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i
☰
▼

-  Home (/tracdat/fac...)
-  **Academic Support...**
-  Program Review
-  Assignments (/tracdat /faces/assessment /assessment_unit /manageAssignments.x...)
-  Personnel (/tracdat /faces/assessment /assessment_unit /personnel.xhtml)
-  Academic Support ...
-  Service Planning ▼
-  Mapping ▼
-  Reports ▼
-  Documents ▼



 Dept SS - (Couns) Transfer Center
 > Academic Support Assessment Unit > Program Review

▼  **Dept SS - (Couns) Transfer Center** 

2018-19 Annual Program Review Update Submitted By: Patricia Gibson and Sheila White-Daniels

V.F.2 Facility Justification:

SS Program Review Reporting Year: 2017-18

SS 1a) Program Name: Transfer Center

SS 1b) Name(s) of the author(s) of this report: Sheila White-Daniels - Dean

Patricia Gibson - Transfer Center Coordinator/Counselor

Lisa Castro - Transfer Counselor

Betty Inoue - Transfer Counselor

Sheldon Fields -Academic Advisor

Chrissy Parker - Transfer Center Administrative Assistant

SS 1c) Number students served annually & trend increasing, even, decreasing: Type of Service

Student Contacts

Drop-in Advising (Transfer Center Staff)

Unduplicated Count: 3526

Duplicated Count: 5330

Transfer Tuesdays, Satellite Advising (Transfer Center Staff)

77

Appointments (Transfer Center Staff)

Unduplicated Count: 915

Duplicated Count: 1052

Group Advising, TAG Time (Transfer Center Coordinator)

47

Class Visits (Transfer Center Staff)

146

Workshops/Presentations (Transfer Center Staff)

384

Personal Insight Essay Information Session (Consultant)

90

University Tours (Transfer Center Staff)

UC Davis: 14

University Representative Contacts

Unduplicated Count: 521

Duplicated Count: 553

Electronic UC TAG Review (Transfer Center Faculty)



- Home (/tracdat/fac...)
- Academic Support...**
- Program Review
- Assignments (/tracdat/faces/assessment/assessment_unit/manageAssignments.x...)
- Personnel (/tracdat/faces/assessment/assessment_unit/personnel.xhtml)
- Academic Support ...
- Service Planning
- Mapping
- Reports
- Documents

289
 Campus Outreach Events : Student Services Day (Transfer Center Staff)
 15
 Conference Presentations (Transfer Center Staff)
 171
 Transfer Day (Transfer Staff and University Reps.)
 Approx. 700
 Transfer Center Listserv
 12765
 Total
 Unduplicated Total: 19,660
 Duplicated Total: 21,633

SS 1d) Who are the typical students served by this program? :

The TC serves all De Anza Students. Students range from decided on major and transfer institution to those students who may not be sure of transfer at all. We see students from various programs on campus: DASB, AAPI, DACA, Umoja, Guardian Scholars, MPS, Hefas, SSRS, EOPS, DSPS, EDC, ISP, Mellon Scholars, etc. Many students are not affiliated with a support program so the Transfer Center makes sure to reach out and offer retention support. First generation college students may make multiple visits to see our Advisors and or Counselors. The drop - in and appointment data is based on unduplicated and duplicated student count.

SS 2a) What is the program Mission Statement?: The De Anza College Transfer Center mission is to provide a variety of services to inspire, support and facilitate transfer of De Anza College students.

SS 2b) In what ways and to what extent does program assure the quality of its services to students?: Accuracy of information provided to students is the cornerstone of the services we provide. Without that accuracy, students' transfer can be delayed or even prevented. Below are just some of the many ways we stay abreast of ever changing transfer information:

- TC staff attends the annual Ensuring Transfer Success Conference offered by the University of California State Chancellors Office.
- TC staff attends the annual California State University Advisor/Counselor Conference.
- The TC staff utilizes numerous up to date web resources (e.g. Assist.org, Transfer Counselor Website, SJSU Impaction Guide, SFSU GPA Calculator, University of California website, California State University website, University of California Transfer Data, Cal State Apply, etc.) in advising DAC students.
- TC staff members are represented at every university

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i
☰
▼

🏠 Home (/tracdat/fac...)

🏛️ **Academic Support...**

⋮ Program Review

⋮ Assignments (/tracdat/faces/assessment/assessment_unit/manageAssignments.x...)

⋮ Personnel (/tracdat/faces/assessment/assessment_unit/personnel.xhtml)

✎ Academic Support ...▼

📅 Service Planning ▼

🏠 Mapping ▼

📄 Reports ▼

📁 Documents ▼

⏪

informational session held on campus (e.g. SJSU Next Steps for Admitted Students, How to answer Personal Insight Questions for UC Application Information Session, UCLA Admission Workshop, etc.).

- The TC maintains working relationships with our UC, CSU, and private university representatives. Through these cultivated relationships, we are better able to clarify policies, requirements, impactation guidelines, etc. to insure accuracy for our students.

With SJSU being impacted, the addition of the ADT Degrees, and the Guided Pathways Initiative , just to name a few, we are always checking and rechecking what we share with students. By using this meticulous approach, we can help our student's succeed in their transfer goals.

SS 2c) In what ways and to what extent does program support College Mission statement?: The core of the Transfer Center is to function as a learning center for Transfer students. Students are reminded that NO ONE WAS BORN KNOWING HOW TO TRANSFER! Understanding the transfer process is a learned skill, so we must be providing as many opportunities for students to ask questions, seek out resources, understand processes, and develop behaviors that support their transfer goal.

SS 3a) In what ways and to what extent does the program assure equitable access for all students?: In order for all students to utilize services, they must be aware of what, where, and when those services are available. The following is how the TC reaches out to ensure access to De Anza College students:

The TC can no longer rely on students just coming in to the center on their own. We have to reach out to them! Satellite advising has helped the TC reach more students. We provide what we call "Transfer Tuesdays!." Staff from the TC provide advising services in the Hinson Campus Center in the same location every Tuesday. This reporting period saw a 157% increase in students utilizing this service compared to the last reporting period.

The TC maintains its own webpage. Here students have access to information on events such as TC Transfer Day, application filing periods, university representative visits etc.

With the move of the Articulation/Transfer Services Office to Instruction the TC has assumed responsibility for what is now called, The Transfer Center Listserv. The TC Listserv currently has over a 1300 subscribers.

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i
☰
▼

🏠 Home (/tracdat/fac...)

🏛️ **Academic Support...**

⋮ Program Review

⋮ Assignments (/tracdat/faces/assessment/assessment_unit/manageAssignments.x...)

⋮ Personnel (/tracdat/faces/assessment/assessment_unit/personnel.xhtml)

✎ Academic Support ...▼

📅 Service Planning ▼

👤 Mapping ▼

📄 Reports ▼

📁 Documents ▼

⏪

SS 3b) State ways and extent that program encourages personal and civic responsibility.: The TC staff is keenly aware of how important it is for students to assume responsibility for their transfer. We take every opportunity in our interactions with students to point out that fact. Deadlines missed can lead to a student not transferring. We assist students by providing online and hard copy resources so they can reference important information. First generation college students often need encouragement to meet with university representatives. We provide needed scaffolding so they can assume responsibility for their development by utilizing as many transfer resources as possible.

We also encourage students to participate in and report their community service on their transfer applications. It is important for students to understand that the service they participate in is not just a positive on their application. We discuss service that holds meaning in their lives and in the lives of those they are helping. Linking service to personal goals, major, political beliefs, cultural identity, spirituality, etc. enriches the experience for all.

SS 3c)State ways & extent program designs, maintains and evaluates counseling &/or academic advising: Design: All staff may be involved in the design of services in the TC. The creation of new services is always evolving and based on student needs. For example: The private universities in state and out have moved from individual applications to the Common Application. This application has produced great confusion with our students. Based on this need, we have created a Common Application Workshop that has been added to the current schedule along with the UC and CSU workshop offerings.

Maintain: Transfer information is constantly changing. AB 705, TAG, ADT, Common Application, Assist Next Generation, Guided Pathways, are either new or have changed. It is through constant training that we maintain our services and keep them relevant to students.

Evaluate: All events (workshops, presentations, university tours, etc.) are evaluated by the DAC students/staff in attendance. Students are now asked to evaluate not only workshops offered by the TC but advising services as well. The TC was evaluated Spring 2018 Qtr. by asking students to complete on an online evaluation. The evaluation covers areas such as: quality of service, access to counselors and advisors, friendly staff and atmosphere, counselor subject knowledge etc. Below are the results of the student survey: I was able to get an appointment within a reasonable amount of

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i
☰
▼

🏠
Home (/tracdat/fac...

🏛️
Academic Support...

☰
Program Review

☰
Assignments (/tracdat /faces/assessment /assessment_unit /manageAssignments.x...

☰
Personnel (/tracdat /faces/assessment /assessment_unit /personnel.xhtml)

✎
Academic Support ...

📅
Service Planning
▼

🏠
Mapping
▼

📄
Reports
▼

📁
Documents
▼

⏪

time (96% Strongly Agree/agree)
 I felt comfortable in the waiting area (100% Strongly Agree/Agree)
 The front office staff was courteous and friendly. (100% Strongly Agree/Agree)
 I felt the counselor/advisor understood my concerns. (100% Strongly Agree/Agree)
 The counselor/advisor offered information that was helpful. (96% Strongly Agree/Agree)
 I would recommend the Transfer Center to a friend (98% Strongly Agree/Agree)
 I felt comfortable using the services and would use them again if necessary. (98% Strongly Agree/Agree)

SS 3d) State ways & extent program support/enhances student understanding & appreciation of diversity: The TC staff is a diverse group of individuals.

- One staff member speaks Spanish and can communicate with students and their families.
- All Counselors, Academic Advisors, and the Coordinator have completed graduate course work in multicultural communication, education, and counseling.

It is through this combination of personal cultural background and multicultural education that the TC staff shows students from all backgrounds concrete examples of workplace diversity.

SS 3e) State ways & extent program regularly evaluates admissions & placement practices: n/a

SS 3f) State ways & extent program maintain student records securely & confidentially?: The majority of student information is accessed through Banner. Data regarding usage of TC etc. is from SARS. The TC does not keep individual student file folders. If a student list is needed, the list is locked in TC staff file in an office cabinet when not being used. We have all completed FERPA Training. All student information is confidential and the Transfer Center follows College policies and procedures.

SS 4a) Have there been any significant staffing changes since the last APRU?: The TC has a staff that consists of : .5 Coordinator, 2.5 Faculty Counselors, and 1 full time Classified Academic Advisor. Two Academic Advisors have left and the positions have remained vacant. Any vacancy has an impact on services to students. For example: The TC had the opportunity to add an additional location for satellite advising. With the Center staff already committed to other student contact activities and drop-in/appointments filled there was no staff available to cover a new location. As a consequence the TC had to turn down this opportunity. Also with the loss of staff the Transfer Center's social media accounts have not been regularly updated. Social media is another way to inform

?
i
☰
▼

🏠
Home (/tracdat/fac...

🏛️
Academic Support..▼

⋮
Program Review

⋮
Assignments (/tracdat /faces/assessment /assessment_unit /manageAssignments.x...

⋮
Personnel (/tracdat /faces/assessment /assessment_unit /personnel.xhtml)

✎
Academic Support ...▼

📅
Service Planning
▼

🏗️
Mapping
▼

📄
Reports
▼

📁
Documents
▼

⏪

students of our events, and services as well as creating a transfer community online.

Below are a few examples of what services the TC is offering:

- Workshops: UC Transfer Admission Planner, Common Application, General Education, ADT, and TAG.
- TC staff took students to UC Davis to attend the Discovery Day Conference.
- A Counselor has been assigned to assist in the coordination of ADT degrees.

The TC Website is up to date with all TC events listed.

- TC tours for classes
- TC social media (limited)
- Drop-in transfer services are now provided during Summer Qtr.
- Staff attend campus outreach activities (Student Services Day, etc.)
- TC Coordinator provides TAG trainings for FYE, Puente, Umoja, staff etc.
- Transfer Tuesdays! (Satellite advising in Campus Center)

SS 4b) Are there any significant staffing changes that will be needed?: No.

SS 5a) Have there been any significant facility changes since the last APRU?: No.

SS 5b) Are there any significant facility changes that will be needed over the next five years?: No.

SS 6a) Have there been any significant equipment changes since the last APRU?: No.





SS 6b) Are there any significant equipment changes that will be needed over the next year?: iPads for staff to use during transfer outreach activities and professional development events. iPads or similar mobile devices will help facilitate outreach efforts by allowing staff to share online transfer resources (e.g. how to use ASSIST.org, how to schedule an appointment with university representatives, how to navigate the Transfer Center website, etc.) with students.


SS 7a) Have there been any significant operational cost changes since the last APRU?: No.


SS 7b) Will any significant operational cost changes be needed over the next year? : No.

SS 8a) Have there been any significant organizational alignment changes since the last APRU?: N/A

SS 8b) Are there significant organizational alignment changes that will be needed over the next year: N/A


 Home (/tracdat/fac...)


 **Academic Support...**


⋮
Program Review


⋮
Assignments (/tracdat /faces/assessment /assessment_unit /manageAssignments.x...


⋮
Personnel (/tracdat /faces/assessment /assessment_unit /personnel.xhtml)

 Academic Support ...

 Service Planning
 ▼

 Mapping
 ▼

 Reports
 ▼

 Documents
 ▼

⏪

SS 9a) Have there been any significant changes in regulations/laws/policies since the last APRU?: Not since the last CPR.

SS 9b) State significant changes in regulations/laws/policies affecting program over next year.: Possible changes in United States immigration policy could negatively impact our AB540 students and their families. AB 705. The goal of AB 705 is to make sure students are not placed in pre-transfer level courses that may prolong their transfer date. Transfer Counselors will need to track transfer rates and follow institutional research to be aware of AB705 impact Advocacy for transfer students may be needed based on outcome studies of the effectiveness of AB705.

SS 10a) State any significant professional development activities for the program since last APRU.: No.

SS 10b) State any significant professional development needs for the program for the next year.: Training continues to be a priority! Attending Counseling Division inservice meetings and transfer conferences are primary ways TC faculty and staff keep up with new transfer information.

SS 11a) Have there been any significant curriculum since the last APRU?: N/A

SS 11b) State any significant curriculum issues that will affect the program over the next year.: N/A

SS 11c) State the aggregate student success rate in the instructional portions of the program?: N/A

SS 11d) State gap of student success rates with targeted groups.: N/A

SS 12a) Have there been any other significant program changes since the last APRU?: See Part 4-Staffing.

SS 2b) Are there any other significant issues that will affect the program over the next year?: None identified at this time.

SS 13a) What are the current/active program outcome statements?: #1. By attending a CSU Application Workshop students will report an increase in their knowledge of the CSU application process.
 #2. By attending a CSU Application Workshop students will report an increase in their knowledge of CSU admission requirements.
 #3. By attending a UC Application Workshop students will report an increase in their knowledge of the UC application process.
 #4. By attending a UC Application Workshop students will report an increase in their knowledge of CSU admission requirements.



- Home (/tracdat/fac...
- Academic Support...**
- Program Review
- Assignments (/tracdat /faces/assessment /assessment_unit /manageAssignments.x...
- Personnel (/tracdat /faces/assessment /assessment_unit /personnel.xhtml)
- Academic Support ...
- Service Planning
- Mapping
- Reports
- Documents

SS 13b) How many SSLO/SLO statements have been assessed since the last APRU?: 4

SS 13c) Summarize the outcomes assessment findings and resulting program enhancements since last APR: SSLO #1:

88.5% of students who attended a CSU Application Workshop agree or strongly agree that their knowledge of CSU application process increased.

SSLO #2: 87.56% of students who attended a CSU Application Workshop agree or strongly agree that their knowledge of CSU admission requirements increased.

SSLO #3: 89.47% of students who attended a UC Application Workshop agree or strongly agree that their knowledge of UC Application process increased.

SSLO #4: 85.08% of students who attended a UC Application workshop agree or strongly agree that their knowledge of UC admission requirements increased.

SS 13d) What are the program outcome assessment plans for the next year?: Student Survey: Data will provide basis for a TC targeted outreach effort. The focus will be on those groups of students most in need of transfer support. Services will be tailored to specific needs of student groups.

- Have students identify their transfer needs.
- Find out when/where students receive transfer information-if at all.
- What groups of students are not utilizing TC services and why?(Veterans, historically underrepresented, first generation, evening students, first year)
- Have students inform us of ways to improve and expand our range of services through student evaluations and questionnaires.

SS 14) Analysis of the program from last APRU, now, and anticipate over next year.:

Last years APR was filled with optimism and hope for the stabilization of the Transfer Center. As you compare to this years APR the offerings for our transfer students have started to lessen. This is simple due to positions not being filled. It is difficult to create new opportunities for our students without a fully staffed TC. At the end of this academic year 2018-2019 the Transfer Center Coordinator/Counselor will be retiring. With the financial shortfall in the district it is hard to imagine that position will be filled. What will carry the TC through the years to come? The Transfer Center staff themselves. They are creative, dedicated, competent and most all they enjoy the students!

SS 15a) Name of the Division and the names of the programs.:



Home (/tracdat/fac...

Academic Support...

Program Review

Assignments (/tracdat/faces/assessment/assessment_unit/manageAssignments.x...

Personnel (/tracdat/faces/assessment/assessment_unit/personnel.xhtml)

Academic Support ...

Service Planning

Mapping

Reports

Documents



Counseling and Student Success Division:

- Counseling and Advising
- Transfer Center
- Articulation and Transfer Services (This office moved to Instruction during Winter Qtr. 2018).
- Guardian Scholars Program (GSP) Foster Youth
- Starfish

SS 15b) Who wrote the Divisional Perspective?: Sheila White-Daniels, Ed.D., Dean

SS 15c) Summarize the CPRs written by the programs of the Division.: The Counseling and Student Success Division is a student-focused division that provides academic, personal, and career services to over 26,000 students on an annual basis. The works of this division extends beyond counseling to work that supports student success through 3SP services to include, orientation, counseling, developing education plans, and follow-up. Articulation and Transfer Services (ATS), along with Transfer Center, is at the cornerstone of the success of these efforts.

The Transfer Center includes dedicated counselors and academic advisors, access to extensive transfer college information, transfer requirements, and workshops to assist with applications to California State University (CSU), University of California (UC) campuses, and independent/private colleges and out-of-state colleges, and much more. The expansion of staff and services in the Transfer Center is to bring this function in alignment with the goal to increase successful transfer of De Anza College students who have transfer as a goal. Collaboration between Articulation and Transfer Services and the Transfer Center, has been the catalyst, over the years, for De Anza College being noted statewide and nationally for the outstanding transfer rate.