

**Question #1: "As the parent or guardian of a recent EAP participant, please indicate if any of the following common obstacles to study abroad were a concern(s) you needed addressed or alleviated:"**

Concerns for "Housing Abroad" was the most commonly cited concern among respondents. Family members with students in Immersion Programs (commonly year-length or semester-length programs, where students directly enroll in host institutions abroad) were significantly more likely to identify "Academic Progress to Degree" as a concern to address.

Nearly 30% of respondents did not cite any of the common obstacles listed as matters of concern, but again with a pronounced difference between respondents with students in Immersion Programs vs. Other Types of programs (Language & Culture, Field Study, etc.).

**Frequency of Multiple Response of Common Obstacles by Program Type.**

		Program Type Immersion vs. Other					
		Immersion Type		Other		Total	
		Count	Column N %	Count	Column N %	Count	Column N %
As the parent or guardian of a recent EAP participant, please indicate if any of the following common obstacles to study	Housing Abroad	155	36.6%	106	29.5%	261	33.4%
	Housing On Return	52	12.3%	37	10.3%	89	11.4%
	Academic Progress to Degree	131	31.0%	59	16.4%	190	24.3%
	Academic Quality	63	14.9%	48	13.4%	111	14.2%
	Financial Commitments	79	18.7%	77	21.4%	156	19.9%
	Financial Aid	54	12.8%	50	13.9%	104	13.3%
	Individual Safety Abroad	87	20.6%	81	22.6%	168	21.5%
	Health Risks	63	14.9%	55	15.3%	118	15.1%
	Emergency Support	86	20.3%	73	20.3%	159	20.3%
	Adjusting to a New Culture (Culture Shock)	29	6.9%	21	5.8%	50	6.4%
	Ability to live daily life abroad	23	5.4%	11	3.1%	34	4.3%
	Passports	9	2.1%	6	1.7%	15	1.9%
	Visas	45	10.6%	33	9.2%	78	10.0%
	Other	46	10.9%	37	10.3%	83	10.6%
	No Obstacles Or Concerns Needed Addressing	99	23.4%	127	35.4%	226	28.9%
	<b>Total</b>	<b>423</b>	<b>100.0%</b>	<b>359</b>	<b>100.0%</b>	<b>782</b>	<b>100.0%</b>

**Question #2: "At what point during application or participation did the/these concerns most frequently come to your attention:"**

"Academic Progress to Degree" more frequently concerned respondents when their students were abroad; respondents of students engaged in other programs confronted the obstacle earlier.

**Occasion for Top Five Concerns of Respondents to Address by Program Type.**

		Program Type Immersion vs. Other					
		Immersion Type		Other		Total	
		Count	Column N %	Count	Column N %	Count	Column N %
Housing Abroad	Don't Recall	2	1.3%	1	1.0%	3	1.2%
	During Application or Pre-Departure	105	68.2%	69	65.7%	174	67.2%
	While Abroad	67	43.5%	38	36.2%	105	40.5%
	Upon Return	2	1.3%	5	4.8%	7	2.7%
	Total	154	100.0%	105	100.0%	259	100.0%
Academic Progress to Degree	Don't Recall	1	.8%	0	.0%	1	.5%
	During Application or Pre-Departure	49	37.7%	32	55.2%	81	43.1%
	While Abroad	72	55.4%	18	31.0%	90	47.9%
	Upon Return	40	30.8%	20	34.5%	60	31.9%
	Total	130	100.0%	58	100.0%	188	100.0%
Individual Safety Abroad	Don't Recall	1	1.2%	1	1.2%	2	1.2%
	During Application or Pre-Departure	49	57.0%	46	56.8%	95	56.9%
	While Abroad	52	60.5%	49	60.5%	101	60.5%
	Upon Return	1	1.2%	2	2.5%	3	1.8%
	Total	86	100.0%	81	100.0%	167	100.0%
Emergency Support	Don't Recall	2	2.4%	2	2.7%	4	2.5%
	During Application or Pre-Departure	46	54.1%	44	60.3%	90	57.0%
	While Abroad	47	55.3%	34	46.6%	81	51.3%
	Upon Return	3	3.5%	3	4.1%	6	3.8%
	Total	85	100.0%	73	100.0%	158	100.0%
Financial Commitments	Don't Recall	2	2.5%	0	.0%	2	1.3%
	During Application or Pre-Departure	57	72.2%	64	83.1%	121	77.6%
	While Abroad	34	43.0%	25	32.5%	59	37.8%
	Upon Return	4	5.1%	3	3.9%	7	4.5%
	Total	79	100.0%	77	100.0%	156	100.0%

**Question #3: "For each concern you identified, what term comes closest to describing the highest/greatest level of related concern you experienced:"**

In general, and not just for the top-five obstacles: When associated with students abroad the obstacles were described as a higher/greater concern.

Results continued on page 4.

**Level of Concern for Top Five Obstacles.**

	<i>Extremely</i>		<i>Highly</i>		<i>Somewhat</i>		<i>Slightly</i>		<i>Very Little</i>		<i>Don't Recall</i>	
	<i>Count</i>	<i>Row N %</i>	<i>Count</i>	<i>Row N %</i>	<i>Count</i>	<i>Row N %</i>	<i>Count</i>	<i>Row N %</i>	<i>Count</i>	<i>Row N %</i>	<i>Count</i>	<i>Row N %</i>
<i>Housing Abroad</i>	64	24.9%	74	28.8%	100	38.9%	16	6.2%	2	.8%	1	.4%
<i>Academic Progress to Degree</i>	22	11.8%	77	41.4%	70	37.6%	15	8.1%	2	1.1%	0	.0%
<i>Individual Safety Abroad</i>	46	28.0%	73	44.5%	31	18.9%	11	6.7%	2	1.2%	1	.6%
<i>Emergency Support</i>	34	21.9%	61	39.4%	50	32.3%	8	5.2%	2	1.3%	0	.0%
<i>Financial Commitments</i>	41	26.5%	54	34.8%	51	32.9%	9	5.8%	0	.0%	0	.0%

**Question #4: "In your opinion, did EAP's resources (printed material, website, emails) help you address your concerns about:"**

On the whole, respondents did not commonly find EAP materials helpful to resolve their concerns.

That said, when parents used our website to resolve their concerns they were more likely to say that our materials were helpful (Question #5 -- methods used to resolve concerns).

**Utility of EAP Resources to Help Resolve Top Five Concerns of Respondents.**

		<i>Count</i>	<i>Column N %</i>
<i>Housing Abroad</i>	<i>Yes</i>	<b>92</b>	<b>36.2%</b>
	<i>No</i>	<b>139</b>	<b>54.7%</b>
	<i>Don't Recall</i>	<b>23</b>	<b>9.1%</b>
<i>Academic Progress to Degree</i>	<i>Yes</i>	<b>31</b>	<b>16.7%</b>
	<i>No</i>	<b>117</b>	<b>62.9%</b>
	<i>Don't Recall</i>	<b>38</b>	<b>20.4%</b>
<i>Individual Safety Abroad</i>	<i>Yes</i>	<b>70</b>	<b>43.5%</b>
	<i>No</i>	<b>63</b>	<b>39.1%</b>
	<i>Don't Recall</i>	<b>28</b>	<b>17.4%</b>
<i>Emergency Support</i>	<i>Yes</i>	<b>54</b>	<b>35.3%</b>
	<i>No</i>	<b>62</b>	<b>40.5%</b>
	<i>Don't Recall</i>	<b>37</b>	<b>24.2%</b>
<i>Financial Commitments</i>	<i>Yes</i>	<b>69</b>	<b>44.8%</b>
	<i>No</i>	<b>69</b>	<b>44.8%</b>
	<i>Don't Recall</i>	<b>16</b>	<b>10.4%</b>
	<i>Total</i>	<b>154</b>	<b>100.0%</b>

***Question #5: "To address or resolve your concerns did you: Select as many methods as apply"***

Respondents are rightly engaging with or addressing concerns to their students. Students are not always the most informed or accurate resource.

**Top Five Concerns and Means Used by Respondents to Resolve Them.**

		<i>Count</i>	<i>Column N %</i>
<i>Housing Abroad</i>	<i>Don't Recall</i>	<b>3</b>	<b>1.2%</b>
	<i>Talked to my student/participant/child about concerns</i>	<b>225</b>	<b>90.0%</b>
	<i>Spoke with an EAP advisor or staff member about the matter</i>	<b>50</b>	<b>20.0%</b>
	<i>Discussed concern with a friend or acquaintance</i>	<b>54</b>	<b>21.6%</b>
	<i>Consulted EAP website</i>	<b>101</b>	<b>40.4%</b>
	<i>Conducted independent research</i>	<b>75</b>	<b>30.0%</b>
	<i>Total</i>	<b>250</b>	<b>100.0%</b>
<i>Academic Progress to Degree</i>	<i>Don't Recall</i>	<b>2</b>	<b>1.1%</b>
	<i>Talked to my student/participant/child about concerns</i>	<b>178</b>	<b>96.2%</b>
	<i>Spoke with an EAP advisor or staff member about the matter</i>	<b>23</b>	<b>12.4%</b>
	<i>Discussed concern with a friend or acquaintance</i>	<b>19</b>	<b>10.3%</b>
	<i>Consulted EAP website</i>	<b>50</b>	<b>27.0%</b>
	<i>Conducted independent research</i>	<b>20</b>	<b>10.8%</b>
	<i>Total</i>	<b>185</b>	<b>100.0%</b>
<i>Individual Safety Abroad</i>	<i>Don't Recall</i>	<b>4</b>	<b>2.5%</b>
	<i>Talked to my student/participant/child about concerns</i>	<b>144</b>	<b>91.1%</b>
	<i>Spoke with an EAP advisor or staff member about the matter</i>	<b>14</b>	<b>8.9%</b>
	<i>Discussed concern with a friend or acquaintance</i>	<b>47</b>	<b>29.7%</b>
	<i>Consulted EAP website</i>	<b>57</b>	<b>36.1%</b>
	<i>Conducted independent research</i>	<b>48</b>	<b>30.4%</b>
	<i>Total</i>	<b>158</b>	<b>100.0%</b>
<i>Emergency Support</i>	<i>Don't Recall</i>	<b>8</b>	<b>5.4%</b>
	<i>Talked to my student/participant/child about concerns</i>	<b>124</b>	<b>83.8%</b>
	<i>Spoke with an EAP advisor or staff member about the matter</i>	<b>17</b>	<b>11.5%</b>
	<i>Discussed concern with a friend or acquaintance</i>	<b>40</b>	<b>27.0%</b>
	<i>Consulted EAP website</i>	<b>63</b>	<b>42.6%</b>
	<i>Conducted independent research</i>	<b>33</b>	<b>22.3%</b>
	<i>Total</i>	<b>148</b>	<b>100.0%</b>
<i>Financial Commitments</i>	<i>Don't Recall</i>	<b>4</b>	<b>2.7%</b>
	<i>Talked to my student/participant/child about concerns</i>	<b>122</b>	<b>81.3%</b>
	<i>Spoke with an EAP advisor or staff member about the matter</i>	<b>36</b>	<b>24.0%</b>
	<i>Discussed concern with a friend or acquaintance</i>	<b>15</b>	<b>10.0%</b>
	<i>Consulted EAP website</i>	<b>70</b>	<b>46.7%</b>
	<i>Conducted independent research</i>	<b>29</b>	<b>19.3%</b>
	<i>Total</i>	<b>150</b>	<b>100.0%</b>

**Question #6: "Do you believe any of the following individuals influenced your student/child's decision to participate in an EAP program? (Select All That Apply)"**

Respondents frequently assigned participation influence to themselves (family) and the students network of peers.

**Multiple Response Frequency of Influence to Participate.**

		<i>Count</i>	<i>Column N %</i>
<i>Do you believe any of the following individuals influenced your student/child's decision to participate in an EAP progra</i>	<i>Don't Know (Wouldn't really know influences)</i>	<b>61</b>	<b>8.0%</b>
	<i>Friends/Acquaintances at their UC campus</i>	<b>471</b>	<b>62.1%</b>
	<i>Friends/Acquaintances at another UC campus(es)</i>	<b>150</b>	<b>19.8%</b>
	<i>Other Friends/Acquaintances</i>	<b>235</b>	<b>31.0%</b>
	<i>UC Faculty</i>	<b>182</b>	<b>24.0%</b>
	<i>UC Staff</i>	<b>145</b>	<b>19.1%</b>
	<i>Family</i>	<b>494</b>	<b>65.1%</b>

**Question #7: "If a friend's child/student was considering study abroad, would you recommend EAP to that friend?"**

Over 90% of respondents would recommend EAP to others considering study abroad.

		Count	Column N %
If a friend's child/student was considering study abroad, would you recommend EAP to that friend?	Yes	<b>684</b>	<b>90.4%</b>
	No	<b>17</b>	<b>2.2%</b>
	Don't Know	<b>56</b>	<b>7.4%</b>