



Departments' Survey Highlights
October 2013

The University of Hawai'i at Hilo conducted a survey of undergraduate students who attended in Spring 2013, but did not re-enroll in Fall 2013. In October 2013, the survey was sent to 671 former students with two subsequent follow-up inquiries. Of those surveyed, 74 non-exchange students responded, yielding an 11.2% response rate. (Results below include responses from non-Exchange students only.)

Respondent Demographics

- Gender: 62.9% Female
- Racial/Ethnic Background: 37.5% Caucasian or White, 15.6% Hawaiian, 12.5% Japanese, 9.4% Filipino
- Residence: 69% Hawai'i Island, 21.1% US Mainland, 8.5% Neighbor Island
- Housing: 73.2% lived Off-Campus (45.3% within driving distance, not with family; 41.5% at home with family)
- Entry: 54.1% entered as transfer students.

Current Enrollment

- 64.9% are currently enrolled in a college or university, and 27% are employed.
- Of those who planned to reenroll or were currently enrolled in a college or university (79.7%): 30.2% planned to re-enroll at UH Hilo and 25.4% planned to enroll or were enrolled at UH Mānoa.

Reasons for Leaving

Personal reasons were the most commonly cited (53.4%). However, there were several areas with concerns that were repeatedly mentioned:

ACADEMIC (45.2% of respondents) 2

- Dissatisfaction with the "quality of instruction" (28.8%), major (24.7%), and course offerings:
 - Required courses were not being offered or no seats were available, the selection of courses or degrees was too limited, and online courses were not available.
- Earning poor grades (27.4%) and/or poor study skills (24.7%) were also given as reasons for leaving.
- Respondents were concerned with job prospects after graduation: 21.9% felt they would be unemployable with a UH Hilo degree or that their major would not "lead to an adequate job" (24.7%).

FINANCIAL (39.7% of respondents) 3

- A significant number of respondents (43.1%) left because they "needed to earn money".
- "Inadequate financial aid" was a reason given by 33.3% of respondents, while 36.1% found the tuition and fees not affordable and/or had unexpected expenses (33.3%). The relatively high cost of living in Hilo was also cited.

SUPPORT SERVICES (11.0% of respondents)

- Inadequate academic advising was given as a reason for leaving by 31.9% of respondents, while unhelpful staff (22.5%) and faculty (18.1%) were also indicated.
- A lack of adequate career development is cited by 25% of respondents, with 20.8% stating "limited co-curricular activities" as a reason for leaving.

PERSONAL (53.4% of respondents) 1

- For 47.9% of respondents, the decision to transfer was made while attending UH Hilo; 21.1% always planned to transfer out.
- Other personal reasons given include: "Needed to move to another location" (39.4%), a change in family circumstances (26.8%), or the desire to be closer to home (23.9%).

Satisfaction

- 83% of respondents were satisfied with their overall educational experience at UH Hilo (36% were very satisfied)