

Assessment of International Students' Perception & Use of the UW-Seattle Libraries

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Project Description

Conducted for the International Student/ELL Subcommittee of the UW Libraries' Teaching & Learning Group, this mixed-methods study examines the growing community of international students at UW-Seattle. Our Capstone triangulates diverse data sources regarding international student experiences with the Libraries at UW-Seattle, and is modeled after a campus-specific evaluation conducted in 2013-2014 at UW-Bothell/CC. Assessment of international students' Libraries perception and use supports the UW Libraries 2014-2017 Strategic Plan. Our work offers an initial set of recommendations to address the diverse needs of the local international student community.

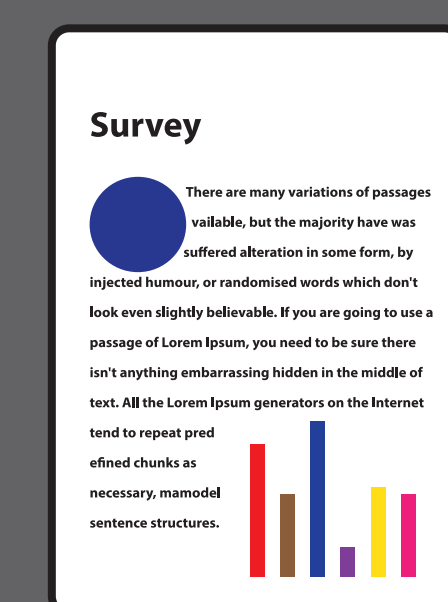
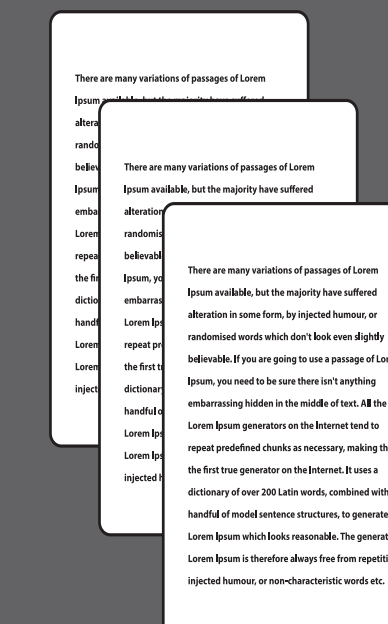
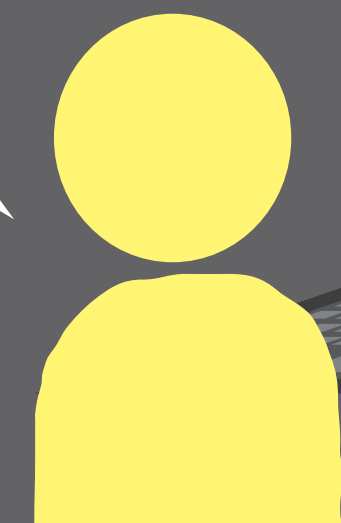
International student enrollment at UW-Seattle

15.2% ▶ Fall 2015
6.5% ▶ Fall 2006

Methodology



My search strategy is...



1 | Focus Groups

2 one-hour sessions (8 undergraduate and 5 graduate students, respectively) with students from various disciplines

2 | Wayfinding

7 one-hour sessions in which students completed library-related tasks in online and physical spaces

3 | Synthesis

2016 Triennial Survey (undergraduates), 2016 Faculty Survey on Teaching International Students, 2014 UW-Bothell/CC Report, etc.

Quotes

If I just start searching for stuff on Google it's almost like drinking out of a firehose. You just get a ton of information thrown at you.

The online option to chat with a librarian is really helpful. I do that a lot of the time...They're really knowledgeable about the library, and what's in it, and how to get what I need. They know what I want before I know what I want.

Mostly I just try to find it myself. I haven't tried talking to a librarian.

What students said

I actually didn't know those services existed.

I think for me it's just important for the [library] spaces to be there. I usually just go home, but then sometimes I'll be wandering around campus and think, "Oh, maybe I'll do some homework now." It's available...so whenever I feel like it, I can just go there.

[In my home country] we don't really focus on how to use library tools. So when I came here, I felt all students...already have some knowledge about how to search and I don't.

Selected Recommendations

International students are not a homogeneous group, and the Libraries' efforts to support them must be inclusive of students with diverse needs and skill levels. Selected recommendations include:

- 1 Library peer mentoring program:** International students helping international students, with librarian support.
- 2 International student library workshop series:** Sample content includes topic and keyword development, library catalog and database search strategies, and source evaluation and citation.
- 3 Targeted outreach and promotion:** Meet students where they are by promoting services among student groups, departments, FIUTS, etc. Since students heavily rely on recommendations from instructors, remind faculty of depth of possible Libraries support for students.
- 4 Training for librarians:** Especially surrounding meeting international students' affective needs and maintaining a high standard of responsive, patient, and individualized service. Collaborate with the Center for Teaching & Learning.
- 5 Website development:** Improve content and findability of the international student portal on the UW Libraries website.
- 6 Library as one-stop-shop:** Continue evolving library spaces to accommodate diverse activities and needs.