



THE OBSERVATORY

on Borderless Higher Education

Mission Possible?

The International Quest to Define and Improve Student Success

A global forum on student well-being and outcomes in higher education



TRIBAL

i-graduate



Student Happiness & Wellbeing

Analysing the data

Phil Sanders
i-graduate CEO

The Student Barometer



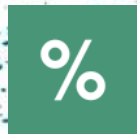
Semi-standardised online questionnaire format, adapted for each partner institution



Students invited to feedback from September to December 2017



110,386 international students and 85,220 domestic students responded from 129 institutions in 17 countries



Institution-specific results compared against comparator groups, national and international benchmarks

Topics covered



Decision-making



Application
process



Enquiry to
acceptance



Arrival and
orientation



Learning
experience



Living
experience



Support
services



Recommendation

New Questions added in 2017

TEF Use of TEF Rating added to the decision elements



‘Engaged’ - I am engaged with my studies added



‘Happy’ - How happy are you with your life at this institution at this stage in the year?

Accessible Reporting



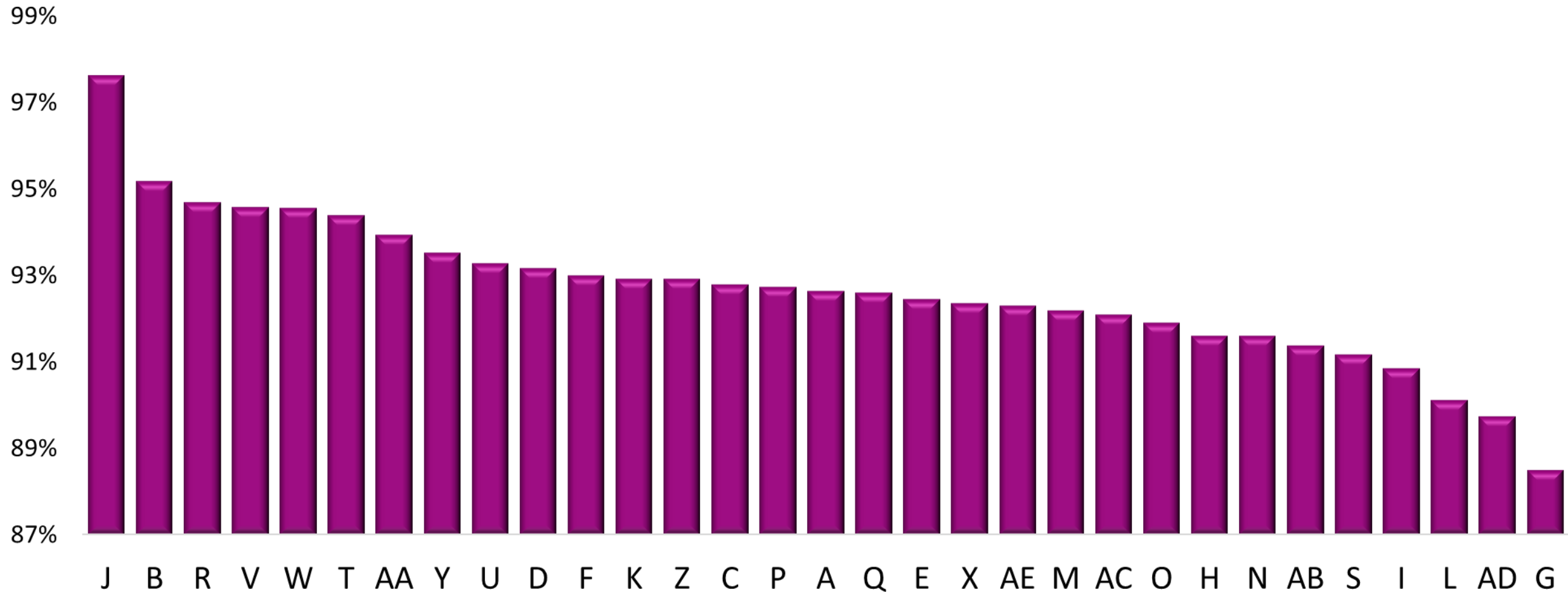
Overview shows headline results for each of the main sections of the questionnaire, both benchmarked and wave on wave trends

‘Happy’ & ‘Engaged’

Study sample:

*International and Domestic Students
in UK&I institutions
2017 National Data*

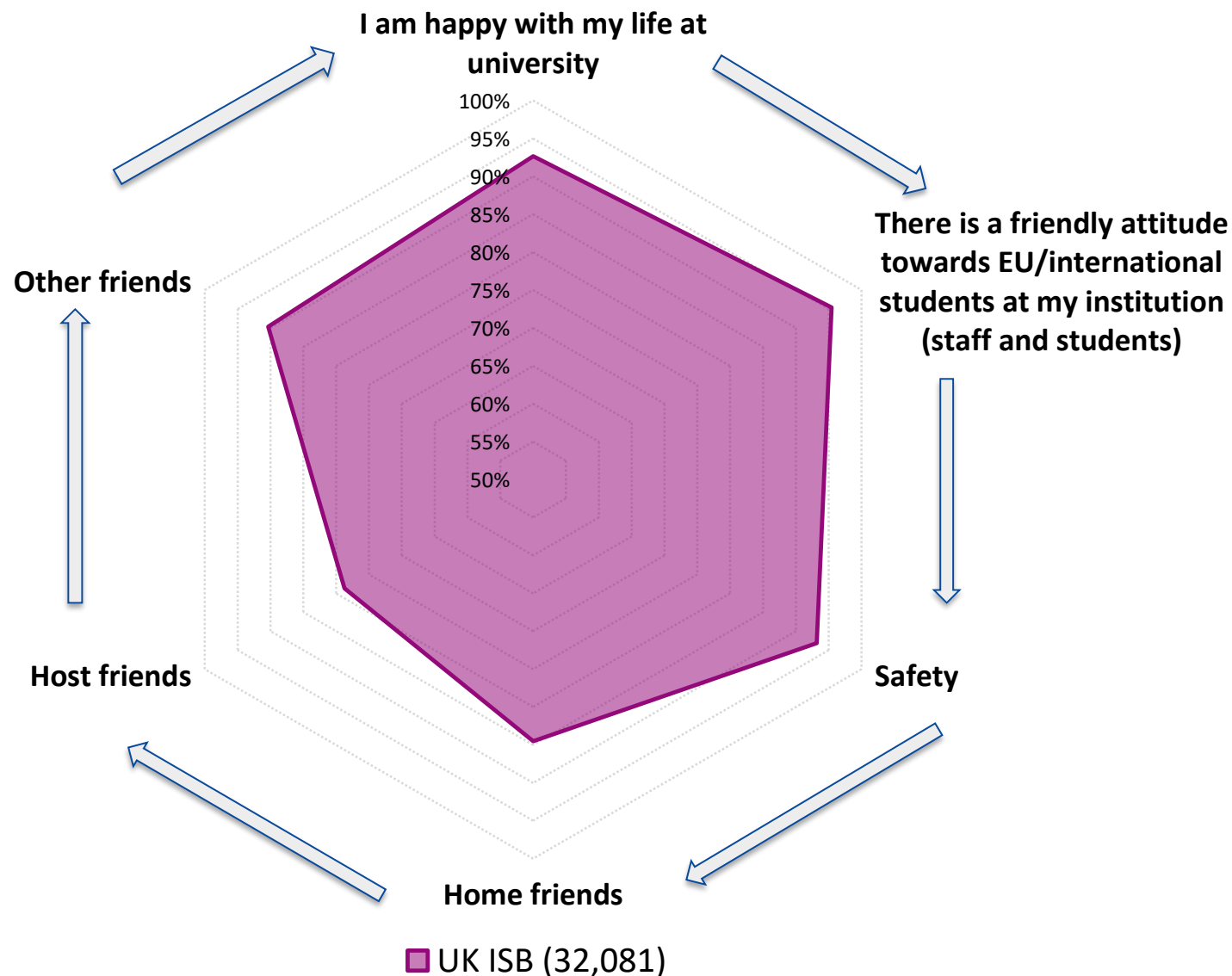
'Happy' Score Distribution by institution (UKISB, 32081)



At the top end just 1 in 20 Students less than Happy
... but at the lower end it rises to 1 in 10

Overall, how happy are you with your life at this institution at this stage in the year?

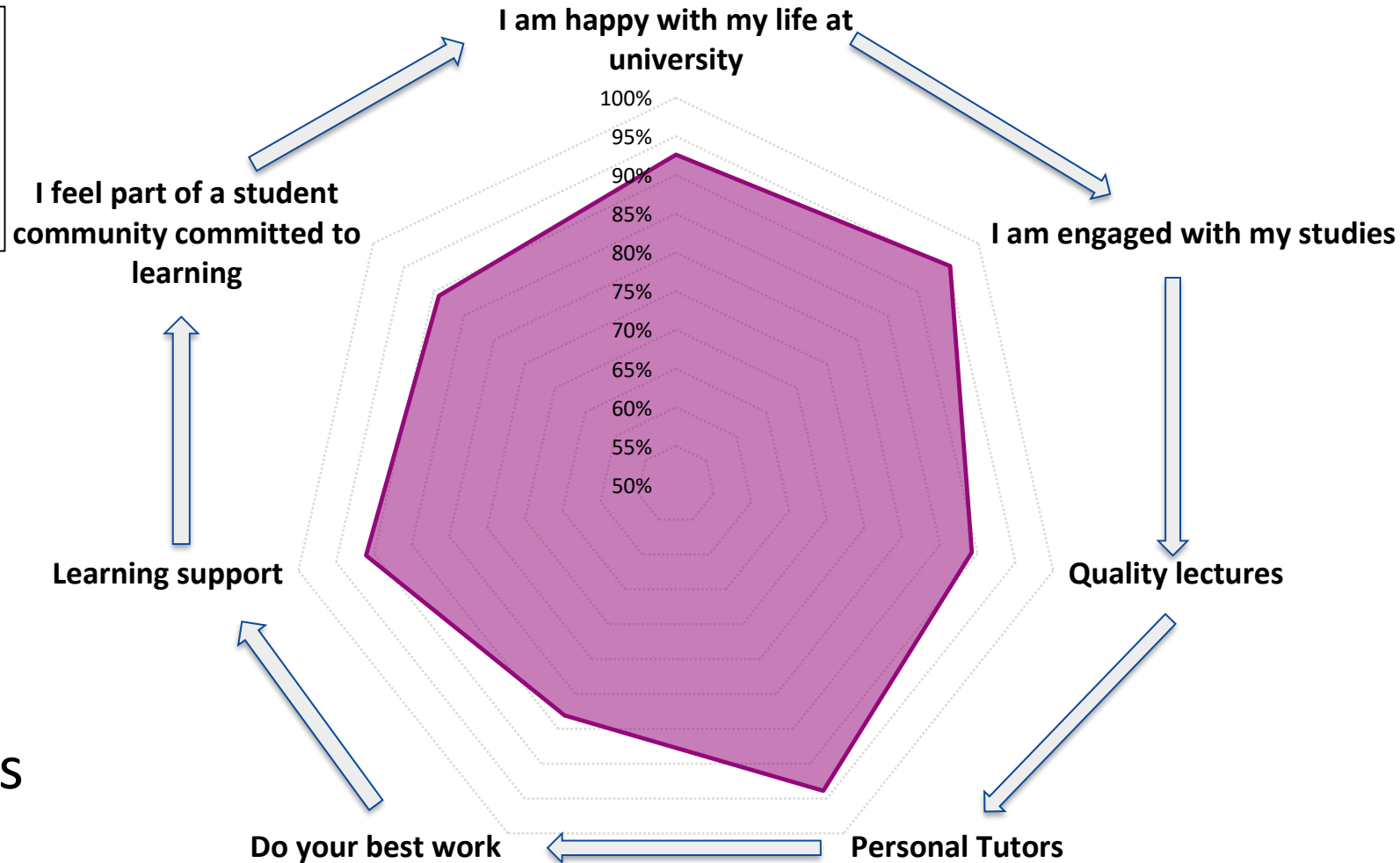
93% of students are happy with their life at university so far, in the UK ISB benchmark



Friendly attitude towards international students, Safety and Happiness all >93% satisfied

Overall, how happy are you with your life at this institution at this stage in the year?

93% of students are happy with their life at university so far, in the UK ISB benchmark



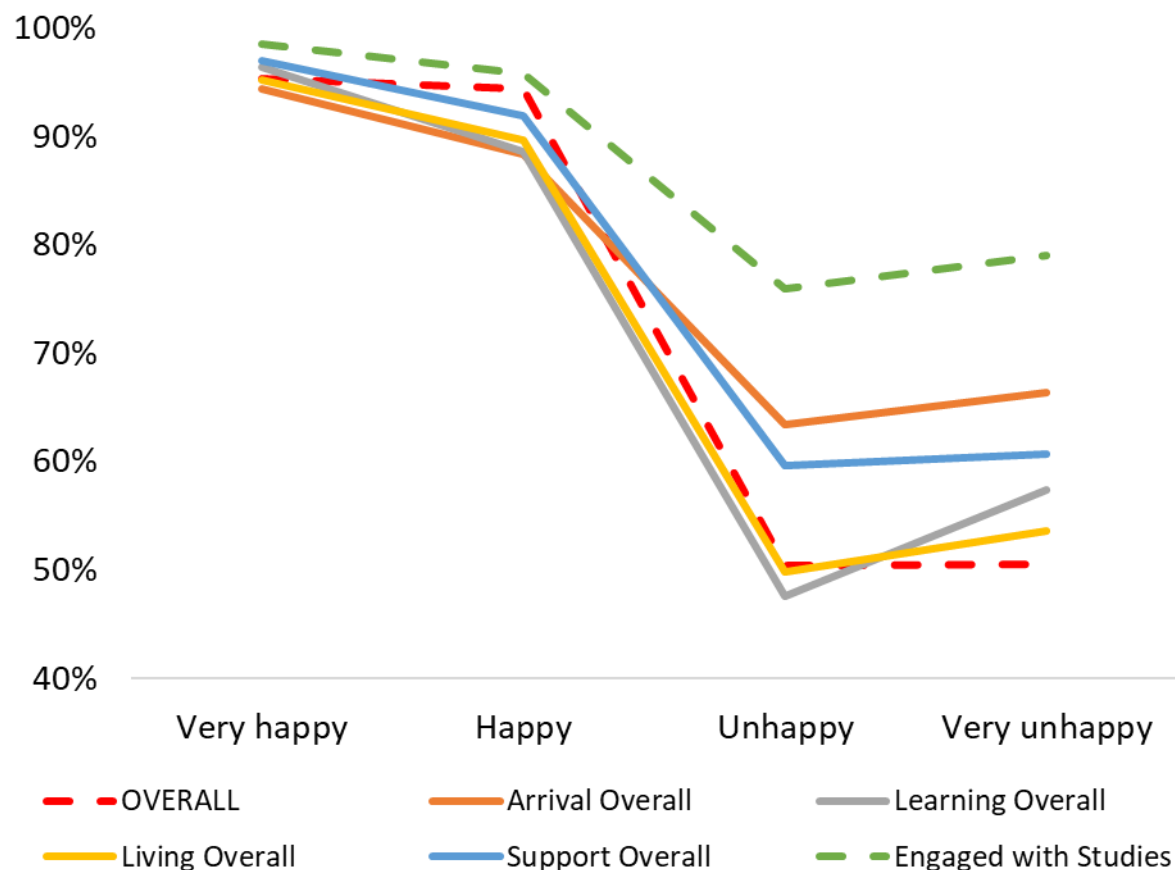
■ UK ISB (32,081)

Overall, how happy are you with your life at this institution at this stage in the year?

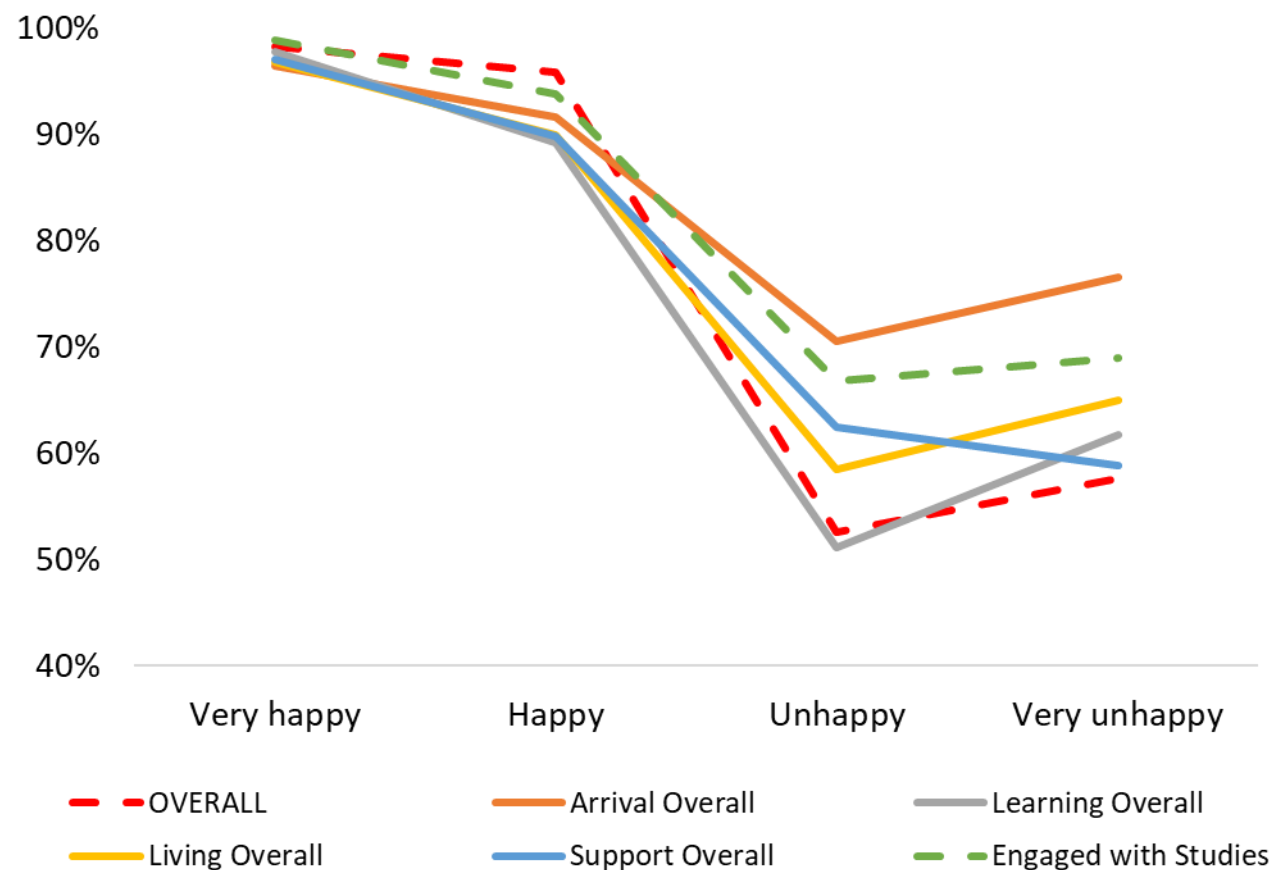
Engaged with studies and Personal Tutors both >95% satisfied

'Happy' Score and Section Satisfaction Scores

International students (32081)



Domestic students (29358)

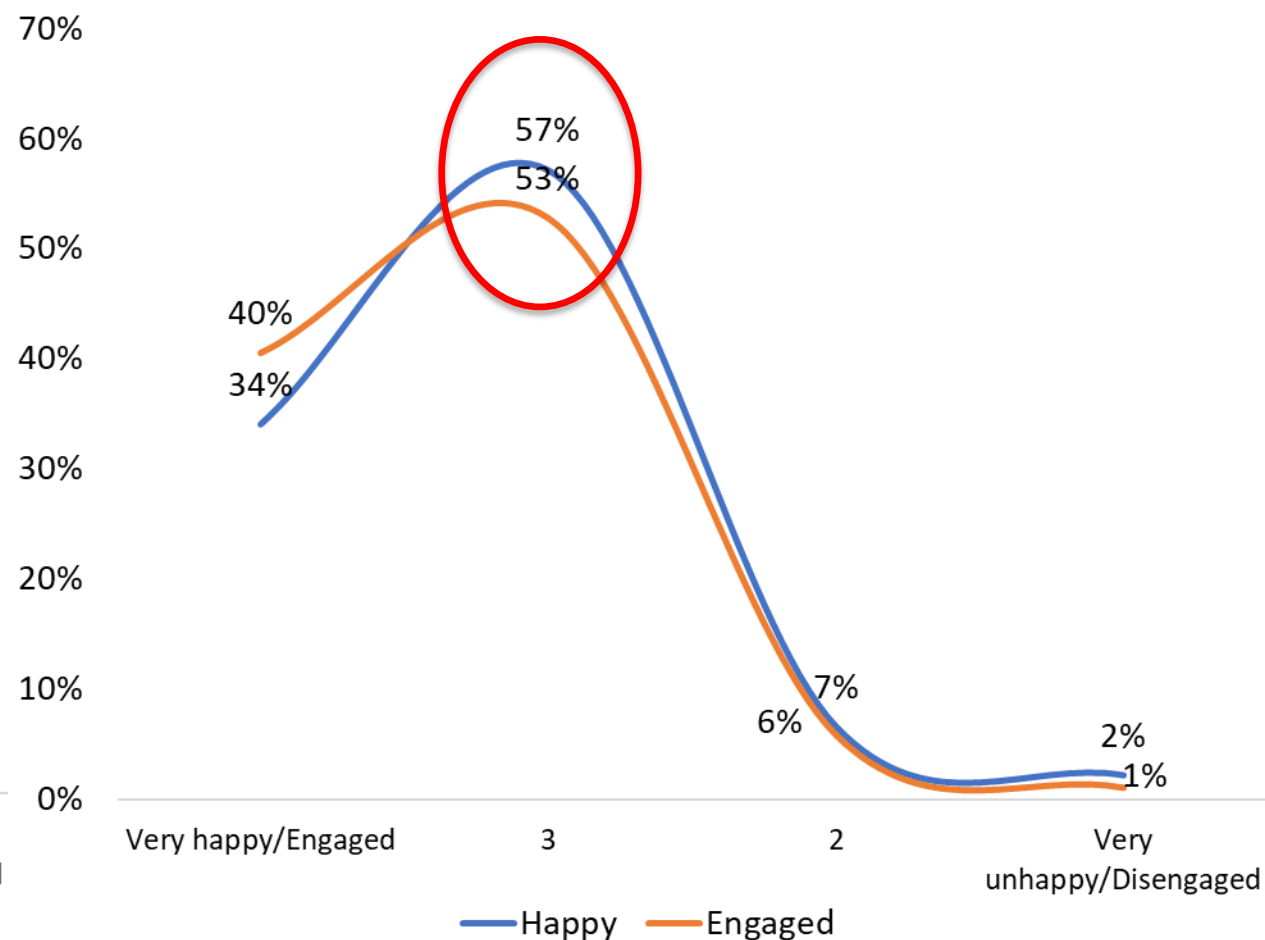
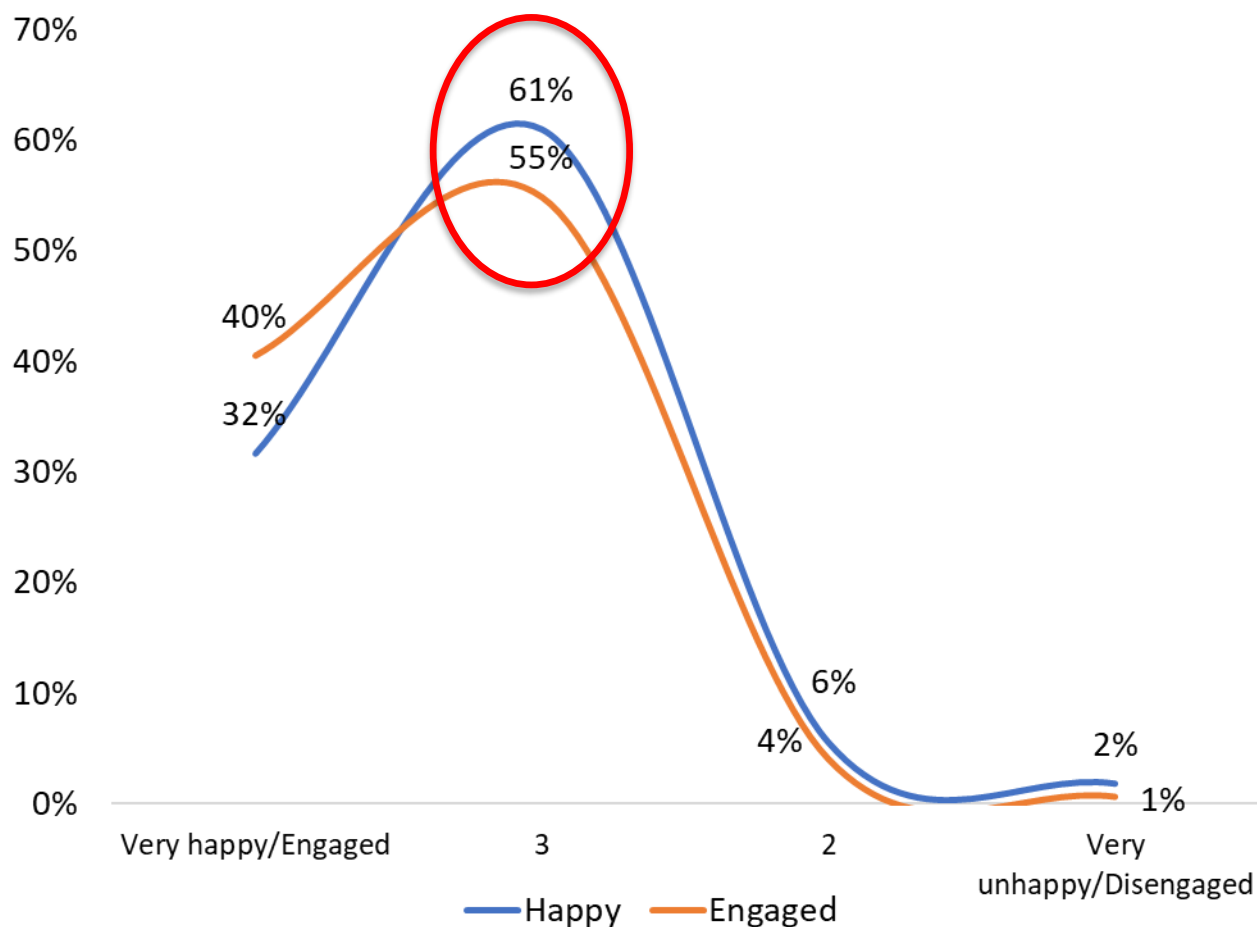


Not surprisingly scores all deteriorate as students become less happy, they also become less engaged with their studies, particularly domestic students

Score Distributions – Happy & Engaged

International students (32081)

Domestic students (29358)



Q: Overall, how happy are you with your life at <institution name> at this stage in the year?

- ☐ Very unhappy
- ☐ Unhappy
- ☐ Happy
- ☐ Very happy

Q: Do you ever feel particularly stressed or anxious with your life at your university?

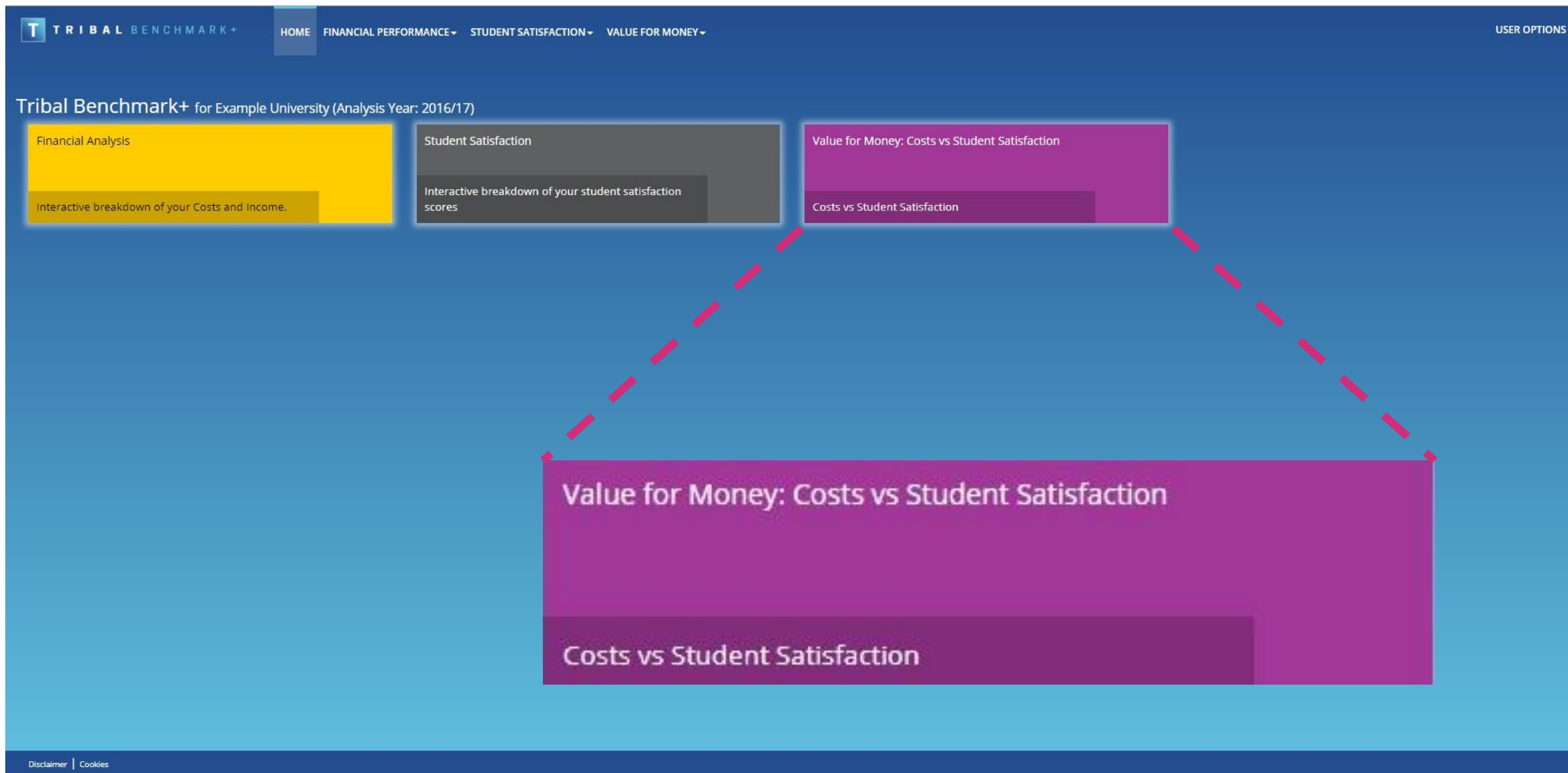
- ☐ Always
- ☐ Quite often
- ☐ Occasionally
- ☐ Never

Q: Do you have any concerns about completing your studies?

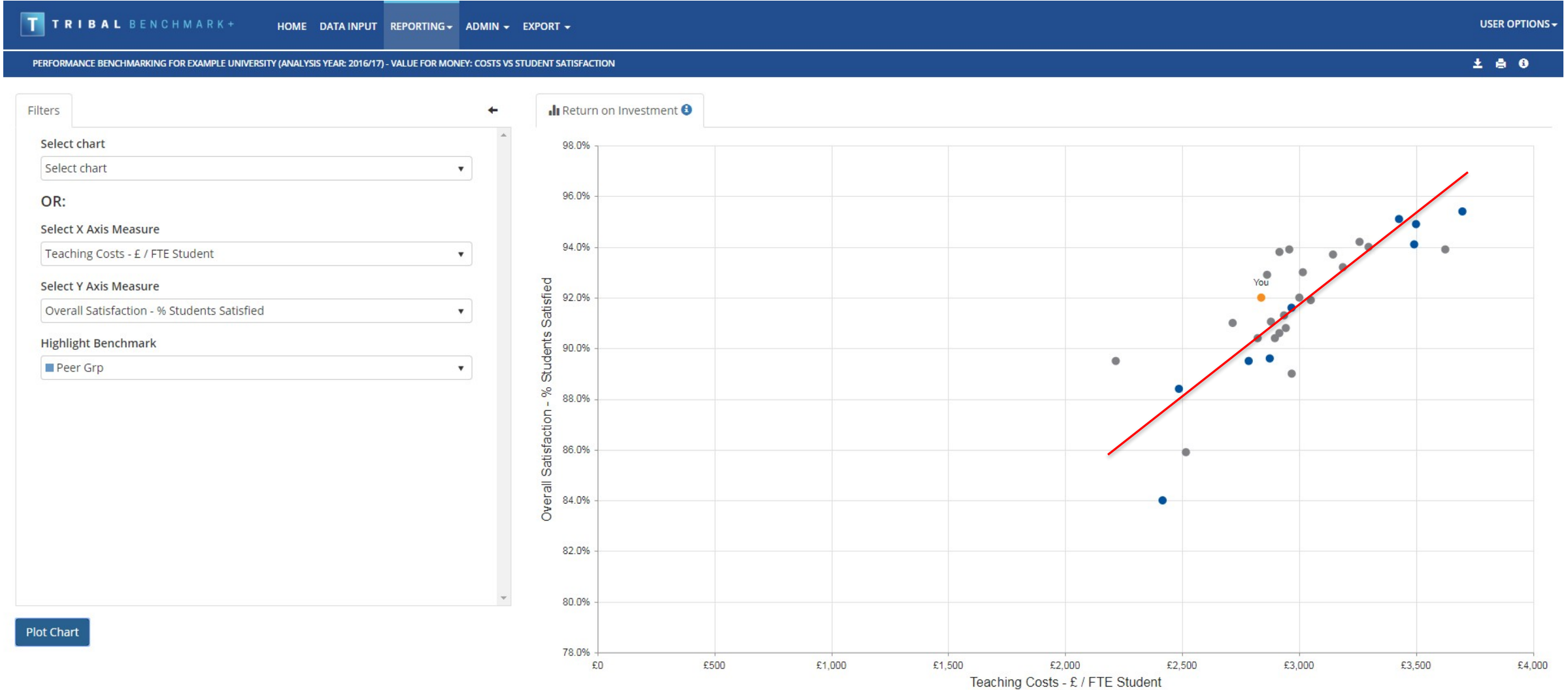
- ☐ Very concerned
- ☐ Somewhat concerned
- ☐ Slightly concerned
- ☐ Not at all concerned

This is followed by an open text box asking 'Why do you say that?'

Combining benchmarking data sets to enhance insights



Combined Data Sets – Value for Money (Teaching)



T R I B A L B E N C H M A R K + **HOME** DATA INPUT REPORTING ▾ ADMIN ▾ EXPORT ▾ **USER OPTIONS ▾**

Tribal Benchmark+ for Example University (Analysis Year: 2016/17)

Financial Analysis

Interactive breakdown of your Costs and Income.

Educational Performance: Participation

Participation EPI data.

Value for Money: Costs vs Student Satisfaction

Costs vs Student Satisfaction

Outcomes: Student Satisfaction vs Destinations

Student Satisfaction vs Destinations

Outcomes: Student Satisfaction vs Destinations

Student Satisfaction vs Destinations

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Combined Data Sets – Outcomes: Satisfaction vs Destinations



T R I B A L B E N C H M A R K +

HOME

DATA INPUT

REPORTING ▾

ADMIN ▾

EXPORT ▾

USER OPTIONS ▾

PERFORMANCE BENCHMARKING FOR EXAMPLE UNIVERSITY (ANALYSIS YEAR: 2016/17) - VALUE FOR MONEY: STUDENT SATISFACTION VS DESTINATIONS



Filters

Select chart

Select chart ▾

OR:

Select X Axis Measure

Destinations - % Graduate Level ▾

Select Y Axis Measure

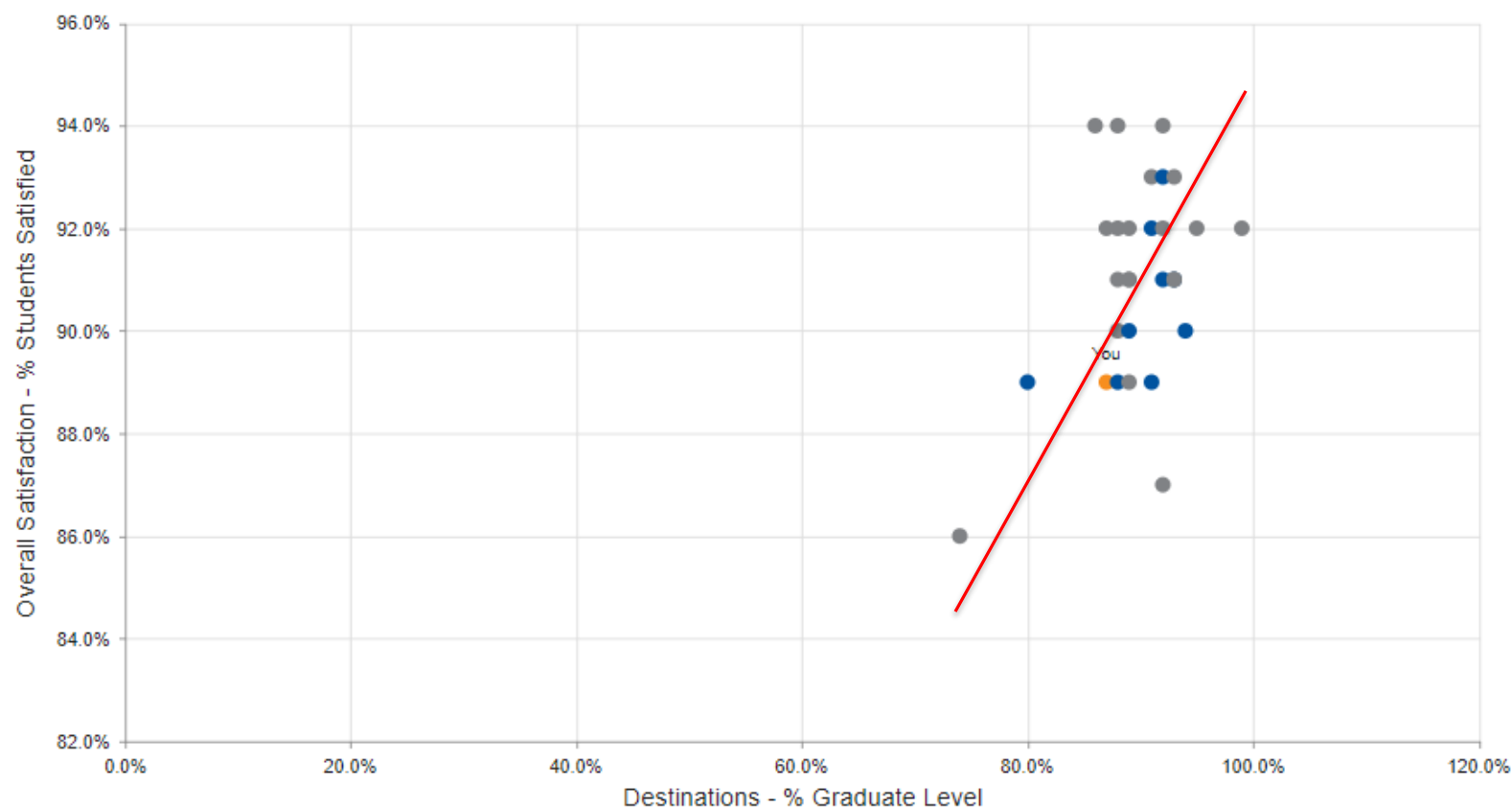
Overall Satisfaction - % Students Satisfied ▾

Highlight Benchmark

■ Peer Grp ▾

Plot Chart

Return on Investment ⓘ



What are the key gaps in data and insights needed to drive improvement in happiness and wellbeing?

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