

Best Practice Exchange Rotterdam 2017

Raising the bar for the international
student experience in changing times

19 April 2017

Mathenesserlaan 255, Rotterdam

The Netherlands



Over the years, we have gathered feedback from more than 2.9 million students across 33 countries. Want to find out what we have learnt? Want to understand international higher education in changing times? Keen to know what drives international students in their study choice?

Join us at our Best Practice Exchange in Rotterdam on 19 April 2017

We will kick off the day with an overview of trends from the International Student Barometer (ISB) 2016/17. Next, we will discuss good practice cases from a variety of European Higher Education Institutions to show how they use ISB data in some critical areas. From that crucial 'first impression' to understanding what gets your students hired – we will tackle the entire 'life cycle' of the international student experience. We will bring in the employer view next to best practice from the ISB. You will hear from peers and experts regarding how to raise the bar for the international student experience in these challenging times. *Changing Times* will also be the debate by which we will end this highly interactive day aimed at making the most of ISB findings.

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 International Student Barometer™ to implement positive change.

Who should attend

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

i-graduate and the International Student Barometer™



The (International) Student Barometer™ (ISB) is the global benchmark for the (international) student experience with feedback from 2.9 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. Results are used by institutions to make informed decisions to enhance the student experience.

The Student Barometer™ (SB) 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. i-graduate is part of the Tribal Group plc.

Schedule of the European ISB Best Practice Exchange in Rotterdam

- 09:00-09:30** **Registration and refreshments**
- 09:30-09:45** **Welcome to the Best Practice event 2017**
*Overview of ISB results for 2016/17. What are the main issues?
What are the major differences per country?
Nannette Ripmeester, i-graduate Director of Client Services Europe*
- 09:45-11:00** **The Arrival Experience: Your student's 'first night' does the trick!**
Often the impact of the first night of arrival and the subsequent local and university orientation for international students is underestimated, but ISB data shows its overall impact on the arrival and satisfaction ratings for the international student experience at an institution. How do you ensure that the initial arrival and orientation truly works in your favour? We will hear from two good practice cases.
- 11:00-11:15** **Coffee and networking**
- 11:15-12:30** **The Learning Experience: Do grades matter?**
We have noted across Europe the issues that the various grading systems can bring and how uncertainties around the feedback on their assignments and exams leads international students to criticise their learning environment and occasionally even accuse universities of unfair assessment. What can we do to make sure marking criteria does not get in the way of learning satisfaction? We have some good practice to share!
- 12:30-13:30** **Lunch**
- 13:30-14:45** **Study Abroad & the 'Altar of Employability': what gets your students hired?**
Why is employability 'suddenly' so important? Why can we not attend a HigherEd conference without being confronted with a session on employability? Why does the 'job upon graduation' matter that much? We will consider the relevance of employability based on ISB data and will discuss with a global employer what are the skills that get your students hired and what role HEIs can play here.
- 14:45-15:00** **Coffee and networking**
- 15:00-16:00** **Internationalisation of Higher Education in Changing Times**
Roundtable discussion about the impact of the current wave of changes we see around us and what the consequences are on our work dealing with internationalisation of higher education. We kick start the debate with a senior HigherEd professional sharing views on this topic.
- 15:50-16:00** **Closing remarks**
Nannette Ripmeester, i-graduate Director of Client Services Europe
- 16:00-17:00** **Drinks Reception**

The venue

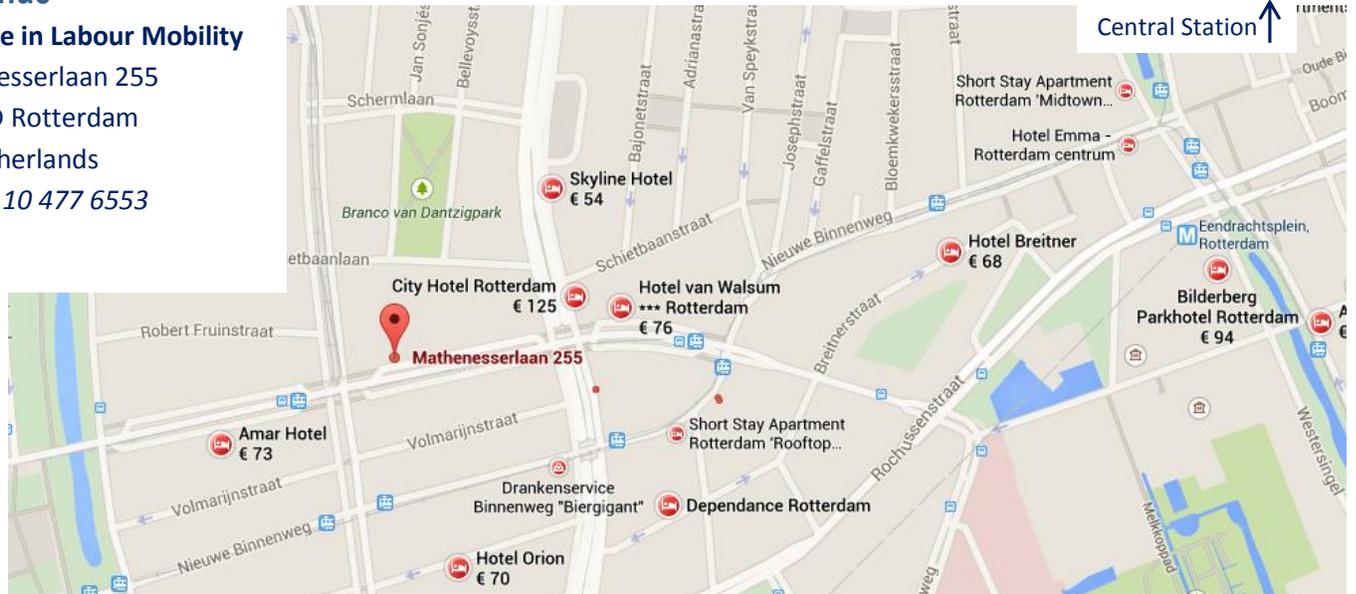
Expertise in Labour Mobility

Mathenesserlaan 255

3021 HD Rotterdam

The Netherlands

Tel: +31 10 477 6553



Parking: There are no allocated parking spaces at this venue, however spaces on the road directly outside can be paid for using a Chipknip card.

Amsterdam/The Hague A13:

Take the exit BLIIDORP/CENTRUM and follow the signs to CENTRUM. After 1km turn right at the traffic lights. You will see the BLIIDORP zoo on your right-hand side. Keep going straight through a tunnel and two junctions until you reach the T-junction at the Mathenesserlaan. Turn left into the Mathenesserlaan and pass the traffic lights. The venue will be on your left.

Utrecht, Gouda, Breda and Dordrecht:

Utrecht/Gouda A20: Follow the signs to Dordrecht, ring Rotterdam Oost and take the exit to CENTRUM before the 'Van Brienoordbrug' (a large bridge). Go right on the roundabout and keep driving alongside the river.

Breda/Dordrecht A16: Take the exit to the CENTRUM directly after the 'Van Brienoordbrug'. Turn left on the roundabout and keep driving alongside the water.

Both routes: After approx. 5km you will see the Hotel Intel on your right and the Erasmus Bridge on your left. Turn right at the traffic lights. At the next traffic lights turn left and follow the sign to MUSEUMPARK. After 4 junctions, you will pass the Museum Boymans on your left and the Dutch Architectural Institute on your right. At the T-junction turn right and then at the traffic lights go straight on to the Mathenesserlaan. The venue will be situated on your right.

Public Transport:

Board a tram outside Rotterdam Central Station taking Tramline 4 in the direction of Marconiplein. After approx. 6 minutes exit the tram at the s'Gravendijkwal stop. From this stop, it is a 2-minute walk to Mathenesserlaan number 255. Further public transport information is available at www.ret.rotterdam.nl

The next step

	Current clients*	Non-clients
Delegate Rate:	255 Euro plus VAT	495 Euro plus VAT

To book

To register your place please email **Emma Cornelis**: e.cornelis@labourmobility.com

**The current client rate is available for institutions taking part in the 2016/17 (or subsequent years) International Student Barometer (ISB). The non-client rate applies to institutions that have taken the SB or ISB in previous years or have never taken part.*