Discussion: Improving Advisement for Transfer Students
Meghan Lippert mlippert@unmm.edu Valarie Maestas vlepore1@unm.edu

Summary of Open Ended Answer Transfer Student Survey
Administrated through Student Voice by Transfer Committee, 2011

Dr. Joy Griffin
Vanessa Harris, MPA

Total Respondents: 891
Percent Complete: 96.18%

1. What helped you be successful in the Transfer Process?
   • Academic Advisors
   • UNM Website/Online Chat
   • Friends Family already at UNM
   • Financial Advisors
   • Transfer Orientation
   • Caps
   • One Stop
   • Lobo Trax
   • Campus Events
   • Admissions
   • Veteran’s Office
   • FSAE
   • Graduation Project
   • Career Services
   • CEP
   • Transfer Days

2. Did you have any personal barriers during your transfer process?
   • Financial Issues
   • Work/School Conflict
     • Not enough classes after 4pm
     • Not enough Online classes
     • UNM offices not open late enough
   • Family Responsibilities
   • Difficulty registering and getting enrolled in classes
   • Inconsistent advisor information
   • Credits did not transfer
   • Transcript related problems
   • Trouble finding work

3. Did you experience any transferring barriers that existed at UNM?
   • Slow evaluation of courses/credits
   • Delayed registration/classes full
   • Credits not accepted
   • Conflicting information from advisors
   • Transcript problems
   • Financial and advising problems
Discussion: Improving Advisement for Transfer Students
Meghan Lippert mlippert@unmm.edu
Valarie Maestas vlepore1@unm.edu

4. Did you experience any transferring barriers that existed at your previous institution?
   - Transcript issues
   - Wait time for grades to post
   - Poor advisement
   - Not knowing what would transfer to UNM
   - Lack of communication between CNM advisors and UNM Advisors
   - Issues with course work not evaluated in a timely manner
   - Issues with not getting their application processed in a timely manner

5. What recommendations would you make to improve the transfer process?
   - Paper work completed in a timely manner
   - Shorten TNT Orientation and different sessions (by age, etc.)
   - Transfer mentors
   - Step by step checklists
   - Flexible advisor hours (evening/weekends)
   - Hire more advisors
   - Email notification to students on where they are in the process
   - Have appointment scheduling
   - Create overview/flow chart of whole transfer process
   - Interview transfer students and utilize feedback
   - Evaluate credits quickly
   - Better communication/connections between UNM and CNM/Branches
   - Transfer students able to register at same time as other students so classes not filled
   - Academic/financial advisors provide accurate information
   - More night, weekend and online classes

6. What services do you feel would be helpful for new transfer students?
   - Student mentoring program
   - Campus tours
   - Special Transfer Student Center/Special transfer advisors
   - Checklists and Timelines
   - Advising offices open later
   - Ability to Chat /Transfer Student Hotline /Phone advising (basic questions)
   - Better Building signs – Way Finding
   - Ethnic Centers more visible
   - List of current student organizations
   - CNM/UNM Transfer Liaisons
   - Events specific to transfer students