



NISTS 2020

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

The following presentation was given at the 18th Annual Conference for the National Institute for the Study of Transfer Students. In some cases, photos have been removed to avoid possible copyright infringement. **Please cite responsibly and direct questions to the original presenter(s).**

Educational Partner

Reimagining an Institution's Approach to Transfer

Partnerships and Collaboration, Transition Programs and Services

The Foundations of Excellence Transfer provides a guided evidence-based process for institutions to evaluate their whole approach to transfer. Sixty-six institutions have engaged in this process to develop and implement a plan to improve their students' transfer experience. We will discuss key elements and lessons learned from the process. Northeastern State University will share its findings and the challenges of implementing improvements with multiple partners at different stages of engagement.

Betsy Griffin, Vice President and Resident Scholar

John N. Gardner Institute for Excellence in Undergraduate Education

Pamela Fly, Associate Vice President for Academic Affairs

Northeastern State University

Reimagining an Institution's Approach to Transfer

Betsy Griffin

Vice President and Resident Scholar

John N. Gardner Institute for
Excellence in Undergraduate Education

Pamela Fly

Associate Vice President for Academic Affairs

Northeastern State University



National Institute for the Study of Transfer Students
February 5, 2020 #NISTS2020





How do you define transfer?

How does your institution's definition of transfer support or limit transfer student success?

Broad Definition of Transfer

- “ Transfer is the sum of everything the student experiences at both his/her sending and receiving institutions in pursuit of their desired educational credentials.
- “ Transfer is the totality of educationally purposeful experiences which we intentionally provide our students throughout their educational journey, enabling them to pursue their desired academic and life goals, whatever they may be, as they enroll in successive, occasionally simultaneous, different, post-secondary institutions.

Foundations of Excellence® Transfer

#NISTS2020

What is Foundations of Excellence Transfer?

- “ Evidence based self-study and planning process
- “ Focus on the entire transfer experience
- “ Task force-based assessment and planning
- “ Aspirational standards
- “ Institution crafted plan for improving transfer
- “ Includes support for planning and implementation

What is Foundations of Excellence Transfer?

Foundations of Excellence Transfer

Transfer Sending



Transfer Receiving

#NISTS2020

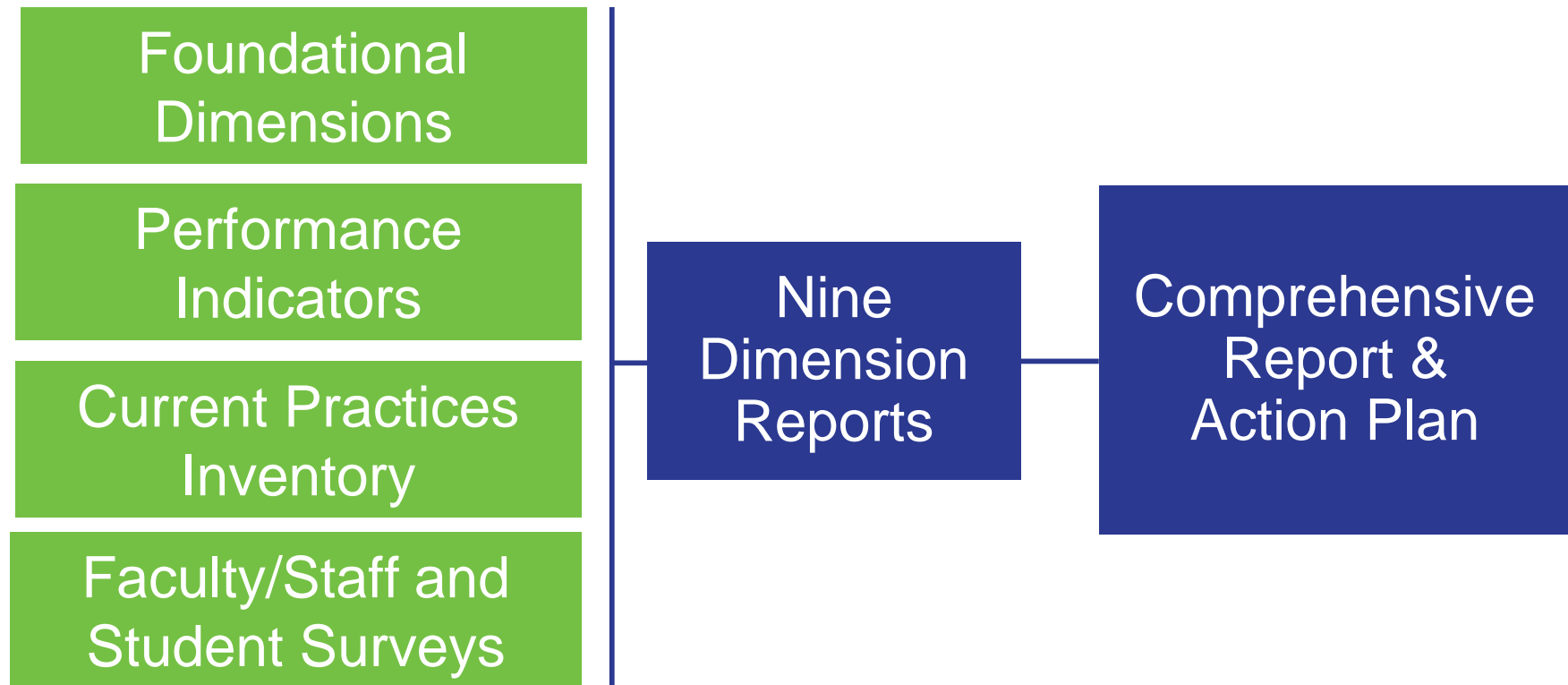
Foundational Dimensions

Philosophy	Organization	Learning
Faculty/ Campus Culture	Transitions	All Students
Diversity	Roles & Purposes	Improvement

(jnigi.org/foundations-of-excellence)

#NISTS2020

Components of the Process



#NISTS2020



What do you know about the characteristics and background of your institutions' transfer students?

What do faculty and staff know about transfer students?

Student Data in Inventory

Two-Year Institutions

- ” Transfer Bound and Transfer Cohorts
- ” Demographic characteristics
- ” Credit hours
- ” Academic programs
- ” Courses
- ” Retention
- ” Receiving institutions

Four-Year Institutions

- ” Transfer Cohort
- ” Demographic characteristics
- ” Academic background
 - ” Academic level
 - ” Associates
 - ” GPA
 - ” Sending institutions
- ” Transfer experiences
 - ” Majors and Courses
 - ” Full-time/ Part-time
 - ” Retention

The Big Ideas

Use evidence to evaluate the institution's approach to transfer student success.

Be aspirational

Involve as many people and perspectives as possible to get a complete picture and create buy-in for the action plan.



#NISTS2020

NSU and Foundations of Excellence Transfer Experience

Pamela K. Fly, Ph.D.
Associate Vice President for Academic Affairs

National Institute for the Study of Transfer Students
Annual Conference, Atlanta GA
February 5, 2020

#NISTS2020



NORTHEASTERN
STATE UNIVERSITY

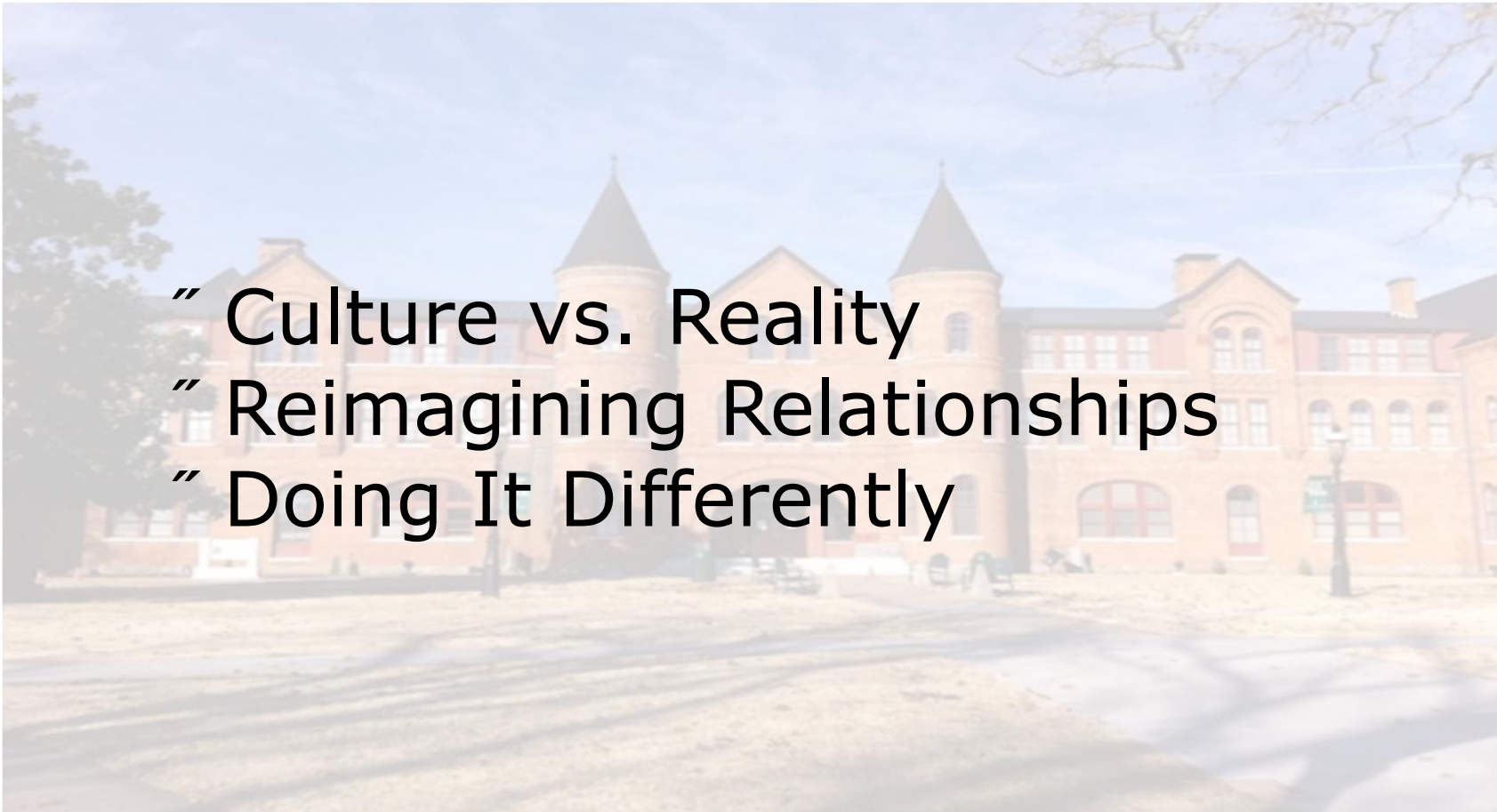


NORTHEASTERN
STATE UNIVERSITY

NSU's Foundations of Excellence

Transfer Experience

- ” Culture vs. Reality
- ” Reimagining Relationships
- ” Doing It Differently





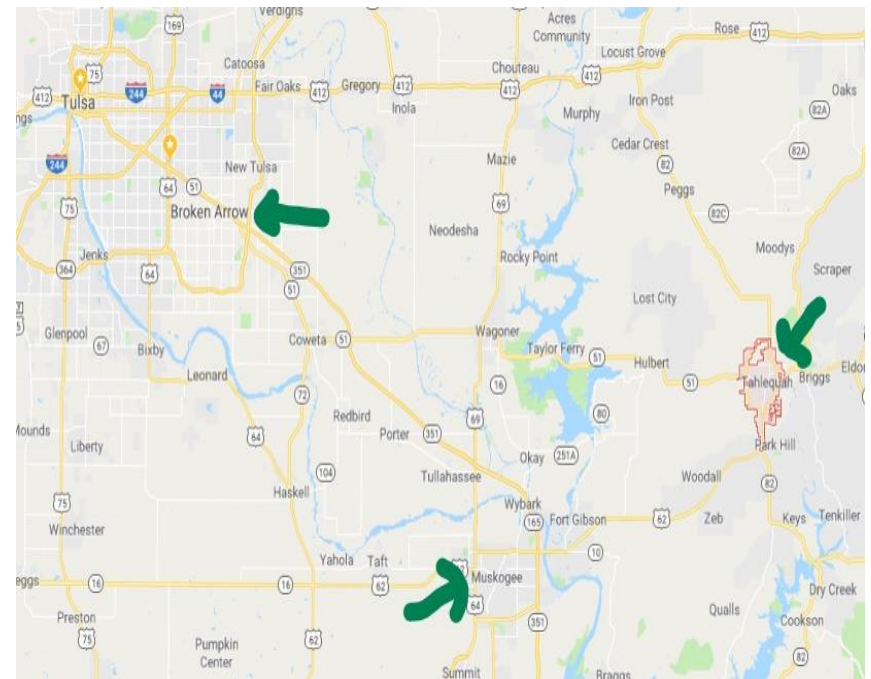
Culture Eats Strategy for Breakfast

- We are all RiverHawks! – Why differentiate?
- Most transfer students at branch campuses.
- Students aren't interested in transfer activities.
- It's on the website!
They should read it.





- 3 Campus Sites
- 7 state 2-year partners; 4 out-of-state
- 1200+ new transfers each year
- 59% of all new students are transfers
- 40% age 25+
- 49% minority
- 41% come from 1 institution





What we learned ...

- Need to raise awareness – particularly at main campus
- Of the 1200+ new transfers each year, 49% are BA students and 47% are TQ
- Limited support for transfers after initial enrollment
- Funding for transfer student activities is “found,” not specifically allocated
- Website is disjointed, not cohesive



Sticky Note Prompt ...



What are the key attributes in a successful transfer partnership?



Re-imagining Relationships

- Use the Foundations of Excellence Dimensions not only as a self-study, but also as a partnership taxonomy
 - Types of partnerships
 - Meeting institutions where they are





High-level of Engagement

- Co-equal partners
- Faculty who meet formally & informally
 - Course outcomes & content
 - Articulations
- Regular interactions among staff
 - Academic administrators
 - Admissions
 - Registrar
 - Financial aid (consortium agreements per year)
- Collaborative Communications



NORTHEASTERN
STATE UNIVERSITY

Tulsa Community College

- Joint meetings with faculty & staff
- Dual enrollments; space sharing at NSU-BA
- Advisement / recruitment space at TCC
- Articulation agreements; reverse transfer
- Financial aid agreements
- Branding / shared marketing



TULSA
COMMUNITY
COLLEGE



NORTHEASTERN
STATE UNIVERSITY

SMART CHOICE



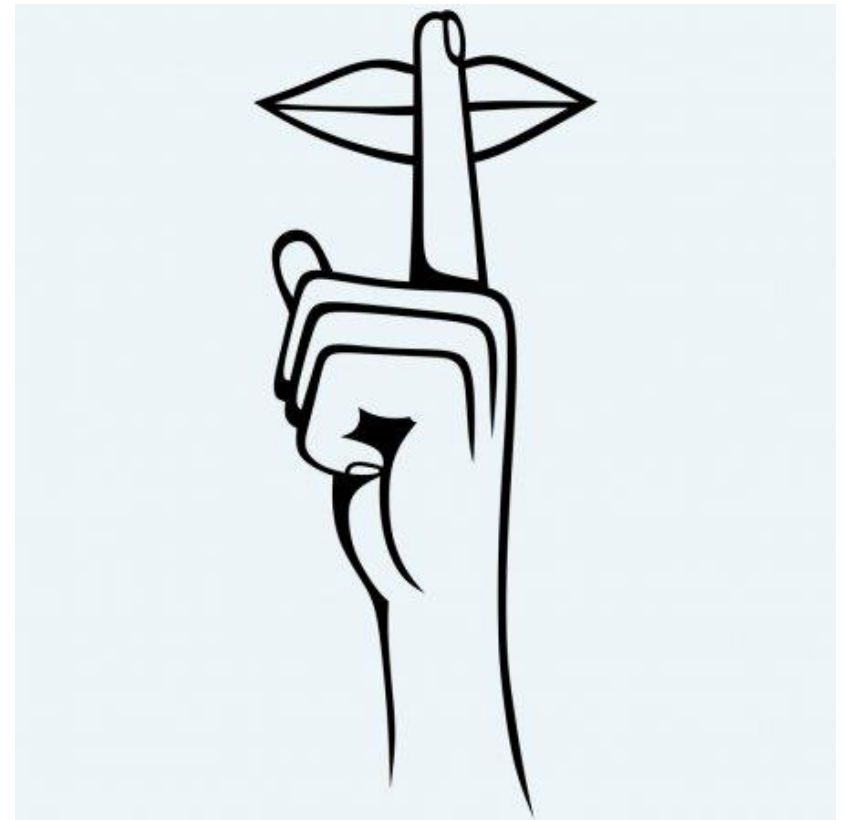
Mid-level of Engagement

- Senior / junior partners
- Administrators meet formally
 - Logistics (data, people)
 - Challenges of distance & density (small Ns)
- Irregular interactions among staff / limited interactions among faculty
- Transactional Communications



Low-level of Engagement

- Silent partners
- Languishing agreements signed years ago
- Impacted by administrator, faculty, staff turnover
- Need to reboot
 - Update connections
 - Update articulations
 - Update communications





NORTHEASTERN
STATE UNIVERSITY

It's about students ...



Discussion

What would your students say are the touch points and pain points they experience?



Doing it Differently

- Awareness of the importance of this population
- Regular cross-institutional involvement
- Scholarships and resources
- Services
- Communications
- Programming Alignment





Foundations of Excellence: NSU's Journey

- 2018-19 (Self Study)
 - Organization; data collection
 - Dimension reports
 - Comprehensive report
 - Action Items (78 total recommendations)
- 2019-20 (Implementation)
 - Articulated philosophy
 - Communication & meeting plans
 - Update website
 - Reviewing orientations, campus welcomes & services
 - Hired position to oversee transfer course evaluation



Foundations of Excellence® Transfer InstitutionsqTop Recommendations

#NISTS2020

Top Recommendations

Recommendation Themes	Two-Year	Four-Year
Advising	1 st	4 th
Assessment / Data Sharing	4 th	1 st
Organization	2 nd	5 th
Student Communication & Website	3 rd	3 rd
Philosophy	6 th	2 nd
Collaboration with Partners	5 th	8 th

Closing Comments

Questions & Discussion



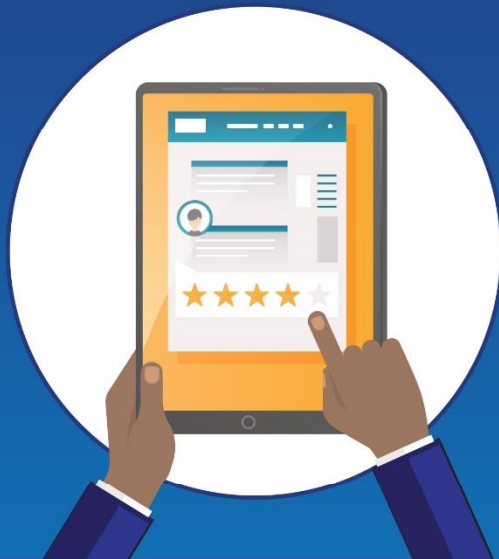
Contact us:

Betsy Q. Griffin, Ph.D.
Vice President and Resident Scholar
Gardner Institute
griffin@jngi.org

Pamela K. Fly, Ph.D.
Associate Vice President for Academic
Affairs
Northeastern State University
fly@nsuok.edu

#NISTS2020

PLEASE COMPLETE A SESSION EVALUATION



AVAILABLE IN THE MOBILE APP



OR VIA THE QR CODE ABOVE

<https://tinyurl.com/NISTSEval>