



# Skyline College

## Program Review Update

2024-2025

SKY SS - Transfer Center

Ellen Murray



Ellen Murray (Feb 21, 2025 14:26 PST)

02/21/2025

## SKY Student and Learning Support Services Program Review Update

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**Submitter Name:**

Adriana Johnston

**Submission Date:**

10/22/2024

**DIVISION:**

Counseling, Advising, and Matriculation (CAM)

**PROGRAM NAME:**

Transfer Center

**YEAR OF REVIEW**

2024-2025

### 1. PROGRAM STUDENT LEARNING OUTCOMES (PSLOs) RESULTS

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**i. How frequently were PSLOs assessed for the last three years?**

At the end of each semester.

**ii. What have you learned from reviewing the PSLO results? What may account for these results? What are their implications for your programming?**

As a department, we learned it will be best to obtain evaluations at the end of each event to obtain a higher number of assessments

**iii. Are the PSLOs still relevant to your program? If not, what changes might be made?**

Yes. However, we will modify the language to clarify the goals of our departments

**Submitted a current assessment calendar to the Office of Planning, Research, and Institutional Effectiveness**

Yes

**Updated the Improvement Platform with new and/or changed PSLOs after approval by the appropriate person(s)**

Yes

**Updated the program website with new and/or changed PSLOs after approval by the appropriate person(s)**

Yes

### 2. ADDITIONAL INFORMATION

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**Please note anything else that has not been captured above that is relevant to program accomplishments, challenges, and resource needs. Explain and document your response as needed.**

One major challenge highlighted in the last completed Comprehensive Program Review (CPR) compared to the current Program Review Update (PRU) is the notable decline in in-person student engagement trends. Since the pandemic, in-person visits to the Transfer Center have significantly dropped. However, it's crucial to recognize the increase in other forms of communication, such as emails, phone calls, and online interactions, which are currently not being recorded. Although we have access to website traffic data, it lacks student-identifying information, limiting our insights.

Additionally, a pivotal change revolves around "transfer counseling" appointments. The Vision Aligned Report, with its defined criteria for classifying counseling sessions as "transfer appointments," will play a crucial role in enhancing our data management efforts within the Transfer Center. This gives us an exciting opportunity to refine our approach. Following these new guidelines, we are now able to accurately count only the appointments of the Faculty Coordinator, instead of including all transfer appointments associated with general counseling signature programs and special initiatives. Embracing this change will lead to better data organization and ultimately improve our services for students.



# Goals & Resource Requests

## Close Transfer Attainment Gap

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**Original Goal:** To become a leading transfer institution in the state and work to close the transfer attainment gap among underrepresented student populations at Skyline College.

**Revised Goal:** Our focus is on increasing the utilization of transfer programming for historically disadvantaged students, specifically Black/African American, Pacific Islander, and Hispanic/Latinx students at Skyline College. This targeted effort is our primary strategy to close the transfer attainment gap.

**Year Initiated:** 2022

**Measures of Success:** We will track and assess students' access to the Transfer Center. Additionally, our collaboration with the Planning, Research, and Institutional Effectiveness (PRIE) department to monitor transfer rates will be critical to our success strategy. PRIE's role in providing data-driven insights and recommendations is crucial in our efforts to close the transfer attainment gap.

The original goal included an aspiration to be a leading transfer institution in the state. While our numbers are increasing, we acknowledge this is a broader institutional goal. Despite a decline in enrollment, primarily due to the economy and students' financial need, the number of students transferring to four-year institutions has risen, with a 23% increase in CSU transfers and a 39% increase in UC transfers from Fall 2014 to Fall 2019.

The revised goal is not merely a standalone effort but a reaffirmation of our commitment to the People's College Initiative. This initiative aims to address barriers and opportunity gaps for marginalized student groups. It guides our efforts to enhance the utilization of transfer programming for African American/Black, Pacific Islander, and Hispanic/Latinx students at Skyline College. It demonstrates our confidence in this direction.

**Current Progress:** We remain committed to our goals and have expanded our vision to establish a transfer mindset across our campus and district. We aim to raise awareness of transfer opportunities from students' first semester. We have achieved this by intentionally adapting to the needs of our current generation while also considering working students, older students, veterans, and other groups that are part of our Skyline community. We are collaborating with various departments, programs, and learning communities to target all populations, strongly emphasizing historically disadvantaged students, specifically Black/African American, Pacific Islander, and Hispanic/Latinx students at Skyline College.

### **Year Initiated**

2022 - 2023

### **Implementation Step(s) and Timelines**

The first of two strategies, to implement starting fall 2022 is to increase transfer outreach with the High School Liaison program and the Outreach off to promote transfer information and Transfer Center services upon as students matriculate to Skyline College. In-reach efforts and collaborations with campus stakeholders, established student groups, and learning communities must be utilized to expand transfer culture as a whole. To do this also entails collaborating with instructors to enter the classroom and short introductions and materials to share with students regarding the Transfer Center services, this can be done virtually and in-person.

The second strategy would be to leverage the Student Success Link (SSL) and build in Transfer Benchmarks for all students to guide them and provide access to information regarding their transfer journey. If the SSL and data provided from other resources can be used to identify students that are near completing transfer requirements (>60 transferable units, a 2.0 GPA, and completion of transfer level math and English), the Transfer Center can engage with these either through counseling or program services to support their transition to the university. Streamlining communication is essential to ensure that transfer information is built into the student experience.

A measure of success will be to track and see an increase of student contacts and interactions with the Transfer Center and the student groups aforementioned, in the next six year.

Another measure of success will be to see the number of students that achieve transfer increase.

# Goals & Resource Requests

## Mapping

- SKY College Values: (X - Selected)

- **Student Success and Equity:** undefined (X)

- SKY Strategic Goals: (X - Highlight Selected)

- **Antiracist and Equitable Institution:** Be an antiracist and equitable institution (X)
- **Increased Student Enrollment:** Increase student enrollment by being responsive to communities we serve (X)
- **Student Support and Resources:** Ensure that all students have the support and resources needed to achieve their educational goals (X)

## STATUS

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### Goal Status Date

11/15/2024

### Academic Year Updated

2024 - 2025

### Goal Status

On Schedule

### Goal Status Narrative

Closing the transfer attainment gap is one of our top priorities. We have seen positive results from the Transfer Center's efforts, thanks to the unwavering support from Skyline and our district. Together, we are overcoming significant challenges, particularly those posed by the pandemic, which forced many students to take breaks or catch up on their courses, leading to discouragement in achieving their goals. The pandemic also disrupted our usual support systems and made it difficult for students to access resources, further exacerbating the situation. Despite these challenges, we have managed to maintain our focus on our goals. However, our aim is not just to maintain progress but to close the transfer attainment gap entirely.

We still have much work ahead, and we strive for a significant increase in graduation and transfer rates as we restructure our department and ensure it is fully staffed. The Transfer Center looks forward to stepping outside past practices and trying new strategies, such as personalized academic advising and targeted outreach programs, to engage our students and commit them to achieving their objectives, including those they may believe are unattainable, such as transferring to a four-year institution.

As we continue to work toward our goals, we will need your ongoing support and collaboration from across the campus, including from the administration, to secure the funding necessary for our success. Your involvement is crucial in our journey towards student success.

### Related Documents

[Attainment Gaps.pdf](#)

## Resource Request

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### Division Name

Counseling, Advising, and Matriculation (CAM)

### Year of Request

2024 - 2025

### Resource Type

Student, Aides, Hourly, or Temporary Workers

### Resource Name

Student Employees Department - Funded

### Resource Description

Department funded student employment team.

### Funds Type – Mark all that apply.

One-time Cost, Categorical, Grant Funded

## Goals & Resource Requests

**Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.**

The Transfer Center's student employees will support various events, assist with tabling activities, and help ensure adequate staffing beyond the full-time classified position of Faculty Lead-Director (1.0 FTE). To enhance peer-to-peer support and mentorship for Skyline College students, the Transfer Center plans to implement three additional department-funded student employee positions. The selection process for these positions will involve formal interviews to guarantee fairness and transparency. Once selected, candidates will receive proper training to develop strong leadership skills.

These student employees will act as ambassadors to improve outreach to high schools and community organizations, while also taking on leadership roles in facilitating peer-led workshops. This initiative aims to empower them to recruit underrepresented students and educate them about the transfer process, significantly impacting our student body.

With the addition of these student positions at the Transfer Center, every newly enrolled student who chooses transfer as a goal will receive personalized assistance. This includes a phone call, an assigned student success plan through the Student Success Link, and support in managing counseling appointments within the Meta Major transfer counseling program.

**Cost**

25,000

**Level of need, with 1 being the most pressing**

2

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### Increase Transfer Center Usage Rates

**GOAL:** Increase the Transfer Center usage rate for all students seeking to transfer from 29% to 35% by the end of fall 2026.

YEAR INITIATED: 2022

Research indicates that students who take advantage of at least one counseling appointment and participate in a transfer workshop or event have significantly higher transfer rates to the university. By boosting engagement and utilizing Transfer Center resources, we can positively impact transfer outcomes.

This goal is not just about numbers; it embodies our unwavering commitment to Student Success and Equity. We have recognized the existing equity gaps and are dedicated to launching targeted programming that provides every student hoping to transfer with the essential resources and support they need for a successful transition. Furthermore, it reflects our campus value of Open Access, ensuring that all students—regardless of their background—receive the guidance necessary to pursue their academic aspirations and achieve their goals. Together, we can make a difference!

**Year Initiated**

2022 - 2023

**Implementation Step(s) and Timelines**

## Goals & Resource Requests

By the fall 2026 program review term, we aspire to boost the Transfer Center's usage rate to 35% among transfer-seeking students. To realize this ambitious goal, the Transfer Center team must diligently track all student interactions through their G-numbers.

Our key objectives include:

1. Delivering at least three impactful classroom transfer presentations each semester to raise awareness.
2. Actively engaging in significant campus events to foster a culture of transfer readiness.
3. Implementing a robust data tracking system for students who utilize the Transfer Center and participate in workshops or events.
4. Effectively utilizing a scheduling system to monitor appointments with our Faculty Lead Director and counselor, who are instrumental in guiding students on their transfer journey.

Together, we can create a supportive environment that empowers every student to achieve their transfer goals!

### Mapping

- SKY College Values: (X - Selected)

- **Open Access:** undefined (X)
- **Student Success and Equity:** undefined (X)

- SKY Strategic Goals: (X - Highlight Selected)

- **Antiracist and Equitable Institution:** Be an antiracist and equitable institution (X)
- **Civic Mindedness Cultivation:** Cultivate civic-mindedness to empower self and strengthen society (X)
- **Fiscal Stability:** Ensure fiscal stability to support the College mission and maintain public trust (X)
- **Increased Student Enrollment:** Increase student enrollment by being responsive to communities we serve (X)
- **Student Support and Resources:** Ensure that all students have the support and resources needed to achieve their educational goals (X)
- **Thriving Environment:** Foster a thriving learning and work environment (X)

### STATUS

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#### Goal Status Date

11/15/2024

#### Academic Year Updated

2024 - 2025

#### Goal Status

Behind Schedule

#### Goal Status Narrative

The technology replacements have been necessary for some time, but we've delayed addressing these needs due to budget constraints. However, to maintain operational efficiency and continue progressing toward our goals, we have reached a point where replacements are essential. Attached are the quotes provided by the IT Department for the necessary replacements based on the department's requirements.

Another area of concern is our staffing. We aim to increase our transfer enrollment and awareness to advance to the next level and recognize the need for additional support. The request for a Staff Assistant has been carefully evaluated based on our current staffing needs as we plan ahead to achieve our goals in all areas.

#### Related Documents

- [Adriana Johnston - Replacement Dell Laptop Quote.pdf](#);
- [Front desk room 19-208 - Replacement - Computer.pdf](#);
- [SKY Transfer Center Printer Quote.pdf](#)

# Goals & Resource Requests

## Resource Request

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**Division Name**

Counseling, Advising, and Matriculation (CAM)

**Year of Request**

2024 - 2025

**Resource Type**

Technology

**Resource Name**

Dell-Replacement Laptop

**Resource Description**

Dell-Replacement Laptop

**Funds Type – Mark all that apply.**

One-time Cost

**Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.**

The Faculty Lead Director of the Transfer Center plays a vital role in delivering presentations throughout the campus to raise awareness and improve the transfer process for students. According to the IT Department, the current laptop is approaching the end of its usable life. It is essential to invest in a replacement to ensure ongoing support for our faculty and students.

**Cost**

3,031.68

**Level of need, with 1 being the most pressing**

1

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## Resource Request

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**Division Name**

Counseling, Advising, and Matriculation (CAM)

**Year of Request**

2024 - 2025

**Resource Type**

Technology

**Resource Name**

Replacement Computer and Printer

**Resource Description**

Front Office - Replacement - Desk Computer

**Funds Type – Mark all that apply.**

One-time Cost

**Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.**



## Goals & Resource Requests

The front office desktop at the Transfer Center is no longer functional and requires immediate replacement. The IT Department has confirmed that it cannot be repaired, which poses a significant challenge to our operations. This desktop is crucial for tracking student information, facilitating appointment bookings, and managing staff assignments for front desk coverage. To ensure we continue to provide our high level of service, it is essential that we invest in a new system as soon as possible. The estimated cost for a replacement desktop is \$2,118 (quote attached).

In addition to replacing our front office desktop, we urgently need to replace our front office printer. Currently, we have only one printer to support our office, and it is experiencing constant issues. According to the IT Department, it is time to begin looking for a replacement. We use our printer to print essential transfer information regarding majors and general education requirements, as well as flyers to advertise our events and other materials that benefit our students on their transfer journey. The estimated cost for the replacement printer is \$1,331 (quote attached).

**Cost**

3,449

**Level of need, with 1 being the most pressing**

1

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**Resource Request**

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**Division Name**

Counseling, Advising, and Matriculation (CAM)

**Year of Request**

2024 - 2025

**Resource Type**

Supplies

**Resource Name**

Transfer Center Promotional Materials

**Resource Description**

We urgently seek unrestricted funding for the Transfer Center to acquire branded supplies. This investment will significantly boost our tabling presence and elevate our marketing efforts on campus, ultimately enhancing student engagement and awareness of our services.

**Funds Type – Mark all that apply.**

Grant Funded, One-time Cost

**Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.**

The Transfer Center is an essential component of student success and operates with a limited budget from Fund 1 and SEAP. To enhance our outreach and engagement efforts, we are seeking grant funding for crucial supplies that will elevate our Transfer Center branding at tabling events. This includes items such as pens, laptop sleeves, tablecloths, and appealing giveaways.

Furthermore, our center hosts celebration events that recognize student achievements. We intend to provide meaningful gifts, including diploma frames, aluminum water bottles, graduation tassels, and incentives for students participating in workshops. Funding these initiatives will significantly contribute to fostering a supportive and thriving campus community.

**Cost**

10,000

**Level of need, with 1 being the most pressing**

3

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# Goals & Resource Requests

## Resource Request

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### Division Name

Counseling, Advising, and Matriculation (CAM)

### Year of Request

2022 - 2023

### Resource Type

Classified Professional/Administrator Position (permanent)

### Resource Name

Office Assistant II

### Resource Description

Office Assistant - To fill gaps in the Transfer Center office and assist with data tracking during transfer support workshops and events.

### Funds Type – Mark all that apply.

Recurring Cost

### Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.

The Office Assistant's role in enhancing staffing at the Transfer Center is not just about improving student access rates. This classified position will also play a crucial role in closing equity gaps in transfer attainment. By serving as the primary coverage for the office, the Office Assistant will enable the Transfer Center Faculty Lead Director and Program Services Coordinator to focus on developing and implementing innovative programs that increase the center's overall usage.

### Cost

87,432

### Level of need, with 1 being the most pressing

1

### FOR ADMINISTRATIVE USE ONLY

## Increase Online Presence and Accessibility of Transfer Center

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Goal: To enhance the online presence and accessibility of Transfer Center services by leveraging the pivotal role of the Student Success Link (SSL) and additional technologies like CANVAS. These tools will be instrumental in promoting transfer success plans, event programming, and regular communication, making students feel their importance in the process.

Year Initiated: Fall 2022, with regular updates every semester. This will keep everyone involved and informed about the progress and changes in the plan.

Measure of success: Success will be measured by the implementation of transfer student success plans and effective communication of programs to students through the SSL. We will also design a CANVAS Classroom for Transfer Center information and workshops, tracking the number of students who regularly visit the modules and review updates. This goal is a testament to our college's commitment to Open Access, aligning with our values as we strive to provide and promote Transfer Center services both in person and online, enabling students to benefit from opportunities that can help them secure a degree or certificate and successfully transfer.

### Year Initiated

2022 - 2023

### Implementation Step(s) and Timelines

To achieve this goal, implementation should start in spring 2023, as the Student Success Link (SSL) is currently being phased in and this special project needs to be prioritized. The development of the Canvas page should utilize fall 2022 to gather information and incorporate workshop records throughout the year, with complete implementation of the page expected by fall 2023.

### Mapping

- SKY College Values: (X - Selected)

## Goals & Resource Requests

- **Open Access:** undefined (X)
- **Student Success and Equity:** undefined (X)

- SKY Strategic Goals: (X - Highlight Selected)

- **Antiracist and Equitable Institution:** Be an antiracist and equitable institution (X)
- **Civic Mindedness Cultivation:** Cultivate civic-mindedness to empower self and strengthen society (X)
- **Increased Student Enrollment:** Increase student enrollment by being responsive to communities we serve (X)
- **Student Support and Resources:** Ensure that all students have the support and resources needed to achieve their educational goals (X)
- **Thriving Environment:** Foster a thriving learning and work environment (X)

### STATUS

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#### Goal Status Date

11/15/2024

#### Academic Year Updated

2024 - 2025

#### Goal Status

On Schedule

#### Goal Status Narrative

With the addition of the new Faculty Lead Director to the Transfer Center team, our focus has shifted toward assessing the need to increase online traffic to reach our students better. The Director's role is crucial in effectively identifying the necessary changes to promote our events.

We have followed several key strategies, including building solid collaboration with our Marketing Department, partnering to provide CSU or UC events, and utilizing popular media apps to ensure we continue to work toward increasing the online presence and accessibility of the Transfer Center resources.

Instagram: As one of the most popular social media apps, Instagram is appealing to the new generation and serves as an excellent way to promote our services and events. The new Faculty Lead Director began creating captivating flyers and sharing event videos to communicate essential transfer dates, deadlines, and other relevant information. Between mid-September and mid-November, we saw a 40.11% increase in followers, our stories have been actively followed, and we achieved 3,000 views in the past 30 days.

Marketing Department: Our intentional collaboration with the Marketing Department has been a key factor in our success. By utilizing our combined marketing resources, we have been able to significantly increase attendance at our major events. We are also looking into making our website information more appealing to students, a process in which students' input and ideas are always welcome, and we have met with the student government to hear their perspectives.

Canvas: During the summer, the Program Services Coordinator (PSC) and the new Faculty Lead Director worked closely with the CTTL department to develop a transfer shell. We created a step-by-step transfer guide and produced videos featuring our PSC to help build connections with our staff and students. The goal is to update the transfer shell at the end of each transfer cycle. Our next objective is to create an Explorer shell, and the Faculty Lead Director has already begun exploring options with CTTL while also seeking suggestions from those leading the Explorer Program at Skyline College.

#### Optional Tables & Graphs

[Transfer Canvas Link](#)

[Transfer Center Instagram Account](#)

# Goals & Resource Requests

## Establish Transfer Center Advisory Committee

Goal: Form a dynamic Transfer Center Advisory Committee on campus that convenes annually, as mandated by Title 5. The committee will play a crucial role in steering the planning and implementation of both new initiatives and continuing operations of the transfer center. Its membership will encompass a diverse array of campus departments and services, with participation from representatives of four-year colleges and universities as available.

By fostering a culture of collaboration, the Transfer Center Advisory Committee will engage key stakeholders across the college in efforts related to student transfer. This inclusive environment will not only bolster the Transfer Center's efforts but also cultivate a robust transfer culture that benefits all students. This initiative reflects the college's commitment to Participatory Governance, ensuring that every voice is heard in shaping our shared vision for student success.

### Year Initiated

2024 - 2025

### Implementation Step(s) and Timelines

Implementation will begin in Fall 2022 and continue annually thereafter. Progress and effectiveness will be measured by the completion of meetings and the activities or actions accomplished as a result of the advisory committee.

### Mapping

- SKY College Values: *(X - Selected)*

- **Participatory Governance:** undefined (X)

- SKY Strategic Goals: *(X - Highlight Selected)*

- **Antiracist and Equitable Institution:** Be an antiracist and equitable institution (X)
- **Civic Mindedness Cultivation:** Cultivate civic-mindedness to empower self and strengthen society (X)
- **Increased Student Enrollment:** Increase student enrollment by being responsive to communities we serve (X)
- **Student Support and Resources:** Ensure that all students have the support and resources needed to achieve their educational goals (X)
- **Thriving Environment:** Foster a thriving learning and work environment (X)

## STATUS

### Goal Status Date

11/15/2024

### Academic Year Updated

2024 - 2025

### Goal Status

On Schedule

### Goal Status Narrative

## Goals & Resource Requests

Despite the challenges of ongoing staffing transitions at the Transfer Center, we have shown remarkable resilience in our pursuit to establish the Transfer Advisory Committee since this goal was set in 2022. Our dedication was visible during the successful first annual meeting held in Spring 2024, which emphasized the critical need for a transfer mindset and highlighted the essential roles that each of you—our valued stakeholders—play in this district-wide initiative. We have made significant progress, and we are optimistic about the future.

While we continue to face staffing changes, the recent filling of the Faculty Lead Director role, who is responsible for leading this goal, has significantly improved our ability to address departmental needs, helping us regain momentum toward our goals. This positive development should instill confidence in the progress we are making together. We look forward to our next Transfer Center Advisory Committee meeting in March 2025. This meeting will serve as a gathering and an opportunity to establish our next steps and discuss how each member can contribute meaningfully to the committee's objectives. Your involvement is vital to our success!

### Related Documents

[2024 Spring Transfer Center Advisory Committee.pdf](#)

## Increase use of Transfer Programming by Historically Disadvantaged Students

**Original Goal:** To be a leading Transfer Institution in the State, and work to close the transfer attainment gap among underrepresented student populations at Skyline College.

**Revised Goal:** Increase the frequency of use to transfer programming for historically disadvantaged students (specifically for Black/African American, Pacific Islander, Hispanic/Latinx) at Skyline College as our leading effort to close the transfer attainment gap.

Year initiated: 2022

Measures of success: Tracking and assessment of Transfer Center access by students and consistent work with PRIE to track students transferring

The original goal included language about being a leading transfer institution in the state, while our numbers do continue to increase, we recognize this is a larger institution goal. Even amidst enrollment decline, the number of students transferring to 4-year institutions has increased, with a 23% increase in CSU transfer and 39% increase in UC transfer from Fall 2014 to Fall 2019.

This revised goal is aligned with the People's College Initiative, as it works to address the barriers and opportunity gaps for our marginalized student groups with more purposeful programming. This goal builds on the previous goal as it more explicitly states the student populations we have identified need transfer services and transfer support. Through the data we received from PRIE, we see that African American/Black, Pacific Islander, and Hispanic/Latinx student groups are not accessing Transfer Center services in the same frequency and transferring at the same rate as comparable student groups. This data will now inform our practice.

### Year Initiated

2022 - 2023

### Implementation Step(s) and Timelines

## Goals & Resource Requests

In fall 2022, we implemented our first strategy to significantly enhance transfer outreach through the High School Liaison Program. This program, along with our Outreach efforts, plays a crucial role in promoting transfer information and the services offered by the Transfer Center as students transition to Skyline College. We must engage in in-reach efforts and collaborate with campus stakeholders, established student groups, and learning communities to foster a robust transfer culture. This includes working closely with instructors to present brief introductions and distribute materials about Transfer Center services, which can be done both virtually and in person.

The second strategy involves maximizing the potential of the Student Success Link (SSL) as a resource for all students. By integrating Transfer Benchmarks into the SSL, we can provide students with access to information regarding their transfer journey. If we utilize the SSL along with data from other resources to identify students nearing the completion of their transfer requirements (more than 60 transferable units, a 2.00 GPA, and completion of transfer-level Math and English), the Transfer Center can engage them through counseling or program services to support their transition to university. Streamlining communication is essential to ensure that transfer information is integrated into the student experience.

A key measure of success will be tracking the increase in student contacts and interactions with the Transfer Center and the aforementioned student groups over the next six years. This tracking is vital for assessing the effectiveness of our strategies and making necessary adjustments to enhance student success. Additionally, we aim to see an increase in the number of students who successfully achieve transfer.

To effectively analyze our progress toward this goal, we need to collaborate with the Office of Planning, Research, and Institutional Effectiveness (PRIE). Their role will involve analyzing the data we collect, particularly focusing on tracking student contacts and interactions with the Transfer Center and student groups, as well as the number of students who achieve transfer. They can leverage this information and work with the National Student Clearinghouse to obtain accurate reports on the students transferring and the institutions they are attending.

### Mapping

- SKY College Values: (X - Selected)

- **Student Success and Equity**: undefined (X)

- SKY Strategic Goals: (X - Highlight Selected)

- **Antiracist and Equitable Institution**: Be an antiracist and equitable institution (X)
- **Civic Mindedness Cultivation**: Cultivate civic-mindedness to empower self and strengthen society (X)
- **Increased Student Enrollment**: Increase student enrollment by being responsive to communities we serve (X)
- **Student Support and Resources**: Ensure that all students have the support and resources needed to achieve their educational goals (X)
- **Thriving Environment**: Foster a thriving learning and work environment (X)

### STATUS

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#### Goal Status Date

11/14/2024

#### Academic Year Updated

2024 - 2025

#### Goal Status

On Schedule

#### Goal Status Narrative

# Goals & Resource Requests

At the Transfer Center, we are dedicated to implementing transformative strategies aimed at increasing participation in transfer programs among historically disadvantaged students. These efforts are crucial in enhancing educational experiences and fostering hope for a brighter future.

We are taking proactive steps by collaborating closely with the PRIE office and building strong partnerships with vital programs such as Promise Scholars, EOPS, TRIO, the STEM Center, and Puente. Additionally, we are excited to introduce new learning communities and groups for Spring 2025, including Middle College and AANAPISI. Our outreach will also extend to local high schools, promoting transfer awareness even before students embark on their college journeys.

In addition to cross-campus collaboration, our goal is to gather district data on students who have completed 80% or more of their graduation requirements. By reaching out to these students, we aim to provide targeted support and resources that empower them to reach their academic goals.

While we recognize there is more work ahead, we are committed to thoughtfully evaluating our strategies to ensure their effectiveness. One of the Transfer Center's greatest strengths is our adaptability; we continuously seek innovative solutions that deliver outstanding outcomes for our students. We are proud of the remarkable increases in graduation rates we have achieved, especially in the wake of the pandemic. From 2020 to 2023, we celebrated an incredible 87.4% graduation rate for Latinx students and 73.77% for Black/African American students. Together, we can continue this momentum and drive meaningful change in our students' lives.

## Optional Tables & Graphs

	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Certificate	431	373	432	261	411	633
Associate	590	500	697	605	419	458
Assoc-Transfer	417	505	507	440	431	495
Bachelor	*	10	16	20	*	*
<b>Grand Total</b>	<b>1,444</b>	<b>1,388</b>	<b>1,652</b>	<b>1,326</b>	<b>1,270</b>	<b>1,592</b>
	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Female	801	736	1,053	792	642	905
Male	612	613	557	504	604	648
Unreported	31	39	42	30	24	39
	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
AI/AN			*			*
Asian	250	257	339	231	210	326
Black/African American	43	32	45	29	18	61
Filipino	316	304	383	305	304	327
Hispanic/Latinx	433	436	479	452	398	548
Pacific Islander	*	*	16	*	*	*
White	237	202	229	179	178	174
Multiraces	117	106	112	93	101	118
Unknown	34	42	43	32	43	28