

**APPENDIX C TELEPHONE INTERVIEW PROFORMA (Staff Intention & Progression Survey, Stage 2, 1999)**

**ID\_\_\_\_\_ Other contact number and time to ring**

I'm doing a follow up of a study done last year about student retention.  
The University is keen to understand why some students don't return.

The records show that you didn't re-enrol this year.

So we were hoping you might help us by answering a few questions.

It will only take a few minutes of your time. Would this be ok? **1 YES 2 NO**  
**(I'm sorry about that, as it would have been helpful to have had your input)**

Target/Parent			
Contact	Date July /August	Finish Time	Duration
1 attempt			
2 attempt			

**A Why did you decide not to return?**

1. I moved to another University. **1 YES 2 NO**

A Do you mind telling me which university you enrolled at and why? \_\_\_\_\_

B Was it always your intention to move to another university before completing your degree?

**1 YES 2 NO**

2. I'm taking a break from studies but I intend to continue next year. **1 YES 2 NO**

*(It is possible that some students who have answered either '1' or '2' above will terminate the interview here).*

3. *Teaching/learning environment*

- Heavy workload
- course itself
- admin procedures;
- infrastructure;
- calibre of other students;
- lecturing staff accessibility,
- support and feedback
- distractions from study in accommodation
- other

4. *Financial*

- No Austudy;
- Couldn't get work;
- Parents' financial problems;
- Travel costs;
- Accommodation costs;

5. *Personal factors*

- My career interests changed
- The course was too difficult;
- Family problems;
- Health problems;
- lost interest
- Other

**B. Were you happy with the advice you received about which University to attend and what course to enrol in? 1 Yes 2 NO**