University of Hawai'i at Mānoa

STUDENT CAMPUS EXPERIENCE SURVEY 2017

An Analysis to Inform the Mānoa Framework for the Future

University of Hawaiʻi at Mānoa

Campus Experience Survey

Survey Collected: Fall 2017

Report Prepared: December 2018

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TABLE OF CONTENTS

THiNK

STUDENT CAMPUS EXPERIENCE SURVEY 2017

SURVEY INTENT

A 5 question survey conducted by the Manoa Institutional Research Office (MIRO) asked students about their experiences at the University of Hawaii Manoa in the Fall Semester of 2017. There were 15,634 recorded student responses.

MIRO offers tools to access university data. To access this data set or others, email MIRO at miro@hawaii.edu or visit their website at https://manoa.hawaii.edu/miro/.

SURVEY QUESTIONS

1. What does a great university experience mean to you?

2. Please complete the sentence: This Fall 2017 semester is going well because...

3. Please complete the sentence: This Fall 2017 semester is not going well because...

4. Thinking about your experience during your entire time here at UH Manoa, please comment on ways UHM has displayed a "supportive environment".

5. Thinking about your experience during your entire time here at UH Manoa, please comment on ways UHM has not displayed a "supportive environment".

FINDINGS

The following are themes that surfaced from the word frequency and sentiment analysis performed on survey responses:

- Students find that **on-campus housing is low quality**

- Students believe **events contribute to a great university experience**

- **Safety and security are concerns** on campus

- Students **seek a late night study space**

- Students have **issues with campus technology**

- Students are **frustrated with parking and food options**

THiNK

1

Methods

PROCESS

EMERGING THEMES

Review survey responses and identify emerging themes.

EXPLORATION

Conduct an overall word frequency analysis and match search keyword IDs for each theme. Then analyze word frequency to identify found keywords.
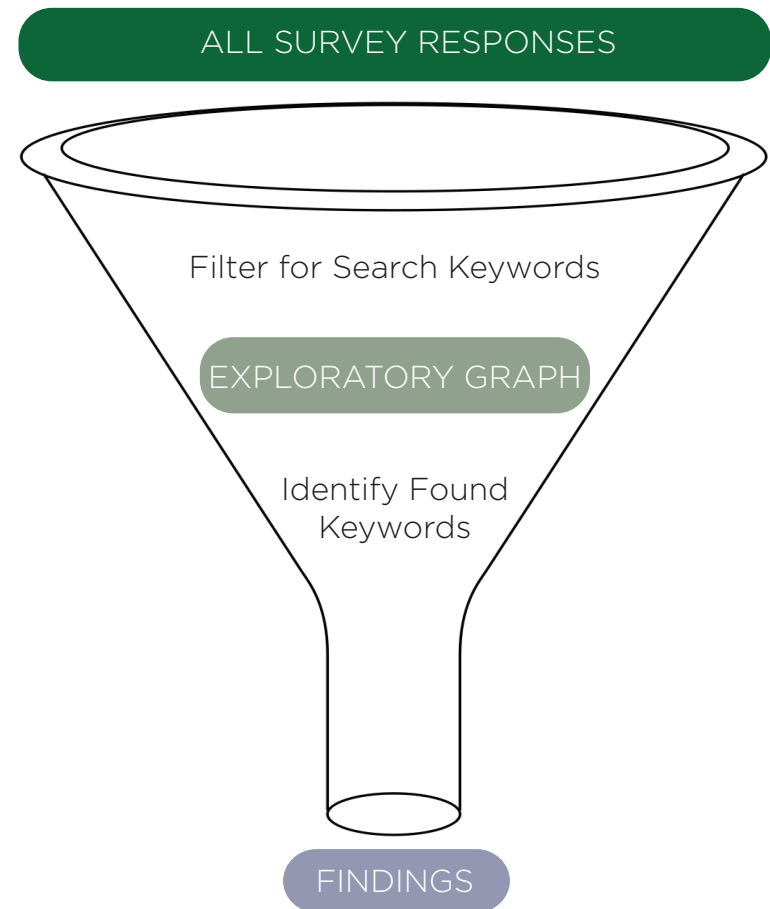
FINDINGS

Use frequency of responses associated with found keywords to explore relevant trends in student responses.

QUANTITATIVE

Analyze filtered survey results using overall word frequency and word frequency for positive and negative questions.
.

QUALITATIVE

Read survey responses to understand sentiment and highlight specific survey answers.

ALL SURVEY RESPONSES

Filter for Search Keywords

EXPLORATORY GRAPH

Identify Found Keywords

FINDINGS

THiNK

EMERGING THEMES

HOUSING

Housing emerged as a primary concern for students. In 2017, approximately 25% of students lived on-campus at UHM. The on-campus housing has issues. These issues include thermal comfort levels, specifically availability of air conditioning, and facilities maintenance. Some students mentioned the current state of on-campus housing as their motivation to move off-campus.

STUDENT MEETING AND COLLABORATION SPACES

Student meeting and collaboration spaces provide both on-campus and off-campus students with spaces to study independently and collaborate with other students. Availability of spaces to study and congregate were mentioned frequently survey responses. Specifically, there is a student demand for late hours library spaces.

FACULTY AND STUDENT COLLABORATION SPACE

The primary spaces for faculty and students to collaborate are offices and classrooms. There was a negative student sentiment around classroom technology. There were concerns about classroom technology not being up to date and not supporting a wide range of learning types.
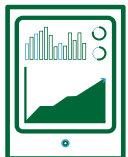
ENVIRONMENTAL QUALITY

Students were positive about the general environment and green space on campus, but they had concerns. Specifically, the lack of air conditioning in living and academic spaces and the need for increased lights on campus in reference to security.

TRANSIT AND MODES OF TRANSPORTATION

A new transportation solution to campus is necessary. There was discontent with students who drive to campus with traffic and parking causing frustration and missing classes. In addition, when students are walking on campus paths at night they do not feel safe, particularly at night.

TECHNOLOGY

The availability of modern technology in classrooms and access to stable and consistent WIFI was mentioned frequently in student responses. Firstly, students mentioned classrooms being equipped with the proper technology to augment the learning experience as well as to account for different learning styles. Secondly, they mentioned being a 21st century campus, with stable and reliable WIFI connections.

THiNK

2

Survey Analysis

HOUSING

Students are unsatisfied with on-campus housing. Survey responses included lack of air conditioning and maintenance of student housing as factors impacting their experience.

SEARCH KEYWORDS

HOUSING, OFF-CAMPUS, ON-CAMPUS

RESPONDENT COMMENTS

"[A great university experience means....]Having reliable housing services."

"I would like to see improvements in the quality of campus housing facilities that students live in. Pest control issues, electricity problems, and other problems make it difficult to enjoy the environment on campus".

"...my housing is old and kind of sucks."

"A great university experience means that the education and housing is worth the money students pay for."

STUDENT
CAMPUS *
EVENTS *
GREAT
SERVICES *
EXPERIENCE
CLASSES
PEOPLE
ENVIRONMENT
FOOD *
DORM *
UNIVERSITY
SUPPORTIVE
RA'S
WORK
FINANCIAL
HELP
BETTER
SUPPORT
NEW
AID
HELPFUL
AVAILABLE

* found keywords selected for further analysis

THiNK

CAMPUS EVENTS

Found Keyword: events

Students believe events contribute to a great college experience.

RESPONDENT COMMENTS

positive sentiment

"[The Fall 2017 semester is going well because…] There are a lot of fun events and things occurring to make college fun."

"[UHM has displayed a supportive environment…] because student government at UH Manoa is active and visible. I notice that student organizations hold regular events…"

neutral sentiment

"[A great university experience means…] Attending fun, student-friendly events…."

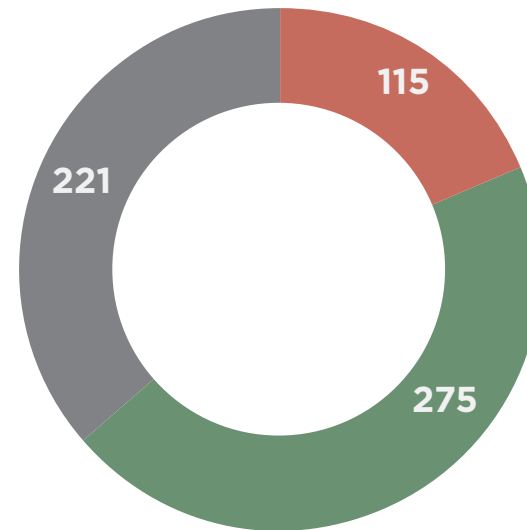"A great university experience to me is one where I'm getting the full college experience. From dorming on campus, participating in school events…"

negative sentiment

"At my previous school the school spirt was so lively, everyone was excited to attend events and be on campus. Here people are the opposite and after 2PM everyday nobody is on campus."

"I would like to see more social events to have the student get together and socialize to meet more people."

33.4% of references to events were in response to what a great university experience means.

WORD FREQUENCY: POSITIVE, NEUTRAL, NEGATIVE

221
115
275

THiNK

CAMPUS SERVICES

Found Keyword: services

Students find campus services important to the student experience. They mentioned financial aid, counselling, housing, administration and legal services in survey responses.

positive sentiment

"I'm getting the help I need from UHM's counseling services."

"Services, such as writing tutors, have been invaluable to my success."

"[The Fall 2017 semester is going well because...] I have sought out counseling at counseling services..."

neutral sentiment

"[A great univeristy experience means...] Enjoying classes and the services provided "

RESPONDENT COMMENTS
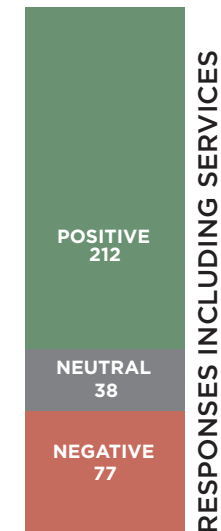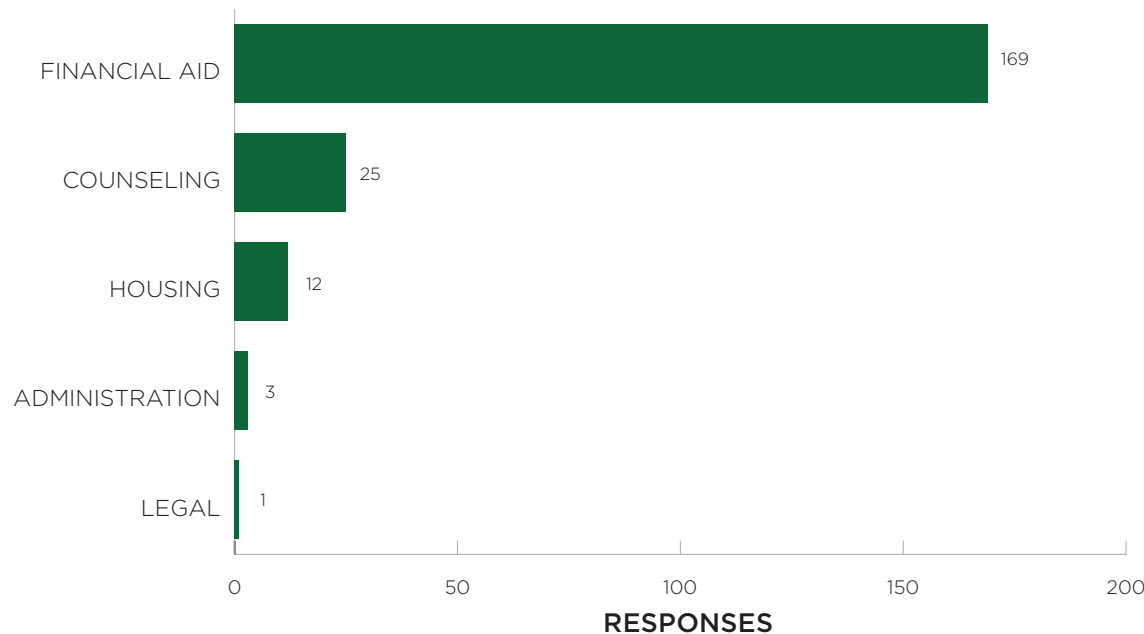
negative sentiment

"This Fall semester is NOT going so well because I couldn't get help from financial aid office. Worse service ever."

"The services here are limited, particularly from a legal standpoint. More options should be made available to students who need legal services."

"you are more or less on your own in terms of navigating services available to you as a student (e.g. financial aid)"

"Many services available, such as housing and financial aid, seem to be poorly managed..."

WORD FREQUENCY: TYPES OF SERVICES

Service	Responses
FINANCIAL AID	169
COUNSELING	25
HOUSING	12
ADMINISTRATION	3
LEGAL	1

RESPONSES

RESPONSES INCLUDING SERVICES

POSITIVE 212

NEUTRAL 38

NEGATIVE 77

THiNK

FOOD PRICES AND TYPES
Found Keyword: food

Students would like to see an improvement in food services prices and access to healthy options.

RESPONDENT COMMENTS

"This Fall 2017 semester is going well because I can find a good place to study and good food to eat."

"[UHM displays a supportive environment by...] tutoring available, many libraries, food available, good professors"

"Great recreational facilities, good food on campus, responsive teachers, the center for student development has very competent people"
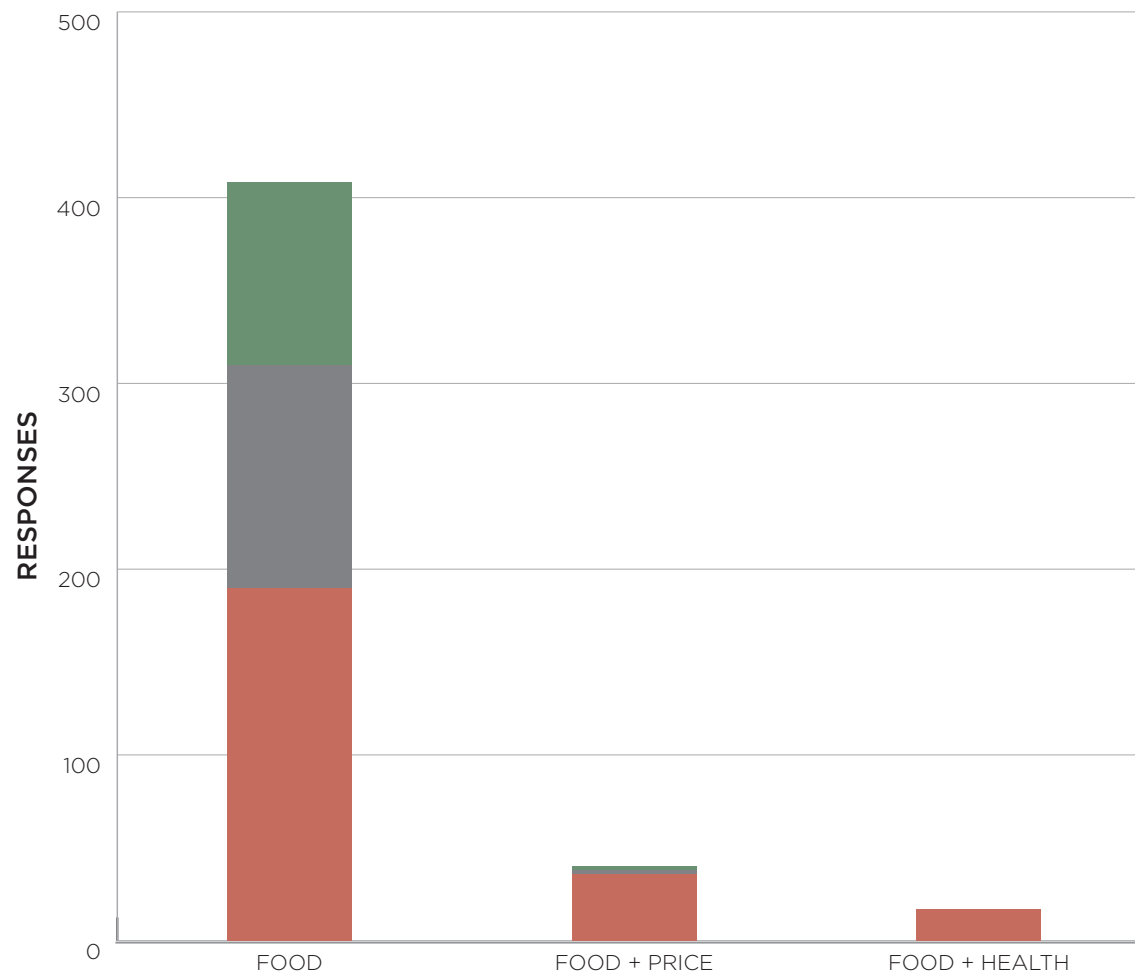
"[A great university experience means...] Safe environment, good food, variety of classes."

"The food options are limited and expensive. As a result, I often just go hungry instead."

"Food portions got smaller and prices went up."

"This Fall 2017 semester is NOT going so well because there are not enough cheap food options on campus..."

WORD FREQUENCY: POSITIVE, NEUTRAL, NEGATIVE

27.9% of responses with negative sentiment regarding food were in reference to the price or type of food available.

THiNK

TYPES OF HOUSING
Found Keyword: dorm

Student responses in regards to types of housing most frequently mentioned dorms. There was an overall negative sentiment towards dorm rooms.

4.4% of the responses with dorm also mentioned air conditioning and 6% also mentioned hot in the context of temperature.

RESPONDENT COMMENTS

Includes **air conditioning** or **hot**

"[UH has NOT displayed a supportive environment...] By not having AC in the dorms. This keeps the students worried about how hot it is rather than getting good grades."

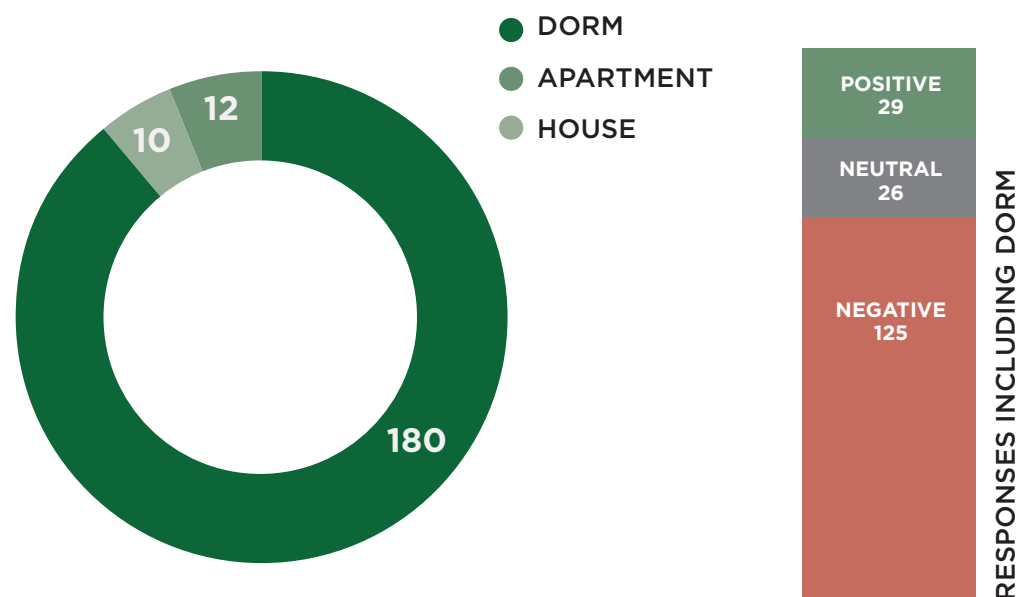"I am sleep deprived, my dorm is very hot and the windows are broken."

"The dorms are not as nice as I expected them to be. I understand that it is expensive to air condition the rooms... it has gotten up into the high eighties in our dorm room in the afternoon and it is very hard to focus.."

...the dorms are incredibly hot without air "conditioning..."

"of inconveniences with the dormitory living situation."

WORD FREQUENCY: TYPES OF HOUSING

- DORM
- APARTMENT
- HOUSE

180
12
10

POSITIVE 29
NEUTRAL 26
NEGATIVE 125

RESPONSES INCLUDING DORM

THiNK

ON-CAMPUS OR OFF-CAMPUS HOUSING

Found Keyword: campus

Some students are choosing to live off-campus due to unsatisfactory dorm conditions.

RESPONDENT COMMENTS

I moved **off-campus**...
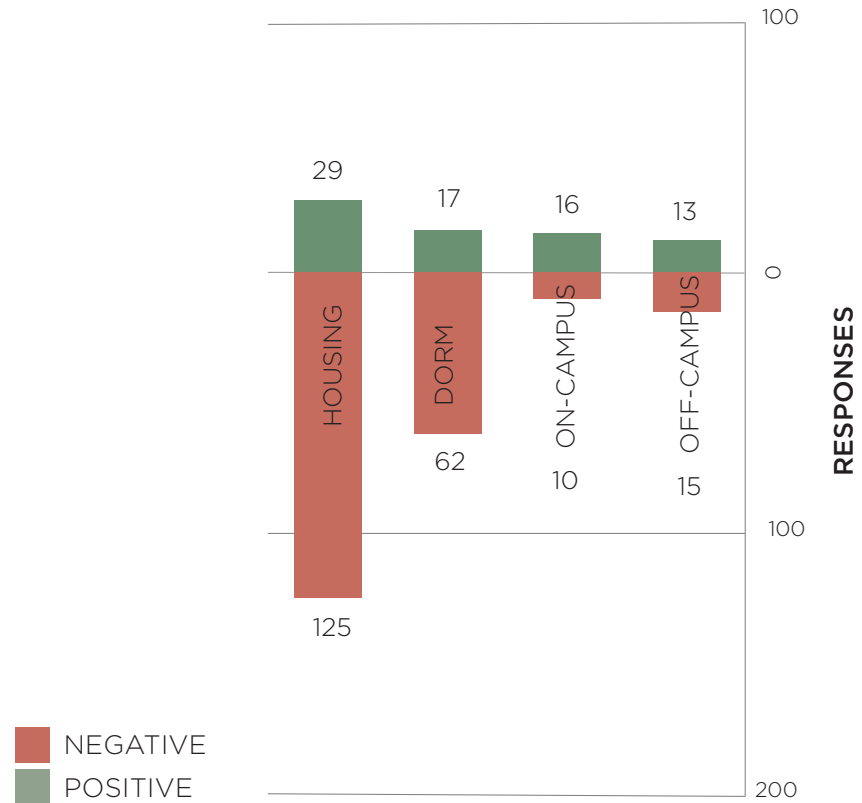
"...because the dorms were stressful"

"...so that I could focus on school (eat good, no worry about parking, no loud neighbors, no mean RA's less distractions)"

"UHM is a huge commuter campus even though they have on-campus living."

"Living on-campus, the state of the apartments has made it extremely [hard] to be productive in my residence. I am constantly seeking common areas to do studies because the apartments are falling apart."

"[The Fall 2017 semester is not going well...] because of limited grad student housing, now I am paying a lot for living off campus"

WORD FREQUENCY: POSITIVE VS. NEGATIVE

RESPONSES

HOUSING: 29 / 125
DORM: 17 / 62
ON-CAMPUS: 16 / 10
OFF-CAMPUS: 13 / 15

NEGATIVE
POSITIVE

32.5% of students who mentioned off-campus referred to living off-campus. 10% referred to moving off-campus due to a negative experience in the dorms.

THiNK

STUDENT MEETING AND COLLABORATION SPACES

Providing spaces for students to convene and collaborate is important to the student experience. Students identified a need for places to study 24/7.

RESPONDENT COMMENTS

"[A great university experience means...] Having a library with 24 hour access, good learning environment (created by staff, students, and resources alike) and great sporting events"

"Group study rooms are great, but not if you need access to the interest because the WIFI is terrible at Hamilton..."

"The library hours are not long enough and the dining hall hours are not early enough."

SEARCH KEYWORDS

LIBRARY, DORMS, DINING, HALL, HALLS, HALLWAY

HOURS *
SINCLAIR *
STUDENT
24
OPEN
STUDY
CAMPUS
TIME
ENVIRONMENT
UNIVERSITY
CLASSES
LATE
CHANGE
PARKING
LEARNING
RESOURCES
SAFE
TUTORING
TUITION
SUPPORT
HAMILTON *
SEMESTER
TIMES

* found keywords selected for further analysis

THINK

LIBRARY HOURS
Found Keyword: hours

Students are concerned about late night study space, and many students had negative sentiment towards Sinclair library hours changing.

RESPONDENT COMMENTS
Includes **hours**

"Sinclair library. Having that library open 24/7 was probably one of the best things ever. Really helped me to study better..."
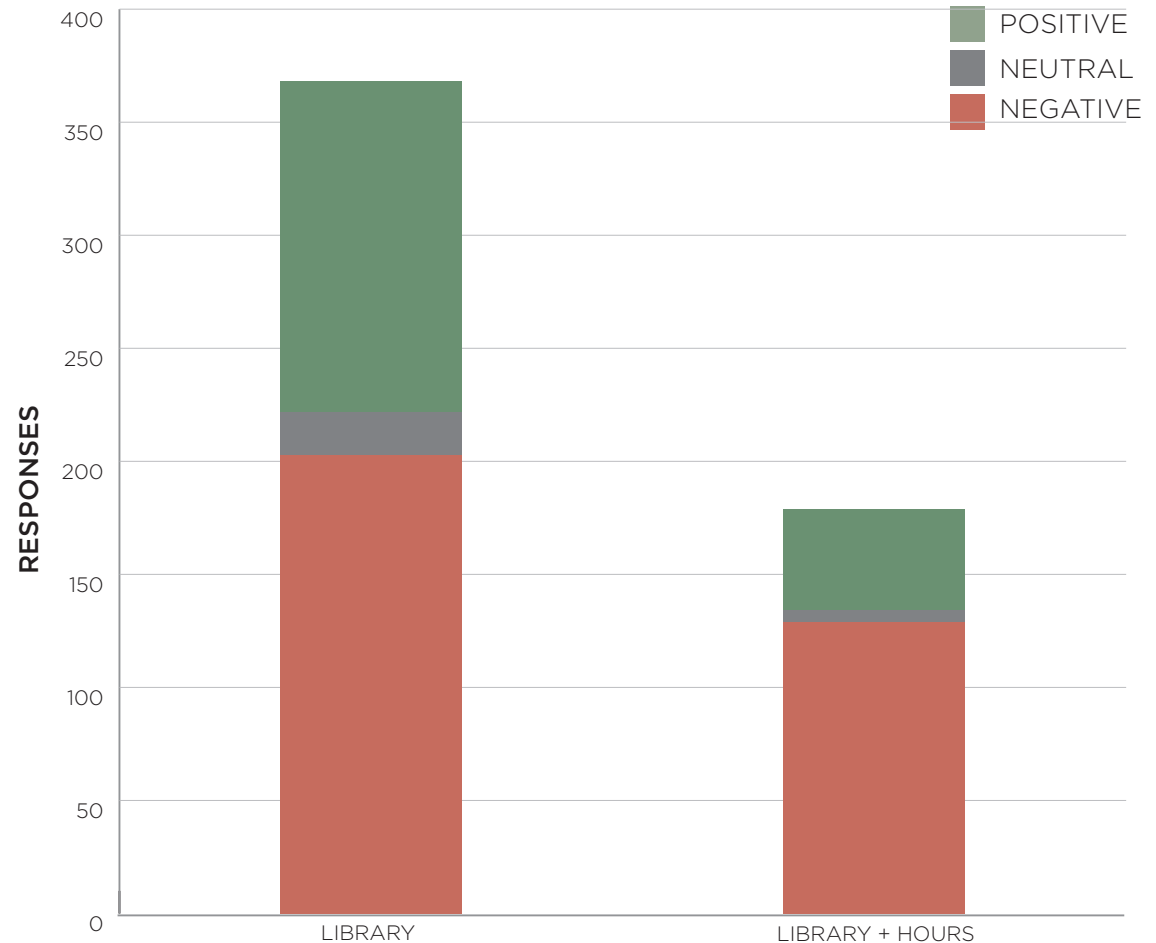
"I think it is extremely important we keep Sinclair library open 24 hours a day. I appreciate the constant reassurance that there is always a safe space for my studies, no matter the hour."

"UH has not displayed a supportive environment by shortening library use hours. I would like to see a larger window to spend studying in both Hamilton and Sinclair Libraries."

"[The Fall 2017 semester is not going well because...] Administration cut Sinclair Library hours..."

"This Fall semester is NOT going so well because someone decided we should eliminate our 24 hour library..."

WORD FREQUENCY: POSITIVE, NEUTRAL, NEGATIVE

Library hours have been extended to include more late night hours since this survey was conducted.

35% of the library responses reference Sinclair.

67% of the responses with Sinclair, were responses to negative questions.

THiNK

TUTORING AT SINCLAIR
Found Keyword: sinclair without hours

Students had a positive sentiment towards the tutoring offered at Sinclair mentioned it as a way UHM has been supportive.

RESPONDENT COMMENTS

positive sentiment

"UHM has provided great study areas like Sinclair Library and the CC Computer Lab."

"The learning emporium and Sinclair tutoring have been great resources for science courses."

"Sinclair has those tutoring sessions which i thought was very helpful"

"the learning emporium and sinclair library are amazing and help a lot"

"Since I have a learning disability, the KOKUA program provides a supportive learning environment. The Sinclair library also provides great tutoring options that helps with my learning."
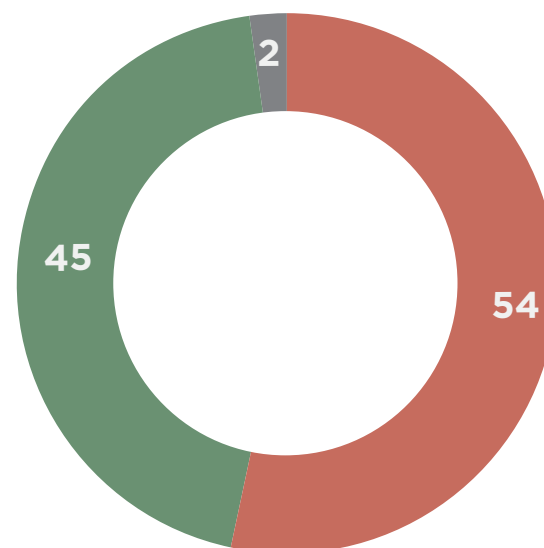
negative sentiment

"... outlets that don't work in Sinclair..."

"Also, I wish the sinclair library had AC because it is too warm to do homework comfortably."

39% of responses including Sinclair did NOT include hours.

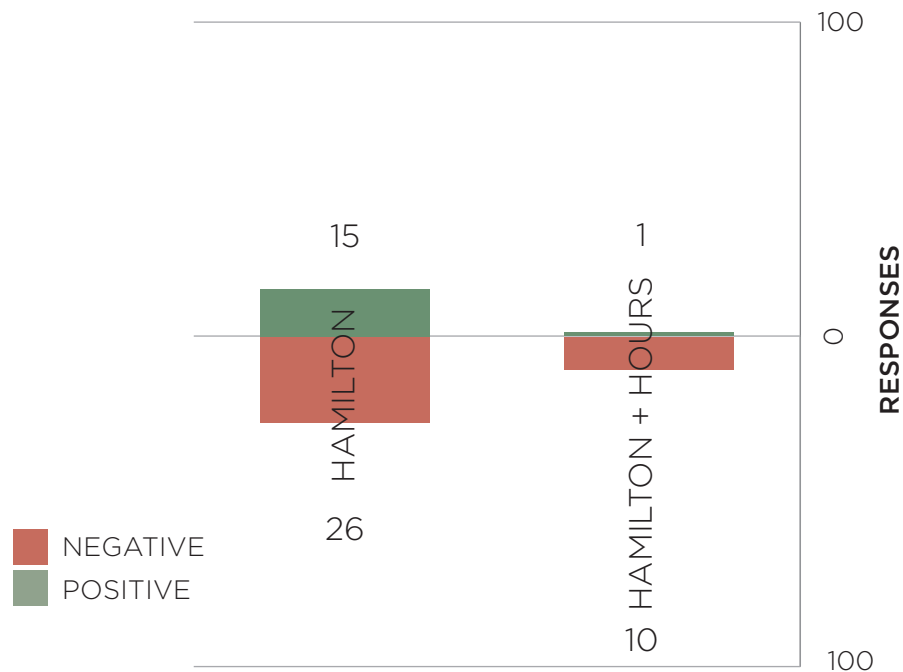### WORD FREQUENCY: POSITIVE, NEUTRAL, NEGATIVE

Students had a positive sentiment towards the tutoring at Sinclair Library

THiNK

HAMILITON LIBRARY

Found Keyword: hamilton

Students are in need of late night study spaces. There was a positive sentiment about Hamilton Library's study spaces and thermal conditions.

WORD FREQUENCY: POSITIVE VS. NEGATIVE

100

15   1

HAMILTON

HAMILTON + HOURS

0   RESPONSES

26

10

100

■ NEGATIVE
■ POSITIVE

RESPONDENT COMMENTS

■ "UHM displayed a supportive environment like the Hamilton Library that I would always go whenever I have an exam before a week to study because I like the environment it was so quiet and give me comfortable feeling."

"[UHM has displayed a supportive environment...] Air conditioning in the Hamilton Library..."

"Hamilton's remodel is going well and so far I really like the new chairs and places to study."

■ "This semester is not going so well because sometimes the internet connection is weak in parts of Hamilton, making homework and studying difficult."

"Group study rooms are great, but not if you need access to the internet because the WIFI is terrible at Hamilton..."

"UHM has not displayed a supportive environment for me by...the lack of wifi in some of the study rooms in Hamilton."

"Both Hamilton and Sinclair library need to remain open 24 hours on the weekends."

THiNK

FACULTY AND STUDENT COLLABORATION SPACES

Spaces where faculty and students meet should support learning needs and objectives. Students expresses discontent with technology in UHM classrooms being out of date.

SEARCH KEYWORDS

CLASSROOM, LABORATORY, OFFICE, OFFICES, DEPARTMENT, DEPARTMENTS

RESPONDENT COMMENTS

"Professors were always willing to help during office hours after class etc."

"Specific classroom online technological difficulties are hampering on my learning and educational experience."

"Improvements made from a learning perspective in terms of technology at UH campus classrooms, where visual and audio learning is required for the distant learners. Otherwise, I find the UH Manoa environment to be supportive to the students immensely."

HOURS
STUDENT
HELP
PROFESSORS
CAMPUS
FINANCIAL
GREAT
CLASSES *
AID
ENVIRONMENT
STUDENT
SUPPORTIVE
TIME
TEACHERS
LEARNING *
EXPERIENCE
UNIVERSITY
HELPFUL
OUTSIDE
NEED
SUPPORT
WORK

* found keywords selected for further analysis
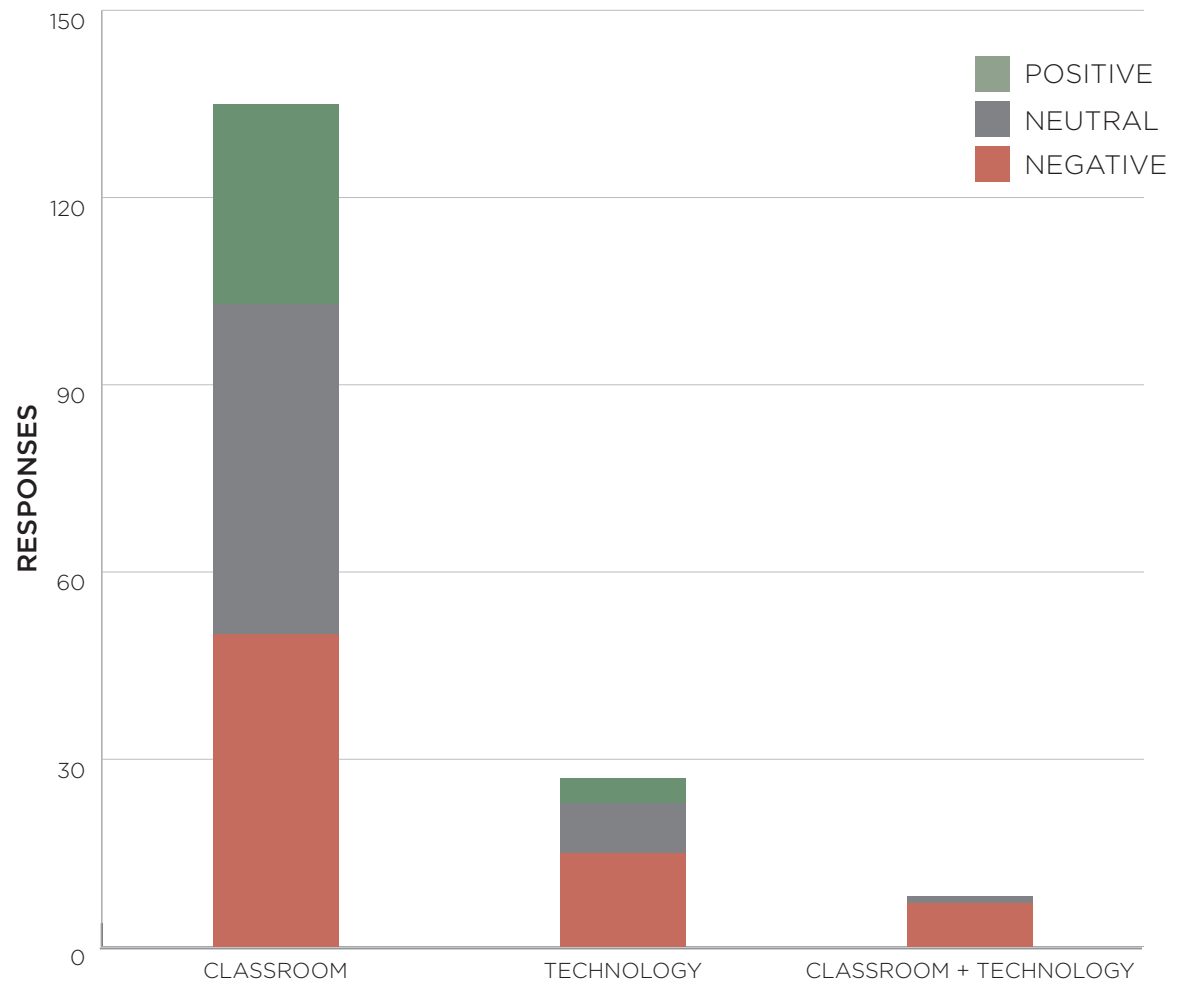
THiNK

TECHNOLOGY TO SUPPLEMENT LEARNING

Found Keyword: learning

Classroom technology was identified as important to students. Specifically, having technology that works and using it to address learning differences.

RESPONDENT COMMENTS

"[A great university experience means..] A great social life as well as quality education with state of the art technology applied."

"Improvements made from a learning perspective in terms of technology at UH campus classrooms, where visual and audio learning is required for the distant learners. Otherwise, I find UH Manoa and the environment to be supportive to the students immensely."

"I would like them to improve the classrooms so that they have adequate technology."

"...The technology and facilities are quite outdated."

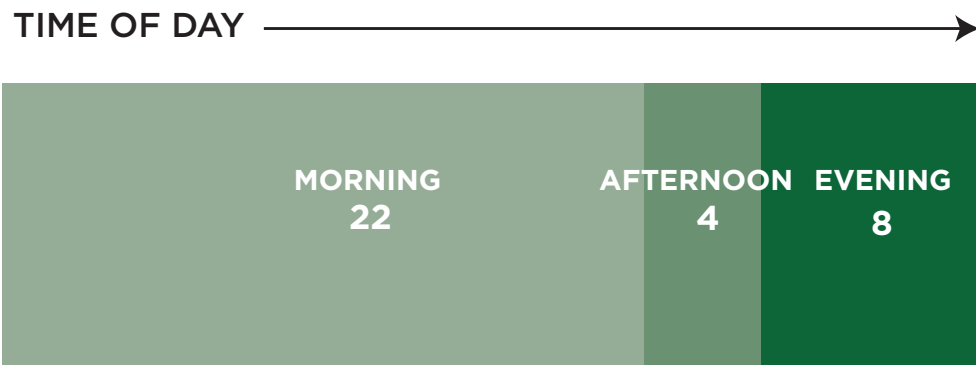**WORD FREQUENCY: POSITIVE, NEUTRAL, NEGATIVE**

5.6 % of all responses including classrooms also mention technology.

THiNK

CLASS SCHEDULING

Found Keyword: classes + time of day

Students require different class options to accommodate various lifestyles and schedules.

RESPONSES INCLUDING CLASSES AND TIME OF DAY

TIME OF DAY ⟶

| MORNING 22 | AFTERNOON 4 | EVENING 8 |

RESPONDENT COMMENTS

MORNING

"This Fall 2017 semester is not going so well because of the limited class availability, so I had to cram all of my classes early in the morning and very close together when I have an extremely limited time to get to them, let alone get anything done for my classes."

"[The Fall 2017 semester is not going well because...] my classes start so early in the morning, I do not have enough time to make myself some coffee"

AFTERNOON

"Food access is limited later in the day. I always have classes that end in the late afternoon and I find it hard to find food."

"all my classes are later in the afternoon because i couldn't get any of the morning classes, hence scheduling difficulties sometimes."

EVENING

"...there are not enough time slots to accommodate students. This forces many to take evening classes that are in complete contrast to their mostly morning schedule."

"I would like to see more classes, particularly graduate level, offered in the evening or at least first thing in the morning - not the middle of the day."

"I wish there were more classes offered at better hours, more weekends, evenings."

"the lack of online and evening classes force a non-traditional student like me to leave work to take classes, or pay $1400 per course for extension school classes".

THiNK

ENVIRONMENTAL QUALITY

The environment quality including the overall campus as well as indoor space conditions are important when considering students comfort on campus.
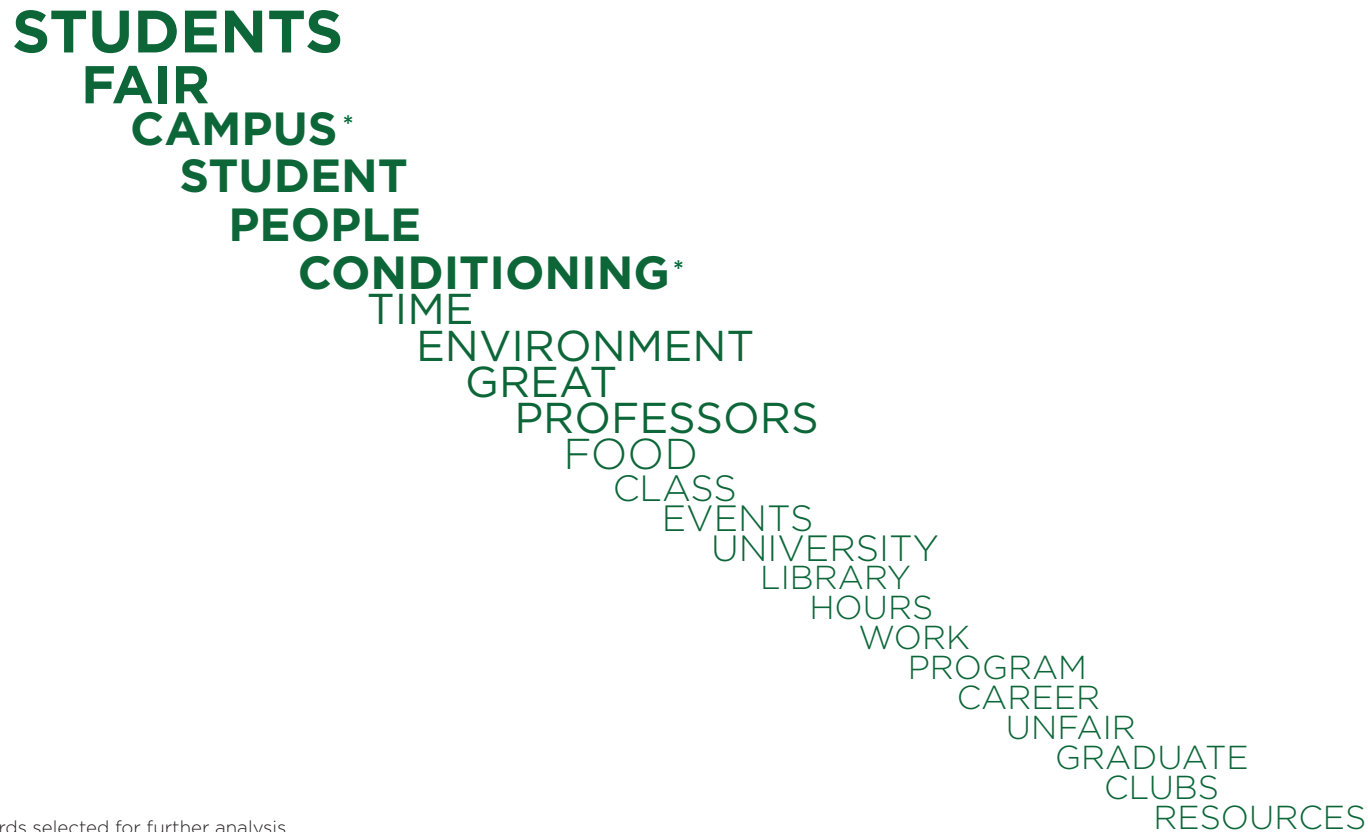
SEARCH KEYWORDS

AIR, HOT, HEAT, COLD, COOL, GREEN, OUTDOOR, LIGHT, LIGHTS

RESPONDENT COMMENTS

"[A great university experience means to me...] nice classrooms that allow natural light (sunlight) in, instead of a bunch of fluorescent lights"

"[A great university experience means...] A safe environment is also key. There are too many thefts and assaults going on. There needs to be better lighting on campuses for a better feeling of safety."

"Having all entrance to buildings secured. To have a green campus. Grass is green, buildings are clean and painted fresh."

STUDENTS
FAIR
CAMPUS *
STUDENT
PEOPLE
CONDITIONING *
TIME
ENVIRONMENT
GREAT
PROFESSORS
FOOD
CLASS
EVENTS
UNIVERSITY
LIBRARY
HOURS
WORK
PROGRAM
CAREER
UNFAIR
GRADUATE
CLUBS
RESOURCES

* found keywords selected for further analysis

THiNK

CAMPUS ENVIRONMENT

Found Keyword: campus

**Students has a positive sentiment towards green space on campus.
At night, students mentioned being concerned about safety and increasing lights.**

20.5% of references to light, talked about campus safety and a need to increase lights around campus at night.
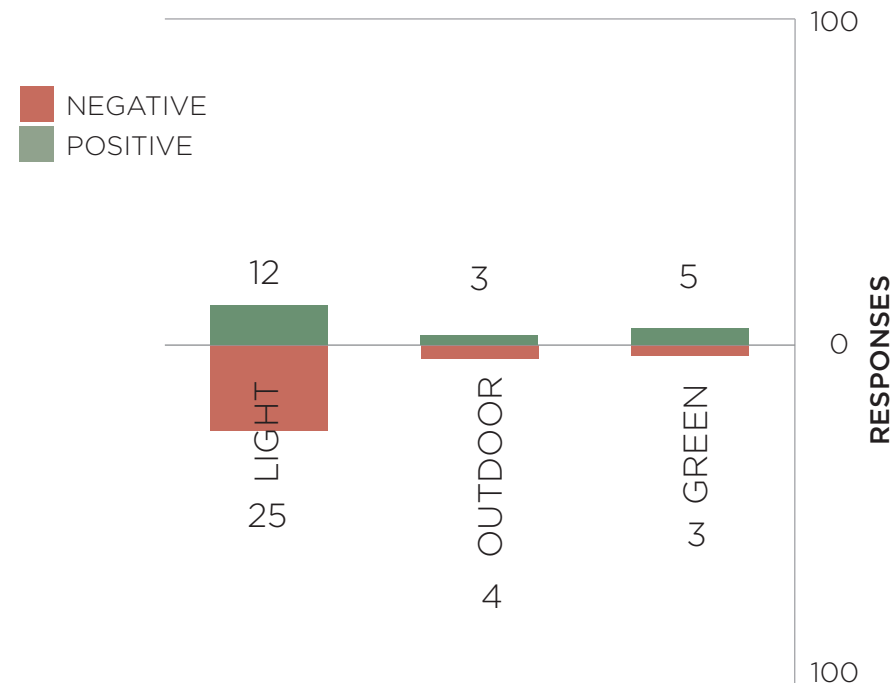
RESPONDENT COMMENTS

"Our campus is extremely dark at night. I would feel better supported by the campus if there were more lights..."

"The broken blue emergency lights all over campus make me nervous. I worry that I may encounter a problem in which I will need help, but the closest blue emergency button will be broken."

"Maybe more light and security-cameras being installed will help me feel safer being on campus."

"More lights at night, I live on campus and don't always feel safe"

WORD FREQUENCY: POSITIVE VS. NEGATIVE

NEGATIVE
POSITIVE

LIGHT
12
25

OUTDOOR
3
4

GREEN
5
3

RESPONSES

Responses referring to green or outdoor space were positive or neutral sentiment

RESPONDENT COMMENTS

"Extremely warm people, highly appreciating, natural beauty of Hawaii itself attracts you and make you stay positive. So green campus..simply love it."

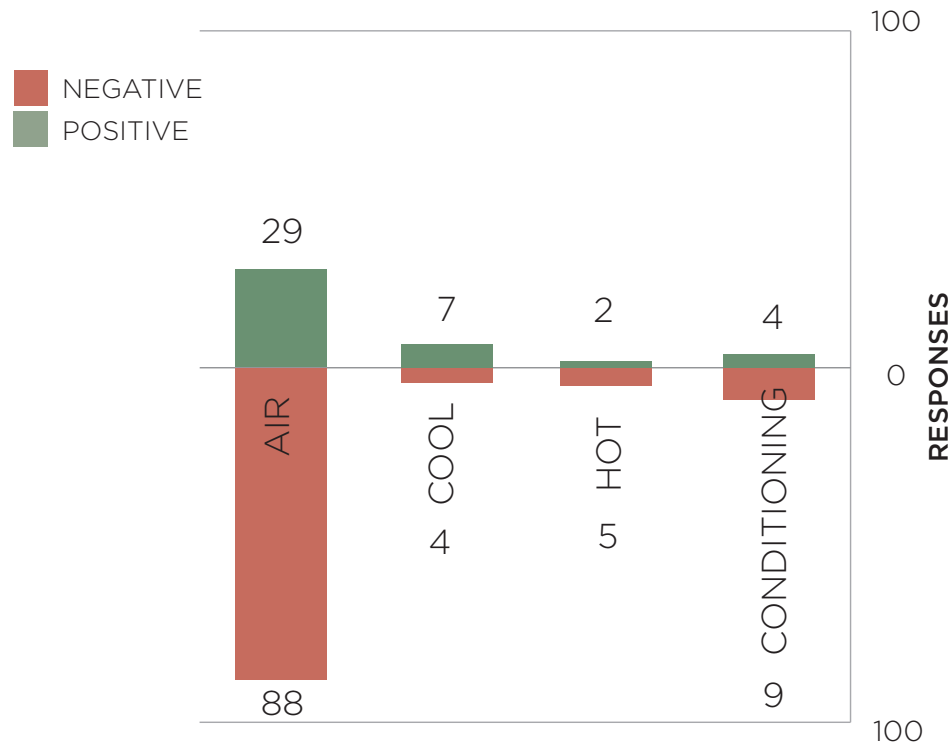"Students and professors are very friendly, outdoor environment is beautiful."

THiNK

THERMAL COMFORT

Found keyword: conditioning

For indoor space conditions, students frequently mentioned how having air conditioning was beneficial to their experience at UHM.

66.7% of references to air conditioning were in response to negative questions and had a negative sentiment.

WORD FREQUENCY: POSITIVE VS. NEGATIVE

■ NEGATIVE
■ POSITIVE

100

29

7   2   4

0

AIR   COOL   HOT   CONDITIONING

4   5   9

88

100

RESPONSES

RESPONDENT COMMENTS

■ "[The Fall 2017 semester is going well because...] The library has air conditioning."

"[UHM has displayed a supportive environment by... having] Air conditioning in the Hamilton Library..."

■ "[A great university experience means...] Having air conditioning on a hot day to help me stay focused.

"[A great university experience means...] Good teachers, good food and air conditioning system"

"Some classrooms in Keller had no Air conditioning and it was hard to focus during summer time."

■ [UHM has not displayed a supportive environment...] by "Restricting library hours, parking, and not providing air conditioning for all classrooms."

"[The Fall 2017 semester is not going well because...] I don't have air conditioning"

THiNK

TRANSIT AND TRANSPORTATION

How students get to campus and move around campus has an effect on the overall student experience. Both parking and security, in regards to theft, appeared as themes.

SEARCH KEYWORDS

CAR, CARS, BIKE, BIKES, WALK, WALKS, WALKWAY

RESPONDENT COMMENTS

[A **great university experience** means..]

"Ample free parking"

"Being able to attend school without having to worry that there won't be any parking..."

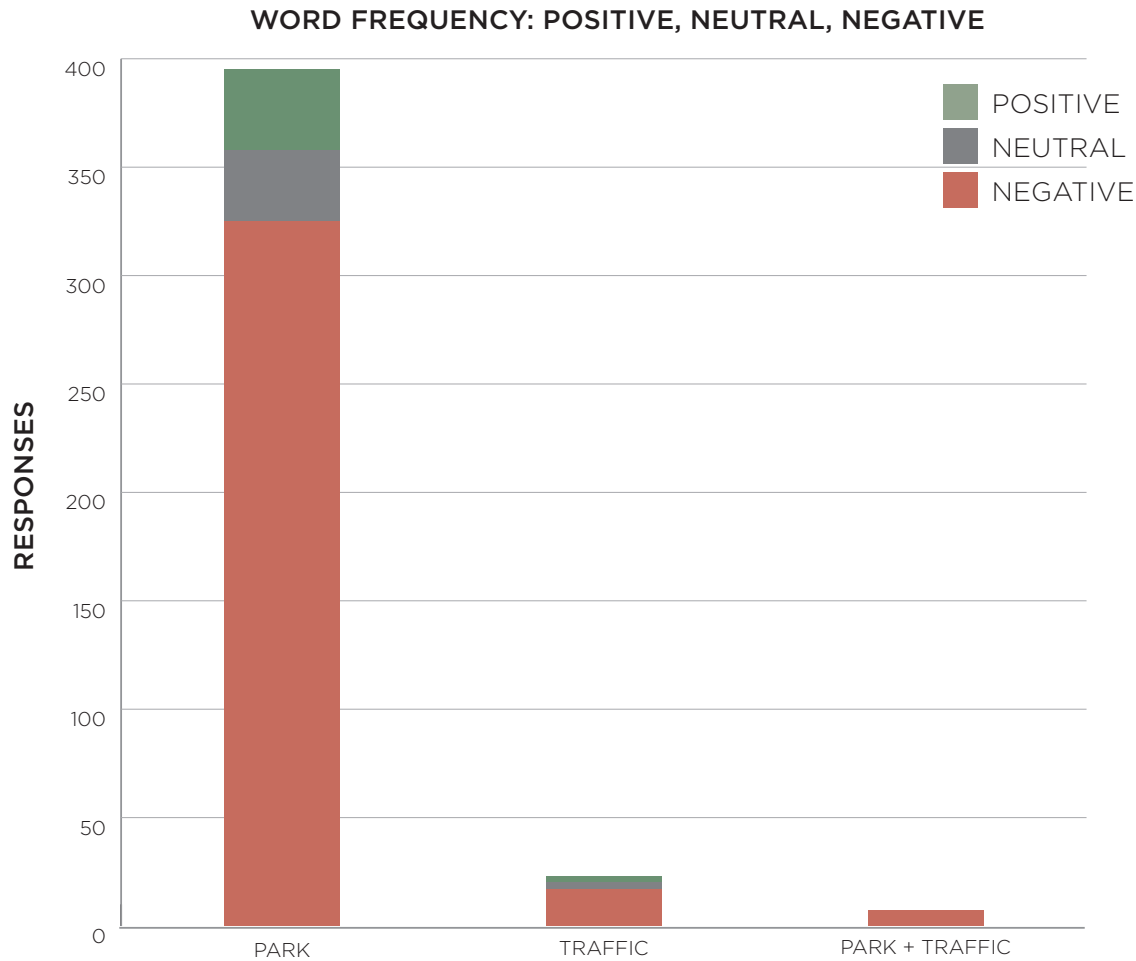"Not being burdened by stupid things like no parking on campus."

STUDENTS
PROFESSORS
CAMPUS
HELP
PEOPLE
TIME
OPPORTUNITY
RESOURCES
EDUCATION
LEARNING
PARK*
FACULTY
STAFF
FOOD
STUDY
PROGRAM
SERVICES
SAFE*
GRADUATE
ADVISORS
COURSES
RESEARCH

* found keywords selected for further analysis

THiNK

PARKING AND TRAFFIC CONCERNS

Found Keyword: park

Students expressed discontent with parking. Specifically, a lack of parking on campus and heavy traffic surrounding campus.

RESPONDENT COMMENTS

Includes **park**

"PARKING. I have sometimes skipped classes because I couldn't find parking ..."

"I would like to see the parking situation improved. There have been times it is difficult for me to commute and get to my classes..."

This semester is going well because... I have a parking pass. I'm not stressed out about my car being towed"

Includes **traffic**

"This Fall 2017 semester is NOT going so well because the commute to UH is more of a struggle this year; there's more traffic."

Includes **parking** and **traffic**

"Parking and traffic have been issues on campus."

"Parking and traffic are a nightmare. Literally."

"It is VERY difficult with parking and traffic. Not sure how but parking is a HUGE issue. .."

WORD FREQUENCY: POSITIVE, NEUTRAL, NEGATIVE

73.9% of responses referring to traffic were in response to negative questions.

THiNK

INCREASING CAMPUS SAFETY

Found Keyword: safe

Students do not feel safe due to lack of campus security and various thefts on campus.

RESPONDENT COMMENTS

positive sentiment

"[This semester is going well because...] Academic Advising, Campus Security, multiple organizations on campus that helps out the campus"

neutral sentiment

"Great university experience means a campus full of security, welcome, and no judgement."
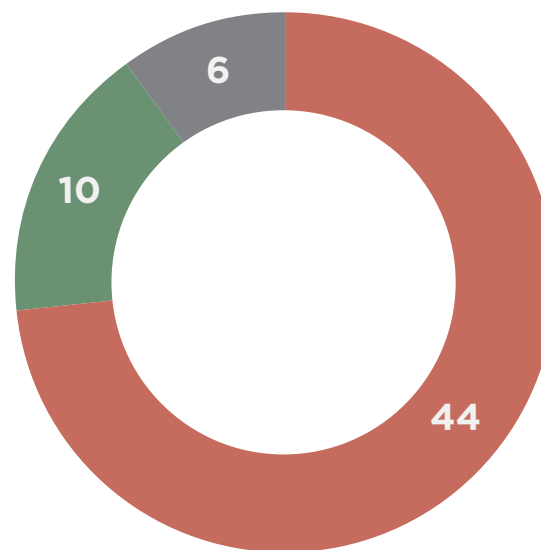
negative sentiment

"Security not perfect, a lot of theft, burglary news girls not safe to walk at night around.."

"I strongly believe we need more on campus security/police to patrol when things get stolen at UH Manoa. This makes me feel unsafe when biking to campus, so at night I study at home."

"Security is kind of worrisome. Burglaries and Motorcycles/Mopeds thieves are a major concern. It left me worry, and prevent me from really feeling safe on campus."

70.9% of references to security on campus were in response to negative questions.

WORD FREQUENCY: POSITIVE, NEUTRAL, NEGATIVE

29% of responses about bikes are in reference to bike security, specifically, bike theft on campus.

THiNK

TECHNOLOGY

It is important to keep up with technological advancements in learning environments to become a 21st Century campus with 21st Century classrooms.

SEARCH KEYWORDS

COMPUTER, COMPUTERS, ONLINE, PHONE, LAPTOP, TABLET, TECHNOLOGY

RESPONDENT COMMENTS

"[This semester is going well because...] A lot of resources like computer labs and places to study on campus..."

"I think more print centers/locations would be helpful. More up do to date software and technology."

"[The Fall 2017 semester has been going well because...] of fairly reasonable wifi access (poor in some areas); great access to computers or laptop bars.

CLASSES *
LIBRARY
STUDENTS
LAB *
TIME
ACCESS
GREAT
SEMESTER
PROFESSORS
SUPPORT
WORK
STUDY
UNIVERSITY
AVAILABLE
SUPPORTIVE
CENTER
ENVIRONMENT
SCHOOL
COURSE
PRINTING
ASSIGNMENT
SINCLAIR
SYSTEM

* found keywords selected for further analysis

THiNK

21st Century Classrooms
Found Keyword: classes

Students frequently mentioned that classroom technology is outdated and does not aid the classroom learning experience as best as it could.

32% of responses referring to technology said campus and classroom technology is outdated.
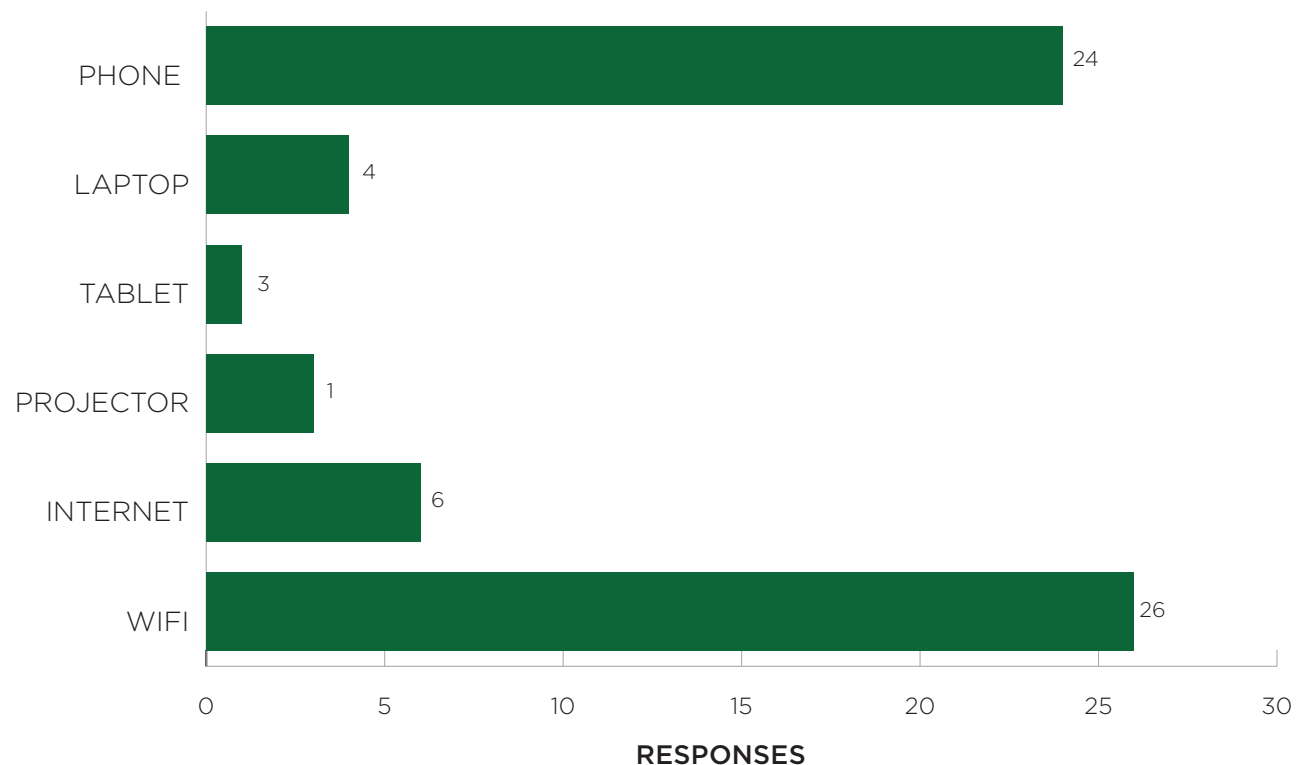
RESPONDENT COMMENTS

"I would like them to improve the classrooms so that they have adequate technology."

"Sometimes, UHM facilities are not well maintained... classroom technology, such as projectors and computers, do not always work..."

"More can be done about the technology in the classrooms. There always seemed to be the same issues. Either the microphone wasn't working, or the batteries died in the professors clicker..."

"Issues with Technology in my program have made the experience less valuable than it could have been"

WORD FREQUENCY: TYPES OF TECHNOLOGY

Technology	Responses
PHONE	24
LAPTOP	4
TABLET	3
PROJECTOR	1
INTERNET	6
WIFI	26

RESPONSES

THiNK

21st CENTURY CAMPUS

Found Keyword: lab

Student sentiment was more positive about computer labs, and less positive about WIFI. Moving towards a 21st century campus means allowing for mobile technology that is supported by a stable online connection everywhere on campus.

WIFI is described as spotty, bad, and unstable. 66.7% of the responses mentioning WIFI were answers to negative questions.

63% of responses including the keyword computer also include the word lab. Of the answers including both computer and lab.

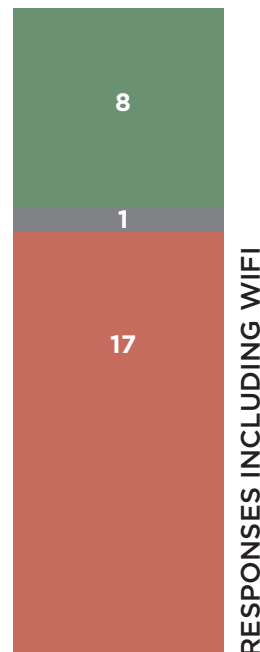---

RESPONDENT COMMENTS

"The wifi can be unstable, and my dorm is generally out of range. Adding more routers in Hale Laulima and improving connections would help."

"UHM could offer better WiFi."

"Group study rooms are great, but not if you need access to the internet because the WIFI is terrible at Hamilton.."

"The WiFi does not work sometimes."

"...the wifi is not that great and it keeps on disconnecting"
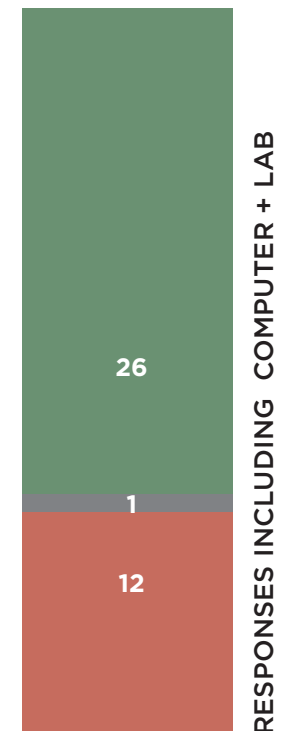
RESPONSES INCLUDING WIFI

8
1
17

RESPONDENT COMMENTS

"[UHM has provided a supportive environment by..] a lot of resources like computer labs and places to study on campus"

"This Fall semester is going well because...I have access to the Communications Department Media Lab..."

"[UHM has provided a supportive environment by...] Having a computer lab in campus center..."

"Computer lab is not good. It is pretty inconvenience to find the computer lab for printing out handout."

RESPONSES INCLUDING COMPUTER + LAB

26
1
12

positive sentiment   **neutral** sentiment   **negative** sentiment

THiNK