

Evaluation of Articulation/Transfer within the UH System Qualitative Analysis Themes

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.