# UL Global International Student Survey 2024

What programme are you currently studying? Please select one:

| | Percentage | Count |
|---|---|---|
| Erasmus | 30% | 103 |
| Study Abroad | 15% | 52 |
| Exchange | 3% | 11 |
| Undergraduate | 14% | 50 |
| Taught Masters | 35% | 120 |
| Research Masters | 3% | 9 |
| PhD | 0% | 1 |

Are you an EU or Non-EU Student?

| | Percentage | Count |
|---|---|---|
| EU Student | 42% | 144 |
| Non-EU Student | 58% | 202 |

How long have you been studying in Ireland?

| | Percentage | Count |
|---|---|---|
| Less than 1 year | 88% | 303 |
| Between 2 -4 years | 12% | 40 |
| 5 or more years | 1% | 2 |

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

| | Percentage | Count |
|---|---|---|
| Yes | 75% | 259 |
| No | 25% | 86 |

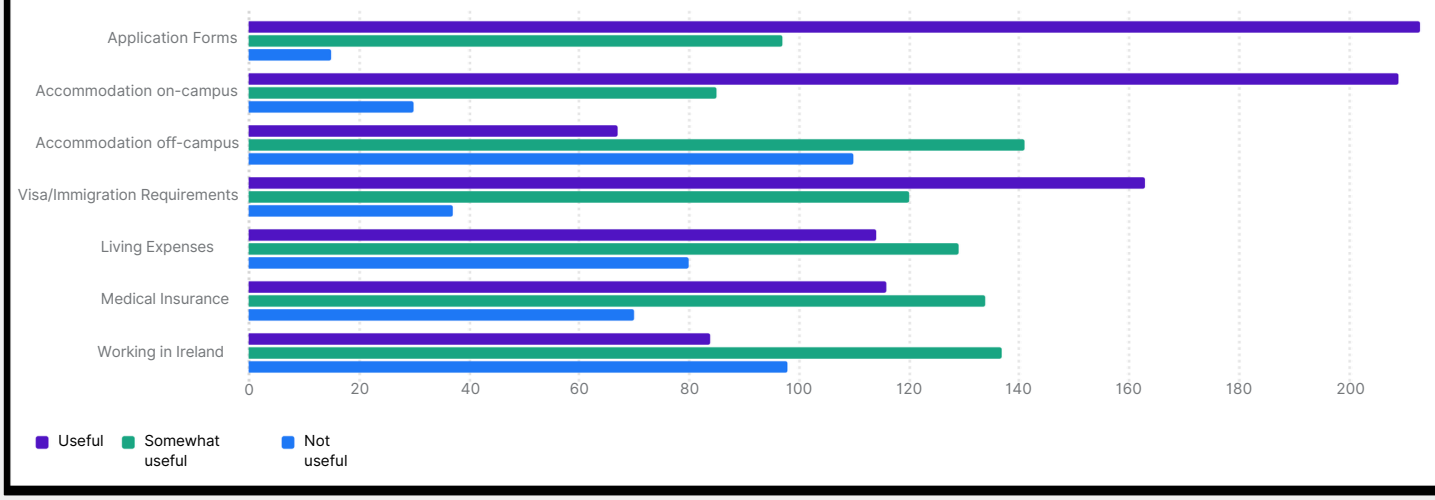
How did you find out about UL ?

| | Percentage | Count |
|---|---|---|
| Web (online) | 29% | 99 |
| Education Fair in your own country | 12% | 42 |
| Education Agent | 15% | 52 |
| Friend/ Relative | 11% | 39 |
| Faculty Recommendations (at your previous university) | 26% | 88 |
| Other | 6% | 22 |

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

| | Percentage | Count |
|---|---|---|
| Knowledge of Ireland and education system here | 36% | 117 |
| Location of the University | 36% | 119 |
| Offered a programme of interest | 69% | 227 |
| Match of research interests | 15% | 50 |
| Knowledge of a specific research centre/research institute/ researcher | 6% | 18 |
| Institutional Partnership | 25% | 82 |
| Availability of a project with funding | 2% | 7 |
| Language of instruction | 52% | 169 |
| Friend/ relation studying here | 11% | 35 |
| Recommended to me by education agent in my home country | 20% | 66 |
| Scholarship available in programme of study | 21% | 70 |
| Other | 8% | 26 |

How useful did you find the UL website in answering your needs



How useful did you find the UL website in answering your needs

| | Useful | Somewhat useful | Not useful |
|---|---|---|---|
| Application Forms | 213 | 97 | 15 |
| Accommodation on-campus | 209 | 85 | 30 |
| Accommodation off-campus | 67 | 141 | 110 |
| Visa/Immigration Requirements | 163 | 120 | 37 |
| Living Expenses | 114 | 129 | 80 |
| Medical Insurance | 116 | 134 | 70 |
| Working in Ireland | 84 | 137 | 98 |

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

| | Percentage | Count |
|---|---|---|
| Yes | 86% | 281 |
| No | 14% | 46 |

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

| | Percentage | Count |
|---|---|---|
| Yes | 8% | 27 |
| No | 92% | 300 |

Did you attend the UL Global Orientation Programme

| | Percentage | Count |
|---|---|---|
| Yes | 83% | 273 |
| No | 17% | 54 |

How would you rate the Orientation Programme?

| | Percentage | Count |
|---|---|---|
| Excellent | 41% | 112 |
| Very Good | 40% | 108 |
| Good | 16% | 43 |
| Fair | 2% | 6 |
| Poor | 1% | 2 |

Please set out any suggestions you may have for improving the Orientation programme:

| | Percentage | Count |
|---|---|---|
| Nothing, it is good as it is | 27% | 86 |
| More activities to get to know people better | 47% | 149 |
| Too long - Shorten | 4% | 14 |
| Better organisation/ timetable of events | 17% | 53 |
| Integrate students of different cultures better | 21% | 68 |
| Guides were of a poor standard | 5% | 17 |
| More info about Visas/ legal documents | 10% | 32 |
| Include summary sessions/ points of contact for late-comers | 19% | 61 |
| Include faculty | 18% | 58 |
| Other - Please Specify | 9% | 29 |

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

| | Percentage | Count |
|---|---|---|
| Satisfied | 72% | 232 |
| Somewhat Satisfied | 27% | 86 |
| Not Satisfied | 2% | 6 |

Why do you say that?

| | Percentage | Count |
|---|---|---|
| Good Overall Experience | 33% | 87 |
| Good Modules | 6% | 15 |
| Good Knowledgeable lecturers | 9% | 24 |

| Q14a - Why do you say that? | Percentage | Count |
|---|---|---|
| Good Facilities | 1% | 2 |
| Friendly/ helpful people | 2% | 6 |
| Good Support | 2% | 4 |
| Course was suitable for what I wanted | 10% | 27 |
| Course benefits future employment | 3% | 9 |
| Different learning environment compared to home country | 8% | 22 |
| Interesting classes | 5% | 13 |
| Convenient class schedule | 1% | 2 |
| Time management is important | 0% | 1 |
| Information about course/ module not communicated well | 3% | 9 |
| Not challenging/ boring | 2% | 5 |
| Difficult | 1% | 2 |
| Poor modules/ Lack of necessary content | 2% | 6 |
| Could choose my own modules | 2% | 4 |
| Poor Lecturers | 2% | 4 |
| Not the same as course at home | 0% | 1 |
| Sometimes disorganised | 3% | 9 |
| Some aspects can improve | 2% | 6 |
| There are less practical assignments and more theoretical assignments | 0% | 1 |
| Stressful Experience | 1% | 3 |
| Hard to make friends | 1% | 2 |

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

| | Percentage | Count |
|---|---|---|
| Yes | 87% | 282 |
| No | 5% | 15 |
| Don't Know / Not Sure | 8% | 26 |

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

| | Percentage | Count |
|---|---|---|
| Comfortable | 78% | 252 |
| Somewhat Comfortable | 20% | 63 |

| Q17 - How comfortable did you feel about approaching your lecturer with questions? | Percentage | Count |
|---|---|---|
| Not Comfortable | 2% | 8 |

Comments:

| | Percentage | Count |
|---|---|---|
| They were approachable | 72% | 232 |
| Helpful | 52% | 166 |
| Friendly/ Welcoming | 66% | 212 |
| Some lecturers not willing to help | 10% | 31 |
| Open to questions | 50% | 160 |
| Language barrier with them is difficult | 4% | 14 |
| Excellent Standard | 15% | 49 |
| Respond to emails quickly | 30% | 97 |
| Intimidating lecturers | 2% | 7 |
| Satisfied | 20% | 65 |
| Give individual attention if needed | 23% | 73 |
| Lecturers availability depended on numbers in class | 7% | 23 |

How well did your lecturer support you?

| | Percentage | Count |
|---|---|---|
| Supported | 70% | 224 |
| Somewhat supported | 29% | 93 |
| Not Supported | 1% | 3 |

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

| | Percentage | Count |
|---|---|---|
| Integrated | 41% | 131 |
| Somewhat Integrated | 48% | 156 |
| Not Integrated | 11% | 36 |

Comments:

| | Percentage | Count |
|---|---|---|
| Irish students don't mingle / already have groups | 49% | 157 |
| People were very welcoming / friendly | 40% | 126 |
| Comfortable in some, uncomfortable in others | 43% | 136 |
| Felt very integrated | 9% | 29 |
| Hard to integrate as a minority student | 13% | 42 |
| Most classes had international students that mingled together | 33% | 105 |
| Struggled to integrate due to large numbers | 14% | 46 |
| Group projects helped | 25% | 80 |
| Different people in different classes made it difficult to make friends | 16% | 50 |
| Lack of debate between students | 9% | 30 |
| Language barrier made it difficult | 8% | 26 |
| Other | 2% | 6 |

Were you able to access notes online?

| | Percentage | Count |
|---|---|---|
| All of the time | 68% | 216 |
| Some of the time | 31% | 100 |
| None of the time | 1% | 2 |

Comments:

| | Percentage | Count |
|---|---|---|
| Most of the time, online notes were accessible | 64% | 198 |
| Some lectures did not put notes on Brightspace | 28% | 87 |
| Brightspace is too difficult/ not user friendly | 4% | 13 |
| Email is used instead of online portals | 3% | 9 |
| Good resources available | 34% | 106 |

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

| | Percentage | Count |
|---|---|---|
| Adjusting to education system | 44% | 139 |
| New surroundings / getting around campus | 57% | 181 |
| Adapting to new language/ accent | 31% | 99 |
| General time management | 33% | 105 |
| Accomodation | 27% | 86 |
| Making friends | 39% | 123 |
| Transportation / Travel | 44% | 139 |
| Weather | 25% | 80 |
| Adapting to lecture styles | 39% | 124 |
| Home sickness / Loneliness | 27% | 85 |
| Cultural difference | 20% | 65 |
| Expenditure | 32% | 103 |
| Other - Please specify | 5% | 17 |

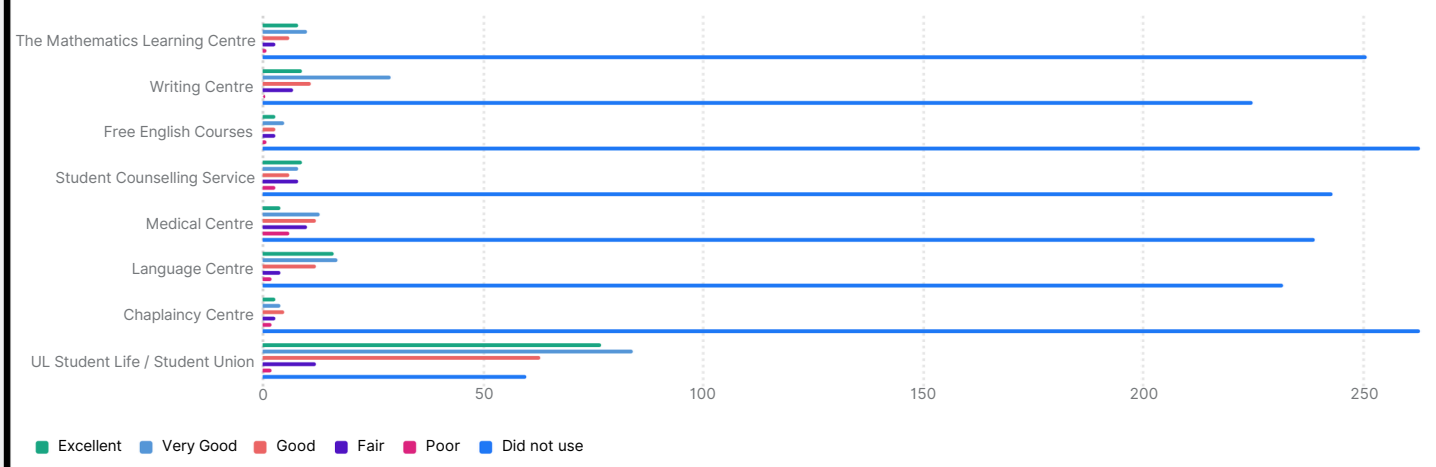
What could the UL Global office do to help?

| | Percentage | Count |
|---|---|---|
| Nothing/ Keep doing what they are doing | 33% | 104 |
| Provide information and help with accomodation | 30% | 94 |
| Provide information on important documents | 18% | 57 |
| Organise events for international students to get to know each other | 38% | 118 |
| Provide more information on academic requirements | 23% | 72 |
| Prepare for cultural differences and integration of Irish and International students | 31% | 97 |
| Extra English language programmes | 7% | 22 |
| Offer more campus tours | 8% | 25 |

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

| | Percentage | Count |
|---|---|---|
| The Mathematics Learning Centre | 30% | 92 |
| Writing Centre | 89% | 275 |
| Free English Language Courses | 28% | 88 |
| Student Counselling Service | 69% | 214 |
| Medical Centre | 66% | 204 |
| Language Centre | 58% | 181 |
| Chaplaincy Centre | 20% | 62 |
| UL Student Life / Student Union | 91% | 282 |

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



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

| | Excellent | Very Good | Good | Fair | Poor | Did not use |
|---|---|---|---|---|---|---|
| The Mathematics Learning Centre | 8 | 10 | 6 | 3 | 1 | 251 |
| Writing Centre | 9 | 29 | 11 | 7 | 0 | 225 |
| Free English Courses | 3 | 5 | 3 | 3 | 1 | 263 |
| Student Counselling Service | 9 | 8 | 6 | 8 | 3 | 243 |
| Medical Centre | 4 | 13 | 12 | 10 | 6 | 239 |
| Language Centre | 16 | 17 | 12 | 4 | 2 | 232 |
| Chaplaincy Centre | 3 | 4 | 5 | 3 | 2 | 263 |
| UL Student Life / Student Union | 77 | 84 | 63 | 12 | 2 | 60 |

Are you a member of a UL club or society

| | Percentage | Count |
|---|---|---|
| Yes | 71% | 225 |
| No | 29% | 94 |

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

| | Percentage | Count |
|---|---|---|
| Very Satisfied | 41% | 129 |
| Satisfied | 47% | 146 |
| Somewhat Satisfied | 11% | 33 |
| Not Satisfied | 1% | 4 |

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

| | Percentage | Count |
|---|---|---|
| Definitely | 10% | 30 |
| Very likely | 12% | 37 |
| Quite likely | 21% | 66 |
| Not very likely | 40% | 123 |
| Not at all likely | 18% | 55 |

Why do you say that?

| | Percentage | Count |
|---|---|---|
| Planning to study further at UL | 9% | 28 |
| love UL and the city | 21% | 66 |
| good campus / facilities | 31% | 94 |
| good academic programmes | 24% | 73 |
| people are welcoming and friendly | 23% | 70 |
| looking for employment / not looking to further studies | 33% | 101 |
| returning home to finish studies / graduating after time here | 36% | 112 |
| already planning on continuing education elsewhere | 16% | 49 |
| exceeded maximum time allowed to study abroad | 7% | 21 |
| going travelling | 4% | 12 |
| too expensive | 19% | 59 |
| get too homesick | 4% | 13 |

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

| | Percentage | Count |
|---|---|---|
| Detractor | 13% | 39 |
| Passive | 40% | 124 |
| Promoter | 47% | 146 |

Did you participate in the UL Buddy Programme

| | Percentage | Count |
|---|---|---|
| Yes | 47% | 147 |
| No | 53% | 164 |

How successful was the Buddy Programme for you?

| | Percentage | Count |
|---|---|---|
| Successfull | 34% | 50 |
| Somewhat Successful | 35% | 52 |
| Not Successful | 31% | 45 |

Did you register for the Academic Literacies Module

| | Percentage | Count |
|---|---|---|
| Yes | 5% | 17 |
| No | 95% | 296 |

How would you rate this module?

| | Percentage | Count |
|---|---|---|
| Excellent | 44% | 7 |
| OK | 56% | 9 |

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

| | Percentage | Count |
|---|---|---|
| Mix with the Irish | 68% | 208 |
| No suggestion | 7% | 22 |
| More support and effort from UL Global division needed | 13% | 39 |
| Help with accomodation | 45% | 138 |
| More information/ help needed regarding modules | 25% | 77 |
| More accessible resources needed for international students | 19% | 59 |
| Better orientation programme | 11% | 33 |
| Help arranging important documents (visa, immigration letters, bank accounts, etc) | 22% | 67 |
| More workshops for reading and writing | 10% | 31 |
| More pre arrival information | 30% | 90 |
| Other - Please Specify | 7% | 22 |

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

| | Percentage | Count |
|---|---|---|
| Yes | 13% | 41 |
| No | 87% | 270 |

How would you rate this experience?

| | Percentage | Count |
|---|---|---|
| Detractor | 7% | 3 |
| Passive | 34% | 14 |
| Promoter | 59% | 24 |

Did you avail of the free accommodation transfer that was provided on Sunday and Monday from the UL bus stop to your residence on campus?

| | Percentage | Count |
|---|---|---|
| Yes | 22% | 69 |
| No | 78% | 241 |

How would you rate your experience?

| | Percentage | Count |
|---|---|---|
| Detractor | 15% | 10 |
| Passive | 34% | 23 |
| Promoter | 51% | 34 |

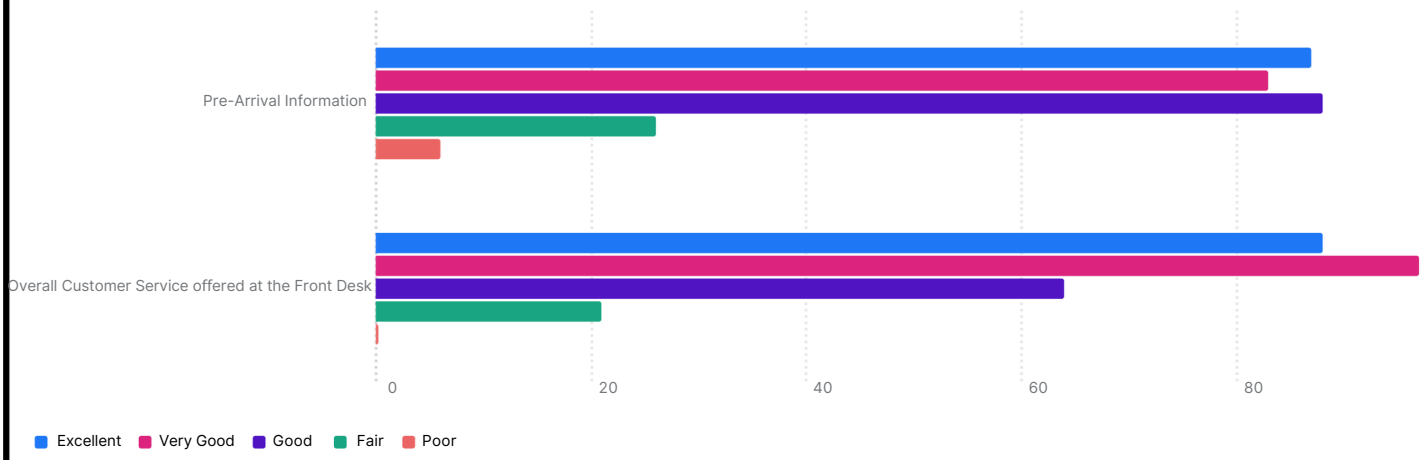
Do you live in one of the University of Limerick's student accommodation villages?

| | Percentage | Count |
|---|---|---|
| Yes | 82% | 254 |
| No | 18% | 56 |

How would you rate your experience to date?

| | Percentage | Count |
|---|---|---|
| Detractor | 24% | 59 |
| Passive | 47% | 119 |
| Promoter | 29% | 73 |

How would you rate the following service provided by UL Global?




How would you rate the following service provided by UL Global?

| | Excellent | Very Good | Good | Fair | Poor |
|---|---|---|---|---|---|
| Pre-Arrival Information | 87 | 83 | 88 | 26 | 6 |
| Overall Customer Service offered at the Front Desk | 88 | 97 | 64 | 21 | 0 |

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

| | Percentage | Count |
|---|---|---|
| Facebook | 4% | 12 |
| Twitter | 1% | 3 |
| LinkedIn | 8% | 25 |
| Instagram | 48% | 145 |

| | Percentage | Count |
|---|---|---|
| Student Blog site, www.studyireland.com | 20% | 60 |
| Google search | 76% | 233 |
| Other | 14% | 44 |