

Withdrawing Student Survey - Fall 2013 (Students withdrew during first two weeks of semester)

Total N of students = 456

1. Please answer the following: (office use only)		
Answer Options	Response Percent	Response Count
First Name:	100.0%	41
Last Name:	100.0%	41
Maiden Name:	100.0%	41
<i>answered question</i>		41
<i>skipped question</i>		0

2. Please check all the personal reasons why you left GRCC.		
Answer Options	Response Percent	Response Count
Health related situation	33.3%	6
Decided to enroll at another college	22.2%	4
Pregnancy	0.0%	0
Did not feel comfortable at the college	5.6%	1
Lost interest in attending college	5.6%	1
Moved to a new location	0.0%	0
Had some personal/emotional problems	33.3%	6
Transportation problems	16.7%	3
Family responsibilities overwhelming	16.7%	3
Marital status	11.1%	2
Problem with childcare, daycare	0.0%	0
Other (please specify)		24
<i>answered question</i>		18
<i>skipped question</i>		23

Other (please specify)

Financial aid mess up
 also going to gvsu. needed to concentrate on those classes
 Didn't know what I wanted my career to be. So I took the semester off to decide what I wanted.
 Could not complete my enrollment at the time.
 I am working over time. Also, I have 2 babies.

Your financial aid department told me I had to get my x wife's financial records in order to receive my financial aid.
 Money Grades 3-1 program for school and transfer to Ferris
 Working full time right now - going a different direction
 Did not have enough money to cover all my classes.
 took semester off

over-crowded during break--had nowhere to sit for 2 hr. break. parking lot was full and sat for one hour on street waiting for lot to open and missed first class. Unorganized feel throughout campus. Admin staff always gave conflicting info. My mother was with me and we never got the same answer from people.

Staff would not allow me to change my residency status in time to enroll for this semester.

Unable to enroll in remaining required lab course

I work here, I need a refresher in MA- 98 before taking MA- 107 I have not had algebra in 11 years nothing was coming back to me so I decided not to waste my time or the instructors.

I became a contingency worker and was told that I could no longer take classes so I talked with HR and have arranged so that I could take classes but by the time we figured this out it was past the first day of school.

Waited too long to enroll and could not get into the classes I wanted/needed

Grcc dropped me I wanted to attend but I was on financial aid and I got a c and a d and did not have the correct grade point average. I did not know about the gap but the grades are passing. I talked to one person and she lifted it and u got my books now they say I can't go. I think it us wrong and really want a hearing. I have did my best and was passing according to the rules. They took my education right from under me.

Very bad shingles...

GRCC is too burocratic

Enrollment SNAFU.

Transferred to 4 year school

Work, too busy and knew the extra hours worked would interfere with my class schedule couldn't afford tuition after husband lost job

3. Please check all the academic reasons why you left GRCC.

Answer Options	Response Percent	Response Count
Unable to keep up with course work	22.2%	6
Disappointed with the quality of instruction	7.4%	2
Fell behind in course work due to absenteeism	11.1%	3
Dissatisfied with the content of course(s)	7.4%	2
Had trouble getting books or other materials	14.8%	4
Could not find enough time to study	22.2%	6
Conflict with the instructor(s)	7.4%	2
Disappointed in my academic performance	0.0%	0
Not challenged by class(es)	3.7%	1
Material was not applicable to work/real life	3.7%	1
Picked the wrong class(es)	33.3%	9
Changed my mind about career plans	14.8%	4
Counseled to take the wrong class(es)	0.0%	0
Night courses limited	11.1%	3
Had poor study habits	3.7%	1
Other (please specify)		12
	<i>answered question</i>	27
	<i>skipped question</i>	14

**Other
(please
specify)**

Financial aid
Summer Math class and lack of support
Need more tuition money
Key departments do not communicate well with each other
Still here
They wrongfully kicked me out. I really wanted to attend.
ENROLLMENT SNAFU!
None. Health related.
Last minute opportunity to wrestle at the college level
I didn't want to leave. I needed help with paying for school.

4. Please check all the institutional reasons why you left GRCC.

Answer Options	Response Percent	Response Count
Unhappy with how staff handled situation	57.1%	8
Major was offered, but could not enroll in classes needed	42.9%	6
Attitude of college staff	14.3%	2
Dissatisfied with college policies/procedures	21.4%	3
Security at night	0.0%	0
Other (please specify)		16
	<i>answered question</i>	14
	<i>skipped question</i>	27

**Other
(please
specify)**

never got advisor
going to gvsu
Not sure what happend pushing forward
unprofessional or lack of training for young staff to answer questions.

Staff would not work with me to change my residency despite that ive lived here for almost two years.
Adviser instructions not accurate, ie. not knowing what a graduation audit is.
The classes I needed were not offered at night. (organic chemistry)
They literally threw me out they key me get my books and kicked me out. I list the receipt to my books and now they through me out
None. Health Related.
Loved the school -none of the above

5. Please check all the financial reasons why you left GRCC.

Answer Options	Response Percent	Response Count
Additional work hours required	5.9%	1
Changed jobs	17.6%	3

Applied for financial aid, but was not eligible	23.5%	4
Hours changed at work	0.0%	0
An oversight in financial planning on my part	23.5%	4
New responsibilities at work	5.9%	1
Unexpected financial obligations	52.9%	9
Other (please specify)		12
<i>answered question</i>		17
<i>skipped question</i>		24

**Other
(please
specify)**

my financial aid was changed because i moved
 I could not get my x wife's financial records
 Not enough financial aide
 cannot afford to pay non-resident tuition.
 Have not left GRCC waiting for required lab course to become open
 My financial aid was never received in time to start the semester.
 Grcc threw me out

6. Did you have any problems or complaints about GRCC classes or student services?

Answer Options	Response Percent	Response Count
No complaints	55.6%	20
I would liked to have been able to speak with a	16.7%	6
Offer more available times for classes	19.4%	7
Offer more variety of classes	8.3%	3
Other (please specify)		5
<i>answered question</i>		36
<i>skipped question</i>		5

**Other
(please
specify)**

Need a way to get waivers for prior knowledge without having to pay to test out of pre-requisites or pay to have a "professional review". i work as an information technologist but can't get a waiver to take computer related classes without having to take the basics of computing classes. doesn't seem right to me.

More required courses need to be made available and increased counselor services. Ratio is 26 to 1 instructor and counselor appointments are not readily available.

Need more night classes. Some people are older and work full-time.

I need a hearing and need to be re enrolled

7. Did you have any problems or trouble completing the withdrawal process?

Answer Options	Response Percent	Response Count
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Yes	16.2%	6
No	83.8%	31
If yes, please explain:		9
<i>answered question</i>		37
<i>skipped question</i>		4

**If yes,
please
explain:**

old withdrawal hold me back from my goals 1992

We were told to go to this room, then that room, then wouldn't look up book returns w/o receipt, conflict with charges due after withdrawal, two invoices sent a day apart.

NA, did not go through an official process of withdrawal. If this is so, I would like to know who took it upon themselves to do this.

I was charged when I withdrew. I thought it was soon enough to not be charged.

I was unaware of the required drop date, and did not realize I had to pay a 50% fee. Since I initially just swapped classes (but the other didn't work either), I was charged a cancellation fee for BOTH classes. If I had known any of this information, I would have approached the process much differently.

They did all that for me

You guys made that decision. Lol

I dropped the class one weeks in and didn't even half of my money back, I find that to be unacceptable.

8. How could the college best assist you to meet your educational goal?

Answer Options	Response Count
	20
<i>answered question</i>	20
<i>skipped question</i>	21

**Response
Text**

Due to some health issues i failed a lot of classes in the winter semester that ended early this spring putting me on academic probation. I never got an advisor and unfortunately walk in times where very busy. I didnt feel i was in a position to go it alone and the semester had already started so i had to withdraw before i got in over my head again.

Offer classes for physical therapy.

make all classes available every semester

Offer more support during enrollment

Help me pursue and know what steps to take in enrolling into the LPN program.

More guidance

Have staff that are willing to spend extra time explaining what you need instead of rushing you to move on to the next person.

Communication between key departments, such as FA, Records, Council and, evidently, registration/admissions.

Offer more night classes.

I need to be re enrolled and they needs to pay for my college education, I was threw out then was able to get my books only to be threw back out wrongfully

More online classes. I am already in my career and am just taking classes to enhance my skill set. I cannot leave work if something comes up to make it to class, my career has to be my priority.

I would have liked to talk to someone to help me succeed in nursing school before I withdrew. Nursing Director is the one that told me that Nursing School wasn't an option for me right now. I wish I could have met with my advisor first and not have made a rash decision. I'd like to get grants or scholarships so I can come back to school.

9. Do you plan on enrolling for courses at GRCC in the future?

Answer Options	Response Percent	Response Count
Definitely yes	48.8%	20
Probably yes	22.0%	9
Not sure	24.4%	10
Probably no	2.4%	1
Definitely no	2.4%	1
<i>answered question</i>		41
<i>skipped question</i>		0

10. Please use this space for any additional suggestions or comments:

Answer Options	Response Count
	24
<i>answered question</i>	24
<i>skipped question</i>	17

Response Text

Between struggling with some health issues and my financial aid not being enough because i moved i found it next to impossible to continue as a student at this time. I am working again but not sure when i will be able to go back to school because the majority of classes are held during the day. I will be attempting winter semester

i wish certain classes were available on campus more often than every other semester. I have hard time learning something totally new when i don't have much knowledge of it. But since some classes are never available on campus, it makes more challenging to complete them on my own.

If you could put me in contact with an adviser from the Nursing department that could help me map out my academic path I need to take...that would be great! Thank you!

When a veteran has the gi bill he should be excepted no matter what if he can transfer the gi bill to his payment for tuition your financial aid department told me that's not possible even it's on the va website that it is possible to transfer funds to my student.account.

Get involved with students and more feedback from instructor's with one on one plans for development, Grcc does work but more students are going online and using systems that force students to use outside environments with like Alex to learn with no real instruction and higher cost of books and lower loans rates. Use of a computer can not replace a Teacher or a Leader in the field of learning. Thank you for all you done push forward to my Goals of learning and Building my vision.

I simply decided to enroll in winter semester I needed one science class to get my associates n then transfer to a 4 yr university.

just have a way to get some common sense waivers put into place so that people who have the prerequisite knowledge aren't stuck paying for a class they don't need, or paying for a skills review, or paying to test out of a class. there should be a no-cost way for people to get a waiver that is easily found as a solution.

Tuition debt too high at this point.

I love everything about this GRCC and I hope that I can enroll again in January but I hope that I can find someone that can help me. This is my first time attending college I moved from NY so I really don't have anyone that could help me.

One professor announced, "there's no such thing as absolute truth.....then there's those 'mystical, spiritual people out there that believe in heaven" Shocking that someone who disagrees with any philosophy would outright single out a belief. Like as if saying "then there's those gays, muslims, hippies, tree huggers" would go over well with any one person in any given class. If your institution is so open to every belief, then offending any of them is inconsistent and hypocritical with your "all are welcome" policy.

Staff in the (name removed) office was rude and refused to work with me on the issue I was having with changing the status of my residency. I still intend to reapply for spring semester, hopefully with better results.

More notice about any issues with FA and the upcoming term would be of tremendous value. Issuing warning notices the day prior to classes starting would provide more time for the student to rectify the situation and much less stress on FA stress. I actually had to wait, on the phone, while 27 others ahead of me were seeking the similar answers. By the time I was answered, the staff member was in quite a foul mood. In actuality, I should have been. By waiting to the last possible moment to handle finance issues, the student has already purchased/rented books. If they are not able to finance the term in question, it is a monumental task of returning or refunding books. It is very likely that financing issues are known far enough in advance to provide the student with ample time to correct. This may possibly fall under the school board's "treatment of people" policy, somewhere between statements 8-14.

I did not drop my classes, GRCC did! I turned everything in on time and made several extra trips there as well as phone calls to ensure I was doing everything right. I was promised by someone in financial aid office a few days before classes started that they would personally review my FA the next morning. I never heard another word until I saw my classes were all cancelled.[]

I don't know what the problem was and don't know what to do about it yet.

I am intending to enroll next semester at the first date I can.

Need more night classes.

Grcc has me in financial probation over the summer I got a c and a d which I thought was passing. I had a hold at the bookstore until my grades was posted. I talk to someone in the financials aid office looked up my grades and lifted the hold. I was able to get my books. Getting my books I lost my receipt not knowing I was gone need to return them because if some error which is not my fault therefore I should of been still able to go to school now I am sitting here with low self esteem has some books I can do nothing with. My classes was dropped right before the start if class I had started my class work and everything. I am very upset with the way this was handled. This needs to be addressed and looked into by the head person in charge.

I wasn't ready for a college classes. I didn't have transportation and I was involved in sports. I plan on attending in the future.

GRCC was a great experience and I will likely taek additional classes off and on

I'd like to speak to someone more about my situation and see how I may be helped to get back into my program. I feel I made a rash decision without thinking things through. I don't feel that the Director gave me some options that I could work through. everything happened so fast. I wish I was still enrolled. I didn't want to withdraw but felt uncertain about my future. very devastated and feel I needed support to encourage me to continue on instead of basically telling me I should withdraw.