

International student experience in the HEVET sector – the national profile

A project supported by the
Australian Government Department of Education and Training
led by the International Education Association of Australia

Steve Nerlich. Director, International Research and Analysis Unit,
Australian Government Department of Education and Training
Janelle Chapman. Director, TAFE Queensland International
Helen Zimmerman. Chief Corporate Affairs Officer, Navitas
Kevin Brett. Director, i-graduate Australia

A national project

Today's purpose

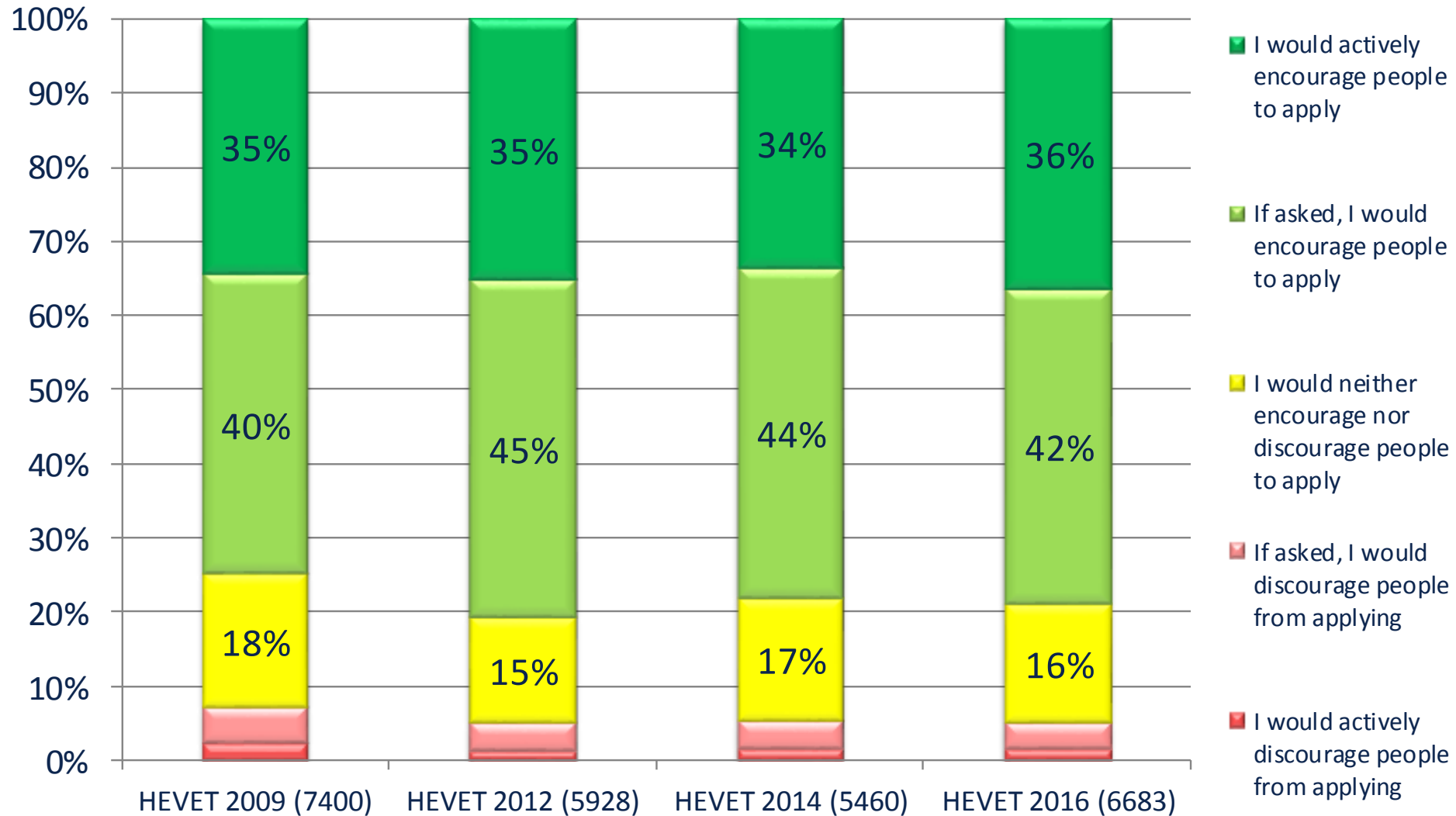
- Positive student experience across participating Australian institutes and colleges
- Headline findings – report is available to participants
- Commitment of **NUHEP** sector to student experience
- Illustrate the value of self regulation
- Examples of how data is being used in an evidence based approach to continuous improvement by public and private providers
- To encourage other **HEVET** providers to participate in future ISB projects
- Raise the national recommendation rate

Propensity to recommend (by study level)

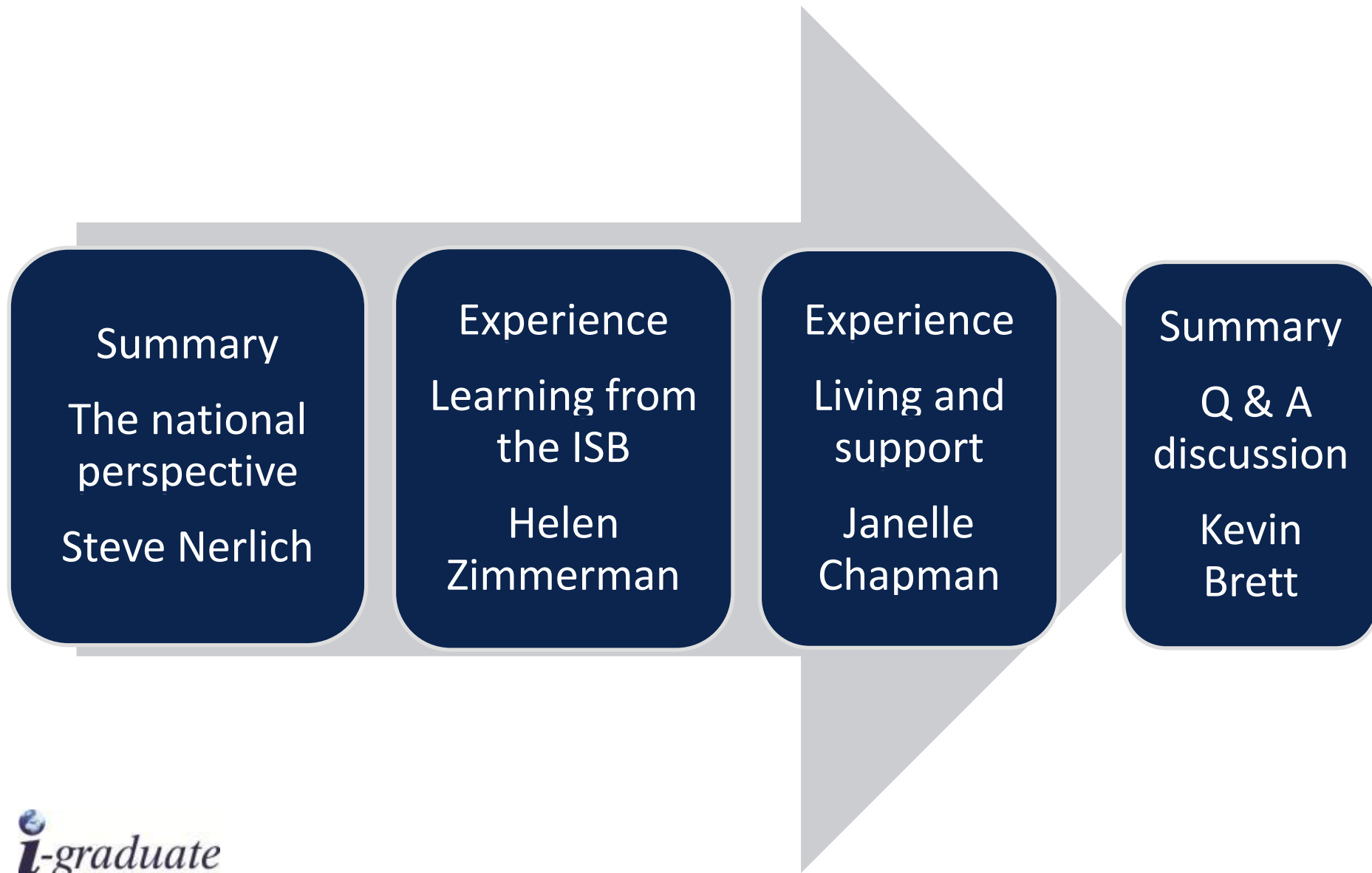
ONDLS: Other Non-Degree Level Studies

HEVET ISB (6,683)		ONDLS (3059)	Diploma (1319)	UG (1035)	PGT (670)	Foundation (526)	Other (73)
36%	I would actively encourage people to apply	39%	35%	33%	33%	35%	34%
42%	If asked, I would encourage people to apply	41%	45%	42%	43%	42%	48%
16%	I would neither encourage nor discourage people to apply	15%	15%	19%	19%	17%	12%
3%	If asked, I would discourage people from applying	3%	4%	4%	3%	4%	5%
2%	I would actively discourage people from applying	2%	1%	1%	2%	2%	0%

Propensity to recommend (compared to previous years)



Overview: data with Q & A



A national survey

Steve Nerlich
Australian Government Department of
Education and Training

A national project

The HEVET Barometer: stakeholder driven for continuous improvement of the student experience

Led by:	International Education Association of Australia
Funding:	Australian Government Department of Education and Training
Support:	Australian state and territory governments
Participating:	Staff and students of 48 Australian tertiary institutions
Managed by:	The i-graduate group, Australia

Students invited to feedback from May to June 2016

8,864 international students responded from 48 Australian HEVET institutions

Results compared against international HEVET benchmark of 21,745 responses from 94 institutions

The 2016 International student survey

- **Participating students come from all of Australia's education sectors: Higher education, VET, ELICOS and schools**
- **Over 65,000 international students participated in 2016, including over 6,500 VET students.**
- **Participating institutions receive de-identified data about their own students, compared with both national and international benchmarks**
 - **Peak education bodies and all levels of government learn about international students' experience in Australia.**

Headline findings for 2016

87% of tertiary students very satisfied or very satisfied with their overall experience in Australia

91% satisfied with their living experience

87% satisfied with their study experience

Headline findings for 2016

87% of tertiary students very satisfied or very satisfied with their overall experience in Australia

International VET barometer 87%

91% satisfied with their living experience

International VET barometer 88%

87% satisfied with their study experience

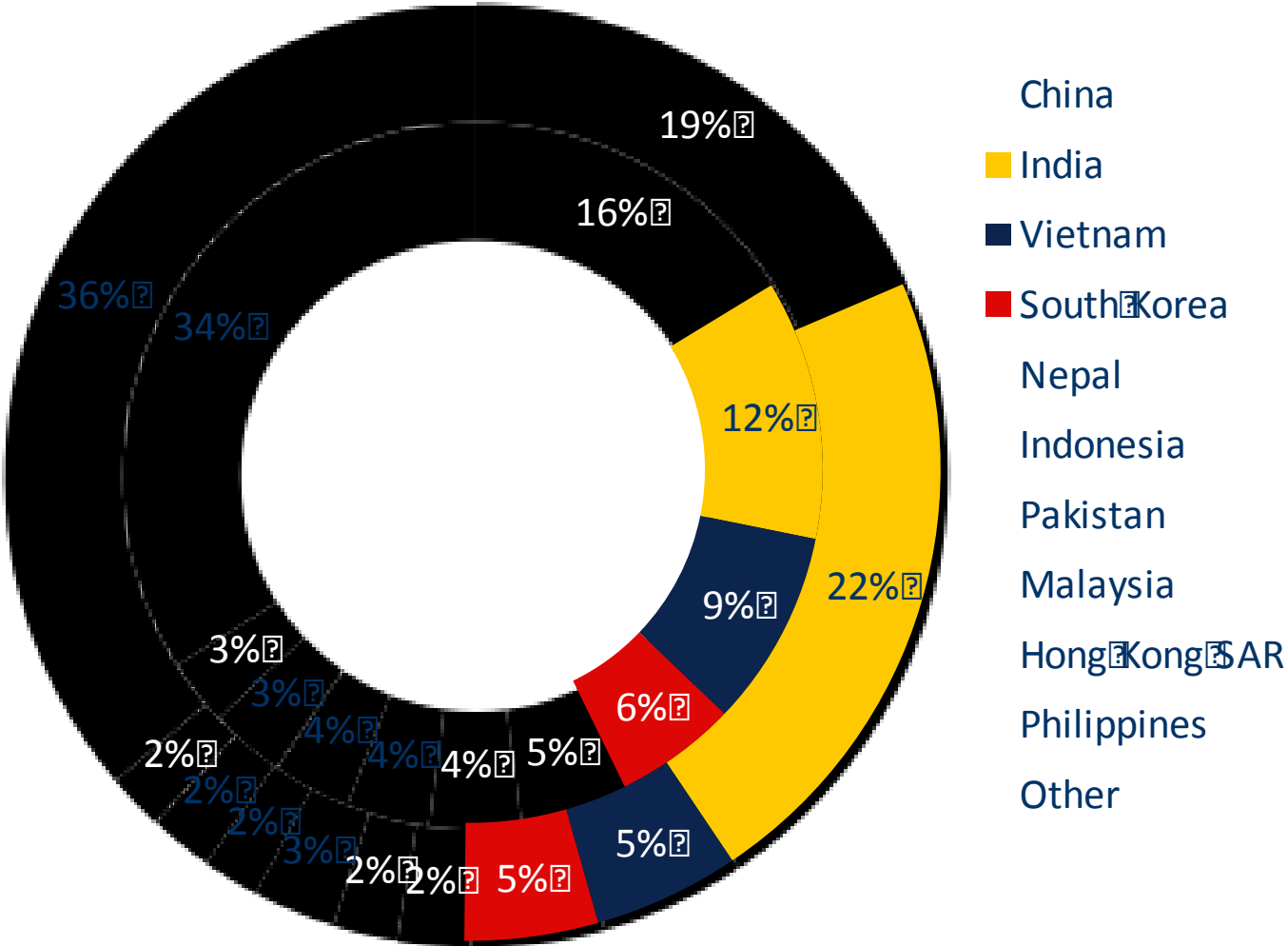
International VET barometer 87%

Response rate breakdown

	Response	Population	Response Rate
Australia HEVET ISB	8,864	30,911	29%
Global HEVET ISB	21,745	73,151	30%

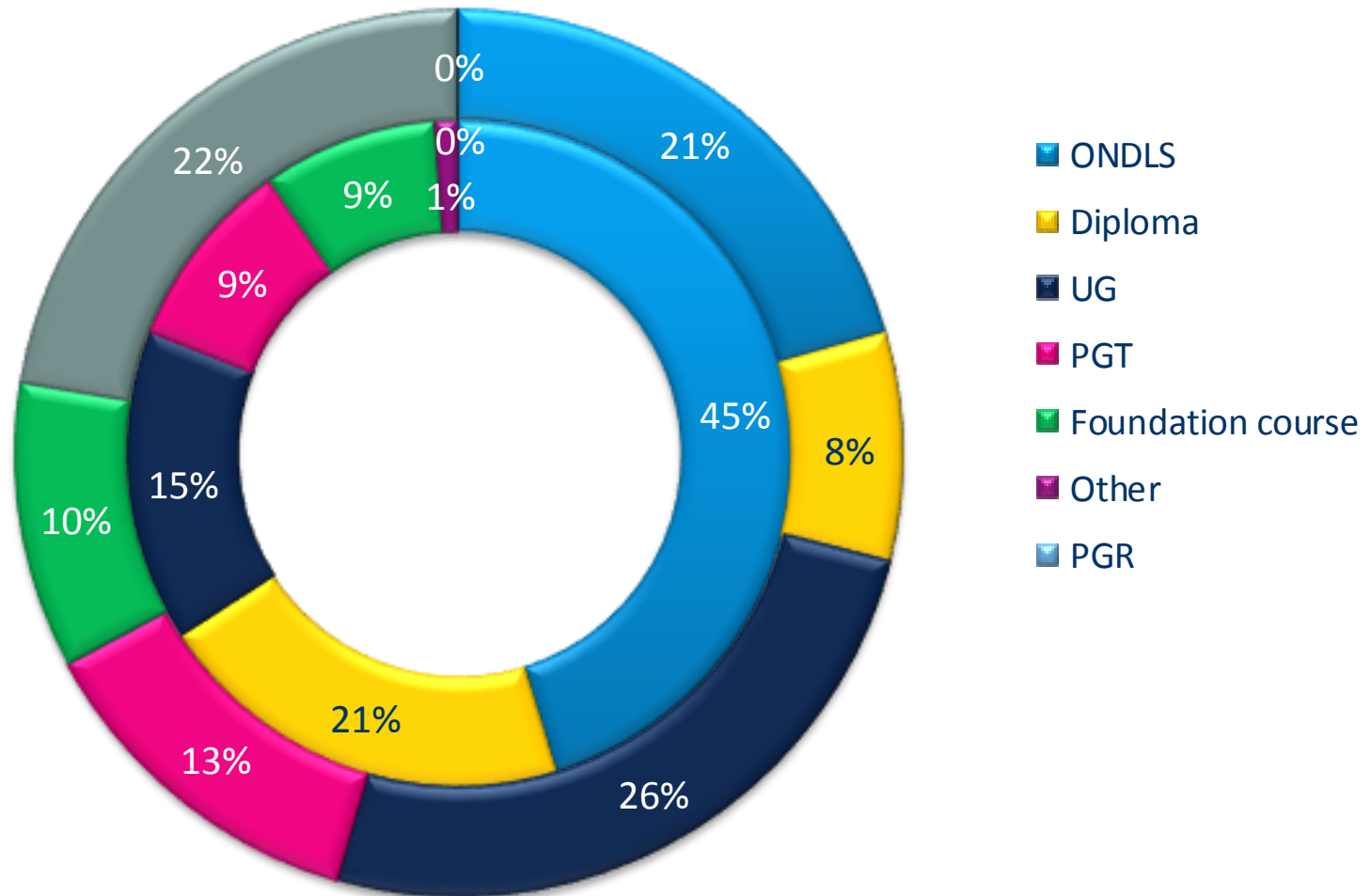
Nationality breakdown

Inner Circle, HEVET 2016 (8,864) vs Outer Circle, Global HEVET SB (21,745)



Study level breakdown

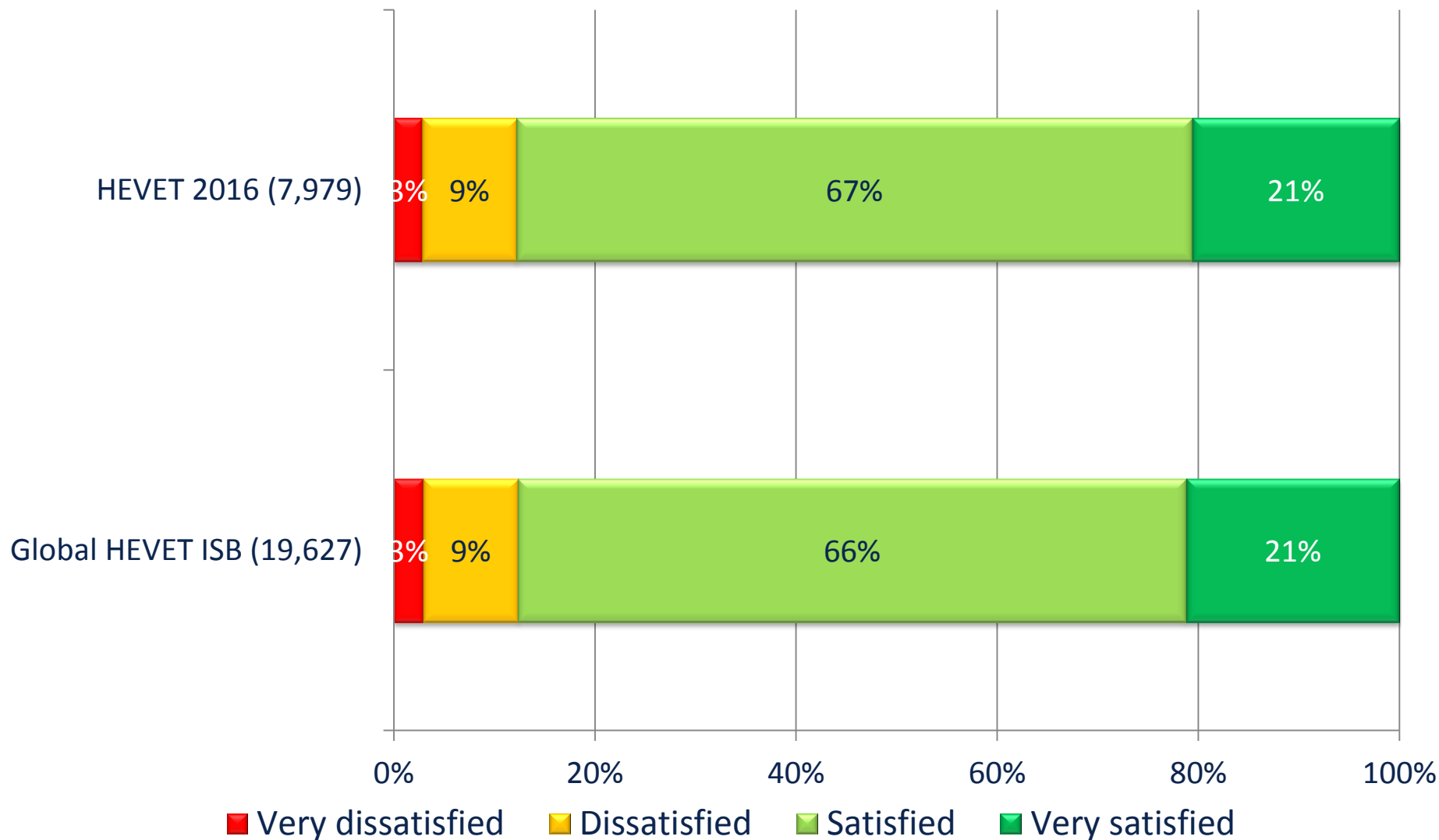
Inner Circle, HEVET 2016 (8,864) vs Outer Circle, Global Vocational ISB (21,745)



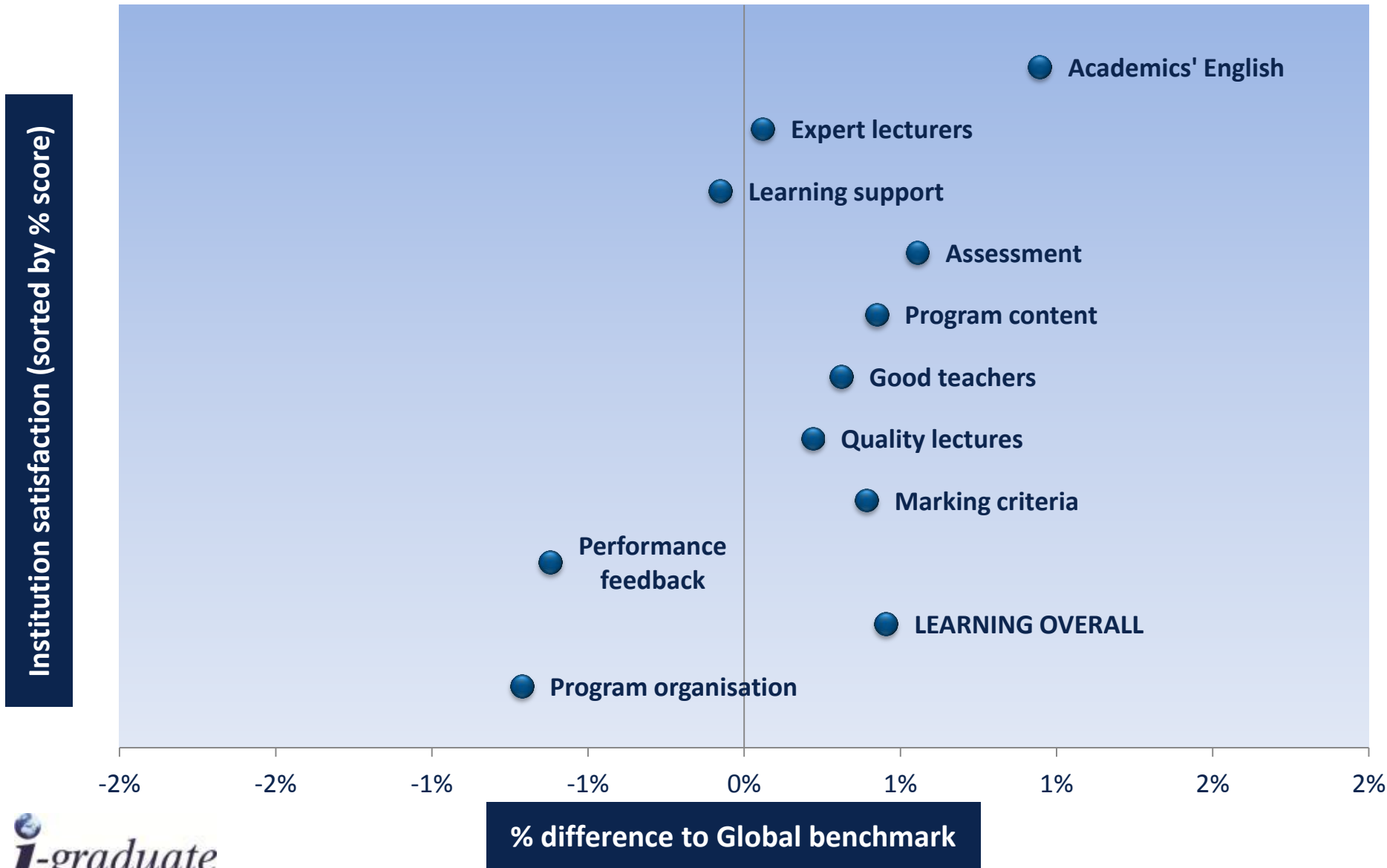
Learning & Teaching

Helen Zimmerman
Chief Corporate Affairs Officer
Navitas

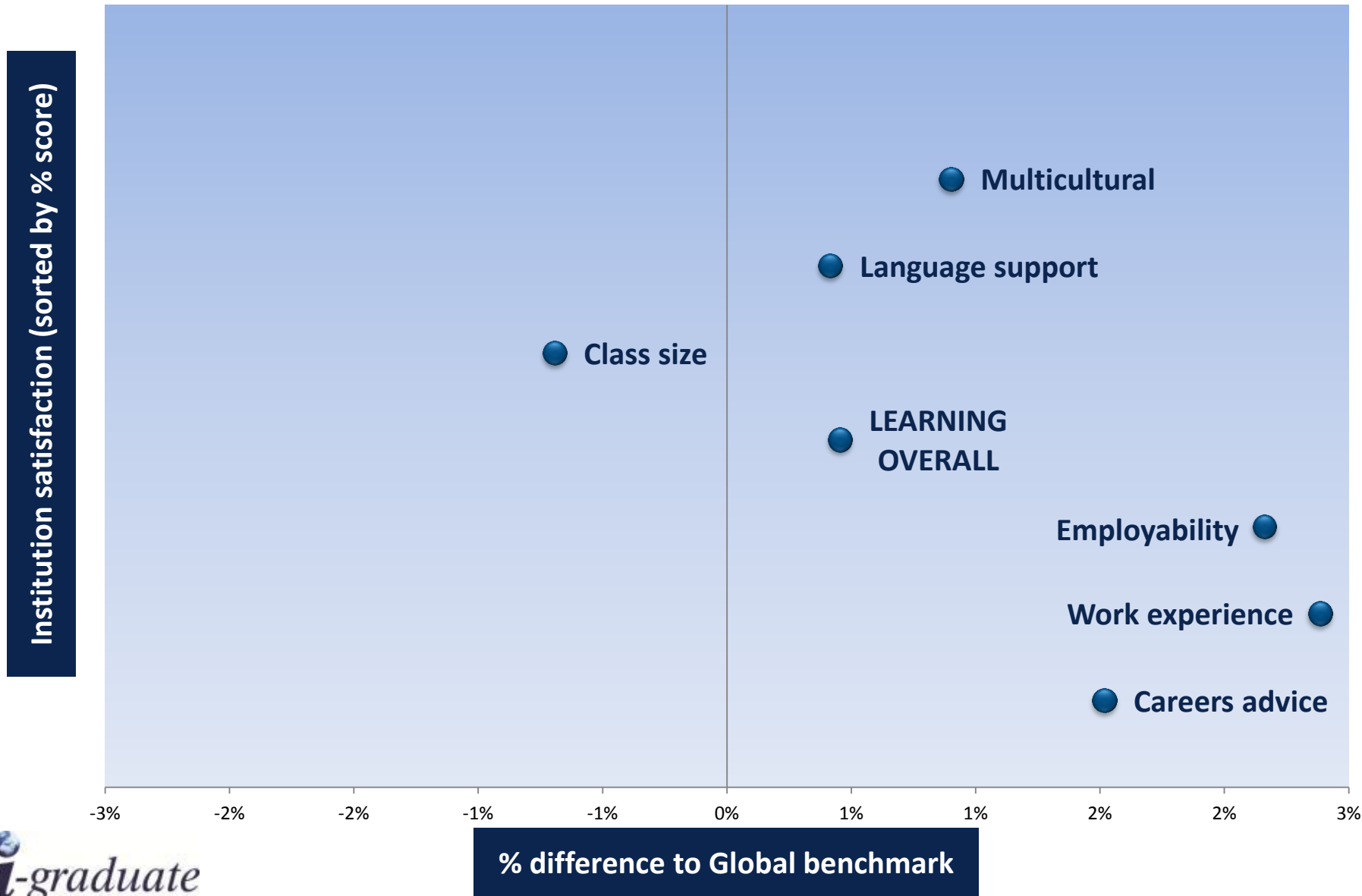
Overall satisfaction - Learning



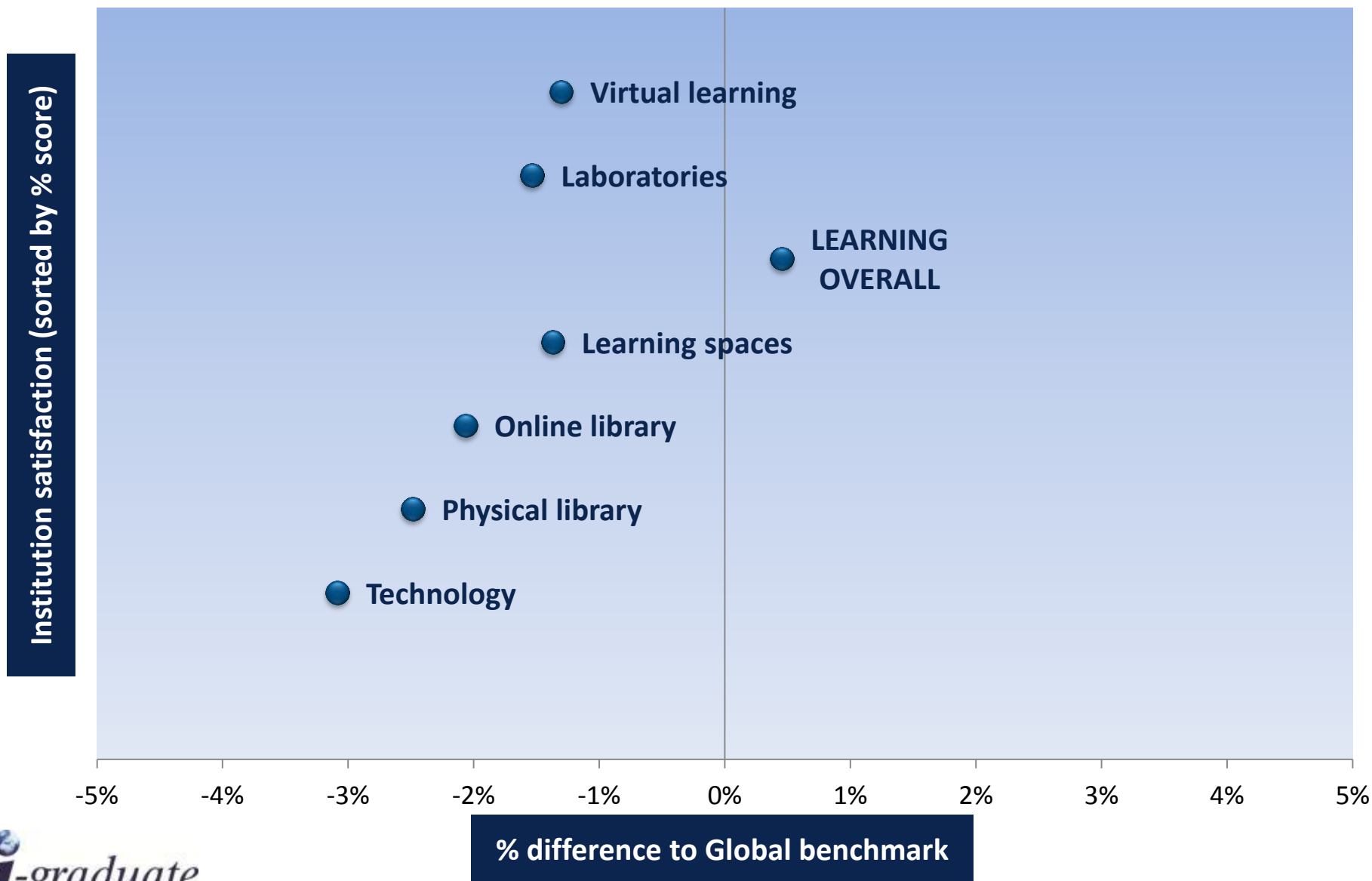
Learning matrix - Teaching



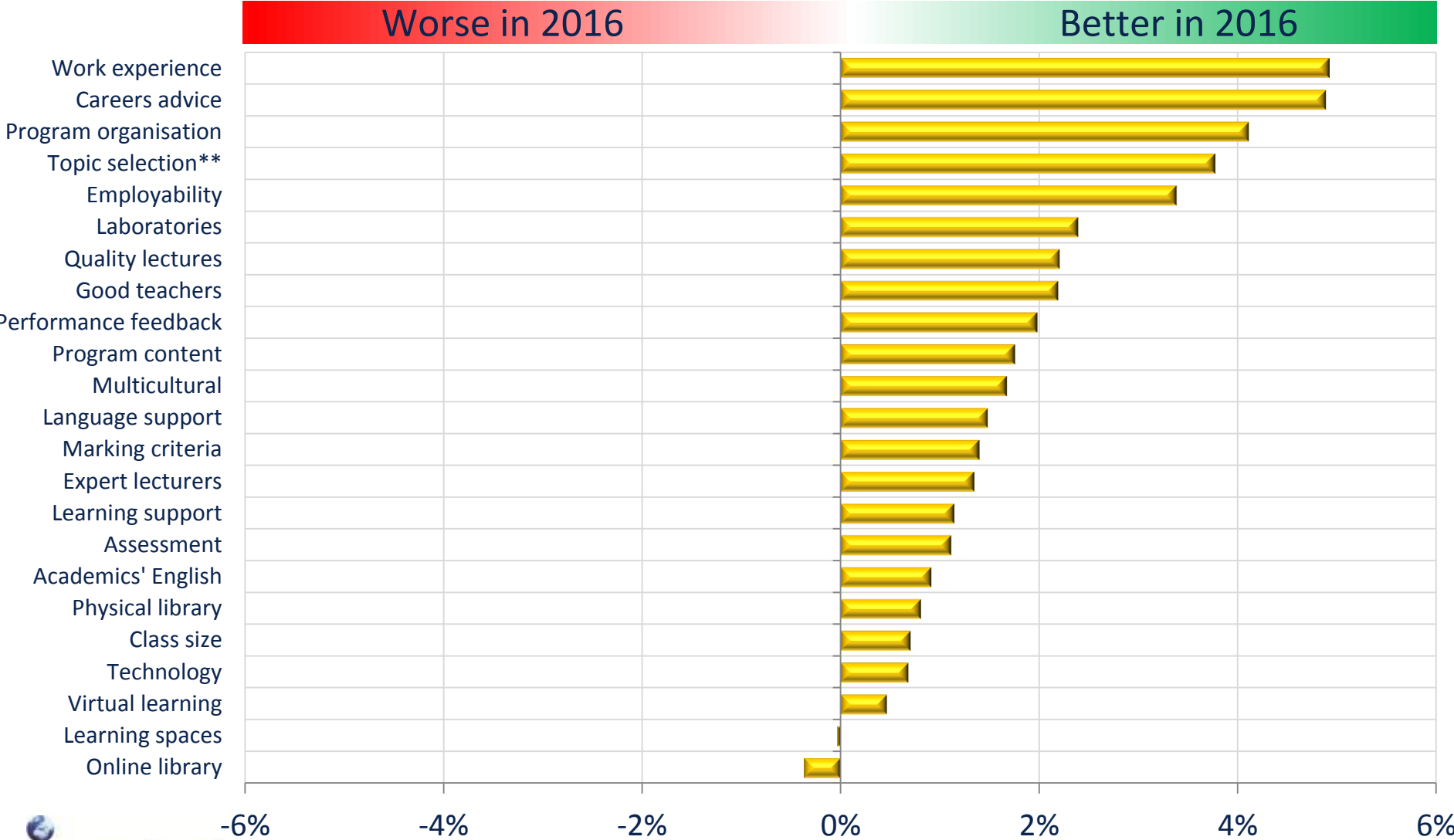
Learning matrix - Studies



Learning matrix - Facilities



Learning satisfaction – (2016 vs 2014)

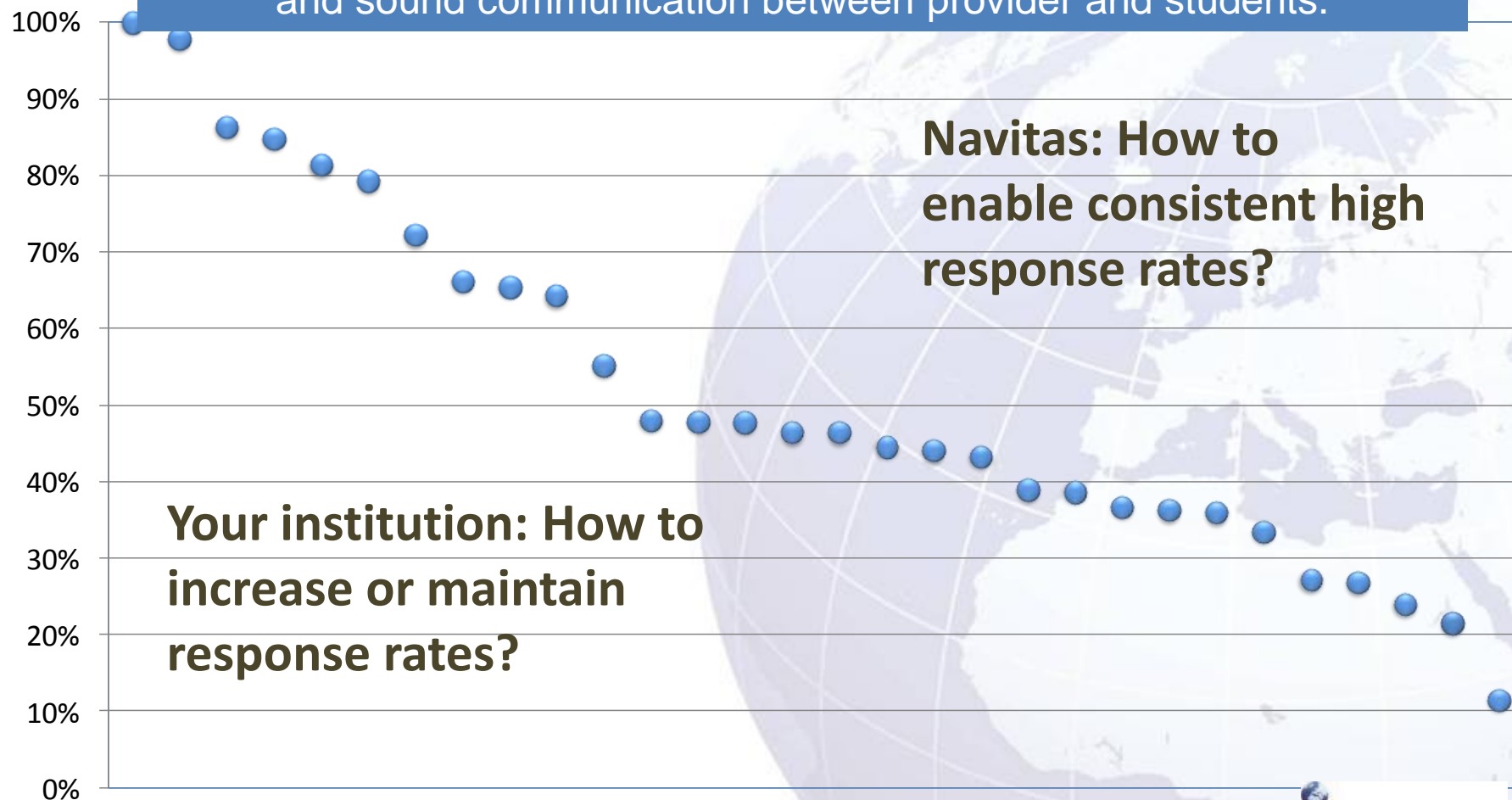


Learning satisfaction – wave on wave comparison

Elements	2009	2012	2014	2016	First Wave vs 2016
Careers advice	74%	80%	76%	81%	7%
Work experience	74%	78%	76%	81%	7%
Learning spaces	83%	90%	88%	88%	5%
Language support	87%	90%	90%	92%	5%
Technology	81%	86%	84%	85%	4%
Multicultural	88%	91%	91%	92%	4%
Learning support	88%	91%	90%	91%	3%
Program content	88%	91%	89%	91%	3%
Online library	N/A	84%	87%	86%	2%
Program organisation	N/A	86%	84%	88%	2%
Assessment	89%	91%	89%	90%	2%
Laboratories	N/A	86%	86%	88%	2%
Good teachers	88%	91%	88%	90%	2%
Employability	N/A	85%	83%	86%	1%
Performance feedback	87%	89%	87%	89%	1%
Physical library	N/A	84%	85%	85%	1%
Academics' English	93%	93%	93%	94%	1%
Expert lecturers	91%	92%	90%	92%	1%
Quality lectures	N/A	90%	88%	90%	0%
Virtual learning	N/A	89%	89%	89%	0%
Class size	N/A	91%	90%	90%	0%
Topic selection**	N/A	N/A	N/A	92%	0%
Marking criteria	N/A	89%	87%	89%	-1%

Response Rate: All Students

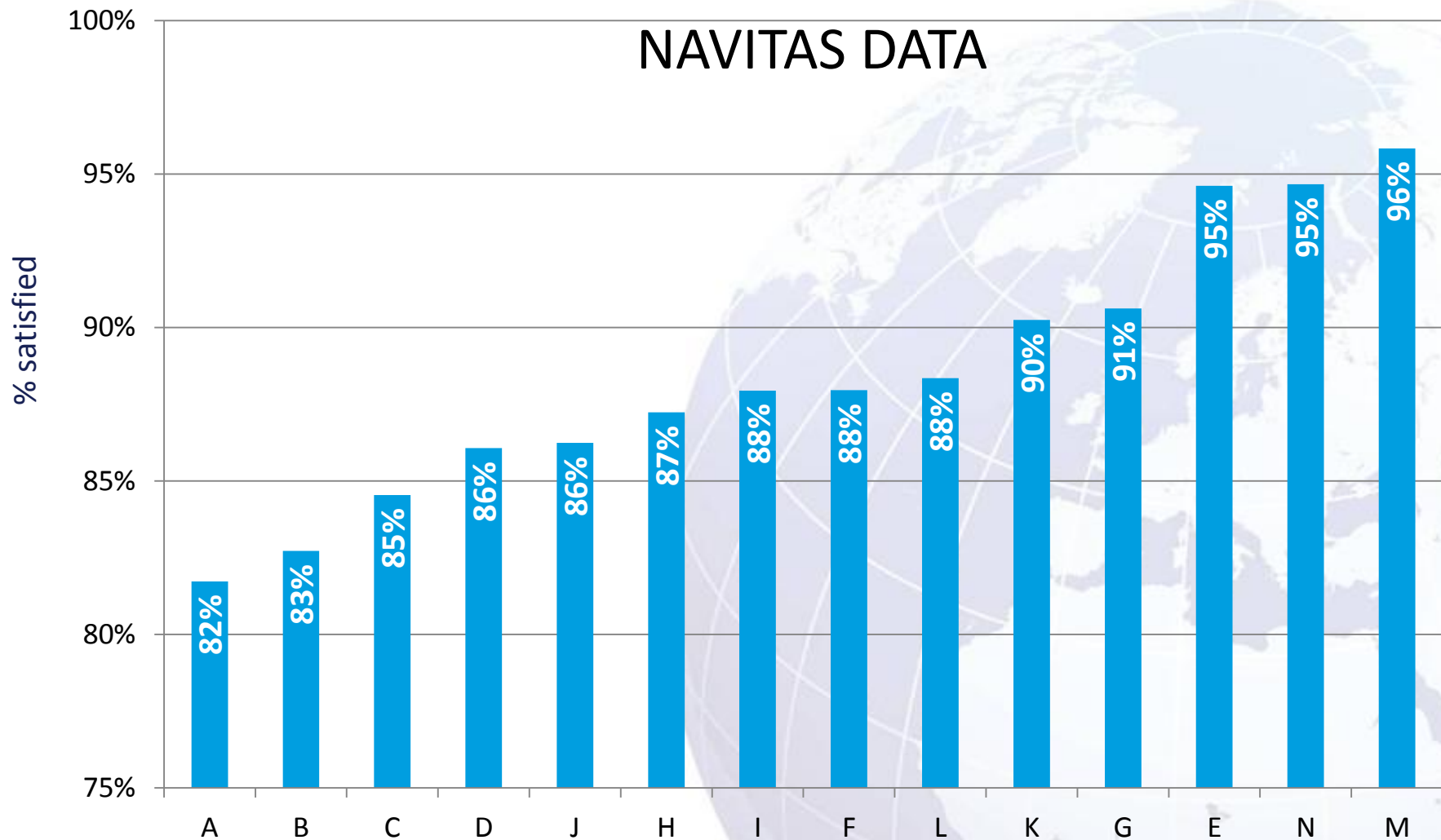
A high response rate is an early indicator of student engagement and sound communication between provider and students.



Navitas: How to enable consistent high response rates?

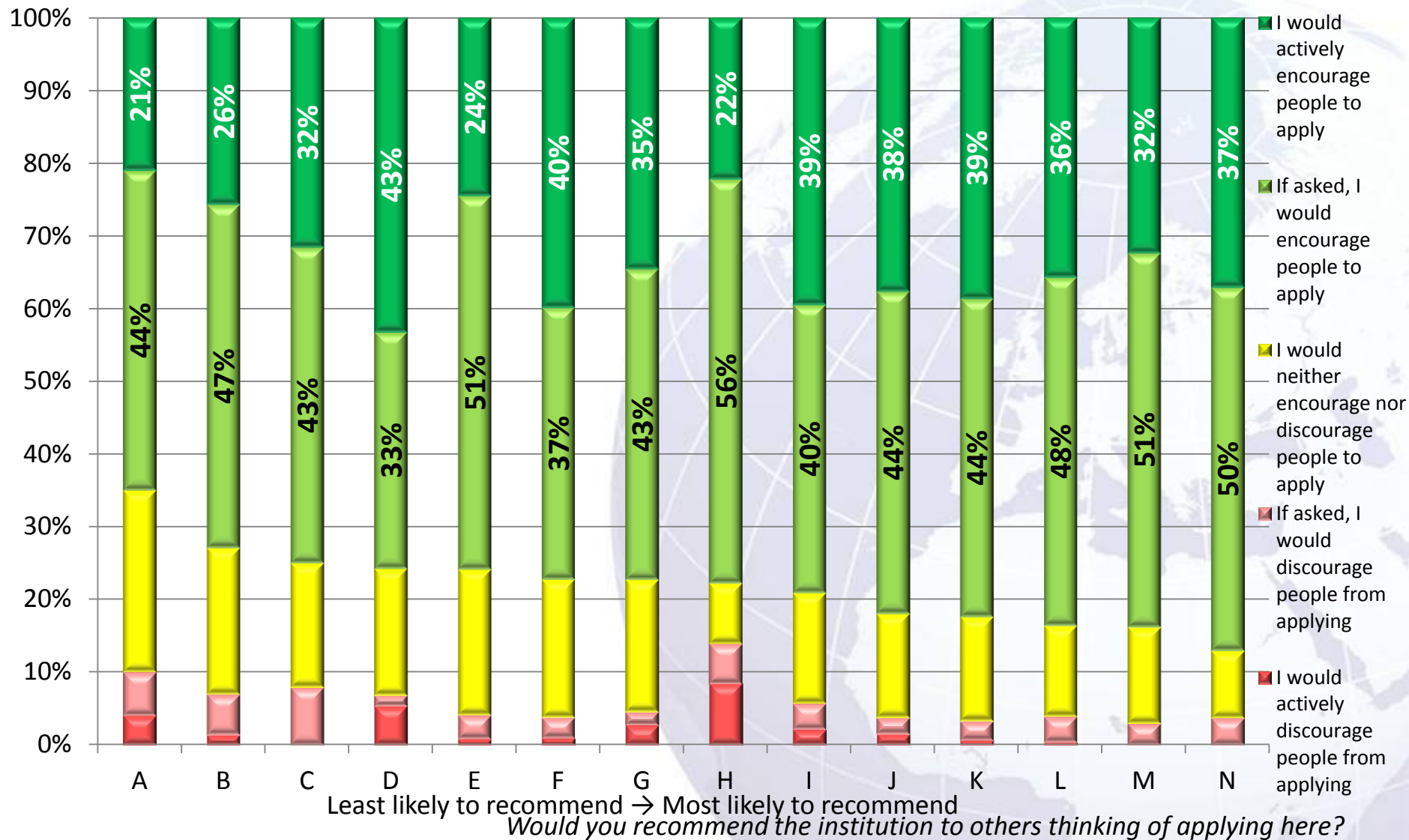
Your institution: How to increase or maintain response rates?

Determining strengths and weakness – your position relative to other colleges



Overall, how satisfied are you with all aspects of your institution experience?

NAVITAS DATA



- **Benchmark across 30 colleges in all English-speaking destination countries**
 - *global perspective and comparisons*
- **Gain insights into customer/student expectations**
 - *enhance the pre & post arrival experience*
- **Share full report with all managers**
 - *we're part of the same team*
- **Focus on understanding where & why of “detractors”**
 - *how do we reduce the % of detractors*
- **Learn from ‘better practice’ colleges**
 - *interrogate their procedures, processes, value proposition*
 - *What can we learn and implement across those colleges who scored a “yellow/pink/red” result*

Internships

- College A fared poorly (2014) on internship take-up by students compared with other colleges
- Project-based approach with university and across Navitas, especially with Careers & Internships
- Relaunched 'new' Internship program
- Increase uptake of internships by over 150%

Academic progression

- College B had an Academic Skills advisor for students in the Foundation programs
- ELICOS students accessed Independent Learning Centre and voluntary English Language support sessions
- Disproportionate number of ELICOS students repeating levels
- Academic Skills Advisor placed in ELICOS section
 - early identification of students with English Language learning problems
 - system set up to address their needs
- Students repeating English courses reduced by 27%

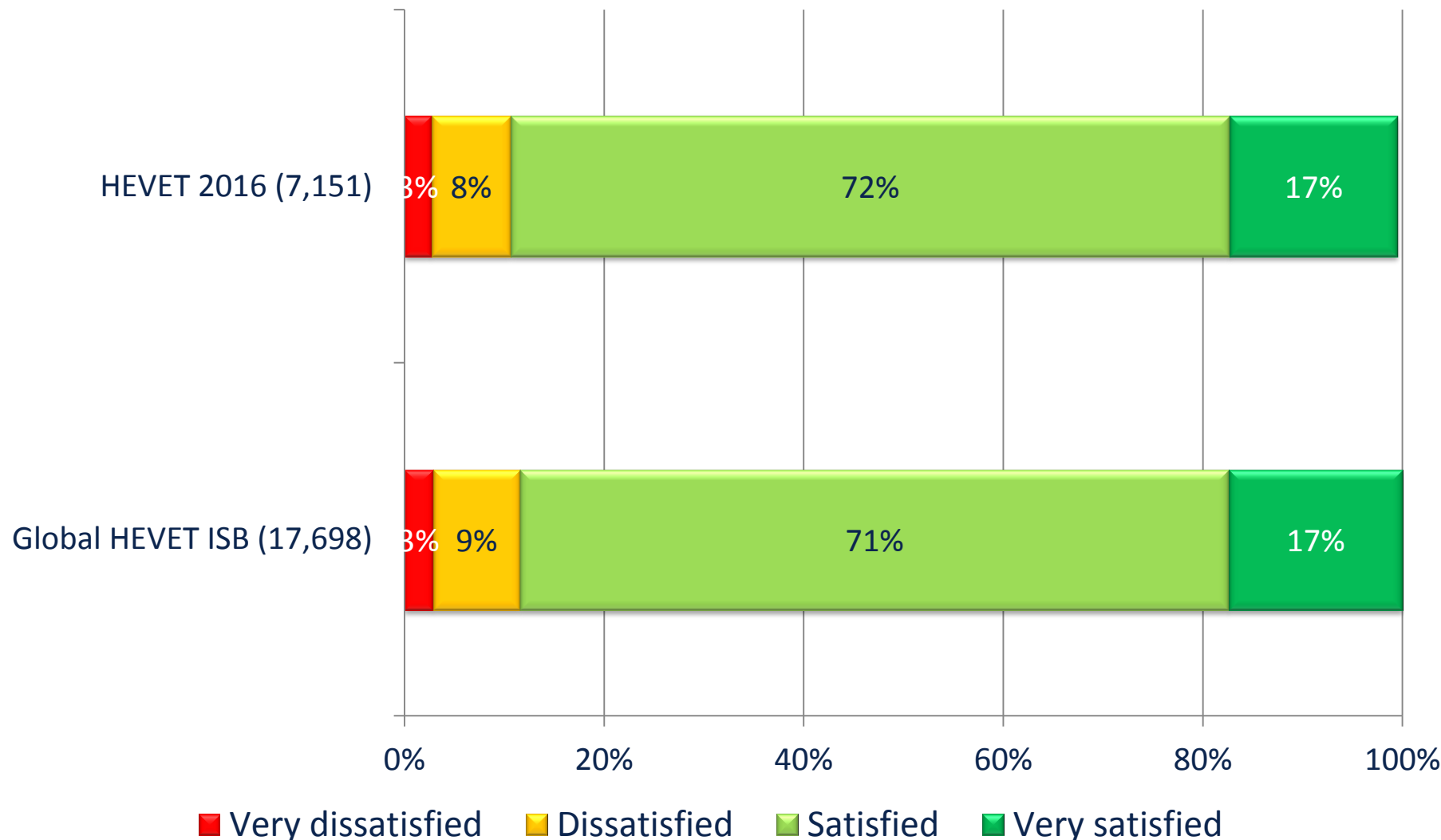
Increasing Retention

- Post 2014 focus on retention and pass rates in Foundation and diploma cohorts.
- All lecturers have a dedicated hour per week which is devoted to "student drop in"
- Weekly peer assisted learning workshops
- Mentoring
- 'Sticky' Campuses

Living and support

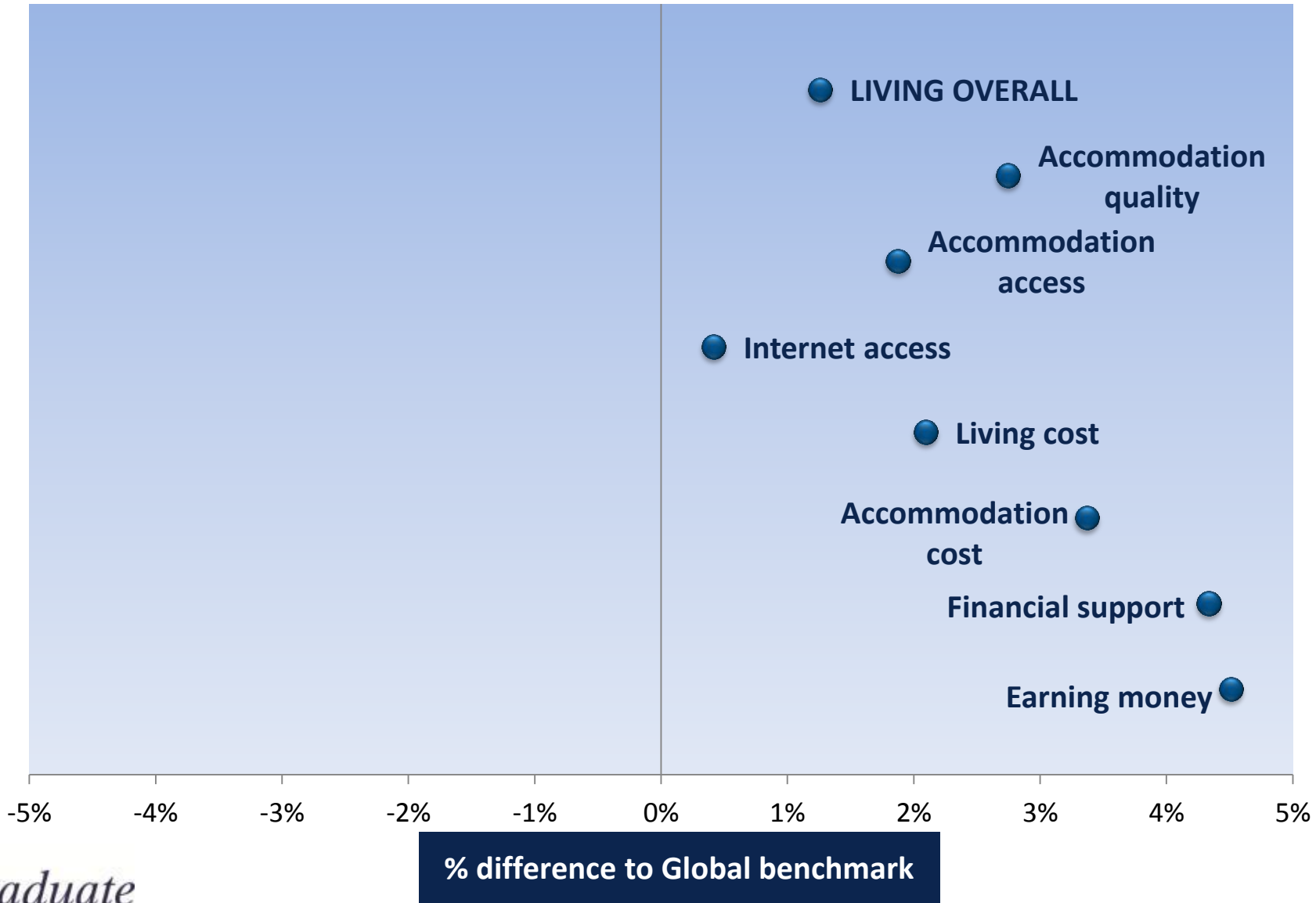
Janelle Chapman
Director, TAFE Queensland International

Overall satisfaction - Living



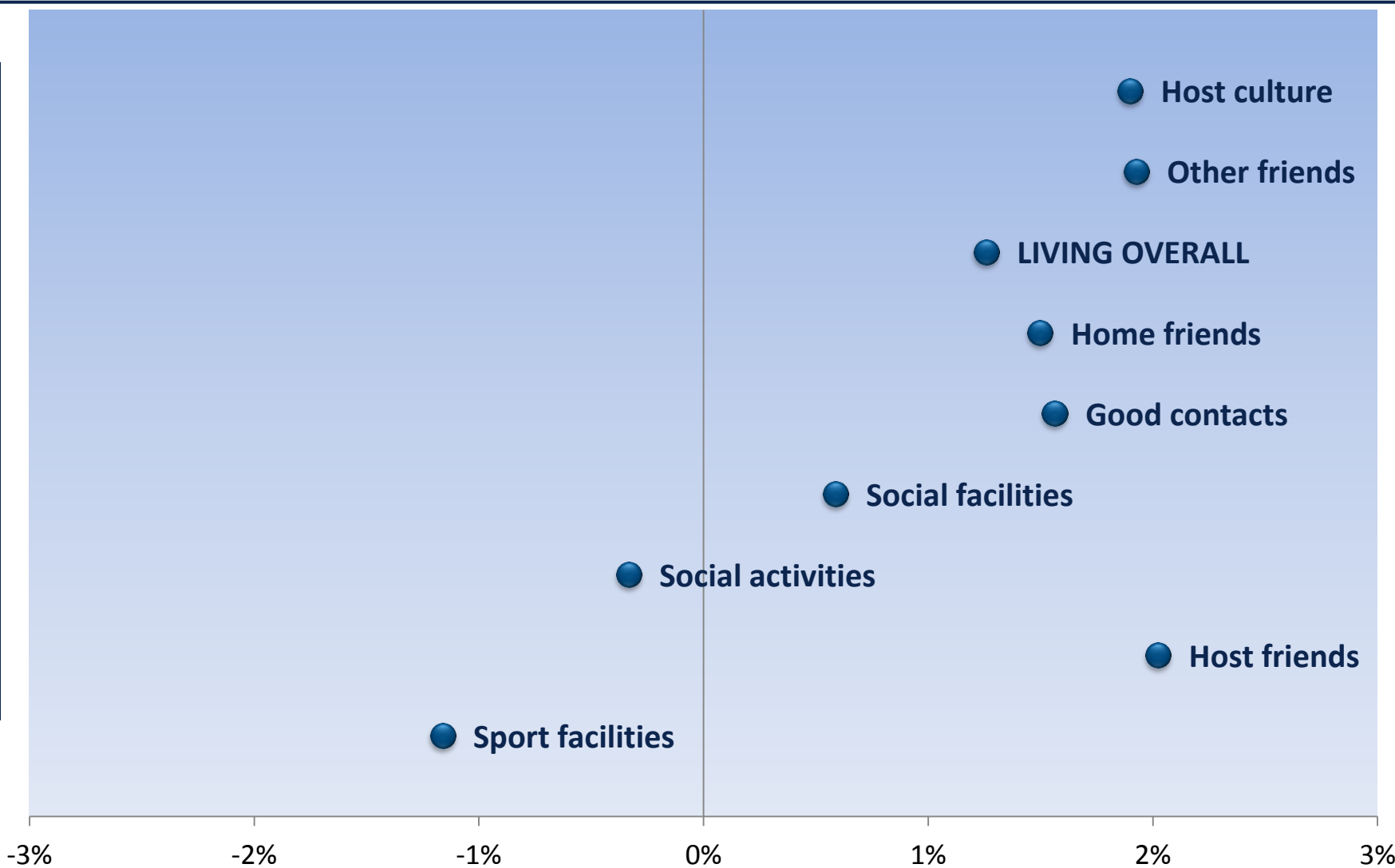
Living matrix – Accommodation & living costs

Institution satisfaction (sorted by % score)



Living matrix - Social

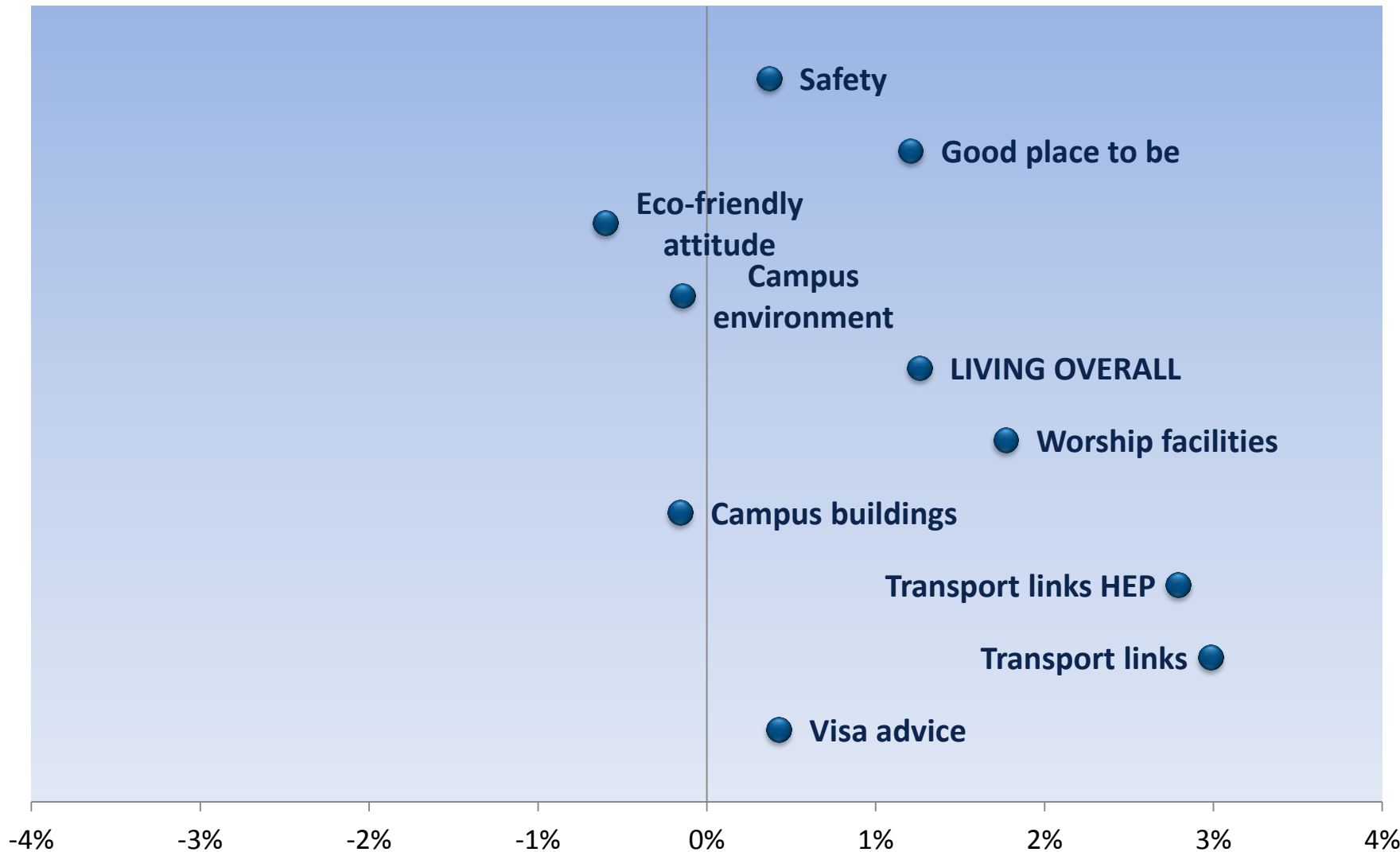
Institution satisfaction (sorted by % score)



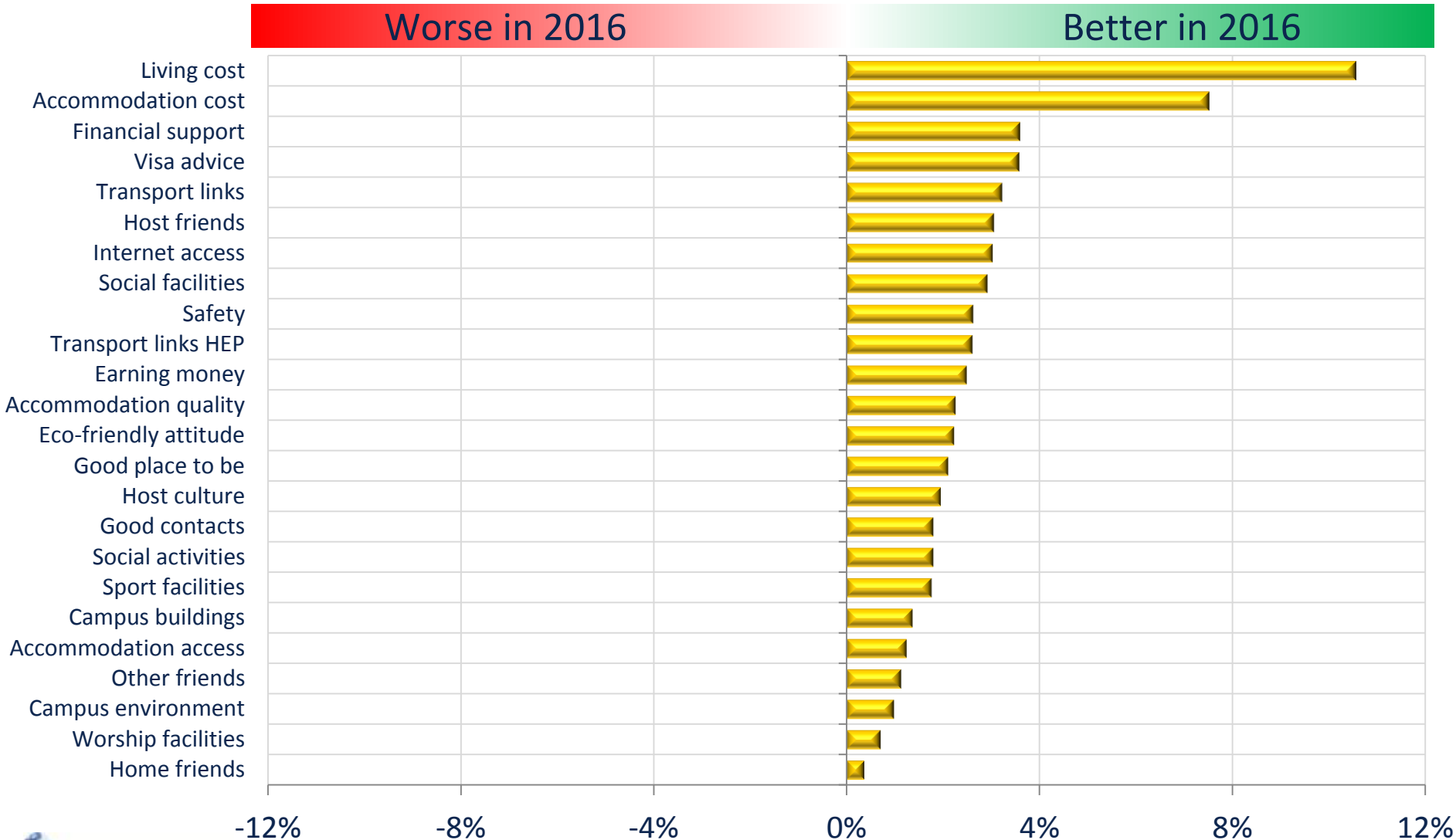
% difference to Global benchmark

Living matrix – Day to Day Life

Institution satisfaction (sorted by % score)



Living satisfaction – (2016 vs 2014)



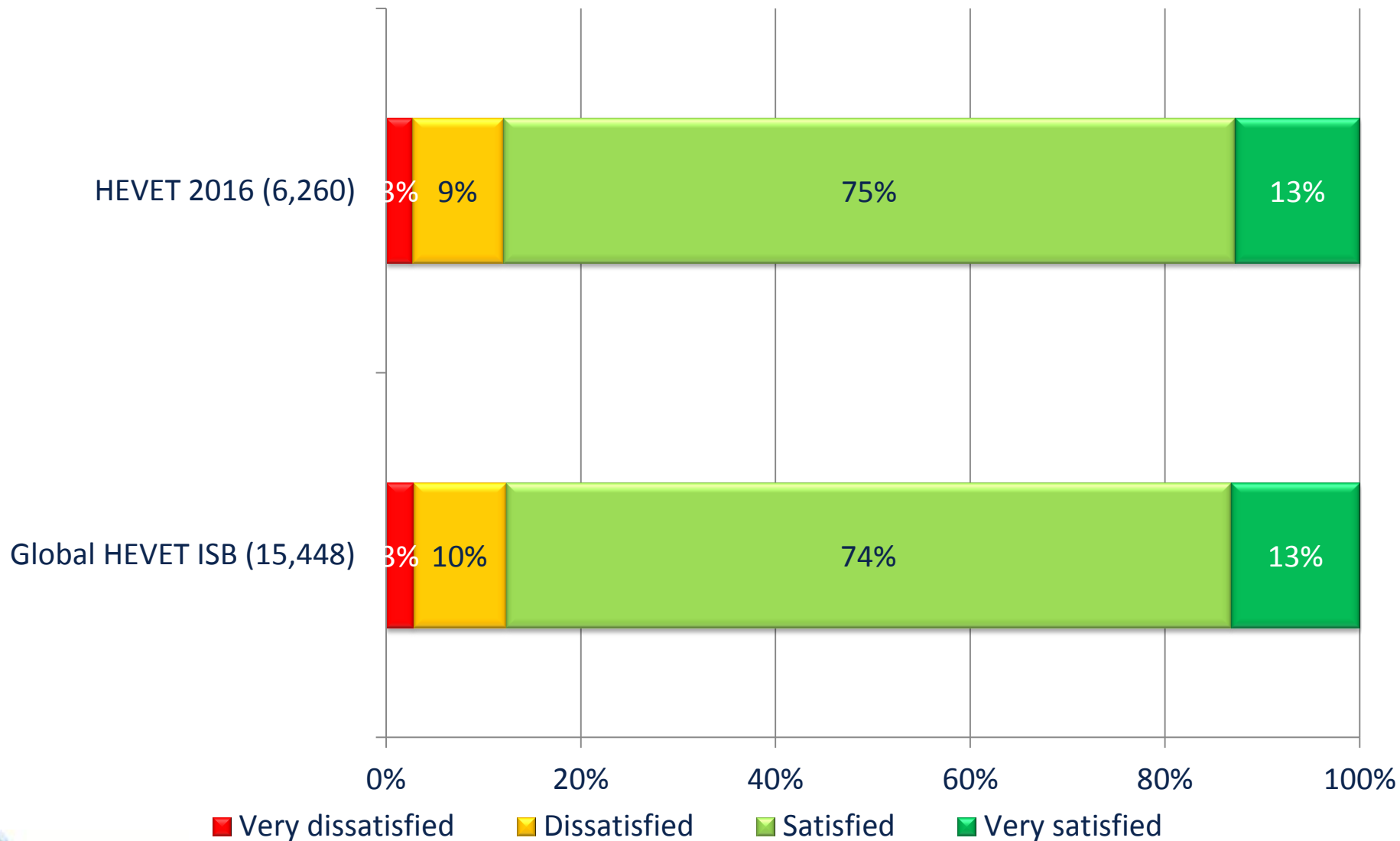
Living satisfaction – wave on wave comparison

Elements	2009	2012	2014	2016	First Wave vs 2016
Visa advice	74%	83%	82%	85%	11%
Good place to be	84%	91%	91%	93%	10%
Host culture	81%	88%	89%	91%	9%
Social facilities	76%	85%	82%	84%	8%
Sport facilities	71%	80%	77%	78%	7%
Social activities	75%	83%	80%	82%	7%
Worship facilities	82%	89%	88%	89%	6%
Safety	87%	90%	90%	93%	6%
Transport links	82%	85%	84%	88%	5%
Transport links HEP	83%	87%	85%	88%	5%
Internet access	81%	83%	82%	85%	5%
Host friends	78%	79%	79%	82%	4%
Other friends	87%	91%	90%	91%	4%
Earning money	67%	75%	67%	70%	3%
Accommodation quality	87%	89%	87%	89%	2%
Good contacts	83%	86%	83%	85%	2%
Accommodation access	87%	89%	88%	89%	2%
Campus environment	N/A	89%	89%	90%	1%
Eco-friendly attitude	N/A	91%	89%	92%	1%
Campus buildings	N/A	88%	87%	88%	0%
Financial support	71%	77%	67%	71%	0%
Home friends	89%	91%	88%	89%	0%
Living cost	75%	63%	61%	72%	-3%
Accommodation cost	74%	65%	63%	70%	-4%

Support

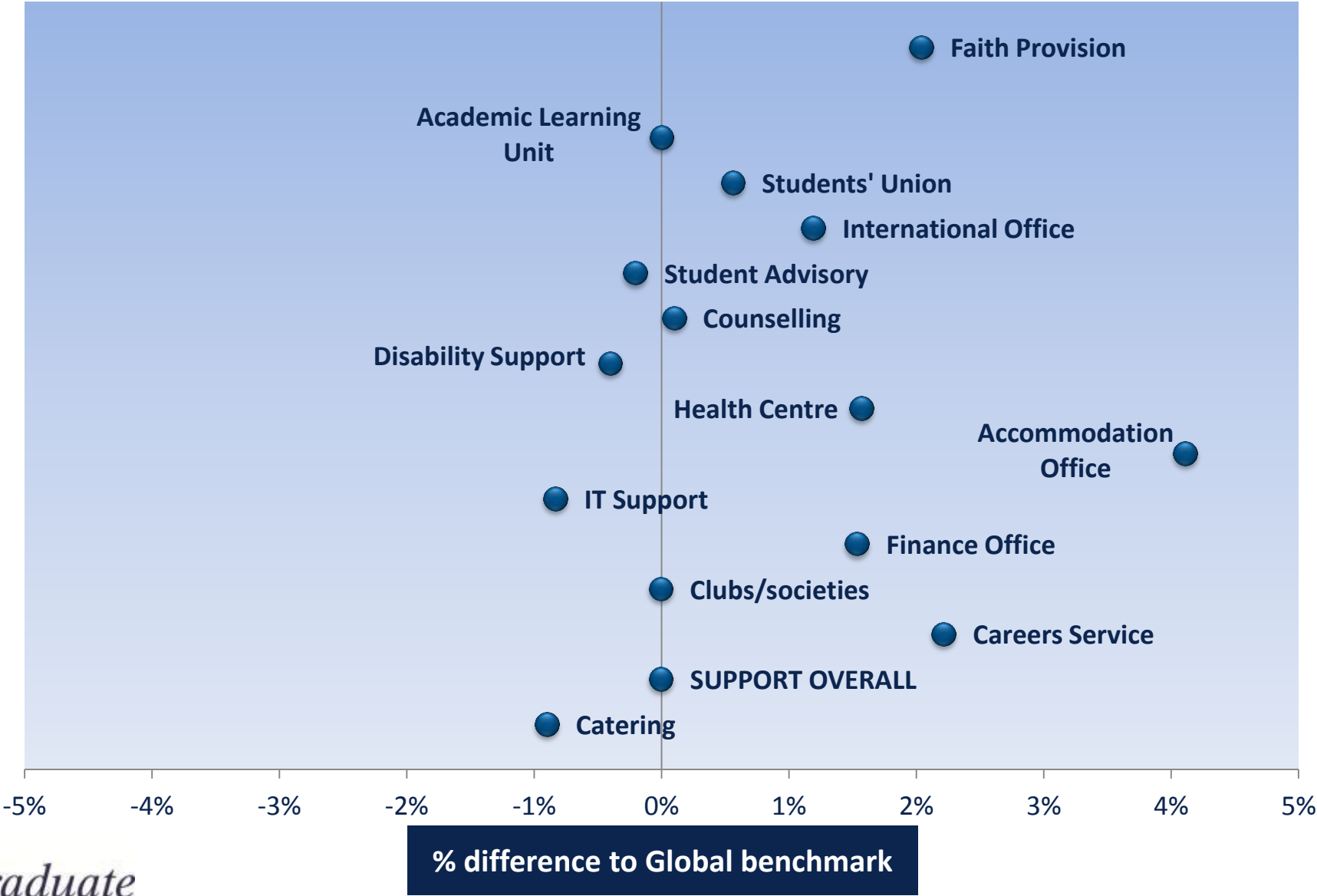
Janelle Chapman
Director, TAFE Queensland International

Overall satisfaction - Support

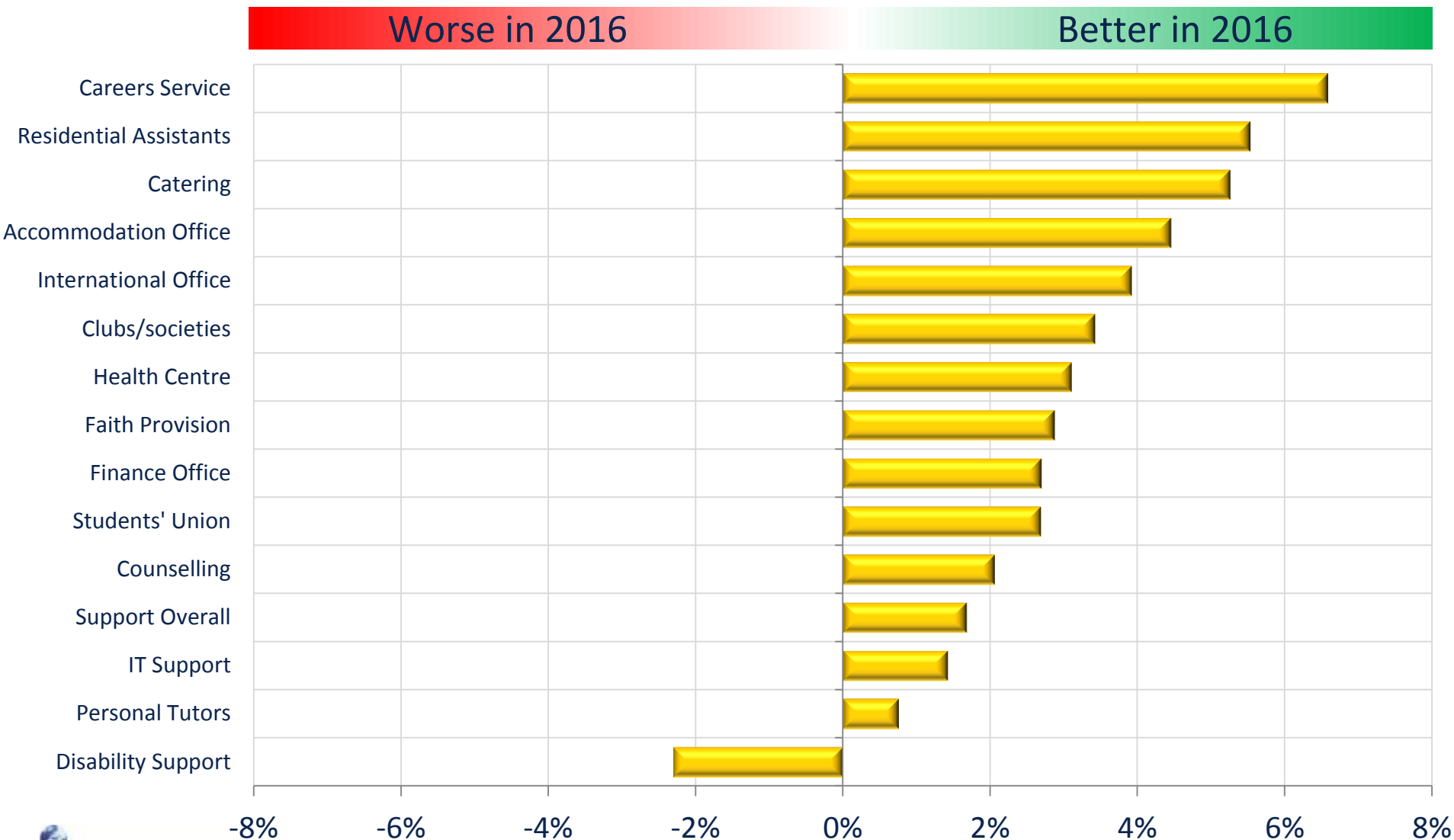


Support matrix

Institution satisfaction (sorted by % score)



Support satisfaction – (2016 vs 2014)



Support satisfaction – wave on wave comparison

Elements	2009	2012	2014	2016	First Wave vs 2016
Careers Service	80%	90%	84%	91%	10%
Catering	76%	82%	78%	83%	7%
Accommodation Office	87%	91%	89%	94%	6%
Students' Union	89%	94%	92%	95%	6%
Finance Office	87%	91%	90%	93%	6%
International Office	89%	93%	90%	94%	4%
Student Advisory	90%	94%	91%	94%	4%
Residential Assistants	91%	93%	90%	95%	4%
Health Centre	91%	93%	91%	94%	4%
IT Support	89%	93%	91%	92%	3%
Counselling	92%	95%	93%	95%	3%
Clubs/societies	91%	91%	90%	93%	2%
Faith Provision	95%	94%	93%	95%	1%
Disability Support	93%	95%	96%	94%	0%

Q & A + Discussion All

The i-mark



STUDENT BAROMETER™ PARTNER
THE GLOBAL BENCHMARK FOR THE STUDENT EXPERIENCE

- Available to HE institutions worldwide taking part in the ISB or SB
- Instant and easy recognition of an institution's dedication to the student experience
- Use on website and promotional literature

"We are using the i-mark on our admission webpages to show potential students that we use the ISB for program quality management and service development."

Contact details

- For further information about the Student Barometer, please contact Kevin Brett (Kevin.Brett@i-graduate.org)
- For further details of any of our other research services, please contact a member of the i-graduate Research Team (info@i-graduate.org)
- Where we work:

AUSTRALIA & NEW ZEALAND

ASIA

NORTH AMERICA

UK & EUROPE

www.i-graduate.org
www.tribalgroupp.com
www.obhe.ac.uk