

November 4, 2005, DRAFT Version 1

TO: Brian Murphy
President
FROM: Andrew LaManque
Supervisor, Institutional Research and Planning
SUBJECT: Fall 2005 Drop For NonPayment Summary

Per your request, the figures below contain data on the drop for nonpayment policy implemented this fall.

- 2,974 students had one or more sections dropped for nonpayment; total seats dropped (duplicated) was 8,121 (7,414 unduplicated number students/sections; at Census 62,242 seats were filled). (Figures 1-3)
 - 64% of the 2,974 students dropped for nonpayment were enrolled in one or more sections as of census day.
 - 1,076 students with initial registration were dropped for nonpayment and did not re-enroll as of census.
 - The 2,974 students represented 12% of the census headcount of 23,960.
 - This compares to 8.3% for Foothill (1,279 / 15,475);
 - 75% of the 1,279 Foothill students with one or more sections dropped for nonpayment in fall 2005 re-enrolled as of census (in winter 2005 it was 73%).
- Of the 7,414 unduplicated seats that were dropped, 451 seats were in waitlisted sections (when considering the final result of all registration activity through census).
- Only 100 students took advantage of the Deferred Payment Plan, perhaps because the plan includes a \$30 administrative fee, students are still required to pay 1/3 of their balance at the time of plan adoption, and students must submit the form in person. <http://www.deanza.edu/registration/cashier/deferpay.html>
- Students that were dropped for nonpayment have a history of dropping more slightly more classes than other students. (Figure 4)
- 21% of students dropped for nonpayment were dropped by the system more than one time. For students dropped first on August 31, 26% were dropped on more than one date. (Figure 5)
- Hispanic students represented 19% of students dropped for nonpayment but only 13% of the overall student population. (Figure 6)
- As indicated by Figure 7, the automatic systems for dropping for nonpayment and adding students from waitlists sometimes impact the same students.

Figure 1

**De Anza College Fall 2005
Drop for NonPayment Summary**

<u>Initial Drop for NonPayment</u>	<u>Number of Students</u>	<u>% of Dropped Students</u>	<u>% Re-Enrolling</u>
Dropped Aug 31	1163	39%	64%
Dropped after Aug 31	1811	61%	64%
Unduplicated Total	2974	100%	

Figure 2

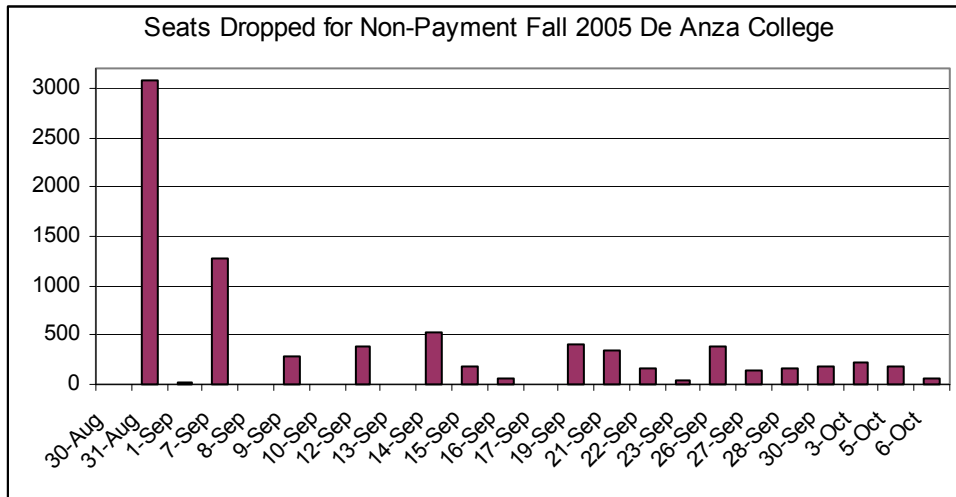


Figure 3

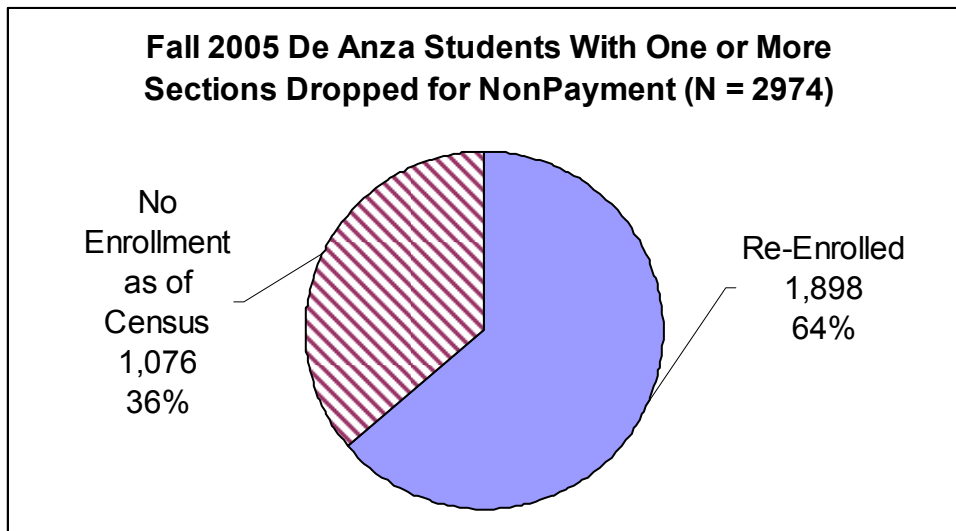


Figure 4

**De Anza College Fall 2005 Students at Census
Drop Activity in Fall 2004
Drop for NonPayment vs Other Students**

<u>Fall 2005 Group</u>	<u>Number Fall 2005 of Students Also Enrolled Fall 2004</u>	<u>Number With One or More Drops in Fall 2004</u>	<u>Dropped Sections per Student *</u>
Dropped for NonPayment	1,439	682	1.7
Other Students	9,917	3,848	1.6

* Statistically Different Based on Two Tailed T Test
Assuming unequal variance and alpha of .05

Figure 5

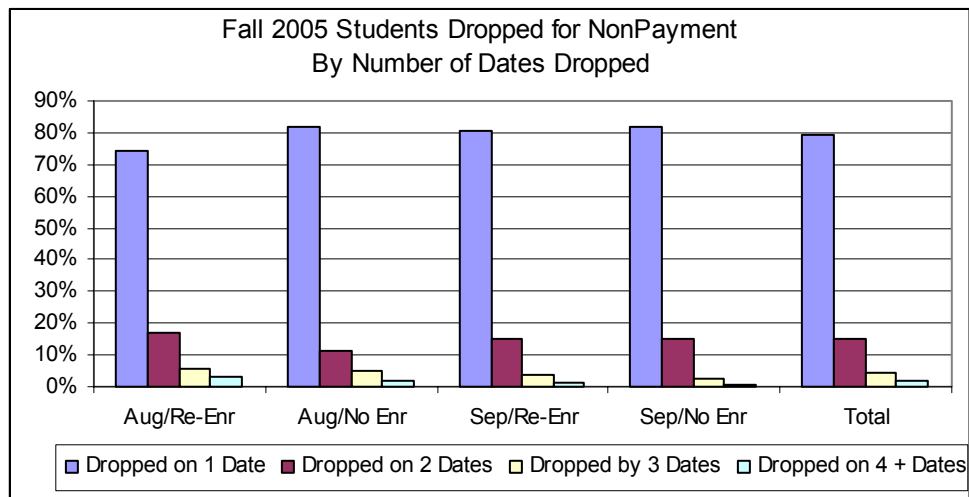


Figure 6

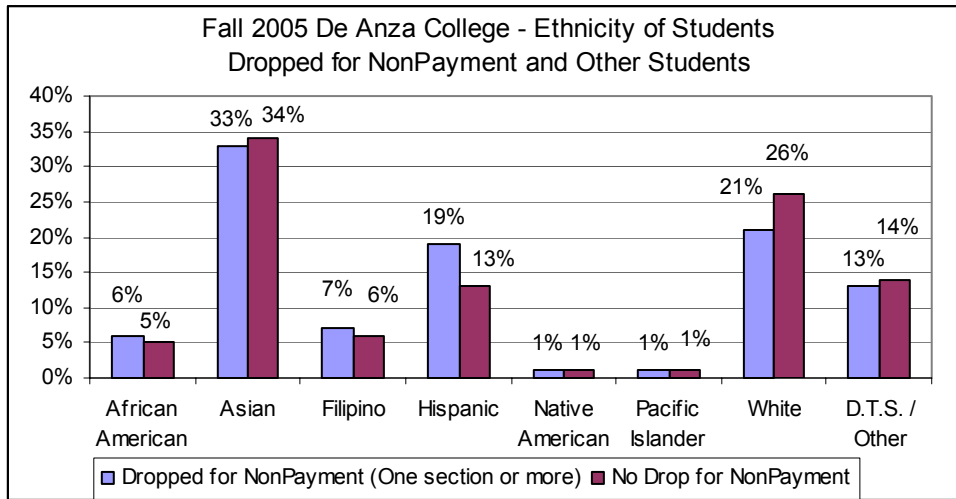


Figure 7

**Fall 2005 De Anza College
Drop for NonPayment and Adds from Waitlist
By System Operator ***

<u>Sequence of Adds / Drops</u>	<u>Seats</u>
Seats added by system from waitlist after being dropped for nonpayment	211
Seats dropped for non-payment after being added by system from waitlist	453

* Same section and student

Methodological Note:

Students owing a balance of \$100 or more for 5 days had sections dropped for nonpayment. Some students only had one section dropped for nonpayment, while they remained enrolled in another, and some students re-enrolled for the same section after being dropped. The information below includes unduplicated as well as duplicated – based on registration transaction – statistics.

Summary of Notes from the Cashiers Office:

What we have learned so far:

- Students waited until the last minute to pay
- Some students entered incorrect email addresses or were out of town when the message was sent
- Students commented, “confirmed with xxx and xxx that I have five working days to pay” instead of five CALENDAR days
- Students have asked “Classes will not start until 9/26, so why do I have to pay now?”
- Students also cited excuses like xxx told us that we do not need to pay until or I was told I have until 12 midnight to pay?
- The Non-pay reason codes or Special Program codes were not properly entered by their respective program coordinators
- FAFSA students applied payment deferral assistance due to the 5-6 weeks waiting period
- BOG students applied payment deferral assistance due to late applications
- Waitlisted students without email addresses have a slight disadvantage due to the slower notification by US mail