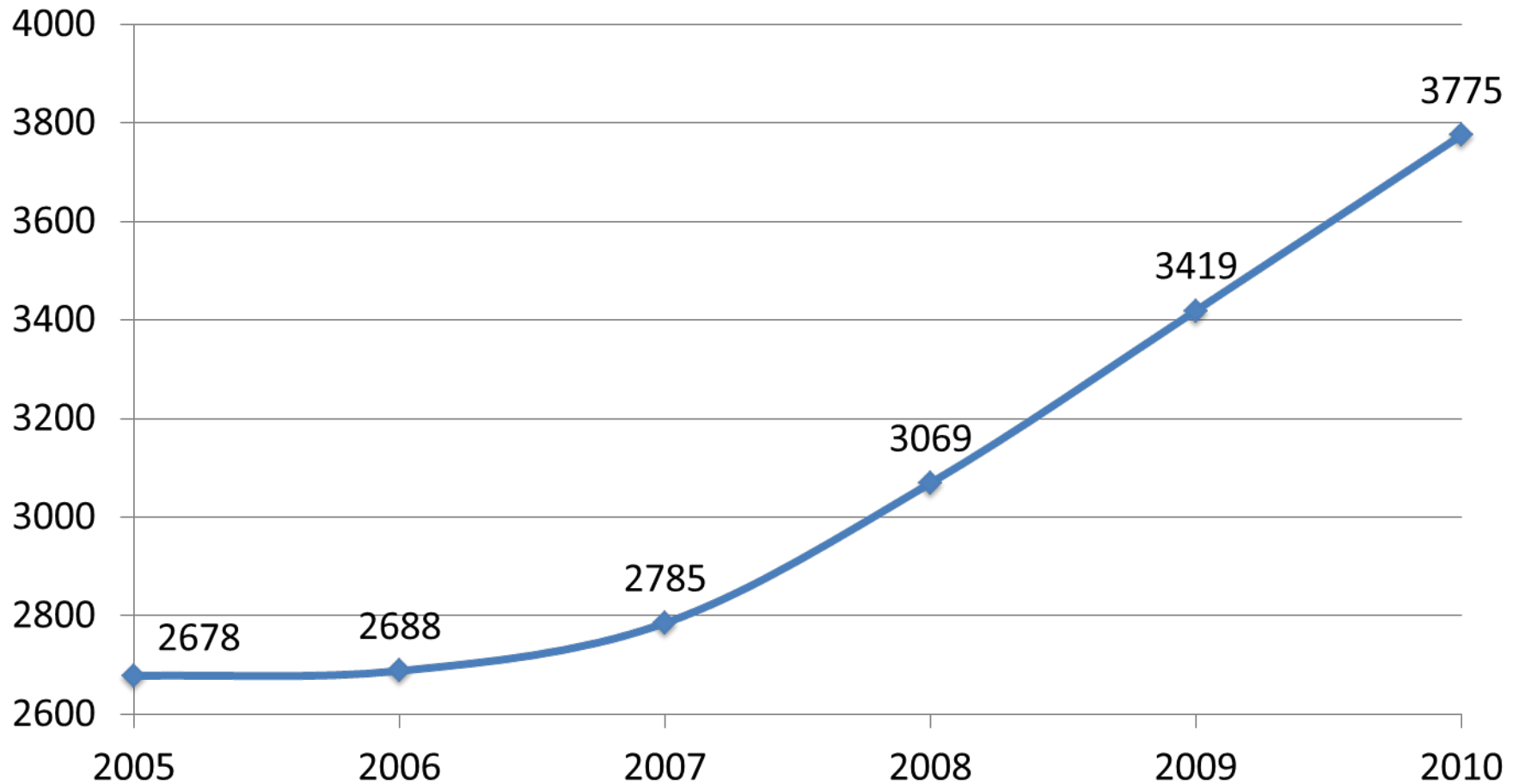


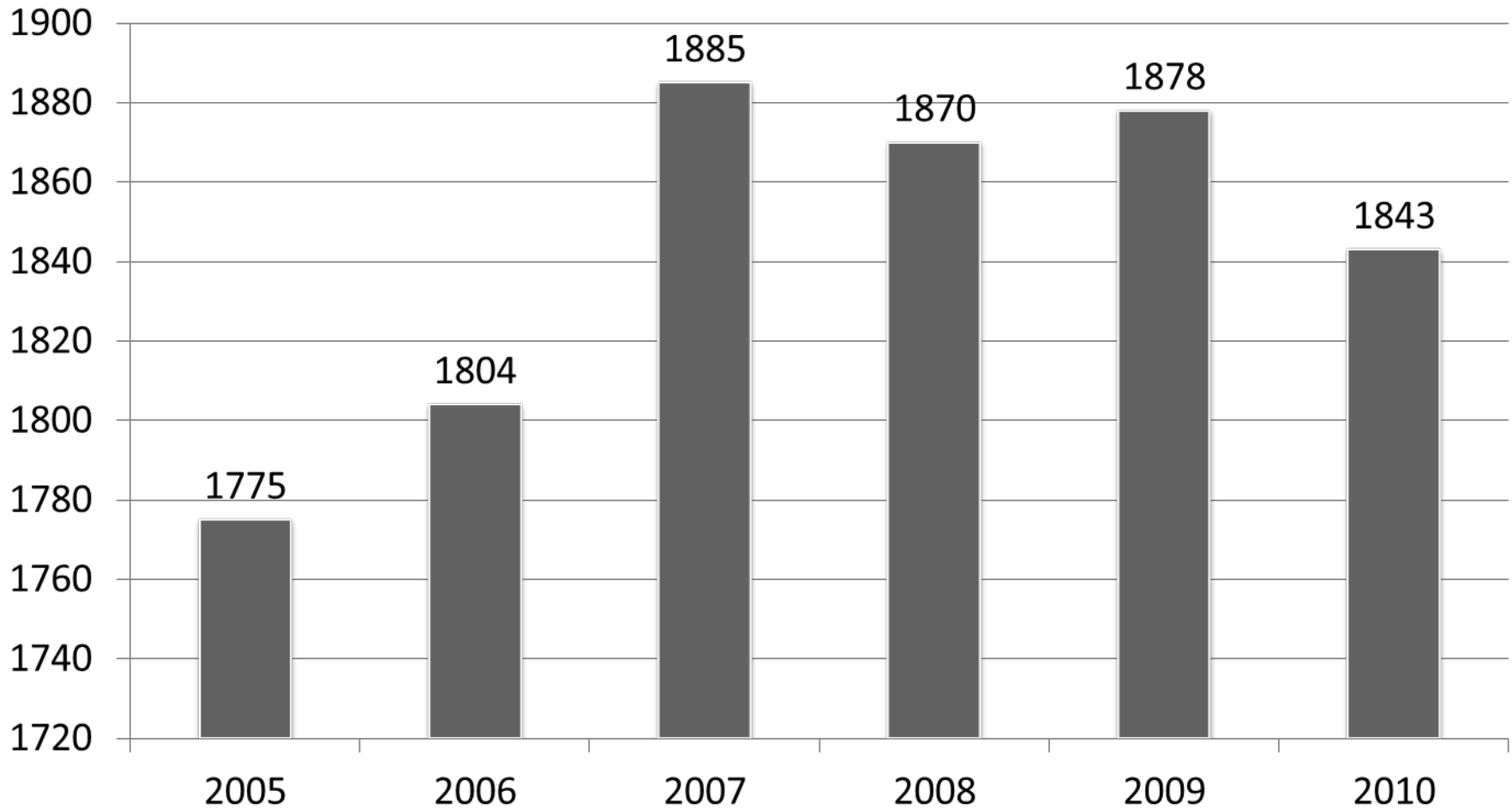
# Student Affairs Roundtable

June 10, 2011

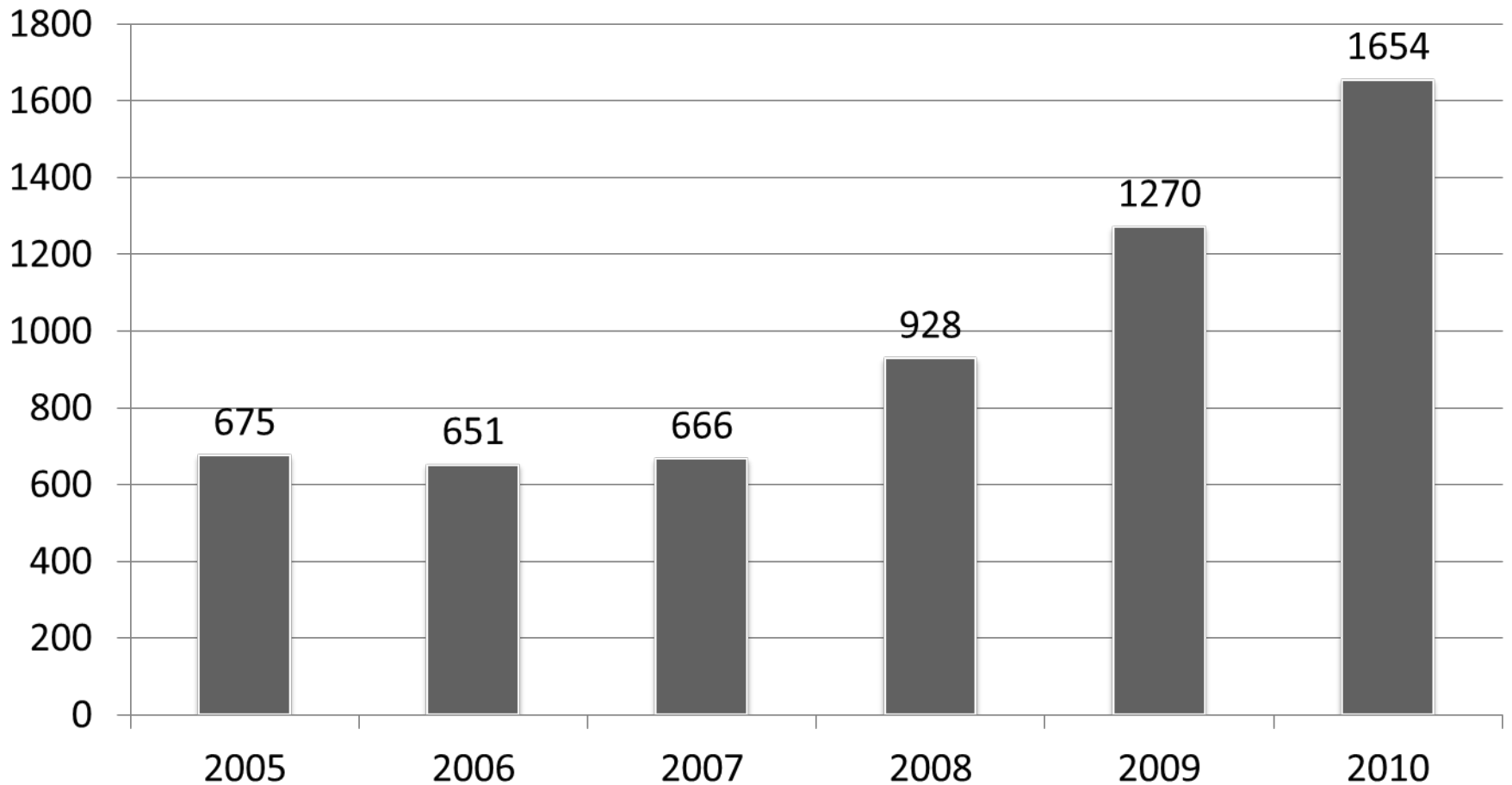
## ALL DEGREE-SEEKING INTERNATIONAL STUDENTS



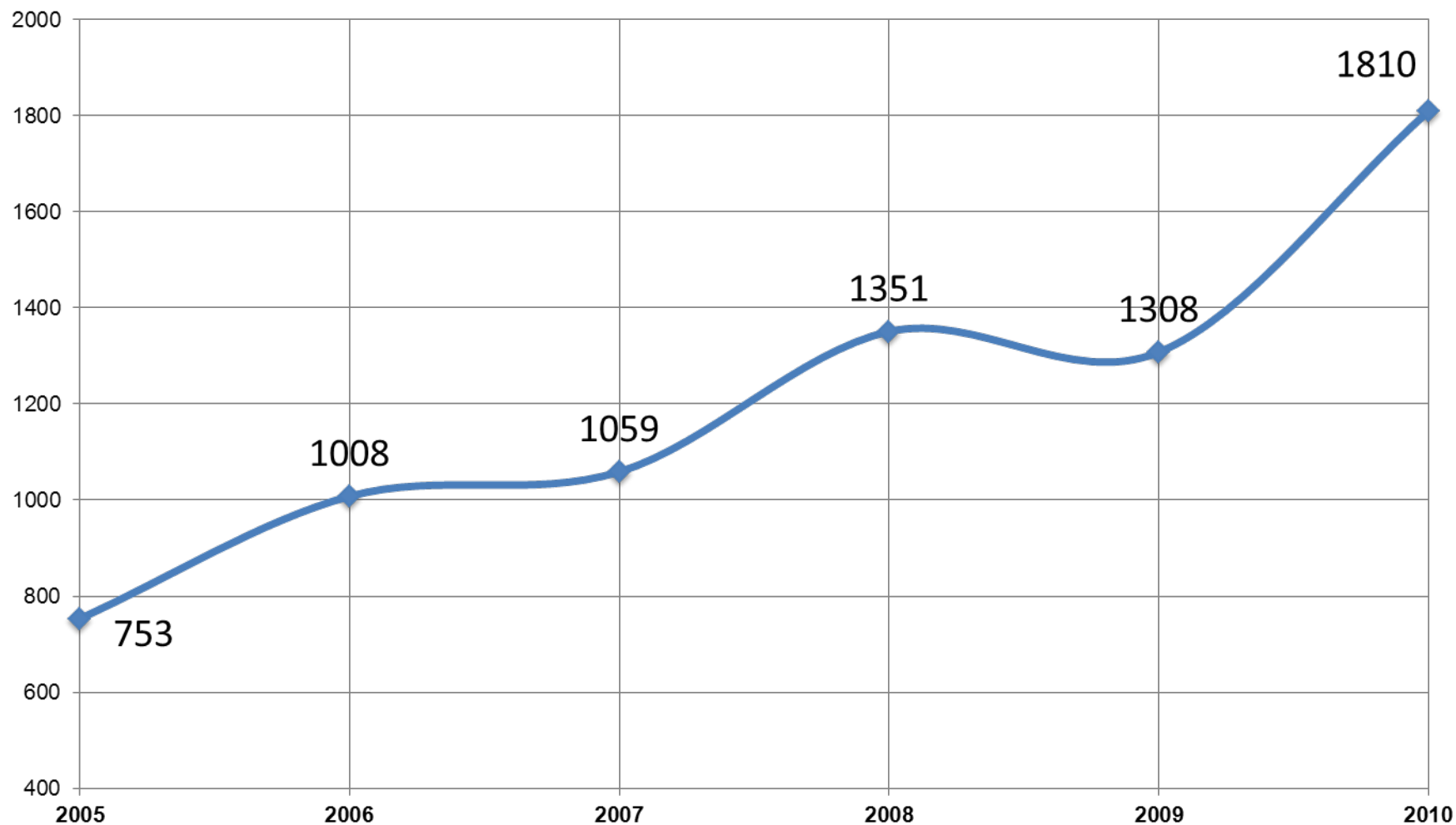
# GRADUATE DEGREE-SEEKING INTERNATIONAL STUDENTS



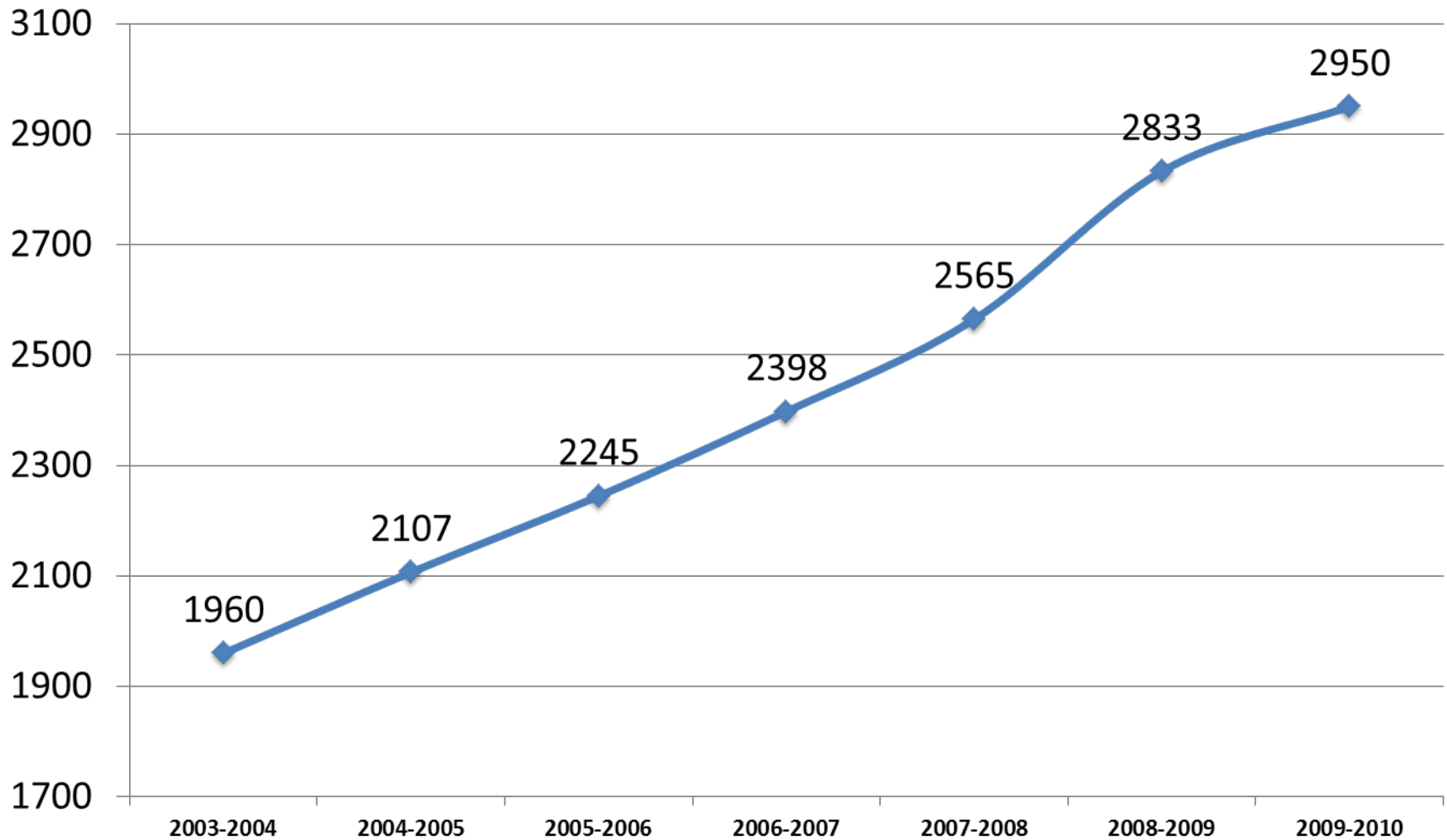
## UNDERGRADUATE DEGREE-SEEKING INTERNATIONAL STUDENTS



## SUMMER SESSION STUDENTS ON F AND J VISAS



## RESEARCH SCHOLARS (J 1, H1B, TN, O-1 visas)



# 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

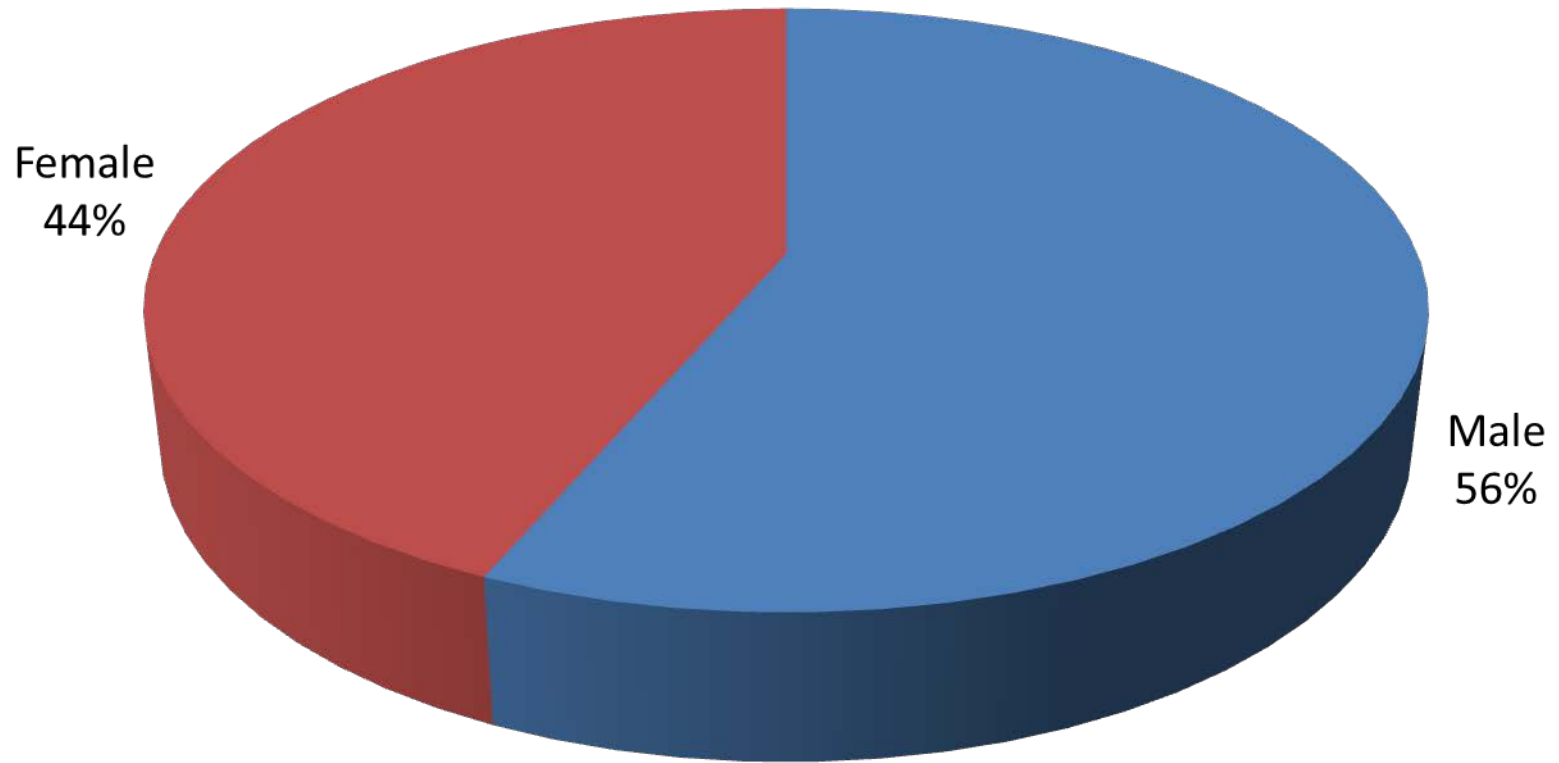
- Electronic mailing to 3,544 international students
- 793 (22%) were completed and returned

Four areas were covered:

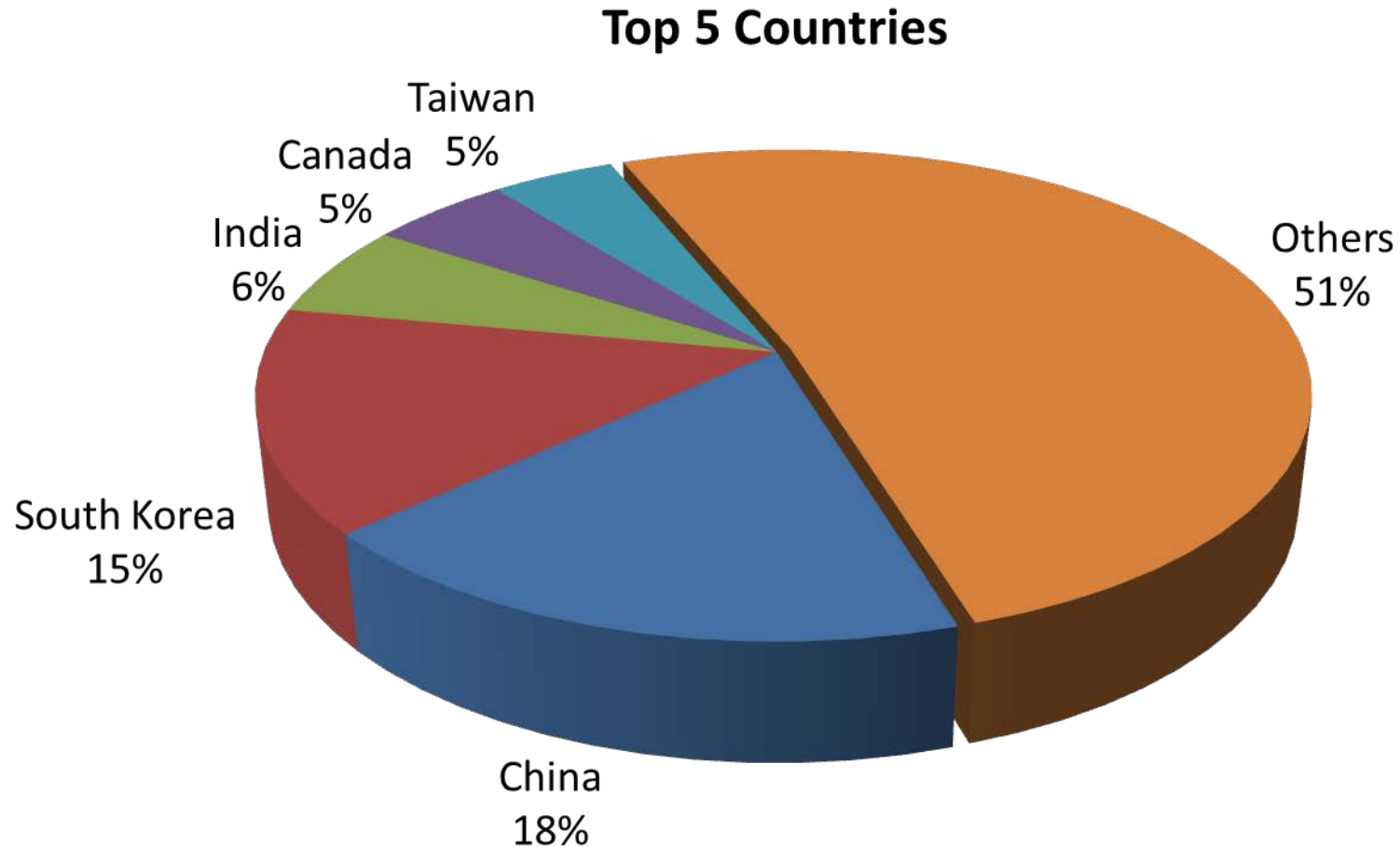
1. Demographic Information
2. On-going concerns
3. Experiences with campus programs and services
4. Experiences with the Berkeley International Office



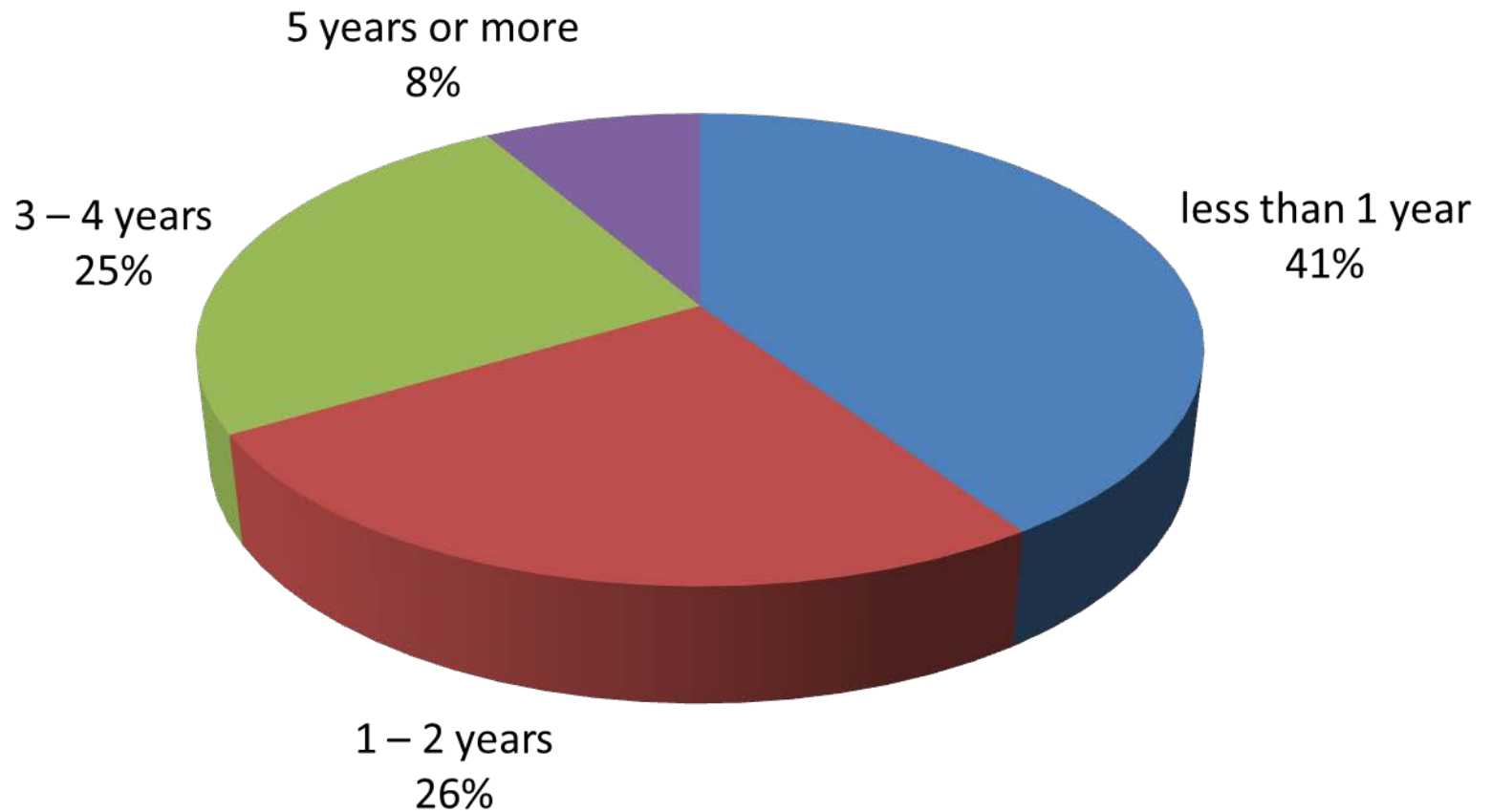
# What is your gender?



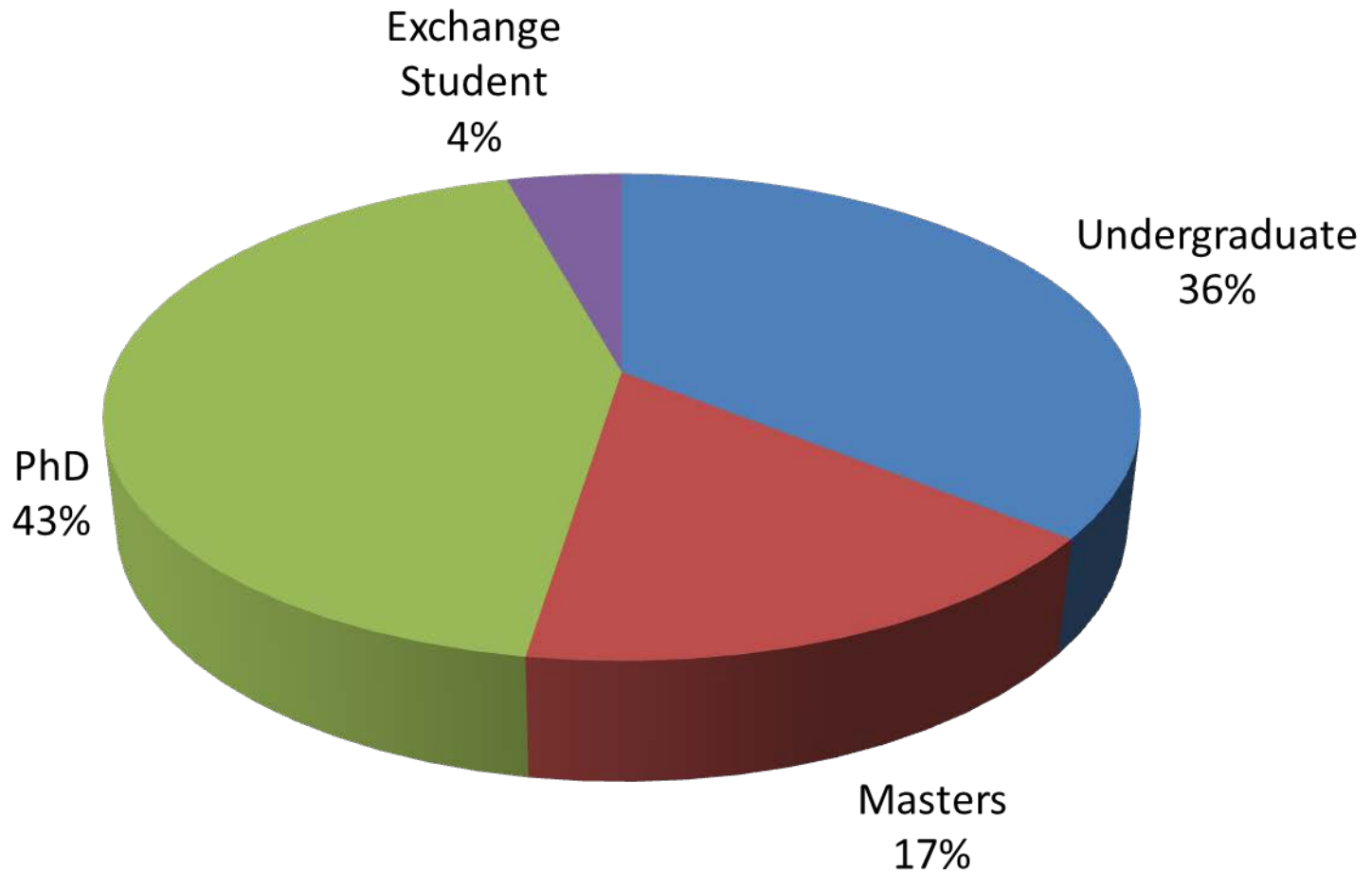
# From what country do you come?



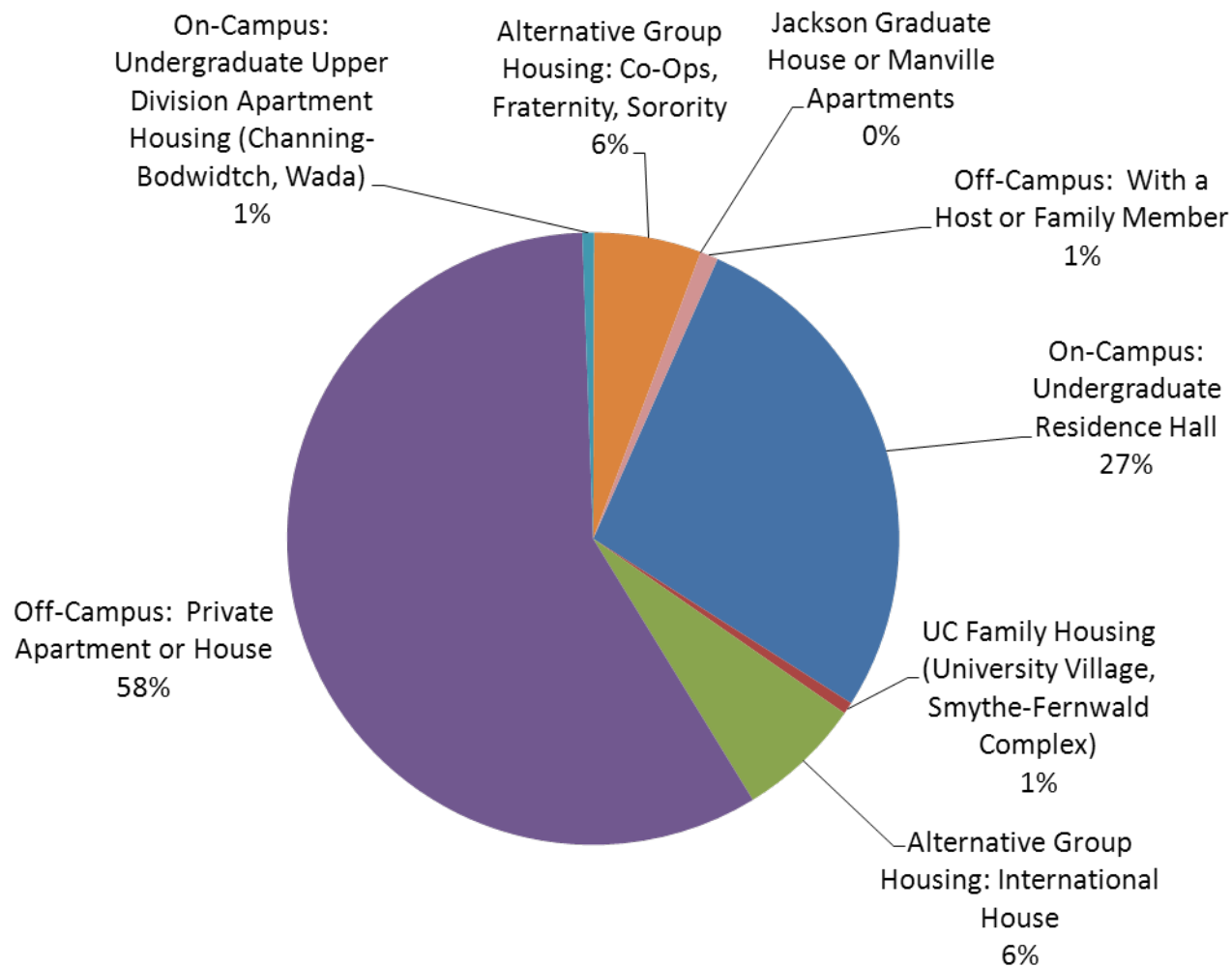
# How long have you attended the University of California at Berkeley?



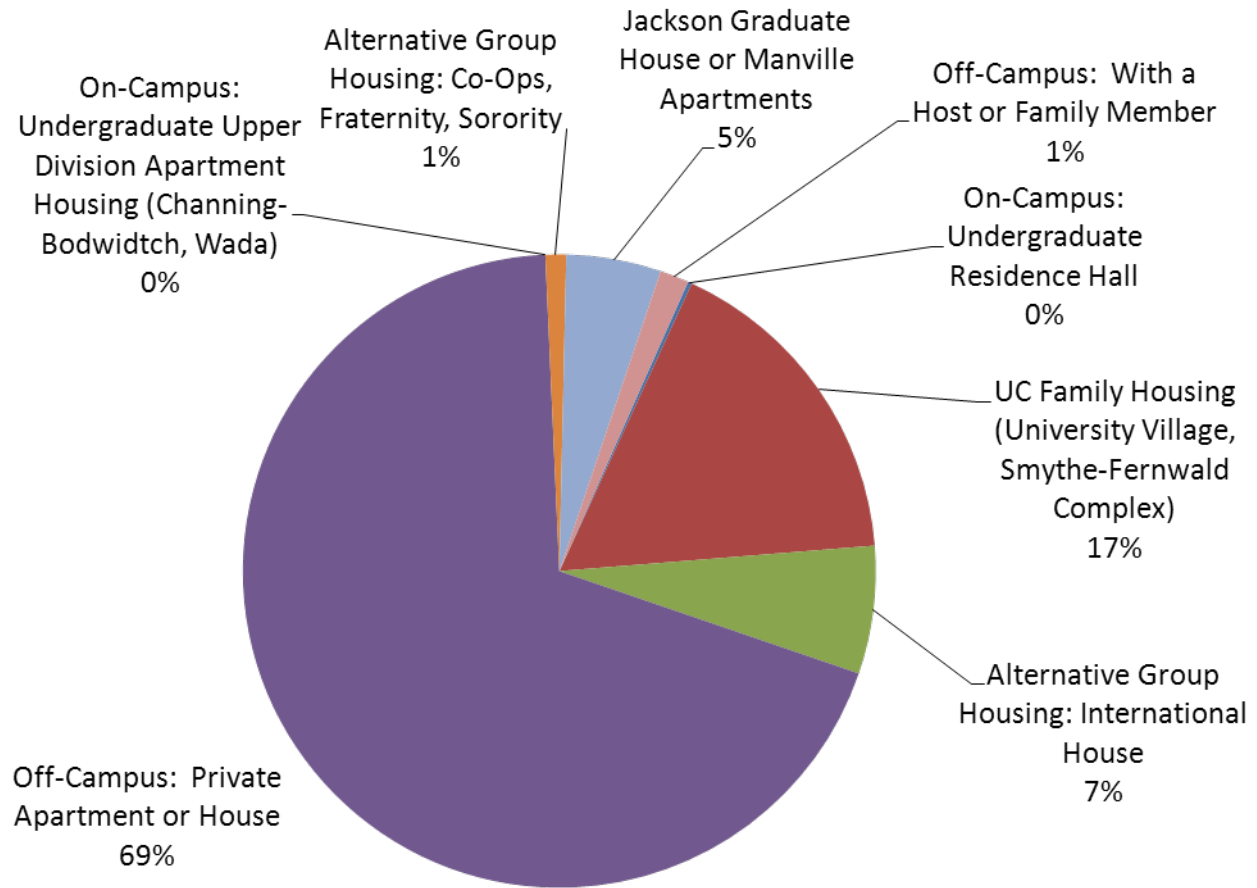
# What is your current level of study?



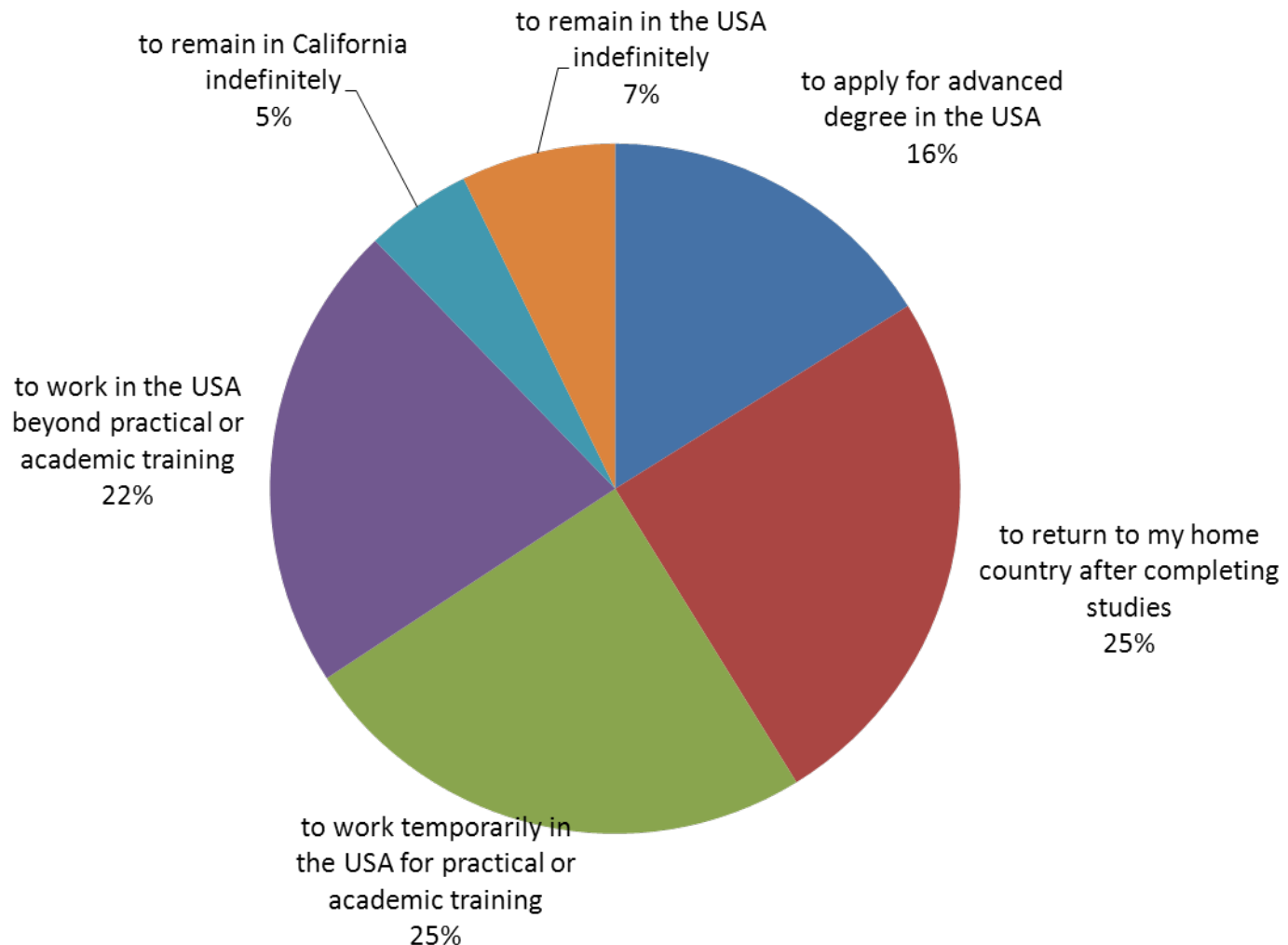
# What best describes where you currently live (Undergraduates)?



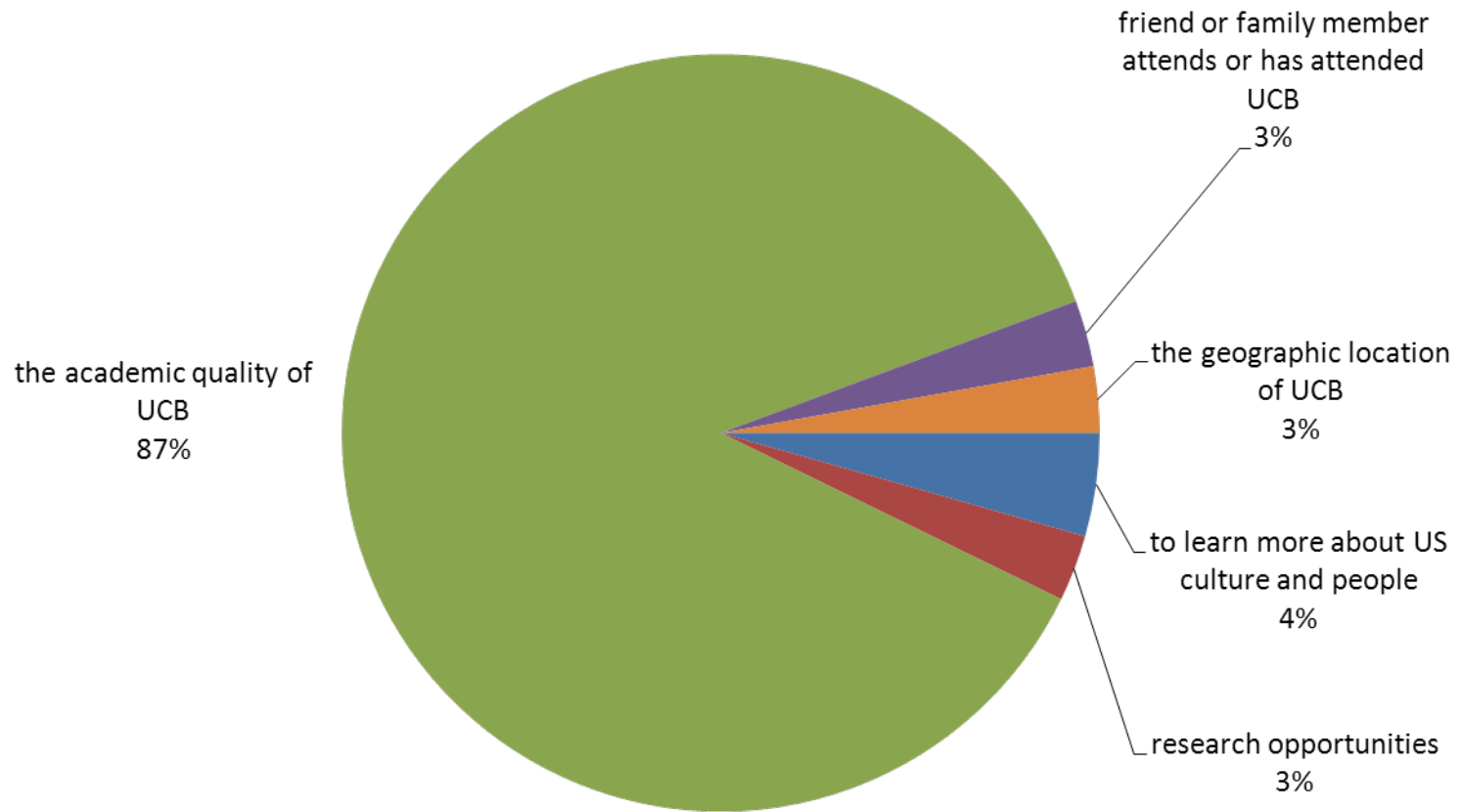
# What best describes where you currently live (Graduates)?



# What are your future plans?

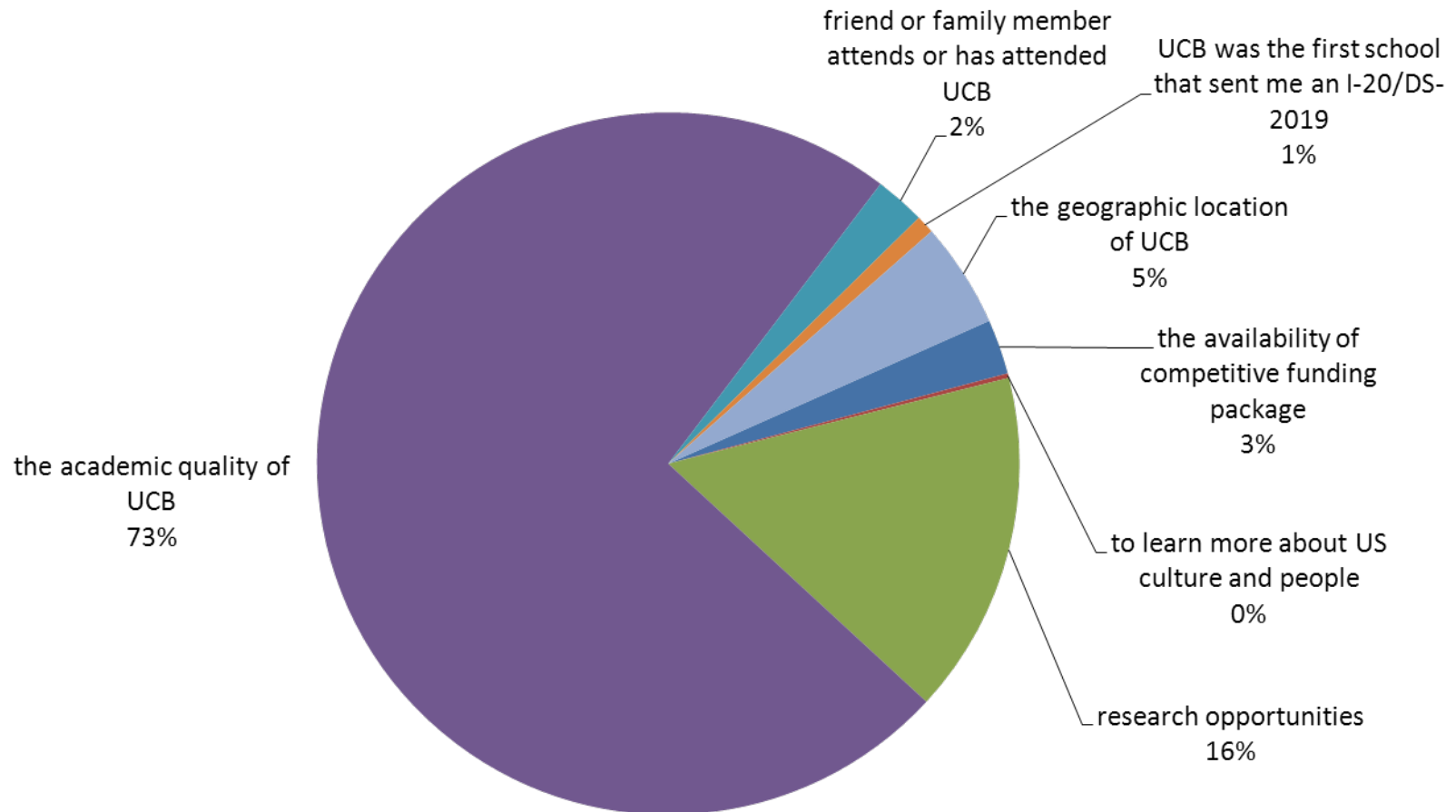


# Primary reason to study at the UC Berkeley for Undergraduates?

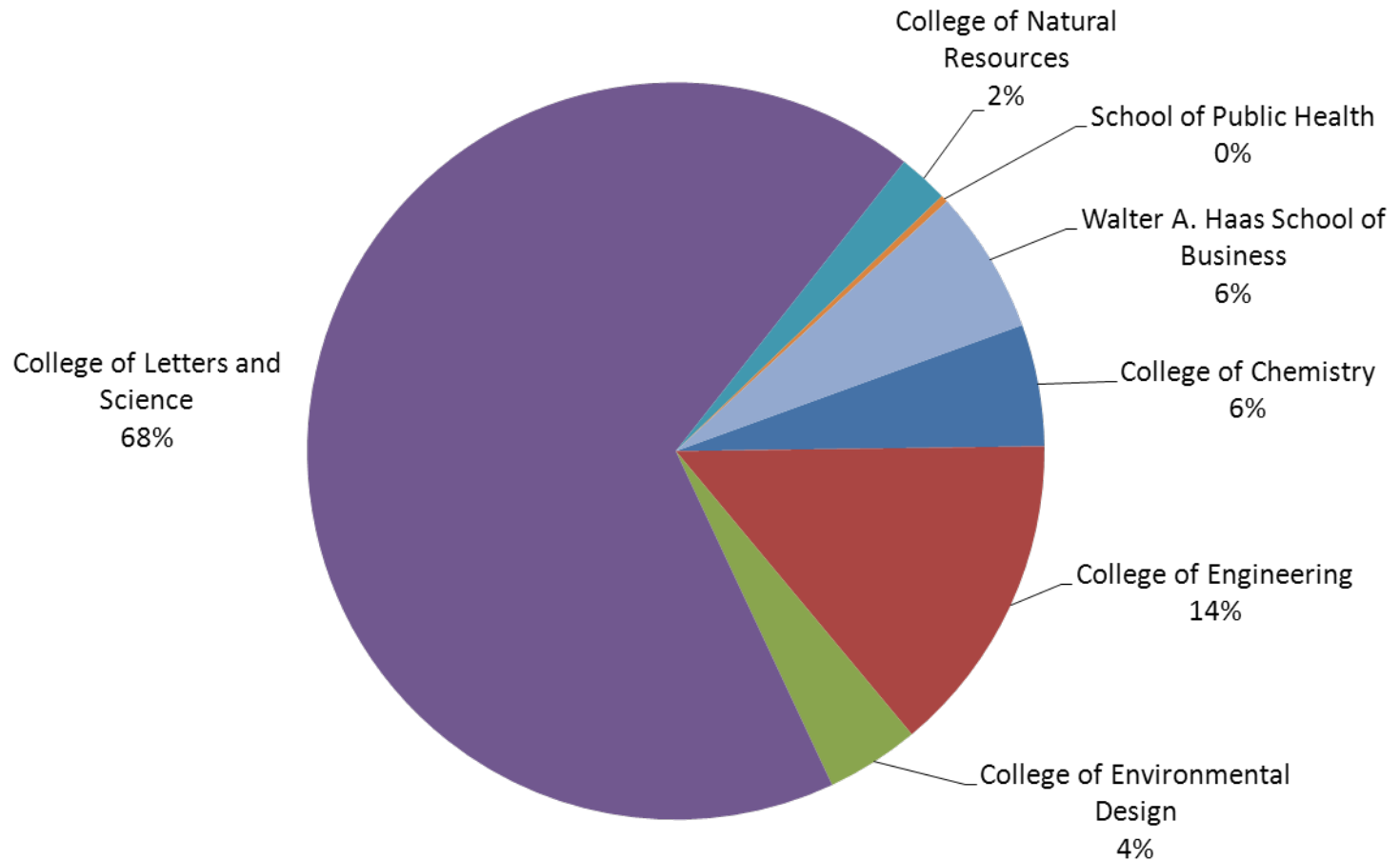




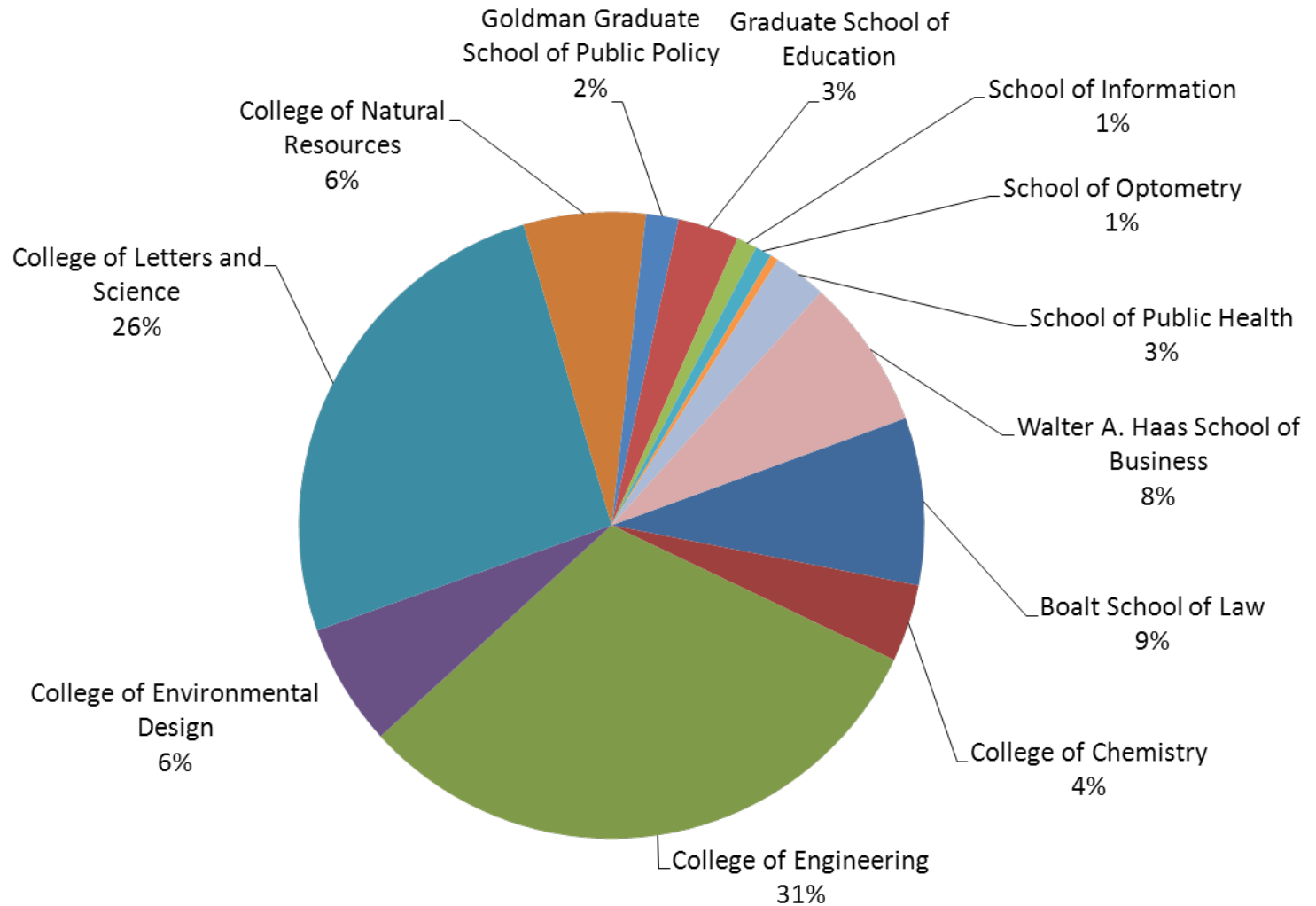
# Primary reason to study at the UC Berkeley for Graduates?



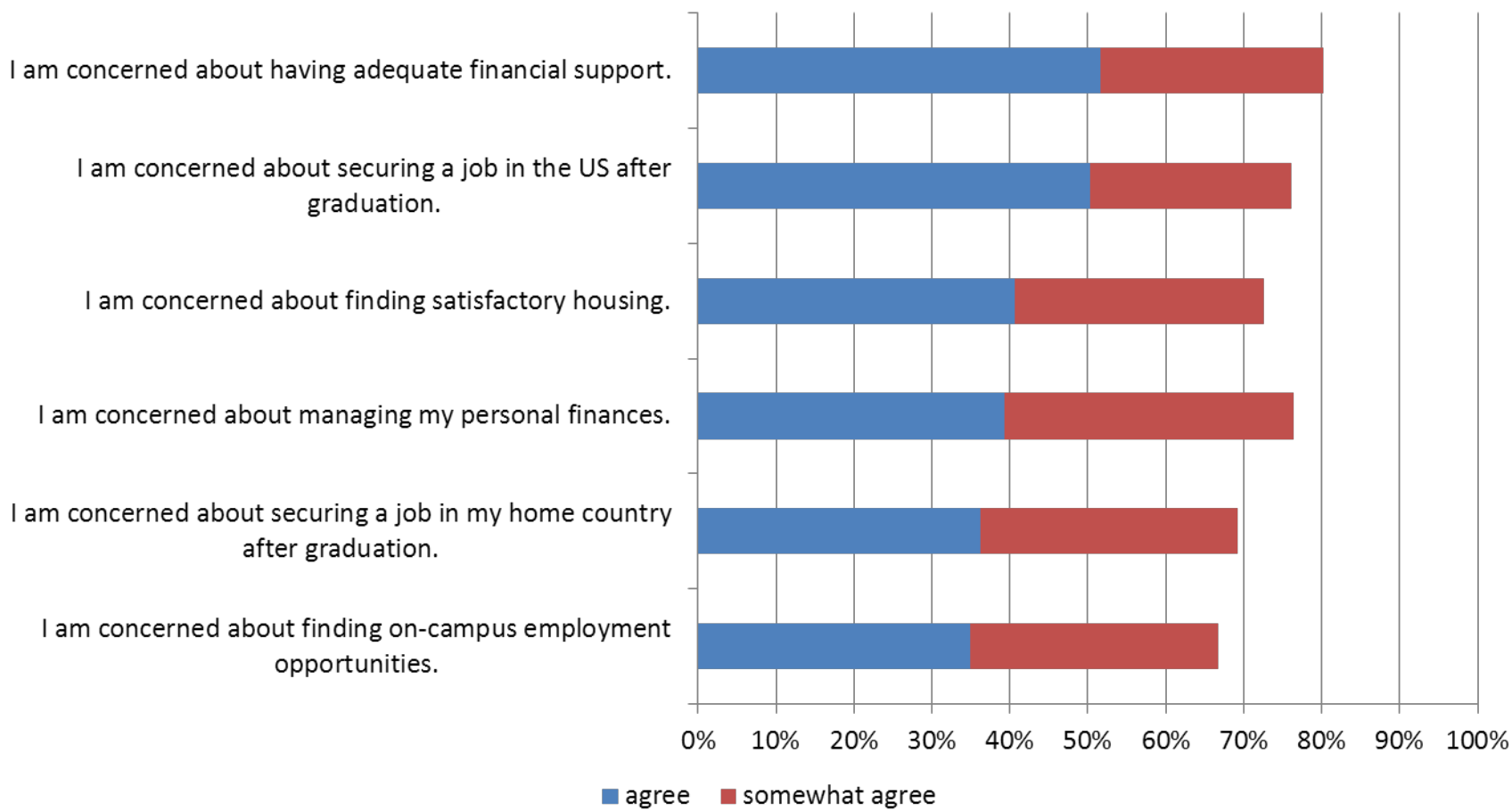
# UCB College for Undergraduates



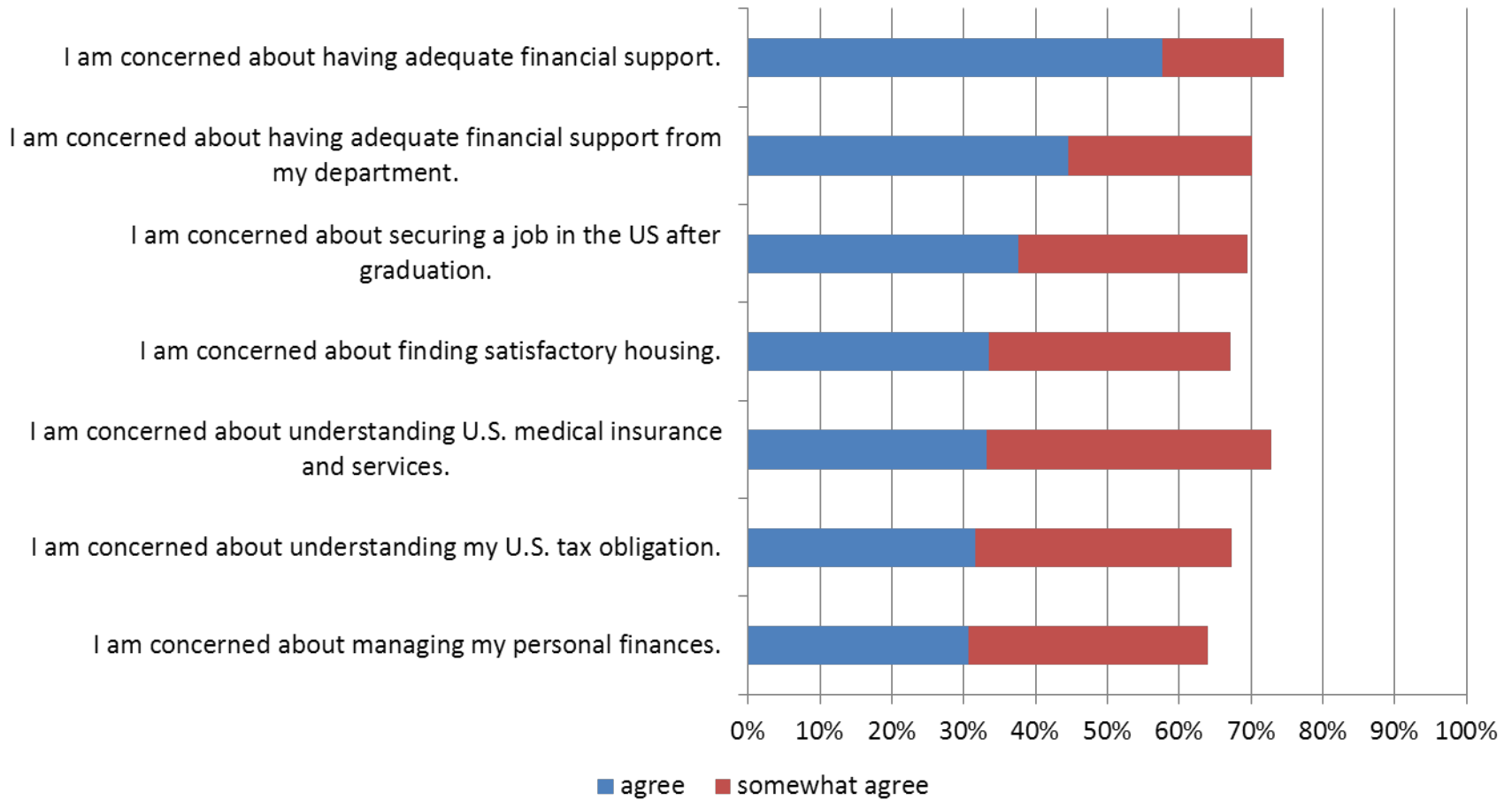
# UCB College for Graduates



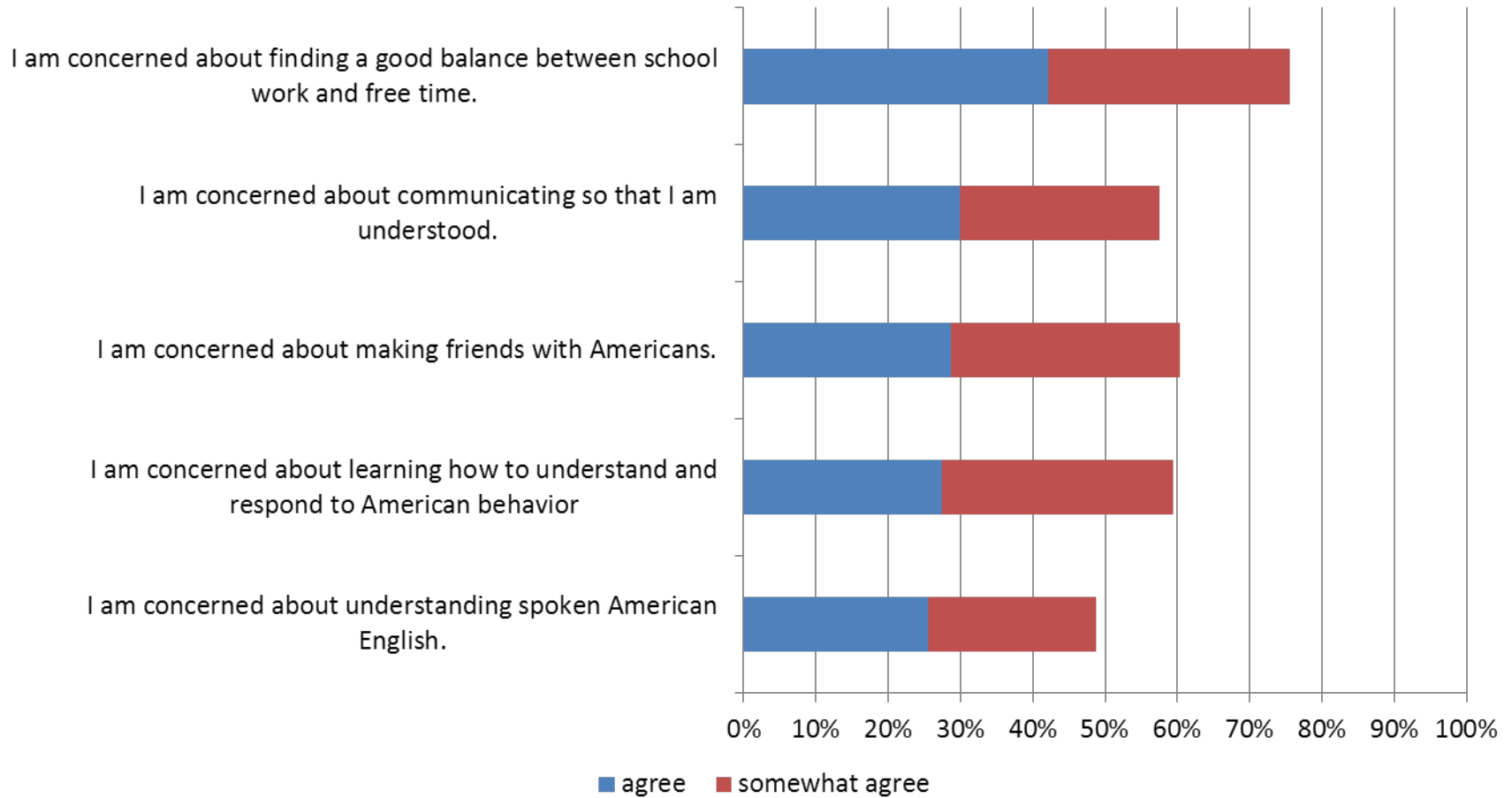
# Top Personal Concerns for Undergraduates



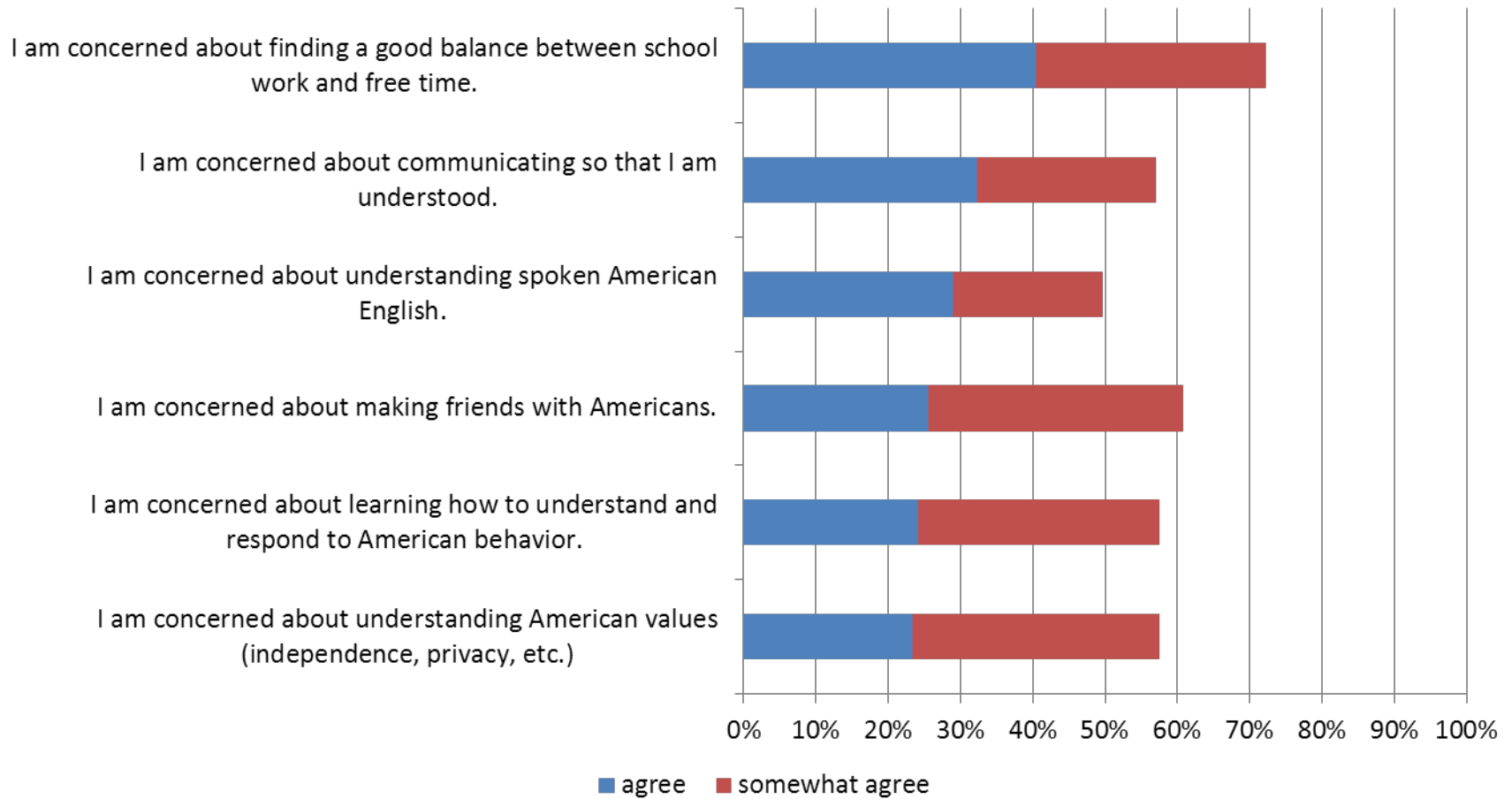
# Top Personal Concerns for Graduates



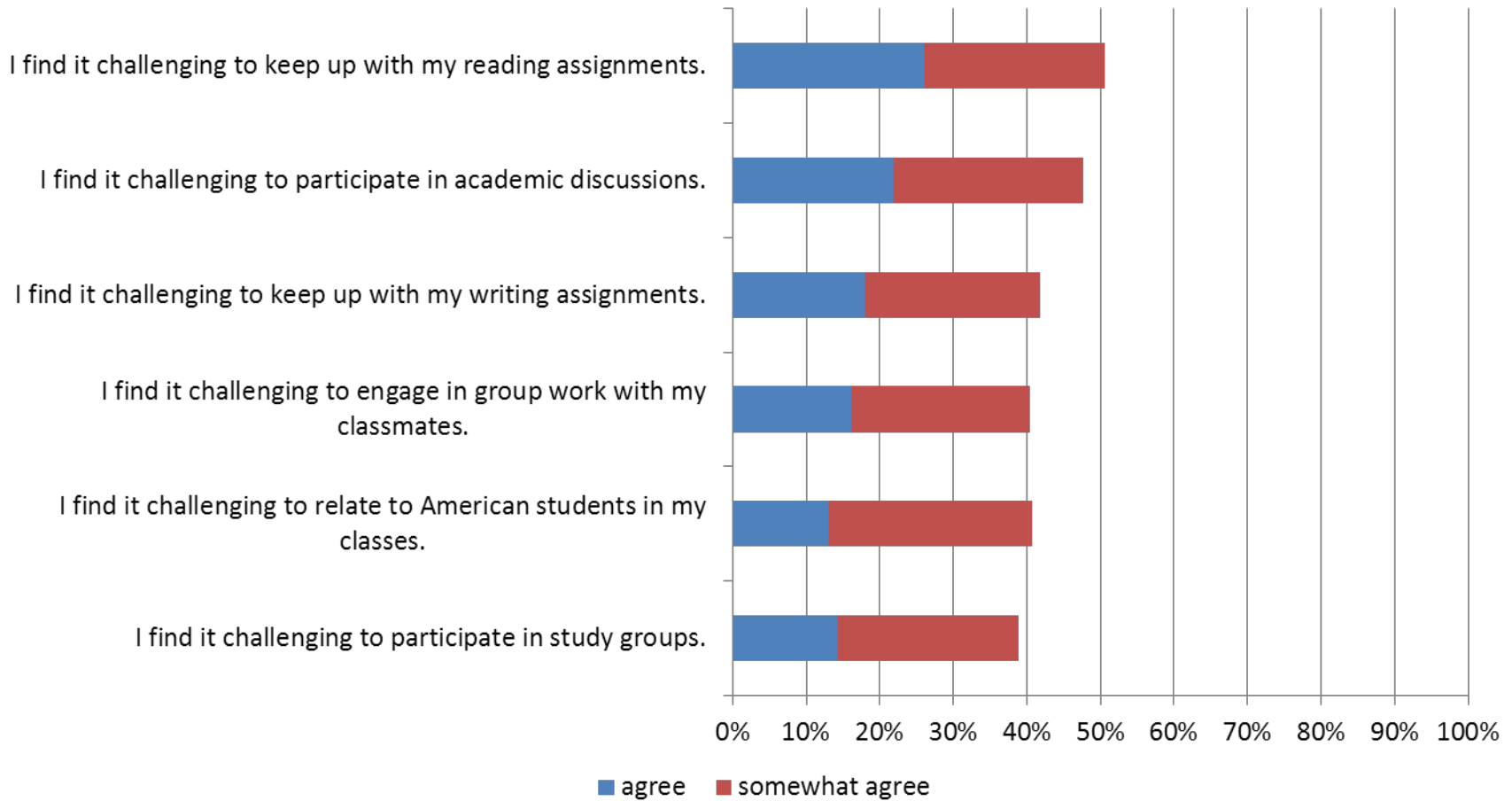
# Top Social and Cultural Concerns for Undergraduates



# Top Social and Cultural Concerns for Graduates

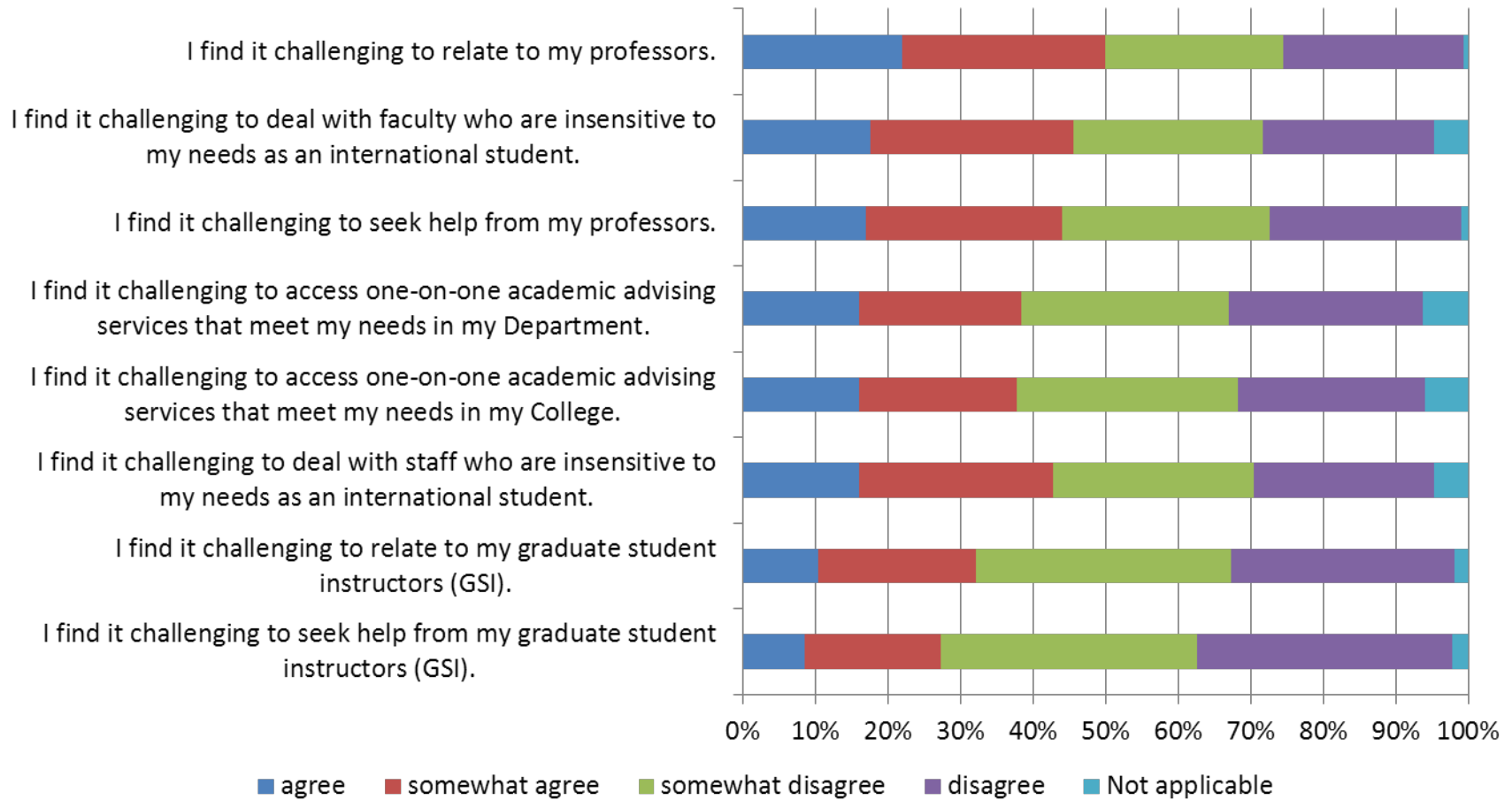


# Top Academic Concerns Undergraduates



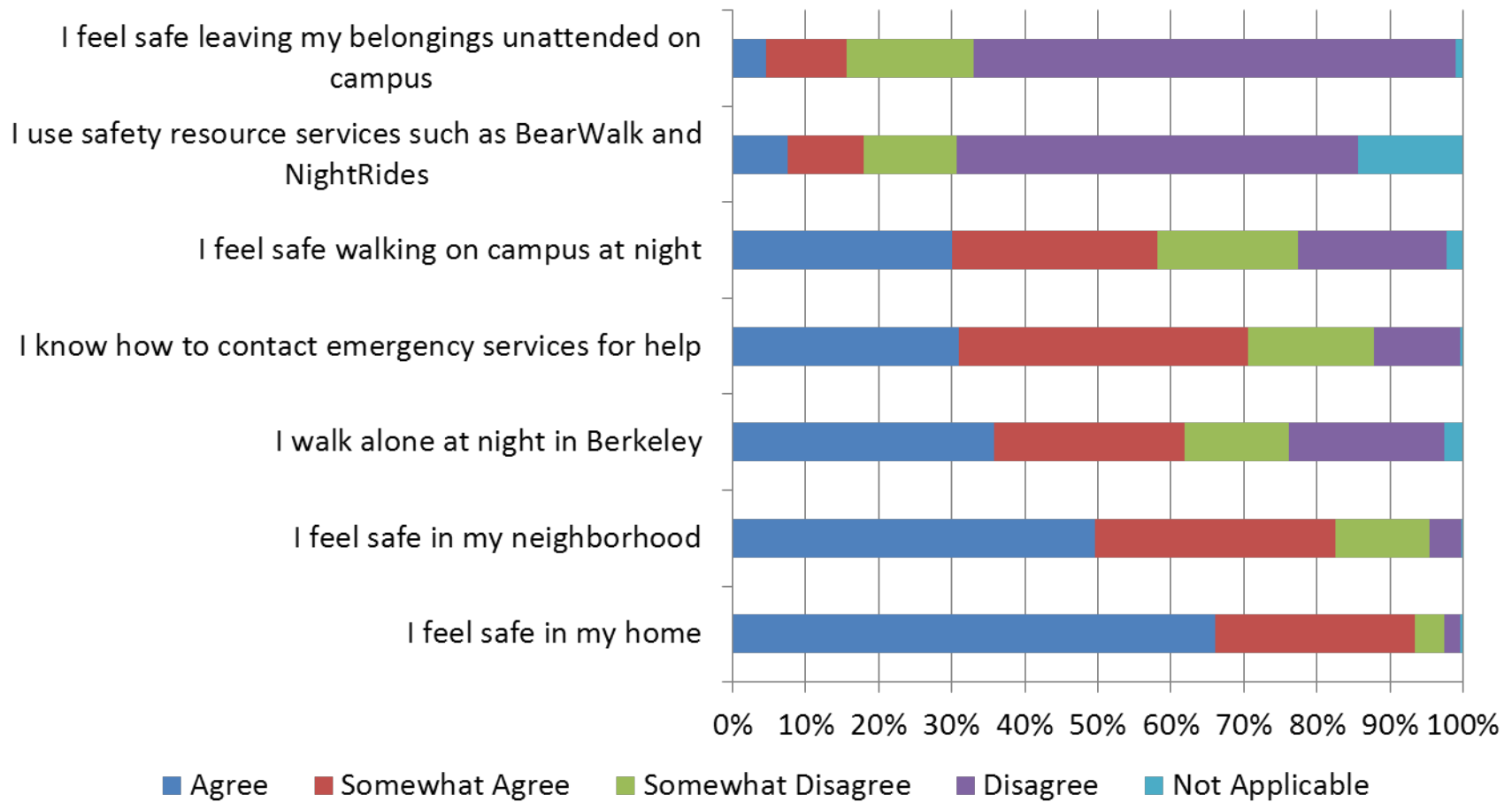


# Concerns Interacting with Faculty, Instructors, and Staff Undergraduates



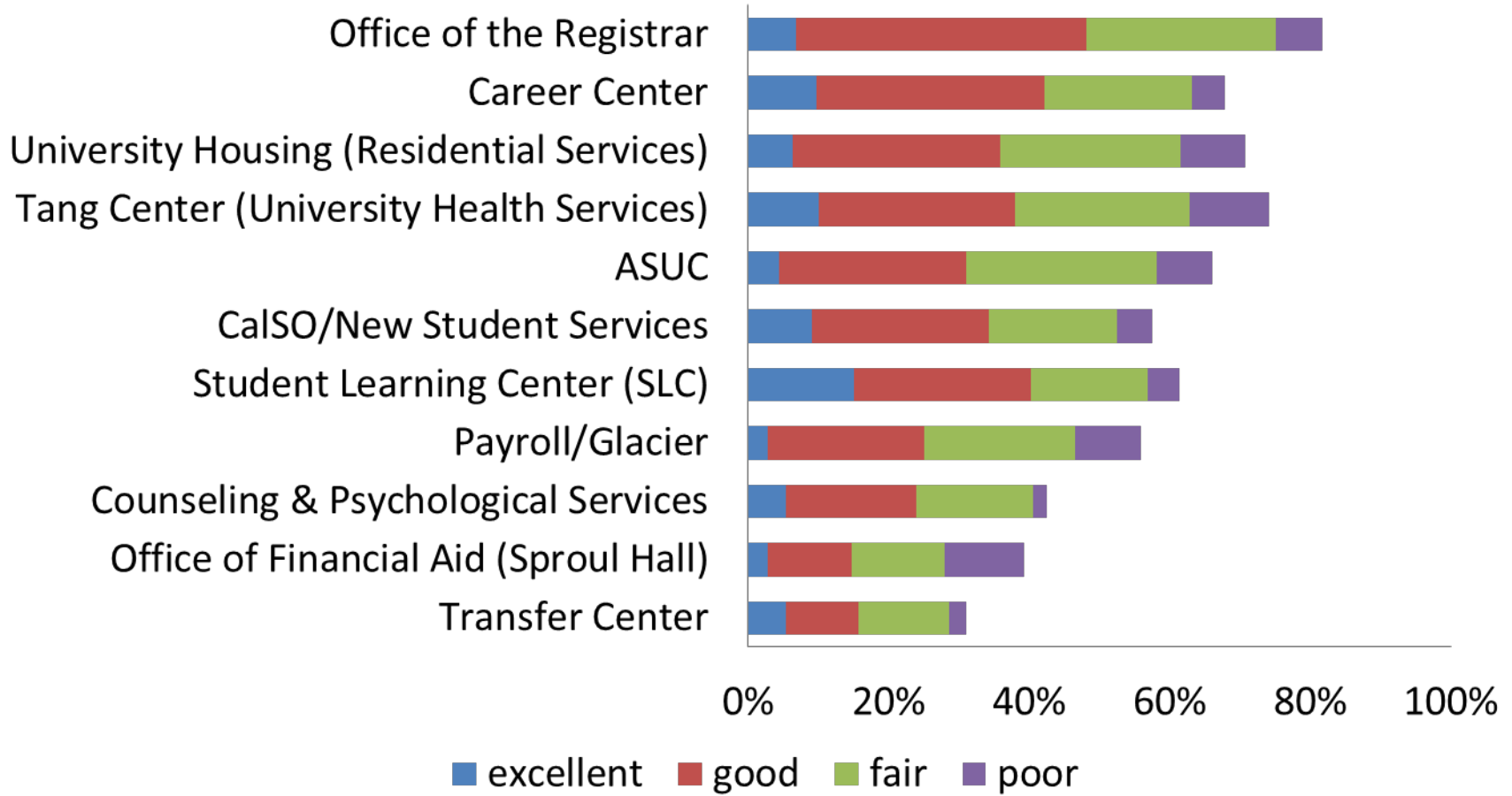
# Safety Concerns

## Graduate Students



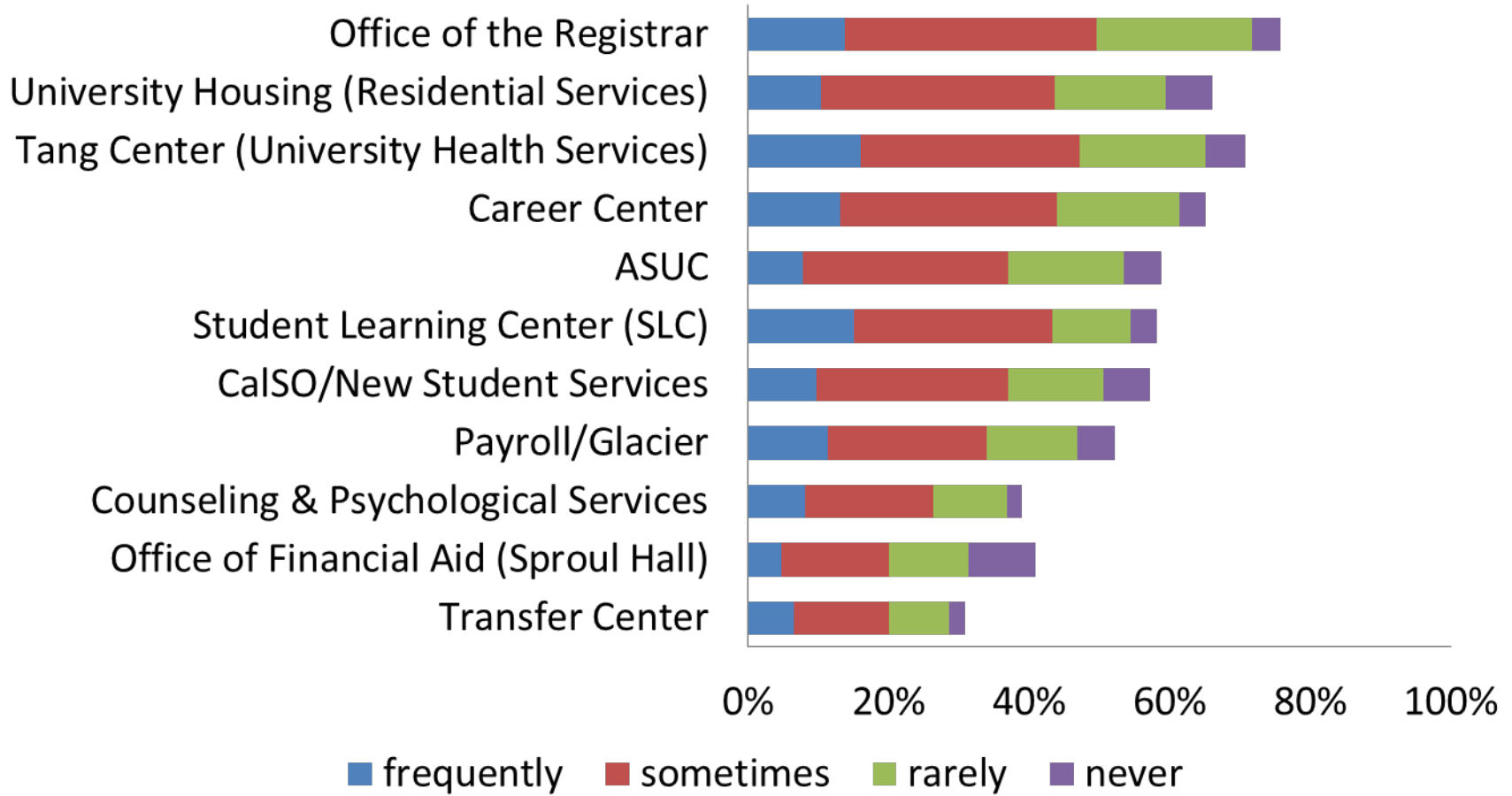
# Undergraduate Campus-wide services

## Quality of Service



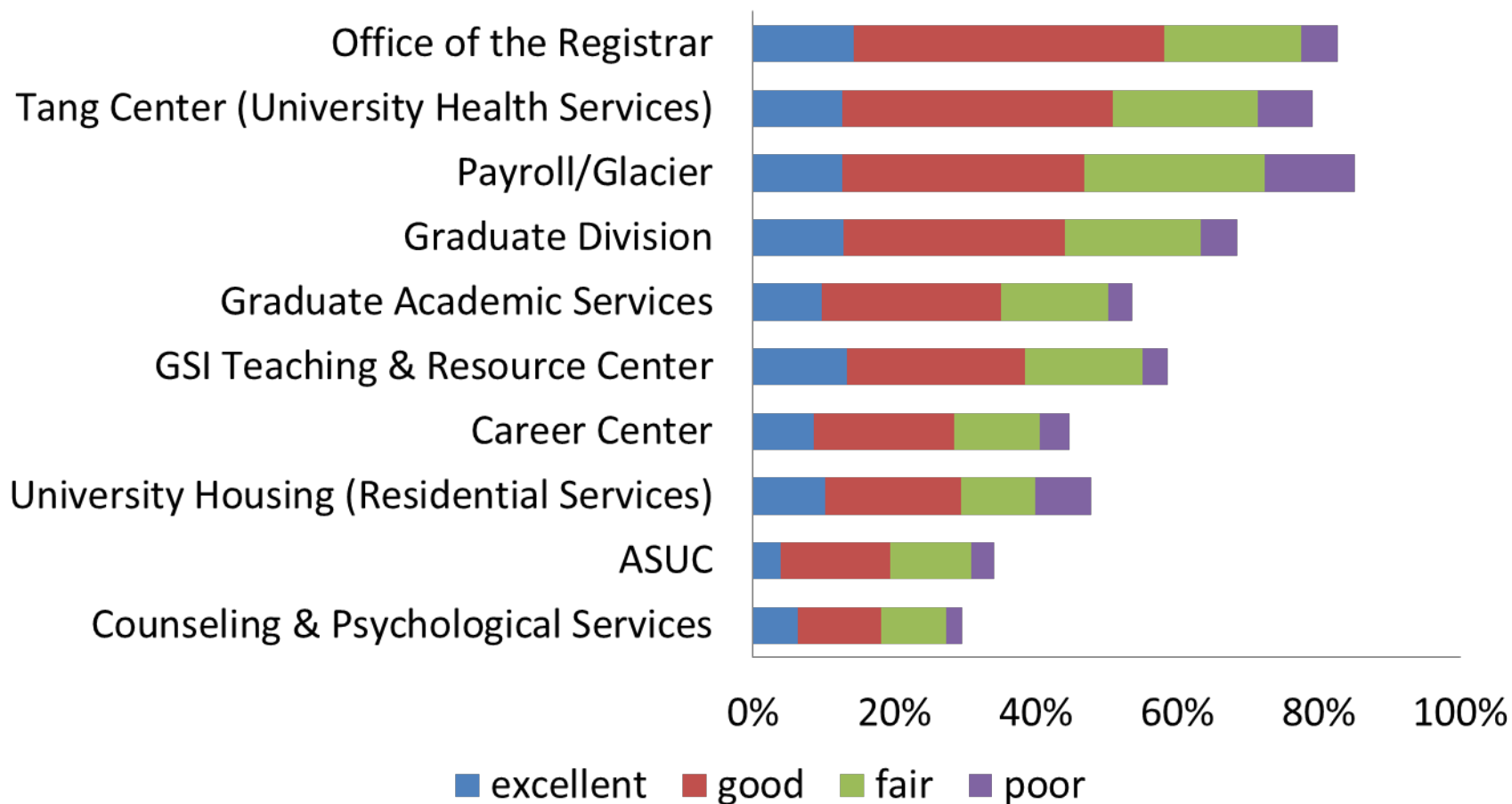
# Undergraduate Campus-wide services

**Staff understands my needs as an international student...**



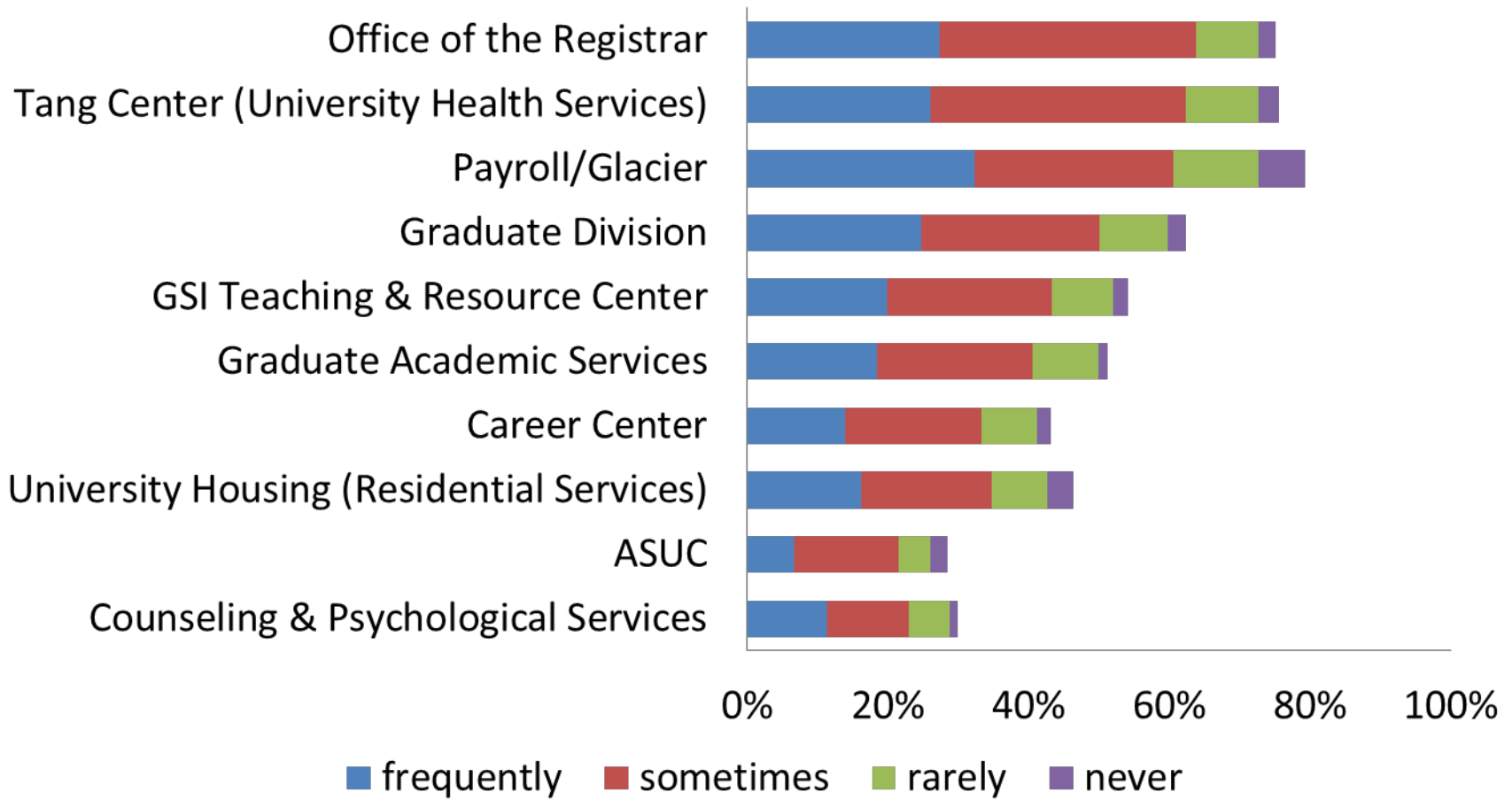
# Graduate Campus-wide services

## Quality of Service

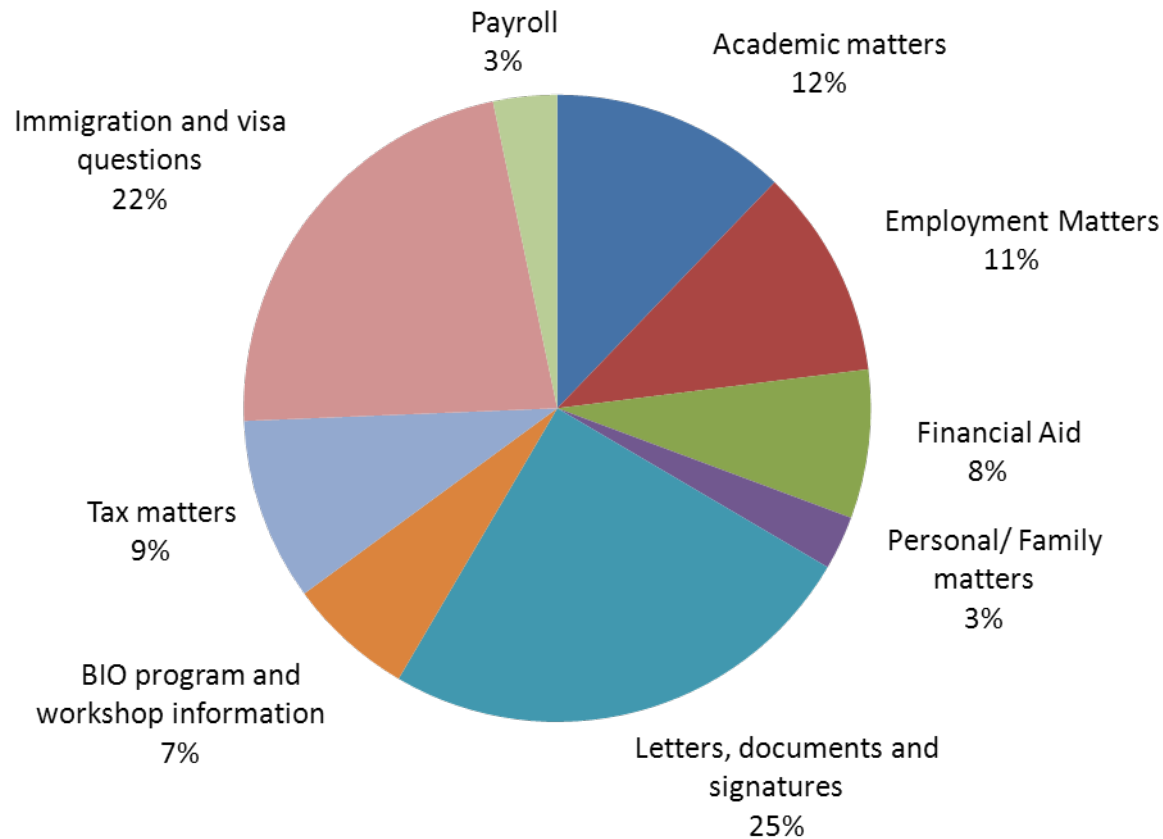


# Graduate Campus-wide services

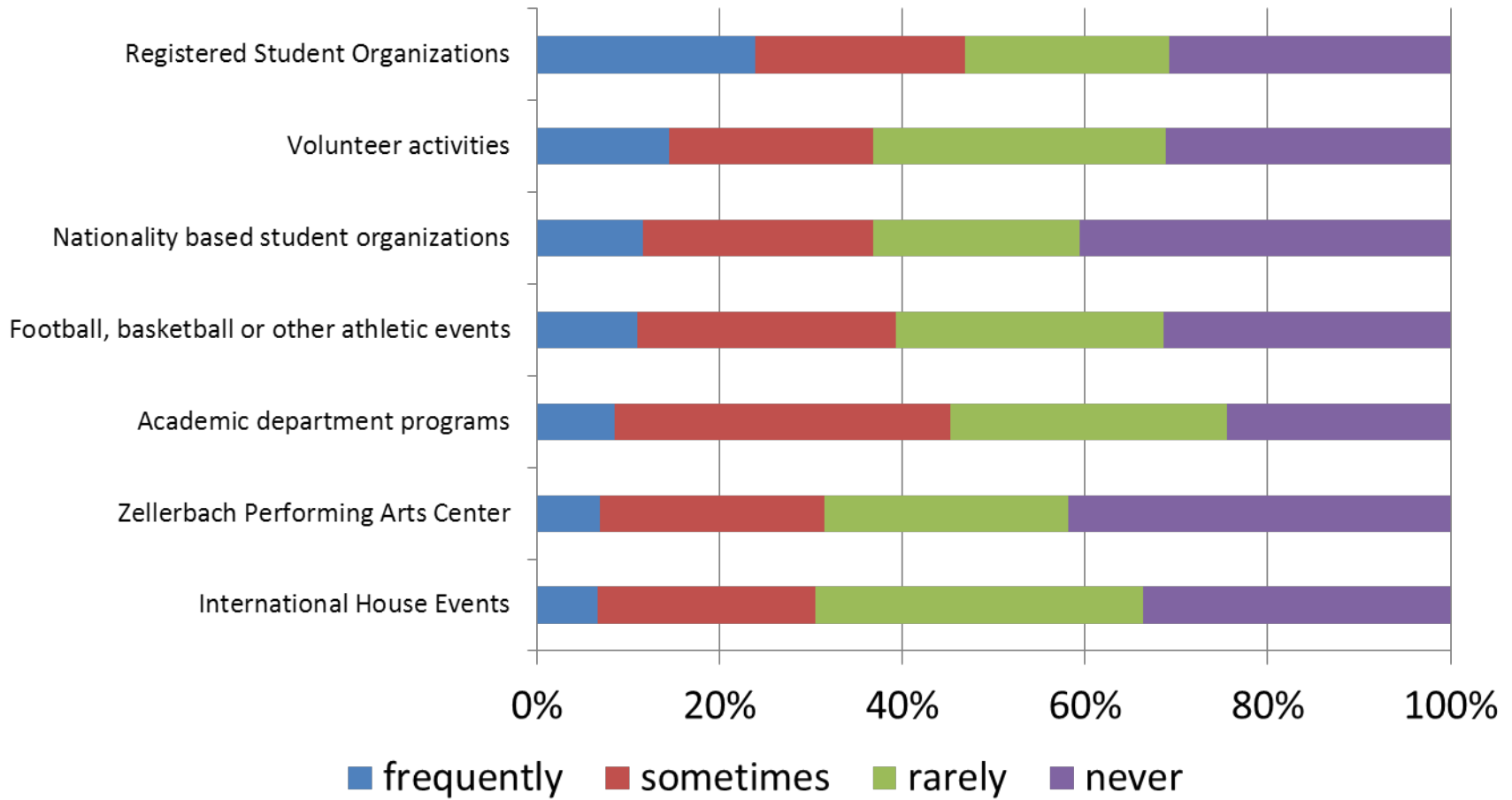
**Staff understands my needs as an international student...**



# Reasons For Visiting BIO All International Students



# Extra-curricular Activity Undergraduates

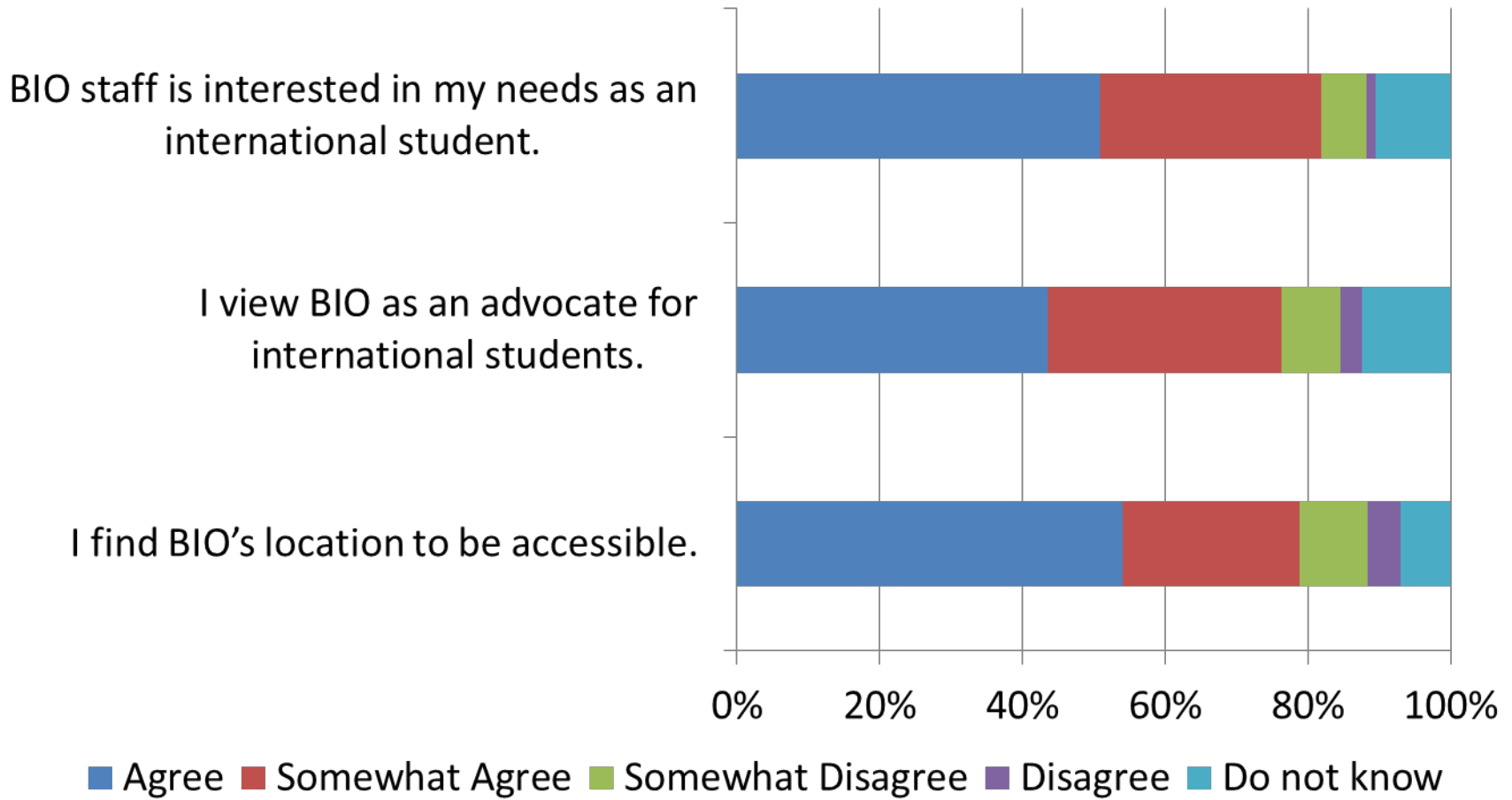




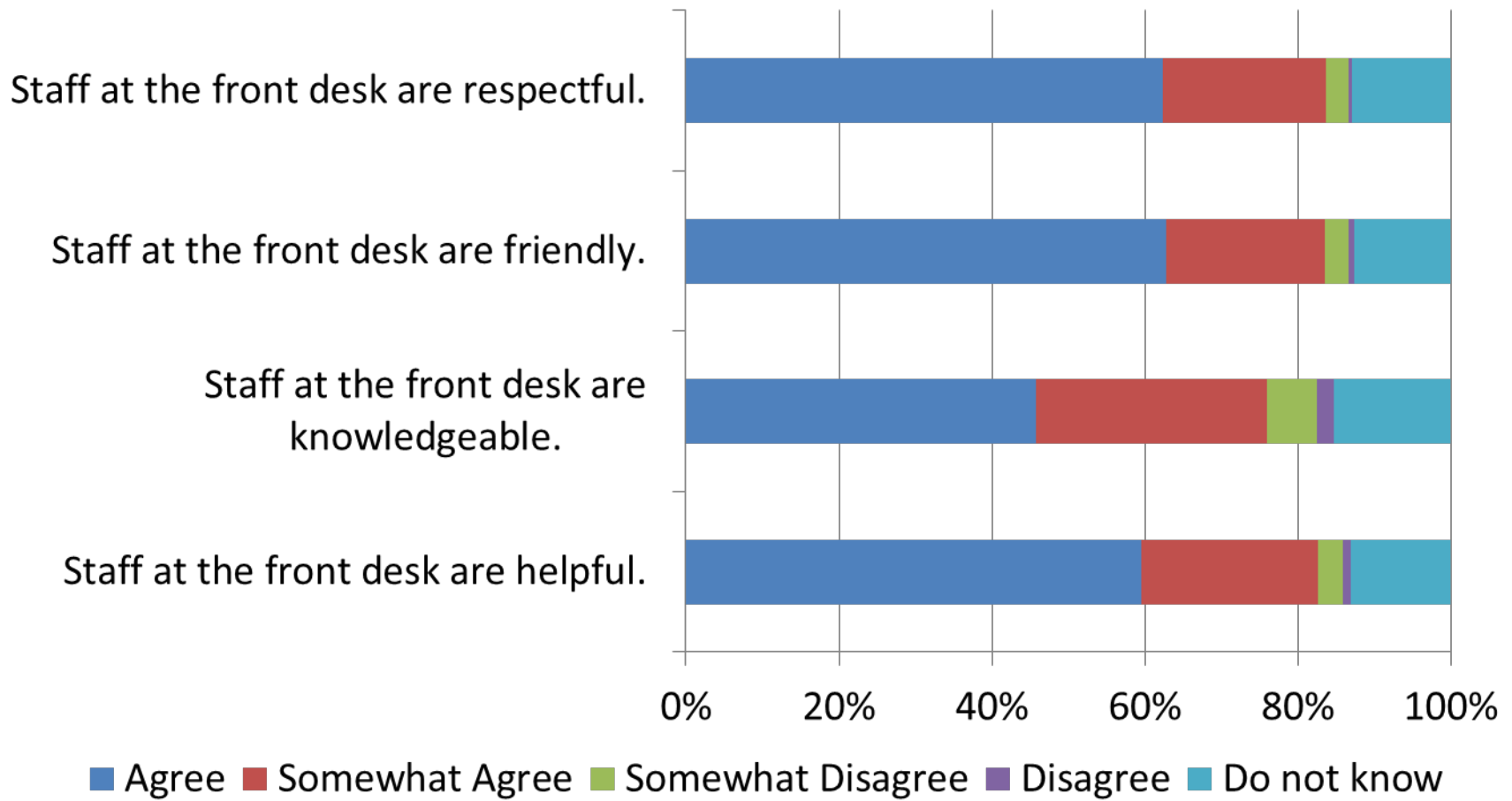
# Preferred Method of Contact

1. Email
2. In-person
3. Phone
4. On-Line Chat
5. Skype video call
6. Facebook

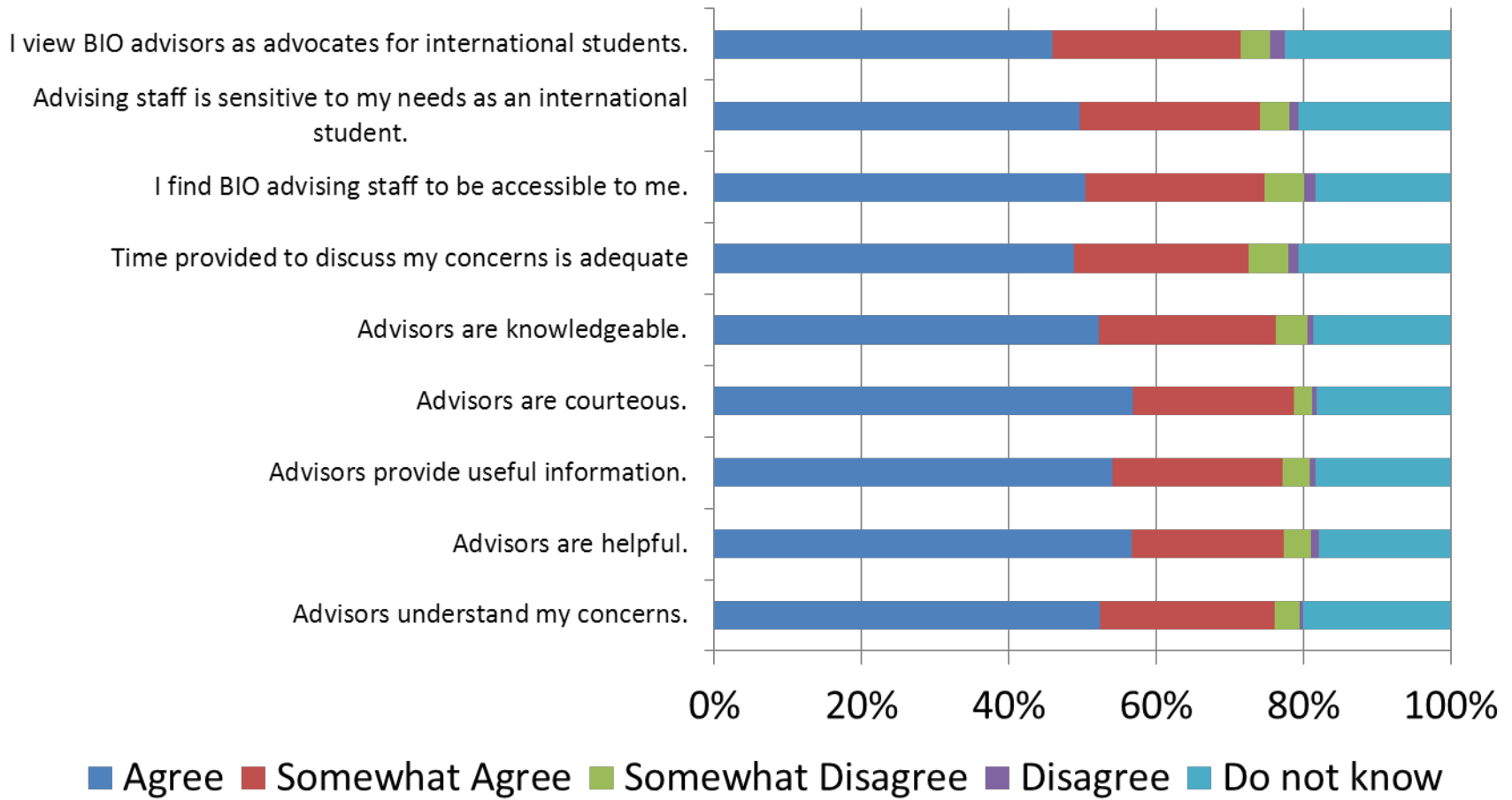
# Perception of BIO and BIO Staff



# How satisfied are you with the BIO reception staff?



# How satisfied are you with the BIO advising staff?



# 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.