



Withdrawal Survey Report Spring 2021

INSTITUTIONAL RESEARCH AND PLANNING

Withdrawal Survey Report Sections

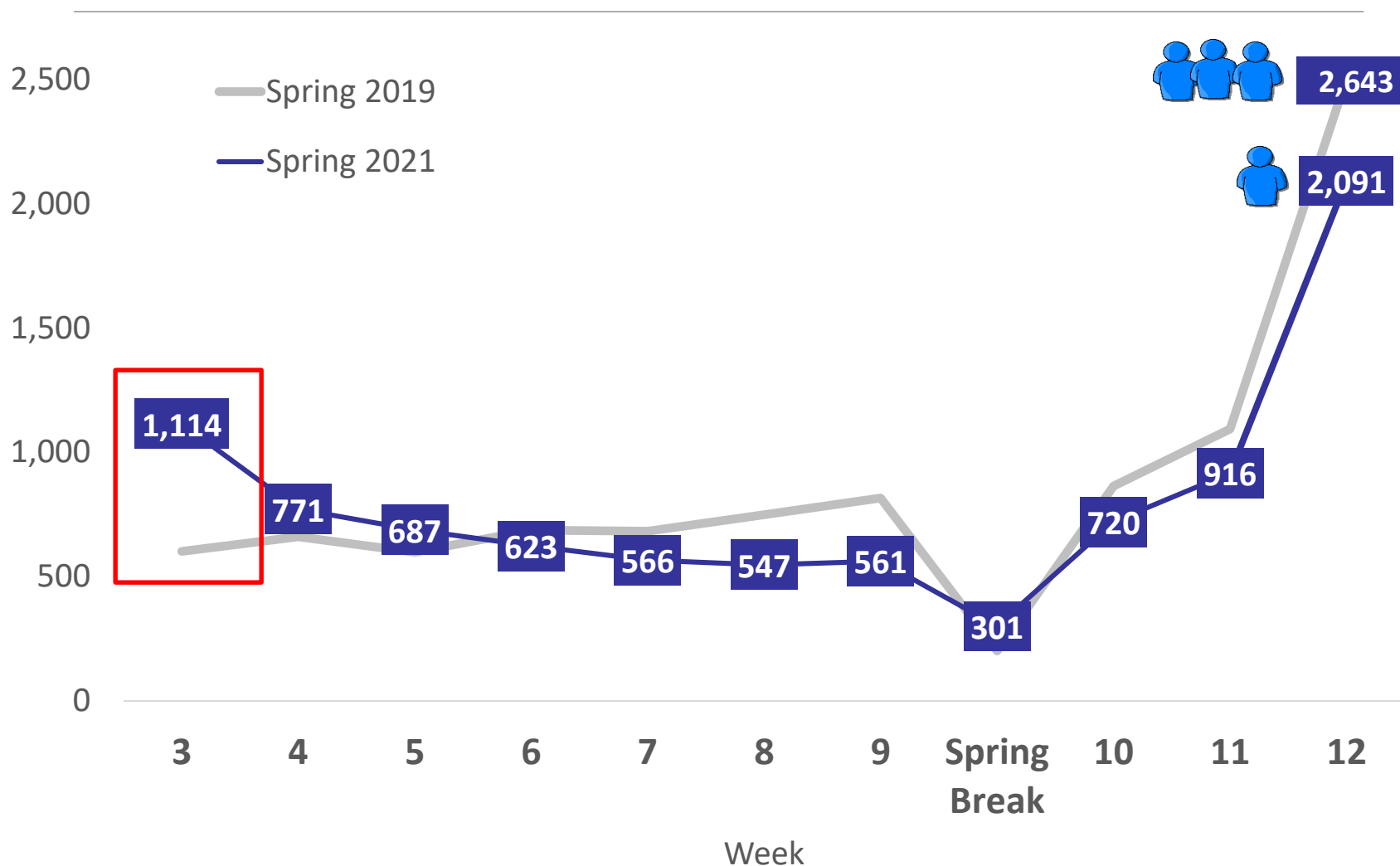
- a. Withdrawal Survey Design
- b. EW and W Grades by Week
- c. Proportion of Grades by Race/Ethnicity
- d. Response Summary
- e. Themes Summary
- f. Student Follow-up Summary
- g. Recommendations



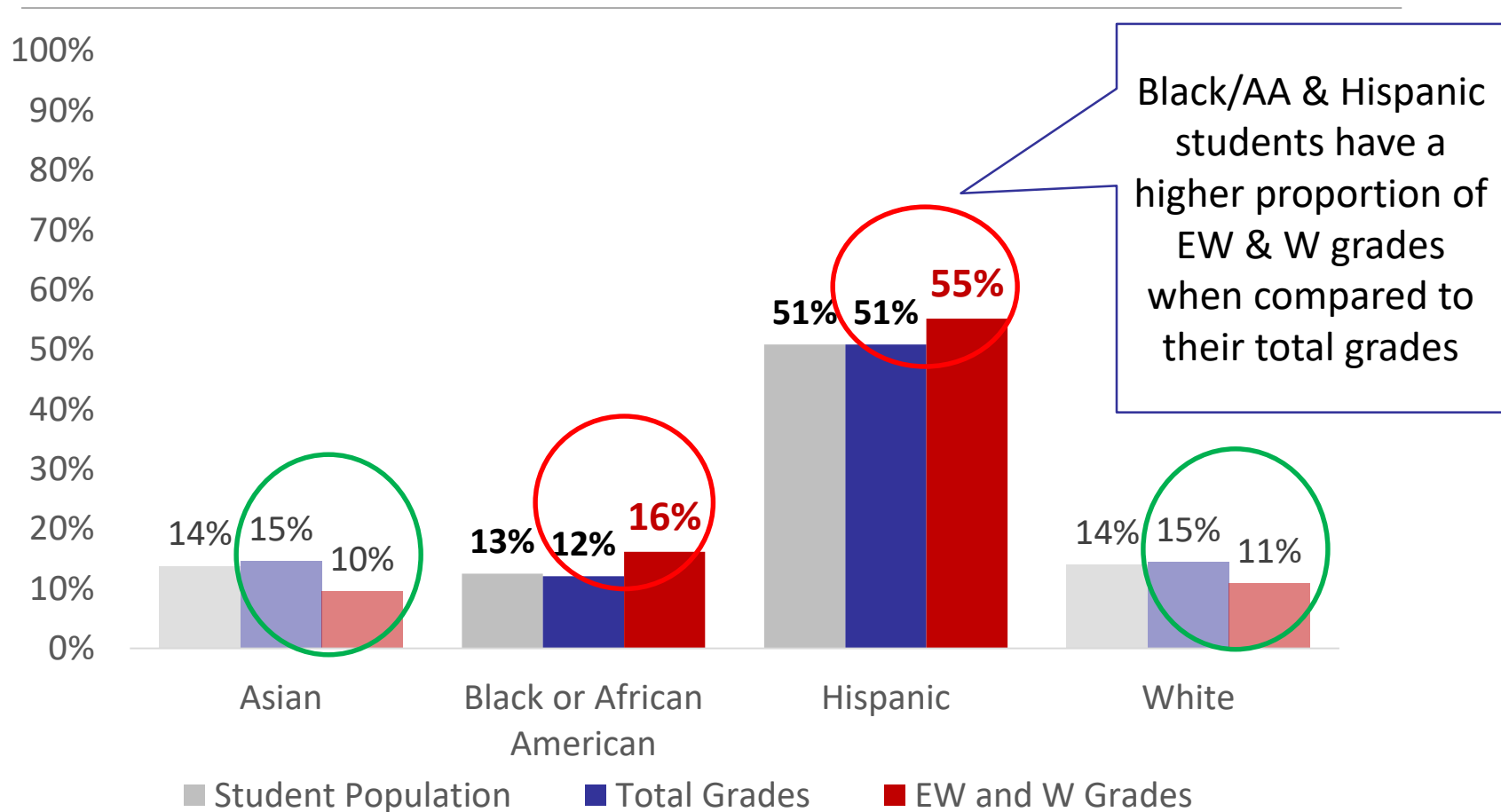
Withdrawal Survey: Design

- The survey was emailed to students' personal email address the business day after they withdraw from a course.
- Students withdrawing from more than one course may respond to the survey as many times as they withdraw.
- The survey was sent out 8,833 times, with a response count of 2,136 (24% response rate).

EW and W Grades by Week



Proportion of Grades by Race/Ethnicity



Other = Native American, Pacific Islander, Two or More, & Unknown.

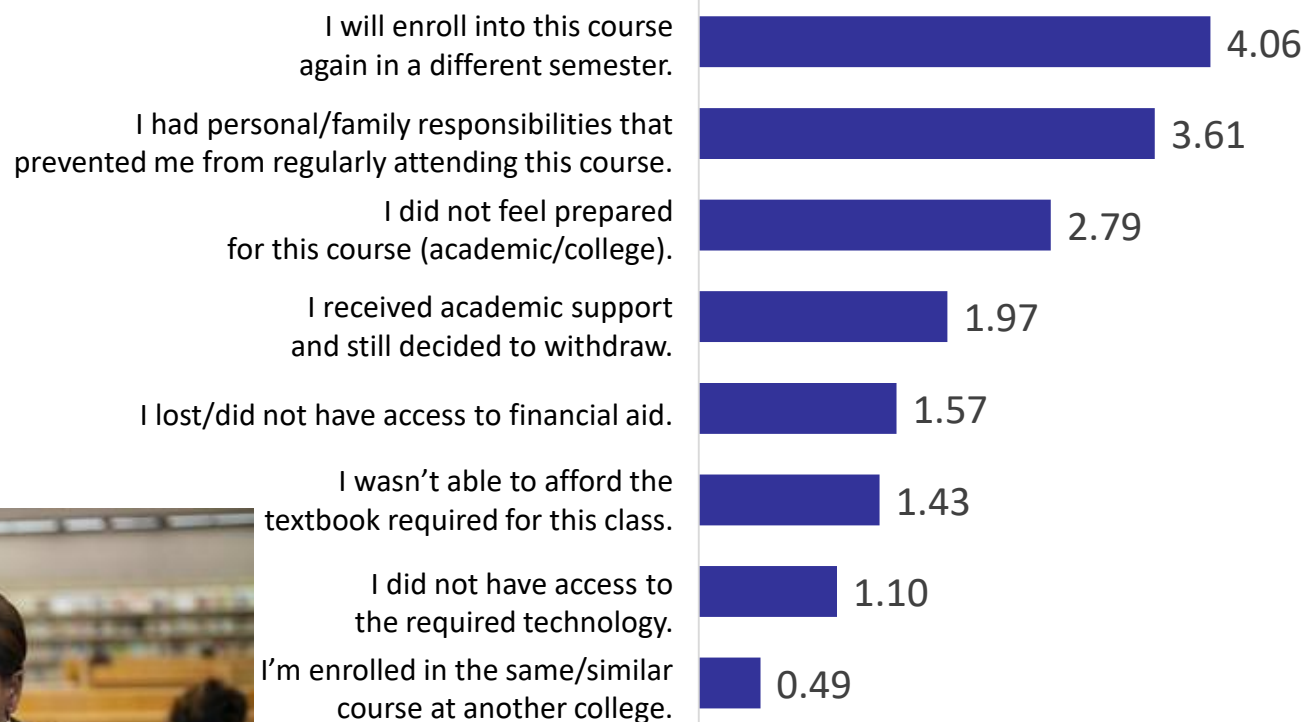
Other Student Population: 9%

Other Total Grades: 8%

Other EW and W Grades: 8%

Withdrawal Survey: Responses

I withdrew from this course because . . .



0
Definitely
False

5
Definitely
True

Withdrawal Survey: Themes



1,069 Comments



Withdrawal Survey: Themes

1 **Personal Reasons (56%):**

Family, Work, Time Management and Health Issues (Mental & Physical)



“Personal family issues and money problems. Also difficulty focusing at home for class.”

Withdrawal Survey: Themes

2

Difficulty of Subject (23%):

Poor Grades and
Falling Behind



“I was doing bad in class and had to make a hard decision in dropping the class to try again next semester.”

Withdrawal Survey: Themes

3

Instructor (17%):
Communication
& Teaching Style



“I withdrew from this course because the Professor is unorganized and does not respond to any emails or text messages like he said he would.”

Withdrawal Survey: Themes

4

Online Learning (16%):

Technical Issues
& Difficulty
Learning Online



“Online learning wasn't the right environment for me to learn in this class.”

Withdrawal Survey: Themes

5

Didn't Need/Like Course (8%):

Change of Major/Ed Plan

Didn't Like Course



"I changed my major and did not need to complete this pre req."

Student Follow-up Summary



- Student Withdrawal Lists were shared with the Warrior Welcome Center on a daily basis.
 - Students were sent early invites to registration events
 - Staff phone banked students to offer support and see if they had any questions or concerns
- Common issues students mentioned during phone banking:
 - **Students do not know why they got dropped**
 - Students did not know how to navigate CANVAS and/or online classes

Recommendations

During Summer 2021:

- Develop a new survey invitation email that includes links to resources that may be helpful to get student back on track
- Collaborate with Student Services and Success Coaches to develop a communication plan so all students who withdraw receive follow-up besides the survey

Summer 2021 and Beyond:

- Ensure students get a notification when a class gets dropped to confirm they actually want to withdraw and/or follow-ups need to proceed.
- Ensure that students have knowledge of CANVAS and other resources that are essential for success in online learning
- Encourage campus-wide participation in early alert to prevent students from withdrawing



Thank You
Questions? Comments?