INTRODUCTION

PURPOSE: The International Student Experience Survey was developed by International Students and Scholars and Campus Life International Student Programs as a needs assessment to determine service and programmatic areas to improve the International student experience at UNLV.

RESPONSE RATE: The survey was distributed to 1,267 international students enrolled for the Fall 2012 semester. There were 251 responses which is a 19.8% response rate. Graduate students had a higher response rate than undergraduate. UNLV has a higher percentage of UNLV international students from Asia than the responding percentage.

STUDENT RESPONDENT DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Status</th>
<th>Frequency</th>
<th>Percentage</th>
<th>UNLV International Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>135</td>
<td>53.8%</td>
<td>73.5%</td>
</tr>
<tr>
<td>Graduate</td>
<td>116</td>
<td>46.2%</td>
<td>26.5%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Region of origin</th>
<th>Frequency</th>
<th>Percentage</th>
<th>UNLV International Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Africa</td>
<td>4</td>
<td>1.6%</td>
<td>2%</td>
</tr>
<tr>
<td>East Asia</td>
<td>119</td>
<td>47.8%</td>
<td>66.1%</td>
</tr>
<tr>
<td>Central Asia</td>
<td>16</td>
<td>6.4%</td>
<td>10.8%</td>
</tr>
<tr>
<td>Southeast Asia</td>
<td>56</td>
<td>22.5%</td>
<td>4.7%</td>
</tr>
<tr>
<td>Eastern Europe</td>
<td>11</td>
<td>4.4%</td>
<td>2.7%</td>
</tr>
<tr>
<td>Western Europe</td>
<td>11</td>
<td>4.4%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Latin America</td>
<td>6</td>
<td>2.4%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Middle East</td>
<td>17</td>
<td>6.8%</td>
<td>3%</td>
</tr>
<tr>
<td>North America (Canada)</td>
<td>9</td>
<td>3.6%</td>
<td>4%</td>
</tr>
<tr>
<td>Oceania (Austria, New Zealand)</td>
<td>0</td>
<td>0.3%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>Percentage</th>
<th>Reside</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>48.6%</td>
<td>On campus</td>
<td>18.5%</td>
</tr>
<tr>
<td>Female</td>
<td>51.4%</td>
<td>Off campus</td>
<td>81.5%</td>
</tr>
</tbody>
</table>
### RESULTS

<table>
<thead>
<tr>
<th>Major</th>
<th>Undergraduate</th>
<th>Graduate</th>
<th>Undergraduate</th>
<th>Graduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>15.1%</td>
<td>5.2%</td>
<td>Education</td>
<td>9.5%</td>
</tr>
<tr>
<td>Engineering</td>
<td>6%</td>
<td>46.5%</td>
<td>Health</td>
<td>2.6%</td>
</tr>
<tr>
<td>Hotel</td>
<td>62.4%</td>
<td>9.5%</td>
<td>Law</td>
<td>0.9%</td>
</tr>
<tr>
<td>Liberal Arts</td>
<td>3%</td>
<td>6.9%</td>
<td>Urban Affairs</td>
<td>3.5%</td>
</tr>
<tr>
<td>Sciences</td>
<td>6%</td>
<td>15.5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Undecided</td>
<td>5.3%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### All International

<table>
<thead>
<tr>
<th>Item</th>
<th>All International</th>
<th>Undergraduate International</th>
<th>Graduate International</th>
</tr>
</thead>
<tbody>
<tr>
<td>English is first language</td>
<td>8.4%</td>
<td>5.3%</td>
<td>12.1%</td>
</tr>
<tr>
<td>Dependants at UNLV</td>
<td>10.8%</td>
<td>8.2%</td>
<td>13.8%</td>
</tr>
<tr>
<td>Quality of information received or on web about UNLV prior apply</td>
<td>73%</td>
<td>71.9%</td>
<td>74.2%</td>
</tr>
<tr>
<td>Ease of application process</td>
<td>65.6%</td>
<td>61.7%</td>
<td>70.1%</td>
</tr>
<tr>
<td>UNLV’s response time to your application</td>
<td>56.1%</td>
<td>47%</td>
<td>66%</td>
</tr>
<tr>
<td>UNLV’s information and tips for student visa applications</td>
<td>61.3%</td>
<td>60%</td>
<td>62.9%</td>
</tr>
<tr>
<td>UNLV’s assistance with pre-arrival information</td>
<td>52.3%</td>
<td>54.3%</td>
<td>50%</td>
</tr>
<tr>
<td>UNLV’s assistance with finding adequate housing</td>
<td>40.3%</td>
<td>50%</td>
<td>28.1%</td>
</tr>
<tr>
<td>Information you received during New Student Orientation</td>
<td>64.7%</td>
<td>66.7%</td>
<td>62.4%</td>
</tr>
<tr>
<td>Information you received during International Student Orientation</td>
<td>65.5%</td>
<td>62.3%</td>
<td>69.1%</td>
</tr>
<tr>
<td>Availability of appropriate classes your first semester</td>
<td>66.5%</td>
<td>61.3%</td>
<td>72.4%</td>
</tr>
<tr>
<td>UNLV helped me learn about academic policies and expectations</td>
<td>71.6%</td>
<td>75.4%</td>
<td>67%</td>
</tr>
<tr>
<td>UNLV helped me adjust socially and culturally to campus life</td>
<td>59%</td>
<td>56.8%</td>
<td>61.7%</td>
</tr>
<tr>
<td>UNLV introduced me to life in Las Vegas</td>
<td>54.3%</td>
<td>54.6%</td>
<td>53.8%</td>
</tr>
<tr>
<td>Quality of education at UNLV</td>
<td>77.4%</td>
<td>75.9%</td>
<td>79.2%</td>
</tr>
<tr>
<td>Quality of academic advising</td>
<td>79.3%</td>
<td>77.6%</td>
<td>81.5%</td>
</tr>
<tr>
<td>Quality of Student Health insurance</td>
<td>61.3%</td>
<td>66.7%</td>
<td>55.2%</td>
</tr>
<tr>
<td>Quality of Student Health Center services</td>
<td>76.4%</td>
<td>80.6%</td>
<td>71.4%</td>
</tr>
<tr>
<td>Quality of on-campus housing</td>
<td>53%</td>
<td>57.1%</td>
<td>43.9%</td>
</tr>
<tr>
<td>Variety of food options on campus</td>
<td>42%</td>
<td>32.3%</td>
<td>45.5%</td>
</tr>
<tr>
<td>Interactions with faculty and staff</td>
<td>80.7%</td>
<td>75.9%</td>
<td>86.3%</td>
</tr>
<tr>
<td>Interactions with other international students</td>
<td>67.6%</td>
<td>64.9%</td>
<td>70.4%</td>
</tr>
<tr>
<td>Interactions with domestic students</td>
<td>61.1%</td>
<td>56.1%</td>
<td>66.7%</td>
</tr>
<tr>
<td>Interactions with staff in Office of International Students &amp; Scholars</td>
<td>61.3%</td>
<td>57.4%</td>
<td>65.7%</td>
</tr>
<tr>
<td>UNLV is welcoming to international students</td>
<td>92.7%</td>
<td>91.9%</td>
<td>93.6%</td>
</tr>
<tr>
<td>UNLV is supportive of international students</td>
<td>82.9%</td>
<td>79.3%</td>
<td>87.2%</td>
</tr>
<tr>
<td>Diverse contributions of international students are valued</td>
<td>85.9%</td>
<td>83.8%</td>
<td>88.3%</td>
</tr>
<tr>
<td>Diverse contributions of international faculty are valued</td>
<td>84.4%</td>
<td>85.6%</td>
<td>82.9%</td>
</tr>
<tr>
<td>I know where I can get assistance with immigration advising</td>
<td>75.6%</td>
<td>74.8%</td>
<td>76.6%</td>
</tr>
<tr>
<td>I know where I can go for assistance with employment procedures</td>
<td>69.3%</td>
<td>73.9%</td>
<td>62.8%</td>
</tr>
<tr>
<td>There are student activities and events of interest to me</td>
<td>77.1%</td>
<td>76.6%</td>
<td>77.7%</td>
</tr>
<tr>
<td>There are student activities geared toward international students</td>
<td>84.4%</td>
<td>79.3%</td>
<td>90.4%</td>
</tr>
<tr>
<td>Member of student organization</td>
<td>48.3%</td>
<td>45.9%</td>
<td>51.1%</td>
</tr>
<tr>
<td>Overall, rate your experience at UNLV</td>
<td>82.4%</td>
<td>79.3%</td>
<td>87.1%</td>
</tr>
<tr>
<td>Would you recommend UNLV to other international students</td>
<td>89.2%</td>
<td>87.4%</td>
<td>91.4%</td>
</tr>
</tbody>
</table>
International Student Experience Fall 2012 Survey Key Findings

### Why selected UNLV

<table>
<thead>
<tr>
<th>Reason</th>
<th>All International</th>
<th>Undergraduate International</th>
<th>Graduate International</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNLV has great programs in my major</td>
<td>53%</td>
<td>66%</td>
<td>39%</td>
</tr>
<tr>
<td>UNLV offered me scholarships or assistantship</td>
<td>41%</td>
<td>21%</td>
<td>64%</td>
</tr>
<tr>
<td>My friends study here</td>
<td>14%</td>
<td>12%</td>
<td>16%</td>
</tr>
<tr>
<td>My relatives / family studied here</td>
<td>9%</td>
<td>8%</td>
<td>11%</td>
</tr>
<tr>
<td>To learn more about the United States</td>
<td>11%</td>
<td>12%</td>
<td>9%</td>
</tr>
</tbody>
</table>

The following is a condensed version of student responses to the open ended questions. The actual student comments should also be reviewed as they are much more informative and emotive. Responses are separated by undergraduate and graduate level.

#### UNDERGRADUATE OPEN ENDED RESPONSES

**Why did you decide to attend UNLV?**
- Hotel top ranked program, 44
- Went to high school in Las Vegas, scholarships, 5
- Friend recommended, 4
- Family live in Las Vegas, 3
- Athletic scholarship, 3

**How did you learn about UNLV?**
- Internet (ranking websites and UNLV web), 22
- Friend, 12
- Family, 8
- High school in Las Vegas, 5
- Coach, 2

**What comments and suggestions do you have related to UNLV’s application and orientation process?**
- Admissions response time is too long (transfer credits) (very negative feelings), 16
- I-20 not processed in time, 4
- OISS and Admissions need to respond to emails, answer phone, staff should know answers, 4
- More orientation dates, more convenient for international students, 3
- Housing options geared towards international students with early arrival and off-campus options, 2
- International student orientation leader for international students, more interaction with current international students during orientation, 2
- More social time during orientation
- Do not require purchase student health insurance
- Need to give students an instruction manual
- Need a one-sheet with important deadlines and requirements
- Admission process and orientation was good, 10
Is there anything UNLV could have done to assist your transition to UNLV?

- More programs to help with social adjustment (assign a mentor), 3
- More guidance for paperwork, 2
- Assist with academic support, 2
- Assist with access to financial resources – how apply for scholarships, green cards
- Assist with finding off-campus housing
- Better food

Positive interactions with faculty and staff, 34
Negative interactions with faculty and staff, 10
Positive interactions with students, 19
Mixed interactions with students, 16

What services would you like to see UNLV offer for international students?

- Help make friends, interact with domestic students, clubs, activities, and trips, 10
- Better food, 7
- Assistance with visa paperwork, driver’s license, 3
- Assistance with finding jobs, internships, 3
- Scholarships, 3
- International communication center, language assistance, 3
- Transportation (airport pickup and rides), 2
- Answer phone
- Academic advising – assign one advisor always meet with
- Academic services like writing center

Which of the following student activities would you like to see UNLV offer for International students and their dependants?

- 54% Programs about life in the United States and American traditions
- 54% Programs about other cultures and international issues
- 50% On-campus social events (holiday parties, game nights)
- 27% Trips to off-campus events/tourist destinations (please specify types)
  - California, 2
  - Disneyland
  - Grand Canyon, 2
  - Zion
  - Hoover Dam
  - Outdoor sports
  - Trips downtown
  - Visiting some tourism attraction
  - Assist with finding church
  - Wineries
25% Assistance with practical matters (e.g., resume writing, trips to the Social Security Office
- Career plan, resume building, 3
- Social security assistance, 3
- Assistance with immigration and employment docs, 2
- Work / tax workshop
- Trips to the DMV
12% Sporting events
- Basketball, 3
- Intramural teams, 2
- Football
- Soccer
- Dance competition
8% Performances
- Dance (hiphop), 3
- Cirque
- Music
Other
- Group discussions
- Movie nights
- Weekly coffee hour

GRADUATE OPEN ENDED RESPONSES

Why did you decide to attend UNLV?
- GA, job, scholarship, funding, 22
- Great academic program, 19
- Friend recommended, 5
- Family live in Las Vegas, 6
- Weather, location, 4

How did you learn about UNLV?
- Internet (ranking websites and UNLV web), 23
- Friend, 11
- Family, 7
- Mentor, advisor, faculty contact, 6

What comments and suggestions do you have related to UNLV’s application and orientation process?
- Challenges having to work with multiple departments – grad college and academic department. Response time slow and communication inconsistent, 5
- Graduate College and OISS staff not helpful, 3
- Application fee is too high, 3
• Websites are not up to date or professional, 2
• Need more guidance on I-20, sevis, 2
• Did not get an orientation, 2
• Orientation should be before classes start, 2
• There should be an orientation by academic department, 2
• Should be hotlines to assist with long hours (international time zone), 2
• Admission process and orientation was good, 8

Is there anything UNLV could have done to assist your transition to UNLV?
• Social programs to meet people and get to know city, 6
• Better and more timely OISS staff and services, 4
• Assistance with immigration and employment paperwork, 4
• Assist with finding low cost housing, 4
• English learning
• Pre-arrival information should be more clear
• Discussion blog
• Communicate with other students from country in advance
• Info on weather year round (i.e. pack some cool weather clothing)

Positive interactions with faculty and staff, 29
Negative interactions with faculty and staff, 9
Positive interactions with students, 23
Mixed interactions with students, 7

What services would you like to see UNLV offer for international students?
• Assist with employment procedures, on-campus jobs, and internships, 6
• Social, cultural programming, 4
• Trips during winter break, 3
• Improved OISS staff and services, 3
• Separate office/lounge for international students, 2
• Assist post-graduation with career placement and return immigration paperwork, 2
• Low cost housing
• ESL course
• Reduce application costs
• Reduce student health insurance costs
• Improve OISS website

Which of the following student activities would you like to see UNLV offer for International students and their dependants?

61% Programs about life in the United States and American traditions
56% Programs about other cultures and international issues
54% Assistance with practical matters
  - Job placement, resume writing, 11
  - Social security, 6
  - DMV, 2
  - Writing technical papers
  - Public speaking

50% On-campus social events (holiday parties, game nights)

40% Trips to off-campus events/tourist destinations (please specify types)
  - Outdoor trips, 9
  - Grand Canyon, 2
  - Strip or entertainment, 2
  - Museum

17% Sporting events
  - International intramurals
  - Sports rule instructions
  - Badminton
  - Basketball
  - Swimming
  - Football
  - Volleyball game
  - Tennis

12% Performances
  - Dance, 2
  - Cultural, 2
  - Art
  - Music
  - Talent

Other (please specify)
  - Job fair for international students
  - Allow non-UNLV students to attend events

**IMPLICATIONS**

While graduate students tended to rate their experience higher, similar themes emerged through student comments. It is evident both undergraduate and graduate international students are concerned about the timeliness and responsiveness of staff related to admissions, immigration, and employment paperwork. It is evident international students are not sure where to go to get their unique questions answered and are not always satisfied by the service receive from international advisors in Enrollment Services. Finances are a concern for many international students, there were multiple requests for assistance in finding on-campus employment, internships, scholarships, low-cost housing, and to reduce fees. Variety of food service options in the DC and on campus were also a concern for international students.
Overall, international students indicate UNLV is welcoming and supportive. While students reported many more positive interactions than negative with faculty, staff, and students (both international and domestic), it is evident some international students feel isolated and there were numerous requests for more social and cultural programming.

It is also noted, while many international students have friends or family connecting them to UNLV, a majority of international students utilized the internet as a primary resource in finding out about UNLV. Students made some suggestions the content and navigation of the UNLV website needs to be improved.