

**STUDENT
SURVEY.IE**
NATIONAL
SURVEY,
LOCAL
IMPACT



Irish Survey of Student Engagement (ISSE) 2016

The Handbook

*we value
your voice...*

- ✓ First year undergraduates
- ✓ Final year undergraduates
- ✓ Taught postgraduates

Irish Survey of Student Engagement (ISSE)

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Introduction

The *National Strategy for Higher Education to 2030* (Department of Education and Skills, 2011) recommended that higher education institutions should put in place systems to capture feedback from students to inform institutional and programme management, as well as national policy. It also recommended that every higher education institution should put in place a comprehensive anonymous student feedback system, coupled with structures to ensure that action is taken promptly in relation to student concerns.

A national pilot was implemented in 2013. This was regarded as successful and the first 'full' survey proceeded in 2014. The International Graduate Insight Group (i-graduate) was appointed to be the survey's independent administrators from 2014, providing end-to-end project management and support in collaboration with the ISSE project manager and project working groups. Experience gained from the 2014 and 2015 implementation continue to inform activities relating to future surveys for all partners.

This handbook seeks to provide you with a step-by-step guide through the survey process; we recommend that you share this document with anyone at your institution who is involved with the Irish Student Survey of Engagement as they may find it a useful overview.

The handbook, along with other useful project information, is also available to download from our secure website:

www.i-graduate.org/filestore

Username: ISSEDocuments

Password: DocumentsISSE

(log-ins are case sensitive)

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Project Timeline

The survey will open for responses during February – March 2016, and similar periods in subsequent years. In advance of fieldwork, individual institutions will identify a specific three week period, within the overall national window, when the survey will be open for students from that institution. The survey will not be open to students from that institution outside the three week period identified. Institutions may identify different three week periods during February – March 2016.

Overall Timeline:

Introduction to your Account Manager, release of ISSE Handbook	11 th January 2016
Preparation of data files, pre-notification emails and promotional activities	11 th January – launch date
ISSE Open	1 st February 2016
ISSE Last launch	14 th March 2016
ISSE Close	29 th March 2016
Analysis	From 29 th March 2016
National and institution – data set delivery	End-April 2016
National and institution – additional reports delivery	Early-May 2016
Delete survey data	As notified by ISSE Project Manager

Institutional timelines will be provided by your Account Manager at the beginning of the project, personalised to reflect your defined 3 week survey launch period.

Dates for individual institutions are published on the webpage below:

<http://studentsurvey.ie/students-parents/students-parents-survey-timeline/>

Data Transfer

We will need to receive **one** preload data file in Excel format from each institution which contains the demographic information listed on the following page.

Student demographic data is uploaded into the survey to reduce the length of the survey for students and to later facilitate anonymised high level analysis after the survey is completed.

The data will need to be sent to i-graduate no later than **10 working days** before your intended launch date, this allows us enough time for checking the data file, uploading it into the survey and testing. You will receive your personalised timeline from your Account Manager at the beginning of the project.

We recommend that you get in touch with the member of staff within your institution who usually extracts the data for the return to the HEA Student Record System, to ensure the dataset is submitted in the correct format.

The fields required are listed on the next page. These are the same fields used in 2013, 2014 and 2015 and are a subset of the fields your institution usually submits to the HEA Student Record System. Please ensure that your data uses the latest ISCED coding as required by the HEA submission. The fields are required in Excel and must follow the format displayed in the 'Pre-loading Example Datafile', which is available to download from our website (refer to page 3 of this Handbook)

Note that we only require this data for students eligible to participate in the survey: first year undergraduate, final year undergraduate higher education students (programmes leading to NFQ Level 6 Higher Certificate, NFQ Level 7 Ordinary Bachelor Degree and NFQ Level 8 Honours Bachelor Degree) and taught postgraduate students (NFQ Level 8 Higher Diploma and NFQ Level 9 Postgraduate Diploma and Master's Degree) whether full-time, part-time or remote.

The following student-types should not be included:

1. Exchange (Exchang) – Erasmus (EI) and Other exchange incoming (XI)
2. Programme-type (ProgTy) – Undergraduate occasional (14), Professional training certificate (18), Postgraduate occasional (24), Masters research (26), PhD (27), Professional training qualification postgraduate (28), Non third-level upskilling (0B), QQI/FETAC Advanced Certificate (0W), QQI/FETAC Certificate (0X), Foundation (1A) and Access undergraduate (1C) students
3. Non-standard attendance (nsAttend) – students studying overseas (OS)

Quality of data

To maintain efficient timing of survey preparation by i-graduate and institutional personnel, it is important that preload data is submitted in the correct format. Please find below a list of errors frequently found in the previous years. You are requested to carefully review your data in advance of submission to avoid these issues which will prompt rechecking and introduce unnecessary delays.

- Duplicate student IDs and email address – there must be only one record per student
- Missing columns - please ensure **all 21 required columns** are submitted (22 columns if you wish to include the students' name which is not a required field)
- Coding - ensure codes match the codes listed in the 'Pre-loading Example Datafile'
- Blank fields - there should be no blank fields for compulsory fields (e.g. unknown nationalities should be UN). The following are compulsory fields:
 - Email address
 - Student ID
 - stuID
 - instCd
 - courseCd
 - dateBirth
 - sex
 - stuCd
 - studyMd
 - ProgTy
 - nqai
 - nsAttend
 - exchang
 - courseNm
 - isced
 - courseYr
 - domicile
 - nation
 - resid
- Date of birth – this must be submitted in the following format 19900528 (YYYYMMDD) and was often provided incorrectly, but appeared correct due to Excel formatting (custom setting). **Ensure column format is set to 'General' or 'Text'.**
- Incomplete data for target students – previously, some data files did not contain the complete data set (e.g. adding extra students a couple of days later or during a live survey). Once the checking of the data set is completed, **we will be unable to accept extra files or upload additional students** who were inadvertently missed from the original file. Please double check your data set before sending to us.
- Non-target students - ineligible students were included by some institutions. These had to be removed. Refer to the Preloading Example DataFile for the correct codes.
- Student IDs – student IDs must match those recognised and used by the students. These Student IDs will be used by the student to log-in to their unique survey.

Incorrect data will result in a delay to your launch date.

1. Student First Name <i>(not compulsory)</i>	
2. Student Email Address	
3. Student ID – It must be an ID the student recognises - this ID will be used for the student to log-in to the survey.	
HEA Student Record (SRS) System Column Tag	HEA Student Record System (SRS) Field Name
4. stuID	Student ID
5. instCd	Institute Code
6. courseCd	Course Code
7. dateBirth	Date of Birth
8. sex	Gender
9. stuCd	Student Code - Identifier for Type of Student
10. studyMd	Mode of Study
11. ProgTy	Programme Type
12. nqai	NQAI Classification of Programme/Level of Study
13. nsAttend	Non Standard attendance
14. exchang	Exchange
15. courseNm	Course Title
16. isced*	Field of Study
17. courseYr	Year of Study
18. domicile	Domiciliary of Origin
19. county	County
20. postCd	Postal Code
21. nation	Nationality
22. resid	Residence

**Please ensure the ISCED codes follow the version listed in the Preloading Example DataFile*

Student names are not a required field, however if you would like to personalise the emails to students please supply first names. We can address the emails as 'Dear Adam' instead of 'Dear Student'. This personalisation could help to increase response rates. **Please supply the names in the correct format:**

✓ Adam

✗ ADAM

✗ adam

Detailed instructions on the format and correct coding of the data file are saved in the link below:

www.i-graduate.org/filestore

Username: ISSEDocuments

Password: DocumentsISSE (log-ins are case sensitive)

Document Name: Pre-loading Example DataFile

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Secure Data Upload Instructions

Once you have finalised your student demographic data file, you can upload the data via our secure transfer site in the link below. The system will send your Account Manager a notification to download the data file.

Your data will be automatically deleted from the secure site after 14 days.

To upload large files (over 4GB) we recommend using either Mozilla Firefox or Google Chrome web browsers.

<https://secur SEND.tribalgroup.com/filedrop/ISSE2016>

-  A. **From:** Your email address
-  B. **Subject:** "Institution Name – ISSE Data"
-  C. **Message:** "Any additional information you wish to provide"
-  D. Click "**Add Files...**" and select the relevant file
-  E. Click "**Send**"

From

user@example.com **A**

Subject

Subject **B**

Message

Message **C**

D

+ Add Files...

E

Send

Limitations

Max size: 20 GB

Accepted Filetypes

- ✓ First year undergraduates
- ✓ Final year undergraduates
- ✓ Taught postgraduates

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The Survey

The questions

Following student feedback, the questionnaire has been improved and shortened for 2016, though some questions and themes remain comparable to the 2014/2015 questionnaire. The question set is agreed centrally by the Survey Design Group and not by i-graduate. A full set of questions can be found here:

www.i-graduate.org/filestore

Username: ISSEDocuments

Password: DocumentsISSE

The survey is available in both English and Irish language versions; students will have the option to select their preferred language at the beginning of the survey.

Testing the survey

We encourage you and your colleagues to test the survey to familiarise yourself with the layout and questions. Once the online survey has been finalised by the ISSE Project Manager and the Survey Design Group, your Account Manager will send you a link and log-in details to the survey.

We also allow up to 5 days to test your survey once the demographic data has been uploaded, this is to ensure responses are captured correctly and the email invitations are accepted by your email system.

What will the survey look like?

On the following page there is an example of the survey introduction page for those accessing it from the studentsurvey.ie website or generic URL and an example of the question pages.

Some students being invited to participate in the 2016 ISSE may have participated in previous years. If this is the case for your institution (for example, final year Ordinary Bachelor Degree students may have participated while in first year), it may be beneficial to ensure that local communication and promotion emphasises the fact that the design, look and feel of taking the survey has changed significantly since 2014.

Students accessing the survey via the studentsurvey.ie website or generic URL, will be authenticated using a combination of student ID and month of birth.

**STUDENT
SURVEY.IE**
WE'RE
LISTENING,
WE'RE
LEARNING

NATIONAL SURVEY local impact

NATIONAL SURVEY FOR:

- ✓ First year undergraduates
- ✓ Final year undergraduates
- ✓ Taught postgraduates

**STUDENT
SURVEY.IE**
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NATIONAL SURVEY local impact

NATIONAL SURVEY FOR:

- ✓ First year undergraduates
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Welcome to the Irish Survey of Student Engagement 2016

Tell us about your experience of higher education and of your institution. We want to use your feedback to help your institution to identify areas of good practice and areas that would benefit from improvement to enhance the student experience. This is a national survey designed to help your institution as well as higher education nationally.

Please enter your Student ID to participate in the survey.

If you are unable to locate your Student ID - please contact i-graduate at icishstudenturvey@i-graduate.org

Which institution do you attend?

Please select your answer

What is your Student ID?

In which month were you born?

Please select your answer

TAKE THE SURVEY

Your responses are entirely confidential. Technical delivery of the survey and the collection of responses are managed entirely by a third party contractor. The technical system is designed to ensure that students' responses cannot be individually identified by institutions or at national level. You will receive an email with a link to the survey questions. (The survey will also be accessible from this website). Your email address will be used ONLY to match your responses to background information such as gender, age, full-time or part-time, broad area of study etc. Responses, linked to this information, will be collated nationally and all information that could be used to identify students will be removed at the first opportunity.

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NATIONAL SURVEY local impact

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STUDENT SURVEY.IE NATIONAL SURVEY, LOCAL IMPACT

Welcome to the Irish Survey of Student Engagement 2016

Tell us about your experience of higher education and of your institution. We want to use your feedback to help your institution to identify areas of good practice and areas that would benefit from improvement to enhance the student experience. This is a national survey designed to help your institution as well as higher education nationally.

In which language would you like to answer the survey?

- ☐ English
- ☐ Irish

Your responses are saved at the end of each page allowing you to partially complete the survey and return to the question at any time while survey is open. Once you complete the survey on the last page, you will not be able to return to the survey.

TAKE THE SURVEY

Your responses are entirely confidential. Technical delivery of the survey and the collection of responses are managed entirely by a third party contractor. The technical system is designed to ensure that students' responses cannot be individually identified by institutions or at national level. You will receive an email with a link to the survey questions. (The survey will also be accessible from this website). Your email address will be used ONLY to match your responses to background information such as gender, age, full-time or part-time, broad area of study etc. Responses, linked to this information, will be collated nationally and all information that could be used to identify students will be removed at the first opportunity.

Powered by [Confirmit](#)

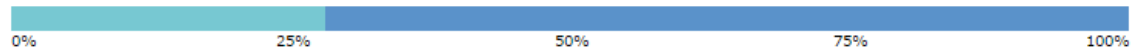
- ✓ First year undergraduates
- ✓ Final year undergraduates
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- ✓ First year undergraduates
- ✓ Final year undergraduates
- ✓ Taught postgraduates

Irish Survey of Student Engagement 2016

During the current academic year...

	Very little	Some	Quite a bit	Very much
How much has your coursework emphasised memorising course material?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much has your coursework emphasised analysing an idea, experience, or line of reasoning in depth by examining its parts?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent have teaching staff taught in an organised way?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent have teaching staff clearly explained course goals and requirements?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much has your coursework emphasised evaluating a point of view, decision, or information source?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent have teaching staff provided prompt and detailed feedback on tests or completed assignments?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent have teaching staff used examples or illustrations to explain difficult points?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent have teaching staff provided feedback on a draft or work in progress?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much has your coursework emphasised forming a new idea or understanding from various pieces of information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much has your coursework emphasised applying facts, theories, or methods to practical problems or new situations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



- ✓ First year undergraduates
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Pre-notification

Research indicates that pre-notification of surveys tends to improve response rates, although there are mixed findings from different research internationally. Feedback from the 2013 pilot indicated that some students found the pre-notification email (without survey access) unhelpful. Therefore, it has been agreed to facilitate some flexibility at institutional level for ISSE 2016.

Institutions are free to send the following email to target students and/or to pre-notify students via promotional campaigns using hardcopy and softcopy materials provided. We recommend sending this email on the Tuesday or Wednesday before the survey goes live.

Institutions should confirm, with i-graduate, the exact email address being used to send subsequent emails. This can be in the format of either:

- 🌐 studentsurvey@institutionname.ie
- 🌐 institutionname@studentsurvey.ie

The display name of the email will be the full name of the institution.

This first contact email is sent from the institution's email system and can then be personalised to include institution name, sender email address for subsequent emails, and the names of institution and student representatives. Research indicates that personalising emails in this manner has a positive impact on student response rates.

Dear Student

"We value your voice"

A few days from now, you will receive an email invitation to take part in the 2016 Irish Survey of Student Engagement.

We are telling you now because we have found many people like to know in advance that they will be contacted. The survey is an important one as it will help **institution name** to fully understand the experiences of our students but it is also part of a larger national survey of students in higher education.

In 2015, students told us **xxxxxx**
We have acted on this by **yyyyyyyy**

We will be in touch shortly with further information on how to take part.

Further information is available at www.studentsurvey.ie

The next email will be sent from **email address**.

- ✓ First year undergraduates
- ✓ Final year undergraduates
- ✓ Taught postgraduates

Yours sincerely,

Institution Representative

Student Representative

To opt-out of the Irish Survey of Student Engagement 2016, please click [here](#)

Irish Language Version

A Mhic Léinn, a chara,

“Is mór againn do bharúil”

As seo go ceann roinnt laethanta gheobhaidh tú cuireadh ríomhphoist páirt a ghlacadh i Suirbhé na hÉireann ar Rannpháirtíocht Mac Léinn 2016.

Tá muid do do chur ar an eolas anois mar tuigtear dúinn gur maith le daoine fios a bheith acu roimh ré go mbeifear ag teacht i dteagmháil leo. Suirbhé tábhachtach é seo mar cuideoidh sé le **institution name** teacht ar thuiscint iomlán maidir le heispéireas ár gcuid mac léinn ach is cuid de shuirbhé náisiúnta freisin é ar mhic léinn ardoideachais.

Beimid i dteagmháil leat go gairid le tuilleadh eolais faoin tslí le páirt a ghlacadh sa suirbhé.

Tá tuilleadh faisnéise ar fáil ag www.studentsurvey.ie

Seolfar an chéad ríomhphost eile chugat ó **email address**.

Le dea-mhéin,

Ionadaí Institiúideach

Ionadaí Mac Léinn

To opt-out of the Irish Survey of Student Engagement 2016, please click [here](#)

- ✓ First year undergraduates
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Launching the Survey

The survey will be launched via email from i-graduate's survey software system. The email will contain a unique survey link for each student, connected in the background to their demographic data.

The email text is standardised for all institutions and has been agreed in advance with the project working groups. Each institution will need to provide an email signatory; this should be someone in the institution who the students will recognise, for example, the President, Registrar or the Dean of Students.

If you would like to use the Irish language in the emails, please confirm in advance with your Account Manager. You will need to provide the Irish translations for the incentive text and email signatures in advance to ensure i-graduate have time to build and check the emails.

A maximum of 3 emails will be sent to the students from i-graduate:

- 🌐 Initial invitation email
- 🌐 1st reminder email
- 🌐 Final reminder email alerting students that the survey will be closing at the end of the week

Accessing the survey

In order to maximise the response rate, students will have access to the survey in a number of ways:

- 🌐 Via an email invitation
- 🌐 Via the studentsurvey.ie website
- 🌐 Via a generic URL which can be displayed on your website, student portal, social networking pages etc.

The survey is compatible to complete on computers, tablets and smartphones to ensure we maximise the response rate, enabling students to fill in the survey anywhere and anytime.

Students can partially complete the survey and return to the questions at any time while the survey is open, their answers will be saved and they have the possibility to change their answers up until the survey closes at their institution.

Opting-out of the survey

All our emails will provide students with an opportunity to opt-out of future emails; they will not receive further communication from i-graduate. If a student changes their mind about participating, they will still be able to access the survey through their original email link, through the studentsurvey.ie website or generic URL.

At the end of the project i-graduate can provide you with the total number of students at your institution who have opted out of the survey.

- ✓ First year undergraduates
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- ✓ Taught postgraduates

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Response Monitoring

Your Account Manager will email you an update of your survey responses every Monday. In addition to this, responses will also be accessible via **interact** - our online reporting tool. This tool will provide your responses by the following breakdowns:

- 🌐 Year of study
- 🌐 Field of study (ISCED one digit)
- 🌐 Mode of study

interact can be accessed via the link below, your Account Manager will provide you with your log-in details via email prior to the launch of your survey.

The **interact** reporting tool will be updated by midday on Mondays, Wednesdays and Fridays during the 3 weeks that your survey is open.

<https://portal.i-graduate.org/>

Increasing Responses

Promotional materials will have been sent to your institution during the week commencing 11th January from the ISSE Project Manager. These include electronic and physical materials such as posters, T-Shirts, roll-up banners, all-weather banners, flags, pens and lollipops. Institutions are encouraged to build up stocks of larger non-disposable items from year-to-year.

You will also have received a directory of promotional materials with further advice on advertising, to help you advertise the survey digitally.

In our experience of student surveys, the best way to increase responses is to engage academic staff and other institution staff who interact with students on a regular basis. You should also ensure staff are aware of the survey and encourage participation among the students.

In January 2015, a national report on providing effective feedback and utilisation of ISSE data was published, and can be downloaded here: <http://studentsurvey.ie/survey-results/>. This provides an opportunity for promotion of the survey in advance of local fieldwork.

Below are some further ideas to help maximise your response:

Preparation

- 🌐 Pre-wave alerts on the intranet i.e. "Look out for...."
- 🌐 Notify the academic and support staff about the survey and it's benefits and ask them to encourage students to participate
- 🌐 Notify the student clubs and societies to encourage their members to take part

Launch

- 🌐 Host a launch event for your students
- 🌐 Poster campaigns – place the posters in key student areas on campus (e.g. food halls/cafés, Students' Union, Computer rooms)
- 🌐 Re-contact academic and support staff and clubs, societies you contacted in the 'pre-survey' build up to remind them the survey is now open
- 🌐 Use your intranet to announce the opening of the survey to students

Throughout fieldwork

- 🌐 Regularly check your responses via our online tool *interact* and then alert academic staff whose departments have lower response rates
- 🌐 Student/Staff Ambassadors – get students and staff wearing the survey T-Shirts around campus carrying iPads, tablets or directing students to an available computer where they can fill in the survey
- 🌐 Display adverts and images for the survey on info-screens around campus if available
- 🌐 Get students and/or faculty staff going into lectures and asking students to check their emails and fill in the survey – explaining why it's important
- 🌐 Involving the Students' Union to help advertise and raise awareness
- 🌐 Advertising on social networking sites, such as Facebook, Twitter etc.
- 🌐 Advert/article in your student newspaper or on the student radio station

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Incentives

You may wish to offer specific incentives to encourage your students to participate. The option to include incentives is an institutional decision.

Guidance has been provided on the general use of incentives, based on the number of anonymous responses. In addition to this, you may wish to offer prizes or incentives targeted at students who have definitely accessed the survey. To administer this type of incentive, i-graduate uses an 'opt-in' process. We will include an additional page at the end of your survey asking students to re-enter their email address if they wish to be entered into the prize draw/receive an incentive.

Students will be informed that, if they win a prize, their email address will be passed to their institution in order for the prize to be administered. They will also be informed that the institution will not be able to identify them from their responses.

Action: Institutions must inform i-graduate in advance of fieldwork if you wish to use this specific option.

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Overview: What to prepare

- 🌐 Contact the member of staff in your institution who usually extracts the data for the standard return to the HEA Student Record System.
- 🌐 Ensure the demographic data for the target student population is extracted using the requested fields and coding (including latest updated ISCED) and that exclusions and issues listed on page 5 are addressed.
- 🌐 Decide if you would like to send the students a pre-notification email (indicate this in your “Survey Preparation Form”)
 - 🌐 You may need to get in touch with your IT department/Postmaster to agree the details of the mail-out.
- 🌐 Decide your preferred format for the email address, taking care to match the format used as standard by your institution (e.g. use of acronyms or not for institution name) (indicate this in your “Survey Preparation Form”)
 - 🌐 studentsurvey@institutionname.ie
 - 🌐 institutionname@studentsurvey.ie
- 🌐 Decide whether you would like to send emails in the Irish language (indicate this in your “Survey Preparation Form”)
- 🌐 Decide the email signature – who is the survey invitation coming from within your institution (in both English and Irish if applicable) (include in your “Survey Preparation Form”)
- 🌐 Decide if you wish to include incentives (add the text to your “Survey Preparation Form”)
- 🌐 Start discussing and implementing your marketing and promotional campaign well in advance of fieldwork and continuing throughout
- 🌐 Alert academic and support staff of the survey

Please ensure you complete and return the “Survey Preparation Form” included in your welcome email along with your Preload DataFile

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About i-graduate

The International Graduate Insight Group Ltd (i-graduate) was founded in 2005 to provide international insight and to encourage the enhancement of HE provision through large-scale global comparative surveys of students and graduates, it is a wholly owned subsidiary of Tribal Education Ltd, part of Tribal Group plc. i-graduate is a world leader in customer and comparative insights for the education sector, tracking and benchmarking student and stakeholder opinion across the globe. Our customers and partners include over 1,400 of the world's leading universities, colleges and schools, plus governments and government agencies across 33 countries. Its Observatory on Borderless Higher Education (obhe.ac.uk) has a global reputation in analysis of education systems and transnational education. i-graduate and the OBHE joined the Tribal Group in January 2013.

i-graduate's team is **exclusively education focused**, we have a large core of research staff who are permanently in the research offices in Surrey, UK and a dedicated pool of consultants around the world. Together our staff and advisors have unparalleled experience of working with universities and colleges around the world; understanding the expectations and perceptions of students and staff in HE, the outcomes, progression and reflections of graduates, and the opinions of other stakeholders.

www.i-graduate.org

- 🌐 **Independent benchmarking and research group**, working in partnership with institutions and education organisations worldwide
- 🌐 Established in 2005 our partners include **over 1,400 of the world's leading universities, colleges and schools, plus governments and government agencies**
- 🌐 Working in **33 countries** across **5 continents**, we have collected feedback from more than **2.3 million students** and **over 200 nationalities**
- 🌐 Our work has been delivered in 11 languages and we have worked in all countries where the National Survey of Student Engagement (NSSE) is in place
- 🌐 During 2013 we ran the NSSE at the University of Oxford, and we are currently running similar student engagement surveys, in partnership with UC Berkeley – The Student Experience in the Research University (SERU) Consortium
- 🌐 Home to the Observatory on Borderless Higher Education since 2010