

UCC International Student Needs Assessment

Brief description of project:

As part of her Diversity Initiative, Nikki Jones, a UCC psychology doctoral intern, completed a needs assessment for international students utilizing counseling center services.

Who was asked to complete survey:

A confidential survey to the email addresses of current UCC clients who identified as international students and who also had granted permission to contact them via email.

Response Rate: 30.3% (10 of 33)

Administration Type: Departmental e-mail

Summary of Key Findings:

10 students completed the survey. Reasons for coming to the UCC included anxiety, challenges adjusting to a new culture, difficulties in academic and lab settings, and other general personal concerns. 80% of the respondents indicated that their counselor met their needs. 5 students were referred by a faculty member or friend. Recommendations for how to better reach out to international students included advertising in the international orientation, sending emails on Friday evenings that highlight stories about U.S. student life, and sponsoring social events or cultural discussion groups. Respondents were also interested in having an online tutorial for how to set up the initial intake appointment and/or an online appointment system.

Actions Taken:

These data will inform future UCC efforts to better address international student needs. A first step is the creation of a UCC video about the initial intake appointment, which is being filmed and completed in Fall 2011. We will also continue to collaborate with the International Center regarding programming ideas.

Which department and/or program goals does this survey align with?

Excellence in:

- Clinical Service Delivery
- Training Programs
- Outreach Services

- Multicultural Initiatives

Which Student Affairs goals does this survey align with?

1.a.; 3.a.;3.c.; 3.d