

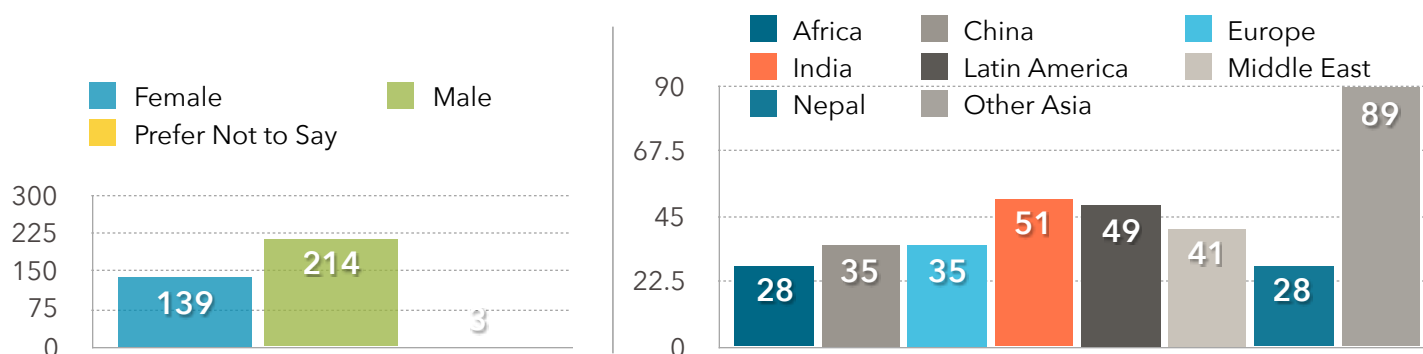
# UNIVERSITY OF NEW MEXICO

## GEO/ISSS International Student Survey



### Student Demographics

The survey had 356 responses with the majority of students identifying as male. The top four places of origin were Other Asia (89), India (51), Latin America (49), and the Middle East (41).



### Student Enrollment

Only 44 students reported starting their first semester online at UNM. Eighty (80%) percent of students reported arriving for in person classes in the last four years (2018-2021). The majority of students reported starting courses during the fall semester. While 50% of students reported applying to other universities, students reported availability of funding (124), reputation of program (81), professors (72), and tuition costs (64) as reasons why they chose UNM.

## ISSS Student Arrival

ISSS moved the required in-person orientation and check-in to Zoom in Fall 2020. Since then, ISSS has had over 350 students attend the virtual pre-arrival meetings and approximately 220 attend the virtual check-in meetings. This section of the survey focused on students who arrived in or after Fall 2020.

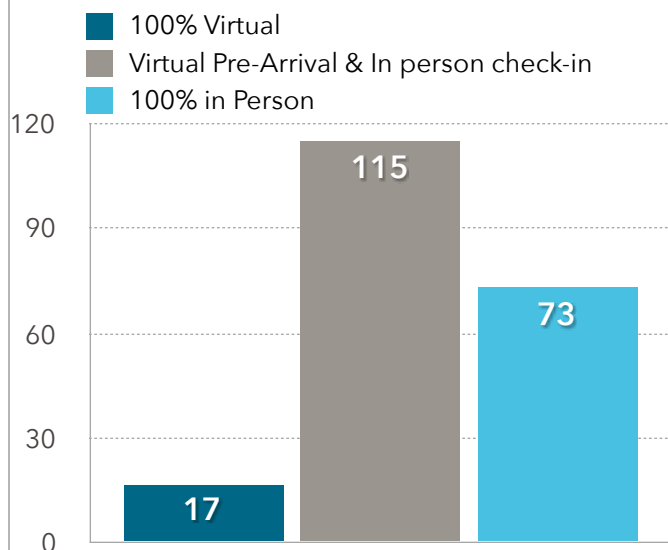
Of the surveyed students, 88% reported attending the live pre-arrival orientation meetings via Zoom. For students who attended live, 90% reported the meetings were useful to extremely Useful. Students received an epacket and check-in packet with comprehensive information to help them while attending the university. 80% of students reported reading the information in these packets. The most read handouts were Health Insurance, Working on campus/Social Security, Safety in Albuquerque, and What to do When you Get Sick.

Table 1 shows students' overall feedback on services and information offered. However, students' reported wanting a virtual pre-arrival and in-person check-in experience going forward.

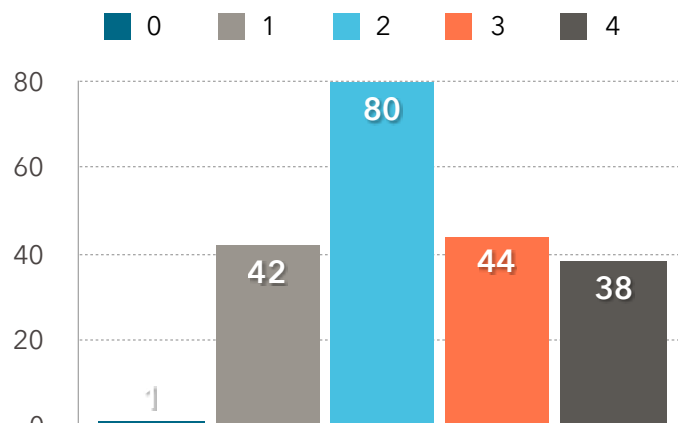
Table 1

	Yes	No	
Did you access the information on MS Teams?	187	18	
Do you think pre-arrival meetings are necessary?	196	9	
	Extremely Useful	Useful	Neutral
How useful did you find the information on MS Teams?	98	58	25
How would you rate information provided in the E-packet and check-in packet?	96	45	15
How would you rate the virtual post arrival check-in?	98	60	31

In if COVID were not a factor, how would you prefer to receive your GEO orientation?



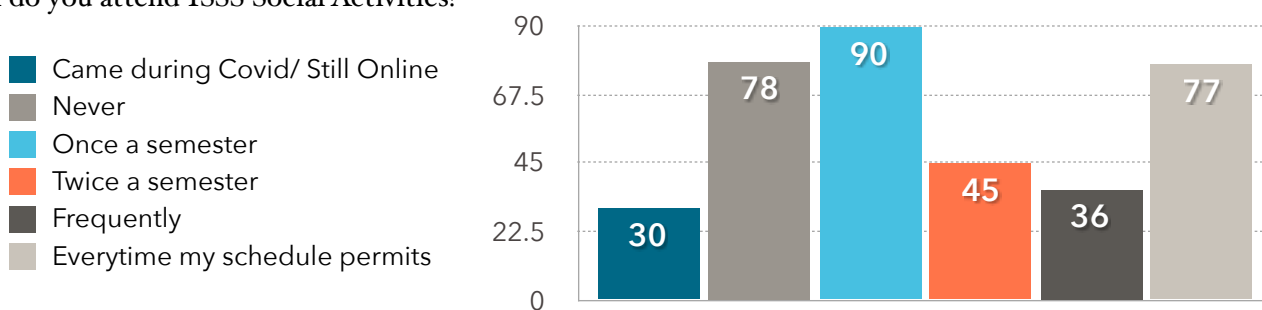
In your opinion, how many pre-arrival meetings should there be?



## ISSS Social Activities

Students reported food, more events for graduate students, and more events with US students as the top three things that would make them attend more ISSS social activities. When asked what would increase their participation in GEO Trips, students reported wanting more trips overall (in state/out of state) and between semester trips. Moreover, trip costs were reported as the main reason students do not participate. Students reported finding the most value in the Lobo Friend Mentor program over International Service Corps.

How often do you attend ISSS Social Activities?

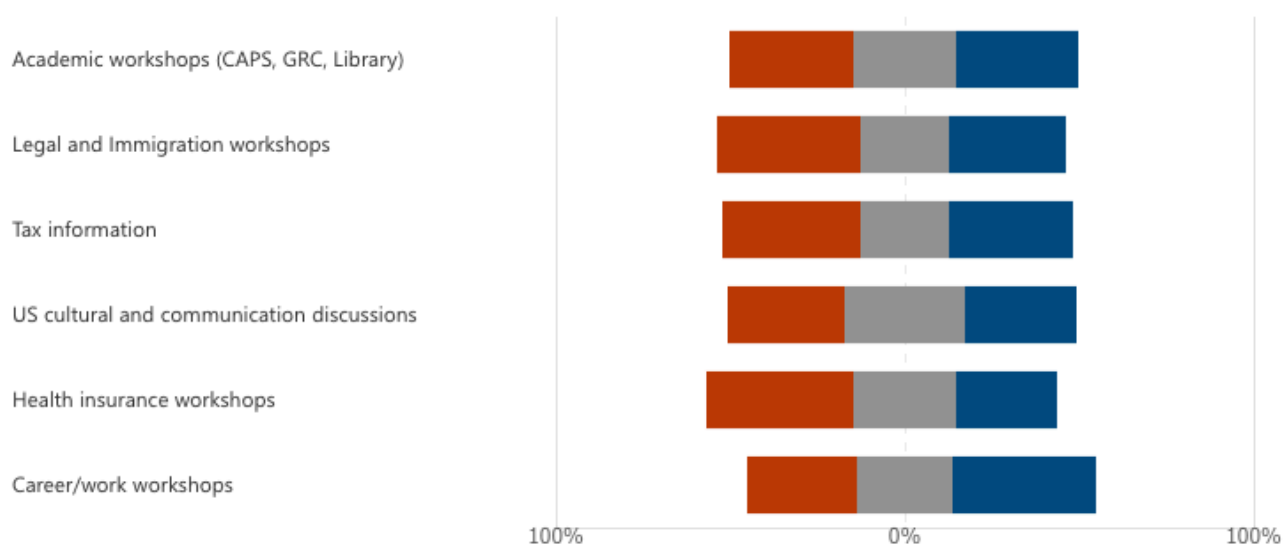


## ISSS Workshops

Eighty (80%) percent of students reported workshops were useful/extremely useful. Students report they are most likely to attend Tax, Legal and Immigration, Health insurance, and Career/Work workshops. In Fall 2020, ISSS created a MS Team for workshop information and recordings. Approximately 96% of students reported joining the MS team with 80% of them reporting the team as useful/extremely useful. When asked if students accessed the workshop recordings 159 students said they had accessed the recordings while 89 students said they had not. ISSS has started exploring moving workshops back into an in-person format. Overall, students showed mixed feelings about returning to in-person workshops.

How would you prefer to attend the following workshops?

Virtual Neutral In Person



## ISSS Communications

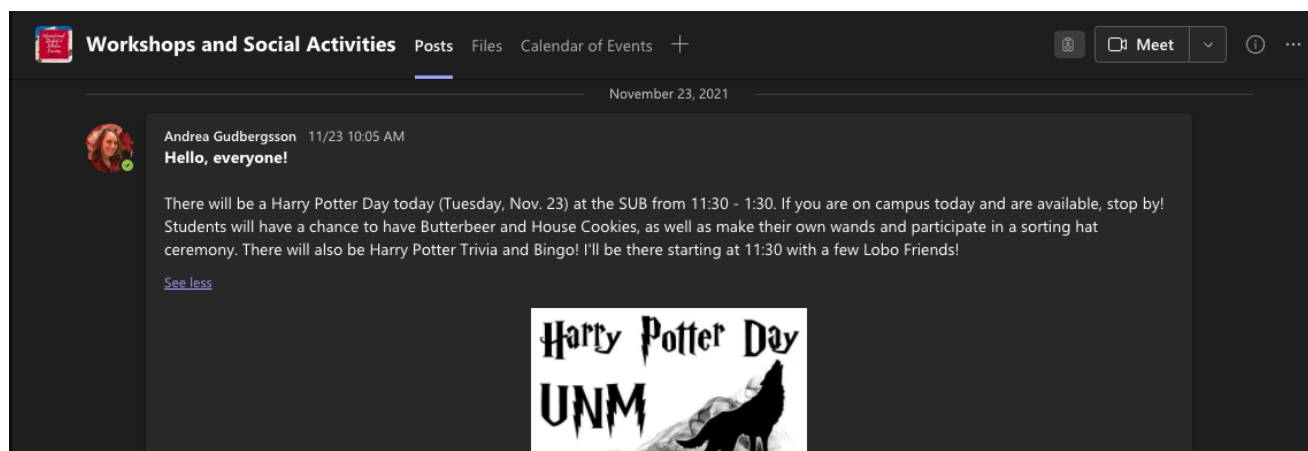
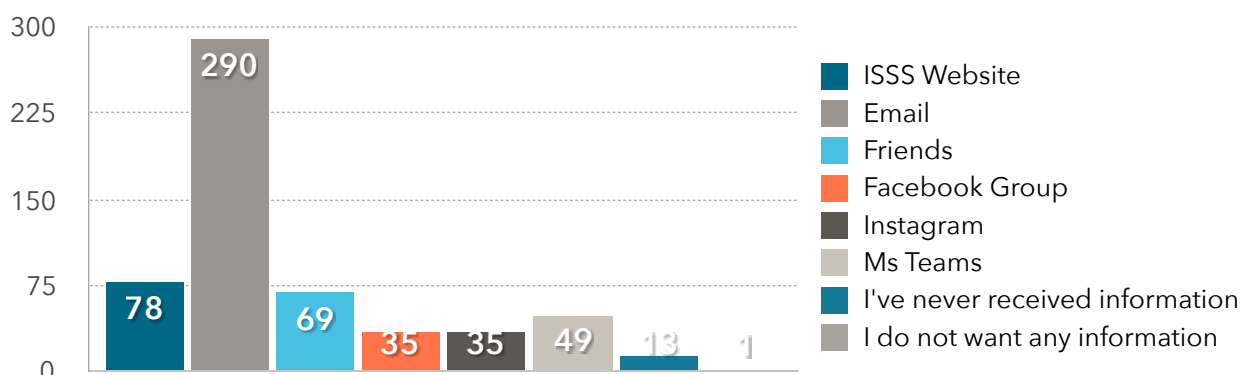
**Website.** The majority of students reported visiting the website every time they have a question, frequently, or twice a semester. When asked what would increase their use of the website, 130 said nothing needed to be change. Overall, 77% of students found the website to be useful/extremely useful.

**MS Team.** The MS Team for current students has 376 members. In Fall 2021, ISSS transitioned the MS Team to include channels for students, scholars, and workshops/activities. There, members can find job postings, workshops and activities postings, photos from GEO and UNM events, and announcements from UNM departments.

**Social Media.** While GEO has been making an effort to increase communication on social media, email has remained the most effective away for students to learn about events and workshops.



How do you learn about upcoming ISSS Events and Workshops (Check all that apply).

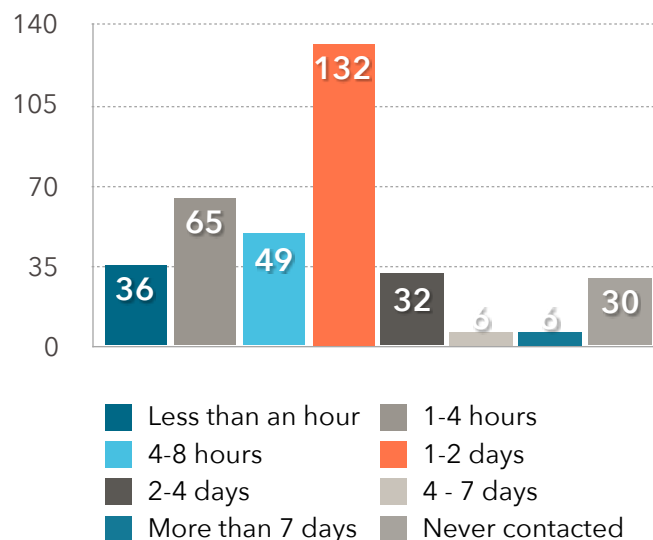


## ISSS Advisors

On average, students are meeting with an international advisor once or twice a semester. Approximately 81% of students reported international services as useful/extremely useful.



When you have contacted an advisor with a question, how long has it taken to get a response?



## ISSS Academic Success Course

Of the 22 students who reported taking an Academic Success Course (Ugrad Scholarship Success or Grad Academic Success) 10 attended in person and 12 attended online. Students reported the course as 90% useful and 72% reported the course would be more effective in person.

## GEO Overall

Overall, 88% of students reported an above average experience with the front desk staff at GEO. Ninety (90%) percent of students rated their overall GEO experience as above average. When asked what 3 services were most important to them, students reported pre-arrival/arrival, immigration advising, and orientation.

- Pre-arrival & Arrival Information
- ISI Services & Programs
- Orientation
- Immigration advising/document signing
- Published Information (handouts/website)
- Outresearch/advocacy
- Social Activities
- Trips
- Career/ Work workshops
- Cross-cultural workshops
- Support for Student Organizations

