Berkeley International Office Pre-Arrival Survey

Pre-Arrival Communications Survey

Berkeley International Office (BIO) Pre-Arrival Communications Assessment Survey

It is estimated that this 30-question survey will take you 15-20 minutes. You will need to complete all questions in each section to proceed to the next section and be eligible to win a $75 gift certificate to the Berkeley Student Store.

Please answer all questions fully and honestly in order to help us improve our pre-arrival communications efforts.

Please note, we will refer to the Berkeley International Office as BIO in this survey.

*1. Gender

○ Male

○ Female

Other (please specify)

[ ]

*2. Age

○ 17-20

○ 21-24

○ 25-30

○ 31-35

○ 36+

*3. UC Berkeley College or School

○ College of Letters & Science

○ College of Natural Resources

○ College of Chemistry

○ College of Engineering

○ College of Environmental Design

○ Haas School of Business

○ School of Public Health

○ Goldman School of Public Policy

○ Berkeley Law School

○ School of Optometry

○ School of Education

○ School of Information

○ None of the above

○ I don't know my college

Other (please specify)

[   ]

*4. Home country

[▼]

Other (please specify)

[   ]

*5. Please select the option that best describes your secondary/high school education.

○ High school in my home country

○ High school in another country

○ High school in the US

○ International high school in my home country

○ International high school in another country

*6. Was English the primary language of instruction in your high school?

○ Yes

○ No

*7. What will your student status be at UC Berkeley?

○ Freshman

○ Junior Transfer

○ Master's student

○ Doctoral student

○ EAP

Other (please specify)

[   ]

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Transfer

✱8. From which school are you transferring?

Demographics continued

*9. Did you obtain a previous degree from a college or university in the US?

○ Yes

○ No

*10. How would you classify your family's income level in your country of residence?

○ Lower income

○ Middle income

○ Higher income

○ I don't know

○ Prefer not to say

*11. Have any of your family members studied at a university or college in the US?

○ Yes

○ No

*12. Did/will you attend any UC Berkeley affiliated orientation or welcome event in your home country? (Example: alumni gatherings, UC Berkeley student organization events, meet ups of fellow incoming Cal Bears...)

○ Yes

○ I am/was aware of the events/orientations, but did not/will not attend

○ I am not aware of any events/orientations for me

Other (please specify)

[   ]

✱13. Which of the following orientations do you plan to attend in the US? Please select all that apply.

☐ Berkeley International Office's international student orientation

☐ New Student Services' Makeup CalSO session on August 24th

☐ Academic department hosted orientation

☐ Graduate Division orientation

☐ Student organization orientation

☐ I already attended New Student Services' CalSO session

Other (please specify)

[   ]

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Accessing information

*14. In general, which electronic device do you primarily use to access information?

○ Computer

○ Mobile phone

○ Tablet

○ I do not use electronic devices to access information

*15. Are you restricted from accessing any of the following in your country? Please select all that apply.

☐ Google search engine

☐ Google mail (bMail)

☐ Google drive (documents, spreadsheets, forms)

☐ Facebook

☐ YouTube

☐ Berkeley International Office (BIO) webinars (online workshops)

☐ No, I have no restrictions

Other (please specify)

[   ]

✱16. Once you were admitted to UC Berkeley, what information was most important to you? Please rank the following 1-5 with 1 being the most important and 5 being least.

[▼]	Obtaining a I-20/DS-2019
[▼]	Applying for a visa stamp in your passport
[▼]	Academic issues
[▼]	Financial issues
[▼]	Cultural adjustment

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Accessing information 2

✱17. In order to prepare for UC Berkeley, on which sources of information do you most rely? Please select your top FIVE.

☐ My UC Berkeley College (Undergraduate students only. Example: Letters & Science, Engineering, etc.)

☐ My UC Berkeley academic/major department (Example: Computer Science department)

☐ Berkeley International Office (BIO)

☐ BIO Peer Mentorship Program (Freshman & Transfers students only)

☐ Graduate Division (Graduate students only)

☐ MyBerkeleyApp

☐ Other UC Berkeley campus units and offices (Housing, New Student Services, etc.)

☐ UC Berkeley website

☐ Search engines (Example: Google)

☐ Friends

☐ Other UC Berkeley students or alumni

☐ Social media (Example: Facebook)

☐ UCEAP & Berkeley Study Abroad (EAP students only)

☐ Home institution pre-departure orientation (EAP students only)

Other (please specify)

[   ]

✱18. How helpful was the information sent from Berkeley International Office (BIO) about the following topics?

	Not helpful	Somewhat helpful	Helpful	Very helpful	Not applicable
Obtaining an I-20/DS-2019	○	○	○	○	○
Applying for a visa stamp in your passport	○	○	○	○	○
Academic issues	○	○	○	○	○
Cultural adjustment	○	○	○	○	○
Connecting with other students	○	○	○	○	○
Finding Housing	○	○	○	○	○

Other (please specify)

[   ]

*19. Which of the following have you used to access information from BIO? Please select all that apply.

☐ PowerPoint

☐ PDF email attachments

☐ Social media (Facebook, Instagram, Twitter)

☐ Google Drive (docs, spreadsheets, forms)

☐ Webinar (online workshop) software

☐ Email

☐ Phone call

☐ Skype

☐ In person

☐ Website

☐ YouTube videos

☐ MyBerkeleyApp

Please list any other methods you used not listed above:

[   ]

Accessing information 3

*20. How would you PREFER to obtain information from BIO before you begin your studies? Please select your top FIVE.

☐ Online tutorials

☐ Social media (Facebook, Instagram, Twitter)

☐ Google docs

☐ Live webinars (online workshop)

☐ Videos

☐ Email

☐ Paper/mailings

☐ Phone advice

☐ Skype

☐ In person in the Berkeley International Office

☐ Website

☐ Peer Mentors

☐ Orientations or events in your home country

Please list any other methods you prefer not listed above:

[   ]

*21. The amount of information I received from BIO has been:

○ Too much

○ Sufficient

○ Not enough

Comment

[   ]

*22. What visa status will you hold while studying at UC Berkeley?

○ F-1 (I-20 Certificate of Eligibility)

○ J-1 (DS-2019 Certificate of Eligibility from UC Berkeley)

○ J-1 (DS-2019 Certificate of Eligibility from a third party, example: Fulbright, LASPAU...)

○ H-4

○ E-2

○ L-1

○ A-2

○ TD

Other (please specify)

[   ]

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Obtaining a US visa

For the following questions, please note:

The Non-Immigrant Information Form (NIF) is the online process in which you requested your I-20/DS-2019 from BIO.

The visa application process refers to: submitting an application, going to an interview, obtaining the visa stamp in your passport from the US Embassy/Consulate, etc.

*23. Currently, at what stage are you in the Non-Immigrant Information Form (NIF) and visa application process?

○ I have not started the NIF

○ I have started, but not completed, the NIF

○ I have completed the NIF and am waiting for my I-20 or DS-2019

○ I am Canadian and have received by I-20 or DS-2019

○ I have received my I-20 or DS-2019 but have not started the visa application process at the US Embassy or Consulate

○ I have scheduled my appointment for the visa at the US Embassy or Consulate

○ I have completed the visa appointment, and I am waiting for/have obtained a visa stamp in my passport

Other (please specify)

[   ]

*24. How did you find out about the NIF requirement? Please check all that apply.

☐ MyBerkeleyApp (Undergraduates only)

☐ Graduate Division (Graduates only)

☐ My academic department (example: Computer Science department)

☐ BIO website

☐ My friend(s) or current UC Berkeley student(s)

☐ Email reminders sent from BIO

☐ Contacting BIO

☐ Student organizations

☐ UCEAP (EAP students only)

Other (please specify)

[   ]

*25. How helpful were the following resources when completing the NIF?

	Did not use	Not helpful	Somewhat helpful	Helpful	Very helpful
Instructions within the online NIF	○	○	○	○	○
NIF Tutorial (PowerPoint presentation on BIO website)	○	○	○	○	○
Other NIF information on the BIO website (NOT the tutorial)	○	○	○	○	○
Email communication with BIO	○	○	○	○	○
Skype communication with BIO	○	○	○	○	○
Phone communication with BIO	○	○	○	○	○
In person advice with BIO	○	○	○	○	○
BIO reminders about completing the NIF	○	○	○	○	○
Berkeley student organization(s)	○	○	○	○	○
Academic departments at Berkeley (example; Computer Science department)	○	○	○	○	○
Friends	○	○	○	○	○
Advisor(s) from another school	○	○	○	○	○

Obtaining a US visa 2

*26. How helpful were the following BIO resources when applying for the F-1 or J-1 visa stamp in your passport.

	Did not use	Not helpful	Somewhat helpful	Helpful	Very helpful
NIF email receipt with "Steps to Obtain your Visa" PDF attachment	○	○	○	○	○
Visa information on the BIO website	○	○	○	○	○
BIO website links to external websites (ex: USCIS)	○	○	○	○	○
Arrival Bulletin emails from BIO	○	○	○	○	○
"Applying for Your Student Visa" BIO webinar or video	○	○	○	○	○
"Arrival Checklist for International Students" brochure (sent with your I-20/DS-2019)	○	○	○	○	○
Phone communication with BIO	○	○	○	○	○
Email communication with BIO	○	○	○	○	○
In person advice with BIO	○	○	○	○	○

*27. How helpful were the following resources when applying for the F-1 or J-1 visa stamp in your passport.

	Did not use	Not helpful	Somehwat helpful	Helpful	Very helpful
UC Berkeley student organizations	○	○	○	○	○
Academic departments at UC Berkeley (example: Computer Science department)	○	○	○	○	○
US Embassy or Consulate website, phone call or email	○	○	○	○	○
Internet search for information	○	○	○	○	○
Online discussion boards or social media	○	○	○	○	○
Friend(s) and/or family	○	○	○	○	○
Resources from another school	○	○	○	○	○

Other (please specify)

[   ]

*28. Was it challenging to search for information about how to apply for your F-1 or J-1 visa stamp in your passport?

○ No

○ Yes

If yes, please explain.

[   ]

*29. How important would it be for BIO to provide additional information on the following topics? Rate the importance of each.

	Information was sufficient	Somewhat important	Important	Very important	Not applicable
How to complete the DS-160 (online visa application form)	○	○	○	○	○
How to pay the MRV (visa application fee)	○	○	○	○	○
How to pay the SEVIS fee	○	○	○	○	○
How to prepare for the visa interview	○	○	○	○	○
What documents to bring to the visa interview	○	○	○	○	○
How long it takes to obtain the visa	○	○	○	○	○
Security checks or administrative processing	○	○	○	○	○

Other

[   ]

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Adjustment questions

✱30. BIO provides additional pre-arrival information (via Arrival Bulletin emails, the BIO website, live and recorded webinars, and Facebook) on adjusting to, navigating, and preparing for the UC Berkeley experience. Please rate your level of agreement with the following statements:

Information from BIO...

	Disagree	Agree	Did not access
Introduced me to academic advising resources	○	○	○
Provided practical tips on how to be academically successful at UC Berkeley	○	○	○
Introduced me to various campus resources and how those resources will help me be a successful student	○	○	○
Helped me find housing on or near campus	○	○	○
Introduced me to student perspectives which helped me understand what life is like for a UC Berkeley student	○	○	○
Encouraged me to attend international student orientation	○	○	○
Encouraged me to reach out to international student advisors for help, and access BIO services	○	○	○

*31. I would reach out to my BIO international student advisor for help regarding the following topics. Please select all that apply.

- ☐ Immigration questions

- ☐ Academic difficulty

- ☐ Adjusting to UC Berkeley academic culture

- ☐ US cultural adjustment

- ☐ Making friends

- ☐ Where to go to get what I need

- ☐ Housing

- ☐ Financial issues

- ☐ Leadership opportunities

- ☐ Career advice

- ☐ Family issues

- ☐ I don't know

Other (please specify)

[   ]

*32. What types of challenges do you expect to encounter during your first year at UC Berkeley? Please select all that apply.

☐ Cultural adjustment

☐ Understanding and meeting professor expectations

☐ Working in groups on projects with classmates

☐ Speaking and understanding English

☐ Amount of academic work

☐ Finding a part-time on campus job

☐ Succeeding academically

☐ Finding assistance with my coursework

☐ Having enough money

☐ Social (making new friends)

☐ Time management (organizing my daily schedule)

☐ Getting into the classes I want to take

☐ Maintaining and managing relationships back home

☐ Maintaining physical health

☐ Managing stress

☐ Knowing where to go for things I need

☐ Getting along with roommate(s)

☐ None

Other (please specify)

[   ]

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Open ended

33. What other information would be helpful to receive from BIO before you being your studies at UC Berkeley?

34. We appreciate the time you have taken to complete this survey! If you would like to participate in a drawing to win a $75 gift certificate to the Berkeley Student Store. Please enter your email below.

Thank you.