

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 Non-Registered Initiative is to get non-registered undergraduate students to register for the upcoming term and to understand the “why” if 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](#).

Scope

- Undergraduate Students at USC-Columbia
 - 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 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 make 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 to allow the UAC and other campus stakeholders to report on the initiative.

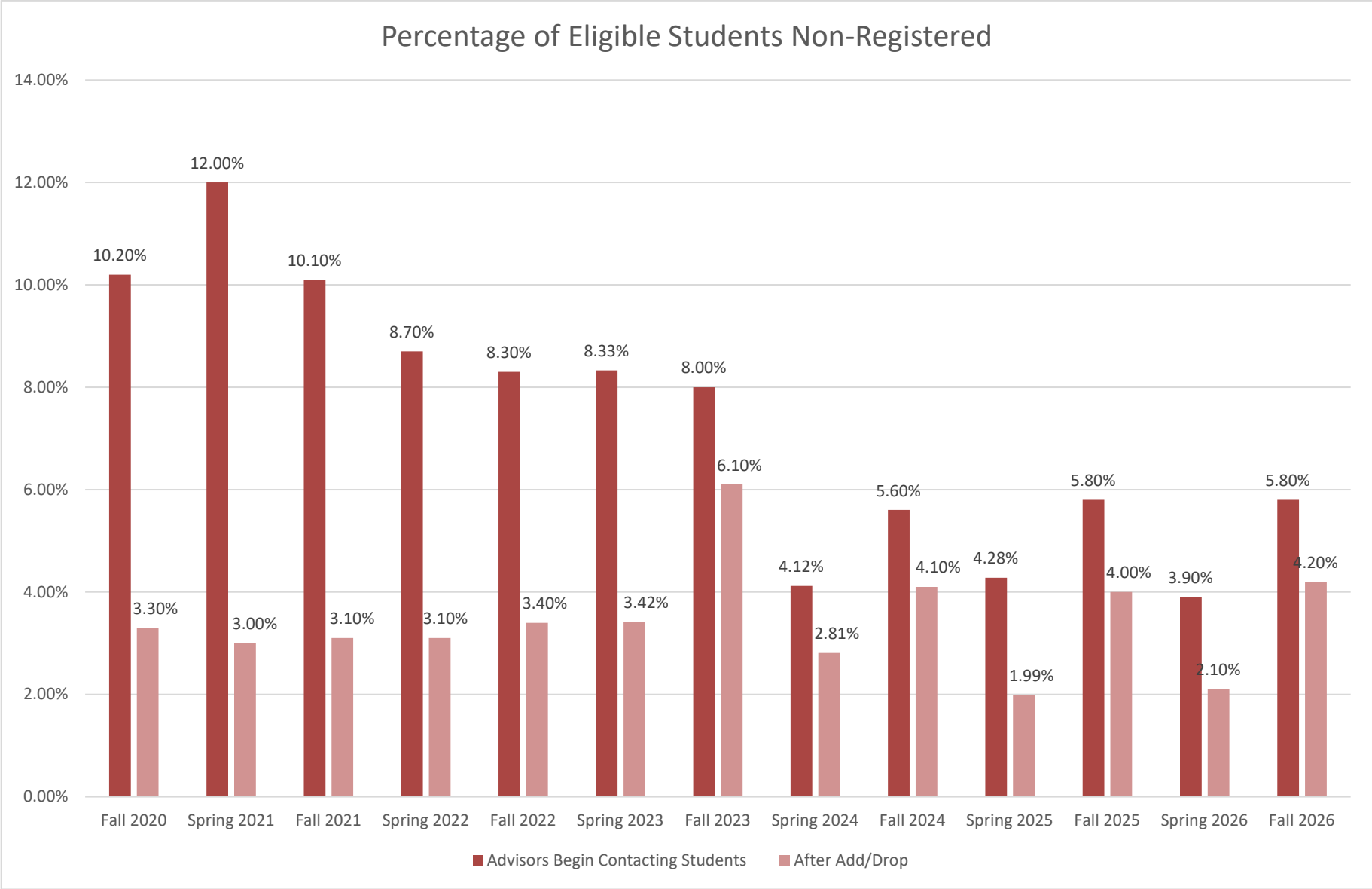
Updated Processes – Impact on Longitudinal Data

As this initiative has evolved and expanded, the processes to run the Non-Registered Intervention have been adjusted to increase impact. Starting in Fall 2023, student enrollment data was reported via Data Warehouse reports instead of advisor case close reasons to increase accuracy. Additionally, the UAC began to proactively conduct “pre-NRI outreach” in Spring 2024, resulting in a lower number of non-registered students at the formal start of this initiative. The transition to CRM Advise in Summer 2026 also may impact data reporting.

Undergraduate Students Not Registered for Fall 2026 semester

- 24,937 students eligible to register as of May 18, 2026
- Students Not Registered as of May 18, 2026: 1,436 (5.8%)
- Students Not Registered as of September 28, 2026: 1,042 (4.2%)
- 27.42% Decrease in Students Not Registered for Fall 2026

Note: Advisors made contact with students in approximately 66% of cases.



Percentage of Eligible Students Non-Registered

