% being satisfied and 28% being very satisfied.

Figure 3.3.1
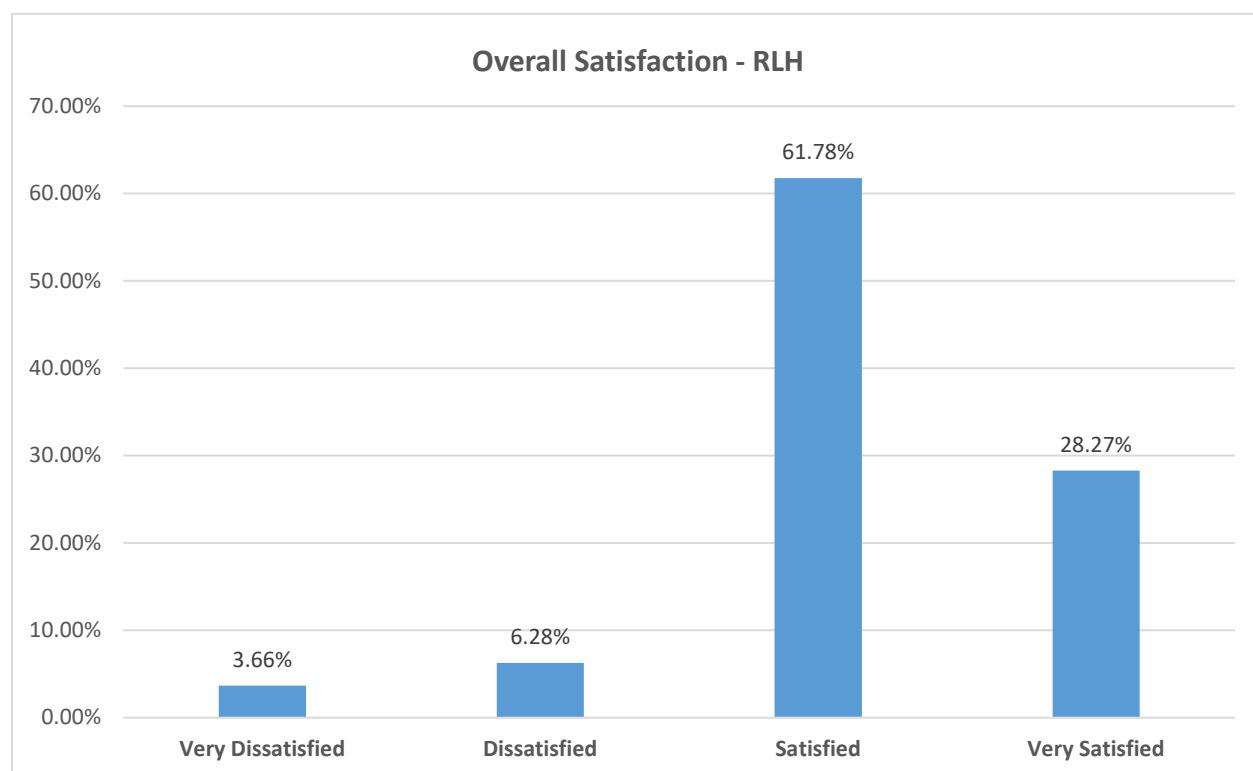
Table 3.3.2

Overall Support Usage - RLH				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Not Applicable	145	17.86%	145	17.86%
Maybe, Unsure how to access	137	16.87%	282	34.73%
Aware, Not used	333	41.01%	615	75.74%
Used	197	24.26%	812	100.00%

Overall, 65% of respondents are aware of the RLH services; with 41% being aware of the services but have not used them and 24% have used the services. 17% of respondents are unsure how to access the services.

Figures 3.3.2
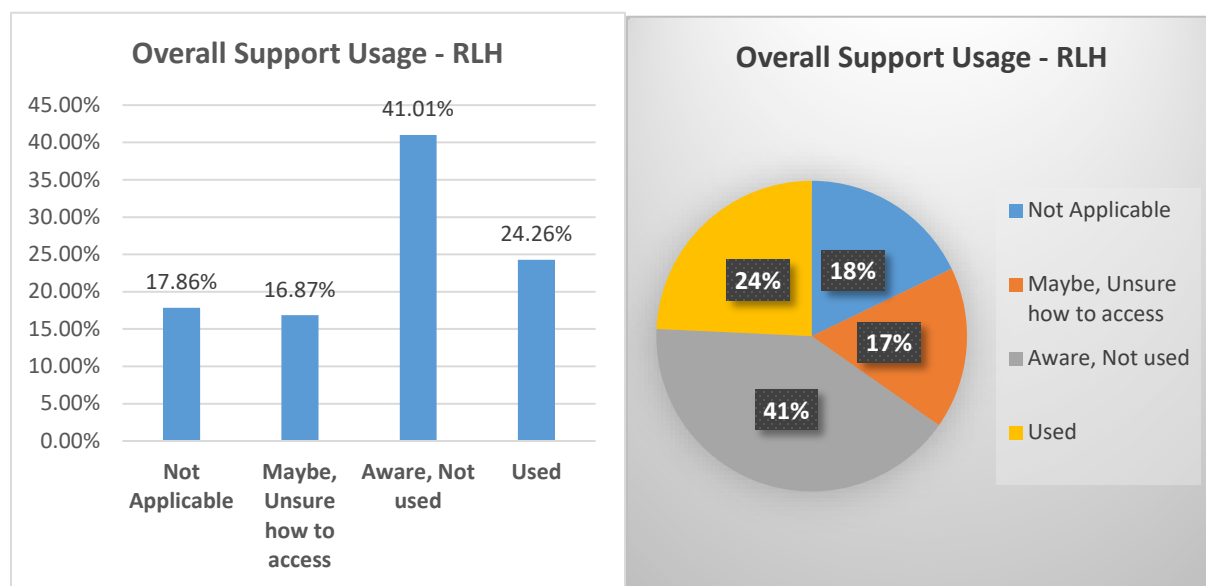
Table 3.3.3

Satisfaction by Study Level - RLH			
	Categories and Associated Percentages		
Study Level	Not Satisfied	Satisfied	Total
Graduate Doctorate	21%	79%	100%
Graduate Master's/Professional	10%	90%	100%
Undergraduate/Bachelor's	6%	94%	100%

The percentages of each study level's satisfaction are the following: 79% of Graduate Doctorate students are satisfied, 90% of Graduate Master's/Professional students are satisfied and 94% of Undergraduate/Bachelor's students are satisfied. The Graduate Doctorate level has the highest unsatisfied rate at 21% which is more than twice the percentage of the Graduate Master's/Professional level.

Figure 3.3.3
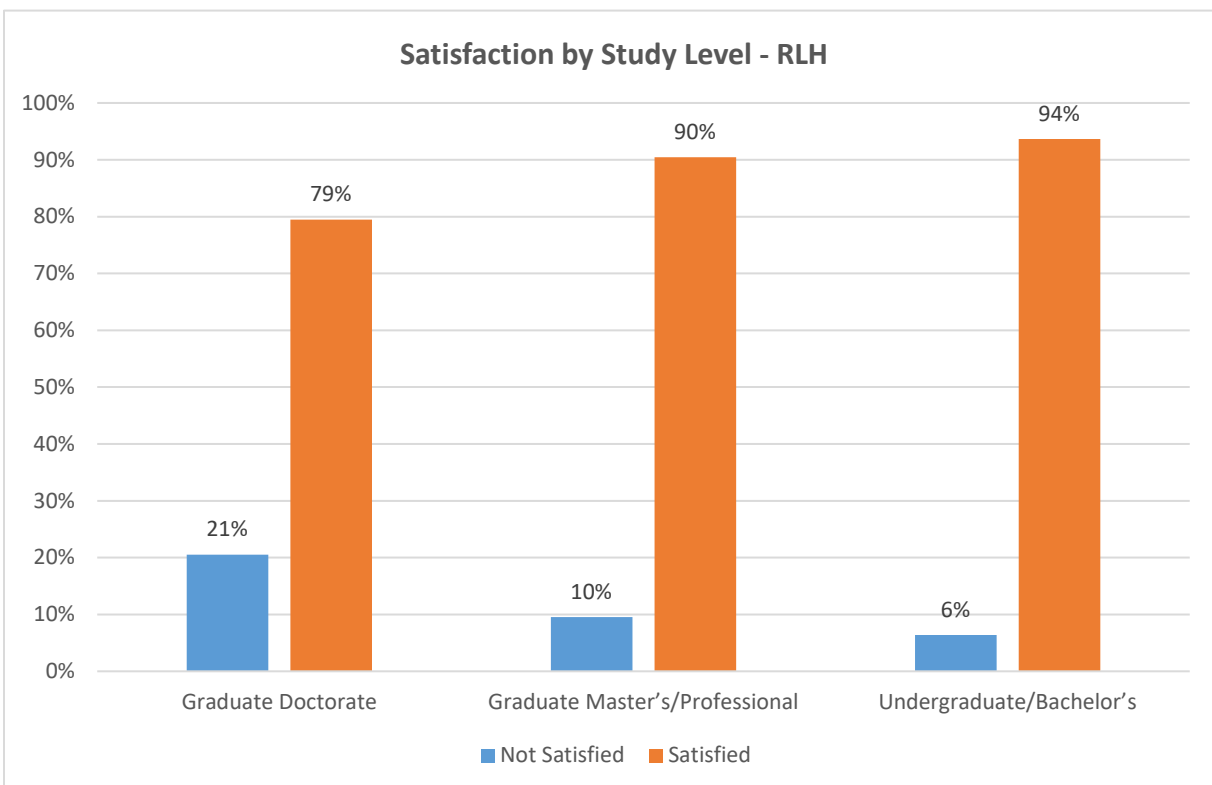
Table 3.3.4

Satisfaction by Study Stage - RLH			
	Categories and Associated Percentages		
Study stage	Not Satisfied	Satisfied	Total
First year	4%	96%	100%
Middle year	8%	92%	100%
Final year	18%	82%	100%

The percentages of respondents satisfied in each study stage are 96% of first year respondents, 92% of middle year respondents and 82% of final year respondents. The highest percentage of respondents who are not satisfied came from final year students at 18%.

Figure 3.3.4
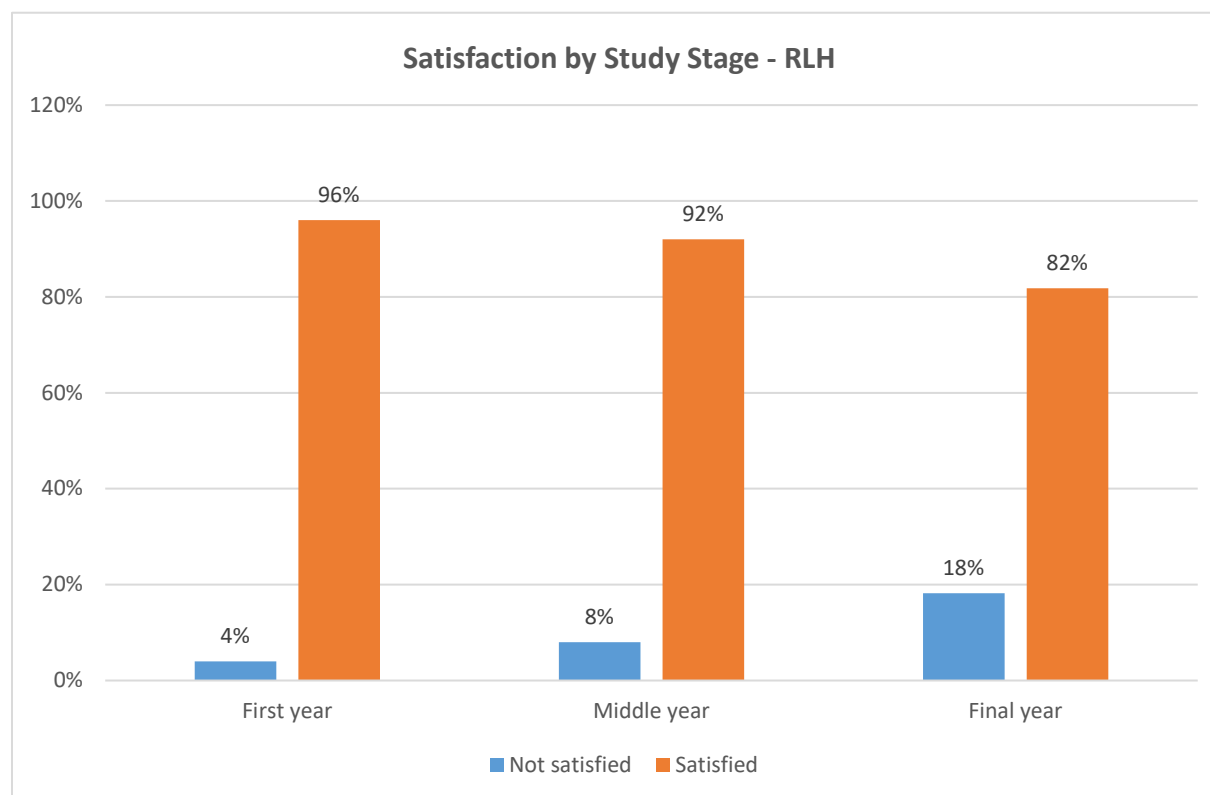
Table 3.3.5

Support Usage by Study Level - RLH					
	Categories and Associated Percentages				
Study Level	**Not Applicable**	**Maybe, Unsure how to access**	**Aware, Not Used**	**Used**	**Total**
Graduate Doctorate	19%	23%	46%	13%	100%
Graduate Master's/Professional	24%	15%	46%	16%	100%
Undergraduate/Bachelor's	8%	11%	28%	53%	100%

As should be expected, usage rates among Graduate Doctorate students and Graduate Master's/Professional students are low, whereas Undergraduate/Bachelor's have the highest usage rate of 53%. The usage rates for all graduate students are low with high percentages of not applicable.

Figure 3.3.5
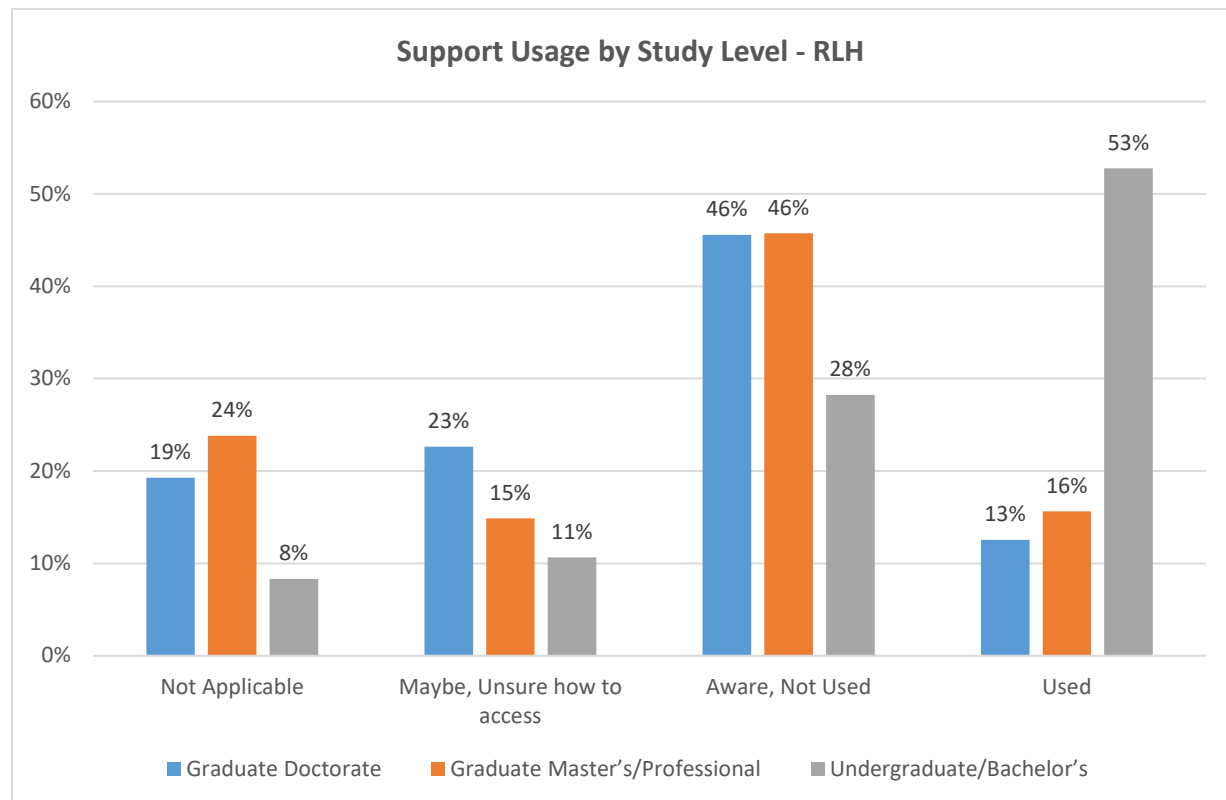
Table 3.3.6

Support Usage by Study Stage - RLH					
	Categories and Associated Percentages				
Study Stage	**Not Applicable**	**Maybe, Unsure how to access**	**Aware, Not Used**	**Used**	**Total**
First year	12%	15%	45%	28%	100%
Middle year	21%	21%	36%	22%	100%
Final year	20%	13%	44%	23%	100%

Usage rates among middle and final year respondents are about the same at 22% and 23% but first year students have a slightly higher rate at 28%. In terms of awareness rate, first year and final year students have the highest rates at 45% and 44%, but awareness rates of middle year students is only 36%. It appears that once students end their first year, they look for alternate off-campus housing causing higher usage rates to appear in the first year but lower usage rates in the middle and final years.

Figure 3.3.6
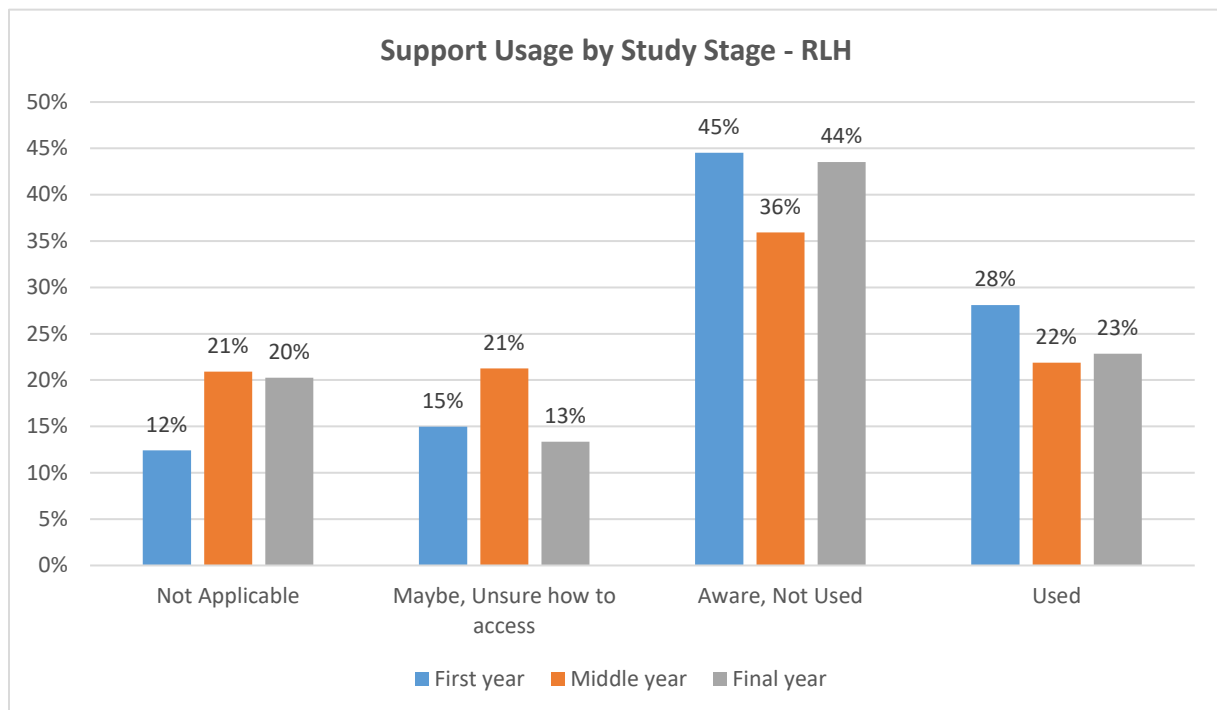
Table 3.3.7

Global Satisfaction Benchmark - RLH				
	UD	**ISB%**	**ISB +/-**	**ISB Rank (n=120)**
Support Average	93.4%	91.1%	2.3%	37
Support Overall	93.6%	88.8%	4.8%	21
Residence Life and Housing	90.1%	85.4%	4.6%	49

OISS MAJOR FINDINGS

- 92% of all respondents are aware of the services (Table 3.4.2)

- 17% are aware of the services but have not used them (Table 3.4.2)

- 75% have used the services before (Table 3.4.2)

- Usage rates are 56% among Undergraduate/Bachelor's students, 78% among Graduate Master's/Professional students and 85% among Graduate Doctorate students (Table 3.4.5)

- Aware but not used rates are 27% among Undergraduate/Bachelor's students, 14% among Graduate Master's/Professional students and 13% among Graduate Doctorate students (Table 3.4.5)

- Usage rates are highest among final year students at 85%, followed by middle year students at 76% and first year students at 65% (Table 3.4.6)

- Satisfaction is at 94% among all respondents who have used the services (Table 3.4.7)

- 48% of respondents are satisfied and 46% are very satisfied (Table 3.4.1)

- 91%, 97%, and 96% of Graduate Doctorate students, Graduate Master's/Professional students and Undergraduate/Bachelor's students respectively are satisfied (Table 3.4.3)

- 95%, 94% and 93% of first year, middle year and final year students respectively are satisfied (Table 3.4.4)

Table 3.4.1

Overall Satisfaction - OISS				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	14	2.31%	14	2.31%
Dissatisfied	21	3.47%	35	5.79%
Satisfied	290	47.93%	325	53.72%
Very Satisfied	280	46.28%	605	100.00%

Overall, 94% of those who have used OISS services are at least satisfied, with 48% being satisfied and 46% being very satisfied.

Figure 3.4.1
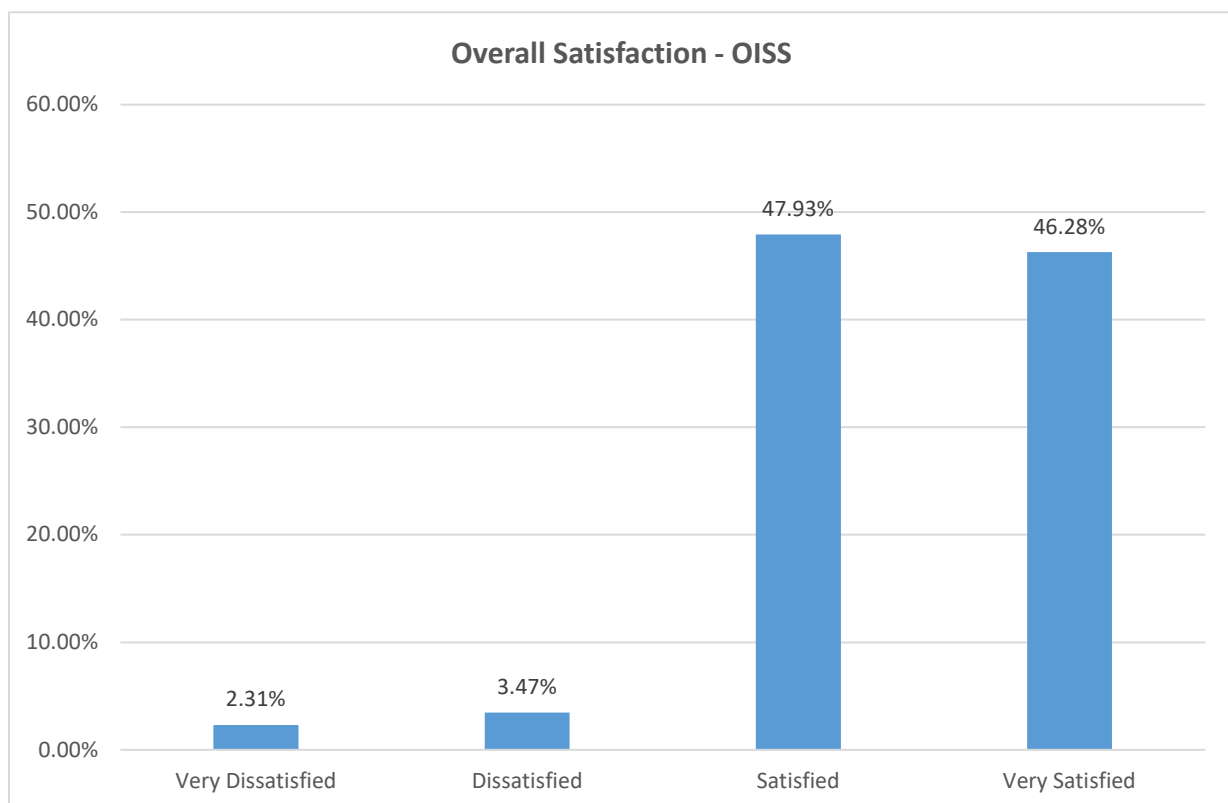
Table 3.4.2

Overall Support Usage - OISS				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Not Applicable	15	1.83%	15	1.83%
Maybe, Unsure how to access	51	6.23%	66	8.06%
Aware, Not used	140	17.09%	206	25.15%
Used	613	74.85%	819	100.00%

A total of 92% of respondents are aware of the services of OISS. Only 17% are aware but have not used the services, and 75% have used OISS services.

Figures 3.4.2

Table 3.4.3

Satisfaction by Study Level - OISS			
	Categories and Associated Percentages		
Study Level	**Not Satisfied**	**Satisfied**	**Total**
Graduate Doctorate	9%	91%	100%
Graduate Master's/Professional	3%	97%	100%
Undergraduate/Bachelor's	4%	96%	100%

The percentages of each study level's satisfaction are the following: 91% of Graduate Doctorate students are satisfied, 97% of Graduate Master's/Professional students are satisfied and 96% of Undergraduate/Bachelor's students are satisfied.

Figure 3.4.3
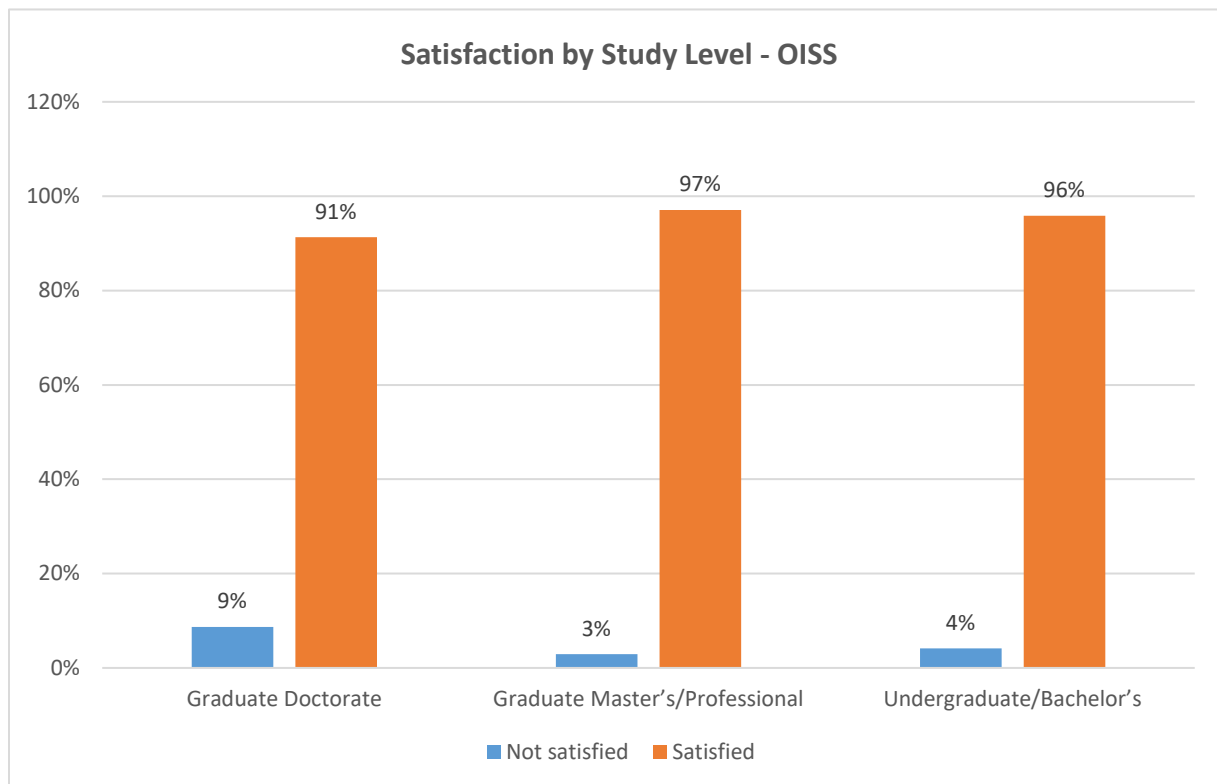
Table 3.4.4

Satisfaction by Study Stage - OISS			
	Categories and Associated Percentages		
Study Stage	**Not Satisfied**	**Satisfied**	**Total**
First year	5%	95%	100%
Middle year	6%	94%	100%
Final year	7%	93%	100%

The percentages of respondents satisfied in each study stage are 95% of first year respondents, 94% of middle year respondents and 93% of final year respondents.

Figure 3.4.4

Table 3.4.5

Support Usage by Study Level - OISS					
	Categories and Associated Percentages				
Study Level	Not Applicable	Maybe, Unsure how to access	Aware, Not Used	Used	Total
Graduate Doctorate	1%	2%	13%	85%	100%
Graduate Master's/Professional	3%	5%	14%	78%	100%
Undergraduate/Bachelor's	3%	14%	27%	56%	100%

Usage rates are very high among all study levels, though lower among Undergraduate/ Bachelor's students. While a little more than half of Undergraduate/Bachelor's students have used OISS services, about 41% of Undergraduate/Bachelor's respondents said they are either unsure how to access the services (14%) or they are aware but have not used the services (27%).

Figure 3.4.5
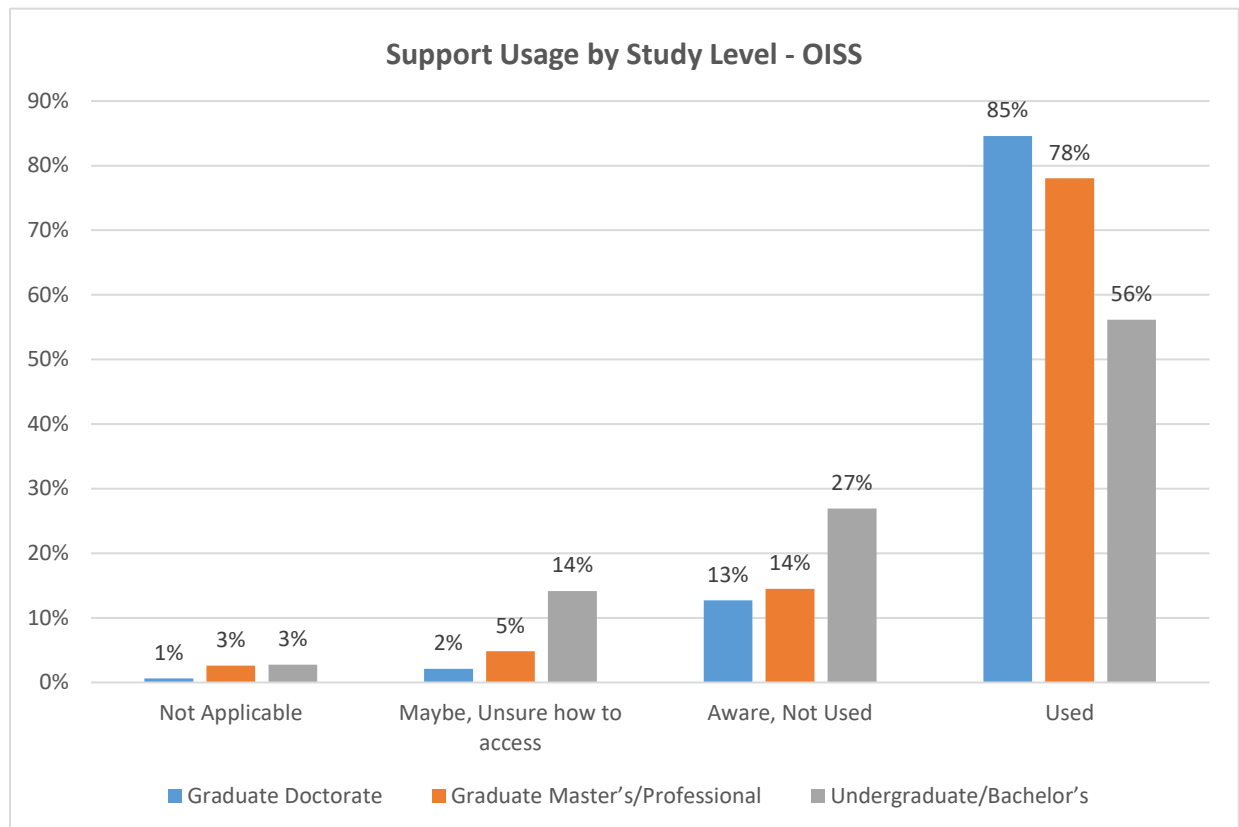
Support Usage by Study Level - OISS

Table 3.4.6

Support Usage by Study Stage - OISS					
	Categories and Associated Percentages				
Study Stage	**Not Applicable**	**Maybe, Unsure how to access**	**Aware, Not Used**	**Used**	**Total**
First year	3%	8%	24%	65%	100%
Middle year	2%	6%	16%	76%	100%
Final year	1%	4%	10%	85%	100%

Usage rates are very high among all study stages with the highest by final year students at 85%. As should be expected, first year students have a slightly lower usage rate than the other categories at 65% and correspondingly, a higher awareness but not used rate of 24%, as the two rates are inversely related. The percentages of respondents among all study stages which said they are unsure how to access OISS services are very low, below 10% in each study stage.

Figure 3.4.6
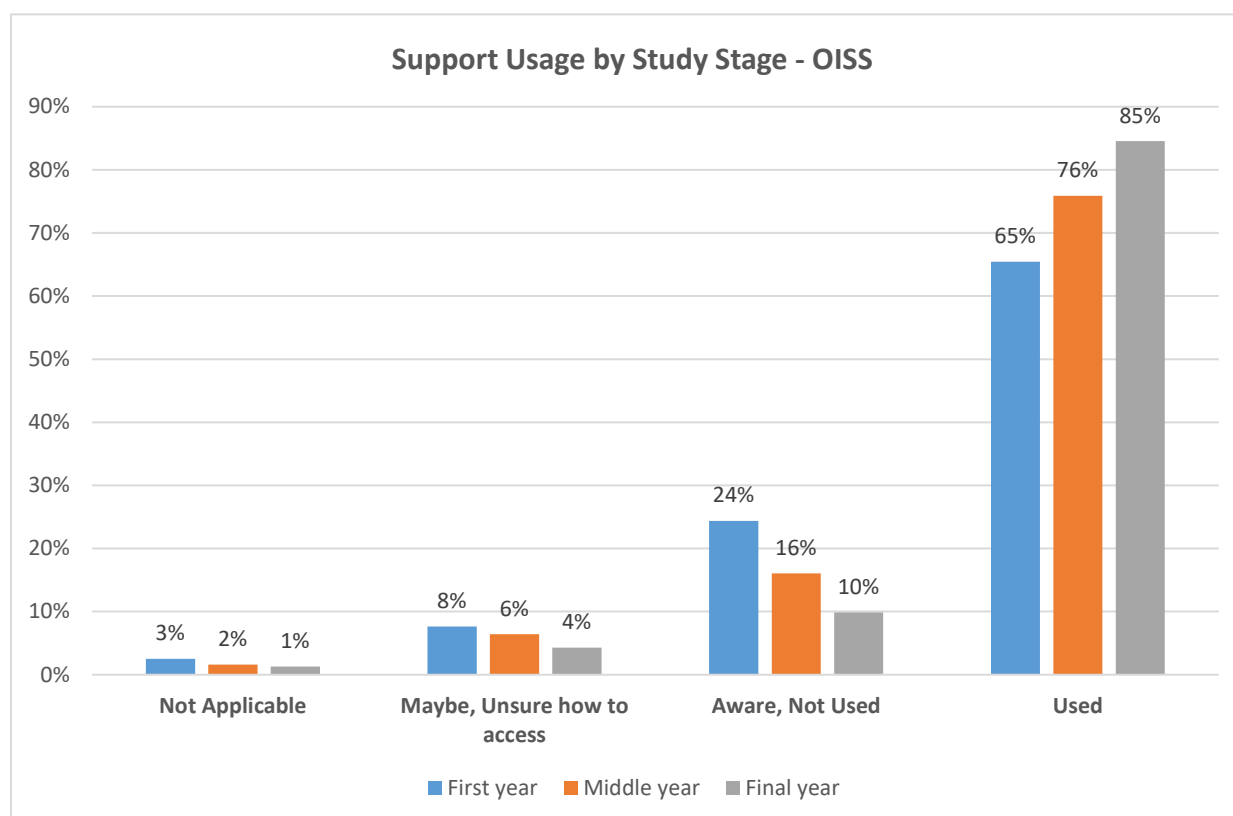
Table 3.4.7

Global Satisfaction Benchmark - OISS				
	UD	**ISB%**	**ISB +/-**	**ISB Rank (n=120)**
Support Average	93.4%	91.1%	2.3%	37
Support Overall	93.6%	88.8%	4.8%	21
Office for International Students and Scholars	94.2%	92.1%	2.1%	19

SWHP MAJOR FINDINGS

- 70% of all respondents are aware of the services (Table 3.5.2)

- 41% of respondents are aware of the services but have not used them (Table 3.5.2)

- Only 29% of respondents have used the services (Table 3.5.2)

- 24% of respondents are unsure how to access the services (Table 3.5.5)

- Respondents who are only aware of the services is about 40% across all study levels (Table 3.5.5)

- Usage rates are 32% among Graduate Master's/Professional students, 31% among Undergraduate/Bachelor's students and 26% among Graduate Doctorate students (Table 3.5.5)

- Usage rates are highest among final year students at 37%, followed by middle year students at 29% and first year students at 24% (Table 3.5.6)

- Satisfaction is exceptionally high at 88% among respondents who have used the services (Table 3.5.7)

- 58% of respondents are satisfied and 40% are very satisfied (Table 3.5.1)

- 96%, 99%, and 97% of Graduate Doctorate students, Graduate Master's/Professional students and Undergraduate/Bachelor's students respectively are satisfied (Table 3.5.3)

- 100%, 98% and 95% of first year, middle year and final year students respectively are satisfied (Table 3.5.4)

Table 3.5.1

Overall Satisfaction - SWHP				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	3	1.29%	3	1.29%
Dissatisfied	3	1.29%	6	2.58%
Satisfied	134	57.51%	140	60.09%
Very Satisfied	93	39.91%	233	100.00%

Overall, 98% of those who have used the services of SWHP are at least satisfied with 58% being satisfied and 40% being very satisfied.

Figure 3.5.1
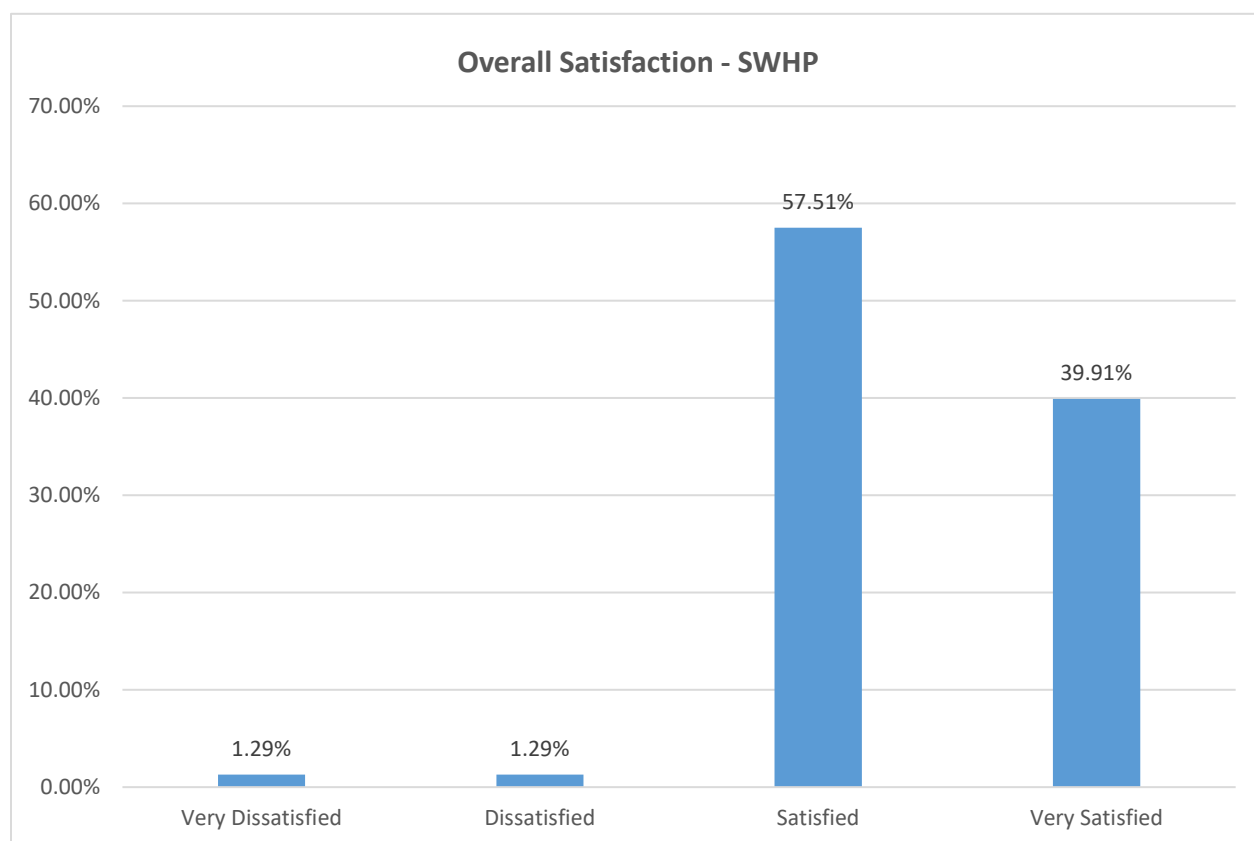
Table 3.5.2

Overall Support Usage - SWHP				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Not Applicable	47	5.76%	47	5.76%
Maybe, Unsure how to access	197	24.14%	244	29.90%
Aware, Not used	332	40.69%	576	70.59%
Used	240	29.41%	816	100.00%

In total, 70% of respondents are aware of the SWHP services, with 41% being aware of the services but have not used them and 29% have used the services.

Figures 3.5.2
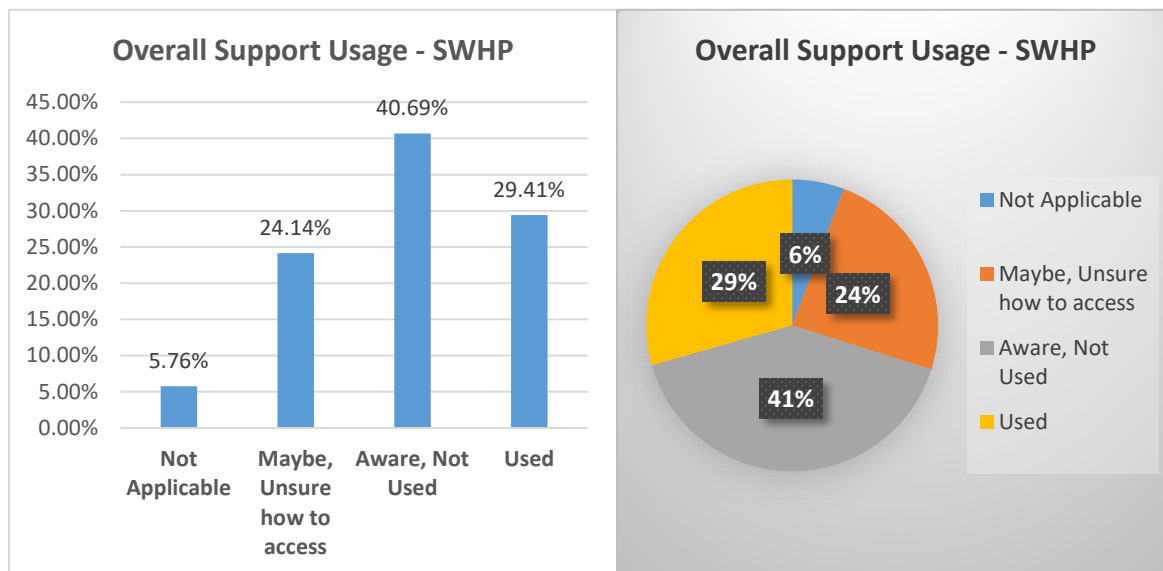
Table 3.5.3

Satisfaction by Study Level - SWHP			
	Categories and Associated Percentages		
Study Level	**Not Satisfied**	**Satisfied**	**Total**
Graduate Doctorate	4%	96%	100%
Graduate Master's/Professional	1%	99%	100%
Undergraduate/Bachelor's	3%	97%	100%

The percentages of each study level's satisfaction are the following: 96% of Graduate Doctorate students are satisfied, 99% of Graduate Master's/Professional students are satisfied and 97% of Undergraduate/Bachelor's students are satisfied.

Figure 3.5.3
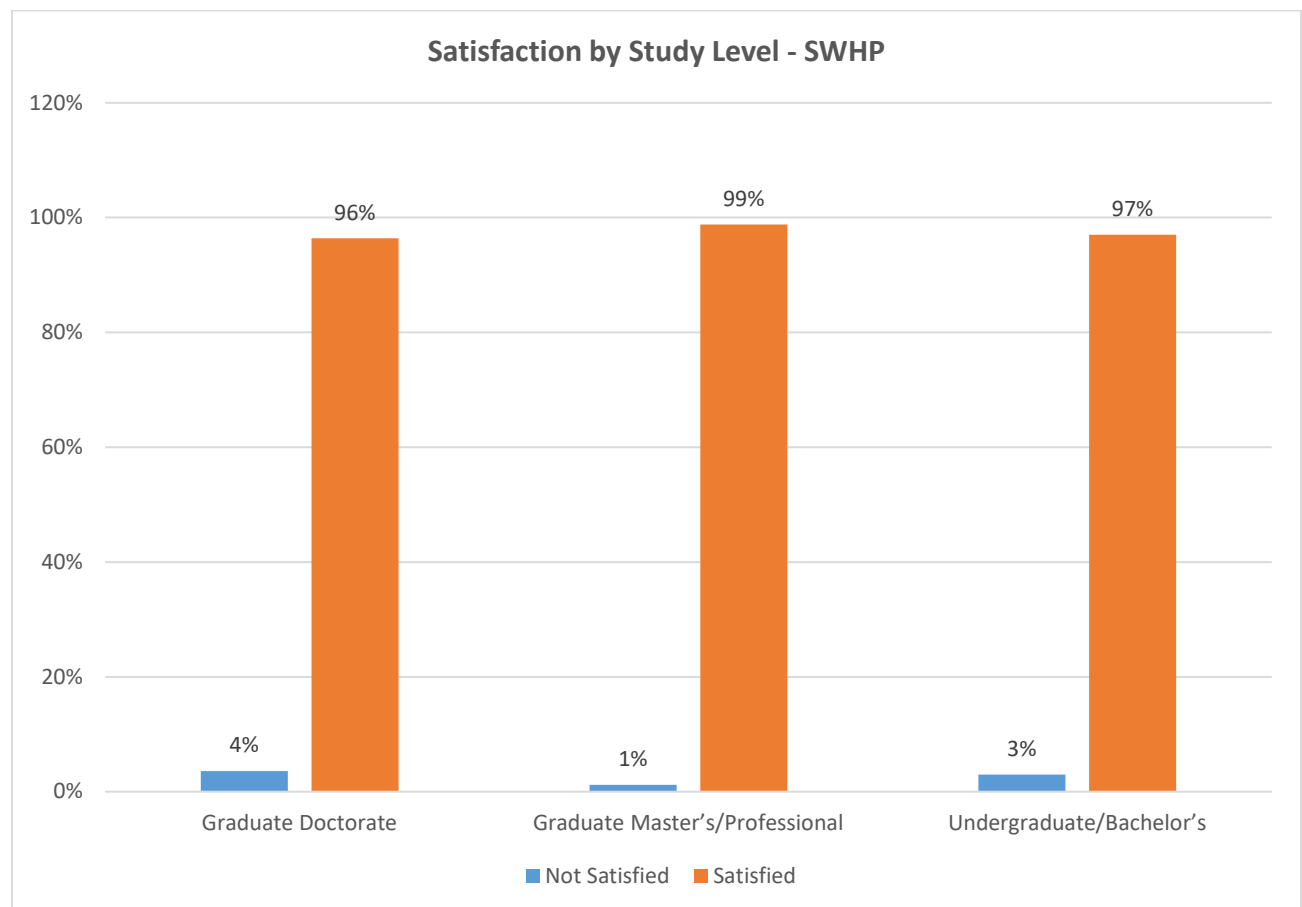
Table 3.5.4

Satisfaction by Study Stage - SWHP			
	Categories and Associated Percentages		
Study Stage	**Not Satisfied**	**Satisfied**	**Total**
First year	0%	100%	100%
Middle year	2%	98%	100%
Final year	5%	95%	100%

The percentages of respondents satisfied in each study stage are 100% of first year respondents, 98% of middle year respondents and 95% of final year respondents.

Figure 3.5.4
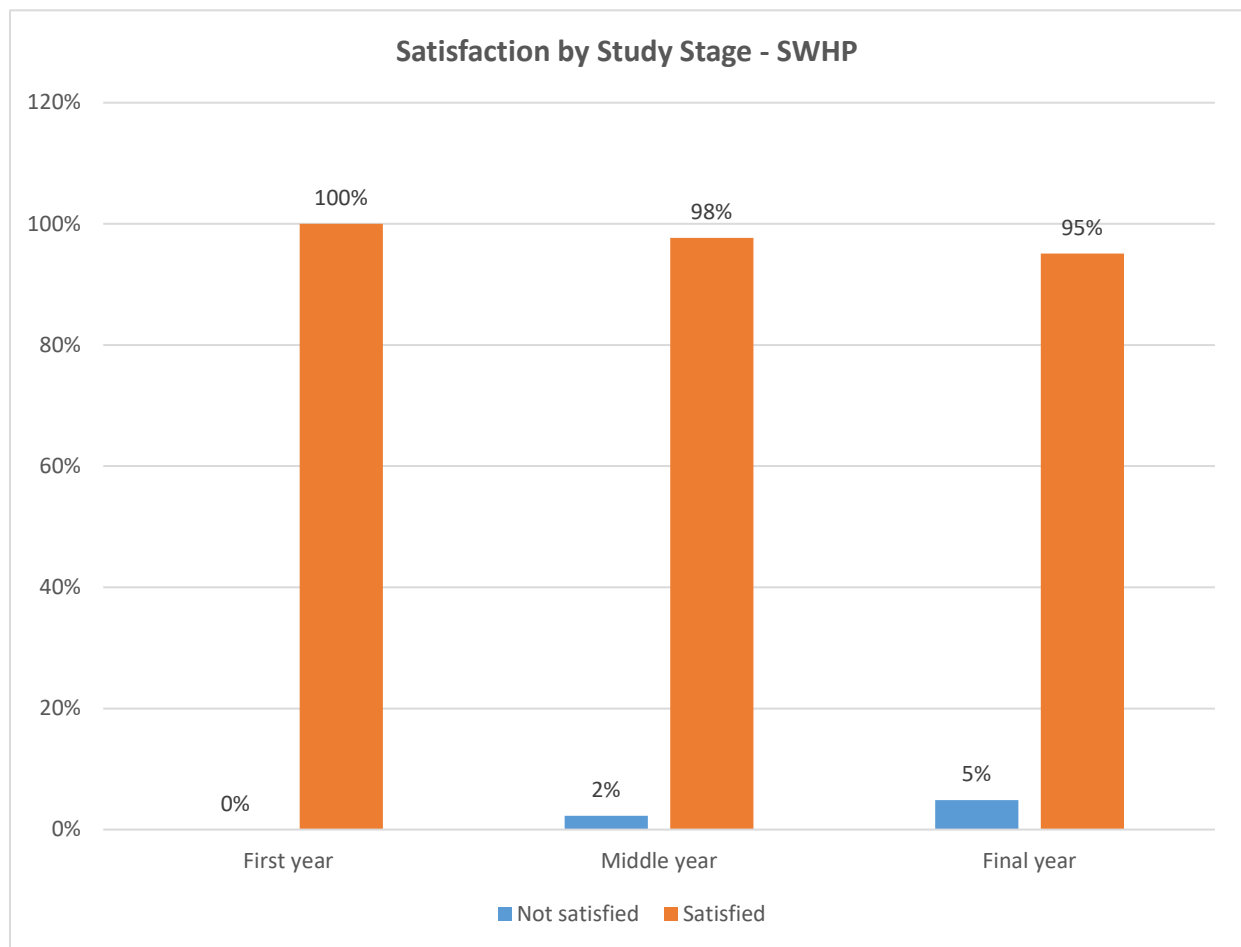
Table 3.5.5

Support Usage by Study Level - SWHP					
	Categories and Associated Percentages				
Study Level	Not Applicable	Maybe, Unsure how to access	Aware, Not Used	Used	Total
Graduate Doctorate	5%	27%	42%	26%	100%
Graduate Master's/Professional	7%	21%	40%	32%	100%
Undergraduate/Bachelor's	5%	23%	40%	31%	100%

Usage rates are not high among all study levels though awareness rates are around 40% in all study levels. The percentages of respondents in each study level who are unsure how to access the services is in the 20%, a little below the usage rates.

Figure 3.5.5
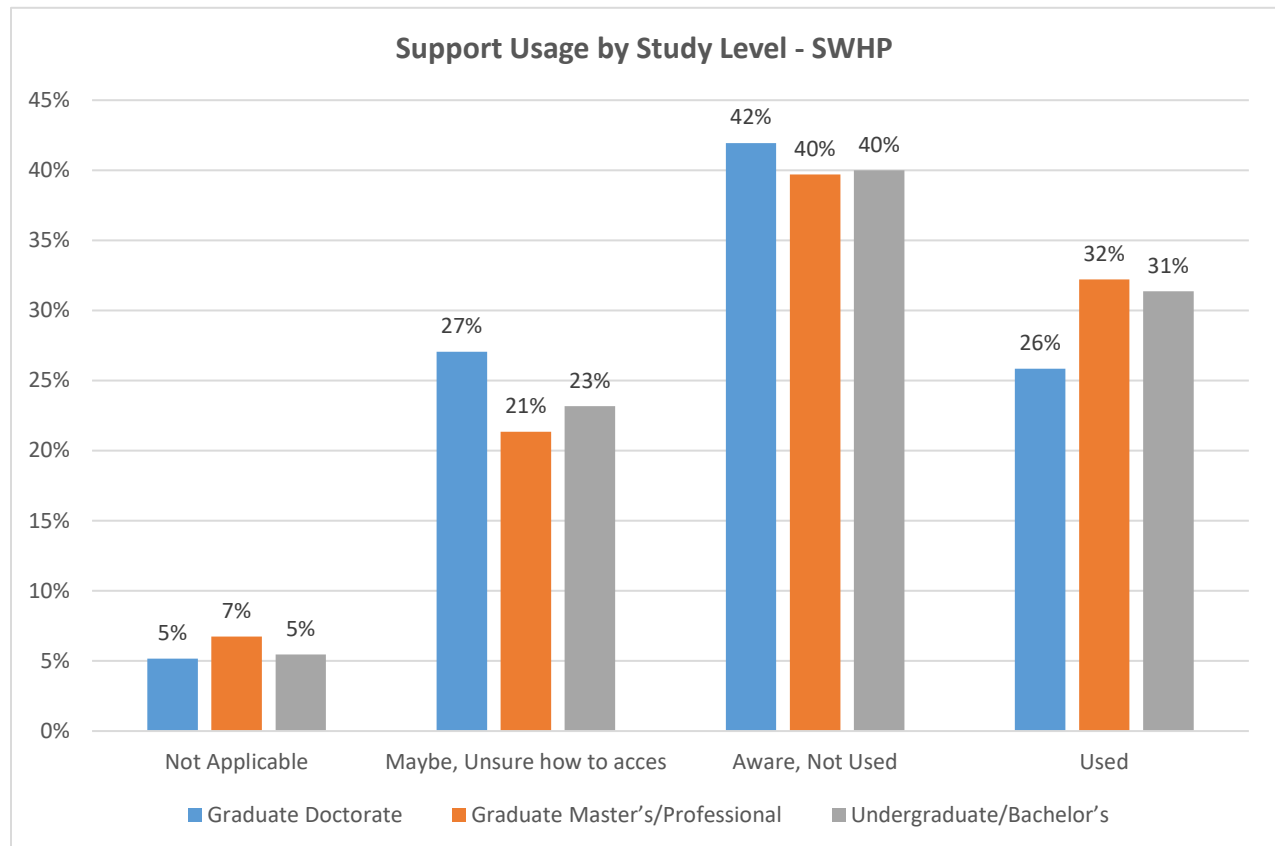
Table 3.5.6

Support Usage by Study Stage - SWHP					
	Categories and Associated Percentages				
Study Stage	Not Applicable	Maybe, Unsure how to access	Aware, Not Used	Used	Total
First year	4%	24%	48%	24%	100%
Middle year	6%	26%	39%	29%	100%
Final year	7%	22%	34%	37%	100%

Though usage rates are generally low, the highest are among final year students at 37%, followed by middle year students at 29% and first year students at 24%. As should be expected, first year students have the highest percentage of respondents who are aware of the services but have not used them because there is an inverse relationship between both rates. A little over 20% of respondents are unsure how to access the services.

Figure 3.5.6
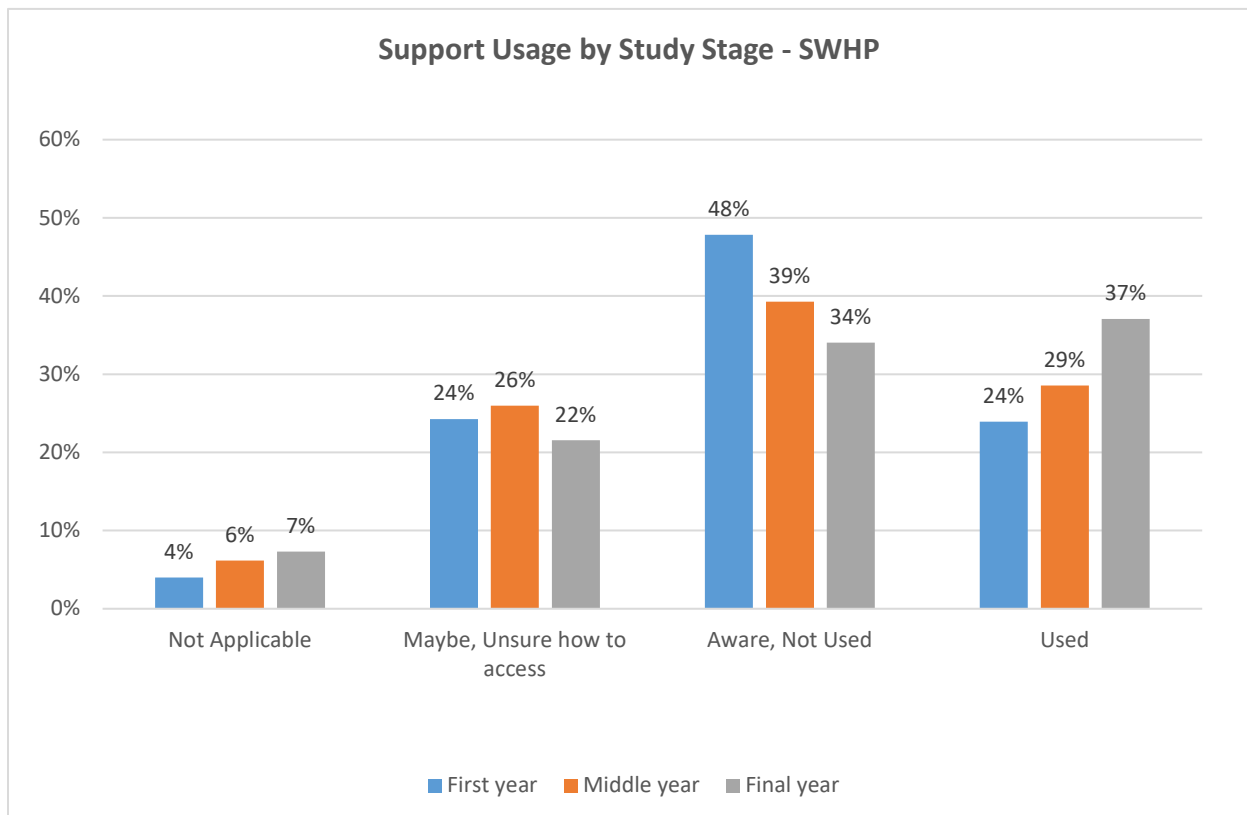
Table 3.5.7

Global Satisfaction Benchmark - SWHP				
	UD	**ISB%**	**ISB +/-**	**ISB Rank (n=120)**
Support Average	93.4%	91.1%	2.3%	37
Support Overall	93.6%	88.8%	4.8%	21
Student Wellness and Health Promotion	88.1%	82.5%	5.6%	24

DS MAJOR FINDINGS

- 76% of respondents are aware of the services (Table 3.6.2)

- 35% of respondents are aware of the services but have not used them (Table 3.6.2)

- 41% of respondents have used the services before (Table 3.6.2)

- Usage rate is 60% among Undergraduate/Bachelor's students, 36% among Graduate Master's/Professional students and 32% among Graduate Doctorate students (Table 3.6.5)

- Usage rates are highest among final year students at 45% the same for first year and middle year students 39% (Table 3.6.6)

- Satisfaction is at 88% among respondents who have used the services (Table 3.6.7)

- 54% of respondents are satisfied and 34% are very satisfied (Table 3.6.1)

- 86%, 92%, and 87% of Graduate Doctorate students, Graduate Master's/Professional students and Undergraduate/Bachelor's students respectively are satisfied (Table 3.6.3)

- 88%, 86% and 91% of first year, middle year and final year students respectively are satisfied (Table 3.6.4)

Table 3.6.1

Overall Satisfaction - DS				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	8	2.44%	8	2.44%
Dissatisfied	31	9.45%	39	11.89%
Satisfied	177	53.96%	216	65.85%
Very Satisfied	112	34.15%	328	100.00%

Overall, 88% of respondents who have used Dining Services are at least satisfied with 54% being satisfied and 34% being very satisfied.

Figure 3.6.1
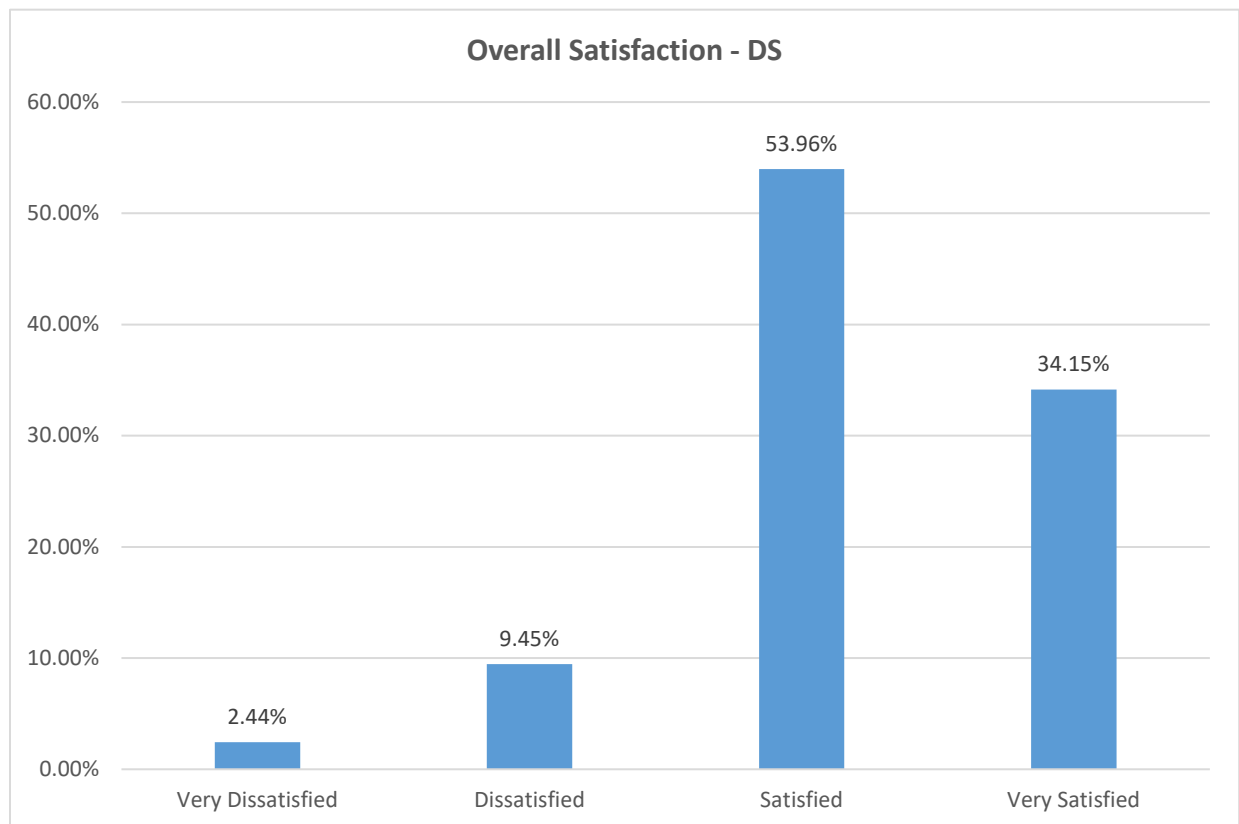
Table 3.6.2

Overall Support Usage - DS				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Not Applicable	126	15.37%	126	15.37%
Maybe, Unsure how to access	70	8.54%	196	23.90%
Aware, Not used	290	35.37%	486	59.27%
Used	334	40.73%	820	100.00%

In total, about 76% of respondents are aware of the Dining Services; with 35% being aware of the services but have not used them and 41% have actually used the services.

Figure 3.6.2
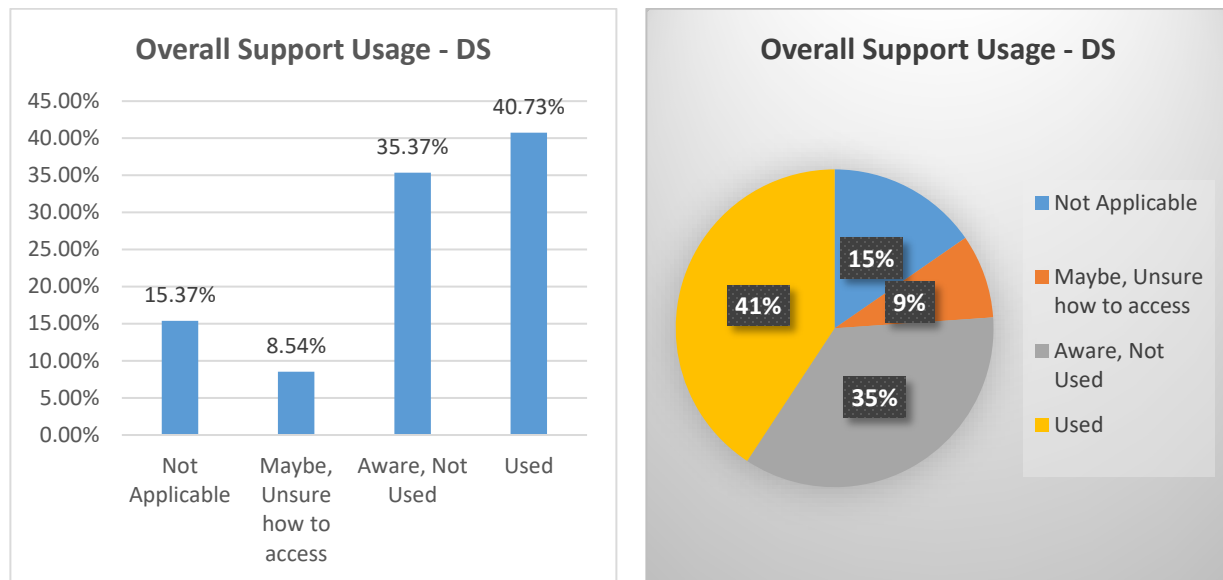
Table 3.6.3

Satisfaction by Study Level - DS			
	Categories and Associated Percentages		
Study Level	**Not Satisfied**	**Satisfied**	**Total**
Graduate Doctorate	14%	86%	100%
Graduate Master's/Professional	8%	92%	100%
Undergraduate/Bachelor's	13%	87%	100%

The percentages of each study level's satisfaction are the following: 86% of Graduate Doctorate students are satisfied, 92% of Graduate Master's/Professional students are satisfied and 87% of Undergraduate/Bachelor's students are satisfied.

Figure 3.6.3
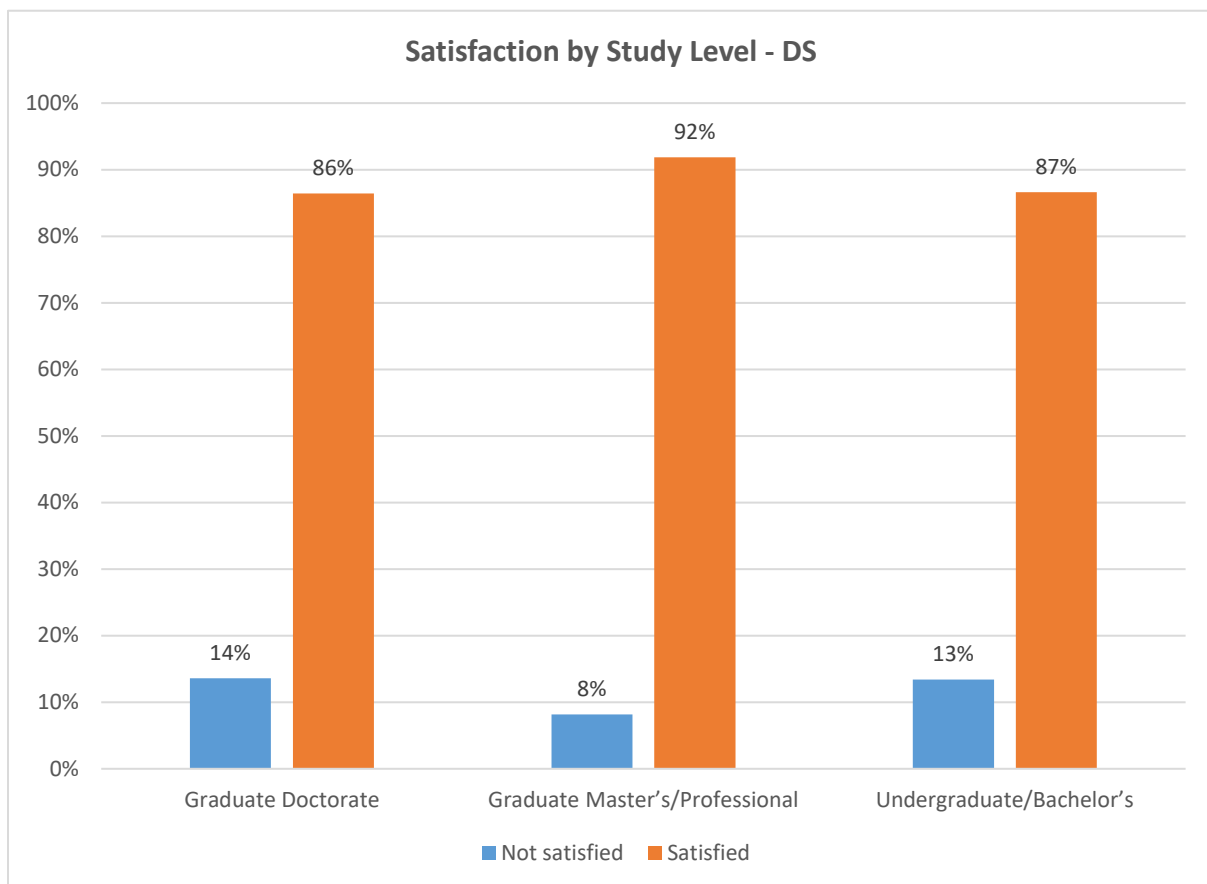
Table 3.6.4

Satisfaction by Study Stage - DS			
	Categories and Associated Percentages		
Study Stage	Not Satisfied	Satisfied	Total
First year	12%	88%	100%
Middle year	14%	86%	100%
Final year	9%	91%	100%

The percentages of respondents satisfied in each study stage are 88% of first year respondents, 86% of middle year respondents and 91% of final year respondents.

Figure 3.6.4
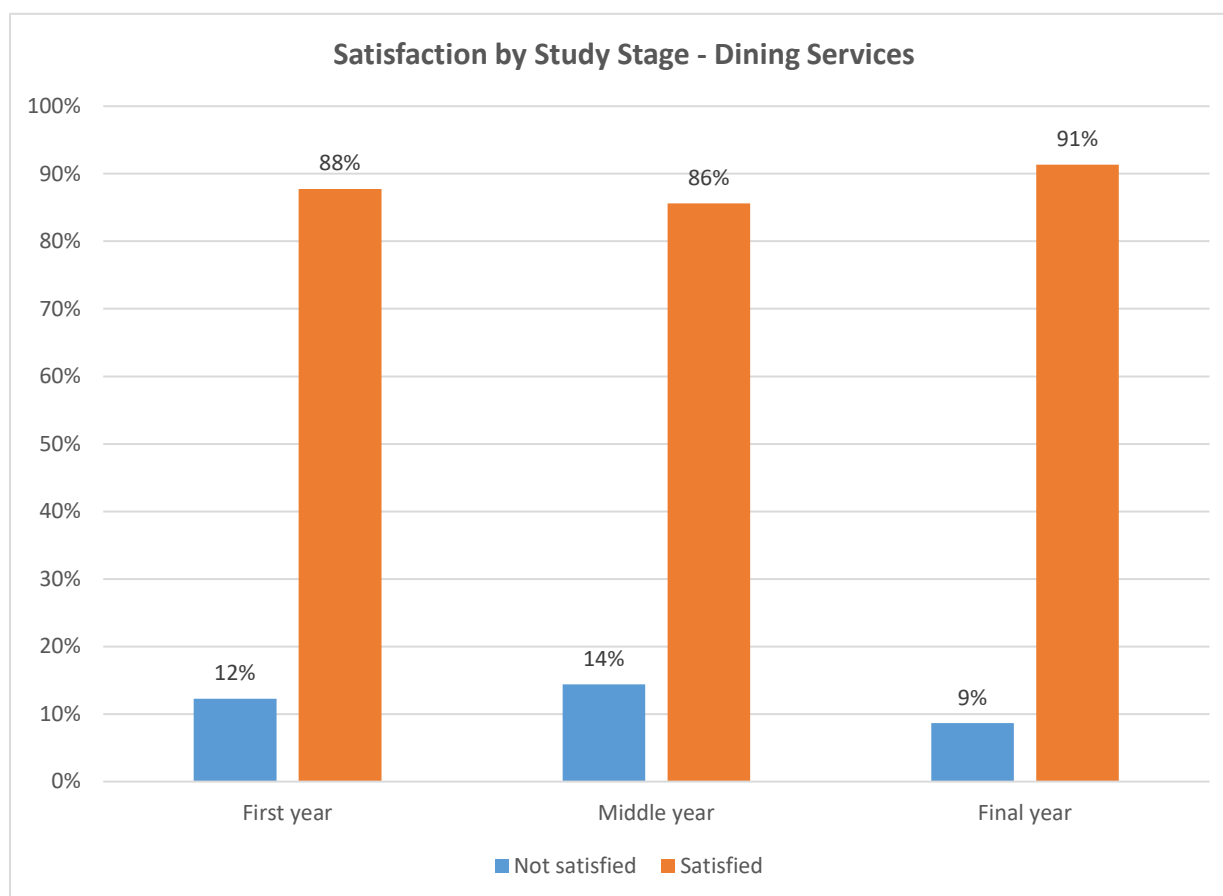
Satisfaction by Study Stage - Dining Services

Table 3.6.5

Support Usage by Study Level - DS					
	Categories and Associated Percentages				
Study Level	Not Applicable	Maybe, Unsure how to access	Aware, Not Used	Used	Total
Graduate Doctorate	15%	10%	43%	32%	100%
Graduate Master's/Professional	20%	8%	36%	36%	100%
Undergraduate/Bachelor's	11%	6%	23%	60%	100%

Usage rates are high among Undergraduate/Bachelor's students at 60% but lower among Graduate Doctorate students and Graduate Master's/Professional students (32% and 36% respectively) even though the latter two study levels seem to be aware but have not used the services (43% and 36% respectively).

Figure 3.6.5
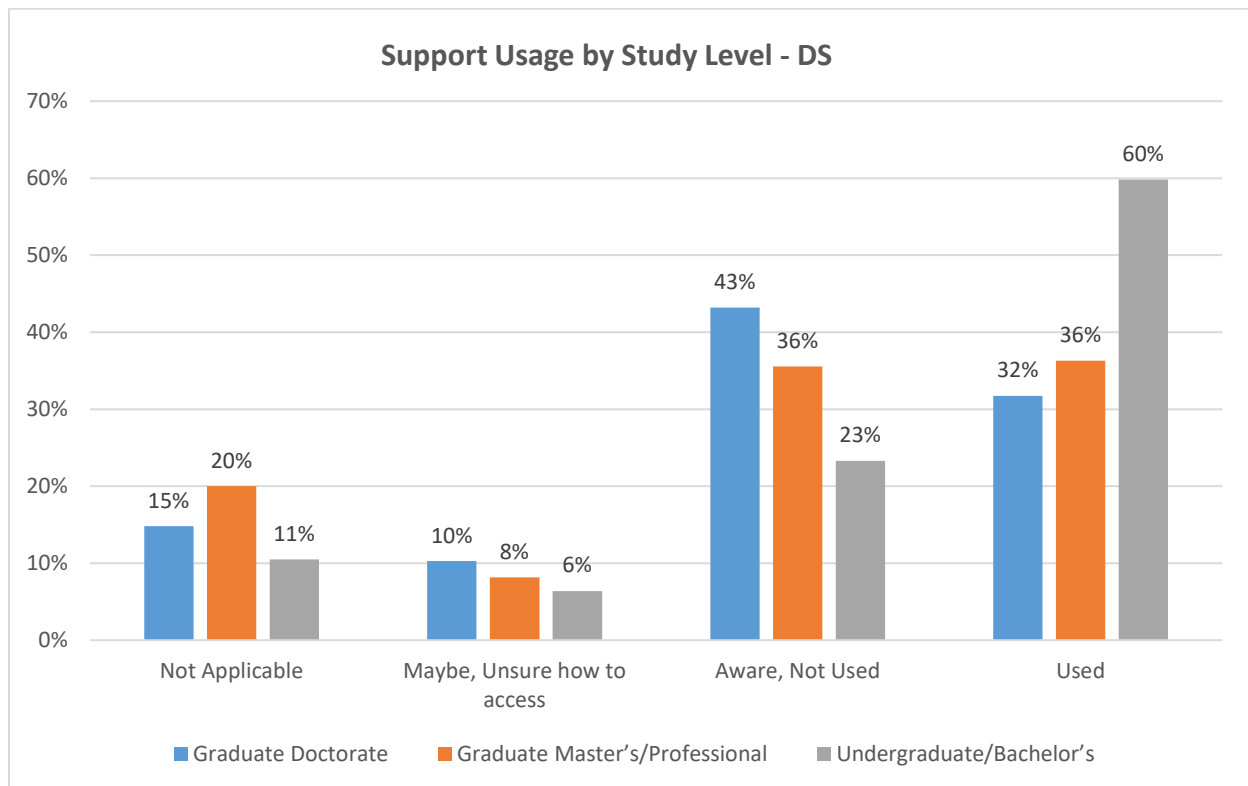
Table 3.6.6

Support Usage by Study Stage - DS					
	Categories and Associated Frequencies				
Study Stage	Not Applicable	Maybe, Unsure how to access	Aware, Not Used	Used	Total
First year	13%	9%	38%	39%	100%
Middle year	15%	10%	37%	39%	100%
Final year	18%	6%	30%	45%	100%

There is not much difference in awareness rates and usage rates between first year and middle year students; however, more final year students used the dining services (45%) than those who were only aware of the services (30%).

Figure 3.6.6
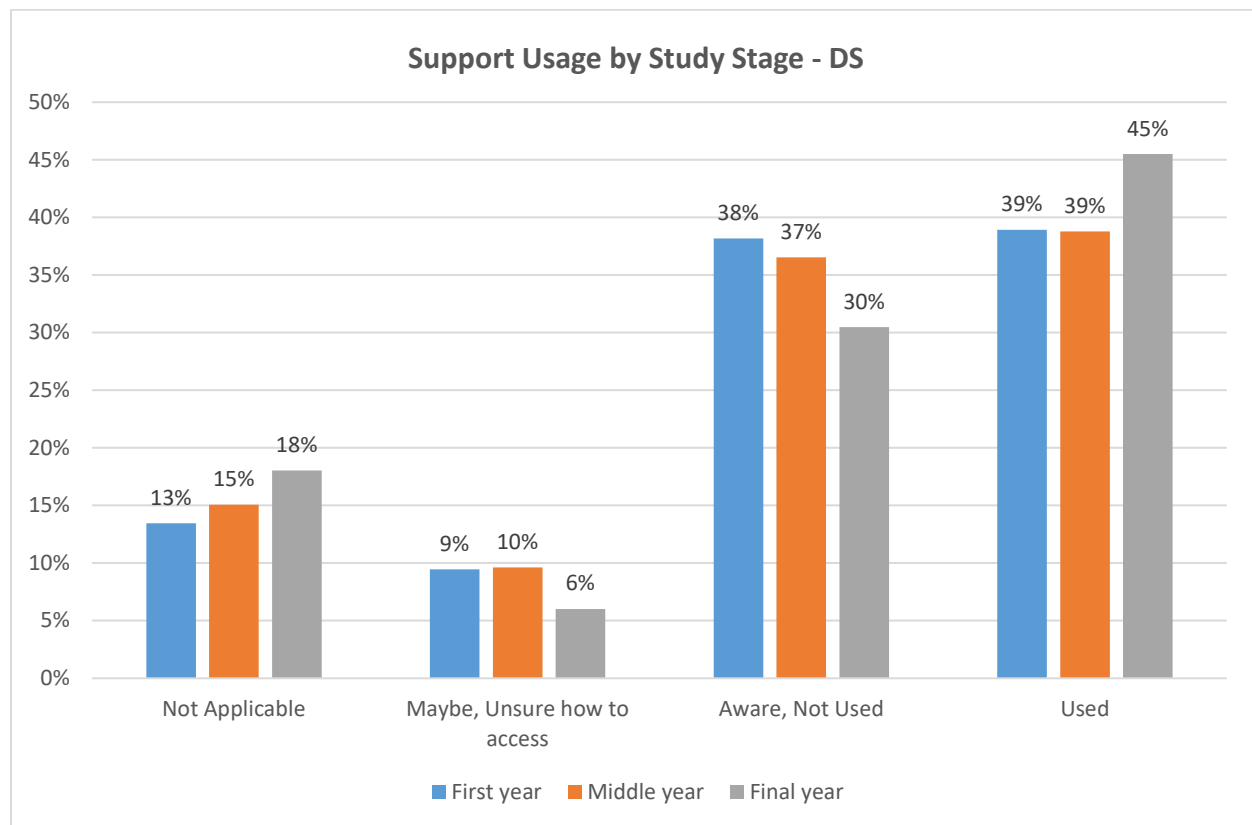
Table 3.6.7

Global Satisfaction Benchmark - DS				
	UD	**ISB%**	**ISB +/-**	**ISB Rank (n=120)**
Support Average	93.4%	91.1%	2.3%	37
Support Overall	93.6%	88.8%	4.8%	21
Dining Services	88.1%	82.5%	5.6%	24

GPE MAJOR FINDINGS

- 85% of all respondents are aware of the services (Table 3.7.2)

- 34% of respondents are aware of the services but have not used them (Table 3.7.2)

- 50% of respondents have used the services before (Table 3.7.2)

- 36% and 32% of Graduate Doctorate students and Graduate Master's/Professional students respectively are aware of the services but have not used them (Table 3.7.5)

- Usage rates are 48% among Graduate Doctorate students and 53% among Graduate Master's/Professional students (Table 3.7.5)

- Usage rates are highest among final year students at 59% followed by middle year students at 48% and then closely by first year students at 46% (Table 3.7.6)

- Satisfaction is exceptionally high at 97% among respondents who have used the services (Table 3.7.7)

- 57% of respondents are satisfied and 40% are very satisfied (Table 3.7.1)

- 97% and 98% of Graduate Doctorate students and Graduate Master's/Professional students respectively are satisfied (Table 3.7.3)

- 56%, 52% and 62% of first year, middle year and final year students respectively are satisfied (Table 3.7.4)

Table 3.7.1

Overall Satisfaction - GPE				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	0	0.00%	0	0.00%
Dissatisfied	8	2.72%	8	2.72%
Satisfied	167	56.80%	175	59.52%
Very Satisfied	119	40.48%	294	100.00%

Overall, 97% of those who have used the services of Graduate and Professional Education are at least satisfied, with 57% being satisfied and 40% being very satisfied.

Figure 3.7.1
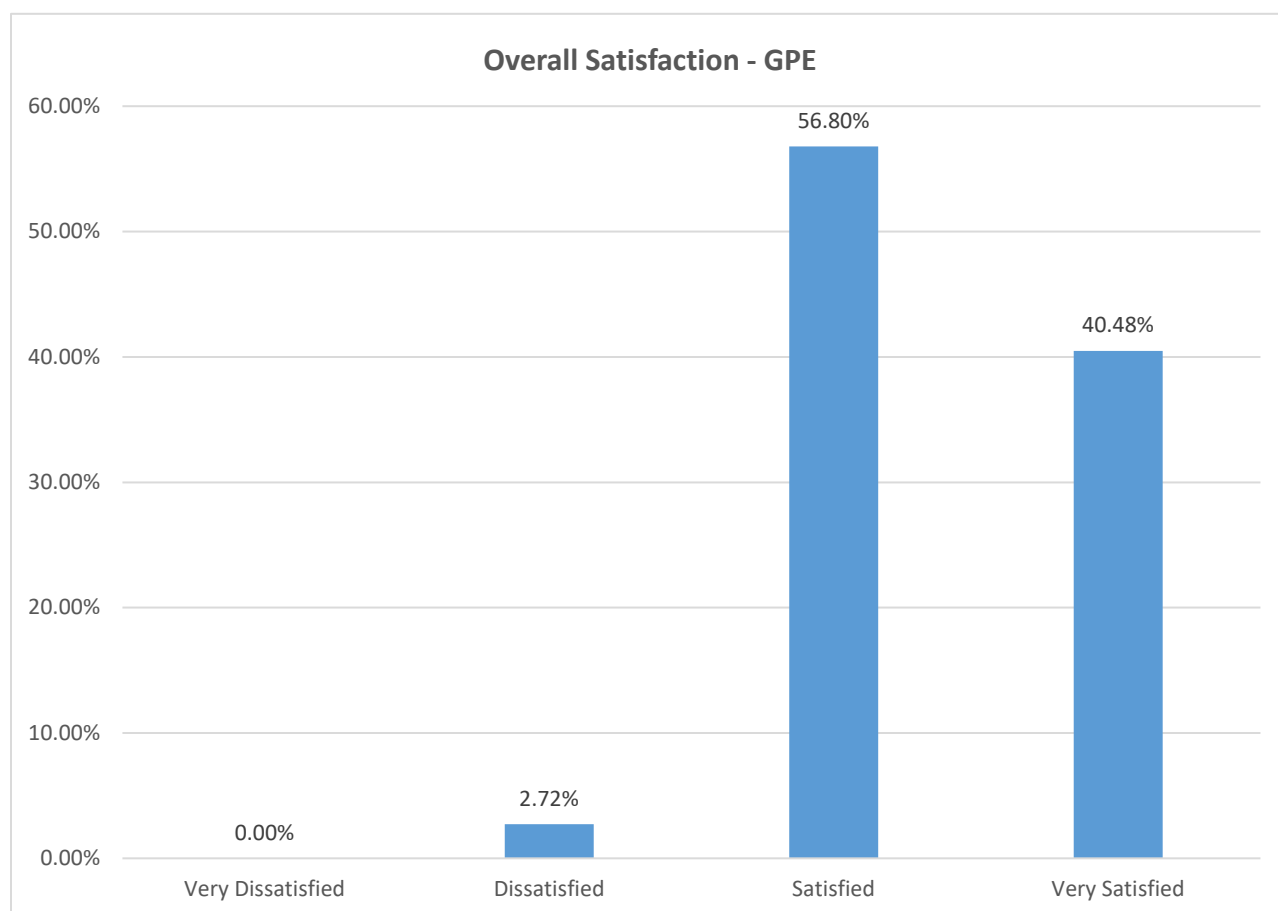
Table 3.7.2

Overall Support Usage - GPE				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Not Applicable	14	2.33%	14	2.33%
Maybe, Unsure how to access	79	13.14%	93	15.47%
Aware, Not used	206	34.28%	299	49.75%
Used	303	50.25%	601	100.00%

In total, 85% of respondents are aware of the services of GPE, with 34% being aware of the services but have not used them and 50% have used the services.

Figures 3.7.2
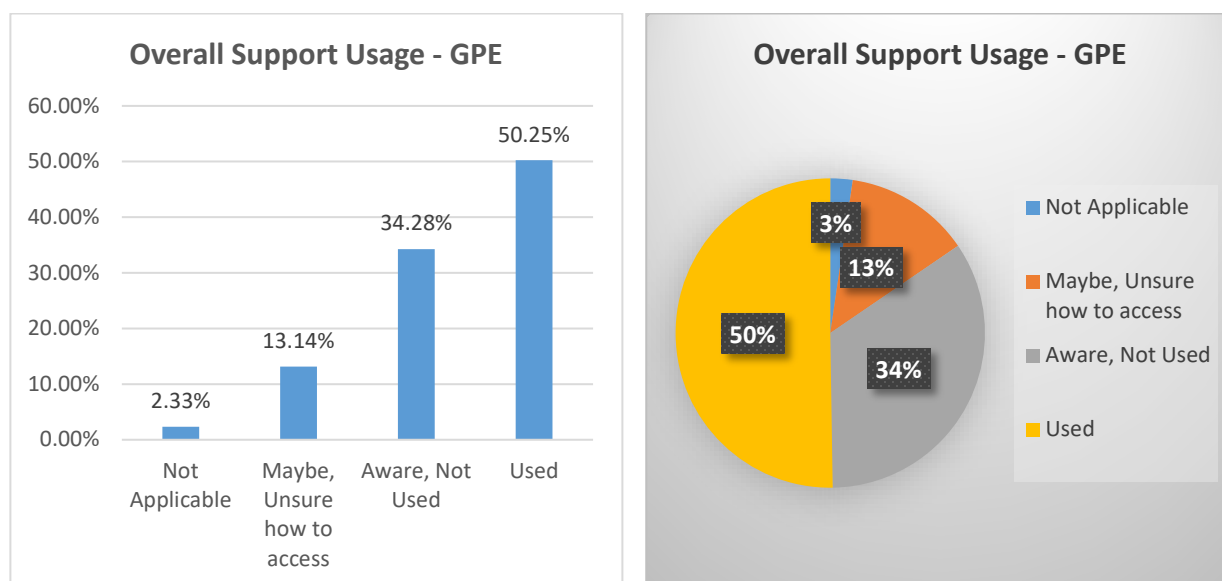
Table 3.7.3

Satisfaction by Study Level - GPE			
	Categories and Associated Percentages		
Study Level	**Not Satisfied**	**Satisfied**	**Total**
Graduate Doctorate	3%	97%	100%
Graduate Master's/Professional	2%	98%	100%

The percentages of each study level's satisfaction are the following: 97% of Graduate Doctorate students are satisfied and 98% of Graduate Master's/Professional are satisfied.

Figure 3.7.3

Table 3.7.4

Satisfaction by Study Stage – GPE			
	Categories and Associated Percentages		
Study Stage	**Not Satisfied**	**Satisfied**	**Total**
First year	44%	56%	100%
Middle year	48%	52%	100%
Final year	38%	62%	100%

The percentage of respondents satisfied in each study stage are 56% of first year respondents, 52% of middle year respondents and 62% of final year respondents. The largest difference between satisfied and not satisfied was from respondents in their final year.

Figure 3.7.4
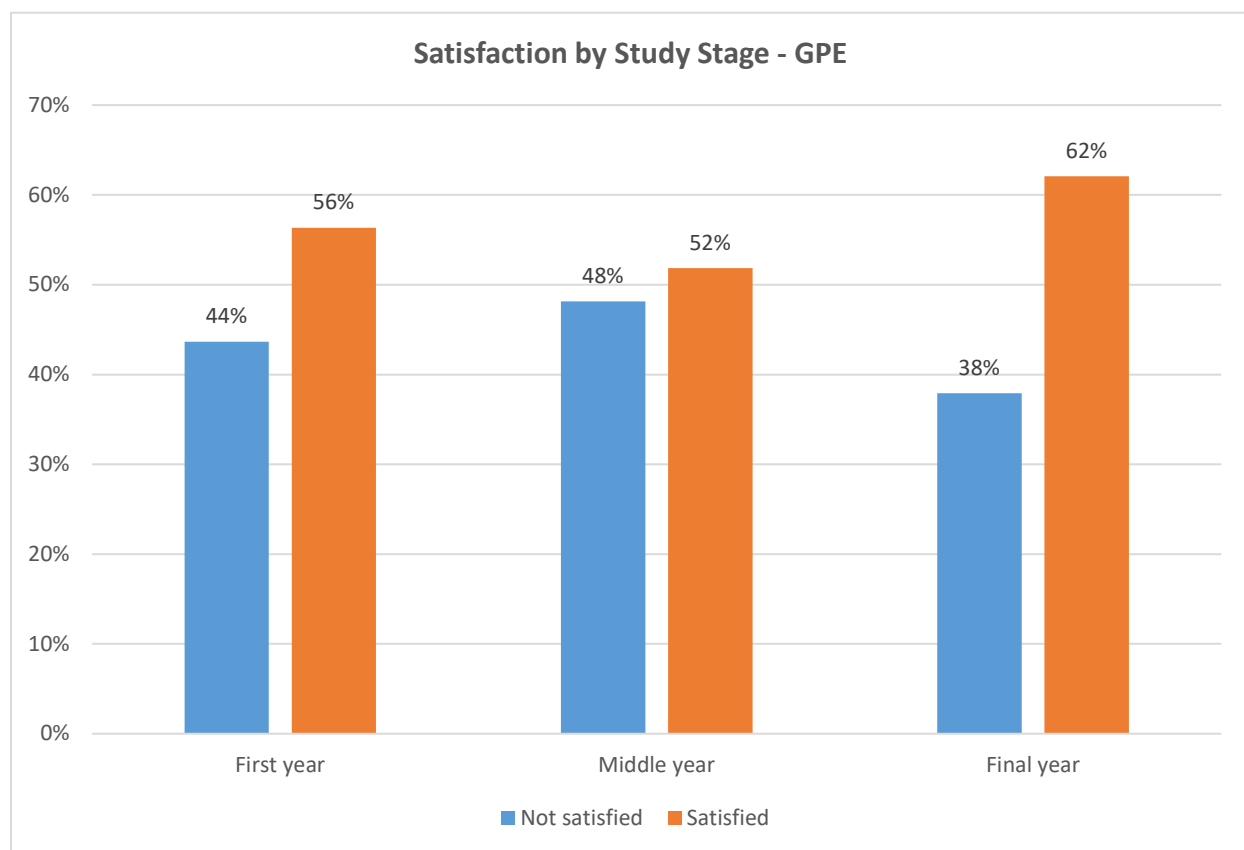
Satisfaction by Study Stage - GPE

Table 3.7.5

Support Usage by Study Level - GPE					
	Categories and Associated Percentages				
Study Level	Not Applicable	Maybe, Unsure how to access	Aware, Not Used	Used	Total
Graduate Doctorate	2%	14%	36%	48%	100%
Graduate Master's/Professional	3%	12%	32%	53%	100%

Usage rates for Graduate Doctorate respondents and Graduate Master's/Professional respondents are about 50% each. About 30% of respondents in each study level are aware of the services but have not used them and about 13% in each study level are unsure how to use the services.

Figure 3.7.5

Table 3.7.6

Support Usage by Study Stage – GPE					
	Categories and Associated Percentages				
Study Stage	Not Applicable	Maybe, Unsure how to access	Aware, Not Used	Used	Total
First year	2%	11%	41%	46%	100%
Middle year	3%	17%	33%	48%	100%
Final year	2%	11%	28%	59%	100%

Final year students have the highest usage rate at 59%. Usage rates for first year and middle year students are very close at 46% and 48% respectively. Middle year students have the highest percentage of unsure how to access rate at 17%.

Figure 3.7.6
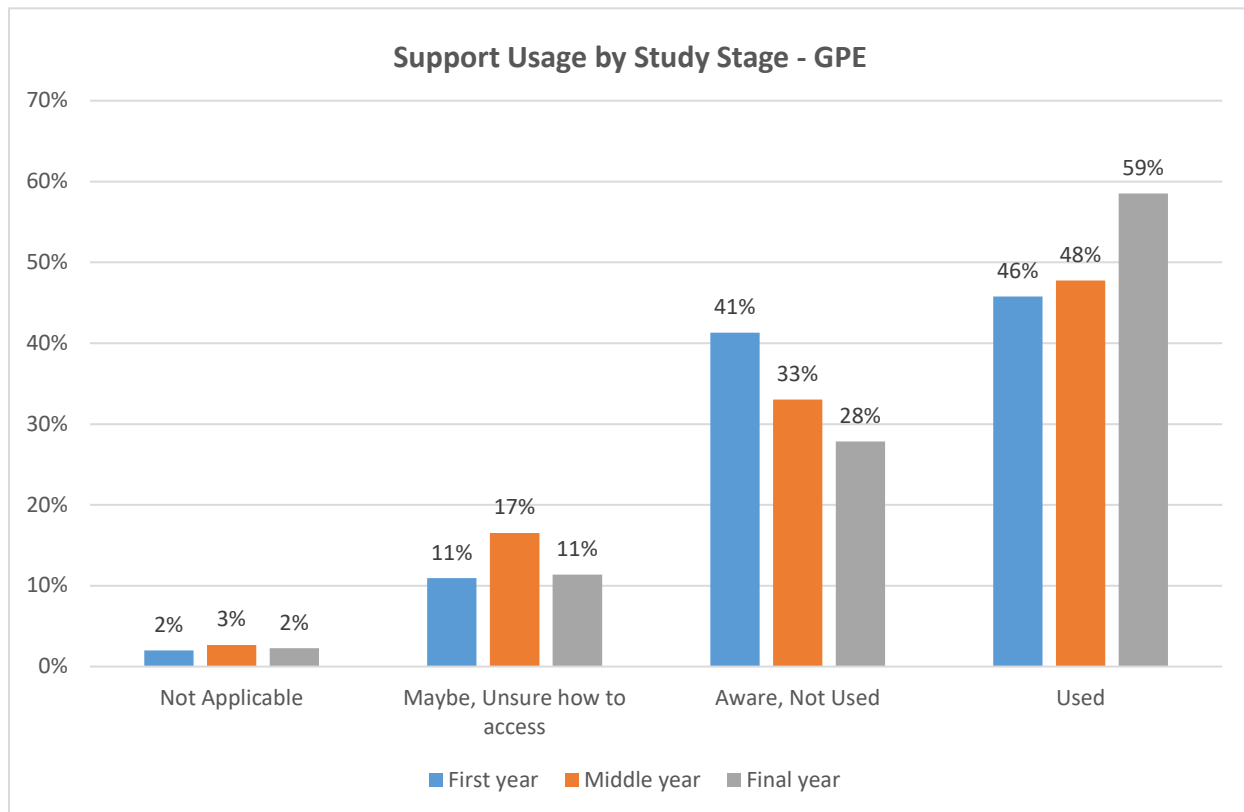
Table 3.7.7

Global Satisfaction Benchmark - GPE				
	UD	**ISB%**	**ISB +/-**	**ISB Rank (n=120)**
Support Average	93.4%	91.1%	2.3%	37
Support Overall	93.6%	88.8%	4.8%	21
Graduate and Professional Education	97.3%	93.6%	3.7%	14

SHS MAJOR FINDINGS

- 94% of all respondents are aware of the services (Table 3.8.2)

- 23% of respondents are aware of the services but have not used them (Table 3.8.2)

- 71% of respondents have used the services before (Table 3.8.2)

- Usage rate is 61% among Undergraduate/Bachelor's students, 71% among Graduate Master's/Professional students and 78% among Graduate Doctorate students (Table 3.8.5)

- Usage rates are highest among final year students at 80%, followed by middle year students at 77% and first year students at 57% (Table 3.8.6)

- Satisfaction is at 94% among all respondents who have used the services (Table 3.8.7)

- 53% of respondents are satisfied and 41% are very satisfied (Table 3.8.1)

- 92%, 96%, and 95% of Graduate Doctorate students, Graduate Master's/Professional students and Undergraduate/Bachelor's students respectively are satisfied (Table 3.8.3)

- 95%, 94% and 94% of first year, middle year and final year students respectively are satisfied (Table 3.8.4)

Table 3.8.1

Overall Satisfaction - SHS				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	5	0.88%	5	0.88%
Dissatisfied	29	5.12%	34	6.01%
Satisfied	300	53.00%	334	59.01%
Very Satisfied	232	40.99%	566	100.00%

Overall, 94% of those who have used the services of SHS are at least satisfied with it, with 53% being satisfied and 41% being very satisfied.

Figure 3.8.1
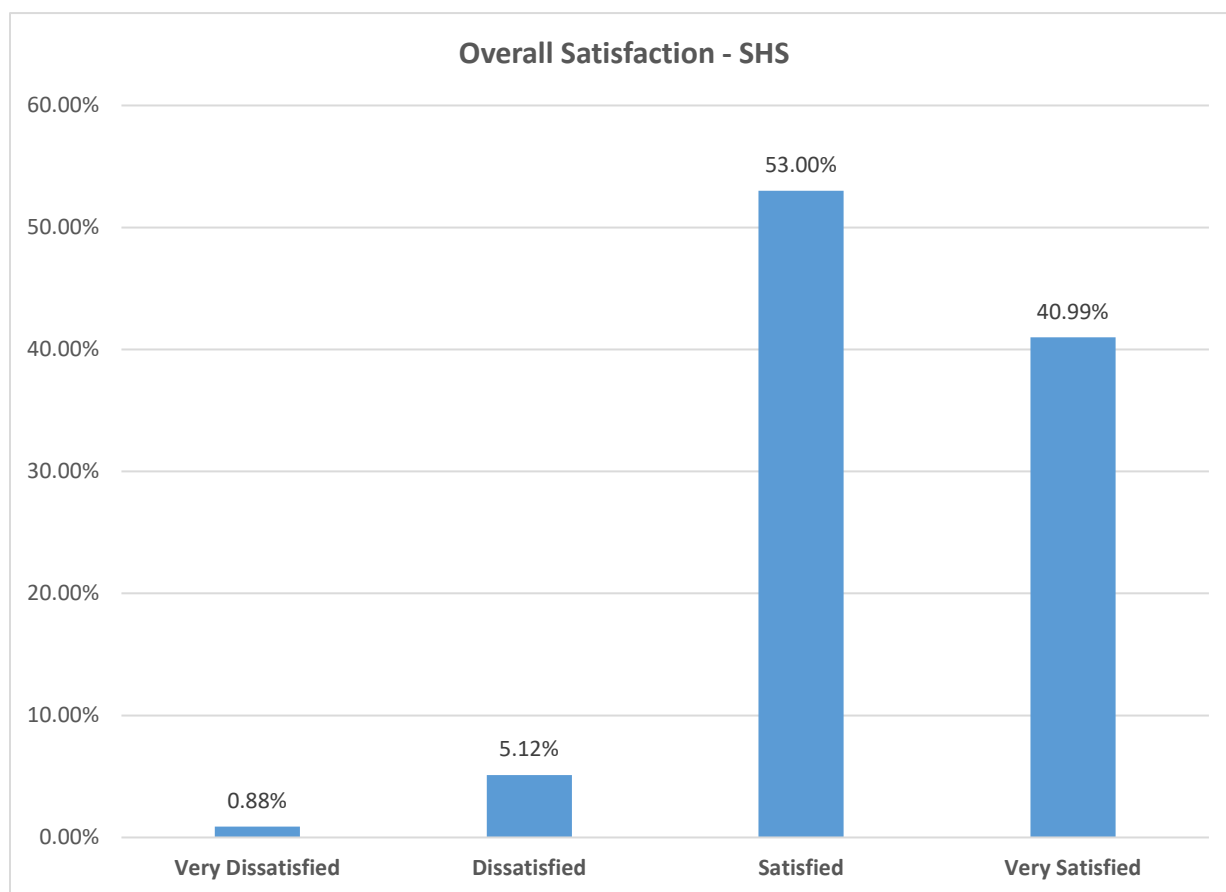
Table 3.8.2

Overall Support Usage - SHS				
	Freq.	**Percent**	**Cum. Freq.**	**Cum. Percent**
Not Applicable	15	1.84%	15	1.84%
Maybe, Unsure how to access	32	3.92%	47	5.76%
Aware, Not Used	189	23.16%	236	28.92%
Used	580	71.08%	816	100.00%

A total of 94% of respondents are aware of the services of SHS; 23% are aware but have not used the services and 71% have used the services.

Figures 3.8.2
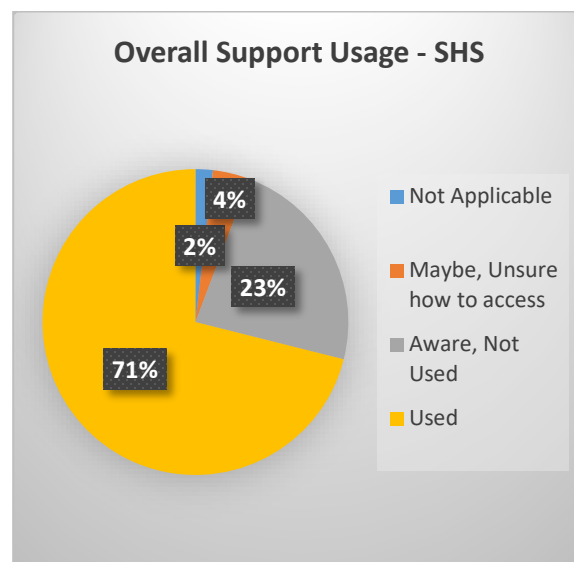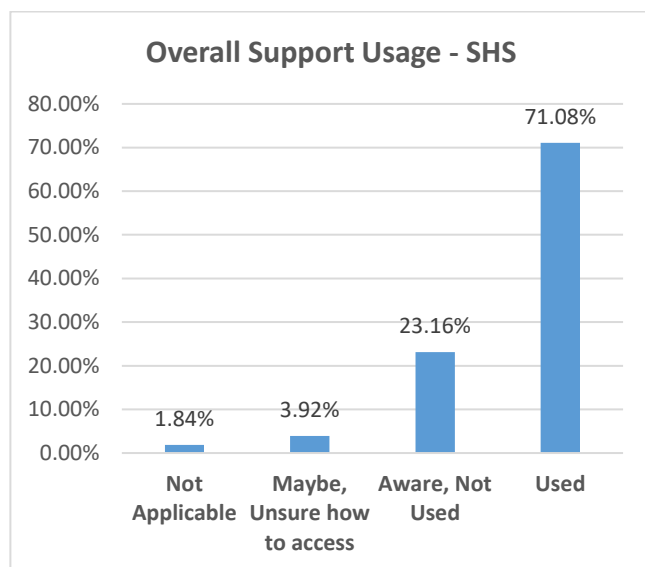
Table 3.8.3

Satisfaction by Study Level - SHS			
	Categories and Associated Percentages		
Study Level	Not Satisfied	Satisfied	Total
Graduate Doctorate	8%	92%	100%
Graduate Master's/Professional	4%	96%	100%
Undergraduate/Bachelor's	5%	95%	100%

The percentages of each study level's satisfaction are the following: 92% of Graduate Doctorate students are satisfied, 96% of Graduate Master's/Professional students are satisfied and 95% of Undergraduate/Bachelor's students are satisfied.

Figure 3.8.3
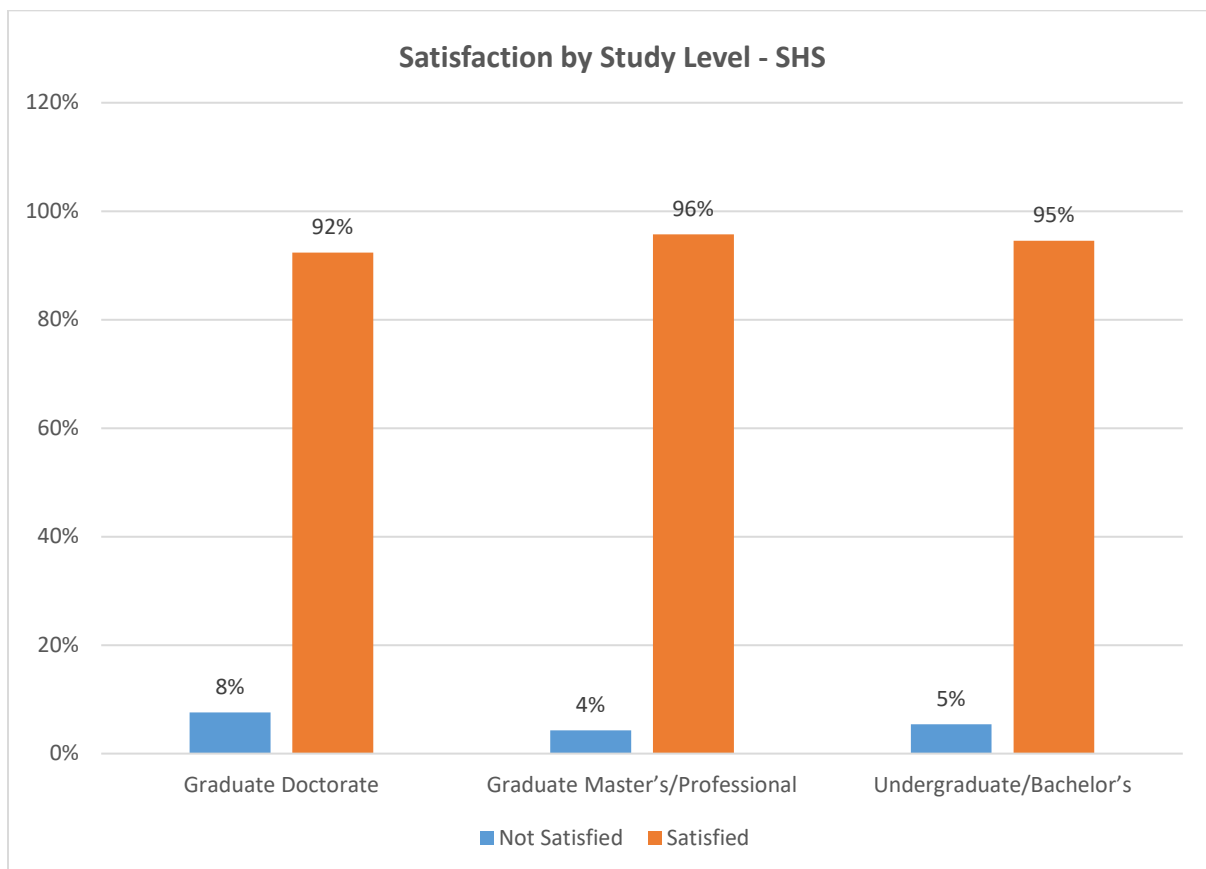
Table 3.8.4

Satisfaction by Study Level - SHS			
	Categories and Associated Percentages		
Study Stage	Not Satisfied	Satisfied	Total
First year	5%	95%	100%
Middle year	6%	94%	100%
Final year	6%	94%	100%

The percentages of respondents satisfied in each study stage are 95% of first year respondents, 94% of middle year respondents and 94% of final year respondents.

Figure 3.8.4
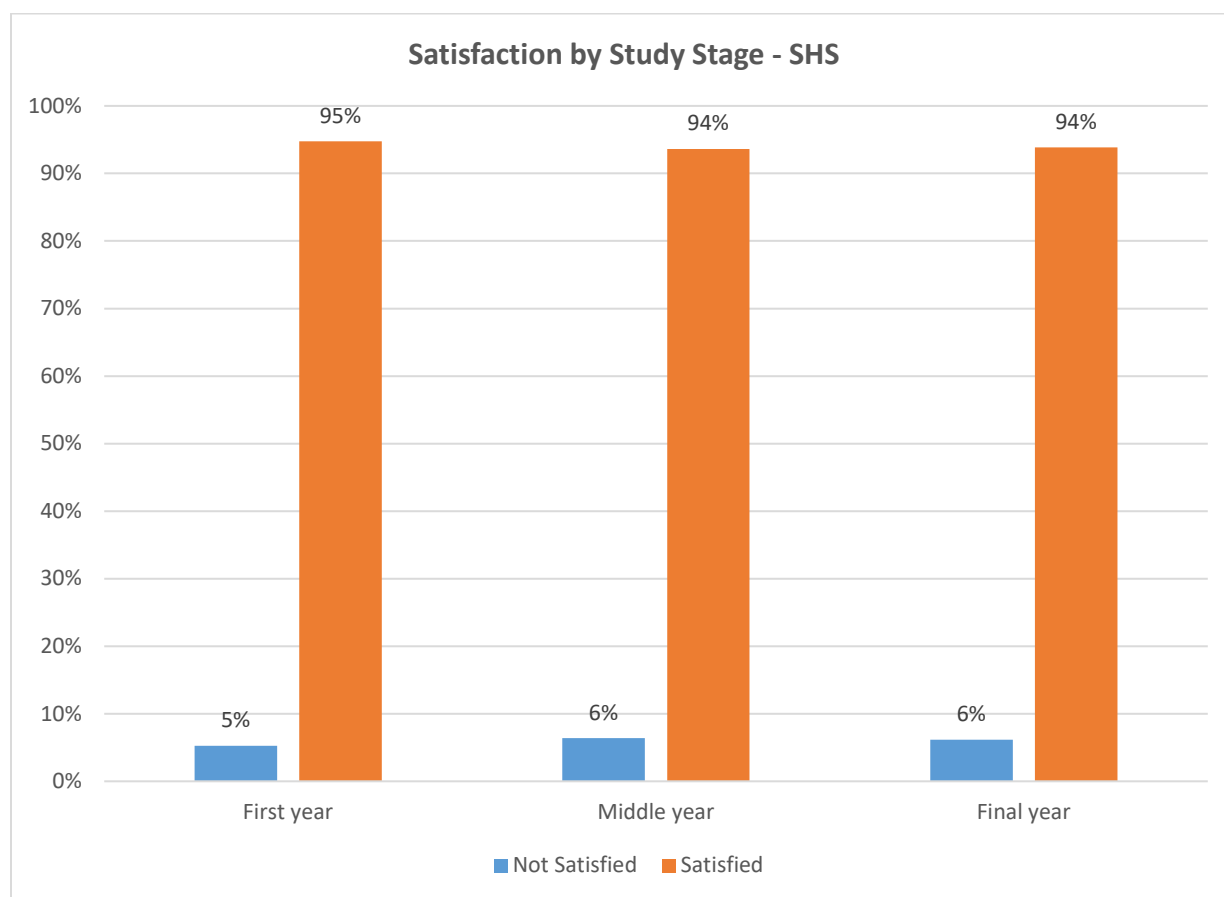
Table 3.8.5

Support Usage by Study Level - SHS					
	Categories and Associated Percentages				
Study Level	Not Applicable	Maybe, Unsure how to access	Aware, Not Used	Used	Total
Graduate Doctorate	1%	1%	20%	78%	100%
Graduate Master's/Professional	3%	4%	22%	71%	100%
Undergraduate/Bachelor's	1%	9%	29%	61%	100%

Usage rates are high among all study levels with Graduate Doctorate students being the highest at 78%. Undergraduate/Bachelor's students have the highest awareness rate but also the lowest usage rate. In addition, Undergraduate/Bachelor's students have the highest unsure how to access rate at 9%.

Figure 3.8.5
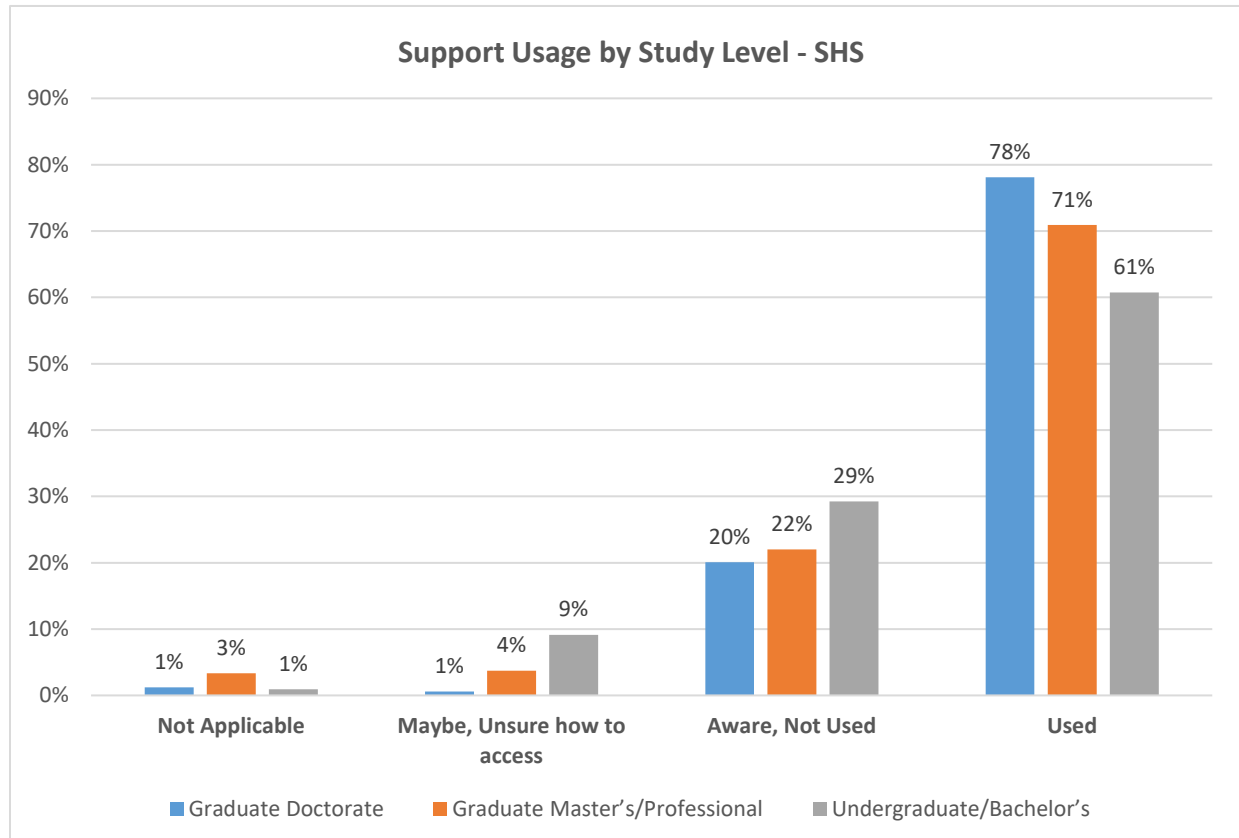
Table 3.8.6

Support Usage by Study Stage - SHS					
	Categories and Associated Percentages				
Study Stage	Not Applicable	Maybe, Unsure how to access	Aware, Not Used	Used	Total
First year	2%	5%	35%	57%	100%
Middle year	2%	3%	18%	77%	100%
Final year	2%	3%	15%	80%	100%

Usage is highest among final year students at 80%, followed by middle year students at 77% and first year students at 57%. First year students have the highest aware but not used rate at 35% followed by middle year students at 18% and final year students at 15%. The percentages of respondents who are unsure how to access the services are very small, less than or equal to 5% in all study stages.

Figure 3.8.6
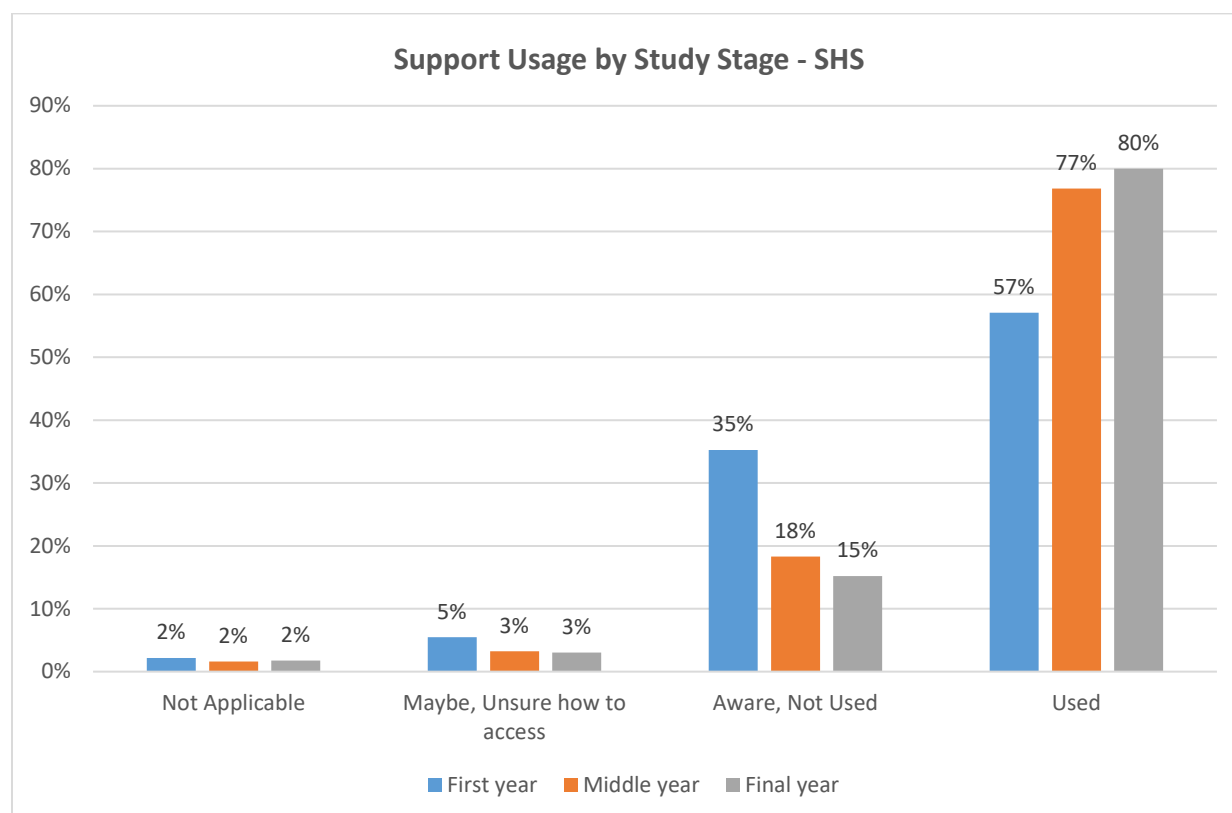
Table 3.8.7

Global Satisfaction Benchmark - SHS				
	UD	**ISB%**	**ISB +/-**	**ISB Rank (n=120)**
Support Average	93.4%	91.1%	2.3%	37
Support Overall	93.6%	88.8%	4.8%	21
Student Health Services	94.0%	89.2%	4.8%	22

UDPD MAJOR FINDINGS

- 82% of all respondents are aware of the services (Table 3.9.2)

- 65% are aware of the services but have not used them (Table 3.9.2)

- 18% have used the services before (Table 3.9.2)

- Usage rates are 22% among Undergraduate/Bachelor's students, 15% among Graduate Master's/Professional students and 18% among Graduate Doctorate students (Table 3.9.5)

- Aware but not used rates are 60% among Undergraduate/Bachelor's students, 66% among Graduate Master's/Professional students and 67% among Graduate Doctorate students (Table 3.9.5)

- Usage rates are highest among middle year students at 45%, followed by final year students at 37% and first year students at 31% (Table 3.9.6)

- Satisfaction is at 95% among all respondents who have used the services (Table 3.9.7)

- 51% of respondents are satisfied and 44% are very satisfied (Table 3.9.1)

- 96%, 98%, and 91% of Graduate Doctorate students, Graduate Master's/Professional students and Undergraduate/Bachelor's students respectively are satisfied (Table 3.9.3)

- 94%, 95% and 96% of first year, middle year and final year students respectively are satisfied (Table 3.9.4)

Table 3.9.1

Overall Satisfaction - UDPD				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	1	0.70%	1	0.70%
Dissatisfied	6	4.23%	7	4.93%
Satisfied	72	50.70%	79	55.63%
Very Satisfied	63	44.37%	142	100.00%

Overall, 95% of those who have used the services of UDPD are at least satisfied; 51% are satisfied and 44% are very satisfied.

Figure 3.9.1
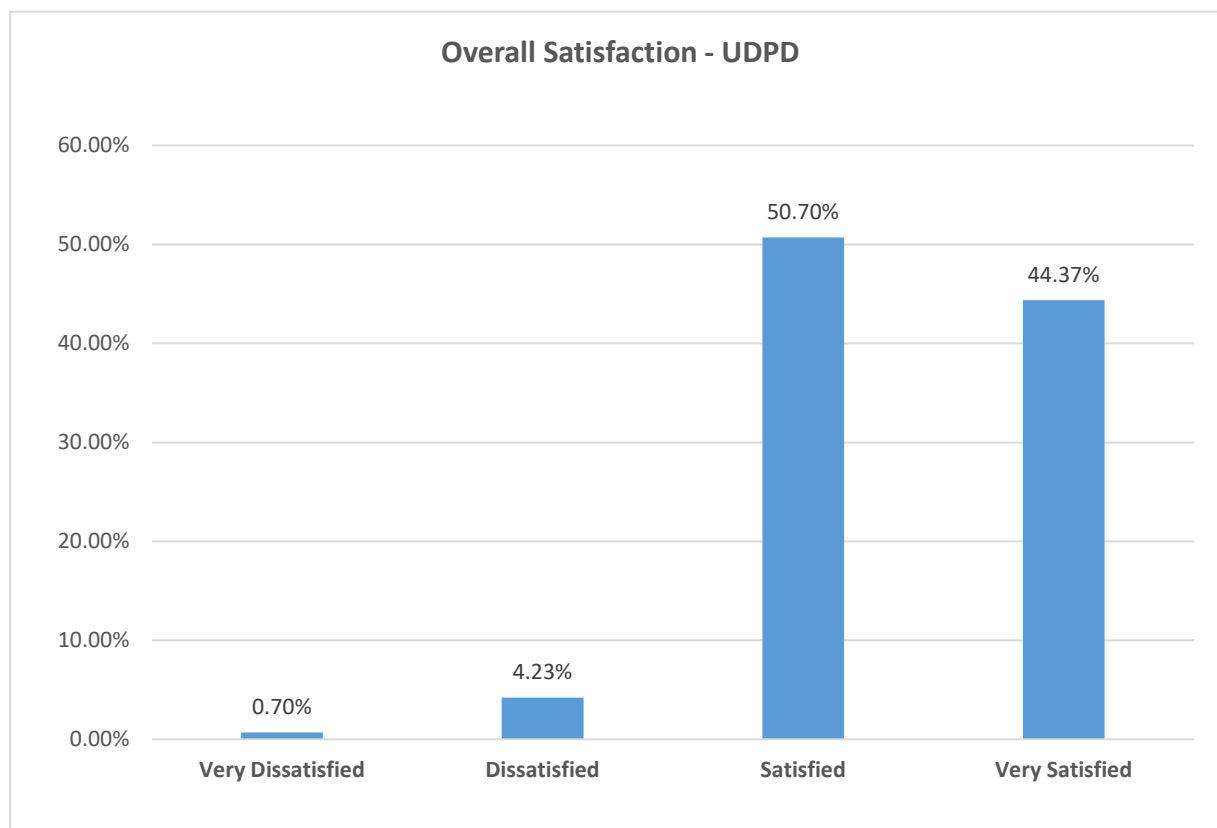
Table 3.9.2

Overall Support Usage - UDPD				
	Freq	**Percent**	**Cum. Freq.**	**Cum. Percent**
Not Applicable	90	10.99%	90	10.99%
Maybe, Unsure how to access	52	6.35%	142	17.34%
Aware, Not Used	530	64.71%	672	82.05%
Used	147	17.95%	819	100.00%

A total of 82% respondents are aware of the services of UDPD, with 65% being aware but have not used the services and 18% have used the services.

Figures 3.9.2
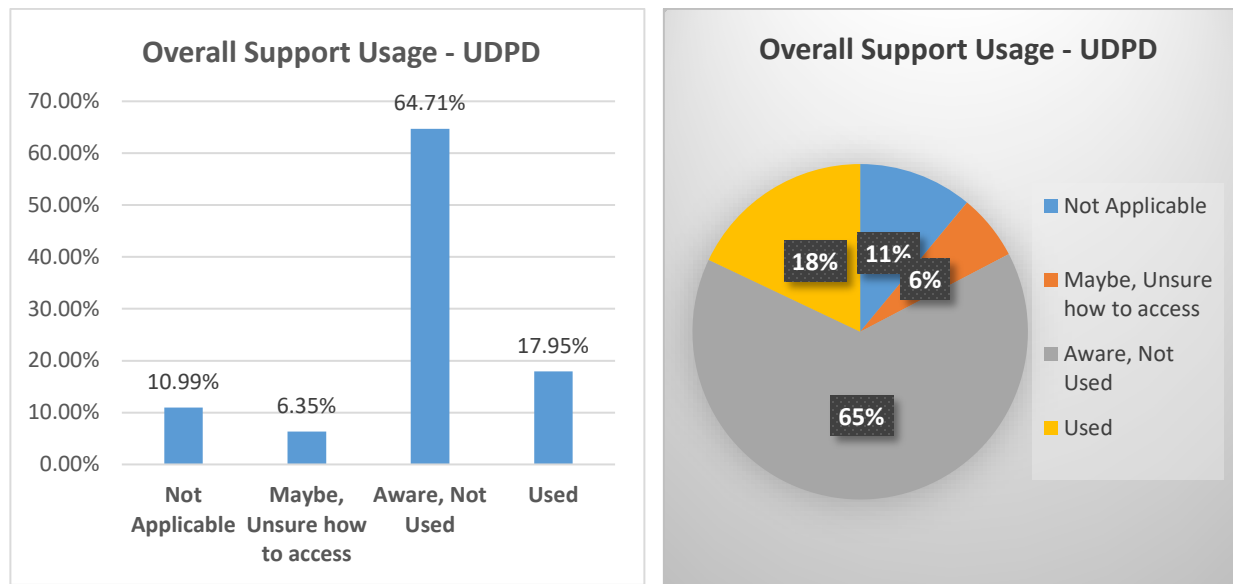
Table 3.9.3

Satisfaction by Study Level - UDPD			
	Categories and Associated Percentages		
Study Level	Not Satisfied	Satisfied	Total
Graduate Doctorate	4%	96%	100%
Graduate Master's/Professional	2%	98%	100%
Undergraduate/Bachelor's	9%	91%	100%

The percentages of each study level's satisfaction are the following: 96% of Graduate Doctorate students are satisfied, 98% of Graduate Master's/Professional students are satisfied and 91% of Undergraduate/Bachelor's students are satisfied.

Figure 3.9.3
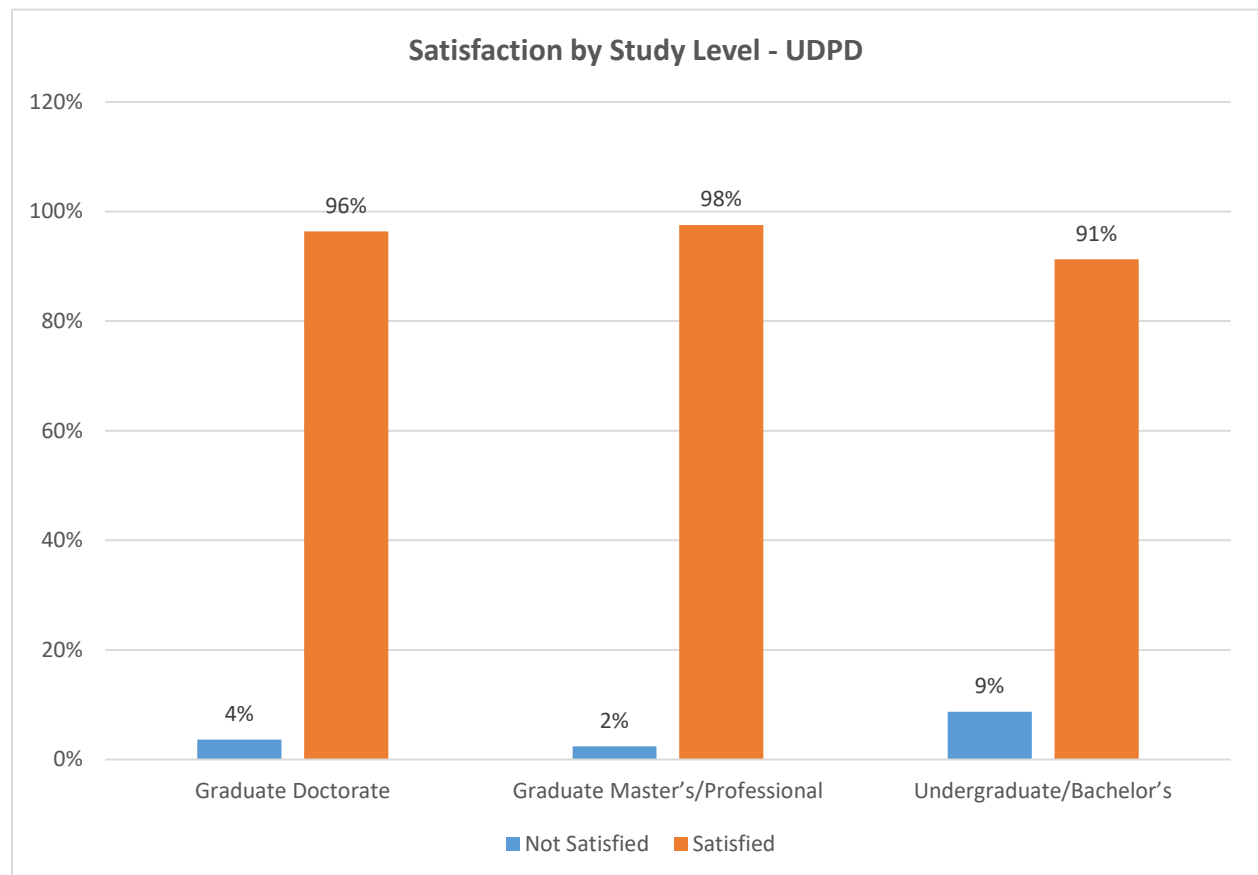
Table 3.9.4

Satisfaction by Study Stage - UDPD			
	Categories and Associated Percentages		
Study Stage	**Not Satisfied**	**Satisfied**	**Total**
First year	6%	94%	100%
Middle year	5%	95%	100%
Final year	4%	96%	100%

The percentages of respondents satisfied in each study stage are 94% of first year respondents, 95% of middle year respondents and 96% of final year respondents.

Figure 3.9.4
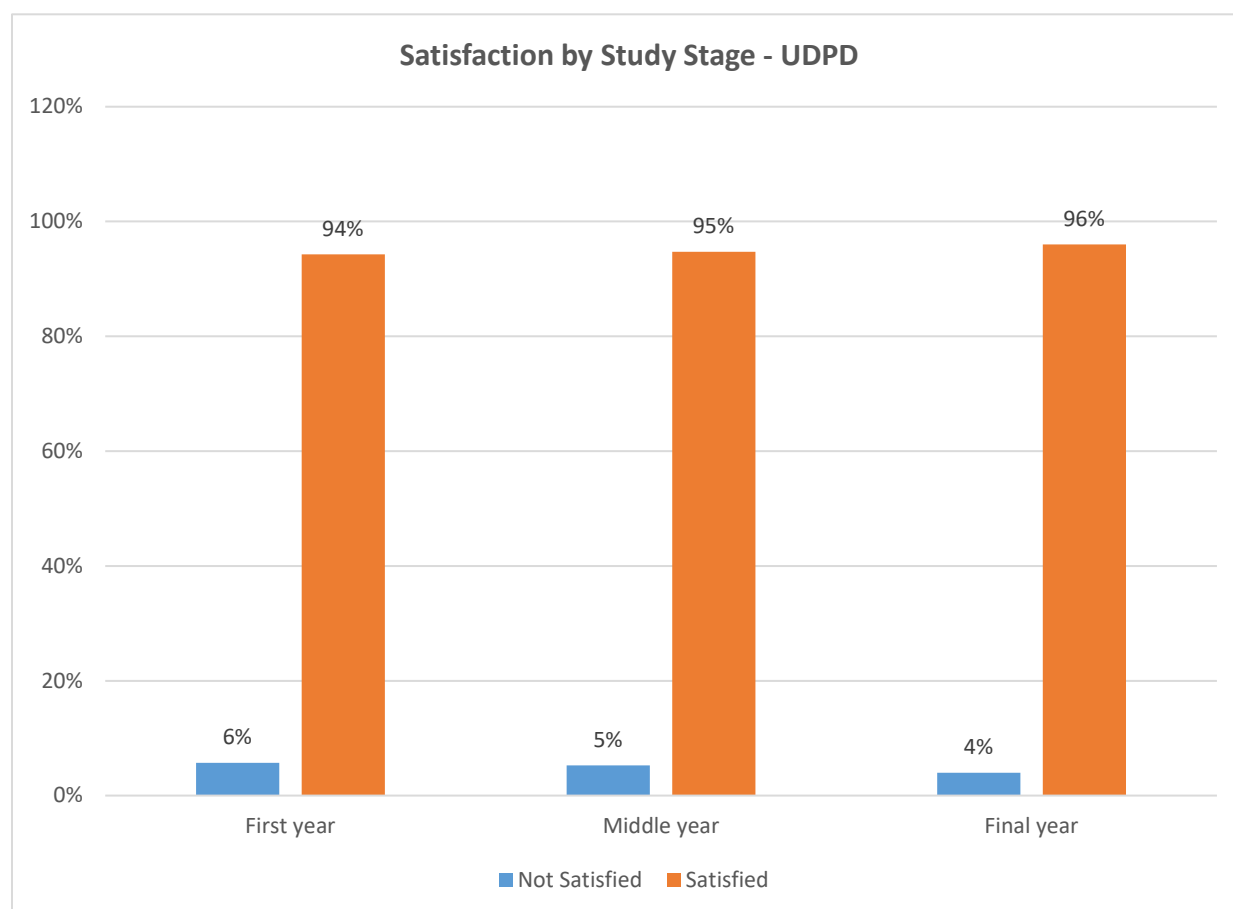
Table 3.9.5

Support Usage by Study Level – UDPD					
	Categories and Associated Percentages				
Study Level	Not Applicable	Maybe, Unsure how to access	Aware, Not Used	Used	Total
Graduate Doctorate	11%	5%	67%	18%	100%
Graduate Master's/Professional	13%	6%	66%	15%	100%
Undergraduate/Bachelor's	10%	8%	60%	22%	100%

Aware but not used rates are high in all study levels (60% and above), but actual usage rates are much lower (18% - 20%). A low percentage of respondents (10% - 13%) in each study level said the services are not applicable to them and the percentages of those who are unsure how to access the services is very small, below 10%.

Figure 3.9.5
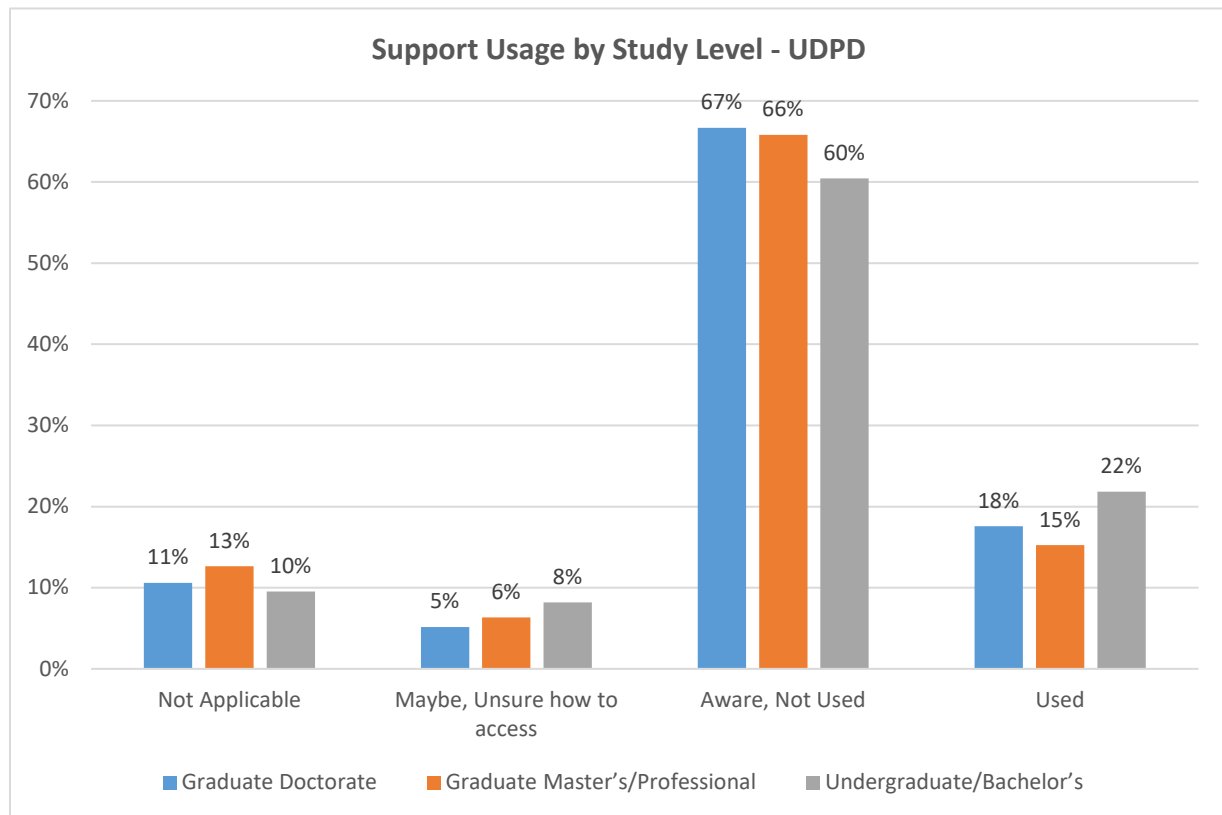
Table 3.9.6

Support Usage by Study Stage - UDPD					
	Categories and Associated Percentages				
Study Stage	**Not Applicable**	**Maybe, Unsure how to access**	**Aware, Not Used**	**Used**	**Total**
First year	21%	6%	43%	31%	100%
Middle year	17%	5%	33%	45%	100%
Final year	27%	4%	33%	37%	100%

Usage rates are highest among middle year students at 45% followed by final year students at 37% and then first year students at 31%. More than a third of respondents in each study stage are aware of the services but have not used them. The respondents in each study stage who indicated the service is not applicable are 21% of first year students, 17% of middle year students and 27% of final year students.

Figure 3.9.6
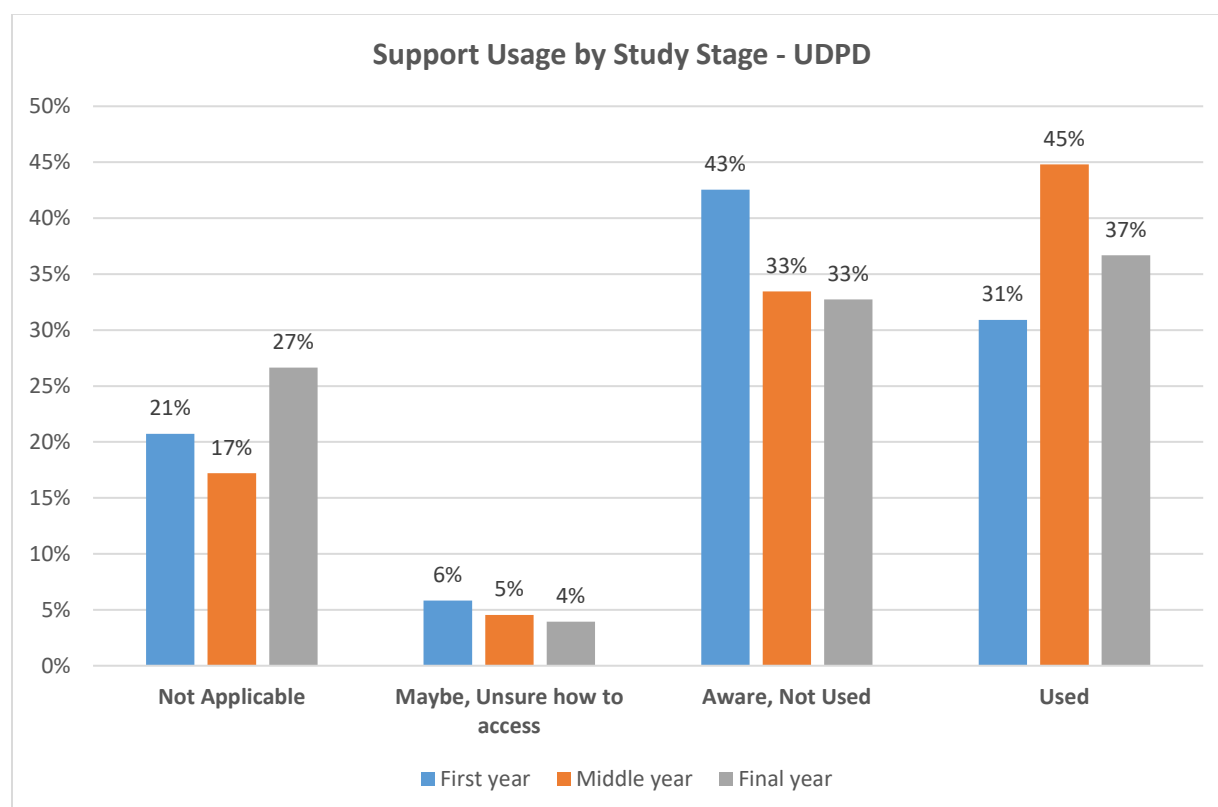
Table 3.9.7

Global Satisfaction Benchmark – UDPD/Safety				
	UD	**ISB%**	**ISB +/-**	**ISB Rank (n=120)**
Support Average	93.4%	91.1%	2.3%	37
Support Overall	93.6%	88.8%	4.8%	21
UD Police	95.1%	92.1%	2.1%	19

Note: The safety score is a component of the living dimension in which students are asked to report their level of satisfaction with feeling safe and secure in their living environment. Responses include students living on- and off-campus.

SFS MAJOR FINDINGS

- 78% of all respondents are aware of the services (Table 3.10.2)

- 30% are aware of the services but have not used them (Table 3.10.2)

- 48% have used the services before (Table 3.10.2)

- Usage rates are 39% among Undergraduate/Bachelor's students, 47% among Graduate Master's/Professional students and 56% among Graduate Doctorate students (Table 3.10.5)

- Aware but not used rates are 35% among Undergraduate/Bachelor's students, 29% among Graduate Master's/Professional students and 25% among Graduate Doctorate students (Table 3.10.5)

- Usage rates are highest among final year students at 56%, followed by middle year students at 50% and first year students at 40% (Table 3.10.6)

- Satisfaction is at 92% among all respondents who have used the services (Table 3.10.7)

- 63% of respondents are satisfied and 29% are very satisfied (Table 3.10.1)

- 92%, 96%, and 85% of Graduate Doctorate students, Graduate Master's/Professional students and Undergraduate/Bachelor's students respectively are satisfied (Table 3.10.3)

- 92%, 94% and 90% of first year, middle year and final year students respectively are satisfied (Table 3.10.4)

Table 3.10.1

Overall Satisfaction - SFS				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	9	2.31%	9	2.31%
Dissatisfied	23	5.91%	32	8.23%
Satisfied	243	62.47%	275	70.69%
Very Satisfied	114	29.31%	389	100.00%

Overall, 92% of those who have used the services of SFS are at least satisfied, with 63% being satisfied and 29% being very satisfied.

Figure 3.10.1
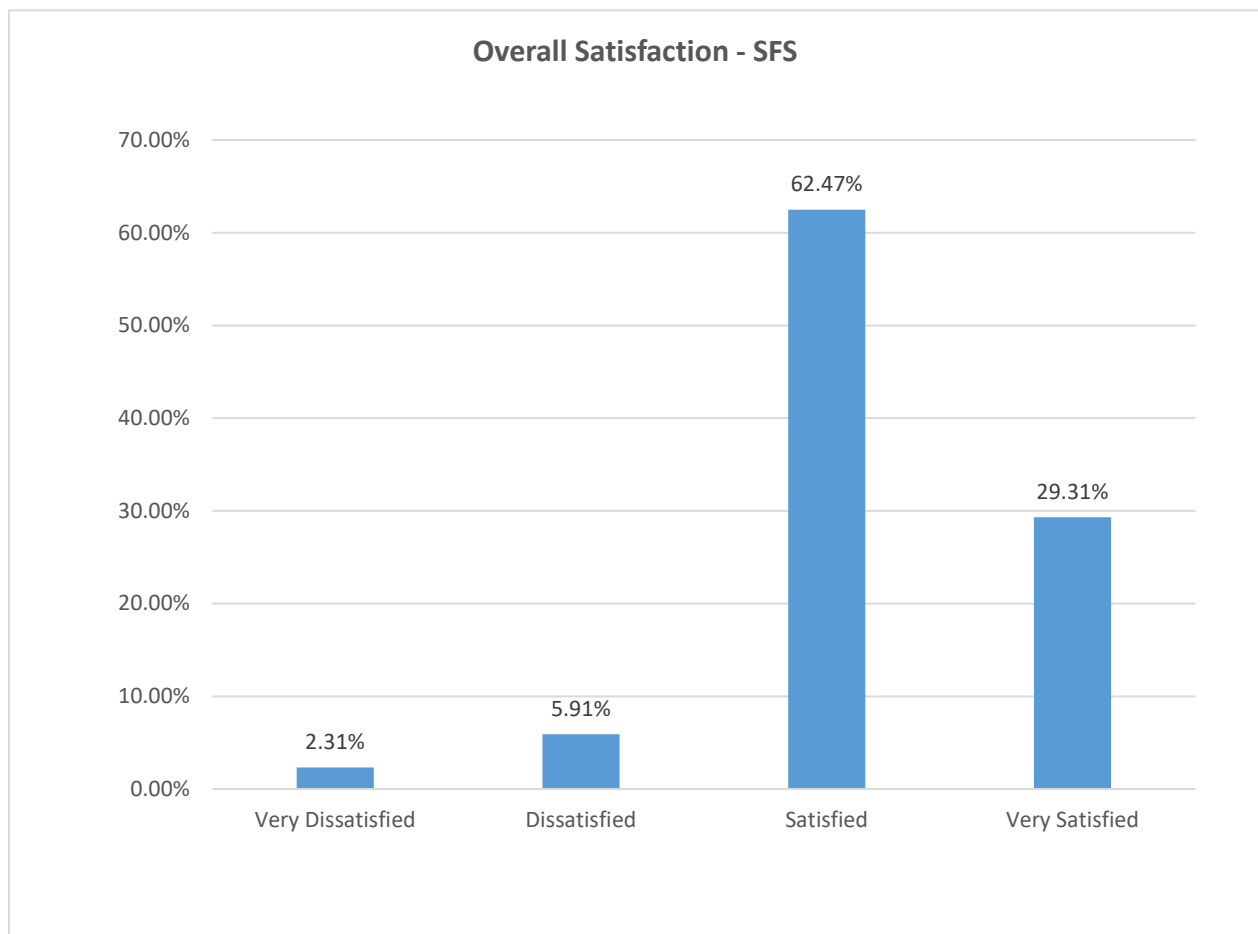
Table 3.10.2

Overall Support Usage - SFS				
	Freq	**Percent**	**Cum. Freq.**	**Cum. Percent**
Not Applicable	70	8.56%	70	8.56%
Maybe, Unsure how to access	112	13.69%	182	22.25%
Aware, Not Used	240	29.34%	422	51.59%
Used	396	48.41%	818	100.00%

A total of 78% of respondents are aware of the services of SFS; with 30% being aware of the services but have not used them and 48% have used the services.

Figures 3.10.2
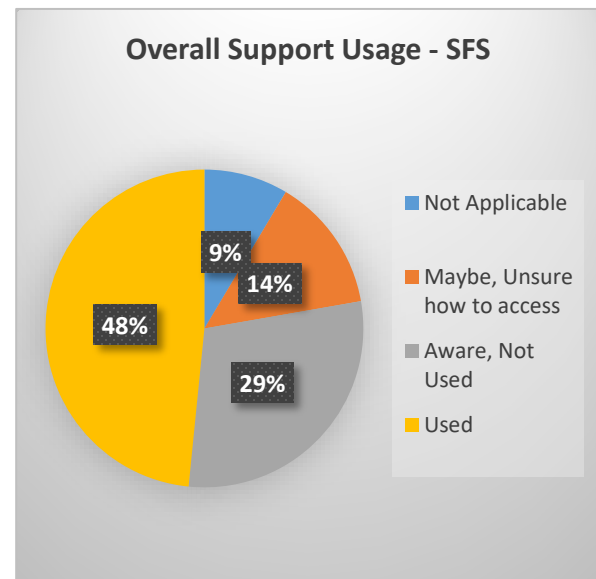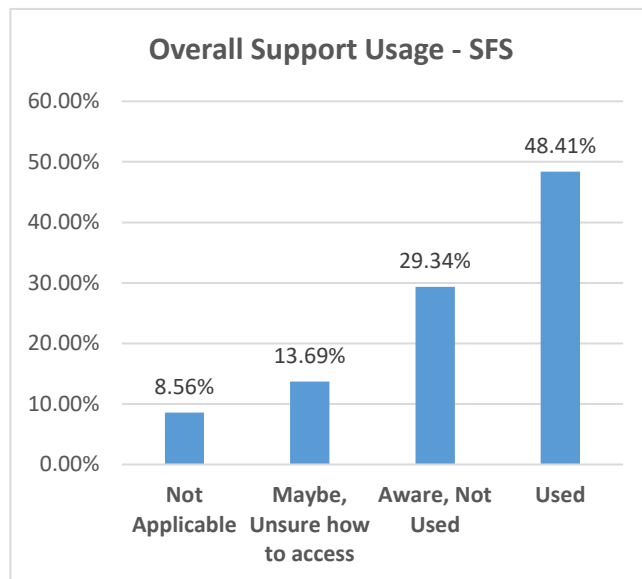
Table 3.10.3

Satisfaction by Study Level - SFS			
	Categories and Associated Percentages		
Study Level	Not Satisfied	Satisfied	Total
Graduate Doctorate	8%	92%	100%
Graduate Master's/Professional	4%	96%	100%
Undergraduate/Bachelor's	15%	85%	100%

The percentages of each study level's satisfaction are the following: 92% of Graduate Doctorate students are satisfied, 96% of Graduate Master's/Professional students are satisfied and 85% of Undergraduate/Bachelor's students are satisfied. Undergraduate/Bachelor's students have the highest not satisfied rate at 15%.

Figure 3.10.3

Table 3.10.4

Satisfaction by Study Stage - SFS			
	Categories and Associated Percentages		
Study Stage	Not Satisfied	Satisfied	Total
First year	8%	92%	100%
Middle year	6%	94%	100%
Final year	10%	90%	100%

The percentages of respondents satisfied in each study stage are 92% of first year respondents, 94% of middle year respondents and 90% of final year respondents.

Figure 3.10.4
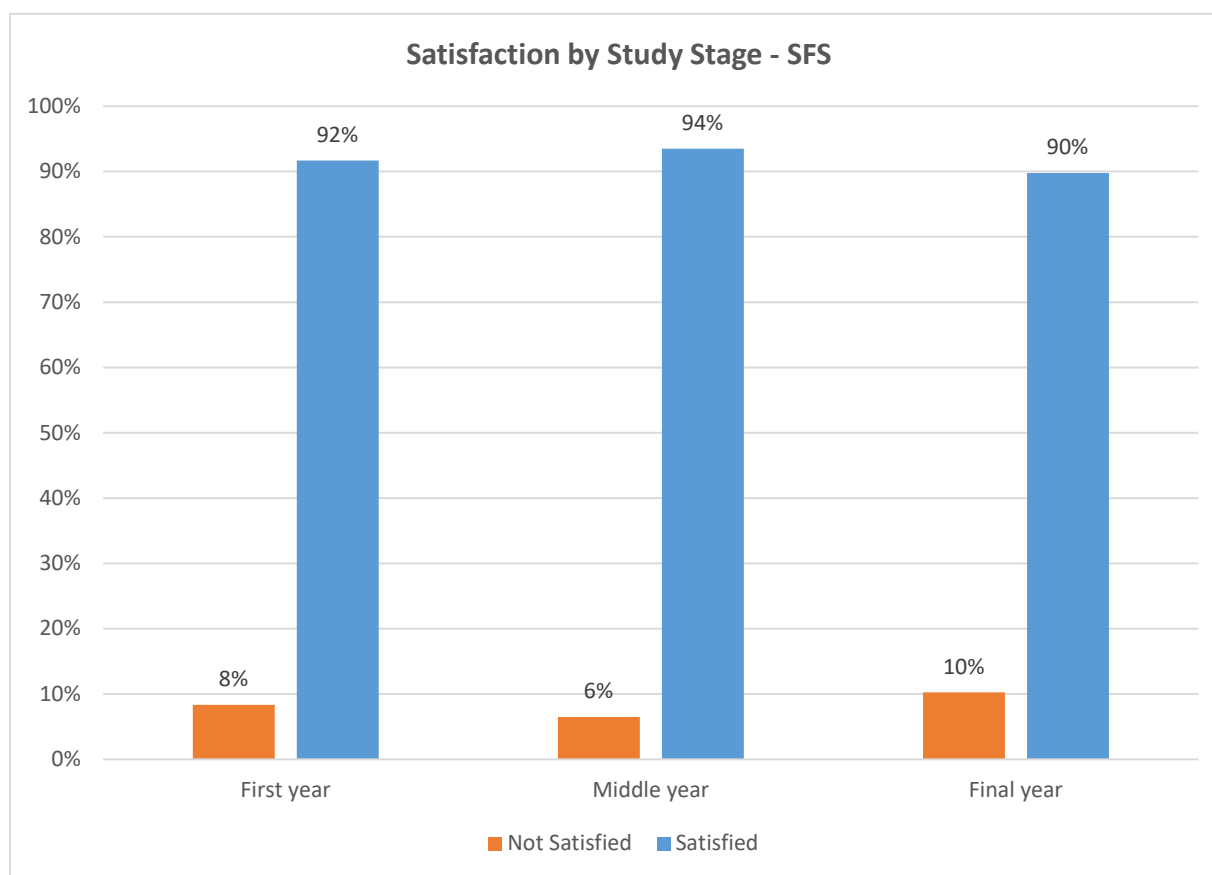
Table 3.10.5

Support Usage by Study Level - SFS					
	Categories and Associated Percentages				
Study Level	Not Applicable	Maybe, Unsure how to access	Aware, Not Used	Used	Total
Graduate Doctorate	8%	11%	25%	56%	100%
Graduate Master's/Professional	10%	13%	29%	47%	100%
Undergraduate/Bachelor's	7%	18%	35%	39%	100%

Usage rates are highest among Graduate Doctorate respondents at 56% followed by Graduate Master's/Professional respondents at 47% and then Undergraduate/Bachelor's respondents at 39%. The highest rate of unsure how to access SFS services are Undergraduate/Bachelor's respondents at 18%.

Figure 3.10.5
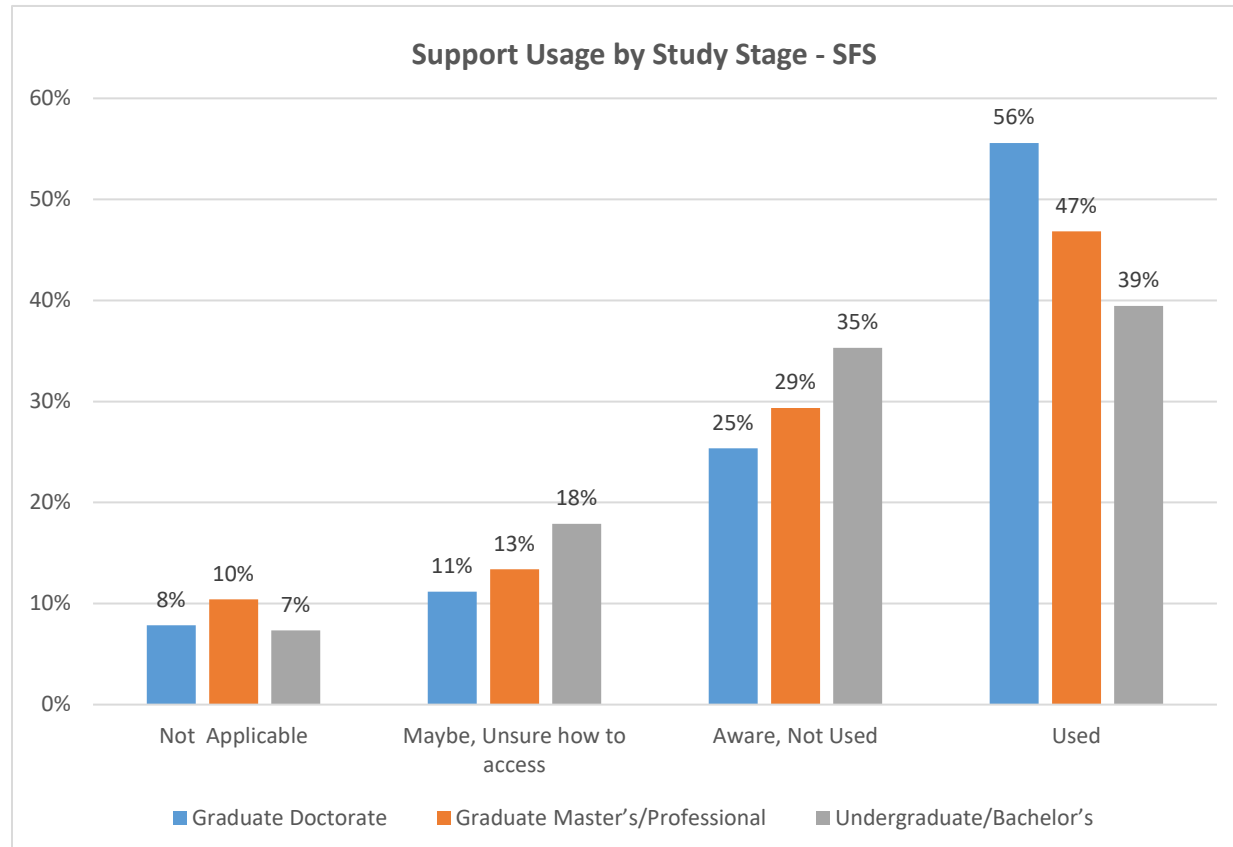
Support Usage by Study Stage - SFS

Table 3.10.6

Support Usage by Study Stage - SFS					
	Categories and Associated Percentages				
Study Stage	Not Applicable	Maybe, Unsure how to access	Aware, Not Used	Used	Total
First year	8%	15%	37%	40%	100%
Middle year	8%	15%	27%	50%	100%
Final year	9%	11%	24%	56%	100%

Usage rates are highest among final year students at 56%, followed by middle year students at 50% and first year students at 40%. First and middle year students have the highest unsure how to access rate at 15%.

Figure 3.10.6
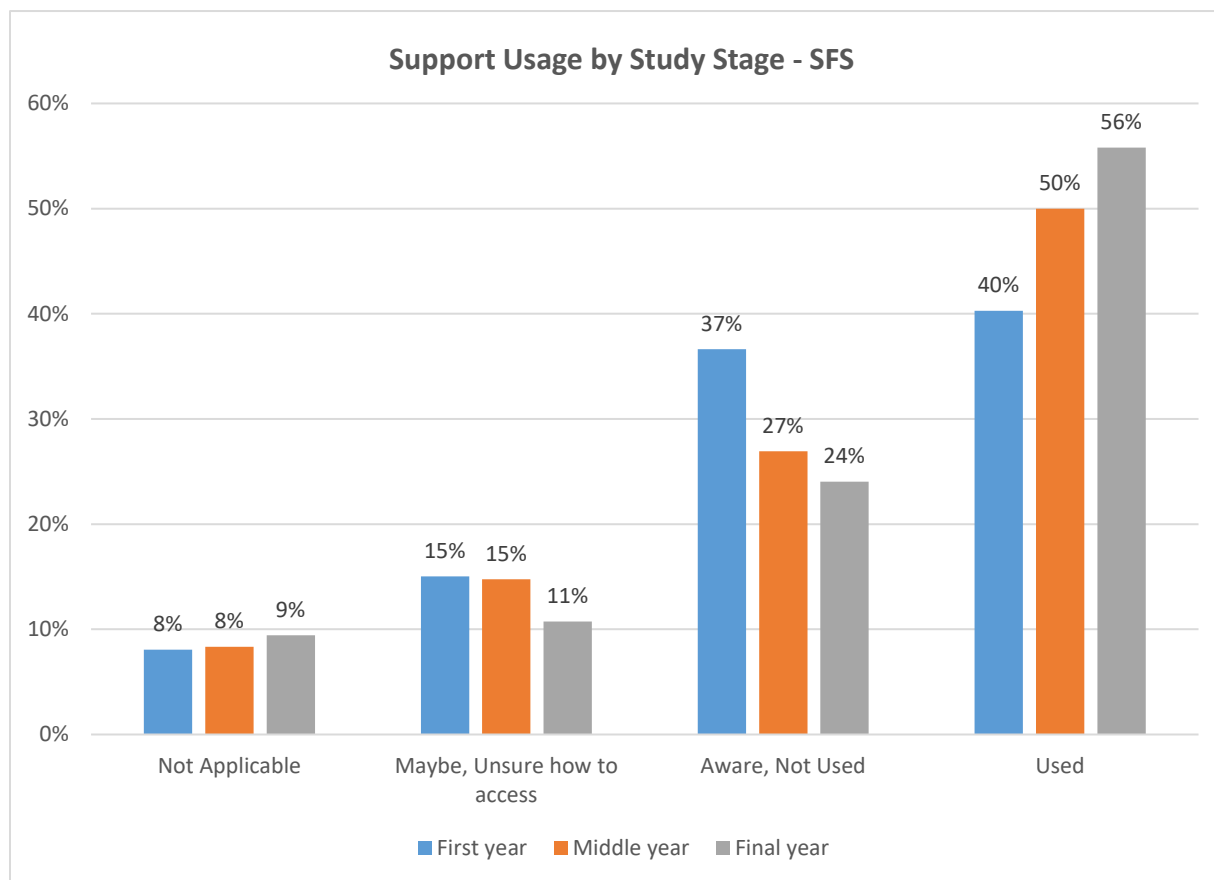
Table 3.10.7

Global Satisfaction Benchmark - SFS				
	UD	**ISB%**	**ISB +/-**	**ISB Rank (n=120)**
Support Average	93.4%	91.1%	2.3%	37
Support Overall	93.6%	88.8%	4.8%	21
Student Financial Services	91.8%	89.7%	2.0%	42

ELI MAJOR FINDINGS

- 74% of all respondents are aware of the services (Table 3.11.2)

- 36% are aware of the services but have not used them (Table 3.11.2)

- 38% have used the services before (Table 3.11.2)

- Usage rates are 41% among Undergraduate/Bachelor's students, 27% among Graduate Master's/Professional students and 44% among Graduate Doctorate students (Table 3.11.5)

- Aware but not used rates are 37% among Undergraduate/Bachelor's students, 41% among Graduate Master's/Professional students and 32% among Graduate Doctorate students (Table 3.11.5)

- Usage rates are highest among middle year students at 45%, followed by final year students at 37% and first year students at 31% (Table 3.11.6)

- Satisfaction is at 91% among all respondents who have used the services (Table 3.11.7)

- 58% of respondents are satisfied and 33% are very satisfied (Table 3.11.1)

- 90%, 96%, and 87% of Graduate Doctorate students, Graduate Master's/Professional students and Undergraduate/Bachelor's students respectively are satisfied (Table 3.11.3)

- 89%, 89% and 95% of first year, middle year and final year students respectively are satisfied (Table 3.11.4)

3.11.1 OVERALL SATISFACTION - ELI

Table 3.11.1

Overall Satisfaction - ELI				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	11	3.69%	11	3.69%
Dissatisfied	17	5.70%	28	9.40%
Satisfied	172	57.72%	200	67.11%
Very Satisfied	98	32.89%	298	100.00%

Overall, 91% of those who have used the ELI services are at least satisfied, with 58% being satisfied and 33% being very satisfied.

Figure 3.11.2
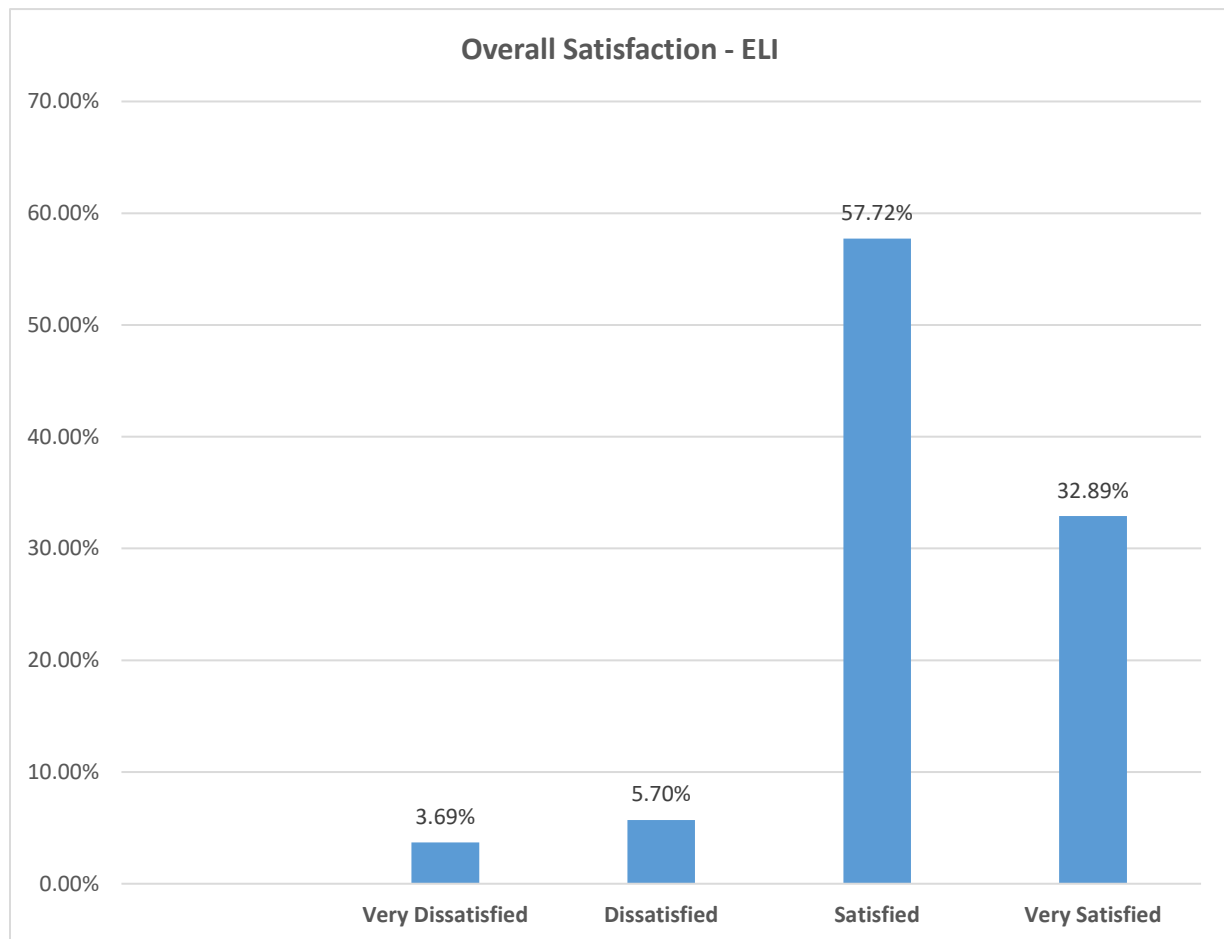
Table 3.11.2

Overall Support Usage - ELI				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Not Applicable	171	21.06%	171	21.06
Maybe, Unsure how to access	39	4.80%	210	25.86
Aware, Not Used	295	36.33%	505	62.19
Used	307	37.81%	812	100.00

In total, 74% of respondents are at aware of the services of ELI; with 36% being aware of the services but have not used them and 38% have used the services.

Figures 3.11.2
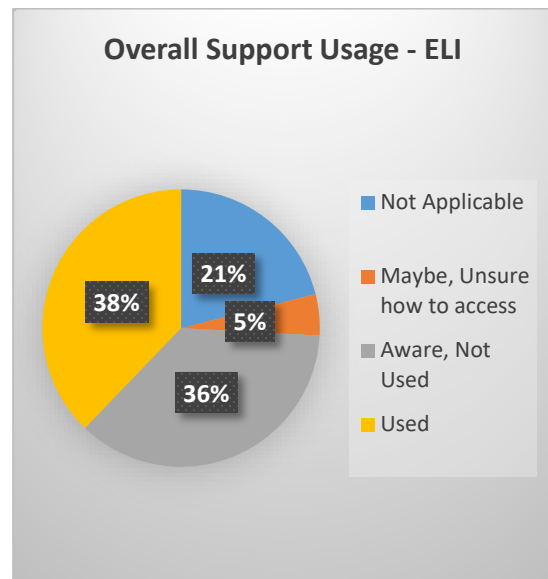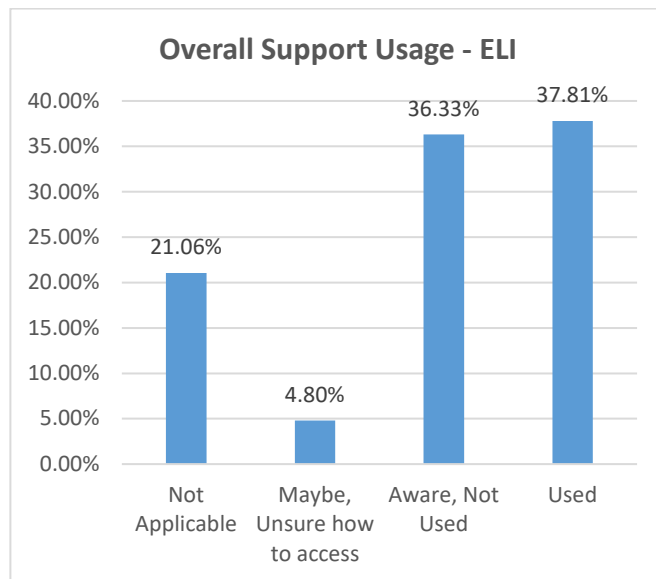
Table 3.11.3

Satisfaction by Study Level - ELI			
	Categories and Associated Percentages		
Study Level	**Not Satisfied**	**Satisfied**	**Total**
Graduate Doctorate	10%	90%	100%
Graduate Master's/Professional	4%	96%	100%
Undergraduate/Bachelor's	13%	87%	100%

The percentages of each study level's satisfaction are the following: 90% of Graduate Doctorate students are satisfied, 96% of Graduate Master's/Professional students are satisfied and 87% of Undergraduate/Bachelor's students are satisfied. Undergraduate/Bachelor's students have the highest not satisfied rate at 13%.

Figure 3.11.3
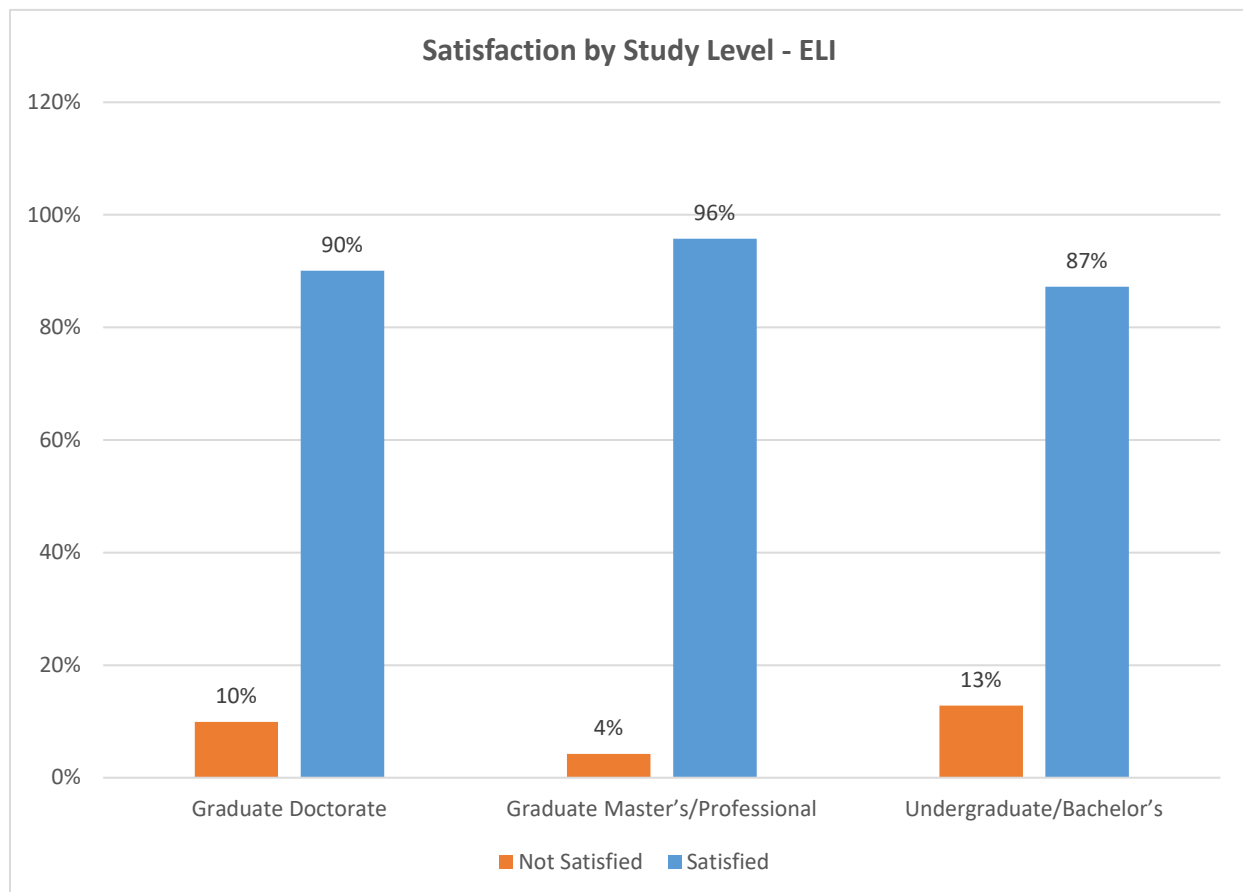
Table 3.11.4

Satisfaction by Study Stage – ELI			
	Categories and Associated Percentages		
Study Stage	**Not Satisfied**	**Satisfied**	**Total**
First year	11%	89%	100%
Middle year	11%	89%	100%
Final year	5%	95%	100%

The percentages of respondents satisfied in each study stage are 89% of first year respondents, 89% of middle year respondents and 95% of final year respondents.

Figure 3.11.4

98
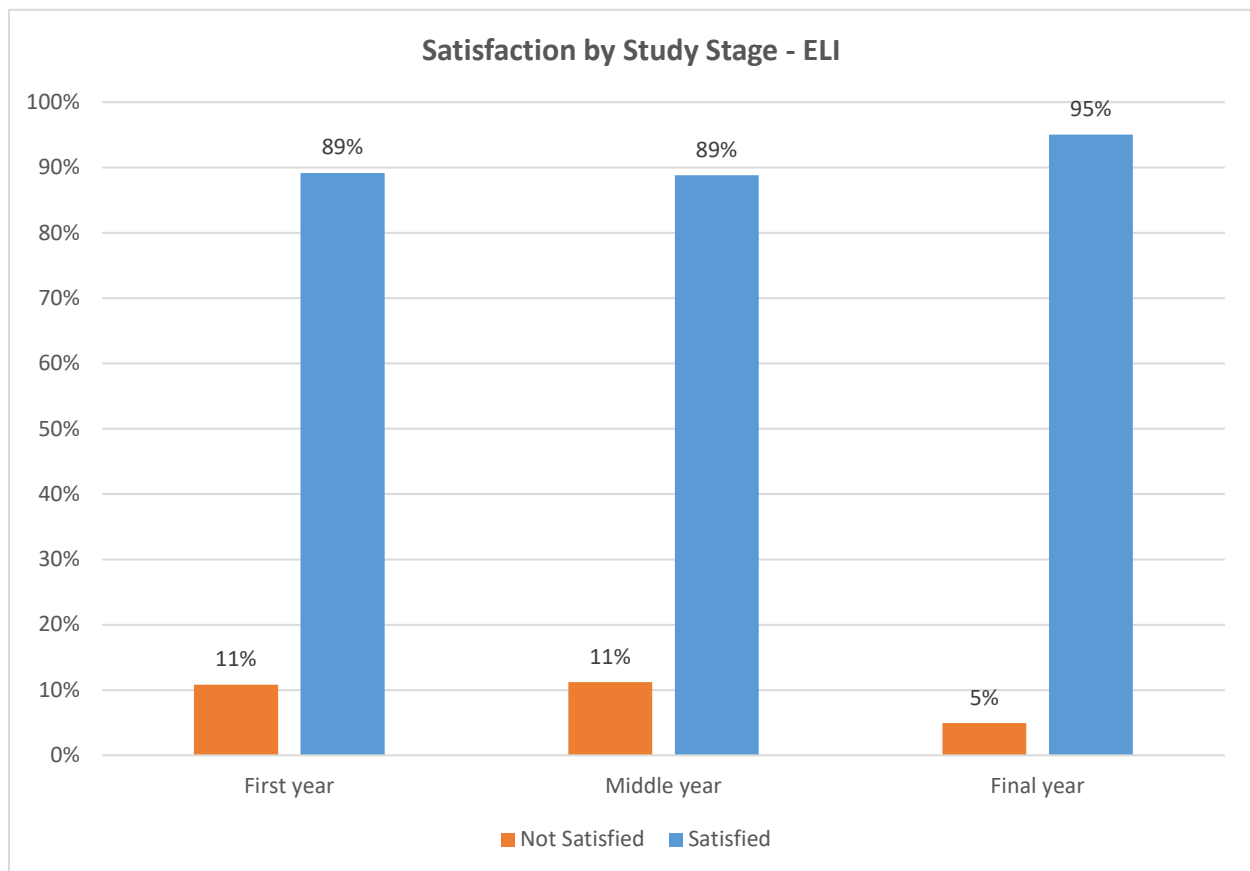
Table 3.11.5

Support Usage by Study Level – ELI					
	Categories and Associated Percentages				
Study Level	**Not Applicable**	**Maybe, Unsure how to access**	**Aware, Not Used**	**Used**	**Total**
Graduate Doctorate	19%	5%	32%	44%	100%
Graduate Master's/Professional	26%	6%	41%	27%	100%
Undergraduate/Bachelor's	18%	4%	37%	41%	100%

Usage rates are highest among Graduate Doctorate respondents at 44% followed by Graduate Undergraduate/Bachelor's respondents at 41% and then Graduate Master's/Professional respondents at 27%. Significant percentages of respondents said ELI services were not applicable to them (19% of Graduate Doctorates, 26% of Graduate Master's/Professionals and 18% of Undergraduates/Bachelor's).

Figure 3.11.5
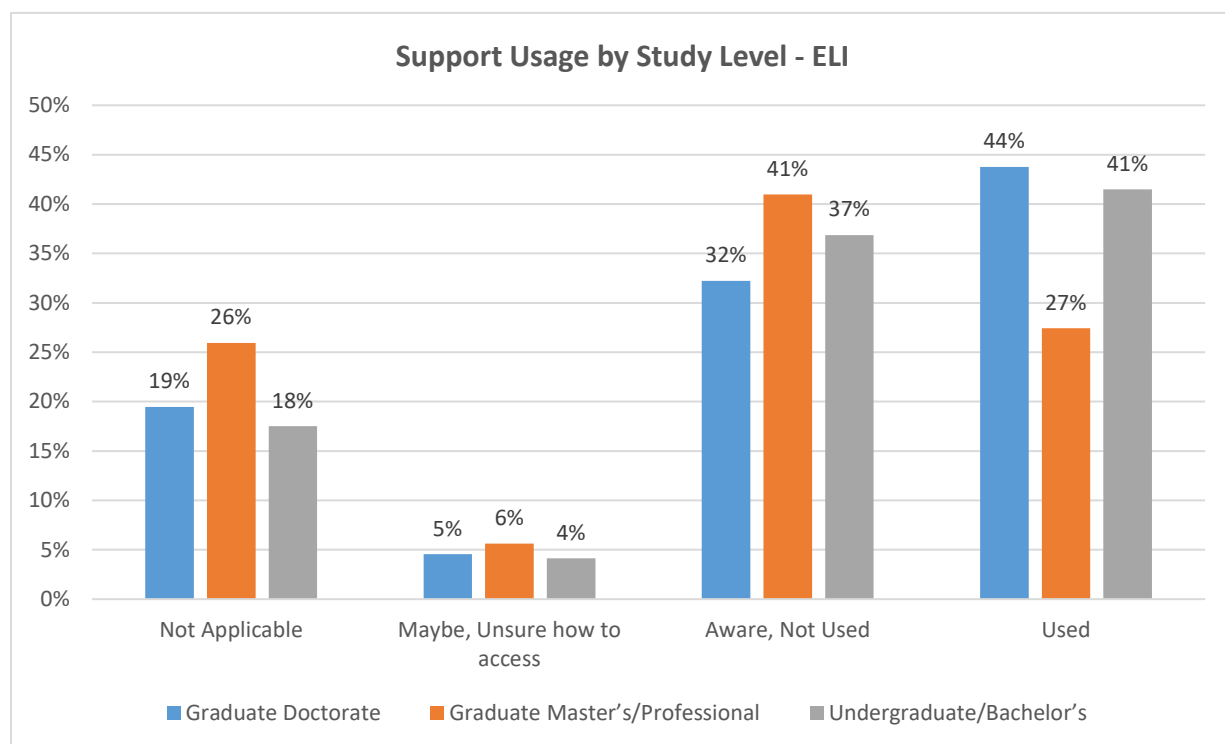
Table 3.11.6

Support Usage by Study Stage – ELI					
	Categories and Associated Percentages				
Study Stage	Not Applicable	Maybe, Unsure how to access	Aware, Not Used	Used	Total
First year	21%	6%	43%	31%	100%
Middle year	17%	5%	33%	45%	100%
Final year	27%	4%	33%	37%	100%

Usage rates are highest among middle year students at 45%, followed by final year students at 37% and then first year students at 31%. First year students have the highest rate of aware not used at 43% followed by middle and final year students both at 33%.

Figure 3.11.6
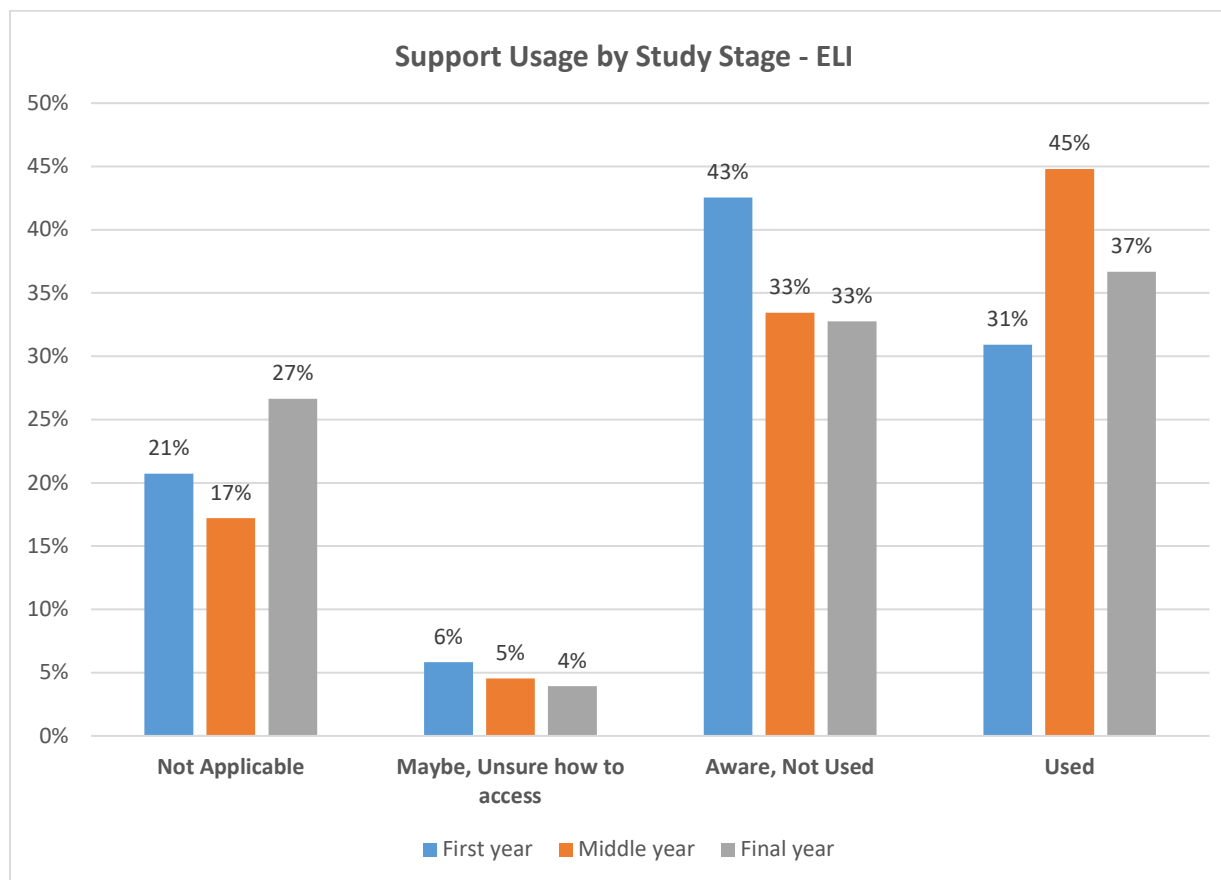
Table 3.11.7

Global Satisfaction Benchmark - ELI				
	UD	**ISB%**	**ISB +/-**	**ISB Rank (n=120)**
Support Average	93.4%	91.1%	2.3%	37
Support Overall	93.6%	88.8%	4.8%	21
Language Support	92.5%	89.7%	2.8%	67

Note: The language support question is from within the learning dimension and asks students about their satisfaction with overall "help to improve my English language skills." English language programs are not benchmarked in the ISB. The language support indicator refers to any English support a student receives while at the University of Delaware.

OUTSIDE COMMUNITY MAJOR FINDINGS

- 79% of respondents are at least satisfied with food and dining options
- 82% of respondents are at least satisfied with supermarkets and grocery
- 84% of respondents are at least satisfied with general shopping
- 92% of respondents are at least satisfied with banking
- 82% of respondents are at least satisfied with DMV
- 88% of respondents are at least satisfied with Social Security Services
- 88% of respondents are at least satisfied with hospitals
- 95% of respondents are at least satisfied with Newark Police Department
- 87% of respondents are at least satisfied with mobile services
- 79% of respondents are at least satisfied with entertainment options
- 87% of respondents are at least satisfied with public parks
- 90% of respondents are at least satisfied with public places of worship
- 93% of respondents are at least satisfied with dependents' school/daycare

3.12.1 FOOD AND DINING OPTIONS

Satisfaction with Food and Dining Options				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	35	4.42%	35	4..42%
Dissatisfied	134	16.94%	169	21.37%
Satisfied	427	53.98%	596	75.35%
Very Satisfied	195	24.65%	791	100.00%

3.12.2 SUPERMARKETS AND GROCERY

Satisfaction with Supermarket & Grocery				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	28	3.37%	28	3.37%
Dissatisfied	118	14.22%	146	17.59%
Satisfied	482	58.07%	628	75.66%
Very Satisfied	202	24.34%	830	100.00%

3.12.3 GENERAL SHOPPING

Satisfaction with General Shopping				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	30	3.61%	30	3.61%
Dissatisfied	122	14.70%	152	18.31%
Satisfied	490	59.04%	642	77.35%
Very Satisfied	188	24.65%	830	100.00%

3.12.4 BANKING

Satisfaction with Banking				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	12	1.45%	12	1.45%
Dissatisfied	56	6.76%	68	6.21%
Satisfied	531	64.13%	599	72.34%
Very Satisfied	229	27.66%	828	100.00%

3.12.5 DMV

Satisfaction with DMV				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	37	5.17%	37	5.17%
Dissatisfied	90	12.59%	127	17.76%
Satisfied	413	57.76%	540	75.52%
Very Satisfied	175	24.48%	715	100.00%

3.12.6 SOCIAL SECURITY ADMINISTRATION

Satisfaction with Social Security Administration				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	26	3.56%	26	3.56%
Dissatisfied	63	8.63%	89	12.19%
Satisfied	444	60.82%	533	73.01%
Very Satisfied	197	26.99%	730	100.00%

3.12.7 HOSPITALS

Satisfaction with Hospitals				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	28	3.92%	28	3.92%
Dissatisfied	59	8.26%	87	12.18%
Satisfied	439	61.48%	526	73.67%
Very Satisfied	188	26.33%	714	100.00%

3.12.8 NEWARK POLICE DEPARTMENT

Satisfaction with Newark Police Department				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	11	1.50%	11	1.50%
Dissatisfied	23	3.13%	34	4.63%
Satisfied	453	61.63%	487	66.26%
Very Satisfied	248	33.74%	735	100.00%

3.12.9 MOBILE SERVICES

Satisfaction with Mobile Services				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	26	3.23%	26	3.23%
Dissatisfied	76	9.43%	102	12.66%
Satisfied	492	61.04%	594	73.70%
Very Satisfied	212	26.30%	806	100.00%

3.12.10 ENTERTAINMENT OPTIONS

Satisfaction with Entertainment Options				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	44	5.43%	44	5.43%
Dissatisfied	125	15.41%	169	20.84%
Satisfied	468	57.71%	637	78.55%
Very Satisfied	174	21.45%	811	100.00%

3.12.11 PUBLIC PARKS

Satisfaction with Public Parks				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	25	3.14%	25	3.14%
Dissatisfied	82	10.30%	107	13.44%
Satisfied	482	60.55%	589	73.99%
Very Satisfied	207	26.01%	796	100.00%

3.12.12 PLACES OF WORSHIP

Satisfaction with Places of Worship				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	19	3.18%	19	3.18%
Dissatisfied	41	6.87%	60	10.05%
Satisfied	377	63.15%	437	73.20%
Very Satisfied	160	26.80%	597	100.00%

3.12.13 DEPENDENTS' SCHOOL/DAYCARE

Satisfaction with Dependents' School/Daycare				
	Freq	**Percent**	**Cum. Freq**	**Cum. Percent**
Very Dissatisfied	6	1.23%	6	1.23%
Dissatisfied	30	6.15%	36	7.38%
Satisfied	315	64.55%	351	71.93%
Very Satisfied	137	28.07%	488	100.00%

The recommendations offered as part of this report correspond with Ammigan's (2019) study on the international student experience at institutions of higher education around the world. This section therefore adapts from and reproduces insights from the *Journal of International Students* article Institutional satisfaction and recommendation: What really matters to international students?

It is vital that new and incoming international students feel supported right from the moment they get to campus with services such as airport pick up and transportation, orientation programs, and other welcoming events. Assistance with first night accommodation, setting up a bank account, and finances issues and inquiries can also be key in students' first impressions of their campus. Institutions must remain intentional at creating a sense of belonging for international students through year-round programming and outreach initiatives.

Preparing international students on what to expect before they even reach their institution can also help them transition smoothly and settle quickly into their new environment. Pre-arrival information on the visa application process, transportation, housing, health insurance, class registration and other key issues can be made readily accessible in their admissions packets and through existing online and social media platforms. It is also common for some institutions to host pre-departure orientation programs overseas even before students travel to their university. Upon arrival to campus, hybrid orientation programs with other student services units can further assist and guide international students towards a positive and successful experience. Academic advisors should be encouraged to discuss courses being offered in more detail, including class size, organization, and level of difficulty, so that students can choose a more balanced schedule prior to the start of their first semester. Working closely with academic services throughout the semester to pinpoint common challenges and address them through refined programming and initiatives can also serve as a proactive approach to supporting students at the beginning of their studies.

Learning

The academic setting, in the form of in-class teaching, studies, and facilities, must remain central to international students' university experience. This includes the academic and pedagogic quality of teaching, expertise of faculty and academic staff, physical infrastructure of classrooms and labs, technology, academic support services, and the social climate within the learning environment. From a marketing and recruitment perspective, administrators must be aware of the impact that learning might have on the propensity to recommend their institution to others and, in turn, be intentional at showcasing relevant academic experiences, achievements, stories, and rankings to prospective students.

With the increasing number of international students in classrooms, faculty and academic staff must also be encouraged to design courses that are conducive for learners across cultures and from different systems of education. This might include adjusting teaching and communication methods to facilitate the academic relationship between international students and faculty. There could also be an implication for how universities recruit, train, and retain qualified faculty and teaching assistants that can promote the quality of learning and academic success. Institutions must look at career planning and development for international students not only as a subsidiary support service but also with a focus on having it integrated into the curricular and classroom experience.

Living

This study confirms the need for institutions to develop opportunities for engagement and involvement between international and domestic students. These initiatives must accompany both curricular and extra-curricular programs and occur in social settings inside and outside of the classroom. In addition to meeting the needs of students, creating global engagement programs such as weekly coffee hours, ice cream socials, leadership and volunteer programs, film and book clubs, conversation partners, and buddy programs can foster campus-wide collaborations in support of campus internationalization.

Another aspect of the living experience to point out is the accommodation for international students. Particularly, receiving support from the accommodation office and accessing suitable housing had a significant impact on students' overall university experience and recommendation. The cost of accommodation had a negative association with overall satisfaction, which is perhaps an expected finding. While there are many factors such as personal preferences and cost of living that could affect cost, it might be tactful for institutions to be transparent about living expenses and ensure that incoming students have a realistic expectation about accommodation costs right from the beginning of their studies.

Making friends with students from other countries was found to be the most influential living variable on institutional recommendation. It might therefore be worthwhile for institutions to introduce initiatives, such as a buddy program, networking opportunities, and social and cultural events, that can assist with student integration and engagement upon arrival to campus.

Support Services

Students' overall experience with their university's support services significantly impacted recommendation. This suggests the need for support offices to regularly assess student needs and adjust services in order to meet their expectations and demands, ranging from pre-arrival to graduation. Institutions must also remain strategic in how they develop and host programs

and services collaboratively with other campus units such as Residence Life and Housing, Career Services, and the Counseling Center. With learning as the most influential variable on institutional recommendation, it is essential that institutions put greater emphasis on support services that enhance the academic experience and success of international students.

International student support offices can vary in organizational structure and range of services but most exist to provide assistance to international students in their educational and cultural transition to campus. These types of services provided often include orientation programs, immigration advising, assistance with academic and employment issues, and social and cultural programming. Despite recent changes in immigration policies and compliance standards, recurring safety and security concerns, and increased political instability across nations worldwide, support offices have direct access to the international community and can play an important role in furthering intercultural engagement for all at the university.

However, a point of consideration for administrators is that all too often, staff in international student support offices have to devote the majority of their time to administering government regulations and maintaining compliance with visa requirements (Briggs & Ammigan, 2017). University administrators must adequately resource such offices so they can lead programming initiatives that contribute to the broader campus internationalization efforts of their institution.

Implications

In addition to the various implications discussed above, findings from this study offer a few considerations to administrators and policy makers for adjusting or introducing new institutional strategies, practices, and interventions that support the international student experience. These recommendations, which introduce a basis for further discussion and study, include the following:

- *Strategic reinvestment*—incorporate or reinvest resources into the student experience at all levels of operations, such as the service mission, faculty engagement, organizational leadership structure, and assessment priorities, so that adequate services and resources can be implemented to support student initiatives.

- *Partnerships and collaborations*—collaborate on initiatives to reach a wider audience, adopt a cohesive, cross-departmental plan with student affairs, academic units, and other service units on campus, and remain intentional at involving a variety of campus and community stakeholders in international programming.

- *Programming and outreach*—implement culturally sensitive programming and interventions that support international students during times of high stress to help them with their academic, social and cultural adjustment to campus.

- *Holistic communication*—establish a strategic communications plan and promotional campaigns to effectively reach, liaise, and optimize engagement among international students.

- *Training and development*—build intercultural competence among faculty, staff and students, aimed at understanding the experience of international students and improving views of campus services for that community.

- *Assessment and benchmarking*—regularly assess the experience of international students, through assessment tools developed in-house or by external providers, to ensure quality in the assistance provided in both academic and non-academic settings.

Source:
Ammigan, R. (2019). Institutional satisfaction and recommendation: What really matters to international students? *Journal of International Students*, 9(1), 253–272.

UNIVERSITY OF DELAWARE

OFFICE FOR INTERNATIONAL STUDENTS & SCHOLARS