

Student Experience SuccessLab



Education
Industry
Experts

How to improve the student experience and your ISB results



A great student experience is more than a reward for students. Students who enjoy a compelling, seamless and positive experience at every step of the journey become the strongest brand advocates for their university. This advocacy in turn drives student recruitment, retention, graduate outcomes and ultimately safeguards future revenue.



The diagnosis: The International Student Barometer (ISB) provides detailed insights into your organisation's student experience. The data is a health check of the student experience across a range of different aspects and phases of the student journey. It tracks positive or negative movement in experience ratings from the previous survey (if available) and positions your institution against the competitor set.



Traction: Using the ISB insights and turning them into meaningful actions to improve the student experience can be a challenge. Often it is difficult to get an audience to engage with the insights let alone know what actions need to be taken to really have an impact. With no quick fix, the diagnosis can become little more than a headline.



Results: Telling the student experience story to multiple areas of the organisation who are responsible for delivering different aspects of the experience needs to be nuanced and contextual. Mobilising the resources necessary to make a difference and improve student experience results can often be beyond the capacity and capability of the International Office or the Planning Office.

We can help

Edified has partnered with i-graduate to help you 'move the needle' on your student experience and future ISB results.



Know more about us at edified.com.au

We do this in 3 stages:

1



Internal Advocacy

We will help you gain the internal support needed by breaking down your ISB results and telling the story that will resonate with your audience. We will develop an internal pitch deck to articulate your organisation's current position, how it could improve and what are the potential returns for amplifying your student experience results.

6 Weeks

2



Success Plan

We will create a detailed Success Plan to help your institution get clarity on what can be done, how to do it, who is responsible for taking action and what resourcing will be required.

16 Weeks

3



SX SuccessLab

We will work as your success partner to ensure the Success Plan is effectively rolled out across your organisation providing project management methodology and student experience expertise. This will include engaging students in co-design, delivery and evaluation.

12-18 Months

Deliverables



Executive pitch deck with contextual analysis of your latest ISB insights and other external and internal student experience survey data to garner resources and/or internal support



An appraisal of your current student experience strategy/program



A global scan of best practice



A success plan for how to improve your current student experience with your current resourcing



A ROI analysis on what you could achieve and what resourcing would be required



Recommendations on how to make the student experience uniquely yours



A messaging framework to promote your unique student experience



A roadmap to success



An implementation partnership to project manage your success plan across your organisation

Want something different? No problem, let us know your requirements and we'll put together a custom package for you.



Hayley Shields

Australia and New Zealand



Elyse Pipitone

North America



Sara Sandford

United Kingdom



Jeremy Histon

Europe and Ireland