

Access, use and usefulness: Services for international students at one Australian university

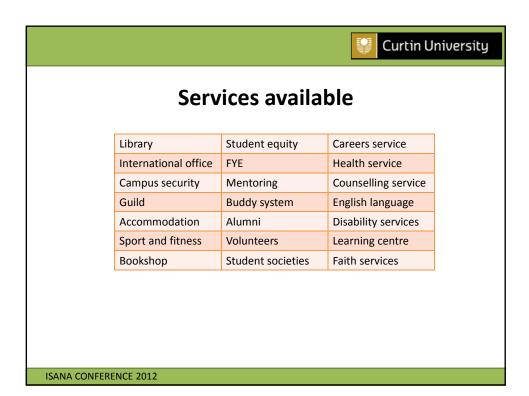
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The study

- Range and appropriateness of services to address perceived issues
- Case study design
- Interviews, focus groups and survey sequential approach
- Four main foci: awareness, access, use and usefulness
- Five main issues: language and communication, academic integration, cultural adjustment, social isolation, security and wellbeing





Awareness

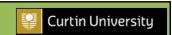
- High level of awareness of most services
- 100% awareness of library
- 99% awareness of international office, student guild, campus security and accommodation service
- Lowest awareness of buddy system, mentoring, faith services and student equity services (46-64%)
- Range of services considered sufficient



Access

- Unawareness of how to access service
- Timeliness
- Cost

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Use

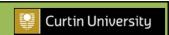
- High awareness rate linked to high use and importance
- High use: Library, Bookshop, International office, Campus security
- Lower use: Buddy system, Disability services, Alumni, Faith services
- Low use but needed: Buddy system, Sporting clubs and facilities, Mentoring



Usefulness

- 'Very useful' services used: Library, Disability services, Learning Centre, English language services
- 'Useful' services used: Library, Bookshop, International office, Learning Centre, Counselling service
- Not useful: Sporting clubs, Mentoring, Buddy systems, Alumni.

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Importance

- Library
- Campus security
- International office
- Health services
- Learning centre



Enhancing/inhibiting factors

Importance Awareness Student-centredness Quality of service Timeliness Cost