This report summarizes continuing students enrolled during the Spring 2014 semester but not enrolled in the Fall 2014 and students that withdrew from the University after classes began in the Fall 2014.
Non-Returning Students Key Findings

1,589 (12%) students previously enrolled during the Spring 2014 semester did not return to UWF this Fall. 1,318 (82%) were Undergraduates and 271 (17%) were Graduates students.

Undergraduate

- The majority of non-returning students were classified as a Senior (43%) or Junior (28%).
- Rather than enroll at another institution, the typical UWF non-returning student is considered a stop-out, as 73% have not enrolled at another institution.
- Continuing students verses new students are more likely to depart from UWF, as 88% of the non-returning student population was classified as a continuing student.
- Newly enrolled students that left after their first semester were more likely to be a first time transfer student (92%) verse an FTIC student.
- Academic performance was an indicator for several new students that did not persist. 54% of the non-returning FTIC students had a 0.0 GPA and 44% of the non-returning transfer population had less than a 2.0.
- Though only comprising of 27% of the non-returning population, students that enrolled at another institution are more likely to be classified as a freshmen or sophomores.
- Pensacola State College enrolled the largest percent, 18% of non-returners. The data also suggest that overall, academic performance was not the primary influencer as nearly 70 % were in good academic standing. Freshmen however that enrolled at PSC showed differing trends, 68.7% transferred with less than a 2.0 GPA.
- The largest share of continuing students, 470 (40%) of non-returners begin 2013, this includes fall, spring and summer semesters. Followed by 315 (27%) that began 2012, and 143 (12%) began in 2011.

Graduate

- Nearly 91% of all non-returning Graduate students are Master’s level students.
- Very few Graduate students transferred to another institution; only 18 of the 271 non-returners are enrolled at another institution.
- Over 50% of non-returning Graduate students were enrolled online and Education Leadership and Public Health represented the largest share.
Withdrawal Survey Key Findings

The Office of the Registrar’s administrators a withdrawal survey to students interested in withdrawing from UWF. The survey is not required but highly recommended. As of November 20, 2014, 166 students responded.

- Though self-reported, 80% of students withdrawing from UWF had over a 2.0 GPA.
- Graduate level, master’s students comprised 28% of responders.
- Nearly half of the students withdrawing were a Junior (23%) or a Senior (24%).
- Though primary taking classes on the Pensacola campus (60%), 39% were enrolled online.
- 42% rated their overall experience with UWF as either a 6 or 7 (on a scale of 1 through 7).
- 78% anticipated returning to UWF, to either finish a degree (64%) or because they enjoyed their overall experience at UWF (60%).
- When asked when they intended to return, 79% indicated in 2015 and 48% preference the Spring 2015 semester.

Summary of Comments

- 36% of students that responded indicated a positive experience with UWF, 26% cited personal reasons and 14% indicated the campus runaround or customer service, when asked about their opinion about UWF.

<table>
<thead>
<tr>
<th>Comment</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Comment</td>
<td>83</td>
</tr>
<tr>
<td>Positive Experience</td>
<td>30</td>
</tr>
<tr>
<td>Personal Reasons</td>
<td>22</td>
</tr>
<tr>
<td>Campus Runaround &amp; Customer Service</td>
<td>12</td>
</tr>
<tr>
<td>Academic Experience</td>
<td>9</td>
</tr>
<tr>
<td>Medical</td>
<td>4</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
</tr>
<tr>
<td>Military</td>
<td>2</td>
</tr>
<tr>
<td>Cost</td>
<td>1</td>
</tr>
</tbody>
</table>

Recommendations

1. Develop a *Graduation Intervention Workgroup* to monitoring cohort progression and develop and monitor intervention plans.
2. Develop a recruitment back plan for all UWF stop-outs with a priority for first semester stop-outs.
3. Unitize Argo Central to manage semester stop-outs.
4. Develop reports that identify student’s at risk of stopping out:
   - Registrar’s Office - Mid-Semester transcript request, Degree Complete – DegreeWorks report, ect.
   - Office of Financial Aid - FAFSA non-filers/renewal reports and unusual enrollment report.
Undergraduate Summary

Non-enrolled undergraduate student data was submitted to the National Student Clearinghouse and the Student Tracker Report verified that 359 (27%) of the non-returning population are currently enrolled in another institution. Percentages varied drastically among classifications, 45% of non-returning freshmen and 41% of sophomores enrolled at another institution, compared to 27% of non-returning juniors and 17% of non-returning seniors.

![Non-Returning Undergraduate Students by Classification](image)

**Figure 1: Non-Returning Undergraduate Students by Classification**

Non-Returning Students - Original Admit Term & Student Type

88% of the non-returning student population was a continuing student. 12% were new students and of that population, transfers represented 92%. Academic performance was an indicator for several new students that did not persist. 54% of non-returning FTIC students had a 0.0 GPA and 44% of the non-returning transfers had less than a 2.0. 67% of non-returning transfers were classified as a junior or senior and 71% did not enroll at another institution.

Enrollment periods for non-returning students varied, however the largest attrition, 26% of the non-returning student population, occurred with students that enrolled for one year. The second largest group, 24%, consisted of students that had been enrolled in UWF for at least 3 years or longer.

**Non-Returning Student by Orginal Admit Term- FALL Only**

<table>
<thead>
<tr>
<th>Term</th>
<th>Freshmen</th>
<th>Sophomore</th>
<th>Junior</th>
<th>Senior</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2013</td>
<td>120</td>
<td>42</td>
<td>66</td>
<td>239</td>
</tr>
<tr>
<td>2010-2003</td>
<td>115</td>
<td>60</td>
<td>60</td>
<td>105</td>
</tr>
<tr>
<td>Fall 2012</td>
<td>6</td>
<td>18</td>
<td>78</td>
<td>105</td>
</tr>
<tr>
<td>Spring 2014</td>
<td>18</td>
<td>20</td>
<td>96</td>
<td>96</td>
</tr>
<tr>
<td>Fall 2011</td>
<td>3</td>
<td>27</td>
<td>33</td>
<td>3</td>
</tr>
<tr>
<td>Spring 2013</td>
<td>10</td>
<td>50</td>
<td>50</td>
<td>50</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total</th>
<th>343</th>
<th>323</th>
<th>242</th>
<th>223</th>
<th>113</th>
<th>77</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage</td>
<td>26%</td>
<td>24%</td>
<td>18%</td>
<td>17%</td>
<td>9%</td>
<td>6%</td>
</tr>
</tbody>
</table>
Online Campus

202 (15%) were enrolled in an online program. 78% of the non-returning online student population were continuing students. 42 (20%) had less than a 2.0 GPA and 92% were classified as a Junior or Senior.

<table>
<thead>
<tr>
<th>Program</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESE-Elem Ed - ESOL Pending OL</td>
<td>40</td>
</tr>
<tr>
<td>Hlth Sci - Public Health OL</td>
<td>27</td>
</tr>
<tr>
<td>Hlth Sci - Hlth Care Adm OL</td>
<td>23</td>
</tr>
<tr>
<td>Health Science-Allied Hlth OL</td>
<td>21</td>
</tr>
<tr>
<td>ESE - Elem - ESOL - Reading OL</td>
<td>18</td>
</tr>
<tr>
<td>IT - Networking &amp; Telecom OL</td>
<td>18</td>
</tr>
<tr>
<td>Nursing / RN to BSN OL</td>
<td>17</td>
</tr>
<tr>
<td>Hlth Sci - Med Info Tech OL</td>
<td>8</td>
</tr>
<tr>
<td>Health Science-Professional OL</td>
<td>7</td>
</tr>
<tr>
<td>Engi Tech - Info Engi OL</td>
<td>6</td>
</tr>
<tr>
<td>Workforce &amp; Prof Studies OL</td>
<td>6</td>
</tr>
<tr>
<td>Ocean Sciences OL</td>
<td>6</td>
</tr>
<tr>
<td>Oceanography OL</td>
<td>5</td>
</tr>
</tbody>
</table>

Transferred to another Institution

The Student Tracker report yielded, 101 different institutions, however, Pensacola State College enrolled the largest share, 18% of non-returners. 66 students transferred from UWF to PSC. 27% were either Sophomores or Juniors, 24% were Seniors and 21% Freshmen. The data suggest academic performance may not have influenced the decision to transfer as nearly 70% were in good academic standing and only 26 students (39%) had less than a 2.0 GPA. However, percentages varied among classifications.

Only one Senior that transfer to PSC had less than a 2.0. 50% of Juniors that transferred to PSC and 33% of Sophomores had less than a 2.0 GPA. Freshmen however showed resounding differing trends, 68.7% transferred with less than a 2.0 GPA. For students transferring to PSC, Financial Aid eligibility trends were consistent with all non-returning students, as 53% of students transferring to PSC were eligible for financial aid and 37% had been awarded aid for the fall.

Financial Aid

Based on a data analysis of all non-returning undergraduate students, 66% were still eligible for Financial Aid and 456 (34.5%) had been awarded Financial Aid for the fall semester. Financial Aid ineligibility impacted nearly 26% of non-returners. There were a noticeable number, 456 (34.5%) students that were eligible for aid, were awarded financial aid for the fall semester but did not return. Of the students awarded financial aid, 171 (37%) transferred to another institution and nearly all financial aid awards were processed early- between March – June. 379 (83%) students were in good academic standing and 105 (23%) had less than a 2.0 GPA.
Graduate Summary

271 graduate students did not return in the Fall 2014. 248, 91% were masters level students, 22 (8%) doctoral and 1 student pursuing a specialist degree. 18% of the non-returning graduate population had between a 0.0-2.99 GPA. 6.5%.

18 students enrolled at another institution and of that population, 27% had between a 0.0-2.37 GPA.

<table>
<thead>
<tr>
<th>Program</th>
<th># Not Retained</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educ Leadership Cert OL</td>
<td>45</td>
<td>30%</td>
</tr>
<tr>
<td>Public Health OL</td>
<td>23</td>
<td>15%</td>
</tr>
<tr>
<td>Excep Stu - Comprehensive OL</td>
<td>12</td>
<td>8%</td>
</tr>
<tr>
<td>MSA-Public Administration OL</td>
<td>9</td>
<td>6%</td>
</tr>
<tr>
<td>MSA-Health Care Admin OL</td>
<td>9</td>
<td>6%</td>
</tr>
<tr>
<td>Comp Sic - Software Engineer OL</td>
<td>8</td>
<td>5%</td>
</tr>
<tr>
<td>MSA-Acquisit &amp; Ctrct Admin OL</td>
<td>8</td>
<td>5%</td>
</tr>
<tr>
<td>Comp Sci - Database Systems OL</td>
<td>6</td>
<td>4%</td>
</tr>
<tr>
<td>Nursing Ldshp &amp; Mgmt OL</td>
<td>5</td>
<td>3%</td>
</tr>
<tr>
<td>C&amp;I Instructional Tech OL</td>
<td>5</td>
<td>3%</td>
</tr>
<tr>
<td>C&amp;I - Sec Comprehensive OL</td>
<td>3</td>
<td>2%</td>
</tr>
</tbody>
</table>

Non-Returning students enrolled in an online program represented 54.9% of the Graduate population. Education Leadership and Public Health represented the largest share of non-returning graduate students.
<table>
<thead>
<tr>
<th>Program</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSA-Leadership OL</td>
<td>3</td>
<td>2%</td>
</tr>
<tr>
<td>Instructional Tech OL</td>
<td>3</td>
<td>2%</td>
</tr>
<tr>
<td>C&amp;I Mid Lvl Comprehensive OL</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>Reading Education OL</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>Nursing Education OL</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>C&amp;I Elem Comprehensive OL</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>Ed Ldshp - ETMS / HPT OL</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>MSA-Human Performance Tech OL</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>MSA-Database Administration OL</td>
<td>1</td>
<td>1%</td>
</tr>
</tbody>
</table>
Fall 2014- Withdrawal Survey

Total Responders – 166

What is your UWF GPA?

0 - 0.99  21  13%
1 - 1.99  10  6%
2 - 2.99  47  28%
3 - 4     84  51%

What is your student classification?

Freshmen; 0-29 credit hours  17  10%
Sophomore; 30-59 credit hours 9  5%
Junior; 60-89 credit hours  39  23%
Senior; 90+ credit hours  40  24%
Master's  46  28%
Specialist  4  2%
Doctoral  1  1%
Non-Degree Undergraduate  0  0%
Non-Degree Graduate  6  4%
Which campus did you attend most during your time at UWF?

- Pensacola Main Campus: 100 (60%)
- Emerald Coast Campus: 1 (1%)
- Online: 65 (39%)
- Eglin AFB: 0 (0%)
- REEF: 0 (0%)
- Germany: 0 (0%)

Please rate your overall satisfaction with your UWF experience:

- 1: 7 (4%)
- 2: 9 (5%)
- 3: 29 (17%)
- 4: 26 (16%)
- 5: 24 (14%)
- 6: 25 (15%)
- 7: 46 (28%)

Do you anticipate returning to UWF?

- Yes: 129 (78%)
- No: 37 (22%)
Did you speak with an Academic Advisor before withdrawing?

Yes  66  40%
No    91  55%

Did you visit and or use any of the following Argo Student Resources before withdrawing?

<table>
<thead>
<tr>
<th>Resource</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Learning Center</td>
<td>19</td>
<td>11%</td>
</tr>
<tr>
<td>Writing Lab</td>
<td>16</td>
<td>10%</td>
</tr>
<tr>
<td>Math and Statistics Lab</td>
<td>10</td>
<td>6%</td>
</tr>
<tr>
<td>First-Year Advising Center</td>
<td>15</td>
<td>9%</td>
</tr>
<tr>
<td>Student Success Programs</td>
<td>11</td>
<td>7%</td>
</tr>
<tr>
<td>Career Services</td>
<td>6</td>
<td>4%</td>
</tr>
<tr>
<td>John C. Pace Library</td>
<td>39</td>
<td>23%</td>
</tr>
<tr>
<td>Argo Pulse</td>
<td>4</td>
<td>2%</td>
</tr>
<tr>
<td>No, I did not use any Argo Student Resources</td>
<td>105</td>
<td>63%</td>
</tr>
</tbody>
</table>

Have you ever encouraged family or friends to enroll at UWF?

Yes  104  63%
No    61   37%
What are your opinions about UWF?

Summary of Comments

<table>
<thead>
<tr>
<th>Category</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Comment</td>
<td>83</td>
</tr>
<tr>
<td>Positive Experience</td>
<td>30</td>
</tr>
<tr>
<td>Personal Reasons</td>
<td>22</td>
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<td>Academic Experience</td>
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<tr>
<td>Medical</td>
<td>4</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
</tr>
<tr>
<td>Military</td>
<td>2</td>
</tr>
<tr>
<td>Cost</td>
<td>1</td>
</tr>
</tbody>
</table>

- I enjoy it. I am having some personal issues right now and need to concentrate on my family.
- Some people were very helpful, some were rather rude. As a new student I didn’t expect to get rude treatment from a future professor, but that was one of the things that turned me off. My acceptance was also conditional, based on my need to complete several undergrad courses. Due to my already monstrous student loan debt of 90k, I wasn’t thrilled about having to take an entire semester at out of state tuition prices. I was very happy with my acceptance to the program, however, will be attending FGCU because I feel they offer more in depth & specific courses to fit my future career needs.
- I love UWF and plan to return next semester. Without the online programs it would not be possible to attend school. Financially I am extremely nervous. I applied for graduate scholarships through UWF and was denied. I have a difficult time justifying the $20000 in school loans I will have when I graduate. I love attending school and hopefully I will find some peace with the financial aspect of it this semester and plan to return spring 2015!
- N/a
- Need more night classes offered for people who have full time jobs that would like to attend school. Also something needs to be done about parking. It is awful and the main reason I had to withdrawal from my class.
- I graduated with an undergraduate degree at UWF and I've enjoyed my experience on campus.
- Great school
- I had an overall good experience at UWF
- UWF is a very good school to attend with a good academic program. A majority of the teachers are very good and are willing to truly help students. I would definitely recommend this school to anyone
- LOVE UWF!!! I think it is the best!
- I attended UWF as an undergraduate from 2010-2012. The environment has definitely changed. As a student accustomed to in classroom lectures, the online degrees are a different experience.
• No one was willing to help me out. I withdrew because financial aid would not give me enough money to cover all my expenses. I tried talking to financial aid and all they told was I was going to have to pay out of my own pocket. So no one was willing to help me out or give me advice so I will never consider this school ever again!

• N/A

• Medical withdrawl

• I love the experience. If my current situation changes, I would gladly return.

• I am extremely unsatisfied with the staff of the financial aid office and the bookstore. They are not willing to spend more than a minute or two on the phone with a student, and never seem to get the point of what the student is trying to do, after multiple explanations, in person or otherwise. I understand that they are usually busy, but when a person is having serious issues they should listen instead of giving an offhanded reply and directing them to any other person they can. Also, the rental program is ridiculous. Not everyone on the planet has a bank account, and telling me that my Higher One card won't work and my CASH isn't good enough because I don't see any need to have a bank account at this time is ludicrous and prejudiced, and made it impossible to get my textbooks that I needed. The professors I had were lovely and the campus is beautiful, but pretty much everyone else that has anything to do with dealing with students’ money or time are horrible.

• I was very impressed with UWF's follow-up in all matters.

• Good school, just withdrawing due to personal reasons

• It's a great school with great amenities. It's easy to register and the financial aid process is smooth.

• I wish there were tutors for the more specialized higher learning courses. I could have really used someone's help this semester. Unfortunately my program didn't have anyone that could help.

• I'm just upset. Graduate Admissions led me to believe that I could be allotted as an Alabama differential or Florida in-state resident. I called Grad Admissions and several times was told that someone would get around to making that happen. Drop/Add rolled around, and no one had gotten to it, so I was instantly shifted to non-resident, thus making attending school financially unfeasible.

• Overall, it has been pleasant. I plan to return this spring and finish my last two classes.

• It's a good school, I just live too far away.

• I thoroughly enjoy attending UWF online.

• even though im withdrawing, it has nothing to do with the school or program. i have had only good experiences with anyone i dealt with.

• I love attending your online college and plan to enroll in classes in the Spring of 2015. The past year has been difficult in so many ways as far as my personal life and family goes and has unfortunately affected my grades. Hopefully coming into 2015 will bring easier times for me.

• n/a

• I like the University. I am just not at a place in my life where I can concentrate on school.
• The change I would most like to see would definitely be updating or changing, somehow, the online campus within UWF. I ended up dropping all of my classes this semester because I could not keep up with the bombarding of emails, various collaborate sessions from different search engines, and unorganized layout of Elearning itself. I've absolutely adored my time at UWF while taking face to face classes. Within the Education program are some of the most brilliant, caring, and flexible doctors and professors I have ever had the pleasure to learn from and meet. Everyone should get that experience at UWF but in order to do that there needs to be more face to face options and classes. Thank you for your time and attention.

• No recommended changes; intended to attend, but chose to remain in-state. Very satisfied within my limited experiences.

• I have enjoyed my experience here immensely.

• UWF is a great place to get your education from.

• I love UWF don't get me wrong, it just financially I can not support myself here no longer.

• Great Academic University and has every useful resource to help its students succeed but also has a fantastic community. In addition the staff and professors are always willing to help out when in need but also make great connections and hold up right respect for each individual. The best University in my opinion is University of West Florida.

• Dr. Bense has been given a no confidence vote by the faculty because she has placed more emphasis on the emerging football program than the athletics. I have a 3.94 master's level GPA and have made no grade less than an A-, since beginning the program and I'm at the half way point. To me, an education is more than a piece of paper, and it is apparent that the reason why I received negligent instruction this term has to do with the football program. I know good instruction when I experience it; Dr. Bagui and Mr. Pinto are excellent professors. Dr. Case represents the exact opposite of the spectrum and I am extremely dissatisfied. I'm in the process of gathering resources which will enable me to attend Carnegie Mellon University. Should I fail to gather sufficient resources, I will attend UWF again in the spring term.

• UWF is one of the most corrupt institutions I have ever had the displeasure of working with.

• UWF has been very accommodating. Even though I participated in the distance learning program, they have always ensured that I didn't feel far from campus by keeping up with communication. They are competitive with tuition and expectations of curriculum.

• More parking. We don't need a football team. More instructors, more class offerings, not a football team.

• I absolutely love UWF. I will return once my medical issues is cleared up.

• I have a very high opinion of UWF. My withdraw has to do with extra responsibilities at my job that leave me no time to work on my doctorate effect fully. I hope I will be able to start again next summer.

• I loved the whole process and the online portion. I just have two small kids and the person that helps me with them just had major surgery and can't help anymore. So I plan on returning when my 1 1/2 yo is in kindergarten.
• More coke machines and a petting zoo. Lower tuition?
• Like remodeling of Argo Central and student activities; first week student gathering...
• Orientation and staff was helpful. Overall experience was good.
• too many unnecessary fee’s. hard to withdraw from classes. hard to contact by phone. not upfront about all info you have to research what you want to know.
• Sometimes the bureaucracy it's ridiculous.
• I think highly of UWF. I obtained both a bachelors and masters in Accounting from this college in the late 90's early 2000 years. I decided to pursue a masters degree in IT and was pleased to find that although I had left the area, I could still attend online. I have recommended this college to many friends and will continue to in the future.
• I look forward to attending UWF again soon. I especially am grateful to all those who have been supportive of my situation and health issues and look forward to becoming a graduate student in the near future if given the opportunity. Mrs. Elsie Rivera
• Great place to work and go to school
• Financial Aid staff is useless.
• After being out of college for many years, I had found in UWF a great support and guidance from staff. Staff is eager to make students succeed, and ease every step for me. Definitely, I will continue my studies at UWF.
• Great classes. Do not like that senior core classes are mostly once a week night classes. Parking problems,
• Currently I am a little concerned that not only did I have to withdraw from classes as the result of military orders and an uncooperative instructor I am also having trouble with the withdrawal process and getting my fees refunded. Florida Statute 1004.07 is very clear as to what needs to happen but I seem to be having trouble with getting these issues resolved. Further, the University policy as stated on their website says I had several options after receiving military orders all of which include a refund of my money and I am still waiting. I have also sent residency forms on two occasions once back in August and once in September and still this has not been updated. My opinion could change if at some point my issues would be resolved. It appears to me there are so many departments involved something very simply takes a long time to accomplish and on my end (student) you may have to do the same things several times with several departments before it is resolved. I am current lost as to where I stand as a student this semester even though I know I am supposed to have options to withdraw or be incomplete. I am currently just fighting to get my money back which should have been automatic per Florida Law when I turned in Military Orders.
• It is a great school. It is challenging and rewarding and a perfect place to grow academically.
• It's a nice campus just too expensive for me.
• There needs to be Master's level accounting courses offered at the Ft. Walton Beach campus in the evening just like they are offered at the Pensacola campus. If not, then more classes need to be offered online. I know of several former graduates who cannot take the classes needed to
pursue either their Master’s or sit for the CPA exam because it is very difficult to make it to the classes in Pensacola.

- It's not UWF, it's me. I live in Destin, and the commute has been so hard because my car is pretty much a beater. I kept trying for 3 semesters, only to watch my GPA drop as my home life crashed and made it more difficult to focus on my studies. I truly enjoyed attending UWF, and I hope to come back - better prepared - in the future.
- The staff with the exception of Adam Burgess was unhelpful and rude. It took me a week to figure out how to withdraw from classes because no one could answer my questions. I called the campus literally about 75 times to be transferred to multiple voicemails boxes that were full, so I could not leave a message to have someone contact me. I was hung up on while I was in the middle if speaking by someone on the switchboard. I work in customer service as my full time job so I assure you that I was kind and respectful when asking questions of the staff. I felt very confused as to how this process works and no one seemed to care enough to even attempt to help me. I do intend to return to finish my Bachelor’s, however as to whether or not I will return to UWF is unknown at this time. This was very discouraging as a student who is having to withdraw from her classes due to financial and personal reasons and to work with staff that was so unpleasant to deal with. I will return to my studies, but I don't know if I will attend UWF after this. I think the staff needs to be properly trained in customer service and be more helpful in assisting students. I think the staff needs to check the voicemail box daily so that the questions that students have can be addressed. I understand that this school has a great volume of students and that the demand is high at the begging of the semester, however there is no excuse for the rudeness that I encountered when trying to take care of my business. I could not even leave a message because the four people I was transferred to ALL had full mail boxes. Obviously there is work to be done with the staff and maybe a few more members of staff would be helpful.
- Business classes and prereq's offered more often on Emerald Coast Campus or online.
- You have got to find a better way to communicate with students, keep track of records, and communicate between financial aid, registration, and student accounts departments. The amount of stress you cause students who have to explain the schools screw ups to all three of these departments is inexcusable.
- I enjoy UWF.
- I really enjoy the UWF campus. You have great English programs and teachers. However, the some of the pre-Engineering courses, in particular the University Physics courses are terrible. You sit in class and hit a “clicker” and are taught nothing. I understand that classes such as physics are “weed out” courses, but there is no sense in making the courses that difficult (The reason they are difficult is due to the lack of instruction). I would advise you to look at the instruction going on in these courses, because I think you would find you are setting students up to fail. However, this is not why I had to withdrawal. Unfortunately, it is very difficult to work 40+ hours a week and do well in my courses. I will be quitting work in December in order to return to school full time in January.
• Great university. I'm only withdrawing this semester due to personal issues. I will continue next semester.
• This was my first time returning to school in 12 years and using State Tuition Waiver. UWF was extremely helpful with all aspects of admittance, registering, and with advising. When the time is right for me to return to school, I will continue with UWF.
• Being sent from one office to another; student accounts to financial aid to registrar. However, Argo Central was a good experience; add student accounts to this office.
• Certain teachers are amazing such as Dr. Pritchard. She is who the rest of the science department faculty need to learn from. I did well in her courses because she was organized and knows how to present material so everyone understands and learns. Some other instructors were near impossible to learn from. (Dr Chung and Dr Ncube are just 2 examples) They needed their aids so much the students suffered. I barely understood them or their instruction so did not learn as well and grade showed it. Other instructors with no language barrier could also learn from Dr Pritchard's style of teaching!
• I have no problems with the University itself, but the financial aid department is terrible. The reason for my withdrawal this semester is 75% their fault.
• With this exception of the problems with this one course, I love UWF. I took only one course this semester for financial reasons- otherwise I would not be doing a complete withdrawal. If the course had been like all my other courses have been, there would have been no problem.
• AMAZING SCHOOL. I JUST WISHED MILITARY PERSONNEL NOT STATIONED LOCALLY ARE ACCOMODATED(THEx CASHER'S OFFICE LADY SAYS THAT I MUST BE PHYSICALLY PRESENT)
• I loved the campus, it is just too far from home for my first year.
• Great university and people, awful abusive women's soccer coach.
• The school was great the reason for the withdrawal was medical related
• UWF is the worst school that I have ever been to. I will not be returning due to the lack guidance and professionalism that the school has. No one ever tried to help me when it came to receiving financial assistance as well as advising with my classes despite my countless efforts in explaining my personal/family related issues.
• Fantastic school and I hope to reapply for the Spring semester 2015. On going family issues required me to withdraw to (hopefully) save my future GPA. GO Argos! Sincerely, - Wright Sublette
• It's a great university
• *I did not discuss the withdrawal with my advisor, but did have a lengthy discussion with the course instructor. I am very happy with UWF and the Criminal Justice program.
• I have enjoyed my time, but unfortunately I seem to be out of remission and cannot devote sufficient time to my studies. I sincerely hope to return soon.
• I really enjoyed my short experience with UWF, especially the online department. Adam Burgess from the Registrar was very helpful.
- I was very disappointed by uwf. I felt more like a number than a person.
- The UWF staff is very rude. Adam in the registrar is the first to be very nice and helpful. The staff always sounds like you are bothering them. Miss Vanne in the SDRC is the worst. I cannot stand the president and Miss Saunders, they are ruining the beautiful UWF image. If you leave them in charge, UWF will soon be closed down from lack of students. I am serious!! The instructors and quality of education is great!
- I enjoy most of the classes I have taken. I have personal issues that have taken place during this semester and I don't have time to dedicate to my job as 5th grade elementary teacher and my course work.
- I am withdrawing because I relocated and having a problem keeping up with the online live lectures with my new job. I plan to try again next term. (I did not have a GPA yet).
- The only real issue I feel prudent to comment about is a professor who seemed to have an extremely negative opinion about nearly everything. It seemed like this professor disliked teaching and lacked a filter. I am not sure if this professor truly dislikes teaching or something else in his life gives him a negative outlook, but if I was a freshman and this was my first introduction to school I would be concerned. I would be worried if all of my professors did care about teaching me and were only going through the motions to get a paycheck.

**Returning Student**

**When will you return?**

<table>
<thead>
<tr>
<th>Semester</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undecided</td>
<td>26</td>
<td>16%</td>
</tr>
<tr>
<td>Spring 2015</td>
<td>79</td>
<td>48%</td>
</tr>
<tr>
<td>Summer 2015</td>
<td>11</td>
<td>7%</td>
</tr>
<tr>
<td>Fall 2015</td>
<td>6</td>
<td>4%</td>
</tr>
<tr>
<td>Spring 2016</td>
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<td>1%</td>
</tr>
<tr>
<td>Summer 2016</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Fall 2016</td>
<td>1</td>
<td>1%</td>
</tr>
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</table>

**Why will you return to UWF?**

<table>
<thead>
<tr>
<th>Reason</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I like UWF!</td>
<td>60</td>
<td>36%</td>
</tr>
<tr>
<td>To finish my degree program.</td>
<td>106</td>
<td>64%</td>
</tr>
<tr>
<td>UWF location is convenient.</td>
<td>25</td>
<td>15%</td>
</tr>
<tr>
<td>Other</td>
<td>7</td>
<td>4%</td>
</tr>
</tbody>
</table>
Non-returning Student

Why are you not returning to UWF?

- In-State Transfer; transfer to another Florida school: 4 (2%)
- Out-of-state transfer: 2 (1%)
- Suspended or expelled: 0 (0%)
- Academic Standing; Grades/GPA: 0 (0%)
- Financial Reasons: 6 (4%)
- Excess Hour Surcharge: 0 (0%)
- UWF is not a good fit for me: 1 (1%)
- Taking time off from school: 3 (2%)
- Moved; relocated outside of Pensacola: 3 (2%)
- Too far from home/family: 0 (0%)
- Military obligations: 0 (0%)
- Working: 5 (3%)
- Personal Reasons: 10 (6%)
- Visa Issues: 0 (0%)
- Natural Disaster (post-hurricane issues): 0 (0%)
- Other: 2 (1%)

In-State Transfer; Transfer to a Florida college (2 year).

Which Florida college will you transfer to?

- Pensacola State College (Pensacola): 2 (1%)
- Gulf Coast State College (Panama City): 0 (0%)
- Tallahassee Community College (Tallahassee): 0 (0%)
- Florida State College at Jacksonville (Jacksonville): 0 (0%)
- Other: 2 (1%)
Why will you transfer to a Florida college?

- It is closer to home.
- cheaper
- I am unsure as to whether or not I will return and if I do not I do not know where I will attend. I have some research to do on this matter.
- Because it's the best school that was willing to help me and has my major that no one told me I couldn't do like this school did

Out-of-state Transfer

Which out-of-state college or university do you plan to attend?

- CSU, Fullerton
- Austin Community College

Why do you plan on attending an out-of-state college or university?

- I received a promotion at work requiring me to relocate to Austin, Tx
- I am originally from California.

In-State Transfer; Transfer to a Florida college/university:

Do you plan to attend a Florida college or university?

In-State Transfer; Transfer to another Florida university (4 year).

Which Florida university will you transfer to?

Florida State University (Tallahassee) 0 0%
Why will you transfer to another Florida university?

just cause

Taking time off to work:

Will you be working part-time or full-time?

Part-time 0 0%
Full-time 5 3%

Taking time off from school/not enough time for school.

What will you do with your time off?

Family reasons 0 0%
Law Enforcement 0 0%
<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Military</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td>Working part-time/full-time</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>Attend another college/university</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Mission/Community Service</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

**UWF; not a good fit for me.**

**Why is UWF not a good fit for you?**

- never said it wasn't
- I decided to change my major and I would like to be closer to home.
- UWF was a good fit for me, but for the time being, I cannot afford to travel for school.
- I enjoyed attending UWF. Due to personal reasons, I just need some time off from school.

**Why are you not returning to UWF?**

- i'm going to pursue a career in the military
- I need to take the time to work and get finances in order for my family.
- Attending Baylor Univ, Waco, TX. Am a Texas resident
- it is too far away from home.
- I may return to UWF. I am not sure at this time.