Understanding your Ranking Sheet

- **Column A** lists all the elements in each of the four sections (Arrival, Learning, Living and Support), the element names have been shortened from the questionnaire

- **Column B** shows the satisfaction scores per element of the institution, the number in the grey top line 1,887 is the base number of students

- **Columns C & D** show the satisfaction scores per element of the selected benchmarks, the numbers in the grey top line are the base number of students

- **Columns E & F** show the difference between the institution score and the benchmark score

- **Column G** shows whether an element's score is significant or not (t-test). In the case of 'Quality Lectures' this element is significant, with a 0% likelihood that the result is due to chance

- **Columns H & I** show the ranking position of the institution per element, the numbers in the grey top line (202 & 6) are the base number of institutions in each benchmark

- **Column J** shows the number of institutions benchmarked in that element if it varies. For example 'Managing Research' is ranked 42nd out of 109 institutions – not 202 institutions. Not all institutions may have received enough responses to be included in the benchmark, or asked this element.

	A	B	C	D	E	F	G	H	I	J
								Ranking based on mean scores		
Base		1887	150232	5002				202	6	
		University X	Benchmark A %	Benchmark B %	Benchmark A +/-	Benchmark B +/-	% p	Benchmark A	Benchmark B	
LEARNING AVERAGE		85.0%	83.8%	86.2%	1.2%	-1.2%		111	6	
LEARNING OVERALL		86.1%	85.4%	85.9%	0.7%	0.2%	0.33	117	5	
Expert lecturers		93.8%	92.1%	93.9%	1.8%	-0.1%	0.07	84	4	
Online library		92.5%	88.4%	90.3%	4.2%	2.3%	0.00	38	1	
Quality lectures		91.4%	87.4%	90.8%	4.0%	0.6%	0.00	53	6	
Academics' English		90.7%	90.0%	92.7%	0.7%	-2.0%	0.00	143	4	
Managing research**		88.5%	88.1%	91.8%	0.5%	-3.2%	0.54	42	5	109/5

- At the beginning of each section, there are two section scores AVERAGE and OVERALL:
  - AVERAGE is the average of all elements in the relevant section
  - OVERALL is a single question where respondents are asked to rate their overall experience for each section before seeing any of the elements, e.g. *"Overall, how satisfied are you with the LEARNING EXPERIENCE at this stage in the year?"*

- At the end of the document, there are two scores OVERALL AVERAGE and OVERALL:
  - OVERALL AVERAGE is the average of all elements in the four sections
  - OVERALL is a single question where respondents are asked to rate their overall experience before seeing any of the elements, e.g. *"Overall, how satisfied are you with all aspects of your University experience?"*

High satisfaction score but a low ranking position?

Using 'Quality Lectures' as an example, the institution has a satisfaction rating of 91.4% which means that 91.4% of respondents have scored the 'Quality Lectures' element as 'satisfied' or 'very satisfied', however the ranking position in Benchmark B is 6th out of 6 institutions.

The ranking positions are based on the mean scores (refer to the Ranking Grid). We use a 4-point scale for satisfaction:

1 - Very dissatisfied	**3** - Satisfied
2 – Dissatisfied	**4** - Very Satisfied

It is possible that the majority of the 91.4% of respondents have scored 'Quality Lectures' as a 3 (satisfied) or the remaining 8.6% have mostly scored the element as a 1 (very dissatisfied), bringing down the mean score for 'Quality Lectures', comparative to other mean scores for the rest of the benchmark.

What do the ranking position colours mean?

The four colours represent the quartiles of the Ranking Grid:

Top quartile	Upper-middle quartile	Lower-middle quartile	Bottom quartile

LEARNING	
Terminology in Questionnaire	**Terminology in Ranking Sheet**
Academic staff whose English I can understand	Academics' English
Fair and transparent assessment of my work	Assessment
Advice and guidance on long-term job opportunities and careers from academic staff	Careers advice
The Academic content of my course/studies	Course content
The organisation and smooth running of the course *(BA/MA students only)*	Course organisation
Learning that will help me to get a good job	Employability
The subject area expertise of lecturers/supervisors	Expert lecturers
The teaching ability of lecturers/supervisors	Good teachers
The quality of laboratories (if applicable)	Laboratories
Help to improve my English language skills (if applicable) *(international students only)*	Language support
The quality of lecture theatres and classrooms	Learning spaces
Getting time from academic staff when I need it/personal support with learning	Learning support
Confidence about managing a research project as a result of my experience so far *(PhD students only)*	Managing research**
Explanation of marking/assessment criteria	Marking criteria
Studying with people from other cultures	Multicultural
The online library facilities (access to journals etc.)	Online library
Opportunities to teach	Opportunities to teach**
Feedback on coursework/formal written submissions	Performance feedback
The physical library facilities	Physical library
The quality of lectures	Quality lectures
The level of research activity	Research
The learning technology (PCs, networking, etc.)	Technology
Guidance in topic selection and refinement by my supervisor	Topic selection
Virtual Learning Environment (Blackboard/WebCT/Weblearn)	Virtual learning
Opportunities for work experience/work placements as a part of my studies	Work experience

LIVING	
Terminology in Questionnaire	**Terminology in Ranking Sheet**
The cost of accommodation	Accommodation cost
The quality of accommodation	Accommodation quality
The opportunity to earn money while studying	Earning money
The University's eco-friendly attitude to the environment (e.g. recycling/energy etc.)	Eco-friendly attitude
The availability of financial support/bursaries etc.	Financial support
Making good contacts for the future	Good contacts
The surroundings outside the University	Good place to be
Making friends from my home country	Home friends
Opportunities to experience the culture of this country	Host culture
Making friends from this country	Host friends
Internet access at my accommodation	Internet access
The cost of living (food, drink, transport and social)	Living cost
Making friends from other countries	Other friends
Feeling safe and secure	Safety
The social activities (organised events)	Social activities
The social facilities	Social facilities
The sport facilities	Sport facilities
The transport links to other places	Transport links
Transport links between university locations	Transport links uni
Immigration and visa advice from the University *(international students only)*	Visa advice
The design and quality of the campus buildings	Campus buildings
The quality of the external campus environment	Campus environment
The facilities for religious worship (quiet room/prayer room etc.)	Worship facilities

SUPPORT	
Terminology in Questionnaire	**Terminology in Ranking Sheet**
Accommodation Office	Accommodation Office
Careers Advisory Service	Careers Service
Campus eating places	Catering
University Clubs/Societies	Clubs/societies
Counselling Service	Counselling
Disability Support	Disability Support
Chaplaincy or multi-faith provision	Faith Provision
Department where you pay your fees	Fees Dept.
Graduate School *(MA/PhD students only)*	Graduate School
Health Centre	Health Centre
International Office (Central Department) *(international students only)*	International Office
International Office (Faculty Level) *(international students only)*	International Office (Faculty Level)
IT and system support	IT Support
Residential Assistants	Residential Assistants
Students Advisory Service	Student Advisory
Students' Union	Students' Union

ARRIVAL	
Terminology in Questionnaire	**Terminology in Ranking Sheet**
Setting up a bank account	Bank account
Condition of accommodation on arrival	Accommodation condition
Accommodation Office	Accommodation Office
Department where you pay your fees	Fees Dept.
First night - getting to where I would stay	First night
Formal welcome at the university	Formal welcome
Making friends from my home country	Home friends
Making friends from this country	Host friends
Internet access at my accommodation	Internet access
Orientation (finding my way around the local area)	Local orientation
Meet academic staff	Meeting staff
Making friends from other countries	Other friends
Academic registration	Registration
The social activities (organised events)	Social activities
Understanding how my course of study would work	Study sense
University orientation	University orientation
Welcome/pickup at airport, railway, coach station	Welcome