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# INSTITUTE OF TECHNOLOGY

## Withdrawing Students

August 2022

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Oklahoma State University Institute of Technology  
Okmulgee, Oklahoma

Office of Institutional Research

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## 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.

### Survey Design

The Institutional Research Office received 329 completed *Student Withdrawal Request Forms* that include *Withdrawal Survey* data for academic year 2021-2022. 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.

### Withdrawal Survey Findings (Institutional Research Office)

This report contains data in the form of tables and visualizations that covers the *overall* results (appendix A), disaggregated results by students who *canceled* and those who *withdrew* (appendix B). A six-year comparison analysis is also provided (appendix C). Copies of the Student Withdrawal Request form and the Withdrawal Survey are included at the end of the report (appendix D).

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 2022 semester (48.02%). Side-by-side comparison of the respondents by semester generally reflect enrollment patterns with more students canceling/withdrawing during semesters with the largest enrollment. The number of students who *canceled* before census (51.67%) was very close to the number who *withdrew* after census (48.33%).

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. The responses to potential re-enrollment had a fairly even distribution. Although (50.76%) of the overall respondents reported they intended to re-enroll at OSUIT at some point, (23.40%) stated they did not intend to re-enroll at all. Initially, (87.84%) came to OSUIT with the intention of graduating. Overall, the most cited checklist reasons for leaving included *Personal reasons* (143 responses), *Work/job-related* (143 responses), *Financial reasons* (94 responses), and *Family reasons* (85 responses). The survey also asks about students' tier access and usage of support services during their time at OSUIT. The response options were changed slightly on the most recently revised survey form to provide more response options; see Appendix A for a complete listing of responses and refer to Appendix C for the previous 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 are (in order of frequency):

- Personal
- Work/job-related

- Health

The three most prevalent Major reasons for cancelation are (in order of frequency)

- Work/job-related
- Personal
- Financial

Upon deciding to leave school:

- 8.82% of canceled students vs. 9.38% of withdrawn students engaged in tutorial services.
- 5.88% of canceled students vs. 8.18% of withdrawn students sought counseling.
- 35.29% of canceled students vs. 42.14% of withdrawn students talked to their academic advisor.
- 25.88% of canceled students vs. 22.01% of withdrawn students talked to a financial aid counselor.

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

- 8.97% of canceled students and 4.83% of withdrawn students suggested *more scholarships/grants*.
- 6.41% of canceled students and 2.76% of withdrawn students suggested *more online courses*.
- 5.77% of canceled students and 8.28% withdrawn students suggested *more flexible schedule*.
- The largest portions, 78.85% of canceled students and 80.69% of withdrawn students reported that *nothing could be done, they could not be helped to stay in school*.

### Multi-Year Trend Analysis

Appendix C contains a six-year data comparison which covers academic years 2016-2017 through 2021-2022. Adjustments to the Withdrawal Survey items, are noted above and below affected tables. Due to a lack of standardization of response options year-over-year, longitudinal data analysis has become less informative on some questions.

### Key Points

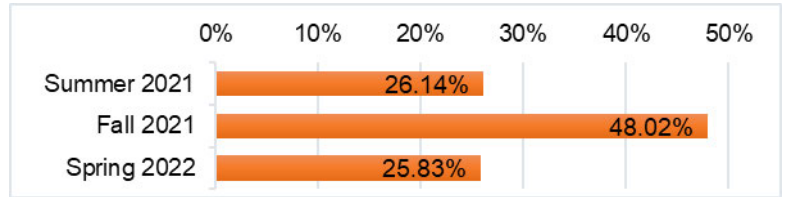
- Over the past six years, the Fall term has consistently had the largest number of cancels and withdrawals, which seems to be proportionate due to traditionally higher enrollment for the term.
- Every year cancels made up the largest type of withdrawal by response percentage.
- Most students who choose to withdraw or cancel state they intend to return to OSUIT at some point. In the past three years, the percent of students who say they will not return has steadily declined.
- Financial reasons have remained a primary reason for withdrawal over the past six years. However, over the past two years, conflict between job and school has experienced a dramatic increase, surpassing financial reasons in the 2022 survey.
- Every year student support resources are consistently underutilized by students who choose to withdraw.

Michelle Owens  
Institutional Data Analyst  
OSUIT Institutional Research

## Appendix A Overall Results

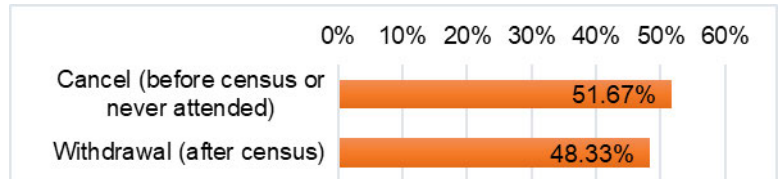
### Withdrawal Term

Term	Count	Percent
Summer 2021	86	26.14%
Fall 2021	158	48.02%
Spring 2022	85	25.83%
Total	329	100.00%



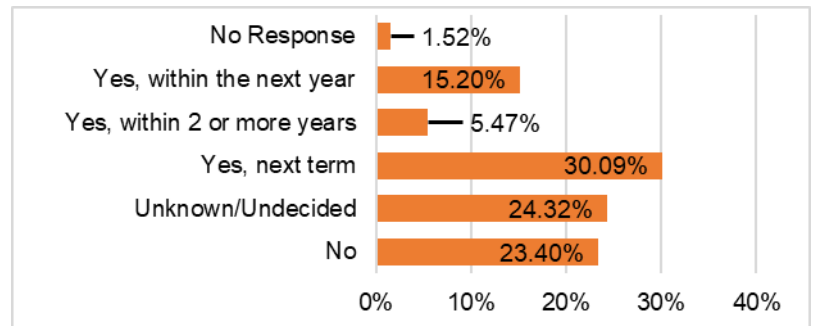
### Cancel vs. Withdraw

Type	Count	Percent
Cancel (before census or never attended)	170	51.67%
Withdrawal (after census)	159	48.33%
Total	329	100.00%



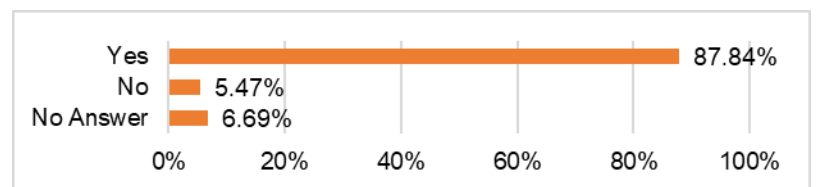
### Do you plan to re-enroll at OSUIT?

Response	Count	Percent
No	77	23.40%
Unknown/Undecided	80	24.32%
Yes, next term	99	30.09%
Yes, within 2 or more years	18	5.47%
Yes, within the next year	50	15.20%
No Response	5	1.52%
Total	329	100.00%

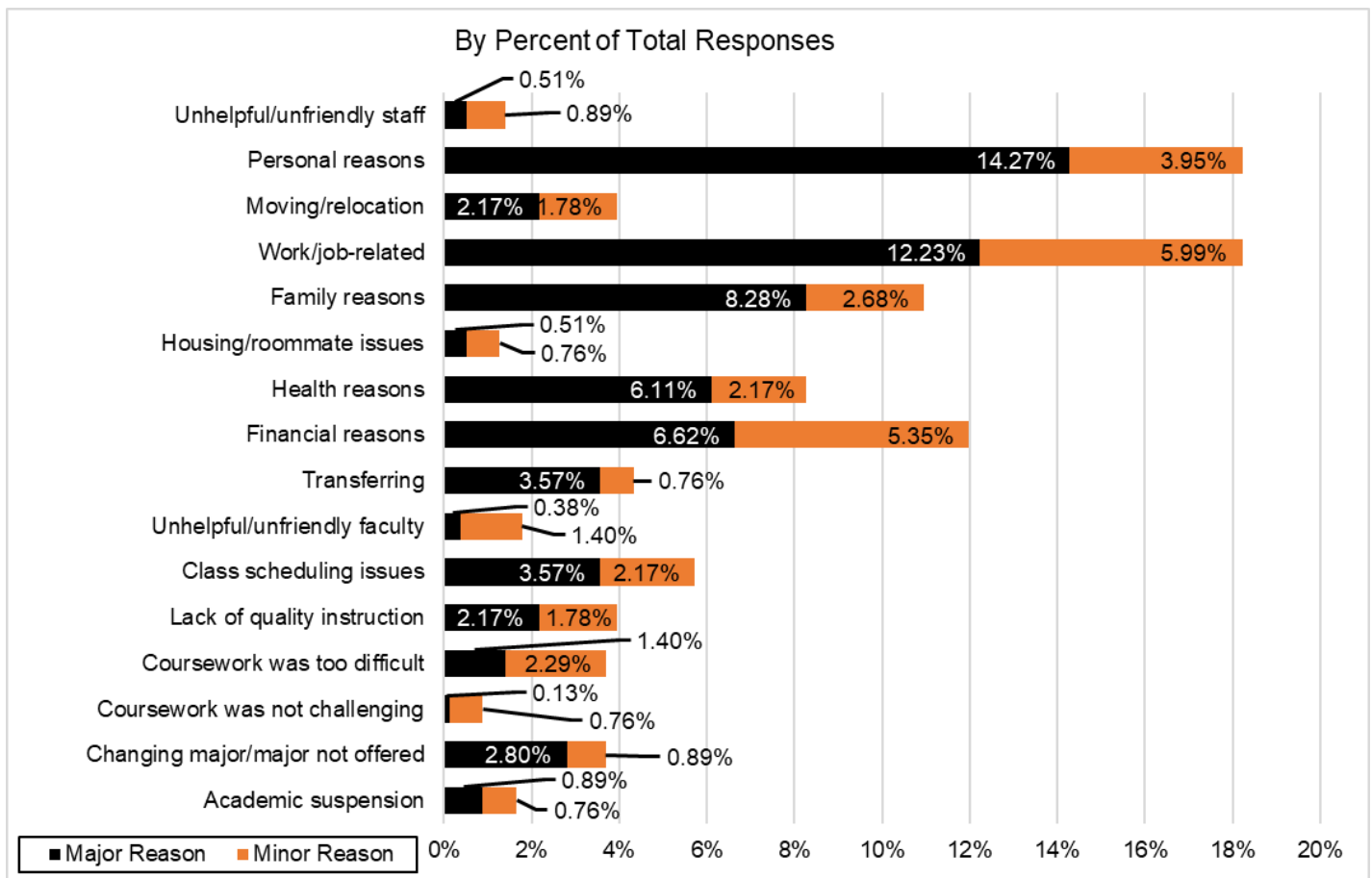
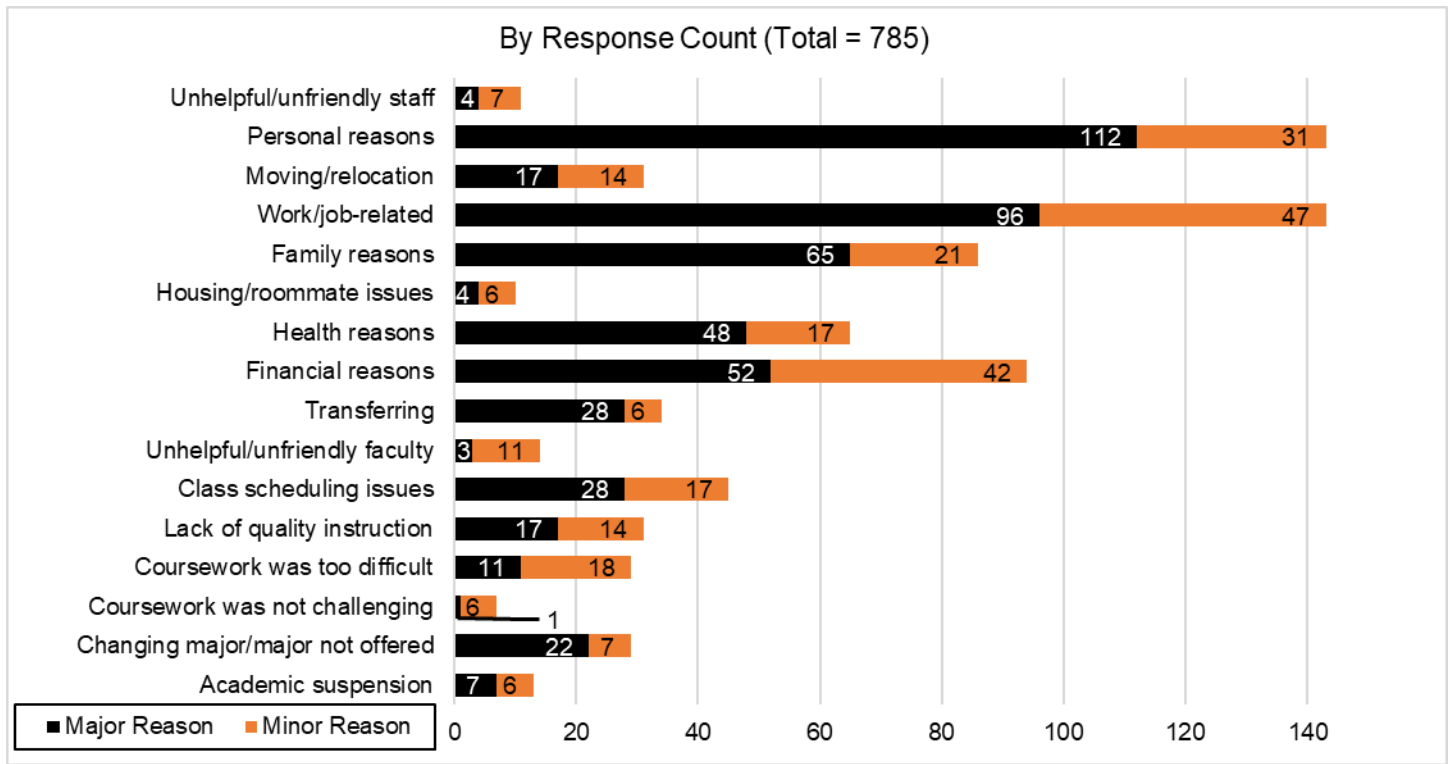


### When you first came to OSUIT, were you planning to graduate?

Response	Count	Percent
No Answer	22	6.69%
No	18	5.47%
Yes	289	87.84%
Total	329	100.00%



Reasons for Withdrawal: Major and minor reasons shown as stacked bars  
 "No Answer" was not included in the response calculations.

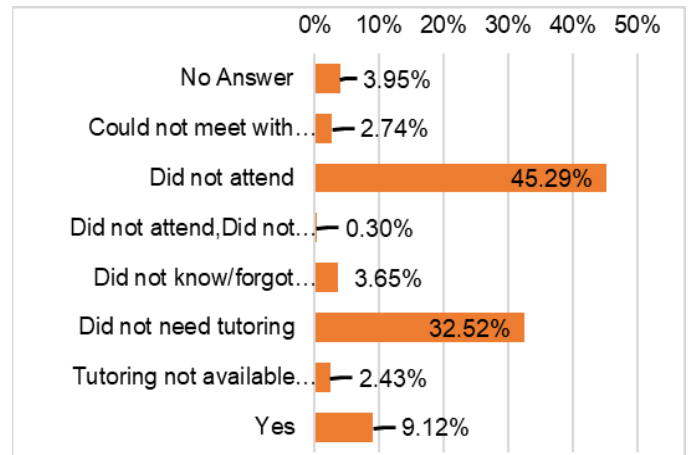


## Usage of Student Support Resources

Due to multiple responses on paper forms the Total Count may differ from the total number of survey respondents.

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

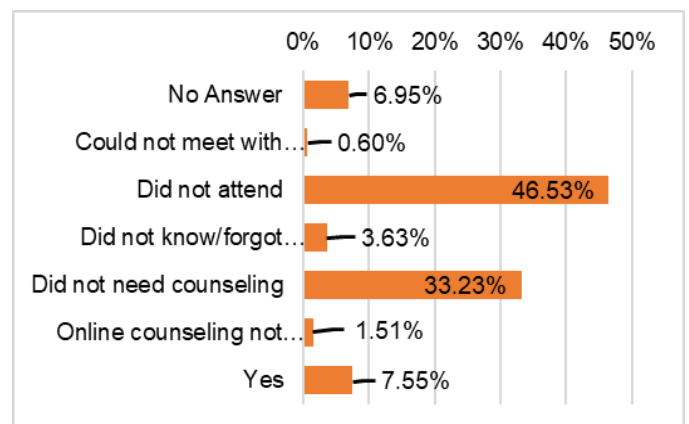
Response	Count	Percent
No Answer	13	3.95%
Could not meet with tutor during available times	9	2.74%
Did not attend	149	45.29%
Did not attend/Did not need tutoring	1	0.30%
Did not know/forgot about tutoring	12	3.65%
Did not need tutoring	107	32.52%
Tutoring not available online or in area needed	8	2.43%
Yes	30	9.12%
Total	329	100.00%



### Did you use any of the Counseling Services?

(Select one)

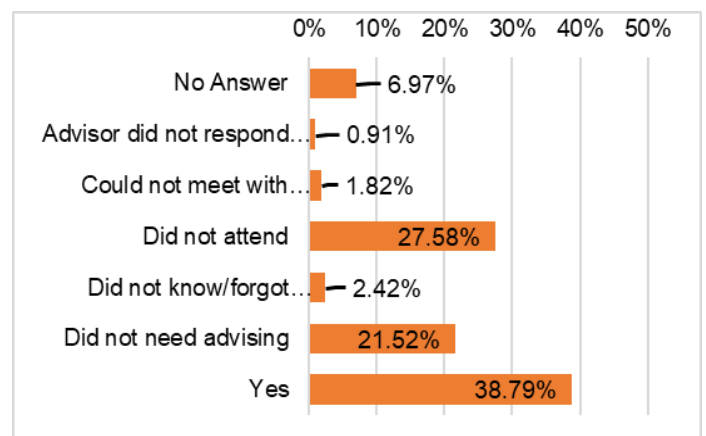
Response	Count	Percent
No Answer	23	6.95%
Could not meet with counselor during available times	2	0.60%
Did not attend	154	46.53%
Did not know/forgot about counseling	12	3.63%
Did not need counseling	110	33.23%
Online counseling not available	5	1.51%
Yes	25	7.55%
Total	331	100.00%



### Did you talk to your Academic Advisor about withdrawing?

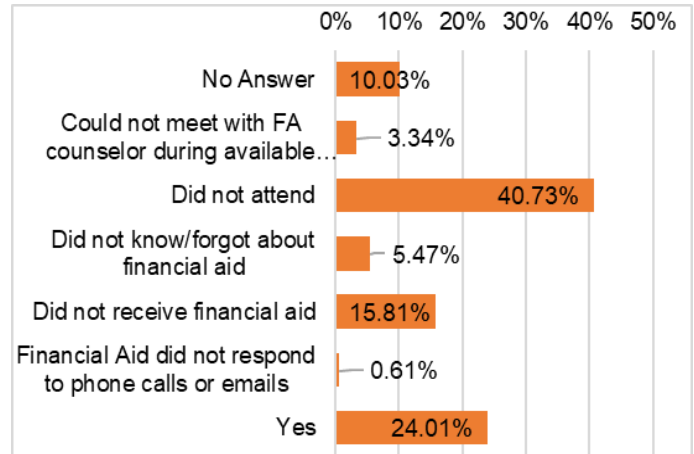
(Select one)

Response	Count	Percent
No Answer	23	6.97%
Advisor did not respond to phone calls or emails	3	0.91%
Could not meet with advisor during available hours	6	1.82%
Did not attend	91	27.58%
Did not know/forgot about advisor	8	2.42%
Did not need advising	71	21.52%
Yes	128	38.79%
Total	330	100.00%



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

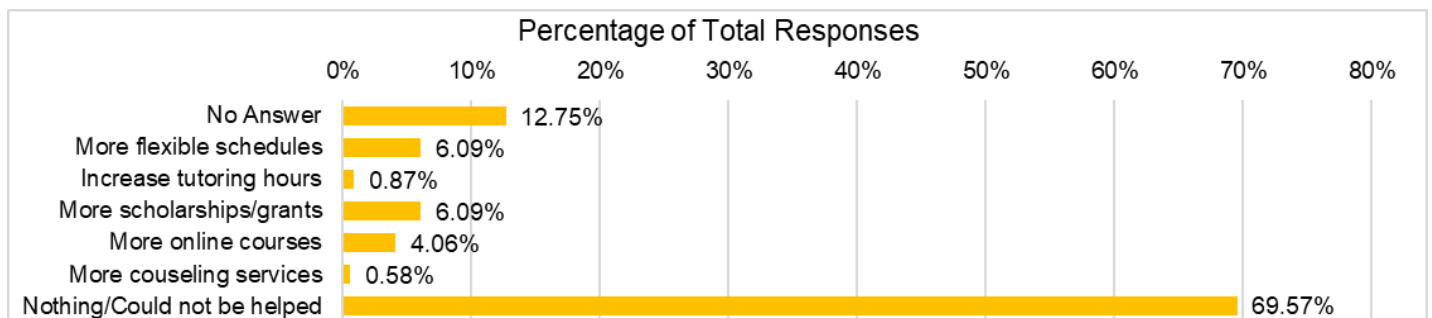
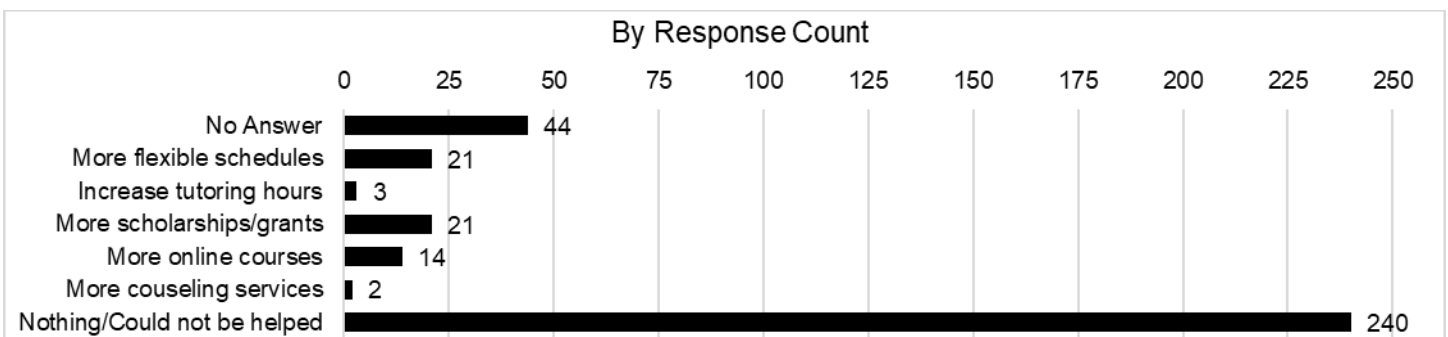
Response	Count	Percent
No Answer	33	10.03%
Could not meet with FA counselor during available times	11	3.34%
Did not attend	134	40.73%
Did not know/forgot about financial aid	18	5.47%
Did not receive financial aid	52	15.81%
Financial Aid did not respond to phone calls or emails	2	0.61%
Yes	79	24.01%
Total	329	100.00%



*How could we have helped you stay in school?*

*The response of "Other" was removed from the most recent version of the survey.  
Due to multiple responses on paper forms the Total Count may differ from the total number of survey respondents.*

Response	Count	Percent
No Answer	44	12.75%
More flexible schedules	21	6.09%
Increase tutoring hours	3	0.87%
More scholarships/grants	21	6.09%
More online courses	14	4.06%
More counseling services	2	0.58%
Nothing/Could not be helped	240	69.57%
Total Responses	345	100.00%

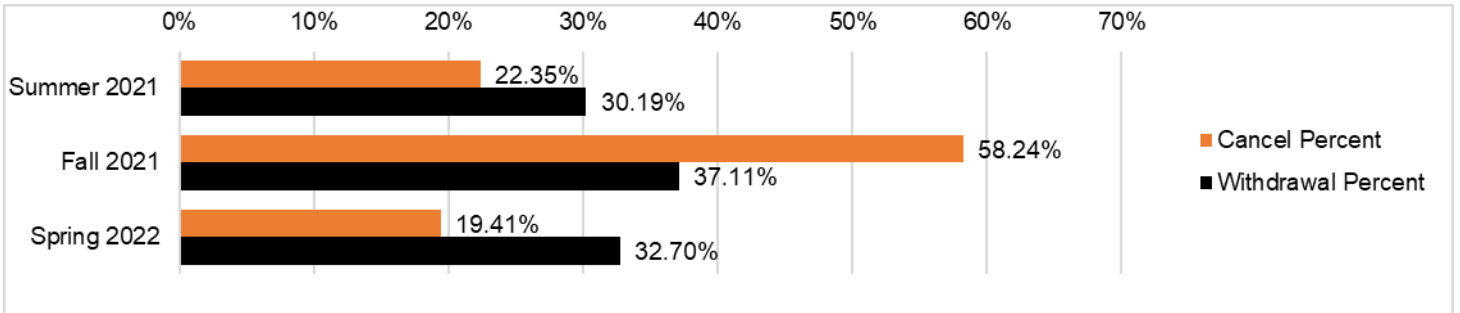




## Appendix B Cancel vs. Withdraw Analysis 2021-2022

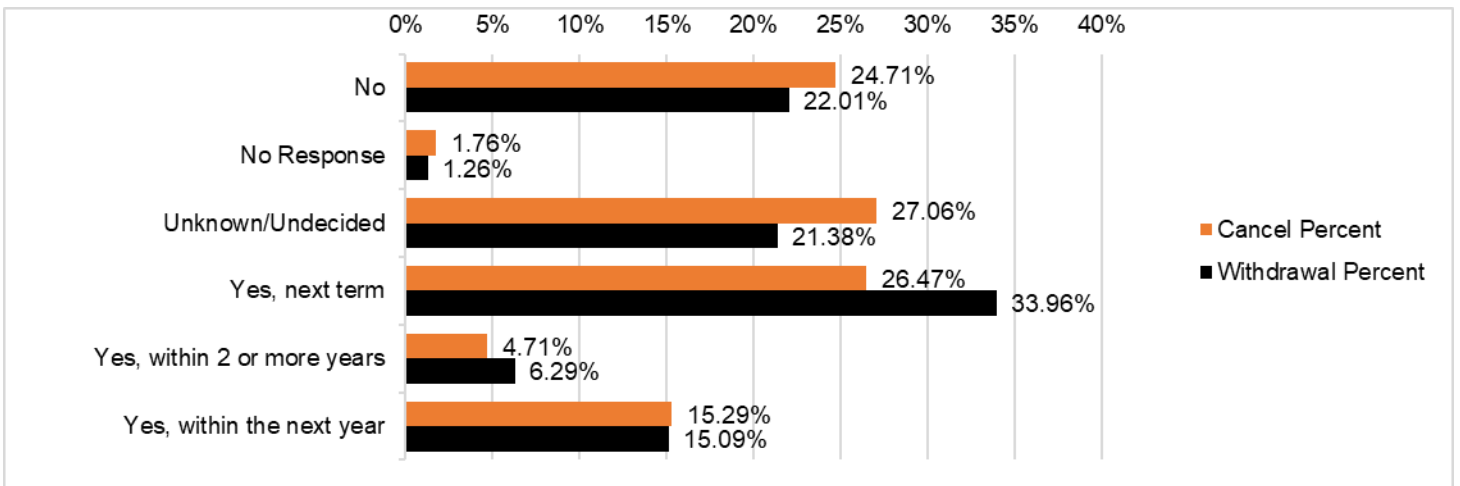
### Withdrawal Term

Term	Cancel Count	Cancel Percent	Withdrawal Count	Withdraw Percent
Summer 2021	38	22.35%	48	30.19%
Fall 2021	99	58.24%	59	37.11%
Spring 2022	33	19.41%	52	32.70%
Total	170	100.00%	159	100.00%



### Do you plan to re-enroll at OSUIT?

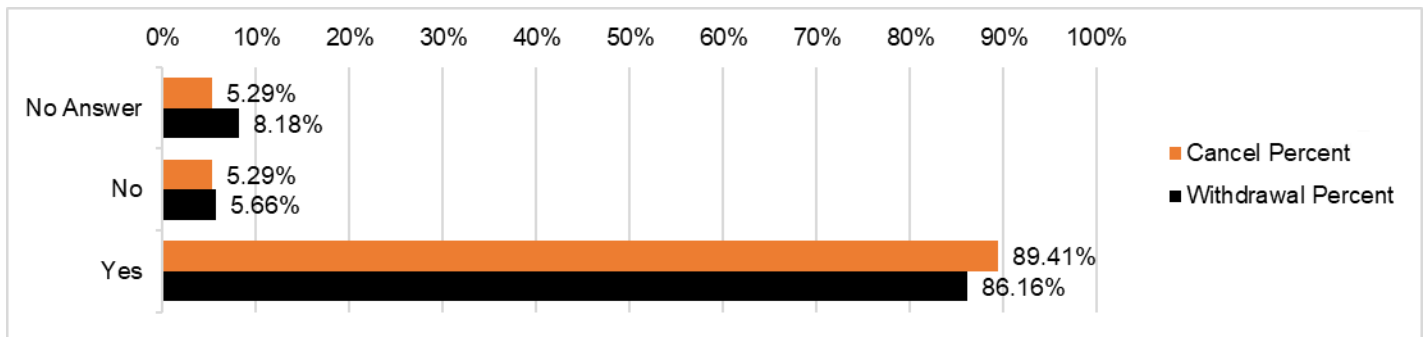
Response	Cancel Count	Cancel Percent	Withdrawal Count	Withdrawal Percent
No	42	24.71%	35	22.01%
No Response	3	1.76%	2	1.26%
Unknown/Undecided	46	27.06%	34	21.38%
Yes, next term	45	26.47%	54	33.96%
Yes, within 2 or more years	8	4.71%	10	6.29%
Yes, within the next year	26	15.29%	24	15.09%
Total	170	100.00%	159	100.00%



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

Response	Cancel Count	Cancel Percent	Withdrawal Count	Withdrawal Percent
No Answer	9	5.29%	13	8.18%
No	9	5.29%	9	5.66%
Yes	152	89.41%	137	86.16%
Total	170	100.00%	159	100.00%





*Reasons for withdrawal (select ALL that apply)*

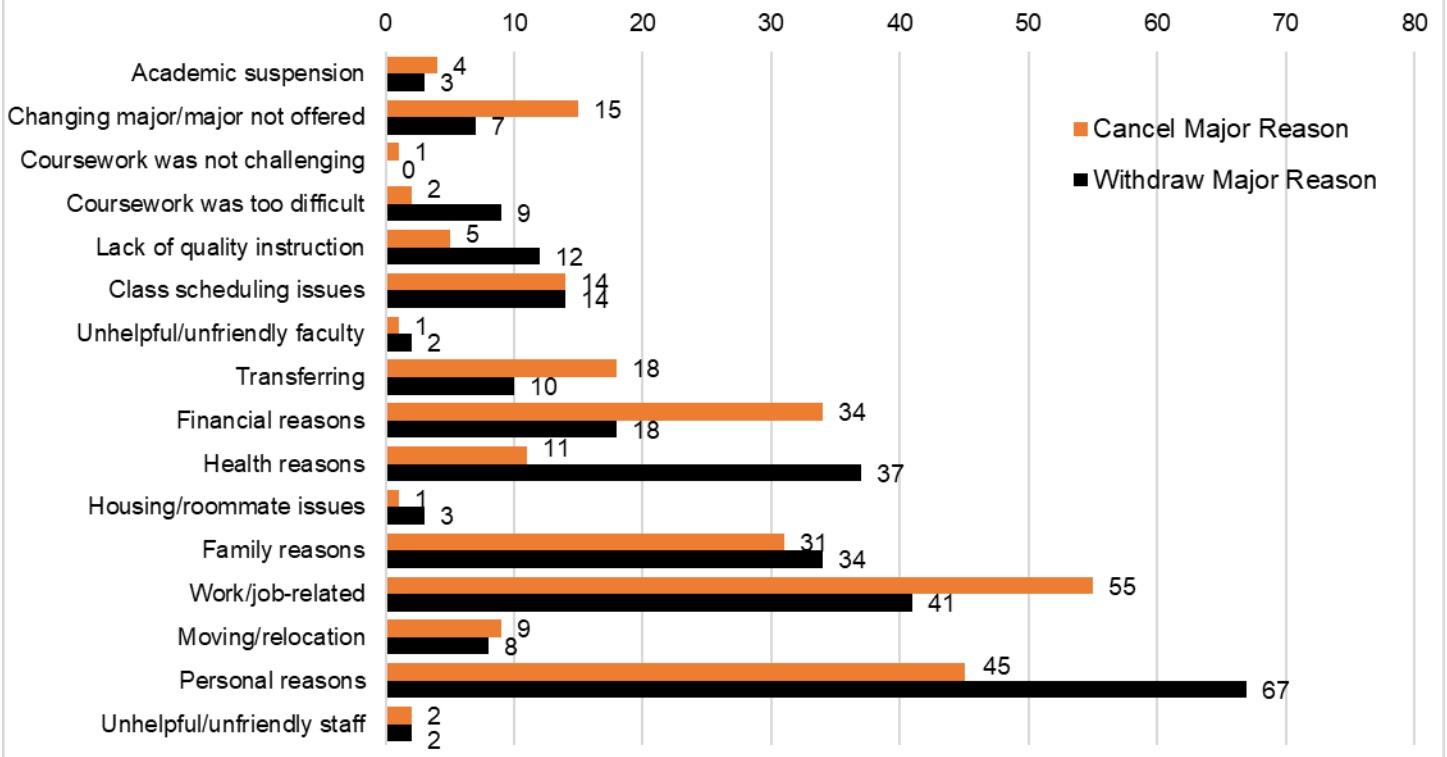
*\*Due to multiple responses on paper forms the Total Count may differ from the total number of survey respondents. "No Answer" was not included in the response calculations.*

Major Reasons: Cancel vs. Withdraw

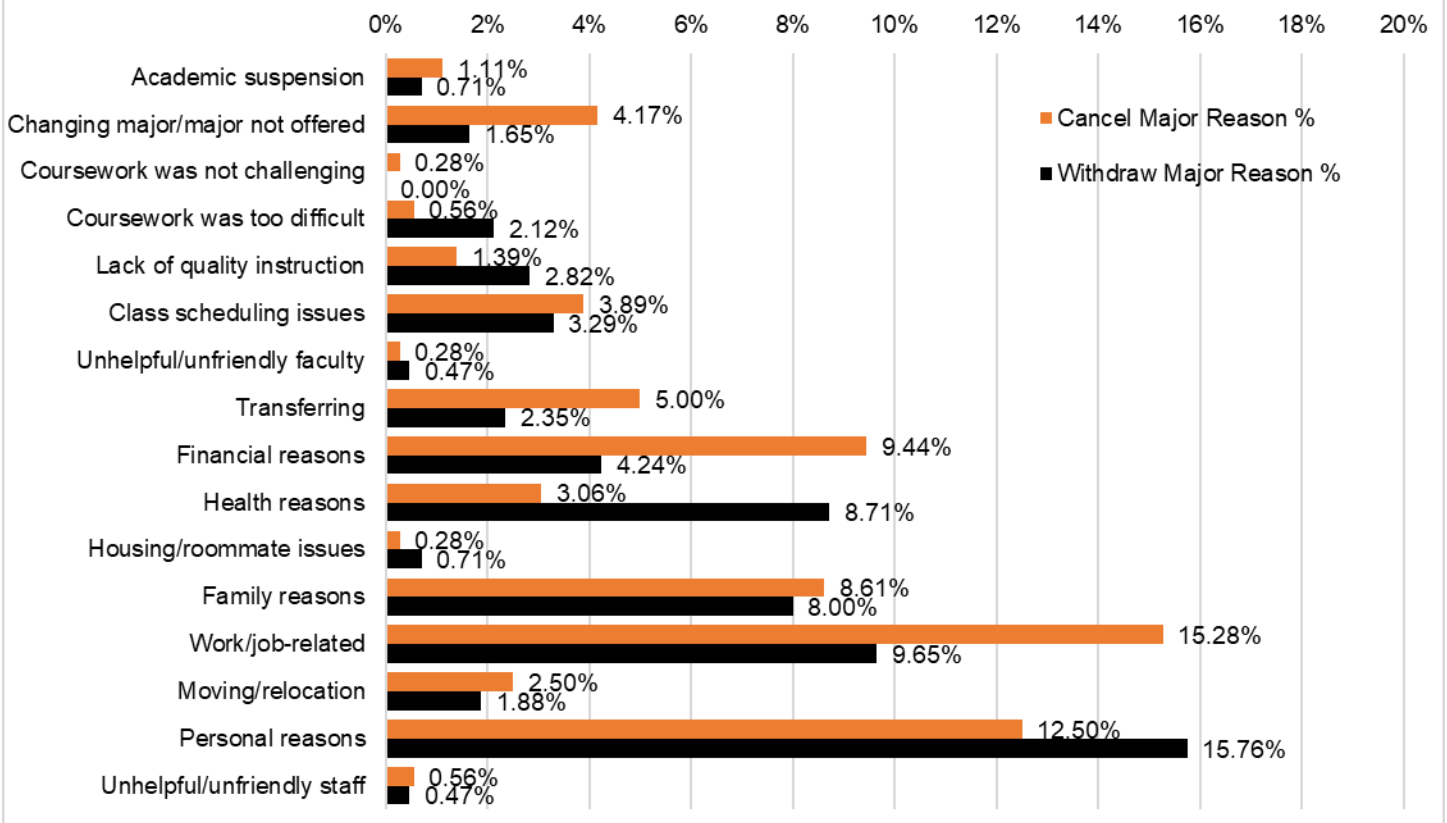
Response	Cancel Major Reasons Count	Withdraw Major Reason Count
Academic suspension	4	3
Changing major/major not offered	15	7
Coursework was not challenging	1	0
Coursework was too difficult	2	9
Lack of quality instruction	5	12
Class scheduling issues	14	14
Unhelpful/unfriendly faculty	1	2
Transferring	18	10
Financial reasons	34	18
Health reasons	11	37
Housing/roommate issues	1	3
Family reasons	31	34
Work/job-related	55	41
Moving/relocation	9	8
Personal reasons	45	67
Unhelpful/unfriendly staff	2	2
Total	248	267

Response	Cancel Major Reason Percent	Withdraw Major Reason Percent
Academic suspension	1.11%	0.71%
Changing major/major not offered	4.17%	1.65%
Coursework was not challenging	0.28%	0.00%
Coursework was too difficult	0.56%	2.12%
Lack of quality instruction	1.39%	2.82%
Class scheduling issues	3.89%	3.29%
Unhelpful/unfriendly faculty	0.28%	0.47%
Transferring	5.00%	2.35%
Financial reasons	9.44%	4.24%
Health reasons	3.06%	8.71%
Housing/roommate issues	0.28%	0.71%
Family reasons	8.61%	8.00%
Work/job-related	15.28%	9.65%
Moving/relocation	2.50%	1.88%
Personal reasons	12.50%	15.76%
Unhelpful/unfriendly staff	0.56%	0.47%

Major Reasons for Withdrawal by Response Count - Cancel vs Withdraw



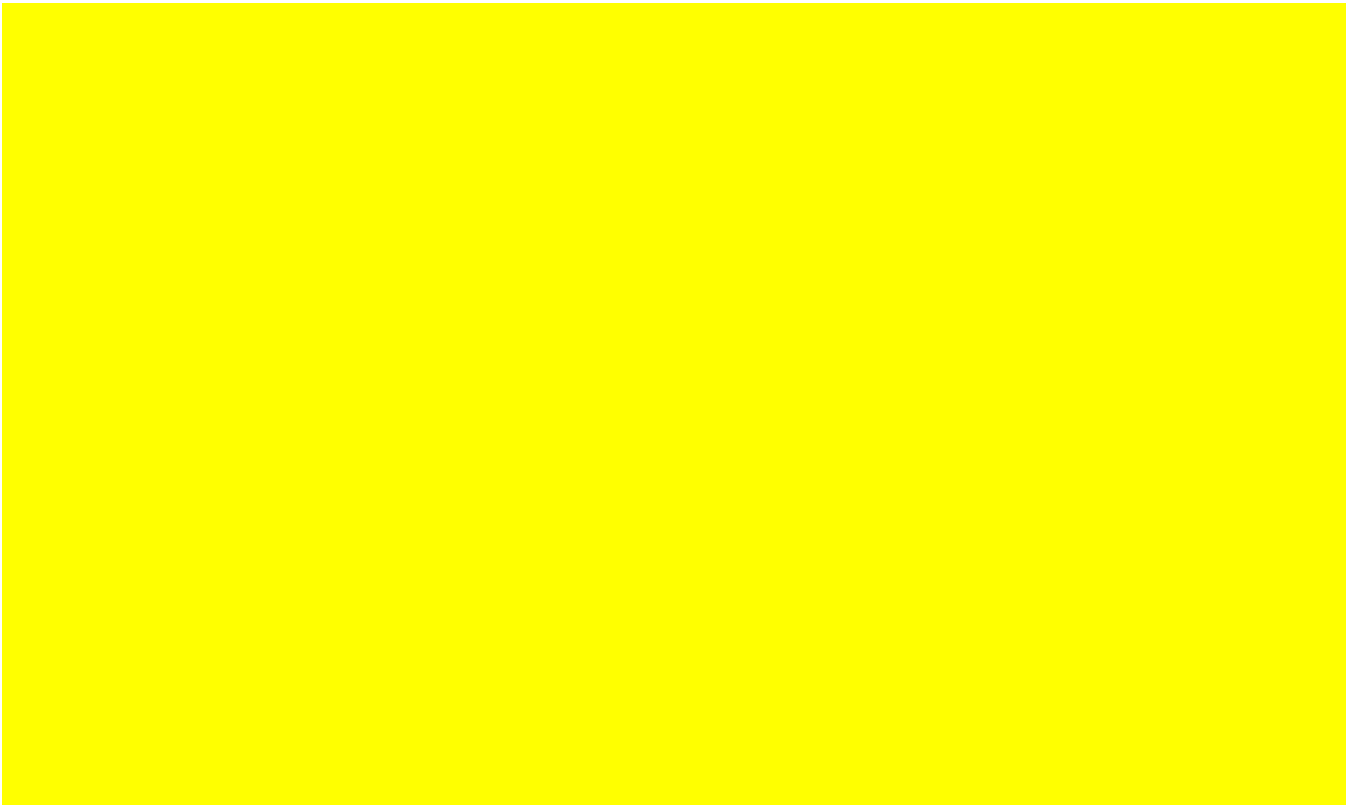
Major Reasons for Withdrawal by Percent of Total - Cancel vs Withdraw

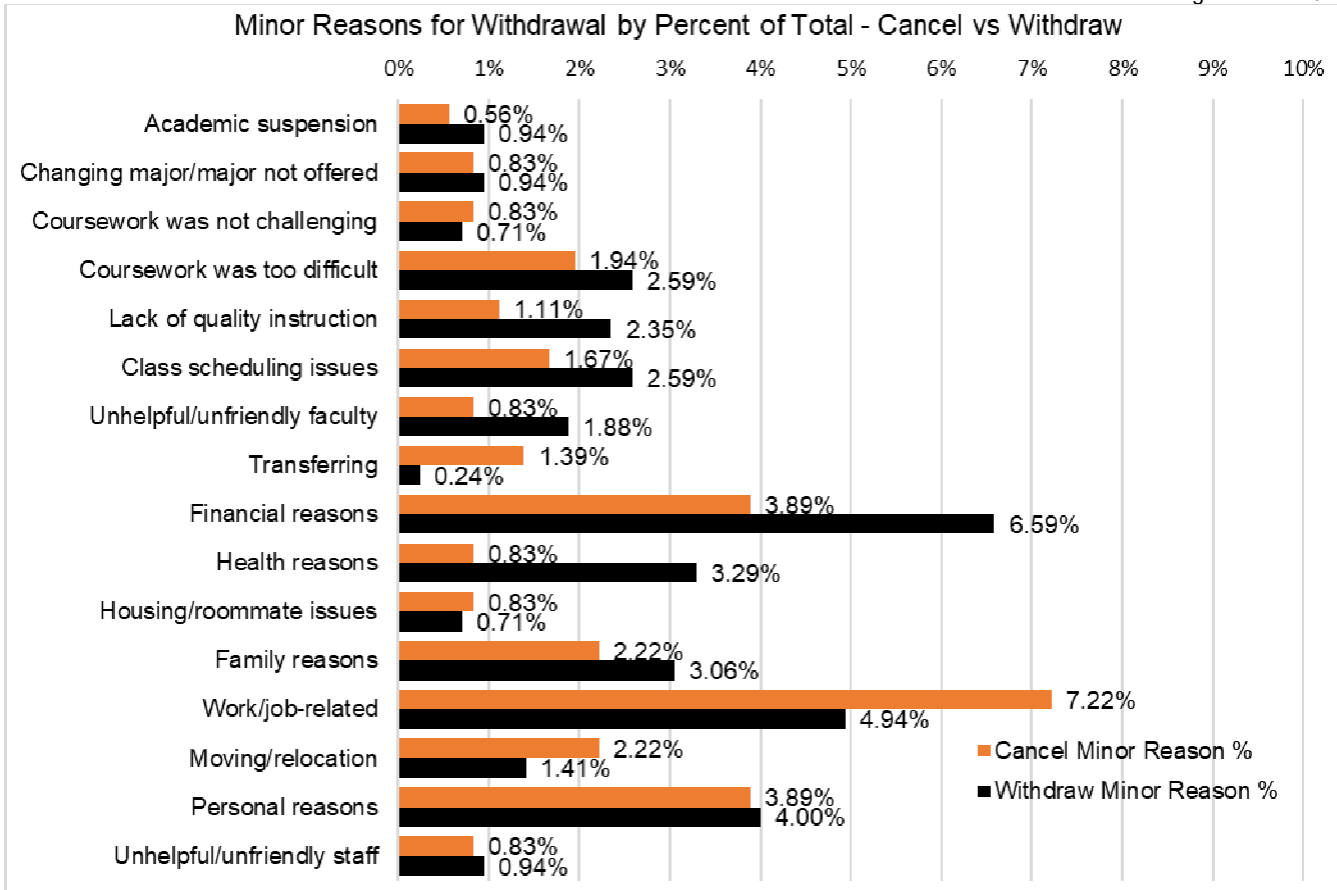


Minor Reasons: Cancel vs. Withdraw

Response	Cancel minor Reason Count	Withdraw minor Reason Count
Academic suspension	2	4
Changing major/major not offered	3	4
Coursework was not challenging	3	3
Coursework was too difficult	7	11
Lack of quality instruction	4	10
Class scheduling issues	6	11
Unhelpful/unfriendly faculty	3	8
Transferring	5	1
Financial reasons	14	28
Health reasons	3	14
Housing/roommate issues	3	3
Family reasons	8	13
Work/job-related	26	21
Moving/relocation	8	6
Personal reasons	14	17
Unhelpful/unfriendly staff	3	4
Total	112	158

Response	Cancel minor Reason Percent	Withdraw minor Reason Percent
Academic suspension	0.56%	0.94%
Changing major/major not offered	0.83%	0.94%
Coursework was not challenging	0.83%	0.71%
Coursework was too difficult	1.94%	2.59%
Lack of quality instruction	1.11%	2.35%
Class scheduling issues	1.67%	2.59%
Unhelpful/unfriendly faculty	0.83%	1.88%
Transferring	1.39%	0.24%
Financial reasons	3.89%	6.59%
Health reasons	0.83%	3.29%
Housing/roommate issues	0.83%	0.71%
Family reasons	2.22%	3.06%
Work/job-related	7.22%	4.94%
Moving/relocation	2.22%	1.41%
Personal reasons	3.89%	4.00%
Unhelpful/unfriendly staff	0.83%	0.94%



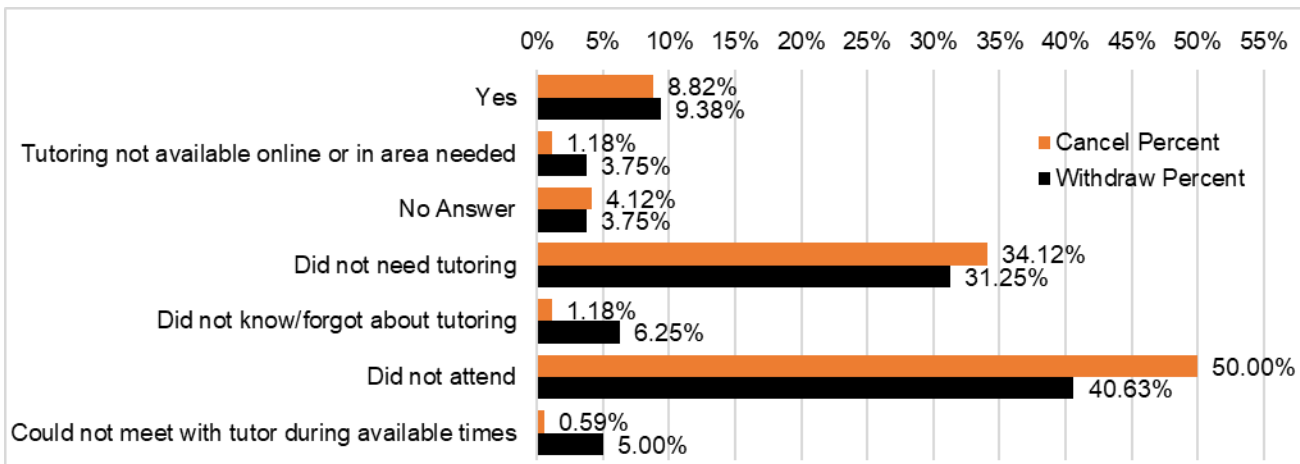


## Usage of Student Support Resources

Due to multiple responses on paper forms, the Total Count may differ from the total number of survey respondents.

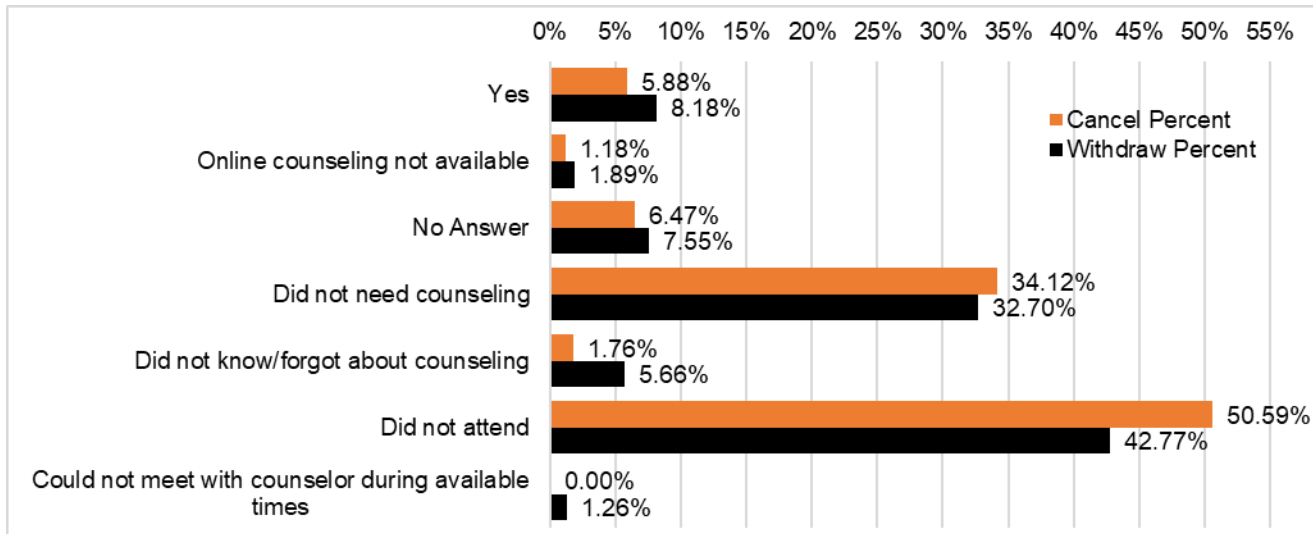
### Did you use any of the Tutoring Services at the LASSO Center? (Select one)

Response	Cancel Count	Cancel Percent	Withdraw Count	Withdraw Percent
Yes	15	8.82%	15	9.38%
Tutoring not available online or in area needed	2	1.18%	6	3.75%
No Answer	7	4.12%	6	3.75%
Did not need tutoring	58	34.12%	50	31.25%
Did not know/forgot about tutoring	2	1.18%	10	6.25%
Did not attend	85	50.00%	65	40.63%
Could not meet with tutor during available times	1	0.59%	8	5.00%
Total	170	100.00%	160	100.00%



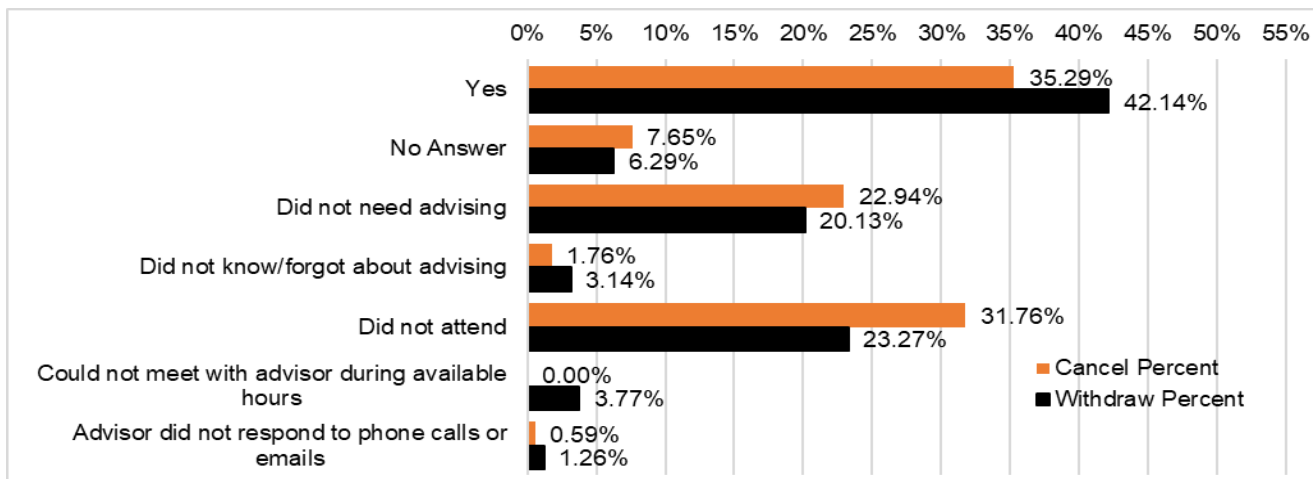
*Did you use any of the Counseling Services? (Select one)*

Response	Cancel Count	Cancel Percent	Withdraw Count	Withdraw Percent
Yes	10	5.88%	13	8.18%
Online counseling not available	2	1.18%	3	1.89%
No Answer	11	6.47%	12	7.55%
Did not need counseling	58	34.12%	52	32.70%
Did not know/forgot about counseling	3	1.76%	9	5.66%
Did not attend	86	50.59%	68	42.77%
Could not meet with counselor during available times	0	0.00%	2	1.26%
Total	170	100.00%	159	100.00%



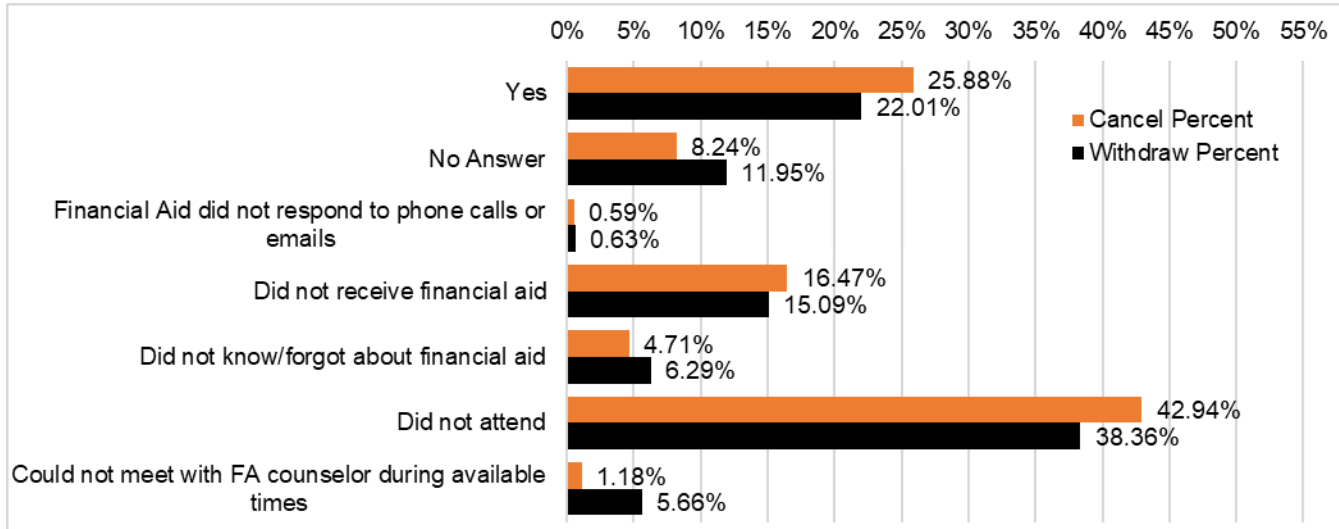
*Did you talk to your Academic Advisor about withdrawing? (Select one)*

Response	Cancel Count	Cancel Percent	Withdraw Count	Withdraw Percent
Yes	60	35.29%	67	42.14%
No Answer	13	7.65%	10	6.29%
Did not need advising	39	22.94%	32	20.13%
Did not know/forgot about advising	3	1.76%	5	3.14%
Did not attend	54	31.76%	37	23.27%
Could not meet with advisor during available hours	0	0.00%	6	3.77%
Advisor did not respond to phone calls or emails	1	0.59%	2	1.26%
Total	170	100.00%	159	100.00%



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

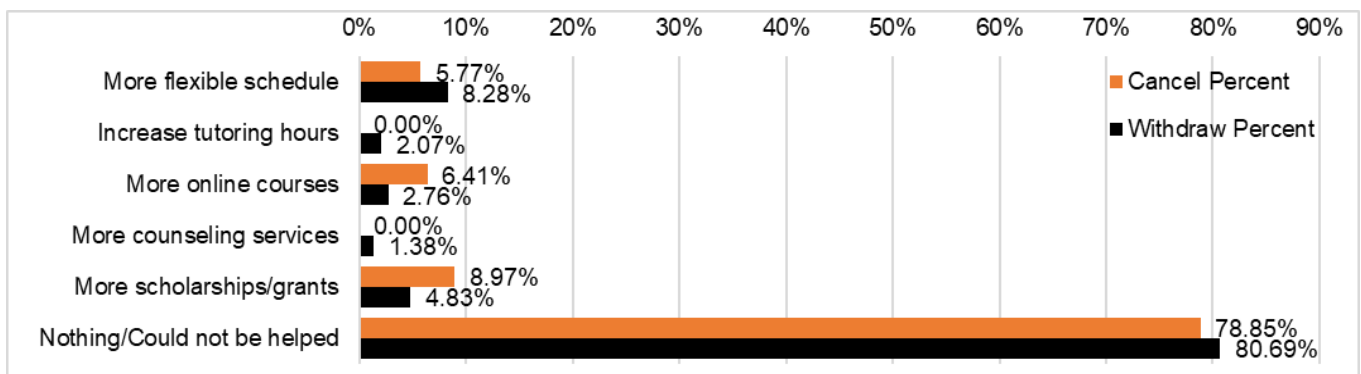
Response	Cancel Count	Cancel Percent	Withdraw Count	Withdraw Percent
Yes	44	25.88%	35	22.01%
No Answer	14	8.24%	19	11.95%
Financial Aid did not respond to phone calls or emails	1	0.59%	1	0.63%
Did not receive financial aid	28	16.47%	24	15.09%
Did not know/forgot about financial aid	8	4.71%	10	6.29%
Did not attend	73	42.94%	61	38.36%
Could not meet with FA counselor during available times	2	1.18%	9	5.66%
Total	170	100.00%	159	100.00%



How could we have helped you stay in school?

\*Due to multiple responses on paper forms the Total Count may differ from the total number of survey respondents. The answer of "Other" was eliminated as response selection on the most recent survey version.

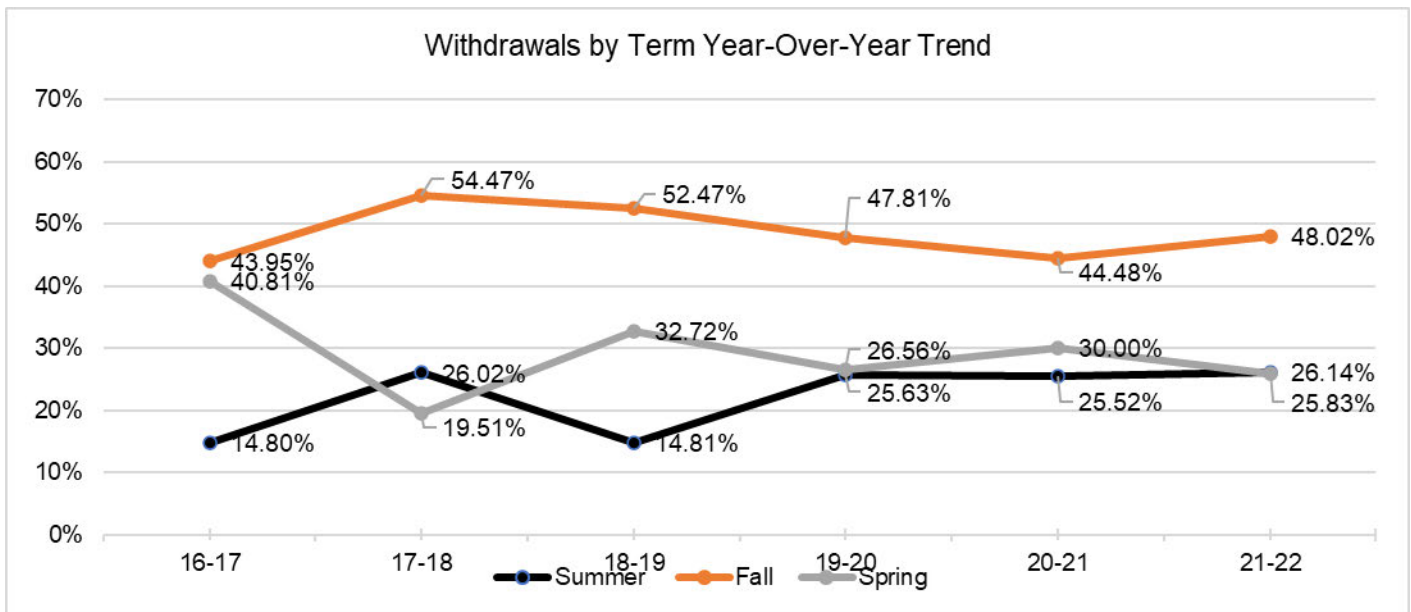
Response	Cancel Count	Cancel Percent	Withdraw Count	Withdraw Percent
More flexible schedule	9	5.77%	12	8.28%
Increase tutoring hours	0	0.00%	3	2.07%
More online courses	10	6.41%	4	2.76%
More counseling services	0	0.00%	2	1.38%
More scholarships/grants	14	8.97%	7	4.83%
Nothing/Could not be helped	123	78.85%	117	80.69%
Total	156	100.00%	145	100.00%



## Appendix C Six-year comparisons

### Withdrawal Term

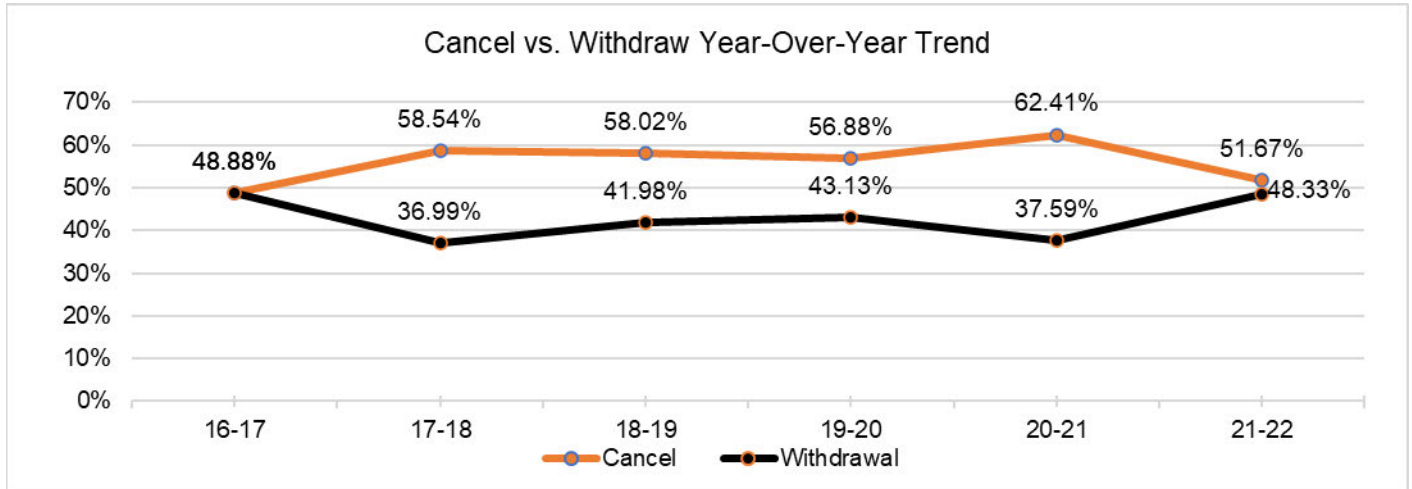
Responses	16-17	17-18	18-19	19-20	20-21	21-22
Summer	14.80%	26.02%	14.81%	25.63%	25.52%	26.14%
Fall	43.95%	54.47%	52.47%	47.81%	44.48%	48.02%
Spring	40.81%	19.51%	32.72%	26.56%	30.00%	25.83%
(Did not answer)	0.45%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Total Responses</b>	<b>223</b>	<b>246</b>	<b>324</b>	<b>320</b>	<b>290</b>	<b>329</b>





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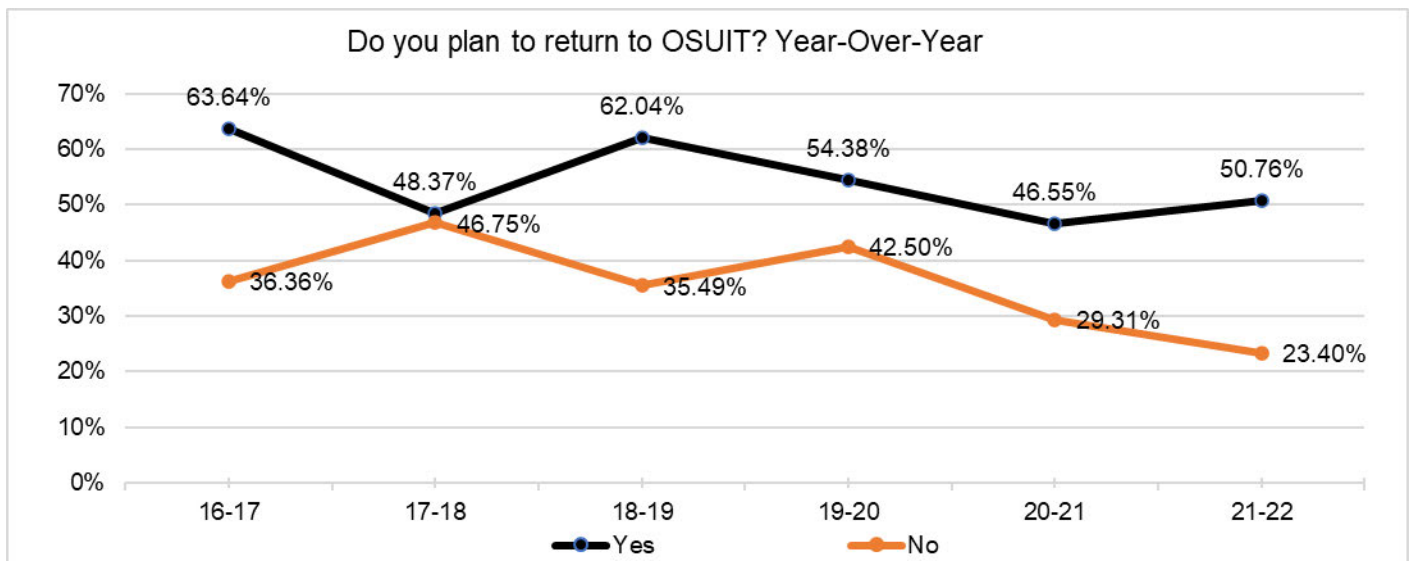
Responses	16-17	17-18	18-19	19-20	20-21	21-22
Cancel	48.88%	58.54%	58.02%	56.88%	62.41%	51.67%
Withdrawal	48.88%	36.99%	41.98%	43.13%	37.59%	48.33%
(Did not answer)	2.24%	4.47%	0.00%	0.00%	0.00%	0.00%
<b>Total Responses</b>	<b>223</b>	<b>246</b>	<b>324</b>	<b>320</b>	<b>290</b>	<b>329</b>



*Do you plan to return to OSUIT? (21-22; Do you plan to re-enroll at OSUIT?)*

*\*This question was re-worded and additional response options were added to the 21-22 survey. Percentages are a consolidation of responses.*

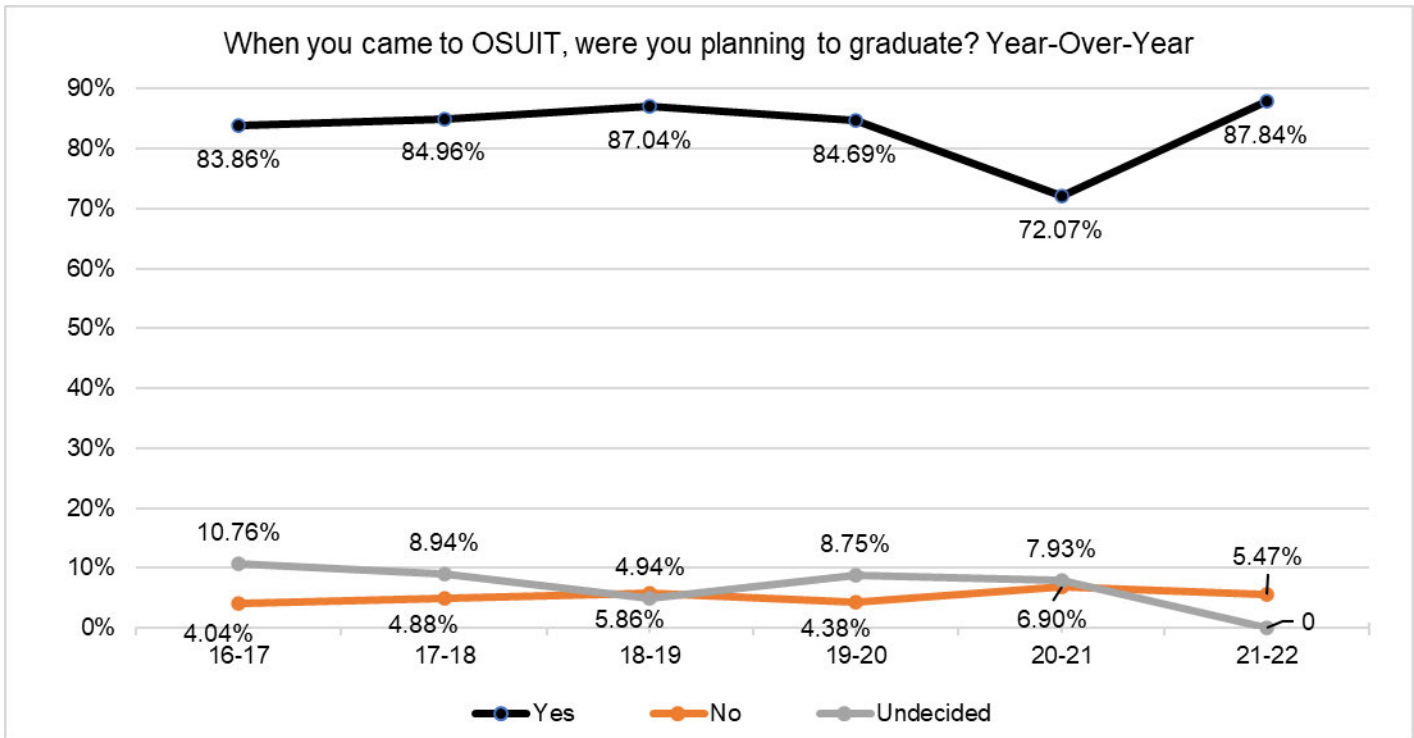
Responses	16-17	17-18	18-19	19-20	20-21	21-22
Yes	63.64%	48.37%	62.04%	54.38%	46.55%	50.76%
No	36.36%	46.75%	35.49%	42.50%	29.31%	23.40%
(Did not answer)	1.35%	4.88%	2.47%	3.13%	24.14%	1.52%
Unknown/Undecided						24.32%
<b>Total Responses</b>	<b>223</b>	<b>246</b>	<b>324</b>	<b>320</b>	<b>290</b>	<b>329</b>



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

*\*This question did not include "Undecided" as a response option on the 21-22 survey.*

Responses	16-17	17-18	18-19	19-20	20-21	21-22
Yes	83.86%	84.96%	87.04%	84.69%	72.07%	87.84%
Responses	16-17	17-18	18-19	19-20	20-21	21-22
No	4.04%	4.88%	5.86%	4.38%	6.90%	5.47%
Undecided	10.76%	8.94%	4.94%	8.75%	7.93%	0.00%
(Did not answer)	1.00%	1.22%	2.16%	2.19%	13.10%	6.69%
<b>Total Responses</b>	<b>223</b>	<b>246</b>	<b>324</b>	<b>320</b>	<b>290</b>	<b>329</b>



### Reasons for Withdrawal (Mark all that apply.)

Many of the response options were changed for this question between the 19-20 and 21-22 surveys, making it increasingly difficult to chart with consistency. Therefore, a visualization is not included for this table.

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

*“No Answer” was not included in the response calculations for 21-22.*

Responses	16-17	17-18	18-19	19-20	20-21	21-22
(Did not answer)	0.62%	0.00%	0.00%	0.00%	20.34%	
Academic suspension	0.41%	0.45%	0.28%	0.50%	1.00%	1.66%
Accepted full-time job	6.02%	8.64%	5.77%	4.79%	0.00%	
Conflict between job and school	6.43%	10.45%	4.65%	6.27%	26.70%	18.22%
Could not find a job on campus	0.41%	0.00%	0.28%	0.50%	0.00%	
Coursework was not challenging	0.21%	0.45%	0.56%	0.00%	0.70%	0.89%
Coursework was too difficult	2.07%	6.36%	1.83%	2.31%	17.60%	3.69%
Did not budget correctly	2.90%	7.27%	2.54%	2.31%	0.00%	
Family reasons	9.34%	17.73%	10.14%	8.75%	20.30%	10.96%
Financial reasons	9.96%	19.09%	8.17%	10.73%	29.00%	11.97%
Financial suspension	1.87%	5.91%	1.41%	1.16%	0.00%	
Health reasons	6.02%	9.09%	5.77%	4.62%	14.80%	8.28%
Home sick	0.41%	4.55%	1.13%	0.66%	0.00%	
Housing/roommate issues	0.62%	0.91%	0.85%	0.83%	1.70%	1.27%
Lack of financial aid	4.77%	8.18%	4.51%	4.13%	0.00%	
Lack of quality of instruction	1.04%	0.91%	1.55%	2.31%	7.60%	3.95%

	16-17	17-18	18-19	19-20	20-21	21-22
Lack of study skills needed	1.87%	2.73%	0.85%	1.49%	0.00%	
Learned all I wanted at this time	0.21%	2.27%	0.70%	0.66%	0.00%	
<b>Responses</b>	<b>16-17</b>	<b>17-18</b>	<b>18-19</b>	<b>19-20</b>	<b>20-21</b>	<b>21-22</b>
Major not offered at OSUIT	2.70%	1.36%	1.69%	1.82%	3.10%	3.69%
Moving/relocation	3.73%	9.09%	3.52%	2.97%	6.90%	3.95%
My job does not require more college	0.41%	0.91%	0.42%	1.49%	0.00%	
Other (please specify)	8.71%	20.45%	9.15%	10.56%	0.00%	
Scheduling issues	3.32%	13.18%	3.94%	3.30%	12.80%	5.73%
Taking a break from school	3.94%	13.18%	7.32%	6.93%	0.00%	
Too many requirements	0.00%	0.91%	0.70%	0.83%	0.00%	
Personal reasons*					28.60%	18.22%
Unhelpful/unfriendly faculty*					3.10%	1.78%
Unhelpful/unfriendly staff*						1.40%
Transferring*						4.33%

\*New or expanded category as of 2021 and 2022 surveys.

*Additional response changes between the 19-20 survey and the 20-21 and 21-22 surveys*

- Conflict between job and school -> Work/job-related
- Major not offered at OSUIT -> Changing major/major not offered
- Scheduling issues -> Class scheduling issues

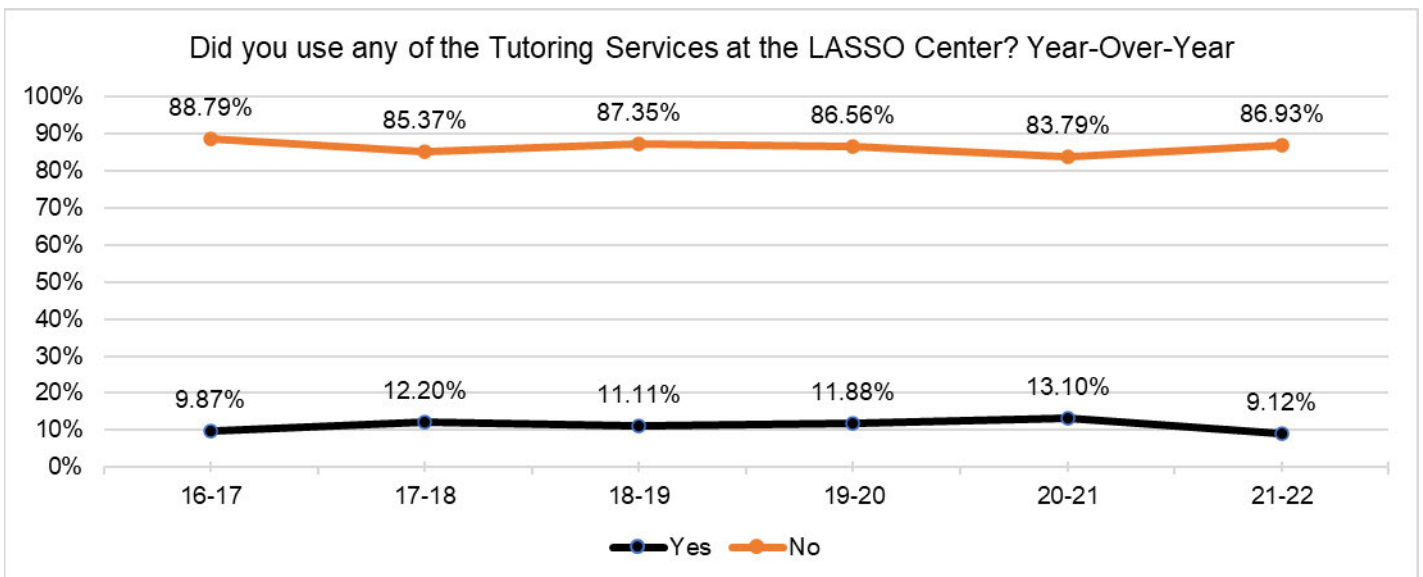
### Usage of Student Support Resources

Multiple answers per participant possible. Percentages added may exceed 100 since a participant may select more than one answer for this question. 21-22 total percentage calculated against total number of selected responses, not total number of participants.

The 20-21 and 21-22 surveys provided a larger number of response options than previous years. Percentages listed here are consolidated and generalized from multiple responses.

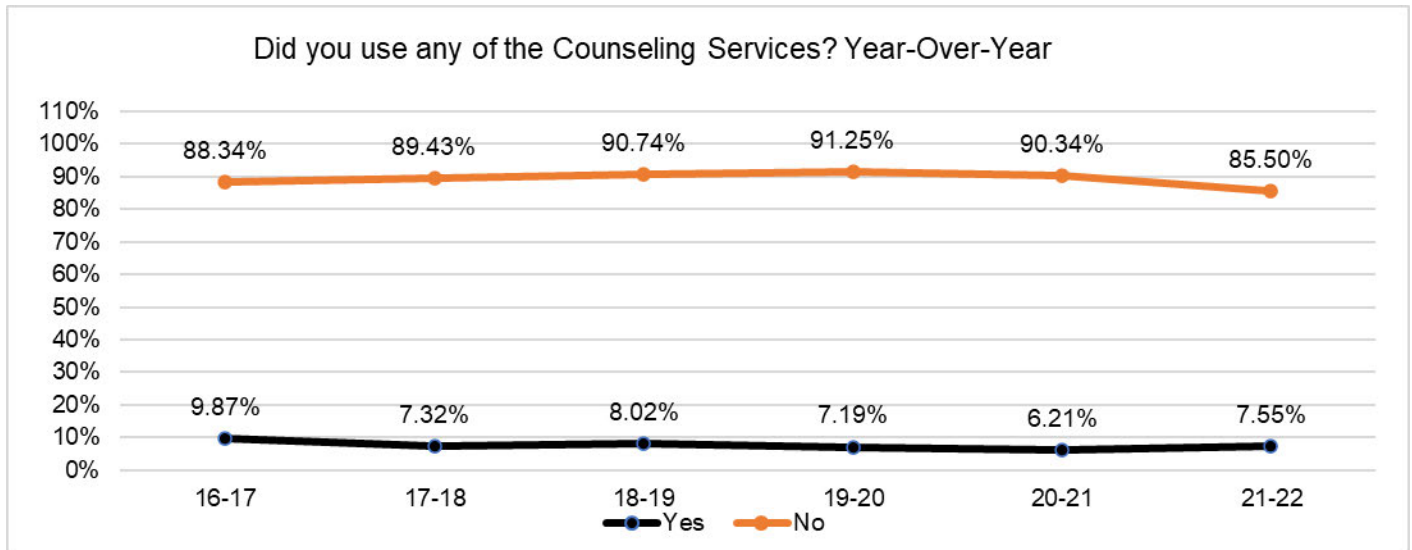
### Did you use any of the Tutoring Services at the LASSO Center?

Responses	16-17	17-18	18-19	19-20	20-21	21-22
Yes	9.87%	12.20%	11.11%	11.88%	13.10%	9.12%
No	88.79%	85.37%	87.35%	86.56%	83.79%	86.93%
(Did not answer)	93.00%	2.44%	1.54%	1.56%	3.10%	3.95%
<b>Total Responses</b>	<b>223</b>	<b>246</b>	<b>324</b>	<b>320</b>	<b>290</b>	<b>329</b>



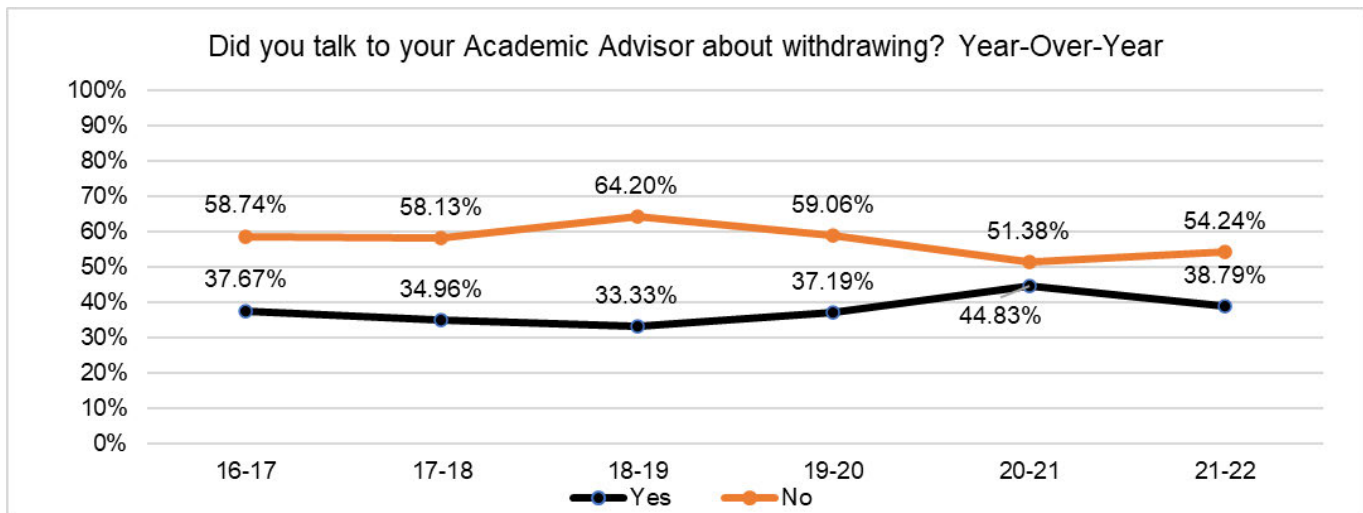
*Did you use any of the Counseling Services?*

Responses	16-17	17-18	18-19	19-20	20-21	21-22
Yes	9.87%	7.32%	8.02%	7.19%	6.21%	7.55%
No	88.34%	89.43%	90.74%	91.25%	90.34%	85.50%
(Did not answer)	1.79%	3.25%	1.23%	1.56%	3.40%	6.95%
<b>Total Responses</b>	<b>223</b>	<b>246</b>	<b>324</b>	<b>320</b>	<b>290</b>	<b>329</b>



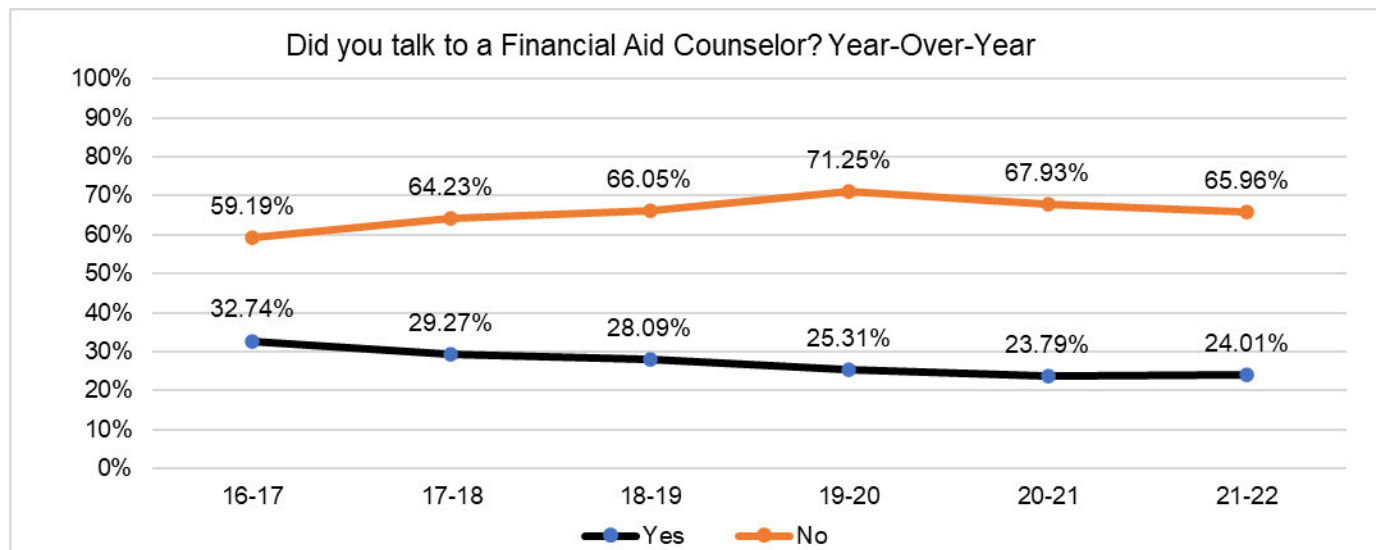
*Did you talk to your Academic Advisor about withdrawing?*

Responses	16-17	17-18	18-19	19-20	20-21	21-22
Yes	37.67%	34.96%	33.33%	37.19%	44.83%	38.79%
No	58.74%	58.13%	64.20%	59.06%	51.38%	54.24%
(Did not answer)	3.59%	6.91%	2.47%	3.75%	5.17%	6.97%
<b>Total Responses</b>	<b>223</b>	<b>246</b>	<b>324</b>	<b>320</b>	<b>290</b>	<b>329</b>



Did you talk to a Financial Aid Counselor?

Responses	16-17	17-18	18-19	19-20	20-21	21-22
Yes	32.74%	29.27%	28.09%	25.31%	23.79%	24.01%
No	59.19%	64.23%	66.05%	71.25%	67.93%	65.96%
(Did not answer)	8.07%	6.50%	5.86%	3.44%	8.62%	10.03%
<b>Total Responses</b>	<b>223</b>	<b>246</b>	<b>324</b>	<b>320</b>	<b>290</b>	<b>329</b>



How could we have helped you stay in school?

Many of the response options were change for this question between the 19-20 and 21-22 surveys, making it increasingly difficult to chart with consistency. Therefore, a visualization is not included for this table.

Responses	16-17	17-18	18-19	19-20	20-21	21-22
More scholarships/grants	11.21%	9.35%	9.57%	10.00%	8.86%	6.09%
Increase tutoring hours	6.28%	8.54%	8.95%	1.25%	1.52%	0.87%
More online courses	0.90%	1.22%	0.93%	0.63%	4.56%	4.06%
More flexible schedules	1.35%	0.41%	1.54%	13.75%	6.84%	6.09%
More counseling services	13.90%	13.41%	12.65%	11.25%	1.52%	0.58%
Other (please specify)**	32.29%	35.77%	42.59%	23.75%	10.38%	0.00%
Nothing/Couldn't be helped*	0.00%	0.00%	0.00%	0.00%	32.66%	69.57%
(Did not answer)	42.60%	38.62%	31.48%	48.13%	45.86%	12.75%
<b>Cumulative Percent</b>	<b>108.52%</b>	<b>107.32%</b>	<b>107.72%</b>	<b>108.80%</b>	<b>112.20%</b>	<b>100.00%***</b>

\*New category as of the 20-21 survey; previously, most often cited as "other" response.

\*\*Response removed from the 21-22 survey.

\*\*\*Percentage calculated against total number of selected responses, not total number of participants.

## Appendix D

**Copy of revised *Student Withdrawal Request* form with the *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: I: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**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:

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

**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?

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