

Program Review 2019-2020 (Due November 21, 2018)

Transfer Center

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General Information (Program Review 2019-2020 (Due November 21, 2018))

Program Mission Statement

Edit Program Mission Statement

The Rio Hondo College Transfer Center mission is to ensure a campus-wide transfer culture by providing comprehensive counseling services, support services and resources to empower students to transfer to baccalaureate degree-granting institutions.

Program Profile

Create Program Profile

Title 5 advises community colleges to recognize transfer as one of its primary missions, placing emphasis on the preparation and transfer of underrepresented students. The Rio Hondo College Transfer Center is especially committed to helping increase the transfer rates of underrepresented students to institutions of higher learning. To better assist students who wish to transfer to a four-year institution, the Transfer Center has adopted the following major functions from the *California Community College Transfer: Recommended Guidelines* (a joint publication of the California Community Colleges Chancellor's Office and the California Community College Transfer Center Directors, Spring 2014):

- Serve as the liaison office between the college and baccalaureate-level colleges and universities in regard to student admission policies and requirements.
- Answer inquiries from the public, the press and researchers regarding the college's transfer program.
- Work toward changing campus policies and procedures that act as barriers to transfer.
- Handle complex transfer cases referred to the Transfer Center by administration, counseling faculty or instructional faculty.
- Develop marketing strategies to promote transfer as a viable educational goal for all students including low-income, disabled, and first-generation college students.
- In combination with the Counseling Office, provide potential transfer students with an academic plan, which includes the selection of courses required for university admission, general education options, and major preparation.
- Encourage participation in transfer programs that support academic planning such as transfer admission guarantees, cross enrollment, and the utilization of course articulation information to ensure course transferability.
- Work with baccalaureate-level universities to develop and coordinate collaborative transfer programs.
- Provide computer access to students for transfer research and the submission of university applications.
- Develop a calendar of Transfer Center activities which includes coordinating transfer awareness workshops and university tours.
- Maintain a library of transfer materials for student and counselor research.
- Assist students with their transfer plans, including timely completion and submission of university applications, acquisition of financial aid, housing and child care, and the identification of other available university support services, programs and personnel to ensure a smooth transition to four-year campuses.
- Provide advocacy for students who believe their denial of admission from a baccalaureate level university to be unfair or incorrect.

Rio Hondo College recognizes transfer as one of its primary institutional goals and toward that end the Transfer Center provides resources and support services for students considering transfer to a four-year institution. The center helps students enhance their self-knowledge and refine their skills in seeking and processing information, analyzing transfer concerns, formulating creative solutions, and helping them choose the most favorable transfer option. In an effort to increase transfer rates, particularly among underrepresented student groups, the Transfer Center works closely with other student services and

instructional programs (EOPS, MESA, Puente, Summer Bridge, Honors, First-Year Success Center) and participates in on-campus outreach activities to promote transfer awareness and opportunities.

The Transfer Center is located in the Student Services Building, Room SS250.

The Transfer Center has 3 counseling offices, 2 working stations, 1 front counter, and 14 computers in its lab.

The Transfer Center staff is composed of the following staff:

- 3- 100% counselors [1 Counselor Special Assignment Personnel (40% Transfer Center Coordinator/60% Counselor) and 2 Full-time Counselors]
- 2- 100% Student Services Assistants
- Varies- Student Workers

The Transfer Center is overseen by the Dean of Counseling and Vice President of Student Services.

The Transfer Center provides up-to-date information about transferring to four-year institutions to students, counseling faculty, instructional faculty, and staff, as well as coordinates various activities, resources, and services that support the transfer process. The Transfer Center is designed to assist students with the transfer process to four-year institutions including: public, private/independent and out-of-state colleges and universities.

The following are services that are provided by the Transfer Center:

- Counseling (Appointments and Express)
- University Representative Appointments
- Transfer Day/Fairs
- Transfer Empowerment Conference
- Transfer Information/Application Workshops
- Transfer Application Assistance
- Assistance with Personal Insight Questions for Transfer Application
- University Tours
- Computer Lab
- Summer Residential Program
- Assistance with Petition for Associate Degrees/Certificates
- Trainings for All Staff
- Community and Classroom Presentations

The following are resources available at the Center:

- University Transfer Pamphlets
- Rio Hondo Transfer Guides
- University Representative Contacts
- Transfer Admission Guarantee Information
- University Summer Residential Program Information

The following are descriptions of each of the services provided by the Transfer Center:

Counseling: Counseling sessions are focused on the following three areas:

- Academic Counseling consists of setting educational goals, academic and personal success strategies, exploring degree and certificate option, evaluating transcripts, researching transfer options, linking academic goals with career options, educational

- planning, academic/progress probation intervention, petitioning for graduation, and applying to transfer.
- Personal counseling consists of personal growth and exploration, increasing self-awareness, time/stress management, family/relationship concerns, motivation issues, maximizing potential, on- and off-campus referrals.
 - Career counseling consists of career planning courses, guidance in the career decision-making process, investigating career options, developing and implementing career goals, job search tools, and values clarification.

Counseling appointments are provided in 45-60 minute increments depending on the student's academic history or complexity of the reason for the visit.

University Representative Appointments/Table Visits:

The Transfer Center collaborates with a variety of 4-year universities to provide students access to university representatives through individual appointments and table visits in the mid-quad. Students are able to obtain in-depth information on admission requirements, financial aid, cost of tuition, student services, academic programs, and housing.

Transfer Day/Fair

Transfer Day takes place every fall semester. The Transfer Center coordinates this day which consist of the following components: College and University Fair, Transfer Center Open House, and a University Admission Panel. The Transfer Center also coordinates a fair in the spring semester.

Transfer Empowerment Conference

The Transfer Empowerment Conference is a conference that takes place during the spring semester. The conference consists of an opening session which covers topics of motivation and transfer exploration and a variety of workshops that focus on transfer.

Transfer Information and Application Workshops

The Transfer Center staff provides interactive workshops that cover a variety of topics on the transfer process. Students are able to learn about their options and become familiar with tools that will assist them during the transfer process. Workshops take place during both the fall and spring semester. Students do not have to register for these workshops but rather are offered on a drop-in basis.

The following are topics of the workshops:

- Transfer Basics
- Transfer Tools
- Transfer Center Services and Programs
- California State University Transfer Application
- University of California Transfer Application
- Personal Insight Questions
- Transfer Admission Guarantee

Transfer Application Assistance

The Transfer Center staff provides assistance with university transfer applications for all students.

University tours

University trips facilitate campus exposure for prospective students through campus visits which include a tour, workshop, and campus life experience. *An effort is made to visit all local CSU and UC campuses to include the following:

- University of California, Los Angeles
- University of California, Irvine
- University of California, Riverside
- California State University, Los Angeles
- California State University, Long Beach
- California State University, Dominguez Hills
- California State University, Fullerton
- California State Polytechnic University, Pomona
- Whittier College
- University of Southern California

Computer Lab

The Transfer Center has a computer lab that has a total of 14 computers for students to utilize for access to technological tools for transfer exploration and completion of university applications.

Summer Residential Program

The Transfer Center coordinates the Summer Scholar Transfer Institute Program. This is a unique residential program that is made possible through collaboration between Rio Hondo College and University of California, Irvine. Participants stay at the University of California, Irvine dorms and can complete an intensive UC transferable course in 10 days.

Assistance with Petition for Associate Degrees/Certificates

The Transfer Center staff assists students with completing the petition for graduation and verification for California State Universities.

Trainings for all staff

The Transfer Center provides in-service training to all counselors and staff that work with students who are transferring to 4-year universities.

Community and Classroom Presentations

Class presentations occur in the fall and spring semesters to acquaint students and the community with the Transfer Center resources, programs and services, specific transfer-related topics, and transfer admission requirements.

Program Outcomes

Enter Program Outcomes

Transfer 101 Student Learning Outcome

Outcome

Outcome	Mapping
1.1 Transfer Exploration After attending a Transfer Center workshop, students will express the intent to apply to more than one California institution of higher education. The intention of the Transfer Basics workshop is to be able to inform students of all the options available for transfer. Students will then express the intent to apply to more than one California institution of higher education.	Institutional Goals & Objectives: Objective 1.2

Program Data & Analysis

Enter Program Data & Analysis

Table 1.1: The following table displays the Transfer Center student contacts for the past five academic years. There has been an overall increase in the total number of students who have been serviced or outreached. This is due to the Transfer Center increasing the number of counselors and staff in the past 6 years.

Transfer Center Student Contacts					
	Total (13-14)	Total (14-15)	Total (15-16)	Total (16-17)	Total (17-18)
Counseling Contacts		2308	1959	2993	2823
Students Serviced through Workshops		657	1189	1267	1373
Students Outreached through Class Presentation	988	599	1577	2229	2176
Students that attended a Tour		336	480	237	240
UC TAG Applications Submitted		59 (Fall 2016)	67 (Fall 2017)	107 (Fall 18)	120 (Fall 19)
Summer Scholars Transfer Institute (SSTI)			30	57	59
Representative Appointment	156	746	106*	499	359
Total		4646	5205	7225	7030

*SARS updated - information did not transfer over

Table 1.2: The following table displays the number of students who have applied, been admitted to, and enrolled at the University of California for the past five years. There has been an increase in the number of students who have enrolled at the University of California.

University of California Full Year Transfers					
	Total (13-14)	Total (14-15)	Total (15-16)	Total (16-17)	Total (17-18)
Applied	190	146	170	177	166
Admitted	131	111	115	123	125
Enrolled	87	79	79	80	98

Table 1.3: The following table displays the number of students who have enrolled at the California State University system in the past five years. California State Universities tend to be the most popular choice for Rio Hondo College students.

California State University Full Year Transfers					
	Total (13-14)	Total (14-15)	Total (15-16)	Total (16-17)	Total (17-18)
Enrolled	479	585	532	670	671

Table 1.4: The following table displays the number of students who have transferred to in-state private/independent and out-of-state private/independent colleges and universities over the past 3 years. This data does not include the 17-18 academic year.

In-State-Private/Out-of State Private Full Year Transfers				
	Total (14-15)	Total (15-16)	Total (16-17)	Total (17-18)
Rio Hondo CCD Total	281	239	203	N/A
In-State-Private	135	110	92	N/A
Out-of-State Private	146	129	111	N/A

Table 1.5: The following table displays the number of associate degrees for transfer that have been awarded over the past 4 years. There has been an increased every year in the number of associates degrees for transfer awarded.

Transfer Award Year	2014-2015	2015-2016	2016-2017	2017-2018
Associate In Science for Transfer (AS-T)	170	278	283	325
Associate In Arts for Transfer (AA-T)	128	192	269	297
Total	298	470	552	622

Rio Hondo College continues to prepare students for transfer to California State Universities and University of California. Overall, the Transfer Center has ensured that students are obtaining up-to-date admission information to better prepare them for transfer. Also, an increase in student contacts has helped with increasing the number of students who transfer every year.

The Transfer Center participates in the "Building a Learning Institute" which is a series of workshops within the Institutional and Research Planning program (IRP). The student learning outcome was created with the assistance of IRP.

The outcome is measure during some of transfer basics workshops. The following is the outcome statement and some of the data that was collected:

Student Learning Outcome: After attending a Transfer Center workshop, students will express the intent to apply to more than one California institution of higher education. The intention of the Transfer Basics workshop is to be able to inform students of all the options available for transfer. Students will then express the intent to apply to more than one California institution of higher education.

The Instrument that was utilized was a pre and post survey. The survey was not on paper but rather a question that was asked before the presentation and after the presentation. The students were asked to raised their hands and their answers were then recorded. This student learning outcome was measured during the Spring 2018 semester.

The following table shows the data that was collected:

Student Learning Outcomes		CSU	UC	Private
Sample 1	Before Presentation	9	1	0
	After Presentation	11	2	0
		+2	+1	0
Sample 2	Before Presentation	17	8	2
	After Presentation	20	10	2
		+3	+2	0
Sample 3	Before Presentation	9	2	0
	After Presentation	10	5	0
		+1	+3	0
Sample 4	Before Presentation	14	7	0
	After Presentation	11	13	1
		+3	+6	+1

Summary: The following inferences were made after discussion of the data and the intention of the student learning outcome:

- Pre and post survey question should be done on paper in the future. Students may have not wanted to participate because their answers are made public when done by show of hands.
- The student leaning outcome was not given at all workshops because the presenter forgot to survey the students.
- The Transfer Center staff will meet during the Spring 2019 semester to discuss the student learning outcome and develop an action plan in the hope of collecting more accurate results.

Program Level Standards

Program Standards Category

No outcome sets attached

Enter Program Standards

Enter Program Standards Assessment Findings

Program Strengths, Weaknesses, & Accomplishments

Enter Program Strengths

- The Transfer Center continues to serve on average between 6,000 to 7,000 students yearly. (Table 1.1)
- The Transfer Center provides comprehensive services to students who are interested in transferring to a 4-year university. (Diversity in services provided to students)
- College representatives from local four-year institutions continue to visit the Transfer Center to meet with students on a one-on-one basis. (Table 1.1)
- The transfer fairs continue to provide representatives from over 40 universities.
- RHC has Transfer Admission Guarantees with seven universities (UC Davis, UC Irvine, UC Merced, UC Riverside, UC Santa Barbara, University of La Verne, and UC Santa Cruz)
- The number of students who have applied for Transfer Admission Guarantees has increased every single year (Table 1.1)
- Collaboration continues with the Marketing Department to create flyers, guides and brochures to promote transfer.
- Transfer workshops continue to be successfully attended, serving over 1,000 students every year (Table 1.1)
- The Transfer Center continues to impact the campus community with class presentations and campus tours to allow students to familiarize themselves with the transfer process. (Table 1.1)
- Opportunities for staff development are encouraged and supported (i.e. counselor conferences).
- A Transfer Conference is organized each spring, offering various transfer preparedness workshops.
- The Transfer Center continues to offer evening hours 4 times a week during the fall and spring semesters.
- Since the hire of the articulation officer position, more courses have been articulated and collaboration has occurred with faculty in developing new associate's degrees to parallel transfer paths. The articulation officer continues to provide support to the Transfer Center by serving as the liaison between Rio Hondo College and four-year institutions.
- The Transfer Center Coordinator continues to work with the Admissions Office to generate CSU-GE and IGETC certifications for qualifying students.
- The Transfer Center is a stand-alone program located in room SS250.
- The Transfer Center has 3 full-time counselors.
- The Transfer Center has 2 full-time student services assistants.
- The number of students who have participated in the Summer Scholars Transfer Institute has significantly increased in the past 3 years. (Table 1.1)

Enter Program Weaknesses

- Adequate staffing to support a comprehensive Transfer Center continues to be a challenge. A part-time counselor and clerk would allow more time for the coordinator to become more involved in campus committees in order to advocate for transfer needs

and help address transfer issues. Additional counseling faculty support would help increase the number of students served through counseling appointments. The Transfer Center used to have a clerk position, but because of funding the position was moved to another student services department. The clerk is needed in order to provide front-office coverage when the student services assistants are conducting presentations and workshops.

- On-campus signage – with the new signage across campus, indication of and directions to the Transfer Center location have been left out. Students have had a difficult time locating the center.
- Budget- the Transfer Center is heavily supported by categorical funds through student equity funding. It may be advisable to fund some of the Transfer Center programs and services through the general fund in order to guarantee continued funding that will have long-lasting impact on student transfer (such as the Summer Scholars Transfer Institute and Northern Tour).
- The Transfer Center did not have counseling services in the summer of 2018. It is important for counseling services to be available throughout the year.

Enter Program Accomplishments

- The collaboration with the local four-year universities continues to provide services to ensure a smooth transition for transfer students and, in some cases, guarantee admissions. Partnerships with these universities have provided our students with additional information to help insure their transfer process. (Ongoing Accomplishment)
- The Transfer Center has maintained collaboration with UCLA's Center for Community College Partnerships which allows for 2 mentors to be on campus to promote transfer for interested students. The mentors visit Rio Hondo College on a weekly basis during the spring semester and conducts class presentations as well as one-on-one advisement. This partnership has been a key factor in the increase in number of applicants to the UC system each year. (On-going accomplishment)
- Marketing efforts have significantly improved for the Transfer Center. A Transfer Guide was developed and distributed to various classes and academic programs. Flyers that highlight upcoming events are being distributed throughout campus and placed strategically. (On-going accomplishment)
- The Transfer Center continues to participate in the UC Data Sharing Project which allows the Center to provide in-depth services to all UC applicants. (On-going accomplishment)
- The Transfer Center now has 3 full-counseling faculty. (2016)
- The Summer Scholars Transfer Institute offers 2 academic courses as part of the summer program. (2017)
- The Transfer Center continues to provide the Northern Tour. Over 40 students attend the tour at no cost. (On-going accomplishment)
 - University of California, Santa Barbara
 - University of California, Berkeley
 - University of California, Santa Cruz
 - California State University, San Francisco
 - University of California, Davis
- The number of students submitting UC TAG's has increased in the past 3 years. (On-going accomplishment)

Program Retrospective Analysis

Enter Retrospective Analysis

Professional Development

The Transfer Center faculty and staff attend professional development conferences and meetings throughout the academic year. The names of the conferences and meetings are as follows:

- California State University, Los Angeles Counselor Conference
- California State University, Long Beach Counselor Conference
- University of Southern California Counselor Conference
- Region 8 Meeting for Transfer Center Directors
- Ensuring Transfer Success Conference
- California State University, Pomona Counselor Conference
- California State University Counselor Conference
- Whittier College Counselor Conference

Curriculum

The Transfer Center faculty developed a course that focuses on educating students on the transfer process. Student will be able to earn transferable elective units. The course is 2 units and is titled Introduction to the Transfer Process. Two sections will be offered during the Spring 2019 semester.

Past Goals and Objectives

The following are the goals and objectives that were set out in the Transfer Center program review from 2013-2014.

Goal 1:

- Increase the amount of students, 5 each year, who apply and complete the admissions process to four-year institutions.

Objectives:

- Conduct application workshops and essay preparedness workshops, increase workshops by 2 every fall semester.
- Coordinate workshops with EOPS, MESA, Veterans, Honors and other student programs to target special populations, conduct at least one workshops each semester.
- Inform faculty and staff about transfer events and activities.
- Raise awareness about application deadlines (bi-weekly emails, Facebook blast, Rio portal announcements)

Evaluation of Goal 1 and Objectives:

Based on the data in tables 1.2, 1.3, 1.4 there has been an increased in the number of students successfully completing the process of transferring to a 4-year university. Students at Rio Hondo College are achieving transfer success. The Transfer Center continues to offer various application workshops and assistance times to aid students in their transfer endeavors. E-mails are sent out to all campus constituents to raise awareness of

timelines and services offered.

Goal 2:

Strengthen course-to-course articulation with four-year universities to include CSU, UC, Private in-state and out-of-state universities (ongoing).

Objectives

- Work closely with the Articulation Officer to make information readily available to faculty and work strategically to support faculty with curriculum in order to clarify pathways to transfer.
- Articulation officer will monitor development of new majors by the community college and affiliated universities to develop possible agreements.
- Articulation Officer needs to be housed in the Transfer Center. Articulation Officer will work closely with the Transfer Center Coordinator to help identify problems that are intersegmental.

Evaluation of Goal 2 and Objectives:

- ADT's: In collaboration with discipline faculty, three new associate degrees for transfer were developed and are now offered in the 2018-2019 catalog: Geology, Hospitality Management, and Nutrition & Dietetics. Rio Hondo College now offers a total of 27 associate degrees for transfer.
- C-ID: Rio Hondo College now has a total of 206 courses that have been approved for a C-ID descriptor. This is an increase of 26 from this time last year. Many CSU campuses and some UC campuses will automatically approve courses for articulation if they have been approved for a C-ID descriptor that has been accepted by their faculty.
- New Articulation Requested and Established: 105 requests for course-to-course articulation review were sent to UC and CSU campuses during the 2017-2018 academic year. New articulation agreements have been established with the following baccalaureate degree granting institutions: UC Berkeley, UC Riverside, UC Irvine, UC Los Angeles, UC Santa Barbara, UC San Diego, UC Davis, UC Santa Cruz, UC Merced, CSU Long Beach, CSU Channel Islands, CSU Dominguez Hills, San Francisco State University, CSU Chico, San Jose State University, CSU Northridge, CSU Fullerton, Sonoma State University, Cal Poly Pomona, CSU Los Angeles, and Santa Monica College. The College has established articulation agreements with 18 private/independent colleges and universities.
- IGETC, CSU GE, and UC TCA: 23 courses received the designation of being UC transferable for Fall 2018, while 7 courses were approved for IGETC and 8 courses were approved for CSU GE.
- Pass-along Petitions: 706 courses from UC, CSU, private, and out-of-state institutions were evaluated for IGETC and CSU GE certification.

Goal 3:

Promote transfer visibility on campus for both students and faculty and provide quality transfer services, programs, and activities that support student success.

Objectives:

- Conduct class presentations to all transfer level courses and basic skill courses during the spring semester. Increase transfer class presentations by 5 every spring.
- Send monthly emails faculty and weekly emails to advertise transfer activities and events.
- Develop and distribute monthly calendar and newsletter (Transfer Times) to all faculty and staff including students. This will keep students abreast of university filing deadlines, and changes in admission requirement.

- Meet with Academic Senate and Academic Divisions to promote transfer. This will also encourage faculty to develop AA-T/AS-T degrees.
- Maintain an updated website and make it visible as a link on the college's homepage.
- Allocate more counseling appointment time for students to include evening hours.

Evaluation of Goal 3 and Objectives:

The Transfer Center continues to have student contact through classroom presentations every semester. We have a variety of faculty from different disciplines who allow Center representatives to use classroom time to disseminate information. Also, the Transfer Center Counselor/Coordinator tries to attend every academic senate meeting. One of counseling faculty from the Transfer Center is part of the senate executive board. The Transfer Counselor/Coordinator periodically sends e-mails updating counselors, staff, faculty and students of services and programs.

Goal 4

Strengthen ties with external agencies including feeder high schools.

Objectives

- Maintain active participation in intersegmental meetings and outreach meetings.
- Coordinate with marketing and outreach to include information on transfer in all high school presentations and outreach literature.

Evaluation of Goal 4 and objectives:

The Transfer Center works closely with the Rio Hondo College Outreach office to be able to inform them of programs and services. The Transfer Center counselors and coordinators periodically go out to high schools and community events to present information on our program.

Goal 5

Monitor and evaluate the success of the Transfer Center activities and events.

Objectives

- Track the number of students who use the Transfer Center as well as other services. Have students sign in upon entry via the SARS system.
- Monitor hits on the web site and number of e-mails contacts made via list serve.

Evaluation of Goal 5 and objectives:

All of students contacts may be referenced on the section regarding data and analysis. The Transfer Center utilizes SARS in order to capture all student contacts. Student ID must be entered to capture the data. Also, the Transfer Center Coordinator works with the IRP office in order to obtain other data that is pertinent to the program.

Goal 6

Expand specific transfer program services through additional technological mediums to reach a wider student audience. Increase influence and use of technology in the world today requires adequate resources to ensure students access to the most up-to-date information. In the world of transfer, things can change on a daily basis (i.e. admission requirements, deadlines). By providing these resources, the Transfer Center will reach out to more students.

Objectives

- Explore the use of technology to capture workshop presentations in digital format. Will allow to conduct webinars to students who cannot come in due to schedule conflict.
- Explore the use of technology such as Skype to connect with university representatives who are located out in Northern California or of the state.

Evaluation of Goal 6 and Objectives:

The Transfer Center has not expanded services to the online platform. The Transfer Center does have an Instagram account that it utilizes to publicize information. The Transfer Center does send out e-mails to all Rio Hondo College students.

Changes or improvement in services

In the past 6 years the Transfer Center has had the following changes and improvement in services:

- 3 full-time Counselors- Additional counseling appointments
- 1 additional Student Services Assistant
- 60 student slots allotted for the Summer Scholars Transfer Institute program
- 44 student slots allotted for the Northern Tour
- 5000 Transfer Guides ordered every academic year
- The Transfer Center has increased the number of class presentations every year

Budget and Funding

The Transfer Center budget has remained steady the past couple of years through its general fund apportionment. Due to the availability of categorical funding (through Student Equity) the Transfer Center has been able to add additional staff in the past 6 years. The Center has gained an additional student services assistant. The Transfer Center currently offers additional programs and services through Student Equity Funding including the following: Summer Scholars Transfer Institute, Northern Tour, Transfer Conference, and Transfer Guides.

Initiatives

AB 705 requires community college districts to maximize the probability that a student will enter and complete transfer-level coursework in math and English within a one-year timeframe by utilizing assessment measures that include high school performance to achieve this goal.

Due to the students expected to complete a transfer level math and English by the end of the first year it is expected that more students will be prepared to transfer after their first year. An emphasis will need to be placed in providing summer services. First-year students will be encouraged to come in to the Transfer Center during the summer to begin the exploration process.

Long Term Plan

Create Long Term Plan

The numbers of student contacts have increased in the past six years. Due to legislation and the advent of Rio Promise, the number of students who attend Rio Hondo College with a goal of transferring is likely to increase. In order to serve a greater number of students in the next 3-6 years, the Transfer Center has established goals that will provide strategic direction to the Center:

Staffing:

- Obtain an Adjunct Counselor by 2024. Rationale: The Transfer Center requires the ongoing support of adjunct counseling faculty in order to account for the release time of full-time faculty. Currently two of the three full-time faculty members who serve in the Center have release from their student contact time.
- Obtain a Clerk Typist III (100%) by 2024- Rationale: To be able to provide adequate intake services and handle clerical responsibilities of the Center. The Transfer Center had a Clerk Typist II (100%) in the past, but due to the competing needs of other departments the Clerk Typist II position was moved.
- Obtain a Student Success Coach by 2024- Rationale: The Transfer Center is in need of a student success coach who can work with a cohort of students and provide additional student support services related to financial aid, navigation of services, and exploration of transfer colleges and universities. The Transfer Center was staffed in the past with a student success coach for approximately one academic year, but due to decreased funding this support was no longer available.

Marketing: The following goals are important in order to reach students and provide visibility of our Transfer Center services and programs:

- Obtain a subscription for the Remind Me application (a communication tool that helps faculty reach students) by 2024.
- Obtain marketing materials (such as pens, pencils, backpacks, and tents) with Transfer Center logo by 2024

Online Services: The following goals are geared for students who take online coursework, attend evening classes, and those who are not able to come in during regularly scheduled office hours:

- Create online webinars for CSU application, Transfer Basics, UC Application, and Personal Insight Questions by 2024.
- Establish online counseling services utilizing Cranium Cafe by 2024.

Technology: The following goals will help with providing effective services to our students in our computer lab.

- The printer in the computer lab needs to be updated by 2024.
- The Transfer Center needs a designated computer lab (LR 130) during application season and class workshops.
- The Transfer Center needs a designated Wi-Fi hotspot in the Center in order for students in possession of laptops to be able to access online resources.
- All counseling offices should have the necessary equipment to provide online counseling appointments by 2024.

Articulation: The following goal will provide students with additional/alternative transfer options given the

challenge of impact and increasingly competitive admissions requirements within the CSU system:

- Increase course-to-course articulation and transfer agreements with our UC and private/independent partners by 2024.

Submission Area

Submit Your Plan

File Attachments:

1. **Transfer Center Program Review 2019-2020.pdf** (See appendix)

Appendix

A. **Transfer Center Program Review 2019-2020.pdf** (Adobe Acrobat Document)
