



TÉCNICO
LISBOA

International Students at IST

School year 2014/2015

**RESULTS OF THE FOREIGN STUDENT SURVEY
THAT STUDIED AT IST**

Studies and Planning Office (AEP)

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January 2016

FRAMEWORK

METHODOLOGY

SURVEY STRUCTURE

TARGET STUDENTS

survey base

response number

response percentage

RESULTS

Motivation and Preparation

Support and Integration

Academic Information

Global Assessment

CONCLUSIONS

Major objectives:

- Measure satisfaction degree of those studying at IST
- Understand the difficulties they encountered upon arrival and during the school year
- Detect situations that need correction

Data collection

Questionnaire sent by email * to all international students who studies at IST during 2014/2015

Target-population

International Students at IST**:

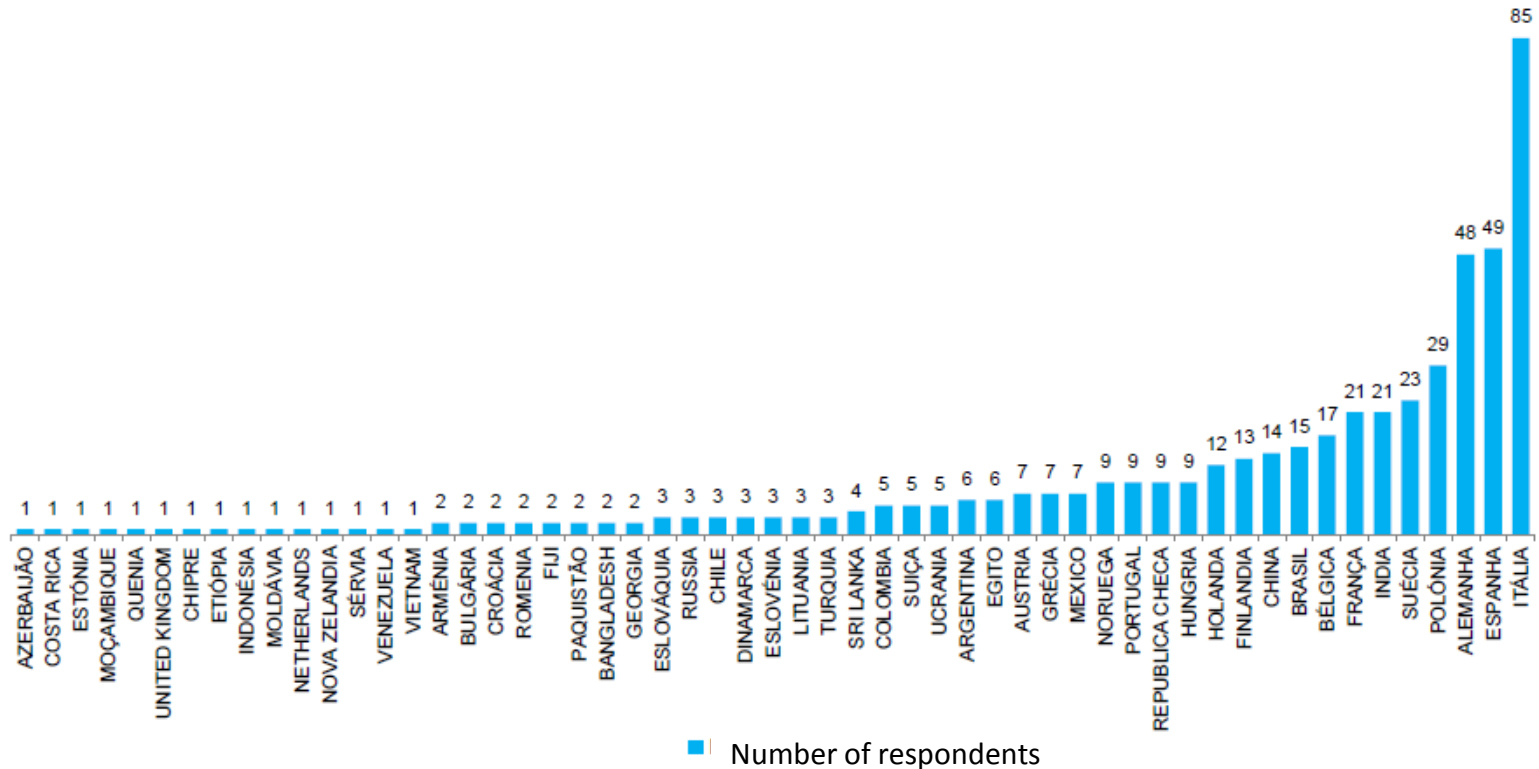
- Erasmus
- Times
- Smile
- Brazil
- Second cycle international students
- KIC Students

* 4 Jan. 2016, with reminders on 12 ,19 and 26 January 2016

** Data provided by International Area (AI)

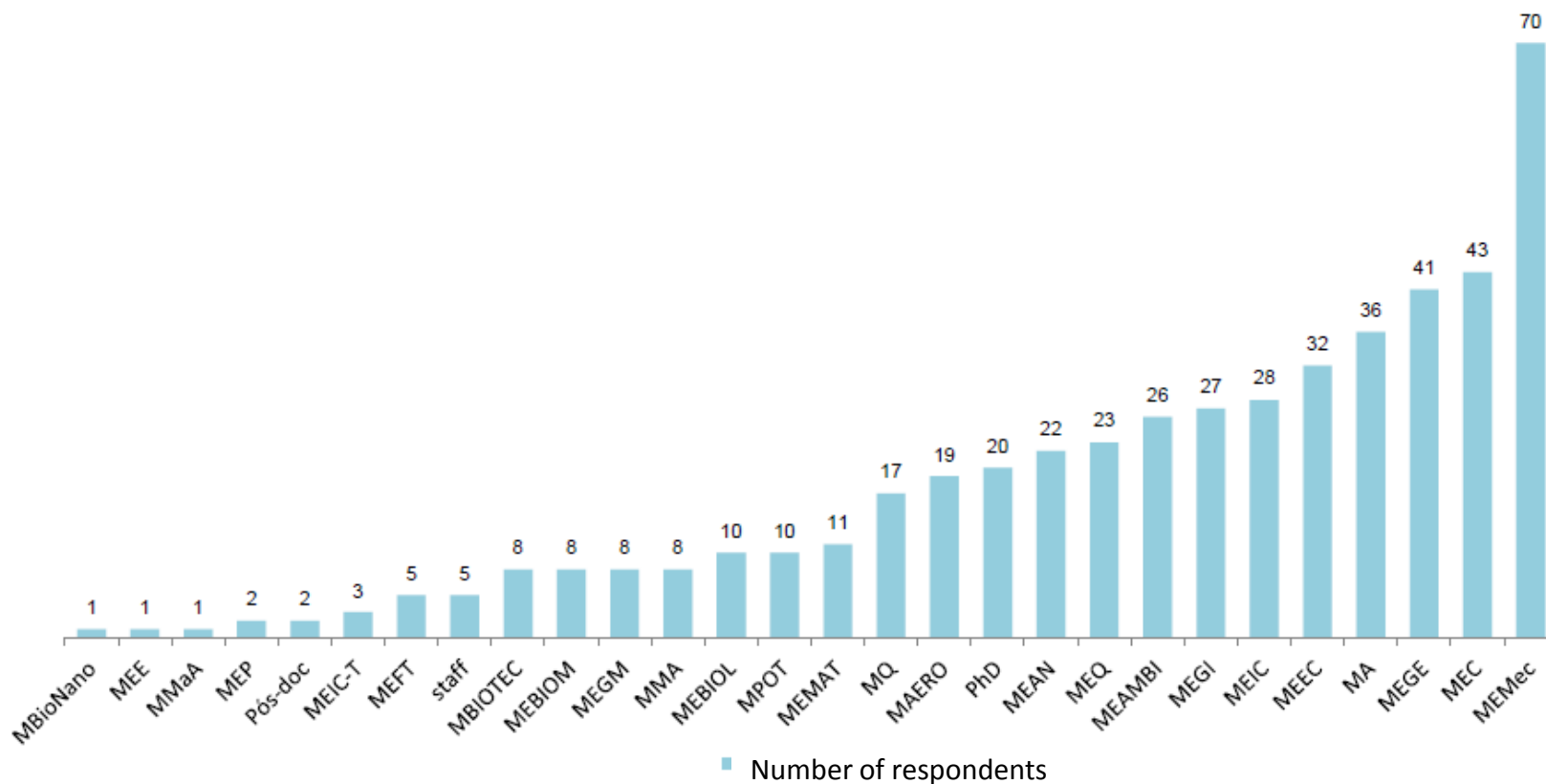
DIMENSIONS	COMPONENTS	INDICATORS
MOTIVATION AND PREPARATION	AVAILABLE INFORMATION AND MOTIVATIONS	IST SELECTION PROCESS INFORMATION ON THE PROGRAMME, ACCOMMODATION, FINANCIAL REQUIREMENTS, LIVING CONDITIONS, COUNTRY CULTURE
SUPPORT AND INTEGRATION	SUPPORT AND INTEGRATION SERVICES	COLLECTED INFORMATION APPLICATION PROCEDURES HOSTING PROCESS ADMINISTRATIVE SERVICES ACCOMMODATION INTEGRATION IN COUNTRY CULTURE AND IST COMMUNITY PARTICIPATION IN EVENTS AT IST
ACADEMIC INFORMATION	QUALITY OF EDUCATION COMPARATIVELY SPEAKING, PHYSICAL RESOURCES AND MATERIALS AND RESULTS	TEACHING QUALITY DIFFERENCES BETWEEN IST AND ORIGIN INSTITUTION LEARNING SUPPORT IN TERMS OF MATERIALS AND FACILITIES AVAILABLE OUTCOMES ACHIEVED DURING MOBILITY
GLOBAL ASSESSMENT	GLOBAL ASSESSMENT	STRENGTHS, WEAKNESSES AND RECOMMENDATIONS

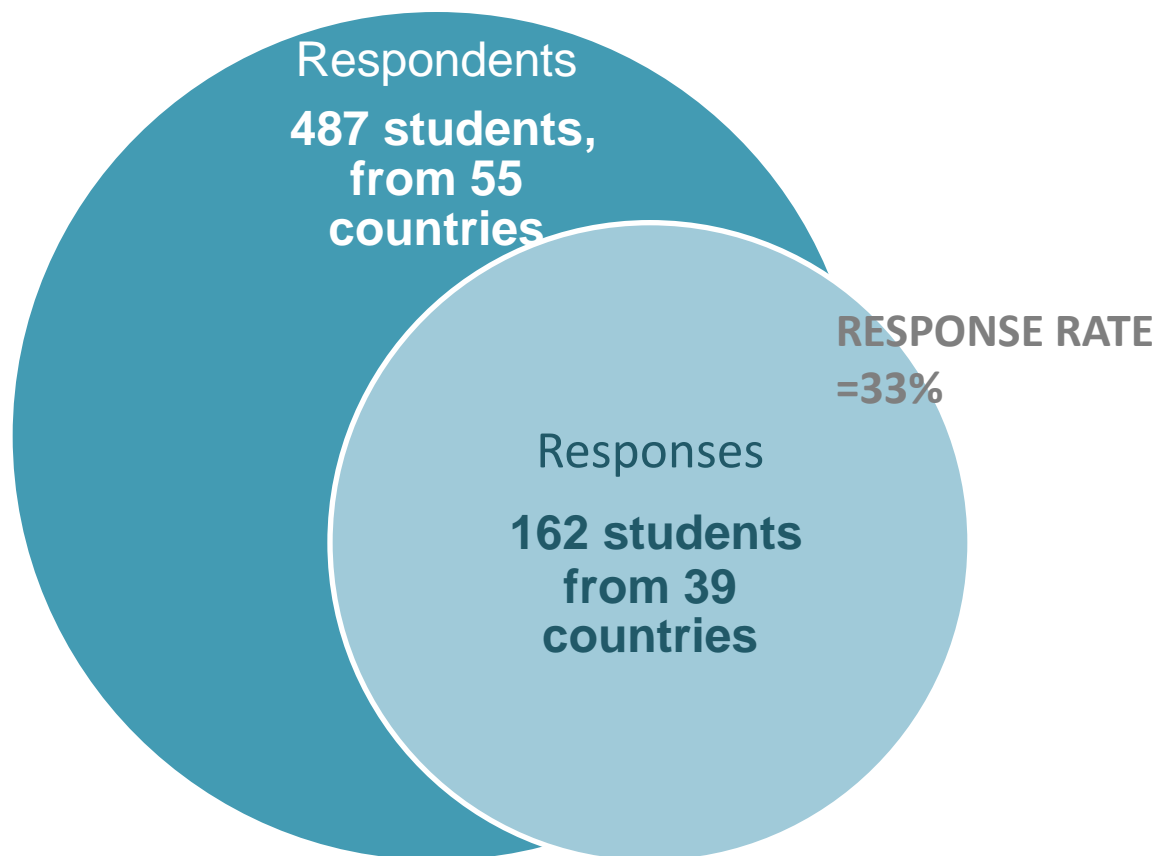
Number of respondents per country of origin



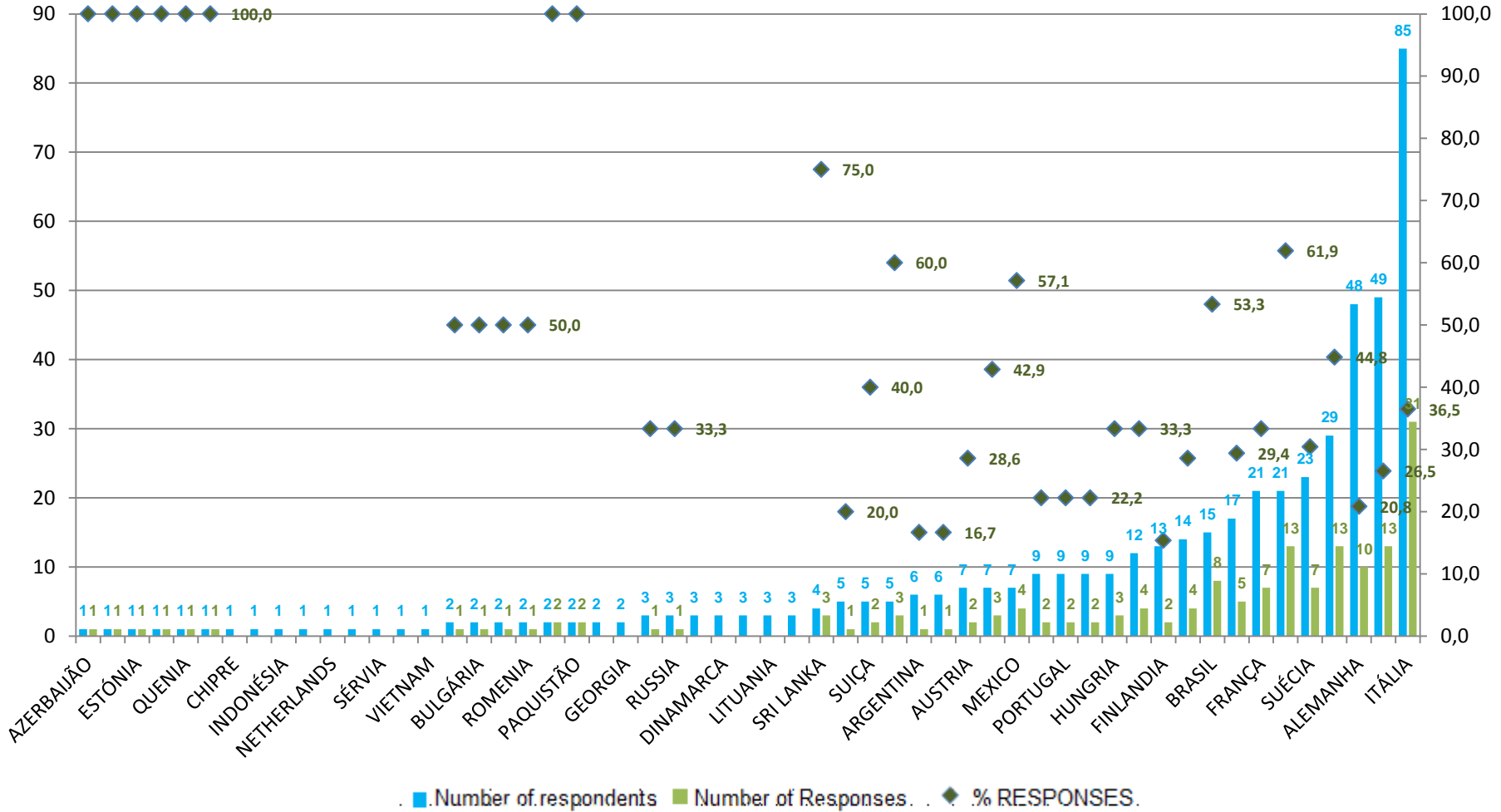
TARGET STUDENTS - survey base

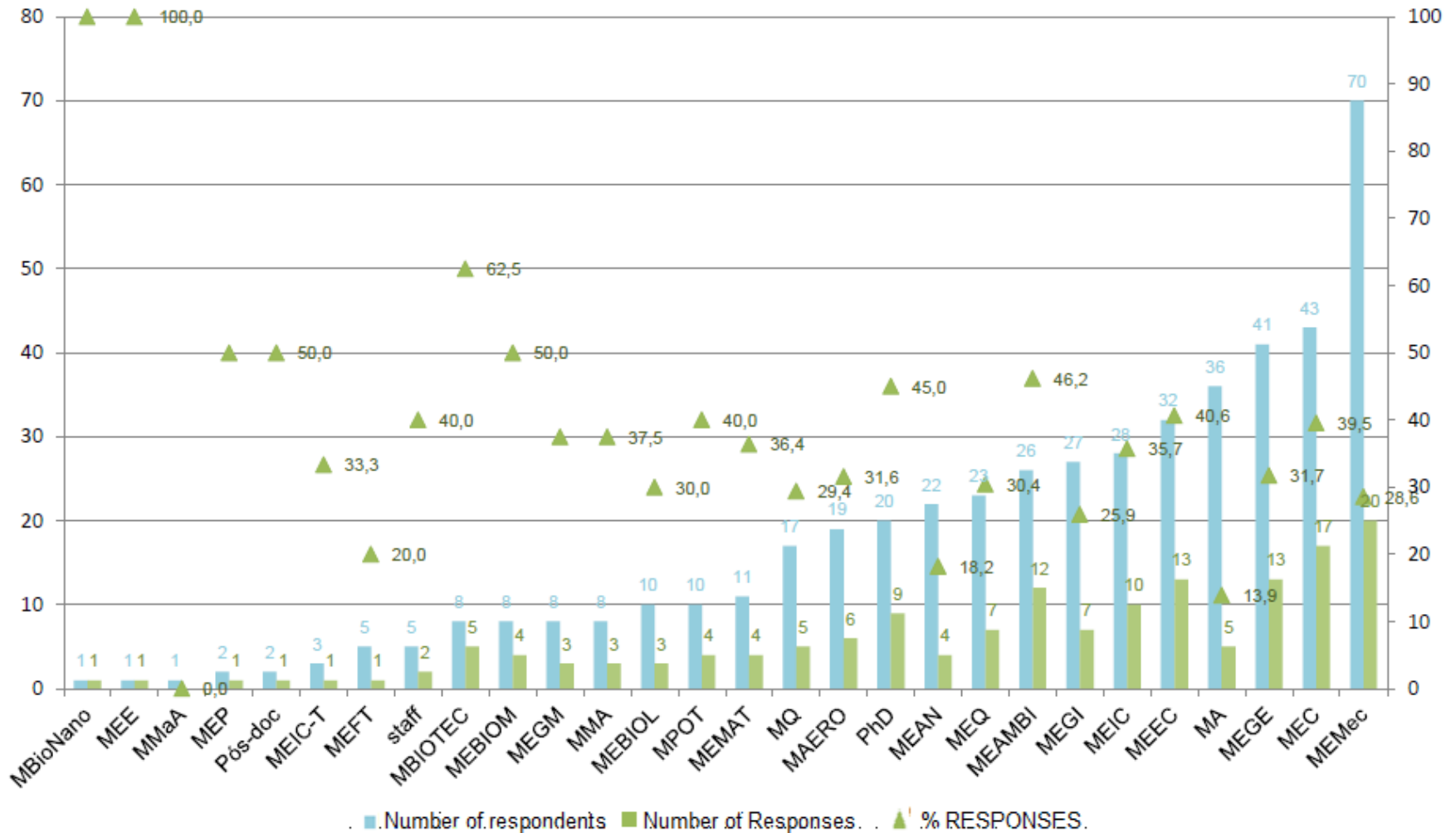
Number of respondents per study cycle



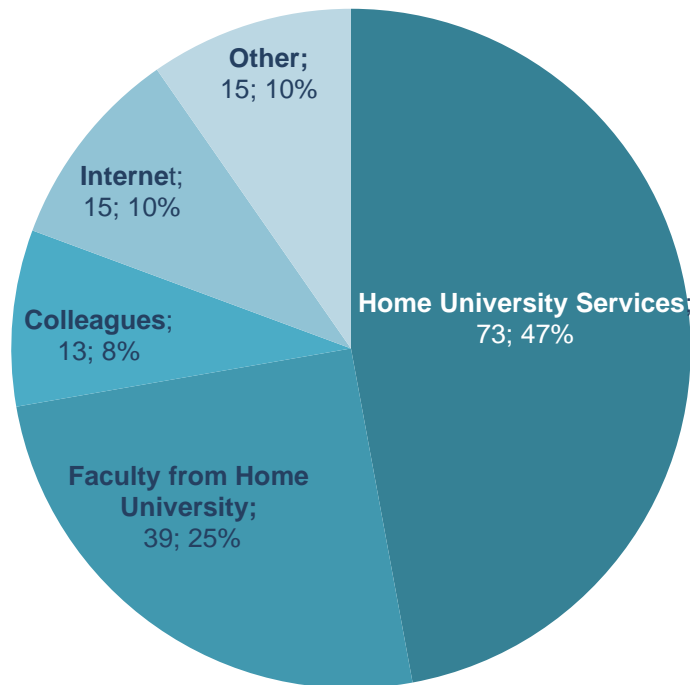


RESULTS (RESPONSES PER COUNTRY OF ORIGIN)



Responses per study cycle


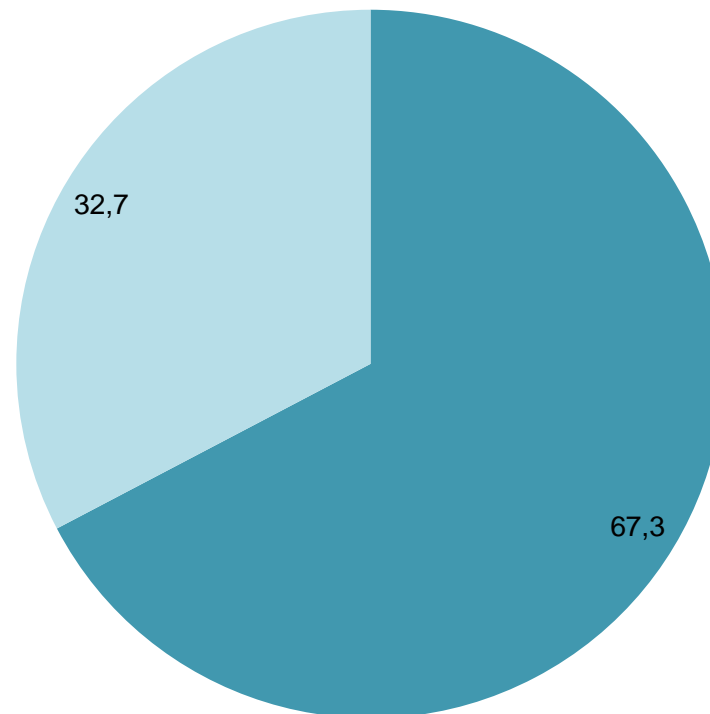
1. How did you get to know about IST



Other

- KIC InnoEnergy.
- Erasmus Mundus website
- Erasmus Mundus consortium
- Previous exchange students
- Mandatory to attend for my Master's programme
- Protocol with Universidade dos Açores

2. If IST was not your first option, what University did you choose first

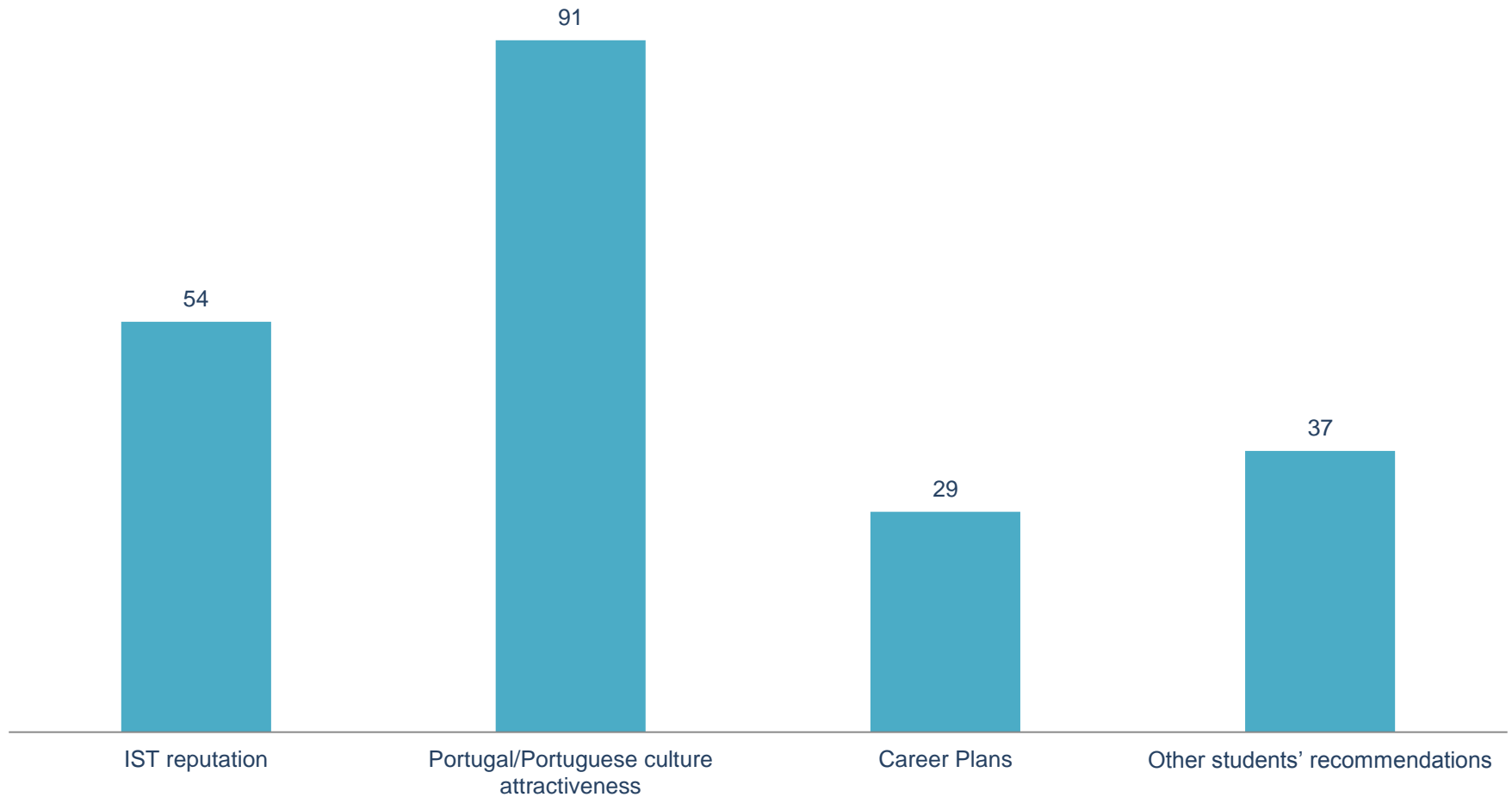


33% of international students chooses IST as 1st option.

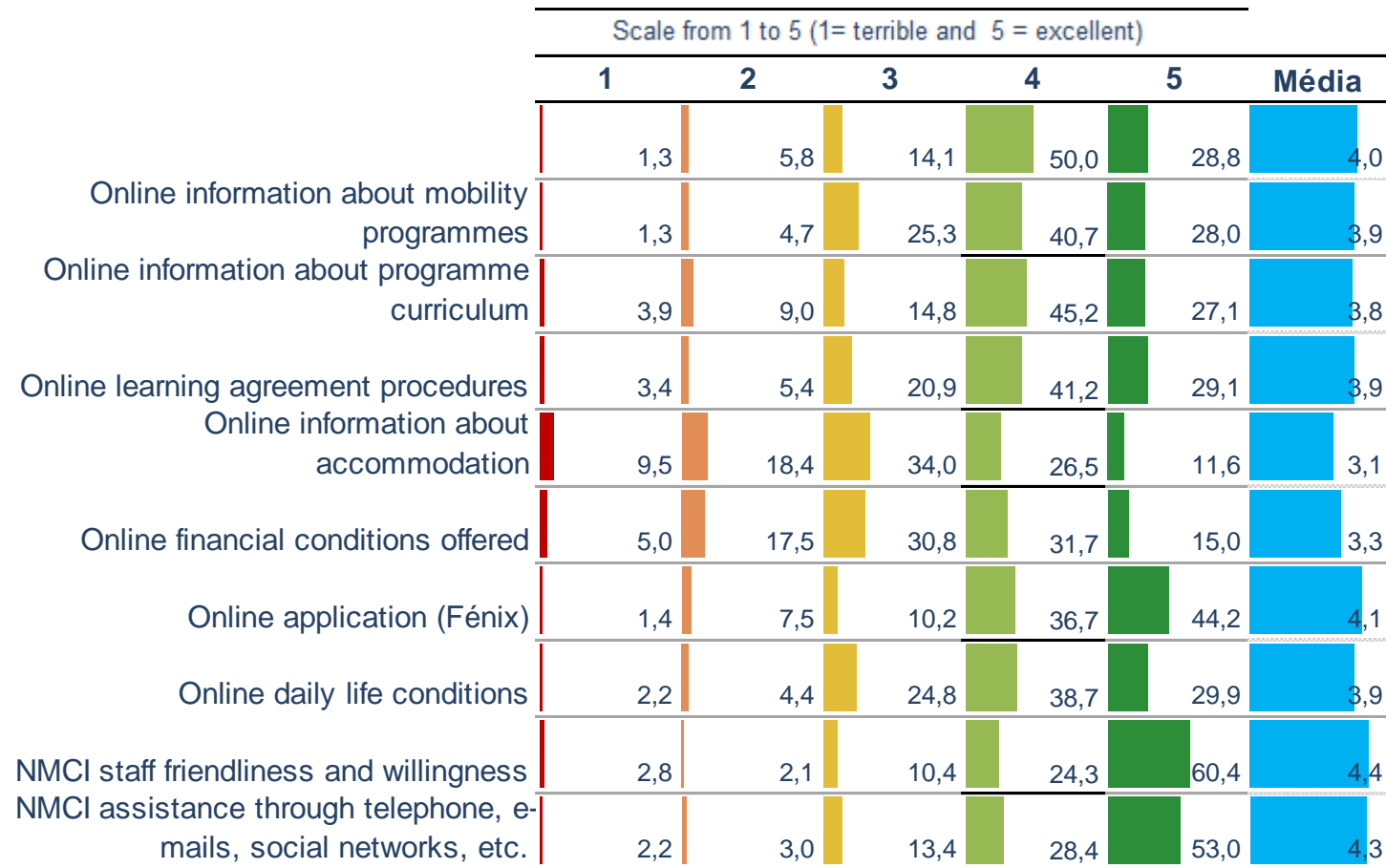
67% of international students say to have chosen as 1st option different institutions, namely KTH, UPC, TU WIEN, Torino

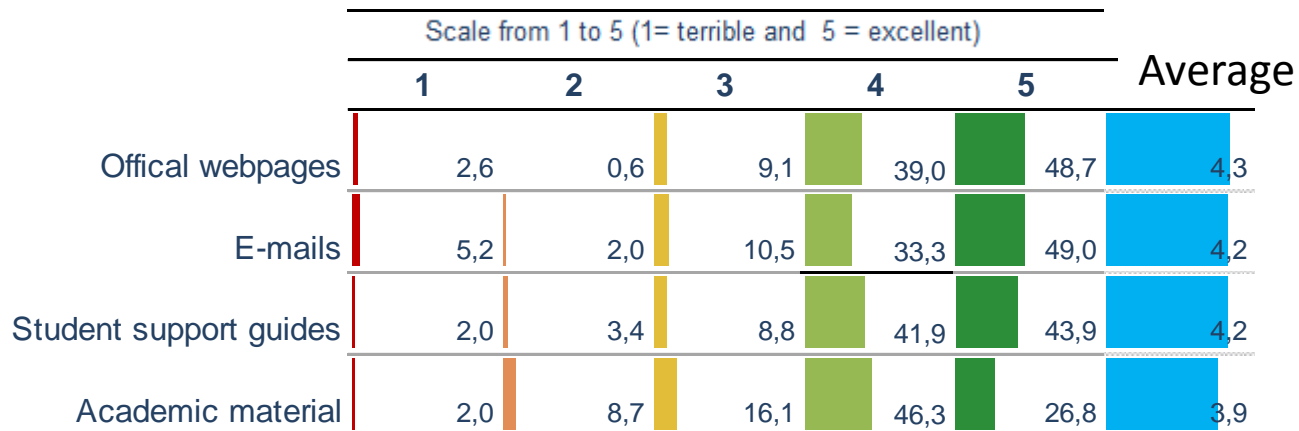
■ Others (KTH, UPC, TU Wien, Torino, etc..) ■ IST

3. Please explain why you chose IST

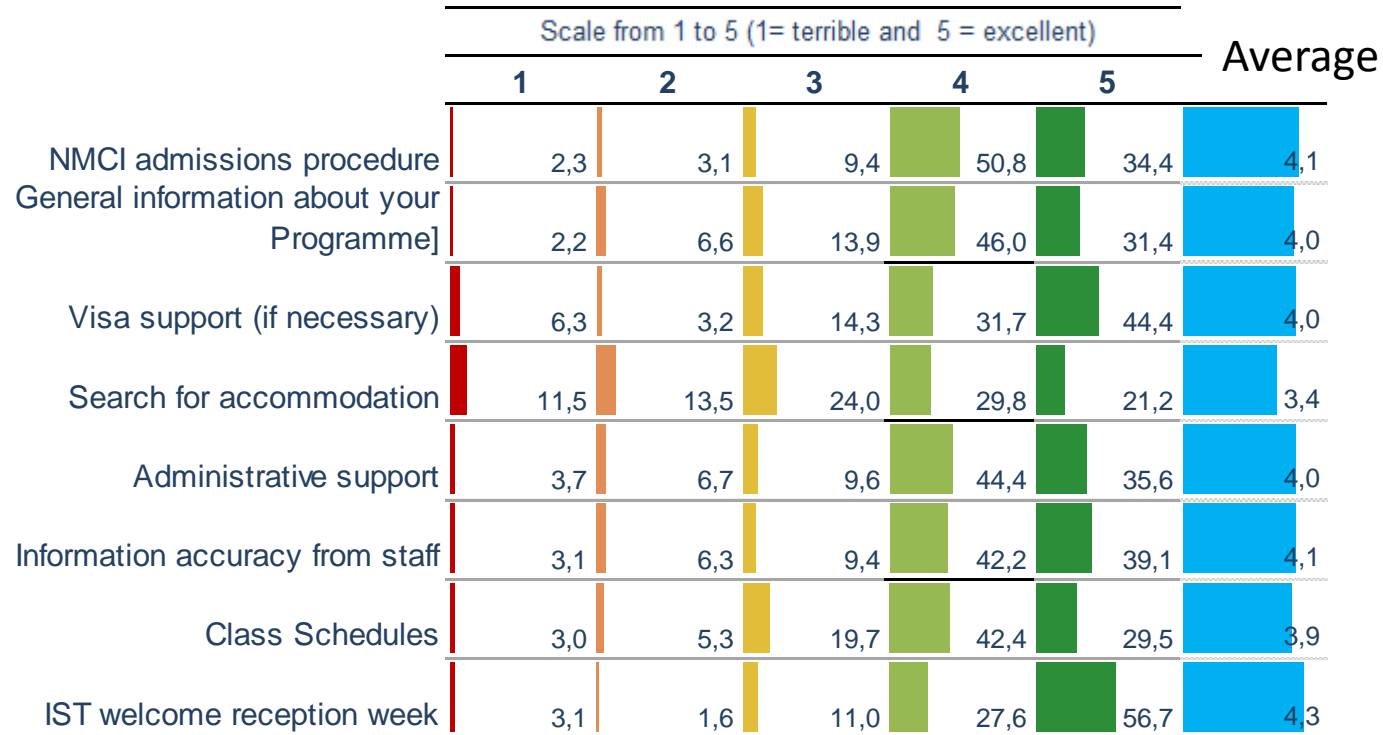


4. Globally, how do you rate IST and NMCI about

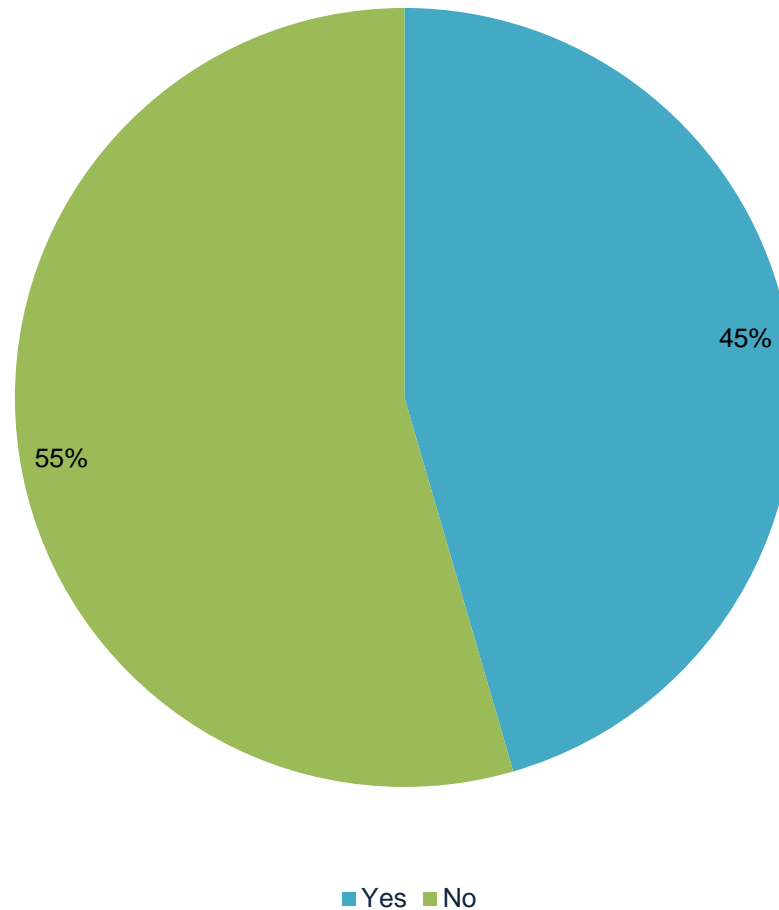


5. Overall, how do you rate IST communication channels in English


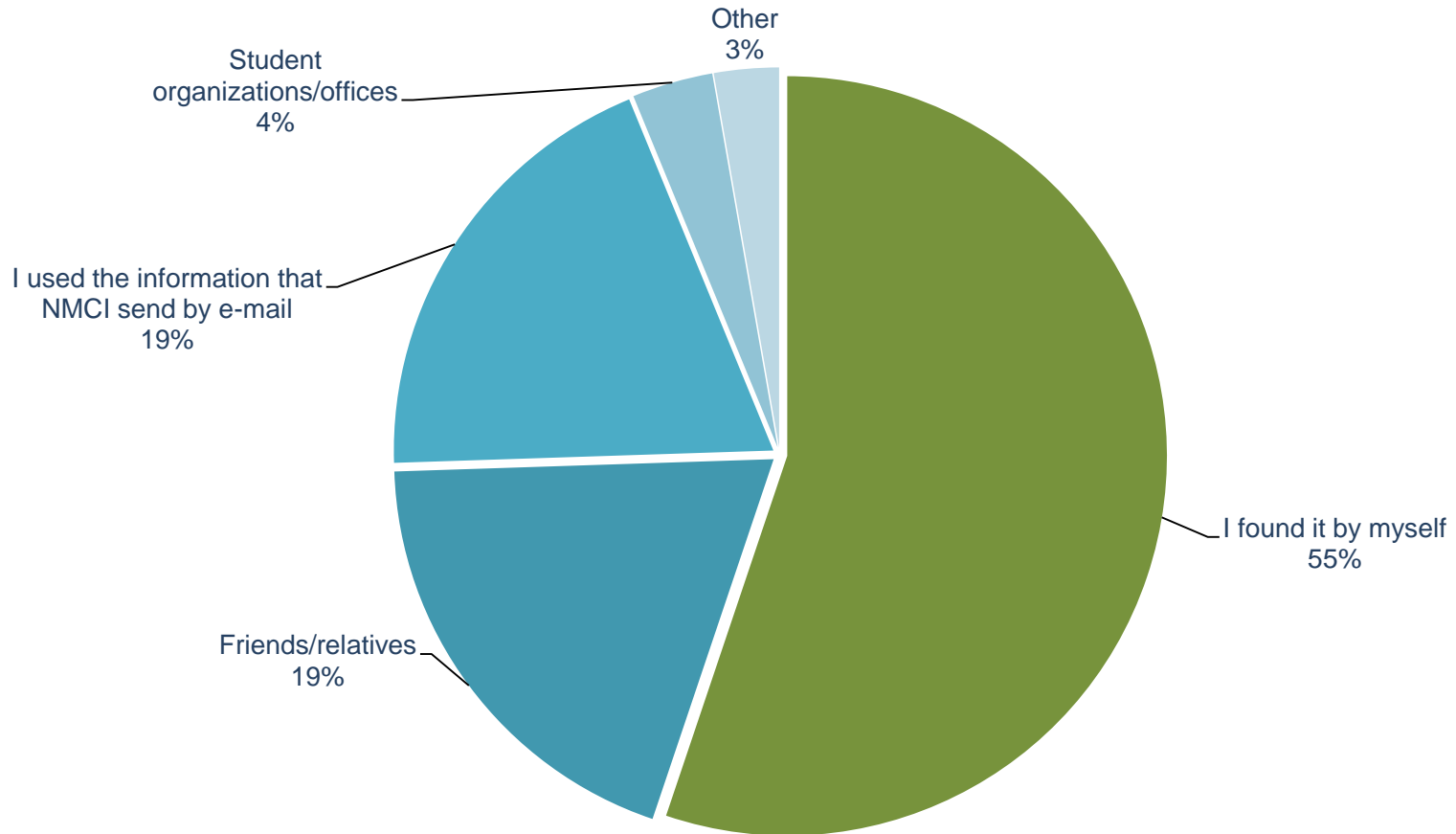
6. How do you rate NMCI support

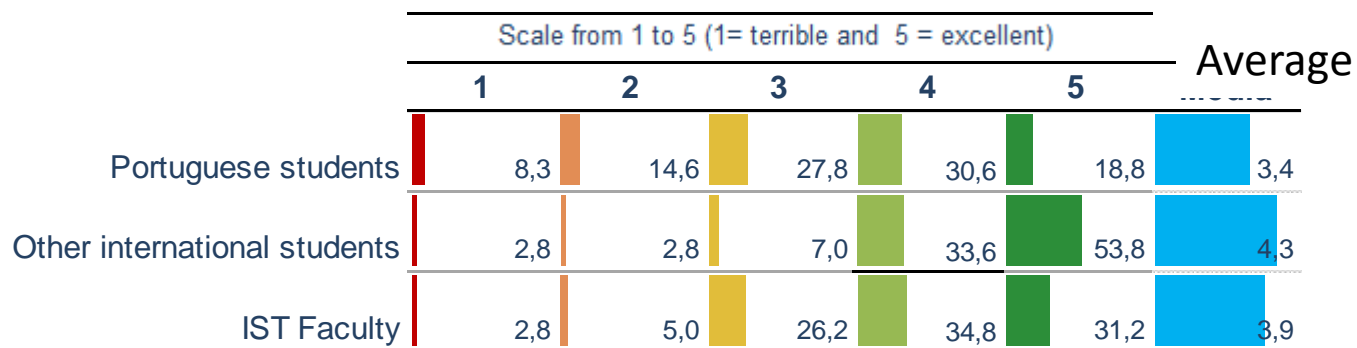


7. Had you booked your accommodation before you arrived in Lisbon?

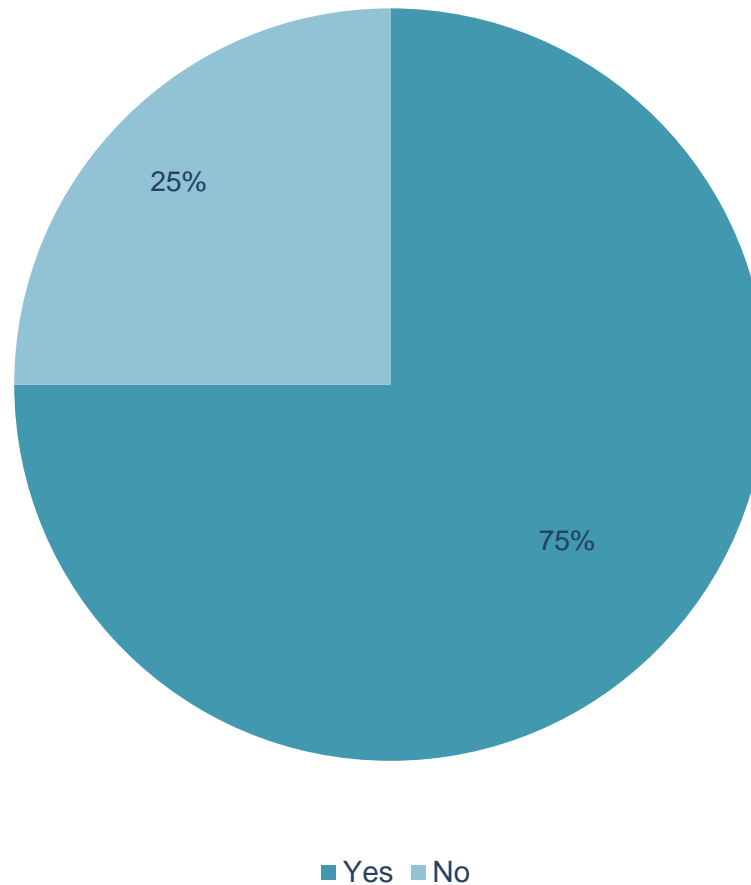


8. How did you booked and assess your accomodation

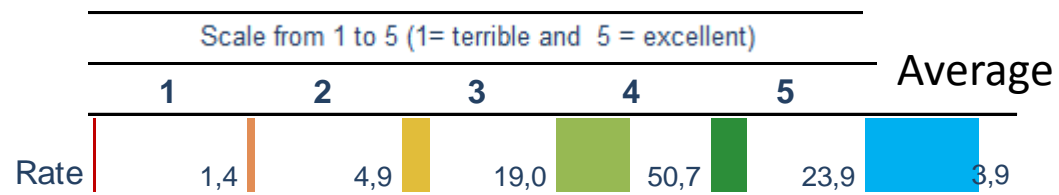


9. How do you rate your integration through


10. Did you participate in events organized by IST

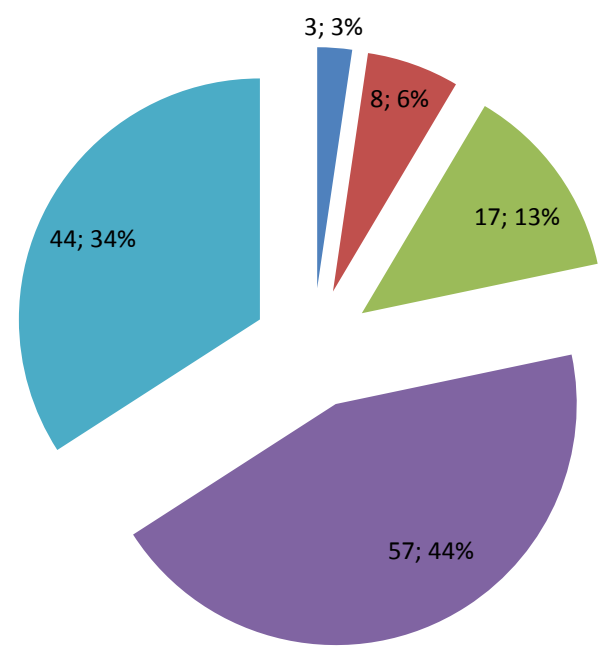


11. Please rate IST teaching and learning quality

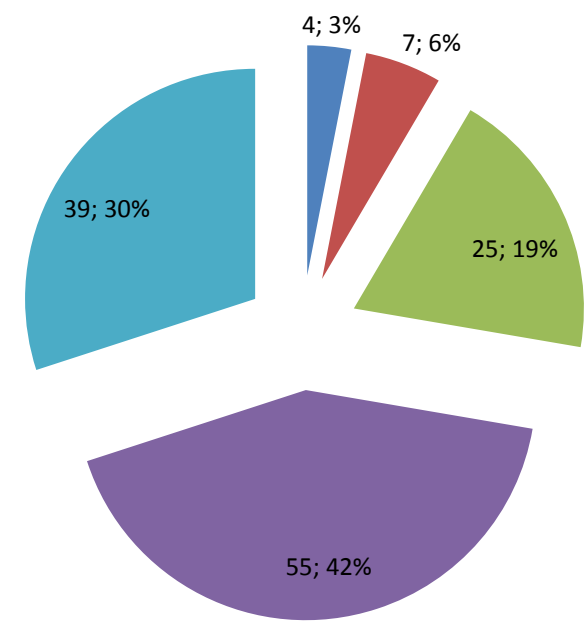


Tell Us If

Classes were delivered in English

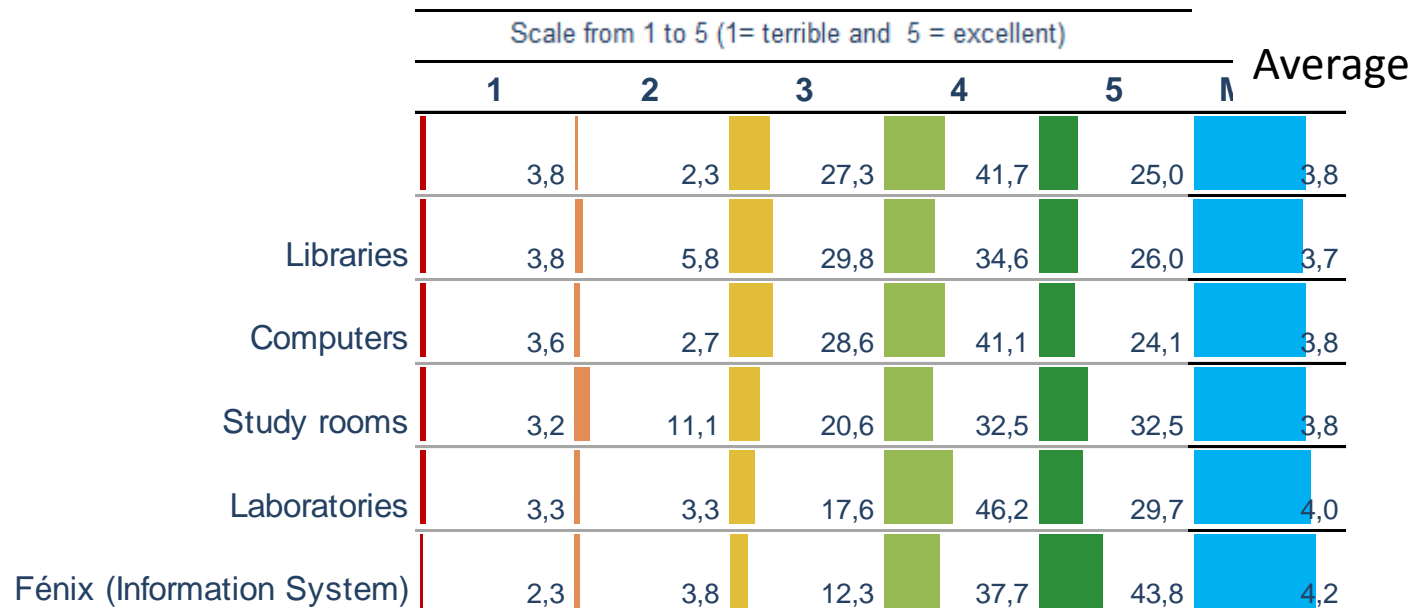


Study materials were in English

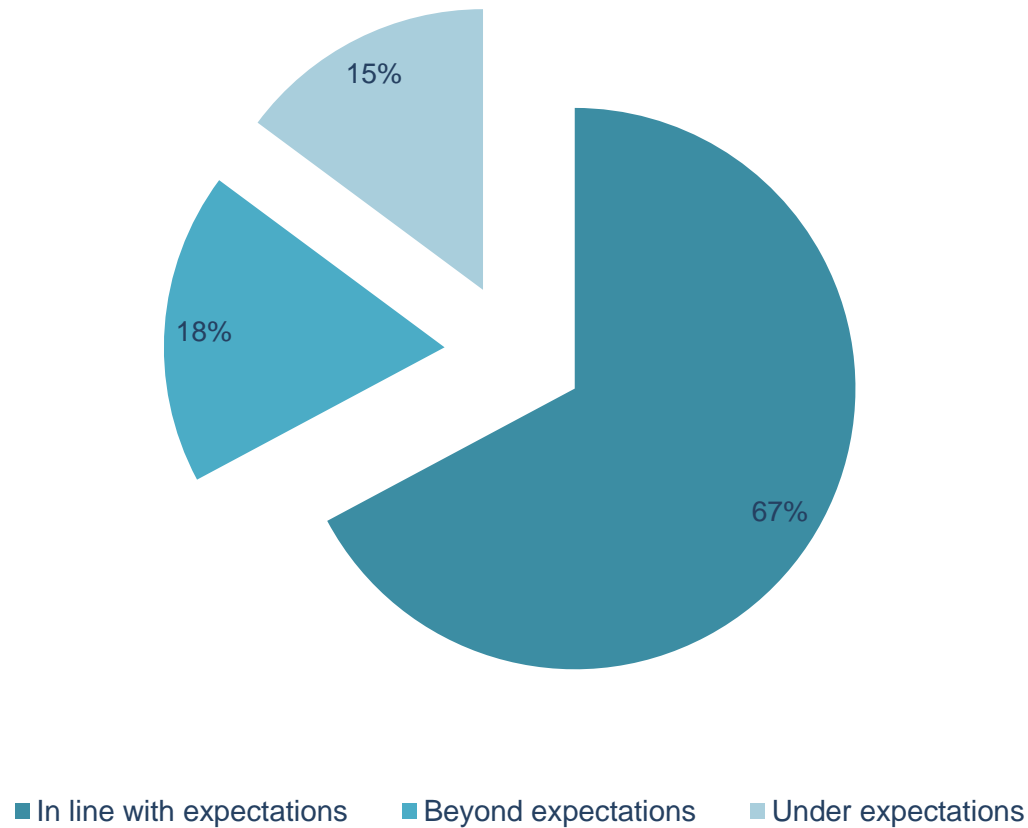


■ 0%-24% ■ 25%-50% ■ 51%-74% ■ 75%-99% ■ 100%

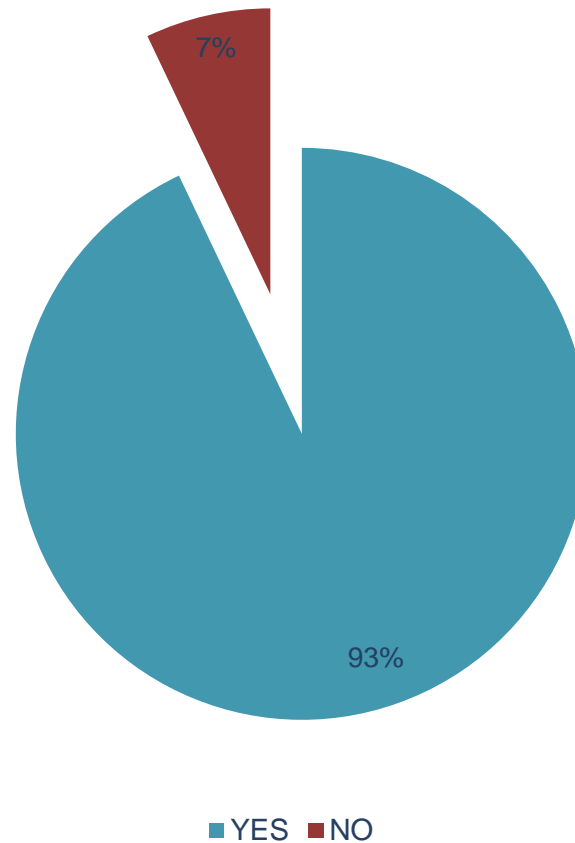
15. How do you assess IST learning support



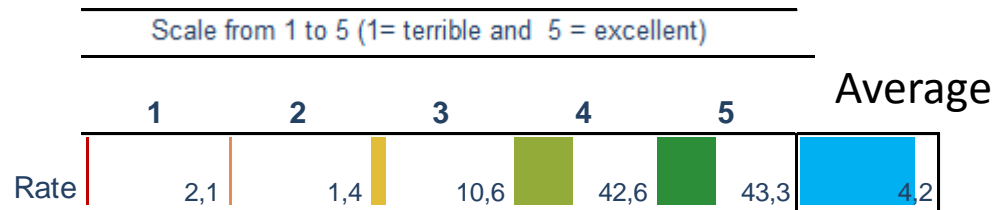
16. Now consider the ECTS number gained during your mobility programme, compared to the effort made to obtain it. This ECTS obtained/Effort ratio was



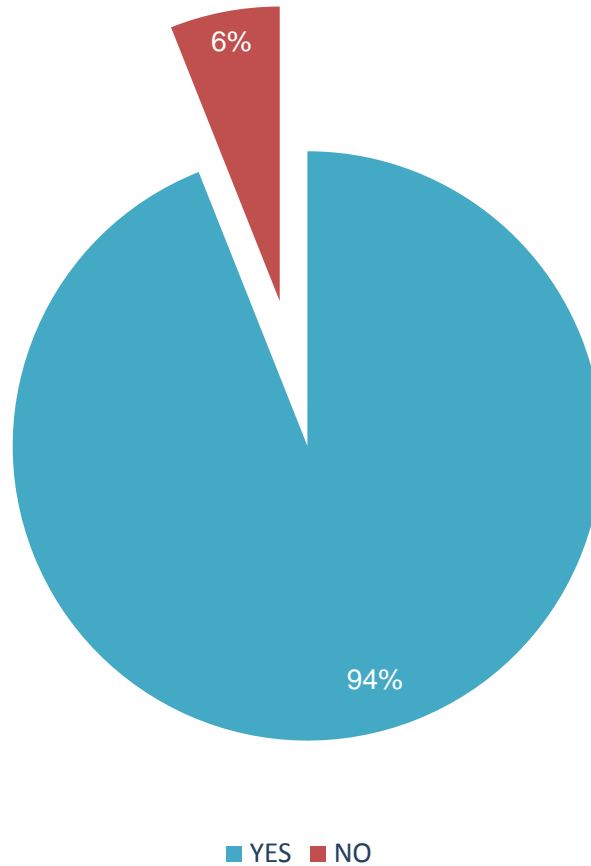
17. Did the transfer process of ECTS obtained in the host HEI to IST take place normally



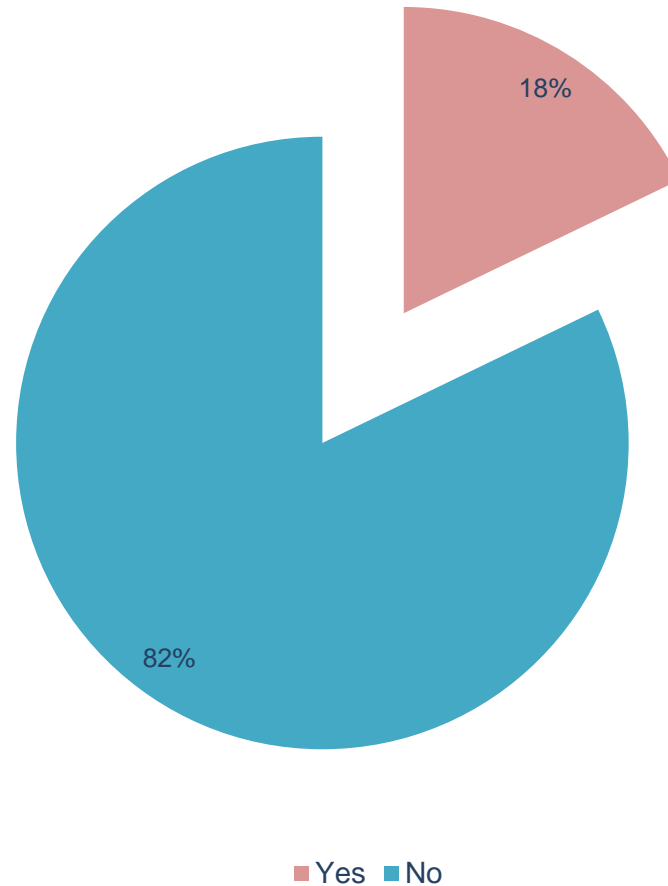
18. How to you assess your experience at IST



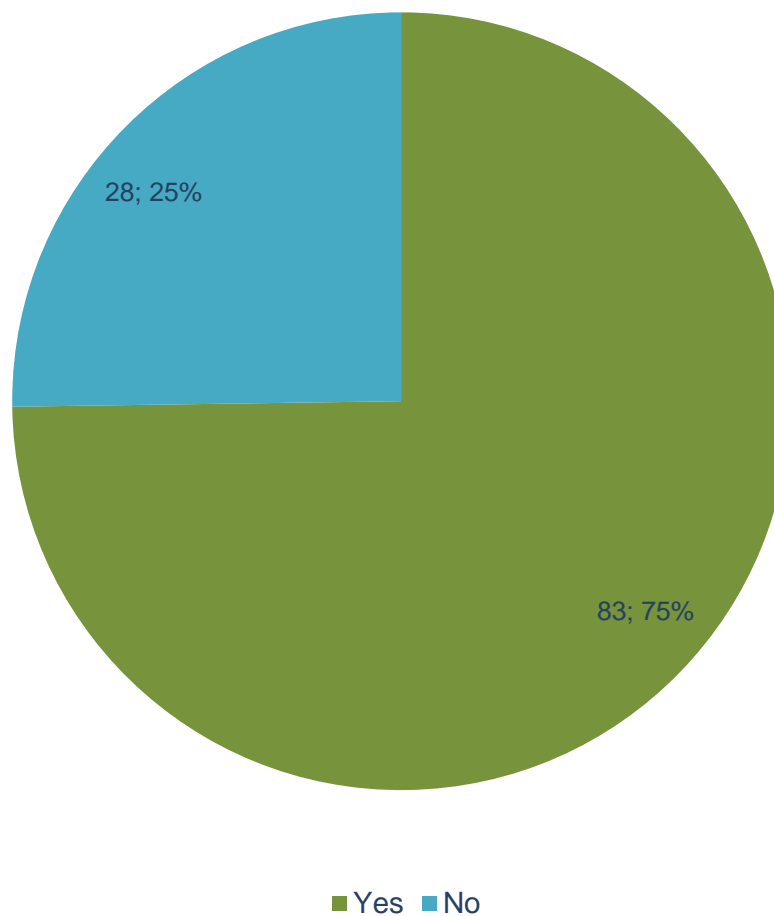
19. Would you recommend IST to other colleagues

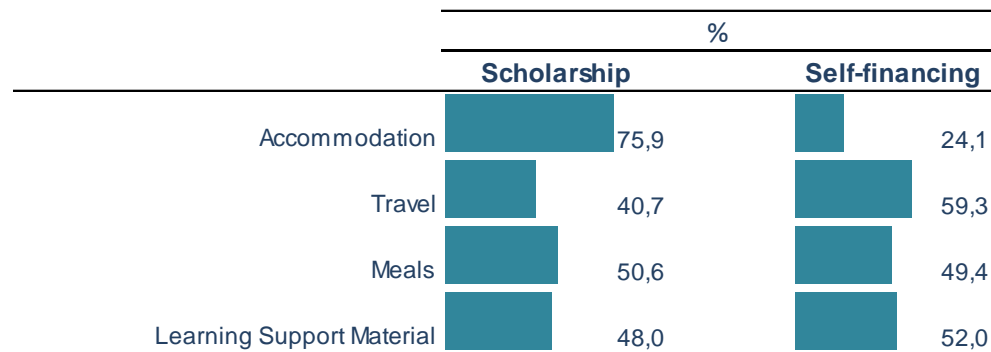


21. Did you find any problems during your mobility programme

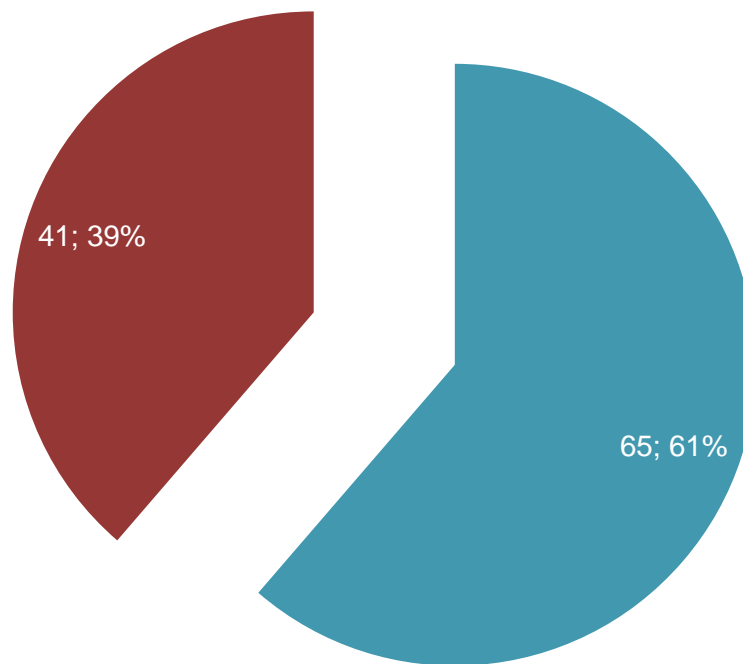


22. Did you have access to a mobility grant?



22.1. If so, how much was it as a percentage of your total expenditure


22.2. Was it enough to cater for your expenses



■ Yes ■ No

- Main reasons for choosing IST:
 - “Portugal/Portuguese culture attractiveness”
 - “IST reputation”
- IST was 1st option for approximately 33% of international students
- Study materials in English (>75%)
- Classes delivered in English (>75%)

SATISFACTION

- IST communication channels in English got an average from 3,9 to 4,3
- IST and NMCI on-line information got an average between 3,1 and 4,0)
- NMCI staff friendliness and willingness got an average of 4,4)
- NMCI assistance through telephone, e-mails, social networks, etc. got an average of 4,3)
- Support provided by the NMCI got an average from 3,4 to 4,3
- Satisfactory integration
 - through Portuguese Students, 3,4
 - other international students, 4,3
 - IST faculty, 3,9
- Teaching learning quality satisfaction got an average of 3,9)
- Learning support got an average between 3,7 and 4,2

- IST experience (average 4,2)
- 94% of international students would recommend IST to other colleagues
- 82% of international students say not to have encountered problems during the mobility period at IST