Engaging Out of State and International Students

Patricia Mahaffey
Dean of Student Affairs, Muir College

Dulce Amor L. Dorado
Associate Director, International Center

November 20, 2012
VCSA All-Staff Meeting
• Who are our International and Out of State students?
• What is important to these populations?
• What is happening in Student Affairs?
Fall 2012: Who are our Out of State Students?

- Total Campus-Wide: 957
- Total New Out of State Students, Fall 2012: 461
• Intercultural Competence
• Institutional Prestige
• Competitive advantage
• Revenue
• International goodwill

Benefits to Institutions that Internationalize
Fall 2012: Who are our international non-resident students?
• Fall 2012: 1,607 new registered international students.
• Fall 2012: 3,348 total international student enrollment
• Top 5 countries/regions of origin (in rank order) are China, Korea, Hong Kong, Taiwan, and India.
• Top 5 undergraduate majors (in rank order) are Economics, Management Science, Communication, Biology, and Biochemistry.

Demographics: International Students at UC San Diego

Source: International Center; Fall 2012 Snapshot Report
Assessment Projects and Preliminary Results
When applying to college, was UCSD your…?

College Choice

Source: Domestic Non Resident Student Survey, 2012
• 50% of UCSD’s Fall 2012 international freshmen applied to 10 or more schools.
• For 80% of the Fall 2012 international freshmen, UCSD was NOT their first choice.
• Top 5 campuses that were the first choice were Berkeley, UCLA, USC, NYU, and Stanford.
• 83% of the Fall 2012 international freshmen did not visit the campus before selecting UCSD.

Source: Preliminary results of International Freshmen Survey, 2012; International Center
Percentage of respondents indicating that the following factors influenced their decision to attend UCSD:

- UCSD has a strong academic reputation* (82%)
- Location in San Diego* (53%)
- Weather* (48%)
- Wanted to live far from home* (32%)
- Visit to the campus* (26%)

- Wanted to attend a university this size (24%)
- Family wanted me to attend here (21%)
- Attractive campus* (17%)
- Friend or relative lives near UCSD* (15%)

Influential Factors in Deciding to Attend

Source: Domestic Non Resident Student Survey, 2012
Top 5 Influential Factors

- Academic ranking (72%)
- Weather (66%)
- Location (65%)
- Graduates get a good job (55%)
- Graduates gain admission to good graduate schools (55%)

Source: Preliminary results of International Freshmen Survey, 2012; International Center
UCUES 2012: SATISFACTION: VALUE OF YOUR EDUCATION FOR THE PRICE YOU ARE PAYING

- **UCSD: CA Resident**
- **UCSD: Not CA resident**

<table>
<thead>
<tr>
<th>Rating</th>
<th>UCSD: CA Resident</th>
<th>UCSD: Not CA resident</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>22.2%</td>
<td>32.5%</td>
</tr>
<tr>
<td>Somewhat Dissatisfied</td>
<td>19.2%</td>
<td>25.3%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>29.0%</td>
<td>22.8%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>29.6%</td>
<td>19.4%</td>
</tr>
</tbody>
</table>
Unique Needs of International and Out of State Students

International
• Financial Assistance
• Meaningful engagement with domestic students
• Writing tutors and assistance
• Career Development & job search
• Cultural & Linguistic Orientation and Practice
• Housing Accommodation
• Orientation for Parents
• Pre-Arrival Information

Out of State
• Opportunities to engage with other out of state students
• Gaining Residency
• Financial Assistance
• Social Connections
• Mail Services
• Business Administration
• Housing Accommodations

Source: Domestic and International Non-Resident Focus Groups 2012
Non-Resident Student Engagement
Workgroup – A Student Affairs Collaborative
New Programs, Services, and Staffing

- **Recruitment and Admission**
- **Pre-Arrival**
  - International Triton Transition Program
  - Triton Day and International Parent Orientation and Webinars
- **Programming**
  - Student excursions and service
  - Holiday Programming
- **Assessment**
  - Focus groups (WI12 & SP12) and surveys (SP12 & FA12)
- **Training**
  - Intercultural communication training for faculty, staff, and students
- **Staffing**
  - 2 New College Coordinators for Non-Resident Students
  - Writing tutors at the Writing Center
• College outreach Interns
• Host family development
• College programming
• Assessment/Focus groups
• College mail room services
• Parent/Family outreach
• Student excursions and service programs
• Wilderness orientation
• Admission tour translators/orientation translators

• Triton Day/Orientation webinars
• US holiday and cultural celebrations
• Writing tutors
• Advisor training program
• International Triton Transition Program
• Staffing:
  • 2 Outreach Coordinators for Out of State and International Students
  • Assessment Coordinator

2011-2012 NRSE Funded Programs
Questions? Come to our Breakout Session for Further Discussion!

UC San Diego
ENGAGING INTERNATIONAL AND OUT OF STATE STUDENTS
Academic Performance

Student Research and Information, Student Affairs
UCUES 2012: SATISFACTION: OVERALL SOCIAL EXPERIENCE

- **Very Dissatisfied** to **Dissatisfied**: UCSD: CA Resident 16.2%, Not CA resident 11.7%
- **Somewhat Dissatisfied**: UCSD: CA Resident 16.9%, Not CA resident 17.9%
- **Somewhat Satisfied**: UCSD: CA Resident 31.5%, Not CA resident 37.7%
- **Satisfied to Very Satisfied**: UCSD: CA Resident 35.5%, Not CA resident 32.7%
UCUES 2012: SATISFACTION: OVERALL ACADEMIC EXPERIENCE

- Very Dissatisfied to Dissatisfied:
  - UCSD: CA Resident: 9.0%
  - UCSD: Not CA resident: 7.3%
- Somewhat Dissatisfied:
  - UCSD: CA Resident: 11.6%
  - UCSD: Not CA resident: 12.7%
- Somewhat Satisfied:
  - UCSD: CA Resident: 31.5%
  - UCSD: Not CA resident: 35.4%
- Satisfied to Very Satisfied:
  - UCSD: CA Resident: 47.9%
  - UCSD: Not CA resident: 44.6%
UCUES 2012: KNOWING WHAT I KNOW NOW, I WOULD CHOOSE TO REENROLL AT THIS CAMPUS

- Very Dissatisfied to Dissatisfied: UCSD: CA Resident 10.7%, UCSD: Not CA resident 10.6%
- Somewhat Dissatisfied: UCSD: CA Resident 9.6%, UCSD: Not CA resident 11.6%
- Somewhat Satisfied: UCSD: CA Resident 23.3%, UCSD: Not CA resident 26.3%
- Satisfied to Very Satisfied: UCSD: CA Resident 56.4%, UCSD: Not CA resident 51.6%
Percentage of respondents reporting the following factors as challenges or significant challenges:

- Cost of attending* (83%)
- Getting belongings to San Diego when moving to campus* (58%)
- Understanding residency requirements* (56%)
- Getting to places off campus* (50%)
- Adjusting to the place of the quarter system* (48%)
- Finding a place to stay when residence halls are closed* (47%)
- Learning to manage my time* (46%)
- Getting to the airport during breaks* (45%)

Challenges

Student Research and Information, Student Affairs
Percentage of international respondents reporting the following factors as challenges or significant challenges:

- Cost of attending* (67%)
- Getting to the airport during breaks* (50%)
- Getting belongings to San Diego when moving to campus* (48%)
- Getting to places off campus* (50%)
- Learning to manage my time* (45%)
- Adjusting to the place of the quarter system* (40%)
- Finding a place to stay when residence halls are closed* (37%)
- Making friends at UCSD (35%)

Challenges

Source: Preliminary results of international non-resident survey 2012
What other challenges have you experienced at UC San Diego? (number of respondents)

- Cost of attendance/financial issues* (20)
- Difficulty of gaining residency* (16)
- Receiving help from UCSD staff* (e.g. Financial Aid Office, Student Business Services, Academic Advising) (7)
- Forming social connections (6)
- Getting into necessary classes (5)
- Adjusting to the quarter system* (4)
- Difficulty transferring courses taken at other schools (4)

Free Response: Challenges

Student Research and Information, Student Affairs
Percentage of international respondents reporting the following factors as challenges or significant challenges:

- Coping with cultural differences with American students (37%)
- Passing ELWR (36%)
- Communicating in English with American students (30%)
- Communicating in English with faculty (28%)
- Adjusting to life in the USA (27%)
- Entering the USA (20%)
- Visa delays (13%)

Source: Preliminary results of international non-resident survey 2012
• **Staffing Increases**
  • College Student Interns
  • Outreach Coordinators for Out of State and International Students (2)
  • Program Coordinator – I House
• **Yield Projects**
  • Parent/Family Outreach
  • Triton Day Programs
• **Assessment**
  • International & Out of State Students
  • Formal and Informal
  • Programmatic

What are we doing at UC San Diego?
Transition and Integration Projects

International Triton Transition Program

New Student Orientations
  • Translation Services

New Parent Orientations

Welcome Week & First Weeks
  • All Campus Mixers for International Students and Out of State (regional grouping)

What are we doing at UC San Diego?
• **Transition and Integration Projects Cont.**
  • Excursions off campus (SD/LA area)
  • Outback Adventures: Camping, kayaking, etc.

• **Housing & Dining Over Break Periods**
  • Dining Options
  • Host Families for Holidays
  • On Campus Housing options
  • Off Campus Housing options

• **Support Initiatives:**
  • Writing Tutoring: Individual & Groups
  • Language Tables
  • Classroom Culture & Etiquette Workshops
  • Financial Support (cost/value question)
Discussion: What are your observations and concerns?
• Patricia Mahaffey  
  Dean of Student Affairs, Muir College  
  pmahaffey@ucsd.edu  
  858-534-3587  

• Dulce Amor L. Dorado  
  Associate Director, International Center/  
  Director, International Students & Programs Office  
  dдорado@ucsd.edu  
  858-534-5795