### Use of Student Services - Analysis (with data "on hand")

### Bar charts/graphs:

- Services college-wide and by campus (5 X 3 = 15 charts)
- Services college-wide and by service (7 X 3 = 21 charts)
- Each service by FTS, continuing students, and graduate exit students (7 charts)
- all campuses by each individual campus (2 X 4 = 8 charts)
- all services by each individual service (2 X 7 = 14 charts)
- multi-campus use of services should this be factored in, why? (Have data for FTS and grad. only) 

  unless there is a way of knowing which campus the student uses, this should be included, because they are declaring that they use all campuses for the particular service. Not to include this category could potentially reduce the numbers of services used, and decrease the reliability of the analysis.

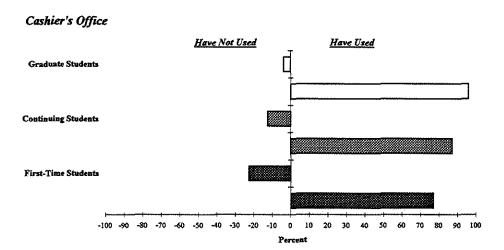
### Time Series (line graphs):

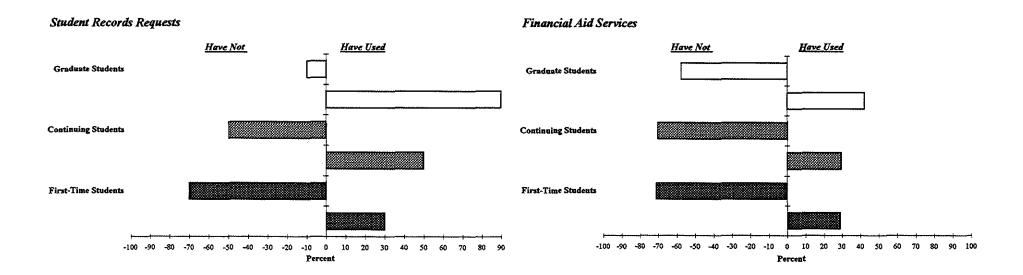
- Over five years: all three groups of students by each service (one chart)
- Over five years: all three groups of students by campus (one chart) (need more data for this)

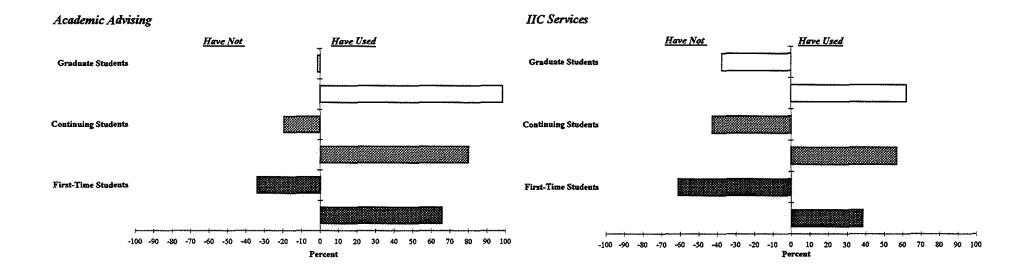
### Calculations:

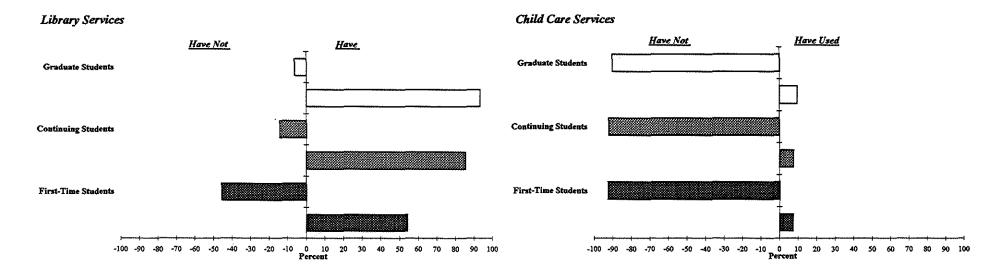
- total percentage of all students using the all the services (100%, 25 point scale)
  - → see tables noted (%age of total)
- percentage of students using services at each campus (100% at each campus, 100 point scale)
  - → see other tables this is the same as the campus-wide figures

## Student Use of Services First-Time, Continuing and Graduate Exit Student \( \) 1992-1993

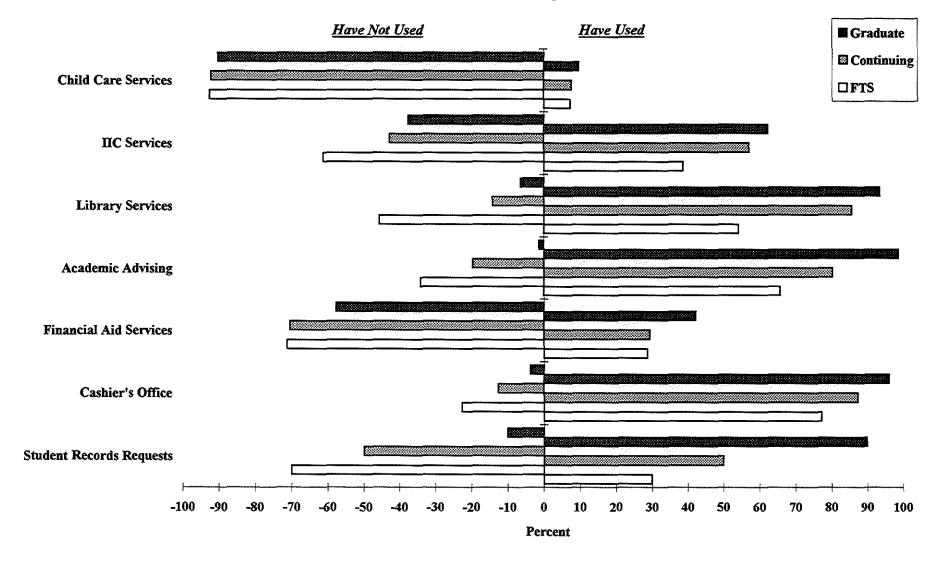






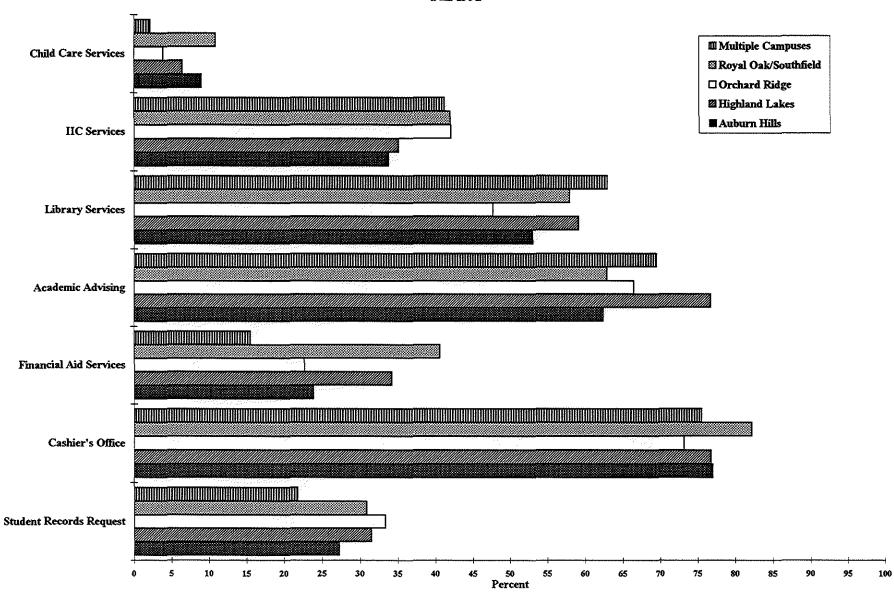


### Student Use of Services - Campus-Wide



Services Used by

Use-of-Services by First-Time Students Fall 1992



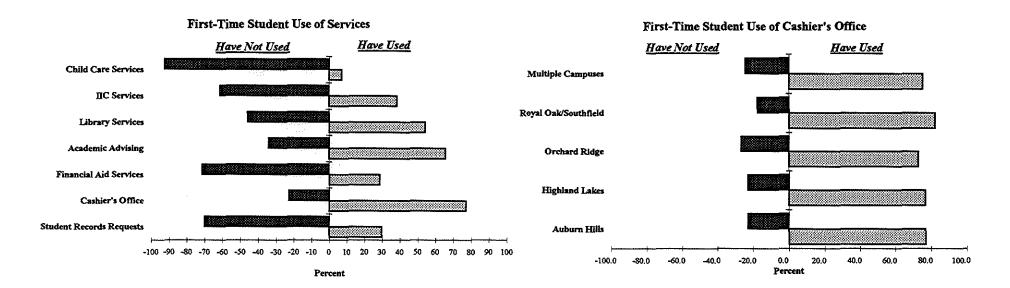
### First-Time Student Survey Fall 1992

### First-Time Student Use of Services - College Wide

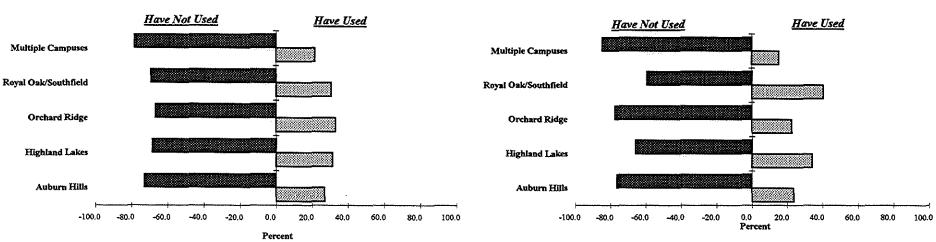
### College-Wide

| College-Wide               |           |         |               |         |                       |           |         |               |              |
|----------------------------|-----------|---------|---------------|---------|-----------------------|-----------|---------|---------------|--------------|
|                            | Number    | Percent | Number        | Percent |                       |           |         |               |              |
|                            | Have Used |         | Have Not Used |         | 4. Academic Advising  |           |         |               |              |
| Student Records Requests   | 260       | 30.0    | 606           | -70.0   |                       | Number    | Percent | Number        | Percent      |
| Cashier's Office           | 667       | 77.3    | 196           | -22.7   |                       | Have      | Used    | Have N        | lot Used     |
| Financial Aid Services     | 249       | 28.8    | 615           | -71.2   | Auburn Hills          | 160       | 62.5    | 96            | -37.5        |
| Academic Advising          | 569       | 65.9    | 295           | -34.1   | Highland Lakes        | 83        | 76.9    | 25            | -23.1        |
| Library Services           | 472       | 54.3    | 397           | -45.7   | Orchard Ridge         | 153       | 66.5    | 77            | -33.5        |
| IIC Services               | 337       | 38.8    | 532           | -61.2   | Royal Oak/Southfield  | 141       | 62.9    | 83            | -37.1        |
| Child Care Services        | 65        | 7.5     | 803           | -92.5   | Multiple Campuses     | 32        | 69.6    | 14            | -30.4        |
| Total                      | 2619      |         | 3444          |         | Total                 | 569       | 65.9    | 295           | -34.1        |
| 1. Student Records Request |           |         |               |         | 5. Library Services   |           |         |               |              |
|                            | Have Used |         | Have Not Used |         |                       | Have Used |         | Have Not Used |              |
| Auburn Hills               | 70        | 27.2    | 187           | -72.8   | Auburn Hills          | 136       | 53.1    | 120           | -46.9        |
| Highland Lakes             | 34        | 31.5    | 74            | -68.5   | Highland Lakes        | 64        | 59.3    | 44            | -40.7        |
| Orchard Ridge              | 76        | 33.3    | 152           | -66.7   | Orchard Ridge         | 110       | 47.8    | 120           | -52.2        |
| Royal Oak/Southfield       | 70        | 30.8    | 157           | -69.2   | Royal Oak/Southfield  | 133       | 58.1    | 96            | -41.9        |
| Multiple Campuses          | 10        | 21.7    | 36            | -78.3   | Multiple Campuses     | 29        | 63.0    | 17            | -37.0        |
| Total                      | 260       | 30.0    | 606           | -70.0   | Total                 | 472       | 54.3    | 397           | -45.7        |
| 2. Cashier's Office        |           |         |               |         | 6. IIC Services       |           |         |               |              |
|                            | Have Used |         | Have Not Used |         |                       | Have Used |         | Have Not Used |              |
| Auburn Hills               | 198       | 77.0    | 59            | -23.0   | Auburn Hills          | 87        | 33.9    | 170           | -66.1        |
| Highland Lakes             | 83        | 76.9    | 25            | -23.1   | Highland Lakes        | 38        | 35.2    | 70            | -64.8        |
| Orchard Ridge              | 167       | 73.2    | 61            | -26.8   | Orchard Ridge         | 97        | 42.2    | 133           | -57.8        |
| Royal Oak/Southfield       | 185       | 82.2    | 40            | -17.8   | Royal Oak/Southfield  | 96        | 42.1    | 132           | -57.9        |
| Multiple Campuses          | 34        | 75.6    | 11            | -24.4   | Multiple Campuses     | 19        | 41.3    | 27            | -58.7        |
| Total                      | 667       | 77.3    | 196           | -22.7   | Total                 | 337       | 38.8    | 532           | -61.2        |
| 3. Financial Aid           |           |         |               |         | 7. Child Care Service | es        |         |               |              |
|                            | Have Used |         | Have Not Used |         |                       | Have Used |         | Have Not Used |              |
| Auburn Hills               | 61        | 23.8    | 195           | -76.2   | Auburn Hills          | 23        | 9.0     | 232           | -91.0        |
| Highland Lakes             | 37        | 34.3    | 71            | -65,7   | Highland Lakes        | 7         | 6.5     | 101           | <b>-93.5</b> |
| Orchard Ridge              | 52        | 22.7    | 177           | -77,3   | Orchard Ridge         | 9         | 3.9     | 221           | -96.1        |
| Royal Oak/Southfield       | 92        | 40.7    | 134           | -59.3   | Royal Oak/Southfield  | 25        | 10.9    | 204           | -89.1        |
| Multiple Campuses          | 7         | 15.6    | 38            | -84.4   | Multiple Campuses     | 1         | 2.2     | 45            | -97.8        |
| Total                      | 249       | 28.8    | 615           | -71.2   | Total                 | 65        | 7.5     | 803           | -92.5        |
|                            |           |         |               |         |                       |           |         |               |              |

# First-Time Student Use of Services Campus-Wide and by Individual Service Fall 1992

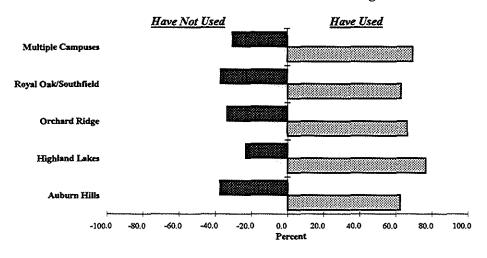




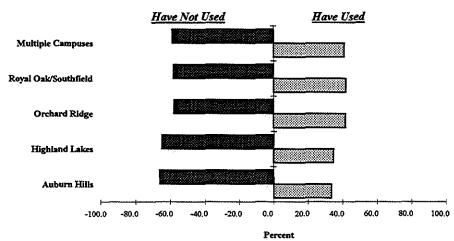


First-Time Student Use of Financial Aid Services

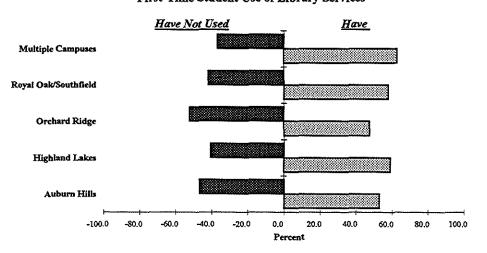
First-Time Student Use of Academic Advising



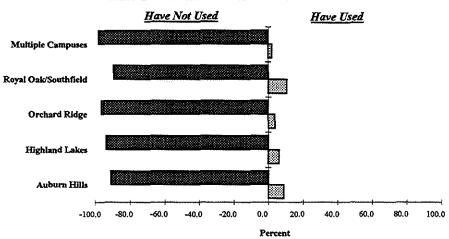
#### First-Time Student Use of IIC Services



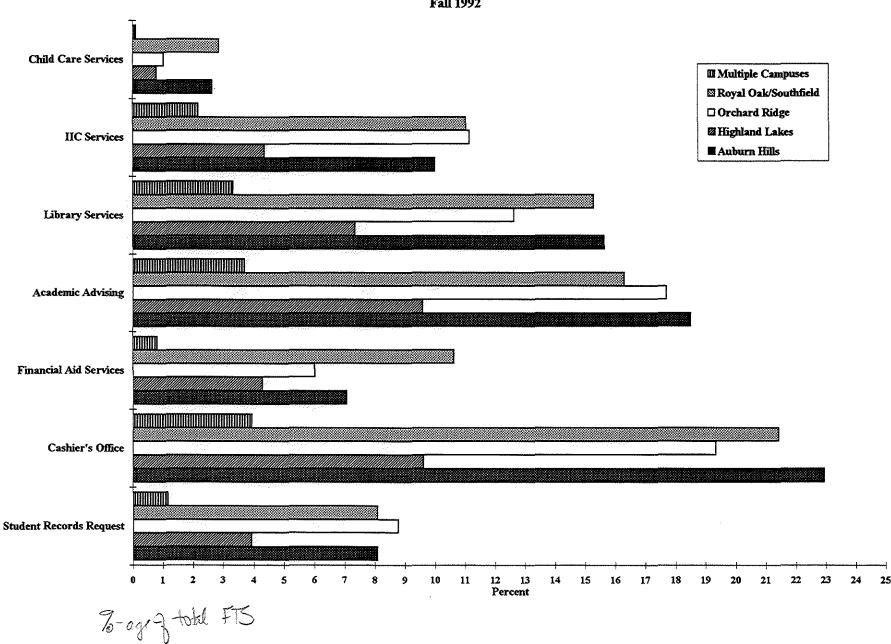
First-Time Student Use of Library Services



First-Time Student Use of Child Care Services



### Use of Services by First-Time Students Fall 1992



### First-Time Student Survey Fall 1992

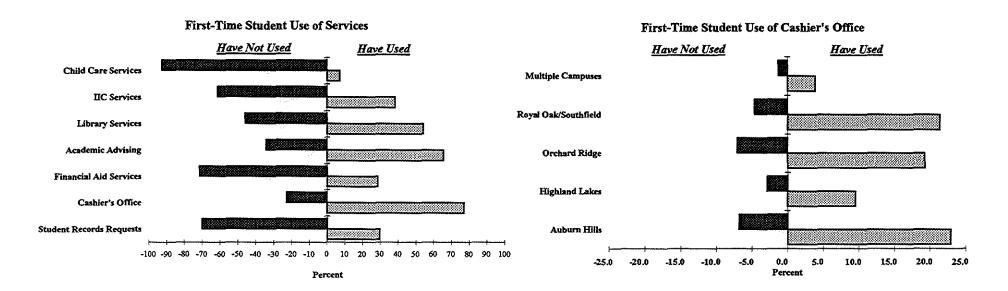
### First-Time Student Use of Services - College Wide

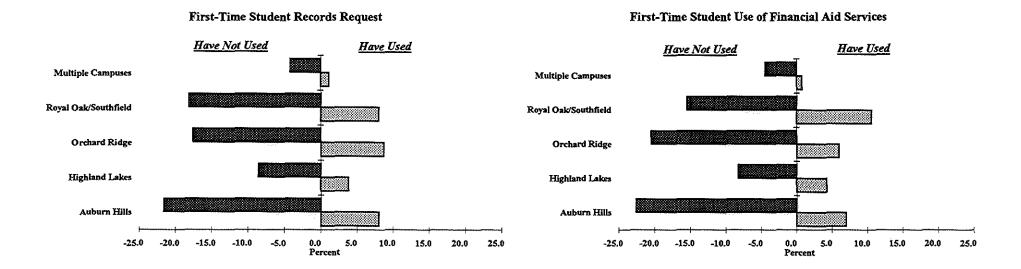
### College-Wide

| Conege-wide                |           |         |               |              |                       |           |         |               |          |
|----------------------------|-----------|---------|---------------|--------------|-----------------------|-----------|---------|---------------|----------|
|                            | Number    | Percent | Number        | Percent      |                       |           |         |               |          |
|                            | Have Used |         | Have Not Used |              | 4. Academic Advising  |           |         |               |          |
| Student Records Requests   | 260       | 30.0    | 606           | -70.0        |                       | Number    | Percent | Number        | Percent  |
| Cashier's Office           | 667       | 77.3    | 196           | -22.7        |                       | Have      | Used    | Have 1        | Not Used |
| Financial Aid Services     | 249       | 28.8    | 615           | <b>-71.2</b> | Auburn Hills          | 160       | 18.5    | 96            | -11.1    |
| Academic Advising          | 569       | 65.9    | 295           | -34.1        | Highland Lakes        | 83        | 9.6     | 25            | -2.9     |
| Library Services           | 472       | 54.3    | 397           | -45.7        | Orchard Ridge         | 153       | 17.7    | 77            | -8.9     |
| IIC Services               | 337       | 38.8    | 532           | -61.2        | Royal Oak/Southfield  | 141       | 16.3    | 83            | -9.6     |
| Child Care Services        | 65        | 7.5     | 803           | -92.5        | Multiple Campuses     | 32        | 3.7     | 14            | -1.6     |
| Total                      | 2619      |         | 3444          |              | Total                 | 569       | 65.9    | 295           | -34.1    |
| 1. Student Records Request |           |         |               |              | 5. Library Services   |           |         |               |          |
|                            | Have Used |         | Have Not Used |              |                       | Have Used |         | Have Not Used |          |
| Auburn Hills               | 70        | 8.1     | 187           | -21.6        | Auburn Hills          | 136       | 15.7    | 120           | -13.8    |
| Highland Lakes             | 34        | 3.9     | 74            | -8.5         | Highland Lakes        | 64        | 7.4     | 44            | -5.1     |
| Orchard Ridge              | 76        | 8.8     | 152           | -17.6        | Orchard Ridge         | 110       | 12.7    | 120           | -13.8    |
| Royal Oak/Southfield       | 70        | 8.1     | 157           | -18.1        | Royal Oak/Southfield  | 133       | 15.3    | 96            | -11.0    |
| Multiple Campuses          | 10        | 1.2     | 36            | -4.2         | Multiple Campuses     | 29        | 3.3     | 17            | -2.0     |
| Total                      | 260       | 30.0    | 606           | -70.0        | Total                 | 472       | 54.3    | 397           | -45.7    |
| 2. Cashier's Office        |           |         |               |              | 6. IIC Services       |           |         |               |          |
|                            | Have Used |         | Have Not Used |              |                       | Have Used |         | Have Not Used |          |
| Auburn Hills               | 198       | 22.9    | 59            | -6.8         | Auburn Hills          | 87        | 10.0    | 170           | -19.6    |
| Highland Lakes             | 83        | 9.6     | 25            | <b>-</b> 2.9 | Highland Lakes        | 38        | 4.4     | 70            | -8.1     |
| Orchard Ridge              | 167       | 19.4    | 61            | -7.1         | Orchard Ridge         | 97        | 11.2    | 133           | -15.3    |
| Royal Oak/Southfield       | 185       | 21.4    | 40            | -4.6         | Royal Oak/Southfield  | 96        | 11.0    | 132           | -15.2    |
| Multiple Campuses          | 34        | 3.9     | 11            | -1.3         | Multiple Campuses     | 19        | 2.2     | 27            | -3.1     |
| Total                      | 667       | 77.3    | 196           | -22.7        | Total                 | 337       | 38.8    | 532           | -61.2    |
| 3. Financial Aid           |           |         |               |              | 7. Child Care Service | es        |         |               |          |
|                            | Have Used |         | Have Not Used |              |                       | Have Used |         | Have Not Used |          |
| Auburn Hills               | 61        | 7.1     | 195           | -22.6        | Auburn Hills          | 23        | 2.6     | 232           | -26.7    |
| Highland Lakes             | 37        | 4.3     | 71            | -8.2         | Highland Lakes        | 7         | 0.8     | 101           | -11.6    |
| Orchard Ridge              | 52        | 6.0     | 177           | -20.5        | Orchard Ridge         | 9         | 1.0     | 221           | -25.5    |
| Royal Oak/Southfield       | 92        | 10.6    | 134           | -15.5        | Royal Oak/Southfield  | 25        | 2.9     | 204           | -23.5    |
| Multiple Campuses          | 7         | 0.8     | 38            | -4.4         | Multiple Campuses     | 1         | 0.1     | 45            | -5.2     |
| Total                      | 249       | 28.8    | 615           | -71.2        | Total                 | 65        | 7.5     | 803           | -92.5    |
|                            |           |         |               |              |                       |           |         |               |          |

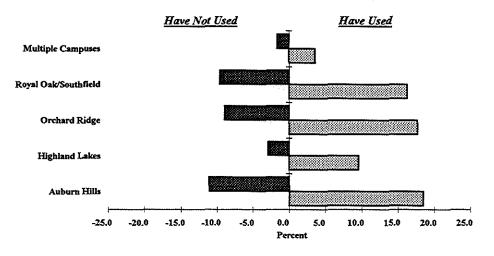
- total % of FTS

# First-Time Student Use of Services Campus-Wide and by Individual Service Fall 1992

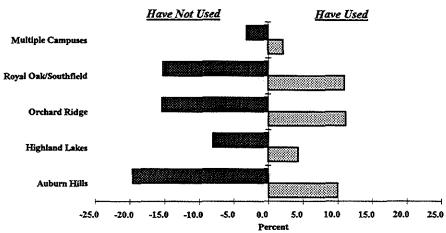




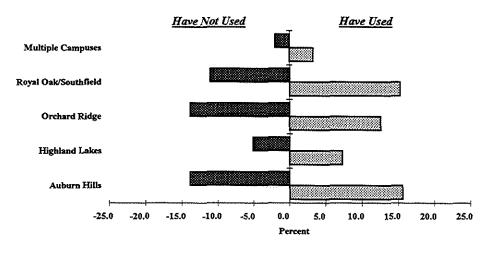
#### First-Time Student Use of Academic Advising



#### First-Time Student Use of IIC Services



First-Time Student Use of Library Services



First-Time Student Use of Child Care Services

