



NISTS 2020

REIMAGINING THE TRANSFER STUDENT EXPERIENCE FEBRUARY 5-7, 2020 • ATLANTA, GEORGIA

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Reimagining the Transfer Advising Experience Using an Online Platform

Matriculation Trends and Issues, Transition Programs and Services

Learn how online academic advising can ensure a seamless transition for prospective transfer students from pre-admissions to enrollment. Specifically, the presenter will share best practices on how the receiving transfer university can provide tailored academic advising to prospective transfer students using an online platform. Strategies, outcomes, and resources to support the transfer student population will be discussed. Administrators and advisors at both the community college and university level are encouraged to attend.

Quishaundra Harris, Academic Recruiter Advisor
University of South Florida

Reimagining the Transfer Advising Experience Using an Online Advising Platform

Shaun Harris, MSW

Academic Recruiter Advisor & Instructor

Office of Transfer Student Success

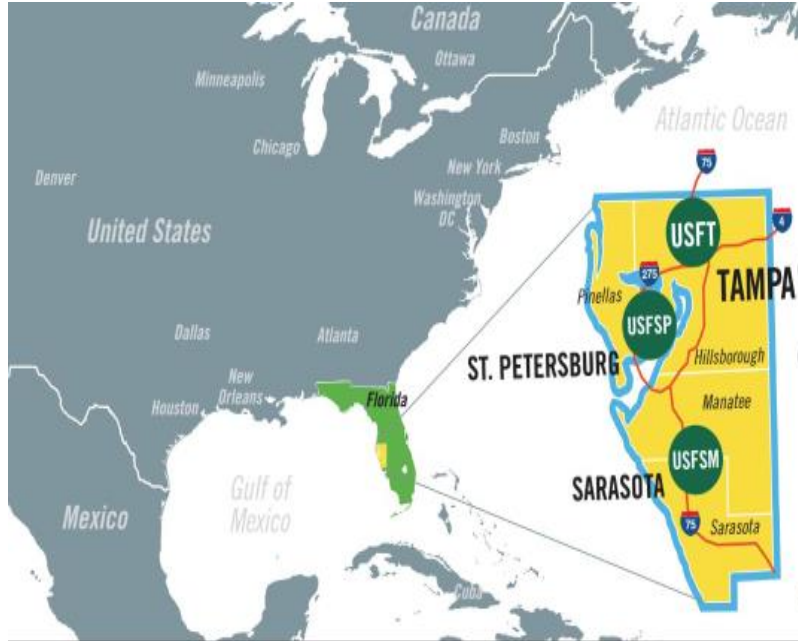


**UNIVERSITY of
SOUTH FLORIDA**

Learning Outcomes

- In depth information on the Office of Transfer Student Success at the University of South Florida.
- Research and best practices to support transfer students matriculating from sending institution to the receiving institution.
- How to implement online advising in your department using the Zoom software.
- Strategies to make online advising successful.

USF at a Glance



- Founded: 1956
- Type: public research university
- USF System includes three, separately accredited institutions: USF Tampa, USF St. Petersburg, and USF Sarasota-Manatee.
- Serving more than 50,000 students

Enrollment Data as of Fall 2019

	USF System	USF Tampa	USF St. Petersburg	USF Sarasota-Manatee
Undergraduate	37,350	31,823	3,818	1,709
FTIC Students	3,773	3,539	178	56
Transfer Students	4,138	3,299	550	289

Transfer Students Breakdown	USF System	USF Tampa	USF St. Petersburg	USF Sarasota-Manatee
New transfer students from the Florida College System	2,900	2,306	382	212
Other new transfer students	1,238	993	168	77

Office of Transfer Student Success

Mission

To provide dedicated services and customized support to prepare students for a seamless transfer.

Our Services

- Prospective and current transfer student advising
- Conduct information sessions
- Professional development workshops
- Fuse transfer Program
- Transfer Student Organizations
- Transfer credit assistance
- Transfer admission assistance
- Academic Transitions Course

Research & Best Practices

- The Transfer Student Playbook
 - Make transfer student success a priority
 - Provide tailored transfer student advising

Roles & Responsibilities

Academic Recruiter Advisor

- Focuses on working with students pre-admissions
- In depth knowledge of USF major requirements
- Can also assist with admissions process
- Course Evaluation
- Transfer Fairs at Florida College System Institutions

Admissions

- Outreach events
- Admissions assistance
- Broad knowledge of major options

Major Advisor

- Only sees students with specified major at USF
- Some don't have time to meet with prospective students
- Focus on major progression towards graduation
- High impact practices (study abroad, internships, etc.)

What is Online Advising?

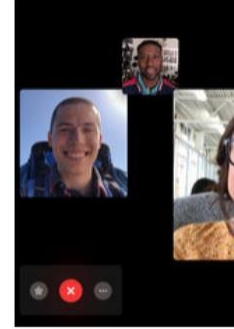
- Replicating the traditional face-to-face model of academic advising by using various communication technologies.
- Technology devices: phone, laptop/desktop computer, or tablet



According to Research and Statistics

- Approximately, 4.54 billion people are active internet users as of January 2020, encompassing 59 percent of the global population.
- By now, a world without the internet is unimaginable. Connecting billions of people worldwide, the internet is a core pillar of the modern information society.

Texting is out. FaceTime is in!



What is Zoom?

Zoom is the leader in modern enterprise video communications, with an easy, reliable cloud platform for video and audio conferencing, collaboration, chat, and webinars across mobile devices, desktops, telephones, and room systems.





- Conduct online events
- Host is in total control
- Join and participate from anywhere
- Attendee engagement
- No Zoom account for participants in order to join a meeting.
- Participants can join a meeting from their phone, desktop, mobile and tablet devices.

Basic

Personal Meeting

Free

Sign up, It's Free

Host up to 100 participants ⓘ

Unlimited 1 to 1 meetings

40 mins limit on group meetings ⓘ

Unlimited number of meetings

Online support

+ Video Conferencing Features

+ Web Conferencing Features

+ Group Collaboration Features

+ Security

Pro

Great for Small Teams

\$14.99

 /mo/host ⓘ

Buy Now

All Basic features +

Includes 100 participants
[Need more participants?](#) ⓘ

Meeting duration limit is 24 hrs

User management ⓘ

Admin feature controls ⓘ

Reporting ⓘ

Custom Personal Meeting ID

Assign scheduler ⓘ

1GB of MP4 or M4A cloud recording ⓘ

[REST API](#)

Skype for Business (Lync) interoperability ⓘ

+ Optional Add-on Plans

Business

Small & Med Businesses

\$19.99

 /mo/host ⓘ

* Minimum of 10 hosts

Buy Now

All Pro features +

Includes 300 participants
[Need more participants?](#) ⓘ

Dedicated phone support

Admin dashboard ⓘ

Vanity URL ⓘ

Option for on-premise deployment ⓘ

Managed domains ⓘ

Single sign-on ⓘ

Company branding ⓘ

Custom emails ⓘ

LTI integration ⓘ

Cloud Recording Transcripts ⓘ

+ Optional Add-on Plans

Enterprise

Large Enterprise-Ready

\$19.99

 /mo/host ⓘ

* Minimum of 50 hosts

Contact Sales

All Business features +

Enterprise includes 500 participants
Enterprise Plus includes 1,000 participants
Unlimited Cloud Storage

Dedicated Customer Success Manager

Executive Business Reviews ⓘ

Bundle discounts on Webinars and Zoom Rooms

Marketing Strategies for Online Advising

- Website
- Social media platforms
 - Facebook
 - Instagram
 - Twitter
- Academic advisor referrals
- Admissions referrals

Looking to transfer to USF Tampa Campus?

Chat online with an advisor.

1. Sign up for an appointment at [http: https://bit.ly/2E5QRIZ](https://bit.ly/2E5QRIZ)
2. Download the free **zoom** app to a device that has a camera such as your phone, tablet, or computer.
3. An advisor will send an appointment confirmation.



Office of Transfer Student Success
usf.edu/transfersuccess
813-974-4051

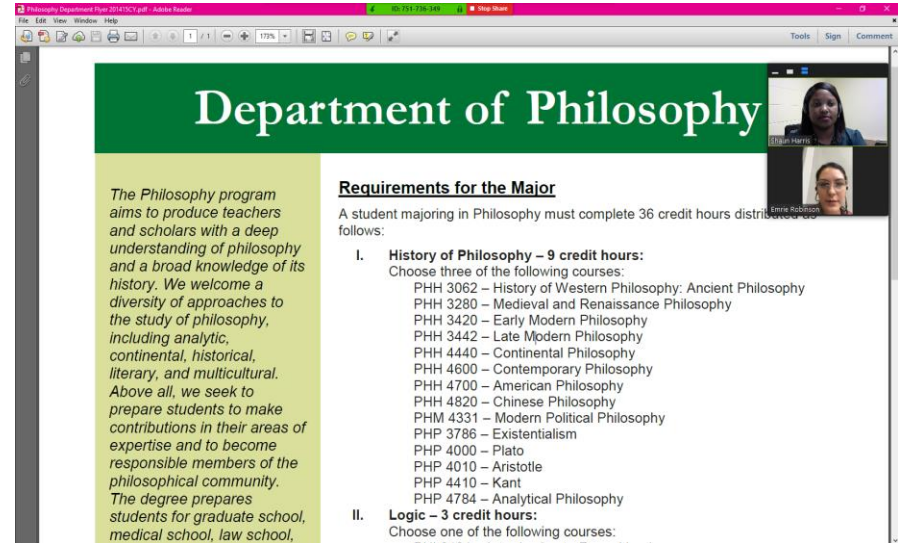


Online Advising Process/Registration

- Online Advising Form (via Qualtrics)
- Confirmation E-mail sent to the student
 - Requesting unofficial transcript before the meeting
 - Instructions (download the app, quiet area, and time zone)
- Calendar Invite sent to the student
 - Link to the Zoom appointment

Online Advising Appointments

- Average appointment last from 15 – 30 minutes
- Live viewing of my screen
- Transfer Inquiries:
 - Transfer admissions requirements/process
 - Course/credit evaluation
 - Program requirements



The Philosophy program aims to produce teachers and scholars with a deep understanding of philosophy and a broad knowledge of its history. We welcome a diversity of approaches to the study of philosophy, including analytic, continental, historical, literary, and multicultural. Above all, we seek to prepare students to make contributions in their areas of expertise and to become responsible members of the philosophical community. The degree prepares students for graduate school, medical school, law school,

Requirements for the Major




A student majoring in Philosophy must complete 36 credit hours distributed as follows:

- I. History of Philosophy – 9 credit hours:**
Choose three of the following courses:
 - PHH 3062 – History of Western Philosophy: Ancient Philosophy
 - PHH 3280 – Medieval and Renaissance Philosophy
 - PHH 3420 – Early Modern Philosophy
 - PHH 3442 – Late Modern Philosophy
 - PHH 4440 – Continental Philosophy
 - PHH 4600 – Contemporary Philosophy
 - PHH 4700 – American Philosophy
 - PHH 4820 – Chinese Philosophy
 - PHM 4331 – Modern Political Philosophy
 - PHP 3786 – Existentialism
 - PHP 4000 – Plato
 - PHP 4010 – Aristotle
 - PHP 4410 – Kant
 - PHP 4784 – Analytical Philosophy
- II. Logic – 3 credit hours:**
Choose one of the following courses:



Shaun Harris

Gallery View



Transfer Admission Requirements: Biomedical Science, Biology, and Microbiology

Biomedical Science: Need at least 6 classes from the list below to be eligible for this major, the checked course below must be included in the 6 classes.

- **Math (must have at least pre-calculus/trig complete):**
 - Calculus I Calculus II or Statistics
- **Chemistry (must have one):**
 - Chemistry I Chemistry II Organic Chemistry I Organic Chemistry II
- **Biology:** Biology I Biology II
- **Physics -or- Human Anatomy and Physiology (A&P):**
 - Physics I or Human A&P I Physics II or Human A&P II

Biology: Need at least 6 classes from the list below to be eligible for this major, the checked course below must be included in the 6 classes.



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Tools Sign Comment

MUMA COLLEGE OF BUSINESS- MANAGEMENT
2017-2018 Catalog

A. FOUNDATIONS OF KNOWLEDGE & LEARNING (FKL)
 • 36 hours with a 2.0 GPA average & grade of "C-" or better required in courses
 • 2 courses (6 hours) must be within the Human Historical Context & Process (HHC) dimension

1. ENGLISH COMPOSITION (6 hours required)
 ENC 1101-Composition I
 ENC 1102-Composition II

2. MATHEMATICS REASONING (6 hours required)
 MAC 2233- Business Calculus (PR: MAC 1102*)
 QMB 2109- Business & Economics Statistics I (*)

3. NATURAL SCIENCES (6 hours required)
 One course must be from General Education Core Science
 Life Science
 Physical Science

4. SOCIAL & BEHAVIORAL SCIENCES (6 hours required)
 ECO 2013- Macroeconomics

5. HUMANITIES (6 hours required)
 SPC 2608- Public Speaking
 General Education Core Humanities

6. FINE ARTS (3 hours required)

7. HUMAN & CULTURAL DIVERSITY GLOBAL (3 hours required)

B. EXIT REQUIREMENTS
 1. CAPSTONE COURSE (3 hours required)
 GEB 4890- Strategic Management (*)

2. WRITING INTENSIVE (3 hours required)
 ENC 3250- Professional Writing or ENC 3310 (**)

C. GENERAL ELECTIVES
 Variable hours. See advisor for any general electives needed.

D. REQUIRED NON-BUSINESS COURSES
 • Must earn minimum of 54 hours of Non-Business coursework
 SPC 2608- Public Speaking
 ENC 3250- Profess. Writing OR ENC 3310 Expos. Writing
 ECO 2013- Macroeconomics
 ECO 2023- Microeconomics

Zoom

Shaun Harris

Alexandria

Online Advising Appointments

- Follow-up E-mail
 - Summary of the appointment
 - Admissions information & transfer process
 - Program requirements
 - Attach supporting documents
 - Link to the student experience survey

Pros and Cons

Pros	Cons
Convenience	Students not showing up for appointments
Affordability	Technological Difficulties
Replicate face-to-face meeting	
Rapport	
Mirror both devices	

Online Advising Impact

- Pilot: January 2019 – April 2019
 - 10 students
- Summer Term: May 2019 – July 2019
 - 24 students
- Fall Term: August 2019 – December 2019
 - 94 students
- Spring Term: January 2020 – Present
 - 56 students

Student Experience Feedback Survey

- “She was extremely helpful in our meeting and she gave great guidance as to what I will be doing for the future.”
- “Online advising was a perfect option for me as I'm currently full time at work and school. I don't have time to go down to USF and i used my break time at work to speak to my advisor and she was so thorough and helpful!”
- “The online advising was great especially since I live in California.”
- “Shaun was extremely helpful and provided valuable information regarding the transfer process and potential majors.”
- “Zoom seems to work seamlessly compared to FaceTime and Skype. It was great meeting with an advisor without having to drive to Tampa.”

Group Discussion

Do your institution and/or department provide an online advising option for students? If so, what software(s)?

What are some potential challenges your institution may experience when trying to implement online advising?

Questions?



References

- Fink, J., & Jenkins, D. (2017). Takes Two to Tango: Essential Practices for Highly Effective Transfer Partnerships. *Community College Review*, 45(4), 294-310.
- Wyner, J., Deane, K., Jenkins, D., & Fink, J. (2016). The Transfer Playbook: Essential Practices for Two- and Four-Year Colleges. Retrieved from Community College Research Center: <https://ccrc.tc.columbia.edu/media/k2/attachments/transfer-playbook-essential-practices.pdf>
- <https://www.statista.com/statistics/617136/digital-population-worldwide/>

Contact Information

University of South Florida
Office of Transfer Student Success
<http://www.usf.edu/transfersuccess>

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