Recommendations: Berkeley International Office

		Recommendations	Issue

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

		○ 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	
4	**Mid Priority**	● 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	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 Priority**	● Provided a letter of support/explanation that explains the financial requirements of receiving a student visa ○ If an official letter from BIO is not possible, provide advice on how to present their situation to landlords and rental companies	Student have limited rental options because they lack a SSN and credit history

6	**Low Priority**	● 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

7	**Low Priority**	• Identify learning outcomes of the search process and experience of off-campus housing	Identifying learning outcomes supports stronger assessment and program development

Recommendations for UCB

		Recommendations	Issue

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;
3		• Further collaboration housing with rental companies	Housing demand is high and rental companies has housing listings; most student

		○ 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

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

Resources	Challenges	Recommendations	BIO
- Craigslist - Facebook - Friends - Rental Company - Google - Co-ops - BSCCA - Walking around	- Credit History - High Rent - Scam - Waitlist - Good roommate - Understanding housing system - Issues with landlord	- 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	- Didn't use - Didn't receive - Not helpful - Staff helpful - Too many emails