Assessing the Come Back to Mānoa Program: Why Seniors Leave and How to Help Them Graduate

Come Back to Mānoa, Outreach College
Shannon L. Johnson, EdD, MSW

Introduction

The Come Back to Mānoa program was established in Summer 2014 to support undergraduate Seniors who departed UHM to return and graduate through outreach and accepting referrals.

- Outreach efforts to former students (Potentials):
  - Senior standing with 90+ credits and 2.0+ GPA
  - Enrolled at some point since Fall 2006 but not in last 2 semesters
  - Locating students Eligible to graduate without taking more courses

Data Collection Methods

- Banner (outreach data sets)
- Initial Intake Interview
- 2012 UHM Leavers’ Survey
  - 95 (31%) responses, 76 Seniors
- 2016 CBM Survey
  - 93 (20%) responses

Overview of CBM

Nov 2013
Institutional research estimated ~900 Seniors left/year → Proposal for CBM

June 2014
CBM program established, 1 coordinator hired

Fall 2014 data analysis → pulled 2274, outreach to 1072 students (Potentials)

Fall 2015 data analysis → pulled 2530, 1424 Potentials, outreach to 493 new students

Fall 2016 data analysis → pulled 2793, 1517 Potentials, no outreach but 257 new students

Spring 2017 data analysis → pulled 2998, outreach to 1651 Potentials (397 new students)

Why Seniors Left

<table>
<thead>
<tr>
<th></th>
<th>2012 Leavers’ Survey</th>
<th>2016 CBM Initial Intake</th>
<th>2016 CBM Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Senior Respondents</td>
<td>76</td>
<td>87</td>
<td>50</td>
</tr>
<tr>
<td>PERSONAL reasons</td>
<td>58%</td>
<td>57%</td>
<td>76%</td>
</tr>
</tbody>
</table>

(health concerns, family circumstances changed, full-time job, closer to home)

FINANCIAL reasons
- 42% (60.8%)
- 16% (56.7%)

ACADEMIC reasons
- 41% (35.5%)
- 26% (16%)

Insufficient SUPPORT SERVICES
- 13% (35.5%)
- 16% (24%)

Why Seniors Leave

Why Didn’t Eligibles Graduate?

<table>
<thead>
<tr>
<th>Reasons Students Eligible for Degree Did Not Graduate (out of 33 Eligible students in the 2016 CBM Survey data set)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Didn't apply for graduation</td>
</tr>
<tr>
<td>Didn't resubmit graduation paperwork</td>
</tr>
<tr>
<td>Eligible under new requirements</td>
</tr>
<tr>
<td>Petition granted</td>
</tr>
<tr>
<td>Finished last course at another school</td>
</tr>
<tr>
<td>Decided not to double major, Transfer courses not evaluated; Grade withheld by Study Abroad for Financial Obligation; Institutional Error – failed to award degree</td>
</tr>
</tbody>
</table>

Barriers to Graduation

- Lack of funds (60.8%)
- Insufficient time due to working full time (56.7%)
- Needed classes only offered during day (35.5%)
- Needed classes only offered on campus (35.5%)

Next Steps/Future Thoughts

- Funding for students and more intensive outreach
- Faculty: referrals to CBM, consider non-traditional students in classes, teaching online courses, working long distance with students
- Collaborative research with other degree completion programs

Major Impact of CBM

- 126 Returned & Enrolled
- 14 Anticipated to Graduate
- 75 Graduated

$408,571 in tuition and 890 credits for UHM

CBM Graduate at Commencement

Flowers from a CBM Graduate

“This program was exactly what I needed in my time of need. I doubted myself and was ashamed of the financial burden of student loans I had accrued with nothing to show for it. I feared one calculus course would keep me from graduating, from realizing my goals. The program helped me. I can only imagine it would help others.”

Intrinsic Motivation

“This has been one of the biggest regrets in life.”

Career Advancement

Financially Able Now

CBM Graduates and Flowers from CBM Graduate