

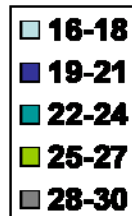
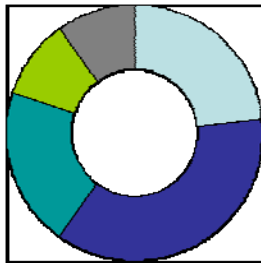
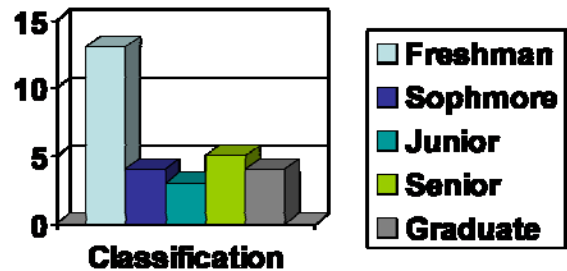
This evaluation of services was conducted at the end of the Spring semester 2006

# International Student Services

## Evaluation of Services

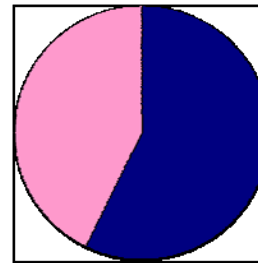
### College Classification

45% of the students surveyed answered that they were first year students on campus.



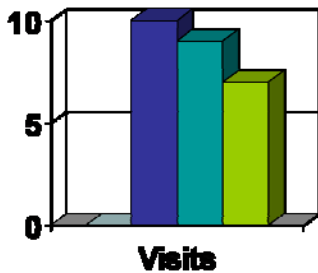
### Age

60% of the students surveyed noted that they were 21 years of age or younger.



### Gender

57% of the students surveyed were male, while 43% of the students surveyed were female.



### Approximately how many visits have you made to the International Services Office?

38% of the students surveyed have visited the International Student Services Office 2-5 times. 34% have made 6-10 visits. Only 28% have made 11 or more visits to the International Student Services Office.

### How did you learn about our services?

65% of the students noted that they were referred to the International Student Services Office by a staff member of the university.

# International Student Services

## Evaluation of Services

Spring 2006

### College Classification

Freshman	Sophomore	Junior	Senior	Graduate
13	4	3	5	4

### Age

16	17	18	19	20	21	22	23	24
1	3	3	6	1	4	2	3	1
25	26	28	30					
1	1	2	1					

16-18	19-21	22-24	25-27	28-30
7	11	6	3	3

### Gender

Male	Female
16	12

**Approximately, how many visits have you made to the International Services Office?**

1	2-5	6-10	11-or more
	10	9	7

**I found my initial contact at the International Services Office satisfactory.**

4	3	2	1	0
23	2			

**I was assisted in a timely fashion.**

4	3	2	1	0
25	5			

**I was welcome by the staff at this office with or without an appointment.**

4	3	2	1	0
28	2			

**I was treated with courtesy and respect.**

4	3	2	1	0
29	1			

**I felt comfortable in the waiting area.**

4	3	2	1	0
29	1			

**The staff was sensitive to my needs despite any cultural differences.**

4	3	2	1	0
27	3			

**The staff was knowledgeable.**

4	3	2	1	0
29	1			

**Information provided by the staff was clear and accurate.**

4	3	2	1	0
29	1			

**There was someone available to help me during every office visit I made.**

4	3	2	1	0

## **Student Comments**

### **How did you learn about our services?**

1. I came from Admissions.
2. In my first semester Ms. Sullivan helped me register.
3. I learned lots of things. They helped me with my involvement with the university plus the activities for international students.
4. Ms. Sullivan.
5. From Admissions Office.
6. Told when I got here.
7. Because of Thelma Sullivan and I always ask everything when I'm confused.
8. Because I need this international Student Services. Admission Office took me here.
9. Orientation.
10. By the office of Admissions.
11. They have the information that solved my problems.
12. Elsa Castillo and Ms. Sullivan.
13. Walking around.
14. Friend.
15. I just came here.
16. Campus.
17. Admissions.

### **Please feel free to comment on any of your answers.**

1. As the first time that I came I have seen that their have improved too much.
2. It would be great if you had some cookies or food.
3. It is a good thing that now they have more people to help you regarding any questions that an International Student might have. Awesome thing done.
4. Office is overworked and understaffed.
5. Great services and great people.
6. They help me whenever I need. Thank you!
7. Great office environment.

### **Please give us any suggestions you may have on how we could improve our services.**

1. Its kind.
2. I think you're doing very well; you don't need to change anything.
3. Everything is fine.
4. More donuts and coffee ha ha!
5. I like to come and visit my friends.