

Service provision for international students: trends from the International Student Barometer.

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In both New Zealand and Australia, data from the International Student Barometer (ISB) are used by Universities, Language Colleges, Polytechnics and VET Sector Providers to develop organisational strategies that improve the student experience and enhance the competitive position of these providers. Data are compiled in surveys supported by Education New Zealand and the Australian Department of Education to benchmark the international student experience in each country against the equivalent experience elsewhere. A purpose of the presentation is to bring these extensive data sets, both institutional and national, to the attention of ISANA and ANZSSA members.

The presentation reports on trends from the ISB in New Zealand and Australia and illustrates themes common to both countries as well as to the international student body globally. Trend analysis will demonstrate that some service requirements vary over time, indicating the need to update provider service provision consistent with these changes in student demand. Data from 2013/ 2014 is used to present both consistent and emerging trends in the international student experience.

The international student is depicted as a potential global knowledge worker and the presentation uses this lens to discuss the demand for core services, particularly those relating to work experience and careers guidance.

Key Words

International student experience.