



NISTS 2020

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

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Prioritizing Transfer Success through a Holistic Transfer Year Experience Program

Partnerships and Collaboration, Transition Programs and Services

Learn how a small Transfer and Transition Services office at a large research university challenged the notion that transfer success should only be the priority for transfer professionals at an institution. Through the implementation of a robust Transfer Year Experience program, they were able to position transfer success as the collective responsibility of all university personnel, while equipping them with the knowledge, tools, and data necessary to act.

Bernard Huggins, Coordinator, Transfer and Transition Services
University of Central Florida

Prioritizing Transfer Success

Through a Holistic Transfer Year Experience Program

Bernard P. Huggins, MS
Transfer and Transition Services
The University of Central Florida



WHAT WE DO

TRANSFER AND TRANSITION SERVICES



- Pre-admission academic advising
- Pre-orientation academic planning
- Admission requirements
- Transfer course equivalencies
- UCF policy and procedures
- Change of majors and minors
- Knight Track Program
- Transfer Success Consultations
- Tau Sigma: Honor Society
- Transfer Knights: Social RSO

Advising

Professional advising staff and peer advisors are available to assist with the transfer process, understanding how credits transfer and choosing a major.

One-on-one appointments, walk ins, phone, and email options available

Engagement

We support first year transfer student transition into campus involvement, leadership development, and meaningful connections to faculty and peers.

UNITE Ambassadors offer transfer success consultations to assist with goal setting and the successful navigation of the UCF community.

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The University of Central Florida



UCF

UCF *Knights* at a glance...

Institutional Size

69,525 students enrolled Fall 2019

Diversity, Access, and Mobility

54% of our students started at another institution (are transfers)

48% students identify as minorities, 27% Hispanic (HSI designation)

80% of all students take at least one online course

U.S. News & World Report ranked UCF as the top transfer student serving university in the country for 2019.



Transfer Year Experience (TYE) at UCF

How did we get here?

Notable moments that drove development of TYE

- **Foundations of Excellence - FoE (2014)** a multi-year, multi-phase process with the John N. Gardner Institute. The goal was to raise awareness of transfer student issues, shape the university culture to better accommodate our transfer students, and focus on transfer students' transition points.
 - Study engaged 17,000 student and 1,000 faculty via FoE survey responses
- **UCF Transfer Alliance** – Reimagination of FoE to push forth specific, measurable and timebound recommendations for enhanced transfer student services

**Results of
FOE study
informed
what our
transfer
student
priorities
should be**

The following outcomes were assigned to our department:

- Create a 1st year engagement program, such as the ***Transfer Year Experience***.
- Design mechanisms for awareness and engagement of ***faculty*** and their connections to ***transfer student success***.

Results of

FOE s

info

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outcomes fell
ment:

INITIAL CHALLENGES

- Funding
- Staffing
- Buy-in from Colleagues
- Ability to scale to serve large transfer population

engagement
Transfer

for
management of
connections to
it success.



2017 Transfer Year Experience - Quality Enhancement Plan (QEP) Grant Proposal



Dr. Jason Dodge, Director Student Success - UCF Downtown
Author of 2017 TYE Grant Proposal

- 2-year grant, funded up to \$10,000
- Proposal was embedded with data from FOE and Institution
- Provided theoretical and practical framework for implementation and collaboration across the university to meet project goals

Aligning with priorities of university and QEP

Transfer and Transition Services

- Prepare
- Transition
- Progress

Quality Enhancement Plan (QEP)

- Plan
- Connect
- Reflect

UCF Collective Impact Goals

Eliminate the achievement gap between FTIC and Transfer students (graduation and 1st year retention)



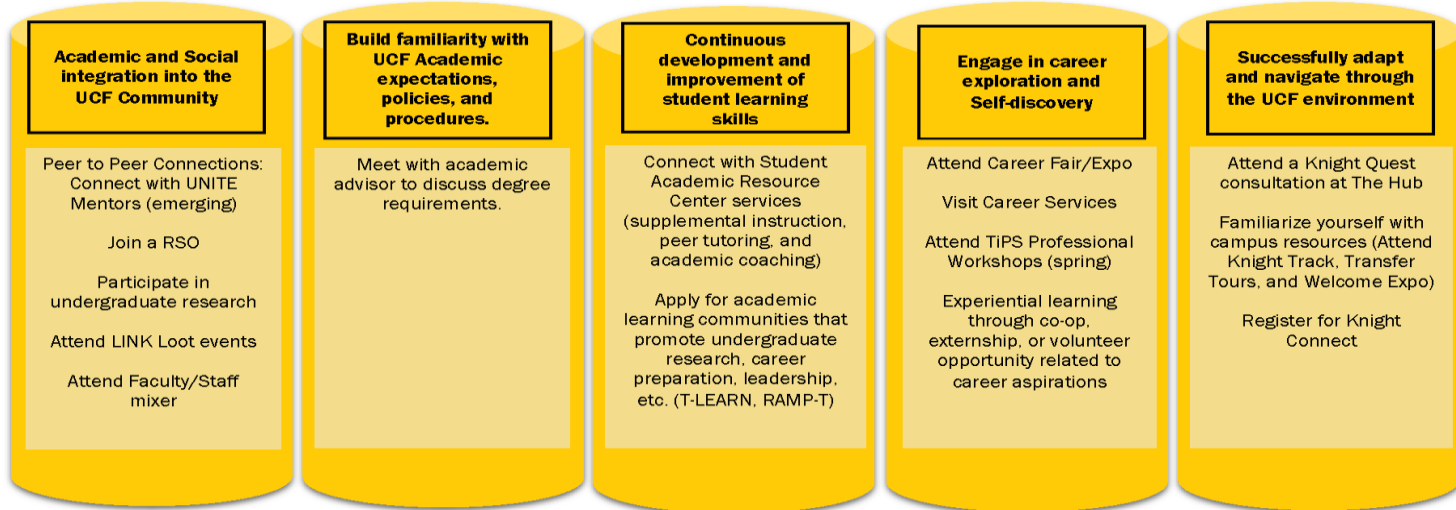
TRANSFER YEAR EXPERIENCE

University of Central Florida



UCF

FIVE Pillars of Transfer Year Experience



- 1) **Academic and Social integration into the UCF Community** by building meaningful relationships with university personnel. UCF is one of the largest institutions in the country. By connecting with academic and social resources, transfer students build a sense of belonging that facilitates a continued connection to UCF that extends beyond graduation.
- 2) **Build familiarity with UCF Academic expectations, policies, and procedures.** For transfer students, UCF is a new institution with policies and procedures that will likely differ from those at their previous institution. Becoming familiar with these differences heavily impact student success.
- 3) **Continuous development and improvement of student learning skills.** A large number of transfer students are enrolling with a completed AA degree. Subsequently, their continued coursework at UCF will likely be upper division courses that by nature have a heightened academic rigor. Successful transfer students should continuously build and develop on their study and learning skills to maintain a competitive GPA and negate the effects of transfer shock.
- 4) **Engage in career exploration and self-discovery.** Unlike FTIC students, transfer students will only have 2-3 years to utilize the vast resources allotted to them through Career Services and Experiential Learning. Students should engage in this area immediately upon enrolling.
- 5) **Successfully adapt and navigate through the UCF environment.** Transfer students should take the time to become familiar with UCF's vast environment both physical, regional, and online. Web-based platforms such as Knight Connect, UCF webcourses, Handshake, and Library resources are an integral part of the student experience at UCF.

THE TRANSFER YEAR EXPERIENCE AT UCF

TARGET: FULL-TIME ENROLLED AA DEGREE- FLORIDA COLLEGE SYSTEM TRANSFERS

COMPONENTS:

HIGH-IMPACT
PRACTICES

PEER
MENTORING

VIRTUAL RESOURCES &
COLLABORATIVE
TECHNOLOGY

CROSS-CAMPUS
PARTNERSHIPS



Cross-Campus Collaborations & High Impact Practices

Student-facing engagement

- LINK Loot Program
- Peer Mentoring
 - Knight Track Program
 - Transfer Success Consultations (service)



**TRANSFER YEAR
EXPERIENCE**

University of Central Florida

Faculty-facing engagement

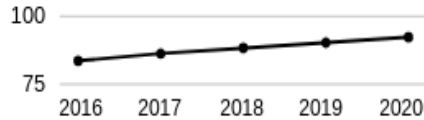
- Identified a faculty fellow
- Collaboration with Faculty Center for Teaching and Learning for a Faculty Series
- Collaboration with Office of Diversity and Inclusion for a 3-part Transfer Advocates Series



UCF

GOAL:

92% FIRST-YEAR
RETENTION BY 2020



KEY FACTS

- Exclusive 1st-year Transfer Student Track
- 2017 1st full year Transfer students could join LINK, 1929 students participated.
- January 2018 saw transfer student participation in LINK programs exceed FTIC.



LINK LOOT @ UCF

IDEAL SUBMISSIONS

- Events or Tasks that directly relate (or are *exclusive*) to the unique needs of 1st-year transfer students at UCF.
- Events or Tasks that will benefit transfer students.
- Events or Tasks that encourage engagement from non-traditional student populations (i.e. commuter students, distant learners)

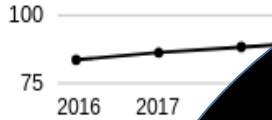
LINK Program

UNIVERSITY OF CENTRAL FLORIDA

- Learning and Interacting with New Knights (LINK)
- Managed through office of First-Year Experience to engage freshman students
- 2018 – Transfer Track established in partnership with Transfer and Transition Services (TTS) as a result of *Transfer Alliance* recommendations
- Students engage through a mobile app to earn Loot for attending university events, tasks, or services.
- Loot is redeemable semesterly for prizes ranging from scholarships to various electronics

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TRANSFER YEAR
EXPERIENCE
University of Central Florida

IDENTIFY

- Events or Tasks that need to be implemented at UCF
- Events or Tasks that transfer students need to engage from diverse student populations (i.e. students, distant learners)

Program

INITIAL OUTCOMES

- 76% of active participants are currently enrolled for a subsequent semester, as opposed to only 61% of non-participants
- Active participants maintained a 5% higher GPA than non-participants

students (LINK)

program

partnership between

First Year

experience

to earn Loot for

for prizes such as

more.

Knight Track Program



- One-semester academic success and transition program
- Knight Track students are required to engage with all areas listed below *at least once* during their first semester enrolled:
 - Career Planning activity
 - Academic Advising session
 - Transfer Success Consultation
 - At least (2) Academic Support Services
- Students are enrolled in a non-credit hour canvas course to track completion and receive coaching
- Completers can apply for a *scholarship award* at the end of the semester
- Partners include: Student Academic Resource Center, Career Services, and Academic College advising offices

Knigh Track Program

INITIAL OUTCOMES

- **100%** of students who participated in Knight Track stayed off Academic Probation
- **76%** of Knight Track active participants moved out of the murky middle (above a 2.59).
- Students who participated in Knight Track saw on average a **25% increase** in their UCF Cumulative GPA at the close of their second semester

Transition program

average with at least (1):

four canvas course

scholarship award at the end of the

Academic Resource Center, Career
Academic College advising offices

Transfer Success Consultations with UNITE Ambassadors

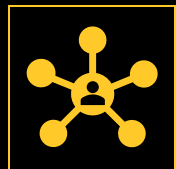
*Unlocking a Network of
Intentional Transfer Engagement
(UNITE)*



30 minute one-on-one
with a UNITE Ambassador
(peer mentor)



Promoted at transfer
orientations and at
outreach events



Facilitates campus
connections through the
goal-setting process



*100% of attendees
indicate they would
recommend to a friend*

Transfer Success Consultation

with UNITE America

*Unlocking a Network of
Intentional Transfer Engage
(UNITE)*

INITIAL OUTCOMES

- **100% of participants** have made progress towards the S.M.A.R.T goals established in their consultation.
- **93% have connected to at least 1** of the UCF resources identified during their consultation. 64% have connected to at least 2 or more
- **87% have connected** with peers and university personnel integral to their success



100% of attendees participated at transfer consultations and at networking events



100% of attendees indicate they would recommend to a friend

Engaging Faculty in the Transfer Year Experience



UCF

Faculty Series on Transfer Success

in collaboration with UCF **Faculty Center for Teaching and Learning (FCTL)**

This series seeks to help undergraduate faculty recognize the challenges facing transfer students and equip them with techniques to promote student success in the major and beyond.

Curriculum designed in collaboration with faculty fellow, FCTL, and QEP

- Faculty initiated contact with our office
 - Christa Dierckson – Biology
 - Alisha Janowsky – Psychology
 - Later became transfer faculty fellow
- 5-part series
- To date, 50 faculty applied to participate/ 29 selected
- Faculty received a stipend upon completion

Transfer Advocate Certificate Series

A Diversity Series for UCF Faculty & Staff

Register
Via
MyUCF

(Employee Training
& Development)

**DIV393;
DIV394;
DIV419**

All three courses must be completed, in order, to receive your Transfer Advocate Certificate

The Transfer Advocate Certificate Series seeks to educate UCF faculty and staff on the transfer student experience and equip them with techniques to promote student success at UCF and beyond.

QUESTIONS?

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Engaging *all* staff

- Similar content to Faculty series
- Any faculty, staff, or student can participate
- Diversity education credit awarded towards professional development
- Three part series:
 - Session 1: Introduction to Transfer
 - Session 2: Transfers of UCF (student panel)
 - Session 3: Being an Advocate (what can I do?)



Thank You!

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Don't forget the session survey!

