Best Practice Exchange

Raising the bar for the student experience

RSA House London
30th April 2015

i-graduate
INTERNATIONAL INSIGHT
part of the Tribal Group plc

April 2015 is i-graduate's 10th birthday.
That's 10 years spent researching, analysing and understanding the student experience.
We now have feedback from over 2.3 million students across 30 countries.

Want to find out what we have learnt?
Join us at our Best Practice Exchange 2015.

i-graduate's 9th Best Practice Exchange will be held once again at the beautiful RSA House in London, on the 30th April 2015. The event will focus on a series of roundtable discussions, giving delegates the opportunity to share their thoughts on how to improve the student experience. There will also be presentations from professionals across various UK institutions.

Our **aim**

Students today have a world of choice, informed by personal recommendations from those who have made the journey before. To be confident of healthy recruitment tomorrow, we need to be confident we are delivering a world-class student experience today. The Best Practice Exchange aims to assist the Higher Education sector in using feedback from the Student Barometer™ to implement positive change.

Who should **attend**

Accommodation Managers
Planning Departments
International Officers
Marketing & Student Recruitment
Student Counsellors
Support Services

i-graduate and the **Student Barometer™**

The Student Barometer™ (SB) is the global benchmark for the student experience now with feedback from 2.3 million students. The semi-standardised survey measures all aspects of the student experience: arrival, learning, living and support services, as well as prospective student decision-making and intentions. Students across all years and all levels of study are included in this annual survey. Results are delivered in interact™, a data visualisation tool, enabling data to be filtered by study area, department, demographics, and study level, mode and type. All results are confidential and unpublished and reported to institutions in person. Results are used by institutions to make informed decisions to enhance the student experience.

ESTABLISHED IN
2005

IN OVER
1400
INSTITUTIONS

ACROSS
30
COUNTRIES

FEEDBACK FROM
2.3 MILLION
STUDENTS

The Student Barometer™ can include domestic, transnational, distance education, language and part-time students. The International Student Barometer™ (ISB) includes international students only.

The ISB and SB are run by i-graduate, experts in delivering comparative insight to the education sector worldwide. i-graduate provides a suite of tools designed to help institutions understand each stage of the student journey, including Graduate Outcomes™, iMPACT of student exchange™ and the Alumni Barometer™. i-graduate is part of the Tribal Group plc.
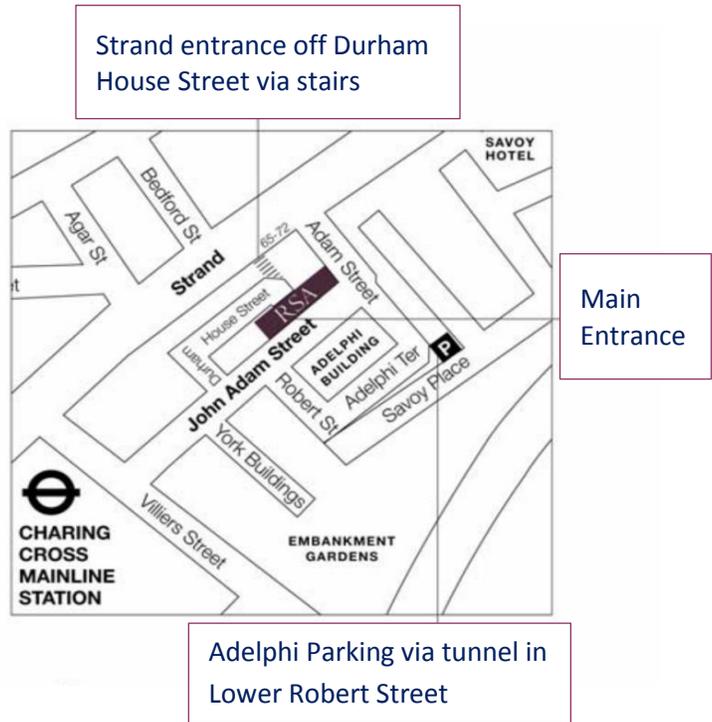
Schedule (subject to changes)

09:30-10:00   Registration and refreshments

10:00-10:30   Assessing and managing the student experience. Interpreting sector challenges
Jon Baldwin, MD of Market Development, Tribal Group

10:30-11:00   Explaining international student satisfaction: reflections on i-graduate data
Richard Garrett, Director, The Observatory on Borderless Higher Education

11:00-11:40   International students – changing your culture on campus
Professor David Taylor, Pro-Vice-Chancellor, International, University of Huddersfield

11:40-12:00   Coffee and networking

12:00-12:45   Roundtable discussions (a choice of the sessions below)
Each session will cover the current issues, best practice insights and action points.
Below are some examples of the questions we will cover:

- Integration of international and domestic students
  How can we encourage local domestic students to stay on campus after 5.00pm?
  How can the Student Union help integrate international and domestic students?

- Changing international student demographics
  What data do we have on international student demographics?
  How do we "manage" international student diversity?

- Improving support services
  How can we improve the support services available to students?
  Including student unions, clubs and societies, places to eat on campus, counselling facilities, disability support, health centres, IT support and personal tutors.

- Arrival and orientation
  What makes a good programme? What do students want from an orientation?
  How can we entice international and UK students to attend?

- Increasing response rates
  How can we tackle survey fatigue?
  What can we do to inspire student engagement?

- Preparing international and domestic students for employment
  How can we overcome the challenges of finding work placements for international students?
  How can Alumni inspire current students to prepare them for work?
  How can we create / improve student partnerships with local business?

12:45-13:15   Adapting organisational structure to improve the student experience
Dominic Milne, Deputy Head of International Office, University of Aberdeen

13:15-14:15   Lunch

14:15-15:00   Roundtable discussions: How has the Barometer been used to drive change in your institution?

15:00-15:45   Understanding and benchmarking internationalisation: Insights from the SB/ISB
Dr Daniel Dauber, Assistant Professor, University of Warwick

15:45-16:00   Closure and final thoughts from i-graduate

16:00-17:00   Drinks Reception
Please join us for drinks in the Tavern Room

The **venue**

RSA House
8 John Adam Street
London
WC2N 6EZ

Getting there is easy. The RSA's main building is located just behind the Strand in central London, within easy walking distance of underground and railway stations.

The nearest station is Charing Cross which is about a five minute walk.

Strand entrance off Durham House Street via stairs

Main Entrance

Adelphi Parking via tunnel in Lower Robert Street

The **next step**

	Current clients*	Non clients
Standard	295 GBP plus VAT	495 GBP plus VAT
Additional delegates from same institution	175 GBP plus VAT	375 GBP plus VAT

 * Available for institutions taking part in the 2014/15 Student Barometer or International Student Barometer.

To book your place visit: www.regonline.co.uk/igraduate2015

Contact details
Rachel Worley (Marketing Manager)
t: 01737 783035
e: rachel.worley@i-graduate.org

A report of the event with an overview of the roundtable discussions will be sent to all delegates after the event.