

Enrollment Management Council EMC²
Minutes
December 17, 2004

Minutes

- Minutes from the November 19th meeting were distributed prior to the meeting.

Announcements from the Chair

- Spring Enrollment update Becky reported that a number of the other campuses appear to be experiencing the same kind of shortfall-to-date for Spring as does IUPUI. There is also some evidence of the same kind of delayed registration behavior we saw in the fall. Note that four campuses were down in headcount for Fall 2004 which would start them in a deficit position for Spring.

A spreadsheet of Spring enrollment totals was distributed. For the latest version visit <http://registrar.iupui.edu/enrollment/4052/cover4052.htm>

- Fall 2005 admissions figures look good for IUPUI. A number of other campuses report good admissions totals as well.
- An e-mail was sent to students who we believe will be due a refund (their anticipated spring aid exceeds their spring charges). Should they wish to buy their books early, they have the option of requesting a book voucher for the balance of their refund up to a maximum of \$500.

Students are directed to a Website <https://www.bookstore.iupui.edu/financialaid/> that provides additional information about eligibility and process. (There is also a link directly from the financial aid homepage <http://www.iupui.edu/~finaid/>) The student completes a brief on-line form that goes for processing and if eligible, a voucher good for the week of January 3rd is mailed to the student. The student takes the voucher to the bookstore as a form of payment. The information also is posted on the Financial Aid homepage.

The option is only available during this narrow window so that the student is not given the voucher in addition to their full refund, thus putting them in a position of having to repay the amount of the voucher (which otherwise simply reduces the amount of the refund). Should a student's aid not be distributed by January 10th, the student can request an IUPUI Financial Aid Loan.

- The Bursar's office will begin distribution of Spring aid on January 5th. Students should anticipate it will take 4-5 days for money distributed through Direct Deposit to be available in their checking accounts and 5-7 days for distribution through checks to arrive in the mail.
- Enrollment Services staff met on Thursday to plan for the first two weeks of classes. This will include triage stations, serving students with certain financial aid issues in alternate locations, and other steps to shorten the line in the Financial Aid hallway. The initial step will be to ask students if they have

checked OneStart for the latest information on their account. We have established a mechanism for reaching the Bursar for those students who need to talk with someone from that office.

- As the work of the EMC is becoming better known on campus, we have had a number of colleagues in the schools ask to be added to the EMC distribution list for minutes and announcements as a way to keep informed. These individuals do not appear on the list of official members.

While we will certainly keep the schools and members of APPC informed of enrollment management activities and initiatives, we need to be clear as to who from the council has responsibility for responding to action requests and for distributing information within each school or unit. To this end we will be asking the deans to clarify for each school the person who has that responsibility.

Taking this step will provide greater assurance that assigned tasks are completed and that any information shared more broadly goes through appropriate channels within each school.

- In late October, clearances for Spring registration were given to approximately 1500 financial aid recipients who still had Fall bills. The clearance window was extended until 5 December. As of December 7th, approximately 65% of the original 1500 students had registered.

The issues holding the remainder of students from registering either rest with the student (just hasn't registered yet) or with the school that has an advising hold on enrollment. There is not a significant number of students being held due to Fall aid-related bills. Copies of the communications sent in October and November appear below.

- Communications initiatives
 - Letter in Sagamore from Dean Plater (December 8th issue) and distributed to the deans for possible forwarding to the schools' students.
 - EVC@iupui.edu as a contact point
 - Mark Grove reported on the small number of messages sent to the site. All specific problems were solved within a day.
 - Distribution to schools of list of non-yet enrolled students
 - Files were sent in mid-November and early December. For examples of how the schools used the lists, see pages 5-7 below
 - E-mails *attached*
 - To students who still owed for Fall informing them of temporary clearance for Spring registration through November 5th *sent 10/25/04.*
 - To students who still owed for Fall informing them of extension of temporary clearance for Spring registration through December 5th contingent on clearing any other holds in place from schools, etc. *sent 11/15/04.*
 - To students who had received mailing about temporary Spring clearance to inform them their fees were settled and that they could

continue to register for spring, contingent on clearing other holds from schools, etc. *sent 11/15/04.*

- To students who had received mailing about temporary Spring clearance to inform them their fees were settled and that they could continue to register for spring (they had no other holds on-file) *sent 11/15/04.*
- To students who still had Fall aid issues *sent 12/7/04*
- To all students receiving aid in the Spring to remind them of a goal of distribution of aid by January 10th and to plan accordingly *sent 12/14/04.*
- To eligible students to inform them of the possibility of obtaining a book voucher (see above) *sent 12/17/04.*

Results of Student Tracking Phone Survey *Victor Borden*

- Victor presented a summary of responses to the survey (attached). Among the highlights were
 - A significant percentage of respondents reported problems with understanding or navigating the system, with finding course offerings and class numbers the most reported problem with registration and the reason most given for registering late. Within the registration responses, an equal percentage of students responded that it was hard at first, but they figured it out later.
 - The reasons most cited for not returning involved personal finances, employment, and personal issues, with transferring to another institution fourth on the list. Half of those who named an institution to which they were transferring cited Ivy Tech and Victor reminded members of the price differential. That specific reason (enrolling elsewhere due to lower costs) was cited by only 1% of the respondents as the main reason for not returning while trouble with Financial Aid was cited by 3% of respondents.
 - While we had some concerns that repeated contacts of students to encourage enrollment may make the university look desperate, that does not appear to be the case.

In his summary, Victor noted that 12% of respondents noted their decision to enroll this term was influenced by contacts made by the schools this summer. 58% of those who did not return this Fall said the contact encouraged them to consider returning for a future term. IMIR will conduct additional follow-up on these data by school to help determine where specific strategies were more effective.

- Work and family changes produced the expected set of responses in terms of working more hours and new babies, though a significant number of respondents notes that courses were not at times that worked for them.
- The two leading responses in advising were advisors not being knowledgeable or helpful and that the advisor wasn't available/advising hours don't work for the students.

- When students were asked at the end of the survey if they had anything to add, 23% of those who responded reported their positive feelings about the university
 - For additional categories and responses see the attachment below.
- Mark categorized the responses into a number of categories for possible action

1. Areas where we can focus efforts on improvement. These include

- Difficulties in understanding the system and navigation (though as many respondents noted they found it hard at first but figured it out as reported it difficult to use/navigate)*
- Hard to find course offerings and class numbers*
- Poor instructions and information/communication
- Aid delayed
- Trouble with aid

* we hope these will lessen as part of a general learning curve, but additional steps clearly need to be taken to point students to the insite-like *Schedule of Classes* and to the detailed registration instructions. Both of these exist outside of OneStart and that poses a problem along with students' general lack of interest in reading instructions.

2. Areas where responses must come from the schools, though in some cases they may not be able to respond to the students' satisfaction

- Transferring to another institution/Not the right place for me (one of the most common responses for the latter was a concern about classes being "too large")
- Can't get into desired program (Nursing was the most-frequently named)
- Closed classes and closed classes where waitlist was not successful
- Classes not offered when I can take them (highest-rated response in problems getting desired courses group)
- Courses not offered this semester
- Don't offer the major in which I am interested
- Interest in internet/correspondence classes

3. Academic Advising (schools and UCOL)

- Advisor not knowledgeable, helpful
- Advisor not available/advising hours don't work for me

4. Start-up issues

- We hope that most of the technical issues students cited for the Fall have been addressed, though January will be the test in terms of concurrent requests for access, especially the 10th and 11th with the start of the term
- We hope that the user id and password issues will lessen as students become more familiar with their use
- We hope that some of the customer service and line issues will lessen as we become more familiar with the system and work through set-up and processing errors

5. Things we recognize but can't do much about such as cost or PS-delivered functionality that won't be modified, or at least not soon. We can try to mitigate some (see 1 above for several areas) and others may improve as students become more familiar with the new tools.

- Navigation and problems with the different modules
- Hard to find course offerings, class numbers
- General unhappiness with OneStart
- Cost, including students transferring to other institutions for reasons on cost, though that reason was only specifically cited by seven respondents. We know that the actual number is higher as it is likely the main reason for the interest in Ivy Tech

Becky noted that the tools we have now, particularly in registration, won't be changed for at least another year. This is both an issue for stability of the system and availability of resources.

6. Issues that rest with the student

- Nearly all personal and work-related issues. A significant portion of the responses in "main reasons not registered this Fall" also fell into this category
- Procedural issues such as holds on records, required course authorizations, and term activations for students who stopped out and were not activated automatically

School Initiatives and Activities

A number of schools reported on their enrollment-building activities for Spring

- SPEA
 - New Director of Student Services
 - Better management of inactive student files. This includes reviewing files and contacting students who may be close to finishing a degree or credential to encourage enrolment

- There has been a series of fie contacts made so far to students not yet enrolled for spring including e-mail, phone call, post card, a letter encouraging a visit with the dean or an advisor, and calls by the advisors.
- Maintaining waiting lists of local students for on-line courses to build enrollments for distance students
- The anecdotal reports are students are real busy with end-of-semester activities, but that they still intend to enroll.
- Informatics
 - Goody bag with fun items distributed to all Informatics classes
 - Women's Organization sponsored Fall conference and is planning one for the Spring
 - Vision Fest event to allow students to showcase their work and compete for awards
 - Feature student work and profiles on school Website
 - School fifth birthday party to which all students were invited
 - Tours and class visits for prospective students, including meeting with a faculty member. Visit <http://informatics.iupui.edu/i/131>
 - Visits to high schools and smaller local colleges
 - New 2+2 with IUPUC and developing joint programs with other schools, such as SLIS.
- University College
 - All new students enrolled in Learning Communities register during a class session. Tracking students who have not and they appear to be students who have stopped attending classes
 - Students who are new but not in Learning Communities are being called and sent e-mails.
 - Continuing students have been contacted via letter.
 - Initial reports seem to be a larger number of students who have delayed their enrollment. Cathy Buyarski reported there was a much larger number of students waiting to see advisors today than is usually the case during finals' week. No reports of Bursar, Financial Aid, or OneStart issues.
- Kelley School of Business
 - Students on the not-yet-registered list were sent e-mails and then called on a Saturday morning. KSB's experience is that it is easier to reach students on Saturdays.
 - Students are encouraged to read their university e-mail often.
 - 48 students on the November list had Bursar encumbrance.
 - KSB is seeing the same delay in registration, with 24 students having just enrolled, including several who previously had had Bursar holds.
- School of Liberal Arts
 - Sent Dean Plater's *Sagamore* letter to students. 14 students contacted SLA with problems which quickly were resolved. Jim Fiddler of Financial Aid was singled out for his responsiveness and service.
 - SLA is contacting students who have been admitted but who had not yet signed up for Orientation.

- The school notes a fair number of e-mails being returned due to full mailboxes. The assumption is that these are students no longer attending the university and not checking their mail. Other schools concurred with this experience.
- The newer list of not-yet enrolled students has been forwarded to the school's departments for follow-up contact by advisors.
- Communication with students confirms the pattern of delayed enrollment/procrastination.
- Engineering and Technology
 - In addition to the cards and e-mails, the school has asked faculty to encourage enrollments in talking with their students.
 - Shortfalls for Spring appear especially in computer technology students and in international students.
- Enrollment Center
 - 29 students have contacted the EC in the last week for Spring enrollment a larger number than usual for this late in December.

Becky encouraged members to document their initiatives and record responses and other figures in a data base to build a method for comparative analysis in the future. Members are encouraged to share such tracking methods with the group.

Victor noted that an institution in the UK had some success with a holiday card to its students. No IUPUI schools reported taking such a step.

- Members discussed the perceived penalty for early registrants with earlier payment. Victor and Mark noted that over the last five years there has actually been a decline in the number of students registering after the initial bills went out. The pattern was different this Fall and, we hope, this Spring, but they believe that other factors are in play rather than simply maneuvering for later payments.
- Grade Submission
 - Becky reported that IUE and IUS reported successful implementation of the new grade entry system, with roughly equal numbers of faculty submitting grades from OnCourse and from OneStart. IUPUI anticipates a larger percentage from OnCourse given the broader use of the tool at this campus.
- Joe Kuczkowski was recognized for his service at the university and given the best wishes of the group upon his retirement after 38 years with IUPUI.

Upcoming meetings

January 28	1:00-2:30	BS 3009
February 25	1:00-2:30	BS 3009
March 25	1:00-2:30	BS 3009
April 22	1:00-2:30	BS 3009
May 27	1:00-2:30	TBA
June 24	1:00-2:30	TBA

E-mail to students who still owed for Fall informing them of temporary clearance for Spring registration through November 5th sent 10/25/04

Dear Student:

As of Friday, October 22, 2004, you had an outstanding balance with the Office of the Bursar for the fall 2004 semester because your financial aid has not completely credited to your account. Having an outstanding balance for a previous semester would typically keep you from registering for an upcoming semester. However, because you have experienced difficulty with your financial aid, action is being taken to remove the block to your registration for the duration of priority registration.

Priority registration for the spring semester will begin on Wednesday, October 27, 2004. If you have not already done so, you can find your registration appointment time by logging into Onestart (www.onestart.iu.edu) Self Service and clicking on My Registration Appointment.

During the spring priority registration period of October 27, 2004 through November 5, 2004, the past due status of your bursar account will not block your registration. After November 5, the enrollment restriction will return to your account until the financial aid or loan is credited. If you register during the priority registration period, you will continue to be able to make adjustments to your enrollment (drop or add classes) even if the restriction is returned to your account.

NOTE: If your registration is blocked for reasons other than anticipated financial aid credit, such as an academic hold on registration, you will need to resolve the issue with the office responsible for placing the Hold. You can check your status by logging into Onestart (www.onestart.iu.edu) Self Service and clicking Hold on my Record.

If you encounter difficulties with registration and the message indicates that it is due to a Bursar hold, contact (317) 274-4162. The Office of Student Financial Aid is continuing to work to resolve the problems with your financial aid and loans so that your account will be properly credited.

E-mail to students who still owed for Fall informing them of extension of temporary clearance for Spring registration through December 5th contingent on clearing any other holds from schools, etc. sent 11/15/04

Dear Student:

Several weeks ago we wrote to you about registration for the spring semester at IUPUI. At that time we told you your enrollment would not be blocked by the status of your fall bursar account if you registered during the priority registration period.

The Office of Student Financial Aid continues to work to resolve the problems with your financial aid and loans so that your account will be properly credited. In the meantime, we have made arrangements to extend the time period in which you can register for the spring.

From now through December 5, 2004, the past due status of your bursar account will not block your registration. After December 5, the enrollment restriction will return to your account until the financial aid or loan is credited. If you register before December 5, you will continue to be able to make adjustments to your enrollment (drop or add classes) even if the restriction is returned to your account.

We encourage you to register as soon as possible to ensure the best selection of courses.

NOTE: If your registration is blocked for reasons other than anticipated financial aid credit, such as an academic hold on registration, you will need to resolve the issue with the school or office responsible for placing the Hold. You can check your status by logging into Onestart (www.onestart.iu.edu) Self Service and clicking Holds on my Record.

If you encounter difficulties with registration and the message indicates that it is due to a Bursar hold, call (317) 274-4162.

Thank you.

IUPUI

E-mail to students who had received mailing about temporary Spring clearance to inform them their fees were settled and that they could continue to register for spring, contingent on clearing other holds from schools, etc. sent 11/15/04

Dear Student:

Several weeks ago we wrote to you about registration for the spring semester at IUPUI. At that time we told you your enrollment would not be blocked by the status of your fall bursar account if you registered during the priority registration period.

Your fees have since been applied to your account and you no longer have a financial hold on your record. We did find that you had another hold on your registration. In order to register, you will need to resolve the issue with the school or office responsible for placing the Hold. You can check your status by logging into Onestart (www.onestart.iu.edu) Self Service and clicking Holds on my Record.

We encourage you to do as soon as possible so to ensure the best selection of courses to meet your particular needs and preferred class schedule.

If you have any other problems with registration, please call the registration helpline at 274-1508

Thank you for your patience.

IUPUI

E-mail to students who had received mailing about temporary Spring clearance to inform them their fees were settled and that they could continue to register for spring (they had no other holds on-file) sent 11/15/04

Dear Student:

Several weeks ago we wrote to you about registration for the spring semester at IUPUI. At that time we told you your enrollment would not be blocked by the status of your fall bursar account if you registered during the priority registration period.

Your fees have since been applied to your account and you no longer have a financial hold on your record. You may register immediately and we encourage you to do so to ensure the best selection of courses to meet your particular needs and preferred class schedule.

If you have any problems with registration, please call the registration helpline at 274-1508. Thanks for your patience.

E-mail to students who still had Fall aid issues sent 12/7/04

Dear Student:

When your IUPUI billing statement arrives in the mail or you view your account online through OneStart, at <https://onestart.iu.edu>, it may show an outstanding balance due for the fall 2004 semester. If you believe that the outstanding balance due should have been covered by the financial aid you are receiving for the fall semester, the Office of Student Financial Aid Services would like for you to contact us via email at finaid@iupui.edu so that we may review your status.

In your email, include the following information-

- * Your name as it appears on IUPUI student records
- * Your university identification number (this is not your social security number)
- * Any additional information you have about your financial aid status that you believe would assist us in resolving the problems with your account, (e.g., the type of aid or loan that you believe has not yet credited to your account).

Once you email our office, we will research your account and make any adjustments that we can to appropriately credit the financial aid to your account. You can expect to receive a response to your inquiry within 5 working days with specific information regarding your account. Thank you for your patience as we work to resolve these remaining issues surrounding the implementation of our new student information system.

Office of Student Financial Aid Services

E-mail to all students receiving aid in the Spring to remind them of a goal of distribution of aid by January 10th and to plan accordingly sent 12/14/04

Dear IUPUI Student:

Hard as it may be to believe, the start of the Spring Semester is only a month away. It's never too early to make sure you are ready for the start of classes.

You can check on the status of your financial aid by visiting <http://onestart.iu.edu>. After you log-in, select the "My Financial Aid Account Summary." While you are there, visit the "My To Do List" and make sure you have completed all necessary steps to receive your aid.

If you expect to receive a refund as the result of a loan or other types of financial aid, we will deliver the money either through direct deposit or by check to your mailing address on record with us. Direct deposit is faster and we encourage you to make use of this option. For more information and to sign up for direct deposit, visit <http://www.bursar.iupui.edu/directdeposit/>.

Even if you use direct deposit, be sure we have your correct mailing address for other communications from the university. You can view and update your address by visiting OneStart. We also encourage you to check your university e-mail on a regular basis as that is the fastest way for us to reach you.

Our goal is to distribute refunds to students by January 10th, the first Monday of classes. Please plan accordingly for your start-of-the-semester expenses.

Please visit <http://www.iupui.edu/~finaid> for the latest information from our office.

Good luck with Fall finals. We are working hard to help you have a successful Spring semester.

Office of Student Financial Aid Services

E-mail to students with anticipated aid greater than spring charges to inform them of the possibility of obtaining a book voucher (see above) sent 12/17/04

IUPUI has instituted a process to provide book loans to eligible financial aid recipients to help with the purchase of books for the spring semester. To learn more about the process and to complete the electronic application, go to <http://www.iupui.edu/~finaid/>

NOTE: The application for a book loan must be completed by 5 pm on December 24

Fall 2004 Enrollment Tracking Phone Survey

Preliminary Results

Highlights

- Overall, about one in six students indicated that they had problems using the new registration system but, for the vast majority of students, those problems did not deter them from enrolling
- Students who did enroll generally reported the most problems with the system and with financial aid processes.
- Reasons for not enrolling have not changed substantially from prior years. Students most often cite issues related to work, family, relocation, or desire to attend a different college (either for a different kind of experience or related to getting into a specific program). The one issue that appears to be on the increase is costs: more students are citing high costs and specifically the cost differential between Ivy Tech and IUPUI.
- About half of the students who were targeted for late spring 2004 school contacts recalled being contacted.
 - One in eight students who recalled being contacted and who did enroll, reported that the contact positively influenced their decision
 - One-half or more of students who recalled being contacted but subsequently did not enroll, indicated that the contact encouraged them to consider re-enrolling in the future.
- One in three non-returning freshmen transferred elsewhere, with nearly one-half going to Ivy Tech
- One in three non-returning freshmen indicated that uncertainty in their career goals or major was an issue in their decision not to return to IUPUI.

Survey Response Information

Total Respondents: 1003

Response rate: 61.6%

Cooperation rate: 90.7%

Refusal rate: 5.6%

Contact rate: 67.9%

Sample Groups

	N	%
RETCNT: Students called in Spring 2004 who had not yet registered but are now enrolled	217	22%
NRETCNT: Students called in Spring 2004 who had not yet registered but are now not enrolled	122	12%
REGewDW: Registrants who subsequently withdrew before census	220	22%
REGLWDW: Registrants who subsequently withdraw after census	218	22%
NRETFTF: Fall 2003 first-time, full-time freshmen not enrolled for fall 2004	226	23%
Total Respondents	1003	100%

Enrollment Status

	Overall (1003)	RET CNT (217)	NRET CNT (122)	REGEWDW (220)	REGLWDW (218)	NRETFTF (226)
Are you currently enrolled at IUPUI?	28%	98%	6%	10%	12%	3%
Did you register for classes and then withdraw?	38%	1%	10%	60%	83%	23%
Did you have any problems with the new registration or OneStart system?	15%	27%	11%	58%	69%	4%
Did the change in the registration system cause you to register any later than you would have otherwise?	9%	22%	2%	5%	13%	2%
Are you now enrolled at another college or university?	20%	0%	31%	28%	11%	35%

Impact of Contacts

	Overall (1003)	RET CNT (217)	NRET CNT (122)	REGEWDW (220)	REGLWDW (218)	NRETFTF (226)
Do you remember being contacted this summer by anyone from your school or major department?	23%	45%	43%	12%	11%	12%
Did the call from the school or major department play a role in your decision to enroll at IUPUI? (All Respondents)	1%	6%	1%	0%	0%	0%
Did the call from the school or major department play a role in your decision to enroll at IUPUI? ("Yes" Respondents to Prior Question)	6%	12%	2%	4%	0%	0%
Did the call from the school or major department encourage you to consider re-enrolling here at some point in the future?	7%	1%	58%	42%	50%	0%

Issues and Enrollment Status

	Overall (1003)	RETCNT (217)	NRETCNT (122)	REGEWDW (220)	REGLWDW (218)	NRETFTF (226)
Did a change in your work circumstances make it more difficult for you to enroll in classes this semester?	32%	22%	30%	33%	41%	31%
Did a change in your family circumstances, like a change in childcare arrangements or in other family members' schedules make it more difficult for you to enroll in classes this semester?	17%	7%	19%	23%	22%	16%
Did problems getting into a specific IUPUI program make it more difficult for you to enroll in classes this semester?	9%	9%	12%	11%	9%	7%
Did talking with an advisor make it more difficult for you to enroll in classes this semester?	6%	6%	7%	8%	7%	3%
Did the amount of financial aid you were awarded make it more difficult for you to enroll in classes this semester?	17%	14%	11%	19%	22%	15%
Did problems getting access to your financial aid award make it more difficult for you to enroll in classes this semester?	17%	26%	6%	15%	23%	10%
Did problems accessing the new registration system through OneStart make it more difficult for you to enroll in classes this semester?	14%	21%	5%	14%	19%	5%
Did other problems using the new registration system make it more difficult for you to enroll in classes this semester?	4%	6%	5%	3%	6%	1%
Did getting the courses you wanted make it more difficult for you to enroll in classes this semester?	15%	23%	14%	16%	15%	8%
Did uncertainty about your career goals or major make it more difficult for you to enroll in classes this semester?	18%	9%	7%	16%	17%	34%
Did having close friends of yours going elsewhere make it more difficult for you to enroll in classes this semester?	4%	1%	3%	2%	4%	8%

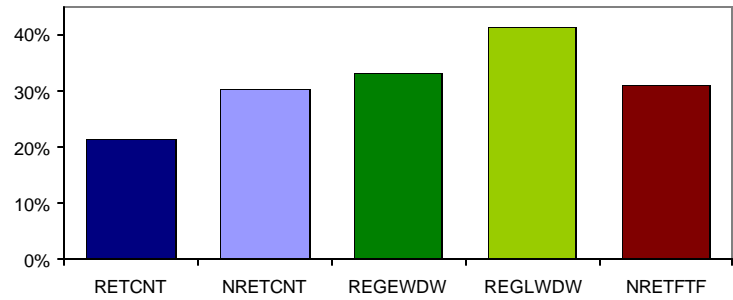
Transfer Destination of Students Enrolled Elsewhere

Institution	Total		CNTNRET		REGEWDW		REGSWDW		NRETFTF	
	N	%	N	%	N	%	N	%	N	%
IVTC	69	34%	11	29%	14	23%	6	24%	38	48%
IUB	24	12%	9	24%	11	18%	4	16%		
Purdue-WL	15	7%	1	3%	4	6%			10	13%
Indiana Wesleyan	9	4%	2	5%	6	10%	1	4%		
Proprietary-Other	9	4%			5	8%	1	4%	3	4%
Indiana State	8	4%	2	5%	2	3%	1	4%	3	4%
Ball State	7	3%	2	5%	1	2%			4	5%
Marian	7	3%	1	3%	2	3%	2	8%	2	3%
Proprietary-IBC	7	3%			1	2%	2	8%	4	5%
Vincennes	7	3%			1	2%	1	4%	5	6%
IUK	5	2%	2	5%	3	5%				
IUN	4	2%	1	3%	2	3%			1	1%
Out-of-State	4	2%	1	3%	2	3%	1	4%		
U of Indianapolis	4	2%	2	5%			1	4%	1	1%
USI	4	2%			1	2%			3	4%
IUPUC	3	1%			2	3%	1	4%		
Purdue-Calumet	3	1%			1	2%	1	4%	1	1%
IPFW	2	1%	1	3%					1	1%
IUE	2	1%			1	2%			1	1%
IUSB	2	1%			1	2%	1	4%		
Other Private	2	1%	2	5%						
Proprietary-Lincoln Tech	2	1%							2	3%
Butler	1	0%	1	3%						
Clarian	1	0%			1	2%				
Other Proprietary	1	0%							1	1%
Out of State	1	0%					1	4%		
Proprietary-ITT	1	0%					1	4%		
Unknown	1	0%			1	2%				
Total	205	100%	38	100%	62	100%	25	100%	80	100%

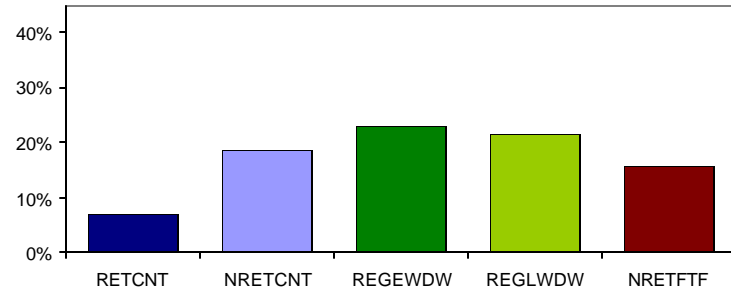
Programs Students Couldn't Get Into

	N	%
Nursing	40	43%
Radiography	6	7%
Education	5	5%
Business	3	3%
Herron	3	3%
Informatics	2	2%
Other Program	18	20%
Other, non-program	7	8%
Specific Classes	8	9%
Grand Total	92	100%

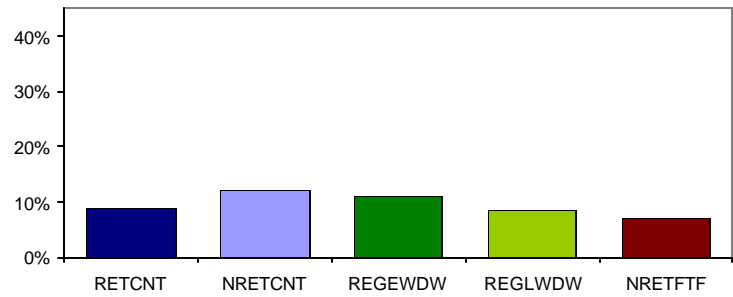
Did a change in your **work circumstances** make it more difficult for you to enroll in classes this semester?



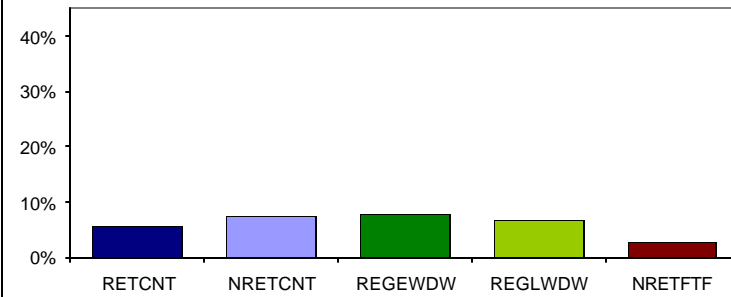
Did a change in your **family circumstances**, like a change in childcare arrangements or in other family members' schedules make it more difficult for you to enroll in classes this semester?



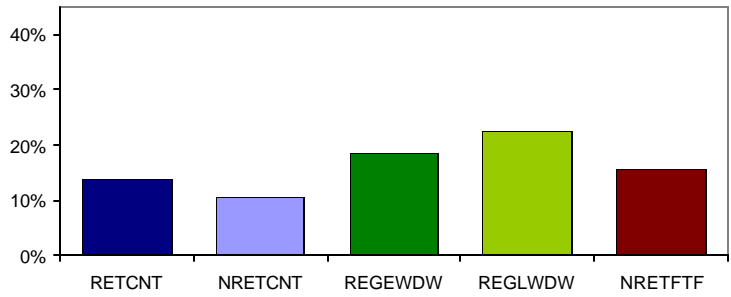
Did problems **getting into a specific IUPUI program** make it more difficult for you to enroll in classes this semester?



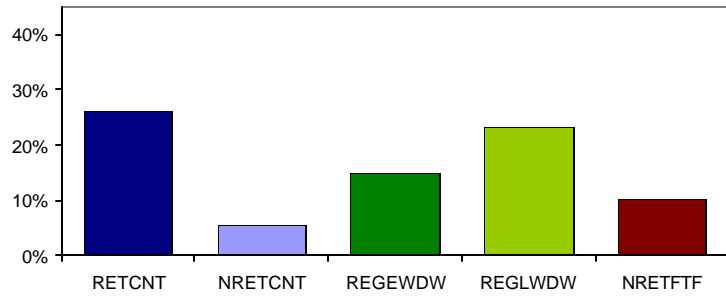
Did **talking with an advisor** make it more difficult for you to enroll in classes this semester?



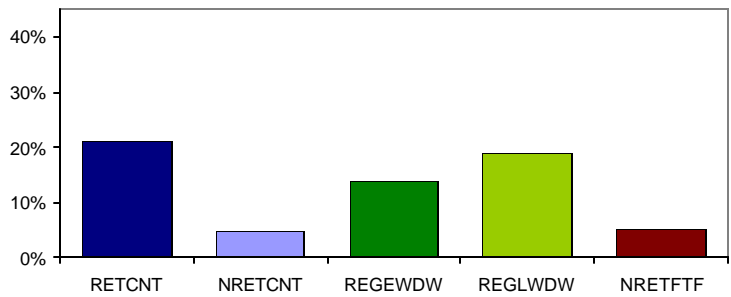
Did the **amount of financial aid** you were awarded make it more difficult for you to enroll in classes this semester?



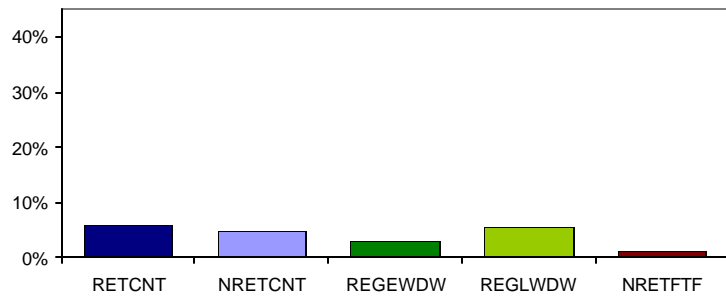
Did problems **getting access to your financial aid** award make it more difficult for you to enroll in classes this semester?



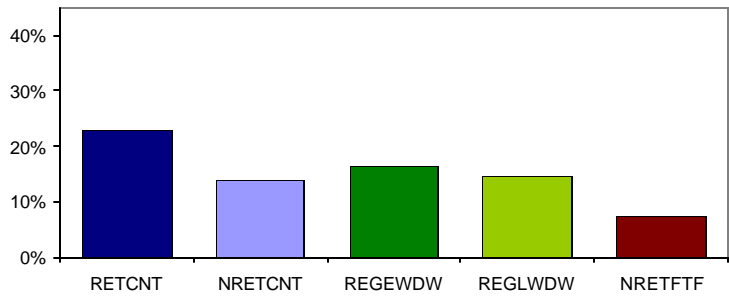
Did problems **accessing the new registration system through OneStart** make it more difficult for you to enroll in classes this semester?



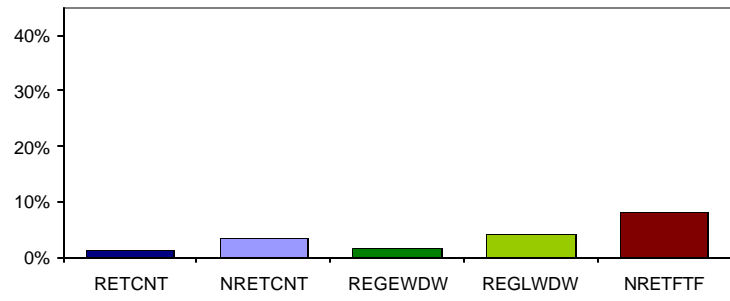
Did **other problems using the new registration system** make it more difficult for you to enroll in classes this semester?



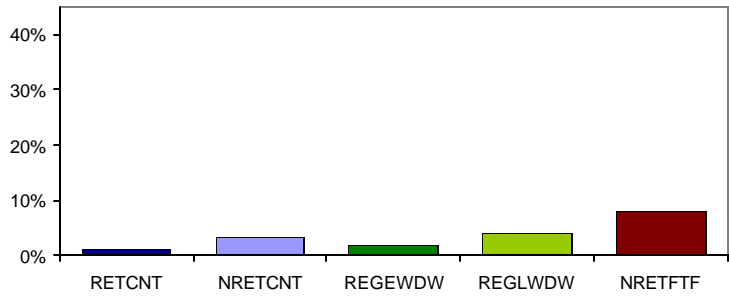
Did **getting the courses you wanted** make it more difficult for you to enroll in classes this semester?



Did **uncertainty about your career goals or major** make it more difficult for you to enroll in classes this semester?



Did having **close friends of yours going elsewhere** make it more difficult for you to enroll in classes this semester?



Fall 2004 Enrollment Phone Survey - Tally of Coded Open-Ended Responses by Survey Group

Problems with Registration System

	Total	RetCont	NRetCont	RegEWdw	RegLWdw	NRetFTF
Total Number of Responses	155	58	5	28	55	9
Difficult to understand, navigate	19%	21%		29%	13%	
Hard to find course offerings, class numbers	10%	16%		11%	7%	
Don't like OneStart/liked insite better	10%	14%		4%	5%	
Hard at first, figured it out later	10%	14%		11%	7%	
Technical problems, but resolved with help	6%	5%		4%	5%	
Couldn't connect to system from home, office	5%	0%		4%	9%	
Problem with User id or password	5%	3%		0%	9%	
Dependability of system staying up, response time too slow	5%	3%		7%	5%	
Drop/add problem	4%	2%		0%	5%	
Trouble with financial aid	3%	3%		4%	4%	
Unable to register, general	3%	2%		11%	0%	
Poor instructions, information	3%	0%		4%	4%	
Probation/dismissed/hold on my record	2%	2%		0%	4%	
Difficulty in getting help	2%	0%		0%	5%	
Undecipherable	1%	2%		0%	2%	
General unhappiness	1%	2%		0%	2%	
Trouble with Financial Aid module	1%	0%		0%	4%	
Trouble with Bursar module	1%	0%		4%	2%	
Need to talk with an advisor	1%	3%		0%	0%	
Past-due debt blocking enrollment	1%	2%		0%	2%	
Activation of record needed	1%	0%		4%	2%	
Don't like OneStart, general	1%	2%		0%	0%	
Waitlisted, didn't get course	1%	0%		0%	0%	
Too busy right now	1%	2%		0%	0%	
People don't care	1%	0%		0%	2%	
Had to withdraw or drop classes due to financial aid	1%	0%		0%	2%	
Waitlist, got course	1%	0%		4%	0%	
Nothing to add	1%	2%		0%	0%	
Motivation	1%	2%		0%	0%	
Technical, other	1%	0%		4%	0%	

Why Did You Register Late?

	Total	RetCont	NRetCont	RegEWdw	RegLWdw	NRetFTF
Total Number of Responses	93	47	2	10	28	6
Hard to find course offerings, class numbers	16%	23%			7%	
General unhappiness	8%	9%			0%	
Difficult to understand, navigate	8%	13%			4%	
Technical problems, but resolved with help	6%	6%			4%	
Poor instructions, information	6%	2%			11%	
Unable to register, general	6%	4%			7%	
Hard at first, figured it out later	6%	6%			11%	
Problem with User id or password	5%	4%			11%	
Couldn't connect to system from home, office	5%	2%			11%	
Undecipherable	3%	2%			4%	
My lack of understanding	3%	4%			0%	
Activation of record needed	3%	2%			4%	
Technical, other	2%	2%			4%	
Dependability of system staying up, response time too slow	2%	0%			0%	
Difficulty in getting help	2%	0%			7%	
Trouble with Financial Aid module	2%	2%			4%	
Don't like OneStart, general	2%	2%			4%	
Distance	1%	0%			0%	
Trouble with Bursar module	1%	2%			0%	
Don't like OneStart/liked insite better	1%	0%			4%	
Course closed	1%	2%			0%	
Trouble with financial aid	1%	2%			0%	
Delayed due to problems with system	1%	0%			4%	
Motivation	1%	2%			0%	
Procrastination	1%	2%			0%	
Past-due debt blocking enrollment	1%	2%			0%	
Waitlisted, didn't get course	1%	0%			4%	

Main Reason for Not Returning

	Total	RetCont	NRetCont	RegEWdw	RegLWdw	NRetFTF
Total Number of Responses	726	4	115	198	191	218
Can't afford school right now	11%		5%	10%	15%	13%
Employment, other	10%		9%	10%	16%	7%
Personal, general	8%		10%	7%	11%	6%
Transferring to another institution	7%		10%	6%	2%	11%
Too busy right now	5%		3%	8%	7%	2%
Change in life plans, priorities	4%		4%	6%	2%	5%
Health/Medical	4%		2%	4%	7%	2%
Probation/dismissed/hold on my record	4%		0%	3%	0%	11%
Moving	3%		3%	6%	1%	4%
Trouble with financial aid	3%		1%	3%	8%	1%
Not the right place for me	3%		4%	4%	1%	5%
Baby	3%		7%	3%	2%	3%
Couldn't get into desired program	3%		5%	5%	1%	3%
Too expensive	3%		2%	3%	4%	2%
Graduated prior to Fall 04	3%		9%	3%	2%	0%
Desired major unavailable	2%		2%	3%	3%	2%
Distance	2%		2%	3%	1%	3%
Military	2%		3%	1%	2%	3%
Past-due debt blocking enrollment	2%		2%	3%	1%	3%
Enrolling elsewhere for on-line or correspondence	2%		4%	2%	2%	1%
Needed to take time off	2%		2%	2%	1%	3%
Course not offered this semester	2%		2%	2%	3%	0%
uncertain of major/changing major	2%		0%	1%	1%	4%
Enrolling elsewhere due to lower costs	1%		3%	1%	0%	1%
Change in work schedule	1%		2%	2%	1%	0%
Problems with course or faculty	1%		1%	0%	1%	1%
Nothing to add	1%		0%	1%	0%	2%
Motivation	1%		0%	0%	1%	1%
Course closed	1%		1%	1%	1%	0%
Problems with my advisor, general	1%		1%	0%	1%	0%
Undecipherable	0%		1%	0%	1%	0%
Death in family	0%		1%	1%	1%	0%
Waitlisted, didn't get course	0%		0%	1%	0%	0%
#N/A	0%		0%	1%	1%	0%
Trouble with Bursar module	0%		0%	0%	1%	0%
Housing	0%		0%	0%	1%	0%
Need to talk with an advisor	0%		0%	0%	1%	0%
Child care	0%		0%	0%	1%	0%
Had to withdraw or drop classes due to financial aid	0%		0%	0%	1%	0%
Procrastination	0%		1%	0%	0%	0%
Courses were not at times that worked for me	0%		0%	0%	1%	0%
Needed authorization	0%		0%	1%	0%	0%
Divorce	0%		0%	0%	1%	0%

Work Changes

	Total	RetCont	NRetCont	RegEWdw	RegLWdw	NRetFTF
Total Number of Responses	315	47	36	72	90	70
Working more hours	34%	36%	31%	32%	34%	37%
New Job	12%	13%	11%	13%	16%	9%
Courses were not at times that worked for me	12%	15%	6%	17%	7%	14%
Employment, other	11%	9%	19%	14%	8%	11%
Change in work schedule	7%	13%	3%	6%	10%	1%
Needed to work more	6%	4%	6%	7%	7%	7%
Not working	4%	4%	8%	3%	6%	0%
Personal, general	2%	0%	3%	1%	2%	3%
Travel on job	2%	0%	3%	1%	3%	1%
Military	2%	0%	0%	1%	0%	6%
Distance	1%	0%	3%	0%	1%	1%
Health/Medical	1%	0%	0%	1%	1%	1%
Can't afford school right now	1%	0%	0%	1%	0%	3%
Too busy right now	1%	0%	0%	0%	2%	0%
Moving	1%	0%	0%	0%	0%	3%
Trouble with financial aid	1%	0%	0%	0%	2%	0%
Undecipherable	0%	0%	0%	0%	0%	1%
Needed to take time off	0%	0%	0%	1%	0%	0%
Baby	0%	2%	0%	0%	0%	0%
Academic, other	0%	2%	0%	0%	0%	0%
Problems with my advisor, general	0%	2%	0%	0%	0%	0%
Change in life plans, priorities	0%	0%	0%	1%	0%	0%
Enrolling elsewhere for on-line or correspondence	0%	0%	3%	0%	0%	0%
Graduated prior to Fall 04	0%	0%	3%	0%	0%	0%
Don't like OneStart/liked insite better	0%	0%	3%	0%	0%	0%
Couldn't connect to system from home, office	0%	0%	0%	0%	1%	0%

Family Changes

	Total	RetCont	NRetCont	RegEWdw	RegLWdw	NRetFTF
Total Number of Responses	171	15	23	51	46	36
Baby	32%	33%	52%	22%	37%	28%
Personal, general	19%	7%	22%	18%	20%	22%
Child care	9%	20%	4%	8%	11%	8%
Health/Medical	8%	13%	13%	6%	9%	6%
Too busy right now	6%	13%	0%	10%	7%	0%
Death in family	5%	0%	4%	6%	7%	6%
Can't afford school right now	5%	13%	0%	6%	0%	11%
Divorce	5%	0%	4%	2%	2%	8%
Moving	4%	0%	0%	6%	2%	6%
Nothing to add	2%	0%	0%	0%	2%	3%
Employment, other	1%	0%	0%	2%	2%	0%
Change in work schedule	1%	0%	0%	4%	0%	0%
Undecipherable	1%	0%	0%	0%	2%	0%
Needed to take time off	1%	0%	0%	0%	0%	3%
Courses were not at times that worked for me	1%	0%	0%	2%	0%	0%
New Job	1%	0%	0%	2%	0%	0%
Enrolling elsewhere for on-line or correspondence	1%	0%	0%	2%	0%	0%
Not working	1%	0%	0%	2%	0%	0%
Military	1%	0%	0%	2%	0%	0%
Change in life plans, priorities	1%	0%	0%	2%	0%	0%

Advising Problems

	Total	RetCont	NRetCont	RegEWdw	RegLWdw	NRetFTF
Total Number of Responses	59	12	9	17	15	6
Advisor not knowledgeable, helpful	63%	50%	89%	65%	47%	83%
Advisor not available/advising hours don't work for me	27%	42%	0%	24%	40%	17%
Undecipherable	2%	0%	0%	6%	0%	0%
Couldn't get into desired program	2%	0%	0%	0%	7%	0%
Problems with my advisor, general	2%	0%	0%	6%	0%	0%
Need to talk with an advisor	2%	8%	0%	0%	0%	0%
Trouble with financial aid	2%	0%	0%	0%	7%	0%
Poor instructions, information	2%	0%	11%	0%	0%	0%

Financial Aid Problems

	Total	RetCont	NRetCont	RegEWdw	RegLWdw	NRetFTF
Total Number of Responses	171	57	7	33	51	23
Aid delayed	30%	39%		30%	29%	9%
Trouble with financial aid	15%	21%		12%	12%	13%
Student-initated problems (failure or delay in filing required forms)	11%	2%		15%	12%	26%
Trouble with Financial Aid module	9%	14%		0%	12%	9%
Didn't get money	7%	4%		9%	4%	13%
Customer Service in Financial Aid	6%	2%		18%	6%	4%
Didn't get what I'd expected	6%	5%		3%	4%	17%
Lines at office, availability of staff	5%	11%		3%	4%	0%
Had to withdraw or drop classes due to financial aid	4%	0%		0%	14%	0%
Past-due debt blocking enrollment	4%	4%		6%	2%	4%
Undecipherable	1%	0%		0%	0%	4%
Too expensive	1%	0%		0%	2%	0%
Don't like OneStart, general	1%	0%		3%	0%	0%
Couldn't connect to system from home, office	1%	0%		0%	0%	0%

OneStart Problems

	Total	RetCont	NRetCont	RegEWdw	RegLWdw	NRetFTF
Total Number of Responses	135	46	6	30	41	12
Hard at first, figured it out later	13%	20%		10%	12%	
Difficult to understand, navigate	13%	15%		10%	12%	
Problem with User id or password	10%	11%		7%	10%	
Hard to find course offerings, class numbers	10%	13%		10%	10%	
Dependability of system staying up, response time too slow	9%	9%		13%	7%	
Technical, other	8%	4%		13%	7%	
Undecipherable	6%	7%		3%	7%	
Couldn't connect to system from home, office	4%	4%		3%	7%	
Unable to register, general	4%	4%		10%	0%	
My lack of understanding	4%	4%		3%	5%	
Poor instructions, information	3%	0%		0%	7%	
Don't like OneStart/liked insite better	3%	0%		3%	0%	
Probation/dismissed/hold on my record	1%	2%		3%	0%	
Drop/add problem	1%	0%		0%	5%	
Activation of record needed	1%	0%		0%	5%	
Needed authorization	1%	2%		3%	0%	
Difficulty in getting help	1%	2%		0%	0%	
Nothing to add	1%	0%		0%	2%	
Trouble with Financial Aid module	1%	2%		0%	0%	
Don't like OneStart, general	1%	0%		0%	2%	
Past-due debt blocking enrollment	1%	0%		0%	0%	
Technical problems, but resolved with help	1%	0%		3%	0%	
Trouble with Bursar module	1%	0%		3%	0%	

Other Registration Problems

	Total	RetCont	NRetCont	RegEWdw	RegLWdw	NRetFTF
Total Number of Responses	41	13	6	7	12	3
Hard to find course offerings, class numbers	17%					
Hard at first, figured it out later	17%					
Don't like OneStart/liked insite better	12%					
Problem with User id or password	10%					
Trouble with Bursar module	7%					
Difficult to understand, navigate	7%					
Unable to register, general	7%					
Poor instructions, information	5%					
Undecipherable	2%					
Need to talk with an advisor	2%					
Activation of record needed	2%					
Difficulty in getting help	2%					
Problems with my advisor, general	2%					
Dependability of system staying up, response time too slow	2%					
My lack of understanding	2%					

Course Problems

	Total	RetCont	NRetCont	RegEWdw	RegLWdw	NRetFTF
Total Number of Responses	151	50	17	35	32	17
Courses were not at times that worked for me	36%	34%	35%	49%	34%	18%
Course closed	26%	28%	18%	20%	25%	41%
Course not offered this semester	9%	4%	29%	3%	13%	12%
Needed authorization	7%	6%	0%	14%	6%	0%
Waitlisted, didn't get course	4%	8%	0%	0%	3%	6%
Hard to find course offerings, class numbers	3%	6%	6%	0%	3%	0%
Problems with course or faculty	3%	0%	0%	0%	9%	6%
Problems with my advisor, general	3%	0%	6%	3%	3%	6%
Waitlist, got course	3%	6%	0%	3%	0%	0%
Poor instructions, information	1%	2%	0%	3%	0%	0%
Couldn't get into desired program	1%	0%	6%	0%	0%	6%
Undecipherable	1%	2%	0%	0%	0%	0%
Desired major unavailable	1%	0%	0%	3%	0%	0%
Probation/dismissed/hold on my record	1%	0%	0%	3%	0%	0%
Drop/add problem	1%	2%	0%	0%	0%	0%
Don't like OneStart/liked insite better	1%	0%	0%	0%	3%	0%
Advisor not knowledgeable, helpful	1%	0%	0%	0%	0%	6%
Enrolling elsewhere for on-line or correspondence	1%	2%	0%	0%	0%	0%

Anything Else?

	Total	RetCont	NRetCont	RegEWdw	RegLWdw	NRetFTF
Total Number of Responses	172	68	39	21	20	24
Nothing to add	51%	57%	41%	52%	35%	63%
Positive experience with university	23%	16%	28%	29%	40%	17%
Parking	5%	7%	5%	0%	5%	0%
Other	4%	4%	5%	5%	5%	0%
Don't like OneStart/liked insite better	3%	4%	0%	0%	5%	4%
Needed to take time off	2%	0%	8%	0%	5%	0%
Personal, general	2%	1%	3%	5%	0%	4%
Problems with my advisor, general	2%	3%	0%	0%	5%	0%
Couldn't get into desired program	2%	0%	3%	10%	0%	0%
Customer Service in Financial Aid	2%	0%	5%	0%	0%	4%
Trouble with financial aid	1%	3%	0%	0%	0%	0%
Waitlisted, didn't get course	1%	1%	0%	0%	0%	0%
Desired major unavailable	1%	0%	0%	0%	0%	4%
Problems with course or faculty	1%	0%	0%	0%	0%	4%
Difficult to understand, navigate	1%	1%	0%	0%	0%	0%
General unhappiness	1%	0%	3%	0%	0%	0%

Enrollment Management Council
December 17, 2004