

Citrus College



TRANSFER CENTER
PLAN 2019
2024



Citrus College Transfer Center Plan 2019-2024

The Citrus College Transfer Center Plan provides activities and objectives for the Career/Transfer Center that span over a five-year period. The Transfer Center Plan aligns with several of Citrus College's plans, including the 2016-2021 Strategic Plan, 2019-2020 Annual Implementation Plan, 2019-2022 Student Equity Plan, 2014-2019 Career/Transfer Center Comprehensive Program Review, and 2019-2020 Career/Transfer Center Annual Program Review.

In accordance with Title 5, section § 51027. Transfer Centers: Minimum Program Standards,

The governing board of each community college district shall recognize transfer as one of its primary missions, and shall place priority emphasis on the preparation and transfer of underrepresented students, including African-American, Chicano/Latino, American Indian, disabled, low-income and other students historically and currently underrepresented in the transfer process.

Each community college district governing board shall direct the development and adoption of a transfer center plan describing the activities of the transfer center and the services to be provided to students, incorporating the provisions established in the standards outlined below. Plans shall identify target student populations and shall establish target increases in the number of applicants baccalaureate institutions from these populations, including specific targets for increasing the transfer applications of underrepresented students among transfer students. Plans shall be developed in consultation with baccalaureate college and university personnel as available.

Plan components shall include, but not be limited to: services to be provided to students; facilities; staffing; advisory committee; and evaluation and reporting. *[Section 51027 as read in Title 5, Part VI of the California Code of Regulation].*



**Citrus College Transfer Center Plan
2019-2024**

The following table represents the number of Citrus College students who have transferred to a four-year university over the past 10 academic years; the data informed the activities included in the 2019-2024 Transfer Center Plan.

Citrus College Transfers to Four-year Colleges and Universities

System	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
UC	97	93	114	103	102	134	116	148	145	164
CSU	379*	598	537	478	589	693	669	759	811	867
UC/CSU subtotal	476	691	651	581	691	827	785	907	956	1,031

* Due to budget cuts the receiving institutions limited enrollment in 2009-10.

System	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
In State Private	167	233	210	221	202	218	176	150	141	-
Out of State	195	178	190	184	207	182	165	143	114	-
ISP/OOS subtotal	362	411	400	405	409	400	341	293	255	N/A
Total Transfer	838	1,102	1,051	986	1,100	1,227	1,126	1,200	1,211	N/A

Data Source:

CSU: CSU Chancellor's Office, <http://www.calstate.edu/AS/stats.shtml> ; as of 10/3/2019

UC: University of California Office of President (UCOP), as of 10/3/2019

Out of State and In State Private: California Community College Chancellor's Office, Data Mart, Transfer Volume Summary Report downloaded on 4/15/2019. Data for 2018-19 not available as of 10/3/2019. http://datamart.cccco.edu/Outcomes/Student_Transfer_Volume.aspx

Please note: The academic year of the column headings refer to the year when students were enrolled in the 4-year universities, not the year graduated from Citrus College. Office of Institutional Research, Planning and Effectiveness.

Updated: October 3, 2019.



**Citrus College Transfer Center Plan
2019-2024**

I. Services to be provided to students:

A. Identify, contact and provide transfer support services to targeted student populations, with priority emphasis placed on African-American, Chicano/Latino, American Indian, disabled, low-income, and other underrepresented students. These activities shall be developed and implemented in cooperation with student services departments and with faculty and in alignment with the 2016-2021 Citrus College Strategic Plan.

Objective	Activities	Projected Outcomes	Responsible Person(s)	Timeline
<p>Provide transfer support for underrepresented students</p>	<p>1. Offer a Transfer Conference for Citrus College students.</p> <p>2. Throughout the 2019-2020 academic year, the Career/Transfer Center (CTC) will conduct targeted outreach to students in the Foster Kinship Resource Program (FKRP) and Disabled Student Programs and Services (DSPS) based on data ascertained in the Citrus College Student Equity Plan, which identified Foster Youth and students with disabilities as disproportionately impacted in the transfer metric. Outreach efforts will be focused on encouraging FKRP and DSPS students attend transfer workshops and the Transfer Conference.</p>	<p>The CTC will provide an overview of the transfer process and expose students to the multiple facets of transfer. Students will complete a post-conference survey to assess their increased knowledge about transfer.</p> <p>Twenty-five percent of Citrus College students in FKRP and DSPS programs who have identified transfer as their goal, will attend a transfer workshop or the Transfer Conference in the 2019-2020 academic year.</p>	<p>Director, Student Support Services</p> <p>Director, Student Support Services</p>	<p>Spring 2020</p> <p>2019-2020</p>



**Citrus College Transfer Center Plan
2019-2024**

	<p>3. Collaborate with the Financial Aid Office to create a series of workshops addressing key financial aid factors which impact and facilitate transfer to a university.</p>	<p>Eighty percent of students who attend the workshop will have increased knowledge of financial aid resources and understanding of how to maximize financial aid once they transfer to a university as measured by a post-workshop survey.</p>	<p>Director, Student Support Services</p>	<p>2019-2020</p>
	<p>4. Increase students' exposure to UC as an attainable transfer goal.</p>	<p>At least one new activity with a focus on UC will be identified and developed annually.</p>	<p>Director, Student Support Services/ Counselors</p>	<p>Spring 2024</p>
	<p>5. Offer Transfer 101 presentations in classrooms, during student club meetings, and to FKRPs and DSPS students.</p>	<p>Eighty percent of students who attend a Transfer 101 presentation will have increased knowledge regarding transfer to a four-year university as measured by a post-workshop survey.</p>	<p>Director, Student Support Services/ Counselors</p>	<p>2019-2020</p>
	<p>6. Expand university college tours in California to inform students about transfer, connect them to transfer resources and expose them to universities beyond their scope.</p>	<p>Students' awareness and exposure to universities will increase by participating in a university visit as measured by a survey.</p>	<p>Director, Student Support Services</p>	<p>Spring 2024</p>
	<p>7. Coordinate and offer application assistance open forums to help and support students through the transfer process to public and private universities during the fall and spring semesters.</p>	<p>The number of application assistance open forums will increase by three percent annually from 60 forums offered in 2018-2019.</p>	<p>Director, Student Support Services</p>	<p>Spring 2024</p>



**Citrus College Transfer Center Plan
2019-2024**

	<p>8. Collaborate with the Citrus College Honors Transfer Program (HTP) coordinator to promote the benefits of participating in the program, including greater chances of admission to UCLA, guaranteed admission to UCI, and Honors-to-Honors agreements with 33 universities in the United States.</p>	<p>A communications and social media marketing campaign will be developed by spring 2020 to inform students about HTP and the benefits of participating in the program. As a result of this marketing campaign, the number of applicants to HTP will increase by ten percent annually.</p>	<p>Director, Student Support Services</p>	<p>Spring 2020</p>
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------	--------------------



**Citrus College Transfer Center Plan
2019-2024**

B. Ensure the provision of academic planning for transfer, the development and utilization of transfer admission agreements with four-year institutions where available and as appropriate, and the development and utilization of course-to-course and major articulation agreements. Academic planning and articulation activities shall be provided in cooperation with student services, with faculty and with four-year college and university personnel as available. *[Section 51027(b.1.B)]*

Objective	Activities	Projected Outcomes	Responsible Person(s)	Timeline
Continue to build curriculum that supports a diverse campus and transfer	1. Collaborate with instructional faculty to increase the number of Associate Degrees for Transfer (ADT) by providing ADT curriculum prototype, submitting courses for C-ID approval, and assisting with submission for final approval to the Chancellor's Office.	The number of Associate Degrees for Transfer will increase from 25 to 33 by spring 2024.	Articulation Officer/ Faculty	Spring 2024
	2. Develop clear maps for degree and certificate completion to help students choose, enter, and remain on a path in alignment with the Guided Pathways framework implementation.	Degree and certificate maps will be developed and introduced at the New Student Orientation to inform students about major and course requirements for their degree and certificate by spring 2022.	Articulation Officer/ Faculty	Spring 2022
	3. Collaborate with faculty to develop the new University of California Transfer Pathways (UCTP) template in Physics and inform students about the pathway.	Students' awareness of the new pathway in Physics will increase by facilitating classroom presentations in science courses during the spring 2021 semester as measured by a post-presentation survey.	Articulation Officer/ Faculty	Spring 2021



**Citrus College Transfer Center Plan
2019-2024**

C. Ensure that students receive accurate and up-to-date academic and transfer information through the provision of coordinated transfer counseling services. *[Section 51027(b.1.C)]*

Objective	Activities	Projected Outcomes	Responsible Person(s)	Timeline
Provide students with accurate transfer information	1. Provide ongoing training and professional development opportunities for counselors and advisors regarding transfer.	The CTC will facilitate one training per semester to provide updates and changes in admission and transfer requirements to ensure accurate information is conveyed to students.	Director, Student Support Services	Spring 2024
	2. Develop and conduct workshops for students addressing various transfer topics to ensure they receive the most current transfer information.	Eighty percent of students who attend a transfer workshop will have an increased understanding about transfer as measured by a post-workshop survey.	Director, Student Support Services/ Counselors/ Educational Advisor	Fall/Spring
	3. Develop a communications campaign by utilizing multiple online tools to disseminate information to students, including the CTC website, Citrus Portal, UC Transfer Admission Planner (TAP) tool, CTC listserv, and social media.	The communications campaign will be developed in spring 2020 and launched by fall 2020.	Director, Student Support Services	Fall 2020
	4. Actively participate in Region VIII Transfer Directors and Southern California Higher Education Council (SCHEC) meetings to liaison with and receive transfer information from university partners.	As a result of attending the meetings, counseling faculty will receive updated information to disseminate to students.	Director, Student Support Services	Monthly



**Citrus College Transfer Center Plan
2019-2024**

D. Monitor the progress of transfer students to the point of transfer, in accordance with monitoring activities established in the Transfer Center Plan. [Section 51027(b.1.D)]

Objective	Activities	Projected Outcomes	Responsible Person (s)	Timeline
Monitor progress of transfer students	1. Conduct a thorough review of student progress, using Degree Works, toward earning an Associate Degree for Transfer (ADT), including transcript evaluations, course pass-alongs, grade point average (GPA) and unit calculations.	One hundred percent of students on the ADT list will be reviewed and verified, which will be evidenced by the CSU Chancellor's Office e-Verify website. Students will be informed about their eligibility and provided with information about graduation and follow up services.	Director, Student Support Services/ Counselors/ Educational Advisor	Fall/Spring
	2. Conduct UC Transfer Admission Guarantee (TAG) reviews through individual counseling appointments and application assistance open forums to ensure students meet TAG eligibility requirements.	The number of TAG appointments will increase by 15 percent annually from 22 appointments in fall 2019 to 38 appointments by fall 2023.	Director, Student Support Services/ Counselors	Fall 2023



**Citrus College Transfer Center Plan
2019-2024**

E. Support the progress of transfer students through referral as necessary, to such services as ability and diagnostic testing, tutoring, financial assistance, and counseling, and other instructional and student services on campus as appropriate. [Section 51027(b.1.E)]

Objective	Activities	Projected Outcomes	Responsible Person(s)	Timeline
Refer transfer students to other support services	1. Coordinate and promote pre-writing workshops with the Writing Center to assist and provide feedback to students on the UC Personal Insight Questions.	The number of students who receive timely feedback will increase by offering at least two pre-writing workshops every fall semester.	Director, Student Support Services/ Counselors	Fall 2023
	2. Collaborate with Student Services and Academic Affairs support programs to host booths during the Transfer Fair and Transfer Conference to inform students about their resources and services.	At least five programs will participate and host booths in the Transfer Fair and Transfer Conference to disseminate information and connect with students about their program.	Director, Student Support Services	Fall/Spring



**Citrus College Transfer Center Plan
2019-2024**

F. Assist students in the transition process, including the timely completion and submittal of necessary forms and application. [Section 51027(b.1.F)]

Objective	Activities	Projected Outcomes	Responsible Person(s)	Timeline
Provide students with transition services	1. Increase the number of students who receive assistance with completing transfer applications during individual counseling appointments and open forums.	The number of students who receive assistance with the transfer application will increase by two percent annually from 999 students in 2018-2019 to 1,102 students in 2023-2024.	Director, Student Support Services/ Counselors	Spring 2024
	2. Coordinate UC Reader appointments for students and invite faculty, staff and administrators to participate as volunteers and provide feedback on the UC Personal Insight Questions for UC bound students.	The number of UC Reader appointments will increase by 15 percent every year from a baseline of 29 appointments in 2018-2019 to 58 appointments in 2023-2024.	Director, Student Support Services	Fall 2023
	3. Coordinate and invite university representatives to conduct Next Steps workshops, in-person or online, for students who have been admitted to the university. These workshops will address important information and key deadlines to ensure a smooth transition.	Eighty percent of students who attend a workshop will have an increased understanding of follow-up requirements and deadlines to ensure they transfer successfully to a university as measured by a post-workshop survey.	Director, Student Support Services	Spring 2024



**Citrus College Transfer Center Plan
2019-2024**

G. In cooperation with four-year college and university personnel as available, develop and implement a schedule of services for transfer students to be provided by the four-year institution' staff. *[Section 51027(b.1.G)]*

Objective	Activities	Projected Outcomes	Responsible Person(s)	Timeline
Coordinate services with four-year institutions	1. Coordinate, schedule and promote university representative visits, including one-on-one student appointments, workshop presentations, video-conference workshops, and recruitment opportunities.	Student access to transfer information will be expanded as measured by an increased number of university representative visits by two percent from 108 visits in 2018-2019 to 120 visits by 2023-2024.	Director, Student Support Services	Spring 2024
	2. Partner with universities to hold events that provide direct admission to eligible students.	Eligible students will receive on the spot admission to a university as tracked by direct communication with university representative.	Director, Student Support Services	Fall/Spring
	3. Coordinate with university representatives to conduct trainings for counselors and advisors.	The CTC will coordinate one training in fall and spring on an annual basis to ensure counselors receive current information regarding admission and transfer requirements.	Director, Student Support Services	Spring 2024



**Citrus College Transfer Center Plan
2019-2024**

H. Provide a resource library of college catalogs, transfer guides, articulation information and agreements, applications to four-year colleges and universities, and related transfer information. [Section 51027(b.1.H)]

Objective	Activities	Projected Outcomes	Responsible Person (s)	Timeline
Maintain a resource library	1. Maintain an annual subscription to College Source for online catalog viewing and articulation information.	College Source subscription will be current.	Director, Student Support Services	Annually
	2. Continue to update university materials and informational brochures once per semester in the CTC Resource Library for student and counselor usage.	Materials in the CTC Resource Library will be relevant and current.	Director, Student Support Services	Fall/Spring
	3. Provide update and maintenance of the transfer and articulation website two times per year to ensure accurate information is available for students, the public, and Citrus College community.	The CTC website will be maintained and current.	Director, Student Support Services	Fall/Spring



**Citrus College Transfer Center Plan
2019-2024**

II. Facilities

Each district governing board shall designate a particular location on campus that is readily identifiable and accessible to students, faculty and staff as the focal point of transfer functions. [Section 51027(b.2)]

Objective	Activities	Projected Outcomes	Responsible Person (s)	Timeline
Facilities	1. Ensure the CTC is readily identifiable and accessible to the Citrus College community by facilitating a series of events and workshops, maintaining an active presence in campus activities, facilitating class presentations, and participating in meetings and advisory committees on an annual basis.	The CTC will be an identifiable and accessible transfer resource as well as a focal point of transfer functions to Citrus College students, faculty and staff.	Director, Student Support Services/ Counselors/ Advisor	Ongoing



**Citrus College Transfer Center Plan
2019-2024**

III. Staffing

Each district governing board shall ensure that staff is assigned to coordinate the activities of the transfer center; to coordinate underrepresented student transfer efforts; to serve as liaison to articulation, to student services, and to instructional programs on campus; and to work with four-year college and university personnel. Clerical support for the transfer center shall also be provided.

Objective	Activities	Projected Outcomes	Responsible Person (s)	Timeline
Staffing	1. Conduct an annual assessment and determine the need for additional full-time counseling faculty in the Career/Transfer Center annually.	As determined by the results from the Annual Program Review faculty needs assessment, a Faculty Needs Identification Committee (FNIC) requests will be submitted.	Director, Student Support Services/ Dean, Counseling Programs and Services	Annually
	2. Conduct and annual assessment and determine the need for additional classified personnel support in the Career/Transfer Center.	Upon results from the Annual Program Review assessment, additional classified positions will be submitted for approval.	Director, Student Support Services/ Dean, Counseling Programs and Services	Annually



**Citrus College Transfer Center Plan
2019-2024**

IV. Advisory Committee

An advisory committee shall be designated to plan the development, implementation and ongoing operations of the transfer center. Membership shall be representative of campus departments and services. Four-year college and university personnel shall be included as available. [Section 51027(b.4)]

Objective	Activities	Projected Outcomes	Responsible Person (s)	Timeline
Advisory Committee	1. Host a Transfer Advisory Committee meeting in fall and spring that support and strengthen a transfer culture on campus. Invite Citrus College staff, K-12, and university partners to participate.	Fifteen representatives from partnering institutions, including local high schools and universities will attend the advisory meeting.	Director, Student Support Services	Fall/Spring



**Citrus College Transfer Center Plan
2019-2024**

V. Evaluation and Reporting

Each district governing board shall include in its Transfer Center Plan an institutional research plan for ongoing internal evaluation of the effectiveness of the college’s transfer efforts, and the achievement of its Transfer Center Plan. Each community college district shall submit an annual report to the Chancellor describing the status of the district’s efforts to implement its transfer centers, achievement of transfer center plan targets and goals, and expenditures supporting transfer operations.

Objective	Activities	Projected Outcomes	Responsible Person (s)	Timeline
Evaluation and Reporting	1. Complete the Transfer Center Report and the Articulation Addendum Report for the California Community Colleges Chancellor’s Office annually.	Annual reports will be completed and submitted on time to remain in compliance with the California Community Colleges Chancellor’s Office.	Director, Student Support Services/ Articulation Officer	Fall
	2. Complete the Career/Transfer Center Annual Program Review and continuously assess program student learning outcomes.	CTC goals will be assessed and completed as outlined in the Annual Program Review and by supporting the overall objectives of the 2016-2021 Strategic Plan.	Director, Student Support Services/ Counselors	Annually



**Citrus Community College
District Board of Trustees**

Mrs. Susan M. Keith

President

Claremont and portions of Pomona
and La Verne Representative

Dr. Barbara R. Dickerson

Vice President

Azusa and portions of Duarte
Representative

Dr. Edward C. Ortell

Clerk/Secretary

Duarte and portions of Azusa,
Monrovia, Arcadia, Covina
and Irwindale Representative

Mrs. Joanne Montgomery

Member

Monrovia/Bradbury and portions of
Duarte Representative

Dr. Patricia A. Rasmussen

Member

Glendora and portions of
San Dimas Representative

Ms. Nancy Gonzalez-Villatoro

Student Trustee

Dr. Geraldine M. Perri

Superintendent/President

CAREER/TRANSFER CENTER
Student Services Building, Second Floor
www.citruscollege.edu/stdntsrvc/ctcenter