



# Research Brief #165

March 2018

## Drops for Nonpayment

Daylene M. Meuschke, Ed.D. and Barry C. Gribbons, Ph.D.

At the request of the Enrollment Management Team, the Office of Institutional Research, Planning and Institutional Effectiveness conducted an analysis to determine the rate at which students dropped for nonpayment (Fall 2015, Fall 2016, Winter 2017, Spring 2017, and Summer 2017) re-enrolled in the same term. At the beginning of the Fall 2016 semester, a new payment policy, where only two scheduled drops are administered per term (excluding students who are eligible for a Board of Governors Fee Waiver-BOGW), was fully in place at the beginning registration cycle.

This study aimed to answer the following questions:

1. What percentage of students dropped for nonpayment re-enrolled within the same term?
2. What was the change in the number of students dropped for nonpayment pre and post the new payment policy implemented for Fall 2016?

These results are intended to assist the College in enrollment planning, including development of targeted marketing plans.

## Methodology

The analysis was conducted using SPSS. Files used in the analysis included MIS 320 (FY17 and FY18 320 file pulled 9.29.17 and Fall 2015 pulled 6.17.16) and Drop for Nonpayment Files provided by Admissions and Records. Instructional Service Agreement sections were excluded from the analysis.

All registration status equal to Add or New Add were selected. Next the file was aggregated to take the maximum count for at least one enrollment and then merged with Drop for Nonpayment file.

## Results

**Question 1:** *What percentage of students dropped for nonpayment re-enrolled within the same term?*

The percentage of students re-enrolling following drop for nonpayment before the new policy took effect was 74 percent in Fall 2015 compared to 68 percent in Fall 2016 (after the policy was in effect).

While the number of drops for nonpayment for winter, spring and summer terms in 2017 are not provided, there are interesting re-enrollment patterns. Specifically, re-enrollment in winter was the lowest among the terms examined (56 percent re-enrolled). Spring 2017 had the highest re-enrollment percentage at 83 percent.

Figure 1 provides details on the re-enrollment following drop for nonpayment discussed in question 1.

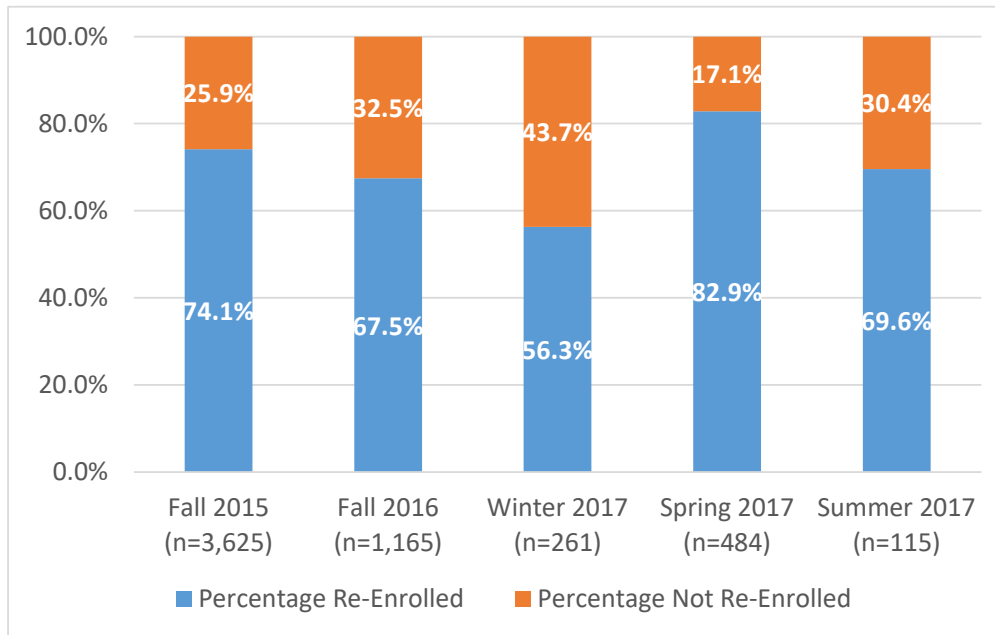


Figure 1 Details on re-enrollment following drop for nonpayment. Note: in Fall 2015, students receiving a BOGW fee waiver were dropped for nonpayment. Starting in Fall 2016 BOGW students were not dropped for nonpayment.

**Question 2:** What was the change in the number of students dropped for nonpayment pre and post the new payment policy implemented for Fall 2016?

As shown in Table 1, the number of students dropped from nonpayment decreased from 3,625 in Fall 2015 to 1,165 in Fall 2016 when the new drop for nonpayment policy was put into effect. This is a decrease of 2,460 students dropped for nonpayment (a 68 percent decrease).

Table 1 Number of Students Dropped for Nonpayment: Fall 2015 and Fall 2016

Term	Number of Students Dropped for Nonpayment (unduplicated)	Number Re-Enrolled	Percentage Re-Enrolled	Number with no re-enrollment	Percentage Not Re-Enrolled
Fall 2015 (n=3,625)	3,625	2,687	74.1%	938	25.9%
Fall 2016 (n=1,165)	1,165	786	67.5%	379	32.5%

## Recommendations

Upon review of the results, the following recommendations should be taken into consideration:

- Explore the implications of these results for Enrollment Management planning.
- Explore reasons for the different re-enrollment patterns for Fall 2016, Winter 2017, Spring 2017, and Summer 2017.
- Conduct additional analysis to look at the change in record holds pre- and post-implementation of the new drop for nonpayment policy.
- Conduct survey of students dropped for nonpayment who do not enroll to find out reasons for not re-enrolling.

For more detailed information on this research brief, stop by the Institutional Research, Planning, and Institutional Effectiveness office located in BONH-223 or Daylene Meuschke, Dean of Institutional Research, Planning and Institutional Effectiveness at 661.362.5329.