

The role of education agents in the marketised international higher education sector



23 November 2023

00:23:15 CGHE Webinars: Please note, this event is being recorded.

00:39:26 david mills: Welcome everyone. Feel free to start sharing your questions and comments in this chat - I can then call on you to come forward and ask Ying Yang yourself about her presentation

00:41:04 Agung Nugroho: Thanks David, allow me to ask three short questions, please

1. In Indonesia.... Agents advertise their services through social media, seminars, news, campus to campus...In the Chinese context, how these agents promote their services?

2. Do these agents receive incentives from universities where they send the students...

Are there any requirements for education agents to receive incentives from overseas universities (UK, Australia, and US)? Are all agents can receive these incentives without prior agreement with the universities?

3. Then in your context, how did the covid 19 pandemic impact their businesses?

00:44:59 Yi Wen: Thank you Ying for amazing speech. You before mentioned the students' decision making are independent of their parents. I was unsuring that parents still make a huge influence on the process of students? Meanwhile, I was wondering the agent also influence this process?

00:45:28 David Law: I would like to ask about the motivation of universities and whether this has been researched by Ying Yang.

00:46:27 Abasalt Khorasani: Do you have detailed information about the effectiveness of the agents?

Thankful?

00:46:38 Agung Nugroho: Sorry, there is a little editing for my second question
*can all agents receive these incentives without any prior agreements with the universities?

00:50:52 Rabii Mounsif: Do you know of any existing rules and regulations that regulate agents to ensure good practice and avoid malparctice.

00:51:38 Keyu Ye: Hi Ying, thanks so much for this amazing speech! I have two brief questions. First, I wonder if you could share more of the background information of the education agent & students/service user recruited in this study? Did you look into any regional differences? Second, did you notice any contrasting views between the service user & education agents?

00:51:52 Juliette Sweeney: Thank you very much for such an interesting presentation. Does the fact that these agents receive funds from universities to recruit students and also receive funds from students to apply to schools not introduce a conflict of interest at some point?

00:57:01 Sarah Gong: Thanks for your presentation. I wonder if you have any insight on how the Chinese agents view the rise of the South Asian markets. Does this affect their ability to secure offers for their clients? thanks!

00:59:58 Yi Wen: Thank you so much! It really helpful for my further learning ^^.
It is really clear to answer my question.

01:01:07 david mills:
<https://www.theguardian.com/education/2023/nov/18/uk-universities-paying-millions-in-agent-fees-to-secure-international-students>

01:03:26 Anne-Marie Taylor: Thank you Dr. Yang. Thank you for this presentation. For those of us working with INTL students, it's important for us understand how recruitment works. In Canada we hear a lot about the predatory behaviour of agents. Your research sheds light on the student experience and perspective through the application process.

01:12:52 CGHE Webinars: A recording of this session will be posted on the CGHE site: www.researchcghe.org. Our next webinar, Graduate job quality in the UK – is there a need to look beyond earnings and occupation type?, will take place on Tuesday 28th November from 2pm (UK). You can register on the CGHE website.

01:12:55 Juergen Henze: Thank you for your interesting and well taken presentation!

01:16:54 Abasalt Khorasani: thank you for good presentation .

01:17:49 Penny Welch: Thanks - really interesting

01:17:49 Sukh Chonk: Thank you

01:18:05 Saskia Wilming: Thank you very much!

01:18:05 Amardeep Kumar: Thank you

01:18:07 Leanne Benford: Thank you!