

# **Berkeley International Office**

## **Comprehensive International Student Needs Assessment Survey**

**April 5, 2011**

It is estimated that this survey will take you 20 minutes.

You will need to complete all questions to be able to proceed to the next section.

## Demographic Information

Please tell us about yourself:

\* **1. What is your gender?**

Male

Female

\* **2. What is your age?**

17-20

21-24

25-30

31-35

36+

\* **3. What is your marital status?**

Single

Married

\* **4. How many children do you have?**

0

1

2

3

4 or more

## Demographic Information

\* **1. How many children do you have with you in the U.S.?**

1

2

3

4 or more

\* **2. From what country do you come?**

\* **3. How long have you attended the University of California at Berkeley?**

less than 1 year

1 – 2 years

3 – 4 years

5 years or more

\* **4. How long have you been in the USA?**

less than 1 year

1 – 2 years

3 – 4 years

5 years or more

\* **5. What is your current level of study?**

Undergraduate

PhD

Masters

Exchange Student

\* **6. What best describes where you currently live?**

On-Campus: Undergraduate Residence Hall

UC Family Housing (University Village, Smythe-Fernwald Complex)

Alternative Group Housing: International House

Off-Campus: Private Apartment or House

On-Campus: Undergraduate Upper Division Apartment Housing (Channing-Bodwidtch, Wada)

Alternative Group Housing: Co-Ops, Fraternity, Sorority

Jackson Graduate House or Manville Apartments

Off-Campus: With a Host or Family Member

**\* 7. What are your future plans? (Please check all that apply)**

- to apply for advanced degree in the USA
- to return to my home country after completing studies
- to work temporarily in the USA for practical or academic training
- to work in the USA beyond practical or academic training
- to remain in California indefinitely
- to remain in the USA indefinitely

## UG Demographic Information

\* **1. Were you admitted to UCB as a freshman or a transfer student?**

Freshman

Transfer

\* **2. What is the primary reason you chose to study at the University of California at Berkeley?**

to learn more about US culture and people

research opportunities

UCB was the first school that sent me an I-20/DS-2019

friend or family member attends or has attended UCB

the academic quality of UCB

the geographic location of UCB

\* **3. What is your UCB College?**

College of Chemistry

College of Engineering

College of Environmental Design

College of Letters and Science

College of Natural Resources

School of Public Health

Walter A. Haas School of Business

## UG Student Concerns

This section is intended to help BIO understand your on-going concerns and challenges as an international student at the University of California – Berkeley.

### \* 1. Personal Concerns

Please indicate your level of agreement with the following statement:

I am concerned about...

	agree	somewhat agree	somewhat disagree	disagree	Not applicable
having adequate financial support.	jn	jn	jn	jn	jn
finding on-campus employment opportunities.	jn	jn	jn	jn	jn
finding satisfactory housing.	jn	jn	jn	jn	jn
managing my personal finances.	jn	jn	jn	jn	jn
understanding U.S. medical insurance and services.	jn	jn	jn	jn	jn
keeping up with news or current events from home.	jn	jn	jn	jn	jn
finding a community of faith in the U.S.	jn	jn	jn	jn	jn
understanding my U.S. tax obligation.	jn	jn	jn	jn	jn
obtaining a drivers license.	jn	jn	jn	jn	jn
getting a credit card.	jn	jn	jn	jn	jn
maintaining contact with my family at home.	jn	jn	jn	jn	jn
the conflict between my personal goals and my family's goals for me.	jn	jn	jn	jn	jn
securing a job in the US after graduation.	jn	jn	jn	jn	jn
securing a job in my home country after graduation.	jn	jn	jn	jn	jn

## \* 2. Social and Cultural Concerns

Please indicate your level of agreement with the following statement:

I am concerned about...

	agree	somewhat agree	somewhat disagree	disagree	Not applicable
having enough friends from my home country.	10	10	10	10	10
communicating so that I am understood.	10	10	10	10	10
understanding spoken American English.	10	10	10	10	10
coping with homesickness.	10	10	10	10	10
making friends with Americans.	10	10	10	10	10
learning how to understand and respond to Americans of the opposite sex.	10	10	10	10	10
learning how to understand and respond to American behavior	10	10	10	10	10
being discriminated against by Americans.	10	10	10	10	10
understanding American values (independence, privacy, etc.).	10	10	10	10	10
finding a good balance between school work and free time.	10	10	10	10	10

## UG Student Concerns

### \* 1. Academic Concerns

Please indicate your level of agreement with the following statement:

I find it challenging to...

	agree	somewhat agree	somewhat disagree	disagree	Not applicable
understand classroom lectures.	jn	jn	jn	jn	jn
keep up with my reading assignments.	jn	jn	jn	jn	jn
keep up with my writing assignments.	jn	jn	jn	jn	jn
participate in academic discussions.	jn	jn	jn	jn	jn
engage in group work with my classmates.	jn	jn	jn	jn	jn
participate in study groups.	jn	jn	jn	jn	jn
access academic support services (proof-reading, editing).	jn	jn	jn	jn	jn
relate to American students in my classes.	jn	jn	jn	jn	jn
relate to other international students in my classes.	jn	jn	jn	jn	jn
understand academic rules and regulations.	jn	jn	jn	jn	jn
understand degree requirements.	jn	jn	jn	jn	jn
seek the information I need across the university.	jn	jn	jn	jn	jn

### \* 2. Interacting with Faculty, Instructors, and Staff

Please indicate your level of agreement with the following statement:

I find it challenging to...

	agree	somewhat agree	somewhat disagree	disagree	Not applicable
seek help from my professors.	jn	jn	jn	jn	jn
relate to my professors.	jn	jn	jn	jn	jn
seek help from my graduate student instructors (GSI).	jn	jn	jn	jn	jn
relate to my graduate student instructors (GSI).	jn	jn	jn	jn	jn
deal with faculty who are insensitive to my needs as an international student.	jn	jn	jn	jn	jn
deal with staff who are insensitive to my needs as an international student.	jn	jn	jn	jn	jn
access one-on-one academic advising services that meet my needs in my College.	jn	jn	jn	jn	jn
access one-on-one academic advising services that meet my needs in my Department.	jn	jn	jn	jn	jn

## UG Campus Life

This section is intended to help BIO understand the quality of your experience as an international student at UC Berkeley.

### \* 1. Safety Issues

Indicate your level of agreement with the following statements.

	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Not Applicable
I feel safe walking on campus at night	jn	jn	jn	jn	jn
I feel safe in my home	jn	jn	jn	jn	jn
I feel safe in my neighborhood	jn	jn	jn	jn	jn
I walk alone at night in Berkeley	jn	jn	jn	jn	jn
I use safety resource services such as BearWalk and NightRides	jn	jn	jn	jn	jn
I know how to contact emergency services for help	jn	jn	jn	jn	jn
I feel safe leaving my belongings unattended on campus	jn	jn	jn	jn	jn

### \* 2. Extra-curricular Activities

During my stay at UC Berkeley I have participated in or attended:

	frequently	sometimes	rarely	never
BIO workshops	jn	jn	jn	jn
Football, basketball or other athletic events	jn	jn	jn	jn
ASUC sponsored events	jn	jn	jn	jn
Nationality based student organizations	jn	jn	jn	jn
Resident Hall programs	jn	jn	jn	jn
Registered Student Organizations	jn	jn	jn	jn
Volunteer activities	jn	jn	jn	jn
International House Events	jn	jn	jn	jn
Academic department programs	jn	jn	jn	jn
Greek Life (Social fraternity/sorority)	jn	jn	jn	jn
Zellerbach Performing Arts Center	jn	jn	jn	jn

# UG Campus Life

## \* 1. University-wide Services

Please comment on the quality of services provided by the following:

	excellent	good	fair	poor	did not use
Office of the Registrar	jñ	jñ	jñ	jñ	jñ
Career Center	jñ	jñ	jñ	jñ	jñ
Counseling & Psychological Services	jñ	jñ	jñ	jñ	jñ
Payroll/Glacier	jñ	jñ	jñ	jñ	jñ
Tang Center (University Health Services)	jñ	jñ	jñ	jñ	jñ
University Housing (Residential Services)	jñ	jñ	jñ	jñ	jñ
ASUC	jñ	jñ	jñ	jñ	jñ
Transfer Center	jñ	jñ	jñ	jñ	jñ
Student Learning Center (SLC)	jñ	jñ	jñ	jñ	jñ
CalSO/New Student Services	jñ	jñ	jñ	jñ	jñ
Office of Financial Aid (Sproul Hall)	jñ	jñ	jñ	jñ	jñ

# UG Campus Life

## \* 1. University-wide Services

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

	frequently	sometimes	rarely	never	did not use
Office of the Registrar	jn	jn	jn	jn	jn
Career Center	jn	jn	jn	jn	jn
Counseling & Psychological Services	jn	jn	jn	jn	jn
Payroll/Glacier	jn	jn	jn	jn	jn
Tang Center (University Health Services)	jn	jn	jn	jn	jn
University Housing (Residential Services)	jn	jn	jn	jn	jn
ASUC	jn	jn	jn	jn	jn
Transfer Center	jn	jn	jn	jn	jn
Student Learning Center (SLC)	jn	jn	jn	jn	jn
CalSO/New Student Services	jn	jn	jn	jn	jn
Office of Financial Aid (Sproul Hall)	jn	jn	jn	jn	jn

## UG Campus Life - Health Insurance

\* 1. Do you have SHIP health insurance for yourself?

Yes

No

## UG Campus Life - Health Insurance

\* 1. Please indicate why you do not have insurance for yourself. (Check all that apply):

- Health insurance is too expensive
- I would get health care even without insurance
- I have my own health insurance with better coverage
- I am not satisfied with the coverage offered
- Health insurance is a waste of money

## UG Campus Life - Health Insurance

**\* 1. How often have you used SHIP?**

Never

1-3 times

4-7 times

8+ times

**\* 2. Do you understand how to use your SHIP benefits?**

Yes

No

**\* 3. Would you like to learn more about how to use your SHIP benefits?**

Yes

No

## Grad Demographic Information

### \* 1. What is the primary reason you chose to study at the University of California at Berkeley?

- friend or family member attends or has attended UCB
- to learn more about US culture and people
- the availability of competitive funding package
- UCB was the first school that sent me an I-20/DS-2019
- the geographic location of UCB
- the academic quality of UCB
- research opportunities

### \* 2. What is your UCB College?

- Boalt School of Law
- College of Chemistry
- College of Engineering
- College of Environmental Design
- College of Letters and Science
- College of Natural Resources
- Goldman Graduate School of Public Policy
- Graduate School of Education
- School of Information
- School of Journalism
- School of Optometry
- School of Social Welfare
- School of Public Health
- Walter A. Haas School of Business

## Grad Student Concerns

This section is intended to help BIO understand your on-going concerns and challenges as an international student at the University of California – Berkeley.

### \* 1. Personal Concerns

Please indicate your level of agreement with the following statement:

I am concerned about...

	agree	somewhat agree	somewhat disagree	disagree	Not applicable
having adequate financial support.	ja	ja	ja	ja	ja
having adequate financial support from my department.	ja	ja	ja	ja	ja
finding on-campus employment opportunities.	ja	ja	ja	ja	ja
finding satisfactory housing.	ja	ja	ja	ja	ja
managing my personal finances.	ja	ja	ja	ja	ja
understanding U.S. medical insurance and services.	ja	ja	ja	ja	ja
keeping up with news or current events from home.	ja	ja	ja	ja	ja
finding a community of faith in the U.S.	ja	ja	ja	ja	ja
understanding my U.S. tax obligation.	ja	ja	ja	ja	ja
obtaining a drivers license.	ja	ja	ja	ja	ja
getting a credit card.	ja	ja	ja	ja	ja
maintaining contact with my family at home.	ja	ja	ja	ja	ja
the conflict between my personal goals and my family's goals for me.	ja	ja	ja	ja	ja
securing a job in the US after graduation.	ja	ja	ja	ja	ja
securing a job in my home country after graduation.	ja	ja	ja	ja	ja

## \* 2. Social and Cultural Concerns

Please indicate your level of agreement with the following statement:

I am concerned about...

	agree	somewhat agree	somewhat disagree	disagree	Not applicable
having enough friends from my home country.	10	10	10	10	10
communicating so that I am understood.	10	10	10	10	10
understanding spoken American English.	10	10	10	10	10
coping with homesickness.	10	10	10	10	10
making friends with Americans.	10	10	10	10	10
learning how to understand and respond to Americans of the opposite sex.	10	10	10	10	10
learning how to understand and respond to American behavior.	10	10	10	10	10
being discriminated against by Americans.	10	10	10	10	10
understanding American values (independence, privacy, etc.)	10	10	10	10	10
finding a good balance between school work and free time.	10	10	10	10	10

# Grad Student Concerns

## 1. Family Concerns (For family in the U.S.)

Skip this section if it does not apply to you.

### I am concerned about...

	agree	somewhat agree	somewhat disagree	disagree	Not applicable
having adequate financial support for my family.	jñ	jñ	jñ	jñ	jñ
my children becoming too Americanized.	jñ	jñ	jñ	jñ	jñ
my spouse being too isolated.	jñ	jñ	jñ	jñ	jñ
my spouse becoming too Americanized.	jñ	jñ	jñ	jñ	jñ
finding time to spend with my spouse/children.	jñ	jñ	jñ	jñ	jñ
the adjustment problems my family will face when they return home.	jñ	jñ	jñ	jñ	jñ
finding affordable child care.	jñ	jñ	jñ	jñ	jñ
finding quality child care.	jñ	jñ	jñ	jñ	jñ
finding affordable medical care for my family.	jñ	jñ	jñ	jñ	jñ
finding quality medical care for my family.	jñ	jñ	jñ	jñ	jñ

## Grad Student Concerns

### \* 1. Academic Concerns

Please indicate your level of agreement with the following statement:

I find it challenging to...

	agree	somewhat agree	somewhat disagree	disagree	Not applicable
understand classroom lectures.	jn	jn	jn	jn	jn
keep up with my reading assignments.	jn	jn	jn	jn	jn
keep up with my writing assignments.	jn	jn	jn	jn	jn
participate in academic discussions.	jn	jn	jn	jn	jn
engage in group work with my classmates.	jn	jn	jn	jn	jn
participate in study groups.	jn	jn	jn	jn	jn
access academic support services (proof-reading, editing).	jn	jn	jn	jn	jn
relate to American students in my classes.	jn	jn	jn	jn	jn
relate to other international students in my classes.	jn	jn	jn	jn	jn
understand academic rules and regulations.	jn	jn	jn	jn	jn
understand degree requirements.	jn	jn	jn	jn	jn
seek the information I need across the university.	jn	jn	jn	jn	jn

### \* 2. Interacting with Faculty, Instructors, and Staff

Please indicate your level of agreement with the following statement:

I find it challenging to...

	agree	somewhat agree	somewhat disagree	disagree	Not applicable
seek help from my professors.	jn	jn	jn	jn	jn
relate to my professors.	jn	jn	jn	jn	jn
deal with faculty who are insensitive to my needs as an international student.	jn	jn	jn	jn	jn
deal with staff who are insensitive to my needs as an international student.	jn	jn	jn	jn	jn
access one-on-one academic advising services that meet my needs in my Department.	jn	jn	jn	jn	jn

## Grad Campus Life

This section is intended to help BIO understand the quality of your experience as an international student at UC Berkeley.

### \* 1. Safety Issues

Indicate your level of agreement with the following statements.

	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Not Applicable
I feel safe walking on campus at night	100	100	100	100	100
I feel safe in my home	100	100	100	100	100
I feel safe in my neighborhood	100	100	100	100	100
I walk alone at night in Berkeley	100	100	100	100	100
I use safety resource services such as BearWalk and NightRides	100	100	100	100	100
I know how to contact emergency services for help	100	100	100	100	100
I feel safe leaving my belongings unattended on campus	100	100	100	100	100

### \* 2. Extra-curricular Activities

During my stay at UC Berkeley I have participated in or attended:

	frequently	sometimes	rarely	never
BIO workshops	100	100	100	100
Football, basketball or other athletic events	100	100	100	100
ASUC sponsored events	100	100	100	100
Graduate Assembly sponsored events	100	100	100	100
Nationality based student organizations	100	100	100	100
Resident Hall programs	100	100	100	100
Registered Student Organizations	100	100	100	100
Volunteer activities	100	100	100	100
International House Events	100	100	100	100
Academic department programs	100	100	100	100
Zellerbach Performing Arts Center	100	100	100	100

# Grad Campus Life

## \* 1. University-wide Services

Please comment on the quality of services provided by the following:

	excellent	good	fair	poor	did not use
Office of the Registrar	jñ	jñ	jñ	jñ	jñ
Career Center	jñ	jñ	jñ	jñ	jñ
Counseling & Psychological Services	jñ	jñ	jñ	jñ	jñ
Payroll/Glacier	jñ	jñ	jñ	jñ	jñ
Tang Center (University Health Services)	jñ	jñ	jñ	jñ	jñ
University Housing (Residential Services)	jñ	jñ	jñ	jñ	jñ
ASUC	jñ	jñ	jñ	jñ	jñ
GSI Teaching & Resource Center	jñ	jñ	jñ	jñ	jñ
Graduate Academic Services	jñ	jñ	jñ	jñ	jñ
Graduate Division	jñ	jñ	jñ	jñ	jñ

## Grad Campus Life

### \* 1. University-wide Services

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

	frequently	sometimes	rarely	never	did not use
Office of the Registrar	jñ	jñ	jñ	jñ	jñ
Career Center	jñ	jñ	jñ	jñ	jñ
Counseling & Psychological Services	jñ	jñ	jñ	jñ	jñ
Payroll/Glacier	jñ	jñ	jñ	jñ	jñ
Tang Center (University Health Services)	jñ	jñ	jñ	jñ	jñ
University Housing (Residential Services)	jñ	jñ	jñ	jñ	jñ
ASUC	jñ	jñ	jñ	jñ	jñ
GSI Teaching & Resource Center	jñ	jñ	jñ	jñ	jñ
Graduate Academic Services	jñ	jñ	jñ	jñ	jñ
Graduate Division	jñ	jñ	jñ	jñ	jñ

## Grad Campus Life - Health Insurance

\* 1. Do you have SHIP health insurance for yourself?

Yes

No

## Grad Campus Life - Health Insurance

\* 1. Please indicate why you do not have insurance for yourself. (Check all that apply):

- Health insurance is too expensive
- I would get health care even without insurance
- I have my own health insurance with better coverage
- I am not satisfied with the coverage offered
- Health insurance is a waste of money

## Grad Campus Life - Health Insurance

**\* 1. How often have you used SHIP?**

Never

1-3 times

4-7 times

8+ times

**\* 2. Do you understand how to use your SHIP benefits?**

Yes

No

**\* 3. Would you like to learn more about how to use your SHIP benefits?**

Yes

No

**\* 4. Do you have health insurance for your spouse?**

Yes

No

I do not have a spouse.

## Grad Campus Life - Health Insurance

\* **1. Please indicate why you do not have insurance for your spouse (check all that apply):**

- Health insurance is too expensive
- My spouse would get health care even without insurance
- I am not satisfied with the coverage offered
- Health insurance is a waste of money
- I have my own health insurance with better coverage

\* **2. Do you have health insurance for your children?**

- Yes
- No
- I do not have children.

## Grad Campus Life - Health Insurance

\* 1. Please indicate why you do not have insurance for your children (check all that apply):

- Health insurance is too expensive
- My children would get health care even without insurance
- I am not satisfied with the coverage offered
- Health insurance is a waste of money
- I have my own health insurance with better coverage

## Berkeley International Office

This section is intended to help BIO understand the quality and usefulness of services provided by the Berkeley International Office.

### Berkeley International Office Website

\* 1. How many times have you visited the BIO website in the past year?

Never

1-5 times

6-10 times

More than 10 times

\* 1. What is the main reason why you have *not* visited the BIO website?

I didn't think about it

I prefer to get information from BIO in person

I didn't know how to find the BIO website

It was quicker to come to BIO in person

My friends are my advisors

Other (please specify)

\* 1. Was it easy to find the information you were looking for on the BIO website?

Yes

No

\* 2. Was the information you found on the BIO website helpful?

Always

Sometimes

Rarely

Never

## Friday News

\* 1. Do you read Friday News?

Yes

No

## Berkeley International Office

### \* 1. What is your preferred format of Friday News?

- Colorful PDF attachment to email
- Plain text email
- Web based newsletter that I find by clicking on a link via email

### \* 2. What information do you think Friday News should cover? (Check all that apply)

- Workshops sponsored by other campus departments
- Community Events
- Immigration and visa status updates
- BIO Workshops
- Campus Events
- Personal, Academic and Cultural Adjustment Tips

## Email

### \* 3. Do you read mass emails from the Berkeley International Office?

- Yes
- No

\* 1. Do you read emails from a BIO staff member?

Yes

No

## Berkeley International Office

\* **1. Are follow up email reminders an effective way to communicate with you?**

Yes

No

\* **2. Please comment on the frequency of event reminder emails.**

Too frequent

Just right

Not enough

\* **3. Approximately how many times have you visited BIO in the last year?**

\* **4. If you have a question for BIO, please rank your preferred method of contact (1 being your most preferred method of contact):**

	1 (Most preferred)	2	3	4	5	6 (Least preferred)
Phone	<input type="radio"/>					
Email	<input type="radio"/>					
In-person	<input type="radio"/>					
Facebook	<input type="radio"/>					
On-Line Chat	<input type="radio"/>					
Skype video call	<input type="radio"/>					

\* **5. Choose the reasons you have visited/contacted BIO (check all that apply):**

Academic matters

Employment Matters

Financial Aid

Personal/ Family matters

Letters, documents and signatures

BIO program and workshop information

Tax matters

Immigration and visa questions

Payroll

★ **6. Perception of BIO and BIO Staff**

	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Do not know
I find BIO's location to be accessible	jñ	jñ	jñ	jñ	jñ
I view BIO as an advocate for international students	jñ	jñ	jñ	jñ	jñ
BIO staff is interested in my needs as an international student	jñ	jñ	jñ	jñ	jñ

★ **7. How satisfied are you with the BIO reception staff?**

	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Do not know
Staff at the front desk are helpful	jñ	jñ	jñ	jñ	jñ
Staff at the front desk are knowledgeable	jñ	jñ	jñ	jñ	jñ
Staff at the front desk are friendly	jñ	jñ	jñ	jñ	jñ
Staff at the front desk are respectful	jñ	jñ	jñ	jñ	jñ

★ **8. How satisfied are you with the BIO advising staff?**

	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Do not know
Advisors understand my concerns	jñ	jñ	jñ	jñ	jñ
Advisors are helpful	jñ	jñ	jñ	jñ	jñ
Advisors provide useful information	jñ	jñ	jñ	jñ	jñ
Advisors are courteous	jñ	jñ	jñ	jñ	jñ
Advisors are knowledgeable	jñ	jñ	jñ	jñ	jñ
Time provided to discuss my concerns is adequate	jñ	jñ	jñ	jñ	jñ
I find BIO advising staff to be accessible to me	jñ	jñ	jñ	jñ	jñ
Advising staff is sensitive to my needs as an international student	jñ	jñ	jñ	jñ	jñ
I view BIO advisors as advocates for international students	jñ	jñ	jñ	jñ	jñ

**9. What comments or suggestions for additional programs and services would you like to share with us?**

5

6

## Thank you

We appreciate the time you have taken to complete this survey!

We will post the results of the survey on the BIO web site as soon as possible.

**1. If you would like to participate in a drawing to win a \$75 gift certificate to the ASUC Bookstore. Please enter your @berkeley.edu email below.**

**We will only consider your UC Berkeley email in the drawing for the \$75 gift certificate. Three people will be selected after the random drawing.**

**Thank you.**

UC Berkeley Email

Address: