<table>
<thead>
<tr>
<th></th>
<th>Recommendations</th>
<th>Issue</th>
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</table>
| 1 | **High Priority** | - Coordinate with student culture clubs to coordinate with incoming students from the region/area to distribute information  
  - *Method 1*: Appoint student culture club representatives  
  - *Method 2*: Appoint a team of students to coordinate arrival needs based on region  
  Students perceive BIO’s housing information as not useful or accessible |
| 2 | **Mid Priority**  | - Coordinate with student culture clubs to coordinate with incoming students from the region/area to connect new students with incoming students and, connect with other countries clubs for support.  
  - Promote student-created social media groups based on region on the BIO website  
  - *Method 1*: Collect social media groups through culture clubs  
  - *Method 2*: Collect social media groups by emailing all international students  
  Students want opportunities to connect to current students and are more likely to trust information from a personal connection |
| 3 | **Mid Priority**  | - Redistribute a revised version of the housing survey in Fall 2015  
  Survey results will be more accurate if distributed closer to students’ arrival |
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<th></th>
<th>Priority</th>
<th>Task Description</th>
<th>Community Impact</th>
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| 4 | Mid      | ○ Provide a link to the survey on the BIO website for ongoing assessment and feedback throughout the year  
○ Revise questions based on Spring 2015 survey  
○ Collaborate with Berkeley Evaluation and Assessment Research Center | Students report difficulty communicating with roommates, landlords and rental companies, students want housing information throughout the entire year; students’ lack of on-going housing support |
| 5 | Mid      | ● Provide a housing workshop from an intercultural perspective that focuses on communication (in-person and online)  
○ Hold the workshop once in the Fall and Spring semester | Student have limited rental options because they lack a SSN and credit history |
| 6 | Low      | ● Provide information for navigating online resources and tips to identify scams and false information  
○ *Method 1*: Create a webinar with a handout  
○ *Method 2*: Create an online resource guide  
○ *Method 3*: Collaborate with culture clubs/interested students to create an student-developed online resource guide | Students are unfamiliar with American housing resources (in particular, Craigslist) and the majority of students are finding before they arrive to UCB |
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<tr>
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</thead>
<tbody>
<tr>
<td>Low</td>
<td>Identify learning outcomes of the search process and experience of off-campus housing</td>
<td>Identifying learning outcomes supports stronger assessment and program development</td>
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**Recommendations for UCB**

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| 1 | Strengthen the collaboration between BIO and housing department  
○ Establish an official housing website or Facebook page for housing listings and where students can provide tips and suggestions  
○ Off-campus housing staff can develop resources for both domestic students and international students | BIO is not housing department, creating housing information is not BIO’s priority; Housing demanding is high for both domestic students and international students; New students want to be connected to current students; Student lack verifiable housing information and do not know how to identify scams |
| 2 | Strengthen the collaboration between BIO and Berkeley Study Abroad Office to connect international students with study abroad alumni  
○ Method 1: Connect students through appointed student representatives or culture clubs | Students has difficulty in living with roommates from other cultures; Study abroad alumni and international students share international experience commonality; |
<p>| 3 | Further collaboration housing with rental companies | Housing demand is high and rental companies has housing listings; most student |</p>
<table>
<thead>
<tr>
<th>Recommendations</th>
<th>Housing Experience</th>
<th>Challenges</th>
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- Promote rental company websites on Berkeley off-campus housing website (see recommendation 1)
- Negotiate with rental company for a small application fee waiver

report they use rental company to rent the house; students’ lack of SSN and credit history

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**Key Findings from Focus Group/One-on-One Interviews**

**Resources**

- Top 3 resources that students are using are Craigslist, Facebook and friends
  - Chinese students are using resources provided by BCSSA and Google
- Students are using Craigslist, but are unfamiliar on how to use it and avoid scams
- Students didn’t use BIO resources and perceive BIO as not helpful for providing resources
  - Students receive too many e-mails
  - Transfer students report they did not receive any information from BIO

**Housing Experience**

- Majority of students report that housing affects their overall experience at Berkeley
  - “It’s a home for us in the United States”

**Challenges**

- Major challenges students face are high demand/high rent, lack of credit history/SSN, identifying scams
- Issues with roommate and landlord
  - Perceived personality differences, possible cultural differences
Recommendations

- Provide an official housing Facebook page
- Create a subscribable email list
- Create an official wechat or qq group
- Provide an official letter or support/explanatory letter
- Use student volunteers/representative to connect with other students or cultural groups
- Recommend students start looking for housing early
  - Ideally can take over a current students' lease
  - Limitations: cannot see the place in person, wiring money, does not guarantee secure housing
  - Students need to be patient and not panic during housing search
- Students should live on-campus for the first year and then move off-campus
- Students recommend co-ops, but there is a long waiting list

Significant Themes and High-Frequency Terms from Focus Group Interviews

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<tr>
<th>Resources</th>
<th>Challenges</th>
<th>Recommendations</th>
<th>BIO</th>
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<tbody>
<tr>
<td>Craigslist</td>
<td>Credit History, High Rent, Scam, Waitlist, Good roommate, Understanding housing system, Issues with landlord</td>
<td>Start Early, Official FB page, Subscribe email list, Cultural associations, How to use resources, Wechat/qq/Reneren, Connect with students, Letter of support, Student representative/volunteer</td>
<td>Didn't use, Didn't receive, Not helpful, Staff helpful, Too many emails</td>
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<tr>
<td>Facebook</td>
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<td>Friends</td>
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<td>Rental Company</td>
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<td>Google</td>
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<td>Co-ops</td>
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<td>Walking around</td>
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