

# UMKC EXIT SURVEY STUDY

## *Fall 2013 & Spring 2014 Results*

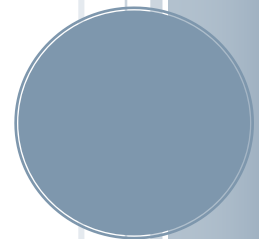
The following report includes the findings from a study that examined the reasons why students left the university during the Fall 2013 and Spring 2014 academic terms. A web-based survey was administered to UMKC students who withdrew from all classes during these terms. Visual representations of the results and analyses are provided, as well as a discussion of findings.

UMKC Office of Institutional Research

3 July 2014

Report by: Amy Prettejohn

*Note: Verbatim Comments have been redacted for public distribution of this report. Please contact the Office of Institutional Research if you have questions about these data.*



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## METHODOLOGY AND PARTICIPANTS

All students who withdrew completely from the university during the Fall 2013 and Spring 2014 semesters were required to complete the exit survey. The purpose of the survey is to capture why the students leave the university and what their future plans are at the time of withdrawal. In addition, respondents were asked to provide general feedback on their satisfaction with aspects of UMKC.

A total of 480 domestic students withdrew from UMKC on or after August 12, 2013 (a week prior to the beginning of classes), completing the exit survey during the Fall 2013 term and a total of 307 domestic students withdrew on or after January 14, 2014 (a week prior to classes), completing the exit survey during the Spring 2014 term. The latest submitted response was retained in the data for students completing the survey multiple times for a given semester. 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.

Note: Fewer than 15 international students responded to the Fall 2013 and Spring 2014 (combined) exit survey during the same time period. A brief overview of select results for international students is available in Appendix D. A copy of the exit survey form for international students is available in Appendix E. Due to the limited response, a complete analysis of international withdrawals is not provided; however, a brief discussion of the tabled findings will be presented within the report.

Comments or questions regarding this report should be directed to: Amy Prettejohn, Assistant Director of Institutional Research at [prettejohna@umkc.edu](mailto:prettejohna@umkc.edu).

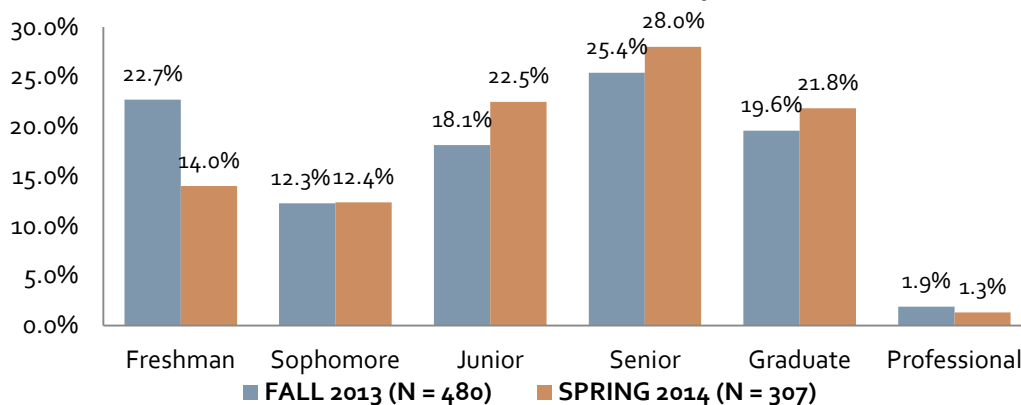
## MAJOR FINDINGS

- **Reasons for Leaving:** Overall, students most frequently selected personal issues as the primary reason for withdrawing from UMKC during the Fall 2013 and Spring 2014 semesters (14.6%). Just slightly different from the overall response pattern, undergraduate students reported medical/physical/mental health problems/issues as the top reason for withdrawing (14.4%), followed by personal issues (14.0%) and family responsibilities (10.9%). Graduate students responded somewhat differently although 'personal issues' was the most frequently selected primary reason (16.7%), followed by work/studies conflict (13.8%) and family responsibilities (10.9%).
  - Students were also asked to select as many secondary reasons for withdrawal as were appropriate from a group of more specific withdrawal reasons. Interestingly, the vast majority (94%) selected at least one secondary reason. This suggests that not only were the specific reasons problematic, but perhaps the intersection of multiple responsibilities for students created difficulties for enrollment.
  - Over one-half of the students citing financial difficulties had not received financial aid. Half of the students with academic issues reported not using academic advising. Approximately 90% of students with career-related and/or work-related issues reported not utilizing career services. Finally, nearly eight in ten students citing personal issues had not utilized counseling services.
  - The selection of the most important reason for withdrawal varied among student academic levels but not by term of withdrawal. Despite the varied top choices among academic level, all selected primary reasons were of a non-academic nature including personal issues, medical/physical/mental health problems/issues, and family responsibilities.
- **Future Plans:** Students were asked to indicate what they planned to do after leaving UMKC. The most frequently indicated future plan was a temporary leave from UMKC with plans to reenroll at a later date. Undergraduate and graduate students reported plans to transfer to another institution at about the same rate (20% and 18%, respectively). Graduate students reported plans to focus on their current job at a greater rate than undergraduates while undergraduates more frequently reported plans to look for a new job.
- **Intention to Return to UMKC:** A majority (65%) of the students who withdrew from UMKC during the Fall 2013 and Spring 2014 terms indicated that they planned to return to UMKC at some point in the future, most within a year and a half.
- **General Feedback on UMKC:** Items considering personal and academic support, as well as overall experience with the university were posed to withdrawing students. Analyses of the mean results reveal that there are differences in feelings of support and general satisfaction with the university between those students planning to return and those not planning to return for both the undergraduate and graduate respondent groups.

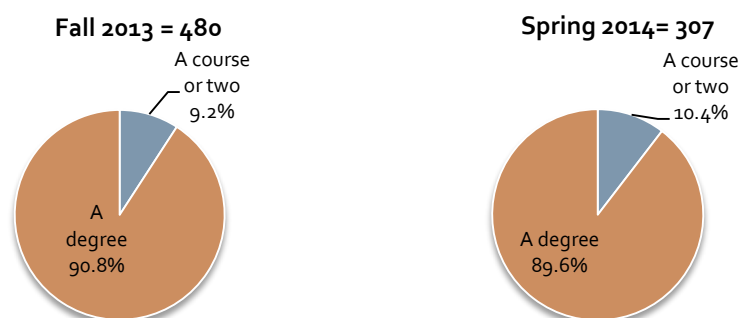
## STUDENT CHARACTERISTICS

A total of 787 students responded to the exit survey in the Fall 2013 and Spring 2014 semesters. Of those responses, 61% occurred in the fall term and 31% in the spring. Of the total respondents, approximately three-fourths each term were undergraduate students. About one-quarter of all respondents (33% of all undergraduate respondents) were seniors who withdrew from their courses during these terms (see Chart 1). Chart 1 also reveals a notable difference in proportion of freshman withdrawals between the Fall 2013 term (22.7%) and Spring 2014 term (14.0%). An overwhelming majority of both undergraduate and graduate students indicated they resided off campus. Approximately nine in ten students who withdrew intended to complete a degree, regardless of term (see Chart 2). Undergraduate students were most frequently from the following units, College of Arts & Sciences, School of Nursing & Health Studies, and Bloch School of Management. The proportions by term and academic unit were largely similar, with the exception of the School of Computing and Engineering seeing twice as many leaving in Spring 2014 vs. Fall 2013 (12% vs. 6%). Graduate students were most frequently from School of Education, College of Arts & Sciences, Bloch School of Management, and School of Nursing and Health Studies. There was a notable proportional difference by term and academic unit for students from the School of Nursing and Health Studies such that the proportion in spring was greater than fall (24% in Spring 2014 vs. 14% in Fall 2013). Finally, between seven and eight in ten students indicated they were currently employed. Of those reporting employment, over half (56.0%) of the undergraduate respondents reported working 35 or more hours per week while 85% of graduate students reported the same. See Table 3 in Appendix A for more information on student characteristics by term of withdrawal and academic career.

**Chart 1: Academic Level of Respondents**



**Chart 2: Enrollment Intent of Respondents**



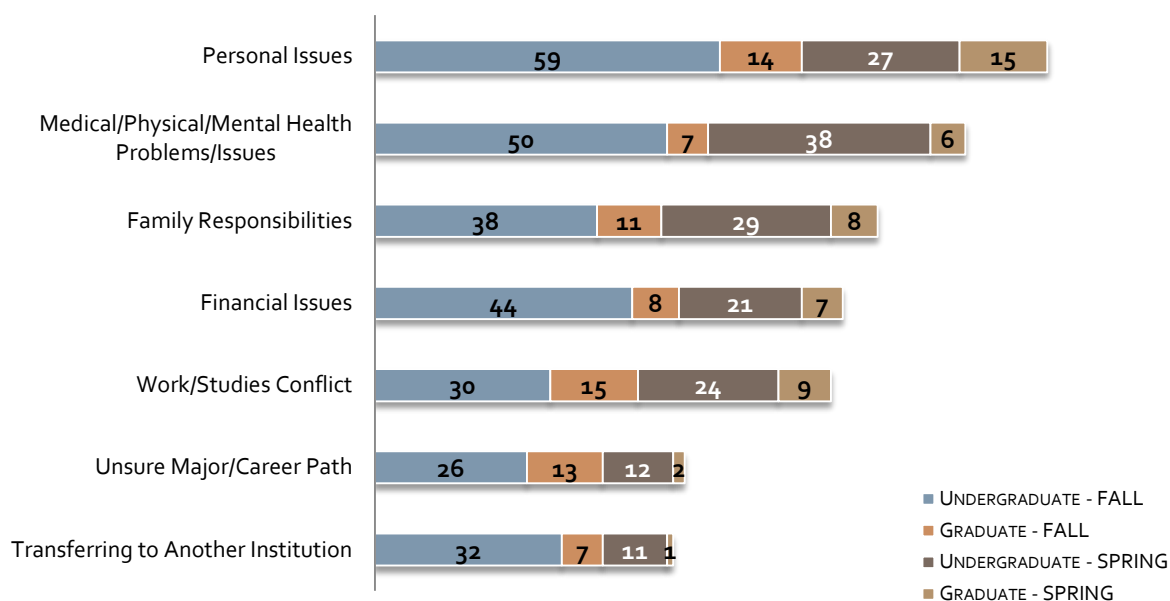
## REASONS FOR LEAVING

Students were asked via the exit survey form to report their reasons for completely withdrawing from UMKC. All students were required to select a primary reason for withdrawing from a list of more broadly defined categories. Respondents were also able (but not required) to provide secondary and more detailed reasons for withdrawal in a separate item. Chart 3 provides the most frequently selected reasons for withdrawing from UMKC by academic career and term (total of 50 responses or greater). The most frequently selected reasons undergraduate students reported included personal issues, medical/physical/mental health problems/issues, family responsibilities, and financial issues. Graduate and professional students responded with similar reasons, although work/studies conflict was selected slightly more frequently for this group. In general, differences by term were not evident with the exception of unsure of major/career path for graduate students in fall (13%) vs. spring (3%).

Table 4 in Appendix A displays the results for all primary withdrawal reasons reported by students.

**Chart 3: Most Frequently\* Selected Primary Reason for Withdrawing from UMKC by Academic Career & Term**

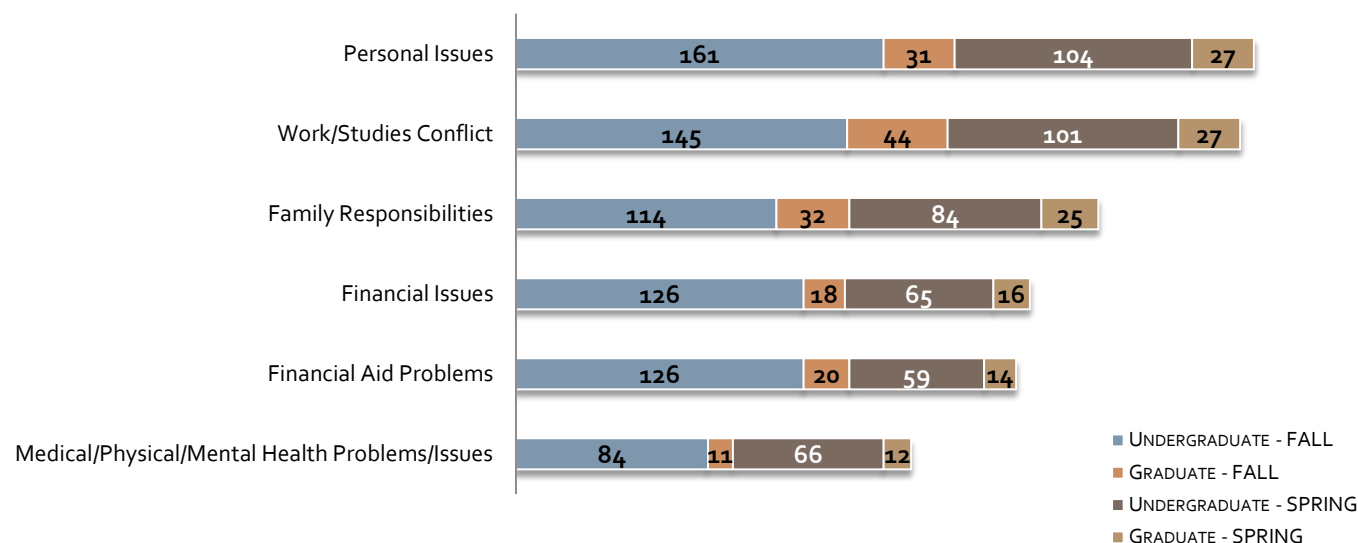
\*Total 50 Responses or Greater



Students were asked (but not required) to provide greater detail about their reasons for withdrawal in a secondary withdraw reason item that allowed for multiple responses per student. Chart 4 presents the top responses (reported by reason categories, similar to Chart 3) for those secondary reasons selected by undergraduate and graduate students. In comparison to the primary reasons for withdrawal (see Chart 3; Table 4), the top secondary reasons selected were similar for both academic careers and by term. One reason found more frequently in the secondary category was work/studies conflict reported by approximately 40% of the undergraduate and graduate students. It is also interesting to note that financial aid problems and academic difficulties were reasons cited in the secondary item far more frequently than the primary reason item for both academic careers. A total of 738 respondents (94%) selected at least one secondary reason in conjunction with the required primary withdrawal

reason suggesting that the reasons for withdrawing are complex and perhaps the multi-layered reasoning for withdrawing could be addressed earlier to help keep students enrolled. See Table 5 in Appendix A for more information.

**Chart 4: Top Secondary Reasons for Withdrawing from UMKC by Academic Career & Term**



Primary reasons for withdrawing during the Fall 2013 and Spring 2014 terms were also analyzed by academic level and the top three selections for each level are provided in Table 1. Personal issues were in the top reasons for all academic levels. Medical/physical/mental health problems/issues were reported by all undergraduate academic levels with the exception of freshmen who were more likely to report transferring to another institution. In general, undergraduate and graduate students at various academic levels reported similar reasons for withdrawal.

**Table 1: Top Primary Reasons for Withdrawing by Academic Level (Fall 2013 & Spring 2014 Combined)**

ACADEMIC LEVEL	FIRST	SECOND	THIRD
<b>Freshman</b>	Personal Issues	Financial Issues	Transferring to Another Institution
<b>Sophomore</b>	Medical/Physical/Mental Health Problems/Issues	Personal Issues <b>AND</b> Financial Issues	Unsure of Major/Career Path
<b>Junior</b>	Medical/Physical/Mental Health Problems/Issues	Work/Studies Conflict	Personal Issues
<b>Senior</b>	Family Responsibilities	Medical/Physical/Mental Health Problems/Issues	Personal Issues
<b>Graduate/ Professional</b>	Personal Issues	Work/Studies Conflict	Family Responsibilities

A common question asked when examining why students withdraw from the university is whether or not the withdrawal could have been prevented with university support services. In an effort 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. Due to the similarities in response by academic career and term of withdrawal, all students were combined for these analyses.

Tables 2a through 2d provide an analysis of related reasons for withdrawal by selected campus services for all respondents. Students were asked for the first time to distinguish between whether or not they were aware of a service if they reported not utilizing the service. As evidenced in Table 2a, more than half of the students reporting financial difficulties had not received financial aid. Table 2b considers those reporting academic issues by whether or not the student met with an academic advisor. About half of the students citing academic-related issues reported not meeting with an academic advisor, despite being aware of the services which could indicate a need for additional communication of services provided or requirement of advising at key points in the program process. Approximately 89% of respondents with career-related issues reported not utilizing career services on campus (Table 2c). It is interesting to note that 87% of students unsure of their career path or major did not utilize the services to determine next steps. Finally, Table 2d provides an analysis of the most frequently selected reasons, personal-related issues, by those seeking assistance from the Counseling Center. Approximately eight in ten students report not utilizing counseling services. About 20% of this group reported being unaware of the campus counseling services and 60% were aware but did not use these services. Similar to the findings for the career services on campus, it could be counseling services are not fully understood or not accessible enough to students with personal-related issues.

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

TABLE 2A: PRIMARY REASON FOR WITHDRAWAL BY FINANCIAL AID

Reason for Withdrawal	Received Financial Aid			Percent Without Aid
	Yes	No/Aware	No/Unaware	
<b>Financial-related Reasons</b>				
Financial Aid Problems	14	15	6	60.0%
Financial Issues	31	35	14	61.3%
<b>All financial reasons</b>	<b>45</b>	<b>50</b>	<b>20</b>	<b>60.9%</b>

TABLE 2B: PRIMARY REASON FOR WITHDRAWAL BY ACADEMIC ADVISING

Reason for Withdrawal	Met with Academic Advisor			Percent Not Using Service
	Yes	No/Aware	No/Unaware	
<b>Academic-related Reasons</b>				
Academic Difficulties	15	15	3	54.5%
Academic Dissatisfaction	12	13	3	57.1%
Difficulties Navigating UMKC's System/Processes	5	3	3	54.5%
Unsure of Major/Career Path	25	25	3	52.8%
Fit with UMKC	1	1	1	66.7%
<b>All academic reasons</b>	<b>58</b>	<b>57</b>	<b>13</b>	<b>54.7%</b>

TABLE 2C: PRIMARY REASON FOR WITHDRAWAL BY CAREER SERVICES

Reason for Withdrawal	Used Career Services Center			Percent Not Using Service
	Yes	No/Aware	No/Unaware	
<b>Career-related Reasons</b>				
New Job	3	25	11	92.3%
Unsure of Major/Career Path	7	38	8	86.8%
Work/Studies Conflict	8	59	11	89.7%
<b>All career reasons</b>	<b>18</b>	<b>122</b>	<b>30</b>	<b>89.4%</b>

**TABLES 2A-D: TOP REASONS FOR WITHDRAWAL BY SELECTED CAMPUS SERVICES – OVERALL (CONTINUED)**

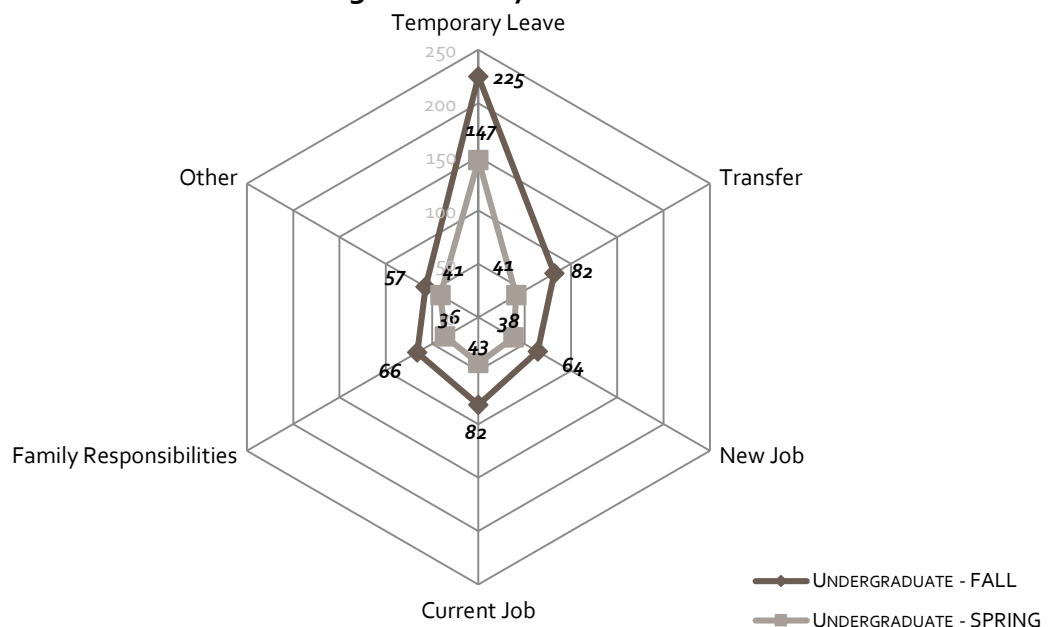
*TABLE 2D: PRIMARY REASON FOR WITHDRAWAL BY COUNSELING SERVICES*

Reason for Withdrawal	Used the Counseling Center			Percent Not Using Service
	Yes	No/Aware	No/Unaware	
<i>Personal-related Reasons</i>				
Family Responsibilities	15	48	23	82.6%
Medical/Physical/Mental Health Problems/Issues	25	53	23	75.2%
Personal Issues	21	76	18	81.7%
<i>All personal reasons</i>	<b>61</b>	<b>177</b>	<b>64</b>	<b>79.8%</b>

## FUTURE PLANS

Students were asked to indicate what they planned to do after leaving UMKC and these responses were analyzed by term for undergraduate students (Chart 5) and by term for graduate students (Chart 6) to determine if there is a difference in plans by academic career and term of withdrawal. Review of Chart 5 suggests similar plans for undergraduates by terms, with slightly more students selecting ‘transfer to another institution’ when withdrawing during fall. Graduate students (Chart 6) report a slightly different pattern of future plans with new job and other reported less frequently in fall than spring. Of the undergraduate students planning to transfer and reporting the subsequent institution (n=93), 58% were transferring to institutions in Missouri and 16% to Kansas schools. The most frequently reported institutions were the Metropolitan Community Colleges (14%), followed by Johnson County Community College and the University of Missouri - Columbia (5%). Additionally, about 5% reported being unsure of a transfer institution, indicating an opportunity for UMKC to recruit back with targeted efforts. See Table 6 in Appendix A for more information on future plans.

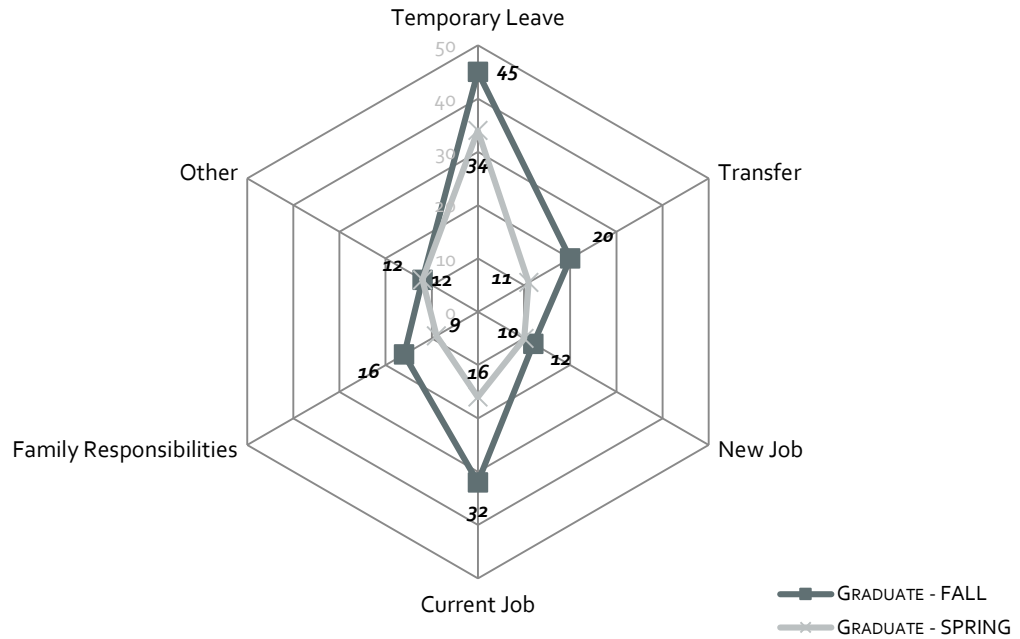
**Chart 5: Most Frequently Selected Future Plans for Undergraduates by Term**



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



**Chart 6: Most Frequently Selected Future Plans for Graduates/Professionals by Term**

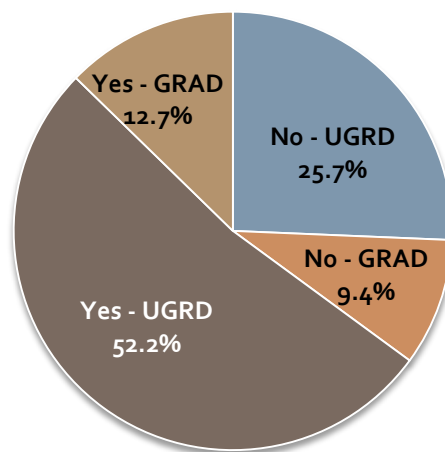


*Note: Respondents were allowed to select more than one option, as appropriate.*

A majority of the students who withdrew from UMKC in Fall 2013 or Spring 2014 indicated they planned to return to UMKC at some point in the future (Chart 7). Approximately two-thirds of all students withdrawing reported a plan to return to UMKC for a subsequent semester.

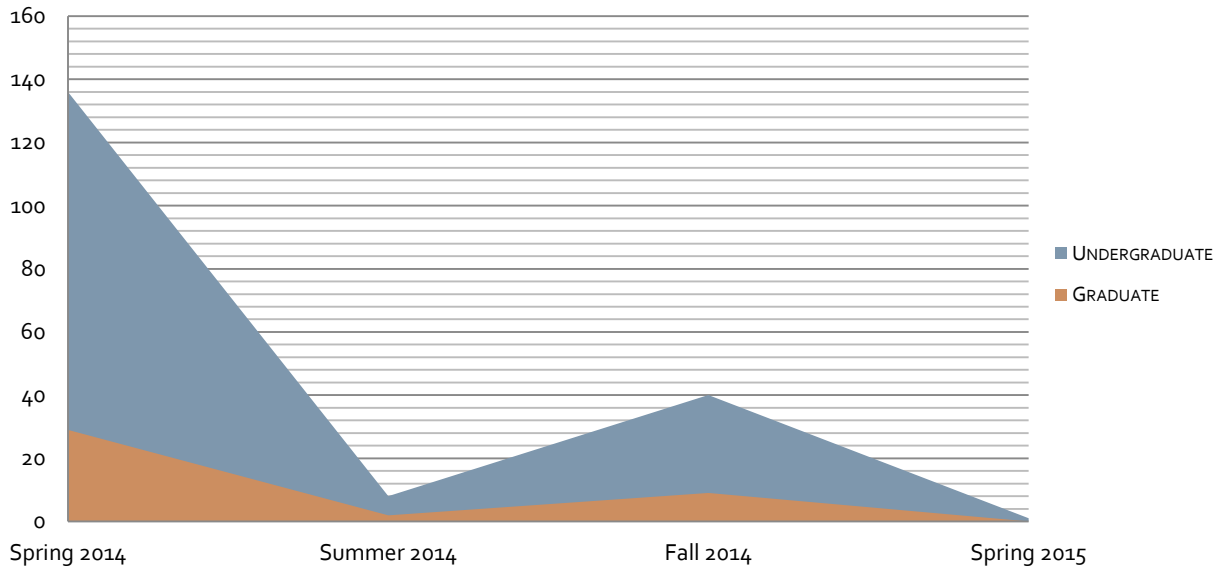
**Chart 7: Intention to Return to UMKC by Academic Career**

N = 787



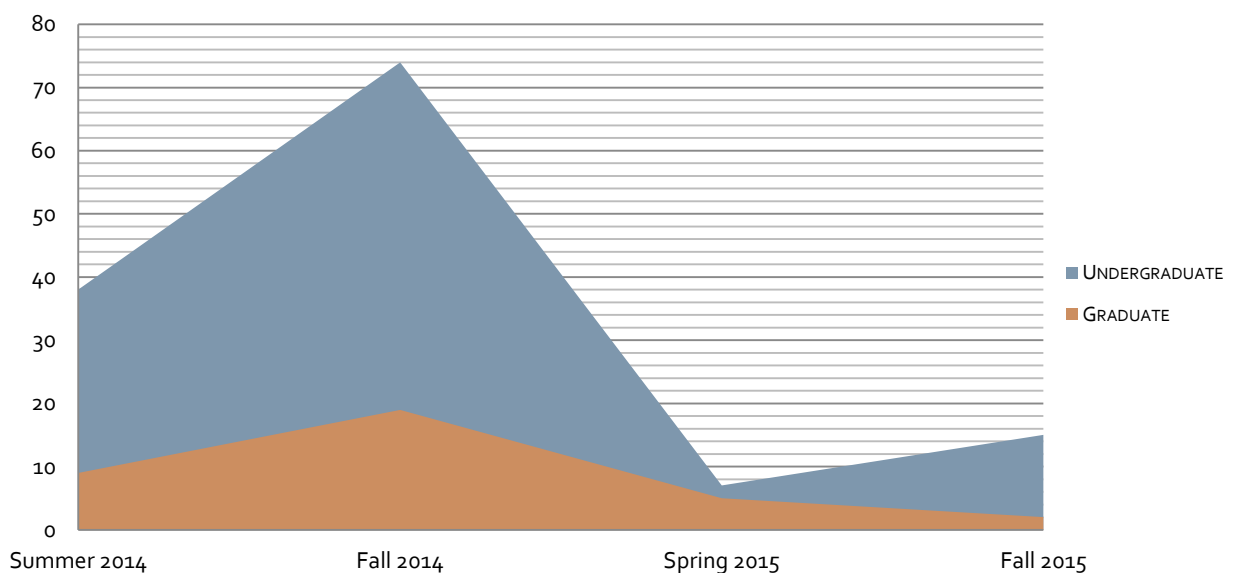
Charts 8 and 9 present the terms of planned reenrollment for those who reported intent to return to UMKC, separated by withdrawal term (Chart 8 = Fall 2013, Chart 9 = Spring 2014). A majority of both undergraduate and graduate students reported return plans within a year and a half. While both undergraduate and graduates most frequently reported a plan to return for the next non-summer term, the pattern of responses varied slightly between the groups. A greater proportion of graduate students reported a plan to return in less than a year's time, possibly due to more relevant summer enrollment opportunities.

**Chart 8: Number of Students Planning to Return by Semester & Academic Career for Students Withdrawing FALL 2013**



*Note: The four subsequent semesters are presented and represent approximately 83% of all reporting plan to return to UMKC for this term.*

**Chart 9: Number of Students Planning to Return by Semester & Academic Career for Students Withdrawing SPRING 2014**



*Note: The four subsequent semesters are presented and represent approximately 93% of all reporting plan to return to UMKC for this term.*

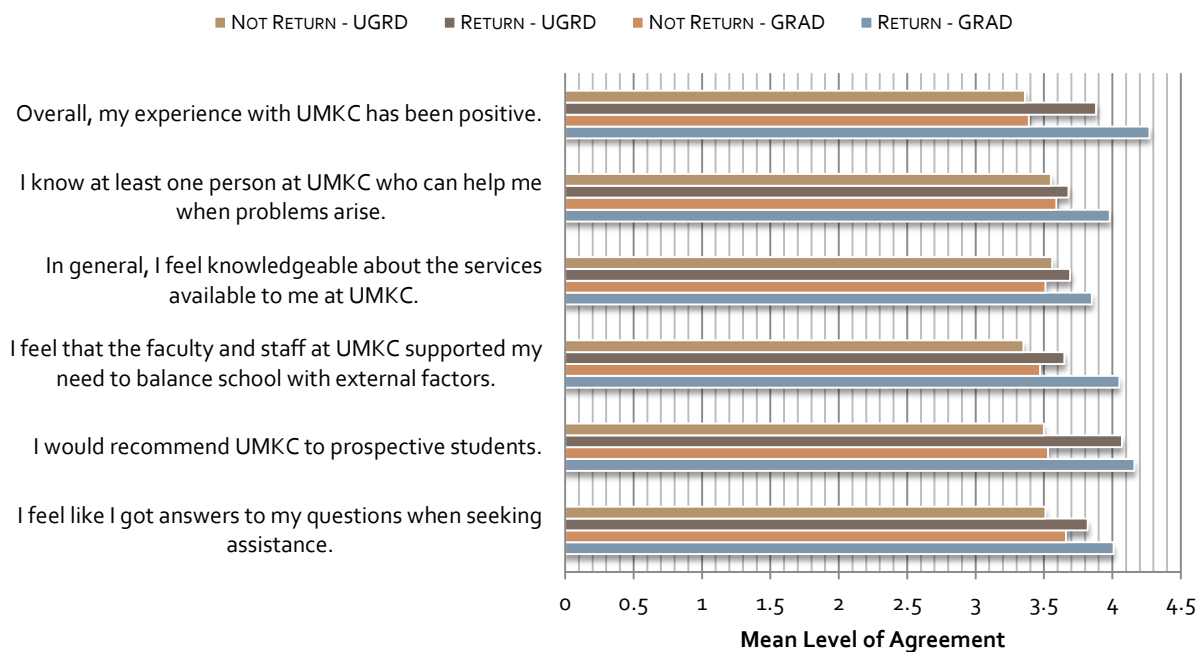
Finally, students reporting an intention to return to UMKC were asked about their confidence in the understanding of issues related to reenrollment (Appendix A, Table 6). Undergraduate and graduate students reported being at least somewhat confident (on average) that they would return to UMKC, knew what to do to enroll upon their return, and could return to the university without reapplying. Students were less confident that their academic department knew of their plan to return. These findings could present an area of opportunity for follow up with those who plan to return to make sure the transition back to UMKC is as seamless as possible. In general, differences by term and/or academic career were not notable.

## GENERAL FEEDBACK ON UMKC

In addition to withdrawal information respondents were asked to provide feedback on various aspects of their UMKC experience. Chart 10 presents the mean responses separately for undergraduate and graduate students by their plan to return or not return to UMKC. Item means were also analyzed for statistically significant differences by item between those planning to return and those not planning to return to UMKC for undergraduate and graduate students. After analyzing the undergraduate respondents for statistically significant differences ( $p \leq .05$ ) between those who planned on returning and who did not; all but two items were statistically different, feeling knowledgeable about available services and knowing at least one person at UMKC who can help with problems. Statistically significant differences ( $p \leq .05$ ) were found between graduate students who planned to return and who did not on all items. Mean results by academic career and term for the general feedback items may be found in Table 7 in Appendix A; results of independent t-tests to determine statistically significant differences for undergraduate and graduates may be found in Table 8 and Table 9 in Appendix A.

**Chart 10: General Feedback Item Mean\* Response  
by Academic Career and Intent to return to UMKC**

Fall 2013 and Spring 2014 Combined



\*Mean responses are calculated from a 5-point scale where 5 = Strongly Agree and 1 = Strongly Disagree.

Finally, students were asked to provide specific information via an open comment format regarding ways in which UMKC could have helped them stay enrolled for the Fall 2013 or Spring 2014 semesters. In an effort to gain additional perspective on the responses, comments were analyzed in one of four groups. The groups included undergraduate students planning to return to UMKC, undergraduate students not planning to return to UMKC, graduate students planning to return to UMKC, and graduate students not planning to return to UMKC. Due to the very limited evidence of differences by term, verbatim comments have been combined across the Fall 2013 and Spring 2014 terms.

A basic content analysis was conducted utilizing the aforementioned groups and related comments to determine patterns of response. At least half of the comments for each outlined group suggested that there was nothing UMKC could have done to assist the student ('no' results ranged between 53.8% and 68.9%, see Appendix B). Undergraduate students, regardless of plan to return, most frequently reported financial support as the area in which UMKC could assist. Financial support included both the need for additional funding (scholarships, employment opportunities, etc.) and greater support in obtaining financial aid in a timely and effective manner. Undergraduate students also frequently suggested that the feeling of being passed off to other student services areas or poor communication from student services affected their enrollment. Graduate students planning to return to UMKC suggested financial support and timely communication of financial aid information could have assisted in maintained enrollment. For those graduate students who did not plan on returning to UMKC, online courses and course flexibility were the most frequently mentioned to allow for continued enrollment in Fall 2013 or Spring 2014, and beyond. Appendix B contains additional information on all comments provided and the verbatim comments for those students responding to the item, "Is there anything UMKC could have done to help you stay enrolled this semester?" in the affirmative.

## INTERNATIONAL STUDENT OVERVIEW

An overview of data for International student responses is provided in Appendix D. Due to the very small number of International student withdrawals in the combined Fall 2013 and Spring 2014 semesters (N=14), it is difficult to make conclusions about the students with any degree of certainty. Table 10 in Appendix D provides demographics on those withdrawing and suggests that the majority of those leaving were graduate students (64.3%). The largest number came from the Bloch School of Management and the School of Computing and Engineering (35.7% each) and approximately three-fourths were intending to complete a degree. Detail on the services used by the students and other demographics are available in Table 10 of Appendix D.

Tables 11 through 13 in Appendix D contain information on why International students left, their future plans, and their general feedback regarding UMKC. Half of the students indicating transfer to another institution as their primary reason for leaving (Table 11). With regard to future plans, about one-third suggested they were just taking a temporary leave from UMKC and over half (57.1%) indicated they planned to return to the institution (Table 12). Of those indicating a plan to return, they report being 'somewhat confident' in that plan. Finally, Table 13 reveals that the mean scores on the general feedback items are positive with most at agree (4) or higher. One item, access to cultural opportunities, fell slightly below the 'agree' threshold (3.86). Due to the very small number of respondents, significance testing for differences between those planning to return and those not returning could not be conducted. Finally, Exit Survey items provided for International students withdrawing from UMKC are provided in Appendix E.

## CONCLUSION

It is important to understand if and how a student's interaction with the university affects the decision to withdraw completely from UMKC during a given semester. Previous studies (See Spring 2013, Fall/Spring 2012, Fall / Spring 2011, Fall/Spring 2010, and Fall/Spring 2009) indicate that the main reasons students withdrew from UMKC were due to financial issues, 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 2013/Spring 2014 Exit Survey are fairly consistent with historical findings for this survey. Similar to previous findings, the majority of students planned only a temporary leave and had every intention of returning to UMKC within a semester to two years.

UMKC personnel may want to continue to explore how they can better assist future students who are dealing with financial, work-related, or personal issues. The results suggest that students who have withdrawn do not seek out the support services UMKC provides (particularly in regard to career and personal concerns); thus, it may be beneficial to examine why. 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. Unsurprisingly, analysis of general perception of UMKC suggests that those students planning to return to the university have a more positive view of UMKC and the support services available than those who have decided not to return. As many students are planning on returning to UMKC, providing information on these services as students are planning reentry to the university could prove beneficial.

Academic career and academic level were considered in conjunction with the reasons for withdrawal, future plans, and general feedback on UMKC. 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 issues and family responsibilities as reasons for withdrawing, undergraduates were more likely to report financial issues or transfer to another institution and graduates more likely to report work/studies conflicts. Undergraduate students also report a feeling of miscommunication from student services in the open comments. It may be useful to get information regarding financial and personal student services in front of students early, such as at the time of enrollment. Additionally, monitoring undergraduate transcript requests and contacting students to determine why they are leaving UMKC for other area four-year, public institutions would be beneficial. 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 reveal, a strong majority of the students intend to return to UMKC at some point in the future. On average, students feel confident they will return to UMKC and know what to do to get enrolled. It is highly recommended that the university explore ways to keep these students informed of deadlines and application/enrollment requirements and suggest communication plans for their departments, faculty advisors, and/or program chairs.

As was mentioned in the Spring 2013 Exit Survey report, this iteration is the first combined term report including both responses from Fall 2013 and Spring 2014 and marks the beginning of the Exit Survey report as an annual reporting process. Due to the combination of terms in one report, differences between semesters were considered where appropriate. In general, differences in reason for withdrawing, future plans, or satisfaction with UMKC were not significant between terms. Possible differences by term will continue to be examined in the near-

future; however, consistent finding of non-significant differences would allow for the combination of term data and a more streamlined report over time.

## APPENDICES

- Appendix A: Tabled Findings for Fall 2013 and Spring 2014 Exit Survey Study
- Appendix B: Exit Survey Verbatim Comments - REDACTED -
- Appendix C: Sample Exit Survey – Domestic Students
- Appendix D: Selected Findings from International Student Respondents
- Appendix E: Sample Exit Survey – International Students

APPENDIX A – TABLED FINDINGS FOR FALL 2013 & SPRING 2014 EXIT SURVEY STUDY

<b>STUDENT CHARACTERISTICS</b>	<b>UNDERGRADUATE</b>				<b>GRADUATE</b>			
	<b>Fall 2013</b>		<b>Spring 2014</b>		<b>Fall 2013</b>		<b>Spring 2014</b>	
	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>
<b>Academic Level</b>								
Freshman	109	28.9	43	18.2	-	-	-	-
Sophomore	59	15.7	38	16.1	-	-	-	-
Junior	87	23.1	69	29.2	-	-	-	-
Senior	122	32.3	86	36.4	-	-	-	-
Graduate	-	-	-	-	94	91.3	67	94.4
Professional	-	-	-	-	9	8.7	4	5.6
<b>Academic Unit</b>								
College of Arts & Sciences	159	42.4	93	39.9	18	17.5	17	24.3
Bloch School of Management	47	12.5	34	14.6	15	14.6	9	12.9
Conservatory of Music & Dance	6	1.6	3	1.3	6	5.8	1	1.4
School of Biological Sciences	33	8.8	15	6.4	1	1.0	-	-
School of Computing & Engineering	24	6.4	28	12.0	3	2.9	5	7.1
School of Dentistry	3	0.8	-	-	1	1.0	1	1.4
School of Education	17	4.5	13	5.6	29	28.2	16	22.9
School of Graduate Studies	-	-	-	-	3	2.9	1	1.4
School of Law	-	-	-	-	8	7.8	2	2.9
School of Medicine	4	1.1	-	-	3	2.9	1	1.4
School of Nursing and Health Studies	62	16.5	38	16.3	15	14.6	17	24.3
School of Pharmacy	1	0.3	-	-	1	1.0	-	-
University College	19	5.1	9	3.9	-	-	-	-
<b>Residence Status</b>								
Off-Campus	328	90.4	212	93.0	97	96.0	68	97.1
On-Campus (Residence Hall, sorority/fraternity house)	35	9.6	16	7.0	4	4.0	2	2.9
<b>Educational Intent</b>								
Complete a degree	339	89.9	210	89.0	97	94.2	65	91.6
Take a course or two	38	10.1	26	11.0	6	5.8	6	8.4
<b>Employment Status</b>								
Not employed	110	29.2	70	29.7	20	19.4	18	25.4
Employed	267	70.8	166	70.3	83	80.6	53	74.6
<b>Hours Worked Per Week</b>								
1 to 14 hours	11	4.1	14	8.4	1	1.2	1	1.9
15 to 24 hours	51	19.1	22	13.4	10	12.1	4	7.6
25 to 34 hours	50	18.7	41	24.7	2	2.4	3	5.7
35 or more hours	155	58.1	89	53.6	70	84.3	45	84.9



**Table 4**  
**Primary Reason Students Withdrew from UMKC in Fall 2013 & Spring 2014**

LEAVE REASONS	UNDERGRADUATE				GRADUATE			
	Fall 2013		Spring 2014		Fall 2013		Spring 2014	
	#	%	#	%	#	%	#	%
Financial Aid Problems	21	5.6	10	4.2	3	2.9	1	1.4
Work/Studies Conflict	30	8.0	24	10.2	15	14.6	9	12.7
Family Responsibilities	38	10.1	29	12.3	11	10.7	8	11.3
Personal Issues	59	15.7	27	11.4	14	13.6	15	21.1
Medical/Physical/Mental Health Problems/Issues	50	13.3	38	16.1	7	6.8	6	8.5
Financial Issues	44	11.7	21	8.9	8	7.8	7	9.9
Fit with UMKC	2	0.5	-	-	1	1.0	-	-
Academic Dissatisfaction	14	3.7	5	2.1	6	5.8	3	4.2
Academic Difficulties	14	3.7	16	6.8	2	1.9	1	1.4
Moved/Moving Out of Area	7	1.9	16	6.8	4	3.9	6	8.5
Transferring to Another Institution	32	8.5	11	4.7	7	6.8	1	1.4
Difficulties Navigating UMKC's System/Processes	5	1.3	2	0.9	3	2.9	1	1.4
Unsure of Major/Career Path	26	6.9	12	5.1	13	12.6	2	2.8
New Job	18	4.8	12	5.1	4	3.9	5	7.0
Military Service	-	-	4	1.7	-	-	-	-
Other	17	4.5	9	3.8	5	4.9	6	8.5

**Table 5**  
**Secondary Reasons Students Withdrew from UMKC in Fall 2013 & Spring 2014**  
*Students could select multiple reasons, percent of students reporting each response (by academic career) reported*

LEAVE REASONS	UNDERGRADUATE				GRADUATE			
	Fall 2013		Spring 2014		Fall 2013		Spring 2014	
	#	%	#	%	#	%	#	%
Financial Aid Problems	126	33.4	59	25.0	20	19.4	14	19.7
Work/Studies Conflict	145	38.5	101	42.8	44	42.7	27	38.0
Family Responsibilities	114	30.2	84	35.6	32	31.1	25	35.2
Personal Issues	161	42.7	104	44.1	31	30.1	27	38.0
Medical/Physical/Mental Health Problems/Issues	84	22.3	66	28.0	11	10.7	12	16.9
Financial Issues	126	33.4	65	27.5	18	17.5	16	22.5
Fit with UMKC	46	12.2	26	11.0	8	7.8	11	15.5
Academic Dissatisfaction	73	19.4	47	19.9	24	23.3	10	14.1
Academic Difficulties	74	19.6	59	25.0	15	14.6	7	9.9
Moved/Moving Out of Area	7	1.9	16	6.8	4	3.9	6	8.5
Transferring to Another Institution	58	15.4	27	11.4	10	9.7	5	7.0
Difficulties Navigating UMKC's System/Processes	35	9.3	19	8.1	11	10.7	3	4.2
Unsure of Major/Career Path	62	16.5	44	18.6	14	13.6	3	4.2
New Job	36	9.6	31	13.1	10	9.7	9	12.7
Military Service	7	1.9	8	3.4	-	-	1	1.4
Other	52	13.8	35	14.8	12	11.7	9	12.7

<b>FUTURE PLANS &amp; RELATED ITEMS</b>	<b>UNDERGRADUATE</b>				<b>GRADUATE</b>			
	<b>Fall 2013</b>		<b>Spring 2014</b>		<b>Fall 2013</b>		<b>Spring 2014</b>	
	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>
<b>Future Plans</b>								
Temporary Leave from UMKC	225	59.7	147	62.3	45	43.7	34	47.9
Attend/Transfer to Another U.S. School	82	21.8	41	17.4	20	19.4	11	15.5
Enter Military Service	1	0.3	4	1.7	-	-	-	-
Look for New Job	64	17.0	38	16.1	12	11.7	10	14.1
Focus on Current Job	82	21.8	43	18.2	32	31.1	16	22.5
Care for Home and/or Family	66	17.5	36	15.3	16	15.5	9	12.7
Travel	11	2.9	14	5.9	2	1.9	3	4.2
Assist a Foreign Aid Service or Peace Corps	6	1.6	1	0.4	-	-	-	-
Go on a Church Mission	7	1.9	1	0.4	1	1.0	-	-
Other	57	15.1	41	17.4	12	11.7	12	16.9
More than One Future Plan Option Selected	142	37.7	87	36.9	31	30.1	19	26.8
<b>Return to UMKC</b>								
Plan to Return to UMKC	251	66.6	160	67.8	54	52.4	46	64.8
<b>Items Related to UMKC Return*</b>	<b>#</b>	<b>Mean</b>	<b>#</b>	<b>Mean</b>	<b>#</b>	<b>Mean</b>	<b>#</b>	<b>Mean</b>
I will return to UMKC.	241	2.63	155	2.59	50	2.60	40	2.58
I know what to do to get enrolled when I return.	240	2.39	155	2.38	49	2.47	40	2.33
I can come back without reapplying to the University.	236	2.28	152	2.30	49	2.27	38	2.32
My academic department is aware of my plan to return.	235	1.89	153	2.01	48	2.21	40	2.20

\*Items ask "How confident are you of the following:" and the scale is as follows: 3 = Extremely Confident, 2 = Somewhat Confident, 1 = Not Very Confident

<b>GENERAL FEEDBACK</b>	<b>UNDERGRADUATE</b>				<b>GRADUATE</b>			
	<b>Fall 2013</b>		<b>Spring 2014</b>		<b>Fall 2013</b>		<b>Spring 2014</b>	
	<b>Mean</b>	<b>SD</b>	<b>Mean</b>	<b>SD</b>	<b>Mean</b>	<b>SD</b>	<b>Mean</b>	<b>SD</b>
<b>Level of Agreement with the Following UMKC Items*</b>								
I feel like I got answers to my questions when seeking assistance.	3.70	0.97	3.74	1.11	3.87	1.02	3.85	0.97
I would recommend UMKC to prospective students.	3.88	1.04	3.90	1.10	3.89	1.12	3.89	1.15
I feel that faculty and staff at UMKC supported my need to balance school with external factors.	3.55	1.06	3.56	1.10	3.80	1.04	3.82	0.98
In general, I feel knowledgeable about the services available to me at UMKC.	3.63	1.01	3.67	1.03	3.71	0.96	3.70	0.87
I know at least one person at UMKC who can help me when problems arise.	3.62	1.09	3.67	1.10	3.76	1.08	3.90	0.93
Overall, my experience with UMKC has been positive.	3.68	1.03	3.76	1.12	3.93	1.07	3.85	1.01

\*Responses are on a 5-point scale where 5 = Strongly Agree and 1 = Strongly Disagree

Table 8 General Feedback on UMKC – Results of Mean Difference Significance Testing: UNDERGRADUATE <i>Independent samples t-Test, Fall 2013 &amp; Spring 2014 Combined</i>					
	RETURN (N = 411)	NOT RETURN (N = 202)	T-TEST		
LEVEL OF AGREEMENT WITH THE FOLLOWING UMKC ITEMS*	Mean (SD)	Mean (SD)	df	t	p
I feel like I got answers to my questions when seeking assistance.	<b>3.82</b> (0.99)	<b>3.51</b> (1.08)	370.13	-3.394	.001
I would recommend UMKC to prospective students.	<b>4.07</b> (0.95)	<b>3.50</b> (1.17)	333.69	-6.04	.000
I feel that faculty and staff at UMKC supported my need to balance school with external factors.	<b>3.65</b> (1.08)	<b>3.35</b> (1.03)	611	-3.38	.001
In general, I feel knowledgeable about the services available to me at UMKC.	3.69 (1.00)	3.56 (1.04)	611	-1.45	.147
I know at least one person at UMKC who can help me when problems arise.	3.68 (1.11)	3.55 (1.07)	611	-1.32	.187
Overall, my experience with UMKC has been positive.	<b>3.88</b> (0.98)	<b>3.36</b> (1.15)	346.69	-5.54	.000

Note: Bolded results indicate statistically significant findings at the .05 alpha level.

Table 9 General Feedback on UMKC – Results of Mean Difference Significance Testing: GRADUATE <i>Independent samples t-Test, Fall 2013 &amp; Spring 2014 Combined</i>					
	RETURN (N = 100)	NOT RETURN (N = 74)	T-TEST		
LEVEL OF AGREEMENT WITH THE FOLLOWING UMKC ITEMS*	Mean (SD)	Mean (SD)	df	t	p
I feel like I got answers to my questions when seeking assistance.	<b>4.01</b> (0.87)	<b>3.66</b> (1.11)	133.74	-2.23	.027
I would recommend UMKC to prospective students.	<b>4.16</b> (0.95)	<b>3.53</b> (1.25)	130.97	-3.64	.000
I feel that faculty and staff at UMKC supported my need to balance school with external factors.	<b>4.05</b> (3.47)	<b>3.47</b> (1.04)	172	-3.86	.000
In general, I feel knowledgeable about the services available to me at UMKC.	<b>3.85</b> (0.88)	<b>3.51</b> (0.94)	172	-2.42	.016
I know at least one person at UMKC who can help me when problems arise.	<b>3.98</b> (0.98)	<b>3.59</b> (1.03)	172	-2.50	.013
Overall, my experience with UMKC has been positive.	<b>4.27</b> (0.78)	<b>3.39</b> (1.14)	120.87	-5.70	.000

Note: Bolded results indicate statistically significant findings at the .05 alpha level.

## APPENDIX C – EXIT SURVEY FORM (DOMESTIC)

### UMKC EXIT SURVEY (Domestic)

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 (*Currently Linked*)

#### Demographic and Education Information

\* Denotes a required field

1. Withdraw Term\*

Drop-down with term choices – Spring 2014, Summer 2014, Fall 2014,  
Spring 2015, Summer 2015

2. Residence Status

- On-campus
- Off-campus
- Fraternity/Sorority House

3. When you began your studies at UMKC, which of the following did you intend to complete?\*

- A course or two
- A degree/certificate

4. Are you employed?\*

- Yes (if yes, go to #5; else #6)
- No

5. How many hours do you work per week?\*

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

6. Are you receiving Financial Aid?\*

- Yes
- No – and I was aware of my options
- No – and I was not aware of my options

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

- Yes
- No – and I was aware of my options
- No – and I was not aware of my options

Advisor name \_\_\_\_\_

8. Have you used the Counseling Center?\*
- Yes
  - No – and I was aware of my options
  - No – and I was not aware of my options
9. Have you used the Career Services Center?\*
- Yes
  - No – and I was aware of my options
  - No – and I was not aware of my options

## Reasons for Leaving UMKC

10. Please indicate the PRIMARY reason why you are withdrawing from UMKC below.\*

- Financial Aid problems
- Work/Studies Conflict
- Family responsibilities
- Personal issues
- Medical/Physical/Mental Health problems/illness
- Financial issues
- Fit with UMKC – why? [            ]
- Academic dissatisfaction
- Academic difficulties
- Moved/moving out of area
- Transferring to another institution
- Difficulties navigating UMKC's system/processes
- Unsure of major/career path
- New job
- Military Service
- Other – explain [            ]

11. Please provide additional detail regarding the reason(s) why you are withdrawing from UMKC.  
(You may select more than one.)

### **Financial Aid problems**

- Applied but could not get financial aid
- Waiting on SAP appeal to determine eligibility
- Amount was not as expected
- Other financial aid issues

### **Work/Studies Conflict**

- Not enough time for job and school responsibilities
- Employer not flexible
- Other work/studies conflict issues

### **Family responsibilities**

- Child care unavailable/too costly
- Home responsibilities too great
- Pregnancy/Adoption
- Care of a family member
- Other family responsibilities

### **Personal issues**

- Relationship changed educational plans
- Needed a temporary break from studies
- Personal problems affecting studies
- Other personal issues

### **Medical/Physical/Mental Health problems/illness**

- Unexpected medical/physical/mental health issue/illness
- Continued difficulties with medical/physical/mental health issue/illness

- Other Medical/Physical/Mental Health problems/illnesses

**Financial issues**

- Could not find a job to help with expenses
- Did not have enough money to pay tuition/fees
- Did not have enough money to pay for living expenses
- Other financial issues

**Academic dissatisfaction**

- Course work not challenging
- Dissatisfaction with major department
- Dissatisfied with course
- Inconvenient class times
- Major or course not available at this time
- Other academic dissatisfaction

**Academic difficulties**

- Found courses too difficult
- Found studies too time consuming
- Low grades
- Inadequate study techniques or habits
- Felt academically unprepared
- Other academic difficulties

**Moved/moving out of area**

- Moved/moving to pursue career opportunity
- Moved/moving to pursue educational opportunity
- Moved/moving for personal reasons
- Moved/moving for other reasons

**Transferring to another institution**

- Transferring to pursue degree program unavailable at UMKC
- Transferring to improve academic preparation
- I was planning on transferring out of UMKC when I began my studies here
- Transferring for other reasons

**Difficulties navigating UMKC's system/processes**

- Did not understand online enrollment
- Online course requirements unclear
- Was unsure who to ask about an issue
- Other difficulties navigating UMKC's system/processes

**Unsure of major/career path**

- Not sure my major will get me the job I desire
- Want to explore different academic fields before committing to one
- Not sure what I want to do professionally
- General uncertainty of major/career path

**New job**

- Accepted a new job and do not need additional education
- Accepted a new job and not sure I have time for work/studies
- New job does not support my academic pursuits
- Other issues related to a new job

**Military Service**

- Leaving area for active military service
- Other reasons related to military service

**Fit with UMKC – why?** [            ]

**Other – explain** [            ]

## General Feedback on UMKC

12. Please rate your level of agreement with the following statements regarding your time at UMKC.\*

Item	1 Strongly Disagree	2 Disagree	3 Neither Disagree nor Agree	4 Agree	5 Strongly Agree
I feel like I got answers to my questions when seeking assistance.					
I would recommend UMKC to prospective students.					
I feel that faculty and staff at UMKC supported my need to balance school with external factors.					
In general, I feel knowledgeable about the services available to me at UMKC (e.g., Supplemental Instruction, Academic Services & Tutoring, UMKC HelpLine, etc.).					
I know at least one person at UMKC who can help me when problems arise.					
Overall, my experience with UMKC has been positive.					

## Future Plans

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

- Temporary leave from UMKC
- 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 \_\_\_\_\_

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

- Yes (if yes, go to #15; else #17)
- No

15. When will you return? \_\_\_\_\_ (drop-down with Spring 2014, Summer 2014, Fall 2015, Spring 2015, Summer 2015, Fall 2016, later than Fall 2016)

16. How confident are you of the following?

Item	3 Extremely Confident	2 Somewhat Confident	1 Not Very Confident
I will return to UMKC.			
I know what to do to get enrolled when I return.			
I can come back without reapplying to the University.			
My academic department is aware of my plan to return.			

17. Is there anything UMKC could have done to help you stay enrolled this semester?

APPENDIX D – TABLED FINDINGS FOR INTERNATIONAL STUDENTS

Table 10 Characteristics of International Students Who Withdrew from UMKC in Fall 2013 & Spring 2014		
STUDENT CHARACTERISTICS	Combined Terms	
	#	%
<b>Academic Level</b>		
Freshman	4	28.6
Sophomore	-	-
Junior	1	7.1
Senior	-	-
Graduate	9	64.3
Professional	-	-
<b>Academic Unit</b>		
College of Arts & Sciences	2	14.3
Bloch School of Management	5	35.7
School of Computing & Engineering	5	35.7
School of Graduate Studies	2	14.3
<b>Residence Status</b>		
Off-Campus	11	78.6
On-Campus (Residence Hall, sorority/fraternity house)	3	21.4
<b>Educational Intent</b>		
Complete a degree	10	71.4
Take a course or two	4	28.6
<b>Receiving Scholarship</b>		
No	10	71.4
Yes	3	21.4
Unsure	1	7.1
<b>Attended International Student Orientation at UMKC</b>		
No	4	28.6
Yes	10	71.4
Unsure	-	-
<b>Met with ISAO Immigration Advisor</b>		
No	7	50.0
Yes	5	35.7
Unsure	2	14.3
<b>Met with Academic Advisor</b>		
No	3	21.4
Yes	2	14.3
Unsure	9	64.3
<b>Utilized Counseling Center</b>		
No	6	42.9
Yes	3	21.4
Unsure	5	35.7
<b>Utilized Career Center</b>		
No	6	42.9
Yes	4	28.6
Unsure	4	28.6



<b>LEAVE REASONS</b>	<b>Combined Terms</b>	
<b>Primary Leave Reasons (1 choice per student)</b>	<b>#</b>	<b>%</b>
Transferring to Another Institution	7	50.0
Financial Issues	2	14.3
Personal Issues	1	7.1
Medical/Physical/Mental Health Problems/Issues	1	7.1
Academic Difficulties	1	7.1
New Job	1	7.1
Other	1	7.1
<b>Secondary Leave Reasons (multiple choices per student)</b>	<b>#</b>	<b>% of all students</b>
Family Responsibilities	2	14.3
Personal Issues	4	28.6
Medical/Physical/Mental Health Problems/Issues	3	21.4
Financial Issues	4	28.6
Academic Dissatisfaction	3	21.4
Academic Difficulties	2	14.3
Moved/Moving Out of Area	4	28.6
Transferring to Another Institution	6	42.9
Difficulties Navigating UMKC's System/Processes	1	7.1
Unsure of Major/Career Path	1	7.1
Military Service	1	7.1
Other	1	7.1

<b>FUTURE PLANS &amp; RELATED ITEMS</b>	<b>Combined Terms</b>	
<b>Future Plans</b>	<b>#</b>	<b>% of all students</b>
Temporary Leave from UMKC	5	35.7
Attend/Transfer to Another U.S. School	5	35.7
Look for New Job	1	7.1
Care for Home and/or Family	1	7.1
Other	4	28.6
More than One Future Plan Option Selected	2	14.3
<b>Return to UMKC</b>		
Plan to Return to UMKC	8	57.1
<b>Items Related to UMKC Return*</b>	<b>#</b>	<b>mean</b>
I will return to UMKC.	8	2.13
I know what to do to get enrolled when I return.	8	2.00
My academic department is aware of my plan to return.	8	1.88
ISAO is aware of my plan to return.	3	2.00

\*Items ask "How confident are you of the following:" and the scale is as follows: 3 = Extremely Confident, 2 = Somewhat Confident, 1 = Not Very Confident

**Table 13**  
**General Feedback on UMKC: International Students Withdrawing from UMKC**  
**in Fall 2013 & Spring 2014**

<i>GENERAL FEEDBACK ITEMS</i>	<i>Combined Terms</i>	
<i>Level of Agreement with the Following UMKC Items*</i>	<i>Mean</i>	<i>SD</i>
I feel like I got answers to my questions when seeking assistance.	4.21	0.58
I would recommend UMKC to prospective students.	4.29	0.61
I feel that faculty and staff at UMKC supported my need to balance school with external factors.	4.00	0.78
In general, I feel knowledgeable about the services available to me at UMKC.	4.07	0.62
I know at least one person at UMKC who can help me when problems arise.	4.07	0.83
I feel that UMKC provided access to a variety of cultural opportunities and programs.	3.86	0.86
Overall, my experience with UMKC has been positive.	4.43	0.51

*\*Responses are on a 5-point scale where 5 = Strongly Agree and 1 = Strongly Disagree*

## APPENDIX E – EXIT SURVEY FORM (INTERNATIONAL)

### UMKC EXIT SURVEY (International)

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.

**Depending on your withdrawal date, you may still owe UMKC for all or a portion of your tuition/fees and health insurance cost.**

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 (*Currently Linked*)

#### Demographic and Education Information

\* Denotes a required field

1. Withdraw Term\*

Drop-down with term choices – Spring 2014, Summer 2014, Fall 2014,  
Spring 2015, Summer 2015

2. Residence Status

- On-campus
- Off-campus
- Fraternity/Sorority House

3. When you began your studies at UMKC, which of the following did you intend to complete?\*

- A course or two
- A degree/certificate

4. Are you currently receiving a scholarship from UMKC?\*

- Yes
- No
- Unsure

5. Have you attended an International Student Orientation during your time at UMKC?\*

- Yes
- No
- Unsure

6. Have you met with an ISAO immigration advisor?

- Yes
- No – and I was aware of my options
- No – and I was not aware of my options

Advisor name \_\_\_\_\_

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

- Yes
- No – and I was aware of my options
- No – and I was not aware of my options

Advisor name \_\_\_\_\_

8. Have you used the Counseling Center?\*
- Yes
  - No – and I was aware of my options
  - No – and I was not aware of my options
9. Have you used the Career Services Center?\*
- Yes
  - No – and I was aware of my options
  - No – and I was not aware of my options

## Reasons for Leaving UMKC

10. Please indicate the PRIMARY reason why you are withdrawing from UMKC below.\*

- Family responsibilities
- Personal issues
- Medical/Physical/Mental Health problems/illness
- Financial issues
- Fit with UMKC – why? [            ]
- Academic dissatisfaction
- Academic difficulties
- Moved/moving out of area
- Transferring to another institution
- Difficulties navigating UMKC's system/processes
- Unsure of major/career path
- New job
- Military Service
- Other – explain [            ]

11. Please provide additional detail regarding the reason(s) why you are withdrawing from UMKC.  
(You may select more than one.)

### Family responsibilities

- Child care unavailable/too costly
- Home responsibilities too great
- Pregnancy/Adoption
- Care of a family member
- Other family responsibilities

### Personal issues

- Relationship changed educational plans
- Needed a temporary break from studies
- Personal problems affecting studies
- Other personal issues

### Medical/Physical/Mental Health problems/illness

- Unexpected medical/physical/mental health issue/illness
- Continued difficulties with medical/physical/mental health issue/illness
- Other Medical/Physical/Mental Health problems/illnesses

### Financial issues

- Could not find a job to help with expenses
- Did not have enough money to pay tuition/fees
- Did not have enough money to pay for living expenses
- Other financial issues

### Academic dissatisfaction

- Course work not challenging
- Dissatisfaction with major department
- Dissatisfied with course

- Inconvenient class times
  - Major or course not available at this time
  - Other academic dissatisfaction
- Academic difficulties**
- Found courses too difficult
  - Found studies too time consuming
  - Low grades
  - Inadequate study techniques or habits
  - Felt academically unprepared
  - Other academic difficulties
- Moved/moving out of area**
- Moved/moving to pursue career opportunity
  - Moved/moving to pursue educational opportunity
  - Moved/moving for personal reasons
  - Moved/moving for other reasons
- Transferring to another institution**
- Transferring to pursue degree program unavailable at UMKC
  - Transferring to improve academic preparation
  - I was planning on transferring out of UMKC when I began my studies here
  - Transferring for other reasons
- Difficulties navigating UMKC's system/processes**
- Did not understand online enrollment
  - Online course requirements unclear
  - Was unsure who to ask about an issue
  - Other difficulties navigating UMKC's system/processes
- Unsure of major/career path**
- Not sure my major will get me the job I desire
  - Want to explore different academic fields before committing to one
  - Not sure what I want to do professionally
  - General uncertainty of major/career path
- Military Service**
- Leaving area for active military service
  - Other reasons related to military service
- Fit with UMKC – why?** [       ]
- Other – explain** [       ]

## General Feedback on UMKC

12. Please rate your level of agreement with the following statements regarding your time at UMKC.\*

Item	1 Strongly Disagree	2 Disagree	3 Neither Disagree nor Agree	4 Agree	5 Strongly Agree
I feel like I got answers to my questions when seeking assistance.					
I would recommend UMKC to prospective students.					
I feel that faculty and staff at UMKC supported my need to balance school with external factors.					
In general, I feel knowledgeable about the services available to me at UMKC (e.g., Supplemental Instruction, Academic Services & Tutoring, UMKC HelpLine, etc.).					
I know at least one person at UMKC who can help me when problems arise.					
I feel that UMKC provided access to a variety of cultural opportunities and programs.					
Overall, my experience with UMKC has been positive.					

## Future Plans

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

- Temporary leave from UMKC
- 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 \_\_\_\_\_

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

- Yes (if yes, go to #15; else #17)
- No

15. When will you return? \_\_\_\_\_ (drop-down with Spring 2014, Summer 2014, Fall 2015, Spring 2015, Summer 2015, Fall 2016, later than Fall 2016)

16. How confident are you of the following?

Item	3 Extremely Confident	2 Somewhat Confident	1 Not Very Confident
I will return to UMKC.			
I know what to do to get enrolled when I return.			
My academic department is aware of my plan to return.			
ISAO is aware of my plan to return.			

17. Is there anything UMKC could have done to help you stay enrolled this semester?