

The Importance of Collaboration in Providing Information to Students

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Abstract

International Education Providers often find it challenging to disseminate information to students. These include information on courses, academic enrolments, accommodation, health, social events, career and employment and other support services. Often the challenge of providing information is compounded by a misunderstanding of how students access information in the digital age. There is a common misconception that all students will use a one-stop-shop student portal for all their information needs. Our survey of more than 7000 students from 128 countries showed that this is not the case and that international students are likely to use a range of sources for different information. There is diversity in international students' behaviour including the number of sources they rely on, where the sources are based and how it is affected by their social networks. Due to the range of sources students are relying on for information, this paper highlights the importance of collaborating with a diverse number of information providers on an ongoing basis.

This paper is based on our Australia wide survey of international students (and a small number of prospective students) which was conducted at the end of 2014. There were more than 7000 respondents who represented multiple sectors, including Schools, ELICOS, pathway, VET and University. The majority of respondents were international students who were already enrolled in a course or program across Australia.