



***Explaining International
Student Satisfaction:***
reflections on i-graduate data

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The global benchmark for the student experience

Established in

2005

Implemented by

1,400

institutions

Used in

30

countries

Feedback from nearly

2.3 million

students

i-graduate Chairman: Professor Sir Drummond Bone

Master, Balliol College, University of Oxford

Former Vice Chancellor, University of Liverpool

Former President, Universities UK





Overview

- **The International Student Experience**
 - Impact of student characteristics
 - Ideas for today's discussion

A Map of International Student Satisfaction and Experience Variation by Institution (2014 ISB data, 183 institutions)

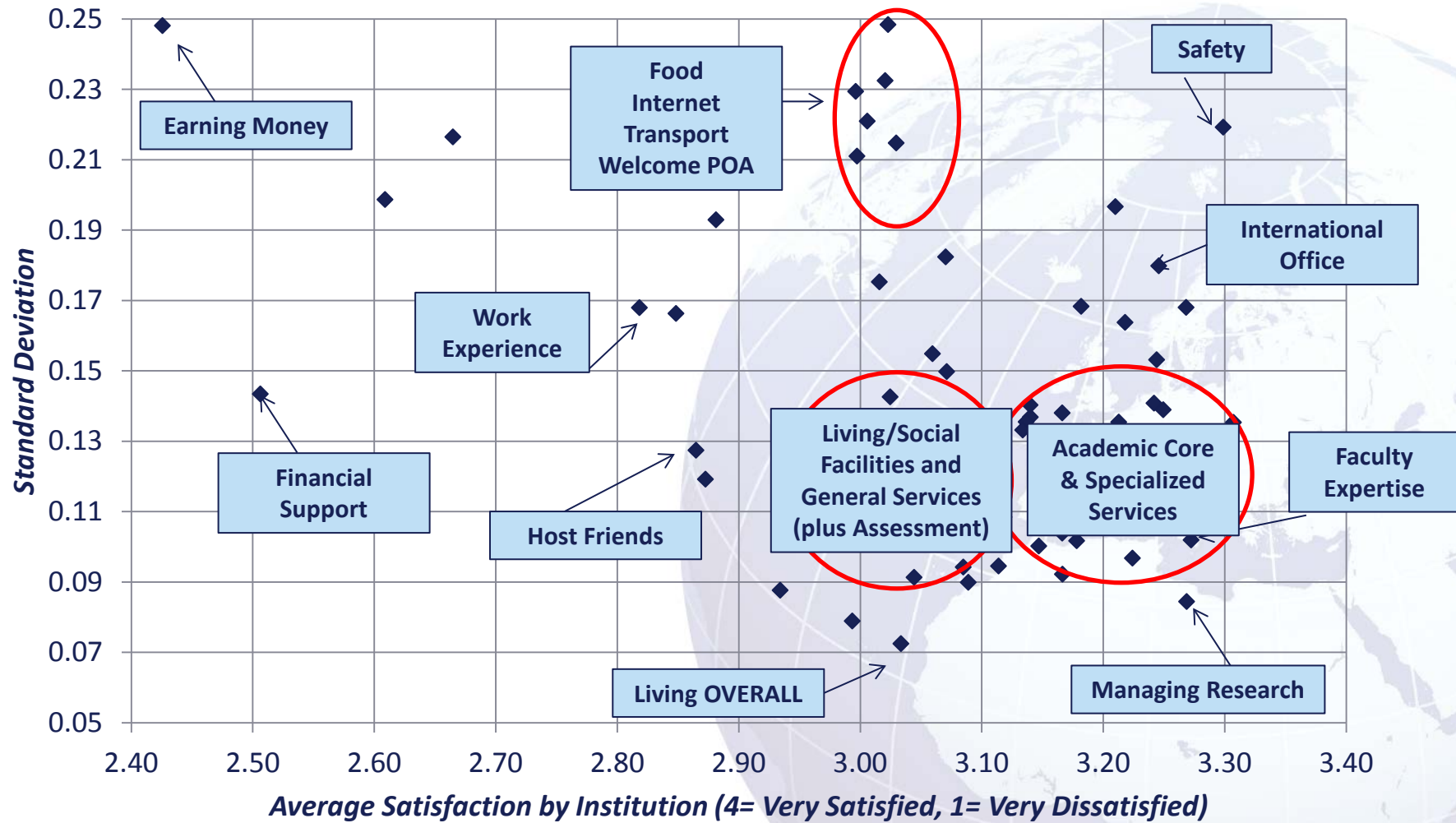
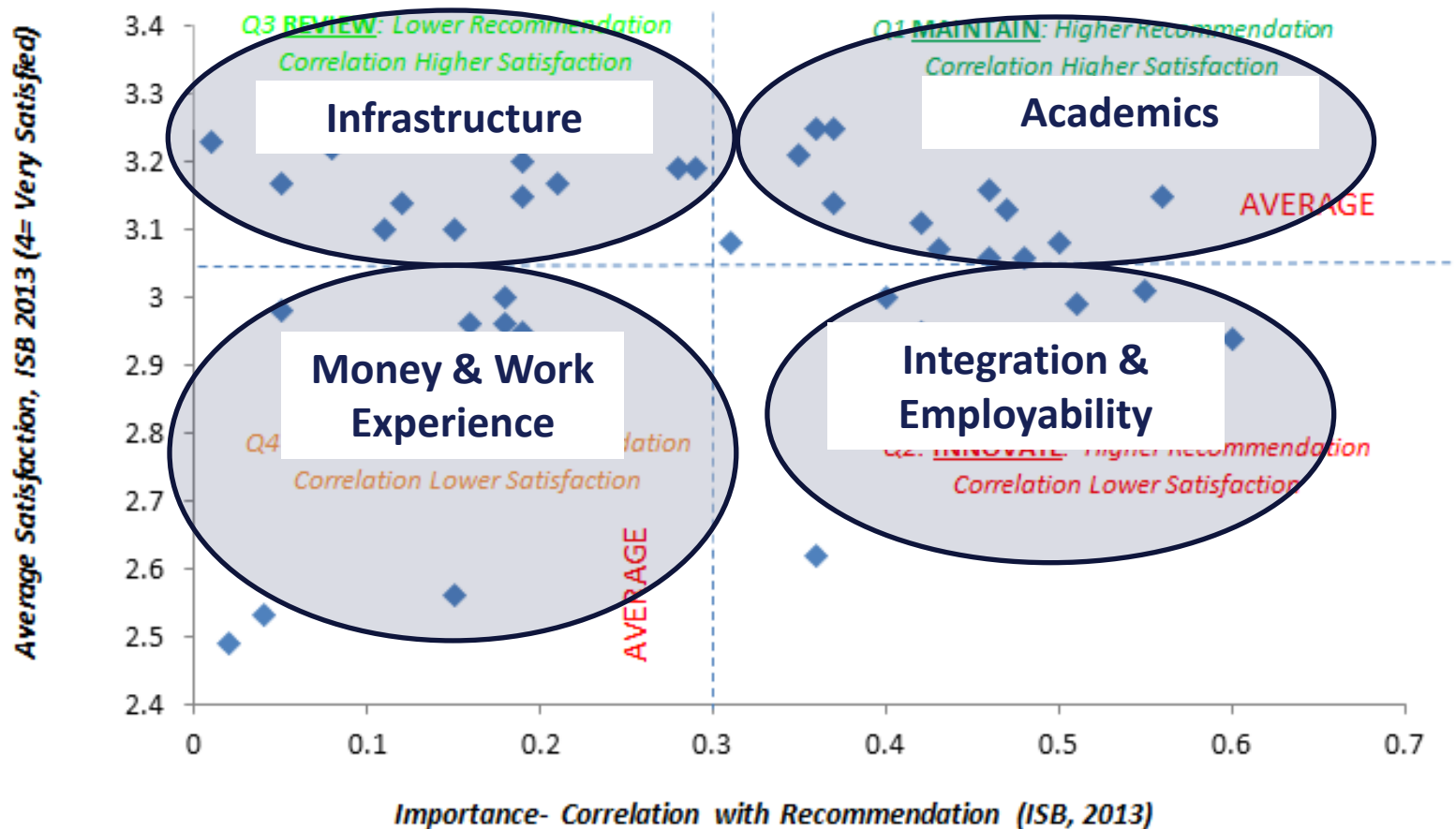


Figure 10. Recommendation and Satisfaction coordinates highlight innovation opportunities

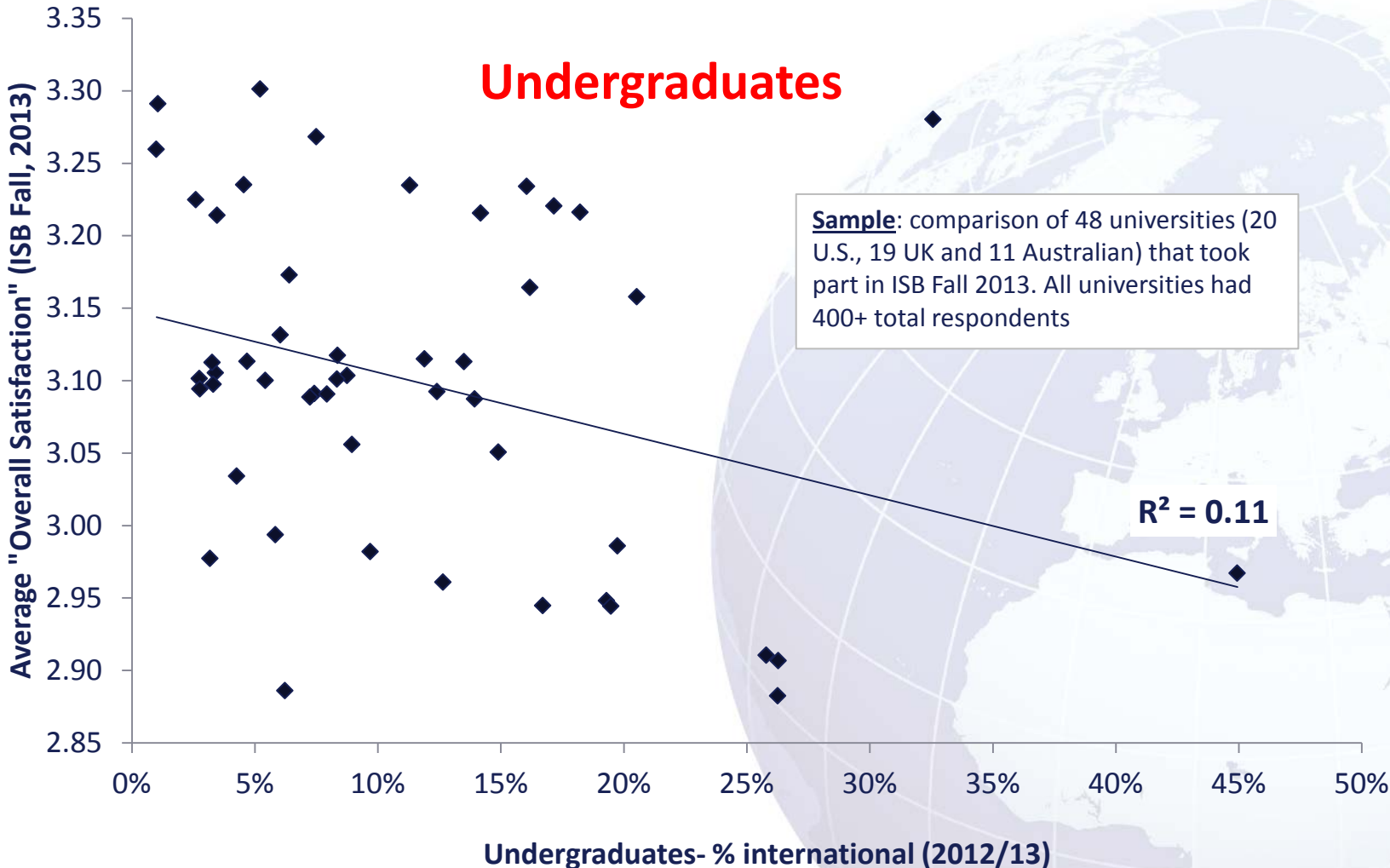




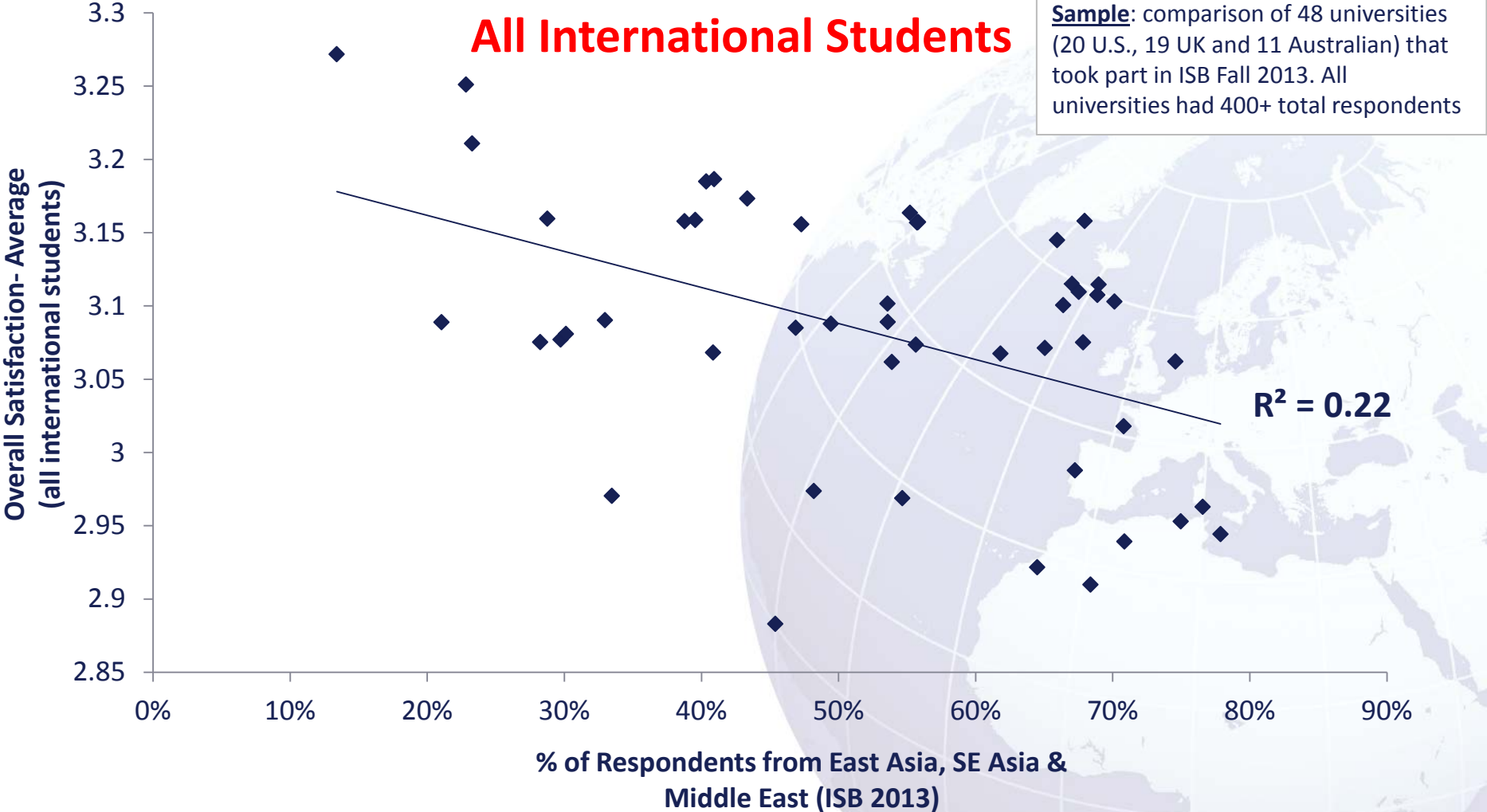
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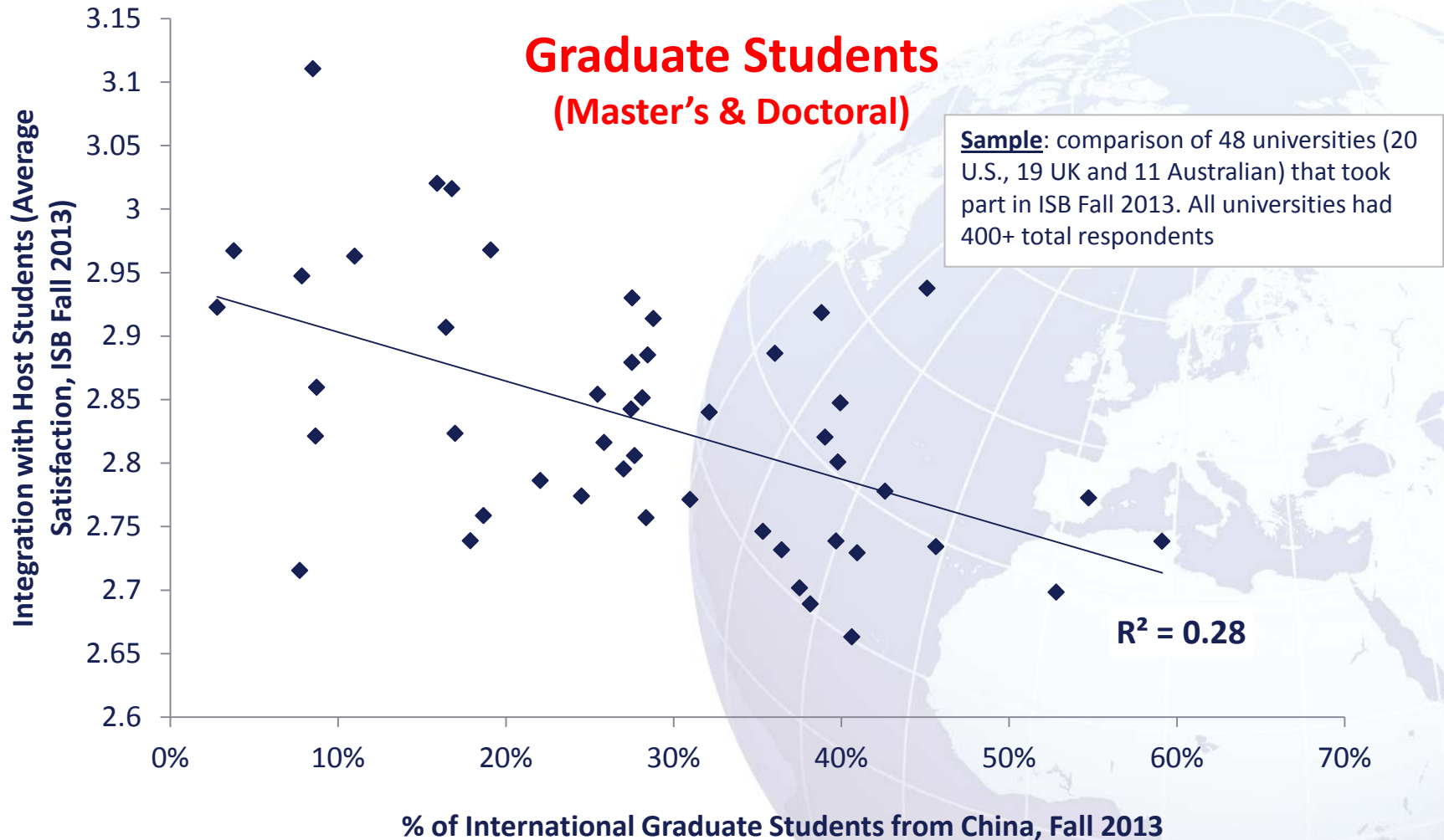
Pattern 1: Intensity- small negative association between intensity and satisfaction; other variables more important



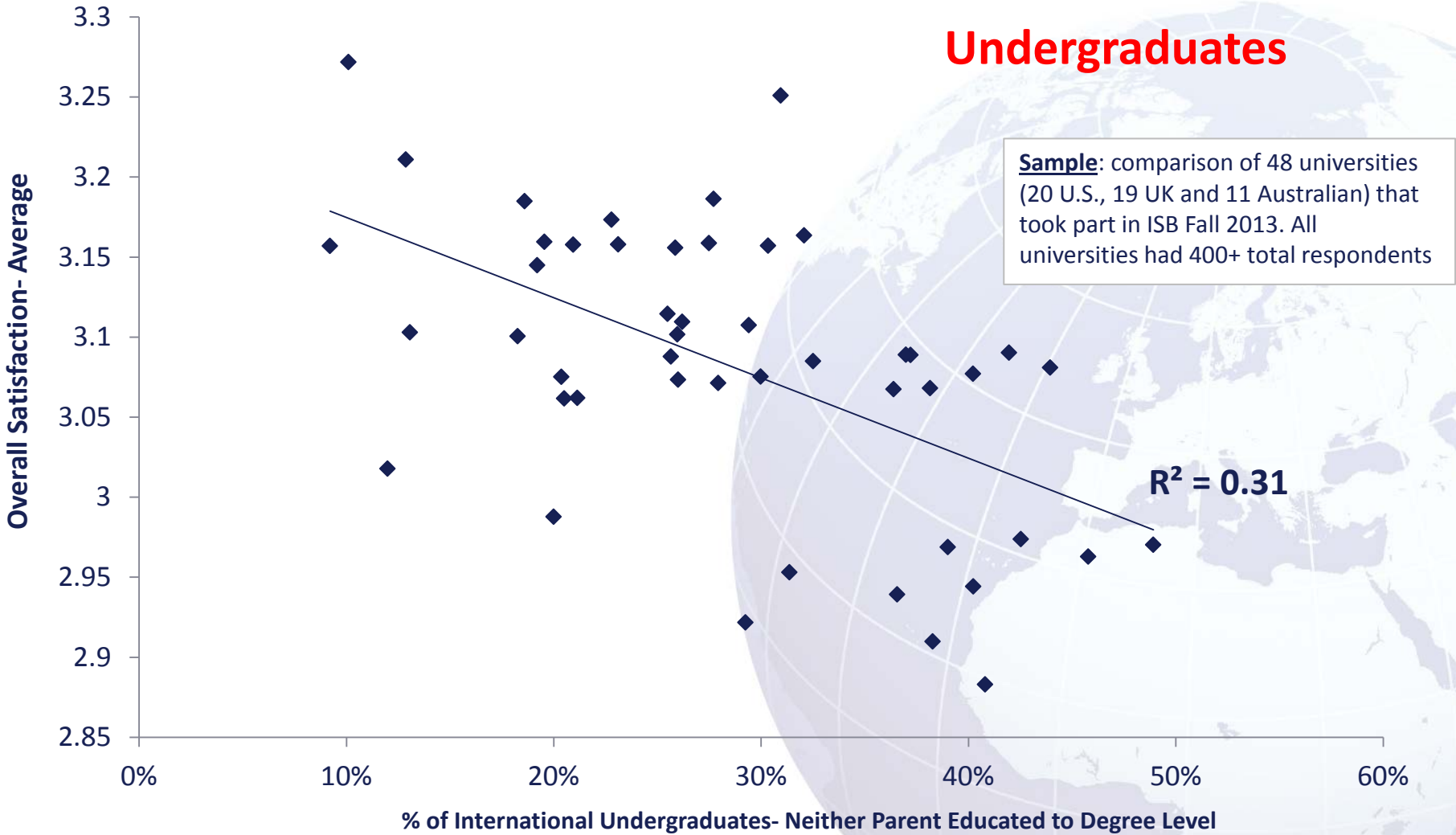
Pattern 2: Nationality- clustering impacts satisfaction; but institutional assets and actions matter more



Pattern 3: Integration- negative association between China dominance and satisfaction with host student integration



Pattern 4: Socio-Economic Background- students from less traditional backgrounds are less satisfied, harder to serve(?)



ISB shows power of benchmarks but also horizons for innovation. Some key points and ideas...

- ISB suggests limited cross-institution variation in the international student experience. More intra-institution variation?
- International student scale, nationality and background impact satisfaction. Negative correlations align with market trends?
- Employment-related aspects of the international student experience (lower satisfaction; modest gains). More important as numbers grow and mobility commodifies?
- Social and classroom integration of international students lags behind other experience fundamentals; yet part of “promise”?
- Do HEIs know enough about the grad rates and career and life trajectories of international alumni- to respond to increased competition and calls for clearer ROI data?

Thank you

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