

Passport to Higher Education: Student Attitudes in the Wake of COVID

flywire



GLOBAL STUDENT SURVEY

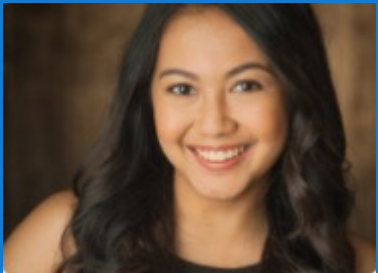
Passport to Higher Education: A Global Payments Study

As the education industry recovers from two very disrupted academic years, Flywire looked at the attitudes of students from Australia, Canada, China, India, Spain, the United Kingdom and the United States about pursuing and paying for higher education.

Access report:
www.flywire.com/passport-report



COVID: The Ugly



Rai's Canadian
Experience

- Hindered financial & physical mobility

Disrupted

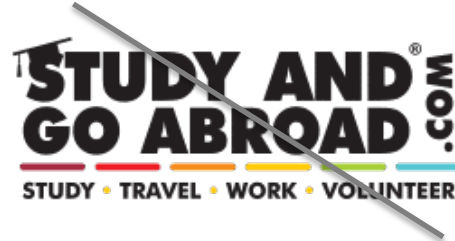
Delayed

Deferred

Discontinued



- Stranded students
- Closed campuses
- Canceled programs



COVID: The Good



Canada's Response

- Communication
📢 “Stay Here, We’ll Help”
- Policies

Academic: Those with study permits approved before March 18 ‘20 allowed to come to Canada; eligibility for post-graduate work-permit intact for existing and new students—online & from outside of Canada

Financial: Working permitted even with reduced studies (>20 hours in essential jobs), CERB eligibility & CESB’s support for domestic students freed up additional support for international students

Immigration: April 2021, IRCC’s PR status grant

RESULT: *Internationally, Canada is viewed as welcoming, supportive and safe. We’re student-friendly with clear paths to citizenship.*

COVID: The Great



Institutional Response

- Academic
 - ★ “The Great Pivot” with online course and program offerings, asynchronous engagement, enrolment flexibility (deferral, part time) and more
- Financial
 - ★ Rapid ramp-up of emergency support for international students enabled many to remain in country and stay afloat while continuing studies
- Health & Well Being
 - ★ Personalized support for international students in home country and upon arrival

RESULT: Canada is now the #1 destination to study and work country, moving up from its former 3rd position.

Key Global Student Themes



**most
students
want to be
on campus**



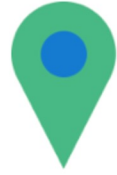
**demand
for global
education
is strong**



**COVID impact
still being felt
in terms of
payments**



**payments
need to be
easier & more
flexible**

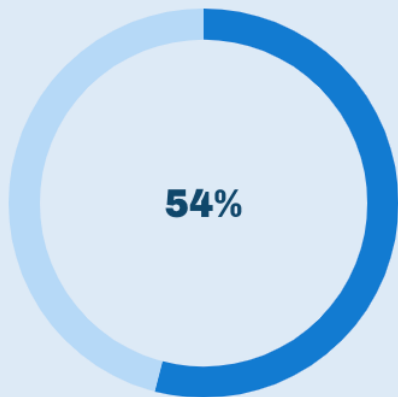


**Most students want
to be on campus**

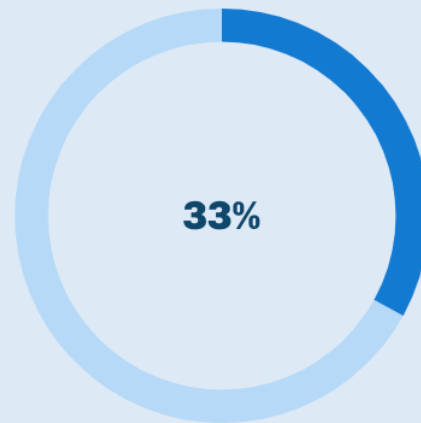


As they look ahead, students are eager to get back on campus for in-person learning.

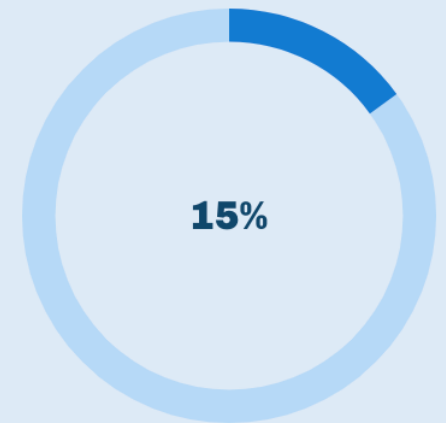
Students ranked learning types by fulfillment level:



Find **in-person learning**
the most fulfilling



Find the **hybrid model**
the most fulfilling



Find **virtual learning**
the most fulfilling

Discussion:

Are you 100% back on campus today? What are your current protocols? What do you envision for the fall semester?

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**Demand for global
education is strong**

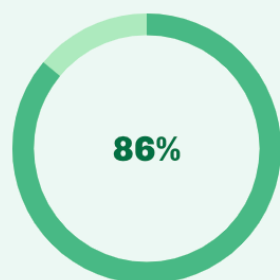


68%

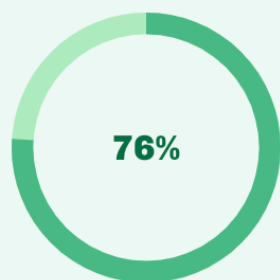
Students surveyed who currently study abroad or plan to in the future

Results by region:

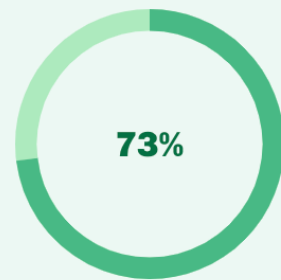
Percent of students surveyed currently studying abroad or planning to in the future



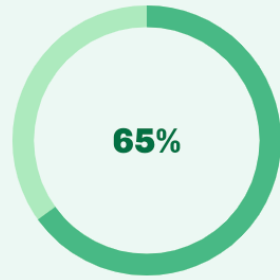
Spain



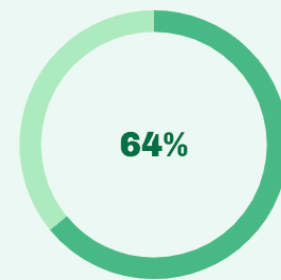
China



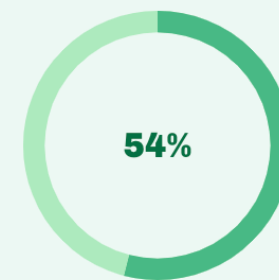
India



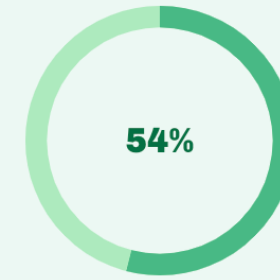
UK



US



Canada



Australia

Discussion:

**What are you seeing for
international enrollment?
Are your domestic students
still eager to study abroad?**

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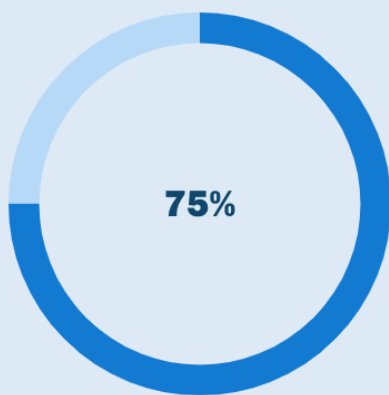
Discussion:

What is your current recruitment process? What do you think the future holds? Are you working with agents?

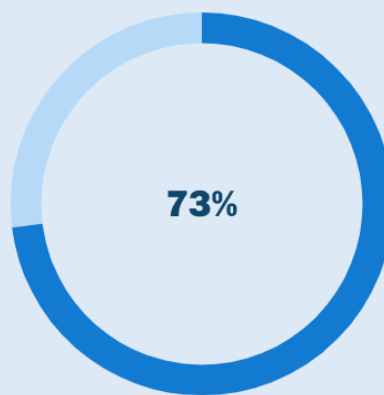
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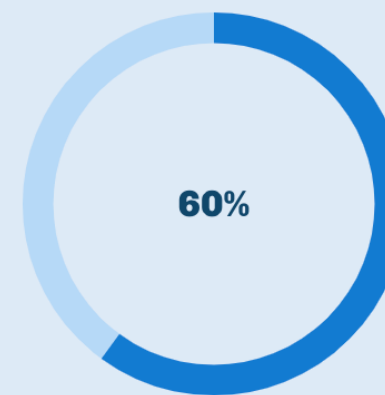
**The pandemic's
impact is still being
felt in higher ed,
especially when it
comes to payments**



**Said education payments caused significant
stress in their life due to the financial impact of
the pandemic**



**Struggle to make education payments due to
the financial impact of the pandemic**



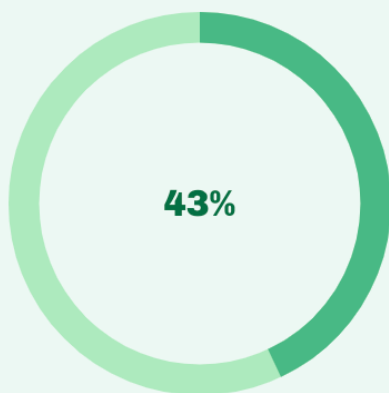
**Have considered delaying their higher
education due to difficulties imposed by the
pandemic**



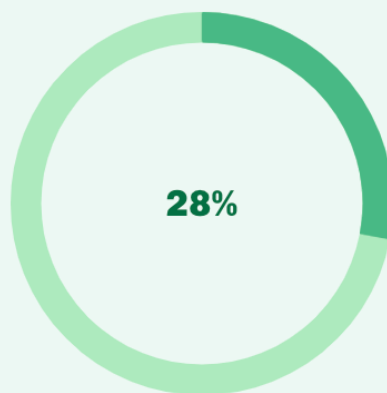
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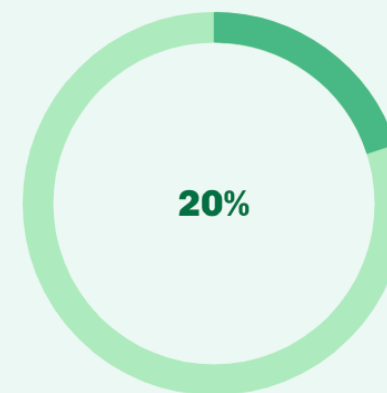
LEADING CAUSES OF STRESS WHEN MAKING EDUCATION PAYMENTS:



Financial difficulties



Unclear process from institution



Lack of online payment options

Discussion:

How have your students been impacted by the pandemic?

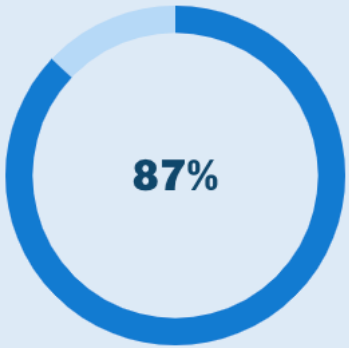
What questions are they asking?

What help is your campus providing?

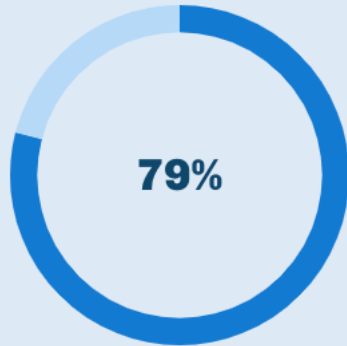
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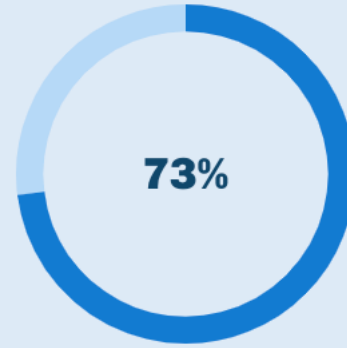
Education payments need to be simplified and more flexible



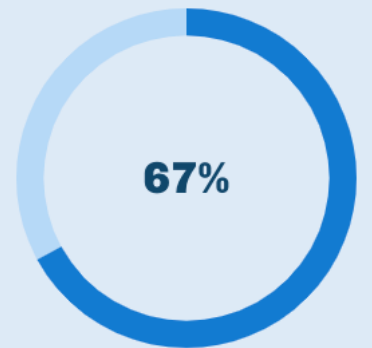
Need help affording
education expenses



Say a simplified payment
process would improve
their higher ed experience



Say the option to pay
education bills in
installments would make
their education more
affordable



Attend an institution that
offers payment
installments



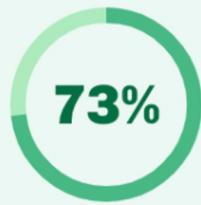
**Education payments
need to be simplified
and more flexible**



Students by region who believe **payment installment programs make
their education more affordable**



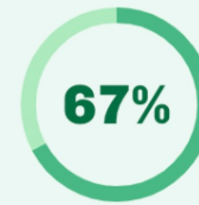
Australia



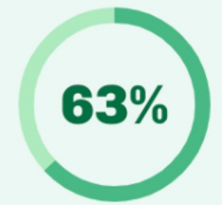
Canada



UK



China



US

Discussion:

How has the pandemic impacted students' ability to fund their education? Have you seen an increase for more flexible payment options?

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Expanding Financial Support

Sadly...
many funding
sources exclude
international
students

Merit-based High marks & high achievers 10%-20% of students	Financial need-based Lower income families 10%-20% of students	Other The “Middle Sixty” ~60% of students
TD Scholarships For Community Leadership LORAN Scholars Foundation CHARACTER SERVICE LEADERSHIP SCHULICH LEADER SCHOLARSHIPS Loblaw Scholarship Fund   	osap Canada Student Loans  Boys & Girls Clubs of Canada Clubs Garçons et Filles du Canada Beedie LUMINARIES Pathways to Education    	   <p><i>“You can’t apply for an award you don’t know exists!”</i></p> <div> Employers! Work </div> <div>Private funding</div>

Thank You

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Access report:

[www.flywire.com/
passport-report](http://www.flywire.com/passport-report)

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