Learning from and supporting international students

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THE AWARDS WINNER 2011, 2012, 2013, 2015, 2016

THE AWARDS 2013 AWARD WINNER UNIVERSITY OF THE YEAR

THE QUEEN'S AWARDS FOR ENTERPRISE: INTERNATIONAL TRADE 2013

THE QUEEN'S ANNIVERSARY PRIZES 2015

QS STARS RATED FOR EXCELLENCE 2016

Athena SWAN Bronze Award

Background

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- Library Impact Data Project

Factor	New EU	Old EU	China	Rest of world
Number of items borrowed		-.113	-.144	-.073
Number of library visits		-.066	-.098	-.099
Hours logged into library PC		-.082		-.089
Hours logged into e-resources	-.159		-.075	
Number of PDF downloads	-.175	-.088		
Number of e-resources accessed	-.104		-.119	
Number of e-resources accessed 5 or more times	-.152		-.074	
Number of e-resources accessed 25 or more times	-.207	-.092		
Percentage of usage occurring on-campus			-.073	

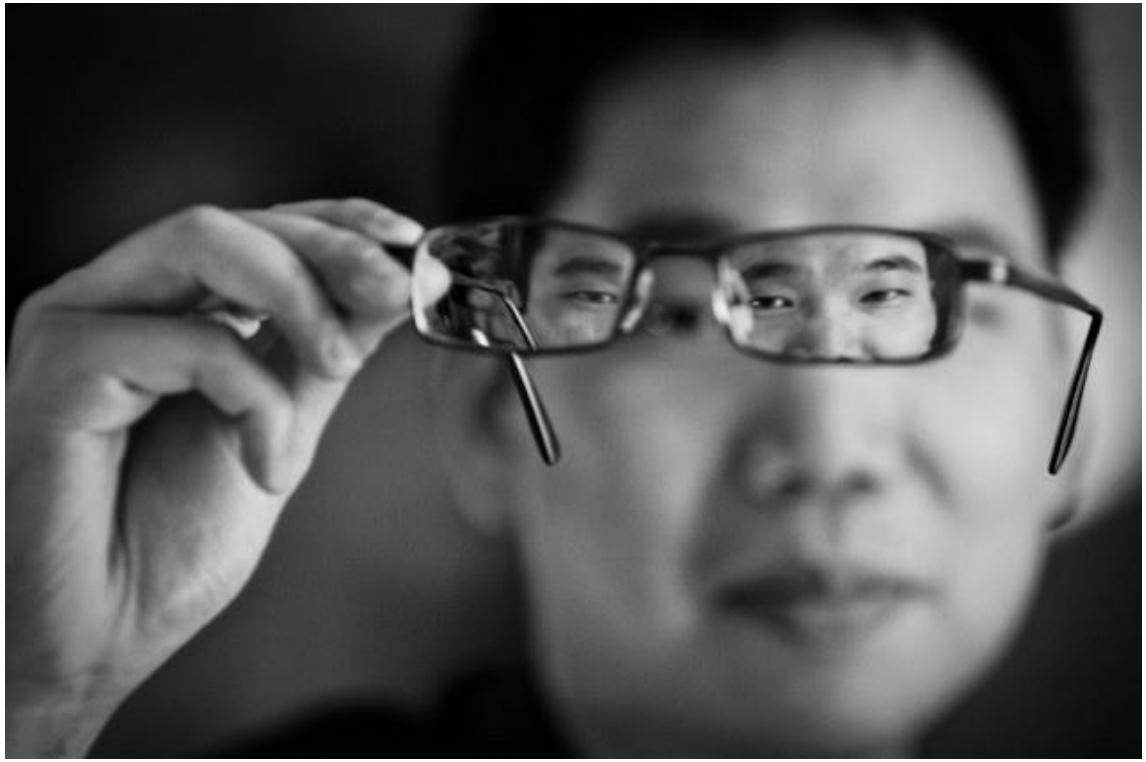
Usage levels
Compared to control

Higher

Lower

Control group: UK

What we wanted to know



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Method of data collection

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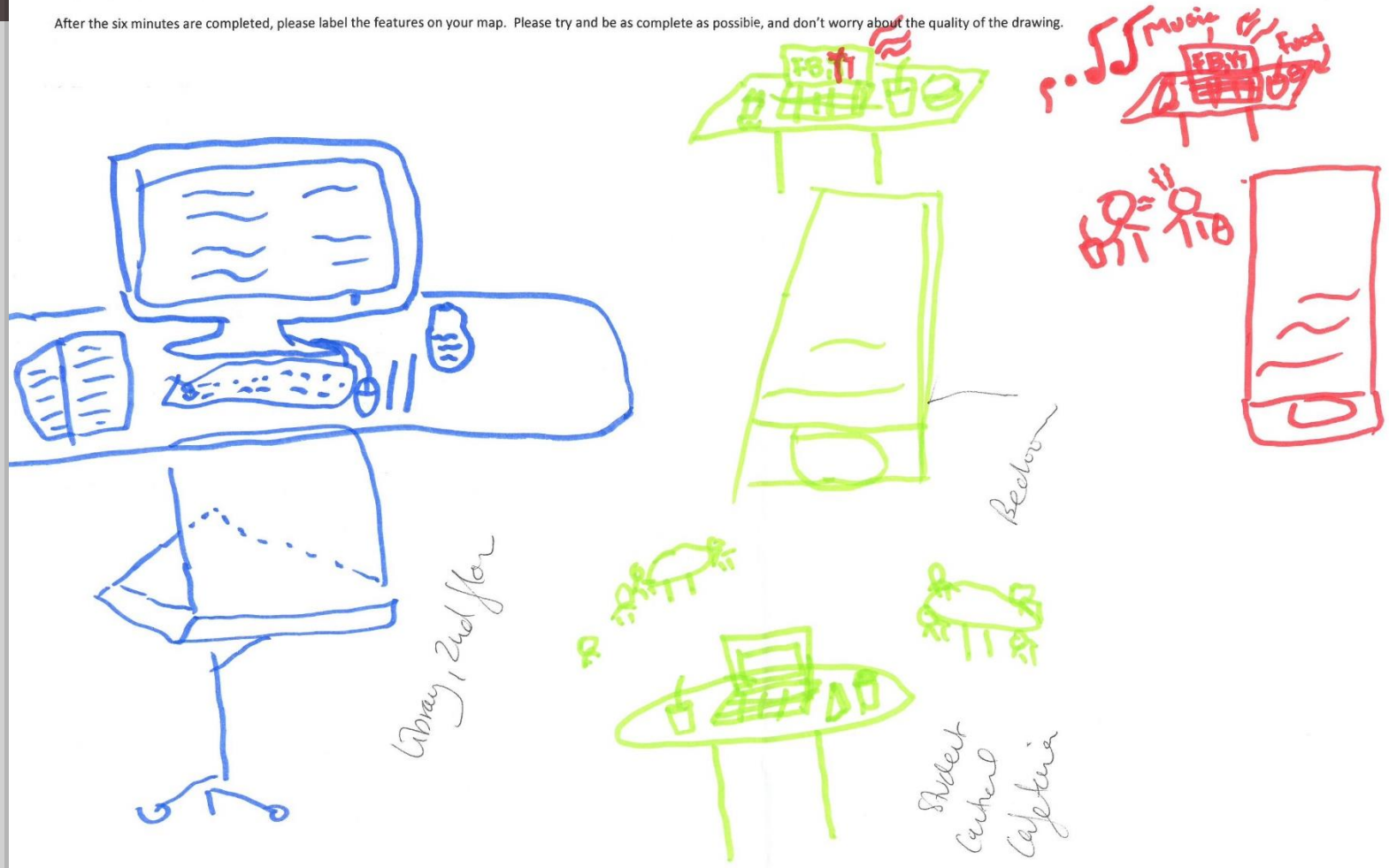
- Initial survey of all international students
- Cognitive mapping
- Retrospective process interviews

Participant info
Mode of study (e.g. PT, FT, UG, PG, TPG): Yr of study: Age:

Instructions: You will be given 6 minutes to draw from memory a map of where you go to learn or study (your learning spaces). Every two minutes you will be asked to change the colour of your pen in the following order: 1. Blue. 2. Green. 3. Red.

After the six minutes are completed, please label the features on your map. Please try and be as complete as possible, and don't worry about the quality of the drawing.



Retrospective Process Interviews

Interview prompt:

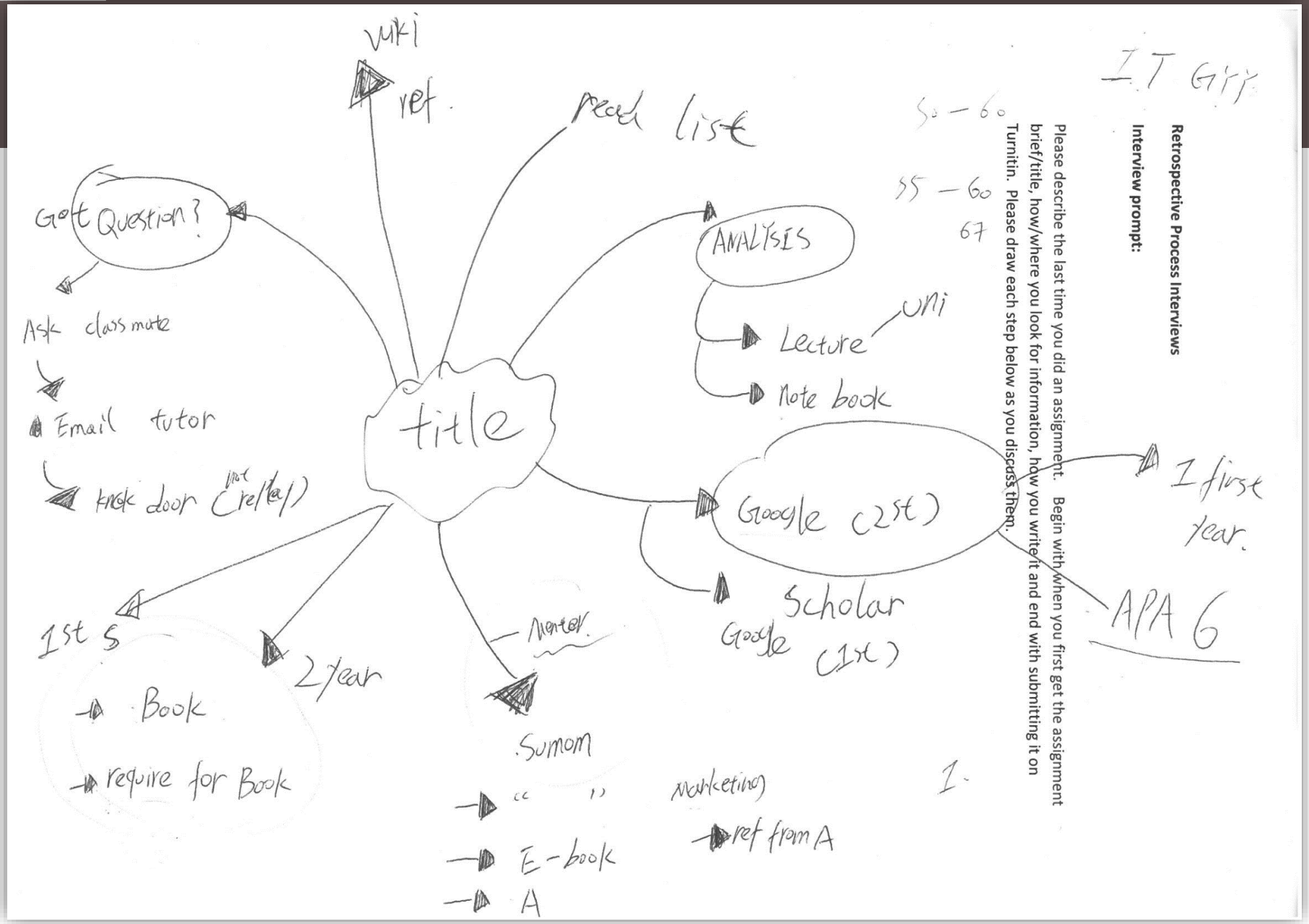
Please describe how you did your last assignment. Begin with when you first got the assignment brief/title, how/where you looked for information, how you wrote it and end with when you submitted it on Turnitin. Please draw each step below.

- The title is Uk supermarket report, I've chosen Sainsbury's as the main ~~oject~~ object to study.

- I looked for it ~~the~~ in Summon, Google Schorlar, FAMI, MINTEL, PASSPORT which are provided by the uni.

- I have followed a report format from Google.
~~End~~ I have 1 brainstormed, 2 made a idea net, 3 made an outline, 4 follow the outline to write.
I've shown my draft to the tutor, ~~Adam~~ he gave me suggestions on ~~to~~ some lacking information I should do.

After finishing the report, I turned in it via Turnitin.



Retrospective Process Interviews
Interview prompt:
Please describe the last time you did an assignment. Begin with when you first get the assignment brief/title, how/where you look for information, how you write it and end with submitting it on Turnitin. Please draw each step below as you discuss them.
I.T GYY
50 – 60
55 – 60
67
wiki
ref.
read list
Got Question?
Ask classmate
Email tutor
knock door (not replay)
title
ANALYSIS
Lecture
uni
Note book
Google (2st)
Scholar
Google (1st)
1 first year.
APA 6
1st S
2 year
Book
require for Book
Mentor
Sumom
" "
E-book
A
marketing
ref from A
1.

Results

Main points so far:

- Librarians do what?
- Librarians? Don't need them because…
- …tutors! But they don't have time.
- Peer support vs staff support preferences
- Students don't have time either.
- Libraries/librarians make it more difficult.
- Information about access isn't clear

Problems

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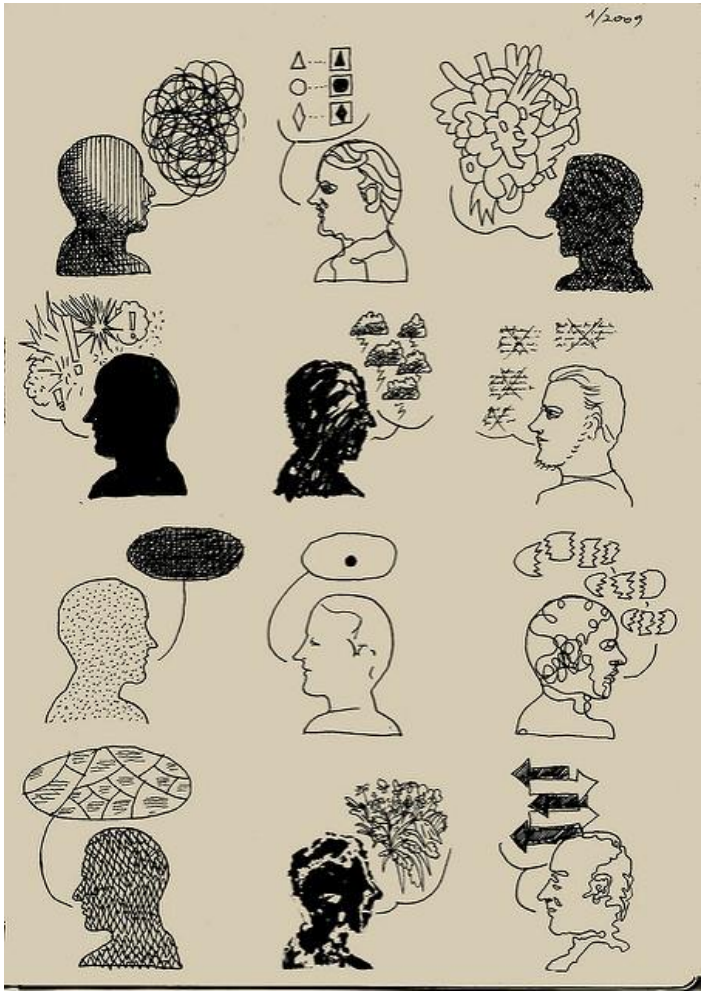
- Small sample!
- Difficulty recruiting participants
- Applicable to ALL students?

"smallest" by Pleuntje licence by CC BY-SA 2.0

Positives

- The mapping technique can help with communication
- Small sample does NOT mean not informative



"12 ways of talking" by Joan M. Mas licenced by CC BY-NC 2.0

What next?

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- More research!
  - Home students for comparison
  - Research specifically with Schools that don't use library resources at all i.e. Computing and Engineering
- Work on improving ourselves and our services. We've already:
  - Worked on promoting services in a different way
  - Provided more guidance e.g. wayfinding/DDC

Useful links

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- Library Impact Data Project

https://library.hud.ac.uk/blogs/lidp/

- ERIAL Project (used cognitive maps and retrospective interviews)

http://www.erialproject.org/

- Donna Lanclos' work with cognitive maps

http://www.donnalanclos.com/?tag=cognitive-maps