

RESEARCH BRIEF

41-15

July 2015

Call Center Survey: Students with 45 Credits or More Not Registered for Summer 2015

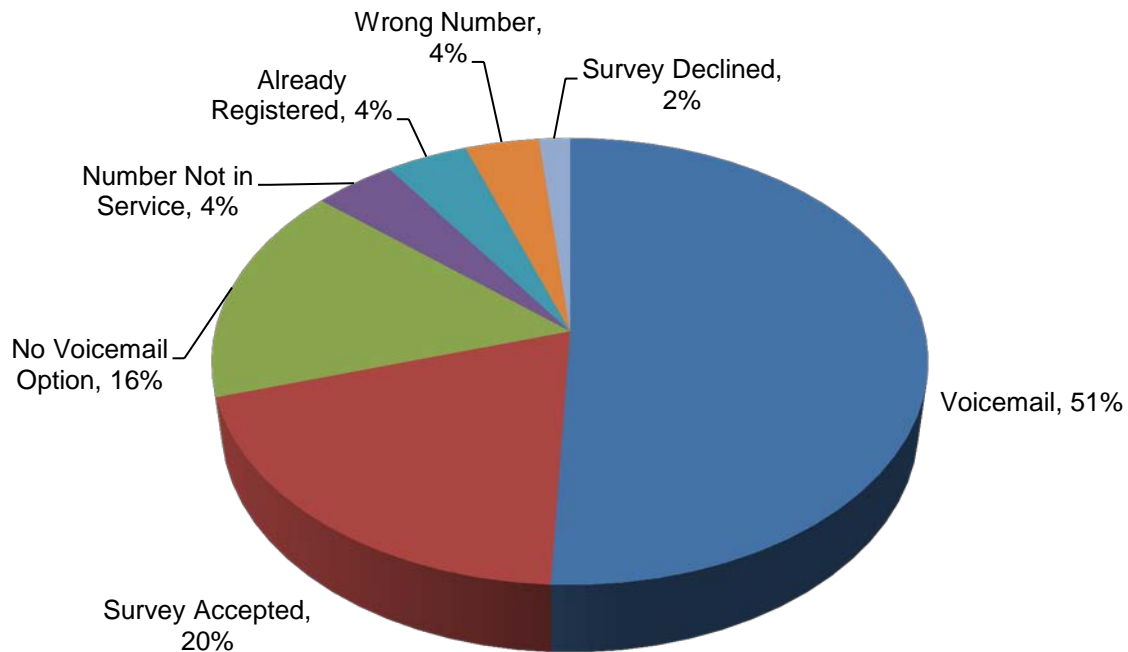
In late Spring 2015, the NOVA Call Center attempted to contact a list of students with 45 credits or more who were enrolled in Spring 2015 but had not yet registered for Summer 2015. The list started with a total of 7,773 students, and calls were placed to 7,198 students (93%). Due to increased volume of calls and online chats, 575 students (7%) on the list were not contacted for this project.

As seen in Table 1 and Figure 1 (next page), the NOVA Call Center staff spoke with 24 percent of the students called. The majority of calls resulted in a voicemail message being left for the student (51 percent). Approximately 24 percent of calls did not connect with a student because it was a wrong number, disconnected phone number, or there was not a way to leave a message. Four percent of students called indicated that they had recently registered for courses in Summer 2015. Less than 2 percent of students who were called declined to speak with the NOVA Call Center representative.

Table 1. Call Center Survey: Students with 45 Credits or More Not Registered for Summer 2015

Outcome	#	%
Voicemail message left	3,657	50.8%
Survey accepted	1,413	19.6%
No answer w/ no voicemail option	1,142	15.9%
Disconnected or not in service	300	4.2%
Already registered for Summer 2015	299	4.2%
Wrong number	273	3.8%
Survey declined	114	1.6%
Total	7,198	100.0%

Figure 1. Call Center Survey: Students with 45 Credits or More Not Registered for Summer 2015



As seen in Table 2, of the students contacted in this Call Center survey, 1,413 agreed to answer survey questions regarding their plans to register for Summer 2015 courses at NOVA. More than a third were still planning to register for Summer 2015 (38 percent), and 61 percent were not planning to register for Summer 2015. Less than two percent were unsure at the time of this phone survey.

Table 2. Students with 45 Credits or More Not Registered for Summer 2015 – Are You Planning to Register for Courses in Summer 2015?

Planning to Register for Summer	#	%
Yes	535	37.9%
No	856	60.6%
Undecided/Not Sure	22	1.6%
Total	1,413	100.0%

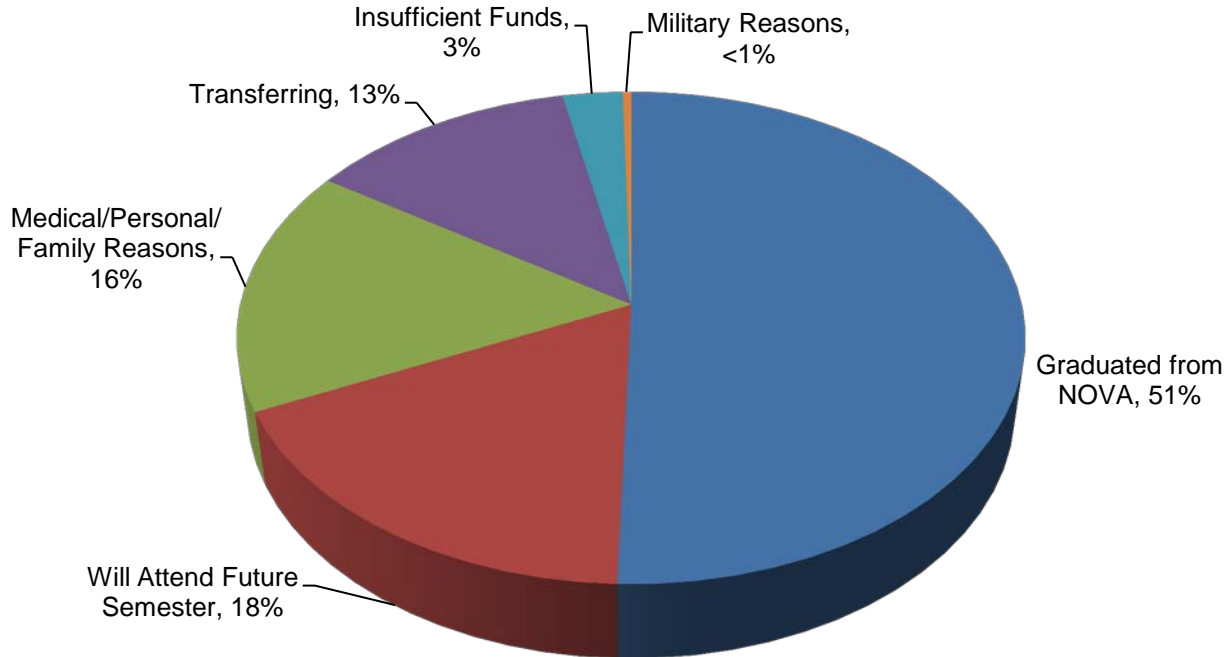
For the 856 who did not plan to register for Summer 2015, their reasons are displayed in Table 3 and Figure 3 (both next page). For the 535 students who indicated that they were planning to register in Summer 2015, plans for how they would pay for courses are displayed in Table 4 and Figure 4 (both following page).

Table 3 and Figure 3 present the reasons specified by Spring 2015 NOVA students with 45 credits or more as to why they would not be registering for Summer 2015 at NOVA. More than half of these respondents indicated that they had graduated from NOVA (51 percent). Eighteen percent indicated that they would be enrolling in a future semester and 13 percent said they were transferring to another college. Sixteen percent stated family, medical, or personal reasons for not attending NOVA in Summer 2015. Less than 3 percent listed financial reasons and less than 1 percent listed military reasons for not enrolling in Summer 2015.

Table 3. Students with 45 Credits or More Not Registered for Summer 2015 – Reasons for Not Planning to Register

Reasons for Not Registering in Summer 2015	#	%
Graduated from NOVA	432	50.5%
Plan to Attend Future/Later Semester	151	17.6%
Medical, Personal, or Family Reasons	139	16.2%
Transferring to Another College	107	12.5%
Insufficient Funds	24	2.8%
Military Reasons	3	0.4%
Total	856	100.0%

Figure 3. Students with 45 Credits or More Not Registered for Summer 2015 – Reasons for Not Planning to Register



Students who indicated that they were planning to register for courses in Summer 2015 (those who answered “Yes” in Table 2) were also asked how they planned to pay for courses (presented in Table 4 and Figure 4 below).

Fifty-six percent planned to pay out of pocket, and 8 percent planned to utilize the Tuition Management System payment plan (TMS). Sixteen percent were planning to be reimbursed by an employer or another third-party, and 20 percent were either unsure or otherwise declined to answer.

Table 4. Students with 45 Credits or More Not Registered for Summer 2015 – Plans for Payment if Planning to Register

Payment Plans	#	%
Pay Out of Pocket	299	55.9%
Unsure/Declined to Answer	107	20.0%
Third-Party/Employer Reimbursement	86	16.1%
Payment Plan – Tuition Management Systems (TMS)	43	8.0%
Total	535	100.0%

Figure 4. Students with 45 Credits or More Not Registered for Summer 2015 – Plans for Payment if Planning to Register

