

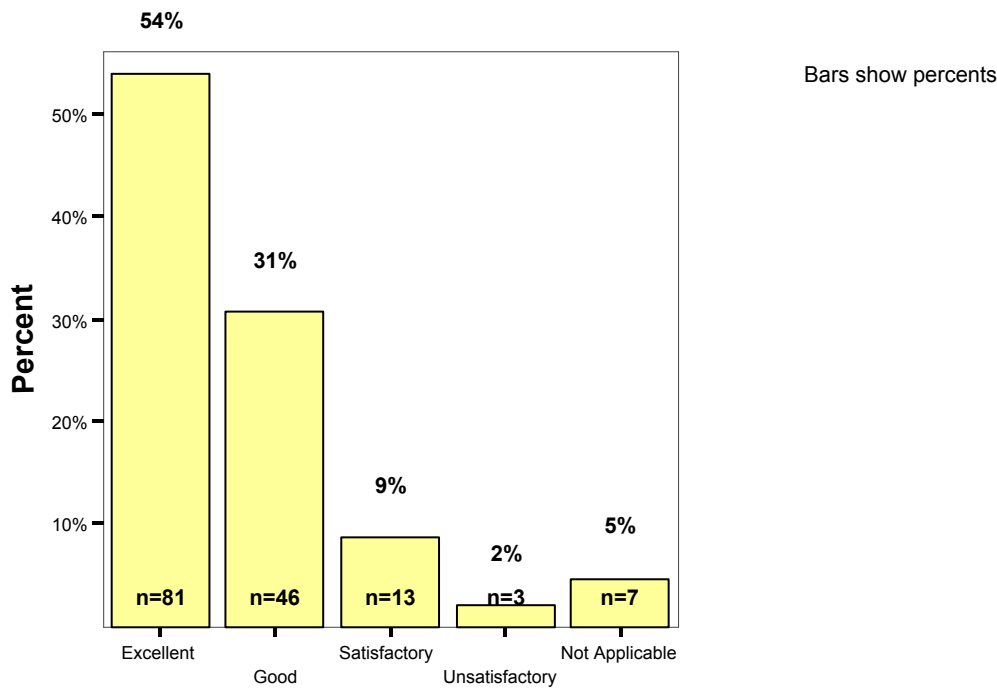
UC Irvine CIE Evaluation Survey Results: June, 2004.

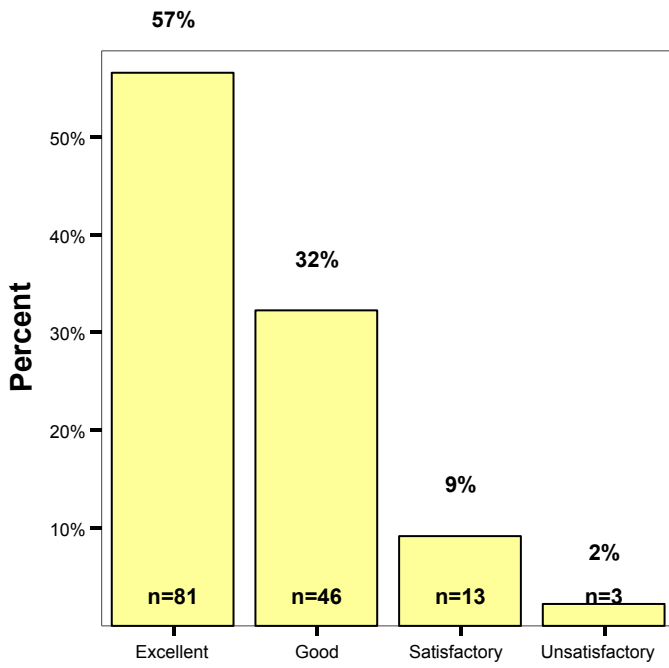
Please rate the effectiveness of the following services or resources, if you made use of them:

The CIE Front Desk staff. (i.e. I got my question(s) answered and/or was appropriately referred to the "next step" in the process.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	81	53.6	54.0	54.0
	Good	46	30.5	30.7	84.7
	Satisfactory	13	8.6	8.7	93.3
	Unsatisfactory	3	2.0	2.0	95.3
	Not Applicable	7	4.6	4.7	100.0
	Total	150	99.3	100.0	
Missing	System	1	.7		
Total		151	100.0		

"Missing System" is the count of participants, who did not respond to the this question, but did respond to other survey questions. The "Percent" includes all participants, whereas the "Valid Percent" excludes those who did not respond to the question.



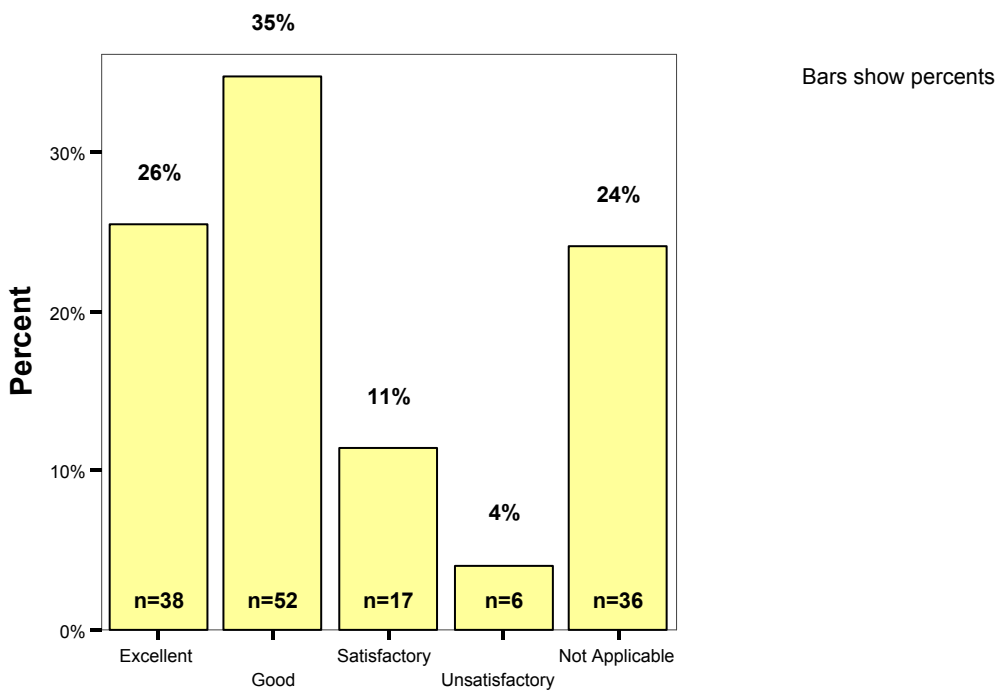


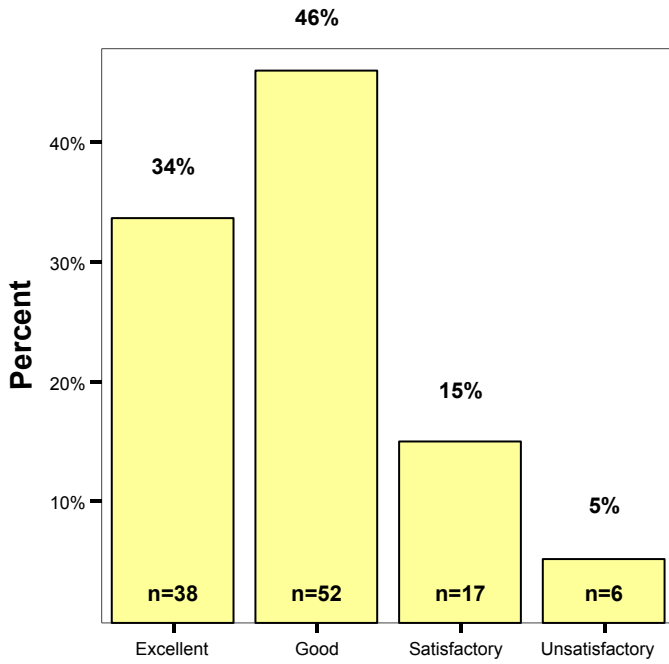
Bars show percents

Results with "Not Applicable" response removed.

CIE/EAP/IOP Information Session. (Most of these are held on the ground floor of Student Services II in a lecture-style format, including a Power Point Presentation followed by a panel of past participants with time for Q & A).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	38	25.2	25.5	25.5
	Good	52	34.4	34.9	60.4
	Satisfactory	17	11.3	11.4	71.8
	Unsatisfactory	6	4.0	4.0	75.8
	Not Applicable	36	23.8	24.2	100.0
	Total	149	98.7	100.0	
Missing	System	2	1.3		
Total		151	100.0		



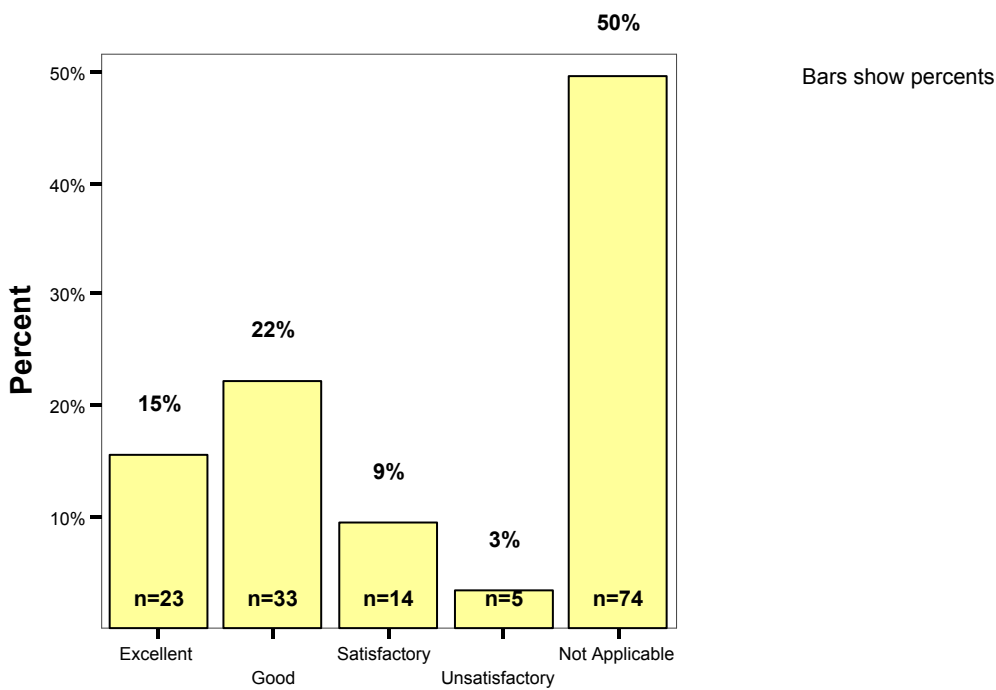


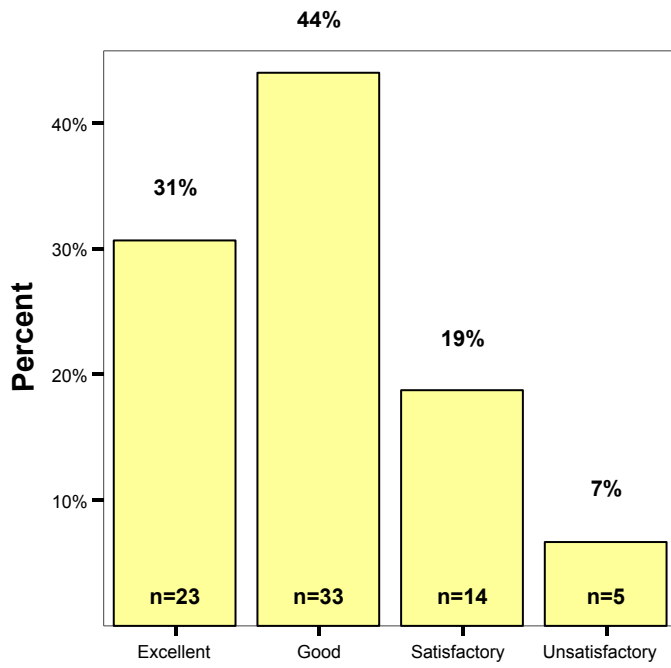
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Results with "Not Applicable" response removed.

Group Advising led by an International Peer Advisor. (Most of these are held on the ground floor of Student Services II with 3-8 students, including group discussion of goals followed by an introduction to the EAP and CIE web sites).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	23	15.2	15.4	15.4
	Good	33	21.9	22.1	37.6
	Satisfactory	14	9.3	9.4	47.0
	Unsatisfactory	5	3.3	3.4	50.3
	Not Applicable	74	49.0	49.7	100.0
	Total	149	98.7	100.0	
Missing	System	2	1.3		
Total		151	100.0		



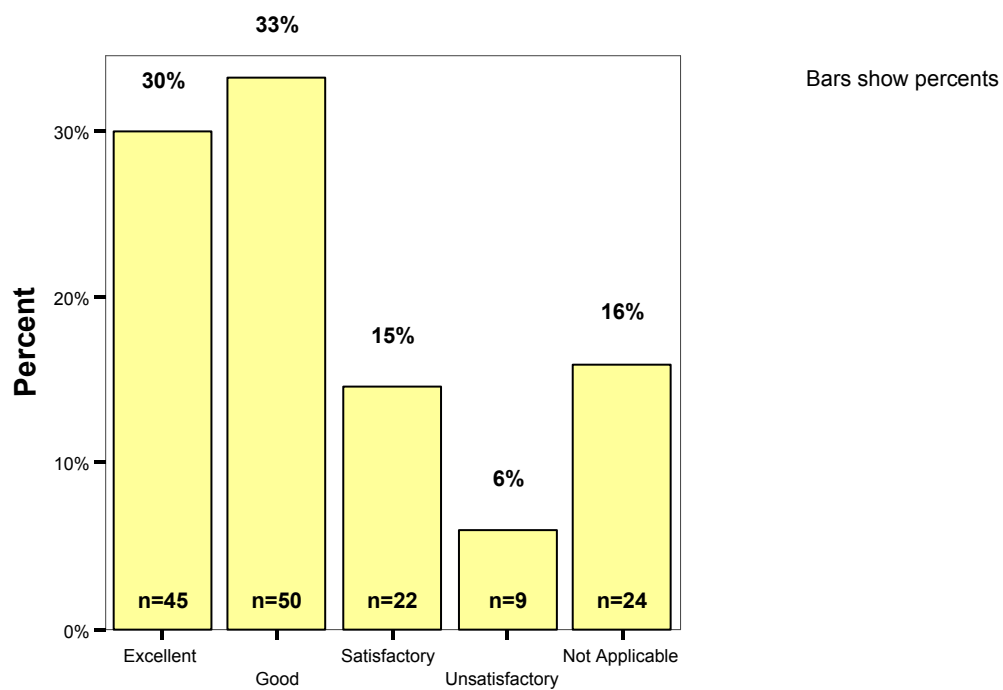


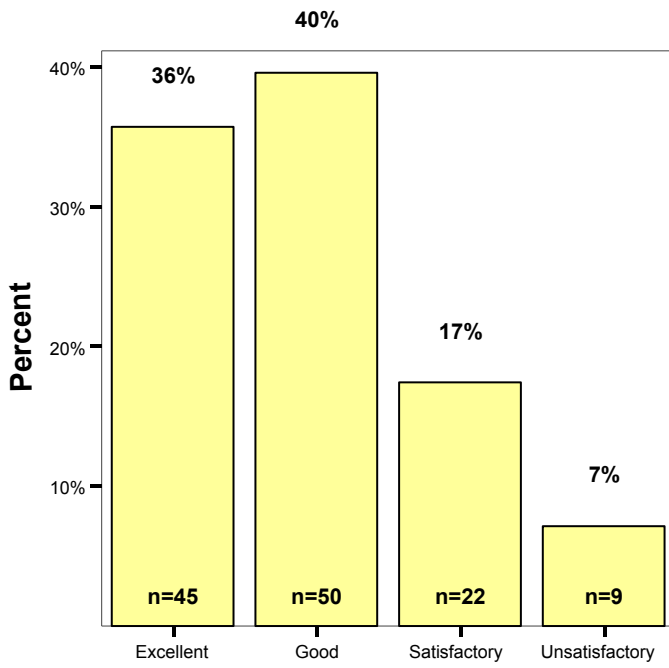
Bars show percents

Results with "Not Applicable" response removed.

Individual advising by an International Peer Advisor. (These appointments take place in the CIE Library).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	45	29.8	30.0	30.0
	Good	50	33.1	33.3	63.3
	Satisfactory	22	14.6	14.7	78.0
	Unsatisfactory	9	6.0	6.0	84.0
	Not Applicable	24	15.9	16.0	100.0
	Total	150	99.3	100.0	
Missing	System	1	.7		
Total		151	100.0		



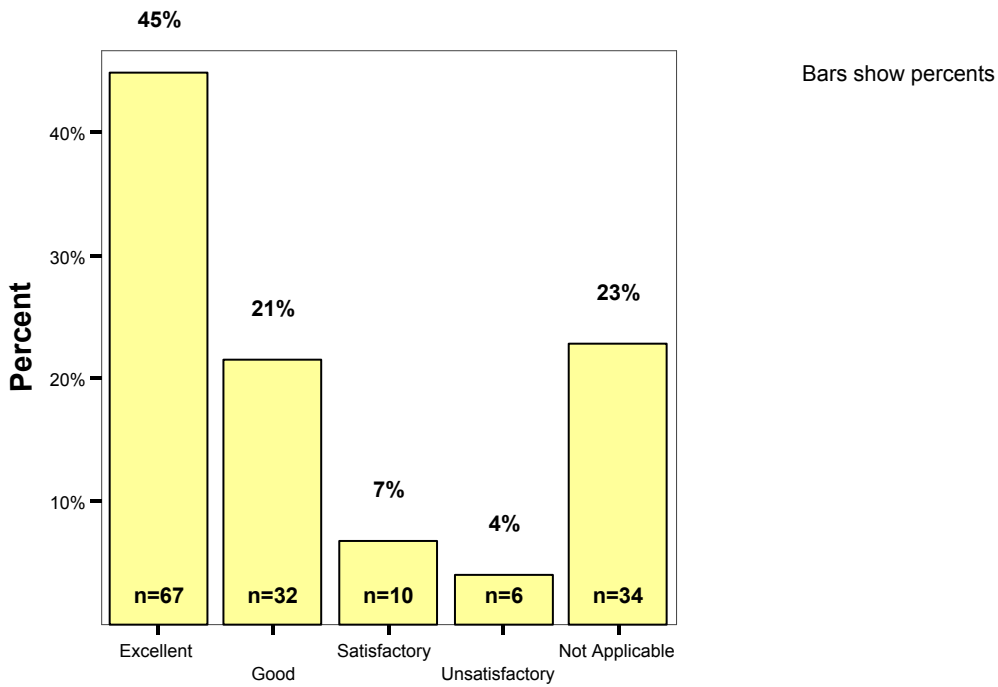


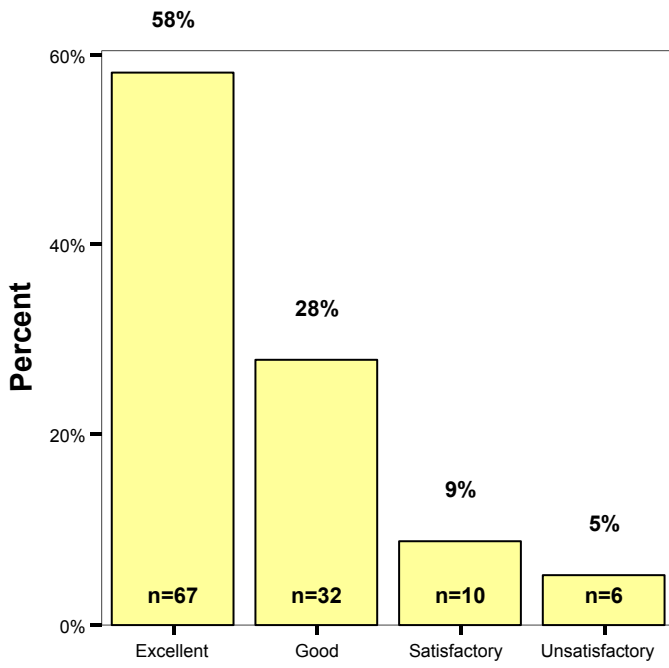
Bars show percents

Results with "Not Applicable" response removed.

Individual appointment with a CIE Staff Counselor. (Theses appointments take place in the staff member's office).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	67	44.4	45.0	45.0
	Good	32	21.2	21.5	66.4
	Satisfactory	10	6.6	6.7	73.2
	Unsatisfactory	6	4.0	4.0	77.2
	Not Applicable	34	22.5	22.8	100.0
	Total	149	98.7	100.0	
Missing	System	2	1.3		
Total		151	100.0		



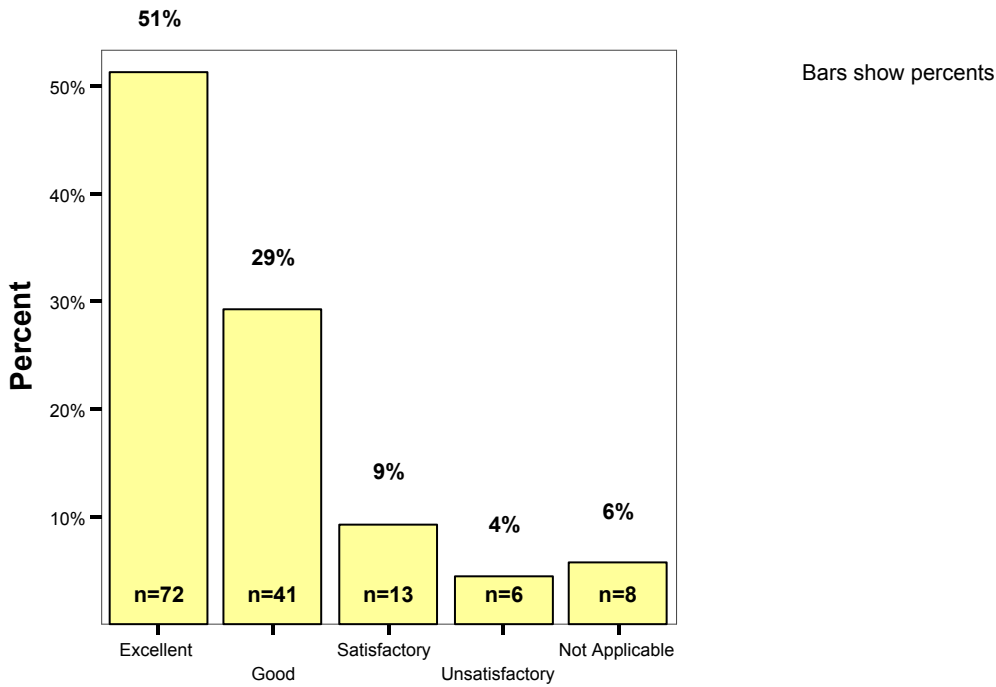


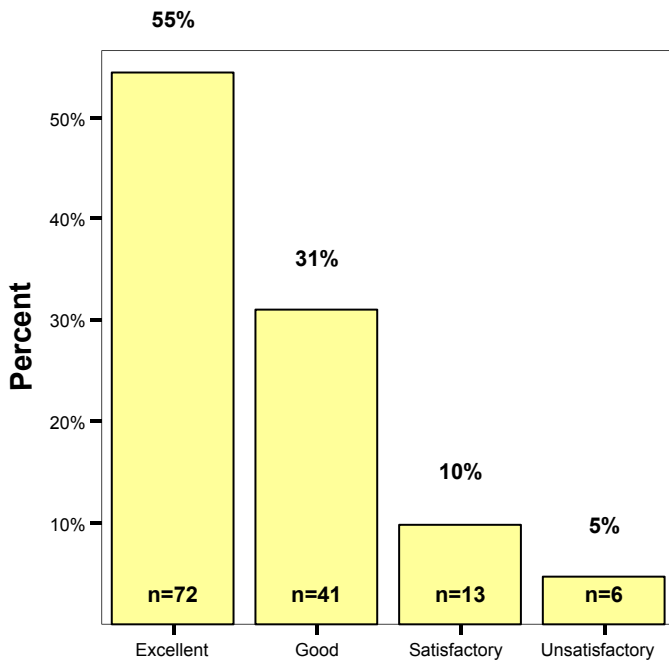
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Results with "Not Applicable" response removed.

Ease of use and usefulness of content on the CIE web site. (Located at: <http://www.cie.uci.edu/>)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	72	47.7	51.4	51.4
	Good	41	27.2	29.3	80.7
	Satisfactory	13	8.6	9.3	90.0
	Unsatisfactory	6	4.0	4.3	94.3
	Not Applicable	8	5.3	5.7	100.0
	Total	140	92.7	100.0	
Missing	System	11	7.3		
Total		151	100.0		



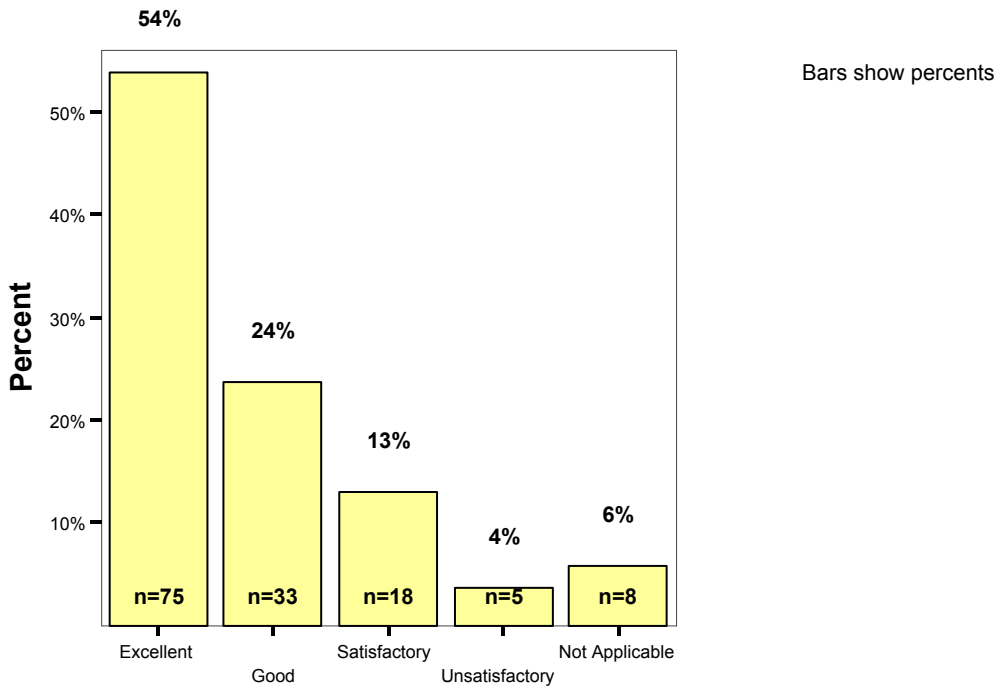


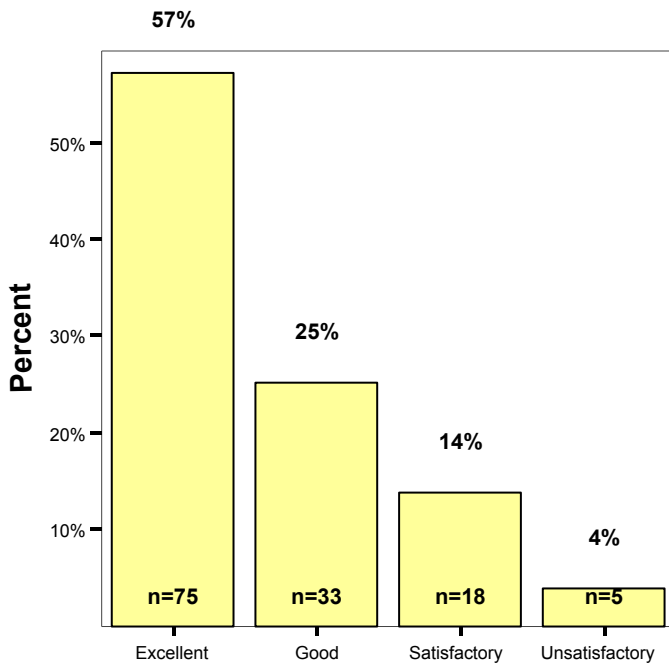
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Results with "Not Applicable" response removed.

Ease of use and usefulness of content on the EAP web site. (Located at: <http://eap.ucop.edu/>)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	75	49.7	54.0	54.0
	Good	33	21.9	23.7	77.7
	Satisfactory	18	11.9	12.9	90.6
	Unsatisfactory	5	3.3	3.6	94.2
	Not Applicable	8	5.3	5.8	100.0
	Total	139	92.1	100.0	
Missing	System	12	7.9		
Total		151	100.0		



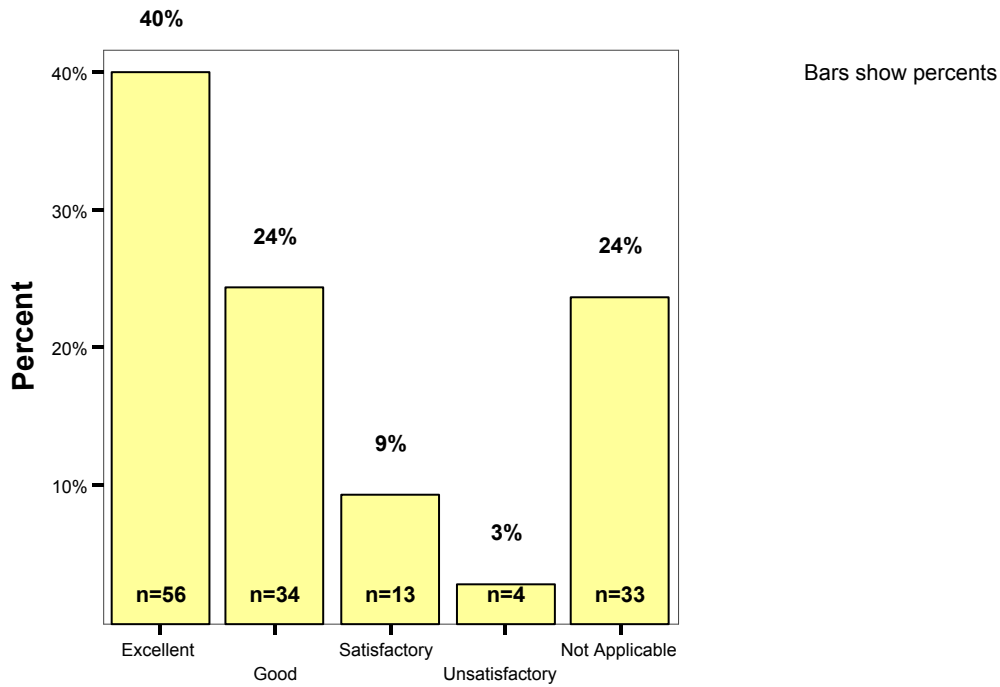


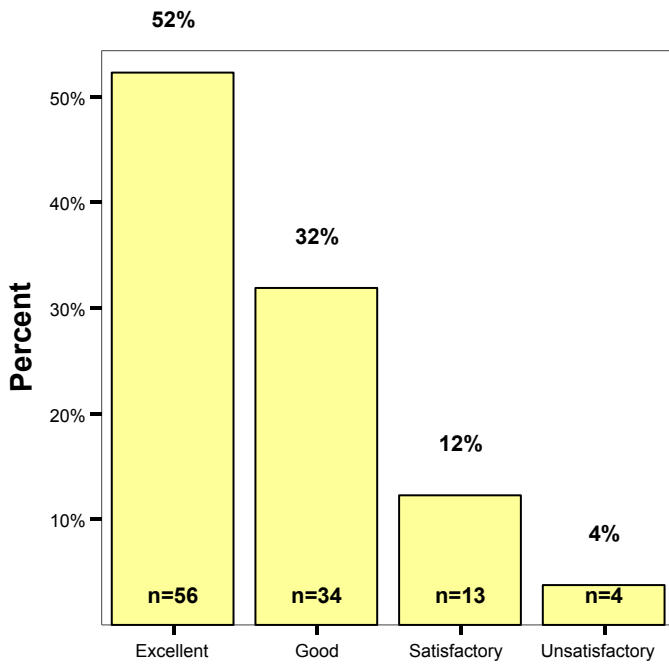
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Results with "Not Applicable" response removed.

Ease of use of the EAP On-line Application.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	56	37.1	40.0	40.0
	Good	34	22.5	24.3	64.3
	Satisfactory	13	8.6	9.3	73.6
	Unsatisfactory	4	2.6	2.9	76.4
	Not Applicable	33	21.9	23.6	100.0
	Total	140	92.7	100.0	
Missing	System	11	7.3		
Total		151	100.0		





Bars show percents

Results with "Not Applicable" response removed.

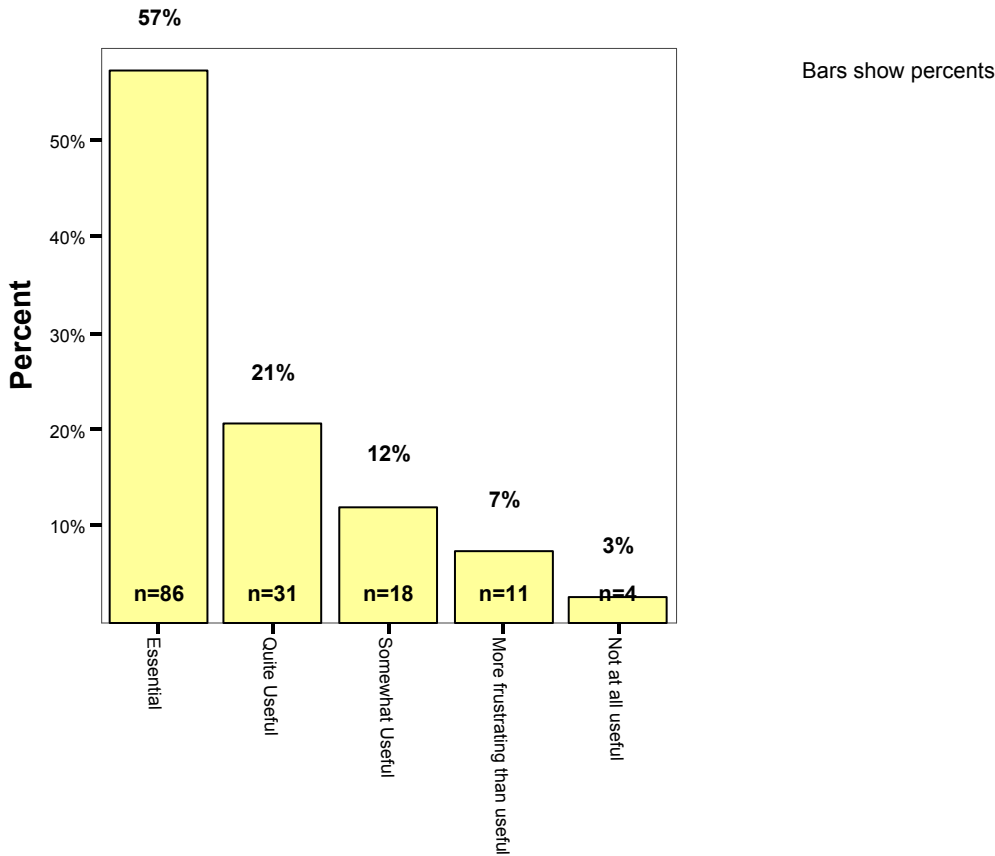
Please briefly share any suggestions you have for making our services and resources more effective. (Response limit of 250 characters)
<i>Group advisers need to be (re)trained to have more organized and efficient discussions. I would appreciate country specific scholarship email notices. A separate newsletter for individual country programs may be more helpful.</i>
<i>There should be more information in the information session and on the web site, and may be a Q&A section.</i>
<i>Tell some peer advisors to not discourage people to not apply because to a specific country because the program may be really impacted =).</i>
<i>Just want to thank everyone for all their hard work in sending me all over the world</i>
<i>more catalogues/campus booklets for picking classes during application process, same day appointments if available</i>
<i>try to pair peer advisors that have knowledge of the student's country of interest with students</i>
<i>It was frustrating having my original program cancelled and having to entirely change large portions of my application. I am referring to the now defunct Waseda Winter/Spring program in Japan.</i>
<i>The EAP On-Line application in place of the paper application makes things much easier and is a much better system. Keep giving students the one paper with all the directions on how to apply.</i>
<i>I think the program is wonderful and have no complaints at all.</i>
<i>On the very FRONT of the packet, it should say that the due date is the day that they want it, not the postmark date! This detail is too hidden with the mailing instructions.</i>
<i>They are very helpful</i>
<i>Z was really helpful in answering my questions.</i>
<i>Customer service is not one of the fortes within the CIE office. The students at the desk are either rude or unwilling to help (or at least try to help). The peer advisors are flakey with their appointments. I missed out on a great opportunity to go to En</i>
<i>Make the information and orientation meetings for "grown-up's"</i>
<i>The application process seems disorganized. It seems like there used to be a packet handed out and then in order to save money it was changed to an on-line only format.</i>
<i>One of my worst UCI experiences EVER was meeting with the EAP counselor for the Netherlands program. My GPA was rounding out at about a 2.97, just marginally below the required 3.0 to participate. The counselor was more frustratingly condescen</i>
<i>Please have the advisors be MUCH more friendly and less pushy. I was extremely disgusted by the attitudes and actions of the advisors. I was so disappointed that I decided not to study abroad because I just did not want to have to deal with those people</i>
<i>my peer counselor told me to write the wrong essay. re-writing the essay was inconvenient.</i>
<i>Did not think the Living Abroad Orientation was at all useful</i>
<i>Nothing was very clear to me or anyone I've spoken with. We were given many different papers with different due dates that were due to different places which made the process very confusing. If we had specific questions for the staff they usually had no i</i>
<i>I only have one criticism about the online application. When I started my second application under the same username, there was no question on the application about whether or not I had applied for EAP before. But when I printed my application the quest</i>
<i>some of the orientation meetings were useless and childish</i>
<i>Separate things more. There is so much information on top of work and school it is hard to know what is the most important and its hard to find the time to sit down and read EVERYTHING right away(I know when I got my packet, I had finals two days later a</i>
<i>it would really help if the office was able to offer more precise and realistic financial aid estimates to help out students who have to take financial obligations into consideration.</i>
<i>I find the EAP website hard to navigate. I can never find the documents I need to find. It is also hard to keep track of deadlines.</i>
<i>Overall the message that I received from the CIE staff was that going abroad was quite simple and an uncomplicated process. However, as myself and fellow students studying abroad can attest, going abroad-particularly with IOP, is a multi-step process inv</i>
<i>While filling out the required medical informationa for my EAP trip, I ran into a couple bumps. First, when I contacted the SHC to ask, about making an appt. with my private physician and then coming in for my final</i>

Please assess how useful the following resources or services were in helping you to select an EAP or IO program:

EAP Website

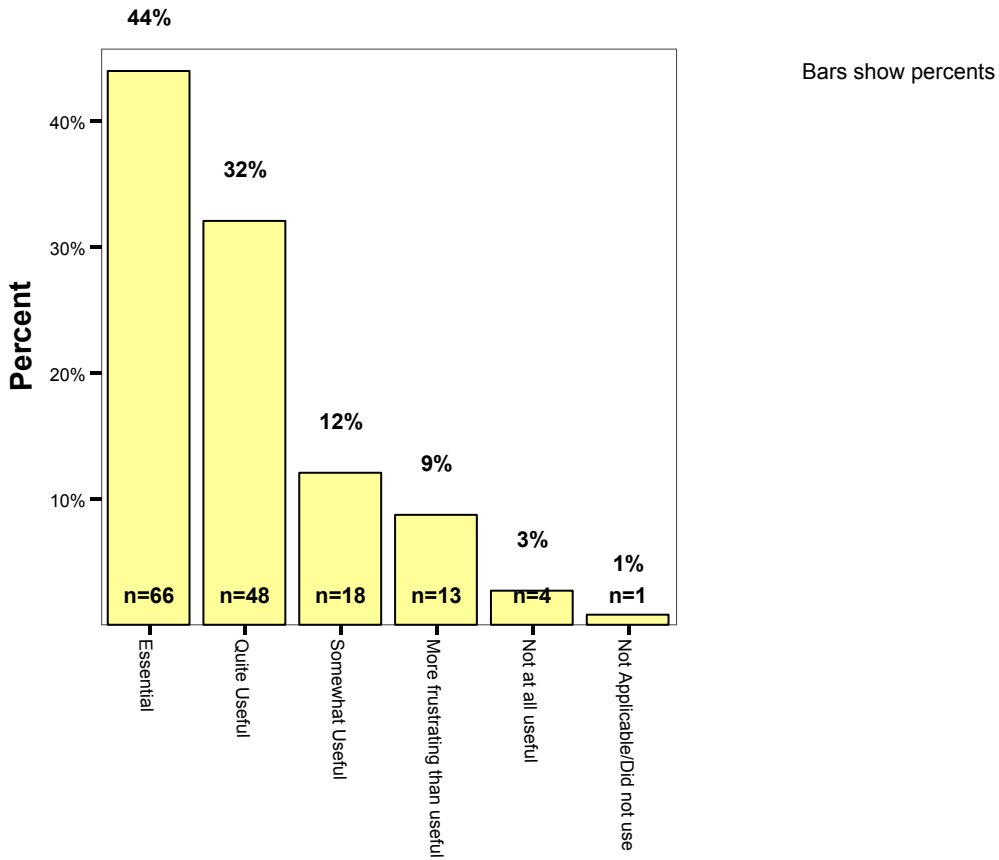
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	86	57.0	57.3	57.3
	Quite Useful	31	20.5	20.7	78.0
	Somewhat Useful	18	11.9	12.0	90.0
	More frustrating than useful	11	7.3	7.3	97.3
	Not at all useful	4	2.6	2.7	100.0
	Total	150	99.3	100.0	
Missing	System	1	.7		
Total		151	100.0		

No survey participant responded, "Not Applicable/Did not use."



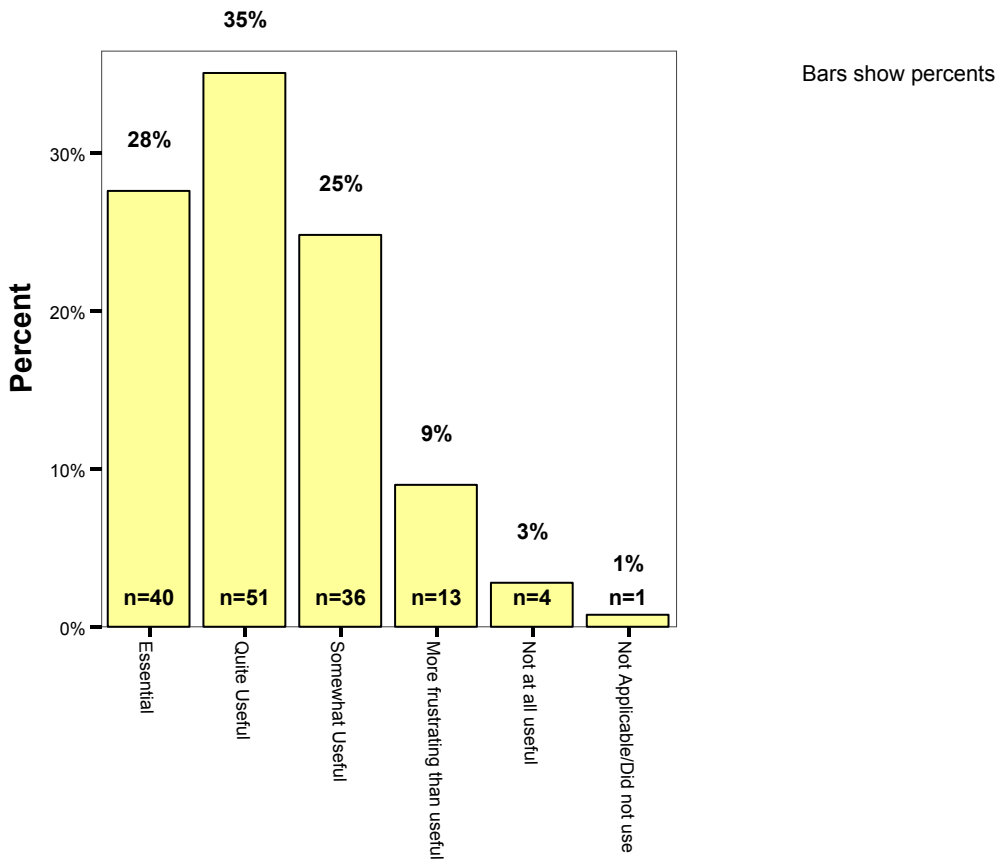
CIE Website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	66	43.7	44.0	44.0
	Quite Useful	48	31.8	32.0	76.0
	Somewhat Useful	18	11.9	12.0	88.0
	More frustrating than useful	13	8.6	8.7	96.7
	Not at all useful	4	2.6	2.7	99.3
	Not Applicable/Did not use	1	.7	.7	100.0
	Total	150	99.3	100.0	
Missing	System	1	.7		
Total		151	100.0		



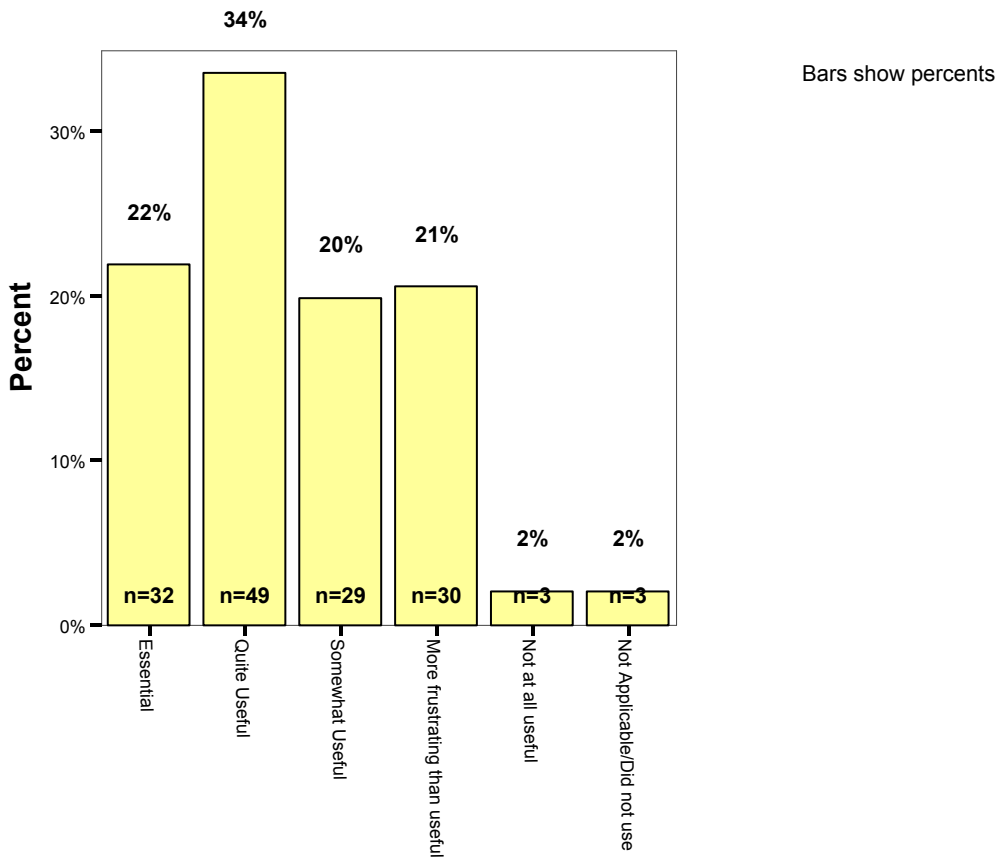
EAP Brochure

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	40	26.5	27.6	27.6
	Quite Useful	51	33.8	35.2	62.8
	Somewhat Useful	36	23.8	24.8	87.6
	More frustrating than useful	13	8.6	9.0	96.6
	Not at all useful	4	2.6	2.8	99.3
	Not Applicable/Did not use	1	.7	.7	100.0
	Total	145	96.0	100.0	
Missing	System	6	4.0		
Total		151	100.0		



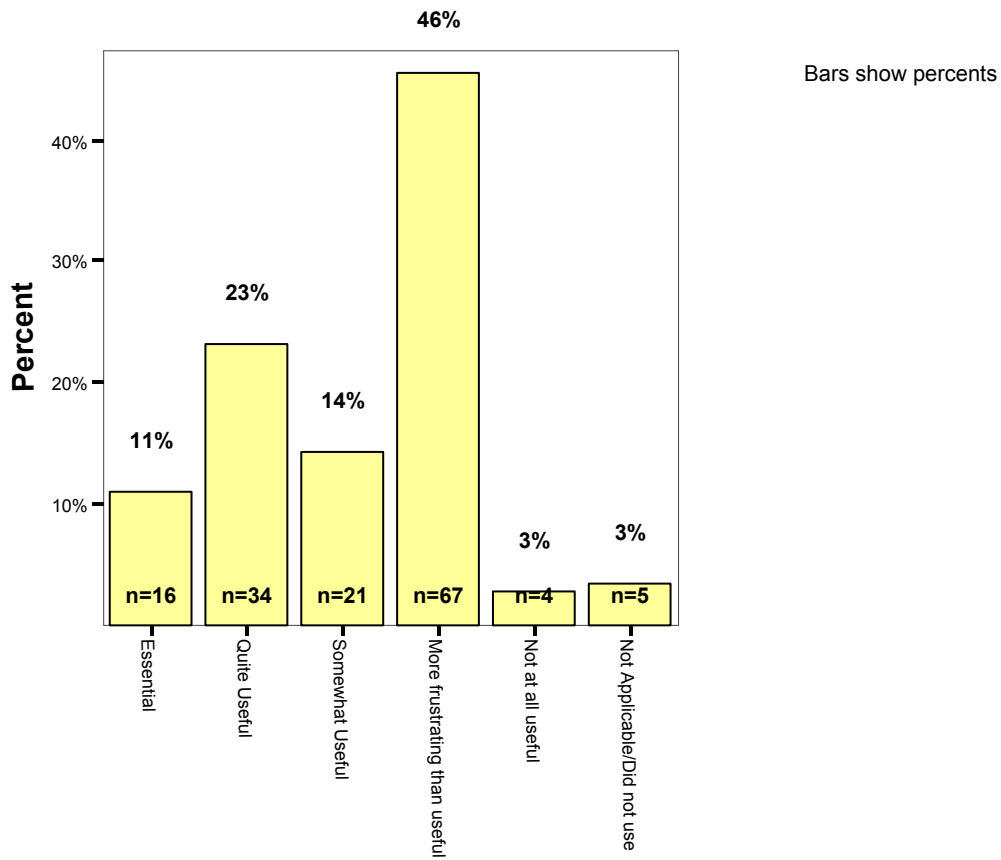
CIE/EAP/IOP Information Session

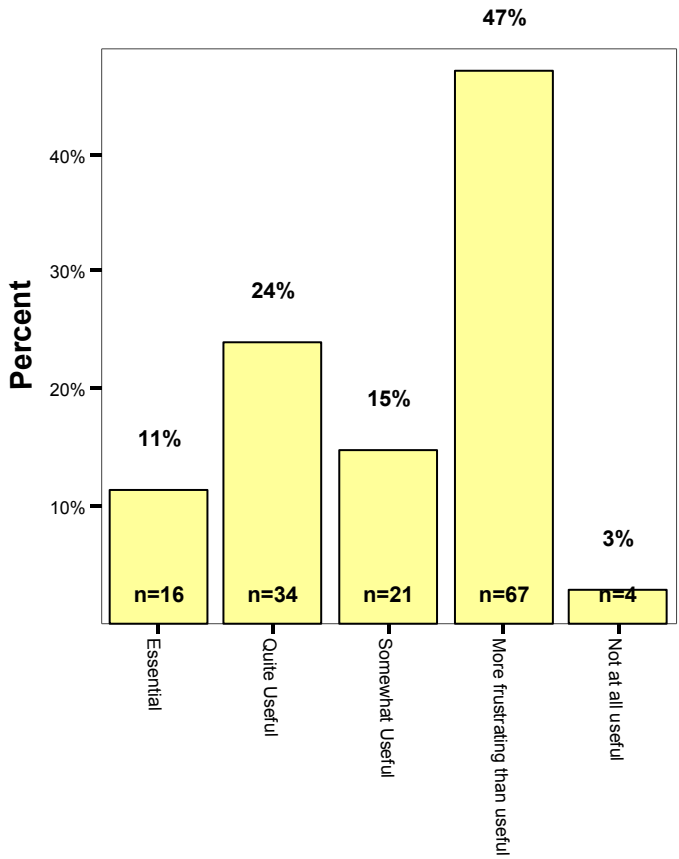
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	32	21.2	21.9	21.9
	Quite Useful	49	32.5	33.6	55.5
	Somewhat Useful	29	19.2	19.9	75.3
	More frustrating than useful	30	19.9	20.5	95.9
	Not at all useful	3	2.0	2.1	97.9
	Not Applicable/Did not use	3	2.0	2.1	100.0
	Total	146	96.7	100.0	
Missing	System	5	3.3		
Total		151	100.0		



Group Advising Meeting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	16	10.6	10.9	10.9
	Quite Useful	34	22.5	23.1	34.0
	Somewhat Useful	21	13.9	14.3	48.3
	More frustrating than useful	67	44.4	45.6	93.9
	Not at all useful	4	2.6	2.7	96.6
	Not Applicable/Did not use	5	3.3	3.4	100.0
	Total	147	97.4	100.0	
Missing	System	4	2.6		
Total		151	100.0		



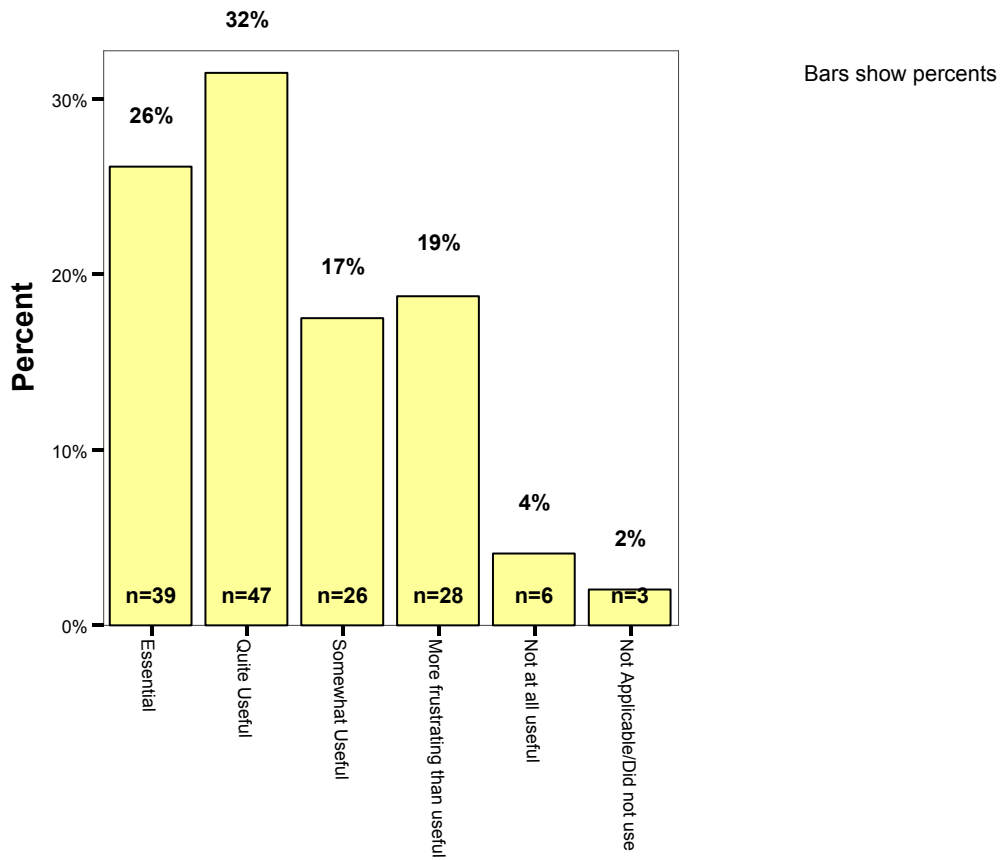


Bars show percents

Results with "Not Applicable/Did not use" response removed.

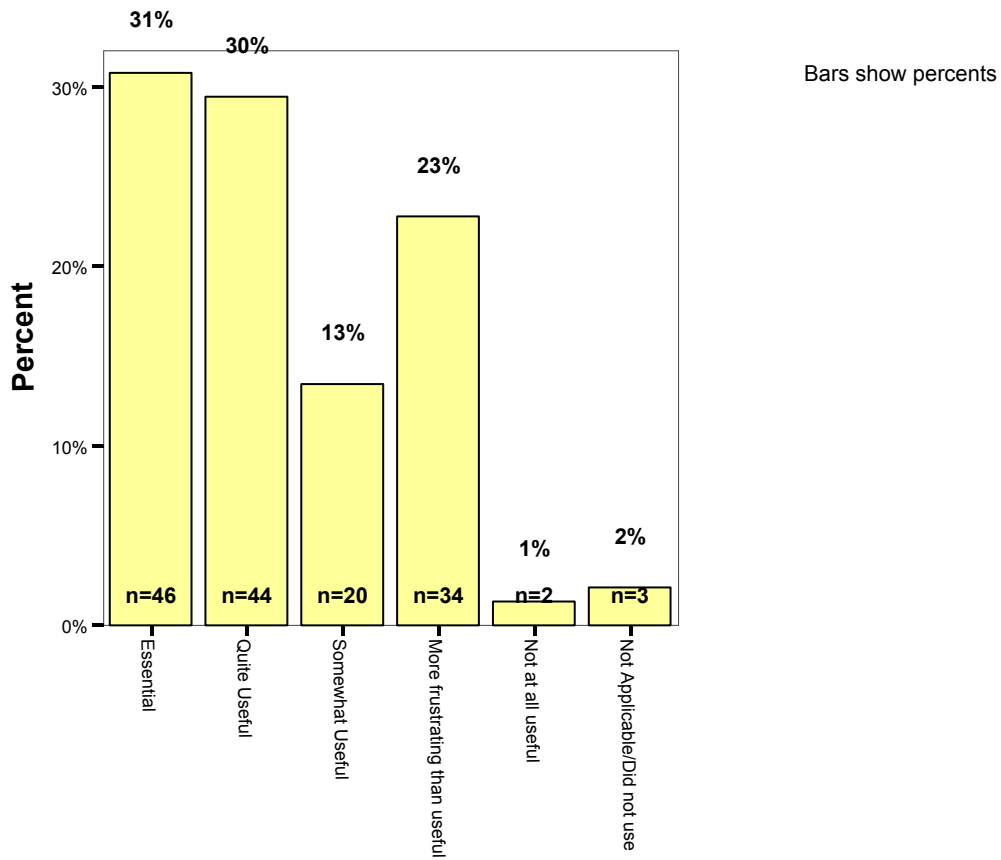
Individual advising with an International Peer Advisor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	39	25.8	26.2	26.2
	Quite Useful	47	31.1	31.5	57.7
	Somewhat Useful	26	17.2	17.4	75.2
	More frustrating than useful	28	18.5	18.8	94.0
	Not at all useful	6	4.0	4.0	98.0
	Not Applicable/Did not use	3	2.0	2.0	100.0
	Total	149	98.7	100.0	
Missing	System	2	1.3		
Total		151	100.0		



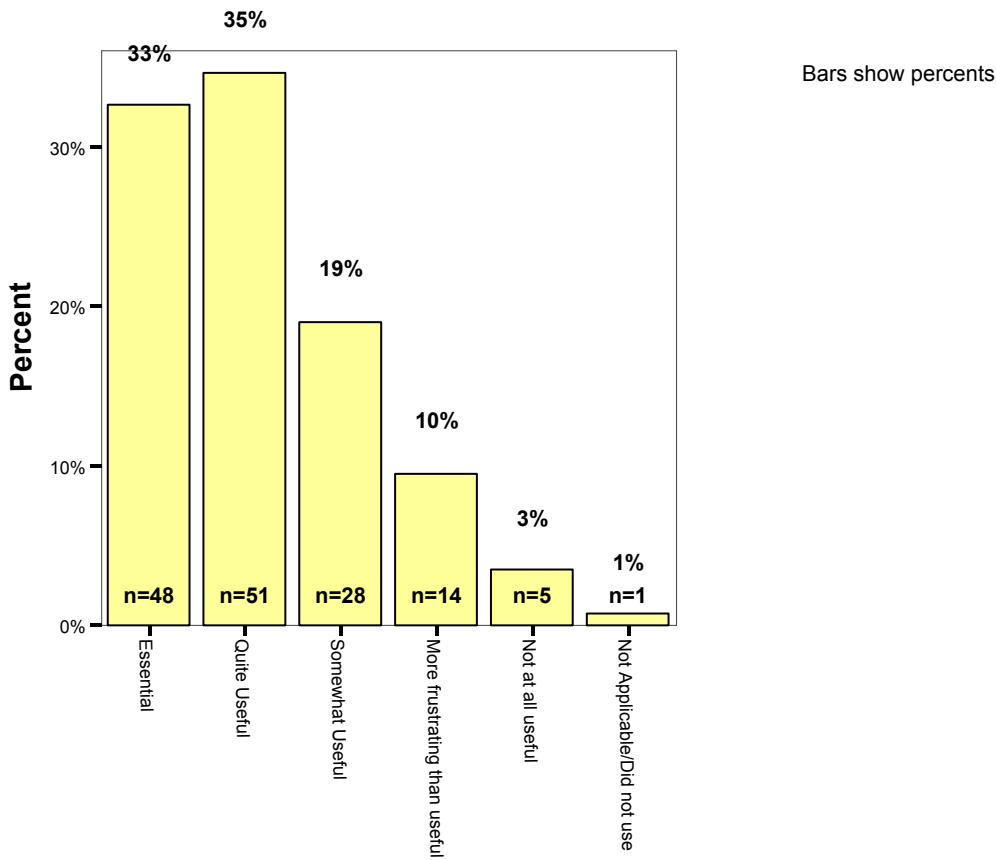
Individual advising with a CIE Staff Counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	46	30.5	30.9	30.9
	Quite Useful	44	29.1	29.5	60.4
	Somewhat Useful	20	13.2	13.4	73.8
	More frustrating than useful	34	22.5	22.8	96.6
	Not at all useful	2	1.3	1.3	98.0
	Not Applicable/Did not use	3	2.0	2.0	100.0
	Total	149	98.7	100.0	
Missing	System	2	1.3		
Total		151	100.0		



CIE Front Desk Staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Essential	48	31.8	32.7	32.7
	Quite Useful	51	33.8	34.7	67.3
	Somewhat Useful	28	18.5	19.0	86.4
	More frustrating than useful	14	9.3	9.5	95.9
	Not at all useful	5	3.3	3.4	99.3
	Not Applicable/Did not use	1	.7	.7	100.0
	Total	147	97.4	100.0	
Missing	System	4	2.6		
Total		151	100.0		



Please briefly share any suggestions you have for improving our services and resources.

(Response limit of 250 characters)

Sending e-mails a couple days or a week before each deadline... NOT ON THE DAY!!!

When information on the program changes, you should change that on the website. Sometimes it is hard to tell if the information for a specific program (budget, fees etc) are accurate or up to date.

make the contry report not as long. maybe 3-4 pages

Dan Proudfoot is really nice and helpful!

I have found that the staff isn't all knowing, and that's is understandable. But when ever other answer to a student's question is 'you can check that on our website' it makes you wonder why they are even allowed to work. An automated system could deliver

Great! Keep it up!

None.

Hire more people to handle so many students. The counselors do a wonderful job but it will be better if they didn't have so much to deal with

Bonnie is great!

Student advisors ought to be more aware of specific requirements of IOP vs. EAP, which would make them more of a resource to students.

I don't know if this applies to most of the Peer Advisors or not, but the Peer Advisor I have talked to in the past did not seem like she was too knowledgeable about the foreign universities in general. I had a question about which schools she would recom

Didn't use.

clarification on transferrable classes/scholarships