

UMKC TERM WITHDRAWAL SURVEY STUDY

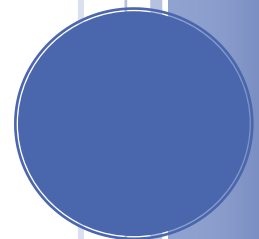
Fall 2015 & Spring 2016

The following report includes the findings from a study that examined the reasons why students left the university during the Fall 2015 and Spring 2016 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. It is important to note this survey was previously titled "Exit Survey" and prior years' reports may be found under similar title.

UMKC Office of Institutional Research

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**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 TERM WITHDRAWAL SURVEY STUDY

Fall 2015 & Spring 2016

METHODOLOGY AND PARTICIPANTS

All students who withdrew completely from the university during the Fall 2015 and Spring 2016 semesters were required to complete the term withdrawal 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 333 domestic students withdrew from UMKC on or after August 17, 2015 (a week prior to the beginning of classes), completing the term withdrawal survey during the Fall 2015 term and a total of 241 domestic students withdrew on or after January 12, 2016 (a week prior to classes), completing the term withdrawal survey during the Spring 2016 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 (REDACTED) are located in the appendices along with a copy of the survey form for reference.

Note: Fewer than 20 international students responded to the Fall 2015 and Spring 2016 (combined) term withdrawal survey during the same time period. A brief overview of select results for international students is available in Appendix D. A copy of the term withdrawal 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.

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MAJOR FINDINGS

- **Reasons for Leaving:** Overall, students most frequently selected 'personal issues' as the primary reason for withdrawing from UMKC during the Fall 2015 and Spring 2016 semesters (15.7%). Secondary reasons for withdrawal were similar for both academic careers and by term; however, one reason found more frequently in the secondary category was work/studies conflict reported by approximately 40% of undergraduate and graduate students.
 - The selection of the most important reason for withdrawal varied among student academic levels but not by term of withdrawal. Undergraduate students predominantly listed personal issues as primary reasons for withdrawal; whereas, graduate students reported work/studies conflicts more frequently than other academic levels.
 - 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 two-thirds of the students citing financial difficulties had not received financial aid. Over one-half of the students with academic issues reported not using academic advising. Approximately 88% 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.
- **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 care for home and/or family at about the same rate (approximately 20%). 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 (67%) of the students who withdrew from UMKC during the Fall 2015 and Spring 2016 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 574 students responded to the term withdrawal survey in the Fall 2015 and Spring 2016 semesters. Of those responses, 58% occurred in the fall term and 42% in the spring. Of the total respondents, approximately 80% each term were undergraduate students. About one-quarter of all respondents (34% of all undergraduate respondents) were seniors who withdrew from their courses during these terms (see Chart 1), a group that also revealed a proportional difference between terms (25% in Fall and 30% in Spring). The freshman group also revealed a notable proportional difference between terms (22% in Fall and 17% in Spring). An overwhelming majority of both undergraduate and graduate students indicated they resided off campus (89%). 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. Graduate students were most frequently from School of Education, School of Nursing and Health Studies, and College of Arts & Sciences. There was a notable proportional difference by term and academic unit for graduate students withdrawing from the College of Arts and Sciences such that the proportion in spring was greater than fall (25% in Spring 2016 vs. 17% in Fall 2015). Finally, between seven and eight in ten students indicated they were currently employed. Of those reporting employment, about half (52%) of the undergraduate respondents reported working 35 or more hours per week and 75% 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

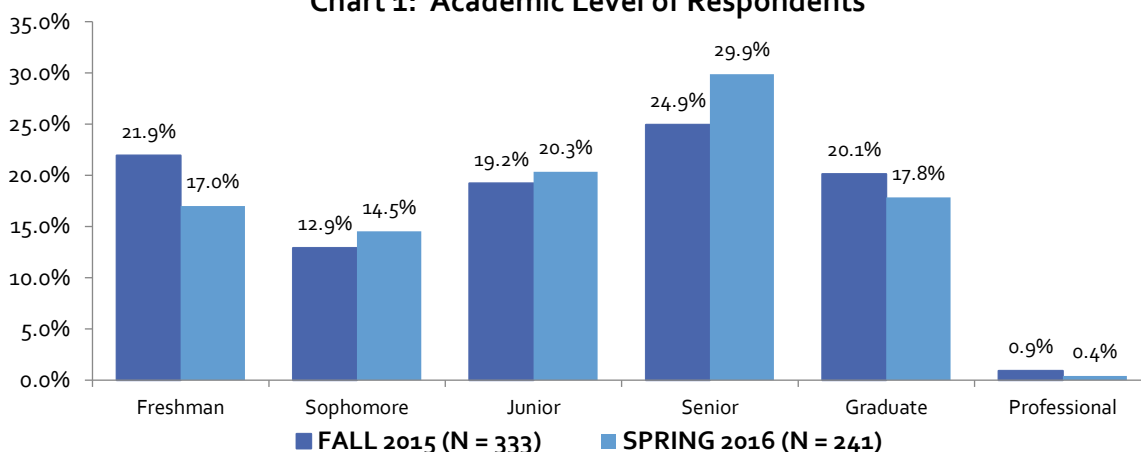
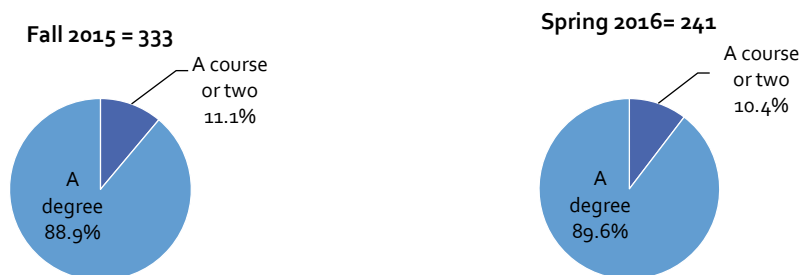


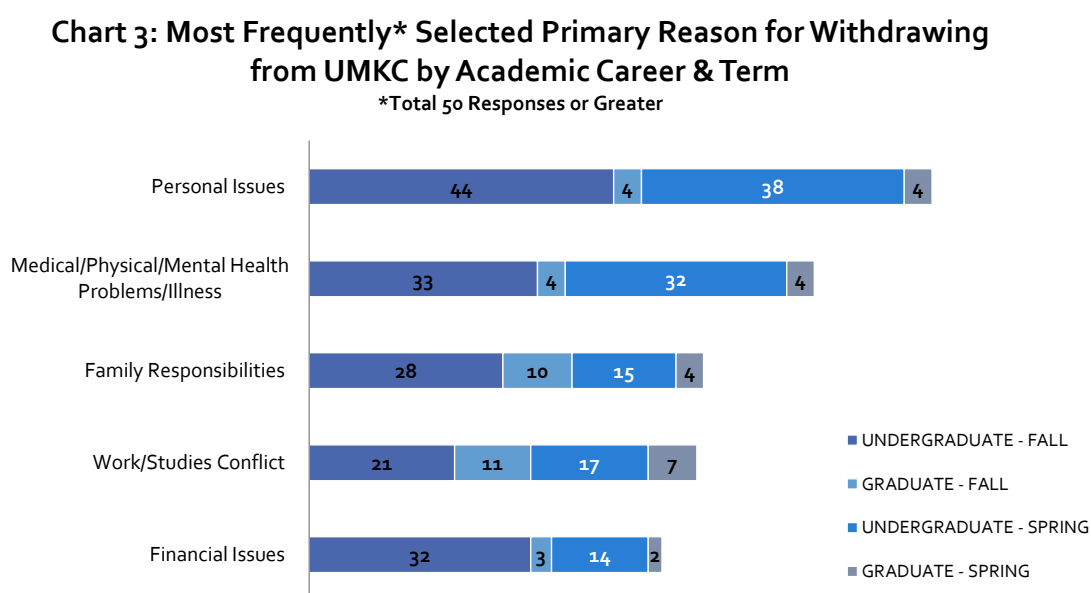
Chart 2: Enrollment Intent of Respondents



REASONS FOR LEAVING

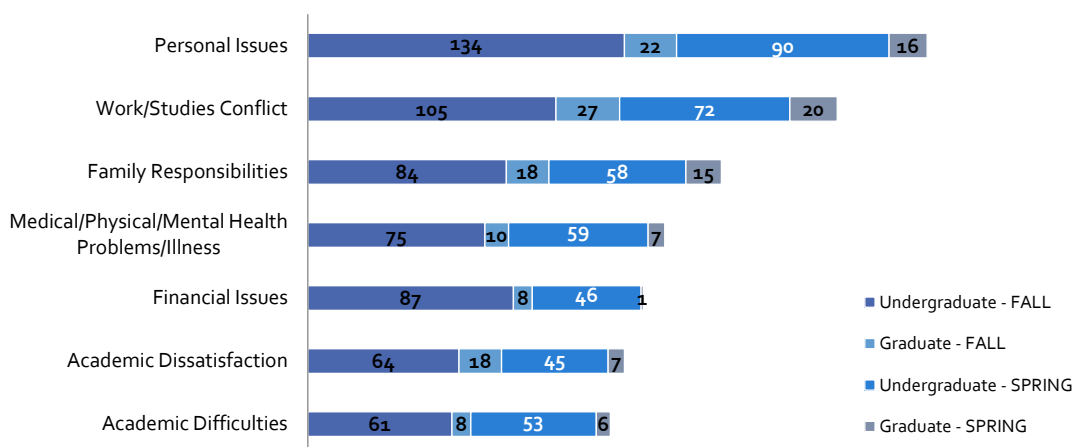
Students were asked via the term withdrawal survey form to report their reasons for completely withdrawing from UMKC. All students were required to select a primary reason for withdrawing from a list of more broadly defined categories. Respondents were also able (but not required) to provide secondary 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/illness, family responsibilities, work/studies conflict, and financial issues. Graduate and professional students responded with similar reasons, although work/studies conflict was selected more frequently for this group. In general, significant differences by term were not evident.

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



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 issues, academic dissatisfaction, 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 541 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 2015 and Spring 2016 terms were also analyzed by academic level and the top three selections for each level are provided in Table 1. Personal issues and work/studies conflict were in the top reasons for all academic levels. Graduate students most frequently mentioned work/studies conflict, a primary reason not commonly selected for undergraduates. 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 2015 & Spring 2016 Combined)

ACADEMIC LEVEL	FIRST	SECOND	THIRD
Freshman	Personal Issues	Work/Studies Conflict AND Family Responsibilities AND Academic Difficulties	Financial Problems
Sophomore	Personal Issues AND Transferring to another institution	Family Responsibilities	Work/Studies Conflict
Junior	Personal Issues	Work/Studies Conflict	Medical Issues
Senior	Personal Issues	Work/Studies Conflict	Financial Problems
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. 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 to distinguish between whether or not they were aware of a service if they reported not utilizing the service. As evidenced in Table 2a, approximately 72% 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. Over 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 88% 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 78% of students report not utilizing counseling services. About 19% of this group reported being unaware of the campus counseling services and 59% 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: PRIMARY 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	
Financial-related Reasons				
Financial Aid Problems	8	13	8	72.4%
Financial Issues	8	8	13	72.4%
All financial reasons	16	21	21	72.4%

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	
Academic-related Reasons				
Academic Difficulties	13	7	3	43.5%
Academic Dissatisfaction	10	13	6	65.5%
Difficulties Navigating UMKC's System/Processes	4	2	-	50.0%
Unsure of Major/Career Path	8	18	2	71.4%
Fit with UMKC	7	2	-	28.6%
All academic reasons	42	42	11	55.8%

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	
Career-related Reasons				
New Job	5	15	5	80.0%
Unsure of Major/Career Path	4	16	8	85.7%
Work/Studies Conflict	4	36	16	92.9%
All career reasons	13	67	29	88.1%

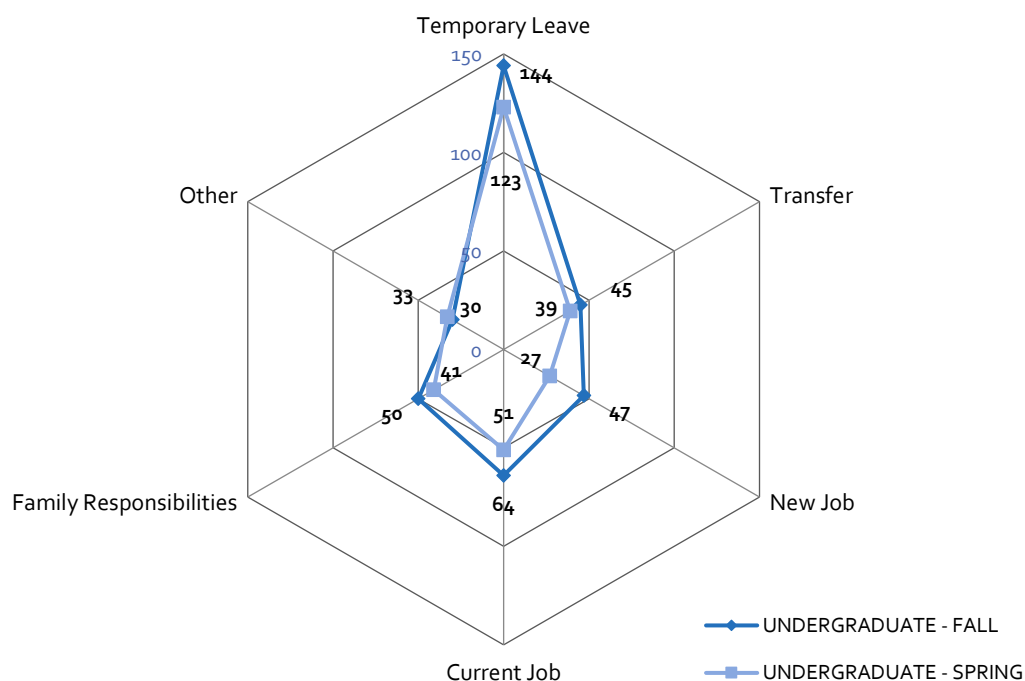
TABLE 2D: PRIMARY REASON FOR WITHDRAWAL BY COUNSELING SERVICES

Reason for Withdrawal	Used the Counseling Center			Percent Not Using Service
	Yes	No/Aware	No/Unaware	
Personal-related Reasons				
Family Responsibilities	8	38	11	86.0%
Medical/Physical/Mental Health Problems/Illness	20	39	14	72.6%
Personal Issues	20	53	17	77.8%
All personal reasons	48	130	42	78.2%

FUTURE PLANS

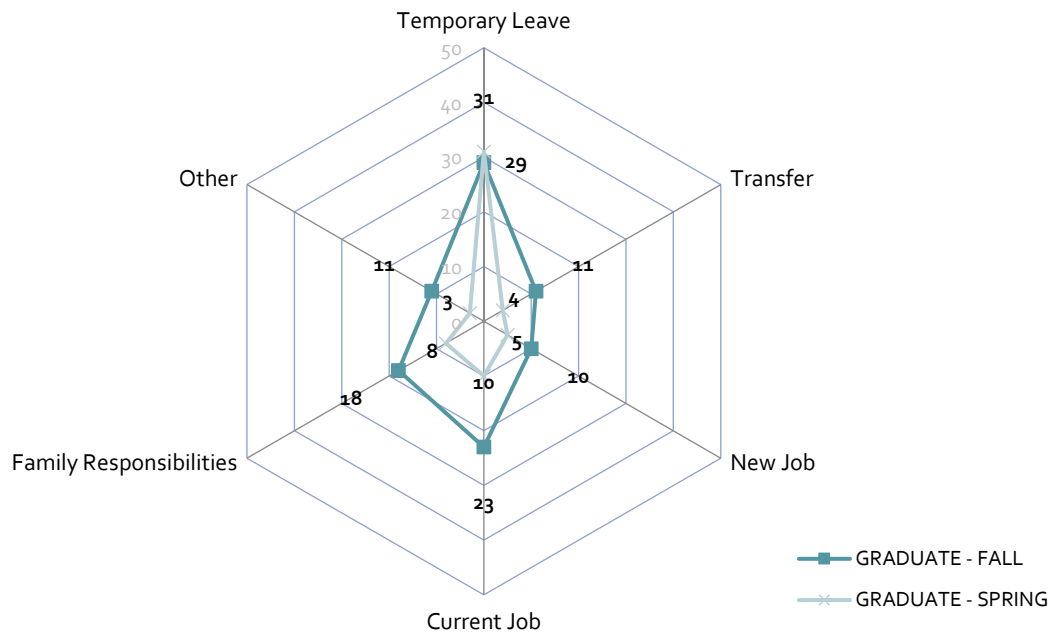
Students were asked to indicate what they planned to do after leaving UMKC and these responses were analyzed by term for undergraduate students (Chart 5) and by term for graduate students (Chart 6) to determine if there is a difference in plans by academic career and term of withdrawal. Review of Chart 5 suggests similar future plans for undergraduates by terms, with slightly more students selecting 'new job' when withdrawing during fall. Graduate students (Chart 6) report a slightly different pattern of future plans with temporary leave from UMKC selected more frequently in spring than in fall. Of the undergraduate students planning to transfer and reporting the subsequent institution (n=53), 53% were transferring to institutions in Missouri and 15% to Kansas schools. The most frequently reported institutions were Johnson County Community College (11%), followed by the Metropolitan Community Colleges (7.5%). Of the graduate students reporting transfer to another institution (n=16), 44% were transferring to institutions in Missouri and 25% to Kansas schools. 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.

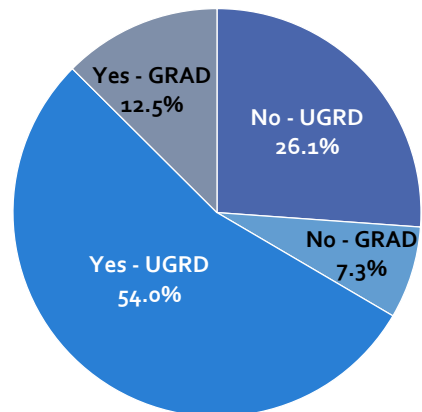
Chart 6: Most Frequently Selected Future Plans for Graduates/Professionals by Term



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

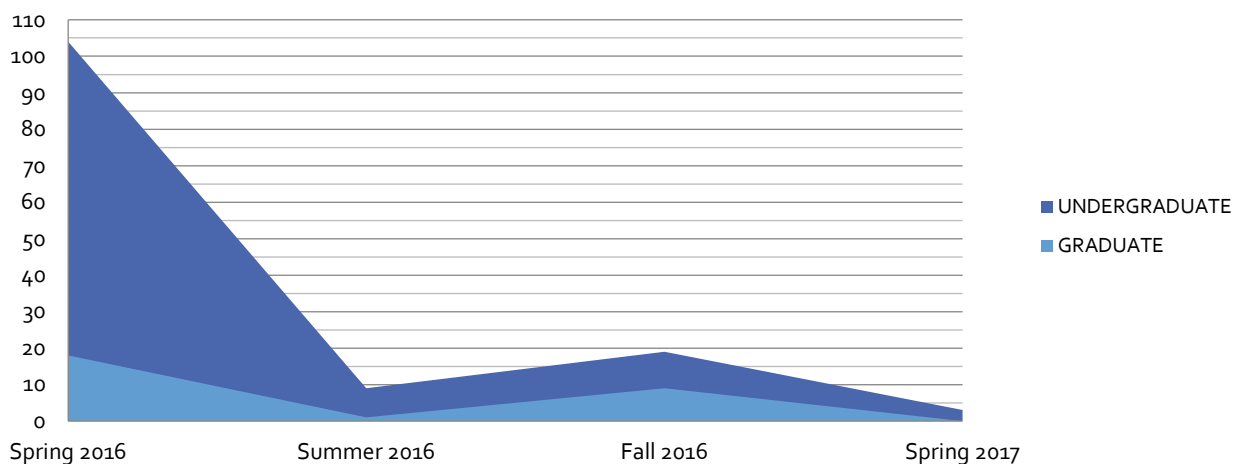
A majority of the students who withdrew from UMKC in Fall 2015 or Spring 2016 indicated they planned to return to UMKC at some point in the future (Chart 7). Approximately two-thirds of all students withdrawing reported a plan to return to UMKC for a subsequent semester.

Chart 7: Intention to Return to UMKC by Academic Career
N = 574



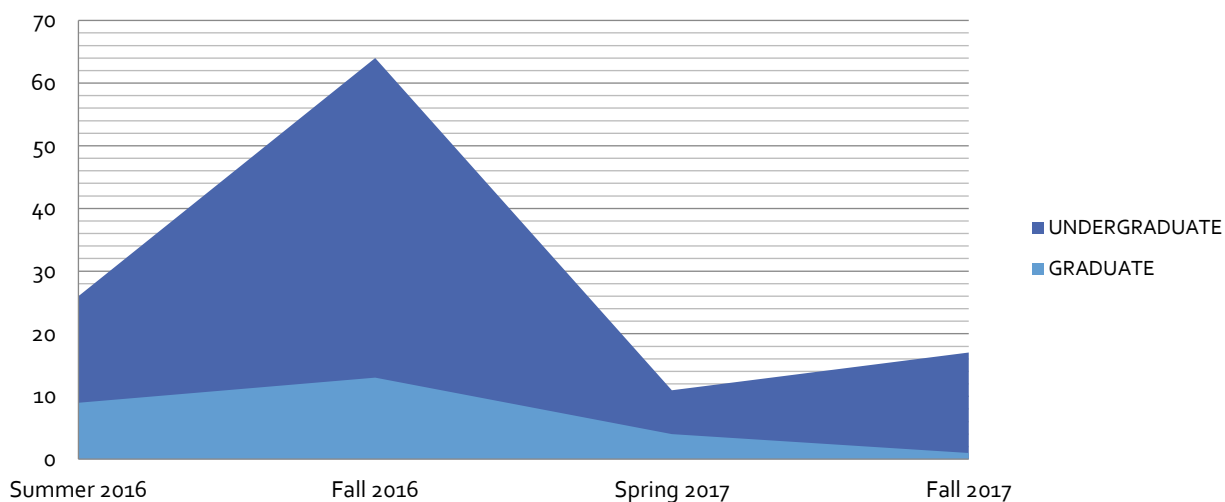
Charts 8 and 9 present the terms of planned reenrollment for those who reported intent to return to UMKC, separated by withdrawal term (Chart 8 = Fall 2015, Chart 9 = Spring 2016). A majority of both undergraduate and graduate students reported return plans within a year and a half. While both undergraduate and graduates most frequently reported a plan to return for the next non-summer term, the pattern of responses varied slightly between the groups.

Chart 8: Number of Students Planning to Return by Semester & Academic Career for Students Withdrawing FALL 2015



Note: The four subsequent semesters are presented and represent approximately 71% 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 2016



Note: The four subsequent semesters are presented and represent approximately 96% of all reporting plan to return to UMKC for this term.

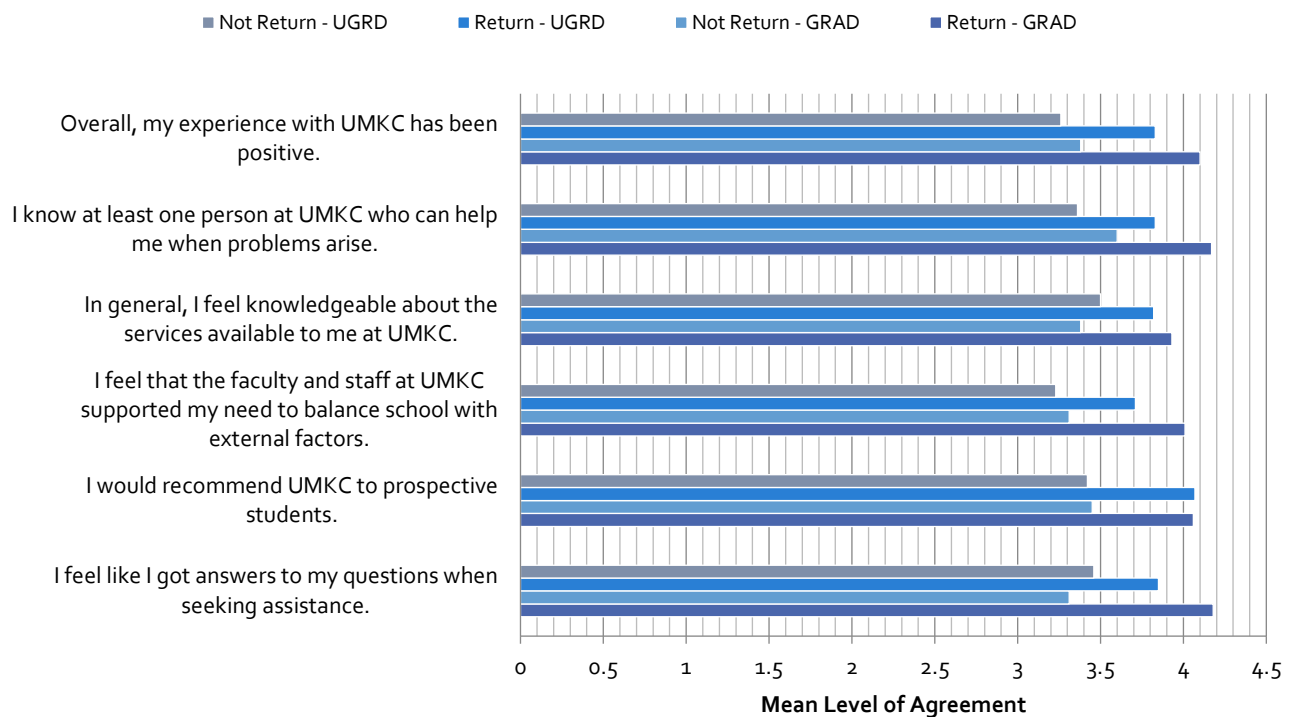
Finally, students reporting an intention to return to UMKC were asked about their confidence in the understanding of issues related to reenrollment (Appendix A, Table 6). Undergraduate and graduate students reported being at least somewhat confident (on average) that they would return to UMKC, knew what 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 item means were statistically different. 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 2015 and Spring 2016 Combined



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

Additionally, 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 2015 or Spring 2016 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 2015 and Spring 2016 terms.

A basic content analysis was conducted utilizing the aforementioned groups and related comments to determine patterns of response. At least 57% of the comments for each outlined group suggested that there was nothing UMKC could have done to assist the student ('no' results ranged between 57% and 69%, see Appendix B). Undergraduate students planning to return most frequently reported issues with course scheduling and financial support as the areas 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. Undergraduates not planning to return to UMKC reported financial support and accurate communication of program design as areas of need. All undergraduate students 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 could have assisted in maintaining enrollment. For those graduate students who did not plan on returning to UMKC, better communication of program design and better relationships with advisors and faculty in general could have assisted their continued enrollment in Fall 2015 or Spring 2016, and beyond. Appendix B contains additional information on all comments provided and the verbatim comments (REDACTED) 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 2015 and Spring 2016 semesters (N=17), it is inadvisable to conduct analyses on subgroups within this population. Table 10 in Appendix D provides demographics on those withdrawing and suggests that the majority of those leaving were graduate students (76.5%). The largest number of students came from the School of Computing and Engineering (52.9%) and all respondents 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. The largest proportion selected family responsibilities as their primary reason for leaving (Table 11). With regard to future plans, 35.3% suggested they were transferring to another school and/or caring for family or household needs. 29.4% 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 skew positive with most at moderately agree (3.5) or higher. One item, "I feel like I got answers to my questions when seeking assistance," fell slightly below the moderate agreement threshold (3.29). 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, Term Withdrawal Survey items provided to 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 indicate that the main reasons students withdrew from UMKC were due to financial issues, work/study conflict, personal issues, and/or physical health issues. Conversely, few respondents reported they were leaving the institution primarily due to dissatisfaction or academic difficulties. The results of the Fall 2015/Spring 2016 Term Withdrawal 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 dealing with financial, work-related, or personal issues. The results continue to 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 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 reported a feeling of miscommunication concerning coursework and enrollment in the open comments. It may be useful to get information regarding course sequencing and expectations to students as early as possible. Additionally, contacting students to determine why they are leaving UMKC for other area four-year, public institutions and community colleges 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 opportunities 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.

In general, differences in reason for withdrawing, future plans, and satisfaction with UMKC were not significant between terms. Possible differences by term will continue to be examined in the near future; however, consistent findings 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 2015 and Spring 2016 Term Withdrawal Survey Study
- Appendix B: Term Withdrawal Survey Verbatim Comments (REDACTED)
- Appendix C: Sample Term Withdrawal Survey – Domestic Students
- Appendix D: Selected Findings from International Student Respondents
- Appendix E: Sample Term Withdrawal Survey – International Students

APPENDIX A – TABLED FINDINGS FOR FALL 2015 & SPRING 2016 TERM WITHDRAWAL SURVEY STUDY

Table 3 Characteristics of Students Who Withdrew from UMKC in Fall 2015 & Spring 2016								
	UNDERGRADUATE				GRADUATE			
STUDENT CHARACTERISTICS	Fall 2015		Spring 2016		Fall 2015		Spring 2016	
	#	%	#	%	#	%	#	%
Academic Level								
Freshman	73	27.8	41	20.8	-	-	-	-
Sophomore	43	16.3	35	17.8	-	-	-	-
Junior	64	24.3	49	24.9	-	-	-	-
Senior	83	31.6	72	36.5	-	-	-	-
Graduate	-	-	-	-	67	95.7	43	97.7
Professional	-	-	-	-	3	4.3	1	2.3
Academic Unit								
College of Arts & Sciences	135	51.3	98	49.7	12	17.1	11	25.0
Bloch School of Management	29	11.0	19	9.6	13	18.6	7	15.9
Conservatory of Music & Dance	1	0.4	5	2.5	3	4.3	-	-
School of Biological Sciences	22	8.4	16	8.1	-	-	-	-
School of Computing & Engineering	16	6.1	15	7.6	4	5.7	3	6.8
School of Dentistry	-	-	-	-	-	-	-	-
School of Education	20	7.6	7	3.6	15	21.4	11	25.0
School of Graduate Studies	-	-	-	-	1	1.4	1	2.3
School of Law	-	-	-	-	3	4.3	1	2.3
School of Medicine	-	-	-	-	3	4.3	-	-
School of Nursing and Health Studies	23	8.7	32	16.2	16	22.9	10	22.7
School of Pharmacy	1	0.4	-	-	-	-	-	-
University College	15	5.7	5	2.5	-	-	-	-
Residence Status								
Off-Campus	229	87.1	178	90.4	66	94.3	39	88.6
On-Campus (Residence Hall, sorority/fraternity house)	30	11.4	16	8.1	3	4.3	1	2.3
No Response	4	1.5	3	1.5	1	1.4	4	9.1
Educational Intent								
Complete a degree	235	89.4	175	88.8	61	87.1	41	93.2
Take a course or two	28	10.6	22	11.2	9	12.9	3	6.8
Employment Status								
Not employed	74	28.1	51	25.9	11	15.37	4	9.1
Employed	189	71.9	146	74.1	59	84.3	40	90.9
Hours Worked Per Week								
1 to 14 hours	12	6.3	9	6.2	3	5.1	2	5.0
15 to 24 hours	39	20.6	24	16.4	4	6.8	6	15.0
25 to 34 hours	45	23.8	31	21.2	5	8.5	4	10.0
35 or more hours	93	49.2	82	56.2	47	79.7	28	70.0

Table 4 Primary Reason Students Withdrew from UMKC in Fall 2015 & Spring 2016						
LEAVE REASONS	UNDERGRADUATE				GRADUATE	
	Fall 2015		Spring 2016		Fall 2015	
	#	%	#	%	#	%
Financial Aid Problems	15	5.7	10	5.1	3	4.3
Work/Studies Conflict	21	8.0	17	8.6	11	15.7
Family Responsibilities	28	10.6	15	7.6	10	14.3
Personal Issues	44	16.7	38	19.3	4	5.7
Medical/Physical/Mental Health Problems/Illness	33	12.5	32	16.2	4	5.7
Financial Issues	32	12.2	14	7.1	3	4.3
Fit with UMKC	5	1.9	3	1.5	1	1.4
Academic Dissatisfaction	5	1.9	13	6.6	6	8.6
Academic Difficulties	12	4.6	6	3.0	2	2.9
Moved/Moving Out of Area	4	1.5	4	2.0	4	5.7
Transferring to Another Institution	20	7.6	11	5.6	4	5.7
Difficulties Navigating UMKC's System/Processes	4	1.5	1	0.5	1	1.4
Unsure of Major/Career Path	10	3.8	13	6.6	4	5.7
New Job	9	3.4	6	3.0	5	7.1
Military Service	4	1.5	2	1.0	1	1.4
Other	17	6.5	12	6.1	7	10.0

Table 5 Secondary Reasons Students Withdrew from UMKC in Fall 2015 & Spring 2016 <i>Students could select multiple reasons, percent of students selecting each response (by academic career) reported</i>						
LEAVE REASONS	UNDERGRADUATE				GRADUATE	
	Fall 2015		Spring 2016		Fall 2015	
	#	%	#	%	#	%
Financial Aid Problems	95	36.1	45	22.8	11	15.7
Work/Studies Conflict	105	39.9	72	36.5	27	38.6
Family Responsibilities	84	31.9	58	29.4	18	25.7
Personal Issues	134	51.0	90	45.7	22	31.4
Medical/Physical/Mental Health Problems/Illness	75	28.5	59	29.9	10	14.3
Financial Issues	87	33.1	46	23.4	8	11.4
Fit with UMKC	36	13.7	19	9.6	10	14.3
Academic Dissatisfaction	64	24.3	45	22.8	18	25.7
Academic Difficulties	61	23.2	53	26.9	8	11.4
Moved/Moving Out of Area	34	12.9	17	8.6	5	7.1
Transferring to Another Institution	36	13.7	25	12.7	7	10.0
Difficulties Navigating UMKC's System/Processes	36	13.7	19	9.6	5	7.1
Unsure of Major/Career Path	51	19.4	35	17.8	11	15.7
New Job	34	12.9	22	11.2	10	14.3
Military Service	13	4.9	8	4.1	3	4.3
Other	46	17.5	29	14.7	14	20.0

Table 6								
Future Plans of Students Withdrawing from UMKC in Fall 2015 & Spring 2016								
Students could select multiple reasons, percent of students selecting each response (by academic career) reported								
	UNDERGRADUATE				GRADUATE			
FUTURE PLANS & RELATED ITEMS	Fall 2015		Spring 2016		Fall 2015		Spring 2016	
	#	%	#	%	#	%	#	%
Future Plans								
Temporary Leave from UMKC	144	54.8	123	62.4	29	41.4	31	70.5
Attend/Transfer to Another U.S. School	45	17.1	39	19.8	11	15.7	4	9.1
Enter Military Service	8	3.0	2	1.0	-	-	-	-
Look for New Job	47	17.9	27	13.7	10	14.3	5	11.4
Focus on Current Job	64	24.3	51	25.9	23	32.9	10	22.7
Care for Home and/or Family	50	19.0	41	20.8	18	25.7	8	18.2
Travel	14	5.3	13	6.6	4	5.7	1	2.3
Assist a Foreign Aid Service or Peace Corps	2	<1.0	-	-	1	1.4	-	-
Go on a Church Mission	1	<1.0	5	2.5	1	1.4	-	-
Other	30	11.4	33	16.6	11	15.7	3	6.8
More than One Future Plan Option Selected	96	36.5	66	33.5	24	34.3	13	29.5
Return to UMKC								
Plan to Return to UMKC	171	65.0	139	70.6	50	71.4	24	54.5
Items Related to UMKC Return*	#	Mean	#	Mean	#	Mean	#	Mean
I will return to UMKC.	176	2.49	121	2.62	48	2.63	22	2.59
I know what to do to get enrolled when I return.	176	2.45	119	2.41	48	2.38	20	2.35
I can come back without reapplying to the University.	174	2.27	120	2.49	48	2.40	19	2.42
My academic department is aware of my plan to return.	172	1.90	118	2.10	48	2.08	20	2.10

Note: 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 7 General Feedback on UMKC Mean Response and Standard Deviation by Academic Career								
	UNDERGRADUATE				GRADUATE			
GENERAL FEEDBACK	Fall 2015		Spring 2016		Fall 2015		Spring 2016	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Level of Agreement with the Following UMKC Items*								
I feel like I got answers to my questions when seeking assistance.	3.68	1.05	3.78	1.03	3.81	1.04	3.93	1.02
I would recommend UMKC to prospective students.	3.85	1.04	3.86	1.05	3.83	1.14	3.84	1.08
I feel that faculty and staff at UMKC supported my need to balance school with external factors.	3.53	1.07	3.57	1.06	3.76	1.08	3.75	1.06
In general, I feel knowledgeable about the services available to me at UMKC.	3.73	1.00	3.69	1.00	3.71	1.07	3.75	1.08
I know at least one person at UMKC who can help me when problems arise.	3.65	1.11	3.71	1.05	3.96	1.03	3.95	1.00
Overall, my experience with UMKC has been positive.	3.60	1.11	3.69	1.03	3.87	1.03	3.77	1.18

*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 2015 & Spring 2016 Combined</i>					
	PLAN TO RETURN (N = 310)	PLAN TO NOT RETURN (N = 150)	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.	3.85 0.981	3.46 1.109	264.801	3.684	0.000
I would recommend UMKC to prospective students.	4.07 0.888	3.42 1.2	230.594	5.878	0.000
I feel that faculty and staff at UMKC supported my need to balance school with external factors.	3.71 0.979	3.23 1.148	257.056	4.403	0.000
In general, I feel knowledgeable about the services available to me at UMKC.	3.82 0.915	3.50 1.073	256.917	3.104	0.002
I know at least one person at UMKC who can help me when problems arise.	3.83 1.008	3.36 1.172	258.811	4.207	0.000
Overall, my experience with UMKC has been positive.	3.83 0.936	3.26 1.234	234.709	4.967	0.000

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 2015 & Spring 2016 Combined</i>					
	PLAN TO RETURN (N = 74)	PLAN TO NOT RETURN (N = 40)	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.	4.18 (0.775)	3.31 (1.18)	62.008	4.279	0.000
I would recommend UMKC to prospective students.	4.06 (0.991)	3.45 (1.214)	72.755	2.732	0.008
I feel that faculty and staff at UMKC supported my need to balance school with external factors.	4.01 (0.911)	3.31 (1.214)	69.689	3.334	0.001
In general, I feel knowledgeable about the services available to me at UMKC.	3.93 (0.969)	3.38 (1.147)	74.776	2.61	0.011
I know at least one person at UMKC who can help me when problems arise.	4.17 (0.904)	3.60 (1.037)	76.671	2.972	0.004
Overall, my experience with UMKC has been positive.	4.10 (0.891)	3.38 (1.248)	65.617	3.265	0.002

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

APPENDIX B – VERBATIM COMMENTS (REDACTED)

APPENDIX C – TERM WITHDRAWAL SURVEY FORM (DOMESTIC)

UMKC TERM WITHDRAWAL 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 – Fall 2015, Spring 2016
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 2016, Summer 2016, Fall 2016, Spring 2017, Summer 2017, Fall 2017, later than Fall 2017)

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 2015 & Spring 2016		
STUDENT CHARACTERISTICS	Combined Terms	
	#	%
Academic Level		
Freshman	2	11.8
Sophomore	-	-
Junior	2	11.8
Senior	-	-
Graduate	13	76.5
Professional	-	-
Academic Unit		
Bloch School of Management	2	11.8
College of Arts & Sciences	3	17.6
Conservatory of Music & Dance	1	5.9
School of Computing & Engineering	9	52.9
School of Graduate Studies	1	5.9
School of Law	1	5.9
Residence Status		
Off-Campus	11	64.7
On-Campus (Residence Hall, sorority/fraternity house)	6	35.3
No Response	-	-
Educational Intent		
Complete a degree	17	100.0
Take a course or two	-	-
Receiving Scholarship		
No	4	23.5
Yes	12	70.6
Unsure	1	5.9
Attended International Student Orientation at UMKC		
No	2	11.8
Yes	15	88.2
Unsure	1	5.9
Met with ISAO Immigration Advisor		
No	7	41.2
Yes	9	52.9
Unsure	1	5.9
Met with Academic Advisor		
No	6	35.3
Yes	9	52.9
Unsure	2	11.8
Utilized Counseling Center		
No	15	88.2
Yes	1	5.9
Unsure	1	5.9
Utilized Career Center		
No	10	58.8
Yes	4	23.5
Unsure	3	17.6

Table 11 Reasons International Students Withdrew from UMKC in Fall 2015 & Spring 2016		
LEAVE REASONS	Combined Terms	
<i>Primary Leave Reasons (1 choice per student)</i>	#	%
Family Responsibilities	5	29.4
Personal Issues	2	11.8
Medical/Physical/Mental Health Problems/Illness	3	17.6
Moved/Moving out of area	1	5.9
Transferring to Another Institution	4	23.5
New job	1	5.9
Other	1	5.9
<i>Secondary Leave Reasons (multiple choices per student)</i>	#	% of all students
Family Responsibilities	8	47.1
Personal Issues	5	29.4
Medical/Physical/Mental Health Problems/Illness	5	29.4
Financial Issues	3	17.6
Academic Dissatisfaction	1	5.9
Academic Difficulties	1	5.9
Moved/Moving Out of Area	2	11.8
Transferring to Another Institution	2	11.8
Difficulties Navigating UMKC's System/Processes	1	5.9
Unsure of Major/Career Path	1	5.9
Military Service	-	-
Other	1	5.9

Table 12 Future Plans of International Students Withdrawing from UMKC in Fall 2015 & Spring 2016		
FUTURE PLANS & RELATED ITEMS	Combined Terms	
<i>Future Plans</i>	#	% of all students
Temporary Leave from UMKC	3	17.6
Attend/Transfer to Another U.S. School	6	35.3
Military	-	-
Look for New Job	2	11.8
Care for Home and/or Family	6	35.3
Travel	2	11.8
Assist a Foreign Aid Service or Peace Corps	-	-
Other	2	11.8
More than One Future Plan Option Selected	4	23.5
<i>Return to UMKC</i>		
Plan to Return to UMKC	5	29.4
<i>Items Related to UMKC Return*</i>	#	Mean
I will return to UMKC.	7	2.71
I know what to do to get enrolled when I return.	6	2.17
My academic department is aware of my plan to return.	7	2.00
ISAO is aware of my plan to return.	7	2.00

Note: 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 2015 & Spring 2016

<i>GENERAL FEEDBACK ITEMS</i>	<i>Combined Terms</i>	
	<i>Mean</i>	<i>SD</i>
<i>Level of Agreement with the Following UMKC Items*</i>		
I feel like I got answers to my questions when seeking assistance.	3.29	1.10
I would recommend UMKC to prospective students.	3.82	1.19
I feel that faculty and staff at UMKC supported my need to balance school with external factors.	3.82	0.95
In general, I feel knowledgeable about the services available to me at UMKC.	3.77	0.90
I know at least one person at UMKC who can help me when problems arise.	3.88	0.93
Overall, my experience with UMKC has been positive.	3.77	0.97

Note: Responses are on a 5-point scale where 5 = Strongly Agree and 1 = Strongly Disagree

APPENDIX E – TERM WITHDRAWAL SURVEY FORM (INTERNATIONAL)

UMKC TERM WITHDRAWAL 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 – Fall 2015, Spring 2016
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.					
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 2016, Summer 2016, Fall 2016, Spring 2017, Summer 2017, Fall 2017, later than Fall 2017)

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?