

▼  **Dept SS - (Couns) Transfer Center**



V.F.2 Facility Justification:

SS Program Review Reporting Year: 2017-18

SS 1a) Program Name: Transfer Center

SS 1b) Name(s) of the author(s) of this report: Sheila White-Daniels - Dean

Patricia Gibson - Transfer Center Coordinator/Counselor

Lisa Castro - Transfer Counselor

Betty Inoue - Transfer Counselor

Shawnnie White - Transfer Center Academic Advisor

Sabrina Gonzalez - Transfer Center Academic Advisor

Chrissy Parker - Transfer Center Administrative Assistant

SS 1c) Number students served annually & trend increasing, even, decreasing: Type of Service

Student Contacts

Drop-in Advising (Transfer Center Staff)

Unduplicated Count: 2760

Duplicated Count: 4160

Transfer Tuesdays, Satellite Advising (Transfer Center Staff)

60

Appointments (Transfer Center Staff)

Unduplicated Count: 674

Duplicated Count: 784

Group Advising, TAG Time (Transfer Center Coordinator)

47

Class Visits (Transfer Center Staff)

146

Workshops/Presentations (Transfer Center Staff)

377

Personal Insight Essay Information Session (Consultant)

90

University Tours (Transfer Center Staff)

UC Davis: 14

University Representative Contacts

318

Electronic UC TAG Review (Transfer Center Faculty)

297

Campus Outreach Events : Community Open House, Student Services Day (Transfer Center Staff)

15

Conference Presentations (Transfer Center Staff)

171

Transfer Day (Transfer Staff and University Reps.)

Approx. 700

Transfer Center Listserv

1305

Total

Unduplicated Total: 6974



Duplicated Total: 8484

SS 1d) Who are the typical students served by this program? : The TC serves all De Anza Students.

Students range from decided on major and transfer institution to those students who may not be sure of transfer at all. We see students from various programs on campus: DASB, AAPI, DACA, Umoja, Guardian Scholars, MPS, Hefas, SSRS, EOPS, DSPS, EDC, ISP, Mellon Scholars, etc. Many students are not affiliated with a support program so the Transfer Center makes sure to reach out and offer retention support. First generation college students may make multiple visits to see our Advisors and or Counselors. The drop - in and appointment data is based on unduplicated and duplicated student count.

SS 2a) What is the program Mission Statement?: The De Anza College Transfer Center mission is to provide a variety of services to inspire, support and facilitate transfer of De Anza College students.

SS 2b) In what ways and to what extent does program assure the quality of its services to students?: Accuracy of information provided to students is the cornerstone of the services we provide.

Without that accuracy, students' transfer can be delayed or even prevented. Below are just some of the many ways we stay abreast of ever changing transfer information:

- TC staff attends the annual Ensuring Transfer Success Conference offered by the University of California State Chancellors Office.
- TC staff attends the annual California State University Advisor/Counselor Conference.
- The TC staff utilizes numerous up to date web resources (e.g. Assist.org, Transfer Counselor Website, SJSU Impaction Guide, SFSU GPA Calculator, University of California website, California State University website, University of California Transfer Data, Cal State Apply, etc.) in advising DAC students.
- TC staff members are represented at every university informational session held on campus (e.g. SJSU Next Steps for Admitted Students, How to answer Personal Insight Questions for UC Application Information Session, UCLA Admission Workshop, etc.).
- The TC maintains working relationships with our UC, CSU, and private university representatives. Through these cultivated relationships, we are better able to clarify policies, requirements, impaction guidelines, etc. to insure accuracy for our students.

With SJSU being impacted, the addition of the ADT Degrees, and the Guided Pathways Initiative , just to name a few, we are always checking and rechecking what we share with students. By using this meticulous approach, we can help our student's succeed in their transfer goals.

SS 2c) In what ways and to what extent does program support College Mission statement?: The core of the Transfer Center is to function as a learning center for Transfer students. Students are reminded that NO ONE WAS BORN KNOWING HOW TO TRANSFER! Understanding the transfer process is a learned skill, so we must be providing as many opportunities for students to ask questions, seek out resources, understand processes, and develop behaviors that support their transfer goal.

SS 3a) In what ways and to what extent does the program assure equitable access for all students?: In order for all students to utilize services, they must be aware of what, where, and when those services are available. The following is how the TC reaches out to ensure access to DAC students:

The TC can no longer rely on students just coming in to the center on their own. We have to reach out to them! Satellite advising has helped the TC reach more students. We provide what we call "Transfer Tuesdays!" Staff from the TC provide advising services in the Hinson Campus Center in the same location every Tuesday. Due to the increase in staffing levels we were able to bring back Transfer Tuesdays in Spring 2017 Qtr. This reporting period saw a 50% increase in students utilizing this service.

The TC maintains its own webpage. Here students have access to information on events such as TC Transfer Day, application filing periods, university representative visits etc.



With the move of the Articulation/Transfer Services Office to Instruction the TC has assumed responsibility for what is now called, The Transfer Center Listserv. The TC Listserv currently has over a 1300 subscribers.

SS 3b) State ways and extent that program encourages personal and civic responsibility.: The TC staff is keenly aware of how important it is for students to assume responsibility for their transfer. We take every opportunity in our interactions with students to point out that fact. Deadlines missed can lead to a student not transferring. We assist students by providing online and hard copy resources so they can reference important information. First generation college students often need encouragement to meet with university representatives. We provide needed scaffolding so they can assume responsibility for their development by utilizing as many transfer resources as possible.

We also encourage students to participate in and report their community service on their transfer applications. It is important for students to understand that the service they participate in is not just a positive on their application. We discuss service that holds meaning in their lives and in the lives of those they are helping. Linking service to personal goals, major, political beliefs, cultural identity, spirituality, etc. enriches the experience for all.

SS 3c) State ways & extent program designs, maintains and evaluates counseling &/or academic advising: Design: All staff may be involved in the design of services in the TC. The creation of new services is always evolving and based on student needs. For example: The private universities in state and out have moved from individual applications to the Common Application. This application has produced great confusion with our students. Based on this need, we have created a Common Application Workshop that has been added to the current schedule of UC and CSU workshop offerings.

Maintain: Transfer information is constantly changing. SSSP, TAG, ADT, Common Application, Assist Next Generation, Guided Pathways, are either new or have changed. It is through constant training that we maintain our services and keep them relevant to students.

Evaluate: All events (workshops, presentations, university tours, etc.) are evaluated by the DAC students/staff in attendance. Students are now asked to evaluate not only workshops offered by the TC but advising services as well. The TC will be evaluated this Winter 2018 Qtr. by asking students to complete an online evaluation. The evaluation covers areas such as: quality of service, access to counselors and advisors, friendly staff and atmosphere, counselor subject knowledge etc.

SS 3d) State ways & extent program support/enhances student understanding & appreciation of diversity: The TC staff is a diverse group of individuals.

- One staff member speaks Spanish and can communicate with students and their families.
- All Counselors, Academic Advisors, and the Coordinator have completed graduate course work in multicultural communication, education, and counseling.

It is through this combination of personal cultural background and multicultural education that the TC staff shows students from all backgrounds concrete examples of workplace diversity.

SS 3e) State ways & extent program regularly evaluates admissions & placement practices: n/a

SS 3f) State ways & extent program maintain student records securely & confidentially?: The majority of student information is accessed through Banner. Data regarding usage of TC etc. is from SARS. The TC does not keep individual student file folders. If a student list is needed, the list is locked in TC staff file in an office cabinet when not being used. We have all completed FERPA Training. All student information is confidential and the Transfer Center follows College policies and procedures.

SS 4a) Have there been any significant staffing changes since the last CPR?: The TC has a staff that consists of : .5 Coordinator, 2.5 Faculty Counselors, and 2 full time Academic Advisors. One Academic Advisor left in Feb. 2017 and the position has remained vacant. Any vacancy has an impact on services



to students. For example: The TC had the opportunity to add an additional location for satellite advising. With the Center staff already committed to other student contact activities that would have left the TC without enough coverage for Drop-in services. As a result we had to decline this outreach opportunity.

Below are a few examples of what services the TC is offering:

- New workshops have been added: UC Transfer Admission Planner, Common Application, General Education. The TC is now responsible for the ADT and TAG workshops as well.
- TC staff took students to UC Davis to attend the Discovery Day Conference.
- A Counselor has been assigned to assist in the coordination of ADT degrees.

The TC Website is up to date with all TC events listed.

- TC tours for classes
- TC social media is active (Facebook, Twitter, Instagram)
- Drop-in transfer services are now provided during Summer Qtr.
- Staff are now able to attend campus outreach activities (New Student Open House, Student Services Day, etc.)
- TC Coordinator provides TAG trainings for FYE, Puente, Umoja, staff etc.
- Return of Transfer Tuesdays! (Satellite advising in Campus Center)

SS 4b) Are there any significant staffing changes that will be needed over the next five years?: No.

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SS 5a) Have there been any significant facility changes since the last CPR?: No.

SS 5b) Are there any significant facility changes that will be needed over the next five years?: No.

SS 6a) Have there been any significant equipment changes since the last CPR?: 10 New computers were added to the TC for student use. Students are now able to access ASSIST.ORG to check major requirements etc. The computers have also been used during workshops also.

SS 6b) Are there any significant equipment changes that will be needed over the next five years?: iPads for staff to use during transfer outreach activities and professional development events. iPads or similar mobile devices will help facilitate outreach efforts by allowing staff to share online transfer resources (e.g. how to use ASSIST.org, how to schedule an appointment with university representatives, how to navigate the Transfer Center website, etc.) with students.

SS 7a) Have there been any significant operational cost changes since the last CPR?: No.

SS 7b) Will any significant operational cost changes be needed over the next 5 years?: No.

SS 8a) Have there been any significant organizational alignment changes since the last CPR?: N/A

SS 8b) Are there any significant organizational alignment changes that will be needed over the next : N/A

SS 9a) Have there been any significant changes in regulations/laws/policies since the last CPR?: Not since the last CPR.

SS 9b) State significant changes in regulations/laws/policies affecting program over next 5 years.: Possible changes in United States immigration policy could negatively impact our AB540 students and their families.

SS 10a) State any significant professional development activities for the program since last CPR.: No.

SS 10b) State any significant professional development needs for the program for the next 5 years.: Due to the new faculty and staff in the Transfer Center- training will be a priority! Attending Counseling Division inservice meetings, transfer training, and transfer conferences will be extremely important part of the new staff's professional development.



SS 11a) Have there been any significant curriculum since the last CPR?: N/A

SS 11b) State any significant curriculum issues that will affect the program over the next 5 yrs.:
N/A

SS 11c) State the aggregate student success rate in the instructional portions of the program?:
N/A

SS 11d) State gap of student success rates with targeted groups.: N/A

SS 12a) Have there been any other significant program changes since the last CPR?: See Part 4-Staffing.

SS 2b) Are there any other significant issues that will affect the program over the next five years?:
Non identified at this time.

SS 13a) How will the new 3SP orientation requirements affect the program over the next five years?: N/A

SS 13b) How will the new 3SP assessment requirements affect the program over the next five years?: Assessment has always been essential in advising transfer students. Without clear starting points in Math and English, it is impossible to inform students of their specific transfer date.

SS 13c) Effect of the new 3SP student education planning requirements over next 5 years.: With students being required to declare major/goal so soon after starting DAC, the TC will need to educate them on the transfer process sooner. They cannot pick courses for their Educational Plan without knowing what institution they want to apply to and under what major. The TC offers a Transfer Admission Planner Workshop that gives students an early start at planning for transfer to the University of California System. This workshop helps students prepare for the Transfer Admission Guarantee Application (TAG) as well as the UC Application (APP). From TAP to TAG to APP! We will offer this workshop again this Spring Qtr. 2018

SS 14a) What are the current/active program outcome statements?: #1. By attending a CSU Application Workshop students will report an increase in their knowledge of the CSU application process.
#2. By attending a CSU Application Workshop students will report an increase in their knowledge of CSU admission requirements.
#3. By attending a UC Application Workshop students will report an increase in their knowledge of the UC application process.
#4. By attending a UC Application Workshop students will report an increase in their knowledge of CSU admission requirements.

SS 14b) How many SSLO/SLO statements have been assessed since the last CPR?: 4

SS 14c) Summarize the outcomes assessment findings and resulting program enhancements since last CPR:

SSLO #1: 89.5% of students who attended a CSU Application Workshop agree or strongly agree that their knowledge of CSU application process increased.

SSLO #2: 88.33% of students who attended a CSU Application Workshop agree or strongly agree that their knowledge of CSU admission requirements increased.

SSLO #3: 91% of students who attended a UC Application Workshop agree or strongly agree that their knowledge of UC Application process increased.

SSLO #4: 88% of students who attended a UC Application workshop agree or strongly agree that their knowledge of UC admission requirements increased.

SS 14d) What are the program outcome assessment plans for the next five years?: Data Collection & Student Survey: Data will provide basis for a TC targeted outreach effort. The focus will be on those groups of students most in need of transfer support. Services will be tailored to specific needs of student groups.

- Have students identify their transfer needs.



- Find out when/where students receive transfer information-if at all.
- What groups of students are not utilizing TC services and why?(Veterans, historically underrepresented, first generation, evening students, first year)
- Have students inform us of ways to improve and expand our range of services through student evaluations and questionnaires. Spring Qtr. 2018 students will be able to complete an online TC evaluation.

SS 15) Analysis of the program from last CPR to now to 2018-19.: Rebuilding Continues

The TC continues stabilizing and rebuilding. The day to day operations continue to become more consistent which helps to support consistent student service.

It is time to recommit in concrete ways to our original purpose of supporting first generation, low income, underrepresented, college students. We are reaching out to our programs on campus that focus on these students to see what services we can provide. The TC has provided Counselors from other areas training on TAG. The TC Coordinator is a member of the campus wide BSI-SE-SSSP Integrated Planning Advisory Team. Our TC ADT Counselor will be representing the transfer perspective on the new Guided Pathways campus wide committee. We continue to rebuild our relationships with university representatives so that our students will have opportunities to schedule on campus appointments with them. Our workshop offerings are growing. The TC has at least one Counselor and one Advisor available to provide drop-in every hour we are open. Summer 2017 marked only the second time that the TC was open during the summer Qtr. The TC's ability to be represented on important committees that impact transfer students has finally become a reality. This is all due to the increase in and the commitment of our staff.

It is an exciting time to be a part of the rebuilding of the DAC Transfer Center.

SS 16a) Name of the Division and the names of the programs.: Counseling and Student Success Division:

- Counseling and Advising
- Transfer Center
- Articulation and Transfer Services (This office moved to Instruction during Winter Qtr. 2018.
- Guardian Scholars Program (GSP) Foster Youth
- Undocumented Advisory Committee

SS 16b) Who wrote the Divisional Perspective?: Sheila White-Daniels, Ed.D., Dean

SS 16c) Summarize the CPRs written by the programs of the Division.: The Counseling and Student Success Division is a student-focused division that provides academic, personal, and career services to over 26,000 students on an annual basis. The works of this division extends beyond counseling to work that supports student success through 3SP services to include, orientation, counseling, developing education plans, and follow-up. Articulation and Transfer Services (ATS), along with Transfer Center, is at the cornerstone of the success of these efforts.

The Transfer Center includes dedicated counselors and academic advisors, access to extensive transfer college information, transfer requirements, and workshops to assist with applications to California State University (CSU), University of California (UC) campuses, and independent/private colleges and out-of-state colleges, and much more. The expansion of staff and services in the Transfer Center is to bring this function in alignment with the goal to increase successful transfer of De Anza College students who have transfer as a goal. Collaboration between Articulation and Transfer Services and the Transfer Center, has been the catalyst, over the years, for De Anza College being noted statewide and nationally for the outstanding transfer rate.