

WINTER 1999 DISENROLLMENT STUDY

Setting: On November 25, 1998, OCC disenrolled 1,766 students for the winter semester for non-payment of tuition after TouchTone #1, totaling roughly 13,197 credit hours.

$$\begin{aligned} 13,197 \times \$47 \text{ per credit} &= \$620,259 \\ 1,766 \times \$35 \text{ registration fee} &= \$61,810 \\ \text{POSSIBLE LOST TUITION AND FEES} &= \$682,069 \end{aligned}$$

Study: OCC's Institutional Research office agreed to track the 1,766 disenrolled students after receiving a list from Bruce Martin, ITS, at the request of Dean James (HL). This particular study had never been done before. It is relevant to note that some students purposely register for more credits than they plan to take, knowing full well they will be disenrolled for non-payment, thus saving open seats in particular classes until Touch Tone #2.

Results: On January 26, 1999, after the tenth day count, Institutional Research reported the following:

- 8.3% of the disenrolled students were new applicants
- 18.4% were returning students (not enrolled in FA/98)
- 73.4% were current students (enrolled in FA/98)

The follow-up study found that a total of 519 students, or 29.4% of the original disenrolled group, did not end up enrolling at OCC in the WI/99 semester. Assuming the institutional average of ~~6.5~~ ^{7.32} credits per student, the following is a calculation of actual lost tuition and fees, not including lab fees, book and food purchases:

$$\begin{aligned} 519 \times 7.32 \text{ credits} \times \$47 \text{ per credit} &= \$158,554 \\ 519 \times \$35 \text{ registration fee} &= \$18,165 \\ \text{LOST TUITION AND FEES FOR WI/99} &= \$176,719 \end{aligned}$$

The group with the highest number of non-returnees were from the former, returning student category.

More Misc. Thoughts on OCC's Disenrollment Policy

On November 25, 1998, OCC disenrolled 1,788 students for the winter semester for non-payment of tuition, totalling 13,351 pre-registered credit hours. Lost tuition revenue can be calculated as follows:

13,351 credit hours X \$47.00/credit = \$627,497
1,788 students X \$35 registration fee = \$62,580
ESTIMATED LOST REVENUE: \$690,077

This seems like a ridiculous amount of money to turn away, not including lost lab fees, books, and food purchases. Is this an institutional policy that hinders good business? As Peter Drucker states, "institutions need to put each of their activities 'on trial for its life'" on a regular basis if they plan to remain competitive.

Questions We Must Answer:

What do students think of OCC after being disenrolled for non-payment?

How many disenrolled students never come back to OCC? Assuming 80% do come back, is it wise to lose over 357 students every winter, or over \$129,000 in tuition and fees for one semester, and millions of dollars over the course of a couple of years?

Why would any school, declining in enrollment, turn away students and, by implication, send the message that they should consider taking their business elsewhere?

In this competitive arena, shouldn't OCC go out of its way to accommodate the needs of students rather than hold firmly to policies created in a time when there were more students than spaces available?

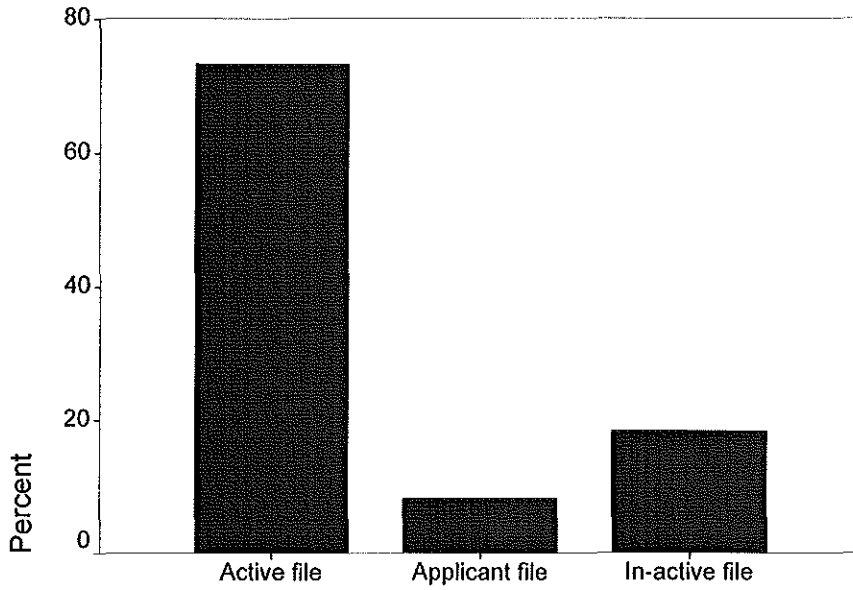
I repeat again what Socrates might say if he were alive today and an administrator at OCC: "The unexamined policy is not worth having." Perhaps it is time to reconsider . . .

Type of Student

Winter 09
Early T&T
Disenrolled Students

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Active file	1295	73.3	73.3	73.3
Applicant file	146	8.3	8.3	81.6
In-active file	325	18.4	18.4	100.0
Total	1766	100.0	100.0	

Type of Student

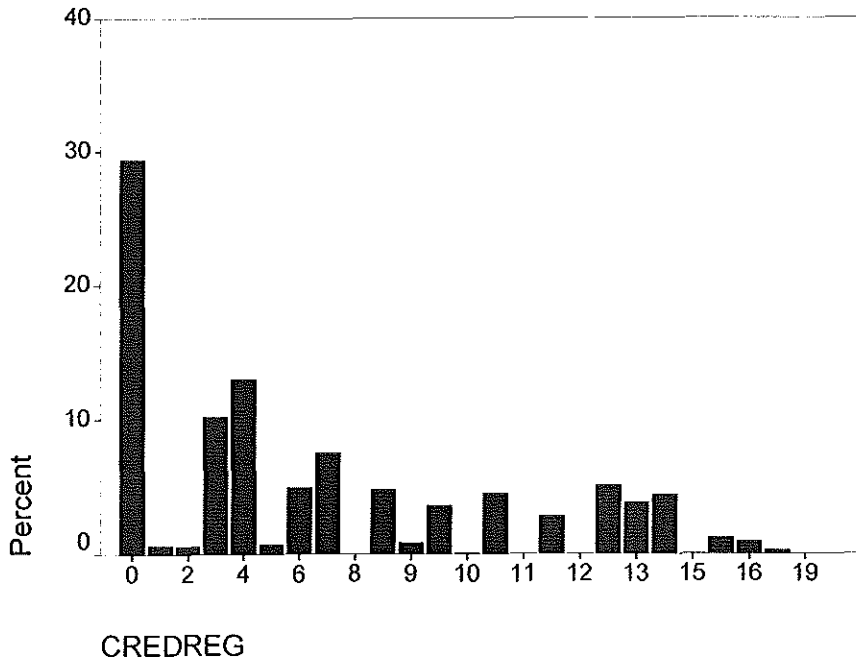


Type of Student

CREDREG

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	519	29.4	29.4	29.4
1	12	.7	.7	30.1
2	11	.6	.6	30.7
3	180	10.2	10.2	40.9
4	230	13.0	13.0	53.9
5	13	.7	.7	54.6
6	87	4.9	4.9	59.6
7	133	7.5	7.5	67.1
8	1	.1	.1	67.2
8	85	4.8	4.8	72.0
9	15	.8	.8	72.8
9	64	3.6	3.6	76.4
10	2	.1	.1	76.6
10	80	4.5	4.5	81.1
11	1	.1	.1	81.1
11	50	2.8	2.8	84.0
12	1	.1	.1	84.0
12	90	5.1	5.1	89.1
13	68	3.9	3.9	93.0
14	78	4.4	4.4	97.4
15	1	.1	.1	97.5
15	21	1.2	1.2	98.6
16	17	1.0	1.0	99.6
17	5	.3	.3	99.9
19	1	.1	.1	99.9
22	1	.1	.1	100.0
Total	1766	100.0	100.0	

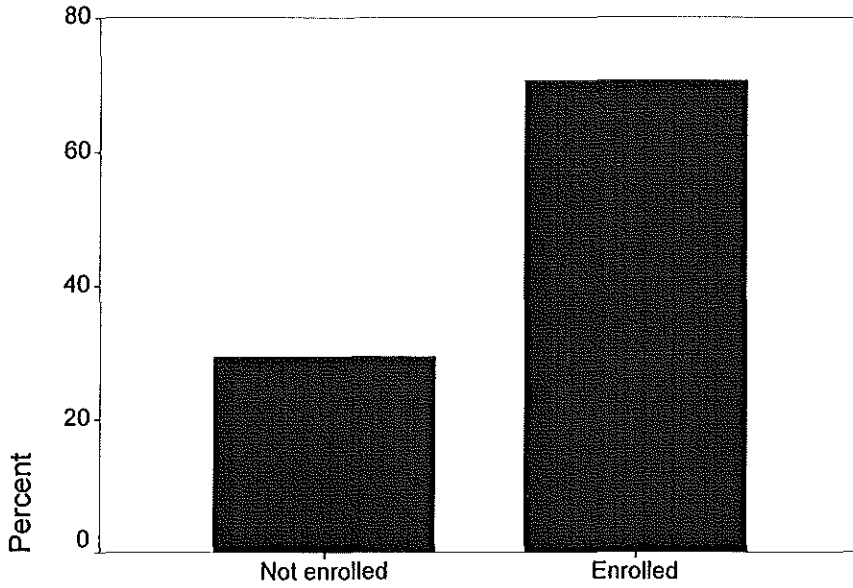
CREDREG



Enrolled Winter 1999

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not enrolled	519	29.4	29.4	29.4
	Enrolled	1247	70.6	70.6	100.0
	Total	1766	100.0	100.0	

Enrolled Winter 1999



Enrolled Winter 1999

Type of Student * Enrolled Winter 1999 Crosstabulation

			Enrolled Winter 1999		Total
			Not enrolled	Enrolled	
Type of Student	Active file	Count	325	970	1295
		% within Type of Student	25.1%	74.9%	100.0%
		% within Enrolled Winter 1999	62.6%	77.8%	73.3%
	Applicant file	Count	50	96	146
		% within Type of Student	34.2%	65.8%	100.0%
		% within Enrolled Winter 1999	9.6%	7.7%	8.3%
	In-active file	Count	144	181	325
		% within Type of Student	44.3%	55.7%	100.0%
		% within Enrolled Winter 1999	27.7%	14.5%	18.4%
Total	Count	519	1247	1766	
	% within Type of Student	29.4%	70.6%	100.0%	
	% within Enrolled Winter 1999	100.0%	100.0%	100.0%	

Type of Student

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Active file	1295	73.3	73.3	73.3
Applicant file	146	8.3	8.3	81.6
In-active file	325	18.4	18.4	100.0
Total	1766	100.0	100.0	