

## CurricuNet Meta – Transfer Program at Merritt Spring 2022

### Service Areas Outcomes (SAOs) Updt 12/09/22

Faculty/Staff/Administrator Name: Angela Khoo  
Program/Unit being assessed: Transfer Center  
Year and Semester: Spring 2022  
Which SLO/SAO is being assessed: SLO #1/2

#### SLO/SAO Title and description: (SLO #1)

- Title: Transfer Information Competency regarding transfer resources and services
- Description: Students accessing the Transfer Center will identify transfer resources and/or services, such as transfer application process, Pathways and contact information at 4-year universities.
- Method: MC Transfer Center Student Survey
- Method description: The data for this SLO is obtained from the MC Transfer Center Student Survey, Q. #11-#14: *"Prior to this survey, I was aware that the Transfer Center provided counseling and the following resources and services. After this meeting I am aware that the transfer center provides all these resources and services:"* The question is then followed by a series of resources they can mark)
- Criteria for Success: At least 75% of students will mark two or more resources.

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Once data has been collected with surveys or other method, complete the following questions:

- How many students/users utilized your service in Spring/22? 320
- How many students/users answered the survey/data source? 24
- How many met your expectations? 100%
  
- What were the results of the assessment?  
N: 24students

The survey contains several questions addressing the services that the Transfer Center provides to students. Questions #11 to #14 received the following responses:

Q. #11-#14: "After meeting with a Transfer counselor I am aware that the Transfer Center provides counseling and the following resources and services":

**Information Resources:** Pre: 83%; Post 92%  
(Includes Library of catalogs, Transfer informational handouts and Calendar of events)

**Events/Activities:** Pre: 0% Post: 83%  
(Includes College rep visits (appointments & info tables), Workshops and information sessions, classroom and club presentations and Campus tours)

**Transfer Programs:** Pre: %; Post %  
(Includes UC Transfer Admission Guarantee (TAG); Concurrent enrollment Program, and UC Berkeley Transfer Alliance project (TAP))

**Online Resources.** Pre: 50%; Post: 79%  
(Includes Transfer Center website with information and calendar of events; Transfer Center Instagram, Twitter feed and email list, and Online college/university search engine resources (ex: assist.org))

<b>Transfer Services Knowledge</b>	<b>Pre meeting</b>	<b>Post meeting</b>
Overall Info Resources	83%	92%
Events & Activities	0%	83%
Transfer Programs	50%	83%
Online Resources	50%	79%

Summary Table showing students awareness of the Transfer Center services

Overall, the higher percentage of positive answers post-meeting with their transfer counselor, indicates that students learned more information about the services available to them in the Transfer Center. When meeting with students, the Transfer director/counselor makes sure to share her screen in Zoom to show, inform and guide them to websites that will be useful for their specific needs, and teaches them how to use those online resources to obtain the necessary information or fill out the correct forms.

In the category of Events and Activities there was a very positive change. Last year students did not seem to be aware of the variety of activities created by the Transfer program, so this year the counselor included a quick tour of the website during the meeting times

The awareness level of students about the Transfer Programs such as UC's TAG and TAP showed a significant increase (23%) post-meeting with the transfer counselor/director. It is important to note that the TAG and TAP workshops at our campus were poorly attended this year, averaging only 2 or 3 attendees per session. The explanation for the decrease in attendance is that the UC campuses themselves hosted multiple TAG/TAP workshops; as a consequence, students did not need our direct and continued support for those programs as much as in previous years.

The Online Resources, such as the Transfer Center webpage, Twitter and Instagram are clearly effective ways to communicate with the younger generations. The knowledge of resources also increased by approximately 25%.

In the category of Events and Activities there was a big change. Most students were not aware of events happening that were sponsored by the Transfer Center, after the meeting with their transfer counselor 20 of the 24 students responded that they were now aware of the variety of activities they could attend and benefit from.

- What is your evaluation of these results?  
Same as mentioned last year, the majority of student who answered questions 11 to 14 of the survey became aware after meeting with the transfer center director/counselor that the Transfer Center provides many more services aside from transfer Counseling.
- What issues/gaps/problems were identified? Where does your program need to improve?  
Last year the SAO assessment highlighted the need to better facilitate the ability of students to learn about events and activities created by the Transfer Center. The Transfer Director addressed the issue by partnering with the social twitter feeds for the CSUs and UCs, and also by the PCCD retweeting our campus' transfer feeds.
- What actions can be taken to address these gaps/issues?  
The advertising of activities has been successfully addressed.
- When will you next assess this SLO? (must be within the next three years)  
Spring 2023

Faculty/Staff/Administrator Name:	Angela Khoo
Program/Unit being assessed:	Transfer Center
Year and Semester:	Spring 2022
Which SLO/SAO is being assessed:	SLO #2/2

**SLO/SAO Title and description: (SLO #2)**

SLO Title and Description:

- Title: Information Competency regarding steps for the transfer process.
- Description: Students accessing the Transfer Center will identify the transfer steps and deadlines for their seamless transfer to a 4-year university.

Method Title and Description:

- Method Title: MC Transfer Center Student Survey, Q. #7, 8, 9 & 10.
- Method description: Students accessing the Transfer Center will answer “Agree” or “Strongly Agree” to questions #7, 8, 9 & 10 of the Student Survey which explore their ability to identify their major, courses required to transfer, the projected term of completion, and terms of application and admission at a 4-year college/university.
- Criteria for Success: At least 75% of respondents will:
  - Q #7: say they were able to identify their major
  - Q #8 mark strongly agree or agree to “knowing courses they need for transfer”.
  - Q #9: “I have a student educational plan (SEP) which lists my major, schools I’m considering transferring to, courses I need to take each semester, and when will I be ready to transfer”.
  - Q #10: mark “Strongly agree” or “Agree” to “estimated date of completion of courses necessary for transfer”.

Once data has been collected with surveys or other method, complete the following questions:

- How many students/users utilized your service in Spring/19? 320
- How many students/users answered the survey/data source? 24
- How many met your expectations 100%

- What were the results of the assessment?

N: 24 students

Q. # 7: “The transfer center/counselor assists me/has assisted me to identify my major”.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
17	5	1	0	0	1

Q. #10: “The Transfer Center/counselor assisted me to identify when I need to complete my courses, and when I can transfer”

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
18	4	0	0	0	2

Q. # 9: “I have/ have had a student educational plan (SEP) which lists my major, schools I am considering transferring to, a list of courses I need to take every semester, and when I will be ready to transfer.”

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
18	3	1	0	0	2

Q. #8 “The transfer center/counselor assisted me to identify which courses I need to transfer”.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
17	3	1	0	0	2

Steps for Transfer Processes	Identify Major	Identify courses needed to transfer	Estimated date of transfer	Have an SEP on File
Strongly Agree/Agree	92%	92%	92%	88
Neutral	4%	0%	0%	4%
Disagree/Strongly Disagree	0%	0%	0%	0%
Does not Apply	4%	8%	8%	8%

- What is your evaluation of these results?

The majority of students who answered these questions agreed or strongly agreed that the Transfer Center/Counselor helped them with the following”

- Identify their major
- Identify courses needed to transfer into that major at their chosen universities
- Project an estimated time for transfer
- Plan the sequence of courses per semester in an SEP

The above result mean that the Transfer counselor is meeting the Transfer Center goals of providing resources and information for transfer to the students who visit the Transfer Center.

- What issues/gaps/problems were identified? Where does your program need to improve?
  - The few students who responded “does not apply” to identifying a major, semester when they are ready to transfer, or having an SEP on file were students who are attending Merritt to complete pre-requisites for acceptance into graduate programs at other universities.
  
- What actions can be taken to address these gaps/issues?
  - There were no gaps identified.
  
- When will you next assess this SLO? (must be within the next three years)
  - Spring 2023.

### **Satisfaction survey question**

The VPSS requested that all programs include a satisfaction with services question in their SAO surveys. The results for the Transfer Center were very positive.

N: 24 students

Q #2: How satisfied are you with the services received from the Transfer Counselor?”

16 Very Satisfied

6 Satisfied

2 Neither satisfied nor dissatisfied

Discussion: 100% of students who responded the Transfer Center SAO survey were either Very Satisfied or Satisfied with the services received. There were no negative responses to the question.