

Transfer Student Success – Orientation, Transition and Retention

1. Department Purpose and/or Mission Statement

To increase transfer student retention and persistence by providing academic and social support post admission through graduation. The Transfer Student Success Program connects transfer students with the appropriate advisors, departments and MSU Denver resources. We provide individualized assistance to help students acclimate to university life at MSU Denver and create a strong foundation for success.

2. List of Major Programs

- Transfer Peer Mentoring: Serves first-year Transfer students through weekly communication and events.
- Transfer Orientation: Serves all first-year Transfer students through online and in person orientation sessions.

3. Departmental Fast Facts

a. Number of employees: Two full-time administrators and 14 student staff.

b. Accreditations/distinctions: Phi Theta Kappa Honor Society – Top School for Transfer Students.

c. Annual Budget: \$12,000.

d. Number of students served per year:

- Our office serves all transfer students, which make up 56% of the MSU Denver student body.
- (10,945 in 2017-18). In Fall 2018, there were 1,772 incoming and enrolled transfer students.
- There are 4,711 transfer students on the Transfer Peer Mentoring caseloads.

4. Unique departmental attributes/characteristics

TSS acts as a resource base for transfer students who need help navigating the transfer process and also finding their place at MSU Denver.

5. Noteworthy accomplishments/highlights

Transfer Peer Mentor Staff Retention	Retained through Spring 2019	Retained into Fall 2019
Transfer Peer Mentors	100%	80%

6. Most salient departmental challenges

TSS has navigated several new structural changes over the past year. (1) The departure of the Transfer Student Success Specialist and the onboarding of a new specialist. (2) Joining the Peer Mentoring team and the hiring and supervising of 14 new Transfer Peer Mentors. (3) Learning how to serve transfer students in a new way that prioritizes their sense of belonging and refers them to other resources for transcript help.

7. Brief description of how program impact/efficacy is assessed

We will have a full assessment report ready in June that will detail student contact and event participation. This year, we will create additional assessments to measure efficacy outcomes for peer mentors and program trainings.