

Australian English Language Barometer

2019/20

Summary

Survey Overview

Survey Response

Headline Results

Pre-Arrival

Decision Factors

Key Influences

Application,
Agents and Visas

Experience

Arrival

Learning

Living

Support

Appendix

Appendix

Questionnaire

Contact details



Core questionnaire covering arrival, learning, living, support, recommendation, application and choice of institution



Semi-standardised online questionnaire format, adapted and customised for the Australian English Language sector



The questionnaire was available in 11 languages: Arabic, Chinese simplified, Chinese traditional, English, Italian, Japanese, Korean, Portuguese (Brazil), Spanish, Thai and Vietnamese



Students were invited to feedback in two waves. Wave 1: **October to December 2019**; Wave 2: **January to March 2020**



16,495 students responded to the English Language Barometer from **52** English language centres across Australia



Responses were collected, collated and analysed centrally by i-graduate's team of researchers
Aggregate sector results are compared against comparator benchmark and previous years in this report

Australian ELB 2019/20 (16,495)

ACU English Language Centre, Brisbane	ILSC-Brisbane	Sarina Russo Institute
ACU English Language Centre, Melbourne	James Cook University	TAFE Western Australia - Perth Campus
ACU English Language Centre, North Sydney	Kaplan International Language - Melbourne	Taylors College Perth (Study Group Australia)
ANU College	Kaplan International Languages - Sydney	Taylors College Waterloo
CELUSA	La Trobe Melbourne	The University of Adelaide College
Centre for English Teaching, The University of Sydney	Language Links International	The University of Newcastle Language Centre, Callaghan Campus
CQUniversity English Language Centre	Macquarie University English Language Centre	The University of Newcastle Language Centre, Sydney Campus
Curtin English	MEGA	The University of Western Australia's Centre for English Language Teaching (UWA CELT)
Deakin University English Language Institute	Melbourne Institute of Technology	University of Adelaide English Language Centre
Discover English	Monash College Pty Ltd	University of New England English Language Centre
Edith Cowan College	Murdoch Institute of Technology	University of Tasmania, English Language Centre
Eynesbury College Academy of English	Navitas English - Brisbane	UNSW Global Pty Ltd
Greenwich College	Navitas English - Manly	UOW College
Griffith English Language Institute	Navitas English - Perth	UQ's Institute of Continuing & TESOL Education (ICTE)
Hawthorne Melbourne	Navitas English - Sydney	UTS:INSEARCH
IH Sydney City / Bondi / Darwin / Melbourne	QUT International College	VU English
ILSC Australia - Sydney	RMIT English Worldwide	Western Sydney University The College
ILSC Melbourne		

Australian ELB 2017/18 (15,662)

ACU English Language Centre, Brisbane	Greenwich College	Navitas English Perth
ACU English Language Centre, Melbourne	Griffith English Language Institute (GELI)	Navitas English Sydney
ACU English Language Centre, North Sydney	Hawthorn Melbourne	QUT International College
Adelaide College	ICTE - UQ	RMIT English Worldwide
ANU College	ILSC Brisbane	SELC Australia
Aspire College	ILSC Melbourne	TAFE WA
Australia Pacific College	ILSC Sydney	Taylors College Perth
Bond University College	Intensive English Language Institute	Taylors College Sydney
CELUSA	International House Sydney	The University of Newcastle Language Centre
CLC	Kaplan English Melbourne	The University of Newcastle Language Centre, Sydney
CQUniversity English Language Centre	La Trobe Melbourne	The University of Sydney, Centre for English Teaching
Curtin English	Macquarie ELC	UC College
Deakin University English Language Institute	MEGA	University of Adelaide English Language Centre
Edith Cowan College	Melbourne IoT	University of Tasmania, English Language Centre
EL SIS	MIT Institute	UNSW Institute of Languages
Embassy English	Monash College	UOW College
English Language Centre, University of New England	Murdoch IoT	UTS Insearch
Eynesbury College Academy of English	Navitas English Brisbane	UWA Centre for English Language Teaching
Flinders Int'l Study Centre	Navitas English Darwin	Victoria University English
GETI	Navitas English Manly	WSU College

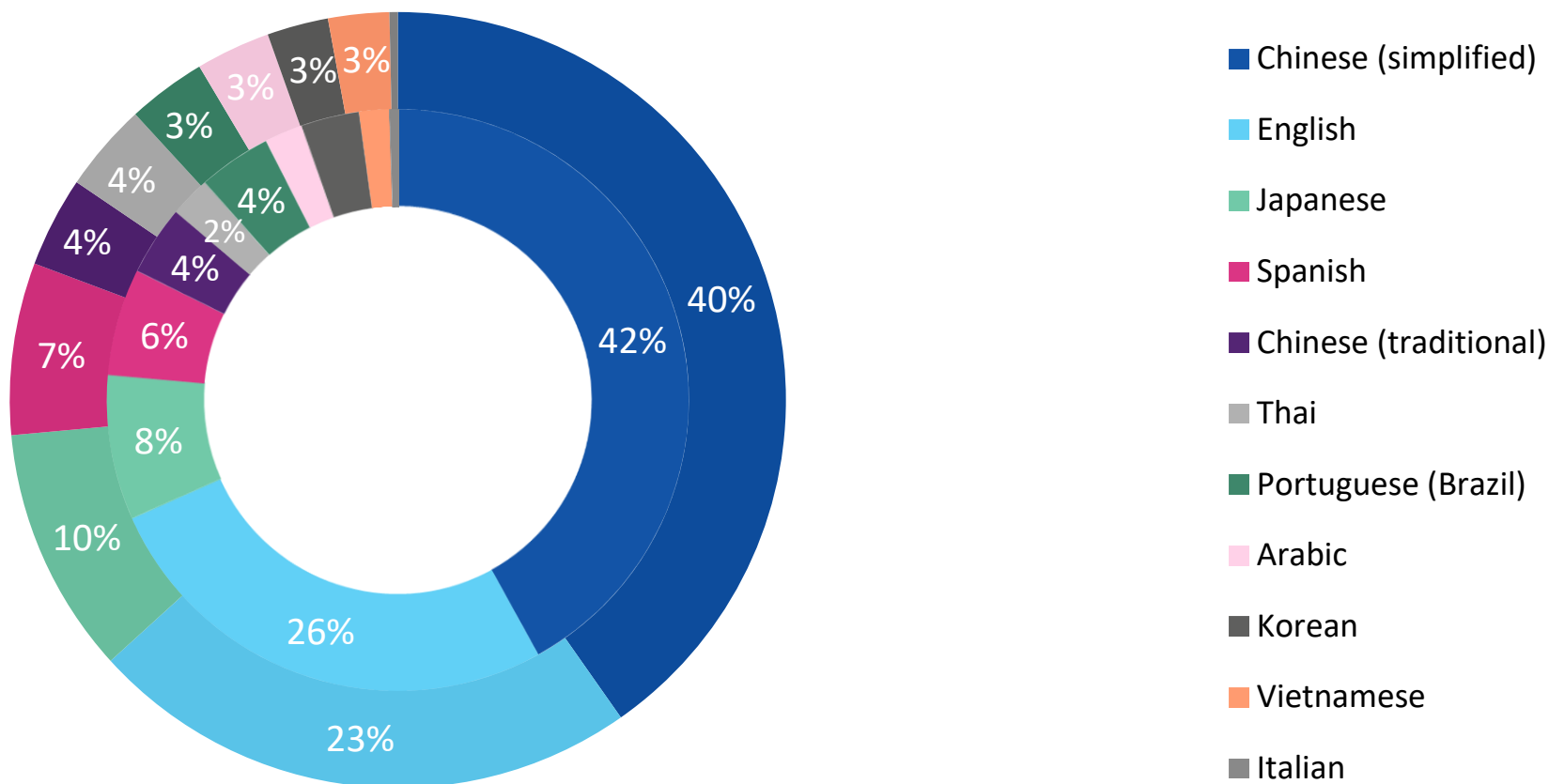
Global ELB Other (3,849)

Algonquin	English Language Academy	Rotorua English Language Academy (RELA)
Camosun	ICL Business School	Seafield School of English
George Brown	IPU New Zealand	Southern Lakes English College Ltd
Laurier	Kaplan International English	Taupo Language
UBC	Language Schools New Zealand	The Campbell Institute - Auckland
ABC College of English	Languages International	The Campbell Institute - Wellington
ACG English School	Lincoln University	Unique New Zealand
AIS	Linguis International Institute - Auckland	University of Otago Language Centre
Ara School of English	LSI	Victoria University of Wellington
Aspiring Language Institute	Mount Maunganui Language Centre	Waiariki Institute of Technology
Auckland English Academy - Day programme	Nelson English Centre	Waikato Pathways College
Auckland English Academy - Evening programme	New Horizon College - Auckland	WelTec
Bay of Plenty English Language School	New Horizon College - Napier	Whitireia - Auckland campus
Bay of Plenty Polytechnic	New Zealand College of Business - Auckland	Whitireia - Porirua campus
Bridge International College of English	New Zealand Institute of Studies	Wilkinson's English Language School – Auckland
CCEL Auckland	NorthTec	Wilkinson's English Language School – Christchurch
CCEL Christchurch	NSIA - The Professional Hospitality Academy	Wintec
Cornell Institute	Ntec - Concordia (CIB) - Auckland	Worldwide School of English
Coromandel Outdoor Language Centre	Ntec - Concordia (CIB) - Tauranga	Yoobee
Crown English	Ntec - Concordia Institute of Business - Christchurch	Delaware
Crown Institute of Studies	NZIE	DePaul
Dominion English Schools	NZLC - Auckland	Kent State
DynaSpeak	NZLC - Wellington	Lane
Eastern Institute of Technology (EIT)	Otago Polytechnic	UNL
EF International Language School	Queens Academic Group - Auckland	

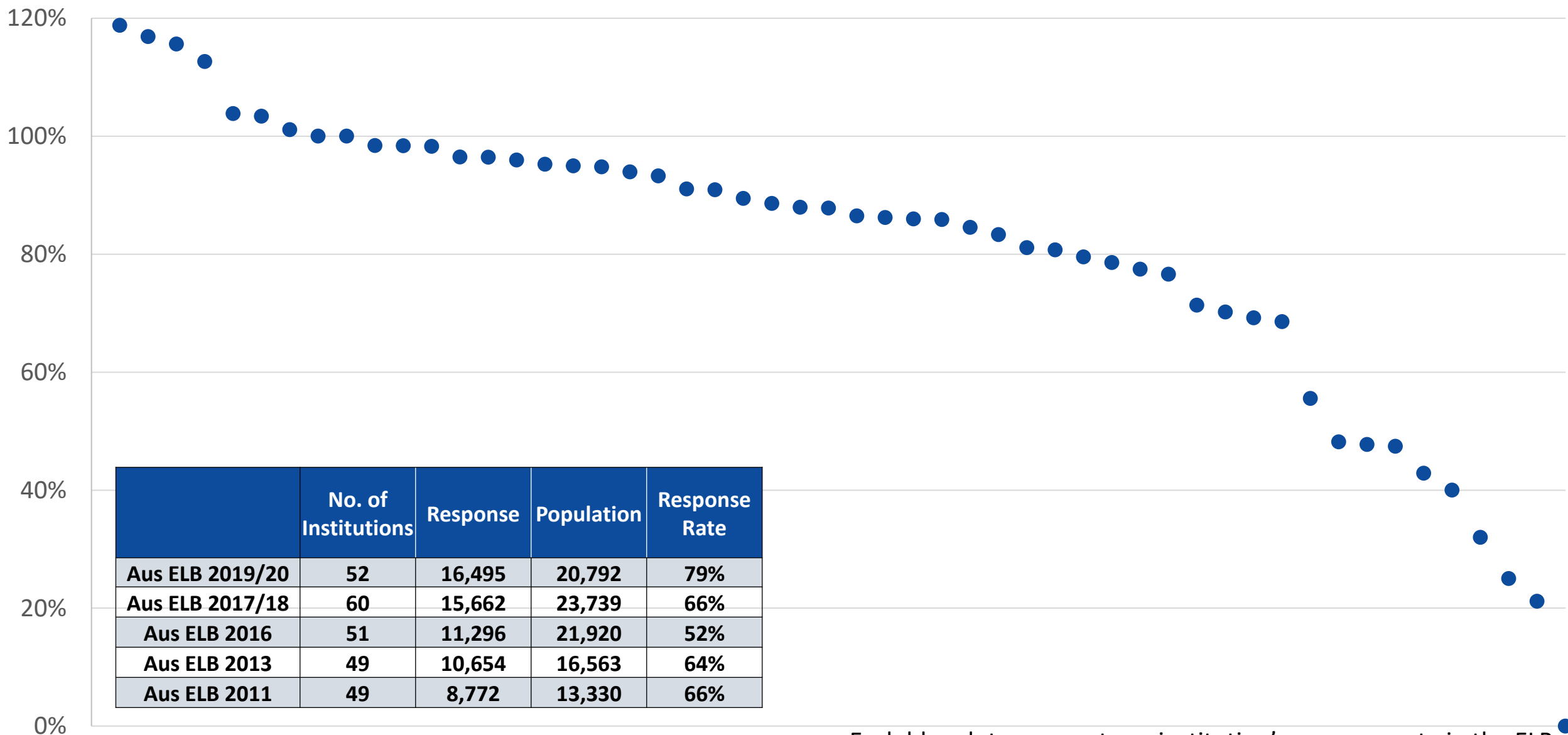
Survey response

Survey language breakdown

AUS ELB 2019/20 (16,495) outer circle
AUS ELB 2017/18 (15,662) inner circle



Which language would you like to complete the survey in?

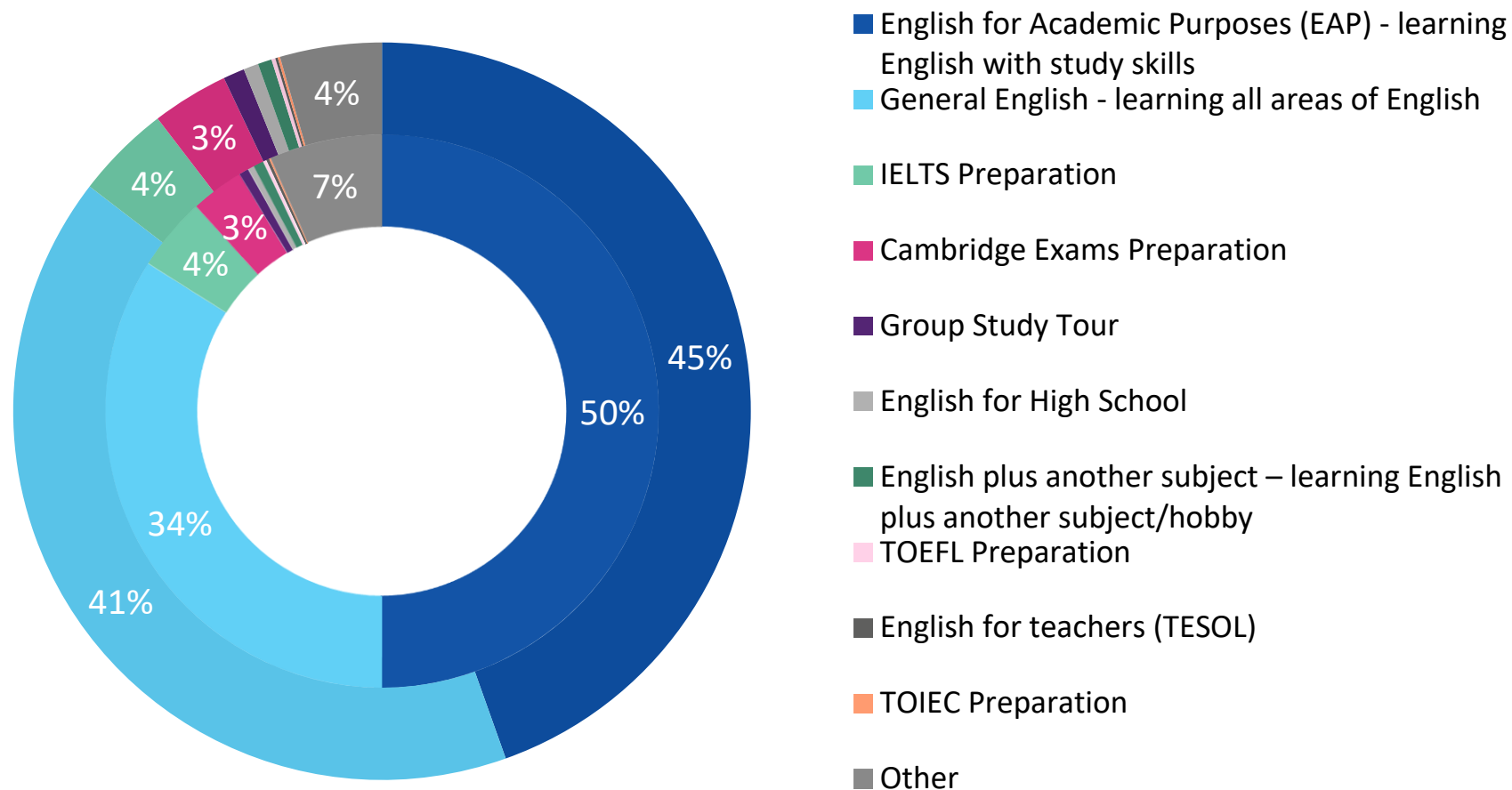


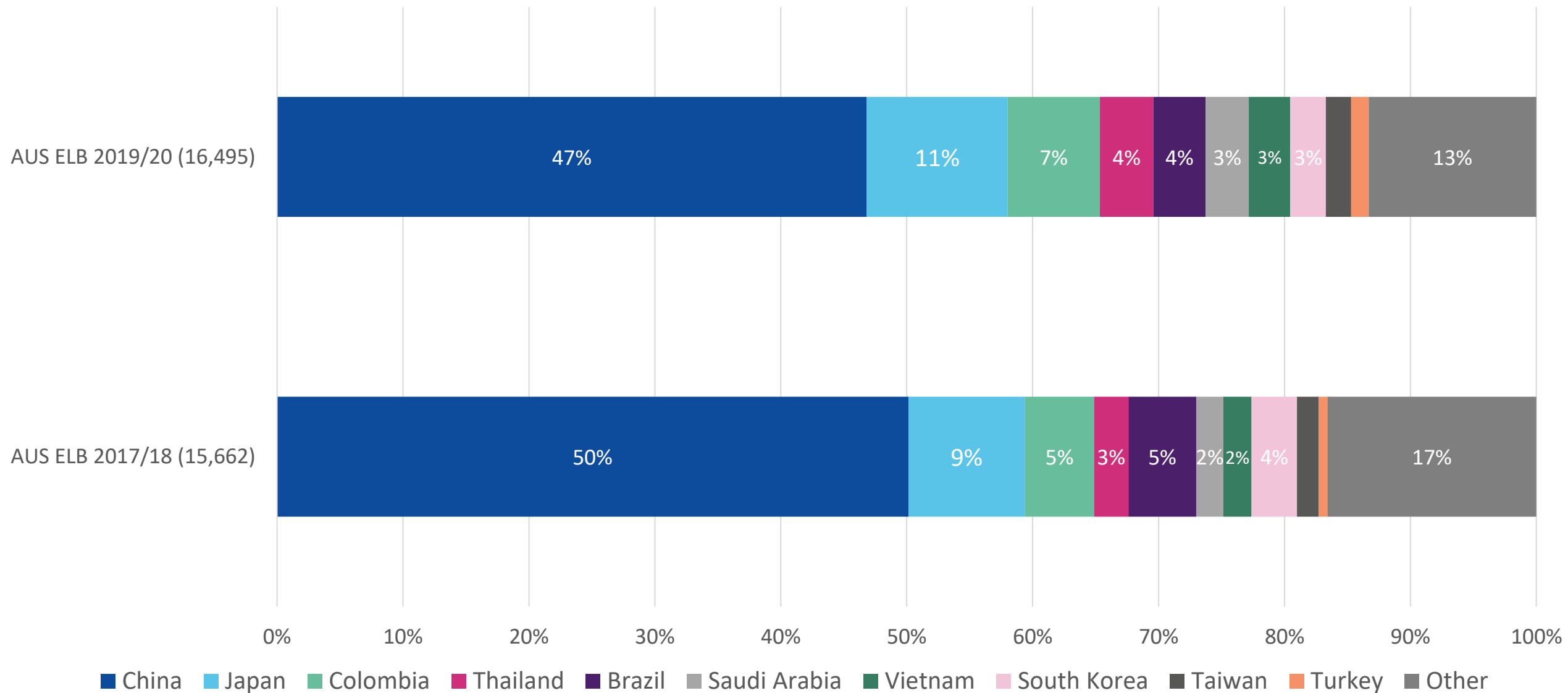
Each blue dot represents an institution's response rate in the ELB

Study type breakdown

AUS ELB 2019/20 (16,495) outer circle

AUS ELB 2017/18 (15,662) inner circle

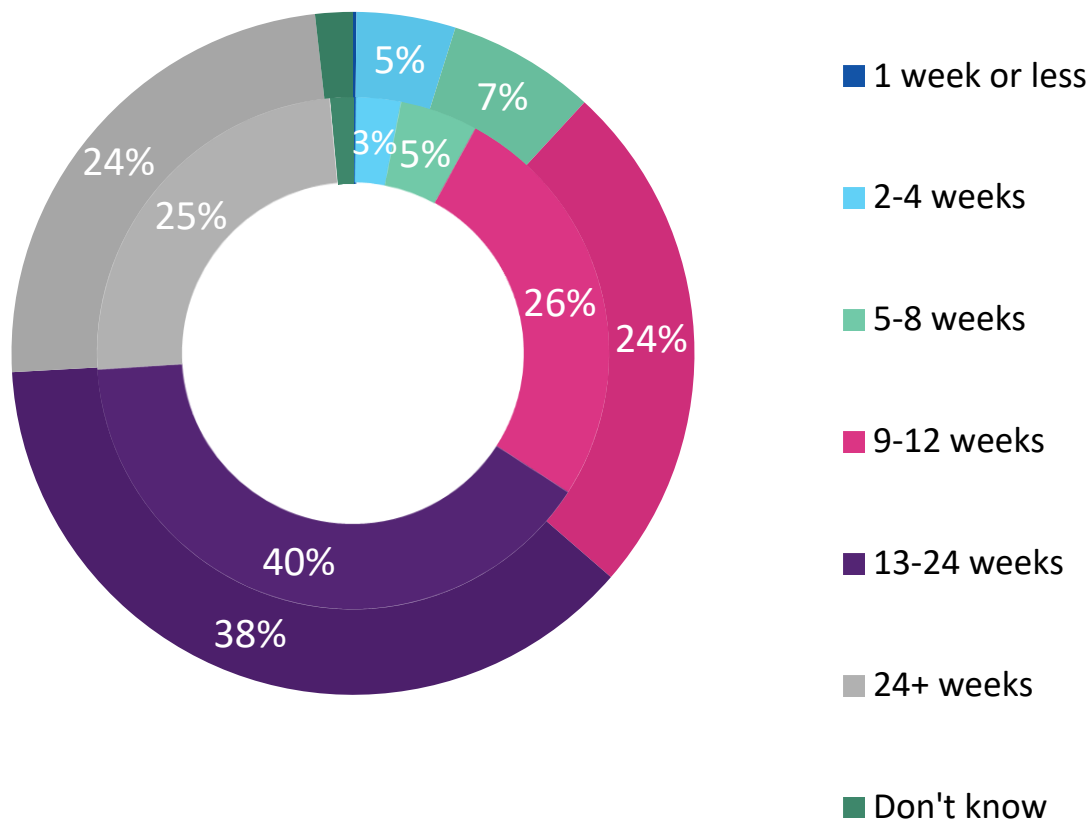




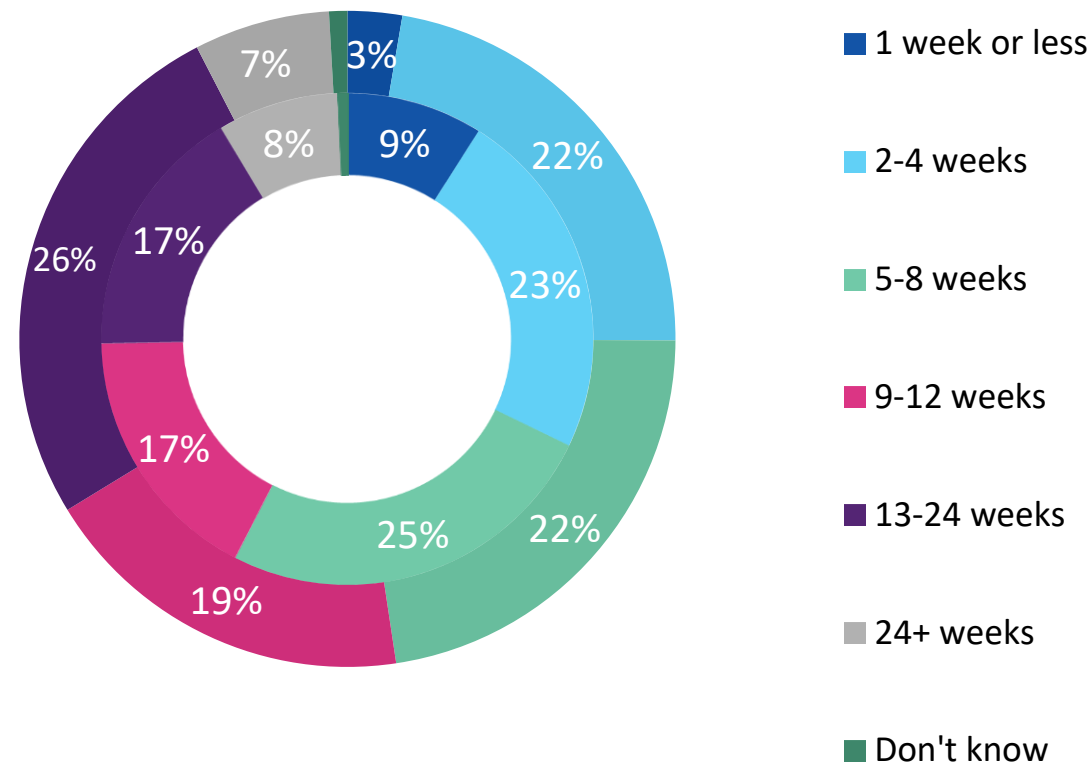
Course length

AUS ELB 2019/20 (16,473) outer circle,
AUS ELB 2017/18 (15,631) inner circle

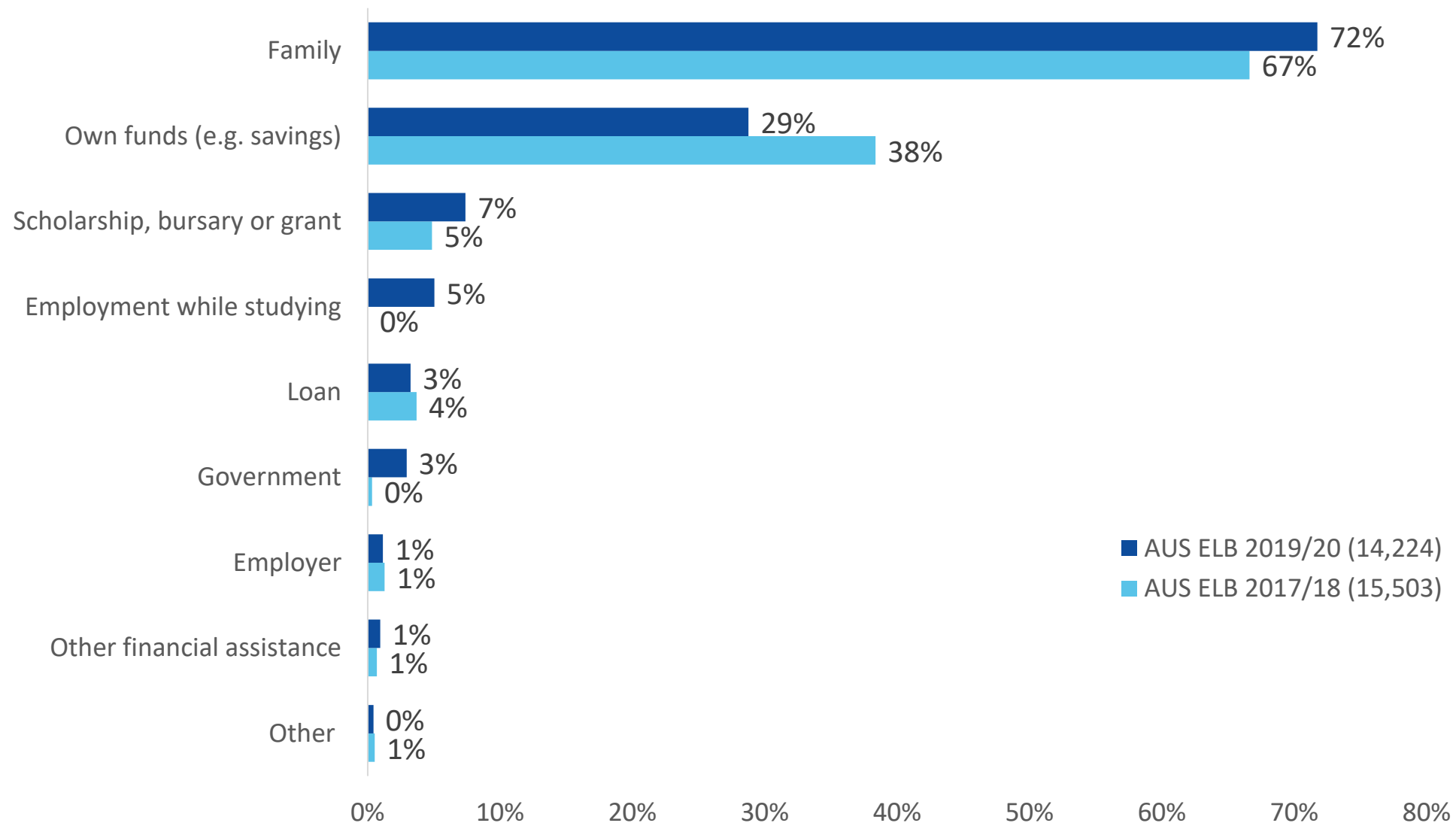
AUS ELB 2019/20 (16,462) outer circle,
AUS ELB 2017/18 (15,631) inner circle



How long is your English language course?



How long have you been studying your current course?

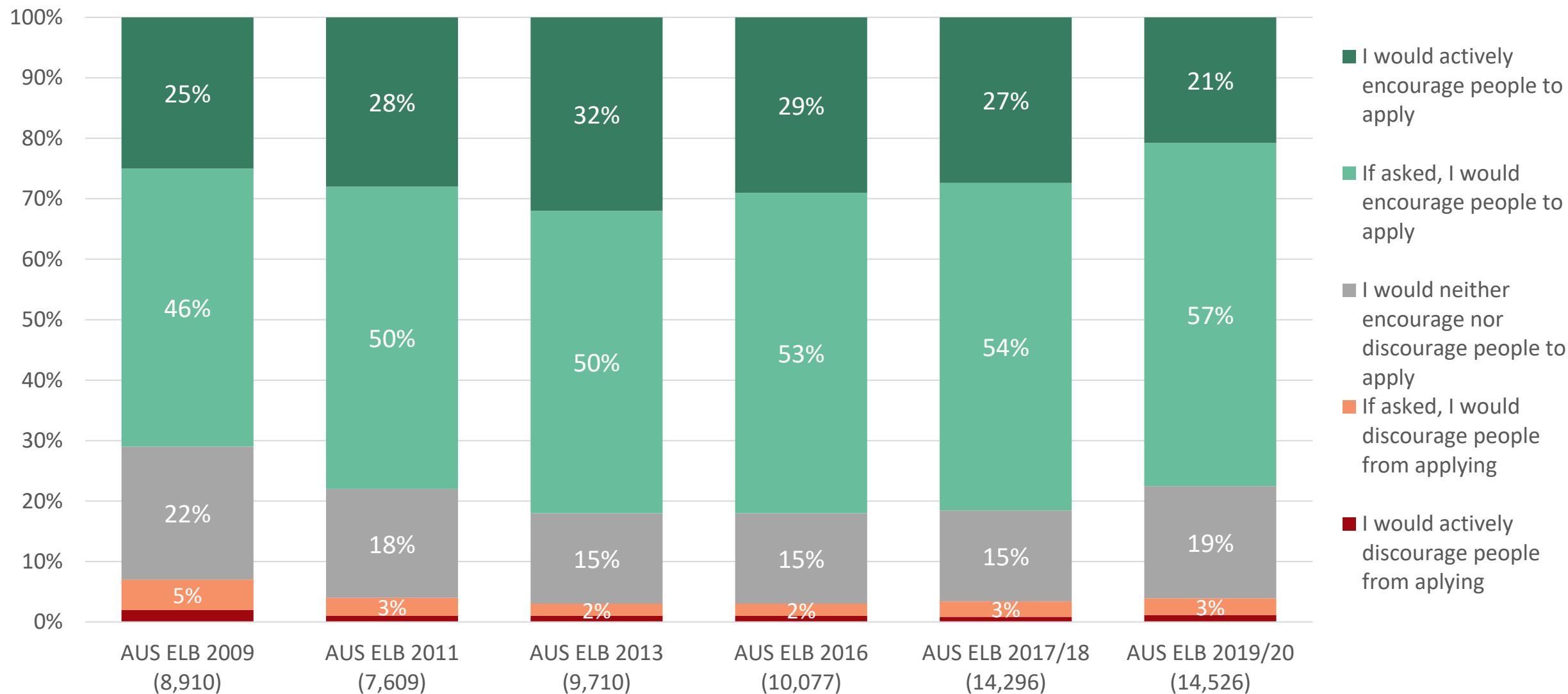


How are you funding your studies?

Headline results

Aus ELB 2019/20 (14,526)		Aus ELB 2017/18 (14,296)
21%	I would actively encourage people to apply	27%
57%	If asked, I would encourage people to apply	54%
19%	I would neither encourage nor discourage people to apply	15%
3%	If asked, I would discourage people from applying	3%
1%	I would actively discourage people from applying	1%

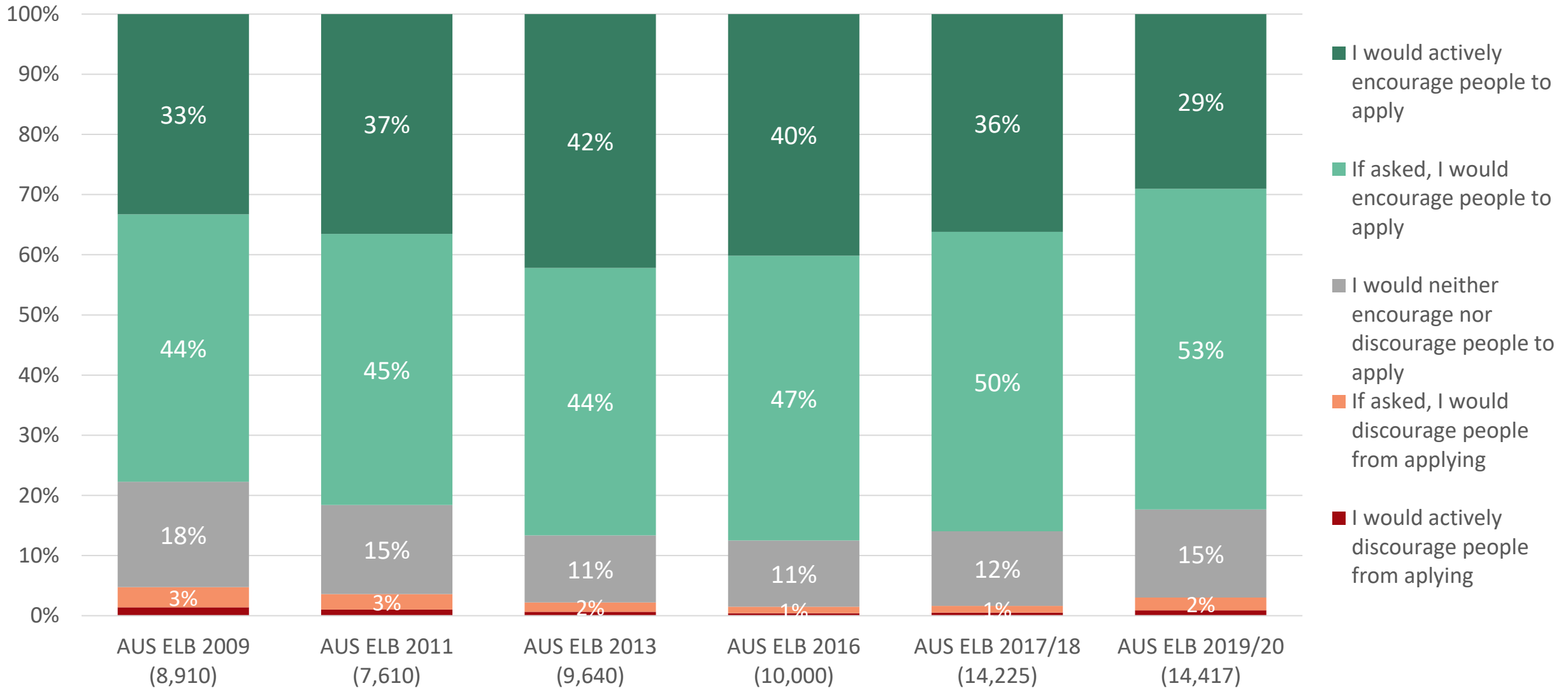
*Would you recommend **your language school/centre** to others thinking of applying here?*



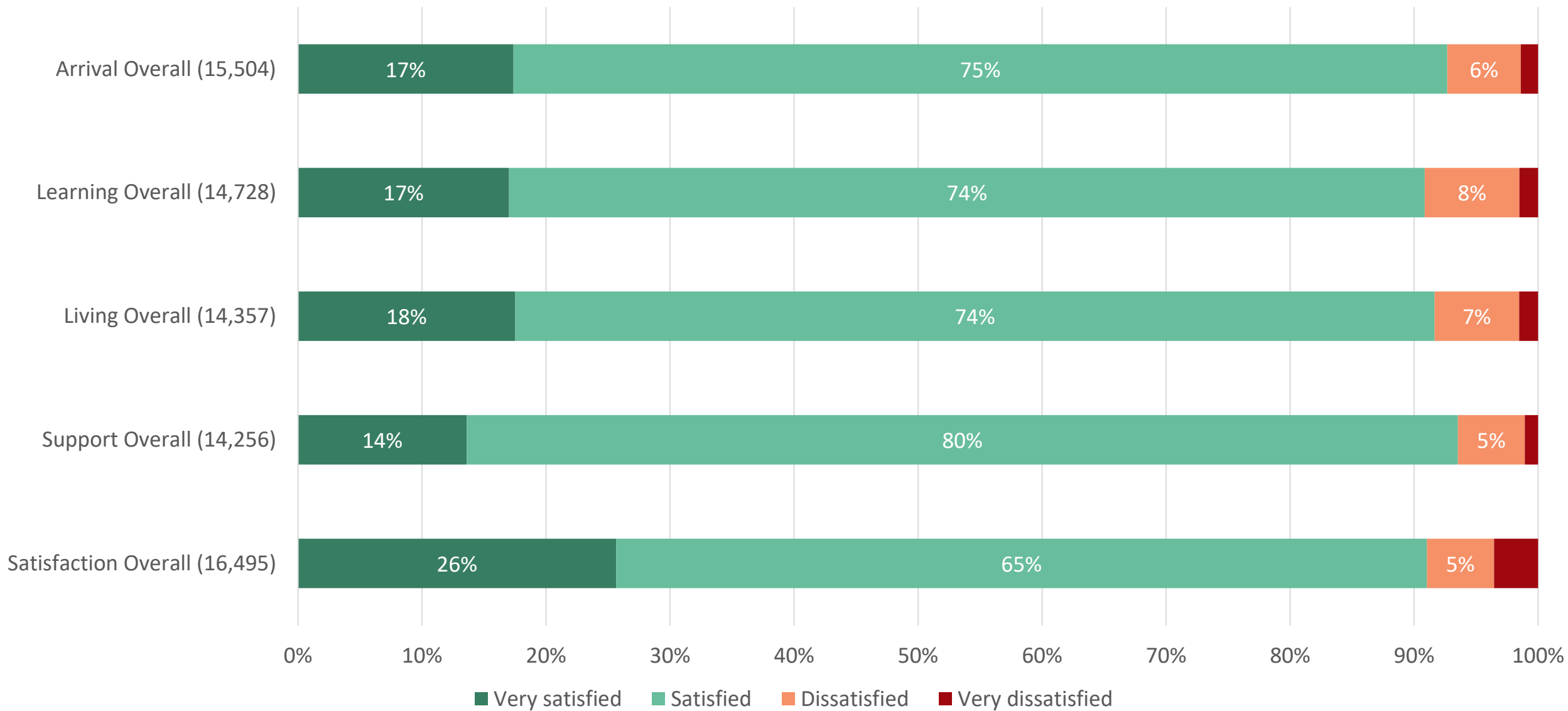
Would you recommend your language school/centre to others thinking of applying here?

Aus ELB 2019/20 (14,417)		Aus ELB 2017/18 (14,225)
29%	I would actively encourage people to apply	36%
53%	If asked, I would encourage people to apply	50%
15%	I would neither encourage nor discourage people to apply	12%
2%	If asked, I would discourage people from applying	1%
1%	I would actively discourage people from applying	1%

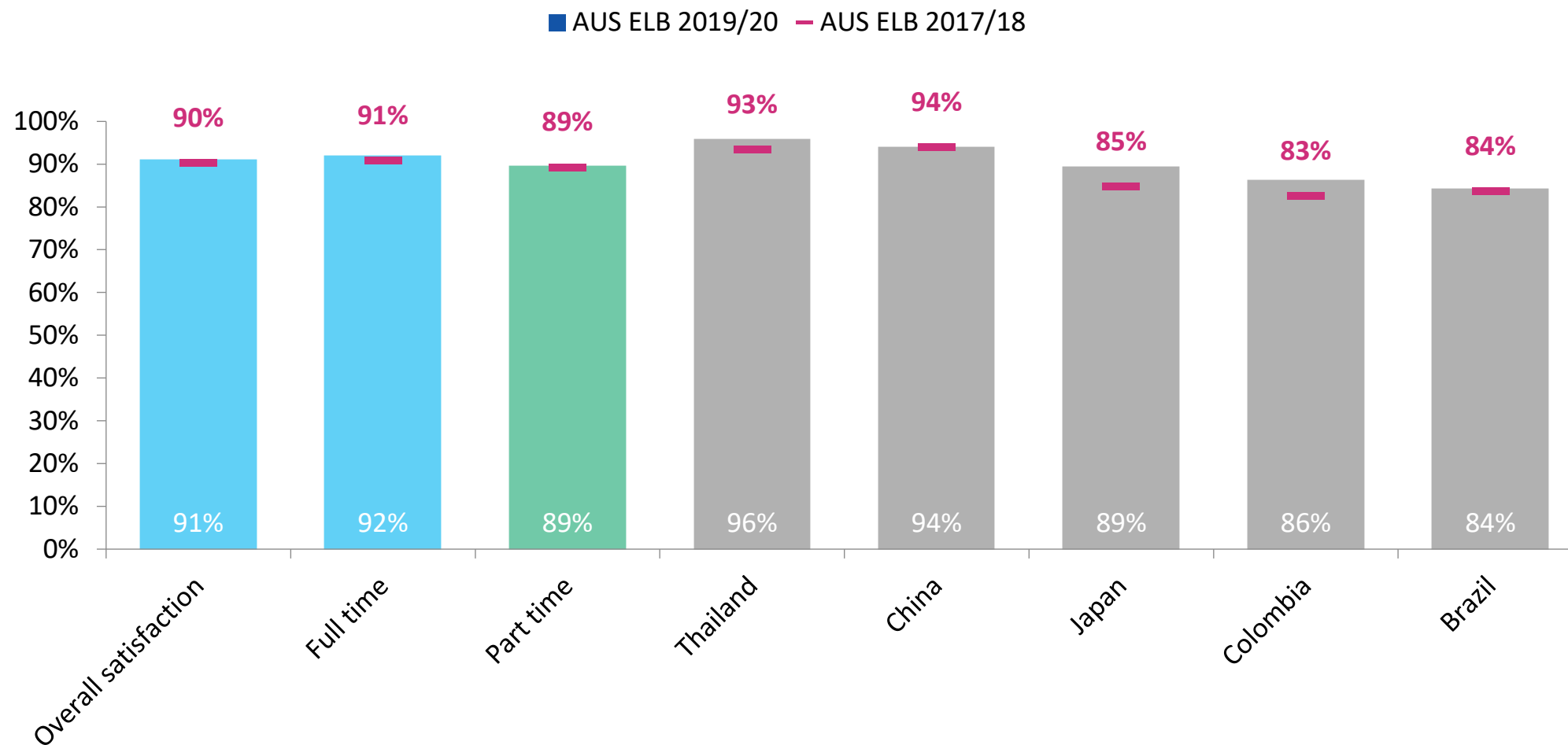
Would you recommend **Australia** to other students thinking of applying for a similar course?



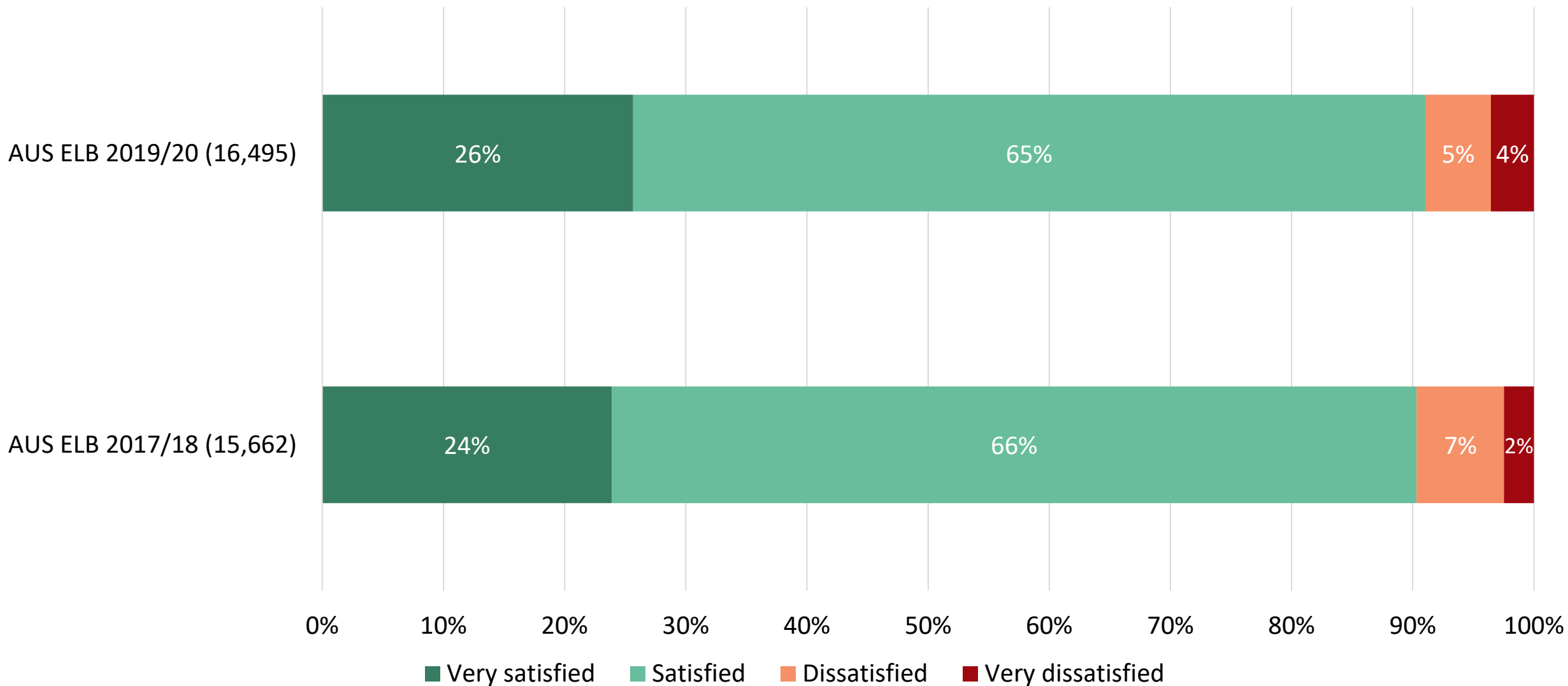
Would you recommend **Australia** to other students thinking of applying for a similar course?



	Australia ELB 2009	Australia ELB 2011	Australia ELB 2013	Australia ELB 2016	Australia ELB 2017/18	Australia ELB 2019/20
Arrival overall	N/A	N/A	90%	92%	92%	93%
Learning overall	87%	91%	89%	90%	90%	91%
Living overall	86%	89%	89%	91%	91%	92%
Support overall	76%	83%	92%	93%	93%	94%
Overall satisfaction	81%	87%	88%	89%	90%	91%



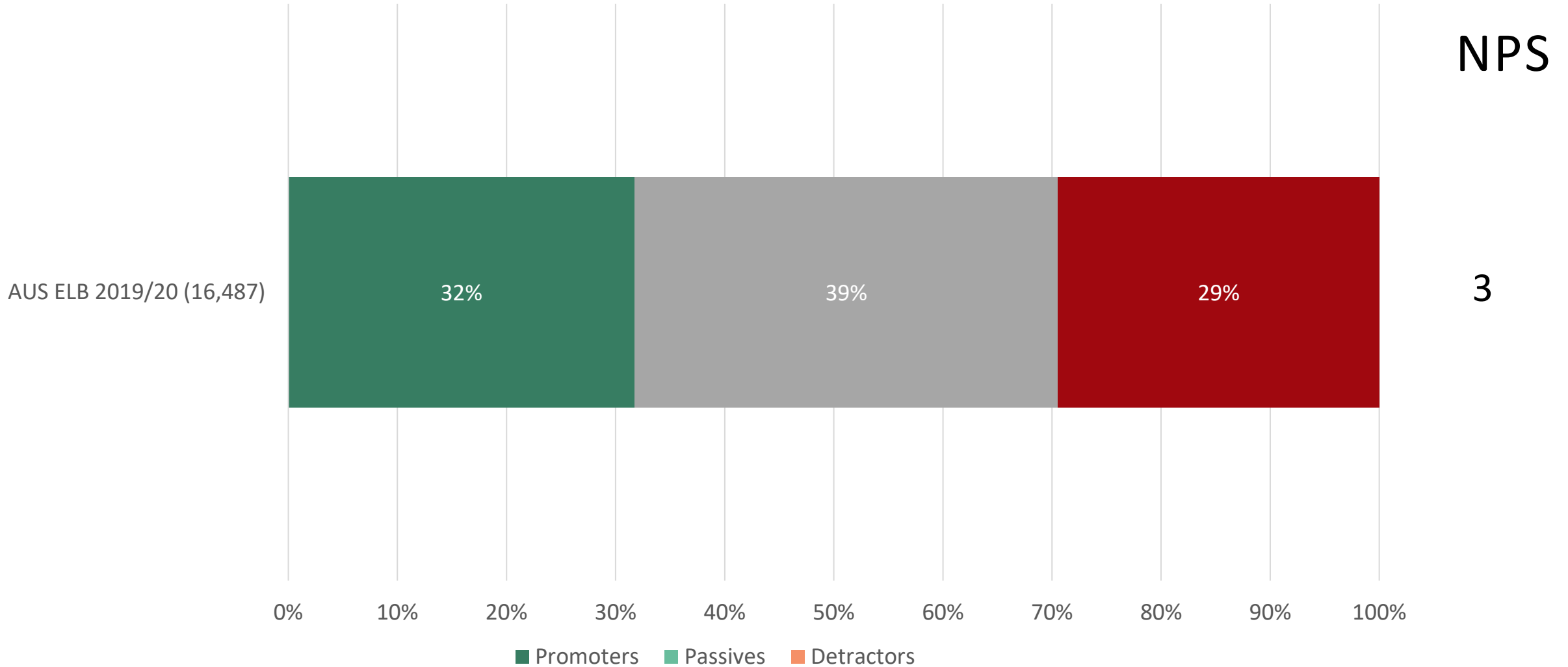
Overall, how satisfied are you with all aspects of your experience at your language school/centre?



Overall, how satisfied are you with all aspects of your experience at your language school/centre?

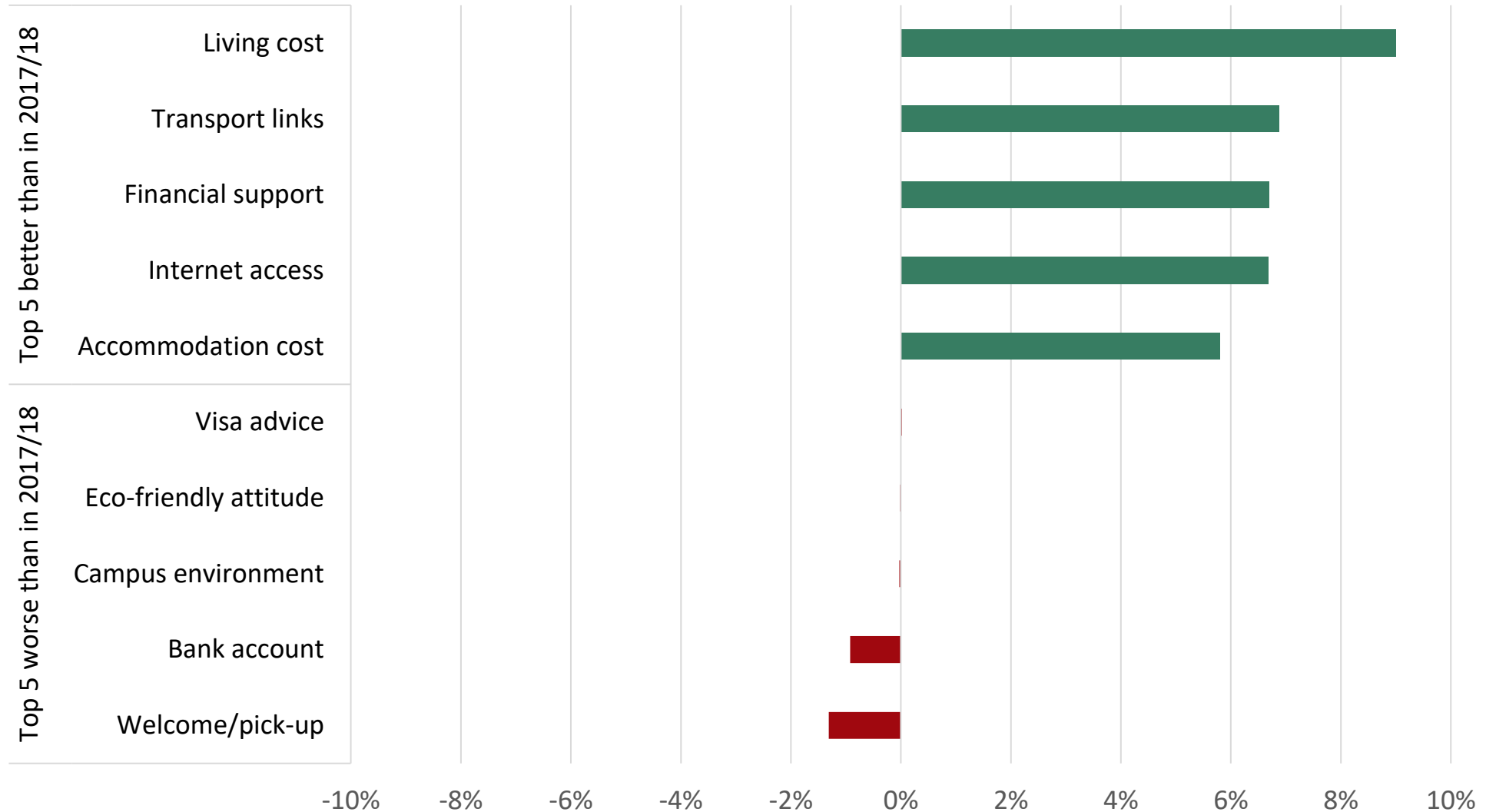
Net Promoter Score (NPS)

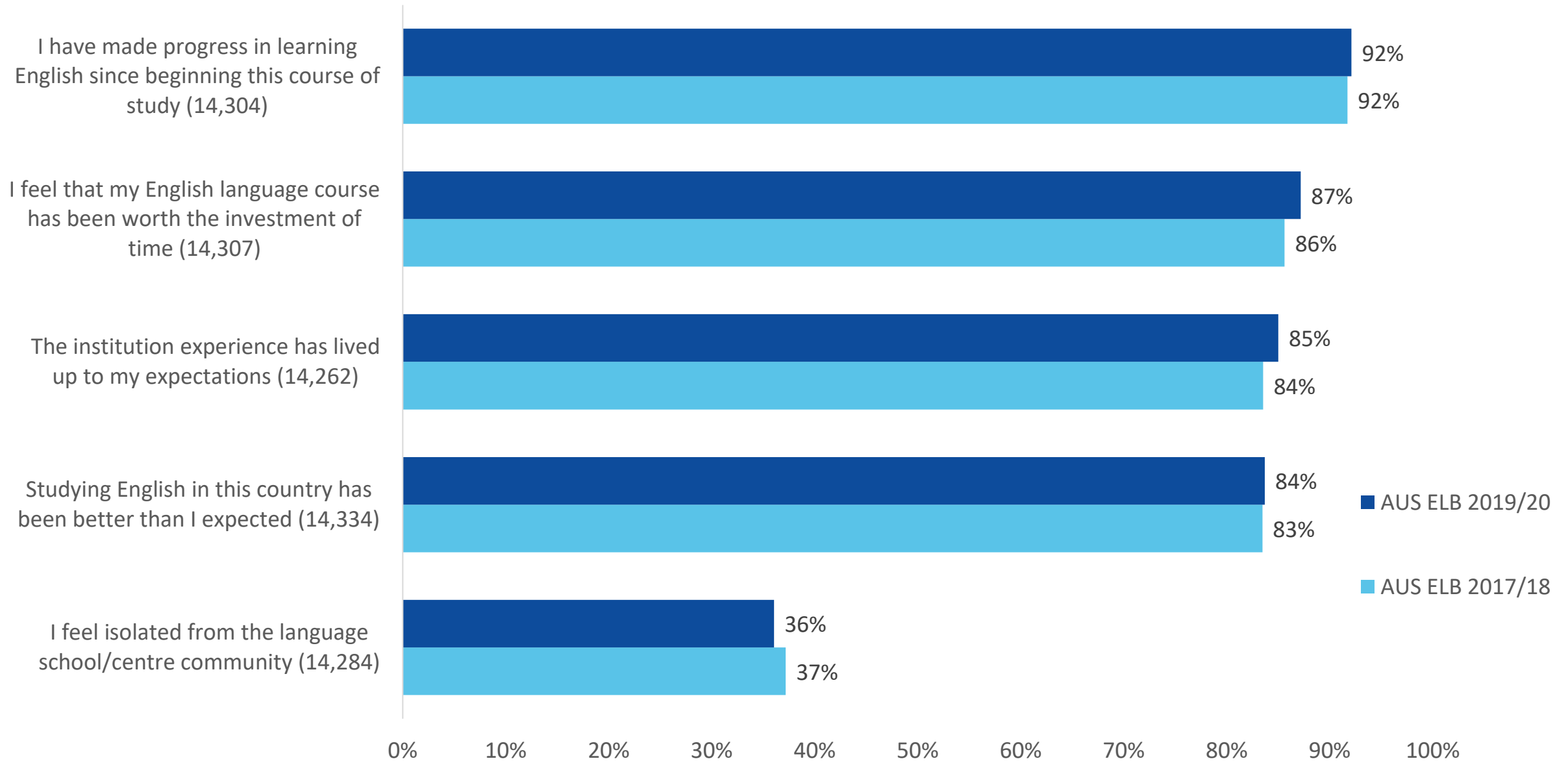
Students that give you a 6 or below are Detractors, a score of 7 or 8 are called Passives, and a 9 or 10 are Promoters. To calculate your Net Promoter Score, detract the percentage of Detractors from the percentage of Promoters.

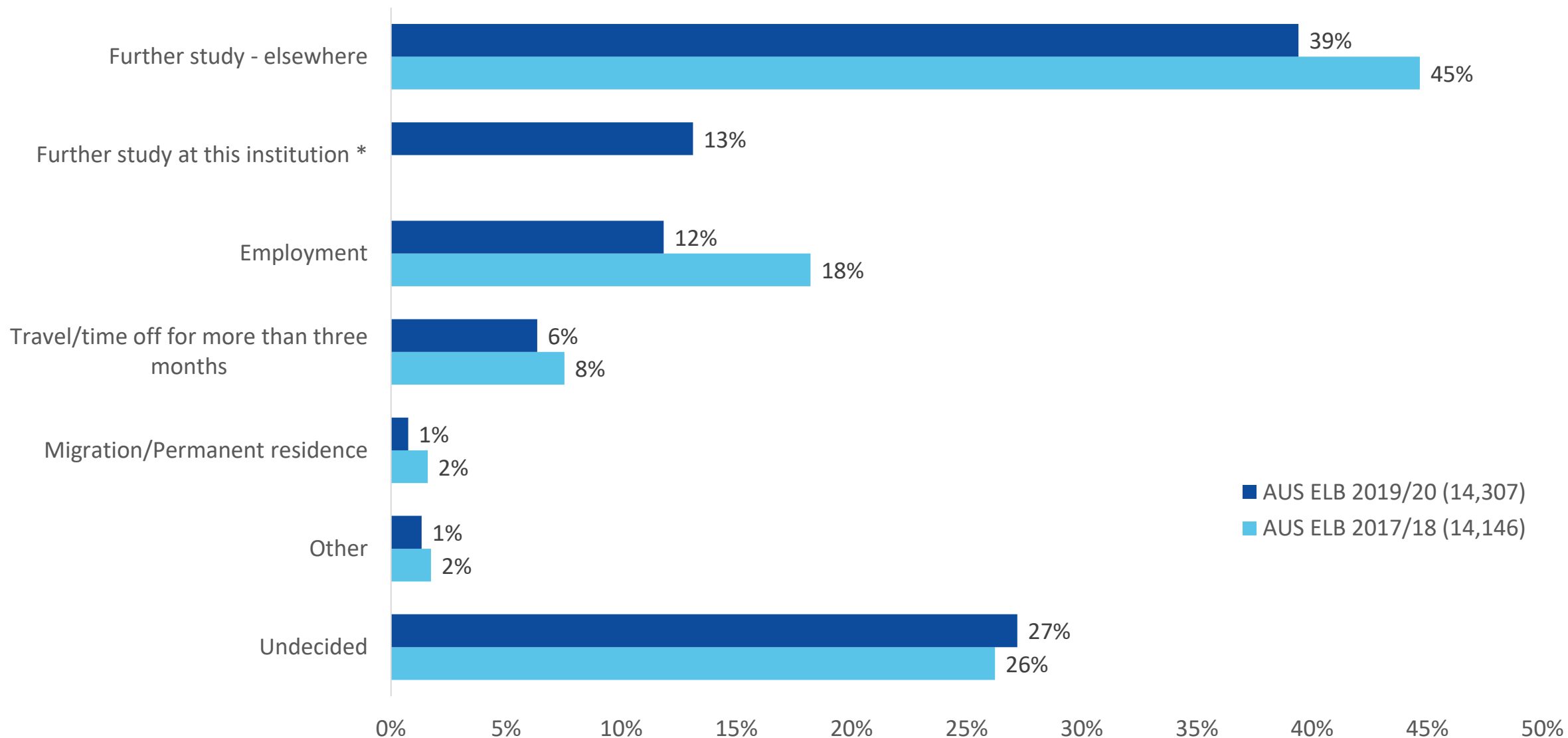


How likely is it that you would recommend this language school/centre to family or a friend?

Aus ELB 2019/20 vs Aus ELB 2017/18







Net Promoter Score (NPS) – by program type

Students that give you a 6 or below are Detractors, a score of 7 or 8 are called Passives, and a 9 or 10 are Promoters. To calculate your Net Promoter Score, deduct the percentage of Detractors from the percentage of Promoters.

NPS

1

3

4

0

8

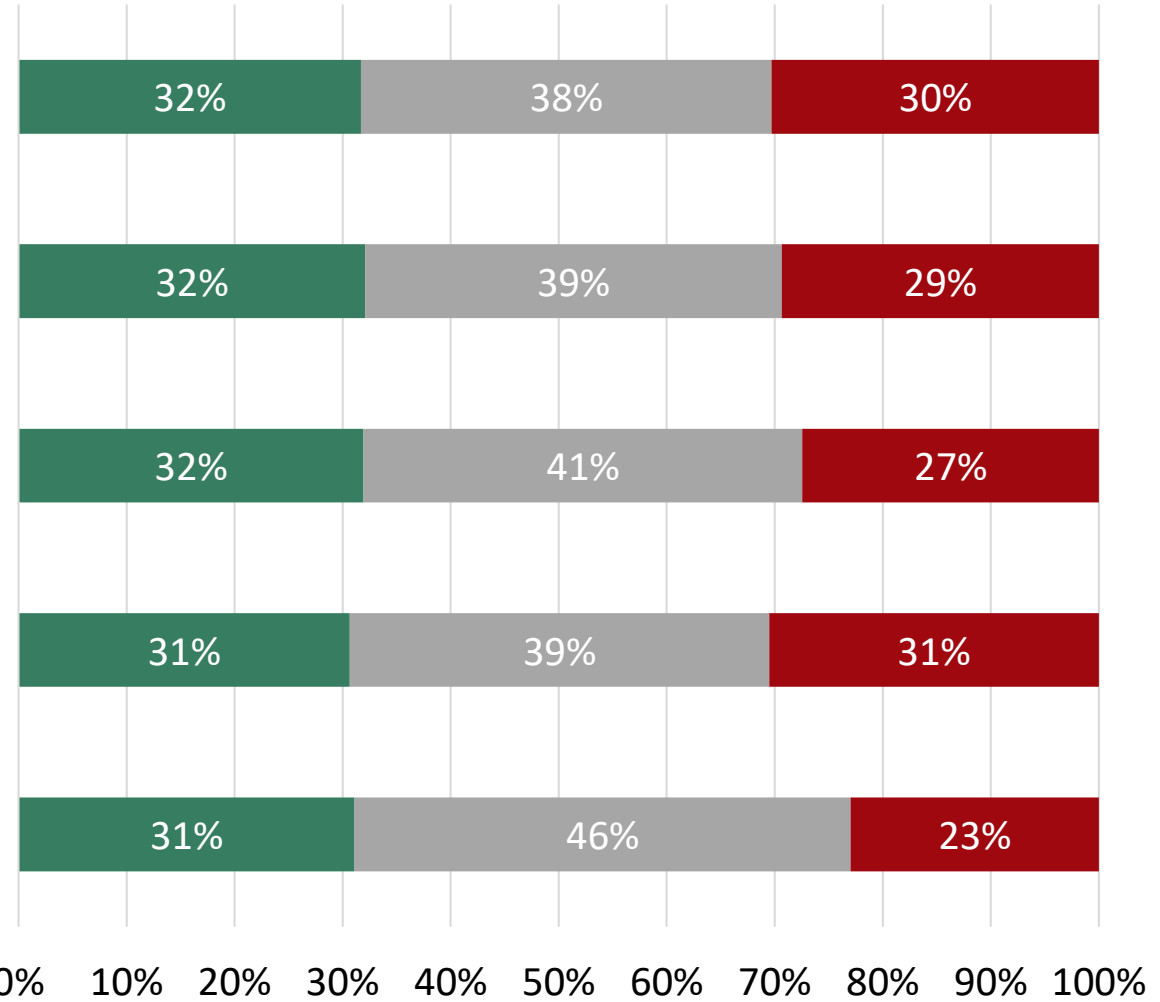
English for Academic Purposes (EAP) - learning English with study skills (7,347)

General English - learning all areas of English (6,739)

Other (736)

IELTS Preparation (685)

Cambridge Exams Preparation (553)



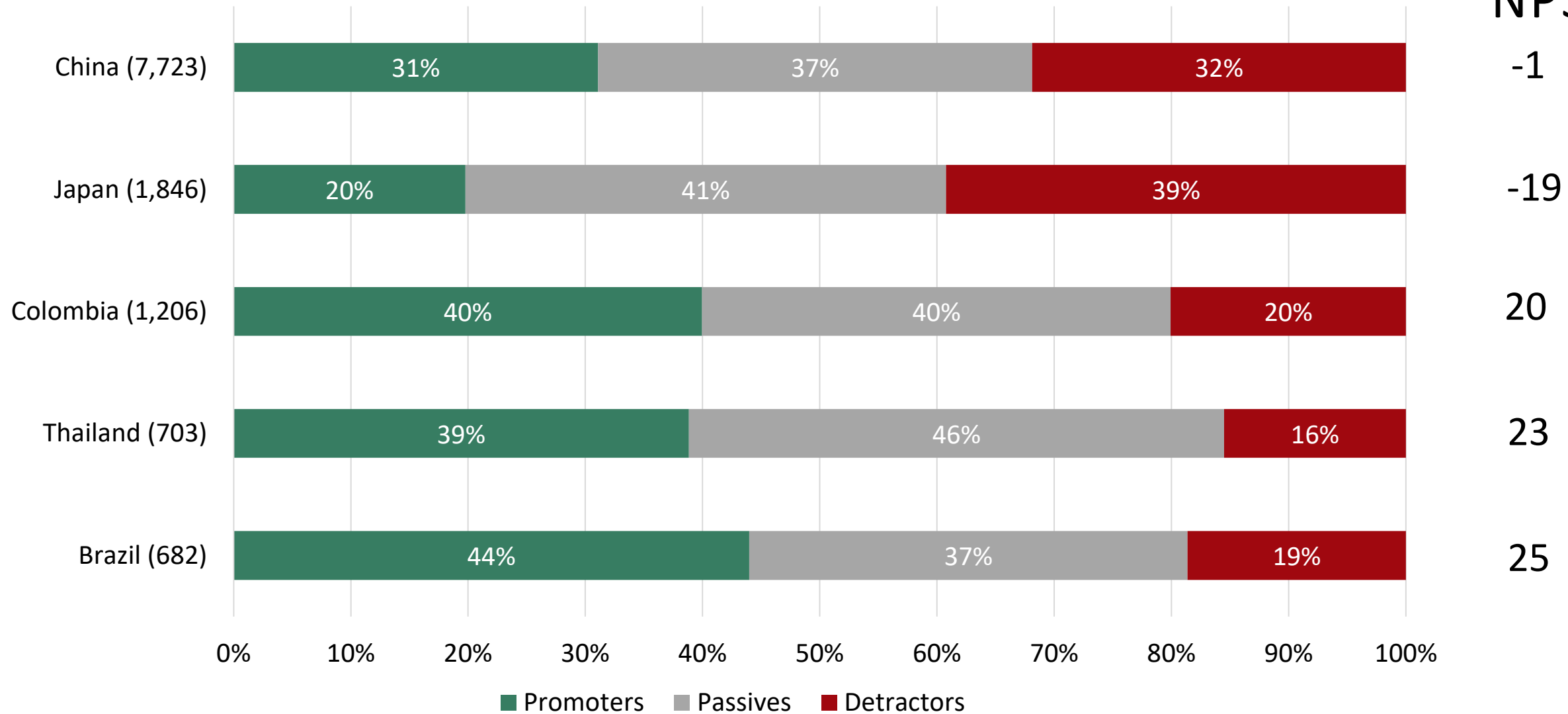
■ Promoters ■ Passives ■ Detractors

How likely is it that you would recommend this language school/centre to family or a friend?

Net Promoter Score (NPS) – Top 5 nationalities

Students that give you a 6 or below are Detractors, a score of 7 or 8 are called Passives, and a 9 or 10 are Promoters. To calculate your Net Promoter Score, deduct the percentage of Detractors from the percentage of Promoters.

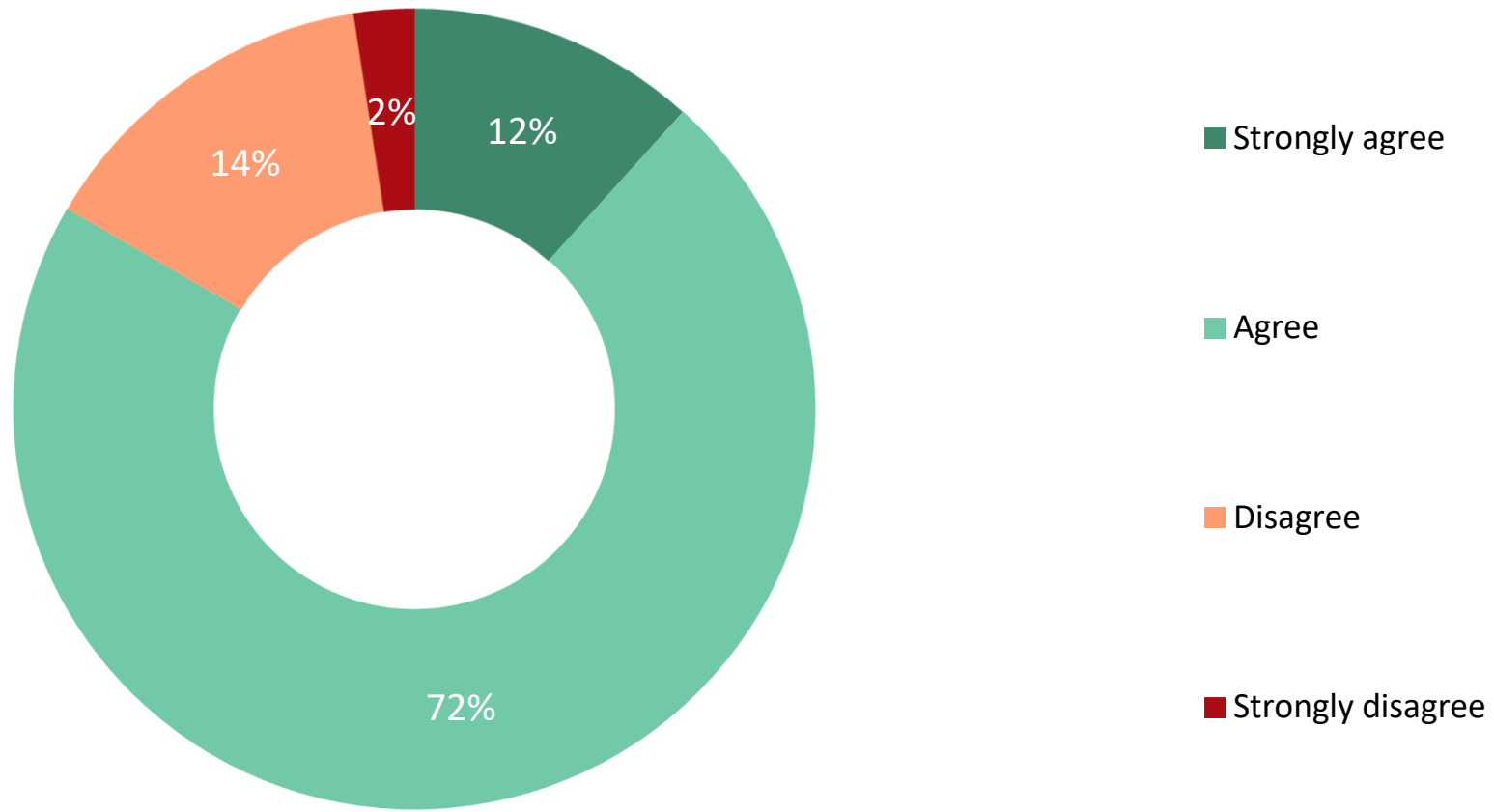
NPS



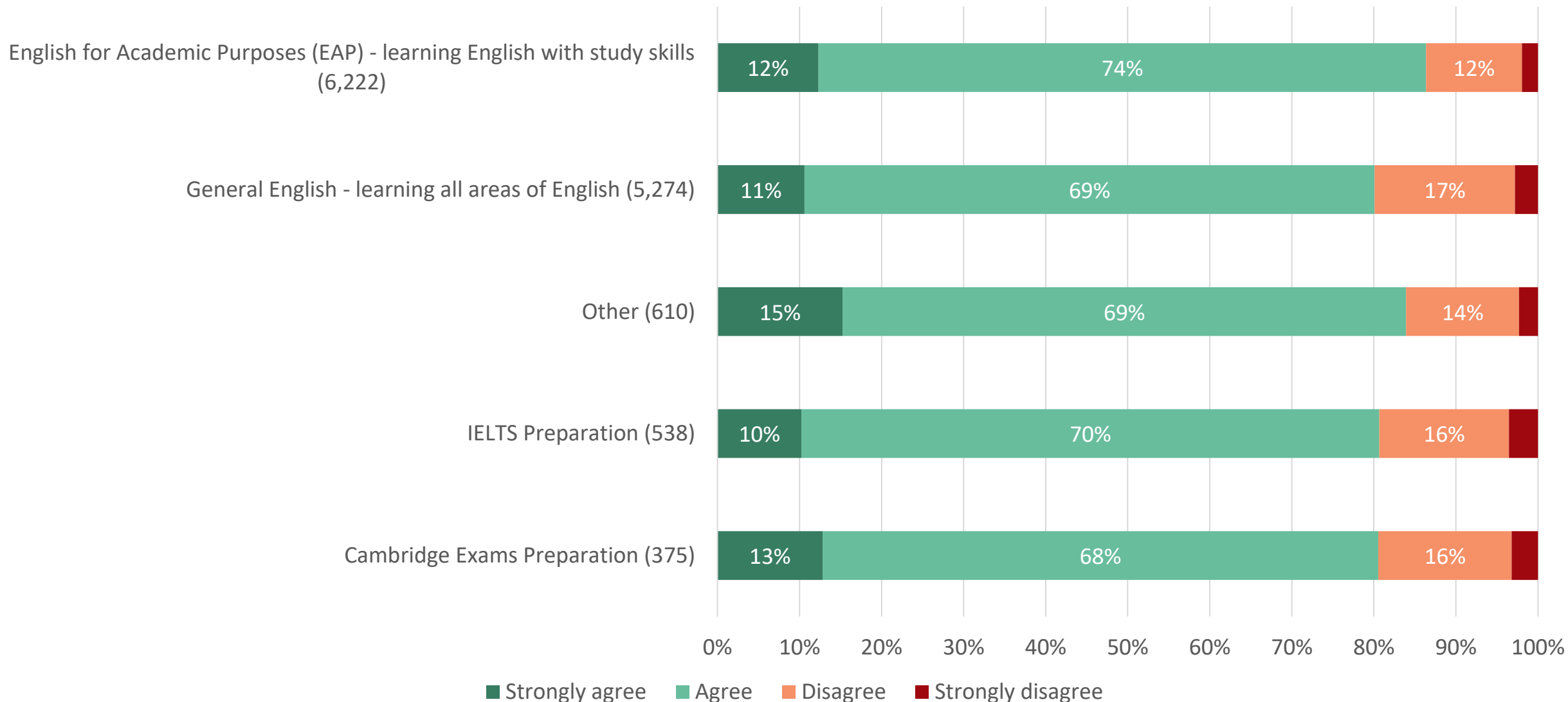
How likely is it that you would recommend this language school/centre to family or a friend?

Thailand % exceeds 100% due to rounding

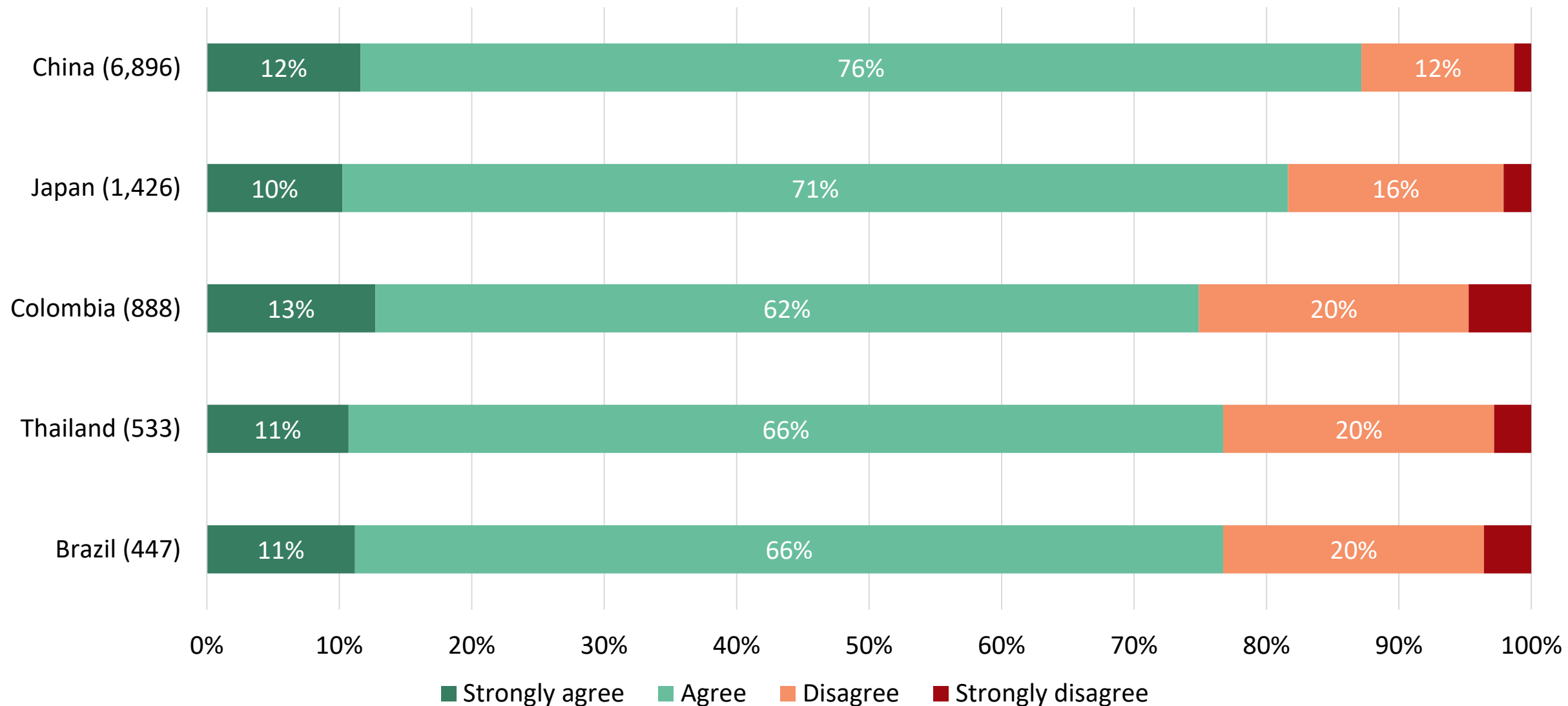
AUS ELB 2019/20 (13,350)



To what extent do you feel that your current programme is good value for money?



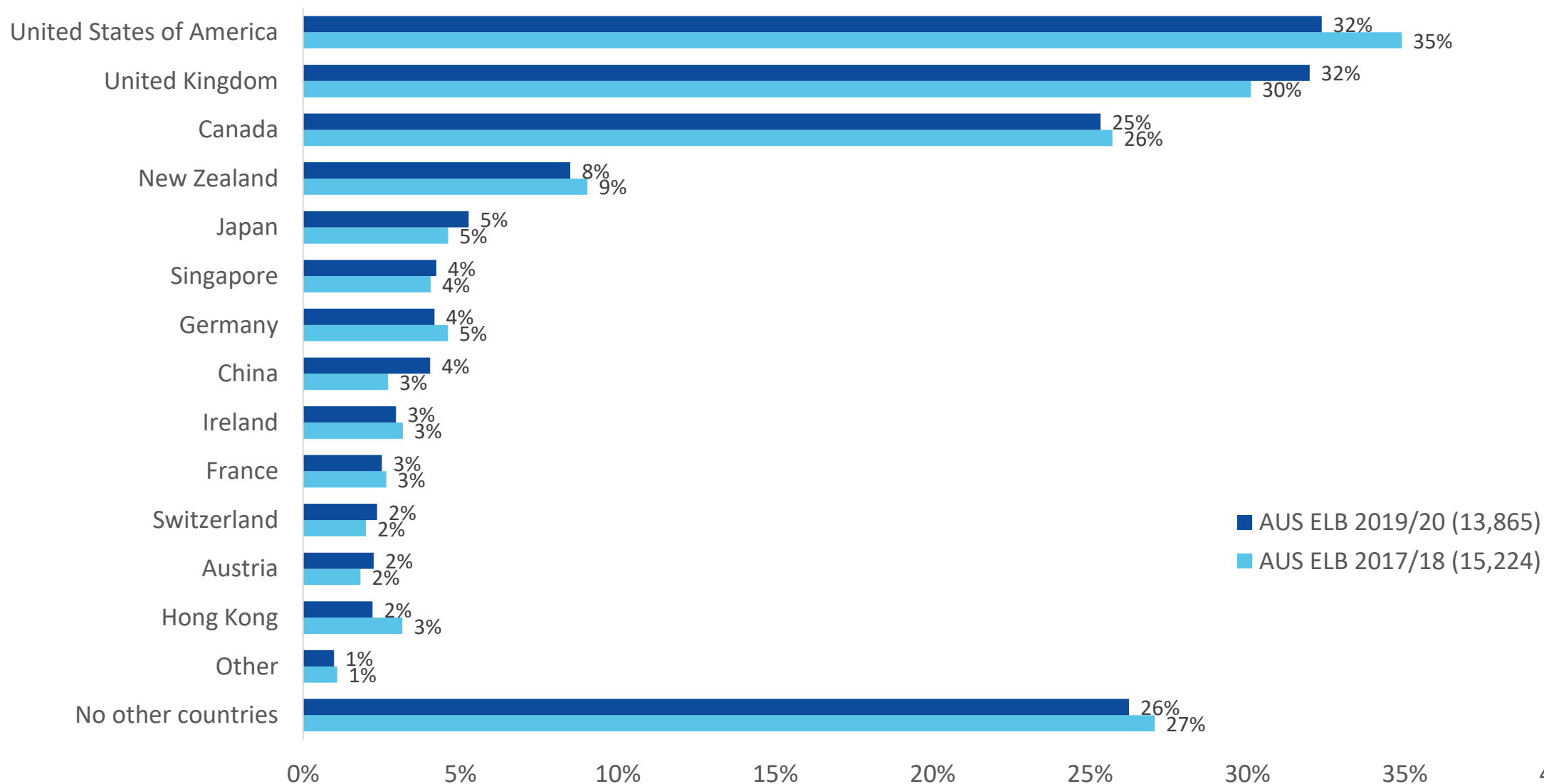
To what extent do you feel that your current programme is good value for money?



To what extent do you feel that your current programme is good value for money?

China % exceeds 100% due to rounding

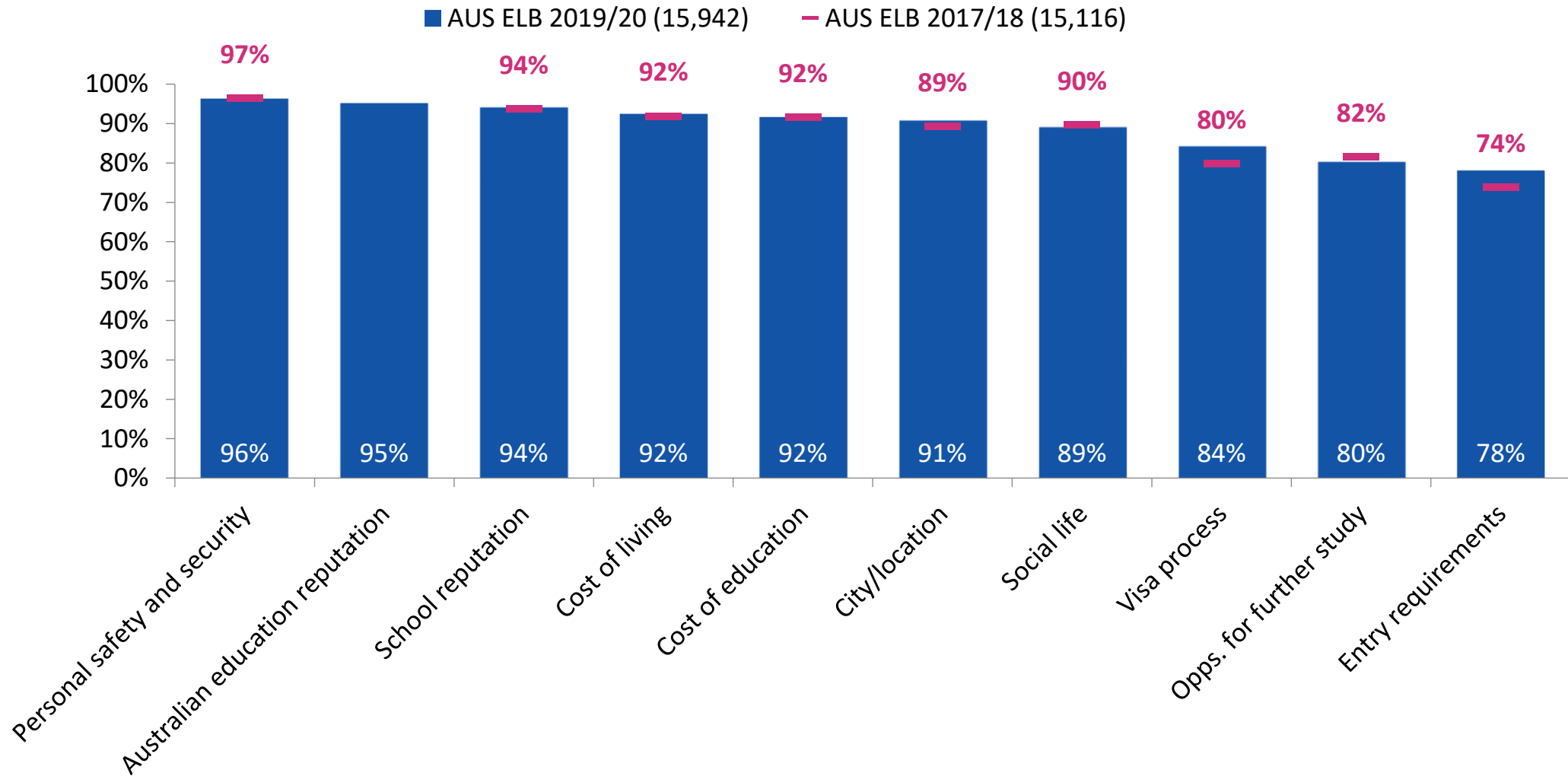
Choice of destination



If you considered studying in other countries, which countries did you consider?

Top 10 factors in study decision

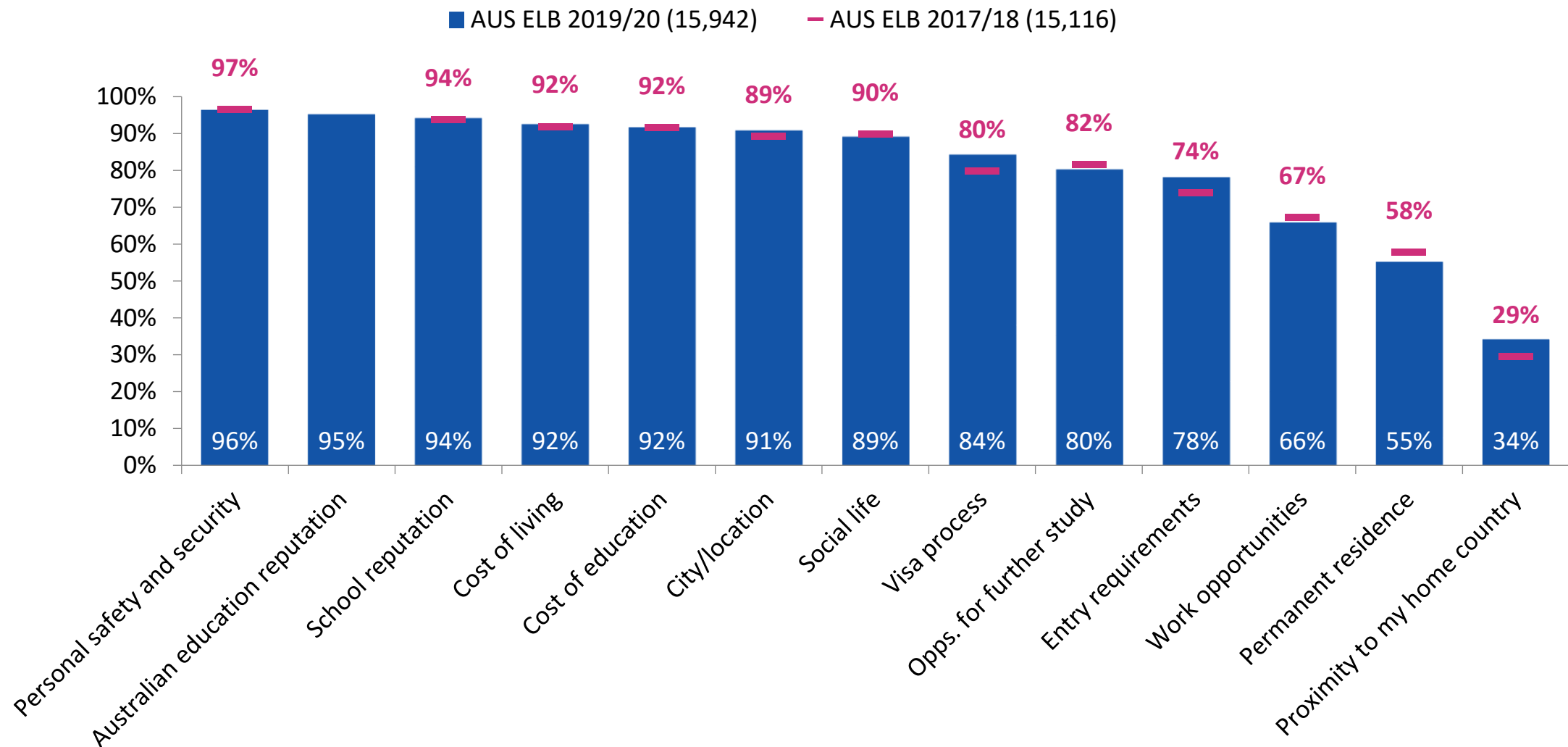
(% Important or Very important)



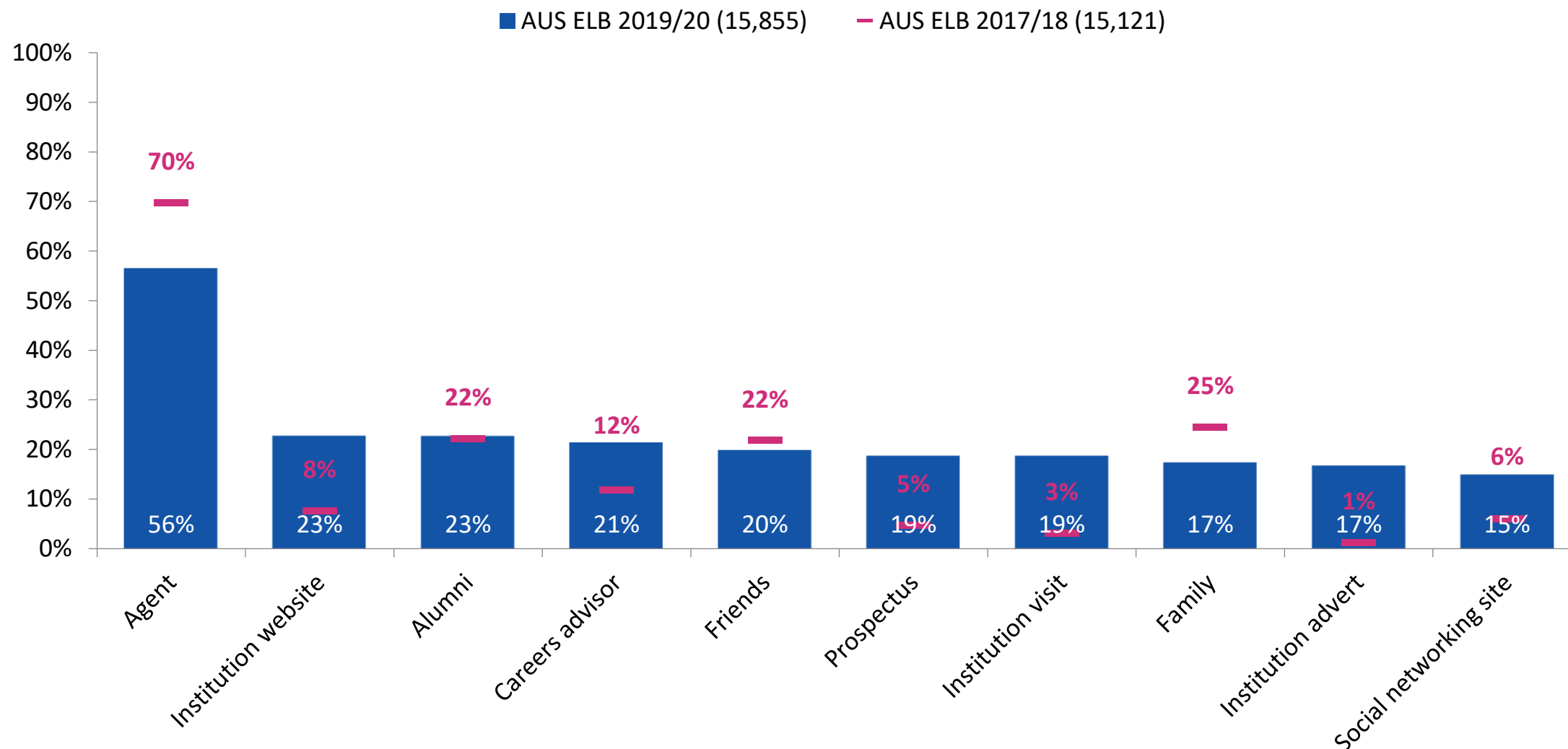
How important were the following factors when deciding where to study?

All study decision factors

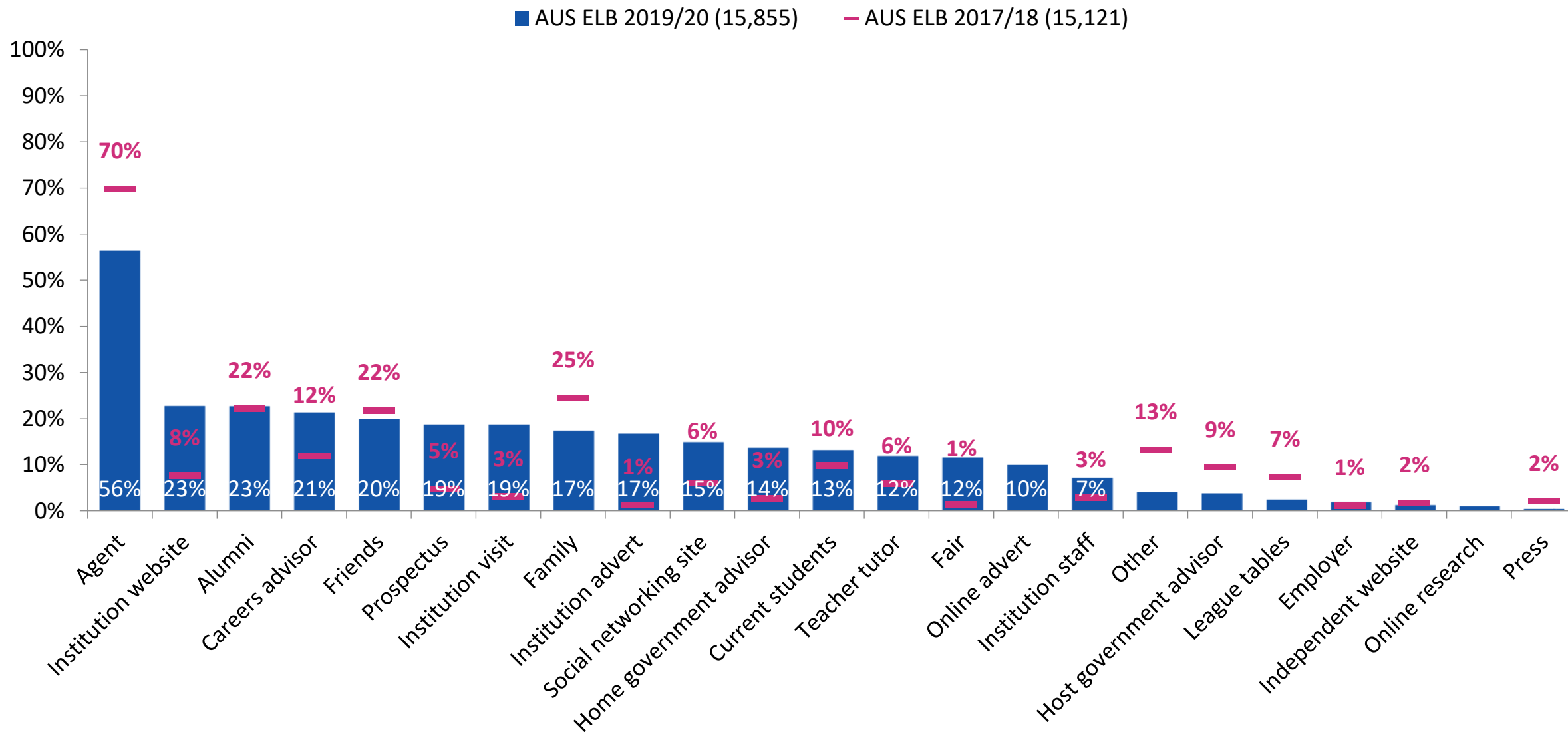
(% Important or Very important)



How important were the following factors when deciding where to study?

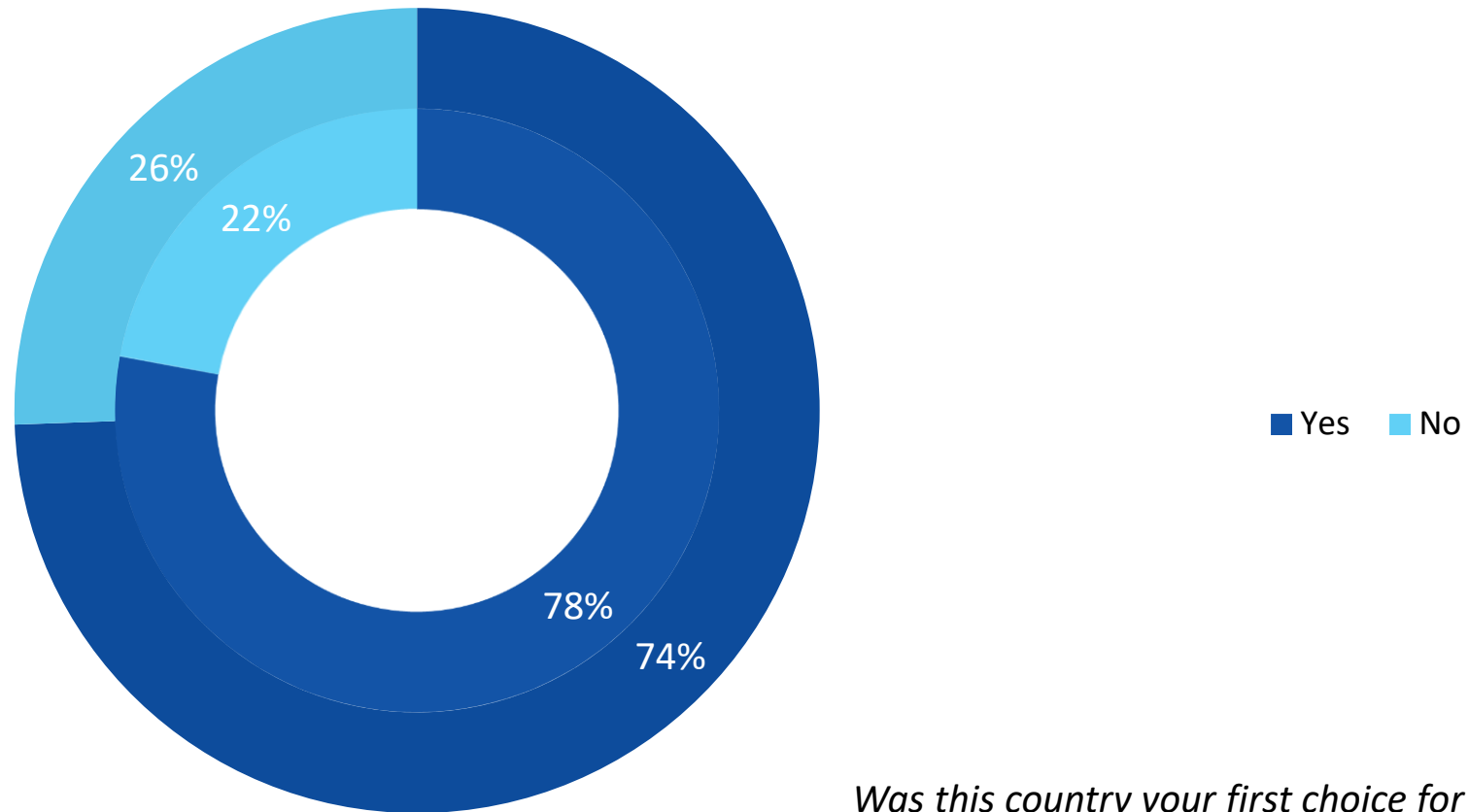


Which of the following helped you to choose this language school/centre? (this is a tick all that apply question)



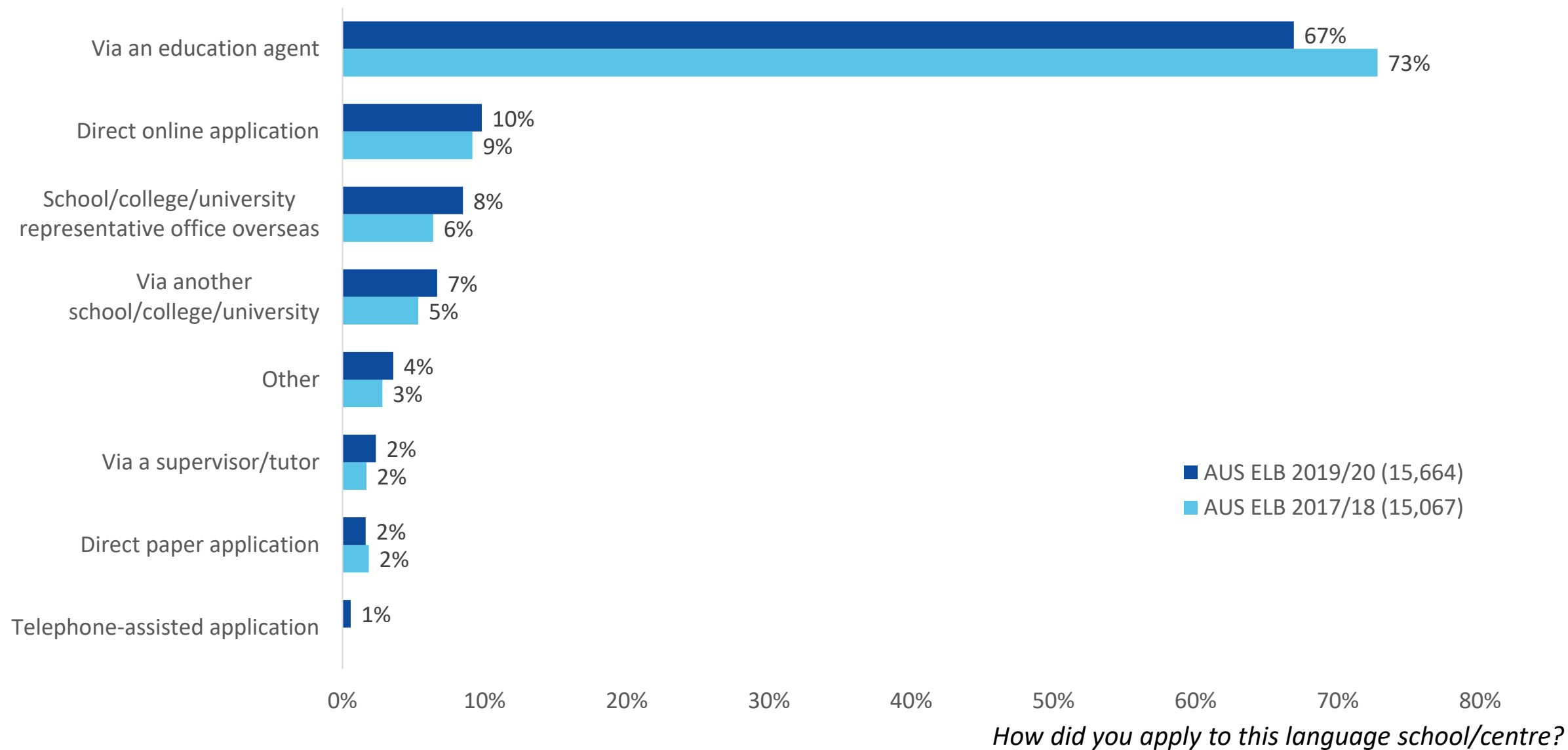
Which of the following helped you to choose this language school/centre? (this is a tick all that apply question)

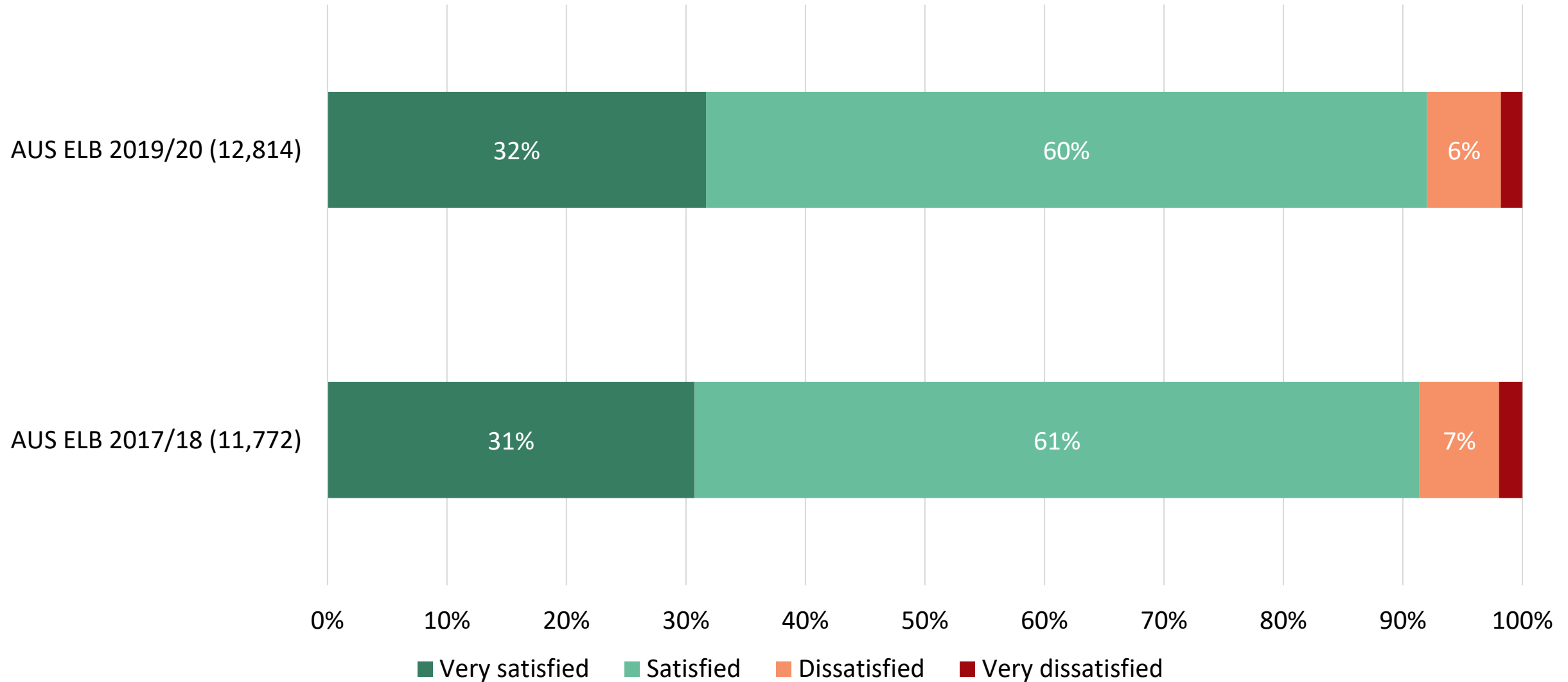
AUS ELB 2019/20 (14,051) outer circle,
AUS ELB 2017/18 (15,527) inner circle



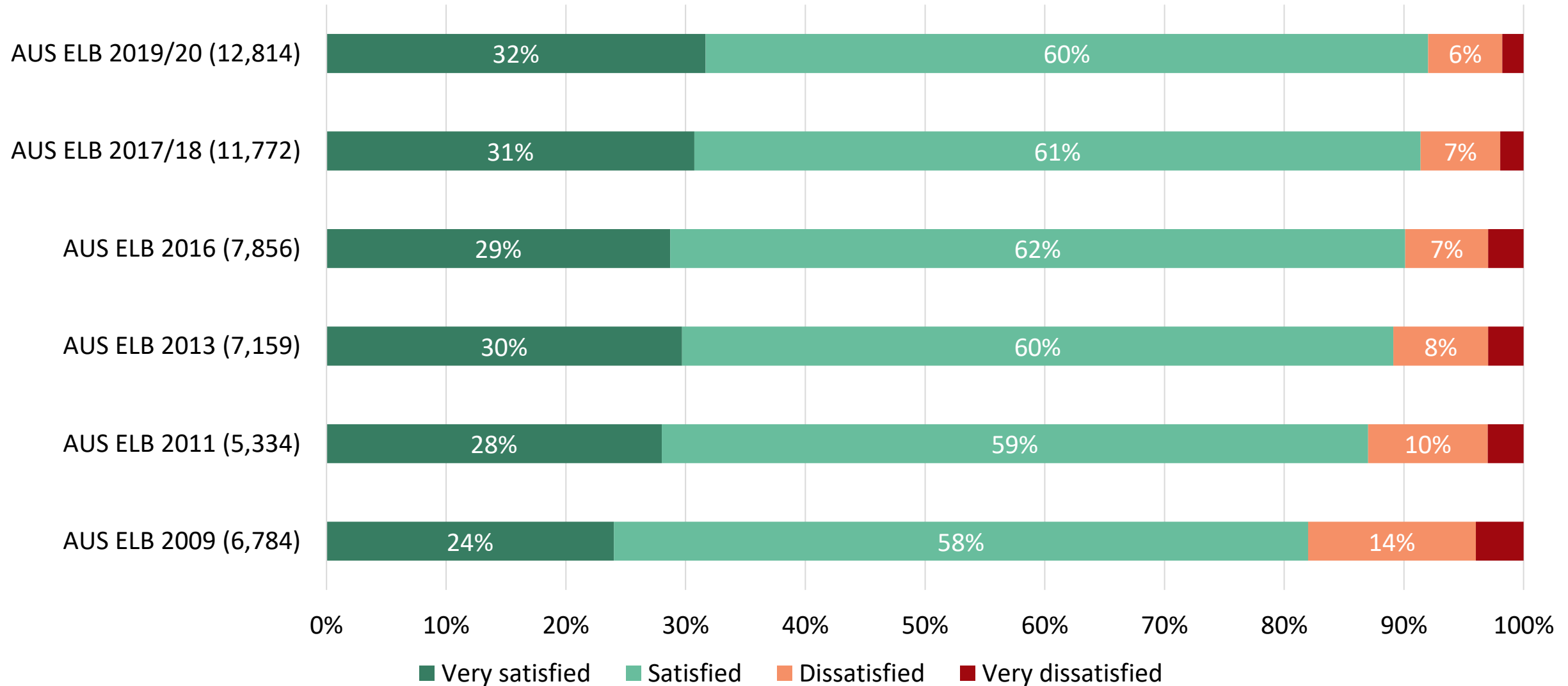
Was this country your first choice for international education?

Agents, Application and Visas

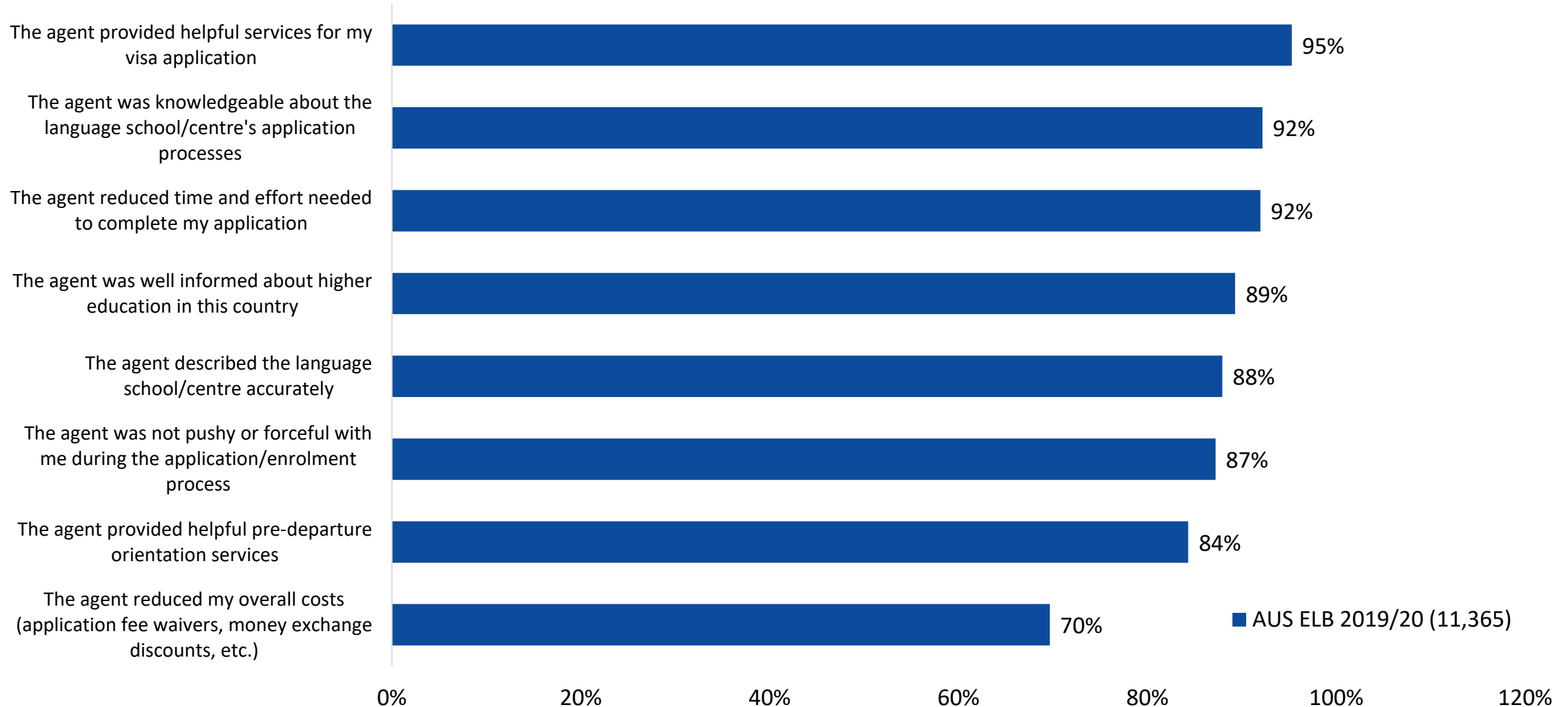




Please rate the service you received from the agent/representative office:



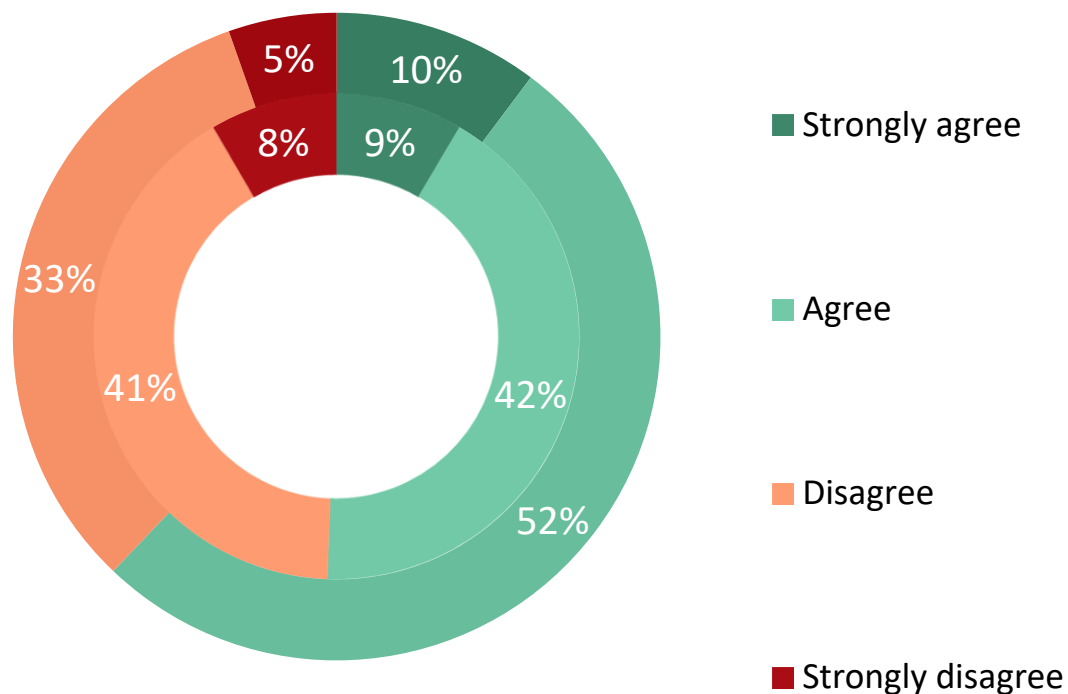
Please rate the service you received from the agent/representative office:



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

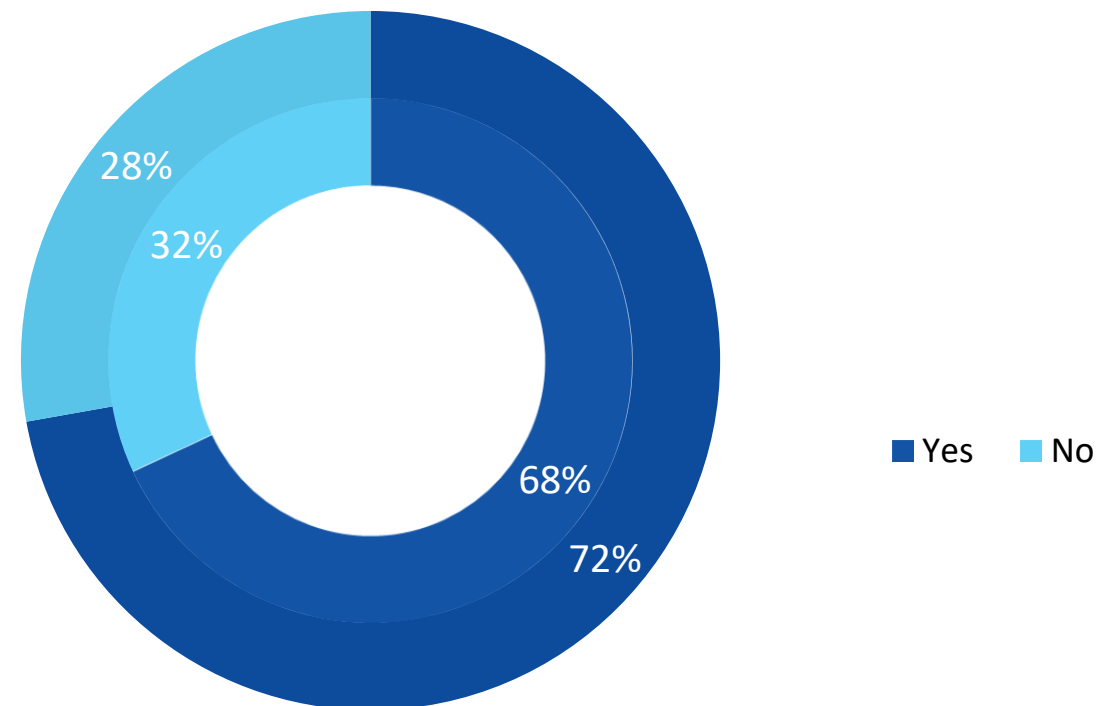
I would not have applied to this language school/centre without the help of my agent

AUS ELB 2019/20 (11,572) outer circle,
AUS ELB 2017/18 (11,597) inner circle

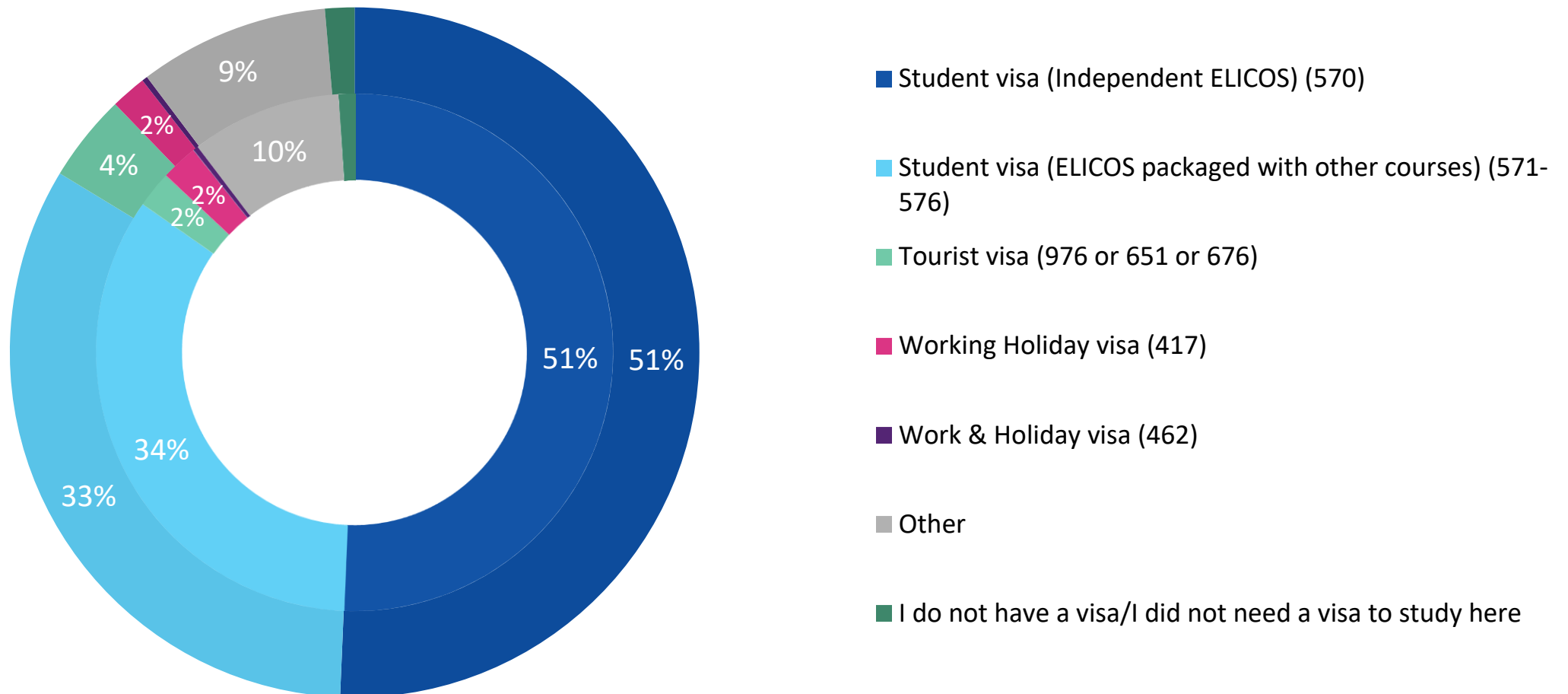


Have you been contacted by your agent/representative after arriving at your language school/centre?

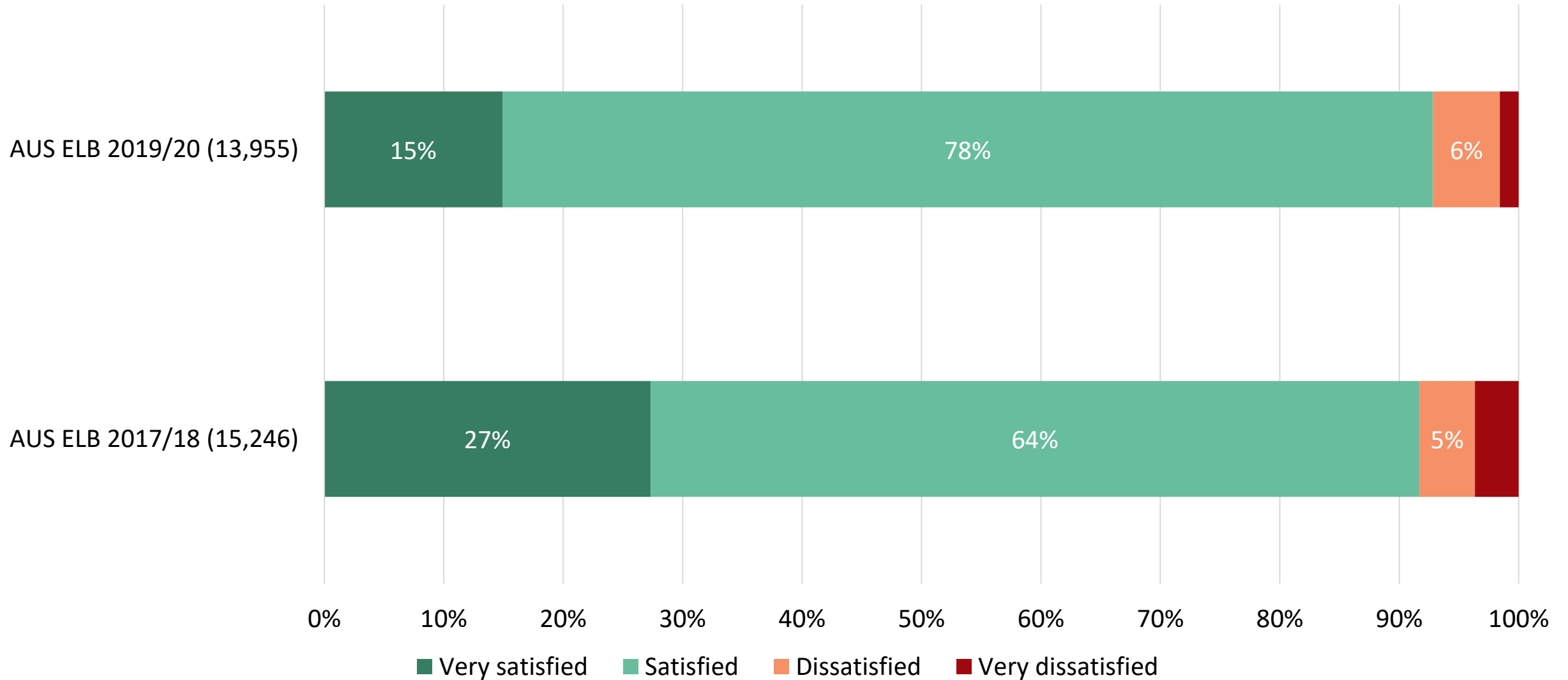
AUS ELB 2019/20 (11,231) outer circle,
AUS ELB 2017/18 (11,623) inner circle



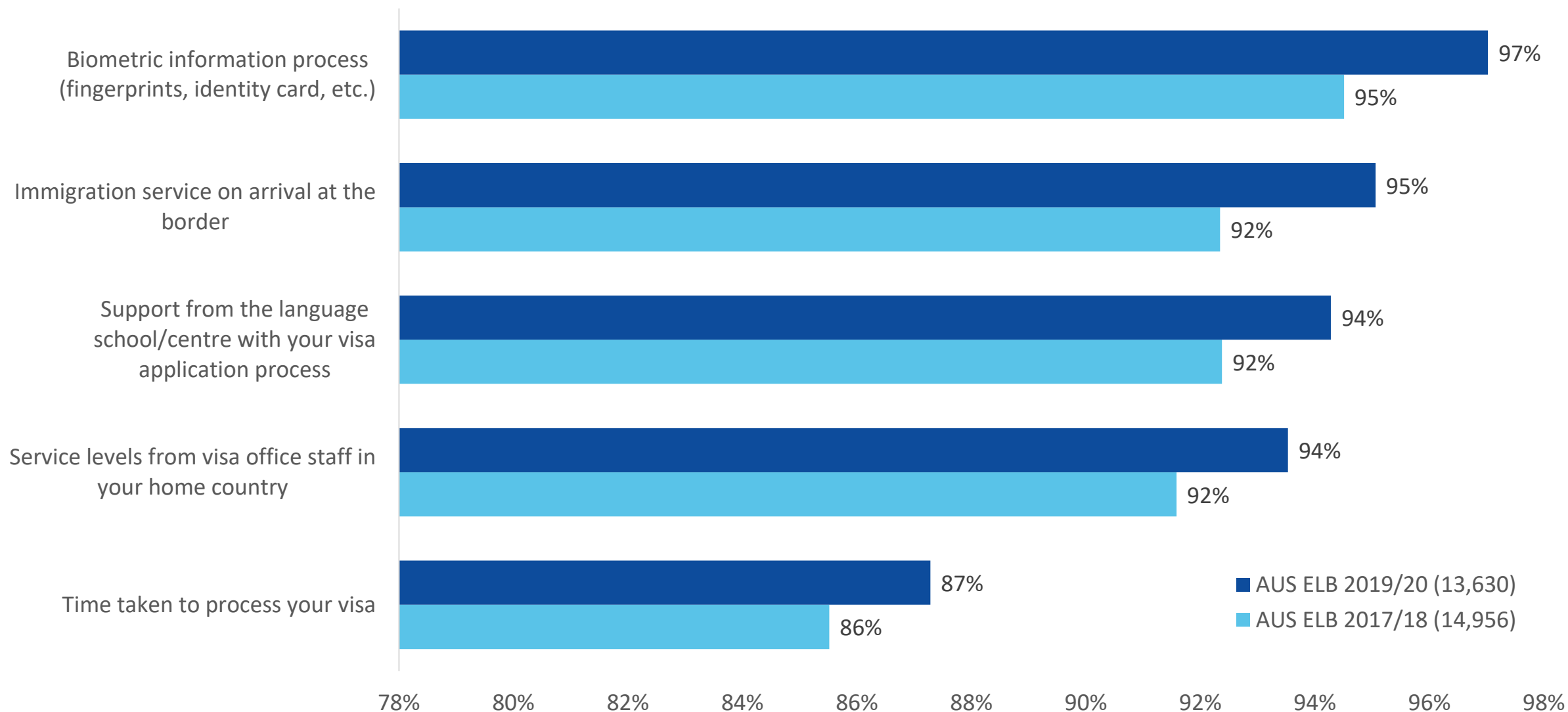
AUS ELB 2019/20 (14,142) outer circle,
AUS ELB 2017/18 (15,597) inner circle



What type of visa do you have?

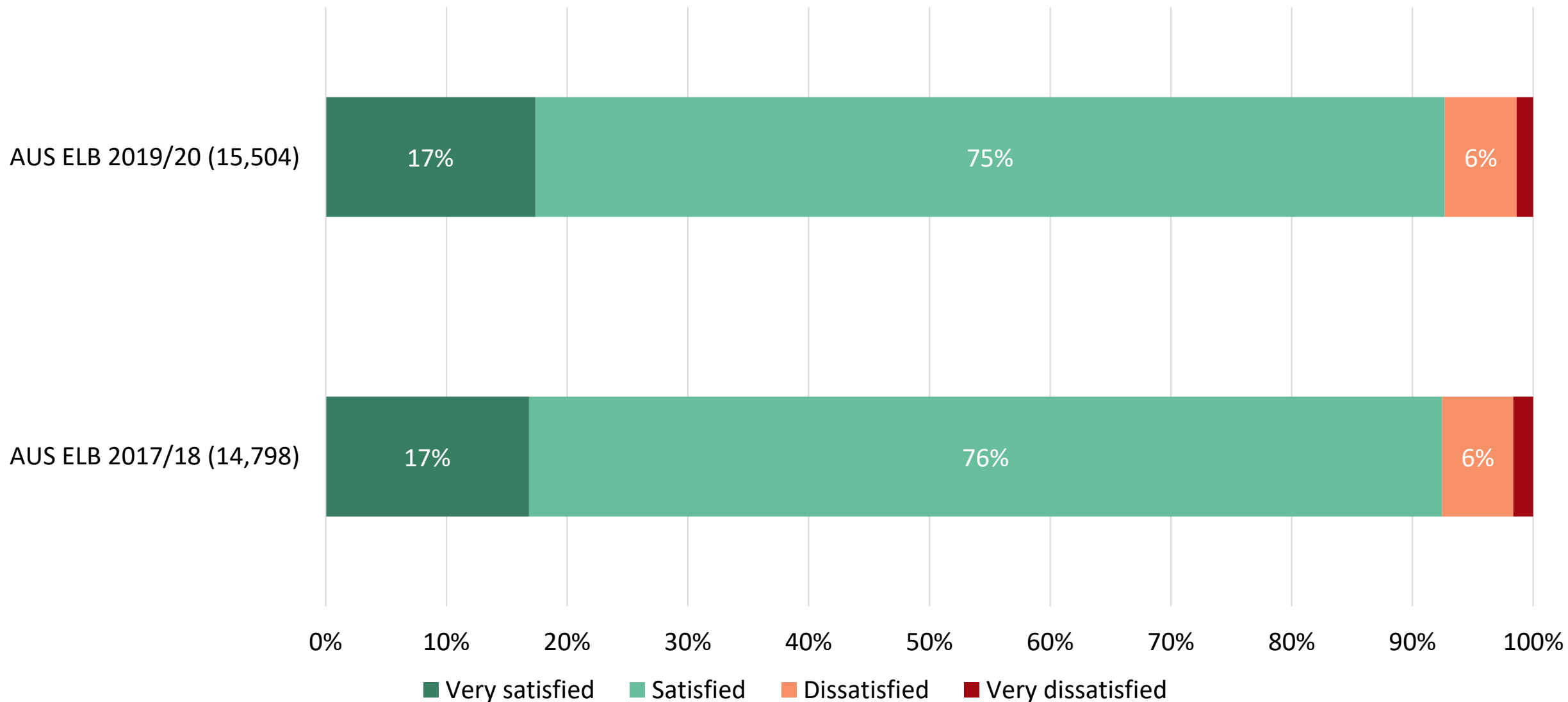


Overall, how satisfied were you with the visa application process?



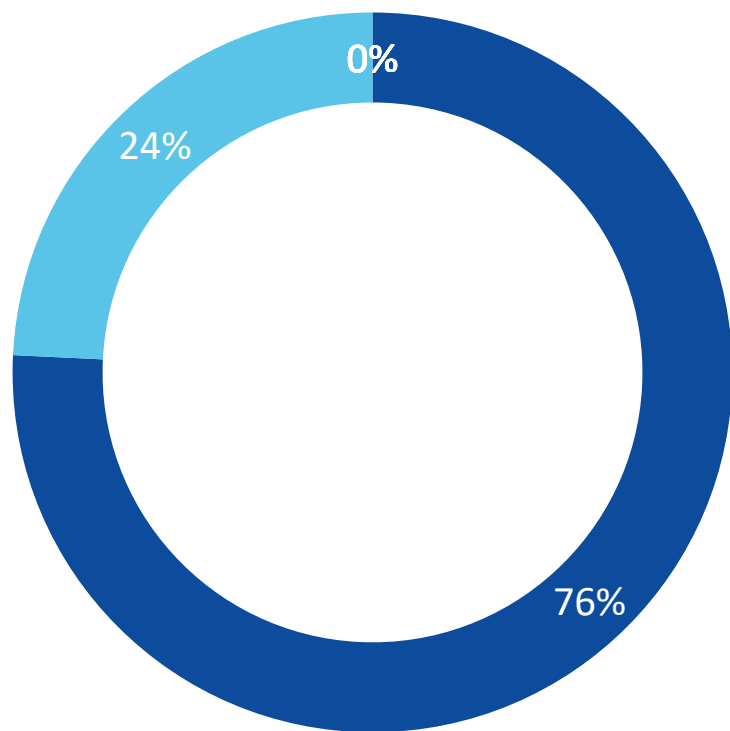
During the visa application process, how satisfied were you with the following:

Arrival experience



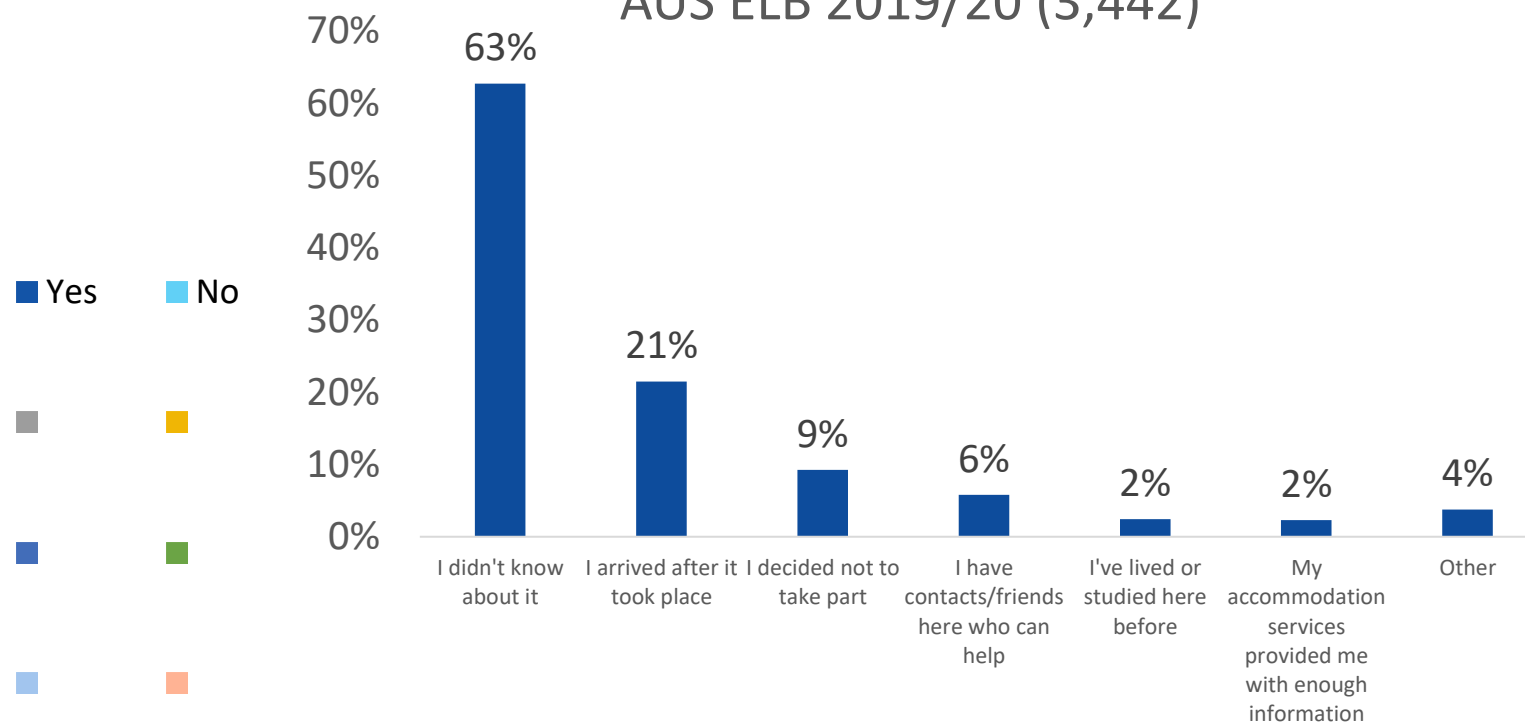
Overall, how satisfied were you with the arrival experience?

AUS ELB 2019/20 (14,657)



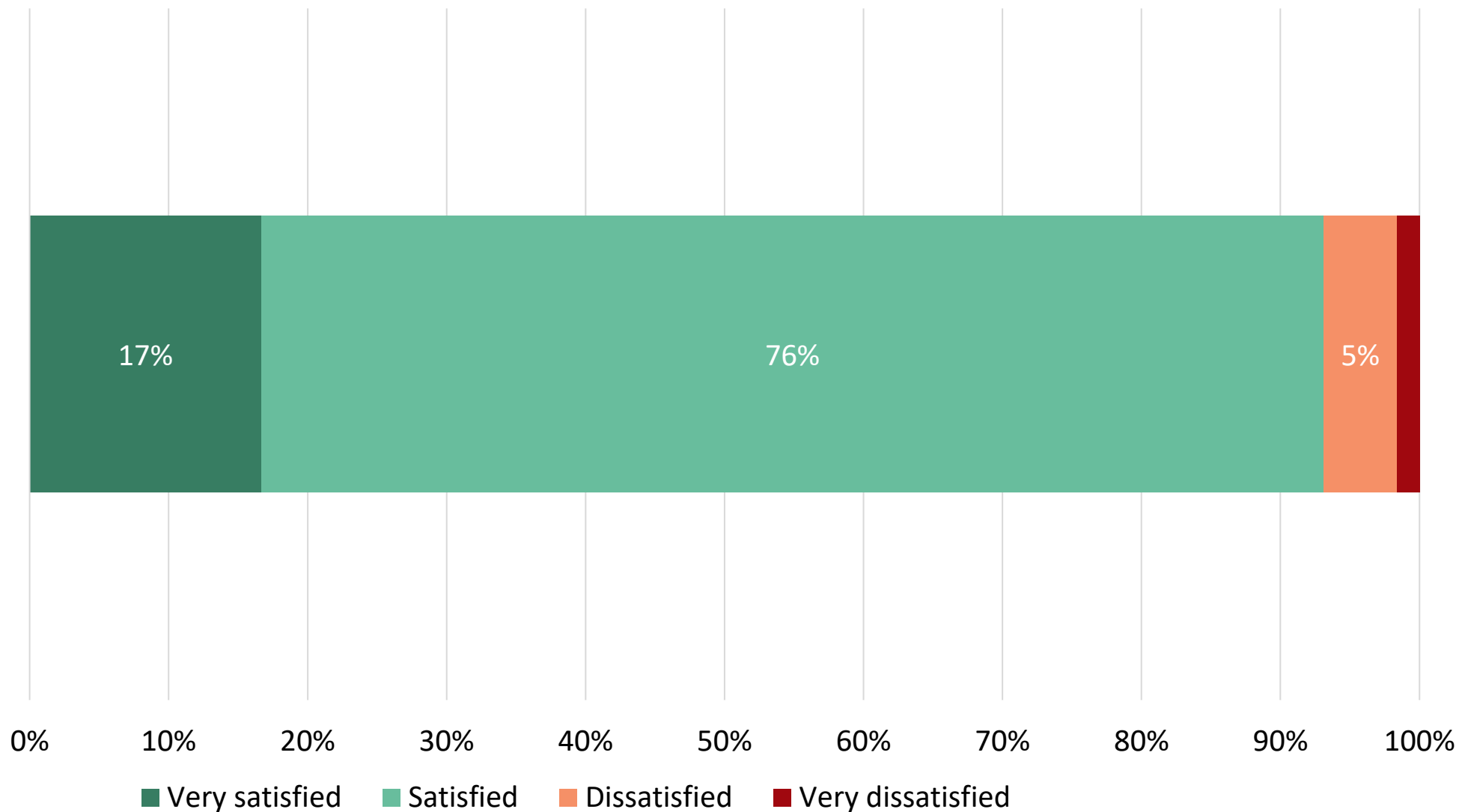
Did you attend/participate in a formal ORIENTATION programme?

AUS ELB 2019/20 (3,442)

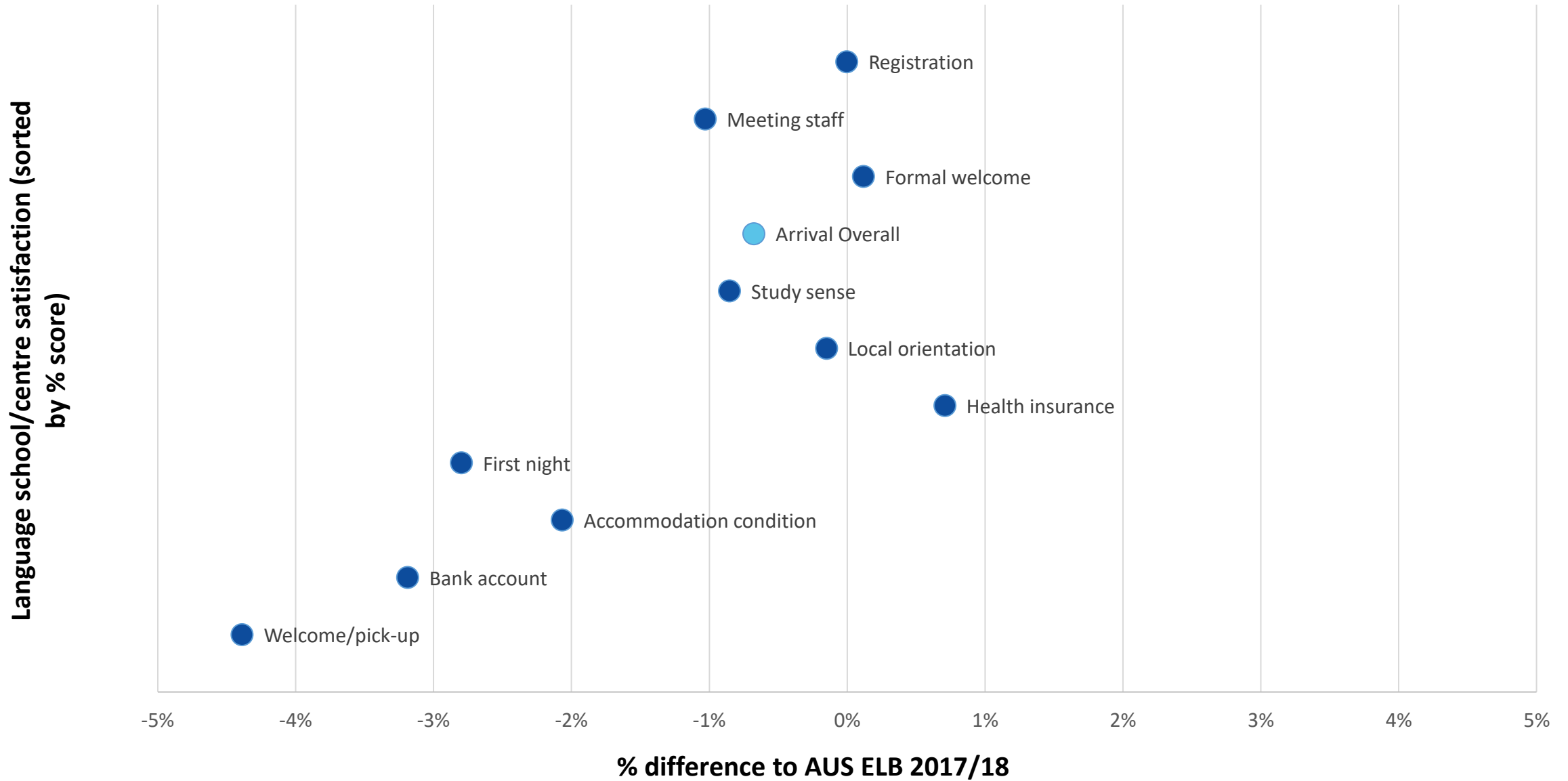


If not, why not? (multiple choice tick boxes)

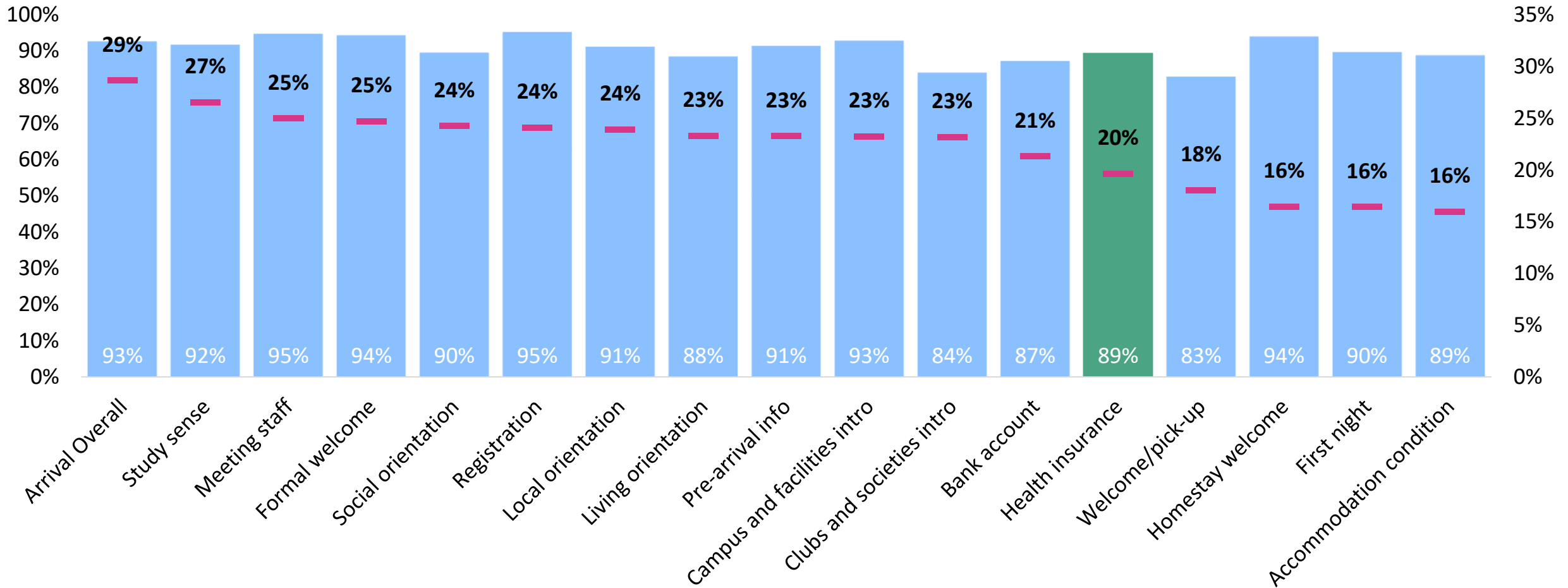
AUS ELB 2019/20 (5,212)



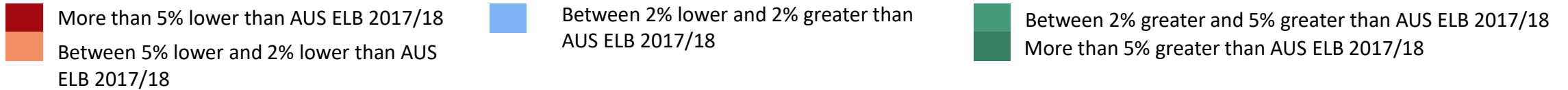
Overall, how satisfied were you with the ORIENTATION PROGRAMME?



Base	16,491	15,657		3,790	
Factor	Aus ELB 2019/20	Aus ELB 2017/18	Aus ELB 2017/18 +/-	Global ELB Other	Global ELB Other +/-
Arrival Average	89.5%	90.9%	▼ -1.4%	89.0%	▲ 0.5%
Arrival Overall	92.2%	92.9%	▼ -0.7%	90.3%	▲ 1.9%
Arrival					
Pre-arrival info	90.8%				
Welcome/pick-up	82.0%	86.4%	▼ -4.4%	88.0%	▼ -6.0%
First night	87.4%	90.2%	▼ -2.8%	89.7%	▼ -2.3%
Accommodation condition	86.8%	88.9%	▼ -2.1%	86.0%	▲ 0.8%
Health insurance	88.8%	88.1%	▲ 0.7%	90.0%	▼ -1.2%
Orientation					
Formal orientation	92.5%				
Registration	95.0%	95.0%	▬ 0.0%	92.5%	▲ 2.5%
Formal welcome	93.9%	93.8%	▲ 0.1%	91.1%	▲ 2.8%
Local orientation	90.6%	90.7%	▼ -0.1%	87.8%	▲ 2.8%
Campus and facilities intro	91.9%				
Bank account	86.0%	89.2%	▼ -3.2%	85.6%	▲ 0.4%
Meeting staff	94.0%	95.0%	▼ -1.0%	92.5%	▲ 1.5%
Study sense	90.8%	91.7%	▼ -0.9%	86.9%	▲ 3.9%
Clubs and societies intro	81.9%				
Social orientation	88.6%				
Living orientation	87.0%				
Homestay welcome	93.4%				



AUS ELB 2019/20 results (14,694) — Correlation



	Australia ELB 2013	Australia ELB 2016	Australia ELB 2017/18	Australia ELB 2019/20	First Year vs 2019/20
Health insurance	83%	85%	87%	89%	6%
Local orientation	86%	88%	89%	91%	5%
Accommodation condition	84%	86%	88%	89%	5%
First night	86%	88%	89%	90%	4%
Formal welcome	91%	92%	93%	94%	3%
Study sense	89%	90%	91%	92%	3%
Meeting staff	93%	93%	95%	95%	2%
Bank account	86%	86%	88%	87%	1%
Registration	94%	93%	94%	95%	1%
Homestay welcome	N/A	N/A	93%	94%	1%
Welcome/pick-up	82%	84%	84%	83%	1%
Campus and facilities intro	N/A	N/A	N/A	93%	N/A
Pre-arrival info	N/A	N/A	N/A	91%	N/A
Social orientation	N/A	N/A	N/A	90%	N/A
Living orientation	N/A	N/A	N/A	88%	N/A
Clubs and societies intro	N/A	N/A	N/A	84%	N/A

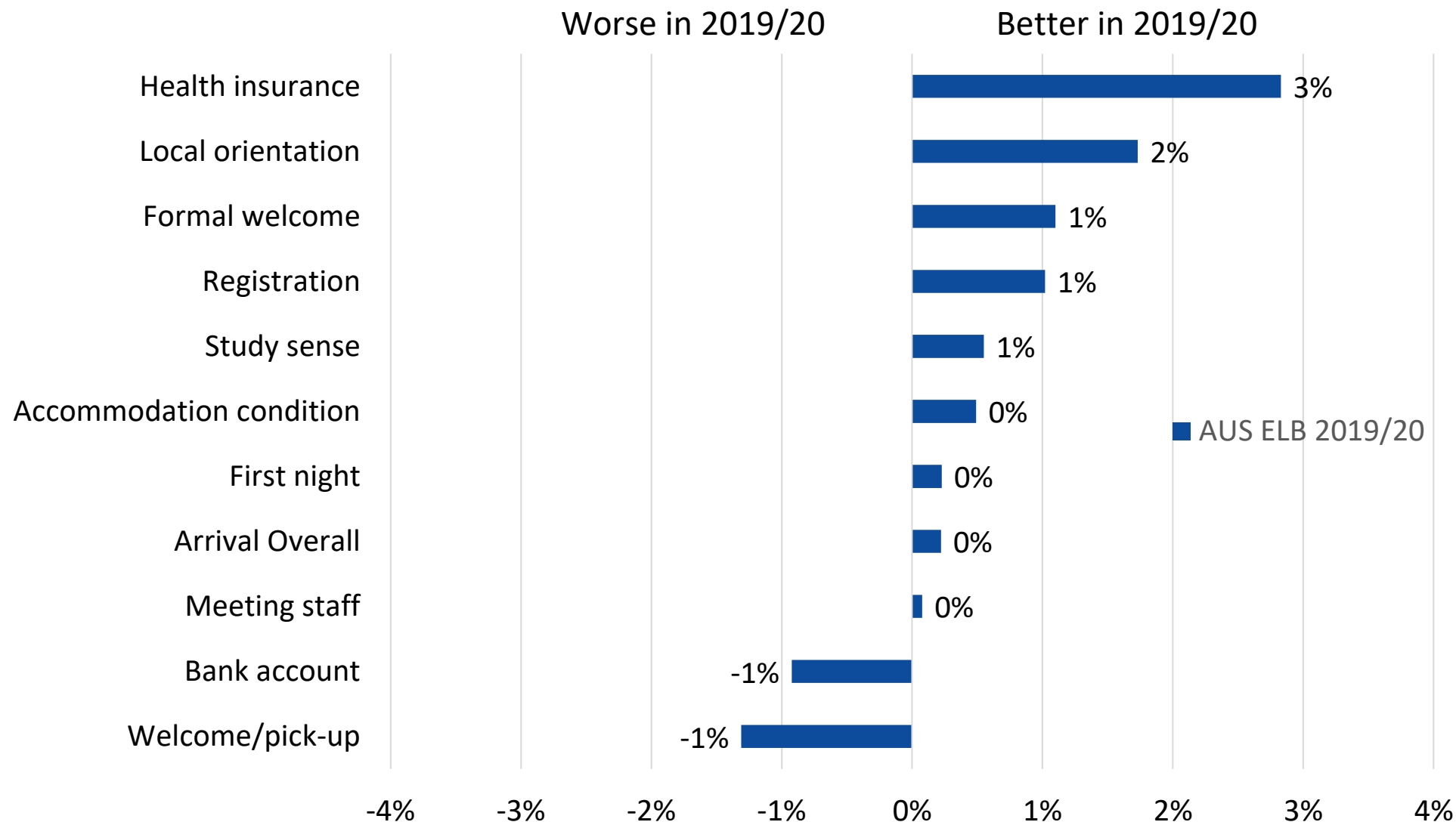
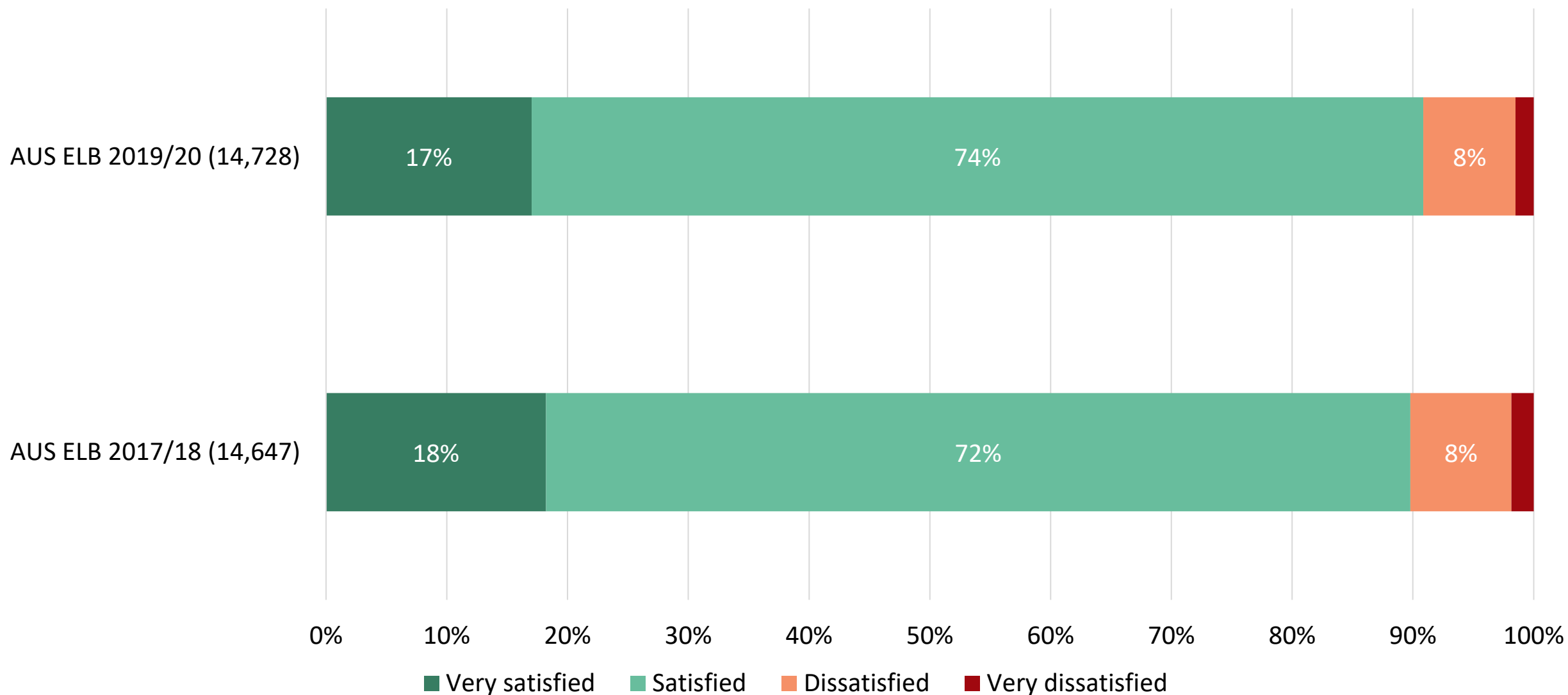
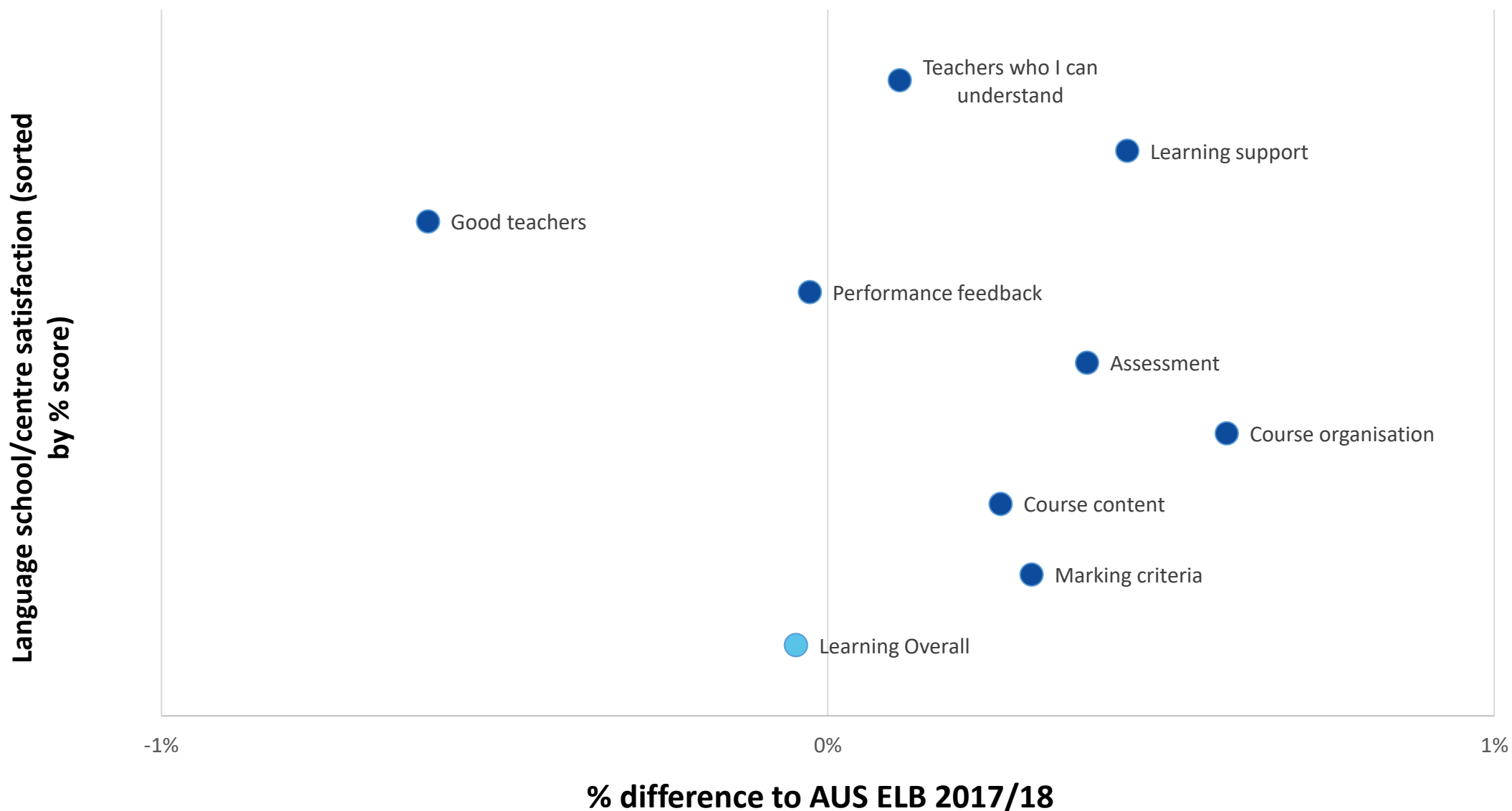


Chart shows change vs Australia ELB 2017/18

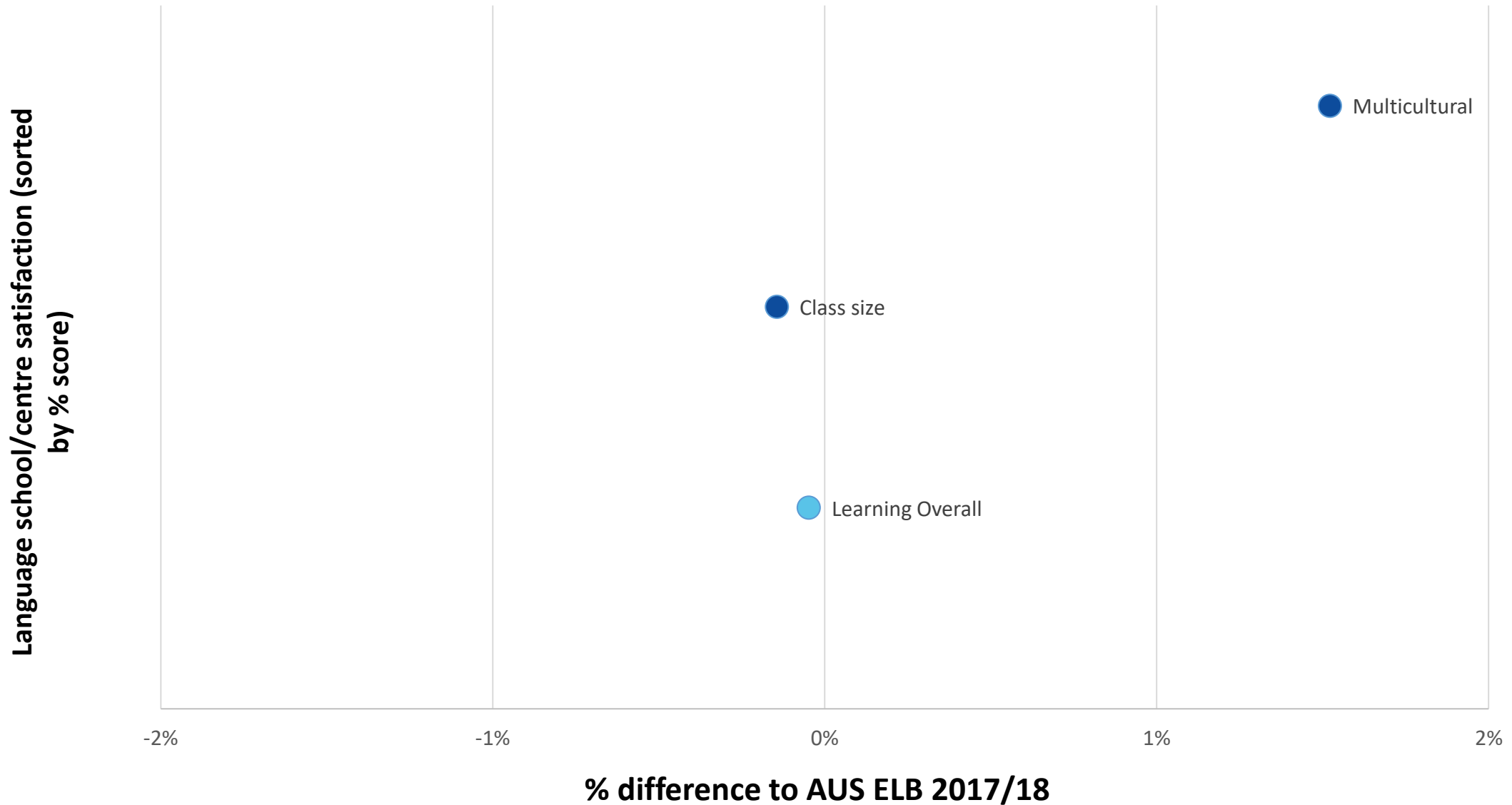
Learning experience











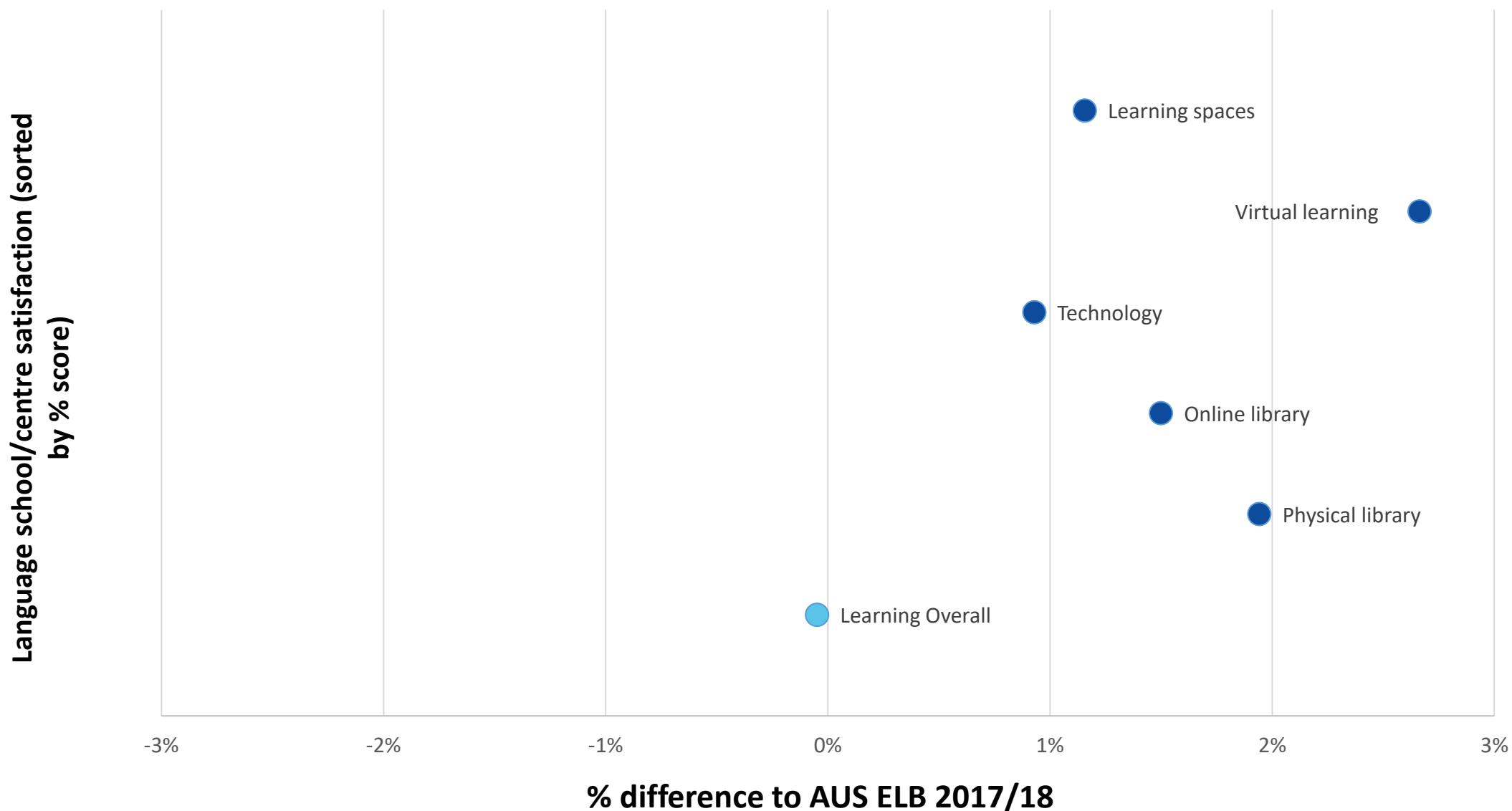
Overall, how satisfied are you with the learning experience at this stage in the year?

















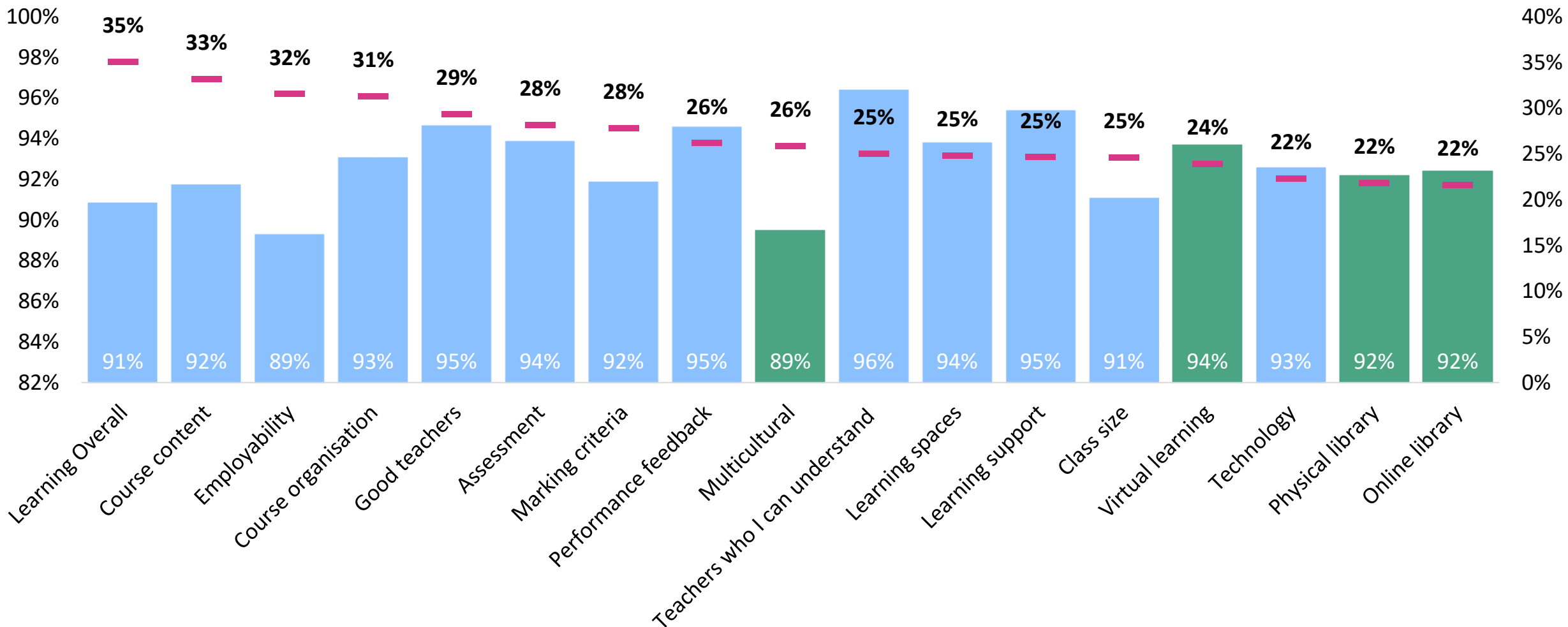
Base	16,491	15,657		3,790	
Factor	Aus ELB 2019/20	Aus ELB 2017/18	Aus ELB 2017/18 +/-	Global ELB Other	Global ELB Other +/-
Learning Average	92.4%	91.8%	▲ 0.6%	88.5%	▲ 3.9%
Learning Overall	89.9%	90.0%	▼ 0.0%	85.4%	▲ 4.5%
Teaching					
Good teachers	94.3%	94.9%	▼ -0.6%	93.0%	▲ 1.3%
Course content	91.8%	91.5%	▲ 0.3%	88.2%	▲ 3.6%
Course organisation	92.1%	91.5%	▲ 0.6%	88.1%	▲ 4.0%
Teachers who I can understand	96.1%	96.0%	▲ 0.1%	95.3%	▲ 0.8%
Learning support	94.8%	94.3%	▲ 0.5%	93.7%	▲ 1.1%
Performance feedback	93.7%	93.8%	▼ -0.1%	91.8%	▲ 1.9%
Marking criteria	91.0%	90.6%	▲ 0.4%	89.3%	▲ 1.7%
Assessment	93.3%	92.9%	▲ 0.4%	92.2%	▲ 1.1%



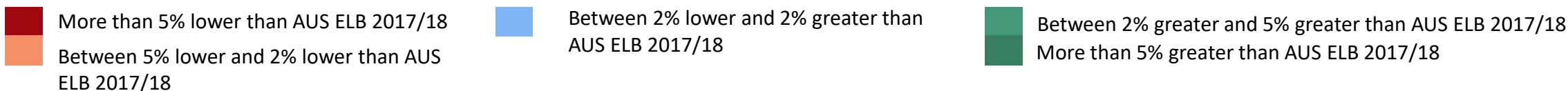
Base	16,491	15,657		3,790	
Factor	Aus ELB 2019/20	Aus ELB 2017/18	Aus ELB 2017/18 +/-	Global ELB Other	Global ELB Other +/-
Learning Average	92.4%	91.8%	 0.6%	88.5%	 3.9%
Learning Overall	89.9%	90.0%	 0.0%	85.4%	 4.5%
Studies					
Employability	89.7%				
Multicultural	91.4%	89.9%	 1.5%	87.7%	 3.7%
Class size	90.2%	90.4%	 -0.2%	85.2%	 5.0%



Base	16,491	15,657		3,790	
Factor	Aus ELB 2019/20	Aus ELB 2017/18	Aus ELB 2017/18 +/-	Global ELB Other	Global ELB Other +/-
Learning Average	92.4%	91.8%	 0.6%	88.5%	 3.9%
Learning Overall	89.9%	90.0%	 0.0%	85.4%	 4.5%
Facilities					
Learning spaces	93.6%	92.5%	 1.1%	88.3%	 5.3%
Physical library	90.1%	88.2%	 1.9%	83.9%	 6.2%
Online library	90.9%	89.4%	 1.5%	82.3%	 8.6%
Technology	91.5%	90.6%	 0.9%	85.0%	 6.5%
Virtual learning	93.1%	90.5%	 2.6%	83.1%	 10.0%



AUS ELB 2019/20 results (14,694) – Correlation



	Australia ELB 2009	Australia ELB 2011	Australia ELB 2013	Australia ELB 2016	Australia ELB 2017/18	Australia ELB 2019/20	First Year Vs 2019/20
Class size	79%	85%	87%	90%	90%	91%	12%
Technology	81%	86%	90%	92%	92%	93%	12%
Learning support	85%	89%	92%	93%	94%	95%	10%
Learning spaces	84%	88%	92%	92%	92%	94%	10%
Performance feedback	87%	91%	92%	93%	94%	95%	8%
Course content	85%	89%	89%	90%	91%	92%	7%
Assessment	88%	92%	91%	92%	93%	94%	6%
Multicultural	84%	87%	90%	84%	86%	89%	5%
Virtual learning	N/A	N/A	90%	91%	91%	94%	4%
Good teachers	91%	94%	93%	94%	95%	95%	4%
Teachers who I can understand	93%	95%	95%	96%	96%	96%	3%
Online library	N/A	N/A	89%	90%	90%	92%	3%
Marking criteria	N/A	N/A	89%	90%	91%	92%	3%
Physical library	N/A	N/A	90%	90%	89%	92%	2%
Course organisation	N/A	N/A	91%	91%	92%	93%	2%
Employability	N/A	N/A	N/A	N/A	N/A	89%	N/A

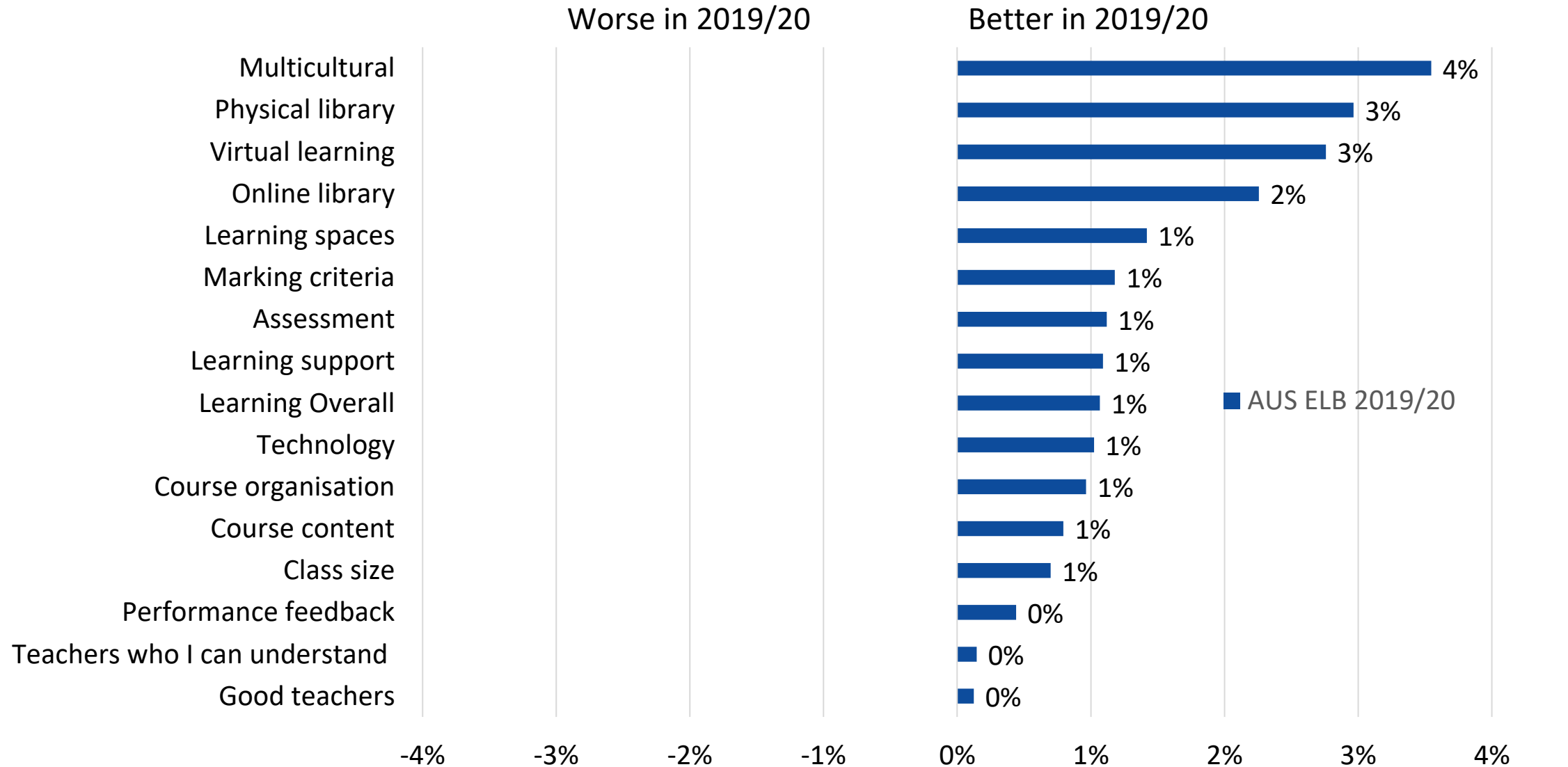
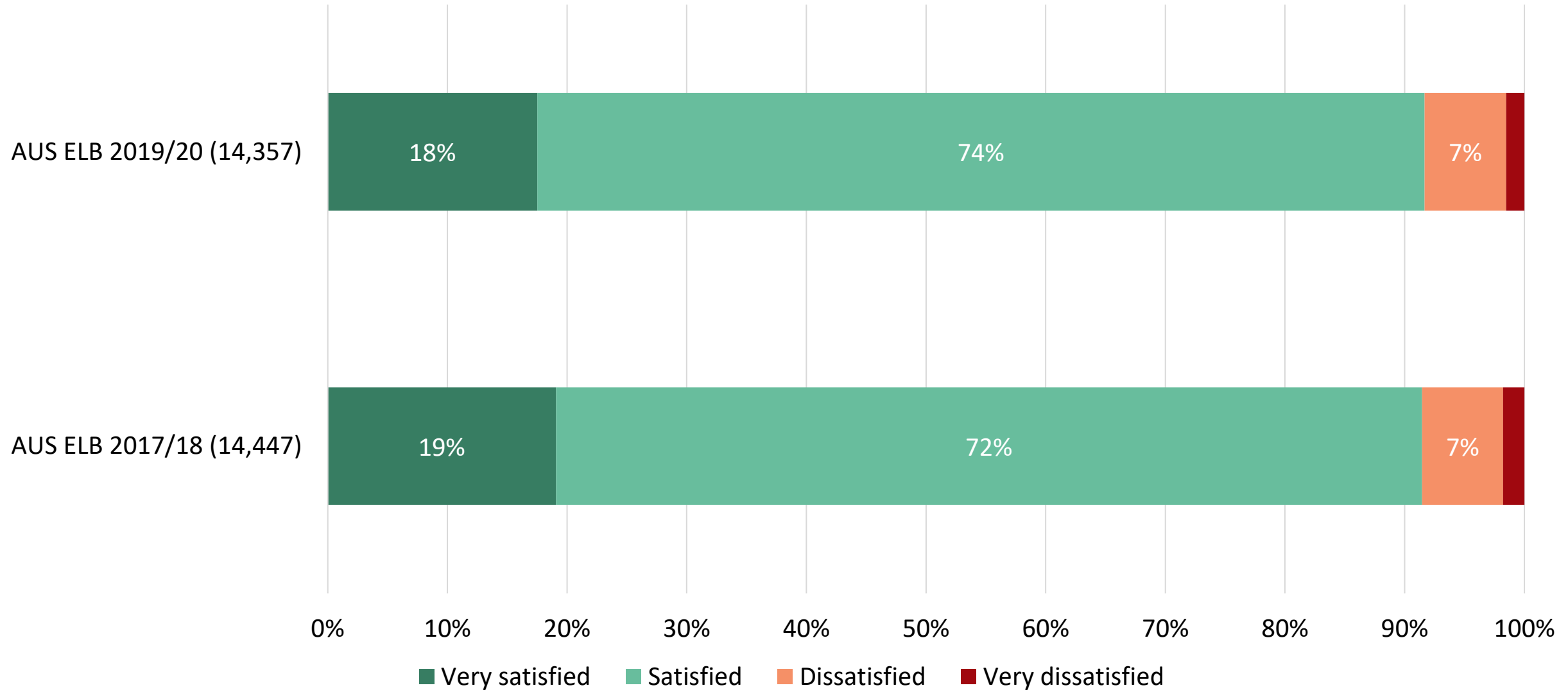
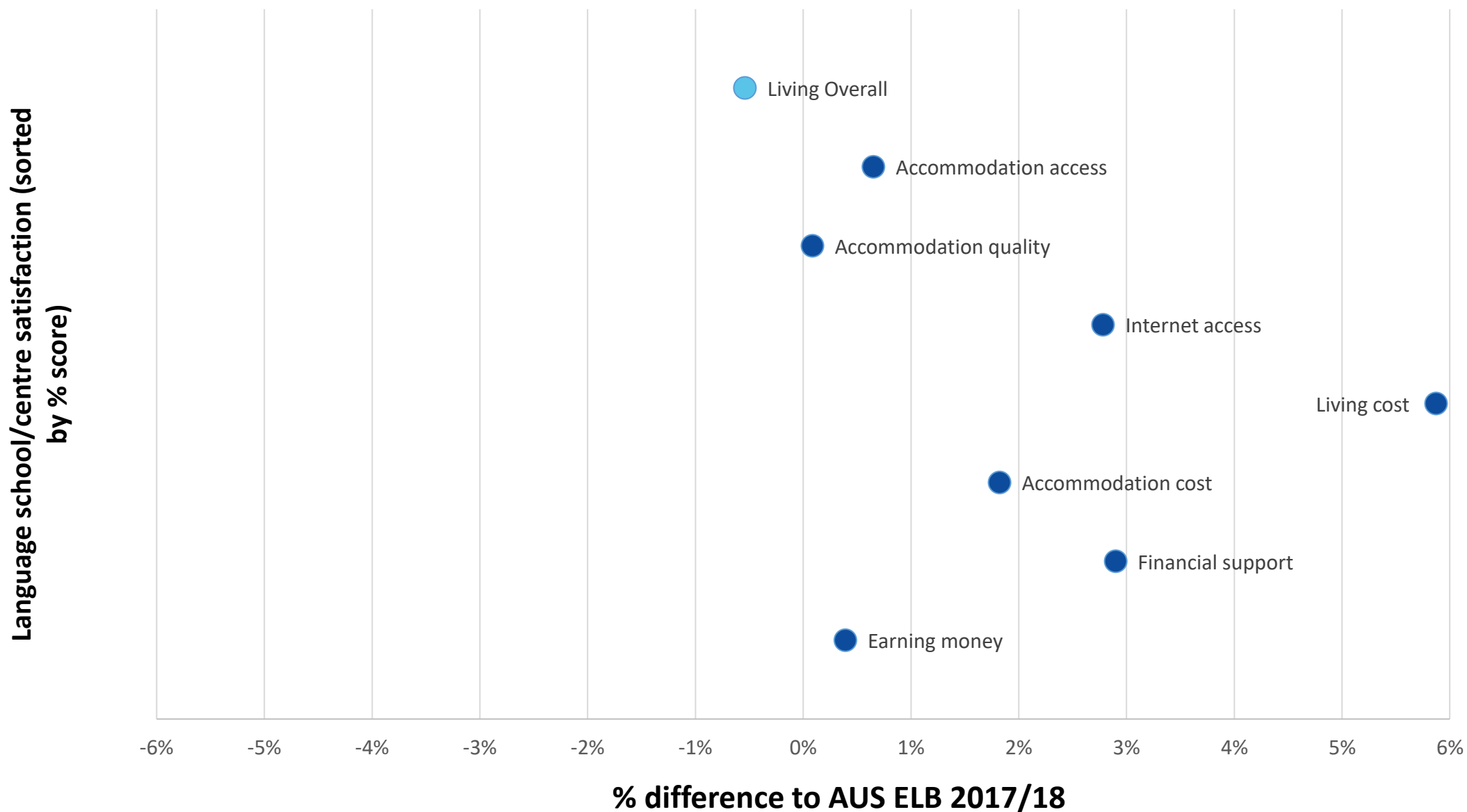




















Chart shows change vs Australia ELB 2017/18

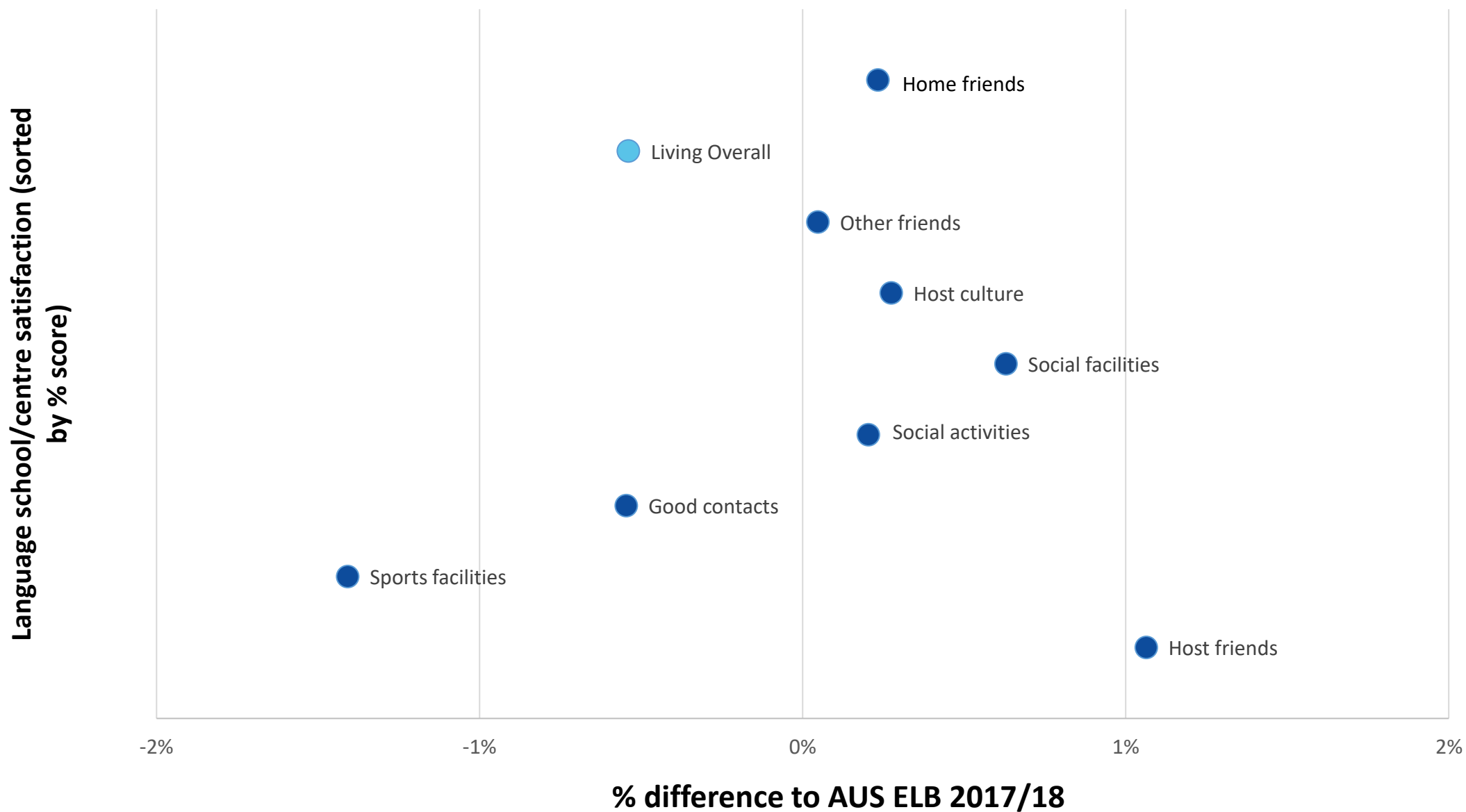
Living experience























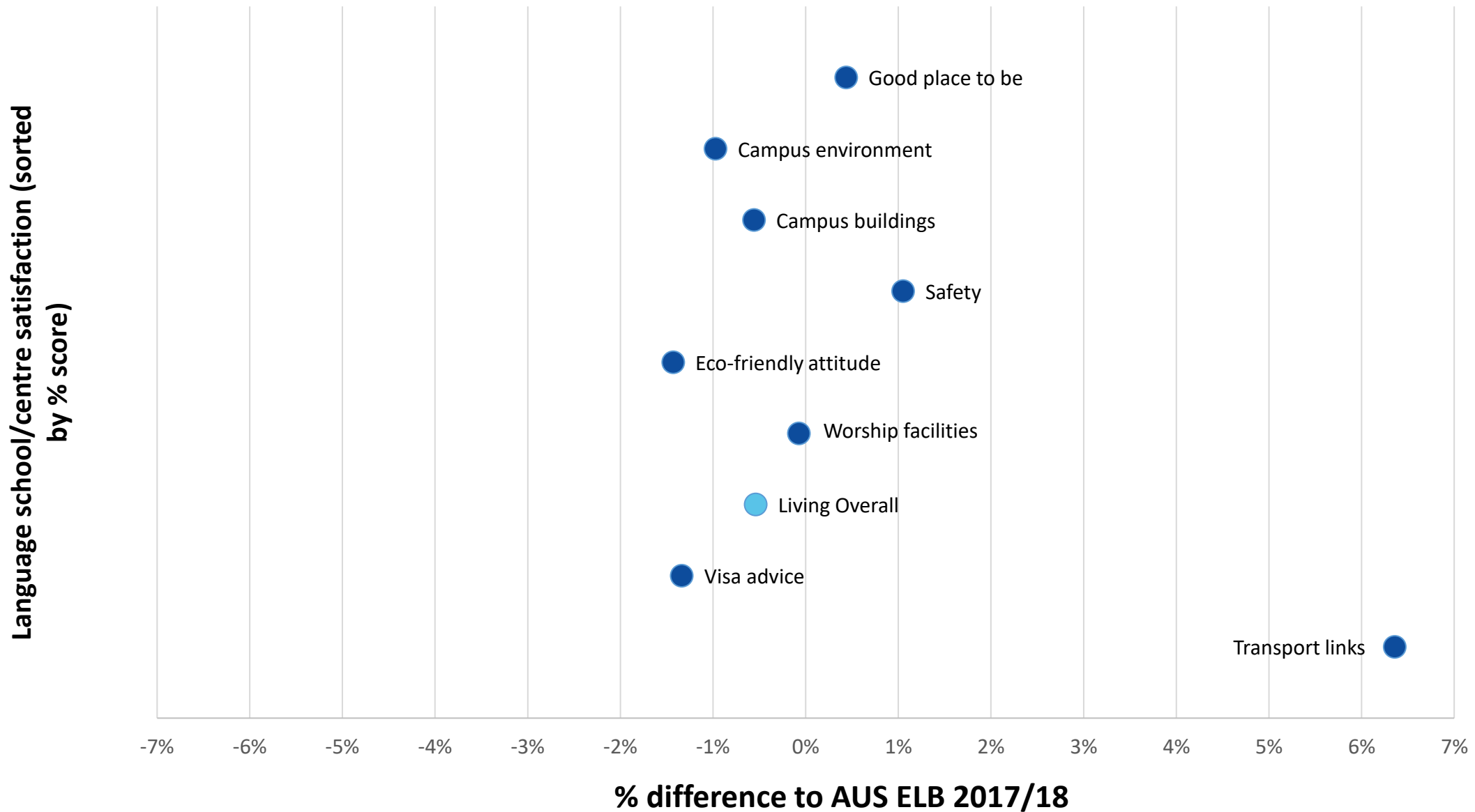
Overall, how satisfied are you with the living experience at this stage in the year?



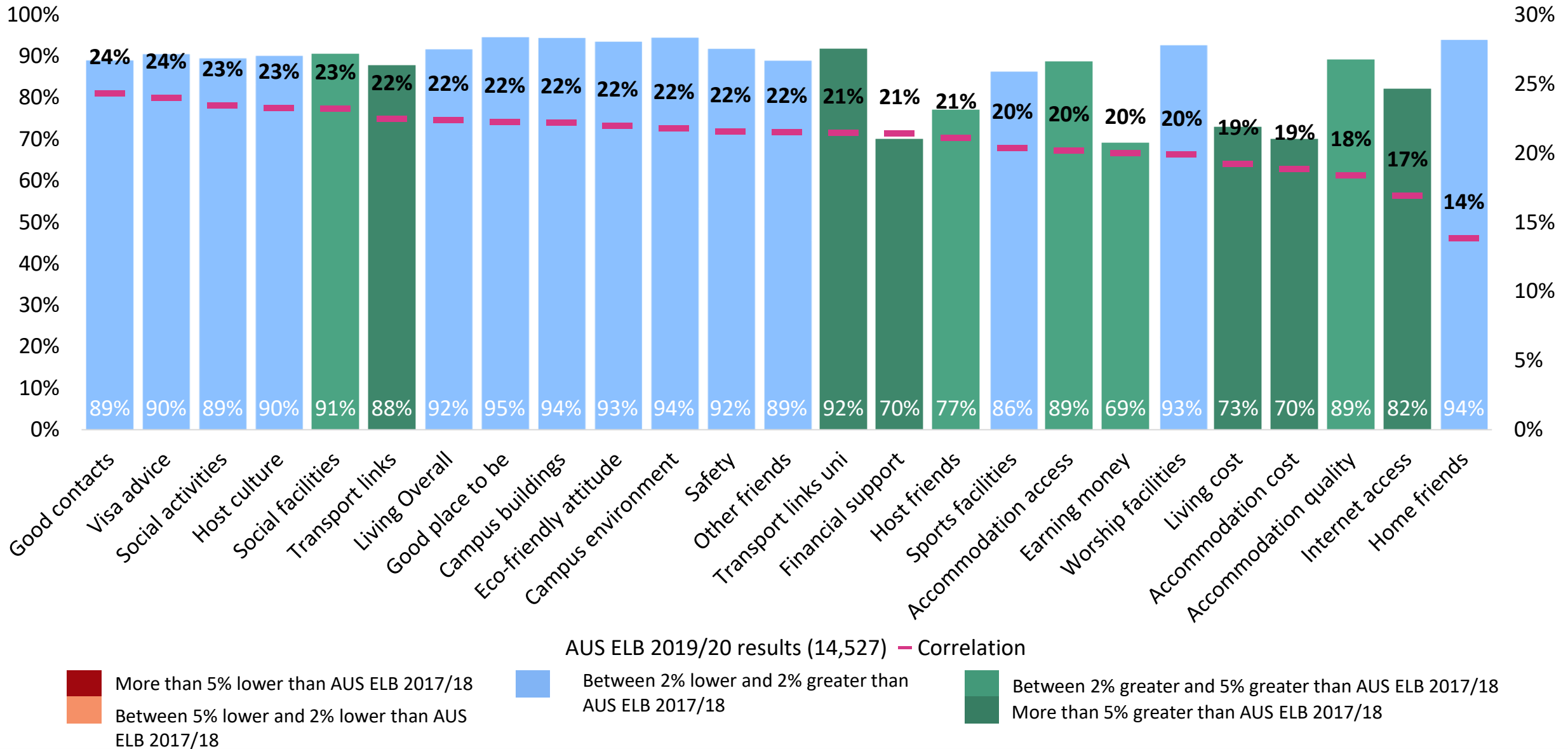
Base	16,491	15,657		3,790	
Factor	Aus ELB 2019/20	Aus ELB 2017/18	Aus ELB 2017/18 +/-	Global ELB Other	Global ELB Other +/-
Living Average	86.5%	85.4%	 1.1%	82.7%	 3.8%
Living Overall	91.0%	91.6%	 -0.6%	88.9%	 2.1%
Accommodation and living					
Accommodation access	89.0%	88.4%	 0.6%	86.9%	 2.1%
Accommodation quality	88.4%	88.3%	 0.1%	85.7%	 2.7%
Accommodation cost	70.1%	68.2%	 1.9%	66.8%	 3.3%
Living cost	73.0%	67.1%	 5.9%	61.8%	 11.2%
Earning money	68.6%	68.2%	 0.4%	67.3%	 1.3%
Financial support	69.3%	66.4%	 2.9%	64.5%	 4.8%
Internet access	83.2%	80.5%	 2.7%	80.9%	 2.3%



Base	16,491	15,657		3,790	
Factor	Aus ELB 2019/20	Aus ELB 2017/18	Aus ELB 2017/18 +/-	Global ELB Other	Global ELB Other +/-
Living Average	86.5%	85.4%	 1.1%	82.7%	 3.8%
Living Overall	91.0%	91.6%	 -0.6%	88.9%	 2.1%
Social					
Home friends	93.0%	92.7%	 0.3%	91.3%	 1.7%
Host friends	78.6%	77.5%	 1.1%	73.1%	 5.5%
Other friends	91.0%	90.9%	 0.1%	91.9%	 -0.9%
Host culture	90.6%	90.3%	 0.3%	87.4%	 3.2%
Sports facilities	84.9%	86.3%	 -1.4%	81.8%	 3.1%
Social facilities	90.1%	89.4%	 0.7%	85.8%	 4.3%
Social activities	88.8%	88.6%	 0.2%	86.6%	 2.2%
Good contacts	88.4%	88.9%	 -0.5%	86.4%	 2.0%



Base	16,491	15,657		3,790	
Factor	Aus ELB 2019/20	Aus ELB 2017/18	Aus ELB 2017/18 +/-	Global ELB Other	Global ELB Other +/-
Living Average	86.5%	85.4%	▲ 1.1%	82.7%	▲ 3.8%
Living Overall	91.0%	91.6%	▼ -0.6%	88.9%	▲ 2.1%
Day to day life					
Safety	93.2%	92.1%	▲ 1.1%	91.3%	▲ 1.9%
Transport links	88.1%	81.7%	▲ 6.4%	69.1%	▲ 19.0%
Transport links uni	91.2%				
Worship facilities	91.5%	91.6%	▼ -0.1%	89.5%	▲ 2.0%
Good place to be	94.8%	94.3%	▲ 0.5%	93.6%	▲ 1.2%
Visa advice	89.4%	90.7%	▼ -1.3%	88.6%	▲ 0.8%
Eco-friendly attitude	92.4%	93.8%	▼ -1.4%	92.2%	▲ 0.2%
Campus buildings	93.5%	94.0%	▼ -0.5%	89.0%	▲ 4.5%
Campus environment	93.8%	94.8%	▼ -1.0%	91.5%	▲ 2.3%



Elements	Australia ELB 2009	Australia ELB 2011	Australia ELB 2013	Australia ELB 2016	Australia ELB 2017/18	Australia ELB 2019/2020	First wave vs 2019/20
Living cost	52%	49%	54%	66%	64%	73%	21%
Social activities	71%	78%	85%	87%	88%	89%	18%
Accommodation cost	52%	52%	57%	65%	64%	70%	18%
Earning money	52%	66%	57%	66%	66%	69%	17%
Internet access	67%	76%	74%	76%	75%	82%	15%
Worship facilities	80%	86%	90%	92%	92%	93%	13%
Safety	80%	87%	91%	92%	91%	92%	12%
Transport links	76%	74%	80%	84%	81%	88%	12%
Accommodation quality	80%	83%	86%	87%	87%	89%	9%
Financial support	N/A	N/A	61%	65%	63%	70%	9%
Host friends	69%	73%	73%	73%	75%	77%	8%
Host culture	84%	86%	87%	89%	89%	90%	6%
Home friends	88%	90%	92%	93%	93%	94%	6%
Good place to be	90%	94%	93%	94%	94%	95%	5%
Social facilities	N/A	N/A	87%	89%	88%	91%	4%
Visa advice	N/A	N/A	87%	89%	90%	90%	3%
Sport facilities	N/A	N/A	83%	86%	85%	86%	3%
Good contacts	N/A	N/A	86%	87%	87%	89%	3%
Accommodation access	N/A	N/A	86%	87%	86%	89%	3%
Campus buildings	N/A	N/A	93%	94%	94%	94%	1%
Eco-friendly attitude	N/A	N/A	93%	94%	93%	93%	0%
Campus environment	N/A	N/A	94%	94%	94%	94%	0%
Other friends	89%	92%	91%	87%	87%	89%	0%
Transport links school	N/A	N/A	N/A	N/A	N/A	92%	N/A

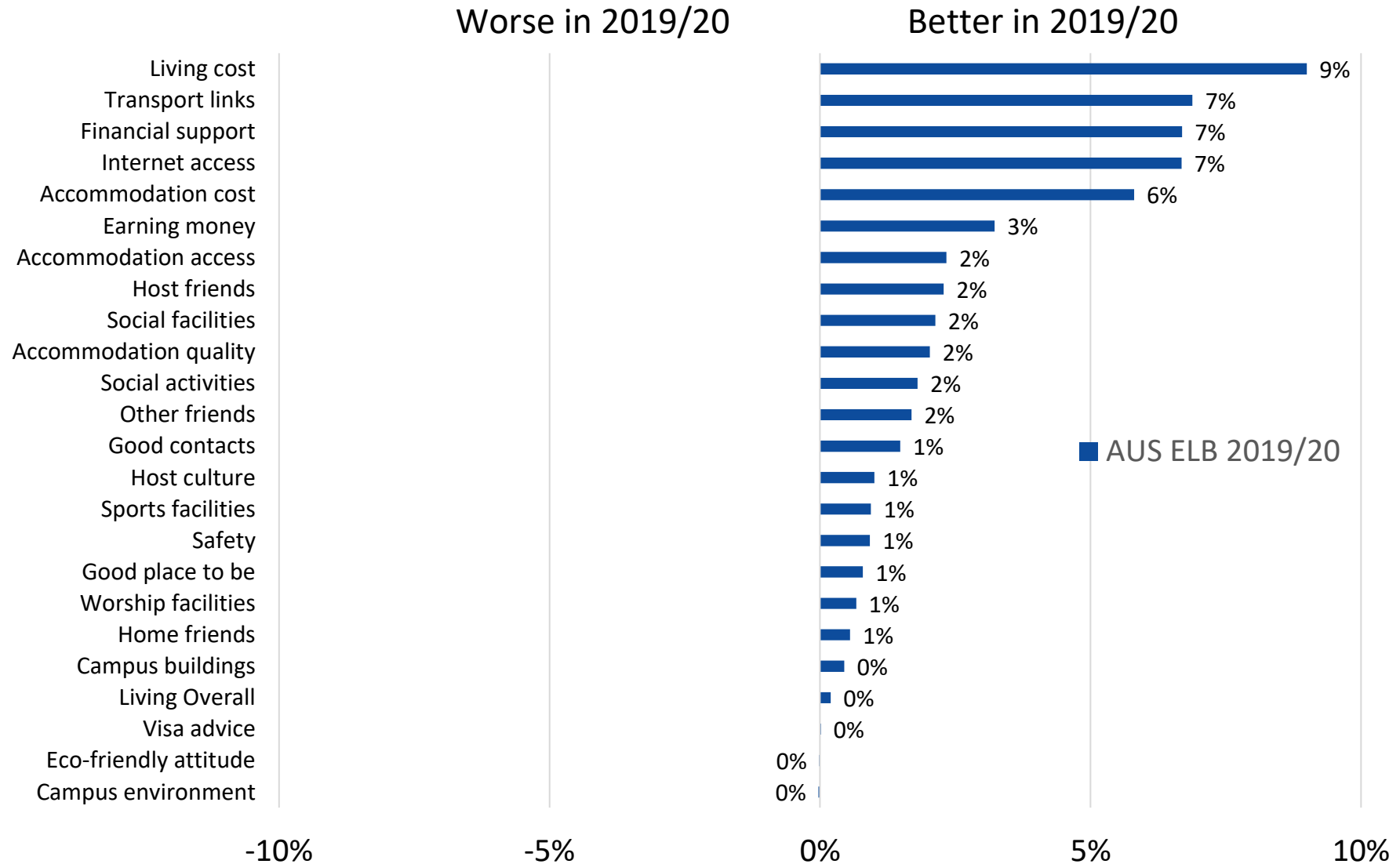
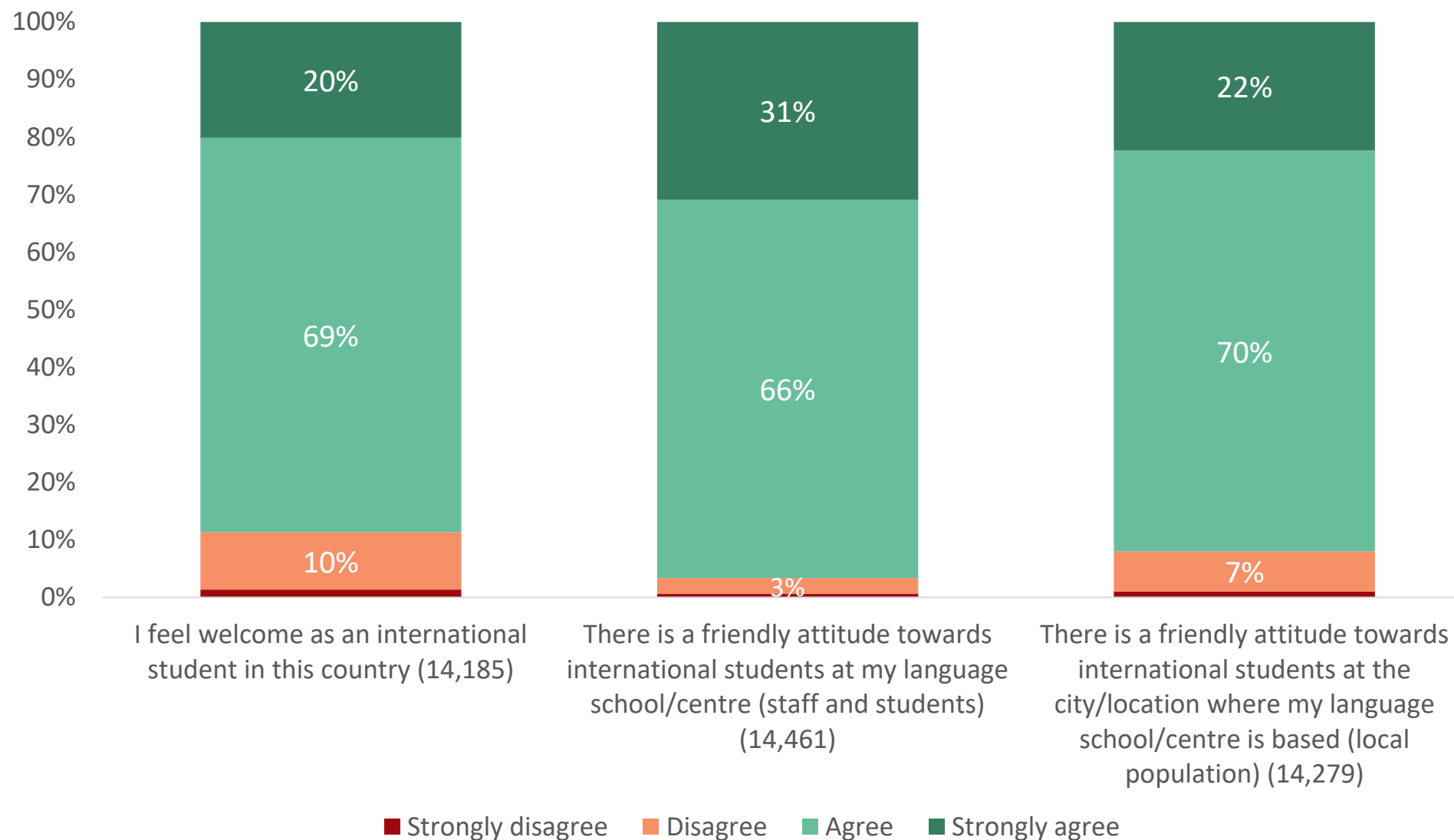
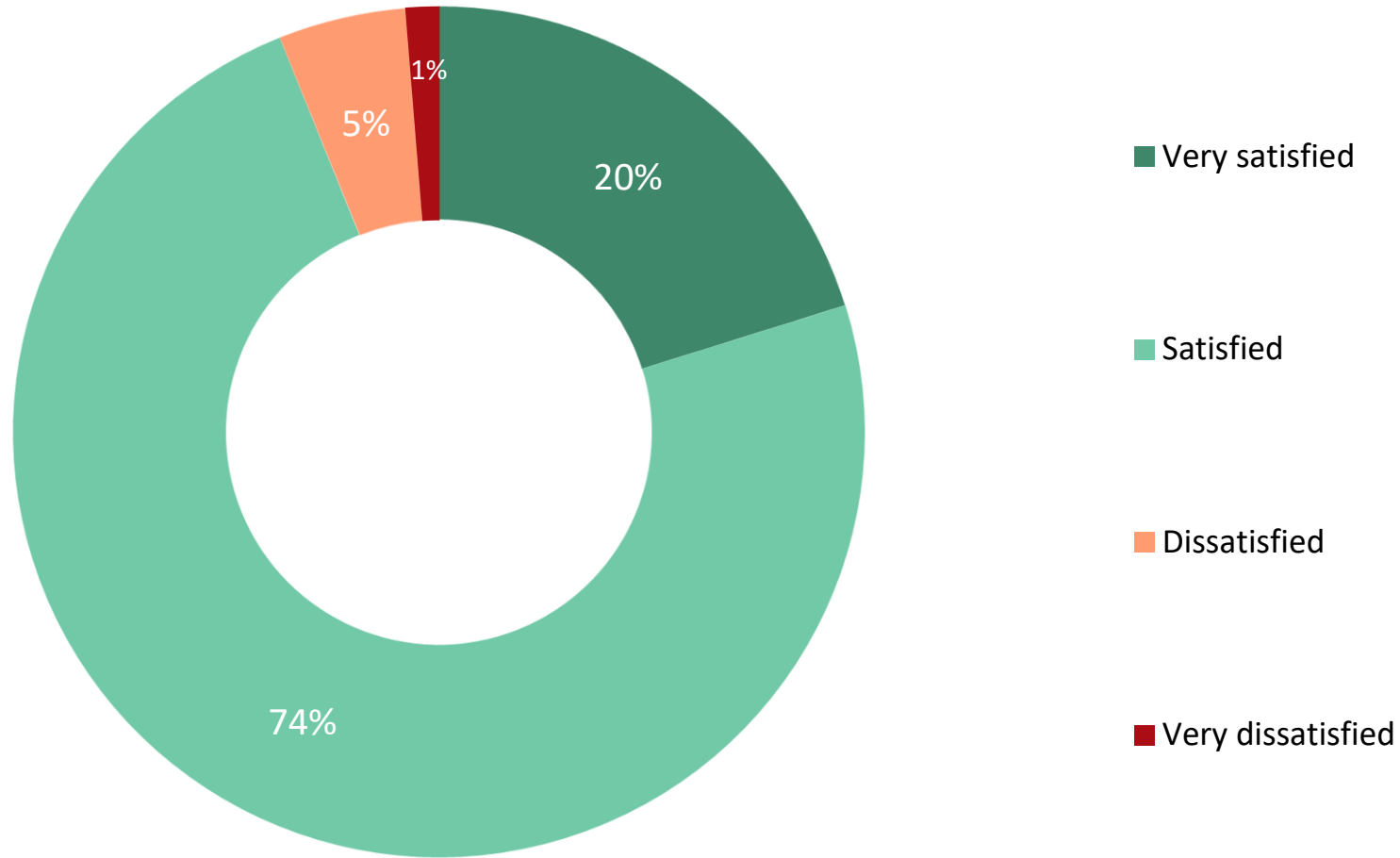


Chart shows change vs Australia ELB 2017/18

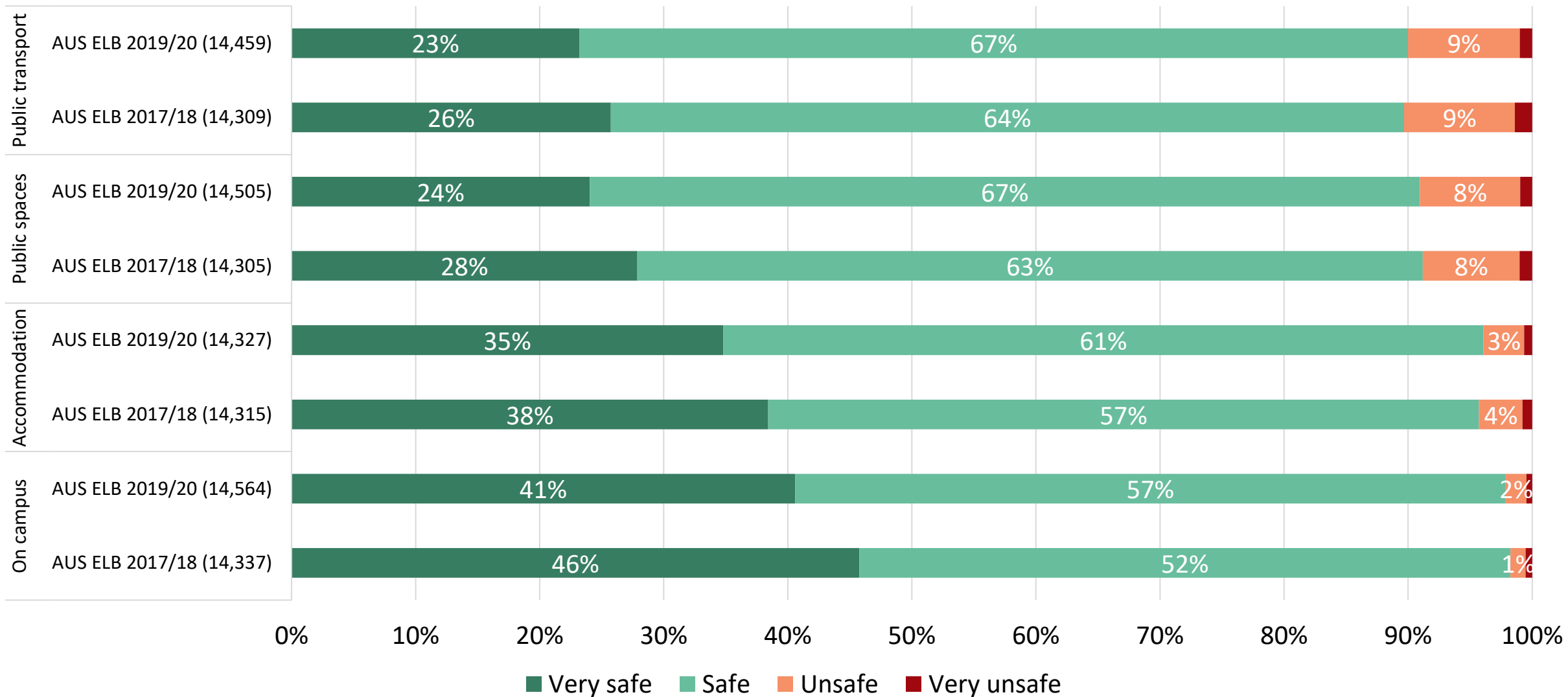


Based on your experiences living in this country, how far do you agree or disagree with the following?

AUS ELB 2019/20 (14,609)



Overall, how happy are you with your life at your institution at this stage in the year?



Do you feel safe in the following areas?

Wellbeing

Top 5 elements with strongest correlation to happiness

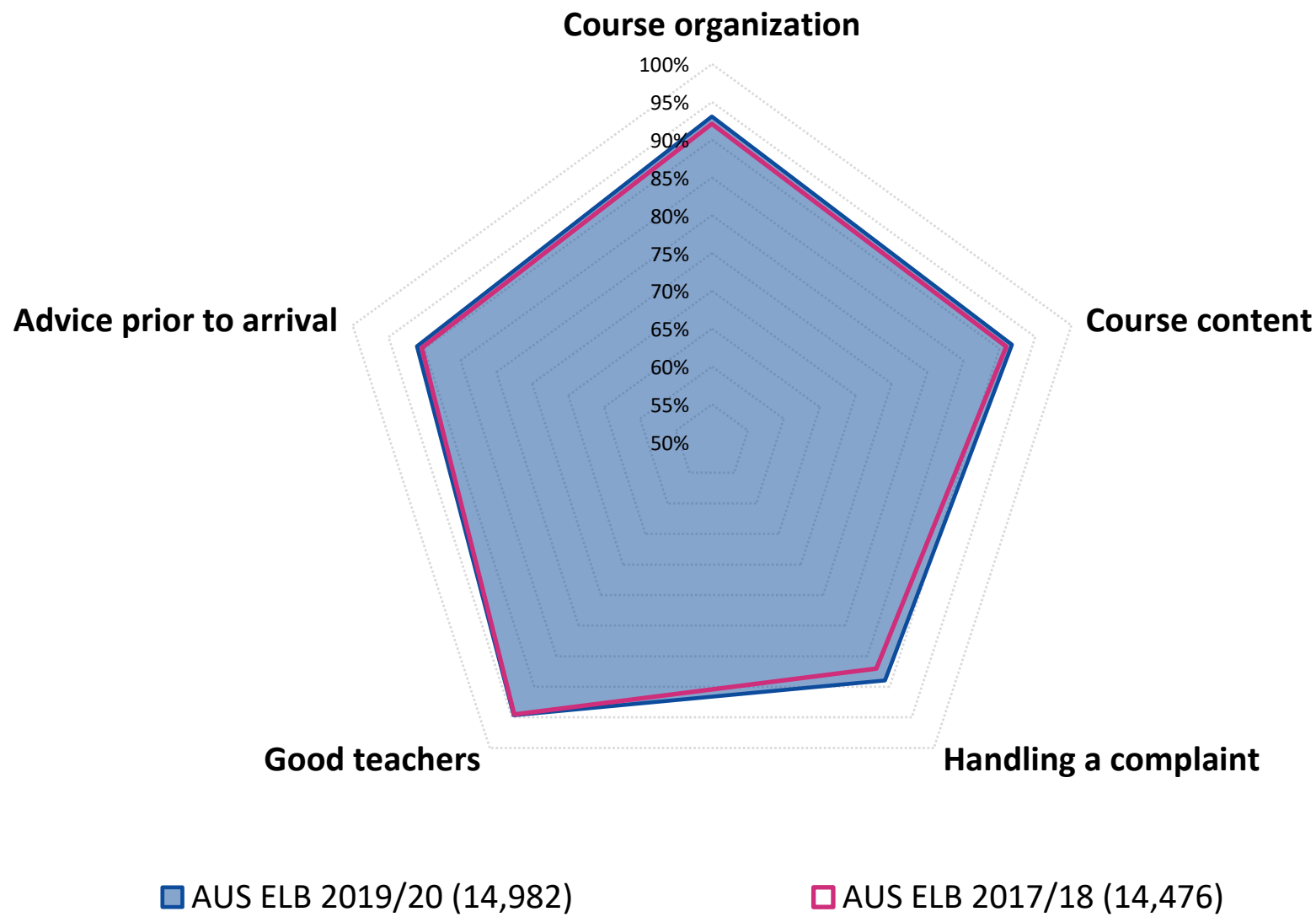
Course organization

Course content

Handling a complaint

Good teachers

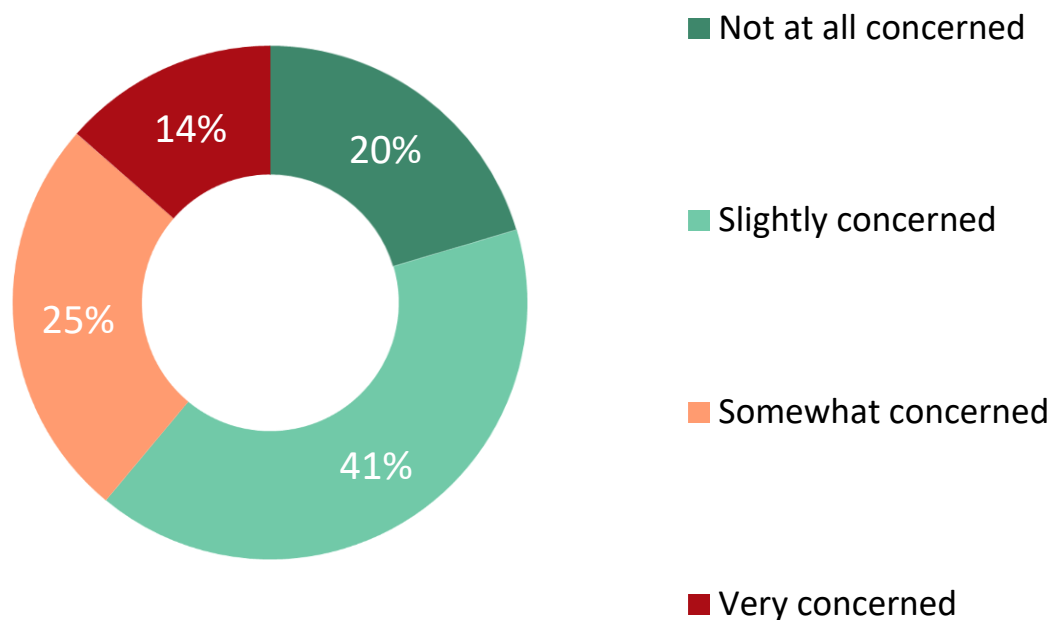
Advice prior to arrival



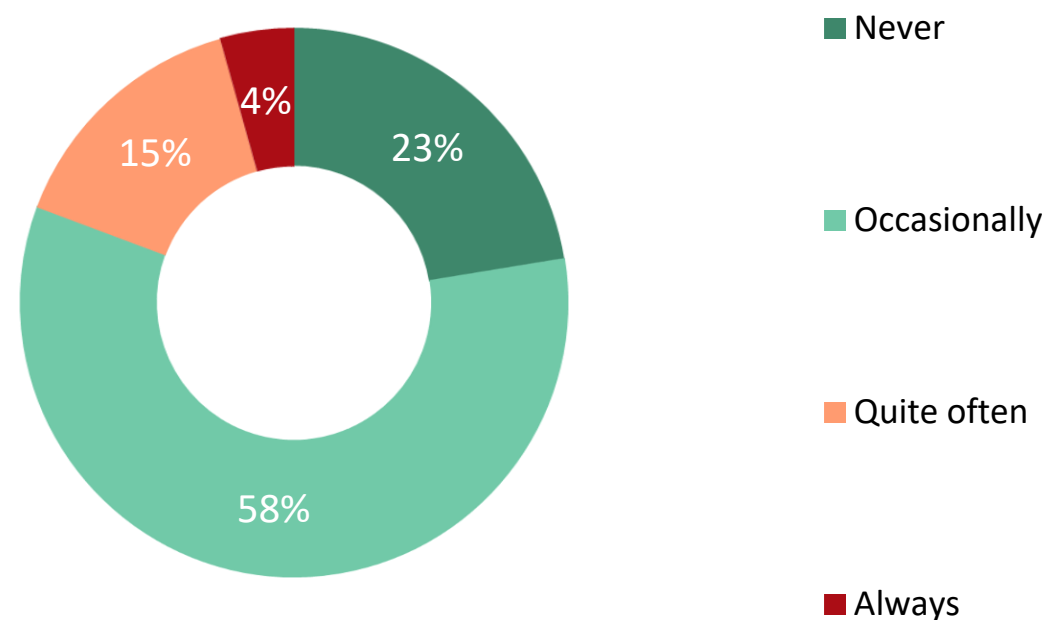
Overall, how happy are you with your life at this language school/centre at this stage in the year?

AUS ELB 2019/20 (14,415)

AUS ELB 2019/20 (14,417)

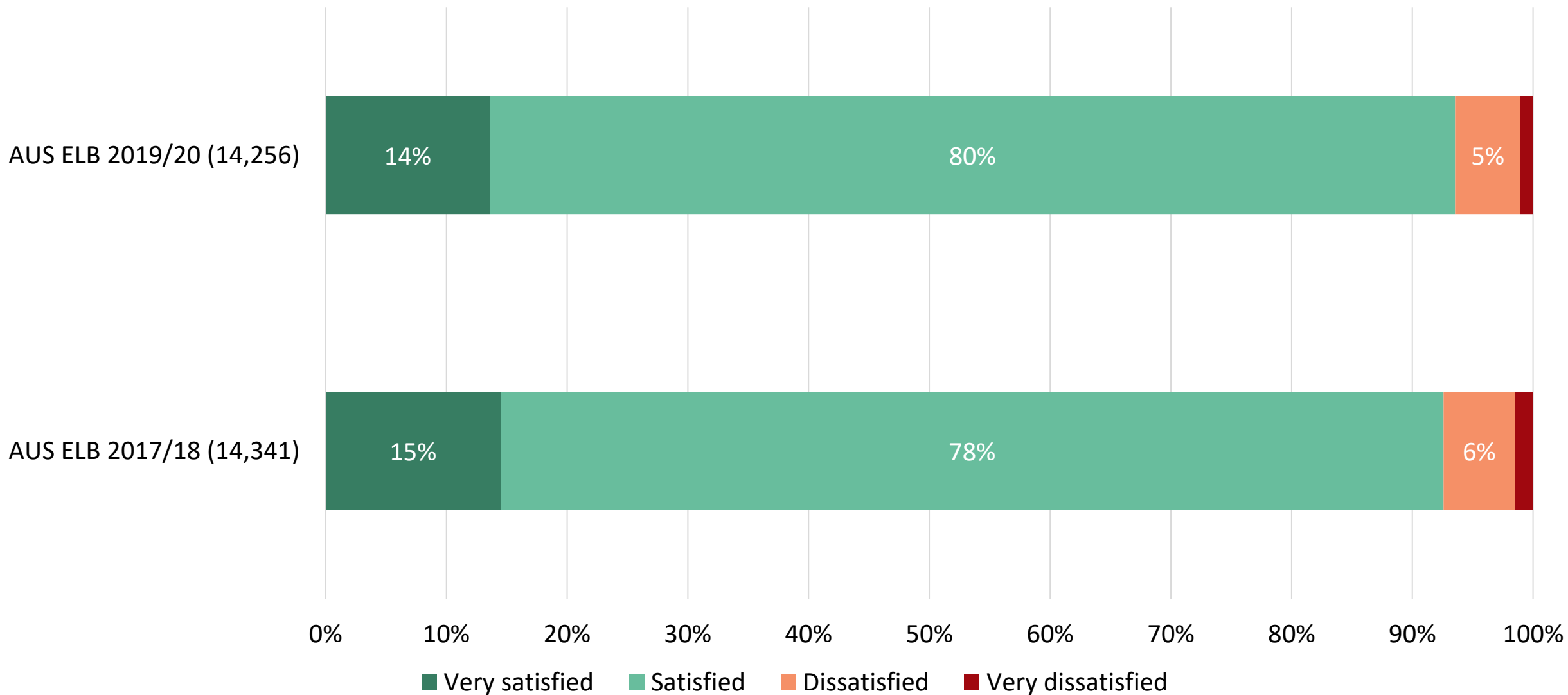


Do you have any concerns about completing your studies?

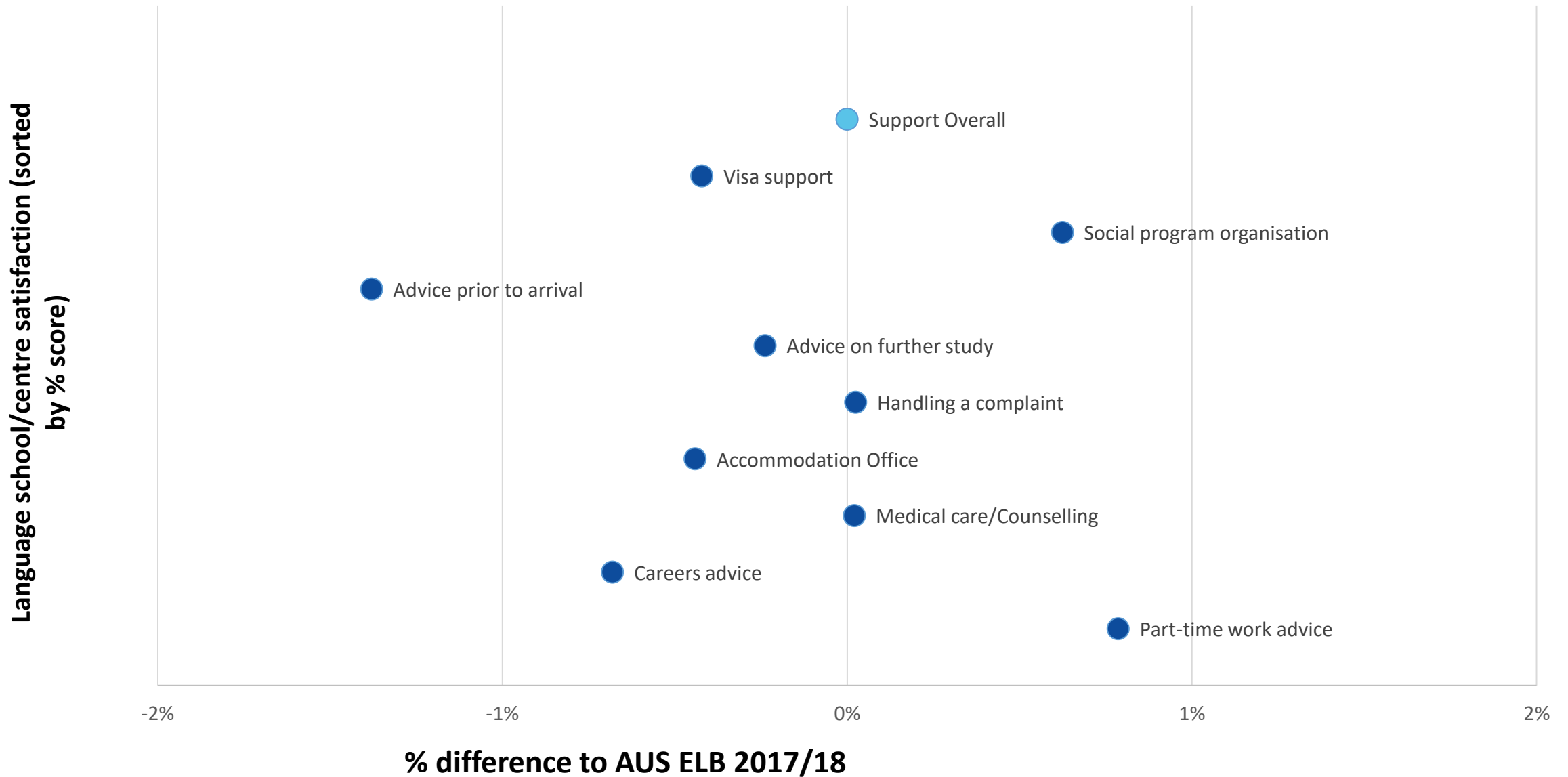
























Do you ever feel particularly stressed or anxious with your life at this language school/centre?

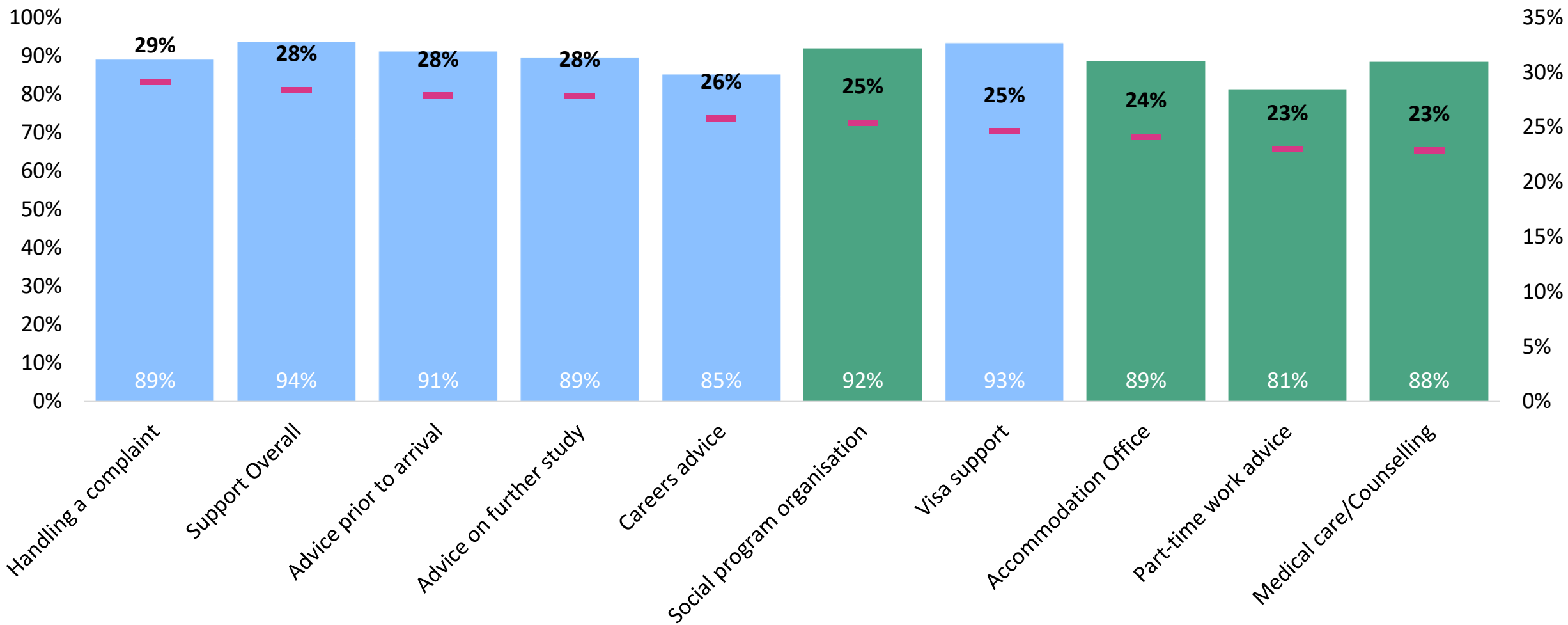
Support experience



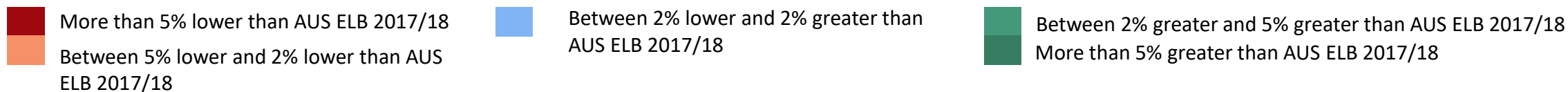
Overall, how satisfied are you with the support services at this stage in the year?



Base	16,491	15,657		3,790	
Factor	Aus ELB 2019/20	Aus ELB 2017/18	Aus ELB 2017/18 +/-	Global ELB Other	Global ELB Other +/-
Support Average	87.2%	87.4%	 -0.2%	85.5%	 1.7%
Support Overall	92.9%	92.9%	 0.0%	91.7%	 1.2%
Support					
Advice prior to arrival	89.5%	90.9%	 -1.4%	88.7%	 0.8%
Visa support	92.7%	93.1%	 -0.4%	90.5%	 2.2%
Advice on further study	88.3%	88.6%	 -0.3%	86.1%	 2.2%
Careers advice	83.3%	83.9%	 -0.6%	80.3%	 3.0%
Part-time work advice	79.3%	78.5%	 0.8%	76.7%	 2.6%
Medical care/Counselling	86.4%	86.4%	 0.0%	85.5%	 0.9%
Handling a complaint	87.3%	87.3%	 0.0%	85.2%	 2.1%
Accommodation Office	87.2%	87.6%	 -0.4%	87.3%	 -0.1%
Social program organisation	90.5%	89.9%	 0.6%	88.9%	 1.6%



AUS ELB 2019/20 results (14,256) – Correlation



	Australia ELB 2009	Australia ELB 2011	Australia ELB 2013	Australia ELB 2016	Australia ELB 2017/18	Australia ELB 2019/20	First wave vs 2019/20
Part-time work advice	59%	68%	71%	79%	78%	81%	22%
Social program organisation	73%	83%	86%	88%	89%	92%	19%
Careers advice	67%	75%	78%	83%	83%	85%	18%
Handling a complaint	72%	82%	84%	86%	87%	89%	17%
Accommodation Office	72%	79%	82%	85%	86%	89%	17%
Medical care/Counselling	73%	80%	81%	85%	86%	88%	15%
Advice on further study	78%	85%	84%	87%	88%	89%	11%
Advice prior to arrival	80%	85%	87%	89%	90%	91%	11%
Visa support	84%	88%	89%	91%	93%	93%	9%

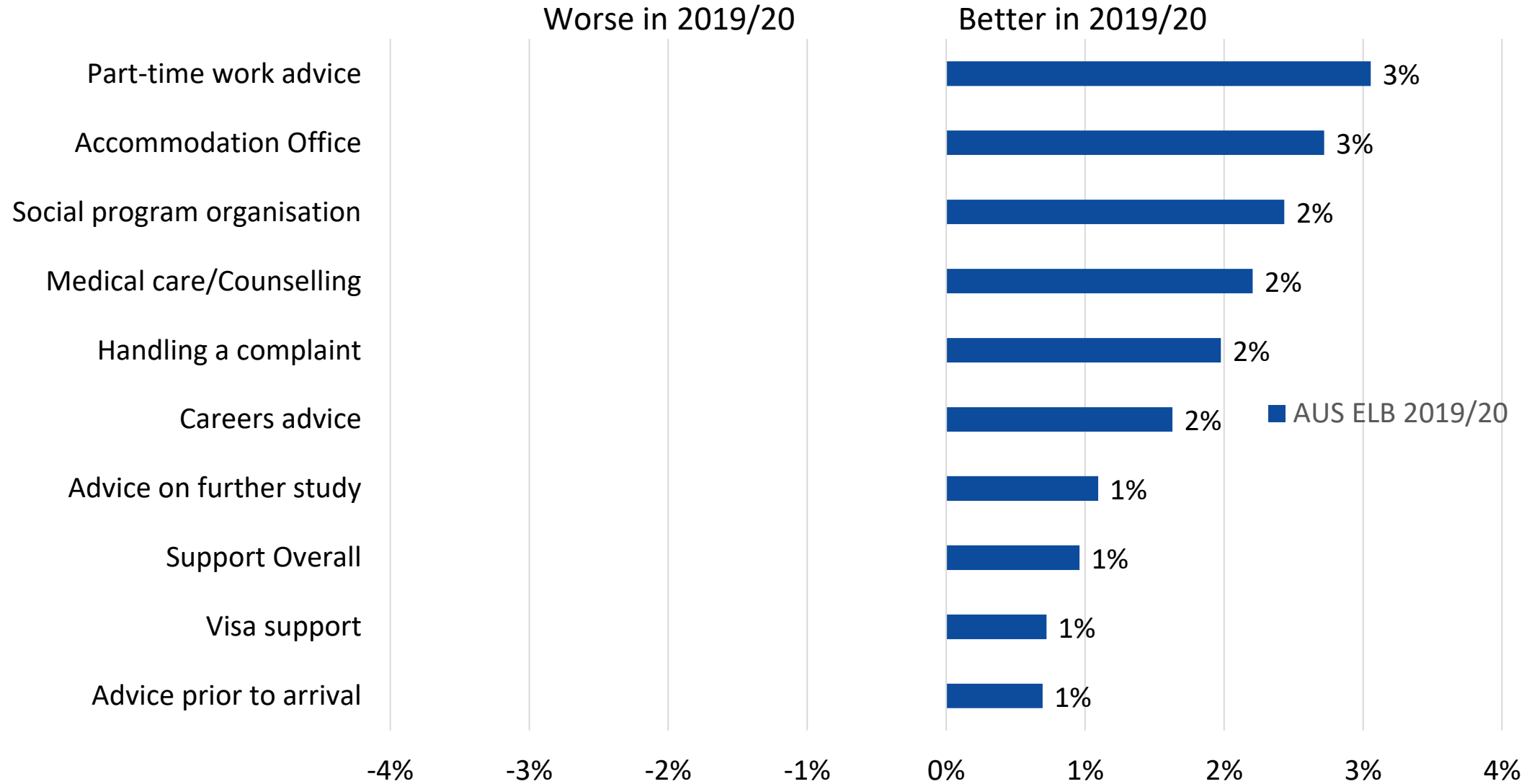


Chart shows change vs Australia ELB 2017/18

Careers and Future plans

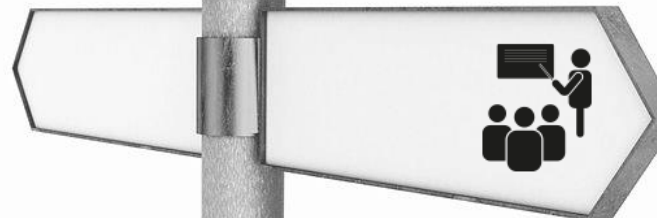
12% (18%) of students are planning on entering employment



34% (34%) of students are planning on going travelling, or are undecided



90%* are satisfied that their programme will help them to get a good job



88% (89%) are satisfied with making good contacts for the future

53% (45%) of students are planning on doing further study



83% (84%) are satisfied with the career advice from academic staff

Aus ELB 2019/20

Aus ELB 2017/18

Appendix



How it works

- Each students' satisfaction scores (for each of the Arrival, Learning, Living and Support elements) are correlated with their score for their 'likelihood to recommend' their institution.
- A high correlation (positive or negative) means that scores for that element are strongly related to the scores given for the likelihood to recommend.
- In this way, Derived Importance helps identify which factors have the greatest impact on students, and on them recommending the institution to others.

Calculating satisfaction results

Throughout this report, satisfaction results presented are calculated as an overall score of all accepted results (for example, Slide 49). This is also the method used in calculating satisfaction results presented in derived importance slides (for example, Slide 54).

Satisfaction results presented in benchmarking tables are calculated based on an average of averages (for example, Slide 53) and as a result may vary to those presented in other slides.

AUS ELB 2017/18 results presented in the 2019/20 National Report

There is some variance between 2017/18 results presented in the 2019/20 National Report and the 2017/18 National Report. This is due to a change in acceptance criteria. Results presented in the 2017/18 National Report were based on an acceptance criteria of 30 responses. An acceptance criteria of 10 responses has been used for both 2017/18 and 2019/20 results presented in the 2019/20 National Report.

Appendix - Questionnaire

Background

- *Language*
- *Nationality*

You and your course

- *Course type*
- *Course length*
- *Motivations*
- *Accommodation*
- *Overall satisfaction*
- *Likelihood to recommend*

Decision-making

- *Decision factors*
- *Application*
- *Response time*

Arrival experience

- *Overall satisfaction*
- *Orientation*
- *Satisfaction of arrival elements*

Learning Experience

- *Overall Satisfaction*
- *Satisfaction of learning elements*

Living Experience

- *Overall Satisfaction*
- *Satisfaction of living elements*
- *Feeling welcome*
- *Happiness*
- *Safety*

Support experience

- *Overall satisfaction*
- *Satisfaction of support elements*
- *Stress*
- *Concerns*

Recommendation

- *Value for money*
- *Future plans*

Other

- *Visas*
- *Agents*

Not a full list of questions

Terminology in Questionnaire

Terminology in Report

The information you received from this language school/centre before you arrived

Pre-arrival info

Welcome/pickup at airport/railway/coach station

Welcome/pick-up

First night - getting to where I would stay

First night

Condition of accommodation on arrival

Accommodation condition

Assistance to obtain health insurance

Health insurance

Overall, how satisfied were you with the ORIENTATION PROGRAMME?

Formal orientation

Enrolment/Academic registration

Registration

Formal welcome at the language school/centre

Formal welcome

Orientation (finding my way around the local area)

Local orientation

Introduction to the campus and facilities

Campus and facilities intro

Setting up a bank account

Bank account

Meeting teachers/academic staff

Meeting staff

Understanding how my course of study would work

Study sense

Terminology in Questionnaire

Terminology in Report

Introduction to clubs and societies

Clubs and societies intro

The orientation programme's social activities

Social orientation

Accommodation and living orientation

Living orientation

Welcome from my homestay family

Homestay welcome

Terminology in Questionnaire

Terminology in Report

The teaching ability of lecturers/supervisors

Good teachers

The academic content of my course/studies

Course content

The organisation and smooth running of the course

Course organisation

Teachers/academic staff whose English I can understand

Teachers who I can understand

Getting time from teachers/academic staff when I need it/personal support with learning

Learning support

Feedback on coursework/formal written submissions

Performance feedback

Explanation of marking/assessment criteria

Marking criteria

Fair and transparent assessment of my work

Assessment

Terminology in Questionnaire

Terminology in Report

Learning that will help me to get a good job

Employability

Studying with people from other cultures

Multicultural

The size of the classes

Class size

The quality of the lecture theatres and classrooms

Learning spaces

The physical library facilities

Physical library

The online library facilities (access to journals, etc.)

Online library

The learning technology (PCs, networking, etc.)

Technology

Virtual Learning Environment (Blackboard/WebCT/Weblearn/Stream/Moodle/Canvas)

Virtual learning

Terminology in Questionnaire

Terminology in Report

Access to suitable accommodation

Accommodation access

The quality of accommodation

Accommodation quality

The cost of accommodation

Accommodation cost

The cost of living (food, drink, transport and social)

Living cost

The opportunity to earn money while studying

Earning money

The availability of financial support/bursaries, etc.

Financial support

Internet access at my accommodation

Internet access

Terminology in Questionnaire

Terminology in Report

Making friends from my home country

Home friends

Making friends from this country

Host friends

Making friends from other countries

Other friends

Opportunities to experience the culture of this country

Host culture

The sports facilities

Sports facilities

The social facilities (common room, etc.)

Social facilities

The social activities (organised events)

Social activities

Making good contacts for the future

Good contacts

Terminology in Questionnaire

Terminology in Report

Feeling safe and secure

Safety

Transport between language school/centre locations

Transport links uni

The transport links to other places

Transport links

The facilities for religious worship (quiet room/prayer room, etc.)

Worship facilities

The surroundings outside the language school/centre

Good place to be

Immigration and visa advice from the language school/centre

Visa advice

The language school/centre's eco-friendly attitude to the environment (e.g. recycling/energy, etc.)

Eco-friendly attitude

The design and quality of the campus buildings (what they look like, internal quality, functionality and beauty)

Campus buildings

The quality of the external campus environment (landscaping, street furniture, litter, trees, cycle parking, sign posting)

Campus environment

Terminology in Questionnaire

Terminology in Report

Advice provided by my language school/centre before travelling

Advice prior to arrival

Help and support with my visa application

Visa support

Advice on further study following my English course

Advice on further study

Advice on employment/career options following my English course

Careers advice

Advice and guidance on finding part-time work while in this country

Part-time work advice

Advice on finding medical care or counselling services

Medical care/Counselling

Handling a complaint

Handling a complaint

Accommodation placement service

Accommodation Office

Social program organisation

Social program organisation

Contact:

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