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Investing in the Student Experience for Student Success

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INTO University Partnerships

Increased focus on student experience

Browne Review

"Choice is in the hands of the student. HEIs can charge different and higher fees provided that they can show improvements in the student experience - - - - - ." (p.2)

"Student expectations have increased since 2006 now that students are paying more towards the costs of higher education, but it is by no means clear that the quality of the student experience has improved." (p.23)

"The results of NSS do not indicate significant change – an increase of just two percentage points in overall satisfaction: from 80% in 2005, to 82% in 2010." (p.23)

Increased focus on student experience

What helps students choose their course?

Evaluation of student satisfaction with:

- The standard of teaching
- The course
- The support and guidance received
- The feedback on assessment
- The library facilities
- The IT facilities
- The Student Union

The INTO difference

Our Mission

INTO establishes partnerships with world leading universities creating distinctive and exceptional student experiences for international students worldwide. The investments we make help transform institutional performance and generate substantial additional resource for university and student use. Our partnerships support the mission and values of partner universities unlocking potential and improving opportunities for students and staff.

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INTO's University Partners since 2006

University of East Anglia

University of Exeter

Newcastle University

The University of Manchester

Glasgow Caledonian University

Oregon State University

Queen's University Belfast

University of East Anglia, London

City University London

University of South Florida

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The INTO difference

Student Journey: Enquiry to Graduation

Pastoral and Welfare Support

Quality of Teaching and Learning Student:Staff Ratio

Student

Accommodation Facilities

Teaching and Learning Facilities

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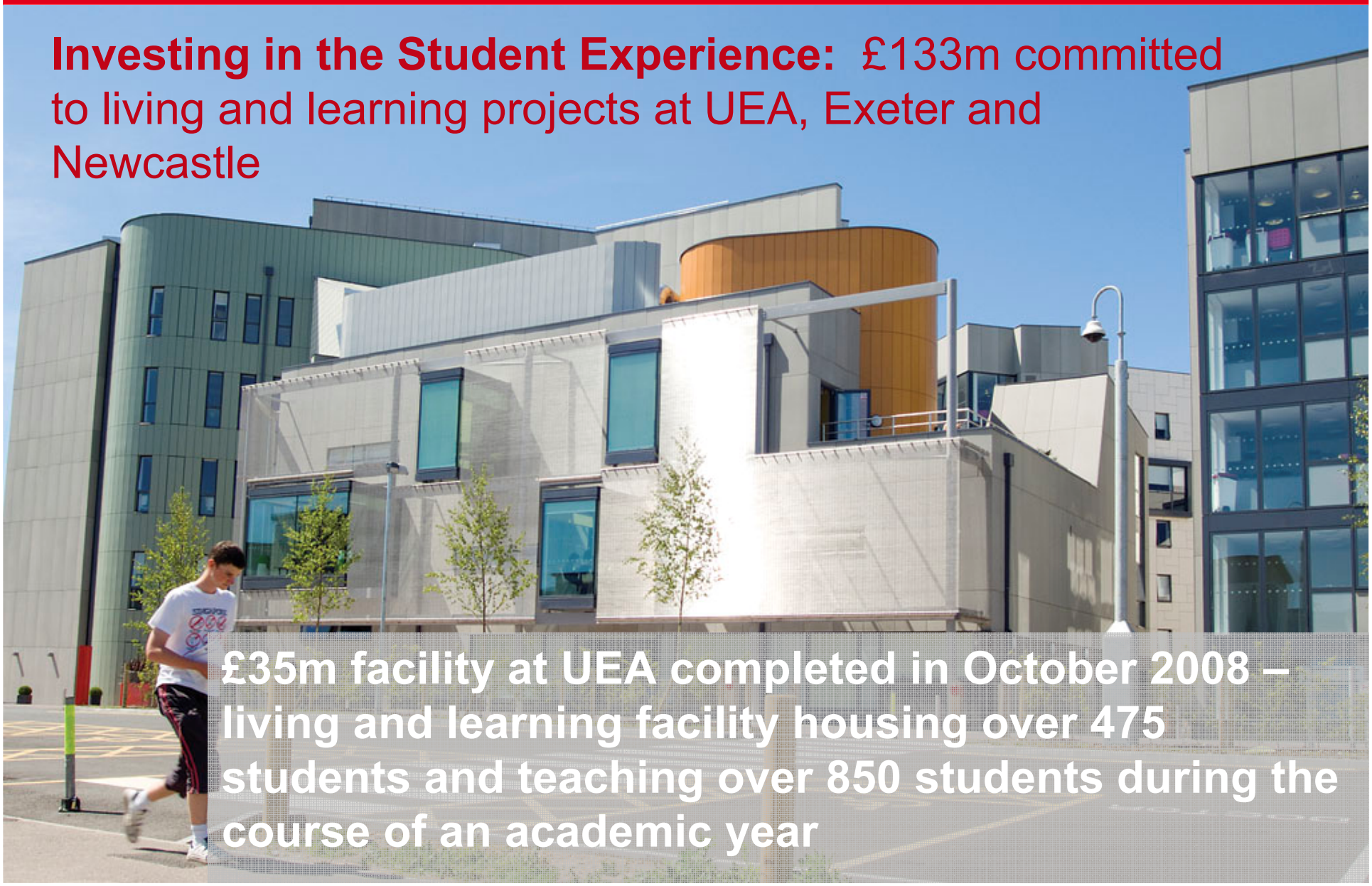
Investing in the Student Experience: £133m committed to living and learning projects at UEA, Exeter and Newcastle



£35m facility at UEA completed in October 2008 – living and learning facility housing over 475 students and teaching over 850 students during the course of an academic year

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The INTO difference

Student Journey: Enquiry to Graduation

Pastoral and Welfare Support

Quality of Teaching and Learning Student:Staff Ratio

Student

Accommodation Facilities

Teaching and Learning Facilities

Passion of Staff about Student Success

The INTO difference

"Excellence in student experience demands excellence in service delivery, from the first point a student makes contact with INTO programme representatives in their home country through to university graduation and beyond"

(INTO Review 2006 – 2010)

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Student Progression

	HOST UNIVERSITY	OTHER HEIs	TOTAL
2006/7	120	44	164
2007/8	381	160	541
2008/9	859	529	1388
2009/10	1438	498	1936
TOTAL	2798	1231	4029

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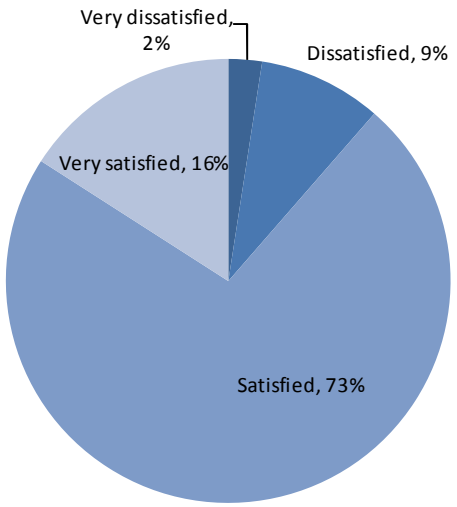
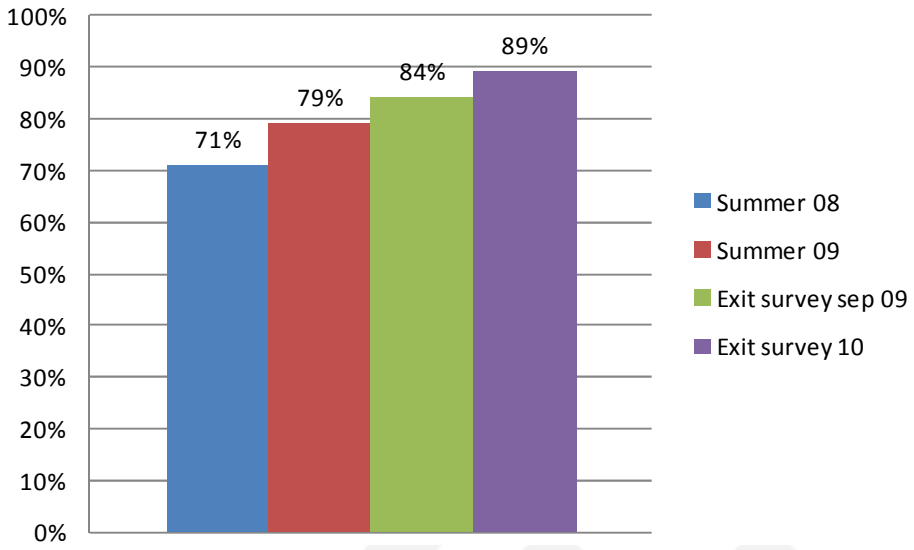
Overall, how satisfied would you say you are with all aspects of your INTO experience? Comparison from different waves





Total Exit survey 2010 (N=978) = London (29), Manchester (127), Exeter (245), Newcastle (321), Queen's (33), Scotland (88), UEA (135)

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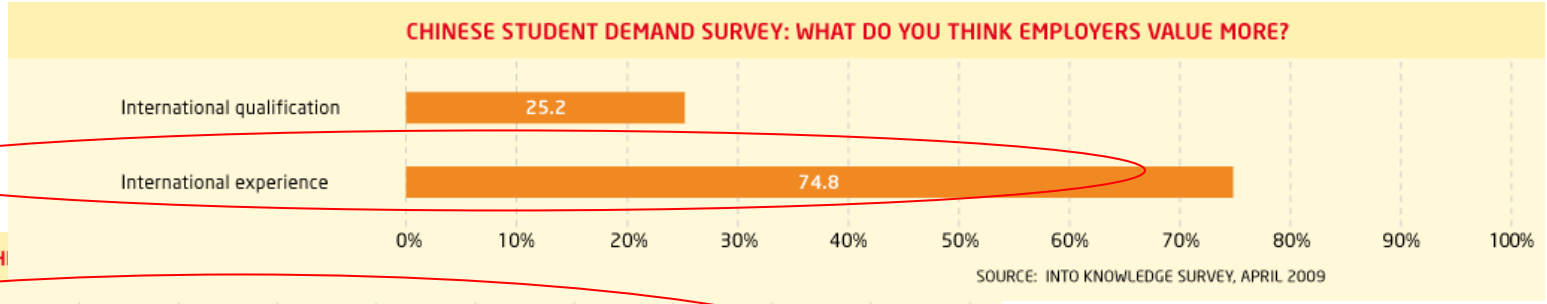
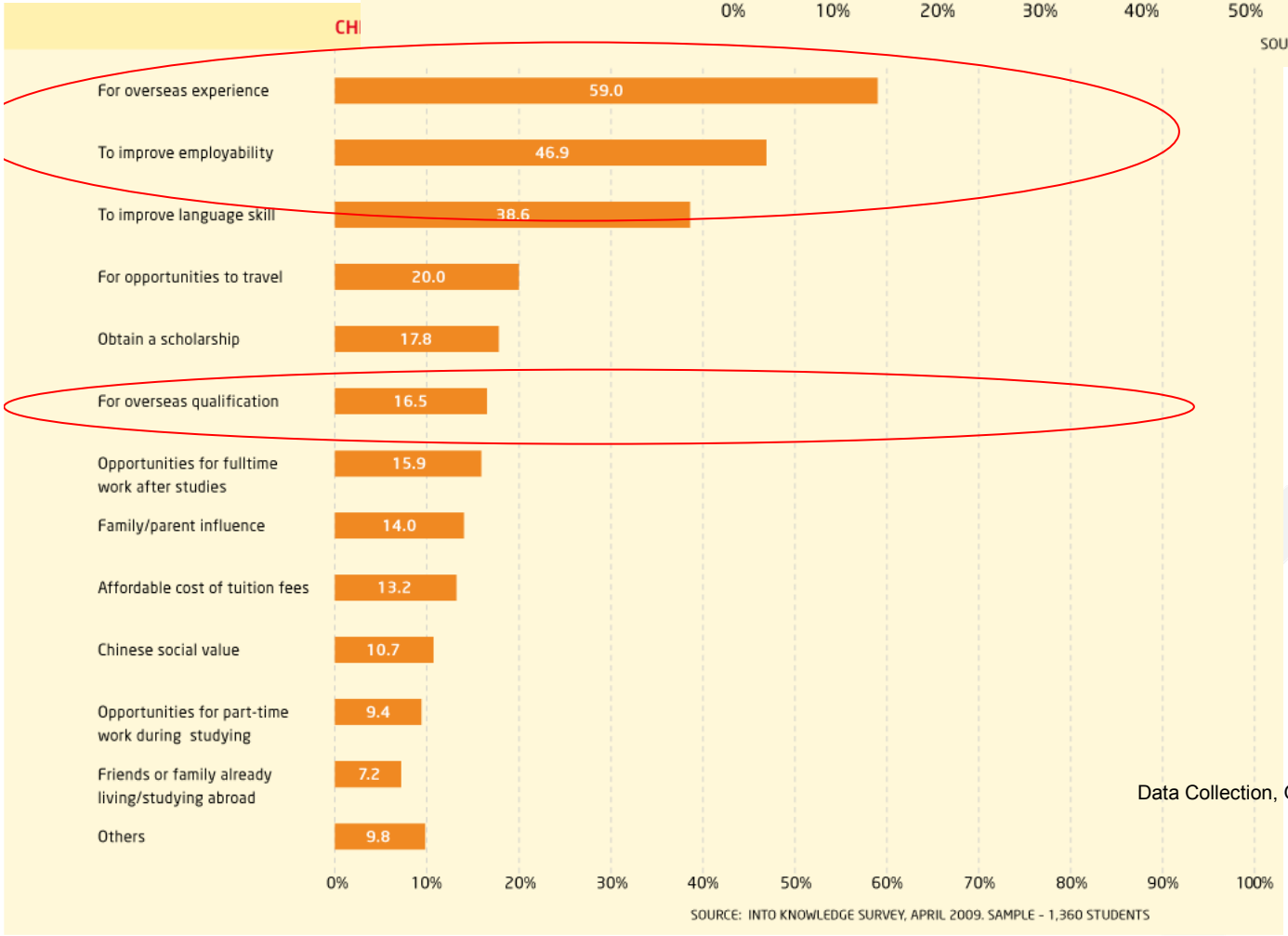
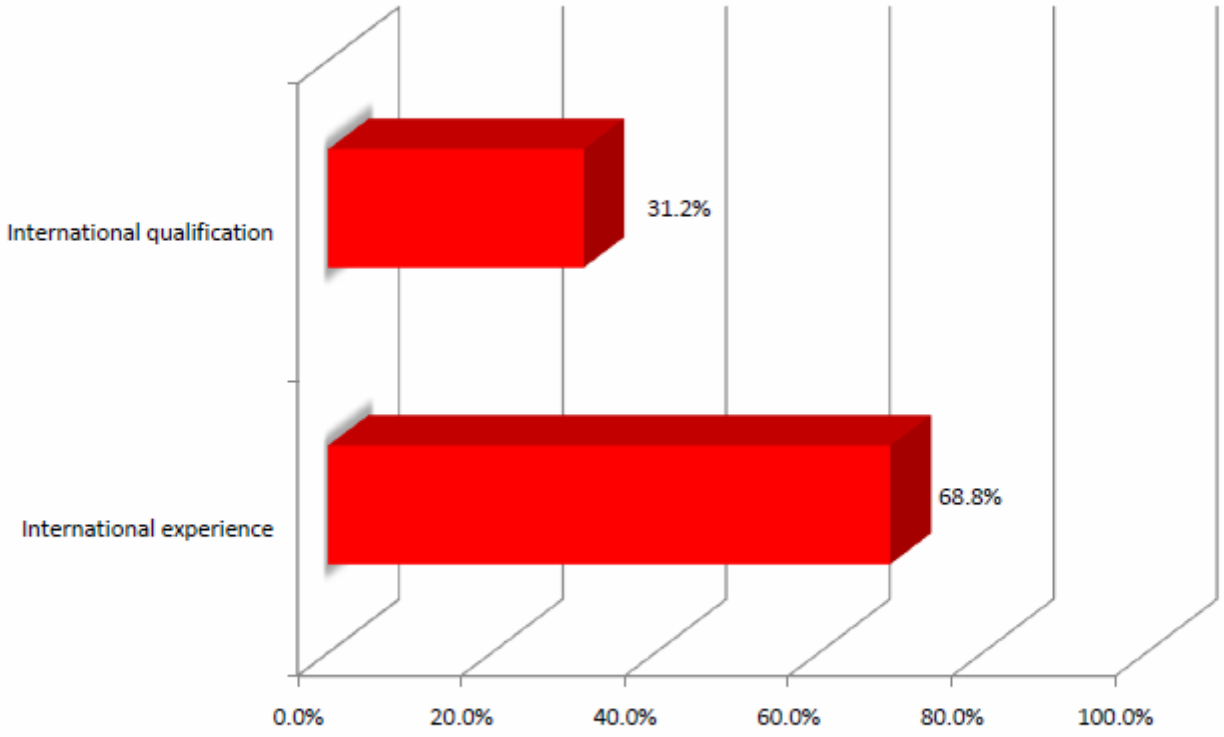
Insights from Prospective Chinese Students





Data Collection, Graphics and Analysis : INTO Knowledge

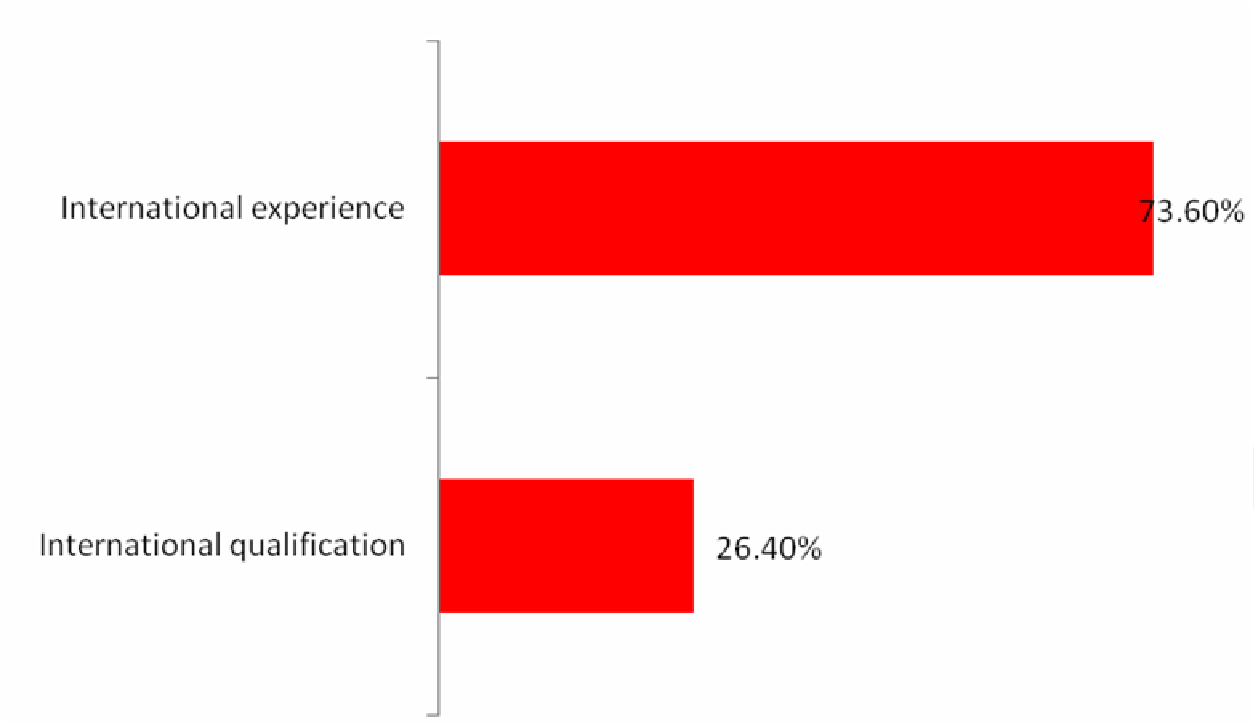
RUSSIA: What is more important to employers – an international qualification or international experience?



Data Collection, Graphics and Analysis : INTO Knowledge

Base: all respondents (1,194)

KOREA: What is more important to employers – an international qualification or international experience?



Data Collection, Graphics and Analysis : INTO Knowledge

Base: all respondents (1,033)

Internationalisation

- Focus on Internationalisation. How to extend this to domestic students?

"Universities should be places where we learn to speak with strangers"

- Quality of support given to international students should be mirrored by that given to domestic students

- Despite these days of austerity, reduce investment in the student experience at your peril!