

## **Undergraduate Student Non-Registered Initiative - Summary Report**

At the conclusion of each semester (December through January and May through August), 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).

### **Purpose and Goals**

The purpose of the Undergraduate Student Non-Registered Initiative is to get non-registered undergraduate students to register for the upcoming term, to understand what practices exist regarding advisor outreach to advisees not registered, and to understand the “why” of if/when students are not-returning to USC-Columbia.

There are three main goals of this initiative:

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=IXo27ywJZ5U>

### **Scope**

- Undergraduate Students
  - o Not applied to graduate
  - o Traditional degree-seeking undergraduates (not including Ft. Jackson Programs, Palmetto College, or Global Carolina)
  - o Have not registered for courses in the upcoming major semester (fall or spring)
- Academic Advisors
  - o Students’ assigned academic advisors and college/department contact
  - o Targeted outreach and support
  - o Understanding current practices of support to this population

### **Best Practices**

Identified contacts (assigned advisors to the greatest extent possible) will reach out to students to encourage registration, providing resources or information that the student may need to determine their registration decisions. The outreach is conducted by advisors because they will have the most context on a student’s unique situation. After reaching out, preferably via a variety of contact methods, advisors will document their outreach to students in EAB Navigate to allow the UAC and other campus stakeholders to report on the initiative. The UAC will provide updated lists of students, and advisors will conduct follow up with students to provide continued support.

### **Process Changes Beginning Fall 2023**

Prior to the Fall 2023 semester, non-returning student information was reported at the end of the initiative using case close reasons in EAB Navigate as reported by advisors. Starting in Fall 2023, non-returning student information was reported using a Data Warehouse report at the close of the initiative. Advisor case close reasons in EAB Navigate may not accurately reflect actual student registration; students may not follow through on an intention to enroll in classes or may change/drop their schedule after the advisor documented outreach. Data Warehouse reports run after the add/drop deadline more accurately reflect actual student registration.

Additionally, the first few weeks of Spring 2024 registration were impacted by technology outages across campus. In response to this, the UAC proactively conducted an EAB Enrollment Campaign shortly after registration opened to provide additional support and troubleshooting for students who were unable to register during their initial time ticket window. This is reflected in the lower number of non-registered students at the formal start of this initiative compared to previous semesters.

### **Undergraduate Students Not Registered for Spring 2024 semester**

- 27,236 students eligible to register as of December 11, 2023
- Students Not Registered as of December 11, 2023: 1,123 (4.12%)
- Students Not Registered as of January 22, 2024: 766 (2.81%)
- 31.79% Decrease in Students Not Registered for Spring 2024

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Percentage of Eligible Students Non-Registered

