

**TRANSFER & TRANSITION CENTER
YEAR ONE GOALS AND PLANS
DRAFT**

Strategic planning goal: The Transfer & Transition Center will support the best undergraduate experience for transfer students by serving as a university-wide advocate for transfer issues and through collaborative efforts offering quality programs, services, and resources to foster students' academic preparation, smooth transition, and progress toward graduation and beyond. Developing a flexible long term strategic plan to strengthen internal and external relationships is essential to foster transfer student success.

Goal 1: Preparation: The Transfer & Transition Center will create and deliver comprehensive, quality programming and services to assure that students are academically prepared to transfer to CWU.

Goal 2: Transition: The Transfer & Transition Center will work across the university community, providing comprehensive quality programs, services, and resources to assure that transfer students experience a smooth and seamless transition to CWU, their department, and their major.

Goal 3: Progression: The Transfer & Transition Center will create collaborative programming to assure that transfer students are academically successful, retained, and graduate prepared for life-long learning.

Goal 4: Student success: to assure that students are academically prepared to succeed upon transfer, the Transfer & Transition Center will collaborate with internal and external partners to provide quality academic and transition information and resources for students as they prepare to transfer, as they transition into the university, and as they make progress toward graduation.

Goal 5: Collaboration: The Transfer & Transition Center director will collaborate with the Associate Provost for Extended Learning and Outreach and the Dean of Student Success to develop outreach efforts and strengthen collaboration with current and prospective institutional partners who serve transfer and online students.

YEAR ONE PLAN: STRATEGIC PRIORITIES: establish a Transfer & Transition Center, define standard operating procedures, focus on building relationships, identifying partnerships, completing year one priorities, and establishing foundations for implementation of 3- and 5-year plans.

- A. PRIORITY: primary focus: T&TC communications: refine mission and vision statements to align with CWU's core mission and strategic vision; articulate core themes for T&TC.
 - a. Develop, in collaboration with relevant CWU partners, a comprehensive communications plan, for immediate implementation.
 - i. develop a unified T&TC website to facilitate access to all CWU transfer information resources for immediate implementation (see Appendices: sample best practices transfer websites)
 - ii. develop testimonial "transfer students at CWU" video for web distribution: students discussing their experiences as CWU transfers, for immediate implementation
 - iii. develop plans to increase T&TC communications with transferring students and for additional recruitment, outreach, and pre-admission advising events
 - b. Continue to identify communications opportunities with the Associate Provost for Extended Learning and Outreach for outreach to transfer students, to partners at University Centers, with CWU faculty and other stakeholders, and with community college partners, while serving as an CWU advocate for transfer issues and concerns.

- c. Continue refining elements of 3- and 5-Year Plans, as appropriate.
- B. PRIORITY: primary focus: T&TC location, staffing, and long term planning
- a. Hire support staff, establish physical location/office setting; establish standard operating procedures.
 - b. Identify long-term staffing needs and potential: advisors, additional student assistants, assistant director.
 - c. Identify potential for transfer student staff/assistant position to review and recommend on-going website improvements.
 - d. Develop plans for creation of a Peer Mentor/Ambassador program, staffed by transfer students, focused on outreach and relationship building (see Appendices for sample student position descriptions). (IMPLEMENT IN 3-YEAR PLAN)
 - e. Develop an assessment plan to track results of all T&TC efforts in order to determine effectiveness and impacts on student success, satisfaction, and retention.
 - f. Continue refining elements of 3- and 5-Year Plans, as appropriate.
- C. PRIORITY: primary focus: establishing relationships and promoting the concept of the T&TC and its services
- a. Introduce the Transfer & Transition Center to the CWU community, focus on potential for collaboration.
 - b. Build relationships through visits to every CWU unit related to transfer success, including all University Centers.
 - c. Introduce T&TC, goals for transfer success; identify current CWU relationships, partnerships, and collaborations on which to build in tandem with other CWU efforts.
 - d. Collaborate to create a CWU Transfer Experience Committee, established and charged by the Provost, meeting regularly to address issues of concern related to the transfer experience at CWU; broad CWU membership (to include transfer student representation) and regular meetings to provide a forum for discussion of transfer student-related concerns and to make recommendations concerning policy (see Appendices for rationale).
 - e. Collaborate to plan, support, and promote participation in a CWU-community college partnership symposium, focus on General Education changes and implementation (see Appendices for sample).
 - i. develop a model for the Annual CWU-Community College Partnership Symposium information-sharing meetings to provide resource sharing and networking opportunities (see Appendices for sample)
 - f. Align T&TC goals with Advising Council strategic plan, coherent with professional advising work group plan, faculty advising roles and with CWU's overall advising structure.
 - g. Continue refining elements of 3- and 5-Year Plans, as appropriate.
- D. PRIORITY: primary focus: comprehensive program planning to supplement, bolster, and provide additional support for current services

- a. Establish priority areas for relationship development and areas for immediate and future collaboration with University Centers, undergraduate admissions, registrar services, orientation services, and other relevant partners.
- b. Continue to promote T&T Center relationships, identifying potential for increased collaboration and enhanced communications.
- c. In collaboration with CWU partners, propose a comprehensive and coordinated Transfer & Transition Center action plan focused in 3 stages of transfer experience.
 - i. *Preparation*: develop recruitment, outreach, and pre-admission advising events; collaborate with CWU partners to develop open house events with a transfer focus, at Ellensburg and University Centers, and targeting online students (INCLUDE IN 3-YEAR PLAN) (see Appendices for sample).
 - ii. *Transition*: support and promote collaboration to require transfer orientation and to develop new registration procedures; propose new collaboration plan with Orientation services; identify roles for participation in all transfer orientations.
 - iii. *Progression*: partner with student life/activities to promote transfer engagement at Centers and at Ellensburg (e.g., promoting leadership development, participation in undergraduate research, Tau Sigma National Transfer Student Honor Society, etc.). (IMPLEMENT IN 3-YEAR PLAN)
- d. In collaboration with all advising services/units, develop follow up plan for T&TC communications in transfers' year one. (INCLUDE IN 3-YEAR PLAN)
- e. Continue refining elements of 3- and 5-Year Plans, as appropriate.

Extended priorities: begin planning in year one and continue development in year two for full implementation in year three and beyond:

Develop expanded roles for Transfer & Transition Center in articulation and credit evaluation processes:

- Become expert in transfer-related articulation goals and procedures and credit evaluation processes related to CWU, community and technical colleges, Washington State and external entities (follow up Year 1 – Guided Pathways initiatives).
- Collaborate with relevant CWU units, faculty WA State, community college partners, and others to identify gaps in credit transfer and evaluation services to transfer students.
- Review with relevant stakeholders the adequacy of current articulation and transfer credit evaluation; propose recommendations to improve services. (IMPLEMENT IN 3-YEAR PLAN)
- Based on enrollment goals and other internal CWU considerations, begin discussion of development of formal, specific associate degree articulation plans/agreements with CWU faculty, University Centers, and partnering community colleges to promote transfer students' degree preparation and completion (see Appendices for sample). (INCLUDE IN 5-YEAR PLAN)

Develop a comprehensive Transfer & Transition Center advising enhancement plan (IMPLEMENTATION IN 3- AND 5-YEAR PLANS)

- *Preparation*: develop a support plan for outreach programming in collaboration with CWU faculty, University Centers, and partner community colleges to provide information and resources to assure that students are academically prepared to succeed upon transfer: (IMPLEMENTATION IN 3-YEAR PLAN)

- *Transition:* identify T&TC support roles for advising during transfer orientation and students' first terms, in collaboration with CWU Orientation & Transition Services and the Advising Council; develop long-term plan for supporting specific aspects of transfer advising based on emerging roles and needs of the university and transfer students (IMPLEMENTATION IN 3-YEAR PLAN)
- *Progression:* identify potential collaboration with professional advising, University Centers, faculty, and other Student Life/success units to support university efforts to improve transfer retention, graduation, and post-baccalaureate planning (IMPLEMENTATION IN 3-YEAR PLAN)

Continue to identify additional areas for collaboration and partnerships

- Determine possibilities for expanded programming at partner community colleges to improve academic awareness and readiness for transfer to CWU majors (see Appendices for samples). (INCLUDE PLANNING IN 3-YEAR PLAN)
- Explore opportunities for collaboration/co-teaching freshman success classes at community colleges partners to include focus on shared pathways and preparing for specific majors at CWU (PLANNING IN 3-YEAR PLAN, IMPLEMENTATION IN 5-YEAR PLAN) ((see Appendices for sample).