



# Welcome to Program Review

Merritt College - 2019

Transfer Center - Service Area or Special Program

Annual Program Update

## Program Overview

**Please verify the mission statement for your program. If your program has not created a mission statement, provide details on how your program supports and contributes to the College mission.**

The mission of Merritt College's Transfer Center is to assist students preparing to transfer to a four-year institution by providing comprehensive and current information, resources, counseling and activities that support students in the transfer process. The Transfer Center is committed to assisting institutional efforts to increase the rate of transfer among students from traditionally underrepresented groups.

### Program Total Faculty and/or Staff

#### Full Time

Khoo, Angela

#### Part Time

VACANT  
VACANT

**The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.**

The Transfer Center/Department does not have any instructional program (there is not an AA/AS or certificate in Transfer Counseling). It does have several goals in its student support services role which are listed in the General Student Services section of the General Counseling report, under Question 3: Essential functions/alignment with college mission.

Status	If Completed, What evidence supports completion of this goal? How did you measure the achievement of this goal?
In-Progress	
College Goal	
Transfer: Increase transfers to CSU and UC by 6% annually.	
District Goal	
Advance Student Access, Equity, and Success	

### Describe your current utilization of facilities, including labs and other space

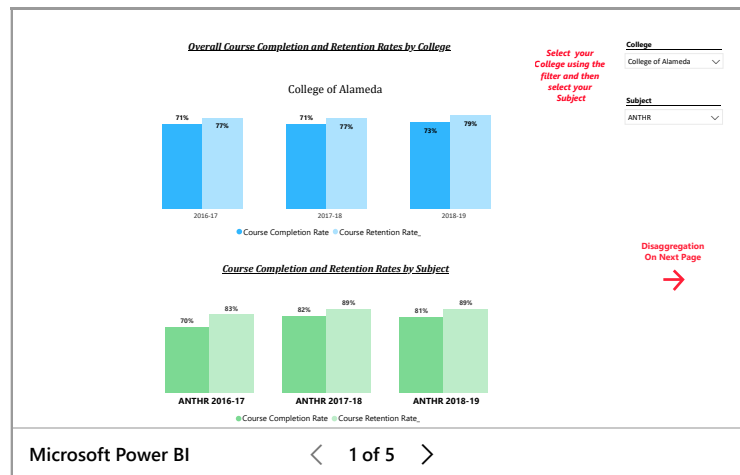
The Transfer Center does not have a dedicated space. The area was reconfigured and is now the Welcome Center since Spring 2016. As a result, the Transfer Center materials and marketing collateral were moved to a less visible area. Although data was not collected, observed outcome includes a lower number of appointments and drop-in for college/university representatives.

The workshop space was also divided, so workshops which are anticipated to have larger than 6-8 students are now scheduled in the ASMC room. In 2017 one of the counseling rooms was also given to a classified staff. This added to the already lack of office space in the counseling area and the need for adjunct Counselor office space. It also resulted in a lack of space for college/university admissions representative visits.

## Program Update

### Semester End Enrollment/Usage Pattern

Review your Semester End Enrollment by setting the filter to your college and subject



Using the dashboard, review and reflect upon the data for your program. Describe any significant changes and discuss what the changes mean to your program. Consider whether performance gaps exist for disproportionality impacted students. Focus upon the most recent year and/or the years since your last comprehensive program review. Cite data points from the dashboard to support your answer.

There is not a BI dashboard available for the Merritt College Transfer Center in its Student Services function.

Describe the department's progress on Student Learning Outcomes (SLOs) and/or Administrative Unit Outcomes (AUOs) since the last Program Review/APU. If your discipline offers a degree or certificate, please describe the department progress on Program Learning Outcomes (PLOs).

SLO#1: Transfer Information Competency

SLO #1: Transfer Information Competency

“Students accessing the Transfer Center will identify transfer resources and/or services.”

The data for this SLO was obtained from the MC Transfer Center Student Survey, Q. #9 which is provided to students during the months of January through May, after they meet with the counselor.

Q.# 9: “After visiting the Transfer Center and meeting with the counselor, I am now aware that the following resources and services are available from them”.

Please see below chart with tally of students answers for spring 2018 (N = 40)

Type of service	Total marked
<b>Info/Resources:-</b>	
Library of catalogs	02
Handouts, Activities calendar	37
Events/Activities Etc.	
<b>College representative visits :-</b>	
(Appointments & information tables)	35
Workshops & information sessions	16
Classroom & club presentations	01
Campus tours (if funding is available)	0
<b>Programs:-</b>	
UC Transfer Admission Guarantee (TAG)	16
Concurrent Enrollment Program	0
UC Berkeley Transfer Alliance Project (TAP)	0
<b>Online Resources:-</b>	
Transfer Center website, with information and calendar of events	27
Transfer Center Facebook page, Twitter feed, and email list	0
online college/university search resources (e.g., ASSIST)	0
computers & wi-fi capability in the Transfer Center	12

N = 40

Results and analysis of results.

The services most frequently circled were: Handouts activities calendar (37) College reps (35), Transfer Center Website (27), workshops (16), UC TAG information (16). Based on the above results, students who access the Transfer Center were able to identify transfer resources that are accessible to them via print and web services.

SLO #2: Information competency and self-awareness.

“Students accessing the Transfer Center counseling will identify their major, courses required to transfer, the projected term of completion of these courses, and the projected term of admission at a 4-year college/university.”

The data for this SLO was obtained from the MC Transfer Center Student Survey, Q. #7 which is provided to students during the months of January through May, after they meet with the counselor.

Q #7: “I have or have had a student educational plan which lists my major, schools I am considering transferring to, and a list of courses I need to take every semester, and when can I transfer”.

Items noted on SEP	Yes	No
SEP on file	40	
Major listed	40	
Identified potential transfer schools	27	13
Appropriate list of general ed (CSU-GE or IGETC)	40	
List of major requirements at each 4-year.	40	
Timeline to transfer	40	

N = 40

Results and analysis of results.

40/40 students had a SEP on file and a major listed on the plan. The plan identifies as well the courses needed to reach the student's academic goal. 75% of the plans identified the potential transfer school. Based on the results above, the Transfer Center is meeting its objectives of guiding students in the most effective course taking patterns to assist them with their transfer in the projected/plan terms.

Comments on SLOs: The department does not offer a degree or certificate. There are no PLOs for the Transfer Center.

**Describe the outcomes and accomplishments from previous year's funded resource allocation request.**

Brief description of funded request	Source (any additional award outside your base allocation)	Total Award Amount	Outcome/Accomplishment
Classified Staff (1)	Not funded	0	Students not serviced effectively
Shared or dedicated office space	Not funded	0	Faculty Room taken by other classified staffs
Conference fees	Not funded	0	No conferences were attended by Transfer Center for year 2019

**In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.**

Improvement Action

Improvement Actions

**Improvement Action**

Action Item	Description	To be completed By	Responsible Person
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**Resource Request**

Personnel	Classified Staff
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% Time	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs
100	Classified Staff/Our sister colleges have dedicated classified staff at their Transfer Centers during campus hours. A full-time classified staff can interact directly with students on non- academic issue, transfer campus FAQ's, collect data and help coordinate college representative visits & assist with tabling issues.	50000	10000

Total Costs  
60000

**Resource Request**

Personnel	Student Worker		
% Time	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs
50	Student worker TWO (2)/Students can assist with campus tours, tabling events, duplication & social media updates	36000	

Total Costs  
36000

**Resource Request**

Professional Development	Individual/personal PD needed	
Description/Justification		Estimated Cost
PD/Conference fees and travel for UC Ensuring Transfer Success Conference, CSU Counselor Conferences, HBCU & AICCU conferences, Transfer Director Conference		4000

**Resource Request**

Supplies	Noninstructional Supplies and Materials
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**Resource Request**

Other	Other
Description/Justification	Estimated Cost
Merritt College Annual Transfer Day Event/Transfer Day expenses, hosting 4-year college reps, breakfast & lunch. Merritt College host over 40 transfer schools every Fall. Develop and strengthen partnerships with four-year institutions in order to target increases in transfer admissions	2500

**Resource Request Summary**

Total Cost: \$106000  
 Total Resource Request: 8

**Program Update**

Personnel					
Type	% Time	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs	Total Costs
Classified Staff	100	Classified Staff/Our sister colleges have dedicated classified staff at their Transfer Centers during campus hours. A full-time classified staff can interact directly with students on non- academic issue, transfer campus FAQ’s, collect data and help coordinate college representative visits & assist with tabling issues.	50000	10000	60000
Student Worker	50	Student worker TWO (2)/Students can assist with campus tours, tabling events, duplication & social media updates	36000		36000
<b>Sub-Total: \$96000</b>					

**Professional Development**

Type	Description/Justification	Estimated Cost
Individual/personal PD needed	PD/Conference fees and travel for UC Ensuring Transfer Success Conference, CSU Counselor Conferences, HBCU & AICCU conferences, Transfer Director Conference	4000
<b>Sub-Total: \$4000</b>		

**Technology and Equipment**

Type	Description/Justification	Estimated Cost
New	Adobe Creative Suite software and updates + site license for use with transfer flyers, designs and conversions	500
<b>Sub-Total: \$500</b>		

Supplies		
Type	Description/Justification	Estimated Cost
Noninstructional Supplies and Materials	Office supplies and promotional materials, printing and duplicating, Banners, balloons and advertising material for transfer center & events	3000
<b>Sub-Total: \$3000</b>		
Facilities		
Type	Description/Justification	Estimated Cost
Offices	Private Office space/Having an office for college reps in the Transfer Center is a function of a Transfer Center, that has been established by the State to provide services for students to increase transfer rates, especially for underrepresented students	0
Other	Dedicated TRANSFER CENTER SPACE at Merritt College. The Ed Master Plan lists having a "fully functioning Transfer Center" as a primary goal but nothing has been in place since 2016. Mandated by Title V of the Ed Code, providing facility/facilities are plan components under Minimum Program standards of the Ed Code. Title V (b) states that "Each community college district governing board shall direct the development and adoption of a transfer center plan describing the activities of the transfer center and the services to be provided to students, incorporating the provisions established in the standards outlined ... include, but not be limited to: services to be provided to students; facilities; staffing; advisory committee; and evaluation and reporting".	0
<b>Sub-Total: \$0</b>		
Library No Resources found for this category		
Other		
Type	Description/Justification	Estimated Cost
	Merritt College Annual Transfer Day Event/Transfer Day expenses, hosting 4-year college reps, breakfast & lunch. Merritt College host over 40 transfer schools every Fall. Develop and strengthen partnerships with four-year institutions in order to target increases in transfer admissions	2500
<b>Sub-Total: \$2500</b>		

## Sign and Submit

**Please provide the list of members who participated in completing this program review.**

Angela Khoo

**Please enter the name of the person submitting this program review.**



Angela Khoo