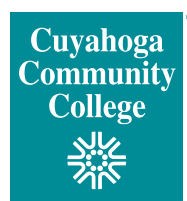


Cuyahoga Community College (Tri-C®)

TRANSFER CENTER Best Practices Guide



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BEST PRACTICES DEFINED

Transfer Center Services and Support

Transfer Centers provide services and support to CCP, Incoming New, Continuing, Returning, Transfer-In, Transient and Former students (graduates and non-graduates), as well as faculty, staff and the public.

Transfer planning services are available to potential, current and former students.

- Same level of service to all
 - Transfer planning, connection to campus resources, navigating enrollment process
- Instructional Faculty
 - Class visits, class assignments, resource sharing for student benefit
 - Support faculty in delivery of transfer-related information
- Counseling Faculty
 - Provide resources for transfer-related academic planning
 - Share updates from external advisors
- Community Members
 - Connect to appropriate department or service (if not Transfer Center)
- Staff/Other Departments
 - Provide transfer student resources
 - Assist with College mission and student success

Best Practice Recommendations: Transfer Receiving

1. Transfer-In students directed to Transfer Centers or updated online module (to be created by TCs) for assistance in navigating enrollment process (see checklist).
2. Transfer Centers utilize SARS reason code for Transfer-In.
 - Document in semester tracking reports
3. Identify Transfer-In students who might benefit from additional transfer planning support and schedule appointment with a transfer specialist. Add attribute code in Banner.
 - Existing outreach includes Student Type – Transfer
4. Check for receipt and evaluation of transcript by registrar.
5. Understand One Record information to help support Transfer-In students.
 - Cross-training so students can get most information from one place
6. Help students register for their first semester of Tri-C classes.
 - Assist with the actual process of registering on my Tri-C space (no advising)

Best Practice Recommendations: Transfer Sending

1. Assist students regardless of transfer location/institution type (e.g., another community college, for-profit or four-year).
2. Help students research schools that best fit their goals.
 - Link students to credible public resources
3. Reach out to institution and/or program area when necessary.
 - Provide access to external advising or connect students to transfer school
 - Assist with transfer school application
 - Advise students of FAFSA/CSS profile
 - Update SARS/One Record notes to indicate TC appointment details
 - Update Banner attribute codes (TI, TC, TCR) to indicate student status in relation to transfer plans
4. Assist in securing unofficial evaluations (completed as part of external advising appointments, via email or online portals, etc.).
5. Assist in sending transcripts to other schools for official and unofficial review.
6. Assist in understanding how Tri-C coursework transfers toward student's intended major at transfer school.
7. Utilize public transfer resources such as transfer guides/pathways, Transferology, institutional websites, curriculum guides and transfer equivalency databases.
 - Refer to these resources for Tri-C academic planning with counseling faculty
8. Encourage degree completion as part of pre-transfer planning.
 - Check Degree Works for existing academic plan (if created)
 - Direct referral for academic plan creation and/or updates
9. Assist Pell-eligible students in completing and submitting NACAC waiver.
10. Assist in identifying financial aid/scholarship offers from transfer schools.



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CARRYING OUT BEST PRACTICES

Transfer Sending

Appointment Preparation →

- Review student academic record (student view)
 - GPA, Courses, Major, Attribute Codes, Credits/Transfer Credits, Degrees Awarded
- Review academic plan in Degree Works
 - Is it for the correct major?
 - Is it current? Is the student on track?
 - Does it take the student to completion?
- Review One Record
 - Interactions
 - Financial Aid Status (Pell-eligible)
 - Has student submitted a graduation petition?

Transfer school(s) and major identified:

- Pull literature from transfer site (transfer guide and admission requirements)
- Identify specific requirements
- Identify dual admission/enrollment opportunities

Only major known:

- Pull partnerships programs
- Be prepared to use College Navigator and/or BigFuture (especially helpful with obscure majors)
- Identify dual admission/enrollment opportunities
- Review program accreditations at transfer schools (health career-related)
- Pre-professional program resources

Major unknown (whether or not school(s) identified):

- What is transfer process?
- Prepare for referrals to counseling and career services
- Provide MyPlan instructions (available on Tri-C website)
- Prepare to show Occupational Outlook Handbook at appointment with focus on site use, not career choice

Seeking application assistance:

- Review application procedures for specific school(s)
- Know application costs

- NACAC waiver
- Transcript procedures
- Know deadlines

During appointment →

- Confirm accuracy of intake information (e.g., major, transfer location/school(s), expected graduation date, counseling history/need for academic plan update, whether they attended other four-year school(s)).
- Ask if student plans to use financial aid at transfer school.
 - If yes, refer to Financial Aid to create financial transfer plan
- Ask, "What do you want to accomplish today?"
- Review prepared information.
- Discuss opportunities for evaluation of Tri-C transfer credit as it applies to student's current status.
- Discuss scholarship opportunities at four-year schools and in general.
- Review transfer process.

Transfer school(s) and major identified:

- Review transfer guide and/or transfer pathway (if available).
- Review admission requirements for school(s) and for major.
- Discuss opportunities for student to connect with school(s) (e.g., external advising, tours).
- Identify next steps, including referrals for academic plan update, completing FAFSA or NACAC waiver, meeting with external reps, signing up for tours, upcoming Transfer Center events.
- Ensure student understands next steps by providing written plan (could be student taking notes, TS providing list, or email).
- Identify any tasks for TS to complete for follow-up.

Only major known:

- Ask, "What's important to you in a transfer school?"

CARRYING OUT BEST PRACTICES *(continued)*

- Discuss timeline for transfer process and importance of identifying major and school(s) for accurate and efficient planning.
- Discuss college fit and exploration.
- Identify next steps, including continued exploration, scheduling follow-up, plan to connect with four-year school, upcoming Transfer Center events.
- Ensure student understands next steps by providing written plan (could be student taking notes, TS providing list, or email).
- Identify any tasks for TS to complete for follow-up.

Major unknown (whether or not school(s) identified):

- Discuss available majors at school (if selected).
- Discuss school selection or purpose for choosing that school.
- Explore other opportunities if school selection may not be most appropriate.
- Make appropriate referrals to assist student in major selection.
- Discuss timeline for transfer process and importance of identifying major and school(s) for accurate and efficient planning, counseling and/or career services.
- Ensure student understands next steps by providing written plan (could be student taking notes, TS providing list, or email).
- Identify any tasks for TS to complete for follow-up.

Seeking application assistance:

- Complete or review application.
- Have student complete NACAC waiver and TC send to four-year school(s).
- Discuss timeline of acceptance to four-year school(s).
- Encourage FAFSA completion.
- Review process for sending transcripts.
- Ensure student understands next steps by providing written plan (could be student taking notes, TS providing list, or email).
- Identify any tasks for TS to complete for follow-up.

Post-Appointment →

- Input appointment documentation into SARS Notepad and One Record Interactions.
- Assign TC attribute (or TI for no-show appointment).
- Begin tasks assigned to TS.
- Send email to no-show appointments.

Follow-Up Appointment →

- Ensure tasks assigned to TS completed.
- Reconfirm student's plans.
- Ask, "What do you want to accomplish today?"

Transient/Visiting Students

Walk-In or During Appointment →

- Explain Transient Student process and review steps.
- Assist with Tri-C application if necessary.
- Demonstrate how to generate approval letter/assist with letter of consent.
- Demonstrate registration process and provide assistance if needed.
- Make appropriate referrals.

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TRANSFER SENDING APPOINTMENT CHECKLIST

- Confirm major, full academic plan accuracy and graduation date.
- Confirm and document reason for attendance.
- Provide resources for student's reason for attendance.
- Establish student's next steps.
- Make appropriate referrals/set follow-up appointment(s) with TC.
- Document appointment details in SARS and One Record.
- Add Banner attribute code, as appropriate.