

HEIDA TOOL TUTORIAL

The HEIDA tool is organised in a hierarchical structure. This means that as a user with “Admin” or “Editor” permissions you will be guided by the tool through a series of steps as follows:

1. **Select your unit**
2. **Select your internationalisation goals**
3. **Select your internationalisation indicators**
4. **Provide data for each indicator**
5. **View your indicators**

You can change your selection and move back through the system at any point. If you lose your internet connection or log out at the end of a session, you can log in again later and decide to either work with the selections you made before or to clear all boxes and start from scratch.

STEP 1 – SELECT YOUR UNIT

The list of indicators refer to the performance of different aspects or dimensions of internationalisations in a period of time within a **“unit” in your Higher Education Institution.**

“Unit” is defined as “any organisational level within a higher education institution or the HEI itself, as long as it is on a hierarchical level equal to or higher than the programme level” (IMPI Project, 2011)

When using the HEIDA tool you can select if you are providing data or requesting data for benchmarking purposes for your:

- University
- Department
- Faculty, College or Graduate School
- Programme
- Administrative unit

If your specific unit does not appear on the default list of units you can click on “Add” and write the unit you are providing information for.

STEP 2- SELECT YOUR INTERNATIONALISATION GOALS

You will be asked to select the goals you would like to focus on for internationalisation at your unit.

TIP: we recommend focusing on 1-2 goals per exercise as data acquisition might become difficult otherwise.

The goals are as follows:

- G-1 to enhance the quality of education
- G-2 to enhance the quality of research
- G-3 to prepare students effectively for life and work in an intercultural and globalising world

- G-4 to enhance the international reputation and visibility of the unit
- G-5 to provide service to society and community social engagement

STEP 3 – SELECT YOUR INTERNATIONALISATION INDICATORS

Indicators are defined as “operational variables referring to specific empirically measurable characteristics of a unit on which evidence can be collected that allows for a determination of whether or not action areas are being addressed and to what extent.” (Source: IMPI Project, 2011)

Using indicators to measure the state of internationalisation of your unit can help to:

1. identify performance trends
2. signal areas in need of action
3. enable comparison of actual performance with established objectives

In the HEIDA tool you will find different types of indicators and we recommend that you take enough time to read them carefully according to your unit’s internationalisation goals and strategic objectives:

- **INPUT INDICATORS:** variables that reflect the human, financial and physical resources involved in supporting a unit’s programmes, activities and services designed to enhance internationalisation.
 - **Example:** “In a given year, what proportion of FTEs does the unit employ for international student visa applications?”
- **OUTPUT INDICATORS:** variables that reflect the immediate quantitatively measurable results produced by the unit in terms of internationalisation.
 - **Example:** “In a given year, what is the ratio of conference presentations delivered abroad (or in the context of international conferences) to the number of researchers in the unit?”
- **OUTCOME INDICATORS:** variables that reflect the more long-term qualitative results produced by the unit in terms of internationalisation.
 - **Example:** “In a given year, out of all of the unit’s academic staff members, what proportion is involved in international joint/double/multiple degree programmes?”
- **QUALITATIVE INDICATORS:** variables associated with observation-based descriptions rather than exact numerical measurement or value. They relate to or involve comparisons based on qualities or non-numerical data.
 - **Example:** “Does the unit have defined regulations, procedures enabling and supporting internationalisation?”

- **QUANTITATIVE INDICATORS:** variables associated with the **measurement of quantity or amount, and expressed as numerical values**; something to which meaning or value is given by assigning it a number.
 - **Example:** *“In a given year, how many meetings / events does your unit organise for international alumni?”*

Each indicator is associated or linked to a specific **GROUP** and **SUB-GROUP** according to the area or aspect of internationalisation it helps to measure.

There are 9 groups of indicators:

1. Students
2. Staff
3. Research
4. Administration
5. Funding and finance
6. Curricula and Academic Services
7. Promotion and Marketing
8. Non-Academic Services and Campus and Community life
9. Other

Under each group you can then select the sub-group under each and view the indicators that have been evaluated as “highly relevant” for each subgroup according to the IMPI Project classification.

In the table below you will find the **GROUPS AND SUB-GROUPS** under which indicators are classified:

GROUPS and SUB-GROUPS	Number of Indicators
ADMINISTRATION	37
Administration	37
CURRICULA AND ACADEMIC SERVICES	87
Curricular and Academic Services	87
FUNDING AND FINANCE	39
Funding and Finance	39
NON-ACADEMIC SERVICES AND CAMPUS AND COMMUNITY LIFE	57
Services to International Students	39
Services to Staff	10
Services to Study Abroad Students	8
OTHER	1
Other	1
PROMOTION AND MARKETING	21
Promotion and Marketing	21
RESEARCH	56
Institutional profile	9
Patents	3
Publications and Citations	18

Researcher activity	14
Researcher profiles	3
Visiting researchers	9
STAFF	93
Academic and Non-Academic Staff - Outgoing Staff	2
Academic and Non-Academic Staff - Staff from Abroad	10
Academic and Non-Academic Staff General Data	32
Academic Staff	31
Non-Academic Staff	18
STUDENTS	98
General Student Data	36
International Students	30
Study Abroad	32
TOTAL NUMBER OF INTERNATIONALISATION INDICATORS	489

STEP 4 – PROVIDE VALUES FOR EACH INDICATOR SELECTED

After selecting your unit's internationalisation goals and indicator "Groups" and "Sub-Groups" the **HEIDA Tool will ask you a series of questions** (single choice or multiple choice) for each indicator selected.

The first group of questions will refer to:

- The **type of access/visibility** the indicator should have: eg. Is this public information or only for internal audiences?
- The **time period** you want to provide data for the indicator: you can select if you will report for a calendar or academic year (eg. 2016 or 2015-2016). You can add data for each indicator for more than 1 year to build a time series dataset

When the indicators say "**a given year**" they refer to a defined period of time in the life of the unit. **When using the HEIDA tool** data and information about each indicator can be entered for either a calendar year or an academic year. Other types of periods of time are not allowed on the system (eg fiscal year, semester, trimester, etc).

- The **value of this indicator for the year(s) selected**: you can enter a value for each indicator selected for each of the year selected or "N/A" if it is not available. According to the question you will enter information as follows:
 - **Absolute number**: eg. 1899 or 1.899
 - **Proportion**: eg. "50%"
 - **Ratio**: 2:3 or 2/3 or 2 to 3
 - **Yes/No**: when the indicator as "Does the unit....?" the answer will be Yes or No
 - **Other**: you will have an open text box to write the specific information requested

A proportion is a figure calculated as a share of a total and expressed as a percentage. E.g. if a unit has a total of 300 staff members of which 100 are academic staff members, the proportion of academic staff members out of all staff members would be expressed as 33.3% ((Source: IMPI Project, 2011)

A ratio is a relation between two numbers of the same order. A ratio is a comparison of the size of one number (X) to the size of another number (Y). Ratios can be expressed in different manners, e.g. X:Y; X/Y; X to Y, and calculated as in the following example. If a unit has 7,899 incoming students and 1,222 outgoing students, then the ratio of incoming students to outgoing students is calculated by dividing the number of incoming students by the number of outgoing students. The value thus obtained is 6.5:1, or, expressed in hundreds, 650:100. This means that for every 650 incoming students the unit has 100 outgoing students (Source: IMPI Project, 2011)

INTERNATIONALISATION DATA MANAGEMENT PRACTICES AT YOUR UNIT

These questions refer to how your unit manages and uses the data needed to build each indicator. They will be either single choice or multiple choice and cover the following areas or criteria:

- Criteria 1 – **Data availability** - Do we have the data for this indicator?
- Criteria 2 – **Compulsory or optional** - Collecting and reporting this indicator and the data behind it is optional or compulsory in our country?
- Criteria 3 – **Frequency** - How frequently do we collect the data for this indicator?
- Criteria 4 – **Responsibility** - Who is responsible for collecting the raw data for this indicator?
- Criteria 5 – **Use of the indicator** - How is this indicator used in our unit?
- Criteria 6 – **Quality assurance** - Does our unit have procedures to make sure the data and this indicator is accurate?
- Criteria 7 – **Data collection format** - In what format do we collect the data for this indicator?
- Criteria 8 - **Data reporting format** In what format is this indicator available to others outside our unit?

STEP 5 – VIEW, EDIT, SAVE OR EXPORT YOUR INDICATORS

After you have completed answering all the previous questions for all your selected internationalisation indicators you will be able to “Save” your data.

On the “**Report**” data section of the tool you will see a list of the indicators that have been completed and you will be able to:

- edit the information entered previously
- save the information or report for each indicator as a PDF document
- view the indicator’s report as a graph if applicable

TROUBLESHOOTING

If you run into any problems whilst using the HEIDA tool you can contact your system administrator at your institution or the HEIDA project team at heida@ku.edu.tr