



2018-19 Program Review – Student Services

Program Overview

Please verify the mission statement for your program. If there is no mission statement listed, please add it here.

The Transfer Center provides a variety of services and workshops for students interested in transferring to a four-year college/university. College of Alameda embodies a diverse population of students; many of which are first generation college-bound. Faculty and staff here at College of Alameda are strongly committed to helping our students achieve academic success and offer a wide variety of resources on campus

List your Faculty and/or Staff

Vivian Virkkila

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.

Program Goal:

I. Provide students with accurate transfer information and transition services

Which institutional goals will be advanced upon completion?

A: Advance Student Access, Equity, and Success

B: Engage and Leverage Partners

C: Build Programs of Distinction

D: Strengthen Accountability, Innovation and Collaboration Progress on goal or AUO attainment (choose one)

II. Monitor the progress of transfer students to the point of transfer.

Which institutional goals will be advanced upon completion?

PCCD Strategic Goals A: Advance Student Access, Equity, and Success

D: Strengthen Accountability, Innovation and Collaboration Progress on goal or AUO attainment advanced upon completion?

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

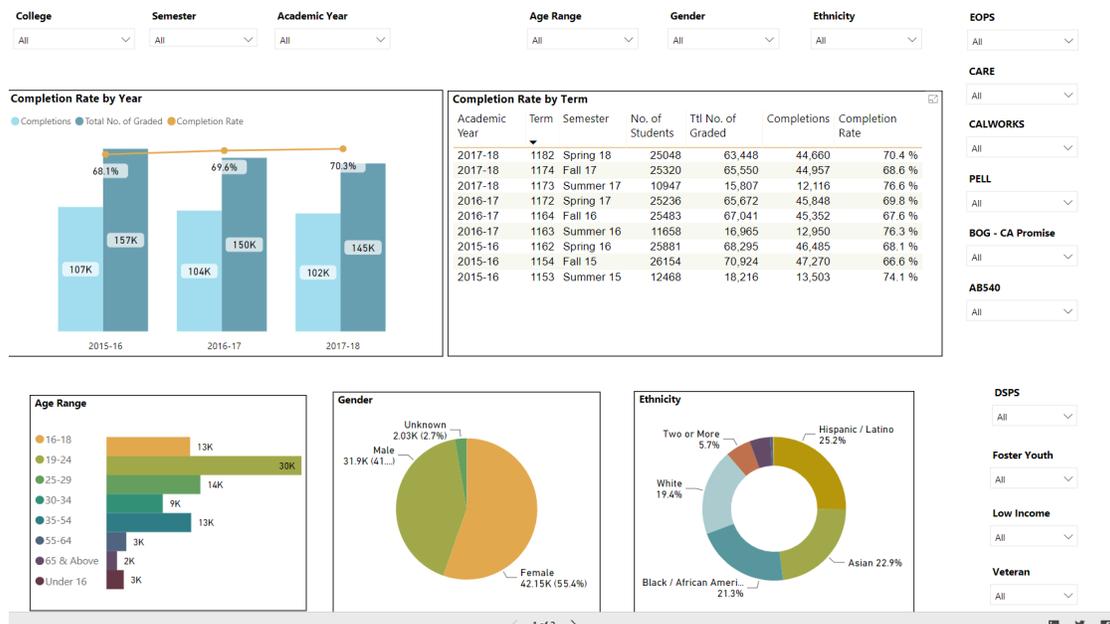
A114 – Transfer Center

- cubicle area for visiting college reps.
- 3 Computer workstations, printer, monitor

A115 – General/Transfer Counselor Office

Conference rooms/classrooms/labs – reserved for workshops and student applications

Students Served



Special Populations Power BI dashboard

Please enter your College Mission Statement

The mission of College of Alameda is to serve the educational needs of its diverse community by providing comprehensive and flexible programs and resources that empower students to achieve their goals.

Please enter your Student Services Mission Statement

The mission of the College of Alameda Students Services Division is committed to guiding, empowering, and inspiring student to achieve their academic, career and personal goals through a student centered and caring approach.

Please include the essential functions of your department, program or unit, any unique characteristics or trends affecting the unit, as well as a description of how the unit aligns with the college mission

The Transfer Center functions are coordinated by a designated Transfer Counselor (FTE 1.0) with .5 time divided between General Counseling and .5 time dedicated to the Transfer Center. The Transfer Center is central to the college's transfer function and strives to strengthen the institutional commitment to supporting students in their transfer planning.

Please discuss the relationship and engagement with other support services, programs, and/or instruction or administrative units and how these relationships support the department, program or unit to meet its goals.

Following the Transfer Center Guidelines set by the California Community College Transfer Center Directors and the California Community Colleges Chancellor's Office the Transfer Counselor works to engage with the college community in the following areas:

1. Serving as the primary contact person for inquiries from community college administrators, faculty, staff, students and the community concerning the college's transfer programs and services.
2. Serving as a liaison between the community college and baccalaureate-level universities in regards to admission policies and transfer requirements.
3. Working with campus faculty and administration to ensure that the transfer function is clearly identified as a primary mission of the college
4. Working with college administrators to coordinate the activities of the Transfer Center with other instructional and student services programs on campus and to encourage cooperative working relationships.
5. Chairing the Transfer Center Advisory Committee developed to assist in supporting and strengthening transfer activities on campus.
6. Working with the campus articulation officer to monitor and encourage the development of articulation agreements and campus participation in articulation efforts.
7. Providing ongoing information and training to counselors regarding new transfer options, changing requirements, university selection criteria, ASSIST and university application procedures to ensure that accurate and up-to-date information is being conveyed to students.
8. In conjunction with the Counseling Department, provide transfer counseling that includes handling complex transfer cases referred to the Transfer Center by counselors, administrators or instructional faculty; the evaluation of independent and out-of-state transcripts for transfer to UC, CSU or other baccalaureate-level colleges or universities; research regarding transfer requirements to independent or out-of-state universities; or advocacy for students who believe their denial of admission from a baccalaureate-level university is unfair or incorrect.
9. Receiving daily California Community College and university updates through the statewide Transfer Center Director's distribution list (organized through the CCC Chancellor's Office) and

redirecting these updates to counselors, Transfer Center staff, and appropriate administrators and instructional faculty.

10. Providing transfer courses, workshops and classroom presentations that include information about university admission requirements, selection criteria, Transfer Admission Agreements, and application processes to baccalaureate-level campuses. These classes, workshops and presentations should be provided for all students including EOPS, DSPS, foster youth, veterans and Umoja students.

11. Encouraging and participating in campus wide efforts to identify and remove barriers to the retention and transfer of all students including low-income, disabled and first generation college students. Assisting in campus wide efforts to develop strategies to improve the transfer rate for these students.

12. In conjunction with regional universities, developing and implementing methods to evaluate the effectiveness of local transfer activities.

13. Directing the Transfer Center's university tour program

Please describe how external factors (if applicable), such as State and Federal laws, advisory board recommendations, changing demographics, etc. have an impact on the support services your department, program or administrative unit provides.

Filter for your Service Area's Student Group in the data dashboard above. Examine the demographics of the students your Area has served over the past three years. Be sure to consider student sub-populations, particularly student status in terms of: gender, race and ethnicity, age range, veterans' status, foster youth status, disability status, low income status. Briefly explain the changes in students served by your department or unit over the past three years and any disparities in outcomes. If there are disparities, please create an 'improvement action' below to address them.

African American and Hispanic/Latino students are underrepresented in the transfer rates of COA students. The ongoing goal of the Transfer Center is to identify and serve potential transfer students with emphasis placed on underrepresented student populations.

- tabling to promote transfer services
- Contact students who indicate "transfer" on OpenCCC application and introduce Transfer Center services, provide general transfer information and steps
- Develop Transfer Student Orientation
- Collaborate with campus community and programs (EOPS, CalWorks, Veterans, Student Activities, Learning Communities) in developing and delivering transfer resources

Does your department, program or service area provide Student Success & Support Program (SSSP) services?

Please provide the following information about these specific SSSP services, as applicable, for students in your program or college over the past three years:

# of student that completed orientation	
# of students that completed assessment	
# of completed Student Educational Plans (SEPs)	
# of Abbreviated versus Comprehensive SEPs	
Total # of follow-up services	

What has your service area done over the last 2-3 years to improve SSSP services?

Describe your current level of staff, including full-time and part-time faculty, classified staff, and other categories of employment.

General/Transfer Counselor - .5 dedicated to Transfer Center/Services

Students Served – Assessment

List your Service area outcomes

The Transfer staff has identified the following Student Learning Outcomes for the various services provided to students:

1. Students who utilize the Transfer Center's services, events, and programs will demonstrate the ability to access, utilize, and integrate new transfer information learned into their transfer planning. (ILO 1 Problem Solving & Decision Making; ILO 2 Technology & Communication)
2. Students who utilize the Transfer Center's services and resources, and participate in the center's events, will demonstrate an increased level of confidence in their transfer knowledge.(ILO 1 Problem Solving & Decision Making; ILO 2 Technology & Communication)

How does your department, program, or unit ensure that students are aware of learning or service area outcomes?

Service area outcomes are included on Transfer Program website and included in student surveys.

Where are the service area and/or program level outcomes published? If on a website, please specify the URL.

<http://alameda.peralta.edu/transfer-program/transfer-center-student-learning-outcomes/>

Briefly describe at least three of the most significant changes/improvements your department, program or service area made in the past three years as a response to analysis and discussion of program level outcomes and/or service area assessment results. Please state the service area outcome and assessment cycle (year) for each example.

Center remodel to provide dedicated space to students and visiting college representatives.
Partnership with MESA program
Partnerships with MESA, UC Davis TOP, CSU East Bay, UC Berkeley representatives.

Briefly describe three of the most significant plans for service area improvements for the next three years as a result of what you learned during the Assessment process.

Challenges include tracking students who use Transfer Center services. As California Community Colleges move towards a new funding model that will assess completion and transfer numbers, the goal for the next three years is to develop and tracking a student cohort using a caseload model similar to EOPS and MESA. Students will be provided wrap around services that provide career assessment/planning, college success skills, student education planning and other wrap around services.

What do members of your service area do to ensure that meaningful dialogue takes place in both developing and assessing your service area outcomes?

Transfer Counselor meet regularly with college representatives and advisory members to discuss solutions to challenges revealed in assessing outcomes. As a result, a new goal for organizing the Transfer Center around a cohort/caseload model is being developed.

Briefly describe the results of any student satisfaction surveys or college surveys that included evaluation and/or input about the effectiveness of the services provided by your department, program or administrative unit. How has this information informed department, program or administrative unit planning and goal setting?

How do you know that your program is effective? What are the indicators that measure your effectiveness? What are the expected results of these indicators?

Engagement

Discuss how faculty and staff have engaged in institutional efforts such as committees, presentations, and departmental activities. Please list the committees that full-time faculty participate in.

Curriculum Committee
Joint/General Counseling
Transfer Advisory/Workgroup
MESA Advisory Committee
College Night Transfer Info Session

Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations.

Transfer Counselor participates in annual Transfer Day/College Nights event, Discover UC Davis conference and collaborates with visiting college representatives on workshops and transfer student events.

Discuss how adjunct faculty members are included in departmental training, discussions, and decision-making.

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Prioritized Resource Requests Summary

In the boxes below, please add resource requests for your program. If there are no resource requested, leave the boxes blank.

Resource Category	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs	Total Estimated Cost
Personnel: Classified Staff	1			
Personnel: Student Worker	2			
Personnel: Part Time Faculty				

Personnel: Full Time Faculty	1			
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Resource Category	Description/Justification	Total Estimated Cost
Professional Development: Department wide PD needed		
Professional Development: Personal/Individual PD needed		

Prioritized Resource Requests Summary - continued

Resource Category	Description/Justification	Total Estimated Cost
Supplies: Software		
Supplies: Books, Magazines, and/or Periodicals		
Supplies: Instructional Supplies		
Supplies: Non-Instructional Supplies		

Supplies: Library Collections		

Resource Category	Description/Justification	Total Estimated Cost
Technology & Equipment: New	Monitors for front desk work stations	\$800.00
Technology & Equipment: Replacement		

Prioritized Resource Requests Summary – continued

Resource Category	Description/Justification	Total Estimated Cost
Facilities: Classrooms		
Facilities: Offices		
Facilities: Labs		
Facilities: Other		

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Resource Category	Description/Justification	Total Estimated Cost
Library: Library materials		
Library: Library collections		

Resource Category	Description/Justification	Total Estimated Cost
OTHER		