

## Student Transfer Challenge Summary

Student	Identify the issues the student experienced	Given no resource issues, how could the experience have been improved?
<b>Valeriya</b>	<ul style="list-style-type: none"> <li>Lack of information on credentials such as the difference between a diploma and degree</li> <li>Not able to find information in one location on institution websites</li> <li>Lots of digging to find information on the different institution websites.</li> <li>Other students experienced similar challenges</li> <li>Hard to find what are the next steps in transferring</li> <li>Definition of credit value unclear and varying language</li> <li>Segmented information (too many websites)</li> <li>Limited access to in-person help</li> </ul>	<ul style="list-style-type: none"> <li>Personalize profile page via "Student Portal". Populate information based on identified profile: i.e. if coming from college to university target information</li> <li>Google "tags" – look at what students are searching and match it to our data</li> <li>Chat option – instant messaging "office hours"</li> <li>Add contact information to all communication</li> <li>Assign an advisor at point of application or admissions</li> <li>One stop shop online</li> <li>Accessible course outlines</li> <li>1-on-1 counselling through whole process</li> <li>More communication with Academic Advisors</li> <li>Have websites available in different languages for students</li> <li>Webinars/tutorials</li> <li>Wow! Standardized grades and transcripts for all institutions! ONCAT/ONTransfer.ca helps!</li> <li>Managing expectations</li> <li>Well organized web presence with clear student-friendly language and preliminary steps i.e. online chat</li> <li>Combined university &amp; college webpage – OCAS/OUAC</li> </ul>
<b>Therese</b>	<ul style="list-style-type: none"> <li>Lack of information on how long would it take for approvals (2 days, 6 months, time of year?)</li> <li>Credit weighting and different GPA scales across institutions</li> <li>Lack of personal connection</li> <li>Submitted paperwork was not received by institution</li> <li>College to university – transition was difficult to go from small community to large community</li> </ul>	<ul style="list-style-type: none"> <li>Transparency of process – steps in process? How long?</li> <li>Communication on process, documents needed, status updates</li> <li>Plain language for students</li> <li>College/international transfer information</li> <li>One application portal</li> <li>Additional support for mature students</li> <li>Proactive offer with letter of acceptance i.e. accepted in XX program</li> <li>Hyperlink to credit transfer information and/or form</li> <li>Hyperlink to PLAR information page</li> </ul>

### Both Students

- Enhance admissions staff levels and have application time matrix
- Create sub-support groups that are major specific (help see where students are at and where they are going)
- Students could come together in their first year post transfer to discuss how they are doing and feeling to get more comfortable in their new learning environment
- Better developed student profile, like Facebook, where students can track credit transfers and how many courses they will have to take to finish
- Information in the profile that states what is allowed and not allowed for transfer
- Online helper to explain the process, language of transfer, etc.