**KEY OBSERVATIONS**

- The Dashew Center supported over 40,000 in-person and phone inquiries during the 2015-2016 academic year.
- While this analysis does not capture all aspects of services provided by each unit, it is worth noting that F-1 students represented approximately 69% of all visa holders served by the Dashew Center (F-1, J-1, and EB) during the 2015-16 academic year, and yet accounted for 87% of all visa-related visits. Therefore, F-1 students are overrepresented for in-person contacts.