Advising of Transfer Students Workgroup
Recommended Best Practices
October 2013

ALL

- Share via Confluence (ugcdocs.ucsd.edu)
    - Communication Timelines, include summaries of message content
- Deploy strategies to make the sending department obvious to students
    - Send email messages from a recognizable, common account math@ucsd.edu
    - Modify subject lines or add a header to email messages
        - "From the UC San Diego Math Department"
        - "An Important Message from the Math Department"
- Only reply to student email sent from @ucsd.edu email addresses (New Student Site requires that students set up and activate an @ucsd.edu email address)

ADMISSIONS

- Share outreach calendar with departments and programs and invite them to partner on visits to community colleges
- Send Admit student data (for yield activities) to departments and programs to allow them to connect with admitted students prior to Transfer Admit Day and before the SIR deadline
- Send Accept student data to departments and programs to allow them to connect with incoming transfer students leading to start of Fall quarter
- Modify one outgoing message to let the incoming transfer student know that she/he will hear from a variety of UC San Diego representatives (Admissions, colleges, departments, other)
- Invite academic departments to participate in the Transfer phone-a-thon
- Plan Transfer Admit Day concurrent with Triton Day planning
    - EVC Office will coordinate the participation of Academic Affairs units for both Triton Day and Transfer Admit Day at the same time
- Annual call for updates to New Student Handbook (Freshman and Transfer versions)

TRAINING

- Identify Subject Matter Experts (SMEs) from each division and train them on E-VAC
- Subject Matter Experts (SMEs) provide E-VAC training and support for department and program advisors in their divisions
- Registrar to conduct training for ISIS Approximations

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<u>COLLEGES</u>

- Colleges share with departments via Confluence "Important Dates and Deadlines" handout

  - New Student Site/E-VAC open

  - Course recommendations release

  - E-VAC close/VAC open

  - Transfer orientation dates

- Use New Student Site/Enrollment Virtual Advising Center (E-VAC) beginning early June

  - Keep checkmark on "Share with Department" box

  - Colleges refer department-related questions to departments

- E-VAC Online Advising Section

  - Standard language

  - Common tab placement for all colleges

    - "Online Advising" (major tab)

    - "Ask a Question" (sub-tab)

    - "College Recommendations" (sub-tab)

  - "College Recommendations"

    - Section standard for all colleges

    - All colleges to release "College Recommendations" on the same date

- Link College webpages to Summer Session offerings

- Share via Confluence content of what is presented at Fall orientation sessions

- Assess (after week zero) the effectiveness of communication received by new transfer students (add this to the existing colleges surveys)

- Conduct E-VAC satisfaction survey each year

<u>DIVISIONS AND SCHOOLS</u>

- Hold New Transfer Info Sessions during the summer, similar to that developed by Biological Sciences

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<u>DEPARTMENTS and PROGRAMS</u>

- Develop strategies and timelines for communicating with Accepts based on information shared in Communication Timelines and "Important Dates and Deadlines"
- Create and maintain Transfer Student Tab on Department webpage
- Communicate with Accepts about major prep in June (include info on Summer Session offerings)
- Use New Student Site/Enrollment Virtual Advising Center (E-VAC)
  - Record all advising contacts with new transfer students in E-VAC
  - Refer students to E-VAC for all advising; refrain from answering advising questions via email
  - Use E-VAC for advising notes only
  - Check E-VAC regularly for new messages from students and respond to messages within 72 hours whenever possible
  - Keep checkmark on "Share with College" box
  - Departments refer college-related questions to colleges
  - Create canned responses (dropdowns) for commonly asked questions
  - Activate away message when responding within 72 hours is not possible
- New Student Site/E-VAC Online Advising Section
  - Create/update Major Advising Pages
  - If none created then *For questions about your major requirements, contact your major advisor at "Online Advising" > "Ask a Question"*
- Link Department webpage to Summer Session offerings
- Encourage coordination between service (Math, Chemistry, Physics) and client departments
  - Develop best practices (canned responses)
  - Establish regularly scheduled meetings
- Agree on Common Language (Subgroup: Common Language Subcommittee)
  - Map the petition flow
  - Major requirement vs. Prerequisite
  - Equivalence vs. Substitution
- Welcome Week- separate sessions for transfer students are recommended
- Present information about the VAC and E-VAC at a faculty meeting