



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

Lees College Campus of HCTC

Breathitt Life Skills Center

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**STUDENT TOTAL WITHDRAWAL SURVEY RESULTS SUMMARY
SUMMER 2012, FALL 2012, SPRING 2013**

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**STUDENT TOTAL WITHDRAWAL SURVEY
RESULTS SUMMARY – SUMMER 2012, FALL 2012, SPRING 2013**

HCTC students who processed a total withdrawal during the Summer 2012, Fall 2012, and Spring 2013 were asked to complete a survey indicating their reason for withdrawal, how satisfied they were with their educational experience, and how HCTC could be more helpful concerning their experience. Student Services personnel administered the survey to students after counseling them about the consequences of totally withdrawing from college. A total of 77 responses were collected for Summer 2012-Fall 2012-Spring 2013 compared to 81 responses collected for Summer 2011-Fall 2011-Spring 2012, 127 responses collected for Summer 2010-Fall 2010-Spring 2011, and 134 responses collected for Summer 2009-Fall 2009-Spring 2010.

As reference for this survey report, the number of total withdrawals processed during Summer 2012-Fall 2012-Spring 2013 (from the last day to add for each term through the last day of class for each term) was also reviewed; a total of 517 total withdrawals were processed compared to 334 processed for Summer 2011-Fall 2011-Spring 2012, 335 processed for Summer 2010-Fall 2010-Spring 2011, and 236 processed for Summer 2009-Fall 2009-Spring 2010. Please see below for the term specific totals and a survey collection calculation rate.

Included as attachments to this report is the Excel file containing the raw data, SurveyTracker report, and a copy of the survey instrument.

SUMMARY

The majority of the surveys were completed by students attending the Hazard Campus and the Lees College Campus. The most common reasons for total withdrawal included: loss of financial aid, employment, personal financial difficulty, and illness. The majority of the students completing the survey were satisfied with their educational experience (77%) with 23% expressing a “neutral” satisfaction.

RECOMMENDATIONS TO STUDENT SERVICES COUNCIL

- Discuss the Total Withdrawal process/who is involved/create written process
- Discuss these survey results
- Discuss whether to continue with this survey
- Discuss whether to develop a new survey which yields more meaningful data than the reasons students withdraw (which we already know)
- Discuss how to have more students complete survey, if you choose to administer a survey
- Discuss whether the college should make contact with previously withdrawn students to determine if we can help them re-enroll in a future term

SUMMER 2012

Total Withdrawals processed = 106

Total by PeopleSoft Home Campus coding: Hazard = 0; Knott = 0; Leslie = 0; Lees = 0; Tech = 0

Total Surveys completed = 0 (or 0% collection rate)

FALL 2012

Total Withdrawals processed = 237

Total by PeopleSoft Home Campus coding: Hazard = 109; Knott = 6; Leslie = 12; Lees = 71; Tech = 39

Total Surveys completed = 44 (or 19% collection rate)

SPRING 2013

Total Withdrawals processed = 174

Total by PeopleSoft Home Campus coding: Hazard = 90; Knott = 8; Leslie = 5; Lees = 39; Tech = 32

Total Surveys completed = 33 (or 19% collection rate)

CODEBOOK FOR RAW DATA

Campus Attending: Hazard Campus = 1; Technical Campus = 2; Allied Health Center = 3; Lees College Campus = 4; Knott County Branch = 5; Leslie County Center = 6; OnLine = 7

Semester: Summer 2012 = 1; Fall 2012 = 2; Spring 2013 = 3

Reason for Leaving: employment = 1; personal financial difficulty = 2; financial changes within my family = 3; job transfer = 4; illness = 5; academic difficulty with coursework = 6; lost interest = 7; marriage = 8; moving away = 9; poor grades = 10; child care issues = 11; transportation issues = 12; gas expenses = 13; death in my family = 14; not academically prepared = 15; temporary break from school = 16; student/instructor personality issues = 17; family issues = 18; advising issues = 19; lack of information or direction = 20; transferring to another community college = 21; transferring to a 4-year college = 22; other = 23

Satisfaction Level: Very Satisfied= 1; Satisfied= 2; Neutral = 3; Dissatisfied = 4; Very Dissatisfied = 5