



# Project Success Request for Research

December 2022

Lee College:

## Findings from a Non-Matriculation Survey Project

By Cassandra Knaff and Allyson Cornett

For more information, please contact:

Jeff Webster, Director of Research  
[jeff.webster@trelliscompany.org](mailto:jeff.webster@trelliscompany.org)

(512) 211-4504

Twitter [@TrellisResearch](https://twitter.com/TrellisResearch)

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## Executive Summary

In August 2022, Trellis Research conducted an online survey to provide Lee College with a better understanding of students who were accepted but did not matriculate at the institution. This report details findings from the Lee College: Non-Matriculating Students Survey.

The survey opened August 8<sup>th</sup>, 2022 and closed on August 29<sup>th</sup>, 2022. Surveys were sent to 16,076 students, of which 463 responded for a response rate of 2.9 percent. Not including open-entry response items, 79.7 percent of respondents completed all questions. Due to the nature of ‘Check all that Apply’ questions and rounding errors, the sum of response frequencies may not equal 100 percent. See Appendix B for full tables of the descriptive statistics below.

Table 1. Survey Metrics for Lee College	
Survey Population	16,076 students
Responses	463 students
Response Rate	2.9 percent
Completion Rate	79.7 percent

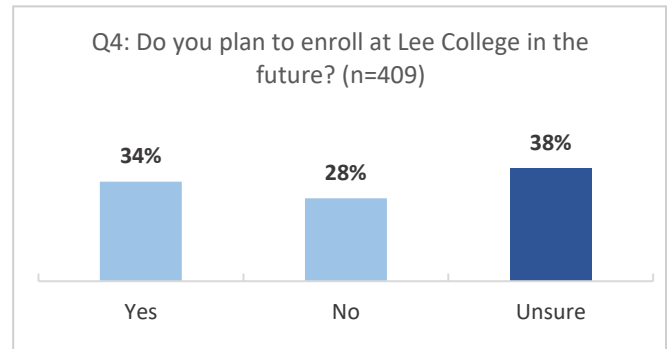
### Key Findings: Student-Supplied Reasons for Not Matriculating at Lee College (Q2)

- **Students frequently cited personal finances, cost of attendance and tuition, financial aid issues, and employment-related reasons.** When respondents (n=408) were asked to select the issues that contributed to their decision not to attend Lee College:
  - **More than a third of respondents** experienced issues with **personal finances** (e.g., lack of funds, bills, debt, etc.), while **28 percent** had **the cost of attendance and tuition** at the institution influence their decision. **Financial aid issues** were referenced by **24 percent** of surveyed students.
  - **Twenty-three percent** reported that **employment**, such as conflicting work/school schedule, need to work, unemployment, etc., contributed to their decision not to matriculate.
  - **Less common reasons** for not attending Lee College included family/personal reasons, attendance or intent to enroll at another institution, and course/major offerings.

Table 2. Reasons for Not Attending Lee College (Q2) (n=408)	
Personal financial issues (lack of funds, bills, debt, etc.)	<b>37%</b>
Cost of attendance/tuition	<b>28%</b>
Financial aid issues (insufficient financial aid package, issues with award letter, etc.)	<b>24%</b>
Employment (conflicting work/school schedule, need to work, unemployment, etc.)	<b>23%</b>
Family / personal reasons	<b>21%</b>
I attend or intend to enroll at another institution	<b>13%</b>
Course / Major offerings (available classes, majors/programs offered, degree offerings)	<b>12%</b>

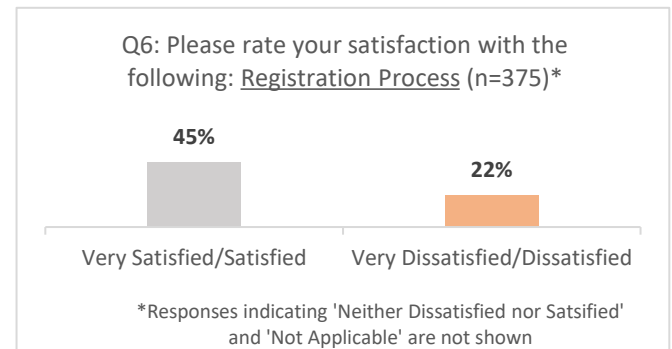
## Key Findings: Past and Future Visitation and Enrollment Plans (S3, Q3-Q4)

- **Over three in five respondents had not visited campus:** While nearly two in five respondents (38 percent) indicated they had visited or toured the Lee College campus, 61 percent had not taken such a trip. Prior research suggests that students who tour a college campus are twice as likely to matriculate compared to their peers who did not visit before applying.<sup>1</sup> Q3
- **Future enrollment plans were mixed:** Thirty-four percent of non-matriculated students plan to enroll at Lee College in the future, while 38 percent were 'unsure'. Q4
- **More than a third registered for classes:** While 73 percent of survey respondents did not register for classes at Lee College, 20 percent reported completing this step in the matriculation process. S3



## Key Findings: Satisfaction with Admissions, Registration, Financial Aid, and Other Topics (Q6-Q12)

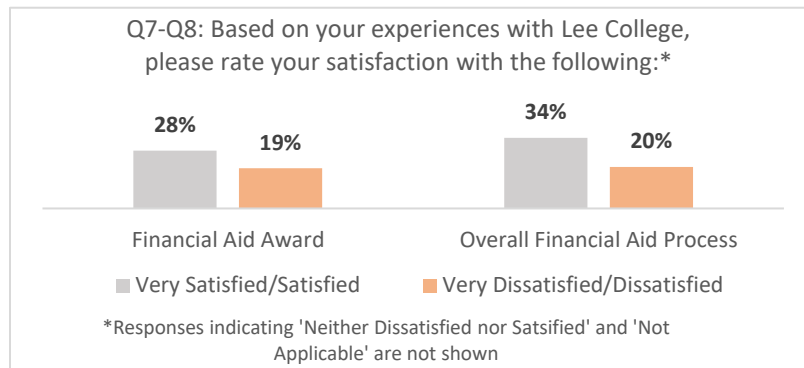
- **Satisfaction with the registration process was mixed:** Nearly half of non-matriculated students (45 percent) were satisfied or very satisfied with the registration process at Lee College, but 22 percent indicated they were dissatisfied to some degree. Q6
- **Varied levels of satisfaction with course/major offerings:** While 53 percent of surveyed students were satisfied or very satisfied with the course/major offerings at the institution, 15 percent felt dissatisfied or very dissatisfied. Q9
- **Campus environment viewed favorably by more than half of students:** The campus environment, which includes buildings, equipment, furniture, signage, people, and landscape, is the most influential factor in the typical campus tour or visitation experience (an important aspect of matriculation).<sup>2</sup> Fifty-five percent of respondents were either satisfied or very satisfied with the campus environment at Lee College, with only seven percent indicating dissatisfaction. Q11
- **Low satisfaction with the overall financial aid process and award:** Twenty-four percent of respondents identified financial aid issues as contributing to their decision to not attend Lee College



<sup>1</sup> Brown, J. K. (2010). An examination of undergraduate student recruitment procedures and activities at a Midwestern state university. *Enrollment Management Journal*, 4(3), 89-116

<sup>2</sup> Kuh, G. (2009). Understanding campus environments. In G. McClellan & J. Stringer and Associates (Eds.), *The Handbook of Student Affairs Administration* (3rd ed.; pp. 59-80). San Francisco, CA: Jossey-Bass

(see Q2); low levels of satisfaction were observed with the actual financial aid award (28 percent) and overall financial aid process (34 percent). Q7-Q8



### Key Findings: Primary Reasons for Not Attending Lee College (Q1)

To provide Lee College with a more holistic overview of the reasons that certain students were admitted to the institution but do not matriculate, write-in responses from respondents were reviewed and analyzed. See Appendix A: Findings from Write-in Responses for more information.

#### *Why do certain students decide not to attend Lee College? (Q1)*

In Q1, respondents (n=383) were asked to briefly “explain [their] primary reason for deciding not to attend Lee College.” Students provided a broad range of reasons for not matriculating at the institution, including: (1) Personal finances (n=85); (2) Communication issues (n=44); (3) Employment-related concerns (n=43); (4) Course/major offerings (n=41); and (5) Matriculated at another institution (n=39).<sup>3</sup>

Personal finances were identified by 85 students as a contributing factor to their decision not to attend Lee College. These respondents reported a range of problems related to their finances, including, “I have no money, or credit with which to be lent any,” “I couldn’t afford it,” and, “I don’t have the money.” A potential student detailed how their financial situation impacted their decision to enroll at the college:



“I didn’t have the money to pay for classes. I had truck payment, child support, bills, and I was working as a server.”

Communication issues with staff were common throughout this survey; in fact, non-matriculated students referenced issues with communication 44 times in this question alone. Respondents often shared sentiments like “too much misinformation, communication was unprofessional,” “unclear instructions,” and “no one called me back.” A respondent shared why they had not yet attended the college:



“No one bothered to contact me regarding how to register. I emailed two times and received no response. I asked for a phone number or counselor but after several attempts gave up. I received better assistance at HCC. Communication is not a strong point at Lee.”

Less common reasons for not attending Lee College included the campus environment, housing, and lack of time. For more context on these responses, see Appendix A.

<sup>3</sup> Some of these excerpts contained multiple themes, resulting in a total of 481 codes applied.

## Appendix A: Findings from Write-in Responses

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**Note:** The responses below represent sentiments expressed in open-entry responses and do not reflect the opinions of Trellis Company or its employees. To better highlight the various themes presented within the write-ins, relevant responses from students are included. Presented responses have been lightly edited for clarity and to ensure anonymity.

### Write-in Responses from Q1: Primary Reasons for Not Attending Lee College

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In Q1, respondents (n=230) were asked to share, in 1-2 sentences, their “primary reason for deciding not to attend Lee College.” The top five reasons identified were: (1) Personal finances (n=85); (2) Communication issues (n=44); (3) Employment-related concerns (n=43); (4) Course/major offerings (n=41); and (5) Matriculated at another institution (n=39). These self-reported issues are presented in descending order by primary theme, with excerpts from students when available.<sup>4</sup>

#### 1. Personal financial issues (e.g., lack of funds, debt, bills, etc.) (n=85)

- I had moved out of my parents and was unable to pay for college on my own.
- Seven hundred dollars was too much money just to take one class for personal enrichment. I was hoping that it would have come in a little less than that.
- I am a 23-year-old from a third world country. I clearly can't afford the fees to even pay for the first semester only. Might get some jobs while over there and pay but at the moment I can't raise the fees.

#### 2. Communication issues (e.g., lack of, miscommunication, delayed communication, etc.) (n=44)

- I have a special case and was requesting more information. I was told I would get a call back with answers to my questions and no one ever returned my call.
- I tried to register for classes. My main contact never responded to my email to proceed to register. Multiple attempts were made on my end to no avail.
- Did not receive a call or any information on how to attend, or what the next steps were. I've been out of school almost 20 years plus, I don't even know where to begin.

#### 3. Employment-related concerns (n=43)

- Didn't have sufficient time to attend due to being unable to balance work and attending Lee college.
- Got the dream job I was looking to get.
- I'm worried about the placement test. I work full time and can only make it for placement testing on a Saturday. The first available is August 20,2022.

#### 4. Course/Major offerings (n=41)

- My electives are not there anymore. I needed three more credits to finish.
- Lack of online class availability for the courses I wanted to take.
- The area of study I wanted was not offered at Lee College.

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<sup>4</sup> Q1 - Some excerpts contain multiple themes, resulting in a total of 291 codes applied.

**5. Matriculated at another institution (n=39)**

- I found a different school that better suited my needs.
- I was forced to apply by my school. I never wanted to go. Went to a university.
- I am attending at another university. I was going to attend Lee for my basics but my advisors at my university preferred me to do it at the university to start building a basis of alike work in connected classes and building connections with the professors and students here.

**6. Other (n=38)**

- Mostly due to the numbers of graduating class for the nursing program and quite frankly it surprised me with the low number you guys have when it used to be a whole lot more.
- Low level of English.
- Safety considerations.

**7. Matriculated closer to or farther away from home (n=32)**

- Unable to move from Louisiana to Texas as planned.
- Too far [of a] drive.
- Too close to home. I didn't have a good experience in high school; therefore, I didn't want to see any of the same people at college.

**8. Admissions at Lee College (n=26)**

- Bad SAT and ACT scores.
- I wasn't eligible for the classes being offered.
- Was not accepted into the nursing program.

**9. Family/Personal reasons (n=25)**

- Life happened. Other aspects of my life needed attention.
- I am a full time stay at home dad with little children. I thought I would have time to attend school but ended up I didn't.
- Because I was placed on probation after I dropped out when my dad passed away. No one informed me about it until I went through the process of receiving my Pell grant and applying for my classes.

**10. Financial aid issues (e.g., insufficient aid, received better package elsewhere, late award, FAFSA issues) (n=21)**

- I did not understand the whole FAFSA process.
- My financial aid paperwork was never processed by the school after I was awarded a FAFSA grant.
- I did not qualify for either TASFA or Financial Aid.

**11. Not attending college anywhere (n=17)**

- Decided against college.
- I joined the military.
- I didn't want to be in school again.

**12. Reasons related to the Covid-19 (coronavirus) pandemic (n=12)**

- The Covid-19 pandemic.
- Because Covid was bad at that time.
- I really wanted to go to Lee College but I graduated in 2020 around the time covid happened and I wanted to visit the campus first to check it out. Everything got canceled though so I never had the chance. This was a big deal for me and my life has changed drastically since covid.

**13. Immigration reasons (n=11)**

- I applied for my visa twice and was denied.
- As an international student, I couldn't make it to Lee College because I was denied study permit or visa in my home country.
- I'm an international student. After I've been accepted into the school I was expecting some documents like F-20 so that I can use them to process my visa but none was sent.

**14. Transportation issues (i.e., lack of, repairs, etc.) (n=10)**

- Transportation. Got in an accident and I didn't have a way to get there.
- My husband got a new job and I had to let him use my car. I'm disabled and had no transportation available.
- At the time I did not have a reliable vehicle and I wanted to focus on working to provide myself.

**15. Documentation issues (n=8)**

- I just didn't finish the paperwork.
- Couldn't get a hold of my old high school to send over my transcript.
- Needed paperwork turned in to reenter college. Was during the pandemic and couldn't get what I needed at the time. I would love to go back.

**16. Health issues (n=8)**

- Mental health reason.
- Doing a routine mammogram diagnosed with breast cancer.
- I was in an automobile accident and had to go through multiple surgeries in my cervical c-spine, thoracic t-spine, skull fracture, right arm reconstruction, and right leg femur reconstruction.

**17. Problems with transferring credits (n=8)**

- Other schools accepted credits Lee College wanted student to retake



- It wasn't my decision. Your school decided that the school I graduated from in 1986 is no longer accredited.
- A minimum number of classes must be taken at Lee College for a degree to be issued. I had fewer than the required number remaining when I moved to that area and considered the transfer.

#### **18. Reasons related to technology (n=6)**

- Lack of laptop.
- Because the website is not friendly. I can't find what I'm looking for or nothing.
- No help with students with tech problems or special needs as in dyslexia or learning disabilities.

#### **19. Lack of time (n=3)**

- Schedule.
- I did not plan out my time enough to register for classes.
- I need math to finish my degree. But I don't have time to go to the testing center.

#### **20. Campus environment (n=2)**

- Student leadership has weakened. Although improvements are being made, diversity and inclusion seems to be an issue.
- It is a small school and did not align with my goals.

#### **21. Housing reasons (n=2)**

- Homelessness.
- Housing would count amount of classes even if free for me and my rent was going up.

### **Write-in Responses from Q2: Student-Supplied Reasons for Not Attending Lee College**

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Non-matriculated students were asked to select the issues that contributed to their decision not to attend Lee College in a check-all-that-apply style question (Q2). Options presented to respondents ranged from academics to select institutional services, personal reasons, factors related to the COVID-19 pandemic, and more. Responses from respondents (n=77) who selected 'Other – Please explain', on Q2 are presented below by primary theme:

#### **1. Communication issues (e.g., lack of, miscommunication, delayed communication, etc.) (n=17)**

- Lack of being informed of being placed on probation after receiving my Pell grant and went to enroll in classes.
- I couldn't get ahold of the person that was supposed to be helping me set up classes.
- I never received any mail, written or electronic that said I was accepted.

#### **2. Other (n=8)**

- Scared I would not have enough time to get things done. Just don't want to fail.
- Language problems.

- Lee College makes it very difficult to apply to their healthcare programs.

### **3. Visa issues (n=8)**

- The U.S. Embassy in [country] denied my visa.
- As an international student, I couldn't make it to Lee College because I was denied study permit or visa.
- I applied as an international student. Visa was rejected.

### **4. Admissions at Lee College (n=6)**

- I was denied entry into the RN program.
- I wasn't eligible, after I applied, for the courses being offered.
- Entrance exam.

### **5. Course/Major offerings (n=6)**

- More interested in a hands-on approach instead of writing essays upon hours of research.
- The majors' programs didn't have what I wanted.
- Unnecessary classes to finish my Associate's degree.

### **6. Family/Personal reasons (n=5)**

- Lee is an excellent college. I did not attend due to my personal reasons.
- Didn't know what to go for or choose.
- No babysitter for my children.

### **7. Not attending college anywhere (n=5)**

- I have a Doctor of Medicine degree. Education is not available for me at Lee College. I get education from professional organizations within medicine.
- Chose not to attend college.
- I joined the military.

### **8. Employment-related concerns (n=4)**

- Job offer from the company I had been praying about.
- I didn't get enough information from my employer.
- Besides not knowing how to move forward with the classes that were recommended, I also had to consider my work schedule.

### **9. Problems with transferring credits or submitting transcripts (n=4)**

- Issues with transcript transfer that I never resolved.
- Someone told me that my credits I had were too old and would not count. So, starting from the beginning on was too much.

- This school does not accept transfer students for the nursing program, which is absolutely ridiculous!

#### **10. Matriculated at another institution (n=3)**

- I finished my degree at Lamar U.
- I got a state certification for free through the State of Texas for Certified Nurse's Assistance because I thought I wanted to be a nurse.
- I graduated.

#### **11. Institutional services (n=2)**

- The lady I talked to was rude. I'm better off somewhere else.
- My assigned advisor was very discouraging and made me feel ashamed for wanting to get a certification so that I can take care of myself and my unborn child (at the time). If a person like them worked in the office, then the teachers had to have been the same. It was disgusting really.

#### **12. Reasons related to the COVID-19 (coronavirus) pandemic (n=2)**

- Pandemic was in effect and I didn't want to take the chance of getting sick.
- I registered during COVID and this was a mess. There was no availability to see anyone in person. Online communication was a joke and since I've been out of school many years there is a huge disconnect for people like me wanting to return to school.

#### **13. Health-related reasons (n=2)**

- I have been traumatized by my experiences.
- Along with my anxiety, there wasn't any direction given to me after I was accepted.

#### **14. Academic reputation (n=2)**

- Nursing school reputation.
- Not enough help to even get me in a class more or less a program. The teacher I spoke with was horrible, no help, no follow up, just a paycheck for her. You don't do that to grown adults that don't know. All we want to do is give y'all our hard-earned money to be taught in a field that can better our lives for our family or even a new career for our family to be better off. Seems like to see someone succeed is not in your category.

#### **15. Personal financial issues (e.g., lack of funds, debt, bills, etc.) (n=1)**

- I didn't know when I applied that I lived out of district, and when I was trying to register for classes, neither did my advisor. They were supposed to be free during a period of covid. Since my address isn't in district, even though it has a Highlands zip code and is located much closer to Lee College than San Jac, I wasn't eligible for the free classes. I'm a single mom on a very tight budget. I was a public-school teacher and have a Bachelor's degree in Art Education, but I decided not to return to teaching for safety reasons when I was physically assaulted by a

student while I was pregnant 13 years ago. Needless to say, we are very limited on funds now because I'm no longer even earning a teacher's salary. It seemed like the perfect opportunity to help me in finding a new career. Unfortunately, things just didn't work out.

#### **16. Matriculation closer to home (n=1)**

- As explained, I was interested in completing my nursing degree, and found options closer to home.

#### **17. Paperwork issues (n=1)**

- Unable to get my transcripts in time.

#### **Write-in Responses from Q13: Impact of COVID-19 Pandemic on Attending Lee College**

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If students selected 'Reasons related to the COVID-19 (coronavirus) pandemic' as a reason for not matriculating at the institution in Q2, they were directed to Q13, where they were asked to further explain their decision. Responses from respondents (n=23) are presented below:

- A local college in my area offered buy one get one free courses during the COVID-19 pandemic. This local college's offer allowed me to complete my nursing degree debt free.
- Contracted the virus and had afterward symptoms. Headaches.
- Everything shut down, and I don't have the money to attend.
- Finances, unable to attend in person, anxiety.
- For the last few years, I have worked as a nanny, caregiver, house/pet sitter, etc. When Covid hit, I was out of work for a long time due to all the restrictions and the need to be covid-conscious. Since then, I have been working multiple jobs to try to pay for college and the rest of my bills. Due to these circumstances, I am unable to pay for tuition as of right now.
- Greatly. I'm not an online class person. I prefer in-person and hands-on learning.
- I couldn't travel.
- I couldn't travel plus I also had Covid.
- I didn't want to be around lots of people at that time.
- I have a daughter and I need to work to support her.
- I have a hard time trying to connect with the school.
- I was going for the Associates program for nursing. I believe there is no longer a two-year program for nursing at the campus.
- I was unable to come in and hand in forms. I was also unable to get in touch with anyone able to help me.
- I wasn't able to get the paperwork needed to get back into college.
- It impacted because they were not offering face-to-face classes, only virtual.
- It was difficult to actually take classes personally. I don't like doing everything online. I'm a hands-on learner.
- My family and I were diagnosed with covid. It has affected us financially.
- Not enough remote classes offered.
- Overall money. I was afraid I would lose my job. Also did not want to spend money on a computer as well as add anything to my financial aid.

- The college didn't offer many of the courses I was looking for.
- The Global pandemic (COVID-19) impacted my decision because this college is in Houston, Texas and I graduated in East Texas and I really wanted to visit the campus, meet people, get comfortable. But it never happened the past 2 years. Since 2020 I've just been working as much as I can. Disappointed my opportunity I worked for is gone.
- The main thing that impacted me was the financial burden that came with missing a month of work. It took me several months to catch up on bills so I had to make the decision to postpone school until I could pay for classes.
- Unable to find affordable housing in the area due to pandemic-restricting job availability.

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#### **Write-in Responses from Q14: Name of Institution(s) Attended or Plan to Attend (n=35)**

- |  |                                      |
|--|--------------------------------------|
| • East Central Community College                 | • South Texas College                |
| • Houston Baptist University                     | • Southern New Hampshire University  |
| • Houston Community college (n=2)                | • Texas A&M University (n=2)         |
| • Lamar Institute of Technology                  | • Texas Southern University (n=2)    |
| • Lamar University                               | • Texas Southmost College            |
| • Lee College                                    | • Texas State University             |
| • Liberty University                             | • The University of Texas at Austin  |
| • Lone Star College                              | • The University of Texas at Tyler   |
| • Lone Star College-Kingwood                     | • University of Houston (n=3)        |
| • Pacific College of Health and Science          | • University of Houston-Clear Lake   |
| • San Jacinto College (n=6)                      | • University of North Texas          |
| • School of Automotive Machinists and Technology | • Western Governors University (n=2) |

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#### **Write-in Responses from Q15: Non-Attendance at Lee College – Academics**

If respondents selected 'Academics' as a reason for not attending the institution in Q2, they were directed to Q15, a follow-up question where they were asked to further explain their decision. Write-ins from respondents (n=4) who selected 'Other – Please explain', are presented below:

- Classes were cancelled.
- Just weren't any classes I wanted.
- Low grades.
- My sister.

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#### **Write-in Responses from Q16: Non-Attendance at Lee College – Course/Major Offerings**

If respondents selected 'Course/Major Offerings' as a reason for not attending the institution in Q2, they were directed to Q16, a follow-up question where they were asked to further explain their decision. Write-ins from respondents (n=12) who selected 'Other – Please explain', are presented below:

- Did know which course to take at that time.
- Difficult to find a plan for business transfer students. It had only basic classes.

- Hard to get transcripts transferred. Didn't get the help I needed to proceed.
- I do not want to pay for the HESI Exam again because I have paid, taken, and passed it.
- I'm unsure about the "required courses" because that was one question I had. I wouldn't want to take any additional courses other than the ones I wanted.
- It is the online class.
- Needed a prerequisite that a college closer to me offered.
- Needed evening classes and previous LVN courses to count for something.
- No online courses.
- Not accepted into program.
- Probation issues after dropping out when my father passed away.
- They didn't offer the program I was looking for.

### **Write-in Responses from Q17: Non-Attendance at Lee College – Financial Aid Issues**

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If respondents selected 'Financial Aid Issues' or 'Cost of Attendance/Tuition' as a reason for not matriculating at the institution in Q2, they were directed to Q17, where they could further explain their decision. Responses from students (n=24) who selected 'Other – Please explain', are presented below:

- Applied for FA.
- Applied to TASFA but was denied.
- As previously stated, I qualified for Financial Aid, but the college refused to award it to me or grant me access to it via my online account so that my courses could pay for tuition and books, etc. This was all due to what I believe a ridiculous reason. As I was previously enrolled under my maiden name, I was now married. My name was/is hyphenated. The evidence I provided was not sufficient enough. I did try to enroll a second time without Financial Aid a few years later and they told me they NEEDED MY HS transcript. Literally makes zero sense when I have already attended the college.
- Did not get that far in the process.
- Didn't know if my FAFSA application went through or not to even consider where I was financially.
- Have current student loan debt.
- I do not qualify for financial aid and available scholarships do not apply to me.
- I have student loans in default and it was going to take a while to get out of default. I didn't know if I could get on a payment plan.
- I needed forms to get my financial aid back. Because of the pandemic I wasn't able to get that paperwork.
- I never enrolled or applied for financial aid.
- I owe a fee and cannot register.
- I still owe a loan and need to pay it off.
- I was approved but Lee College fined me until I pay the 250.00.
- I went straight into the military. I don't know anything about the college process.
- I've been trying to do the FAFSA application, the My Texas and the Lee College. I'm confused as to do I turn in these three every semester? Thank you.

- No sufficient grants available for white, older women in the workforce wanting to continue an education.
- Out of district cost unjustifiable for elective continuing education courses.
- Out of district fees.
- The state of Texas made me go to HCC.
- They kept telling me to appeal a probation from 2007 due to unforeseen circumstance but once I appealed, it was a mess. No one would help, return calls, etc. Just a bad experience.
- They never gave me an option to do it.
- They wanted tax information from my mother who I never lived with and from a dad who wouldn't give it to me. It just caused a lot of problems.
- Was not qualified for Hazlewood Act after I got out the army.
- Wasn't able to log in and see if I qualify.

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### **Write-in Responses from Q18: Non-Attendance at Lee College – Personal Financial Issues**

If respondents selected 'Personal Financial Issues' as a reason for not attending the institution in Q2, they were directed to Q18, where they were asked to further explain their decision. Responses from survey respondents (n=11) who selected 'Other – Please explain', are presented below:

- Don't have the 250.00.
- Had a baby. Single mother, who also helps my mother.
- Have not attended Lee College since '89. I was looking into nursing years ago, so most not applicable to me at this time.
- Homeless.
- I am still trying to pay off debt to attend Lee.
- I can end up in random places or just be too poor to go anywhere.
- I was working in an outpatient facility that was closed at the time and was furloughed. I have five kids and had to start my career path over.
- Military.
- Needed to keep working full time and no time for classes.
- No one in my family could raise that amount.
- Unable to move surgery.

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### **Write-in Responses from Q19: Non-Attendance at Lee College – Campus Life**

If respondents selected 'Campus Life/Location' as a reason for not enrolling at Lee College in Q2, they were directed to Q19, where they could further explain their decision. Write-ins from students (n=8) who selected 'Other – Please explain', are presented below:

- |   |  |
|---|--|
| • Didn't attend.  | • It's just Baytown.                                   |
| • Didn't have time to attend the campus.  | • Live at home.  |
| • I had moved far away.   | • The location. I moved after the semester.            |
| • I lived too far away from the campus and it would have been an issue for transportation to get to the college campus. | • Unable to find housing in the area to attend school. |

### **Write-in Responses from Q20: Non-Attendance at Lee College – Institutional Services**

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If respondents selected 'Institutional Services' as a reason for not enrolling at Lee College in Q2, they were directed to Q20, where they could further explain their decision. Write-ins from students (n=3) who selected 'Other – Please explain', are presented below:

- Hostile campus police. Racially prejudiced debate program. Lack of legit student activities. Lack of student activity oversight (no director position). With the exception of workforce programs (nursing, process tech, etc.), lack of opportunity for economic mobility - especially for students of color.
- I began the enrollment process online and was never given any further communication, besides maybe a follow-up email. It would have been appreciated to have someone actually reach out to me explaining the process and to see if I had any questions, which I did.
- I passed a class and was advised to retake the class before I could advance. It seems as if they could have done better with the acceptance policy.

### **Write-in Responses from Q21: Non-Attendance at Lee College – Family/Personal Issues**

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If respondents selected 'Family/Personal Reasons' as a contributing factor for not attending Lee College in Q2, they were directed to Q21, where they could further explain their decision. Write-ins from students (n=9) who selected 'Other – Please explain', are presented below:

- Changing core curriculum.
- Do not have time to go to testing center.
- I didn't know what to go to school for.
- Moved.
- My wife has been in the hospital for a while and I'm caring for our four kids by myself.
- Received a letter letting me know that I did not make the criteria to take HESI after the fact that I was accepted to take it.
- Spouse enlisted in the military.
- Spouse passed away.
- Was told to go to San Jacinto college. Working out of town as of now.



## Appendix B: Survey Frequencies

<b>S1:</b>	<b>Are you currently enrolled and/or taking classes at Lee College?</b>		<b>Q2:</b>	<b>Did any of the reasons below contribute to your decision to not attend Lee College? Please check all that apply.</b>	
	Yes	<b>16%</b>		Personal financial issues (lack of funds, bills, debt, etc.)	<b>37%</b>
	No	<b>84%</b>		Cost of attendance/tuition	<b>28%</b>
		<i>n=556</i>		Financial aid issues (insufficient financial aid package, issues with award letter, etc.)	<b>24%</b>
<b>S2A:</b>	<b>Did you attend New Student Orientation at Lee College?</b>			Employment (conflicting work/school schedule, need to work, unemployment, etc.)	<b>23%</b>
	Yes	<b>12%</b>		Other - Please explain:	<b>23%</b>
	No	<b>84%</b>		Family / personal reasons	<b>21%</b>
	I Don't Know	<b>5%</b>		I attend or intend to enroll at another institution	<b>13%</b>
		<i>n=458</i>		Course / Major offerings (available classes, majors/programs offered, degree offerings)	<b>12%</b>
<b>S2B:</b>	<b>Net Promoter Score (NPS): How likely is it that you would recommend New Student Orientation at Lee College to a friend or family member?*</b>			Transportation issues	<b>10%</b>
	Promoters (Score 9-10)	<b>43%</b>		Campus life/location - Baytown, Texas	<b>9%</b>
	Passives (Score 7-8)	<b>15%</b>		Reasons related to the COVID-19 (coronavirus) pandemic	<b>7%</b>
	Detractors (Score 0-6)	<b>42%</b>		Academics (reputation, programs, etc.)	<b>6%</b>
	Net Promoter Score (NPS)*	<b>2.02</b>		Health reasons	<b>6%</b>
		<i>n=53</i>		Institutional Services (advising, faculty, student services, etc.)	<b>6%</b>
	<p>* A Net Promoter Score (NPS) is a research-based method to benchmark and compare customer satisfaction ratings across different services, businesses, and products. NPS uses a 0-10 scale. Those who score 9-10 are promoters, 7-8 are passives, and 0-6 are detractors. %Promoters - %Detractors = NPS. A positive NPS (&gt;0) is generally considered good, with highest performers usually between 50 and 80.</p>			Issue with name of college/mascot	<b>0%</b>
<b>S3:</b>	<b>Did you register for classes at Lee College?</b>				<i>n=408</i>
	Yes	<b>20%</b>			
	No	<b>73%</b>			
	I Don't Know	<b>7%</b>			
		<i>n=451</i>			

<b>Q3:</b>	<b>Did you visit or tour the Lee College campus?</b>	
	Yes	<b>38%</b>
	No	<b>61%</b>
	Unsure	<b>1%</b>
		<i>n=409</i>

<b>Q4:</b>	<b>Do you plan to enroll at Lee College in the future?</b>	
	Yes	<b>34%</b>
	No	<b>28%</b>
	Unsure	<b>38%</b>
		<i>n=409</i>

<b>Q6:</b>	<b>Based on your experiences with Lee College, please rate your satisfaction with the following: Registration Process</b>	
	Very Satisfied	<b>12%</b>
	Satisfied	<b>33%</b>
	Neither Dissatisfied nor Satisfied	<b>33%</b>
	Dissatisfied	<b>12%</b>
	Very Dissatisfied	<b>10%</b>
		<i>n=300</i>

<b>Q7:</b>	<b>Based on your experiences with Lee College, please rate your satisfaction with the following: Overall Financial Aid Process</b>	
	Very Satisfied	<b>10%</b>
	Satisfied	<b>24%</b>
	Neither Dissatisfied nor Satisfied	<b>46%</b>
	Dissatisfied	<b>10%</b>
	Very Dissatisfied	<b>10%</b>
		<i>n=264</i>

<b>Q8:</b>	<b>Based on your experiences with Lee College, please rate your satisfaction with the following: Financial Aid Award (Scholarships, Loans, Grants, etc.)</b>	
	Very Satisfied	<b>9%</b>
	Satisfied	<b>19%</b>
	Neither Dissatisfied nor Satisfied	<b>53%</b>
	Dissatisfied	<b>8%</b>
	Very Dissatisfied	<b>11%</b>
		<i>n=247</i>

<b>Q9:</b>	<b>Based on your experiences with Lee College, please rate your satisfaction with the following: Course/Major Offerings</b>	
	Very Satisfied	<b>14%</b>
	Satisfied	<b>40%</b>
	Neither Dissatisfied nor Satisfied	<b>31%</b>
	Dissatisfied	<b>9%</b>
	Very Dissatisfied	<b>6%</b>
		<i>n=296</i>

<b>Q10:</b>	<b>Based on your experiences with Lee College, please rate your satisfaction with the following: Academic Quality</b>	
	Very Satisfied	<b>17%</b>
	Satisfied	<b>35%</b>
	Neither Dissatisfied nor Satisfied	<b>40%</b>
	Dissatisfied	<b>3%</b>
	Very Dissatisfied	<b>5%</b>
		<i>n=263</i>

<b>Q11:</b>	<b>Based on your experiences with Lee College, please rate your satisfaction with the following: Campus Environment</b>	
	Very Satisfied	<b>19%</b>
	Satisfied	<b>36%</b>
	Neither Dissatisfied nor Satisfied	<b>38%</b>
	Dissatisfied	<b>2%</b>
	Very Dissatisfied	<b>5%</b>
		<i>n=256</i>

**Q12: Based on your experiences with Lee College, please rate your satisfaction with the following: Tuition Costs**

Very Satisfied	11%
Satisfied	24%
Neither Dissatisfied nor Satisfied	45%
Dissatisfied	13%
Very Dissatisfied	8%

*n=288*

**Q15: How did academics contribute to your decision to not attend Lee College? Please check all that apply.**

Another school has a better program in my field	55%
Did not meet requirements for admission	32%
Other - Please explain:	27%
Another college has a better reputation	27%
Dissatisfied with academic reputation of Lee College	14%
Experienced issues transferring college credits to Lee College	9%

*\*Of those who answered 'academics' on Q2*

*n=22*

**Q16: How did course/major offerings contribute to your decision to not attend Lee College? Please check all that apply.**

Desired major was not offered	51%
Desired courses were not offered	47%
Other - Please explain:	30%
Classes I needed were full or not offered at times I could attend	28%
Too many required courses	23%

*\*Of those who answered 'course/major offerings' on Q2*

*n=47*

**Q17: How did tuition and financial aid impact your decision to not attend Lee College? Please check all that apply.**

Tuition was more than I could afford	56%
Family was not able to contribute to educational costs	34%
Did not understand financial aid process	26%
Applied for financial aid, but did not receive any	26%
Other - Please explain:	22%
Financial aid package was insufficient for meeting costs	15%
The aid package was not provided in a timely manner	11%
Financial aid package only included loans	10%
Lost financial aid package or eligibility	10%
Did not receive a scholarship, but expected one	6%

*\*Of those who answered 'financial aid' or 'cost of attendance' on Q2*

*n=131*

**Q18: How did a personal financial issue impact your decision to not attend Lee College? Please check all that apply.**

Lack of funds	<b>74%</b>
Could not afford monthly bills	<b>41%</b>
Unexpected expenses	<b>36%</b>
Debt issues (credit cards, loans, owing money to friends and family)	<b>27%</b>
Decreased work hours/loss of employment	<b>26%</b>
Transportation issues (car broke down, maintenance costs, gas)	<b>19%</b>
Family emergency	<b>11%</b>
Medical expenses	<b>11%</b>
Other - Please explain:	<b>11%</b>

*\*Of those who answered 'personal financial issues' on Q2* *n=138*

**Q19: How did campus life impact your decision to not attend Lee College? Please check all that apply.**

Did not care for school location	<b>50%</b>
Other - Please explain:	<b>37%</b>
Did not feel like a part of the college	<b>27%</b>
Dissatisfied with the campus social life	<b>20%</b>
Campus felt unsafe	<b>20%</b>
Unhappy with campus rules and regulations	<b>13%</b>
Did not care for name of college or mascot	<b>10%</b>
Had conflicts with students	<b>7%</b>

*\*Of those who answered 'campus life/location' on Q2* *n=30*

**Q20: How did institutional services impact your decision to not attend Lee College? Please check all that apply.**

Communication issues with faculty and staff at Lee College	<b>77%</b>
Academic advising was not satisfactory	<b>59%</b>
Dissatisfied with faculty at Lee College	<b>45%</b>
Experience with staff at Lee College was not satisfactory	<b>41%</b>
Financial Aid Office was not satisfactory	<b>32%</b>
Other - Please explain:	<b>23%</b>

*\*Of those who answered 'institutional services' on Q2* *n=22*

**Q21: Did any of the following family or personal issues impact your decision to not attend Lee College? Please check all that apply.**

Family responsibilities changed or were a challenge	<b>50%</b>
Experienced challenges with my mental or emotional health (anxiety, depression, etc.)	<b>39%</b>
Problems with living situation	<b>25%</b>
Childcare was not available or was too costly	<b>25%</b>
Wanted a break from school	<b>21%</b>
Other - Please explain:	<b>14%</b>
Wanted to live closer to my parents or loved ones	<b>7%</b>
Felt tension regarding my identity (race, ethnicity, religion, sexual orientation, gender identity, etc.)	<b>3%</b>
Influenced by parents or relatives to leave college	<b>3%</b>
<i>*Of those who answered 'family or personal issues' on Q2</i>	<i>n=72</i>