

UNIVERSITY OF SYDNEY

THE INTERNATIONAL STUDENT EXPERIENCE: 2005

INTERNATIONAL STUDENT LIFE, SUPPORT AND ADVISORY SERVICES

QUALITATIVE DATA

CONTENTS

1	INTRODUCTION	2
2	UNDERGRADUATE STUDENTS.....	3
2.1	STUDENT LIFE.....	3
2.1.1	<i>Orientation, induction.....</i>	3
2.1.2	<i>Student community.....</i>	3
2.1.3	<i>Travel.....</i>	3
2.1.4	<i>Accommodation.....</i>	3
2.1.5	<i>University Housing.....</i>	3
2.1.6	<i>Fees/ financial assistance etc.....</i>	3
2.2	SKILLS TRAINING	3
2.2.1	<i>Language, writing, communication etc.....</i>	3
2.2.2	<i>Learning Centre</i>	3
2.3	EQUITY ISSUES	3
2.4	INTERNATIONAL OFFICE	3
2.5	INTERNATIONAL STUDENTS SUPPORT UNIT	3
2.6	DOMESTIC STUDENTS' PERSPECTIVES	3
3	POSTGRADUATE COURSEWORK STUDENTS	3
3.1	STUDENT LIFE	3
3.1.1	<i>Orientation, induction.....</i>	3
3.1.2	<i>Student community.....</i>	3
3.1.3	<i>Travel/ transport.....</i>	3
3.1.4	<i>Accommodation.....</i>	3
3.1.5	<i>University Housing.....</i>	3
3.1.6	<i>Fees, financial assistance etc.....</i>	3
3.2	SKILLS TRAINING	3
3.2.1	<i>Language, writing, communication etc.....</i>	3
3.2.2	<i>Learning Centre</i>	3
3.3	EQUITY ISSUES	3
3.4	INTERNATIONAL OFFICE	3
3.5	INTERNATIONAL STUDENT SERVICES UNIT.....	3
3.6	COMPARISON WITH 'HOME COUNTRY'	3
3.7	DOMESTIC STUDENTS' PERSPECTIVES	3
3.7.1	<i>On presence of international students at University of Sydney</i>	3
3.7.2	<i>On language, oral communication skills of international students.....</i>	3
3.7.3	<i>On International Office.....</i>	3
4	POSTGRADUATE RESEARCH STUDENTS.....	3
4.1	STUDENT LIFE	3
4.1.1	<i>Student community.....</i>	3
4.1.2	<i>Fees, financial assistance etc.....</i>	3
4.1.3	<i>Transport, travel concessions etc.....</i>	3
4.2	SKILLS TRAINING	3
4.3	INTERNATIONAL OFFICE	3

4.6	DOMESTIC STUDENTS' PERSPECTIVES	3
4.6.1	<i>On presence of international students at University of Sydney</i>	3
4.6.2	<i>On international students' experiences of Learning Centre courses</i>	3

1 INTRODUCTION

- 1.1 The Student Course Experience Questionnaire (SCEQ), is designed to collect quantitative and qualitative data about students' perceptions of the quality of learning and teaching in their degree courses, as well as their perceptions of student administration and support services. As part of the questionnaire students are asked to provide comments on the best aspects of their experience (degree and administration) and those that could be improved.
- 1.2 The Student Research Experience Questionnaire (SREQ), administered to postgraduate research students, collects the students' perception of quality of their research higher degree experience. The questionnaire asks for comments on the best aspects of their research higher degree experience and the aspects most in need of improvement.
- 1.3 Based on the responses to these questions, this document provides a categorised list of all comments received from international students in the 2005 SCEQ and SREQ and which provided information on their experiences of student life, support and advisory services. Comments received from domestic students which reflect their perceptions of international student life are also included. Qualitative data on international students' experiences of learning and teaching and research training are provided in a separate document.
- 1.4 There are three main sections to this report:
1. Undergraduate students
 2. Postgraduate coursework students
 3. Postgraduate research students

Each section is further divided into the main aspects of international student life, support and advisory services: student life; skills training; equity issues; International Office; International Student Support Unit; comparison with home country; and domestic students' perspectives. Within each aspect, comments on areas of best practice are listed first, following by those suggesting improvements.

- 1.5 Comments are transcribed exactly as they appear in the original; with the faculty association identified at the end of each comment.
- 1.6 An analysis of the areas of best practice and suggested improvements in international student life, and their experiences of learning and teaching and research training, is included in the accompanying report: *University of Sydney: Report on the International Student experience: 2005: Analysis of areas of best practice and suggested improvements: 2005.*
- 1.7 This report updates the data provided in two previous reports:
- *International student experience: 2003 : SCEQ and SREQ open response comments (issued in 2004)*
 - *University of Sydney: The international postgraduate research student experience: Analysis of comments: Student Research Experience Questionnaire (SREQ): 2004 (issued in 2005)*

2 UNDERGRADUATE STUDENTS

2.1 STUDENT LIFE

2.1.1 Orientation, induction

Suggested improvements

- Hold more events to enable us to get to know each other and communicate more. *Pharmacy*

2.1.2 Student community

Areas of best practice

- I am happy with Sydney university *Agriculture*
- The other students are very open about sharing information. This is good because you sense that you are not competing against other students. *Dentistry*
- The international environment is a supportive factor for my social life. *Economics and Business*
- I'm enjoying study in USyd since I can make a lot of friendship especially with various students. And I found USyd is located in one of the best university in Australia. *Economics and Business*
- Get to mix and interact with different people of different cultures. *Health Sciences*

Suggested improvements

- Group work is not always helpful. Sometimes international students are isolated by local students. It is a common phenomenon. *Economics and Business*
- About relationships among students from different countries, international students always find difficulty communicating with local students. *Economics and Business*

2.1.3 Travel

Suggested improvements

- International students need public transport concessions - we pay tax and a vast sum of money in fees. The University, in general, seems to be set up to make any real assistance for individual students almost impossible to obtain. A set of laws have been set down and are rigidly adhered to. Please remember, as students, we are your customers and hence are paying for a service.....
Veterinary Science

2.1.4 Accommodation

Suggested improvements

- Yes, in terms of accommodation, I think that more information should be provided on the internet especially for those students applying from overseas who have never visited Australia.
Engineering

2.1.5 University Housing

Suggested improvements

- Increase the number of different university housing places, to allow more student to have access to the university. There are too many high class colleges which are way too expensive for normal students and local students. *Economics and Business*
- I've had some bad experiences contacting the staff at the housing service as they did not reply to many of my emails and when I applied I was 18 yrs old but all my 19 and 20 yr old friends all got accepted and I was specifically informed that priority will be given to 18 yr olds. I was very disappointed but I managed to get a room only by mere luck and it was a very small room.
Engineering

2.1.6 Fees/ financial assistance etc

Suggested improvements

- Also, I don't see the point of the 5% price hike in fees every year! It's a really expensive course and I don't see where all this money is going to. *Veterinary Science*
- Giving supplementary exams because the volume of work and pressure is so great even the cleverest people might not do well in an exam but they don't deserve to resit the whole unit of study. For international students particularly, staying an extra year is very costly. If necessary charge money for supplementary exams, it would be very welcome. *Veterinary Science*
- A disproportionate amount of the entire Vet School budget being paid by international students who receive far less, in terms of living expenses (inc. transport, health care etc) than Australian students. 12 *Veterinary Science*
- I found information relating to international scholarships, course degree structure (i.e. how the credit for courses system really works) to be severely lacking. International students deserve more monetary support options. *Veterinary Science*

2.2 SKILLS TRAINING

2.2.1 Language, writing, communication etc

NB: *Comments on the development of graduate generic attributes have been included in the report on qualitative data on learning and teaching as they are applicable to all students, domestic and international*

Areas of best practice

- Improve my writing skill. *Economics and Business*
- Improve my oral, written communication skills. *Economics and Business*
- My degree course helped me to improve my writing skills. *Economics and Business*

Suggested improvements

- Increase in presentations (oral/visual) this will allow for greater confidence from the students & aid them in their working environment. I personally have a fear of oral presentation & have presented material only thrice (for 2 mins each). Two were in first year & the last in fourth year (current year). *Engineering*
- Staff should guide or assist students for improving writing and communication skills, not just criticizing the errors that students make. *Health Sciences*
- English language inadequacy of foreign students (because of ability with memorisation emphasis). *Veterinary Science*
- More rigorous standards for written and ORAL English language communication - it dilutes the excellent reputation of the graduates and tends to encourage plagiarism and academic dishonesty.

2.2.2 Learning Centre

Areas of best practice

- The Learning Centre even open the course on the holiday to help non English speaking students who are not able to go home for the holiday *Nursing*

2.3 EQUITY ISSUES

Suggested improvements

- Drop Indig Health. BORING. Fire XX the XX facilitator. She's racist, lazy and cruel. *Nursing*
- Dogmatic visa validating, year extending, lack of remedies for failing classes MUST be examined especially as international students are hardest hit by unfamiliar system of testing/evaluation particularly when expectation of instructors are poorly explained! It makes the Uni appear VERY mercenary, as does passing students with an inability to speak coherent English sentences. *Veterinary Science*

2.4 INTERNATIONAL OFFICE

Areas of best practice

- International office is very helpful. They always respond my inquiry in a fast and straight forward fashion. *Agriculture*
- International office staff our pretty helpful with our overseas student loan applications *Dentistry*
- People in the International Office are very helpful. *Economics and Business*
- The international office has a highly skilled staff who are very supportive when it comes to student needs. *Engineering*
- International Office is the best aspect of the student administration, because the staff are nice and they can provide enough information and explanation to students. *Health Sciences*
- International Office staff were extremely helpful at enrolment. Previous to starting, International Office was great at corresponding. *Medicine*
- The people at IO are approachable and helpful, and quick to reply my queries, the same goes to ISSU. *Veterinary Science*
- The international office used to be terrible to deal with when I first started this degree – however in recent times they have improved and are not so difficult to deal with. *Veterinary Science*
- International Office was also helpful. *Veterinary Science*

Suggested improvements

- Improvement is seen every year but international office needs to do more to have greater improvement. *Veterinary Science*
- The International office centre and Wentworth food court at first level. I find some of the staffs are very rude and sometimes rush people. *Architecture*
- I find that the international office doesn't seem to talk much with the student centre or even the individual faculties so it is easy to be sent backwards and forwards when you are trying to get some information. It would be good if there was a bit more integration – although I realise this is difficult to achieve. *Arts*
- International office requires better organization and compassion for international students. They cannot lose documents and require fee payment on time. This takes time, effort and money. Better housing information for students. *Dentistry*
- Probably just the International office needs to step up its service, the queues are too long during peak time. *Economics and Business*
- I have been here for 6 years it seems the database system of the International Office and student services and faculty offices are not sharing, this generates a lot of unnecessary hassle and stress on my admin work. *Engineering*
- International office and student centre can be increased in size and number of staff because these currently create long queues. *Engineering*
- Of the services accessed before, the most efficient was the campus security (though not used in the past semester), and at worst was the international office – especially with regards to fee payment and updating payment status. Invoices fail to be sent on when due, if they ever send any out these days that is and there are always mistakes with the account (e.g. I was on scholarship but they failed to update that despite numerous attempts I made to make it known in PERSON!) *Medicine*
- International Office has an inefficient service far too often. *Medicine*
- International office has to get its act together in terms of looking after the affairs of CURRENT international students, and not just wanting to recruit more. Counter services are VERY inconsistent, and its probably due to the hiring of so many temporary staff, who have NO IDEA of the various processes. They block access to people who would be able to answer queries, and make it very difficult to contact anyone who is in a position to be able to provide information to queries e.g. finance, visas. At times they give conflicting advice, and based on this wrong advice, international students are left to “pick up the financial pieces” (meaning, pay more money). *Medicine*
- By providing staff which are motivated to help students (especially in International Office) as well as being more organised. *Nursing*

- International Office and ISSU needs to be more efficient, more organised and be able to direct students to appropriate places (not make us go to department only to be told to go to another one). *Pharmacy*
- The international office is useless except taking payments. Staffs there do not know anything. *Science*
- The long waits in the International Office are ridiculous. I waited nearly an hour just to pay my tuition. Do you guys want the money or not? *Sydney College of the Arts*
- The staff in International Office are not very helpful sometimes. I get very different feedback when I ask a different staff. At last I don't know who I should follow. *Veterinary Science*
- those employed at the faculty office and international office seem to not be able to think past their set job and help on other issues at all, also have succeeded in losing several documents and randomly cancelling my enrolment twice, so overall think improvement is required *Veterinary Science*
- Perhaps student support services can be further improved by increasing the number of staff at the desks especially during busier times. For example, my experience with the International Office has always been poor due to long queues and waiting times. This is due to very few staff being available to tend to the students. One possible solution will be to hire more helpers or assistants during times when the International Office might be busier, such as during the start of the semester where students might want to pay their fees via the International Office or perhaps have their question answered with regards to school fees. *Veterinary Science*
- International Office are incredibly bad at returning calls. They are always very hard to get hold of. Helpful and knowledgeable when you do make contact but good luck getting that far! *Veterinary Science*
- Improve International Office – get more staff. *Veterinary Science*
- The international office is worse in my view. There is inadequate communication between departments there, which makes dealing with them frustrating, yet they are always more than willing to take in money. Help from them in terms of finding anything on or off campus is appalling. I tend only to deal with department heads now as a result of (I feel) incompetence at the front desk. This seriously needs to be overhauled to assist the students more such as with accommodation, finance, etc, than just take our money and run. Sounds harsh, but this is a very frustrating unit at the university. *Veterinary Science*

2.5 INTERNATIONAL STUDENTS SUPPORT UNIT

Areas of best practice

- I find the ISSU is kinder and more helpful than other admins. *Nursing*
- ISSU and ISU helpful *Veterinary Science*

Suggested improvements

- Sometimes, the queues are too long and there is occasionally confusion between different departments e.g., Student Centre and ISSU that requires me to go back and forth between the two several times, which is frustrating and a waste of time. *Economics and Business*
- I feel that individual faculty and international student services are too independent. As an international student, I often frustrated between the two administration system. If both administrations could cooperate better, it would be much more useful. *Veterinary Science*

2.6 DOMESTIC STUDENTS' PERSPECTIVES

(perceptions of international students' experiences; views of services offered by International Office etc.)

2.6.1 On presence of international students at University of Sydney

Suggested improvements

- Group work makes up a substantial proportion of many subject marks. When International students are involved in a group, this makes the work of resident students much higher. *Economics and Business*
- There should be more emphasis on the practical aspect of doing the accounting, crunching the numbers, rather than a lot of theory. The quality of some candidates are appalling. Perhaps, it would be better to increased the standards of the international students intake. *Economics and Business*
- When I am in the workforce I will not be surrounded by braindead turkeys who leave more interested students like myself complete the work to a high standard. I am tired of being stuck with international students that cannot speak English. English is the language of business and this team building through groupwork is meant to be to this end, but the last time I checked, and yes I have actual industry experience of which some (if not all) academics could benefit from, I work with motivated individuals in the workplace that I can actually communicate with. Groupwork is obviously a cost cutting exercise used to reduce overheads through less marking needed to be completed. *Economics and Business*
- The Commerce faculty is a big disappointment - they seem to encourage a "memorise and regurgitate" approach, and it seems largely tailored to international students and those without inquisitive minds. Mandated groupwork is counterproductive, in that invariably, you end up with people just wanting to "complete the course for the bit of paper" and no real engagement or interest in assignments. Most frustrating thing about my combined degree has been commerce groupwork (I've enjoyed the engineering groupwork). *Engineering*
- Shorter queues, more people to work behind the desks and probably more Asian speaking helpers or another queue to avoid the backup that tends to develop as more International students obviously, have more questions that require longer replies. *Education and Social Work*
- Replace the entire commerce faculty with : a) people who actually work and b) more staff to deal with the enormous number of lengthy international student enquiries. *Arts*

2.6.2 On transport concessions for international students

Suggested improvements

- International students to be eligible for transport concession. I understand that they don't pay tax (unless they work part-time - which many do). However, they pay enough tuition that they should be offered some relief. *Medicine*

2.6.3 On fees, financial aspects for international students

Suggested improvements

- When International students obtain permanent residency. They're automatically categorised as local full fee paying students and one subject to a higher amount of intuition fee. This does not make any sense. *Law*
- Not enough explanation about financial assistance available. Not enough information provided about fee changes for students who transfer from international to local fee paying. *Health Sciences*
- Considering my time at University of Sydney, no real issued have prevented me from attaining what I really required, guess I got what I paid for, am certain the international students did not! *Nursing*

2.6.4 On language, oral communication skills of international students

Suggested improvements

- Lastly, I think the University as a whole should revise the English standards that they find acceptable for their international students. A large number of international students comprise the Commerce degree, and often their English levels are barely passable. I think this is unfair to them (they struggle to keep up with what the lecturer is saying and, by their own admission, loathe written assessment), and as a non-International student, I know that many people like me are reluctant to do group assignments with International students because they fear that they will be disadvantaged by their poor English skills. This goes on to further the "us and them" attitude that already seems to exist. As a student of languages, I know how difficult it is to learn another language (I, myself, can speak 3) and I appreciate that sometimes the best way to learn a language is to immerse yourself in it, even if you can't speak it well. I just believe that the standards of English that are deemed to be acceptable for International students needs to be revised. Arts
- The unit system. FCNU 1001 need to past the writing test in order to pass the whole unit. It's stupid. Since it's a waste of time people come from overseas have difficulties to pass this writing test Nursing

2.6.5 International Office

Areas of best practice

- As I have been on exchange, the level of communication between me and both the international office and my faculty has been fabulous. It has helped me feel like a member of the university and they have always helped with any problems that have arisen *Economics and Business*
- International Office, friendly and helpful/ Arts
- International Office had very helpful staff. Law
- the international office has also been useful. Law
- The support I received from the International Office while on exchange with my previous degree was nothing less than fantastic. I was quite honestly blown away by the lengths the International Office staff went to in an effort to assist me. Law
- People in International Office re exchange are very helpful. *Veterinary Science*

Suggested improvements

- Communication between the different faculties and also communication between the international office and the faculty. That way a question can be answered the first time it is asked rather than going back and forth between the two areas. I feel that the limit of 144 credit points limits the breadth of my learning. *Economics and Business*
- international office was a bit slow with processing information. *Conservatorium of Music*
- In my experience with the international office and exchange I can see that exchange is a bureaucratic nightmare. Universities across the globe don't seem to communicate well *Sydney College of the Arts*
- inexperienced staff members in both the international office and the student centre were giving me false information and therefore caused me a lot of hassle (running around). communication between those two could be improved and staff members, especially inexperienced ones should be better trained or not afraid to ask more experienced staff for help. *Veterinary Science*
- the International office which I dealt with this semester was disorganised, lost documents (Including originals), allowed too short leadtimes to return large files of paperwork for exchange applications "because our admin and the host admin time frames don't match". I didn't feel that that should be my problem. *Sydney College of the Arts*
- The staff at international office just seem completely uninterested in student service or assistance. *Medicine*
- The international office's hours should extent to European work hours once a week seeing the majority of exchange placements are in the Northern Hemisphere - it would make communication possible. Law

2.6.2 International Student Support Unit

Areas of best practice

- Genuine concern for students, take time to solve problems. I am particularly impressed with X at the ISSU. *Medicine*

2.6.3 International House

Areas of best practice

- College accommodation (international house). *Medicine*

3 POSTGRADUATE COURSEWORK STUDENTS

3.1 STUDENT LIFE

3.1.1 Orientation, induction

Areas of best practice

- Helping students to overcome difficulties, especially for overseas students. When they arrive in a new country, they might face some problems which are needed to overcome. *Medicine*

Suggested improvements

- Better Int'l Student Orientation. I have lived in Sydney before and am a native English speaker but still had difficulties in locating all of the appropriate information before semester started. *Arts*
- After the initial orientation session, though, there was no further support for international students (aside from the counselling services for students in crisis). It would be helpful if there was a greater support system for international postgrads after the first week of school. *Arts*
- They could maintain an email correspondence with international students before they are officially enrolled in the university via the email addresses provided during their applications at the overseas offices. This will help them get updated information regarding enrolment formalities, ad hoc briefings, welcome tea, and others even before they are physically present to enrol at the university. In this way, they are assured that the uni is in touch with them during their transition from their home country to Sydney. *Education and Social Work*
- Give some brief introductions about the facilities in University to international students every semester. *Engineering*

3.1.2 Student community

Areas of best practice

- The multinational and multicultural character keeps the studio lively and interesting socially. *Architecture*
- Friendly atmosphere of the course/centre. The student group which includes many international students is always great. *Arts*
- The mix of international students. Having had the opportunity to study at this university *Economics and Business*
- Cultural diversity - helps me to learn about other cultures mindsets and worth ethics which is I believe will be useful for my future *Economics and Business*
- . My course applies a way to be involved in Australian life for my lecturers always encourage us to know more about Australia in different ways. *Education and Social Work*
- It is unique and affords and opportunity to learn about experiences from people who have worked and live all over the world. *Medicine*
- Meet cool classmates from all different countries. Got a OZ boyfriend from the class! It's fun to study and work with him. *Sydney College of the Arts*
- I made some good friends and employment contacts through the USU clubs & societies. It was easy to become a club member and executive and this helped with making friends, as I was an international student who's husband works away 2 weeks out of the month. *Arts*

Suggested improvements

- I were told that for postgraduate students there are hundreds of free prints but I never get it. while, it would be better to raise more gatherings or parties for international students to know and make friends with each other. *Education and Social Work*
- I would be very grateful if I have more opportunities to go into the local people's lives. *Education and Social Work*
- At present, I am satisfied with the student service system. By the way, why not set up some organization to help international students adjust into the campus community. Sometimes because of the differences in the culture, it is difficult for international students to melt into the local campus community. In UNSW, the organization made up of local and international students really does a good job in this aspect. *Engineering*
- I don't really feel involved in University life. As an International Graduate student I'm not targeted to be included in much on campus. *Medicine*
- Our international students, especially international postgraduate students feel little bit isolated or even marginalised. I feel I am in the Uni just for the degree without experiencing true Australian campus life. *Medicine*
- I always feel like I am isolated from the University community. And many administration staffs are not familiar with the policies and can not deal with some problems I encountered, and that caused me many inconveniences. The services in the University are comprehensive, however, they haven't done their best. *Medicine*
- Student support services should give international students more chances to make friends. Although this half a year although I learnt a lot in my study , I felt international students had few chances to make local friends. *Science*
- Actively engage students in extra curricular activities helps an international student to feel more settled in and less alienated. *Sydney College of the Arts*

3.1.3 Travel/ transport

Suggested improvements

- International students must be included in the beneficiary of transportation concession. *Education and Social Work*
- concession discount on public transport for international students.. *Sydney College of the Arts*

3.1.4 Accommodation

Areas of best practice

- handling of international students and accommodation. international students are properly handled and their problems addressed. this coupled with good accommodation facilities makes them feel at home. *Law*

Suggested improvements

- 2.Improve the accommodation database e.g. not all advertisements exactly say the number of rooms, bathrooms in the house or unit. *Engineering*
- Accommodation search only available once one arrives in Sydney, very difficult for International student. School of Public often closed hours when it should be open. *Medicine*
- Accommodation service for international students need improvement. International students should be provided cheaper accommodation, when they arrive, because they are not familiar with the place. *Medicine*

3.1.5 University Housing

Suggested improvements

- The housing office was extremely disappointing and very little help, considering that I was an International student who had never looked for places in Sydney before. *Medicine*

3.1.6 Fees, financial assistance etc

Suggested improvements

- the international students pay a lot of money and we need to pay same than normal people in some universities services like arena sport centre *Architecture*
- more financial aid available for international students studying a masters by coursework. support for families, child care discounts, less tuition for international students. *Sydney College of the Arts*

3.2 SKILLS TRAINING

3.2.1 Language, writing, communication etc

NB: *Comments on the development of graduate generic attributes have been included in the report on qualitative data on learning and teaching as they are applicable to all students, domestic and international*

Areas of best practice

- Group works, Presentations and Seminars, Workshops gave an opportunity to exchange ideas with other students and work collectively and also at the same time the reports and assignments helped to improve my writing and analytical skills. *Architecture*
- The English environment is the best aspect. It forces me to improve my English skills. The other good aspect is the Academic atmosphere in our University which enhance the Academic skill of me. *Arts*
- Develop my oral and written communication skills and let me learn how to cooperate with team member. *Economics and Business*
- doing group work can improve my communication ability. *Economics and Business*
- It really improves the oral and writing communication skills when I do the group or individual assignments. *Economics and Business*
- Group assignments are the best aspect as it can improve the ability to communicate with others *Economics and Business*
- I like the presentation best. From presentation I learn the presentation skills and learn how to prepare the presentation. As a teacher I have many chances to do the presentation. I benefit from these presentations. *Education and Social Work*
- After this one year of study I'll have written more than 60,000 words (for 10 essays in total) The good aspect is that by the end of the degree I'll definitely have improved my English writing skills. *Law*
- Over all the subjects offered for the course are good. Mostly are Australian focused. I find assignments and research essay in every unit core elements of assessments. These both skills develop writing and intellectual abilities of students. *Law*
- Improving my English, written English in particular. *Law*
- In our course all students come from mostly all over the world. It is very helpful to improve English communication skill in short time compared with other *Medicine*

Suggested improvements

- I hope the professional communication context can give us more useful communication skills instead of grammar teaching. I hope I can learn more how to report, especially report English news. *Arts*
- There are two things, argument and discussion because in my education background, I had not sufficiently learnt those areas. *Arts*

- Both degrees: Less group work. Chinese students must acquire better language skills. Some foreign lecturers were very bad: difficult to understand classes. *Economics and Business*
- Lecturers focus on research and not teaching. Large percentage dedicated to group work because I am the only one that can interpret English properly *Economics and Business*
- Research and essay writing, especially when it came to plagiarism. That was because I was a foreign student and had to work extra hard ensuring I understood to prevent plagiarising. I could improve a lot on it. *Medicine*
- actually, I'm happy with everything now. I'm an international student. I need more English skills. if I have a free English work shop, I would be fantastic. I know there is a English workshop but that was very hard one. I mean the workshop for international student. *Architecture*
- I am an overseas student. I find there are many differences in learning and teaching style between Australia and China. When I entered the university, I found that I could not fit. Could give introduction to the content of the subjects. *Economics and Business*

3.2.2 Learning Centre

Areas of best practice

- Learning Centre : I found the course organised by Learning Centre especially aiming at non-English spoken countries quite useful. *Arts*
- Learning centre. Helping international students to bridge between two different systems and knowing what the university system preferred. *Economics and Business*
- Learning centre provides excellent short course. International Office is very helpful and cooperative. *Economics and Business*
- Almost all of the staff are very kind to help students solving problems or dealing with enquiry. Especially Learning Centre, it is very effectively supporting students to adjust to the new study environment. *Economics and Business*
- The learning centre has been a useful and practical way to help students overcome the difficulties and challenges of tackling their written and oral assignments. *Education and Social Work*
- Computer rooms were great, didn't have to wait but they could be open later! I did one course at the Learning Centre (Critical Writing) - excellent! *Education and Social Work*
- The Learning Centre, the staff have a working programme. *Education and Social Work*
- Learning Centre provided useful workshops. Also, international office supports international student sincerely and effectively. *Education and Social Work*
- The Learning Centre provides good programs and great teachers. The program helps in improving quality of academic achievement. Superb services at the library. *Education and Social Work*

Suggested improvements

- Learning centre could offer more useful opportunities for those international students to learn how to study and live in Australia to help them avoid culture shock. *Education and Social Work*

3.3 EQUITY ISSUES

Suggested improvements

- I'm paying \$6000 for clinical attachment and asked to observe what the clinician does. Instead I can do this in front of computer/TV without paying \$6000 (two semesters). Students (clinician back in India) should be allowed to take a history or at least sample. Clinical attachments should be modified. Please consider it! *Medicine*
- Scientific presentation should be in the first semester. There are a lot of presentations from the first semester, so it will be a more helpful and interesting subject, if we could learn it more earlier in the semester, not the second semester. It has been a very interesting course so far, but I must admit that it was very hard to keep up with Medication Review. Because I am an international student, holding a pharmacist qualification from overseas, I am not able to work in Sydney as a pharmacist. But the lecturer still asked us for case studies which I know is a very natural thing in this course), which was hard for me, not being able to work here, I had to call my previous work

place in my home country to get the cases, but I think the lecturer wasn't happy. All of the international students were facing the same problem, so we asked him how to solve the problem, but he just told us to do something, which was not a helpful advice at all. Maybe he wanted us to try and seek for something accessing the local area around in Sydney, but being new to everything in Sydney, it is very hard to do so. If we have an optional opportunity to get the case, such as having a one day experience in the pharmacy or wherever (maybe something different from Clinical Placements), I think every international students will love to do so. I know that this course is for pharmacists who are currently working in a clinical field, but the course is open to international students as well, so I wanted him to understand that it is a lot more harder than he may think, to just get one case. Not being able to get the case doesn't mean we are being lazy.

Pharmacy

- This course is not made for OVERSEAS student. Because completion of medical physics course is not enough to work as a medical physicist. The training work experience) is the essential part of it. And overseas medical physics student can not get training (work experience) in hospital as they have constraint of limited work permit (20 hours/week) on student visa. So overseas student of this course is in un-ending circle: To assess their medical physics degree by ACPSEM (assessing authority of degree), they must have five year work experience/ fulltime work permit from DIMIA and to apply for Fulltime work permit in DIMIA, student must have assessment/recognition from ACPSEM as Medical Physicist, which can not be possible without work experience of at least 5 years after the completed degree. I personally believe that authorised agent of university of Sydney in INDIA, are not focussing this (dark) part of courses right from the India. As a student I have feeling of cheating as I was not well aware of assessment of degree at the time of admission. So, overseas student can study the subject of medical physics but they can not work as a medical physicist in Australia. *Science*
- more information and no discrimination for international students. and postgraduates students *Architecture*

3.4 INTERNATIONAL OFFICE

Areas of best practice

- International office, ISSU and accommodation assistance are outstanding. Helpful and polite. *Architecture*
- The International Office, they are helpful. *Architecture*
- I think the International Office are excellent and have twice been a real lifeline for me. The USydNet service is very useful too. *Arts*
- The orientation sessions for international students were useful and the finance people in the International Office were great -- very helpful and friendly. *Arts*
- Arts faculty very efficient and knowledgeable. Good collaboration between them at International Office, which is helpful as an international student. *Arts*
- Service staff are mostly kind and helpful, especially those works in International Office. They have heavy work load but satisfy all those need their help. *Economics and Business*
- International Office, ISSU, Library: the staff are devoted to adequate and satisfactory service for me, they understand of my non-English speaking background. That really helps! *Economics and Business*
- International office and student office are good to provide information to students and help them to solve their problems. *Economics and Business*
- International office and ICT helpdesk provide the best aspects of student administration and student support services to us. The staff are very patient and kind to students and can provide enough information to us. *Economics and Business*
- international office was good *Economics and Business*
- International Office should have some staff more familiar with what they are doing, not enough staff, students have to wait, sometimes even the whole morning. They do not email you as quickly as possible, you have to wait and nobody answers the phone calls. *Economics and Business*
- The staff at International students Office are so nice but there are not enough for the number of students. *Economics and Business*

- the international office service is good and serve us quickly and with good attitude *Education and Social Work*
- Being an international student, I have found the service of the international office excellent without which I would not have been here studying in the University of Sydney. *Engineering*
- The International office staff are friendly and always suggest very good advice. *Engineering*
- international office is the best *Engineering*
- As I'm from overseas, the International Office and International Student Services Unit were quite good in terms of support and organisation of my stay here in Australia. *Law*
- The International Office is very prompt with getting in touch when students have inquiries. *Law*
- Staff in International office are very helpful and patient. *Medicine*
- The feedback from International office is good. *Nursing*
- International office give me lots of advice and guide, when I applied and enrolled the course. *Science*

Suggested improvements

- International Office - their approach should be more individually orientated. *Agriculture*
- International Office - always the answer phone and take days to return your call. Architecture Faculty - are not interested in talking to you, don't give course advice and this semester's enrolment was a farce, half the courses cancelled but the SAC had no clue. Faculty and I.O. staff generally rude and make it clear they have no interest in helping you. *Architecture*
- Be polite to all students, not only Australian students. Be useful and patient when answering student's questions especially International Student Office. *Architecture*
- For one thing, they can be sure to provide proper documents to international students ON TIME - i.e. the ECOE needed to renew visas. They can take responsibility rather than passing the buck to some other person in administration, who most likely is "not responsible" either. *Architecture*
- international office should be more aware of events- fee structures etc. *Architecture*
- Whenever I went to international office, I had to wait quite a long time. If they could have more staff so that they can help international students more efficiently, that'll be appreciated. *Architecture*
- There's is nothing good about the International Office really. *Arts*
- Try hiring people that actually know what they are doing in the International Office. Especially seeing as I am paying almost double compared to residents, it would be nice to be acknowledged by the International Office and not neglected when it comes to letting the appropriate faculty know that I will be studying with them. The queues in the International Office are also disgraceful. *Arts*
- The staff at some student services unit e.g., International Office and Fisher library, are not really efficient and active, According to my experience, UNSW International Office is much quicker to respond to students matters and to reply enquiry emails. *Arts*
- The International Office is very poorly organised and unable to deal with high volume of students well. The enrolment process at SOFIE was equally horrible. Communication between International Office and departments also needs improvement. *Arts*
- Reform International Office drastically. As a former international student adviser myself, I think this University is International Office staff are unbelievably unhelpful. *Arts*
- I'm not being rude, but the staff at the Student Services below Carlaw, at the International Office, and at the Fisher Library need to go through customer service training. There were times when I was at the front of the line at IO and staff members would walk off without an explanation, leaving me to wait for the one stressed out employee serving another difficult customer. Also, they need to multitask more, moving from one service to another so that people are not left waiting for 20 minutes while someone supposedly performing a different task is sitting idly in front of a computer (they were fee payment only). A little stress management might also be good, as one woman who was having a very bad day at the International Office first double charged me for Union fees and then attached my payment to someone else's student number (credit card # and all). Though I wouldn't leave that day until I got a letter saying that I had paid my fees, I received no follow up email as promised saying they'd sorted it out, though I went back twice to

ask for it. On the upside, when you did get a general staff member to pay attention to you, they were knowledgeable, but the entire ordeal was far more stressful than it needed to be. *Arts*

- Arts Faculty admin staff are very rude and unhelpful and the International Office isn't much better. The library is not given enough funding and many of the books I needed were not there. There simply aren't enough up to date books. *Arts*
- Improve efficiency of: -International office -International student service -Well trained reception staff *Arts*
- more efficiency at the international office as it takes a long time to do anything *Arts*
- The International Office is too slow in his organisation. I almost needed to stop my studies due to them. Time is precious for immigration problems. *Conservatorium of Music*
- Student administration, International office and Postgraduate administration should highly concentrate and pay more attention to international student than now. *Dentistry*
- this is very difficult to say but as an international student I would suggest something should be done to organise the international office *Dentistry*
- Services provided by Faculty/Department student information office and International Office are extremely poor. There is no communication between faculty and international office. Two offices even conveyed 2 different messages/information to new student. This caused confusion, unknown and stress to new student. I wasted a half year to start my study because of wrong information given by the international office. More communication between faculty and international office is a must. *Economics and Business*
- Cut down the bureaucracy when dealing with students who are facing problems with University Administration. I had a very bitter experience in my first semester for more than 2 months as my unikey could not allow me to log in to access self-administration to make changes in my enrolment. The Computer Access Centre people, International Office, My Education Faculty and Student Centre kept me running around circles between these departments for two months without any party willing to take responsibility to solve the problems. After a fierce and heated confrontation with Student Centre, it was then taken care of by a high-ranking personnel there. *Education and Social Work*
- 1.Cut queuing especially at International Office. *Engineering*
- they could communicate better. The international office needs to be more aware of students and the students cater needs to be more aware of students and the financial office needs to communicate with students regarding outstanding fees *Health Sciences*
- Maybe they could do some more advertisement about their different services. At the beginning of ones study all these services are unfamiliar and one gets confused (e.g., different services of International Office and International Student Services Unit) *Law*
- They should answer E-mails!!! Especially the international office! *Law*
- Definitely improvements of organisation in the International Office - they lost my papers twice and forgot to cover me with Health Cover! *Law*
- The International Office may want to look at their internal organisation. They have lost two of my application forms which almost resulted in me having to leave the country due to visa requirements. *Medicine*
- The international office is very slow in response and does not help with visa and queries on fees, and they get the amount wrong frequently. *Medicine*
- International office should be more informed and more helpful. *Medicine*
- While trying to decide if I should apply as an international student, many people didn't respond to emails making it difficult to complete application process. *Medicine*
- Less queue at IO. *Medicine*
- The IO must be cooperative with people there know what to do and how to solve problems rather than just voluntaries *Medicine*
- More staffs at International Office / International Student Service Unit and Student Centre are needed to provide better service. *Pharmacy*
- International Office?? Student Financial statement make a mistake about balance outstanding that me confuse. *Pharmacy*
- For the International office, I normally need to wait for a long time to reach the service. *Pharmacy*

- I think International office should reply in time when the international student applies for admission. *Pharmacy*
- The International Office (?) had some issues with sending out wrong invoices and financial statements that should be resolved. *Science*
- The work of International Office is very ineffective and the staff there always look very annoyed to you. It has better to increase the number of computers in libraries and computer access centres. *Science*
- Too slow in responding to student enquiries. Provide more staff especially during the beginning of semester. Some staff are sometimes too rude and reluctant to answer enquiries (especially the one in the International Office). They don't give a proper explanation. More new books and copies in Library. *Science*
- more staff- int'l office; more resources at library *Science*

3.5 INTERNATIONAL STUDENT SERVICES UNIT

Areas of best practice

- I made some good friends and employment contacts through the USU clubs & societies. It was easy to become a club member and executive and this helped with making friends, as I was an international student who's husband works away 2 weeks out of the month. The ISSU was also very helpful, as was the counselling service when stress levels were raised and impacted home life. *Arts*
- The ISSU seemed to care about international students and were trying to improve their services. *Arts*
- Health services was quite helpful. Wait time were generally quite short, and the staff very friendly and helpful. The ISSU, particularly the counsellors have also been very accommodating and friendly and helpful. The staff at Fisher library (except for the rudest AV lady I have ever met) are generally quite helpful. The interlibrary loans staff are the saviours of any postgraduate student. Also the postgraduate library training sessions were very useful. The staff at Schaeffer library are also very helpful and will go out of there way to help the students. *Arts*
- International Students Services Unit is fantastic and the counsellors there are so supportive and helpful. The Health Service is also very well run. *Arts*
- The International Students Services Unit is very helpful. As international student, I am really satisfied with what they are doing. But generally, the student administration and student support services has been excellent. *Dentistry*
- I'm impressed by the serviced provided by ISSU. Their response is quite prompt and satisfactory. Almost the same thing I also experience in Fisher Library. *Education and Social Work*
- The staff there are very nice, friendly and patient. The International student's service is excellent. *Education and Social Work*
- international student service unit and health service are generally good due to their patience, efficiency and caring quality. *Law*
- The Counselling Services at ISSU is extremely helpful for students and the counsellors (except one, I guess) are really friendly and expert in their task. *Medicine*
- Computer accessing and International Students Service are the best aspects. Because they help effectively me in my studying and enrolment etc. *Science*

Suggested improvements

- International Student Service should organise some activities for international students. *Arts*
- Very long queues, therefore there should be some special enquiry to make it more convenient for different requests. Moreover, people or staff in International Student Services are supposed to have knowledge enough not just telling students differently, they need to have a standard of service, since a very poor knowledge in assisting of staff in International Student Services. *Economics and Business*
- The staff in International Student Services Unit are obviously insufficient, that cause international students need to wait for services too long, and staff are not patient. Thus, please increase staffs in this unit. *Nursing*

3.6 COMPARISON WITH 'HOME COUNTRY'

Areas of best practice

- The best aspect are learning to plan oral health services, planning and conducting research. These areas have given me better understanding on how to run Public Dental Services in a developing country as Solomon Islands. The course has given us knowledge to be in charge of Public Health and Services. *Dentistry*
- to know something more about the education system and situation in foreign countries because there are some local students from western country in my degree course *Education and Social Work*
- My degree courses introduced many profession ideas in the field to us. It is the first time that I could know so many authorities and read the original edition of their theory. I would never have the chance to do so if I am studying in China. And the teachers are all very helpful. *Education and Social Work*
- The background to my degree - University of Sydney, Australia makes a lot of difference in my career when I go back to India. *Medicine*

Suggested improvements

- It should involve some of the clinical work in the clinics at Westmead hospital may be under supervision to have the knowledge, what type of clinical dentistry is going in Australia? So we can compare it from our country, and can improve after return, if we find something useful. *Dentistry*

3.7 DOMESTIC STUDENTS' PERSPECTIVES

(perceptions of international students' experiences; views of services offered by International Office etc.)

3.7.1 On presence of international students at University of Sydney

Areas of best practice

- The diversity in students - its great to have a multicultural and multi-national environment. *Medicine*
- Mix of international students bringing a very spontaneous dynamic to class discussions. Very well qualified lecturers. *Medicine*
- Contact with staff and students working in field. Great range of international experience through other students. K RACS great centre for involving community and related experts / experience. *Arts*
- The diverse range of students from a variety of backgrounds provides different perspectives / many perspectives on subjects. Relevant to the work setting / practical. *Medicine*
- Student mix - international students bring a lot to MIPH staff experience - stories from the field are the most inspiring way to learn. *Medicine*

Suggested improvements

- About 90% of the students in my classes are from overseas and generally do not speak English well. As a result, I believe the subjects have been "dumbed down" to suit the needs of these students, rather than allowing students to be extended. I believe this is unacceptable at a Masters level. *Economics and Business*
- I think that online tutorials are inferior to face-to-face workshops/tutorials. So at the very least a face-to-face option should be made available for people who want it. This is especially important to the international students who come to Sydney from a long way and feel very disappointed that they then are learning at a computer screen rather than interacting with the academic staff. *Medicine*
- I found the sheer volume of international students in the class often meant that discussions were dumbed down so that they could understand. *Education and Social Work*
- XX is dedicated and knowledgeable, he just has a problem putting things simply and clearly. He tries but I think overseas students must be completely lost at times. *Architecture*

- Not mixing International and local students together. International students don't interact makes it hard for local students to get into team and perform proactive group work. *Economics and Business*
- Group tasks that are assessed as a group - extremely difficult for part time students (as myself-teaching and with 3 children of my own) in terms of time, as well as in terms of the expectations and experience (both practical and academic) of many of the overseas students in this faculty. The difference of a couple of points, downplayed by some people in discussions of this issue, may mean the difference between one's final grade. *Education and Social Work*
- A vast improvement with the balance between local and international students - The international students clearly benefit and leverage from local students grammar and communication abilities. *Economics and Business*
- The assignments were across all units very similar e.g., essays, orals etc. There should be more options to students as many international students were disadvantaged by the focus upon writing. *Arts*
- Overseas students slow down pace of classes, not sure how this can be improved. *Economics and Business*
- This course Masters of Education, TESOL has a huge number of International students, most of whom are non native speakers. I feel that a lot of the lecturers catered for them well, but did not really have an interest in the local students. I thought that the course would mostly be made up of teachers like myself, sharing professional knowledge, ideas etc. This was not the case. If I had known, that as a local student, I would be the minority, and the course was designed for international students, who did not necessarily have teaching experience, I would have probably chosen to study elsewhere. However, overall, I did enjoy the course and loved meeting people from many different nationalities, it was just very different to my initial expectations. *Education and Social Work*
- It feels like commercialising with the numbers of overseas students. Our lecturer was a lovely person yet not so clear on what she expected and how to structure it. *Arts*
- I was disappointed by the large amount of Chinese students who seemed interested only in rote learning and feigning affection to get your assistance on group projects. I feel the university has sold its soul to some degree to gaining money from students that don't have an academic interest in what they are doing but are here from their own mouths "for a piece of paper". It should be noted that I have many Chinese friends outside of the university so this is not a racially based comment but a comment based on the motivations of the students I met - and I met a considerable number. On the other hand foreign students from Europe, the US, Canada and Africa were good to work with and motivated to learn and gain new skills. These are of course generalities but I found them to be pretty accurate and disappointing to me. *Arts*
- Greater support of international students. *Education and Social Work*

3.7.2 On language, oral communication skills of international students

Suggested improvements

- Presentation - dull - too much emphasis on student presentations - often difficult to understand when overseas students present - no quarantine of accuracy of material *Education and Social Work*
- High number of international students with no work experience in my courses and it seemed the content was tailored towards this group. The lack of work experience & language barriers meant many could not contribute to class discussions/group activities. *Law*
- Seminar presentations by fellow students were time consuming and often dull, not to mention almost impossible to comprehend if delivered by some international students. A better use of seminar time recommended. *Education and Social Work*
- Allowing students to enter Sydney university without sufficient English skills disadvantages stronger students who have to form groups with them or have to listen to their presentations. *Economics and Business*
- Better communication skills by o/s students to allow full, quality discussions. *Economics and Business*
- less group work Group assignments disappointed with the lack of individual assessment at post graduate level it is to the detriment of Sydney uni that they sacrifice Education is the third biggest

export. They pay huge amounts of money and they can't speak English and they are watering down the level of post level courses. Sydney Uni should raise the level of English requirements. Involve more local students. *Economics and Business*

3.7.3 On International Office

Suggested improvements

- international office staff should be more productive and friendly, increase the speed of service. *Science*

4 POSTGRADUATE RESEARCH STUDENTS

4.1 STUDENT LIFE

4.1.1 Student community

Areas of best practice

- the chance to work with others in the group, exchanging ideas and experiences and learn from different people from all over the world *Science*

Suggested improvements

- Integration of International students within the University and beyond. I often feel isolated as an international PhD candidate, especially at the level of the faculty/university, but particularly in Australia. *Arts*
- Not enough postgraduate functions. As an international student I have met only a few others postgraduate students *Medicine*
- Graduation ceremonies should be much more personal, especially when PhD candidates are involved. Coming from a country where a PhD ceremony is a personal ritual rooted in cold tradition, it is very disappointing to see this highest university degree being crammed into an impersonal applauding exercise with hundreds of other students. *Science*

4.1.2 Fees, financial assistance etc

Suggested improvements

- I don't understand why international research students are required same amount as coursework student, in my case is \$22,176. We don't even have to take any course at all. *Economics and Business*
- The high tuition fees for international students is a great burden which leads to constant distraction from the research as one is obliged to work and arrange work around the research *Economics and Business*
- The school should have authority to exempt/reduce the tuition fee for international fee paying research student based on their research performance. *Engineering*
- International students plight facing the Visa problems are OVER LOOKED by the University. University should make sure that their students are not facing any impediments thought their research. Funding resources for international students should be improved. *Health Sciences*
- Financial assistance for international students *Medicine*
- Financial Assistance, more financial assistance required for International students like us from Faculty in the form of International free waver or Scholarships. *Pharmacy*
- the fact that everything at USYD is money driven, Especially the tuition fees for postgraduate international students are just ridiculous and resemble no connection to reality. a less "financial money" driven thinking would result in a better research environment. *Science*
- dealing with personal financial difficulties for international students like me who has to support family with children in the age of childhood with this extremely unreasonable fees *Science*

4.1.3 Transport, travel concessions etc

Suggested improvements

- International students do not have transport concessions. Why? They even pay so much more for their degree *Science*

4.2 SKILLS TRAINING

Areas of best practice

- I am learning to do research on a professional level; and to communicate in English very well. *Arts*
- The improvement of oral communication between me and other students *Science*

Suggested improvements

- As mentioned above, I had to explain my research and problems to people. I sometimes have difficulties in explaining. So I think I need to improve the way I speak to people. *Science*
- For international student, writing in English also problem compared to first mother language *Science*

4.3 INTERNATIONAL OFFICE

Suggested improvements

- More effective and supportive administration at the international office and the faculty. *Education and Social Work*
- International office, disastrous, fortunately I am no longer involved with them as now a permanent resident. *Medicine*
- The International Office. They are a disaster and mess up my enrolment every single semester (and I am now in my 8th semester). Interaction between International Office and other admin departments is poor. I think 3 separate departments have demanded copies of my immigration visa, and as I'm based off campus this is a big hassle. Surely once should be enough? *Medicine*
- The International Office, especially the IPRS scholarship is a big hurdle instead of being nice and providing a helpful hand, they just make it really hard for you. I don't understand. Its been a constant issue the International Office does not communicate with the rest of the university, there is a big communication gap. The International Office attitude should also be nicer instead of helping they love the hurdles making it really hard. *Pharmacy*
- Awareness within the school administration and international office about the rules/regulations that apply for international students. Often I have been misguided and confused which led to unnecessary time waste. *Science*
- The International Office seems to be understaffed and overworked. *Science*
- The International Office and admission office should be better connected to help students *Science*
- International Office, they try, but in short there are only a few people who really know what they are doing and can handle things that are different from the standard. It would probably be a start to make one person responsible for once area, so they can not start pointing the finger at others or other departments *Science*

4.6 DOMESTIC STUDENTS' PERSPECTIVES

(perceptions of international students' experiences; views of services offered by International Office etc.)

4.6.1 On presence of international students at University of Sydney

Suggested improvements

- Lastly, I am not an international student, but am saddened that they receive so little support in terms of integrating into Australian culture. I meet many international students, especially from Asian countries, that are feeling lonely and isolated, but are too afraid or embarrassed to ask for help. The International Division and PESSA in our Faculty do try and provide social support, but this is not followed through by all staff, nor is it supported by some sense of Faculty-wide goal or strategy. *Education and Social Work*

4.6.2 On international students' experiences of Learning Centre courses

Suggested improvements

- The research skills support that PG students receive, particularly at FHS. I attended a workshop on writing a literature review run by the Learning Centre What was delivered was advice about how to critique an article. My fellow participants were primarily international students; the majority took no part in the discussion at all. Indeed I doubt they understood what was being delivered. One participant summed it up very nicely at the end of the session, when he asked 'so how do you write a literature review?'. In my opinion, he did not receive a satisfactory answer to that question. I receive advice about similar courses offered on main campus. *Health Sciences*