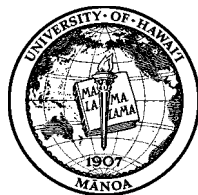


Indicators of
Student Satisfaction and Use of Student Services



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Indicators of Student Satisfaction and Use of Student Services

Findings

Student Satisfaction with Student Affairs:

- Overall, student satisfaction with services provided by Student Affairs continue to remain high from 1999 to 2002.
- About 8 in 10 students consistently reported being satisfied with the services.

Student Affairs Program Satisfaction:

- Student satisfaction with many student affairs programs increased between 1990 and 2002 despite decreases in staffing and funding.
- In 2002, student satisfaction ranged from 70 percent (Learning Assistance Center) to 87 percent (Admissions & Records and University Health Services).
- University Health Services maintained a consistent 87 percent satisfaction level since 1990, despite the establishment of a new mandatory fee in 1999.
- Financial Aid Services showed the largest satisfaction increase from 58 percent in 1990 to 76 percent in 2002, despite a significant 55 percent increase in workload processing of financial aid applications between 1995 (9,000) and 2002 (16,000) and decrease in staff during this period.

Satisfaction of Student Groups:

- In 2002, students most satisfied with services were:
 - upper division students,
 - students from Hawai'i,
 - Asian students, especially Filipinos, and
 - students employed on-campus.
- In 2002, students least satisfied with services were:
 - lower division students, especially freshmen,
 - mainland transfer students,
 - international students,
 - Caucasian students, and
 - student who were not employed.

Student Use of Student Affairs Programs:

- Nearly all students report using the many services provided by Admissions and Records.
- About half of all undergraduates use the services of Financial Aid, Student Employment and Co-Operative Education, and University Health Center.
- Service Learning and the Learning Assistance Center are the least used programs. Half of all undergraduates did not know of the Service Learning program.
- Usage of the Financial Aid Services increased from 49 to 55 percent from 1999 to 2002. Similarly University Health Center usage increased from 40 to 47 percent during the same period.

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Introduction

The “Indicators of Student Satisfaction and Use of Student Services” report has been produced especially for use by Office of Student Affairs executives, directors, faculty and staff. It is a managerial tool to help guide improvement of programs and services. The results should be used along with other indicators and information to identify program strengths, challenges, and areas of needed change. In addition to informing other decision makers and constituents, the results may be used to support planning, program review, accreditation, and proposal development activities.

This report is divided into two parts. Part I documents student satisfaction and Part II student use of services for nine programs in student affairs as follows:

- 1) Admissions and Records
- 2) Career Services
- 3) Co-Curricular Activities, Programs and Services
- 4) Counseling and Student Development Center
- 5) Financial Aid Services
- 6) Learning Assistance Center
- 7) Student Employment and Co-Operative Education
- 8) Service Learning
- 9) University Health Services

These programs were selected because they served all students at UH-Mānoa compared to programs, such as the Women’s Center or the College Opportunities Program, which serve a sub group of students.

The College Student Experiences Questionnaire (CSEQ), a nationally known assessment instrument, was used to measure student involvement, satisfaction and gain in performance of undergraduates at UH-Mānoa. The CSEQ is managed by Indiana University Center for Post Secondary Research and Planning. The questionnaire was administered every three years since 1990. For the first time in 2002, administration of the surveys shifted from a hard copy mail-out format to an on-line Web format.

This report presents data from 1990, 1999 and 2002 but focuses mainly on 1999 and 2002. A survey item was added to the CSEQ to measure program satisfaction and use. Students were asked to respond to the item in one of four ways for each of the nine programs:

- 1) I used it and was satisfied,
- 2) I used it and was dissatisfied,
- 3) I knew about it but did not use it, and
- 4) I did not know about it.

The CSEQ return rate was 944 or 37 percent in 1999 and 1,253 or 27 percent in 2002. The 1999 randomized sample stratified by class was representative of the population of UHM

undergraduates in class and slightly over represented by females. The 2002 randomized sample stratified by class was representative in gender and age and statistically weighted to be representative in class. Both samples were generally representative of undergraduates. With a random sample size of 944 and 1,253 the sample error is about three percent.

For a summary of the percent and number of students who responded to the survey items in each program, see Table 12 in the Appendix.

It is hoped that this report will contribute to the total process of enhancing the quality of services and educational experiences of undergraduates at the University of Hawai'i at Mānoa.

Part I: Student Satisfaction

Indicators of Student Satisfaction

Findings

Student Satisfaction of Student Affairs:

- Overall, student satisfaction with services provided by Student Affairs continue to remain high from 1999 to 2002.
- About 8 in 10 students consistently reported being satisfied with the services.

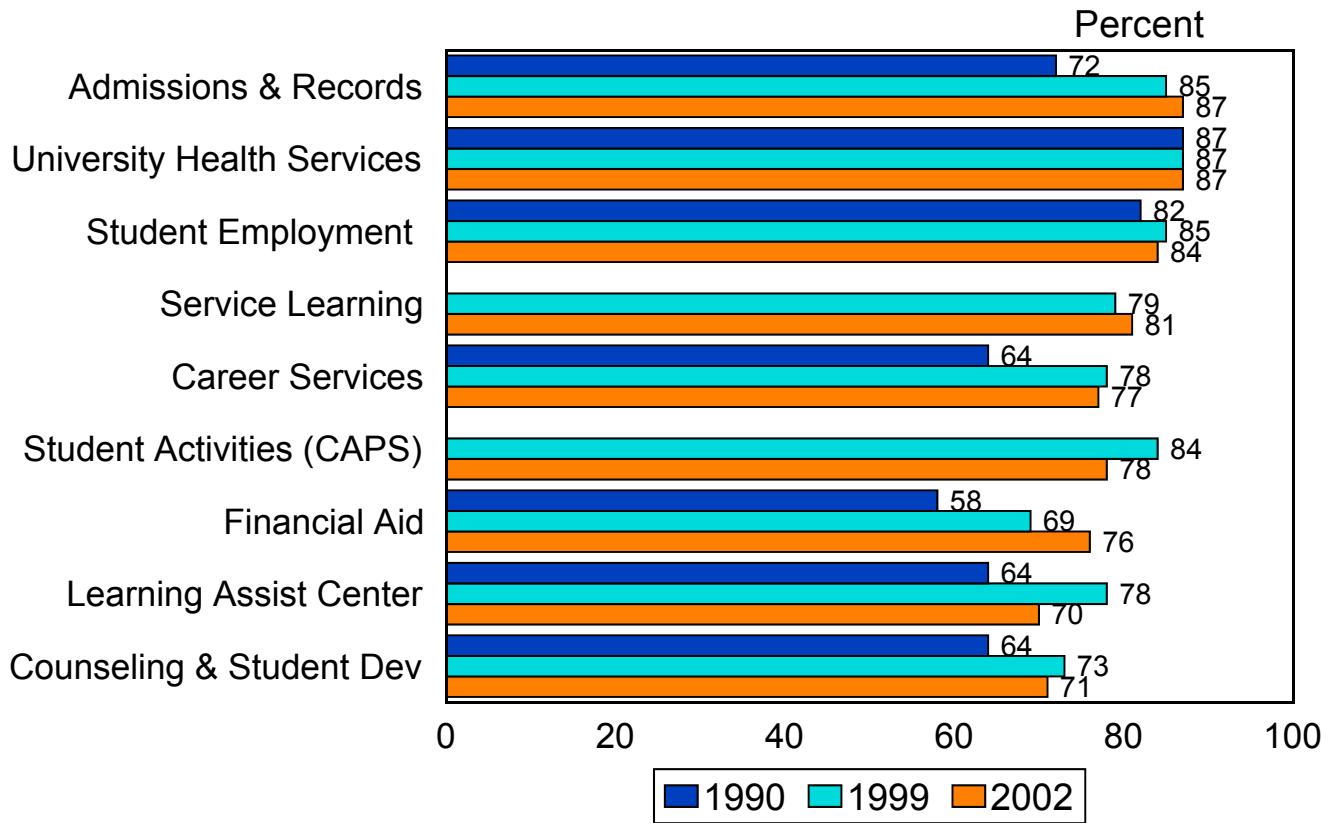
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- In 2002, student satisfaction ranged from 70 percent (Learning Assistance Center) to 87 percent (Admissions & Records and University Health Services).
- University Health Services maintained a consistent 87 percent satisfaction level since 1990, despite the establishment of a new mandatory fee in 1999.
- Financial Aid Services showed the largest satisfaction increase from 58 percent in 1990 to 76 percent in 2002, despite a significant 55 percent increase in workload processing financial aid applications between 1995 (9,000) and 2002 (16,000) and decrease in staff during this period.

Satisfaction of Student Groups:

- In 2002, students most satisfied with services were:
 - upper division students,
 - students from Hawai'i,
 - Asian students, especially Filipinos, and
 - students employed on-campus.
- In 2002, students least satisfied with services were:
 - lower division students, especially freshmen,
 - mainland transfer students,
 - first-time international students,
 - Caucasian students, and
 - students who were not employed.

Figure 1
Student Satisfaction with Student Services
 1990, 1999, 2002



CSEQ, OVPSA, J Harms

Guide to Table 1

- Table 1 presents an all-in-one snapshot of 1) the level of student satisfaction with the services provided by student affairs in general and 2) the level of student satisfaction with each program specifically.
- The shaded row (columns 2 & 3) represents the percent of undergraduates satisfied with student affairs services in general in 1999 and 2002. For example in 2002, 79 percent or about 8 in 10 undergraduates were satisfied with student services. This indicator collectively represents all student affairs programs. It is the average percentage score of all nine student affairs programs.
- The shaded row (columns 4 to 21) also represents the percent of students satisfied with each student affairs program. For example, in 2002, 87 percent of undergraduates were satisfied with the services provided by the Admissions and Records office. That percent is higher than the overall 79 percent of undergraduates who are satisfied with student affairs. On the other hand, 77 percent of undergraduates were satisfied with Career Services. That percent is similar to the 79 percent overall satisfaction reported by undergraduates
- The shaded columns represent student sub groups for 1999 and 2002. For example in 2002, freshmen (68 percent) and sophomores (75 percent) report being less satisfied than juniors (80 percent) and seniors (82 percent). Mainland transfer students (67 percent) are less satisfied than other transfers as well as students who began at UH-Mānoa as first-time students.
- The unshaded far left column and the unshaded cells identify the sub groups and the level of satisfaction of these student sub groups with each student affairs programs. For example in 2002 in Career Services, freshmen were least satisfied (50 percent) with the services compared to sophomores (78 percent), juniors (81 percent), and seniors (80 percent).
- The results of each program can be compared in many different ways. For example, results can be compared within the program, to other programs, between different years of the program, between the program and student affairs in general for different years, and between the sub groups and programs.
- The student sub group data assist in identifying the most and least satisfied groups. The results should be compared with other indicators and related information, resources, and goals for targeted populations to obtain a better understanding of a program and to work toward change.

Table 1
Indicators of Student Satisfaction with Student Services

Spring 1999 and 2002

Percent Satisfied

Student Groups	Student Affairs		Student Affairs Programs																	
	1999 (n=944)	2002 (n=1253)	Admissions and Records		Career Services		Co- Curricular		Counseling and Student		Financial Aid		Learning Center		Student Empl & Co-		Service Learning		University Health	
	1999	2002	1999	2002	1999	2002	1999	2002	1999	2002	1999	2002	1999	2002	1999	2002	1999	2000	1999	2002
Undergraduates	80	79	85	87	78	77	84	78	73	71	69	76	78	70	85	84	79	81	87	87
Class																				
Freshman	80	68	87	83	77	50	88	76	71	82	73	78	78	41	85	73	86	42	71	54
Sophomore	81	75	88	83	88	78	79	62	84	75	69	75	84	64	80	85	74	72	86	81
Junior	81	80	83	88	79	81	81	78	78	67	70	72	82	74	90	84	79	91	88	88
Senior	78	82	86	90	75	80	86	83	66	70	67	77	74	79	84	85	75	88	88	89
Start Status																				
Began at UHM	80	80	87	89	79	79	84	80	72	72	70	78	74	67	85	87	79	81	88	86
UHCC Transfer		82		87		81		76		74		79		76		78		96		89
Mainland Transfer		67		79		70		80		63		62		60		77		33		81
Internatl Transfer		82		82		64		67		86		84		80		83		100		94
Transfer	80	77	83		77		84		75		67		86		85		75		90	
Resident																				
Hawaii		81		90		82		79		70		78		73		87		82		87
Mainland		76		80		62		81		73		64		83		72		86		88
International		72		80		54		84		77		83		50		69		63		88

Student Groups	Student Affairs		Student Affairs Programs																	
	1999 (n=944)	2002 (n=1253)	Admissions and Records		Career Services		Co- Curricular Activities		Counseling and Student Develop.		Financial Aid		Learning Center		Student Empl & Co- Operative Ed		Service Learning		University Health Services	
	1999	2002	1999	2002	1999	2002	1999	2002	1999	2002	1999	2002	1999	2002	1999	2002	1999	2002	1999	2002
Ethnicity																				
Caucasian	83	75	82	83	81	73	85	73	83	68	64	68	86	75	85	79	86	72	91	84
Chinese	76	81	80	88	76	75	72	71	71	77	82	81	75	81	75	85	67	79	84	89
Filipino	82	86	90	91	74	95	86	83	73	72	75	80	81	73	86	90	92	100	85	92
Hawaiian	88	81	90	83	86	86	88	77	96	74	70	79	94	73	85	88	100	84	84	86
Japanese	78	81	87	88	79	82	87	83	68	74	62	78	67	73	90	86	79	78	83	85
Korean		71		86		68		75		57		84		40		94		60		79
Pacific Islanders		78		90		68		85		72		69		70		66		85		95
Gender																				
Male	75	77	83	84	66	80	85	74	67	72	72	75	68	65	80	81	73	71	83	89
Female	82	81	88	88	86	76	82	83	78	70	67	76	85	74	87	86	81	86	88	86
Age																				
23 and younger	80	79	86	87	81	79	84	79	74	71	66	74	75	70	86	85	79	77	85	86
Older than 23	80	78	83	86	69	69	84	75	72	71	76	81	85	69	81	77	73	88	93	88
Residence																				
UHM Housing	81	78	85	83	86	79	83	73	76	61	74	74	63	73	89	90	82	88	89	84
Commuters	79	79	86	88	77	77	84	81	73	74	67	76	81	69	84	82	76	80	86	88
Employment																				
Empl on-campus	81	82	82	88	84	84	85	86	73	73	67	77	78	63	94	92	79	85	87	89
Empl off-campus	81	79	87	87	79	76	86	75	72	71	67	75	82	79	82	83	82	83	88	88
Not Employed	77	76	87	87	70	72	81	76	73	73	73	76	77	68	76	75	74	75	85	84

Part II: Student Use of Student Services

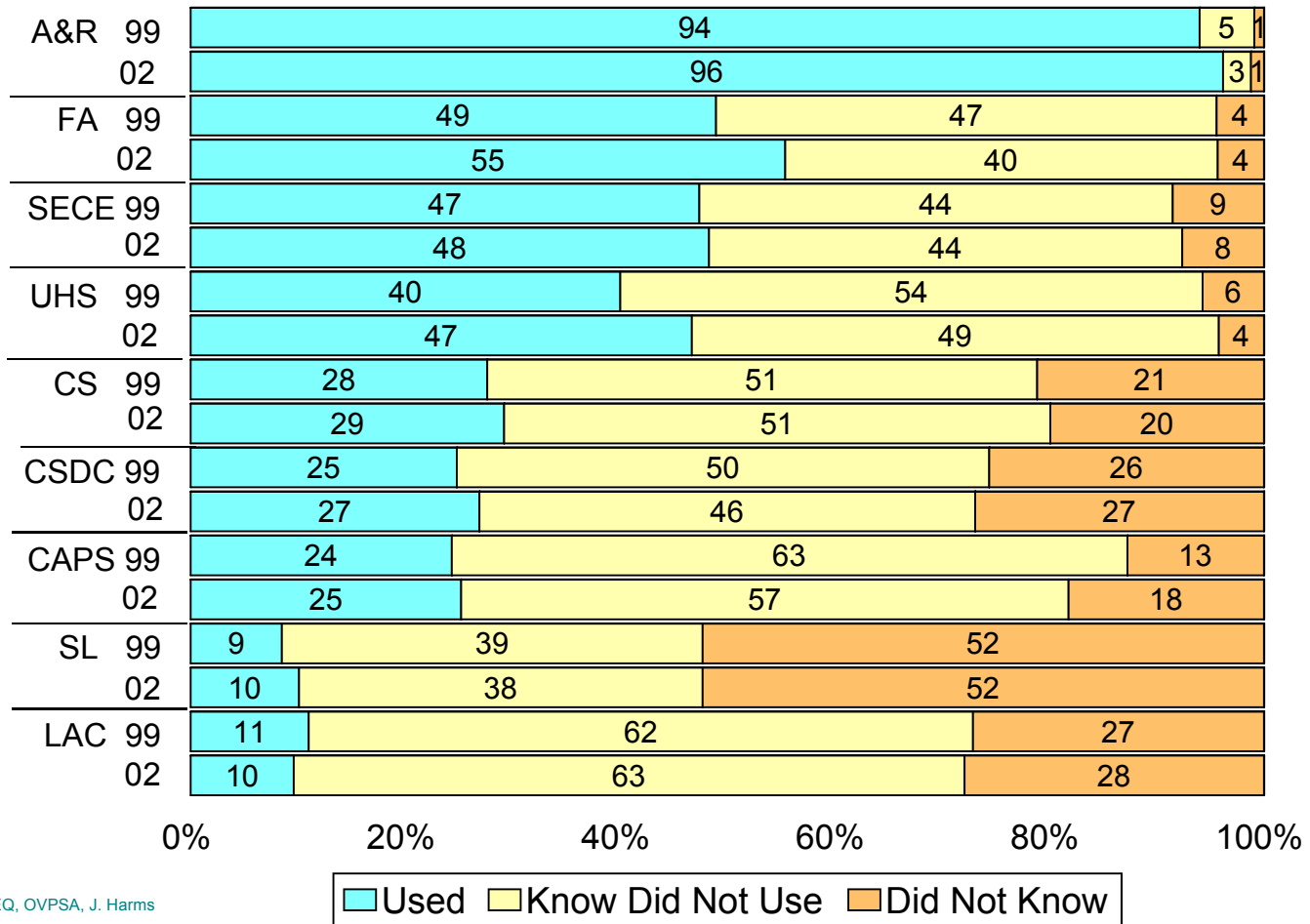
Indicators of Student Use

Summary

Student Use of Student Affairs Programs:

- Nearly all students report using the many services provided by Admissions and Records.
- About half of all undergraduates use the services of Financial Aid, Student Employment and Co-Operative Education, and University Health Center.
- Service Learning and the Learning Assistance Center are the least used programs. Half of all undergraduates did not know of the Service Learning program.
- Usage of the Financial Aid Services increased from 49 to 55 percent from 1999 to 2002. Similarly University Health Center usage increased from 40 to 47 percent during the same period.

Figure 2
 Student Use of Student Services
 Spring 1999 and 2002



CSEQ, OVPSA, J. Harms

Table 2
Percentage of Students Who Used Student Services
 Spring 2002

Use	1-10%	11-20%	21-30%	31-40%	41-50%	51-60%	61-70%	71-80%	81-90%	91-100%
Students Who Knew and Used Service	SL LAC		CS CSDC CAPS		SECE UHS	FAS				A&R
Students Who Knew But Did Not Use Service	A&R			FA SL	SECE UHS CSDC	CS CAPS	LAC			
Students Who Did Not Know of Service	A&R FAS SECE UHS	CS CAPS	CSDC LAC			SL				

Source: CSEQ 2002 Additional Items, OVPSA, J. Harms

A & R	Admissions and Records	LAC	Learning Assistance Center
CAPS	Co-Curricular Activities, Programs and Services	SECE	Student Employment and Co-Operative Education
CS	Career Services	SL	Service Learning
CSDC	Counseling and Student Development Center	UHS	University Health Services
FAS	Financial Aid Services		

Guide to Tables 3-11

- Tables 3-11 describe for each program: 1) the level of usage by undergraduates and 2) the level of usage of student sub groups, such as freshmen, transfers or commuters.
- The shaded row indicates the percentage of undergraduates for 1999 and 2002 that: 1) used the program, 2) knew of the program but did not use it, and 3) did not know of the program. For example in Table 5 in Co-Curricular Activities, Programs and Services (CAPS) in 2002, 25 percent of undergraduates reported using the program, 57 percent knew of the program but did not use it, and 18 percent did not know of the program. The percentage of students who used the program remained consistent for 1999 and 2002. However, the percentage of students who knew about the program and did not use it went down from 1999 to 2002 and conversely, the percentage of students who did not know about the program went up during that same period.
- Data in the unshaded cells represent student sub group usage by student affairs programs. For example in Table 4 in Career Services in 2002, seniors (35 percent) utilized the services of the program the most and freshmen (16 percent) the least. This is a change from 1999 where usage was more evenly distributed among undergraduates.
- The results of the table should be interpreted along with other program indicators, related information, and resources. The results should also be compared with program goals and objectives and discrepancies noted. For example, if results indicate that the percentages of freshmen usage is low, but program goals target juniors and seniors or transfer students, the low percentage may not be a problem. Or perhaps that low percentage may trigger a need by a program to focus on creating or refining strategies to better serve freshmen.

Table 3
Student Use of Services
Admissions and Records

1999 and 2002

Student Groups	Percent of Students Who Used Services					
	1999 (n = 926)			2002 (n = 1091)		
	Used	Knew Did Not Use	Did Not Know	Used	Knew Did Not Use	Did Not Know
Undergraduates	94	5	1	96	3	1
Class						
Freshman	91	8	1	95	4	1
Sophomore	94	7	0	94	3	3
Junior	93	5	2	97	2	2
Senior	96	4	0	98	2	0
Start Status						
Began at UHM	94	6	1	96	3	1
UHCC Transfer				98	2	1
Mainland Transfer				97	1	2
International Transfer				96	4	0
Transfer	95	4	1			
Resident						
Hawaii				96	2	1
Mainland				98	1	1
International				92	6	2
Ethnicity						
Caucasian	94	5	1	97	2	1
Chinese	93	7	1	97	3	1
Filipino	93	5	2	97	1	2
Hawaiian	96	4	0	96	3	2
Japanese	93	6	1	97	3	1
Korean				99	1	0
Pacific Islanders				100	0	0
Gender						
Male	92	7	1	95	4	1
Female	95	4	1	98	1	1
Age						
23 and younger	94	6	1	96	2	1
Older than 23	95	4	1	97	2	1
Residence						
UHM Housing	94	5	1	95	3	2
Commuters	94	5	1	97	3	1
Employment						
Empl on-campus	95	5	0	97	2	1
Empl off-campus	95	4	1	97	2	1
Not Employed	93	6	1	95	4	2

Table 4
Student Use of Services
Career Services

1999 and 2002

Student Groups	Percent of Students Who Used Services					
	1999 (n = 923)			2002 (n = 1091)		
	Used	Knew Did Not Use	Did Not Know	Used	Knew Did Not Use	Did Not Know
Undergraduates	28	51	21	29	51	20
Class						
Freshman	24	48	28	16	67	16
Sophomore	22	52	26	30	46	24
Junior	33	51	17	27	47	26
Senior	28	53	19	35	49	16
Start Status						
Began at UHM	30	51	20	33	49	18
UHCC Transfer				24	53	23
Mainland Transfer				26	47	27
Internatl Transfer				21	68	11
Transfer	24	53	24			
Resident						
Hawaii				31	49	20
Mainland				24	53	23
International				25	60	15
Ethnicity						
Caucasian	17	55	28	20	53	27
Chinese	39	44	17	36	47	17
Filipino	35	49	16	32	55	12
Hawaiian	20	61	20	25	50	25
Japanese	26	52	23	28	52	20
Korean				26	46	29
Pacific Islanders				37	48	16
Gender						
Male	28	52	19	30	53	18
Female	28	51	22	29	50	22
Age						
23 and younger	28	51	21	32	49	19
Older than 23	26	52	22	25	50	24
Residence						
UHM Housing	23	58	19	30	55	16
Commuters	29	50	22	29	50	21
Employment						
Empl on-campus	33	52	15	40	45	16
Empl off-campus	29	49	22	28	46	26
Not Employed	21	56	22	25	56	20

Table 5
Student Use of Services
Co-Curricular Activities

1999 and 2002

Student Groups	Percent of Students Who Used Services					
	1999 (n = 920)			2002 (n = 1090)		
	Used	Knew Did Not Use	Did Not Know	Used	Knew Did Not Use	Did Not Know
Undergraduates	24	63	13	25	57	18
Class						
Freshman	23	62	15	24	60	16
Sophomore	22	66	12	18	57	26
Junior	25	59	16	24	53	23
Senior	26	64	10	30	57	13
Start Status						
Began at UHM	28	63	9	30	56	15
UHCC Transfer				18	57	25
Mainland Transfer				21	56	23
Internatl Transfer				13	62	26
Transfer	18	63	19			
Resident						
Hawaii				25	59	16
Mainland				33	49	19
International				19	55	26
Ethnicity						
Caucasian	25	63	12	29	51	20
Chinese	24	62	15	21	63	16
Filipino	24	61	16	26	64	10
Hawaiian	23	62	15	27	56	17
Japanese	25	64	11	25	58	18
Korean				17	60	24
Pacific Islanders				46	44	11
Gender						
Male	34	54	12	31	52	17
Female	19	68	13	21	60	19
Age						
23 and younger	27	62	12	27	56	17
Older than 23	17	68	16	20	56	24
Residence						
UHM Housing	36	58	6	33	52	15
Commuters	21	64	14	23	58	19
Employment						
Empl on-campus	28	64	9	31	53	16
Empl off-campus	24	63	13	22	60	18
Not Employed	24	60	16	24	57	1

Table 6
Student Use of Service
Counseling and Student Development

1999 and 2002

Student Groups	Percent of Students Who Used Services					
	1999 (n = 927)			2002 (n = 1090)		
	Used	Knew Did Not Use	Did Not Know	Used	Knew Did Not Use	Did Not Know
Undergraduates	25	50	26	27	46	27
Class						
Freshman	14	55	31	22	45	33
Sophomore	20	56	24	20	60	20
Junior	32	50	18	27	42	31
Senior	26	45	29	32	44	25
Start Status						
Began at UHM	22	51	27	25	50	25
UHCC Transfer				33	39	28
Mainland Transfer				26	41	34
Internatl Transfer				29	42	29
Transfer	30	47	24			
Resident						
Hawaii				25	47	28
Mainland				29	44	27
International				28	47	25
Ethnicity						
Caucasian	22	48	30	23	48	29
Chinese	33	45	22	27	50	23
Filipino	27	50	23	30	48	21
Hawaiian	26	50	24	20	50	30
Japanese	20	55	25	25	46	28
Korean				31	40	29
Pacific Islanders				23	58	19
Gender						
Male	27	48	26	30	42	28
Female	23	51	25	25	49	26
Age						
23 and younger	21	52	27	26	48	26
Older than 23	35	44	21	33	39	28
Residence						
UHM Housing	19	59	22	23	51	26
Commuters	26	47	27	28	45	27
Employment						
Empl on-campus	21	55	24	30	47	24
Empl off-campus	27	47	26	29	43	29
Not Employed	23	51	26	23	47	30

Table 7
Student Use of Services
Financial Aid

1999 and 2002

Student Groups	Percent of Students Who Used Services					
	1999 (n = 924)			2002 (n = 1092)		
	Used	Knew Did Not Use	Did Not Know	Used	Knew Did Not Use	Did Not Know
Undergraduates	49	47	4	55	40	4
Class						
Freshman	43	48	9	43	49	8
Sophomore	47	50	3	61	35	4
Junior	52	44	5	55	42	4
Senior	51	46	3	59	38	3
Start Status						
Began at UHM	47	50	4	52	44	4
UHCC Transfer				66	31	2
Mainland Transfer				55	39	6
Internatl Transfer				53	40	6
Transfer	54	41	6			
Resident						
Hawaii				54	42	4
Mainland				63	33	4
International				50	44	6
Ethnicity						
Caucasian	61	35	3	61	35	4
Chinese	46	49	5	54	40	6
Filipino	62	35	3	62	34	4
Hawaiian	78	22	0	74	25	1
Japanese	29	67	5	43	53	4
Korean				46	44	10
Pacific Islanders				76	24	0
Gender						
Male	47	46	7	51	43	6
Female	51	47	3	59	38	3
Age						
23 and younger	46	50	5	54	42	4
Older than 23	60	36	4	64	33	3
Residence						
UHM Housing	55	40	4	58	39	3
Commuters	48	48	4	55	40	5
Employment						
Empl on-campus	54	42	4	59	39	2
Empl off-campus	47	49	4	54	41	5
Not Employed	49	48	4	54	40	6

Table 8
Student Use of Services
Learning Center

1999 and 2002

Student Groups	Percent of Students Who Used Services					
	1999 (n = 926)			2002 (n = 1091)		
	Used	Knew Did Not Use	Did Not Know	Used	Knew Did Not Use	Did Not Know
Undergraduates	11	62	27	10	63	28
Class						
Freshman	6	61	33	10	63	28
Sophomore	12	60	28	6	61	34
Junior	12	63	26	12	56	33
Senior	12	62	26	10	67	23
Start Status						
Began at UHM	11	62	27	9	64	27
UHCC Transfer				12	60	28
Mainland Transfer				9	57	34
Internatl Transfer				10	69	21
Transfer	11	62	27			
Resident						
Hawaii				9	63	28
Mainland				7	60	33
International				20	62	18
Ethnicity						
Caucasian	10	64	26	5	61	34
Chinese	12	58	30	11	62	28
Filipino	14	61	24	9	71	20
Hawaiian	17	56	27	10	62	28
Japanese	8	64	28	8	65	26
Korean				14	49	38
Pacific Islanders				12	33	55
Gender						
Male	12	60	29	10	61	29
Female	11	63	26	10	64	27
Age						
23 and younger	10	62	28	8	62	30
Older than 23	15	61	25	14	62	24
Residence						
UHM Housing	8	70	22	6	67	26
Commuters				10	62	28
Employment						
Empl on-campus	8	67	25	10	64	26
Empl off-campus	12	59	29	9	60	31
Not Employed	10	64	26	9	64	27

Table 9
Student Use of Services
Student Employment and Co-Operative Education

1999 and 2002

Student Groups	Percent of Students Who Used Services					
	1999 (n = 921)			2002 (n = 1092)		
	Used	Knew Did Not Use	Did Not Know	Used	Knew Did Not Use	Did Not Know
Undergraduates	47	44	9	48	44	8
Class						
Freshman	36	53	12	25	66	10
Sophomore	48	44	8	42	51	7
Junior	47	44	10	45	43	12
Senior	52	42	7	62	33	5
Start Status						
Began at UHM	55	39	7	56	39	5
UHCC Transfer				35	53	12
Mainland Transfer				42	46	12
Internatl Transfer				40	50	10
Transfer	34	54	12			
Resident						
Hawaii				53	41	6
Mainland				43	47	10
International				30	62	9
Ethnicity						
Caucasian	44	45	11	42	50	8
Chinese	50	44	5	54	41	5
Filipino	53	37	10	56	38	6
Hawaiian	49	46	6	52	42	6
Japanese	49	43	8	52	42	6
Korean				43	50	7
Pacific Islanders				46	43	12
Gender						
Male	41	49	11	47	45	9
Female	52	41	7	49	44	7
Age						
23 and younger	52	40	8	56	38	6
Older than 23	32	58	9	37	51	13
Residence						
UHM Housing	58	36	7	26	62	12
Commuters	45	47	9	83	14	3
Employment						
Empl on-campus	85	13	3	83	14	3
Empl off-campus	40	51	9	42	51	7
Not Employed	36	55	10	35	54	11

Table 10
Student Use of Services
Service Learning

1999 and 2002

Student Groups	Percent of Students Who Used Services					
	1999 (n = 926)			2002 (n = 1091)		
	Used	Knew Did Not Use	Did Not Know	Used	Knew Did Not Use	Did Not Know
Undergraduates	9	39	52	10	38	52
Class						
Freshman	14	38	48	7	40	53
Sophomore	12	37	51	9	36	55
Junior	8	44	48	8	38	54
Senior	5	38	57	13	37	50
Start Status						
Began at UHM	10	40	50	11	37	52
UHCC Transfer				13	41	46
Mainland Transfer				6	35	59
Internatl Transfer				4	38	57
Transfer	5	37	58			
Resident						
Hawaii				11	38	51
Mainland				8	34	58
International				10	41	50
Ethnicity						
Caucasian	7	40	54	10	39	51
Chinese	9	37	54	12	38	50
Filipino	12	34	54	10	45	45
Hawaiian	8	45	48	16	39	44
Japanese	8	41	52	10	35	55
Korean				7	25	68
Pacific Islanders				12	33	55
Gender						
Male	8	42	50	9	40	51
Female	9	38	53	11	36	53
Age						
23 and younger	10	38	52	9	37	54
Older than 23	5	43	52	13	39	48
Residence						
UHM Housing	15	37	49	7	38	55
Commuters	7	40	53	11	38	51
Employment						
Empl on-campus	8	41	51	11	37	52
Empl off-campus	7	38	56	11	38	51
Not Employed	10	40	50	10	38	51

Table 11
Student Use of Services
University Health Services

1999 and 2002

Student Groups	Percent of Students Who Used Services					
	1999 (n = 924)			2002 (n = 1094)		
	Used	Knew Did Not Use	Did Not Know	Used	Knew Did Not Use	Did Not Know
Undergraduates	40	54	6	46	49	4
Class						
Freshman	21	70	9	43	53	4
Sophomore	34	63	3	37	59	5
Junior	46	47	7	44	51	5
Senior	46	50	5	54	42	3
Start Status						
Began at UHM	41	55	5	46	51	4
UHCC Transfer				40	53	7
Mainland Transfer				48	48	4
Internatl Transfer				69	31	0
Transfer	38	54	8			
Resident						
Hawaii				40	55	5
Mainland				64	35	2
International				71	26	3
Ethnicity						
Caucasian	39	54	7	54	44	2
Chinese	32	62	7	37	56	8
Filipino	55	38	7	50	49	1
Hawaiian	41	56	3	42	57	1
Japanese	36	60	4	43	53	4
Korean				39	53	8
Pacific Islanders				34	66	2
Gender						
Male	34	58	8	41	53	5
Female	44	52	4	50	46	3
Age						
23 and younger	40	54	5	46	50	4
Older than 23	38	54	8	51	44	5
Residence						
UHM Housing	51	48	1	61	38	1
Commuters	37	56	7	43	52	5
Employment						
Empl on-campus	49	60	5	51	46	3
Empl off-campus	36	57	7	43	52	5
Not Employed	40	55	5	48	48	4

Table 12
Percent and Number of Students
and Satisfaction and Use of Student Affairs Programs

1999 and 2002

Student Affairs Programs	Percent and Number of Students							
	1999 (n = 924)				2002 (n = 1094)			
	Used & Satisfied	Used & Dissatisfied	Knew Did Not Use	Did Not Know	Used & Satisfied	Used & Dissatisfied	Knew Did Not Use	Did Not Know
Admissions and Records								
Percent	80	14	5	1	84	13	3	1
<i>Number</i>	<i>744</i>	<i>127</i>	<i>47</i>	<i>8</i>	<i>912</i>	<i>138</i>	<i>28</i>	<i>13</i>
Career Services								
Percent	22	6	51	21	23	7	51	20
<i>Number</i>	<i>199</i>	<i>56</i>	<i>473</i>	<i>195</i>	<i>246</i>	<i>73</i>	<i>555</i>	<i>217</i>
Co-Curr Activities (CAPS)								
Percent	20	4	63	13	20	6	57	18
<i>Number</i>	<i>188</i>	<i>36</i>	<i>579</i>	<i>117</i>	<i>215</i>	<i>60</i>	<i>617</i>	<i>198</i>
Counseling (CSDC)								
Percent	18	7	50	26	19	8	46	27
<i>Number</i>	<i>168</i>	<i>62</i>	<i>460</i>	<i>237</i>	<i>209</i>	<i>84</i>	<i>504</i>	<i>293</i>
Financial Aid Services								
Percent	34	15	47	4	42	14	40	4
<i>Number</i>	<i>312</i>	<i>140</i>	<i>431</i>	<i>41</i>	<i>458</i>	<i>148</i>	<i>440</i>	<i>46</i>
Learning Assistance Center								
Percent	9	2	62	27	7	3	63	28
<i>Number</i>	<i>80</i>	<i>22</i>	<i>573</i>	<i>251</i>	<i>72</i>	<i>31</i>	<i>678</i>	<i>303</i>
Student Employment (SECE)								
Percent	40	7	44	9	40	8	44	8
<i>Number</i>	<i>372</i>	<i>65</i>	<i>406</i>	<i>78</i>	<i>441</i>	<i>86</i>	<i>481</i>	<i>83</i>
Service Learning								
Percent	7	2	39	52	8	2	38	52
<i>Number</i>	<i>62</i>	<i>17</i>	<i>363</i>	<i>484</i>	<i>89</i>	<i>21</i>	<i>410</i>	<i>571</i>
University Health Service								
Percent	35	5	54	6	41	6	49	4
<i>Number</i>	<i>320</i>	<i>50</i>	<i>501</i>	<i>53</i>	<i>443</i>	<i>68</i>	<i>537</i>	<i>46</i>

ADDITIONAL QUESTIONS

Please mark the response indicating your knowledge and use of the following services at UH-Manoa.

Response set for items 1-10:

A = I used it and was satisfied.

B = I used it and was dissatisfied.

C = I knew it but did not use it.

D = I did not know about it.

1. **Admissions and Records** (College application, Pa'e course registration, Schedule of Classes, transcripts, residency, etc.)
2. **Career Services** (Career library, job search assistance, resume review, job interviews, etc.)
3. **Counseling and Development** (Personal counseling, exploring interests in major fields, testing, etc.)
4. **Financial Aid** (Obtaining scholarships, grants, tuition waivers, loans, employment funds, and financial counseling)
5. **Learning Assistance Center** (Learning assistance and workshops in note taking, time management, test taking, reading, etc.)
6. **Service Learning Program** (Volunteerism information, assistance in selecting and participating in volunteer service programs)
7. **Student Activities** (ASUH activities, intramural/leisure activities, student organizations, leadership training, publications, etc.)
8. **Student Employment/Cooperative Education** (Paid work opportunities, cooperative education program)
9. **University Health Center** (Variety of medical services, including walk-in medical clinic for illness and injuries, immunization and laboratory tests and speciality services by appointment)