



INSTITUTE OF TECHNOLOGY

Withdrawing Students

August 2020

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 320 completed *Student Withdrawal Request Forms* that included *Withdrawal Survey* data for academic year 2019-2020. 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 report contains *overall* results (appendix A) as well as disaggregated results by students who *anceled* (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)

Eight respondents (2.5%) noted receiving veteran/military education benefits. Most withdrawals occurred during the fall 2019 semester (47.8%). Side-by-side comparison of the respondents by semester generally reflect enrollment patterns with more students withdrawing during semesters with the largest enrollment. Reasons for withdrawal, as reported on the *Student Withdrawal Request Form*, varied greatly. More students *anceled* before census (182, 56.9%) than *withdrew* after census (138, 43.1%). The reasons listed on the *Student Withdrawal Request Form* were in the form of brief narratives; you will find these sorted into *Canceled* and *Withdrawn* categories (appendix D).

Withdrawal Survey (Institutional Research Office)

The *Withdrawal Survey* (appendix F) 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. While students came to OSUIT from widely varied academic histories, the highest percentage of students who left school came to OSUIT directly from high school (51.3%), followed by two-year college transfers (19.1%) and four-year college transfers (13.4%). Almost half of the overall respondents (49.1%) reported they intended to re-enroll at OSUIT, and 84.7% came with the intention to graduate. Overall, the most cited checklist reasons for leaving included *Financial reasons* (65 responses), *Other* (64

responses), *Family reasons* (53 responses), *Taking a break from school* (42 responses), and *Work* (40 responses); see Appendix A for full list of responses.

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. Upon deciding to leave school:

- 11.0% of canceled students vs. 13.0% of withdrawn students engaged in tutorial services;
- 6.6% of canceled students vs. 8.0% of withdrawn students sought counseling;
- 31.9% of canceled students vs. 44.2% of withdrawn students talked to their academic advisor;
- 22.5% of canceled students vs. 29.0% of withdrawn students talked to a Financial Aid counselor.

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

- 19.0% of canceled students vs. 27.0% of withdrawn students suggested “more scholarships”;
- 19.0% of canceled students vs. 18.0% withdrawn students suggested “additional flexible schedules”;
- 16.2% of canceled students vs. 16.9% of withdrawn students suggested “more online courses”;
- The largest portions, 44.9% vs. 33.0% 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 2015-2016 through 2019-2020) is located in Appendix E. 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.

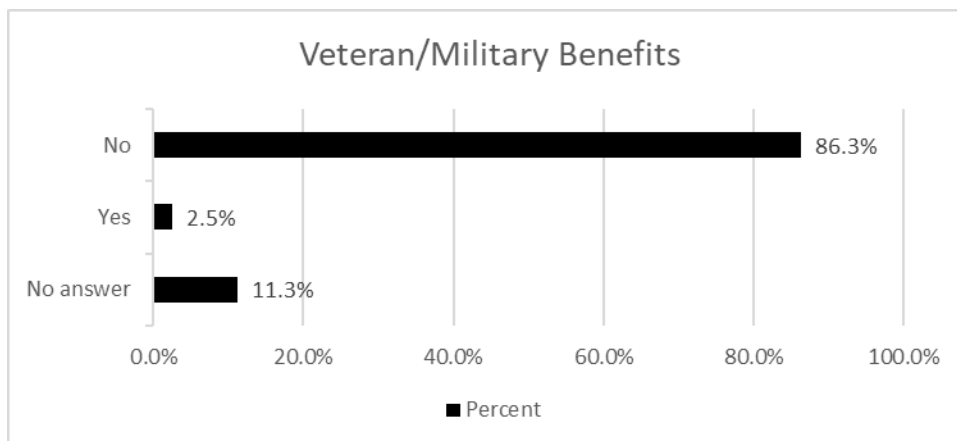
Respectfully,

Curtis E. Miller, Analyst
OSUIT Institutional Research

Appendix A
Overall Results

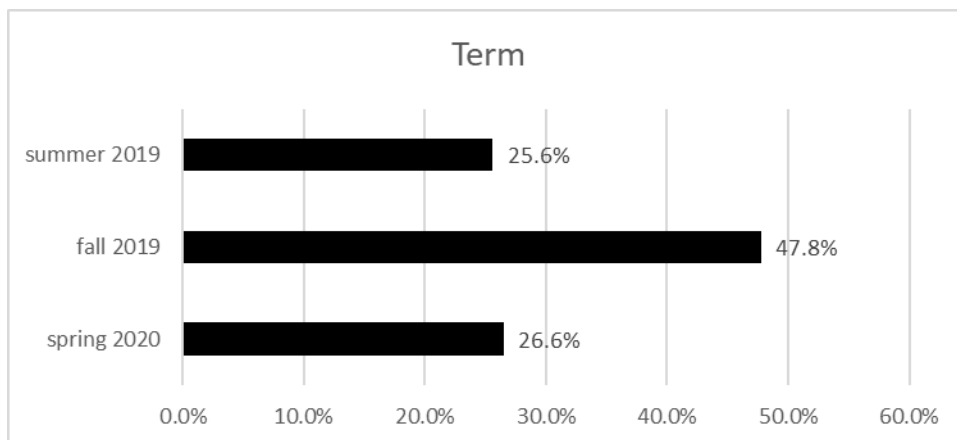
Are you receiving veteran/military education benefits?

Response	Count	Percent
No	276	86.3%
Yes	8	2.5%
No answer	36	11.3%
Total	320	100.0%



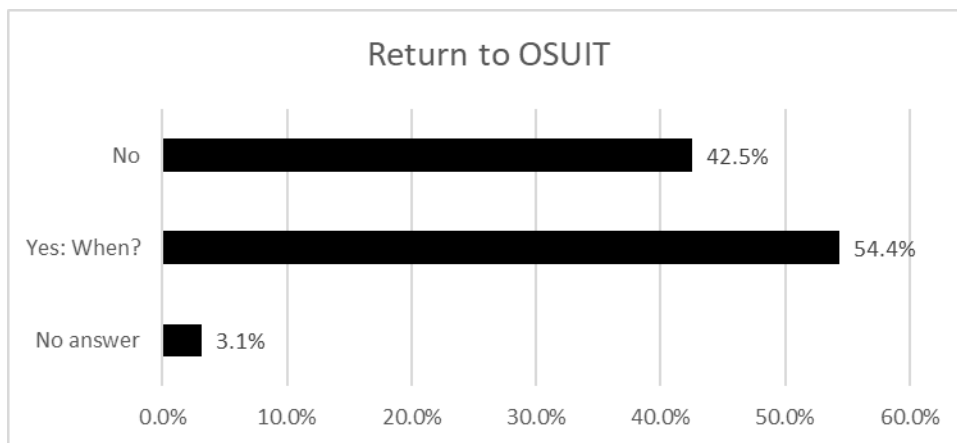
Withdrawal Term

Response	Count	Percent
fall 2019	153	47.8%
spring 2020	85	26.6%
summer 2019	82	25.6%
Total	320	100.0%



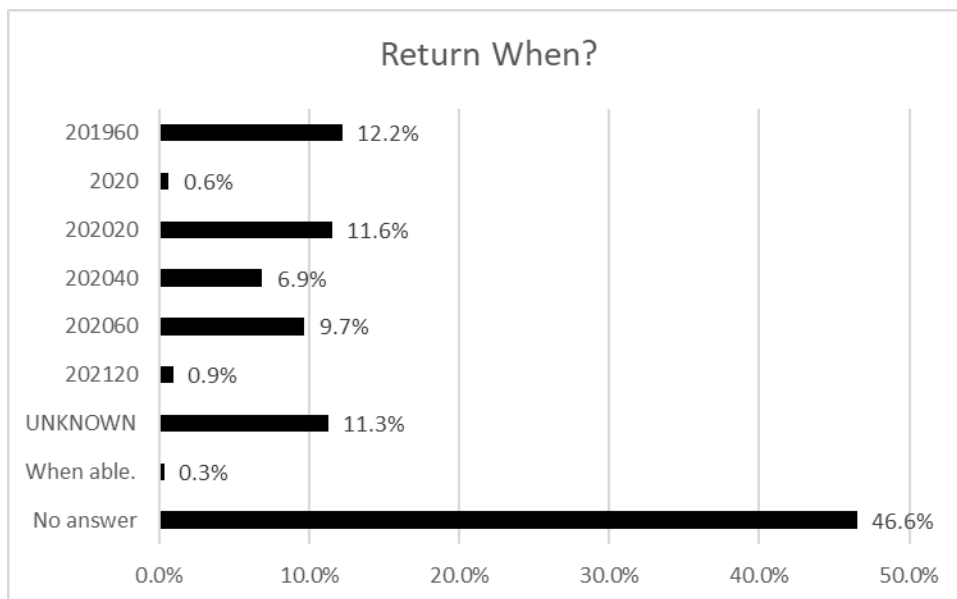
Do you plan to return to OSUIT?

Response	Count	Percent
No	136	42.5%
Yes: When?	174	54.4%
No answer	10	3.1%
Total	320	100.0%



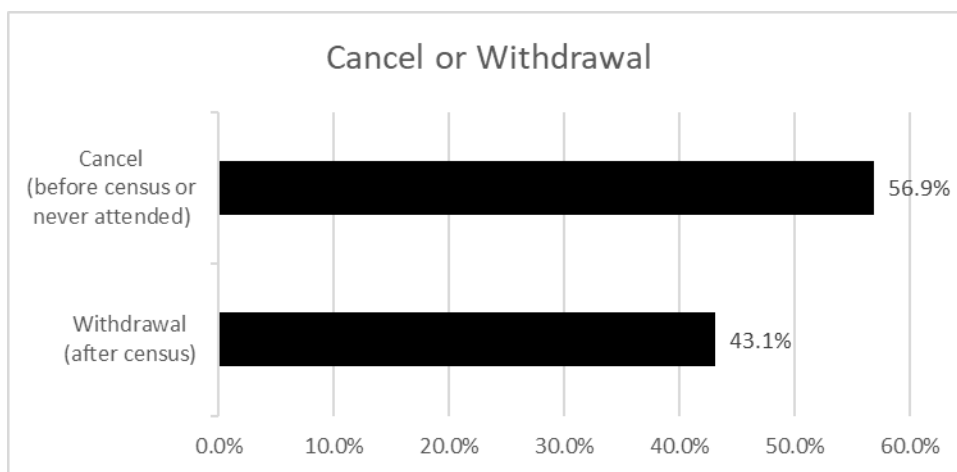
Do you plan to return to OSUIT? Yes: When?

Response	Count	Percent
201960	39	12.2%
2020	2	0.6%
202020	37	11.6%
202040	22	6.9%
202060	31	9.7%
202120	3	0.9%
Unknown	36	11.3%
When able.	1	0.3%
No answer	149	46.6%
Total	320	100.0%



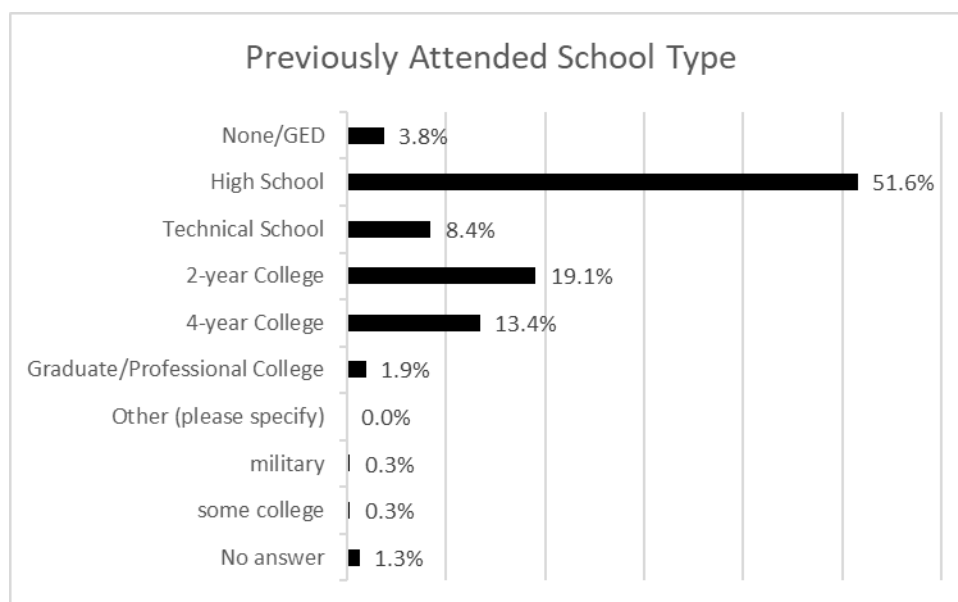
Withdrawal or Cancel (Office Use Only)

Response	Count	Percent
Cancel (before census or never attended)	182	56.9%
Withdrawal (after census)	138	43.1%
Total	320	100.0%



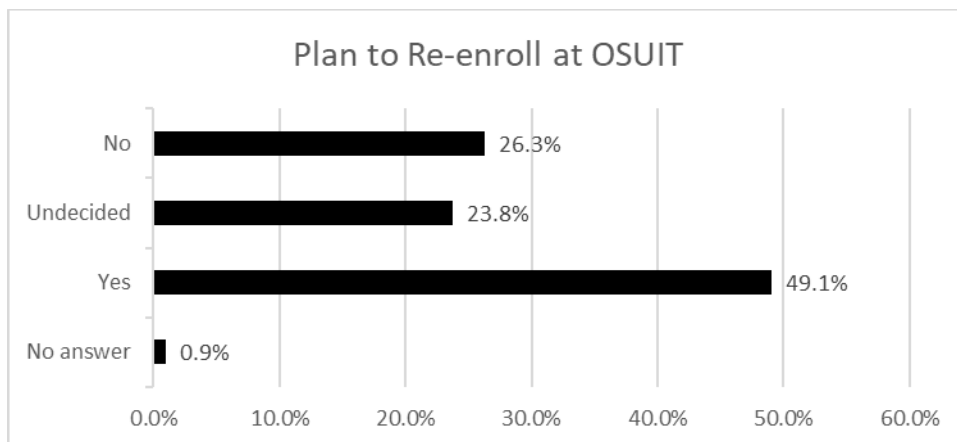
What type of school did you attend prior to entering OSUIT (select one option)

Response	Count	Percent
None/GED	12	3.8%
High School	165	51.3%
Technical School	27	8.4%
2-year College	61	19.1%
4-year College	43	13.4%
Graduate/Professional College	6	1.9%
Other (please specify): Military	1	0.3%
Other (please specify): some college	1	0.3%
No answer	4	1.3%
Total	320	100.0%



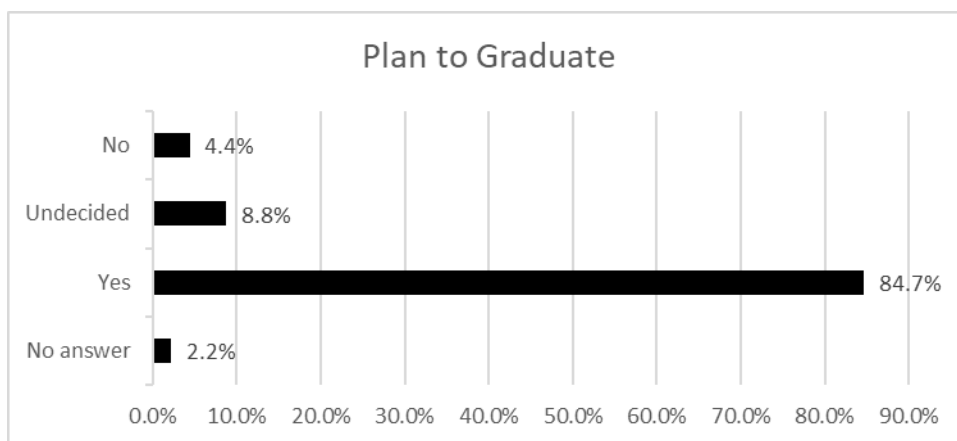
Do you plan to re-enroll at OSUIT?

Response	Count	Percent
No	84	26.3%
Undecided	76	23.8%
Yes	157	49.1%
No answer	3	0.9%
Total	320	100.0%



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

Response	Count	Percent
No	14	4.4%
Undecided	28	8.8%
Yes	271	84.7%
No answer	7	2.2%
Total	320	100.0%



Why are you leaving? (select ALL that apply)

Response	Count	Percent
Financial reasons	65	10.73%
Other: (please specify)	64	10.56%
Family reasons	53	8.75%
Taking a break from school	42	6.93%
Work	40	6.60%
Conflict between job and school	38	6.27%
Transfer to another college	37	6.11%

Response	Count	Percent
Accepted full-time job	29	4.79%
Health reasons	28	4.62%
Lack of financial aid	25	4.13%
Scheduling issues	20	3.30%
Unhappy with grades	20	3.30%
Moving/relocation	18	2.97%
Coursework was too difficult	14	2.31%
Did not budget correctly	14	2.31%
Lack of quality instruction	14	2.31%
Major not offered at OSUIT	11	1.82%
Transportation issues	10	1.65%
Lack of study skills needed	9	1.49%
My job does not require more college	9	1.49%
Unsatisfied with course content	8	1.32%
Financial suspension	7	1.16%
Housing/roommate issues	5	0.83%
Too many requirements	5	0.83%
Homesick	4	0.66%
Learned all I wanted to learn at this time	4	0.66%
Unfriendly faculty and staff	4	0.66%
Academic suspension	3	0.50%
Could not find a job on campus	3	0.50%
Uncertain about the value of an education	3	0.50%
Coursework was not challenging	0	0.00%
Total	606	100.00%

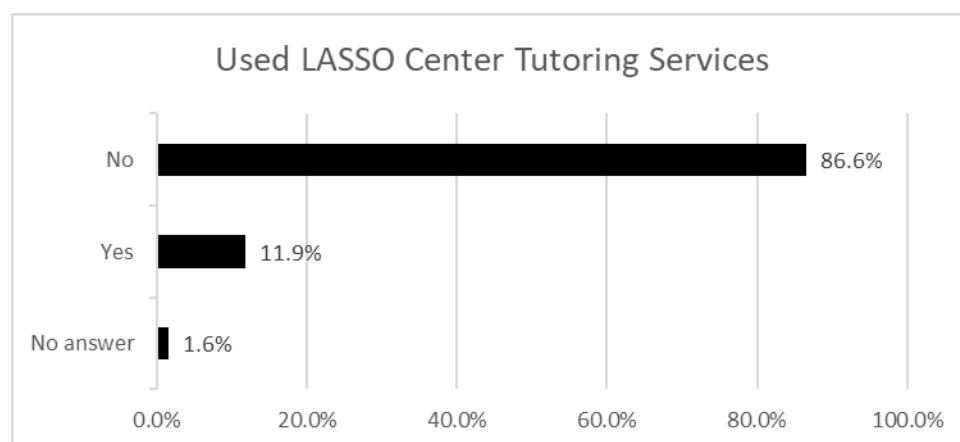
Responses to “Why are you leaving? Other (please specify)”

Response	Count	Percent
An error.	1	1.6%
Books expensive	1	1.6%
change degree	1	1.6%
change of career	1	1.6%
child autism	1	1.6%
childcare	1	1.6%
CNA, LPN, then RN	1	1.6%
concurrent	1	1.6%
Confusion	1	1.6%
court	1	1.6%
COVID-19	1	1.6%
daughters health	1	1.6%
deciding on career path	1	1.6%
didn't pass CDL	1	1.6%
family deaths	1	1.6%
funding and time constraints	1	1.6%

Response	Count	Percent
Given incorrect advisement	1	1.6%
going another direction	1	1.6%
Going back to other school.	1	1.6%
Going to Connors	1	1.6%
graduating	1	1.6%
Greed	1	1.6%
High School	1	1.6%
HS/Central Tech	1	1.6%
Jail	1	1.6%
Lack of class choices	1	1.6%
legal issues	1	1.6%
lost sponsorship	2	3.2%
LPN-RN not available	1	1.6%
Military	2	3.2%
money	1	1.6%
moving	1	1.6%
Needed class not offered here.	1	1.6%
New job	1	1.6%
new job at work	1	1.6%
no access to work due to computer problems	1	1.6%
no internship	1	1.6%
No true LPN-RN program.	1	1.6%
not for me	1	1.6%
Nursing policy	1	1.6%
Nursing program does not require summer classes	1	1.6%
Only for summer term	1	1.6%
OSU-OKC	1	1.6%
Personal	5	7.9%
pregnant	1	1.6%
Schedule conflict.	1	1.6%
State official	1	1.6%
Stressed out, too much to handle	1	1.6%
surgery	1	1.6%
Taking preg@alt.insto	1	1.6%
too busy	1	1.6%
Too busy with sports	1	1.6%
transfer to BSN program	1	1.6%
Trip	1	1.6%
Unable to complete requirements.	1	1.6%
Went different direction	1	1.6%
Wrong class	1	1.6%
Total	63	100.0%

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

Response	Count	Percent
No	277	86.6%
Yes	38	11.9%
No answer	5	1.6%
Total	320	100.0%



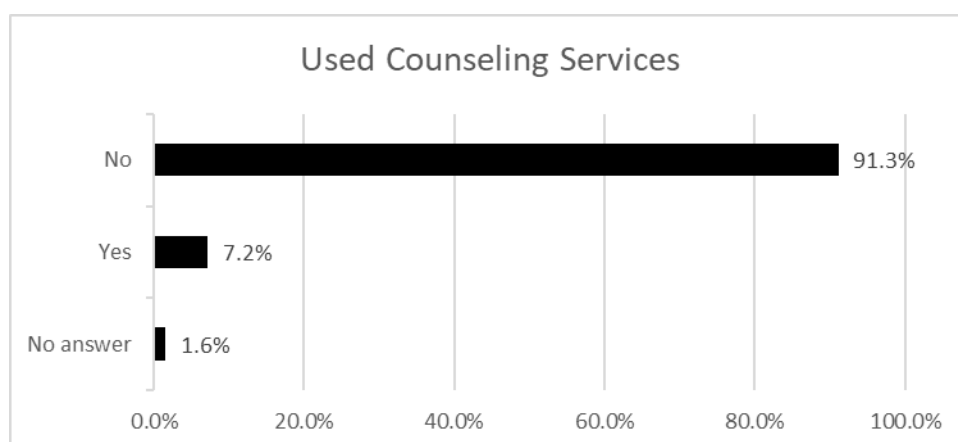
If No, why didn't you use Tutoring Services?

Response	Count	Percent
Did not need tutoring	102	65.0%
Did not know about tutoring	14	8.9%
Could not meet with tutor during available times	22	14.0%
Other: didn't start	1	0.6%
Other: have not attended classes yet	1	0.6%
Other: haven't started college yet	1	0.6%
Other: I never attended a single day of class here.	1	0.6%
Other: Live in Shawnee	1	0.6%
Other: met outside of OSUIT	1	0.6%
Other: never attended	3	1.9%
Other: never came to the school	1	0.6%
Other: no time	1	0.6%
Other: no tutor available	1	0.6%
Other: not for me	1	0.6%
Other: Online student / didn't have time	1	0.6%
Other: They did not offer the tutoring services I needed and was rude when I went to ask about them.	1	0.6%
Other: uncomfortable to ask	1	0.6%
Other: Used other resources	1	0.6%

Response	Count	Percent
Other: wasn't at school long enough	1	0.6%
Other: wasn't needed yet	1	0.6%
Total	157	100.0%

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

Did you use any of the Counseling Services? (select one)	Count	Percent
No	292	91.3%
Yes	23	7.2%
No answer	5	1.6%
Total	320	100.0%

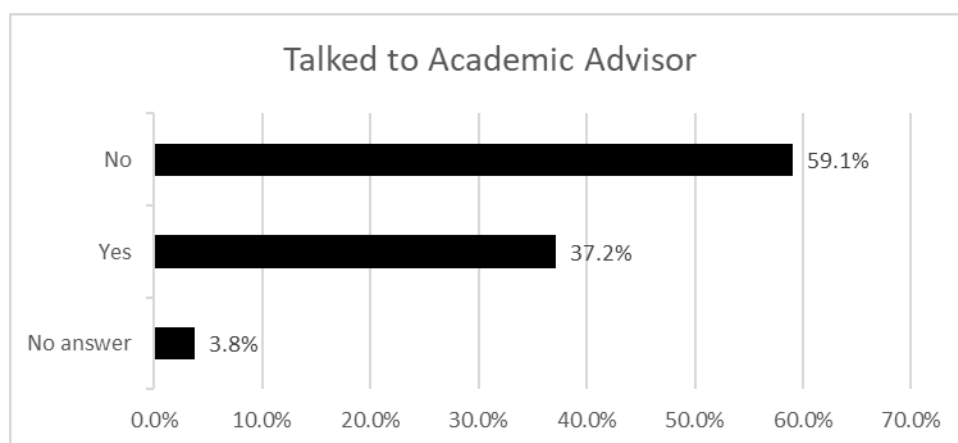


If No, why didn't you use Counseling Services?

Response	Count	Percent
Did not need counseling	132	80.5%
Did not know about counselor	15	9.1%
Could not meet with counselor during available time	11	6.7%
Other: never came to the school	1	0.6%
Other: didn't start	1	0.6%
Other: haven't started college yet	1	0.6%
Other: I never attended a single day of class here.	1	0.6%
Other: never attended	2	1.2%
Total	164	100.0%

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

Response	Count	Percent
No	189	59.1%
Yes	119	37.2%
No answer	12	3.8%
Total	320	100.0%

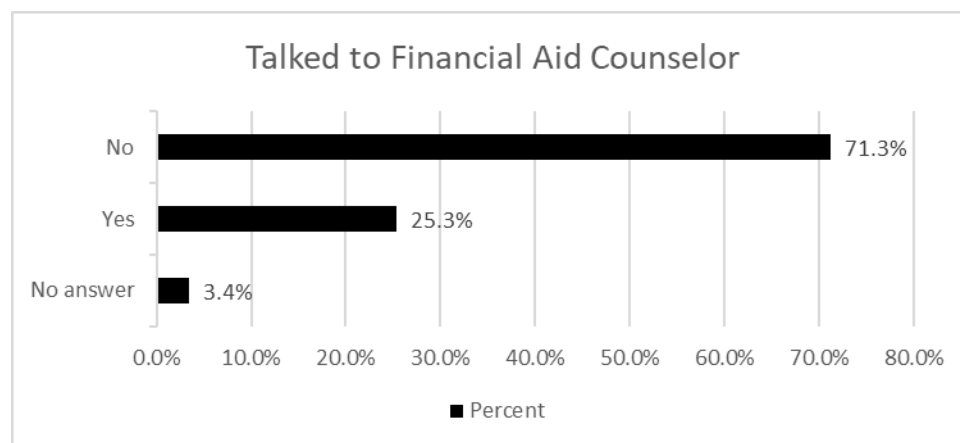


If No, why didn't you talk to your Academic Advisor?

Response	Count	Percent
Did not need advising	84	66.1%
Did not know about advisor	17	13.4%
Could not meet advisor during available hours	13	10.2%
Other: because I am returning in fall	1	0.8%
Other: did not have time	1	0.8%
Other: Didn't know I needed to.	2	1.6%
Other: didn't start	1	0.8%
Other: Have not heard back	1	0.8%
Other: (paraphrased) Left message, not returned	1	0.8%
Other: Never calls/emails back. I sent an email stating withdraw.	1	0.8%
Other: not needed	1	0.8%
Other: Removed from program with no options provided.	1	0.8%
Other: see above	1	0.8%
Other: spoke w/ mom	1	0.8%
Other: Wasn't sure about withdrawing	1	0.8%
Total	127	100.0%

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

Response	Count	Percent
No	228	71.3%
Yes	81	25.3%
No answer	11	3.4%
Total	320	100.0%



If No, why didn't you talk to a Financial Aid Counselor?

Response	Count	Percent
Did not receive financial aid	78	59.5%
Did not know about financial aid	6	4.6%
Could not meet with Financial Aid during available hours	23	17.6%
Other: concurrent	1	0.8%
Other: Did not need to talk to them with decision	1	0.8%
Other: didn't know needed to	1	0.8%
Other: Didn't need to.	1	0.8%
Other: didn't start	1	0.8%
Other: didn't want to	1	0.8%
Other: do not receive financial aid	1	0.8%
Other: done this before I know what happens	1	0.8%
Other: he will	1	0.8%
Other: I acquired my financial aid a little later after I went to enroll.	1	0.8%
Other: I did at the beginning.	1	0.8%
Other: I didn't know to do so	1	0.8%
Other: I know my financial aid.	1	0.8%
Other: Just haven't applied	1	0.8%
Other: Moving, no need to talk.	1	0.8%

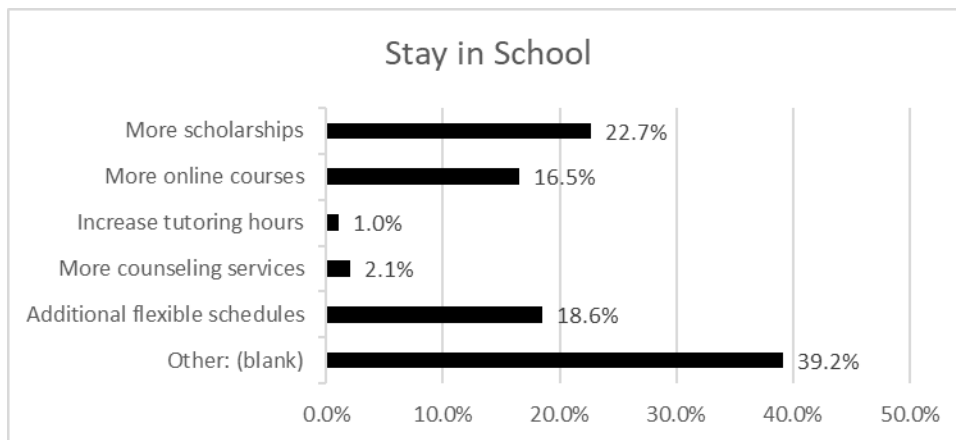
Response	Count	Percent
Other: never came to the school	1	0.8%
Other: no financial aid	2	1.5%
Other: No need to.	1	0.8%
Other: Not capable of making the trip to campus	1	0.8%
Other: Personal.	1	0.8%
Other: planning to meet	1	0.8%
Other: sent email 1/14/2020	1	0.8%
Other: wasn't the reason I quit	1	0.8%
Total	131	100.0%

How could we have helped you stay in school?

Response	Count	Percent
Additional flexible schedules	44	22.7%
More scholarships	32	16.5%
More online courses	2	1.0%
Increase tutoring hours	4	2.1%
More counseling services	36	18.6%
Other: a concern for my personal safety	1	0.5%
Other: Am still in school	1	0.5%
Other: Attending another school to play sports	1	0.5%
Other: Bachelors for AS degrees	1	0.5%
Other: Be more professional and better equipped to help people that have mental emotional disabilities without stigma or discrimination	1	0.5%
Other: been given correct advisement by nursing department	1	0.5%
Other: best school	1	0.5%
Other: better instructors over internship	1	0.5%
Other: Better program	1	0.5%
Other: better timing	1	0.5%
Other: Beyond my/OSUIT control: Work related travel	1	0.5%
Other: campus in Tulsa	1	0.5%
Other: Can't/Need better teacher than Threadgill	1	0.5%
Other: concurrent-decided not to take	1	0.5%
Other: Couldn't	2	1.0%
Other: Decided on another career path.	1	0.5%
Other: did not have time for courses due to major family concerns	1	0.5%
Other: different major	1	0.5%
Other: Financial aid for middle class families	1	0.5%
Other: get better residential life staff	1	0.5%
Other: give more in student loans	1	0.5%
Other: Going to Connors	1	0.5%
Other: I changed my plans	1	0.5%

Response	Count	Percent
Other: I just don't want to take summer classes.	1	0.5%
Other: I liked the school, I just had a good opportunity	1	0.5%
Other: i will be back in summer	1	0.5%
Other: I'll be back	1	0.5%
Other: I'm starting back next month	1	0.5%
Other: I'm staying in school, just not here.	1	0.5%
Other: Impossible to stay.	1	0.5%
Other: internship job	1	0.5%
Other: it is an employer caused issue	1	0.5%
Other: It's my own fault I didn't plan correctly	1	0.5%
Other: Just changing majors	1	0.5%
Other: Just needed to work	1	0.5%
Other: kept the photography program	1	0.5%
Other: More flexible living conditions	1	0.5%
Other: more help with my situation	1	0.5%
Other: more money	1	0.5%
Other: more night time courses	1	0.5%
Other: more on campus classes	1	0.5%
Other: more options with nursing	1	0.5%
Other: more resources for internships and capstone	1	0.5%
Other: more scholarships or aid available BEFORE start of semesters	1	0.5%
Other: more time to have studied for CDL	1	0.5%
Other: Moving will attend different college.	1	0.5%
Other: None. I am continuing schooling here.	1	0.5%
Other: not an option at the moment	1	0.5%
Other: not leaving will be enrolled in summer	1	0.5%
Other: Not ready for college yet.	1	0.5%
Other: not requiring students stay in dorms two consecutive semesters	1	0.5%
Other: not school related (nothing)	1	0.5%
Other: Nothing the school could have done	1	0.5%
Other: Nothing would have helped	1	0.5%
Other: Nothing you could have done.	1	0.5%
Other: nothing, its my fault	1	0.5%
Other: Nothing. OSUIT is great.	1	0.5%
Other: offer more night classes	1	0.5%
Other: offer more than one start date a year (each semester	1	0.5%
Other: Open more classes	1	0.5%
Other: Opportunity for income.	1	0.5%
Other: Pay for my student loan here	1	0.5%
Other: Relocation	1	0.5%
Other: RN to BSN program	1	0.5%
Other: Showing us its worth it & that yall aren't just greedy	1	0.5%
Other: Switched to TCC and saved \$30k	1	0.5%
Other: the school was not at fault	1	0.5%
Other: told me about class expenses before enrolling	1	0.5%

Response	Count	Percent
Other: unanticipated work increase	1	0.5%
Other: will return in fall	1	0.5%
Other: Work credit hours for program	1	0.5%
Other: You couldn't	1	0.5%
Other: You couldn't it was what I wanted	1	0.5%
Other: (blank)	2	1.0%
Total	194	100.0%



Any comments about the services offered at OSUIT?

Awesome services, staff was very helpful.

Came here got my basics now transferring and going to connors for nursing school.

cool.

Deshon Stout in admissions has been very helpful with this process.

Don't give the classes I need

Everyone is great. I love the school itself, I just have a lot going on.

Everyone was extremely helpful!!

everything is great

Excellent

Good school.

Great college.

Great experience so far at OSUIT

Great job see ya in the fall.

great school

Great school and I hope to come back.

great school, looking forward to spring 2020

I am already enrolled for the summer semester and I have already started my FAFSA

I enjoyed my experience

I enjoyed my time here and I plan to come back

I have had a very positive experience with OSU-IT

I love it. I just can't afford right now and will return next year

I love OSUIT, the programs, and the people. I do plan to return as soon as things are cleared with my daughters health

I never knew who my advisor was

I really enjoy online classes unfortunately with COVID-19 family comes first

I think that the courses are good but I don't have the money.

I thought I'd get more help financially but it was not provided. I love this school though.

I was given incorrect advisement by the Nursing department

I went through 4 years of college and can't find a job in my field

I will be attending when I finish my HS/Central tech.

I wish I had the opportunity to see how the campus has changed over the years.

instructors were friendly and knowledgeable

It is pretty good

I've loved my time here and I'm sad to leave. Everything has been wonderful.

keep doing what you are doing

Liked the program.

Make scholarships easier to apply for, could not find them online. But, ended up receiving some.

No problems. Just trying to save money.

No, everything had been great

OSU-IT is a great school and I would recommend it to friends and family

OSUIT will always be home.

people are rude in the office especially in human resources

People themselves are great but the biggest lack of communication between branches/buildings.

poor

RaeAnn in LASSO and Amy Ward were great in accommodating my disability.

Really good and I loved it besides Mark Threadgill teaching.

School was great. I just have a family that I have to support.

Services were good/great

Stephanie James in office of admissions was helpful.

Thank you.

The services are very easy and fast

The services offered are outstanding & beyond helpful.

They have been very helpful

Trying to get into nursing program summer 2020

Very friendly staff

Withdrawal process shouldn't be this difficult. Getting signatures is hard when everyone is out sick all the time.

You guys were great

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

American Indian Student Association

Be sure to notify all Pre-nursing, LPN to RN transition students of requirements due to previous inaccurate advisement.

Changed major starting fall 2019.

Don't forget, I shouldn't be burdened by wanting to better myself.

enrollment made easier, it took us 5 hours to enroll because they did not have the papers that I sent in weeks beforehand, frustrating experience

Financial advisors should be more helpful

I appreciate the staff and dedication to the students

I don't do well with online learning so having more in class classes for IT upper division would

I enrolled but due to not receiving a grant that I applied for; Anticipating receiving it before next year.

I had great help from all staff and felt confident I would get help if needed.

I like everything about OSUIT

I plan to re-enroll once I get the opportunity

I think the learning environment should be more inclusive to LGBTQ+ students.

I was very happy with the help I received

I would like to have more scholarships availability for students that are not full time but still needs help paying for college.

I would recommend training to the dealerships offering scholarships. I was expected to perform as an employee with certified skills; not as a student learning skills. I had little supervision and worked on my own for too much for someone learning skills.

It would be nice if there was evening classes to make it easier for those who work or stay home with children.

I've already shared my concerns on the BT-ATL survey and with Dr. Agnew

lower cost

Make it easier for students not in the area to talk to people at the school like financial aide and getting help with switching classes and holds.

Making a student feel safe and secure with your school. I am an excellent student, I love academics. This has been a very traumatic experience. I can't believe no one advocated for me.

More night classes

more online programs

No, everything had been great

Please add a program for LPN's transitioning to RN's

poor service, hire more staff. Also online is a joke, majority of communication threw email a joke
RN to BSN Program.

Simplify the bursar process for paying. The out of state tuition plus waiver is confusing

The instructors that overcustomized need to make instruction more simple and clean.

Utilize the tutoring & your advisors, they are so helpful.

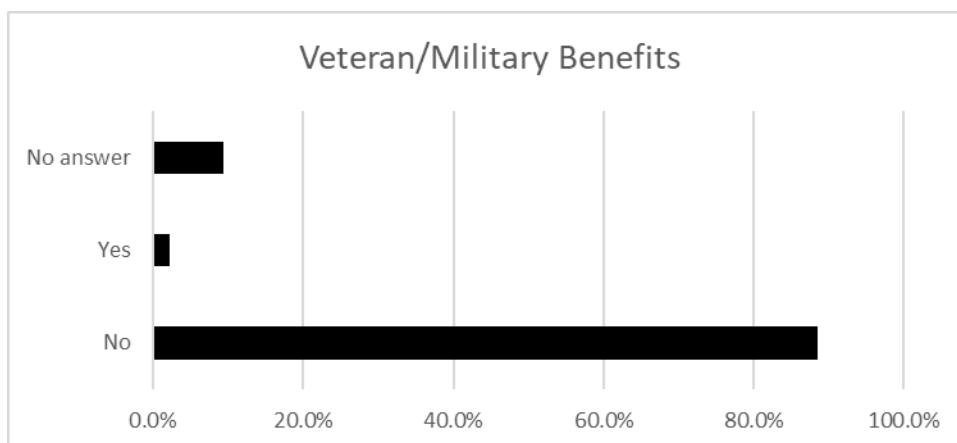
You guys did well!

Appendix B

Results for students who canceled prior to census

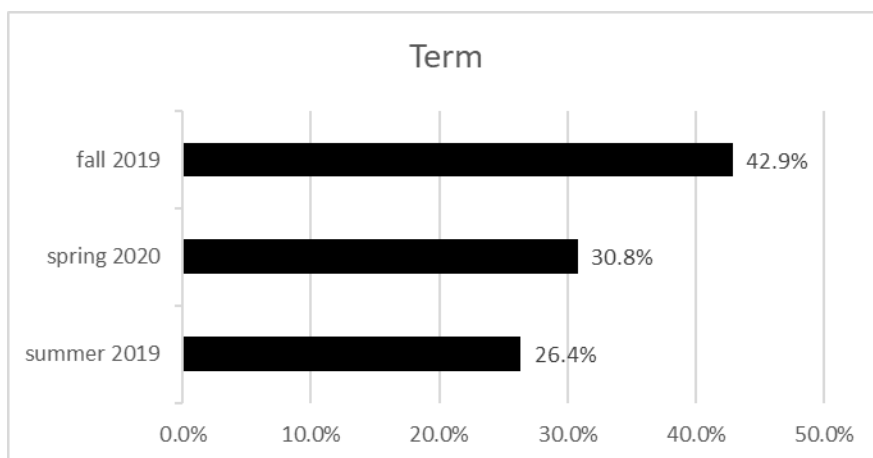
Are you receiving veteran/military education benefits?

Response	Count	Percent
No	161	88.5%
Yes	4	2.2%
No answer	17	9.3%
Total	182	100.0%



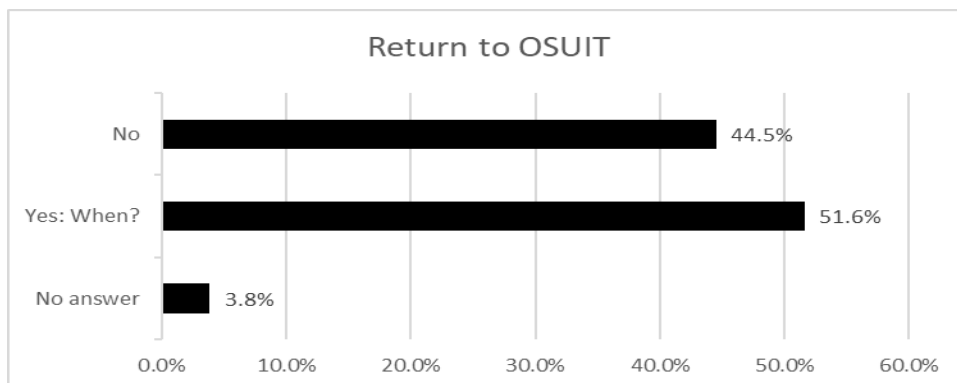
Withdrawal Term

Response	Count	Percent
fall 2019	78	42.9%
spring 2020	56	30.8%
summer 2019	48	26.4%
Total	182	100.0%



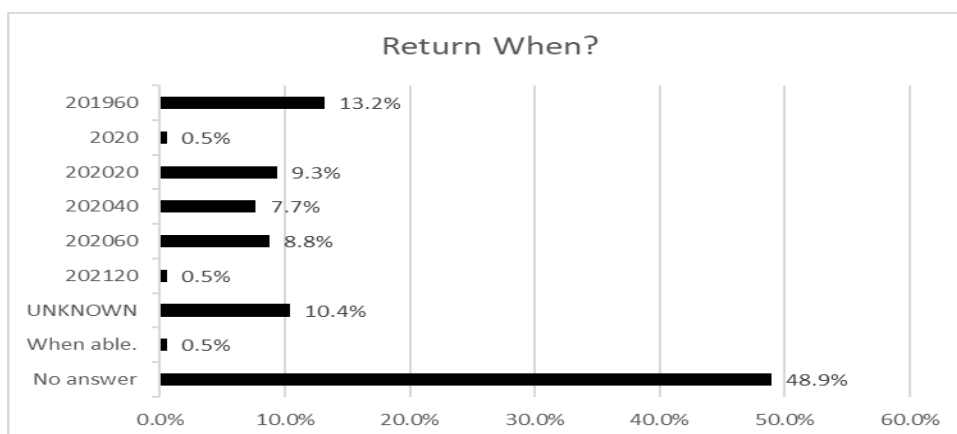
Do you plan to return to OSUIT?

Response	Count	Percent
No	81	44.5%
Yes: When?	94	51.6%
No answer	7	3.8%
Total	182	100.0%



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

Response	Count	Percent
201960	24	13.2%
2020	1	0.5%
202020	17	9.3%
202040	14	7.7%
202060	16	8.8%
202120	1	0.5%
Unknown	19	10.4%
When able.	1	0.5%
No answer	89	48.9%
Total	182	100.0%



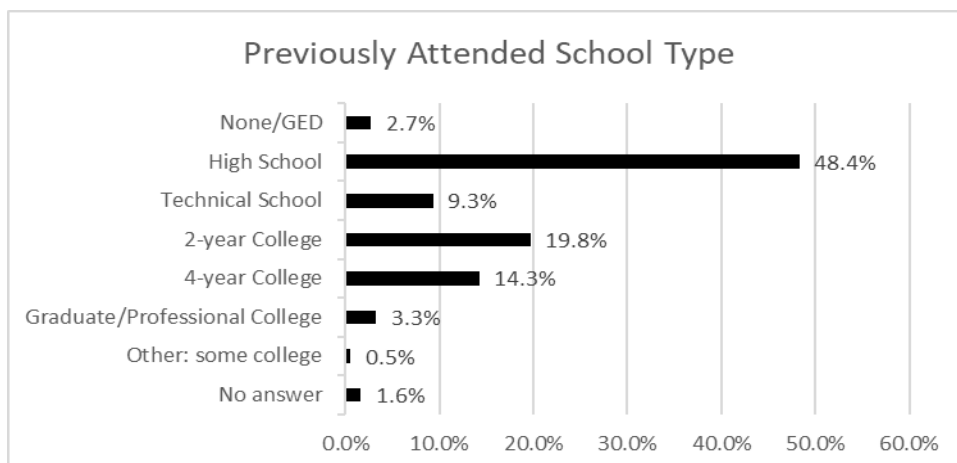
Withdrawal or Cancel (Office Use Only)

Response	Count	Percent
Cancel (before census or never attended)	182	56.9%
Withdrawal (after census)	138	43.1%
Total	320	100.0%



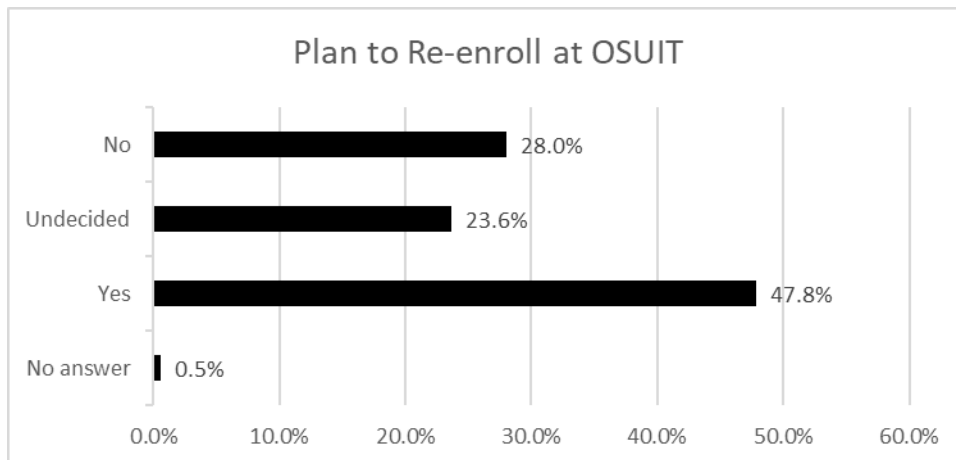
What type of school did you attend prior to entering OSUIT (select one option)

Response	Count	Percent
None/GED	5	2.7%
High School	88	48.3%
Technical School	17	9.3%
2-year College	36	19.8%
4-year College	26	14.3%
Graduate/Professional College	6	3.3%
Other (please specify): some college	1	0.5%
No answer	3	1.6%
Total	182	100.0%



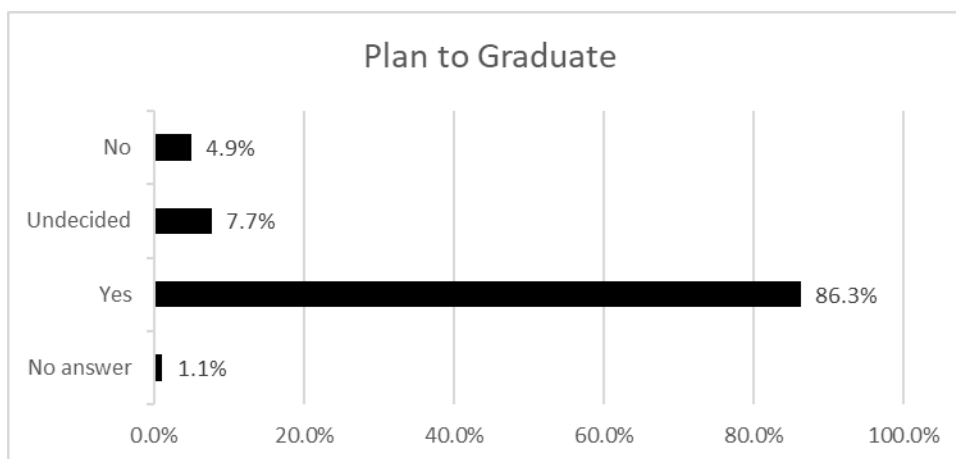
Do you plan to re-enroll at OSUIT?

Response	Count	Percent
No	51	28.0%
Undecided	43	23.6%
Yes	87	47.8%
No answer	1	0.5%
Total	182	100.0%



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

Response	Count	Percent
No	9	4.9%
Undecided	14	7.7%
Yes	157	86.3%
No answer	2	1.1%
Total	182	100.0%



Why are you leaving? (select ALL that apply)

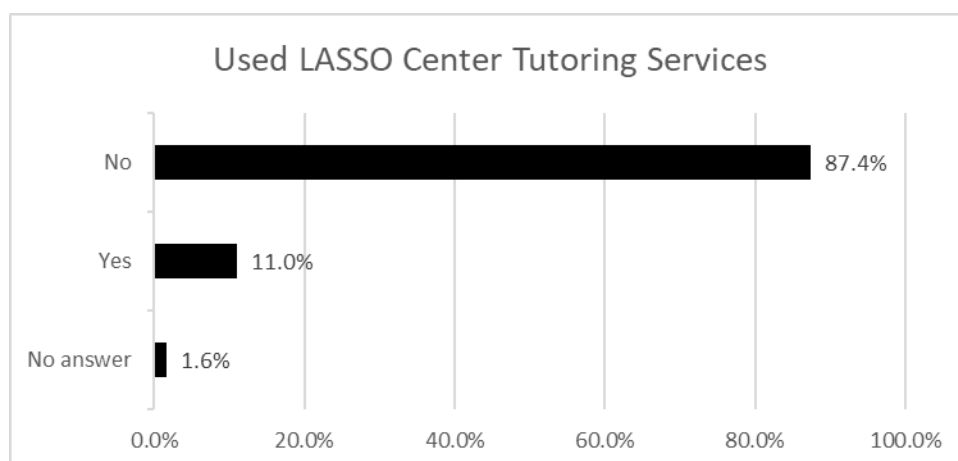
Response	Count	Percent
Financial reasons	34	11.0%
Other: (please specify)	33	10.7%
Transfer to another college	31	10.1%
Family reasons	23	7.5%
Taking a break from school	20	6.5%
Conflict between job and school	18	5.8%
Work	18	5.8%
Health reasons	17	5.5%
Accepted full-time job	16	5.2%
Lack of financial aid	15	4.9%
Moving/relocation	12	3.9%
Scheduling issues	9	2.9%
Did not budget correctly	8	2.6%
Unhappy with grades	7	2.3%
Lack of quality instruction	5	1.6%
Major not offered at OSUIT	5	1.6%
Transportation issues	5	1.6%
Coursework was too difficult	4	1.3%
Financial suspension	4	1.3%
Too many requirements	4	1.3%
Homesick	3	1.0%
Lack of study skills needed	3	1.0%
Learned all I wanted to learn at this time	3	1.0%
My job does not require more college	3	1.0%
Housing/roommate issues	2	0.6%
Unfriendly faculty and staff	2	0.6%
Unsatisfied with course content	2	0.6%
Academic suspension	1	0.3%
Could not find a job on campus	1	0.3%
Total	308	100.0%

Responses to “Why are you leaving? Other (please specify)”

Response	Count	Percent
change degree	1	3.1%
change of career	1	3.1%
child autism	1	3.1%
CNA, LPN, then RN	1	3.1%
daughters health	1	3.1%
deciding on career path	1	3.1%
didn't pass CDL	1	3.1%
funding and time constraints	1	3.1%
Given incorrect advisement	1	3.1%
going another direction	1	3.1%
Going to Connors	1	3.1%
graduating	1	3.1%
High School	1	3.1%
HS/Central Tech	1	3.1%
Lack of class choices	1	3.1%
legal issues	1	3.1%
money	1	3.1%
New job	1	3.1%
No true LPN-RN program.	1	3.1%
Nursing program does not require summer classes	1	3.1%
OSU-OKC	1	3.1%
Personal	2	6.3%
Schedule conflict.	1	3.1%
State official	1	3.1%
Stressed out, too much to handle	1	3.1%
surgery	1	3.1%
Taking preg@alt.insto	1	3.1%
transfer to BSN program	1	3.1%
Trip	1	3.1%
Unable to complete requirements.	1	3.1%
Went different direction	1	3.1%
Total	33	100.0%

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

Response	Count	Percent
No	159	87.4%
Yes	20	11.0%
No answer	3	1.6%
Total	182	100.0%

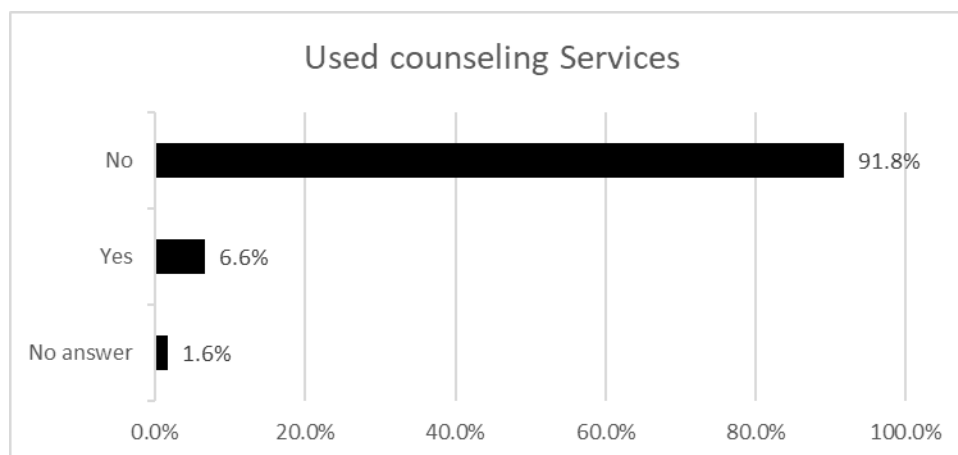


If No, why didn't you use Tutoring Services?

Response	Count	Percent
Did not need tutoring	53	65.4%
Did not know about tutoring	10	12.3%
Could not meet with tutor during available times	7	8.6%
Other: didn't start	1	1.2%
Other: have not attended classes yet	1	1.2%
Other: haven't started college yet	1	1.2%
Other: I never attended a single day of class here.	1	1.2%
Other: never attended	1	1.2%
Other: never came to the school	1	1.2%
Other: no tutor available	1	1.2%
Other: Online student / didn't have time	1	1.2%
Other: They did not offer the tutoring services I needed and was rude when I went to ask about them.	1	1.2%
Other: Used other resources	1	1.2%
Other: wasn't needed yet	1	1.2%
Total	81	100.0%

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

Did you use any of the Counseling Services? (select one)	Count	Percent
No	167	91.8%
Yes	12	6.6%
No answer	3	1.6%
Total	182	100.0%

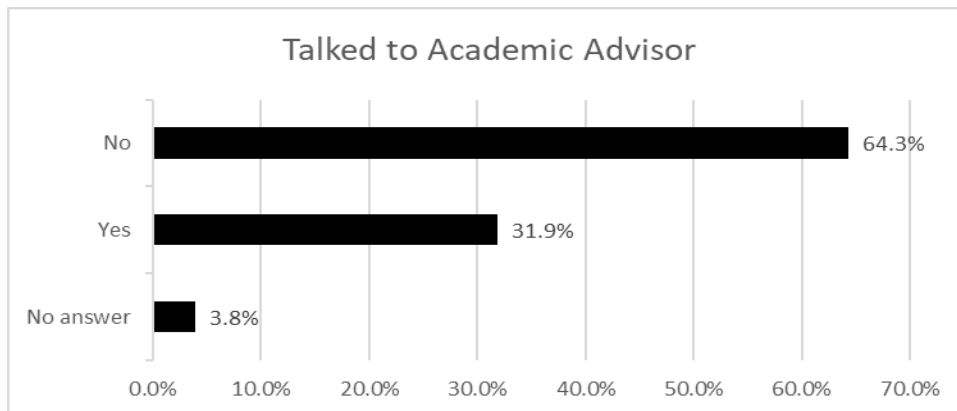


If No, why didn't you use Counseling Services?

Response	Count	Percent
Did not need counseling	69	80.2%
Did not know about counselor	8	9.3%
Could not meet with counselor during available time	4	4.7%
Other: didn't start	1	1.2%
Other: haven't started college yet	1	1.2%
Other: I never attended a single day of class here.	1	1.2%
Other: never attended	1	1.2%
Other: never came to the school	1	1.2%
Total	86	100.0%

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

Response	Count	Percent
No	117	64.3%
Yes	58	31.9%
No answer	7	3.8%
Total	182	100.0%

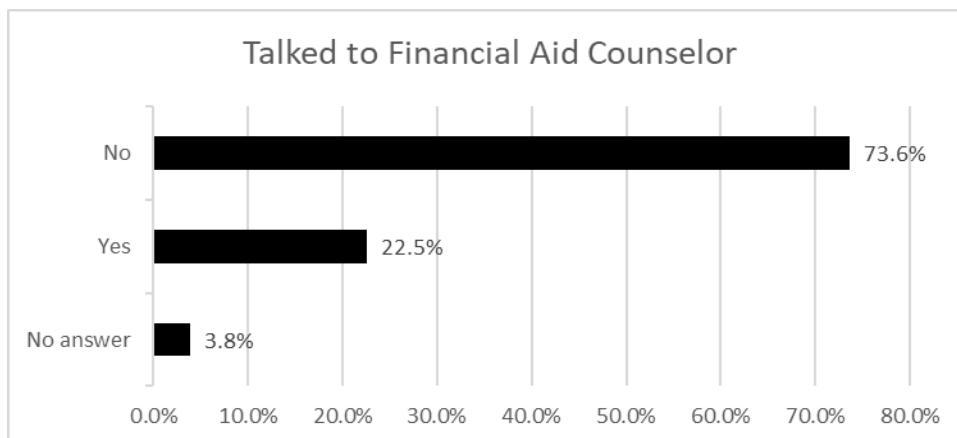


If No, why didn't you talk to your Academic Advisor?

Response	Count	Percent
Did not need advising	50	67.6%
Did not know about advisor	10	13.5%
Could not meet advisor during available hours	9	12.2%
Other: Didn't know I needed to.	2	2.7%
Other: didn't start	1	1.4%
Other: (paraphrased) Left message, unreturned	1	1.4%
Other: Never calls/emails back. I sent an email stating withdraw.	1	1.4%
Total	74	100.0%

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

Response	Count	Percent
No	134	73.6%
Yes	41	22.5%
No answer	7	3.8%
Total	182	100.0%



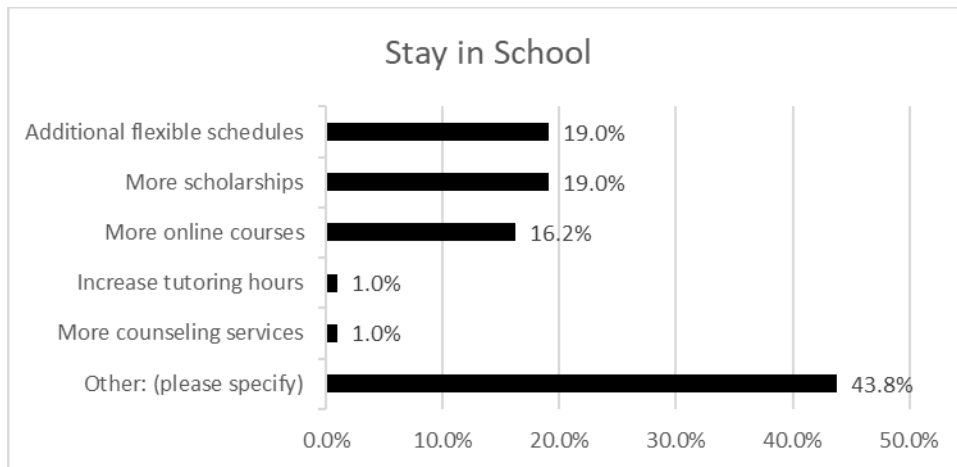
If No, why didn't you talk to a Financial Aid Counselor?

Response	Count	Percent
Did not receive financial aid	41	61.2%
Did not know about financial aid	2	3.0%
Could not meet with Financial Aid during available hours	8	11.9%
Other: Did not need to talk to them with decision	1	1.5%
Other: didn't know needed to	1	1.5%
Other: didn't start	1	1.5%
Other: he will	1	1.5%
Other: I acquired my financial aid a little later after I went to enroll.	1	1.5%
Other: I did at the beginning.	1	1.5%
Other: I know my financial aid.	1	1.5%
Other: Just haven't applied	1	1.5%
Other: Moving, no need to talk.	1	1.5%
Other: never came to the school	1	1.5%
Other: no financial aid	1	1.5%
Other: No need to.	1	1.5%
Other: Not capable of making the trip to campus	1	1.5%
Other: Personal.	1	1.5%
Other: sent email 1/14/2020	1	1.5%
Other: wasn't the reason I quit	1	1.5%
Total	67	100.0%

How could we have helped you stay in school?

Response	Count	Percent
Additional flexible schedules	20	19.0%
More scholarships	20	19.0%
More online courses	17	16.2%
Increase tutoring hours	1	1.0%
More counseling services	1	1.0%
Other: Attending another school to play sports	1	1.0%
Other: Bachelors for AS degrees	1	1.0%
Other: Be more professional and better equipped to help people that have mental emotional disabilities without stigma or discrimination	1	1.0%
Other: been given correct advisement by nursing department	1	1.0%
Other: best school	1	1.0%
Other: better timing	1	1.0%
Other: Beyond my/OSUIT control: Work related travel	1	1.0%
Other: campus in Tulsa	1	1.0%
Other: Couldn't	1	1.0%
Other: Decided on another career path.	1	1.0%

Response	Count	Percent
Other: different major	1	1.0%
Other: Financial aid for middle class families	1	1.0%
Other: Going to Connors	1	1.0%
Other: I just don't want to take summer classes.	1	1.0%
Other: I liked the school, I just had a good opportunity	1	1.0%
Other: i will be back in summer	1	1.0%
Other: I'll be back	1	1.0%
Other: I'm staying in school, just not here.	1	1.0%
Other: Impossible to stay.	1	1.0%
Other: it is an employer caused issue	1	1.0%
Other: Just needed to work	1	1.0%
Other: kept the photography program	1	1.0%
Other: More flexible living conditions	1	1.0%
Other: more money	1	1.0%
Other: more night time courses	1	1.0%
Other: more on campus classes	1	1.0%
Other: more options with nursing	1	1.0%
Other: more scholarships or aid available BEFORE start of semesters	1	1.0%
Other: more time to have studied for CDL	1	1.0%
Other: Moving will attend different college.	1	1.0%
Other: None. I am continuing schooling here.	1	1.0%
Other: not an option at the moment	1	1.0%
Other: not leaving will be enrolled in summer	1	1.0%
Other: not requiring students stay in dorms two consecutive semesters	1	1.0%
Other: Nothing the school could have done	1	1.0%
Other: Nothing would have helped	1	1.0%
Other: Open more classes	1	1.0%
Other: Opportunity for income.	1	1.0%
Other: Pay for my student loan here	1	1.0%
Other: Relocation	1	1.0%
Other: Switched to TCC and saved \$30k	1	1.0%
Other: told me about class expenses before enrolling	1	1.0%
Other: will return in fall	1	1.0%
Other: Work credit hours for program	1	1.0%
Other: (blank)	2	1.9%
Total	105	100.0%



Any comments about the services offered at OSUIT?

Came here got my basics now transferring and going to connors for nursing school.

Don't give the classes I need

Everyone was extremely helpful!!

everything is great

Great college.

Great experience so far at OSUIT

Great job see ya in the fall.

Great school and I hope to come back.

I love OSUIT, the programs, and the people. I do plan to return as soon as things are cleared with my daughters health

I never knew who my advisor was

I think that the courses are good but I don't have the money.

I was given incorrect advisement by the Nursing department

I will be attending when I finish my HS/Central tech.

It is pretty good

I've loved my time here and I'm sad to leave. Everything has been wonderful.

No problems. Just trying to save money.

OSUIT will always be home.

poor

School was great. I just have a family that I have to support.

Stephanie James in office of admissions was helpful.

Thank you.

The services are very easy and fast

Trying to get into nursing program summer 2020

Very friendly staff

Withdrawal process shouldn't be this difficult. Getting signatures is hard when everyone is out sick all the time.

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

Be sure to notify all Pre-nursing, LPN to RN transition students of requirements due to previous inaccurate advisement.

Changed major starting fall 2019.

I don't do well with online learning so having more in class classes for IT upper division would

I like everything about OSUIT

I think the learning environment should be more inclusive to LGBTQ+ students.

I was very happy with the help I received

It would be nice if there was evening classes to make it easier for those who work or stay home with children.

I've already shared my concerns on the BT-ATL survey and with Dr. Agnew

Making a student feel safe and secure with your school. I am an excellent student, I love academics. This has been a very traumatic experience. I can't believe no one advocated for me.

more online programs

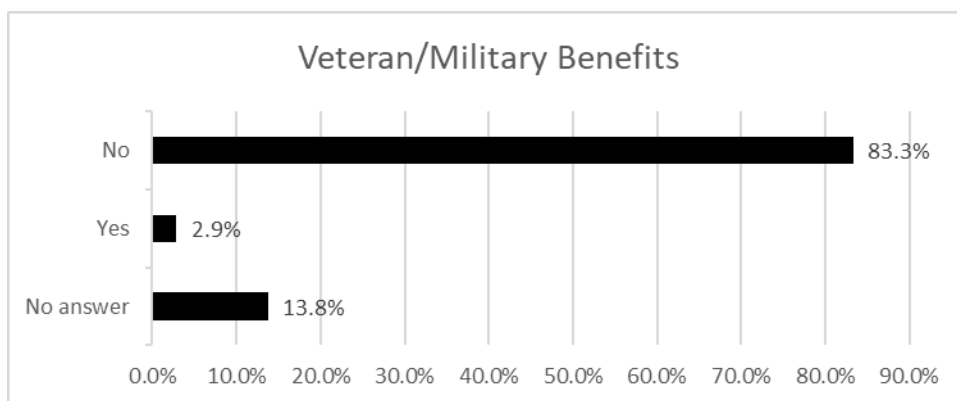
poor service, hire more staff. Also online is a joke, majority of communication threw email a joke

Appendix C

Results for students who withdrew after census

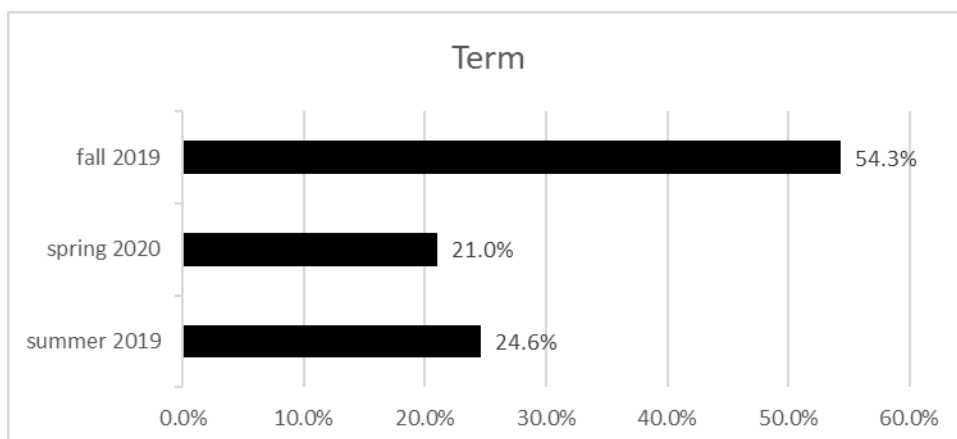
Are you receiving veteran/military education benefits?

Response	Count	Percent
No	115	83.3%
Yes	4	2.9%
No answer	19	13.8%
Total	138	100.0%



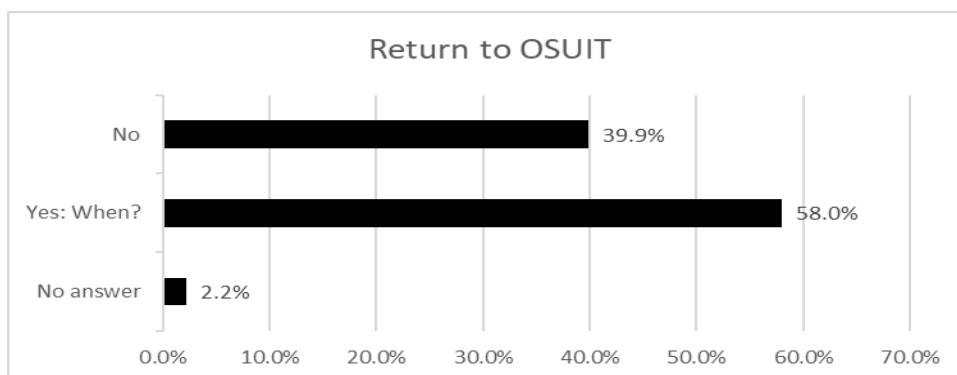
Withdrawal Term

Response	Count	Percent
fall 2019	75	54.3%
spring 2020	29	21.0%
summer 2019	34	24.6%
Total	138	100.0%



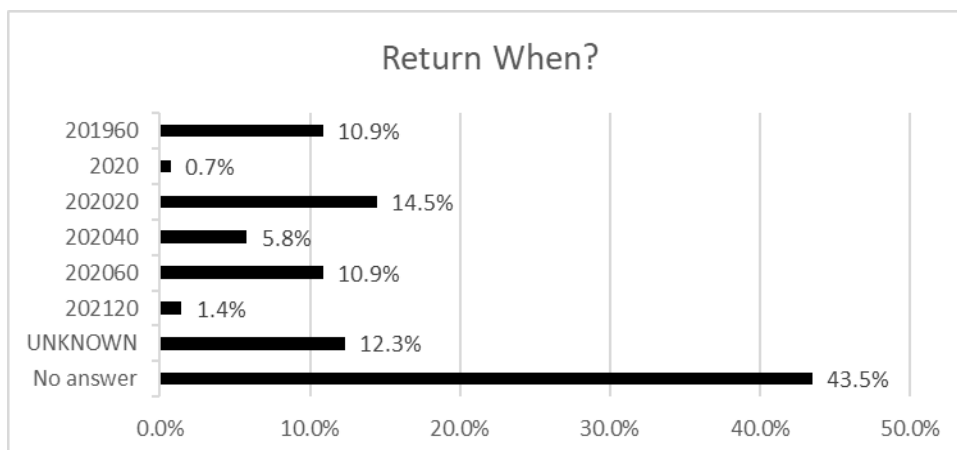
Do you plan to return to OSUIT?

Response	Count	Percent
No	55	39.9%
Yes: When?	80	58.0%
No answer	3	2.2%
Total	138	100.0%



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

Response	Count	Percent
201960	15	10.9%
2020	1	0.7%
202020	20	14.5%
202040	8	5.8%
202060	15	10.9%
202120	2	1.4%
Unknown	17	12.3%
No answer	60	43.5%
Total	138	100.0%



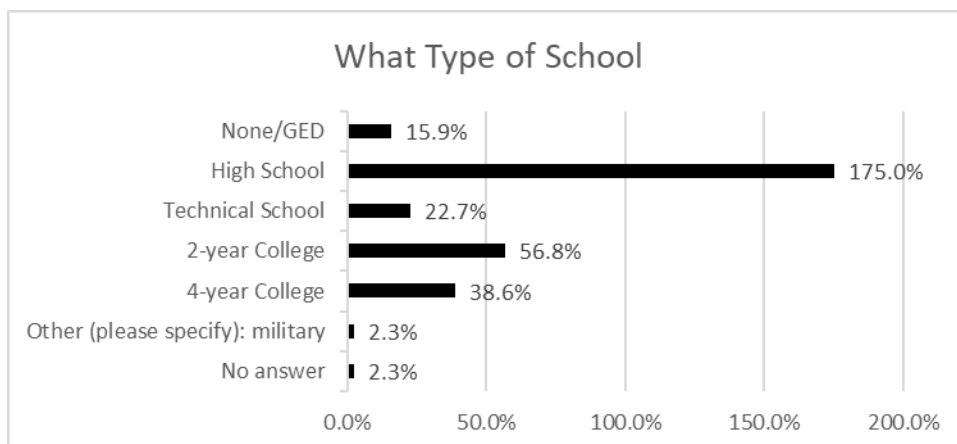
Withdrawal or Cancel (Office Use Only)

Response	Count	Percent
Cancel (before census or never attended)	182	56.9%
Withdrawal (after census)	138	43.1%
Total	320	100.0%



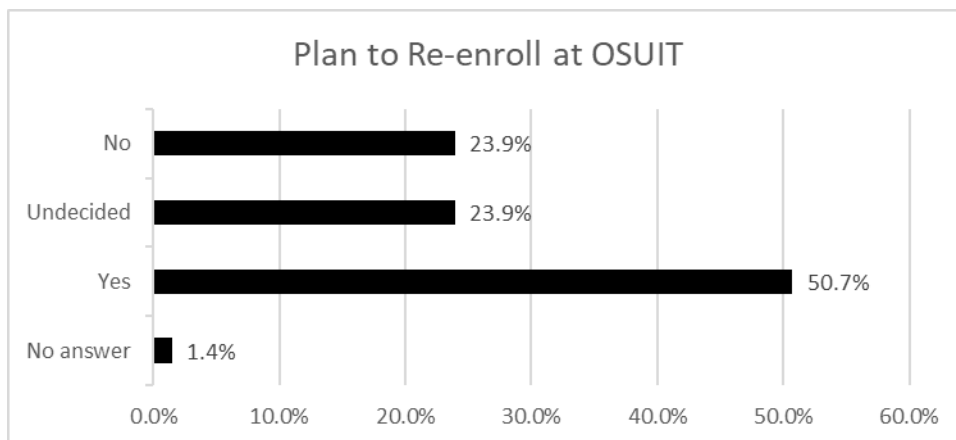
What type of school did you attend prior to entering OSUIT (select one option)

Response	Count	Percent
None/GED	7	5.1%
High School	77	55.8%
Technical School	10	7.2%
2-year College	25	18.1%
4-year College	17	12.3%
Graduate/Professional College	0	0.0%
Other (please specify): military	1	0.7%
No answer	1	0.7%
Total	138	100.0%



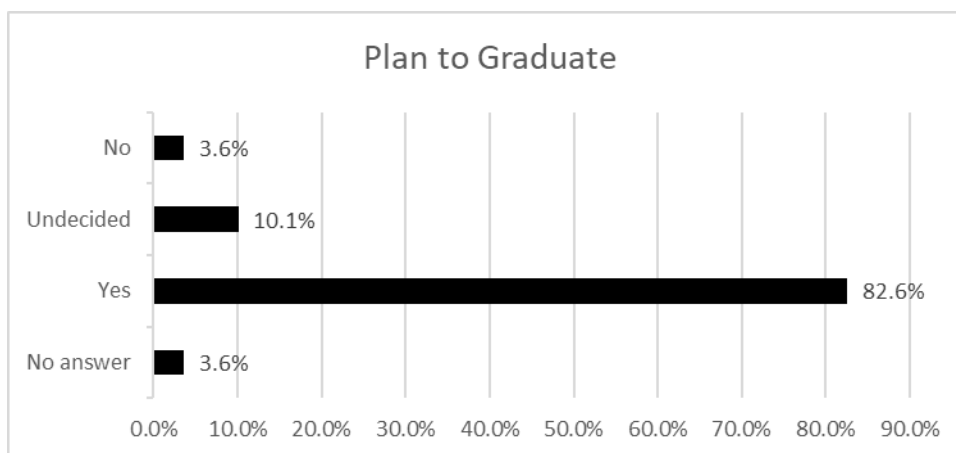
Do you plan to re-enroll at OSUIT?

Response	Count	Percent
No	33	23.9%
Undecided	33	23.9%
Yes	70	50.7%
No answer	2	1.4%
Total	138	100.0%



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

Response	Count	Percent
No	5	3.6%
Undecided	14	10.1%
Yes	114	82.6%
No answer	5	3.6%
Total	138	100.0%



Why are you leaving? (select ALL that apply)

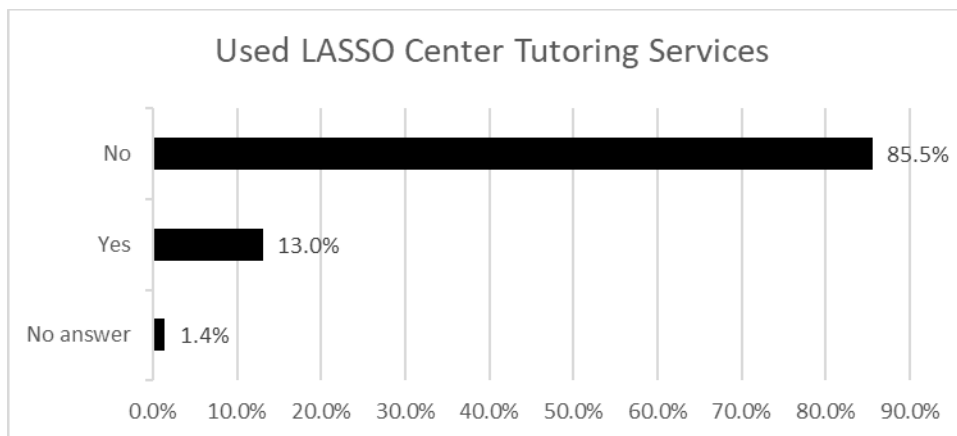
Response	Count	Percent
Financial reasons	31	10.4%
Family reasons	30	10.1%
Other: (please specify)	31	10.4%
Work	22	7.4%
Taking a break from school	22	7.4%
Conflict between job and school	20	6.7%
Unhappy with grades	13	4.4%
Accepted full-time job	13	4.4%
Health reasons	11	3.7%
Scheduling issues	11	3.7%
Coursework was too difficult	10	3.4%
Lack of financial aid	10	3.4%
Lack of quality instruction	8	2.7%
Transfer to another college	6	2.0%
Unsatisfied with course content	6	2.0%
Major not offered at OSUIT	6	2.0%
Did not budget correctly	6	2.0%
My job does not require more college	6	2.0%
Moving/relocation	6	2.0%
Lack of study skills needed	6	2.0%
Transportation issues	5	1.7%
Housing/roommate issues	3	1.0%
Financial suspension	3	1.0%
Uncertain about the value of an education	3	1.0%
Academic suspension	2	0.7%
Could not find a job on campus	2	0.7%
Unfriendly faculty and staff	2	0.7%
Homesick	1	0.3%
Learned all I wanted to learn at this time	1	0.3%
Too many requirements	1	0.3%
Total	297	100.0%

Responses to “Why are you leaving? Other (please specify)”

Response	Count	Percent
An error.	1	3.2%
Books expensive	1	3.2%
childcare	1	3.2%
concurrent	1	3.2%
Confusion	1	3.2%
court	1	3.2%
COVID-19	1	3.2%
family deaths	1	3.2%
Going back to other school.	1	3.2%
Greed	1	3.2%
Jail	1	3.2%
lost sponsorship	2	6.5%
LPN-RN not available	1	3.2%
Military	2	6.5%
moving	1	3.2%
Needed class not offered here.	1	3.2%
new job at work	1	3.2%
no access to work due to computer problems	1	3.2%
no internship	1	3.2%
not for me	1	3.2%
Nursing policy	1	3.2%
Only for summer term	1	3.2%
Personal	3	9.7%
pregnant	1	3.2%
too busy	1	3.2%
Too busy with sports	1	3.2%
Wrong class	1	3.2%
Total	31	100.0%

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

Response	Count	Percent
No	118	85.5%
Yes	18	13.0%
No answer	2	1.4%
Total	138	100.0%

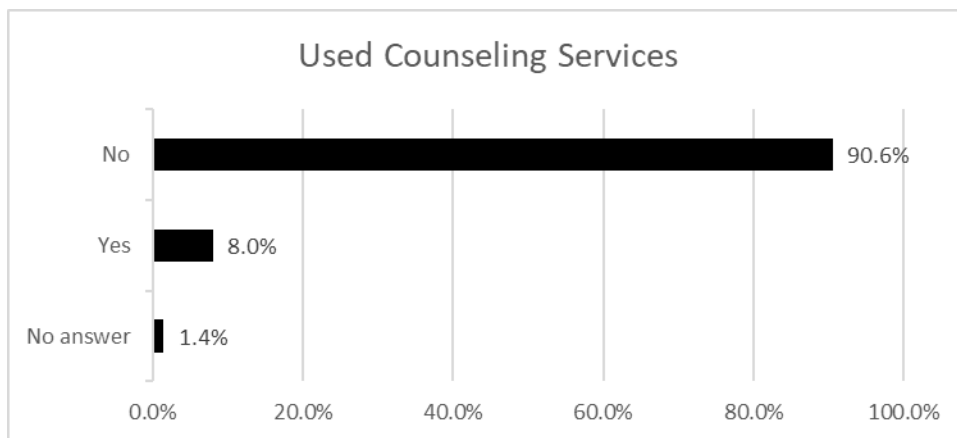


If No, why didn't you use Tutoring Services?

Response	Count	Percent
Did not need tutoring	49	64.5%
Did not know about tutoring	4	5.3%
Could not meet with tutor during available times	15	19.7%
Other: Live in Shawnee	1	1.3%
Other: met outside of OSUIT	1	1.3%
Other: never attended	2	2.6%
Other: no time	1	1.3%
Other: not for me	1	1.3%
Other: uncomfortable to ask	1	1.3%
Other: wasn't at school long enough	1	1.3%
Total	76	100.0%

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

Did you use any of the Counseling Services? (select one)	Count	Percent
No	125	90.6%
Yes	11	8.0%
No answer	2	1.4%
Total	138	100.0%

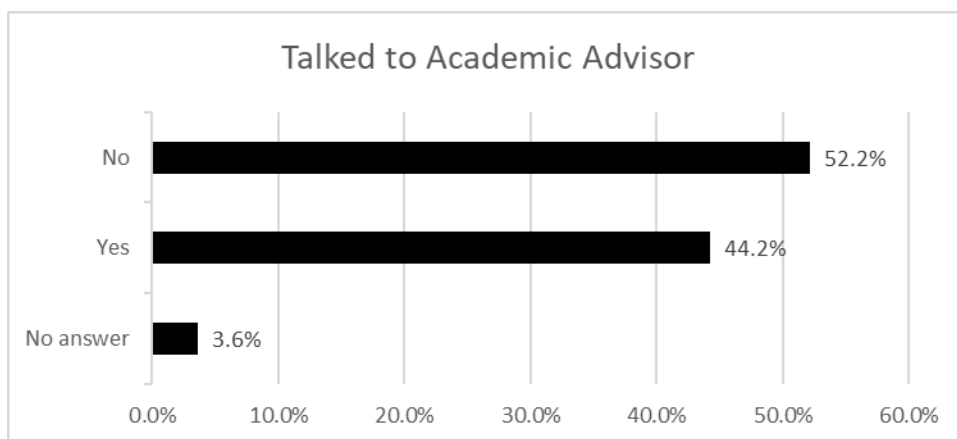


If No, why didn't you use Counseling Services?

Response	Count	Percent
Did not need counseling	63	80.8%
Did not know about counselor	7	9.0%
Could not meet with counselor during available time	7	9.0%
Other: never attended	1	1.3%
Total	78	100.0%

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

Response	Count	Percent
No	72	52.2%
Yes	61	44.2%
No answer	5	3.6%
Total	138	100.0%

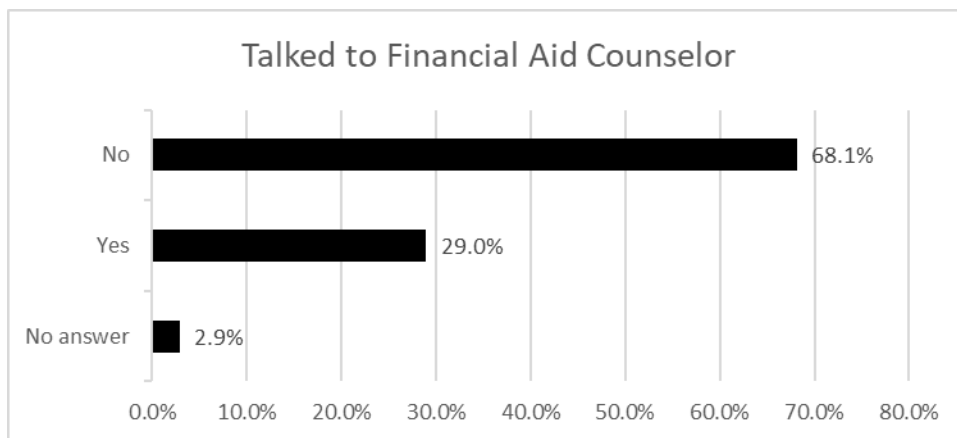


If No, why didn't you talk to your Academic Advisor?

Response	Count	Percent
Did not need advising	34	66.7%
Did not know about advisor	7	13.7%
Could not meet advisor during available hours	4	7.8%
Other: because I am returning in fall	1	2.0%
Other: did not have time	1	2.0%
Other: Have not heard back	1	2.0%
Other: not needed	1	2.0%
Other: Removed from program with no options provided.	1	2.0%
Other: see above	1	2.0%
Total	51	100.0%

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

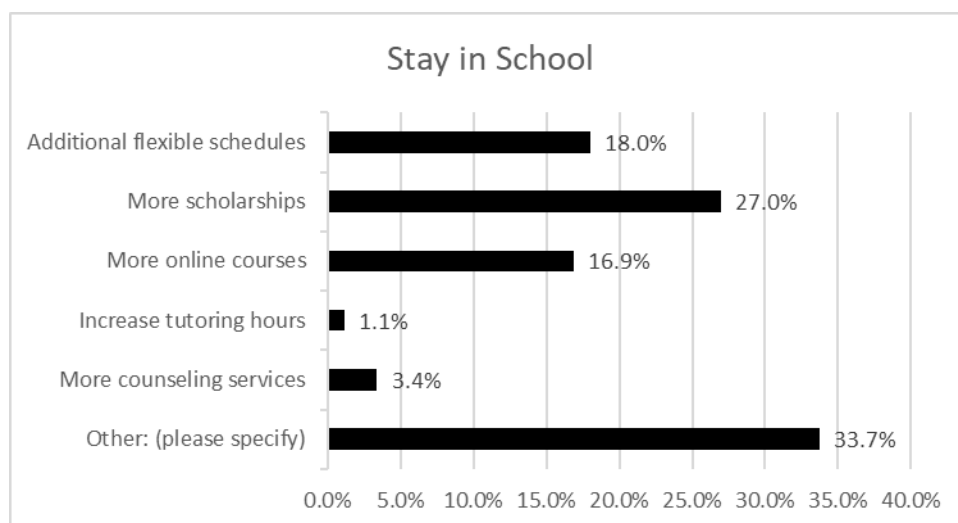
Response	Count	Percent
No	94	68.1%
Yes	40	29.0%
No answer	4	2.9%
Total	138	100.0%



If No, why didn't you talk to a Financial Aid Counselor?

Response	Count	Percent
Did not receive financial aid	37	57.8%
Did not know about financial aid	4	6.3%
Could not meet with Financial Aid during available hours	15	23.4%
Other: concurrent	1	1.6%
Other: Didn't need to.	1	1.6%

Response	Count	Percent
Other: didn't want to	1	1.6%
Other: do not receive financial aid	1	1.6%
Other: done this before I know what happens	1	1.6%
Other: I didn't know to do so	1	1.6%
Other: no financial aid	1	1.6%
Other: planning to meet	1	1.6%
Total	64	100.0%



How could we have helped you stay in school?

Response	Count	Percent
Additional flexible schedules	16	18.0%
More scholarships	24	27.0%
More online courses	15	16.9%
Increase tutoring hours	1	1.1%
More counseling services	3	3.4%
Other: a concern for my personal safety	1	1.1%
Other: Am still in school	1	1.1%
Other: better instructors over internship	1	1.1%
Other: Better program	1	1.1%
Other: Can't/Need better teacher than Threadgill	1	1.1%
Other: concurrent-decided not to take	1	1.1%
Other: Couldn't	1	1.1%
Other: did not have time for courses due to major family concerns	1	1.1%
Other: get better residential life staff	1	1.1%
Other: give more in student loans	1	1.1%
Other: I changed my plans	1	1.1%
Other: I'm starting back next month	1	1.1%

Response	Count	Percent
Other: internship job	1	1.1%
Other: It's my own fault I didn't plan correctly	1	1.1%
Other: Just changing majors	1	1.1%
Other: more help with my situation	1	1.1%
Other: more resources for internships and capstone	1	1.1%
Other: Not ready for college yet.	1	1.1%
Other: not school related (nothing)	1	1.1%
Other: Nothing you could have done.	1	1.1%
Other: nothing, its my fault	1	1.1%
Other: Nothing. OSUIT is great.	1	1.1%
Other: offer more night classes	1	1.1%
Other: offer more than one start date a year (each semester	1	1.1%
Other: RN to BSN program	1	1.1%
Other: Showing us its worth it & that yall aren't just greedy	1	1.1%
Other: the school was not at fault	1	1.1%
Other: unanticipated work increase	1	1.1%
Other: You couldn't	1	1.1%
Other: You couldn't it was what I wanted	1	1.1%
Total	89	100.0%

Any comments about the services offered at OSUIT?

Awesome services, staff was very helpful.

cool.

Deshon Stout in admissions has been very helpful with this process.

Everyone is great. I love the school itself, I just have a lot going on.

Excellent

Good school.

great school

great school, looking forward to spring 2020

I am already enrolled for the summer semester and I have already started my FAFSA

I enjoyed my experience

I enjoyed my time here and I plan to come back

I have had a very positive experience with OSU-IT

I love it. I just can't afford right now and will return next year

I really enjoy online classes unfortunately with COVID-19 family comes first

I thought I'd get more help financially but it was not provided. I love this school though.

I went through 4 years of college and can't find a job in my field

I wish I had the opportunity to see how the campus has changed over the years.

instructors were friendly and knowledgeable

keep doing what you are doing

Liked the program.

Make scholarships easier to apply for, could not find them online. But, ended up receiving some.

No, everything had been great

OSU-IT is a great school and I would recommend it to friends and family

people are rude in the office especially in human resources

People themselves are great but the biggest lack of communication between branches/buildings.

RaeAnn in LASSO and Amy Ward were great in accommodating my disability.

Really good and I loved it besides Mark Threadgill teaching.

Services were good/great

The services offered are outstanding & beyond helpful.

They have been very helpful

You guys were great

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

American Indian Student Association

Don't forget, I shouldn't be burdened by wanting to better myself.

enrollment made easier, it took us 5 hours to enroll because they did not have the papers that I sent in weeks beforehand, frustrating experience

Financial advisors should be more helpful

I appreciate the staff and dedication to the students

I enrolled but due to not receiving a grant that I applied for; Anticipating receiving it before next year.

I had great help from all staff and felt confident I would get help if needed.

I plan to re-enroll once I get the opportunity

I would like to have more scholarships availability for students that are not full time but still needs help paying for college.

I would recommend training to the dealerships offering scholarships. I was expected to perform as an employee with certified skills; not as a student learning skills. I had little supervision and worked on my own for too much for someone learning skills.

lower cost

Make it easier for students not in the area to talk to people at the school like financial aide and getting help with switching classes and holds.

More night classes

No, everything had been great

Please add a program for LPN's transitioning to RN's

RN to BSN Program.

Simplify the bursar process for paying. The out of state tuition plus waiver is confusing

The instructors that overcustomized need to make instruction more simple and clean.

Utilize the tutoring & your advisors, they are so helpful.

You guys did well!

Appendix D
Reasons given for cancel/withdrawal

CANCELED: Reasons for withdrawal

3 y/o grandson diagnosed with a brain tumor

Attending another college.

Brother moved in with me and need to help him get on his feet.

cannot afford to take classes

cannot do the class schedule

can't afford it

can't afford it and too hard

Can't get approval from employer in time

Can't pay to enroll

Change of career path

Changing majors

Changing majors in spring

Changing schools

Choose different school

Class times didn't work with my schedule.

Class to work schedule conflicts

Coming back in spring 2020

Conflict of schedule

Conflict of scheduling between OCCC and OSUIT.

Conflict with work

Continuing in Nursing Program, but decided to not take Chemistry this summer.

Could not cover class expenses

Could not get enough financial aid.

Couldn't afford to attend school here. Switched to attending TCC.

Daughter has Autism taking class to help with diagnosis. Will be returning next semester.

Daughter is having some health issues that I need to be available 100% for her for. (mass on her thyroid)

Decided not to do it

Decided to change career path & colleges.

Decided to go another direction

Decided to take the summer off

Degree change

Did not begin.

Do not need the class.

Don't have any money for classes, I'm not able to pay for my summer classes.

don't have CDL as of yet

Don't have the money for the class

Due to difficult circumstances I've changed my mind.

Eligibility for Information Technology degree program.

Employer changed schedule

family and personal reasons

Family funds are low and we have a baby on the way to save money for.

Family matter

Family moving and unable to start the internship right now. will re-enroll next fall in same program.

Family obligations

Family, transportation, and health reasons

Family/personal

Financial

Financial & decided to work & maybe come back next year.

Financial Aid problems, medical issues.

Financial downfall.

Financial reasoning

Financial reasons (x2)

Financial reasons.

found a lineman school for less time

Found school with preferred program.

Full time job. I was suppose to start OSUIT on 9-3-19 but I'm withdrawing

Going a different direction (employment opportunity)

Going back to nursing school at Connors State.

Going back to UCO for spring 2020

going on pipeline

Going to a Central Tech.

Going to a different college

Going to be somewhere without internet, so I can't turn in assignments.

Going to EOC to be a fireman

Going to KTC for game warden

Going to work to achieve dental assistant certification

Graduating in April, no longer need statistics class in summer.

Graduation, miss too many days

Have a newborn baby in house. I will not have the time needed to do coursework. I will try later this year when baby sleep schedule is better

Have to work full time to support family.

Health concern

Health issues

Health reason - currently in hospital

I am attending a different college to play baseball.

I am currently working full time

I am getting into a job where I won't have the time for school

I am going out of state for college in the fall of 2020. At this time I am taking a break to prepare for the next semester.

I am having problems financial wise and transportation wise for now.

I am moving to Tulsa. The drive is going to be too much considering I will be working and living 45 miles away. I plan to take classes at TCC.

I am relocating and transferring to another university.

I am sick with acute bronchitis & still haven't gotten over it.

I could not stay in the dorm for two consecutive semesters

I couldn't find an internship, and I didn't want to pay for a class that I can't participate in. Internship is my last class, so I had to withdraw instead of dropping it. However, once I find an internship before the summer semester I will re-enroll for an internship class

I do not want to take classes for the summer semester. I will start taking classes from the fall semester.

I don't have the money

I don't want to attend college at the moment right now

I have been unhappy with the program/school so far and I can't afford to waste money on classes just to decide halfway through I want to go somewhere else.

I have had major issues with integrity, honest, respect, and consistency with many staff at OSUIT that are authority figures. I have not been treated professionally. I have been discriminated against and treated very unfairly and disrespectfully. I have not had any support from the higher up staff to help me solve these issues. I do not feel like this school is a fair safe school for people that have disabilities. I have been talked down to and talked to with aggressive stern voices. I have told them I feel unsafe and uncomfortable be they continued to disregard my needs, concerns, and disabilities.

I have scholarships at another college and am not able to go to both, TCC & OSUIT, this semester, so financially it benefits me to take a class at TCC and not waste my scholarship.

I have transferred to Oklahoma City Community College

I haven't attended class due to a school change and some personal issues

I need to take some time to figure out exactly what career path I want to follow.

I planned on taking a break this semester and forgot I had already signed up for classes

I will be attending a different school for the fall 2019 semester

I'm happy with my full time job right now and want to wait to go back to school to finish out my associates degree when I'm ready

Ineligible to continue 3D classes at this time.

Jobs during the summer.

Lack of funds

Lack of funds.

Life.

Medical

Medical reasons

Money

Moved schools

Moving

moving out of state for college

Moving/attending a different college

My current school schedule will not work with my full-time job. I was unable to obtain permission to alter my work schedule to attend classes.

My job is getting in the way of my school schedule for this class.

My mother had a stroke & it has taken her short term memory. So I moved home to take care of her.

need to focus on other things right now

need to pay off previous semester balance

Need to study and take CLEP exams and return for spring '20 semester

No finances

No financial support. Adult student

no funding/financial issues

No longer wanting to take summer classes.

not attending

Not finished with HS/Central Tech

not happy with any of the process to be enrolled. poor communication from anyone at the school. list goes on.

not starting HVLP until fall 2020

Other

over worked currently

Paying for tuition when only being taught by Cengage, which I also had to pay for.

Personal (x4)

Personal and medical issues

Personal life has been difficult the past summer and moving off to college just doesn't fit my personal needs, and financially right now is not a good time.

Personal reasons

Schedule conflict

Scheduling conflicts. Work credit hours were never given and I was not able to schedule classes due to missing credit classes.

started classes at another school

Started high school, realized it was too stressful and wanted to enjoy senior year and still work will come back after graduation.

State official aid too.

student does not need to retake course, student graduates Dec. 2019

Summer band trip to D.C.

Surgery, work

switched schools

Taking a break for summer

Taking a semester off (x2)

Taking a semester off to save money

taking a year off for health reasons

Taking course at TCC

Taking first classes at TCC, closer to home/cheaper

taking semester at a different school

Taking summer off and re-enrolling for the fall.

Taking summer off.

Taking the summer off then will re-enroll in the fall.

The class I wanted was not offered online.

Time constraints and I need to find more funding before I continue with the program.

To sort out personal issues and hardships. Financial issues and no financial aid.

too far away, too expensive. other school

Too good of a job to pass up.

Took a job out of the area

Transfer OKC/Change major.

Transfer to another school

Transfer to LPN-RN program.

Transferring to a bachelors program at Oklahoma City University

Transferring to a college closer to grandparents to help them out.

Transferring to NSU-Muskogee

Transferring to OSU-OKC

Transferring/homesick

Unable to attend summer classes due to work schedule.

Wants to be closer to home

Wasn't able to complete requirements to be in course.

We are relocating and I will be attending a college in Georgia.

Went to work

Will not be able to take classes next trimester due to other obligations.

Work (x3)

Work & family needs

Work conflict

Workload involving travel in June and July. Returning fall 2019.

WITHDRAWN: Reasons for withdrawing

3 deaths in the family in 6 months, my 10 yr old son is struggling, needing my full attention & counseling. I'd prefer to withdraw then fail & mess myself up more.

Accepted to United States air force and will be active services

Acquired a full time job.

Arrested and missed too many days

Attending full time job

because it does not work with my schedule

behind in all classes and dealing with health issues

broke my leg and will not be able to attend clinicals this semester

can not do classwork due to lack of access to a proper computer

cannot find job to work around school schedule

Can't pay for more classes

Change in job family death both at the same time

Change of idea.

Changing majors and schools

Childcare issues

Couldn't get internship, no money for semester

couldn't get loans to pay so I could enroll for next semester

couldn't handle three 8 week classes

Dealt with personal family issues back home in Kansas. Did not have time to keep up with courses over time. Wanting to re-enroll next semester.

Decided to attend a different school

didn't have the funds

didn't want to take concurrent

Divorce can't focus will re-enroll once life is on track

Don't have time.

Enrolled in error, second 8-week class.

enrolled in wrong class

Excusing myself until next semester

Extenuating circumstance

Failing all classes due to workload at job and family issues

family death/issues and personal reasons

Family issues

Family medical issues, too much stress and not enough time.

Family reasons and work

Family/ LPN-RN program did not accept but 5 students

Father has taken a turn for the worse and is staying home to help take care

Financial

Financial aid pulled and due to GPA 2.35

financial and mental health situations

financial issues

financial obligations, other personal reasons

Financial Reasons (x2)

Financial Reasons/Personal (Divorce)

Found out I was pregnant, taking this year off and have no help financially for school. Will come back fall 2020

Funds unavailable

going to jail and didn't know I was enrolled

Going to National Guard

GPA not high enough to graduate from program.

grades got too low

had medical procedure and has continued medical care that will prevent attending class this semester

Have not found an internship

Health reasons.

I am having personal issues

I can't afford it and I need to go to work

I didn't have the time or money this summer to take any classes.

I do not believe I can make the grades for my classes this semester. I have lost my funding and motivation for college.

I found a job and do not need any more schooling.

I had signed up for 3 classes. One of which was starting July 9th. The other two started June 3rd. On my dashboard that I sued for spring 2019, I did not see the two that had started.

I have to help my mom out.

I just can't take being around these people. I'm not in the right spot mentally

I need to take a break and figure out what I want to do.

I need to take time off to work, make payments on my tuition and hospital bills. I don't have financial aid or insurance and I am in debt

I was fired from my internship and moved to North Dakota.

I'm not ready to start college yet.

In psych hospital 3 times throughout this semester due to abuse

It just isn't for me

I've decided to go to NSU in Tahlequah. I was undecided where to go up until a few days prior to my start date. I'm sorry for any inconvenience this might have caused.

job offer

lack of any money

leaving campus, moving soon to another state

lost sponsorship

made me part-time which heavily affected my financial aid and scholarships. I graduated with almost 100 credit hours and then got knocked back down to 30 credit hours since your own classes don't transfer.

midterm grade was not passing, was removed from clinical rotation, therefore not passing

moving

moving and accepted job offer

Moving to Stillwater

My car will not operate safely on any circumstances. Need to purchase another alternator.

My employment at Foley was terminated and I lost my sponsorship.

Need to take classes online this semester

need to work-financial

never attended classes or logged into the online courses

Newborn baby, childcare schedule conflict

No financial aide available

no money. lost interest.

not happy with the school

not passing

Not paying that for a book.

not ready for class. couldn't learn from teacher

not sure about career choice and taking time off to decide

Overwhelming work schedule

Personal (x5)

Personal family reasons

Personal Reasons (x3)

personal/home problems

poor grades

Requirements for a new job require me to be admitted into a RN to BSN Nursing program and take nursing classes this year and not GenEds.

scheduling conflicts with concurrent high school classes

Started new job will not be able to complete assignments via their timeline

Stress and money

Struggling to complete coursework in some classes and would not pass these classes. Also driving from home to campus every day began to be a financial burden. Did not have enough financial aid to live on campus

Student stated cost is more than he expected

Switching programs

Taking a different career path.

The internship showed me that Construction Management Technology was not for me, and I seen what I should actually pursue as a career to be happy.

Time constraints between family, school, and career.

Time is inconvenient and it is difficult to learn from the instructor

to pursue other things

Too much going on, will not be able to keep up

Transferring to TCC for three semesters.

Unable to complete class due to school/family activities this summer

Unable to complete this semester due to obligations

unable to financially attend this semester/personal matters

unexpected family financial issues

want to go to another college that I prefer

Was not able to take class.

With the COVID-19 risk to older people I have been looking after relative and working additional hours, my coursework has had to take a step down in my priorities.

with work and kids I can not keep up

Won't be able to attend.

won't be able to keep living comfortably without accruing much more debt than I'm okay with

work (x3)

work schedule changes prevented completion of assignments

Working full time to support my family

Appendix E
Five-year comparison

Q3. Are you receiving veteran/military education benefits?

Responses	15-16	16-17	17-18	18-19	19-20
Yes	2.7%	4.9%	5.7%	5.6%	2.5%
No	84.9%	82.1%	86.2%	84.9%	86.3%
(Did not answer)	12.4%	13.0%	8.1%	9.6%	11.3%
Total Responses	258	223	246	324	320

Q6. Semester

Responses	15-16	16-17	17-18	18-19	19-20
Summer	37.2%	14.8%	26.0%	14.8%	47.8%
Fall	37.2%	43.9%	54.5%	52.5%	26.6%
Spring	20.5%	40.8%	19.5%	32.7%	25.6%
(Did not answer)	5.0%	0.4%	0.0%	0.0%	0.0%
Total Responses	258	223	246	324	320

Q9. Do you plan to return to OSUIT?

Responses	15-16	16-17	17-18	18-19	19-20
Yes	53.9%	63.6%	48.4%	62.0%	54.4%
No	36.8%	36.4%	46.7%	35.5%	42.5%
(Did not answer)	9.3%	1.4%	4.9%	2.5%	3.1%
Total Responses	258	223	246	324	320

Q11. For Office Use Only

Responses	15-16	16-17	17-18	18-19	19-20
Cancel	35.3%	48.9%	58.5%	58.0%	56.9%
Withdrawal	63.6%	48.9%	37.0%	42.0%	43.1%
(Did not answer)	1.2%	2.2%	4.5%	0.0%	0.0%
Total Responses	258	223	246	324	320

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

Responses	15-16	16-17	17-18	18-19	19-20
None/GED	4.7%	4.0%	3.3%	4.0%	3.8%
High School	55.0%	48.9%	49.2%	48.5%	51.3%

Technical School	8.5%	9.0%	12.2%	10.2%	8.4%
Two-year College	16.7%	23.0%	17.5%	21.6%	19.1%
Four-year College	7.8%	8.1%	12.6%	10.2%	13.4%
Graduate/Professional College	1.2%	2.2%	2.0%	1.5%	1.9%
Other (please specify)	2.7%	2.7%	2.0%	2.5%	0.6%
(Did not answer)	3.5%	2.0%	1.2%	1.5%	1.3%
Total Responses	258	223	246	324	320

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

Responses	15-16	16-17	17-18	18-19	19-20
Yes	41.5%	52.9%	39.8%	49.1%	49.1%
No	27.1%	24.2%	30.9%	23.8%	26.3%
Undecided	22.1%	22.0%	27.6%	25.6%	23.8%
(Did not answer)	9.3%	1.0%	1.6%	1.5%	0.9%
Total Responses	258	223	246	324	320

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

Responses	15-16	16-17	17-18	18-19	19-20
Yes	77.1%	83.9%	85.0%	87.0%	84.7%
No	5.4%	4.0%	4.9%	5.9%	4.4%
Undecided	7.4%	10.8%	8.9%	4.9%	8.8%
(Did not answer)	10.1%	1.0%	1.2%	2.2%	2.2%
Total Responses	258	223	246	324	320

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

Responses	15-16	16-17	17-18	18-19	19-20
(Did not answer)	4.3%	0.6%	0.0%	0.0%	0.0%
Academic suspension	0.0%	0.4%	0.5%	0.3%	0.5%
Accepted full-time job	4.5%	6.0%	8.6%	5.8%	4.8%
Conflict between job and school	5.4%	6.4%	10.5%	4.6%	6.3%
Could not find a job on campus	0.4%	0.4%	0.0%	0.3%	0.5%
Coursework was not challenging	0.4%	0.2%	0.5%	0.6%	0.0%

Coursework was too difficult	1.9%	2.1%	6.4%	1.8%	2.3%
Did not budget correctly	3.9%	2.9%	7.3%	2.5%	2.3%
Family reasons	10.7%	9.3%	17.7%	10.1%	8.7%
Financial reasons	7.9%	10.0%	19.1%	8.2%	10.7%
Financial suspension	1.5%	1.9%	5.9%	1.4%	1.2%
Health reasons	4.1%	6.0%	9.1%	5.8%	4.6%
Home sick	1.1%	0.4%	4.6%	1.1%	0.7%
Housing/roommate issues	0.8%	0.6%	0.9%	0.8%	0.8%
Lack of financial aid	3.9%	4.8%	8.2%	4.5%	4.1%
Lack of quality of instruction	1.3%	1.0%	0.9%	1.5%	2.3%
Lack of study skills needed	1.3%	1.9%	2.7%	0.8%	1.5%
Learned all I wanted at this time	0.6%	0.2%	2.3%	0.7%	0.7%
Major not offered at OSUIT	1.7%	2.7%	1.4%	1.7%	1.8%
Moving/relocation	4.3%	3.7%	9.1%	3.5%	3.0%
My job does not require more college	0.2%	0.4%	0.9%	0.4%	1.5%
Other (please specify)	11.1%	8.7%	20.5%	9.2%	10.6%
Scheduling issues	3.0%	3.3%	13.2%	3.9%	3.3%
Taking a break from school	5.8%	3.9%	13.2%	7.3%	6.9%
Too many requirements	0.9%	0.0%	0.9%	0.7%	0.8%

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

Responses	15-16	16-17	17-18	18-19	19-20
Transfer to another college	4.7%	4.2%	14.1%	3.9%	6.1%
Transportation issues	3.4%	2.9%	4.1%	2.5%	1.7%
Uncertain about value of education	0.6%	0.2%	2.7%	1.4%	0.5%
Unfriendly faculty and staff	0.8%	1.2%	0.5%	1.1%	0.7%
Unhappy with grades	4.3%	4.2%	6.4%	4.5%	3.3%
Unsatisfied with course content	1.3%	1.2%	4.1%	2.0%	1.3%
Work	3.9%	8.1%	21.8%	6.8%	6.6%
Percentage of Responses	100%	100%	100%	100%	100%

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

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

Responses	15-16	16-17	17-18	18-19	19-20
Yes	16.3%	9.9%	12.2%	11.1%	11.9%
No	73.3%	88.8%	85.4%	87.3%	86.6%
(Did not answer)	10.5%	93.0%	2.4%	1.5%	1.6%
Total Responses	258	223	246	324	320

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

Responses	15-16	16-17	17-18	18-19	19-20
Did not need tutoring	31.0%	33.6%	33.7%	36.7%	31.9%
Did not know about tutoring	1.9%	4.9%	3.3%	5.2%	4.4%
Could not meet... during available time	6.6%	10.3%	4.5%	7.4%	6.9%
Other (please specify)	8.5%	9.4%	13.0%	7.4%	5.9%
(Did not answer)	52.3%	58.3%	47.6%	44.8%	51.3%
Cumulative Percent	100.4%	116.6%	102.0%	101.5%	100.3%

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	15-16	16-17	17-18	18-19	19-20
Yes	8.9%	9.9%	7.3%	8.0%	7.2%
No	80.2%	88.3%	89.4%	90.7%	91.3%
(Did not answer)	10.9%	1.8%	3.3%	1.2%	1.6%
Total Responses	258	223	246	324	320

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

Responses	15-16	16-17	17-18	18-19	19-20
Did not need counseling	43.4%	43.0%	41.1%	42.9%	41.3%
Did not know about counselor	2.3%	5.8%	2.4%	6.8%	4.7%
Could not meet... during available time	2.3%	3.1%	1.2%	2.5%	3.4%
Other (please specify)	4.3%	3.6%	7.3%	4.3%	1.9%
(Did not answer)	48.4%	44.8%	48.0%	44.1%	49.1%
Cumulative Percent	100.8%	100.4%	100.0%	100.6%	100.3%

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	15-16	16-17	17-18	18-19	19-20
Yes	40.7%	37.7%	35.0%	33.3%	37.2%
No	44.6%	58.7%	58.1%	64.2%	59.1%
(Did not answer)	14.7%	3.6%	6.9%	2.5%	3.8%
Total Responses	258	223	246	324	320

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

Responses	15-16	16-17	17-18	18-19	19-20
Did not need advising	23.3%	25.6%	23.2%	31.8%	26.3%
Did not know about advisor	3.1%	4.5%	3.7%	3.1%	5.3%
Could not meet... during available hours	2.7%	4.9%	4.5%	3.7%	4.1%
Other (please specify)	3.5%	6.3%	6.9%	7.1%	4.1%
(Did not answer)	68.2%	60.1%	62.6%	55.2%	60.3%
Cumulative Percent	100.8%	101.3%	100.8%	100.9%	100.0%

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	15-16	16-17	17-18	18-19	19-20
Yes	33.3%	32.7%	29.3%	28.1%	25.3%
No	51.9%	59.2%	64.2%	66.0%	71.3%
(Did not answer)	14.7%	8.1%	6.5%	5.9%	3.4%
Total Responses	258	223	246	324	320

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

Responses	15-16	16-17	17-18	18-19	19-20
Did not receive financial aid	13.6%	19.3%	19.9%	22.8%	24.4%
Did not know about financial aid	2.3%	1.8%	1.2%	4.3%	1.9%
Could not meet... available hours	5.4%	4.5%	8.9%	7.1%	7.2%
Other (please specify)	5.8%	9.9%	11.4%	8.3%	7.5%
(Did not answer)	72.9%	65.0%	59.3%	58.3%	59.1%
Cumulative Percent	100.0%	100.4%	100.8%	100.9%	100.0%

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	15-16	16-17	17-18	18-19	19-20
More scholarships	15.5%	11.2%	9.3%	9.6%	10.0%
Increase tutoring hours	1.2%	6.3%	8.5%	9.0%	1.3%
More online courses	3.9%	0.9%	1.2%	0.9%	0.6%
Additional flexible schedules	8.9%	1.3%	0.4%	1.5%	13.8%
More counseling services	1.6%	13.9%	13.4%	12.7%	11.3%
Other (please specify)	25.2%	32.3%	35.8%	42.6%	23.8%
(Did not answer)	51.2%	42.6%	38.6%	31.5%	48.1%
Cumulative Percent	107.4%	108.5%	107.3%	107.7%	108.8%

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



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



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@okstate.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)