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

Come Back to Mānoa, Outreach College
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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

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)

Data Collection Methods

- Banner (outreach data sets)
- Initial Intake Interview
- 2012 UHM Leavers’ Survey
  - 695 (31%) responses, 76 Seniors
- 2016 CBM Survey
  - 89 (20%) responses

Why Seniors Left

<table>
<thead>
<tr>
<th>Reason</th>
<th>2012 Leavers’ Survey</th>
<th>CBM Initial Intake</th>
<th>2016 CBM Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERSONAL reasons</td>
<td>58%</td>
<td>57%</td>
<td>76%</td>
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<tr>
<td>(health concerns, family circumstances changed, full-time job, be closer to home)</td>
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<tr>
<td>FINANCIAL reasons</td>
<td>42%</td>
<td>16%</td>
<td>56%</td>
</tr>
<tr>
<td>ACADEMIC reasons</td>
<td>41%</td>
<td>26%</td>
<td>16%</td>
</tr>
<tr>
<td>Insufficient SUPPORT SERVICES</td>
<td>13%</td>
<td>16%</td>
<td>24%</td>
</tr>
</tbody>
</table>

Number of Senior Respondents

- 76
- 87
- 50

Why Seniors Return

- Intrinsic Motivation
  - “This has been one of the biggest regrets in life.”
- Career Advancement
- Financially Able Now

Why Didn’t Eligibles Graduate?

Reasons Students Eligible for Degree Did Not Graduate (out of 33 Eligible students in the 2016 CBM Survey data set)

<table>
<thead>
<tr>
<th>Reason</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Didn’t apply for graduation</td>
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<tr>
<td>Didn’t resubmit graduation paperwork</td>
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<tr>
<td>Eligible under new requirements</td>
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<tr>
<td>Petition granted</td>
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<tr>
<td>Finished last course at another school</td>
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<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>
<td></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%)

Major Impact of CBM

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

$408,571 in tuition and 890 credits for UHM

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

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