

WITHDRAWING / NON-RETURNING STUDENTS SURVEY SUMMARY FOR THE ACADEMIC YEARS OF 2009  
TO 2010, 2013 TO 2014 and 2014 TO 2015



DICKINSON  
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## Introduction

From 2005 to 2010 the North Dakota University System (NDUS) contracted with ACT's Research Division to administer the Withdrawing / Non-Returning Students Survey to students of all 11 NDUS institutions or higher education to learn more about why students who would normally be expected to return to their college did not do so. The 2009 - 2010 ACT Withdrawing / Non-Returning Student Survey was used by the Dickinson State University (DSU) Office of Institutional Research and Planning to provide insight as to why students left DSU prior to completing a degree or certificate program. Summary data from the 2009 – 2010 ACT Withdrawing / Non-Returning Students Survey are presented in this report.

Following the 2009-2010 academic year the ACT survey company discontinued the Withdrawing / Non-Returning Students Survey due to poor response rates and the costs associated with distributing the survey; the poor response rate did not justify the cost of distributing the survey.

In an effort to contemporize the 2009 – 2010 ACT Withdrawing / Non-Returning Students Survey, and lend further insights to student retention efforts, DSU implemented a high-touch, interpersonal student withdrawal interview process beginning in the fall of 2013. DSU students seeking to withdraw or contemplating a leave of absence are required contact the DSU Office of Student Affairs and complete the Dickinson State University Cancellation / Withdrawal Form (Appendix A) and participate in a withdrawal interview. Students who are enrolled in a complete term and choose not return to DSU are not required to engage this withdrawal process, and lend insights regarding student withdrawals that may be used to inform and strengthen DSU retention efforts.

The purpose of this document is to review the results of the 2009 – 2010 ACT Withdrawing / Non-Returning Students Survey and the Dickinson State University Cancellation / Withdrawal Form for the 2013 – 2014 and 2014 – 2015 academic years.

## 2009 – 2010 ACT Withdrawing / Non-Returning Students Survey

**Survey Instrument.** The 2009 - 2010 Withdrawing / Non-Returning Student Survey (Appendix B) consisted of three sections. The first section was made up of 13 items pertaining to background and demographic information. The second section consisted of 48 reasons for leaving college divided into five categories: Personal (19 reasons), academic (7 reasons), institutional (10 reasons), financial (8 reasons), and employment (4 reasons). Students were instructed to respond to each reason by indicating if it was ‘a major reason,’ ‘a minor reason’ or ‘not a reason’ regarding their decision not to return to college. Lastly, the survey provided space for 20 additional questions which could be implemented at the discretion institution. DSU’s Office of Institutional Research and Planning did not utilize these additional questions.

**Methodology.** DSU students who were enrolled in the 2009 fall semester, but did not enroll for the 2010 fall semester were invited to participate. An invitation letter with an explanation of the survey procedures from the Office of Institutional Research and Planning, along with the 2010 ACT Withdrawing / Non-Returning Student Survey were mailed to 220 students.

**Response Rate.** Of the 220 potential participants 19 responded to the survey, resulting in a response rate of 8.6%. Due to the low response rate, findings must be considered with caution.

**Background Information / Results.** A majority of the respondents were Caucasian (N = 12, 63.1%) with an equal distribution of students between the ages of 18 or under to 21. Additionally, most of the students were freshman when they chose to leave DSU (N = 7, 36.8%), unmarried (N = 17, 89.4%), had been full-time students (N=16, 84.2), lived in a college residence hall, and were planning on working full-time or enrolling in a different college in the upcoming year (see Table 1).

Table 1 – Background Information Items.

Background Information Items	DSU Participants (N = 19)	DSU Frequency Percent (N = 19)	NDUS Frequency Percent (N = 413)
<b>Age Groups</b>			
18 or Under	3	15.7	16.7
19	3	15.7	26.6
20	3	15.7	18.9
21	3	15.7	08.7
22	2	10.5	05.1
23 to 25	0	00.0	07.0
26 to 29	2	10.5	03.9
30 to 39	3	15.7	07.7
40 to 61	0	00.0	05.3
62 and Over	0	00.0	00.0
<b>Gender</b>			
Male	12	63.1	
Female	7	36.8	

Withdrawing / Non-returning Students Survey Summary for the academic years of 2009 to 2010 and 2013 to 2014

<b>Racial / Ethnic Group</b>			
Caucasian or White	12	63.1	85.7
Native American (India, Alaskan, Hawaiian)	3	15.7	03.6
African American or Black	2	11.7	04.6
Puerto Rican, Cuban, Other Latino or Hispanic	1	05.2	01.4
Mexican American, Mexican Origin	0	00.0	01.2
Asian American, Oriental, Pacific Islander	0	00.0	00.7
Prefer not to respond	1	05.2	02.2
Other	0	00.0	00.5
<b>Marital Status</b>			
Unmarried (including single, divorced and widowed)	17	89.4	83.0
Married	2	10.5	14.1
Separated	0	00.0	00.7
Prefer not to respond	0	00.0	02.2
<b>Final class level at DSU</b>			
Freshman	7	36.8	47.4
Sophomore	5	26.3	29.9
Junior	5	23.3	09.8
Senior	1	05.2	04.8
Other / Unclassified	1	05.2	03.6
Special Student	0	00.0	00.2
Does not apply to this university	0	00.0	02.4
Graduate or Professional Student	0	00.0	01.9
<b>Primary enrollment status</b>			
Full-Time Student	16	84.2	86.4
Part-Time Student	3	00.0	13.6
Other	0	00.0	00.0
<b>What was your residence classification at DSU?</b>			
In-State Student	9	47.3	70.9
Out-of-State Student	8	42.1	26.2
International Student (Not U.S. Citizen)	2	10.5	02.9
<b>What type of tuition did you pay at DSU?</b>			
In-State Tuition	9	47.3	73.0
Out-of-State Tuition	9	47.3	20.9
Does not apply to this university	1	05.2	06.1
<b>Indicate your most recent college residence</b>			
College residence hall	7	36.8	36.5
Home of parents or relative	5	26.3	19.7
Off-campus room or apartment	4	21.0	25.5
Own home	1	05.2	14.1
Fraternity or sorority house	0	00.0	00.0
College married student housing	0	00.0	00.7
Other	2	10.5	03.4

Withdrawing / Non-returning Students Survey Summary for the academic years of 2009 to 2010 and 2013 to 2014

Purpose for enrolling at DSU			
To obtain a bachelor's degree	11	57.8	42.8
To obtain an associate degree	2	10.5	17.0
No definite purpose in mind	2	10.5	14.1
To complete a vocational / technical program	1	05.2	04.4
To obtain or maintain a certification	1	05.2	02.9
To take courses necessary for transferring to another college	1	05.2	08.8
To take a few courses for self-improvement	1	05.2	03.2
To take a few job-related courses	0	00.0	03.2
Other	0	00.0	
What one response best describes your plans for this coming year?			
Work full-time or part-time only	7	36.8	26.7
Enroll in a different college	7	36.8	33.0
Care for a home and / or family member	0	00.0	03.9
Undecided	1	05.2	05.1
Other	4	21.0	06.6
Do you plan to re-enroll at DSU			
No	10	52.6	47.0
Yes	3	15.7	21.7
Undecided	6	31.5	31.0

**Reasons for Leaving DSU.** As shown in Table 2, the 2009 - 2010 ACT Withdrawing / Non-Returning Student Survey data indicated that the reasons students did not re-enroll at DSU were predominately the same reasons students left other NDUS institutions (2009 NDUS ACT Withdrawing / Non-Returning Student Survey). The highest rated reason for not returning to DSU and throughout the NDUS was that the students had: "Decided to attend a different college."

Table 2 – Highest rated reason for leaving in each category.

AY 2009 - 2010			Mean (Rank)
Categories	Survey Items (Highest in each category)		
Personal			
DSU	Decided to attend a different college		1.53 (1)
NDUS	Decided to attend a different college		1.93 (1)
Academic			
DSU	Dissatisfied with my grades		1.47 (3)
NDUS	Dissatisfied with my grades		1.37 (7)
Institutional			
DSU	Desired major was not offered by this college		1.42 (6)
NDUS	Desired major was not offered by this college		1.37 (7)
Financial			
DSU	Encountered unexpected expenses		1.47 (4)
NDUS	Tuition and fees were more than I could afford		1.23 (13)

Employment

DSU	Conflict between demands of job and college	1.21 (17)
NDUS	Conflict between demands of job and college	1.31 (9)

Table 3, provides the response rate, mean, and rank for each of the survey items from the 2009 - 2010 ACT Withdrawing / Non-Returning Student Survey for DSU and the NDUS. The number of responses for the scales of 'a major reason' and 'a minor reason' have been combined to create a new scale of 'a reason.' Respondent's choices can, therefore, be grouped into two basic scales, 'a reason' and 'not a reason,' for not returning to DSU. The mean for each of the items was derived by using a weighted scale where a response of 'a major reason' was awarded 3 points, a response of 'a minor reason' was awarded 2 points and a response of 'not a reason' was awarded 1 point. The total number of points were then summed for each survey item and divided by the total number of responses for that survey item. These data indicate that the DSU mean for each of the survey items was relatively similar to the NDUS mean for each of the survey items.

Table 3 – DSU & NDUS response rate, mean, and rank.

AY 2009 - 2010		Reason Type					DSU Mean (Rank)	NDUS Mean (Rank)
		Major Reason	Minor Reason	Not a Reason	A Reason (Major + Minor)			
#	Question							
Personal								
1	Learned all I wanted to learn at this time	0	2	17	2	1.11 (25)	1.12 (31)	
2	Decided to attend a different college	4	2	13	6	1.53 (1)	1.93 (1)	
3	Health related problem(family or personal)	3	1	15	4	1.37 (7)	1.39 (6)	
4	Wanted a break from my college studies	0	3	16	3	1.16 (18)	1.33 (8)	
5	Wanted to move to (or transfer to) a new location	3	3	13	6	1.47 (2)	1.62 (2)	
6	Marital situation changed my educational plans	1	1	17	2	1.16 (19)	1.09 (36)	
7	Difficulty in obtaining transportation to this college	0	0	19	0	1.00 (39)	1.07 (40)	
8	Uncertain about the value of a college education	0	1	18	1	1.05 (32)	1.17 (20)	
9	Commuting distance to this college was too great	0	1	18	1	1.05 (33)	1.13 (26)	
10	Child care was not available or was too great	0	0	19	0	1.00 (40)	1.04 (44)	
11	Family responsibilities was too great	1	1	17	2	1.05 (20)	1.28 (10)	
12	Did not like the size of the college	0	1	18	1	1.05 (34)	1.14 (23)	
13	Experienced emotional problems	1	2	16	3	1.21 (12)	1.39 (5)	

Withdrawing / Non-returning Students Survey Summary for the academic years of 2009 to 2010 and 2013 to 2014

14	Felt racial/ethnic tension	0	0	19	0	1.00 (41)	1.03 (47)
15	Felt alone or isolated	2	0	17	2	1.21 (13)	1.23 (14)
16	Influenced by parents or relatives	3	2	14	5	1.42 (5)	1.14 (24)
17	Had conflicts with my roommate(s)	0	2	17	2	1.11 (26)	1.06 (41)
18	Wanted to live nearer to my parents or loved ones	3	0	16	3	1.32 (9)	1.41 (3)
19	Wanted to travel	1	2	16	3	1.21 (14)	1.12 (30)
Academic							
20	Dissatisfied with my grades	3	3	13	6	1.47 (3)	1.37 (7)
21	Was suspended or placed on probation	1	2	16	3	1.21 (15)	1.11 (35)
22	Courses were too difficult	1	0	18	1	1.11 (27)	1.15 (22)
23	Courses were not challenging	0	1	18	1	1.05 (35)	1.07 (39)
24	Inadequate study habits	2	3	14	5	1.37 (8)	1.24 (12)
25	Too many required courses	0	0	19	0	1.00 (42)	1.11 (34)
26	Disappointed with the quality of instruction at this college	1	3	15	4	1.26 (10)	1.21 (15)
Institutional							
27	Desired major was not offered by this college	3	2	14	5	1.42 (6)	1.40 (4)
28	Desired major was offered, but course content was unsatisfactory	0	0	19	0	1.00 (43)	1.12 (27)
29	Academic advising was inadequate	1	0	18	1	1.11 (28)	1.20 (18)
30	Experienced class scheduling problem	0	1	18	1	1.05 (36)	1.12 (28)
31	Dissatisfied with the academic reputation of this college	0	0	19	0	1.00 (44)	1.04 (45)
32	Could not find housing I liked	0	0	19	0	1.00 (45)	1.06 (42)
33	Unhappy with college rules and regulation	0	0	19	0	1.00 (46)	1.06 (43)
34	Impersonal attitudes of college faculty or staff	1	0	18	1	1.11 (29)	1.11 (32)
35	Dissatisfied with the social life at this college	1	1	17	2	1.16 (21)	1.20 (19)
36	Inadequate facilities for physically handicapped students	0	0	19	0	1.00 (47)	1.01 (48)

Withdrawing / Non-returning Students Survey Summary for the academic years of 2009 to 2010 and 2013 to 2014

Financial							
37	Did not budget my money correctly	2	0	17	2	1.21 (16)	1.16 (21)
38	Encountered unexpected expenses	3	3	13	6	1.47 (4)	1.20 (16)
39	Applied for Financial aid, but did not receive it	2	1	16	3	1.26 (11)	1.12 (29)
40	Financial aid received was inadequate	0	3	16	3	1.16 (22)	1.13 (25)
41	Tuition and fees were more than I could afford	1	1	17	2	1.16 (23)	1.23 (13)
42	Could not find part-time work at this college	0	0	19	0	1.00 (48)	1.07 (38)
43	Could not obtain summer employment	0	1	18	1	1.05 (37)	1.04 (46)
44	Cost of living was too high in this community	0	1	18	1	1.05 (38)	1.08 (37)
Employment							
45	Wanted to get work experience	0	3	16	3	1.16 (24)	1.20 (17)
46	Accepted a full-time job	1	0	18	1	1.11 (30)	1.25 (11)
47	Conflict between demands of job and college	2	0	17	2	1.21 (17)	1.31 (9)
48	My chosen occupation did not require more college	1	0	18	1	1.11 (31)	1.11 (35)

## 2013 – 2015 Dickinson State University Cancellation / Withdrawal Form

**Survey Instrument.** The DSU Cancellation / Withdrawal Form consists of four sections. The first section is made up of 18 items pertaining to background and demographic information. The second section consists of 17 potential reasons for leaving college. A majority of the 17 potential reasons available on the DSU Cancellation / Withdrawal Form are similar to those on the ACT 2009 - 2010 Withdrawing / Non-Returning Student Survey. The next section of the DSU Cancellation / Withdrawal Form pertains to financial aid obligations of the student if he/she chooses to withdraw. Lastly, the survey provides space for clerical information regarding the student and the withdrawal process.

**Methodology.** As of fall 2013, DSU students seeking withdrawal status or a leave of absence are required to contact the DSU Office of Student Affairs and complete the DSU Cancellation / Withdrawal Form. In addition, each withdrawing student is interviewed by a member of the DSU Office of Student Affairs. These interviews can take 10 to 30 minutes to complete and are generally completed face-to-face, via a phone call, or via e-mail. During the 2013 -2014 academic year, a total of 109 students withdrew from DSU, all but two (1.87%) were interviewed, resulting in a response rate of 98.1%. The total number of withdrawing students for the 2014 – 2015 academic year is 122; of these 122 withdrawing students all but 3 (2.45%) were interviewed, resulting in a response rate of 97.5%.

**Background Information / Results.** The DSU Cancellation / Withdrawal Form contains demographic and survey items similar to the 2009 – 2010 ACT Withdrawing / Non-Returning Students



Survey. As shown in Table 4, a majority of the withdrawing students for the 2014-2015 academic school year were aged 25 years or younger (N = 67, 54.9%), with the most prominent number of withdrawing students coming from the 20 to 22 age group (N = 36, 29.5%). This was somewhat similar to the data collected from the 2013 – 2014 academic year. The information obtained from the 2013 – 2014 DSU withdrawing survey indicated that a majority of the withdrawing students were over the age of 25 (N = 57, 54.3%), and that the most prominent number of withdrawing students coming from the 20 to 22 age group (N = 27, 25.7%).

Similar to the 2013 – 2014 academic year, most of the students (N = 110, 90.2%) who applied for withdrawal status from DSU during the current year (i.e., 2014 – 2015 academic year), did not live in university housing, and completed their withdrawal form during the month of September (see Chart 1 and Chart 2). Unlike the 2013 – 2014 academic year, the number of withdrawing students identified during the 2014 – 2015 academic year saw another spike of withdrawing students in January, at the beginning of the 2015 spring semester.

Table 4 – Background Information Items.

Background Information Items	09 – 10		13 – 14		14 – 15	
	09 – 10 DSU Participants (N = 19)	DSU Frequency Percent (N = 19)	13 – 14 DSU Withdrawals (N = 107)	DSU Frequency Percent (N = 107)	14 – 15 DSU Withdrawals (N = 119)	DSU Frequency Percent (N = 119)
<b>Age Groups</b>						
18 or Under	3	15.7	0	00.0	3	02.5
19	3	15.7	3	02.9	8	06.6
20	3	15.7	12	11.4	12	09.8
21	3	15.7	8	7.6	15	12.3
22	2	10.5	7	6.7	9	07.4
23 to 25	0	00.0	14	13.3	20	16.4
26 to 29	2	10.5	19	18.1	17	13.9
30 to 39	3	15.7	22	21.0	24	19.7
40 to 61	0	00.0	16	15.2	14	11.5
62 and Over	0	00.0	0	0.00	0	0.00
Unknown	0	00.0	6	05.6	0	0.00
<b>Indicate your most recent college residence</b>						
University owned housing	7	36.8	9	08.5	11	09.0
Other & non-university housing	12	63.3	96	91.4	110	90.2
Unknown	0	00.0	0	00.0	1	00.8

Chart 1 – Academic year 2013 -2014: Date Withdrawal form was received.

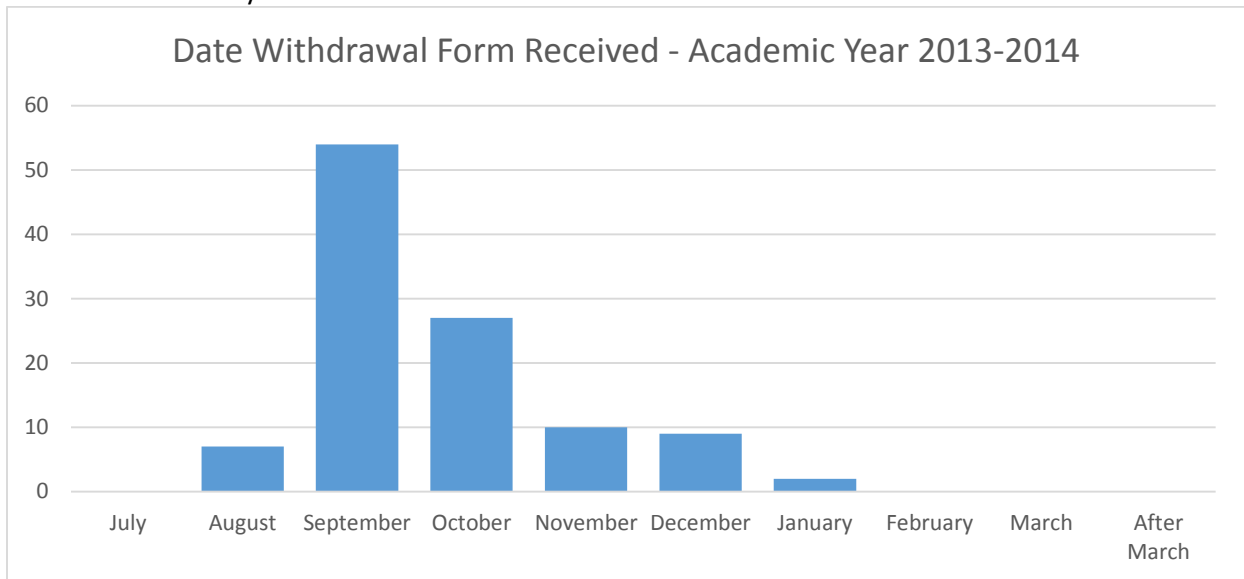
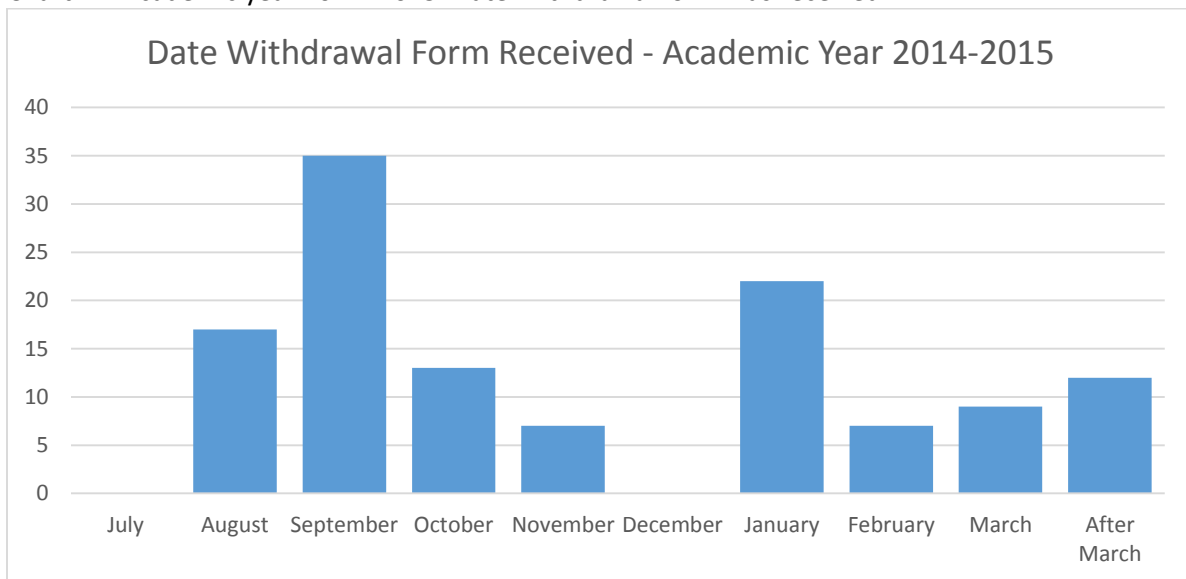


Chart 2 – Academic year 2014 -2015: Date Withdrawal form was received.



Students withdrawing from DSU are invited to identify whether or not they were part of an athletic team, if the student was enrolled in collaborative courses with another North Dakota institution (i.e., Williston, Bismarck, etc.), and if the student had applied to receive financial aid (loans, grants, scholarships, etc.) during the term of withdrawal. As shown in Table 5, a majority of the withdrawing students from the 2013 – 2014 and 2014 – 2015 academic years were not part of an athletic team, were not enrolled in collaborative courses and had not applied to receive financial aid.

Table 5 – Background Information Items.

Background Information Items	13 – 14	13 – 14	14 – 15	14 – 15
	DSU Withdrawals (N = 107)	DSU Frequency Percent (N = 107)	DSU Withdrawals (N = 119)	DSU Frequency Percent (N = 119)
Student was a member of any DSU athletic team this academic year				
Yes	8	07.4	11	09.0
No	96	89.7	110	95.1
Unknown	3	02.8	1	00.8
Student was enrolled in collaborative courses with another North Dakota institution				
Yes	11	10.2	10	08.2
No	91	85.0	112	91.8
Unknown	5	04.6	0	00.0
Student applied to receive financial aid (loans, grants, scholarships, etc.) during the term of withdrawal				
Yes	42	39.2	53	43.4
No	59	55.1	69	56.6
Unknown	6	05.6	0	0

**Reasons for Leaving DSU.** Table 6 displays individual survey item response data; the DSU Cancellation / Withdrawal Form data indicates that the predominant reason students (N = 35, 28.7%) chose to leave DSU during the 2014 – 2015 academic school year was because their, “Family responsibilities were too great.” The second most common reason reported for withdrawing from DSU was because the student had, “Accepted a full-time job” (N = 30, 24.6%).

The data for the 2014 – 2015 academic year represents a slight shift as to why students choose to withdraw from DSU, when compared to the 2013 – 2014 academic school year. The predominant reason students (N = 40, 38.4%) chose to leave DSU during the 2013-2014 academic school year was because they had, “Accepted a full-time job.” The 2013 – 2014 and 2014 – 2015 DSU Cancellation / Withdrawal Form data represents a substantial change from the results of the 2010 ACT Withdrawing / Non-Returning Student Survey, which indicated that the dominant reason was because students withdrew from DSU was because they had “Decided to attend a different college” (N = 6, 31.5%).

The fluctuating reasons as to why students choose to leave DSU may have occurred for several reasons, including:

- Changes in the economic make-up and opportunities available in ND and the surrounding regions.
- A higher response rates on the Dickinson State University Cancellation / Withdrawal Form.
- The interview process associated with the Dickinson State University Cancellation / Withdrawal Form.

Table 6 – Reasons for Leaving DSU; AY 2009 – 2010 vs. AY 2013 – 2014 vs. AY 2014 - 2015

#	Question	Reason Type		
		A Reason (09-10)	13-14 A Reason (Rank)	14-15 A Reason (Rank)
<b>Personal</b>				
1	Learned all I wanted to learn at this time	2 (5 – T)	0	0
2	Decided to attend a different college	6 (1 – T)	11 (3)	15 (4 - T)
3	Health related problem(family or personal)	4 (3 – T)	14 (2)	11 (9 – T)
4	Wanted a break from my college studies	3 (4 – T)	1 (8 – T)	15 (4 – T)
5	Wanted to move to(or was transferred to)a new location	6 (1 – T)	3 (6 - T)	11 (8 – T)
6	Marital situation changed my educational plans	2 (5 – T)	0	0
7	Difficulty in obtaining transportation to this college	0	0	0
8	Uncertain about the value of a college education	1 (6 – T)	4 (5)	15 (4 – T)
9	Commuting distance to this college was too great	1 (6 – T)	0	0
10	Child care was not available or was too great	0	1 (8 – T)	0
11	Family responsibilities was too great	2 (5 – T)	3 (6 - T)	35 (1)
12	Did not like the size of the college	1 (6 – T)	0	0
13	Experienced emotional problems	3 (4 – T)	0	0
14	Felt racial/ethnic tension	0	0	0
15	Felt alone or isolated	2 (5 – T)	0	0
16	Influenced by parents or relatives	5 (2 – T)	0	0
17	Had conflicts with my roommate(s)	2 (5 – T)	0	0
18	Wanted to live nearer to my parents or loved ones	3 (4 – T)	1 (8 – T)	0
19	Wanted to travel	3 (4 – T)	0	0
<b>Academic</b>				
20	Dissatisfied with my grades	6 (1 – T)	1 (8 – T)	9 (11 – T)
21	Was suspended or placed on probation	3 (4 – T)	0	0
22	Courses were too difficult	1	0	0
23	Courses were not challenging	1 (6 – T)	0	0
24	Inadequate study habits	5 (2 – T)	1 (8 – T)	10 (10 – T)
25	Too many required courses	0	0	0
26	Disappointed with the quality of instruction at this college	4 (3 – T)	0	9 (11 – T)

Withdrawing / Non-returning Students Survey Summary for the academic years of 2009 to 2010 and 2013 to 2014

Institutional

27	Desired major was not offered by this college	5 (2 – T)	6 (4)	2 (13 – T)
28	Desired major was offered, but course content was unsatisfactory	0	0	0
29	Academic advising was inadequate	1 (6 – T)	0	2 (13 – T)
30	Experienced class scheduling problem	1 (6 – T)	0	0
31	Dissatisfied with the academic reputation of this college	0	0	0
32	Could not find housing I liked	0	0	0
33	Unhappy with college rules and regulation	0	0	0
34	Impersonal attitudes of college faculty or staff	1 (6 – T)	0	5 (12)
35	Dissatisfied with the social life at this college	2 (5 – T)	0	0
36	Inadequate facilities for physically handicapped students	0	0	0

Financial

37	Did not budget my money correctly	2 (5 – T)	0	0
38	Encountered unexpected expenses	6 (1 – T)	0	0
39	Applied for Financial aid, but did not receive it	3 (4 – T)	1 (8 – T)	0
40	Financial aid received was inadequate	3 (4 – T)	0	0
41	Tuition and fees were more than I could afford	2 (5 – T)	2 (7 – T)	0
42	Could not find part-time work at this college	0	0	0
43	Could not obtain summer employment	1 (6 – T)	0	0
44	Cost of living was too high in this community	1 (6 – T)	2 (7 – T)	0

Employment

45	Wanted to get work experience	3 (4 – T)	0	0
46	Accepted a full-time job	1 (6 – T)	40 (1)	30 (2)
47	Conflict between demands of job and college	2 (5 – T)	0	0
48	My chosen occupation did not require more college	1 (6 – T)	2 (7 – T)	0

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In conclusion, the data collected from the 2009 – 2010 ACT Withdrawing / Non-Returning Students Survey and the 2013 – 2014 Dickinson State University Cancellation / Withdrawal Form and interview process indicate a continuing shift in the population demographic of students seeking withdrawal from DSU:

- The age of the students withdrawing from DSU seemed to fluctuate from academic year to academic year. During the 2009 – 2010 and the 2014 – 2015 academic years the

majority of withdrawing students were aged 25 years or younger, whereas a majority of the withdrawing students for the 2013 – 2014 academic school year were over the age of 25. Additionally, during the 2009 – 2010 academic year, the number of withdrawing students were equally distributed between the ages  $\leq 18$  to 21. For the 2013 – 2014 and the 2014 – 2015 academic years, the most common age of withdrawing students came from the 20 – 22 age group.

- The location of a withdrawing student’s primary residence appears to have shifted. Over a third of the withdrawing students from the 2009 – 2010 academic year lived in a college residence hall, while an overwhelming majority of the withdrawing students from the 2013 – 2014 and 2014 – 2015 academic years lived in non-university housing.
- Most withdrawing students from the 2009 – 2010 academic year chose to withdraw from DSU because they were planning on enrolling in a different college, whereas a majority of the withdrawing students for the 2013 – 2014 and 2014 – 2015 academic school years chose to withdraw from DSU because they had, “Accepted a full time job,” and “Family responsibilities were too great,” respectively.

The demographic shifts in age, housing, and the reasons for withdrawing from DSU are likely due to the increased sample size of withdrawing students completing the DSU withdrawal process during the 2013 – 2014 and 2014 – 2015 academic years and the changing North Dakota regional economic demographics.

Appendix A



## Dickinson State University Cancellation/Withdrawal Form

Submit to: DSU Office of Student Development, 291 Campus Drive, Dickinson, ND 58601

Student ID #: \_\_\_\_\_ Classification: \_\_\_\_\_ Undergraduate \_\_\_\_\_ Graduate \_\_\_\_\_ Collaborative  
 Full Name: Last \_\_\_\_\_ First \_\_\_\_\_ MI \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Address: Street/PO Box \_\_\_\_\_ Apartment # \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Term from which you are withdrawing: Year: 20\_\_\_\_ Fall \_\_\_\_\_ Spring \_\_\_\_\_ Summer \_\_\_\_\_

From which program are you withdrawing? \_\_\_\_\_ Dickinson –Main Campus \_\_\_\_\_ Online \_\_\_\_\_ Bismarck

Are you enrolled in Collaborative courses with another North Dakota institution in the term of withdrawal? \_\_\_\_\_ No \_\_\_\_\_ Yes

\*If yes, which institution? \_\_\_\_\_

\*If yes, do you wish to be withdrawn from these courses as well? \_\_\_\_\_

\_\_\_\_\_ No \_\_\_\_\_ Yes

Have you been a member of any DSU athletic team this academic year? \_\_\_\_\_ No \_\_\_\_\_ Yes

\*If yes, contact the Athletic Department for the required signature. \_\_\_\_\_

Have you lived in DSU housing this semester? \_\_\_\_\_ No \_\_\_\_\_ Yes\*

\*If yes, it is your responsibility to contact the Housing Office to cancel your room/board contract or University Apartment lease.

Please list the reason(s) for withdrawing from DSU at this time:

- |  |  |
|--|--|
| _____ 1. Decided to attend a different college.                    | _____ 10. Accepted a full-time job or conflict.                          |
| _____ 2. Wanted to move to (or was transferred to) a new location. | _____ 11. Academic advising was inadequate.                              |
| _____ 3. Dissatisfied with my grades.                              | _____ 12. Financial, explain: _____                                      |
| _____ 4. Inadequate study habits, lack of motivation.              | _____ 13. Illness.   |
| _____ 5. Wanted a break from college studies.                      | _____ 14. Uncertain about career/major.                                  |
| _____ 6. Impersonal attitude of college faculty or staff.          | _____ 15. Personal, family.  |
| _____ 7. Other (Please specify: _____)                             | _____ 16. Cultural/racial differences.                                   |
| _____ 8. Desired major was not offered by this college.            | _____ 17. I wish to visit with someone regarding my withdrawal from DSU. |
| _____ 9. Disappointed by quality of instruction.                   |  |

### FINANCIAL AID

Have you applied to receive financial aid (loans, grants, scholarships, during the term of cancellation/withdrawal)? \_\_\_\_\_ No \_\_\_\_\_ Yes

Cancellation: Cancelling all courses prior to the first day of classes (Complete #4 below only)

Withdrawal: Dropping all courses after classes have begun. A student may withdraw through the 12<sup>th</sup> week of the semester. (Complete #1-4 below)

- If I withdraw after the last day to add a class or drop a class without record, I will not be completing 66 2/3% of the credit hours attempted (as required for Satisfactory Academic Progress); consequently, I understand that **I will be disqualified from federal student aid.** Student initials: \_\_\_\_\_
- By withdrawing, the Office of Financial Aid must use my last date of attendance for the calculation of Return of Title IV Funds; therefore, I understand that I will be required to return any "unearned" federal student aid. I understand that the unearned aid must be returned prior to receiving a refund from tuition, fees and/or housing. If there is no refund, I understand I will have a balance due on my account. Student initials: \_\_\_\_\_
- By withdrawing, I understand that any undisbursed aid (or remaining aid for the academic year) will be cancelled/returned. Student initials: \_\_\_\_\_
- By withdrawing or cancelling, I will not be enrolled at least half-time; therefore, if I received a student loan (Perkins or Nursing), I understand that I must complete Exit Loan Counseling at <http://mappingyourfuture.org>; If I received a student loan (Direct) or a Teach grant, I understand that I must complete exit loan counseling at [www.studentloans.gov](http://www.studentloans.gov). Student initials: \_\_\_\_\_

*Forms are processed as of the date received in the Office of Student Development. Please turn in the form within 24-48 hours of receiving it.*

STUDENT SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

Office Use Only: \_\_\_\_\_ Cancellation Term: \_\_\_\_\_ SFA: \_\_\_\_\_ No \_\_\_\_\_ Yes

Refund Percentage: \_\_\_\_\_ 100% \_\_\_\_\_ 75% \_\_\_\_\_ 50% \_\_\_\_\_ 0%

Date Processed: \_\_\_\_\_ Processed By: \_\_\_\_\_

Forwarded to the Cancellation/Withdrawal listserv comprised of the following: Academic Records, Business Affairs, Financial Aid, Housing, Library, Enrollment Services, and DSU Collaborative Contact.



## Appendix B

# WITHDRAWING/NONRETURNING STUDENT SURVEY (SHORT FORM)

**DIRECTIONS:** The information you supply on this questionnaire will be kept completely confidential. However, if any item requests information that you do not wish to provide, please feel free to omit it. Your Social Security number is requested for research purposes only and will not be listed on any report.

Please use a soft (No. 1 or 2) lead pencil to fill in the oval indicating your response. DO NOT use

### SECTION I—BACKGROUND INFORMATION

Selecting the single most appropriate oval in each case.

<p><b>A</b> SOCIAL SECURITY NUMBER (Identification Number)</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 10px;">0</td><td style="width: 10px;">1</td><td style="width: 10px;">2</td><td style="width: 10px;">3</td><td style="width: 10px;">4</td><td style="width: 10px;">5</td><td style="width: 10px;">6</td><td style="width: 10px;">7</td><td style="width: 10px;">8</td><td style="width: 10px;">9</td> </tr> <tr> <td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td> </tr> </table>	0	1	2	3	4	5	6	7	8	9	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p><b>B</b> AGE</p> <p><input type="radio"/> 18 or Under</p> <p><input type="radio"/> 19</p> <p><input type="radio"/> 20</p> <p><input type="radio"/> 21</p> <p><input type="radio"/> 22</p> <p><input type="radio"/> 23 to 25</p> <p><input type="radio"/> 26 to 29</p> <p><input type="radio"/> 30 to 39</p> <p><input type="radio"/> 40 to 49</p> <p><input type="radio"/> 50 or Over</p>	<p><b>C</b> RACIAL/ETHNIC GROUP</p> <p><input type="radio"/> African American or Black</p> <p><input type="radio"/> Native American (Indian, Alaskan, Hawaiian)</p> <p><input type="radio"/> Caucasian or White</p> <p><input type="radio"/> Mexican American, Mexican Origin</p> <p><input type="radio"/> Asian American, Oriental, Pacific Islander</p> <p><input type="radio"/> Puerto Rican, Cuban, Other Latino or Hispanic</p> <p><input type="radio"/> Other</p> <p><input type="radio"/> I prefer not to respond.</p>	<p><b>D</b> WHAT WAS YOUR FINAL CLASS LEVEL AT THIS COLLEGE?</p> <p><input type="radio"/> Freshman</p> <p><input type="radio"/> Sophomore</p> <p><input type="radio"/> Junior</p> <p><input type="radio"/> Senior</p> <p><input type="radio"/> Graduate or Professional Student</p> <p><input type="radio"/> Special Student</p> <p><input type="radio"/> Overclass student</p> <p><input type="radio"/> Does Not Apply to This College</p>
0	1	2	3	4	5	6	7	8	9														
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>														
<p><b>E</b> FOR WHAT PURPOSE DID YOU ENTER THIS COLLEGE? (Select only one.)</p> <p><input type="radio"/> No Definite Purpose in Mind</p> <p><input type="radio"/> To Take a Few Job-Related Courses</p> <p><input type="radio"/> To Take a Few Courses for Self-Improvement</p> <p><input type="radio"/> To Take Courses Necessary for Transferring to Another College</p> <p><input type="radio"/> To Obtain or Maintain a Certification</p> <p><input type="radio"/> To Complete a Vocational/Technical Program</p> <p><input type="radio"/> To Obtain an Associate's Degree</p> <p><input type="radio"/> To Obtain a Bachelor's Degree</p> <p><input type="radio"/> To Obtain a Master's Degree</p> <p><input type="radio"/> To Obtain a Doctorate or Professional Degree</p>	<p><b>F</b> WHAT WAS YOUR PRIMARY ENROLLMENT STATUS AT THIS COLLEGE?</p> <p><input type="radio"/> Full-Time Student</p> <p><input type="radio"/> Part-Time Student</p>	<p><b>G</b> WHAT TYPE OF SCHOOL DID YOU ATTEND JUST PRIOR TO ENTERING THIS COLLEGE?</p> <p><input type="radio"/> High School</p> <p><input type="radio"/> Vocational/Technical School</p> <p><input type="radio"/> 2-Year College</p> <p><input type="radio"/> 4-Year College or University</p> <p><input type="radio"/> Graduate/Professional College</p> <p><input type="radio"/> Other</p>	<p><b>H</b> SEX</p> <p><input type="radio"/> Male</p> <p><input type="radio"/> Female</p>																				
<p><b>I</b> MARITAL STATUS</p> <p><input type="radio"/> Unmarried (Including Single, Divorced, and Widowed)</p> <p><input type="radio"/> Married</p> <p><input type="radio"/> Separated</p> <p><input type="radio"/> Prefer Not to Respond</p>	<p><b>J</b> WHAT TYPE OF TUITION DID YOU PAY AT THIS COLLEGE?</p> <p><input type="radio"/> In-State Tuition</p> <p><input type="radio"/> Out-of-State Tuition</p> <p><input type="radio"/> Does Not Apply to This College</p>	<p><b>K</b> WHAT WAS YOUR RESIDENCE CLASSIFICATION AT THIS COLLEGE?</p> <p><input type="radio"/> In-State Student</p> <p><input type="radio"/> Out-of-State Student</p> <p><input type="radio"/> International Student (Not U.S. Citizen)</p>																					

### SECTION II—ADDITIONAL QUESTIONS

IF AN ADDITIONAL SET OF MULTIPLE-CHOICE QUESTIONS IS INCLUDED WITH THIS FORM, PLEASE RECORD YOUR RESPONSES IN THIS SECTION.

TWELVE OVALS ARE PROVIDED FOR EACH QUESTION, BUT FEW QUESTIONS REQUIRE THAT MANY CHOICES. SIMPLY IGNORE THE EXTRA OVALS.

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
<b>L</b> WHAT ONE RESPONSE BEST DESCRIBES YOUR PLANS FOR THIS COMING YEAR?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>M</b> INDICATE YOUR MOST RECENT COLLEGE RESIDENCE.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>N</b> DO YOU PLAN TO RE-ENROLL AT THIS COLLEGE?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**SECTION III—REASONS FOR LEAVING THIS COLLEGE**

Listed below are a number of reasons why a student might leave college. Please blacken the oval indicating whether each of the reasons listed was a major reason, a minor reason, or not a reason that you decided to leave this college.

**PERSONAL**

	MAJOR REASON	MINOR REASON	NOT A REASON
1	Learned all I wanted to learn at this time	<input type="radio"/>	<input type="radio"/>
2	Decided to attend a different college	<input type="radio"/>	<input type="radio"/>
3	Health-related problem (family or personal)	<input type="radio"/>	<input type="radio"/>
4	Wanted a break from my college studies	<input type="radio"/>	<input type="radio"/>
5	Wanted to move to (or was transferred to) a new location	<input type="radio"/>	<input type="radio"/>
6	Marital situation changed my educational plans	<input type="radio"/>	<input type="radio"/>
7	Difficulty in obtaining transportation to this college	<input type="radio"/>	<input type="radio"/>
8	Uncertain about the value of a college education	<input type="radio"/>	<input type="radio"/>
9	Commuting distance to this college was too great	<input type="radio"/>	<input type="radio"/>
10	Child care was not available or was too costly	<input type="radio"/>	<input type="radio"/>
11	Family responsibilities were too great	<input type="radio"/>	<input type="radio"/>
12	Did not like the size of this college	<input type="radio"/>	<input type="radio"/>
13	Experienced emotional problems	<input type="radio"/>	<input type="radio"/>
14	Felt racial/ethnic tension	<input type="radio"/>	<input type="radio"/>
15	Felt alone or isolated	<input type="radio"/>	<input type="radio"/>
16	Influenced by parents or relatives	<input type="radio"/>	<input type="radio"/>
17	Had conflicts with my roommate(s)	<input type="radio"/>	<input type="radio"/>
18	Wanted to live nearer to my parents or loved ones	<input type="radio"/>	<input type="radio"/>
19	Wanted to travel	<input type="radio"/>	<input type="radio"/>
20	Disatisfied with my grades	<input type="radio"/>	<input type="radio"/>
21	Was suspended or placed on probation	<input type="radio"/>	<input type="radio"/>
22	Courses were too difficult	<input type="radio"/>	<input type="radio"/>
23	Courses were not challenging	<input type="radio"/>	<input type="radio"/>
24	Inadequate study habits	<input type="radio"/>	<input type="radio"/>
25	Too many required courses	<input type="radio"/>	<input type="radio"/>
26	Disappointed with the quality of instruction at this college	<input type="radio"/>	<input type="radio"/>

**INSTITUTIONAL**

	MAJOR REASON	MINOR REASON	NOT A REASON
27	Desired major was not offered by this college	<input type="radio"/>	<input type="radio"/>
28	Desired major was offered, but course content was unsatisfactory	<input type="radio"/>	<input type="radio"/>
29	Academic advising was inadequate	<input type="radio"/>	<input type="radio"/>
30	Experienced class scheduling problems	<input type="radio"/>	<input type="radio"/>
31	Disatisfied with the academic reputation of this college	<input type="radio"/>	<input type="radio"/>
32	Could not find housing I liked	<input type="radio"/>	<input type="radio"/>
33	Unhappy with college rules and regulations	<input type="radio"/>	<input type="radio"/>
34	Impersonal attitude of college faculty or staff	<input type="radio"/>	<input type="radio"/>
35	Disatisfied with the social life at this college	<input type="radio"/>	<input type="radio"/>
36	Inadequate facilities for physically handicapped students	<input type="radio"/>	<input type="radio"/>
37	Did not budget my money correctly	<input type="radio"/>	<input type="radio"/>
38	Encountered unexpected expenses	<input type="radio"/>	<input type="radio"/>
39	Applied for financial aid, but did not receive it	<input type="radio"/>	<input type="radio"/>
40	Financial aid received was inadequate	<input type="radio"/>	<input type="radio"/>
41	Tuition and fees were more than I could afford	<input type="radio"/>	<input type="radio"/>
42	Could not find part-time work at this college	<input type="radio"/>	<input type="radio"/>
43	Could not obtain summer employment	<input type="radio"/>	<input type="radio"/>
44	Cost of living was too high in this community	<input type="radio"/>	<input type="radio"/>
45	Wanted to get work experience	<input type="radio"/>	<input type="radio"/>
46	Accepted a full-time job	<input type="radio"/>	<input type="radio"/>
47	Conflict between demands of job and college	<input type="radio"/>	<input type="radio"/>
48	My chosen occupation did not require more college	<input type="radio"/>	<input type="radio"/>

**FINANCIAL**

**EMPLOYMENT**

29  Wanted to travel

Please reexamine your major reasons for leaving this college, and indicate the single most important reason by completely filling in the circle containing the number of that reason. For example, if your most important reason for leaving college was "I wanted to travel," you would fill in the circle containing the item number "19" as illustrated below. (Mark only one circle.)

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29