

# Berkeley International Office Survey

\*\* Undergraduate Responses \*\*





## 1. What is your gender?

		Response Percent	Response Count
Male		44.0%	140
Female		56.0%	178
		<b>answered question</b>	<b>318</b>
		<b>skipped question</b>	<b>0</b>


## 2. What is your age?

		Response Percent	Response Count
17-20		46.9%	149
21-24		44.7%	142
25-30		8.5%	27
31-35		0.0%	0
36+		0.0%	0
		<b>answered question</b>	<b>318</b>
		<b>skipped question</b>	<b>0</b>


### 3. What is your marital status?

		Response Percent	Response Count
Single		99.4%	316
Married		0.6%	2
answered question			318
skipped question			0

### 4. How many children do you have?

		Response Percent	Response Count
0		99.7%	317
1		0.0%	0
2		0.3%	1
3		0.0%	0
4 or more		0.0%	0
answered question			318
skipped question			0

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

		Response Percent	Response Count
1		100.0%	1
2		0.0%	0
3		0.0%	0
4 or more		0.0%	0
answered question			1
skipped question			317

## 6. From what country do you come?

		Response Percent	Response Count
Afghanistan	█	0.3%	1
Albania	█	0.3%	1
Algeria		0.0%	0
Andorra		0.0%	0
Angola		0.0%	0
Antigua and Barbuda		0.0%	0
Argentina		0.0%	0
Armenia		0.0%	0
Australia	█	1.6%	5
Austria		0.0%	0
Azerbaijan		0.0%	0
Bahamas, The	█	0.6%	2
Bahrain	█	0.3%	1
Bangladesh		0.0%	0
Barbados		0.0%	0
Belarus		0.0%	0
Belgium		0.0%	0
Belize	█	0.3%	1
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	▮	0.3%	1
Brunei	▮	0.3%	1
Bulgaria		0.0%	0
Burkina Faso		0.0%	0
Burma		0.0%	0
Burundi		0.0%	0
Cambodia		0.0%	0
Cameroon		0.0%	0
Canada	▮	2.8%	9
Cape Verde		0.0%	0
Cayman Islands		0.0%	0
Central African Republic		0.0%	0
Chad		0.0%	0
Chile	▮	0.6%	2
China	▮	18.6%	59
Colombia		0.0%	0
Comoros		0.0%	0
Congo		0.0%	0
Congo, Democratic Republic of The		0.0%	0
Costa Rica		0.0%	0
Cote D Ivoire		0.0%	0
Croatia		0.0%	0
Cuba		0.0%	0
Cyprus		0.0%	0







Czech Republic		0.0%	0
Denmark	█	0.3%	1
Djibouti		0.0%	0
Dominica		0.0%	0
Dominican Republic		0.0%	0
Ecuador		0.0%	0
Egypt	█	0.3%	1
El Salvador	█	0.6%	2
Equatorial Guinea		0.0%	0
Eritrea		0.0%	0
Estonia		0.0%	0
Ethiopia	█	0.3%	1
Fiji		0.0%	0
Finland		0.0%	0
France	█	1.6%	5
Gabon		0.0%	0
Gambia, The		0.0%	0
Georgia		0.0%	0
Germany	█	1.3%	4
Ghana		0.0%	0
Greece	█	0.3%	1
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		0.0%	0
Hong Kong		7.9%	25
Hungary		0.3%	1
Iceland		0.3%	1
India		4.1%	13
Indonesia		2.2%	7
Iran		0.3%	1
Iraq		0.0%	0
Ireland		0.9%	3
Israel		0.0%	0
Italy		0.9%	3
Jamaica		0.0%	0
Japan		4.1%	13
Jordan		0.0%	0
Kazakhstan		0.0%	0
Kenya		0.0%	0
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		0.0%	0
Lesotho		0.0%	0
Liberia		0.0%	0

Libya		0.0%	0
Liechtenstein		0.0%	0
Lithuania	▮	0.3%	1
Luxembourg		0.0%	0
Macau	▮	1.3%	4
Macedonia		0.0%	0
Madagascar		0.0%	0
Malawi		0.0%	0
Malaysia	▮	1.9%	6
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		0.0%	0
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		0.0%	0
Netherlands	▮	0.6%	2
Netherlands Antilles	▮	0.3%	1
New Zealand	▮	2.2%	7
Nicaragua		0.0%	0
Niger		0.0%	0
Nigeria		0.0%	0
North Korea		0.0%	0
Norway		0.0%	0
Oman		0.0%	0
Pakistan		0.0%	0
Palau		0.0%	0
Panama	▮	0.3%	1
Papua New Guinea		0.0%	0
Paraguay		0.0%	0
Peru	▮	0.3%	1
Philippines	▮	0.3%	1
Poland		0.0%	0
Portugal		0.0%	0
Qatar		0.0%	0
Romania		0.0%	0
Russia		0.0%	0
Rwanda		0.0%	0
Saint Kitts and Nevis		0.0%	0
Samoa		0.0%	0
San Marino		0.0%	0



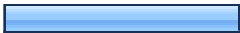

Sao Tome and Principe		0.0%	0
Saudi Arabia		0.0%	0
Senegal		0.0%	0
Serbia		0.0%	0
Serbia (Prior to 2001)		0.0%	0
Serbia and Montenegro (COB, PIC)		0.0%	0
Seychelles		0.0%	0
Sierra Leone		0.0%	0
Singapore		6.9%	22
Slovakia		0.0%	0
Slovenia		0.0%	0
Solomon Islands		0.0%	0
Somalia		0.0%	0
South Africa		0.3%	1
<b>South Korea</b>		<b>22.3%</b>	<b>71</b>
Spain		1.6%	5
Sri Lanka		0.0%	0
St. Lucia		0.0%	0
St. Vincent and The Grenadines		0.0%	0
Sudan		0.3%	1
Suriname		0.0%	0
Swaziland		0.0%	0
Sweden		0.6%	2
Switzerland		0.0%	0
Syria		0.0%	0

Taiwan		4.1%	13
Tajikistan		0.0%	0
Tanzania		0.0%	0
Thailand		1.6%	5
Togo		0.0%	0
Tonga		0.0%	0
Trinidad & Tobago		0.0%	0
Tunisia		0.0%	0
Turkey		0.3%	1
Turkmenistan		0.0%	0
Tuvalu		0.0%	0
Uganda		0.0%	0
Ukraine		0.0%	0
United Arab Emirates		0.3%	1
United Kingdom		1.9%	6
Uruguay		0.0%	0
Uzbekistan		0.0%	0
Venezuela		0.0%	0
Vietnam		0.3%	1
West Bank		0.0%	0
Yemen		0.0%	0
Zambia		0.0%	0
Zimbabwe		0.0%	0
<b>answered question</b>			<b>318</b>
<b>skipped question</b>			<b>0</b>



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

		Response Percent	Response Count
less than 1 year		56.3%	179
1 – 2 years		26.7%	85
3 – 4 years		16.7%	53
5 years or more		0.3%	1
		<b>answered question</b>	<b>318</b>
		<b>skipped question</b>	<b>0</b>








## 8. How long have you been in the USA?

		Response Percent	Response Count
less than 1 year		37.4%	119
1 – 2 years		16.7%	53
3 – 4 years		34.9%	111
5 years or more		11.0%	35
		<b>answered question</b>	<b>318</b>
		<b>skipped question</b>	<b>0</b>







## 9. What is your current level of study?

		Response Percent	Response Count
Undergraduate		89.3%	284
Masters		0.0%	0
PhD		0.0%	0
Exchange Student		10.7%	34
<b>answered question</b>			<b>318</b>
<b>skipped question</b>			<b>0</b>



## 10. What best describes where you currently live?

		Response Percent	Response Count
On-Campus: Undergraduate Residence Hall		27.4%	87
UC Family Housing (University Village, Smythe-Fernwald Complex)		0.6%	2
Alternative Group Housing: International House		6.6%	21
<b>Off-Campus: Private Apartment or House</b>		<b>58.2%</b>	<b>185</b>
On-Campus: Undergraduate Upper Division Apartment Housing (Channing-Bodwidtch, Wada)		0.6%	2
Alternative Group Housing: Co- Ops, Fraternity, Sorority		5.7%	18
Jackson Graduate House or Manville Apartments		0.0%	0
Off-Campus: With a Host or Family Member		0.9%	3
		<b>answered question</b>	<b>318</b>
		<b>skipped question</b>	<b>0</b>



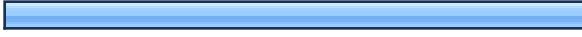


## 11. What are your future plans? (Please check all that apply)

		Response Percent	Response Count
to apply for advanced degree in the USA		53.5%	170
to return to my home country after completing studies		42.8%	136
to work temporarily in the USA for practical or academic training		38.1%	121
to work in the USA beyond practical or academic training		29.6%	94
to remain in California indefinitely		6.0%	19
to remain in the USA indefinitely		9.7%	31
		<b>answered question</b>	<b>318</b>
		<b>skipped question</b>	<b>0</b>








## 12. Were you admitted to UCB as a freshman or a transfer student?

		Response Percent	Response Count
Freshman		62.3%	177
Transfer		37.7%	107
		<b>answered question</b>	<b>284</b>
		<b>skipped question</b>	<b>34</b>

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

		Response Percent	Response Count
to learn more about US culture and people		4.4%	14
research opportunities		2.8%	9
<b>the academic quality of UCB</b>		<b>87.1%</b>	<b>277</b>
friend or family member attends or has attended UCB		2.8%	9
UCB was the first school that sent me an I-20/DS-2019		0.0%	0
the geographic location of UCB		2.8%	9
		<b>answered question</b>	<b>318</b>
		<b>skipped question</b>	<b>0</b>

### 14. What is your UCB College?

		Response Percent	Response Count
College of Chemistry		5.3%	17
College of Engineering		14.2%	45
College of Environmental Design		4.1%	13
<b>College of Letters and Science</b>		<b>67.6%</b>	<b>215</b>
College of Natural Resources		2.2%	7
School of Public Health		0.3%	1
Walter A. Haas School of Business		6.3%	20
		<b>answered question</b>	<b>318</b>
		<b>skipped question</b>	<b>0</b>



**15. 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.	<b>51.6%</b> <b>(164)</b>	28.6% (91)	9.7% (31)	7.2% (23)	2.8% (9)	1.72	318
finding on-campus employment opportunities.	<b>34.9%</b> <b>(111)</b>	31.8% (101)	13.5% (43)	11.6% (37)	8.2% (26)	2.02	318
finding satisfactory housing.	<b>40.6%</b> <b>(129)</b>	32.1% (102)	15.4% (49)	11.3% (36)	0.6% (2)	1.97	318
managing my personal finances.	<b>39.3%</b> <b>(125)</b>	37.1% (118)	12.9% (41)	10.4% (33)	0.3% (1)	1.94	318
understanding U.S. medical insurance and services.	33.3% (106)	<b>41.2%</b> <b>(131)</b>	16.4% (52)	8.2% (26)	0.9% (3)	1.99	318
keeping up with news or current events from home.	25.8% (82)	<b>37.7%</b> <b>(120)</b>	19.2% (61)	16.7% (53)	0.6% (2)	2.27	318
finding a community of faith in the U.S.	14.5% (46)	21.7% (69)	21.7% (69)	<b>29.6%</b> <b>(94)</b>	12.6% (40)	2.76	318
understanding my U.S. tax obligation.	31.8% (101)	<b>35.2%</b> <b>(112)</b>	17.9% (57)	11.0% (35)	4.1% (13)	2.09	318
obtaining a drivers license.	<b>28.0%</b> <b>(89)</b>	27.0% (86)	17.0% (54)	19.2% (61)	8.8% (28)	2.30	318
getting a credit card.	24.8% (79)	<b>25.8%</b> <b>(82)</b>	20.1% (64)	22.6% (72)	6.6% (21)	2.43	318
maintaining contact with my family at home.	<b>34.3%</b> <b>(109)</b>	24.5% (78)	18.2% (58)	21.4% (68)	1.6% (5)	2.27	318
the conflict between my personal goals and my family's goals for me.	17.6% (56)	21.1% (67)	23.0% (73)	<b>31.4%</b> <b>(100)</b>	6.9% (22)	2.73	318
securing a job in the US after graduation.	<b>50.3%</b> <b>(160)</b>	25.8% (82)	11.9% (38)	8.2% (26)	3.8% (12)	1.77	318
securing a job in my home country after graduation.	<b>36.2%</b> <b>(115)</b>	33.0% (105)	17.3% (55)	10.1% (32)	3.5% (11)	2.01	318
<b>answered question</b>							<b>318</b>

skipped question

0

**16. 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.	13.2% (42)	<b>33.0% (105)</b>	25.8% (82)	26.7% (85)	1.3% (4)	2.67	318
communicating so that I am understood.	<b>29.9% (95)</b>	27.7% (88)	14.8% (47)	24.8% (79)	2.8% (9)	2.36	318
understanding spoken American English.	25.5% (81)	23.3% (74)	16.7% (53)	<b>30.2% (96)</b>	4.4% (14)	2.54	318
coping with homesickness.	13.5% (43)	25.2% (80)	28.6% (91)	<b>29.2% (93)</b>	3.5% (11)	2.76	318
making friends with Americans.	28.6% (91)	<b>31.8% (101)</b>	18.9% (60)	19.2% (61)	1.6% (5)	2.29	318
learning how to understand and respond to Americans of the opposite sex.	19.2% (61)	<b>32.1% (102)</b>	23.3% (74)	23.9% (76)	1.6% (5)	2.53	318
learning how to understand and respond to American behavior	27.4% (87)	<b>32.1% (102)</b>	19.5% (62)	19.5% (62)	1.6% (5)	2.32	318
being discriminated against by Americans.	15.7% (50)	26.7% (85)	25.8% (82)	<b>29.6% (94)</b>	2.2% (7)	2.71	318
understanding American values (independence, privacy, etc.).	21.4% (68)	<b>37.1% (118)</b>	18.9% (60)	21.4% (68)	1.3% (4)	2.41	318
finding a good balance between school work and free time.	<b>42.1% (134)</b>	33.3% (106)	13.8% (44)	10.4% (33)	0.3% (1)	1.92	318
<b>answered question</b>							<b>318</b>
<b>skipped question</b>							<b>0</b>

**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.	7.9% (25)	25.8% (82)	24.8% (79)	<b>40.9% (130)</b>	0.6% (2)	2.99	318
keep up with my reading assignments.	<b>29.6% (94)</b>	27.7% (88)	19.5% (62)	22.3% (71)	0.9% (3)	2.35	318
keep up with my writing assignments.	22.0% (70)	<b>29.2% (93)</b>	22.0% (70)	24.5% (78)	2.2% (7)	2.50	318
participate in academic discussions.	25.2% (80)	<b>29.6% (94)</b>	21.1% (67)	23.9% (76)	0.3% (1)	2.44	318
engage in group work with my classmates.	17.9% (57)	27.0% (86)	25.2% (80)	<b>29.2% (93)</b>	0.6% (2)	2.66	318
participate in study groups.	15.7% (50)	26.7% (85)	27.0% (86)	<b>27.4% (87)</b>	3.1% (10)	2.68	318
access academic support services (proof-reading, editing).	12.9% (41)	<b>31.1% (99)</b>	25.8% (82)	25.5% (81)	4.7% (15)	2.67	318
relate to American students in my classes.	16.4% (52)	<b>34.3% (109)</b>	20.8% (66)	27.7% (88)	0.9% (3)	2.60	318
relate to other international students in my classes.	6.3% (20)	26.7% (85)	28.6% (91)	<b>37.4% (119)</b>	0.9% (3)	2.98	318
understand academic rules and regulations.	7.5% (24)	18.6% (59)	27.4% (87)	<b>44.7% (142)</b>	1.9% (6)	3.11	318
understand degree requirements.	8.5% (27)	20.1% (64)	27.7% (88)	<b>40.6% (129)</b>	3.1% (10)	3.04	318
seek the information I need across the university.	12.6% (40)	27.4% (87)	28.3% (90)	<b>30.2% (96)</b>	1.6% (5)	2.77	318
<b>answered question</b>							<b>318</b>
<b>skipped question</b>							<b>0</b>

**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.	17.0% (54)	27.0% (86)	<b>28.6% (91)</b>	26.4% (84)	0.9% (3)	2.65	318
relate to my professors.	22.0% (70)	<b>28.0% (89)</b>	24.5% (78)	24.8% (79)	0.6% (2)	2.53	318
seek help from my graduate student instructors (GSI).	8.5% (27)	18.9% (60)	<b>35.2% (112)</b>	<b>35.2% (112)</b>	2.2% (7)	2.99	318
relate to my graduate student instructors (GSI).	10.4% (33)	21.7% (69)	<b>35.2% (112)</b>	30.8% (98)	1.9% (6)	2.88	318
deal with faculty who are insensitive to my needs as an international student.	17.6% (56)	<b>28.0% (89)</b>	26.1% (83)	23.6% (75)	4.7% (15)	2.58	318
deal with staff who are insensitive to my needs as an international student.	16.0% (51)	26.7% (85)	<b>27.7% (88)</b>	24.8% (79)	4.7% (15)	2.64	318
access one-on-one academic advising services that meet my needs in my College.	16.0% (51)	21.7% (69)	<b>30.5% (97)</b>	25.8% (82)	6.0% (19)	2.70	318
access one-on-one academic advising services that meet my needs in my Department.	16.0% (51)	22.3% (71)	<b>28.6% (91)</b>	26.7% (85)	6.3% (20)	2.70	318
<b>answered question</b>							<b>318</b>
<b>skipped question</b>							<b>0</b>

## 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	23.3% (74)	<b>34.0% (108)</b>	23.0% (73)	19.2% (61)	0.6% (2)	2.38	318
I feel safe in my home	<b>55.7% (177)</b>	32.7% (104)	8.5% (27)	3.1% (10)	0.0% (0)	1.59	318
I feel safe in my neighborhood	<b>35.2% (112)</b>	<b>35.2% (112)</b>	21.4% (68)	8.2% (26)	0.0% (0)	2.03	318
I walk alone at night in Berkeley	<b>33.6% (107)</b>	25.2% (80)	17.3% (55)	22.3% (71)	1.6% (5)	2.29	318
I use safety resource services such as BearWalk and NightRides	17.3% (55)	21.4% (68)	19.5% (62)	<b>32.4% (103)</b>	9.4% (30)	2.74	318
I know how to contact emergency services for help	29.9% (95)	<b>36.8% (117)</b>	19.5% (62)	13.2% (42)	0.6% (2)	2.16	318
I feel safe leaving my belongings unattended on campus	5.3% (17)	15.4% (49)	25.5% (81)	<b>52.2% (166)</b>	1.6% (5)	3.27	318
<b>answered question</b>							<b>318</b>
<b>skipped question</b>							<b>0</b>

## 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	2.8% (9)	23.0% (73)	30.2% (96)	<b>44.0% (140)</b>	3.15	318
Football, basketball or other athletic events	11.0% (35)	28.3% (90)	29.2% (93)	<b>31.4% (100)</b>	2.81	318
ASUC sponsored events	6.0% (19)	31.1% (99)	<b>34.3% (109)</b>	28.6% (91)	2.86	318
Nationality based student organizations	11.6% (37)	25.2% (80)	22.6% (72)	<b>40.6% (129)</b>	2.92	318
Resident Hall programs	6.3% (20)	25.8% (82)	30.8% (98)	<b>37.1% (118)</b>	2.99	318
Registered Student Organizations	23.9% (76)	23.0% (73)	22.3% (71)	<b>30.8% (98)</b>	2.60	318
Volunteer activities	14.5% (46)	22.3% (71)	<b>32.1% (102)</b>	31.1% (99)	2.80	318
International House Events	6.6% (21)	23.9% (76)	<b>35.8% (114)</b>	33.6% (107)	2.97	318
Academic department programs	8.5% (27)	<b>36.8% (117)</b>	30.2% (96)	24.5% (78)	2.71	318
Greek Life (Social fraternity/sorority)	5.7% (18)	13.8% (44)	19.5% (62)	<b>61.0% (194)</b>	3.36	318
Zellerbach Performing Arts Center	6.9% (22)	24.5% (78)	26.7% (85)	<b>41.8% (133)</b>	3.03	318
<b>answered question</b>						<b>318</b>
<b>skipped question</b>						<b>0</b>

**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	6.9% (22)	<b>41.2%</b> <b>(131)</b>	27.0% (86)	6.6% (21)	18.2% (58)	2.41	318
Career Center	9.7% (31)	<b>32.4%</b> <b>(103)</b>	21.1% (67)	4.7% (15)	32.1% (102)	2.31	318
Counseling & Psychological Services	5.3% (17)	18.6% (59)	16.7% (53)	1.9% (6)	<b>57.5%</b> <b>(183)</b>	2.36	318
Payroll/Glacier	2.8% (9)	22.3% (71)	21.4% (68)	9.4% (30)	<b>44.0%</b> <b>(140)</b>	2.67	318
Tang Center (University Health Services)	10.1% (32)	<b>28.0%</b> <b>(89)</b>	24.8% (79)	11.3% (36)	25.8% (82)	2.50	318
University Housing (Residential Services)	6.3% (20)	<b>29.6%</b> <b>(94)</b>	25.8% (82)	9.1% (29)	29.2% (93)	2.53	318
ASUC	4.4% (14)	26.7% (85)	27.0% (86)	7.9% (25)	<b>34.0%</b> <b>(108)</b>	2.58	318
Transfer Center	5.3% (17)	10.4% (33)	12.9% (41)	2.5% (8)	<b>68.9%</b> <b>(219)</b>	2.40	318
Student Learning Center (SLC)	15.1% (48)	25.2% (80)	16.7% (53)	4.4% (14)	<b>38.7%</b> <b>(123)</b>	2.17	318
CalSO/New Student Services	9.1% (29)	25.2% (80)	18.2% (58)	5.0% (16)	<b>42.5%</b> <b>(135)</b>	2.33	318
Office of Financial Aid (Sproul Hall)	2.8% (9)	11.9% (38)	13.2% (42)	11.3% (36)	<b>60.7%</b> <b>(193)</b>	2.84	318
<b>answered question</b>							<b>318</b>
<b>skipped question</b>							<b>0</b>

## 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	13.8% (44)	<b>35.8% (114)</b>	22.0% (70)	4.1% (13)	24.2% (77)	2.22	318
Career Center	13.2% (42)	30.8% (98)	17.3% (55)	3.8% (12)	<b>34.9% (111)</b>	2.18	318
Counseling & Psychological Services	8.2% (26)	18.2% (58)	10.4% (33)	2.2% (7)	<b>61.0% (194)</b>	2.17	318
Payroll/Glacier	11.3% (36)	22.6% (72)	12.9% (41)	5.3% (17)	<b>47.8% (152)</b>	2.23	318
Tang Center (University Health Services)	16.0% (51)	<b>31.1% (99)</b>	17.9% (57)	5.7% (18)	29.2% (93)	2.19	318
University Housing (Residential Services)	10.4% (33)	33.3% (106)	15.7% (50)	6.6% (21)	<b>34.0% (108)</b>	2.28	318
ASUC	7.9% (25)	29.2% (93)	16.4% (52)	5.3% (17)	<b>41.2% (131)</b>	2.33	318
Transfer Center	6.6% (21)	13.5% (43)	8.5% (27)	2.2% (7)	<b>69.2% (220)</b>	2.20	318
Student Learning Center (SLC)	15.1% (48)	28.3% (90)	11.0% (35)	3.8% (12)	<b>41.8% (133)</b>	2.06	318
CalSO/New Student Services	9.7% (31)	27.4% (87)	13.5% (43)	6.6% (21)	<b>42.8% (136)</b>	2.30	318
Office of Financial Aid (Sproul Hall)	4.7% (15)	15.4% (49)	11.3% (36)	9.4% (30)	<b>59.1% (188)</b>	2.62	318
<b>answered question</b>							<b>318</b>
<b>skipped question</b>							<b>0</b>







### 23. Do you have SHIP health insurance for yourself?

		Response Percent	Response Count
Yes		93.4%	297
No		6.6%	21
answered question			318
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		57.1%	12
I would get health care even without insurance		0.0%	0
I have my own health insurance with better coverage		57.1%	12
I am not satisfied with the coverage offered		9.5%	2
Health insurance is a waste of money		4.8%	1
answered question			21
skipped question			297



## 25. How often have you used SHIP?

		Response Percent	Response Count
Never		40.1%	119
1-3 times		46.1%	137
4-7 times		8.4%	25
8+ times		5.4%	16
answered question			297
skipped question			21





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

		Response Percent	Response Count
Yes		56.2%	167
No		43.8%	130
answered question			297
skipped question			21






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

		Response Percent	Response Count
Yes		79.8%	237
No		20.2%	60
answered question			297
skipped question			21



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

		Response Percent	Response Count
Never		24.2%	77
<b>1-5 times</b>		<b>57.5%</b>	<b>183</b>
6-10 times		10.1%	32
More than 10 times		8.2%	26
<b>answered question</b>			<b>318</b>
<b>skipped question</b>			<b>0</b>





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

		Response Percent	Response Count
<b>I didn't think about it</b>		<b>74.0%</b>	<b>57</b>
I prefer to get information from BIO in person		6.5%	5
I didn't know how to find the BIO website		11.7%	9
It was quicker to come to BIO in person		5.2%	4
My friends are my advisors		2.6%	2
Other (please specify)			2
<b>answered question</b>			<b>77</b>
<b>skipped question</b>			<b>241</b>



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

		Response Percent	Response Count
Yes		75.1%	181
No		24.9%	60
answered question			241
skipped question			77

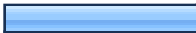


### 31. Was the information you found on the BIO website helpful?

		Response Percent	Response Count
Always		20.3%	49
<b>Sometimes</b>		<b>71.4%</b>	<b>172</b>
Rarely		7.9%	19
Never		0.4%	1
answered question			241
skipped question			77





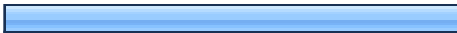

### 32. Do you read Friday News?

		Response Percent	Response Count
Yes		69.2%	220
No		30.8%	98
answered question			318
skipped question			0



### 33. What is your preferred format of Friday News?

		Response Percent	Response Count
Colorful PDF attachment to email		28.6%	63
<b>Plain text email</b>		<b>45.9%</b>	<b>101</b>
Web based newsletter that I find by clicking on a link via email		25.5%	56
		<b>answered question</b>	<b>220</b>
		<b>skipped question</b>	<b>98</b>



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

		Response Percent	Response Count
Immigration and visa status updates		76.8%	169
<b>Campus Events</b>		<b>80.9%</b>	<b>178</b>
Community Events		65.0%	143
BIO Workshops		73.6%	162
Workshops sponsored by other campus departments		69.5%	153
Personal, Academic and Cultural Adjustment Tips		70.9%	156
		<b>answered question</b>	<b>220</b>
		<b>skipped question</b>	<b>98</b>



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

		Response Percent	Response Count
Yes		75.2%	239
No		24.8%	79
answered question			318
skipped question			0

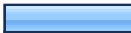


### 36. Do you read emails from a BIO staff member?

		Response Percent	Response Count
Yes		57.0%	45
No		43.0%	34
answered question			79
skipped question			239

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

		Response Percent	Response Count
Yes		89.4%	254
No		10.6%	30
answered question			284
skipped question			34

**38. Please comment on the frequency of event reminder emails.**

		Response Percent	Response Count
Too frequent		19.0%	54
<b>Just right</b>		<b>77.8%</b>	<b>221</b>
Not enough		3.2%	9
<b>answered question</b>			<b>284</b>
<b>skipped question</b>			<b>34</b>

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

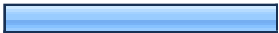



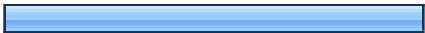




	Response Count
	318
<b>answered question</b>	<b>318</b>
<b>skipped question</b>	<b>0</b>

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

	<b>1 (Most preferred)</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6 (Least preferred)</b>	<b>Rating Average</b>	<b>Response Count</b>
Phone	8.5% (27)	22.0% (70)	<b>35.8% (114)</b>	11.3% (36)	11.6% (37)	10.7% (34)	1.00	318
Email	<b>54.1% (172)</b>	27.4% (87)	13.2% (42)	3.8% (12)	0.9% (3)	0.6% (2)	1.00	318
In-person	30.8% (98)	<b>35.5% (113)</b>	17.9% (57)	6.0% (19)	4.1% (13)	5.7% (18)	1.00	318
Facebook	1.6% (5)	8.2% (26)	13.2% (42)	<b>33.6% (107)</b>	19.8% (63)	23.6% (75)	1.00	318
On-Line Chat	3.5% (11)	5.7% (18)	15.4% (49)	32.1% (102)	<b>35.2% (112)</b>	8.2% (26)	1.00	318
Skype video call	1.6% (5)	1.3% (4)	4.4% (14)	13.2% (42)	28.3% (90)	<b>51.3% (163)</b>	1.00	318
<b>answered question</b>								<b>318</b>
<b>skipped question</b>								<b>0</b>



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

		Response Percent	Response Count
Academic matters		40.9%	130
Employment Matters		31.4%	100
Financial Aid		21.4%	68
Personal/ Family matters		4.4%	14
<b>Letters, documents and signatures</b>		<b>62.9%</b>	<b>200</b>
BIO program and workshop information		21.4%	68
Tax matters		20.4%	65
Immigration and visa questions		51.9%	165
Payroll		9.7%	31
<b>answered question</b>			<b>318</b>
<b>skipped question</b>			<b>0</b>

#### 42. 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	<b>39.6% (126)</b>	30.5% (97)	12.6% (40)	7.9% (25)	9.4% (30)	1.88	318
I view BIO as an advocate for international students	33.3% (106)	<b>38.1% (121)</b>	13.2% (42)	3.5% (11)	11.9% (38)	1.85	318
BIO staff is interested in my needs as an international student	<b>38.1% (121)</b>	<b>38.1% (121)</b>	9.7% (31)	1.6% (5)	12.6% (40)	1.71	318
<b>answered question</b>							<b>318</b>
<b>skipped question</b>							<b>0</b>

### 43. 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	<b>45.3% (144)</b>	30.8% (98)	5.7% (18)	0.9% (3)	17.3% (55)	1.54	318
Staff at the front desk are knowledgeable	<b>37.4% (119)</b>	31.8% (101)	8.8% (28)	2.5% (8)	19.5% (62)	1.71	318
Staff at the front desk are friendly	<b>49.7% (158)</b>	27.0% (86)	5.0% (16)	1.3% (4)	17.0% (54)	1.49	318
Staff at the front desk are respectful	<b>49.4% (157)</b>	28.0% (89)	4.7% (15)	0.9% (3)	17.0% (54)	1.48	318
<b>answered question</b>							<b>318</b>
<b>skipped question</b>							<b>0</b>

#### 44. 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	<b>41.5% (132)</b>	30.2% (96)	5.0% (16)	0.3% (1)	23.0% (73)	1.53	318
Advisors are helpful	<b>46.9% (149)</b>	24.8% (79)	6.3% (20)	0.6% (2)	21.4% (68)	1.50	318
Advisors provide useful information	<b>43.7% (139)</b>	28.0% (89)	6.3% (20)	0.3% (1)	21.7% (69)	1.53	318
Advisors are courteous	<b>47.2% (150)</b>	25.5% (81)	4.7% (15)	1.3% (4)	21.4% (68)	1.49	318
Advisors are knowledgeable	<b>44.7% (142)</b>	27.4% (87)	5.7% (18)	0.9% (3)	21.4% (68)	1.53	318
Time provided to discuss my concerns is adequate	<b>38.4% (122)</b>	28.3% (90)	8.8% (28)	0.9% (3)	23.6% (75)	1.64	318
I find BIO advising staff to be accessible to me	<b>39.6% (126)</b>	30.2% (96)	6.9% (22)	1.6% (5)	21.7% (69)	1.62	318
Advising staff is sensitive to my needs as an international student	<b>39.3% (125)</b>	30.8% (98)	5.3% (17)	1.9% (6)	22.6% (72)	1.61	318
I view BIO advisors as advocates for international students	<b>36.5% (116)</b>	31.4% (100)	6.0% (19)	2.8% (9)	23.3% (74)	1.68	318
<b>answered question</b>							<b>318</b>
<b>skipped question</b>							<b>0</b>

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

See next page for a summary of all responses.

**Response Count**

55

**answered question**

**55**

**skipped question**

**263**

## **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.