Improving the Experience of International Students at IUPUI University Library

Who
3 librarians and 2 staff members; all have international experience.

What
A working group to improve the experience of international students in the library.

Goals
1. Provide better customized library services for international students who had different library service models in their home country
2. Improve their library experience by being proactive rather than reactive
3. Facilitate training for librarians and staff in how to better serve international students

Why
Growing enrollment trend of international students who need support.

Fall 2014
IUPUI Climate Survey 2014
Approximately 13% of international faculty/staff and 15% of international students report experiencing bias/harassment/discrimination based on their citizenship status – compared to only 1% of native U.S. citizens for both groups.

Fall 2015
Jun 2 – Librarians form International Students Working Group in UL; two staff join in fall.

Summer 2015
Aug 17 - International Student Orientation Services Fair, OIA
71 Students from at least 11 countries and 8 fields of study.

Spring 2016
Mar 2 - Speed Friending Conversation & Pizza
20 student participants; 15 survey respondents.

Fall 2016
Sep 9 – Gateway to Graduation: International Student Panel
1 librarian participated in collaboration with the IL CoP.

Collaborations
University Library (UL) Administration
Office of International Affairs (OIA)
UL Educational Services Charter Group
UL Campus Outreach Group (COG)
Multicultural Center (MC)
Office for Intergroup Dialogue and Civil Community
Intercultural Learning Community of Practice (CoP)

Findings
- Collaboration is key
- Librarians can leverage relationships with liaison areas (schools, departments) to advertise and advocate
- Students use the library as a social space
- Workshop plans are stalling:
  1. Fall is a busy time for teaching librarian faculty members
  2. Challenge to market workshops to students without offering course credit
- Surveys need to fit event and not duplicate other UL efforts like COG’s “I Heart UL” campaign

Next steps
- Continue to build the relationship with OIA and other campus units
- Participate in campus events on global learning
- Employ better assessment tools
- Publish a paper about our journey

“Our growing international student population at IUPUI reflects the increasingly global nature of our campus and strengthens our educational and research programs by reinforcing and adding to a worldwide network of talent,” said IUPUI Chancellor Nasser Paydar.

“This not only enhances the dynamic and diverse nature of our campus, but it also helps our students develop as global citizens, both of which are strategic priorities for IUPUI.” 9/14/15