



Benchmarking of Excellence – ISBSB deliverables

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What are the ISBSB deliverable?

1) Benchmarking report

- Exclusive & mandatory for THE-ICE Member Institutions
- The world's only cross-sectorial, cross-institutional TH&E focussed student satisfaction research
- Nearly 9,000 student responses in 2018
- Confidential benchmarking amongst peer institutions from THE-ICE network and a wider ISBSB Global Index
- Key findings on students'
 - decision making process & expectations
 - importance /satisfaction levels: ARRIVAL, LIVING, LEARNING & SUPPORT
 - propensity to recommend , future plans, open comments



Learning satisfaction international – ABC vs THE-ICE & Global Index

THE-ICE Derived Importance	LEARNING SATISFACTION - ISB	Average Satisfaction			ABC vs THE-ICE	ABC vs Global ISB
	Learning elements	ACB (000)	THE-ICE ISB (2, 923)	Global ISB (152,087)		
	LEARNING OVERALL	3.15	2.97	3.05	4%	3%
	LEARNING AVERAGE	3.29	3.21	3.29	2%	0%
ACADEMIC						
34%	Expert lecturers	3.33	3.15	3.30	5%	1%
37%	Course content	3.19	3.07	3.18	3%	0%
36%	Good teachers	3.37	3.09	3.17	7%	5%
31%	Assessment	3.22	3.04	3.15	5%	2%
26%	Learning support	3.31	3.15	3.22	4%	2%
24%	Online library	3.33	3.10	3.31	6%	1%
32%	Performance feedback	3.20	3.03	3.09	4%	3%
28%	Technology	3.35	3.03	3.26	8%	2%
30%	Research	3.08	3.06	3.14	1%	-2%
26%	Learning spaces	3.23	3.11	3.23	3%	0%
35%	Training facilities	3.29	3.09	N/A	5%	N/A
30%	Marking criteria	3.15	3.05	3.08	3%	2%
28%	Class size	3.22	3.11	3.16	3%	2%
38%	Course organisation	3.37	3.00	3.10	9%	7%
37%	Quality lectures	3.26	3.08	3.13	4%	3%
26%	Virtual learning	3.31	3.12	3.25	5%	2%
26%	Multicultural	3.58	3.25	3.25	8%	8%

Members, Associates & Business Alliance



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2. Introducing THE-ICE Benchmark Rating Report (BRR)

- From 2018 onward THE-ICE will be offering ‘THE-ICE Benchmark Rating Report’ (BRR), analysed and collated by i-graduate, annually.
- Conducted in partnership with UK-based company i-graduate, THE-ICE BRR will be in addition to the annual mandatory THE-ICE ISBSB Survey reports as part of its deliverables to THE-ICE Full Members.
- Follows a successful pilot based on retrospective analysis of THE-ICE members’ ISBSB Survey 2017 findings.



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THE-ICE Benchmark Rating Report point of difference

Unlike other ranking systems, THE-ICE BRR
is based on statistical data:

- **258,971 students from 194 institutions** participated in the global i-graduate 2018 ISBSB survey.
- **8,839 students from 22 institutions in 11 countries** participated in THE-ICE ISBSB survey.



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THE-ICE Benchmark Rating Report benefits

- THE-ICE's interest in conducting this annual Survey is primarily for the ongoing internal quality assurance enhancement and improvement of THE-ICE member institutions and their respective education programmes.
- Benchmarking against others in the sector provides a channel for the sharing of best-practice on common issues.
- For THE-ICE Members, the BRR provides real data to use as marketing statements for student retention, attraction and branding.



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2018 preliminary results

- Emirates Academy of Hospitality Management rated #1 for research.
- Lyceum of the Philippines University (LPU)'s Cavite campus rated #1 for learning and support overall, and living average.
- Torrens University Australia - Blue Mountains International Hotel Management School rated #1 for language support and top 5 for work experience.
- Swiss Education Group campuses rated #1 for overall living and arrival and top 10 for expert lecturers, teachers and learning support.
- University of the South Pacific rated top 5 for expert lecturers, employability & good contacts.
- University of Santo Tomas rated top 5 for worship facilities, host friends, formal welcome, accommodation cost and language support.
- William Angliss Institute rated in top 10 across elements within learning, living and arrival.

IPOE 2018

BANGKOK 11 – 14 NOV



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Conclusion

- **Benchmarking report** – used for reaccreditation & annual QA benchmarking
- **Benchmark Rating Report introduced** to provide credible data for use as marketing statements for student retention, attraction and branding.