

## Transfer and Returning Student Resource Center

### Purpose

*“Being a transfer student, I haven’t had the previous years to build relationships on campus. I don’t feel like there [are] a lot of supports for people transferring from community college, or if there are, I don’t know what they are.” - PSU Junior Transfer Student, May 2019*

The Transfer and Returning Student Resource Center (TRSRC) will help prospective students smoothly transition to PSU, work to create a culture of belonging for transfer and returning students, and support transfer and returning student degree completion through early and proactive academic and career advising and provision of assistance with accessing PSU resources and services. The TRSRC will guide the prospective transfer and returning student experience at PSU by serving as a bridge between Admissions and Advising & Career Services, as well as making appropriate referrals to Student Financial Services, Financial Aid, and the Office of the Registrar.

The Transfer and Returning Student Resource Center will achieve these goals by:

- Serving as a welcoming point of entry for prospective and/or new transfer students and returning adult students
- Assisting students transferring from community colleges or other institutions to PSU
- Providing transfer advising support for students at community colleges
- Directing students to a major (or pathway if exploratory)
- Advising prospective students on strategies to avoid excessive credit prior to enrollment
- Providing information on financial resources and making appropriate referrals
- Providing holistic advising and connecting students to PSU Financial Aid, Admissions, student services, PSU resource centers, and Advising and Career Services, as appropriate
- Providing coordination, support, and guidance to the university and its transfer partner institutions in developing effective transfer agreements, pathways, programs, and supportive policies and procedures

### Discovery and Design

The proposal for the TRSRC was informed by the engagement of students, faculty, staff, administrators, and community college partners. Specifically through the [Students with Excessive Credits Project](#), [Undergraduate Student Persistence Project](#), and formally through [Academic and Career Advising Redesign](#). Academic and Career Advising Redesign recommendations included the establishment of a Transfer Center based on research and input from the PSU community.

In addition to the research and discovery at PSU, and with our Community College partners, through these projects, we have also consulted the literature and research that has been done on best supporting transfer students. [The Transfer Playbook: Essential Practices for 2-year and 4-year colleges](#),

published by The Aspen Institute's College Excellence Program and the Community College Resource Center (2016), recommends that 4-year institutions "commit dedicated personnel, structures, and resources for transfer students." This includes assigning transfer advisors to prospective students to aid students in choosing a major or exploratory pathway prior to entry at PSU so that they can begin to develop a sense of community, and so that they can develop an efficient graduation plan.

### **Staffing**

Randi Harris, Director, Transfer and Returning Student Resource Center

Kara Hayes, Student Success Manager

Lori Coulter, Executive Assistant and Office Manager

*Hiring Fall 2019* for 2.0 FTE Transfer and Returning Student Advisors

### **Implementation Timeline**

Phase 1: Communication, Training and Professional Development, and Establishing Physical Space and an Online Presence for the TRSRC

*Timeframe: July 1st through September 29th, 2019 (Summer)*

Phase 2: Hiring, Implement Initial Services and Programming, and Training and Professional Development

*Timeframe: September 30th, 2019 through January 5th, 2020 (Fall)*

Phase 3: Implement Enhanced Services and Programming and a Continuous Improvement Plan

*Timeframe: January 6th - June 14th, 2020 (Winter - Spring)*

*A detailed outline of the Phases and Milestones for Implementation of the TRSRC can be viewed here:*  
[Working Document- Transfer and Returning Student Resource Center \(TRSRC\) Implementation Phases & Milestones- Version 1.0](#)

### **Questions? Please contact:**

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