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UNIVERSITY OF  
TECHNOLOGY

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Students with Young Families;  
Cohort Management and  
Opening Solutions for All

Tina Malaeb  
International Student Life

**Swinburne**  
▶ think forward

International Student Enquiries – The Student Voice

Student Survey and Interviews

The Workshop - Juggling Uni & Parenthood

Feedback

Future Recommendations

## International Student Enquiries – The Student Voice

“There is a long waiting list for childcare. What other options do I have?”

“What’s the difference between child care and family day care?”

“I need more information about primary/ secondary schools in my community”

“Am I entitled to child care rebate?”

“I’m concerned about my child’s behaviour. Who should I talk to?”

“Does my family OSHC cover immunisation costs?”

“My daughter doesn’t speak any English. How will she settle in at Kinder?”

## Student Sample

Participants - 18 International students from Swinburne University

All from Middle Eastern backgrounds - Iraq, Libya, Saudi Arabia, Kuwait and UAE

7 students enrolled in English language program (ELICOS)

11 students enrolled in a Postgraduate degree program  
(Grad Dip, Masters or PhD)

All participants had one or more children aged between 0 – 15 years

## Student Survey & Interviews

Survey included

- Short answer questions
- Individual student interviews

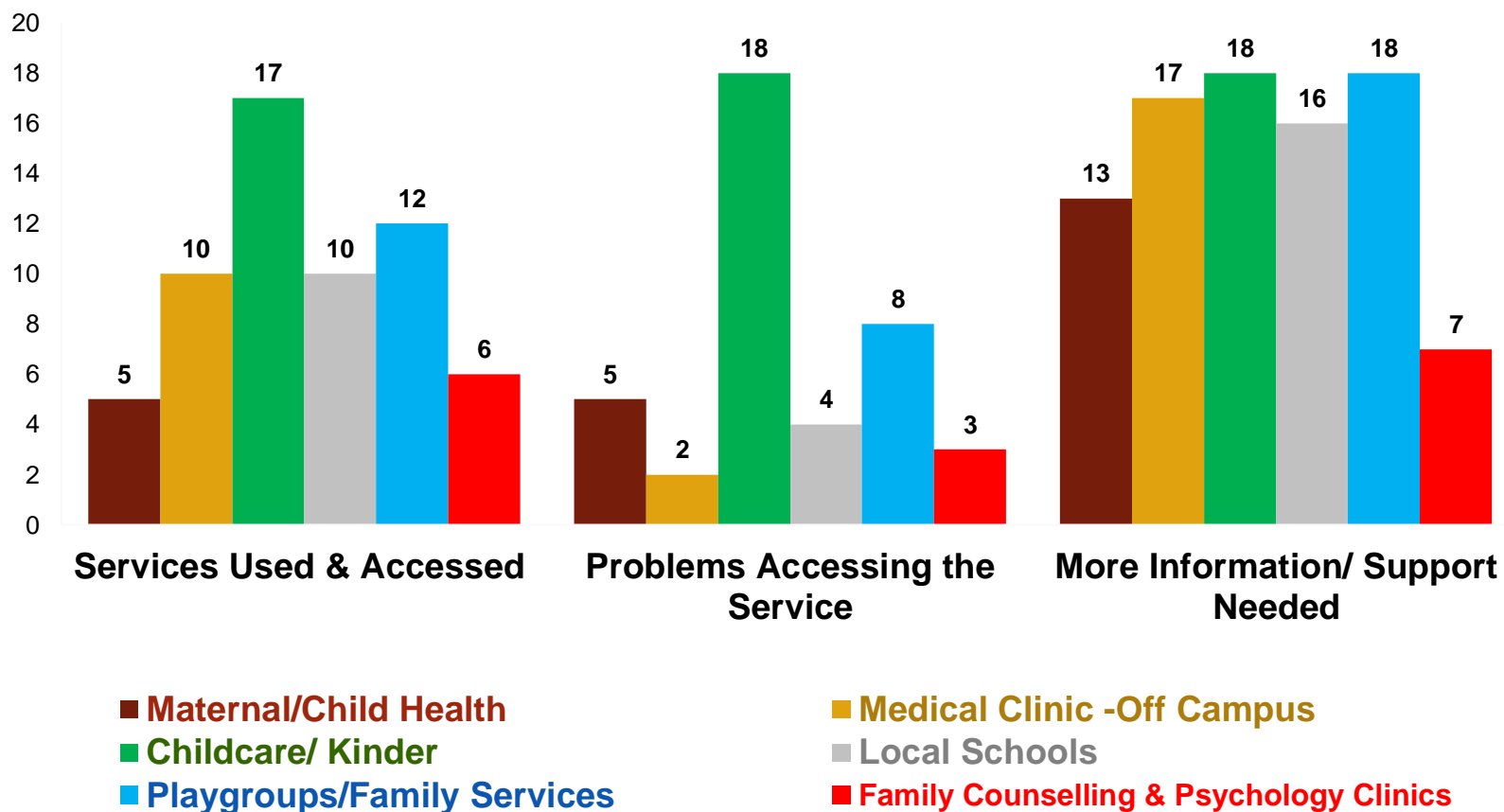
What types of family services do students search or enquire about?

Where do students go to find the information they need?

Is the current information and available support useful and sufficient?

Is there a need for further support and information sharing?

## Family Services – Access, Availability and Demand

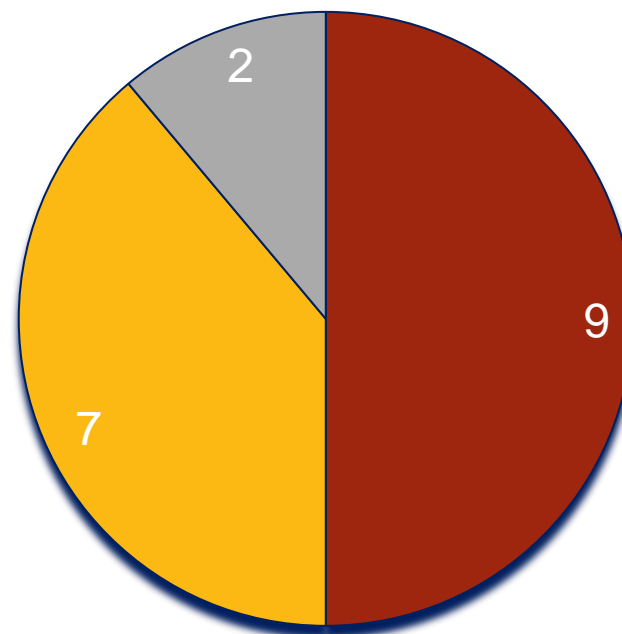


## How Did You Find Out About This Service?

Word of Mouth

Google

Social Media  
Facebook  
Twitter



## Interview Responses

*"I would like to be involved in family events and activities in our local community"*  
**Asma, Libya**

*"My child is still on the waiting list for childcare"*  
**Nihad, Saudi Arabia**

*"I had no trouble finding a school. My children go to the same school as their cousins"*  
**Entisar, Libya**

*"I find it difficult to manage my time between family and study"*  
**Haidar, Iraq**

*"I would like to give my son the opportunity to play sports and make friends"*  
**Zahra, UAE**

*"I'm having a lot of trouble finding childcare for my daughter"*  
**Abdullah, Saudi Arabia**



## In Summary

University services were being accessed

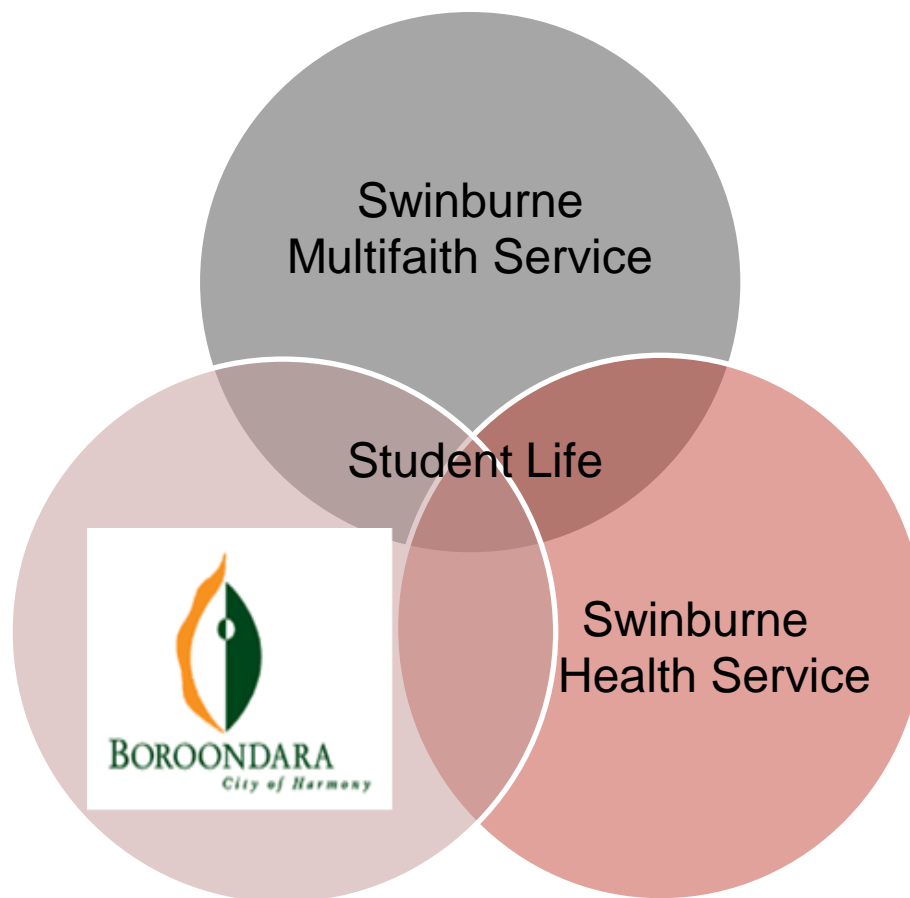
Most commonly used services were; ISA, Counselling and Health

Some community & family services were being accessed

Number of services were unknown to students e.g; Maternal and child health service, family day care, bilingual services.

There is a need for further support and information sharing

## The Workshop “Juggling Uni & Parenthood”



## Workshop Benefits

Husband and wife teams attended

Services available to students who live, work or study in the local community

Diverse range of information for students including discussion over afternoon tea

Positive student engagement & interaction



## Feedback Post Workshop

Information and materials provided were considered valuable and useful

Presenters focused on important community links - schools, day care, health care, community events

Helpful to talk with other parents



## Future Recommendations

### Larger Student Sample

Examine the findings across the wider student population

Pre-departure and arrival information can include more targeted information relevant for students travelling with pre-school / school aged children

### Post- Orientation Workshops

Comparative future studies;

- Students from various cultural backgrounds

- Students who have access to family or social support networks

*“The opportunity to meet other parents like us and to share our experiences is important”*

Questions?

Thank you

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