Hurst, Laura

To: Orlowski, Martin
Subject: withdrawl

Marty,

I just wanted to share some of the preliminary results of the student withdrawl analysis with you.

I looked at gender, age, race, and full vs. partial withdrawl differences. All differences discussed here are statistically significant.

The biggest differences occur when comparing those who withdrew from all course versus those who only dropped some of their classes.

    Those who withdrew from SOME classes were more likely to state that their withdrawl was due to...
- being academically unprepared
- class moves too fast
- credit load too heavy
- course won't transfer
- unsatisfied with course content
- unhappy with instructor

    Those who withdrew from ALL classes were more likely to state that their withdrawl was due to...
- time conflict with work
- family responsibilities
- medical reasons
- financial reasons

There were no racial differences. Although because of the relatively small numbers of minority students who withdrew from more than one course, i was only able to analyze the reasons for withdrawl from course #1. Maybe we can talk about what I should do here (there appear to be pros and cons to combining all four withdrawn courses together)

The only age difference that was found was...
    students age 22 and younger who withdrew from course #2 were more likely to state that it was due to being unsatisfied with course content than students age 23-39 and 40 and older. (i recoded the age category) This seems
    rather odd considering no differences were found when analyzing course #1.

There were two statistically significant differences in gender
    men were more likely to state that they were academically unprepared for course #1
    women were more likely to state that they had a time conflict with work for course #2

STUDENT WITHDRAWAL:
PRELIMINARY INDICATIONS
Fall 1999-April 2000

Credits Before:
- Mean= 13.77 credits
- Median= 10 credits
- Mode= 4 credits

Credits After:
- Mean= 10.23 credits
- Median= 5 credits
- Mode= 0 credits

Most Frequently Dropped Courses: Course 1

- ACC 251   174 students
- BIO 150   62 students
- BIO 163   87 students
- BUS 110   59 students
- CHE 100   59 students
- CHE 151   82 students
- CIS 105   162 students
- ECO 261   112 students
- ENG 106   85 students
- ENG 151   225 students
- ENG 152   202 students
- MAT 105   89 students
- MAT 110   322 students
- MAT 115   383 students
- MAT 154   217 students
- MAT 171   89 students
- POL 151   197 students
- PSY 251   84 students
- SOC 251   68 students
- SPA 151   84 students

Reasons for Dropping Course 1:
- Time conflict with work 38%
- Unhappy with instructor 19%
- Class moves too fast 18%
- Academically unprepared 17%
- Credit load too heavy 16%
- Family responsibilities 16%
- Missed too many classes 15%
- Unsatisfied with course content 13%
- Medical reasons 10%
- Personal/financial reasons 8%

- Course not required/changed major 8%
- Course will not transfer 5%
- Misadvised by staff 4%

Most Frequently Dropped Courses: Course 2
- ACC 251   12 students
- ART 151   10 students
- BIO 150   18 students
- BUS 110   13 students
- CIS 105   19 students
- ECO 261   19 students
- ENG 151   21 students
- ENG 152   25 students
- HIS 151   14 students
- HUM 190   14 students
- MAT 105   16 students
- MAT 110   39 students
- MAT 115   32 students
- MAT 154   10 students
- PHI 151   10 students
- POL 151   57 students
- PSY 251   27 students
- SOC 251   14 students
- SPA 151   11 students
- SSC 261   10 students

Reasons for Dropping Course 2:
- Time Conflict with Work 45%
- Family Responsibilities 21%
- Missed too Many Classes 20%
- Medical Reasons 19%
- Personal/ Financial Reasons 17%
- Credit Load too Heavy 12%
- Course Not Required / Changed Major 9%
- Academically Unprepared 9%
- Unsatisfied with Course Content 8%
- Unhappy with Instructor 8%
- Class Moves too Fast 8%
- Course Won't Transfer 6%
- Misadvised by Staff 4%

Most Frequently Dropped Courses: Course 3
- ACC 251   5 students
- ART 156   5 students
- BUS 110   5 students
- CAD 110   5 students
- ECO 261   7 students
- MAT 110   6 students
- MAT 115   8 students
- MAT 154   5 students
- POL 151   11 students
- PSY 251   13 students
- SOC 251   8 students
- SPA 151   8 students

Reasons for Dropping Course 3:
- Time Conflict with Work 43%
- Medical Reasons 30%
- Missed too Many Classes 25%
- Family Responsibilities 24%
- Personal / Financial Reasons 22%
- Course Not Required / Changed Major 11%
- Credit Load too Heavy 10%
- Class Moves too Fast 10%
- Unsatisfied with Course Content 10%
- Course Won't Transfer 9%
- Academically Unprepared 9%
- Unhappy with Instructor 9%
- Misadvised by Staff 5%

Most Frequently Dropped Courses: Course 4
- ENG 151   3
- MAT 110   5
- PER 174.2   3
- PSY 251   4

Reasons for Dropping Course 4:
- Time Conflict with Work 40%, 30 students
- Medical Reasons 32%, 24 students
- Family Responsibilities 25%, 19 students
- Personal / Financial Reasons 23%, 17 students
- Missed too Many Classes 19%, 14 students
- Course Not Required / Changed Major 12%, 9 students
- Unsatisfied with Course Content 9%, 7 students
- Credit Load too Heavy 9%, 7 students
- Course Won't Transfer 9%, 7 students
- Academically Unprepared 8%, 6 students
- Unhappy with Instructor 5%, 4 students
- Misadvised by Staff 5%, 4 students
- Class Moves too Fast 4%, 3 students

Age
- Mean= 27 years

- Median= 23 years
- Mode= 19 years

Gender
- Female= 55%
- Male= 45%

Race / Ethnicity
- White= 85%
- African American= 5%
- Other= 4%
- Asian= 3%
- Hispanic= 2%
- American Indian 7%

Preliminary Report: Student Withdrawal

Background
Upon the withdrawal of course(s) students complete a "Student Withdrawal Form." This form provides the college with useful information including which classes students are withdrawing from and the reasons for their withdrawal from each course. Students also indicate if they wish to be contacted by someone from the college to discuss their withdrawal or future educational needs. Each campus sends one copy of the form to the Office of Institutional Research, the other two copies go to the Records Department and to the student.

Once received by the Office of Institutional Research, the forms are sorted into two groups; students that wish to be contacted and students who do not wish to be contacted. The forms of the students who indicated that they did not want to be contacted are set aside for data entry. The forms of students who do wish to be contacted are given to interviewers at the Office of Institutional Research. They attempt to telephone students and discuss course withdraw and educational needs. Interviewers also provide the student with information and referrals regarding any questions or concerns that students may have.

Data
Researchers from the Office of Institutional Research analyze data collected from the "Student Withdrawal Forms". This report contains information on 101 students who indicated that they wished to be contacted. Out of these 101 students, interviewers were successful in contacting 87%. Interviewers made an average of 6 attempts to contact the other 13% but were unsuccessful. The average length of phone calls was five minutes, twenty seconds. Conversations varied from one minute to twenty minutes.

Topics Discussed During Interviews
Students spoke to interviewers about a wide variety of issues and concerns. Some students chose to discuss more than one issue with interviewers.
- 70% spoke about reasons for their withdrawal
- 32% had questions regarding refunds
- 15% had already resolved the issue by speaking to counselors or other college employees
- 6% had questions regarding financial aid

Students spoke about a variety of reasons why they withdrew from courses.
- 21% reported that their classes conflicted with their work schedules
- 21% stated that courses were too difficult
- 19% withdrew because they were unhappy with the instructor
- 11% had inadequate resources (i.e. lack of transportation, problems affording course materials)
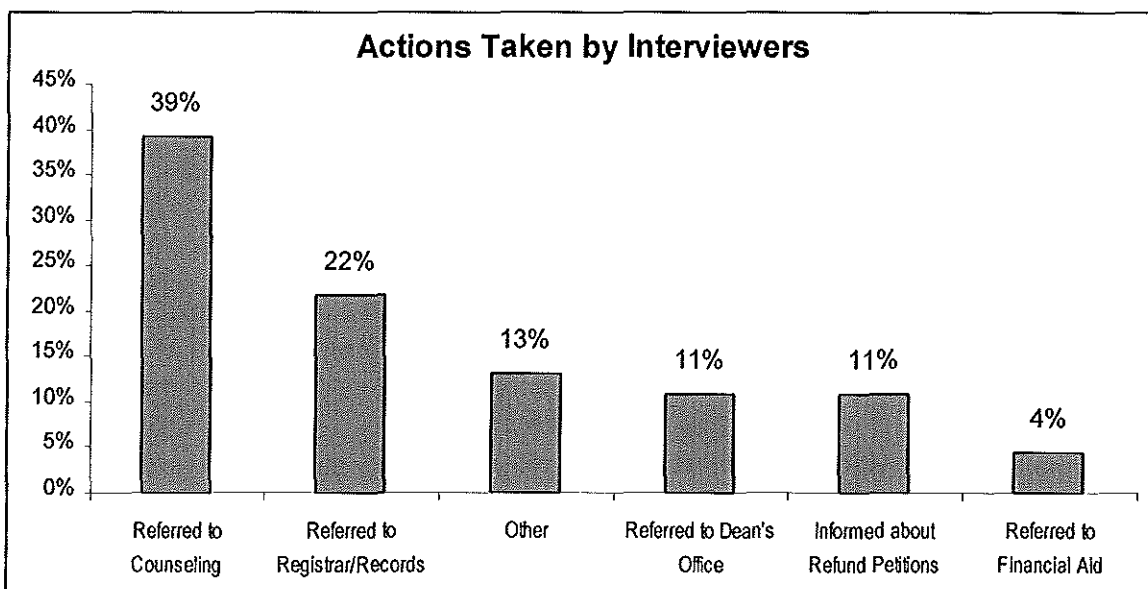
- 10% withdrew because of a death or serious illness in their family
- 10% had a serious personal or medical problem
- 8% were forced to withdraw because the course was cancelled

Interviewer Actions

- It was common for students who spoke about reasons for withdrawal to ask how to go about choosing the correct courses. In these cases, interviewers referred students to counselors who are trained to provide students with academic guidance.
- Students who needed to know when a particular course is scheduled to be offered were referred to the Registrar's Office.
- Those who asked about refunds generally wanted to know what the refund petition process involves and when they are to receive their refunds. Interviewers provided these students with phone numbers of the Registrar's Office and Records Department. They also supplied students with petition questions with the phone number of the Dean's Office.
- Interviewers offered the phone number of the Financial Aid Office to students who had questions about how withdrawal from courses will effect their financial aid.
- Interviewers offered referrals to other departments and offices within the college, including the Records Department and the Personnel Department.

Reactions of Students

Interviewers reported that a majority of their interactions with students were positive. Most students thanked interviewers for calling. None of the students had negative comments regarding the telephone call. Many students indicated that they plan on returning to OCC next semester to continue their education.

Actions Taken by Interviewers

Action	Percent
Referred to Counseling	39%
Referred to Registrar/Records	22%
Other	13%
Referred to Dean's Office	11%
Informed about Refund Petitions	11%
Referred to Financial Aid	4%

Student Withdraw Form
Code Book
(Revised: October 29, 1999)

Variable	Field	Start	End	Type/Allowable Codes
SSN	1	1	9	Numeric
Year	2	10	13	Numeric (yyyy) 9999 = Missing
Term	3	14	14	Numeric 1 = Winter 2 = Spring 4 = Summer 5 = Fall
Before	4	15	18	Numeric (example: 07.0) 99.9 = Missing
After	5	19	22 _19-_	Numeric (example: 04.0) 99.9 = Missing
VA	6	23	23	Numeric 0 = No 1 = Yes 9 = Missing
Finaid	7	24	24	Numeric 0 = No 1 = Yes 9 = Missing
Socsec	8	25	25	Numeric 0 = No 1 = Yes 9 = Missing
Course1	9	26	33 _26-_	String Example: HIS205.1 CIS105.0
Section1	10	34	38 _34-_	String Example: AH245 OR025

Reason1a	11	39	39	Numeric 0 = No 1 = Yes 9 = Missing
Reason1b	12	40	40	Numeric 0 = No 1 = Yes 9 = Missing
Reason1c	13	41	41	Numeric 0 = No 1 = Yes 9 = Missing
Reason1d	14	42	42	Numeric 0 = No 1 = Yes 9 = Missing
Reason1e	15	43	43	Numeric 0 = No 1 = Yes 9 = Missing
Reason1f	16	44	44	Numeric 0 = No 1 = Yes 9 = Missing
Reason1g	17	45	45	Numeric 0 = No 1 = Yes 9 = Missing
Reason1h	18	46	46	Numeric 0 = No 1 = Yes 9 = Missing
Reason1i	19	47	47	Numeric 0 = No 1 = Yes 9 = Missing
Reason1j	20	48	48	Numeric 0 = No 1 = Yes 9 = Missing

Reason1k	21	49	49	Numeric 0 = No 1 = Yes 9 = Missing
Reason1l	22	50	50	Numeric 0 = No 1 = Yes 9 = Missing
Reason1m	23	51	51	Numeric 0 = No 1 = Yes 9 = Missing

Course2	24	52	59	String
				Example:
				    HIS205.1
				    CIS105.0
				    999999.9 = Missing

Section2	25	60	64	String
				Example:
				    AH245
				    OR025
				    99999 = Missing

Reason2a	26	65	65	Numeric 0 = No 1 = Yes 9 = Missing
Reason2b	27	66	66	Numeric 0 = No 1 = Yes 9 = Missing
Reason2c	28	67	67	Numeric 0 = No 1 = Yes 9 = Missing
Reason2d	29	68	68	Numeric 0 = No 1 = Yes 9 = Missing

Reason2e	30	69	69	Numeric 0 = No 1 = Yes 9 = Missing
Reason2f	31	70	70	Numeric 0 = No 1 = Yes 9 = Missing
Reason2g	32	71	71	Numeric 0 = No 1 = Yes 9 = Missing
Reason2h	33	72	72	Numeric 0 = No 1 = Yes 9 = Missing
Reason2i	34	73	73	Numeric 0 = No 1 = Yes 9 = Missing
Reason2j	35	74	74	Numeric 0 = No 1 = Yes 9 = Missing
Reason2k	36	75	75	Numeric 0 = No 1 = Yes 9 = Missing
Reason2l	37	76	76	Numeric 0 = No 1 = Yes 9 = Missing
Reason2m	38	77	77	Numeric 0 = No 1 = Yes 9 = Missing

	Course3	39	78	85	String
					Example:
					    HIS205.1
					    CIS105.0
					    999999.9 = Missing

	Section3	40	86	90	String
					Example:
					    AH245
					    OR025
					    99999 = Missing

	Reason3a	41	91	91	Numeric 0 = No 1 = Yes 9 = Missing
	Reason3b	42	92	92	Numeric 0 = No 1 = Yes 9 = Missing
	Reason3c	43	93	93	Numeric 0 = No 1 = Yes 9 = Missing
	Reason3d	44	94	94	Numeric 0 = No 1 = Yes 9 = Missing
	Reason3e	45	95	95	Numeric 0 = No 1 = Yes 9 = Missing
	Reason3f	46	96	96	Numeric 0 = No 1 = Yes 9 = Missing
	Reason3g	47	97	97	Numeric 0 = No 1 = Yes 9 = Missing

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	Reason3h	48	98	98	Numeric 0 = No 1 = Yes 9 = Missing
48	Reason3i	49	99	99	Numeric 0 = No 1 = Yes 9 = Missing
49	Reason3j	50	100	100	Numeric 0 = No 1 = Yes 9 = Missing
50	Reason3k	51	101	101	Numeric 0 = No 1 = Yes 9 = Missing
51	Reason3l	52	102	102	Numeric 0 = No 1 = Yes 9 = Missing
52	Reason3m	53	103	103	Numeric 0 = No 1 = Yes 9 = Missing

53	Course4	54	104	111
				104
					String
					Example:
					    HIS205.1
					    CIS105.0
					    999999.9 = Missing

54	Section4	55	112	116
				112
					String
					Example:
					    AH245
					    OR025
					    99999 = Missing

55	Reason4a	56	117	117	Numeric 0 = No 1 = Yes 9 = Missing
56					

Reason4b	57	118	118	Numeric 0 = No 1 = Yes 9 = Missing
Reason4c	58	119	119	Numeric 0 = No 1 = Yes 9 = Missing
Reason4d	59	120	120	Numeric 0 = No 1 = Yes 9 = Missing
Reason4e	60	121	~~119~~ 121	Numeric 0 = No 1 = Yes 9 = Missing
Reason4f	61	122	121 2	Numeric 0 = No 1 = Yes 9 = Missing
Reason4g	62	123	123	Numeric 0 = No 1 = Yes 9 = Missing
Reason4h	63	124	124	Numeric 0 = No 1 = Yes 9 = Missing
Reason4i	64	125	125	Numeric 0 = No 1 = Yes 9 = Missing
Reason4j	65	126	126	Numeric 0 = No 1 = Yes 9 = Missing
Reason4k	66	127	127	Numeric 0 = No 1 = Yes 9 = Missing

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Reason4l	67	128	128	Numeric 0 = No 1 = Yes 9 = Missing
Reason4m	68	129	129	Numeric 0 = No 1 = Yes 9 = Missing
Call	69	130	130	Numeric 0 = No 1 = Yes 9 = Missing
Date	70	131	138	Numeric (Year, Month, Day) Example: 19991105 yyyymmdd
Period	71	139	139	Numeric 1 = 100% refund, not fees (no grade/maark) 2 = 75% refund (Z mark) 3 = 75% refund (K mark) 5 = No refund (W mark) 7 = 100% refund (including fees) 9 = Missing

67

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