

## **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

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## Services available

Library	Student equity	Careers service
International office	FYE	Health service
Campus security	Mentoring	Counselling service
Guild	Buddy system	English language
Accommodation	Alumni	Disability services
Sport and fitness	Volunteers	Learning centre
Bookshop	Student societies	Faith services



## 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



## 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.

## Importance

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



## Enhancing/inhibiting factors

Importance  
Awareness  
Student-centredness  
Quality of service  
Timeliness  
Cost