

# INSTITUTIONAL REPORT RISC STUDENT SURVEY SPRING 2021 UNIVERSITY OF HAWAI'I-WEST O'AHU

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### SURVEY DESCRIPTION

The Revealing Institutional Strengths and Challenges (RISC) Survey provides detailed, actionable data about student success, using the latest advances in survey research and technology. Survey results pinpoint where students are experiencing obstacles and identify campus offices that excel in helping students succeed in college. The survey has three main sections.

The survey first asks students about facing challenges during the current semester in five broad areas: academic support services, campus environment, finances and financial aid, succeeding in their courses, and work and personal issues. Each section has multiple challenges, with over 80 unique challenges to student success across the five areas, such as errors with financial aid paperwork, not being told to take a course necessary for their degree, or difficulty using course technology in online classes.

Next, the survey asks students about their interactions with campus offices. Our research indicates that students want office staff who are accessible, concerned about helping them, and able to effectively solve their problem. Students describe five campus offices on these three dimensions; UH West O'ahu chose the specific offices that appeared in the survey. The survey used office names specific to UH West O'ahu, so that students saw office names they recognized.

Finally, students provide their overall perceptions of the college. Students are asked if they would recommend the college to a friend, whether the college is a good value, and how well the college is helping them meet their enrollment goals, such as improving job and career opportunities or preparing for graduate school.

Students are also given two open-response questions, where they could write out an answer: what is UH West O'ahu's greatest strength, and if UH West O'ahu could change one thing to increase student success, what should it change? See your college contact for the written responses to these questions.

The survey concludes with a section asking about student demographic information.

Interactive and printable versions of the survey can be found at:

https://www.risc.college/four-year-survey

## SURVEY ADMINISTRATION

The survey was administered in late Spring 2021 to 2,549 UH West O'ahu students. There were 735 responses used in this report, for a 28.8% response rate. Median time UH West O'ahu students spent taking the survey was 9.5 minutes.

The table below provides some background information about your college's benchmark sample. Twenty-three other four-year institutions participating in the survey during the past two years are used for the benchmark numbers in this report; each college is weighted equally when calculating benchmarks. Your benchmark sample has a total of 15,542 respondents.

Table 1.1 Four-year institutions in the benchmark sample

Carnegie classification		Urbanicity	,	Student enrollment		
Doctoral	15%	City	30%	Under 1,000	10%	
Master's	40%	Suburb	25%	1,000-4,999	65%	
Baccalaureate	40%	Town	35%	5,000-9,999	15%	
Other	5%	Rural	10%	10,000-19,999	10%	
				20,000 and above	0%	

# CHALLENGES TO STUDENT SUCCESS

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## MAIN CHALLENGE AREAS

The RISC survey contains over 80 unique challenges that students face during college, and students can indicate they faced more than one challenge. The specific challenges are divided into five main areas:

- ▶ Academic support services
- ▶ Campus environment
- Finances and financial aid
- Success in courses
- Work and personal

The survey begins by asking students if they faced challenges in each of these these areas, and then asks about more specific challenges, depending on how students initially respond. The challenge order is randomly assigned for each respondent.

For example, students are asked:

Think about your finances and fina following areas?	ncial	aid.	Have you had any challenges in the
Paying college and living expenses Working with financial aid office Military and employer tuition benefits	0	No 0 0	

Students choosing "yes" to one or more of these response options are coded as having a challenge with finances and financial aid.

Table 2.1 provides an overview of the main challenges students faced at UH West O'ahu in Spring 2021 in the five main areas. Work and personal issues is the area where your students most frequently reported having challenges, with 69% reporting one or more challenges in this area.

A negative number in the Diff. column indicates a lower proportion of students at your institution reported challenges in an area, compared to the benchmarking group. These are presented graphically with green bars. Positive numbers indicate a greater proportion of your students are reporting challenges, and are presented with red bars.

Table 2.1 Major challenges to student success

	UHWO %	Bench. %	Diff.	n	20	30	40	50	60	70
Work and personal issues	69	58	+11	507					_	<b></b>
Success in courses	66	64	+2	482						ю
Finances and financial aid	51	49	+2	377				■•0		
Academic support services	35	38	-3	260			<b>○—■</b>			
Campus environment	27	45	-18	196		•				

Green indicates that UH West O'ahu has a lower proportion of students reporting a challenge compared to the benchmark sample proportion; red indicates UH West O'ahu has a higher proportion. Bold indicates a statistically significant difference from the benchmark sample (two-sample test of proportions, p < .05). Percentages do not sum to 100 because students could choose multiple challenges across the five topic areas. n in table row is the number of students choosing a challenge in that area at your college; overall sample n=735.

Tables 2.2 to 2.6 provide more detail about student challenges. For example, if a student answered "yes" to "Paying college and living expenses", they were prompted with a follow-up question:

Where did you have issues paying expenses? Please check all that apply.
<ul> <li>□ Tuition and fees</li> <li>□ Paying college and living expenses</li> <li>□ Living expenses (housing, food, healthcare)</li> <li>□ Childcare</li> <li>□ None of the above</li> </ul>

To help uncover where your students are facing challenges, we rank the major categories of challenges in descending order. We then rank the more specific challenges within each major category in descending order.

For example, 69% of your students chose one or more challenges in the major category of Work and personal issues. The most common subcategory was Work, with 51% choosing challenges in this subcategory. The most common specific challenge within the *Work* subcategory was Work hours do not leave me enough time to study, with 30% of your students mentioning this as a challenge to their success. All percentages in these tables are calculated as the percentage of the entire respondent sample.

Table 2.2 Challenges with work and personal life

	UHWO %	Bench. %	Diff. %	n
Work and personal issues	69	58	+11	507
Work	51	35	+16	372
Work hours do not leave me enough time to study	30	18	+12	217
Pay is not enough to cover expenses while in school	26	17	+9	193
Work schedule conflicts with classes	20	10	+10	150
Work schedule is not flexible during the semester	16	8	+8	115
Work schedule prevents campus resource use	15	9	+6	112
None of the above	8	6	+2	60
Family	46	37	+9	337
Difficulty balancing demands of family and college	36	24	+12	266
Difficulty dealing with health of family	19	16	+3	136
Difficulty finding childcare	5	2	+3	38
Family does not support me going to college	5	3	+2	36
None of the above	5	7	-2	37
Health and disability issues	26	24	+2	191
Emotional/mental health issue	19	18	+1	143
Physical health issue	12	11	+1	90
Faculty did not provide necessary accomodations	1	1	+0	8
Disability services did not provide necessary support	1	1	+0	5
Campus is difficult to navigate with my disability	0	1	-1	3
Pregnancy and childbirth	0	1	-1	3
None of the above	2	2	+0	14
Transportation to campus	11	10	+1	83
Public transportation system not reliable	5	3	+2	38
Travel to campus takes a long time	5	5	+0	38
Car or carpool not reliable	5	4	+1	37
Campus transportation system not reliable	2	2	+0	16
None of the above	2	2	+0	13

Table 2.3 Challenges with success in courses

	UHWO %	Bench. %	Diff. %	n
Success in courses	66	64	+2	482
Online classes	51	50	+1	378
Difficulty learning the material on my own	36	34	+2	266
Difficulty keeping up because of no regular class times	27	22	+5	202
Lack of interaction with other students	27	30	-3	195
Lack of interaction with faculty	26	30	-4	192
Difficulty using course technology	15	15	+0	107
Difficulty taking exams at testing center	4	5	-1	30
None of the above	4	3	+1	29
Doing college-level work	25	20	+5	181
Not motivated to study	15	12	+3	110
Poor planning and time management skills	15	11	+4	109
Reading or writing assignments were difficult	12	8	+4	87
Poor study skills	10	8	+2	75
Took too many classes	7	4	+3	48
Required level of math was difficult	3	4	-1	24
Skipped too many classes	1	1	+0	11
None of the above	2	2	+0	16
Academic majors	23	17	+6	172
Can't decide on a major	7	4	+3	54
Graduation delayed due to changing major	4	2	+2	32
Courseload too heavy due to changing major	3	2	+1	25
None of the above	12	10	+2	89
Faculty	16	23	-7	115
Did not teach well	11	17	-6	78
Took too long to grade assignments	8	11	-3	59
Feedback on assignments not helpful	8	12	-4	57
Not responsive to email	7	11	-4	52
Not concerned about my academic success	6	9	-3	47
Not helpful outside of class	6	10	-4	42
Not available to meet in person	1	4	-3	11
None of the above	1	2	-1	9
Being a transfer student	11	7	+4	84
Some courses did not transfer in	5	4	+1	34
Courses in major are difficult	3	1	+2	22
Courses outside major are difficult	2	1	+1	12
None of the above	4	2	+2	32

Table 2.4 Challenges with finances and financial aid

	UHWO %	Bench. %	Diff. %	n
Finances and financial aid	51	49	+2	377
Paying college and living expenses	48	41	+7	354
Tuition and fees	36	32	+4	266
Living expenses (housing, food, healthcare)	31	25	+6	230
Books, software, and other supplies	31	23	+8	227
Childcare	5	2	+3	36
None of the above	1	1	+0	5
Working with financial aid office	14	19	-5	105
Process was unclear	8	11	-3	62
Difficult to meet with, speak to, or email staff	7	10	-3	49
Errors processing financial aid	7	8	-1	49
Unable to answer questions	5	8	-3	40
Delays in getting money	5	7	-2	35
Gave me wrong information	3	6	-3	19
None of the above	1	2	-1	10
Military and employer tuition benefits	5	2	+3	34
Experienced delays receiving benefits	3	1	+2	20
Did not know process for obtaining benefits	2	1	+1	14
Received wrong information about benefits	1	1	+0	5
None of the above	1	0	+1	8

Table 2.5 Challenges with academic support services

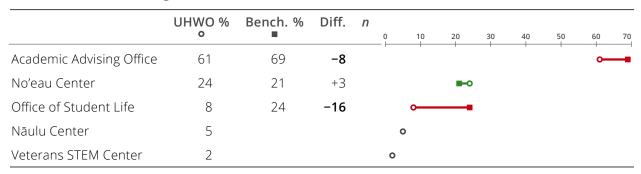
	UHWO %	Bench. %	Diff. %	n
ademic support services	35	38	-3	260
Registering for courses	22	23	-1	159
Course not offered at times I needed	13	12	+1	97
Course was offered but full	12	11	+1	91
Course not offered this semester	10	9	+1	77
Had a registration hold	9	8	+1	63
None of the above	3	4	-1	19
Academic advising	17	17	+0	128
Difficult to meet with, speak to, or email advisor	10	10	+0	75
Not told to take necessary course	5	6	-1	39
Told to take unnecessary course	3	4	-1	22
Course/major materials were incorrect	2	3	-1	12
None of the above	5	4	+1	37
Library	9	8	+1	66
Hours not convenient	4	3	+1	26
Resources I needed not available online	3	3	+0	24
Study spaces not available when needed	2	2	+0	17
Staff not helpful	1	1	+0	5
None of the above	3	2	+1	21
Tutoring	8	8	+0	57
Tutors not available when I need assistance	3	3	+0	24
Tutoring hours not convenient	3	3	+0	22
Tutoring not available in the subject area I needed	2	3	-1	15
Tutoring not helpful	1	2	-1	9
None of the above	2	2	+0	18
Computer and science labs	5	7	-2	40
Lab hours not convenient	3	2	+1	19
Problems using computers and equipment	1	3	-2	8
Lab busy when needed	1	1	+0	5
None of the above	3	3	+0	19

Table 2.6 Challenges with the campus environment

	UHWO %	Bench. %	Diff. %	n
mpus environment	27	45	-18	196
Interactions with other students	17	20	-3	122
Did not know many other students	12	12	+0	9
Did not feel welcome due to my race or ethnicity	1	2	-1	10
Did not feel welcome due to my gender identity	0	1	-1	
Did not feel welcome due to my sexual orientation	0	1	-1	
None of the above	4	7	-3	3
Activities outside of class	13	19	-6	9
Difficulty finding activities that fit my schedule	7	10	-3	5
Difficulty finding activities that interest me	5	9	-4	4
Overcommitted to student groups (clubs, etc.)	1	3	-2	
Spent too much time socializing	1	1	+0	
None of the above	4	4	+0	2
Housing	6	18	-12	4
Difficulty finding off-campus housing	3	3	+0	2
Live too far from campus	2	2	+0	1
Difficulty finding on-campus housing	2	3	-1	1
Roomate problems	1	6	-5	
None of the above	1	8	-7	
Parking on campus	6	22	-16	4
Difficulty finding parking on or near campus	5	18	-13	3
Difficulty getting parking pass	0	3	-3	
Parking on or near campus is too expensive	0	6	-6	
None of the above	1	2	-1	
Safety and crime	1	8	-7	1
Parking lots not safe	1	4	-3	
Campus not safe	0	4	-4	
Was a victim of a crime	0	2	-2	
None of the above	1	2	-1	

Table 3.1 shows the administrative support units your university chose for the RISC Survey. Unit names appeared on the survey exactly as they are listed in this report. Academic Advising Office was the most commonly used office, with 61% reporting using the office during the Spring 2021 semester, followed by No'eau Center (24%) and Office of Student Life (8%).

Table 3.1 Office usage



If students indicated they interacted with an office during the semester, they were asked three questions about their interactions with staff:

## How available were [unit name] staff when you interacted with them?

- Very available
- Somewhat available
- Somewhat unavailable
- Very unavailable

## How concerned were [unit name] staff about addressing your issue?

- Very concerned
- Somewhat concerned
- Somewhat unconcerned
- Very unconcerned

# How effective were [unit name] staff when addressing your issue? Very effective Somewhat effective Somewhat ineffective Very ineffective

Results are presented in Table 3.2, which shows the percentage of respondents choosing the top category (very available/concerned/effective). Because each college chose the administrative offices for this set of questions, the table only presents benchmarks comparisons for an administrative office when at least five other colleges surveyed students about the same type of office.

Table 3.2 Student-administration interactions

	UHWO %	Bench. %	Diff.	n	50	60	70	80	90	100
Academic Advising Office					— <del> </del>	1		+	-	
Available	65	62	+3	444		-				
Concerned	63	57	+6	443						
Effective	72	64	+8	442			<b></b> °			
No'eau Center										
Available	75	72	+3	175			-	0		
Concerned	62	62	+0	174		0				
Effective	72	66	+6	174						
Nāulu Center										
Available	92			38					0	
Concerned	76			38				0		
Effective	82			38				0		
Office of Student Life										
Available	61	67	-6	56		<b>-</b>	-			
Concerned	62	57	+5	55		•				
Effective	65	64	+1	55		<b>E</b>				
Veterans STEM Center										
Available	79			14				0		
Concerned	79			14				0		
Effective	86			14					0	

#### Notes

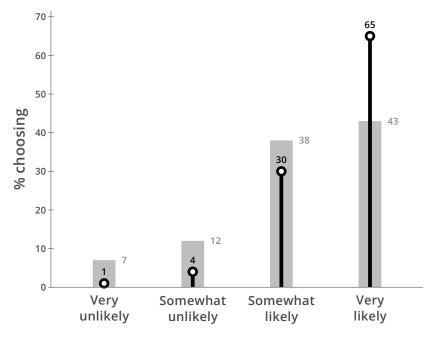
Percentage is the proportion of students rating an office in the top response category (very available/concerned/effective). Green indicates that UH West O'ahu has a higher proportion of students choosing the category compared to the benchmark sample proportion; red indicates UH West O'ahu has a lower proportion. Bold indicates a statistically significant difference from the benchmark sample (two-sample test of proportions, p < .05). n in table row is the total number of students at your college rating an office on that dimension; i.e., the denominator for the row percentage.

# STUDENT VIEWS OF THE INSTITUTION

Besides challenges and office interactions, students were asked several questions about UH West O'ahu overall.

The first question, "Based on your experiences, how likely are you to recommend UH West O'ahu to a friend?", is a summative measure of how students view your institution. Results are presented in Figure 4.1, with UH West O'ahu represented by the black line and the benchmark sample by the gray line. 95% of your students would be somewhat or very likely to recommend UH West O'ahu. The UH West O'ahu distribution of responses is statistically significantly different from the benchmark sample.

Figure 4.1 Would student recommend UH West O'ahu to a friend?



UH West O'ahu is the black bar; benchmark sample is gray.  $\chi^2 = 99.7$ , p < .01; n = 727.

Next, students were asked to rate the overall value of their education at UH West O'ahu (see Figure 4.2). 94% of your students believe their education is worth what they paid (or even worth more). The UH West O'ahu distribution of responses is statistically significantly different from the benchmark sample.

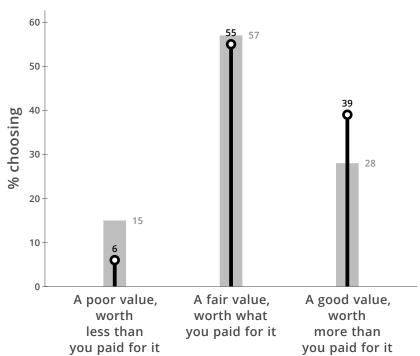


Figure 4.2 Overall value of education?

UH West O'ahu is the black bar; benchmark sample is gray.  $\chi^2 = 37.9$ , p < .01; n = 727.

The last set of questions asks students how well your university is doing in preparing students for their educational goals. The top half of Table 4.1 lists students' responses to their primary reason for attending UH West O'ahu. 72% chose Increase job and career opportunities as their primary purpose for attending your institution.

Students were then asked how well UH West O'ahu is helping them achieve the specific goal they chose. Students could choose from very well, fairly well, somewhat, or not at all. Responses from the top category are presented in the bottom half of Table 4.1. For example, 31% of the students who chose *Increase job and career opportunities* as their primary goal indicated that UH West O'ahu is doing very well in terms of increasing their job and career opportunities.

Table 4.1 How well is education helping accomplish goals

	UHWO %	Bench. %	Diff.	n	0 20 40 60 80
Purpose of taking courses at UHWO					
Increase job and career opportunities	72	61	+11	521	■•
Prepare for graduate study	20	29	-9	142	O-B
Self-improvement	9	10	-1	64	a
How well is education at UHWO					
Increase job and career opportunities	31	34	-3	520	<b>C</b>
Prepare for graduate study	41	38	+3	142	<b>II</b> O
Self-improvement	53	37	+16	64	•

Top panel row percentage is the proportion of students choosing one of the three educational goals. Bottom panel row percentage is the proportion of students choosing very well in response to the preparation question for that goal. Bold indicates a statistically significant difference from the benchmark sample (two-sample test of proportions, p < .05). n in table row is the total number of students responding to the question; i.e., the denominator for the row percentage. Difference bars in the top panel of the table are in black, to reflect that schools may score high or low on these measures, depending on their institutional mission. In the bottom panel, green indicates that UH West O'ahu has a higher proportion of students reporting that UH West O'ahu is helping them achieve their educational goal compared to the benchmark sample; red indicates a lower proportion.

Table 5.1 Gender identity

	%	n
Female/Woman	72	509
Male/Man	27	189
Transgender Female/Transgender Woman	0	1
Transgender Male/Transgender Man	0	0
Another gender identity	1	10

Table 5.2 Race/ethnicity

	%	n
African American or Black	5	32
Asian American or Asian	66	467
Native American or Alaska Native	6	42
Hispanic or Latino	12	83
Native Hawaiian or Other Pacific Islander	34	238
White	30	214

Percentages may not sum to 100 because students could choose more than one category.

Table 5.3 Age

	%	n
18 or younger	5	37
19-24	46	329
25-34	24	172
35-44	13	92
45-54	8	57
55 or older	3	21

Table 5.4 Part-time/full-time status

	%	n
Part-time (less than 12 credit hours)	27	192
Full-time (12 or more credit hours)	73	524

Table 5.5 Total credit hours earned at UH West O'ahu

	%	n
None	9	62
1-15 credits	24	169
16-29 credits	18	129
30-45 credits	21	152
46 or more credits	28	201