

Berkeley International Office Survey

Graduate Responses





1. What is your gender?

		Response Percent	Response Count
Male		64.8%	308
Female		35.2%	167
		answered question	475
		skipped question	0





2. What is your age?

		Response Percent	Response Count
17-20		0.0%	0
21-24		17.9%	85
25-30		56.6%	269
31-35		19.2%	91
36+		6.3%	30
		answered question	475
		skipped question	0




3. What is your marital status?

		Response Percent	Response Count
Single		69.7%	331
Married		30.3%	144
		answered question	475
		skipped question	0

4. How many children do you have?








		Response Percent	Response Count
0		87.4%	415
1		7.6%	36
2		4.4%	21
3		0.6%	3
4 or more		0.0%	0
		answered question	475
		skipped question	0


5. How many children do you have with you in the U.S.?

		Response Percent	Response Count
1		60.0%	36
2		35.0%	21
3		5.0%	3
4 or more		0.0%	0
		answered question	60
		skipped question	415

6. From what country do you come?

		Response Percent	Response Count
Afghanistan		0.0%	0
Albania		0.0%	0
Algeria		0.0%	0
Andorra	▮	0.2%	1
Angola		0.0%	0
Antigua and Barbuda		0.0%	0
Argentina	▮	0.2%	1
Armenia		0.0%	0
Australia	▮	1.1%	5
Austria		0.0%	0
Azerbaijan		0.0%	0
Bahamas, The		0.0%	0
Bahrain		0.0%	0
Bangladesh	▮	0.8%	4
Barbados		0.0%	0
Belarus	▮	0.2%	1
Belgium	▮	0.4%	2
Belize		0.0%	0
Benin		0.0%	0
Bermuda		0.0%	0
Bhutan		0.0%	0
Bolivia		0.0%	0
Bosnia and Herzegovina		0.0%	0








Botswana		0.0%	0
Brazil		2.5%	12
Brunei		0.0%	0
Bulgaria		0.0%	0
Burkina Faso		0.0%	0
Burma		0.0%	0
Burundi		0.0%	0
Cambodia		0.2%	1
Cameroon		0.0%	0
Canada		6.7%	32
Cape Verde		0.0%	0
Cayman Islands		0.0%	0
Central African Republic		0.0%	0
Chad		0.0%	0
Chile		3.6%	17
China		17.5%	83
Colombia		1.3%	6
Comoros		0.0%	0
Congo		0.0%	0
Congo, Democratic Republic of The		0.0%	0
Costa Rica		0.4%	2
Cote D Ivoire		0.0%	0
Croatia		0.0%	0
Cuba		0.0%	0
Cyprus		0.0%	0





Czech Republic		0.0%	0
Denmark		0.6%	3
Djibouti		0.0%	0
Dominica		0.0%	0
Dominican Republic		0.2%	1
Ecuador		0.0%	0
Egypt		0.4%	2
El Salvador		0.0%	0
Equatorial Guinea		0.0%	0
Eritrea		0.0%	0
Estonia		0.0%	0
Ethiopia		0.0%	0
Fiji		0.0%	0
Finland		0.0%	0
France		3.6%	17
Gabon		0.0%	0
Gambia, The		0.0%	0
Georgia		0.0%	0
Germany		2.5%	12
Ghana		0.0%	0
Greece		1.3%	6
Grenada		0.0%	0
Guatemala		0.0%	0
Guinea		0.0%	0
Guinea-Bissau		0.0%	0
Guyana		0.0%	0

Haiti		0.0%	0
Honduras	▮	0.2%	1
Hong Kong	▮	0.6%	3
Hungary	▮	0.6%	3
Iceland	▮	0.2%	1
India	▮▮▮▮▮▮▮▮	7.6%	36
Indonesia	▮▮	1.5%	7
Iran	▮▮	1.5%	7
Iraq		0.0%	0
Ireland		0.0%	0
Israel	▮▮	1.9%	9
Italy	▮▮	1.7%	8
Jamaica		0.0%	0
Japan	▮▮▮	2.7%	13
Jordan		0.0%	0
Kazakhstan		0.0%	0
Kenya	▮	0.2%	1
Kiribati		0.0%	0
Kosovo		0.0%	0
Kuwait		0.0%	0
Kyrgyzstan		0.0%	0
Laos		0.0%	0
Latvia		0.0%	0
Lebanon	▮	0.6%	3
Lesotho		0.0%	0
Liberia		0.0%	0





Libya		0.0%	0
Liechtenstein		0.0%	0
Lithuania		0.0%	0
Luxembourg		0.0%	0
Macau		0.0%	0
Macedonia		0.0%	0
Madagascar	🇲🇵	0.2%	1
Malawi		0.0%	0
Malaysia	🇲🇾	0.2%	1
Maldives		0.0%	0
Mali		0.0%	0
Malta		0.0%	0
Marshall Islands		0.0%	0
Mauritania		0.0%	0
Mauritius		0.0%	0
Mexico	🇲🇽	1.5%	7
Moldova		0.0%	0
Monaco		0.0%	0
Mongolia		0.0%	0
Montenegro		0.0%	0
Montenegro (Prior to 2001)		0.0%	0
Morocco		0.0%	0
Mozambique		0.0%	0
Namibia		0.0%	0
Nauru		0.0%	0

Nepal	█	0.2%	1
Netherlands	█	0.8%	4
Netherlands Antilles		0.0%	0
New Zealand	█	0.2%	1
Nicaragua		0.0%	0
Niger		0.0%	0
Nigeria		0.0%	0
North Korea		0.0%	0
Norway	█	0.2%	1
Oman	█	0.2%	1
Pakistan	█	0.4%	2
Palau		0.0%	0
Panama		0.0%	0
Papua New Guinea		0.0%	0
Paraguay		0.0%	0
Peru	█	0.6%	3
Philippines	█	0.2%	1
Poland	█	0.6%	3
Portugal	█	1.1%	5
Qatar		0.0%	0
Romania	█	0.6%	3
Russia	█	2.3%	11
Rwanda		0.0%	0
Saint Kitts and Nevis		0.0%	0
Samoa		0.0%	0
San Marino		0.0%	0



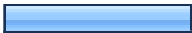

Sao Tome and Principe		0.0%	0
Saudi Arabia		0.0%	0
Senegal		0.0%	0
Serbia		0.6%	3
Serbia (Prior to 2001)		0.2%	1
Serbia and Montenegro (COB, PIC)		0.0%	0
Seychelles		0.0%	0
Sierra Leone		0.0%	0
Singapore		1.3%	6
Slovakia		0.0%	0
Slovenia		0.0%	0
Solomon Islands		0.0%	0
Somalia		0.0%	0
South Africa		0.0%	0
South Korea		9.7%	46
Spain		1.7%	8
Sri Lanka		0.0%	0
St. Lucia		0.0%	0
St. Vincent and The Grenadines		0.0%	0
Sudan		0.0%	0
Suriname		0.0%	0
Swaziland		0.0%	0
Sweden		0.4%	2
Switzerland		0.6%	3
Syria		0.0%	0

Taiwan		4.8%	23
Tajikistan		0.0%	0
Tanzania		0.0%	0
Thailand		1.9%	9
Togo		0.0%	0
Tonga		0.0%	0
Trinidad & Tobago		0.0%	0
Tunisia		0.2%	1
Turkey		1.3%	6
Turkmenistan		0.0%	0
Tuvalu		0.0%	0
Uganda		0.4%	2
Ukraine		0.2%	1
United Arab Emirates		0.4%	2
United Kingdom		1.9%	9
Uruguay		0.2%	1
Uzbekistan		0.0%	0
Venezuela		0.0%	0
Vietnam		1.5%	7
West Bank		0.0%	0
Yemen		0.0%	0
Zambia		0.0%	0
Zimbabwe		0.0%	0
answered question			475
skipped question			0


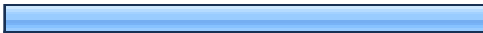
7. How long have you attended the University of California at Berkeley?

		Response Percent	Response Count
less than 1 year		30.3%	144
1 – 2 years		25.1%	119
3 – 4 years		30.9%	147
5 years or more		13.7%	65
answered question			475
skipped question			0








8. How long have you been in the USA?

		Response Percent	Response Count
less than 1 year		26.1%	124
1 – 2 years		22.1%	105
3 – 4 years		28.0%	133
5 years or more		23.8%	113
answered question			475
skipped question			0







9. What is your current level of study?

		Response Percent	Response Count
Undergraduate		0.0%	0
Masters		27.8%	132
PhD		72.2%	343
Exchange Student		0.0%	0
answered question			475
skipped question			0








10. What best describes where you currently live?

		Response Percent	Response Count
On-Campus: Undergraduate Residence Hall		0.2%	1
UC Family Housing (University Village, Smythe-Fernwald Complex)		16.8%	80
Alternative Group Housing: International House		6.5%	31
Off-Campus: Private Apartment or House		69.1%	328
On-Campus: Undergraduate Upper Division Apartment Housing (Channing-Bodwidtch, Wada)		0.0%	0
Alternative Group Housing: Co- Ops, Fraternity, Sorority		1.1%	5
Jackson Graduate House or Manville Apartments		4.8%	23
Off-Campus: With a Host or Family Member		1.5%	7
		answered question	475
		skipped question	0














11. What are your future plans? (Please check all that apply)

		Response Percent	Response Count
to apply for advanced degree in the USA		9.7%	46
to return to my home country after completing studies		42.1%	200
to work temporarily in the USA for practical or academic training		43.8%	208
to work in the USA beyond practical or academic training		42.3%	201
to remain in California indefinitely		10.1%	48
to remain in the USA indefinitely		13.9%	66
		answered question	475
		skipped question	0

12. What is the primary reason you chose to study at the University of California at Berkeley?

		Response Percent	Response Count
the availability of competitive funding package		2.5%	12
to learn more about US culture and people		0.2%	1
research opportunities		15.8%	75
the academic quality of UCB		73.5%	349
friend or family member attends or has attended UCB		2.3%	11
UCB was the first school that sent me an I-20/DS-2019		0.8%	4
the geographic location of UCB		4.8%	23
answered question			475
skipped question			0

13. What is your UCB College?

		Response Percent	Response Count
Boalt School of Law		8.6%	41
College of Chemistry		4.0%	19
College of Engineering		31.2%	148
College of Environmental Design		6.3%	30
College of Letters and Science		25.9%	123
College of Natural Resources		6.3%	30
Goldman Graduate School of Public Policy		1.7%	8
Graduate School of Education		3.2%	15
School of Information		1.1%	5
School of Journalism		0.0%	0
School of Optometry		0.8%	4
School of Social Welfare		0.4%	2
School of Public Health		2.7%	13
Walter A. Haas School of Business		7.8%	37
		answered question	475
		skipped question	0

14. Personal Concerns Please indicate your level of agreement with the following statement: I am concerned about...

	agree	somewhat agree	somewhat disagree	disagree	Not applicable	Rating Average	Response Count
having adequate financial support.	57.7% (274)	16.8% (80)	9.7% (46)	13.5% (64)	2.3% (11)	1.78	475
having adequate financial support from my department.	44.6% (212)	25.5% (121)	9.7% (46)	15.4% (73)	4.8% (23)	1.96	475
finding on-campus employment opportunities.	22.7% (108)	23.4% (111)	16.8% (80)	21.5% (102)	15.6% (74)	2.44	475
finding satisfactory housing.	33.5% (159)	33.7% (160)	10.9% (52)	18.3% (87)	3.6% (17)	2.15	475
managing my personal finances.	30.7% (146)	33.3% (158)	15.2% (72)	18.7% (89)	2.1% (10)	2.22	475
understanding U.S. medical insurance and services.	33.3% (158)	39.6% (188)	14.9% (71)	10.7% (51)	1.5% (7)	2.03	475
keeping up with news or current events from home.	18.1% (86)	30.7% (146)	21.3% (101)	27.8% (132)	2.1% (10)	2.60	475
finding a community of faith in the U.S.	8.6% (41)	17.9% (85)	18.3% (87)	37.7% (179)	17.5% (83)	3.03	475
understanding my U.S. tax obligation.	31.6% (150)	35.8% (170)	18.3% (87)	11.4% (54)	2.9% (14)	2.10	475
obtaining a drivers license.	23.8% (113)	28.8% (137)	15.6% (74)	26.1% (124)	5.7% (27)	2.47	475
getting a credit card.	22.7% (108)	26.5% (126)	15.2% (72)	31.2% (148)	4.4% (21)	2.57	475
maintaining contact with my family at home.	28.2% (134)	21.1% (100)	15.4% (73)	32.6% (155)	2.7% (13)	2.54	475
the conflict between my personal goals and my family's goals for me.	11.2% (53)	19.4% (92)	18.7% (89)	39.4% (187)	11.4% (54)	2.97	475
securing a job in the US after graduation.	37.7% (179)	31.8% (151)	10.3% (49)	13.3% (63)	6.9% (33)	1.99	475

securing a job in my home country after graduation.	26.5% (126)	32.6% (155)	20.6% (98)	14.5% (69)	5.7% (27)	2.25	475
answered question							475
skipped question							0

15. Social and Cultural Concerns Please indicate your level of agreement with the following statement: I am concerned about...

	agree	somewhat agree	somewhat disagree	disagree	Not applicable	Rating Average	Response Count
having enough friends from my home country.	17.1% (81)	27.6% (131)	20.8% (99)	33.7% (160)	0.8% (4)	2.72	475
communicating so that I am understood.	32.2% (153)	24.8% (118)	11.4% (54)	28.8% (137)	2.7% (13)	2.38	475
understanding spoken American English.	29.1% (138)	20.6% (98)	11.2% (53)	34.5% (164)	4.6% (22)	2.54	475
coping with homesickness.	9.9% (47)	23.8% (113)	22.5% (107)	40.0% (190)	3.8% (18)	2.96	475
making friends with Americans.	25.5% (121)	35.4% (168)	14.3% (68)	23.6% (112)	1.3% (6)	2.36	475
learning how to understand and respond to Americans of the opposite sex.	16.2% (77)	28.2% (134)	18.7% (89)	32.2% (153)	4.6% (22)	2.70	475
learning how to understand and respond to American behavior.	24.2% (115)	33.3% (158)	17.5% (83)	23.6% (112)	1.5% (7)	2.41	475
being discriminated against by Americans.	12.6% (60)	22.5% (107)	24.8% (118)	34.9% (166)	5.1% (24)	2.86	475
understanding American values (independence, privacy, etc.)	23.4% (111)	34.1% (162)	16.2% (77)	24.4% (116)	1.9% (9)	2.42	475
finding a good balance between school work and free time.	40.4% (192)	31.8% (151)	14.3% (68)	12.0% (57)	1.5% (7)	1.98	475
answered question							475
skipped question							0

16. Family Concerns (For family in the U.S.) Skip this section if it does not apply to you. I am concerned about...

	agree	somewhat agree	somewhat disagree	disagree	Not applicable	Rating Average	Response Count
having adequate financial support for my family.	33.8% (90)	16.2% (43)	6.4% (17)	9.0% (24)	34.6% (92)	1.86	266
my children becoming too Americanized.	6.2% (16)	12.4% (32)	11.2% (29)	9.3% (24)	60.9% (157)	2.60	258
my spouse being too isolated.	15.0% (39)	13.1% (34)	8.5% (22)	13.5% (35)	50.0% (130)	2.41	260
my spouse becoming too Americanized.	3.5% (9)	5.0% (13)	13.5% (35)	27.0% (70)	51.0% (132)	3.31	259
finding time to spend with my spouse/children.	21.0% (54)	17.1% (44)	7.4% (19)	7.0% (18)	47.5% (122)	2.01	257
the adjustment problems my family will face when they return home.	11.4% (29)	15.7% (40)	8.2% (21)	14.9% (38)	49.8% (127)	2.53	255
finding affordable child care.	20.4% (52)	11.0% (28)	3.5% (9)	3.5% (9)	61.6% (157)	1.74	255
finding quality child care.	18.9% (48)	11.0% (28)	4.3% (11)	3.5% (9)	62.2% (158)	1.80	254
finding affordable medical care for my family.	29.8% (76)	11.0% (28)	7.1% (18)	3.9% (10)	48.2% (123)	1.71	255
finding quality medical care for my family.	26.7% (68)	12.9% (33)	7.1% (18)	5.5% (14)	47.8% (122)	1.83	255
answered question							266
skipped question							209

17. Academic Concerns Please indicate your level of agreement with the following statement: I find it challenging to...

	agree	somewhat agree	somewhat disagree	disagree	Not applicable	Rating Average	Response Count
understand classroom lectures.	10.3% (49)	15.8% (75)	20.8% (99)	50.5% (240)	2.5% (12)	3.14	475
keep up with my reading assignments.	16.2% (77)	23.4% (111)	20.0% (95)	36.6% (174)	3.8% (18)	2.80	475
keep up with my writing assignments.	16.8% (80)	24.0% (114)	18.5% (88)	36.4% (173)	4.2% (20)	2.78	475
participate in academic discussions.	22.7% (108)	22.9% (109)	17.9% (85)	34.9% (166)	1.5% (7)	2.66	475
engage in group work with my classmates.	17.1% (81)	20.2% (96)	20.8% (99)	37.9% (180)	4.0% (19)	2.83	475
participate in study groups.	12.8% (61)	20.2% (96)	20.8% (99)	38.1% (181)	8.0% (38)	2.92	475
access academic support services (proof-reading, editing).	16.6% (79)	21.7% (103)	18.3% (87)	34.1% (162)	9.3% (44)	2.77	475
relate to American students in my classes.	15.8% (75)	24.8% (118)	22.3% (106)	35.4% (168)	1.7% (8)	2.79	475
relate to other international students in my classes.	8.6% (41)	17.1% (81)	25.7% (122)	46.1% (219)	2.5% (12)	3.12	475
understand academic rules and regulations.	8.6% (41)	15.2% (72)	25.3% (120)	49.7% (236)	1.3% (6)	3.17	475
understand degree requirements.	9.5% (45)	14.5% (69)	22.5% (107)	52.0% (247)	1.5% (7)	3.19	475
seek the information I need across the university.	14.3% (68)	19.6% (93)	25.3% (120)	39.4% (187)	1.5% (7)	2.91	475
answered question							475
skipped question							0

18. Interacting with Faculty, Instructors, and Staff Please indicate your level of agreement with the following statement: I find it challenging to...

	agree	somewhat agree	somewhat disagree	disagree	Not applicable	Rating Average	Response Count
seek help from my professors.	12.4% (59)	20.2% (96)	26.7% (127)	40.2% (191)	0.4% (2)	2.95	475
relate to my professors.	14.9% (71)	23.4% (111)	26.5% (126)	34.7% (165)	0.4% (2)	2.81	475
deal with faculty who are insensitive to my needs as an international student.	13.7% (65)	19.8% (94)	23.6% (112)	38.5% (183)	4.4% (21)	2.91	475
deal with staff who are insensitive to my needs as an international student.	10.7% (51)	19.8% (94)	22.9% (109)	42.5% (202)	4.0% (19)	3.01	475
access one-on-one academic advising services that meet my needs in my Department.	12.6% (60)	21.3% (101)	21.7% (103)	38.9% (185)	5.5% (26)	2.92	475
answered question							475
skipped question							0

19. Safety Issues Indicate your level of agreement with the following statements.

	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Not Applicable	Rating Average	Response Count
I feel safe walking on campus at night	30.1% (143)	28.0% (133)	19.4% (92)	20.2% (96)	2.3% (11)	2.30	475
I feel safe in my home	66.1% (314)	27.4% (130)	4.0% (19)	2.1% (10)	0.4% (2)	1.42	475
I feel safe in my neighborhood	49.7% (236)	32.8% (156)	12.8% (61)	4.4% (21)	0.2% (1)	1.72	475
I walk alone at night in Berkeley	35.8% (170)	26.1% (124)	14.3% (68)	21.3% (101)	2.5% (12)	2.22	475
I use safety resource services such as BearWalk and NightRides	7.6% (36)	10.3% (49)	12.8% (61)	54.9% (261)	14.3% (68)	3.34	475
I know how to contact emergency services for help	30.9% (147)	39.6% (188)	17.3% (82)	11.8% (56)	0.4% (2)	2.10	475
I feel safe leaving my belongings unattended on campus	4.6% (22)	10.9% (52)	17.5% (83)	65.9% (313)	1.1% (5)	3.46	475
answered question							475
skipped question							0

20. Extra-curricular Activities During my stay at UC Berkeley I have participated in or attended:

	frequently	sometimes	rarely	never	Rating Average	Response Count
BIO workshops	1.7% (8)	17.7% (84)	25.5% (121)	55.2% (262)	3.34	475
Football, basketball or other athletic events	7.4% (35)	22.3% (106)	24.0% (114)	46.3% (220)	3.09	475
ASUC sponsored events	1.7% (8)	10.5% (50)	30.3% (144)	57.5% (273)	3.44	475
Graduate Assembly sponsored events	3.6% (17)	21.5% (102)	32.6% (155)	42.3% (201)	3.14	475
Nationality based student organizations	4.8% (23)	18.1% (86)	22.5% (107)	54.5% (259)	3.27	475
Resident Hall programs	1.9% (9)	10.7% (51)	17.9% (85)	69.5% (330)	3.55	475
Registered Student Organizations	7.6% (36)	14.7% (70)	19.8% (94)	57.9% (275)	3.28	475
Volunteer activities	5.5% (26)	16.8% (80)	21.5% (102)	56.2% (267)	3.28	475
International House Events	5.1% (24)	28.8% (137)	33.3% (158)	32.8% (156)	2.94	475
Academic department programs	28.8% (137)	42.1% (200)	15.4% (73)	13.7% (65)	2.14	475
Zellerbach Performing Arts Center	7.4% (35)	23.2% (110)	21.9% (104)	47.6% (226)	3.10	475
answered question						475
skipped question						0



21. University-wide Services Please comment on the quality of services provided by the following:

	excellent	good	fair	poor	did not use	Rating Average	Response Count
Office of the Registrar	14.3% (68)	43.8% (208)	19.4% (92)	5.3% (25)	17.3% (82)	2.19	475
Career Center	8.6% (41)	19.8% (94)	12.2% (58)	4.2% (20)	55.2% (262)	2.27	475
Counseling & Psychological Services	6.3% (30)	11.8% (56)	9.3% (44)	2.3% (11)	70.3% (334)	2.26	475
Payroll/Glacier	12.6% (60)	34.3% (163)	25.5% (121)	12.6% (60)	14.9% (71)	2.45	475
Tang Center (University Health Services)	12.6% (60)	38.3% (182)	20.4% (97)	7.8% (37)	20.8% (99)	2.30	475
University Housing (Residential Services)	10.3% (49)	19.2% (91)	10.5% (50)	7.8% (37)	52.2% (248)	2.33	475
ASUC	4.0% (19)	15.4% (73)	11.6% (55)	3.2% (15)	65.9% (313)	2.41	475
GSI Teaching & Resource Center	13.3% (63)	25.3% (120)	16.6% (79)	3.6% (17)	41.3% (196)	2.18	475
Graduate Academic Services	9.7% (46)	25.5% (121)	15.2% (72)	3.4% (16)	46.3% (220)	2.23	475
Graduate Division	12.8% (61)	31.4% (149)	19.2% (91)	5.1% (24)	31.6% (150)	2.24	475
answered question							475
skipped question							0






22. University-wide Services Staff understands my needs as an international student.

	frequently	sometimes	rarely	never	did not use	Rating Average	Response Count
Office of the Registrar	27.4% (130)	36.4% (173)	8.8% (42)	2.5% (12)	24.8% (118)	1.82	475
Career Center	13.9% (66)	19.4% (92)	8.0% (38)	1.9% (9)	56.8% (270)	1.95	475
Counseling & Psychological Services	11.4% (54)	11.6% (55)	5.9% (28)	1.1% (5)	70.1% (333)	1.89	475
Payroll/Glacier	32.4% (154)	28.2% (134)	12.0% (57)	6.7% (32)	20.6% (98)	1.91	475
Tang Center (University Health Services)	26.1% (124)	36.2% (172)	10.3% (49)	2.9% (14)	24.4% (116)	1.87	475
University Housing (Residential Services)	16.2% (77)	18.5% (88)	8.0% (38)	3.6% (17)	53.7% (255)	1.98	475
ASUC	6.7% (32)	14.7% (70)	4.6% (22)	2.3% (11)	71.6% (340)	2.09	475
GSI Teaching & Resource Center	20.0% (95)	23.4% (111)	8.6% (41)	2.1% (10)	45.9% (218)	1.87	475
Graduate Academic Services	18.5% (88)	22.1% (105)	9.3% (44)	1.3% (6)	48.8% (232)	1.87	475
Graduate Division	24.8% (118)	25.3% (120)	9.7% (46)	2.5% (12)	37.7% (179)	1.84	475
answered question							475
skipped question							0





23. Do you have SHIP health insurance for yourself?

		Response Percent	Response Count
Yes		93.7%	445
No		6.3%	30
answered question			475
skipped question			0



24. Please indicate why you do not have insurance for yourself. (Check all that apply):

		Response Percent	Response Count
Health insurance is too expensive		36.7%	11
I would get health care even without insurance		10.0%	3
I have my own health insurance with better coverage		66.7%	20
I am not satisfied with the coverage offered		6.7%	2
Health insurance is a waste of money		3.3%	1
answered question			30
skipped question			445



25. How often have you used SHIP?

		Response Percent	Response Count
Never		23.8%	106
1-3 times		38.2%	170
4-7 times		20.0%	89
8+ times		18.0%	80
answered question			445
skipped question			30




26. Do you understand how to use your SHIP benefits?

		Response Percent	Response Count
Yes		64.9%	289
No		35.1%	156
answered question			445
skipped question			30






27. Would you like to learn more about how to use your SHIP benefits?

		Response Percent	Response Count
Yes		75.5%	336
No		24.5%	109
answered question			445
skipped question			30




28. Do you have health insurance for your spouse?

		Response Percent	Response Count
Yes		18.2%	81
No		12.4%	55
I do not have a spouse.		69.4%	309
answered question			445
skipped question			30





29. Please indicate why you do not have insurance for your spouse (check all that apply):

		Response Percent	Response Count
Health insurance is too expensive		47.3%	26
My spouse would get health care even without insurance		27.3%	15
I am not satisfied with the coverage offered		7.3%	4
Health insurance is a waste of money		1.8%	1
I have my own health insurance with better coverage		27.3%	15
answered question			55
skipped question			420





30. Do you have health insurance for your children?

		Response Percent	Response Count
Yes		11.2%	50
No		1.8%	8
I do not have children.		87.0%	387
answered question			445
skipped question			30






31. Please indicate why you do not have insurance for your children (check all that apply):

		Response Percent	Response Count
Health insurance is too expensive		50.0%	4
My children would get health care even without insurance		25.0%	2
I am not satisfied with the coverage offered		0.0%	0
Health insurance is a waste of money		12.5%	1
I have my own health insurance with better coverage		25.0%	2
answered question			8
skipped question			467



32. How many times have you visited the BIO website in the past year?

		Response Percent	Response Count
Never		19.6%	93
1-5 times		58.1%	276
6-10 times		14.3%	68
More than 10 times		8.0%	38
answered question			475
skipped question			0





33. What is the main reason why you have *not* visited the BIO website?

		Response Percent	Response Count
I didn't think about it		67.7%	63
I prefer to get information from BIO in person		11.8%	11
I didn't know how to find the BIO website		8.6%	8
It was quicker to come to BIO in person		4.3%	4
My friends are my advisors		7.5%	7
Other (please specify)			13
answered question			93
skipped question			382



34. Was it easy to find the information you were looking for on the BIO website?

		Response Percent	Response Count
Yes		81.2%	310
No		18.8%	72
answered question			382
skipped question			93




35. Was the information you found on the BIO website helpful?

		Response Percent	Response Count
Always		35.6%	136
Sometimes		58.9%	225
Rarely		5.2%	20
Never		0.3%	1
answered question			382
skipped question			93

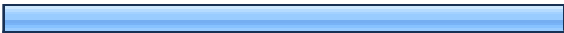





36. Do you read Friday News?

		Response Percent	Response Count
Yes		67.4%	320
No		32.6%	155
answered question			475
skipped question			0



37. What is your preferred format of Friday News?

		Response Percent	Response Count
Colorful PDF attachment to email		17.5%	56
Plain text email		45.6%	146
Web based newsletter that I find by clicking on a link via email		36.9%	118
answered question			320
skipped question			155



38. What information do you think Friday News should cover? (Check all that apply)

		Response Percent	Response Count
Immigration and visa status updates		84.4%	270
Campus Events		80.3%	257
Community Events		61.9%	198
BIO Workshops		79.1%	253
Workshops sponsored by other campus departments		63.8%	204
Personal, Academic and Cultural Adjustment Tips		67.8%	217
answered question			320
skipped question			155



39. Do you read mass emails from the Berkeley International Office?

		Response Percent	Response Count
Yes		67.4%	320
No		32.6%	155
answered question			475
skipped question			0




40. Do you read emails from a BIO staff member?

		Response Percent	Response Count
Yes		61.3%	95
No		38.7%	60
answered question			155
skipped question			320

41. Are follow up email reminders an effective way to communicate with you?

		Response Percent	Response Count
Yes		89.9%	373
No		10.1%	42
answered question			415
skipped question			60

42. Please comment on the frequency of event reminder emails.

		Response Percent	Response Count
Too frequent		15.9%	66
Just right		80.7%	335
Not enough		3.4%	14
answered question			415
skipped question			60










43. Approximately how many times have you visited BIO in the last year?

	Response Count
	475
answered question	475
skipped question	0

44. If you have a question for BIO, please rank your preferred method of contact (1 being your most preferred method of contact):

	1 (Most preferred)	2	3	4	5	6 (Least preferred)	Rating Average	Response Count
Phone	12.2% (58)	22.1% (105)	35.2% (167)	12.2% (58)	9.5% (45)	8.8% (42)	1.00	475
Email	50.9% (242)	30.5% (145)	14.1% (67)	2.5% (12)	1.7% (8)	0.2% (1)	1.00	475
In-person	33.1% (157)	33.1% (157)	21.9% (104)	6.1% (29)	3.2% (15)	2.7% (13)	1.00	475
Facebook	0.4% (2)	3.6% (17)	5.7% (27)	21.5% (102)	16.6% (79)	52.2% (248)	1.00	475
On-Line Chat	2.7% (13)	8.4% (40)	18.1% (86)	32.4% (154)	34.9% (166)	3.4% (16)	1.00	475
Skype video call	0.6% (3)	2.3% (11)	5.1% (24)	25.3% (120)	34.1% (162)	32.6% (155)	1.00	475
answered question								475
skipped question								0

45. Choose the reasons you have visited/contacted BIO (check all that apply):

		Response Percent	Response Count
Academic matters		27.2%	129
Employment Matters		27.4%	130
Financial Aid		20.0%	95
Personal/ Family matters		9.5%	45
Letters, documents and signatures		69.7%	331
BIO program and workshop information		14.7%	70
Tax matters		28.4%	135
Immigration and visa questions		65.3%	310
Payroll		8.2%	39
answered question			475
skipped question			0

46. Perception of BIO and BIO Staff

	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Do not know	Rating Average	Response Count
I find BIO's location to be accessible	63.8% (303)	20.8% (99)	7.6% (36)	2.3% (11)	5.5% (26)	1.45	475
I view BIO as an advocate for international students	50.5% (240)	29.1% (138)	5.1% (24)	2.7% (13)	12.6% (60)	1.54	475
BIO staff is interested in my needs as an international student	59.4% (282)	26.3% (125)	4.0% (19)	1.1% (5)	9.3% (44)	1.41	475
answered question							475
skipped question							0

47. How satisfied are you with the BIO reception staff?

	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Do not know	Rating Average	Response Count
Staff at the front desk are helpful	69.1% (328)	17.9% (85)	1.7% (8)	1.3% (6)	10.1% (48)	1.28	475
Staff at the front desk are knowledgeable	51.4% (244)	29.3% (139)	4.8% (23)	2.1% (10)	12.4% (59)	1.52	475
Staff at the front desk are friendly	71.6% (340)	16.4% (78)	1.9% (9)	0.4% (2)	9.7% (46)	1.24	475
Staff at the front desk are respectful	70.9% (337)	17.1% (81)	1.7% (8)	0.2% (1)	10.1% (48)	1.23	475
answered question							475
skipped question							0

48. How satisfied are you with the BIO advising staff?

	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Do not know	Rating Average	Response Count
Advisors understand my concerns	59.8% (284)	19.4% (92)	2.1% (10)	0.6% (3)	18.1% (86)	1.31	475
Advisors are helpful	63.2% (300)	17.9% (85)	2.1% (10)	1.3% (6)	15.6% (74)	1.31	475
Advisors provide useful information	61.1% (290)	19.8% (94)	1.9% (9)	1.3% (6)	16.0% (76)	1.33	475
Advisors are courteous	63.4% (301)	19.4% (92)	1.1% (5)	0.2% (1)	16.0% (76)	1.26	475
Advisors are knowledgeable	57.3% (272)	21.9% (104)	3.4% (16)	0.6% (3)	16.8% (80)	1.37	475
Time provided to discuss my concerns is adequate	55.8% (265)	20.6% (98)	3.2% (15)	1.7% (8)	18.7% (89)	1.39	475
I find BIO advising staff to be accessible to me	57.7% (274)	20.4% (97)	4.2% (20)	1.5% (7)	16.2% (77)	1.40	475
Advising staff is sensitive to my needs as an international student	56.6% (269)	20.2% (96)	2.9% (14)	0.8% (4)	19.4% (92)	1.36	475
I view BIO advisors as advocates for international students	52.2% (248)	21.7% (103)	2.7% (13)	1.3% (6)	22.1% (105)	1.40	475
answered question							475
skipped question							0

49. What comments or suggestions for additional programs and services would you like to share with us?

See next page for a summary of all the responses.

Response Count

69

answered question

69

skipped question

406

Comments or Suggestions for additional Programs and Services:

There were a total of 124 written responses. A total of eight themes emerged from an analysis of the comments that were provided. The following is a summary of the eight themes:

(1) General satisfaction:

Twenty six respondents indicated general satisfaction and appreciation for the programs and services provided by the Berkeley International Office.

(2) Operating Hours and Access to advising staff:

There were 18 comments related to access to the office. The majority of those respondents (10) suggested that the office be open longer while the others (8) expressed concern for the length of time it took to wait for an advisor during drop-in hours.

(3) Financial Aid/Scholarships/Internships:

Nine respondents expressed a need for the Berkeley International Office to be more of an advocate for accessing financial aid for students and/or providing more effective advising around financial aid issues.

(4) General Advising Services:

There were nine comments about advising services. Six respondents provided examples of specific types of advising that would be desirable for them and suggested that their needs were not met while three respondents felt that there must be more responsiveness towards their e-mails or follow-up with their cases.

(5) Academic Advising:

Five respondents commented about the need for more personalized academic advising while two expressed a need for writing/editing workshops.

(6) Program Delivery:

Ten comments were made around timing of programs and different programs that could be delivered. Three of those comments suggested that the programs be offered at different times because of class commitments and the time it takes to get to BIO. Other comments suggested programs for American students to learn about international students, events for families, programs to meet Americans, and programs to help students to network with each other.

(7) Communications:

Nine comments were made around the area of communications. Two respondents felt that the e-mail frequency was just right but suggested keeping them shorter while two others suggested that there were too many and suggested ranking ordering them by importance. A couple of respondents wanted to see more information on the web site such as events and workshop details and one comment suggested that it be easier and simpler to navigate. Three respondents appeared confused by the BIO acronym.

(8) SHIP Insurance:

Four comments were made about the SHIP insurance with concerns related to the need for insurance for dependents, the cost of insurance and more information related to how to use it.