

New abstract:

International Student Satisfaction with Support Services: A Driver for Campus Internationalization

Adriana Pérez-Encinas

Universidad Autónoma de Madrid, Facultad de Ciencias Económicas y Empresariales, C/ Francisco Tomás y Valiente 5, 28049, Madrid, Spain, E-mail: adriana.perez.encinas@uam.es

Ravi Ammigan

University of Delaware, Office for International Students and Scholars, 44 Kent Way, Newark, Delaware 19716, USA, E-mail: rammigan@udel.edu

Abstract

Many institutions of higher education are promoting the internationalization of their campuses as a core principle through international student mobility from both a degree and credit perspective and, as a result, have expanded rapidly in enrollment. In order to effectively serve this growing population, universities are having to put additional student support services in place. However, while many have well-developed and structured programs for students in general, not all services are designed to specifically cover the needs of international students. The purpose of this paper is to provide a literature review on the studies conducted on the topic of international student satisfaction with university support services and to further support the importance of assessing student satisfaction on university campuses as a means to ensure a positive student experience. It also includes an overview of tools and measures that are most-widely used by universities in Spain and in the United States to assess satisfaction of international students with campus services.

Keywords: support services, satisfaction, international students, best practices, assessment