

NISTS 2023

BE A CONNECTOR FOR TRANSFER STUDENT SUCCESS

Virtual • February 1-3 | Portland, OR • February 22-24

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

2833 - Starting With the End in Mind: Communicating with Incoming Transfers

Partnerships and Collaboration, Diversity and Inclusion

Within this session, we will share how University Admissions and Transfer Center staff connected to build a more transfer receptive culture at their institution by focusing on transfer onboarding communications. We will share how we uncovered barriers and navigated institutional silos that resulted in missing or ineffective communication to incoming transfers. Participants will have time to reflect on how within any role in their institution they can work to support transfer specific and inclusive onboarding.

Heather Domonoske, *Transfer Center Coordinator*

Josh Michelsen, *Assistant Director of Admissions and Recruitment*

Cal Poly San Luis Obispo

Starting with the End in Mind: Communicating with Incoming Transfers

Heather Domonoske, Transfer Center Coordinator

Josh Michelsen, Associate Director of Admissions and Recruitment



CAL POLY

Overview

Cal Poly is in tithini, the Place of the Full Moon. We gratefully acknowledge, respect, and thank yak tit^yu tit^yu yak tithini, Northern Chumash Tribe of San Luis Obispo County and Region in whose homelands we are guests.

In Fall 2021, our institution's Transfer Center Coordinator and Associate Director of Admissions and Recruitment discussed how to focus on building a more transfer receptive culture.



Look at how Transfer Center and campus partners can come together to work across barriers



Share examples of how to support a campus-wide effort towards creating a transfer receptive culture.



Learning Goals

Goal of incremental change, know we can't do it all, not freezing in paralysis by analysis.

1

Understand how to approach transfer onboarding communication planning

2

Articulate at least two examples of transfer specific and student-centered onboarding communication

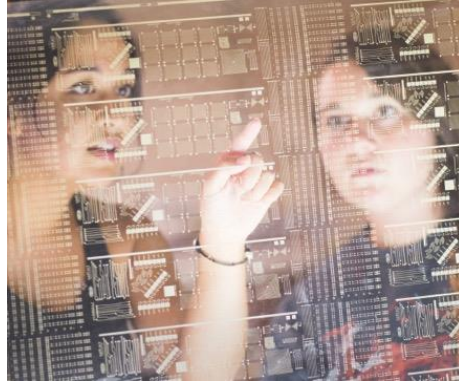
3

Identify steps individual transfer agents can take towards creating a transfer receptive culture

4

Describe ways to navigate institutional silos and barriers impacting incoming transfer communication and outreach

Cal Poly Quick Facts



- Learn by Doing
- Upside down/blended curriculum
- Small class sizes (average of 32)
- 800 to 1,000 incoming transfers
- 64 majors, 89 minors
- 50 graduate programs
- 19:1 Student to Faculty Ratio



Putting the pieces in place

Transfer Onboarding Group

Led to greater cross campus collaboration. This group was able to identify gaps in service, support, or communication and eliminate duplicative messaging.

Bring in key campus partners to this group or liaison out to them.

Sharing Student Feedback

Collecting feedback from previous transfer students and sharing this with staff who lack student interaction.

Sharing transfer research and NISTS guides.

For students by students

Getting Creative

Learn from colleagues about how to tackle problems.

Ask students! They have great ideas from their former institutions

How it's always been done is likely not focusing through a social justice or equity lens



Examples

INSIDE SCOOP

Understanding Fees
"Registration and Other Fees" includes tuition, academic department fees, and all other mandatory fees. Learn how they all break down.

[LEARN MORE](#)

RESOURCES

Make sure your EBA is up-to-date!
This summer fall ahead here, we want to make sure you contribute to receive important updates from us! Be sure your [email delivery address \(EDA\)](#) is updated to a personal address in your [iCalPoly](#) portal.

Multi-Factor Authentication
Beginning in mid-July, you will need to set up Multi-Factor Authentication (MFA) to access your iCalPoly portal. Watch our [MFA video](#) to learn more and familiarize yourself with the process.

Submit your transcripts
The deadline to submit transcripts and other documents is just a month away! Be sure to check your "To Do List" in your [Student Center](#) and [submit documents](#) by July 15.


STAY IN TOUCH
We are here to help.

[CONTACT US](#)


Transfer Students

▶ Play all

if you are a prospective or incoming transfer student, h



CAL POLY TRANSFERS
Transfer Center Services
1:51



Transfer Advising 0

Transfer Center Services
98 views • 7 months ago

CC

Transfer Advising 0
957 views • 9 months ago

CC

TRANSCRIPT DEADLINE

July 15




Cal Poly
Home
July 1
Check
to do
My Cal
Plan
22

Like 1

July 15, 2022

A Transfer Students' Guide To Register For Your First Quarter At Cal Poly

Important Dates and Deadlines for Fall 2022 registration



INCOMING TRANSFER ADVISING ROADMAP
Your guide to success.

- JULY 15 - 2022** Transcript Deadline
- AUGUST 15 - 2022** Degree Progress Report (DPR) & Degree Planner
- SEPTEMBER 15 - 2022** First day of classes

July-August 15: Check TO-DO List and take care of any registration holds within Student Center. You will receive an email from [evaluations@calpoly.edu](#) when your Degree Progress Report (DPR) and Degree Planner is available. This will show you how your classes transferred to Cal Poly.

July 16 - August 8: Complete your College Transfer Pre-Orientation portion of your Transition Toolkit Part 1 (located under the orientation tab in your portal).

Brainstorm

Who
communicates
with incoming
transfers?

Who can provide
input on what/how
communication
happens?

What is your
relationship to
these people?

What would you
like it to be?

Meeting Students Where they are



YouTube Channel

Great resource for people to follow and find. Allows you to set up transcripts and can be translated.



Texting

Quick and accessible way to communicate with brevity in mind



Make Resources Accessible

Using multiple mediums and with centering students who have been or continue to be marginalized by institutions of higher education



Lessons we've learned



Clarifying language with campus partners

Examine and discuss the need for awareness around use of language that can make things be misleading. Is this for first-time first years? Transfers? Or Both?

Creating a common voice and onboarding experience for Transfers

- Admissions bi-weekly newsletter
- YouTube videos
- Instagram

One Step at a Time – A way to navigate silos & stay calm(ish)

It is easy to dream of the perfect solution that fixes all the issues. This is not realistic. Instead, we focused on creating a minimum standard of outreach or communication all transfers should receive.



Breakout rooms

Work on the backside of the worksheet then we will be going into small group breakout rooms for discussion.

- Who can you partner with to support transfer students?
- What are some small steps you can take right now?



Questions & Answers



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BE A **CONNECTOR**
FOR **TRANSFER STUDENT**
SUCCESS

Thank you
for attending!

**PLEASE COMPLETE
A SESSION EVALUATION**

(via the conference app)

This
session's
id# is:

2833