

# Indian students at QUT: Expectations and experiences

Basu, Swati  
International Student Services  
Queensland University of Technology  
Brisbane, Australia  
Email: [s1.basu@qut.edu.au](mailto:s1.basu@qut.edu.au)

Akbar, Heena  
International Student Services  
Queensland University of Technology  
Brisbane, Australia  
Email: [h.akbar@qut.edu.au](mailto:h.akbar@qut.edu.au)

## Abstract

*India currently ranks among the top source countries for the Australian education industry and therefore, a better understanding of the concerns and challenges confronted by Indian students is essential. This study was undertaken to assess the needs and expectations of Indian students enrolled at QUT that would inform the formulation of strategies to provide superior service to the current and future cohorts of students coming from India. Data collection was undertaken through surveys and focus group meetings. The findings reveal the acute need for more effective dissemination of information prior to the students commencing their programs on both academic and non-academic aspects of university life as well as the resources and support available at QUT. Usage of English in an academic setting, career related services, accommodation, and networking opportunities were identified as some of the key areas of concern by the participants.*

## Keywords

Indian students, international student experience, focus group.