



Office of Institutional Effectiveness

2011-2012 WITHDRAWING STUDENT SURVEY

SUMMARY REPORT

VISION

Ball State University will be a national model of excellence for challenging, learner-centered academic communities that advance knowledge and improve economic vitality and quality of life.

OIE

Office of Institutional Effectiveness
June 2012
OIE No. WSS-S1-2012

2011-2012 WITHDRAWING STUDENT SURVEY

SUMMARY REPORT

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Office of Institutional Effectiveness

Ball State University

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EXECUTIVE SUMMARY

WITHDRAWING STUDENT SURVEY 2011-2012

- The *Withdrawing Student Survey* was developed to track patterns in the characteristics and concerns of withdrawing students. This survey is administered to only those students who formally exit the university through the Ombudsperson.
- During academic year 2011-2012, 330 out of 416 withdrawing undergraduates completed a usable survey for a response rate of 79%. The response rate for graduate students was 31%, with 55 of the 180 withdrawing graduate students completing a usable survey.
- About 55% of the withdrawing undergraduate respondents reported that they have used the Advising Center and 49% the Student Health Center.

The Withdrawal Decision

Demographic and Academic Characteristics

- Surveyed withdrawing undergraduates had a mean age of 21.7 years and grade point average of 1.8. In addition, nearly 6 out of 10 were female. This was similar to all withdrawing undergraduates.

Opinions About Ball State University

- About 6 out of 10 withdrawing undergraduate respondents ranked Ball State first among their choices for college.
- Approximately 7 out of 10 withdrawing undergraduate respondents reported a very positive or positive overall impression of Ball State.

Involvement Behaviors

- More than half of withdrawing undergraduate respondents (51%) indicated that they attended classes very often during the past year.
- At least 1 out of 5 withdrawing undergraduate respondents (22%) stated that they met individually with instructors very often or often during the past year.

- Approximately 9 out of 10 withdrawing undergraduate respondents reported that they have not withdrawn from all their classes in a previous semester/session.
- Nearly three fourths of withdrawing undergraduate respondents (74%) began to consider withdrawing either before the term started or in the early weeks of the term.
- About 3 out of 10 withdrawing undergraduate respondents listed a personal health-related problem as a *major* reason in their decision to withdraw.
- When asked about the single most important reason for their withdrawal, nearly 6 out of 10 undergraduate respondents (58%) indicated that it was for a personal reason.

Immediate and Long-Term Plans

- About 44% of withdrawing undergraduate respondents reported that their immediate plans include dealing with personal or health needs, and about 26% indicated they plan to start or continue a job.
- More than 3 out of 4 withdrawing undergraduate respondents (77%) indicated that their long-term educational plans are to complete a bachelor's or graduate degree.
- Nearly 4 out of 10 withdrawing undergraduate respondents (38%) reported that they plan to return to Ball State; of those who do, about 3

out of 4 (74%) indicated they plan to return the next semester.

Comparison of Undergraduate Responses by Term of Withdrawal

- Spring withdrawing undergraduate respondents were more likely than fall respondents to report Ball State's reputation for good teaching as a major reason they chose to attend Ball State.

Comparison of Undergraduate Responses by Class Level

- Freshman withdrawing respondents reported less often than sophomore and upperclassman respondents that they have used the services of the Ball State Advising Center.
- Freshman withdrawing respondents reported meeting individually with instructors less frequently than respondents at other class levels.
- Freshman withdrawing respondents reported more frequently than other respondents that a reason for their withdrawal was they felt alone or isolated, wanted to live closer to loved ones, were not ready for college, did not like the size of Ball State, were dissatisfied with social life at Ball State, or decided to attend a different college.
- Withdrawing sophomore and upperclassman respondents were more likely than freshman respondents to indicate that they plan to return to Ball State.

Comparison of Undergraduate Responses by Enrollment Level

- Full-time withdrawing undergraduate respondents identified more frequently than part-timers that experiencing emotional problems was a major reason for their choosing to withdraw from Ball State.

- Full-time withdrawing undergraduate respondents also reported more frequently that they had not withdrawn from all their classes in a previous semester/session.

Comparison of Undergraduate Responses by Survey Year

- Respondents in 2009-2010 were more likely than respondents the following two academic years to indicate that a major reason for withdrawing from Ball State was because their marital situation changed.

Graduate Student Responses

- Nearly 9 out of 10 withdrawing graduate student respondents (89%) indicated that they began to consider withdrawing before the term started or in the early weeks of the term.
- At least 3 out of 4 withdrawing graduate student respondents (76%) indicated that they ranked Ball State as their first choice for college.

Recommendations

- Many withdrawing students indicated that dealing with personal issues became overwhelming and consequently they felt they had to leave. Providing more services and assistance for students undergoing health and/or other personal issues may be very beneficial.
- Freshmen and sophomores differ in many ways regarding why they are leaving the institution. Having separate procedures and systems in place for preventing their withdrawals and helping them work through their issues might be very beneficial.

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INTRODUCTION

The *Withdrawing Student Survey* was originally developed by the Office of Academic Assessment and Institutional Research in the fall of 1991. The survey was revised in 1992, 1999, 2000, 2001, 2002, 2003, and 2005. Historically the survey was administered only to withdrawing undergraduates. However, since 1999 the survey has also been given to withdrawing graduate students. The primary goal of the survey project is to track patterns in the characteristics and concerns of withdrawing students.

This survey is administered to only those withdrawing students who formally exit the university through the Ombudsperson. Students complete the *Withdrawing Student Survey* in the Office of the Ombudsperson as part of the official withdrawal process. Most surveys are completed immediately prior to an exit interview with the Ombudsperson. Occasionally students return completed surveys by mail.

Of the 416 undergraduates who withdrew in Fall 2011 and Spring 2012, 330 completed a usable survey for a response rate of 79%. The response rate for graduate students was 31%, with 55 of the 180 withdrawing graduate students completing a usable survey.

This summary contains 10 sections. Section 1 outlines demographic and academic characteristics of undergraduate survey respondents and all withdrawing undergraduates. Sections 2 through 5 provide undergraduates' survey responses. The second section describes respondent opinions about

Ball State, while the third section examines their involvement in activities associated with retention. Thoughts and actions that contributed to their decision to withdraw are included in Section 4. The fifth section summarizes respondents' immediate and future plans.

The next three sections include numerous comparisons of undergraduate responses. The differences between fall and spring term respondents are included in Section 6. Section 7 contains comparisons of survey class level responses, and Section 8 outlines enrollment level differences.

Section 9 compares differences in the 2009-2010, 2010-2011, and 2011-2012 undergraduate responses; and Section 10 reports withdrawing graduate student survey responses.

The survey also contained three short answer open-ended items for respondents to offer brief comments. First, respondents who indicated they were planning to transfer could provide the name of the school. Second, respondents could specify their immediate plans other than those listed. Third, respondents had the opportunity to provide additional major reasons they chose to attend Ball State. Responses to these three items are included in Appendix A. Appendix B contains a copy of the survey.

Responses to the three open-ended questions at the end of the survey are included in the *2011-2012 Withdrawing Student Survey Comment Report*.

SECTION 1

Demographic and Academic Characteristics of Withdrawing Undergraduates

Summary This section compares the demographic and academic characteristics of undergraduate withdrawing student survey respondents and all withdrawing undergraduates. In general, survey respondents were similar to all withdrawing undergraduates in terms of a number of demographic variables.

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- The mean ages, GPA, SAT Math and Verbal scores, and high school percentile ranks of withdrawing undergraduate respondents were similar to those of all withdrawing undergraduates. (Table 1)
 - Nearly 6 out of 10 undergraduates withdrawing (55%) and survey respondents (58%) were female. (Table 2)
 - The percentage of undergraduate Caucasian respondents is similar to the percentage among all withdrawing undergraduates (87% of respondents, compared to 85% of all withdrawing undergraduates). (Table 2)
 - About 9 out of 10 respondents (90%) and withdrawing undergraduates (88%) were younger than 25 years of age. (Table 2)
 - Approximately 4 out of 10 respondents and withdrawing undergraduates were freshmen, at least 2 out of 10 were sophomores, and nearly 4 out of 10 were upperclassmen. (Table 2)
 - Nearly 3 out of 10 respondents and withdrawing undergraduates had a grade point average of 0.00, meaning that they withdrew before they completed any credit hours. We are unable to decipher between earned 0.00 GPAs and those of students who withdrew before semester end. Approximately 36% of respondents and all withdrawing undergraduates had a GPA between 0.01 and 2.49. (Table 2)
 - Three out of 4 undergraduates withdrawing were enrolled full-time compared to about 8 out of 10 undergraduate respondents. (Table 2)

TABLE 1
Academic Characteristics*
(Withdrawing Undergraduates)

	Withdrawing Undergraduate Respondents	All Withdrawing Undergraduates
	<i>Means</i>	
Age	21.7	22.1
GPA	1.8	1.8
SAT Math	507.8	506.1
SAT Verbal	507.6	506.8
High School Percentile Rank	63.5	63.5

*Excludes students with a 0.00 GPA

TABLE 2
Demographic Characteristics
(Withdrawing Undergraduates)

	Withdrawing Undergraduate Respondents	All Withdrawing Undergraduates
	<i>Percentages</i>	
Gender		
Female	57.6	55.0
Male	42.4	45.0
Race		
African American	5.2	5.5
Asian/Pacific Islander	0.6	0.5
Bi-Racial	1.5	1.9
Caucasian	87.0	85.1
Foreign	1.2	2.2
Hispanic	2.7	2.9
Native American	0.3	0.2
Not specified	1.5	1.7
Age		
25 years and over	10.0	12.5
22 to 24 years	26.4	26.9
20 to 21 years	33.9	33.7
18 to 19 years	29.7	26.9
Class		
Freshmen	41.2	39.2
Sophomores	22.4	24.3
Upperclassmen (Juniors and Seniors)	36.4	36.5
GPA		
0.00	27.6	28.1
0.01 to 1.99	18.5	18.0
2.00 to 2.49	17.3	17.8
2.50 to 2.99	19.7	17.5
3.00 to 3.49	12.4	14.2
3.50 to 4.00	4.5	4.3
Part-time/Full-time status		
Full-time	79.7	75.0
Part-time	20.3	25.0

SECTION 2

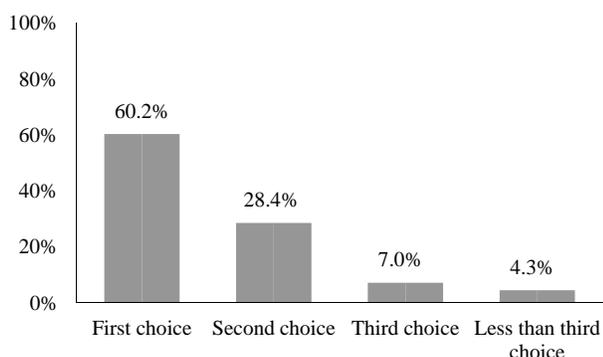
Withdrawing Undergraduate Opinions About Ball State University

Summary This section focuses on surveyed withdrawing undergraduates' opinions about Ball State, including their reasons for choosing this university and their overall impressions of it.

Approximately 6 out of 10 withdrawing undergraduate respondents reported that Ball State was their first choice among colleges. Respondents most frequently identified location as a major reason for choosing Ball State for their college education. About 7 out of 10 respondents described their overall impression of Ball State as positive or very positive.

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- Approximately 60% of withdrawing undergraduate respondents ranked Ball State as their first choice for college, and about 28% ranked it their second. (Figure 1)

Figure 1
How did Ball State University rank among your choices for college? (Withdrawing Undergraduates)



- More than half of respondents (51%) stated that location was a major reason they chose Ball State for their college education. (Table 3)

- Approximately 45% of respondents reported that a major reason for their choosing Ball State was that Ball State is the right size. (Table 3)
- At least 3 out of 10 respondents stated the availability of specific courses/programs (31%) or friends attending Ball State (30%) as a major reason for choosing Ball State for their college education. (Table 3)
- Nearly 27% of respondents indicated that a major reason for their choosing Ball State was the cost of tuition and fees or Ball State's reputation for good teaching. (Table 3)
- About 25% of respondents reported that a major reason they chose Ball State was because of the specific reputation of major/program of interest; and for almost 12%, it was the advice of a counselor/teacher/etc. (Table 3)
- Approximately 18% of respondents stated that a major reason for choosing Ball State was because their family wanted them to go or because of the availability of financial aid. (Table 3)
- About 12% of respondents reported that a major reason they chose Ball State was because Ball State graduates get good jobs. For approximately 9% of respondents it was because of faculty members being available to students, the reputation of academic support services, or not being able to go to their first choice. (Table 3)

- Only 3% of respondents reported that a major reason they chose Ball State was because of the recruitment efforts of Ball State. (Table 3)
- Approximately 7 out of 10 respondents described their overall impression of Ball State as very positive or positive. (Table 4)

TABLE 3
Major Reasons for Choosing Ball State
(Withdrawing Undergraduates)

Please identify your major reasons for choosing Ball State for your college education.*		
	<i>N</i>	<i>Percentages</i>
Location	168	50.9
Ball State is the right size.	149	45.2
Availability of specific courses/programs	102	30.9
Friends attending Ball State	100	30.3
Ball State's reputation for good teaching	88	26.7
Cost of tuition and fees	88	26.7
Specific reputation of major/program of interest	83	25.2
Family wanted me to go.	60	18.2
Availability of financial aid	58	17.6
Ball State graduates get good jobs.	39	11.8
Advice of counselor/teacher/etc.	38	11.5
Faculty is available to students.	31	9.4
Not able to go to first choice	31	9.4
Reputation of academic support services	31	9.4
Other	18	5.5
Recruitment efforts of Ball State	10	3.0

*Respondents were asked to mark all that apply.

TABLE 4
Overall Impression of Ball State
(Withdrawing Undergraduates)

How would you describe your overall impression of Ball State University?		
	<i>N</i>	<i>Percentages</i>
Very positive	89	27.5
Positive	138	42.6
Undecided	65	20.1
Negative	24	7.4
Very negative	8	2.5

SECTION 3

Withdrawing Undergraduate Involvement Behaviors

Summary Surveyed withdrawing students were asked to indicate the extent to which they were involved in behaviors that are typically associated with retention.

About 8 out of 10 withdrawing undergraduate respondents reported that during the past year they attended classes very often or often, and at least 1 out of 5 reported meeting individually with instructors as often. Roughly 55% of respondents reported they have used the Advising Center.

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- Nearly 8 out of 10 withdrawing undergraduate respondents (79%) indicated that during the past year they attended classes very often or often. (Table 5)
 - More than one fifth of respondents (22%) reported that very often or often during the past year they met individually with instructors or participated in student clubs and organizations. (Table 5)

- More than half of respondents reported that they have used the Advising Center (55%) or Ball State recreational facilities (54%). (Table 6)
- Almost half of respondents (49%) indicated that they have used the Student Health Center. (Table 6)
- Nearly 3 out of 10 respondents stated that they have used the Career Center (28%) or the Learning Center (27%). (Table 6)
- About 2 out of 10 respondents (21%) reported that they have used Counseling and Psychological Services. (Table 6)
- At least 1 out of 10 respondents (11%) reported having used the Writing Center. (Table 6)

TABLE 5
Involvement Behaviors
(Withdrawing Undergraduates)

During the past year, how often have you done the following?		Very often	Often	Sometimes	Rarely	Never
	<i>N</i>	<i>Percentages</i>				
Attended classes	324	51.2	28.1	14.8	4.0	1.9
Met individually with instructors	321	10.3	11.5	30.2	30.5	17.4
Participated in student clubs and organizations	322	12.4	9.3	19.9	21.1	37.3

TABLE 6
Ball State Services Used
(Withdrawing Undergraduates)

**Please indicate which of the following
Ball State services you have used.***

	<i>N</i>	<i>Percentages</i>
Advising Center	182	55.2
Recreational Facilities	177	53.6
Student Health Center	163	49.4
Career Center	92	27.9
Learning Center	89	27.0
Counseling & Psychological Services	69	20.9
Writing Center	36	10.9

*Respondents were asked to mark all that apply.

SECTION 4 Undergraduate Withdrawal Decision

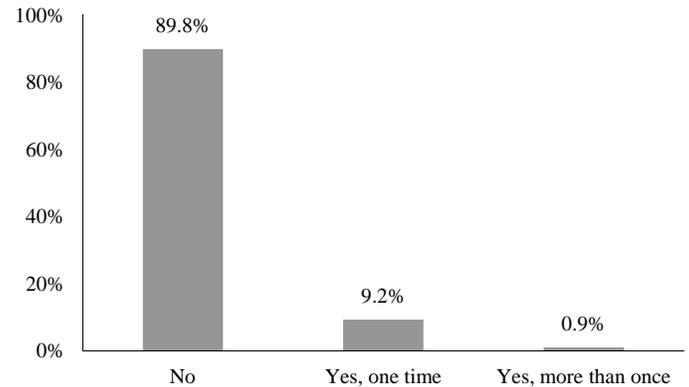
Summary This section contains information about surveyed withdrawing undergraduates' decisions to withdraw and the timing of their withdrawal actions.

About 9 out of 10 withdrawing undergraduate respondents reported they have not withdrawn from all their classes in a previous semester or session. Nearly 2 out of 3 respondents indicated that they began considering withdrawing either before the term started or in the early weeks of the term.

More than half of withdrawing undergraduate respondents (54%) indicated that experiencing emotional problems was a reason for their decision to withdraw. Nearly 6 out of 10 respondents (58%) reported that a personal issue was their single most important reason for withdrawing.

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- Approximately 9 out of 10 withdrawing undergraduate respondents reported that they have not withdrawn from all their classes in a previous semester/session. (Figure 2)

Figure 2
Have you withdrawn from all your classes in a previous semester/session?
(Withdrawing Undergraduates)



- At least 1 out of 4 respondents (26%) began considering withdrawing before the term started, and nearly half (48%) did so in the early weeks of the term. (Table 7)
- More than 1 out of 3 respondents (36%) indicated that they discussed their decision to withdraw with Ball State faculty or staff. (Table 7)

TABLE 7
Withdrawal Decision
(Withdrawing Undergraduates)

	N	Percentages
When did you begin to consider withdrawing from Ball State?		
Before this term started	86	26.4
In the early weeks of the term	155	47.5
Around midterm	63	19.3
Late in the term	22	6.7
Prior to visiting this office, did you discuss your decision to withdraw with Ball State faculty or staff?		
Yes	115	35.5
No	209	64.5

- About 25% of respondents indicated that a major reason for their withdrawal was dissatisfaction with their grades, and for nearly 16% this was a minor reason. (Table 8)
- At least 1 out of 3 respondents (34%) reported inadequate study habits as a reason for their withdrawal. (Table 8)
- Nearly 3 out of 10 respondents (29%) reported that a reason for withdrawing was dissatisfaction with their courses. (Table 8)
- Approximately 23% of respondents reported that a reason for their withdrawal was because their courses were too difficult, and about 19% indicated they were dissatisfied with the quality of instruction. (Table 8)
- About 18% of respondents indicated that experiencing class scheduling problems was a reason for their withdrawal, and nearly 12% indicated that problems with academic advising were. (Table 8)
- More than one fourth of respondents (26%) reported that conflict between the demands of job and college was a reason for their withdrawal. Fewer respondents (13%) reported that it was because their job situation changed. (Table 8)
- About 27% of respondents reported a reason for their withdrawal was that they encountered unexpected expenses, and nearly 30% indicated they could not afford tuition and fees. (Table 8)
- More than 1 out of 10 respondents indicated that a reason for their withdrawal was they did not receive financial aid (12%) or received an inadequate amount (13%). (Table 8)
- About 3 out of 10 respondents reported that a reason for their withdrawal was because family responsibilities were too great (27%) or they wanted to live closer to loved ones (30%). Only 2 out of 10 respondents indicated it was because their family situation changed. (Table 8)
- At least 1 out of 3 respondents (34%) stated that a reason for their withdrawal was they felt alone or isolated. (Table 8)
- More than 1 out of 5 respondents (22%) stated a reason they chose to withdraw was that they were dissatisfied with social life at Ball State. (Table 8)
- More than half of respondents (54%) indicated that experiencing emotional problems was a reason for their withdrawal. (Table 8)
- Approximately 39% of respondents reported that a personal health-related problem was a reason for their withdrawal, and about 16% reported it was a family health-related problem. (Table 8)
- Nearly 3 out of 10 respondents (29%) indicated that deciding to attend a different college was a reason in their withdrawal decision, and 1 out of 4 stated that wanting a break from their college studies was a reason. (Table 8)
- Approximately 16% of respondents reported that a reason they decided to withdraw was that the commuting distance was too great. (Table 8)
- Approximately 1 out of 5 respondents indicated that a reason for their withdrawal was because they were not ready for college. (Table 8)

- Nearly 6 out of 10 respondents (58%) indicated that a personal issue was the single most important reason for their withdrawal. (Table 9)
- Fewer than 1 out of 5 respondents stated that the single most important reason for their withdrawal was financial (15%) or academic (14%). (Table 9)

TABLE 8
Reasons for Withdrawal
(Withdrawing Undergraduates)

How important were these reasons in your decision to withdraw this term?	Major reason	Minor reason	Not a reason	
	<i>N</i>	<i>Percentages</i>		
Academic				
<i>Academic demands</i>				
Dissatisfied with my grades	315	25.1	15.9	59.0
Inadequate study habits	314	11.5	22.6	65.9
Too many required courses	313	2.9	12.5	84.7
Was suspended/placed on probation	314	5.4	6.1	88.5
<i>Courses</i>				
Dissatisfied with courses	312	13.5	15.4	71.2
Courses were too difficult.	314	5.7	17.2	77.1
Dissatisfied with quality of instruction	314	6.7	11.8	81.5
Courses were not challenging.	314	2.2	5.7	92.0
<i>Other academic reasons</i>				
Experienced class scheduling problems	314	8.9	9.2	81.8
Impersonal attitudes of faculty/staff	313	3.5	7.3	89.1
Problems with academic advising	314	3.2	8.3	88.5
Dissatisfied with academic reputation of Ball State	313	1.6	4.8	93.6
Employment				
Conflict between demands of job and college	307	12.1	13.7	74.3
My job situation changed.	307	9.8	3.3	87.0
Wanted to get work experience	308	7.1	7.8	85.1
Work did not require more college.	307	2.3	2.3	95.4
Financial				
<i>Problems with planning and management of finances</i>				
Encountered unexpected expenses	308	12.3	14.3	73.4
Could not afford tuition and fees	308	15.6	14.3	70.1
Did not budget money correctly	306	3.6	9.2	87.3
<i>Financial aid problems</i>				
Did not receive financial aid	307	8.5	3.9	87.6
Financial aid received was inadequate.	307	7.2	5.5	87.3
<i>Other financial reasons</i>				
Could not find part-time work at Ball State	307	7.2	7.2	85.7

TABLE 8 (cont.)
Reasons for Withdrawal
(Withdrawing Undergraduates)

How important were these reasons in your decision to withdraw this term?	<i>N</i>	Major reason	Minor reason	Not a reason
		<i>Percentages</i>		
Personal				
<i>Family responsibilities/plans</i>				
Family responsibilities were too great.	314	16.2	10.5	73.2
My family situation changed.	314	12.4	7.6	79.9
Wanted to live closer to loved ones	314	17.2	12.4	70.4
Influenced by parents or relatives	314	3.5	10.5	86.0
My marital situation changed.	313	1.6	1.6	96.8
Childcare was not available/too costly.	314	1.9	2.2	95.9
<i>Inadequate social/personal fit with Ball State</i>				
Felt alone or isolated	314	21.3	12.7	65.9
Dissatisfied with social life at Ball State	314	9.6	12.4	78.0
Unhappy with rules/regulations	313	2.9	4.2	93.0
Did not like the size of Ball State	314	3.2	6.1	90.8
Felt racial/ethnic tension	313	0.6	0.3	99.0
<i>Health/personal problems</i>				
Health-related problem (personal)	313	29.7	8.9	61.3
Experienced emotional problems	314	36.0	17.8	46.2
Health-related problem (family)	315	10.2	6.0	83.8
<i>Housing difficulties</i>				
Did not like the residence halls	314	6.7	10.5	82.8
Had conflicts with my roommate(s)	314	5.7	6.7	87.6
Could not find housing I liked	314	2.2	4.8	93.0
Other				
Decided to attend a different college	313	19.8	9.6	70.6
Wanted a break from my college studies	312	9.6	15.4	75.0
Commuting distance was too great.	312	7.1	9.0	84.0
Was not ready for college	312	8.0	12.2	79.8
Wanted to travel	312	5.8	3.2	91.0
Uncertain about the value of a college education	312	6.1	8.3	85.6
Transportation problems	311	5.5	6.1	88.4
Enlisted in military service	312	2.9	1.3	95.8

TABLE 9
Single Most Important Reason for Withdrawal
(Withdrawing Undergraduates)

Please indicate the single most important reason for your withdrawal.		
	<i>N</i>	<i>Percentages</i>
Personal	184	58.0
Financial	48	15.1
Academic	45	14.2
Employment	20	6.3
Other	20	6.3

SECTION 5

Withdrawing Undergraduate Immediate and Long-Term Plans

Summary This section contains information about withdrawing undergraduate respondents' immediate and long-term plans.

Withdrawing undergraduate respondents reported that their immediate plans include dealing with personal or health needs (44%), looking for a job (33%), or transferring to another school (32%).

About 63% of withdrawing undergraduate respondents indicated that their long-term educational plans are to complete a bachelor's degree, and nearly 14% reported that they plan to complete a graduate degree.

Approximately 38% of withdrawing undergraduate respondents indicated that they plan to return to Ball State. Of those who do, about 3 out of 4 (74%) reported they would return next semester.

-
- Fewer than half of the withdrawing undergraduate respondents (44%) indicated that their immediate plans include dealing with personal or health needs. (Table 10)

- About 1 out of 3 respondents reported that their immediate plans include looking for a job (33%) or transferring to another school (32%). (Table 10)
- At least 1 out of 4 respondents (26%) reported immediate plans of starting or continuing a job. (Table 10)
- Approximately 15% of respondents indicated that their immediate plans include caring for family or home. (Table 10)
- About 4% of respondents specified that their immediate plans include joining the military. (Table 10)
- Few respondents (3%) indicated they have no specific plans at this time. (Table 10)

TABLE 10
Immediate Plans
(Withdrawing Undergraduates)

What are your immediate plans?*	<i>N</i>	<i>Percentages</i>
Deal with personal/health needs	146	44.2
Look for a job	109	33.0
Transfer to another school	104	31.5
Start/continue a job	86	26.1
Care for family or home	50	15.2
Other	38	11.5
Join military service	12	3.6
No specific plans at this time	9	2.7

*Respondents were asked to mark all that apply.

- About 7% of respondents reported that they plan to complete an associate’s degree, 63% a bachelor’s degree, and 14% a graduate degree. Approximately 15% stated that they are uncertain about their long-term educational plans. (Table 11)
- Approximately 38% of respondents indicated that they plan to return to Ball State. Of those who do, about 74% stated they plan to do so the next semester, and about 21% the next year. (Table 12)

TABLE 11
Long-Term Educational Plans
(Withdrawing Undergraduates)

What are your long-term educational plans?		
	<i>N</i>	<i>Percentages</i>
Complete a bachelor’s degree	205	63.3
Uncertain about long-term educational plans	47	14.5
Complete a graduate degree	45	13.9
Complete an associate’s degree	22	6.8
Non-degree training	3	0.9
No plans to continue education	2	0.6

TABLE 12
Plans to Return
(Withdrawing Undergraduates)

	N	Percentages
Do you plan to return to Ball State?		
Yes	123	37.6
Don't know	112	34.3
No	92	28.1
If yes, when?*		
Next semester	89	74.2
Next year	25	20.8
After next year	6	5.0

*Of those undergraduate respondents who plan to return to Ball State

SECTION 6
Comparison of Withdrawing Undergraduate Responses
by Term of Withdrawal

Summary Response patterns were compared for fall (180) and spring (150) withdrawing undergraduate respondents.

Fall withdrawing undergraduate respondents were more likely than those in the spring to have not completed any classes before withdrawing, thus earning a GPA of 0.00.

Spring respondents reported more often than fall respondents that they ranked Ball State as their first choice among colleges. Spring respondents were also more likely to report that a major reason for their withdrawal was they were dissatisfied with their grades or were suspended or placed on probation. They were also more likely than fall respondents to indicate that they have used the Student Health Center.

- Approximately 41% of fall withdrawing undergraduate respondents and 12% of the spring respondents reported having a GPA of 0.00. This difference is significant. We are unable to decipher between earned 0.00 GPAs and those of students who withdrew before semester end. (Table 13)
- Spring respondents were more likely than fall respondents to indicate that Ball State ranked first among their choices for colleges (66% in spring, compared to 55% in fall). (Table 14)
- Spring respondents were also more likely to indicate that Ball State's reputation for good teaching was a major reason for attending (32% of spring respondents, compared to 22% of fall respondents). (Table 15)

TABLE 13
Significant Differences in Demographic Characteristics by Term
(Withdrawing Undergraduates)

	Fall	Spring
	<i>Percentages</i>	
GPA*		
0.00	40.6	12.0
0.01 to 1.99	8.9	30.0
2.00 to 2.49	18.3	16.0
2.50 to 2.99	16.7	24.0
3.00 to 3.49	12.8	11.3
3.50 to 4.00	2.8	6.7

*Significant differences exist between fall and spring withdrawing undergraduate respondents for this characteristic at $p < .05$.

TABLE 14
Significant Differences in Ball State Rank Among Choices for College by Term
(Withdrawing Undergraduates)

How did Ball State rank among your choices for college?	Fall	Spring
	<i>Percentages</i>	
First choice	55.1	66.4
Second choice	31.5	24.8
Third choice	10.1	3.4
Less than third choice	3.4	5.4

*Significant differences exist between fall and spring withdrawing undergraduate respondents for this characteristic at $p < .05$.

TABLE 15
Significant Differences in Major Reasons for Choosing Ball State by Term
(Withdrawing Undergraduates)

Please identify your major reasons for choosing Ball State for your college education.	Fall	Spring
	<i>Percentages</i>	
Ball State's reputation for good teaching*	22.2	32.0

*Significant differences exist among undergraduate respondent class levels for this characteristic at $p < .05$.

- Spring respondents were more likely to indicate as a major reason for their withdrawal that they were influenced by their parents or relatives or were unhappy with rules and regulations (6% of spring respondents, compared to 1% of fall respondents). (Table 16)
- Fall respondents, however, were more likely to state as a major reason for their withdrawal that the commuting distance was too great (10% of fall respondents, compared to 4% of spring respondents). (Table 16)
- Spring respondents were more likely to indicate as a reason for their withdrawal that they were dissatisfied with their grades (49% of spring respondents, compared to 34% of fall respondents). (Table 16)
- Approximately 44% of the spring and 26% of the fall respondents reported that a reason for their withdrawal was inadequate study habits. This difference is statistically significant. (Table 16)
- Fall respondents were more likely to indicate a reason for their withdrawal was they wanted to live closer to loved ones (36% of fall respondents, compared to 22% of spring respondents). (Table 16)
- More spring respondents (17%) than fall respondents (7%) reported a reason for their withdrawal was being suspended or placed on probation. (Table 16)
- More spring than fall respondents reported that they have used the Student Health Center (55% of the spring respondents, compared to 44% of fall). (Table 17)

TABLE 16
Significant Differences in Reasons for Withdrawal by Term
(Withdrawing Undergraduates)

How important were these reasons in your decision to withdraw this term?	Fall	Spring
	<i>Percentages</i>	
Dissatisfied with my grades*		
Major reason	20.5	30.6
Minor reason	13.5	18.8
Not a reason	66.1	50.7
Inadequate study habits*		
Major reason	7.6	16.1
Minor reason	18.1	28.0
Not a reason	74.3	55.9
Was suspended/placed on probation*		
Major reason	3.5	7.6
Minor reason	3.5	9.0
Not a reason	92.9	83.3
Influenced by parents or relatives*		
Major reason	1.2	6.3
Minor reason	12.9	7.7
Not a reason	86.0	86.0
Unhappy with rules/regulations*		
Major reason	0.6	5.6
Minor reason	6.5	1.4
Not a reason	92.9	93.0
Wanted to live closer to loved ones*		
Major reason	22.2	11.2
Minor reason	14.0	10.5
Not a reason	63.7	78.3
Commuting distance was too great*		
Major reason	10.1	3.5
Minor reason	6.5	11.9
Not a reason	83.4	84.6

*Significant differences exist between fall and spring withdrawing undergraduate respondents for this characteristic at $p < .05$.

TABLE 17
Significant Differences in Ball State Services Used by Term
(Withdrawing Undergraduates)

Please indicate which of the following Ball State services you have used.	Fall	Spring
	<i>Percentages</i>	
Student Health Center*	44.4	55.3

*Significant differences exist between fall and spring withdrawing undergraduate respondents for this characteristic at $p < .05$.

SECTION 7
Comparison of Withdrawing Undergraduate Responses
by Class Level

Summary This section outlines the differences among survey responses based on respondent class levels. Of the 330 withdrawing undergraduate respondents, 136 were freshmen; 74 were sophomores; and 120 were upperclassmen.

Freshman withdrawing respondents were more likely than other withdrawing respondents to indicate a reason for their withdrawal was that they wanted to live closer to loved ones, were dissatisfied with their grades, could not find part-time work at Ball State, were unhappy with rules/regulations, felt alone or isolated, did not like the residence halls, did not like the size of Ball State, were dissatisfied with the social life at Ball State, were suspended or placed on probation, decided to attend a different college, or were not ready for college.

- Upperclassman respondents reported having a GPA of at least 2.5 more frequently than other respondents (64% of upperclassmen, compared to 41% of sophomores and 10% of freshmen). (Table 18)
- Upperclassman respondents also reported being part-time students more frequently than other respondents (32% of upperclassmen, compared to 23% of sophomores and 9% of freshmen). (Table 18)
- Freshman and sophomore respondents were less likely than upperclassman respondents to report that they met individually with instructors very often or often during the past year (18% of freshmen and sophomores, compared to 22% of upperclassmen). (Table 19)

TABLE 18
Significant Differences in Demographic Characteristics by Class Level
(Withdrawing Undergraduates)

	Freshmen	Sophomores	Upperclassmen
	<i>Percentages</i>		
GPA*			
0.00	54.4	17.6	3.3
0.01 to 1.99	30.1	6.8	12.5
2.00 to 2.49	5.1	35.1	20.0
2.50 to 2.99	5.9	25.7	32.5
3.00 to 3.49	2.2	14.9	21.7
3.50 to 4.00	2.2	0.0	10.0
Hours enrolled*			
Part-time	8.8	23.0	31.7
Full-time	91.2	77.0	68.3

*Significant differences exist among undergraduate respondent class levels for this characteristic at $p < .05$.

TABLE 19
Significant Differences in Involvement Behaviors by Class Level
(Withdrawing Undergraduates)

During the past year, how often have you done the following?	Freshmen	Sophomores	Upperclassmen
	<i>Percentages</i>		
Met individually with instructors*			
Very often	6.2	8.1	10.3
Often	11.6	9.5	11.5
Sometimes	22.5	35.1	30.2
Rarely	38.0	29.7	30.5
Never	21.7	17.6	17.4

*Significant differences exist among undergraduate respondent class levels for this characteristic at $p < .05$.

- Approximately 69% of sophomore, 52% of upperclassman, and 51% of freshman respondents reported that they have used the Ball State Advising Center. These differences are statistically significant. (Table 20)
- About 35% of upperclassman, 30% of sophomore, and 21% of freshman respondents reported they have used the Career Center. These differences are statistically significant. (Table 20)
- About 39% of sophomores, 29% of the upperclassmen, and 18% of freshmen who responded indicated they have used the Ball State Learning Center. These differences are statistically significant. (Table 20)
- About 64% of sophomores, 59% of upperclassmen, and 43% of freshmen responding stated they have used the recreational facilities. These differences are statistically significant. (Table 20)
- About 58% of upperclassman, 57% of sophomore, and 38% of freshman respondents reported they have used the Student Health Center. These differences are statistically significant. (Table 20)
- About 17% of upperclassman, 11% of sophomore, and 6% of freshman respondents reported they have used the Writing Center. These differences are statistically significant. (Table 20)

TABLE 20
Significant Differences in Ball State Services Used by Class Level
(Withdrawing Undergraduates)

Please indicate which of the following Ball State services you have used.	Freshmen	Sophomores	Upperclassmen
	<i>Percentages</i>		
Advising Center*	50.7	68.9	51.7
Career Center*	20.6	29.7	35.0
Learning Center*	18.4	39.2	29.2
Recreational Facilities*	43.4	63.5	59.2
Student Health Center*	38.2	56.8	57.5
Writing Center*	5.9	10.8	16.7

*Significant differences exist among undergraduate respondent class levels for this characteristic at $p < .05$.

- Freshman respondents were more likely to indicate that a reason for their withdrawal was they were dissatisfied with their grades (50% of freshmen, compared to 44% of the sophomores and 28% of the upperclassmen). (Table 21)
- Sophomores and upperclassmen were more likely to indicate a reason for their withdrawal was experiencing scheduling problems (22% of sophomores and upperclassmen, compared to 13% of freshmen). (Table 21)
- Upperclassman respondents were more likely to indicate that a reason for their withdrawal was because of problems with academic advising (17% of upperclassmen, compared to 10% of sophomores and 8% of freshmen). (Table 21)
- Freshman respondents stated more often than other respondents that a reason they withdrew was because they were suspended or placed on probation (20% of freshmen, compared to 7% of sophomores and 5% of upperclassmen). (Table 21)
- Upperclassman respondents indicated more often that a reason for their withdrawal was because of a conflict between demands of job and college (34% of upperclassmen, compared to 33% of sophomores and 14% of freshmen). (Table 21)
- Sophomore respondents were less likely to report that a reason for their withdrawal was because they could not find part-time work at Ball State (8% of the sophomores, compared to 14% of upperclassmen and 22% of freshmen). (Table 21)
- Freshman respondents were more likely to indicate that a reason for their withdrawal was because they did not like the residence halls (32% of freshmen, compared to 8% of sophomores and 6% of upperclassmen). (Table 21)
- Approximately 19% of freshman, 4% of upperclassman, and 1% of sophomore respondents indicated that not liking the size of Ball State was a reason for withdrawing. These differences are statistically significant. (Table 21)
- Freshman respondents (34%) were also more likely than upperclassman (22%) or sophomore (20%) respondents to report that dissatisfaction with their social life at Ball State was a reason for their withdrawal. (Table 21)
- Approximately 45% of freshmen responding, 31% of sophomores, and 24% of upperclassmen indicated that a reason for their withdrawal was they felt alone or isolated. These differences are statistically significant. (Table 21)
- Freshman respondents were also more likely than other respondents to report being unhappy with rules/regulations as a reason for their withdrawal (10% of freshmen, compared to 7% of upperclassmen and 1% of sophomores). (Table 21)
- Freshman (43%) and upperclassman (30%) respondents were more likely than sophomore (26%) respondents to report that a reason for their withdrawal was they wanted to live closer to loved ones. (Table 21)

- Freshmen and sophomores responding were more likely than upperclassmen to indicate that a reason for their withdrawal was they decided to attend a different college (39% of freshmen and 32% of sophomores, compared to 29% of upperclassmen). (Table 21)
- Approximately 36% of freshman, 14% of sophomore, and 6% of upperclassman respondents indicated that not being ready for college was a reason for their withdrawal. These differences are statistically significant. (Table 21)

TABLE 21
Significant Differences in Reasons for Withdrawal by Class Level
(Withdrawing Undergraduates)

How important were these reasons in your decision to withdraw this term?	Freshmen	Sophomores	Upperclassmen
	<i>Percentages</i>		
Dissatisfied with my grades*			
Major reason	30.2	26.0	18.6
Minor reason	20.2	17.8	9.7
Not a reason	49.6	56.2	71.7
Experienced class scheduling problems*			
Major reason	5.5	5.5	15.0
Minor reason	7.0	16.4	7.1
Not a reason	87.5	78.1	77.9
Problems with academic advising*			
Major reason	0.8	1.4	7.1
Minor reason	7.0	8.2	9.7
Not a reason	92.2	90.4	83.2
Was suspended/placed on probation *			
Major reason	10.2	2.7	1.8
Minor reason	9.4	4.1	3.5
Not a reason	80.5	93.2	94.7
Conflict between demands of job and college*			
Major reason	6.5	15.3	16.2
Minor reason	7.3	18.1	18.0
Not a reason	86.3	66.7	65.8
Could not find part-time work at Ball State*			
Major reason	11.3	2.8	7.2
Minor reason	10.5	5.6	7.2
Not a reason	78.2	91.5	85.7
Did not like the residence halls*			
Major reason	13.3	4.2	0.9
Minor reason	18.8	4.2	5.3
Not a reason	68.0	91.7	93.9
Did not like the size of Ball State*			
Major reason	6.3	0.0	1.8
Minor reason	12.5	1.4	1.8
Not a reason	81.3	98.6	96.5
Dissatisfied with social life at Ball State*			
Major reason	17.2	4.2	9.6
Minor reason	16.4	15.3	12.4
Not a reason	66.4	80.6	78.0

*Significant differences exist among undergraduate respondent class levels for this characteristic at $p < .05$.

TABLE 21 (cont.)
Significant Differences in Reasons for Withdrawal by Class Level
(Withdrawing Undergraduates)

How important were these reasons in your decision to withdraw this term?	Freshmen	Sophomores	Upperclassmen
	<i>Percentages</i>		
Felt alone or isolated*			
Major reason	31.3	16.7	13.2
Minor reason	14.1	13.9	10.5
Not a reason	54.7	69.4	76.3
Unhappy with rules/regulations*			
Major reason	2.3	1.4	2.9
Minor reason	7.8	0.0	4.2
Not a reason	89.8	98.6	93.0
Wanted to live closer to loved ones*			
Major reason	28.7	15.3	17.2
Minor reason	14.0	11.1	12.4
Not a reason	57.4	73.6	70.4
Decided to attend a different college*			
Major reason	27.3	22.2	19.8
Minor reason	11.7	9.7	9.6
Not a reason	60.9	68.1	70.6
Was not ready for college*			
Major reason	15.7	4.2	1.8
Minor reason	20.5	9.7	4.4
Not a reason	63.8	86.1	93.8

*Significant differences exist among undergraduate respondent class levels for this characteristic at $p < .05$.

- Freshman respondents were more likely to indicate that their immediate plans include looking for a job (41% of freshmen, compared to 30% of sophomores and 26% of upperclassmen). (Table 22)
- Freshman respondents were also more likely to indicate that their immediate plans include transferring to another school (42% of freshmen, compared to 31% of sophomores and 20% of upperclassmen). (Table 22)
- Approximately 56% of upperclassman, 41% of sophomore, and 19% of freshman respondents indicated they plan to return to Ball State. These differences are statistically significant. (Table 23)
- Upperclassman respondents were more likely to indicate they have withdrawn from all of their classes in a previous semester or session (16% of the upperclassmen, compared to 7% of freshmen and sophomores). (Figure 3)

TABLE 22
Significant Differences in Immediate Plans by Class Level
(Withdrawing Undergraduates)

What are your immediate plans?	Freshmen	Sophomores	Upperclassmen
	<i>Percentages</i>		
Look for a job*	41.2	29.7	25.8
Transfer to another school*	41.9	31.1	20.0

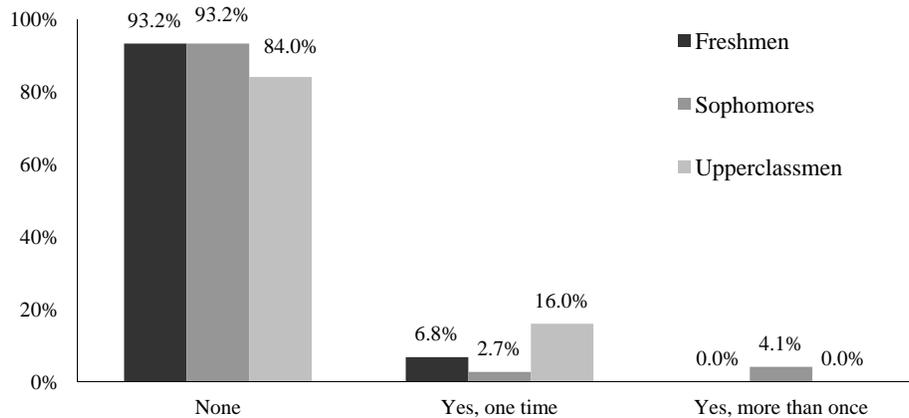
*Significant differences exist among undergraduate respondent class levels for this characteristic at $p < .05$.

TABLE 23
Significant Differences in Plans to Return by Class Level
(Withdrawing Undergraduates)

Do you plan to return to Ball State?*	Freshmen	Sophomores	Upperclassmen
	<i>Percentages</i>		
Yes	19.4	40.5	56.3
Don't know	46.3	35.1	20.2
No	34.3	24.3	23.5

*Significant differences exist among undergraduate respondent class levels for this characteristic at $p < .05$.

Figure 3
Significant Differences in Previous Withdrawals by Class Level*
(Withdrawing Undergraduates)



*Significant differences exist among undergraduate respondent class levels for this characteristic at $p < .05$.

SECTION 8

Comparison of Withdrawing Undergraduate Responses by Enrollment Level

Summary This section describes the differences in survey responses found among withdrawing undergraduate respondents enrolled full-time and part-time. Full-time respondents are those who were enrolled for 12 or more credit hours at the beginning of the term. Nearly 8 out of 10 respondents were enrolled full-time (263) compared to part-time (67).

Withdrawing full-time undergraduate respondents were more likely than the withdrawing part-time undergraduates to be 21 years of age or younger. They were also more likely to report they began to consider withdrawing in the early weeks of the term and to report personal issues as the single most important reason for their withdrawal.

- About 68% of withdrawing full-time undergraduate respondents were 21 years of age or younger, compared to about 45% of those enrolled part-time. This difference is statistically significant. (Table 24)

- Upperclassman respondents were more likely to be enrolled part-time than other class levels (57% of upperclassmen, compared to 25% of sophomores and 18% of freshmen). (Table 24)
- A higher percentage of full-time students were Caucasian, and a higher percentage of part-time students were African American and Hispanic. (Table 24)
- At the time of withdrawal, those who were enrolled full-time were more likely to have a GPA of 1.99 or lower, while the majority of part-time respondents had a GPA of 2.00 or higher. (Table 24)
- Part-time respondents were more likely to indicate they began to consider withdrawing before the term started (39% of part-timers, compared to 23% of full-timers). (Table 25)

TABLE 24
Significant Differences in Demographic Characteristics by Enrollment Level
(Withdrawing Undergraduates)

	Part-time	Full-time
<i>Percentages</i>		
Age*		
18 to 19 years	6.0	35.7
20 to 21 years	38.8	32.7
22 to 24 years	28.4	25.9
25 years or more	26.9	5.7
Race*		
African American	7.2	4.6
Asian/Pacific Islander	1.5	0.4
Bi-Racial	1.5	1.5
Caucasian	73.1	90.5
Foreign	3.0	0.8
Hispanic	6.0	1.9
Native American	0.0	0.4
Not specified	7.5	0.0

*Significant differences exist between undergraduate respondent enrollment levels for this characteristic at $p < .05$.

TABLE 24 (cont.)
Significant Differences in Demographic Characteristics by Enrollment Level
(Withdrawing Undergraduates)

	Part-time	Full-time
	<i>Percentages</i>	
Class Level*		
Freshmen	17.9	47.1
Sophomores	25.4	21.7
Upperclassmen	56.7	31.2
GPA*		
0.00	16.4	30.4
0.01 to 1.99	9.0	20.9
2.00 to 2.49	25.4	15.2
2.50 to 2.99	26.9	18.3
3.00 to 3.49	16.4	11.0
3.50 to 4.00	6.0	4.2

*Significant differences exist between undergraduate respondent enrollment levels for this characteristic at $p < .05$.

TABLE 25
Significant Differences in Withdrawal Decision by Enrollment Level
(Withdrawing Undergraduates)

When did you begin to consider withdrawing from Ball State?*	Part-time	Full-time
	<i>Percentages</i>	
Before this term started	39.4	23.1
In the early weeks of the term	39.4	49.6
Around midterm	12.1	21.2
Late in the term	9.1	6.2

*Significant differences exist between undergraduate respondent enrollment levels for this characteristic at $p < .05$.

- Part-time respondents more frequently indicated that a reason for their withdrawal was due to childcare not being available/too costly (7% of part-timers compared to 4% of full-timers). (Table 26)
- Full-time respondents (58%) were more likely than part-time respondents (35%) to report experiencing emotional problems as a reason for their withdrawal. (Table 26)
- Thirty-nine percent of full-time and about 13% of part-time respondents reported that a reason for their withdrawal was because they felt alone or isolated. This is a statistically significant difference. (Table 26)
- Approximately 9% of part-time and 2% of full-time respondents reported a reason for their decision to withdraw was that their marital situation changed. This difference is statistically significant. (Table 26)
- Full-time respondents were more likely to indicate a reason for their withdrawal was that they were not ready for college (23% of full-timers compared to 9% of part-timers). (Table 26)

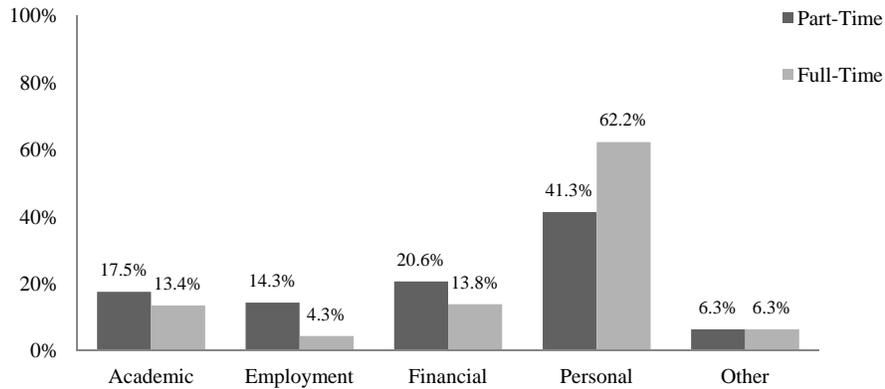
TABLE 26
Significant Differences in Reasons for Withdrawal by Enrollment Level
(Withdrawing Undergraduates)

How important were these reasons in your decision to withdraw this term?	Part-time	Full-time
	<i>Percentages</i>	
Childcare was not available/too costly*		
Major reason	6.7	0.8
Minor reason	0.0	2.8
Not a reason	93.3	96.5
Experienced emotional problems*		
Major reason	20.0	39.8
Minor reason	15.0	18.5
Not a reason	65.0	41.7
Felt alone or isolated*		
Major reason	5.0	25.2
Minor reason	8.3	13.8
Not a reason	86.7	61.0
My marital situation changed*		
Major reason	5.1	0.8
Minor reason	3.4	1.2
Not a reason	91.5	98.0
Was not ready for college*		
Major reason	3.4	9.1
Minor reason	5.1	13.8
Not a reason	91.5	77.1

*Significant differences exist between undergraduate respondent enrollment levels for this characteristic at $p < .05$.

- Full-time respondents (62%) were more likely than part-time respondents (41%) to indicate that the single most important reason for their withdrawal was a personal one. (Figure 4)
- Part-time respondents (72%) were more likely than full-time respondents (47%) to indicate that they have met individually with instructors at least sometimes. (Table 27)
- At least 2 out of 10 part-time respondents (21%) indicated that the single most important reason for their withdrawal was financial, compared to at least 1 out of 10 full-time respondents (14%). This difference is statistically significant. (Figure 4)
- Part-time respondents (15%) were more likely than full-time respondents (9%) to indicate they have withdrawn at least once in a previous semester or session. (Figure 5)

Figure 4
Single Most Important Reason for Withdrawal by Enrollment Level*
(Withdrawing Undergraduates)



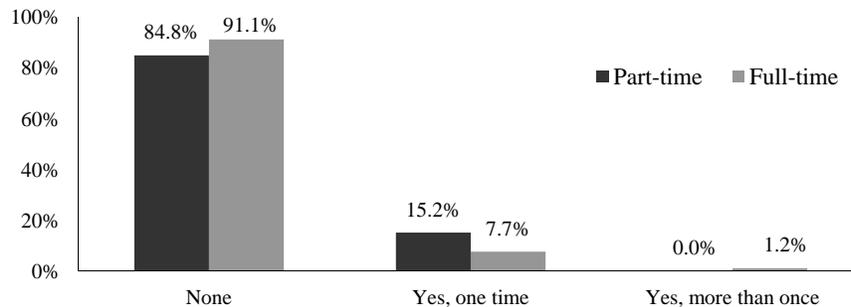
*Significant differences exist between undergraduate respondent enrollment levels for this characteristic at $p < .05$.

TABLE 27
Significant Differences in Involvement Behaviors by Enrollment Level
(Withdrawing Undergraduates)

During the past year, how often have you done the following?	Part-time	Full-time
	<i>Percentages</i>	
Met individually with instructors*		
Very often	14.1	9.3
Often	12.5	11.3
Sometimes	45.3	26.5
Rarely	18.8	33.5
Never	9.4	19.5

*Significant differences exist among undergraduate respondent enrollment level for this characteristic at $p < .05$.

Figure 5
Significant Differences in Previous Withdrawals by Enrollment Level*
(Withdrawing Undergraduates)



*Significant differences exist between undergraduate respondent enrollment levels for this characteristic at $p < .05$.

SECTION 9

Comparison of Withdrawing Undergraduate Responses by Survey Year

Summary This section describes the differences in withdrawing undergraduate survey responses during academic years 2009-2010, 2010-2011, and 2011-2012.

Academic year 2011-2012 withdrawing undergraduate respondents were more likely than those the two previous years to report that they chose Ball State because Ball State graduates get good jobs.

- Respondents in 2009-2010 (7%) were more likely to report their marital situation changing as reason for withdrawal, compared to respondents in 2010-2011 (2%) and 2011-2012 (3%). (Table 28)
 - Respondents in 2011-2012 (12%) reported more frequently that a major reason for their choosing Ball State for their college education was because Ball State graduates get good jobs, compared to respondents in 2009-2010 (6%) and 2010-2011 (10%). (Table 29)
-
- Respondents in 2011-2012 (12%) reported more often being suspended or placed on probation as a reason for withdrawal, compared to respondents in 2009-2010 (11%) and 2010-2011 (7%). (Table 28)

TABLE 28
Significant Differences in Reasons for Withdrawal by Survey Year
(Withdrawing Undergraduates)

	2009-2010	2010-2011	2011-2012
	<i>Percentages</i>		
Was suspended/placed on probation*			
Major reason	2.3	1.8	3.2
Minor reason	8.7	4.9	6.6
Not a reason	88.9	93.3	90.2
My marital situation changed*			
Major reason	2.9	0.9	1.6
Minor reason	3.8	1.2	1.6
Not a reason	93.3	97.9	96.8

*Significant differences exist between withdrawing undergraduate survey year responses for this characteristic at $p < .05$.

TABLE 29
Significant Differences in Major Reasons for Choosing Ball State by Survey Year
(Withdrawing Undergraduates)

Please identify your major reasons for choosing Ball State for your college education.	2009-2010	2010-2011	2011-2012
	<i>Percentages</i>		
Ball State graduates get good jobs*	6.1	9.7	11.8

*Significant differences exist between withdrawing undergraduate survey year responses for this characteristic at $p < .05$.

SECTION 10 Withdrawing Graduate Student Responses

Summary This section reports withdrawing graduate student survey responses. Of the 180 graduate students who withdrew, 55 completed the survey for a response rate of 31%.

About 3 out of 4 graduate student respondents ranked Ball State first among their choices for college. Respondents most frequently cited location as a reason for choosing to attend. Nearly 9 out of 10 respondents reported a very positive or positive overall impression of Ball State.

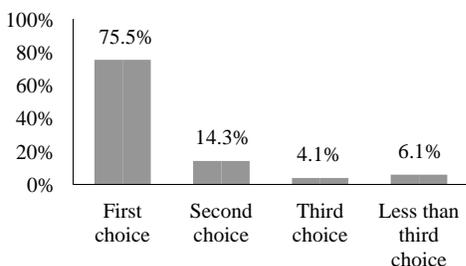
- Slightly more than half of withdrawing graduate student respondents were female (55%), compared to about two thirds of the population. (Table 30)
- At least 7 out of 10 withdrawing graduate student respondents (71%) and withdrawing graduate students (74%) were Caucasian. (Table 30)
- Nearly half of all withdrawing graduate students (49%) had a GPA of 0.0 indicating they dropped out before earning any credits. This is more than was represented in the sample (36%). (Table 30)
- Nearly 9 out of 10 withdrawing graduate students (88%) were 25 or older compared to only about 7 out of 10 (69%) in the sample. (Table 30)

TABLE 30
Demographic Characteristics
(Withdrawing Graduate Students)

	Withdrawing Graduate Student Respondents	All Withdrawing Graduate Students
<i>Percentages</i>		
Gender		
Female	54.5	66.1
Male	45.5	33.9
Race		
African American	5.5	8.3
Asian/Pacific Islander	1.8	0.6
Bi-racial	0.0	0.0
Caucasian	70.9	73.9
Foreign	12.7	5.6
Hispanic	1.8	2.2
Native American	0.0	0.0
Not Specified	7.3	9.4
Age		
22 to 24	31.5	12.1
25 years or more	68.5	87.9
GPA		
0.00	36.4	48.9
0.01 to 1.99	0.0	2.8
2.00 to 2.49	7.3	5.0
2.50 to 2.99	18.2	15.0
3.00 to 3.49	30.9	18.9
3.50 to 4.00	7.3	9.4

- Approximately 76% of respondents ranked Ball State first among their choices for college, and about 14% ranked it second. (Figure 6)

Figure 6
How did Ball State University rank among your choices for college? (Withdrawing Graduate Students)



- Nearly half of respondents (47%) identified location as a major reason why they chose Ball State for their college education. (Table 31)
- About 3 out of 10 of respondents stated that a major reason for their choosing Ball State is the availability of specific courses or programs (31%) or that Ball State is the right size (29%). (Table 31)
- About 1 out of 4 respondents (26%) reported that a major reason for choosing Ball State was because of the cost of tuition and fees. (Table 31)
- At least 1 out of 5 respondents (22%) indicated that the specific reputation of a major/program of interest was a major reason for choosing Ball State. (Table 31)
- At least 1 out of 10 respondents reported that a major reason in their decision to attend was faculty members being available to students (13%) or the availability of financial aid (11%). (Table 31)

- The advice of a counselor/teacher/etc., friends attending Ball State, or Ball State graduates get good jobs were the major reasons listed by nearly 1 out of 10 respondents (9%) for choosing Ball State for their college education. (Table 31)
- Fewer than 1 out of 10 respondents stated that a major reason for choosing Ball State was Ball State's reputation for good teaching (7%), they were not able to go to their first choice (6%), family wanted them to go (4%), or the reputation of academic support services (2%). (Table 31)
- No respondents identified the recruitment efforts of Ball State as a major reason for choosing Ball State for their college education. (Table 31)
- Nearly 9 out of 10 respondents (87%) described their overall impression of Ball State as positive or very positive. (Figure 7)
- About 8 out of 10 respondents indicated that they attended classes very often during the past year. (Table 32)
- At least half of the respondents (51%) indicated that they met individually with instructors very often or often during the past year. (Table 32)
- Only 1 out of 10 respondents reported participating in student clubs and organizations very often or often during the past year. (Table 32)

TABLE 31
Major Reasons for Choosing Ball State
(Withdrawing Graduate Students)

Please identify your major reasons for choosing Ball State for your college education.*		
	<i>N</i>	<i>Percentages</i>
Location	26	47.3
Availability of specific courses/programs	17	30.9
Ball State is the right size.	16	29.1
Cost of tuition and fees	14	25.5
Specific reputation of major/program of interest	12	21.8
Other	8	14.5
Faculty are available to students.	7	12.7
Availability of financial aid	6	10.9
Advice of counselor/teacher/etc.	5	9.1
Ball State graduates get good jobs.	5	9.1
Friends attending Ball State	5	9.1
Ball State's reputation for good teaching	4	7.3
Not able to go to first choice	3	5.5
Family wanted me to go.	2	3.6
Reputation of academic support services	1	1.8
Recruitment efforts of Ball State	0	0.0

*Respondents were asked to mark all that apply.

Figure 7
How would you describe your overall impression of Ball State University?
(Withdrawing Graduate Students)

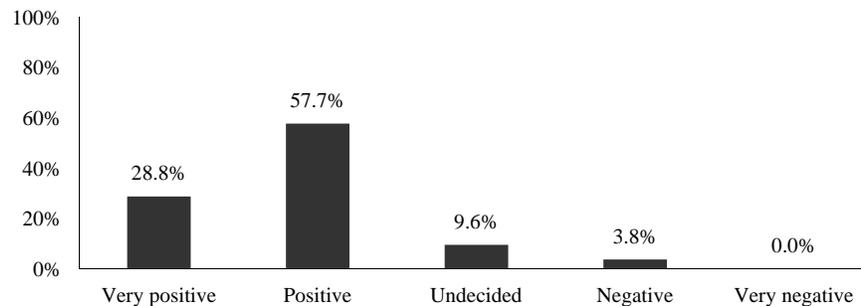


TABLE 32
Involvement Behaviors
(Withdrawing Graduate Students)

During the past year, how often have you done the following?	<i>N</i>	Very often	Often	Sometimes	Rarely	Never
		<i>Percentages</i>				
Attended classes	51	80.4	5.9	2.0	2.0	9.8
Met individually with instructors	51	31.4	19.6	17.6	17.6	13.7
Participated in student clubs and organizations	50	4.0	6.0	14.0	12.0	64.0

- More than 1 out of 3 respondents (35%) reported having used the Advising Center. (Table 33)
- Approximately 3 out of 10 respondents (31%) indicated they have used the Student Health Center. (Table 33)
- About 1 out of 4 respondents reported having used the Career Center (27%), Learning Center (26%), or Ball State recreational facilities (24%). (Table 33)
- Fewer than 1 out of 10 respondents reported having used Counseling and Psychological Services (9%) or the Writing Center (7%). (Table 33)

TABLE 33
Ball State Services Used
(Withdrawing Graduate Students)

Please indicate which of the following Ball State services you have used.*	<i>N</i>	<i>Percentages</i>
Advising Center	19	34.5
Student Health Center	17	30.9
Career Center	15	27.3
Learning Center	14	25.5
Recreational facilities	13	23.6
Counseling & Psychological Services	5	9.1
Writing Center	4	7.3

*Respondents were asked to mark all that apply.

- More than 9 out of 10 respondents (94%) reported that they have not withdrawn from all their classes in a previous semester/session. (Table 34)
- Nearly 9 out of 10 respondents (89%) stated that they began considering withdrawal before the term started or in the early weeks of the term. (Table 34)
- Slightly less than half of respondents (47%) indicated they discussed their decision to withdraw with Ball State faculty or staff prior to visiting the Office of the Ombudsperson. (Table 34)

TABLE 34
Withdrawal Decision
(Withdrawing Graduate Students)

	N	Percentages
Have you withdrawn from all your classes in a previous semester/session?		
No	48	94.1
Yes, one time	3	5.9
Yes, more than once	0	0.0
When did you begin to consider withdrawing from Ball State?		
Before this term started	17	32.1
In the early weeks of the term	30	56.6
Around midterm	5	9.4
Late in the term	1	1.9
Prior to visiting this office, did you discuss your decision to withdraw with Ball State faculty or staff?		
Yes	25	47.2
No	28	52.8

- Twenty-four percent of respondents indicated that experiencing class scheduling problems was a reason for their withdrawal this term. (Table 35)
- For 53% of respondents a reason for withdrawing was conflict between the demands of job and college. (Table 35)
- About 41% of respondents reported a reason in their decision to withdraw was that their job situation changed. (Table 35)
- At least 16% of respondents reported that a reason for their decision to withdraw was they wanted to get work experience. (Table 35)
- Around 15% of respondents reported that a reason for their withdrawal was that they could not afford tuition and fees. (Table 35)
- About 38% of respondents reported encountering unexpected expenses as a reason for their withdrawal. (Table 35)
- About 4 out of 10 respondents stated that a reason for their withdrawal was that family responsibilities were too great, while about 1 out of 3 respondents (34%) state their family situation changed. (Table 35)
- Approximately 2 out of 10 respondents (21%) stated that a reason for their withdrawal was they experienced emotional problems. (Table 35)
- Nearly 3 out of 10 respondents (29%) reported a reason in their decision to withdraw was the commuting distance was too great. (Table 35)
- About 17% of respondents indicated a reason for their withdrawal was they wanted a break from their college studies. (Table 35)

TABLE 35
Reasons for Withdrawal
(Withdrawing Graduate Students)

How important were these reasons in your decision to withdraw this term?	<i>N</i>	Major reason	Minor reason	Not a reason
		<i>Percentages</i>		
Academic				
<i>Course difficulty/demands</i>				
Courses were too difficult.	49	12.2	14.3	73.5
Dissatisfied with my grades	49	4.1	8.2	87.8
Courses were not challenging.	49	2.0	4.1	93.9
Inadequate study habits	49	2.0	10.2	87.8
Too many required courses	49	10.2	2.0	87.8
Was suspended/placed on probation	49	0.0	4.1	95.9
<i>Difficulty finding satisfactory program</i>				
Dissatisfied with courses	49	12.2	14.3	73.5
Dissatisfied with quality of instruction	48	0.0	14.6	85.4
<i>Other academic reasons</i>				
Experienced class scheduling problems	50	14.0	10.0	76.0
Problems with academic advising	49	0.0	4.1	95.9
Impersonal attitudes of faculty/staff	49	2.0	6.1	91.8
Dissatisfied with academic reputation of Ball State	48	6.3	2.1	91.7
Employment				
Conflict between demands of job and college	49	36.7	16.3	46.9
My job situation changed.	49	28.6	12.2	59.2
Wanted to get work experience	49	12.2	4.1	83.7
Work did not require more college.	48	2.1	10.4	87.5
Financial				
<i>Problems with planning and management of finances</i>				
Could not afford tuition and fees	48	6.3	8.3	85.4
Encountered unexpected expenses	48	25.0	12.5	62.5
Did not budget money correctly	48	4.2	8.3	87.5
<i>Financial aid problems</i>				
Did not receive financial aid	48	16.7	6.3	77.1
Financial aid received was inadequate.	48	10.4	6.3	83.3
<i>Other financial reasons</i>				
Could not find part-time work at Ball State	48	6.3	8.3	85.4
Personal				
<i>Family responsibilities/plans</i>				
Family responsibilities were too great.	48	27.1	12.4	60.4
My family situation changed.	47	23.4	10.6	66.0
Childcare was not available/too costly.	48	6.3	2.1	91.7
Influenced by parents or relatives	48	6.3	4.2	89.6
Wanted to live closer to loved ones	47	10.6	8.5	80.9
My marital situation changed.	48	8.3	4.2	87.5
<i>Inadequate social/personal fit with Ball State</i>				
Unhappy with rules/regulations	48	4.2	2.1	93.8
Felt racial/ethnic tension	48	2.1	4.2	93.8
Dissatisfied with social life at Ball State	48	4.2	6.3	89.6
Felt alone or isolated	48	4.2	8.3	87.5
Did not like the size of Ball State	48	2.1	2.1	95.8

TABLE 35 (cont.)
Reasons for Withdrawal
(Withdrawing Graduate Students)

How important were these reasons in your decision to withdraw this term?	Major reason	Minor reason	Not a reason	
	<i>N</i>	<i>Percentages</i>		
<i>Health/personal problems</i>				
Health-related problem (personal)	48	10.4	6.3	83.3
Health-related problem (family)	47	10.6	2.1	87.2
Experienced emotional problems	48	14.6	6.3	79.2
<i>Housing difficulties</i>				
Could not find housing I liked	48	0.0	2.1	97.9
Did not like the residence halls	48	0.0	2.1	97.9
Had conflicts with my roommate(s)	48	0.0	2.1	97.9
Other				
Commuting distance was too great.	48	10.4	18.8	70.8
Transportation problems	48	8.3	0.0	91.7
Wanted a break from my college studies	48	10.4	6.3	83.3
Decided to attend a different college	48	4.2	4.2	91.7
Was not ready for college	48	0.0	4.2	95.8
Uncertain about the value of a college education	48	10.4	8.3	81.3
Enlisted in military service	48	0.0	2.1	97.9
Wanted to travel	48	0.0	2.1	97.9

- Nearly 4 out of 10 respondents (37%) indicated the single most important reason for their withdrawal was a personal one. (Table 36)
- More than 1 out of 4 respondents (27%) reported employment as the single most important reason for their withdrawal. (Table 36)

TABLE 36
Single Most Important Reason for Withdrawal
(Withdrawing Graduate Students)

Please indicate the single most important reason for your withdrawal.	<i>N</i>	<i>Percentages</i>
Personal	19	36.5
Employment	14	26.9
Financial	11	21.2
Academic	6	11.5
Other	2	3.8

- Four out of 10 respondents indicated their immediate plans include starting or continuing a job. (Table 37)
- Approximately 13% of respondents indicated that their immediate plans include dealing with personal/health needs. (Table 37)
- About 3 out of 10 respondents stated that their immediate plans include caring for family or home (31%) or looking for a job (29%). (Table 37)
- Only about 6% of respondents stated that their immediate plans include transferring to another school. (Table 37)

- About 1 out of 10 respondents (9%) reported having no specific plans at this time. (Table 37)
- No respondents reported immediate plans to join the military service. (Table 37)
- Approximately 45% of respondents indicated that their long-term educational plans are to complete a graduate degree. (Table 38)
- Approximately 4% of respondents noted that they have no long-term plans to continue their education. (Table 38)
- Approximately 1 out of 3 respondents (32%) indicated that they plan to return to Ball State. (Table 39)
- Of those respondents who do plan to return, 6 out of 10 reported it would be the next semester. (Table 39)

TABLE 37
Immediate Plans
(Withdrawing Graduate Students)

What are your immediate plans?*	<i>N</i>	<i>Percentages</i>
Start/continue a job	22	40.0
Care for family or home	17	30.9
Look for a job	16	29.1
Other	8	14.5
Deal with personal/health needs	7	12.7
No specific plans at this time	5	9.1
Transfer to another school	3	5.5
Join military service	0	0.0

*Respondents were asked to mark all that apply.

TABLE 38
Long-Term Educational Plans
(Withdrawing Graduate Students)

What are your long-term educational plans?	<i>N</i>	<i>Percentages</i>
Complete a graduate degree	23	45.1
Uncertain about long-term educational plans	19	37.3
Complete a bachelor's degree	4	7.8
No plans to continue education	2	3.9
Non-degree training	2	3.9
Complete an associate's degree	1	2.0

TABLE 39
Plans to Return
(Withdrawing Graduate Students)

	N	Percentages
Do you plan to return to Ball State?		
Yes	17	32.1
Don't know	25	47.2
No	11	20.8
If yes, when?*		
Next semester	9	60.0
Next year	5	33.3
After next year	1	6.7

*Of respondents who indicated they plan to return to Ball State

APPENDIX A

Comments from the 2011-2012 Withdrawing Student Survey

Immediate Plans to Transfer—What School?

Withdrawing Undergraduates

In State – Four Year Colleges and Universities

- Anderson University
- I am at Purdue right now.
- Indiana State
- IPFW [mentioned 11 times]
- IU East [mentioned 2 times]
- IU Northwest
- IU South Bend [mentioned 2 times]
- IUPUI [mentioned 10 times]
- Purdue Calumet [mentioned 2 times]
- Purdue North Central
- Purdue University [mentioned 2 times]
- UINDY
- University of Southern Indiana

In State – Two Year Colleges

- Ivy Tech [mentioned 15 times]
- Ivy Tech Anderson
- Ivy Tech Lafayette
- Ivy Tech Richmond

Out-of-State Colleges and Universities

- Ancilla College
- Argosy University
- Barnard College
- College of DuPage
- Community College of Philadelphia
- Community College of the Air Force
- Edison Community College
- Florida State
- Grand Valley State University
- Harrison College
- Henry Ford Community College
- Jackson Community College
- Kent State
- Miami University
- Northwestern Oklahoma State University
- Ohio State University
- Penn Foster
- University of Kentucky
- Western Michigan University
- Wright State University

Other

- Rudaie's School of Beauty Culture
- State Police Academy
- The Chef's Academy

Unsure/Undecided

- Undecided [mentioned 2 times]

Withdrawing Graduate Students

- Kettering University
- Point Park University
- University of Cincinnati

Immediate Plans – Other

Withdrawing Undergraduates

Educational Plans

- Attend either BSU or Ivy Tech
- Continue at Ivy Tech
- Go back to Vincennes University
- Graduate
- Graduate School
- Graduate w/another degree
- Take summer classes online
- Work for the summer and return in the fall
- Work to pay off what I owe and go to school in the spring

Employment Plans

- Baseball for the Cleveland Indians
- EMT
- Family Business
- Help family business
- Working Full time

Financial Plans

- Raise funds with plan to return.
- Start paying back what I owe, get a second job.
- Work more

Military Plans

- Deploy to Afghanistan
- Talks of Deployment

Other

- In a band
- Moving to New York [mentioned 2 times]
- Pregnancy
- Travel
- Volunteer at school back home
- Want to stop classes

Withdrawing Graduate Students

Educational Plans

- Non degree, take classes as I can, either here or elsewhere
- Take online classes
- Working and then trying to go to grad school

Employment Plans

- Self employed

Other

- Move back to Minnesota
- Move to Minnesota
- Prepare for Marriage

Major Reasons for Choosing Ball State – Other

Withdrawing Undergraduates

Family or Friends

- Mother graduated from BSU
- My mother graduated from here

Specific Program

- BFA acting
- Dance Major
- Good teaching program

Other

- Baseball
- Dr. Erwin Mueller
- Great Academics
- I got accepted
- Refuge
- Thought I would like it
- Tuition Waiver
- Whitinger Scholarship

Withdrawing Graduate Students

Miscellaneous

- 19 month 2nd bachelor degree program in nursing
- Alumni and retiree
- Attended BSU for undergrad, relationship with faculty
- Previous degree from BSU [mentioned 3 times]

APPENDIX B

2011-2012 Withdrawing Student Survey

WITHDRAWING STUDENT SURVEY

We, at Ball State, regret that you are withdrawing. The following questions are designed to help us better understand the factors involved in student withdrawal. The ultimate goal of this activity is to enable the University to do what is possible to prevent or reduce withdrawals among future students. Responses you give on this form will be kept confidential and will be combined with those from other students when reported as group data.

1. When did you begin to consider withdrawing from BSU?

Before this term started In the early weeks of the term Around midterm Late in the term

2. Prior to visiting this office, did you discuss your decision to withdraw with BSU faculty or staff? No Yes

3. Have you withdrawn from all your classes in a previous semester/session?

No Yes, one time Yes, more than once

4. Do you plan to return to BSU?

No Don't know Yes..... When? Next semester Next Year After next year

5. What are your immediate plans? (Please mark all that apply.)

Deal with personal/health needs

Look for a job

Join military service

Start/continue a job

Care for family or home

No specific plans at this time

Transfer to another school (What school? _____)

Other (Please specify.: _____)

6. What are your long-term educational plans? (Please select one response.)

No plans to continue education

Uncertain about long-term educational plans

Non degree training

Complete an Associate's degree

Complete a Bachelor's degree

Complete a graduate degree

7. How would you describe your overall impression of Ball State University?

Very Positive Positive Undecided Negative Very Negative

8. How did Ball State University rank among your choices for college?

First Choice Second Choice Third Choice Less Than Third Choice

**9. Please identify your major reasons for choosing BSU for your college education.
(Please mark all that apply.)**

Advice of counselor/teacher/etc.
Availability of financial aid
Availability of specific courses/programs
Ball State is the right size
BSU graduates get good jobs
BSU's reputation for good teaching
Cost of tuition and fees
Faculty are available to students
Family wanted me to go
Friends attending Ball State
Location
Not able to go to first choice
Recruitment efforts of BSU
Reputation of academic support services
Specific reputation of major/program of interest
Other : _____

**10. During the past year, how often have you done the following?
(Very Often / Often / Sometimes / Rarely / Never)**

Attended classes
Met individually with instructors
Participated in student clubs and organizations

**11. Please indicate which of the following BSU services you have used.
(Please mark all that apply.)**

Advising Center
Career Center
Counseling & Psychological Services
Learning Center
Recreational Facilities
Student Health Center
Writing Center

**12. How important were these reasons in your decision to withdraw this term?
(MajorReason / MinorReason / Not a Reason)**

A. ACADEMIC

Courses were not challenging
Courses were too difficult
Dissatisfied with academic reputation of BSU
Dissatisfied with courses
Dissatisfied with my grades
Dissatisfied with quality of instruction
Experienced class scheduling problems
Impersonal attitudes of faculty/staff
Inadequate study habits
Problems with academic advising
Too many required courses
Was suspended/placed on probation

B. EMPLOYMENT

Conflict between demands of job and college
Work did not require more college
My job situation changed
Wanted to get work experience

C. FINANCIAL

Could not afford tuition and fees
Could not find part-time work at BSU
Did not budget money correctly
Did not receive financial aid
Encountered unexpected expenses
Financial aid received was inadequate

D. PERSONAL

Childcare was not available/too costly
Could not find housing I liked
Did not like the residence halls
Did not like the size of BSU
Dissatisfied with social life at BSU
Experienced emotional problems
Family responsibilities were too great
Felt alone or isolated
Felt racial/ethnic tension
Had conflicts with my roommate(s)
Health-related problem (family)
Health-related problem (personal)
Influenced by parents or relatives
My family situation changed
My marital situation changed
Unhappy with rules/regulations
Wanted to live closer to loved ones

E. OTHER

Commuting distance was too great
Decided to attend a different college
Enlisted in military service
Transportation problems
Uncertain about the value of a college education
Wanted a break from my college studies
Wanted to travel
Was not ready for college

13. Using the categories above, please indicate the SINGLE MOST IMPORTANT REASON for your withdrawal.

Academic
Employment
Financial
Personal
Other

14. What, if anything, could BSU have done differently to prevent your withdrawal?
15. What, if anything, could you have done differently to prevent your withdrawal?
16. What, if anything, could BSU do to help you re-enroll?

Thank you for participating.