

Senior Survey 2009 Student Services Report University of Kansas

Rate the helpfulness of the services provided by the following offices (5 = Very Helpful -- 1 = Very Unhelpful)	Mean Ratings		Percent of Respondents Rating Item 4 or 5		# of Valid Responses	
	2005	2009	2005	2009	2005	2009
University Overall						
Academic Achievement and Access Center	3.5	3.7	41.1	56.9	192	188
Disability Resources	3.4	3.3	29.5	29.8	173	121
Counseling and Psychological Services	3.5	3.5	51.6	45.3	283	161
Hilltop Child Development Center		3.4		32.1		106
KU Info		4.0		75.0		420
KU Writing Center	3.8	3.8	63.8	68.2	387	308
Legal Services for Students	3.9	3.7	64.0	58.7	317	196
New Student Orientation	3.7	3.6	62.7	63.3	972	603
Office of Admissions and Scholarships	3.6	3.7	58.0	63.3	930	578
Office of Multicultural Affairs	3.5	3.5	38.0	45.2	179	166
Office of Student Financial Aid	3.7	3.6	62.4	60.6	796	485
Office of Study Abroad		3.9		68.2		327
Office of the University Registrar		3.7		65.0		605
Student Involvement and Leadership Center		3.9		66.4		330
University Advising Center	3.2	3.3	43.9	50.4	791	492
University Career Center	3.7	3.8	63.9	68.3	618	435
Career services center in your school	3.3	3.8	39.7	67.9	295	430

Rate your level of satisfaction with the following facilities, services, and programs at KU (5 = Very Satisfied -- 1 = Very Unsatisfied)	Mean Ratings					Percent of Question Respondents Rating Item 4 or 5					# of Valid Question Responses				
	1992	1996	2000	2005	2009	1992	1996	2000	2005	2009	1992	1996	2000	2005	2009
University Overall															
Student Health Services				3.7	3.7				66.6	68.9				1,001	621
Campus recreational facilities and equipment	4.1	3.5	3.0	4.3	4.3	79.7	55.5	37.4	87.8	91.7	857	715	697	933	625
Campus recreational/intramural programs	4.1	3.9	3.5	4.1	4.1	79.1	68.9	54.8	82.2	80.2	512	383	434	635	439
University residence hall/scholarship hall facilities	3.4	3.3	3.4	3.7	3.7	47.7	44.6	50.9	66.7	65.6	692	538	556	762	506
Programs sponsored by university residence hall/scholarship halls	3.3	3.2	3.2	3.6	3.6	41.7	36.4	43.6	54.1	54.8	533	423	420	603	425
Food services provided by university residence halls/scholarship halls	2.6	2.9	3.2	3.6	3.5	22.0	30.0	44.0	64.4	57.8	714	537	579	796	519
The KU Memorial Unions food services (The Underground, Hawk Food Stops, and Pulse)	3.8	3.7	3.6	4.0	4.0	68.1	65.5	59.1	77.8	79.9	939	730	714	925	672
The Student Union Activities (SUA) programs	4.1	4.1	3.9	4.0	4.0	78.5	78.2	71.5	78.2	78.0	814	648	596	777	537
Services offered by KU bookstores (in the KU Unions)	3.8	3.9	3.7	3.8	3.8	66.7	66.9	62.2	72.2	71.1	888	777	749	930	616
Online enrollment system/Enroll and Pay				4.1	4.2				82.0	86.1				1,135	710
Kyou Portal					4.2					84.3					695

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		2005	2009	2005	2009	2005	2009
By School							
Academic Achievement and Access Center	Architecture, Design & Planning	3.5	3.3	36.4	28.6	11	7
	Business	3.4	3.7	48.0	63.0	25	27
	Education	3.9	3.8	63.6	62.5	11	24
	Engineering	3.2	3.1	33.3	22.2	12	9
	Journalism	3.6	3.8	41.7	57.1	12	21
	Liberal Arts & Sciences	3.5	3.7	39.4	59.2	99	98
	Music	4.0		50.0		2	
	Pharmacy	3.5	3.0	38.1	25.0	21	4
	Social Welfare	3.5	4.5	50.0	83.3	2	6
Disability Resources	Architecture, Design & Planning	3.4	3.0	33.3	0.0	9	5
	Business	3.3	3.6	27.8	36.4	18	11
	Education	3.4	3.3	50.0	25.0	10	16
	Engineering	3.5	3.5	36.4	37.5	11	8
	Journalism	3.4	3.4	25.0	27.3	12	11
	Liberal Arts & Sciences	3.3	3.3	26.0	31.7	96	63
	Music	3.0		0.0		1	
	Pharmacy	3.4	3.0	35.3	0.0	17	3
	Social Welfare	3.3	3.8	33.3	40.0	3	5
Counseling and Psychological Services	Architecture, Design & Planning	3.8	3.0	61.1	14.3	18	7
	Business	3.3	3.4	48.1	37.5	27	16
	Education	3.4	3.3	54.5	36.8	11	19
	Engineering	3.6	3.0	41.2	12.5	17	8
	Journalism	3.2	3.8	45.8	52.4	24	21
	Liberal Arts & Sciences	3.6	3.5	53.0	48.1	164	79
	Music	4.0	4.3	75.0	100.0	4	3
	Pharmacy	3.5	3.0	43.5	20.0	23	5
	Social Welfare	3.8	4.6	66.7	88.9	6	9
Hilltop Child Development Center	Architecture, Design & Planning		3.1		14.3		7
	Business		3.2		18.2		11
	Education		3.7		52.9		17
	Engineering		3.0		14.3		7
	Journalism		3.3		22.2		9
	Liberal Arts & Sciences		3.2		22.2		45
	Music		5.0		100.0		1
	Pharmacy		3.0		0.0		2
	Social Welfare		4.4		88.9		9

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		2005	2009	2005	2009	2005	2009
KU Info	Architecture, Design & Planning		3.7		58.8		17
	Business		4.0		79.7		59
	Education		4.2		84.6		39
	Engineering		3.8		63.3		30
	Journalism		4.2		85.0		60
	Liberal Arts & Sciences		3.9		72.0		200
	Music		3.8		75.0		4
	Pharmacy		4.2		91.7		12
	Social Welfare		4.1		78.9		19
KU Writing Center	Architecture, Design & Planning	3.7	3.5	61.9	54.5	21	11
	Business	3.7	3.7	59.1	63.0	44	46
	Education	3.9	4.3	66.7	88.6	18	35
	Engineering	3.7	3.6	50.0	52.6	26	19
	Journalism	4.0	3.8	81.3	68.1	32	47
	Liberal Arts & Sciences	3.9	3.8	66.8	67.4	226	144
	Music	3.5	4.0	25.0	100.0	4	3
	Pharmacy	3.5	3.6	40.9	57.1	22	7
	Social Welfare	4.1	4.1	66.7	75.0	9	12
Legal Services for Students	Architecture, Design & Planning	3.6	3.6	58.3	50.0	24	10
	Business	4.2	3.6	76.7	52.0	30	25
	Education	4.1	3.5	75.0	40.9	16	22
	Engineering	3.9	3.9	64.3	66.7	28	12
	Journalism	4.1	3.6	73.1	61.3	26	31
	Liberal Arts & Sciences	3.9	3.8	63.3	64.1	166	92
	Music	4.7	4.5	100.0	100.0	6	2
	Pharmacy	3.5	3.8	39.3	60.0	28	5
	Social Welfare	4.5	3.9	83.3	62.5	6	8
New Student Orientation	Architecture, Design & Planning	3.7	3.5	64.2	47.8	53	23
	Business	3.6	3.7	62.6	61.4	107	88
	Education	3.7	3.8	58.2	67.9	67	56
	Engineering	3.6	3.6	59.3	61.2	81	49
	Journalism	3.9	3.9	78.8	74.7	80	75
	Liberal Arts & Sciences	3.7	3.5	62.1	61.2	512	289
	Music	3.7	3.1	66.7	55.6	12	9
	Pharmacy	3.5	3.5	53.5	53.3	71	15
	Social Welfare	4.0	3.9	67.9	80.0	28	25

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		2005	2009	2005	2009	2005	2009
Office of Admissions and Scholarships	Architecture, Design & Planning	3.6	3.1	60.4	31.8	48	22
	Business	3.6	3.8	55.6	65.0	99	80
	Education	3.8	3.8	75.0	71.2	60	59
	Engineering	3.5	3.5	46.3	57.4	80	47
	Journalism	3.6	3.9	56.3	70.1	71	67
	Liberal Arts & Sciences	3.6	3.7	60.4	63.4	497	276
	Music	3.9	4.0	71.4	80.0	14	10
	Pharmacy	3.4	3.7	45.3	60.0	75	15
	Social Welfare	3.5	3.8	52.2	68.0	23	25
Office of Multicultural Affairs	Architecture, Design & Planning	3.5	3.3	36.4	28.6	11	7
	Business	3.3	3.5	33.3	47.1	18	17
	Education	3.5	3.7	25.0	50.0	4	22
	Engineering	3.6	3.0	44.4	22.2	9	9
	Journalism	3.7	3.7	50.0	60.0	14	25
	Liberal Arts & Sciences	3.5	3.5	36.6	44.9	101	78
	Music	4.0	4.0	50.0	66.7	2	3
	Pharmacy	3.5	2.8	35.0	16.7	20	6
	Social Welfare	3.7	4.0	66.7	66.7	3	6
Office of Student Financial Aid	Architecture, Design & Planning	3.8	3.5	65.3	50.0	49	18
	Business	3.5	3.6	56.0	61.9	75	63
	Education	3.8	3.6	63.6	55.6	55	54
	Engineering	3.5	3.6	57.1	61.0	63	41
	Journalism	3.7	3.8	64.9	67.2	57	58
	Liberal Arts & Sciences	3.7	3.6	63.4	59.5	415	227
	Music	3.7	4.0	61.5	71.4	13	7
	Pharmacy	3.6	3.9	58.4	68.8	77	16
	Social Welfare	3.9	3.7	72.7	61.9	22	21
Office of Study Abroad	Architecture, Design & Planning		4.0		83.3		18
	Business		3.7		60.0		45
	Education		4.0		66.7		30
	Engineering		3.8		60.0		20
	Journalism		3.8		68.1		47
	Liberal Arts & Sciences		3.9		71.6		169
	Music		3.3		66.7		3
	Pharmacy		3.6		40.0		5
	Social Welfare		4.3		77.8		9

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		2005	2009	2005	2009	2005	2009
Office of the University Registrar	Architecture, Design & Planning		3.6		63.0		27
	Business		3.6		61.3		75
	Education		3.7		69.5		59
	Engineering		3.5		58.8		51
	Journalism		3.8		70.6		68
	Liberal Arts & Sciences		3.7		63.2		302
	Music		4.0		88.9		9
	Pharmacy		3.8		69.2		13
	Social Welfare		3.8		69.2		26
Student Involvement and Leadership Center	Architecture, Design & Planning		3.5		53.8		13
	Business		3.9		62.7		51
	Education		3.9		62.5		32
	Engineering		3.7		52.6		19
	Journalism		4.2		83.3		48
	Liberal Arts & Sciences		3.9		66.9		157
	Music		4.3		100.0		4
	Pharmacy		4.0		71.4		7
	Social Welfare		3.9		56.3		16
University Advising Center	Architecture, Design & Planning	2.9	2.5	27.6	18.2	29	11
	Business	3.1	3.3	44.9	49.3	107	71
	Education	3.5	3.2	53.8	46.2	52	52
	Engineering	3.3	3.4	50.0	27.3	28	11
	Journalism	2.9	3.8	38.5	70.8	78	65
	Liberal Arts & Sciences	3.2	3.3	45.7	49.1	462	271
	Music	3.5	4.3	50.0	75.0	10	4
	Pharmacy	2.8	3.0	28.9	28.6	38	7
	Social Welfare	3.7	3.7	50.0	60.0	20	20
University Career Center	Architecture, Design & Planning	3.1	3.3	29.6	47.4	27	19
	Business	4.0	3.7	80.2	68.1	81	69
	Education	4.0	4.2	66.7	78.4	30	37
	Engineering	3.8	3.6	65.7	56.0	67	25
	Journalism	3.5	3.8	61.7	70.7	60	58
	Liberal Arts & Sciences	3.8	3.8	67.0	70.3	321	222
	Music	4.0	4.6	83.3	100.0	6	5
	Pharmacy	3.1	3.3	26.3	33.3	38	6
	Social Welfare	4.1	4.1	75.0	71.4	12	14

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		2005	2009	2005	2009	2005	2009
Career services center in your school	Architecture, Design & Planning	3.1	3.2	29.4	47.4	17	19
	Business	3.8	4.3	62.5	84.4	48	90
	Education	3.4	4.0	43.5	77.8	23	36
	Engineering	3.4	4.2	37.9	80.4	29	51
	Journalism	3.2	4.2	40.0	83.6	35	73
	Liberal Arts & Sciences	3.2	3.4	32.5	50.0	117	154
	Music	3.0	4.0	0.0	88.9	1	9
	Pharmacy	3.4	2.9	44.1	33.3	34	9
	Social Welfare	4.0	4.0	50.0	60.0	4	10

Rate your level of satisfaction with the following facilities, services, and programs at KU (5 = Very Satisfied -- 1 = Very Unsatisfied)		Mean Ratings					Percent of Question Respondents Rating Item 4 or 5					# of Valid Question Responses				
		1992	1996	2000	2005	2009	1992	1996	2000	2005	2009	1992	1996	2000	2005	2009
By School																
Student Health Services	Architecture, Design & Planning				3.8	3.5			65.5	58.3				58	24	
	Business				3.6	3.8			67.3	71.8				107	85	
	Education				3.8	3.6			70.3	68.8				74	64	
	Engineering				3.6	3.5			68.1	65.1				72	43	
	Journalism				3.2	3.7			51.8	71.6				85	74	
	Liberal Arts & Sciences				3.7	3.7			67.1	68.5				520	308	
	Music				3.8	4.0			76.9	80.0				13	10	
	Pharmacy				3.8	4.2			72.4	88.2				87	17	
	Social Welfare				3.8	3.7			67.9	60.9				28	23	
Campus recreational facilities and equipment	Allied Health	4.3	4.2	4.2			88.2	82.1	94.4			17	28	18		
	Architecture, Design & Planning	4.2	3.8	3.5	4.2	4.1	78.4	61.4	51.6	86.8	81.5	37	44	31	53	27
	Business	4.0	3.1	2.6	4.2	4.2	75.9	43.3	22.7	88.7	87.6	108	67	88	115	89
	Education	4.4	3.4	2.7	4.4	4.5	89.6	51.9	30.4	92.3	98.3	67	52	69	65	60
	Engineering	3.9	3.5	2.7	4.1	4.1	74.6	53.6	23.9	78.5	85.2	71	56	67	79	54
	Journalism	4.2	3.5	2.6	4.4	4.3	84.2	47.5	23.4	93.3	95.0	101	59	64	75	80
	Liberal Arts & Sciences	4.0	3.4	3.0	4.4	4.3	77.1	52.2	41.3	89.2	92.0	397	316	283	480	300
	Music	4.5	4.1	3.1	4.3	4.3	100.0	71.4	50.0	92.3	80.0	10	7	8	13	10
	Nursing	4.3	4.3	3.9			90.6	87.2	66.7			32	47	27		
	Pharmacy	4.1	3.4	3.1	4.0	4.5	80.0	48.4	37.8	75.4	100.0	20	31	37	69	13
		Social Welfare	3.9	3.8	3.1	4.5	4.6	72.7	70.6	40.0	95.0	100.0	11	17	15	20

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		1992	1996	2000	2005	2009	1992	1996	2000	2005	2009	1992	1996	2000	2005	2009	
		Campus recreational/intramural programs		Allied Health	3.9	4.3	4.2			75.0	100.0	88.9			8	12	9
		Architecture, Design & Planning	4.2	3.7	3.6	4.0	4.3	80.0	56.5	50.0	72.7	80.0	20	23	22	33	15
		Business	4.1	3.6	3.3	4.2	4.1	79.7	53.5	51.5	87.6	85.9	64	43	68	89	71
		Education	4.4	4.1	3.7	4.3	4.3	95.2	78.9	56.8	90.2	90.5	42	38	44	51	42
		Engineering	3.7	3.8	3.5	4.0	3.7	61.8	64.9	54.8	78.3	70.2	55	37	42	60	47
		Journalism	4.2	3.8	3.6	4.4	4.1	87.5	67.7	64.1	90.2	76.8	64	31	39	51	56
		Liberal Arts & Sciences	4.1	3.9	3.5	4.1	4.1	77.7	71.3	50.9	81.7	79.3	233	164	169	306	198
		Music	4.3	4.5	3.3	4.1	3.8	100.0	100.0	50.0	87.5	66.7	4	2	4	8	6
		Nursing	4.5	3.8	3.9			80.0	66.7	66.7			10	18	12		
		Pharmacy	4.0	4.1	3.7	4.0	4.0	76.9	70.6	55.0	70.6	80.0	13	17	20	51	10
		Social Welfare	4.0	2.5	3.5	4.6	4.3	50.0	50.0	45.5	100.0	81.8	4	2	11	9	11
University residence hall/scholarship hall facilities		Allied Health	4.1	4.2	3.3			88.9	86.7	45.5			9	15	11		
		Architecture, Design & Planning	3.4	3.2	3.5	3.7	3.4	46.7	36.4	55.2	67.3	52.2	30	33	29	49	23
		Business	3.2	3.0	3.4	3.5	3.6	34.9	31.8	46.7	59.5	63.1	83	44	75	84	65
		Education	3.3	3.7	3.6	4.1	4.0	50.9	68.3	62.0	84.2	76.8	55	41	50	57	56
		Engineering	3.3	3.3	3.5	3.5	3.2	49.0	45.0	59.5	59.6	47.5	49	40	42	57	40
		Journalism	3.4	3.2	3.5	3.8	3.8	50.0	42.9	54.2	66.7	71.0	98	49	59	75	69
		Liberal Arts & Sciences	3.4	3.1	3.4	3.8	3.7	47.0	39.9	47.6	69.5	65.3	330	258	248	407	248
		Music	4.1	3.9	2.0	3.9	4.2	75.0	62.5	0.0	78.6	100.0	12	8	6	14	9
		Nursing	4.0	3.8	3.5			64.3	59.3	57.1			14	27	14		
		Pharmacy	3.2	3.3	3.7	3.4	3.9	35.7	38.9	66.7	40.0	62.5	14	18	15	40	8
		Social Welfare	3.3	3.2	3.1	3.8	3.9	44.4	46.7	35.3	66.7	61.5	9	15	17	15	13
Programs sponsored by university residence hall/scholarship halls		Allied Health	4.1	3.8	3.3			75.0	50.0	62.5			8	12	8		
		Architecture, Design & Planning	3.0	3.0	3.5	3.5	3.8	22.7	20.0	57.9	43.6	61.1	22	30	19	39	18
		Business	3.2	3.0	3.0	3.5	3.4	43.8	32.4	26.0	54.0	46.0	64	34	50	63	50
		Education	3.4	3.6	3.7	3.8	3.9	46.3	58.6	62.5	67.4	65.3	41	29	40	43	49
		Engineering	3.0	3.4	3.2	3.5	3.2	35.0	51.7	37.8	53.2	50.0	40	29	37	47	34
		Journalism	3.3	2.9	3.1	3.6	3.8	41.0	21.1	31.0	56.1	59.3	78	38	42	57	59
		Liberal Arts & Sciences	3.2	3.0	3.2	3.6	3.6	41.4	32.9	41.8	56.4	53.4	249	207	194	321	208
		Music	3.6	3.6	2.0	3.7	3.9	66.7	42.9	33.3	69.2	66.7	12	7	3	13	9
		Nursing	3.1	3.6	3.2			41.7	52.6	57.1			12	19	14		
		Pharmacy	3.0	3.1	3.7	3.1	3.7	33.3	35.7	81.8	21.2	57.1	9	14	11	33	7
		Social Welfare	3.3	3.5	3.7	3.7	4.0	25.0	63.6	70.0	50.0	63.6	8	11	10	10	11

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Rate your level of satisfaction with the following facilities, services, and programs at KU (5 = Very Satisfied -- 1 = Very Unsatisfied)		Mean Ratings					Percent of Question Respondents Rating Item 4 or 5					# of Valid Question Responses					
		1992	1996	2000	2005	2009	1992	1996	2000	2005	2009	1992	1996	2000	2005	2009	
		Food services provided by university residence halls/scholarship halls		Allied Health	3.2	3.5	3.5			27.3	46.7	45.5			11	15	11
Architecture, Design & Planning	3.0			2.9	3.7	3.4	3.2	32.3	25.7	74.1	50.9	45.8	31	35	27	53	24
Business	2.5			2.5	2.9	3.5	3.3	20.5	19.6	26.3	64.4	50.8	83	46	76	87	65
Education	2.6			3.3	3.5	3.8	3.8	20.0	43.6	55.6	75.4	71.4	55	39	54	57	56
Engineering	2.7			2.9	3.5	3.5	3.4	23.1	31.1	48.9	62.7	57.5	52	45	47	59	40
Journalism	2.7			2.8	3.0	3.5	3.8	20.8	29.8	27.9	66.3	66.2	96	47	61	80	71
Liberal Arts & Sciences	2.6			2.8	3.2	3.6	3.4	21.1	27.8	42.7	64.8	55.1	346	252	255	423	254
Music	3.3			2.9	3.2	3.9	3.4	50.0	33.3	60.0	73.3	66.7	12	9	5	15	9
Nursing	2.9			3.3	3.6			16.7	41.4	56.3			18	29	16		
Pharmacy	2.7			3.3	3.7	3.7	3.9	16.7	35.3	66.7	54.3	55.6	12	17	15	46	9
Social Welfare	2.4	3.0	3.6	3.8	3.9	11.1	30.8	57.1	75.0	60.0	9	13	21	16	15		
The KU Memorial Unions food services (The Underground, Hawk Food Stops, and Pulse)		Allied Health	3.8	4.2	4.2			64.3	77.8	83.3			14	18	6		
		Architecture, Design & Planning	3.7	3.6	3.9	3.8	3.9	75.0	62.2	67.7	71.7	78.6	36	45	31	53	28
		Business	3.9	3.6	3.6	4.0	4.0	69.1	55.2	55.2	80.4	83.0	110	67	87	97	88
		Education	3.9	4.0	4.0	4.2	4.0	70.5	80.4	73.2	91.7	83.9	78	56	71	60	62
		Engineering	3.6	3.3	3.2	3.7	3.9	52.1	45.3	41.3	70.4	76.4	71	64	63	71	55
		Journalism	3.9	4.1	3.4	3.9	4.1	68.1	83.1	50.8	79.5	82.9	119	59	65	83	82
		Liberal Arts & Sciences	3.9	3.7	3.6	4.0	3.9	69.4	64.1	57.1	79.3	76.6	445	337	308	497	334
		Music	3.7	3.9	3.6	3.9	4.4	54.5	71.4	66.7	83.3	100.0	11	7	9	12	11
		Nursing	3.8	3.9	3.9			71.0	73.1	76.5			31	26	17		
		Pharmacy	3.8	3.8	3.8	3.7	4.3	71.4	69.7	77.5	58.3	87.5	21	33	40	60	16
Social Welfare	4.0	4.0	3.8	4.1	4.3	80.0	71.4	64.3	80.0	91.7	20	28	28	30	24		
The Student Union Activities (SUA) programs		Allied Health	3.9	4.6	4.3			63.6	100.0	91.7			11	17	12		
		Architecture, Design & Planning	3.9	4.1	4.0	4.0	4.1	76.3	82.1	76.5	78.3	83.3	38	39	34	46	24
		Business	3.8	4.0	3.8	3.9	3.8	67.0	78.5	63.9	81.7	71.4	88	65	72	82	70
		Education	4.3	4.3	4.0	4.0	4.2	82.8	87.5	74.5	78.8	84.6	64	48	55	52	52
		Engineering	3.9	3.8	3.8	3.6	3.8	62.1	73.7	67.4	65.0	64.1	66	38	46	60	39
		Journalism	4.3	4.0	3.9	3.9	4.3	88.0	77.2	76.7	79.7	91.7	108	57	60	69	72
		Liberal Arts & Sciences	4.2	4.1	3.9	4.1	4.0	81.2	78.5	69.0	82.4	74.5	405	316	261	425	271
		Music	4.1	3.9	4.1	3.9	4.3	88.9	66.7	85.7	71.4	100.0	9	9	7	14	7
		Nursing	4.1	4.0	3.7			70.6	77.3	58.3			17	22	12		
		Pharmacy	4.2	3.8	4.1	3.6	3.8	85.7	64.0	81.5	51.2	77.8	14	25	27	41	9
Social Welfare	3.8	4.0	4.2	4.1	4.6	66.7	65.0	84.2	80.0	100.0	12	20	19	20	18		

**Senior Survey 2009
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		1992	1996	2000	2005	2009	1992	1996	2000	2005	2009	1992	1996	2000	2005	2009
		Services offered by KU bookstores (in the KU Unions)														
	Allied Health	3.9	4.2	3.9			69.2	79.2	84.6			13	24	13		
	Architecture, Design & Planning	3.8	3.7	3.9	3.8	3.8	63.4	60.0	68.3	70.2	65.4	41	45	41	57	26
	Business	3.7	3.7	3.6	3.8	3.8	64.6	62.2	58.9	72.1	68.4	99	74	90	104	79
	Education	3.9	4.0	4.1	4.0	4.1	72.9	75.9	82.6	78.3	85.0	70	54	69	60	60
	Engineering	3.7	3.5	3.4	3.5	3.5	55.7	55.7	43.5	64.0	53.2	70	61	62	75	47
	Journalism	3.8	4.0	3.8	3.8	4.0	64.8	72.7	67.2	76.3	78.0	105	66	64	76	82
	Liberal Arts & Sciences	3.8	3.9	3.7	3.9	3.8	67.0	65.1	57.8	72.5	69.3	421	335	332	488	303
	Music	3.9	4.0	3.4	3.9	3.8	80.0	75.0	50.0	81.8	75.0	10	8	8	11	8
	Nursing	3.8	3.9	4.1			69.4	77.6	66.7			36	58	18		
	Pharmacy	4.1	3.8	3.9	3.8	4.0	90.5	68.8	75.7	66.7	78.6	21	32	37	69	14
	Social Welfare	3.9	3.9	4.0	3.8	3.9	68.4	66.7	73.1	76.0	77.3	19	27	26	25	22
Online enrollment system/Enroll and Pay																
	Architecture, Design & Planning					4.0	4.0				77.4	83.3			62	30
	Business					4.2	4.1				82.5	78.9			126	95
	Education					4.2	4.3				89.2	89.4			74	66
	Engineering					3.9	4.0				76.6	83.1			94	59
	Journalism					4.0	4.3				76.8	90.5			95	84
	Liberal Arts & Sciences					4.2	4.2				81.8	86.8			588	348
	Music					4.1	4.1				86.7	81.8			15	11
	Pharmacy					4.2	4.2				86.0	88.2			93	17
	Social Welfare					4.4	4.3				86.7	89.3			30	28
Kyou Portal																
	Architecture, Design & Planning						4.0					86.2				29
	Business						4.1					81.1				95
	Education						4.2					84.4				64
	Engineering						3.9					75.4				57
	Journalism						4.3					86.4				81
	Liberal Arts & Sciences						4.2					85.3				341
	Music						4.1					81.8				11
	Pharmacy						4.3					87.5				16
	Social Welfare						4.4					89.3				28