

# Indian Students at QUT: Expectations and Experiences

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Queensland University of Technology

CRICOS No. 00213J

## Background

- Australia has gained recognition as one of the world's leading providers of education and training.
- The Australian education experience is seen as different and challenging
- Over 1 in 5 tertiary students in Australia were international students (Australian Bureau of Statistics 2011). This is the highest proportion among all OECD countries.



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## Background

- Reputation for excellence and world-wide recognition
- Safety and stability of the Australian society
- Australia's enviable standard of living
- Australia's multicultural community which helps international students feel at home.

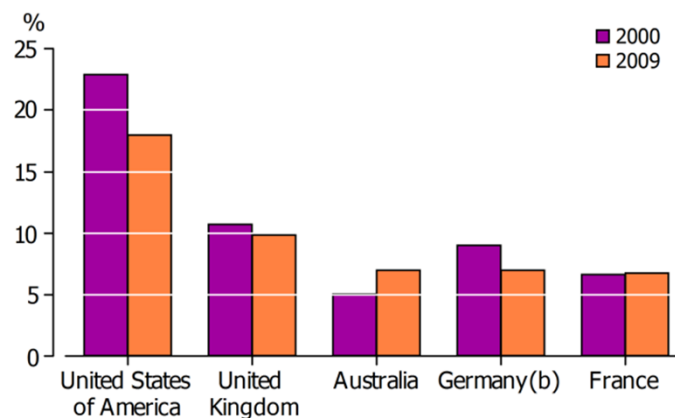


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## Market Share of International Tertiary Students

(Source: OECD)

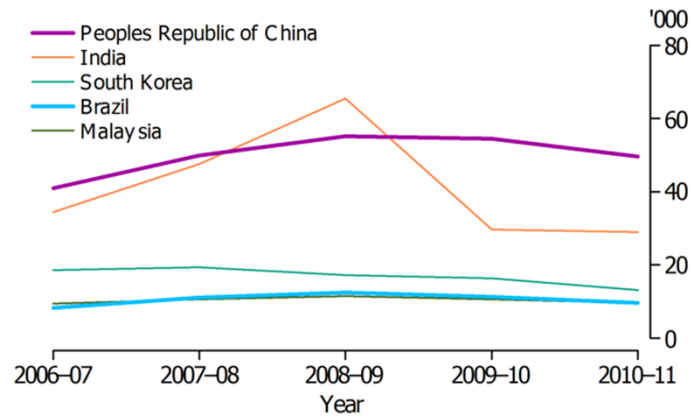


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## International students in Australia: Visa Applications Granted

(Source: Dept. of Immigration and Citizenship)



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## Indian Students in Australia

- Similarity in the 10+2+3 education structures of the two countries
- Students can choose from a wide variety of Australian universities and education institutions to suit their specific needs and goals
- Wide choice of study options and access to latest research in their chosen field.
- Most popular courses amongst Indian students coming to Australia are in the areas of business, information technology, engineering, and science.
- Vocational education and training (VET) sector attracted the greatest share of enrolments among Indian students (62% in 2009), enrolments in the higher education sector also grew three-fold between 2003 and 2009 to reach 24% (Australian Bureau of Statistics 2009).



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## Motivation for the current study

- Understand the perceived needs of Indian International Students and how these are met with support services are important in their academic and student life in Universities.
- Understand the overall Indian student experience in Australia, in relation to both life on campus and outside it.
- Identify areas of concern.
- Devise successful strategies to provide superior service to the current and future cohorts of students coming from India.



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## Aims

- Monitor, evaluate, and assess the needs of Indian students studying at QUT
- Explore their experiences
- Discuss problems, issues, and coping mechanisms
- Get feedback on existing services provided by QUT
- Seek suggestions on how to improve services



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## Methodology

- **Survey**

Responses were sought from all Indian students enrolled in QUT. *Key Survey*, an online survey creation tool was used to develop and distribute the survey questionnaire online. The survey questionnaire consisted of 14 questions seeking information on different aspects of student life and experiences. Responses received from 41 students.

- **Focus group**

Invitations were sent out to all Indian students enrolled at QUT. 18 registered students were split into 2 groups and meetings held on separate days to suit their convenience. Focus group evaluation form, facilitator's feedback form, and interview guide were used to conduct the meeting and collect relevant data.

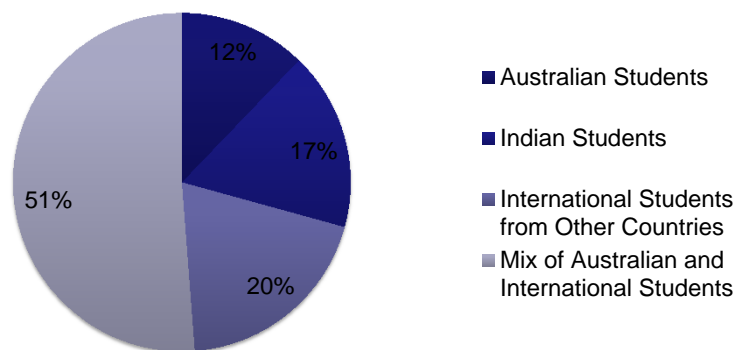
## Results: Reasons for Studying at QUT

Reasons	No. (percentage) of Responses
To study in Australia	15 (36.6%)
QUT's reputation	19 (46.3%)
Reputation of the course	16 (39%)
Tuition fee	1 (2.4%)
To live in Brisbane city	2 (4.9%)
Cost of living	0 (0%)
Recommended by a QUT graduate	4 (9.8%)
Personal reasons (eg. Family lives here)	6 (14.6%)
Other	12 (29.3%)

## Results: Cost of Living

Cost of living in Brisbane	No. (percentage) of Responses
Same as I expected	16 (39%)
More than I expected	21(51.2%)
Less than I expected	0
Uncertain	4(9.8%)

## Results: Social Network



## Survey: Issues and Concerns

- Cost of living
- Financial concerns
- Changing migration conditions
- Accommodation
- Food
- Friendship
- Homesickness
- English language



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## Focus Group: Issues and Concerns

- Demand of English language skills higher than expected
- Assignments
- Resume writing
- Transport
- High accommodation cost
- Safety
- Difficulty in getting a job



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## Suggested Actions

- Bolster pre-departure briefings
- More information to parents re safety concerns
- Complimentary phone cards on arrival
- List of vegetarian food outlets
- More info on assignments (samples provided)
- Mentoring/tutoring facilities (seniors mentor new students)
- More info on English language skills in orientations
- More English language support
- Free printing services for International students



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## Suggested Actions (Continued)

- More networking facilities
- Meetings with Police
- More focus groups, discussion forums
- Home away from home



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## What Can the Students Do

- Students need to move around (away from their own cultural group) and mix more with students from different backgrounds
- Show a more serious attitude towards achieving their goals and aspirations
- Get more involved in sports and other co-curricular activities
- Get their priorities right
- Speak up for themselves
- Be more aware of the facilities and resources available to them



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