

# Issues and Challenges in Student Affairs and Services Work: Perspectives from an International Survey

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This presentation will share findings from an international research project supported by the International Association of Student Affairs and Services and which ANZSSA was a participating organization (see Seifert et al., 2014). Much of the past literature examining the field of student affairs and services from an international perspective has done so from an organizational lens at the country level (see Ludeman et al., 2009; Osfield et al., 2008). The present study sought to add to this body of literature by examining the perspectives of individual student affairs and services staff members from around the world.

An international research team developed a survey instrument with open-ended questions inviting respondents to share their perceptions of their work. This paper focuses on the issues and challenges faced by student affairs and services respondents from Canada, the United Kingdom, Australia and New Zealand.

As we seek to develop greater cross-cultural understanding in our effort to internationalise tertiary campuses comprehensively, it is important to understand the issues and challenges that our colleagues face from a global perspective. Understanding the issues and challenges in other cultural contexts will not only allow student affairs and services staff members in Australia and New Zealand provide more intentional support to international students studying on local campuses but may motivate an international exchange of effective practices that have been used in local contexts to address common issues and challenges faced by colleagues from around the world.

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## **Key Words**

“challenges in student affairs work” “cross-cultural perspective” “international survey”