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**Hazard 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 2010, FALL 2010, SPRING 2011**

***June 25, 2011***

**STUDENT TOTAL WITHDRAWAL SURVEY  
RESULTS SUMMARY – SUMMER 2010, FALL 2010, SPRING 2011**

HCTC students who processed a total withdrawal during the Summer 2010, Fall 2010, and Spring 2011 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 made the survey available to students via a web link or students could complete a paper survey (those paper surveys were sent to the Office of Institutional Research for processing). A total of 127 responses were collected for these terms.

As reference for this survey report, the number of total withdrawals processed during Summer 2010, Fall 2010, and Spring 2011 (from the last day to add for each term through the last day of class for each term) was also reviewed; a total of 335 total withdrawals were processed. 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 STATEMENT**

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: employment, personal financial difficulty, illness, child care issues, academic difficulty with coursework, and family issues. The majority of the students completing the survey were satisfied with their educational experience – 73.7% (24.6% expressed a “neutral” satisfaction while 1.6% were dissatisfied).

**SUMMER 2010**

Total Withdrawals processed = 83

Total by PeopleSoft Home Campus coding: Hazard = 53; Knott = 3; Leslie = 3; Lees = 16; Tech = 8

Total Surveys completed = 2 (or 2% collection rate)

**FALL 2010**

Total Withdrawals processed = 146

Total by PeopleSoft Home Campus coding: Hazard = 70; Knott = 5; Leslie = 7; Lees = 45; Tech = 19

Total Surveys completed = 87 (or 60% collection rate)

**SPRING 2011**

Total Withdrawals processed = 106

Total by PeopleSoft Home Campus coding: Hazard = 60; Knott = 4; Leslie = 2; Lees = 28; Tech = 12

Total Surveys completed = 29 (or 27% 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 2010 = 1; Fall 2010 = 2; Spring 2011 = 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