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References

In the past years HIS-HE has worked on benchmarking projects with more than 100 universities and research institutes, mainly within Germany but also internationally.

The following selection of projects illustrates the variety of topics and partners, both from the academic education field and research:

- Benchmarking internationalisation of higher education institutions, in cooperation with six universities from Germany and Austria
- Benchmarking research, teaching, internationalisation and gender mainstreaming of four universities
- Benchmarking the quality of study programmes in Saxony-Anhalt and Baden-Wurttemberg on the basis of the HIS monitoring system on quality of study
- Benchmarking ministries and universities of northern Germany, based on the results of HIS-HE comparison of equipment, costs and performance
- Benchmarking the administrations of the Leibniz Association institutes
- Benchmarking quality assurance of appointment processes at seven universities in Lower Saxony with regard to gender mainstreaming
- Benchmarking ten administrations of the Association of North German Universities
- Benchmarking energy and the carbon footprint of the higher education institutes of Hesse
- Eleven benchmarking clubs in construction and facility management in higher education, e.g. the universities of Baden-Wurttemberg, Hesse, Lower Saxony, North Rhine-Westphalia, Saxony-Anhalt, University Hospitals
- Benchmarking facility management of the Helmholtz medical research centres
- Benchmarking waste management at six universities
- International comparison of the progress and success of students and career paths of graduates

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Benchmarking in Higher Education and Research

Make benchmarking worth your while

Benchmarking is a practical support tool for organisational and quality development. It systematically compares work processes of one organization to those of another to identify best practices. In order to achieve long-term success, this process requires a high degree of openness of all benchmarking participants.

For more than ten years HIS GmbH has been providing such benchmarking projects for institutes of higher education and research, continuously developing and improving its method. HIS-HE is the first address for benchmarking in higher education owing to its experience in more than 100 benchmarking projects with a variety of academic institutes, as well as a 40-year expertise as general consultant in higher education.

Results you can expect

HIS-HE-benchmarking offers higher education or research institutes:

- An effective tool to improve all processes of higher education;
- The possibility to identify best practices by learning from others;
- A structural overview of your resources and a better understanding of your own work-processes;
- Data for medium and long-term targets and regular comparisons of resources and costs;
- Support in defining the strategic objectives of your institute;
- Close collaboration and contact with other higher education institutes.

This process can be applied to the higher education or research institute as a whole or to individual departments or faculties.

Making benchmarking a collaborative enterprise

The essence of HIS-HE benchmarking is the **shared learning experience**: Everyone in the group is prepared and willing to learn. All participating institutes and HIS-HE agree to three core principles beforehand:

1. **confidentiality** concerning all data and results,
2. **equality** and mutual respect, as well as
3. **individual responsibility** for the success of the common project

Working in a close group of partners, HIS-HE-benchmarking provides the opportunity of a systematic and intensive exchange in dealing with the challenges, practices, experiences and solution strategies. This opens the door to an intensive process analysis and therefore takes a different approach than ranking.

HIS-HE will support your organisation in collecting a reliable set of data for comparisons in higher education, guide you through the entire benchmarking process and will make suggestions on the basis of its longstanding experience as consultant in higher education.

Areas of Benchmarking

- Higher education strategy and governance
- Quality management and quality assurance
- Basic processes in research and teaching
- Increasing student competence
- Administration and service tasks
- Building and facility management
- Health, safety and environment
- Fundraising
- Alumni management

The HIS-HE benchmarking procedure

Our benchmarking is highly versatile as we combine the individual modules exactly to your needs. The "benchmarking-club" brings together a group of partners which creates the best and most effective learning environment. Nevertheless, benchmarking is possible without other institutes or universities involved. In this case we provide a set of anonymous reference data for the data comparison.

The benchmarking procedure can be conducted once or in recurring benchmarking-cycles. The two main process types are:

- Benchmarking based on key indicators answers the questions of where your university stands in comparison to others
- The qualitative benchmarking method analyses selected processes in great detail and develops practical guidelines for process improvement as well as general improvement strategies.

These methods can also be combined and are best described by the following graph:

1. Define issues & objectives of procedure
2. Identify key issues, indicators or processes
3. Provide suitable data and information basis
4. Present results & interpret data, analysis (e.g. strengths and weaknesses)
5. Plan measures to implement results in higher education practices
6. Evaluate measures, identify further issues & activity fields