Name of Program/Operational Area: Transfer Center
Contact Person: Erin Cruz   Submission Date: Fall 2017

[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 educational that promotes intellectual curiosity, personal growth, and lifelong learning, while preparing students for career 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, career 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 advisors current information and resources to facilitate the transfer process.

Student Learning Outcomes:

➢ After attending one of the CSU/UC transfer workshops, students will be able to demonstrate their knowledge of transfer requirements.

➢ After attending the CSU/UC application workshop, students will indicate that the information presented was helpful in the process of completing their application.

➢ After attending an appointment with the transfer counselor, students will be able to demonstrate their knowledge of transfer requirement.

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Program modifications made based on previous program review SLOs or other type of assessments:

Based on SLO assessment results, the following modifications were implemented. SLO # 1, the CSU/UC Transfer Workshop was revised and modified to emphasize significant information for the transfer process. In addition, training is provided to the person presenting the workshop. Last, the survey was updated to include UC information. SLO # 2, the students seemed to benefit from CSU/UC Application Workshop overall. The workshop improved in two ways: First, a "CSU/UC Application Open Lab" is on the Transfer Activities Calendar during the month of November for students to receive additional assistance from a counselor/advisor to complete their transfer application. Second, a new student handout that provides additional resources information where students can seek help after business hours to complete their transfer application was developed. SLO #3, the results of the assessment of the counseling appointment were satisfactory. Areas identified for improvement are application deadlines, transfer resources, and major preparation. As a result, the "Counseling Appointment Checklist" was developed and is being use during the counseling appointments.

Analysis of Current Performance:

The Transfer Center is going through some changes, but strives to improve the services available to all students. The Transfer Program is composed of one full-time Educational Advisor as of December 2017, and currently recruiting for a Transfer Center Coordinator. The Transfer Center shares a physical location, inside the multi-purpose Success Lab, where 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 appointments, transfer workshops, university campus tours, and visits by representatives from 4-year colleges and universities. In the fall of 2017, we held the first annual Transfer Day event that was a success and well attended by students/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, information table in the quad

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once per week, and individual appointments with CSU, UC and private college representatives.

Students have access to the Transfer Center two days out of the week for walk-in-advising and to use the computer lab to obtain up-to-date transfer information.

The Transfer Center workshops offered throughout the year 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.

The Transfer Center website adds to the strength of this program. Students can readily access the Transfer Center Activities calendar, important transfer requirements and links to transfer resources.

- Areas for improvement

The Transfer Center is in need of a full-time Transfer Center Coordinator to be able to meet the demands of the position.

A more suitable physical location that is accessible to students anytime during normal business hours. 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. Also, 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.

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Goals (Progress on previously established goals)

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
1. Relocate the Transfer Center to a more suitable location	Undetermined (pending space availability)	Physical space available	Facility

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:

____Completed   (Date   )
__X__Revised   (December 12, 2017)

Comments:
The Student Services location in the Administration Building, including staff offices, is at maximum capacity. Many offices are sharing locations due to lack of space. The long term goal is to acquire more space for an actual Transfer Center.

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
2. Increase the number of Transfer Admission Agreements completed	Three years, ongoing	Staff time for necessary outreach, and assistance	Shortage of staff

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:

____Completed   (Date)
__X__Revised   (December 12, 2017)

Comments:

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Twenty-five TAGs were submitted in the last three years. The highest year was when there was a full-time transfer coordinator and a full-time transfer Educational Advisor with seventeen TAGs submitted. It is imperative to assign a full-time transfer coordinator as soon as possible. We will continue to encourage students to complete a TAA or TAG when available.

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
3. Increase outreach/in reach of the Transfer Center 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_X__   Item 4___   Item 5___   Item 6___

Progress on Goal:

____Completed   (Date   )
_X___Revised   (December 12, 2017)

Comments:
A flyer with Transfer Center Hours is available. The Transfer Center staff attends classrooms visits and hosts an open house in the fall semester to promote transfer. A brochure is available to promote the Transfer Center and the PC Transfer webpage is updated regularly. In addition, the Transfer Center has added Facebook and Twitter to promote activities and events on social media. Transfer flyers are updated to provide general information and transfer deadlines. We must continue to promote outreach and awareness with flyers, posters, technology and in-person outreach.

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	Ongoing	Staff time	Limitations to staff times

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)

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Item 1___   Item 2_X__   Item 3_X__   Item 4___   Item 5___   Item 6___

Progress on Goal:

____Completed   (Date   )
__X__Revised   (December 12, 2017)

Comments:
An SLO rotation schedule was established in the fall of 2016 to complete two SLOs per academic year: one in the fall and one in the spring. All SLOs were completed and modifications were implemented to improve the transfer program.

Goals (New goals)

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
1. Transfer Center Advisory Committee to be reinstated	Spring 2017	None	

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: N/A

__X__Completed   (April 20, 2017)
____Revised   (Date   )

Comments:

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)

Which of numbered items under the Mission Statement (see page 1 of this document) will be

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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   (Date   )

Comments:

STAFFING REQUEST

Staff Resources:			
Current Staffing Levels Full-time Staff (FTE)		Part-time Staff (FTE)	
Faculty		Faculty	
Temporary		Temporary	
Classified	X	Classified	
Management		Management	

Request for New/Replacement Staff
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	Transfer Center Coordinator	Faculty	Full-Time	Replacement
Position 2				
Position 3				
Justification:				

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BUDGET REQUEST

	Current Budget	Amount of Increase	Revised Total
2000 (Student)			
4000			
5000			
Other			
Justification: (Include justification for each amount of increase requested.)			