

RESEARCH BRIEF

59-15

August 2015

Call Center Survey: Students with 42 Credits or More Not Registered for Fall 2015

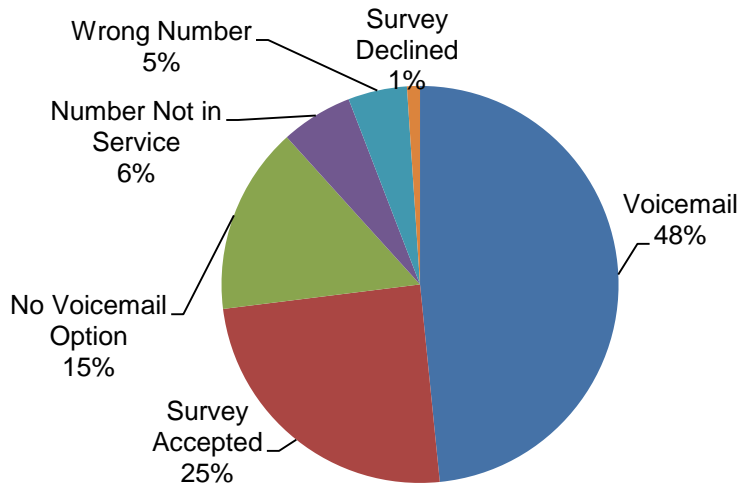
In late Summer 2015, the NOVA Call Center and Marketing departments attempted to contact (by phone) a list of 5,313 students with 42 credits or more who were enrolled in Spring 2015 but had not yet registered for Fall 2015.

As seen in Table 1 and Figure 1 (next page), the Call Center and Marketing departments successfully contacted 25 percent (1,308 students) of the 5,313 students. The majority of students were not reached (74 percent, 3,949 students) and 1 percent of students were reached but declined to speak with the NOVA representative (56 students).

Table 1. Survey: Students with 42 Credits or More Not Registered for Fall 2015

Call Outcome	#	%
Voicemail message left	2,572	48.4
Survey accepted	1,308	24.6
No answer, no voicemail option	811	15.3
Disconnected or not in service	311	5.9
Wrong number	255	4.8
Survey declined	56	1.1
Total	5,313	100.0

Figure 1. Survey: Students with 42 Credits or More Not Registered for Fall 2015

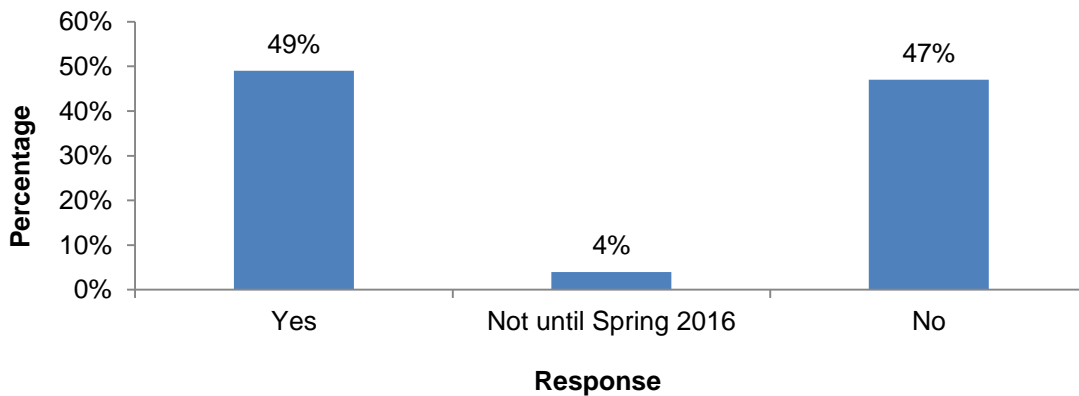


As seen in Table 2 and Figure 2, of the students contacted in the survey, 1,308 agreed to answer the survey questions. Approximately 49 percent of these students (638 students) communicated that they planned to register for Fall 2015. Nearly 4 percent (50 students) did not plan to register until Spring 2016. The top three reasons for postponing registration until Spring 2016 were taking a semester off, family obligations, and conflict between work and school schedules. The remaining 47 percent (620 students) did not plan to register.

**Table 2. Students with 42 Credits or More Not Registered for Fall 2015—
Are You Planning to Register for Courses in Fall 2015?**

Planning to Register	#	%
Yes – for Fall 2015	638	48.8
Not until Spring 2016	50	3.8
No	620	47.4
Total	1,308	100.0

**Figure 2. Students with 42 Credits or More Not Registered for Fall 2015—
Are You Planning to Register for Courses in Fall 2015?**



For the 620 students who did not plan to register for Fall 2015 and did not indicate plans to register for Spring 2016, their reasons are displayed in Table 3 and Figure 3. The most commonly cited reasons were transfer to another college (50 percent, 312 students), graduation or plans to graduate after completing summer courses (27 percent, 165 students) and insufficient funds (16 percent, 96 students).

Receiving acceptance to a four-year institution was the main reason students cited for transferring out of NOVA before graduating. When students were asked why they decided to transfer instead of earning an Associate’s degree and going through the Guaranteed Admission Agreements (GAA) program, they often stated that GAA did not guarantee them admission to their particular program. Students also conveyed a lack of desire to earn an Associate’s degree at NOVA.

**Table 3. Students with 42 Credits or More Not Registered for Fall 2015—
Reasons for Not Planning to Register**

Reasons for Not Registering	#	%
Transferring to another college	312	50.3
Graduated, or soon to graduate, from NOVA	165	26.6
Insufficient funds	96	15.5
Undecided	30	4.8
Military reasons	9	1.5
Medical, personal, or family reasons	7	1.1
Insufficient class options	1	0.2
Total	620	100.0

**Figure 3. Students with 42 Credits or More Not Registered for Fall 2015—
Reasons for Not Planning to Register**

