#NISTS2019 CONFERENCE

WORKING TOGETHER TO SIMPLIFY TRANSFER

FEBRUARY 13-15, 2019 • ATLANTA, GEORGIA

The following presentation was given at the 17th Annual Conference for the National Institute for the Study of Transfer Students. Some photos have been removed in order to avoid possible copyright infringement. Please cite responsibly and direct questions to the original presenter(s).

#UsingSocialMediaToSupportTransferStudents

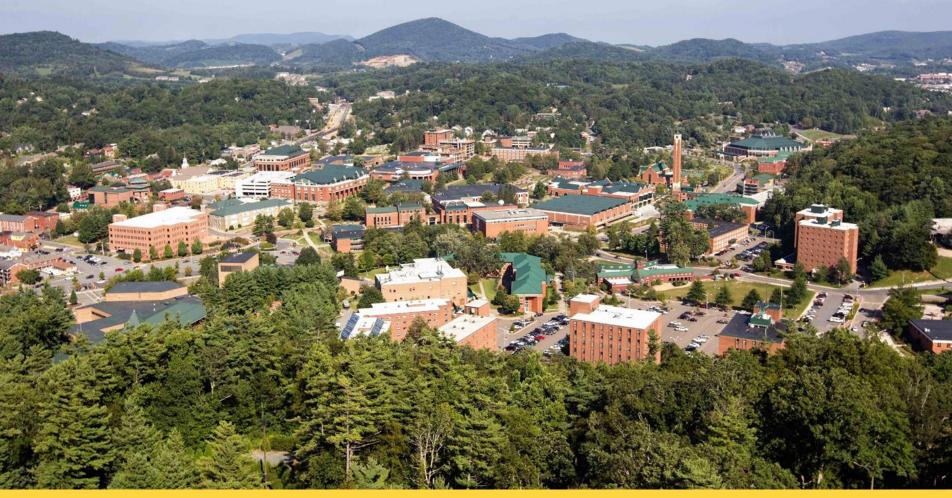
Innovative Initiatives, Matriculation Trends & Issues

Social media has revolutionized the way the world communicates, including how we work with transfer students. Appalachian State University will demonstrate our successful use of social media to recruit, transition, and engage transfer students through Facebook Live, an active transfer Facebook group, peer to peer Instagram advice campaign, event promotions, student spotlights, Twitter #transfertips, and our Transfer Student Mentor led Snapchat account.

Kim Morton, Associate Director of Transfer Services Appalachian State University

Matt Huntanar, Jump Start Coordinator Appalachian State University

#UsingSocialMediaToSupportTransferStudents



Kim Morton & Matt Huntanar NISTS Annual Conference February 2019



What we will discuss today....

- Introductions
- Why Social Media is Important
- Social Media Uses
 - Facebook
 - Instagram
 - Snapchat
 - Twitter
- Open Discussion











Overview of Appalachian State

Located in Boone, NC

- Public, one of 17 institutions in UNC system
- 17,381 undergraduate and 1,727 graduate students (Fall)
- Over 150 undergraduate majors & minors
- Welcomed 1,278 new transfer students this fall and another 448 this spring; over 4,400 continuing transfer students
- 70% transfer from community colleges
- 73% of new transfer students live off-campus (most move to Boone to attend Appalachian due to location)



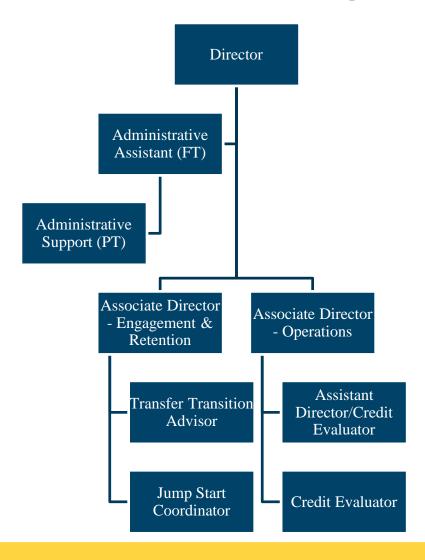


App's Office of Transfer Services

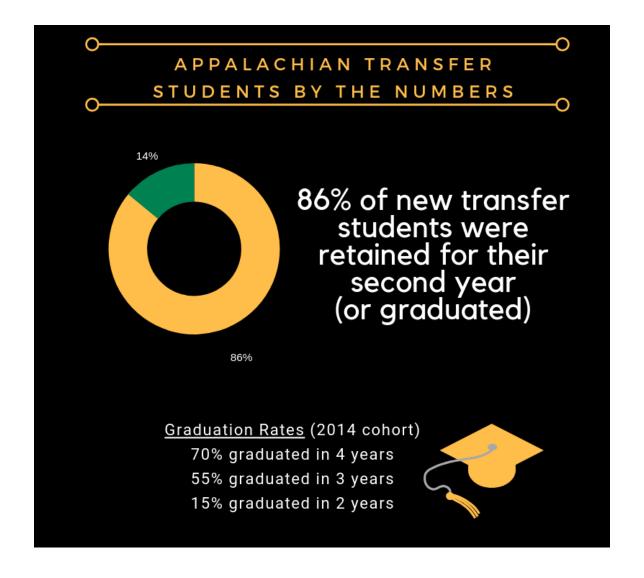
- Housed in Division of Enrollment Management, under Academic Affairs
- Formed originally in 2010 to ensure credit evaluation was consistent; expanded in 2014 to holistically support transfer student success
- Help students from prospective student through graduation
- 8.5 staff members
- 15 Transfer Student Mentors & 100+ Faculty Transfer Mentors
- Transfer Services Team internal advisory committee



Office of Transfer Services









Social Media and Student Development Theory

- The more students are engaged in campus life the more satisfied they are with their college experience (Astin) and the more they develop during their time as a student (Chickering)
- Over the years, the way we communicate transitional & engagement opportunities have changed
 (mailboxes & flyers > email & OrgSync > social media)
- Gray, Vitak, Easton & Ellison (2013) found:
 - social media eased the transition to college by providing students information and social support
 - Connecting with classmates through social media had a positive connection to the institution
 - Students active on social media were more likely to persist



Social Media in the Generations

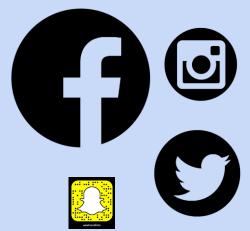


Generation Z (1995-2005)





Generation X (1965-1980)



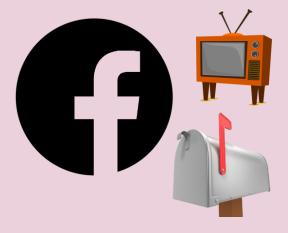


Millennials (1981-1994)



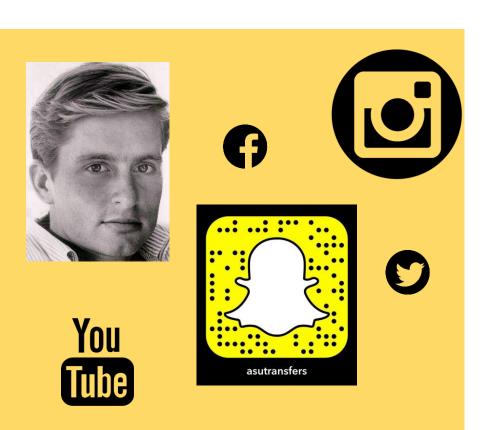


(1946-1964)





Engaging Generation Z



- Determined and Optimistic
- Individual efforts before engaging a group
- Open-minded
- 77% earn their extra income
- 62% will not use apps or websites that are difficult to navigate
- 60% will not use slow apps or websites
- 96% use a smartphone
- They are paying attention to headlines
- They will use unverified rating sites or biased social media
- They'll ask their hundreds of friends in their social media network for advice

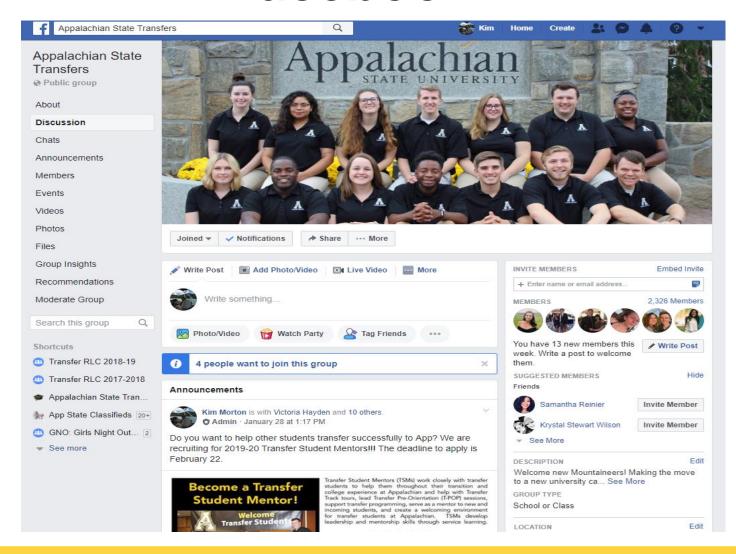


A few notes before we start....

- Be careful in posting the same post to multiple social media platforms may result in people ignoring posts.
- All social media needs to be closely monitored for appropriateness by staff.
- It takes a lot of time!
- The payoff can be huge including community, social connections, and campus knowledge.



Facebook





Facebook Groups vs. Page

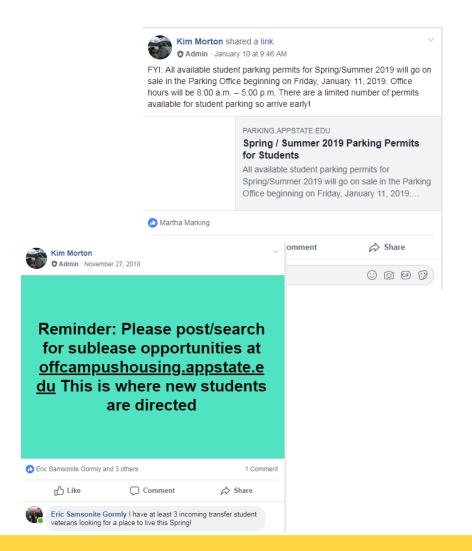
- We use group so students can post and interact with each other on page
 - Try to hold back so students answer each other step in when wrong information given or no one answers questions
 - Will private message if subject warrants FERPA protection
 - Encourage other offices to join so they can add their expertise when questions apply to their area
- Members need to request permission to join they are asked 3 questions to ensure potential members are transfer students
 - We get/approve some non-transfers who want to post subleases, parents/spouses, or are from other university departments
- If you use your personal Facebook page as an administrator they WILL contact you via messenger with questions at all times of the day (and night!)
- Many conversations start on the group page but continue through private messenger (both between students & between student/staff)



Facebook Engagement Fall 2018











Recruiting Posts



Comment Comment







Beth Watts, Kim Mitchell and 6 others

Like

Share





Next Week is National Transfer Student Week!!! Make sure to mark your calendar for events all week including....

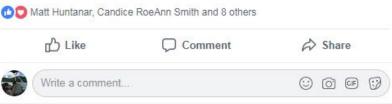


CALLING ALL TRANSFER STUDENTS & FACULTY/STAFF WHO WERE TRANSFER STUDENTS OR SUPPORT TRANSFER STUDENTS!

App Celebrates Transfer Students!

Wednesday, October 17 10am - 2pm Grandfather Mountain Ballroom

As part of National Transfer
Students Week, join the Office of
Transfer Students as we celebrate
Appalachian transfer students!
Drop in for free food, photo booth,
App swag, fun and games!!

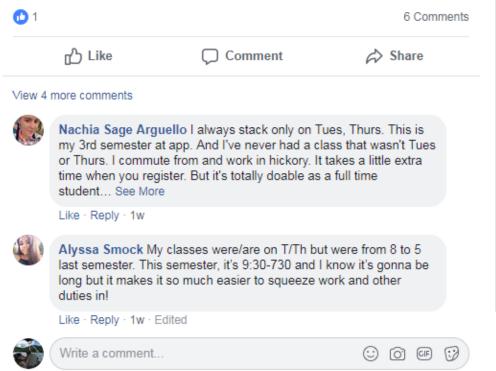






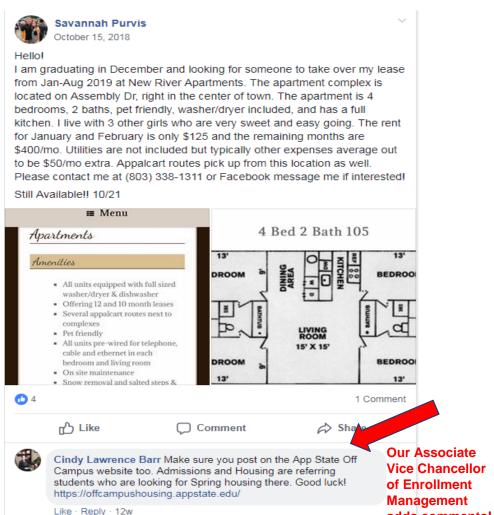
Can anyone tell me what a typical semester schedule looks like? Such as can you make to where you only have classes say on a Tuesday and Thursday?

Just trying to figure out how I'm going to adjust my personal schedule to a school schedule. TIA











Sarah Durno messaged you!

Like · Reply · 13w

Write a comment.

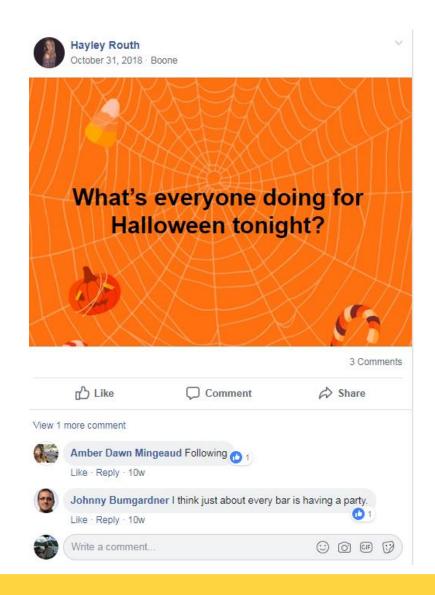
adds comments!



Savannah Purvis replied - 1 Reply

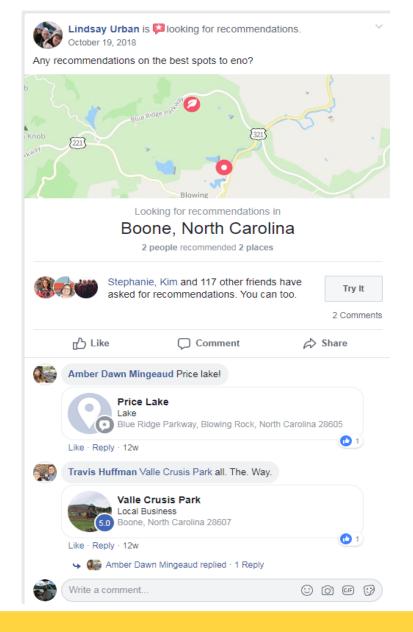
Write a comment...









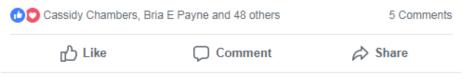


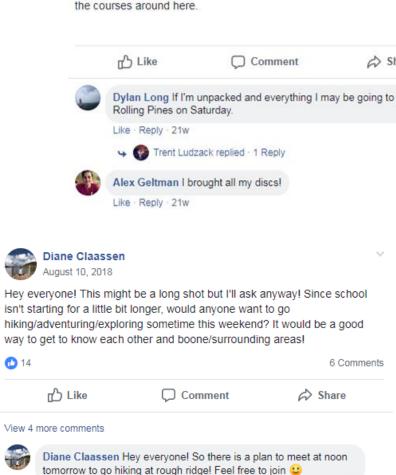




View 3 more comments

Hey everybody! Hope you're having a good start to the semester. Just wanted to put out there that if any of you are struggling meeting new people or just would like to hangout sometime, I would be down to! I've been at App for a year now and have only made a few friends that I actually go out and do stuff with. So if you like to go hiking or chill outside on pretty days, enjoy getting coffee or lunch with people, hanging at spots on King Street during the weekend or even just enjoy talking to new people/making friends definitely message me sometime or feel free to add me as a friend!





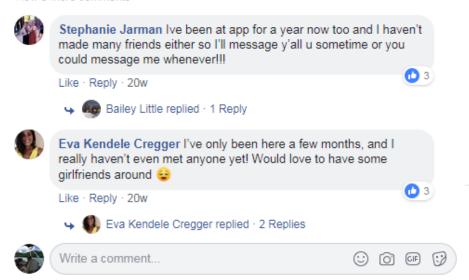
Like · Reply · 22w

Trent Ludzack

Any disc golfers out there want to play a round, I still havent played any of

2 Comments

Share





Facebook Live

- Interactive way to reach out to students through medium they are already familiar
- No special equipment or technology needed
- Views ranged from a few hundred to over 1300 for each video
- Captures videos so can view later if can't tune in "live"
- Chat feature allows students to ask questions during recording
- Easy to share to other groups/pages



Facebook Live Topics



Welcome Transfer Students!

#AppSaidYes! What's Next?

Join @appstatetransfers on Facebook Live for information and Q&A sessions on the following topics:

On-Campus Housing...Tuesday, 2/26 at 3pm EST
Off-Campus Housing...Wednesday, 3/13 at 3:30pm EST
Financial Aid...Monday, 3/25 at 3pm EST
Jobs in Boone...Thursday, 4/11 at 12:30pm EST
Involvement at App...Wednesday, 4/24 at 4pm EST
Understanding Your Credit...Wednesday, 5/1 at 2pm EST

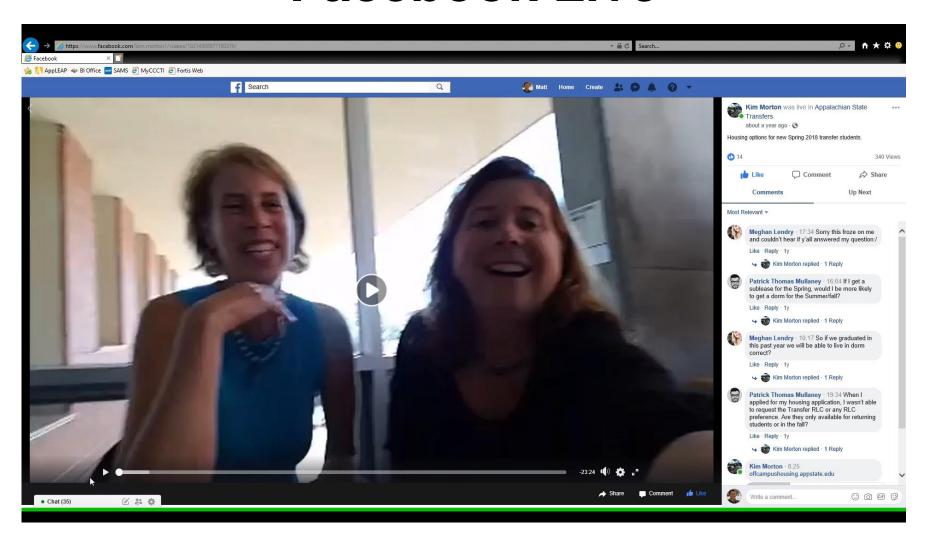
Can't attend live? You'll be able to view the recorded session afterwards on our Facebook page!

Register for an online webinar on Understanding Your Transfer Credit where we'll help you understand your credit evaluation and review the registration process:

Thursday, 3/7...2pm EST
Wednesday, 3/20...10am EST
Monday, 4/1...3pm EST
Tuesday, 4/16...11am EST
Friday, 5/3...9am EST
Registration is required for the Webinars
Register at ugrad.appstate.edu/portal/otswebinars

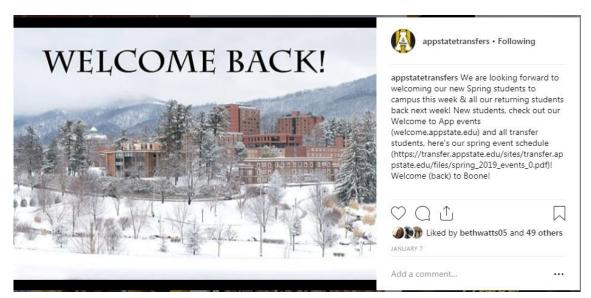


Facebook Live



Instagram

- Advertise & highlight student engagement events via photos and videos
- Create event promotions in Canva, Venngage,
 Ripl, Powerpoint, etc....all free!
- Instagram advice campaign first 2 weeks of classes (campaign developed by our Transfer Student Mentors during August retreat)
- Student Takeover of Instagram to provide personal look into life at institution





RESCHEDULED!
SATURDAY, SEPTEMBER 22
DUCK POND FIELD
12:30 PM - KICK-OFF

KICK OFF THE FIRST HOME FOOTBALL GAME WITH THE OFFICE OF TRANSFER SERVICES, DISTANCE EDUCATION, AND TAU SIGMA.











appstatetransfers Another fun transfer paint night!!







appstatetransfers Great times making new friends at Transfer Day at Camp Broadstone.







appstatetransfers App Celebrates Transfer Students is starting up. Come join us in Grandfather Mountain Ballroom! #transferstudentweek



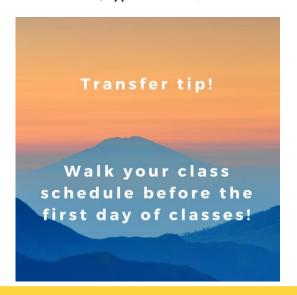


Advice Campaign

Looking for tips to successfully navigate your first weeks at App?



Check out our Transfer Instagram Tips at @AppStateTransfers



Why are there so many buildings on campus with the names Belk & Dougherty?!



Know where your classes are by understanding the building abbreviations on your schedule! For example,

Belk = Anne Belk Hall

Not the Residence Hall or the Library!





Make sure you know when you need to be in class by understanding your class schedule!

M: Monday T: Tuesday W: Wednesday R: Thursday F: Friday

There are even some classes that meet on the weekends!

S: Saturday U: Sunday



TRANSFER TIP:

Get involved on campus early. Don't be afraid to put yourself out there!



App State Student Takeover





















appstate • Following

or our appsync portal. blessed.megstanley @obs1202 mandyspix @ungracefullylauren



Add a comment...





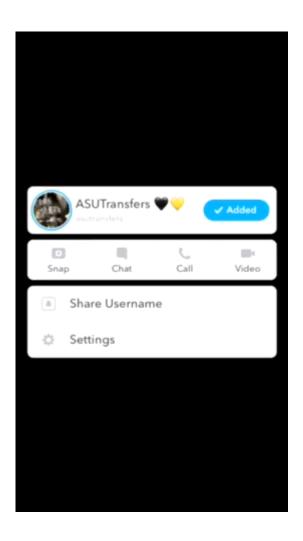


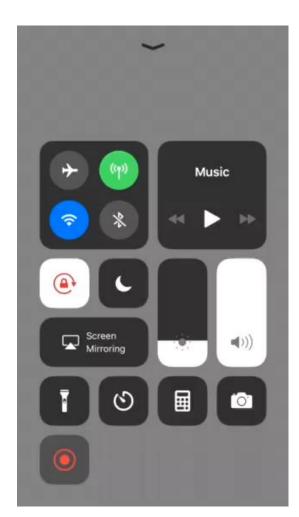
Snapchat

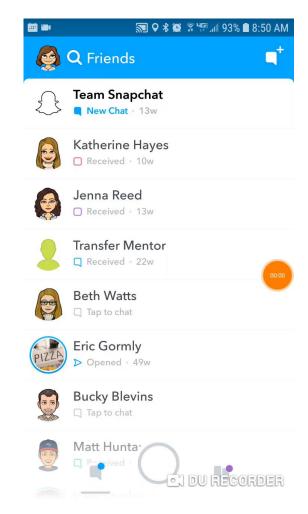
- New in Fall 2018
- Managed by our Transfer Student Mentors
- Dependent on student expertise
- Still in the learning curve
- Still weighing effectiveness and developing strategies
- Dependent on students to post so only as active as they contribute
- TSMs share the account, but only person may access at a time













Twitter

- Started in Fall 2015
- Medium for communicating Transfer Tips
- Contributions made by Transfer Student Mentors and OTS
- Our CRM analytics revealed that students are clicking on Twitter at higher rates than other social medias, however we have 80 followers on Twitter versus 2,300+ on Facebook

Transfer Tips



App State Transfers @AppTransfers · Jan 16

As the semester starts be sure to introduce yourself to your faculty and get to know them. Your professors are some of your biggest supporters. Let them get to know you so that when you need the help, you're not just some nameless face. #transfertips



€Ţ



ılı



App State Transfers @AppTransfers · Jan 23

Boone made the list of the 25 coolest towns in the US! No wonder so many students transfer here!



App State Transfers @AppTransfers · Jan 22

In college it's recommended that you join at least one club or organization. It is a great way to meet people with similar interests and to do something you love. Looking for ways to get involved? Plan to attend Winter Club Expo this Wed from 11a-2p in the Union. #transfertips



App State Transfers @AppTransfers · Jan 28

Did you know that you can schedule a RAP (Research Advisor Program) with a Librarian? RAP sessions provide 1-1, in-depth research assistance to students where you plan your research study; find relevant sources of info; & evaluate resources efficiently. #transferfips



The 25 coolest towns in America: 2018
This year's winners are cooler than ever.

matadornetwork.com

0

7

) 17



Something to Consider: YouTube

Want to Learn How the World Sees Your College? Look on YouTube

By Terry Nguyen | JANUARY 22, 2019



Nicolas Chae/YouTub

Nicolas Chae, a Princeton U. sophomore, gives a tour of his dorm room on YouTube. The video has been viewed nearly 50,000 times.

Students are creating a comprehensive review of their college experiences by posting videos on YouTube. The videos run the gambit from acceptance, move in day, first class, eating in the dining hall, hangout on campus, and athletic events. More than just a fly on the wall the students often provide an immediate perspective. Student vlogged about her Transfer Orientation at App State

https://www.chronicle.com/article/Want-to-Learn-How-the-World/245525?cid=wcontentlist



How do you use social media?





References

Astin, A. Student Involvement: A Developmental Theory for Higher Education. *Journal of College Student Development*, September/October 1999, Vol. 40, No. 5.

Chickering, A. The Modern American College: Responding to the New Realities of Diverse Students and a Changing Society. Jossey-Bass Inc., San Francisco, CA, 1981.

Dombrosky, K., Templeton, B. & Fong, J. *An Insider's Guide to Generation Z and Higher Education, Version 1, 2018*. Retrieved from https://upcea.edu/an-insiders-guide-to-generation-z-and-higher-education/

Gikas, J. & Grant, M. (2013) Mobile computing devices in higher education: Student perspectives on learning with cellphones, smartphones & social media. *Internet and Higher Education 19*. DOI:10.1016/j.iheduc.2013.06.002.

Vaterlaus, J., Barnett, K., Roche, C. & Young J. (2016). "Snapchat is more personal": An exploratory study on Snapchat behaviors and young adult interpersonal relationships. *Computers in Human Behavior 65*. DOI:10.1016/j.chb.2016.04.029.



For further information contact....

Appalachian State University Office of Transfer Services transfer.appstate.edu

Kim Morton

mortonka@appstate.edu

828-262-7437

Matt Huntanar

huntanarhg@appstate.edu

828-262-7441

