

**PORTERVILLE COLLEGE**  
**PROGRAM REVIEW REPORT: NON-INSTRUCTIONAL PROGRAMS**

Name of Program/Operational Area: Transfer Center

Contact Person: Carmen Martin

Submission Date: Fall 2017 (Rev. 2/ 20/2018)

*[Note: The information in this area will repeat on all pages.]*

**Porterville College Mission Statement:**

With students as our focus, Porterville College provides our local and diverse communities quality education that promotes intellectual curiosity, personal growth, and lifelong learning, while preparing students for vocational and academic success.

In support of our values and philosophy, Porterville College will:

1. Provide quality academic programs to all students who are capable of benefiting from community college instruction.
2. Provide comprehensive support services to help students achieve their personal, vocational and academic potential.
3. Prepare students for transfer and success at four-year institutions.
4. Provide courses and training to prepare students for employment or to enhance skills within their current careers.
5. Provide developmental education to students who need to enhance their knowledge and understanding of basic skills.
6. Recognize student achievement through awarding degrees, certificates, grants, and scholarships.

**Program Mission Statement:**

The mission of the Porterville College Transfer Center is to assist students to transfer beyond the community college into public, private, or independent colleges and universities. The Transfer Center makes available to students, counselors, and faculty advisors current information and resources to facilitate the transfer process.

**Student Learning Outcomes:**

1. After attending one of the CSU/UC transfer workshops, students will be able to demonstrate their knowledge of transfer requirements.
2. After attending the CSU/UC application workshop, students will indicate that the information presented was helpful in the process of completing their application.
3. After attending an appointment with the transfer counselor, students will be able to demonstrate their knowledge of transfer requirement.

SLO #1 was assessed by having students complete a pre- and post-survey. Based on the results of the assessment, the workshop was revised to emphasize significant information about the transfer

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process. In addition, training was provided to the person presenting the workshop. The survey itself was revised to include additional UC information.

SLO #2 was assessed by having students complete a satisfaction survey. Students seemed to benefit from the CSU/UC Application workshop overall. Based on assessment results, a new student handout was created. This handout provides information about additional resources students can use to get help with their application after business hours. In addition, an extension of the workshop was created, the “CSU/UC Application Open Lab.” During extended hours, students were able to complete their CSU/UC applications with the assistance of a counselor/advisor.

SLO #3 was assessed during individual student appointments with the transfer counselor. During the appointment, the counselor asked students a series of questions regarding transfer requirements and process. A rubric was used to analyze students’ responses. Based on the results of the assessment, areas in need of improvement were identified, such as students’ knowledge of application deadlines, transfer resources, and major preparation. As a result, the “Counseling Appointment Checklist” was developed and is being used during counseling appointments.

**Analysis of Current Performance:**

The Transfer Center strives to improve the services available to all students. Assigned to the Transfer Center are an educational advisor (50%) and a coordinator (50%). The Transfer Center shares physical space with the Student Success Lab, so it is only open two days per week. Students have access to literature from 4-year institutions, handouts in a variety of subjects, and computers they can use to access additional transfer information and complete their transfer applications. In addition, the Transfer Center continues to provide an array of services to students such as walk-in and individual counseling and advising, appointments, transfer workshops, university campus tours, and visits by representatives from colleges and universities. In the fall of 2017, we held the first annual Transfer Day Fair that was a success and was well attended by students as well as community members.

In addition, the educational advisor participates in various outreach activities geared towards high school counselors and high school students.

**Program Strengths and Areas for Improvement:**

**Strengths**

Porterville College students are able to obtain transfer information, academic advising, and counseling in a variety of formats: individual office appointments, walk-in advising, weekly information table in the quad, and individual appointments with CSU, UC, and private college representatives. In addition, Transfer Center staff visits classroom and hosts the Transfer Center

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Open House to promote transfer. During the 2016-2017 academic year, there were 464 individual appointments with PC staff and 65 individual appointments with representatives from 4-year institutions. Students completed 12 Transfer Admission Guarantee (TAG) agreements with the University of California.

The Transfer Center workshops are offered throughout the year and provide students with timely information about transfer requirements and deadlines, transfer admission guarantees and internet resources. In addition, UC and CSU application workshops assist students with the application process. About 110 students participated in a variety of workshops during the 2016-2017 academic year.

The Transfer Center has expanded its online presence. The Transfer Center website makes available to students important transfer requirements and the activities calendar as well as links to additional resources. The Transfer Center readily utilizes social media to keep in touch with students and provide information. There were 675 social media contacts during the 2016-2017 academic year.

With the availability of Student Equity funds, the Transfer Center has been able to expand the range of services provided to students. During the 2017-2018 academic year, we were able take students to visit two 4-year schools and to hold the first Transfer Day Fair.

The number of Porterville College students who transfer to 4-year institutions continue to grow. During the last five years, the number of students who transfer has gone from 207 to 282.

Areas for Improvement

The Transfer Center needs a more suitable physical location. It is currently only open two days per week because it shares space with other programs in the Student Success Lab. In addition, individual appointments with representatives from 4-year institutions have to be scheduled around campus creating logistical issues for students, representatives, and counseling center staff. Ideally, the Transfer Center should be adequately equipped with bookshelves to display university catalogs and transfer related handouts for students to access general transfer information as well as computers for students to access online resources and online applications to transfer schools. Preferably, the transfer coordinator and educational advisor can be housed inside the Transfer Center to coordinate services and activities as well as be available for students during appointments and walk-ins.

More Porterville College students could benefit from completing a Transfer Agreement Guarantee (TAG) agreement. TAGs allow students planning to transfer to one of the six participating UC campuses to have guaranteed admission if they adhere to the terms of the agreement. The Transfer Center should expand outreach activities to promote TAGs and to encourage more students to participate.

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**Goals**

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
1. Relocate the Transfer Center to a more suitable location	As soon as possible (pending space availability)	Physical space available	Lack of space

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1\_\_\_ Item 2\_\_\_\_ Item 3\_\_\_ Item 4\_\_\_ Item 5\_\_\_ Item 6\_\_\_

Progress on Goal:

\_\_\_ Completed (Date )  
 Revised (December 12, 2017)

Comments:

The Student Services location in the Administration building, including staff offices, is at maximum capacity. Different programs as well as staff have to share limited physical space.

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
2. Increase the number of Transfer Admission Guarantee (TAG) agreements completed by students	Three years, ongoing	Minimal supplies for posters, handouts, classroom visitations, etc.	

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1\_\_\_ Item 2\_\_\_\_ Item 3\_\_\_\_ Item 4\_\_\_ Item 5\_\_\_ Item 6\_\_\_

Progress on Goal: The number of TAGs has not increased steadily.

\_\_\_ Completed (Date )  
 Revised (December 12, 2017)

Comments:

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Staff will make this goal a priority and will expand TAG outreach activities.

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
3. Increase Transfer Center outreach, so more students are aware of its services	Ongoing	Minimal supplies for posters, handouts, classroom visitations, etc.	

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1 \_\_\_ Item 2 X Item 3 \_\_\_ Item 4 \_\_\_ Item 5 \_\_\_ Item 6 \_\_\_

Progress on Goal: During the last few years, the number of student contacts has increased steadily, from 448 during the 2014-2015 academic year to 640 during the 2016-2017 academic year.

\_\_\_ Completed (Date )  
X Revised (December 12, 2017)

Comments:

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
4. Continue to use SLO assessment results to improve the quality of services provided to students	This goal has now been institutionalized		

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1 \_\_\_ Item 2 X Item 3 X Item 4 \_\_\_ Item 5 \_\_\_ Item 6 \_\_\_

Progress on Goal: Assessing SLOs and using the results of this assessment to improve the quality of the services provided by the Transfer Center is now part of its modus operandi.

X Completed (December 12, 2017)  
 \_\_\_ Revised (Date )

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**STAFFING REQUEST**

<b><u>Staff Resources:</u></b>				
<b><u>Current Staffing Levels</u></b>				
<b><u>Full-time Staff (FTE)</u></b>			<b><u>Part-time Staff (FTE)</u></b>	
Faculty	50%	Faculty		
Temporary		Temporary		
Classified	50%	Classified		
Management		Management		
<b><u>Request for New/Replacement Staff</u></b>				
Use one line for each position requested. Justify each position in the space below.				
	Title of Position	Classification (Faculty, Classified, or Management)	Full or Part Time	New or Replacement
Position 1				
Position 2				
Position 3				
Justification: (Address each position requested)				

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**BUDGET REQUEST**

	Current Budget	Amount of Increase	Revised Total
2000 (Student)			
4000			
5000	\$500	\$0	
Other			
<b>Justification:</b> (Include justification for each amount of increase requested.)			