

ISB Ranking Sheet - NH 2020
Uni Oulu

Ranking based on mean scores									
Base	400	33229	8118						
	Uni Oulu	Global 2020 ISB	Europe 2020 ISB	Global 2020 ISB +/-	Europe 2020 ISB +/-	p %	Global 2020 ISB	Europe 2020 ISB	
ARRIVAL AVERAGE	82.3%	89.3%	74.4%	2.2%	8.9%	0.00	13	1	
ARRIVAL OVERALL	91.8%	87.8%	85.9%	4.0%	5.9%	0.00	1	1	33/8
ARRIVAL									
* Pre-arrival info	91.9%	89.0%	85.7%	2.8%	6.2%	0.04	6	1	33/8
First night	88.1%	84.5%	81.2%	6.9%	6.8%	0.58	7	2	29/8
Welcome	82.9%	75.6%	66.2%	7.2%	16.6%	0.33	10	3	33/8
Condition of accommodation on arrival	82.6%	85.1%	82.7%	-2.5%	-0.1%	0.84	14	3	25/8
ORIENTATION									
* Formal orientation	100.0%	88.8%	84.9%	11.2%	15.1%	0.01	1	1	19/7
* Formal welcome at the institution	92.0%	85.2%	80.5%	6.7%	11.5%	0.05	7	1	33/8
Accessing online learning materials	91.5%	88.5%	86.3%	3.0%	5.2%	0.07	4	1	33/8
Enrolment / academic registration	91.5%	88.8%	87.1%	2.8%	4.4%	0.24	9	2	33/8
Internet access	91.3%	84.9%	81.3%	6.4%	10.0%	0.08	7	1	33/8
* Meeting academic staff	89.4%	85.4%	77.5%	4.1%	12.0%	0.04	7	1	33/8
* Other friends	87.0%	76.6%	78.7%	10.3%	8.2%	0.01	2	2	26/8
Introduction to support services	85.2%	82.9%	73.6%	2.3%	11.6%	0.33	16	1	33/8
Virtual onboarding	84.9%	81.2%	74.0%	3.7%	10.9%	0.19	11	1	30/8
Study sense	84.2%	85.3%	77.7%	-1.2%	6.5%	0.17	10	1	33/8
Finding my way around the local area	83.0%	79.0%	74.2%	3.9%	8.8%	0.25	9	1	26/8
Accommodation and living orientation	77.8%	80.1%	74.5%	-2.3%	3.3%	0.52	8	1	25/8
Home friends	74.4%	78.2%	75.6%	-3.9%	-1.0%	0.42	20	6	26/8
Intro to campus and facilities	73.9%	71.4%	63.4%	2.6%	10.5%	0.13	6	1	26/8
Social orientation	72.7%	70.9%	60.1%	1.8%	12.6%	0.58	12	2	25/8
Setting up a bank account	70.3%	70.7%	55.9%	-0.5%	14.4%	0.72	12	1	26/8
Host friends	68.1%	66.5%	57.2%	1.5%	10.9%	0.96	12	1	26/8
Social activities	68.1%	66.5%	57.2%	1.5%	10.9%	0.96	12	1	26/8
Introduction to clubs and societies	65.9%	65.8%	55.3%	0.1%	10.6%	0.43	11	2	26/8
* Application to offer satisfaction	94.5%	88.5%	89.4%	6.0%	5.1%	0.00	1	1	33/8
LEARNING AVERAGE									
LEARNING OVERALL	87.9%	85.8%	83.8%	1.9%	3.9%	0.00	10	1	
TEACHING									
* Submitting work remotely	95.6%	93.2%	93.8%	2.4%	1.8%	0.00	6	3	
Expert lecturers	95.5%	94.3%	93.9%	1.2%	1.6%	0.25	12	3	
* Assessment	94.3%	89.3%	85.2%	5.0%	9.1%	0.00	7	1	
Academics' English	91.3%	91.1%	94.1%	-2.8%	2.8%	0.59	18	7	
* Communicating with tutors	91.0%	88.3%	86.3%	2.6%	4.7%	0.00	7	1	
* Marking criteria	90.3%	84.8%	78.7%	5.6%	11.6%	0.01	13	1	
* Learning support	89.9%	88.4%	84.2%	1.6%	5.8%	0.00	5	1	
Course content	90.4%	89.6%	89.6%	-0.9%	0.0%	0.58	16	2	
Performance feedback	89.1%	84.8%	77.3%	4.3%	11.8%	0.09	14	1	
Good teachers	88.8%	89.4%	86.0%	-0.6%	2.8%	0.38	12	1	
The level of research activity	88.7%	87.4%	87.1%	1.3%	1.6%	0.08	11	3	
Course organisation	83.8%	82.7%	78.4%	1.1%	5.4%	0.40	15	2	33/8
STUDIES									
* Managing research**	90.1%	88.6%	86.7%	1.5%	3.3%	0.99	11	1	20/4
* Studying with people from other cultures	89.5%	87.5%	88.1%	2.0%	1.4%	0.00	6	3	
Language support	88.5%	89.0%	89.1%	-0.5%	-0.6%	0.28	16	6	
Topic selection**	85.4%	88.9%	83.0%	2.4%	5.9%	0.56	14	1	30/8
Opportunities to teach	82.5%	77.1%	71.4%	5.4%	11.1%	0.01	10	1	19/4
Communication with Students	77.3%	77.0%	72.9%	0.3%	4.3%	0.34	16	2	
Employability	75.0%	79.4%	69.8%	-4.4%	5.2%	0.14	21	1	
Opps for work experience	62.2%	69.1%	55.4%	6.8%	0.6%	0.26	22	1	
* Careers advice	61.7%	71.6%	56.1%	-9.9%	5.6%	0.03	24	2	
FACILITIES									
* Learning spaces	95.9%	92.4%	92.9%	3.5%	3.0%	0.00	7	2	30/8
* On-campus facilities access	94.8%	82.2%	81.0%	13.6%	10.8%	0.00	7	1	30/8
* The physical library facilities	94.0%	91.2%	91.3%	2.9%	2.7%	0.02	8	3	30/8
* Learning Technology	93.3%	90.4%	91.5%	2.9%	1.8%	0.00	2	1	30/8
* Virtual Learning Environment	93.1%	88.5%	89.6%	4.6%	3.5%	0.00	7	1	30/8
* Laboratories	92.9%	90.9%	91.8%	1.9%	0.9%	0.61	7	1	30/8
* Online Study Materials	91.4%	87.5%	87.8%	3.9%	3.6%	0.00	6	2	
* Online library	89.0%	87.3%	90.1%	-1.7%	-1.1%	0.01	9	4	
ONLINE LEARNING									
Online Tutorials	93.3%	87.4%	81.5%	5.9%	11.8%	0.85	17	2	32/8
* Online learning resources and library facilities	91.1%	85.6%	88.5%	5.5%	2.6%	0.00	6	4	32/8
Online Assignments	89.9%	88.3%	87.9%	1.6%	2.0%	0.16	10	2	32/8
Online Tests and exams	86.5%	84.7%	81.0%	1.9%	5.6%	0.10	13	3	32/8
Online lectures	85.4%	85.4%	83.1%	-0.6%	2.3%	0.49	14	2	32/8
* Online Group work	79.7%	75.9%	74.3%	3.7%	5.3%	0.02	6	1	32/8
LIVING AVERAGE									
LIVING OVERALL	81.3%	79.1%	76.9%	2.2%	4.8%	0.00	3	1	
ACCOMMODATION and LIVING COSTS									
* Access to suitable accommodation	96.1%	85.9%	80.4%	10.3%	15.7%	0.00	1	1	31/8
* Internet access on campus	95.5%	91.9%	92.9%	3.6%	2.6%	0.00	2	2	31/8
* The quality of accommodation	93.4%	85.5%	86.7%	7.9%	6.7%	0.00	1	1	31/8
* Internet access at my accommodation	91.7%	82.9%	83.2%	8.8%	8.5%	0.00	1	1	31/8
* Finding accommodation	89.3%	65.3%	65.3%	24.0%	24.0%	0.00	1	1	8/8
* The cost of accommodation	83.6%	61.6%	55.5%	27.0%	28.1%	0.00	1	1	31/8
Living cost	73.5%	73.4%	63.3%	0.1%	10.2%	0.93	18	1	31/8
Financial support	56.1%	58.4%	49.9%	-2.3%	6.1%	0.96	15	2	30/8
Earning money	50.0%	52.6%	43.0%	-2.6%	7.0%	0.81	14	2	30/8
SOCIAL									
* Making friends from my home country	83.6%	78.9%	77.8%	4.7%	5.8%	0.05	8	2	30/8
* Making friends from other countries	83.4%	79.8%	81.0%	3.6%	2.5%	0.04	6	4	30/8
* The sports facilities	82.4%	75.1%	77.1%	7.4%	5.3%	0.00	8	3	30/8
* International class	75.6%	72.1%	72.1%	3.5%	3.5%	0.23	7	1	30/8
Host culture	71.3%	75.9%	72.2%	-4.5%	-0.9%	0.64	14	3	31/8
Social facilities	69.9%	73.9%	69.0%	-4.0%	0.9%	0.66	15	3	30/8
Making good contacts for the future	68.5%	71.5%	65.5%	-3.0%	3.0%	0.61	18	3	31/8
The social activities (organised events)	63.0%	69.4%	69.6%	-6.4%	2.4%	0.54	17	2	31/8
* Making friends from this country	54.9%	68.9%	55.8%	-14.0%	-0.8%	0.00	29	6	31/8
DAY TO DAY LIFE									
* Feeling safe and secure on campus	98.3%	94.4%	95.9%	3.9%	2.5%	0.00	7	2	31/8
* The surroundings outside the institution	97.8%	92.5%	95.7%	5.4%	2.2%	0.00	1	1	31/8
* Transport between institution locations	95.8%	90.3%	92.3%	5.5%	3.5%	0.00	2	2	30/8
* Eco-friendly attitude	93.5%	90.9%	89.8%	2.6%	3.7%	0.04	7	3	31/8
* Campus environment	93.4%	94.2%	94.8%	-0.8%	-1.4%	0.65	12	7	31/8
* The transport links to other places	92.0%	91.0%	92.3%	1.0%	-0.3%	0.00	5	5	31/8
* Campus buildings	90.2%	91.1%	92.5%	-2.9%	-2.4%	0.41	20	7	31/8
* Worship facilities	81.3%	85.8%	82.2%	-4.5%	-1.0%	0.80	20	4	30/8
* Visa advice	70.9%	84.0%	77.9%	-13.1%	-7.0%	0.00	30	7	31/8
SUPPORT AVERAGE									
SUPPORT OVERALL	91.5%	90.9%	88.1%	0.6%	3.4%	0.00	13	2	
* Library Service	93.4%	93.4%	94.4%	-1.0%	-1.0%	0.00	1	1	
* IT Support	95.0%	92.7%	91.9%	2.3%	3.0%	0.00	1	1	
Clubs / Societies	94.1%	89.7%	88.7%	4.5%	5.4%	0.95	17	5	29/8
Graduate School UniODS	94.0%	94.6%	94.0%	-0.6%	0.1%	0.39	8	1	19/6
* Accommodation Office	93.9%	84.7%	80.4%	9.3%	13.5%	0.00	1	1	20/7
Students' Union	92.4%	92.1%	91.4%	0.3%	1.1%	0.50	13	1	30/7
Int'l Services (Faculty)	92.2%	91.1%	91.0%	1.0%	1.0%	0.17	2	2	17/6
Personal Tutors	89.8%	92.7%	90.7%	-2.9%	-0.9%	0.29	21	6	23/7
* Campus restaurants	88.7%	87.2%	82.9%	5.8%	4.3%	0.08	9	2	29/8
Student Advisory	88.4%	91.7%	89.2%	-3.3%	-0.9%	0.15	27	7	30/8
* Health Centre	80.2%	90.5%	86.0%	-10.3%	-5.8%	0.00	26	6	29/8
OVERALL AVERAGE									
OVERALL SATISFACTION	85.8%	84.0%	80.7%	1.7%	5.0%	0.00	8	1	
NPS Score									
Recommendation	26.0	8.7	9.7	17.3	16.3	0.00	6	1	
Overall Happiness	82.6%	76.4%	76.6%	6.2%	6.1%	0.00	5	1	31/8
Value for money	90.6%	74.6%	77.8%	15.4%	12.2%	0.00	3	1	
Career Goal Preparation	67.5%	67.3%	62.4%	0.2%	5.2%	0.65	15	2	29/8

Where the number of participants in a ranking group varies, it is noted in the last column on the ranking sheet
 significance values calculated using two-sided, heteroscedastic, two-sample t-tests
 * = significant difference between institution and ISB Index values, p<0.05
 ** p = likelihood the difference is due to chance, e.g. 0.05 means a 5% likelihood the result is due to chance
 *** Postgraduate students only
 Arrival section subject to all 1st year students
 Elements with <10 responses are not displayed
 Rankings based on mean of means