

UMKC EXIT SURVEY STUDY

Spring 2013 Results

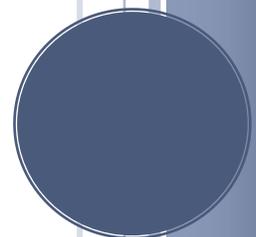
The following report includes the findings from a study that examined the reasons why students left the university during the past semester. A web-based survey was administered to UMKC students who withdrew from their classes during the Spring 2013 semester. Visual representations of the results and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

UMKC Office of Institutional Research

8.28.2013

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.



UMKC EXIT SURVEY STUDY

Spring 2013 Results

METHODOLOGY AND PARTICIPANTS

All students who withdrew completely from the university during the Spring 2013 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. In addition, respondents were asked to provide general feedback on their satisfaction with aspects of UMKC.

A total of 339 domestic students withdrew from UMKC on or after December 15, 2012 (a week prior to the beginning of classes), completing the exit survey during the Spring 2013 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.

Note: Fewer than 15 international students responded to the Spring 2013 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. A complete analysis of international student respondents will be conducted following the 2013-2014 academic year.

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

MAJOR FINDINGS

- **Reasons for Leaving:** Overall, students most frequently selected family responsibilities as the primary reason for withdrawing from UMKC during the Spring 2013 semester (14.5%). Following this response pattern, undergraduate students also reported family responsibilities as the top reason for withdrawing (14.6%), followed by financial issues (13.1%) and personal issues (12.3%). Graduate students responded somewhat differently with work/studies conflict being the most frequently selected primary reason (17.7%), followed by personal issues (15.2%) and family responsibilities (13.9%).
 - 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. Within that group, eight in ten having difficulties navigating UMKC's system/processes reported not utilizing 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. Freshman, sophomores, and juniors indicated that 'financial issues' was the main reason for withdrawal; although, sophomores also cited personal issues. Seniors reported family responsibilities most frequently and graduate students reported work/studies conflict.
- **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 students reported plans to transfer to another institution more frequently than graduate students, 24% and 9% respectively. Graduate students reported plans to focus on their current job at a greater rate (28%) than other activities outside of a temporary leave.
- **Intention to Return to UMKC:** A majority (67.0%) of the students who withdrew from UMKC during the Spring 2013 term 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 for the first time in Spring 2013. 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, specifically within the undergraduate respondent group.

STUDENT CHARACTERISTICS

Of the total respondents, approximately three-fourths were undergraduate students. Almost one-third of all respondents (42.3% of all undergraduate respondents) were seniors who withdrew from their courses during the Spring 2013 semester (see Chart 1). An overwhelming majority of both undergraduate and graduate students indicated they resided off campus (89.8% and 97.4%, respectively). Approximately nine in ten transfer students who withdrew (91.4%) intended to complete a degree (see Chart 2). Undergraduate students were most frequently from the following units, College of Arts & Sciences (45.4%), School of Nursing & Health Studies (17.7%), and Bloch School of Management (13.5%). Graduate students were most frequently from similar units including, College of Arts & Sciences (24.1%), Bloch School of Management (21.5%), and School of Education and School of Nursing and Health Studies (both at 16.5%). Finally, almost seven in ten undergraduate students and eight in ten graduate students indicated they were currently employed. Over half (56.0%) of the undergraduate respondents reported working 35 or more hours per week while 75% of graduate students reported the same. See Table 3 in Appendix A for more information on student characteristics.

Chart 1: Academic Level of Respondents

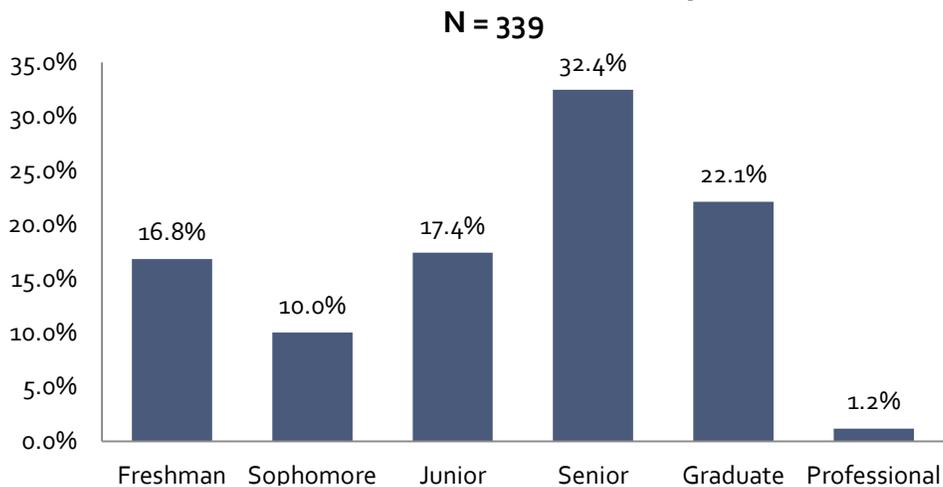
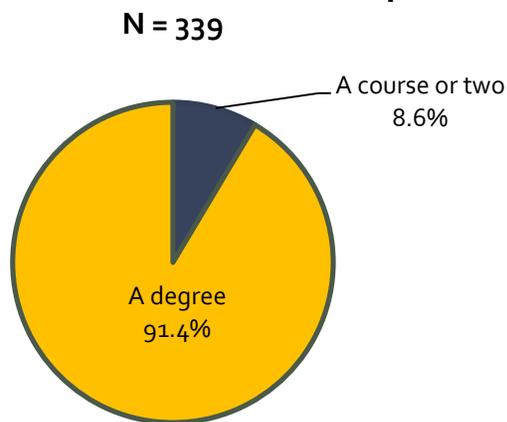


Chart 2: Enrollment Intent of Respondents



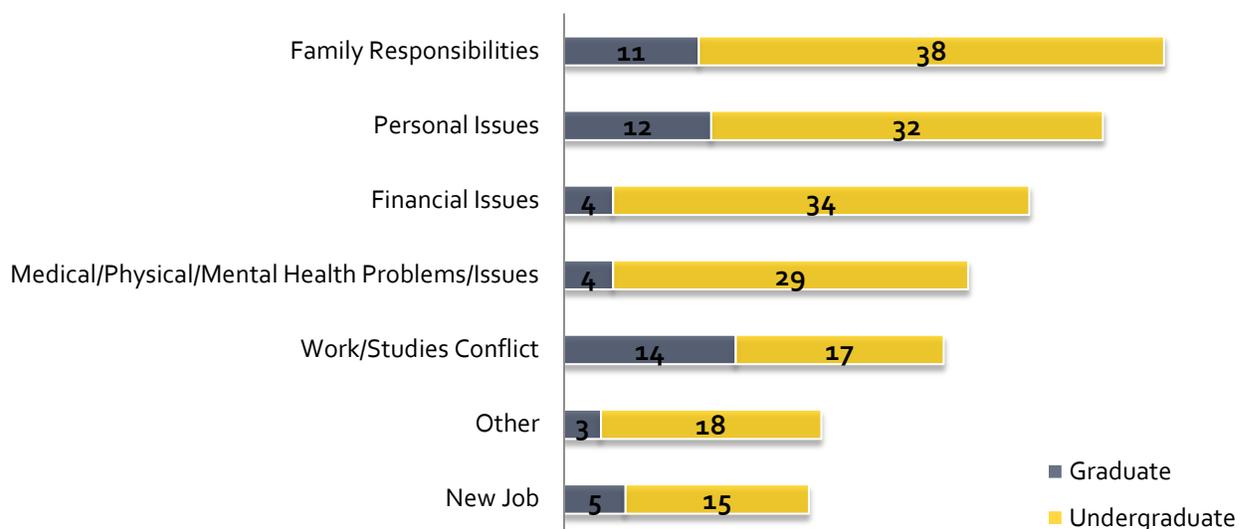
REASONS FOR LEAVING

The manner in which students were asked to report reasons for leaving changed for the Spring 2013 administration of the Exit Survey. 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 (total of 20 responses or greater). The most frequently selected reasons undergraduate students reported included family responsibilities, financial issues, and personal issues. Graduate respondents differed slightly in that work/studies conflict was the most frequently selected primary reason for withdrawing. However, graduate students also frequently selected personal issues and family responsibilities.

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

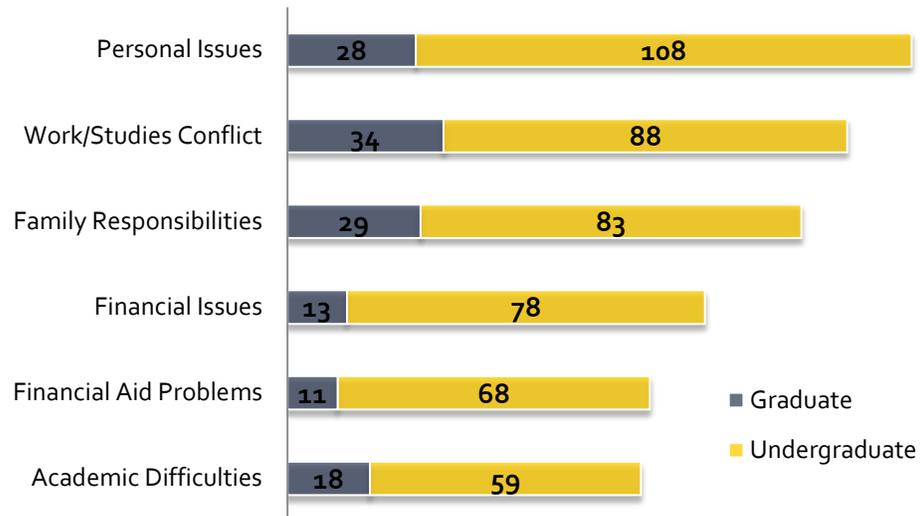
**Total 20 Responses or Greater*



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. One reason found more frequently in the secondary category was work/studies conflict reported by approximately 34% of the undergraduates and 43% of 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 318 (94%) of all respondents 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



Primary reasons for withdrawing in Spring 2013 were also analyzed by academic level and the top three selections for each level are provided in Table 1. Financial issues were in the top reasons for all undergraduate levels with the exception of seniors. Academic difficulties are more frequently reported for those earlier in their undergraduate studies. As has been previously noted, graduate students reported work/studies conflict most frequently.

Table 1: Top Primary Reasons for Withdrawing by Academic Level

ACADEMIC LEVEL	FIRST	SECOND	THIRD
Freshman	Financial Issues	Family Responsibilities	Academic Difficulties
Sophomore	Financial Issues AND Personal Issues	Family Responsibilities AND Academic Difficulties	Transferring to Another Institution AND Other
Junior	Financial Issues	Personal Issues	Family Responsibilities AND Medical/Physical/Mental Health Problems/Issues
Senior	Family Responsibilities	Medical/Physical/Mental Health Problems/Issues	Personal Issues
Graduate/ Professional	Work/Studies Conflict	Personal Issues	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.

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. Almost two-thirds of respondents with academic dissatisfaction reported utilizing academic advising. This suggests that students leaving for this reason were seeking counsel before making withdrawal decisions. Of particular interest, 83.3% of students indicating difficulties navigating UMKC's system/processes did not meet with an academic advisor. Approximately 89% of respondents with career-related issues reported not utilizing career services on campus (Table 2c). 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. One-quarter of this group reported being unaware of the campus counseling services which may suggest a lack of effective information dissemination to students with regard to these services.

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

Table 2a: Primary Reason for Withdrawal by Financial Aid

Reason for Withdrawal	Received Financial Aid			Percent without Aid
	Yes	No/Aware	No/Unaware	
<i>Financial-related Reasons</i>				
Financial Aid Problems	7	7	0	50.0%
Financial Issues	15	19	4	60.5%
<i>All financial reasons</i>	22	26	4	57.7%

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	
<i>Academic-related Reasons</i>				
Academic Difficulties	8	6	5	57.9%
Academic Dissatisfaction	7	4	0	36.4%
Difficulties Navigating UMKC's System/Processes	1	5	0	83.3%
Unsure of Major/Career Path	10	8	1	47.4%
Fit with UMKC	2	0	0	0.00%
<i>All academic reasons</i>	28	23	6	50.9%

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	
<i>Career-related Reasons</i>				
New Job	1	16	3	95.0%
Unsure of Major/Career Path	2	15	2	89.5%
Work/Studies Conflict	3	21	7	90.3%
<i>All career reasons</i>	6	52	12	88.5%

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

Table 2d: Primary Reason for Withdrawal by Counseling Services

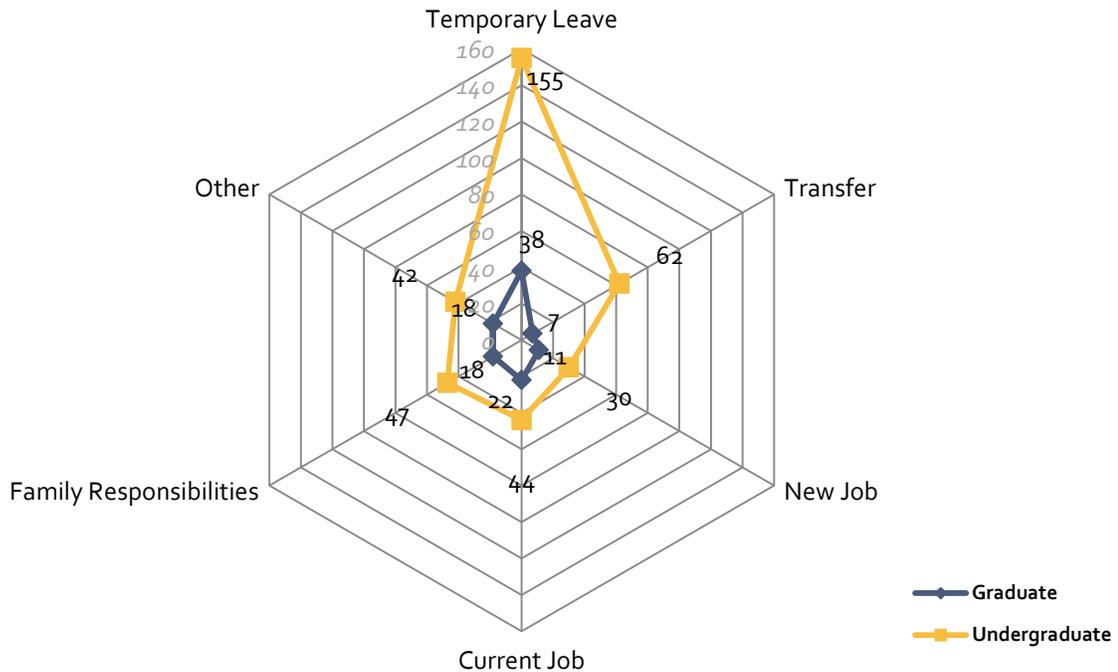
Reason for Withdrawal	Used the Counseling Center			Percent Not Using Service
	Yes	No/Aware	No/Unaware	
<i>Personal-related Reasons</i>				
Family Responsibilities	8	28	13	83.7%
Medical/Physical/Mental Health Problems/Issues	11	11	11	66.7%
Personal Issues	8	29	7	81.1%
<i>All personal reasons</i>	27	68	31	78.6%

FUTURE PLANS

Students were asked to indicate what they planned to do after leaving UMKC and these responses were analyzed by academic career (Chart 5). The most frequently indicated future plan for both undergraduates and graduates was a temporary leave from UMKC with the intention to reenroll (59.6% of undergraduates and 48.1% of graduate students). In general, Chart 5 suggests that the future plans of undergraduates and graduates do not differ greatly for the top reasons selected. However, as would be expected, a larger proportion of undergraduate reported plans to transfer to another institution. Of the undergraduate students planning to transfer and reporting the subsequent institution (n=43), 60% were transferring to institutions in Missouri and 25% to Kansas schools. The most frequently reported institutions were the Metropolitan Community Colleges (21%), followed by Johnson County Community College and the University of Missouri – St. Louis (9%). See Table 6 in Appendix A for more information on future plans.

Chart 5: Future Plans by Academic Career

Reasons selected by 20 or more total respondents



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

A majority of the students who withdrew from UMKC during the Spring 2013 term indicated that they planned to return to UMKC at some point in the future (Chart 6). Approximately two-thirds of both undergraduate and graduate students withdrawing reported a plan to return to UMKC for a subsequent semester.

Chart 6: Intention to Return to UMKC

N = 339

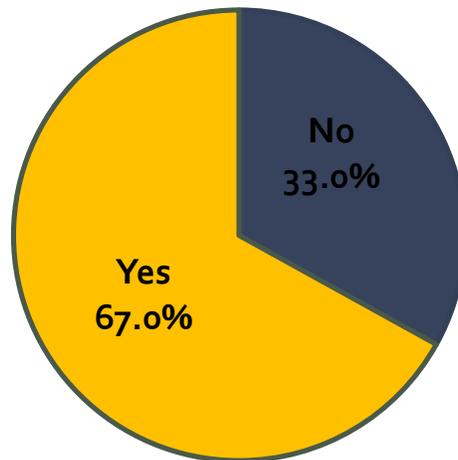
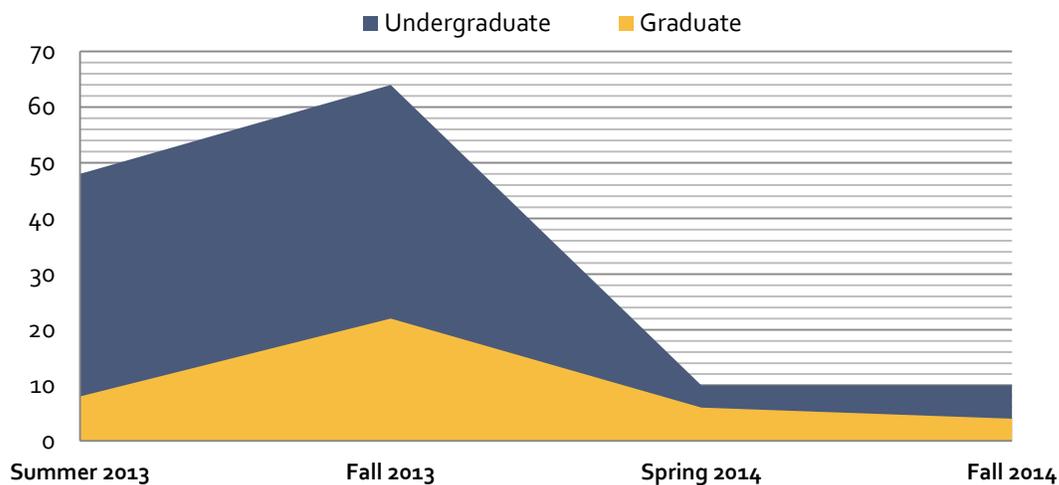


Chart 7 presents the reported terms of planned reenrollment for those who reported intent to return to UMKC. A majority of both undergraduate and graduate students reported return plans within a year and a half. While both undergraduate and graduates most frequently reported a plan to return in Fall 2013, the pattern of responses varied slightly between the groups. A greater proportion of undergraduate students reported a plan to return in Summer 2013 than graduate students.

Chart 7: Number of Students Planning to Return by Semester & Academic Career



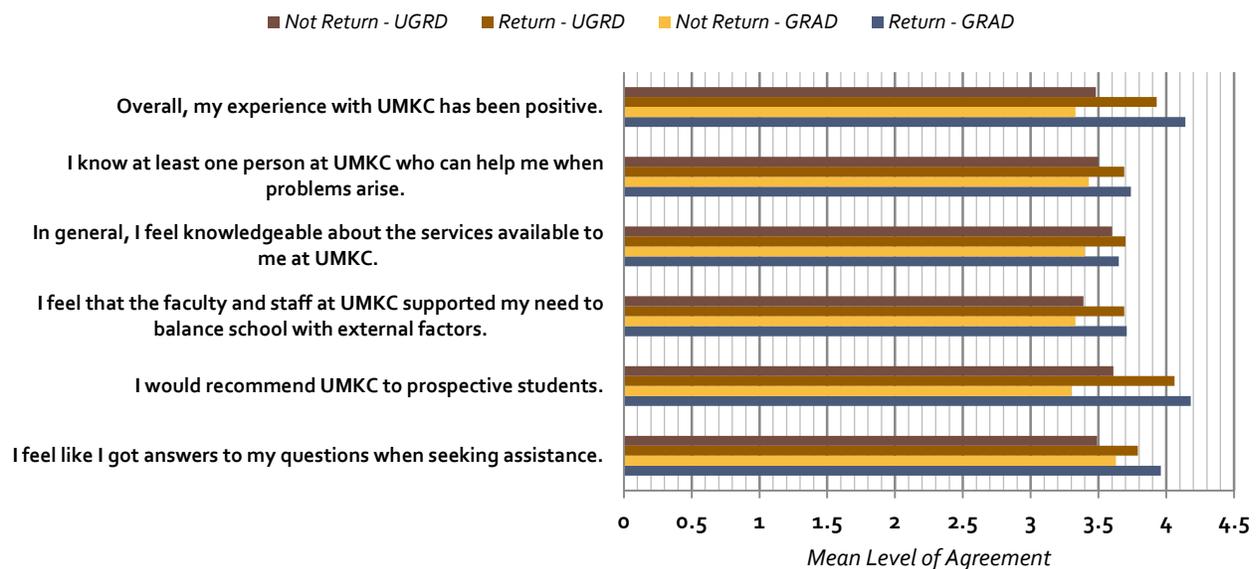
Note: The four subsequent semesters are presented and represent approximately 76% of all reporting plan to return to UMKC.

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.

GENERAL FEEDBACK ON UMKC

An addition to the Exit Survey for Spring 2013 asked respondents to provide feedback on various aspects of their UMKC experience. Chart 8 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. Fewer statistically significant differences ($p \leq .05$) were found between graduate students who planned to return and who did not; but two items were statistically different, recommending UMKC to prospective students and having a positive experience at UMKC. Mean results by academic career 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 8: General Feedback Item Mean* Response by Academic Career and Intent to return to UMKC



*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 Spring 2013 semester. 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.

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 55.6% and 78.8%, see Appendix B). Undergraduate students planning on returning to UMKC most frequently reported a feeling of getting the "run-around" from various student services and needing better advising for enrollment choices. Undergraduate students not planning to return to UMKC also frequently suggested that the feeling of being passed off to other student services affected their enrollment. This group also reported that additional scholarship and financial aid options could have helped maintain enrollment. Graduate students planning to return to UMKC suggested faculty accommodation of student needs, as well as increased faculty communication, could have assisted in maintaining enrollment. For those graduate students who did not plan on returning to UMKC, online courses and degree programs were the most frequently mentioned to allow for continued enrollment in Spring 2013 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.

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 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 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 Spring 2013 Exit Survey are fairly consistent with previous findings; however, more focus was placed on financial issues and family responsibilities than was previously reported. It is important to keep in mind that the format change of the survey makes the previous studies less comparable in a direct sense, but the general themes can be considered and explored. 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 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 (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. The newly added items related to general perception of UMKC suggest 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 and graduates more likely to report work/studies conflicts. Undergraduate students also report a feeling of miscommunication or “getting the run-around” 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. 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. 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.

Spring 2013 marked the first administration of the revised survey and will serve as a baseline for the new report format. The next ‘Exit Survey Study’ will combine Fall 2013 and Spring 2014 to become an annual report for both domestic and international student responses.

APPENDICES

- Appendix A: Tabled Findings for Spring 2013 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 SPRING 2013 EXIT SURVEY STUDY

Table 3 Characteristics of Students Who Withdrew from UMKC in Spring 2013				
	Undergraduate		Graduate	
<i>Academic Level</i>	#	%	#	%
Freshman	57	21.9	-	-
Sophomore	34	13.1	-	-
Junior	59	22.7	-	-
Senior	110	42.3	-	-
Graduate	-	-	75	94.9
Professional	-	-	4	5.1
<i>Academic Unit</i>				
College of Arts & Sciences	118	45.4	19	24.1
Bloch School of Management	35	13.5	17	21.5
Conservatory of Music & Dance	2	0.8	1	1.3
School of Biological Sciences	12	4.6	1	1.3
School of Computing & Engineering	21	8.1	5	6.3
School of Dentistry	1	0.4	3	3.8
School of Education	11	4.2	13	16.5
School of Graduate Studies	-	-	2	2.5
School of Law	-	-	-	-
School of Medicine	2	0.8	5	6.3
School of Nursing and Health Studies	46	17.7	13	16.5
University College	12	4.6	-	-
<i>Residence Status</i>				
Off-Campus	230	89.8	74	97.4
On-Campus (Residence Hall, sorority/fraternity house)	26	10.2	2	2.6
<i>Educational Intent</i>				
Complete a degree	25	9.6	4	5.1
Take a course or two	235	90.4	75	94.9
<i>Employment Status</i>				
Not employed	76	29.2	15	19.0
Employed	184	70.8	64	81.0
<i>Hours Worked Per Week</i>				
1 to 14 hours	15	8.2	5	7.8
15 to 24 hours	30	16.3	4	6.2
25 to 34 hours	36	19.6	6	9.4
35 or more hours	103	56.0	49	76.6

Table 4
Primary Reason Students Withdrew from UMKC in Spring 2013

<i>Leave Reason</i>	Undergraduate		Graduate	
	#	%	#	%
Financial Aid Problems	12	4.6	2	2.5
Work/Studies Conflict	17	6.5	14	17.7
Family Responsibilities	38	14.6	11	13.9
Personal Issues	32	12.3	12	15.2
Medical/Physical/Mental Health Problems/Issues	29	11.2	4	5.1
Financial Issues	34	13.1	4	5.1
Fit with UMKC	-	-	2	2.5
Academic Dissatisfaction	8	3.1	3	3.8
Academic Difficulties	16	6.2	3	3.8
Moved/Moving Out of Area	5	1.9	3	3.8
Transferring to Another Institution	14	5.4	5	6.3
Difficulties Navigating UMKC's System/Processes	6	2.3	-	-
Unsure of Major/Career Path	12	4.6	7	8.9
New Job	15	5.8	5	6.3
Military Service	4	1.5	1	1.3
Other	18	6.9	3	3.8

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

<i>Leave Reason</i>	Undergraduate		Graduate	
	#	%	#	%
Financial Aid Problems	68	26.2	11	13.9
Work/Studies Conflict	88	33.8	34	43.0
Family Responsibilities	83	31.9	29	36.7
Personal Issues	108	41.5	28	35.4
Medical/Physical/Mental Health Problems/Issues	54	20.8	11	13.9
Financial Issues	78	30.0	13	16.5
Fit with UMKC	30	11.5	5	6.3
Academic Dissatisfaction	43	16.5	16	20.3
Academic Difficulties	59	22.7	18	22.8
Moved/Moving Out of Area	24	9.2	10	12.7
Transferring to Another Institution	40	15.4	7	8.9
Difficulties Navigating UMKC's System/Processes	16	6.2	5	6.3
Unsure of Major/Career Path	37	14.2	15	19.0
New Job	22	8.5	16	20.3
Military Service	7	2.7	4	5.1
Other	39	15.0	17	21.5

Table 6
Future Plans of Students Withdrawing from UMKC in Spring 2013
Students could select multiple reasons, percent of students reporting each response (by academic career) reported

Future Plan	Undergraduate		Graduate	
	#	%	#	%
Temporary Leave from UMKC	155	59.6	38	48.1
Attend/Transfer to Another U.S. School	62	23.8	7	8.9
Enter Military Service	4	1.5	-	-
Look for New Job	30	11.5	11	13.9
Focus on Current Job	44	16.9	22	27.8
Care for Home and/or Family	47	18.1	18	22.8
Travel	10	3.8	5	6.3
Assist a Foreign Aid Service or Peace Corps	1	0.4	1	1.3
Go on a Church Mission	1	0.4	-	-
Other	42	16.2	18	22.8
More than One Future Plan Option Selected	87	33.5	26	32.9
Return to UMKC				
Plan to Return to UMKC	178	68.5	49	62.0
Items Related to UMKC Return*				
	#	Mean	#	Mean
I will return to UMKC.	171	2.67	48	2.42
I know what to do to get enrolled when I return.	171	2.37	47	2.40
I can come back without reapplying to the University.	168	2.28	46	2.20
My academic department is aware of my plan to return.	166	1.89	46	1.96

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

Table 7
General Feedback on UMKC
Mean Response and Standard Deviation by Academic Career

Level of Agreement with the Following UMKC Items*	Undergraduate (n=260)		Graduate (n=79)	
	Mean	SD	Mean	SD
I feel like I got answers to my questions when seeking assistance.	3.69	1.07	3.84	0.94
I would recommend UMKC to prospective students.	3.92	1.01	3.85	0.99
I feel that faculty and staff at UMKC supported my need to balance school with external factors.	3.60	1.01	3.57	0.97
In general, I feel knowledgeable about the services available to me at UMKC.	3.67	0.95	3.56	1.09
I know at least one person at UMKC who can help me when problems arise.	3.63	1.11	3.62	1.10
Overall, my experience with UMKC has been positive.	3.79	1.06	3.84	0.99

*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
Independent samples t-Test

	Return (n=178)	Not Return (n=82)	t-test		
<i>Level of Agreement with the Following UMKC Items</i>	<i>Mean(SD)</i>	<i>Mean(SD)</i>	<i>df</i>	<i>t</i>	<i>p</i>
I feel like I got answers to my questions when seeking assistance.	3.79(1.02)	3.49(1.16)	258	2.102	.036
I would recommend UMKC to prospective students.	4.06(0.93)	3.61(1.13)	132.89	3.126	.002
I feel that faculty and staff at UMKC supported my need to balance school with external factors.	3.69(0.95)	3.39(1.10)	258	2.256	.025
In general, I feel knowledgeable about the services available to me at UMKC.	3.70(0.97)	3.60(0.93)	258	0.822	.412
I know at least one person at UMKC who can help me when problems arise.	3.69(1.06)	3.50(1.19)	258	1.296	.196
Overall, my experience with UMKC has been positive.	3.93(1.00)	3.48(1.12)	142.19	3.150	.002

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
Independent samples t-Test

	Return (n=49)	Not Return (n=30)	t-test		
<i>Level of Agreement with the Following UMKC Items</i>	<i>Mean(SD)</i>	<i>Mean(SD)</i>	<i>df</i>	<i>t</i>	<i>p</i>
I feel like I got answers to my questions when seeking assistance.	3.96(0.98)	3.63(0.85)	77	1.508	.136
I would recommend UMKC to prospective students.	4.18(0.75)	3.30(1.09)	77	4.260	.000
I feel that faculty and staff at UMKC supported my need to balance school with external factors.	3.71(1.04)	3.33(0.80)	77	1.715	.090
In general, I feel knowledgeable about the services available to me at UMKC.	3.65(1.22)	3.40(0.86)	75.440	1.083	.282
I know at least one person at UMKC who can help me when problems arise.	3.74(1.19)	3.43(0.94)	77	1.183	.240
Overall, my experience with UMKC has been positive.	4.14(0.84)	3.33(1.03)	77	3.81	.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 12th 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 2012, Summer 2012, Fall 2012,
Spring 2013, Summer 2013

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 2013, Summer 2013, Fall 2013, Spring 2014, Summer 2014, Fall 2014, later than Fall 2014)

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 Spring 2013		
	International Students	
	#	%
Academic Career		
Freshman	4	28.6
Sophomore	2	14.3
Junior	3	21.4
Senior	-	-
Graduate /Professional	5	35.7
Academic Unit		
College of Arts & Sciences	2	14.3
Bloch School of Management	3	21.4
School of Computing & Engineering	6	42.9
All Other Academic Units	3	21.4
Residence Status		
Off-Campus	10	71.4
On-Campus (Residence Hall, sorority/fraternity house)	4	28.6
Educational Intent		
Complete a degree	11	78.6
Take a course or two	3	21.4
Receiving Scholarship		
No	8	57.1
Yes	5	35.7
Unsure	1	7.1
Attended International Student Orientation at UMKC		
No	1	7.1
Yes	12	85.7
Unsure	1	7.1
Met with ISAO Immigration Advisor		
No	7	50.1
Yes	4	28.6
Unsure	3	21.4
Met with Academic Advising		
No	4	28.6
Yes	9	64.3
Unsure	1	7.1

	International Students	
<i>Utilized Counseling Center</i>		
No	11	78.6
Yes	-	-
Unsure	3	21.4
<i>Utilized Career Center</i>		
No	8	57.1
Yes	2	14.3
Unsure	4	28.6

	International Students	
<i>Primary Leave Reason (1 choice per student)</i>	#	%
Transferring to Another Institution	3	21.4
Family Responsibilities	2	14.3
Personal Issues	2	14.3
Academic Difficulties	2	14.3
Medical/Physical/Mental Health Problems/Issues	1	7.1
Financial Issues	1	7.1
Unsure of Major/Career Path	1	7.1
New Job	1	7.1
Other	1	7.1
<i>Secondary Leave Reasons (multiple choices per student)</i>	#	% of all students
Family Responsibilities	3	21.4
Personal Issues	6	42.9
Medical/Physical/Mental Health Problems/Issues	2	14.3
Financial Issues	2	14.3
Academic Difficulties	1	7.1
Transferring to Another Institution	2	14.3
Difficulties Navigating UMKC's System/Processes	2	14.3
Unsure of Major/Career Path	2	14.3
Fit with UMKC	2	14.3
Other	2	14.3

Table 12
Future Plans of International Students Withdrawing from UMKC in Spring 2013

<i>Future Plan</i>	International Students	
	#	% of all students
Temporary Leave from UMKC	3	21.4
Attend/Transfer to Another U.S. School	1	7.1
Look for New Job	1	7.1
Focus on Current Job	1	7.1
Care for Home and/or Family	1	7.1
Travel	2	14.3
Assist a Foreign Aid Service or Peace Corps	1	7.1
Other	2	14.3
More than One Future Plan Option Selected	4	28.6
Return to UMKC		
Plan to Return to UMKC	7	50.0
Items Related to UMKC Return*		
	#	Mean
I will return to UMKC.	8	2.63
I know what to do to get enrolled when I return.	8	2.38
My academic department is aware of my plan to return.	8	2.25
ISAO is aware of my plan to return.	8	2.38

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

Table 13
General Feedback on UMKC: International Students Who Withdrew from UMKC in Spring 2013

<i>Level of Agreement with the Following UMKC Items*</i>	International Students	
	Mean	SD
I feel like I got answers to my questions when seeking assistance.	3.79	0.97
I would recommend UMKC to prospective students.	4.00	0.78
I feel that faculty and staff at UMKC supported my need to balance school with external factors.	3.79	0.97
In general, I feel knowledgeable about the services available to me at UMKC.	3.79	0.89
I feel that UMKC provided access to a variety of cultural opportunities and programs.	3.93	0.92
I know at least one person at UMKC who can help me when problems arise.	3.93	0.83
Overall, my experience with UMKC has been positive.	3.79	1.12

*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 12th 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 2012, Summer 2012, Fall 2012,
Spring 2013, Summer 2013

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 2013, Summer 2013, Fall 2013, Spring 2014, Summer 2014, Fall 2014, later than Fall 2014)

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?