What should be the key domains and indicators of higher education internationalization?: An institutional example

Nopraenue S. Dhirathiti
What to consider for ‘as an institution’ on ‘Internationalization’?

- Ranking or Culture of Internationalization
- Supply (institutions) or Demand (students) point
- Which segmentation? – local or international students
- Domains of internationalization
Ranking or Culture of Internationalization?
<table>
<thead>
<tr>
<th>Criteria</th>
<th>THE Criteria</th>
<th>Definition</th>
<th>QS Criteria</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teaching</td>
<td>Reputation Survey (15%)</td>
<td>Perceived prestige of institutions in teaching (done by THE)</td>
<td>Academic reputation (30%)</td>
<td>Global survey done by QS</td>
</tr>
<tr>
<td></td>
<td>Staff-to-Student Ratio (4.5%)</td>
<td>Full time academic staff employed per one student enrolled</td>
<td>Staff-to-student ratio (15%)</td>
<td>Full time academic staff employed per one student enrolled</td>
</tr>
<tr>
<td></td>
<td>Doctorate-to-bachelor’s ratio (2.25%)</td>
<td>Proportion of graduate research, doctoral awards by discipline</td>
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<tr>
<td></td>
<td>Doctorates awarded-to-academic staff ratio (6%)</td>
<td>Proportion of graduate research, doctoral awards by discipline</td>
<td>Staff with a PhD (5%)</td>
<td></td>
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<tr>
<td></td>
<td>Institutional incomes (2.25%)</td>
<td>Income divided by staff numbers and adjusted by PPP</td>
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<tr>
<td>Research</td>
<td>Reputation Survey (18%)</td>
<td>Perceived prestige on institutions in research excellence (done by THE)</td>
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<tr>
<td></td>
<td>Research Income (6%)</td>
<td>Income divided by staff number and adjusted by PPP</td>
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<tr>
<td></td>
<td>Research productivity (6%)</td>
<td>Papers per academic and research staff</td>
<td>Papers per faculty (10%)</td>
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</tr>
<tr>
<td>Citation</td>
<td>Citation impact (30%)</td>
<td>Number of times cited by scholars globally</td>
<td>Citations per paper (10%)</td>
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</tr>
<tr>
<td>Int’l Outlooks</td>
<td>International-to-domestic student ratio (2.5%)</td>
<td>Full-time (or part-time), total of hours worked or module studied</td>
<td>Proportion of international students (2.5%)</td>
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<tr>
<td></td>
<td>International-to-domestic-staff ratio (2.5%)</td>
<td>Full-time (or part-time), total of hours worked or module studied</td>
<td>Proportion of international faculty (2.5%)</td>
<td>3 months = 1 FTE (1 month) = 0.3 FTE? 3 (4 weeks) = 1 FTE</td>
</tr>
<tr>
<td></td>
<td>International collaboration (2.5%)</td>
<td>Co-authorships</td>
<td>Proportion of inbound exchange students (2.5%)</td>
<td>3 months/ 1 semester</td>
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<tr>
<td></td>
<td>Industry income (2.5%)</td>
<td>Research income from industry (innovations, inventions, consultancy)</td>
<td>Employer reputation (20%)</td>
<td>Global survey done by QS</td>
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</tbody>
</table>
What students need.....

Internationalization is....everything

### Learning
- Expert lecturers
- Good teachers
- Course content
- Research
- Learning support
- Assessment
- Multicultural
- Learning spaces
- Library
- Technology
- Flexibility
- Employability
- Careers advice
- Work experience
- Language support
- Performance feedback
- Course organisation
- Marking criteria
- Topic selection
- Academics' English

### Living
- Accommodation Qual
- Accommodation Cost
- Living Cost
- Safety
- Home Friends
- Host friends
- Other friends
- Host (Local) Culture
- Sports Facilities
- Social Facilities
- Social Activities
- Internet Access
- Good Contacts
- Worship Facilities
- Good place to be
- Transport links
- Financial Support
- Earning money
- Visa advice
- Transport Links Uni
- Eco-Friendly Attitude

### Support
- Catering
- Student Advisory
- Halls Welfare
- Clubs/societies
- IT Support
- Graduate School
- Accommodation Office
- Health Centre
- Careers Service
- Students' Union
- Finance Office
- Counselling
- International Office
- Faith Provision
- Disability Support
Supply (institution) or Demand (student) point?
What institution needs.....

International Networking:
- General platform (AUN, APRU, APAIE, NAFSA, EAIE)
- Discipline-based platform

Int’lisation & Global Strategies

Global Education (Education Cluster)
- Exchange of academic/supporting staff
- Exchange of international curriculum and course design to joint/double degree
- International Meetings/Conferences in key areas for MU

Regional and Global Research Outreach (Resource Cluster)
- Research collaboration
- Consortium of research partnership (targeted discipline-based)
- Collaboration with partnered institutes (discipline-based)

Global Youth and Citizenship (Student Cluster)
- Student mobility (inbound/outbound/short -long term)
- Summer institutes
- Skill Preparation for Global Citizenship

IR Services (Service Cluster)
- Infrastructure for Global Activities
- Legal Services for International Staff
- International Cultural Events
- Database of International Students
- International Visibility Enhancement Materials

Globalisation of MU Core Business

IR Strategies

International Platform

Ranking and League Tables:
- QS, THE
- Webometrics
What student needs.....

Learning matrix – Teaching – all students

Institution satisfaction (sorted by % score)

% difference to primary benchmark

-12%  -7%  -2%  3%  8%

Expert lecturers
Good teachers
Assessment
Marking criteria
Quality lectures
Program content
Performance feedback
Research
Learning support
LEARNING OVERALL
Academics' English
Program organisation
What student needs.....

Learning matrix – Studies – all students

Institution satisfaction (sorted by % score)

% difference to primary benchmark

Topic selection**
Managing research**
Multicultural
Opportunities to teach**
Employability
Class size
LEARNING OVERALL
Work experience
Careers advice
Language support

**Postgraduate students only
Learning matrix – Facilities – all students

**Postgraduate students only**
What student needs.....

Living matrix – Accommodation & living costs – all students
What student needs.....

Living matrix – Social – all students

Institution satisfaction (sorted by % score)

% difference to primary benchmark
What student needs.....

Living matrix – Day to day life – all students
What student needs.....

Support matrix – all students

Institution satisfaction (sorted by % score)

% difference to primary benchmark

Students’ Union
Faith Provision
Counselling
Health Centre
Disability Support
Graduate Office**
Student Advisory
Careers Service
Clubs/Societies
International Office
SUPPORT OVERALL
Finance Office
Accommodation Office
IT Support
Residential Assistants
Personal Tutors
Catering

**Postgraduate students only
Internationalization for home or international students?
Top 10 factors in study decision – international students (% important)

- Specific program title: 96%
- Personal safety: 96%
- Research quality: 95%
- Institution reputation: 94%
- Cost of study: 90%
- Cost of living: 90%
- Earning potential: 94%
- Institution scholarship/bursary: 91%
- Teacher reputation**: 91%
- Social life: 89%

**Postgraduate students only

How important were the following factors when deciding where to study?
Top 10 factors in study decision – domestic students (% important)

- Research quality: 97%
- Specific program title: 95%
- Institution reputation: 95%
- Personal safety: 94%
- Social life: 93%
- Cost of study: 93%
- Teacher reputation**: 90%
- Cost of living: 90%
- Opps to work while studying: 86%
- Institution scholarship/bursary: 86%

**Postgraduate students only
Domains of Internationalization Indicators
International Indicators

- Student (learning)
- Academic and non-academic staff (learning)
  - Administration (support)
  - Funding and finance (support)
- Curricula and academic services (learning)
  - Research (learning)
- Promotion and marketing (support)
- Non-academic services, campus and community life (living)
# Current MU Int’l’ization Indicators

<table>
<thead>
<tr>
<th>Domains</th>
<th>Indicators</th>
<th>Current MU sub-indicator collection (through PA)</th>
</tr>
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<tbody>
<tr>
<td><strong>Student mobility</strong></td>
<td>Inbound/outbound international studies/students</td>
<td>- inbound students (for/not-for credits)</td>
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<tr>
<td></td>
<td></td>
<td>- outbound students (for/not-for credits)</td>
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<td></td>
<td></td>
<td>- for-degree (full time) int’l students</td>
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<td>- internship</td>
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<td>- residency/fellowship</td>
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<tr>
<td><strong>Faculty and staff mobility</strong></td>
<td>Faculty exchange Full-time Foreign lecturers</td>
<td>- (inbound) visiting professors</td>
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<td>- adjunct professors</td>
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<td>- short-term outbound faculties (conferences, invited lecturers, co-supervisors etc.)</td>
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<td>- work attachment for supporting staff</td>
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<td>- domestic/foreign staff ratio</td>
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<tr>
<td><strong>Research collaboration</strong></td>
<td>International collaborative research, conferences, journals</td>
<td>- co-authored publication (SCI-Val)</td>
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<td>- joint units/labs/centres of excellence/research programmes</td>
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<td>- Research funding</td>
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<td>- co-patented innovation</td>
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<td>Institutional collaboration</td>
<td>MOUs between universities</td>
<td>4 levels of MoUs</td>
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<tr>
<td></td>
<td></td>
<td>- L1: data/material sharing</td>
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<tr>
<td></td>
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<td>- L2: student/staff exchange</td>
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<td></td>
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<td>- L3: joint,double degrees</td>
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<td>- L4: joint research collaboration</td>
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<tr>
<td>International Presence/Cross border education</td>
<td>International branch campus</td>
<td>- satellite campuses</td>
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<tr>
<td>Internationalization at home</td>
<td>Online internationalization</td>
<td>- n/a for international programmes</td>
</tr>
<tr>
<td>International connectivity</td>
<td>International Platform</td>
<td>- Regional platforms (e.g. AUNS, APRU, SEAMEO etc.),</td>
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<td></td>
<td></td>
<td>- professional platforms (discipline-based)</td>
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<td></td>
<td></td>
<td>- academic platform (e.g. APAIE, EAIE, NAFSA etc.)</td>
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<td><strong>Ranking</strong></td>
<td><strong>QS Ranking</strong></td>
<td>- QS, THE indicators</td>
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<tr>
<td><strong>Roadmap for Internationalization</strong></td>
<td><strong>National plans or roadmaps for internationalization</strong></td>
<td>- n/a</td>
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<tr>
<td><strong>Curriculum and International Programme</strong></td>
<td><strong>Creation of English courses</strong></td>
<td>- International programmes</td>
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<td>- joint degrees</td>
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<td>- double degrees</td>
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<td>- co-tutelle degrees</td>
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<tr>
<td><strong>Support and Services for International Students</strong></td>
<td><strong>Qualitative Indicators</strong></td>
<td>- catering, student advisory, halls, clubs, IT support, accommodation office, career service, student union, counselling, international office, disability support, living cost, social facilities, financial support</td>
</tr>
<tr>
<td><strong>International Learning Experience for International Students</strong></td>
<td><strong>Qualitative Indicators</strong></td>
<td>- course content, marking criteria, topic selection</td>
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<tr>
<td></td>
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<td>- learning support (spaces, library, technology)</td>
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<td>- employability/career advice/work experience</td>
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<tr>
<td></td>
<td></td>
<td>- expertise of lecturers</td>
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<tr>
<td></td>
<td></td>
<td>- International reputation</td>
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