



TRANSFER OPERATIONS TEAM

During the 2015-16 academic year, ASU undertook the *Transfer Matters* initiative, which was designed to study all aspects of the transfer student experience at ASU and produce a plan for institutional improvement leading to higher levels of transfer student learning, satisfaction, and graduation. Many individuals involved in the self-study noted that dissemination of and reflection about transfer-specific information needs to be better coordinated for key constituents within the university.

Periodic email updates on transfer student issues and occasional large group meetings of many people at the university who work with transfer students may occur. However, because academic units may have particular needs or priorities related to transfer students, a different approach to providing more individualized service has been recommended. The Transfer Matters Implementation Team, which was appointed by the Executive Vice President and University Provost, has formed a Transfer Operations Team who will take primary leadership for helping colleges continue to improve their transfer students' learning, satisfaction and graduation.

The purpose of the Transfer Operations Team will be to periodically gather key people in academic units to:

- review transfer student data,
- share information about services, tools, and best practices across the university,
- strategize about communication and collaboration with community college partners, and
- discuss ideas and develop plans for improving transfer student success.

Representatives from Academic Partnerships/Community College Relations, transfer admission services, transfer curriculum and articulation, and transfer enrollment services communications will serve on the Transfer Operations Team. They will plan quarterly meetings with each college offering undergraduate student programs. Each dean has identified individuals from their college who will attend the meeting and has authorized them to invite other appropriate attendees, depending on the agenda topics.

The Director for Community College Relations will take responsibility for coordinating the agendas with input from the other Transfer Operations Team members and college representatives. Meetings will be held quarterly for approximately one hour. While no minutes will be maintained for these meetings, the Director for Community College Relations will be asked to document key items that might require additional discussion or follow-up.

Similar meetings might also be held periodically with certain service units within the university.

These meetings will begin in spring 2017 and occur four times during the year, after which time feedback will be collected as to whether or not this system is effective and useful in addressing the need for more consistent and relevant transfer student information for key university constituents, and contributes to improving transfer student success. Meanwhile, questions or comments can be directed to Maria Hesse, Vice Provost for Academic Partnerships.