

PS-EdTech Consulting

Client:
i-graduate

Date:
Mar 17 – Dec 18

Project:
**Managing Director
Product Refresh &
Integration with
Tribal Education
Services business**

i-graduate

Client overview: i-graduate, part of Tribal Group plc

- i-graduate provides a suite of survey tools to help education institutions around the world establish competitive advantage by benchmarking the student experience across their operations and assessing their level of internationalisation.
- Design, delivery and management of the leading global student experience and benchmarking survey to improve domestic and international student experience.
- Survey and data analytics to monitor graduate outcomes and destinations for Higher and Further Education leavers.
- Survey and benchmarking insights are combined with bespoke education research and data analytics services to inform strategy, planning and investment decisions for education institutions, as well as national and regional Departments for Education.

Role brief

- Managing Director (and Tribal Group Exec Team member) with full P&L responsibility including Observatory for Borderless Higher Education (OBHE) think tank.
- Managed team of 22 UK staff including: product development team, client services, sales & marketing and a global network of 15 Higher Education research consultants and associates.

Project outcomes

1. Expanded consultancy team in US & Canada, secured co-funding for national student survey contracts in Australia, Malaysia, UK & Germany including a UUK bespoke International Graduate Outcomes survey.
2. Led on discovery research to extend scope of Tribal predictive analytics tool to combine student satisfaction data with student record data to inform engagement strategy.
3. Led re-structure, business process streamlining & cost reduction programme to secure 15% savings. Increased 2nd year EBITDA by 110%.
4. Led core survey and technology refresh initiative that led to integration with Tribal Financial Benchmarking technology platform and Education Services business unit to enhance Tribal's overall benchmarking offer.