

Program Review Comprehensive Report



Program Review - Student Services: Transfer Center

Area Overview

2017 - 2018

Mission: The Transfer Center is dedicated to students by serving as the principle liaison between Norco College and baccalaureate-level colleges and universities, ensuring that students are kept abreast of all current transfer policies and procedures. By providing accurate and cohesive transfer information and services, students will enhance their academic success, ultimately leading to attaining transfer goals. (June 2016)

Philosophy Statement: The Transfer Center will motivate students towards their transfer goals, encourage self-development and self-efficiency in respectful, positive, and open-minded surroundings; as well as maintain an environment that is focused on student success. (June 2017)

Summary: Interpret transfer policies and procedures developed by four-year colleges and universities for student comprehension.

- Increase transfer preparedness by providing workshops on: ADT + CSU, TAG + UC, TAG application, CSU and UC transfer application, personal insight, campus specific information workshops.
- Ensure transfer counselors are available for the development of student educational plans and general follow-up.
- Provide transfer application follow up assistance (official transcript requests, transfer GPA calculations, document deadlines, campus student portal activation and navigation; ensuring students understand their responsibilities after their application has been submitted).

Strengths: 1. Coordinate on campus transfer associated workshops including: UC Transfer Admissions Guarantee program, CSU Associates

Degree for Transfer, Transfer application workshops including: UC, CSU, "Next Steps" workshops for admitted students, and personal insight.

2. Continued Transfer counseling availability.

3. Coordinate one-on-one transfer advisement sessions for students with university admissions counselors.

4. Provide high quality customer service to students, staff, faculty, and to the general public.

5. Coordinate Transfer Fair every Fall and Spring semesters.

Students Served: The Transfer Center serves current students in their preparation to transfer to four-year universities. The Center coordinates with local

and non-local university representatives to provide transfer advisement appointments to students. In addition the Center coordinates

with Norco College counselors to provide specialized Transfer Counseling appointments for the development of comprehensive student educational plans for transfer.

Assisted with Transfer Information 1,907

Attended Information Workshops 198

Assisted with Transfer Applications 468

On Campus student contacts (Info tables, fairs) 3,927

Transfer Counseling:

Develop Student Educational Plan 63
Provide Transfer Guidance 250

Transfer Recognition:

Students who had been admitted for Fall 2017 transfer had the opportunity to be recognized for their transfer achievements at the Spring 2017 Commencement Ceremony. These transfer students were awarded transfer cords, a total of 129 transfer students wore them proudly.

Attachments:

[2014-17_STUDENT_SERVICES_TRANSFER_CTR_ResourceRequests.xlsx](#)

SLO/SAO: Transfer Advisement

Students who attend transfer advisement appointments will enhance their knowledge of individual transfer requirements

SLO/SAO Status: Active

SLO/SAO Year(s): 2014 - 2017

Date Entered: 04/24/2018

Date Completed: 04/24/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - pre and post multiple choice survey (Active)

Criteria: 80% of students will increase their knowledge and recognize individualized transfer requirements

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.1 - Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).

Goal 1 - Objective 1.2 - Improve transfer rate by 10% over 5 years.

Goal 1 - Objective 1.4 - Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).

Goal 1 - Objective 1.5 - Increase completion rate of degrees and certificates over 6 years.

Goal 1 - Objective 1.6 - Increase success and retention rates.

Goal 1 - Objective 1.7 - Increase percentage of students who complete 15 units, 30 units, 60 units.

Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

Goal 2 - Objective 2.1 - Increase student engagement (faculty and student interaction, active learning, student effort, support for learners).

Goal 2 - Objective 2.3 - Increase student satisfaction and importance ratings for student support services.

Goal 2 - Objective 2.4 - Increase the percentage of students who consider the college environment to be inclusive.

Goal 2 - Objective 2.6 - Increase current students' awareness about college resources dedicated to student success.

Goal 3 - Objective 3.1 - Increase percentage of students who declare an educational goal.

Goal 3 - Objective 3.2 - Increase percentage of new students who develop an educational plan.

Goal 3 - Objective 3.3 - Increase percentage of continuing students who develop an educational plan.

SLO/SAO: UC Transfer Admissions Guarantee

Students who participate in UCTAG information workshops will recognize specific institution set requirements.

SLO/SAO Status: Completed

SLO/SAO Year(s): 2014 - 2017

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Date Entered: 04/24/2018

Date Completed: 04/24/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - pre and post multiple choice survey (Active)

Criteria: 80% of students will recognize requirements specific to specialized transfer programs.

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 1 - Objective 1.1 - Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).
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Goal 1 - Objective 1.7 - Increase percentage of students who complete 15 units, 30 units, 60 units.
Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.
Goal 2 - Objective 2.3 - Increase student satisfaction and importance ratings for student support services.
Goal 2 - Objective 2.6 - Increase current students' awareness about college resources dedicated to student success.