

Institutional Analysis, Assessment & Reporting

Non-returning and Withdrawing Student Survey Results Through Spring 2011

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This report provides the results of a non-returning student survey that has been administered to students who didn't enroll at all, who dropped all their courses before the census date, or who left between weeks 3 and 6 of the semester. To date, the surveys have been administered to fall 2009, spring 2010, fall 2010, and spring 2011 non-continuing students.

Response rates have been very low on this survey, probably due in part to the fact that the survey is web-based and is sent to the students' Boise State e-mail address. The response rate to the survey for non-returning students has been about 7%, while the withdrawing student response rate has been about 9%. This report is based on 1,002 students who responded to the surveys; most (771 or 77%) never registered for the semester, while 154 or 15% withdrew before the 10th day. Only 77 or 8% of the respondents withdrew after the 10th day. See Table 1 below for details.

Table 1. Number of respondents by term and type of non-returning or withdrawing student

		Type of Non-enrollment			Total
		Did not register for semester	Withdrew by 10th day	Withdrew 10th day thru week 6	
TERM	FA09	0	37	24	61
	FA10	407	32	17	456
	SP10	282	49	19	350
	SP11	82	36	17	135
Total		771	154	77	1002

The primary reason for not remaining enrolled varied based on type of withdrawal. As shown by Table 2 below, students who did not register for the semester or who withdrew by the 10th day,

were most likely to indicate that they had academic issues or work/financial issues. For those who withdrew after the 10th day, however, the most frequent issue was medical.

Table 2. Primary reason for not returning/withdrawing by type of non-return

		Type of Non-enrollment				Total
		Did not register for semester	Withdrew by 10th day	Withdrew 10th day thru week 6		
What was your primary reason for not returning to Boise State? (please select only one response)	Family or relationship issues	Count	115	15	15	145
		Percent	15.6%	10.1%	20.0%	15.1%
	Medical issues	Count	43	23	24	90
		Percent	5.9%	15.4%	32.0%	9.4%
	Work or financial issues	Count	264	57	17	338
		Percent	35.9%	38.3%	22.7%	35.2%
	Academic, registration or other university concerns	Count	271	48	15	334
		Percent	36.9%	32.2%	20.0%	34.8%
	Transportation issues	Count	8	1	0	9
		Percent	1.1%	.7%	.0%	.9%
	Religious or military obligations	Count	34	5	4	43
		Percent	4.6%	3.4%	5.3%	4.5%
Total	Count	735	149	75	959	
	Percent	100.0%	100.0%	100.0%	100.0%	

Follow-up on Academic Concerns Issues:

With 35% selecting academic concerns as the primary reason for not continuing their enrollment, it was one of the top two reasons that students gave for not returning or withdrawing. Students who selected “academic, registration, or other university concerns” were then asked to identify all the reasons under this category that applied to them. Registration issues were the most frequently cited reasons for not returning; this category included inability to register for classes because they were full, and lack of offerings at the desired times or at the

locations. Quality of instruction was also identified as an issue by 23% of the respondents. See Table 3 below for further details.

Table 3. Specific academic, registration, or other university concerns

	Count	Column Valid N %
Poor study habits	25	7.9%
Lack of study time	18	5.7%
Unable to register in needed classes (classes were full)	110	34.9%
Inadequate academic advising	78	24.8%
Poor performance on early exams	22	7.0%
Quality of instruction	72	22.9%
Lack of available courses at the desired location	80	25.4%
Lack of available courses at the desired times	99	31.4%
Other	156	49.5%

However, the “other” category was selected as a reason by half of the respondents who chose academic concerns as the primary reason for not returning, prompting a further look at what students wrote in for this category. The largest number of “other” responses concerned their major. In particular, some left because they couldn’t start the nursing program, while others decided on a major that Boise State didn’t have. The second largest group indicated that they had transferred or graduated. Most of the remaining other responses concerned finances or not experiencing the institution that they wanted (lack of fit, disappointment with BSU). A listing of the “other responses” can be found in appendix A.

Follow-up on Financial Concerns:

Financial concerns was the other top reason that 35% students gave for not continuing their enrollment. As shown by Table 4 below, a majority of students (55.5%) indicated that they lacked the financial resources for school expenses. The second most frequently selected reason was lack of financial resources for living expenses; however, this category was added after the survey had already been administered to an early group of students, so the percentage probably would have been higher if all respondents had the opportunity to select this category.

Table 4. Specific financial issues and concerns

	Count	Column Valid N %
Change in work hours	46	14.1%
Classes conflicted with work	64	19.6%
Accepted full-time employment	60	18.4%
Job demands	62	19.0%
Lack of financial resources for school expenses	181	55.5%
Lack of financial resources for living expenses	75	23.0%
Loss of job	22	6.7%
Unable to find part-time work	37	11.3%
Unexpected bills	59	18.1%
Other	58	17.8%

Follow-up on Family issues:

Family issues was a fairly limited reason that students gave for not returning, with 15% selecting this category. When asked for further details, the largest category was “family responsibilities” with 46% selecting this category. However, “other” was also a major reason with 43% selecting this reason. A review of the “other” text responses showed that most were due to pregnancy or birth of a child, while marriage was the next most important reason. The other main reason was that the student moved. See Table 5 for details and Appendix B for verbatim responses to the “other” category.

Table 5 Specific family issues selected as reasons for not continuing to enroll

	Count	Column Valid N %
Child care difficulties	16	11.2%
Family responsibilities	65	45.5%
Homesickness	6	4.2%
Family death or illness	28	19.6%
Lack of connections with BSU peers	7	4.9%
Other	62	43.4%

Follow-up on Medical issues:

Though only 9% of respondents overall selected “medical issues” as the reason for not continuing their enrollment, for those who withdrew after the 10th day, about one-third indicated that they withdrew for medical reasons. In almost all cases (93%), the student was the one with the medical issue.

Follow-up on military or religious reasons:

Only 43 or 4.5% of the respondents indicated that they did not continue to enroll due to military or religious service. As shown by Table 6, the most frequent reason was military tour or active duty.

Table 6. Military or religious reasons for not continuing enrollment

	Count	Column Valid N %
Military tour/active duty	27	65.9%
Religious mission	6	14.6%
Other	8	19.5%

Follow-up on Transportation Issues

Only 9 students or 1% of the respondents indicated that their primary reason for not continuing to enroll was due to issues with transportation. Most found the commute to be too long.

Appendix A. Other reasons under Academic Concerns (N=132)

Moved from State and Enrolled to other University
2 courses needed weren't offered online so took from independent study Idaho
Accepted into Medical School
Accepted to the Physician Assistant graduate program at Idaho State University
account issues
administrative withdrawal / Not accepted to program
Already fulfilled requirements
already have degree
as a new student wasn't allowed to register with freshman, but after all classes are full. couldn't attend orientation because was out of the country.
athletic
attending another school
attending doctorate program
Attending University of Idaho now
Awful financial aid department employees
Awful, uncaring, contradictory, and hypocritical professors
BSU error and miscommunication
Burned out
Changed majors and bsu did not have speech pathology
changing major
Class I needed not offered until spring semester
Class sizes
Class was not offered in the Spring 2010
Class was not what I thought it would be about.
Classes only offered once a year
Cost
CWI is half the price
Decided not to apply for BSU nursing program
Decided to Change major.
Did not have the degree I was really seeking in aviation science.
did not make it in to program
Did not meet prerequisites for classes enrolled Spring 2010.
didn't feel it was worth the cost
Didn't get accepted to nursing program
Didn't know what I wanted to major in, rather not spend money if I don't know what I want to do
Didn't meet paperwork deadline.
Didn't offer degree I wanted
Didn't pass my Praxis II for the Ed Program in time.
Didn't want to wait any longer to start RN school. Now enrolled at Apollo College and will be graduating May 2010. I wouldn't have even started the RN program at BSU by then.
Didn't know what I want to study and needed time off to figure it out.
done with master's prereqs
Dropped the paralegal program
Entered the ISU fast-track nursing program
exchange student

family issues/denied withdrawl
Faulty progress reports
Fear of my safety
Finished with all my requirements
Found a better school
Found a more appropriate College for my needs
GEM scholarship was waived
Go to Idaho State and Boise State....only ISU offered the class I needed this spring
Graduate School
Graduating
Graduation
had problems with my classes and i failed due to relocation to blackfoot
Hated wasting time and money for classes I had to take but had nothing to do with my degree.
Home computer problems & needed to upgrade my calculator for my math class.
I always have issues with something on registration.
I am attending graduate school for Physical Therapy. You do not offer this at BSU.
I could stay only one semester as an exchange student
I did not get into BSU's Nursing Program and the only classes I have left to take at BSU are nursing courses.
I didn't need to take any more classes at BSU. I'm completing my degrees at CSI and ISU.
I graduated
i havent completed an area 3 class
I received a letter stating the program I was in had been cancelled
I received a scholarship from another college
I was an exchange student for a year
I was lost from the beginning and class was moving too fast
I went to a different school.
it wasnt the right school for me
lack of a campus life
Lack of appropriate major.
Lack of desired course of study
Lack of educational freedom
Lack on online offerings
Limited options for fulfillment of advanced comm studies requirement
Low GPA
Made me transfer to CWI for horticulture
My class was not given this fall.
My class was over
my exchange program was only for one semester
My Sped certification was all a go until it was discovered that I had not yet passed the Math Praxis. My impression was that I had been excepted into Ed Porgram in 2007 when I graduated with an Art Educ.(K-12) Degree. I was able too proceed with Sp Ed Cer. Almost all the way through. Then was notified by Ed Dept. that Iw as lacking M. Praxis.
Needed classes not being offered
Next required class isn't scheduled until Fall 2011
no anthropology/archeology courses dedicated to asian/south pacific
no EMT courses
No longer interested in student success

no paramedic program
no program that fill me academic needs.
No stats tutors
no support from administration or other employees of bsu
Not admitted to program
Not the best nursing program available, no real world work experience is in the program
Online course at BYU
out of school too long, couldn't keep up.
PROFESSORS DROPPED ME FROM THEIR CLASSES.
program restriction
Raised tuition
reached undergraduate financial aid limits
Relocated
Removed from Engl. Ed program
See below
Severe Depression and Anxiety
starting in NNU Nursing program
Taking Uof Idaho Independent Study course this semester
Technical Issue
the textbook for math 170 was to confusing
They did not have the program I really wanted to go into
Took an Incomplete
Took out my major
Transferring to another university
Transferred
Transferred to different school
transferred to play baseball at another school
transferring credits
Trnasferred to a more prestigous university
Trouble deciding major
Tuition cost
Tuition is not worth education recieved
un aware of my previsionsal status
Unable to receive financial Aid Appeal.
variety of course offerings
Wasn't admitted to nursing program
Went to graduate school
Wife moving out of state
you can't be serious
You guys wouldn't let me use my financial aid to enroll..so I took my Finaancial Aid and enrolled elsewhere.
you just suck!
You make it impossible to get the classes that i need and i get a rat race when i try to find ANYONE who can help me.
Your CS Program's learning in Java. That's so top level it doesn't even require effort. there's nothing to learn there about programming...
Your University is horrible

Appendix B. Other reasons under Family Issues (N=52)

2 week honeymoon

Baby Born

birth expected in march

Birth of child

break-up after 5 years, father died, godparents divorced...

Conflicts

Difference in opinion of the importance of furthering my education with my spouse

Divorce

Family illness caused lack of transportation

Family Move

Getting married, life changes

Getting married.

Got Married and Moved out of State

got married.. been busy

GOT MARRIED/ MOVING

Had a baby

had a baby sept 14

had a baby this semester

Had opportunity to travel overseas

having a baby

Husband and I are expecting our second child in Spring 2010

I had a baby

I moved to Mesa so my Mother could care for my kids while I finish school.

Just had a baby

marrige

Moved away from Boise

moved to Virginia

moving during semester

my family moved and i had to move with them because i am dependent

new baby

New Baby

New baby being born mid semester

new baby/finances

New born daughter!

personal considerations

pregnancy

Pregnancy

pregnancy complications

pregnant

relocation to fulfill a personal goal

retirement from nursing

Separation, Money

serious car accident. couldn't make it to classes

serious relationship

Single Mom

stalker ex-boyfriend
Too busy
wedding/honeymoon
