Help Us Help You: "Please list 2 things that you think would make the transfer process better"

1. Interaction with counselors/advisors
   • qualities of advisors (knowledgeable, supportive, caring, willing to listen
   • advice itself (consistent and clear communication, complete information
   • helpfulness with major, pointing me in the right direction

2. Better access to advisor
   • Regular meetings --> mandatory meetings; meet early and often
   • More flexible hours, i.e., weekends and evenings
   • More timely response to emails and phone calls

3. More information online
   • Transfer webpage with everything I need to know on it including all forms
   • Deadlines; sequencing of courses
   • Better connectivity, email notifications; one sentence per step guidelines

4. STAR
   • Should reflect actual completed requirements
   • Less confusing, more accurate and timely
   • Ability to select a major and see requirements
   • Video tutorial

5. Special counselor for transfer only
   • Transfer students have designated advisor; consistency is good
   • Pre-transfer advisor

6. Early Registration
   • Allow transfer students to register earlier with juniors
   • Registering with freshmen delays progression and graduation

7. One-stop shop for guidance
   • Either in person or via phone
   • Stop bouncing me between offices

8. Better communication between 2-year campus and 4-year campus advisors

9. List of repeated comments:
   a. Omit fees for transfer students
   b. Directory of advisors at the 4-year campus
   c. Hotline for questions
   d. Checklist with steps to complete a transfer
   e. Transfer workshop so students can fill out forms and submit on the spot.

10. Memorable Quotes:
    • I didn’t know I was a transfer student. Haha. I thought I was just applying as a new student to UHH and not transferring from HCC. Go figure?!
    • Don’t remember having a hard time with my transfer
    • Everything is fine but confusing.