

Student Services

Standards-based benchmarking involves analysing processes, practices and outcomes against a generally agreed set of standards, such as the *International Student Barometer (ISB)*, *Graduate Destination Survey (GDS)*.

Topic	Benchmarking Standards/Participants
International Student Barometer Comparing international student satisfaction on a range of indicators relating to services and programs offered by Student Services	IRU's, and other national and international universities
Australian Graduate Survey Comparing graduate outcomes (employment further study/other) – domestic UGs; domestic PG's, international; equity cohort specific; FOE specific	All Australian Universities
Specific service benchmarking – Health Service	AGPAL Accreditation - triennial
Service specific benchmarking eg Counselling Service (2010)	Australian and NZ Student Services Association (ANZSSA) and all Australian universities www.adcet.edu.au/Anzssa/ANZSSA_Endorsed_Guidelines_for_Good_Practice.chpx International Standards such as CAS - http://www.cas.edu/index.php/index.php/index.php ICAS - http://www.iacsinc.org/
Service specific benchmarking – Careers and Employment Service	University and Beyond - http://www.universityandbeyond.com.au/ Benchmarking Careers Services – national survey (2008) http://www.nagcas.org.au/ http://nagcas.org.au/uploads/NAGCAS%20response%20to%20Phillips%20KPA%20Review.pdf