

# Headline results from UKCISA's benchmarking survey of international student support 2018

The UK Council for International Student Affairs is the UK's national advisory body serving the interests of international students and those who work with them.

UKCISA  
1st Floor, Noble House  
3-5 Islington High Street  
London, N1 9LQ  
T +44 (0)20 7288 4330

[www.ukcisa.org.uk](http://www.ukcisa.org.uk)  
@ukcisa

UKCISA is a company limited by guarantee registered in England and Wales (Company Number: 4507287) and a charity registered with the Charity Commission for England and Wales (Charity Number: 1095294). Its registered office is at 3-5 Islington High Street, London N1 0NX.

UKCISA gratefully acknowledges the financial support it receives from the Department for Education, and from the Scottish Government.



November 2018



UK Council  
for International  
Student Affairs



**BREAKDOWN OF RESPONSES**

- 73% HE Public
- 13% FE Public
- 7% Private

Please note that this is a summary of findings. We have edited out some data (eg 'don't know' or 'other' answers), many questions asked for 'tick all that apply' (bringing percentage totals higher than 100%) and figures have been rounded up or down.

**PRE-ARRIVAL****What English Language Support do institutions provide?**

The majority do not provide pre-arrival study skills support but:

- 33% recommend links to Prepare for Success
- 24% provide online in-house/study skills resources

**Which English language tests are accepted/considered?**

- 96% IELTS
- 62% Cambridge
- 62% Pearsons
- 53% TOEFL
- 42% own diagnostic test

**How is pre-arrival information provided?**

- 88% via website
- 66% social media
- 64% via agents
- 57% e-newsletters
- 37% webchats

**Is an airport collection offered?**

- 39% yes at start of year
- 15% yes at start of each term
- 14% yes all year round
- 31% not offered

**How do institutions link new students with current ones?**

- 73% via social networking
- 52% via e-mail
- 29% via other ways
- 3% we don't/not sure

**How do institutions link new students with alumni?**

- 30% via social networking
- 32% via e-mail
- 33% via other ways
- 30% we don't/not sure

**How are orientation programmes delivered?**

- 52% separate for international students
- 44% combined for all

**Do institutions run orientation for late arriving students?**

- 62% yes
- 15% online materials only
- 7% no

**What kind of accommodation is offered and what support is available?**

- 76% offer institution-run accommodation
- 36% offer accommodation for dependants
- 56% advice on housing rights
- 40% lists of vetted private sector options
- 38% lists of unvetted options
- 38% contract checking service
- 12% willing to act as guarantor
- 4% no accommodation advice or support

**IMMIGRATION ADVICE AND COMPLIANCE****How are advice and compliance roles structured? (admissions and continuing students)**

- 38% advice and compliance in different teams
- 26% advice and compliance in same teams
- 28% provided by same person

**Who issues CASs?**

- 58% admissions
- 52% compliance teams
- 15% international student advice
- 12% registry

**Do institutions make special arrangements for police registration?**

- 30% yes on campus
- 25% facilitate appointments
- 30% no special arrangements

**SOCIAL ACTIVITIES****What kind of social events are provided for all students?**

- 73% sporting events
- 73% cultural events (eg international fairs)
- 70% weekend/evening social activities
- 65% mentoring
- 63% trips
- 63% volunteering
- 59% global week/international week/festival

**STUDENT REPRESENTATION****How is feedback sought?**

- 52% focus groups
- 42% sub-analysis of general student surveys
- 34% international specific surveys
- 30% International Student Barometer
- 21% no international-specific mechanism

**How many students' unions have an elected International Students' Officer?**

- 45% have an elected officer
- 17% of elected officers are in full-time posts

**FINANCE****Are international student fees fixed in advance?**

- 46% for coming year only
- 38% for full duration of course

**Do institutions allow instalments?**

- 71% yes
- 14% no
- 9% by special arrangement

**Are hardship funds provided?**

- 38% open to all students
- 27% international specific
- 16% 'in exceptional circumstances'
- 16% no scheme offered

**EMPLOYMENT****How do institutions support international students to find part-time work?**

- 38% via website and leaflets
- 34% via drop-in advice sessions
- 32% via workshops
- 31% no international specific advice or support

**How do institutions support international students to find post-study work?**

- 51% via workshops
- 33% via links with overseas employers
- 33% via database of overseas vacancies
- 31% run workshops about working in other countries
- 19% specialist staff
- 20% via overseas careers fairs
- 29% no international specific service

**EU STUDENTS****Which departments provide support and advice to EU students?**

- 43% international student advice service
- 40% admissions
- 39% Erasmus office
- 34% students' union
- 26% no specific department responsible

**What services are currently provided to EU students?**

- 65% advice on Erasmus
- 49% EU related immigration advice (eg family members)
- 13% workshops for EU students
- 10% orientation for EU students

**What additional services are planned post Brexit?**

- 63% will make plans when details known
- 24% advice service will advise on visas with no additional resources planned/expected
- 11% Erasmus office will advise all EU students with no additional resources
- 6% no planned change in provision
- 3% plan to establish new EU office
- 2% advice service will advise on visas with additional resources expected

**What do institutions report are students main concerns about Brexit?**

- 71% feeling of uncertainty
- 70% right to remain in the UK after study
- 63% right to work in the UK after study
- 63% feeling of no longer welcome in the UK
- 57% cost of fees
- 40% not being able to complete their course after Brexit
- 6% no major concerns