



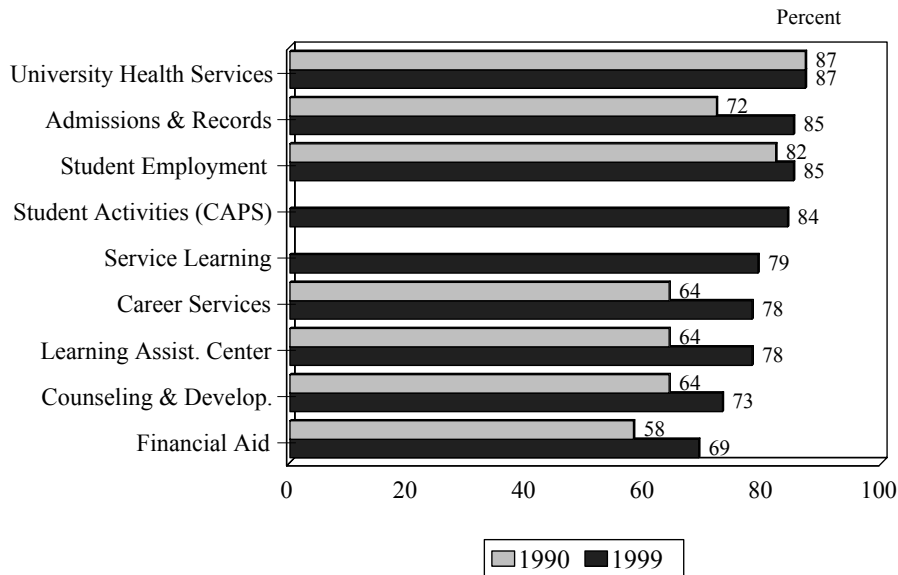
Research Briefs

Office of the Vice President for Student Affairs
University of Hawai'i at Mānoa

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Student Satisfaction with Student Services Increases from 1990 to 1999

C Undergraduate student satisfaction with student support services increased for all but one service as measured by a survey first administered in 1990 and replicated in 1999.



C University Health Services showed no gain in satisfaction; however, its student ratings were the highest among the programs assessed despite the introduction of a student health fee in 1996.

C Two programs, Co-Curricular Activities, Programs and Services (CAPS) and Service Learning, were assessed for the first time in 1999. Both received relatively high ratings.

C Career Services and the Learning Assistance Center both demonstrated a 22 percent gain in satisfaction from 1990 to 1999, the largest increase among all programs in the study.