

Results of the Early Leaver Survey of Students Who Withdrew In the 2018/2019 Academic Year

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Background

This report describes the results of a survey of students who began classes during the 2018/2019 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 2018, Winter 2019, or Summer 2019 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 2018/19 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 2018	180	65	36%
Winter 2019	177	59	33%
Summer 2019	34	11	32%
Total 2018/2019	391	135	35%

Respondents to the telephone survey were representative of full-time students who withdrew or stopped attending Fleming during the 2018/2019 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 2018/2019 academic year and did not return in the following semester.

Table 2.0

CENTRE	Full-time students who stopped attending during 2018/2019 and did not return in the following semester (N = 391) (%)	Survey Respondents (N = 135) (%)
Health and Wellness	15%	17%
Environmental & NR Sciences	16%	16%
General Arts and Science	6%	6%
Haliburton	2%	1%
Business	7%	5%
Justice and Community Development	31%	33%
Trades and Technology	22%	21%

SUMMARY RESULTS FOR 2018/2019

(N = 135)

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 2018/19 were currently working full-time and 22% were currently working part-time.
- The percentage of students working full-time was same as in 2017/18 whereas students working part-time increased by 9%.
- Six percent (6%) of students surveyed in 2018/19 indicated they were attending college, while none of them were attending university in 2018/19
- The percentage of students who indicated they were unemployed and seeking work has gone down by 2% compared to 2017/18

Table 3.0

Current Activity of Students Contacted					
	2018/19 (N=135) %	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %
Attending College	6	7	10	11	10
Attending University	0	2	2	2	2
Working Full time (more than 24 hrs/wk)	56	56	61	42	44
Working Part time (24 hrs/wk or less)	22	13	13	18	18
Both working and studying part time	1	3	1	1	2
Full time homemaker	2	2	2	2	1
Unemployed and seeking work	6	8	7	8	15
Unemployed and not seeking work	8	7	2	5	4
Other	3	5	7	15	8

PRIOR TO ATTENDING FLEMING

Length of Time Away From an Educational Setting

- Table 4.0 shows that 49% of students contacted in 2018/19 had been away from an educational setting for less than one year, prior to attending Fleming; down by 10% from last year.
- Twenty-eight percent (28%) indicated that they have been away for 1 to 2 years and 23% had been away for 3 or more years in 2018/19.

Highest Level of Education Prior to Entering Fleming

- Seventy-two percent (72%) of the students contacted in 2018/19 had completed their high school diploma (grade 12 or 13) prior to attending Fleming, see table 5.0.
- Six percent (6%) of students indicated that they had some college and 17% indicated they had a college diploma in 2018/19.
- Two percent (2%) of students indicated they had some university education prior to entering Fleming other 2% had a university degree. While proportion of university graduates decreased compared to previous year, proportion of students with college diploma increased by 12% compared to previous year.

Table 4.0

Length of Time Away From an Educational Setting Prior to Entering Fleming					
	2018/19 (N=135) %	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %
Less than 1 year	49	59	55	56	68
1 to 2 years	28	21	24	25	19
3 to 5 years	13	6	10	11	7
More than 5 years	10	13	11	8	5

Table 5.0

Highest Level of Education Prior to Entering Fleming					
	2018/19 (N=135) %	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %
Less than grade 12	1	0	0	0	2
Grade 12 diploma	71	54	66	60	67
Grade 13 diploma	2	2	2	1	3
Some college	6	22	15	6	4
Some university	2	10	5	4	6
College diploma	17	5	7	15	10
University degree	2	6	6	10	8
Other	1	1	1	3	0

High School Subjects

- Forty-one percent (41%) of students contacted in 2018/19 indicated that most of their high school courses were taken at the college/general level (see table 6.0).
- Thirty-eight percent (38%) of students contacted in 2018/19 indicated that most of their high school courses were taken at the university/college level. This is an increase of 21% from the previous year.
- Thirteen percent (13%) of the students indicated that most of their high school courses were taken at either the university/advanced level in 2018/19. This is drop of 20% from the previous year.

Table 6.0

Level Completed Most High School Subjects					
	2018/19 (N=135) %	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %
University (U) / Advanced	13	33	15	28	32
University/College (U/C)	38	17	32	21	22
College (C) / General	41	38	43	39	40
Workplace / Basic	4	1	5	1	2
Not Sure	4	11	6	10	4

WHILE ATTENDING FLEMING

Source of Income

- Table 7.0 shows the sources of income that students relied on while attending Fleming.
- Sixty-eight percent (68%) of students contacted in 2018/19 relied on student loan programs as a source of income while attending Fleming.
- Forty-four percent (44%) of students relied on part or full-time work while attending Fleming in 2018/19.
- Twenty-nine percent (29%) of students relied on their saving while attending Fleming in 2018/19, a 1% increase from last year

Table 7.0

Sources of income while attending Fleming? <i>(Select all that apply)</i>					
	2018/19 (N=135) %	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %
Part or full-time work	44	26	35	27	33
Student loan programs (i.e. OSAP, bank loan)	68	56	51	46	52
Government assistance (i.e. unemployment, welfare)	7	8	7	4	5
Financial help from parents	16	14	23	16	31
Savings	29	28	26	32	46
Other	2	1	2	6	3

Employment Status While at Fleming

- Fifty-six percent (56%) of students contacted in 2018/19 indicated that they did NOT work while attending Fleming. Refer to table 8.0.
- Twenty-one percent (21%) of students worked less than 15 hours per week and 14% worked 16-24 hours per week in 2018/19.
- Nine percent (9%) of students were working more than 24 hours per week in 2018/19, a 1% decrease compared to 2017/18.

Table 8.0

When attending Fleming, did you work?					
	2018/19 (N=135) %	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %
Full time (over 24 hours per week)	9	10	10	4	3
Part time (less than 15 hours per week)	21	17	19	19	19
Part-time (16-24 hours per week)	14	13	11	11	15
No	56	60	60	66	63

Fleming First Choice

- Table 9.0 shows that 85% of students contacted in 2018/19 reported that Fleming was their first-choice college.
- Seventy-eight (78%) of students contacted in 2018/19 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 2018/19 indicated that this was their first time in college.
- Forty-seven percent (47%) of students had to relocate in order to attend Fleming in 2018/19.

Extracurricular Activities / Orientation

- Thirteen percent (13%) of students were involved in extracurricular activities while attending Fleming in 2018/19.
- Eighty percent (80%) of students contacted in 2018/19 attended orientation.

Table 9.0

	2018/19 (N=135) %	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) % Yes
Was Fleming your first choice?	85	84	82	84	86
Was this program your first choice program?	78	77	78	78	75
Was this your first time in college?	61	61	70	75	70
Did you have to relocate to attend Fleming?	47	55	56	56	58
Were you involved in extracurricular activities while attending Fleming?	13	13	15	14	12
Did you attend orientation?	80	71	76	66	75

REASONS FOR WITHDRAWAL

- Table 10.0 shows reasons that influenced students' decision to leave Fleming. The most common reasons for withdraw in 2018/19 health related problems (37%) and experienced too much stress (43%), wanted break from college studies (29%) and lost interest in the program (39%). These are common reasons over the years. Academic reasons for withdrawal has also gone up this year with major reasons being "course load too heavy/difficult (31%)" as well as missed too many classes / assignments.

Table 10.0

Reasons Influenced Decision to Leave Fleming <i>(Check all that apply)</i>					
	2018/19 (N=135) %	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %
Personal Reasons:					
➤ Experienced too much stress	43	29	25	33	23
➤ Obtained full-time employment	11	9	9	11	7
➤ Health related problems	36	36	27	33	26
➤ Wanted a break from college studies	29	5	11	13	13
➤ Problems with time management	24	6	8	13	10
➤ Did not budget my money correctly	10	4	3	5	4
➤ I encountered unexpected expenses	14	10	8	10	6
➤ Applied for financial aid but did not receive it	4	1	1	2	1
➤ Financial aid received was inadequate	11	8	7	5	5
➤ Tuition / fees more than I could afford	18	10	6	9	9
➤ Program not specific to my career goals	26	18	23	31	32

Reasons Influenced Decision to Leave Fleming <i>(Check all that apply)</i>					
	2018/19 (N=135) %	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %
➤ No/few opportunities in job market	7	5	4	8	5
➤ Uncertain about value of college education	10	3	5	12	8
➤ Dissatisfied with academic program	22	13	8	20	22
➤ Lost interest in academic program	39	23	21	33	45
Academic Reasons:					
➤ Experienced difficulties with some teachers	17	14	5	11	11
➤ Course load too heavy/difficult	31	13	12	10	11
➤ Missed too many classes / assignments	23	9	12	6	6
➤ Not enough academic support	13	6	6	4	9
➤ Not doing well in classes	15	12	6	8	10
➤ Dissatisfied with the learning environment	14	13	3	12	10
➤ Dissatisfied with service provided by Fleming staff	10	8	5	6	9
➤ Crowded conditions at college	12	9	1	1	1
➤ Dissatisfied with social environment	12	8	2	3	4
➤ Dissatisfied with Fleming's athletic opportunities	2	2	1	0	1

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 – 22% in 2018/19. This has been the top concern in previous years as well.
- Lost interest in my academic program – 13% in 2018/19 up by 6%.
- Obtained full-time employment - 7% in 2018/19 increased by 3% from the previous year

Table 11.0

MAIN Reason for Withdrawing:	2018/19 (N=135) %	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %
Personal Reasons:					
➤ Experienced too much stress	3	11	11	5	2
➤ Obtained full-time employment	7	4	4	5	5
➤ Health related problems (emotional, family, physical)	22	21	15	18	16
➤ Wanted a break from my college studies	2	1	3	1	1
➤ Problems with time management	1	1	1	1	1
➤ Did not budget my money correctly	1	0	0	0	1
➤ I encountered unexpected expenses	1	3	1	1	1
➤ Applied for financial aid but did not receive it	0	0	0	1	1
➤ Financial aid received was inadequate	2	3	1	1	0
➤ Tuition and fees were more than I could afford	4	1	2	4	2
➤ Program is not specific to my career goals	6	13	10	9	12
➤ No/few opportunities in present job market	0	0	1	0	0
➤ Uncertain about value of college education	0	1	1	1	1

➤ Dissatisfied with my academic program	4	2	4	4	5
➤ Lost interest in my academic program	13	7	7	15	16
MAIN Reason for Withdrawing:	2018/19 (N=135) %	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) %
Academic Reasons:					
➤ Experienced difficulties with some teachers	4	2	1	4	2
➤ Course load too heavy/too difficult	2	3	4	1	1
➤ Missed too many classes/assignments	1	2	1	1	1
➤ Not enough academic support	0	1	0	0	1
➤ Not doing well in classes	1	4	1	1	0
➤ Dissatisfied with the learning environment	1	0	0	1	1
➤ Dissatisfied with service provided by Fleming staff	0	0	2	0	1
➤ Crowded conditions at the college	0	1	0	0	0
➤ Dissatisfied with the social environment	0	0	0	0	1
➤ Dissatisfied with Fleming's athletic opportunities	0	0	0	0	0
➤ Other	29	21	14	23	31
➤ No Response	0	1	20	4	1

Who Talked With Prior to Withdrawal

- Students who withdrew in 2018/19 were most likely to talk with their academic advisor (48%), a faculty member (41%), a family member (68%) or a fellow student (33%) 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)					
	2018/19 (N=135) %	2017/18 (N=112) %	2016/17 (N=197) %	2015/16 (N=171) %	2014/15 (N=171) % Yes
Fellow Student	33	19	23	36	23
Tutor	2	4	2	1	1
Faculty Member	41	33	25	21	31
Academic Advisor	48	38	37	36	11
College Counsellor	20	16	14	17	15
College Staff Member	26	17	11	12	19
Career Services	10	4	1	2	3
Employer	8	2	1	2	4
Family member	68	30	51	59	70

Decision to Withdraw

- Table 13.0 shows students comfort level with their decision to withdraw from Fleming.
- Fifty-seven percent (57%) of students indicated they were comfortable with their decision to withdraw from Fleming in 2018/19 while 34% had mixed feelings and 9% regretted their decision to withdraw from Fleming.

Table 13.0

Feelings With Decision To Withdraw From Fleming					
	2018/19 (N=135) % Yes	2017/18 (N=112) % Yes	2016/17 (N=197) % Yes	2015/16 (N=171) % Yes	2014/15 (N=171) % Yes
Comfortable with decision	57	69	68	55	68
Mixed feelings	34	26	25	35	26
Regret the decision	9	5	7	10	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 (61% use rate) followed by students using Counselling & Advising were 25% & 18% respectively.
- Student use of Counselling and Health Services decreased by 7% and 16% respectively; and increased use of Financial Aid by 13%; from 2017/18 to 2018/19.

Table 14.0

	USED THE SERVICE					SATISFACTION WITH SERVICE				
	2018/19 (N=135)	2017/18 (N=112)	2016/17 (N=197)	2015/16 (N=171)	2014/15 (N=171)	2018/19 Very Sat/ Satisfied %	2017/18 Very Sat/ Satisfied %	2016/17 Very Sat/ Satisfied %	2015/16 Very Sat/ Satisfied %	2014/15 Very Sat/ Satisfied %
Financial Aid	61	48	39	28	39	79	89	95	89	91
Health Services	14	30	19	21	19	84	91	95	95	100
Counselling	25	32	29	26	19	85	97	86	93	79
Advising	18	21	20	8	11	96	91	87	93	84
Learning Support Services	16	19	17	10	22	96	90	97	94	89

* 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:
 - Learning Support Services (90% to 96%)
 - Advising (91% to 96%)
- The percentage of students who were very satisfied or satisfied decreased with:
 - Financial Aid (89% to 79%)
 - Health Services (91% to 84%)

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 decreased from 29% to 24%, and those who planned to return within 12 months; from 27% in 2017/18 to 20% in 2018/19.
- The percentage of students who said they would never return to post-secondary increased from 6% in 2017/18 to 9% in 2018/19.

Table 15.0

Plan to return to post-secondary education					
	2018/19 (N=135) % Yes	2017/18 (N=112) % Yes	2016/17 (N=197) % Yes	2015/16 (N=171) % Yes	2014/15 (N=171) % Yes
In the next 6 months	24	29	25	35	37
In the next 12 months	20	27	19	10	16
In the next two years	13	5	12	9	18
Never	9	6	10	4	6
Unknown	34	33	34	42	23

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.
- Thirty-five percent (35%) of students planned on re-entering the same program on a full-time basis, 23% planned on beginning a different program on a full-time basis.
- Thirty percent (30%) of students surveyed in 2018/19 indicated that they had no plans for future involvement with Fleming, down 5% from the previous year.
- Twelve percent (12%) of students surveyed in 2018/19 indicated that they were undecided about their future involvement with Fleming.

Table 16.0

If YES...plans with Fleming					
	2018/19 (N=77) % Yes	2017/18 (N=68) % Yes	2016/17 (N=110) % Yes	2015/16 (N=93) % Yes	2014/15 (N=121) % Yes
Re-enter same program on a full-time basis	35	18	36	29	16
Begin different program on a full-time basis	23	19	28	25	26
Take program or courses on a part-time basis	0	0	2	1	3
No plans for future involvement with Fleming	30	35	21	28	28
Undecided	12	28	14	17	28

SATISFACTION WITH FLEMING EXPERIENCE

Recommend Fleming

- The percentage of students who said they would recommend Fleming to others has been very higher prior to 2017/18. Ninety percent (90%) said they would recommend Fleming to others in 2018/19 up by 2% compared to 2017/18. See table 17.0.
 - 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
 - 90% in 2018/19

Table 17.0

Would you recommend studying at Fleming to others?					
	2018/19 (N=135) % Yes	2017/18 (N=112) % Yes	2016/17 (N=197) % Yes	2015/16 (N=171) % Yes	2014/15 (N=171) % Yes
Yes	90	88	96	94	94
No	10	13	3	6	6
No Response	0	0	1	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.
- Thirty-nine percent (39%) of students surveyed in 2018/19 responded that they were “very satisfied” with their experience at Fleming and an additional 47% were “satisfied” with their experience.
- Eighty-six percent (86%) of students who were “very satisfied” or “satisfied” with their experience at Fleming in 2018/19.
 - 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
 - 86% in 2018/19

Table 18.0

Overall satisfaction with experience at Fleming					
	2018/19 (N=135) % Yes	2017/18 (N=112) % Yes	2016/17 (N=197) % Yes	2015/16 (N=171) % Yes	2014/15 (N=171) % Yes
Very Satisfied	39	27	38	32	26
Satisfied	47	55	54	62	60
Dissatisfied	13	15	6	4	12
Very Dissatisfied	2	3	1	1	2
No Response	0	0	1	0	0