

# UMKC EXIT SURVEY STUDY

*Fall 2012 Results*

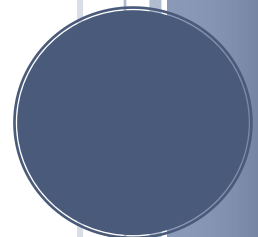
The following report includes the findings from a study that examined the reasons why students left the University during the past semester. A web-based survey was administered to UMKC students who withdrew from their classes during the Fall 2012 semester. Frequencies are provided in tables and graphs and a discussion of findings is included.

Verbatim comments have been redacted from this report to protect student privacy.

Institutional Research

1/28/2013

Report by: Adam Hinshaw



# UMKC EXIT SURVEY STUDY

*Fall 2012 Results*

## METHODOLOGY AND PARTICIPANTS

All students who withdrew completely from the university during the Fall 2012 semester were required to complete the exit survey. The purpose of the survey was to capture why the students left the university and what their future plans were at the time of their withdrawal.

A total of 346 students withdrew from UMKC on or after August 20, 2012 (the first day of classes), completing the exit survey during the Fall 2012 term. A summary of the general findings follows. In addition, tabled analyses and verbatim comments are located in the appendices along with a copy of the survey form for reference.

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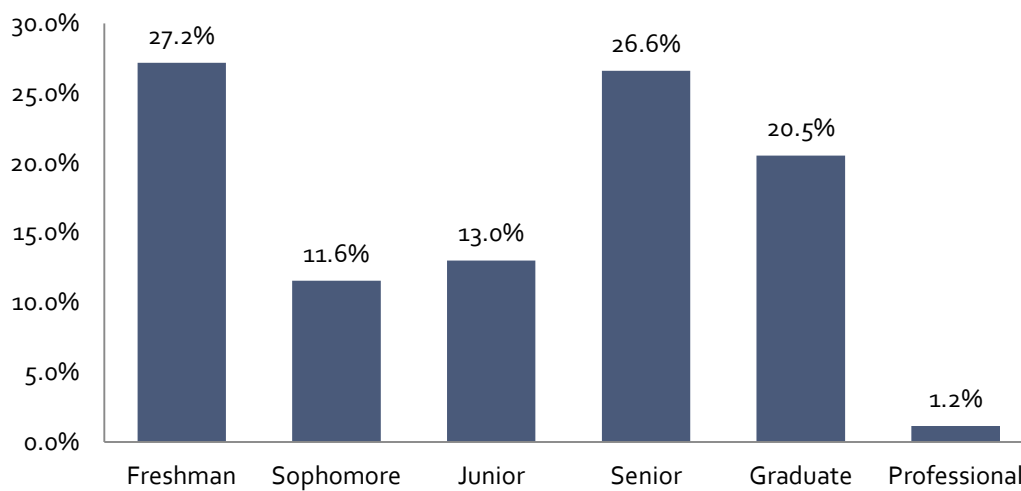
## MAJOR FINDINGS

- **Reasons for Leaving:** The most frequent reason for withdrawing was “other” (12.4%). In terms of specific responses, the most frequent reason students indicated for withdrawing was “personal problems” (10.6%). “Conflict between job and studies” (10.3%), and “physical problems/illness (personal or family)” (8.9%) were the second and third most frequent reasons, respectively. It is also worth noting that “not enough money to go to school” (8.6%) was mentioned almost as frequently as the “physical problems/illness.”
  - Students indicating financial concerns were the number one reason for withdrawal were examined to determine if they reported receiving financial aid. Likewise, students indicating academic issues were at least partially responsible for their withdrawal were examined to determine if they reported meeting with an academic advisor. Finally, students who indicated they could not find a job or who were having personal problems were examined to see if they reported using the Career Services Center or the Counseling Center, respectively.
  - Two-thirds of the students citing financial difficulties had not received financial aid. Eight in ten students who cited personal issues had not utilized the counseling services available to all students. Approximately half of the students who indicated academic issues as one of their reasons for withdrawal reported receiving academic advising. Finally, nearly nine in ten students citing work-related issues indicated they had not used the career services center.
  - The selection of the most important reason for withdrawal varied among student academic levels. Freshman indicated that not having enough money to pay for school was the main reason for withdrawal, and sophomores and junior cited personal problems and physical problems/illness as the most important reason. Seniors and graduate students generally reported conflict between work and school as the main reason for withdrawal.
- **Future Plans:** Students were asked to indicate what they planned to do after leaving UMKC. The most frequently indicated future plans were focusing on current job, caring for home/family, and looking for a new job. It should be noted that of the students who indicated they planned to transfer, about half (49.2%) planned to return to UMKC in the future.
- **Intention to Return to UMKC:** A large majority (76.0%) of the students who withdrew from UMKC during the Fall 2012 term indicated that they planned to return to UMKC at some point in the future.

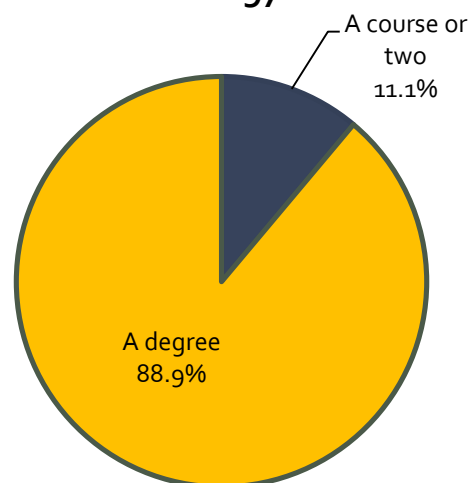
## STUDENT CHARACTERISTICS

About a quarter of all respondents (34.0% of all undergraduate respondents) were seniors who withdrew from their courses during the Fall 2012 semester (see Chart 1). Almost all of the students indicated they resided off campus (94.0%). Approximately nine in ten transfer students who withdrew (88.9%) had originally intended to complete a degree (see Chart 2). Finally, almost seven in ten students indicated they were currently employed, with 63.9% of them reporting they worked 35 or more hours a week. See Table 3 in Appendix A for more information.

**Chart 1: Academic Level**  
N = 346



**Chart 2: Enrollment Intent of Transfers**  
N = 197



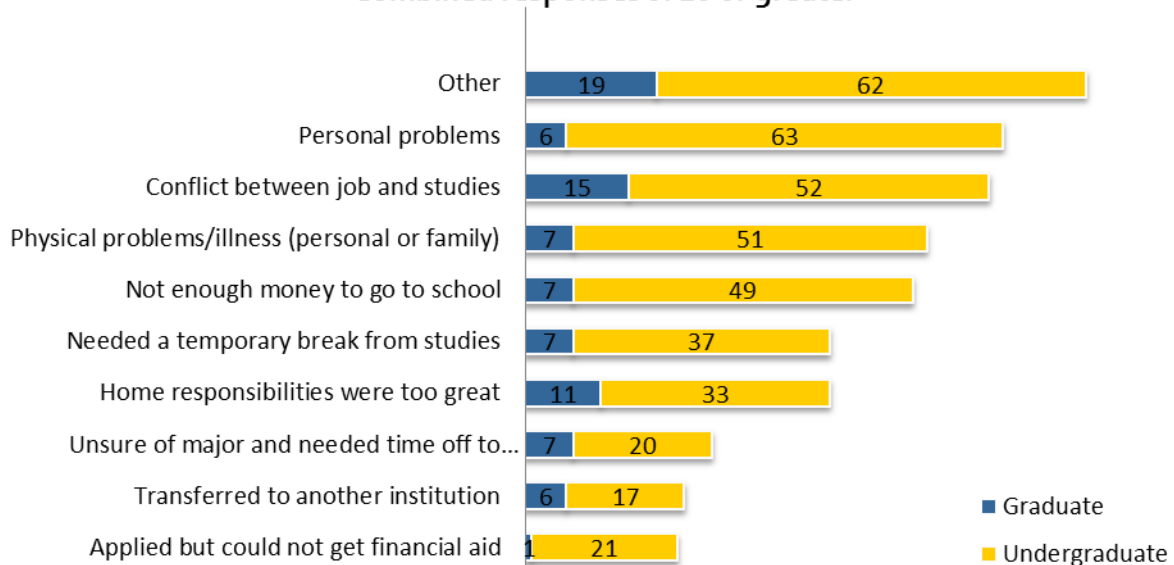
## REASONS FOR LEAVING

Students were asked to identify as many as three reasons for their withdrawal from the University in order of importance. All students selected a primary reason for leaving, 16.8% chose two reasons, and 35.8% chose three reasons for leaving. Chart 3 combines the primary, secondary, and tertiary responses to create an overall total for the most frequently selected reasons (combined responses of 20 or greater). The most frequently selected reason students indicated for withdrawing was "Other" (12.4%). "Personal problems" (10.6%) and "Conflict between job and studies" (10.3%) completed the top three reasons students withdrew from the University. It is noteworthy that "not enough money to go to school" (8.6%) was the fifth most cited reason for withdrawing from UMKC during the Fall 2012 semester, echoing the findings of Spring 2012.

In addition, Chart 3 shows the breakdown of the most frequently selected reasons by student career. Although undergraduates and graduates generally report similar reasons for leaving, some reasons such as "not enough money to go to school" for undergraduates and "needed a temporary break from studies" for graduates are found more frequently in one group over another. Table 4 in Appendix A displays the results for all withdrawal reasons provided to respondents. In addition, Section 1 in Appendix B provides verbatim comments related to reasons for withdrawing from UMKC.

### Chart 3: Most Frequently\* Selected Reasons for Withdrawing from UMKC

\* Combined responses of 20 or greater

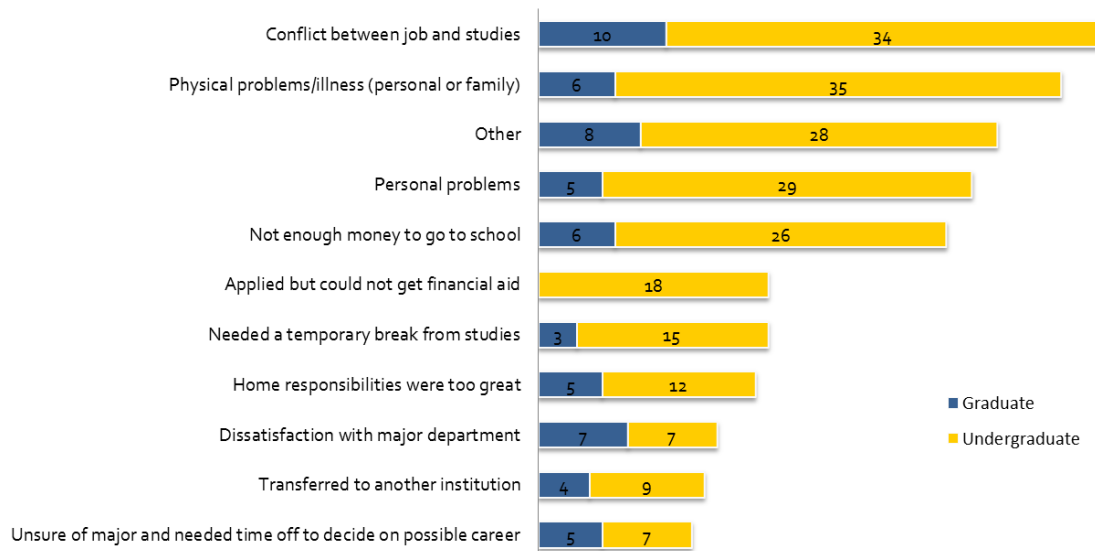


Students were allowed to select up to 3 reasons for withdrawing from UMKC, but all respondents were required to select at least one. Chart 4 displays the most important reasons for withdrawing from the university by academic career, which varies slightly in comparison to the most frequent reasons. In contrast to the combined responses (see Chart 3; Table 4), the top reason selected was "conflict between job and studies" with 12.7% of the respondents selecting this option. The other top reasons selected as most important included "physical problems/illness (personal or family)" (11.8%), "other" (10.4%), and "Personal problems" (9.8%). It is important to

note that of the 50 students selecting work/school conflict as the top reason for withdrawal, 39 (88.6%) reported working 35 or more hours per week. Generally, the most important reasons were similar for both academic careers. See Table 5 in Appendix A for more information.

#### Chart 4: Most Important\* Reasons for Withdrawing from UMKC

\*Reasons selected as Top Choice with greater than 10 responses



The most important reasons for withdrawing were analyzed by academic level and the top three selections for each level are provided in Table 1. While many of the academic levels have similar reasons in the top three choices, it is evident that a lack of funding for school is a greater concern for freshmen.

Table 1: Top Reasons for Withdrawing by Academic Level (Most Important Reason)

ACADEMIC LEVEL	FIRST	SECOND	THIRD
Freshman	Not enough money to go to school	Physical problems/illness (personal or family)	Personal Problems
Sophomore	Personal Problems <b>AND</b> physical problems/illness (personal or family) <b>AND</b> conflict between job and studies	Needed a temporary break from studies <b>AND</b> not enough money to go back to school <b>AND</b> other	Applied but could not get financial aid <b>AND</b> couldn't find a job to support self <b>AND</b> dissatisfaction with major department <b>AND</b> dissatisfied with course <b>AND</b> low grades <b>AND</b> transferred to another institution
Junior	Physical problems/illness (personal or family)	Conflict between job and studies <b>AND</b> other	Personal problems <b>AND</b> needed a temporary break from studies
Senior	Conflict between job and studies	Physical problems/illness (personal or family)	Other
Graduate/ Professional	Conflict between job and studies	Other	Dissatisfaction with major department

A common question asked when examining why students leave the university is whether there was anything the university could have done to help the students prior to their withdrawal. To help answer this question, students were asked to identify whether they had used four different services at UMKC.

Students who indicated that financial concerns were the number one reason for their withdrawal were examined to see if they had received financial aid. Likewise, students who indicated that academic issues were primarily responsible for their withdrawal were examined to see if they had met with an academic advisor. Finally, students who indicated they were unable to find a job or had personal problems were examined to see if they had used the Career Services Center or the Counseling Center, respectively.

Tables 2a through 2d provide an analysis of top reasons for withdrawal by selected campus services. As evidenced in Table 2a, two-thirds of the students citing financial difficulties had not received financial aid. When focusing on those who had financial difficulties but did not report applying for financial aid and being denied, 59.4% did not receive aid. Table 2b looks at those reporting academic issues by whether or not the student met with an academic advisor. About half of the students citing academic issues reported not meeting with an academic advisor. Lack of clarity on major choice and future career was also included in the analysis of career issues by visit to the career center. Approximately 89% of respondents with career issues reported not utilizing career services on campus. Of those students unsure of their major and needing time to decide on career, 100% (N=12) reported not using the services (See Table 2c). Finally, Table 2d provides an analysis of personal issues by those seeking assistance from the Counseling Center. Approximately eight in ten students report not utilizing counseling services.

#### TABLES 2A-D: TOP REASONS FOR WITHDRAWAL BY SELECTED CAMPUS SERVICES

Table 2a: Reason for Withdrawal by Financial Aid

Reason for Withdrawal	Received Financial Aid		Percent without Aid
	Yes	No	
<i>Financial Issues</i>			
Applied but could not get financial aid	4	14	77.7%
Not enough money to go to school	13	19	59.4%
<i>All financial issues</i>	<b>17</b>	<b>33</b>	<b>66.0%</b>

Table 2b: Reason for Withdrawal by Academic Advising

Reason for Withdrawal	Met with Academic Advisor		Percent Not Using Service
	Yes	No	
<i>Academic Issues</i>			
Dissatisfaction with major dept.	5	9	64.3%
Dissatisfied with course	1	2	66.7%
Found courses too difficult	2	1	33.3%
Found studies too time consuming	2	3	60.0%
Inconvenient class times	4	1	20.0%
Low grades	3	5	62.5%
Unsure of major	9	3	25.0%
<i>All academic issues</i>	<b>26</b>	<b>24</b>	<b>48.0%</b>

### Tables 2a-d: Top Reasons for Withdrawal by Selected Campus Services (continued)

Table 2c: Reason for Withdrawal by Career Services

Reason for Withdrawal	Used Career Services Center		Percent Not Using Service
	Yes	No	
<i>Career Issues</i>			
Conflict between job and studies	3	41	93.2%
Couldn't find a job to support myself	4	1	20%
Unsure of major – time to decide career	0	12	100.0%
<i>All career issues</i>	7	54	88.5%

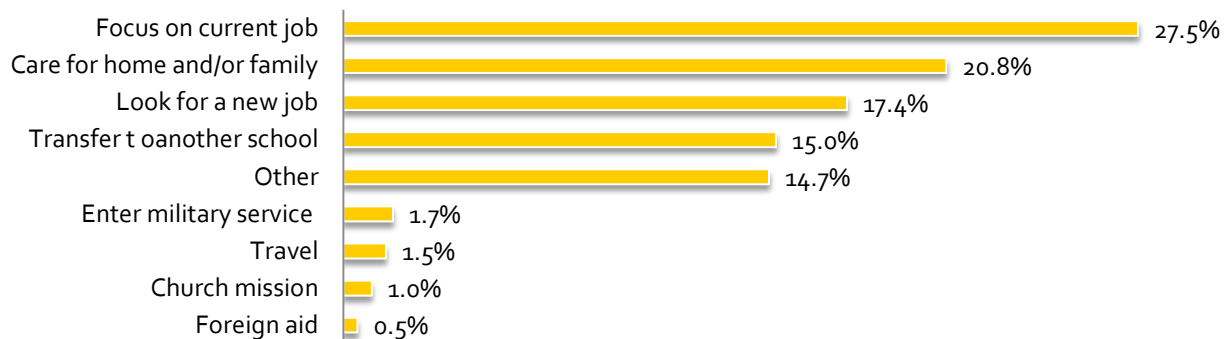
Table 2d: Reason for Withdrawal by Counseling Services

Reason for Withdrawal	Used the Counseling Center		Percent Not Using Service
	Yes	No	
<i>Personal Issues</i>			
Home responsibilities were too great	0	17	100.0%
Personal problems	3	31	91.2%
Physical problems/illness	7	34	82.9%
<i>All personal issues</i>	20	82	80.4%

## FUTURE PLANS

Students were asked to indicate what they planned to do after leaving UMKC (See Chart 5). The most frequently indicated future plans were focusing on current job, caring for home/family, and transferring to another institution. However, it should be noted that of the students who indicated they planned to transfer, about half (49.2%) planned to return to UMKC in the future. Additionally, of those transferring to other institutions, approximately seven in ten (71.1%) were planning to attend a four year and about three in ten (29.0) were planning to attend a two year. Finally, of the students selecting "other", 83.3% indicated they would be returning to UMKC. See Table 6 in Appendix A and Section 2 in Appendix B for more information on future plans.

### Chart 5: Future Plans N = 408



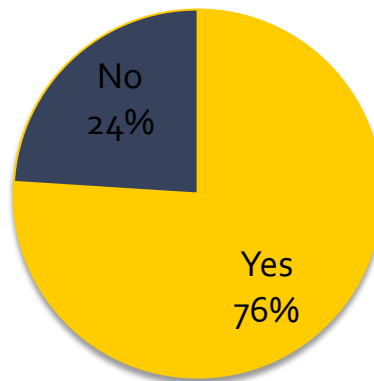
Note: Respondents were allowed to select more than one option, as appropriate.



A majority of the students who withdrew from UMKC during the Fall 2012 term indicated that they planned to return to UMKC at some point in the future (See Chart 6). See Table 6 in Appendix A for more information.

## Chart 6: Intention to Return to UMKC

N = 346



The final section of this report will provide a summary of the findings and suggestions based upon these results.

## CONCLUSION

It is naturally assumed that, when a student leaves the University, the institution could have prevented the withdrawal. However, previous studies (See Spring 2012, Fall / Spring 2011, Fall/Spring 2010, Fall/Spring 2009 and Spring 2008 Exit Survey results) indicate that the main reasons students withdrew from UMKC were due to job, personal issues, and/or physical health issues. Conversely, few respondents reported they were leaving the institution due to dissatisfaction or academic difficulties. The results of the Fall 2012 Exit Survey are consistent with previous findings; however, a new trend emerged in Fall 2011 and continued in these Fall 2012 results. Of the 346 respondents, 9.2% stated that their primary reason for leaving the University was "not enough money to go to school," and 8.6% of all respondents listed the concern as one of their top three reasons for withdrawal. Of the 22 individuals who reported their primary reason for leaving was "not enough money to go to school," over half were not financial aid recipients and most (81.3%) were undergraduates.

UMKC personnel may want to explore how they can better assist future students who are dealing with financial, work, or personal issues. The results suggest that students who have withdrawn do not seek out the support services UMKC provides (especially in regards to career and personal concerns center); thus, it may be beneficial to examine why this is the case. It is possible that students are unaware of the support services that the university provides or that they have had unsatisfactory interactions with these departments in the past. Findings from previously conducted studies (2009-2010 and 2008-2009 Senior Survey) suggest some dissatisfaction with department-level support services, specifically department-level placement and career services. However, without further exploration of this issue, it is difficult to determine why university and department level support services are underutilized by students.

Academic career and academic level were considered in conjunction with the reasons for withdrawal. It is important to consider the different needs of the undergraduate and graduate populations and tailor services and messages accordingly. While undergraduate and graduate groups frequently reported personal/ physical issues and work/school balance as reasons for withdrawing, undergraduates were more likely to report financial issues

and graduates more likely to report diverse, individual specific concerns (i.e., "other") and dissatisfaction with their major. It could be important to get financial support information in front of undergraduates early in the semester to provide support and resources to keep students in courses and attending classes. Alternately, graduate students might benefit from a more detailed understanding of what their graduate program offers prior to enrollment or from more engagement with faculty and fellow students.

It would be beneficial for the University to identify ways to keep in touch with students who withdraw and inform students that they will be contacted. As the results portray, a strong majority of the students intend to return to UMKC at some point in the future and there are many positive impressions regarding UMKC when respondents are asked for general comments (see Section 3, Appendix B for all verbatim comments). It is highly recommended that the University explore ways to help increase the likelihood they will return and assist in that process.

A new survey form has been implemented for Spring 2013 in response to the suggestions from the Spring 2013 Exit Survey report. Revision of specific items for enhanced response and addition of new items for exploration will provide greater depth to this report in the future.

## Appendices

- Appendix A: Tabled Findings for Fall 2012 Exit Survey
- Appendix B: Exit Survey Verbatim Comments (REDACTED)
- Appendix C: Sample Exit Survey

## APPENDIX A

- **Tabled Findings for Exit Survey**

Table 3:	Student Characteristics.....	13
Table 4:	Overall Reason for Leaving .....	14
Table 5:	Most Important Reason for Leaving .....	15
Table 6:	Future Plans.....	16

<b>Table 3</b>		
<b>Characteristics of Students Who Withdrew from UMKC in Fall 2012</b>		
	Number of Responses	Percent
<b>Academic Level</b>		
Freshman	94	27.2%
Sophomore	40	11.6%
Junior	45	13.0%
Senior	92	26.6%
Graduate	71	20.5%
Professional	4	0.01%
<b>Academic Unit</b>		
University College	14	4.0%
College of Arts & Sciences	160	46.2%
Henry W. Bloch School of Management	40	11.6%
School of Nursing	36	10.4%
School of Education	33	9.5%
School of Computing & Engineering	22	6.4%
School of Biological Sciences	16	4.6%
Conservatory of Music & Dance	7	2.0%
School of Dentistry	4	1.2%
School of Medicine	8	2.3%
School of Law	1	0.3%
School of Graduate Studies	5	1.4%
<b>Residence Status</b>		
Off-Campus	313	94.0%
On-Campus (Residence Hall, sorority/fraternity house)	20	6.0%
<b>Location</b>		
Non-University Housing	293	93.1%
University Housing	22	6.9%
<b>Educational Intent (Transfers only)</b>		
Complete a degree	22	11.2%
Take a course or two	175	88.8%
<b>Employment Status</b>		
Not employed	109	31.1%
Employed	242	68.9%
<b>Hours Worked Per Week</b>		
1 to 14 hours	7	2.90%
15 to 24 hours	35	14.52%
25 to 34 hours	45	18.67%
35 or more hours	154	63.90%

**Table 4**  
**Combined Counts – Reasons Provided by Students for Withdrawal in Fall 2012**

	First Reason	Second Reason	Third Reason	Total	Percent
Other	36	19	26	81	12.4%
Personal problems	34	20	15	69	10.6%
Conflict between job and studies	44	15	8	67	10.3%
Physical problems/illness (personal or family)	41	10	7	58	8.9%
Not enough money to go to school	32	20	4	56	8.6%
Home responsibilities were too great	17	19	8	44	6.7%
Needed a temporary break from studies	18	16	10	44	6.7%
Unsure of major and needed time off to decide on possible career	12	7	8	27	4.1%
Transferred to another institution	13	4	6	23	3.5%
Applied but could not get financial aid	18	4	0	22	3.4%
Inconvenient class times	5	6	7	18	2.8%
Dissatisfaction with major department	14	2	2	18	2.8%
Moved out of the area	8	6	2	16	2.5%
Low grades	8	4	2	14	2.1%
Accepted a job that didn't require more education	6	5	1	12	1.8%
Pregnancy	8	2	2	12	1.8%
Dissatisfied with course	3	7	0	10	1.5%
Found studies too time consuming	5	2	2	9	1.4%
Inadequate study techniques or habits	3	4	2	9	1.4%
Couldn't find a job to support myself	5	2	1	8	1.2%
Major or course not available at this time	3	1	4	8	1.2%
Found courses too difficult	3	1	3	7	1.1%
Child care not available or too costly	3	2	1	6	0.9%
Relationship situation changed educational plans	3	2	1	6	0.9%
Went into military service	4	0	0	4	0.6%
Satisfied personal educational goals	0	0	3	3	0.5%
Course work not challenging	0	1	0	1	0.2%

**Table 5**  
**Most Important Reason Provided by Students for Withdrawal in Fall 2012**

	Number of Responses	Percent
Conflict between job and studies	44	12.7%
Physical problems/illness (personal or family)	41	11.8%
Other	36	10.4%
Personal problems	34	9.8%
Not enough money to go to school	32	9.2%
Applied but could not get financial aid	18	5.2%
Needed a temporary break from studies	18	5.2%
Home responsibilities were to great	17	4.9%
Dissatisfaction with major department	14	4.0%
Transferred to another institution	13	3.8%
Unsure of major and needed time off to decide on possible career	12	3.5%
Low grades	8	2.3%
Moved out of the area	8	2.3%
Pregnancy	8	2.3%
Accepted a job that didn't require more education	6	1.7%
Inconvenient class times	5	1.4%
Couldn't find a job to support myself	5	1.4%
Found studies too time consuming	5	1.4%
Went into military service	4	1.2%
Child care not available or too costly	3	0.9%
Dissatisfied with course	3	0.9%
Found courses too difficult	3	0.9%
Inadequate study techniques or habits	3	0.9%
Major or course not available at this time	3	0.9%
Relationship situation changed educational plans	3	0.9%
Course work not challenging	0	0.0%
Satisfied personal educational goals	0	0.0%

Table 6 Future Plans of Students Withdrawing from UMKC in Fall 2012		
	Number of Responses	Percent
<b><i>Future Plans*</i></b>		
Focus on current job	112	32.4%
Care for home and/or family	85	24.6%
Look for a new job	71	20.5%
Transfer to another school	61	17.6%
Other	60	17.3%
Travel	6	1.7%
Enter military service	7	2.0%
Church mission	4	1.2%
Foreign aid	2	0.6%
<b><i>Plan to return to UMKC in the future</i></b>		
Yes	263	76.0%
No	83	24.0%

*\*Respondents were allowed to select multiple responses for this item.*



## APPENDIX B

- **Exit Survey Verbatim Comments (REDACTED)**

Section 1: Comments Explaining Withdrawal Reasons by Most Important Reason Selected...18-27

Section 2: Reported Future Plans for 'Transferring' and 'Other' Responses.....28-30

Section 3: General Comments – Additional Assistance from UMKC.....30-34

## APPENDIX C

- **Exit Survey**

## UMKC EXIT SURVEY

Name \_\_\_\_\_  
 Student ID \_\_\_\_\_  
 Major \_\_\_\_\_

Use this form to completely withdraw from all classes at UMKC. Please note the following deadlines to withdraw: undergraduate students can only withdraw through the end of the 12<sup>th</sup> week of classes; graduate students can withdraw through the last day of the term. See the Academic Calendar for specific dates. If you wish to withdraw after these dates, you must petition to your academic unit prior to submitting this form.

**If you receive financial aid you may be required to pay back all or a portion of the financial aid you received.** Before you withdraw, you should contact the Financial Aid office at 816-235-1154 to discuss your withdrawal. Depending on your withdrawal date, you may still owe UMKC for all or a portion of your tuition and fees.

I have read the information above and understand that even though I am withdrawing from UMKC I may still have financial obligations for the classes I was enrolled in, including returning some or all of my financial aid funds to the University.

To see refund dates check the UMKC Academic Calendar

### Demographic and Education Information

\* Denotes a required field

1. Withdraw Term\*

- Fall
- Spring
- Summer

2. Year\* \_\_\_\_\_

3. Residence Status

- Fraternity/Sorority House
- Off-Campus
- Residence Hall

4. Location

- Non-University Housing
- University Housing

5. If you transferred from another college, were you intending to complete at UMKC:\*

- A course or two
- A degree
- Not Applicable

6. Are you employed?\*

- Yes
- No

7. Number of hours worked per week:

- 1 to 14
- 15 to 24
- 25 to 34
- 35 or more

8. Are you receiving some type of financial aid? \*

- Yes

No

9. Have you met with an academic advisor?\*

Yes

No

10. Advisor name \_\_\_\_\_

11. Have you used the Counseling Center?\*

Yes

No

12. Have you used the Career Services Center?\*

Yes

No

### Reasons for Leaving UMKC

13. Please indicate the reason why you are withdrawing from UMKC below: (SELECT IN ORDER OF IMPORTANCE)

a)\*

- Accepted a job that didn't require more education
- Applied but could not get financial aid
- Child care not available or too costly
- Conflict between job and studies
- Couldn't find a job to support myself
- Course work not challenging
- Dissatisfaction with major department
- Dissatisfied with course
- Found courses too difficult
- Found studies too time consuming
- Home responsibilities were too great
- Inadequate study techniques or habits
- Inconvenient class times
- Low grades
- Major or course not available at this time
- Moved out of the area
- Needed a temporary break from studies
- Not enough money to go to school
- Other
- Personal Problems
- Physical problems/illness (personal or family)
- Pregnancy
- Relationship situation changed educational plans
- Satisfied personal educational goals
- Transferred to another institution
- Unsure of major and needed time off to decide on possible career
- Went into military service

b)

- Accepted a job that didn't require more education
- Applied but could not get financial aid
- Child care not available or too costly
- Conflict between job and studies
- Couldn't find a job to support myself
- Course work not challenging
- Dissatisfaction with major department
- Dissatisfied with course
- Found courses too difficult
- Found studies too time consuming
- Home responsibilities were too great
- Inadequate study techniques or habits
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- Pregnancy
- Relationship situation changed educational plans
- Satisfied personal educational goals
- Transferred to another institution
- Unsure of major and needed time off to decide on possible career
- Went into military service

c)

- Accepted a job that didn't require more education
- Applied but could not get financial aid
- Child care not available or too costly
- Conflict between job and studies
- Couldn't find a job to support myself
- Course work not challenging
- Dissatisfaction with major department
- Dissatisfied with course
- Found courses too difficult
- Found studies too time consuming
- Home responsibilities were too great
- Inadequate study techniques or habits
- Inconvenient class times
- Low grades
- Major or course not available at this time
- Moved out of the area
- Needed a temporary break from studies
- Not enough money to go to school
- Other
- Personal Problems
- Physical problems/illness (personal or family)
- Pregnancy
- Relationship situation changed educational plans
- Satisfied personal educational goals
- Transferred to another institution
- Unsure of major and needed time off to decide on possible career
- Went into military service

14. Please explain or state other reasons:

**Future Plans**

15. What are you planning to do after leaving UMKC? (Check all that apply)

- Attend/transfer to another US school  
School Name \_\_\_\_\_
- Enter military service
- Look for a new job
- Focus on current job
- Care for home and/or family
- Travel
- Assist a foreign aid service or Peace Corps
- Go on a church mission
- Other \_\_\_\_\_

16. Do you plan to return to UMKC at some future time?\*

- Yes
- No

17. If you would like a UMKC representative to contact you to discuss the circumstances that led to your withdrawal, please enter your email address or phone number? \_\_\_\_\_

18. Please comment on anything UMKC could have done to assist you with your educational goals: