**Goal 1**

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

<table>
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<th>Outcomes</th>
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<tbody>
<tr>
<td>#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'.</td>
<td>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.</td>
<td>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</td>
<td>Findings presented and feedback received from CISP staff.</td>
<td></td>
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<tr>
<td>#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'.</td>
<td>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.</td>
<td>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</td>
<td>Findings presented and feedback received from CISP staff.</td>
<td></td>
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<tr>
<td>#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'.</td>
<td>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.</td>
<td>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</td>
<td>Findings presented and feedback received from CISP staff.</td>
<td></td>
</tr>
<tr>
<td>#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.</td>
<td>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.</td>
<td>Fall 2006: 16.5% in 24 hrs; 42.4% 1-2 days; 21.6% 2-3 days; 18.7% &gt;3 days  Spring 2007: 17.4% in 24 hrs; 39.1% 1-2 days; 23.9% 2-3 days; 19.6% &gt;3 days</td>
<td>Findings presented and feedback received from CISP staff.</td>
<td>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.</td>
</tr>
</tbody>
</table>
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 understood 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
Spring 2007 Survey

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
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