



1-1-2014

Fall 2013 Survey of Non-Returning Students: Descriptive Statistics

John M. Krieg

Western Washington University

Beth Hartsoch

Western Washington University

Linda D. (Linda Darlene) Clark

Western Washington University

Follow this and additional works at: https://cedar.wwu.edu/surveyresearch_docs



Part of the [Educational Assessment, Evaluation, and Research Commons](#)

Recommended Citation

Krieg, John M.; Hartsoch, Beth; and Clark, Linda D. (Linda Darlene), "Fall 2013 Survey of Non-Returning Students: Descriptive Statistics" (2014). *Office of Survey Research*. 536.

https://cedar.wwu.edu/surveyresearch_docs/536

FALL 2013 SURVEY OF NON-RETURNING STUDENTS

Descriptive Statistics

Report 2014-01

John Krieg
Beth Hartsoch
Linda Clark

January, 2014
OFFICE OF SURVEY RESEARCH
WESTERN WASHINGTON UNIVERSITY



Table of Contents

	Page
Executive Summary	2 - 4
A.1. All Non-Returning Students (Clearinghouse Data)	5 - 8
A.2. Comparison of all Non-Returning Students and Respondents	9 - 10
B. Survey Responses	11 - 17
Appendix A	18
Appendix B	19

FALL 2013 SURVEY OF NON-RETURNING STUDENTS

EXECUTIVE SUMMARY

The 2013 Non-Returning Student Survey (NRS) is Western's first large-scale survey of students who dropped or stopped out since OIART conducted a Survey of Non-Returning Students in June, 2001. The goal of the NRS was to identify reasons for students' failure to continuously enroll, and to identify improvements Western could implement to aid at-risk students. The NRS was designed in conjunction with Western's Office of Institutional Research and Division of Enrollment and Student Services.

The sample for the NRS covers all undergraduate, degree-seeking students who were enrolled during fall, winter, or spring quarter between fall, 2011 and spring, 2013. From these, OSR removed all students who graduated, all post-baccalaureate students, and any student who was dropped from the university due to poor academic performance. From the remainder, OSR identified 2,333 students who failed enroll at Western during fall quarter, 2013. These 2,333 students are OSR's survey sample.

A unique feature of the NRS is that all students, not just those who complete OSR's surveys, can be tracked after leaving Western through the National Student Clearinghouse (Clearinghouse), a service that follows individual students as they enroll in nearly any U.S. 2- or 4-year institution of higher education. Section A.1 of this report provides information on Western's non-returning students gleaned from the Clearinghouse. Of the 2,333 students failing to return to Western, 1,329 (57%) were recorded by the Clearinghouse as attending at least one institution after leaving Western. Of these, just over one-half (52%, 690 students) attended a public, two-year university while 42% (561 students) attended a public, four-year university. All but one of the remainder (6%) attended a private, four-year school. The most common 2-year schools were Whatcom Community College (193 students), Bellevue (85), Everett (54), Skagit (40), Bellingham Tech (34) and Olympic College (34). The most common 4-year schools attended by former Western students were the University of Washington (86), Washington State University (64), Eastern Washington University (34), and Central Washington University (26).

Western has admission index measures for 1,729 of the 2,333 non-returning students in the sample. Thirty-five percent had an AI greater than 60 and nearly another 25% had AIs between 50 and 60. By the time of their withdrawal, nearly one-third of non-returning students earned cumulative WWU GPAs greater than 3.0. On the other hand, 19% of non-returning students earned cumulative WWU GPAs less than 2.0. Interestingly, 219 students left Western having already accumulated more than 180 credits, a group that perhaps, with a little effort, could be convinced to return to earn their degrees.

Using the Clearinghouse data, OSR can also identify the types of students that attend other institutions after leaving Western. Of the 2,333 non-returning students, 214 had either declared a major, pre-major, or had expressed interest in Physical Education, Health & Recreation, 172 in Psychology, 133 in Biology, 124 in Engineering Technology, and 106 in Elementary Education. It is important to note that many of these students may have simply expressed an interest in these subjects and had yet to declare a major in them. Among those who had actually declared a major, 81 students who failed to return to Western were in PEHR, 43 in English, 37 from Fairhaven, and 33 from Art.

Beginning on October 8, 2013 OSR sent e-mail invitations to the sample using the last known external e-mail address of these students. OSR also attempted to use internal e-mail addresses of students on the off chance that some students continued to use their Western accounts. Students failing to respond to e-mail solicitations were then called at their last known cell phone or permanent phone number. The survey concluded on November 22, 2013. OSR received survey responses from 946 students, a response rate of 40.5%. Of these 946, 212 responded to the survey over the telephone.

As with any survey, readers should be concerned with sample selection bias; that is bias that arises because respondents are often a non-random selection of the population of potential respondents. While sample selection bias is mitigated by proper survey techniques and a relatively high survey response rate, this is of special concern in a survey of individuals who have left Western because many have varying degrees of commitment to the university. For instance, 24% of respondents claim to be “Very likely” to return to Western to continue their education. Of course, it is exactly these type of students one would expect to respond to a survey e-mail or phone call.

To explore sample selection bias, section A.2 of this report lists a number of observable characteristics between respondents, non-respondents, and students who remained at Western. As usual in surveys, respondents were much more likely to be female (52.4% of respondents were female whereas 54.8% of all non-returning students were female). As mentioned in the introduction, this survey spanned two academic years (2011-2012 and 2012-2013). Students having attended in the most recent academic year were more likely to respond to the survey than those in the prior year. Fully 63% of the responses come from the most recent attendees whereas they make up 57% of the population. Respondents also tended to be slightly stronger academically with average AIs of 54.3 and average Western GPAs of 2.65 relative to the entire population which averaged AIs of 53.3 and Western GPAs of 2.53. At the same time, respondents and non-respondents had similar measures of accumulated credits, Running Start and transfer student status, racial profiles, and Washington State residency status.

Turning to the survey results, 91% of respondents originally enrolled at Western in hopes of earning a degree from Western. Nearly all of the remainder enrolled in hopes of transferring to another institution. Of those originally wishing to transfer, almost three-fourths had enrolled in their preferred institution. When asked about their current activity, nearly one-half of non-returning students had enrolled at another institution while 40% were working for pay.

As noted above, 24% of survey respondents indicated they were “very likely” to return to Western. As of the beginning of Winter quarter (2014), 142 respondents, or 6% of the non-returning students, had re-enrolled at Western.

Respondents were allowed to choose as many reasons as they liked to describe why they left Western. The three most common “broad” reasons given were finances, academics, and family/personal reasons. When asked to be more specific about financial reasons, nearly one-in-five students claimed their student loans were too large and about a similar amount stated that their or their family’s financial situation changed. About one-in-eight claimed not receiving financial aid contributed to their reason for leaving Western. Forty percent of respondents cited academic reasons for leaving Western. Of those, nearly one-third claimed to have academic problems at Western, about one-third believed another school has a better program in their field, and a similar number remained unsure about what they wanted to study. A smaller fraction of students left because Western did not offer an academic program of interest. The most common program mentioned, by 17 students, was nursing and 23 students have since enrolled in a nursing program.

The NRS concludes with two open ended questions asking students if there was “anything that could have been done to make your experience at Western more successful?” and “Is there anything else you would like us to know about your experiences at Western?” Of the 623 individuals who responded to the first of these questions, nearly one-half of them indicated that there was nothing Western could have done to make them more successful. Of the remainder, the most frequent (45) response was to provide better advising or access to advising, greater access to financial aid (39) and lower tuition (39).

The NRS data is linkable to other Western data sources by unique student identifier. OSR welcomes and encourages campus researchers to utilize this data in their further investigation of issues impacting student success.

Clarifying Notes

1. Unless otherwise noted, percentages given are of the number responding to a question divided by the number asked that question. This denominator may contain fewer respondents than the 946 responding to the survey due to question branching, random selection of respondents for certain questions, and survey attrition.
2. In many cases percentages do not sum to one hundred because of rounding.
3. A blank space indicates no respondent chose that response option. A report of 0% indicates that the percent of responses rounded down to, but is not equal with, zero.
4. This report presents responses from all respondents completing any question regardless of whether the respondent completed the survey or not.

THE OFFICE OF SURVEY RESEARCH

The Office of Survey Research provides high quality survey research and other applied social science research that supports the mission of Western Washington University. In particular, OSR surveys students, alumni, graduates, employers, and the campus community to provide valuable assessment data and analysis of reports which can be used for improvement of programs, instruction, faculty scholarship, and information services. OSR is responsible for developing and administering the Western Educational Longitudinal Study (WELS), Western's Alumni Surveys, and Western's exit surveys of graduating students.

<http://www.wvu.edu/socad/osr/>

A.1. All Non-returning Students (Clearinghouse Data)

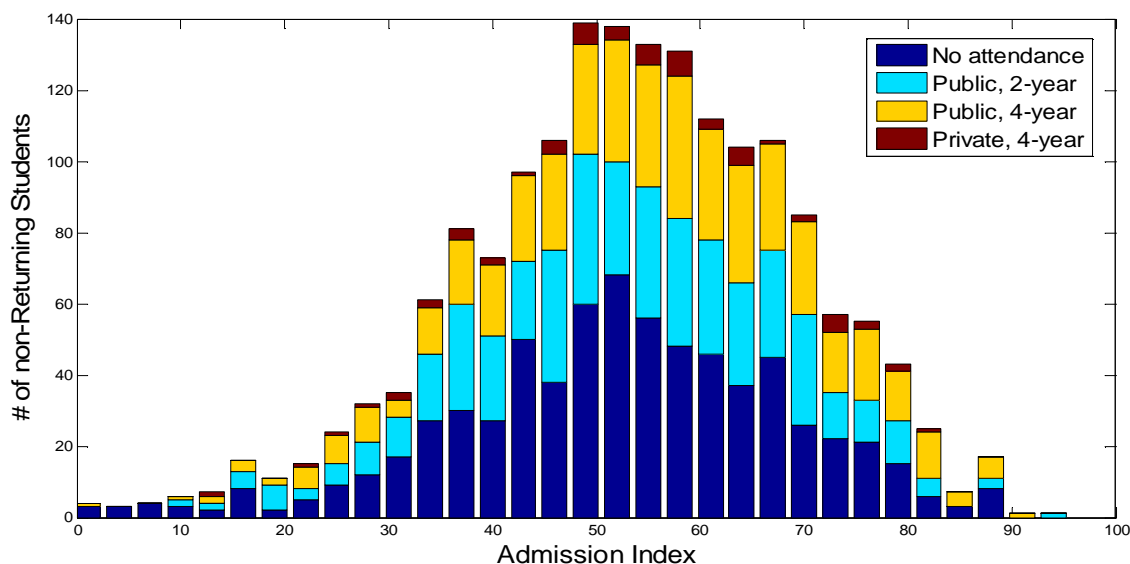
A.1.a. School Attendance After Western (Clearinghouse Data)

	N	Percentage
Did not attend a school after Western	1,004	43%
Attended another school after Western	1,329	57%
Total	2,333	100%

A.1.b. College Type (Clearinghouse Data)

	N	Percentage
Public, 2-year	690	52%
Private, 2-year	1	0%
Public, 4-year	561	42%
Private, 4-year	77	6%
Total	1,329	100%

A.1.c. Attendance After Western, by Institution Type and Admissions Index (Clearinghouse Data)



A.1.d. Attendance After Western, By Class (Clearinghouse Data)

Class	Public, 2 Yr	Private, 2 Yr	Public, 4 Yr	Private, 4 Yr	Did Not Attend	Total
Freshmen	236	0	209	27	191	663
Sophomore	169	0	184	18	195	566
Junior	215	1	131	24	241	612
Senior	68	0	37	8	357	470
Total	688	1	561	77	984	2,311

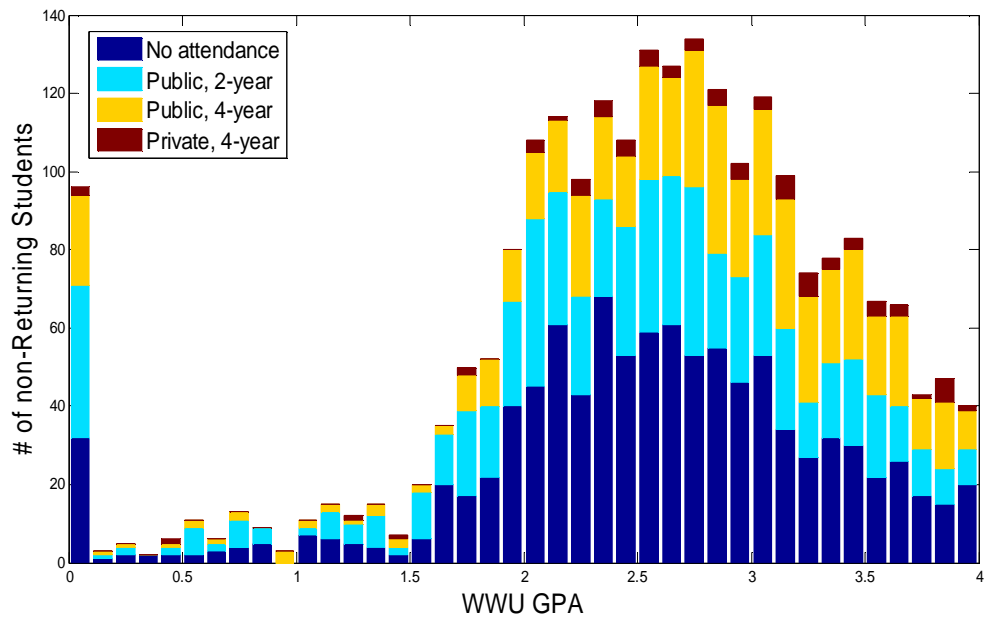
A.1.e. All Students Who Attended Other Schools After WWU (Clearinghouse Data)

College Name	Freq.	College Name	Freq.
Whatcom Community College	193	University of Alaska-Fairbanks	3
University of Washington - Seattle	86	University of Arizona	3
Bellevue College	85	University of Maryland	3
Washington State University	64	University of Nevada-Reno	3
Everett Community College	54	University of Wyoming	3
Skagit Valley College	40	American University	2
Bellingham Technical College	34	Austin Community College	2
Eastern Washington University	34	Brigham Young University	2
Olympic College	34	Cabrillo College	2
Edmonds Community College	31	Centralia College	2
Pierce College	31	College of Southern Nevada	2
Clark College	29	Columbus State Community College	2
Central Washington University	26	Fort Lewis College	2
Highline Community College	25	Loyola Marymount University	2
The Evergreen State College	24	Mt. Hood Community College	2
North Seattle Community College	23	Musicians Institute	2
Cascadia Community College	22	Northern Arizona University	2
Green River Community College	22	Orange Coast College	2
Seattle Central Community College	22	Palomar College	2
Peninsula College	20	Renton Technical College	2
Shoreline Community College	18	Santa Rosa Junior College	2
South Puget Sound Community College	16	Simpson University	2
Tacoma Community College	16	Southern New Hampshire	2
Spokane Falls Community College	15	Tarrant County College	2
Wenatchee Valley College	13	Truckee Meadows Community College	2
University of Montana	10	University of Alaska-Southeast	2
Lower Columbia College	9	University of Colorado-Denver	2
Boise State university	8	University of Hawaii at Hilo	2
Colorado State University	8	University of Idaho	2
Seattle Pacific University	8	University of Nevada-Las Vegas	2
Seattle University	8	University of Northern Colorado	2
University of Oregon	8	University of Wisconsin -Madison	2
Grays Harbor College	7	Walla Walla Community College	2
Montana State University - Bozeman	7	Western State Colorado University	2
Portland Community College	7	Whitman College	2
Portland State University	7	Whitworth University	2
Santa Barbara City College	7	117 schools were attended by one student each	

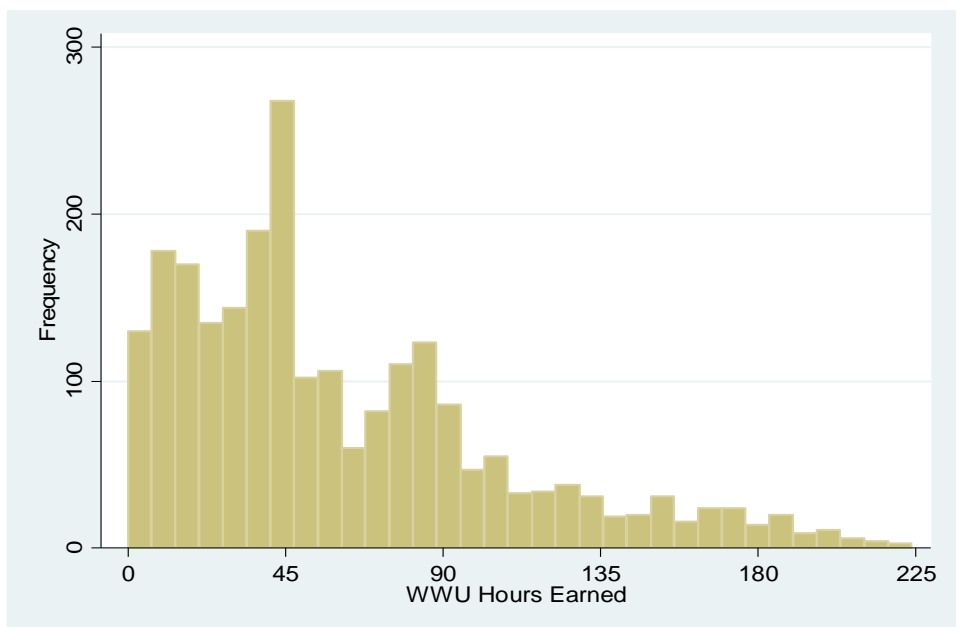
A.1.f. Majors listed by Non-Returning Students (Clearinghouse Data)

Department	# of Majors, Pre-majors or Interest	# of Majors
Accounting	29	12
American Cultural Studies	4	1
Anthropology	43	18
Art	91	33
Biology	133	27
Canadian/American Studies	1	1
Chemistry	44	4
College of Business & Econ	45	0
Communication Sci & Disorders	13	2
Communication Studies	51	7
Computer Science	69	25
Decision Sciences	13	2
Design	23	23
East Asian Studies	3	1
Economics	25	19
Elementary Education	106	10
Engineering Technology	124	38
English	91	43
Environmental Sciences	18	16
Environmental Studies	94	30
Extended Education	1	0
Fairhaven College	83	37
Finance & Marketing	62	14
General Studies	40	35
Geology	33	28
History	43	29
Human Svcs and Rehabilitation	31	19
Journalism	50	4
Liberal Studies	10	3
Linguistics	16	7
Management	87	9
Mathematics	36	9
Modern and Classical Languages	24	8
Music	58	18
Philosophy	27	16
Physical Ed, Health&Recreation	214	81
Physics and Astronomy	19	12
Political Science	62	18
Psychology	172	20
Science Education	3	1
Secondary Education	55	0
Sociology	30	11
Special Educ & Educ Leadership	38	31
Theatre Arts and Dance	46	22
Undeclared	9	0
University	63	0
Women Studies	1	0
Total	2,333	744

A.1.g. Students Who left Western by GPA



A.1.h. Students Who left Western by Hours Earned



A.2. Comparison of all Non-Returning Students and Respondents

A.2.a. Comparisons

	Non- Respondents	Respondents	All Non-returning Students	Returning Students**
N	1,387	946	2,333	10,049
Male	47.6%	41.6%	45.2%	45.4%
Caucasian	76.5%	77.7%	77.0%	76.1%
Black	3.0%	2.9%	3.0%	3.2%
Hispanic	5.6%	6.9%	6.1%	6.1%
Asian/Pacific Islander	8.9%	7.5%	8.4%	10.7%
Native American	4.0%	3.3%	3.7%	2.5%
Other/Unknown Race	1.2%	1.4%	1.3%	0.8%
International	0.8%	0.4%	0.6%	0.6%
First Generation Student	32.9%	32.2%	32.6%	32.5%
Runningstart Student	10.9%	11.3%	11.1%	11.5%
Transfer Student	31.8%	29.3%	30.8%	26.4%
WA Resident	89.3%	88.9%	89.1%	91.4%
Freshmen	27.9%	29.2%	28.4%	14.0%
Sophomore	23.1%	26.0%	24.3%	21.7%
Junior	25.2%	27.8%	26.2%	31.6%
Senior	22.9%	16.2%	20.1%	32.5%
Most recently enrolled within 1 year	53.2%	63.0%	57.2%	
Most recently enrolled within 1-2 years	46.8%	37.0%	42.8%	
Attended a school after Western	54.8%	60.1%	57.0%	
Mean Admission Index*	52.6	54.3	53.3	56.1
Mean Age	23.4	23.3	23.4	22.1
Median Age	21.8	21.3	21.6	21.3
Mean Cumulative WWU Credits	62.8	57.8	60.8	86.6
Mean Cumulative Transfer Credits	36.5	35.6	36.1	65.4
Mean WWU GPA	2.44	2.65	2.53	2.99

*As available

** Enrolled in at least one quarter between 201240 and 201330 (inclusive), and also enrolled in more than zero credits in 201340

A.2.b. Last Quarter of Attendance

	All Non-Returning Students		All Respondents	
	Freq.	Percentage	Freq.	Percentage
Fall, 2011	233	10%	75	8%
Winter, 2012	216	9%	79	8%
Spring, 2012	471	20%	167	18%
Summer, 2012	37	2%	15	2%
Fall, 2012	333	14%	127	13%
Winter, 2013	287	12%	106	11%
Spring, 2013	665	29%	343	36%
Summer, 2013	87	4%	34	4%
Total	2,329	100%	946	100%

B. Survey Responses

B.1. When you enrolled at Western, was your intent to:

N	945
Earn a degree from Western	91%
Transfer to another institution	8%
Take classes without earning a degree from any institution	1%

B.1.a. Have you enrolled at the institution to which you intended to transfer? (Asked of respondents who indicated in B.1. that they intended to transfer when they enrolled at Western.)

N	73
Yes	71%
No	29%

B.2. How likely is it that you will return to Western to continue your education?

N	879
Very unlikely	42%
Somewhat unlikely	11%
Uncertain	14%
Somewhat likely	9%
Very likely	24%

B.3. What is currently your principal activity?

N	879
Paid employment	39%
Student at another institution	45%
Military service	1%
Volunteer activity (e.g. Peace Corps)	2%
Starting or raising a family	2%
Other, please specify below	12%

B.3.a. Other current activities (Open-ended question asked of respondents who indicated "other" in B.3.) (Frequencies are reported.) (Text responses available on request.)

N=105	
Personal or family health issues	15
Unemployed and/or looking for employment	15
Employment <i>and</i> student/or other activity	14
Internship	10
Traveling/study abroad	7
Disability/disabled	6
Self-employed	4
Retired	3
Taking a break	2
Other comments	28

B.4. Which of the following categories describe the most important reasons why you did not return to Western this fall?

N	879
Finances	40%
Academics	40%
Western's environment or location	24%
Family or personal	38%
Other	14%

B.4.a. Which financial reasons were important in your decision not to return to Western this fall? Check all that apply. (Asked of respondents who indicated in B.4. that an important reason why they did not return to Western this fall is because of finances.)

N	345
I worried my student loans were too large	44%
My or my family's financial situation changed	39%
Working for pay interfered with my studies	24%
I didn't receive work study funds	19%
I didn't receive financial aid	30%
I wasn't getting my money's worth at Western	20%
I had a career opportunity	17%
Other	16%

B.4.a.1. What is the other reason? (Open-ended question asked of respondents who indicated in B.4.a. that "other" financial reasons were important in their decision not to return to Western this fall.) (N=52) (Responses included: financial aid issues, trouble finding affordable housing, got scholarships somewhere else, cost of living in Bellingham too high, tuition is too expensive, saving up money.) (Text responses available on request.)

B.4.b. Which academic reasons were important in your decision not to return to Western this fall? Check all that apply. (Asked of respondents who indicated in B.4. that an important reason why they did not return to Western this fall is because of academics.)

N	345
I achieved my goals and felt no more need to attend	6%
I wanted to complete GURs at another college	12%
I had academic problems at Western	34%
I was unsure of what I wanted to study	35%
Another school had a better program in my field	34%
Another school has a better reputation	15%
I didn't feel challenged by the courses I took at Western	12%
Western doesn't offer the major or program that interests me	31%
It was too hard to get into the classes I needed	19%
Classes were too big	12%
Other	22%

B.4.b.1. What is the other reason? (Open-ended question asked of respondents who indicated in B.4.a. that "other" academic reasons were important in their decision not to return to Western this fall.) (N= 71) (Responses included: Classes were too challenging, difficulty with transfer credits, difficulty applying to a program, not accepted into program, couldn't get guidance for major, mistreated by faculty, professors didn't provide support needed.) (Text responses available on request.)

B.4.b.2. What major or program are you interested in that Western did not offer? (Open-ended question asked of respondents who indicated in B.4.b that Western doesn't offer the major or program that interests me.) (Frequencies are reported.) (Text responses available on request.)

N=102	
Nursing	17
Filmmaking/acting/makeup/special effects	5
Dietetics/nutrition	4
Chemical engineering	3
Hospitality business management/tourism	3
Mechanical engineering	3
Radiology/radiation therapy	3
11 programs were mentioned by two respondents each	
42 programs were mentioned by one respondent each	

B.4.b.3. Why was it too hard to get the classes you needed? Check all that apply. (Asked of respondents who indicated in B.4.b. that difficulty getting into classes was a factor in their decision to leave Western).

N	61
They were full	77%
They had prerequisites that I had not completed	30%
They were at conflicting times	41%
They were not taught by professors I wanted	10%
Online registration did not work well	21%
Other	23%

B.4.c. Which environment or location reasons were important in your decision not to return to Western this fall? Check all that apply. (Asked of respondents who indicated in B.4. that an important reason why they did not return to Western this fall is because of Western's environment or location.)

N	210
Western is too big	10%
Western is too small	13%
I disliked the weather, recreation opportunities, or location in general	42%
I wanted to be closer to home	37%
I wanted to be further from home	7%
There was a lack of diversity at Western	28%
I was treated poorly by Western's faculty and staff	22%
Other	26%

B.4.c.1. What is the other reason? (Open-ended question asked of respondents who indicated in B.4.c. that "other" environment or location reasons were important in their decision not to return to Western this fall.) (N= 50) (Responses included: Didn't get the support needed, didn't like the people, The people are not friendly, moved to different state, lack of community, dorm situation was poor, no work opportunities nearby, Western is too liberal.) (Text responses available on request.)

B.4.d. Which family or personal reasons were important in your decision not to return to Western this fall? Check all that apply. (Asked of respondents who indicated in B.4 that an important reason why they did not return to Western this fall is because of family or personal reasons.)

N	328
I lacked friends or social support at Western	27%
I wanted to be with friends or a significant other	24%
I had personal health reasons	40%
I didn't fit in at Western	20%
I wanted to do something or go somewhere new and different	29%
I wanted to serve in the military	1%
Other	32%

B.4.d.1. What is the other reason? (Open-ended question asked of respondents who indicated in B.4.d. that "other" family or personal reasons were important in their decision not to return to Western this fall.) (N=95) (Responses included: death in the family, family strife, had a baby, sick family member, depression, mental health, lack of motivation.) (Text responses available on request.)

B.4.e. Which other reasons were important in your decision not to return to Western this fall? (Open-ended question asked of respondents who indicated in B.4. that "other" reasons were important in their decision not to return to Western this fall.) (N=93) (Responses included: dorm issues, living situation, morale was low and wanted to live elsewhere, internship opportunity, playing sports elsewhere, lack of support, no interest.) (Text responses available on request.)

B.5. Since you left Western, have you attended another school?

N	495
Yes	19%
No	81%

B.5.a. Are you still enrolled at a higher education institution? (Asked of respondents who indicated in B.5. that they have attended another institution since leaving Western.)

N	93
Yes	57%
No	43%

B.5.a.1. Did you complete a degree or certificate? (Asked of respondents who indicated in B.5.a. that they are no longer enrolled at a higher education institution.)

N	40
Yes	30%
No	70%

B.5.a.2. Have you completed a degree or certificate since you last attended Western? (Asked of respondents who indicated in B.3. that their current principal activity is attending another institution.)

N	388
Yes	7%
No	93%

B.5.b.2.a. What degree are you working towards? (Asked of respondents who indicated in B.1.a., B.5.a., or B.5.a.2. that they have enrolled or are still enrolled in another institution.)

N	458
Certificate	3%
Associate's	16%
Bachelor's	75%
Other	6%
None	1%

B.5.b.2.a.1. What is your major area of study? (Open-ended question asked of respondents who indicated in B.5.b.2.a. that they are working towards a degree or certificate.) (Frequencies are reported.) (Text responses available on request.)

N=378	
Nursing	23
Business administration/management	20
Education	19
Psychology	19
Communications	12
Environmental Science/Environmental Studies	11
Accounting	10
Biology	10
English	8
Computer Networking/Computer science	6
Geology	6
Mathematics	6
Mechanical Engineering	6
Biochemistry	5
Graphic Design	5
History	5
International Business	5
Marine Biology/marine science	5
Radiology/Radiation therapy	5
18 programs were mentio	
96 programs were mentio	
8 respondents are undecided/unsure	

B.5.b.2.b. What degree did you earn? (Asked of respondents who indicated in B.5.b.1. or B.5.b.2. that they have completed a degree or certificate at another institution.)

N	40
Certificate	25%
Associate's	53%
Bachelor's	23%
Other	
None	

B.5.b.2.b.1. What was your major area of study? (Open-ended question asked of respondents who indicated in B.5.b.2.b. that they have earned a degree or certificate.) (N=25) (Responses included: accounting, audio engineering, cosmetology, construction, fire-fighting, nursing, physical therapy.) (Text responses available on request.)

B.6. Before leaving Western, did you talk with a faculty or staff member about your decision to leave?

N	920
Yes	39%
No	61%

B.7. Was there anything that could have been done to make your experience at Western more successful? (Open-ended question asked of all respondents.) (N=623) (Table of response categories provided in Appendix A.) (Text responses available on request.)

B.8. Is there anything else you would like us to know about your experiences at Western? (Open-ended question asked of all respondents.) (N=482) (Table of response categories provided in Appendix B.) (Text responses available on request.)

Appendix A.

Was there anything that could have been done to make your experience at Western more successful? (N=623)

Open-ended question. Frequencies sum to more than the number of respondents because respondents provided multiple comments. Text responses available on request.

Response Categories	Frequencies
Better advising /better guidance/better access to advising	45
Financial aid issues; better financial aid services/more grant money/approval for financial aid	39
Lower tuition/affordable education/housing	39
Western doesn't offer the major/program/degree wanted	26
Better faculty/quality of faculty/faculty who have positive attitude toward students	23
Better access to classes needed/wanted (classes full/bottlenecking/sequencing)	20
I plan to return to Western	19
Better housing situation/better dorms/better support from R.A.'s re: housing issues	15
Better major program/better classes in major	10
I could have worked harder/studied more/utilized resources/found ways to improve academically	10
I couldn't get support/understanding from faculty/staff to accommodate academic or personal issues	10
Better orientation/mentorship/ support for new students about resources, opportunities	9
Counseling/health services for personal issues (didn't get the help needed)	9
Smaller classes/classes other than lecture and powerpoint	9
I wanted to attend elsewhere	8
Better grading system/different testing	7
Better staff	7
Didn't like environment/community of Western	7
Online classes /online program	7
Tutoring/time management/test taking (didn't get the help needed)	7
Better application processes (major access/ and re-applying to Western)	6
Better faculty-student communications	6
Better GUR system/GURS have nothing to do with my area of study	6
Didn't feel welcome/connected	6
I wanted to be near family/closer to home	6
More classes in the major	6
Diversity is lacking/cultural awareness for staff	5
Yes / on my end	5
Better system for transfer of credits (credits didn't transfer to/from Western)	4
Couldn't get into the major/program I wanted	4
I didn't have a peer network/support system	4
Open up classes for non-majors/make classes available for non-majors to explore possibilities	4
Better food in the dorms/accommodations for allergies	3
Classes offered in evenings to schedule around work	3
Classes were not challenging enough	3
Help getting a job /job opportunities	3
I didn't know what I wanted to study	3
Improve campus safety and plans for handling emergencies	3
Open attitude/ideological tolerance/moderation	3
Miscellaneous	15
No/probably not	148
No/It was on my end/personal reasons	77
No/I had a good experience at Western/it was on my end	77

Appendix B.

Is there anything else you would like us to know about your experiences at Western? (Open-ended question asked of all respondents.) (N=482)

Open-ended question. Frequencies sum to more than the number of respondents because respondents provided multiple comments. Text responses available on request.

Response Categories	Frequencies
Western was great/met expectations/great school	151
Wants to return to Western/will return to western	53
Finances/debt issues/tuition too expensive	27
Personal/family/health/hardship withdrawel issues	27
Attending another institution	19
Western doesn't offer program wanted/another school has better program	14
Difficulties with faculty/faculty did not meet expectations	13
Need better academics/curriculum	11
Dissatisfied with major department/program requirements	10
Great faculty/Faculty met expectations	10
Need better community/atmosphere/culture	9
Too close to home/too far away from home/ location	9
Bad dorms//RA's/lack of assistance with living situation	8
Better advising/better support needed	8
Transfer student issues/lack of assistance transitioning to Western	8
Difficulty getting into classes for major	6
Program/classes were good/ curriculum met expectations	6
Class structure/availability/variety	5
Communication needs improvement among faculty/staff	5
Lack of a nursing program	5
Prejudice/discrimination/lack of acceptance	5
Dining Services lacking/food is inadequate	4
Staff were helpful	4
Work was more important than school	4
Dissatisfied with General University Requirements	3
Lack of diversity	3
Lack of school spirit/support for athletics	3
Western did not meet expectations/experience at Western was lacking	3
Western wasn't a good fit for me/I wasn't able to connect	3
Financial Aid department lacking	2
Lack of assistance with DisAbility /accommodation of needs	3
Problems with staff	2
Small classes are prefered	2
Miscellaneous	30
No/nope/none	140