

International student services in colleges and universities 2010-11: self-audit tool

UKCISA is the UK's national advisory body serving the interests of international students and those who work with them.

It does so through research, print and web-based publications, a national training programme, dedicated advice lines for students and advisors, and liaison and advocacy with institutions, agencies and government.

Its members include all UK universities, those further and higher education colleges which are active internationally, and a range of specialist and representative bodies.

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ISBN: 1 870679 58X

Benchmarking services to international students 2010-11

This self-assessment tool has been issued to accompany the UKCISA report *International student services in colleges and universities 2010-11: a benchmarking survey*. It is intended to help you benchmark your college or university's provision of services for international students against others in the sector.

There is no single model of excellent provision and therefore no right or wrong answers. However, we hope the indicators about norms and standards will inform discussions about how best to meet the needs and expectations of international students in an increasingly competitive market.

Self-audit tool

1. In which ways does your institution provide pre-departure information to students?

	<i>FE</i>	<i>HE</i>	<i>Total</i>	<i>Your Institution</i>
Handbook/documents sent by post	68%	70%	70%	<input type="checkbox"/>
Info on the institution's website	79%	99%	92%	<input type="checkbox"/>
Briefings by email	76%	74%	75%	<input type="checkbox"/>
Via social networking sites	5%	46%	33%	<input type="checkbox"/>
In-country briefings	32%	54%	46%	<input type="checkbox"/>
Via agents	79%	65%	69%	<input type="checkbox"/>
Other	3%	11%	8%	<input type="checkbox"/>

2. Does your institution help new international students make contact with current students and/or alumni before departure, eg by email, web forums or social networking sites (eg Facebook)?

	<i>FE</i>	<i>HE</i>	<i>Total</i>	<i>Your Institution</i>
With current students				
<i>Social networking sites</i>	24%	51%	44%	<input type="checkbox"/>
<i>Via email</i>	24%	30%	29%	<input type="checkbox"/>
<i>Forums</i>	5%	15%	12%	<input type="checkbox"/>
<i>Other</i>	3%	14%	10%	<input type="checkbox"/>
<i>Don't know/not applicable</i>	53%	33%	40%	<input type="checkbox"/>
With alumni				
<i>Social networking sites</i>	11%	20%	17%	<input type="checkbox"/>
<i>Via email</i>	3%	23%	16%	<input type="checkbox"/>
<i>Forums</i>	3%	11%	8%	<input type="checkbox"/>
<i>Other</i>	0%	11%	8%	<input type="checkbox"/>
<i>Don't know/not applicable</i>	47%	43%	44%	<input type="checkbox"/>

3. Does your institution offer a “meet and greet” service?	FE	HE	Your Total	Your Institution
Yes at the start of each year only	32%	56%	48%	<input type="checkbox"/>
Yes, at the start of each term/semester	18%	28%	24%	<input type="checkbox"/>
Yes, all year round	32%	5%	14%	<input type="checkbox"/>
No meet and greet service offered	18%	11%	13%	<input type="checkbox"/>

4. At the start of the year, do you hold your international student orientation separately from, or at the same time as events as events for new UK students?	FE	HE	Total	Your Institution
Separate international student orientation prior to freshers week/week zero	42%	54%	50%	<input type="checkbox"/>
International student orientation runs in parallel with freshers week/week zero	34%	18%	23%	<input type="checkbox"/>
International student orientation is integrated into freshers week/week zero	8%	17%	14%	<input type="checkbox"/>
No specifically-designated international student orientation offered	3%	5%	4%	<input type="checkbox"/>
Other	13%	6%	9%	<input type="checkbox"/>

5. Has your policy on separate versus integrated orientation events changed in the last three years?	FE	HE	Total	Your Institution
No, we haven’t changed our practice	73%	69%	70%	<input type="checkbox"/>
Yes, we have moved from integrated to separate orientation events	8%	5%	6%	<input type="checkbox"/>
Yes, we have moved from separate to integrated orientation events	11%	12%	12%	<input type="checkbox"/>
Not yet, but we are thinking about moving to separate orientation	3%	0%	1%	<input type="checkbox"/>
Not yet, but we are thinking about moving to integrated orientation	0%	10%	7%	<input type="checkbox"/>
Don’t know/not applicable	5%	4%	4%	<input type="checkbox"/>

6. How long does the international students orientation programme last?	FE	HE	Total	Your Institution
1-2 days	42%	26%	32%	<input type="checkbox"/>
3-5 days	37%	45%	42%	<input type="checkbox"/>
>5 days	5%	19%	14%	<input type="checkbox"/>
Don’t know/not applicable	0%	3%	2%	<input type="checkbox"/>
Other	16%	8%	10%	<input type="checkbox"/>

7. For international students arriving later in the academic year, what orientation do you provide?	FE	HE	Total	Your Institution
Orientation at the start of each term/semester	16%	45%	35%	<input type="checkbox"/>
Scheduled orientation sessions more than once per term/semester	5%	9%	8%	<input type="checkbox"/>
On-going "on-demand" orientation all year round	61%	24%	37%	<input type="checkbox"/>
Web or multi-media-based orientation materials for late arrivals	13%	24%	20%	<input type="checkbox"/>
No orientation for students arriving later in the year	11%	8%	8%	<input type="checkbox"/>
Don't know/not applicable	3%	3%	3%	<input type="checkbox"/>
Other	11%	23%	19%	<input type="checkbox"/>

8. Do you offer follow-up orientation sessions on any of the following through the year to supplement the start of year orientation?	FE	HE	Total	Your Institution
Cultural awareness training	21%	17%	19%	<input type="checkbox"/>
Academic issues (eg avoiding plagiarism) workshops	26%	36%	32%	<input type="checkbox"/>
Welfare/safety briefings	37%	28%	31%	<input type="checkbox"/>
Visa/immigration workshops	42%	81%	68%	<input type="checkbox"/>
Briefings on work during studies	21%	41%	34%	<input type="checkbox"/>
Reorientation events	3%	18%	13%	<input type="checkbox"/>
No on-going orientation events	24%	10%	14%	<input type="checkbox"/>
Don't know/not applicable	3%	4%	3%	<input type="checkbox"/>
Other	24%	8%	13%	<input type="checkbox"/>

9. Do you offer any pre-arrival help with study skills or language (excluding foundation and pre-sessional courses)?	FE	HE	Total	Your Institution
Link to Prepare for Success website	11%	40%	30%	<input type="checkbox"/>
Link to in-house language/study skills resources online or on CD ROM	8%	21%	16%	<input type="checkbox"/>
No specific help with this	68%	35%	45%	<input type="checkbox"/>
Don't know/not applicable	11%	12%	11%	<input type="checkbox"/>
Other	11%	4%	6%	<input type="checkbox"/>

10. Does your institution give diagnostic English language tests to new students on arrival?	FE	HE	Total	Your Institution
All students	42%	8%	20%	<input type="checkbox"/>
Some students	53%	53%	52%	<input type="checkbox"/>
No students	3%	24%	17%	<input type="checkbox"/>
Don't know/not applicable	3%	15%	11%	<input type="checkbox"/>

11. Does your institution offer free pre-sessional or in-sessional English or study skills classes to international students?	FE	HE	Total	Your Institution
Pre-sessional				
Yes for all students	5%	14%	11%	<input type="checkbox"/>
Yes for some students, eg if student was accepted with lower than standard entry level	5%	15%	12%	<input type="checkbox"/>
No	46%	33%	37%	<input type="checkbox"/>
Don't know/not applicable	43%	39%	41%	<input type="checkbox"/>
In-sessional				
Yes for all students	51%	70%	65%	<input type="checkbox"/>
Yes for some students, eg if student was accepted with lower than standard entry level	16%	15%	16%	<input type="checkbox"/>
No	32%	11%	18%	<input type="checkbox"/>
Don't know/not applicable	0%	4%	3%	<input type="checkbox"/>
12. What accommodation does your institution provide to international students (whether owned by the institution or a third party)?	FE	HE	Total	Your Institution
Accommodation in halls/houses	53%	97%	83%	<input type="checkbox"/>
Long-term accommodation in homestay	71%	18%	36%	<input type="checkbox"/>
Temporary accommodation on arrival	26%	40%	35%	<input type="checkbox"/>
Don't know/not applicable	3%	1%	2%	<input type="checkbox"/>
Other	16%	13%	14%	<input type="checkbox"/>
13. Which international students are you able to house (excluding late and unexpected arrivals)?	FE	HE	Total	Your Institution
All international students for the duration of their course	61%	17%	32%	<input type="checkbox"/>
All international students for the first year of their course	3%	45%	31%	<input type="checkbox"/>
Some international students – eg. prioritised by level of study	5%	17%	13%	<input type="checkbox"/>
Non-EU students only, for the duration of their course	8%	5%	6%	<input type="checkbox"/>
First year non-EU students only	3%	4%	3%	<input type="checkbox"/>
Some non-EU students – eg. prioritised by level of study	0%	1%	1%	<input type="checkbox"/>
Don't know/not applicable	21%	12%	14%	<input type="checkbox"/>
14. Are you able to offer any housing to international students with dependants?	FE	HE	Total	Your Institution
Yes	22%	52%	43%	<input type="checkbox"/>
No	54%	42%	46%	<input type="checkbox"/>
Don't know/not applicable	24%	5%	11%	<input type="checkbox"/>

15. What other help do you give international students with house hunting?	FE	HE	Total	Your Institution
Vetted listings of private sector options available	21%	54%	43%	<input type="checkbox"/>
Listings of private sector options, but not vetted by the institution	66%	54%	57%	<input type="checkbox"/>
Referral to private sector letting agents	55%	49%	51%	<input type="checkbox"/>
Advice on housing rights	34%	76%	62%	<input type="checkbox"/>
Contract checking service	18%	58%	44%	<input type="checkbox"/>
House-hunting events	5%	45%	32%	<input type="checkbox"/>
University willing to act as guarantor for private lets	3%	1%	2%	<input type="checkbox"/>
Don't know/not applicable	8%	1%	3%	<input type="checkbox"/>
Other	8%	15%	13%	<input type="checkbox"/>

16. Which of the following provide specialist support and advice for international students at your institution?	FE	HE	Total	Your Institution
International Student Advisory Service	37%	62%	53%	<input type="checkbox"/>
International Office	84%	65%	72%	<input type="checkbox"/>
Office for visiting/exchange/Erasmus students	16%	53%	40%	<input type="checkbox"/>
Student Services	50%	62%	59%	<input type="checkbox"/>
Student Union Advice Centre	16%	56%	42%	<input type="checkbox"/>
Registry	13%	36%	28%	<input type="checkbox"/>
Faculty/department/tutors	42%	35%	38%	<input type="checkbox"/>
Other	8%	12%	10%	<input type="checkbox"/>

17. Please give us an estimate of the number of international student advisers, or staff providing dedicated support to international students in your institution, in full-time equivalents (ie counting two half-time staff as one full-timer)	FE	HE	Total	Your Institution
Approx no of international student advisers				
1 or less	46%	18%	27%	<input type="checkbox"/>
2	24%	22%	22%	<input type="checkbox"/>
3	11%	28%	22%	<input type="checkbox"/>
4	3%	11%	9%	<input type="checkbox"/>
5	8%	10%	10%	<input type="checkbox"/>
6	3%	0%	1%	<input type="checkbox"/>
7 or more	5%	10%	9%	<input type="checkbox"/>
Don't know/not applicable	0%	1%	1%	<input type="checkbox"/>

18. Approximately how many hours per day are international student advisers available to see students?	FE	HE	Total	Your Institution
Average hours per day				
1 hour or less	3%	2%	3%	<input type="checkbox"/>
2	5%	5%	5%	<input type="checkbox"/>
3	5%	18%	14%	<input type="checkbox"/>
4	11%	20%	17%	<input type="checkbox"/>
5	5%	18%	14%	<input type="checkbox"/>
6	11%	15%	14%	<input type="checkbox"/>
7 or more	60%	20%	33%	<input type="checkbox"/>
Don't know/not applicable	0%	1%	1%	<input type="checkbox"/>

19. Does your institution provide a 24 hour emergency telephone contact number?	FE	HE	Total	Your Institution
Yes, throughout the year	57%	48%	51%	<input type="checkbox"/>
Yes, during arrival periods only	8%	8%	8%	<input type="checkbox"/>
No	32%	38%	36%	<input type="checkbox"/>
Don't know/not applicable	3%	6%	5%	<input type="checkbox"/>

20. Which of the following procedures does your institution have in place for under 18s? (Scottish institutions, please tick N/A)	FE	HE	Total	Your Institution
Require a nominated guardian in the UK				
Yes	50%	38%	42%	<input type="checkbox"/>
No	47%	23%	31%	<input type="checkbox"/>
Don't know	3%	39%	27%	<input type="checkbox"/>
Require emergency contact details of guardian				
Yes	72%	50%	58%	<input type="checkbox"/>
No	24%	9%	14%	<input type="checkbox"/>
Don't know	3%	41%	28%	<input type="checkbox"/>
Require parental consent forms for participation in trips, activities, etc				
Yes	80%	28%	47%	<input type="checkbox"/>
No	17%	21%	19%	<input type="checkbox"/>
Don't know	3%	51%	34%	<input type="checkbox"/>
Require parents to complete medical information forms				
Yes	42%	16%	25%	<input type="checkbox"/>
No	42%	18%	26%	<input type="checkbox"/>
Don't know	16%	66%	48%	<input type="checkbox"/>

20. Which of the following procedures does your institution have in place for under 18s? (Scottish institutions, please tick N/A) (continued)	FE	HE	Total	Your Institution
Information for parents about the legal situation of under 18s in England, Wales & Northern Ireland, and the boundaries of institutional responsibility				
Yes	32%	33%	33%	<input type="checkbox"/>
No	54%	11%	25%	<input type="checkbox"/>
Don't know	14%	56%	42%	<input type="checkbox"/>
Guidance to homestay hosts on under 18s				
Yes	79%	15%	37%	<input type="checkbox"/>
No	18%	35%	29%	<input type="checkbox"/>
Don't know	4%	50%	34%	<input type="checkbox"/>
Special induction sessions for under 18s				
Yes	25%	11%	15%	<input type="checkbox"/>
No	71%	54%	60%	<input type="checkbox"/>
Don't know	4%	36%	25%	<input type="checkbox"/>
21. Does your institution provide advice/assistance on any of the following areas of immigration for new and continuing students?	FE	HE	Total	Your Institution
New students				
<i>Visas/entry clearance/extensions for the student</i>	86%	99%	95%	<input type="checkbox"/>
<i>Visas/entry clearance/extensions for dependants</i>	27%	89%	69%	<input type="checkbox"/>
<i>Rejections</i>	62%	84%	77%	<input type="checkbox"/>
<i>Administrative review/appeals against refusals</i>	51%	61%	58%	<input type="checkbox"/>
<i>Applications for Post Study Work or other non-student categories students</i>	16%	53%	41%	<input type="checkbox"/>
None of the above	3%	0%	1%	<input type="checkbox"/>
Don't know/not applicable	3%	0%	1%	<input type="checkbox"/>
Continuing students				
<i>Visas/entry clearance/extensions for the student</i>	97%	100%	99%	<input type="checkbox"/>
<i>Visas/entry clearance/extensions for dependants</i>	43%	94%	78%	<input type="checkbox"/>
<i>Rejections</i>	70%	95%	87%	<input type="checkbox"/>
<i>Administrative review/appeals against refusals</i>	68%	68%	68%	<input type="checkbox"/>
<i>Applications for Post Study Work or other non-student categories students</i>	24%	91%	70%	<input type="checkbox"/>
None of the above	3%	0%	1%	<input type="checkbox"/>
Don't know/not applicable	3%	0%	1%	<input type="checkbox"/>

22. At your institution, is the Student Batch Scheme...	FE	HE	Total	Your Institution
Available to all students?	43%	65%	58%	<input type="checkbox"/>
Available to students with complex applications?	0%	8%	5%	<input type="checkbox"/>
Not available?	43%	23%	29%	<input type="checkbox"/>
Don't know/not applicable	11%	4%	6%	<input type="checkbox"/>
Other?	3%	3%	3%	<input type="checkbox"/>

23. Does your institution have any special arrangements with regard to police registration?	FE	HE	Total	Your Institution
Yes – arrange on-campus visits by local police for registration	27%	47%	40%	<input type="checkbox"/>
Yes – accompany students to the police station for registration	24%	13%	16%	<input type="checkbox"/>
No – no special arrangements	40%	32%	34%	<input type="checkbox"/>
Other	8%	10%	10%	<input type="checkbox"/>

24. Does your institution offer any buddying or mentoring scheme for students, organised by any of the following?	FE	HE	Total	Your Institution
Academic departments				
<i>For international students only</i>	9%	13%	12%	<input type="checkbox"/>
<i>For UK & international students</i>	29%	40%	37%	<input type="checkbox"/>
<i>No buddying/mentoring schemes</i>	47%	18%	28%	<input type="checkbox"/>
<i>Don't know/mot applicable</i>	15%	28%	24%	<input type="checkbox"/>
Admin depts eg. International office or student services				
<i>For international students only</i>	17%	24%	22%	<input type="checkbox"/>
<i>For UK & international students</i>	9%	21%	17%	<input type="checkbox"/>
<i>No buddying/mentoring schemes</i>	60%	42%	49%	<input type="checkbox"/>
<i>Don't know/not applicable</i>	14%	13%	14%	<input type="checkbox"/>
Students' union				
<i>For international students only</i>	0%	9%	6%	<input type="checkbox"/>
<i>For UK & international students</i>	12%	20%	18%	<input type="checkbox"/>
<i>No buddying/mentoring schemes</i>	53%	33%	41%	<input type="checkbox"/>
<i>Don't know/not applicable</i>	34%	38%	38%	<input type="checkbox"/>

25. What activities and support does your institution or union arrange for international students, and which are also open to home students?	FE	HE	Total	Your Institution
Weekend/evening social activities				
<i>International students only</i>	20%	15%	17%	<input type="checkbox"/>
<i>Also open to home students</i>	74%	79%	78%	<input type="checkbox"/>
<i>Don't know/not applicable</i>	6%	6%	6%	<input type="checkbox"/>
Trips				
<i>International students only</i>	31%	30%	30%	<input type="checkbox"/>
<i>Also open to home students</i>	64%	61%	62%	<input type="checkbox"/>
<i>Don't know/not applicable</i>	6%	10%	8%	<input type="checkbox"/>
Hosting events (via HOST or other schemes)				
<i>International students only</i>	20%	72%	59%	<input type="checkbox"/>
<i>Also open to home students</i>	5%	5%	5%	<input type="checkbox"/>
<i>Don't know/not applicable</i>	75%	23%	36%	<input type="checkbox"/>
Sporting events				
<i>International students only</i>	7%	5%	5%	<input type="checkbox"/>
<i>Also open to home students</i>	87%	89%	88%	<input type="checkbox"/>
<i>Don't know/not applicable</i>	7%	6%	6%	<input type="checkbox"/>
Cultural events (eg. international fairs)				
<i>International students only</i>	17%	6%	9%	<input type="checkbox"/>
<i>Also open to home students</i>	67%	85%	79%	<input type="checkbox"/>
<i>Don't know/not applicable</i>	17%	9%	11%	<input type="checkbox"/>
Tandem learning				
<i>International students only</i>	0%	0%	0%	<input type="checkbox"/>
<i>Also open to home students</i>	10%	31%	25%	<input type="checkbox"/>
<i>Don't know/not applicable</i>	90%	69%	75%	<input type="checkbox"/>
Volunteering				
<i>International students only</i>	3%	1%	2%	<input type="checkbox"/>
<i>Also open to home students</i>	59%	92%	82%	<input type="checkbox"/>
<i>Don't know/not applicable</i>	38%	7%	16%	<input type="checkbox"/>
Events for dependants				
<i>International students only</i>	5%	26%	20%	<input type="checkbox"/>
<i>Also open to home students</i>	0%	17%	13%	<input type="checkbox"/>
<i>Don't know/not applicable</i>	95%	57%	67%	<input type="checkbox"/>

26. Does your institution have an elected International Student Officer in the Students' Union?	FE	HE	Total	Your Institution
Yes – full-time sabbatical post	8%	13%	11%	<input type="checkbox"/>
Yes – part-time volunteer post	30%	47%	41%	<input type="checkbox"/>
No	60%	33%	41%	<input type="checkbox"/>
Don't know/not applicable	3%	8%	6%	<input type="checkbox"/>

27. Does your institution have an International Students' Committee within the institution or union?	FE	HE	Total	Your Institution
Yes	27%	38%	34%	<input type="checkbox"/>
No	70%	44%	53%	<input type="checkbox"/>
Don't know/not applicable	3%	18%	13%	<input type="checkbox"/>

28. How does your institution seek international student feedback?	FE	HE	Total	Your Institution
Participation in the International Student Barometer	14%	68%	51%	<input type="checkbox"/>
Internally run international student satisfaction survey	76%	32%	46%	<input type="checkbox"/>
Focus groups of international students	49%	57%	54%	<input type="checkbox"/>
Analyse international student responses from a general student satisfaction evaluation	51%	44%	47%	<input type="checkbox"/>
No separate analysis of international student satisfaction	3%	6%	5%	<input type="checkbox"/>
Don't know/not applicable	0%	4%	3%	<input type="checkbox"/>
Other	8%	10%	10%	<input type="checkbox"/>

29. How far ahead are fee levels fixed for international students?	FE	HE	Total	Your Institution
Fees fixed for coming year only	50%	53%	52%	<input type="checkbox"/>
Fees fixed for full duration of course, including future years of courses lasting more than one year	31%	24%	26%	<input type="checkbox"/>
A mixture of the above	19%	18%	18%	<input type="checkbox"/>
Don't know/not applicable	0%	5%	4%	<input type="checkbox"/>

30. Are international students required to pay a deposit on acceptance of offer?	FE	HE	Total	Your Institution
Yes	94%	53%	66%	<input type="checkbox"/>
In some cases	3%	28%	20%	<input type="checkbox"/>
No	3%	19%	14%	<input type="checkbox"/>

31. Does your institution allow international students to pay fees by instalments?	FE	HE	Total	Your Institution
Yes, all students	33%	85%	68%	<input type="checkbox"/>
By special arrangement eg in cases of hardship	31%	9%	16%	<input type="checkbox"/>
No – full payment required at start of year/course	33%	3%	12%	<input type="checkbox"/>
Don't know/not applicable	0%	1%	1%	<input type="checkbox"/>
Other	3%	3%	3%	<input type="checkbox"/>

32. Which services are provided as part of the package, and which incur additional charges?	FE	HE	Total	Your Institution
Meet & greet programme				
<i>Included in fee</i>	63%	63%	63%	<input type="checkbox"/>
<i>Extra charge</i>	26%	21%	22%	<input type="checkbox"/>
<i>Not applicable</i>	11%	15%	14%	<input type="checkbox"/>
<i>Don't know</i>	0%	1%	1%	<input type="checkbox"/>
Orientation programme				
<i>Included in fee</i>	97%	92%	94%	<input type="checkbox"/>
<i>Extra charge</i>	0%	5%	4%	<input type="checkbox"/>
<i>Not applicable</i>	3%	3%	3%	<input type="checkbox"/>
<i>Don't know</i>	0%	0%	0%	<input type="checkbox"/>
English language/study skills support				
<i>Included in fee</i>	80%	82%	81%	<input type="checkbox"/>
<i>Extra charge</i>	11%	13%	12%	<input type="checkbox"/>
<i>Not applicable</i>	9%	3%	4%	<input type="checkbox"/>
<i>Don't know</i>	0%	3%	2%	<input type="checkbox"/>
Social events				
<i>Included in fee</i>	49%	46%	47%	<input type="checkbox"/>
<i>Extra charge</i>	46%	45%	45%	<input type="checkbox"/>
<i>Not applicable</i>	6%	4%	4%	<input type="checkbox"/>
<i>Don't know</i>	0%	5%	4%	<input type="checkbox"/>
Graduation				
<i>Included in fee</i>	51%	55%	54%	<input type="checkbox"/>
<i>Extra charge</i>	11%	38%	30%	<input type="checkbox"/>
<i>Not applicable</i>	29%	0%	9%	<input type="checkbox"/>
<i>Don't know</i>	9%	6%	7%	<input type="checkbox"/>

33. What help and information does your institution provide with budgeting?

	<i>FE</i>	<i>HE</i>	<i>Total</i>	<i>Your Institution</i>
Pre-arrival info includes recommended amount for living costs	86%	92%	90%	<input type="checkbox"/>
Pre-arrival info includes detailed cost of living breakdowns	36%	54%	48%	<input type="checkbox"/>
Links to International Student Calculator website	44%	73%	64%	<input type="checkbox"/>
Links to external sources eg British Council	64%	54%	57%	<input type="checkbox"/>
Advice/workshops on budgeting	11%	53%	40%	<input type="checkbox"/>
Don't know/not applicable	11%	1%	4%	<input type="checkbox"/>
Other	3%	5%	4%	<input type="checkbox"/>

34. Does your institution have hardship funding available to international students?

	<i>FE</i>	<i>HE</i>	<i>Total</i>	<i>Your Institution</i>
Yes, the institution has a special hardship fund for international students	8%	50%	37%	<input type="checkbox"/>
Yes, international students have access to a hardship fund available for all students	3%	26%	18%	<input type="checkbox"/>
No designated funding, but institution/department will assist in occasional extreme cases	25%	20%	22%	<input type="checkbox"/>
No hardship funding available	67%	5%	25%	<input type="checkbox"/>
Don't know/not applicable	0%	4%	3%	<input type="checkbox"/>

35. Does your institution provide specialist help for international students seeking part-time work while studying eg on employment regulations, writing a CV, NI numbers, etc?

	<i>FE</i>	<i>HE</i>	<i>Total</i>	<i>Your Institution</i>
Drop-in sessions	25%	55%	46%	<input type="checkbox"/>
Workshops	19%	56%	45%	<input type="checkbox"/>
Webpages/leaflets	25%	64%	52%	<input type="checkbox"/>
No specialist services – same services available as to home students	50%	32%	38%	<input type="checkbox"/>
Don't know/can't say	0%	3%	2%	<input type="checkbox"/>
Other	17%	6%	10%	<input type="checkbox"/>

36. Does your institution provide specific help to international students with careers or further study after leaving your institution?

	<i>FE</i>	<i>HE</i>	<i>Total</i>	<i>Your Institution</i>
Specialist international student careers advisers	8%	31%	24%	<input type="checkbox"/>
Workshops/information about working in the UK after study	11%	69%	51%	<input type="checkbox"/>
Workshops/information about working in other countries after study	0%	32%	22%	<input type="checkbox"/>
Careers fairs with overseas employers	0%	26%	18%	<input type="checkbox"/>
Database of vacancies overseas	3%	26%	18%	<input type="checkbox"/>
Links with overseas employers and alumni	3%	33%	24%	<input type="checkbox"/>
No – same services available as to home students	69%	36%	46%	<input type="checkbox"/>
Don't know/not applicable	3%	4%	4%	<input type="checkbox"/>
Other	11%	3%	5%	<input type="checkbox"/>

37. Does your institution offer a reorientation programme for returning students?	FE	HE	Total	Your Institution
Yes – available to all	11%	12%	11%	<input type="checkbox"/>
Yes – available for specific groups only	3%	1%	2%	<input type="checkbox"/>
No re-orientation programme	72%	85%	81%	<input type="checkbox"/>
Don't know/not applicable	14%	3%	6%	<input type="checkbox"/>

38. Does your institution hold any graduation ceremonies overseas for international students?	FE	HE	Total	Your Institution
Yes	11%	14%	13%	<input type="checkbox"/>
Yes – only for programmes run overseas	3%	23%	17%	<input type="checkbox"/>
No	72%	58%	62%	<input type="checkbox"/>
Don't know/not applicable	14%	5%	8%	<input type="checkbox"/>

39. What proportion of new international students do you estimate use each of the following services?	FE	HE	Total	Your Institution
Orientation programme				
Less than 25%	3%	10%	8%	<input type="checkbox"/>
25-50%	6%	22%	17%	<input type="checkbox"/>
50-75%	19%	36%	31%	<input type="checkbox"/>
75-100%	72%	27%	41%	<input type="checkbox"/>
Don't know/not applicable	0%	5%	4%	<input type="checkbox"/>
Meet & greet arrangements				
Less than 25%	22%	19%	20%	<input type="checkbox"/>
25-50%	19%	35%	30%	<input type="checkbox"/>
50-75%	22%	23%	23%	<input type="checkbox"/>
75-100%	22%	8%	12%	<input type="checkbox"/>
Don't know/not applicable	14%	15%	15%	<input type="checkbox"/>
English language and study skills				
Less than 25%	19%	24%	23%	<input type="checkbox"/>
25-50%	11%	40%	31%	<input type="checkbox"/>
50-75%	25%	14%	18%	<input type="checkbox"/>
75-100%	36%	0%	11%	<input type="checkbox"/>
Don't know/not applicable	8%	22%	18%	<input type="checkbox"/>
Social events				
Less than 25%	6%	17%	13%	<input type="checkbox"/>
25-50%	36%	38%	38%	<input type="checkbox"/>
50-75%	28%	22%	24%	<input type="checkbox"/>
75-100%	17%	4%	8%	<input type="checkbox"/>
Don't know/not applicable	14%	19%	18%	<input type="checkbox"/>

39. What proportion of new international students do you estimate use each of the following services? (continued)

	FE	HE	Total	Your Institution
Advice services				
<i>Less than 25%</i>	11%	1%	4%	<input type="checkbox"/>
<i>25-50%</i>	11%	27%	22%	<input type="checkbox"/>
<i>50-75%</i>	22%	44%	37%	<input type="checkbox"/>
<i>75-100%</i>	53%	21%	31%	<input type="checkbox"/>
<i>Don't know/not applicable</i>	3%	8%	6%	<input type="checkbox"/>
Job shops/careers services				
<i>Less than 25%</i>	28%	6%	13%	<input type="checkbox"/>
<i>25-50%</i>	22%	36%	32%	<input type="checkbox"/>
<i>50-75%</i>	22%	27%	25%	<input type="checkbox"/>
<i>75-100%</i>	6%	4%	4%	<input type="checkbox"/>
<i>Don't know/not applicable</i>	22%	27%	25%	<input type="checkbox"/>

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