Information Resource Usages and Needs of Chinese students: Case study of Rangsit University, Pathumthani, Thailand

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ISSUES

• Rangsit University
• Chinese Programs, Chinese students
• Survey and findings
• Lesson-learned and practices
“we will work towards forging the youth and the new generation into becoming graduates or scholars fully equipped with knowledge and ethics”

Mr. Prasit Ourairat, the founder of Rangsit University
Rangsit University

• Rangsit University is a private institution of higher education with the primary aim of creating graduates in the area of study meeting the requirements of national development by focusing mainly on science, technology, design and management including independent professions which are requisites in development of one’s own career.

• Established in 1986, Rangsit University has recently an enrolment of over 28,000 students studying in 138 degree courses (94 Undergraduate degrees, 34 Master degrees, 1 Post graduate degree and 9 Doctoral degrees).
The main campus is located on a 47.4 hectare or 117 acre site in the Muang Ake Village, Lak-Hok sub-district of Pathumthani Province, and is 30 minutes drive from downtown Bangkok.

Image source: https://www.rsu.ac.th/international/index.php/home/about
Chinese Programs, Chinese students
Chinese students @ Rangsit University

• In Academic Year 2017, Students from China are the biggest number of foreign students (272 out of 566 Full-time enrollment)

• Short-term/Exchange students
  – 120-130 Exchange students each year
  – 5 students/scholars in Special programs
<table>
<thead>
<tr>
<th>Country</th>
<th>Number of Students</th>
<th>Country</th>
<th>Number of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>China</td>
<td>272</td>
<td>Congo</td>
<td>11</td>
</tr>
<tr>
<td>Myanmar</td>
<td>121</td>
<td>Nigeria</td>
<td>11</td>
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<tr>
<td>Bhutan</td>
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<td>Korea</td>
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<td>Cambodia</td>
<td>17</td>
<td>USA</td>
<td>7</td>
</tr>
<tr>
<td>Japan</td>
<td>13</td>
<td>Other countries</td>
<td>43</td>
</tr>
</tbody>
</table>

Note: Examples of countries
Chinese students in Chinese programs

- International Chinese College
  - Bachelor of Business Administration
  - Master of Business Administration
Chinese students in International programs

• Undergraduate programs
  – International Business Administration
  – Hospitality and Tourism Management
  – Information Technology
  – Accounting
  – Communication Arts

• Graduate programs
  – Bilingual Education
  – Arts and Design

• Exchange Program
  – Thai Language
Chinese Student’s Lives

• Students are accommodated in or nearby campus.
• Students have been paired by the native buddies (Thai students).
• Some programs allow their students to have their professional practices in the University units/offices. For examples: customer communication and service practices in Library.
Library as a learning facility...
Rangsit University Library
• 25 Staffs
• 30,000 users
• 340,000 printed items
• 33 million electronic titles
• Main library and 1 branch library in downtown center
# Chinese information resources

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<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>Books</strong></td>
<td><strong>1,449 titles/2,001 copies</strong></td>
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<tr>
<td><strong>Electronic dissertations &amp; theses</strong></td>
<td><strong>218,629 titles</strong></td>
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<tr>
<td><strong>Journals</strong></td>
<td><strong>3 titles</strong></td>
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Rationale

In 2015 the Library did a survey how the undergraduate students conducted their research and find information and what types of the information resources they used (Pradittheera, 2015).
• The result found the most response are from the 1st year student (32.46 %).

• Most of the students conducted their information seeking and searching when they needed to do reports, classroom presentations and class discussion.

• The information sources they used most often (56 %) are search engine websites such as Google, Bing, Yahoo, Ask.com, and social media platform such as Google, Instagram.

• Two-third of students used their friends and family members in order to assess and select the information.
Threats and Opportunity

• Knowledge blogs, online databases, and reference librarians have been named unknown from the students.

• The 50 percent of students choose to ask their lecturers, classmates, close friends and their family members regarding to gain the information for decision making whereas only 11% ask librarian.

• Some suggestions on creating an information literacy skill and online database training courses are mentioned.
How are the international students?

The findings of the 2015’s study has brought to the study of the information needs of international students of Rangsit University.
Research Objectives

To identify the Chinese students’ library use behavior
- reason for use,
- time and period of use,
- inquiry characteristics,
- information resources,
- library services.
Data Collection

- Observation report by library staffs
- Usage Statistics (from the systems: automated gate system and circulation system)
Findings

• Reasons for use
  #1 Reading for classes
  #2 Homework
  #3 Reading for pleasure
  #4 Research (graduate students)
  #5 Tutoring
  #6 Library as a common area
Findings

• Time and frequency of use
  – Almost every day in a week
  – Evening on week days (16.30-21.00 PM.)
  – Afternoon for weekend (11.00-14.00 PM.)
Findings

Searching characteristics

- Library OPAC searching
- Online database searching
- Books and journals finding on shelves
- Chinese textbooks and related subjects to classes
Needs: Suggestions received from Students

#1 Library manuals/searching instruction in Chinese
#2 Chinese language contents on Library Website
#3 Chinese information resources: books, journals, magazines and online databases
Questions & Answers

谢谢
Thank you
ขอบคุณค่ะ