etio Performance Benchmarking

ISB Ranking Sheet - 2025 Wave 2
University of Limerick

									Ranking based on mean scores			
	Base	414	95734	5272	25423					119	7	36	
		Limerick	Global ISB	Ireland ISB	Europe ISB	Global ISB +/-	Ireland ISB +/-	Europe ISB +/-	p %	Global ISB	Ireland ISB	Europe ISB	
	ARRIVAL AVERAGE	**84.1%**	**85.5%**	**83.7%**	**81.4%**	**-1.4%**	**0.4%**	**2.7%**					118/7/36
	ARRIVAL OVERALL	**90.1%**	**91.8%**	**91.3%**	**89.8%**	**-1.7%**	**-1.2%**	**0.3%**	**0.13**	**23**	**2**	**5**	118/7/36
	ARRIVAL												
	First night	87.5%	84.6%	82.6%	79.7%	2.9%	4.9%	7.8%	0.10	23	1	4	112/7/33
	Pre-arrival info	85.0%	92.1%	86.9%	89.8%	-7.1%	-1.9%	-4.8%	0.63	46	2	13	118/7/36
	Condition of accommodation on arrival	80.8%	83.9%	83.2%	79.6%	-3.0%	-2.4%	1.3%	0.65	47	2	8	113/7/33
*	Opps to make friends beforehand	77.3%	73.1%	72.4%	71.8%	4.1%	4.8%	5.5%	0.03	8	2	3	45/6/17
	Welcome / pickup	72.4%	75.8%	68.0%	66.4%	-3.4%	4.4%	6.0%	0.69	53	2	7	110/7/33
	ORIENTATION												
*	Face-to-face orientation	94.3%	92.8%	92.3%	90.0%	1.4%	2.0%	4.3%	0.05	18	3	6	112/7/34
*	Orientation social activities	93.9%	88.0%	89.6%	84.1%	5.9%	4.3%	9.8%	0.00	1	1	1	109/7/33
	Meeting academic staff	91.2%	91.9%	91.5%	88.6%	-0.7%	-0.3%	2.6%	0.31	33	3	4	115/7/34
	Introduction to support services	90.0%	90.2%	89.2%	85.5%	-0.2%	0.8%	4.5%	0.09	19	3	4	115/7/34
*	Introduction to clubs and societies	87.9%	83.0%	89.3%	78.2%	4.9%	-1.4%	9.7%	0.00	3	2	2	115/7/34
	Study sense	87.7%	89.1%	87.5%	84.8%	-1.4%	0.2%	2.9%	0.46	40	2	4	116/7/35
	Intro to campus and facilities	87.6%	87.2%	85.8%	83.0%	0.4%	1.8%	4.6%	0.32	36	3	6	115/7/34
	Enrolment / academic registration	87.5%	91.8%	89.3%	90.1%	-4.3%	-1.8%	-2.6%	0.92	62	3	16	117/7/36
	Introduction to the local area	85.7%	83.4%	80.6%	80.2%	2.3%	5.1%	5.5%	0.11	15	2	4	113/7/33
	Accommodation and living orientation	83.0%	83.8%	79.6%	75.6%	-0.7%	3.5%	7.4%	0.48	50	1	4	112/7/33

		Limerick	Global ISB	Ireland ISB	Europe ISB	Global ISB +/-	Ireland ISB +/-	Europe ISB +/-	p %	Global ISB	Ireland ISB	Europe ISB	
	LEARNING AVERAGE	**90.6%**	**89.8%**	**88.7%**	**87.3%**	**0.7%**	**1.9%**	**3.3%**					
	LEARNING OVERALL	**90.4%**	**91.0%**	**89.7%**	**89.1%**	**-0.6%**	**0.7%**	**1.3%**	**0.74**	**52**	**2**	**13**	
	TEACHING												
	Submitting work remotely	99.1%	96.5%	96.7%	96.5%	2.5%	2.3%	2.6%	0.11	28	3	16	
	Expert lecturers	96.1%	94.6%	95.3%	93.9%	1.5%	0.8%	2.2%	0.08	31	3	13	
	Communicating with tutors	96.1%	94.7%	95.0%	93.9%	1.4%	1.1%	2.2%	0.33	41	3	14	
	Learning support	95.4%	91.0%	90.5%	88.4%	4.4%	4.9%	7.0%	0.11	34	3	9	
	Quality of lectures	90.6%	90.9%	90.1%	88.0%	-0.3%	0.5%	2.5%	0.32	71	4	13	118/7/36
	Assessment	89.5%	91.7%	90.0%	89.9%	-2.2%	-0.5%	-0.4%	0.06	89	5	23	
	Good teachers	89.4%	90.2%	88.9%	87.0%	-0.8%	0.6%	2.4%	0.52	71	3	9	
	The level of research activity	89.3%	90.6%	88.7%	88.0%	-1.3%	0.6%	1.3%	0.04	95	7	25	
	Course content	88.3%	90.9%	89.8%	88.1%	-2.6%	-1.5%	0.1%	0.52	78	5	15	
	Course organisation	85.3%	88.4%	84.5%	84.9%	-3.2%	0.8%	0.4%	0.24	82	3	18	118/7/36
*	Marking criteria	81.1%	87.7%	82.1%	83.5%	-6.6%	-1.0%	-2.4%	0.01	96	4	23	
*	Performance feedback	74.8%	87.6%	79.7%	82.1%	-12.9%	-5.0%	-7.3%	0.00	112	6	31	
	STUDIES												
*	Language support	96.2%	93.8%	94.8%	94.1%	2.4%	1.4%	2.2%	0.00	3	1	3	
	Topic selection**	96.2%	91.6%	92.4%	87.7%	4.6%	3.8%	8.5%	0.09	18	2	2	110/7/34
	Intercultural engagement	91.8%	92.4%	90.6%	91.5%	-0.6%	1.2%	0.3%	0.66	41	2	19	
	Employability	84.0%	81.8%	82.5%	73.7%	2.1%	1.5%	10.3%	0.17	48	2	3	
*	Academics' careers advice	81.7%	77.2%	77.8%	66.3%	4.6%	4.0%	15.4%	0.01	33	1	1	
*	Opps for work experience	77.3%	73.4%	73.5%	61.9%	3.9%	3.7%	15.4%	0.03	32	1	1	
	Studying with local students	77.2%	84.4%	83.8%	78.0%	-7.3%	-6.6%	-0.8%	0.05	36	6	8	48/6/19
	FACILITIES												
*	Online library	98.9%	93.3%	93.5%	92.2%	5.7%	5.4%	6.7%	0.00	5	1	3	
*	Physical library facilities	98.1%	93.5%	92.1%	92.7%	4.7%	6.0%	5.4%	0.00	8	1	6	118/7/36
	Online study materials	97.0%	94.2%	94.8%	93.3%	2.8%	2.3%	3.7%	0.26	40	2	10	
*	Learning technology	96.7%	93.2%	90.3%	92.4%	3.5%	6.4%	4.3%	0.03	26	1	11	
	Virtual learning environment	95.3%	93.9%	93.5%	93.2%	1.4%	1.7%	2.1%	0.61	80	4	22	
*	Learning spaces	95.1%	92.1%	88.0%	91.8%	3.1%	7.1%	3.3%	0.01	33	1	16	
	Laboratories	94.6%	93.2%	90.7%	93.0%	1.3%	3.9%	1.6%	0.06	24	1	13	117/7/35

		Limerick	Global ISB	Ireland ISB	Europe ISB	Global ISB +/-	Ireland ISB +/-	Europe ISB +/-	p %	Global ISB	Ireland ISB	Europe ISB	
	LIVING AVERAGE	**78.8%**	**81.2%**	**76.0%**	**78.5%**	**-2.4%**	**2.8%**	**0.3%**					
	LIVING OVERALL	**89.5%**	**88.8%**	**83.3%**	**87.2%**	**0.8%**	**6.2%**	**2.3%**	**0.80**	**59**	**1**	**21**	
	ACCOMMODATION and LIVING COSTS												
*	Internet access on campus	94.2%	89.7%	83.5%	90.5%	4.5%	10.7%	3.7%	0.00	34	2	19	
*	Internet access at my accommodation	87.9%	86.5%	82.0%	84.9%	1.3%	5.9%	2.9%	0.02	26	1	15	
	Access to suitable accommodation	79.9%	81.4%	63.9%	75.7%	-1.4%	16.1%	4.2%	0.73	63	1	18	
	Accommodation quality	78.9%	83.8%	74.6%	83.3%	-4.9%	4.3%	-4.3%	0.12	86	1	24	
	Finding accommodation	64.0%	59.4%	45.2%	59.4%	4.6%	18.8%	4.6%	0.44	19	1	19	36/7/36
*	Living cost	53.2%	62.6%	48.1%	53.0%	-9.3%	5.2%	0.3%	0.00	90	1	19	
	Financial support	49.7%	57.4%	50.9%	47.9%	-7.7%	-1.2%	1.7%	0.13	85	3	14	
*	Earning money	39.0%	52.9%	46.3%	40.6%	-13.9%	-7.3%	-1.5%	0.02	93	6	18	
*	Accommodation cost	36.5%	60.5%	36.1%	58.5%	-24.0%	0.4%	-22.0%	0.00	110	3	29	
	SOCIAL												
*	Social activities (organised events)	92.6%	85.7%	88.7%	83.3%	6.9%	4.0%	9.4%	0.00	5	1	3	
*	Sports facilities	92.1%	82.0%	86.4%	80.9%	10.1%	5.7%	11.2%	0.00	6	2	3	
*	Making friends from other countries	90.1%	88.0%	87.2%	89.5%	2.0%	2.9%	0.6%	0.00	16	1	15	
*	Host culture	88.4%	85.2%	85.5%	82.3%	3.2%	2.9%	6.1%	0.01	15	3	5	
*	Making friends from my home country	87.8%	84.3%	82.1%	82.2%	3.4%	5.6%	5.6%	0.00	6	1	3	
	Social facilities	87.6%	86.1%	85.2%	83.7%	1.5%	2.4%	3.8%	0.06	25	1	10	
*	Making good contacts for the future	84.6%	81.3%	81.0%	78.2%	3.2%	3.6%	6.4%	0.03	20	1	6	
	International class	83.2%	82.8%	79.9%	82.8%	0.3%	3.2%	0.3%	0.99	17	1	17	36/7/36
*	Making friends from this country	55.9%	72.9%	68.5%	60.4%	-17.0%	-12.6%	-4.5%	0.00	108	7	25	
	DAY TO DAY LIFE												
	Feeling safe and secure on campus	96.2%	96.8%	97.1%	97.3%	-0.6%	-0.9%	-1.1%	0.09	38	3	29	
*	Campus environment	94.8%	93.8%	93.8%	94.1%	1.0%	1.0%	0.7%	0.00	22	2	17	
	Eco-friendly attitude	91.8%	94.0%	91.7%	93.0%	-2.2%	0.1%	-1.2%	0.55	80	3	27	
	Campus buildings	90.6%	91.2%	87.1%	90.4%	-0.6%	3.5%	0.2%	0.87	70	1	24	
	Surroundings outside the institution	89.7%	92.0%	91.7%	93.7%	-2.3%	-2.0%	-4.1%	0.29	77	6	35	
*	Visa advice	88.4%	85.0%	80.5%	79.1%	3.4%	7.9%	9.3%	0.04	30	1	5	
	Worship facilities	84.9%	88.0%	89.9%	82.0%	-3.2%	-5.0%	2.9%	0.70	52	5	10	115/7/33
*	Transport links to other places	67.4%	84.5%	70.0%	85.9%	-17.1%	-2.7%	-18.5%	0.00	106	4	33	

		Limerick	Global ISB	Ireland ISB	Europe ISB	Global ISB +/-	Ireland ISB +/-	Europe ISB +/-	p %	Global ISB	Ireland ISB	Europe ISB	
	SUPPORT AVERAGE	**94.6%**	**93.1%**	**91.6%**	**90.6%**	**1.5%**	**3.0%**	**4.0%**					
*	**SUPPORT OVERALL**	**95.2%**	**90.3%**	**91.0%**	**89.9%**	**4.9%**	**4.1%**	**5.3%**	**0.01**	**23**	**2**	**7**	
*	Library Service	99.1%	97.2%	96.3%	96.4%	2.0%	2.8%	2.8%	0.00	7	1	7	
*	UL Clubs & Societies	97.0%	94.0%	95.7%	93.6%	3.0%	1.3%	3.3%	0.00	9	2	4	106/7/30
*	UL Learning Centres	96.2%	95.1%	95.2%	92.6%	1.0%	0.9%	3.5%	0.02	1	1	1	77/4/18
*	UL Global Division	95.9%	93.0%	93.5%	92.8%	3.0%	2.4%	3.1%	0.01	13	1	7	101/7/32
	IT and System support	95.7%	95.1%	92.8%	94.2%	0.6%	2.9%	1.5%	0.75	48	1	13	112/7/31
	Careers Service	95.7%	89.5%	91.2%	85.0%	6.2%	4.5%	10.7%	0.07	9	1	1	94/7/26
	Graduate and Professional Studies**	95.7%	95.5%	95.0%	95.2%	0.1%	0.7%	0.5%	0.06	3	1	1	51/5/13
	Student Health Centre	95.3%	90.8%	91.2%	88.4%	4.5%	4.1%	6.9%	0.21	21	3	7	77/7/24
	UL Student Life	95.3%	94.6%	96.0%	92.8%	0.7%	-0.6%	2.5%	0.08	15	2	3	102/7/29
	Restaurants on campus	87.8%	87.5%	86.0%	83.4%	0.4%	1.8%	4.4%	0.74	61	2	14	113/7/34
	Accommodation Office	86.7%	87.1%	77.5%	81.9%	-0.4%	9.2%	4.8%	0.50	44	1	11	94/6/27

		Limerick	Global ISB	Ireland ISB	Europe ISB	Global ISB +/-	Ireland ISB +/-	Europe ISB +/-	p %	Global ISB	Ireland ISB	Europe ISB	
	OVERALL AVERAGE	**87.0%**	**87.4%**	**85.0%**	**84.4%**	**-0.4%**	**2.0%**	**2.6%**		**31**	**1**	**6**	
*	**OVERALL SATISFACTION**	**93.7%**	**90.1%**	**91.1%**	**90.4%**	**3.7%**	**2.6%**	**3.3%**	**0.00**	**4**	**1**	**2**	

		Limerick	Global ISB	Ireland ISB	Europe ISB	Global ISB +/-	Ireland ISB +/-	Europe ISB +/-	p %	Global ISB	Ireland ISB	Europe ISB	
	EMPLOYMENT / CAREERS SUPPORT												
*	Opps to meet employers	83.1%	73.5%	80.0%	66.5%	9.6%	3.0%	16.6%	0.00	8	1	2	112/7/34
*	Information	81.8%	76.1%	79.4%	66.2%	5.7%	2.3%	15.5%	0.02	26	1	1	113/7/35
	Support	79.6%	75.0%	78.7%	64.5%	4.6%	0.9%	15.2%	0.16	46	3	3	112/7/34
	Advice	78.7%	75.1%	77.9%	63.8%	3.7%	0.8%	15.0%	0.11	36	1	1	113/7/35
	Training	77.3%	71.7%	76.1%	58.7%	5.6%	1.2%	18.6%	0.06	33	3	3	112/7/34
	Network with Alumni	71.6%	69.0%	69.8%	59.7%	2.6%	1.7%	11.9%	0.23	36	1	1	112/7/34
*	Representation	67.0%	59.9%	63.8%	42.7%	7.1%	3.2%	24.4%	0.03	30	1	1	110/7/34
	Placement	65.1%	61.7%	64.0%	44.7%	3.4%	1.1%	20.4%	0.34	56	5	5	112/7/34
	Employment	60.5%	56.4%	58.8%	38.6%	4.0%	1.7%	21.9%	0.10	38	2	2	109/7/32

	Net Promoter Score	**28**	**19**	**22**	**23**	**9**	**6**	**5**	**N/A**	**39**	**2**	**14**	
	Recommendation	**84.9%**	**78.7%**	**81.2%**	**80.9%**	**6.1%**	**3.6%**	**3.9%**	**0.00**	**23**	**1**	**7**	
*	**Overall Happiness**	**94.1%**	**91.4%**	**91.7%**	**91.3%**	**2.7%**	**2.4%**	**2.8%**	**0.00**	**3**	**1**	**3**	
	Value for money	**85.6%**	**85.4%**	**86.0%**	**86.5%**	**0.2%**	**-0.3%**	**-0.8%**	**0.08**	**44**	**3**	**19**	
	Career Goal Preparation	**89.5%**	**86.9%**	**87.8%**	**84.3%**	**2.6%**	**1.7%**	**5.2%**	**0.17**	**51**	**2**	**7**	116/7/36

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

significance values calculated using two-tailed, heteroscedastic, two-sample t-tests

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

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

** Postgraduate students only

Arrival section asked to all First Year and Short Course students

Elements with <30 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 so smaller datasets may be excluded from the analysis

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