Results for Cross-Cultural Center

The block of items related to this service was skipped by 93% of respondents*. Results shown are based on 136 respondents for this service: 85 users and 51 “unserved”.

Figure 21. Users who rated Cross-Cultural Center ‘Excellent’ or ‘Good’

* Unfortunately, due to some miscommunication during development of the survey tool, students who did not need a particular service were explicitly directed to skip that entire block of questions (even though “didn’t need this service” was available as a response option). Thus, students who did not need the service cannot be separated from other non-respondents, which confounds analysis. In particular, this means that the survey provides no reliable measure of the size of the population needing a specific service. All results reported here are based only on respondents who reported either needing and using the service or needing but not using the service. Nothing should be inferred about the number who did not need the service.
Figure 22. Users who rated Cross-Cultural Center ‘Extremely important’, ‘Very important’ or ‘Somewhat important’
Figure 23. Unserved Students for Cross-Cultural Center (Respondents who ‘Needed but didn’t use’)

- Max among UCs: 48%
- UC Davis: 38%
- Min among UCs: 8%
Figure 24. Unserved Students who rated Cross-Cultural Center ‘Extremely important’, ‘Very important’ or ‘Somewhat important’

Table 10. Reasons for not using Cross-Cultural Center

<table>
<thead>
<tr>
<th>Reason</th>
<th>% of Unserved Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not know what service offered</td>
<td>39%</td>
</tr>
<tr>
<td>Never heard of service</td>
<td>33%</td>
</tr>
<tr>
<td>Did not know how to access service</td>
<td>22%</td>
</tr>
<tr>
<td>Did not have time</td>
<td>20%</td>
</tr>
<tr>
<td>Not sure if eligible for service</td>
<td>14%</td>
</tr>
<tr>
<td>Embarrassed to use service</td>
<td>4%</td>
</tr>
<tr>
<td>Hours are inconvenient</td>
<td>2%</td>
</tr>
<tr>
<td>Location is inconvenient</td>
<td>2%</td>
</tr>
<tr>
<td>Concerns about cost</td>
<td>2%</td>
</tr>
<tr>
<td>Concerns about confidentiality</td>
<td>2%</td>
</tr>
<tr>
<td>Service has a bad reputation</td>
<td>0%</td>
</tr>
<tr>
<td>Used off-campus service</td>
<td>0%</td>
</tr>
</tbody>
</table>

Themes in suggestions for improvement: advertising/outreach, Middle Eastern intern