



DATE: August 23, 2018
TO: Vanessa Smith, Director, Marketing and Public Relations
FROM: Elaine Kuo, College Researcher
Jose Almonté, Research Assistant
RE: Dropped Course Survey – Spring 2018

Overview

The survey was distributed online via email to students who dropped one or more of the courses they were registered in during Spring 2018. Student responses were captured between April 10th and May 15th. One question was listed, asking students to indicate “what was the main reason you dropped a course this term...” Students could request follow up by providing their name and contact information. A total of 381 respondents completed the survey with 73 (19%) of those requesting follow up. There were seven additional respondents whom did not complete the survey but requested follow up; this figure is not reported in the total. Three responses were null, suggesting that they opened the survey but chose not to fill it out; this figure is also not reported in the total.

Reasons why Respondents Dropped a Course

- 20% (75) gave a response of other (these responses are shown in Table 2).
- 14% (55) dropped the course to enroll in a different course.
- 9% (33) reported their job schedule did not allow them enough time to be successful.
- 8% (30) reported personal issues outside of school.
- 7% (27) reported it was hard to find time to spend on their *online* course.
- 7% (26) reported that the course day or time no longer fit their schedule.
- 6% (22) reported not being satisfied with their instructor.
- 6% (22) reported it was hard to find time on their *in-person*
- 6% (22) dropped the course to enroll in a different section of the same course.
- 4% (15) reported financial issues.
- 4% (14) reported a challenging commute due to the amount of time involved.
- 4% (14) reported not being able to afford their textbooks or class materials.

Table 1: Students' Reasons for Dropping Courses	Respondents	Percent
Other:	75	20%
I dropped the course to enroll in a different course	55	14%
My job schedule did not allow me enough time to be successful	33	9%
Personal issues outside of school	30	8%
It was hard to find time to spend on my online class	27	7%
The course day or time no longer fit my schedule	26	7%
I was not satisfied with the instructor	22	6%
It was hard to find time to spend on my class	22	6%
I dropped the course to enroll in another section of the same course	22	6%
Financial issues	15	4%
The commute to and from class was a challenge due to the time involved	14	4%
I could not afford the textbook or course materials	14	4%
My class was not what I thought it would be	9	2%
I was not satisfied with the course content	7	2%
My online class was not what I thought it would be	7	2%
I was not satisfied with my overall experience at this college	2	1%
I was not passing the course or not getting the grade I wanted	1	0%
Total	381	100%

Table 2 shows the main themes for students who selected “Other” as a response and elaborated on their reasoning. Note that some of the reasons are similar to the existing response options. For example, “personal reasons” was the most cited “other” reason (15% of 68 elaborated responses), yet this category was a previously provided response option (8% of 381 responses).

Table 2: Main Themes for “Other” Responses	Respondents	Percent
Not satisfied with the course, instructor, and/or own performance	12	18%
Personal reasons	10	15%
Registered for too many courses/ wanted to lighten load	8	12%
Job schedule conflict	5	7%
Not a pre-req or pre-reqs in program changed	5	7%
Course scheduling conflict	5	7%
Dropped to enroll in a different course or section	4	6%
Accidental drop, could not re-add	3	4%
Accidentally enrolled in a Hybrid course when they needed an Online course	3	4%
Placed higher after retest	2	3%
Class is not what they thought	2	3%
Parking on campus was really difficult	1	1%
Instructor required a photo in their online class; student was uncomfortable	1	1%
Instructor and textbook changed; could not afford to rebuy class materials	1	1%
Decided to change degree pathway or major	1	1%
Instructor did not take any more students from waitlist	1	1%
No longer needed the course	1	1%
Did not want to pay campus fees	1	1%
Course was canceled	1	1%
Had technical issues with their online course	1	1%
Total	68	100%