



INSTITUTE OF TECHNOLOGY

Withdrawing Students

August 2019

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, we focus resources on correcting conditions that lead to these withdrawals. By minimizing deterrents, retention of our student population should improve. We continue to work to determine what forces influence students leading them to decide to withdraw from school. The *Withdrawal Survey* continues to play a part in these efforts.

The Institutional Research Office received 324 completed *Student Withdrawal Request Forms* that included *Withdrawal Survey* data for academic year 2018-2019. 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, use of particular services, and opportunities to provide feedback on services and other 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 F for a copy of the *Student Withdrawal Request Form* which includes the *Withdrawal Survey*).

This year, in an attempt to identify differences between students who *cancel* before the census date and those who *withdraw* after census, this report contains *overall* results (appendix A) as well as categorized results by students who *canceled* (appendix B) and those who *withdrew* (appendix C). The *census date* refers to the day after the deadline where a student 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.

Student Withdrawal Request Form (Registrar's Office)

Eighteen respondents (5.6%) noted receiving veteran/military education benefits. Understandably, most withdrawals occurred during the fall 2018 semester (52.5%). Side-by-side comparison of the respondents by semester generally reflect enrollment patterns. Reasons for withdrawal, as reported on the *Student Withdrawal Request Form*, varied greatly. In a reversal from last year, more students *withdrew* after census (188, 58.0%) than *canceled* before census (136, 42.0%). The reasons listed on the *Student Withdrawal Request Form* were in the form of brief narratives; you will find these sorted by *Canceled* and *Withdrawn* (appendix D).

Withdrawal Survey (Institutional Research Office)

The Withdrawal Survey provides respondents with a checklist of potential student issues that, in whole or in part, help to identify the factors that led to their withdrawal from school (appendix F). While students came to OSUIT from widely varied academic histories, the highest percentage of students who left school (48.5%) came to OSUIT directly from high school, followed by two-year college transfers (21.6%). Almost half of the overall respondents (49.1%) reported they intended to re-enroll at OSUIT, and 87.0% came with the intention to graduate. Overall, the most cited checklist reasons for leaving

included *Family reasons* (72 responses), *Other* (65 responses), *Financial reasons* (58 responses), *Taking a break from school* (52 responses), and *Work* (48 responses); see Appendix A for full list of responses.

Canceled vs Withdrawn Students

In most cases, students who canceled were somewhat less engaged in the processes thought to affect retention, particularly when seeking counseling services or the advice of an academic advisor. Upon deciding to leave school:

- 10.3% of canceled students vs. 11.7% of withdrawn students engaged in tutorial services;
- 5.9% of canceled students vs. 9.6% of withdrawn students sought counseling;
- 28.7% of canceled students vs. 36.7% of withdrawn students talked to their academic advisor;
- 27.2% of canceled students vs. 28.7% of withdrawn students talked to a Financial Aid counselor.

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

- 7.4% of canceled students vs. 11.2% of withdrawn students suggested “more scholarships”;
- 10.3% of canceled students vs. 8.0% of withdrawn students suggested “more online courses”;
- 11.8% of canceled students vs. 13.3% withdrawn students suggested “additional flexible schedules”;
- The largest portions, 44.1% vs. 41.5% listed items under “other”.

Many responses in the “other” category were indicative of low self-efficacy or helplessness such as with health issues and family problems. A few suggestions referred back to the categories of finances, class flexibility, or additional programs that are currently unavailable at OSUIT. Some students mentioned a desire for programs that are no longer available at this institution. However, several mentioned that OSUIT was not at fault and that the problems experienced were either unknown or unavoidable.

When asked about the services for students at OSUIT, most responses were very positive; however, a few responses were directed at particular departments or individuals and may indicate issues needing attention. Full coverage of the responses to these questions appears in Appendices A-C.

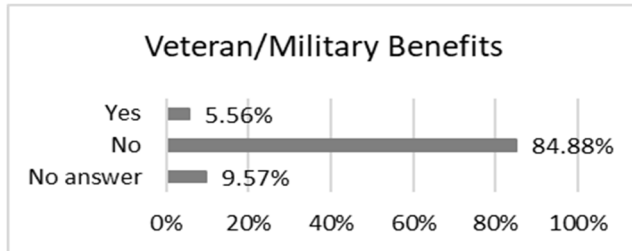
Finally, a five-year data comparison (academic years 2014-2015 through 2018-2019) is located in Appendix E; this comparison includes tables and trend lines only. For open-ended comments and “other” responses for the prior four years, please refer to the OSUIT Institutional Research website under the “Withdrawing Student Survey” tab.

Curtis E. Miller, Analyst
OSUIT Office of Institutional Research

Appendix A
Overall Results

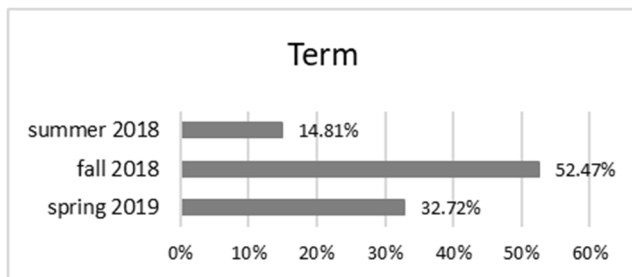
Are you receiving veteran/military education benefits?

Answer	Count	Percent
Yes	18	5.56%
No	275	84.88%
No answer	31	9.57%
Total	324	100%



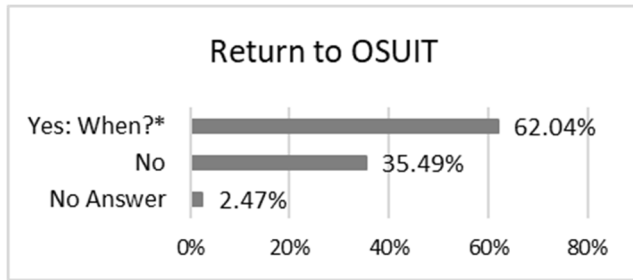
Term

Answer	Count	Percent
summer 2018	48	14.81%
fall 2018	170	52.47%
spring 2019	106	32.72%
Total	324	100%



Do you plan to return to OSUIT?

Answer	Count	Percent
Yes: When?*	201	62.04%
No	115	35.49%
No Answer	8	2.47%
Total	324	100%



*Do you plan to return to OSUIT? Yes: When?**

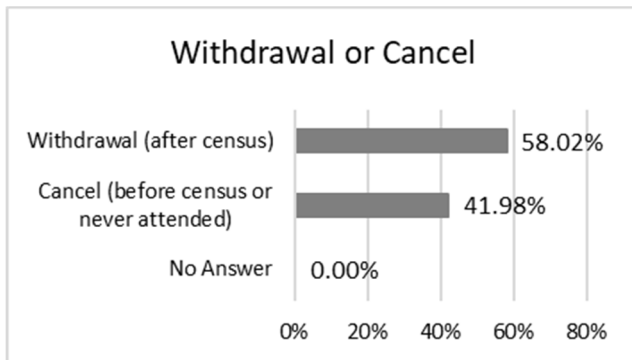
*Yes: When?	Count	Percent
201920	43	13.27%
201940	26	8.02%
201860	24	7.41%
Undecided	23	7.10%
201960	19	5.86%
Unknown	7	2.16%
In a year or two	5	1.54%
Summer or Fall 2019.	5	1.54%
2019	4	1.23%
ASAP	3	0.93%
2020	2	0.62%
201920-201940	1	0.31%
2020-21.	1	0.31%
3rd semester if well.	1	0.31%
After a couple semesters.	1	0.31%
After I save money.	1	0.31%
As soon as the balance is paid.	1	0.31%
Fall 2019-2020 if able.	1	0.31%
Fall or spring 2020	1	0.31%
In the winter.	1	0.31%
N/A.	1	0.31%
Next year.	1	0.31%
No set date yet.	1	0.31%
Not sure, waiting on doctors	1	0.31%
Possibly fall.	1	0.31%
Possibly, unsure, will apply to LPN-RN program.	1	0.31%
Possibly.	1	0.31%
Second semester of spring.	1	0.31%
Sometime later.	1	0.31%
When I am able to afford classes myself.	1	0.31%
When I get back on my feet.	1	0.31%
When I'm ready	1	0.31%

*Do you plan to return to OSUIT? Yes: When?** Continued

*Yes: When?	Count	Percent
When in remission	1	0.31%
When my kids can be in school & not daycare.	1	0.31%
When the time is right.	1	0.31%
When they offer more flexible schedules.	1	0.31%
(blank)	137	42.28%
Total	324	100.00%

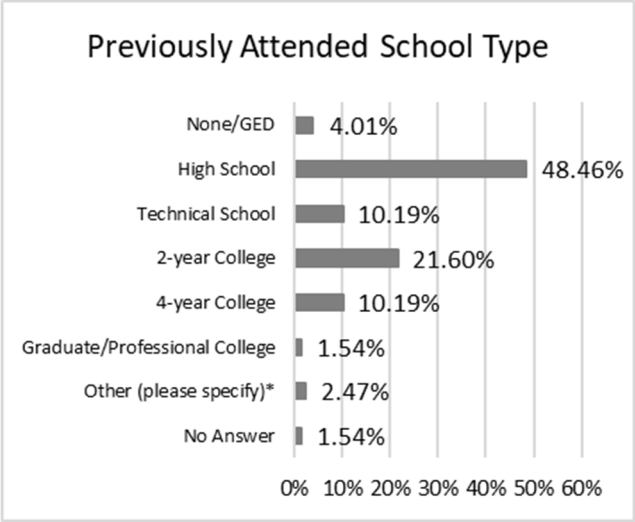
Withdrawal or Cancel (Office Use Only)

Answer	Count	Percent
Withdrawal (after census)	100	48.00%
Cancel (before census or never attended)	136	41.98%
No Answer	0	0.00%
Total	324	100.00%



What type of school did you attend prior to entering OSUIT (select one option)

Answer	Count	Percent
None/GED	13	4.01%
High School	157	48.46%
Technical School	33	10.19%
2-year College	70	21.60%
4-year College	33	10.19%
Graduate/Professional College	5	1.54%
Other (please specify)*	8	2.47%
No Answer	5	1.54%
Total	324	100.00%

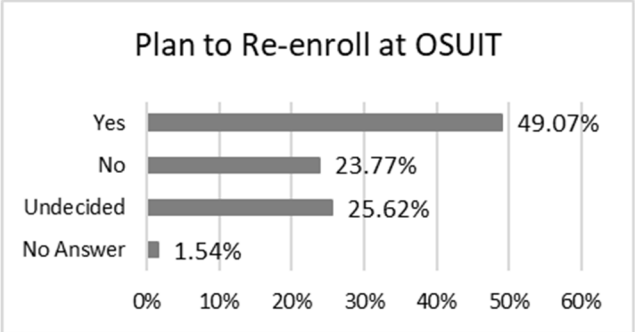


**What type of school did you attend prior to entering OSUIT Other: (please specify)*

- Community College of the Air Force
- Concurrent
- online college
- OSU - some college
- OSUIT
- OSU-OKC
- some college

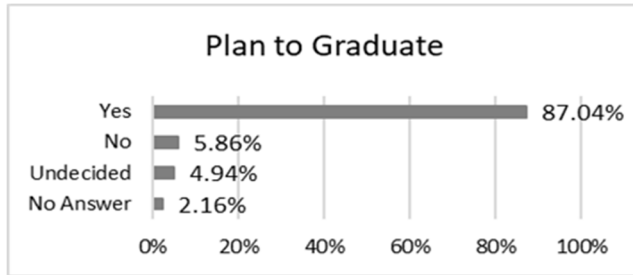
Do you plan to re-enroll at OSUIT?

Answer	Count	Percent
Yes	159	49.07%
No	77	23.77%
Undecided	83	25.62%
No Answer	5	1.54%
Total	324	100.00%



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

Answer	Count	Percent
Yes	282	87.04%
No	19	5.86%
Undecided	16	4.94%
No Answer	7	2.16%
Total	324	100.00%



Why are you leaving? (select ALL that apply)

Response	Count	Percent
Family reasons	72	10.14%
Other: (please specify)*	65	9.15%
Financial reasons	58	8.17%
Taking a break from school	52	7.32%
Work	48	6.76%
Accepted full-time job	41	5.77%
Health reasons	41	5.77%
Conflict between job and school	33	4.65%
Lack of financial aid	32	4.51%
Unhappy with grades	32	4.51%
Scheduling issues	28	3.94%
Transfer to another college	28	3.94%
Moving/relocation	25	3.52%
Did not budget correctly	18	2.54%
Transportation issues	18	2.54%
Unsatisfied with course content	14	1.97%
Coursework was too difficult	13	1.83%
Major not offered at OSUIT	12	1.69%
Lack of quality instruction	11	1.55%
Financial suspension	10	1.41%
Uncertain about the value of an education	10	1.41%
Homesick	8	1.13%
Unfriendly faculty and staff	8	1.13%

Why are you leaving? (select ALL that apply) Continued

Response	Count	Percent
Housing/roommate issues	6	0.85%
Lack of study skills needed	6	0.85%
Learned all I wanted to learn at this time	5	0.70%
Too many requirements	5	0.70%
Coursework was not challenging	4	0.56%
My job does not require more college	3	0.42%
Academic suspension	2	0.28%
Could not find a job on campus	2	0.28%
Total	710	100.00%

**Why are you leaving? Other: (please specify)*

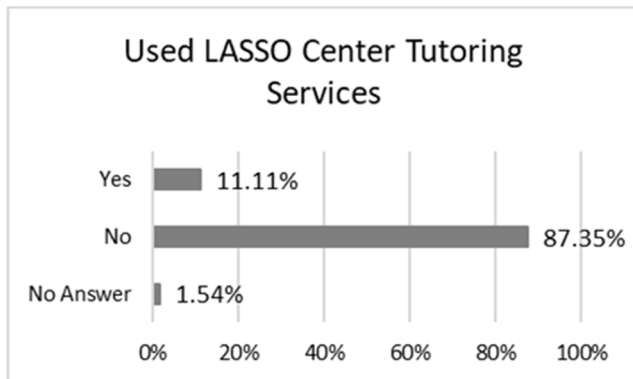
Reason	Count
Accepted full-time job	2
Administrative hiccups.	1
BT program; waiting for it in 201960.	1
Career change	1
Class requires in residence.	1
Class will not transfer	1
Daycare issues.	1
Enrolled in another school.	1
Family medical emergency	1
Going somewhere else.	1
Graduated.	1
Green Country.	1
Have a baby coming.	2
High School Concurrent	3
I changed my mind about my major.	1
indians do not fund	1
Internship failed.	1
Issues with financial aid and/r scholarship.	3
Just not for me.	1
Mental health.	1
Military.	1
Missed too many days.	2
No time.	1
Not enrolling right now	1
Not leaving OSUIT	1
Not supposed to be enrolled.	1
OSUIT is 10 hrs away	1
Overwhelmed.	1

*Why are you leaving? Other: (please specify) Continued

Reason	Count
Personal.	3
Pipeline.	1
Pursuing art.	1
Pursuing new major.	1
Reapplying next year.	1
Re-enrolling in summer.	1
Seems right.	1
Sick newborn.	1
Sponsorship.	1
Surgery.	1
Taking a break	1
Transfer to GCTC.	1
transfer to obtain bachelors	1
Traumatic brain injury.	1
Unable to graduate on time.	1
Uncertain goals.	1
Unnecessary online fees	1
Wait until spring.	1
Work full-time shift work.	1

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

Answer	Count	Percent
Yes	36	11.11%
No	283	87.35%
No Answer	5	1.54%
Total	324	100.00%



If No, why didn't you use Tutoring Services? (select ALL that apply)

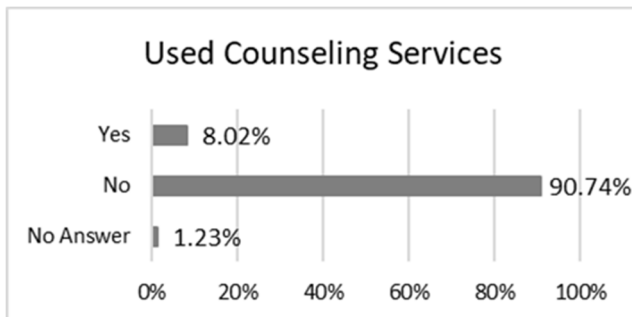
Answer	Count
Did not need tutoring	119
Did not know about tutoring	17
Could not meet with tutor during available time	24
Other*	24

*If No, why didn't you use Tutoring Services? (select ALL that apply) Other**

*Other	Count
CHS	1
Did not attend	6
Did not enroll in classes	1
Did not find tutoring for my classes.	1
Did not stay long enough to utilize.	1
Didn't go.	1
Didn't start classes.	1
Forgot it existed.	1
I understand the material, a tutor wouldn't have helped my situation.	1
It wasn't about that just couldn't keep up.	1
Live 2 hours away.	1
Moved.	1
N/A w/Nursing	1
No, especific nurses professors to attend at the Library.	1
Not enough time to consider.	1
Online.	2
Travel with husband for work.	1

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

Answer	Count	Percent
Yes	26	8.02%
No	294	90.74%
No Answer	4	1.23%
Total	324	100.00%



If No, why didn't you use the Counseling Services? (select ALL that apply)

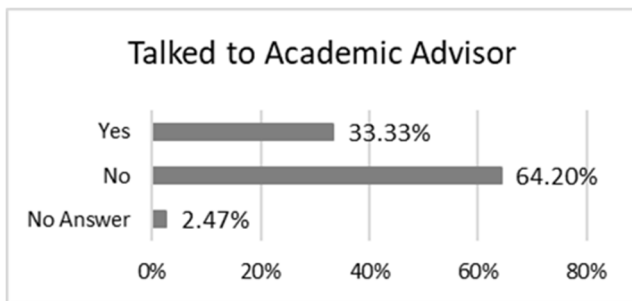
Answer	Count
Did not need counseling	139
Did not know about counseling	22
Could not meet with counselor during available time	8
Other*	14

*If No, why didn't you use the Counseling Services? (select ALL that apply) Other**

*Other	Count
CHS	1
Counselor was never here.	1
Did not attend	5
Didn't start classes yet.	1
Live 2 hours away.	1
Moved.	1
Online.	1
Seeing counselor in Tulsa.	1
Wasn't sure it was needed.	1

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

Answer	Count	Percent
Yes	108	33.33%
No	208	64.20%
No Answer	8	2.47%
Total	324	100.00%



If No, why didn't you talk to your Academic Advisor? (select ALL that apply)

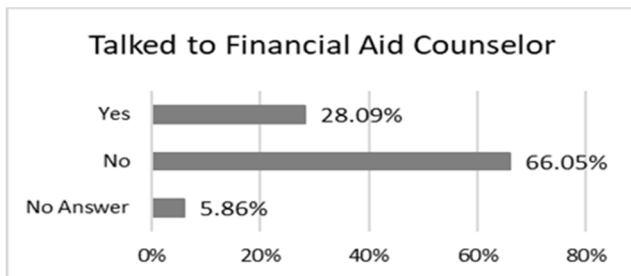
Answer	Count
Did not need advising	103
Did not know about advisor	10
Could not meet advisor during available hours	12
Other*	23

*If No, why didn't you talk to your Academic Advisor? (select ALL that apply) Other**

*Other	Count
CHS	1
Could not get ahold of/Wouldn't return call	2
Emergency withdrawal.	1
Even if I spoke to an advisor, I still can not afford classes without FA.	1
Graduating.	1
Had not attended	3
I talked to Amber.	1
Instructor informed me of attendance.	1
It's a family matter.	1
Moved.	1
no not need speech w/associates RN degree	1
Online.	1
Personal decision.	1
Was told to just fill this out to completely withdraw by 9/18.	1

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

Answer	Count	Percent
Yes	91	28.09%
No	214	66.05%
No Answer	19	5.86%
Total	324	100.00%



If No, why didn't you talk to a Financial Aid Counselor? (select ALL that apply)

Answer	Count
Did not receive financial aid	74
Did not know about financial aid	14
Could not meet with FinAid during available hours	23
Other*	27

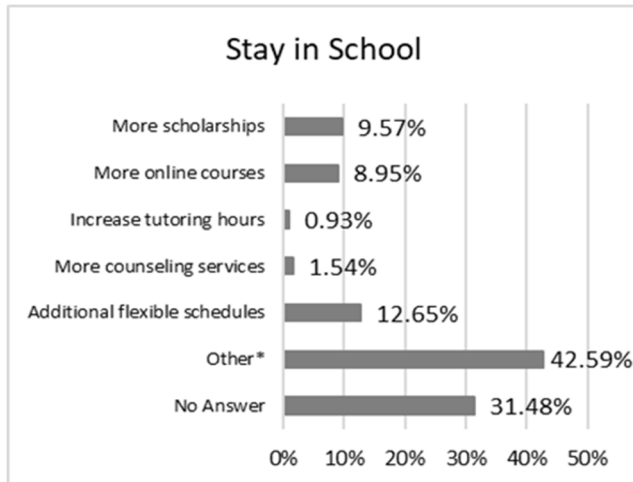
*If No, why didn't you talk to a Financial Aid Counselor? (select ALL that apply) Other**

*Other	Count
CHS	1
Did not need to.	5
Do not qualify.	1
Further education.	1
Had not paid for classes yet.	1
Have not, but will.	1
Haven't been there yet.	1
I accept full responsibility	1
Just didn't.	1
Moved.	1
N/A	1
No reason, didn't meet program requirements	1
Not a financial aid matter.	1
Spoke with FinAid at OSU-OKC	1
VA Rep was never involved.	1
Will re-enroll	1

How could we have helped you stay in school? (select ALL that apply)

Answer	Count	Percent
More scholarships	31	9.57%
More online courses	29	8.95%
Increase tutoring hours	3	0.93%
More counseling services	5	1.54%
Additional flexible schedules	41	12.65%
Other*	138	42.59%
No Answer	102	31.48%
Cumulative Percentage (divide count by n=324)	349	107.72%

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? (select ALL that apply) Other**

*Other	Count
Accepted full time job	1
Access to financial aid after proving I could hold a 3.5 GPA my first semester back.	1
Better communication with professors	1
Better housing.	1
Cannot/Could not be helped	14
Care more about student	1
Cheaper classes.	1
Closer to home - move school :-)	1
Cure lupus & repair my tumors.	1
Currently just leaving due to family hardship.	1
Don't shut down my program!	2
Emergency	1
Everything was fine.	1
Family emergency, couldn't.	1
Financial aid without loans.	1
Fire bad teachers, teach to learn.	1
Focus more on major and less on gen-ed.	1
Found a good job	1
I changed my mind about my major.	1
I just had a rough semester with work.	1
I just needed more time, my work schedule changes.	1
I needed hands on in a field that was not here at the time.	1
I only need to go into the nursing program.	1
If major was offered.	1
If you offered a Bachelors to allow me to do Physical Therapy.	1
I'll be back!	1
Impossible, traumatic brain injury, just need recovery time.	1

How could we have helped you stay in school? (select ALL that apply) Other Continued*

*Other	Count
intermediate algebra needed.	1
Taking a break.	2
Less requirement that didn't have anything to do with technical aspects of class.	1
Marry a rich man!	1
Money.	2
More career programs.	1
More education majors.	1
More flexibility for students who work full-time.	1
More time slots in class.	1
More time.	1
Moved.	1
My decision to leave.	1
My fault.	1
My own problems with money.	1
Need Bachelor's.	1
No family problems.	1
No help was needed.	1
No remedy for situation	1
None, my own decision.	2
None, staying at Eastern.	1
Not leaving OSUIT	2
Not ready yet.	1
Nothing.	6
Offer a Radiology/Sonography Program.	1
Offer class without prereq.	1
Offer software dev. classes in-person	1
Online classes mean online, not having to attend physically.	1
Online schooling maybe?	1
OSUIT is not at fault.	1
Other class times.	1
Personal reasons.	4
Put in the time to check your teachers and content.	1
Remove unnecessary online course fees.	1
Renewing online courses.	1
Start spring program for Power Plant.	1
Staying in school dropping one course	1
Temporary access to assistive programs to complete class work.	1
There is nothing you can do to prevent loss of income.	1
Transportation	1
Tutoring after hours at the Library w/tutors.	1
You can't. I just received a job offer.	1

Any comments about the services offered at OSUIT?

Always helpful.

Amazing place! Just too broke, will still recommend.

Everyone here was amazing.

Everyone I talked to was helpful, considerate, and nice.

Everyone was pleasant and helpful.

Everyone was very friendly and professional, especially Kenneth in Diesel & Heavy Equipment Dept.

Everyone was very helpful and welcoming.

Everything was nice.

Excellent school, wish they didn't drop my major (AAS Civil)

Excellent.

Experience has been great, just conflict with work.

Faculty and staff are amazing but the higher-ups don't really seem to care all that much.

Fire entire staff at Registrar's Office. Will not answer phones, this problem goes back years.

Good school.

Good service.

Good.

Great school just decided for a different career path at this time

Great services available.

Great, friendly staff.

I am satisfied with the services offered.

I don't understand why there is an online course fee when the instructor has to do less.

I graduated Dec. 2016 from OSUIT from the nursing program. I absolutely love OSUIT, they have the best staff ever.

I had no idea who my advisor was. Everything was online.

I have no comments at this time as I was unable to utilize OSUIT services. However, I plan to use them once I return next semester.

I love everything about OSUIT, I will definitely return.

I love the school and staff they are all awesome & I can't wait to be able to re-enroll.

I loved the college nothing more could be added.

Instructors were very understanding.

It's great, I will sure miss coming here!

Love it. So sad I can't stay. You guys employ awesome instructors, at least in my experience.

Love the OSUIT school. IT dept. advisor; Pam Ingham, is awesome. Registrar employee Jake Kell is great & extremely helpful.

Loved school, just can't continue at this time.

More assistance in offices! When I call the school, no one ever has answers for my questions. *Financial Aid/Bursars/Admissions*

Need to offer more than one class at one time. Not possible to work while maintaining a 5 day schedule all day.

No, but thank you for helping me!

No, everything was fine.

No, it's a great program and I look forward to coming back.

Online instructors set unrealistic expectations and schedules for students. Online instructors tend to be confrontational and indifferent to student needs. The canvas learning environment pilot should have been optional for students, not required.

OSUIT has been great and if an online class is offered next semester, I might take it.

OSUIT is a great school!

School was fine, just needed more hours at work so there was conflict between school and that.

Service is great, just have medical issues.

Service was adequate and the staff was very pleasant to communicate with. The only things I can think to suggest for improvements, phone communication with distance learners. There are just some things that can be better explained over the phone instead of an email, or at least make it an option.

Services are great at school.

The best teachers.

The classes are great, just going through personal issues.

The counselor was really helpful.

The services are exemplary.

The services are great. This semester got too stressful with work, school, being sick for a week.

They are all awesome! Very helpful and friendly.

They are great and well-deserving of praise.

This form was supposed to be online it's only there in PDF format to print not to fill out online.

This is a really great school and I can't wait to be back.

Too focused on being a five star college instead of offering more towards major. GPA is treated more importantly than future career.

Very good school will come back next semester.

Very helpful and educational. Also, the school works great with schedules!

Wonderful school.

Ya, they aren't available when you really need them. They are available when they want to be, and then they blame the giant stack of paper on their desk like it is your fault that they cannot finish their job.

Read people's surveys.

Do you have any other comments/suggestions to help OSUIT improve services to students? Any suggestions about additional services beneficial to OSUIT students?

As your I.T. program shifts more and more to online courses, you need to be better attuned to the needs online students have. Many of us are not able to meet deadlines in the middle of a work week due to family and work obligations. Online teachers need to be more than a grader and need to be available to students more frequently, and respond much more quickly to issues. 24-48 hours is far too long to wait for assistance and answers.

Could use more ways to pay (i.e., grants, more payment plan options).

Everything was nice.

Explain Programs and University information more clearly on website. I thought I would have at least a couple of semesters at OSU-IT to do the Radiology/Sonography program before transferring to bachelors program in Tulsa.

Further education.

Great school with a great mission with some of the friendliest and kind people ever. I wish all the best to all concerned in all things.

Great school. Just not for me.

Have the teachers ask this in class and pay attention.

Help provide more financial assistance for out-of-state students.

I don't have any suggestions to make.

I think OSUIT is awesome and I look forward to coming back to finish my degree.

I would be willing to quit my job and return if I knew I could take all of my classes in-person rather than online.

If some Nurses or Tutor work at the Library in early morning or after school, to help planning or teaching. Our partners from other semesters are our mentors but the true I think they should work in her HW or clinics, so maybe extra help like the Professor help vs to write a Essay in the library, thank you.

In my opinion taking online courses are suppose to be flexible. It didn't seem very flexible.

Initial orientation.

It might be helpful to counsel entire families about the challenges adult learners face in coming back to school, and how family members can help support their returning adult student. Sometimes family needs to hear this from professionals outside the family to take those needs more seriously.

Maybe offer a bachelors degree in some areas. I'm doing education so I have to transfer to get my bachelors.

More activities on campus for students.

Need to get rid of bed bugs.

No other comments. Great institution with great people.

No, it's a good school. Just not for me right now.

No, just that there needs to be better communication with distance learners, those not actually on campus. Particularly speaking for my self here but I would like the option to verbally speak with an advisor to step through the enrollment process, at least the first time, making sure instruction is clear.

No, the school was great. I just want to pursue art.

No. Figure it out yourself.

Nothing more could be added.

Offer nursing classes in the evening

Reduce extraneous requirements in classes that have nothing to do with class (such as being graded on discussion posts qty., portfolios, etc.) I will be returning for spring semester.

Tell students outright that the material they create in the Graphic Design program is what they will use in their portfolio.

The only reason I am taking a break is because of traumatic brain injury from a vehicle accident.

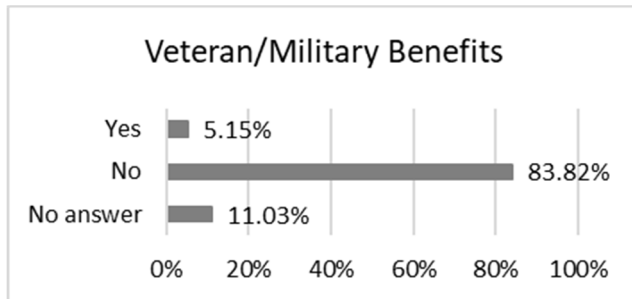
This form is not relevant to my needs to drop a class, yet it was sent to me to complete.

Y'all do great.

Appendix B
Results for students who canceled prior to census

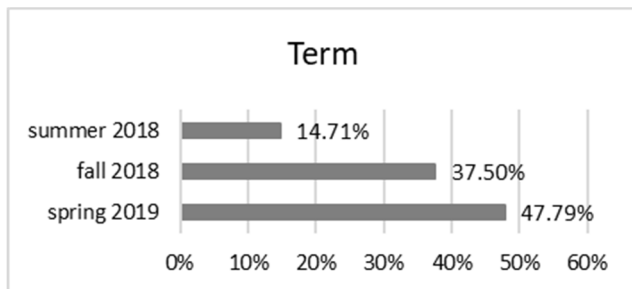
Are you receiving veteran/military education benefits?

Answer	Count	Percent
Yes	7	5.15%
No	114	83.82%
No answer	15	11.03%
Total	136	100.00%



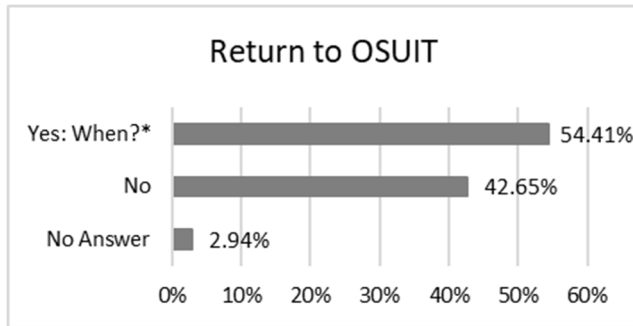
Semester

Answer	Count	Percent
summer 2018	20	14.71%
fall 2018	51	37.50%
spring 2019	65	47.79%
Total	136	100.00%



Do you plan to return to OSUIT?

Answer	Count	Percent
Yes: When?*	74	54.41%
No	58	42.65%
No Answer	4	2.94%
Total	136	100.00%

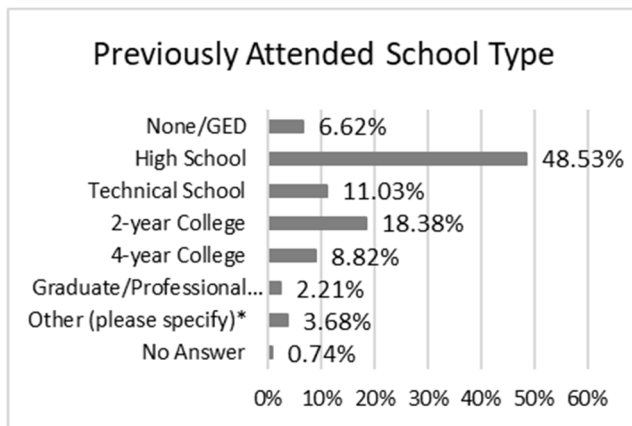


Do you plan to return to OSUIT? Yes: When?

*Yes: When?	Count	Percent
Fall 2018	10	7.35%
Summer 2019	10	7.35%
Fall 2019	8	5.88%
Spring 2019	7	5.15%
Maybe	3	2.21%
Not sure.	3	2.21%
Undecided	3	2.21%
Unsure.	2	1.47%
2019	1	0.74%
2020	1	0.74%
3rd semester if well.	1	0.74%
As soon as the balance is paid.	1	0.74%
ASAP - it may take a couple years, however.	1	0.74%
Couple of years.	1	0.74%
Fall or spring 2020	1	0.74%
Hopefully, 1-2 years.	1	0.74%
IDK - summer.	1	0.74%
In the winter.	1	0.74%
N/A.	1	0.74%
Next year.	1	0.74%
Not certain at this time.	1	0.74%
Not sure, waiting on doctors	1	0.74%
Possibly fall.	1	0.74%
Possibly, unsure, will apply to LPN-RN program.	1	0.74%
Second semester of spring.	1	0.74%
Summer 2019 after I have settled in new state.	1	0.74%
Summer 2019 or fall 2019.	1	0.74%
summer or fall 2019.	1	0.74%
Summer or fall.	1	0.74%
undetermined	1	0.74%
No Answer	68	50.00%
Total	136	100.00%

What type of school did you attend prior to entering OSUIT (select one option)

Answer	Count	Percent
None/GED	9	6.62%
High School	66	48.53%
Technical School	15	11.03%
2-year College	25	18.38%
4-year College	12	8.82%
Graduate/Professional College	3	2.21%
Other (please specify)*	5	3.68%
No Answer	1	0.74%
Total	136	100.00%



**What type of school did you attend prior to entering OSUIT (select one option) Other*

Community College of the Air Force

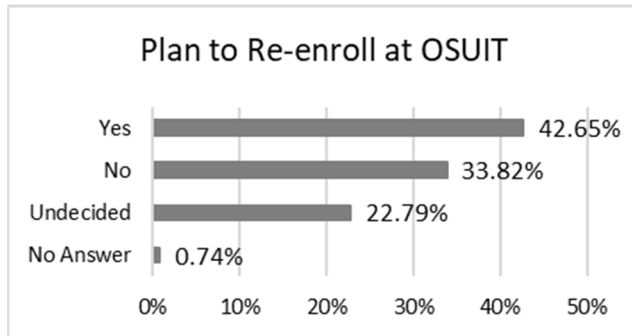
OSU-OKC

OSUIT

some college

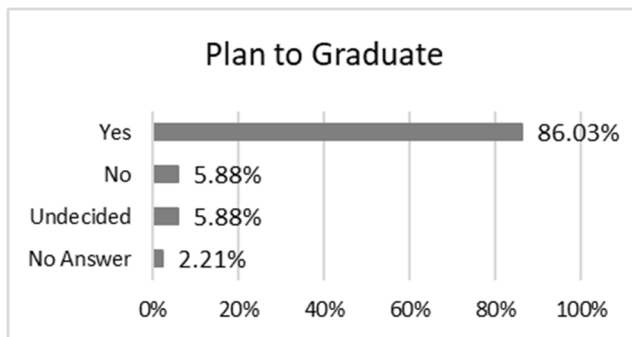
Do you plan to re-enroll at OSUIT?

Answer	Count	Percent
Yes	58	42.65%
No	46	33.82%
Undecided	31	22.79%
No Answer	1	0.74%
Total	136	100.00%



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

Answer	Count	Percent
Yes	117	86.03%
No	8	5.88%
Undecided	8	5.88%
No Answer	3	2.21%
Total	136	100.00%



Why are you leaving? (select ALL that apply)

Response	Count	Percent
Other: (please specify)*	25	10.50%
Financial reasons	23	9.66%
Family reasons	22	9.24%
Transfer to another college	21	8.82%
Work	19	7.98%
Accepted full-time job	15	6.30%
Taking a break from school	14	5.88%
Scheduling issues	12	5.04%
Lack of financial aid	11	4.62%
Conflict between job and school	9	3.78%
Health reasons	9	3.78%
Major not offered at OSUIT	9	3.78%

Why are you leaving? (select ALL that apply) Continued

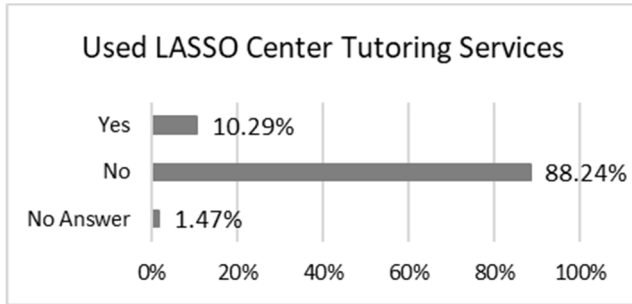
Response	Count	Percent
Moving/relocation	8	3.36%
Transportation issues	6	2.52%
Unhappy with grades	5	2.10%
Unsatisfied with course content	4	1.68%
Coursework was too difficult	3	1.26%
Did not budget correctly	3	1.26%
Housing/roommate issues	3	1.26%
Lack of study skills needed	3	1.26%
Uncertain about the value of an education	3	1.26%
Unfriendly faculty and staff	3	1.26%
Financial suspension	2	0.84%
Lack of quality instruction	2	0.84%
Learned all I wanted to learn at this time	2	0.84%
My job does not require more college	1	0.42%
Too many requirements	1	0.42%
Academic suspension	0	0.00%
Couldnot find a job on campus	0	0.00%
Coursework was not challenging	0	0.00%
Homesick	0	0.00%
Total	238	100.00%

**Why are you leaving? Other: (please specify)*

OSUIT is 10 hrs away
 BT program; waiting for it in 201960.
 Class will not transfer
 Enrolled in another school.
 Going somewhere else.
 Green Country.
 Have a baby coming.
 indians do not fund
 Never went.
 Not enrolling right now
 Not supposed to be enrolled.
 Personal.
 Re-enrolling in summer.
 Seems right.
 Taking a break
 transfer to obtain bachelors
 Traumatic brain injury.
 Uncertain goals.
 Wait until spring.

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

Answer	Count	Percent
Yes	14	10.29%
No	120	88.24%
No Answer	2	1.47%
Total	136	100.00%



If No, why didn't you use Tutoring Services? (select ALL that apply)

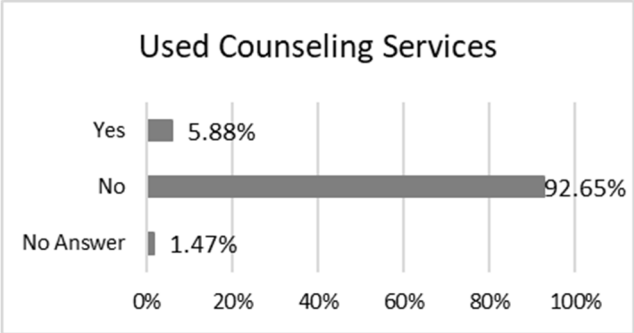
Answer	Count
Did not need tutoring	50
Did not know about tutoring	3
Could not meet with tutor during available time	5
Other*	16

*If No, why didn't you use Tutoring Services? (select ALL that apply) Other**

*Other	Count
Did not attend.	9
Did not stay long enough to utilize.	1
Forgot it existed.	1
I understand the material, a tutor wouldn't have helped my situation.	1
N/A w/Nursing	1
Online.	1
Travel with husband for work.	1

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

Answer	Count	Percent
Yes	8	5.88%
No	126	92.65%
No Answer	2	1.47%
Total	136	100.00%



If No, why didn't you use the Counseling Services? (select ALL that apply)

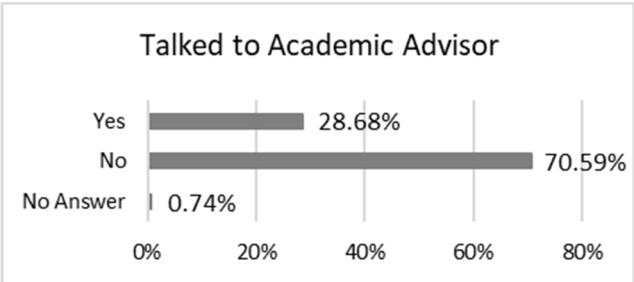
Answer	Count
Did not need counseling	61
Did not know about counseling	4
Could not meet w/counselor during available time	3
Other*	8

*If No, why didn't you use the Counseling Services? (select ALL that apply) Other**

*Other	Count
Did not attend.	6
Online.	1

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

Answer	Count	Percent
Yes	39	28.68%
No	96	70.59%
No Answer	1	0.74%
Total	136	100.00%



If No, why didn't you talk to your Academic Advisor? (select ALL that apply)

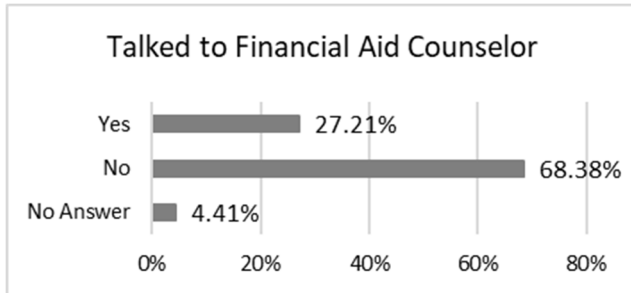
Answer	Count
Did not need advising	14
Did not know about advisor	44
Could not meet advisor during available hours	5
Other*	5

*If No, why didn't you talk to your Academic Advisor? (select ALL that apply) Other**

*Other	Count
Advisor told me that program wasn't necessary for me.	1
Could not get ahold of/Wouldn't return call	2
Emergency withdrawal.	1
Graduating.	1
Had not attended	2
I talked to Amber.	1
It's a family matter.	1
no not need speech w/associates RN degree	1
Online.	1
Personal decision.	1

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

Answer	Count	Percent
Yes	37	27.21%
No	93	68.38%
No Answer	6	4.41%
Total	136	100.00%



If No, why didn't you talk to a Financial Aid Counselor? (select ALL that apply)

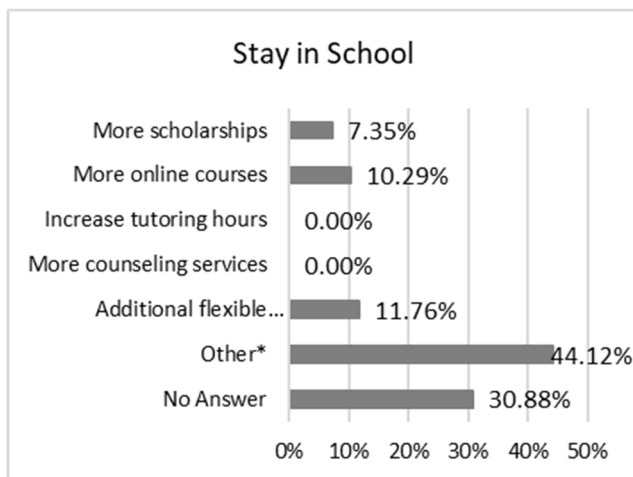
Answer	Count
Did not need advising	26
Did not know about advisor	5
Could not meet advisor during available hours	12
Other*	16

*If No, why didn't you talk to a Financial Aid Counselor? (select ALL that apply) Other**

*Other	Count
Did not feel required	1
Did not need to.	1
Don't need to talk to them.	1
Had not paid for classes yet.	1
Have not, but will.	1
Just didn't.	1
No need.	1
No reason, didn't meet program requirements	1
Not a financial aid matter.	1
Spoke with FinAid at OSU-OKC	1
Will re-enroll	1

How could we have helped you stay in school?

Answer	Count	Percent
More scholarships	10	7.35%
More online courses	14	10.29%
Increase tutoring hours	0	0.00%
More counseling services	0	0.00%
Additional flexible schedules	16	11.76%
Other*	60	44.12%
No Answer	42	30.88%
Cumulative Percentage (divide count by n=136)	142	104.41%



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

*Other	Count
Accepted full time job	1
Better housing.	1
Cannot/Could not	6
Cheaper classes.	1
Closer to home - move school :-)	1
Cure lupus & repair my tumors.	1
Financial aid without loans.	1
Fire bad teachers, teach to learn.	1
I only need to go into the nursing program.	1
If major was offered.	1
If you offered a Bachelors to allow me to do Physical Therapy.	1
I'll be back!	1
Impossible, traumatic brain injury, just need recovery time.	1
intermediate algebra needed.	1
Just taking a break.	2
Money.	3
More career programs.	1
More education majors.	1
My decision to leave.	1
Need Bachelor's.	1
No family problems.	1
Not actually leaving.	1
Not ready yet.	1
Nothing.	7
Offer a Radiology/Sonography Program.	1
Offer class without prereq.	1
Other class times.	2
Start spring program for Power Plant.	1
Staying in school dropping one course	1

Any comments about the services offered at OSUIT?

Everyone here was amazing.

Everyone I talked to was helpful, considerate, and nice.

Everyone was pleasant and helpful.

Everyone was very friendly and professional, especially Kenneth in Diesel & Heavy Equipment Dept.

Everyone was very helpful and welcoming.

Experience has been great, just conflict with work.

Fire entire staff at Registrar's Office. Will not answer phones, this problem goes back years.

Good school.

Good service.

Great school just decided for a different career path at this time

Great services available.

I have no comments at this time as I was unable to utilize OSUIT services. However, I plan to use them once I return next semester.

I love everything about OSUIT, I will definitely return.

I love the school and staff they are all awesome & I can't wait to be able to re-enroll.

It's great, I will sure miss coming here!

Loved school, just can't continue at this time.

No, but thank you for helping me!

No, it's a great program and I look forward to coming back.

Online instructors set unrealistic expectations and schedules for students. Online instructors tend to be confrontational and indifferent to student needs. The canvas learning environment pilot should have been optional for students, not required.

OSUIT has been great and if an online class is offered next semester, I might take it.

School was fine, just needed more hours at work so there was conflict between school and that.

The best teachers.

The services are exemplary.

They are all awesome! Very helpful and friendly.

This is a really great school and I can't wait to be back.

Very helpful and educational. Also, the school works great with schedules!

"Do you have any other comments/suggestions to help OSUIT improve services to students?"

Any suggestions about additional services beneficial to OSUIT students?"

As your I.T. program shifts more and more to online courses, you need to be better attuned to the needs online students have. Many of us are not able to meet deadlines in the middle of a work week due to family and work obligations. Online teachers need to be more than a grader and need to be available to students more frequently, and respond much more quickly to issues. 24-48 hours is far too long to wait for assistance and answers.

Could use more ways to pay (i.e., grants, more payment plan options).

Explain Programs and University information more clearly on website. I thought I would have at least a couple of semesters at OSU-IT to do the Radiology/Sonography program before transferring to bachelors program in Tulsa.

Have the teachers ask this in class and pay attention.

I don't have any suggestions to make.

In my opinion taking online courses are suppose to be flexible. It didn't seem very flexible.

Initial orientation.

It might be helpful to counsel entire families about the challenges adult learners face in coming back to school, and how family members can help support their returning adult student. Sometimes family needs to hear this from professionals outside the family to take those needs more seriously.

Maybe offer a bachelors degree in some areas. I'm doing education so I have to transfer to get my bachelors.

Need to get rid of bed bugs.

No, it's a good school. Just not for me right now.

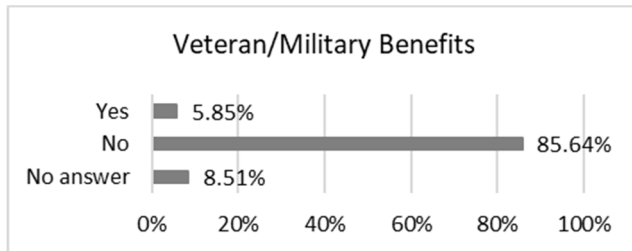
Offer nursing classes in the evening

The only reason I am taking a break is because of traumatic brain injury from a vehicle accident.

Appendix C
Results for students who withdrew after census

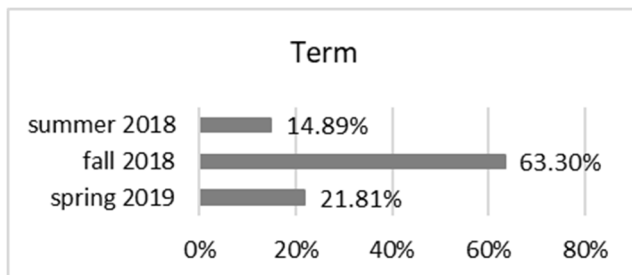
Are you receiving veteran/military education benefits?

Answer	Count	Percent
Yes	11	5.85%
No	161	85.64%
No answer	16	8.51%
Total	188	100%



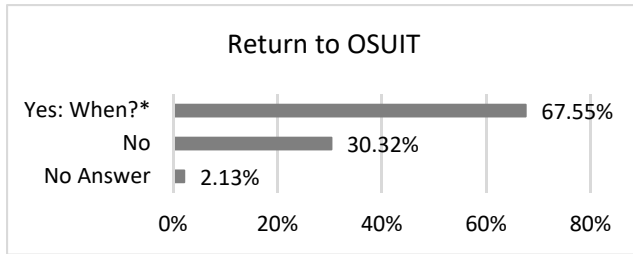
Semester

Answer	Count	Percent
summer 2018	28	14.89%
fall 2018	119	63.30%
spring 2019	41	21.81%
Total	188	100%



Do you plan to return to OSUIT?

Answer	Count	Percent
Yes: When?*	127	67.55%
No	57	30.32%
No Answer	4	2.13%
Total	188	100%

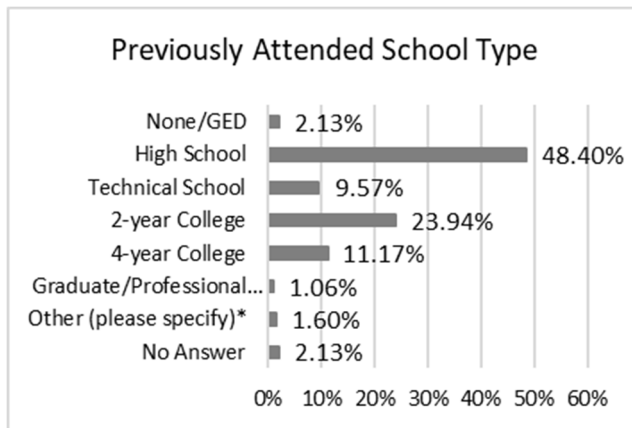


*Do you plan to return to OSUIT? Yes: When?**

*Yes: When?	Count	Percent
201920	36	19.15%
201940	15	7.98%
201860	14	7.45%
201960	11	5.85%
Not sure.	4	2.13%
Unknown	4	2.13%
2019	3	1.60%
ASAP	3	1.60%
Undecided.	3	1.60%
Unsure.	3	1.60%
Summer or Fall 2019.	2	1.06%
2020	1	0.53%
201920-201940	1	0.53%
2020-21.	1	0.53%
After a couple semesters.	1	0.53%
After I save money.	1	0.53%
Fall 2019-2020 if able.	1	0.53%
In a couple of years.	1	0.53%
In a year (next possible semester).	1	0.53%
Maybe a year.	1	0.53%
Maybe.	1	0.53%
No set date yet.	1	0.53%
Not known at this time.	1	0.53%
Possibly.	1	0.53%
Sometime later.	1	0.53%
When I am able to afford classes myself.	1	0.53%
When I get back on my feet.	1	0.53%
When I'm ready	1	0.53%
When in remission	1	0.53%
When my kids can be in school & not daycare.	1	0.53%
When the time is right.	1	0.53%
When they offer more flexible schedules.	1	0.53%
No Answer	69	36.70%
Total	188	100.00%

What type of school did you attend prior to entering OSUIT (select one option)

Answer	Count	Percent
None/GED	4	2.13%
High School	91	48.40%
Technical School	18	9.57%
2-year College	45	23.94%
4-year College	21	11.17%
Graduate/Professional College	2	1.06%
Other (please specify)*	3	1.60%
No Answer	4	2.13%
Total	188	100.00%

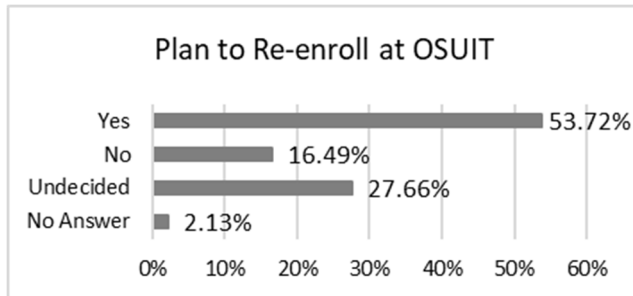


*What type of school did you attend prior to entering OSUIT (select one option) Other**

*Other (please specify)
Concurrent
OSU - some college
online college

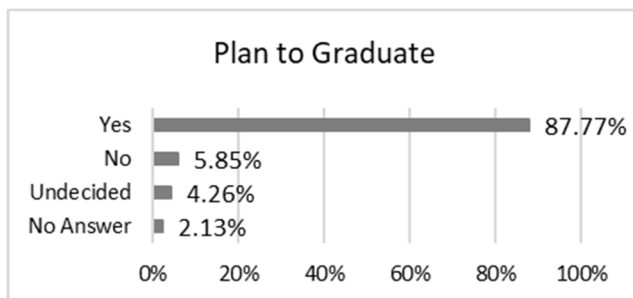
Do you plan to re-enroll at OSUIT?

Answer	Count	Percent
Yes	101	53.72%
No	31	16.49%
Undecided	52	27.66%
No Answer	4	2.13%
Total	188	100.00%



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

Answer	Count	Percent
Yes	165	87.77%
No	11	5.85%
Undecided	8	4.26%
No Answer	4	2.13%
Total	188	100.00%



Why are you leaving? (select ALL that apply)

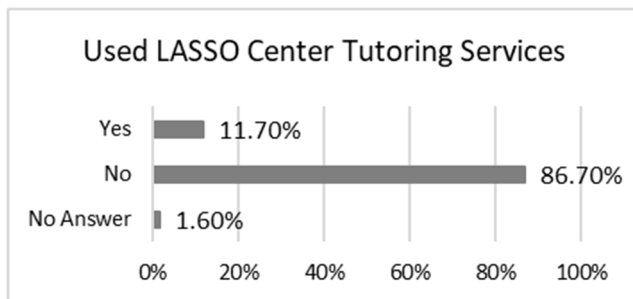
Response	Count	Percent
Family reasons	50	10.59%
Other: (please specify)*	40	8.47%
Taking a break from school	38	8.05%
Financial reasons	35	7.42%
Health reasons	32	6.78%
Work	29	6.14%
Unhappy with grades	27	5.72%
Accepted full-time job	26	5.51%
Conflict between job and school	24	5.08%
Lack of financial aid	21	4.45%
Moving/relocation	17	3.60%
Scheduling issues	16	3.39%
Did not budget correctly	15	3.18%

Why are you leaving? (select ALL that apply) Continued

Response	Count	Percent
Transportation issues	12	2.54%
Coursework was too difficult	10	2.12%
Unsatisfied with course content	10	2.12%
Lack of quality instruction	9	1.91%
Financial suspension	8	1.69%
Homesick	8	1.69%
Transfer to another college	7	1.48%
Uncertain about the value of an education	7	1.48%
Unfriendly faculty and staff	5	1.06%
Coursework was not challenging	4	0.85%
Too many requirements	4	0.85%
Housing/roommate issues	3	0.64%
Lack of study skills needed	3	0.64%
Learned all I wanted to learn at this time	3	0.64%
Major not offered at OSUIT	3	0.64%
Academic suspension	2	0.42%
Couldnot find a job on campus	2	0.42%
My job does not require more college	2	0.42%
Total	472	100.00%

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

Answer	Count	Percent
Yes	22	11.70%
No	163	86.70%
No Answer	3	1.60%
Total	188	100.00%



If No, why didn't you use Tutoring Services? (select ALL that apply)

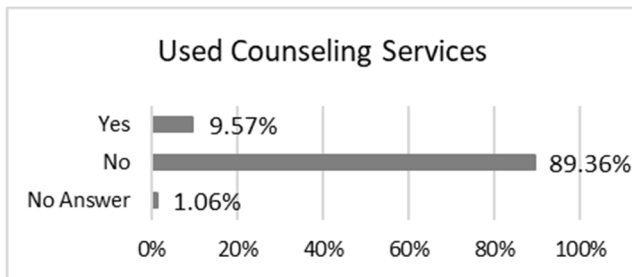
Answer	Count
Did not need tutoring	69
Did not know about tutoring	14
Could not meet with tutor during available time	19
Other*	8

*If No, why didn't you use Tutoring Services? (select ALL that apply) Other**

*Other
CHS
Did not find tutoring for my classes.
It wasn't about that just couldn't keep up.
Live 2 hours away.
Moved.
No, specific nurses professors to attend at the Library.
Not enough time to consider.
Online.

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

Answer	Count	Percent
Yes	18	9.57%
No	168	89.36%
No Answer	2	1.06%
Total	188	100.00%



If No, why didn't you use the Counseling Services? (select ALL that apply)

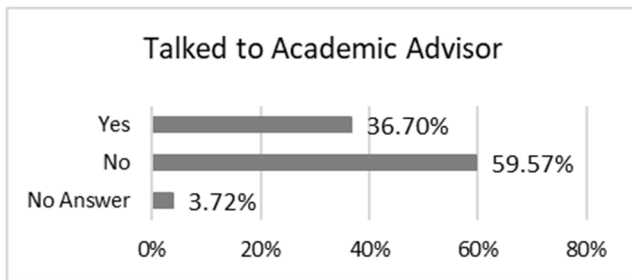
Answer	Count
Did not need counseling	78
Did not know about counseling	18
Could not meet w/counselor during available time	5
Other*	6

*If No, why didn't you use the Counseling Services? (select ALL that apply) Other**

*Other
CHS
Counselor was never here.
Live 2 hours away.
Moved.
Seeing counselor in Tulsa.
Wasn't sure it was needed.

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

Answer	Count	Percent
Yes	69	36.70%
No	112	59.57%
No Answer	7	3.72%
Total	188	100.00%



If No, why didn't you talk to your Academic Advisor? (select ALL that apply)

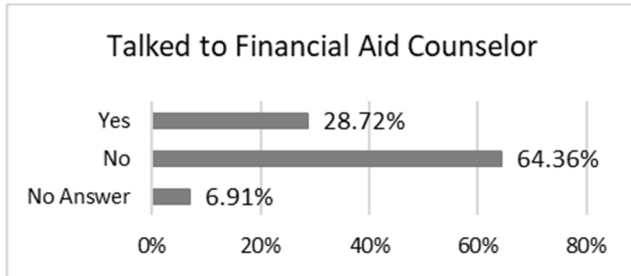
Answer	Count
Did not need advising	9
Did not know about advisor	59
Could not meet advisor during available hours	5
Other*	7

*If No, why didn't you talk to your Academic Advisor? (select ALL that apply) Other**

*Other
CHS
Even if I spoke to an advisor, I still can not afford classes without FA.
Instructor informed me of attendance.
Moved.
Was told to just fill this out to completely withdraw by 9/18.
Wasn't on campus.

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

Answer	Count	Percent
Yes	54	28.72%
No	121	64.36%
No Answer	13	6.91%
Total	188	100%



If No, why didn't you talk to a Financial Aid Counselor? (select ALL that apply)

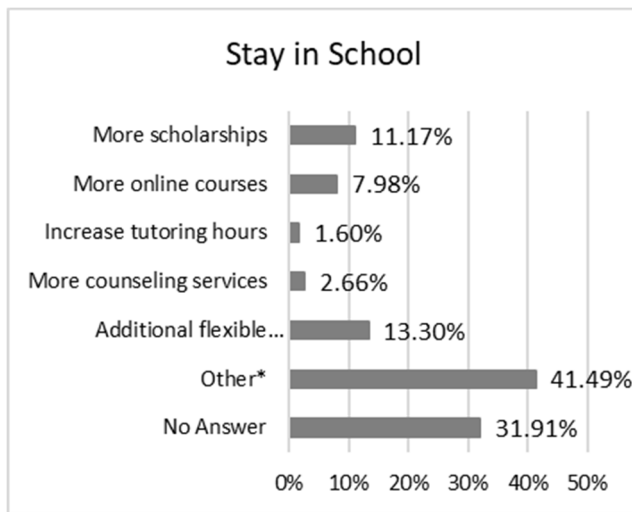
Answer	Count
Did not need advising	48
Did not know about advisor	9
Could not meet advisor during available hours	11
Other*	11

*If No, why didn't you talk to a Financial Aid Counselor? (select ALL that apply) Other**

*Other
CHS
Did not need counseling.
Do not qualify.
Further education.
Haven't been there yet.
I accept full responsibility
Moved.
VA Rep was never involved.

How could we have helped you stay in school?

Answer	Count	Percent
More scholarships	21	11.17%
More online courses	15	7.98%
Increase tutoring hours	3	1.60%
More counseling services	5	2.66%
Additional flexible schedules	25	13.30%
Other*	78	41.49%
No Answer	60	31.91%
Cumulative Percentage (divide count by n=188)	207	110.11%



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

*Other	Count
Access to financial aid after proving I could hold a 3.5 GPA my first semester back.	1
Better communication with professors	1
Cannot/Could not	9
Care more about student	1
Currently just leaving due to family hardship.	1
Don't shut down my program!	1
Emergency	1
Family emergency, couldn't.	1
Focus more on major and less on gen-ed.	1
Found a good job	1
I changed my mind about my major.	1
I just had a rough semester with work.	1
I just needed more time, my work schedule changes.	1
I needed hands on in a field that was not here at the time.	1
Less requirement that didn't have anything to do with technical aspects of class.	1

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

*Other	Count
Marry a rich man!	1
More flexibility for students who work full-time.	1
More time.	1
Moved.	1
No help was needed.	1
Not cancel my program.	1
Not leaving OSUIT	1
Nothing.	6
Offer software dev. classes in-person	1
Online classes mean online, not having to attend physically.	1
Online schooling maybe?	1
Personal.	4
Put in the time to check your teachers and content.	1
Remove unnecessary online course fees.	1
Renewing online courses.	1
Temporary access to assistive programs to complete class work.	1
Transportation	1
Tutoring after hours at the Library w/tutors.	1
You can't. I just received a job offer.	1

Any comments about the services offered at OSUIT?

Always helpful.

Amazing place! Just too broke, will still recommend.

Everything was nice.

Excellent school, wish they didn't drop my major(AAS Civil)

Excellent.

Faculty and staff are amazing but the higher-ups don't really seem to care all that much.

Good.

Great, friendly staff.

I am satisfied with the services offered.

I don't understand why there is an online course fee when the instructor has to do less.

I graduated Dec. 2016 from OSUIT from the nursing program. I absolutely love OSUIT, they have the best staff ever.

I had no idea who my advisor was. Everything was online.

I loved the college nothing more could be added.

Instructors were very understanding.

Love it. So sad I can't stay. You guys employ awesome instructors, at least in my experience.

Love the OSUIT school. IT dept. advisor; Pam Ingham, is awesome. Registrar employee Jake Kell is great & extremely helpful.

More assistance in offices! When I call the school, no one ever has answers for my questions. *Financial Aid/Bursars/Admissions*

Need to offer more than one class at one time. Not possible to work while maintaining a 5 day schedule all day.

No, everything was fine.

OSUIT is a great school!

Service is great, just have medical issues.

Service was adequate and the staff was very pleasant to communicate with. The only things I can think to suggest for improvements, phone communication with distance learners. There are just some things that can be better explained over the phone instead of an email, or at least make it an option.

Services are great at school.

The classes are great, just going through personal issues.

The counselor was really helpful.

The services are great. This semester got too stressful with work, school, being sick for a week.

They are great and well-deserving of praise.

This form was supposed to be online it's only there in PDF format to print not to fill out online.

Too focused on being a five star college instead of offering more towards major. GPA is treated more importantly than future career.

Very good school will come back next semester.

Wonderful school.

Ya, they aren't available when you really need them. They are available when they want to be, and then they blame the giant stack of paper on their desk like it is your fault that they cannot finish their job.

Read people's surveys.

"Do you have any other comments/suggestions to help OSUIT improve services to students?"

Any suggestions about additional services beneficial to OSUIT students?"

Everything was nice.

Further education.

Great school with a great mission with some of the friendliest and kind people ever. I wish all the best to all concerned in all things.

Great school. Just not for me.

Help provide more financial assistance for out-of-state students.

I think OSUIT is awesome and I look forward to coming back to finish my degree.

I would be willing to quit my job and return if I knew I could take all of my classes in-person rather than online.

If some Nurses or Tutor work at the Library in early morning or after school, to help planning or teaching. Our partners from other semesters are our mentors but the true I think they should work in her HW or clinics, so maybe extra help like the Professor help vs to write a Essay in the library, thank you.

More activities on campus for students.

No other comments. Great institution with great people.

No, just that there needs to be better communication with distance learners, those not actually on campus. Particularly speaking for my self here but I would like the option to verbally speak with an advisor to step through the enrollment process, at least the first time, making sure instruction is clear.

No, the school was great. I just want to pursue art.

No. Figure it out yourself.

Nothing more could be added.

Reduce extraneous requirements in classes that have nothing to do with class (such as being graded on discussion posts qty., portfolios, etc.) I will be returning for spring semester.

Tell students outright that the material they create in the Graphic Design program is what they will use in their portfolio.

This form is not relevant to my needs to drop a class, yet it was sent to me to complete.

Y'all do great.

Appendix D
Reasons given for cancel/withdrawal

CANCELED: Reasons for withdrawal

Accepted a full time job.

Anxiety, work & school are too much to handle.

Anxiety, work, and school are too much to handle.

Attending another school.

Bed bugs, moved three times, rooms were not taken care of. My mother and I have spoken to Bo about waiving housing contract.

Big wedding in June have to prepare for & don't have time for class & no classes to take toward degree.

Boyfriend's stepfather broke tibia and fibula, had to help my boyfriend pay all the bills.

Can not afford school expenses and tuition.

Cancel the enrollment.

Career change

Change of major- BT program opening.

Change of plans.

Changed mind

Changing field of study?

Changing fields and schools.

Class will not transfer to UCO at Edmond.

Classes are electives and not necessary for graduation. I will be withdrawing and re-enrolling in summer for internship.

Completed associates in December.

Conflict with work schedule.

Daughter was in ICU for brain surgery and she will need to fully recover before coming back to school. I will enroll next semester.

Decided on another school.

Decided to attend closer to home technical school. We live in Texas.

Decided to go in the fall so I can be full time.

Decided to go to a different school closer to home.

Decided to wait until spring 2019 semester due to there not being any fundamentals classes offered in a half-semester format this fall.

Diagnosed with lung cancer.

Do not want online algebra class. Need in-class instruction.

Don't have sponsoring dealership to meet program requirements.

Don't have time for school this semester.

Drs. suggested wait until I get rehabilitation situated.

Enrolled in different school.

Fall semester proved too challenging for current life circumstances. I'm considering this a temporary pause to re-evaluate how to become more successful in this endeavor.

Family & living circumstances.

Family reasons.

Financial aid issues.

Financial Aid.

Financial reasons.

Financial suspension, could not afford college without financial aid

Full time job

Full time job in support of newborn child.

Going to a different college.

Going to different university

Going to Green Country.

Going to withdrawal from OSU-IT for professional reasons. I have not attended OSU-IT before and am withdrawal before classes start.

Got a new job.

Graduating.

Have other interests.

Having trouble making it to class due to new work schedule.

Husband is being transferred out of state and we will be moving by the end of Jan. I feel that it is best to focus on this big life change and return next semester once we have settled and I can focus on school.

I decided I didn't want to go to school this semester.

I deleted all my classes and it would not let me delete the last one. I was told I had to send this form to withdraw.

I didn't set the internship up through the proper channels (Instructor error) Backdate W/D

I do not attend OSUIT, I am currently waiting to get into the nursing program. I am attending NSU until I can get in. I was not supposed to enroll.

I had four brain surgeries.

I have finished all the basics that OSUIT has to offer me.

I have some personal family problems that have made it hard for me to stay here. Am to to take a break from college and move out. To then be able to go to college when am ready.

I live an hour from Okmulgee and was hoping to be able to take this course online, but I am now being told I cannot.

I was in a major motor vehicle accident and I am still recovering from a traumatic brain injury.

I will not be able to pay for school.

I'm not sure what I want to do, Connors is much closer.

Indian funding is only good for two semesters a year.

Insufficient funds, transportation issues, financial reasons.

Job - will not be able to attend

Job commit.

Job has nursing shortage, required to work extra change in job scheduling

Job offer.

Job opportunity.

Just had a baby and do not think I will be able to fully apply myself until she is a little older.

Life events and changes have made attending the program too difficult. Additionally, my class ITD-3533-20472 is utilizing a new learning environment "Canvas" and I am not able to dedicate the time necessary to learning it while still maintaining the coursework. The combination of personal life changes and the lack of support and assistance with the new learning environment have lead me determine that I am not going to be successful this semester.

Location and transportation difficulties.

Medical illness

Medical reasons, unable to walk or sit, unable to keep anything down will start treatments 1-25-19.

Moving closer to family - Transfer.

My mother has renal failure and will need care. I am her caregiver.

Need an intermediate algebra.

Need to take semester off for personal/family reasons.

Needing to pay balance.

Never went, staying at Eastern.

No financial aid help and no money to pay for it.

No internship.

No longer attending, changing schools.
No longer interested / changing field of study.
No money.
Not able to pay for semester due to suspension of financial aid.
Not enough classes during spring 2019 to take. Will enroll in Feb 2019 for summer 2019 or fall 2019.
Not getting Financial Aid.
Not taking any classes right now.
OK Promise couldn't cover my tuition, so I wasn't financial.
On 12-11-18 I was admitted to the hospital for brain surgery.
Personal
Personal - Transferring to OSU-OKC.
Personal conflict this semester. I plan to enroll again in summer.
Personal reasons
Personal reasons.
Personal reasons.
Personal.
Personal.
Poor format, Mark Pranger is terrible, inability to attend on campus if struggling, teach to test not to learn, registrar office is absolutely inept.
Scheduling issues/concurrent.
Scholarship delay.
Second thoughts & financial issues.
Stepfather broke his tibia & fibula and found out he would be unable to work for six months so I had to get a job to pay bills.
Summer Break
Switched schools and am already taking course.
Taking a break period.
Taking a break.
Taking class somewhere else.
Taking semester off.
Taking the semester off
The reason I am withdrawing from 60102 BIOL 2104 Human Anatomy Because I will not have anyone to pick up my boys.
Too much for me right now.
Transfer to OSU-OKC.
Transfer to OSU-Tulsa to complete bachelors program.
Transferred schools.
Transferring schools. Better job opportunity in Idabel.
Transferring to another university.
Unable to enroll in program. I will re-enroll next fall.
Unable to pay before enrollment.
Unable to pay for prior semester.
Waiting for financial aid.
Waiting until January 2019 semester.
Want summer.
Wanting to drop speech because financial aid requested more requirements one week before class begins.
Wanting to take the summer off.

Wasn't able to cut my hours from work and affording my driving back and forth to Muskogee.
Wasn't able to work around classes and being able to work.
Will be attending another university.
Work/family.
Work/school conflict.
Working full time 40+ hours as Assistant Director of IT plus family plus school too much right now.
Working full-time, not ready for school yet.
Wrong semester applied for.

Withdrawn: Reasons for withdrawal

A better program closer to home for me.
Accepted full time job/money issues
Already took required classes.
Attendance.
Attending dental assisting at GCTC.
Bad grades
Became behind from family. Don't like some of the teachers. Don't like some of the material. Definitely do not like some of the subjects.
Behind.
Can not afford classes without financial aid and my appeal was denied.
Can't afford and got a job and moving out of state.
Change of major.
Change of plans.
Changed mind about attending school this semester, pressured into decision to begin with.
Changed my mind.
Changes in spouse's work schedule and changes in children's schedules are making it difficult to get the work done.
Changing major.
Class participation requires in-person attendance. I was under the impression that the class was online only. I am unable to attend class on a regular basis.
Conflict with current work and living situation.
Conflicting with work.
Cost and other.
Could not obtain a sponsorship with a DUI.
Decided college wasn't for me.
Decided not to take classes.
Did not qualify for financial aid and cannot pay out of pocket for fees.
Didn't get financial aid taken care of in time.
Didn't have transportation to work full-time and school; had to worry about rides to work since I got in a car wreck.
Do not have enough time to devote to school this semester.
Done with school for now.
Don't want my kids at these daycares available here.
Don't want to do graphic design anymore. Done with school for now.
Dropping last class, returning for fall.
Due to family issues as well as the effect that it had on me I have been unable to attend.

Employment & lack of schedule flexibility. Completed AAS in Instrumentation & would love to return for the BTech.

Employment.

Enrolled in another school.

Failed to meet university standards and requirements.

Falling behind and unable to graduate on time.

Falling too far behind.

Family & health issues.

Family emergency, can not attend this semester.

Family emergency.

Family issues and conflict with job for study times.

Family issues with domestic violence and paying a lawyer to pay for legal fee and I could not keep up with everything.

Family issues.

Family issues/funding.

Family medical emergency.

Family moved to Tulsa / death in family going to live part-time with grandparents in Peggs.

Family needs help at home/financial.

Family reasons, no time for school.

Family reasons.

Fell behind and need time before catching up.

Financial aid denial.

Financial Aid issues.

Financial difficulty; having to provide care and an income for my mother post emergency brain surgery.

Financial issues.

Financial problems.

Financial reasons.

For scholarship reasons, I need to take Dosage Calc in the fall with during my first semester.

Grades are not optimal for completion

Had to make part time job full time due to financial situations.

Have completed prerequisites required for LPN to RN bridge program.

Having a baby.

Health issues.

Health reasons related to my disability. I missed a couple of weeks and need to work on my health.

Health reasons.

Help a family member.

High school senior/academics and senior class officer and FFA officer.

High school won't let me.

I am doing major with Connors State College and the this semester has lot of study so that I do want my major first and since the summer do not have any semester, I will do summer semester with OSUIT.

I am moving to Shawnee.

I began the semester with a 2-wk-old baby who became ill and I was awake 20-22 hrs/day. I could not keep up w/the demands of nursing school.

I changed my mind and I decided I don't want to be in that field.

I did not make the average to continue in the class.

I didn't want to go anymore.

I don't feel like I am ready to go to college at the moment.

I was involved in a vehicle accident and am still having medical issues.

Insufficient funds. Distance and time required to successfully pass classes.
I've realized it's not what I want to do.
Job offer.
Job promotion keeping me from having time to study.
Job. Having to go out for 3 week so taking semester off.
Life reasons
Life reasons.
Life.
Living arrangements have changed.
Lost interest. Construction isn't what I wanna do the rest of my life.
Lots of classified reasons
Medical - cluster headaches
Medical - personal.
Medical and mental health.
Mentally weak.
Money issues.
Money.
Moved to Tulsa.
Moved.
Moving home, illness.
Moving.
My FAFSA wasn't accepted.
My mom signed me up for online classes without me knowing.
My mother-in-law has cancer, resulting in my wife having to move to Arkansas leaving me with my kids, with a possible future move to Arkansas as well.
My work schedule varies, I work at a casino in Tulsa.
Need a semester off.
Need to save up money.
Needing time for rotator cuff surgery and recovery.
Needing to focus on recovering from major depressive disorder.
Not a required class - I am only dropping a class, not withdrawing from OSUIT. I am continuing the nursing program in the Fall 2018.
Not for me no interest.
Not for me.
Not for me.
Not happy with my grades, found a different interest.
Not in my best interest.
Not interested anymore.
Not passing
Not sure if IT is the right major for me. I plan on using this time to figure out what I should do.
Not the class I needed.
Our class got cancelled and you guys put me in a new class with no time to actually get it done.
Our class got cancelled then it got opened back up and no one had a book or the time to do it.
Overwhelmed/lack of financial aid.
Personal emergency
Personal family medical reasons.
Personal health.
Personal Life.

Personal problems.
Personal reasons
Personal reasons - will be enrolling again for fall entry most likely
Personal reasons.
Personal, diagnosed with Aspergers, not adapting to being in this environment, too stressful.
Personal.
Personal.
Personal/family hardship.
Personal/financial.
Poor grades.
Pursuing another major that this university does not offer.
Pursuing full time work.
Received a big job offer.
Relocated.
Scheduling conflicts between full-time work and OSUIT coursework.
See back - job.
Severe depression - cannot attend classes, seen Kathy Avery today.
Severe depression and anxiety, including suicidal ideation and attempts.
Severe financial issues. Having to work multiple jobs. Have no time for studies.
Shoulder surgery.
Sick unable to attend.
Started full-time job.
Started new job.
Started working out-of-state and was unable to finish everything I needed for financial aid. Was also told ACT scores were lower than normal and would need additional testing.
Stay home and go to a closer college.
Stress from family life & other forces prevent me from completing material or giving the material appropriate time and concentration.
Switching to another degree plan/field.
Taking a break from school to pursue other interests.
Taking semester off.
This is not the career I want.
This semester with work and me being sick I got behind. I dug this hole I am in.
TMJ medical issues causing absences and distractions from class/work.
To pursue something else.
Too many absences
Too many loose ends to be tied up to ensure starting on solid ground rather than a slippery slope. I want to make sure that everything is completed prior to the start of the semester, postponing till the spring semester will allow for this time.
Too many personal expenses at the moment.
Transferred schools.
Transferring to college closer to home.
Troubles in personal life caused me to get behind in classes.
Try again next semester.
Unable to attend at this time. I'm working 3 jobs and overextended myself. I will restart next summer.
Getting my degree is my goal.
Unable to attend class due to work.
Unable to attend.

Unable to complete class/course.

Unable to keep up with coursework due to military training currently assigned.

Waiting to take classes.

Wanting to wait until next semester, focusing this semester on new job and family matters (probate court).

Wanting to wait until spring semester to enroll in a full course load.

Went on vacation, paid over \$100 for wifi to do assignments online, wifi wouldn't cover school website so I miss an entire week of class and can't make up work.

Withdrawal, medical issues.

Work schedule won't allow me to attend.

Work, stress, mental health.

Work.

Working in North Dakota and joining the Air National Guard when I get back home.

Working mother, issues with son.

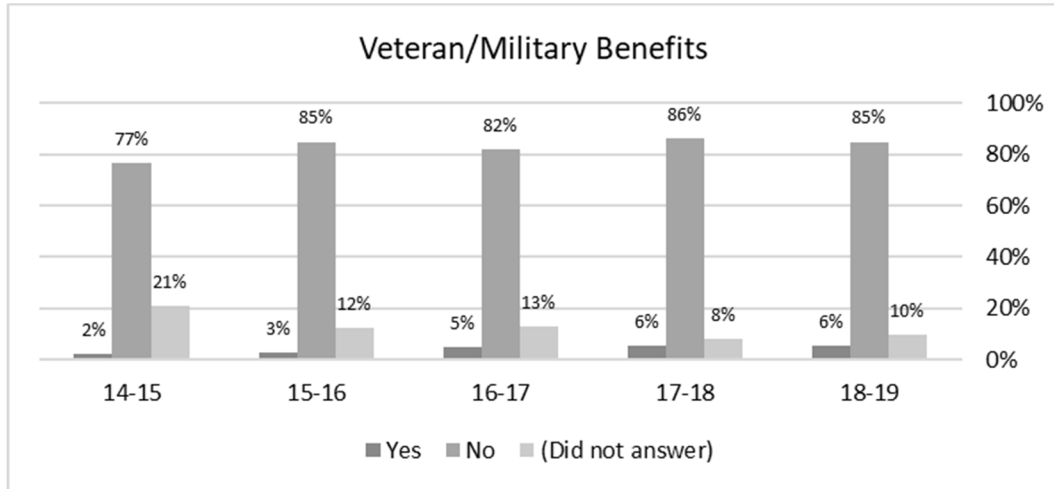
Working too much to keep up.

Would rather just work, becoming too stressful.

Appendix E
Five-year comparison

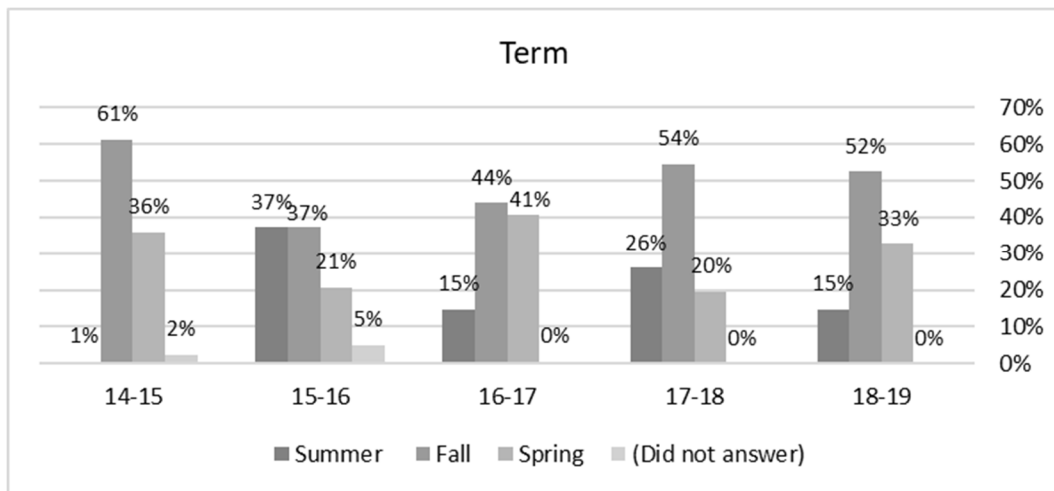
Q3. Are you receiving veteran/military education benefits?

Responses	14-15	15-16	16-17	17-18	18-19
Yes	2.3%	2.7%	4.9%	5.7%	5.6%
No	76.9%	84.9%	82.1%	86.2%	84.9%
(Did not answer)	20.8%	12.4%	13.0%	8.1%	9.6%
Total Responses	173	258	223	246	324



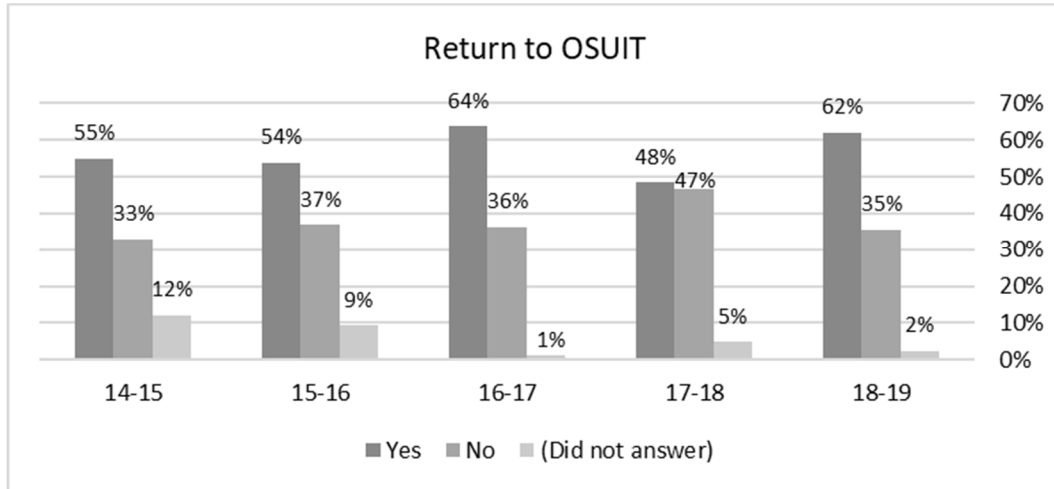
Q6. Semester

Responses	14-15	15-16	16-17	17-18	18-19
Summer	0.6%	37.2%	14.8%	26.0%	14.8%
Fall	61.3%	37.2%	43.9%	54.5%	52.5%
Spring	35.8%	20.5%	40.8%	19.5%	32.7%
(Did not answer)	2.3%	5.0%	0.4%	0.0%	0.0%
Total Responses	173	258	223	246	324



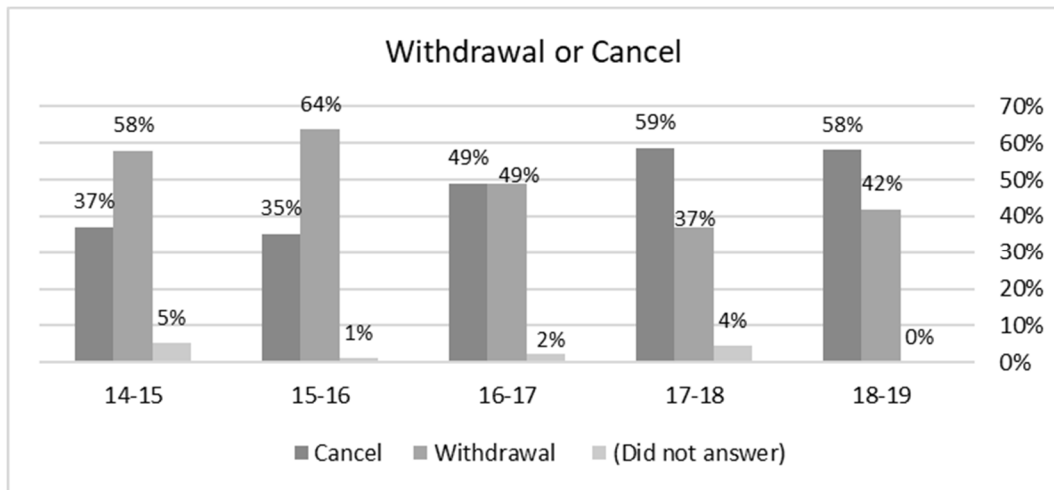
Q9. Do you plan to return to OSUIT?

Responses	14-15	15-16	16-17	17-18	18-19
Yes	54.9%	53.9%	63.6%	48.4%	62.0%
No	33.0%	36.8%	36.4%	46.7%	35.5%
(Did not answer)	12.1%	9.3%	1.4%	4.9%	2.5%
Total Responses	173	258	223	246	324



Q11. Withdrawal or Cancel (For Office Use Only)

Responses	14-15	15-16	16-17	17-18	18-19
Cancel	37.0%	35.3%	48.9%	58.5%	58.0%
Withdrawal	57.8%	63.6%	48.9%	37.0%	42.0%
(Did not answer)	5.2%	1.2%	2.2%	4.5%	0.0%
Total Responses	173	258	223	246	324

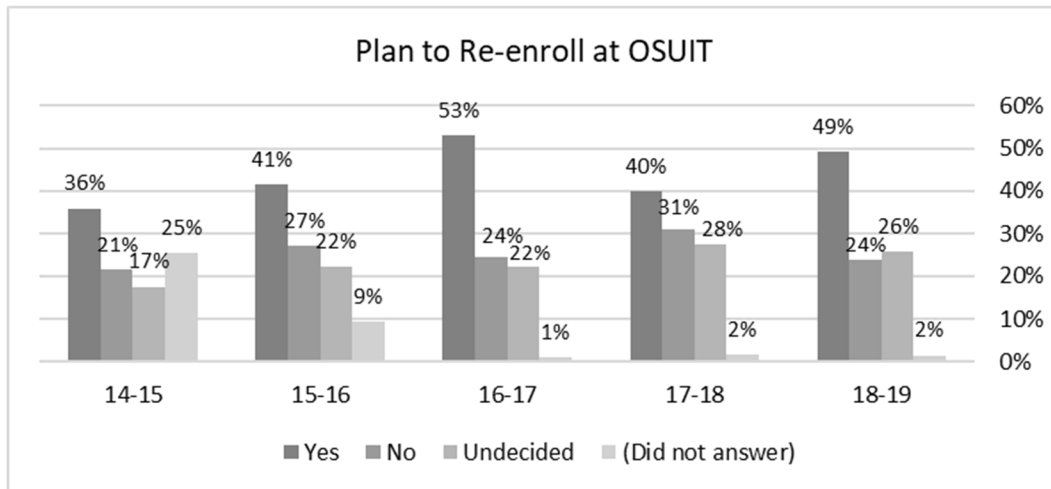


Q12. What type of school did you attend prior to entering OSUIT?

Responses	14-15	15-16	16-17	17-18	18-19
None/GED	5.1%	4.7%	4.0%	3.3%	4.0%
High School	40.1%	55.0%	48.9%	49.2%	48.5%
Technical School	5.5%	8.5%	9.0%	12.2%	10.2%
Two-year College	14.8%	16.7%	23.0%	17.5%	21.6%
Four-year College	8.8%	7.8%	8.1%	12.6%	10.2%
Graduate/Professional College	1.4%	1.2%	2.2%	2.0%	1.5%
Other (please specify)	2.3%	2.7%	2.7%	2.0%	2.5%
(Did not answer)	22.1%	3.5%	2.0%	1.2%	1.5%
Total Responses	173	258	223	246	324

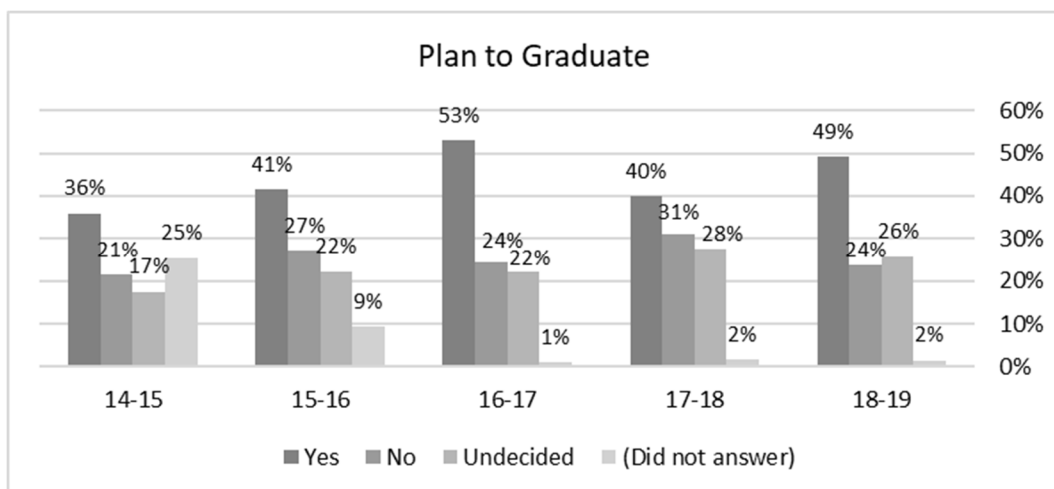
Q13. Do you plan to re-enroll at OSUIT?

Responses	14-15	15-16	16-17	17-18	18-19
Yes	35.8%	41.5%	52.9%	39.8%	49.1%
No	21.4%	27.1%	24.2%	30.9%	23.8%
Undecided	17.3%	22.1%	22.0%	27.6%	25.6%
(Did not answer)	25.4%	9.3%	1.0%	1.6%	1.5%
Total Responses	173	258	223	246	324



Q14. When you first came to OSUIT, were you planning to graduate?

Responses	14-15	15-16	16-17	17-18	18-19
Yes	66.8%	77.1%	83.9%	85.0%	87.0%
No	3.2%	5.4%	4.0%	4.9%	5.9%
Undecided	6.9%	7.4%	10.8%	8.9%	4.9%
(Did not answer)	23.0%	10.1%	1.0%	1.2%	2.2%
Total Responses	173	258	223	246	324



Q15. Why did you leave? (Mark all that apply.)

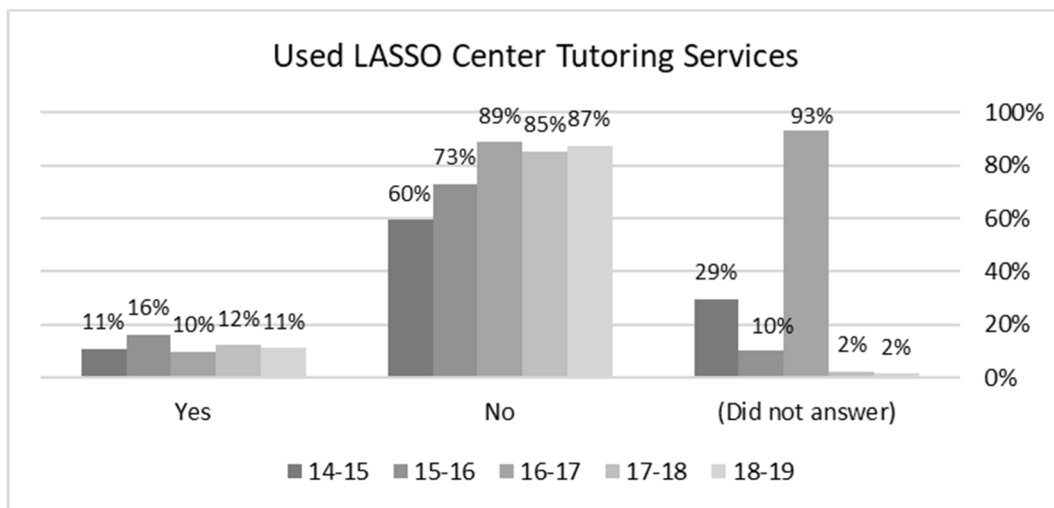
Responses	14-15	15-16	16-17	17-18	18-19
(Did not answer)	12.3%	4.3%	0.6%	0.0%	0.0%
Academic suspension	1.0%	0.0%	0.4%	0.5%	0.3%
Accepted full-time job	3.2%	4.5%	6.0%	8.6%	5.8%
Conflict between job and school	4.2%	5.4%	6.4%	10.5%	4.6%
Could not find a job on campus	0.3%	0.4%	0.4%	0.0%	0.3%
Coursework was not challenging	0.6%	0.4%	0.2%	0.5%	0.6%
Coursework was too difficult	1.3%	1.9%	2.1%	6.4%	1.8%
Did not budget correctly	3.6%	3.9%	2.9%	7.3%	2.5%
Family reasons	8.8%	10.7%	9.3%	17.7%	10.1%
Financial reasons	11.7%	7.9%	10.0%	19.1%	8.2%
Financial suspension	1.6%	1.5%	1.9%	5.9%	1.4%
Health reasons	3.9%	4.1%	6.0%	9.1%	5.8%
Home sick	1.0%	1.1%	0.4%	4.6%	1.1%
Housing/roommate issues	1.6%	0.8%	0.6%	0.9%	0.8%
Lack of financial aid	5.5%	3.9%	4.8%	8.2%	4.5%
Lack of quality of instruction	0.0%	1.3%	1.0%	0.9%	1.5%
Lack of study skills needed	0.6%	1.3%	1.9%	2.7%	0.8%
Learned all I wanted at this time	0.6%	0.6%	0.2%	2.3%	0.7%
Major not offered at OSUIT	1.0%	1.7%	2.7%	1.4%	1.7%
Moving/relocation	4.2%	4.3%	3.7%	9.1%	3.5%
My job does not require more college	0.6%	0.2%	0.4%	0.9%	0.4%
Other (please specify)	7.8%	11.1%	8.7%	20.5%	9.2%
Scheduling issues	1.6%	3.0%	3.3%	13.2%	3.9%
Taking a break from school	3.6%	5.8%	3.9%	13.2%	7.3%
Too many requirements	0.6%	0.9%	0.0%	0.9%	0.7%

Q15. Why did you leave? (Mark all that apply.) Continued

Responses	14-15	15-16	16-17	17-18	18-19
Transfer to another college	3.6%	4.7%	4.2%	14.1%	3.9%
Transportation issues	2.6%	3.4%	2.9%	4.1%	2.5%
Uncertain about value of education	1.0%	0.6%	0.2%	2.7%	1.4%
Unfriendly faculty and staff	0.3%	0.8%	1.2%	0.5%	1.1%
Unhappy with grades	4.2%	4.3%	4.2%	6.4%	4.5%
Unsatisfied with course content	1.3%	1.3%	1.2%	4.1%	2.0%
Work	5.5%	3.9%	8.1%	21.8%	6.8%
Percentage of Responses	100%	100%	100%	100%	100%

Q16. Did you use any of the Tutoring Services at the LASSO Center?

Responses	14-15	15-16	16-17	17-18	18-19
Yes	11.0%	16.3%	9.9%	12.2%	11.1%
No	59.5%	73.3%	88.8%	85.4%	87.3%
(Did not answer)	29.5%	10.5%	93.0%	2.4%	1.5%
Total Responses	173	258	223	246	324



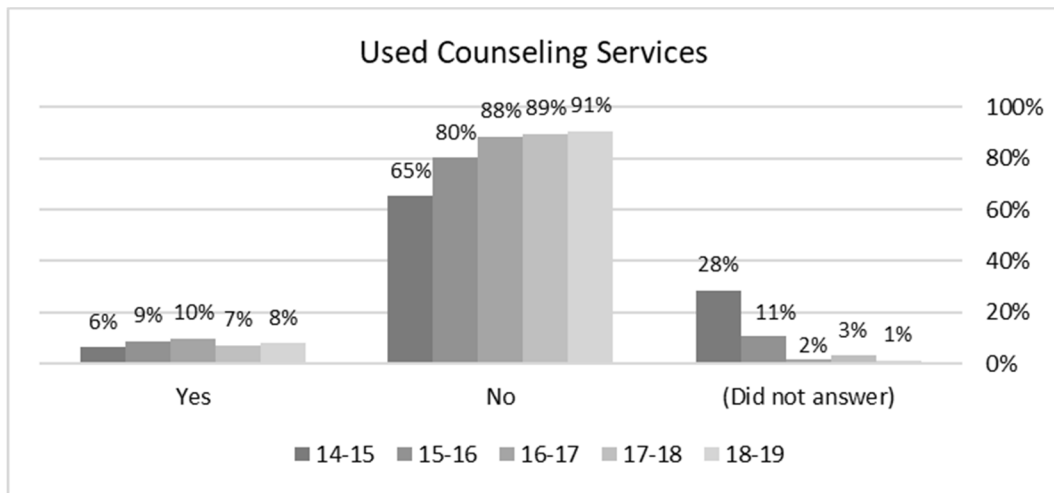
Q17. Why didn't you use the Tutoring Services?

Responses	14-15	15-16	16-17	17-18	18-19
Did not need tutoring	26.6%	31.0%	33.6%	33.7%	36.7%
Did not know about tutoring	2.3%	1.9%	4.9%	3.3%	5.2%
Could not meet... during available time	5.2%	6.6%	10.3%	4.5%	7.4%
Other (please specify)	6.4%	8.5%	9.4%	13.0%	7.4%
(Did not answer)	61.3%	52.3%	58.3%	47.6%	44.8%
Cumulative Percent	101.7%	100.4%	116.6%	102.0%	101.5%

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

Q18. Did you use any of the Counseling Services?

Responses	14-15	15-16	16-17	17-18	18-19
Yes	6.4%	8.9%	9.9%	7.3%	8.0%
No	65.3%	80.2%	88.3%	89.4%	90.7%
(Did not answer)	28.3%	10.9%	1.8%	3.3%	1.2%
Total Responses	173	258	223	246	324



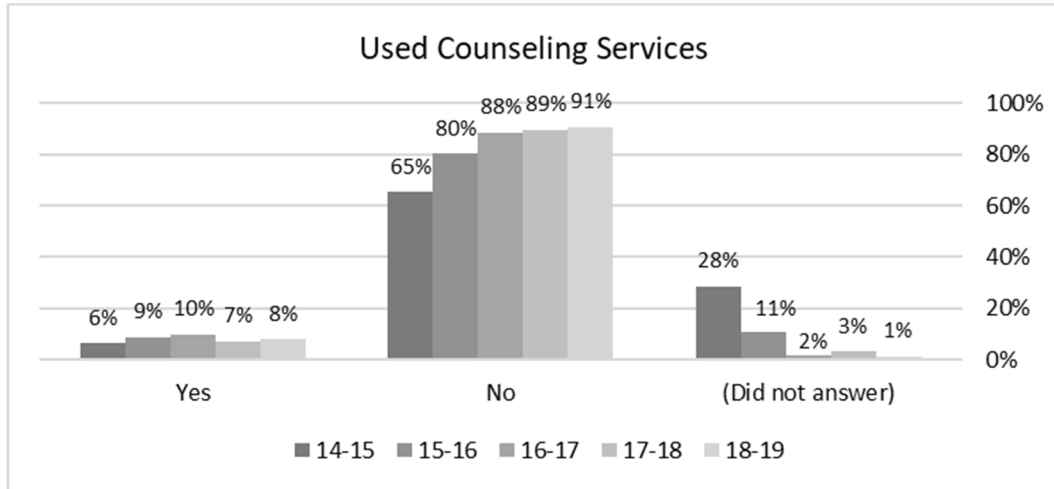
Q19. Why didn't you use the Counseling Services?

Responses	14-15	15-16	16-17	17-18	18-19
Did not need counseling	34.7%	43.4%	43.0%	41.1%	42.9%
Did not know about counselor	4.0%	2.3%	5.8%	2.4%	6.8%
Could not meet... during available time	1.2%	2.3%	3.1%	1.2%	2.5%
Other (please specify)	3.5%	4.3%	3.6%	7.3%	4.3%
(Did not answer)	56.6%	48.4%	44.8%	48.0%	44.1%
Cumulative Percent	100.0%	100.8%	100.4%	100.0%	100.6%

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

Q18. Did you use any of the Counseling Services?

Responses	14-15	15-16	16-17	17-18	18-19
Yes	6.4%	8.9%	9.9%	7.3%	8.0%
No	65.3%	80.2%	88.3%	89.4%	90.7%
(Did not answer)	28.3%	10.9%	1.8%	3.3%	1.2%
Total Responses	173	258	223	246	324



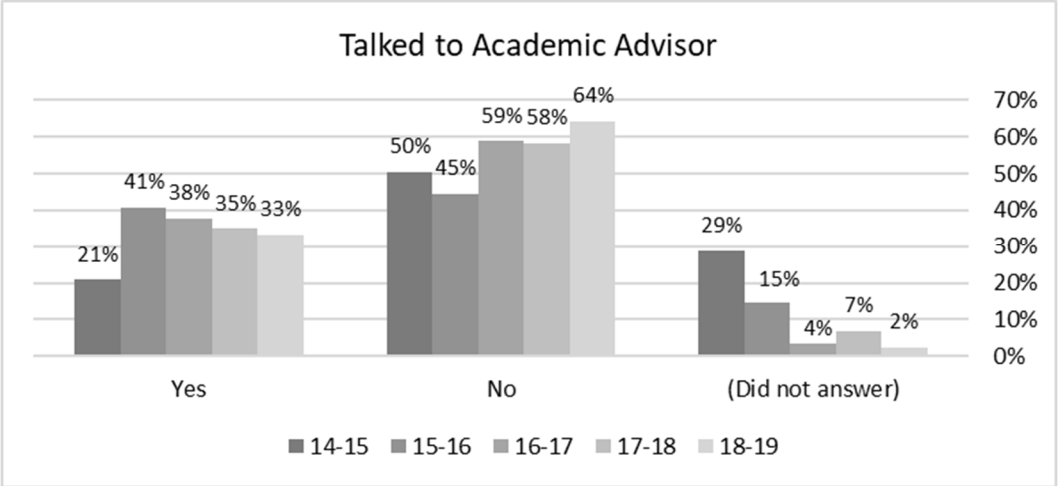
Q19. Why didn't you use the Counseling Services?

Responses	14-15	15-16	16-17	17-18	18-19
Did not need counseling	34.7%	43.4%	43.0%	41.1%	42.9%
Did not know about counselor	4.0%	2.3%	5.8%	2.4%	6.8%
Could not meet... during available time	1.2%	2.3%	3.1%	1.2%	2.5%
Other (please specify)	3.5%	4.3%	3.6%	7.3%	4.3%
(Did not answer)	56.6%	48.4%	44.8%	48.0%	44.1%
Cumulative Percent	100.0%	100.8%	100.4%	100.0%	100.6%

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

Q20. Did you talk to your Academic Advisor about withdrawing?

Responses	14-15	15-16	16-17	17-18	18-19
Yes	20.8%	40.7%	37.7%	35.0%	33.3%
No	50.3%	44.6%	58.7%	58.1%	64.2%
(Did not answer)	28.9%	14.7%	3.6%	6.9%	2.5%
Total Responses	173	258	223	246	324



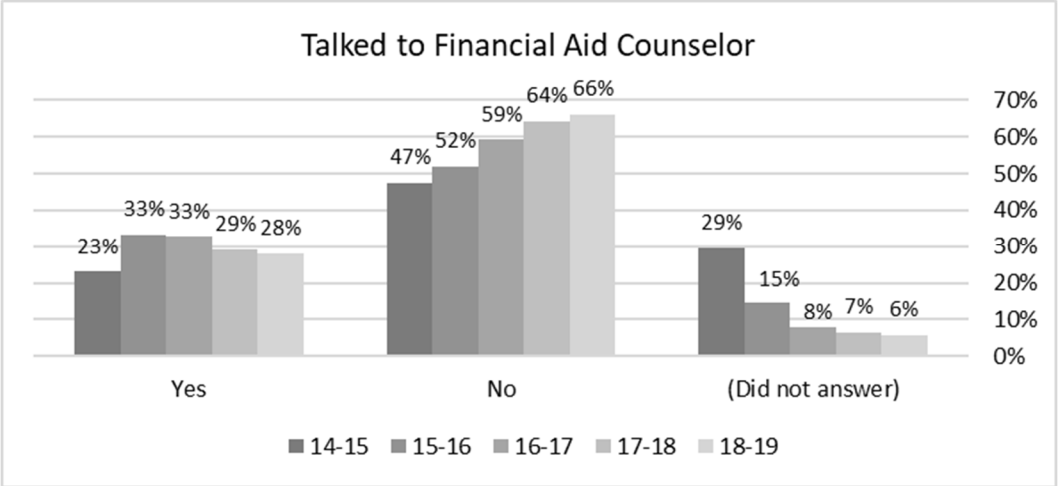
Q21. Why didn't you talk to your Academic Advisor?

Responses	14-15	15-16	16-17	17-18	18-19
Did not need advising	21.4%	23.3%	25.6%	23.2%	31.8%
Did not know about advisor	5.2%	3.1%	4.5%	3.7%	3.1%
Could not meet... during available hours	2.9%	2.7%	4.9%	4.5%	3.7%
Other (please specify)	5.8%	3.5%	6.3%	6.9%	7.1%
(Did not answer)	64.7%	68.2%	60.1%	62.6%	55.2%
Cumulative Percent	100.0%	100.8%	101.3%	100.8%	100.9%

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

Q22. Did you talk to a Financial Aid Counselor?

Responses	14-15	15-16	16-17	17-18	18-19
Yes	23.1%	33.3%	32.7%	29.3%	28.1%
No	47.4%	51.9%	59.2%	64.2%	66.0%
(Did not answer)	29.5%	14.7%	8.1%	6.5%	5.9%
Total Responses	173	258	223	246	324



Q23. Why didn't you talk to a Financial Aid Counselor?

Responses	14-15	15-16	16-17	17-18	18-19
Did not receive financial aid	14.5%	13.6%	19.3%	19.9%	22.8%
Did not know about financial aid	3.5%	2.3%	1.8%	1.2%	4.3%
Could not meet... available hours	3.5%	5.4%	4.5%	8.9%	7.1%
Other (please specify)	8.1%	5.8%	9.9%	11.4%	8.3%
(Did not answer)	71.1%	72.9%	65.0%	59.3%	58.3%
Cumulative Percent	100.6%	100.0%	100.4%	100.8%	100.9%

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

Q24. How could we have helped you stay in school?

Responses	14-15	15-16	16-17	17-18	18-19
More scholarships	8.7%	15.5%	11.2%	9.3%	9.6%
Increase tutoring hours	1.7%	1.2%	6.3%	8.5%	9.0%
More online courses	2.9%	3.9%	0.9%	1.2%	0.9%
Additional flexible schedules	8.1%	8.9%	1.3%	0.4%	1.5%
More counseling services	0.6%	1.6%	13.9%	13.4%	12.7%
Other (please specify)	31.8%	25.2%	32.3%	35.8%	42.6%
(Did not answer)	48.6%	51.2%	42.6%	38.6%	31.5%
Cumulative Percent	102.3%	107.4%	108.5%	107.3%	107.7%

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

Appendix F
Copy of Student Withdrawal Request and Withdrawal Survey



Institute of Technology

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 4.16.14



Institute of Technology

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. Contact Michelle Canan, Director of Institutional Research, with questions on survey at michelle.canan@ohstate.edu.

What type of school did you attend prior to entering OSUIT? (Select one option)

- None/GED Technical School 4-Year College Other (please specify): _____
 High School 2-Year College Graduate/Professional College

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

- Yes No Undecided

When you first came to OSUIT, were you planning to graduate? (Select one option)

- Yes No Undecided

Why are you leaving? (Select ALL that apply)

- | | | |
|--|--|---|
| <input type="radio"/> Lack of quality instruction | <input type="radio"/> Coursework was not challenging | <input type="radio"/> Academic suspension |
| <input type="radio"/> Lack of study skills needed | <input type="radio"/> Coursework was too difficult | <input type="radio"/> Scheduling issues |
| <input type="radio"/> Major not offered at OSUIT | <input type="radio"/> Unsatisfied with course content | <input type="radio"/> Too many requirements |
| <input type="radio"/> Unfriendly faculty and staff | <input type="radio"/> Could not find a job on campus | <input type="radio"/> Financial reasons |
| <input type="radio"/> Did not budget correctly | <input type="radio"/> My job does not require more college | <input type="radio"/> Financial suspension |
| <input type="radio"/> Housing/roommate issues | <input type="radio"/> Conflict between job and school | <input type="radio"/> Family reasons |
| <input type="radio"/> Transfer to another college | <input type="radio"/> Taking a break from school | <input type="radio"/> Health reasons |
| <input type="radio"/> Lack of financial aid | <input type="radio"/> Unhappy with grades | <input type="radio"/> Moving/relocation |
| <input type="radio"/> Accepted full-time job | <input type="radio"/> Transportation issues | <input type="radio"/> Home sick |
| <input type="radio"/> Other: _____ | <input type="radio"/> Learned all I wanted to learn at this time | <input type="radio"/> Work |
| <i>(please specify)</i> | <input type="radio"/> Uncertain about the value of an education | |

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

- Yes No IF No, why didn't you use Tutoring Services? (Select All that apply)
 Did not need tutoring Could not meet with tutor during available time
 Did not know about tutoring Other: (Specify) _____

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

- Yes No IF No, why didn't you use the Counseling Services: (Select All that apply)
 Did not need counseling Could not meet counselor during available time
 Did not know about counselor Other: (Specify) _____

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

- Yes No IF No, why didn't you talk to your Academic Advisor? (Select All that apply)
 Did not need advising Could not meet advisor during available hours
 Did not know about advisor Other: (Specify) _____

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

- Yes No IF No, why didn't you talk to a Financial Aid Counselor? (Select All that apply)
 Did not receive Financial Aid Could not meet with Fin. Aid during available hours
 Did not know about Fin. Aid Other: (Specify) _____

How could we have helped you stay in school?

- More scholarships Increase tutoring hours Additional flexible schedules
 More online courses More counseling services Other: _____

Any comments about the services offered at OSUIT?

Do you have any other comments/suggestions to help OSUIT improve services to students? Any suggestions about additional services beneficial to OSUIT students?

(Please complete reverse side)