

## APPENDIX 1

### SELF-ASSESSMENT BENCHMARKING TOOL

The UKCISA report “Benchmarking the provision of services for international students in further education institutions” gives a detailed breakdown of provision across the sector. This self-assessment tool was developed using key questions from the survey and is intended to enable institutions to benchmark their provision of services for international students against the results obtained by the survey.

Please note that there are no right or wrong answers; rather this tool is designed to get institutions thinking about their provision of support services, to see what other institutions offer, and to help institutions reflect on how to target resources, set priorities etc.

Unless specified, percentages shown under **survey results** are the percentage of respondent institutions.

#### INTERNATIONAL OPERATIONS

##### Course types

##### Which types of courses can international students take at your college?

##### Survey results

*(Tick all that apply)*

- |   |     |
|---|-----|
| <input type="checkbox"/> In-fill courses (eg vocational or A level)   | 85% |
| <input type="checkbox"/> Programmes for international students only<br>(eg EFL/English Plus, Foundation programmes) | 78% |
| <input type="checkbox"/> Bespoke short courses for closed groups  | 40% |
| <input type="checkbox"/> Other  | 34% |

##### International office and provision of services

##### If your college has an international office, which of the following functions does it include?

*(Tick all that apply)*

- |  |     |
|--|-----|
| <input type="checkbox"/> Marketing and recruitment                   | 73% |
| <input type="checkbox"/> Admissions                                  | 78% |
| <input type="checkbox"/> Fee collection/finance                      | 57% |
| <input type="checkbox"/> Welfare support (general)                   | 76% |
| <input type="checkbox"/> Accommodation                               | 68% |
| <input type="checkbox"/> Immigration advice                          | 75% |
| <input type="checkbox"/> None of the above (no international office) | 13% |
| <input type="checkbox"/> Other functions                             | 25% |

**To what extent is the international office involved in providing support for international students across the college?**

**Survey results**

*(Tick one)*

- |   |     |
|---|-----|
| <input type="checkbox"/> Same provision for all international students, regardless of course  | 51% |
| <input type="checkbox"/> Provision varies, but international office always involved   | 22% |
| <input type="checkbox"/> Provision varies, and international office only involved for some courses/departments  | 7%  |
| <input type="checkbox"/> No specialist support for international students from the international office – offered by departments and/or student services only | 15% |
| <input type="checkbox"/> Other  | 5%  |

**Do you offer the same services to EU and non-EU students?**

*(Tick one)*

- |  |     |
|--|-----|
| <input type="checkbox"/> Yes, all non-UK students have access to international student services              | 50% |
| <input type="checkbox"/> Partly – EU students share some services with non-EU students                       | 24% |
| <input type="checkbox"/> No, only overseas fee-paying students have access to international student services | 20% |
| <input type="checkbox"/> Other   | 6%  |

**RECRUITMENT AND ADMISSION**

**If known, approximately how many international students each year does the international office...**

- ...receive enquiries from: \_\_\_\_\_
- ...make offers to: \_\_\_\_\_
- ...receive acceptances from: \_\_\_\_\_
- ...enrol at the college: \_\_\_\_\_

*Due to complex nature of results, please refer to body of report.*

**PRE-DEPARTURE INFORMATION/ASSISTANCE**

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

*(Tick all that apply)*

- |  |     |
|--|-----|
| <input type="checkbox"/> On the institution's website          | 63% |
| <input type="checkbox"/> Bulletins by email                    | 35% |
| <input type="checkbox"/> Handbook/documents sent by post       | 85% |
| <input type="checkbox"/> In-country briefings by college staff | 27% |
| <input type="checkbox"/> Via agents                            | 69% |
| <input type="checkbox"/> Other                                 | 6%  |

**Does your institution provide advice/assistance on any of the following?** **Survey results**

*(Tick all that apply)*

<input type="checkbox"/> Visas/entry clearance applications for the student	83%
<input type="checkbox"/> Visas/entry clearance applications for accompanying dependants	28%
<input type="checkbox"/> Appeals against visa/entry clearance refusals	43%
<input type="checkbox"/> None of the above	14%
<input type="checkbox"/> Don't know/can't say	2%

**Does your institution facilitate contact pre-departure for new students with current students and/or alumni, eg by email or via messageboards?**

*(Tick one)*

<input type="checkbox"/> Yes	22%
<input type="checkbox"/> No	69%
<input type="checkbox"/> Don't know/can't say	9%

**“MEET AND GREET” SERVICES**

**Do you offer a “meet and greet” service for newly arriving international students (eg arranging for them to be met at local train stations or airports by a coach or taxi service organised by the college)?**

*(Tick one)*

<input type="checkbox"/> Yes – staffed by college personnel	33%
<input type="checkbox"/> Yes – contracted out to external firm (eg local taxi company)	35%
<input type="checkbox"/> No meet and greet service offered	23%
<input type="checkbox"/> Other	9%

**To which international students is the “meet and greet” service available?**

*(Tick one)*

<input type="checkbox"/> All non-UK students	36%
<input type="checkbox"/> All non-EU students	60%
<input type="checkbox"/> Under 18s only	0%
<input type="checkbox"/> Other	4%

**When does the service operate?**

*(Tick one)*

<input type="checkbox"/> Start of year only	13%
<input type="checkbox"/> Start of each term	10%
<input type="checkbox"/> On demand throughout year	77%
<input type="checkbox"/> Other	0%

**What is the cost of the service?**

*(Tick one)*

<input type="checkbox"/> Free to all	47%
<input type="checkbox"/> Free to students, charge for family members	10%
<input type="checkbox"/> Charge for all	31%
<input type="checkbox"/> Other	12%

**Survey results**

**If there is a charge, please indicate the approximate level of charge for the “meet and greet” service.**

£ \_\_\_\_\_

*Ranged from £25-£65.*

**INDUCTION/ORIENTATION**

**Which parts of the college help provide orientation or induction programmes specifically for international students?**

*(Tick all that apply)*

<input type="checkbox"/> The international office	66%
<input type="checkbox"/> Other central offices eg Student Services	37%
<input type="checkbox"/> Departments	45%
<input type="checkbox"/> Students' union/association	18%
<input type="checkbox"/> None of the above – international students receive same induction/orientation as home students	14%
<input type="checkbox"/> Other	9%

**How frequently are induction/orientation programmes available for international students?**

*(Tick all that apply)*

<input type="checkbox"/> At start of academic year	70%
<input type="checkbox"/> At the start of later terms/semesters	33%
<input type="checkbox"/> “On-demand” sessions in person all year round	43%
<input type="checkbox"/> “On-demand” sessions via the web or multi-media-based materials (eg for those arriving when no regular orientation is scheduled)	5%
<input type="checkbox"/> Other	7%

**How long does the orientation programme last? (If this varies according to the programme or time of year, please give an average.)**

*(Tick one)*

<input type="checkbox"/> <1 day	16%
<input type="checkbox"/> 1 day	30%
<input type="checkbox"/> 2-3 days	29%
<input type="checkbox"/> 3-5 days	14%
<input type="checkbox"/> >5 days	10%
<input type="checkbox"/> Don't know/can't say	2%

**What parts of the orientation programme do students pay for?**

**Survey results**

*(Tick all that apply)*

<input type="checkbox"/> Orientation programme itself	0%
<input type="checkbox"/> Accommodation	20%
<input type="checkbox"/> Leisure activities/trips	10%
<input type="checkbox"/> Meals	18%
<input type="checkbox"/> None of these – all costs included in tuition fees	74%

**Roughly what percentage of new international students participate in your institution’s orientation programme?**

\_\_\_\_\_%

*Number of students participating ranged from 6%-100%. Mean 74%, median 80%, mode 100%.*

**For students on longer courses, do you offer follow-up sessions through the year to supplement the start of year orientation?**

*(Tick one)*

<input type="checkbox"/> No	82%
<input type="checkbox"/> Yes	18%

**STUDY ISSUES**

**What options are available to international students who need additional in-session English or study skills classes?**

*(Tick one)*

<input type="checkbox"/> Support from tutors only	2%
<input type="checkbox"/> Unlimited extra language or study skills classes included in course fee	16%
<input type="checkbox"/> Limited extra language or study skills classes included in course fee	68%
<input type="checkbox"/> Extra language or study skills classes subject to payment of additional fee	13%
<input type="checkbox"/> Don't know/can't say	2%

**How many free hours per week of English language or study skills are typically available to a student?**

*(Tick one)*

<input type="checkbox"/> 0	10%
<input type="checkbox"/> 1-2	21%
<input type="checkbox"/> 2-4	29%
<input type="checkbox"/> >4	31%
<input type="checkbox"/> Don't know/can't say	10%

## ACCOMMODATION

### What assistance with accommodation does your college provide to international students?

Survey results

(Tick all that apply)

<input type="checkbox"/> College-managed student residences	20%
<input type="checkbox"/> Private sector student residences	35%
<input type="checkbox"/> Long-term accommodation in homestay	57%
<input type="checkbox"/> Temporary accommodation on arrival (eg in hotels or homestays)	40%
<input type="checkbox"/> Vetted listings of private sector options available	23%
<input type="checkbox"/> Listings of private sector options, but not vetted by the institution	29%
<input type="checkbox"/> Referral to accommodation agencies	43%
<input type="checkbox"/> Advice on housing rights	26%
<input type="checkbox"/> Accommodation available for students with dependants	8%
<input type="checkbox"/> None of the above	6%
<input type="checkbox"/> Other	6%

## STUDENT SUPPORT AND ADVICE

### Immigration

### What immigration advice do you provide to international students, if any?

(Tick all that apply)

<input type="checkbox"/> General information and advice on immigration issues	88%
<input type="checkbox"/> All students can submit extension applications via the college to the Student Batch Scheme	26%
<input type="checkbox"/> Some students can submit extension applications via the college to the Student Batch Scheme (eg complex cases)	3%
<input type="checkbox"/> No assistance with immigration matters	9%
<input type="checkbox"/> Don't know/can't say	0%
<input type="checkbox"/> Other	12%

### Emergency contact

### Do you provide a 24-hour emergency telephone number for international students?

(Tick one)

<input type="checkbox"/> Yes – all year	34%
<input type="checkbox"/> Yes – at specific times eg for new arrivals	18%
<input type="checkbox"/> No	48%
<input type="checkbox"/> Don't know/can't say	0%

**If you answered yes to the previous question, who is responsible for staffing the 24-hour emergency phone** **Survey results**

*(Tick all that apply)*

<input type="checkbox"/> International office managers	44%
<input type="checkbox"/> International student adviser(s)	26%
<input type="checkbox"/> Other international office staff	26%
<input type="checkbox"/> Student services staff	15%
<input type="checkbox"/> Other	21%

**International students under 18 years of age**

For institutions for whom this question is relevant (ie not Scottish institutions), what special arrangements do you have in place for international students under 18?

**Parents informed of college regulations/procedures re under 18s**

*(Tick one)*

<input type="checkbox"/> Yes	63%
<input type="checkbox"/> No	27%
<input type="checkbox"/> Don't know/can't say	10%

**Parents required to sign an agreement provided by the college setting out terms under which under 18s are accepted**

*(Tick one)*

<input type="checkbox"/> Yes	44%
<input type="checkbox"/> No	46%
<input type="checkbox"/> Don't know/can't say	10%

**Parents required to appoint a UK-based guardian**

*(Tick one)*

<input type="checkbox"/> Yes	30%
<input type="checkbox"/> No	56%
<input type="checkbox"/> Don't know/can't say	14%

**Parents required to provide 24-hour emergency contact details for parents/"guardians"**

*(Tick one)*

<input type="checkbox"/> Yes	52%
<input type="checkbox"/> No	33%
<input type="checkbox"/> Don't know/can't say	15%

<b>Parents required to complete medical information form for student</b> (Tick one)	<b>Survey results</b>
<input type="checkbox"/> Yes	46%
<input type="checkbox"/> No	44%
<input type="checkbox"/> Don't know/can't say	10%

<b>Parents required to give consent for participation in trips and activities</b> (Tick one)	
<input type="checkbox"/> Yes	52%
<input type="checkbox"/> No	33%
<input type="checkbox"/> Don't know/can't say	15%

<b>Homestay hosts accepting under 18s given specific guidance/information</b> (Tick one)	
<input type="checkbox"/> Yes	77%
<input type="checkbox"/> No	14%
<input type="checkbox"/> Don't know/can't say	9%

<b>Special induction/tutorial arrangements for under 18s</b> (Tick one)	
<input type="checkbox"/> Yes	18%
<input type="checkbox"/> No	75%
<input type="checkbox"/> Don't know/can't say	8%

## **SOCIAL PROVISION**

<b>What social activities and facilities does your college arrange specifically for international students?</b> (Tick all that apply)	
<input type="checkbox"/> Mentoring/buddying schemes	21%
<input type="checkbox"/> International society/ies	29%
<input type="checkbox"/> Short tourist visits (day/weekend)	76%
<input type="checkbox"/> Sporting events	40%
<input type="checkbox"/> Cultural events (eg international fairs)	52%
<input type="checkbox"/> Volunteering opportunities	19%
<input type="checkbox"/> Interaction with local community/visits to British homes	12%
<input type="checkbox"/> Events run by students' association	34%
<input type="checkbox"/> Dedicated international student common room	10%
<input type="checkbox"/> Other	14%

**Are any activities run specifically to encourage home and international students to mix?**

*Survey results*

*(Tick all that apply)*

<input type="checkbox"/> Yes – run by college	39%
<input type="checkbox"/> Yes – run by students' union/association	36%
<input type="checkbox"/> Yes – run by students	8%
<input type="checkbox"/> No	26%
<input type="checkbox"/> Don't know/can't say	8%

**FINANCE**

**Are fees for future years fixed in advance, ie is a student informed prior to registration what fees will be for the duration of their course of study?**

*(Tick one)*

<input type="checkbox"/> Always	66%
<input type="checkbox"/> Sometimes	17%
<input type="checkbox"/> Never	8%
<input type="checkbox"/> Don't know/can't say	9%

**Are international students required to pay a deposit on acceptance of offer?**

*(Tick one)*

<input type="checkbox"/> Yes	92%
<input type="checkbox"/> No	2%
<input type="checkbox"/> In some cases	5%
<input type="checkbox"/> Don't know/can't say	2%

**Does your institution allow international students to pay fees by instalments?**

*(Tick one)*

<input type="checkbox"/> Yes, all international students	34%
<input type="checkbox"/> Yes, some students (eg depending on length of course)	22%
<input type="checkbox"/> Yes, but only by special arrangement in cases of hardship	25%
<input type="checkbox"/> No	16%
<input type="checkbox"/> Don't know/can't say	3%
<input type="checkbox"/> Other	0%

**Does your institution have hardship funding available to international students?**

**Survey results**

*(Please tick all that apply)*

<input type="checkbox"/> Yes, the institution has a special hardship fund for international students	5%
<input type="checkbox"/> Yes, international students have access to a hardship fund available for all students	3%
<input type="checkbox"/> No designated funding, but institution/department will assist in occasional extreme cases	31%
<input type="checkbox"/> No, no hardship funding available	58%
<input type="checkbox"/> Don't know/can't say	8%

**What support and funding is available from the college to international students with a disability?**

*Ranged from same as for home students to none. Please refer to body of report for details.*

**EMPLOYMENT**

**Does your institution provide specific help to international students seeking part-time work while studying?**

*(Tick one)*

<input type="checkbox"/> Yes – we provide specific services for international students in-house	14%
<input type="checkbox"/> Yes – but referred to external agency, not in-house	13%
<input type="checkbox"/> No – same services available as to home students	71%
<input type="checkbox"/> Don't know/can't say	2%

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

*(Tick one)*

<input type="checkbox"/> Yes – we provide specific services in-house	44%
<input type="checkbox"/> Yes – but referred to external agency, not in-house	3%
<input type="checkbox"/> No – same services available as to home students	51%
<input type="checkbox"/> Don't know/can't say	2%

**FEEDBACK**

**Do you seek international student feedback via any of the following?**

*(Tick all that apply)*

<input type="checkbox"/> International student representatives or committee	27%
<input type="checkbox"/> A specific international student satisfaction survey	45%
<input type="checkbox"/> Focus groups of international students	36%
<input type="checkbox"/> Regular meetings/tutorials	44%
<input type="checkbox"/> Exit interviews	22%
<input type="checkbox"/> Analysis of international student responses from a general student satisfaction evaluation	34%
<input type="checkbox"/> No separate analysis of international student satisfaction	14%
<input type="checkbox"/> Don't know/can't say	3%
<input type="checkbox"/> Other	5%