The Transfer Playbook: Essential Community College Practices

1. Prioritize transfer student success
   ✓ Communicate transfer as a key component of the college’s mission.
   ✓ Make transfer student success a core priority in the college’s strategic documents.
   ✓ Share data internally on transfer student outcomes and on the effectiveness of transfer practices.
   ✓ Invest significant resources to support students seeking to transfer.
   ✓ Designate staff and committees with responsibility for improving transfer student outcomes.

2. Create clear program pathways with aligned high-quality instruction
   ✓ Collaborate with partner institutions to create maps showing major-specific bachelor’s program requirements, recommended lower division course sequences, and progress milestones.
   ✓ Provide rigorous instruction and other high-quality learning experiences to prepare students to thrive in upper division coursework in their desired majors.
   ✓ Solicit regular, honest feedback on program quality from university academic departments.
   ✓ Design alternative transfer pathways as needed to facilitate degree completion in specific fields.

3. Provide tailored transfer student advising
   ✓ Design website with accurate, easy-to-access information for students seeking to transfer.
   ✓ Help students explore career/transfer options, choose a major field and preferred transfer destination(s), and develop a full-program plan as soon as possible.
   ✓ Continuously monitor student progress, provide frequent feedback, and intervene quickly when students are at risk of falling off plan.
   ✓ Help students plan to finance their entire undergraduate education (not just the community college piece).

4. Build strong transfer partnerships
   ✓ Build trusting relationships with partners and communicate frequently at all levels.
   ✓ Share data on transfer student experiences and outcomes.
   ✓ Jointly invest in shared support services and strategic initiatives to benefit transfer students.
   ✓ Collaborate on improving instruction and support services for transfer students.
   ✓ Designate “transfer champions” as liaisons to transfer partners.

These practices are based on The Transfer Playbook: Essential Practices for Two- and Four-Year Colleges by Joshua Wyner and KC Deane, Aspen Institute College Excellence Program, and Davis Jenkins and John Fink, Community College Research Center (May 2016: http://www.aspeninstitute.org/publications/transfer-playbook).