



INSTITUTE OF TECHNOLOGY

Withdrawing Students

November 2021

Oklahoma State University Institute of Technology
Okmulgee, Oklahoma

Office of Institutional Research

Summary

Student retention continues to be a focal point for Oklahoma State University Institute of Technology (OSUIT). The OSUIT Retention Task Force promoted efforts to determine why students leave the university without completing their programs of study; as we identify actionable reasons for these withdrawals, resources are focused on correcting conditions leading to these withdrawals. By minimizing deterrents, retention of our student population should improve. Work continues to determine the forces that influence students leading them to decide to withdraw from school. The *Withdrawal Survey* continues to play a part in these efforts.

The *Withdrawal Survey* was revised in January 2020 making it more concise. Since the new survey was not posted on the *Student Withdrawal Request Form* until January 2021, this year's report includes responses from both versions of the *Withdrawal Survey*. The Institutional Research Office received 290 completed *Student Withdrawal Request Forms* that include *Withdrawal Survey* data for academic year 2020-2021. Please note that the *Student Withdrawal Request Form* has two parts: The front page, the *Student Withdrawal Request Form*, provides the Registrar's Office with essential contact information, an explanation of reasons for withdrawal, and signatures of required contacts prior to withdrawal. On the back of the form is the *Withdrawal Survey*, used by the Office of Institutional Research, to collect additional information such as intent to return, access to and use of services, and feedback on ways to help students stay in school. Although some of the information from the *Student Withdrawal Request Form* (front page) is useful for institutional research purposes, most of the information reported herein is based on responses to the *Withdrawal Survey* on the back of the form (see Appendix E for a copy of the *Student Withdrawal Request Form* which includes the *Withdrawal Survey*).

This report contains *overall* results (appendix A) as well as disaggregated results by students who *canceled* (appendix B) and those who *withdrew* (appendix C). The *census date* refers to the day after the deadline when a student in full-term classes can withdraw with a full refund of tuition and fees. Census day also marks the day when institutions take an official preliminary headcount for the term. Most cancellations and withdrawals occurred during the fall 2020 semester (44.48%). Side-by-side comparison of the respondents by semester generally reflect enrollment patterns with more students canceling/withdrawing during semesters with the largest enrollment.

Reasons for withdrawal, as reported on the *Student Withdrawal Request Form*, varied greatly. More students *canceled* before census (181, 62.41%) than *withdrew* after census (109, 37.59%). The reasons listed on the *Student Withdrawal Request Form* were in the form of a checklist; you will find these sorted into *Canceled* and *Withdrawn* categories in appendices B and C.

Withdrawal Survey (Institutional Research Office)

The *Withdrawal Survey* provides respondents with a checklist of potential student issues that help to identify the factors that led to their withdrawal from school. Almost half (46.55%) of the overall respondents reported they intended to re-enroll at OSUIT, and 72.07% came with the intention to graduate. Overall, the most cited checklist reasons for leaving included *Financial reasons* (65 responses), *Other* (64 responses), *Family reasons* (53 responses), *Taking a break from school* (42 responses), and *Work* (40 responses). The survey also asks about students' access to support services and whether they chose to access support services during their time at OSUIT. The response options were changed slightly

on the revised survey form; see Appendix A for a full listing of responses and refer to Appendix E for the revised response options.

Canceled vs. Withdrawn Students

In most cases, students who canceled were a bit less engaged in the processes thought to affect retention, particularly when seeking counseling services or the advice of an academic advisor. On the other hand, since cancelling classes occurs before or early in the term, some may have less opportunity to engage in these services. The most prevalent major reasons for withdrawal include:

- Personal (26.21%)
- Work/job-related (26.24%)
- Financial (25.17%)
- Family (17.59%)
- Coursework was too difficult (14.48%)
- Class scheduling issues (11.03%)

Upon deciding to leave school:

- 9.39% of canceled students vs. 19.27% of withdrawn students engaged in tutorial services.
- 3.31% of canceled students vs. 11.01% of withdrawn students sought counseling.
- 40.88% of canceled students vs. 0.92% of withdrawn students talked to their academic advisor.
- 19.34% of canceled students vs. 31.19% of withdrawn students talked to a Financial Aid counselor.

When asked how we could have helped them stay in school:

- 11.02% of canceled students and 5.66% of withdrawn students suggested “more scholarships”.
- 6.78% of canceled students and 6.92% withdrawn students suggested “more flexible schedules”.
- The largest portions, 24.15% of canceled students and 45.28% of withdrawn students reported that nothing could be done, they could not be helped to stay in school.

Although the revised survey no longer includes an open-ended response option for the question “How could we have helped you stay in school?”, the data received during the 2020-2021 academic period included several obsolete forms that still included the “other” option. Responses in the “other” category identified issues dealing with the COVID-19 pandemic including the preference for in-class instruction and need for availability of internships. However, several mentioned that OSUIT was not at fault and that the problems experienced were either unknown or unavoidable.

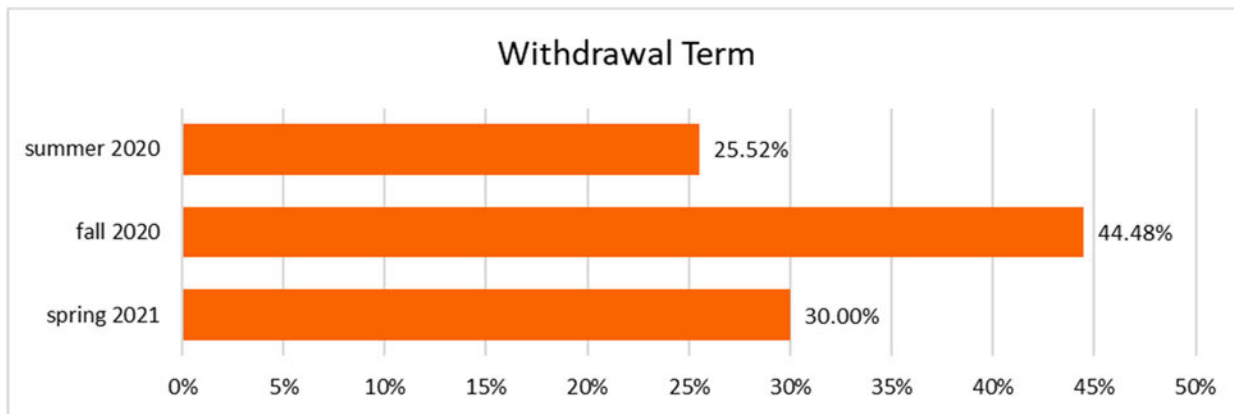
Finally, a five-year data comparison covering academic years 2016-2017 through 2020-2021 can be found in Appendix D. Slight adjustments were made to accommodate changes in items with the revised *Withdrawal Survey* as noted below affected tables. For open-ended comments and “other” responses for the prior four years, please refer to the previous reports on the OSUIT Institutional Research website under the “Withdrawing Student Survey” tab.

Respectfully,
Curtis E. Miller, Analyst
OSUIT Institutional Research

Appendix A
Overall Results

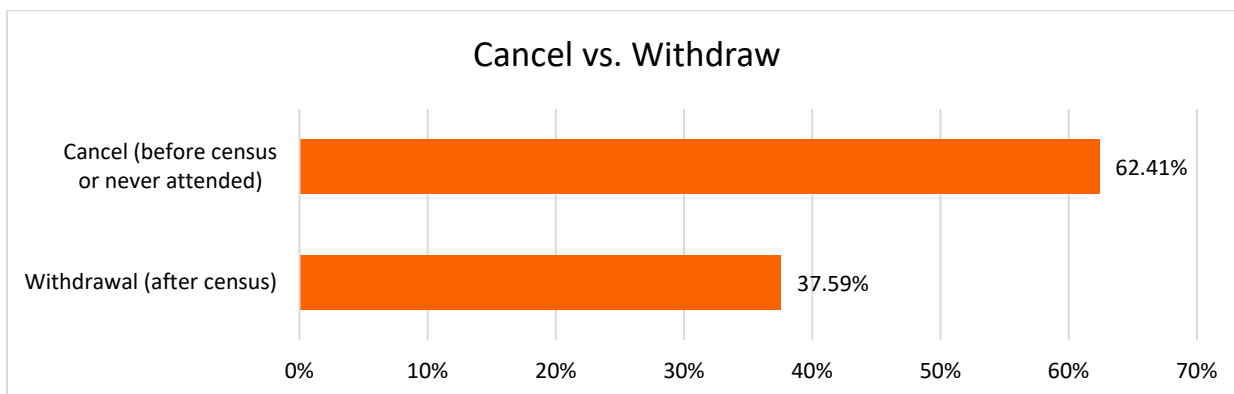
Withdrawal Term

| Term | Count | Percent |
|-------------|-------|---------|
| summer2020 | 74 | 25.52% |
| Fall 2020 | 129 | 44.48% |
| Spring 2021 | 87 | 30.00% |
| Total | 290 | 100.00% |



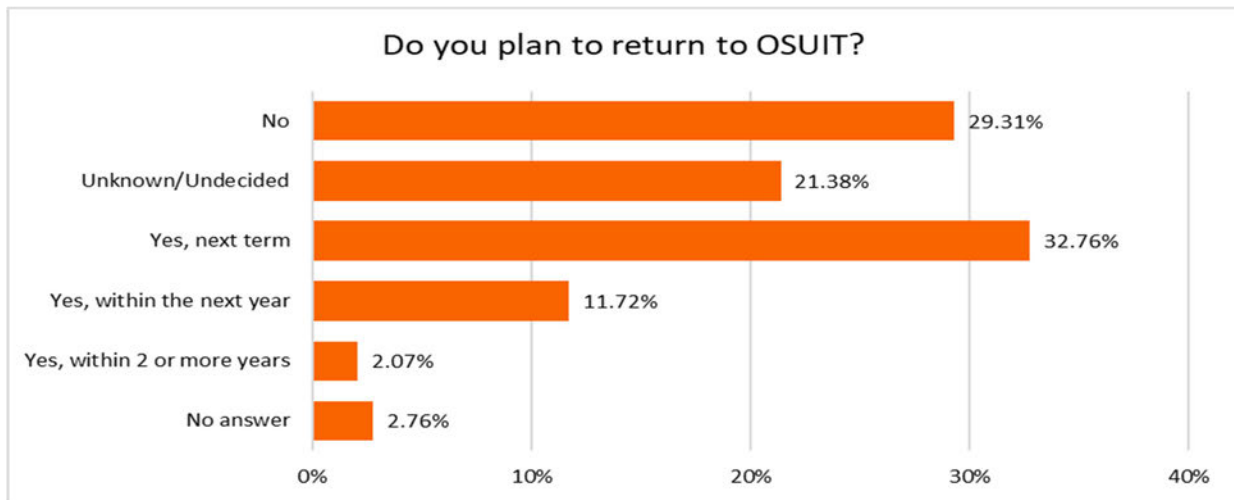
Cancel vs. Withdraw

| Type | Count | Percent |
|--|-------|---------|
| Cancel (before census or never attended) | 181 | 62.41% |
| Withdrawal (after census) | 109 | 37.59% |
| Total | 290 | 100.00% |



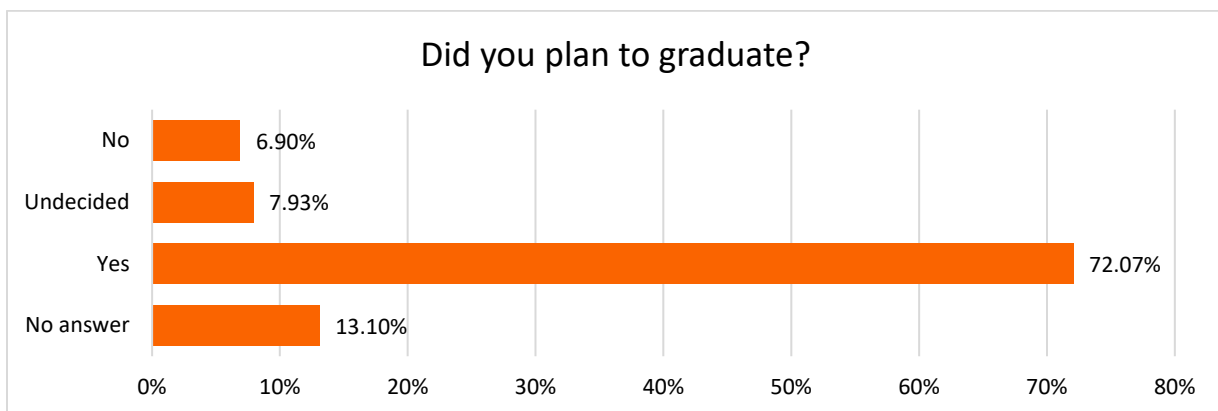
Do you plan to return to OSUIT?

| Response | Count | Percent |
|-----------------------------|-------|---------|
| No | 85 | 29.31% |
| Unknown/Undecided | 62 | 21.38% |
| Yes, next term | 95 | 32.76% |
| Yes, within the next year | 34 | 11.72% |
| Yes, within 2 or more years | 6 | 2.07% |
| No response | 8 | 2.76% |
| Total | 290 | 100.00% |

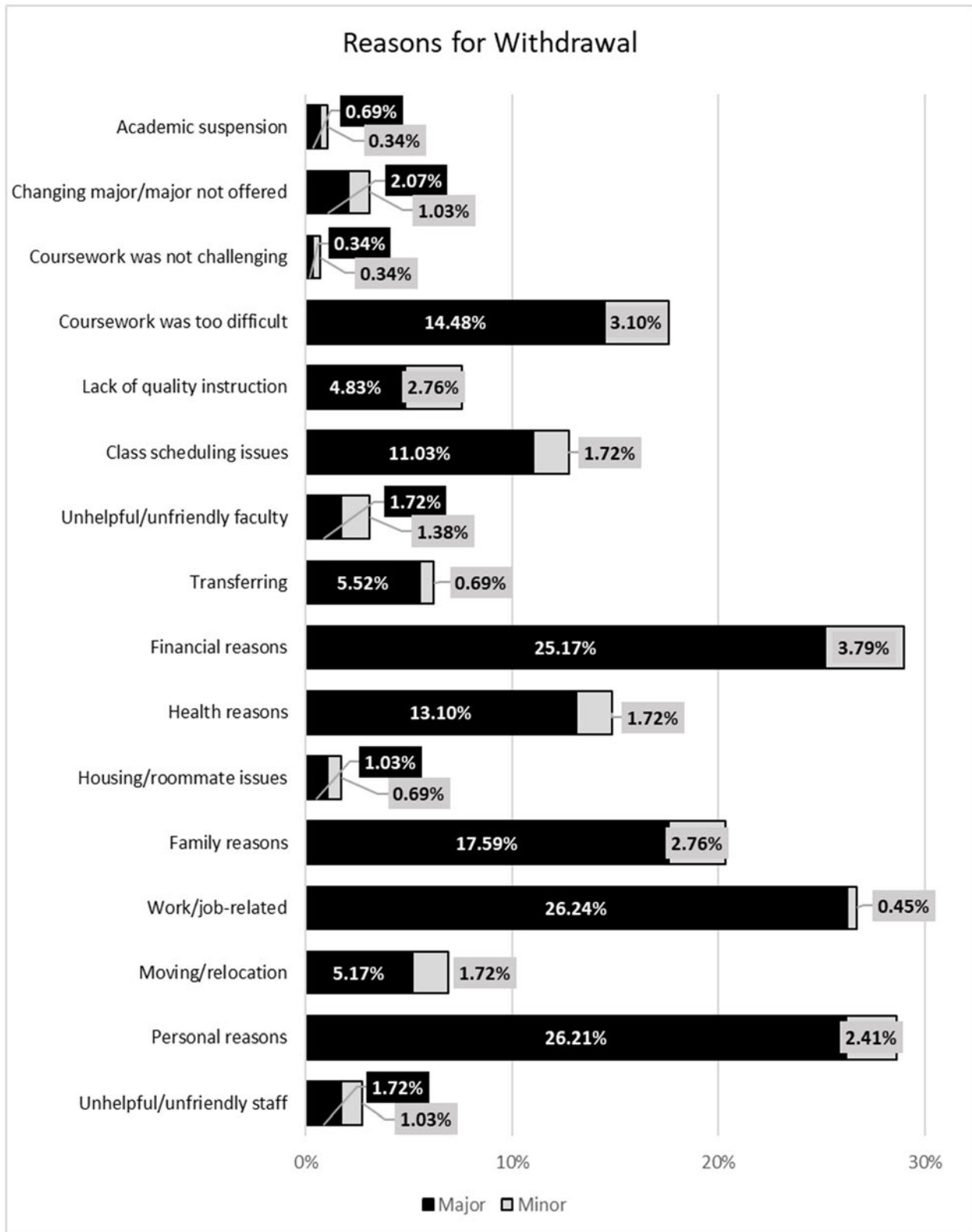


When you first came to OSUIT, were you planning to graduate?

| Response | Count | Percent |
|-------------|-------|---------|
| No | 20 | 6.90% |
| Undecided | 23 | 7.93% |
| Yes | 209 | 72.07% |
| No response | 38 | 13.10% |
| Grand Total | 290 | 100.00% |



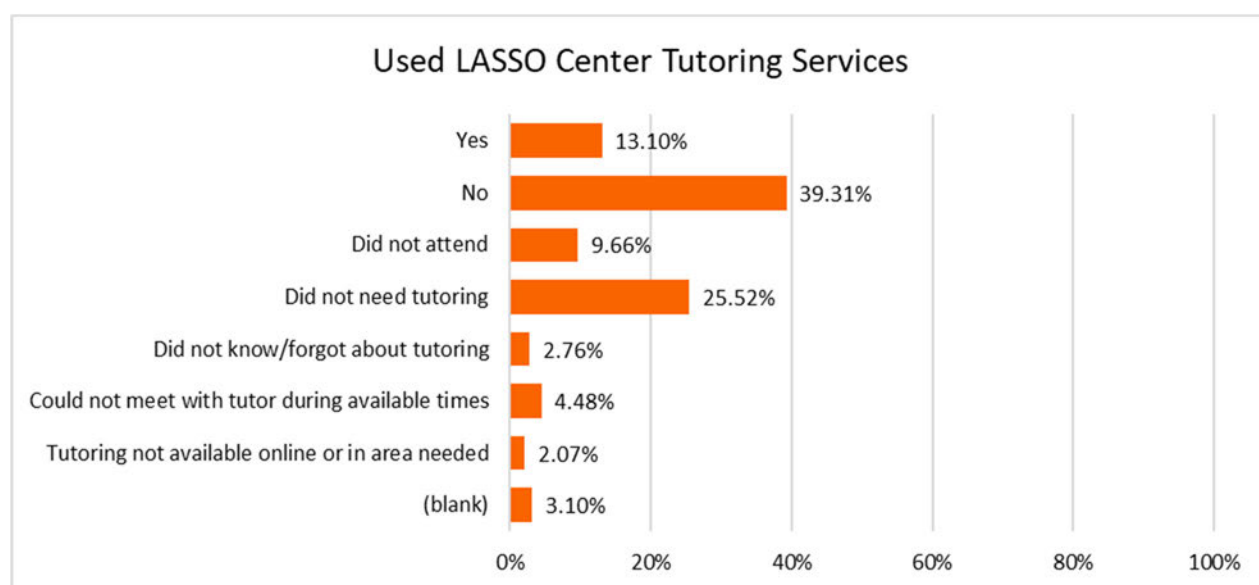
Reasons for Withdrawal: Major and minor reasons shown as stacked bars



For each category, the percentage is derived from the number of responses divided by overall number of respondents (290).

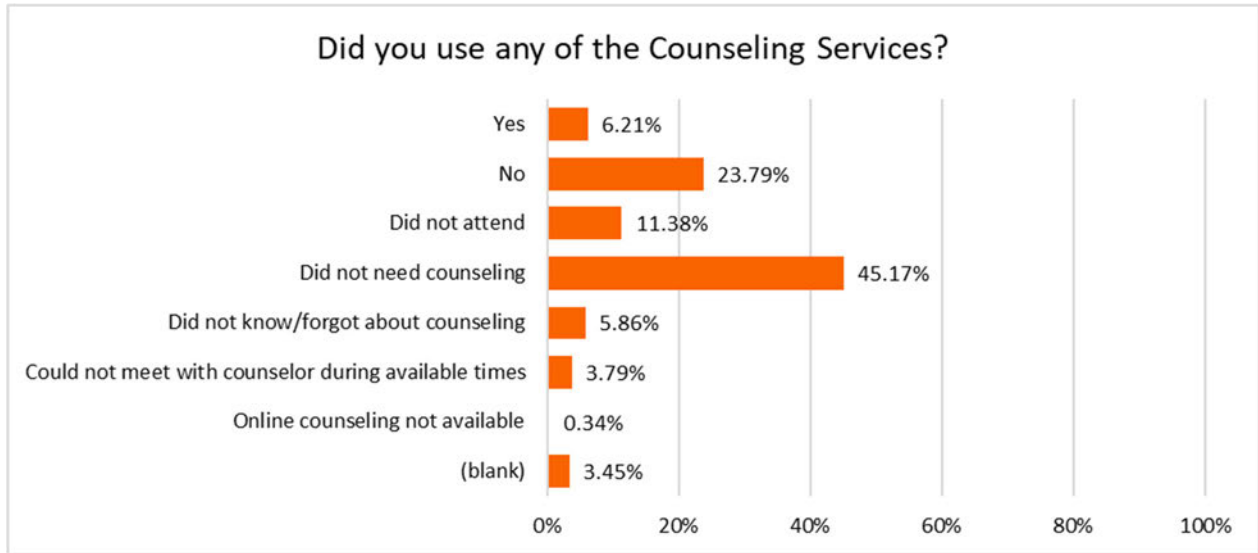
Did you use any of the Tutoring Services at the LASSO Center?

| Response | Count | Percent |
|--|--------------|----------------|
| Yes | 38 | 13.10% |
| No | 114 | 39.31% |
| Did not attend | 28 | 9.66% |
| Did not need tutoring | 74 | 25.52% |
| Did not know/forgot about tutoring | 8 | 2.76% |
| Could not meet with tutor during available times | 13 | 4.48% |
| Tutoring not available online or in area needed | 6 | 2.07% |
| No response | 9 | 3.10% |
| Total | 290 | 100.00% |



Did you use any of the Counseling Services? (select one)

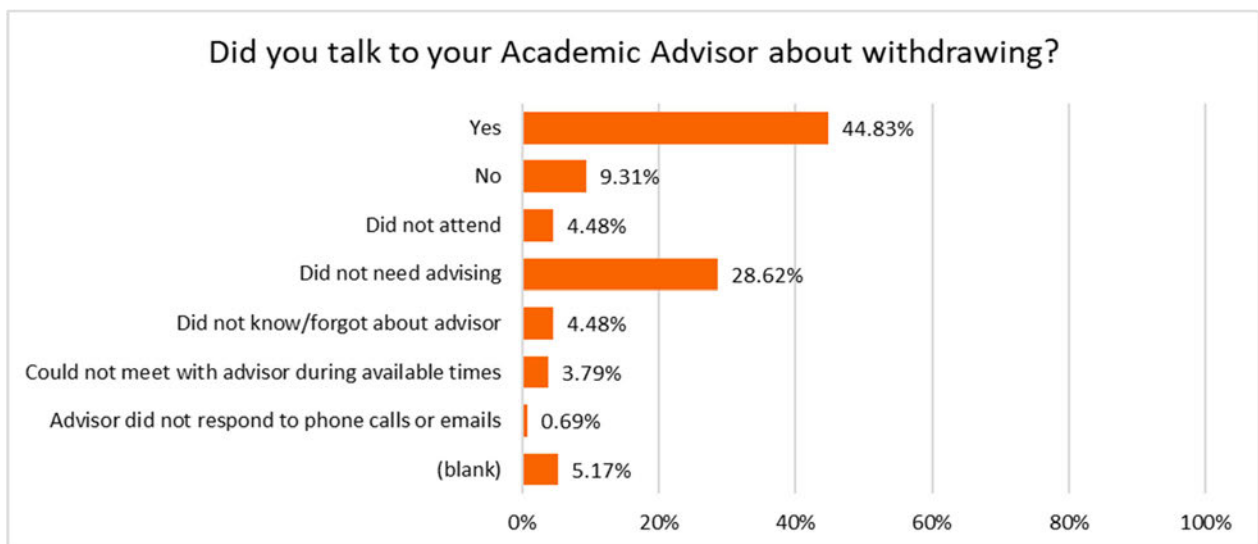
| Response | Count | Percent |
|--|--------------|----------------|
| Yes | 18 | 6.21% |
| No | 69 | 23.79% |
| Did not attend | 33 | 11.38% |
| Did not need counseling | 131 | 45.17% |
| Did not know/forgot about counseling | 17 | 5.86% |
| Could not meet with counselor during available times | 11 | 3.79% |
| Online counseling not available | 1 | 0.34% |
| No response | 10 | 3.45% |
| Total | 290 | 100.00% |



Did you talk to your Academic Advisor about withdrawing? (select one)

| Response | Count | Percent |
|--|------------|----------------|
| Yes | 130 | 44.83% |
| No | 27 | 9.31% |
| Did not attend | 13 | 4.48% |
| Did not need advising | 83 | 28.62% |
| Did not know/forgot about advisor | 13 | 4.48% |
| Could not meet with advisor during available times | 11 | 3.79% |
| Advisor did not respond to phone calls or emails | 2 | 0.69% |
| No response | 15 | 5.17% |
| Total* | 294 | 101.38% |

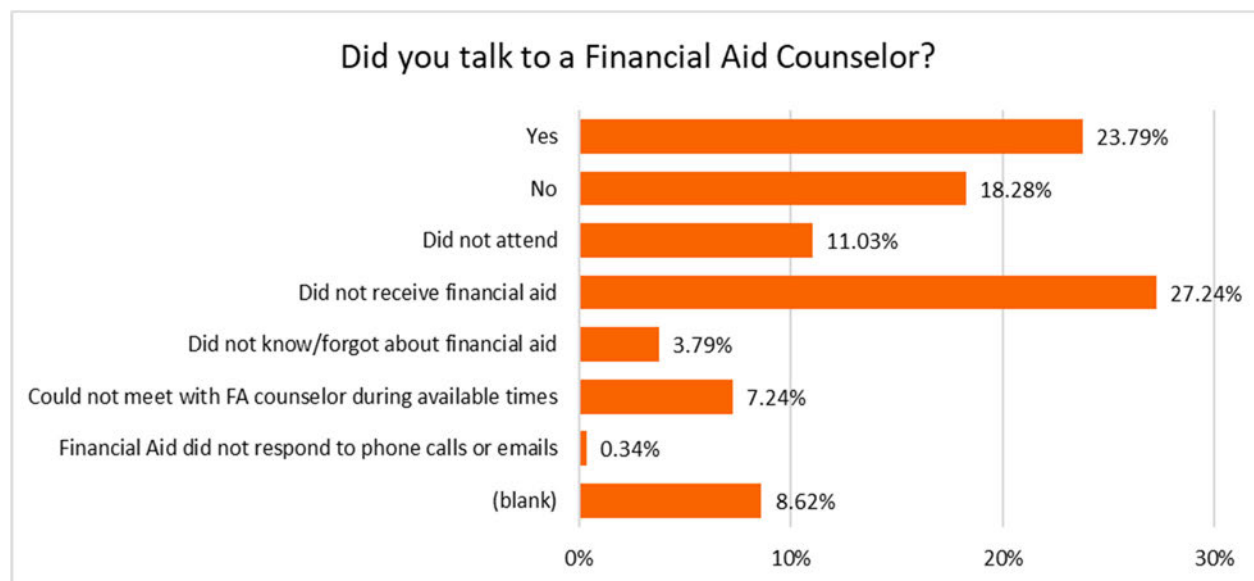
**Due to multiple responses on paper forms, total differs from number of respondents.*



Did you talk to a Financial Aid Counselor? (select one)

| Response | Count | Percent |
|---|-------|---------|
| Yes | 69 | 23.79% |
| No | 53 | 18.28% |
| Did not attend | 32 | 11.03% |
| Did not receive financial aid | 79 | 27.24% |
| Did not know/forgot about financial aid | 11 | 3.79% |
| Could not meet with FA counselor during available times | 21 | 7.24% |
| Financial Aid did not respond to phone calls or emails | 1 | 0.34% |
| No response | 25 | 8.62% |
| Total* | 291 | 100.34% |

*Due to multiple responses on paper forms, total differs from number of respondents.



How could we have helped you stay in school?

| Response, by most frequent | Count | Percent |
|-----------------------------|-------|---------|
| No response | 133 | 33.67% |
| Nothing/could not be helped | 129 | 32.66% |
| More scholarships/grants | 35 | 8.86% |
| More flexible schedules | 27 | 6.84% |
| More online courses | 18 | 4.56% |
| Increase tutoring hours | 6 | 1.52% |
| More counseling services | 6 | 1.52% |
| less online. | 1 | 0.25% |
| textbooks | 1 | 0.25% |
| Other | 1 | 0.25% |
| Other: A internship. | 1 | 0.25% |

| Response, by most frequent | Count | Percent |
|---|--------------|----------------|
| Other: Actual lectures | 1 | 0.25% |
| Other: Being closer to home | 1 | 0.25% |
| Other: COVID-19 no internship. | 1 | 0.25% |
| Other: find internship. | 1 | 0.25% |
| Other: Full financial aid. | 1 | 0.25% |
| Other: Give people a chance to make straight A's. | 1 | 0.25% |
| Other: Had no other courses to take at the time. | 1 | 0.25% |
| Other: Have tools available i.e. | 1 | 0.25% |
| Other: I couldn't get there. | 1 | 0.25% |
| Other: I decided to seek a different route. | 1 | 0.25% |
| Other: I just need a break. | 1 | 0.25% |
| Other: I'm moving. | 1 | 0.25% |
| Other: In-class sessions. | 1 | 0.25% |
| Other: Interested in a different major. | 1 | 0.25% |
| Other: Lengthen drop w/ full refund date to 15th day of class. | 1 | 0.25% |
| Other: Less online courses. | 1 | 0.25% |
| Other: Make scholarships allowed for part-time college classes. | 1 | 0.25% |
| Other: More help with internships. | 1 | 0.25% |
| Other: More in school | 1 | 0.25% |
| Other: More internships | 1 | 0.25% |
| Other: More majors offered. | 1 | 0.25% |
| Other: Need classroom environment | 1 | 0.25% |
| Other: Needed medical issues taken care of. | 1 | 0.25% |
| Other: No online courses | 1 | 0.25% |
| Other: No online courses. | 1 | 0.25% |
| Other: Not so tough to get into Nursing! | 1 | 0.25% |
| Other: Nothing my mother is ill. | 1 | 0.25% |
| Other: Nothing you could have done. The pandemic is my reason for withdrawal. | 1 | 0.25% |
| Other: Offer prerequisite class more than one time a year. | 1 | 0.25% |
| Other: On campus classes (other than lab) | 1 | 0.25% |
| Other: On-campus classes. | 1 | 0.25% |
| Other: Reduction in cost. | 1 | 0.25% |
| Other: Unfortunately with the current event you can't change | 1 | 0.25% |
| Other: Upgrade O-Key. | 1 | 0.25% |
| Other: Waiting for in class instruction. | 1 | 0.25% |
| Other: Will return. | 1 | 0.25% |
| Other: Wrong course. | 1 | 0.25% |
| Total* | 395 | 100.00% |

**Due to multiple responses on paper forms, total differs from number of respondents.*

Any comments or suggestions?

A bit overbearing on work load but otherwise, ok.

All in all great. Hope to see you next semester!

All services are great. I will return as soon as possible.

All services offered were fine and helpful.

B.J. O'Brien is wonderful and very helpful. John Beattie was a great help as well.

Being in person classes

Course hours need/needs to be increased to fully understand work.

Degree ATLE isn't for me. I went to do Auto degree. COVID 19 messed that up. Hopefully fall 21 COVID is less and can continue.

Enjoyed my time at OSUIT immensely and zero complaints over the past two years.

Everyone has been nice & helpful when we visited. Just decided to study a area that isn't offered at OSU-IT.

Everyone I have talked to has been very helpful. Thank you! I am returning in the summer 2021.

Everyone was very nice and would recommend to others.

Everything was great at OSUIT.

Extremely good faculty.

Fantastic. I have to look after my mother my father died 40 years ago and I promised him I would look after my mother.

Good school. Finished all my pre-reqs here.

Great just need to use them..

Great school I will be coming back once I can!

Great school. Just changed direction.

Great staff and campus but wasn't what I want to do at this time.

have better systems and more staff

I already graduated, thought I might need this class for my next degree.

I am extremely grateful for services received thus far.

I am just wanting to take one semester off. I have no complaints.

I am leaving because I have more alternatives at another university. I am thankful and appreciative of my time at OSUIT.

I am very happy at OSUIT. See you in the fall 2020!

I called Thursday / Friday and no one answered. I didn't know where to send the paperwork.

I enjoyed my first semester summer 2020, and was looking forward to fall 2020 class. Wish materials were available.

I have informed [REDACTED] the LOON of the [REDACTED] of the reasons of the withdrawal.

I loved everything about this school. The way they services are ran here are amazing and I would not change a thing about it.

I needed to go back and refresh on Algebra 1&2, then go to College Algebra. C#, it was tough material and it relied on information outside the content.

I plan to take o a full time job. This school schedule does not work for a full time worker.

I really enjoyed the Power Plant program.

I struggled a lot with online learning. Also I have had a lot of home issues to deal with this semester.

I was looking for study in the areas of machine learning.

I will be re-inrolling ASAP Health problems resolved My withdrawal is completely health related.

I will be returning in the fall fully prepared to succeed.

If date of withdrawal will leave me still owing money for class, contact me. Withdrawing from History.

Kathy Avery was a huge help that I would recommend to every students at OSUIT. Creative Technology staff & teachers were amazing and created real connections with me.

Looking forward to coming back more organized and confident and in better shape personally mentally and a more better stable condition.

Make the High Voltage students study wire sizes and colors more.

More on campus options for IT program for above question [How could we have helped you stay in school?]

More teachers to make sure students know about assignments both in person and online.

My VA benefits were not going to be approved. I have to use a different option.

Need more night classes for working students or online sections for classes offered.

Need night classes.

No

No, I've had a great experience and hope to be readmitted to Nursing.

None at this time. Everyone had been very helpful.

None needed it is great.

Nothing is wrong with the school, I'm dealing with personal issues.

Of course I liked the school. I liked the online flexibility. I would have graduated. I thought it was extremely stupid to let me for one semester and then cut me like that. I made straight A's. I was told it was my responsibility to make sure I was in compliance for your percentage of classes taken vs graded. OSU had my grades before I was even accepted. I should have been told day one what was going to happen and I would not have wasted money and a semester out of my life.

Online course offerings are great for students with physical disabilities.

OSU has been the best facility/college I've attended. My needs were always met and the staff was always so helpful and nice.

OSUIT has been a very positive experience. Due to new year workload it is to much on my time at this time.

OSUIT is a great school. I will be returning next trimester.

Please tell me/and other concurrent students when the course is a compressed class, and early or late start/end

Recovering from COVID-19 has taken longer than expected and, unfortunately affected my attendance in class. I will be returning in summer 2021 to complete these classes.

Schedules do not work with working adult schedules. Credits won't transfer to 4 year college.

Services from OSUIT have exceeded my expectations and I look forward to joining in the fall.

Services were great.

Suggest schedules become more flexible.

Thank you for offering yourselves. If I need to take summer classes again, I might re-enroll.

The services offered are good.

The services that were provided to me was very helpful and got me get as far as I could.

The staff are extremely friendly people, and very helpful.

The veterans counselor has been the most helpful staff member @ OSUIT.

This issue was caused by a breakdown in communication from both the Department of Education and the collections company they used for my prior student loan.

Wanted a big college feel.

Withdrawing for medical reasons.

Withdrawing for mental health reasons. Classes being online and not in-person due to the pandemic added to the stress. I learn better in-person.

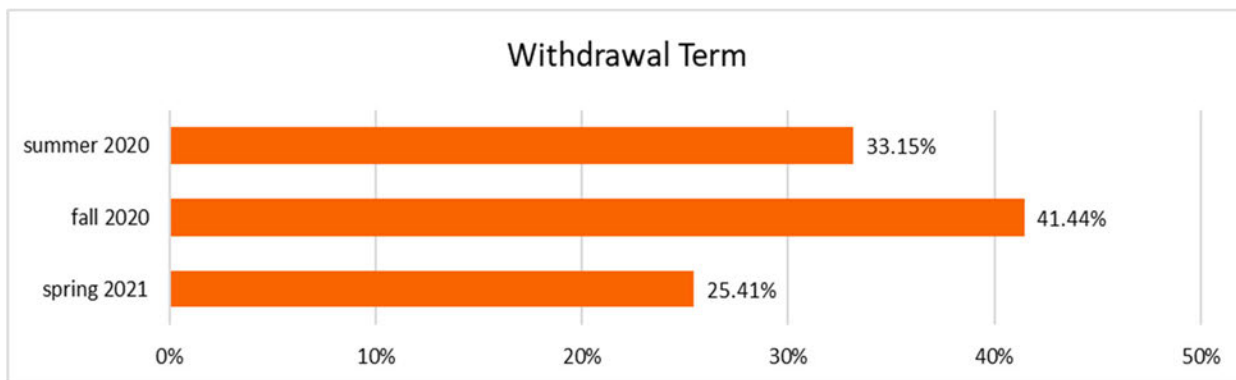
Your office of academic accommodations did nothing to help me when I needed guidance on how to apply.

Appendix B

Results for students who canceled prior to census

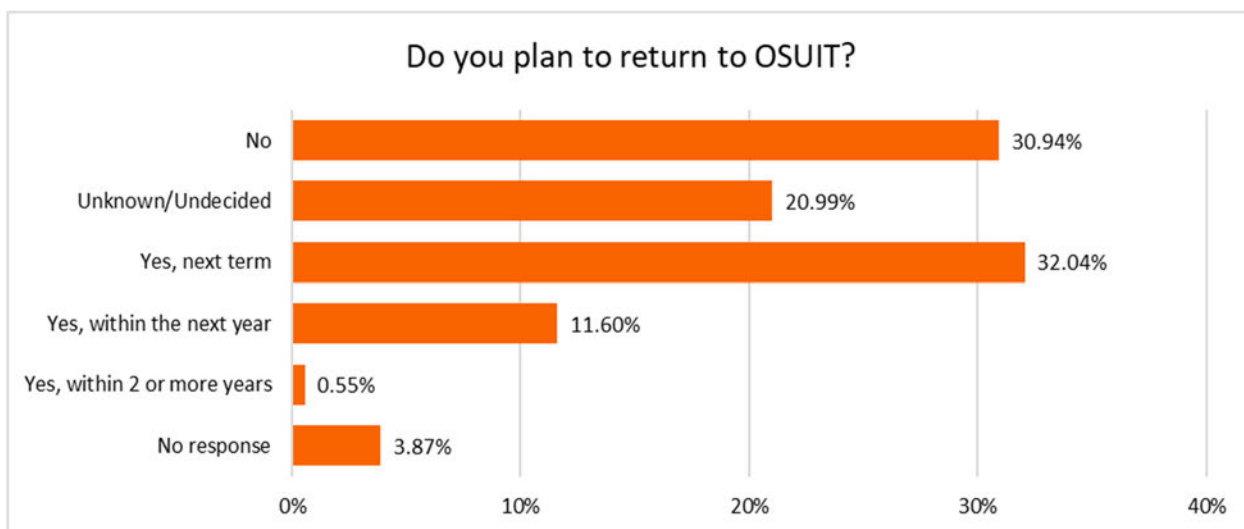
Withdrawal Term

| Term | Count | Percent |
|-------------|-------|---------|
| Summer 2020 | 60 | 33.15% |
| Fall 2020 | 75 | 41.44% |
| Spring 2021 | 46 | 25.41% |
| Total | 181 | 100.00% |



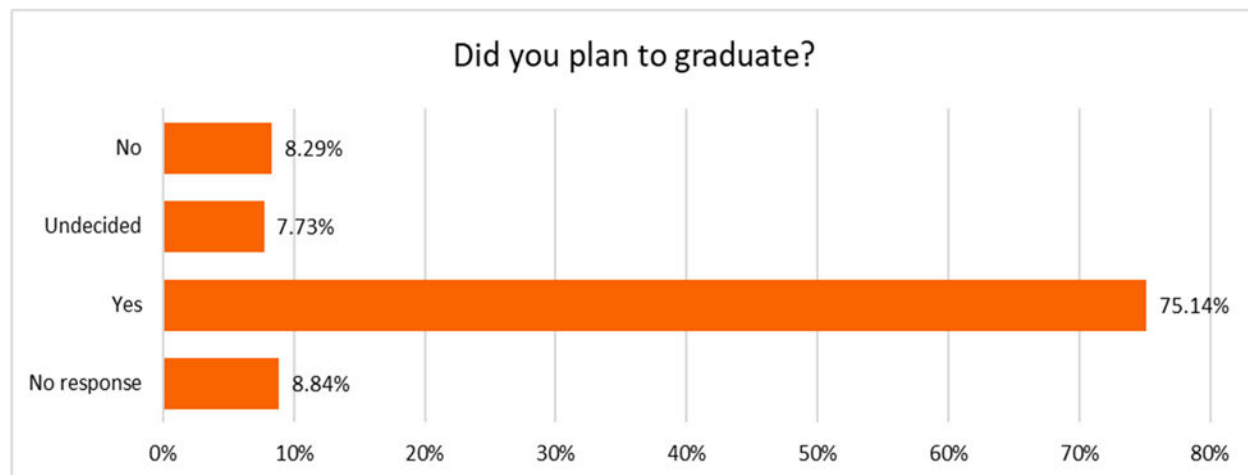
Do you plan to return to OSUIT?

| Response | Count | Percent |
|-----------------------------|-------|---------|
| No | 56 | 30.94% |
| Unknown/Undecided | 38 | 20.99% |
| Yes, next term | 58 | 32.04% |
| Yes, within the next year | 21 | 11.60% |
| Yes, within 2 or more years | 1 | 0.55% |
| No response | 7 | 3.87% |
| Total | 181 | 100.00% |



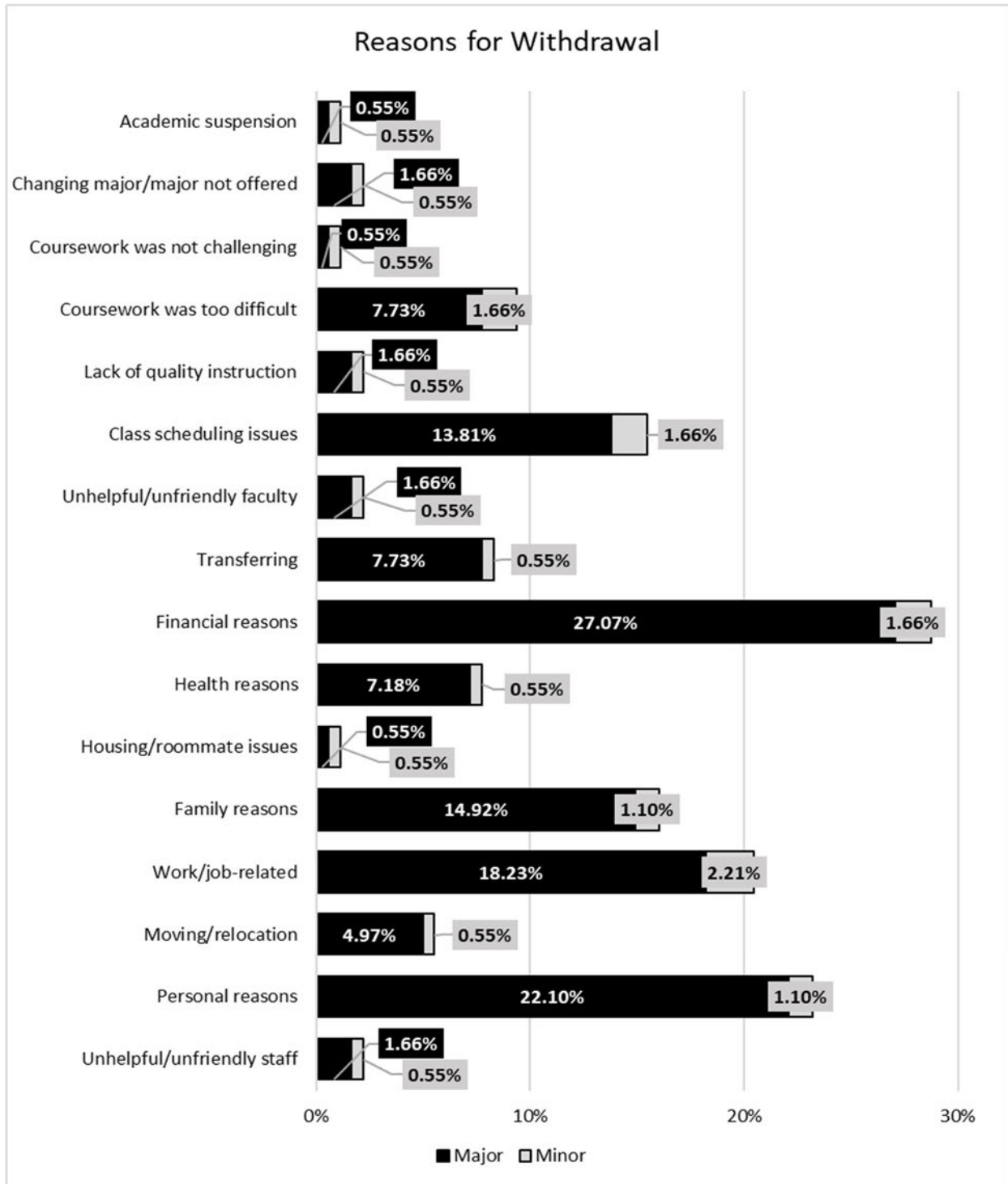
When you first came to OSUIT, were you planning to graduate?

| Response | Count | Percent |
|-----------|-------|---------|
| No | 15 | 8.29% |
| Undecided | 14 | 7.73% |
| Yes | 136 | 75.14% |
| No answer | 16 | 8.84% |
| Total | 181 | 100.00% |



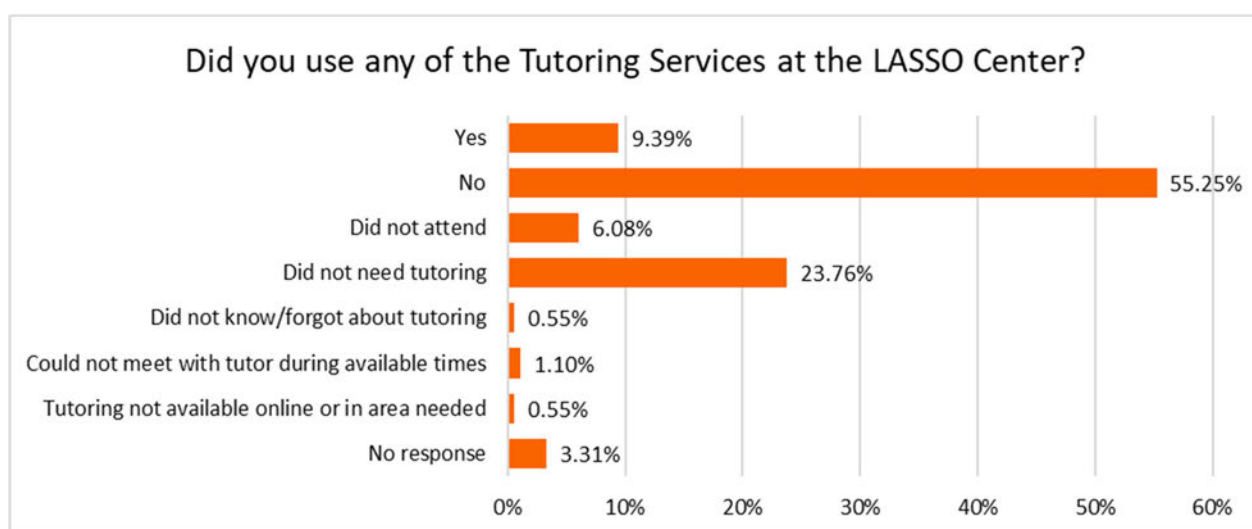
Reasons for withdrawal (select ALL that apply)

| Response | Major | Minor | No response |
|----------------------------------|--------|-------|-------------|
| Academic suspension | 0.55% | 0.55% | 98.90% |
| Changing major/major not offered | 1.66% | 0.55% | 97.79% |
| Coursework was not challenging | 0.55% | 0.55% | 98.90% |
| Coursework was too difficult | 7.73% | 1.66% | 90.61% |
| Lack of quality instruction | 1.66% | 0.55% | 97.79% |
| Class scheduling issues | 13.81% | 1.66% | 84.53% |
| Unhelpful/unfriendly faculty | 1.66% | 0.55% | 97.79% |
| Transferring | 7.73% | 0.55% | 91.71% |
| Financial reasons | 27.07% | 1.66% | 71.27% |
| Health reasons | 7.18% | 0.55% | 92.27% |
| Housing/roommate issues | 0.55% | 0.55% | 98.90% |
| Family reasons | 14.92% | 1.10% | 83.98% |
| Work/job-related | 18.23% | 2.21% | 79.56% |
| Moving/relocation | 4.97% | 0.55% | 94.48% |
| Personal reasons | 22.10% | 1.10% | 76.80% |
| Unhelpful/unfriendly staff | 1.66% | 0.55% | 97.79% |



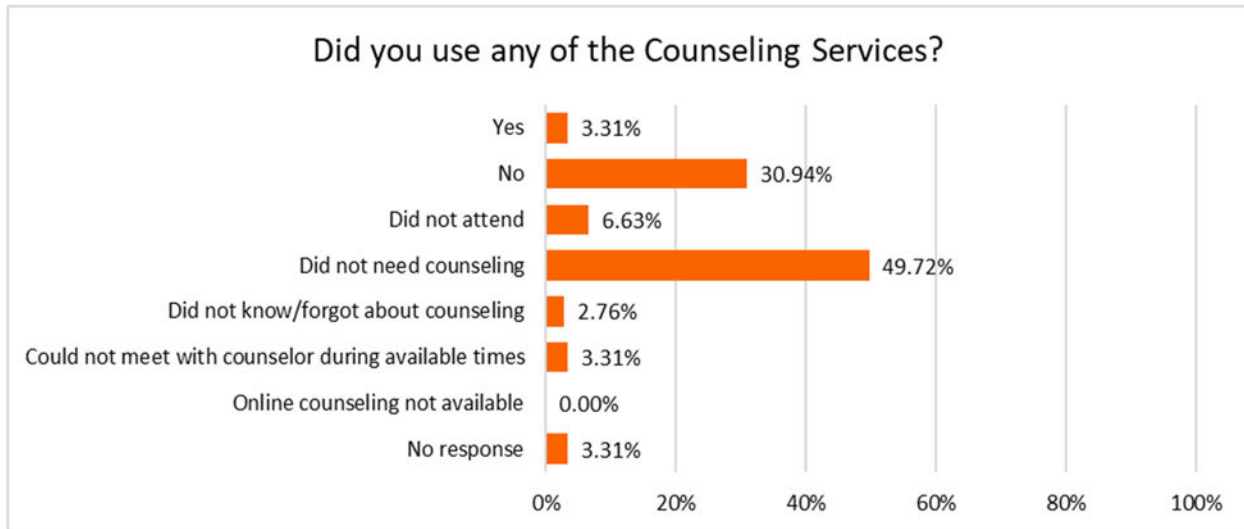
Did you use any of the Tutoring Services at the LASSO Center?

| Response | Count | Percent |
|--|--------------|----------------|
| Yes | 17 | 9.39% |
| No | 100 | 55.25% |
| Did not attend | 11 | 6.08% |
| Did not need tutoring | 43 | 23.76% |
| Did not know/forgot about tutoring | 1 | 0.55% |
| Could not meet with tutor during available times | 2 | 1.10% |
| Tutoring not available online or in area needed | 1 | 0.55% |
| No response | 6 | 3.31% |
| Total | 181 | 100.00% |



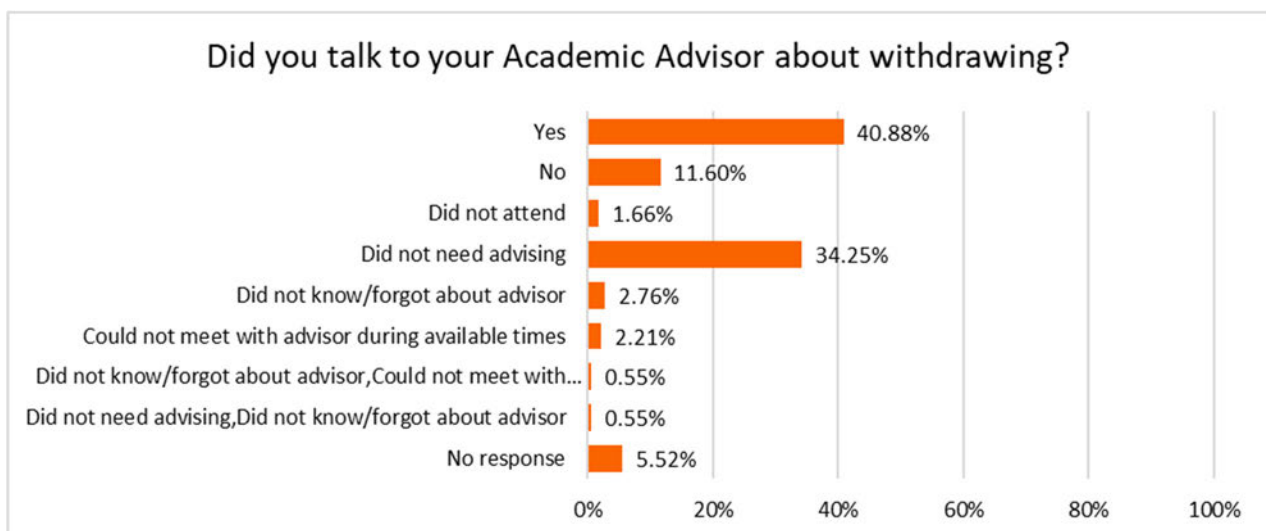
Did you use any of the Counseling Services? (select one)

| Response | Count | Percent |
|--|--------------|----------------|
| Yes | 6 | 3.31% |
| No | 56 | 30.94% |
| Did not attend | 12 | 6.63% |
| Did not need counseling | 90 | 49.72% |
| Did not know/forgot about counseling | 5 | 2.76% |
| Could not meet with counselor during available times | 6 | 3.31% |
| Online counseling not available | 0 | 0.00% |
| No response | 6 | 3.31% |
| Total | 181 | 100.00% |



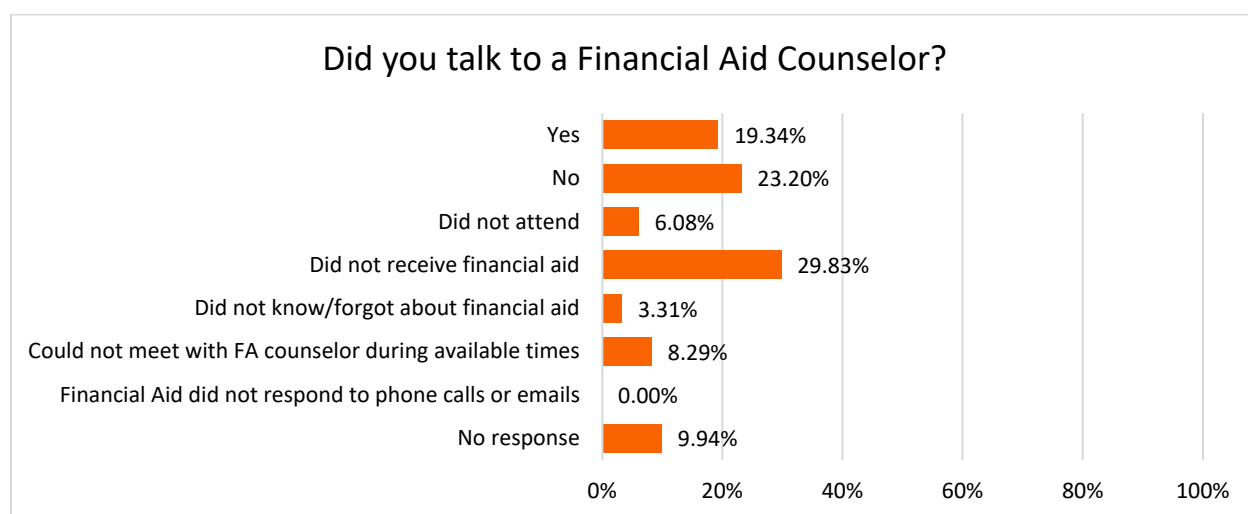
Did you talk to your Academic Advisor about withdrawing? (select one)

| Response | Count | Percent |
|---|------------|----------------|
| Yes | 74 | 40.88% |
| No | 21 | 11.60% |
| Did not attend | 3 | 1.66% |
| Did not need advising | 62 | 34.25% |
| Did not know/forgot about advisor | 5 | 2.76% |
| Could not meet with advisor during available times | 4 | 2.21% |
| Did not know/forgot about advisor, Could not meet with advisor during available times | 1 | 0.55% |
| Did not need advising, Did not know/forgot about advisor | 1 | 0.55% |
| No response | 10 | 5.52% |
| Total | 181 | 100.00% |



Did you talk to a Financial Aid Counselor? (select one)

| Response | Count | Percent |
|---|-------|---------|
| Yes | 35 | 19.34% |
| No | 42 | 23.20% |
| Did not attend | 11 | 6.08% |
| Did not receive financial aid | 54 | 29.83% |
| Did not know/forgot about financial aid | 6 | 3.31% |
| Could not meet with FA counselor during available times | 15 | 8.29% |
| Financial Aid did not respond to phone calls or emails | 0 | 0.00% |
| No response | 18 | 9.94% |
| Total | 181 | 100.00% |

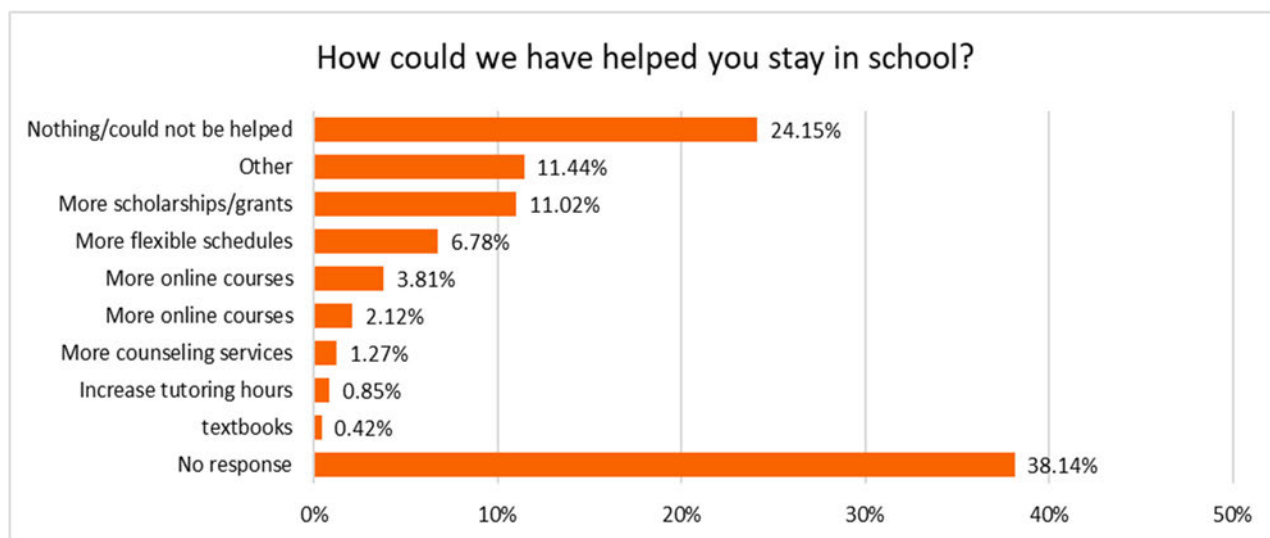


How could we have helped you stay in school?

| Response | Count | Percent |
|--------------------------------|-------|---------|
| No response | 90 | 38.14% |
| Nothing/could not be helped | 57 | 24.15% |
| More scholarships/grants | 26 | 11.02% |
| More flexible schedules | 16 | 6.78% |
| More online courses | 9 | 3.81% |
| More online courses | 5 | 2.12% |
| More counseling services | 3 | 1.27% |
| Increase tutoring hours | 2 | 0.85% |
| textbooks | 1 | 0.42% |
| Other | 1 | 0.42% |
| Other: A internship. | 1 | 0.42% |
| Other: Actual lectures | 1 | 0.42% |
| Other: Being closer to home | 1 | 0.42% |
| Other: COVID-19 no internship. | 1 | 0.42% |

| Response | Count | Percent |
|---|-------|---------|
| Other: find internship. | 1 | 0.42% |
| Other: Give people a chance to make straight A's. | 1 | 0.42% |
| Other: Had no other courses to take at the time. | 1 | 0.42% |
| Other: Have tools available i.e. | 1 | 0.42% |
| Other: I couldn't get there. | 1 | 0.42% |
| Other: I decided to seek a different route. | 1 | 0.42% |
| Other: I'm moving. | 1 | 0.42% |
| Other: Interested in a different major. | 1 | 0.42% |
| Other: Make scholarships allowed for part-time college classes. | 1 | 0.42% |
| Other: More help with internships. | 1 | 0.42% |
| Other: More internships | 1 | 0.42% |
| Other: More majors offered. | 1 | 0.42% |
| Other: Needed medical issues taken care of. | 1 | 0.42% |
| Other: No online courses | 1 | 0.42% |
| Other: Not so tough to get into Nursing! | 1 | 0.42% |
| Other: Nothing you could have done. The pandemic is my reason for withdrawal. | 1 | 0.42% |
| Other: Offer prerequisite class more than one time a year. | 1 | 0.42% |
| Other: Reduction in cost. | 1 | 0.42% |
| Other: Unfortunately with the current event you can't change | 1 | 0.42% |
| Other: Upgrade O-Key. | 1 | 0.42% |
| Other: Waiting for in class instruction. | 1 | 0.42% |
| Other: Will return. | 1 | 0.42% |
| Total* | 236 | 100.00% |

*Due to multiple responses on paper forms, total differs from number of respondents.



Any comments or suggestions?

A bit overbearing on work load but otherwise, ok.

All in all great. Hope to see you next semester!

All services are great. I will return as soon as possible.

B.J. O'Brien is wonderful and very helpful. John Beattie was a great help as well.

Changing start date to fall

Degree ATLE isn't for me. I went to do Auto degree. COVID 19 messed that up. Hopefully fall 21 COVID is less and can continue.

Enjoyed my time at OSUIT immensely and zero complaints over the past two years.

Everyone has been nice & helpful when we visited. Just decided to study a area that isn't offered at OSU-IT.

Everyone was very nice and would recommend to others.

Everything was great at OSUIT.

Good school. Finished all my pre-reqs here.

Great just need to use them..

Great school I will be coming back once I can!

Great school. Just changed direction.

Great staff and campus but wasn't what I want to do at this time.

have better systems and more staff

Have my classes that I needed [illegible] the summer. But I understand the lack of classes. Thank you.

I am extremely grateful for services received thus far.

I am just wanting to take one semester off. I have no complaints.

I am leaving because I have more alternatives at another university. I am thankful and appreciative of my time at OSUIT.

I am very happy at OSUIT. See you in the fall 2020!

I called Thursday / Friday and no one answered. I didn't know where to send the paperwork.

I did not know that OSUIT hadn't received my FAFSA. I also didn't think I would need my books on the first few days of class. I wasn't prepared and already received several 0%.

I enjoyed my first semester summer 2020, and was looking forward to fall 2020 class. Wish materials were available.

I live on my own and I don't have the money right now so I was going to try and get financial aid for fall semester!

I love the school and the faculty and staff were always friendly and helpful.

I loved everything about this school. The way they services are ran here are amazing and I would not change a thing about it.

I plan to take o a full time job. This school schedule does not work for a full time worker.

I was also enrolled in OSU Stillwater and accepted a part-time job along with trying to finish up tech and high school.

Kathy Avery was a huge help that I would recommend to every students at OSUIT. Creative Technology staff & teachers were amazing and created real connections with me.

Make the High Voltage students study wire sizes and colors more.

My VA benefits were not going to be approved. I have to use a different option.

N/A Thank you!

Need more night classes for working students or online sections for classes offered.

Need night classes.

None at this time. Everyone had been very helpful.

None needed it is great.

Of course I liked the school. I liked the online flexibility. I would have graduated. I thought it was extremely stupid to let me for one semester and then cut me like that. I made straight A's. I was told it was my responsibility to make sure I was in compliance for your percentage of classes taken vs graded. OSU had my grades before I was even accepted. I should have been told day one what was going to happen and I would not have wasted money and a semester out of my life.

Online course offerings are great for students with physical disabilities.

OSU has been the best facility/college I've attended. My needs were always met and the staff was always so helpful and nice.

OSUIT has been a very positive experience. Due to new year workload it is to much on my time at this time.

OSUIT is a great school. I will be returning next trimester.

Schedules do not work with working adult schedules. Credits won't transfer to 4 year college.

Services from OSUIT have exceeded my expectations and I look forward to joining in the fall.

Services were great.

Thank you for offering yourselves. If I need to take summer classes again, I might re-enroll.

The services that were provided to me was very helpful and got me get as far as I could.

The staff are extremely friendly people, and very helpful.

The veterans counselor has been the most helpful staff member @ OSUIT.

This issue was caused by a breakdown in communication from botht he Department of Education and the collections company they used for my prior student loan.

Trying to obtain BSN in Nursing only needed a few gen ed classes Financial Aid was not covering.

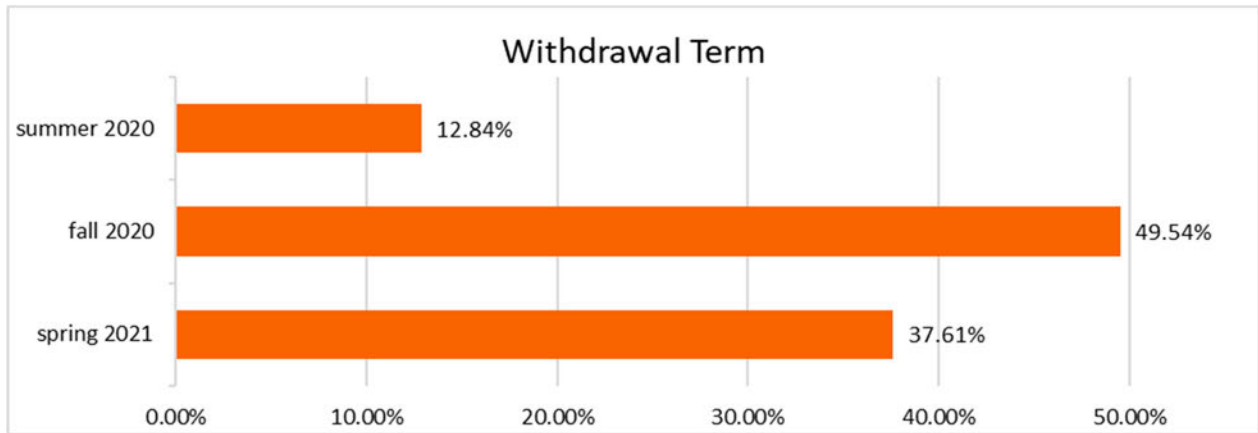
Wanted a big college feel.

Appendix C

Results for students who withdrew after census

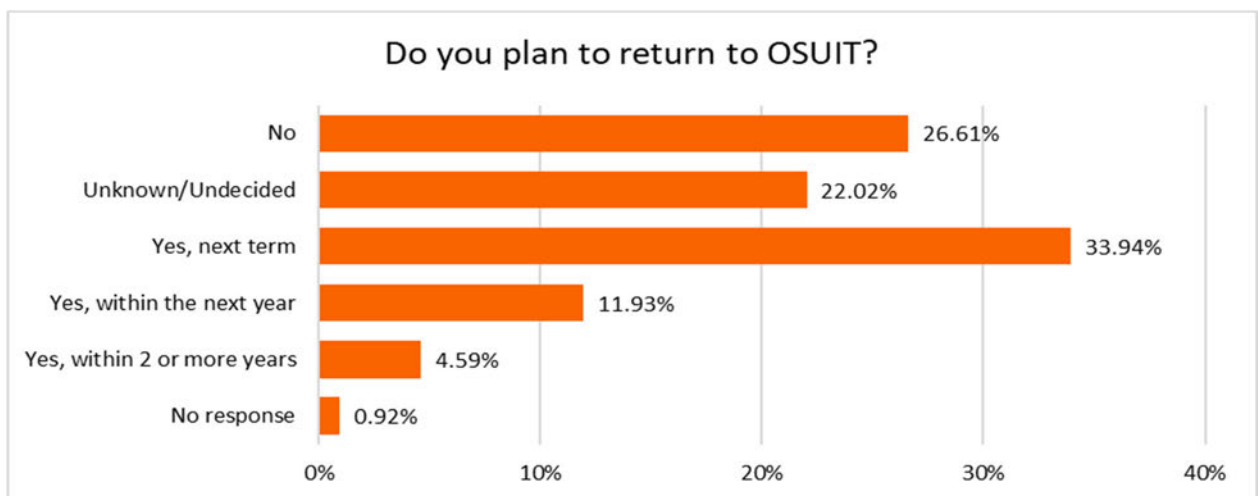
Withdrawal Term

| Term | Count | Percent |
|-------------|-------|---------|
| summer 2020 | 14 | 12.84% |
| fall 2020 | 54 | 49.54% |
| spring 2021 | 41 | 37.61% |
| Total | 109 | 100.00% |



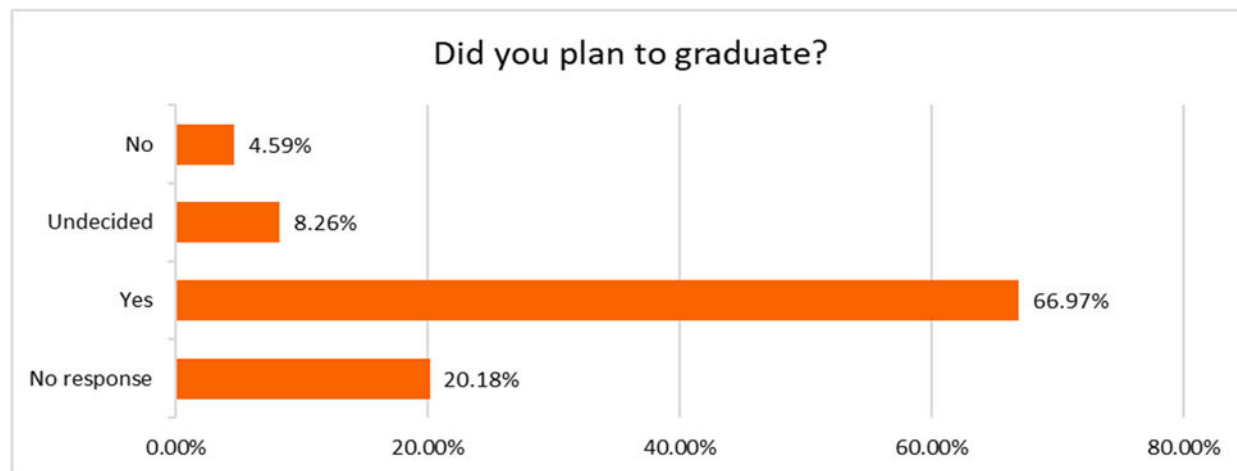
Do you plan to return to OSUIT?

| Response | Count | Percent |
|-----------------------------|-------|---------|
| No | 29 | 26.61% |
| Unknown/Undecided | 24 | 22.02% |
| Yes, next term | 37 | 33.94% |
| Yes, within the next year | 13 | 11.93% |
| Yes, within 2 or more years | 5 | 4.59% |
| No response | 1 | 0.92% |
| Total | 109 | 100.00% |



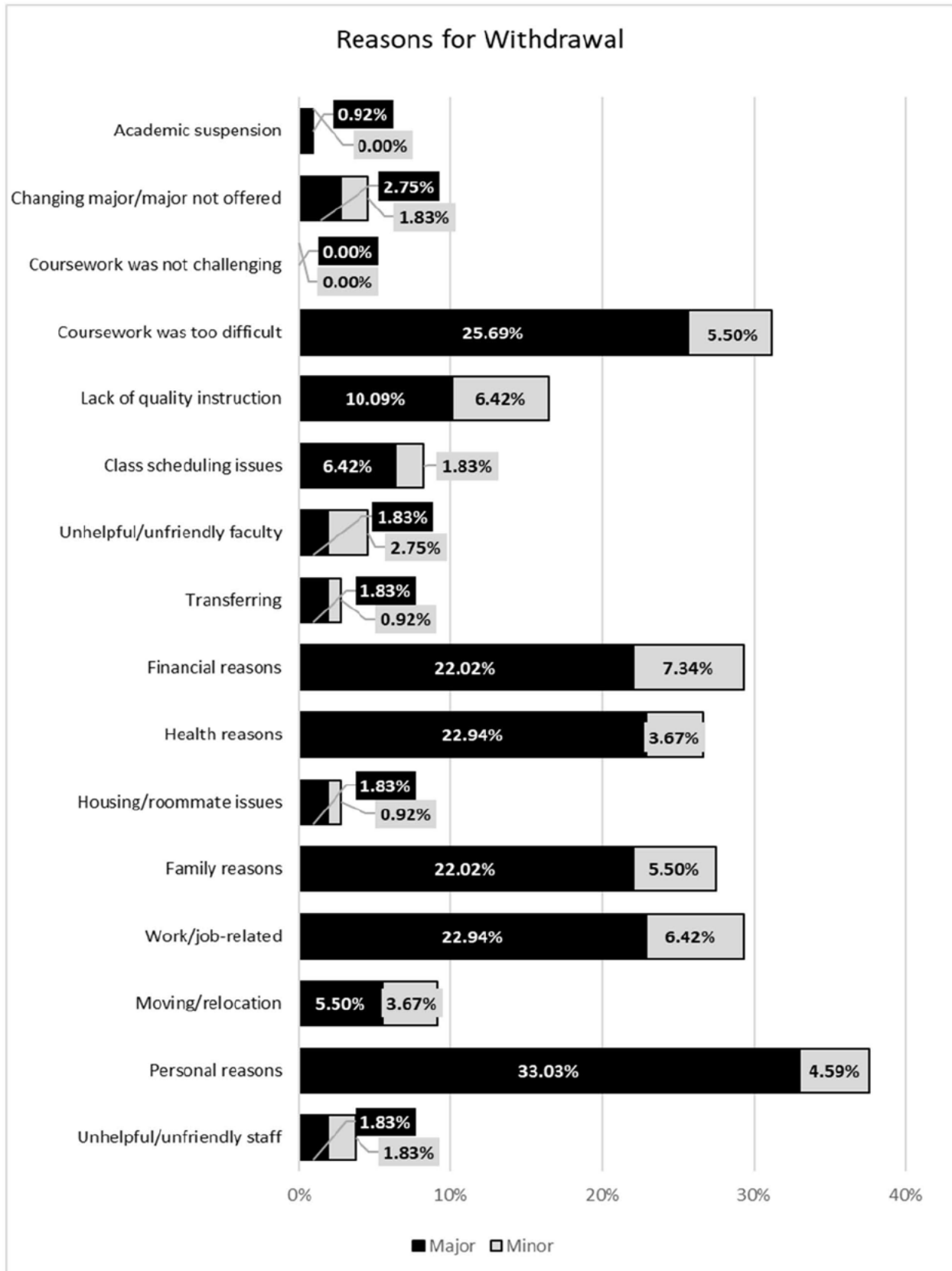
When you first came to OSUIT, were you planning to graduate?

| Response | Count | Percent |
|-------------|-------|---------|
| No | 5 | 4.59% |
| Undecided | 9 | 8.26% |
| Yes | 73 | 66.97% |
| No response | 22 | 20.18% |
| Total | 109 | 100.00% |



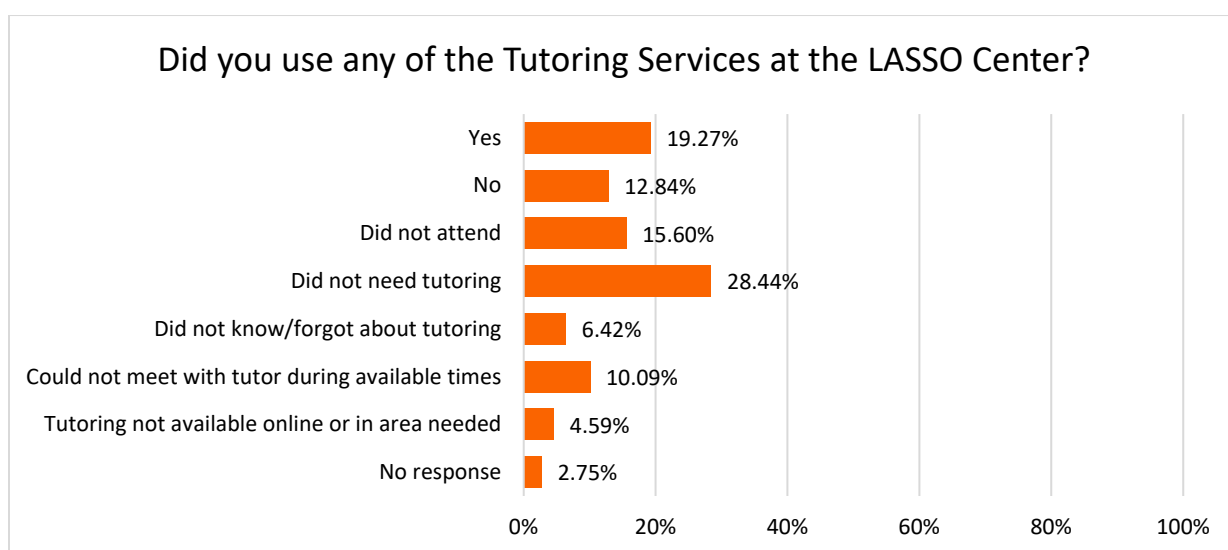
Reasons for Withdrawal

| Response | Major | Minor | No Response |
|----------------------------------|--------|-------|-------------|
| Academic suspension | 0.92% | 0.00% | 99.08% |
| Changing major/major not offered | 2.75% | 1.83% | 95.41% |
| Coursework was not challenging | 0.00% | 0.00% | 100.00% |
| Coursework was too difficult | 25.69% | 5.50% | 68.81% |
| Lack of quality instruction | 10.09% | 6.42% | 83.49% |
| Class scheduling issues | 6.42% | 1.83% | 91.74% |
| Unhelpful/unfriendly faculty | 1.83% | 2.75% | 95.41% |
| Transferring | 1.83% | 0.92% | 97.25% |
| Financial reasons | 22.02% | 7.34% | 70.64% |
| Health reasons | 22.94% | 3.67% | 73.39% |
| Housing/roommate issues | 1.83% | 0.92% | 97.25% |
| Family reasons | 22.02% | 5.50% | 72.48% |
| Work/job-related | 22.94% | 6.42% | 70.64% |
| Moving/relocation | 5.50% | 3.67% | 90.83% |
| Personal reasons | 33.03% | 4.59% | 62.39% |
| Unhelpful/unfriendly staff | 1.83% | 1.83% | 96.33% |



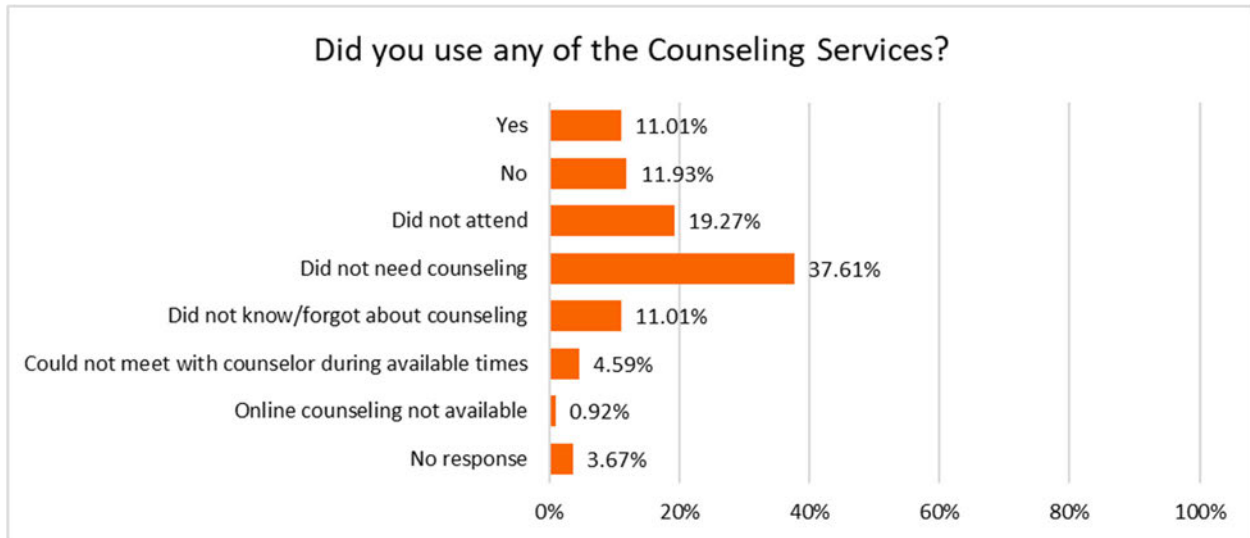
Did you use any of the Tutoring Services at the LASSO Center?

| Response | Count | Percent |
|--|--------------|----------------|
| Yes | 21 | 19.27% |
| No | 14 | 12.84% |
| Did not attend | 17 | 15.60% |
| Did not need tutoring | 31 | 28.44% |
| Did not know/forgot about tutoring | 7 | 6.42% |
| Could not meet with tutor during available times | 11 | 10.09% |
| Tutoring not available online or in area needed | 5 | 4.59% |
| No response | 3 | 2.75% |
| Total | 109 | 100.00% |



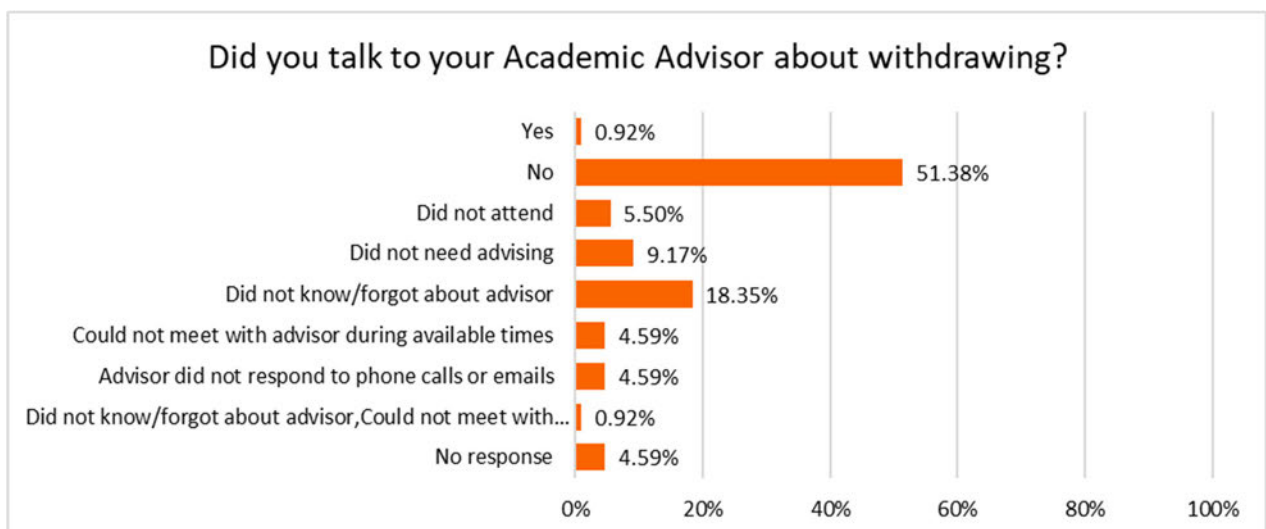
Did you use any of the Counseling Services?

| Response | Count | Percent |
|--|--------------|----------------|
| Yes | 12 | 11.01% |
| No | 13 | 11.93% |
| Did not attend | 21 | 19.27% |
| Did not need counseling | 41 | 37.61% |
| Did not know/forgot about counseling | 12 | 11.01% |
| Could not meet with counselor during available times | 5 | 4.59% |
| Online counseling not available | 1 | 0.92% |
| No response | 4 | 3.67% |
| Total | 109 | 100.00% |



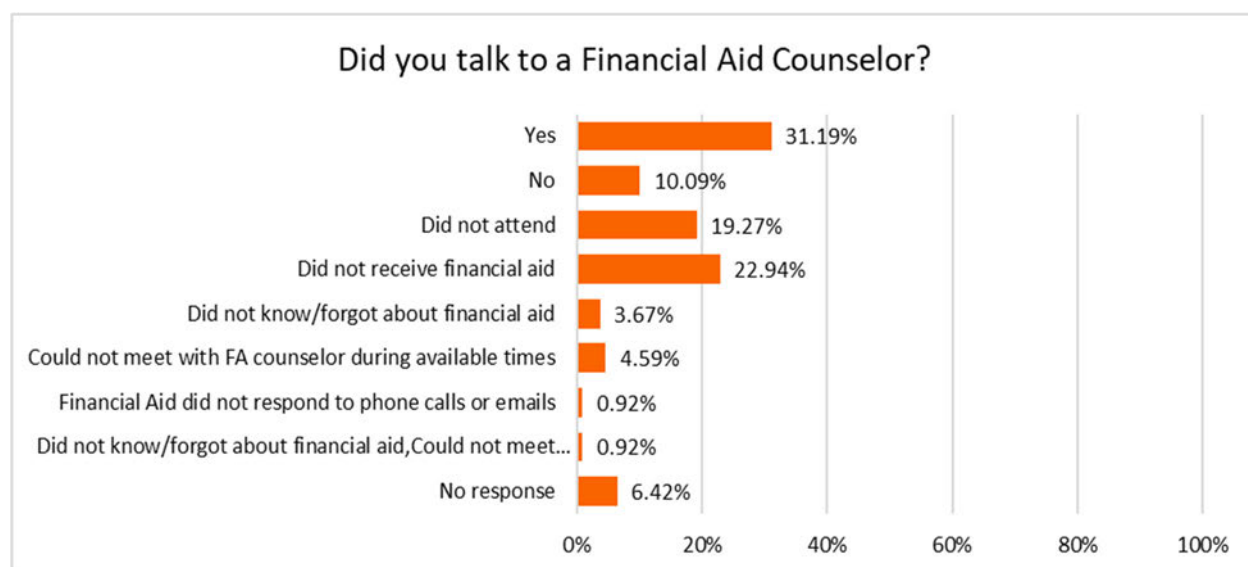
Did you talk to your Academic Advisor about withdrawing? (select one)

| Response | Count | Percent |
|---|------------|----------------|
| Yes | 1 | 0.92% |
| No | 56 | 51.38% |
| Did not attend | 6 | 5.50% |
| Did not need advising | 10 | 9.17% |
| Did not know/forgot about advisor | 20 | 18.35% |
| Could not meet with advisor during available times | 5 | 4.59% |
| Advisor did not respond to phone calls or emails | 5 | 4.59% |
| Did not know/forgot about advisor, Could not meet with advisor during available times, Advisor did not respond to phone calls or emails | 1 | 0.92% |
| No response | 5 | 4.59% |
| Total | 109 | 100.00% |



Did you talk to a Financial Aid Counselor? (select one)

| Response | Count | Percent |
|--|--------------|----------------|
| Yes | 34 | 31.19% |
| No | 11 | 10.09% |
| Did not attend | 21 | 19.27% |
| Did not receive financial aid | 25 | 22.94% |
| Did not know/forgot about financial aid | 4 | 3.67% |
| Could not meet with FA counselor during available times | 5 | 4.59% |
| Financial Aid did not respond to phone calls or emails | 1 | 0.92% |
| Did not know/forgot about financial aid, Could not meet with FA counselor during available times | 1 | 0.92% |
| No response | 7 | 6.42% |
| Total | 109 | 100.00% |

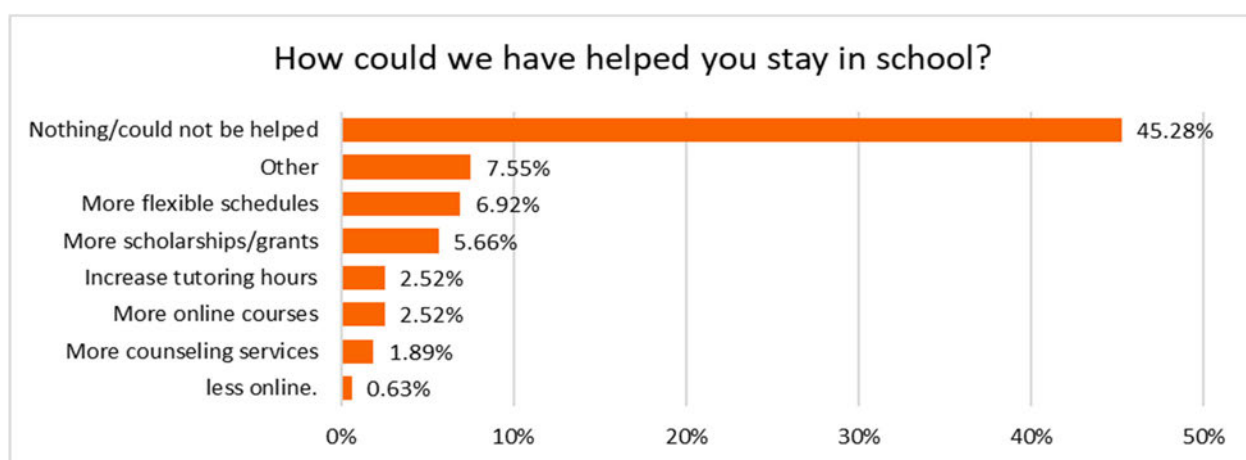


How could we have helped you stay in school?

| Response | Count | Percent |
|--|--------------|----------------|
| Nothing/could not be helped | 72 | 45.28% |
| More flexible schedules | 11 | 6.92% |
| More scholarships/grants | 9 | 5.66% |
| Increase tutoring hours | 4 | 2.52% |
| More online courses | 4 | 2.52% |
| More counseling services | 3 | 1.89% |
| less online. | 1 | 0.63% |
| Other: Full financial aid. | 1 | 0.63% |
| Other: I just need a break. | 1 | 0.63% |
| Other: In-class sessions. | 1 | 0.63% |
| Other: Lengthen drop w/ full refund date to 15th day of class. | 1 | 0.63% |

| Response | Count | Percent |
|---|-------|---------|
| Other: Less online courses. | 1 | 0.63% |
| Other: More in school | 1 | 0.63% |
| Other: Need classroom environment | 1 | 0.63% |
| Other: No online courses. | 1 | 0.63% |
| Other: Nothing my mother is ill. | 1 | 0.63% |
| Other: On campus classes (other than lab) | 1 | 0.63% |
| Other: On-campus classes. | 1 | 0.63% |
| Other: Wrong course. | 1 | 0.63% |
| No response | 43 | 27.04% |
| Total | 159 | 100.00% |

**Due to multiple responses on paper forms, total differs from number of respondents.*



Any comments or suggestions?

All services offered were fine and helpful.

Being in person classes

Broken hand

Course hours need/needs to be increased to fully understand work.

COVID pandemic made it not possible to stay in the dorm and we verbalized a request to move out of the dorm and was told no we had to pay --- and buy gas

Culinary program needs work; don't understand students have lives outside of school & emergencies happen. Culinary program needs attention; problem's not solved(?).

Everyone I have talked to has been very helpful. Thank you! I am returning in the summer 2021.

Extremely good faculty.

Fantastic. I have to look after my mother my father died 40 years ago and I promised him I would look after my mother.

I already graduated, thought I might need this class for my next degree.

I asked for someone to contact me about my coursework.

I have informed [REDACTED] the LOON of the [REDACTED] of the reasons of the withdrawal.

I needed to go back and refresh on Algebra 1&2, then go to College Algebra. C#, it was tough material and it relied on information outside the content.

I plan to attend school fall 2021 to continue my Associates.

I really enjoyed the Power Plant program.

I struggled a lot with online learning. Also I have had a lot of home issues to deal with this semester.

I was looking for study in the areas of machine learning.

I will be re-inrolling ASAP Health problems resolved My withdrawl is completely health related.

I will be returning in the fall fully prepared to succeed.

If date of withdrawal will leave me still owing money for class, contact me. Withdrawing from History.

In person classes; made statements on other forms (On official withdrawal form, he stated "Transferring to UCO because not being offered in person format for requested classes 3 semesters in a row."

Job related; will enroll for fall semester 2021

Just need to drop class before I am charged please.

Looking forward to coming back more organized and confident and in better shape personally mentally and a more better stable condition.

More on campus options for IT program for above question [How could we have helped you stay in school?]

More teachers to make sure students know about assignments both in person and online.

No

No, I've had a great experience and hope to be readmitted to Nursing.

Nothing is wrong with the school, I'm dealing with personal issues.

OSUIT is a great school. I misread the dates for summer session. I will enroll immediately for fall semester.

Please tell me/and other concurrent students when the course is a compressed class, and early or late start/end

Recovering from COVID-19 has taken longer than expected and, unfortunately affected my attendance in class. I will be returning in summer 2021 to complete these classes.

School was great & teachers. This was due to family matter.

Suggest schedules become more flexible.

The services offered are good.

Three surgeries scheduled in near future. Forced to retire so school is on bottom of priority list.

Withdrawing for medical reasons.

Withdrawing for mental health reasons. Classes being online and not in-person due to the pandemic added to the stress. I learn better in-person.

Your office of academic accommodations did nothing to help me when I needed guidance on how to apply.

Appendix D
Five-year comparison

Withdrawal Term

| Responses | 15-16 | 16-17 | 17-18 | 18-19 | 19-20 | 20-21 |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Summer | 37.21% | 14.80% | 26.02% | 14.81% | 25.63% | 25.52% |
| Fall | 37.21% | 43.95% | 54.47% | 52.47% | 47.81% | 44.48% |
| Spring | 20.54% | 40.81% | 19.51% | 32.72% | 26.56% | 30.00% |
| (Did not answer) | 5.04% | 0.45% | 0.00% | 0.00% | 0.00% | 0.00% |
| Total Responses | 258 | 223 | 246 | 324 | 320 | 290 |

For Office Use Only

| Responses | 15-16 | 16-17 | 17-18 | 18-19 | 19-20 | 20-21 |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Cancel | 35.27% | 48.88% | 58.54% | 58.02% | 56.88% | 62.41% |
| Withdrawal | 63.57% | 48.88% | 36.99% | 41.98% | 43.13% | 37.59% |
| (Did not answer) | 1.16% | 2.24% | 4.47% | 0.00% | 0.00% | 0.00% |
| Total Responses | 258 | 223 | 246 | 324 | 320 | 290 |

Do you plan to return to OSUIT?

| Responses | 15-16 | 16-17 | 17-18 | 18-19 | 19-20 | 20-21 |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Yes | 53.88% | 63.64% | 48.37% | 62.04% | 54.38% | 46.55% |
| No | 36.82% | 36.36% | 46.75% | 35.49% | 42.50% | 29.31% |
| (Did not answer) | 9.30% | 1.35% | 4.88% | 2.47% | 3.13% | 24.14% |
| Total Responses | 258 | 223 | 246 | 324 | 320 | 290 |

When you first came to OSUIT, were you planning to graduate?

| Responses | 15-16 | 16-17 | 17-18 | 18-19 | 19-20 | 20-21 |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Yes | 77.13% | 83.86% | 84.96% | 87.04% | 84.69% | 72.07% |
| No | 5.43% | 4.04% | 4.88% | 5.86% | 4.38% | 6.90% |
| Undecided | 7.36% | 10.76% | 8.94% | 4.94% | 8.75% | 7.93% |
| (Did not answer) | 10.08% | 1.00% | 1.22% | 2.16% | 2.19% | 13.10% |
| Total Responses | 258 | 223 | 246 | 324 | 320 | 290 |

Reasons for Withdrawal (Mark all that apply.)

| Responses | 15-16 | 16-17 | 17-18 | 18-19 | 19-20 | 20-21 |
|--------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| (Did not answer) | 4.32% | 0.62% | 0.00% | 0.00% | 0.00% | 20.34% |
| Academic suspension | 0.00% | 0.41% | 0.45% | 0.28% | 0.50% | 1.00% |
| Accepted full-time job | 4.50% | 6.02% | 8.64% | 5.77% | 4.79% | 0.00% |
| Conflict between job and school | 5.44% | 6.43% | 10.45% | 4.65% | 6.27% | 26.70% |
| Could not find a job on campus | 0.38% | 0.41% | 0.00% | 0.28% | 0.50% | 0.00% |
| Coursework was not challenging | 0.38% | 0.21% | 0.45% | 0.56% | 0.00% | 0.70% |
| Coursework was too difficult | 1.88% | 2.07% | 6.36% | 1.83% | 2.31% | 17.60% |
| Did not budget correctly | 3.94% | 2.90% | 7.27% | 2.54% | 2.31% | 0.00% |
| Family reasons | 10.69% | 9.34% | 17.73% | 10.14% | 8.75% | 20.30% |
| Financial reasons | 7.88% | 9.96% | 19.09% | 8.17% | 10.73% | 29.00% |
| Financial suspension | 1.50% | 1.87% | 5.91% | 1.41% | 1.16% | 0.00% |
| Health reasons | 4.13% | 6.02% | 9.09% | 5.77% | 4.62% | 14.80% |
| Home sick | 1.13% | 0.41% | 4.55% | 1.13% | 0.66% | 0.00% |
| Housing/roommate issues | 0.75% | 0.62% | 0.91% | 0.85% | 0.83% | 1.70% |
| Lack of financial aid | 3.94% | 4.77% | 8.18% | 4.51% | 4.13% | 0.00% |
| Lack of quality of instruction | 1.31% | 1.04% | 0.91% | 1.55% | 2.31% | 7.60% |
| Lack of study skills needed | 1.31% | 1.87% | 2.73% | 0.85% | 1.49% | 0.00% |
| Learned all I wanted at this time | 0.56% | 0.21% | 2.27% | 0.70% | 0.66% | 0.00% |
| Major not offered at OSUIT | 1.69% | 2.70% | 1.36% | 1.69% | 1.82% | 3.10% |
| Moving/relocation | 4.32% | 3.73% | 9.09% | 3.52% | 2.97% | 6.90% |
| My job does not require more college | 0.19% | 0.41% | 0.91% | 0.42% | 1.49% | 0.00% |
| Other (please specify) | 11.07% | 8.71% | 20.45% | 9.15% | 10.56% | 0.00% |
| Scheduling issues | 3.00% | 3.32% | 13.18% | 3.94% | 3.30% | 12.80% |
| Taking a break from school | 5.82% | 3.94% | 13.18% | 7.32% | 6.93% | 0.00% |
| Too many requirements | 0.94% | 0.00% | 0.91% | 0.70% | 0.83% | 0.00% |
| Personal reasons* | | | | | | 28.60% |
| Unhelpful/unfriendly faculty* | | | | | | 3.10% |
| Unhelpful/unfriendly staff* | | | | | | 2.80% |

*New or expanded category as of 2021 survey.

Multiple answers per participant possible. Percentages based on number of responses, not respondents.

Did you use any of the Tutoring Services at the LASSO Center?

| Responses | 15-16 | 16-17 | 17-18 | 18-19 | 19-20 | 20-21 |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Yes | 16.28% | 9.87% | 12.20% | 11.11% | 11.88% | 13.10% |
| No | 73.26% | 88.79% | 85.37% | 87.35% | 86.56% | 83.79% |
| (Did not answer) | 10.47% | 93.00% | 2.44% | 1.54% | 1.56% | 3.10% |
| Total Responses | 258 | 223 | 246 | 324 | 320 | 290 |

Multiple answers per participant possible. Percentages added may exceed 100 since a participant may select more than one answer for this question.

Did you use any of the Counseling Services?

| Responses | 15-16 | 16-17 | 17-18 | 18-19 | 19-20 | 20-21 |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Yes | 8.91% | 9.87% | 7.32% | 8.02% | 7.19% | 6.21% |
| No | 80.23% | 88.34% | 89.43% | 90.74% | 91.25% | 90.34% |
| (Did not answer) | 10.85% | 1.79% | 3.25% | 1.23% | 1.56% | 3.40% |
| Total Responses | 258 | 223 | 246 | 324 | 320 | 290 |

Multiple answers per participant possible. Percentages added may exceed 100 since a participant may select more than one answer for this question.

Did you talk to your Academic Advisor about withdrawing?

| Responses | 15-16 | 16-17 | 17-18 | 18-19 | 19-20 | 20-21 |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Yes | 40.70% | 37.67% | 34.96% | 33.33% | 37.19% | 44.83% |
| No | 44.57% | 58.74% | 58.13% | 64.20% | 59.06% | 51.38% |
| (Did not answer) | 14.73% | 3.59% | 6.91% | 2.47% | 3.75% | 5.17% |
| Total Responses | 258 | 223 | 246 | 324 | 320 | 290 |

Multiple answers per participant possible. Percentages added may exceed 100 since a participant may select more than one answer for this question.

Did you talk to a Financial Aid Counselor?

| Responses | 15-16 | 16-17 | 17-18 | 18-19 | 19-20 | 20-21 |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Yes | 33.33% | 32.74% | 29.27% | 28.09% | 25.31% | 23.79% |
| No | 51.94% | 59.19% | 64.23% | 66.05% | 71.25% | 67.93% |
| (Did not answer) | 14.73% | 8.07% | 6.50% | 5.86% | 3.44% | 8.62% |
| Total Responses | 258 | 223 | 246 | 324 | 320 | 290 |

Multiple answers per participant possible. Percentages added may exceed 100 since a participant may select more than one answer for this question.

How could we have helped you stay in school?

| Responses | 15-16 | 16-17 | 17-18 | 18-19 | 19-20 | 20-21 |
|------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| More scholarships/grants | 15.50% | 11.21% | 9.35% | 9.57% | 10.00% | 8.86% |
| Increase tutoring hours | 1.16% | 6.28% | 8.54% | 8.95% | 1.25% | 1.52% |
| More online courses | 3.88% | 0.90% | 1.22% | 0.93% | 0.63% | 4.56% |
| More flexible schedules | 8.91% | 1.35% | 0.41% | 1.54% | 13.75% | 6.84% |
| More counseling services | 1.55% | 13.90% | 13.41% | 12.65% | 11.25% | 1.52% |
| Other (please specify) | 25.19% | 32.29% | 35.77% | 42.59% | 23.75% | 10.38% |
| Nothing/Could not be helped* | | | | | | 32.66% |
| (Did not answer) | 51.16% | 42.60% | 38.62% | 31.48% | 48.13% | 45.86% |
| Cumulative Percent | 107.36% | 108.52% | 107.32% | 107.72% | 108.80% | 112.20% |

*New category as of the 2021 survey; previously, most often cited as “other” response.

Multiple answers per participant possible. Percentages added may exceed 100 since a participant may select more than one answer for this question.

Appendix E

Copy of revised *Student Withdrawal Request* form with *Withdrawal Survey*



Student Withdrawal Request

Print or Type All Information

The official date of withdrawal is the last date of class attendance.

Refunds and grades will be determined by this date in accordance with OSUIT withdrawal policy.

NOTE: A withdrawal may require returning Financial Aid, thus creating a student account bill.

Name _____ CWID _____ Date _____

Are you receiving veteran/military education benefits? Yes No IF YES, Veteran Coordinator Initials _____

Program of Study _____ Sem _____ Last Day of Class Attendance _____

Reason for Withdrawal: _____

Forwarding Information:

Address _____ City _____ State/Zip _____

County _____ Phone Number _____ Alt Phone Number _____

Date of Birth ____/____/____ Email Address _____

Do you plan to return to OSUIT? Yes No When? _____

It is advised that all students contact the following department(s) prior to withdrawal from school.

Comments / Signatures from Advisors:

| |
|--|
| Academic Department / Advisor |
| Bursar's Office / Cashier's Office |
| Student Financial Services |
| Residential Life (on-campus students only) |

Have you contacted the above departments? Yes No, I accept all responsibilities for my withdrawal.

I accept any and all academic and financial consequences of my withdrawal from OSUIT.

Signature of Student: _____

Date: _____

FOR OFFICE USE ONLY

Withdrawal (student has attended)

Cancel (Student has never attended)

University Appeals Committee:

Processed _____

Date _____

(Please complete reverse side)

revised 1.15.21

Student Withdrawal Request, Continued

Please complete this survey regarding why you are leaving OSUIT. Your response is important and always kept private and confidential. Your responses, combined with other responses, help us improve student services. Email Institutional Research at iar@okstate.edu with questions about this survey.

What term are you dropping/withdrawing from? Summer Fall Spring

Do you plan to re-enroll at OSUIT? (Select one option)

Yes, next term Yes, within the next year Yes, within 2 or more years Unknown/Undecided No

When you first enrolled, were you planning to graduate from OSUIT? (Select one option) Yes No

Why are you leaving?

| | Major Reason | Minor Reason | N/A | | Major Reason | Minor Reason | N/A |
|----------------------------------|-----------------------|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| Academic suspension | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Financial reasons | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Changing major/Major not offered | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Health reasons | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Coursework was not challenging | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Housing/Roommate issues | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Coursework was too difficult | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Family reasons | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Lack of quality instruction | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Work/Job related | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Class scheduling issues | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Moving/Relocation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Unhelpful/Unfriendly faculty | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Personal reasons | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Transferring | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Unhelpful/Unfriendly staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Did you use any of the Tutoring Services at the LASSO Center? (Select one)

- Yes Did not need tutoring Could not meet with tutor during available times
 Did not attend Did not know/forgot about tutoring Tutoring not available online or in area needed

Did you use any of the Counseling Services? (Select one)

- Yes Did not need counseling Could not meet with counselor during available times
 Did not attend Did not know/forgot about counseling Online counseling not available

Did you talk to your Academic Advisor about withdrawing? (Select one)

- Yes Did not need advising Could not meet with advisor during available times
 Did not attend Did not know/forgot about advising Advisor did not respond to phone calls or emails

Did you talk to a Financial Aid Counselor? (Select one)

- Yes Did not receive Financial Aid Could not meet with Financial Aid during available times
 Did not attend Did not know/forgot about Fin. Aid Financial Aid did not respond to phone calls or emails

How could we have helped you stay in school?

- More flexible schedules Increase tutoring hours More scholarships/grants
 More online courses More counseling services Nothing/Could not be helped

Any comments or suggestions?
