

Follow Up Questions for Withdrawals - 2013

First Contact

Hello, may I please speak to (name of student)?

[If the individual is not available try to find out when s/he might be available. Explain purpose of study (see below) if requested. Thank the person providing the information. Do not collect survey information from parents, roommates or others.]

[If the individual does not live in this household, try to obtain a new telephone number. Explain purpose of study (see below) if requested. Thank the person providing the information.]

When you reach the former student

Hi, my name is ___ and I'm calling on behalf of (Centre name). We are conducting a survey of students who went to (Centre name). Your feedback will provide the Centre with information about where are students go and give us ideas about how to improve the program. The survey takes only a few minutes to complete. Do you have time to speak to me now?

[Yes- *proceed with survey*

No- When is a better time to call you back?

Yes – *Set Appointment*

No – We do have an email option to complete the survey. I can send you a link so you can fill it out at your convenience.

Yes – Obtain email address and send email

No- Thank you very much for speaking with me. Good bye.]

[If the student questions the validity of the study, you might say s/he can contact the persons listed below for verification.]

Survey Contact and Telephone Number (likely your Principal)

Before we start, I'd like to assure you that your participation is voluntary. You may choose not to answer a question and you may withdraw at any time. Any information you provide will be kept confidential. In our report, no names will be used and everyone's answers will be grouped together so that no one can be identified. The report will be shared with other educators to help us all understand our students better.

Are you willing to proceed with this interview?

This question may seem odd but it is standard practice to ask this question once the respondent has all the information.

What is your current status?

Employed part-time

Employed full-time

Not employed outside the home

Other, please specify

What was your main reason for leaving (Centre name)?

Open –ended

Note to administrators: I suggest open-ended because a comprehensive list is too long to read over the telephone. It is best to SORT the answers into categories afterward when analyzing the survey. Some possible categories are:

Illness/Surgery/ Disability

Pregnancy

Mental health issues

Addiction

Learning disability

Timing of classes

Don't have a computer at home

Don't have time to complete assignments

Subject is too difficult

Insufficient teacher support, help with subject(s)

Language barriers

Class atmosphere is not right for me

Location of school site/transportation

Daycare/childcare

Family issues/responsibilities

Friends/family not supportive

Pending court appearance

Employment Insurance/Ontario Works approval/timelines

Finances

Job pressures/return to work

What were the biggest challenges you faced while attending (centre name)?

Open-ended

How would you rate your satisfaction with your experience at (centre name)?

Five point scale

1 (not at all satisfied) to 5 (extremely satisfied)

Do you plan to return to (centre name) in the future?

Yes

No

Unsure

If you return, what could (centre name) do to make it easier to stay in the program?

Open-ended

To End:

Thank you very much for speaking with me. Do you have any questions?