

# English Australia MEDIA RELEASE



4 July 2012

## NEW RESEARCH SHOWS HIGH LEVELS OF STUDENT SATISFACTION WITH ENGLISH LANGUAGE SECTOR

English Australia is delighted to launch a new publication that reveals the latest findings regarding the international student experience in the English language sector.

Almost 9,000 students from 49 English language colleges across Australia shared their views on their experience in a wide-ranging online survey undertaken at the end of 2011.

An important component of the 2012 International Student Survey, the results from the *ELT Barometer* were overwhelmingly positive and showed high levels of satisfaction on almost all aspects of their experience, from pre-arrival, through learning and living to student support. Furthermore the 2011 results show significant improvement from a similar survey undertaken in 2009. The English language sector performs well in comparison with the international student response from the university sector in Australia on almost all indicators.

The ability to attract and retain international students is core business for English language colleges. In a competitive market, student satisfaction is a key indicator of sustainable enrolments. Satisfied English language students are more likely to provide recommendations to friends and families, which influences the decision process of potential students.

Sue Blundell, Executive Director of English Australia, says “What is particularly pleasing are the high levels of student satisfaction with all aspects of learning, teaching and assessment, as well as with their welcome, social and cultural events. We are not complacent, however, and with this publication have sought to identify areas of priority for the sector and provide best practice approaches to addressing issues, thus allowing for continuous service delivery enhancement across the sector.”

“The report will be shared across the sector to encourage continuous improvement and enhance student satisfaction. English Australia, in conjunction with the sector, will continue to build on and share this work into the future, in our efforts to strive for the highest level of satisfaction for our students.”

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*English Australia is the national peak body for the English language sector of international education, and represents over 100 member colleges throughout Australia that provide quality English language programs to students and professionals from around the world. Over 80% of international students learning English in Australia choose to study with an English Australia member college.*

For further information:

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*The **International Graduate Insight Group** (i-graduate) is the world leader in customer insight for the education sector, tracking and benchmarking student and stakeholder opinion across the globe. Our purpose is to help education providers to enhance competitive advantage and quality. Operating independently and reporting in confidence across the globe, we focus exclusively on the delivery of world-class insight tools and studies for the education sector. Our customers and partners are 1,300 of the world's leading universities, colleges and schools, plus governments and government agencies, across 24 countries.*

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*The **2011 Australian English Language Barometer (ELB)** was undertaken from 3rd October to 25th November 2011 across 49 English language colleges in Australia to capture opinions of the international student cohort.*

*The survey, analysis and reporting is independently administered for English Australia by the International Graduate Insight Group (i-graduate).*

*Findings are benchmarked against the 2009 Australian ELB dataset to show changes in opinion and experiences over this two year period. The lists of participating institutions in 2009 and 2011 are included in the appendices. The 2011 Australian ELB findings are also compared to the 2011 Australian International Student Barometer (Aus ISB 2011) – a study of satisfaction amongst a broader group of international students at 28 Universities in Australia which was undertaken from 14th March to 20th May 2011.*

*The survey covers the three key areas of Learning, Living and Support Services.*

*The Report can be downloaded from the English Australia website:*

*<http://www.englishaustralia.com.au/understanding-the-industry>*