

ISB Ranking Sheet - NH 2021
University of Limerick

		Ranking based on mean scores						
Base	413	91019	6023				96	7
	Limerick	Global ISB	Ireland ISB	Global ISB +/-	Ireland ISB +/-	p %	Global ISB	Ireland ISB
ARRIVAL AVERAGE	95.1%	94.2%	89.6%	1.0%	4.4%	0.00	27	3
ARRIVAL OVERALL	92.6%	88.6%	89.1%	4.1%	3.5%	0.00	3	1
ARRIVAL								
* Pre-arrival info	92.9%	89.6%	86.4%	3.3%	6.5%	0.00	2	1
* First night	91.6%	85.0%	85.7%	6.6%	5.9%	0.00	2	1
* Welcome	90.7%	78.2%	85.2%	12.5%	5.5%	0.00	2	1
Condition of accommodation on arrival	82.3%	85.0%	93.7%	-2.7%	2.6%	0.07	11	1
ORIENTATION								
* Enrolment / academic registration	93.7%	89.5%	85.7%	4.2%	8.0%	0.01	16	1
Accessing online learning materials	89.7%	88.7%	84.9%	1.0%	4.8%	0.12	21	1
* Home friends	89.5%	82.7%	81.6%	6.9%	7.9%	0.01	12	1
* Social activities	88.6%	81.4%	77.5%	7.2%	11.1%	0.01	11	1
Internet access	87.7%	87.0%	84.0%	0.7%	3.7%	0.75	33	3
Other friends	87.0%	84.2%	84.4%	2.8%	2.6%	0.43	29	4
Formal welcome at the institution	86.8%	86.5%	82.1%	0.3%	4.7%	0.61	41	1
Social orientation	86.7%	80.5%	77.8%	6.2%	8.9%	0.15	38	2
Meeting academic staff	86.6%	87.9%	85.0%	-1.3%	1.6%	0.67	48	2
Introduction to support services	86.2%	85.4%	81.4%	0.8%	4.8%	0.87	52	2
Study sense	86.2%	86.0%	83.0%	0.1%	3.1%	0.79	46	3
Accommodation Office	85.1%	86.0%	76.3%	-0.9%	8.8%	0.82	19	1
Intro to campus and facilities	84.5%	79.4%	75.3%	5.1%	9.1%	0.09	26	2
Virtual onboarding	84.3%	84.0%	80.8%	0.3%	3.5%	0.70	44	2
* Introduction to clubs and societies	83.4%	76.8%	81.4%	6.7%	2.0%	0.00	17	3
Orientation (finding my way around the local area)	83.0%	81.6%	79.9%	1.3%	3.1%	0.26	26	2
Accommodation and living orientation	73.8%	80.7%	70.7%	-6.9%	3.1%	0.19	53	2
Host friends	71.3%	74.7%	72.4%	-3.4%	-1.2%	0.64	56	5
* Setting up a bank account	66.5%	76.9%	61.1%	-10.4%	5.3%	0.05	56	1
LEARNING AVERAGE								
LEARNING OVERALL	89.4%	87.7%	86.5%	2.0%	3.2%	0.13	26	1
TEACHING								
* Academic/ English	95.6%	93.8%	95.2%	1.8%	0.4%	0.01	22	5
Submitting work remotely	95.5%	94.4%	95.6%	1.1%	-0.1%	0.20	31	5
* Expert lectures	95.1%	94.2%	95.4%	0.8%	-0.4%	0.01	17	4
Communicating with tutors	93.4%	90.4%	90.9%	3.0%	2.5%	0.06	21	3
Good teachers	91.7%	89.9%	88.5%	1.8%	3.2%	0.33	34	2
The level of research activity	91.1%	89.2%	87.0%	4.1%	4.1%	0.86	48	2
The quality of lectures	91.1%	90.2%	89.7%	0.9%	1.4%	0.18	33	3
Learning support	91.0%	89.2%	88.3%	1.8%	2.7%	0.21	28	4
Course content	89.0%	90.9%	89.4%	-1.9%	-0.4%	0.82	44	3
Course organisation	86.6%	85.2%	80.4%	1.4%	6.2%	0.06	32	1
Assessment	86.5%	89.9%	86.8%	-3.4%	-0.3%	0.16	66	4
Marking criteria	79.7%	85.9%	79.5%	-6.1%	0.5%	0.07	70	3
* Performance feedback	75.5%	86.1%	75.9%	-10.6%	-0.4%	0.00	71	5
STUDIES								
* The size of the classes	97.3%	93.0%	91.2%	4.3%	6.0%	0.00	7	1
* Language support	95.6%	90.9%	92.1%	4.7%	2.5%	0.00	2	1
* Studying with people from other cultures	95.1%	89.8%	90.7%	5.3%	4.5%	0.00	3	1
Topic selection**	87.6%	90.4%	89.9%	-2.9%	-2.3%	0.17	68	6
Employability	84.0%	81.6%	80.2%	3.3%	3.7%	0.12	34	3
Communication with Students	80.8%	81.5%	77.2%	-0.7%	3.6%	0.83	48	2
Careers advice	79.2%	75.8%	71.5%	3.4%	7.7%	0.33	39	1
Opportunity for work experience	76.6%	73.3%	69.5%	3.3%	7.2%	0.13	36	1
FACILITIES								
* Online library	97.2%	90.1%	89.1%	7.1%	8.1%	0.00	8	1
Laboratories	96.5%	91.8%	90.4%	4.7%	6.1%	0.06	18	1
* The physical library facilities	95.9%	92.1%	92.1%	4.4%	3.8%	0.00	5	1
* On-campus facilities access	95.0%	89.0%	90.4%	6.0%	4.6%	0.00	18	3
* Learning Technology	94.7%	91.0%	86.4%	3.7%	8.3%	0.05	29	2
Online Study Materials	93.7%	90.2%	91.7%	2.0%	2.0%	0.07	31	4
* Learning spaces	89.7%	92.1%	86.2%	-2.4%	3.5%	0.04	74	4
Virtual Learning Environment	89.5%	90.2%	88.3%	-0.7%	1.2%	0.60	41	4
ONLINE LEARNING								
* Online learning resources and library facilities	96.2%	88.9%	89.4%	7.2%	6.7%	0.00	13	2
* Online Tests and exams	94.0%	87.8%	87.2%	6.1%	6.8%	0.03	27	1
* Online Assignments	91.1%	88.4%	89.2%	2.7%	1.9%	0.01	20	1
Online Lectures	89.4%	87.2%	85.9%	3.5%	3.5%	0.82	44	3
Online Tutorials	84.1%	86.6%	82.1%	-2.6%	2.0%	0.46	57	3
Online Group work	72.2%	76.9%	71.9%	-4.7%	0.3%	0.25	64	4
LIVING AVERAGE								
LIVING OVERALL	78.4%	80.0%	74.5%	-1.6%	5.9%	0.08	80	3
ACCOMMODATION AND LIVING COSTS								
Internet access on campus	92.7%	90.8%	83.0%	1.9%	9.7%	0.00	10	1
Internet access at my accommodation	86.7%	85.4%	83.2%	1.3%	3.5%	0.25	31	3
The quality of accommodation	74.6%	84.8%	72.8%	-10.2%	1.9%	0.00	83	5
* Access to suitable accommodation	67.4%	82.2%	57.1%	-14.8%	10.3%	0.00	83	1
Earning money	66.0%	60.1%	59.5%	6.5%	6.8%	0.40	42	1
* Living cost	60.6%	69.6%	45.8%	-9.1%	14.8%	0.00	74	1
Financial support	54.6%	58.9%	51.0%	-4.3%	3.6%	0.37	66	2
The process of finding accommodation upon arrival	52.3%	48.3%	48.7%	3.6%	13.6%	0.43	79	1
* The cost of accommodation	30.1%	60.7%	26.7%	-30.6%	3.4%	0.00	86	2
SOCIAL								
* The sports facilities	90.7%	79.6%	85.2%	11.1%	5.5%	0.00	2	2
* Making friends from other countries	90.6%	81.8%	83.7%	7.3%	4.9%	0.00	4	1
* Home friends	89.8%	81.8%	82.3%	8.0%	7.6%	0.00	7	1
* The social activities (organised events)	87.2%	79.2%	78.8%	8.0%	8.4%	0.00	7	2
* Host culture	81.3%	82.1%	4.1%	4.1%	0.3%	0.00	8	1
* Making good contacts for the future	84.4%	77.0%	77.2%	7.4%	7.2%	0.00	11	2
International class	81.9%	75.7%	75.9%	6.2%	6.0%	0.01	2	1
Social facilities	75.7%	77.8%	72.1%	-2.3%	5.7%	0.12	64	3
Host friends	65.0%	72.4%	69.7%	-7.4%	-4.7%	0.10	69	6
DAY TO DAY LIFE								
* Campus environment	96.9%	93.2%	94.6%	3.6%	2.3%	0.00	4	2
* Feeling safe and secure on campus	95.1%	85.2%	84.8%	-0.1%	0.4%	0.03	23	4
Campus buildings	90.9%	91.1%	88.7%	-0.1%	2.3%	0.29	37	2
The surroundings outside the institution	90.6%	91.8%	92.3%	-1.3%	-1.7%	0.09	26	4
Eco-friendly attitude	90.6%	92.0%	86.5%	-4.0%	6.0%	0.69	56	3
* Visa advice	83.4%	81.1%	78.4%	2.3%	5.0%	0.04	24	2
Worship facilities	80.0%	89.0%	87.5%	-9.0%	-7.5%	0.18	78	7
* Transport between university locations	77.3%	87.7%	80.5%	-10.2%	-10.2%	0.00	75	6
* The transport links to other places	75.0%	85.2%	77.1%	-10.2%	-2.1%	0.00	75	4
SUPPORT AVERAGE								
SUPPORT OVERALL	93.0%	91.7%	88.5%	1.3%	4.6%	0.00	26	1
Graduate and Professional Studies**	93.5%	86.5%	86.2%	7.0%	7.9%	0.00	18	2
UL Learning Centres	100.0%	94.1%	92.5%	5.9%	6.5%	0.26	13	1
* Students' Union	100.0%	93.8%	92.4%	6.2%	7.6%	0.27	15	5
* Careers Service	98.4%	94.3%	96.0%	4.1%	2.3%	0.01	17	2
* UL Global Division	98.2%	89.5%	90.1%	8.7%	8.1%	0.04	11	1
Library Service	97.4%	91.3%	88.6%	6.1%	8.8%	0.00	1	1
IT and system support	96.8%	95.4%	94.4%	1.4%	2.4%	0.00	4	1
Restaurants on campus	94.8%	93.0%	87.5%	1.8%	7.3%	0.61	35	2
Health Centre	89.2%	88.3%	86.5%	0.9%	2.7%	0.26	29	2
Accommodation Office	80.0%	91.1%	87.8%	-11.1%	-7.8%	0.01	70	6
Clubs / Societies	75.6%	84.6%	75.1%	-9.0%	0.6%	0.07	54	3
	87.0%	93.1%	92.2%	-6.1%	-5.2%	0.93	43	6
COVID-19 RESPONSE								
COVID-19 Communication Satisfaction	89.6%	87.8%	82.8%	1.8%	6.8%	0.74	40	3
Overall COVID-19 Response	95.4%	83.9%	80.5%	11.5%	14.8%	0.07	30	3
COVID-19 Online Learning Satisfaction	89.9%	82.6%	81.6%	7.3%	8.3%	0.46	41	4
EMPLOYMENT / CAREERS SUPPORT								
* Information	93.4%	80.5%	79.2%	13.0%	14.3%	0.01	10	1
Advice	82.0%	75.2%	72.3%	6.7%	9.7%	0.44	25	1
Training	87.2%	77.1%	77.5%	10.1%	9.7%	0.40	19	2
Support	82.9%	76.3%	73.5%	6.5%	9.3%	0.95	31	2
OVERALL AVERAGE								
OVERALL SATISFACTION	86.5%	85.9%	82.5%	0.7%	4.0%	0.09	29	1
Net Promoter Score								
Recommendation	17	8	9	9	8	N/A	29	2
* Overall Happiness	80.3%	76.1%	77.0%	4.2%	3.4%	0.01	30	2
* Value for money	91.6%	87.8%	88.4%	3.8%	3.2%	0.00	11	3
* Career Goal Preparation	85.0%	76.4%	76.3%	8.5%	8.6%	0.00	22	1
	64.5%	67.6%	60.5%	-12.4%	-6.0%	0.05	83	6

Where the number of participants in a rating group varies, it is noted in the last column on the ranking sheet.

Significance values calculated using two-tailed, non-parametric, two-sample t-tests.

* = significant difference between institution and ISB Index values, p<0.05

** p = 0.05 the difference is due to chance, e.g. 0.05 means a 5% likelihood the result is due to chance.

*** Postgraduate students only

Annual section asked to all First Year and Short Course students.

Elements with -0.00 responses are not displayed.

Rankings based on mean of means. Each institution's own results are averaged, with the benchmark values being the average of all of the constituent institution results.

Minimum acceptance criteria applied to similar elements may be excluded from the analysis.

Note: order each section by net score, highest to lowest.