Topline Results of the UCEAP Parents/Guardians Survey: April 2012

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Sample:

- *Parents or Guardians of Off-Cycle Year 2010-11 participants, Summer and Fall Quarter/Semester Program Participants of 2011-12.*

- **Response Rate:** 23.5% responded (677 of the 2,879 applicants surveyed), (n=677; 618 Completed, 59 Failed to Complete the Survey)
The majority of respondents, nearly 2 out of every 3 parents/family members, learned of UCEAP after their student had enrolled in the UC.

- When did you first learn about UCEAP?

- Survey Year 2011
  - Before or as my student applied to the University of California (UC): 26%
  - Before my student started coursework at the UC: 14%
  - After my student had enrolled in the UC but before or as they applied to UCEAP: 44%
  - After my student had applied to UCEAP: 16%

- Survey Year 2012
  - Before or as my student applied to the University of California (UC): 28%
  - Before my student started coursework at the UC: 11%
  - After my student had enrolled in the UC but before or as they applied to UCEAP: 46%
  - After my student had applied to UCEAP: 15%
Did you encourage your student to consider study abroad?

Most parents are actively encouraging study abroad, particularly after enrollment in the UC.
When would you say you learned that your student was applying to UCEAP’s program(s)?

- The vast majority find they are aware of their student’s application relatively early in the process.
In comparison to last year, more respondents expressed that they faced obstacles to participation.
Timing of Concerns

Timing of Top Five Concerns in 2012: Multiple Response as Percent of Respondents

- Housing Abroad: During Application or Pre-Departure 84.3%, While Abroad 24.3%, Upon Return 1.3%
- Financial Commitments: During Application or Pre-Departure 88.7%, While Abroad 21.1%, Upon Return 4.0%
- Individual Safety Abroad: During Application or Pre-Departure 73.3%, While Abroad 39.2%, Upon Return 0.7%
- Academic Progress to Degree: During Application or Pre-Departure 72.2%, While Abroad 24.9%, Upon Return 18.1%
- Emergency Support: During Application or Pre-Departure 67.5%, While Abroad 39.2%, Upon Return 1.7%

• These matters were largely pre-departure considerations for respondents. Academic Progress to Degree was the more persistent concern.
Level of Concern

Greatest Level of Concern as Characterized by Respondent

- Individual safety is the item that causes the greatest concern among parents.
Utility of UCEAP’s Resources to Address Concerns

- Resources for Academic Progress to Degree are not meeting the needs of parents as only 30% of respondents found them effective in resolving concerns. More so, nearly 40% did not find the resources for academic progress to degree satisfactory to help resolve their concerns.
### Methods to Resolve Concerns

#### Methods to Resolve Concern (Multiple Response)

<table>
<thead>
<tr>
<th>Concern</th>
<th>0%</th>
<th>10%</th>
<th>20%</th>
<th>30%</th>
<th>40%</th>
<th>50%</th>
<th>60%</th>
<th>70%</th>
<th>80%</th>
<th>90%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Abroad</td>
<td>92.0%</td>
<td>76.7%</td>
<td>86.1%</td>
<td>93.5%</td>
<td>78.3%</td>
<td>60.0%</td>
<td>50.0%</td>
<td>40.0%</td>
<td>30.0%</td>
<td>20.0%</td>
<td>10.0%</td>
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<tr>
<td>Financial Commitments</td>
<td>38.7%</td>
<td>92.0%</td>
<td>99.9%</td>
<td>96.7%</td>
<td>88.9%</td>
<td>80.0%</td>
<td>72.3%</td>
<td>64.9%</td>
<td>59.7%</td>
<td>51.9%</td>
<td>43.4%</td>
</tr>
<tr>
<td>Individual Safety Abroad</td>
<td>15.3%</td>
<td>14.9%</td>
<td>22.6%</td>
<td>46.9%</td>
<td>80.0%</td>
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<tr>
<td>Academic Progress to Degree</td>
<td>16.7%</td>
<td>32.7%</td>
<td>34.4%</td>
<td>47.8%</td>
<td>61.2%</td>
<td>70.0%</td>
<td>77.7%</td>
<td>85.5%</td>
<td>92.0%</td>
<td>99.9%</td>
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<td>Emergency Support</td>
<td>15.3%</td>
<td>9.5%</td>
<td>21.5%</td>
<td>35.8%</td>
<td>51.7%</td>
<td>67.7%</td>
<td>78.3%</td>
<td>90.0%</td>
<td>98.9%</td>
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- Don’t Recall
- Conduct independent research
- Consult the UCEAP website
- Discuss your concern with a friend or acquaintance
- Speak with an UCEAP advisor or staff member about the matter
- Talk to your student/participant/child about concerns

- **Parent’s most commonly talk with their student about concerns, and then consult our website, reach out to friends or acquaintances, etc.**
• Parents want timely, relevant information, by e-mail and coordinated with their student.
Parent Network

Would you be likely to join an online UCEAP Hosted Parent Network or Discussion Group Forum – for parents of students to exchange interests, ideas, etc., regarding study abroad?

- 52.3% Yes
- 28.3% No
- 19.4% Don’t Know

• Most parents are uninterested in a UCEAP online forum, but a large share are uncertain.
Nearly 30% of parents or family members were solicited to help their student with some component of the application, but most are called upon to assist in visa, passport, & travel related issues.
Estimate of Program Costs

How accurate would you say that the estimated costs for your student’s program (the student’s budget) was:

- Reasonably Accurate: 63.7%
- Too Low, Actual Costs Were More: 23.4%
- Don’t Know, Don't Recall Student Budget: 12.3%
- Too High, Actual Costs Were Less: 0.6%

Please estimate how much our student budget underestimated the total cost for your student’s program: (No Answer Removed from Results)

- Less than $500: 2.9%
- Between $500 and $999: 14.0%
- Between $1,000 and $1,499: 18.4%
- Between $1,500 and $1,999: 14.0%
- $2,000 or More: 39.0%
- Don’t Know: 11.8%

The countries with the greatest differences between estimated student budgets and actual costs were Australia, Denmark, Italy & Spain.
Participation Influencers

Consistent with previous surveys, parents perceive their student’s peers and then themselves as leading influencers in participation decisions.
Tips for Student Success

With the applicant's consent, when would it be best for UCEAP to send tips for student success abroad to parents & guardians?

- 43.9%: When a student first initiates a UCEAP application
- 24.9%: When the student completes a UCEAP application
- 13.6%: After a student has been accepted for UCEAP participation
- 6.8%: Only after a student has agreed to participate in a UCEAP program
- 10.8%: Never, it should be left to the discretion of the student

Aside from the 7% who would rather we not send them tips for success, a majority would appreciate some communication sooner rather than later.
If a friend's child/student was considering study abroad, would you recommend UCEAP to that friend?

- **Yes**, n = 578
- **No**, n = 20
- **Don't Know**, n = 21

**Recommendation of UCEAP**

- **93.4%**
- **3.4%**
- **3.2%**

**Nine in 10 would recommend UCEAP to a friend.**