



Executive Summary for 2018 Student Congress Survey Results

In March 2018, Student Congress partnered with the Office for Institutional Effectiveness to conduct a survey to all home-based Kapi'olani Community College students. The survey received 591 responses, which represents 8.21% of the student body. The Office for Institutional Effectiveness deemed this response rate to be high enough to merit significance. The survey was accessible to Kapi'olani CC students for a duration of two weeks and consisted of three sections. The survey included the election ballot for the 2018-2019 Student Congress Executive Positions, a vote on the potential Technology Fee, and the annual survey which consisted of questions covering a variety of student issues that were brought up throughout the academic year during the various Student Congress general meetings. In order to ensure awareness and participation, Student Congress sent two emails via the Vice Chancellor for Student Affairs (VCSA) email listserv to the entire student body, posted a variety of flyers and handouts across campus, and tabled at various locations on campus.

1. Election Ballot

- 1.1. In accordance with the Student Congress Charter, elections were decided by the plurality voting method, with a minimum of 5% of the student body voting for each specific candidate. All candidates have satisfied the minimum qualifications set forth by the Student Congress Charter. The candidates for the 2018-2019 Student Congress Executive Positions were as follows:

- i. Allyson Villanueva for Student Congress President who received an 84% approval rate
 - ii. Diane Russia Famorca for Student Congress Vice President who received an 87% approval rate
 - iii. Ashley Williams for Student Congress Treasurer who received an 73% approval rate
 - iv. Griffin Jiroudek for Student Congress Public Relations who received an 81% approval rate
- 1.2. Upon completion of the annual spring survey, all candidates were officially recognized to begin their respective positions the upcoming summer. The Student Congress Secretary position remained vacant and so, in accordance with the Student Congress Charter, shall be filled during the second Student Congress General Meeting of the Fall 2018 semester through an internal vote, with nominations being accepted during the first General Meeting.

2. Technology Fee Vote

- 2.1. During the 2017 Student Congress annual spring survey, Kapi‘olani CC students identified technology as a potential student fee. Throughout the 2017-2018 academic year, Student Congress worked in conjunction with CELTT to identify the technological needs of the campus that were directly impacting students, and its respective costs. In the general meeting on March 5, 2018, Student Congress unanimously passed a resolution to support a technology student fee to begin Fall 2019. In order to ensure accurate representation of the needs of Kapi‘olani CC students, Student Congress included a vote in the 2018 annual spring survey in order to determine whether or not this was a need. Slightly over half, specifically 54% of the survey participants voted in favor of the fee, while 46% did not. According to this new data, Student Congress believes that technology needs will

require additional attention by the College, until the data shows that the student body agrees that their technology needs are met by an overwhelming majority.

3. Survey

3.1. Technology Help Desk: The survey asked how often students use campus computers. 73% of students do use campus computers, and 49.54% of students use the computers at least once a week. Leading to the potential establishment of campus Tech Help Desk, 74.91% of students would utilize the services of the Help Desk. Types of services students would utilize are Laulima Navigation, class tools usage, Software Installation, Hardware Issues, and Wi-Fi Problems.

3.2. Kapi‘olani CC Mobile App: In regards to Kapi‘olani CC mobile app, 36.12% of students were unaware of the existence of the app. Out of 63.88% students who use the app; 39.2% utilize the app to check class and exam schedules, 29.18% look up directory information (e.g. office hours for professors) and 19.22% to find out about campus events.

3.3. Biki Bike Share: Biki bike share system offers a rate of \$60 for a semester of an unlimited number of 30-minute rides, 57.90% of the students did not show interest for a potential 40% discount rate offer. Additionally, 53.31% of the students responded that they would not use Biki bikeshare even if there was a location or a Biki bike station near campus.

3.4. Cafeteria: Food quality and quantity in the cafeteria are issues that were consistently brought up in Student Congress discussions. In the survey, 30.60% of the respondents do not purchase food from the cafeteria, 17.26% responded with 1-3 per semester, and 15.48% for 1-3 purchases per month. Out of the 69.40%

students who purchase food and beverage at the cafeteria, 24.29% were unsatisfied with the options served, while 40.66% remained “neutral.” In addition, 41.09% of the students who purchased food from the cafeteria felt that the prices were expensive, and 49.61% rated the prices to be “average.” Regarding to the portion size, 37.89% agreed that the served food is not enough.

3.5. Coffee Shop: When asked about the cafeteria coffee options; 58.36% of the students responded that the coffee options are not sufficient. On a follow up question 79.64% of the students responded that they would visit a coffee shop on campus. The results indicate the insufficiency of cafeteria coffee options and demand of a high demand of an on-campus coffee shop.

3.6. Library Hours: The purpose of this question was to see when the students are at the library and when they would like the library to be open.

3.7. Parking Fee: When asked about parking on campus 57.14% of the students responded that they park on campus and 42.86% students responded they do not park on campus. The following question asked if students would be willing to pay \$40-\$65 for a parking permit, if parking was enforced; 80.80% of the students responded that they would not be willing to pay for the potential parking permit while 19.20% responded that they would be willing to pay for the potential parking permit.

In regards to the other results of the survey, Student Congress will discuss further actions at the next Student Congress general meeting, and move forward as agreed upon by the governing body. Student Congress appreciates the responses from the student body, in order to move forward appropriately representing the student voice of the College.

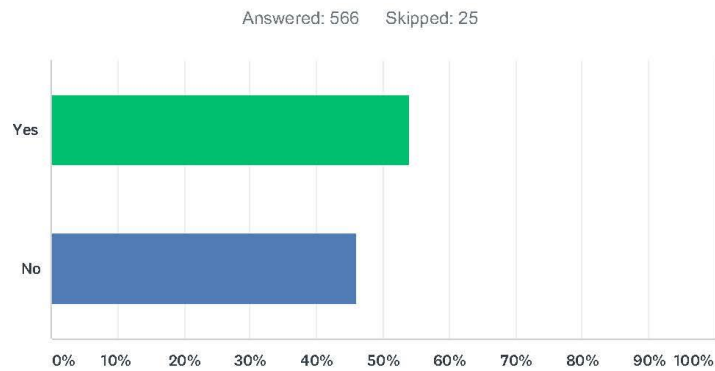
2018 Annual Survey

The purpose of this survey is for Student Congress to establish a better understanding of what the Kapi‘olani CC student body identifies as needs to address.

Participants: Approximately 7200 students were contacted, and 591 responded (8.2%)

Tech Fee Ballot

Do you support a \$5 fee to enhance Wi-Fi across the KCC campus?

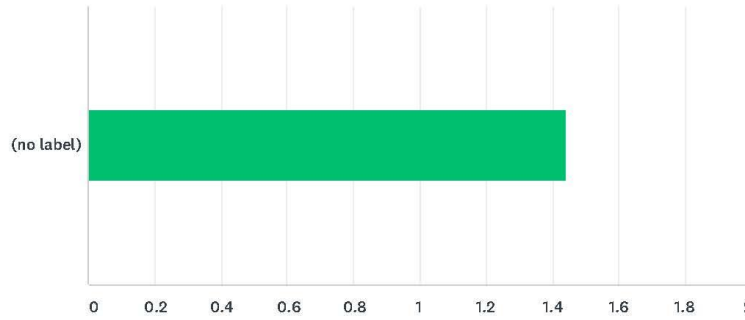


ANSWER CHOICES	RESPONSES	
Yes	54.06%	306
No	45.94%	260
TOTAL		566

Campus Computer Usage

How often do you use campus computers?

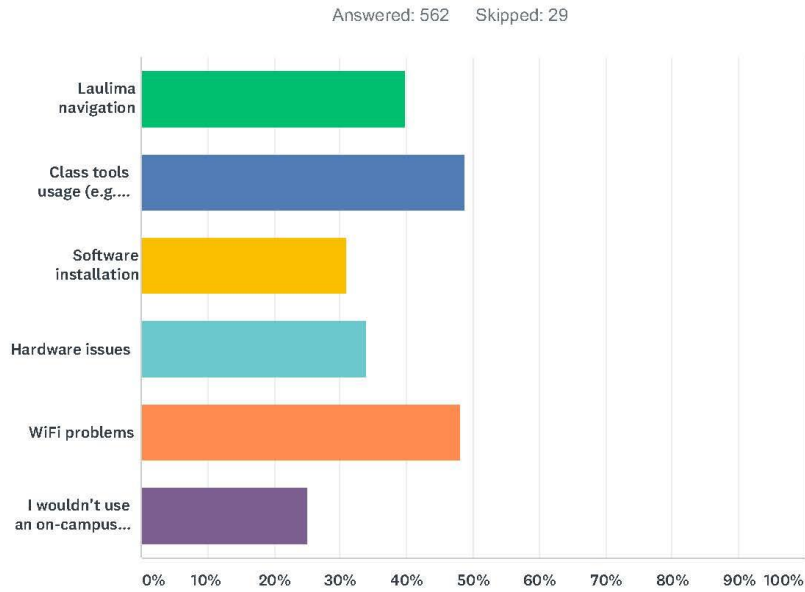
Answered: 551 Skipped: 40



	ALWAYS (4+ TIMES A WEEK)	SOMETIMES (1-3 TIMES A WEEK)	RARELY (1-3 TIMES A MONTH)	NEVER	TOTAL	WEIGHTED AVERAGE
(no label)	21.23% 117	28.31% 156	23.59% 130	26.86% 148	551	1.44

Tech Help Desk

If KCC had Help Desk Services, when would you contact them for assistance?

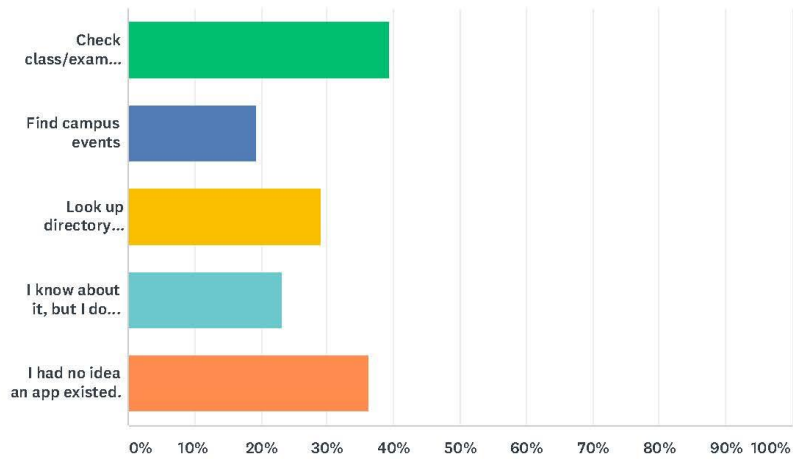


ANSWER CHOICES	RESPONSES	
Lulima navigation	39.68%	223
Class tools usage (e.g. online testing or interactive textbooks)	48.75%	274
Software installation	30.96%	174
Hardware issues	33.81%	190
WiFi problems	48.22%	271
I wouldn't use an on-campus help desk.	25.09%	141
Total Respondents: 562		

Kapi'olani CC Mobile App

How do you use the KCC mobile app?

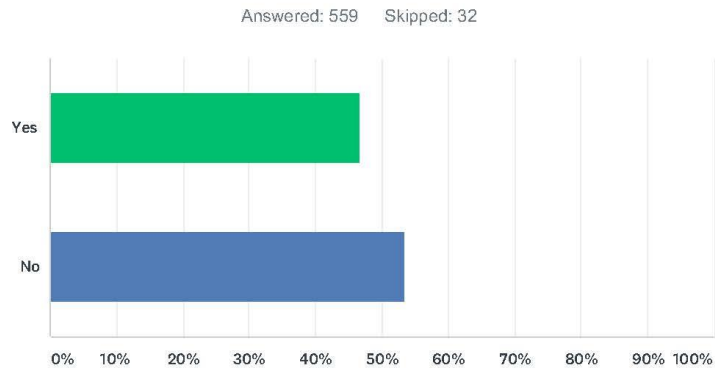
Answered: 562 Skipped: 29



ANSWER CHOICES	RESPONSES	
Check class/exam scheduling	39.32%	221
Find campus events	19.22%	108
Look up directory information (e.g. office hours for professors)	29.18%	164
I know about it, but I don't use it.	23.13%	130
I had no idea an app existed.	36.12%	203
Total Respondents: 562		

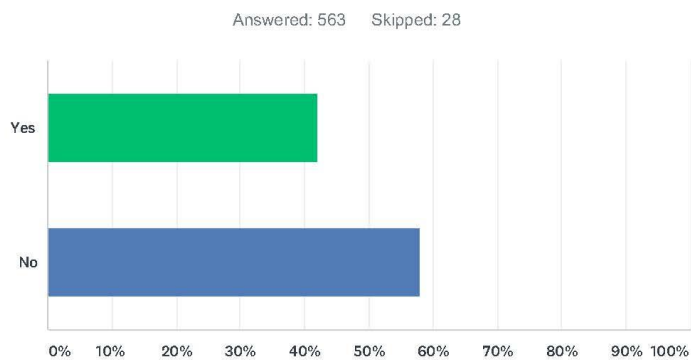
Biki Bike Share

Would you use Biki bike share if there was a location near campus?



ANSWER CHOICES	RESPONSES	
Yes	46.69%	261
No	53.31%	298
TOTAL		559

The Biki bike share system offers a rate of \$60 for a semester of an unlimited number of 30-minute rides. If Biki offered a discount to students, would you be willing to pay \$36 (40% discount) per semester?

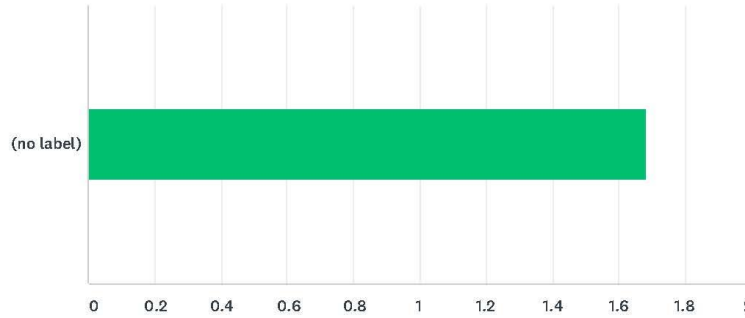


ANSWER CHOICES	RESPONSES	
Yes	42.10%	237
No	57.90%	326
TOTAL		563

Campus Food and Drinks

How often do you purchase food from the cafeteria?

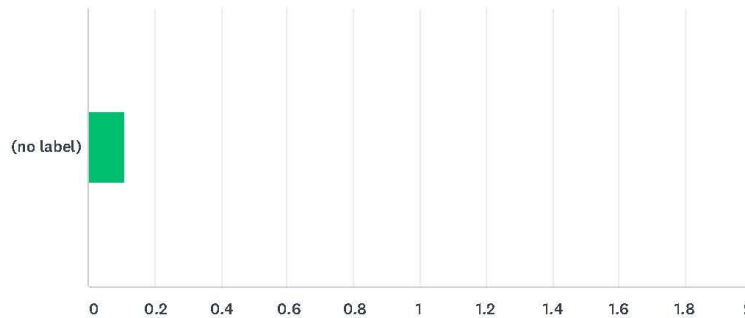
Answered: 562 Skipped: 29



	DAILY	1-3 TIMES PER WEEK	1-3 TIMES PER MONTH	1-3 TIMES PER SEMESTER	NEVER	TOTAL	WEIGHTED AVERAGE
(no label)	9.79% 55	26.87% 151	15.48% 87	17.26% 97	30.60% 172	562	1.68

How satisfied are you with the food options served in the cafeteria?

Answered: 391 Skipped: 200

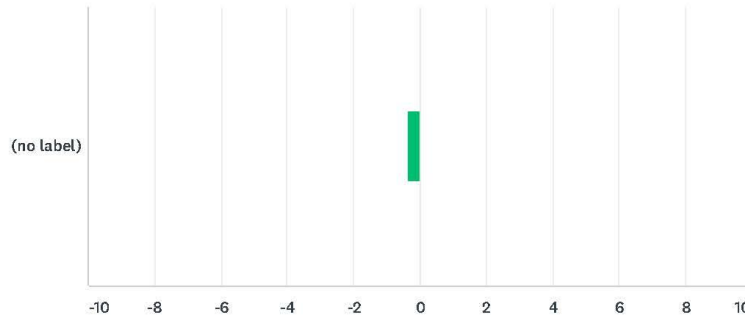


	HIGHLY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	HIGHLY UNSATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	6.14% 24	28.90% 113	40.66% 159	18.41% 72	5.88% 23	391	0.11

Campus Food and Drinks (continued)

Please rate your opinion on the prices of food options in the cafeteria:

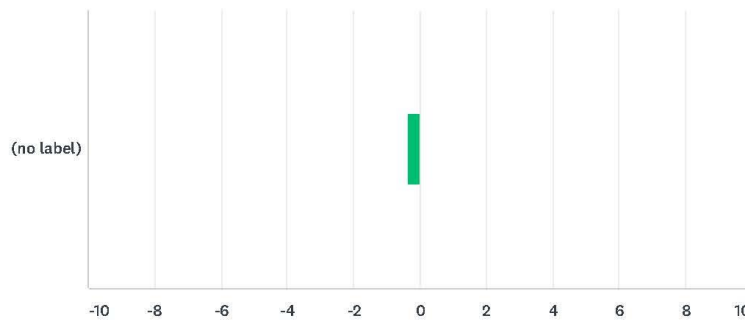
Answered: 387 Skipped: 204



	LOW PRICES	AVERAGE PRICES	HIGH PRICES	TOTAL	WEIGHTED AVERAGE
(no label)	9.30% 36	49.61% 192	41.09% 159	387	-0.32

Please rate your opinion on the portion sizes in the cafeteria:

Answered: 388 Skipped: 203

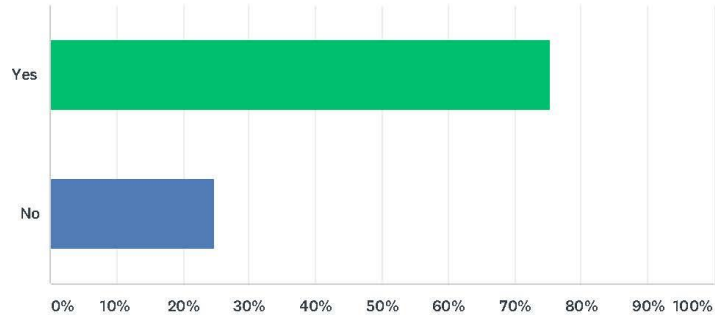


	TOO MUCH	JUST RIGHT	NOT ENOUGH	TOTAL	WEIGHTED AVERAGE
(no label)	4.12% 16	57.99% 225	37.89% 147	388	-0.34

Campus Food and Drinks (continued)

Are you generally on campus after 2pm?

Answered: 389 Skipped: 202

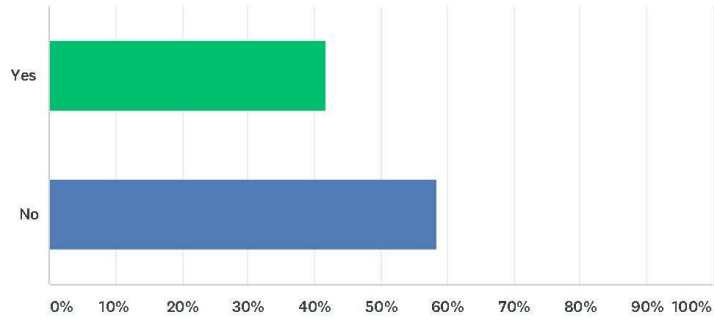


ANSWER CHOICES	RESPONSES	
Yes	75.32%	293
No	24.68%	96
TOTAL		389

Campus Food and Drinks (continued)

Do you feel the coffee options in the cafeteria are sufficient?

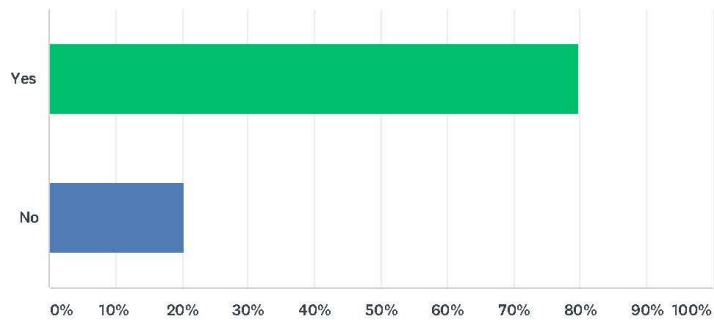
Answered: 550 Skipped: 41



ANSWER CHOICES	RESPONSES	
Yes	41.64%	229
No	58.36%	321
TOTAL		550

Would you visit a coffee shop or coffee cart on campus?

Answered: 555 Skipped: 36

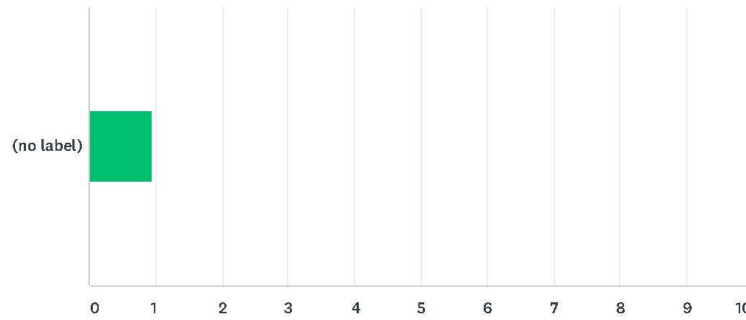


ANSWER CHOICES	RESPONSES	
Yes	79.64%	442
No	20.36%	113
TOTAL		555

Campus Safety and Accessibility

Overall, how safe do you feel on campus?

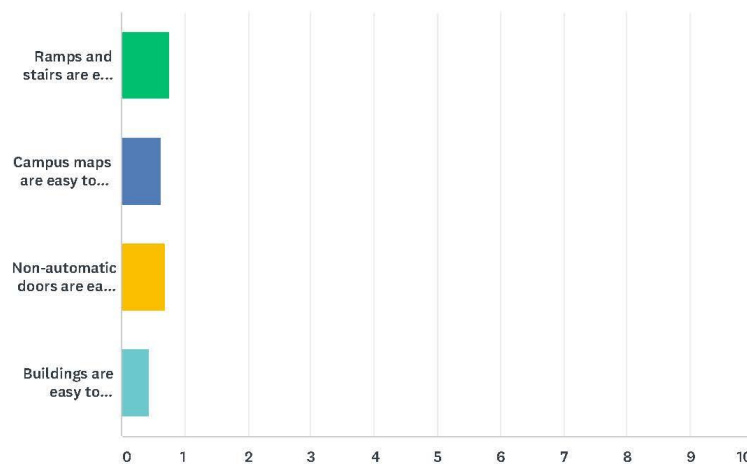
Answered: 554 Skipped: 37



	VERY SAFE	SAFE	NEUTRAL	UNSAFE	VERY UNSAFE	TOTAL	WEIGHTED AVERAGE
(no label)	23.83%	50.72%	22.74%	1.62%	1.08%	554	0.95
	132	281	126	9	6		

Please rate the following regarding accessibility on the KCC campus:

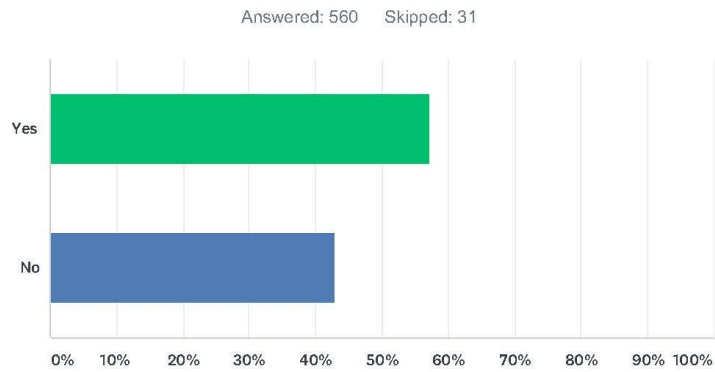
Answered: 554 Skipped: 37



	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Ramps and stairs are easy to navigate.	19.53%	47.74%	19.17%	6.87%	1.81%	4.88%	553	0.76
	108	264	106	38	10	27		
Campus maps are easy to understand.	19.31%	41.88%	20.94%	7.22%	5.78%	4.87%	554	0.62
	107	232	116	40	32	27		
Non-automatic doors are easy to open.	17.85%	45.90%	22.59%	6.01%	3.10%	4.55%	549	0.69
	98	252	124	33	17	25		
Buildings are easy to navigate for people with differing levels of mobility.	12.77%	34.85%	28.47%	9.12%	4.38%	10.40%	548	0.43
	70	191	156	50	24	57		

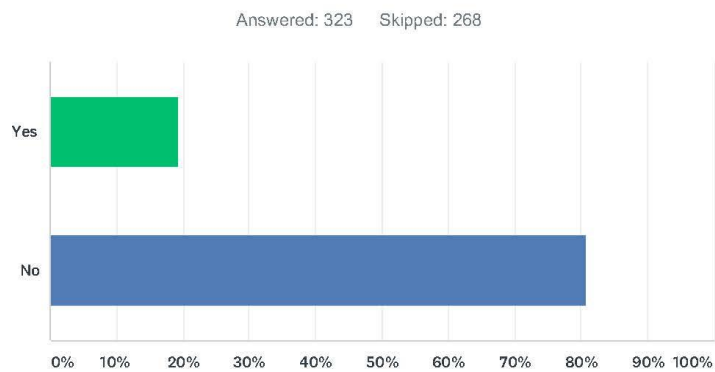
On-Campus Parking

Do you park on campus?



ANSWER CHOICES	RESPONSES	
Yes	57.14%	320
No	42.86%	240
TOTAL		560

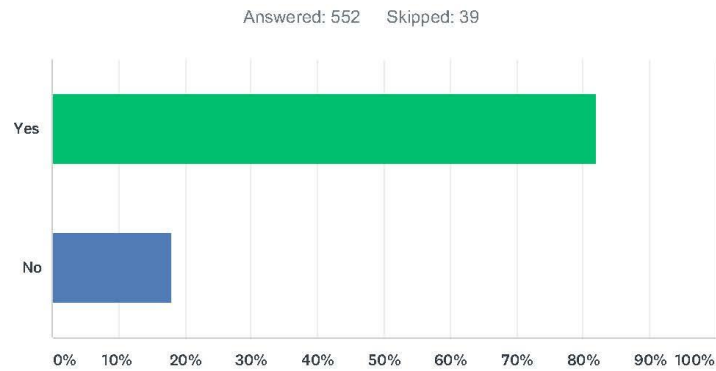
If parking on campus was enforced, would you pay \$40-\$65 per semester for a parking permit?



ANSWER CHOICES	RESPONSES	
Yes	19.20%	62
No	80.80%	261
TOTAL		323

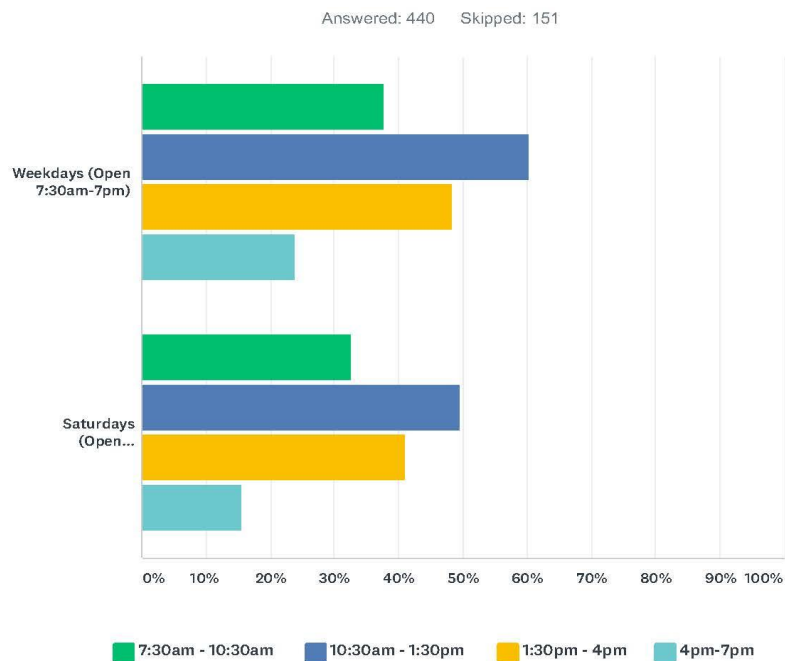
Library Hours

Do you use the library?



ANSWER CHOICES	RESPONSES	
Yes	82.07%	453
No	17.93%	99
TOTAL		552

I am typically at the library during the following times:

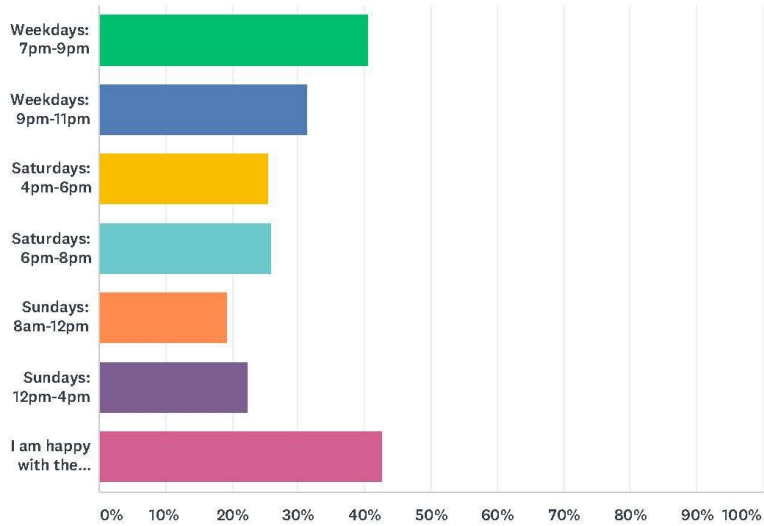


	7:30AM - 10:30AM	10:30AM - 1:30PM	1:30PM - 4PM	4PM-7PM	TOTAL RESPONDENTS
Weekdays (Open 7:30am-7pm)	37.76% 165	60.18% 263	48.28% 211	23.80% 104	437
Saturdays (Open 8:30am-4pm)	32.56% 42	49.61% 64	41.09% 53	15.50% 20	129

Library Hours (continued)

If the library extended its hours, I would be there during the following times:

Answered: 438 Skipped: 153



ANSWER CHOICES	RESPONSES
Weekdays: 7pm-9pm	40.64% 178
Weekdays: 9pm-11pm	31.28% 137
Saturdays: 4pm-6pm	25.57% 112
Saturdays: 6pm-8pm	26.03% 114
Sundays: 8am-12pm	19.18% 84
Sundays: 12pm-4pm	22.37% 98
I am happy with the current library hours.	42.69% 187
Total Respondents: 438	