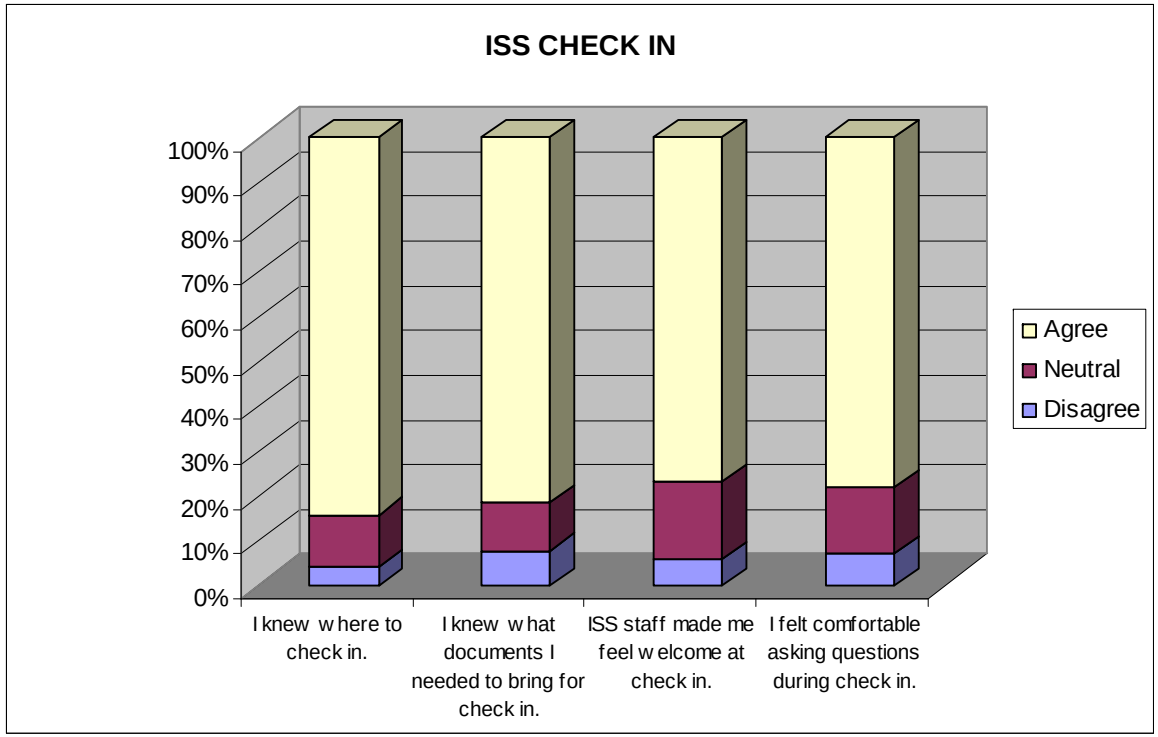
ISS SERVICES SURVEY
Continuing Students

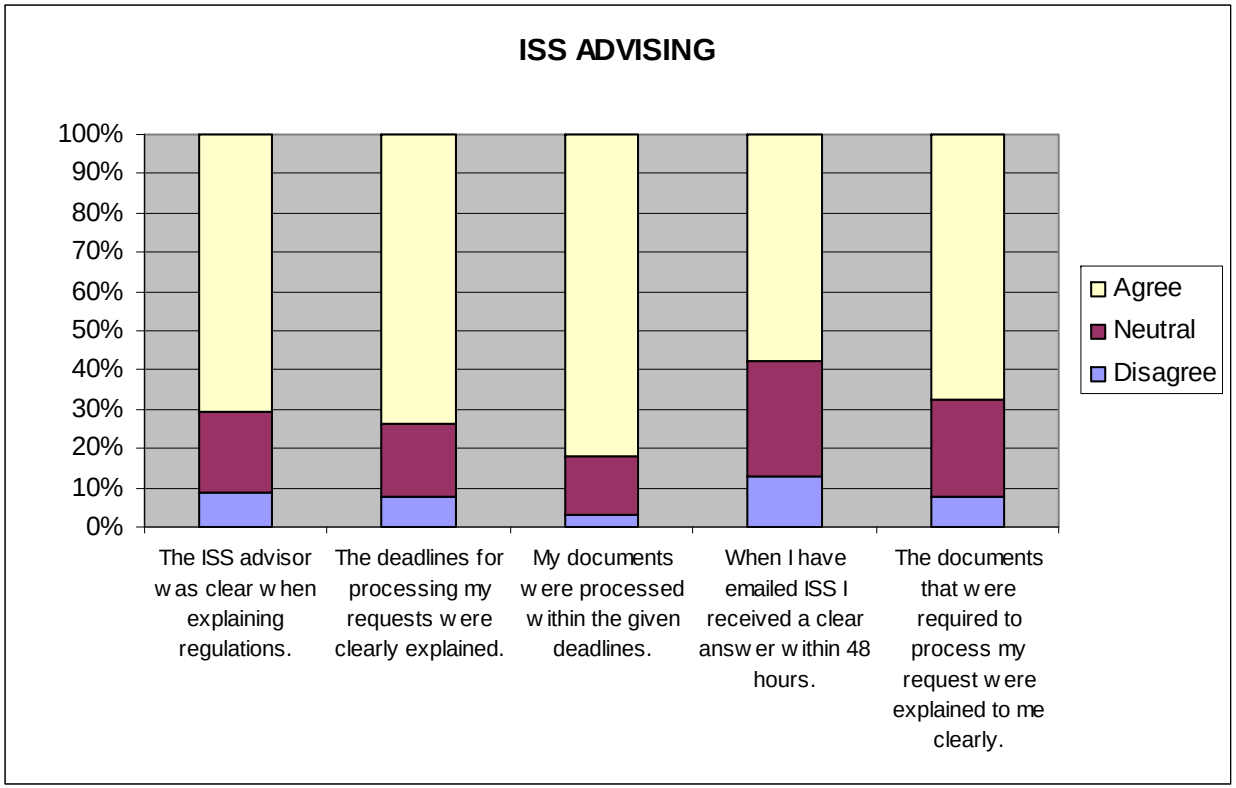
June 2009

ISS CHECK IN



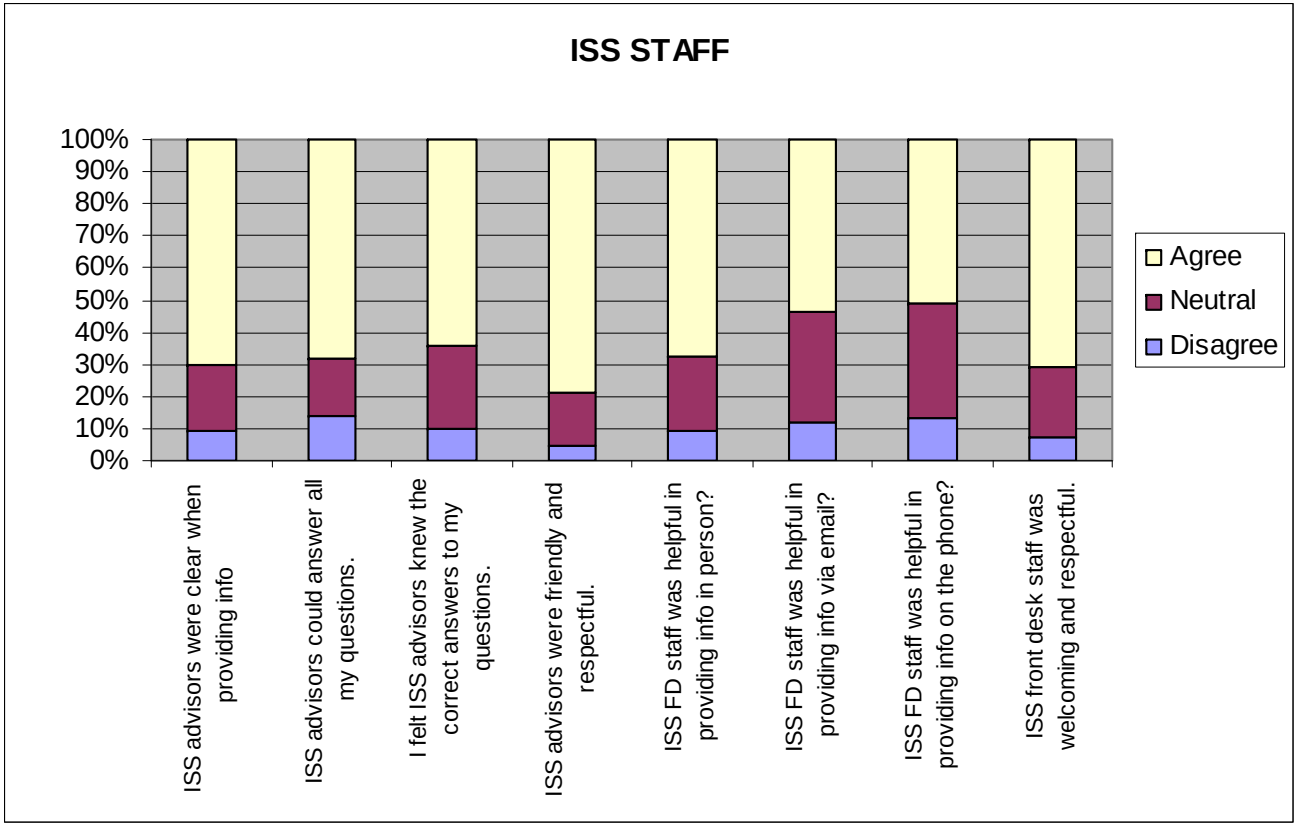
- Students would like to have more personalized attention while checking in
- Have more information from other offices in one place and a clearer map of the campus and services needed.

ISS ADVISING



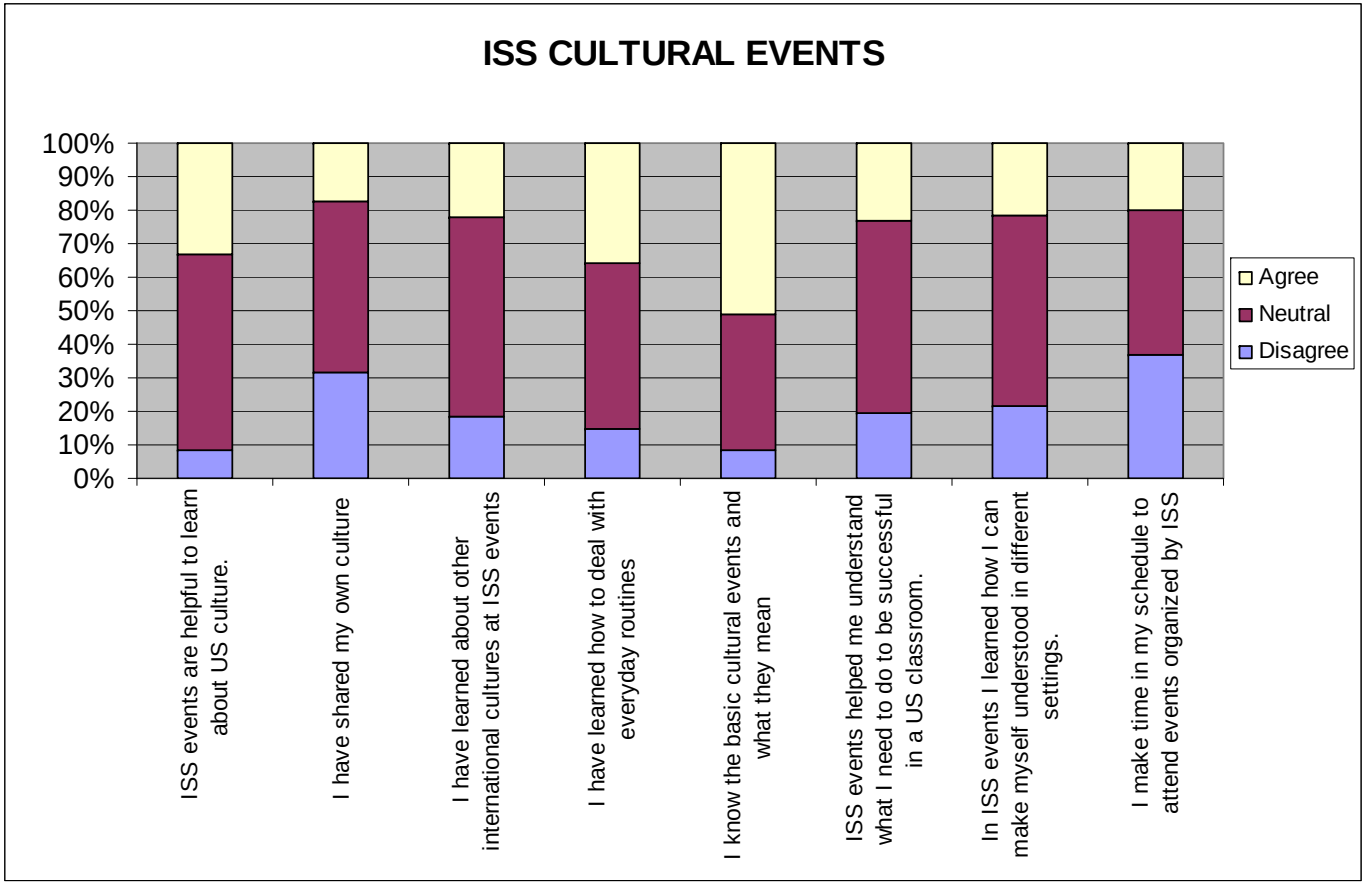
- Have an advisor always at FD – already being done
- Email answers aren't always clear to students – it is hard to give precise answers by email since each case is different, many times emails asks students to come in.

ISS STAFF



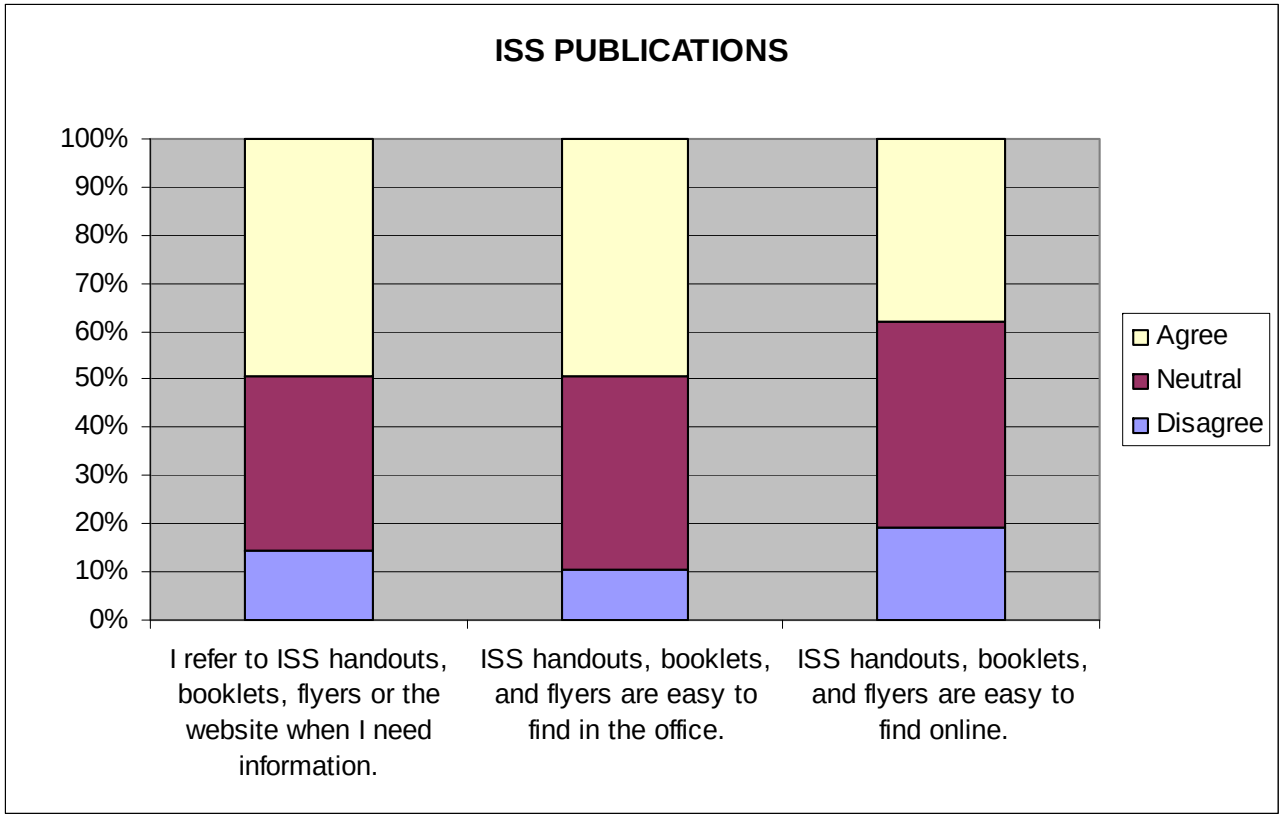
- The lower scores are related to FD staff however they can't provide advising information and therefore might be perceived as not as helpful. FD staff usually has to refer to an advisor or advise to come in to the office for personalized attention.

ISS CULTURAL EVENTS



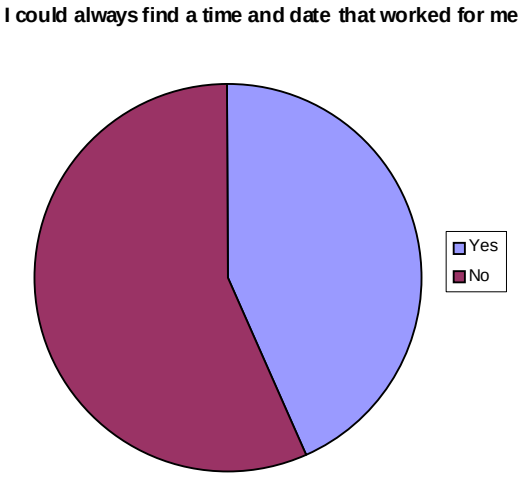
- Cultural events are important however students feel they also need more practical information (getting apt, bank, cell phones, internet, furniture)
- Have events on the weekends
- Target events separately for undergrads and grad students.

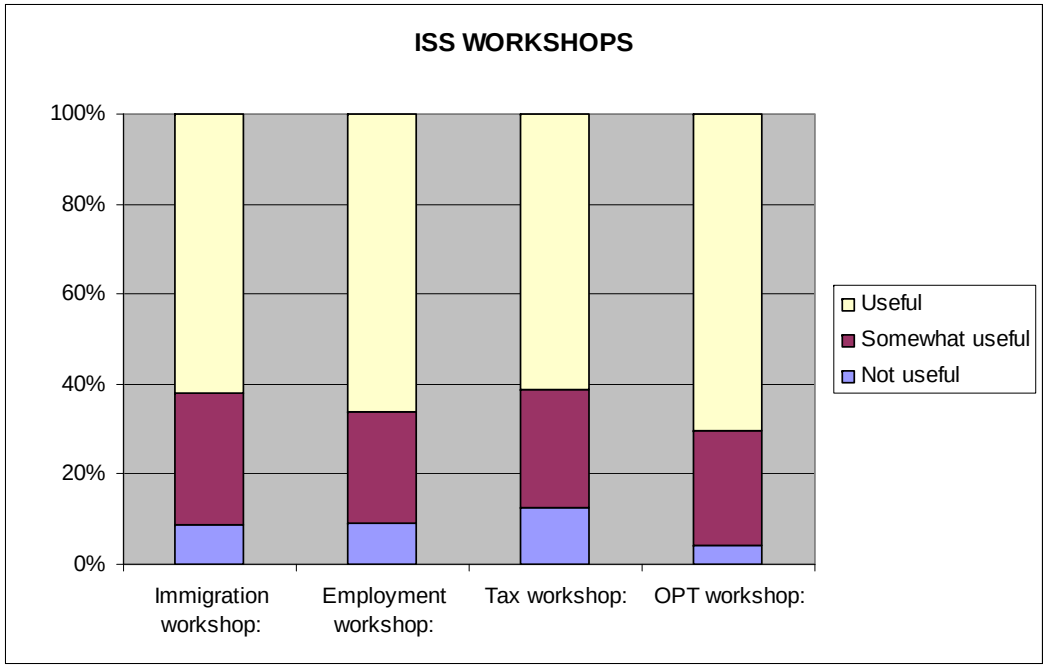
ISS PUBLICATIONS



- Students think the booklets they receive with I20 and Orientation are good enough- have all the information they need
- Publications should be easier to access – other buildings and in the web

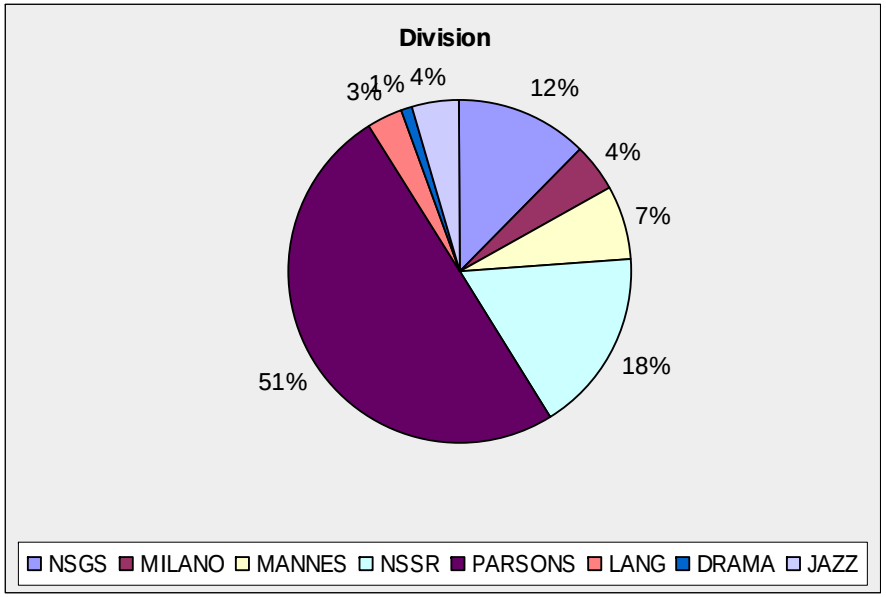
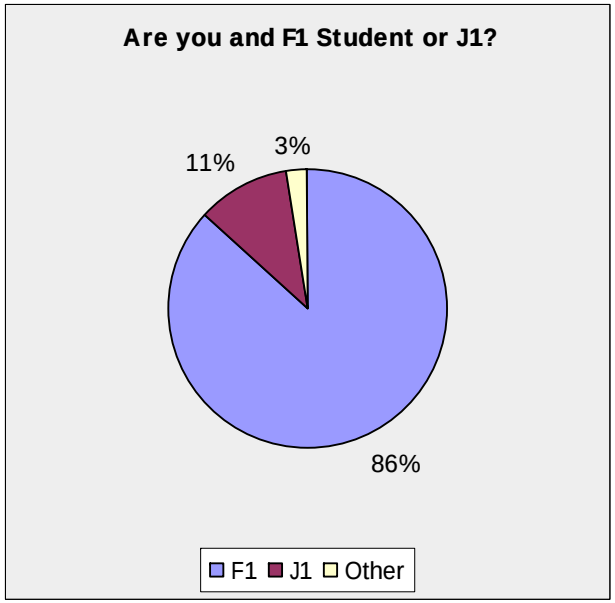
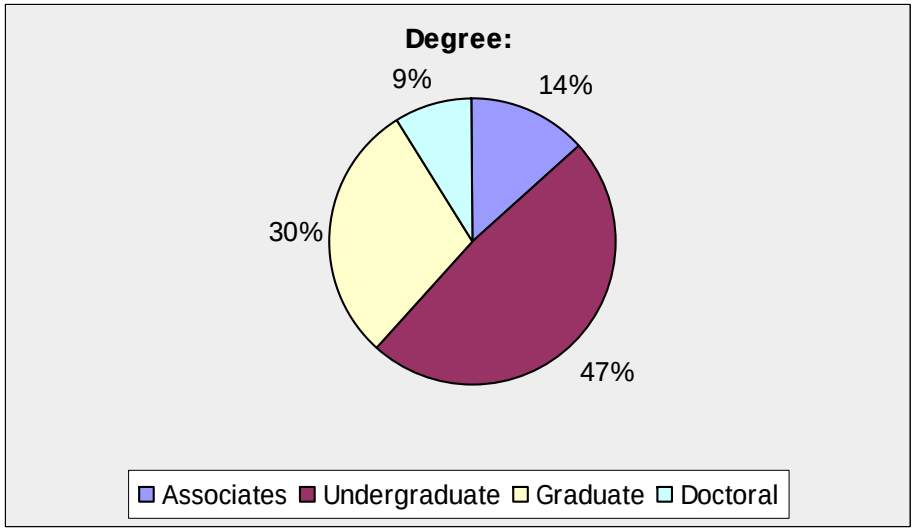
ISS WORKSHOPS





- OPT workshops have the higher attendance and are mandatory.
- Other workshops are offered less frequently – students want more immigration and employment workshops in the semester – this explains the NO % in the first graph.
- Suggestion for having alumni in the employment workshops for tips
- For the tax workshop students would like to have more information about state taxes

GENERAL COMMENTS

- Provide more practical information about settling in, finding employment, living in NYC.
- Have more help for employment options.
- The job done in terms of immigration advising is highly recognized.

DEMOGRAPHICS