

# Chancellor's Office

## California Community Colleges

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*Transfer Center Report*  
*Results for Academic Year 2023-24*

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## Introduction

Transfer Center information presented within this report is an aggregation of annual reporting to the California Community Colleges Chancellor's Office by community college Transfer Center Directors. California Title 5 Section 51027 regulation requires the governing board of each community college district to recognize transfer as one of its primary missions. The regulatory section further describes program components that include transfer services, facilities, staffing, an advisory committee, evaluation and reporting requirements for the transfer program. The regulatory section then requires each community college district to submit an annual report to the Chancellor describing the status of the district's efforts to implement its transfer center(s), achievement of transfer center plan targets and goals, and expenditures supporting transfer center operations. At the close of the 2023-24 reporting cycle, 89 colleges submitted the required report to the Chancellor's Office.

This report does not include data from the 26 colleges listed below, as these colleges did not certify a report by the reporting deadline.

College of Alameda  
College of the Canyons  
Cerro Coso College  
Coalinga College  
Columbia College  
Contra Costa College  
Cypress College  
College of the Desert  
El Camino College  
Fresno City College  
Irvine Valley College  
Long Beach City College  
Los Angeles City College  
Los Angeles Harbor College  
Los Angeles Southwest College  
Los Angeles Trade-Tech College  
Los Angeles Valley College  
Mendocino College  
Merritt College  
Mt. San Antonio College  
Norco College  
Sacramento City College  
San Bernardino Valley College  
Southwestern College  
Taft College

## Victor Valley College

Continuing with a format implemented several years ago, the transfer center report is presented alongside data from previous years to show comparison. The report provides a rolling five-year history for each response, and will continue to do so for questions that remain active. Also, unless otherwise noted, data throughout this report is by percentage to provide a consistent year-to-year comparison regardless of the number of responses. This report is not structured to determine the underlying issues influencing the ratings; however, it does provide a simple evaluation of the transfer center functions in the many areas required for student transfer success, from which opportunities can be further investigated and improved through successful intervention.

Please direct questions about this report to Sean Madden, Community College Program Assistant, Educational Services & Support Division, CCCCO, at [smadden@cccco.edu](mailto:smadden@cccco.edu).

## At a Glance...

- 96 percent of colleges have an active transfer center plan, with 40 percent of the colleges updating the plan annually, and 35 percent updating the plan every three years or more.
- 87 percent of the colleges report that the transfer center plan has undergone a program review, and of those, 76 percent are standalone reviews.
- 68 percent of colleges report that dedicated funding supports their transfer center plan.
- 30 percent of transfer centers are dedicated facilities and 69 percent are co-located. Of the co-located centers, 53 percent share space with a Career Center and 55 percent share a space with the General Counseling Center.
- 9 percent of transfer centers report having a satellite location.
- 92 percent of transfer centers are on a 12-month schedule, 3 percent are on an 11-month schedule, and 5 percent are on a 10-month schedule.
- 24 percent of transfer centers are open more than 40 hours per week. 70 percent of transfer centers are open between 30 and 40 hours per week.
- 56 percent of transfer centers offer evening hours. 3 percent of transfer centers offer weekend hours. 35 percent of transfer centers are open four days each week in the evening, an increase of 3 percent from the previous year.
- Transfer centers averaged 4,427 student contacts (in-person and virtual) this reporting year, an increase from 3,884 the previous year.

- Transfer centers provided an average of 2.6 college/university field trips, an increase from the previous year.
- An average of 7.0 (77%) UC campuses attended fall transfer day fairs when held by a college transfer center, along with an average of 9.0 (39%) CSU campuses.
- 38 percent of transfer center directors are full time, down 4 percent from the previous year. 35 percent are at least one-half time.
- 68 percent of transfer center directors are faculty, and 58 percent of transfer center directors have served in their role four years or more. 28 percent of transfer center directors have served two years or less. The length of time in the position decreased from the previous year.
- 48 percent of transfer center directors are on a 12-month schedule, 21 percent on an 11-month schedule, and 29 percent on a 10-month schedule.
- The average transfer center has 1.2 Full Time Equivalent (FTE) staff support, excluding the director and counselors dedicated to the transfer center. This is less than the previous year.
- The average transfer center has 0.87 FTE dedicated counselors, excluding the director. This is less than the previous year.
- 73 percent of transfer center directors report to the dean of counseling; 13 percent report to the Chief Student Services Officer (CSSO).
- 93 percent of transfer center directors are directly involved with college decision making, an increase from the previous year.
- When asked to rank transfer center operational barriers, choosing from staffing, information, budget and facilities/equipment categories, staffing continues to be the top-ranked barrier at 67 percent, followed by the need for additional operational funding.
- \$422,258 is spent on average per college annually for transfer center operations, reflecting a slight downward trend from the previous year.
- 62 percent of revenue comes from the general fund, 16 percent from Student Equity Achievement (SEA) funds.

## Section 1: Status and Plan

1. Does your college have an active Transfer Center Plan?

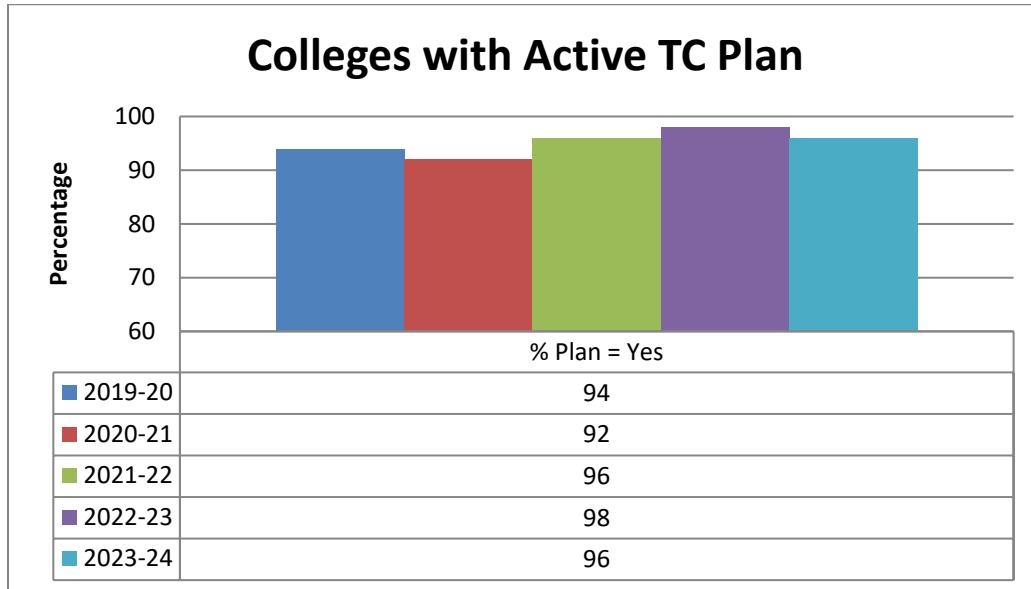


Figure 1

2. If yes, how frequently is the transfer center plan updated?

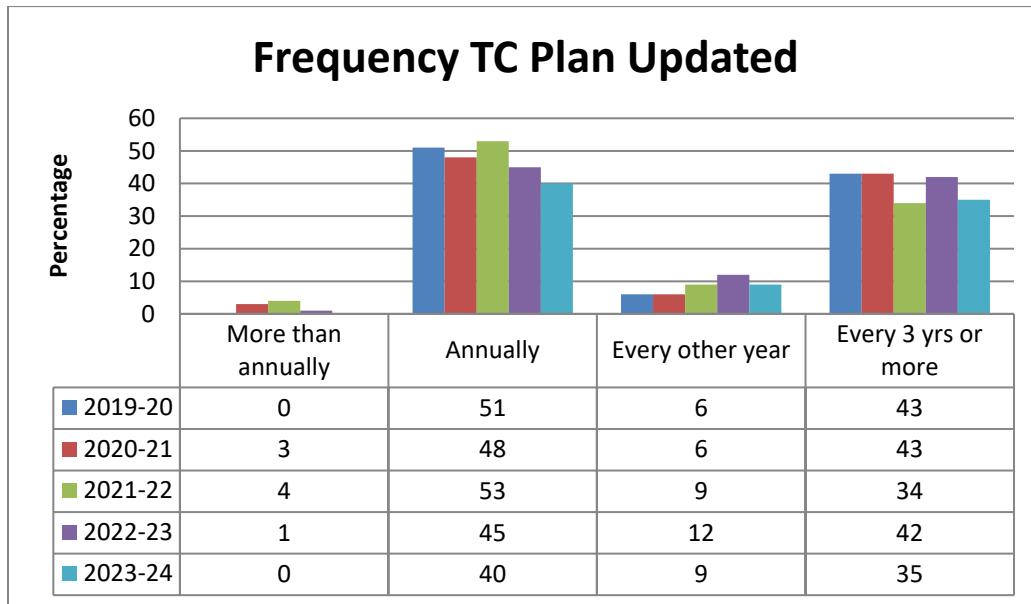


Figure 2

3. If yes, is the plan supported with dedicated funding?

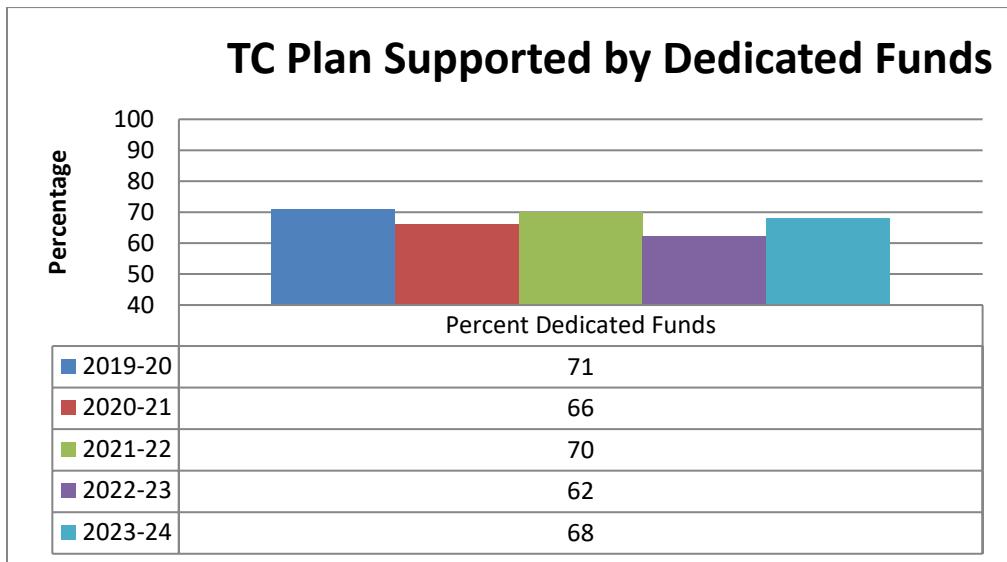


Figure 3

4. Has the transfer center undergone program review?

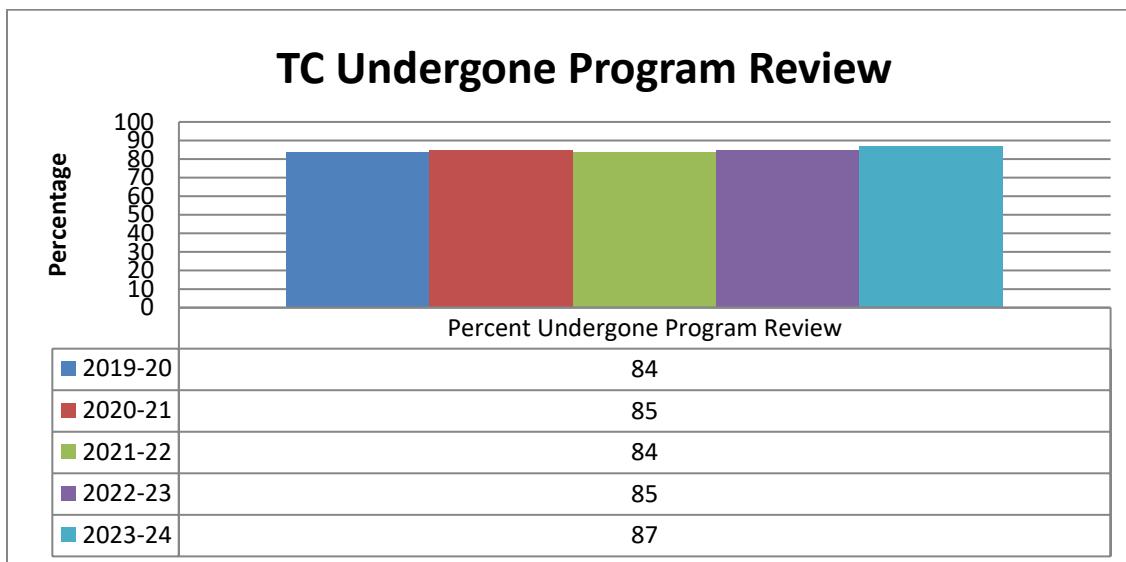


Figure 4

5. Is the transfer center a standalone program review?

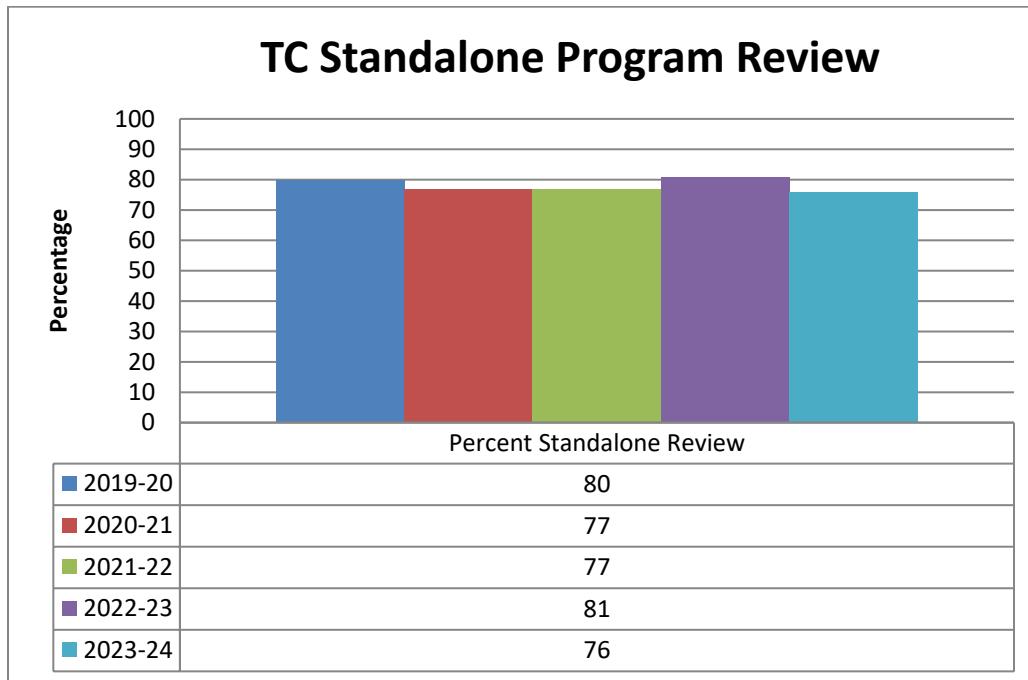


Figure 5

## Section 2: Transfer Center Facility

1. Is your transfer center dedicated, co-located, or no transfer center exists?

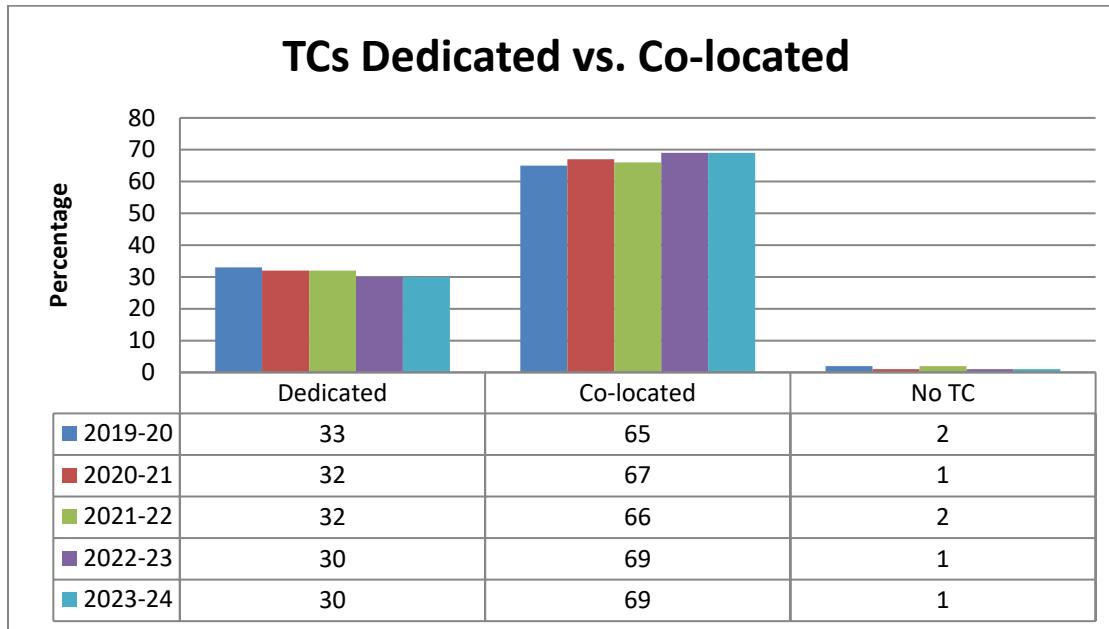


Figure 6

2. If co-located, where?

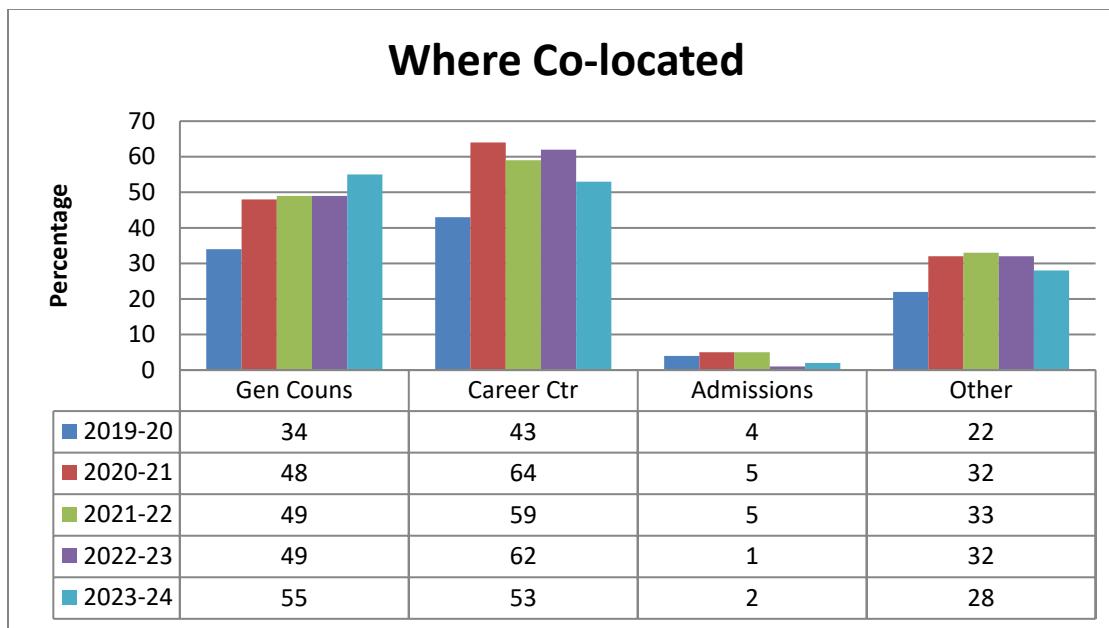


Figure 7

*Note: the sum of individual responses in Figure 7 may be greater than 100 percent across categories due to the ability to make multiple selections.*

3. Does your transfer center have a satellite location?

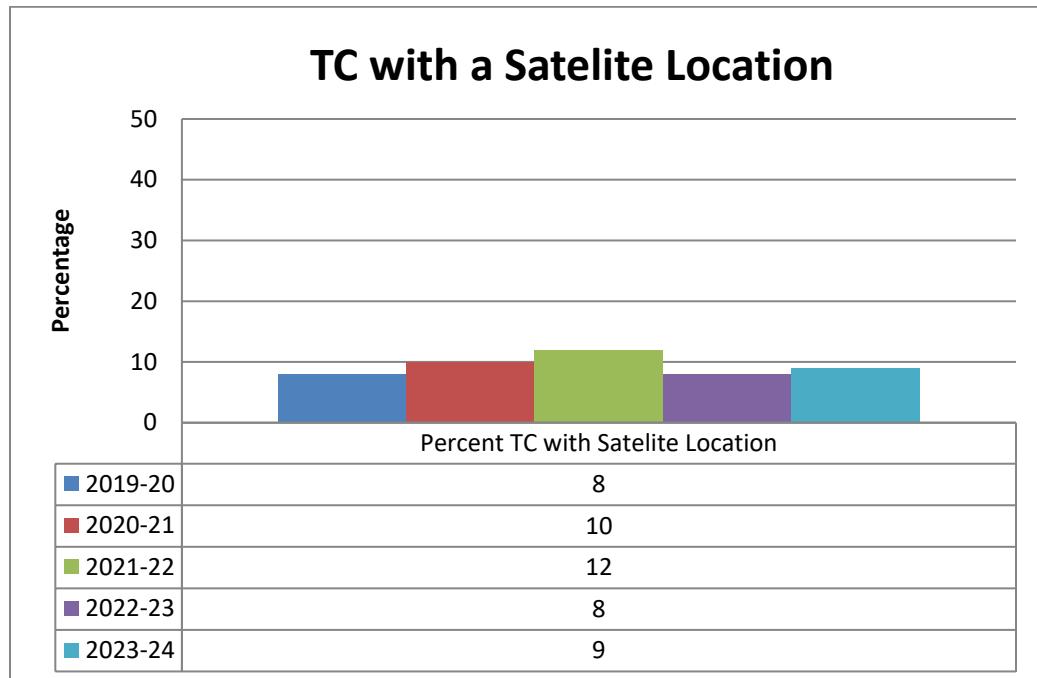


Figure 8

4. How many months per year does your transfer center operate?

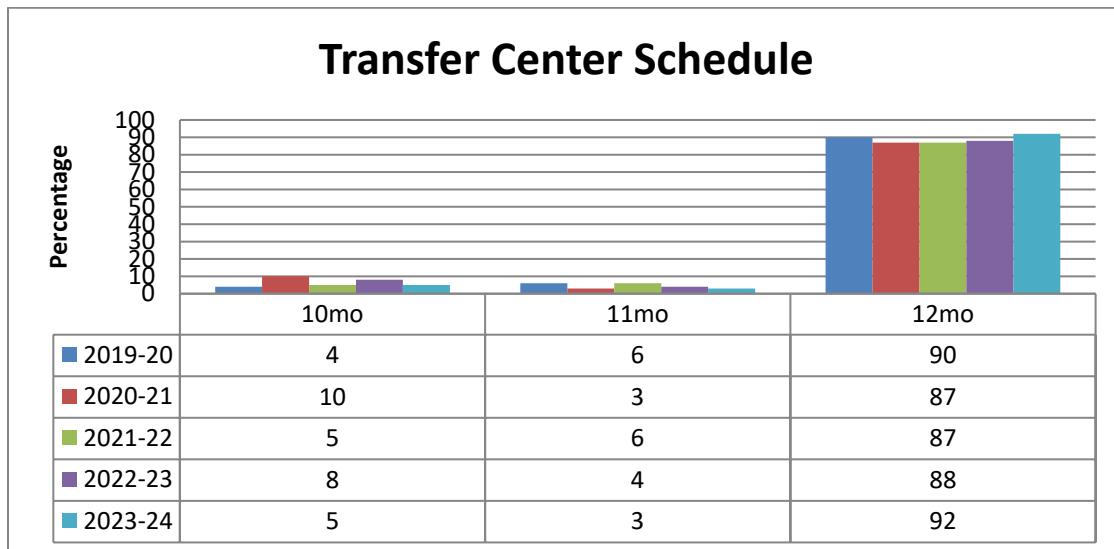


Figure 9

5. On average, how many hours per week is your transfer center open?

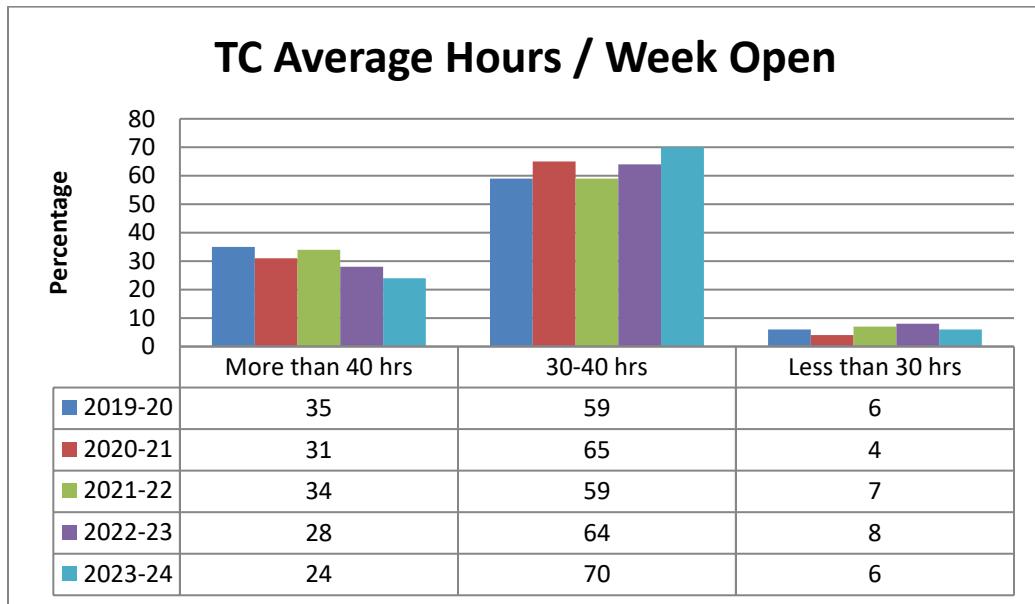


Figure 10

6. Does your transfer center offer evening hours?

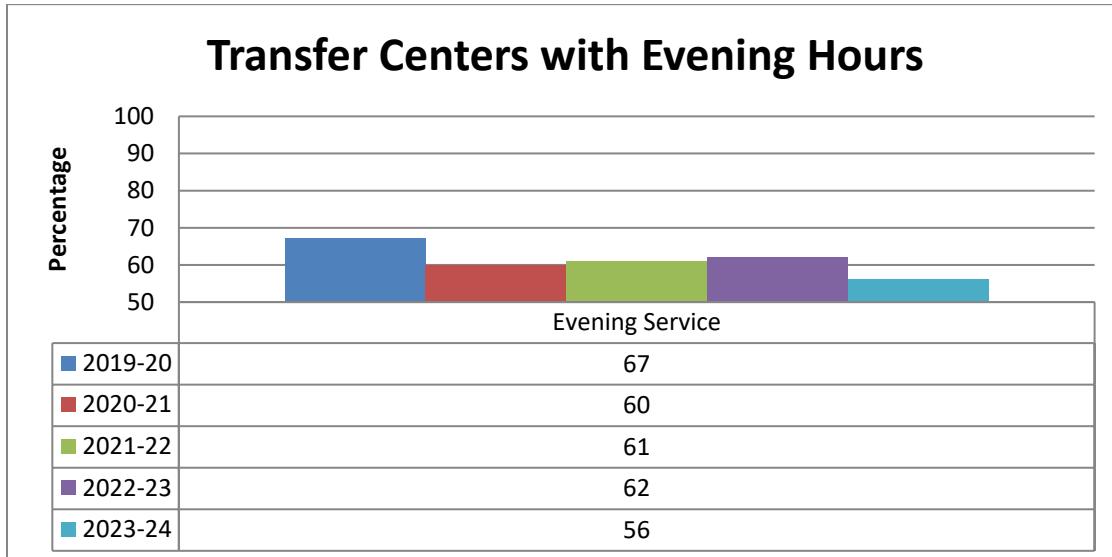


Figure 11

7. If evening hours are offered, how many days of the week?

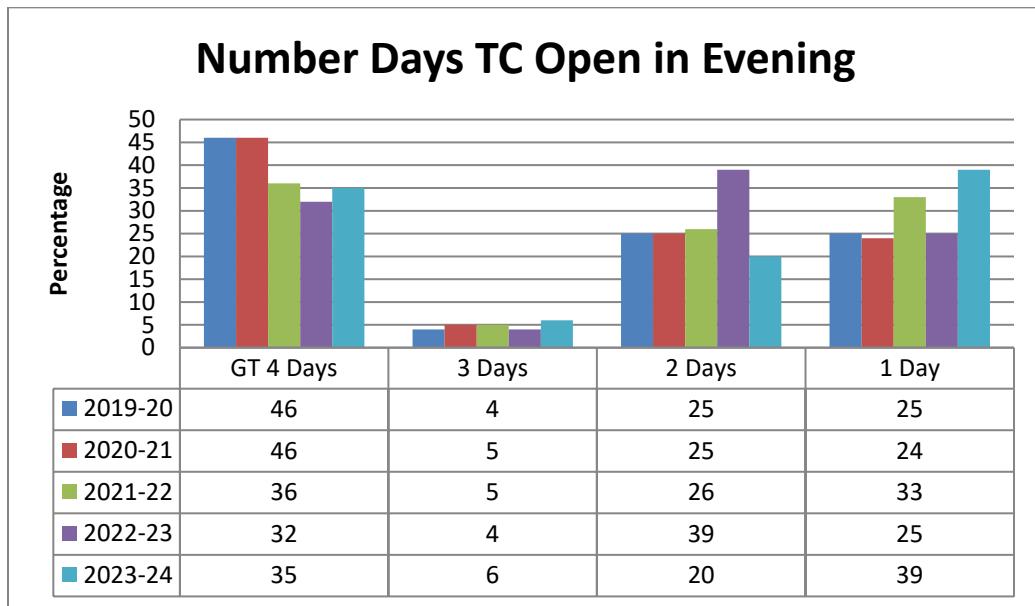


Figure 12

8. Does your transfer center offer weekend hours?

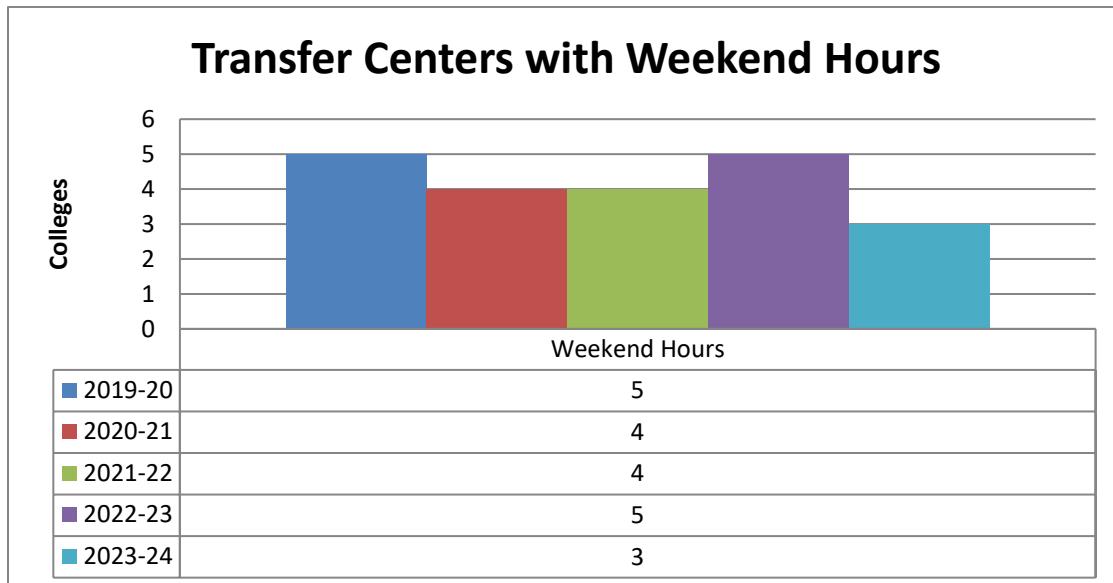


Figure 13

## Section 3: Transfer Student Services

1. Approximately how many student contacts were made by the transfer center electronically?

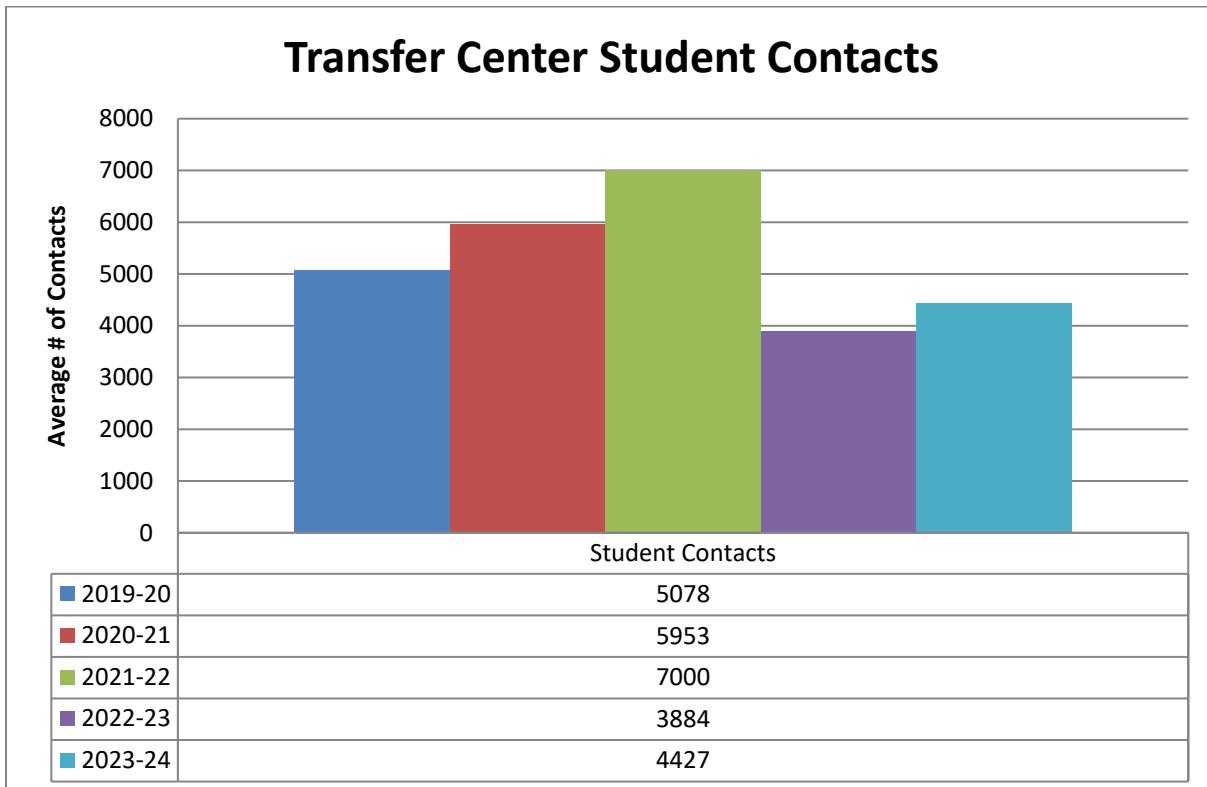


Figure 14

2. How many field trips was your transfer center able to schedule?

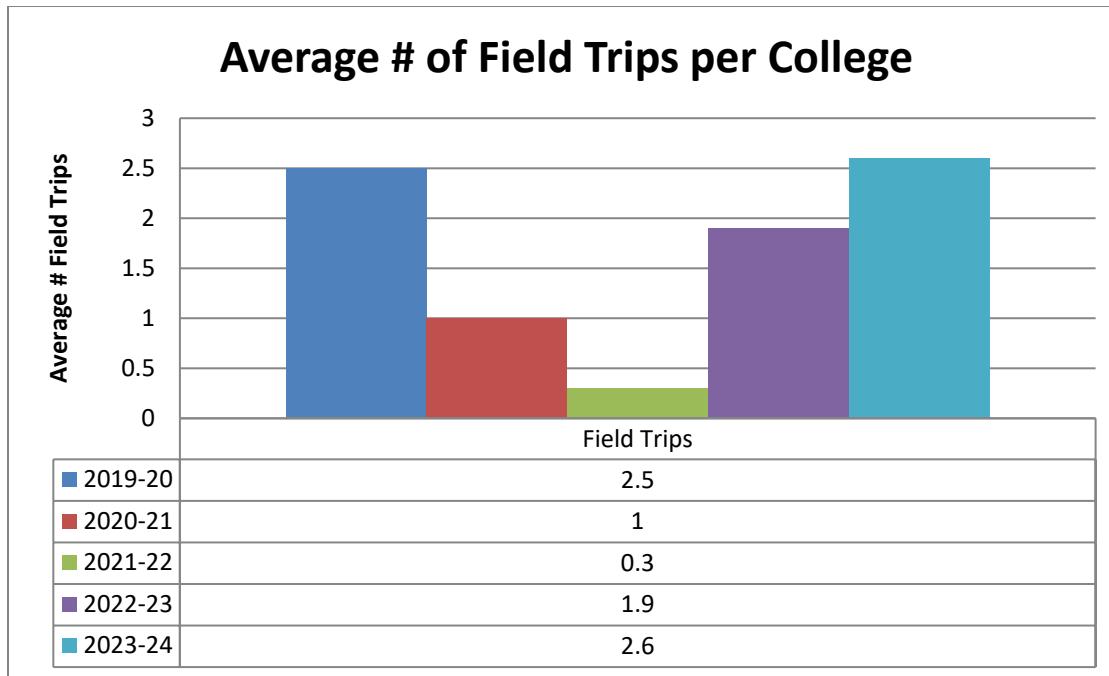


Figure 15

How many students participated in the field trips?

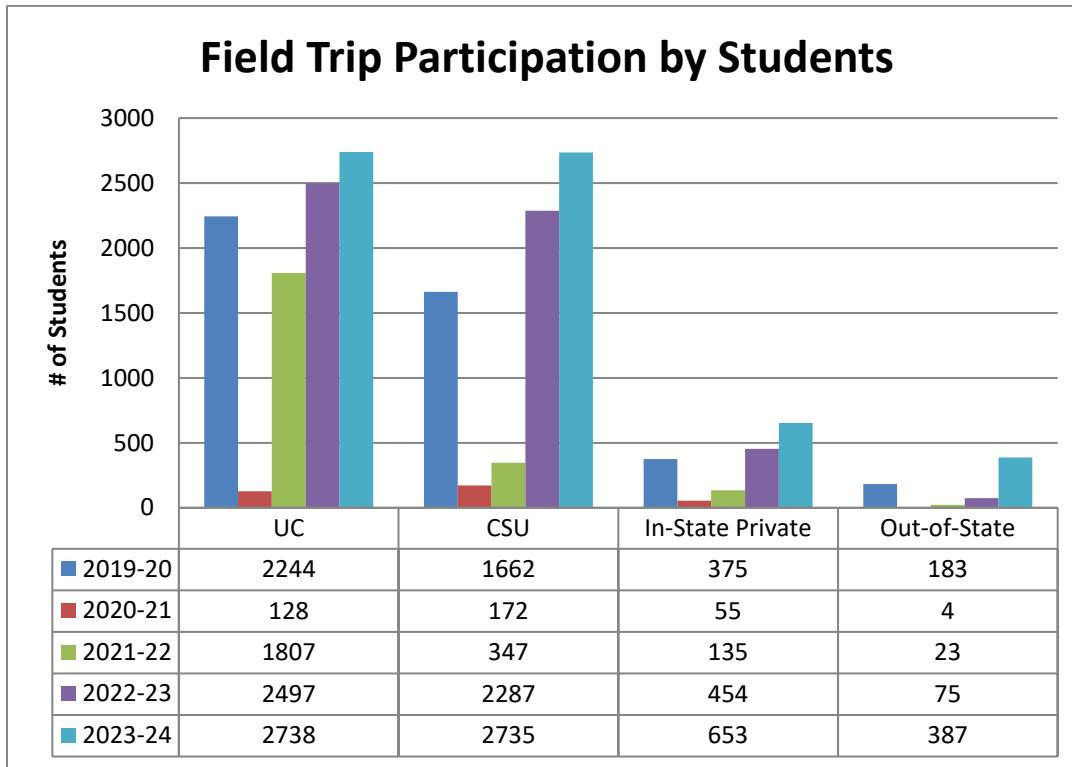


Figure 16

If your transfer center hosted a fall transfer day, how many institutions participated?

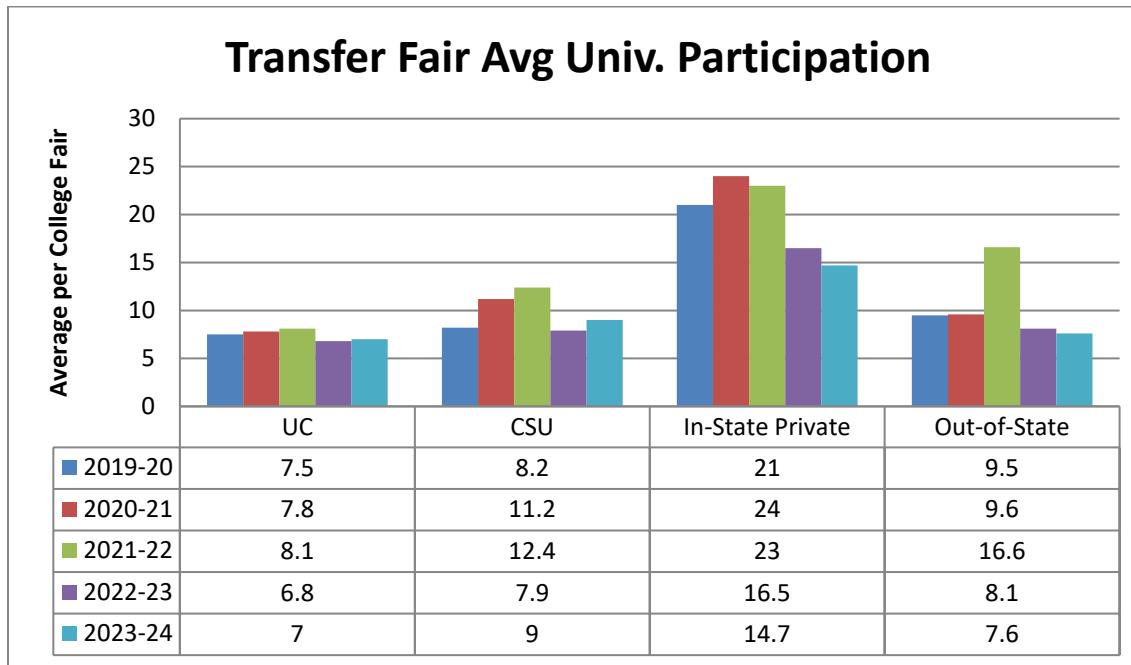


Figure 17

Note, 98 percent of colleges hosted a Transfer Day event in fall 2022.

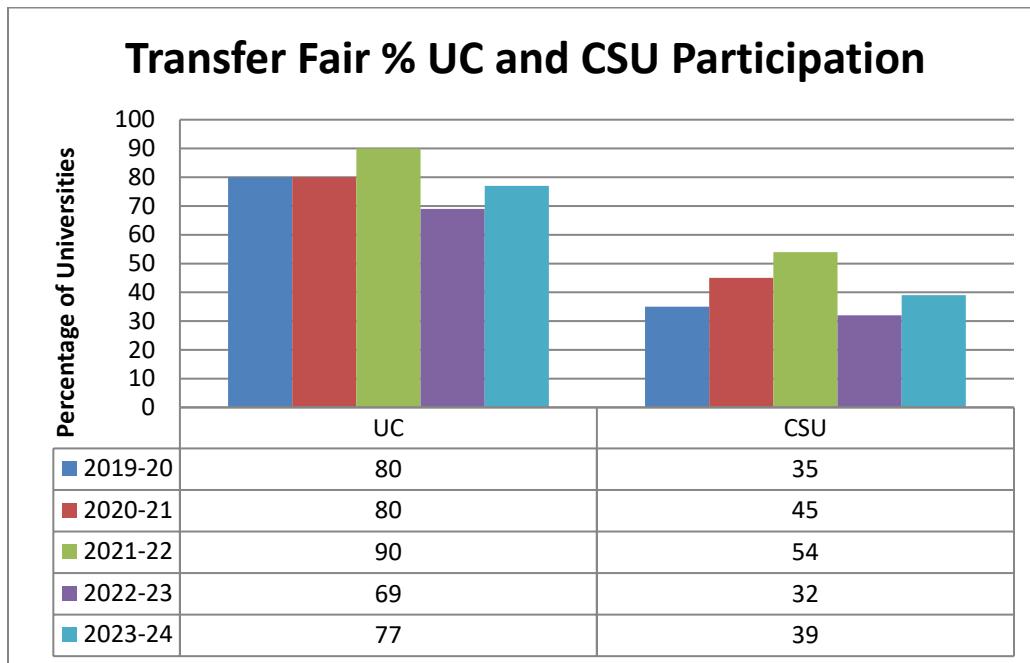


Figure 18

3. How many institutions does your transfer center offer transfer admission agreements with?

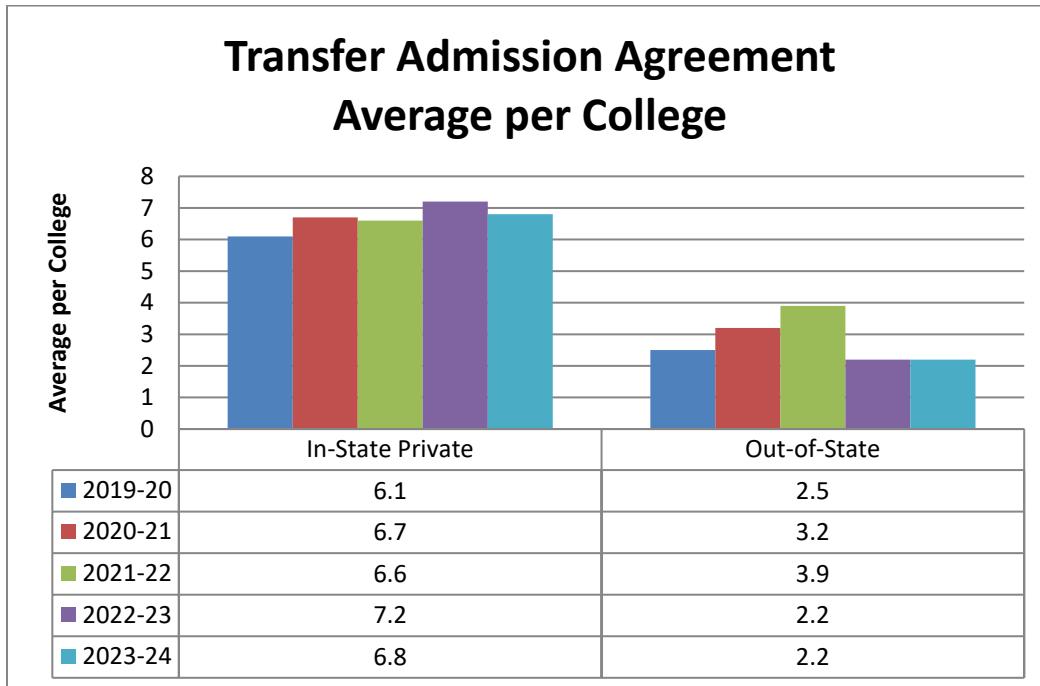


Figure 19

## Section 4: Administration

1. Did your college have an assigned transfer center director for the reporting year?

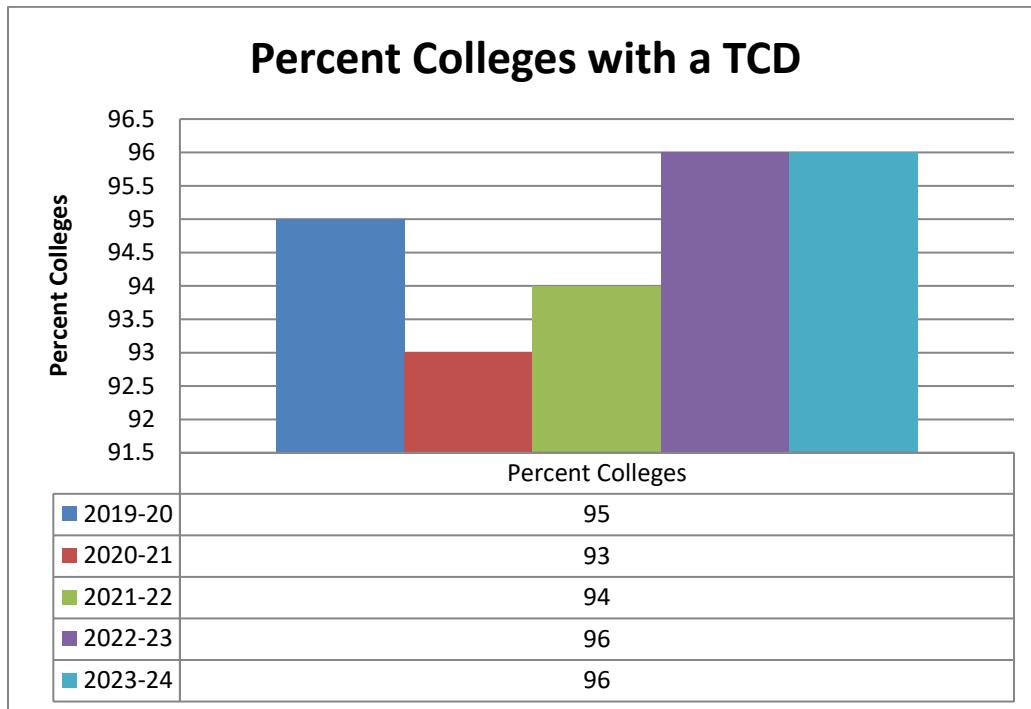


Figure 20

2. What percentage of the transfer center director's time is spent coordinating the transfer center?

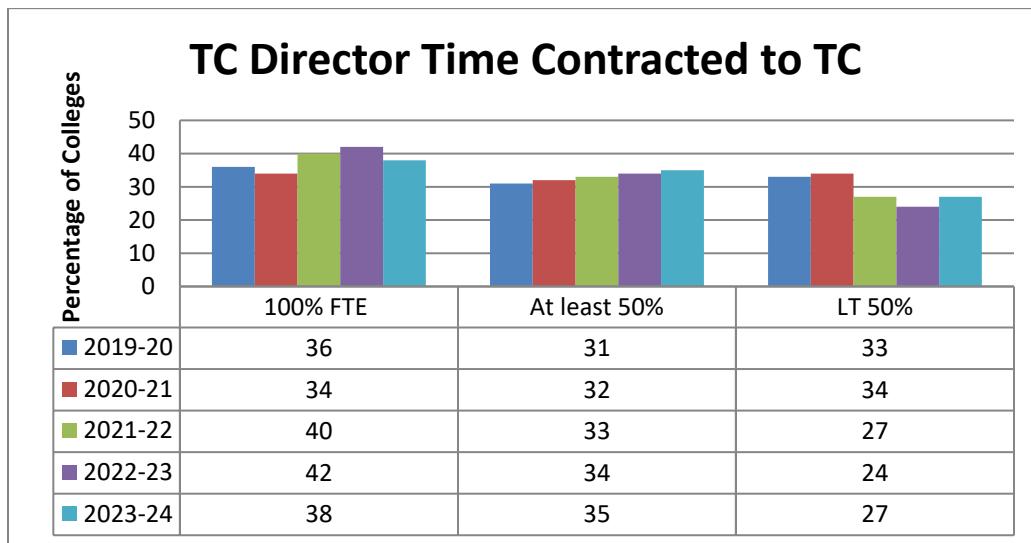


Figure 21

3. The transfer center director is management, faculty, or classified status?

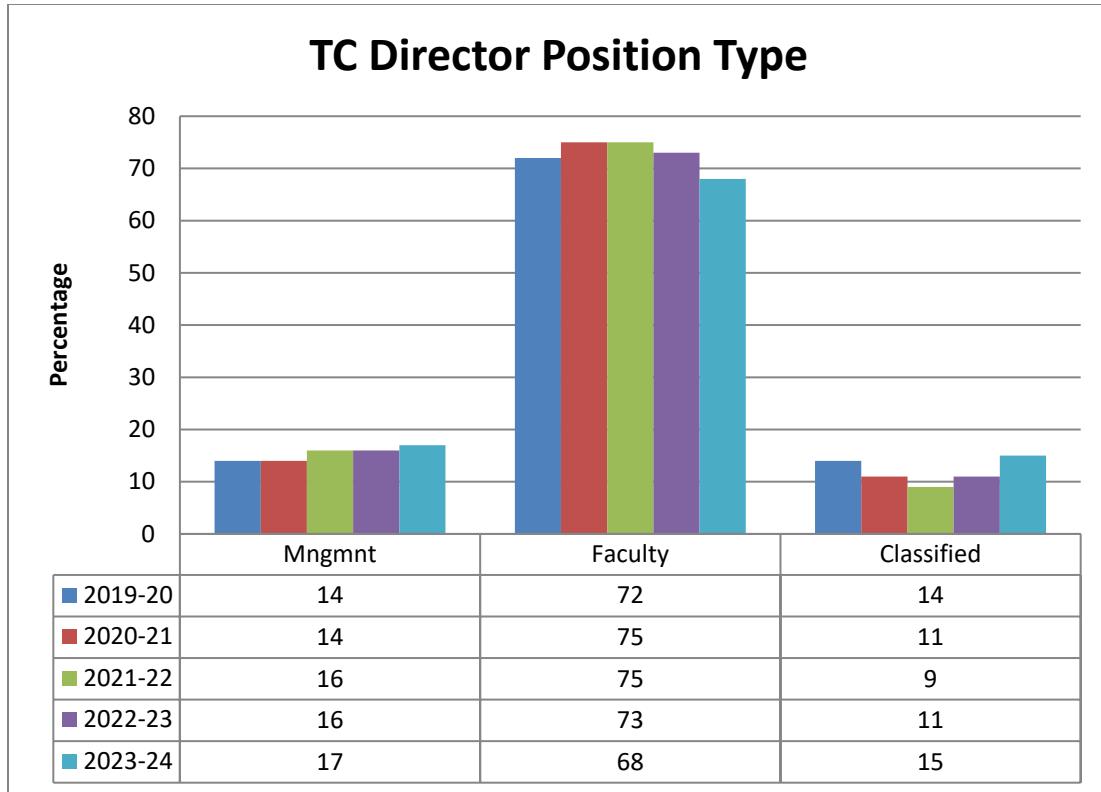


Figure 22

How many years has the transfer center director served in this capacity?

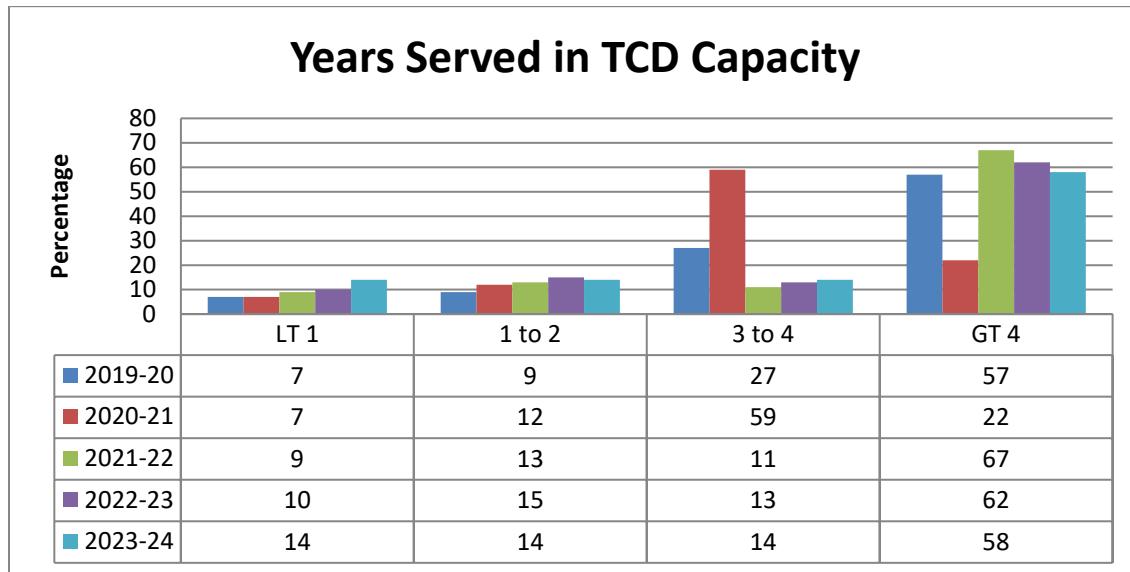


Figure 23

4. Is the transfer center director scheduled for 10 months/year, 11 months/year, or 12 months/year?

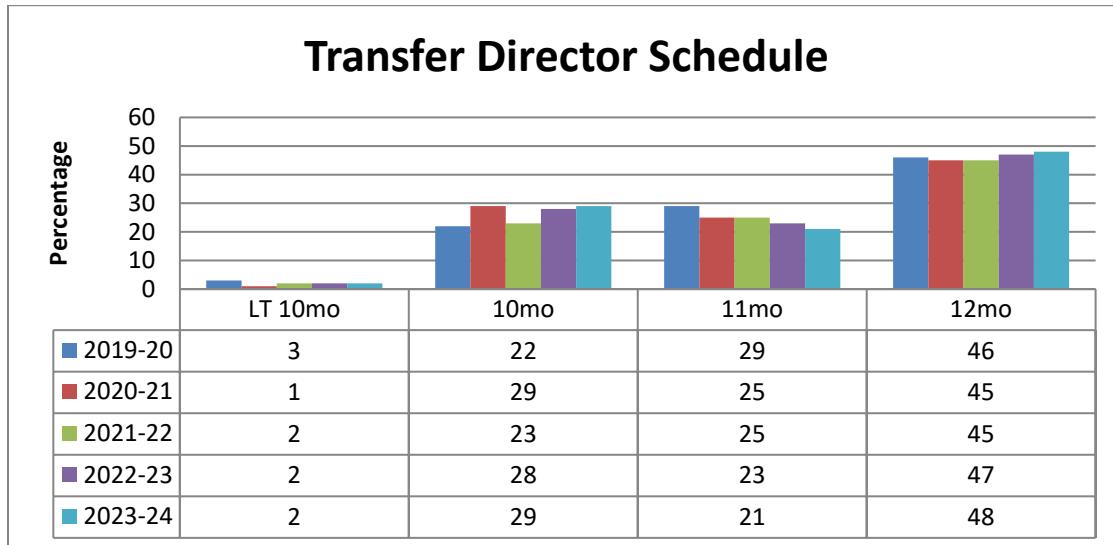


Figure 24

What is the combined full-time equivalency of transfer center staff?

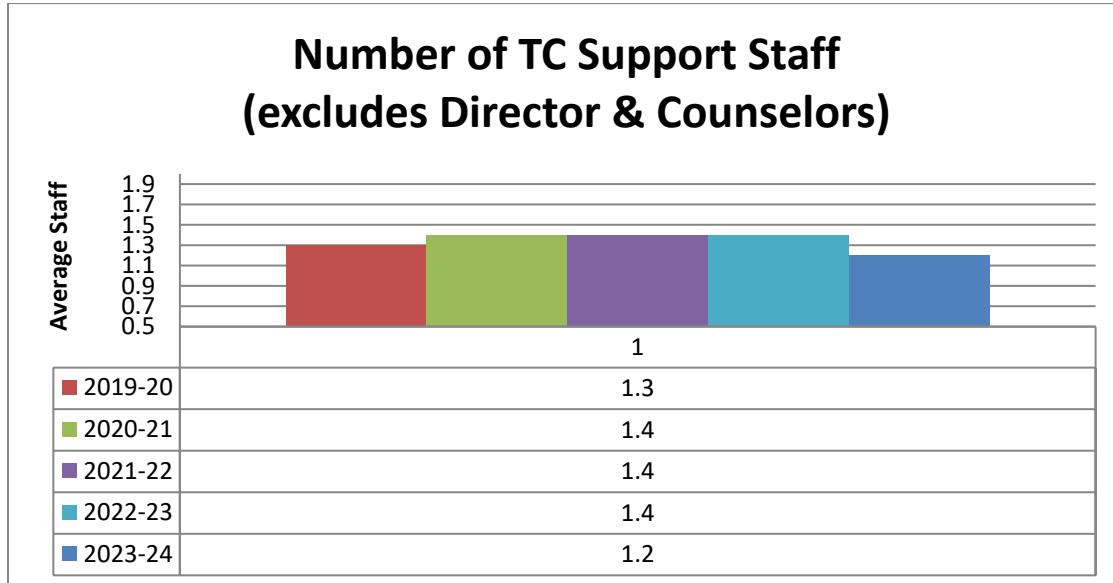


Figure 25

5. What is the combined full-time equivalency of transfer center counselors?

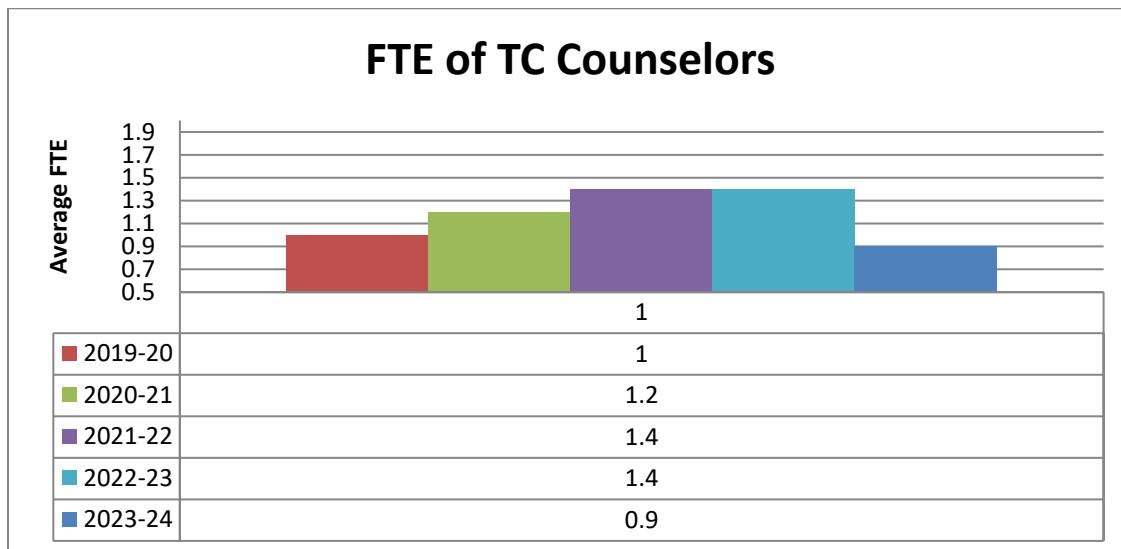


Figure 26

The transfer center director reports to:

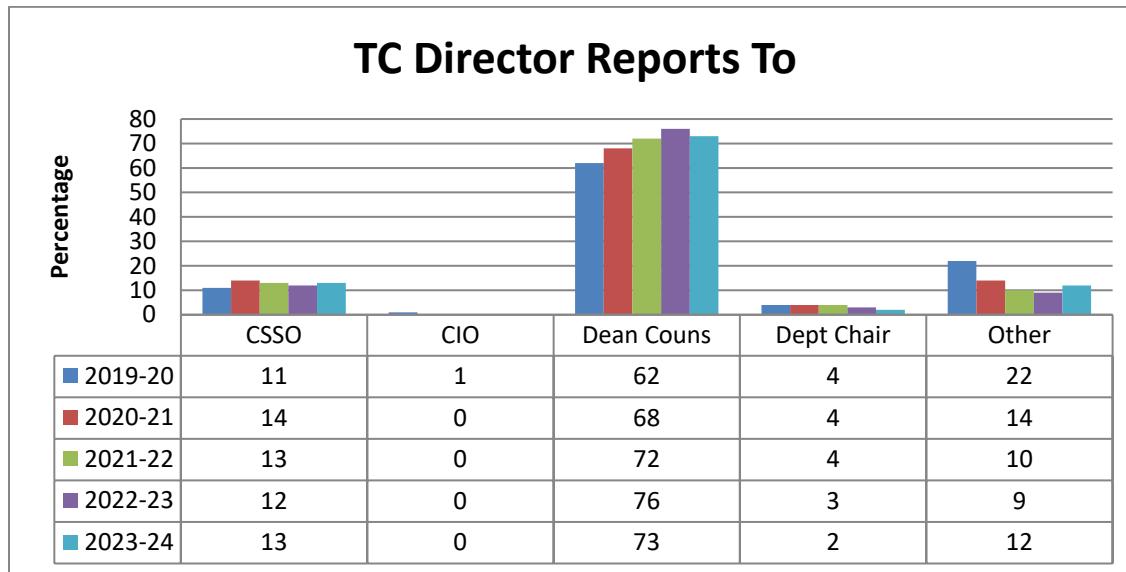


Figure 27

6. Is the transfer center director involved in district and college decision making?

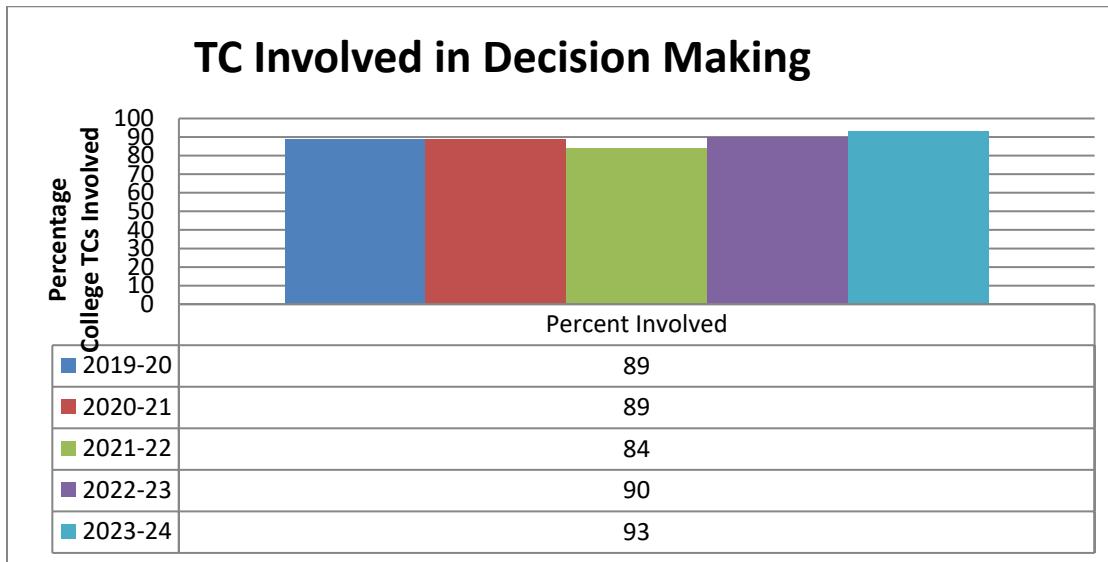


Figure 28

## Section 5: Challenges

1. Rank your transfer center needs for facility space, personnel, equipment, operating expenses, and data gathering support.

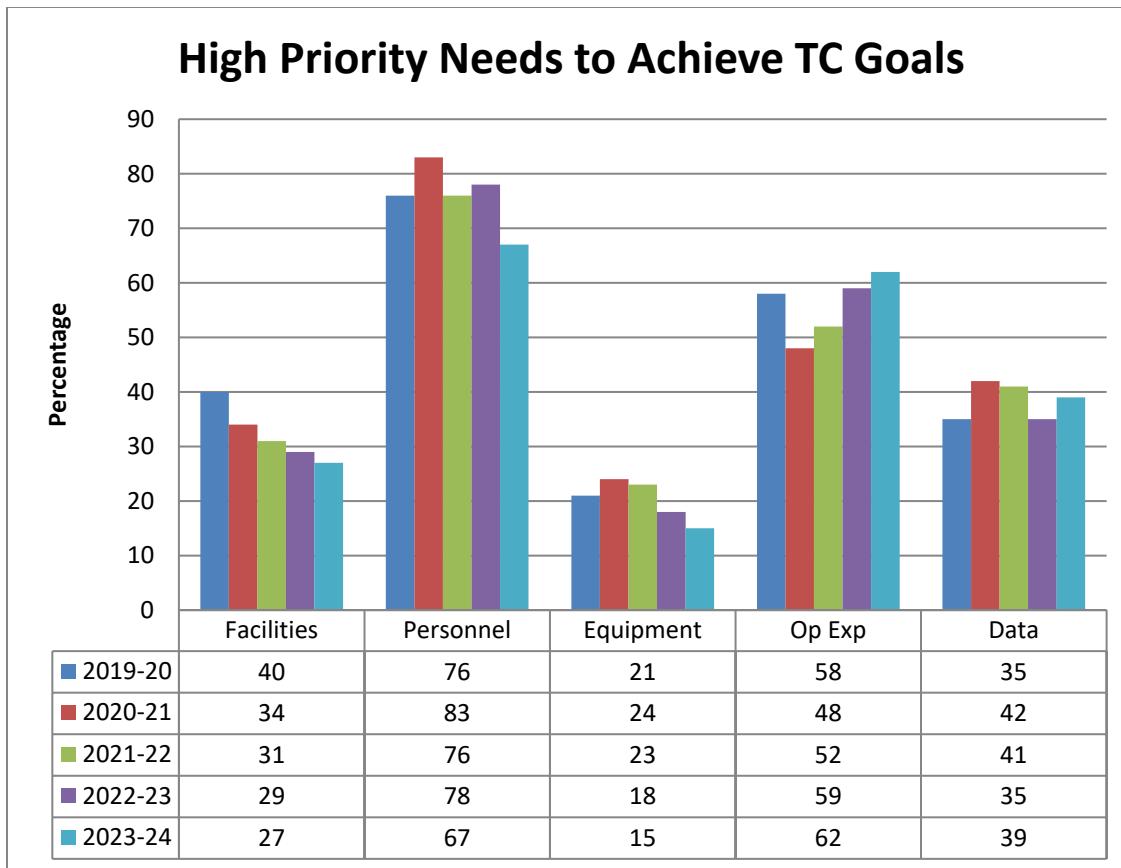


Figure 29

Note: responders can rank more than one category as a high need, thus the percentage across categories when summed for the year will exceed 100.

2. Rank your transfer center overall barriers to implementing your transfer center plan, including: *student related, instructional related, transfer center operations, CSU relationship, UC relationship, In State Private relationship, articulation, counseling, data access and dissemination, and administration.*

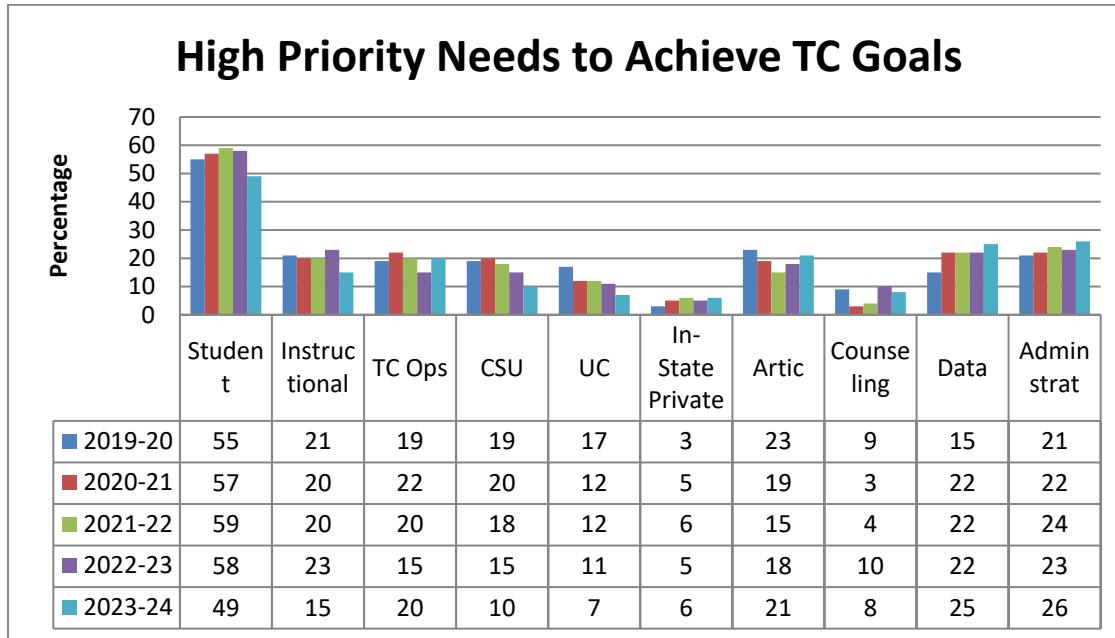


Figure 30

3. Rank your transfer center student related barriers, including: *academic skills, academic preparation, academic support services, selection of goals/majors, understanding transfer requirements, and access to academic counseling.*

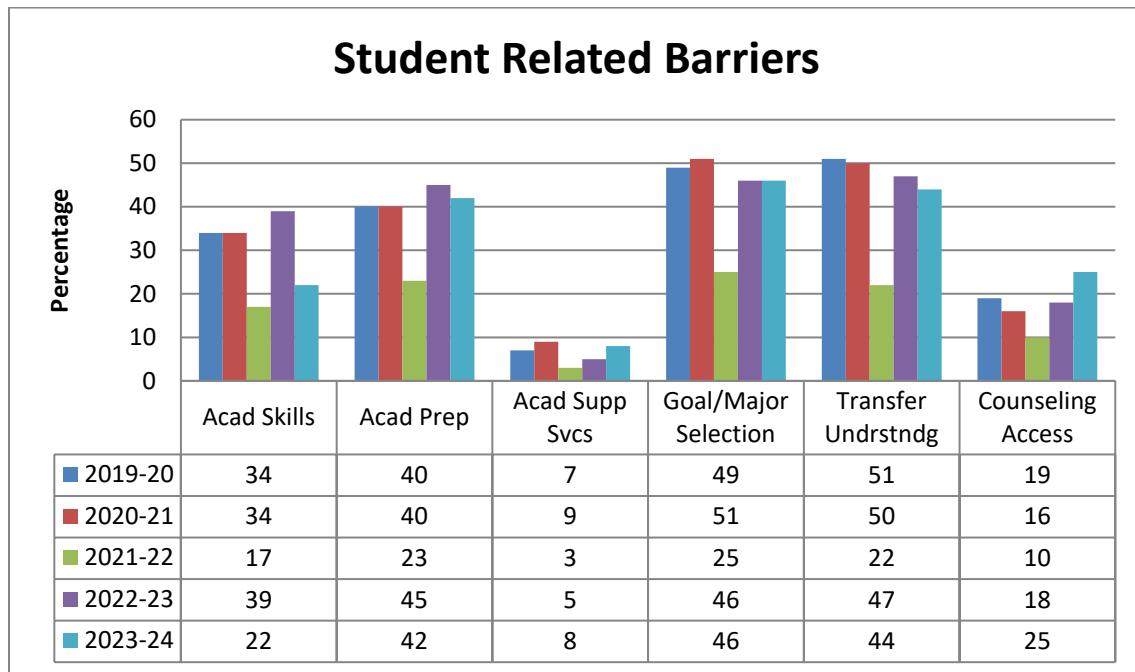


Figure 31

4. Rank your transfer center operational related barriers, including: *staffing, information, budget, and facilities and equipment.*

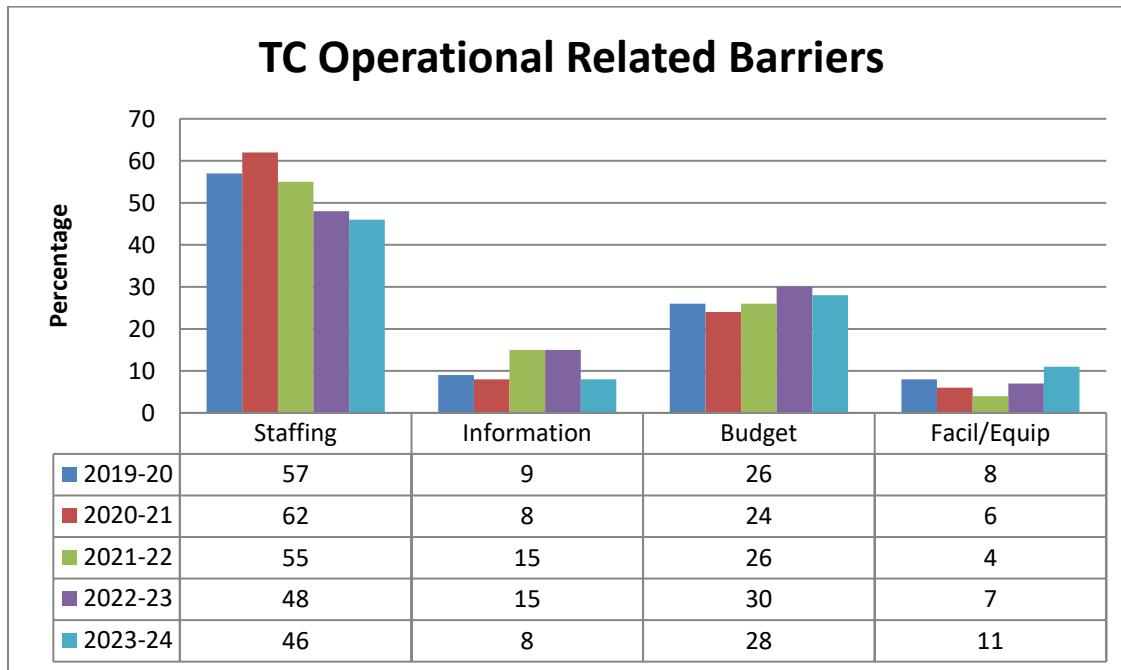


Figure 32

5. Transfer Center Director comments regarding barriers:

*Staffing Related*

- The Transfer Center is understaffed and underfunded. The Transfer Center is expected to lobby other campus departments for funds. Evaluators are located at the district, thus disconnected. Evaluation timeline is 120 days. Timing and communication of degree cancellation hurts transfer.
- 2 very positive developments in 23-24: a) a new full-time articulation officer in Instruction, and 2) a new Vice President of Instruction who understands current and upcoming legislation related to GE and major changes and challenges related to transfer.
- [College] does not have a dedicated standalone Transfer Center with a dedicated director or support staff. Transfer services are part of General Counseling.
- In Fall 2023, the last full-time transfer counselor retired, and administration has no plans to hire additional Transfer Center counselors. The only professional is the Transfer Center director. No counselors.

- Many students arrive at college without essential skills and knowledge about the transfer process and opportunities. The pandemic has negatively affected enrollment and created budget constraints, leaving many transfer centers with limited resources and staffing.
- While the Center has 2.75 counselors, the high demand for transfer counseling appointments and services remains. To fully reach its potential and offer comprehensive services beyond the current capacity and baseline level, the Center needs additional transfer counselor(s).
- Adequate staffing offers baseline services while being nimble to change, new initiatives, and planning. Most don't realize how broken the process is if not for Transfer staff who connect, translate, & coordinate for the college, community, & most importantly, students.
- [Staff person] is serving as interim director of the University Transfer Center (UTC) while also coordinating the University Transfer Academy support program in the UTC.
- For seven consecutive years, the University Transfer Center Counselor Coordinator position has been ranked to hire by Academic Senate, and Administration chooses not to hire a full-time counselor as transfer is not a priority as evidence by lack of staffing and budget.

### *Information Related*

- We need more access to transfer data for our students. We have a high turnover rate in our institutional research department. We also need dedicated Transfer Center staff. I currently share a program assistant with General Counseling. She is located in a different building.
- Tuition costs, financial aid awareness, timing of updates to articulation and admission policies/practices being provided mid-application cycle. SDSU not up-to-date with articulation. TAG eligibility announced month before deadline.
- Facilities & Service: Challenging to capture accurate university student contacts because universities use their own scheduling system.
- Articulation has been challenging especially with campuses beyond local area. I am hoping with common course numbering and CalGETC the situation will improve especially with out of area campuses.
- Withdrawn from UC Data Sharing agreement due to change in terms not supported by local IT.
- Not all CSUs keep their ASSIST articulation agreements up to date. UCs have very strict requirements for their impacted programs. Rural colleges that don't have

courses that are required for those programs end up punishing their students for their lack of course selections.

## *Other*

- I had to rank some of these even though there is NO barrier for students. What is the biggest barrier is the limitation of spaces for transfer and the insane GPAs (Computer Science GPAs are 3.9+ at UC San Diego and the lowest in the state for UC is 3.2). Also limited STEM majors at CSU San Marcos.
- We would like to advocate for dedicated transfer funds. Transfer for categorical is being funded with programs like TRiO. Dedicated transfer funds for students not eligible for categorical programs needs to be considered.
- Most UCs continue to have selectivity requirements our college cannot offer, and more UCs are requiring one year of organic chemistry to meet selectivity for STEM majors, which our students cannot complete. Some CSUs will not articulate with our college.
- In an effort to document objective responses, an end of the year survey was sent to all students who scheduled a Spring 2024 appointment at the Transfer Center. This practice will be continued every term.
- The limitations of the ranking system makes it difficult to provide an accurate list of challenges.
- We have been feeling more confident with institutional support, but we always have a need for more counseling hours.
- Admissions cycles for several universities (majors) vary each year depending on number of students enrolled and what programs are available and/or impacted. Also, rankings were tied or could go higher or lower, but could not use same rankings in each section.
- At least 2 laptops are needed for student use and need to be funded. A student worker would be helpful for the program with more than 30 hours for the year. Additional funds to take students on campus tours is essential. CSU representative visits were minimal.
- Increase in 4-year representative in-person visits over the past year compared to the last. We housed representatives for Stanislaus State and UC Merced on campus for at least 3 days a week during the spring semester. Although we did lose a few UC representatives during the year due to staffing or budget cuts.
- Student demographics have changed throughout 2023-24 with concentration on meeting Basic and Mental Health Needs; students not managing their financial aid for 4-year universities. In 2024-25 challenges in collecting data across college programs to meet VAR.

## Section 6: Expenditures

### 1. Average transfer center expenditures by object code

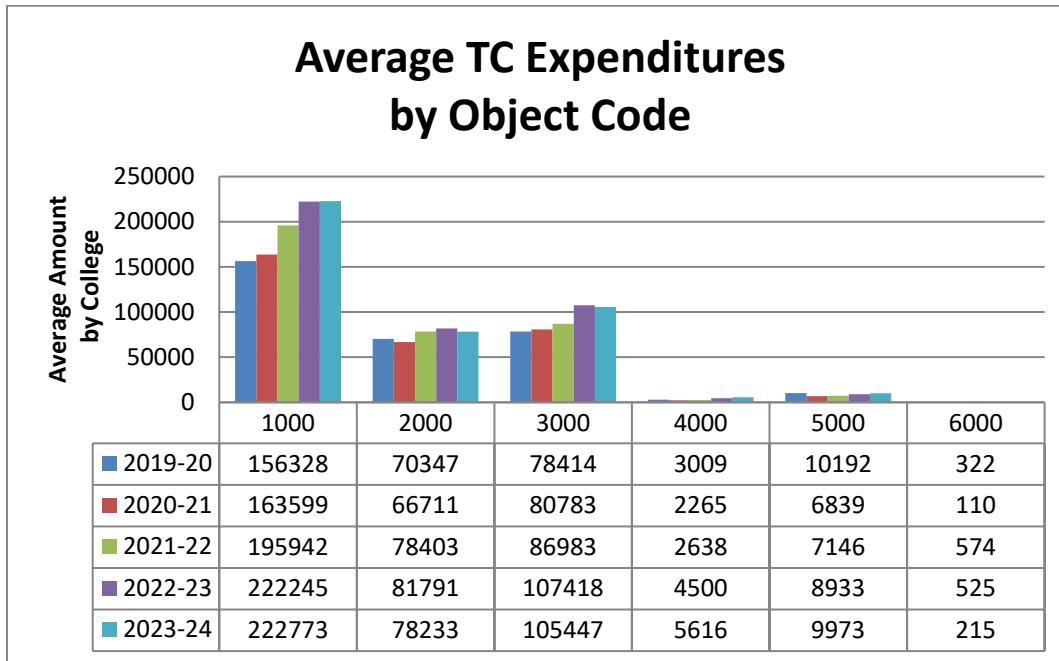


Figure 33

1000 – Academic Salaries  
 2000 – Classified Employees  
 3000 – Employees Benefits

4000 – Supplies and Materials  
 5000 – Other Operating Expenses  
 6000 – Capital Outlay

2. Average transfer center allocation per college.

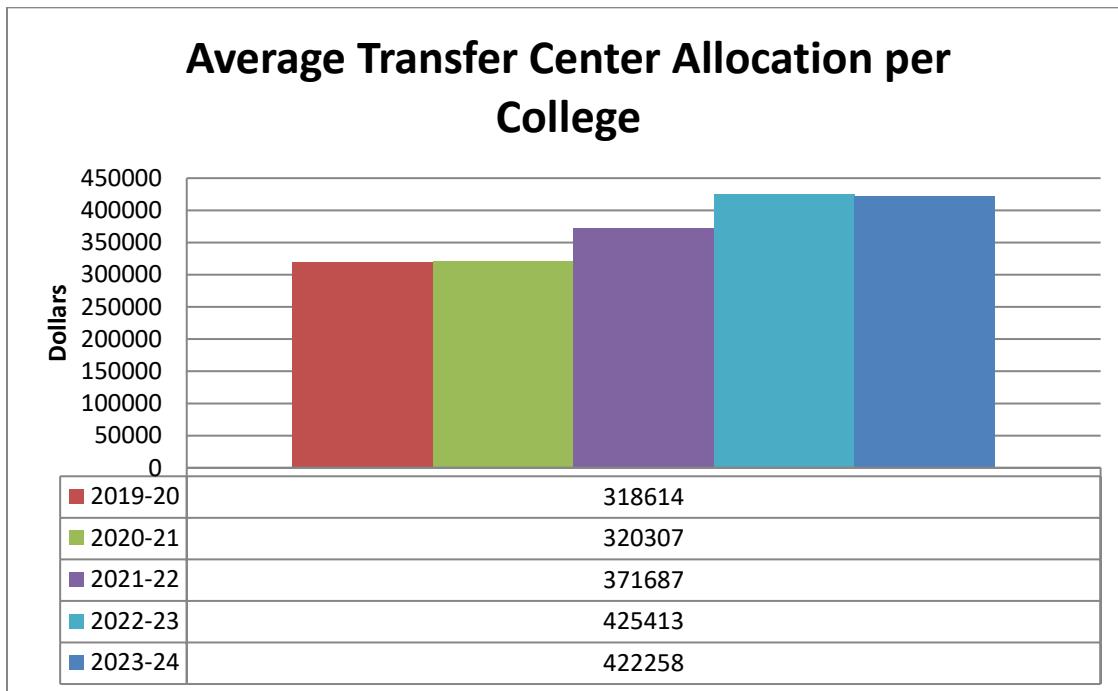


Figure 34

3. Average transfer center income source

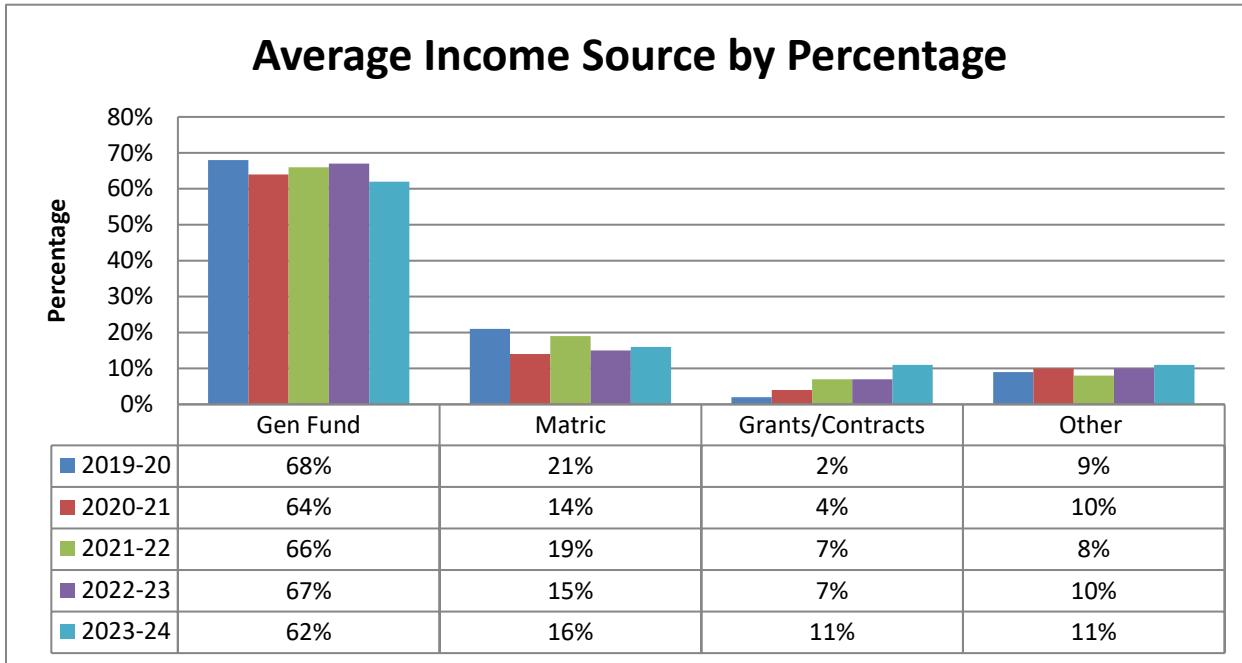


Figure 35