Annual Update Report

SIS - Transfer Center

Implement smooth and efficient day-to-day operations by streamlining Transfer Center operations in order to increase the number of students receiving transfer-related services. (Goal 1)

Program Goal: Implement smooth and efficient day-to-day operations by streamlining Transfer Center operations in order to increase the number of students receiving transfer-related services.
Goal Status: Active

Mapping
2022 - 2028 Strategic Plan: *(X)*
- **Increase Completion and Eliminate Equity Gaps:** Implement smooth and efficient day-to-day operations by streamlining Transfer Center operations in order to increase the number of students receiving transfer-related services. (**X**)

- **Increase Hiring and Retention of Diverse Employees:** Implement smooth and efficient day-to-day operations by streamlining Transfer Center operations in order to increase the number of students receiving transfer-related services. (**X**)

Summary of Progress or Results
Summary Date: 11/12/2024
Summary of Progress or Results: The action step for this goal is to hire a transfer center student services specialist to partner with the Transfer Center Coordinator to streamline transfer center operations and increase transfer success. Work with TSP students, with ACP leads and University Advisors to coordinate the presentations to the prospective and current transfer students. Coordinate the fairs, the TAC, the campus tours, and collaborate with TC Coordinator and Instructional faculty/ACP leads on how to enhance transfer student's experience at Cuyamaca College.
Reporting Period: 2023 - 2024
Action steps for this academic year.:
The transfer center student services specialist has not been hired; the position has been vacant since 2009. However, it was announced that this position is moving forward to be hired in 2024-2025 academic year.

Create partnerships with instructional areas, local high schools, and transfer institutions to improve students' transfer experience. (Goal 2)

Program Goal: Create partnerships with instructional areas, local high schools, and transfer institutions to improve students' transfer experience.
Goal Status: Active

Mapping
2022 - 2028 Strategic Plan: *(X)*
- **Increase Completion and Eliminate Equity Gaps:** Create partnerships with instructional areas, local high schools, and transfer institutions to improve students' transfer experience. (**X**)

- **Increase Persistence and Eliminate Equity Gaps:** Create partnerships with instructional areas, local high schools, and transfer institutions to improve students' transfer experience. (**X**)

Summary of Progress or Results

Summary Date: 11/12/2024
Summary of Progress or Results: TC hosts annual Transfer Center Advisory Board meetings, where TC Coordinator meets with Admission's Leads from SDSU, UCSD and SDEC, this board includes instructional and counseling faculty from Cuyamaca College. TC always invites HS counseling faculty as well. In addition, TC Coordinator always attends UCSD Transition Forums, and Region X meetings with SDSU and CSUSM to offer suggestions/recommendations how to improve student's transfer experience. For example, TC Coordinator worked with Region X TCDs and submitted official Region X Proposal to UCSD asking them to revamp their ULink program to give guaranteed admission to students who are truly economically disadvantaged/low income. Also, TC Coordinator worked closely with Cuyamaca President to advocate for the TC to receive the list of the denied students for spring and fall admission from SDSU and UCSD on annual bases, since this information is not readily available.
Reporting Period: 2023 - 2024
Action steps for this academic year.:

1. Increase transfer awareness by improving students' awareness of transfer opportunities on campus through early intervention strategies such as working with university reps when on campus or virtually.

2. Engage students in transfer-related events and opportunities by increasing student participation in transfer fairs and transfer workshops, for example ACP leads can help advertise the fairs and Transfer Achievement Celebration to students in their classrooms.

3. Maintain a partnership with ACP leads, train new ACP leads on transfer services provided on our campus.

4. Advocate to build new partnerships with private universities for degree completion programs at Cuyamaca College.

5. Advocate for SDSU to require only major preparatory courses offered at Cuyamaca to be completed by TSP students and or to allow to use CVC for TSP students.

6. Advocate with Region X Transfer Center Directors, for UCSD ULink program to increase $ 40,000 income limit to $80,000 to allow more students to have a guaranteed admission.

Identify the barriers to transfer for students. (Goal 3)

Program Goal: Identify the barriers to transfer for students.
Goal Status: Active

Mapping
2022 - 2028 Strategic Plan: *(X)*
- **Increase Completion and Eliminate Equity Gaps:** Identify the barriers to transfer for students. (**X**)

- **Increase Equitable Access:** Identify the barriers to transfer for students. (**X**)

Summary of Progress or Results
Summary Date: 11/12/2024 **Summary of Progress or Results:** TC has worked closely with Outreach and ACP leads to provide targeted information/outreach to students. TC Coordinator worked with Counseling and Instructional faculty to identified and reduce equity gaps by publicizing on campus events, universities' admission advisor's presentations, and presentations from various departments from local universities. **Reporting Period:** 2023 - 2024 **Action steps for this academic year.:** 1. TC will focus on increasing the number of students who are prepared to transfer to four-year institutions, with an emphasis on diverse universities such as UCs, CSUs, HBCUs, Hispanic-Serving Institutions (HSIs), and other out-of-state options. 2. Continue Working with Outreach and college ACP leads to develop targeted outreach and informational for transfer students. 3. Continue to identify and reduce equity gaps in transfer by publicizing on campus events/programing, culturally relevant resources, and dedicated support services for targeted groups. 4. Increase awareness of Associate Degrees for Transfer (ADTs) since it provides a clear path to the CSU system for specific majors. 5. Promoting the benefits of applying to receive a degree either ADT and/or University Studies Degree to ensure students understand they need to complete 60 CSU transferable units to be competitive for admission to SDSU/CSU. 6. Collaborate with UMOJA Coordinator to meet their transfer goals. 7. Will Collaborate with Puente Coordinator (when hired) to meet their transfer goals.

<div align="center">**2023 - 2024**</div>

Service Area Overview and Update

Lead Author
Amaliya Blyumin

Collaborator(s)
Agustin Orozco, Transfer Center Part-time faculty

Initial Collaboration Date with Service Area Team
10/31/2024

Dean/Manager(s)
Agustin Orozco

Initial Collaboration Date with Dean/Manager
10/31/2024

Please summarize the significant changes and achievements that have occurred in your service area since the last program review.
The Transfer Center (TC) continues to provide services that include transfer fairs, meetings with university representatives throughout academic years, providing counseling appointments, application reviews for CSU, UC, and private/out of state applicants, Annual Transfer Achievement Celebration, and other transfer related resources. These services create access and allow students to learn about transfer process and receive support applying to four-year universities while completing required courses.

Transfer Center Coordinator continued to provide training to the counseling faculty on the semester bases, worked closely with ACP leads to provide information on what is the role of TC and how they can utilize our services to support their students in the classrooms. After providing workshops to students in specific ACPs and seeing the lack of participation, TC has decided to work on creating short Transfer 101 Videos for each ACP in the 2024-2025 academic year to share them with the ACP leads. TC continued to work closely with the Evaluations office to support with an Associate Degree for Transfer (ADT) Verification process for each student that indicated that they are an ADT applicant on the Cal State Apply application.

Transfer Center Coordinator was part of the yearlong Regional Counselor Institute in 2023-2024 academic year, and the goals for this institute was for each department to create an action plan that aligns with colleges integrated/equity plan. Transfer Center's action plan was to create the internal process to continue closing the equity gaps and giving students more chances of being accepted to the CSU through ADT pathway. The goal was for the Transfer Center Coordinator to present in Academic Senate, in ILAT and in Deans meeting to request for the internal process where if TC Coordinator emails the instructor and includes the Deans/Chairs requesting the authorization to add the class for an ADT student, those requests are reviewed and approved if possible and the instructors do not need to follow the waitlist procedures.

Student Learning Outcome/Service Area Outcome Assessment and Student Success

<u>**Student Access, Learning, and Achievement**</u>
Student Services areas collect data in many different ways. This may include the number of students, employees, or community members served, survey results, or other reports prepared by the department and external organizations. Which data was used for your service area?
614 students who were enrolled at Cuyamaca in 2023-2024 received Transfer Center services, which is up from 436 students the prior year (this based on unduplicated data). That's a **41% year-over-year increase. However, duplicated student contact for TC is 2179, this does not include student contacts through emails.** This is due to the fact that TC worked closely with ADT students during the verification process and with

Annual Update

Outreach Department to reach out to freshman students that indicated that their goal at Cuyamaca is transfer.

Also, based on the data from National Clearance house, in 2022-2023 678 students transferred from Cuyamaca and in 2023-2024 737 students did. This could be because in 2023-2024 SDSU was open for spring admission.

Please discuss any equity gaps in access or success the data revealed.

Based on four-year data, there was a major equity gap serving less than 20 years students, between 8 to 13% of students were served by TC while numbers of all students were around 22 to 27%. TC can proudly say that in 2023-2024 the number of students served in this area has increased to 25%. TC knows that there always be some gap in services for this group of students because TC mainly works with students who have completed at least 45 units and in process of applying to the universities. However, moving from 13% to 25% in a year is a step into the right direction.

What action will the department or discipline take to address these equity gaps? If equity gaps have been reduced or eliminated, please share what the program did to achieve this. If equity gaps still exist, consider the specific steps your department will take to address equity gaps.

The Transfer Center (TC) is in process of becoming an integral part of the campus due to working in collaboration with instructional/counseling faculty, classified staff, and administrators from around the campus. TC continued to provide application workshops every year for students who are in process of applying, meeting students for an appointments and drop-in. In addition, TC works closely with ACP leads. In addition, last year, TC worked with Outreach to reach out to high school students, all these efforts were to close equity gaps.

What has this data revealed about the progress of the program review goals you set?

The data revealed that TC continues to work toward closing equity gaps by finding innovative ways to reach out to more students. Last year, SDSU shared the list of denied students with TC Coordinator (this list was not available in the last 8 years) and TC worked closely with that list, helped students to file an appeal. TC Coordinator was instrumental in helping two students that have applied to SDSU 3 years in a row and were denied admission, to appeal their spring 2024 admission decision and get accepted. TC also worked with Outreach team and was able to reach out to freshman that will be starting Cuyamaca in the fall 2024, to let them know of the TC services and how we support student's success. Thus, the data is showing that TC made more student contacts. Also, TC Coordinator and TC Counselors worked with ACP leads and presented in their classrooms and coordinated the presentations from UCSD Path program with ACP leads.

Service Area Assessment

Did your program complete and submit SLO/SAO assessment in the last year?

Yes

If you responded no above, please describe the department's plan to update SLOs/SAOs.

Please refer to Student and Instructional Services Outcomes Assessment Plan Template that was submitted in the Spring 2024.

SLO 1: Students who attend CSU or UC Application Reviews will accurately identify their next steps regarding SDSU and UCSD admission processes.

SAO 1: Work within the ACP framework to offer increased, innovative, and culturally relevant programming for students that aligns with their pathway and transfer goals.

Please share any outcomes assessment projects your service area has completed in the last year and how the service area used the results for improvement.

Outcomes for SLO 1: 75% of students who will attend the application workshops will identify their next steps regarding SDSU and UCSD admission process.

35% of students who have attended the application review workshops were able clearly state what next steps are. This motivated Transfer Center Coordinator to work with Institutional Effectiveness, Success, and Equity Office to reframe the survey question, because based on student's responses, since it looked like they were confused. The new survey will be implemented next year and the goal

is to increase the number of students who can report the next steps are after submitting the application.

Outcome for SAO 1: TC Coordinator worked with Student Success & Equity Coordinator to make sure that ACP leads are informed in TC services. TC Coordinator provided training to the ACP leads. Also, TC Coordinator provided transfer training to the Counseling faculty during fall and spring semesters. In addition, based on piloting the ACP Transfer 101 presentations, the TCEW has suggested that TC creates ACP Transfer 101 short videos so that each ACP can share it in their Canvas Shell next year.

Program Goals

Program Goals Status
I have updated the progress on my previous goals.

Program Goals Mapping
Mapping for all active Program Goals complete.

Submission

Program Review response is complete and ready for review.
Yes - Response is complete and ready for review