The University of Hawai‘i at Mānoa conducted a survey to all undergraduate students who were enrolled in the 2011-2012 academic year but did not re-enroll in Fall 2012. The goal of the survey was to identify reasons why students left the institution. The Office of the Vice Chancellor for Students will use the results to inform the larger campus about key issues identified by students as barriers to their success.

A total of 2,263 (former) students were asked to complete the survey and 695 responded yielding a 31% response rate.

Respondent Demographics
- 59% Female, 55% White, 22% Japanese, 16% Filipino, 15% Chinese, 13% Hawaiian
- 57% started at UHM as a transfer student
- 58% stated O‘ahu was their permanent residence; 31% were from the mainland; 7% from a neighbor island
- 65% lived off-campus; 48% lived with their parents or family members; 34% in a house or apartment within driving distance (not with family)

Current Enrollment
- 64% are presently enrolled in a college or university
  o Kapiolani CC, UH West Oahu, HPU, Honolulu CC, Leeward CC, and UH Hilo are identified as schools of attendance by the respondents (in respective order)
- 33% plan to re-enroll at UHM in the future
- Of those respondents not currently enrolled, 64% plan to re-enroll in a postsecondary institution within the next year.

Reasons for Leaving

ACADEMIC
- Over 30% of respondents listed their “dissatisfaction with major” as a reason for their departure. More than 40% were dissatisfied with the quality of instruction.
- Students also took accountability for their actions: 20% identified earning poor grades as a major reason (15% minor) for their departure. About 30% also acknowledge they did not take enough responsibility for their learning.

FINANCIAL
- 56% of respondents state “received inadequate financial aid” as a major (34%) and minor (22%) reason for their leaving UHM.
- Over two thirds (78%) assert that tuition and fees are not affordable and 66% point to the high cost of living in Honolulu for their disenrollment.

SUPPORT SERVICES
- A significant amount of students (60%) report “inadequate academic advising” as a reason for their departure. Half also state faculty are unhelpful, while 42% state staff are unhelpful.
- About half of students list “inadequate parking” as a reason influencing their decision to not return to campus.

PERSONAL
- About 20% of respondents always planned to transfer to another college; however a little less than half decided while at UHM to transfer to another college (25% major reason, 20% minor reason).
- Three major reasons for the departure of students were that family circumstances changed (22%), they needed to move to another location (22%), and wanted to be closer to home (19%).

Satisfaction
- 77% of respondents were satisfied with their overall experience at UHM (21% of those were very satisfied)