



International Students' Use of the University's Website

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If there is so much information out there, why aren't we (or our students) more educated or informed?

Recognised and Demanded Information Needs	Recognised and Undemanded Information Needs
Unrecognised and Demanded Information Needs	Unrecognised and Undemanded Information Needs

Alzougool, Chang and Gray (2013)



Online Boundaries are self-created

Boundaries depend on;

- Comfort zones
- Familiarity
- Interest and Curiosity
- Convenience
- Discipline



Survey Respondents

Female	79	54.86
Male	65	45.14
Bachelor	63	43.75
Master	52	36.11
PhD	24	16.67
Missing	5	3.47



Why did you go to the University site at the start?

	n=144	%
To find information relating to courses and study options (e.g. Programs, fees, requirements, admissions, enrolment, pre-departure)	77	53
To apply for degrees and enrolment	18	13
To browse available information	12	8.3
To use the student portal & LMS	7	4.9
To find information about the university (e.g. facilities, campus, handbook)	4	2.8
To find information relating to visas	3	2.1
Missing	23	16



What information do you look for at the University's site?

Course information	70
Application & enrolment process	19
Information regarding visas	8
Course information & application process	4
Application process & Scholarships information	2
Scholarships information	2
Course & accomodation information	1
Accomodation information	1
Pre-departure information	1
International students services	1
Course, accomodation & careers information	1
Information about facilities, campus & handbook	1
Grades and email	1
Course information & the environment	1
Course information & Visa options	1
Events	1
Workshops & seminars	1



Where did you get information about studying and living in Australia?

Family, relatives, friends, word of mouth and former students	63	43.75
Education Agents (IDP and others)	25	17.36
Uni-related sources (Advisors, students centre, International students unit, etc.)	17	11.81
General Internet sources (e.g., google, facebook, gumtree, etc.)	14	9.72
Vrious related websites	13	9.03
Vic/Aus government sites (e.g., city of Melbourne, immigration, etc.)	6	4.17
Previous educational organisations (e.g., high school, trinity, university, etc.)	5	3.47
TV & workplace	1	0.69

46.5% reported using only one source of information



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QUESTIONS?

