



## Analysis of the Survey „International Students at the University of Konstanz“





## Orientation and qualification needs for academic success

### Topics:

- ✓ Who participated?
- ✓ How was the situation before study start?
- ✓ Why study at the University of Konstanz?
- ✓ What was the situation during studies?
- ✓ How were the offered services used?
- ✓ Accommodations/Student Finance/Cultural and Social integration
- ✓ What can be improved?
- ✓ What have we accomplished so far?



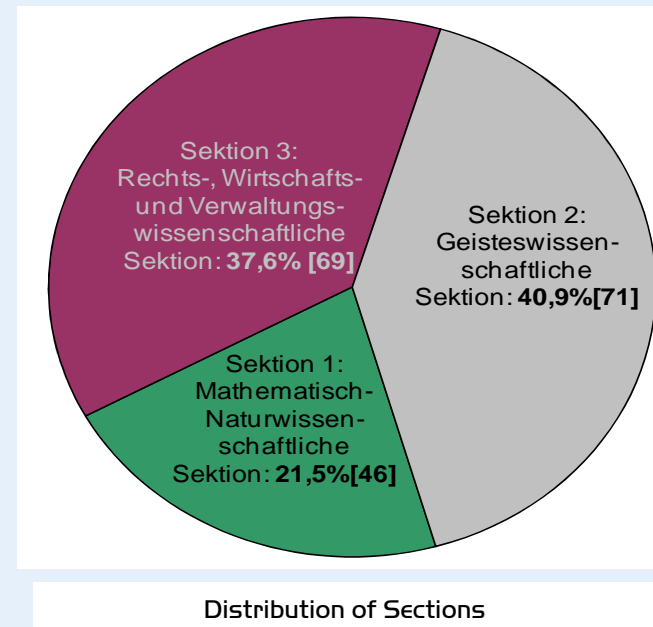
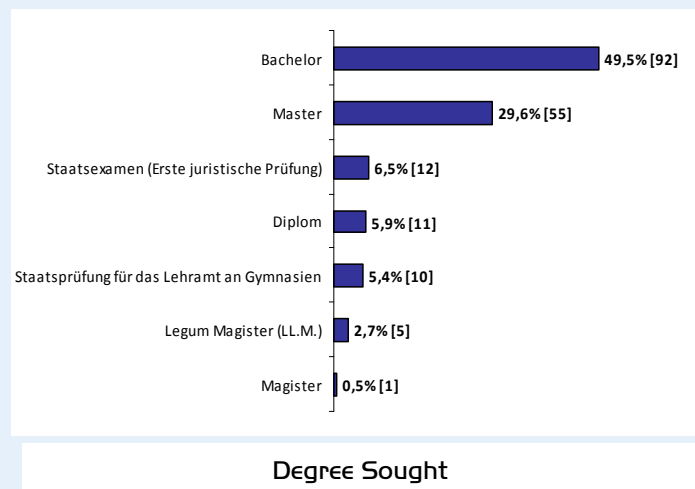
## Who participated?

### Online Survey

- Poll of 753 International full-time students, i.e. Students seeking a degree from the University of Konstanz
- 25% response (189)
- Winter semester 2010/11

### Country of Origin – 35.8% Eastern Europe

(excluding Austria/Switzerland) – 6% China





## Mastering the start of your Studies

### Beginning your studies – easy going?

- + Understanding the German language without difficulties (73%)
- + Recognition of previous academic achievements (69%)
- Room/Apartment search: 60% difficult and 12.1% partly difficult
- 56% were unaware of the services offered for international students
- o Information about the organizational processes for registration and other formalities at the beginning of studies – 41.6% sufficient und 26.5% to some extent
- o Residence Permits: 26.6 % difficult and 14.8% partly difficult

### What was helpful at the beginning of studies?

- Help with course selections (74%)
- Help with filling out forms and other formalities (69%)
- Courses offered in German as a foreign language (69%)
- Guiding tours around the campus (68%)





## Why study at the University of Konstanz?

### Academics:

- 45.2% profile of the programme
- 39.3% good ranking results of the university
- 38.2% good reputation of the university and faculty

### Environmental Factors:

- 41.4% attractiveness of the city and region
- 37.1% close to relatives, partners and friends

### Differences between Bachelor and Master Students:

- For Bachelor students the priorities lay in the ranking results and the social and spatial environment
- For Master's students the profile of the programme and reputation of the university and faculty were most persuasive





## Successful studies?



### **Positive/ Satisfying:**

- + level of academic requirement
- + quality of teaching
- + content coordination of course offerings
- + material resources
- + academic counselling: 43% utilization, 80% were satisfied

### **Negative/ Improvements needed:**

- studies, timetable and exam organisation
- courses to help reduce any knowledge deficits /more additional support in difficult faculties/ study techniques
- time and course overload
- more support from professors
- exam preparation/ supervision for thesis

### **Abandoning studies?**

- 70% had not considered it

### **Would recommend the university?**

- 72.9 %



## Use of Services



- 82% Student Service Center (SSZ)
- 43% Academic advising
- 38% Private rooms, housing agency
- 33% Advising by student organizations
- 33% Central student advisory
- 25% Advising by International Office
- 18% Foreign language partners (Tandem)
- 14% Advice on student financing
- 6.5% Mentoring Program
- 4.3% Psychotherapeutic Counselling Center







## Living

- 25% in residences (including couple's apartments, mostly in shared apartments)
- 56% private rental housing
- 16% rent-free with relatives or friends
- Average rent (including heating costs) per month: 300 Euro
- Apartment search:
  - 52% own search
  - 25% friends
  - 19% Student Services
  - 3% International Office
- Living situation: features, size, relationship with landlord, undisturbed work, good neighbourhood:
  - over 70% are satisfied
  - 40% unhappy with the distance from the university







## Financing of Studies



- Most are financed privately or from a part-time job (ca. 500 Euro per month)
- More than half are dependent on a part-time job
- About half are able to manage with their budget, the other 50% have to limit their spending
- 23% work as student assistants, 29% are temporary workers
- Students of the natural sciences work within their field
- 25% wanted to work but found no job
- 33% of the working students confirmed that their part time job was very demanding



## Cultural and Social Integration

- + More than half get on well with German forms of communication, while a third have persistent difficulties
- + Cooperation and socializing with German students worked well for nearly two-thirds of the students
- + 43% discuss personally important issues with 2 to 5 Germans
- Individually perceived discrimination:
  - 33% related to housing
  - 35% at work
  - 38% during studies
  - 47% from authorities
  - 50% in other situations





## Comparison of BA and Master Studies / Sections

### Bachelor and Master (B/M)

Survey Participation:

50% B, 30% M

Knowledge of procedures and support services:

35-45% B, 56-65% M

Satisfied with support from teachers:

60% B, 70% M

Recommendation of studies:

80% B, 67% M

Socializing with other students is difficult:

28% B, 44% M

### Sections in Comparison

MN – Mathematic / Natural Sciences section

G – Humanities Section

RWV – Law, -Business- und Administration Section

Satisfaction: greatest with RWV students, 84%

Basic conditions: MN with the highest results in all categories

Need for filling knowledge gaps: highest in G with 60%

Had considered abandoning studies: most commonly in G with 34%

Working while studying: the highest level with 51% in G





## Identified Problem Areas

Information about  
Formalities and Support  
offerings

Academic English/  
German as a Scientific  
Language

Deficiencies in  
knowledge from  
previous training/  
Study techniques of the  
discipline

???

Create a study  
plan

Quality of support from  
the teachers

Study and Career Planning



## First Measures 2011/2012

- Improved information offered with an Information flyer in German and English (Services, offerings, times and contacts), website and Facebook
- Specialized courses on study techniques
- Academic English
- German academic writing course
- Cross-Culture & German Academic: Cross-cultural awareness for students during study preparation
- Application training in English / Working in Germany
- Discussing survey results with the departments
- Continuing education for teachers: Intercultural teaching

