

Excused Withdrawals

2021 Virtual Planning Forum
College of Planning and Institutional
Effectiveness

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Background

Qualitative EW Data

From the Excused Withdrawals petition forms from Spring 2020 and Fall 2020 semesters

Closer look at why students requested an “EW”

Hear about student experiences during the COVID-19 pandemic

Learn of ways we can better support students in the Spring 2021 semester



Students can usually take an “EW” when extenuating circumstances happen and can’t finish a course



“EW”s do not affect academic record

What is an
Excused
Withdrawal?

Excused Withdrawals for Spring 2020

Spring 2020 and COVID-19

Before June 1st students could request an “EW” without a reason for their request, **but starting June 1st**, they were asked to provide a reason for their request

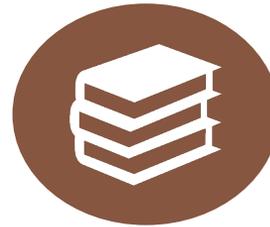
Students filled out a form via online to submit their “EW” request

The following slides will show the questions students were asked, the themes that came out from their reasons for taking an “EW”, and graph that displays the results

Students were asked the following:



Basic information (name, student ID, email)



Course section they wish to withdrawal
(Can fill-in up to 4 courses)



Selecting the type of Financial Aid, they are receiving



Describe how your academics in the above course (s) were affected by COVID-19

Themes	Examples
COVID-19 (C)	Working extra hours, lack of funds, protest, health concerns
Technology (T)	No access to Wi-Fi and Computer
Communication (C)	Professors, counselors, campus
School (S)	Course workload, online transition, lack of school materials
Personal (P)	Bills, Primary caregivers, Mental health concerns or other Physical health reasons

Themes for why
students
requested an
Excuse
Withdrawal
for Spring 2020



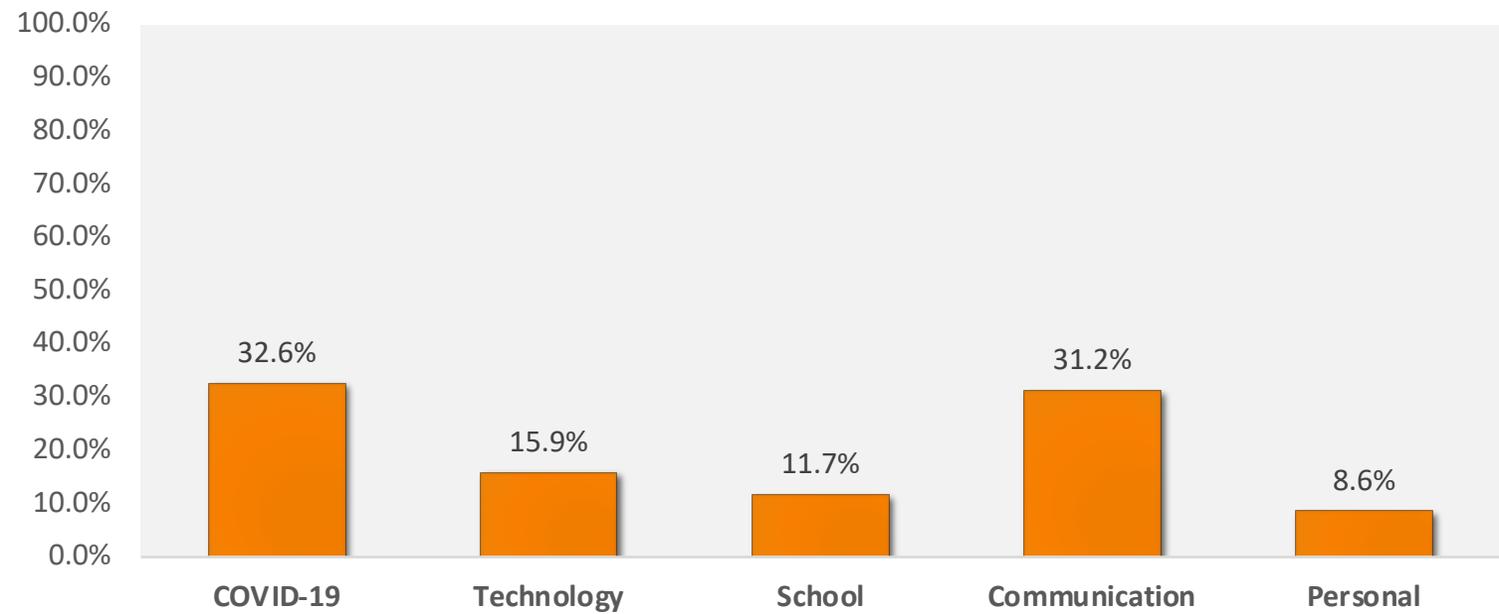
Reason why students requested “EW”

We had a total of **246** student responses

The following graph shows the reasons students requested an EW for **Spring 2020**

63% of students said **COVID-19** and **Communication** was the reason they needed to withdrawal from their courses

Reasons why Students Requested “EW”



COVID-19 Related Quote

“The reason why I am choosing to withdrawal from Education 200 this late in the semester is because I really thought I was going to be able to catch up with all the workload but **since COVID affected my family members, I had to move to another house to not get infected and I had to pick up two jobs** which let me to not be able to keep up and ultimately, having to withdraw.”

– *Grossmont College Student*

Technology-Related Quote

“Due to COVID-19, I have experienced technological and financial troubles at home. I have **limited access to a computer** and couldn't **afford to pay for an internet connection at home**. Since my Computer Science and Anthropology class were both online, I was not able to complete them.”

- *Grossmont College Student*

School-Related Quote

“Due to **COVID, going online** has been the hardest semester for me. I am **unable to learn and understand the assignments because I am a visual learner and need to physically be in class**. I was wondering if I could do an EW for these two classes! Thank you.”

–*Grossmont College Student*

Communication-Related Quote

“The reason as to why I am dropping psychology 220 learning is because I **haven't received an email back from my professor regarding my concern for my grade** in the class. I tried using the link yesterday, but it was not working for me.” – *Grossmont College Student*

“**I wasn't aware of the deadline and when I found out** when it was it was already late. I also didn't know my final grade until June 4th. So, when I saw that I didn't pass the course **I talked to my counselor and they recommended I try to ask for an EW regardless.**” – *Grossmont College Student*

Personal-Related Quote

“I had been dropped from this course unexpectedly, so I am requesting an EW in hopes to retake this course in the summer term. **Distant learning has been extremely difficult** during this time of COVID-19, and **personal issues at home has made it difficult to transition.**”

– *Grossmont College Student*

Excused Withdrawals for Fall 2020

FALL 2020 and COVID-19

- Question's students were asked in the COVID-19 EW petition form
- Themes we identified in students' reasons for taking an “EW” and “How Grossmont College can support their success in Spring 2021”
- A graph that displays the results

Students were asked the following:



Basic information (name, student ID, email)



Course section they wish to withdrawal
(Can fill-in up to 4 courses)



Selecting the type of Financial Aid, they are receiving



Sharing how Grossmont College can help their success and continue their studies in Spring 2021



Sharing a student statement for their EW request

Themes	Examples
Financial (F)	Economic hardship, increased work hours due to job loss
School (S)	Course workload, different learning styles, lack of school materials
Family (F)	Primary caregivers, loss of family member due to COVID-19
Health (H)	Experiencing Mental and Physical health concerns
Technology (T)	No access to computer or no access Wi-Fi connection, or weak Wi-fi connection, Difficulties accessing websites (Canvas, Web Advisor etc.)

Themes for why
students
requested an
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for Fall 2020



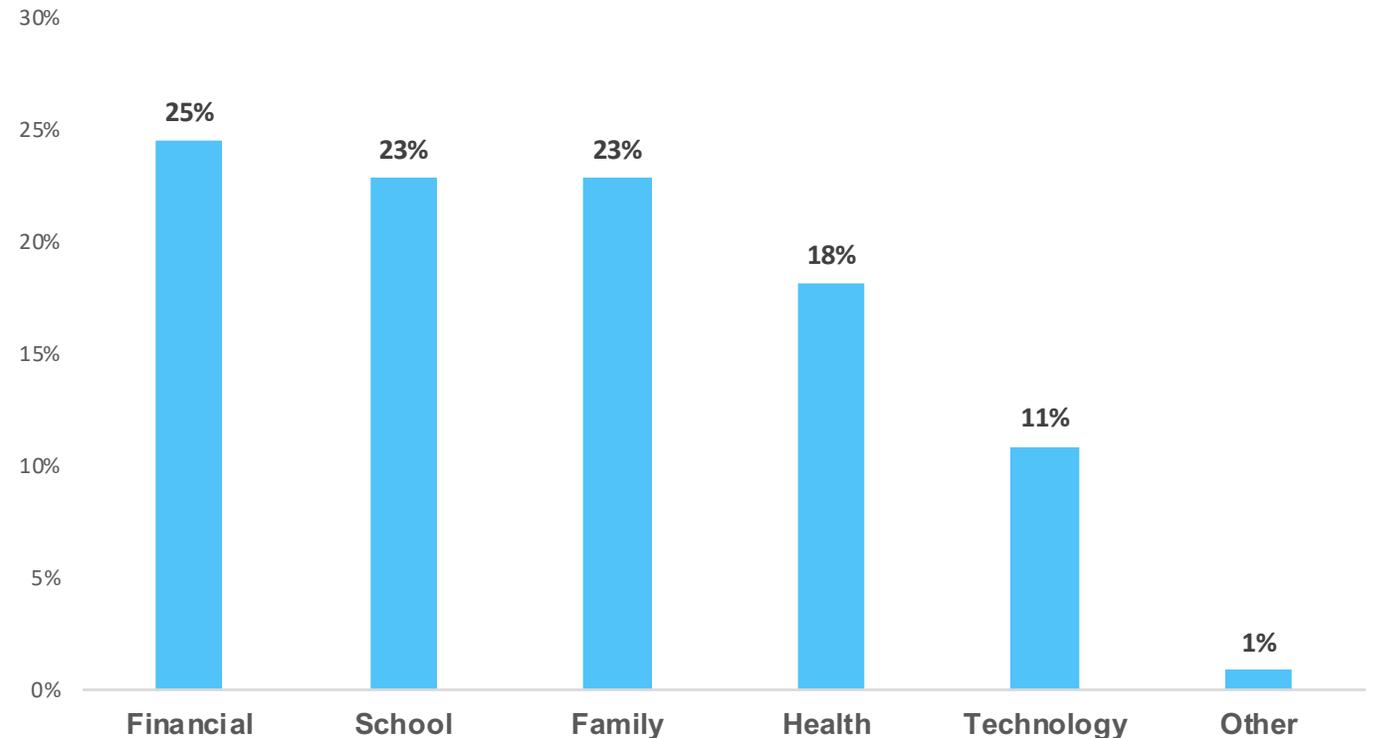
Reason why students requested “EW”

We had a total of **292** student responses

The following graph shows the reasons students requested an EW for **Fall 2020**

71% of students said, **Financial, School,** and **Family** reasons were the main contributors to why they requested to withdrawal from their courses

GC Excused Withdrawal Request for Fall Semester 2020



Financial-Related Quote

“Switching to online classes not only made things incredibly hard to grasp, but it took a lot more time and money than in person classes. **Covid-19 has caused me to end up working two jobs after I lost my job in March.** I have to **spend so much time working** that I have **no time** to put into **my schoolwork.**” – *Grossmont College Student*

School-Related Quote

“Because classes are online this year due to Covid-19, it isn't the way I learn, especially since I tend to struggle with math in general. **I am a more hands on and an in-person learner, but I gave it a shot to see if I can learn math online, but it just isn't working out that well for me.**” - *Grossmont College Student*

“Because of COVID, and all our classes **being online**, this class **was extremely hard for me to adapt to because there was really no opportunity for me to get help in person from a teacher.** Also, the **online tutoring** did not really help either because it was all online.” - *Grossmont College Student*

Family-Related Quote

“Due to **Pandemic, I have lost several family members.** My uncle passed away this past month which required me to **make up hours at work as well as travel out of town for a week.**”—*Grossmont College Student*

Health-Related Quote

“Online only learning has made it difficult for me to stay on track with my assignments. I have been **living with depression** for quite some time now, and it only makes it **harder to keep up** when I don't need to go to class in person anymore. ”

– *Grossmont College Student*

“Covid-19 was going around my work. There were 3 positive cases, and I was put on leave for 14 days. I was scared that I had it because the people at my work who got it had no symptoms and **I had flu-like symptoms. I was extremely stressed out, especially because I have Type 1 Diabetes**, which means I am immune compromised. This along with other stresses has really **put me behind in my classes.** ”

– *Grossmont College Student*

Technology-Related Quote

“Communication, technology, and submitting homework was challenging progress. Learning online was hard and challenging because it was not in-person. Have 6 children who are also schooling at home, so **internet connection was weak,** and I have to be a parent to support my children while at home too.” – *Grossmont College Student*

“It is very difficult for me to try and understand material when trying to learn it online. For math specifically i need to be in a classroom learning environment in order to really understand. Being online stresses me out, its hard to really get the proper help i need through a computer. I also **don't have the best internet,** so this also makes it difficult to learn. when taking **test my laptop would freeze, or my Wi-Fi would cut out and sometimes I've lagged out of tests.** So, its just difficult for me to succeed in math online.” – *Grossmont College Student*

Themes for how Grossmont College can support students in Spring 2021

Themes	Examples
Campus Resources (C)	Academic counseling, Tutoring, Campus Communication (Updates, Deadlines etc.) Food Pantry, Book Voucher, Access to Library/TechMall
In-Person Instruction (P)	Hybrid classes (requested by Science Majors) In-Person Instruction, Supporting different learning styles, social learner.
Technology (T)	Remote learning resources, Wi-Fi Hotspot, Computers, Professors to be trained with online teaching tools (related to curriculum, organizing due dates, assignments etc.)
Financially (F)	Emergency grants, Promise grant, BOG etc.
Understanding (U)	Students experience related to COVID-19, Mental Health Awareness, Family Responsibilities
Flexibility (F)	Related to teachers being more flexible with course work, deadlines, test, accommodations (IEP'S or 504's)
Mental Health (M)	Access to therapist or resources to counseling
Feedback (F)	Positive feedback to Grossmont College
Other (S)	Requesting EW's , Not Attending GC or Transferring from GC, General Comments etc.

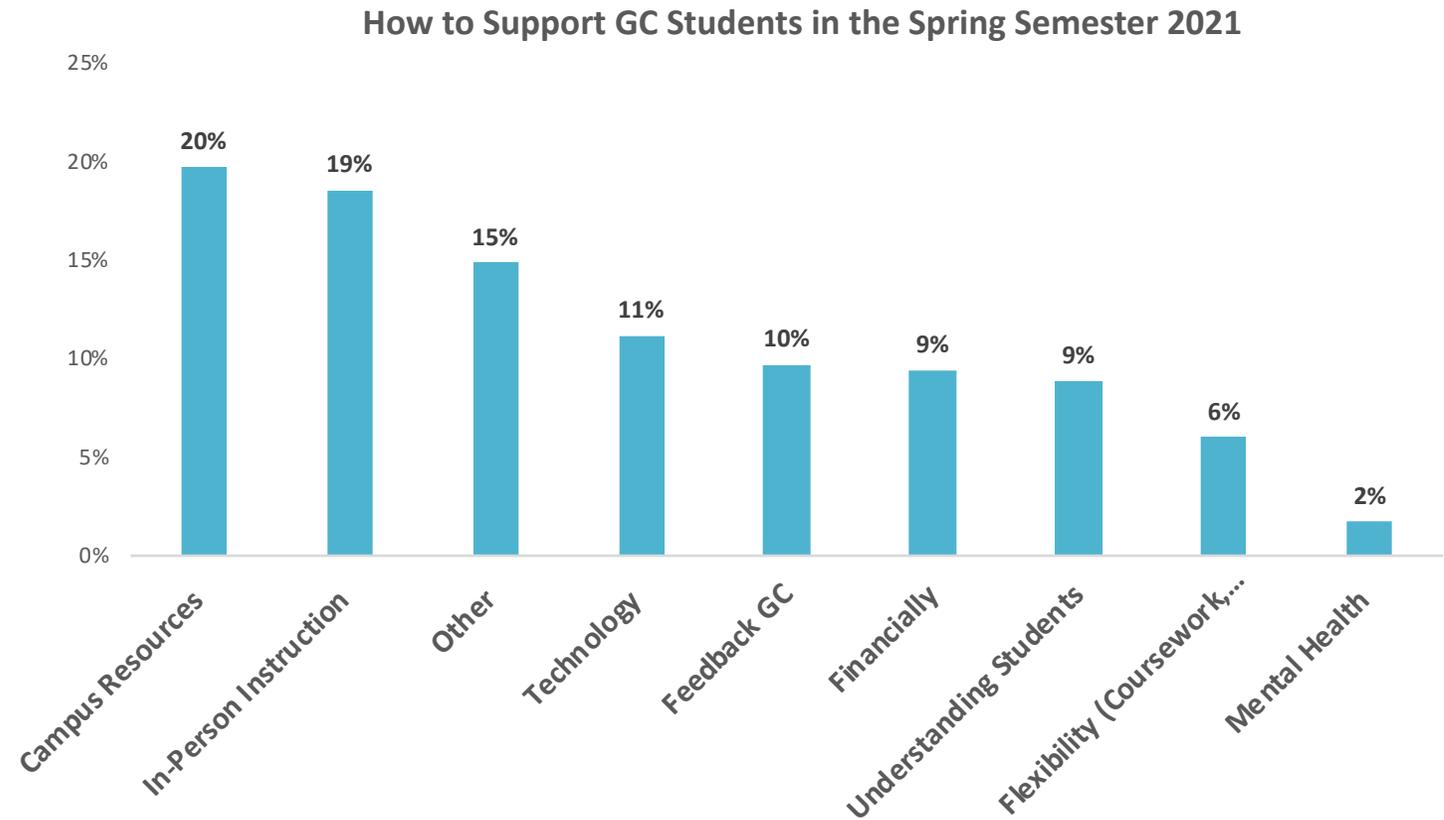


How can Grossmont College help you be successful and continue your studies in Spring 2021?

We had a total of **292** student responses.

Most students would like support with **campus resources**.

Combining "campus resources" with "in-person instruction" shows students want more **engagement** with the campus



Campus Resources-Related Quote

“Grossmont College can support be **by making more announcements about deadlines and an easier way to access help in classes** during the week or on weekends.”

– *Grossmont College Student*

“**I want to be able to talk to my counselor more often.** Especially when I would have a question about my future classes. ”

– *Grossmont College Student*

In-Person Instruction-Related Quote

“Grossmont college can help my studies by maybe when possible, starting to **slowly go back to on campus classes and still practice social distancing** to keep it safe and give students the chance to learn in person.” - *Grossmont College Student*

“Something that can be really useful is if you can let some of us **students do labs at schools because it's affecting us. It would be so effective and very helpful.** Thank you ” - *Grossmont College Student*

Technology-Related Quote

“Support students who aren't able to get a computer with a **loaner computer.**”—
Grossmont College Student

“Make sure that some of the **teachers are ready** when it comes to teaching their
respected **courses online.**”—*Grossmont College Student*

Financial-Related Quote

“By providing **emergency fund relief** considering how my family members have been unemployed due to the virus ”

– *Grossmont College Student*

Understanding-Related Quote

“**Engage more with the students** during this pandemic because everyone is going through a very hard time, take it easy, and be more supportive.” – *Grossmont College Student*

“Understand that students are being impacted hard with this pandemic going on and understand when a **student can't meet their needs because of how hard the virus is affecting them or their family.**” – *Grossmont College Student*

Flexibility-Related Quote

“More flexibility in **deadlines for online work assignments.**” – *Grossmont College Student*

“Be mindful of students schedule and how they are **struggling with a lot of online classes**” – *Grossmont College Student*

Mental Health-Related Quote

“Continuing to offer immense amounts of support to students. Whether it is **monetary, mentally, or support furthering students' education throughout these times where mental health is greatly impacted.**” – *Grossmont College Student*

Feedback-Related Quote

“I believe that Grossmont has done almost everything possible to help me and thanks to the Ew's I know that I still have an **opportunity to try again and be successful**. If there is one thing that I do want from Grossmont it is to be updated regarding any changes throughout the semester.” – *Grossmont College Student*

“**Receiving all the emails with links to support the students has really been helpful** throughout this semester so I hope the college continues to do so throughout the Spring 2021 semester.” – *Grossmont College Student*

Multiple Factors- Related Quote

Many students who took the survey had two or more reasons why they needed to request for the EW

This mean that some students were not just dealing with just one issues but **many of them at once**.

"The Covid-19 pandemic has affected me in every way making it hard for me to stay focused and successfully finish my classes listed above. **I lost my job** because of the Covid-19 and had to look for a new job to help **support my family**. While I was looking for a job, I did not have the time and energy to put into my classes, and to be honest, I really could not focus on my classes knowing that I had to provide for my family one way or the other. I was affected **financially, mentally, and academically** by this pandemic. On top of all those things, **classes being online made it even difficult** for me to be successful in my classes because I could not **afford to buy myself proper technology** to help me with my classes. I really had to drop my classes and take the time to focus on my mental health and supporting my family." –*Grossmont College Student*

Overall Main Takeaways

- Data provided a closer look at why students requested an “EW”
- Spring 2020 students requested EWs due to impacts of COVID (financials) & issues with communication with campus
- Fall 2020 students requested EWs because they were still struggling with income/job and online learning
- Students in Fall 2020 identified that they need campus resources (ex. Academic counseling, tutoring, food pantry, book vouchers, etc.) in order to be successful
- Known issues of the past (ex. basic needs – were common themes.
- Many students were struggling with multiple factors.

Thank you!

If you have questions related to the information that was presented, please feel free to reach out to Dr. Victoria Rodriguez or Nancy Lopez Romero

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