

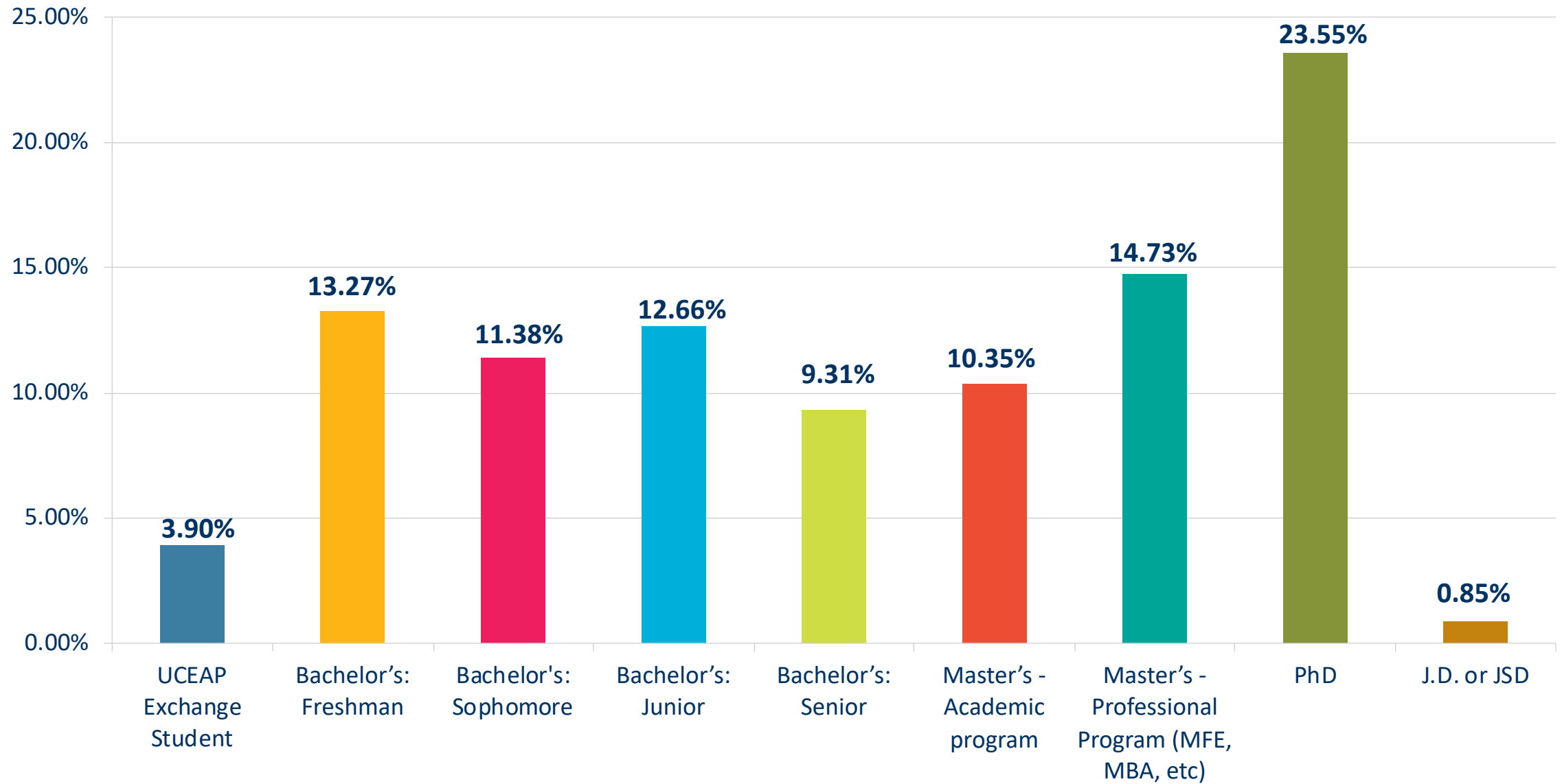
COVID-19 Berkeley International Office Student Survey

April 2020

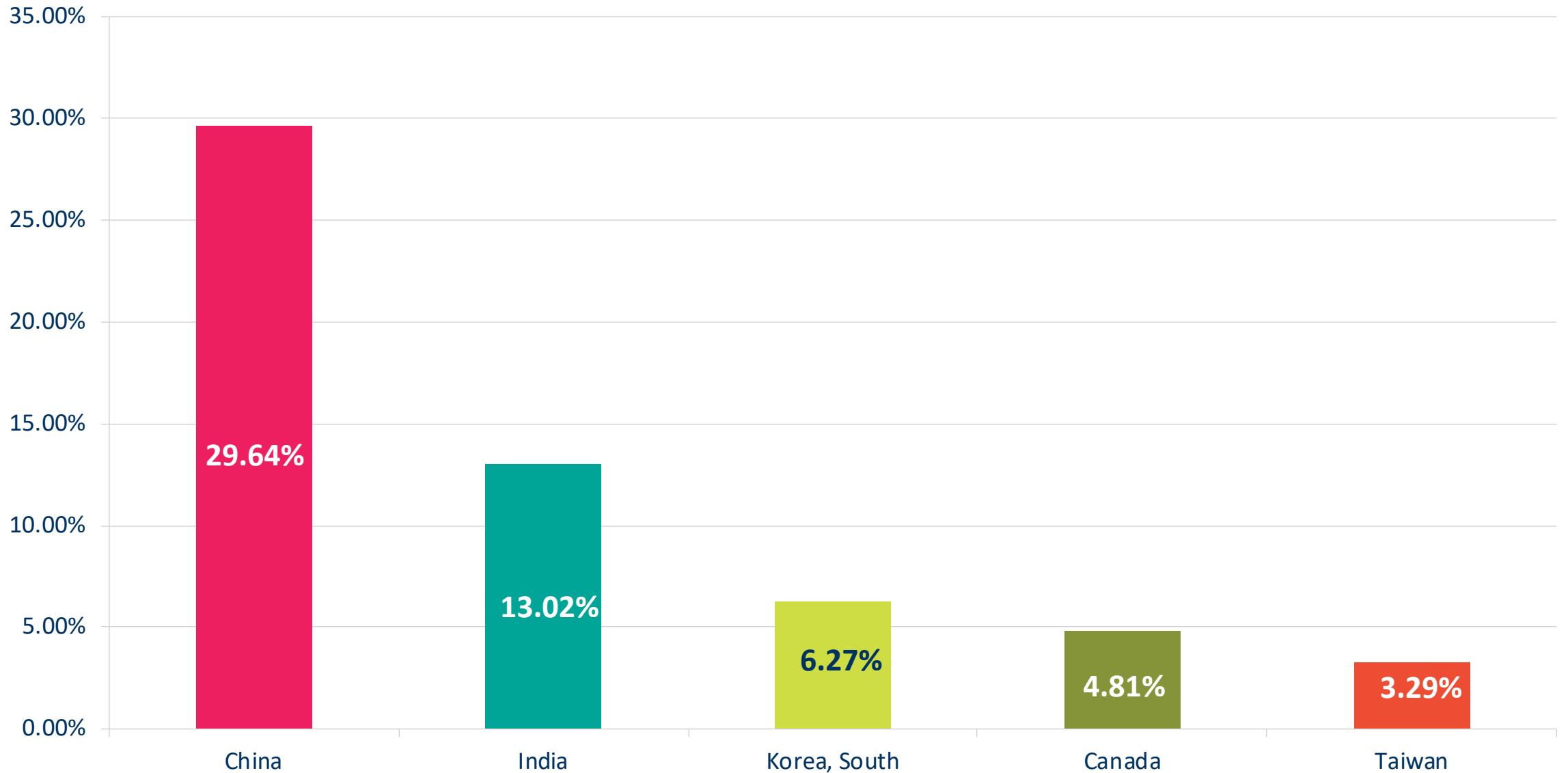
Survey Details

- A brief questionnaire was sent to all 6,528 UCB Spring 2020 enrolled international students on Thursday, April 9
- Most importantly we wanted to learn where the students are presently located, how they were feeling, what were their future plans, and what information they wanted to share with us
- A total of 1,643 responses including 387 comments have been received resulting in an approximately 25% response rate

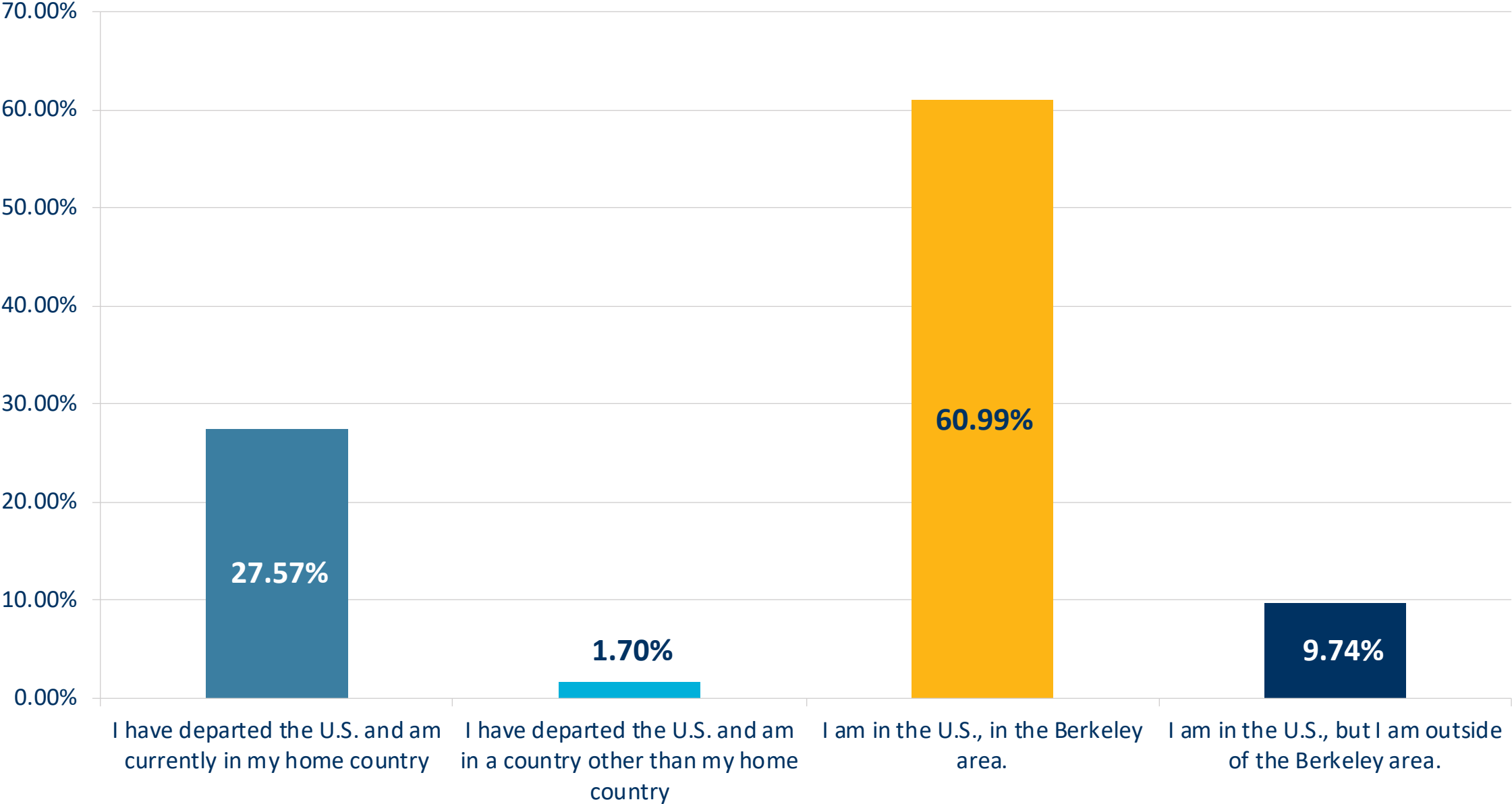
What is your current level of study?



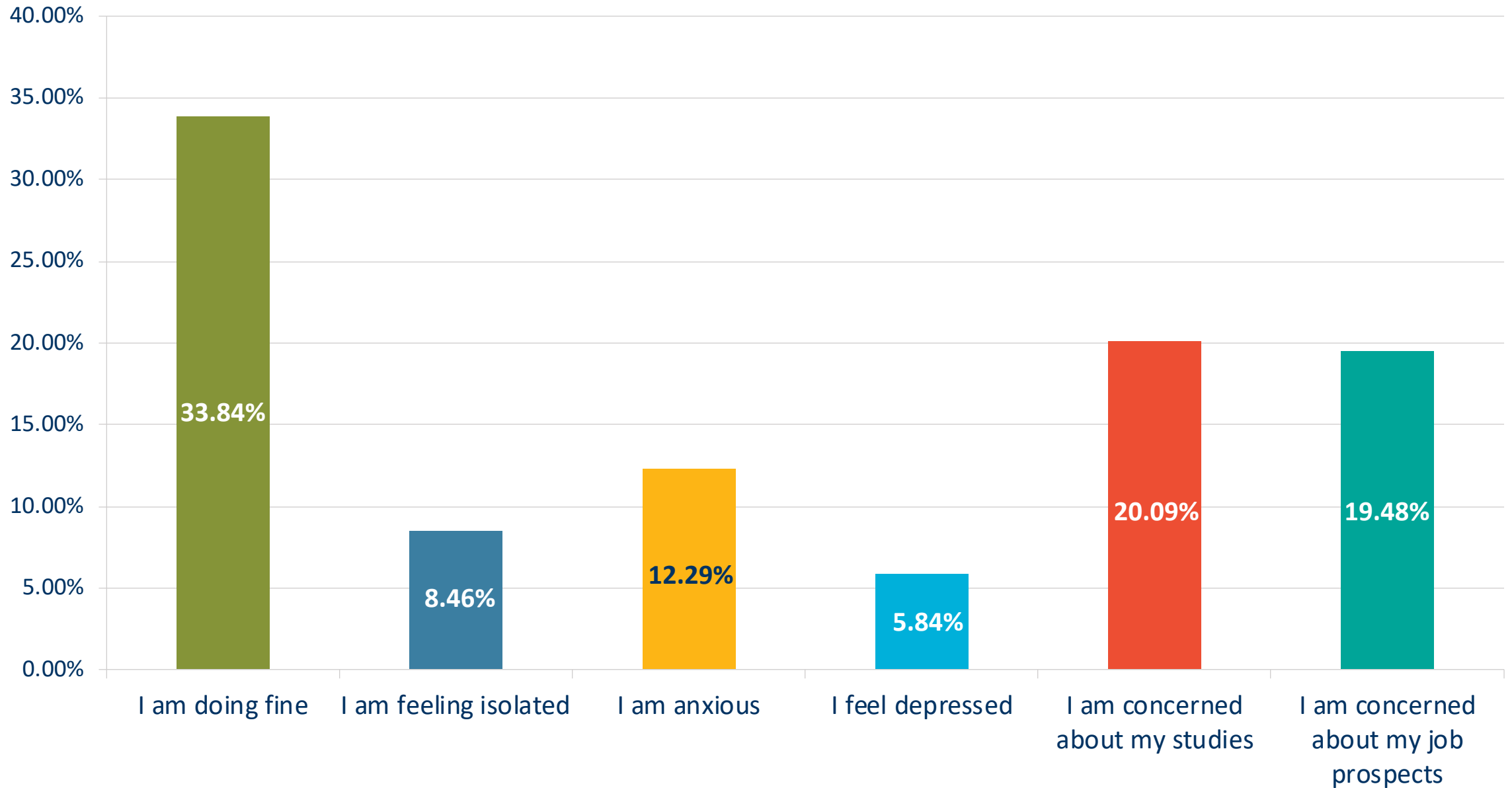
What is your country of legal permanent residence? (Top 5 countries)



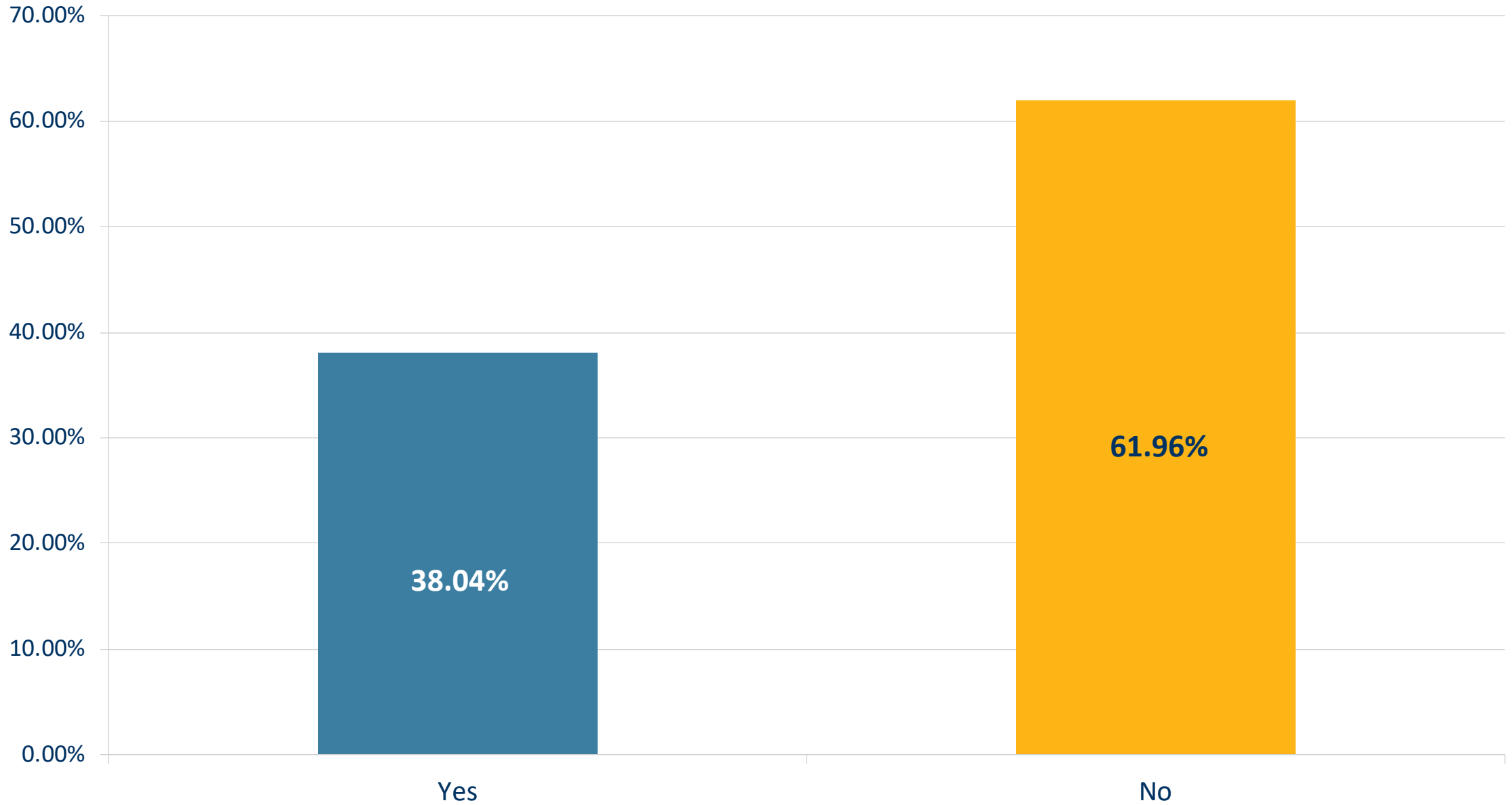
Please provide information about your current location:



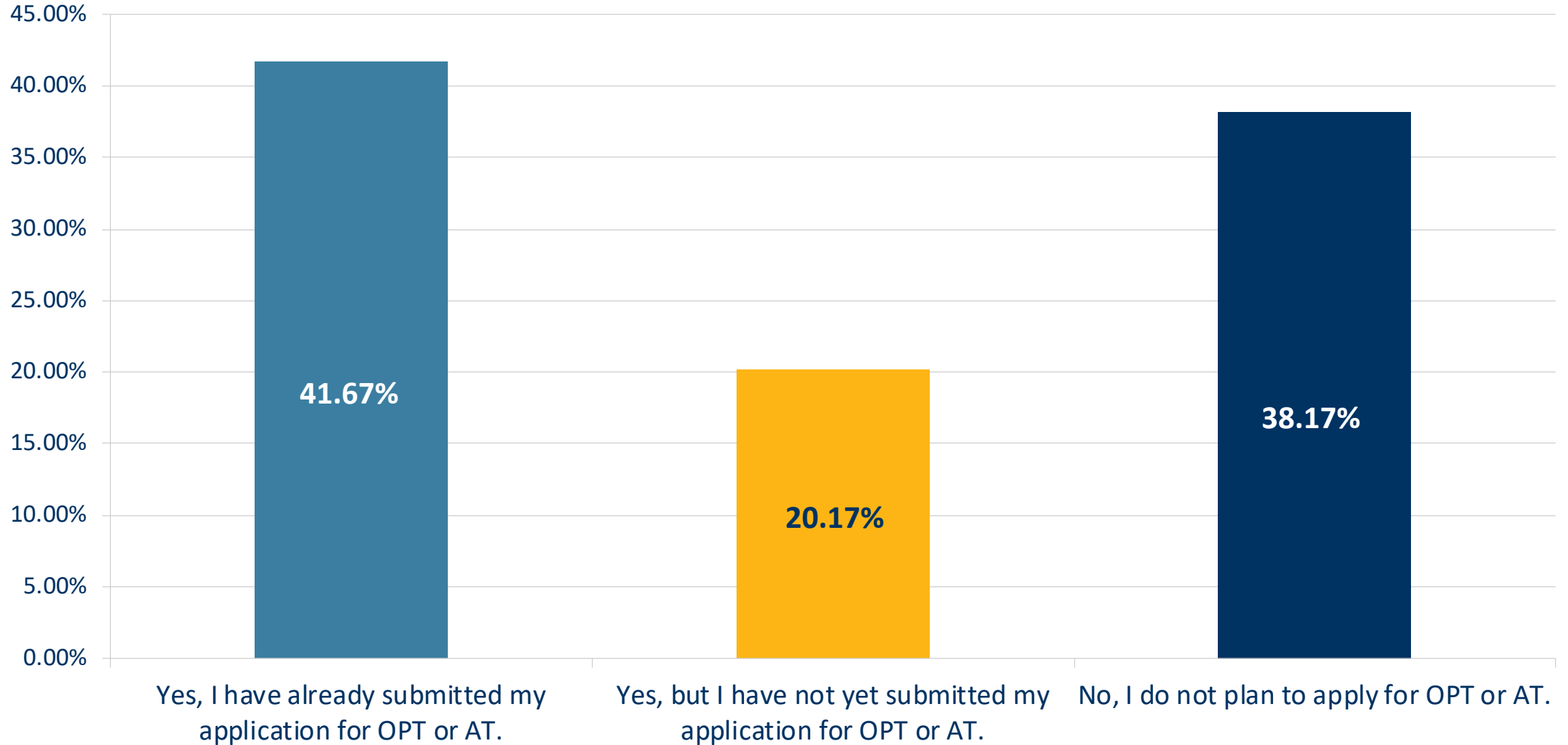
Please describe your general feeling of well being (Choose one) :



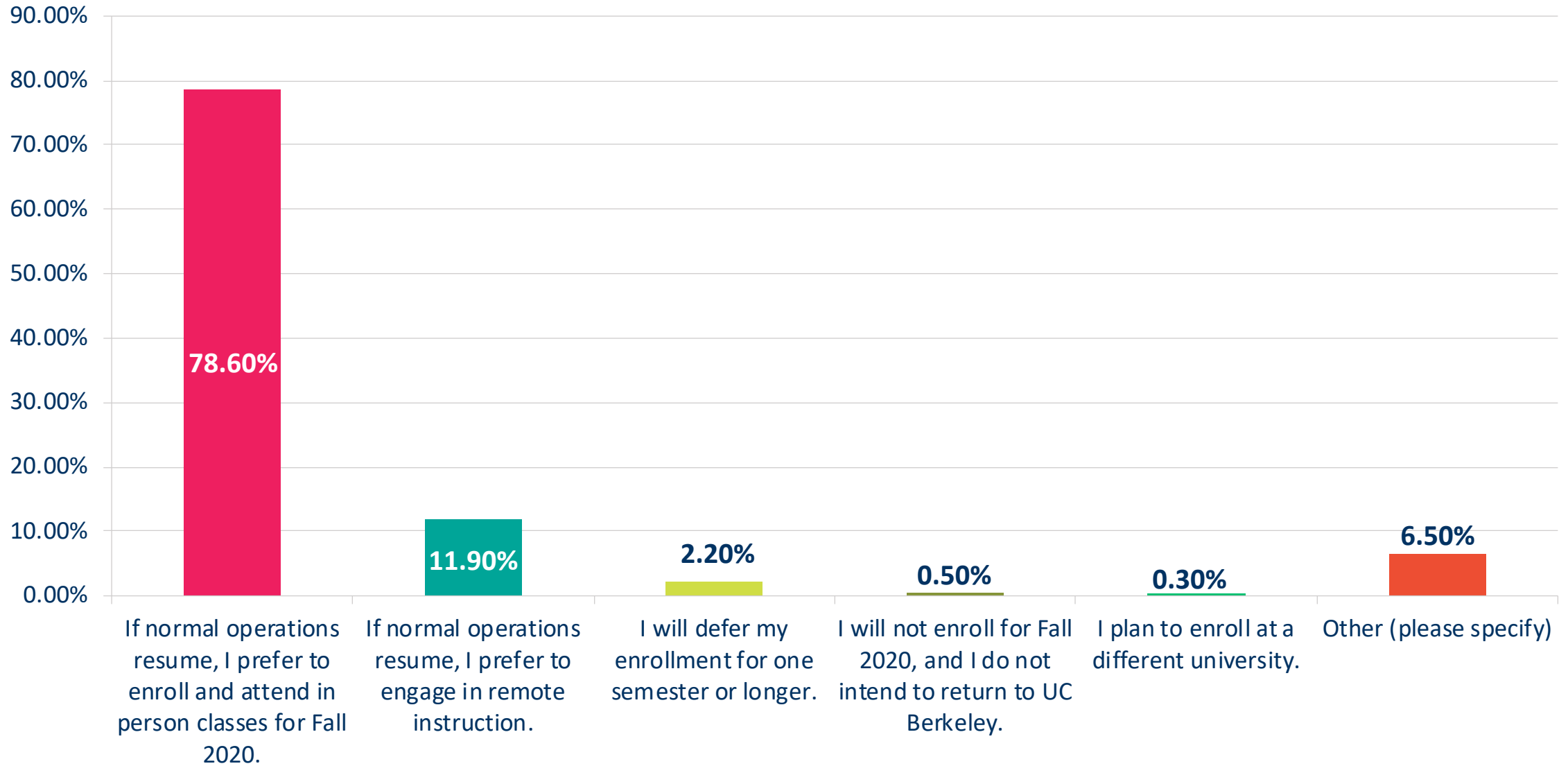
Are you planning to complete your program in Spring 2020?



You indicated that you are graduating in Spring 2020. Do you plan to apply for post-completion employment: F-1 Optional Practical Training (OPT) or J-1 Academic Training (AT)?



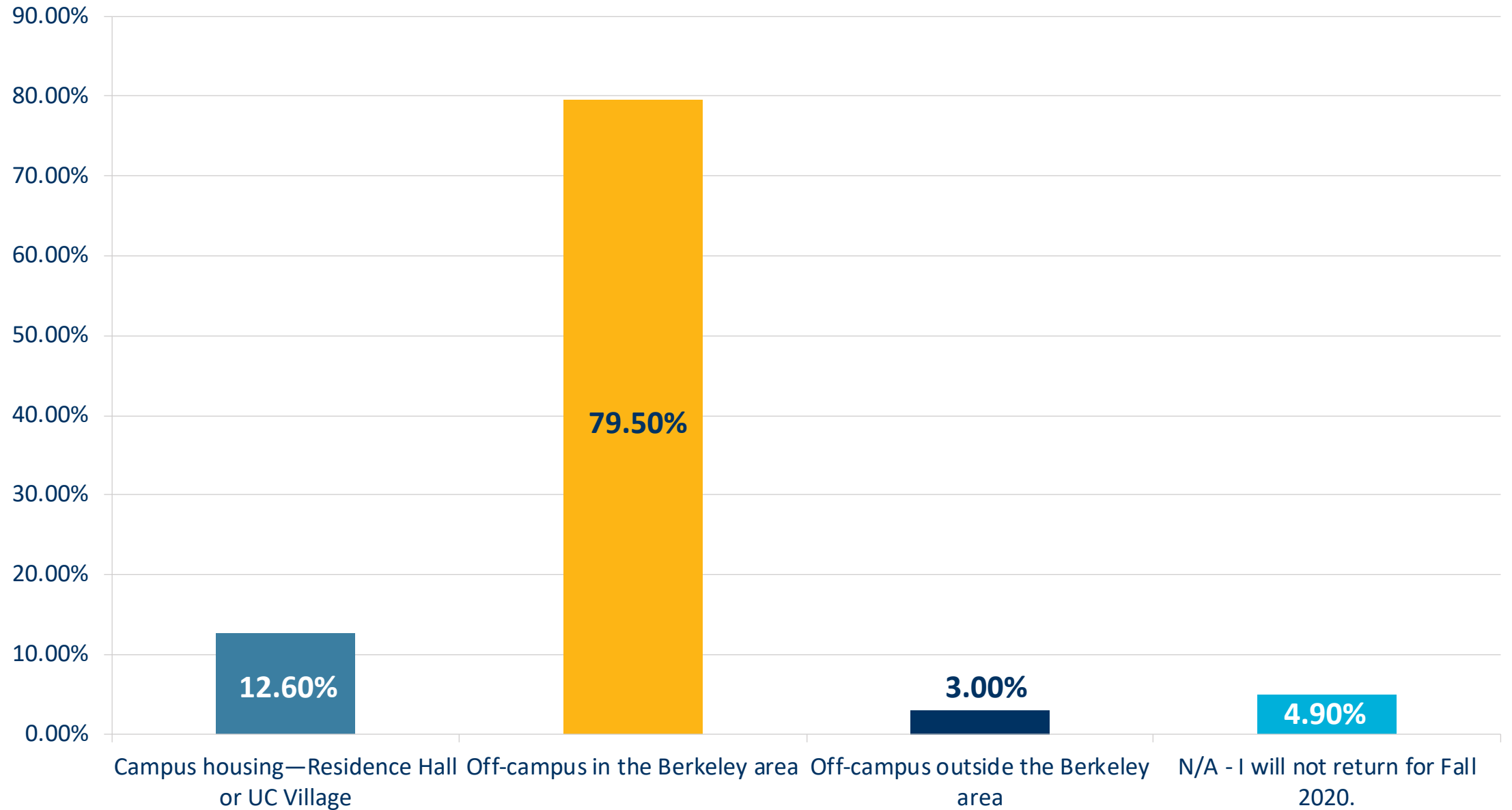
You indicated that you are NOT graduating in Spring 2020. What are your plans for Fall 2020? (Choose the response that most closely matches your future plans):



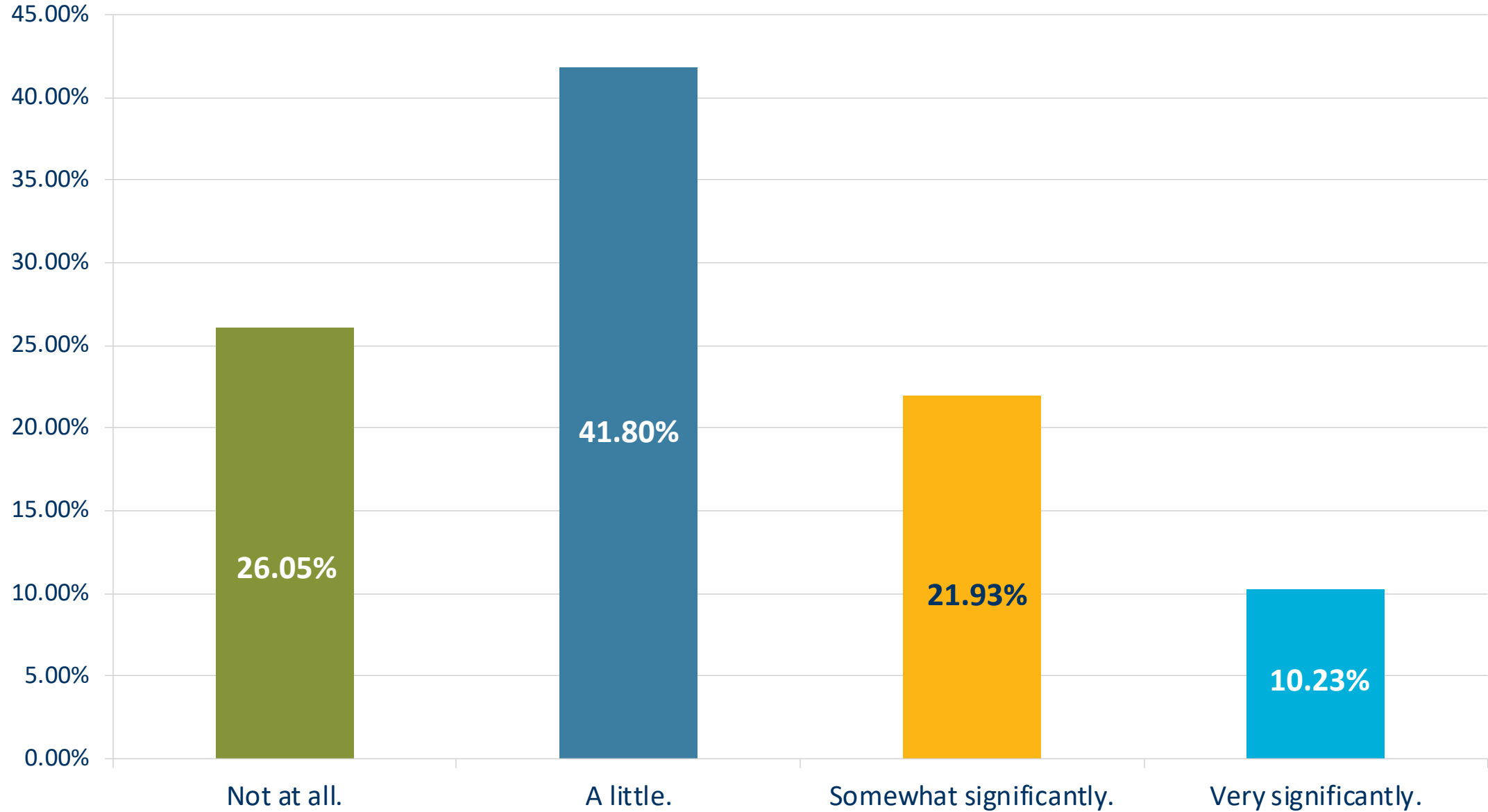
Other

1. Most of the responses were from students indicating that they were graduating in the summer
2. Some students indicated that they were waiting to see what decision is going to be made for the Fall before deciding
3. Some responses came from graduate students who have advanced to candidacy and will focus on their research either in Berkeley or in absentia
4. A few students expressed a desire to participate in UCEAP
5. A few students indicated that they will enroll either way – i.e. remotely or if in person classes were offered

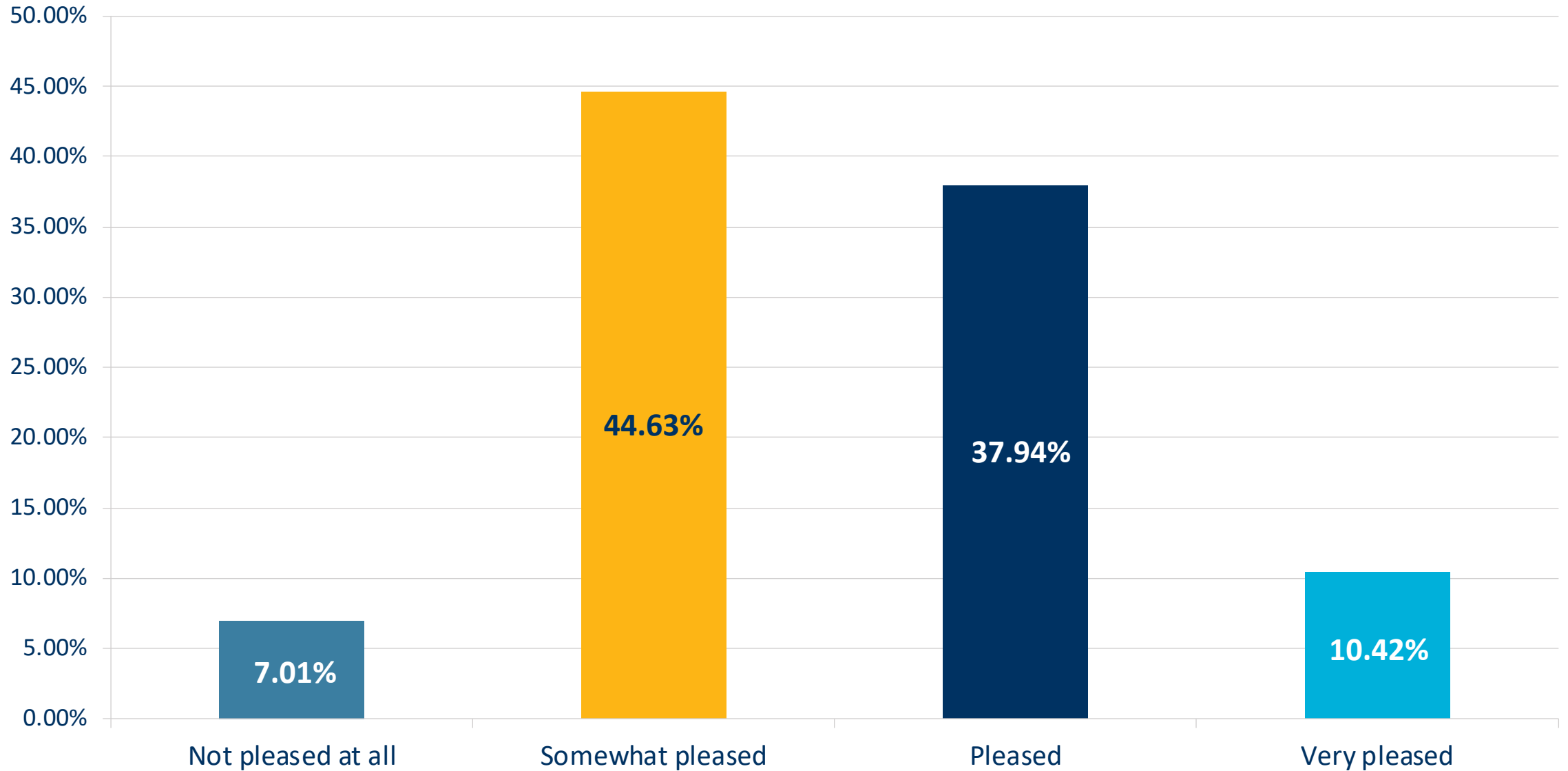
If you will return for Fall 2020, where do you plan to live?



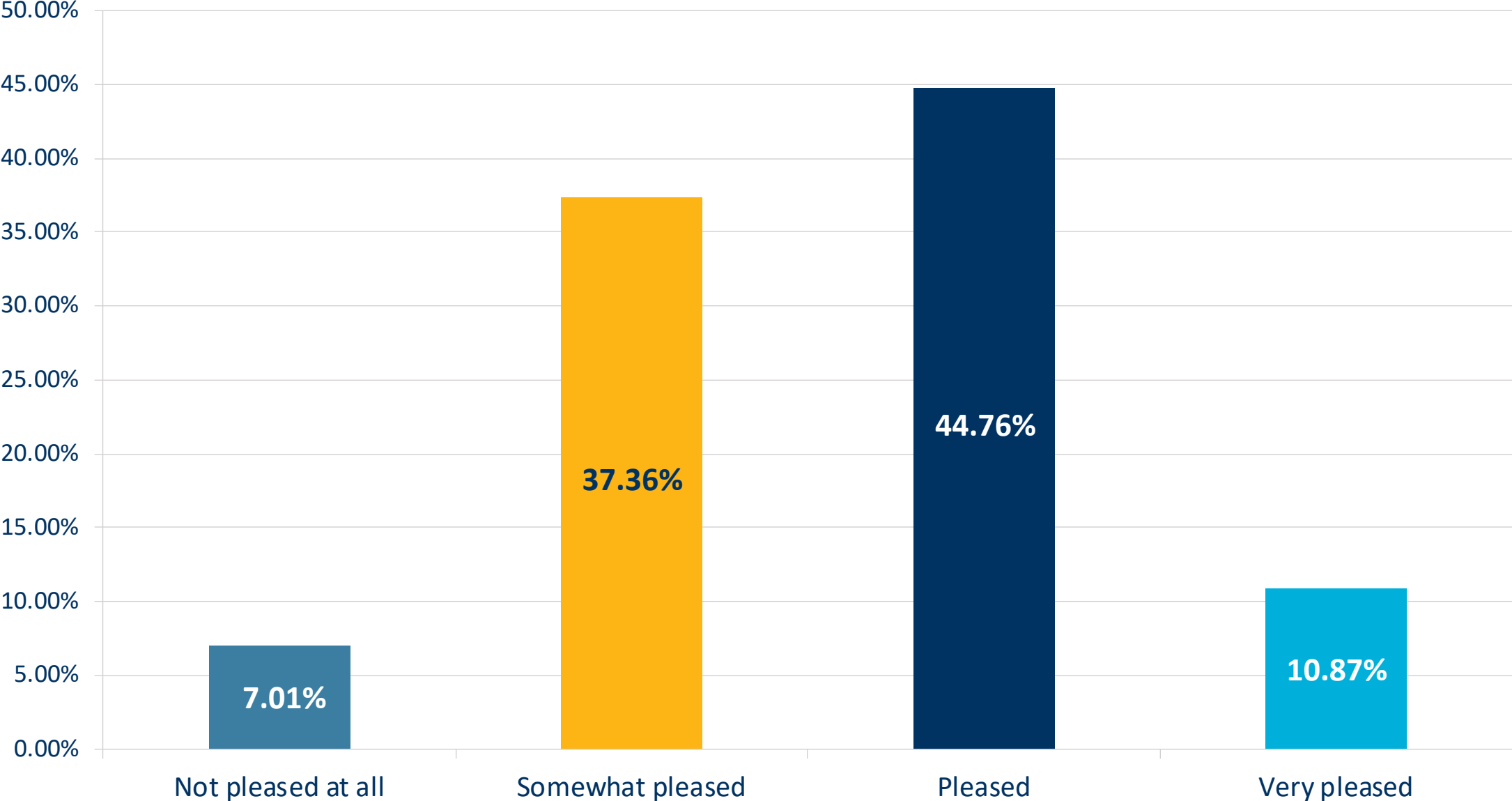
The COVID-19 pandemic has impacted my family income:



Overall how pleased are you with the university's response to the COVID-19 pandemic?



Overall how pleased are you with BIO services since the start of the COVID-19 pandemic?



Top Student Comments

There were numerous comments that respondents provided. The tone of some comments appear to reflect the anxiety they were facing as expressed in question #4. The following is a list of the more common comments or questions that were posed:

Subject	Summary	Total comments on subject
Visa Status	Comments focused on students' concerns about maintaining their status after completing their program of study in May and not being able to leave. Some expressed concerns about their inability to return to the US if they returned to their home country to extend their visa while others wondered if they could return after 5 months of absence and not have to apply for a new visa.	60

Subject	Summary	Total comments on subject
Tuition and Fees	Comments centered around the idea that remote instruction did not rise to the same quality of instruction as in-person classes and therefore tuition should be returned or reduced. They also added that if remote instruction were to continue to be offered in the Fall that the tuition rate should be lowered. Other comments focused on students' inability to access certain services so they should be provided with a refund of fees.	32
Optional Practical Training/Employment	Students expressed a range of concerns including that they will not be able to find a job within 90 days of the start date of the OPT and that was going to jeopardize their visa status, to their inability to find jobs.	34

Subject	Summary	Total comments on subject
Financial Concerns	In various ways students expressed concerns about the financial challenges they were facing. They expressed concerns about their inability to sustain themselves during this period for basic needs to their concerns about having to pay for rent and future tuition. Some graduate students commented about their desire for an extension of NRST if they needed to extend their program of study. Among these respondents were a few individuals who identified themselves as parents and described their unique challenges.	30

Subject	Summary	Total comments on subject
Fall Decisions	Several students implored university leaders to make decisions about fall instruction as soon as possible so that they could plan accordingly. Some students indicated that if Fall instruction continued to be conducted remotely that they would defer for a semester because the quality was not the same while others preferred that approach because of concerns about spreading COVID-19. One person stated, “many fresh admits are actually reconsidering accepting their offers because of Berkeley’s lack of clarity on what Fall will look like.”	20

Subject	Summary	Total comments on subject
Online Instruction/Grading	Students expressed concerns ranging from the quality of instruction to the lack of consideration by some faculty around time differences and work loads given the other adjustments they had to make in their lives as a result of the impact of COVID-19, and their desire for faculty to be more flexible around grading methods.	20
Thank you	We received some comments from students expressing appreciation for the work we are doing under difficult circumstances. Some students expressed appreciation for the survey itself as they felt that it was a way for them to communicate with us.	19

Subject	Summary	Total comments on subject
Travel Signatures on Visa Documents	<p>Some students expressed frustration that they could not obtain a travel signature on their visa document as they were planning to leave the country as soon as possible. Their general expectation was that BIO should have remained open as this was an essential service.</p>	<p>15</p>
Housing	<p>Students pleaded with the university to consider their housing challenges. Some expressed their desire to remain with their current lease into the fall semester while others worried about their ability to pay their rent for summer housing that they did not plan on.</p>	<p>15</p>
Curricular Practical Training	<p>Students were concerned about the delay in the processing of the CPT requests.</p>	<p>11</p>

Next Steps

1. An email message went out to all students on 4/16 addressing specific questions
2. A webinar Q&A is planned to answer specific questions
3. An announcement about financial aid and how to apply has been made
4. We will organize virtual events tailored for different students' needs: graduate students/undergraduate students. We will collaborate with specific units to offer targeted programs such as coping with anxiety and loneliness through CAPS
5. Will we share this data with the Graduate Division, OPA, CAPS, Housing, and other campus units