Fostering a Transfer Student Ecosystem at the University of Cincinnati

Donnie McGovern, Director
*Center for Pathways Advising and Student Success*

Ohio Transfer Conference
Ohio Wesleyan University – June 2018
Agenda

• Prioritizing Transfer
• Garnering support from University Administration
• Building a department, mission and relationships with campus and regional partners
• Developing innovative programming for students
Meet Kea

• Transfer Student from Sinclair Community College in 2010

• First generation college student from Dayton (about an hour from Cincinnati)

• Challenges and barriers, expectations and threats

• Doubt (family, peers, negative self-talk)

• No orientation or on-boarding experience

• Largely left to figure it out on her own
Identifying the Needs of Transfer Students

- Large decentralized urban research one institution (44,338 students in 16-17)
- 11 undergraduate colleges, 112 baccalaureate majors
- Performance based budgeting
- No centralized or consistent advising or orientation for Transfer students
- Prior focus on recruitment, credit evaluation
- Students referred to colleges or advising, often unable to meet demand
Identifying the Needs of Transfer Students

- Since 2001, the number of students transitioning from a regional campus to our Clifton campus has increased upwards to 473%.
- External transfers have increased by 158%.
- 40% of students who graduated from UC in 2014-2015 were either transfer or transition students.
- Students transferring to Clifton campus, on average, have a higher graduation rate.
Garnering Support from University Administration

• Spring 2015 – Development of Advising Strategic Plan (Complete College Ohio)
• Support from Provost and EM
• Funding of strategic plan
  • 10 advisors
  • One Early Alert Coordinator
  • Advisor Training and Professional Development
  • Program Coordinator
Garnering Support from University Administration

- Top priority – Transfer Students
- Data on major-changing activity on campus, volume of new transfer students, and non-matriculated populations
- Center created to best maximize resources (biggest bang for the buck)
- Broadly focused on student success
Center for Pathways Advising & Student Success

- Pathways Advising
- Oversight of Starfish Connect and Early Alert
- Advisor Training, Professional Development
- Online Resources and Assessment
Kea’s First Semester at UC

• Adjustment to academic rigor of research one institution

• Doubt - Academically

• “Representation of Hope”

• Making support network of student connections (on-campus housing)

• Mid-Term Grade Faculty Office Hours

• Belonging, persistence
Tailored Pathways Advising

- Transfer (Recent and Prospective)
- Regional Campus Transition
- Major Changers
- Non-Matriculated
  - Senior Audits
  - Visiting Students
- Other Academic Concerns

Vision Statement:
To create and sustain a culture of welcome, belonging, and support for students in transition and the advising community at the University of Cincinnati
Pathways Advising: External Transfers

- Tailored one-on-one Transfer Advising
- Advising, not admissions
- Prospective students referred from other departments
- Advising questions about transcripts, credit applicability
- Assistance with Transferology
- Personal referral to appropriate campus resource
Pathways Advising - Transition Students

• Transition Advisors housed at Regional Campuses

• Assist with Regional Campuses for prospective transitioning students

• Resource for Regional Campus students taking classes on Clifton (main) campus

• Act as the ‘landing pad’ as students make the transition; help them find resources and answer basic questions
Pathways Advising: Major Changers

• For students considering changing their major at UC

• Provide an outline of new curriculum (show a ‘What-If’ report) and discuss admission requirements to new college, and explain next steps

• Close partnership with the Center for Exploratory Studies, and other advising centers on campus

• Offer walk-in advising during ‘crisis’ moments
Transferring to the University of Cincinnati?

I'M A NEW APPLICANT
Incoming Transfer Students (from another non UC college or university) who have not applied

I'M RECENTLY ADMITTED
Incoming Transfer Students who have already been admitted to UC and are looking for information

I'M A CURRENT UC STUDENT
Transition Students (UC students changing colleges, majors or campuses incl. UCBA and Clermont)

I'm a degree seeking student (Associate and Baccalaureate)
I want to confirm my admission

I'm a non-degree seeking student looking to take classes
I'd like to talk to an advisor about how my credits will transfer

I'm a recent applicant interested in changing my major preference
I'm currently enrolled interested in changing campus, college or major
Transfer Advising
Welcome to the University of Cincinnati! We're so glad you've decided to become a Bearcat.

Every transfer student is unique, and enrolling at a new institution can be challenging. That's why we have a dedicated team of academic advisors assigned to help make your transition to University of Cincinnati as seamless as possible.

How we can help you
We offer personalized advising, preliminary credit evaluation, pre-orientation advising, specialized campus tours, help with exploring program options, transfer workshops, major changing advising, and Transfer Welcome Day, so please contact us if you need assistance!

Below you'll find links to transfer student resources that are designed to help you navigate and discover all there is to offer on our beautifully complex campus.

Prepare for your advising appointment

If you've recently confirmed your admission
Please visit the Next Steps page for more information about when to expect to be assigned a college advisor and more.

If you haven't applied yet
You can learn more about the application procedure through our Admissions Office.

Getting ready for your first semester at UC?
Make sure you've taken care of the essentials before classes start.

Resources for Transfer Students

- Academic Resources
- Student Resources
- Campus Resources
- eResources

Academic Calendars
Semester schedules and important dates and deadlines for class registration, withdrawal, fees, etc.

Majors & Programs
Search among more than 250 undergraduate majors and programs, and learn more about admission requirements.
New Transfer Student Checklist

Before the start of the semester, make sure you:

- Get your student ID (Badge & Keys Office, 4 Edwards Center)
- Get your parking pass (Parking Services, 4 Edwards Center)

Log on to Catalyst and:
- Check for holds on your account
- Check your finances
- Complete the health insurance waiver (If applicable, listed in your To Do items)

Visit One Stop if you:
- Have questions about your bill
- Have questions about financial aid
- Need to change your schedule (Please note that you can change your schedule online through the first week of classes)

Log on to Blackboard and explore its features, including the course Transfer Guide

Log on to Starfish and find your Success Network (How to schedule appointments varies by college)

Download the Transfer Guide App
Go to bit.ly/2HbASL6 for more info

Walk your class schedule and familiarize yourself with campus

1) Catalyst
Catalyst is our central hub, through which you’ll register for classes, check your class schedule and grades, waive your health insurance, manage your financial aid, and much more.

2) One Stop Student Services
The One Stop Student Services is a real place as well as a virtual one, designed to help you meet your education goals through centralized support, financial assistance, and commitment to service.

3) Blackboard and Canopy
Canopy is the university’s overarching e-learning ecosystem. Blackboard is one component of Canopy, but this is where you’ll spend a lot of time engaging with your courses.

4) Starfish
You can schedule appointments with your academic advisor using Starfish, our online scheduling system. You can also get feedback on how you are doing in your classes.
Pathways Advising: Welcome Programming

- **Goal:** Consistent transfer on-boarding (in-person and online)

- **Transfer Welcome Day**

- **In-Person Transfer ‘orientation’ experience for incoming new transfer and transition students**
  - Full and Mini Days
  - Provides full one-day ‘orientation-like’ experience on campus
  - About 300 attendees since opening in Fall 2016

### Transfer/Transition Student Welcome Day Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Subject</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>9:30-9:50</td>
<td>Pathways Presentation</td>
<td>University Pavilion 320</td>
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<tr>
<td>9:50-10:05</td>
<td>Small Group Activity</td>
<td>University Pavilion 320</td>
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<tr>
<td>10:05-10:25</td>
<td>Public Safety Presentation</td>
<td>University Pavilion 320</td>
</tr>
<tr>
<td>10:25-10:40</td>
<td>Break</td>
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**Concurrent Sessions (select 3 to attend)**

- Getting Involved at UC: Student Activities and Leadership Development
  - McMicken 27
- Navigating Catalyst, Blackboard, and Starfish
  - University Pavilion 120
- Academic Excellence and Support Services: Learning Assistance Center, Academic Writing Center, Math and Science Support Center, Disability Services, and Veterans Programs and Services
  - University Pavilion 320
- Identity Groups: LGBTQ, Women’s Center, Ethnic Programs and Services, African American Cultural Resource Center
  - McMicken 46

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Location</th>
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<tbody>
<tr>
<td>10:40-11:00</td>
<td>Concurrent Session 1 (see locations above)</td>
<td>McMicken</td>
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<tr>
<td>11:05-11:25</td>
<td>Concurrent Session 2 (see locations above)</td>
<td>University Pavilion 320</td>
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<tr>
<td>11:30-11:50</td>
<td>Concurrent Session 3 (see locations above)</td>
<td>University Pavilion 320</td>
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<tr>
<td>11:50-12:00</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>12:00-12:40</td>
<td>Lunch with Student Panel, Q&amp;A</td>
<td>University Pavilion 320</td>
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<tr>
<td>12:40-2:00</td>
<td>Campus Tour</td>
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<tr>
<td>2:00-3:00</td>
<td>College Close Up</td>
<td>Your respective college; your tour guide will drop you off</td>
</tr>
<tr>
<td>3:00-4:00</td>
<td>Optional Social with refreshments</td>
<td>University Pavilion 1st Floor</td>
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Pathways Advising:
Welcome Programming

- Online Transfer Guide (Blackboard)
- Modules on various topics related to university life
- 6-month activity:
  - Visits 1668
  - Unique Students: 627
Module 2: Advising, Academic, & Campus Resources

Advising Resources

**Transfer Advising**
Located in 120 University Pavilion

The Center for Pathways Advising & Student Success has a dedicated team of academic advisors assigned to help make your transition to UC as seamless as possible.

Specialized Advising

In addition to college-specific advising, UC has several specialized advising centers that can help to enrich your academic experience:

- [Office of Nationally Competitive Awards](#) (located in 700 Swift Hall)
- [Pre-Professional Advising Center](#) (located in 120 University Pavilion)
- [Student Athlete Support Services](#) (located in 580 Richard E. Lindner Center)
- [University Honors Program](#) (located in 700 Swift Hall)
# Module 3: Catalyst & Registering for Classes

**Student Health Insurance Waiver**

Attached Files:  [Student Health Insurance Waiver To Do.pdf (1.49 M)](attachment:Student Health Insurance Waiver To Do.pdf)

Learn how to complete your to-do list item for the Student Health Insurance Waiver.

**Searching for Classes in Catalyst**

Attached Files:  [Searching for Classes in Catalyst – Transcript.txt (1.571 K)](attachment:Searching for Classes in Catalyst – Transcript.txt)

Learn how to search for classes in the Catalyst student portal.

**Catalyst's Enrollment Shopping Cart**

Attached Files:  [Enrollment Shopping Cart – Transcript.txt (2.089 K)](attachment:Enrollment Shopping Cart – Transcript.txt)

Get familiar with the enrollment shopping cart tool in Catalyst. It's simple, easy and will help you prepare to register for next semester's classes!
Pathways Advising: Transfer App

- Powered by Guidebook
- Free download for prospective and current students.
- Mobile resource supplementing info from orientation
- Push capability
- Update on the go
- Survey
- Downloads: 841
- Guide Sessions: 7,088
Pathways Advising: Transfer App

Welcome to the University of Cincinnati Clifton Campus! We're so glad you've decided to join the Bearcat nation.

Every transfer student is unique, and enrolling at a new institution can be challenging. That's why we have built this transfer app filled with campus resources, maps, and university contacts to help make your transition to University of Cincinnati as seamless as possible.
Pathways Advising: Transfer App

Prospective Students
- Information for Prospective Transfer Students
- Transfer Application
- Transfer Student Checklist
- Credit Evaluation Center
- How Will My Classes Transfer?
- Articulation Agreements
- Frequently Asked Questions

Transfer Events

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<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>January 5</td>
<td></td>
<td>Transfer Transition Welcome Day</td>
<td></td>
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<tr>
<td>January 6</td>
<td></td>
<td>Mini Welcome Day</td>
<td></td>
</tr>
<tr>
<td>January 9/10</td>
<td></td>
<td>Major Changer Table</td>
<td></td>
</tr>
<tr>
<td>January 12</td>
<td>2-3pm</td>
<td>Transfer Workshop Series: Bearcat Pride</td>
<td>Univ. Pav. 320</td>
</tr>
<tr>
<td>January 19</td>
<td>2-3pm</td>
<td>Transfer Workshop Series: Bearcat Books</td>
<td>Univ. Pav. 320</td>
</tr>
<tr>
<td>January 25</td>
<td>11am-1:30pm</td>
<td>Major Change Table</td>
<td>300 Level of TUC (by PNC Bank)</td>
</tr>
<tr>
<td>January 26</td>
<td>2-3pm</td>
<td>Resume Workshop</td>
<td>Univ. Pav. 320</td>
</tr>
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Interactive Map

University of Cincinnati
2618 McMicken Cir, Cincinnati, OH 45219
Pathways Advising: Programming

- Weekly E-Mails
- Transfer Workshops
- Transfer Ambassadors
- Transfer Activities

Find Your Path at UC

Transfer Workshop Series

$Show Me the Money: Thursday, February 16th at 2 p.m.
Tuition. Books. Rent. Food. Fun. Find out about important financial wellness concepts & start saving some money! $Show Me the Money will be held this Thursday at 2pm in 320 University Pavilion.

UC vs. Tulsa Men’s Basketball Game: Saturday, February 18th at noon.
RSVP: https://goo.gl/forms/nKniZ3ZL84d9xKkG3

If you are interested in attending the UC vs. Tulsa Men’s Basketball game with other transfer students, please RSVP! The tickets are available on a first-come, first-serve basis. I will email you with updates to let you know if you will receive a ticket after you RSVP. If you participate in Pathways events (Transfer Workshops), you will always have access to first dibs on giveaways and social outings!

Student Involvement

Weekly Organization Insider: http://eepurl.com/8NSwD
LGBTQ Center Weekly Newsletter: https://goo.gi/0UjCZI
Black History Month Events: http://www.uc.edu/news/NN.aspx?id=24553

Fall in love with Winter: Free ice skating, stuff a plush, caricature artist February 14th 5-9pm in TUC Great Hall

Save the Date: "Transform Into Bearcats" (TIB) is having their first General Body Meeting of the semester! Feb 22, 2017 6:00p.m. – 7:30p.m. Swift Hall 508

Transfer App

Start using our Transfer App today! Download the University of Cincinnati App from the App Store or Google Play. If the guide is not embedded, search for Transfer Guide. This guide is filled with campus resources, maps, and university contacts to help make your transition to University of Cincinnati as seamless as possible! Use this link for a download: https://guidebook.com/app/bearcatapp/guide/ucTransferGuide/
And where is Kea Now?

Proud Bearcat Alum!

2012  Bachelors (Psychology)
2013 – Masters (Human Resources)
2016 – Pathways Advisor

Kea Hardy
Sr. Academic Advisor, UC Clifton Campus
E: keundria.hardy@uc.edu
P: 513-556-2157
L: University Pavilion 120, Clifton Campus

About Kea
Kea is a graduate of UC. Similarly, she was also a transfer student! Kea is committed to serving as a resource for students and is a champion for their success.
Challenges:
Administrative / Campus understanding and buy-in

Our Strategy:
Find guiding principles to charge this work:
- Complete College Ohio
- Advising Strategic Plan

www.uc.edu/aas/strategicplan.html
Challenges: Making transfer a campus priority

Our Strategy:

• Data! Understand who your transfer students are. (Where they are coming from? What do they need? Etc)

• Promote that data to literally anyone who will listen (but especially senior leadership)
Challenges:
Building Consistency among 12 decentralized academic colleges / advising units

Our Strategy:
• Collaborative approach to problem solving with likely and unlikely partnerships
  • Campus
  • Regional
• Transfer Task Force
• Transfer Playbook, Aspen Institute
Transfer Playbook (Continued)

• Self-assessment of campus Transfer climate
• Recommendation #4: “Build Strong Transfer Partnerships”
• Dec 2017 - Transfer Practice Grant Proposal
• Southwest Ohio Regional Transfer Summit

**The Transfer Playbook: Essential Four-Year College Practices**

1. Prioritize transfer student success
   - Communicate transfer as a key component of the college’s mission.
   - Make transfer student success a core priority in the college’s strategic documents.
   - Share data internally on transfer student outcomes and on the effectiveness of transfer practices.
   - Invest significant resources to support students seeking to transfer.
   - Designate staff and committees with responsibility for improving transfer student outcomes.

2. Create clear program pathways with aligned high-quality instruction
   - Map out major-specific requirements and recommended lower division course sequences for all programs.
   - Assist partner community colleges in providing rigorous instruction and other high-quality learning experiences to prepare students to thrive in upper division coursework.
   - Provide regular, constructive feedback on community college program quality.
   - Design alternative transfer pathways as needed to facilitate degree completion in specific fields.

3. Provide tailored transfer student advising
   - Design websites with accurate, easy-to-access information for transfer students.
   - Encourage prospective transfer students to choose a major before transferring and work with community colleges to help students explore academic and career options.
   - Provide high-quality, timely advising to students before they transfer.
   - Create separate oncoring, advising, and other supports tailored to transfer students.
   - Provide transfer students with equitable access to financial aid.

4. Build strong transfer partnerships
   - Build trusting relationships with partners and communicate frequently at all levels.
   - Share data on transfer student experiences and outcomes.
   - Jointly invest in shared support services and strategic initiatives to benefit transfer students.
   - Collaborate on improving instruction and support services for transfer students.
   - Designate “transfer champions” to serve as liaisons to transfer partners.

These practices are based on *The Transfer Playbook: Essential Practices for Two- and Four-Year Colleges* by Irina Wyner and NC Desire, Aspen Institute College Excellence Program, and Davis Jenkins and John Fluk, Community College Research Center (May 2014: [http://www.aspeninstitute.org/publications/transfer-playbook](http://www.aspeninstitute.org/publications/transfer-playbook)).
Southwest Ohio Regional Transfer Summits

- February 2018 - University of Cincinnati Clifton Campus
- May 2018 - Southern State Community College (Mount Orab Campus)
- Information sharing
- Discussing common barriers and brainstorm solutions
- Regional Promise / Compact Agreement
If you need to start small:

- Learn who your transfer students are
- Identify the key transfer champions at your campus and with regional partners
- Bring them together to serve as advisory committee on transfer needs (transfer task force)
- Ask key administrators to make transfer a priority
- Assess current transfer services on your campus (resource: Transfer Playbook, Aspen Institute)
If you’re ready to go big:

• Develop an Advising Strategic Plan (transparent and inclusive)
• Identify service gaps in transfer student support, and determine how to best fill them on your campus
• Understand key initiatives happening on a campus and state level that impact transfers
• Ask your transfer students to tell their story (survey/focus groups) and advocate for their needs on your campus
• Use data to seek administrative support and funding for major initiatives
No matter what . . .

- **Moral Imperative** - accessible pathways to higher education and baccalaureate degree attainment provides critical opportunities for our communities

- Be collaborative, supportive, and creative in providing support to transfer students

- Tailored approach to advising transfer - there are few ‘one-size-fits-all’ solutions
A cross-institutional “transfer-receptive ecosystem” is a powerful catalyst for individual and societal economic mobility and heightened lifetime earnings for low-income students.

By ensuring there are educational ‘on-ramps’ to offset the many ‘off-ramps’ we build national capacity that helps assure access and excellence for all.

Transition and Transformation: Fostering Transfer Student Success
Handel & Strempel, 2016