

NISTS 2023

BE A CONNECTOR FOR TRANSFER STUDENT SUCCESS

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The following presentation was given at the 21st Annual Conference for the National Institute for the Study of Transfer Students. Please cite responsibly and direct questions to the original presenter(s).

Educational Session

2783 - Creating Connections Across Campus: Facilitating the Transfer Student Life Cycle

Transition Programs and Supports, Leadership and Strategic Planning

Private institutions have historically not been perceived as transfer inclusive to community college transfers. Over the past five years, through qualitative analysis of interviews with transfer students regarding the barriers they have encountered in transitioning to and being successful in a 4-year institution, this team of colleagues who represent five different areas of the university, have honed the practice of working with transfer students to ease that transition and that path to completion. This small, private institution in a metropolitan region has strengthened its connections to improve transfer initiatives all over campus. This support for transfer students is embraced by administration, academic affairs, enrollment management, admissions, student success, and the registrar to create a smooth transition for these students. The strategies outlined apply to all transfer students (those with AA and AAS degrees; those who are core complete; and those who only have some community college credit), address many of the barriers that students mentioned, and offer suggestions for all institutions, regardless of size or location.

Glenda Ballard, *Associate Vice President for Academic Affairs*

Tracy Canales, *Director of Transfer Admission*

Bryce Davis, *Assistant Director, Admissions for Graduate and Transfers*

Nicole Trevino, *Academic Support & Success*

St. Edward's University

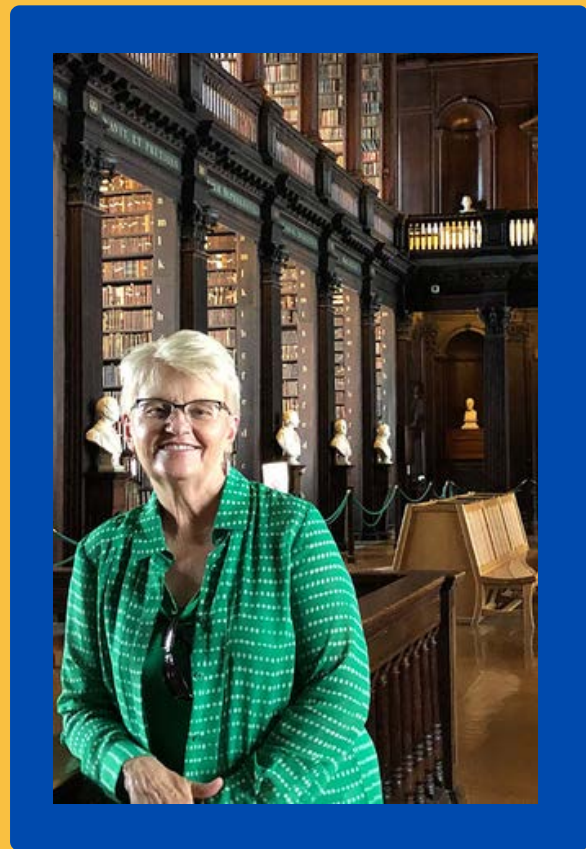
connections for a successful
TRANSFER PATHWAY

ST. EDWARD'S UNIVERSITY



presenters

Academic Affairs



**DR. GLENDA
BALLARD**

Transfer Admissions



**TRACY
CANALES**



**BRYCE
DAVIS**

Student Success Center



**DR. NICOLE
TREVINO**

purpose and overview

Private institutions have historically not been perceived as "user-friendly" to community college transfers. Over the past five years, St. Edward's University has transformed its connections to improve campus-wide transfer initiatives. With more students receiving associate degrees as they complete high school; increased visibility of access and opportunities to flexible learning formats; and with an emphasis on strengthening community colleges, private institutions are overlooked as an option for transfer students. But, with higher retention, smaller classes, and completion rates, private institutions may be a great investment .



2,584

Total Undergraduate
Population

1/5

Transfer Population

24

Average Age

3.12

Average GPA

54

Average # of Credit
Hours Transferred

55

Texas Core Complete
(Fall 2022)

80

New Transfers living on
campus (Fall 2022)



4-Year, Private University
Liberal Arts
Hispanic Serving Institution

TRANSFER HISTORICAL OVERVIEW

2016

TRANSFER CHALLENGES

University concerns related to transfer retention. Transfer Task Force created to review university data related to persistence and retention for transfer population.

2018-2020

IMPLEMENTATION

Success Coach Model created with connection to campus partners; Texas Core Complete adopted, Transfer Advising Guides developed; Mining for Credits; Onboarding process developed.

2022+

COLLABORATION AND EXPANSION

Continuation of support and campus partner collaboration; Transfer Inclusive Majors; Transfer Student Association; National Transfer Week Visibility

TRANSFER TASKFORCE

COMMITTEE

- Academic Counseling and Exploration
- Admissions
- Career and Professional Development
- Deans
- Department Chairs
- Registrar
- Student Affairs
- Student Financial Services

DIRECTIVES

- Develop a process for serving the needs of transfer students from entry through graduation
- Review university data including:
 - retention and persistence data
 - student success surveys
- Review current services and practices

RECOMMENDATIONS

- Overall Goal - close gaps and ensure the availability of integrated support that fosters student retention, progression, graduation, and post-graduation success
- Create a Centralized Transition Model
- Implement a Transfer Task Force to Review Articulation Agreements

TRANSFER CHALLENGES

TRANSFER OF CREDIT

The University was concerned with:

- Transcripts not being submitted on time
- Transcripts not being reviewed prior to first day of class
- Internal tracking and course approval process issues

REGISTRATION CONCERNS

Transfer students were interested in:

- Time to graduation and developing academic plan
- Understanding how prior credit will apply to degree
- Registering in a timely manner

CAMPUS RESOURCES

Transfer students struggle with transition to the University:

- Identifying and connecting with resources
- Becoming engaged and involved on campus
- Feeling a part of the community

ADMISSION/RECRUITMENT

BUILDING PARTNERSHIPS

MAKING CONNECTIONS WITH TRANSFER STUDENTS

TRANSFER PLANS & PATHWAYS

TRANSFER-INCLUSIVE MAJORS

TRANSFER ADVISING GUIDES BY MAJOR



OFFICE OF THE REGISTRAR

TRANSFER SELF-SERVICE TOOL

**TRANSFER ARTICULATION
GUIDES**

**5-DAY TRANSFER CREDIT
INITIATIVE**

**MINING FOR
CREDIT/SMARTSHEET
FORMS**



SUCCESS COACH MODEL



**PERSONALIZED ACADEMIC
SUPPORT**

**ACADEMIC AND GRADUATION
PLANS**

**CONNECTION TO
RESOURCES**

MINING FOR CREDIT

SUCCESS COACH MODEL

- **Developed and implemented a centralized model for all transfer students which allows for:**
 - One-stop shop service
 - Advising and registration
 - Graduation plans reviewed and approved by deans offices
 - Career coaching
 - On-going transitional services
 - Opportunity to provide evening and online services
 - Late night option for students who work or have other obligations
 - Streamlined and coordinated communication
 - Coordination between admissions, academic schools and success team
 - Utilized mongoose text messaging, email, phone calls etc..
 - Provide support to students, faculty and deans
- **Success Coach caseloads of 125, 3 Coaches**



and then....
COVID HAPPENED

- **Due to success, we implemented the Success Coach Model across the undergraduate population**
- **Caseloads of around 175 per Coach, 16 coaches**

ACADEMIC AFFAIRS

**EMBRACING TEXAS CORE
COMPLETE**

**CREATED TRANSFER ADVISING
GUIDES (TAGS)**

**CREATED AAS PATHWAYS TO BA
DEGREES**

TRANSFER-INCLUSIVE MAJORS

**FOCUSED ON
UNIVERSITY:COLLEGE
COLLABORATIONS**

FACULTY CONNECTIONS



2022-2023 ACADEMIC HIGHLIGHTS



Four New Degrees that Embrace Workforce Credit

- BLA in Leadership & Social Justice
- BA in Health Systems & Administration
- BA in Digital Storytelling & Content Creation
- RN to BSN in Nursing (*Fall 2023*)

2022-2023 Transfer Advising Guides (May 1)

ACC & SEU Faculty Collaborations

- Theater, Religious Studies
- Peer Learning Network - E3 Alliance/Gates Foundation
- Educator Preparation (*Grant Opportunity*)

First-Generation Organization (First to Goat)

Research Project to Gather Rich, Qualitative Data

connections supporting
TRANSFER STUDENTS

**EMBRACING TEXAS CORE
COMPLETE**

TRANSFER-INCLUSIVE MAJORS

**TRANSFER-FRIENDLY
ACADEMIC DEGREES**

CAMPUS COMMUNITY

**SUCCESS COACH MODEL &
ONBOARDING**

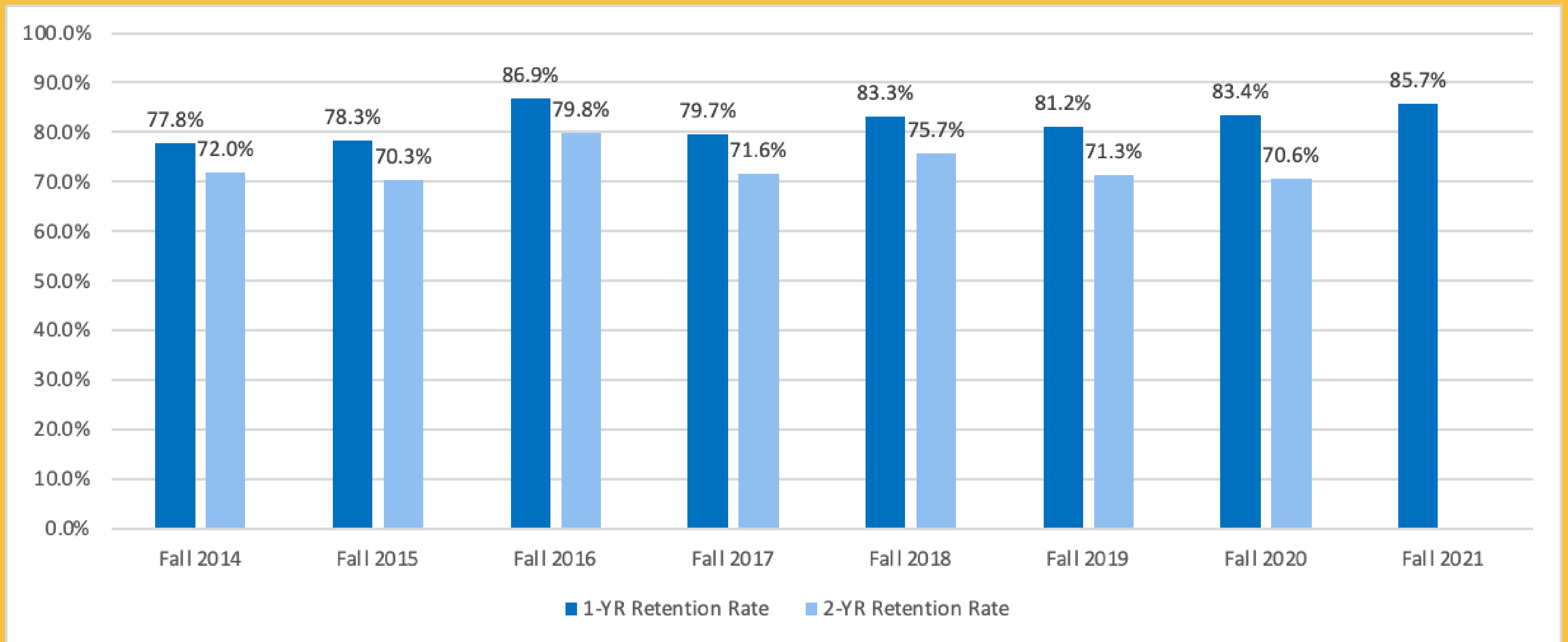
**SEU TRANSFER STUDENT
ASSOCIATION**

**TRANSFER ADVISING GUIDES BY
MAJOR**

MINING FOR CREDIT

**NATIONAL TRANSFER STUDENT
WEEK**

TRANSFER 1 & 2 YEAR RETENTION RATES BY TERM ADMITTED



Let's continue to
WORK TOGETHER

QUESTIONS

COMMENTS

DISCUSSION

Let's connect

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