

Results of the Early Leaver Survey of Students Who Withdrew In the 2017/2018 Academic Year

Prepared by: The Institutional Research Office
November 2018

TABLE OF CONTENTS

Background	2
Methodology	2
Nature of Sample	2
Survey Design and Implementation	2
Sample Size and Limitations.....	2
Summary Results.....	4

Background

This report describes the results of a survey of students who began classes during the 2017/2018 academic year but withdrew or stopped attending and did not return to Fleming in the following semester.

Methodology

The goal of this survey was to determine reasons why students withdrew from Fleming College in order to assist with the development of effective retention strategies.

Nature of Sample

The population for this survey included all full-time students registered in post-secondary programs at Fleming in Fall 2017, Winter 2018, or Summer 2018 who withdrew or stopped attending and did not return in the following semester.

Survey Design and Implementation

A telephone script was prepared by Institutional Research Office to determine reasons why students withdrew from Fleming College. The survey consisted of seven sections:

- I. Student's current activity
- II. Student's activity prior to attending Fleming
- III. Student's activity while attending Fleming
- IV. Reasons for withdrawal
- V. Use / satisfaction with service areas
- VI. Future plans
- VII. Satisfaction with Fleming experience

Sample Size and Limitations

The goal was to acquire responses representative of students who withdrew from Fleming College. Attempts were made to contact all students within this group.

The Table 1.0 is a summary of the response rate from the 2017/18 telephone survey.

Table 1.0

Term	# of full time students who withdrew and did not return to Fleming in the following semester	# Responding	Phone Survey Response Rate
Fall 2017	119	43	36%
Winter 2018	198	58	29%
Summer 2018	46	11	24%
Total 2017/2018	363	112	31%

Respondents to the telephone survey were representative of full-time students who withdrew or stopped attending Fleming during the 2017/2018 academic year and did not return in the following semester.

Table 2.0 below provides a comparison of respondents' centre to the population of full-time students who withdrew or stopped attending Fleming during the 2017/2018 academic year and did not return in the following semester.

Table 2.0

CENTRE	Full-time students who stopped attending during 2017/2018 and did not return in the following semester (N = 363) (%)	Survey Respondents (N = 112) (%)
Health and Wellness	11%	9%
Environmental & NR Sciences	24%	26%
General Arts and Science	7%	8%
Haliburton	2%	2%
Business	10%	4%
Justice and Community Development	26%	28%
Trades and Technology	20%	23%

SUMMARY RESULTS FOR 2017/2018

(N = 112)

CURRENT ACTIVITY OF STUDENTS WHO WITHDREW

Current Activity

- Students were asked to report on what they were currently doing. Table 3.0 shows that 56% of students contacted in 2017/18 were currently working full-time and 13% were currently working part-time.
- The percentage of students working full-time decreased by 5% compared to 2016/17.
- Seven percent (7%) of students surveyed in 2017/18 indicated they were attending college 3% down from previous years.
- Two percent (2%) of students indicated they were attending university in 2017/18, which is consistent with previous years.
- The percentage of students who indicated they were unemployed and seeking work has gone up by 1% after declining over last five years.

Table 3.0

Current Activity of Students Contacted					
	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %	2013/14 (N=240) %
Attending College	7	10	11	10	12
Attending University	2	2	2	2	2
Working Full time (more than 24 hrs/wk)	56	61	42	44	50
Working Part time (24 hrs/wk or less)	13	13	18	18	14
Both working and studying part time	3	1	1	2	1
Full time homemaker	2	2	2	1	3
Unemployed and seeking work	8	7	8	15	12
Unemployed and not seeking work	7	2	5	4	4
Other	5	7	15	8	7

PRIOR TO ATTENDING FLEMING

Length of Time Away From an Educational Setting

- Table 4.0 shows that 59% of students contacted in 2017/18 had been away from an educational setting for less than one year, prior to attending Fleming.
- Twenty-one percent (21%) indicated that they have been away for 1 to 2 years and 19% had been away for 3 or more years in 2017/18.

Highest Level of Education Prior to Entering Fleming

- Fifty-six (56%) of the students contacted in 2017/18 had completed their high school diploma (grade 12 or 13) prior to attending Fleming, see table 5.0.
- Twenty-two percent (22%) of students indicated that they had some college and 5% indicated they had a college diploma in 2017/18.
- Ten percent (10%) of students indicated they had some university education prior to entering Fleming while 6% had a university degree.

Table 4.0

Length of Time Away From an Educational Setting Prior to Entering Fleming					
	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %	2013/14 (N=240) %
Less than 1 year	59	55	56	68	62
1 to 2 years	21	24	25	19	23
3 to 5 years	6	10	11	7	10
More than 5 years	13	11	8	5	5

Table 5.0

Highest Level of Education Prior to Entering Fleming					
	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %	2013/14 (N=240) %
Less than grade 12	0	0	0	2	0
Grade 12 diploma	54	66	60	67	70
Grade 13 diploma	2	2	1	3	3
Some college	22	15	6	4	9
Some university	10	5	4	6	5
College diploma	5	7	15	10	7
University degree	6	6	10	8	5
Other	1	1	3	0	1

High School Subjects

- Thirty-eight percent (38%) of students contacted in 2017/18 indicated that most of their high school courses were taken at the college/general level (see table 6.0).
- Seventeen percent (17%) of students contacted in 2017/18 indicated that most of their high school courses were taken at the university/college level. This is a decrease of 15% from the previous year.
- Thirty-three percent (33%) of the students indicated that most of their high school courses were taken at either the university/advanced level in 2017/18. This is an increase of 18% from the previous year.

Table 6.0

Level Completed Most High School Subjects					
	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %	2013/14 (N=240) %
University (U) / Advanced	33	15	28	32	25
University/College (U/C)	17	32	21	22	20
College (C) / General	38	43	39	40	48
Workplace / Basic	1	5	1	2	4
Not Sure	11	6	10	4	3

WHILE ATTENDING FLEMING

Source of Income

- Table 7.0 shows the sources of income that students relied on while attending Fleming.
- Fifty-six percent (56%) of students contacted in 2017/18 relied on student loan programs as a source of income while attending Fleming.
- Twenty-six percent (26%) of students relied on part or full-time work while attending Fleming in 2017/18.
- Twenty-eight percent (28%) of students relied on their saving while attending Fleming in 2017/18.

Table 7.0

Sources of income while attending Fleming? <i>(Select all that apply)</i>					
	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %	2013/14 (N=240) %
Part or full-time work	26	35	27	33	25
Student loan programs (i.e. OSAP, bank loan)	56	51	46	52	56
Government assistance (i.e. unemployment, welfare)	8	7	4	5	6
Financial help from parents	14	23	16	31	25
Savings	28	26	32	46	29
Other	1	2	6	3	7

Employment Status While at Fleming

- Sixty percent (60%) of students contacted in 2017/18 indicated that they did NOT work while attending Fleming. Refer to table 8.0.
- Seventeen percent (17%) of students worked less than 15 hours per week and 13% worked 16-24 hours per week in 2017/18.
- Ten percent (10%) of students were working more than 24 hours per week in 2017/18, same as 2016/17.

Table 8.0

When attending Fleming, did you work..					
	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %	2013/14 (N=240) %
Full time (over 24 hours per week)	10	10	4	3	5
Part time (less than 15 hours per week)	17	19	19	19	19
Part-time (16-24 hours per week)	13	11	11	15	11
No	60	60	66	63	65

Fleming First Choice

- Table 9.0 shows that 84% of students contacted in 2017/18 reported that Fleming was their first-choice college.
- Seventy-seven (77%) of students contacted in 2017/18 indicated that the program they enrolled in was their first-choice program. See table 9.0.

First Time in College / Relocate

- Sixty-one percent (61%) of students surveyed in 2017/18 indicated that this was their first time in college.
- Fifty-five percent (55%) of students had to relocate in order to attend Fleming in 2017/18.

Extracurricular Activities / Orientation

- Thirteen percent (13%) of students were involved in extracurricular activities while attending Fleming in 2017/18.
- Seventy-one percent (71%) of students contacted in 2017/18 attended orientation.

Table 9.0

	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) % Yes	2013/14 (N=240) % Yes
Was Fleming your first choice?	84	82	84	86	83
Was this program your first choice program?	77	78	78	75	73
Was this your first time in college?	61	70	75	70	71
Did you have to relocate to attend Fleming?	55	56	56	58	60
Were you involved in extracurricular activities while attending Fleming?	13	15	14	12	17
Did you attend orientation?	71	76	66	75	75

REASONS FOR WITHDRAWAL

- Table 10.0 shows reasons that influenced students' decision to leave Fleming. The most common reasons for withdraw in 2017/18 health related problems (36%) and experienced too much stress (29%) and program not specific to my career goals (18%) and lost interest in the program (23%). These are common reasons over the years. Academic reasons for withdrawal has also gone up this year with major reasons being "experienced difficulties with some teachers" as well as dis-satisfied with the learning environment.

Table 10.0

Reasons Influenced Decision to Leave Fleming (Check all that apply)					
	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %	2013/14 (N=240) %
Personal Reasons:					
➤ Experienced too much stress	29	25	33	23	31
➤ Obtained full-time employment	9	9	11	7	10
➤ Health related problems	36	27	33	26	33
➤ Wanted a break from college studies	5	11	13	13	20
➤ Problems with time management	6	8	13	10	11
Financial Reasons:					
➤ Did not budget my money correctly	4	3	5	4	8
➤ I encountered unexpected expenses	10	8	10	6	8
➤ Applied for financial aid but did not receive it	1	1	2	1	3
➤ Financial aid received was inadequate	8	7	5	5	8
➤ Tuition / fees more than I could afford	10	6	9	9	10
Program Reasons:					
➤ Program not specific to my career goals	18	23	31	32	29

Reasons Influenced Decision to Leave Fleming (Check all that apply)					
	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %	2013/14 (N=240) %
➤ No/few opportunities in job market	5	4	8	5	11
➤ Uncertain about value of college education	3	5	12	8	10
➤ Dissatisfied with academic program	13	8	20	22	18
➤ Lost interest in academic program	23	21	33	45	45
Academic Reasons:					
➤ Experienced difficulties with some teachers	14	5	11	11	8
➤ Course load too heavy/difficult	13	12	10	11	15
➤ Missed too many classes / assignments	9	12	6	6	19
➤ Not enough academic support	6	6	4	9	4
➤ Not doing well in classes	12	6	8	10	15
➤ Dissatisfied with the learning environment	13	3	12	10	9
Institutional Reasons:					
➤ Dissatisfied with service provided by Fleming staff	8	5	6	9	10
➤ Crowded conditions at college	9	1	1	1	1
➤ Dissatisfied with social environment	8	2	3	4	4
➤ Dissatisfied with Fleming's athletic opportunities	2	1	0	1	2

MAIN Reason for Withdrawal

Students were asked to specify their MAIN reason for withdrawal. Table 11.0 shows that the top three reasons for withdrawal in the last 5 survey years were:

- Health related problems – 21% in 2017/18. This has been the top concern in previous years as well.
- Experienced too much stress – 11% in 2017/18 up 6% since 2015/16 year.
- Program is not specific to my career goals - 13% in 2017/18 up 3% from the previous year.

Table 11.0

MAIN Reason for Withdrawing:	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %	2013/14 (N=240) %
Personal Reasons:					
➤ Experienced too much stress	11	11	5	2	5
➤ Obtained full-time employment	4	4	5	5	5
➤ Health related problems (emotional, family, physical)	21	15	18	16	14
➤ Wanted a break from my college studies	1	3	1	1	2
➤ Problems with time management	1	1	1	1	0
➤ Did not budget my money correctly	0	0	0	1	1
➤ I encountered unexpected expenses	3	1	1	1	0
➤ Applied for financial aid but did not receive it	0	0	1	1	1
➤ Financial aid received was inadequate	3	1	1	0	0
➤ Tuition and fees were more than I could afford	1	2	4	2	2
➤ Program is not specific to my career goals	13	10	9	12	11
➤ No/few opportunities in present job market	0	1	0	0	2
➤ Uncertain about value of college education	1	1	1	1	0
➤ Dissatisfied with my academic program	2	4	4	5	4
➤ Lost interest in my academic program	7	7	15	16	14

MAIN Reason for Withdrawing:	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %	2013/14 (N=240) %
Academic Reasons:					
➤ Experienced difficulties with some teachers	2	1	4	2	0
➤ Course load too heavy/too difficult	3	4	1	1	1
➤ Missed too many classes/assignments	2	1	1	1	2
➤ Not enough academic support	1	0	0	1	0
➤ Not doing well in classes	4	1	1	0	2
➤ Dissatisfied with the learning environment	0	0	1	1	0
Institutional Reasons:					
➤ Dissatisfied with service provided by Fleming staff	0	2	0	1	0
➤ Crowded conditions at the college	1	0	0	0	0
➤ Dissatisfied with the social environment	0	0	0	1	0
➤ Dissatisfied with Fleming's athletic opportunities	0	0	0	0	0
➤ Other	21	14	23	31	31
➤ No Response	1	20	4	1	2

Who Talked With Prior to Withdrawal

- Students who withdrew in 2017/18 were most likely to talk with their academic advisor (38%), a faculty member (33%), a family member (30%) or a fellow student (19%) prior to withdrawing from Fleming, see table 12.0.

Table 12.0

Did you talk with any of the following prior to withdrawal? (Select all that apply)					
	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) % Yes	2013/14 (N=240) % Yes
Fellow Student	19	23	36	23	23
Tutor	4	2	1	1	2
Faculty Member	33	25	21	31	34
Academic Advisor	38	37	36	11	9
College Counsellor	16	14	17	15	13
College Staff Member	17	11	12	19	17
Career Services	4	1	2	3	1
Employer	2	1	2	4	3
Family member	30	51	59	70	60

Decision to Withdraw

- Table 13.0 shows students comfort level with their decision to withdraw from Fleming.
- Sixty-nine percent (69%) of students indicated they were comfortable with their decision to withdraw from Fleming in 2017/18 while 26% had mixed feelings and 5% regretted their decision to withdraw from Fleming.

Table 13.0

Feelings With Decision To Withdraw From Fleming					
	2017/18 (N=112) % Yes	2016/17 (N=197) % Yes	2015/16 (N=171) % Yes	2014/15 (N=171) % Yes	2013/14 (N=240) % Yes
Comfortable with decision	69	68	55	68	71
Mixed feelings	26	25	35	26	23
Regret the decision	5	7	10	6	6

USE OF / SATISFACTION WITH FLEMING SERVICES

- Students were asked if they used five services areas and were to report their satisfaction level with the services they used. See table 14.0.

Use of Services

- The services students used most were Financial Aid (48% use rate) followed by students using Counselling & Health Services were 32% & 30% respectively.
- Student use of Financial Aid and Health Services increased by 9% and 11% respectively from 2016/17 to 2017/18.

Table 14.0

	USED THE SERVICE					SATISFACTION WITH SERVICE				
	2017/18 (N=112)	2016/17 (N=197)	2015/16 (N=171)	2014/15 (N=171)	2013/14 (N=240)	2017/18 Very Sat/ Satisfied %	2016/17 Very Sat/ Satisfied %	2015/16 Very Sat/ Satisfied %	2014/15 Very Sat/ Satisfied %	2013/14 Very Sat/ Satisfied %
	% Yes	% Yes	% Yes	% Yes	% Yes					
Financial Aid	48	39	28	39	44	89	95	89	91	88
Health Services	30	19	21	19	20	91	95	95	100	85
Counselling	32	29	26	19	24	97	86	93	79	91
Advising	21	20	8	11	16	91	87	93	84	92
Learning Support Services	19	17	10	22	17	90	97	94	89	90

* Percentages were calculated for only those who USED the service area.

Satisfaction With The Services

- The percentage of students who were very satisfied or satisfied with the service area used increased from 2016/17 to 2017/18 with:
 - Counselling (86% to 97%)
 - Advising (87% to 91%)
- The percentage of students who were very satisfied or satisfied decreased with:
 - Financial Aid (95% to 89%)
 - Health Services (95% to 91%)

FUTURE PLANS

Future Plans - Post-Secondary Education

- Table 15.0 shows students plans for returning to their post-secondary education.
- The percentage of students who indicated that they planned to return to post-secondary education within six months increased from 25% to 29%, as well as percentage that planned to return within 12 months; increased from 19% in 2016/17 to 27% in 2017/18.
- The percentage of students who said they would never return to post-secondary decreased from 10% in 2016/17 to 6% in 2017/18.

Table 15.0

Plan to return to post-secondary education					
	2017/18 (N=112) % Yes	2016/17 (N=197) % Yes	2015/16 (N=171) % Yes	2014/15 (N=171) % Yes	2013/14 (N=240) % Yes
In the next 6 months	29	25	35	37	37
In the next 12 months	27	19	10	16	28
In the next two years	5	12	9	18	11
Never	6	10	4	6	6
Unknown	33	34	42	23	19

Future Plans – Fleming College

- Students who indicated that they planned to return to post-secondary education in the future were asked their plans with Fleming. See table 16.0.
- Eighteen percent (18%) of students planed on re-entering the same program on a full-time basis, 19% planed on beginning a different program on a full-time basis.
- Thirty-five percent (35%) of students surveyed in 2017/18 indicated that they had no plans for future involvement with Fleming, up 14% from the previous year.
- Twenty-eight percent (28%) of students surveyed in 2017/18 indicated that they were undecided about their future involvement with Fleming.

Table 16.0

If YES...plans with Fleming					
	2017/18 (N=68) % Yes	2016/17 (N=110) % Yes	2015/16 (N=93) % Yes	2014/15 (N=121) % Yes	2013/14 (N=181) % Yes
Re-enter same program on a full-time basis	18	36	29	16	18
Begin different program on a full-time basis	19	28	25	26	27
Take program or courses on a part-time basis	0	2	1	3	3
No plans for future involvement with Fleming	35	21	28	28	33
Undecided	28	14	17	28	20

SATISFACTION WITH FLEMING EXPERIENCE

Recommend Fleming

- The percentage of students who said they would recommend Fleming to others has been very high over that last five years, however, this year it is different. Eighty-eight percent (88%) saying they would recommend Fleming to others in 2017/18 down 8% compared to 2016/17. See table 17.0.
 - 92% in 2010/11
 - 95% in 2011/12
 - 97% in 2012/13
 - 93% in 2013/14
 - 94% in 2014/15
 - 94% in 2015/16
 - 96% in 2016/17
 - 88% in 2017/18

Table 17.0

Would you recommend studying at Fleming to others?					
	2017/18 (N=112) % Yes	2016/17 (N=197) % Yes	2015/16 (N=171) % Yes	2014/15 (N=171) % Yes	2013/14 (N=240) % Yes
Yes	88	96	94	94	93
No	13	3	6	6	7
No Response	0	1	0	0	0

Overall Satisfaction With Fleming Experience

- Students were asked to report their overall satisfaction with their experience while at Fleming. See table 18.0 for results.
- Twenty-seven percent (27%) of students surveyed in 2017/18 responded that they were “very satisfied” with their experience at Fleming and an additional 55% were “satisfied” with their experience.
- Eighty-two percent (82%) of students who were “very satisfied” or “satisfied” with their experience at Fleming in 2017/18.
 - 92% in 2010/11
 - 91% in 2011/12
 - 91% in 2012/13
 - 92% in 2013/14
 - 86% in 2014/15
 - 94% in 2015/16
 - 92% in 2016/17
 - 82% in 2017/18

Table 18.0

Overall satisfaction with experience at Fleming					
	2017/18 (N=112) % Yes	2016/17 (N=197) % Yes	2015/16 (N=171) % Yes	2014/15 (N=171) % Yes	2013/14 (N=240) % Yes
Very Satisfied	27	38	32	26	32
Satisfied	55	54	62	60	60
Dissatisfied	15	6	4	12	5
Very Dissatisfied	3	1	1	2	3
No Response	0	1	0	0	0