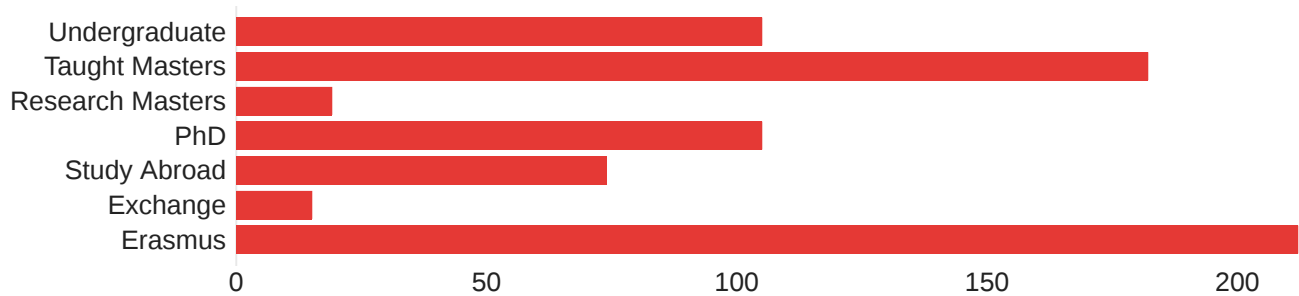


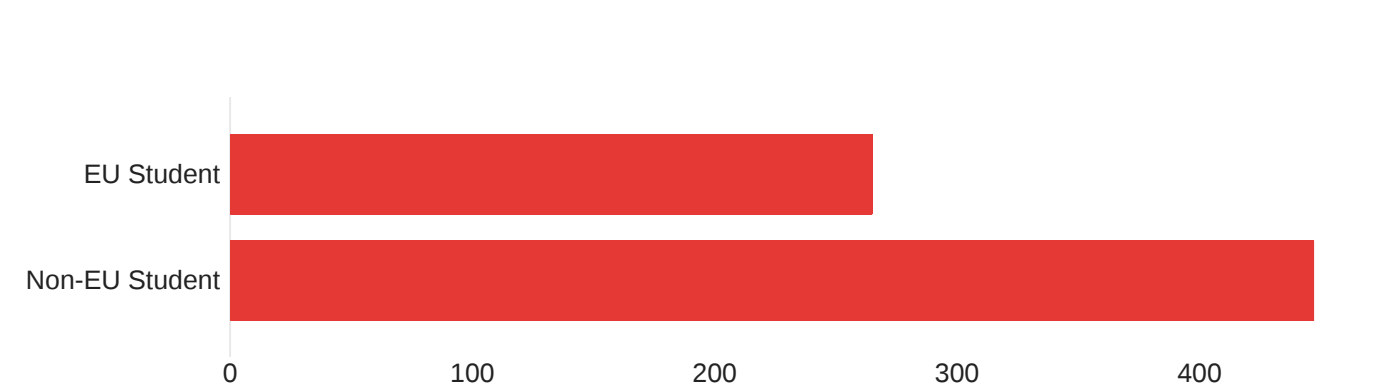
Q1 - What programme are you currently studying? Please select one:



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
What programme are you currently studying? Please select one:	1	13	9	4	15	712

Field	Choice Count
Undergraduate	105
Taught Masters	182
Research Masters	19
PhD	105
Study Abroad	74
Exchange	15
Erasmus	212
Total	712

Q2 - Are you an EU or Non-EU Student?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Are you an EU or Non-EU Student?	1	2	2	0	0	712

Field	Choice Count
EU Student	265
Non-EU Student	447
Total	712

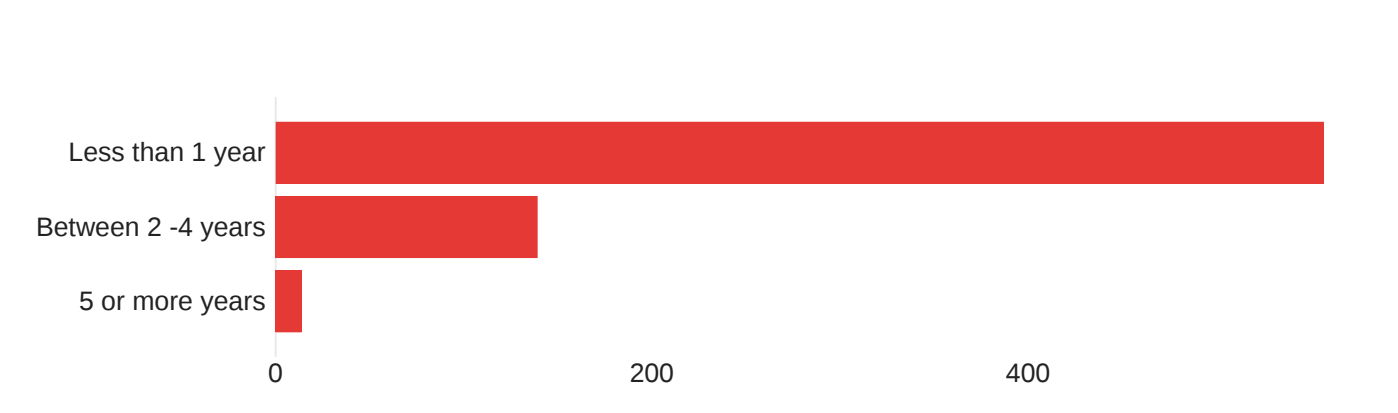
### Q3 - Please indicate your nationality:

Field QID3 has 225 values which exceeds the maximum (150).

Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Please indicate your nationality:	2	225	89	58	3371	707

Field QID3 has 225 values which exceeds the maximum (150).

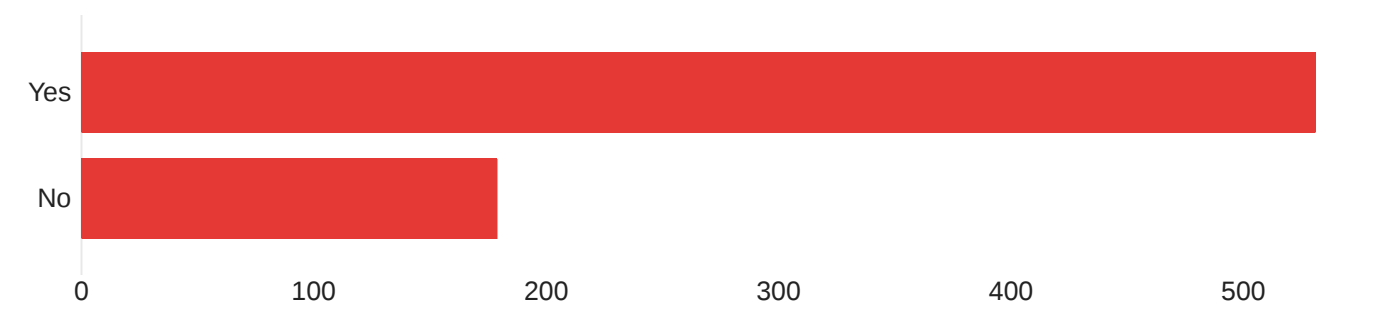
## Q4 - How long have you been studying in Ireland?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How long have you been studying in Ireland?	1	3	1	0	0	710

Field	Choice Count
Less than 1 year	557
Between 2 -4 years	139
5 or more years	14
Total	710

Q5 - Was the University of Limerick your first choice of destination for your study placement abroad?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Was the University of Limerick your first choice of destination for your study placement abroad?	1	2	1	0	0	710

Field	Choice Count
Yes	531
No	179
Total	710

## Q6 - If not, where was your first choice?

If not, where was your first choice?

---

UNSW

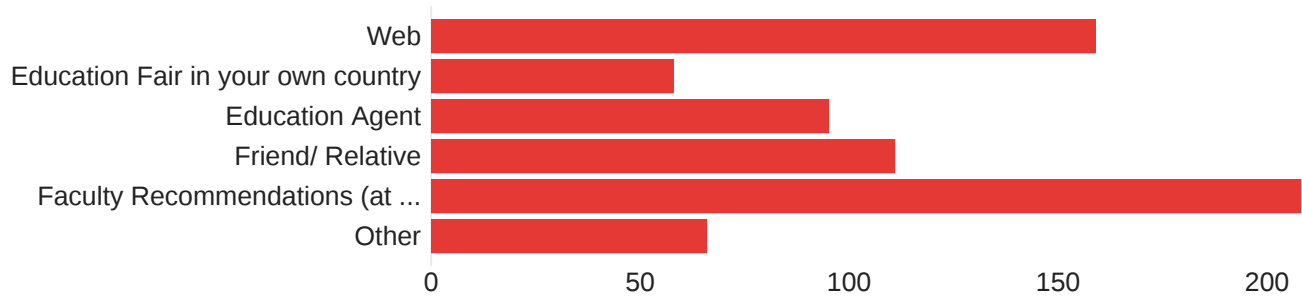
RSCI Medicine

Maastricht, Netherlands

MD Anderson

Coventry ( UK)

## Q7 - How did you find out about UL ?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How did you find out about UL ?	1	6	4	2	3	697

Field	Choice Count
Web	159
Education Fair in your own country	58
Education Agent	95
Friend/ Relative	111
Faculty Recommendations (at your previous university)	208
Other	66
Total	697

## Q8 - Please specify

Please specify

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LinkedIn

academic listserv

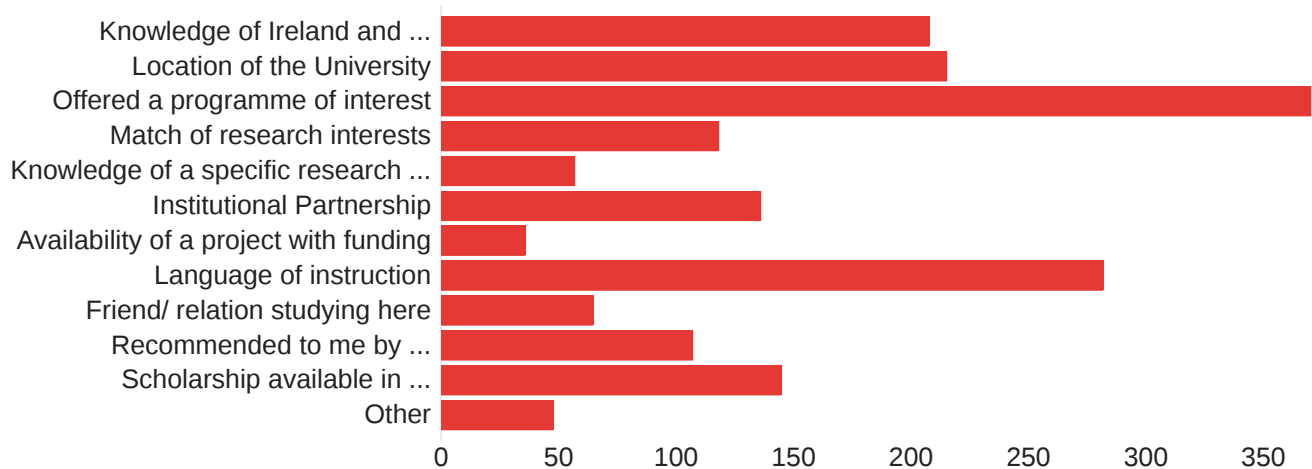
Lecturer

List of partner universities

Bridging Course Program from Indonesia Government



## Q9 - What were the main factors considered when making your decision to study at UL?(Please tick all that apply)



Field	Choice Count
Knowledge of Ireland and education system here	208
Location of the University	215
Offered a programme of interest	370
Match of research interests	118
Knowledge of a specific research centre/research institute/ researcher	57
Institutional Partnership	136
Availability of a project with funding	36
Language of instruction	282
Friend/ relation studying here	65
Recommended to me by education agent in my home country	107
Scholarship available in programme of study	145
Other	48

Total

1787

Other - Text

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Reputation

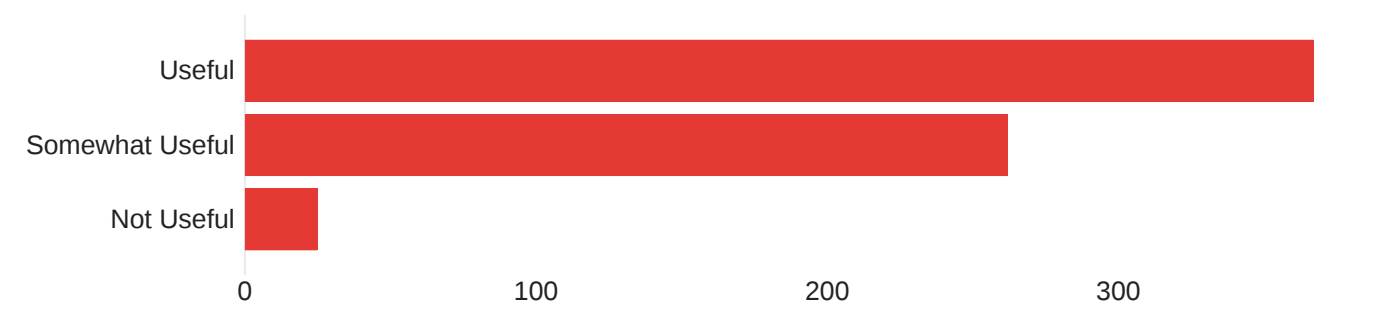
only school accepted me into the program of interest in ireland

Accommodation on campus

Campuslife and clubs and societies

Kenny Business School

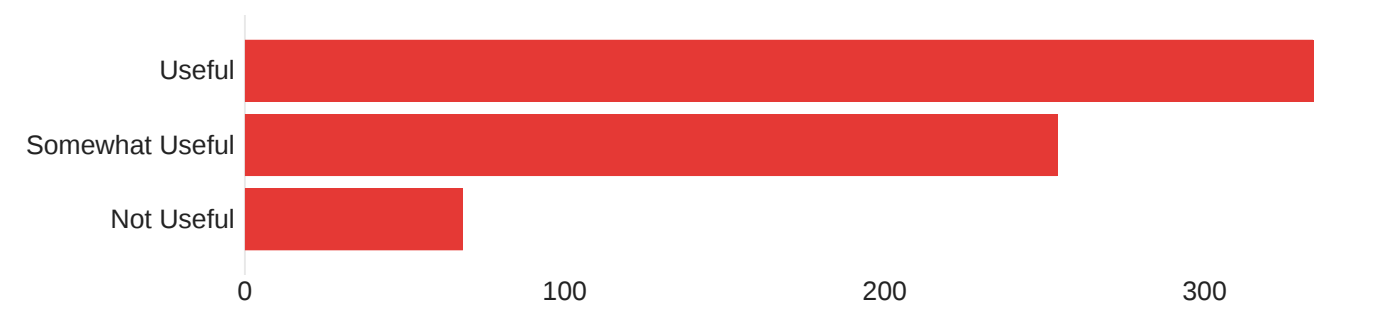
Q10 - How useful did you find the UL website in answering your needs on Application Forms



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How useful did you find the UL website in answering your needs on Application Forms	1	3	1	1	0	654

Field	Choice Count
Useful	367
Somewhat Useful	262
Not Useful	25
Total	654

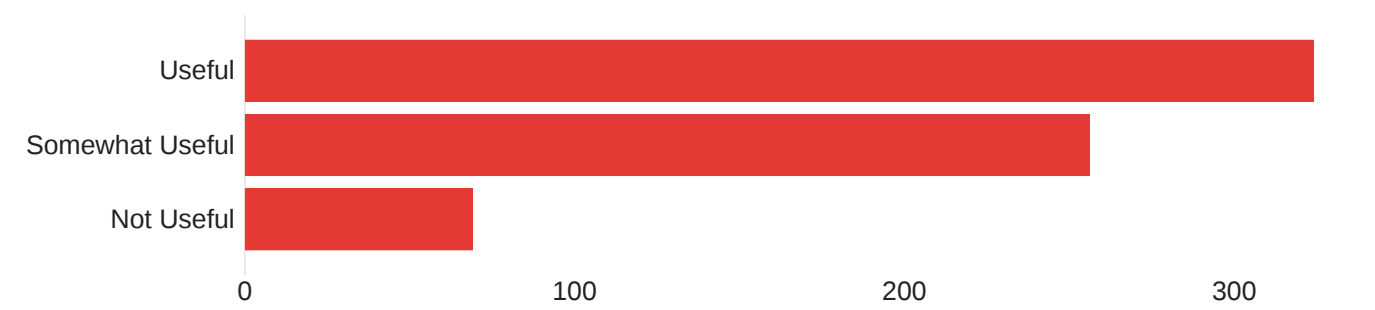
Q11 - How useful did you find the UL website in answering your needs on Accommodation on campus/ off campus



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How useful did you find the UL website in answering your needs on Accommodation on campus/ off campus	1	3	2	1	0	656

Field	Choice Count
Useful	334
Somewhat Useful	254
Not Useful	68
Total	656

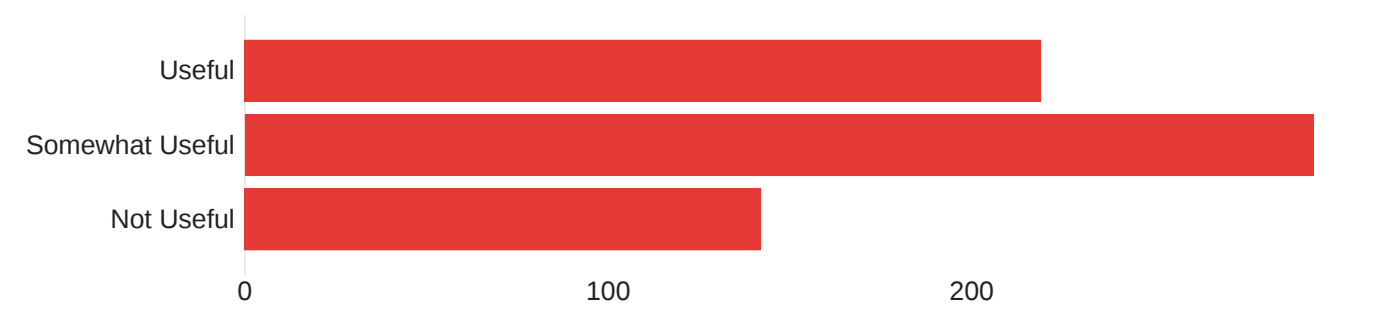
Q12 - How useful did you find the UL website in answering your needs on Visa/ Immigration Requirements



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How useful did you find the UL website in answering your needs on Visa/ Immigration Requirements	1	3	2	1	0	649

Field	Choice Count
Useful	324
Somewhat Useful	256
Not Useful	69
Total	649

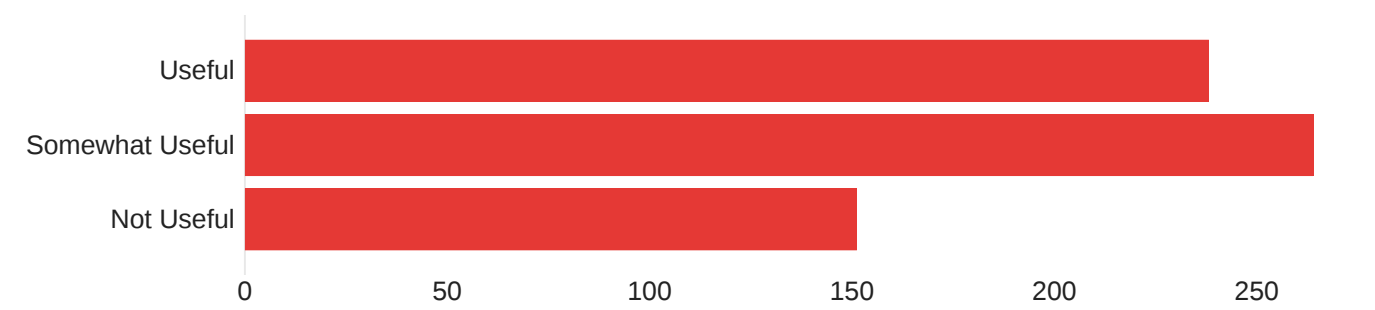
Q13 - How useful did you find the UL website in answering your needs on Living Expenses



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How useful did you find the UL website in answering your needs on Living Expenses	1	3	2	1	1	655

Field	Choice Count
Useful	219
Somewhat Useful	294
Not Useful	142
Total	655

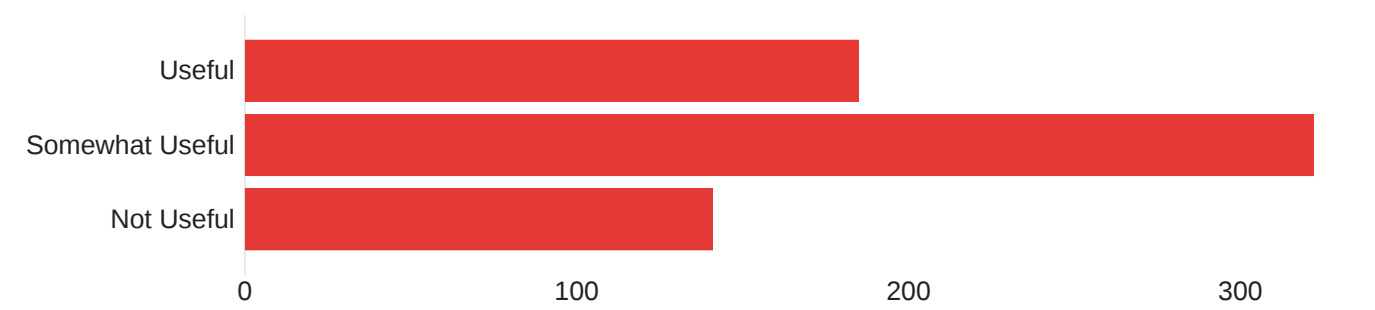
Q14 - How useful did you find the UL website in answering your needs on Medical Insurance



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How useful did you find the UL website in answering your needs on Medical Insurance	1	3	2	1	1	653

Field	Choice Count
Useful	238
Somewhat Useful	264
Not Useful	151
Total	653

Q15 - How useful did you find the UL website in answering your needs on Working in Ireland

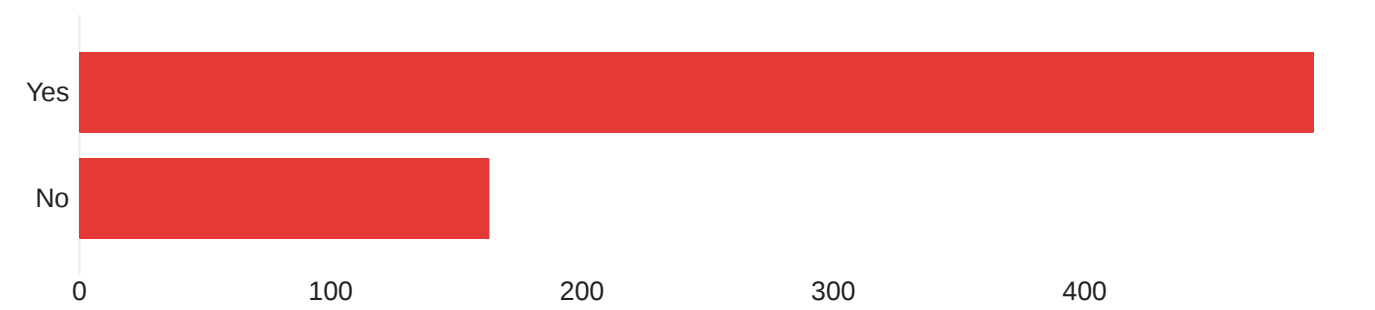


Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How useful did you find the UL website in answering your needs on Working in Ireland	1	3	2	1	0	648

Field	Choice Count
Useful	185
Somewhat Useful	322
Not Useful	141
Total	648



Q16 - Prior to your arrival at UL, did you receive specific information from the university on the following: Visa/ Immigration requirements



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Prior to your arrival at UL, did you receive specific information from the university on the following: Visa/ Immigration requirements	1	2	1	0	0	654

Field	Choice Count
Yes	491
No	163
Total	654

Q17 - Prior to your arrival at UL, did you receive specific information from the university on the following:Accommodation on campus/ off-campus



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Prior to your arrival at UL, did you receive specific information from the university on the following:Accommodation on campus/ off-campus	1	2	1	0	0	656

Field	Choice Count
Yes	564
No	92
Total	656

Q18 - Prior to your arrival at UL, did you receive specific information from the university on the following:Medical Insurance



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Prior to your arrival at UL, did you receive specific information from the university on the following:Medical Insurance	1	2	1	0	0	656

Field	Choice Count
Yes	394
No	262
Total	656

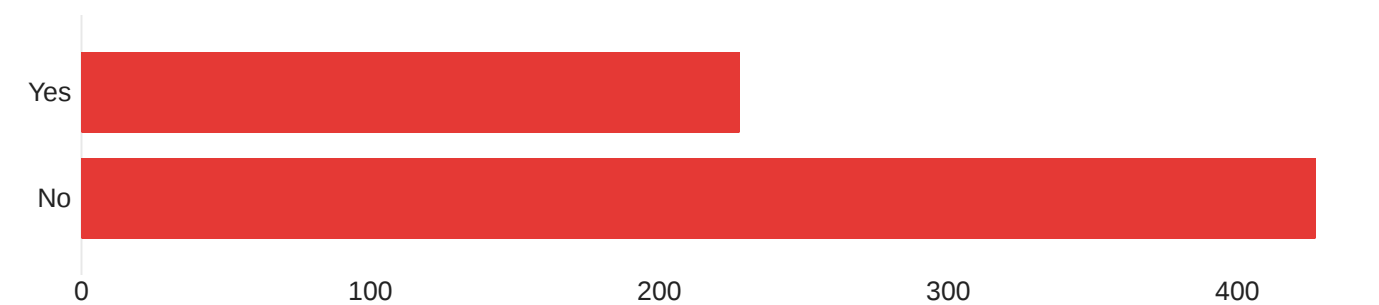
Q19 - Prior to your arrival at UL, did you receive specific information from the university on the following:Living Expenses



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Prior to your arrival at UL, did you receive specific information from the university on the following:Living Expenses	1	2	1	0	0	654

Field	Choice Count
Yes	345
No	309
Total	654

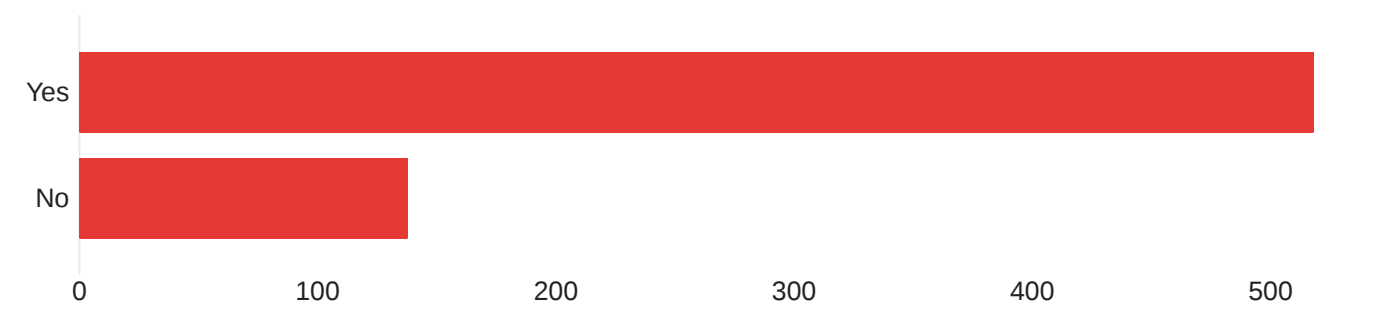
Q20 - Prior to your arrival at UL, did you receive specific information from the university on the following:Working In Ireland



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Prior to your arrival at UL, did you receive specific information from the university on the following:Working In Ireland	1	2	2	0	0	655

Field	Choice Count
Yes	228
No	427
Total	655

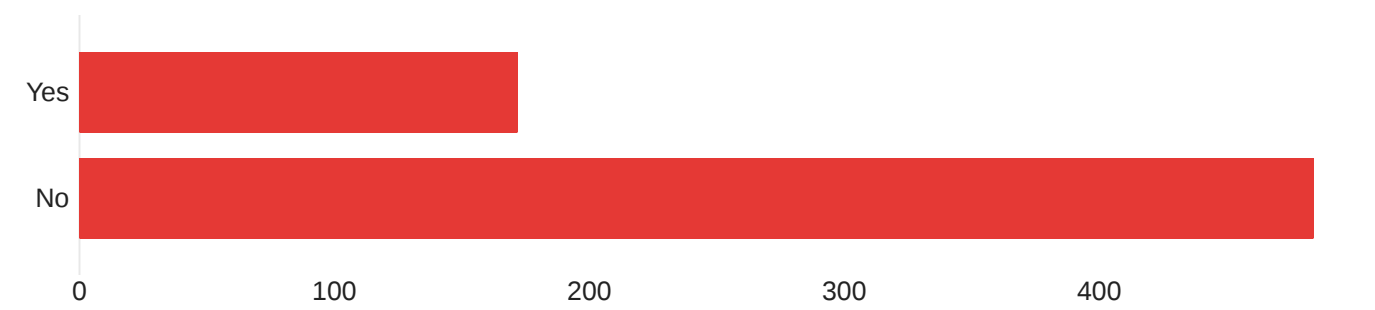
Q21 - On arrival at UL did you:Receive an explanation of support services available to students



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On arrival at UL did you:Receive an explanation of support services available to students	1	2	1	0	0	656

Field	Choice Count
Yes	518
No	138
Total	656

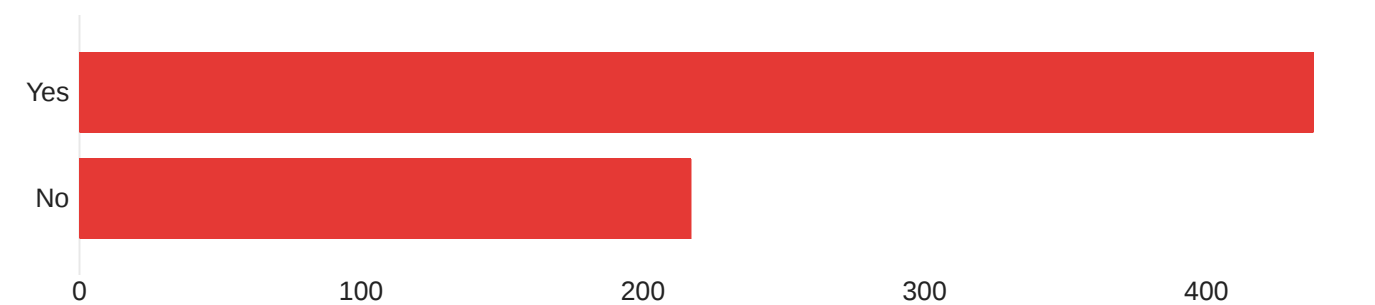
Q22 - On arrival at UL did you:Have any difficulty registering/ obtaining a student identity card



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On arrival at UL did you:Have any difficulty registering/ obtaining a student identity card	1	2	2	0	0	656

Field	Choice Count
Yes	172
No	484
Total	656

Q23 - On arrival to UI, did you attend the UL Global Orientation Programme

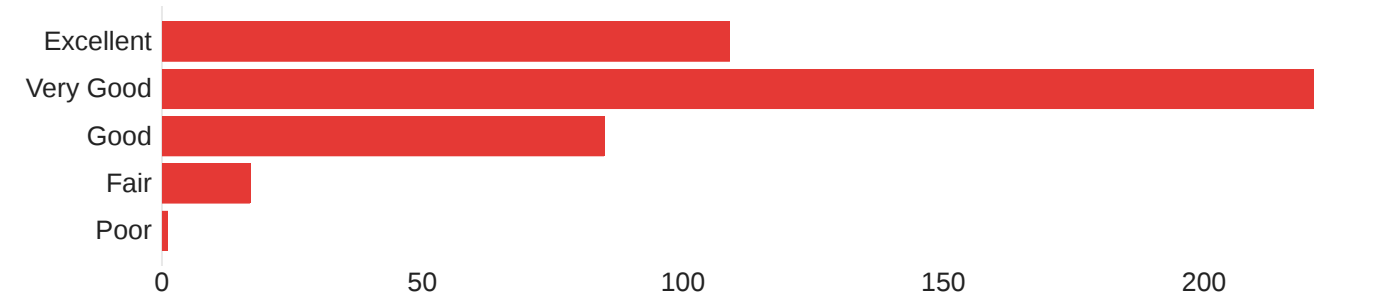


Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On arrival to UI, did you attend the UL Global Orientation Programme	1	2	1	0	0	655

Field	Choice Count
Yes	438
No	217
Total	655



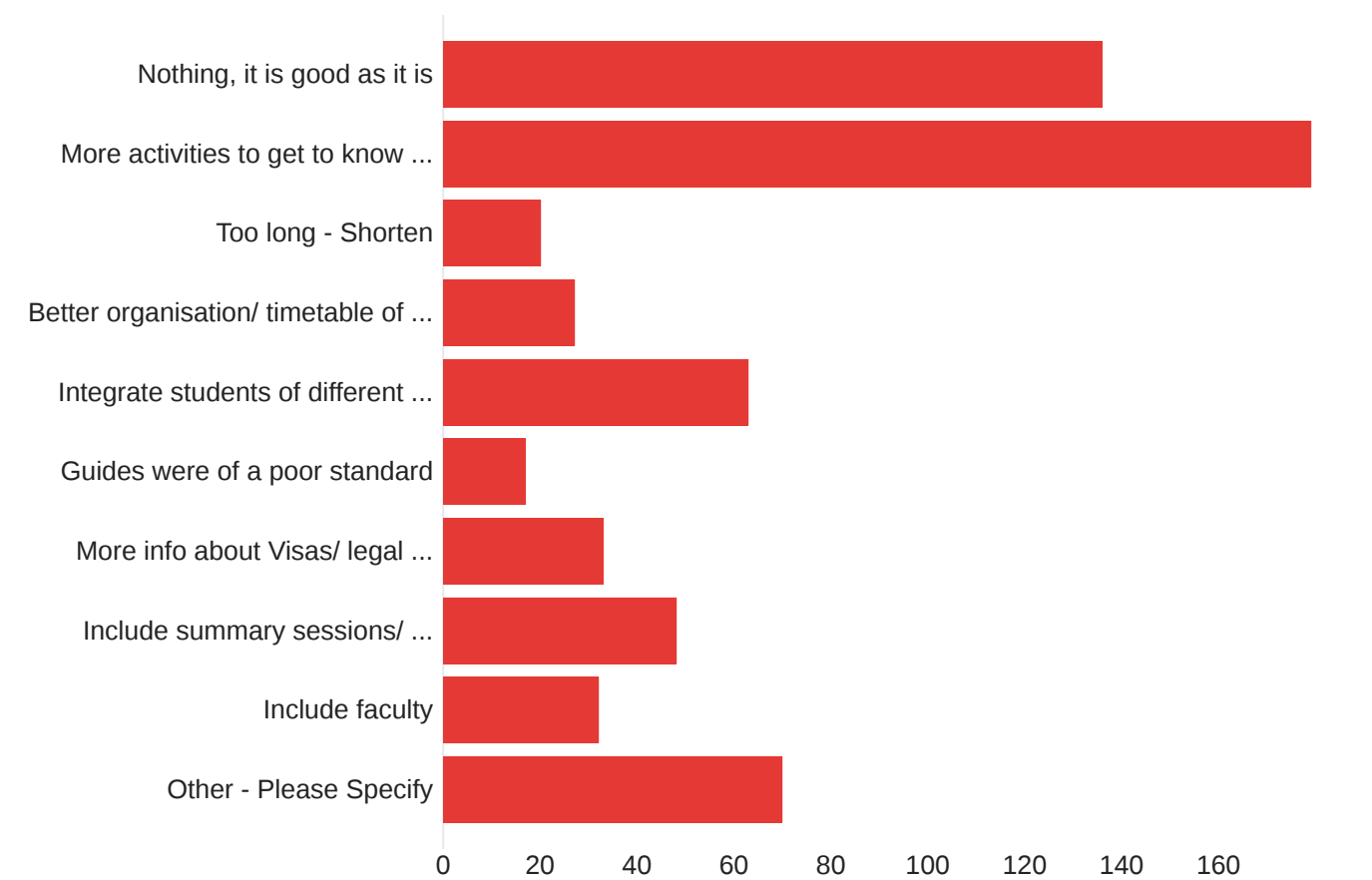
Q24 - How would you rate the Orientation Programme?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How would you rate the Orientation Programme?	1	5	2	1	1	433

Field	Choice Count
Excellent	109
Very Good	221
Good	85
Fair	17
Poor	1
Total	433

Q25 - Please set out any suggestions you may have for Improving the Orientation programme:



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Please set out any suggestions you may have for Improving the Orientation programme: - Selected Choice	1	10	4	3	10	625

Field	Choice Count
Nothing, it is good as it is	136
More activities to get to know people better	179

Too long - Shorten	20
Better organisation/ timetable of events	27
Integrate students of different cultures better	63
Guides were of a poor standard	17
More info about Visas/ legal documents	33
Include summary sessions/ points of contact for late-comers	48
Include faculty	32
Other - Please Specify	70
Total	625

Other - Please Specify - Text

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did not participate

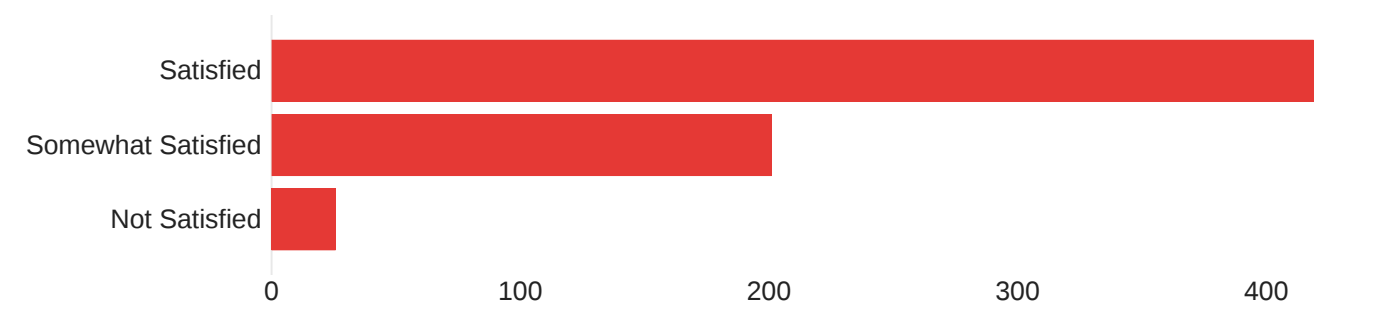
I didn't attend

Include activities for post grads that they have for freshers. Work with programs to create opportunities to meet with faculty. Work with allied health to allow their programs to be able to participate in activities as well as pre semester classes (making things in the evening as well as day)

Not present

Mixt us more with irish People !

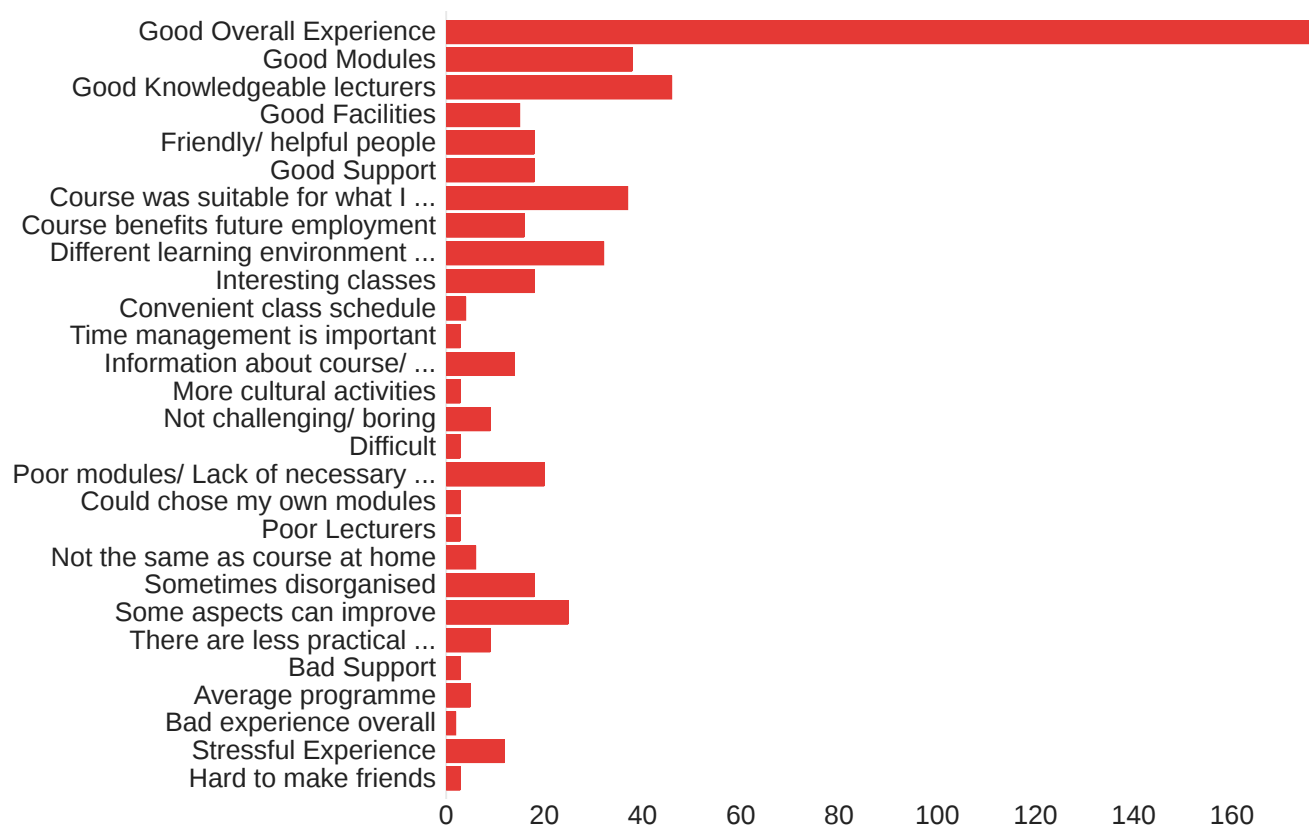
Q26 - How satisfied were you with the academic programme you registered for?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How satisfied were you with the academic programme you registered for?	1	3	1	1	0	646

Field	Choice Count
Satisfied	419
Somewhat Satisfied	201
Not Satisfied	26
Total	646

## Q27 - Why do you say that?

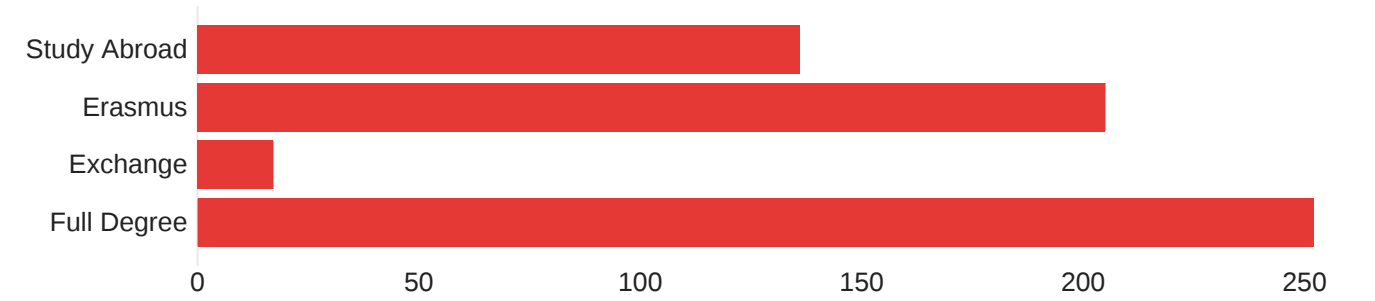


Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Why do you say that?	1	28	8	8	62	560

Field	Choice Count
Good Overall Experience	177
Good Modules	38
Good Knowledgeable lecturers	46
Good Facilities	15
Friendly/ helpful people	18

Good Support	18
Course was suitable for what I wanted	37
Course benefits future employment	16
Different learning environment compared to home country	32
Interesting classes	18
Convenient class schedule	4
Time management is important	3
Information about course/ module not communicated well	14
More cultural activities	3
Not challenging/ boring	9
Difficult	3
Poor modules/ Lack of necessary content	20
Could chose my own modules	3
Poor Lecturers	3
Not the same as course at home	6
Sometimes disorganised	18
Some aspects can improve	25
There are less practical assignments and more theoretical assignments	9
Bad Support	3
Average programme	5
Bad experience overall	2
Stressful Experience	12
Hard to make friends	3
Total	560

Q28 - Are you a student of:



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Are you a student of:	1	5	3	2	3	610

Field	Choice Count
Study Abroad	136
Erasmus	205
Exchange	17
Full Degree	252
Total	610

Q29 - Were you able to register for all of your preferred classes?

No data found - your filters may be too exclusive!

No data found - your filters may be too exclusive!

No data found - your filters may be too exclusive!



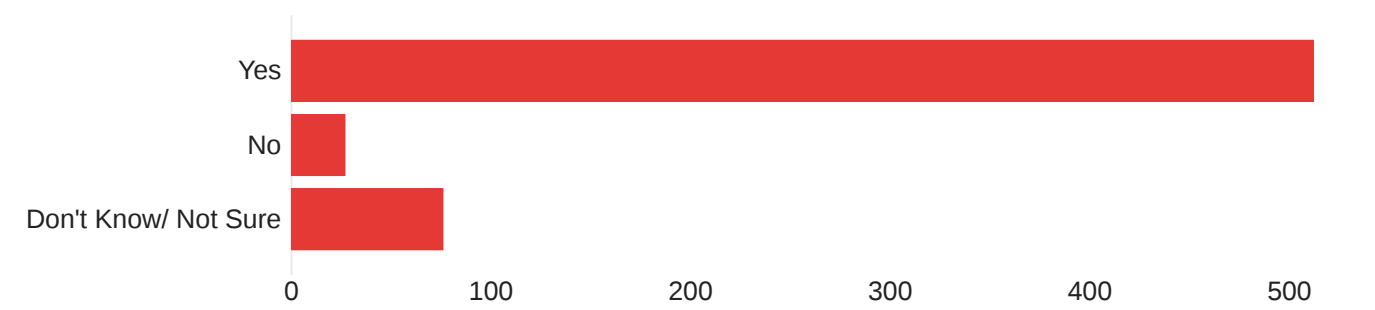
## Q30 - If no, why?

No data found - your filters may be too exclusive!

No data found - your filters may be too exclusive!

No data found - your filters may be too exclusive!

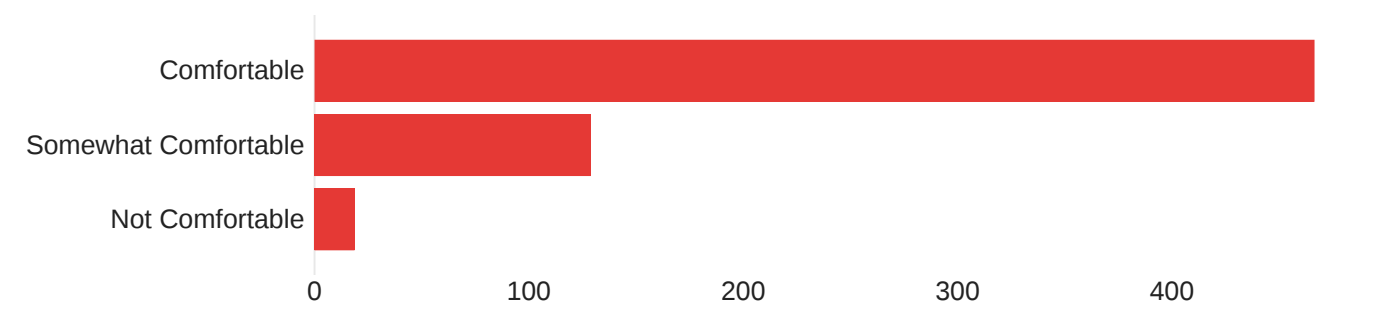
Q31 - Do you think that your lecturers were aware that there were international students in the classroom?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Do you think that your lecturers were aware that there were international students in the classroom?	1	3	1	1	0	615

Field	Choice Count
Yes	512
No	27
Don't Know/ Not Sure	76
Total	615

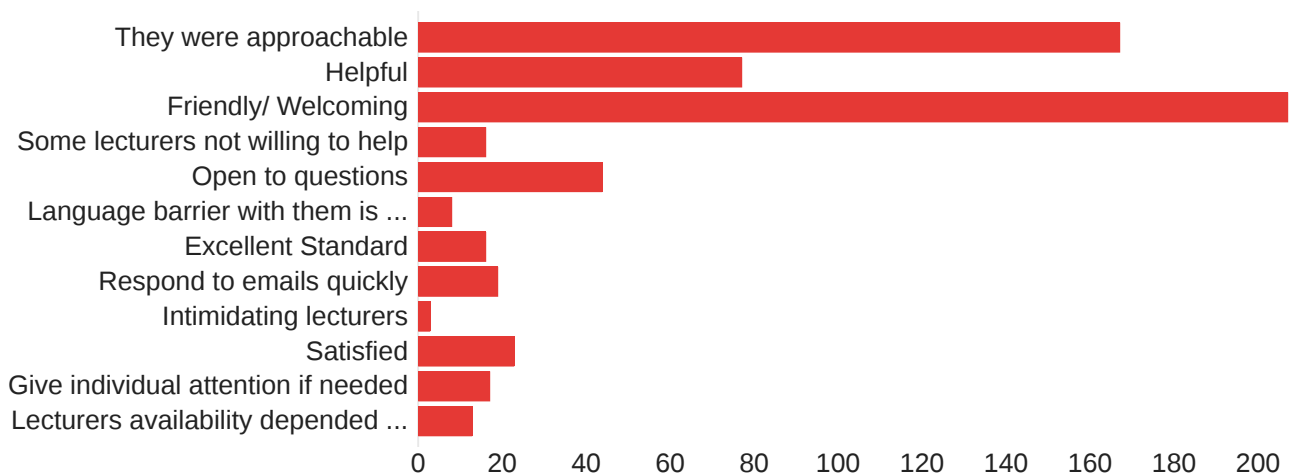
Q32 - How comfortable did you feel about approaching your lecturer with questions?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How comfortable did you feel about approaching your lecturer with questions?	1	3	1	1	0	614

Field	Choice Count
Comfortable	466
Somewhat Comfortable	129
Not Comfortable	19
Total	614

## Q33 - Comments:

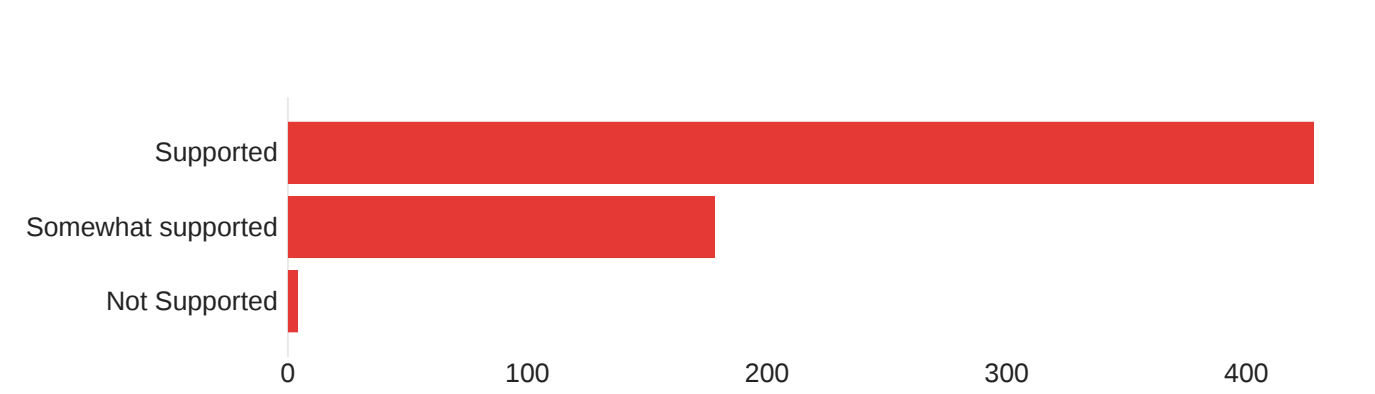


Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Comments:	1	12	4	3	8	610

Field	Choice Count
They were approachable	167
Helpful	77
Friendly/ Welcoming	207
Some lecturers not willing to help	16
Open to questions	44
Language barrier with them is difficult	8
Excellent Standard	16
Respond to emails quickly	19
Intimidating lecturers	3
Satisfied	23

Give individual attention if needed	17
Lecturers availability depended on numbers in class	13
Total	610

Q34 - How well did your lecturer support you?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How well did your lecturer support you?	1	3	1	0	0	610

Field	Choice Count
Supported	428
Somewhat supported	178
Not Supported	4
Total	610

## Q35 - Comments:

Comments:

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None

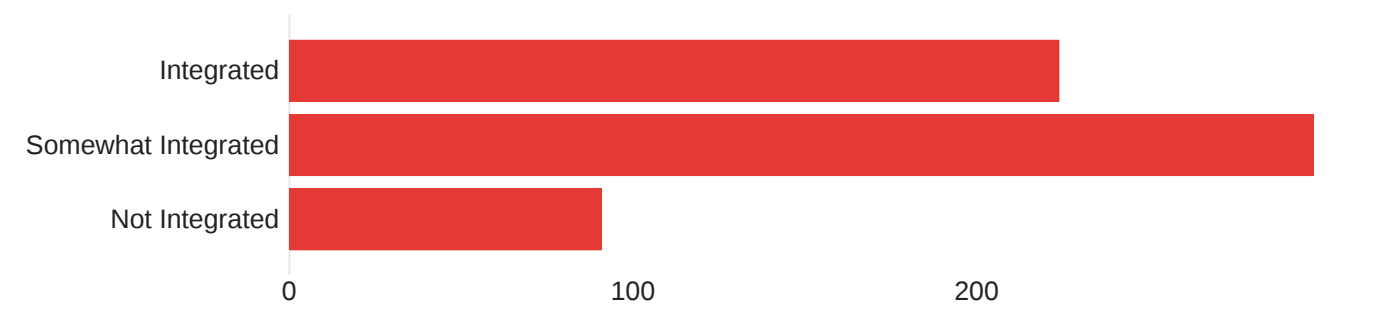
They are so welcoming and helpful.

No Comment

They were positive and asked questions when asked. However, in my department it's difficult to reach anyone by email and I'm not sure how well they monitored the discussion forums.

The lecturers always seem to be really happy to help!! Respond to emails quickly and take time for answering questions after a lecture. Everyone gets treated well and equally

Q36 - To what extent did you feel integrated within the class group?

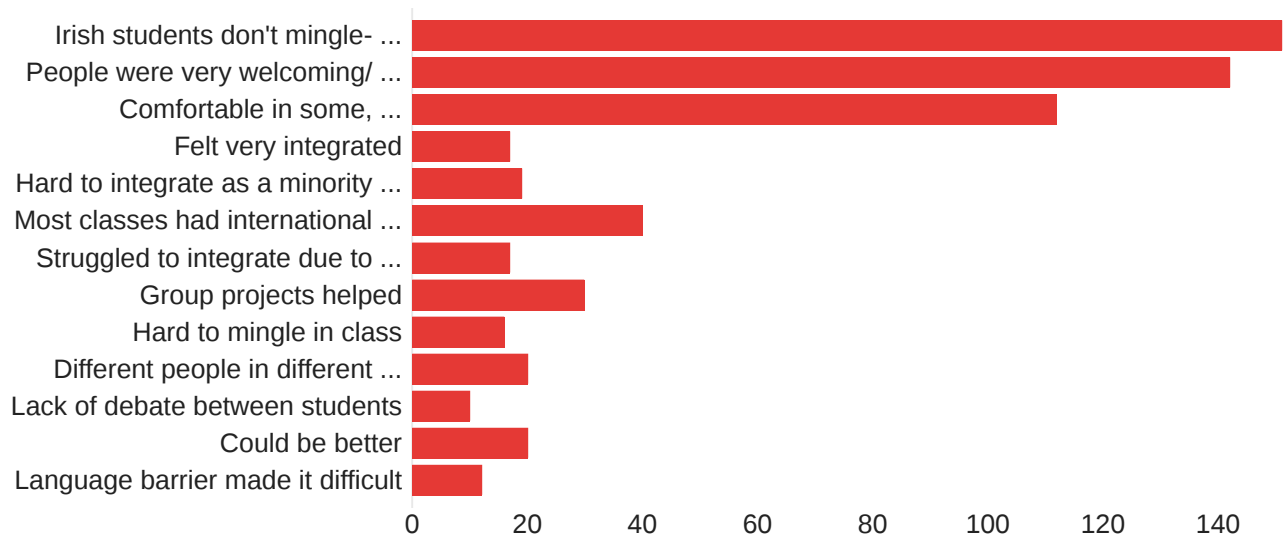


Field	Min	Max	Mean	Standard Deviation	Variance	Responses
To what extent did you feel integrated within the class group?	1	3	2	1	0	613

Field	Choice Count
Integrated	224
Somewhat Integrated	298
Not Integrated	91
Total	613



## Q37 - Comments:

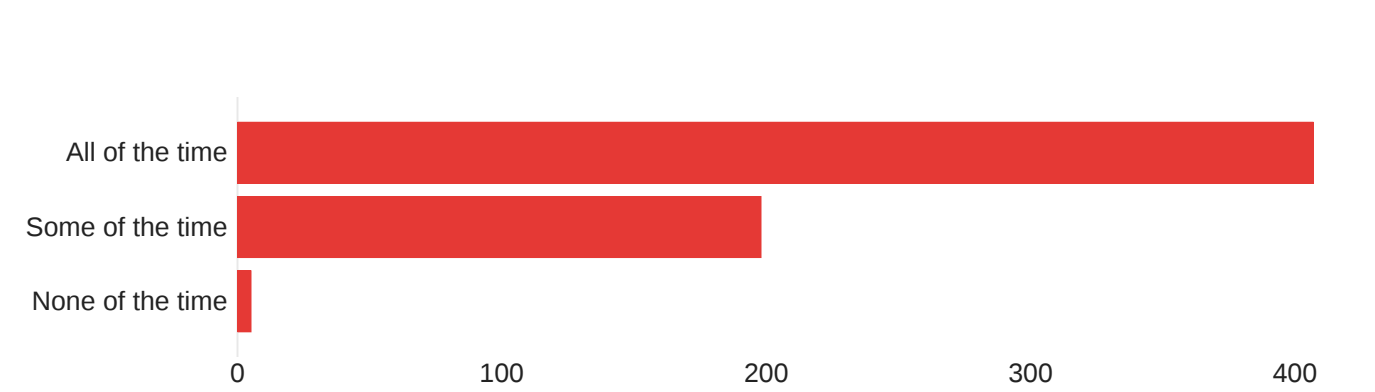


Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Comments:	1	13	4	3	11	606

Field	Choice Count
Irish students don't mingle- already have groups	151
People were very welcoming/ friendly	142
Comfortable in some, uncomfortable in others	112
Felt very integrated	17
Hard to integrate as a minority student	19
Most classes had international students that mingled together	40
Struggled to integrate due to large numbers	17
Group projects helped	30
Hard to mingle in class	16

Different people in different classes made it difficult to make friends	20
Lack of debate between students	10
Could be better	20
Language barrier made it difficult	12
Total	606

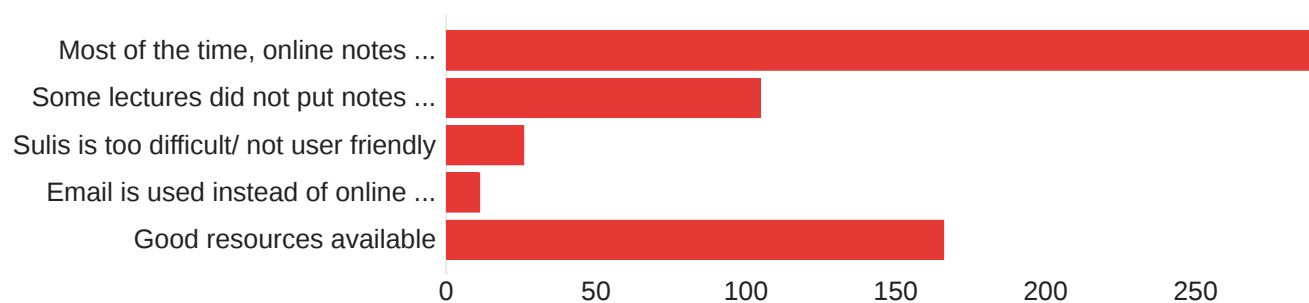
Q38 - Were you able to access notes online?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Were you able to access notes online?	1	3	1	0	0	610

Field	Choice Count
All of the time	407
Some of the time	198
None of the time	5
Total	610

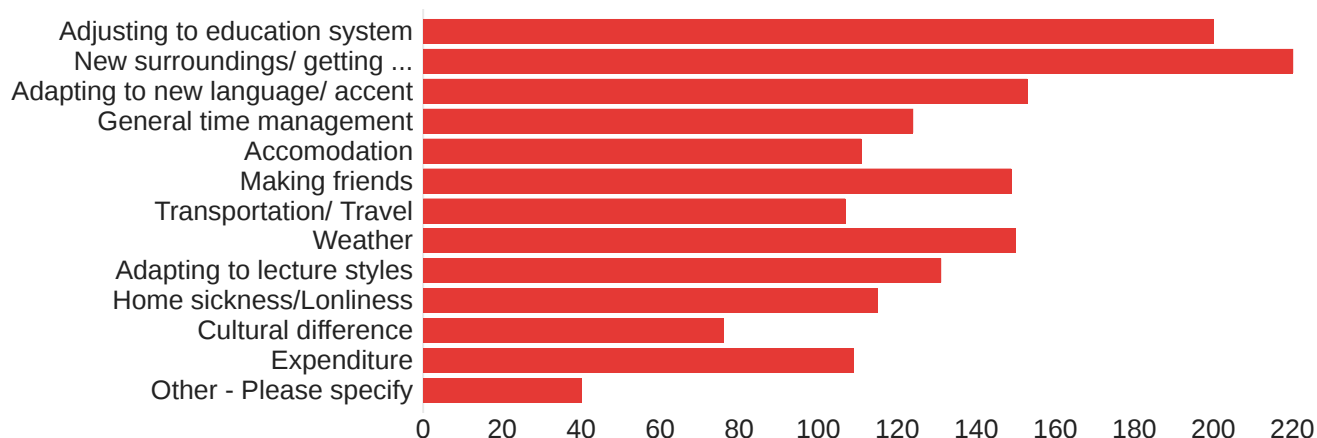
## Q39 - Comments:



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Comments:	1	5	2	2	3	598

Field	Choice Count
Most of the time, online notes were accessible	290
Some lectures did not put notes on sulis	105
Sulis is too difficult/ not user friendly	26
Email is used instead of online portals	11
Good resources available	166
Total	598

## Q40 - What were the main obstacles you had to overcome in the first number of weeks of the semester



Field	Choice Count
Adjusting to education system	200
New surroundings/ getting around campus	220
Adapting to new language/ accent	153
General time management	124
Accommodation	111
Making friends	149
Transportation/ Travel	107
Weather	150
Adapting to lecture styles	131
Home sickness/Loneliness	115
Cultural difference	76
Expenditure	109
Other - Please specify	40

Total

1685

Other - Please specify - Text

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Embarrassingly poor administrative team for the medical school programme and a complete lack of support to their international students.

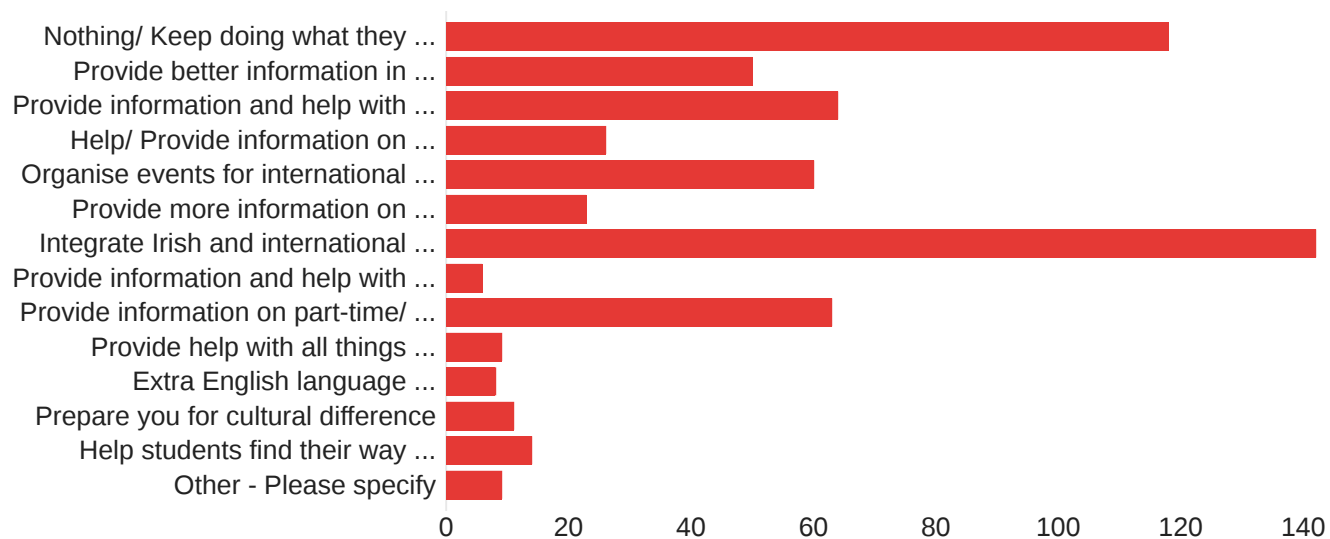
Schedule was unclear sometimes

Adjusting to a new routine and lifestyle

Technical issues with Sulis (modules not appearing on Sulis for almost 2 weeks, therefore no access to lecture notes) and general module registration (I wasn't registered for modules during semester for a week)

Administrative issues: Student ID, paying Accommodation (credit card only), Learning Agreement -> bc of that plus full timetable also time issues plus Corona infection in 2nd week

## Q41 - What could the UL Global office do to help?



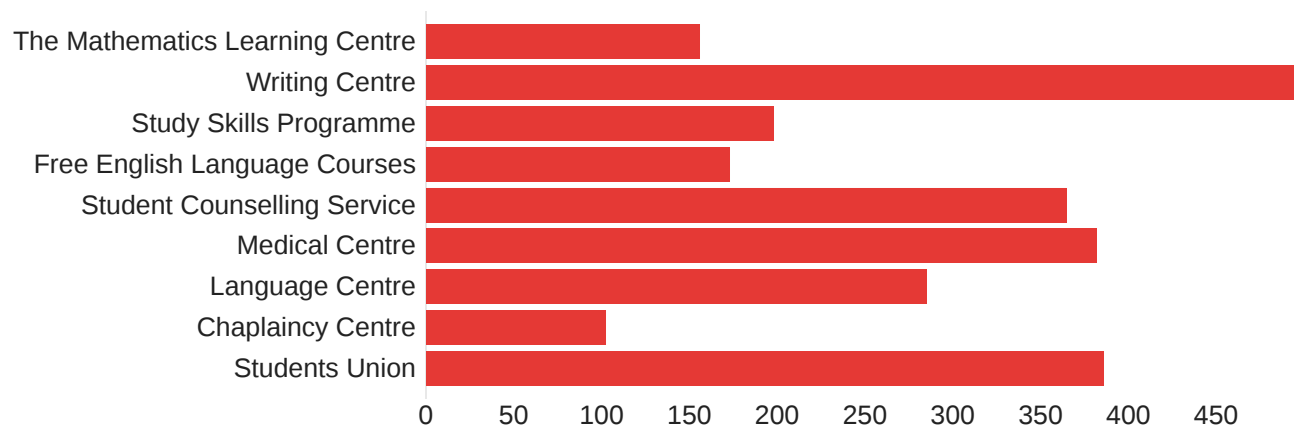
Field	Min	Max	Mean	Standard Deviation	Variance	Responses
What could the UL Global office do to help?	1	14	5	3	11	603

Field	Choice Count
Nothing/ Keep doing what they are doing	118
Provide better information in general	50
Provide information and help with accomodation	64
Help/ Provide information on important documents	26
Organise events for international students to get to know each other	60
Provide more information on academic requirements	23
Integrate Irish and international students better	142
Provide information and help with travel	6
Provide information on part-time/ full-time jobs	63

Provide help with all things related to timetable	9
Extra English language programmes	8
Prepare you for cultural difference	11
Help students find their way around campus	14
Other - Please specify	9
Total	603

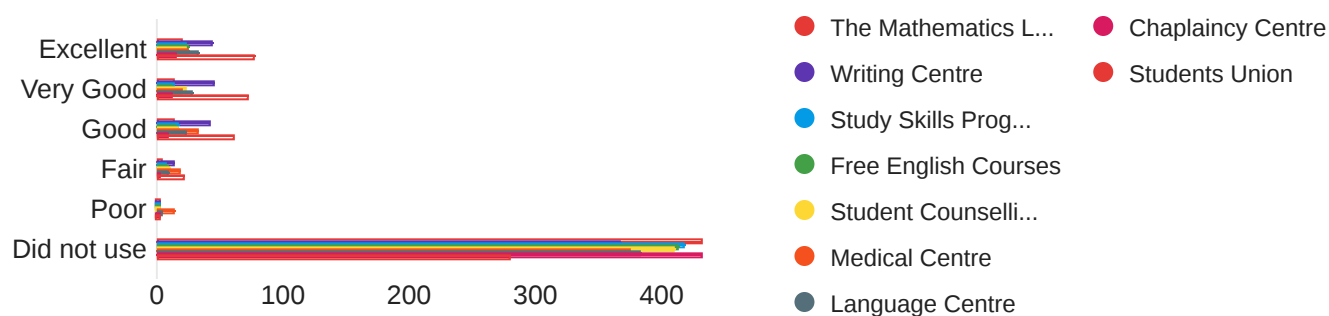


## Q42 - Please indicate if you were aware of the following services available at UL?



Field	Choice Count
The Mathematics Learning Centre	156
Writing Centre	498
Study Skills Programme	198
Free English Language Courses	173
Student Counselling Service	365
Medical Centre	382
Language Centre	285
Chaplaincy Centre	102
Students Union	386
Total	2545

## Q43 - If you have used these services, how would you rate them?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
The Mathematics Learning Centre	1	6	6	1	2	485
Writing Centre	1	6	5	2	3	516
Study Skills Programmes	1	6	5	1	2	483
Free English Courses	1	6	5	1	2	480
Student Counselling Service	1	6	5	1	2	487
Medical Centre	1	6	5	1	2	488
Language Centre	1	6	5	2	3	486
Chaplaincy Centre	1	6	6	1	1	473
Students Union	1	6	4	2	4	515

Field	Excellent	Very Good	Good	Fair	Poor	Did not use	Total
The Mathematics Learning Centre	20	15	14	4	0	432	485
Writing Centre	45	46	42	14	1	368	516
Study Skills Programmes	24	14	18	8	0	419	483
Free English Courses	26	13	16	10	1	414	480
Student Counselling Service	23	23	18	11	1	411	487

Medical Centre	26	20	33	19	15	375	488
Language Centre	34	29	24	10	5	384	486
Chaplaincy Centre	16	12	9	3	1	432	473
Students Union	78	73	61	22	1	280	515

## Q44 - Are you a member of a UL club or society

Are you a member of a UL club or society

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Yes

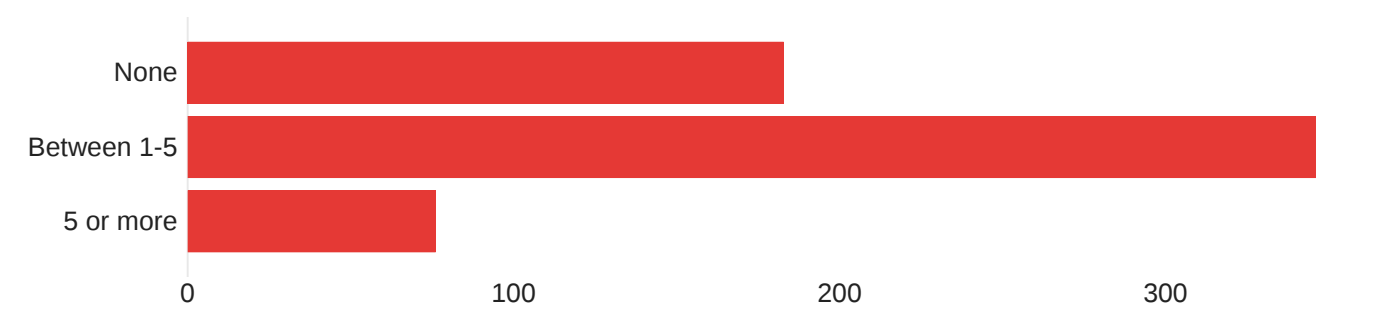
yes

UL BJJ, Aero soc

No

yes of 8

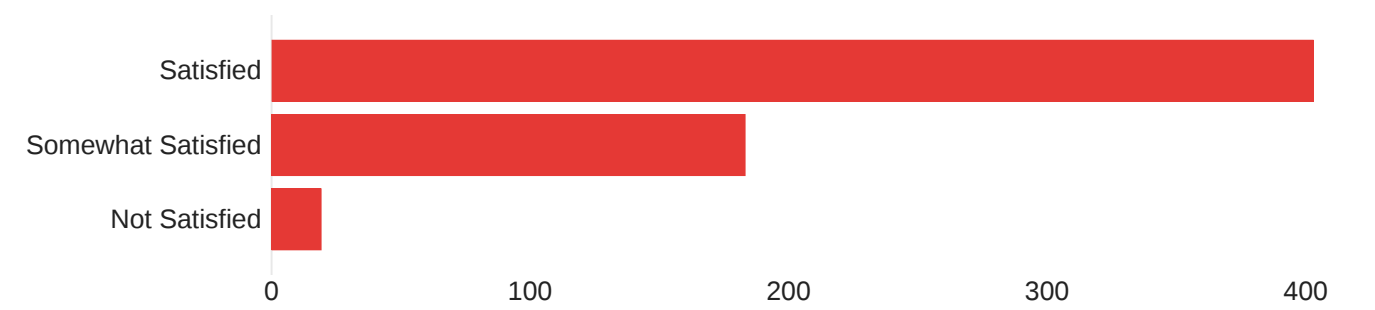
Q45 - How many Irish friends would you now consider you have following your time at UL?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How many Irish friends would you now consider you have following your time at UL?	1	3	2	1	0	605

Field	Choice Count
None	183
Between 1-5	346
5 or more	76
Total	605

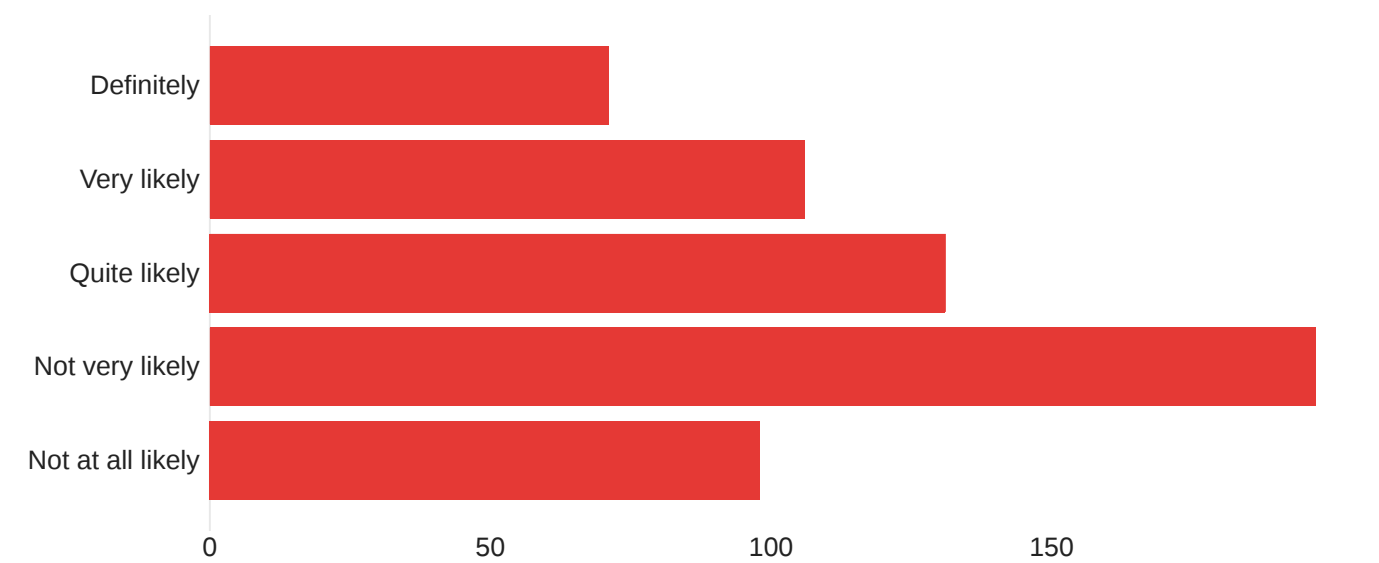
Q46 - Overall, how satisfied are you with your overall experience at the University of Limerick?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Overall, how satisfied are you with your overall experience at the University of Limerick?	1	3	1	1	0	605

Field	Choice Count
Satisfied	403
Somewhat Satisfied	183
Not Satisfied	19
Total	605

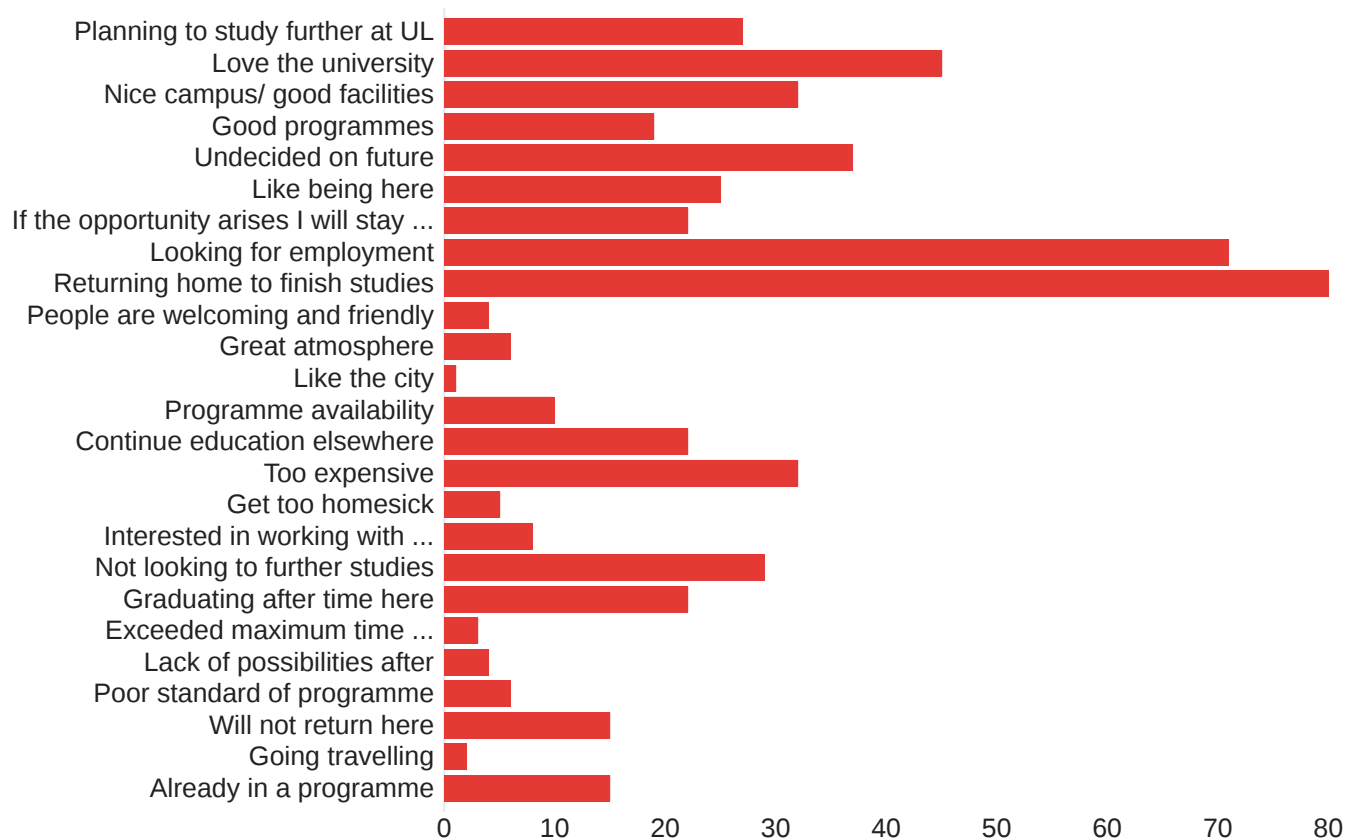
Q47 - After completing your current programme of study, how likely are you to undertake another programme at UL?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
After completing your current programme of study, how likely are you to undertake another programme at UL?	1	5	3	1	2	603

Field	Choice Count
Definitely	71
Very likely	106
Quite likely	131
Not very likely	197
Not at all likely	98
Total	603

## Q48 - Why do you say that?



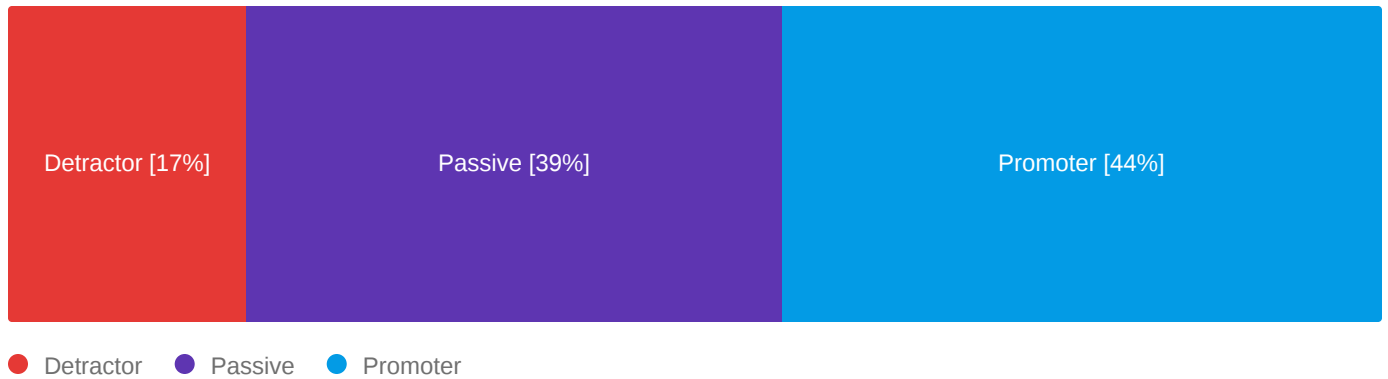
Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Why do you say that?	1	26	10	7	44	545

Field	Choice Count
Planning to study further at UL	27
Love the university	45
Nice campus/ good facilities	32
Good programmes	19
Undecided on future	37

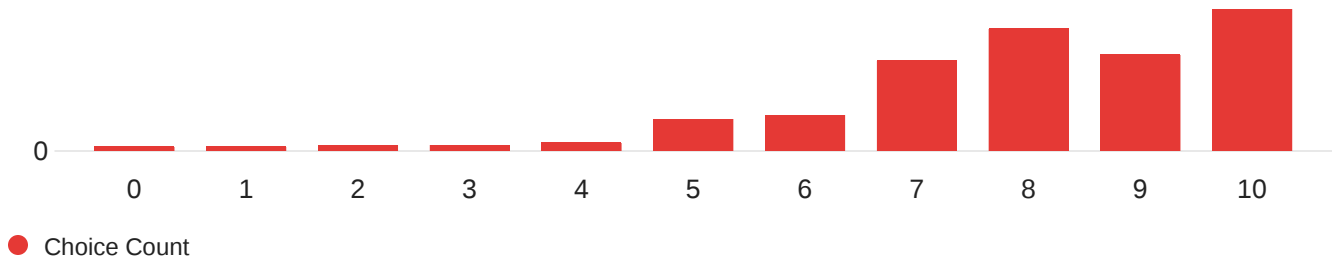


Like being here	25
If the opportunity arises I will stay here	22
Looking for employment	71
Returning home to finish studies	80
People are welcoming and friendly	4
Great atmosphere	6
Like the city	1
Programme availability	10
Continue education elsewhere	22
Too expensive	32
Get too homesick	5
Interested in working with lecturers/ for the college	8
Not looking to further studies	29
Graduating after time here	22
Exceeded maximum time allowed to study abroad	3
Lack of possibilities after	4
Poor standard of programme	6
Will not return here	15
Get too homesick	3
Going travelling	2
Already in a programme	15
Total	545

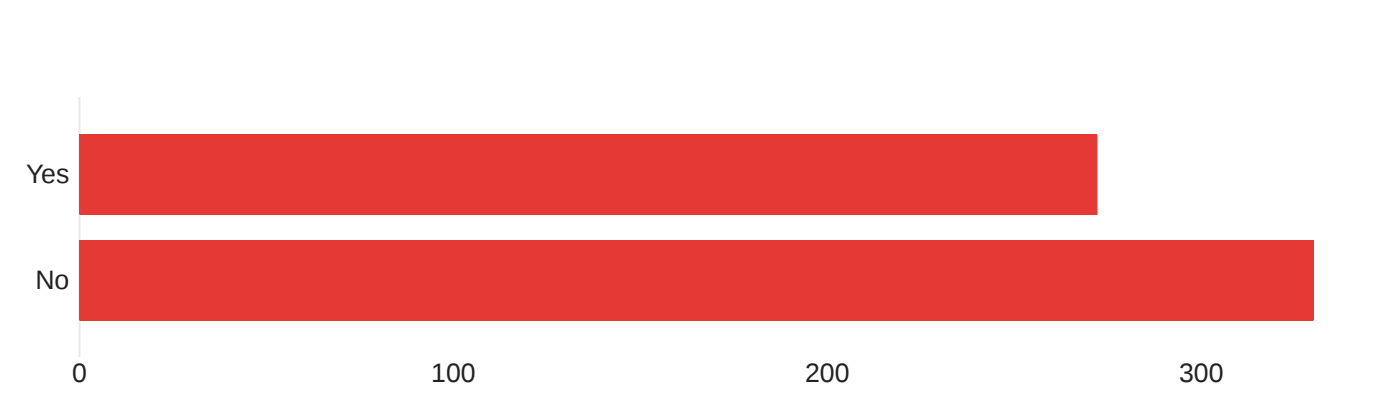
Q49 - On a scale out of 10, how likely would you be to recommend UL to friends or family?



Q49 - On a scale out of 10, how likely would you be to recommend UL to friends or family?



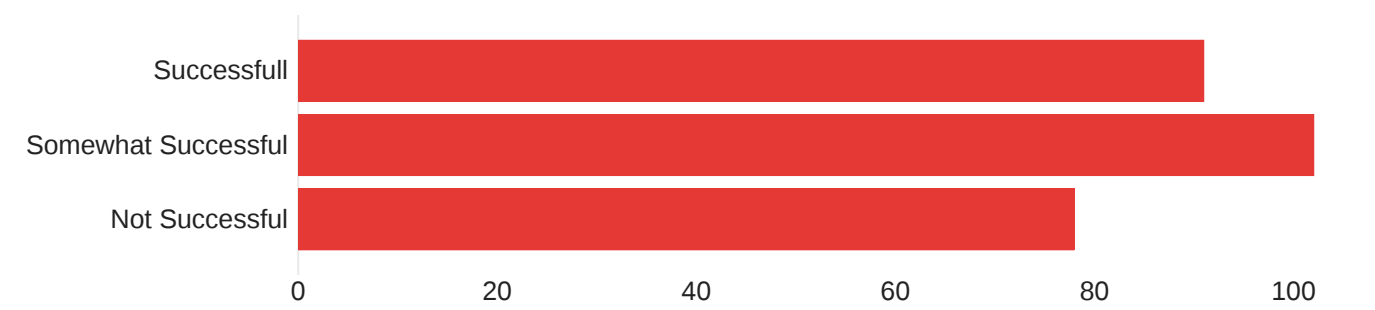
Q50 - Did you participate in the UL Buddy Programme



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Did you participate in the UL Buddy Programme	1	2	2	0	0	602

Field	Choice Count
Yes	272
No	330
Total	602

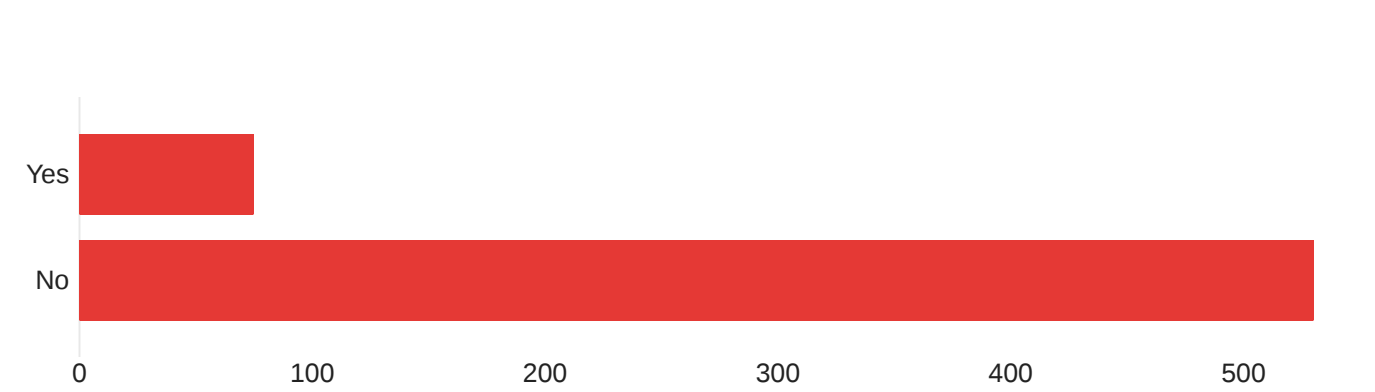
Q51 - How successful was the Buddy Programme for you?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How successful was the Buddy Programme for you?	1	3	2	1	1	271

Field	Choice Count
Successfull	91
Somewhat Successful	102
Not Successful	78
Total	271

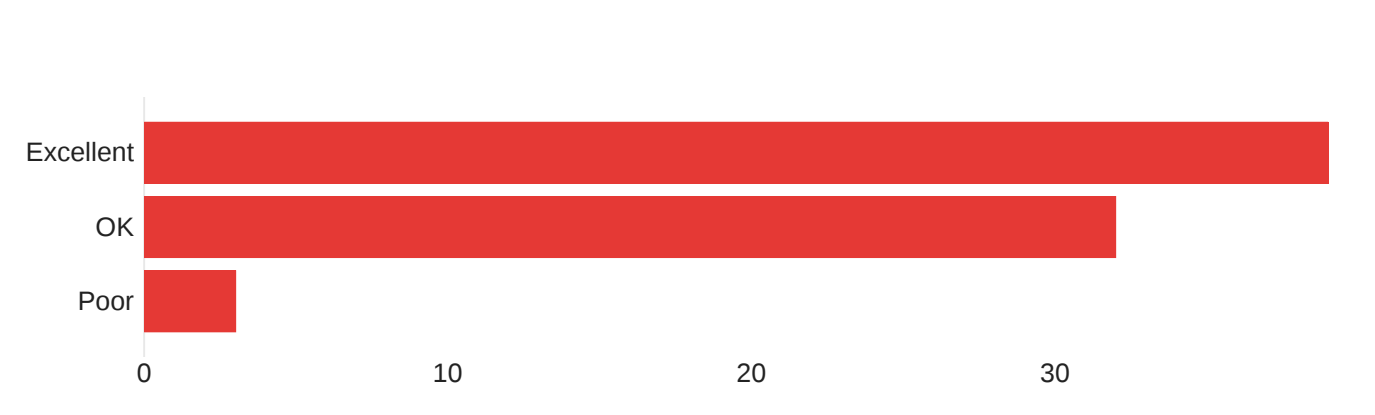
Q52 - Did you register for the Academic Literacies Module



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Did you register for the Academic Literacies Module	1	2	2	0	0	605

Field	Choice Count
Yes	75
No	530
Total	605

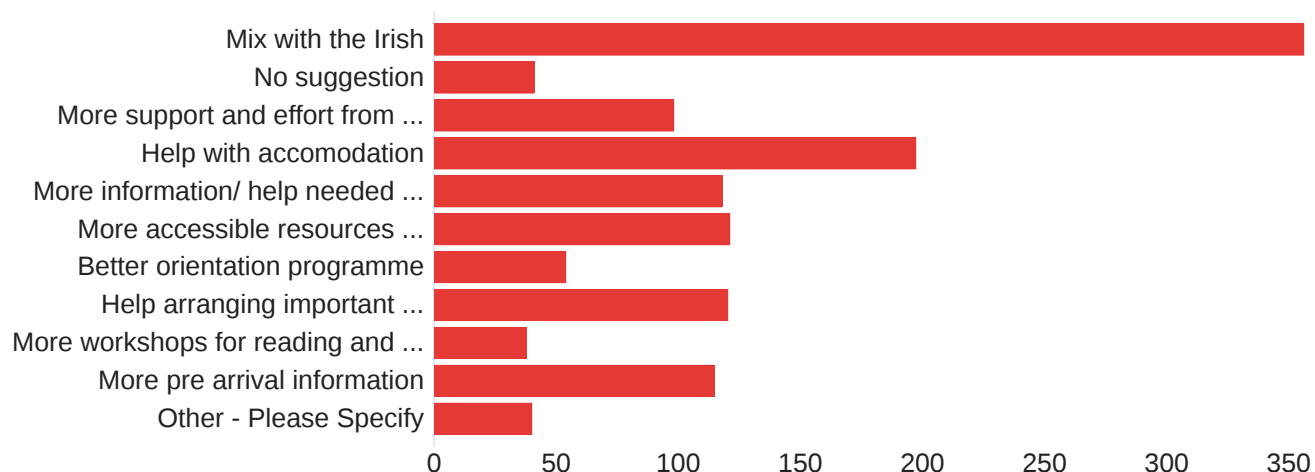
Q53 - How would you rate this module?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How would you rate this module?	1	3	2	1	0	74

Field	Choice Count
Excellent	39
OK	32
Poor	3
Total	74

## Q54 - What suggestions do you have to improve our service to International Students?



Field	Choice Count
Mix with the Irish	356
No suggestion	41
More support and effort from international office needed	98
Help with accomodation	197
More information/ help needed regarding modules	118
More accessible resources needed for international students	121
Better orientation programme	54
Help arranging important documents (visa, immigration letters, bank accounts, etc)	120
More workshops for reading and writing	38
More pre arrival information	115
Other - Please Specify	40
Total	1298

Other - Please Specify - Text

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Provide info about IRP card for international student before the application

More support for late comers :)

Buddy should be provided to everyone.

Better answers when asking questions via email pre arrival

It would be good to have less websites with important information highlighted. At the moment there are so many websites with almost irrelevant information, it is almost impossible to find the exact and full information that you are looking for.



## Q55 - Please specify what help with accommodation is required.

Please specify what help with accommodation is required.

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there is no accommodation

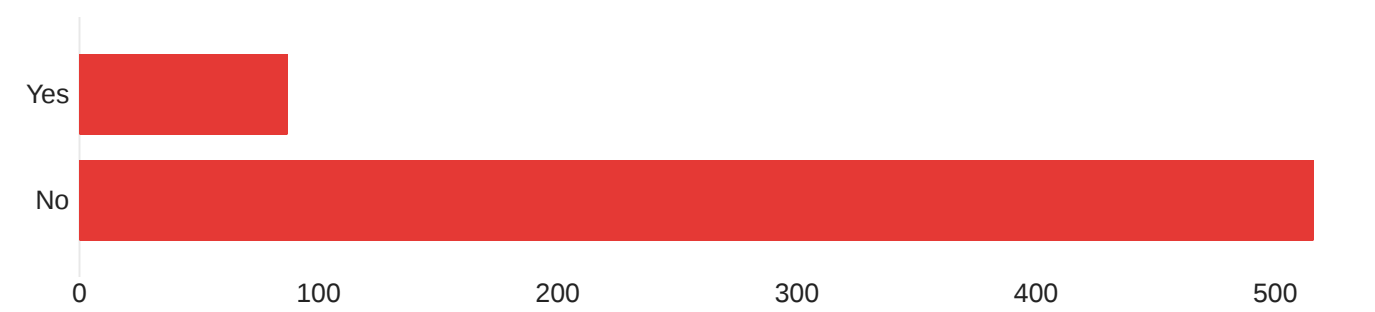
finding accommodation/arranging for ones. letting students know of more leads. reducing proves of student on campus accommodation

It's very stressful to get accommodation 14 days before the university starts

affordable accommodation is needed, free washing machines

Finding an accomodation outside of UL is hard : providing more info of the real estate status in Ireland and Limerick

Q56 - Did you avail of the Shannon Airport meet and greet service?



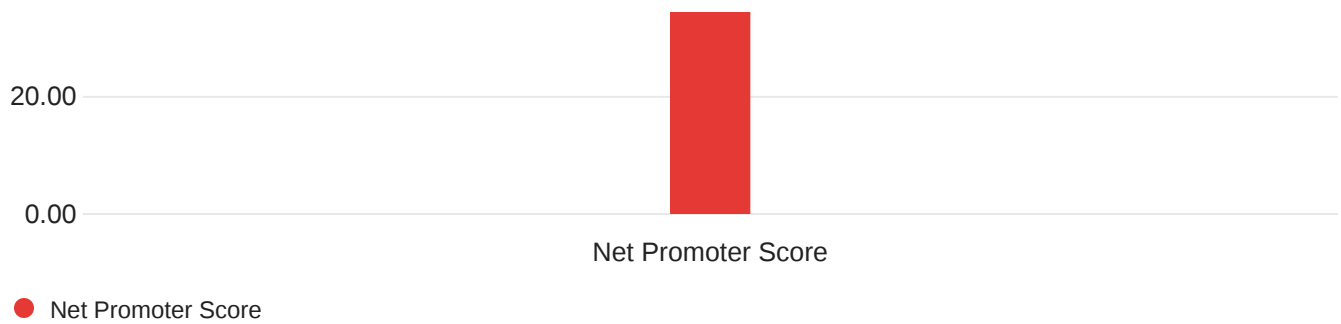
Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Did you avail of the Shannon Airport meet and greet service?	1	2	2	0	0	603

Field	Choice Count
Yes	87
No	516
Total	603

## Q57 - How would you rate this experience?



## Q57 - How would you rate this experience?



## Q58 - How could the service be improved?

How could the service be improved?

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Helping with affordable off campus accommodation

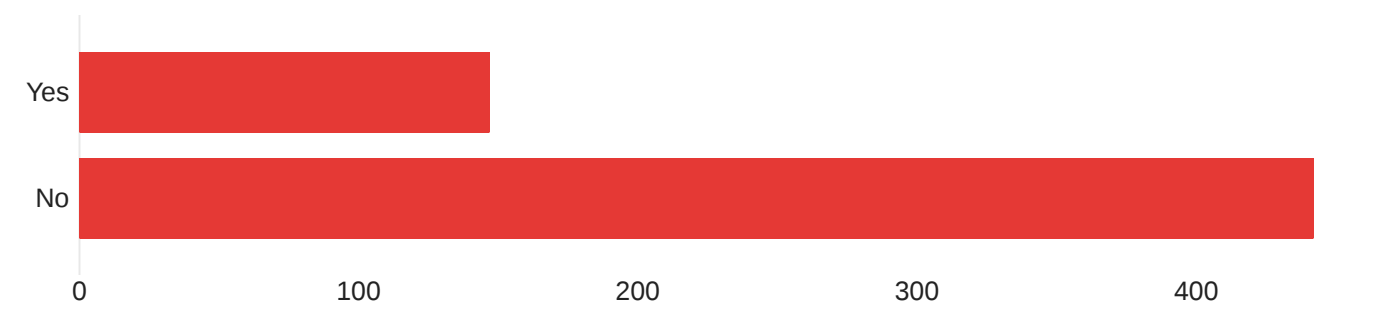
I did not participate in it, therefore, I do not know

na

Communicate between the school when all programs need to move in and give extra time to international students for they can settle in.

Support or discount from Dublin or Cork Airport

Q59 - Did you avail of the free accommodation transfer that was provided on Sunday and Monday from the UL bus stop?



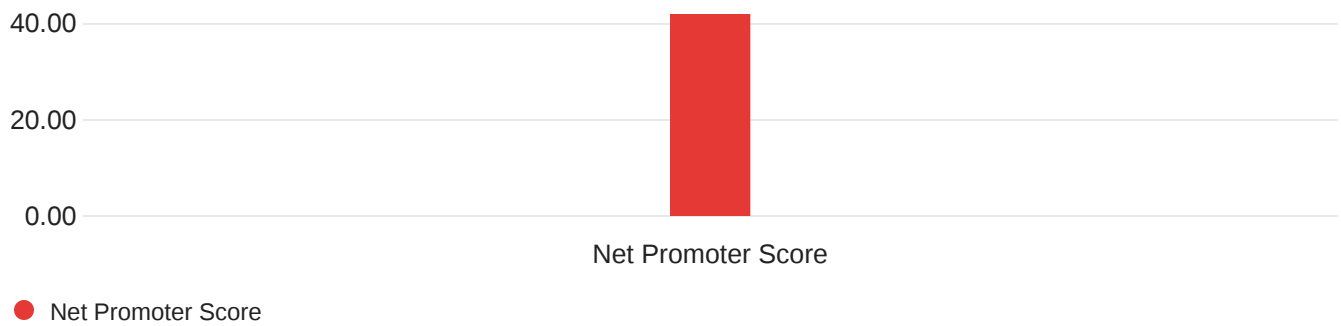
Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Did you avail of the free accommodation transfer that was provided on Sunday and Monday from the UL bus stop?	1	2	2	0	0	589

Field	Choice Count
Yes	147
No	442
Total	589

## Q60 - How would you rate your experience?



## Q60 - How would you rate your experience?



## Q61 - How could the service be improved?

How could the service be improved?

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more buses

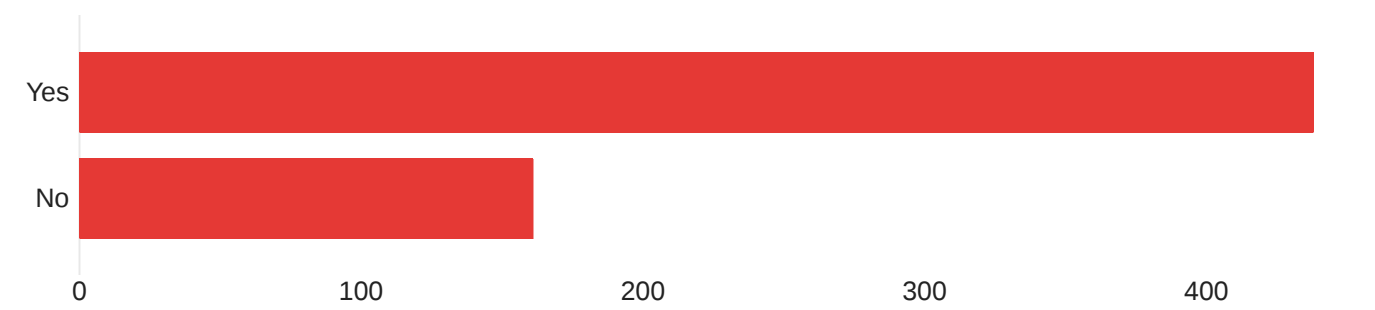
It was super good already, no improvement needed

na

There was no services available for the allied health students who moved in for when their program started

None

Q62 - Do you live in one of the University of Limerick's student accommodation villages?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Do you live in one of the University of Limerick's student accommodation villages?	1	2	1	0	0	599

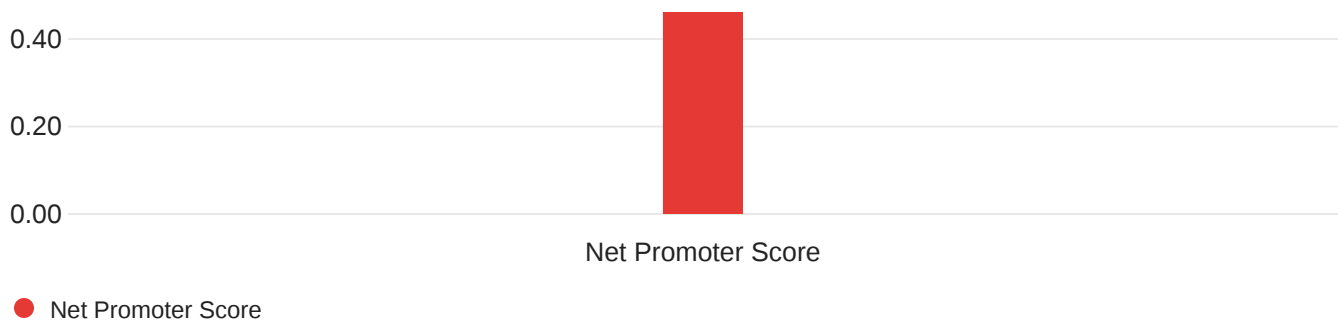
Field	Choice Count
Yes	438
No	161
Total	599



## Q63 - How would you rate your experience to date?



## Q63 - How would you rate your experience to date?



## Q64 - How could the service that you receive in your accommodation be improved?

How could the service that you receive in your accommodation be improved?

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Higher pressure in the showers

no longer on on campus accommodation because of how expensive it is.

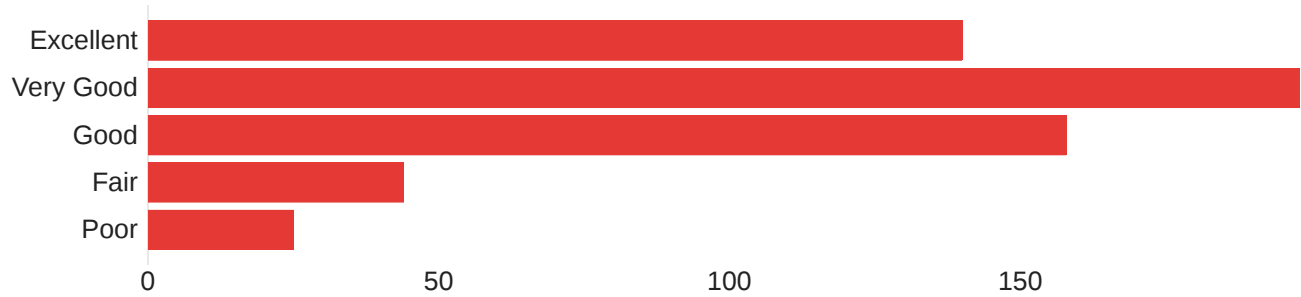
Dryer

mandatory cleaning for all students in a flat

More affordable. Tell us about the free services offered.

## Q65 - How would you rate the following services provided by UL Global?

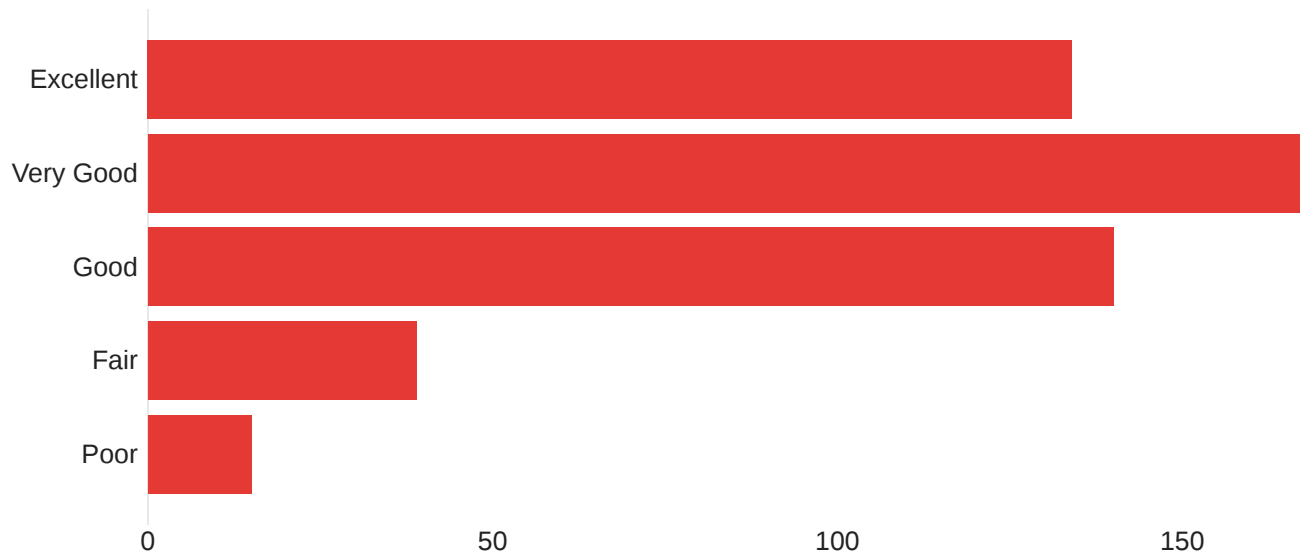
### Pre-arrival Information



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How would you rate the following services provided by UL Global? Pre-arrival Information	1	5	2	1	1	565

Field	Choice Count
Excellent	140
Very Good	198
Good	158
Fair	44
Poor	25
Total	565

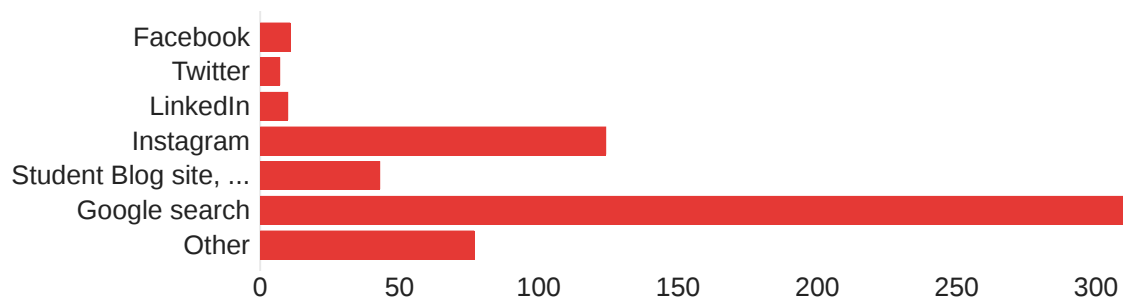
## Q66 - How would you rate the following services provided by UL Global? Overall Customer Service offered at the Front Desk



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How would you rate the following services provided by UL Global? Overall Customer Service offered at the Front Desk	1	5	2	1	1	495

Field	Choice Count
Excellent	134
Very Good	167
Good	140
Fair	39
Poor	15
Total	495

## Q67 - Where did you go to learn more about UL before coming here?



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Where did you go to learn more about UL before coming here?	1	7	5	1	2	584

Field	Choice Count
Facebook	11
Twitter	7
LinkedIn	10
Instagram	124
Student Blog site, www.studyireland.com	43
Google search	312
Other	77
Total	584

## Q68 - If other, please specify

If other, please specify

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My professor talks highly about UL

UL web pages

Friends who studied here

Handbook from previous students

Government

Q69 - Would you like to be included in the prize draw? Please note that only fully completed surveys are eligible to enter the prize draw. If you wish to enter the spot-prize draw, your email address will be used within the draw, but will be deleted once the draw is complete. Many thanks and good luck!



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Would you like to be included in the prize draw? Please note that only fully completed surveys are eligible to enter the prize draw. If you wish to enter the spot-prize draw, your email address will be used within the draw, but will be deleted once the draw is complete. Many thanks and good luck!	1	2	1	0	0	590

Field	Choice Count
Yes	562
No	28
Total	590