TRANSFER STUDENT SURVEY

Transfer Initiative

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TRANSFER STUDENT SURVEY
Open Ended Survey
N=891 Approx. 7,074 open ended responses

1. Factors that helped with successful transfer
2. Personal barriers to transfer
3. Transfer barriers at UNM
4. Transfer barriers at previous institution
5. Recommendations to improve transfer process
6. What services would be helpful to new transfer students
Question 1
What helped you be successful in the transfer process to UNM?
What helped you be successful in the Transfer Process?

Analysis: Ethnicity x Student Classification

Common Trends
Ranked order (most mentioned at top of list)

• Academic Advisors
• UNM Website/Online Chat
• Friends Family already at UNM
• Financial Advisors
Other Transfer Services
Most mentioned at top of list/spacing indicates similar rank.

• Transfer Orientation
• Caps

• One Stop
• Lobo Trax

• Campus Events
• Admissions
• Veteran’s Office

• FSAE
• Graduation Project
• Career Services
• CEP
• Transfer Days
Ethnicity x Gender

Common Trends Male/Female

- Communication with advisor
- Get involved
- Use Centers
- Start transfer process early
- Keep up with paperwork
- More advanced Advising
- Used Online Resources
- Bounced around too much
- Designated transfer advisors
- Self-motivated to find answers
- Too much bureaucracy
- Benefitted from CNM Transfer Day
- Meet with faculty members
Question 2
Did you have any personal barriers during your transfer process?
Biggest Personal Barriers

Ethnicity x Student Classification

Common Trends

Personal Barriers in Ranked Order (most mentioned at top)

• Financial Issues
• Work/School Conflict
  • Not enough classes after 4pm
  • Not enough Online classes
  • UNM offices not open late enough
• Family Responsibilities
Other Personal Barriers

• Difficulty registering and getting enrolled in classes
• Inconsistent advisor information
• Credits did not transfer
• Transcript related problems
• Trouble finding work
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Ethnicity x Gender

Common Trends Males/Females
• Utilize Financial Aid
• Did not receive any financial aid
• Holds still on accounts after TNT
• Need Advisement over the phone
• Not having extended hours
• First generation student
• Course not evaluated in a timely manner
• Childcare is an issue
• Credits not evaluated as direct equivalency
• Work conflict
• More advisement
• Commuting back and forth
• Availability of courses
Question 3
Did you experience any transferring barriers that existed at UNM?
Biggest Barriers to Transfer at UNM

Ethnicity x Student Classification

*Common Trends*

- Slow evaluation of courses/credits
- Delayed registration/classes full
- Credits not accepted
- Conflicting information from advisors
- Transcript problems
- Financial and advising problems
Ethnicity x Gender

Common Trends Males/Females

• Residence requirement
• Had to transfer out of UC
• Did not get clear cut instructions
• Unclear as to what transferred
• Transcript not evaluated in a timely manner
• Missing instruction of what to do on the website
• Prerequisite courses in progress hampered registration for other courses at UNM
• Course not evaluated in a timely manner
• UNM losing transcript
• Problem with Financial Aid
• Poor Advisement
• Problem with transferring during winter break (CNM)
• Sending transcript without final grade
• Transcript took too long to be sent to UNM
• UNM is impersonal
• Did not know what would transfer
• Registration/Advisement Hold
• Problem with Financial Aid
• Better coordination with CNM
Question 4
Did you experience any transferring barriers that existed at your previous institution?
Barriers at Previous Institution

• Transcript Issues
• Communication between CNM and UNM
• Wait time for grades to post
Ethnicity x Gender

Common Trends Male/Female

• Poor Advisement
• Not knowing what would transfer to UNM
• Lack of communication between CNM and UNM
• Lack of communication between CNM advisors and UNM advisors
Question 5
What recommendations would you make to improve the transfer process?
Recommendations to Improve Transfer Process

Ethnicity x Student Classification

Common Trends

- 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
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Recommendations:

• 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
Question 6
What services do you feel would be helpful for new transfer students?
What services do you feel would be helpful for new transfer students?

**Common Trends**

- Student mentoring program
- Campus tours
- Special Transfer Student Center
- Checklists and Timelines
- Advising offices open later
- Ability to Chat
Other Services Desired

- Better Building signs - WayFinding
- Ethnic Centers more visible
- Phone advising (basic questions)
- Special transfer advisors
- Transfer Student Hotline
- List of current student organizations
- CNM/UNM Transfer Liaisons
- Events specific to transfer students
Thank You