

Report for International Students Using Library in Deakin University



Submitted from: 

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1. Introduction

1.1 Aim

In this report, I would like to investigate how the overseas students use the library in Deakin University. During recent years, many International Students come to Australia to acquire a higher education. Individual study is one of the most important academic abilities in university. It is a fact that the library plays a pivotal role in student's studies. This report will mainly be used for DUELI teaching staff, and it is also helpful for the library to promote the quality of service for International students.

1.2 Background

The latest figures indicate that during the year 2000, over 695,000 students enrolled in higher education, and nearly 15 percent of the students enrolled as International students in Australia. In Deakin University, the percentage of overseas students met a sharp increase from 1994 to 1997, which is from 4.0% to 6.9%, and then steadily increased from 1997 to 2000 (8.2%). (Deakin Institutional Research Group, 2001) "International students studying at Australian institutions were overwhelmingly satisfied with the quality of their institution. Over 88% were either "very satisfied" or "satisfied" with institutional quality. In addition to overall quality, 77% were either "very satisfied" or "satisfied" with library facilities." (AEI, 2008) At Deakin University in Melbourne, all of the students can have access to the resources and facilities in the library. There are a variety of facilities in the library, such as the Individual Study Area, Computer Laboratory and Group Study Room, which helps students with their studies. (Deakin University, 2008) In Deakin University, it is common for teachers to give assignments to students. Therefore, the library is the one of the main resources for student's studies. But there are many differences between domestic and International students. For example, most of the overseas students may

experience language problem while they are using the library. Some of the students may not understand the academic language written in the books. Those problems can be analyzed later in this report. Thus, it is worth investigating the ways the overseas student use the library and if it is a useful resource for them during their times as Deakin student.

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2. Method

2.1 Secondary information

Many resources can be found on the Internet. I found several useful websites that enabled me to have a greater insight into the topic. Furthermore, the Deakin University home page allowed me to have an access to information regarding the library and its facilities at Deakin University. It is also possible for the writer to find the best suitable answer for reports by using the online library. Deakin Library enables me to find useful references to support this report.

2.2 Primary information

- **Subjects**

The main source of the statistics comes from the questionnaire directly. There are many overseas participated in questionnaire. The responders, who studied in different types of subjects, also mention the different problems and requirements to boost the services in the Deakin library.

- **Questionnaire (See Page 12)**

In order to be accurate, the questionnaire was carefully designed. At the beginning part of the questionnaire, there is a detailed instruction to help the people understanding the topic and the target. The latest version for the questionnaire is 1.2.3. This version has been revised more than 6 times. The questionnaire was tested by classmates and a new version created. During the test, many International students encountered some difficulties with open ended questions. Moreover, it is not easy to collect the information in open question. So I tried to give more detailed question and optional choices to despondence. For example,

multiple choices were the most popular and easiest question for students to understand. For the purpose of this report, a variety of questions were used in this questionnaire (See Table 1.1).

• **Procedure for administering questionnaire and collating the results**

The questionnaire was distributed to overseas students, and only a few of them are DUELI students. Most of the DUELI students may experience the language problems. Only in this way, the result will be discrete. I received 19 of 25 valid feedbacks. There are 5 students in business studies, 4 students in DUELI, 2 students in environment, 8 students in IT studies. In the investigation, many students use the library frequently.

Type of the question	Number of questions
Yes/No questions	2
Multiple choices	9
type A likert scale	1
type B likert scale	1
Ranked Priorities question	1
Open Questions	0
Others	1

Table 1.1

3. Results and discussion

3.1 Favorite Areas in Deakin Library

Figure 1

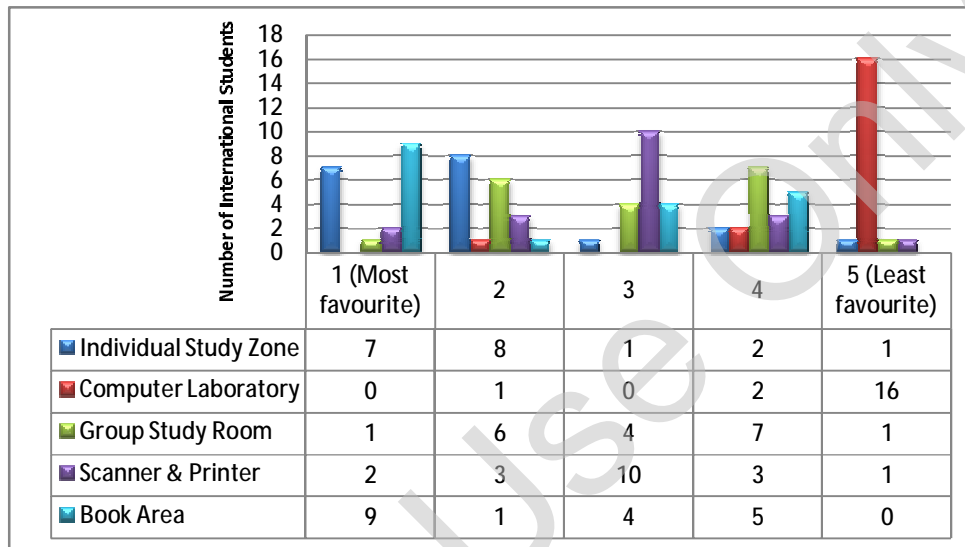


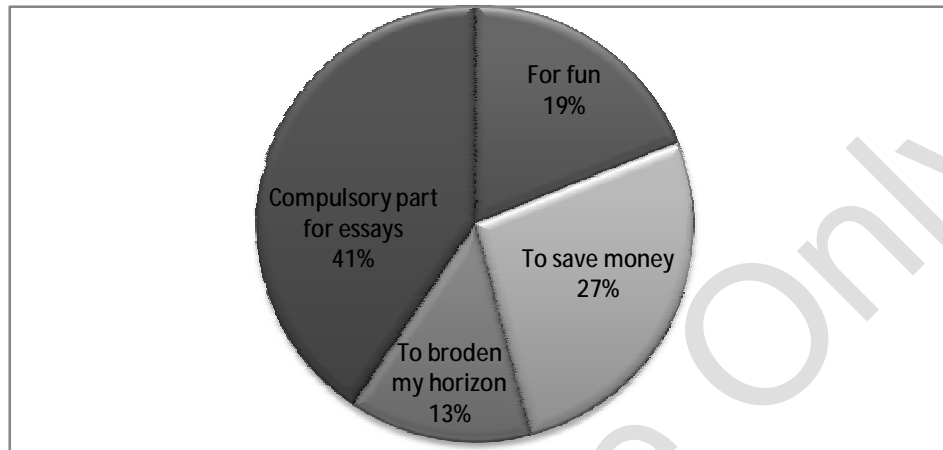
Figure 1 is a mixed-chart, which illustrates the favorite place among the overseas students to go in Deakin Library. According to the chart, it can be seen that there were five places, which were namely the Individual study zone, Computer Laboratory, Group Study Room, Scanner & Printer, and Book Area. The book area is the most favorite place among the five places in the library. There were 7 people who choose Individual Study Zone for their favorite place. The statistics show that the books in the library also play a key role in International students' studies, and the library is a good place for individual study. What is more, it is possible for students to take their laptop to the library. Wireless Internet also encourages students to have access to the On-line resources with no limits in the library. 10 students remain neutral for Scanner & Printer. There is an interesting data, which is shown that most of the students selected the Computer Laboratory as their least favorite place in Deakin library, because there are many ITs around the Deakin campus. The computers in Deakin

library may be not enough. Furthermore, most of the computers are more advanced and much more convenience than the computers in the library. It is inconvenience for students to have more chance to do some research in the library.

Internal Use Only

3.2 Main reasons for overseas students borrowing books from library

Figure 2



According to the first graph (Figure 1), there is a result that most of the overseas students prefer to have some academic purpose in Deakin library. Figure 2 depicts that the reasons for International students is to borrow books from the library. The figure illustrates that nearly half of the students, more than 40%, are likely to do some research by borrowing books. This figure shows that studying is the main purpose for overseas students to use the library. There are 27% of students using the library because using the library can save money. It is a fact that most of the class books are expensive. Therefore, it is possible for students to have access to the free public resources in the library to suit their needs. There were 19% of overseas students to go to the library for fun, and 13% of students could broaden their horizon using the library.

3.3 The library usage for International students

Figure 3

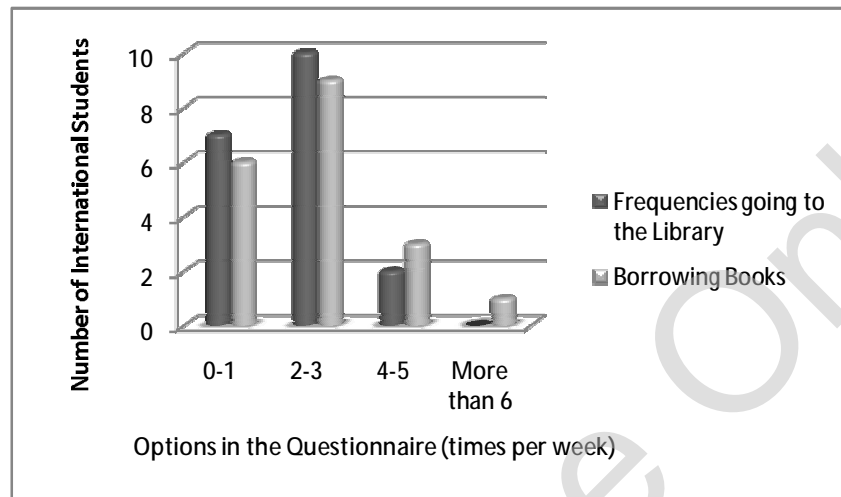
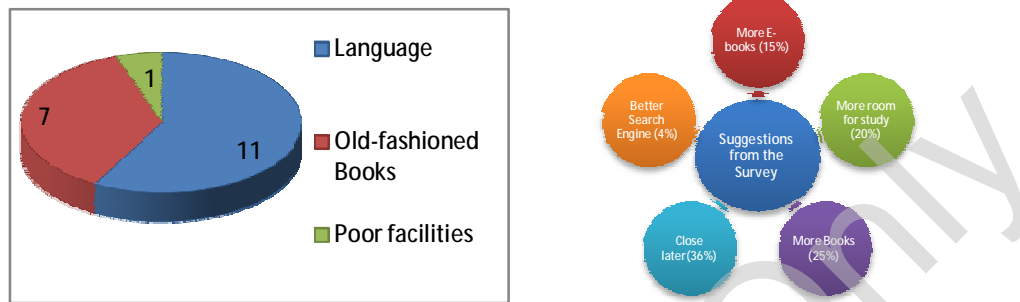


Figure 3 provides some interesting data regarding the library usage for overseas students. According to this bar chart, there were 10 International students who preferred to go to the library more than twice a week. However, there were 7 students who rarely went to the library. They may not have liked books and the facilities in the library. Some students usually borrow books from the Deakin library. In this figure, there are 13 students borrowing at least 2 books per week. It can be speculated that the library is still playing an important role in Deakin University. There is another instructive point that most of the overseas students will not go to the library daily. From the result of questionnaire, there were 15 students who chose the medium lever, which is level 3, for their know ledges in library.

3.4 The problem of using the Deakin library

Figure 4



These 2 charts reveal the problems encountered by the International students that I surveyed using Deakin library. To begin with, language is one of the most common problems for overseas students using the library. There were 14 Chinese students and 5 students who came from other countries. Therefore, all of the candidates are EFL (English as a foreign language) students, and they may not understand academic information in books.

We can also learn that the category of “Old-fashioned Books” is chosen by 7 students in the survey, and one-fourth of students suggested that it is better for library to introduce more books. 36% of overseas students would like to visit the library later. This data show that some of the International students complain about the opening hours in the library. At the same time, 20 percent of students prefer to have more space for individual study. However, most of the overseas students are not interested in E-Books or a better search engine. It can be speculated that most students are satisfied with this area.

4. Conclusions

From the survey, most of the overseas students use Deakin library as a compulsory part for their essays, and most of the students believed that the book area is their favorite place in Deakin library. This result proves that Deakin library plays a key role for International students' studies. At the same time, the Computer Laboratory is the most unpopular place in the result. More than half of the students visit the library 2 times a week.

However, many International students have language problem while they are using library. Furthermore, some overseas students cannot get the suitable resources for their assignments, because they considered that books in Deakin library are out-of-date. These are the reasons why International students are not satisfied with Deakin library.

5. Recommendations

Facilities Suggestions for the facilities at Deakin library is to build up more areas for individual and group studies. There are only 2 floors in Deakin library. The size of the library may not suit students' needs for studies. We can reduce the size of the Computer Laboratory, because most of the students do not need a lot of computer facilities in library.

Library usage The best way to help the International students using Deakin library is to extend the opening-hours. Furthermore, it is better to make more text books available. The overseas students can benefit if the librarian support more academic books in library. Having a foreign language section where students can read books in their own language may help them to feel comfortable while studying at Deakin University. It is also good for International students to adjust their life in Australia. These suggestions may encourage students to visit Deakin library more frequently.

Difficulties of using the Deakin library Most overseas students have a lot of difficulties with their studies while they are using the library. DUSA could advise DULEI set up some mini English courses, which can help International students for their academic purpose. Deakin librarians should think about replacing old fashioned books with more current books to enhance student's interest in the library.

6. References

Institutional Research Group, 2001, *The Comparative Performance of International and Domestic Undergraduate Students at Deakin University*, November 2001

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<<http://www.studyinaustralia.gov.au/sia/en/whattostudy/satisfaction.htm>>

Deakin University, 2008, *Melbourne Campus at Burwood Library*, retrieved February 2008

<<http://www.deakin.edu.au/library/services/hourslocation/images/MelbcampuslibraryfMelbcampuslib1.pdf>>

<<http://www.deakin.edu.au/library/services/hourslocation/images/MelbcampuslibraryfMelbcampuslib2.pdf>>

<<http://www.deakin.edu.au/library/services/hourslocation/images/Melbcampuslibraryfloorplanlevel3.pdf>>

Library Use for International Students Questionnaire

Author: Chen DONG Version: 1.2.3

This questionnaire is designed to investigate how the International students use the library in Deakin University. Your participation will help the author to collect the right information in the research. And your answer may help the Deakin library to boost their services.

If you have any questions, please do not hesitate to contact me: bjdchwr@gmail.com EAP2A

Before you begin, please note:

- Please finish the entire questionnaire by yourself.
- Please follow the instructions in each question.
- Your answer will **ONLY** be used in the research.
- You can select one option with round option box, and you can choose more than one answer in square box.
- Please return questionnaire to EAP2A in Building LA after you finished these questions.
- This questionnaire will take you approximately 10 minutes.

Part 1: Personal Information:

1.1 What is your gender?

- Male Female

1.2 What major are you studying?

- Architecture, Arts & Construction Management
 Business, Commerce and Management
 DUELI & International
 Engineering, Technology, IT & Sciences
 Environment
 Medicine, Nursing & Health
 Law & Research
 Psychology, Teaching & Sports
 Others

1.3 What language do you speak in your own country?

- English Chinese Others

1.4 How long have you been in Australia?

- Less than 1 month 1~3 months More than 3 months

Part 2: The information about the library:

2.1 What are your favorite areas of the library? Please rank the following options from 1 to 5 where 1 is your favorite and 5 is your least favorite.

___ Individual Study Zone

- Computer Laboratory
- Group Study Room
- Scanner & Printer
- Book Area

2.2 How much time do you go to the library each week?

- 0~1 2~3 4~5 More than 6

2.3 If you borrow books, how many books do you usually borrow for each week?

- 0~1 2~3 4~5 More than 6

2.4 When do you usually visit the library?

- Morning Lunch time after school Weekend

2.5 What are the reasons for you to borrow books from the library? You can choose **TWO** answers in this question.

- For fun to save money to broaden my horizon
 A compulsory part for essays

2.6 What is your main problem using the library?

Language I cannot find the book I need because the books are old-fashioned.

I cannot use the search engine very well. I do not know how to use the facilities (e.g. printer, scanner, etc.). Other reasons:

Part 3: The services about the library:

3.1 How much do you know about the services from the library?

- Nothing 1 2 3 4 I know a lot

3.2 Do you agree that the library is very helpful for student's study?

- Strongly agree Agree Undecided disagree Strongly disagree

3.3 Are you satisfied with the services in the library?

- Yes No

If answer is 'No', please write down your reasons: _____.

3.4 How do you think the services in the library can be improved?

- More staff More books More room for group or individual study A better searching engine on-line More E-Books
 More opening-hours

Thank you for your corporation!

International Student Enrolments

Table 1 below displays the total number of students both nationally and at Deakin University based upon type of enrolment. Clearly the percentage of International students has increased both Australia wide and within Deakin University. The national percentage of International students has increased by more than 50%, from 7.9% in 1994 to 12.1% in 1999. Deakin University enjoyed a 110% increase in the percentage of International students enrolled, from 4.0% in 1994 to 8.4% in 1999.

From the table below it appears that the percentage of International students at Deakin University has remained consistently below that of the national percentage for each of the years 1994, 1997 and 1999. After carrying out a statistical analysis (Table 2) to compare these percentages, it can be concluded that the percentage of International students at Deakin University is *significantly* different from the national percentage. In fact there is strong evidence at the 5% significance level that, in each of these years, Deakin University had significantly lower percentages of International students compared with national results.

Table 1 International Student Enrolments versus All Student Enrolments

Enrolment Type	Number of Student Enrolments						Growth (1994 – 2000)			
	1994		1997		2000		National		Deakin	
	National	Deakin	National	Deakin	National	Deakin	Change	%	Change	%
Commencing	21,489	404	33,409	1,051	53,526	1,071	32,037	149%	667	165%
Returning	24,952	656	29,565	961	42,081	1,246	17,129	69%	500	90%
Total International Students	46,441	1,060	62,974	2,012	95,607	2,317	49,166	106%	1,257	119%
All Students	585,396	26,575	658,827	29,070	695,465	28,192	110,089	19%	1,617	6%
% International	7.9%	4.0%	9.6%	6.9%	13.7%	8.2%	5.6%	73.4%	4.2%	105.0%

(Source: DETYA Selected Higher Education Students Statistics, 1994, 1997 and 2000; Deakin University Student Administration Systems—SID and Callista)

The table data also indicates that between 1994-2000 there has been a large increase in the number of *Deakin International students* – in fact 1,257 more students in 2000 than the total number of International students recorded in 1994. This indicates that Deakin's International student base is increasing more rapidly (105%) than the national growth rate of 73%.

In contrast, the growth in terms of the number of *all students* from 1994 to 1999 has not increased as rapidly at Deakin University (6%) compared with the national growth rate (17%). Statistical analysis (see Table 2) confirms that the national growth rate (17%) in terms of the percentage of *all students* is significantly greater than that of the Deakin percentage (6%). Therefore, whilst Deakin has enrolled a significantly smaller proportion of International students than the national average, marked increases in International enrolments at Deakin from 1994 to 2000 have made this trend less significant.

Table 2 Percentage of enrolled International students: Deakin versus National results

	National	Deakin	Z	p-value	Statistically Significant?*	Conclusion
Year 1994	7.9%	4.0%	31.52	0.000	Yes	Nat not equal to Deakin
Year 1997	9.6%	6.9%	17.21	0.000	Yes	Nat not equal to Deakin
Year 2000	13.7%	8.2%	32.77	0.000	Yes	Nat not equal to Deakin
Growth (International) 94-00	106%	119%			Test not possible	
Growth (all students) 94-00	18.8%	6.1%	81.93	0.000	Yes	National not equal to Deakin

*Statistically significant if p-value < 0.05. Minitab computer output in Appendix B.

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International student satisfaction survey

The positive results of an Australian Government survey in 1999 shows that international students think Australia offers an education experience that makes a real difference.

The survey asked international students what they thought of their Australian education experience. Over 1100 international students, from 63 countries, in 75 Australian institutions participated in the survey that included students enrolled at university, schools and colleges, vocational education and training programs, and English language courses. The survey was an anonymous six-page questionnaire. An examination of the sample shows that the students in the survey were representative of all international students studying in Australia. Some of the findings from the survey are listed below.

First choice of country

Almost 75% of students listed Australia as their first choice of country to study in followed by the United States (15%), United Kingdom (6%), Canada (2%) and New Zealand (2%).

Student recommendations

More than 90% of international students said that they would either "strongly recommend" or "recommend" Australia to other students in their home country. The level of satisfaction among international students studying in Australia has been increasing in comparison to similar surveys that were conducted in 1992 and 1997.

Institution quality

International students studying at Australian institutions were overwhelmingly satisfied with the quality of their institution. Over 88% were either "very satisfied" or "satisfied" with institutional quality. In addition to overall quality, 77% were either "very satisfied" or "satisfied" with library facilities, 71% with access to computers and 67% with sporting facilities.

In addition to academic quality, students made positive comments about the social aspects of their institution. About three quarters of the students in the survey were either "very satisfied" or "satisfied" with the social activities at their institution and the way they were treated by the Australian students. Almost 92% were either "very satisfied" or "satisfied" with the opportunities to meet people from other countries.

About a third said that the studies they undertook at their institution would be very helpful in getting them a good job when they returned home and another 44% said that their studies would be quite helpful in getting a good job. Almost 90% of students would either recommend or strongly recommend their course of study to other students in their home country.

Quality of lecturers/teachers

About 90% of students were either "very satisfied" or "satisfied" with the quality of their lecturers or teachers at their institution. Students were equally satisfied with the sensitivity shown by their lecturers/teachers to cultural differences (87%) and the sensitivity shown to students with English language difficulties (84%).

Satisfaction with living in Australia

Australia is perceived throughout the world as a dynamic, vibrant country, whose people are energetic, friendly and confident. This perception was confirmed in the survey responses. Three out of four international students were either "very satisfied" or "satisfied" with the things to do and see in Australia. Four out of five students reported that Australia was a safe place to live and study, and over 80% were either "very satisfied" or "satisfied" with the friendliness of Australians.

Cost of living in Australia

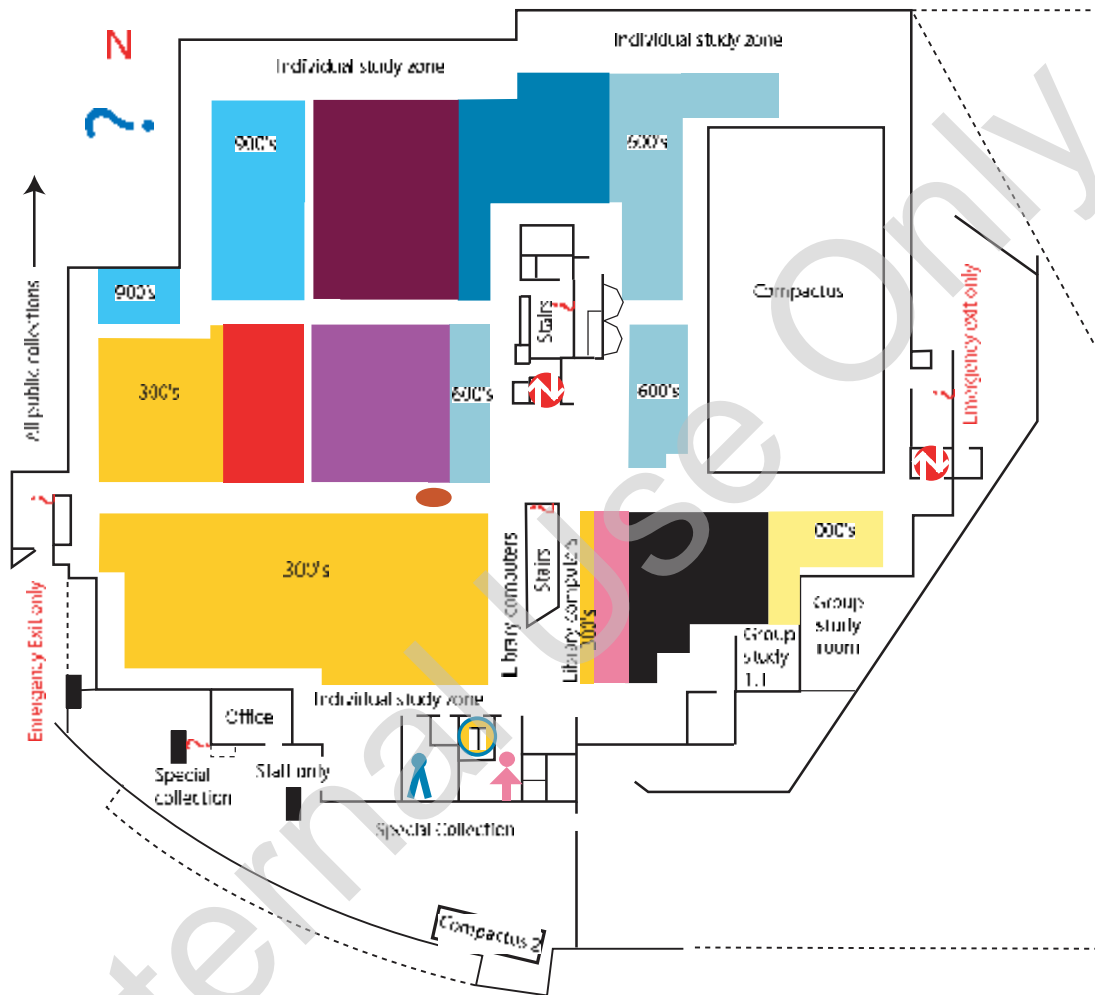
The cost of living is a concern to most students regardless of where a person is studying. In that context, the survey found that the majority of international students studying in Australia (59%) were either "very satisfied" or "satisfied" with the cost of living in Australia. A majority of international students (53%) were also satisfied with the availability of part-time work, and more than one in four students had a job while studying.

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-
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Melbourne campus at Burwood Library

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Building v

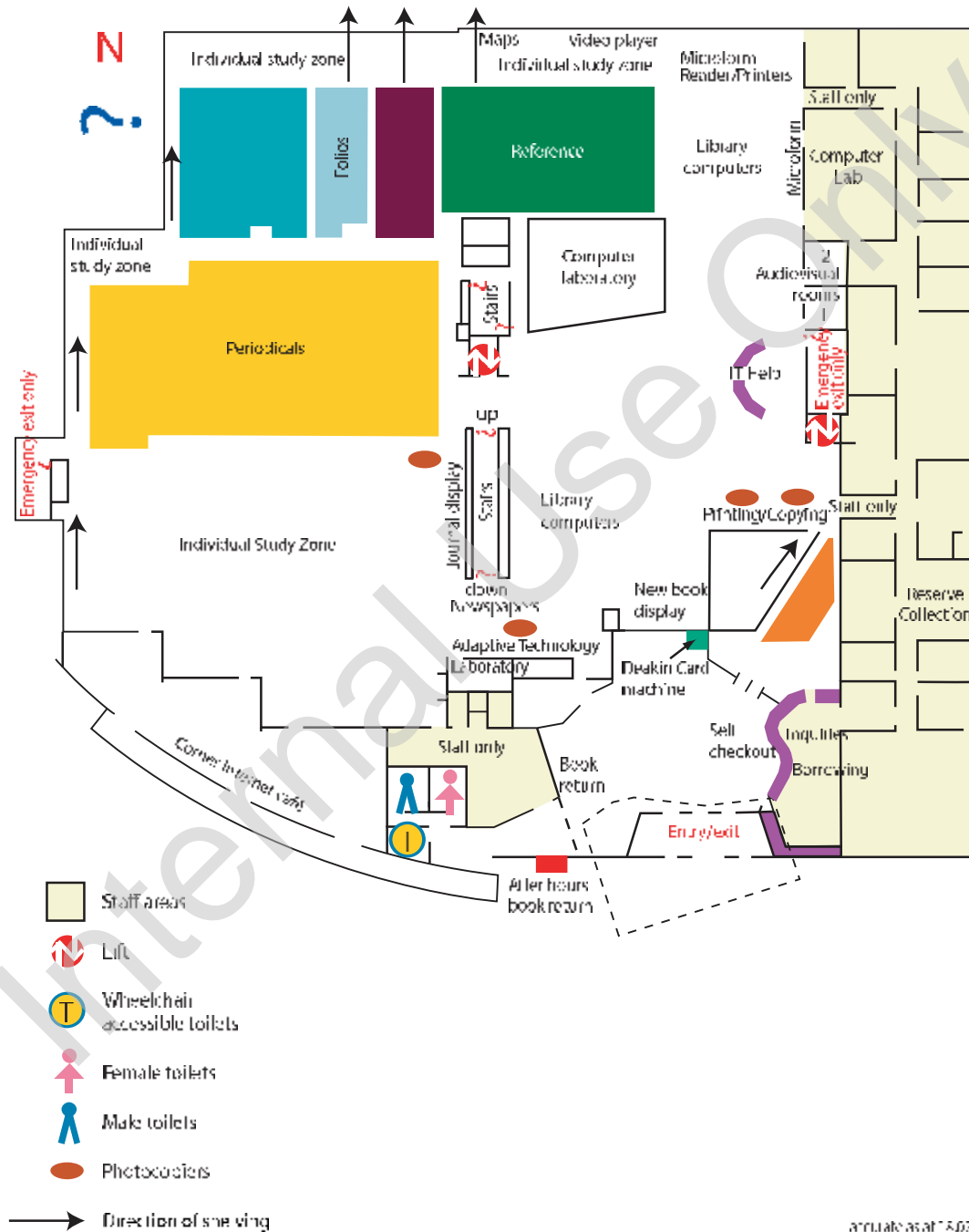


-  Lift
-  Wheelchair accessible toilets
-  Female toilets
-  Male toilets
-  Photocopiers
-  Direction of shelving

Melbourne campus at Burwood Library

Level 2

Building v



Melbourne campus at Burwood Library

Level 3

Building v

