



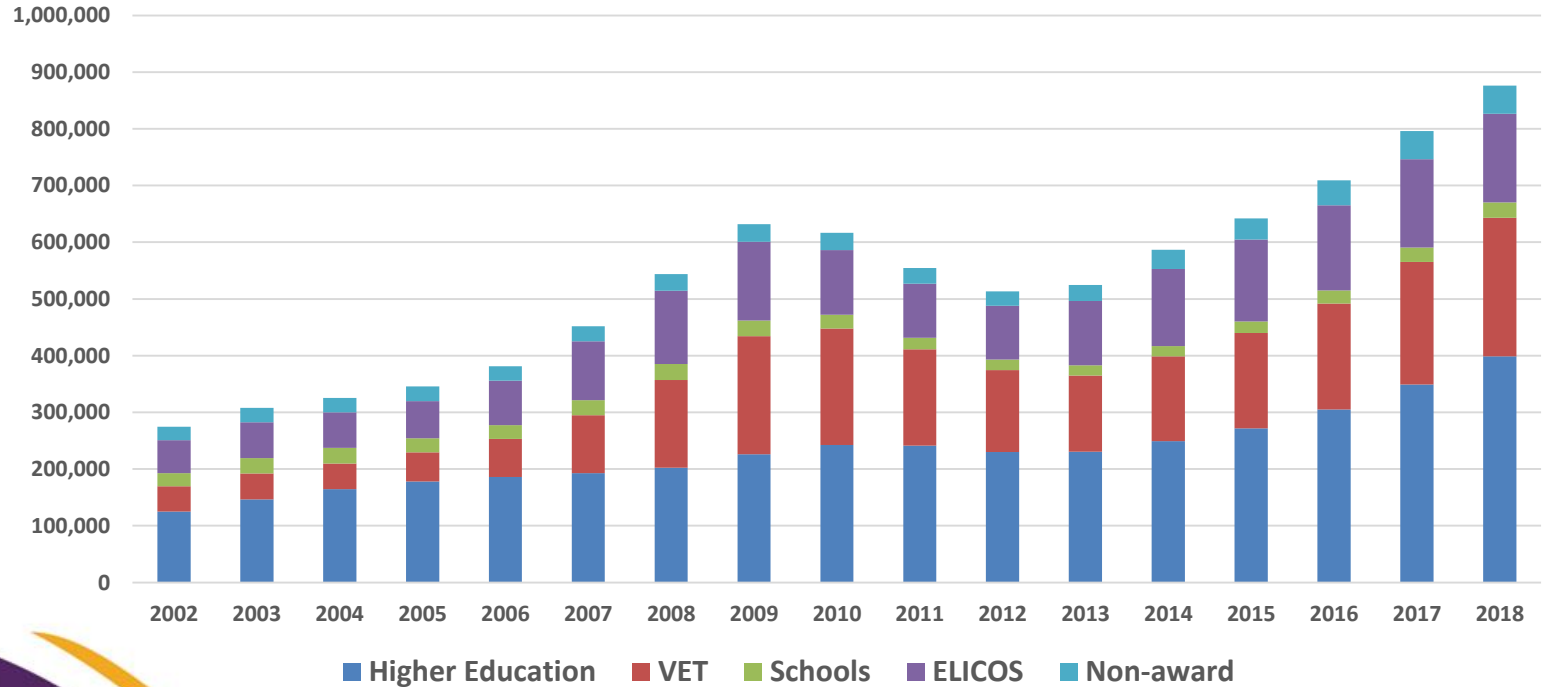
Australian Government
Department of Education

What the International Student Survey tells us about student wellbeing and support services

Steve Nerlich
Stephen Connelly

International students in Australia

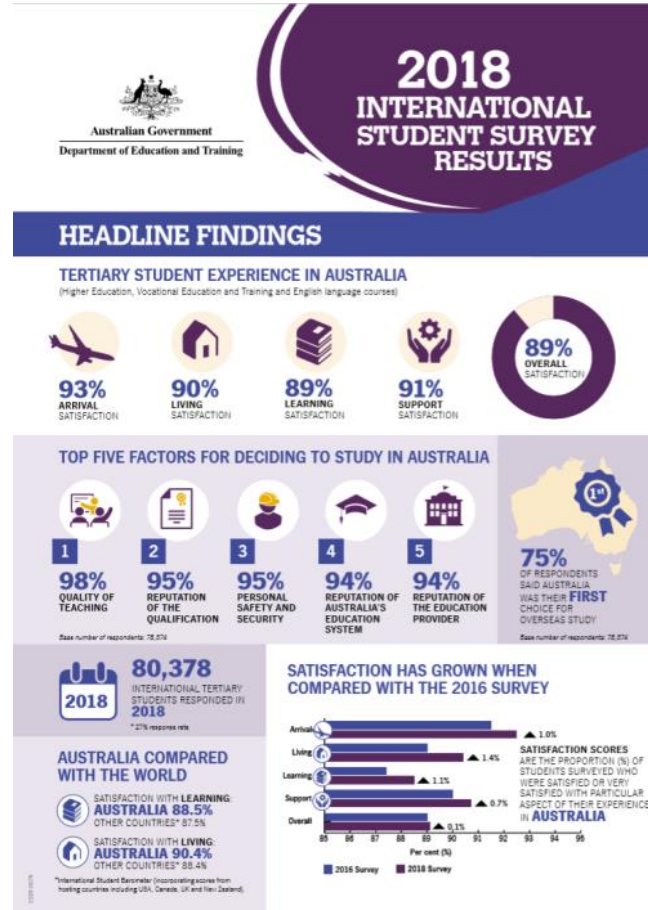
International student enrolments



2018 International Student Survey

2018 international student survey:

- 80,378 respondents (62,284 HE; 2,432 VET; 15,662 ELICOS; & 3,392 schools).
- All participating institutions with >5 respondents received their own data



Wellbeing

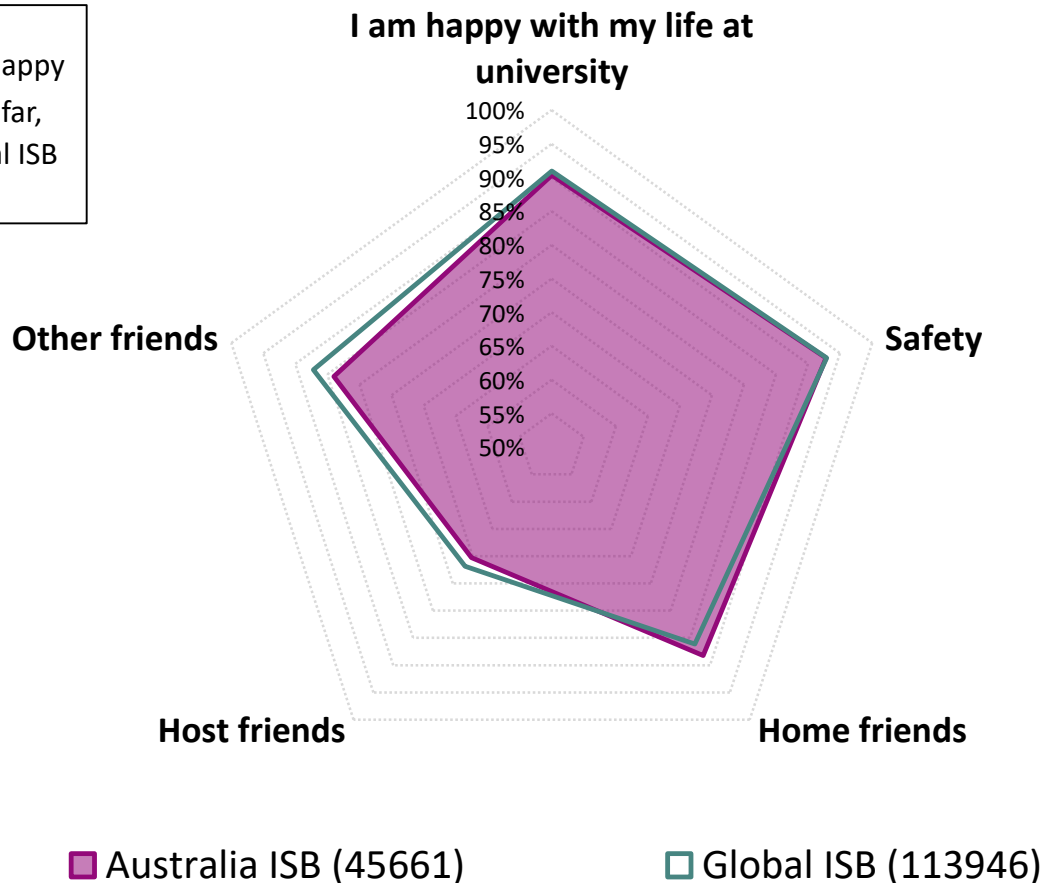
Overall, how happy are you with your life at this institution?	HE	VET	HE and VET combined
Very happy	22%	32%	22%
Happy	68%	57%	68%
Unhappy	8%	8%	8%
Very unhappy	2%	3%	2%
Grand Total	100%	100%	100%
Happy or very happy	90%	89%	90%

(Base: 48,453 for HE and 1,695 for VET)





90% of your students are happy with their life at university so far, compared to **91%** in the Global ISB benchmark



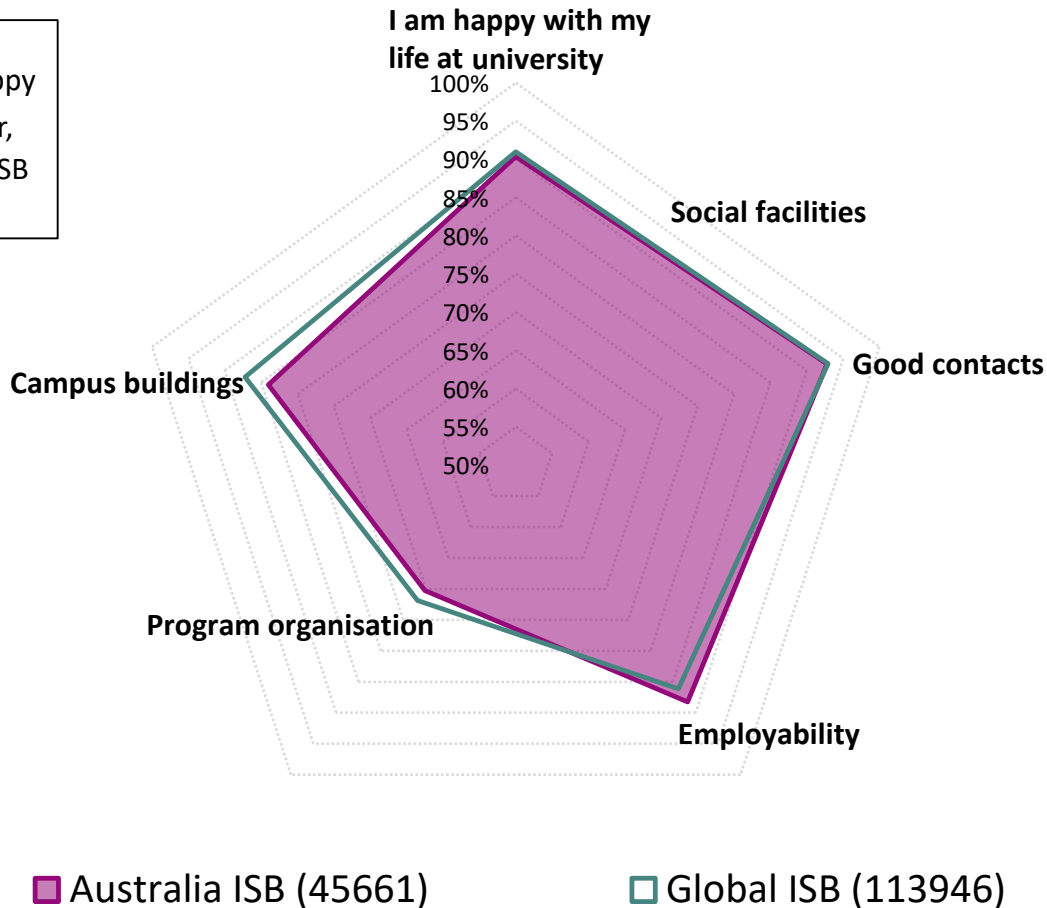


U-ISB Australia 2018 Top 10 respondent nationalities
Good contacts
Employability
Program organisation
Social facilities
Campus buildings

<http://monitor.icef.com/2019/03/what-makes-international-students-happy-research-shows-the-answer-depends-in-part-on-country-of-origin/>



90% of your students are happy with their life at university so far, compared to **91%** in the Global ISB benchmark



**Net Promoter Score**

How likely is it that you would recommend <University Name> to family or a friend?

**Orientation**

Did you attend/participate in a formal ORIENTATION program at <University Name>?

If not, why not?



Overall, how satisfied were you with the ORIENTATION PROGRAM?

**Arrival**

Based on your experiences living in this country, how far do you agree or disagree with the following?



I feel welcome as an international student in this country

There is a friendly attitude towards international students at my university (staff and students)



There is a friendly attitude towards international students at the city/location where my university is based (local population)



Employability

How satisfied are you with the following types of employment/careers support from your university?



Information (directories, address lists, career guides)



Advice (guidance on career paths and career choices)



Training (interview training, skills workshops, etc.)



Support (helping to produce my CV, helping me to decide which employers to approach)



Placement (finding relevant work experience/work placement opportunities)

Representation (contacting employers on my behalf)

Employment (securing a job for me)

Opportunities to meet employers through careers fairs/networking events

Opportunities to network with alumni



Well-being

Do you ever feel particularly stressed or anxious with your life at <University Name>?

- Never
- Occasionally
- Quite often
- Always



Do you have any concerns about completing your studies?

- Not at all concerned
 - Slightly concerned (*prompts open question below*)
 - Somewhat concerned (*prompts open question below*)
 - Very concerned (*prompts open question below*)
-
- Why do you say that? (Optional) (*prompted by concerns in question above*)





Value for money

To what extent do you feel that your current course is good value for money?

Strongly disagree

Disagree

Agree

Strongly agree

Don't know/NA



**Net Promoter Score**

How likely is it that you would recommend <Centre Name> to family or a friend?

**Orientation**

Did you attend/participate in a formal ORIENTATION program at <Centre Name>?

If not, why not?



Overall, how satisfied were you with the ORIENTATION PROGRAM?

**Arrival**

Based on your experiences living in this country, how far do you agree or disagree with the following?



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Learning Satisfaction

Please say how SATISFIED you are AT THIS STAGE IN THE YEAR with the following:

- Learning that will help me to get a good job



Well-being

Overall, how happy are you with your life at <institution name> at this stage in the year?

Very unhappy

Unhappy

Happy

Very happy





Well-being

Do you ever feel particularly stressed or anxious with your life at <University Name>?

- Never
- Occasionally
- Quite often
- Always



Do you have any concerns about completing your studies?

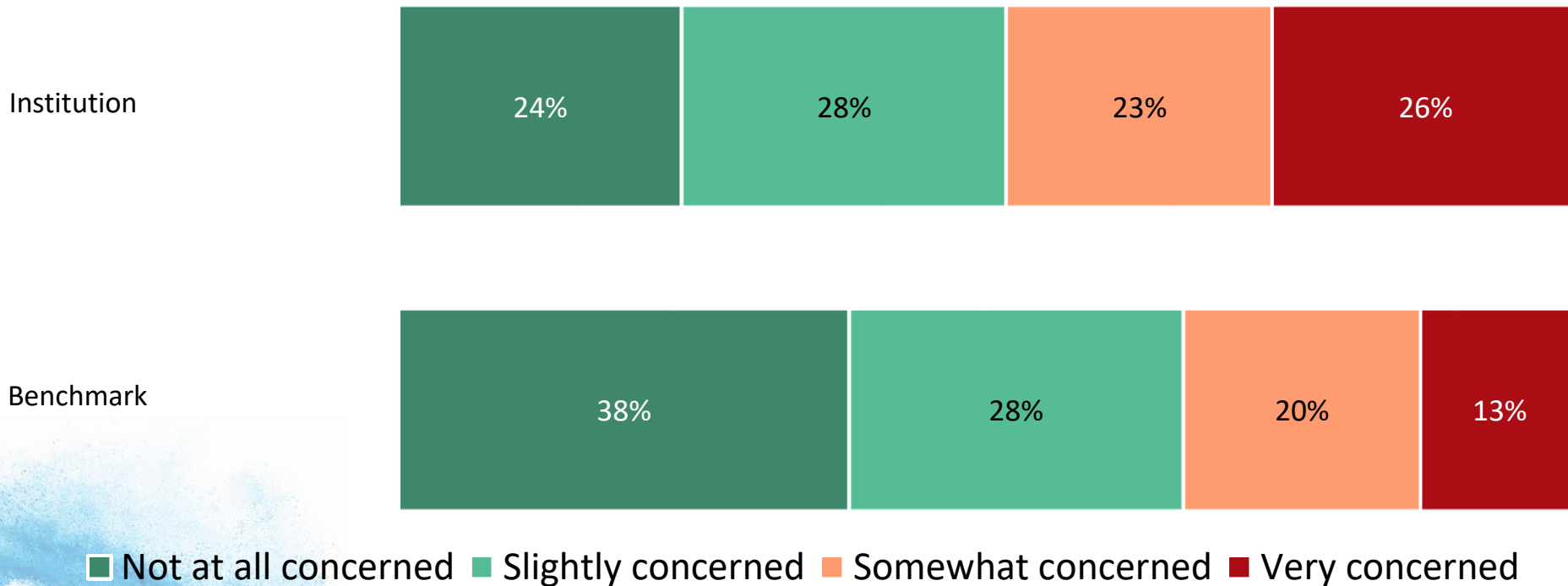
- Not at all concerned
- Slightly concerned (*prompts open question below*)
- Somewhat concerned (*prompts open question below*)
- Very concerned (*prompts open question below*)

- Why do you say that? (Optional) (*prompted by concerns in question above*)





Do you have any concerns about completing your studies?





CONCERNED	
	%
Concerns about completing studies	
Not at all concerned	38%
Slightly concerned	28%
Somewhat concerned	20%
Very concerned	13%

61% of students had some concerns about completing studies (70% for domestic students)

STRESSED	
	%
Stressed or anxious	
Never	16%
Occasionally	53%
Quite often	23%
Always	8%

84% of students experienced stress or anxiety at some stage (89% for domestic students)

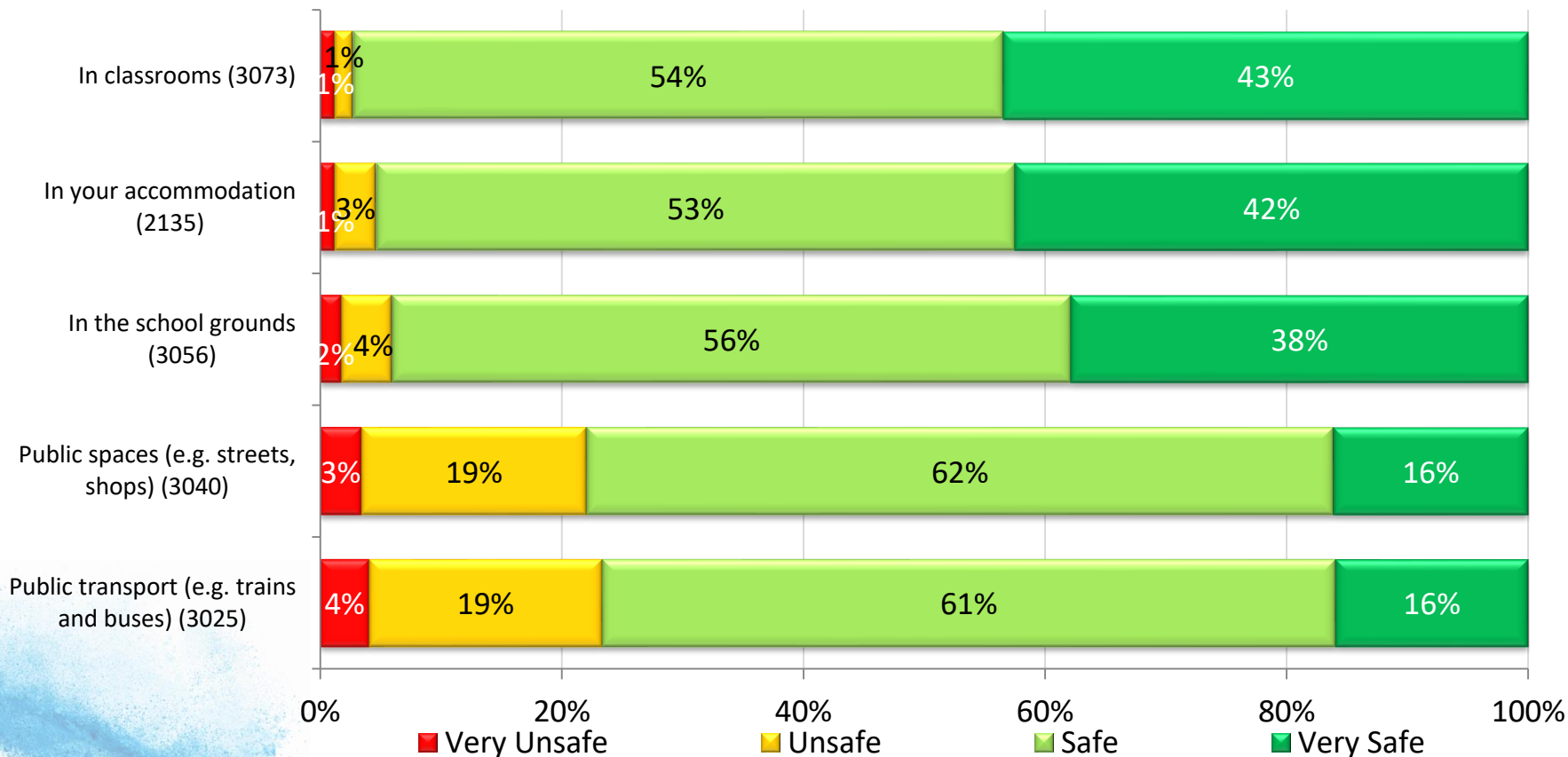


Snapshot results from 2018 surveys

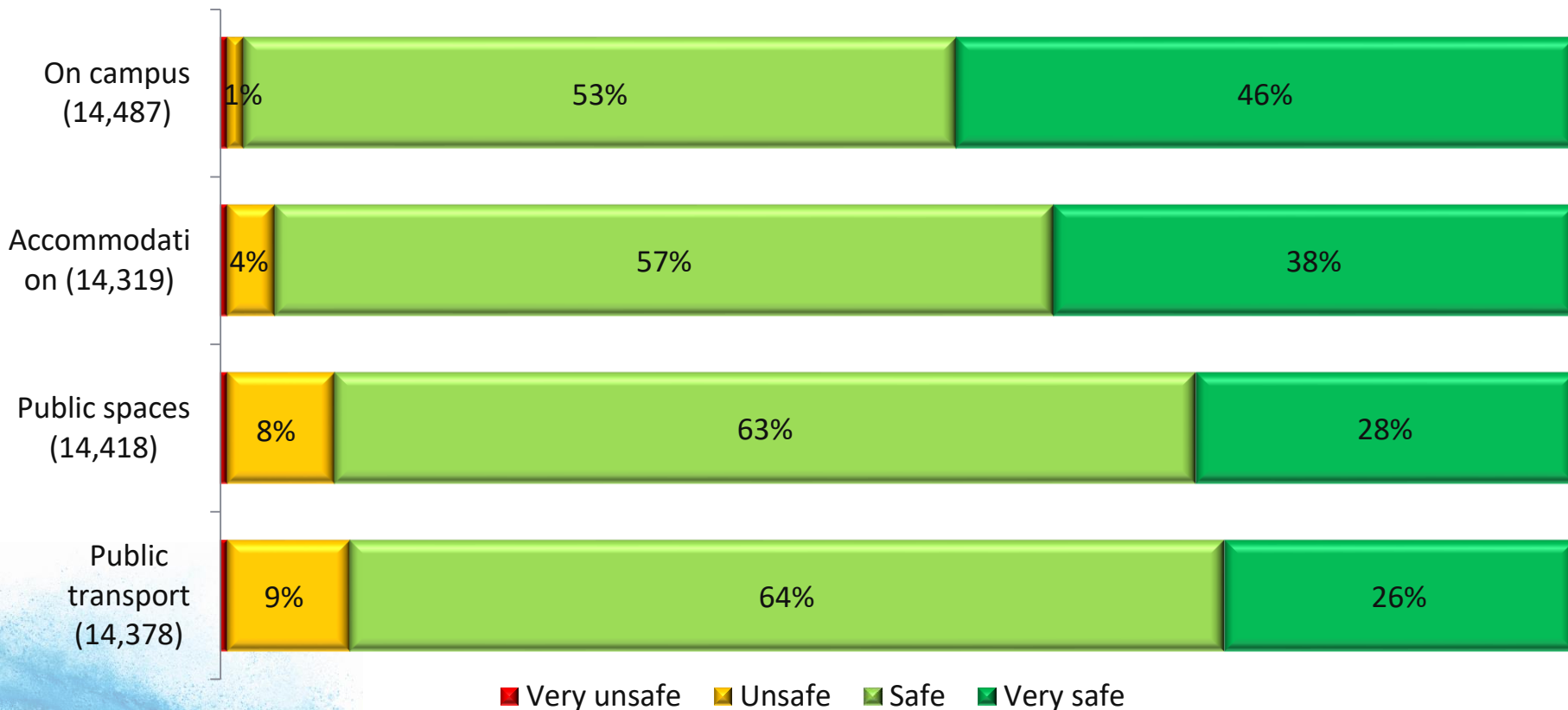


	ISS 2016	ISS 2018	Difference
Recommendation – Australia	na	72%	-
Recommendation – School	na	63%	-
Overall Satisfaction	77%	87%	+10
Arrival	na	79%	-
Learning	73%	84%	+11
Living	76%	85%	+9
Support	73%	85%	+12
Response rate	na	71%	-
Response 'n'	1,626	3,392	





Do you feel safe in the following places?



Do you feel safe in the following areas?

International support services

Higher education & VET (17 categories)

Finance Office

International Office

Academic Language and Learning Unit

IT Support

Student Advisory

Counselling

Careers Service

Faith Provision

Accommodation Office

Students' Union

Health Centre

Residential Assistants

Graduate School

Catering

Clubs/societies

Disability Support

Personal Tutors



International support services

Most used service:

Catering (67% HE; 68% VET)



International support services

Most used service: **Catering** (67% HE; 68% VET)

Service least satisfied with:



International support services

Most used service: **Catering** (67% HE; 68% VET)

Service least satisfied with: **Catering** (86% HE; 84% VET).



International support services

Most used service: **Catering** (67% HE; 68% VET)

Service least satisfied with: **Catering** (86% HE; 84% VET).

Service most satisfied with: HE - **Faith provision** (96%);
VET – **Health centre** (98%).



International support services

Awareness

Service “may be useful to me, but don’t know where to find it”:

Higher education: Personal tutors (28%); Residential assistants (27%)

VET: Clubs/societies (33%); Health centre (30%)



Academic language and learning unit

Higher education: 32% used it; 16% didn't know where to find it.

VET: 20% used it; 20% didn't know where to find it.

Hence: 52% of higher education and 60% of VET students didn't think they needed this service.



International support services

Satisfaction range

Higher education: 86% - 96% (Catering – Faith provision)

VET: 84% - 98% (Catering – Health centre)

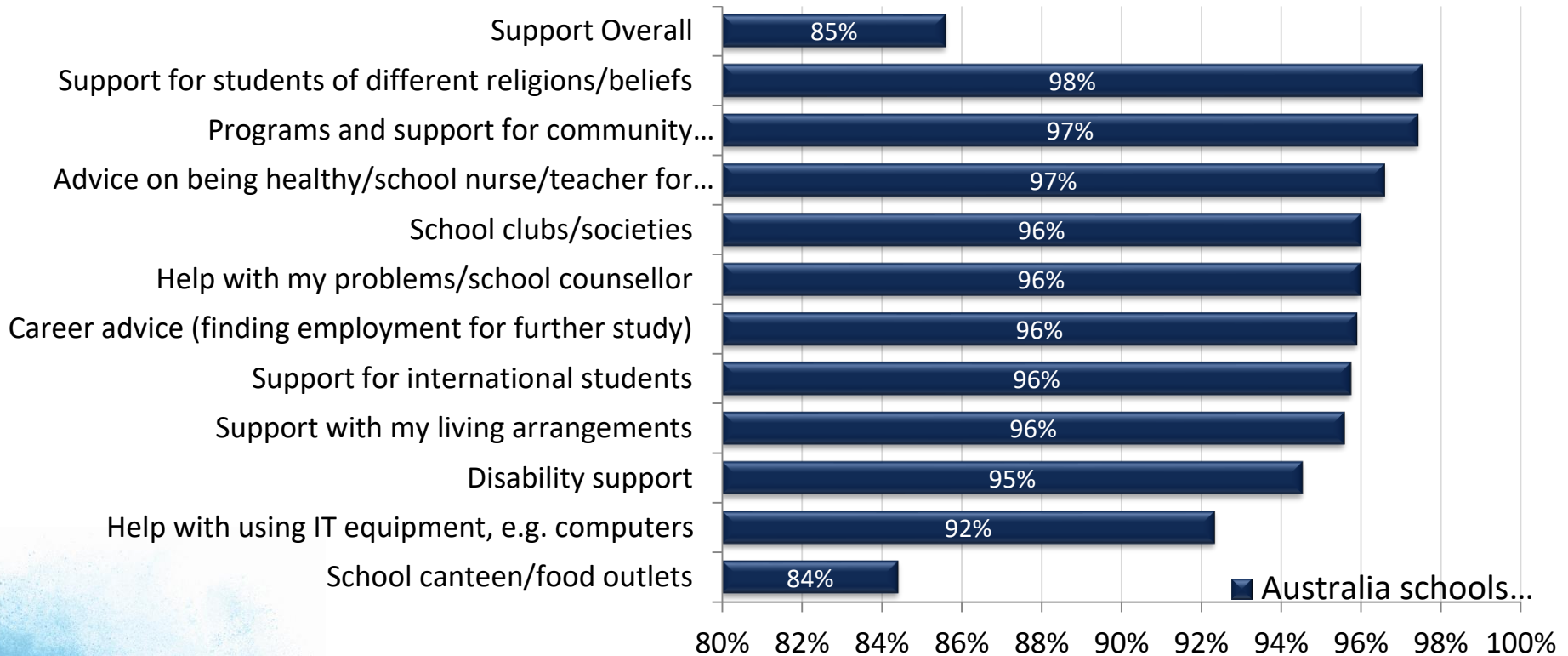
ELICOS: 78% - 93% (Advice and guidance on finding part-time work – Help and support with my visa application)



Overall satisfaction with support services by sector and survey year

Survey year	HE	VET	ELICOS	All tertiary
2018	91%	88%	93%	91%
2016	89%	88%	93%	90%
2014	89%	87%	92%	89%
2012	88%	87%	83%	87%
2010	86%	82%*	77%	86%

** The 2010 survey published the information collected from public VET respondents only.*



How happy are you with the services you have used?