

Discussion: Improving Advisement for Transfer Students

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Summary of Open Ended Answer Transfer Student Survey Adminstrated 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

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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 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