# Ohlone College
# Program Review Report

- **Program Description and Scope:**
  - *Program Review Title:* Transfer
  - *Academic year:* 2015/2016
  - *Review Type:* Student Services Program Review
  - *Program/Departments:* Transfer Center (63300)
  - *Authority Code:* 81-Dean, Counseling and Special Programs
  - *External Regulations:*   Yes<u>X</u>  No<u>  </u>

    Title 5 advises community colleges to recognize transfer as one of its primary missions, placing emphasis on the preparation and transfer of underrepresented students. Each district is to develop and adopt a Transfer Center Plan to implement a program directed toward, but not limited to, five areas: services to be provided to students; facilities; staffing; advisory committee; and evaluation and reporting.

  - *Provide a brief narrative that describes the services provided.*

    The Transfer Center provides resources and services for a successful transfer experience in the following ways:

    - Organize University Representative visits where students can meet individually with Counselors.
    - Multiple monthly presentations on the transfer process and related topics such as Transfer Admission Guarantees, Associate Degrees for Transfer, Understanding Applications, and Writing Personal Statements
    - University tours are offered at no cost, with approximately 8 trips planned yearly
    - Resources in our library include laptops and webcam access, pamphlets, multiple guides, magazines, catalogs, financial aid information, and medical, law and business school reference material
    - Class visits to explain the transfer process, individual services, and resources
    - Partnerships with CSUs, UCs, CCCs, Private schools and campus departments have been established and maintained
    - Website and TC monitors are updated bi-monthly
    - Direct assistance in person, by email or phone
    - Transfer Day is held annually so that students may meet individually with accredited colleges
- **College Mission**
  - *Mission Statement*

Ohlone College responds to the educational needs of our diverse community and economy by offering high quality instruction supporting basic skills, career development, university transfer, and personal enrichment and by awarding associate degrees and certificates to eligible students in an innovative, multicultural environment where successful learning and achievement are highly valued, supported, and continually assessed.

- *Program Relation to College Mission.*
  - Basic Skill
  - University Transfer
  - Support Services
- *State your program Mission/Purpose.*

  The purpose of the Transfer Center is to increase the number of California Community College students that are prepared for transfer to baccalaureate-level intuitions. Through resources available we will inform students, faculty, and the community about the preparation that is needed for a student to transfer. Our strategies to outreach to low-income, disabled, and first generation college students, will enhance the preparation for all students who plan to transfer. We will work to establish that students who plan to transfer are a high priority.The transfer center will provide access and accomodations for students to meet with university representatives, college campuses, use of technology for applications to the university, and resource material for planning for each student seeking to transfer to any university.

- *Briefly describe program accomplishments.*

  - Increased visibility of the Transfer Center with outreach activities

  - Outreach at Fremont and Newark Campuses

  - 2014 and 2015 Transfer Day event held at the Newark Campus

  - Students contacted regularly through email, flyers, posters and 3 TC monitors increased student access and participation

- The Transfer Center Specialist position that was vacant in Fall 2013, was filled, and the training has been highly successful

- A dedicated space for a Student Resource room was established for student research and individual representative meetings

- An overall increase of 90 students to a CSU/UC from Fall 2013 (607) to Fall 2014 (697)

- Our benchmark of 600 transfer students was exceeded by 97 students in Fall 2014

- There was an increase of transfer students to UCSD by 5.75%, even though TAG was discontinued

- Average gpa of students who used our services increased by 2 tenths (3.09 to 3.23)

- An increase  by 2.2% of Hispanic students used our services

- An increase by 3.3% of Multi-racial students used our services

- **Student/Program Achievement**
  - *List area-specific outcomes.*
    Students will be able to:

    - Explore and compare multiple colleges and universities

    - Strategically plan by taking the appropriate classes, meet with university representatives, and research their concerns

    - Apply to transfer using the correct information on the electronic application

    - Critically analyze their options to decide what school will be the best fit

    - Prepare for the transition to a new college and understand the expectations

  - *Identify internal and/or external benchmarks and regulations.*
    The current benchmark for transfer students is to have 600 enroll in the CSU-UC systems annually.  This was approved by the Faculty Senate 4/2/14.
  - *Enter assessment results for area-specific outcomes and analyze trends.*
    - We will need to set up a system to analyze the success of students who are utilizing the transfer services in the Transfer Center to see if their needs are being met.  At this time we have only tracked our success by the number of students transferring and the participation at events.
    - The trend is that we see more women than men and students in the 20-24 year old population.

- The MIS (Management Information System) reported a decrease in the number of students who visited the Transfer Center from 722 in Fall 2012, to 171 in Fall 2013
- There were two problems, (1) data recording and (2) a change of our recording system. We were using SARSTRAK and in Fall 2013 and we did not have a Transfer Center Specialist. The system of recording was done in SARS instead and the information was not input in a timely manner.
- Even though the number of students recorded in the SARS system decreased, we saw the same percentage of student ethnic groups, as in the past years.
- Asian students are the highest group of students that use our services
- African American students are the largest group that does not use our services
- Due to the increasing competitiveness of admissions, it seems as though the Transfer Center is working with students who have higher grade point averages. We need to explore ways to reach students with an average gpa of 2.0-3.0.
- The amount of students transferring to the CSU-UC systems has continued to increase overall. However, the amount of students transferring to a CSU increased by 105 students and the UC transfer decreased by 15 students.

o *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*

The majority of the budget is used on salaries for the Transfer Center Specialist, Director and student workers. $1,438.00 is what remains for the 2014-2015 school year to cover the cost of our program expenses. We have had to find ways to apply these funds to Transfer Day, necessary professional development conferences, milage, duplication requests, advertisement and marketing of Transfer Center services, student guides and Transfer Center workbook printing, student workers, supplies, hospitality, outreach, technology maintenance, printed college/resource material, and the Transfer Center Achievement Celebration. Unfortunately, this is not suffecient funding to address all the areas listed above.

We have sought funding from the Associated Students of Ohlone College, the Ohlone College Foundation, College Advancement, the Work Study program in Financial Aid, the Basic Skills Initiative, the Facilities Department, the Counseling Department and the Vice President of Student Services in order to maintain a level of service, that amounts to at least $5,000.

The resources we are working with should go directly to benefit the students. The list of priorities is listed in order of importance:

- Printed material for outreach and advertisement

- Software for our technology to contact students and provide information

- Conference attendance for personnel to stay updated on ever changing university regulations

- University campus tours and representative visits

- Hospitality for student events and outreach activities

- *Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.*

  The staff organizes all student activity, resources, and services provided in the Transfer Center. The external and internal community outreach is maintained in a yearly calendar with extensive planning. Brochures, advising material, and student contacts are updated regularly, but more needs to be done with marketing our services. We are responsible to maintain our equipment and facilities, stay current with the technology, update our website with changing college requirements, and connect with all departments as needed.

  The best use of our staff is positive individual interaction and the ability to assist students on either the Fremont or Newark Campus.  We are a flexible team and assist students with college exploration via campus tours or individual research or advising.

  The equipment in the Transfer Center is functioning and appropriate.  We have laptops for student use, office furniture and desktop computers. There were a few items relocated to a different division (office desk and small cabinet) that we have requested to be replaced. Other equipment that we use are the college vehicles.  They are always in working condition and we transport students to tour various 4-year campuses.

  The best use of the equipment would be the campus vehicles because there is no cost to the student and yet we can guarantee that each of these students will create a transfer plan and ultimately transfer. The office technology is also

needed so that students may research and complete applications to colleges in a timely manner.

The technology we currently use would be 19 laptops and 3 desktop computers, 3 TC monitors that display our activities and events, SARS and Colleague data storage, and general Microsoft programs. Our Webteam and IT department continually assist the Transfer Center with updates. College Advancement provides advertisements of our programs on the marquees at the front of both campuses, and are regularly used to notify students of activities.

The best use of our technology has been to connect with students.  They receive their information from email blasts, the website, marquee notifications, and the TC monitors.

Our facilities are clean and modern with space to provide advising and individual research.  The tables in the transfer Center can accommodate 16 people and 16 laptops.  There is also a Transfer Resource Center that houses 2 laptops and one desktop computer for student use at any time staff is present.

The best use of this space has been during the application periods and for University Representative advising.

The Transfer Center workbook has been updated and needs to be published in a PDF version and in book form so that students may have a resource for transfer planning.

The best use of this resource is with guidance from a Counselor or Transfer Center Specialist in workshops and the Personal Development courses.

- o *Additional Program Table Files.*
- o *Future Actions*
  Current levels of achievement indicators maintained.

- **Program Improvement Objectives**

  1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

     The Transfer Center will explore ways to increase the number of African American students that use our services to address the lower usage rates by this group.

     *Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

     We will provide enriching activities for this group, such as campus tours, university representative contacts, an Ohlone alumni list, and speakers. This group of students does not proportionally transfer to the UC system as other peer groups, and generally has a lower retention rate. The UC Davis Transfer Opportunity Program (TOP) is being sought as an option of support for students.

The cost is approximately $7000.

*Program PIO will address the following:*

- Awareness of, and sensitivity to, diverse cultures and perspectives.
- Institutional Effectiveness
- Student Learning & Achievement
- Course Completion
- Persistence
- Success Rates
- Increase Program Enrollments
- Increase Degrees/Certifications
- Equity/Disproportionate Representation
- Service Impacts
- Use human, fiscal, technological, and physical resources responsibly,

*How will you assess the effectiveness of your PIO:*

It will appear on the MIS data for Fall 2015 and we will be targeting those students who selected to earn associate degree and transfer; or transfer without an associate degree.

**PIO Action Plan:**
*How will you accomplish this?*

In Fall 2016 we will review how many identified students persisted at Ohlone and have used our transfer services, and survey if they plan to continue with our services. The Transfer Center will contact these students face-to-face, email, or phone. They will be invited to participate in our activities and notified of our support services. We will secure funding for the TOP program with UC Davis for at least 2 years.

*What is your timeline?*

January 2015 to May 2017

*Who is going to do this?*

Transfer Center Director, College Researcher, and Transfer Center Coordinator.

*PIO Status:*

- In-Progress 11/12/2015

*Closing the loop - Describe the results of your PIO implementation or completion:*

The College Researcher has been contacted and the information was provided in November for the Fall 2015 applications. Identified students are being compiled and we plan to contact them before December 15, 2015 The Transfer Center plans to host a spring college fair of Historically Black University and Colleges at the Newark campus in 2016.

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

- Source: Transfer Center, Amount: $1000, Date Funded: 01-apr-15

**PIO Resources:**

- Resource: People Time
  Description: Transfer Center staff to meet, discuss, and outreach on campus.

2. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

   We will identify the best way to collect information on student contacts with the Transfer Center.

   *Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

   *Program PIO will address the following:*

   - Persistence
   - Success Rates
   - Increase Program Enrollments

- Equity/Disproportionate Representation

*How will you assess the effectiveness of your PIO:*

We will see a rise in the number of students who have received services from the Transfer Center in the MIS report.

**PIO Action Plan:**
*How will you accomplish this?*

We will upload student information in a timely manner.

*What is your timeline?*

By April 2016 we will have established a consistent system that we can test.

*Who is going to do this?*

Transfer Center Director and Adminstrative Systems Analyst

*PIO Status:*

- In-Progress

*Closing the loop - Describe the results of your PIO implementation or completion:*

The College Researcher has been contacted and the information was provided in November for the Fall 2015 applications. Identified students are being compiled and we plan to contact them before December 15, 2015 The Transfer Center plans to host a spring college fair of Historically Black University and Colleges at the Newark campus in 2016.

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

- Source: Transfer Center, Amount: $1000, Date Funded: 01-apr-15

**PIO Resources:**

- Resource: People Time
  Description: Transfer Center staff to meet with Counseling staff and IT to discuss and implement

3. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Update the student resource of the Transfer Workbook to provide current information.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

The original copy was completed and printed in 2010. Some of the information and website links need to be updated. This tool is key to our outreach with students because it explains the transfer process as well as establishes a foundation as to how a student would start to investigate their transfer to a 4-year institution. There are planning tools and popular resources many students find useful. It will also be made into a PDF copy and put on our website.

*Program PIO will address the following:*

- Student Learning & Achievement
- Persistence
- Success Rates
- Increase Program Enrollments
- Increase Degrees/Certifications
- Equity/Disproportionate Representation
- Service Impacts

*How will you assess the effectiveness of your PIO:*

We will see an increase of student contacts with the Transfer Center and survey students who use the workbook to see if it was a helpful tool.

**PIO Action Plan:**
*How will you accomplish this?*

Updates and edits will be made to the original copy of the workbook.

*What is your timeline?*

February and March 2015

*Who is going to do this?*

The Transfer Center Director will meet with the creator of the work book and collaborate on updating the content.

*PIO Status:*

- In-Progress 11/12/2015

*Closing the loop - Describe the results of your PIO implementation or completion:*

The College Researcher has been contacted and the information was provided in November for the Fall 2015 applications. Identified students are being compiled and we plan to contact them before December 15, 2015 The Transfer Center plans to host a spring college fair of Historically Black University and Colleges at the Newark campus in 2016.

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

- Source: Transfer Center, Amount: $1000, Date Funded: 01-apr-15

**PIO Resources:**

- Resource: Other Budget Related Resources Needed
  Description: Printing of new workbooks
  Est. Cost: $1,000.00

**Attached Files:**

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- [Copy of SS PR data.xlsx](Copy of SS PR data.xlsx)