

For Academic & Student Support Programs

Support Program(s) under Review

Program Reflection:

The Transfer Center is a shared space with the Career Center. The coordinators for the Human Services and Addiction Studies program (formerly Articulation Officer) and Puente Project (2017-2019) maintain an office within the center as well. Adjunct general counselors, when needed, utilize two of the center's offices. There are eight computers and one printer available to students to use for transfer research, transfer application completion and printing. College/university transfer representatives have access to an office to use for their student appointments. Other programs can utilize the Transfer Center as an event space, which at times limits accessibility to in-person services.

The Transfer Center's staff has changed and updated over the past 3 years. Beginning spring semester 2017 to June 2018, the

needs and to reduce exposure to COVID-19. At this time, all on-campus events and activities were cancelled and moved to an online platform, if applicable. This affected transfer related in-person services.

The categories in the chart above reflect the main services provided by the Transfer Center's staff and by General Counselors in relation to transfer from July 1st, 2017 to June 30th, 2020. Please see sections below for additional services. Transfer related services offered by student support programs (EOPS, SSS TRIO, MESA, UMOJA, PUENTE Project, DSPS, Veterans, Health Occupations, Athletics and Project RISE) are not calculated for this review. Many, if not all, of these programs have their own comprehensive yearly assessment reports. This is an area for future consideration regarding transfer student data collection and analysis. Going forward, we propose a more comprehensive data collection and analysis of all campus transfer related services to create a better perspective of services provided.

The data set of Transfer/Counseling includes any student that came into the center to ask specific transfer related questions or any student that had a transfer related appointment with the Student Affairs Specialist or Coordinator. Over the reported 3-year span, we saw a fluctuation in this category. Students were required to sign in at the Transfer Center's front desk and indicate their purpose for their visit. These visits and appointments were recorded in our scheduling system (SARS). The Coordinator for the Transfer Center moved from General Counseling to Transfer Center (within the scheduling system) to streamline student contact beginning Jan. 2019 and this affected the number of students served under both Transfer Center and General Counseling categories.

Over the 3-year span, we saw a fluctuation in office visits for the sole purpose of using the computer/printer service. Key factors that may have influenced the results are additional computer/printer services on campus and equipment malfunction. Printer use was limited to 5 pages beginning September 2019.

Transfer Counseling (Online-TC Coordinator) data set is solely comprised of Coordinator/Counselor Elizabeth Lara-Medrano's transfer related student appointments via ConexED's Cranium Café from March 19th, 2020 to June 30th, 2020.

College/University Representative Transfer Advising includes all student transfer related drop-in and scheduled appointments. Key factors to consider are the number of available representatives, the frequency of their visits to campus, office/space availability and availability of transfer staff to facilitate the visits. During 2017-2018, there were 55 visits to campus made by representatives. There were 93 visits during the 2018-2019 academic year. The 2019-2020 academic year saw a decrease in visits (50) due to concerns and restrictions regarding the pandemic. After the issuance of the "stay at home" order, College/University Representatives asked students to be referred to them directly to schedule online advising appointments.

Napa Valley College had a Transfer Opportunity Program (TOP) Service Level Agreement with University of California, Davis during 2017-2020. The mission of TOP is to support and enhance a transfer culture for college students by way of advising, academic preparation, and sharing of best practices and school policies. The objective is to support our college in its efforts to increase the number of transfer ready students.

By participating in this agreement both institutions expect to:

x

RPIE Analysis: Approximately 13% of NVC students visited the Transfer Center over the past three years. This section describes the demographics among NVC students who accessed the Transfer Center over the past three years. The following demographic groups accounted for a majority or plurality of the student population that accessed the Transfer Center during that period:

- Females (59.2%)
- Hispanics (48.3%)
- Students 24 years old and younger (74.7%)

Presentations Designed to Support Program

Type of Offering	2017-2018		2018-2019		2019-2020*		Participation Across the 3 Years
	Sessions	Students	Sessions	Students	Sessions	Students	
Transfer Workshops	60	270	48	189	32	173	4.5
Classroom Presentations	18	534	32	900	13	400	29.1
In-Reach Programs	6	--	11	--	6	n/a	--
Emails to Students	18	14,512	10	26,008	7	27,587	1,946

Source: NVC Transfer Center End-of-Year Reports for 2017-2018, 2018-2019, and 2019-2020.

Note: The count for students are estimations reported by the Transfer Center within end-of-year reports. Estimations were unavailable for some programs

Celebration

UC Transfer Admission Planner/Transfer Admission Guarantee (UC TAP/TAG)

Overview of the UC planning tool (TAP) and how the information is transferred to the Transfer Admission Guarantee (TAG) application in September. The presentation includes TAG application guidelines and other useful submission information.

UC Davis Info Session (Open Labs and Workshops)

These are a variety of information sessions hosted by UC Davis Representative Mayra Escobar. Topics include UC TAP and TAG application, selective (or impacted) major preparation, and how to select an alternative major. Additionally, review the personal insight question requirements on the UC Application includes rationale, format, length, and ideas to generate content. Overview and description of the UC Application through the UC Admissions site, which includes required fields, how to enter coursework, and other tips and tricks for successful submission.

UC Santa Barbara info session

UC Santa Barbara information Session, presented by Adra Bowman, UC Santa Barbara Representative. A general overview of UC TAP account, TAG application, UC application, major preparation, and tips and tricks for successful application submission, and next steps.

Transfer Center Outcome 2 - Increase campus community awareness of transfer center activities.

A survey was utilized to assess faculty, full-time and part-time, knowledge of the transfer center, and the recommendation was to do further assessment due to the low response rate. Much work has gone into the increasing advertisement, class presentations, campus collaborations, and regular "all Staff" communications in attempts to increase knowledge about the available transfer services. The goal is to survey all Napa Valley College staff this fall 2020 and to update this data.

B. Summary of Learning Outcomes Assessment Findings and Actions

Transfer learning outcomes assessment is complete for this program review cycle. Student and Faculty surveys have proven to be effective methods of gathering data and we will use this method in future assessments.

Program Reflection:

The Transfer Center consistently reviews the services available to students and the campus community. Its staff regularly develops student activities that will engage students in learning about the transfer process and seeks student and campus feedback to improve or create services. Additionally, the Transfer Center engages in regular campus-wide collaborations, and transfer related presentations. The assessment conducted by the program focused on student workshops presented in the Transfer Center. For the past three years, class presentations and other collaborations were not included in the assessment. Perhaps this can be something to consider for future updates for learning outcomes.

PROGRAM PLAN

- College/University Transfer Representatives

V. PROGRAM HIGHLIGHTS

A. Recent Improvements

In 2018, we filled the Secretary III (now Administrative Assistant) and Student Services Specialist (Student Affairs Specialist) positions.

First time hosting the Historically Black Colleges and Universities (HBCU), California Community College partnership, College Caravan fair in November 2018. Twenty-two HBCU's were in attendance and over 300+ High School and College students attended.

In May 2017, we hosted the Transfer Celebration event outdoors and open to all students to foster the culture of transfer across the institution.

Virtual Transfer Celebration (#VTC2020): The Transfer Center re-imagined the annual Celebrate Transfer event to highlight NVC student's completion of their transfer path and acceptance to four-year institutions.

- Beginning March 2020, the Transfer Center offers virtual services, such as virtual workshops, classroom presentations and appointments.
- Working together with the Office of Institutional Advancement (OIA) has helped with the promotion of events as well as gaining visibility through social media.
- The Student Affairs Specialist is now available to schedule appointments with students who have questions about the transfer process.

Annually, the Transfer Center has successfully hosted the Transfer Day event that included 50+ college reps and over 300+ high school and college students.

Created Social Media (Instagram and Twitter) accounts to distribute transfer related information to students.

Hosting open lab workshops for a greater length of time for all transfer application types (CSU, UC, TAG and Common Application).

Transfer Express is a service designated to take NVC students on guided tours of local 4-year campuses. The Transfer Express program exposes students to a wide variety of 4-year universities and the academic programs and services that the campuses provide.

The Transfer Center website content has been re-worked to increase accessibility and ease of navigation.

Transfer Tuesday-regular tabling visits across campus (e.g. PAC, Art Building, 800 Building, etc.) to help promote our services and answer transfer related questions.

B. Effective Practices

Providing regular transfer related updates to students via email, flyers and website. Social media has proven to be an effective means of coti

Feedback and Follow-up Form

Completed by Supervising Administrator:

Howard Willis

Date:

11/23/2020

Strengths and successes of the program, as evidenced by analysis of data, outcomes assessment, and curriculum:

Serves as the hub for transfer services and resources for the NVC campus community.

Strong collaboration with support programs.

Facilitate College and University Representative advising appointments/workshops.

Coordinate and provide specialized on-campus tours of local 4-year institutions.

Communication to NVC students and staff via: email, social media, electronic billboard, NVC monitors, sandwich boards, flyers, bulletin boards, NVC online newsletter (Friday Extra), and website.

Present workshops/open labs on specific transfer related topics (intro to transfer, transfer admission guarantee, transfer application, etc.).

