

## “Case Studies in International Student Support: The IDP Experience”

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Studying away from home to achieve their education and life goals can be a challenging experience for international students. But when provided with appropriate support and guidance, the experience can ultimately be very positive and rewarding.

Most education institutions in Australia offer comprehensive support to international students on campus. There are times, however, when they may need some independent advice.

**Henry Ho**, Manager, IDP Student Services, Melbourne, will present four case studies highlighting how IDP’s expertise and understanding can support international students to achieve positive results. The case studies address a range of issues facing international students, such as academic performance, visa complications, safety concerns and dealing with the challenges of studying and living away from home.

Along with discussing the steps IDP took in these situations, **Henry Ho** will provide a profile of international students who visit IDP Student Services offices in Australia. He will also outline the most commonly requested services by international students and the support IDP Student Services Australia provides – which goes beyond placing students into institutions.

### **Key Words**

Student experience, support services, student needs, best practice, international students, international student support, international student needs, international education agent