Re-Enrollment Support: Spring 2026
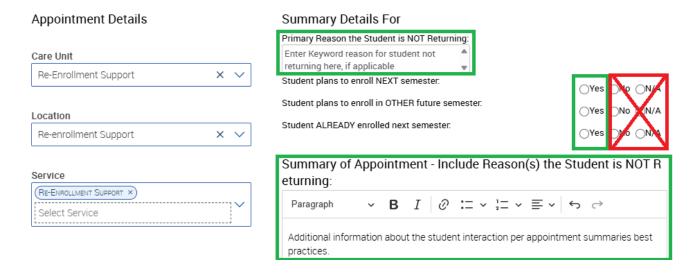*Non-Registered List Process*

TIME LINE

<u>November 14 – January 16 OEDAA</u> provides list of non-registered students run on Thursday afternoons via Navigate360.

- Advisors will use the non-registered list to outreach to students and document contacts via the *Re-Enrollment Support Appointment Summary* in Navigate. Detailed instructions below.

NAVIGATE DOCUMENTION

1. Please see the attached *Add Re-Enrollment Appt Summary.pdf* to create appointment summaries after reaching student. In the *Care Unit*, *Location*, and *Service* boxes, select *Re-Enrollment Support*. The summaries will be used to remove students from the re-enrollment lists each week
2. Under *Summary Details*, please:
   - In the short-text box, please enter one or more **keywords** (listed on page 2) which describe the reason the student is <u>not</u> returning. Please list any keywords which are applicable. These keywords will enable easier data collection/reporting about why students leave or stop-out of ETSU.
     - If the student *is* returning next term, leave blank.
     - If the student *does not indicate* a reason for not returning, leave blank.
   - Select *Yes* if applicable for the three radio button statements. Please do <u>not</u> select *No* or *N/A*. There <u>must</u> be *Yes* responses for these three statements for accurate data collection about intended rates of return.
3. In the *Summary of Appointment* box, please type notes about the conversation with the student.
   - If the student <u>does not plan to enroll</u> next semester, when typing notes please include the **keywords** (listed on page 2) on page two which best fit the student's reason for not returning. You may list all that are applicable.
   - If the student <u>does plan to enroll but cannot yet</u> due to holds, waiting on program acceptance, etc., please make note of those complications to the student's enrollment.
   - If you <u>assist the student in enrolling</u>, removing barriers (such as holds), etc. please make note of the steps you and the student took to support their enrollment.

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APPOINTMENT SUMMARY KEYWORDS

KEYWORD	EXAMPLES
Family	Primary caregiver for parent, sibling, child, etc. No longer have child care Pregnancy Family emergency Death in the family
Financial	Concerns about debt vs value of college Lost aid/scholarship Other change in ability to pay for school
Health	Anxiety /Depression/Burnout COVID related illness Other illness or injury Planned surgery
Major	Major offerings do not match student interest No longer interested in the major student came to ETSU for Did not get into major/program of choice
Preparation	Feeling un/underprepared for college Difficulty with time management Difficulty with study habits
Transfer: Four Year	Transferring to another 4-year college or university
Transfer: Community College	Going to take classes at community college and return to ETSU Going to earn a technical degree
Work	Work schedule conflicts with classes Need to work full-time Found job without degree Enlisting in military