

STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: Transfer Center

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Academic Year: 2018-2019

I. Student Services Area Overview

*The **Area Overview** should reflect the consensus of the staff within the student services area. It is meant to provide a broad understanding of the area, current trends related to the area's mission, and how the area serves to meet the overall mission or goals Norco College. The following reflects the general guidelines followed by the service areas in completing their area overview. (I.1.-I.5. contains brief, succinct narrative for each area; should be about 2 pages in length.)*

1. Mission Statement

The Transfer Center serves 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.

2. 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 support.

3. Summary

- Interpret transfer policies and procedures developed by four-year colleges and universities for student comprehension.
- Increase transfer preparedness by providing workshops on: ADT, UC Pathways & TAG, Basic Transfer Information and Campus Specific spotlights.
- Provide transfer application follow up assistance (Official transcript request, transfer GPA calculations, ADT application, document deadlines, Academic and application updates, campus portal activation and navigation; ensuring students understand responsibilities after application has been submitted).

4. Strengths

Note: Briefly describe about five of your area's greatest strengths. As applicable, strengths substantiated through data are required.

1. Coordinate on campus transfer associated workshops including: UC Transfer Admission Guarantee, Transfer applications (CSU/UC), "Next Steps" workshops for admitted students, and personal insight questions.
2. Coordinate one-on-one transfer advisement sessions for students with university admissions counselors.
3. Coordinate Transfer Fair every Fall & Spring Semester
4. Maintain Transfer Center Social Media outlets
5. Offer Transfer Counseling appointments to develop SEP's and ensure students are on track to transfer.

5. Students Served

The Transfer Center serves students with transfer preparation to four-year universities. As the principle liaison between Norco College and Four-year University admissions offices, the Center coordinates with local and non-local university representatives to provide 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.

Ed. Advisor Drop-Ins (<i>applications, updates, SEP interpretation, SIR, transcripts and appeals</i>)	2,162	University Rep Appointments	385
Assisted with Transfer Applications (<i>September 2018- November, 2018</i>)	844	On Campus student contacts (<i>Info tables, Fall & Spring Transfer Fairs</i>)	4,103

Transfer Recognition:

Students who had been admitted for Fall 2019 transfer had the opportunity to be recognized for their transfer achievements at the Spring 2019 Commencement Ceremony. These transfer students were awarded transfer cords, a total of 209 transfer students wore them proudly.

II. Assessing Outcomes

1.A. Report on 2017-2018 Assessment Plan and Objectives for Student Services Area:

Objectives: Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.

- Increase student understanding of individual transfer requirements
- Increase student awareness of specialized transfer programs
- Increase student understanding of transfer pathways and associated requirements
- Increase student understanding of individual responsibilities after submission of transfer applications.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of Objective to Norco College Mission *	Assessment Criteria (Specify Target Performance Level)	Assessment Measure	Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)
1.	Increase student understanding of individualized transfer requirements.	SLO: Students who attend transfer advisement appointments will enhance their knowledge of individual transfer requirements.	“provide foundational skills and pathways to transfer...”	20% of students will increase their knowledge and recognize transfer requirements.	Pre and Post multiple choice survey	Goal is met. More than 50% of students recognized requirements.	Continue assessment	A) Continued
2.	Increase student awareness of specialized transfer programs	SLO: Students who participate in UC+TAG info workshops will recognize specific requirements.	“provide foundational skills and pathways to transfer...”	80% of students will recognize requirements specific to specialized transfer programs.	Pre and Post multiple choice survey	Goal is met. More than 80% of students recognized requirements.	Continue assessment	A) Continued
3.	Increase student understanding of individual responsibilities after submission of transfer applications	SLO: Students who participate in application workshops will increase their knowledge of individual responsibilities	“provide foundational skills and pathways to transfer...”	20% of students will increase their knowledge after application responsibilities.	Pre & Post Survey, multiple choice and fill in.	Goal is met. More than 50% of students recognized requirements.	Continue assessment	A) Continued
4.	Provide high quality services to students.	SAO: Students who utilize Transfer Center services will be satisfied with the quality of service provided to them.	“...provide foundational skills and pathways to transfer...”	80% of students will be satisfied with the service provided to them.	Utilize post surveys.	Goal is met. More than 80% satisfied with the quality of service	Continue assessment	A) Continued

***Please see appendix for description.**

II.1.B. Program Modifications for 2017-2018 Data Assessment (“Closing the Loop”)

Note: For 2017-2018 outcomes assessments you are continuing or modifying in your 2018-2019 Assessment plan, please provide a brief description on how your area used outcome data from last year to drive programmatic modifications to improve services to students.

Outcome	Evidenced and detailed (Describe how you used outcome data for programmatic modifications)
Increase student understanding of individual responsibilities after submission of transfer applications	The application is the first part of the application process. Many times, applications are dismissed as a result of students missing deadlines. To ensure we decrease the number of Norco College applicants being dismissed we did the following: During application workshops, the “after you apply” responsibilities are listed in detail, provided on a handout to students. The Transfer Center took a more intrusive approach and proceeded to send email reminders about deadlines, posted on social media, created a texting only communiqué and made phone calls as well.
Students who participate in UC+TAG info workshops will recognize specific requirements.	These workshops were met with great enthusiasm from students; as a result we increased the number of offerings of these workshops, which ultimately increased the number of students applying for the UC Transfer Admission Guarantee.

II.2.A. 2018-2019 Assessment Plan for Student Services Area:

Objectives: Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.

- Increase student understanding of individual transfer requirements
- Increase student awareness of specialized transfer programs
- Increase student understanding of transfer pathways and associated requirements
- Increase student understanding of individual responsibilities after submission of transfer applications
- Provide high quality services to students

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of objective to Norco College Mission*	Assessment Criteria (Specify Target Performance Level)	Assessment Measure (Measurement tool)	Completion (or anticipate completion)/ Findings**	Improvement Recommendations (next step)*
1.	Increase student understanding of individualized transfer requirements.	SLO: Students who attend transfer advisement appointments will enhance their knowledge of individual transfer requirements.	“provide foundational skills and pathways to transfer...”	20% of students will increase their knowledge and recognize transfer requirements.	Pre and Post multiple choice survey	Goal is met. More than 80% of students recognized requirements.	Continue to assess learning with CSU admissions counselors and UC admissions counselors separately; plan to increase learning percent from 20% to 70%
2.	Increase student awareness of specialized transfer programs	SLO: Students who participate in UC+TAG info workshops will recognize specific requirements.	“provide foundational skills and pathways to transfer...”	80% of students will recognize requirements specific to specialized transfer programs.	Pre and Post multiple choice survey	Goal is met. More than 80% of students recognized requirements.	Continue to assess; plan to increase offering of information workshops for other transfer pathways (CSU).
4.	Increase student understanding of individual responsibilities after submission of transfer applications	SLO: Students who participate in application workshops will enhance their knowledge of individual responsibilities	“provide foundational skills and pathways to transfer...”	20% of students will increase their knowledge after application responsibilities.	Post Survey, multiple choice and fill in.	Goal is met. More than 72% of students understood their responsibilities after submission of transfer application.	Continue to assess
5.	Provide high quality services to students.	SAO: Students who utilize Transfer Center services will be satisfied with the quality of service provided to them.	“provide foundational skills and pathways to transfer...”	80% of students will be satisfied with the service provided to them.	Goal is met. More than 80% satisfied with the quality of service	Goal is met. More than 80% satisfied with the quality of service	Continue to assess customer service provided through the Transfer Center

*Please see appendix for description.

**More detailed description on the following page.

II.2.B. 2018-2019 Assessment Plan Findings/Data Analysis

SLO #1: Students who attend transfer advisement appointments will enhance their knowledge of individual transfer requirements. Transferring students to a baccalaureate-level college/university is one of the goals of Norco College, and the Transfer Center serves as the hub of transfer related services and resources. Transfer advisement appointments with university counselors are offered every semester to students. In order to measure student learning from these appointments, pre and post assessment surveys (multiple choice) are administered to students. The following are the pre/post assessment findings.

Findings/Data Analysis

CSU PRE-ASSESSMENT FINDINGS based on the date collected, students had little general knowledge and understanding of basic transfer requirements for CSU campuses, and associated requirements.

- Q1: How many units are required to qualify as an upper division transfer student at a CSU?
 - 48% answered Correctly
- Q2: What is the maximum amount of units a CSU will accept for transfer students?
 - 62% answered correctly
- Q3: What are the “Golden Four” classes?
 - 12% answered correctly
- Q4: I must fulfill all my transfer requirements before I submit my application for transfer.
 - 52% answered correctly
- Q5: The deadline to apply for fall 2019 CSU transfer is?
 - 9% answered correctly
- Q6: I submit my transfer application for CSU online at which website?
 - 32% answered correctly
- Q7: For Fall 2019 admission, I must complete all minimum transfer requirements by which semester?
 - 35% answered correctly

CSU POST-ASSESSMENT FINDINGS based on the date collected, students had little general knowledge and understanding of basic transfer requirements for CSU campuses, and associated requirements. *24-89% Increases*

- Q1: How many units are required to qualify as an upper division transfer student at a CSU?
 - 72% answered Correctly
- Q2: What is the maximum amount of units a CSU will accept for transfer students?
 - 85% answered correctly
- Q3: What are the “Golden Four” classes?
 - 68% answered correctly
- Q4: I must fulfill all my transfer requirements before I submit my application for transfer.
 - 89% answered correctly
- Q5: The deadline to apply for fall 2019 CSU transfer is?
 - 92% answered correctly
- Q6: I submit my transfer application for CSU online at which website?
 - 68% answered correctly
- Q7: For Fall 2019 admission, I must complete all minimum transfer requirements by which semester?
 - 97% answered correctly

UC PRE-ASSESSMENT FINDINGS based on the date collected, students had little general knowledge and understanding of basic transfer requirements for CSU campuses, and associated requirements.

- Q1: How many units are required to qualify as an upper division transfer student at a UC?
 - 62% answered correctly
- Q2: What is the maximum amount of units a UC will accept for transfer students?
 - 12% answered correctly
- Q3: A foreign language class, or two years of HS foreign language (C or better) is required for UC transfer?
 - 41% answered correctly
- Q4: I must fulfill all my transfer requirements before I submit my application for transfer.
 - 10% answered correctly
- Q5: The deadline to apply for fall 2019 UC transfer is?
 - 59% answered correctly
- Q6: I submit my transfer application for UC online at which website?
 - 41% answered correctly
- Q7: For Fall 2019 admission, I must complete all minimum transfer requirements by which semester?
 - 46% answered correctly

UC POST-ASSESSMENT FINDINGS based on the date collected, students increased their knowledge of individual transfer requirements significantly.

- Q1: How many units are required to qualify as an upper division transfer student at a UC? *20-39% increase*
 - 84% answered correctly
- Q2: What is the maximum amount of units a UC will accept for transfer students?
 - 72% answered correctly
- Q3: A foreign language class, or two years of HS foreign language (C or better) is required for UC transfer?
 - 62% answered correctly
- Q4: I must fulfill all my transfer requirements before I submit my application for transfer.
 - 51% answered correctly
- Q5: The deadline to apply for fall 2019 UC transfer is?
 - 98% answered correctly
- Q6: I submit my transfer application for UC online at which website?
 - 91% answered correctly
- Q7: For Fall 2019 admission, I must complete all minimum transfer requirements by which semester?
 - 85% answered correctly

Improvement Recommendations

Continue to utilize pre and post, multiple-choice, survey evaluations.

SLO #2: Students who participate in UC+TAG info workshops will recognize specific requirements. Students who are interested in transferring to a UC are provided the opportunity to learn about the requirements and application specifications for TAG (Transfer Admission Guarantee). Six of the nine UC campuses participate in TAG; if students meet the requirements set by their desired UC, they are guaranteed admission into that university. The Transfer Center provided workshops to inform students of this opportunity. Below are the pre/post assessment findings

Findings/Data Analysis

PRE-ASSESSMENT FINDINGS Based on the pre-assessment, students had little to general knowledge of the UC TAG requirements and deadlines. In addition many students declined to answer questions out of fear of being wrong.

- Q1: All UC Campuses participate in TAG.
 - 42% answered correctly
- Q2: TAG requirements are the same for each UC campus.
 - 56% answered correctly
- Q3: All Majors are open for TAG applications.
 - 8% answered correctly
- Q1: How many UC transferable units must be completed to submit a TAG application?
 - 62% answered correctly.
- Q6: The deadline to submit a TAG application for fall 2019 is?
 - 54% answered correctly

PPOST-ASSESSMENT FINDINGS Based on the pre-assessment, students significantly increased their knowledge of UC TAG requirements and deadlines. *29%+ increase*

- Q1: All UC Campuses participate in TAG.
 - 85% answered correctly
- Q2: TAG requirements are the same for each UC campus.
 - 87% answered correctly
- Q3: All Majors are open for TAG applications.
 - 72% answered correctly
- Q1: How many UC transferable units must be completed to submit a TAG application?
 - 91% answered correctly.
- Q6: The deadline to submit a TAG application for fall 2019 is?
 - 92% answered correctly

Improvement Recommendations

The pre and post surveys ask very general questions about TAG requirements and deadlines. To ensure students have a clear understanding of individual requirements, a worksheet can be provided to write specific English, math, and major preparation requirements down and by which semester they need to be completed or in progress. In addition, add another question asking if students are able to identify their requirements on the TAG Matrix.

SLO #3: Students who participate in application workshops will enhance their knowledge of individual responsibilities

The application is the beginning of the long transfer process; after students apply they have many responsibilities, which may include several document submissions by certain deadlines. Failure to meet those deadlines set by each individual school will result in dismissal of their transfer application. Prior to the beginning the Applications workshops, a timeline overview is provided along with what the students responsibilities are after they submit their application. The questions attempt to dispel some of the myths about the after application process, and helps students understand the important of meeting deadlines. Only Pre questions were provided, no post surveys were administered as the results of the questions were discussed immediately.

Findings/Data Analysis

- Q1: I submit my Transcripts to the campus I applied to immediately after I submit my application.
 - 10% answered correctly
- Q2: Norco College will automatically send my transcripts for me
 - 56% answered correctly
- Q3: I will hear an admissions decision in January from all campuses applied to
 - 36% answered correctly
- Q4: Once I am admitted, I am admitted- meaning I can do poorly and/or drop one or all of my Spring 2019 courses.
 - 15% answered correctly
- Q5: If I am one day late on a document, the university will understand.
 - 3% answered correctly.

Improvement Recommendations

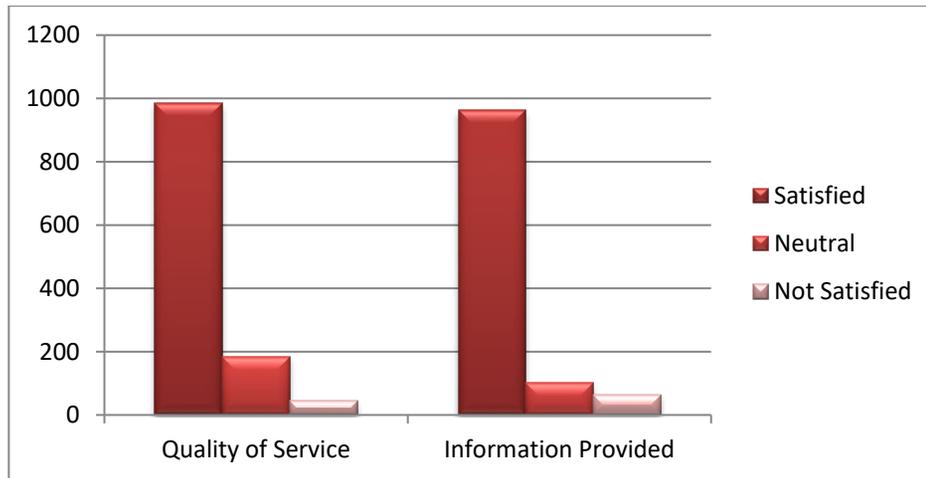
Continue to assess student knowledge of the after application process and stress the importance of deadlines.

SAO #4: Students who utilize Transfer Center services will be satisfied with the quality of service provided.

At the end of each survey given, students are asked to rate the quality of service and if they found the information helpful. Below are the results of those surveys. Sample size is provided from information workshops and information workshops.

Findings/Data Analysis

Data results indicate that the majority of students are satisfied with the quality of services received; and they are satisfied with the information that was presented to them.



Improvement Recommendations

Continue to assess quality of services to students, as it is an indicator of how welcomed they feel within the space. Continue to assess if students are satisfied with the information provided. To understand why students were not satisfied with service or to understand why students were not satisfied with the information provided - this should be a fill in option.

III. Needs Assessment

1. Staffing Level

1 FT Educational Advisor

2. Staffing Profile

Please indicate the number in terms of FTE. (In other words a full time staff person is a 1.0, and a half time person is a .5)

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019 - 2020	2020-2021
Administration						1	1
Classified Staff FT	1	1	1	1	1	2	2
Classified Staff PT							
Confidential Staff FT							
Faculty FTE Full time							
Faculty FTE Part time							
Total Full Time Equivalent Permanent Staff	1	1	1	1	1	3	3
Short Term Staff							
Student Workers	6	6	6	6	6	6	6

3. Improvement Areas

Note: Identify specific issues that are affecting the efficiency or effectiveness of your area due to lack of staffing, equipment, or other resources.

- There is one full time staff member responsible for the Transfer Center. This includes reporting (Transfer Center Reports and Program Review), Social Media, Student appointments, Coordination of rep appointments, workshops and transfer fairs.
- A Clerk is needed to provide consistent office coverage; also for access to UIweb and OnBase. Currently, federal-work study students have been providing front counter duties; when student workers are not available, the Transfer Center Ed. Advisor performs all front counter duties. When workshops, meetings, or trainings occur, the department is left unattended as a result of no staff.
- Old Technology at the front desk and counselor workstations hinders workflow.

4. Staff Needs

NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)

<p align="center">List Staff Positions Needed for Academic Year 2018-2019 Please be as specific as possible when offering a justification. Place titles on list in order (rank) of importance.</p>	<p align="center">Indicate N = New R=Replacement I = Increase time</p>	<p align="center">Annual TCP* TCP for employee</p>
<p>1. Counseling Clerk II (FT) <u>Justification:</u> The Transfer Center has one full-time staff member who performs all duties of the department coordination. This includes the university admissions outreach calendar, transfer centered workshops (TAG, ADT, transfer applications, next steps, and campus specific information), coordination of bi annual transfer fairs, ADT promotion and completion communication with students, completion of program review and the Transfer Center Report to the State Chancellor’s office. In addition to these roles, this one staff member must also perform front counter duties (answering phones, making appointment for students to meet with admissions counselors, filing, making copies, returning phone calls, etc). All the while, this one staff member meets with students to review university communiqué, major preparation, personal statement preparation, transfer applications, and provide students transfer guidance. A Counseling Clerk would provide consistent front counter coverage and support counseling with the data input of SEP’s and other important data.</p>	<p align="center">N</p>	<p align="center">\$95,365</p>
<p>2. Transfer Center Director (FT) <u>Justification:</u> Roughly 70% of incoming students apply to Norco College with the intention/goal of transferring to a four-year university. The purpose of the Transfer Center is to increase the number of students who transfer to four-year baccalaureate level institutions. Currently, one full-time Educational Advisor staffs the Transfer Center; in order to drastically impact student transfer/completion success it is imperative that the college prioritize transfer through institutional support. The primary responsibilities of a Transfer Center Director are to increase transfer support and transparency through serving as a liaison between the community college and those baccalaureate level universities, coordinate transfer activities on campus, collaborate with Faculty Counselors and Advisors/Success Coaches, and ultimately, to implement strategies to increase transfer rates. The Transfer process begins the moment students matriculate to our institution, and without leadership in this area, the center can only be responsive to the students who are well connected enough to see transfer services. The position is critical for student success, student completion and it is directly related to the transfer mission, Norco College mission, guided pathways and completion initiatives of Norco College. Currently, the Transfer Center Educational Advisor is performing these efforts. As a result of the job title, the responsibilities are split in multiple areas. A Transfer Center Director would provide the focus necessary for the department to grow, and for the students to thrive and complete their educational goals.</p>	<p align="center">N</p>	<p align="center">\$151,108</p>

* TCP = “Total Cost of Position” for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please speak with area manager to obtain accurate cost estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position.

5. Equipment (Not including technology) Needs Not Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2018-2019 Please list/summarize the needs of your unit below. Please be as specific as possible. Place items on list in order (rank) of importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
1. <u>Justification:</u>			
2. <u>Justification:</u>			
3. <u>Justification:</u>			
4. <u>Justification:</u>			
5. <u>Justification:</u>			
6. <u>Justification:</u>			

* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.

6. Technology++ Needs Not Covered by Current Budget

Priority	EQUIPMENT REQUESTED	New (N) or Replacement (R)?	Program: New (N) or Continuing (C)?	Location (i.e. Office, Classroom, etc.)	Is there existing Infrastructure ?	How many users served?	Has it been repaired frequently?	Annual TCO*		
								Cost per item	Number Requested	Total Cost of Request
1. Front Desk Computer Justification: The front desk computer has not been updated since 2009. Updated system would ensure of fewer crashes and freezes, allowing front desk to have access to pertinent information for students.	<i>ThinkCentre M820z All in one (Non-Touch)</i>	N	N	Transfer Center Front Desk	Yes	6-10	N/A	\$619.00	1	\$619.00
2. Rep Desk Computer + Monitor Justification: The computer has not been updated since 2009. Updated system would ensure of fewer crashes and freezes, allowing admissions counselors to have access to university portals, and access pertinent information for students admissions counselors are meeting with.	<i>ThinkCentre M820z All in one (Non-Touch) and Monitor ThinkVision E2054.</i>	N	N	Transfer Center Rep Station	Yes	10-20	N/A	\$783.00	2	\$1,566.00
3. Google Pixelbook 12.3" & Pixel Pen Justification: Laptop will be used at Information tables to show students assist.org, the transfer center website, and to make appointments with university counselors while away from the office. In addition, laptop can be taken to transfer and/or student success conference, this will allow for paperless notes to be saved and shared with counseling faculty. In addition, Pixel books is linked with Google apps and transfer center text phone number, this will make it easy for students to contact the only transfer center staff member via text while they are away from the office.	Google Pixelbook 12.3" & Pixel Pen	N	N	Transfer Center	Yes	1-2000	N/A	\$1,034.99	1	\$1,034.99

- TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.
- ++Technology is (1) equipment that attaches to a computer, or (2) a computer is needed to drive the equipment.

7. Facilities Needs Not Covered by Current Building or Remodeling Projects*

<p align="center">List Facility Needs for Academic Year 2018-2019 (Remodels, Renovations or added new facilities) Place items on list in order (rank) of importance.</p>	<p align="center">Total Cost of Request</p>
<p>1. Transfer Center <u>Justification:</u> Since it's inception, the transfer center has been moved from one corner to the next. The Educational Advisor has had to advocate for space to accommodate the basic needs of the transfer center: offer one-on-one transfer advisement appointments with visiting university admissions counselors. These counselors are from the university and provide priceless transfer information to students regarding absolute class requirements, what a competitive GPA looks like, how their application will be reviewed, and a realistic overview of admissions. There are times when these important transfer meetings had to be held in the counseling lobby because the Transfer Center had no space to accommodate the appointment. As a result, representatives decreased their visits or even stop visiting the Norco College as a whole. In addition, the Transfer Center assists with the transfer application, an online process. The center currently shares 6 computers with Counseling, Admissions and Records, Financial Aid, and any other students who are looking for a computer to work on. This limits vital services to students, and as a result the student submits information incorrectly. Ensuring a space for the Transfer Center would allow for consistent visits from Universities, provide access to students, meet the mission of the College, and most importantly provide a space for transfer students to feel welcome and validated.</p>	<p align="center">Unknown</p>

*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

8. Professional or Organizational Development Needs Not Covered by Current Budget*

<p align="center">List Professional Development Needs for Academic Year 2018-2019</p> <p>Reasons might include in response to assessment findings or the need to update skills. Please be as specific as possible. Some items may not have a cost per se, but reflect the need to spend current staff time differently. Place items on list in order (rank) of importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. UC Ensuring Transfer Success Conference <u>Justification:</u> To ensure that the only Transfer Staff member be kept abreast of any modifications made to transfer requirements of individual UC campuses. To receive an overview of new transfer application platforms, what students can expect at the UC campus, meet admissions counselors assigned to Norco College, and an opportunity to provide feedback to UC staff application, sync issues, and clarification of transfer requirements.</p>	\$110	1	\$110
<p>2. Cal State Transfer Conference <u>Justification:</u> To ensure that the only Transfer Center Staff member be kept abreast of any modifications made to transfer requirements at individual CSU campuses. To receive an overview of new transfer application platforms, ADT redirection procedures, sync issues, reporting preferences, and any pertinent information for students and counseling faculty to be made aware of.</p>	?	1	Unknown (may be offered online)

*It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.

9. SAFETY NEEDS not covered by current budget

<p>List Safety Needs for Academic Year 2018-2019 Please list/summarize the needs of your unit below. Please be as specific as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) of importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. <u>Justification:</u></p>			
<p>2. <u>Justification:</u></p>			
<p>3. <u>Justification:</u></p>			
<p>4. <u>Justification:</u></p>			
<p>5. <u>Justification:</u></p>			
<p>6. <u>Justification:</u></p>			

9. OTHER NEEDS not covered by current budget

<p align="center">List Other Needs for Academic Year 2018-2019 Please list/summarize the needs of your unit below. Please be as specific as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) of importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p>1. University Campus Tours <u>Justification:</u> One of the main purposes of the transfer center is to introduce students to their transfer opportunities. In addition to knowing the requirements, students must also know if the campus is a right fit for them – a campus tour is the best way to find that information. There are 23 Cal States, 9 UC undergraduate campuses, and over 80 non-profit private universities; the transfer center has been able to take students to none of these campuses, as there is no funding to do so, thereby limiting their transfer opportunities. For first-general, low-income students, this becomes only opportunity for students to experience a university in person. Campus tours would increase student motivation, and help students set and maintain a goal for college completion. The budget for these services must be institutionalized and would provide the population of students who are not part of a special program or learning community an opportunity to visit four-year universities. Campus Tour Breakdown: 1 campus trip per major term (Fall and Spring) with charter bus; each bus holds approx. 50 students. Proposed budget also includes gas payment for utilization of ASNC vans - these vans can be used to take smaller groups of students to 4 additional CSU, UC or Private Universities per semester. In addition, the proposed budget includes funding for small snacks, water, and even a \$10 lunch for students.</p>	X	2-6	\$3,500
<p>2. Transfer Application Scholarship <u>Justification:</u> The transfer application fees range from \$55 - 70, depends on the university (Cal State, UC, or Private University). Not all students are eligible for an application fee waiver; in fact not all students who qualify for financial aid are eligible for the fee waiver, students need to be well below the income poverty line to be eligible for public school fees waivers (Less than \$10,000/individual per year). As a result, students limit the number of campuses they apply to thus decreasing their chances on continuing their education. Application Breakdown: \$300/per student, this would provide 5 transfer applications (2 CSU, 2 UC, 1 private). The proposed scholarship fund would be able to provide 5 transfer applications for 30 Norco College Students.</p>	\$300	30	\$9,000

<p>3. Transfer Cords <u>Justification:</u> Students who transfer to four-year university (and do not complete an associates degree) do not participate in the commencement ceremony. For the students who are obtaining a degree for transfer, and transferring to four-year university, these cords would allow the opportunity for students to be recognized of their transfer achievement at the commencement ceremony.</p>	<p>\$2.50</p>	<p>1000</p>	<p>\$2,500 <i>(After large quantity discount is applied)</i></p>
<p>4. Food for Events Every Fall and Spring semester the Transfer Center organizes the Transfer Fair. At these events, counselors are attending from various Cal States, UC, Private and Out of State Universities. To help “entice” these sought after universities to participate in future events on campus (to provide valuable transfer insight to our students), food and water can be provided at these events. Currently, the Transfer Center budget cannot fund lunch and/or bottled water for these events being held every year. The proposed amount includes 35 sandwiches for two separate events, water, ice tea, and chips (items are through the Norco College Corral). Proposed budget also include pizzas for students for 3 workshops.</p>	<p>X</p>	<p>2</p>	<p>\$4,000</p>

Appendix

(The follow is for use for your assessment plans in sections II.1.A. and II.2.A.)

Norco College Mission Statement

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Link of your outcomes assessment with the following options listed from the components of the Norco College Mission Statement.

1. Service to students, community, and workforce
 - a. By providing educational opportunities
 - b. By celebrating diversity
 - c. By promoting collaboration

2. Provides support and encouragement through
 - a. Innovative approach to learning
 - b. Application of emerging technologies

3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Example:

- ***SLO- Students will learn the services available through WebAdvisor.***
- How it is linked to the Mission Statement:
 - ***2b – Provides support and encouragement through application of emerging technologies.***