Undergraduate Student Non-Registered Initiative

Process and Findings from Spring 2018
Purpose and Goals

Purpose:
1. To get non-registered undergraduate students to register for the upcoming term
2. To understand what practices exist regarding advisor outreach to advisees not registered
3. To understand the “why” of if/when students are not-returning

Goals:
1. Provide support to students who have experienced barriers to registration
2. Increase retention and persistence
3. Identify reasons why students are not intending to return to USC-Columbia

This initiative is inspired by a similar outreach incentive from Kennesaw State University that was shared through EAB/Student Success Collaborative: [https://www.youtube.com/watch?v=lXo27ywJZ5U](https://www.youtube.com/watch?v=lXo27ywJZ5U)
Scope

Every December and May, the University Advising Center will lead the undergraduate academic advising community in targeted outreach and general support to students who are not registered for the upcoming major semester (spring/fall).

➢ Undergraduate Students
   ➢ Earned more than 30 credit hours (and/or are beyond the first year)
   ➢ Earned less than 105 credit hours
   ➢ Have not registered for courses in the upcoming major semester (fall or spring)

➢ Academic Advisors
   ➢ Identified Primary Academic Advisors
     ➢ Targeted outreach and support
     ➢ Understanding current practices of support to this population
Summary of Identifying the Population

Creating One “Operational” List

- 1 Report from EAB/Pathfinder
- 3 Reports from Data Warehouse
- 2 Lists from Campus Partners
- 1 “report” from Self Service Carolina (approximately 40 students)

7 separate reports/lists to create the one needed to identify students not registered

Lessons Learned

- EAB/Pathfinder Limitations
  - Future Term Major Changes
  - Academic Standing
  - Graduates
- Run lists after Academic Standing
  - Thank you to the College of Arts & Sciences for providing this insight
- Identify students who are Studying Abroad
  - Thank you to the School of Business for providing this insight
- Identify students who are registered for Co-Op
  - Thank you to the College of Engineering and Computing for providing this insight
College Reports and Communications

• 12 Academic Units Identified for Outreach
  – 11 Colleges + Undergraduate Studies

• 33 Unique Reports Created
  – 33 Unique College Reports
  – 22 Unique Department Reports for College of Arts & Sciences
  – 1 Unique Department Report for Undergraduate Studies

• 33 Emails sent to 84 contacts in Colleges & Academic Units
  – 21 Emails sent to 60 contacts in the College of Arts & Sciences
  – Received 22 Responses confirming Outreach to students
Undergraduate Students Not Registered for Fall 2018

- College Hosp Retail Sport Mgmt: 21 Students Not Registered, 0 Advisement Hold, 4 Registration Hold, 17 No Holds
- College of Arts and Sciences: 115 Students Not Registered, 102 Advisement Hold, 13 Registration Hold, 0 No Holds
- College of Education: 8 Students Not Registered, 0 Advisement Hold, 0 Registration Hold, 8 No Holds
- College of Engr & Computing: 31 Students Not Registered, 1 Advisement Hold, 13 Registration Hold, 0 No Holds
- College of Nursing: 8 Students Not Registered, 0 Advisement Hold, 0 Registration Hold, 8 No Holds
- College of Pharmacy: 14 Students Not Registered, 0 Advisement Hold, 13 Registration Hold, 0 No Holds
- College of Social Work: 4 Students Not Registered, 0 Advisement Hold, 0 Registration Hold, 4 No Holds
- College of Social Work: 21 Students Not Registered, 0 Advisement Hold, 2 Registration Hold, 19 No Holds
- Darla Moore School of Business: 9 Students Not Registered, 0 Advisement Hold, 0 Registration Hold, 2 No Holds
- Information & Communications: 18 Students Not Registered, 0 Advisement Hold, 3 Registration Hold, 15 No Holds
- NJ Arnold Sch of Public Health: 18 Students Not Registered, 0 Advisement Hold, 3 Registration Hold, 15 No Holds
- School of Music: 2 Students Not Registered, 0 Advisement Hold, 1 Registration Hold, 1 No Holds
- Undergraduate Studies: 9 Students Not Registered, 0 Advisement Hold, 2 Registration Hold, 7 No Holds
Undergraduate CAS Students Not Registered for Fall 2018

<table>
<thead>
<tr>
<th>Subject</th>
<th>Students Not Registered</th>
<th>Advisement Hold</th>
<th>Registration Hold</th>
<th>No Holds</th>
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</table>
Results of Outreach

As of 08/24/2018:

– 751 students have registered
  • 260 remain not Registered
    – 1 had an advisement hold
    – 31 have registration holds
      » 28 Delinquent Account/Payment
      » 4 Judicial Disciplinary Case
    – 229 have no holds
Why Students Are Not Returning

Advisors were asked to complete an electronic Wufoo Form if they learned why students were not intending to return to USC-Columbia

https://universityadvisingcenter.wufoo.com/forms/k136wlu202i7mtj/
Reasons for Students Not Returning Spring 2018 – Fall 2018 (Wufoo Data)

- Academic Difficulty
- Major/Program not offered at USC
- Sense of belonging at USC
- Financial Difficulty
- Medical Concerns
- Dismissed from Major
- Transfer to Other Institution
- Unknown
- Intends to Change Major at USC-Columbia
- Personal
- Plans to Register
- Study Abroad
- Suspended
- Conduct Concerns
- Military
- Graduating
- Co-Op
- NSE
Referrals for Students Spring 2018 – Fall 2018 (Wufoo Data)

- University Withdrawal: 67
- Counseling: 8
- Financial Aid: 8
- Registrar: 8
- UAC-General: 7
- Academic Coaching: 5
- Student Success Center: 5
- SDRC: 4
- Major Change Advising: 4
- Professor: 3
- Study Abroad: 3
- Bursar: 2
- BIT: 2
- Palmetto College: 1
- College: 1
- Career Center: 1
- International Student Services: 1
- ROTC: 1
- Housing: 1
- UG Admissions: 1
- Conduct: 1