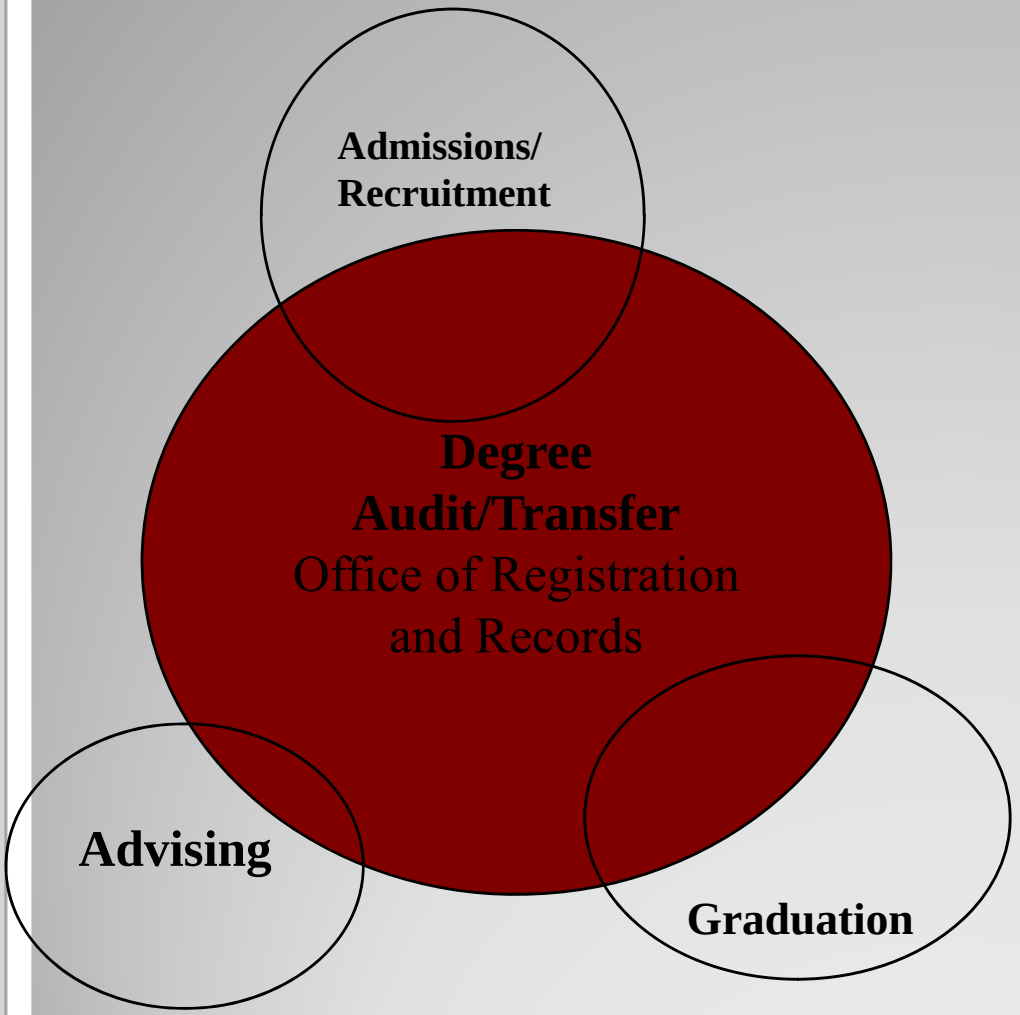
Organizational Structures for Transfer Students

Tiffany Trass, University of Nevada, Las Vegas
Cem Sunata, California Polytechnic State University, San Luis Obispo
Carol Quigley, Ferris State University

AACRAO 2010

University of Nevada, Las Vegas

UNLV
UNIVERSITY OF NEVADA LAS VEGAS



- 82% of UNLV students have at least 3 hours of transfer coursework by graduation.
- Central location for implementation of policies and transfer decisions.
- Uniformity across campuses on transfer procedures and answers to transfer questions.
- Update and maintain transfer tables.

Office of Degree Audit/Transfer

UNLV
UNIVERSITY OF NEVADA LAS VEGAS

- Articulation and evaluation of General Education and Lower Division courses are done out of this area.
- Analysts evaluates if a course is equal to a course at UNLV:
  - If yes: student's record and articulation table is updated.
  - If no: Student or advisor can go to the department for further review.
  - If unsure: Analyst contact department for review but will make course elective credit until evaluation is returned.

Articulation and Evaluation

UNLV
UNIVERSITY OF NEVADA LAS VEGAS

- Transfer Committee
  - Formed to review global policies and decisions the office make when issues arise.
  - Subcommittee of the Faculty Senate/General Education.
- Training
  - Training and updates to policies and articulations sent to Admission/Recruitment so they will know how to talk with prospects and students who apply.

Articulation and Evaluation

UNLV
UNIVERSITY OF NEVADA LAS VEGAS

- PROS
  - Students able to get their general education evaluated in a timely manner so that if a course is needed they are able to register for it since GENED courses fill up rather quickly.
  - Evaluation of lower division prerequisites ends the need for some prerequisite waivers.
  - Students get the same response from one area instead of different responses depending on which major they are in.

Articulation and Evaluation

UNLV
UNIVERSITY OF NEVADA LAS VEGAS

- CONS
  - Potential for faculty to come back and say the evaluation was wrong if you do not get buy in and trust from the start.
  - Need resources to devote to articulation at least 25-30% of the time.

Articulation and Evaluation

UNLV
UNIVERSITY OF NEVADA LAS VEGAS

- Gives Transferability decisions to students. Uses general transferability rules to tell students if the course will transfer or not.
- Will use transfer tables on website to give specific course transferability but any questions about specific courses not on website and recruiter not trained on goes to Analysts.

Recruitment

UNLV
UNIVERSITY OF NEVADA LAS VEGAS

- Board policy requires GPA on courses that are acceptable for transfer and not just all courses on all of a student's external transcripts.
- Loads in transcripts as part of the completion of the admission process.
- Courses have to be evaluated before an admission decision can be made.

Admissions

UNLV
UNIVERSITY OF NEVADA LAS VEGAS

Admissions (continued)

- If unknown articulations on a students record, has to be sent to analyst for update.
- PROS
  - Students are able to see what transfers and how it transfers to their degree once they are admitted.
  - Students can immediately talk with an advisor about elective courses on their record and know exactly what they need to take to complete their degree.
  - Process is automated so Admissions does not have to review the same courses over and over.
  - Do not have to train new staff to evaluate transfer work since its automated.

UNLV
UNIVERSITY OF NEVADA LAS VEGAS

- CONS
  - Up front loading can lead to delays in processing during peak transfer student application times if you do not have an electronic loading of transcripts.

Admissions (continued)

UNLV
UNIVERSITY OF NEVADA LAS VEGAS

- Advisors able to talk to one office about transferability of courses for a student if they are trying to take courses elsewhere for a semester or summer.
- Updates to students records whether by articulation of transfer work or exception/waivers because of transfer work is done in the same office. This will help expedite graduation as well as have the ability to update transfer tables for future students at the same time.

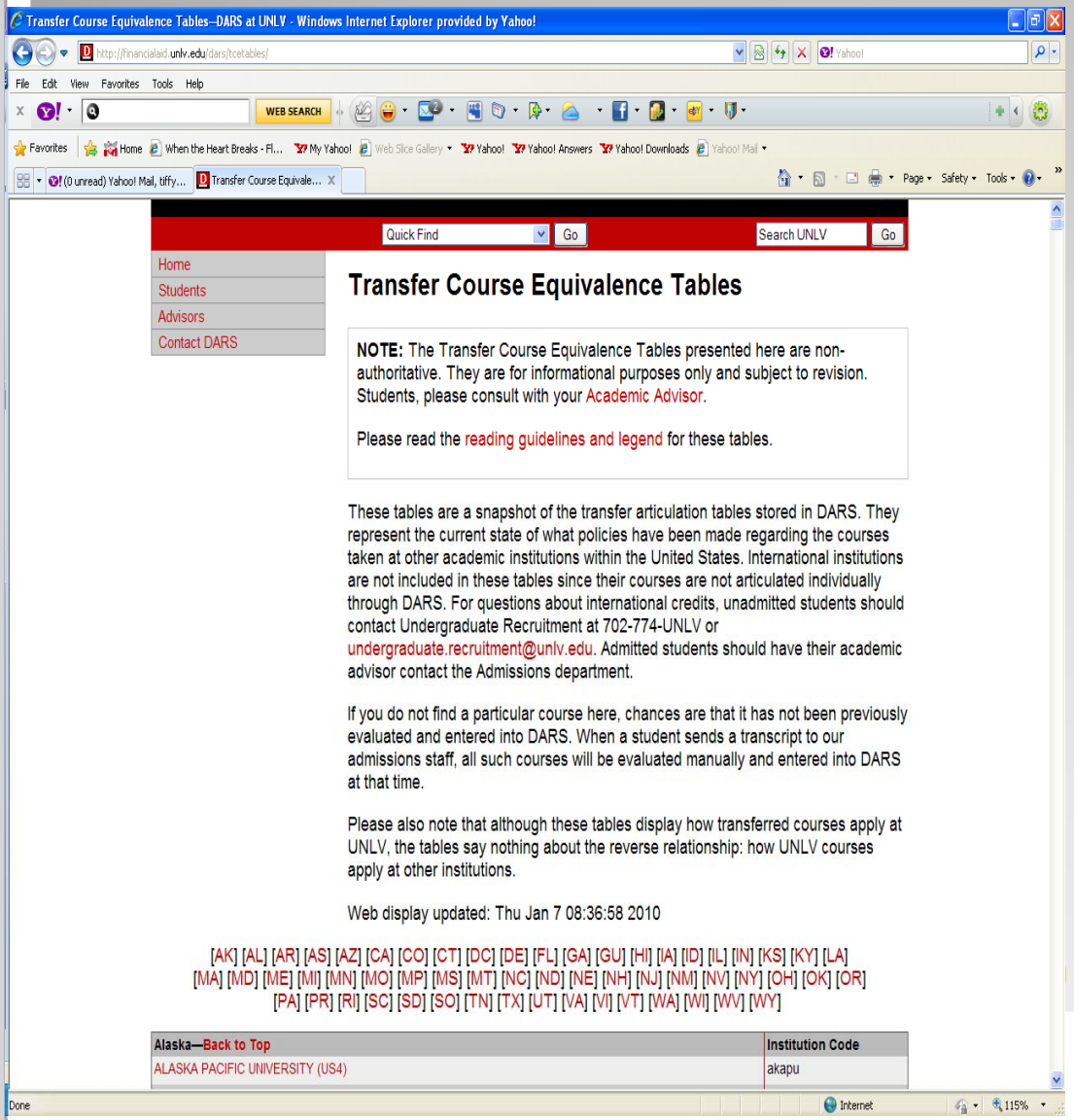
Advising/Graduation

UNLV
UNIVERSITY OF NEVADA LAS VEGAS

- Website
  - Information for students on applying and next steps as well as a transfer course equivalency page that houses each state and college/university that we have equivalencies for.

Publications

UNLV
UNIVERSITY OF NEVADA LAS VEGAS



- PROS
  - Updated articulations are shown automatically on the website since they pull from our articulation tables in the student information system.
- CONS
  - Other means of communication are needed.

UNLV
UNIVERSITY OF NEVADA LAS VEGAS

California Polytechnic State University, San Luis Obispo

Background

CAL POLY

Transfer Population

- Small population
  - Fall 2009 target – 765
  - Fall 2010 target – 439 in-state/56 out-of-state
- Junior level only, i.e., need to have at least
  - 60 transferable semester credits OR
  - 90 transferable quarter credits
- Selection by major due to impaction
  - Limited seats in each major
- The other transfer "customer"
  - Freshmen who bring AP and transfer work

CAL POLY

Transfer Timeline

- Application opens – October 1
- Application closes – November 1
- Acceptance by the student by – May 1
- Transcripts are due – July 15
- Admits invited to SOAR – Late August
  - All work must be evaluated by this date for proper advising

CAL POLY

Players

- Admissions
  - Sets up the MCA
  - Collects the transcript(s)
  - Verifies self reported data
  - Extends offers
  - Communicates throughout
- Enrollment Technology
  - Implements and maintains the imaging solution
  - Sets up the associated workflows
  - Scans all the transcripts & related paperwork
  - Currently working on OCR and EDI solutions

CAL POLY

- Registrar
  - 1 articulation officer
  - 2 FTE and 2 student workers for inputting transfer work
  - 10 evaluators
  - Assists admissions as needed during initial decision-making
  - Sets up articulation agreements with 144 California community colleges
  - Builds global and by-major rules
  - Inputs all transfer work into PeopleSoft
  - Models and posts transfer coursework
  - Evaluates all hardship cases
  - Advises transfer students throughout the process

CAL POLY

Process

CAL POLY

Admissions Flow

Application (self-reported)

60q/90s transferable units

Golden 4

Major specific req

Conditionally admitted

Student Intent to Register (SIR) Survey

Yes/No

Transcripts trickle in
→ External Ed page
→ Image Now

All transcripts are in
→ Verification done
→ Full admission

Student file handed over to Registrar

CAL POLY

Registrar Flow

Build

- 1 FTE
- ASSIST
  - 144 CCs
  - Articulation agreements
- Building the articulation table

Input

- 2 FTEs, 2 student workers
- Transcripts in Image Now
- Manual entry into PS
- Work routed to evaluators through workflow

Post

- 10 evaluators model and post
- Dependence on
  - ASSIST
  - Accuracy of tables
- "For this student only"
- Com

Bottlenecks

CAL POLY

What's Holding Us Up?

- Manual input of transfer work
  - Wasting resources
  - Sacrificing speed and accuracy
- Missing and inaccurate articulation tables
- Not enough global rules
- Not enough resources devoted to timely upkeep of ASSIST
- Slow process behind setting up articulation agreements
- "For this student only" articulation (Arghh!)
- Decision makers not empowered to make decisions

CAL POLY

Solutions

CAL POLY

Improvement Plan

- Optical Character Recognition (OCR) Technology
  - Electronic input and storage of paper transcripts
- Electronic Data Interchange (EDI) Technology
  - Ability to accept (and send) electronic transcripts
- Free up "input" staff for other necessary work
  - Follow through articulation agreements, and thus
  - freeing up the articulation officer who now can work on ASSIST

CAL POLY

- Massive cleanup and rebuild project
  - Complete overhaul of transfer articulation tables of our top 10 feeders
- Empower the evaluator to build the global rule every time an "unknown" is encountered
  - No more "for this student only" (phew!)

CAL POLY

Ferris State University

Constitutional Autonomy

- Granted by State Constitution in 1850
- Guarantees Michigan institutions the freedom to operate without governmental interference
- Each of Michigan's institutions make independent decisions regarding academic and student affairs

Michigan – Org Structure

Four-Year Public Universities

- *Presidents Council*
- PC - Executive Director
- Board of Directors
- University President
- Primary mission of the PC is to advocate higher education as a public good and to promote its collective value in serving the public interest and the State of Michigan.

Community Colleges

- *MI CC Association*
- MCCA - President
- Board of Directors
- Trustee & CC President
- Primary advocate for Michigan's 28 public community colleges. Our mission is to provide leadership on issues affecting member colleges.

- *Privates*

Private Colleges & Universities

- By Institution
- MACRAO Articulation Agreement
- Higher Learning Commission (HLC)

How are decisions made?

- Higher Learning Commission & Transfer Compliance

- **TRANSFER POLICIES *New for 2009-10!***

  Applicable Commission Policies: 3.11, TRANSFER OF CREDIT

- **What is the expectation of this requirement?** The policy requires that an institution demonstrate that it discloses its transfer policies to students and to the public and that its policies contain information about the criteria it uses to make transfer decisions.

HLC Responds to Transfer

Websites - Interesting Reading

- HLC Policies +
- Federal Compliance Program +
- Good Practices on Transfer of Credit
  http://www.ncahlc.org/information-for-institutions/publications.html
- AACRAO/ACE/CHEA - Joint Statement on the Transfer and Award of Credit
  http://www.acenet.edu/Content/NavigationMenu/ProgramsServices/CLLL/Joint.htm