

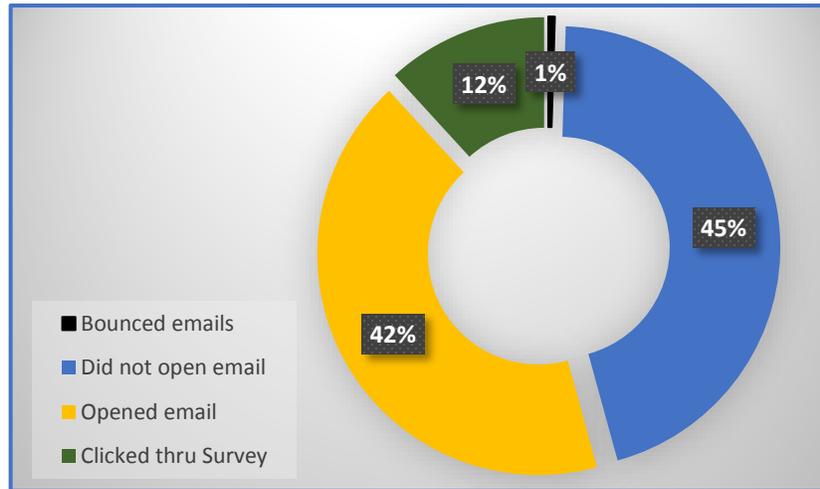


**Stop Out Survey**  
**Fall 2016**  
**Initial Summary of Findings**

Prepared by IRAP  
March 13, 2017

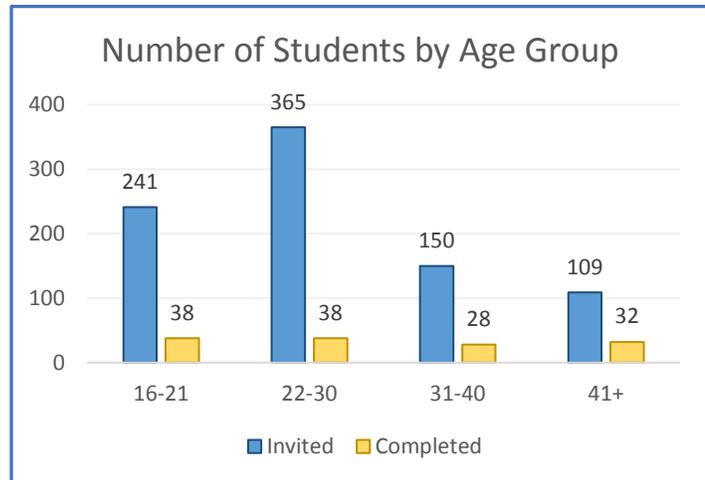
# Introduction & Overview

Lane Community College's Stop-out Survey was emailed to 1,276 students who had enrolled during the Fall 2016 term, but did not continue the next term - Winter 2017. The 1,276 students were degree-seeking, had at least a 2.0 cumulative GPA, and eligible to register winter term. The 9-question online survey was initially sent via email on January 30<sup>th</sup> with reminder emails sent on February 2<sup>nd</sup> and 14<sup>th</sup>. At this time the email invitation was opened by 692 students of which 154 students clicked thru the survey and 136 completed the entire survey.

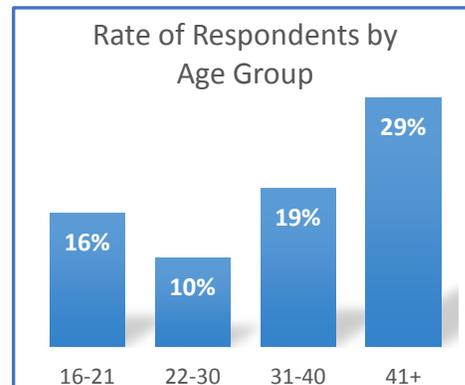


## Demographics

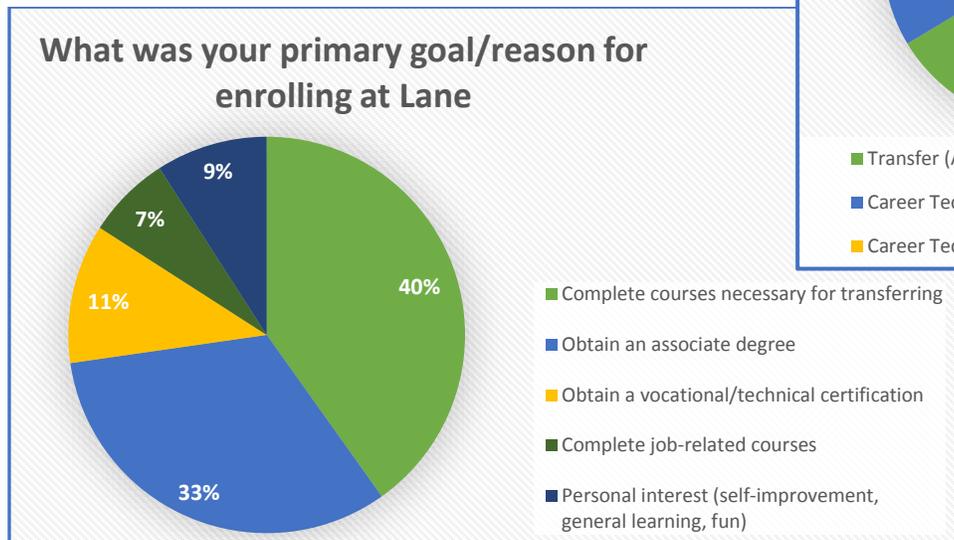
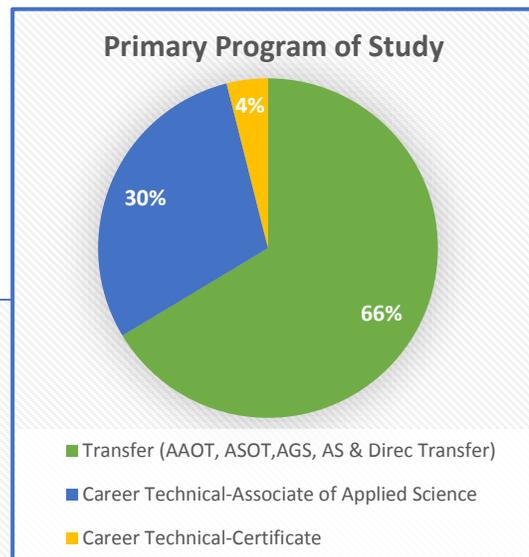
865 of the 1,276 students had accurate birthdates in their application, their ages ranged from 16 to 67 with a mean age of 28.1. The chart to the right shows those students invited with accurate data compared to those that completed the survey. The largest invited age group was 22-30 year olds with 365 students. However when looking at response rates, the 31-40 and 41+ age groups had a much higher rate at 19% and 29% respectively.



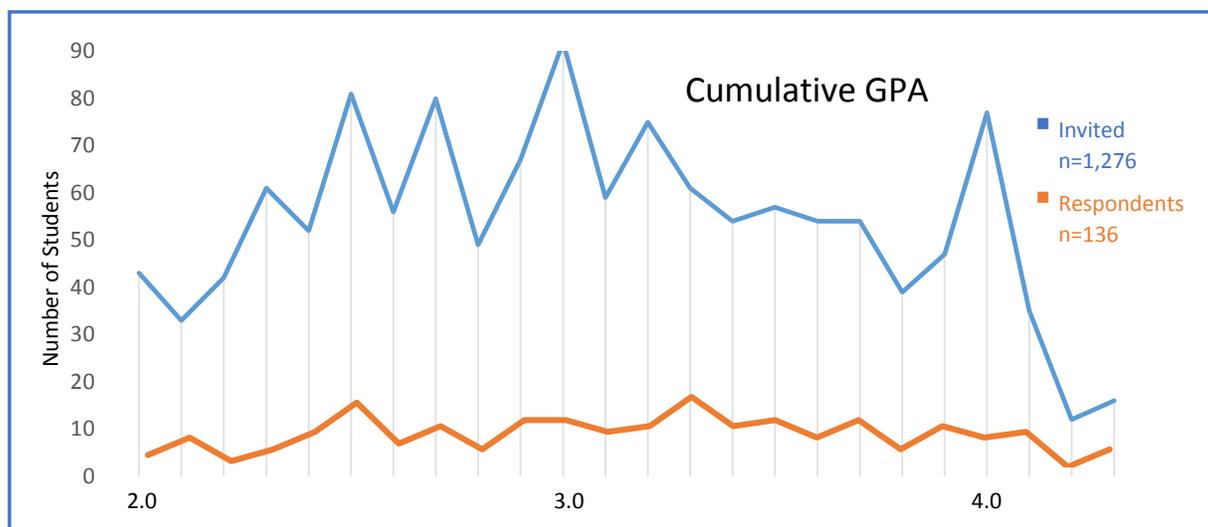
The gender distribution of the invited students was almost equal (50.2% Female). Whereas the responders were predominately female at 67.2%.



The primary programs of study are shown in the chart to the right. A majority (66%) of the 1,276 students had chosen transfer programs and 34% had chosen career technical programs. When asked 'What was your primary goal/reason for enrolling at Lane' the results aligned fairly closely to the primary program of study.



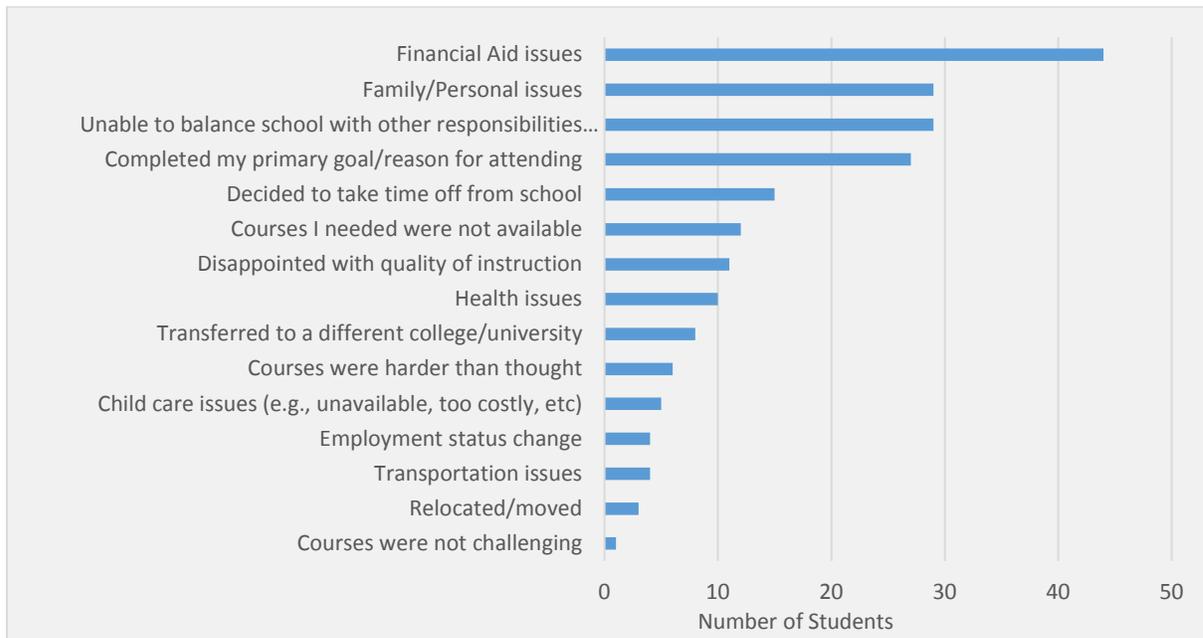
During Fall 2016, the average course load of the students invited to complete the survey (n=1,276) was 8 credits attempted with an average of 5.59 credits successfully completed. The overall cumulative passed credits ranged from 2 to 219 with a mean of 50.0 credits. 63% of the invited students had reported prior college experience. The fall term average GPA was 2.56. The overall cumulative GPA ranged from 2.0 to 4.3 with a mean of 3.08, as seen in the chart below.



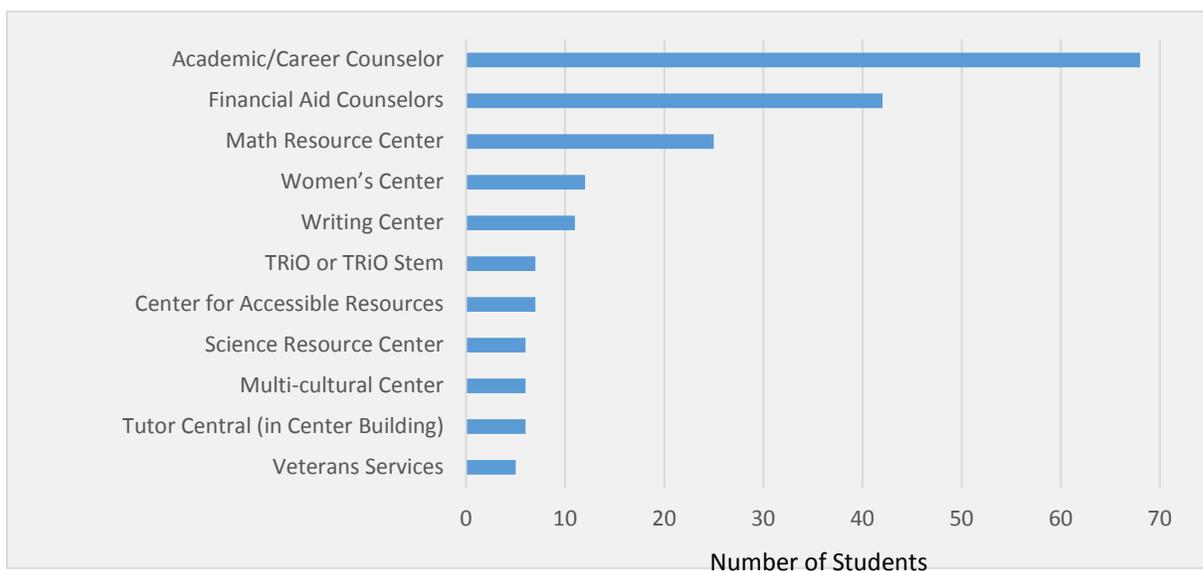
455 students (36%) received financial aid during the fall term, lower than the college average (49%). Financial aid ranged from \$20 to \$7,175 with an average aid package of \$2,337.

# Survey Results

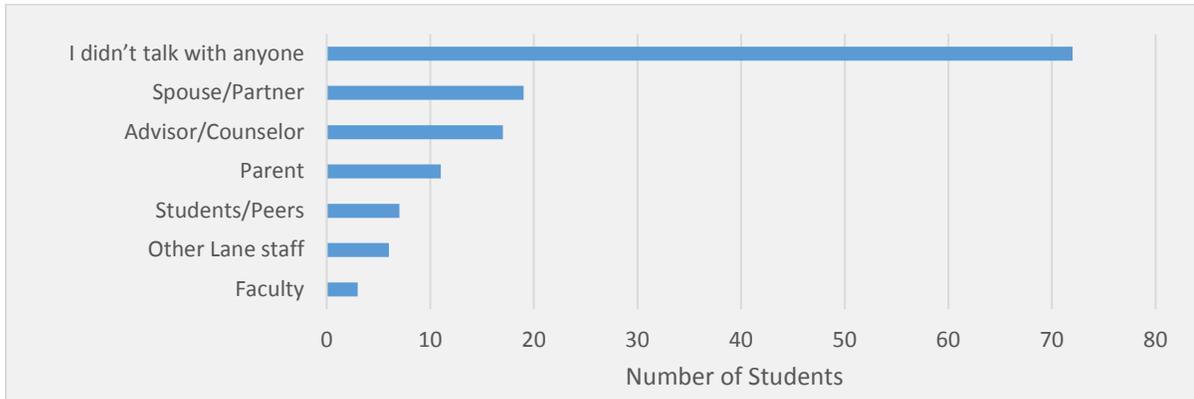
**What made you decide not to enroll this winter (January 2017) at Lane Community College? (select main reason)**



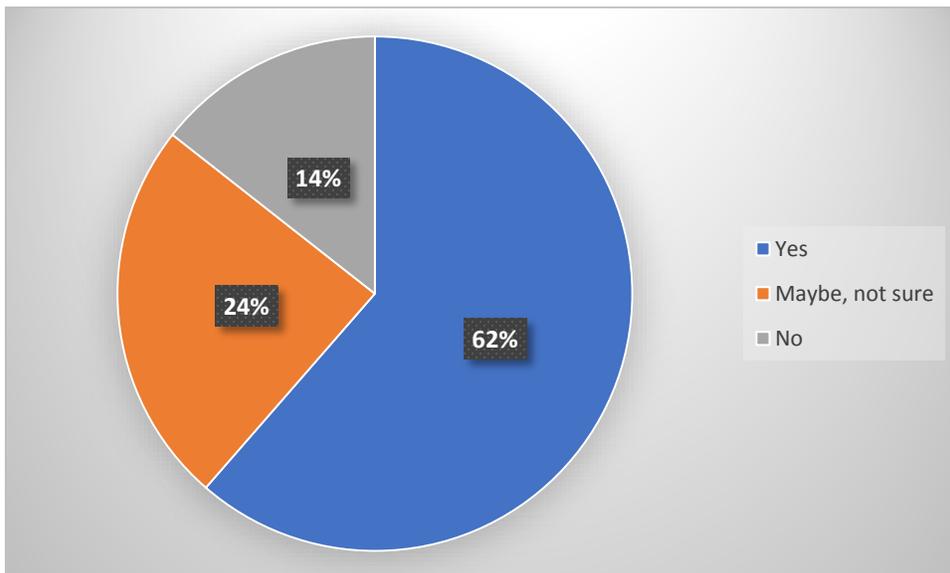
**Please check the Lane student services you used during Fall 2016? (check all that apply)**



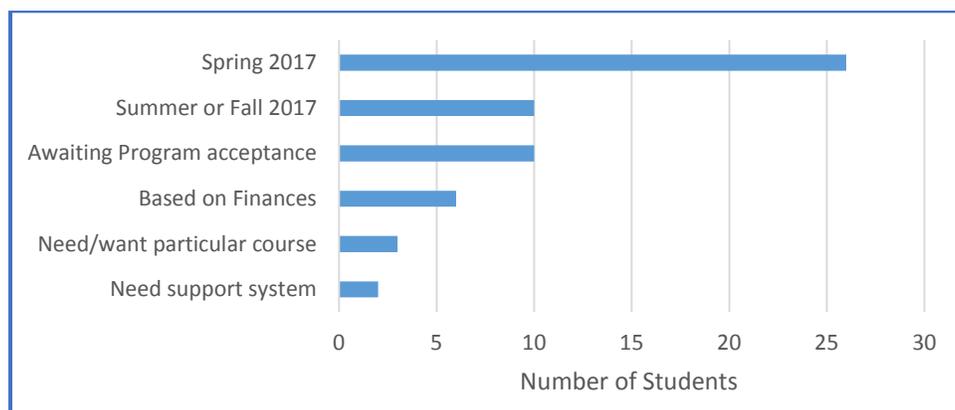
### With whom did you talk with regarding not re-enrolling at Lane? (check all that apply)



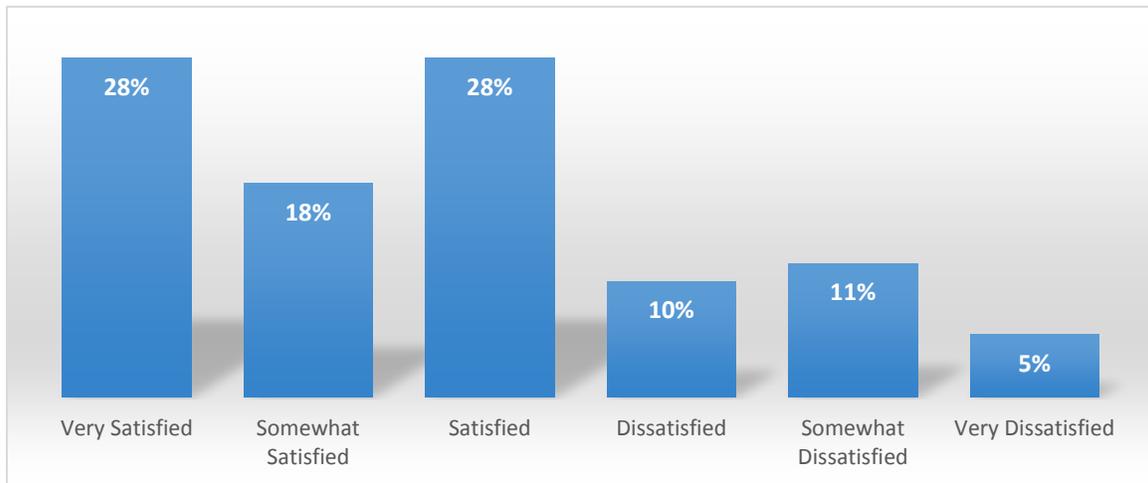
### Do you plan to re-enroll at Lane at any point in the future?



### If Yes or Maybe, when?



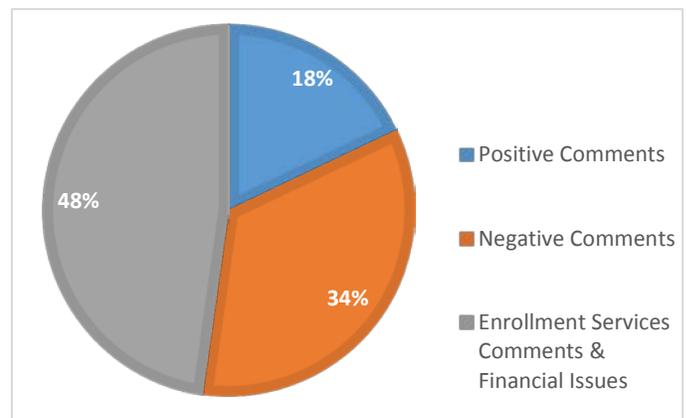
## Please rate your overall experience at Lane?



### Additional Comments

46% of the students (n = 63) responded with additional comments, four categories emerged from these responses - positive or negative general comments about Lane, financial aid or financial issues, and other.

While the overall experience ratings were positive, 75% were satisfied or better, over three-quarters (82%) of the comments were negative in nature, either general comments or regarding enrollment services or financial issues specifically. The comments are listed below without edits.



### Positive Comments about Lane

- My favorite math teacher teaches here. I will reenroll when/if my refund is processed.
- Thank you for allowing to study at Lane. I hope to be better prepared for future enrollment.
- Go Titans!
- Chemistry and AP2,3 were the best! The best!
- The faculty and classified staff are great and it is always disappointing to see them get squeezed by the administration and the board of directors. Students want the best teachers. Student interaction with faculty is 90% of their experience with Lane.
- I like online courses. Would like to see more online courses available that satisfy degree requirements. Also, would like to have live lectures streamed online with chat rooms and have those lectures archived for viewing if unable to attend live lecture.
- Gratitude and appreciation for the excellent education!
- I don't really have any concerns, but I just want you to know that I do really want to learn what I need to in order to succeed at my major and beyond. Thank you=)
- I went to LCC to get an AAOT and transfer to a local Oregon university afterwards. I completed that goal with LCC, and I am very satisfied with the foundation of knowledge I received while attending. I am also satisfied with LCC as an institution and the level of quality of the instructors and facilities. It's a shame LCC doesn't offer Bachelor's degrees and higher, or would have stayed on with the school!

- I love Lane but now I am completing my BS degree at the U of O.
- I am currently enrolled at OSU and plan on taking one or two classes this Spring at LCC to help complete my degree.
- My lack of success is due to my own actions, and not because of the school.

### Negative Comments about Lane

- I find it difficult that I'm in the Accessibility program and have a difficult taking more than one class while taking math. I still attend school part time while I work with tutors daily to pass my class.
- Strength and materials does not need a pre req. of MTH 253. Oregon state does not have that pre req. so why would LANE. The teacher telling me that she would not allow me in her class because I don't have MTH 253, a class I don't need, led me to spend my money elsewhere.
- The online courses are far too limited and leaves a person to take what's available as opposed to what's needed for degree.
- The administration is adversarial in most interactions and treat the students as children. Student leadership is divisive and capricious. Student leadership is in no way independent of its advisors or of administrative whims. The student activity fees are a backdoor tuition increases and have no financial independence from the college's general fund. Student voting in ASLCC Senate elections should be mandatory for all students.
- Wish the campus didn't seem like a conservative witch hunt. Far too politically correct - was asked a question in my previous class about the border wall and was warned by the instructor that "illegals" is a racial slur term - I corrected her and informed her that her assessment of it having anything to do with race is racist unto itself. I was marked down on that assignment and harshly graded the remainder of the term.
- Being a conservative on campus is like being a known child molester nowadays. It's viewed as perverse. Being that it's so slanted it distracts from my ability to learn. Instructors have a very very obvious bias - courses are all too similar if taken with the same instructor.
- Feel as if Lane doesn't want us to graduate rather take as much money as they can.
- Why can't I see my lane account?
- Lane sucks ass
- Lane community college should concentrate more on students passing than taking our money, lane is a money hungry facility that doesn't care about student success, if I don't have to go back to lane I willnot, I will be sharing my dissatisfied experience with future students
- The faculty needs to learn how to run a college, not a high school. Many faculty are unable to provide basic information to students in a timely manner. Flight technology program and student services have a severe lack of communication issue, causing much trouble for the flight tech students. Lane is very unorganized and did not make me feel prepared for classes & deadlines, and also failed to point out resources for students to use. Does not match university system when it's "designed to Very disappointed with my experience at Lane and will not be recommending fellow academics to attend.
- The EXMS programs should have more access to the lab and equipment. Tudors would be nice as well as a way to connect more with the material. Also a clearer understanding to the intern/co-op courses and options.
- Think it was boggus how gender communication instructor calculate grades different and cause of it – Failed the course.
- areas for improvement: discipline, effectiveness and integrity of ASLCC student government functions, finances, and strong understood of member commitment; circulatory effectiveness of information through The Torch campus newspaper; international student department, resources, events and student engagement have little to no attention on campus from all other departments and student groups; campus resources are not advertised enough on campus and in the community seeing how many of those resources are at no cost to access, and yet, not known to exist at all by too many members of the community: "I didn't know [this place, these services, these wonderful staff members] existed!", "if only I knew earlier" are some comments I remember hearing all kinds of people remark on; some instructors don't teach well at all at Lane: please check their capabilities as socially effective communicators, I hate wasting my time in class listening to someone who isn't even organized in speech or is somewhat personally biased towards students for various differences from themselves: unbiased education at LCC, please, or get better actors to do the teaching job.
- The academic standard does not make sense to me. Because I only had 4 classes left before my program, and I have to take them in a sequence it makes it extremely hard to continue in classes if I had to take an NP in the course I was taking. Most people have to retake anatomy, this does not mean that I need academic counseling just because I was challenged in one class
- Yes, it would be helpful if more classes were offered on-line to help balance work/family and more evening classes. I also was not satisfied by the instructor that I took my last class with. He did not post any of the grades for our tests, when asked about posting grades he stated he didn't do that anymore which I found very odd. It made it very difficult to know what your grade was for the class and not knowing where you were academically for the final. It was very frustrating.
- I spent a lot of time trying to find a tutor for our on line statistics class, this should not have been my responsibility, but it was are only option if we wanted any kind of tutoring. My Term was very dissatisfying.

- You can never get anyone on the phone there.
- Really wish there was more help for parents who are enrolled. . On campus daycare split schedules (MWF or TuTh) doesn't work for all students. . I myself only had class M-W. No daycare schedule Like such available?!?
- Moodle is confusing
- I never received a course evaluation for the course I took in the fall. This is stated as a requirement for each instructor per your website and even though I explicitly asked the coordinator responsible for course evaluations about this, he never answered my inquiry. I was extremely disappointed with the quality of that class and was entitled to state my opinion. You guys failed to follow through on your own institutional requirements. Pretty ridiculous...
- I'm preparing to take the Math 60 test in the Fall. If the results don't satisfy my expectations, I will have to switch to a different course.
- Students should have access to library resources as soon as they register and should continue to have library access for one year after they register. Access to these resources would help facilitate students trying to re-enroll or pursue other educational or employment opportunities. It is important for students to be able to access my-lane and an internet connection if they encounter interruptions in their ability to register for classes.

### Enrollment Services Comments and Financial Issues

- I understand that the Financial Aid office has a difficult job however I find it very frustrating when you visit the office they act like you are wasting their time and a complete idiot. All I was trying to do was make sure I was completing my paperwork correctly and the guy made me feel like I was an idiot. He was not helpful in anyway. I have heard that you guys are short staffed but that is no reason to treat students poorly.
- Serious concerns with credit limit issues. Concerned students are not warned of this thoroughly/ clearly prior to enrollment in classes.
- Financial aid & enrollment services are very difficult to meet with and have very inconvenient window and phone hours. Financial aid faculty takes too much time to process loans and return correspondence with students.
- Have resources or a staff member that transfer students can talk to about what they need to do to have their transcript evaluated.
- At the moment, I have questions for Enrollment Services, which is short-staffed, and it's been a huge issue trying to get them answered. I finally found out who the manager is and sent them an email about what I am trying to find out and am now awaiting an answer.
- It would be helpful to talk to someone over my situation as being an undocumented student. I feel like there just are not enough resources available.
- Your system needs a complete reboot. Your advisors are snotty and not helpful. The faculty was never in a hurry with time sensitive documents, including financial aid. Unless it benefited LCC, there was no hustle. VERY unsatisfied.
- Only concern is that I'm doing okay with my application process. When I visited to the advisors office, it was awful. It seemed like they did not want to help me and was not helpful at all! Especially, one elder male advisor, he told me to look Moodle. Whatever I ask to him, he kept repeated while pointing the computer monitor "look, that why you need to go here(this page) and read this." Basically I had to do everything on my own to find out information about the program, how to apply, and what next step is by searching the Moodle. I don't even understand what is the point of visiting the advisor office. I wish I could have a good advisor who can help me and direct my path to reach my goal. When English is my second language, going school in U.S. without any support and advise is very tough and confusing.
- Financial aid dept is NOT helpful at all!
- Found the financial aid detour to be the rudest
- Expensive tuition.
- Tuition kept going up, found some diverse groups there pushing their own agendas. Didn't like that at all. Heard more complaints about that school than good, do not want to spend my money there.
- Yes, Can I re enroll with a credit limit at Lane Community College?
- LCC doesn't offer enough assistance for students like myself that don't qualify for financial aid, loans or scholarships because I'm undocumented.
- Financial aid department needs to be better. They are NOT reachable and when you can get someone via email: your case isn't assigned to one person. Every time I emailed I got different answers. When I came to the school I was greeted by a surly representative there who I feel made sure my financial aid wasn't disbursed. To this day I haven't gotten s proper reason as to why it wasn't with all confusing information. If I qualify for financial aid that means there's a need there and disburse the funds. This was uncalled for. I feel a lot of people would give up due to this department. That's what's happening here in case someone cares to investigate. So far no one cares, I've emailed everyone I thought could help but no response. This bill will now

be sent to collections to further ruin my life. It feels like when one tries a department tries to derail progress. Thanks (if someone actually reads these).

- So I qualified for a loan and I got some if it when I went to fall term, but then I did not attend winter term, when I enroll in spring term will I get what's left of it?
- I'm really worried after the years I put in, that it will all be for nothing due to my financial status.
- I would like to see the Perkins loan offered to students that qualify. I lost my employment and have to retrain myself. I have no undergraduate money left and no pell grant even though I never used it for my first undergraduate therefore a Perkins loan would fit me because studying Nursing.
- Let students know a lot earlier if they don't qualify for financial aid. (Just 3 days before the quarter starts isn't acceptable)
- There was very poor communication between advisors, and I had to contact the professors directly to get the correct information. Then, after a dismal Biology112, the instructor incorrectly entered my final grade, causing my tuition refund from my employers to be delayed. I will not be returning unless I absolutely have no other choice.
- Due to a credit limit review, I was told by my advisor to withdraw from a certain class that was not required for the 1 of 2 degrees that I was attempting. .that withdrawal put me in alert 3 which is the reason my d suspended me.
- I'm worried my Oregon promise grants won't carry on to the next term because I wasn't able to enroll this term
- I was miss led regarding my finances and that led me to be forced out of schooling until my debt was paid.
- I need help processing my refund for fall 2016. Nobody seems to be able to do anything, and I want to finish school.
- The staffing level for the the two main departments (financial aide and the other one) are terrible. On many occasions I waited two hours or more to talk to someone one.
- The staff mostly is very unhelpful..... Wish the counseling dept could help me reach my goal have been told multiple different plans of what I need by different counselors.
- I audited a class that I did not end up needing and now have a block on my account because of it. Unnecessary hoops and high cost of tuition not to mention unnecessary repeat of classes (math).
- I took the entire back on course class, completed all but one assignment and I was not taken off the alert 3 list. I was unable to register, or drop classes during the semester that cost my grade GPA. In certain classes, I felt slightly harassed for being a "white tall male" by fellow students and one instructor. I no longer feel comfortable attending Lane.
- Financially I don't get financial aid because I'm not a part time credit student though I'm in school part time. I need help Paying for school.
- The administration, the financial aid advisors, and my former math teacher have all forced me to find other schooling. I'm tired of getting my education messed with and ruined by your faculty.
- I usually find my instructors useful, but the office faculty in the main building leaves some to be desired. I don't have many problems that require their attention, but it feels like every time I do, it's a real pain in the rear to get the problem resolved
- LCC informing students that they must submit Credit Limit Appeal (among others, I'm sure) on the very last working day (which FA is not open for contact) prior to a term beginning is unreasonable and unacceptable, in my opinion, if LCC is genuine in regards to the success of their students.

## Next Steps

Beyond the basic analyses above, the evaluators recommend additional next steps for finalizing this report and research project to include the following:

- Further analyze the difference between the invited group and the responders.
- Follow these 1,276 students over Spring 2017 and into Fall 2017 to track future enrollments.
- Analyze the difference between the stop-out and continuation students.

We hope that others who share our quest for deeper learning and engagement will find the approach, results, and future updates informative.