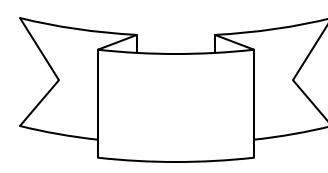




beyond expectations

2010 WINNER

DAVID A. DECOSTER EXCELLENCE IN ASSESSMENT AWARD



ON-LINE SEMESTER TOTAL WITHDRAWAL SURVEY

Rich DiStanislao

Executive Director, Center for Student Success

IUP's Student Affairs Division is charged to study retention trends and implement strategies to improve the persistence of first-year students and four- and six-year graduation rates. The Enrollment Management Team, working collaboratively within the Division and with Academic Affairs colleagues, and as a part of the overall study of student retention, examined the population of students who walk away from the university prior to the completion of the academic semester.

A survey was created for self-administration through URSA at the time of withdrawal. The on-line survey enables the university to:

- Profile student who leave the university prior to the end of the semester
- Analyze common factors and use those data to assess the probability of incoming students departing
- Understand why students leave and modify services to better meet students' needs
- Understand when students leave and adjust outreach and intervention services
- Understand where students go when they leave and transfer to another University

In Fall 2009 and Spring 2010, 53 and 67 students completed the survey respectively; 32 asked that they be contacted for assistance and discussion. The survey results were used in the development of a "probability of risk" regression formula, subsequently developed for the identification of students most likely to benefit from the services of the Center for Student Success.

This process and survey are now a regular part of the Enrollment Management Unit's efforts to study student retention and improve services to enhance student success.



Indiana University of Pennsylvania