Student Affairs Roundtable

June 10, 2011
ALL DEGREE–SEEKING INTERNATIONAL STUDENTS

Source: University of California / Berkeley International Office (BIO)
UNDERGRADUATE DEGREE-SEEKING INTERNATIONAL STUDENTS

<table>
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<th>Year</th>
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<td>928</td>
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<td>2009</td>
<td>1270</td>
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<td>2010</td>
<td>1654</td>
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Source: University of California / Berkeley International Office (BIO)
SUMMER SESSION STUDENTS ON F AND J VISAS

Source: University of California / Berkeley International Office (BIO)
RESEARCH SCHOLARS (J 1, H1B, TN, O-1 visas)

Source: University of California / Berkeley International Office (BIO)
What have we done so far?

• Re-design our orientation program
• Collaborated with Conference services to offer temporary housing
• Collaborated with various student service units across the campus including SLC, Transfer Student Center, Career Center, Counseling & Psychological Services, College Advisors, etc
• Developed a new extended orientation class for credit – Pathways to Personal and Academic Success
• Emphasis on Professional Development focused on SPPV
• Hired a new advisor with an MS in Student Affairs (new $$ support)
• Reaching out to students in the residence halls
• Working closer with student organizations and ASUC
• Currently refreshing our strategic plan
• Advocating for ESL and pre/post arrival academic advising
• Learning more about the needs of students
International Student Needs Assessment Survey Results Spring 2011

- Electronic mailing to 3,544 international students
- 793 (22%) were completed and returned

Four areas were covered:
1. Demographic Information
2. On-going concerns
3. Experiences with campus programs and services
4. Experiences with the Berkeley International Office
What is your gender?

- **Female**: 44%
- **Male**: 56%
From what country do you come?

Top 5 Countries:
- China: 18%
- South Korea: 15%
- India: 5%
- Canada: 5%
- Taiwan: 5%
- Others: 51%
How long have you attended the University of California at Berkeley?

- Less than 1 year: 41%
- 1–2 years: 26%
- 3–4 years: 25%
- 5 years or more: 8%
What is your current level of study?

- PhD: 43%
- Masters: 17%
- Undergraduate: 36%
- Exchange Student: 4%
What best describes where you currently live (Undergraduates)?

- Off-Campus: Private Apartment or House: 58%
- On-Campus: Undergraduate Upper Division Apartment Housing (Channing-Bodwidditch, Wada): 1%
- Alternative Group Housing: Co-Ops, Fraternity, Sorority: 6%
- Jackson Graduate House or Manville Apartments: 0%
- Off-Campus: With a Host or Family Member: 1%
- On-Campus: Undergraduate Residence Hall: 27%
- UC Family Housing (University Village, Smythe-Fernwald Complex): 1%
- Alternative Group Housing: International House: 6%
What best describes where you currently live (Graduates)?

- Off-Campus: Private Apartment or House: 69%
- UC Family Housing (University Village, Smythe-Fernwald Complex): 17%
- Alternative Group Housing: International House: 7%
- On-Campus: Undergraduate Residence Hall: 0%
- Off-Campus: With a Host or Family Member: 1%
- Alternative Group Housing: Co-Ops, Fraternity, Sorority: 5%
- On-Campus: Undergraduate Upper Division Apartment Housing (Channing-Bodwidtch, Wada): 0%
What are your future plans?

- To work temporarily in the USA for practical or academic training: 25%
- To work in the USA beyond practical or academic training: 22%
- To return to my home country after completing studies: 25%
- To apply for an advanced degree in the USA: 16%
- To remain in California indefinitely: 5%
- To remain in the USA indefinitely: 7%
Primary reason to study at the UC Berkeley for Undergraduates?

- the academic quality of UCB: 87%
- friend or family member attends or has attended UCB: 3%
- the geographic location of UCB: 3%
- to learn more about US culture and people: 4%
- research opportunities: 3%
Primary reason to study at the UC Berkeley for Graduates?

- The academic quality of UC Berkeley: 73%
- Research opportunities: 16%
- To learn more about US culture and people: 3%
- The availability of competitive funding package: 5%
- The geographic location of UC Berkeley: 2%
- A friend or family member attends or has attended UC Berkeley: 2%
- UC Berkeley was the first school that sent me an I-20/DS-2019: 1%

None of the listed reasons are 0%.
UCB College for Undergraduates

- College of Letters and Science: 68%
- College of Engineering: 14%
- Walter A. Haas School of Business: 6%
- College of Chemistry: 6%
- College of Environmental Design: 4%
- College of Natural Resources: 2%
- School of Public Health: 0%
UCB College for Graduates

- College of Letters and Science: 26%
- College of Environmental Design: 6%
- College of Engineering: 31%
- Goldman Graduate School of Public Policy: 2%
- Graduate School of Education: 3%
- School of Information: 1%
- School of Optometry: 1%
- School of Public Health: 3%
- Walter A. Haas School of Business: 8%
- Boalt School of Law: 9%
- College of Chemistry: 4%
Top Personal Concerns for Undergraduates

1. I am concerned about having adequate financial support.
2. I am concerned about securing a job in the US after graduation.
3. I am concerned about finding satisfactory housing.
4. I am concerned about managing my personal finances.
5. I am concerned about securing a job in my home country after graduation.
6. I am concerned about finding on-campus employment opportunities.

Chart shows the percentage of students who agree or somewhat agree with each concern.
Top Personal Concerns for Graduates

I am concerned about having adequate financial support.

I am concerned about having adequate financial support from my department.

I am concerned about securing a job in the US after graduation.

I am concerned about finding satisfactory housing.

I am concerned about understanding U.S. medical insurance and services.

I am concerned about understanding my U.S. tax obligation.

I am concerned about managing my personal finances.

Legend: agree - blue; somewhat agree - red
Top Social and Cultural Concerns for Undergraduates

- I am concerned about finding a good balance between school work and free time.
- I am concerned about communicating so that I am understood.
- I am concerned about making friends with Americans.
- I am concerned about learning how to understand and respond to American behavior.
- I am concerned about understanding spoken American English.

Legend:
- Blue: agree
- Red: somewhat agree
Top Social and Cultural Concerns for Graduates

I am concerned about finding a good balance between school work and free time.

I am concerned about communicating so that I am understood.

I am concerned about understanding spoken American English.

I am concerned about making friends with Americans.

I am concerned about learning how to understand and respond to American behavior.

I am concerned about understanding American values (independence, privacy, etc.)

[Bar chart showing percentages of agreement and somewhat agreement for each concern]
Top Academic Concerns
Undergraduates

1. I find it challenging to keep up with my reading assignments.
2. I find it challenging to participate in academic discussions.
3. I find it challenging to keep up with my writing assignments.
4. I find it challenging to engage in group work with my classmates.
5. I find it challenging to relate to American students in my classes.
6. I find it challenging to participate in study groups.

[Bar chart showing the percentage of students who agree or somewhat agree with each statement.]

Legend:
- blue: agree
- red: somewhat agree
Concerns Interacting with Faculty, Instructors, and Staff
Undergraduates

I find it challenging to relate to my professors.

I find it challenging to deal with faculty who are insensitive to my needs as an international student.

I find it challenging to seek help from my professors.

I find it challenging to access one-on-one academic advising services that meet my needs in my Department.

I find it challenging to access one-on-one academic advising services that meet my needs in my College.

I find it challenging to deal with staff who are insensitive to my needs as an international student.

I find it challenging to relate to my graduate student instructors (GSI).

I find it challenging to seek help from my graduate student instructors (GSI).
Safety Concerns
Graduate Students

- I feel safe leaving my belongings unattended on campus
- I use safety resource services such as BearWalk and NightRides
- I feel safe walking on campus at night
- I know how to contact emergency services for help
- I walk alone at night in Berkeley
- I feel safe in my neighborhood
- I feel safe in my home

Legend:
- Blue: Agree
- Red: Somewhat Agree
- Green: Somewhat Disagree
- Purple: Disagree
- Cyan: Not Applicable
Undergraduate Campus-wide services

Staff understands my needs as an international student...

- Office of the Registrar
- University Housing (Residential Services)
- Tang Center (University Health Services)
- Career Center
- ASUC
- Student Learning Center (SLC)
- CalSO/New Student Services
- Payroll/Glacier
- Counseling & Psychological Services
- Office of Financial Aid (Sproul Hall)
- Transfer Center

Legend:
- frequently
- sometimes
- rarely
- never
Graduate Campus-wide services
Quality of Service

Office of the Registrar
Tang Center (University Health Services)
Payroll/Glacier
Graduate Division
Graduate Academic Services
GSI Teaching & Resource Center
Career Center
University Housing (Residential Services)
ASUC
Counseling & Psychological Services

excellent  good  fair  poor
Graduate Campus-wide services

Staff understands my needs as an international student...

- Office of the Registrar
- Tang Center (University Health Services)
- Payroll/Glacier
- Graduate Division
- GSI Teaching & Resource Center
- Graduate Academic Services
- Career Center
- University Housing (Residential Services)
- ASUC
- Counseling & Psychological Services

Legend:
- frequently
- sometimes
- rarely
- never
Reasons For Visiting BIO
All International Students

- Immigration and visa questions: 22%
- Academic matters: 12%
- Employment Matters: 11%
- Financial Aid: 8%
- Personal/Family matters: 3%
- Payroll: 3%
- Letters, documents and signatures: 25%
- Tax matters: 9%
- BIO program and workshop information: 7%
Extra-curricular Activity
Undergraduates

- Registered Student Organizations
- Volunteer activities
- Nationality based student organizations
- Football, basketball or other athletic events
- Academic department programs
- Zellerbach Performing Arts Center
- International House Events

- frequently
- sometimes
- rarely
- never
Preferred Method of Contact

1. Email
2. In-person
3. Phone
4. On-Line Chat
5. Skype video call
6. Facebook
Perception of BIO and BIO Staff

BIO staff is interested in my needs as an international student.

I view BIO as an advocate for international students.

I find BIO’s location to be accessible.

Source: University of California / Berkeley International Office (BIO)
How satisfied are you with the BIO reception staff?

Staff at the front desk are respectful.

Staff at the front desk are friendly.

Staff at the front desk are knowledgeable.

Staff at the front desk are helpful.

- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- Do not know
How satisfied are you with the BIO advising staff?

- I view BIO advisors as advocates for international students.
- Advising staff is sensitive to my needs as an international student.
- I find BIO advising staff to be accessible to me.
- Time provided to discuss my concerns is adequate.
- Advisors are knowledgeable.
- Advisors are courteous.
- Advisors provide useful information.
- Advisors are helpful.
- Advisors understand my concerns.

Legend:
- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- Do not know
Comments or Suggestions for additional Programs and Services...

- General satisfaction
- Operating hours and access to advising staff
- Financial aid / Scholarships / Internships
- General advising services
- Academic advising
- Program delivery
- Communications
- SHIP insurance
Implications for Service Provision

• Re-visit office hours
• Re-visit drop-in practice
• Re-visit various communication tools
• More best practices around complex advising practices
• More resources around financial aid/job seeking strategies
• More resources around finding housing
• More resources around safety targeted to all students
• Workshops around time management & academic success
• Advocacy around ESL needs and academic advising
• Tweak the timing of workshops
• Greater collaboration with service units such as Career Center, CalSo, etc
• More information about how to use SHIP.
• More social programs to overcome isolation particularly for those who live off-campus.
• Seek ways to tweak our identity/brand with students so that they see us not just as a visa office or a office that they had to visit but one that will help them navigate through difficult challenges.