

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

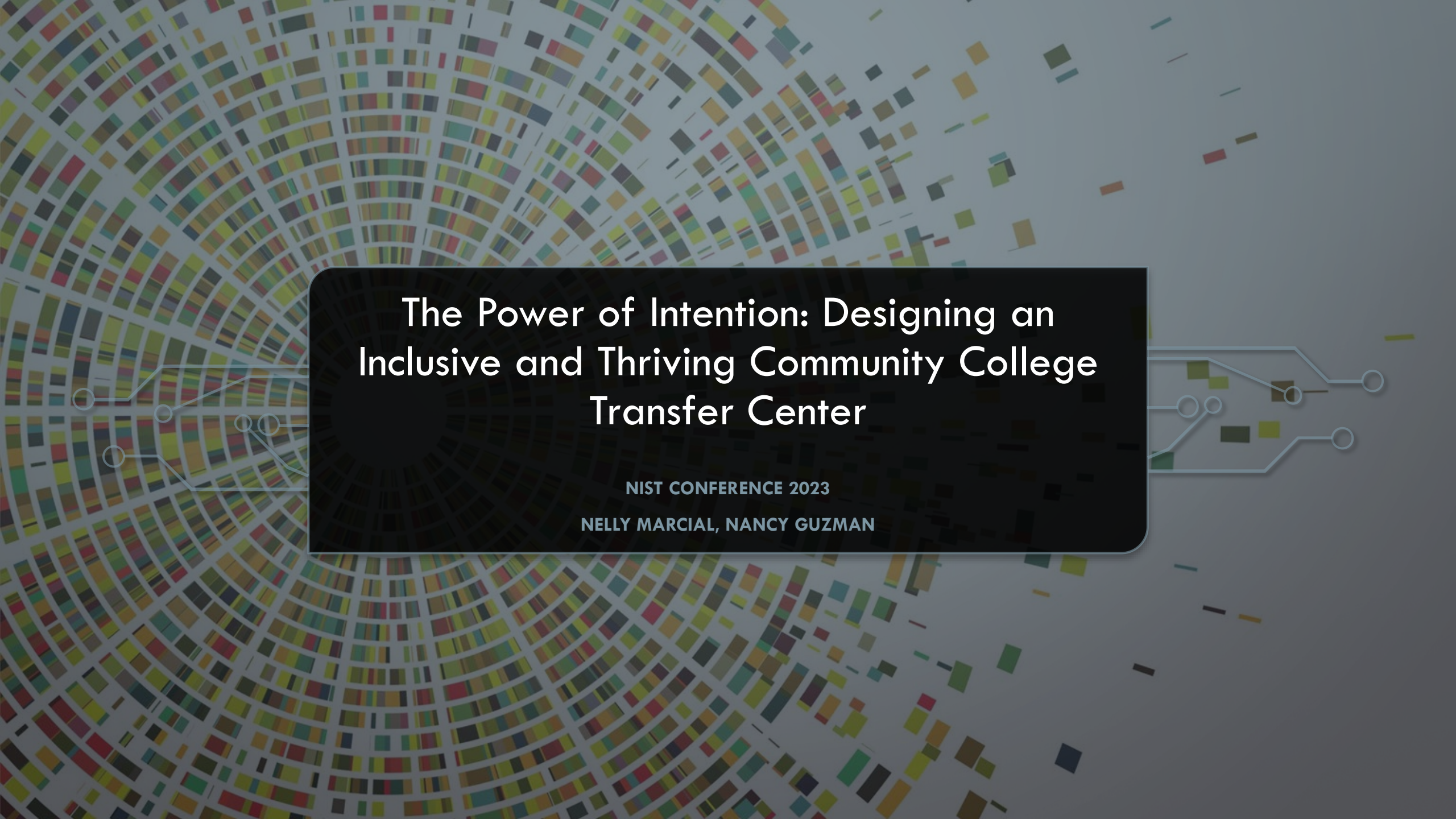
2805 - The Power of Intention: Designing an Inclusive and Thriving Community College Transfer Center

Partnerships and Collaboration, Transition Programs and Supports

In this session, we will discuss the building of a community college transfer center funded by a Title V grant. The central goal of the transfer center was to combat equity gaps in retention completion and transfer metrics at the college. We will cover the framework and theory used to design the center's programming, student resources, and policies. We will expand upon the center's timeline, impact on institutional transfer culture, early outcomes, and stakeholders engaged.

Nelly Marcial, *Assistant Dean for Academic Affairs, Arrupe College*
Loyola University Chicago

Nancy Guzman, *Transfer Coordinator*
College of DuPage



The Power of Intention: Designing an Inclusive and Thriving Community College Transfer Center

NIST CONFERENCE 2023

NELLY MARCIAL, NANCY GUZMAN



AGENDA

Introductions

Ice breaker

Triton at a Glance

Identifying the problem

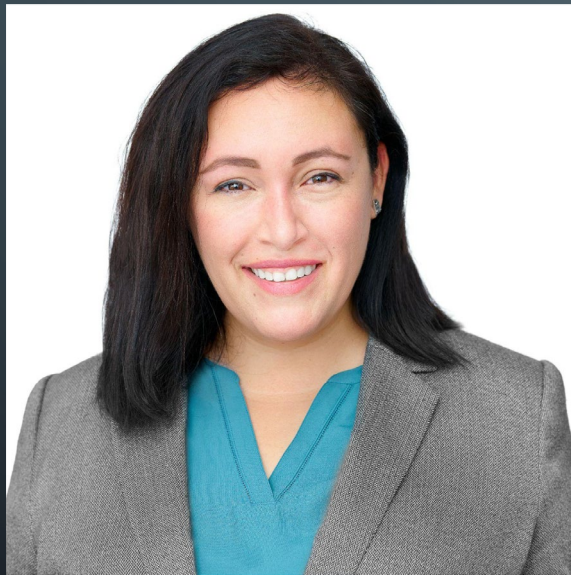
Establishment of the Transfer Center

Incorporation of a Transfer Culture

Impact and Maintenance

INTRODUCTIONS

NELLY MARCIAL
ASSISTANT DEAN FOR ACADEMIC AFFAIRS
ARRUPE COLLEGE OF LOYOLA UNIVERSITY CHICAGO
FORMER TRANSFER DIRECTOR AT TRITON COLLEGE



NANCY GUZMAN
TRANSFER COORDINATOR
COLLEGE OF DUPAGE
FORMER TRANSFER SPECIALIST AT TRITON COLLEGE



GETTING TO KNOW YOU!

Who is in the room?

- Poll 1: Community College or University?
- Poll 2: Do you have a transfer center at your institution?

What do you hope to take away from this session?

- bit.ly/NISTS23

TRITON COLLEGE AT A GLANCE



Triton College is a community college located 14 miles from downtown Chicago and serves a diverse demographic community and student body.

- Approximately 10,000 students.
- 150 degrees and certificates
- 43% Latino/a, 13% African-American
- 41% first-generation students
- 33% Pell eligible
- Hispanic Serving Institution (HSI) and a Minority Serving Institution



TRANSFER AS LEVER FOR EQUITY

University Transfer increases economic mobility

Potential to change outcomes for individuals across generations

Large equity gaps exist

- 80% of students enrolling in community college intend to transfer; studies show that 35% transfer, and only 14% complete bachelor's degrees within 6 years(7).
- Low-income first-generation and minority students face disproportionate barriers in transfer (7;3).
- Sometimes students guided away from transfer into vocational programs (2)

Students face significant barriers, advising issues, credit loss, financial aid, and stigma (5;9).

2. Glynn, J. (2019). Persistence: The success of students who transfer from community college to selective four-year institutions. Jack Kent Cooke Foundation.

3. Jabbar, H., Epstein, E., Sanchez, J., & Hartman, C. (2021). Thinking through transfer: Examining how community college students make transfer decisions. *Community College Review*, 49(1), 3-39. DOI: 10.1177/0091552120964876.

5. Jenkins, D., & Fink, J. (2015). What we know about transfer. New York, NY: Columbia University, Teachers College, Community College Research Center.

7. Wang, X. (2020). *On my own: The Challenge and promise of building equitable stem transfer pathways*. Harvard Education Press.

Yeh, T. L., & Wetzstein, L. (2020). A Continuum of Transfer Partnerships: Toward Intentional Collaborations to Improve Transfer Outcomes. *New Directions for Community Colleges*.

IDENTIFYING THE PROBLEM

IMPACT OF INSTITUTIONAL WEAKNESSES AND KEY PROBLEMS

Triton College Institutional Research Data, 2016

→ **Low Retention**

Sixty-two percent (62%) of academically underprepared Hispanic students and 56% of low-income students enrolled F2015 returned F2016 compared to 72% of college-ready students.

→ **Low Degree Completion**

Eight percent (8%) of underprepared Hispanic and of low-income students completed an associate degree within three years.

→ **Low Transfer**

Eight percent (8%) of underprepared Hispanic and 11% of low-income students transferred within three years.

Low retention, graduation and transfer rates

Equity gaps by the numbers

Lack of transfer culture

Decentralized transfer function

Transfer advising only form of support

Transition from academic counseling model to a case management model of academic advising

TITLE V GRANT: *ACHIEVING EQUITY IN EDUCATIONAL OUTCOMES FOR HISPANIC AND LOW-INCOME STUDENTS*

Transfer Center funded by Title V Grant awarded to Developing Hispanic Serving Institutions

Multi-project award

Grant ID #P031S180154

Award amount total: \$2,748,698

Approximately 22 % (\$605,114) awarded for transfer center over course of the 5 years

In 2018 grant awarded to address the gaping equity gaps in retention, completion and transfer among students of color at Triton College

GOALS OF TRANSFER CENTER

Centralize transfer support in highly visible hub

Increase quantity and quality of transfer services available

Foster strong partnerships with universities

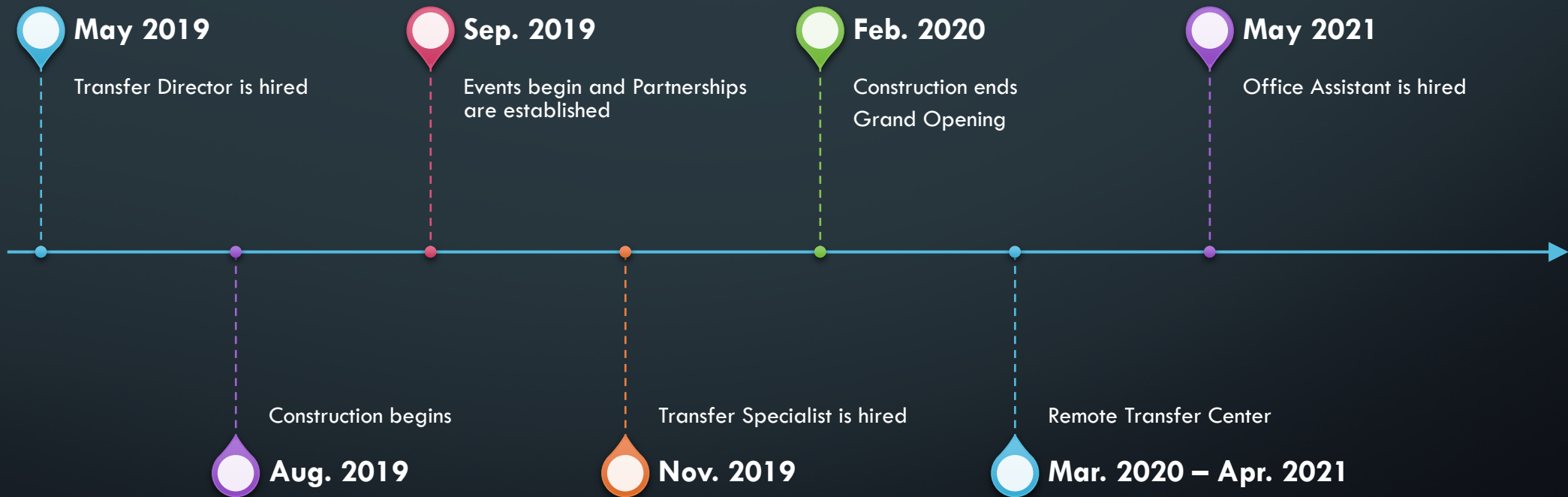
Increase articulations and partnership

Pilot innovative advising practices to drive improvements to student retention and completion

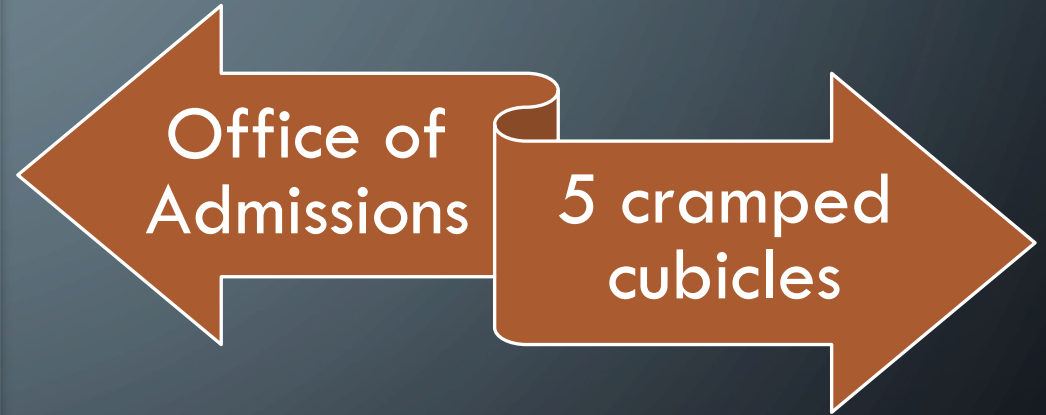
Increase transfer outcomes at Triton College



ESTABLISHING THE TRANSFER CENTER

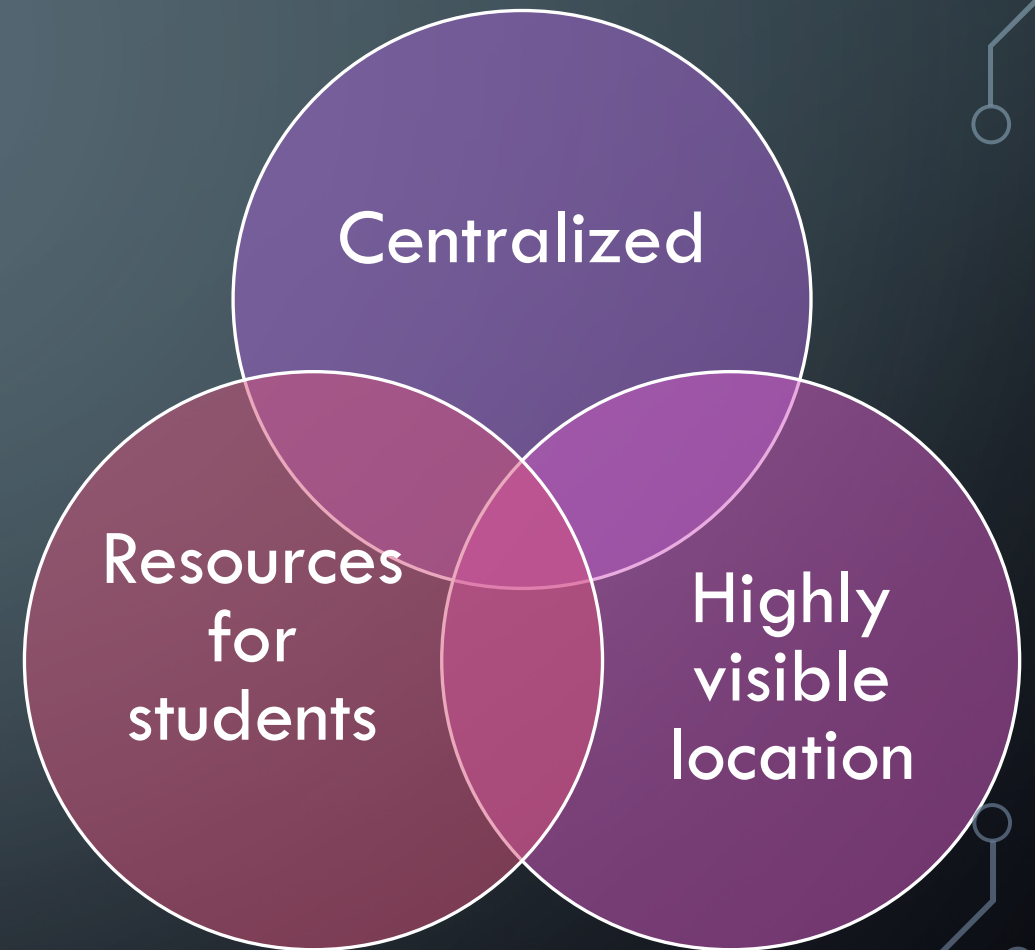
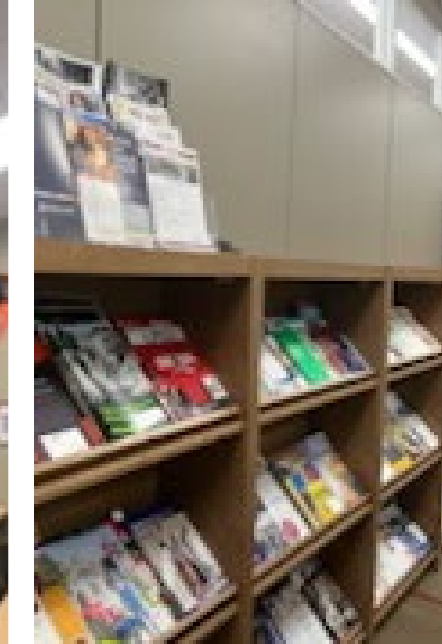


BEFORE THE TRANSFER CENTER



Office of
Admissions

5 cramped
cubicles





ENHANCING PARTNERSHIPS

Communication Improvement

Hospitality for representatives

Expand partnerships with top transfer destinations

Access and transparency

TRANSFER ADVISING COHORTS



**Test v. Control
groups to measure
outcomes for grant**



**Cohort students
include:**

IPEDS (fall start, first-time,
full-time students)

Placement in college level
math or English

Enrolled in an A.S./A.A.

GPA 2.0+



**Quickly innovate
and scale up best
practices across
college**

ESTABLISHING FUNDAMENTAL EVENTS



Workshops

Transfer 101

Ready to Apply

Financial Aid Award Letters

Approximately 12
workshops offered per
semester



Events

Transfer Fairs

Table Visits

Instant Admissions

Major specific events

Approximately 35 events
and 150 table visits offered
per semester



** Attending a workshop is required in order to meet one on one with the Transfer Center.*

CREATING A TRANSFER CULTURE

Advocating for resources and a prominent place at the institution.

Collaborating with student-facing departments for transfer awareness and advocacy.

Engagement of the college stakeholders through the representation of vital committee work.

Professional development for advisors, faculty, and staff.

Students can identify the Transfer Center services, events, and location. Students intentionally engage at all stages of their transfer journey, and their transfer success is celebrated.

COLLABORATION WITH ACADEMIC ADVISING

Transfer advising onboarding for new Academic Advisors and Retention Specialists

- Monthly professional development
- Invitation to all college & university transfer updates
- Provide access and communication regarding transfer guides and updates

Established an Articulation of Boundaries; triaging between the following departments:

- Counseling/Advising
- Admissions
- Transfer Center



COLLABORATING AND GAINING ALLIES

Guided Pathways

Faculty Transfer Coaches

Alumni Relations- Success Stories

Research & Analytics

Curriculum

Center for Teaching Excellence





TRANSFER CENTER VISIBILITY

Website

- Events listed
- Transfer Guides and Partnerships
- Scholarship & Resources
- Transfer Success Stories

Newsletter

- Sent weekly to student email
- Upcoming Events (internal and external)

Marketing

- Promotion through flyers, articles, and plasma screens
- Signage and infographics

Social Media

- Instagram, Facebook
- Managed by Student Ambassadors

STUDENT RESOURCES

Triton College Transfer Center:
ASK AN AMBASSADOR



Wondering how courses will transfer?
Add some courses ✓ and get results ✓
at transferology.com.

 Transferology™



Checklists for commonly asked questions

- Transfer Milestones
- Ready to Apply

Library of college and university materials

Application support

Fee waiver processes

Selective admission coaching

Student Ambassadors

**Examples of the handouts will be provided are part of the materials for this presentation.*

TRANSFER CENTER COHORT OUTCOMES

Objective: Degree completion and transfer within three years increases as a result of Transfer Center pilots.

Y2 Cohort (N=300)

- Fall 2020-Fall 2021 retention is 71%, compared to the 54.8% for IPEDS

Y3 Cohort (N=400)

- Fall 2020-Fall 2021 retention is 82.3%, compared to the 58.9% for IPEDS

**Year 3 was the most recent data that could be acquired through the Annual Performance Report (APR).*

TRANSFER CENTER TOUCHPOINT OUTCOMES

Types of Touchpoints	Number of students Y3	Number of students Y2
One on One Advising with the Transfer Center	439	201
	881	724

Transfer Center Satisfaction Survey Results*


- 81% satisfaction rate in Fall 2020.
- 86% satisfaction rate in Spring 2021

In Y2 there were **201** One on One Advising with Transfer, we doubled the amount in Y3 with 439.

Touchpoints tracked: one on one advising with the Transfer Center, general information, fee waiver, application assistance, workshop/ information session, one on one with college/university, instant admissions, scholarship, class visits, table visit, Faculty Transfer Coaches.

Transfer Fairs were difficult to track on virtual platforms, in Y2 there were a total of 595 students who attended. This data is not reflected in the totals above.

TRANSFER CENTER PARTNERSHIPS



Started with 55 partnerships in 2018 added 90 more by 2022.
Total: 145
163% increase

Guaranteed Admissions agreements
transfer guides
3+1 agreements
AAS articulations

LESSONS LEARNED

Challenges

- No admin support
- High foot traffic due to centralized location
- Confusion around clarity of roles

Solutions

- Cross campus collaboration
- Articulation of boundaries
- Model of triaging students

Impact

- Data tracking to justify additional resources
- Coalition of support across campus
- Advocate for transfer awareness through cross-college engagement and representation

IMPACT AT COLLEGE OF DUPAGE

Improvements to transfer services within a decentralized model

Foster collaboration across units

Development of new student tools

Development of new service offerings

Enhancements to support available

Future establishment of Transfer Center

CONNECT WITH US



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Transfer Nation Podcast

Transfer Talks: https://bit.ly/TC_Podcast

YouTube

<https://bit.ly/TCTransferVid>