

Mar 12th, 11:00 AM - 12:15 PM

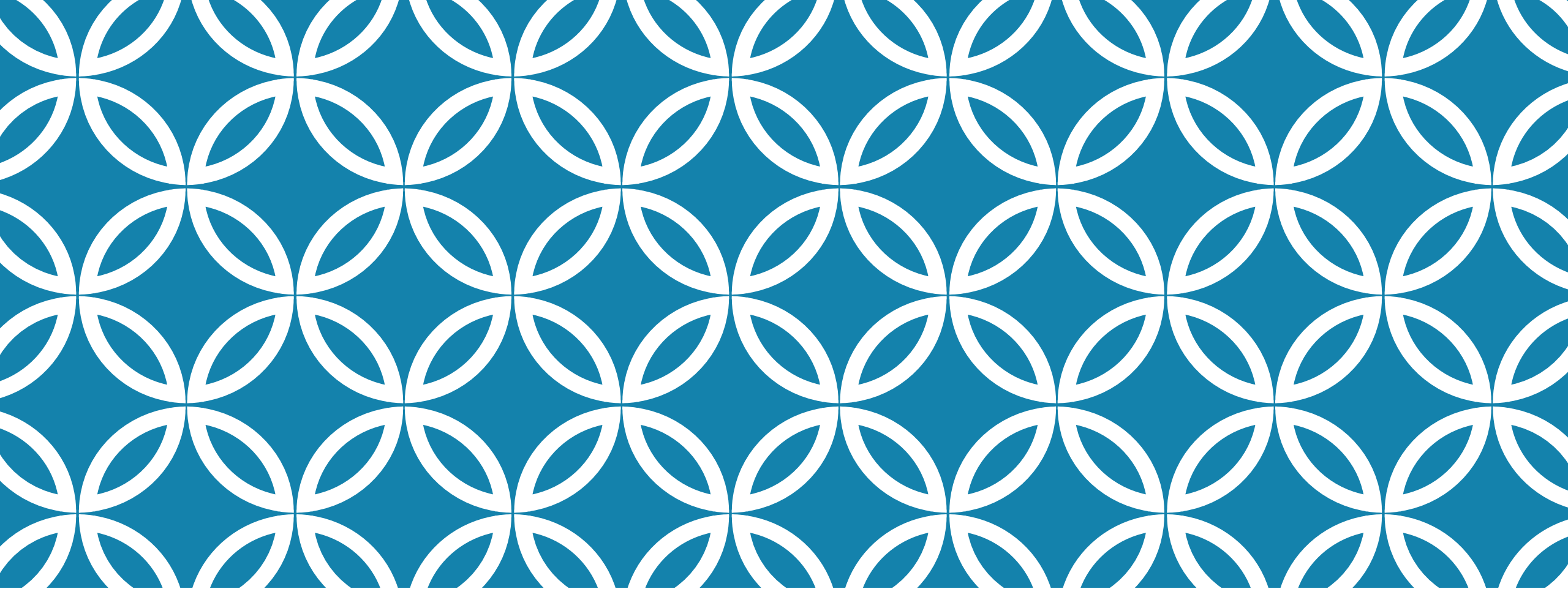
Exploring the International Student Experience: Providing Insight through a Mixed-Methods Approach

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EXPLORING THE INTERNATIONAL STUDENT EXPERIENCE

Providing insight through a
mixed-methods approach

THIS PRESENTATION COVERS

Background

The Study in Action

Results

Applications



BACKGROUND |



SIUE PROFILE

Master's Colleges & Universities: Larger Programs

- Over 13,000 FTE
- 103 undergraduate programs
- 78 graduate & professional programs
- 11 doctoral programs

SPARK

"We need to recruit international students because they pay full tuition"

--Anonymous administrator

WHAT WE KNEW

64%

graduate students



**Mostly from
India**
plus 44 other countries

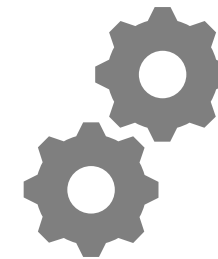


30%

population increase
(2014-2015)



**Majority
studying
engineering**



WHAT WE WANTED TO KNOW

How do they use the library?

What has their larger experience been like coming to the U.S.?

Do these students have learning networks? If so, what do they look like? If not, why?

What types of spaces do they prefer?

Do they even like the library?

Are there needs that the library could meet outside of their library experiences?

What made them decide to come to this university? (what do they value)

With whom and in what spaces do they socialize?

How does their experience in this library compare to experiences in their home library?

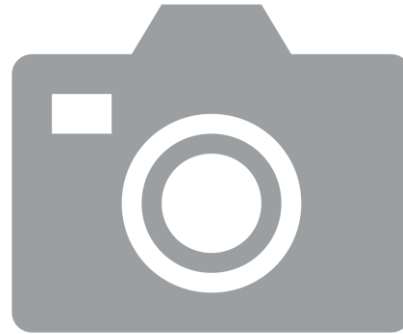
METHODOLOGIES

In-Depth Interviews



n=48

Photo Diaries



n=13

Survey



n=188



THE STUDY IN ACTION



A RESEARCH SUBSIDY

Consortium of Academic and Research
Libraries in Illinois (CARLI) Research Subsidy
Grant

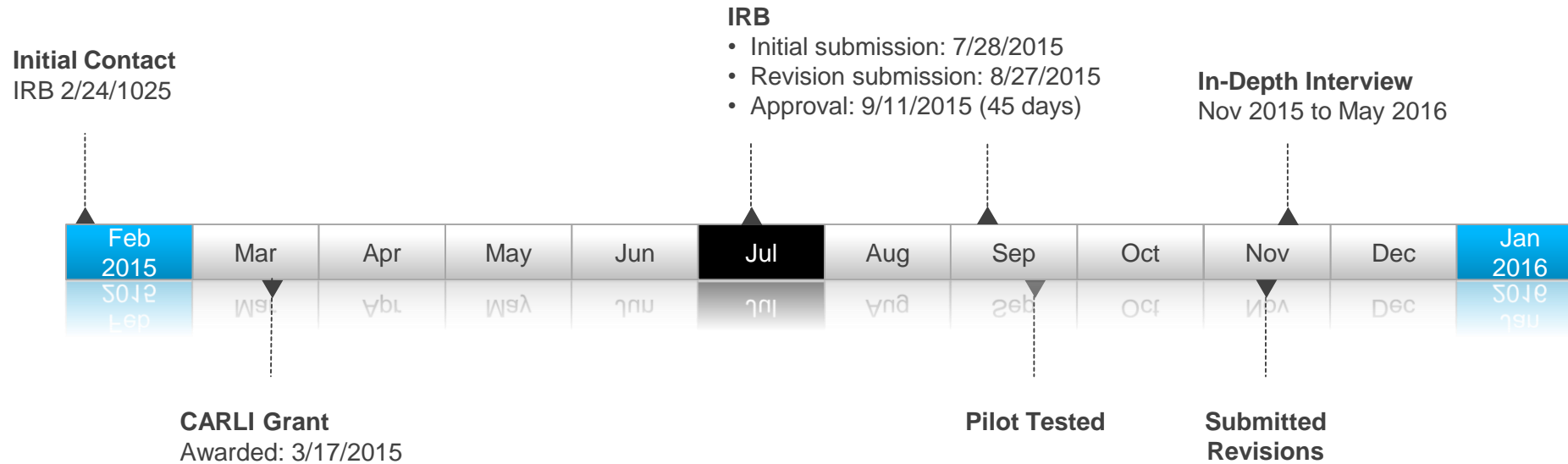
July 1, 2015 – June 30, 2017

Funds covered:

- Student incentives (gift cards)
- Materials: cameras, memory cards
- Man power: GA to transcribe interviews
- Transcription software
- Travel for presentation



INSTITUTIONAL REVIEW BOARD (IRB)



IN-DEPTH INTERVIEWS

Areas

Recruitment to the university

Academic Experiences

Library Experiences

Social Encounters

Semi-structured

Systematic sample

Conducted Nov 2015-May 2016

Audio recorded

Incentives: \$10 gift card



PHOTO DIARIES



Provided 9 prompts

Students took photos in response

Brought back the photos to discuss

Focus: Space

Systematic sample

unique sample from interviews

Audio recorded

Conducted December 2015 -
May 2016

Incentives: \$10 gift card

SURVEY

9 questions

Library focus

Resources

Services

Library affect

Sent to all international students
via Qualtrics

April 4-22, 2016

Incentive: \$100 drawing

Demographic Information





ANALYSIS



INTERVIEWS

Conducted 48

Analyzed 42

Inductive coding

- Code book
- Pairs for interrater reliability

Used Nvivo's analysis features

The screenshot shows the Nvivo software interface. On the left, a 'Nodes' list is visible with columns for Name, Sources, and References. The 'Motivator Specific' node is highlighted. On the right, a transcript window titled '06IDI Transcript' is open, showing a conversation between an interviewer (INT) and a respondent (RSP). The transcript includes the following text:

06IDI
Student Status: Graduate
of years in U.S.: 4 months
Country of Origin: Bangladesh
Sex: Male

INT: Okay, so [student name] can you think back to before you came to SIUE? Um and just how did you hear about the university?

RSP: Um the true thing is uh I was working in my company back in Bangladesh and I was also searching universities for my education, higher education.

INT: Mmm

RSP: There I information for SIUE. I went through all the pages of the university and I liked it and I thought that it matches my interests and the area I want to study. I found department of this university which is very much positive for me. And this is why I apply to.

INT: Okay, uh where were you working in Bangladesh. Like in what line of work?

Code: Home Education

Brief Definition: When students describe their educational experiences in their home country

Full Definition: Many students mention their educational experiences in their home country including their classes, class size, interactions with other students, relationships with faculty, campus facilities and activities, etc.

When to use: Apply this code when students describe their educational experiences or setting in their home country

When not to use: Do not apply this code for descriptions of a student's experience with libraries or library resources in their home country (see **Home Library**)

Example: "We have never had that back in Brazil. We go to class, you sit there and you just listen to the teacher"—IDI01

Name	Sources	References
Home Comparison	5	8
Homesickness	3	3
Important but no code	2	4
Isolation	25	34
Jack in the Box	1	1
Korte Stadium	1	1
Library Improvements	7	17
Library Resources	26	45
Library Services	22	48
Library Space	40	56
Living Situation	9	19
Lovejoy Library	29	36
MUC Center Court	14	18
MUC Cougar Lanes	2	2
MUC General	12	18
MUC Goshen Lounge	10	10
MUC Pizza Hut	2	2
MUC Starbucks	2	2
MUC Student Success Center	14	17
Natural Light	28	31
New Hampshire	1	1
Obstacles	12	40
Outdoors	70	108
P1 Favorite Places on Campus	95	108
P2 Hang Out with Friends	36	41
P3 Favorite Place Off Campus	29	34
P4 Avoid and Uncomfortable	26	29
P5 Favorite Place to Study	48	58
P6 Resources for Studying	26	28
P7 Items to Class	15	15



PHOTO DIARIES

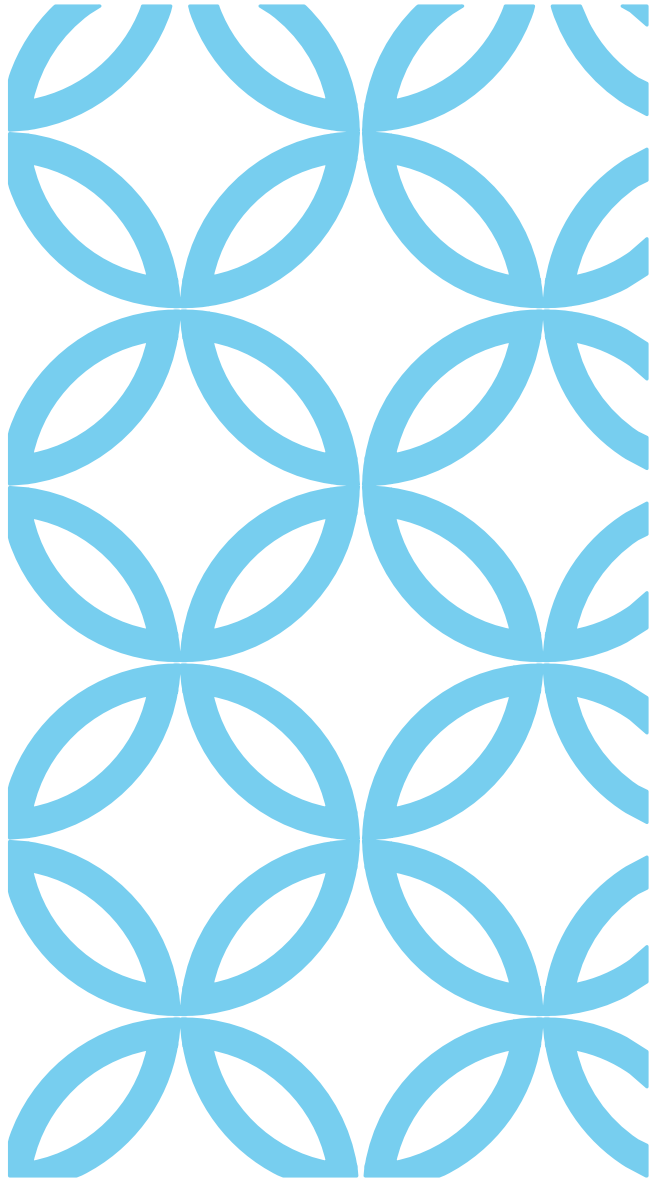
Conducted 13

Analyzed 12

Inductive Coding

- Created a codebook (separate from IDIs)
- Coded transcripts and photos

Used NVivo's analysis tools



Exported the data from Qualtrics into Excel

Cleaned up the data

Imported into SPSS

Calculated frequencies

Some variable relationship testing

SURVEY



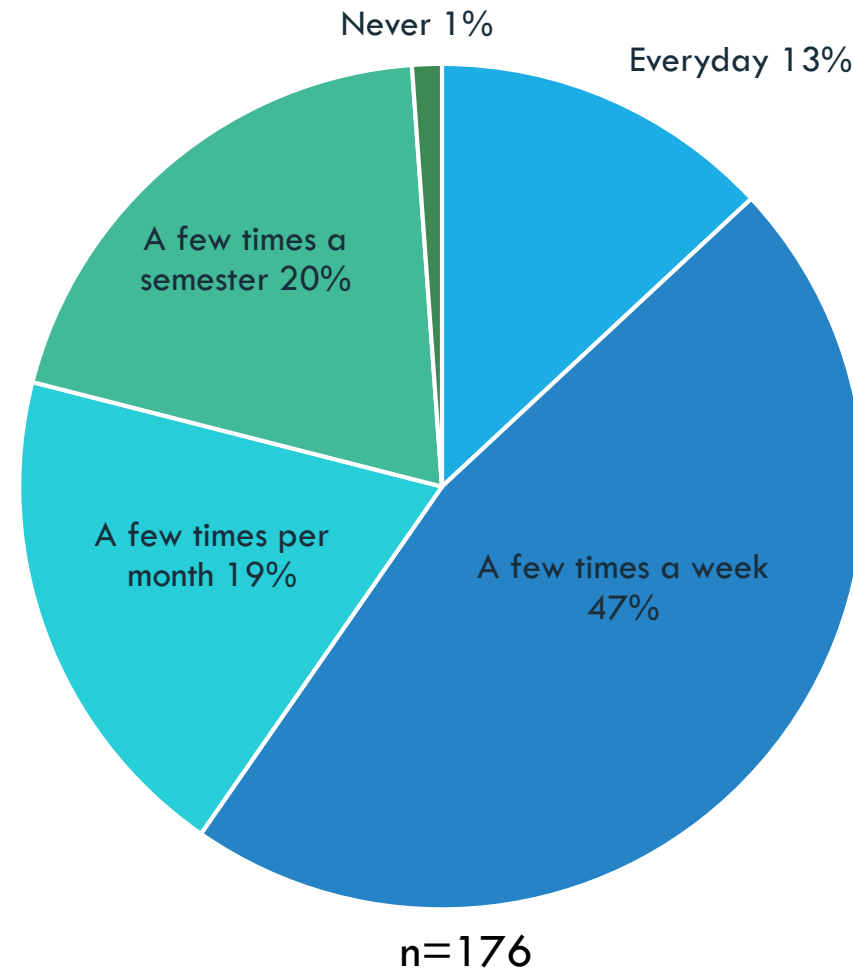
RESULTS



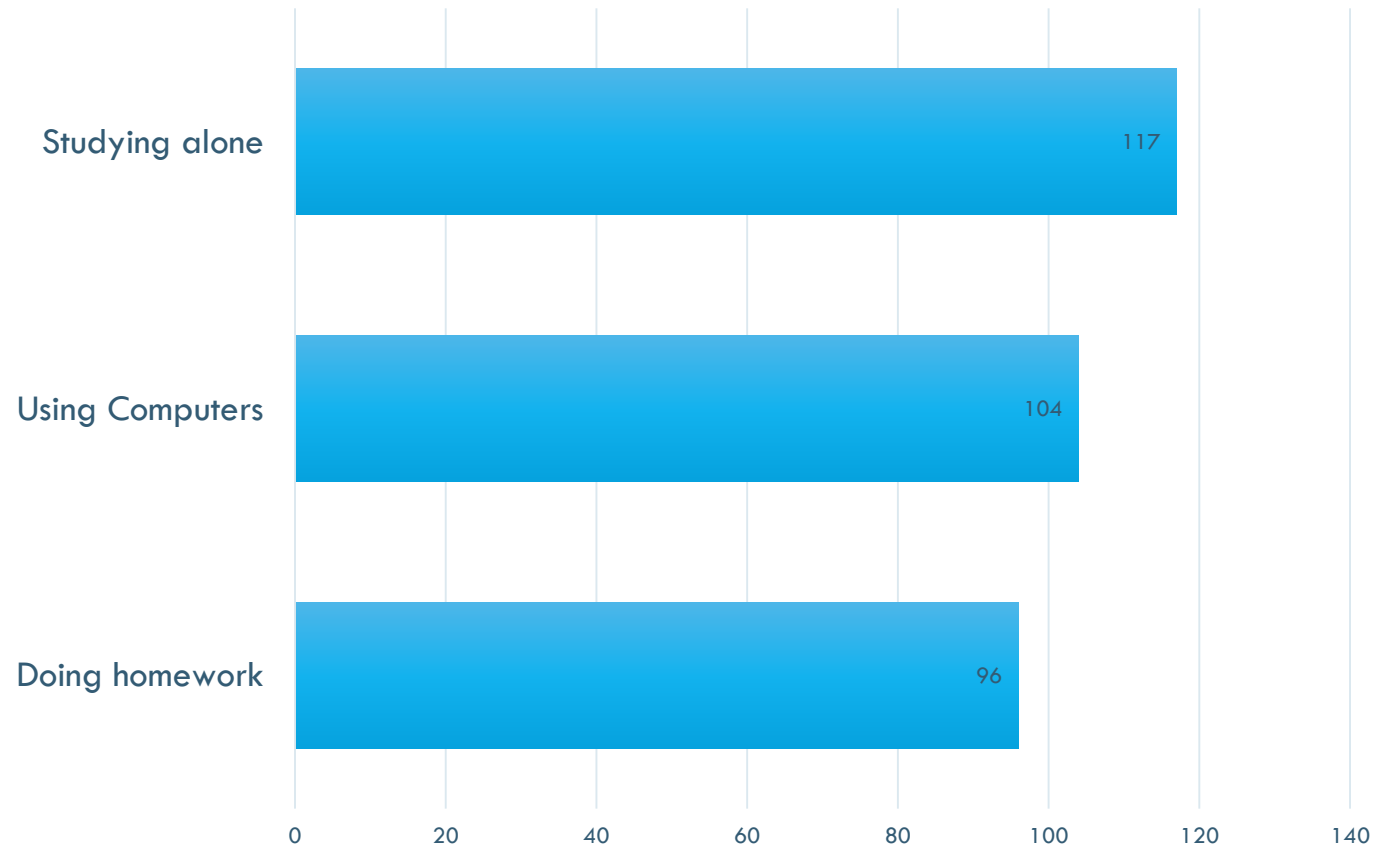
FREQUENCY OF USE

“How often do you use the library?”

- 79% of respondents said that use the library “everyday”, “A few times a week, or “A few times a month”



WHAT THEY DO IN THE LIBRARY



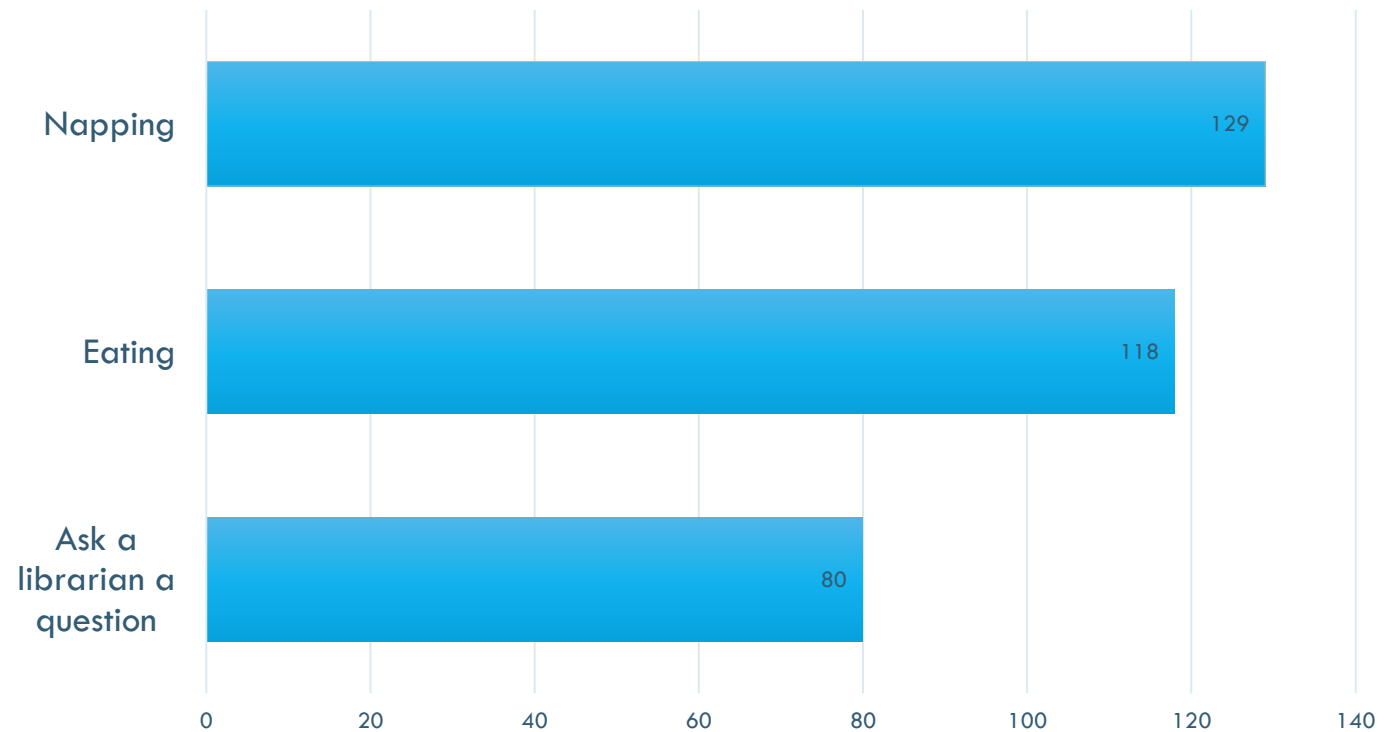
“What do you do when you visit the library?”

- “Every time”
- “Often”

WHAT THEY'RE NOT DOING

“What do you do when you visit the library?”

- “Rarely”
- “Never”



INTERNATIONAL STUDENTS AND THE LIBRARY

“I enjoy spending time in the library”

- 76.2% either agree or strongly agree with this statement
- n=164

“I feel comfortable asking for help in the library”

- 87.3% either agree or strongly agree
- n=165

“It's a quiet place to come and do your research”

-a female graduate student.

“I love the white boards here”

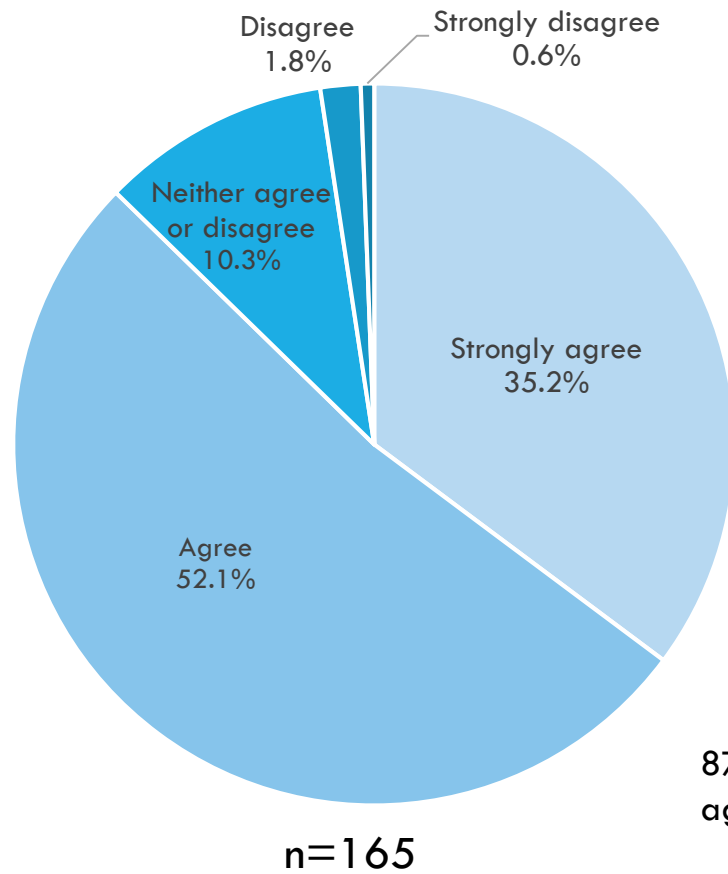
-male undergraduate student.

“...when I ask them [library personnel] about anything they answering me with smile [laugh]”

-Graduate student from Saudi Arabia.

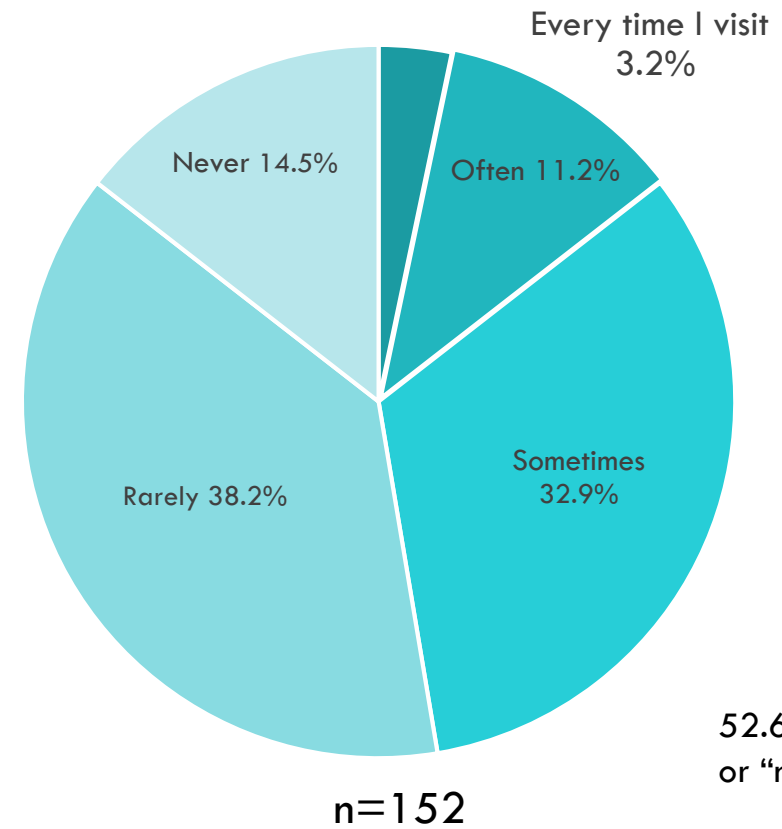
ASKING FOR HELP

Level of Agreement: I feel comfortable asking for help in the library



87.3% "Strongly agree" or "agree"

How often do you ask a librarian a question?



52.6% "rarely" or "never"

- At the time of the study, undergraduate students had access to e-textbooks, but graduate students did not
- Survey: 12 of 116 responses- need more resources
- Interviews: Textbooks abroad vs here (price difference)

Item	Amount
Monthly Scholarship stipend	\$930.00
Monthly student fees	-\$437.00
1 textbook per class (needs 3)	-\$150.00
Money left for living expenses each month	\$343.00

TEXTBOOKS

TECHNOLOGY USE

Photo Diaries

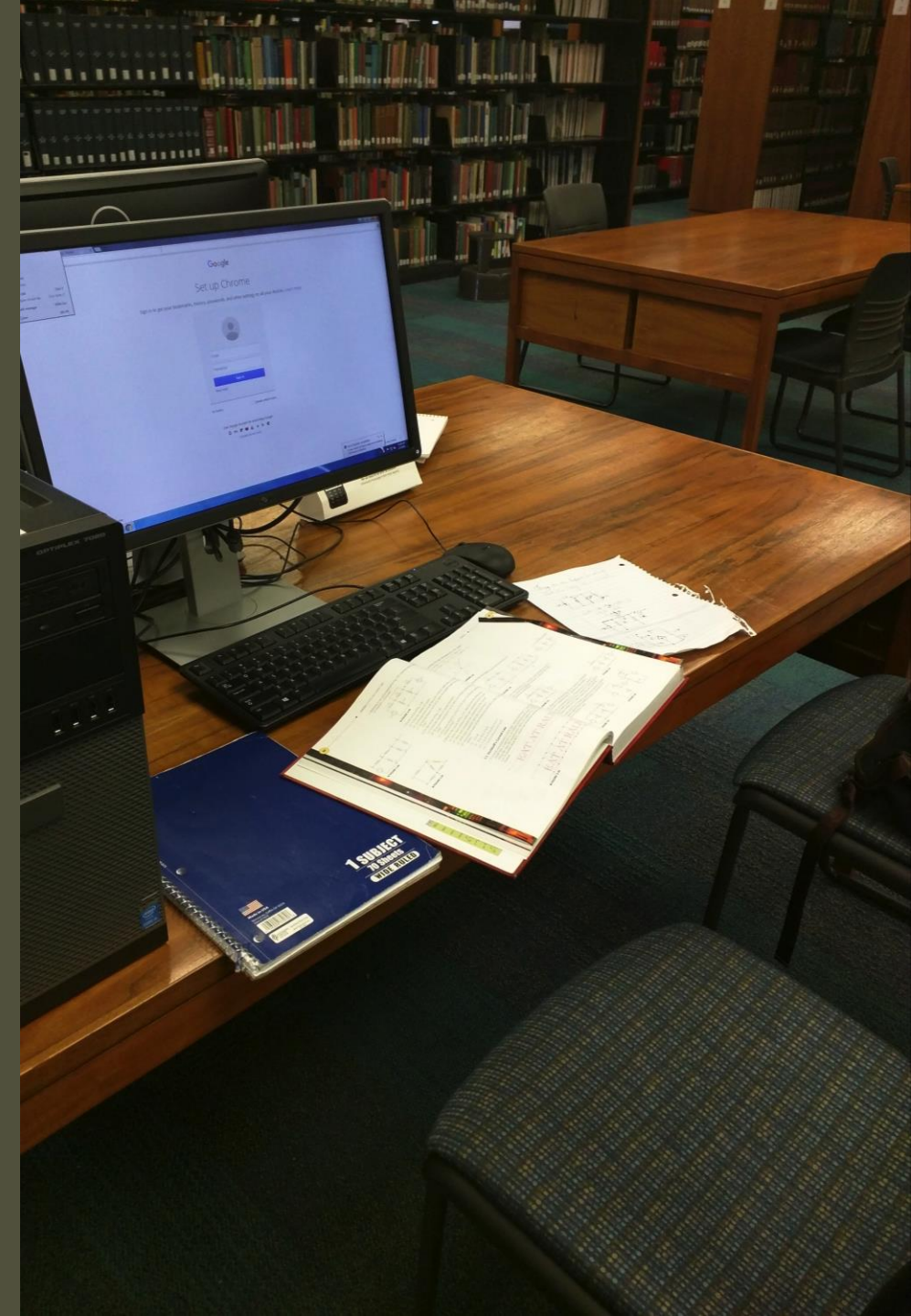
- Over 50% mentioned technology with their favorite place to study
- 25% mentioned library technology as something they didn't like about the library

Interviews

- 93% mentioned technology
- 10% dissatisfied with library's technology

Survey

- 5 of 116 responses- need more technology



LIBRARY HOURS

Hours at the time of the study

- Mon. - Thurs. 7:30 - 11:00 pm
- Fri. 7:30 - 6:00 pm
- Sat. 11:00 - 6:00 pm
- Sun. 1:00 - 11:00 pm

The survey

- 22 of 116 responses

In-depth interviews

- 4 of the in-depth Interviews



APPLICATIONS



APPLICATIONS

Textbooks

Advocated to the university and book store
International graduate students now have the e-textbook option (for a fee)
Staff attitudes have improved

Technology

Purchased more moveable power strips and furniture with built-in outlets
Added more desktop computers for student use

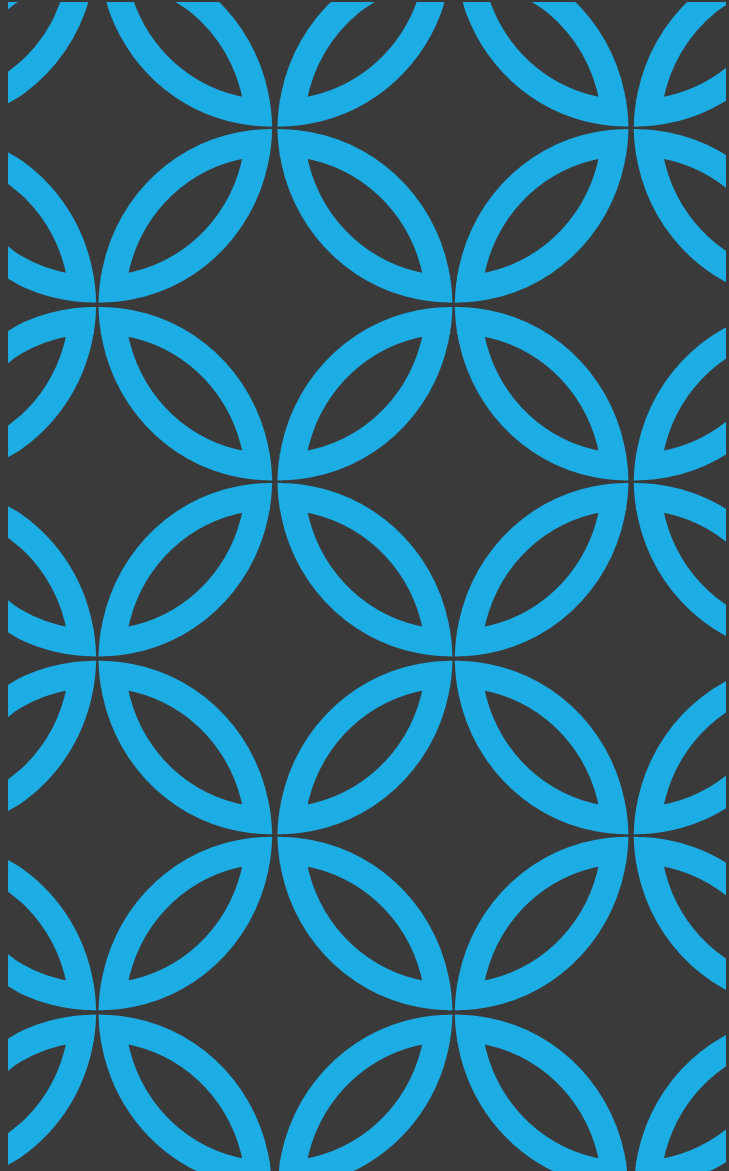
APPLICATIONS (CONT.)

Longer hours

Internal grant to extend library hours (open until 1 am Sun – Thurs.)

Study Rooms

Extended Springshare subscription
Now students can reserve rooms ahead of time



MEDITATION SPACE

“Since I’m a Muslim... I have to pray five times a day, so on a rainy day like this or in very cold weather, I would have to go from [the library] to the Spirituality Center to offer my prayer...If you can manage a small space for two or three persons where they can... offer their prayer, it would be pretty encouraging for the students”

--Male graduate student

Student 1- Male from Europe

- Felt classes were too easy
- The library was ugly- chose to use the public library
- Didn't see the point of hanging out in groups of friends

Student 2- Canadian

- Little to no culture shock
- No language barrier
- No trouble making friends (sports team)

Student 3- Non-traditional

- Had been in the U.S. for 13 years
- Had previously attended a research 1 institution (this was her 2nd or 3rd masters degree)



OUTLIERS

LIMITATIONS OF THE STUDY

All self reported information

- Thanksgiving in the dorms
- Plagiarism

Some conversations influenced by current events

- Ex. Bombings in France

Students expressed wanting to “help” us

- Wanted to know the purpose of the study so they could answer accordingly

Respondent bias and cultural differences

- Librarian asking their thoughts about librarians...
- The negatives weren't so negative

BIBLIOGRAPHY

Burel, M., Graser, M. & Park, S. (2019) Exploring the International Student Experience: Providing Insight through a Mixed-Methods Approach. *Journal of Library Administration*. doi: 10.1080/01930826.2018.1562804

Southern Illinois University Edwardsville. (2016) *Fact Book: Institutional Research and Studies*. Retrieved from <http://www.siu.edu/inrs/factbook/pdf/Fb16.pdf>



ANY QUESTIONS?

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