



Program: _____ International Admissions _____	Completed by: _____ Barbara Legan-Turner _____
Department: _____ Center for International Programs and Services _____	Date: _____ 29-May-06 _____

Goal 1

Students will report high levels of satisfaction with the quality of services offered by the International Admissions Office.

Outcomes	Research Methods	Findings	Review	Actions
#1. Newly admitted students attending the International Student Orientation will rate their satisfaction with the efficiency of processing their application in a timely manner as 'agree' or strongly 'agree'.	Students attending the International Student Orientation were given an evaluation in their information packet at the start of the program and completed it at the end of the program. Data is then collected and analyzed by CISP.	Fall 2006: 59.97% Agree; 23.7% Strongly Agree; 8.6% Neither; 3.6% Disagree; 2.2% Strongly Disagree/ Spring 2007: 55% Agree; 15.3% Strongly Agree; 19.1% Neither; 8.5% Disagree; 2.1% Strongly Disagree	Findings presented and feedback received from CISP staff.	
#2. Newly admitted students attending the International Student Orientation will rate their satisfaction with the ease of understanding the admissions section of the CSU website as 'agree' or 'strongly agree'.	Students attending the International Student Orientation were given an evaluation in their information packet at the start of the program and completed it at the end of the program. Data is then collected and analyzed by CISP.	Fall 2006: 71.2% Agree; 11.5% Strongly Agree; 11.5% Neither; 1.6% Disagree; 3.6% Strongly Disagree/ Spring 2007: 66% Agree; 8.5% Strongly Agree; 23.4% Neither; 2.1% Disagree; 0% Strongly Disagree	Findings presented and feedback received from CISP staff.	
#3. Newly admitted students attending the International Student Orientation will rate their satisfaction with the online application availability and ease of use as 'agree' or 'strongly agree'.	Students attending the International Student Orientation were given an evaluation in their information packet at the start of the program and completed it at the end of the program. Data is then collected and analyzed by CISP.	Fall 2006: 61.1% Agree; 18% Strongly Agree; 15.1% Neither; .05% Disagree; 0% Strongly Disagree/ Spring 2007: 68.1% Agree; 17% Strongly Agree; 12.8% Neither; 0% Disagree; 2.1% Strongly Disagree	Findings presented and feedback received from CISP staff.	



<p>#4. Newly admitted students attending the International Student Orientation will rate their satisfaction with the timeliness in response time to their email requests as receiving a reply back ' within 24 hrs', 1-2 days, or 2-3 days.</p>	<p>Students attending the International Student Orientation were given an evaluation in their information packet at the start of the program and completed it at the end of the program. Data is then collected and analyzed by CISP.</p>	<p>Fall 2006: 16.5% in 24 hrs; 42.4% 1-2 days; 21.6% 2-3 days; 18.7% >3 days Spring 2007: 17.4% in 24 hrs; 39.1% 1-2 days; 23.9% 2-3 days; 19.6% >3 days</p>	<p>Findings presented and feedback received from CISP staff.</p>	<p>Question on the evaluation was rephrased in Spring 2007 to specify Admissions inquiry rather than general CISP inquiry in order to reflect findings more accurately.</p>

SURVEY ANALYSIS

Total No. of Survey form received – 139

1. 125 – Graduate students
14 - Undergraduate students

2. My application was processed quickly
2.2% - Strongly disagree
3.6% - Disagree
8.6% - Neither agree nor disagree
59.7% - Agree
23.7% - Strongly Agree

3. The admissions section on the website was easy to understand and helpful.
2.2% - Strongly Disagree
3.6% - Disagree
11.5% - Neither agree nor disagree
71.2% - Agree
11.5% - Strongly Agree

4. The online application feature was convenient and easy to follow.
0.01% - Strongly Disagree
05% - Disagree
15.1% - Neither agree nor disagree
61.1% - Agree
18% - Strongly Agree

5. My e-mail requests were responded
16.5% students say within 24 hours
42.4% students say in 1-2 days
21.6% students say in 2-3 days
18.7% students say more than 3 days

6. I first heard about CSU from:
26.6% - Relative
17.3% – Counselor
33.8% - Web Search
0.01% - Advertisement
6.47% - CSU official/faculty member
3.6% - CSU students
7.9% - friends

7. Suggestions to Improve the International Admission Process
 - Make Health Insurance section clear
 - Application fee waiver as Credit Card is not used
 - E-mail response faster
 - Improve Online Admission process

Fall 2006 Survey

- Update website regularly
- Update tuition fee section on web site
- International Officer should be friendly and understand the student
- Change the website to track the application status online
- Send I-20 in express mail
- Translation
- Details of courses offered each semester
- Answer phone calls.

8. Welcome Letter helped me prepare for my arrival to CSU

16.5% - All that I needed

39.6% - Most of what I needed

33% - Some of what I needed

2.2% - None of what I needed

0.05% - Never read the Welcome letter

The students would like to have Information about:

- Other extra fees
- Apartments and housing information
- On campus jobs
- Detailed map of bus route
- Health Insurance
- Related department info
- Financial aid and student employment
- Academic calendar
- Internship and job placement
- How to register for courses
- USA culture, expenses
- Complete information of courses
- Food items to bring
- Transportation to University
- Course Credits information
- International communities
- How to get supplies
- Details about Cleveland and weather
- Health Insurance for dependent
- Restaurant information
- Exact date of orientation in I-20
- Related advisor and course information
- Professors e-mail and contact nos.

9. Airport pick up and temporary housing decreased the fear about traveling the US.

83.5% - Agree

0.1% - Disagree

10. I was greeted in a friendly manner when I arrived at UC 302

89.2% - Agree

5.7% - Disagree

Fall 2006 Survey

11. I was able to complete the tasks on the “check-in” list as a result of materials and assistance that I received during the “check-in” process.

56% understood how to complete ALL of the tasks

34.5% understood MOST of the tasks

2% didn't understand **any** of the tasks

4% have **NOT Checked-in yet**

12. General Suggestions:

- More information on visa application
- Clear information for pre-requisite courses.
- Mention correct fees in the I-20
- Upgrade the website and make it user friendly
- International students should get an SSN
- Health Insurance information including how much it costs in Welcome letter
- Social interactions
- Everything should not be based on reference
- E-mail response faster
- Good can become Best
- Increase financial aid opportunity for students

SURVEY ANALYSIS

Total amount of Survey form received – 47

1. 43 – Graduate students
4 - Undergraduate students

2. My application was processed quickly
2.1% - Strongly disagree
8.5% - Disagree
19.1% - Neither agree nor disagree
55% - Agree
15.3% - Strongly Agree

3. The admissions section on the website was easy to understand and helpful.
0% - Strongly Disagree
2.1% - Disagree
23.4% - Neither agree nor disagree
66% - Agree
8.5% - Strongly Agree

4. The online application feature was convenient and easy to follow.
2.1% - Strongly Disagree
0% - Disagree
12.8% - Neither agree nor disagree
68.1% - Agree
17% - Strongly Agree

5. My e-mail requests were responded by Admission
17.4% students say within 24 hours
39.1% students say in 1-2 days
23.9% students say in 2-3 days
19.6% students say more than 3 days

6. My e-mail requests were responded by International Services
17.8% students say within 24 hours
42.2% students say in 1-2 days
22.2% students say in 2-3 days
17.8% students say more than 3 days

7. I first heard about CSU from:
36.2% - Relative
36.2% - Web Search
17% - CSU official/faculty member
10.6% - friends

Spring 2007 Survey

8. Suggestions to Improve the International Admission Process

- E-mail response faster
- Application should be done quickly
- More information about fee
- Details of courses offered each semester

9. Welcome Letter helped me prepare for my arrival to CSU

21.3% - All that I needed

38.3% - Most of what I needed

31.9% - Some of what I needed

6.4% - None of what I needed

2.1% - Never read the Welcome letter

The students would like to have Information about:

- Other extra fees
- Health Insurance
- Academic calendar
- Internship and job placement
- Related advisor and course information
- Professor's e-mail and contact nos.

10. Airport picks up and temporary housing decreased the fear about traveling the US.

98% - Agree

2% - Disagree

11. I was greeted in a friendly manner when I arrived at UC 302

98% - Agree

2% - Disagree

12. I was able to complete the tasks on the "check-in" list as a result of materials and assistance that I received during the "check-in" process.

57.5% understood how to complete ALL of the tasks

34% understood MOST of the tasks

0% didn't understand **any** of the tasks

8.5% have **NOT Checked-in yet**

13. General Suggestions:

- More information on application
- Clear information for pre-requisite courses.
- Mention correct fees in the I-20
- Health Insurance information including how much it costs in Welcome letter
- E-mail response faster