

Supplemental Online Material

The Survey That Was Used for the Study

“Challenges for Successful Transfer From Community to Bachelor’s Colleges: Views of Staff and Faculty With Transfer Responsibilities”

TOP STAFF SURVEY

02/06/19

1. I agree to participate in the survey.
 - a. Yes
 - b. No

2. I agree to allow my survey responses to be shared with other researchers for future research.
 - a. Yes
 - b. No

3. Which type of college do you work at?
 - a. Community College **Go to Question 7C**
 - Bronx, BMCC, Guttman, Hostos, Kingsborough, LaGuardia, Queensborough
 - b. Comprehensive college **Go to Question 7A**
 - CSI, Medgar Evers, NYCCT
 - c. Senior College **Go to Question 7B**
 - Baruch, Brooklyn, City, Hunter, John Jay, Lehman, Queens, York, SPS

4. What office do you work for?
 - a. Admissions
 - b. Registrar’s
 - c. Academic Advising
 - d. Academic Support (e.g. tutoring, writing assistance)
 - e. Financial Aid
 - f. Student Affairs
 - g. Career Services
 - h. Academic Department
 - i. Higher-level Administration (e.g. dean)
 - j. Other: _____

5. What type of position do you hold?
 - a. Staff
 - b. Manager
 - c. Director

- d. Faculty
- e. Chair
- f. Other: _____

6. How long have you held this position (or a closely-related position) on your campus?

- a. Less than 3 months
- b. 3 months to 1 year
- c. 1-3 years
- d. 3-5 years
- e. More than 5 years

7. Which transfer student population does your work *mostly* involve?

- a. Associate degree students who are potential transfers to a bachelor's degree program. **Go to Branch 1**
- b. Bachelor's degree students who have transferred from an associate degree program. **Go to Branch 2**
- c. My work does not involve either of these populations. **Go to Branch 3**

7-B. Does your involve bachelor's degree students who have transferred from an associate degree program.

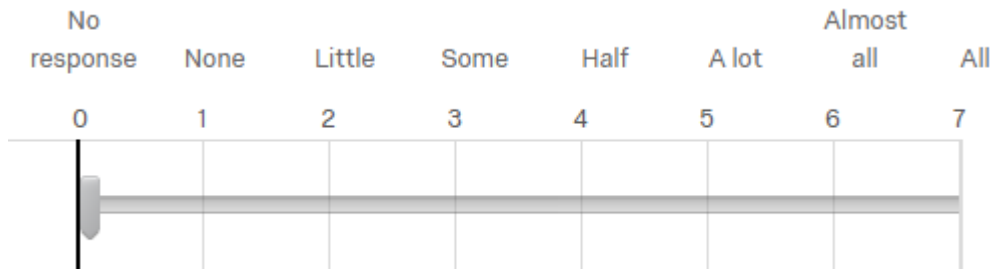
- a. My work involves bachelor's degree students who have transferred from an associate degree program. **Go to Branch 2**
- b. My work does **NOT** involve either of these populations. **Go to Branch 3**

7-C. Does your work involve associate degree students who are potential transfers to a bachelor's degree program?

- a. My work involves associate degree students who are potential transfers to a bachelor's degree program. **Go to Branch 1**
- b. My work does not involve associate degree students who are potential transfers to a bachelor's degree program. **Go to Branch 3**

BRANCH 1A: POTENTIAL TRANSFERS TO BACHELOR’S DEGREE PROGRAMS

8. *While there are many types of transfer, please keep in mind that the focus of these questions is on transfer from associate degree programs to bachelor’s degree programs.*
9. What is the nature of your involvement with potential transfer students to bachelor’s degree programs? *Select all that apply.*
- a. I interact directly with potential transfer students to bachelor’s degree programs.
 - b. I work with data related to potential transfer students to bachelor’s degree programs
 - c. I work on policies related to potential transfer students to bachelor’s degree programs (e.g. developing programs, articulation agreements, etc.).
 - d. Other: _____
10. How much of your overall work is related to potential transfer students to bachelor’s degree programs (relative to other student populations)?



11. Is the position you hold at your campus through ASAP, College Discovery, a Veterans program, or any other special program?
- a. No, regular campus staff appointment
 - b. Yes, through ASAP
 - c. Yes, through College Discovery
 - d. Yes, through a Veterans program
 - e. Yes, through another special program: _____
 - f. Other: _____
 - g. I don’t know
12. Which service for potential transfer students to bachelor’s degree programs are you **primarily** involved in?
- a. Academic advising (course selection, major choice, etc.)

- b. Transfer support (exploration of transfer options, campus visits, transfer application, departmental and college partnerships to promote transfer, etc.)
 - c. Career services
 - d. Financial aid
 - e. Other. *Please name and describe the service you provide to potential transfer students.*
- _____

13. Now that you have finished answering some general questions, we will ask some specific questions about the service you selected above.

14. Do you conduct outreach to inform potential transfer students **to bachelor's degree programs** about your service?

- a. Yes
- b. No ***Skip next question***

15. How do you or your department/office inform potential transfer students **to bachelor's degree programs** about your service? *Select all that apply.*

- a. Text message
- b. Phone call
- c. E-mail
- d. Letter home
- e. Through other campus offices or departments
- f. Brochures, flyers, posters, or other printed materials
- g. Website
- h. In person: _____
- i. I don't know
- j. Other: _____

16. In what format is your service offered to potential transfer students **to bachelor's degree programs**? Select all that apply.

- a. One-on-one meetings
- b. Meeting with multiple students
- c. Workshop or other event
- d. Phone call
- e. E-mail
- f. Online information
- g. Brochures, flyers, posters, or other printed materials
- h. Other: _____

17. What hours is your service available to potential transfer students **to bachelor's degree programs**? Select all that apply.

- a. Weekday mornings
- b. Weekday afternoons
- c. Weekday evenings
- d. Weekend mornings

- e. Weekend afternoons
- f. Weekend evenings

18. Is your service for potential transfer students mandatory or optional?

- a. Mandatory
- b. Optional
- c. I don't know

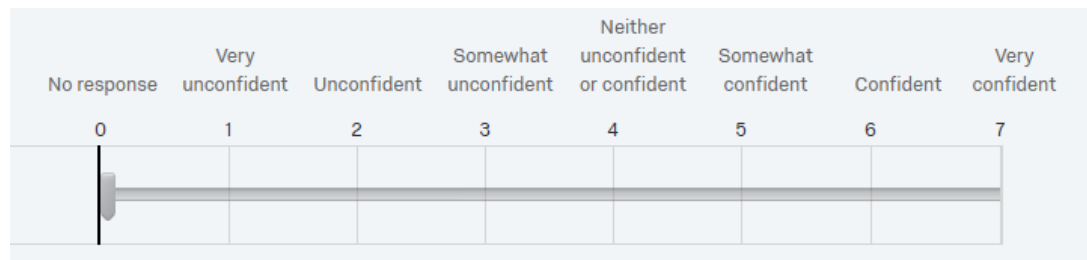
19. Do potential transfer students need to sign up in order to receive your service or do they receive it by default?

- a. Students receive services by default
- b. Students receive services by signing up
- c. I don't know

20. Which computer system do you use most frequently to assist potential transfer students to **bachelor's degree programs**?

- a. CUNYFirst
- b. DegreeWorks
- c. STARFish
- d. Other: _____

21. How confident do you feel in using the above system?



22. If a student has not previously considered transferring, through which avenue do they typically become aware about this option?

- a. Through the service I provide
- b. Through faculty
- c. Through their peers
- d. Other: _____

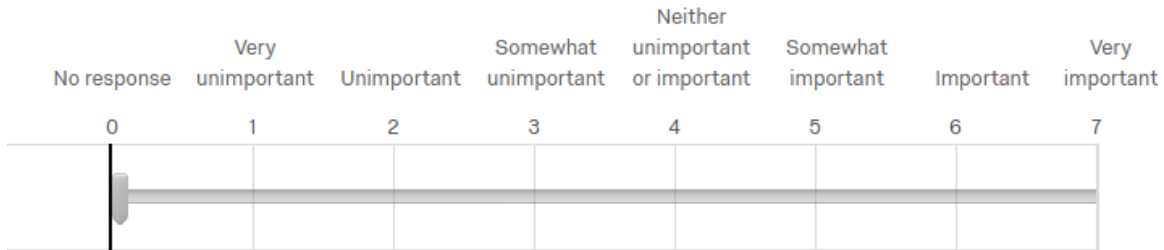
23. How many times per semester do you offer information sessions to associate degree students who are potential transfers to a bachelor's degree program?

- a. 0
- b. 1-3
- c. 4-6
- d. 7-9
- e. 10+

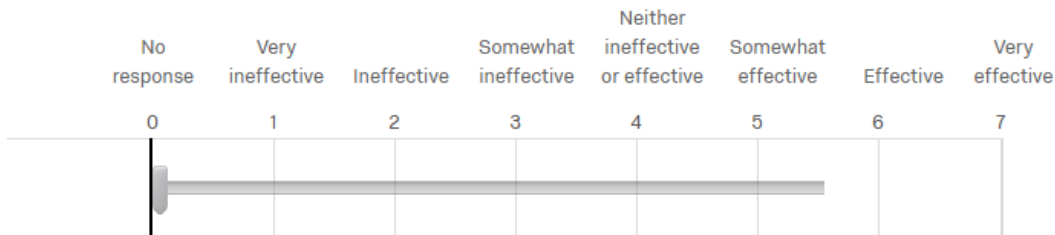
24. How often do you communicate with other offices at your institution about issues related to transfer?

- a. Never
- b. Rarely
- c. A few times per month
- d. A few times per week
- e. At least daily
- f. More than once per day
- g. Frequently during the day

25. How important do you think your service is for students' successful transfer to and completion of a bachelor's degree program?

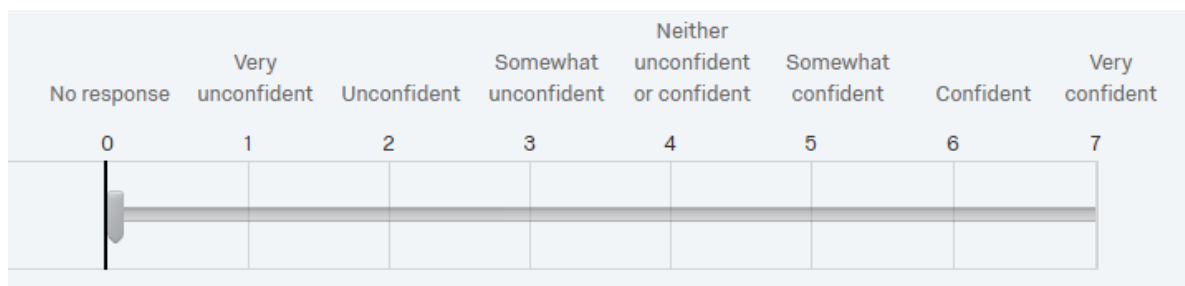


26. How effective do you think your campus is in supporting **potential transfer students to bachelor's degree programs** in your service area?



27. Please explain your rating. _____

28. How confident do you feel about your understanding of university policies about transfer (e.g., Pathways, reverse transfer)?



29. In your opinion, what are the most successful aspects of your service for potential transfer students **to bachelor's degree programs** and why? _____

30. In your opinion, what are the main challenges with your service for potential transfer students **to bachelor's degree programs** and why? _____

31. How would you improve your service to better serve potential transfer students **to bachelor's degree programs**? _____

32. To what extent do you agree with the following statement?

My campus has sufficient resources to adequately provide my service to potential transfer students.



33. In your opinion, which stage of the transfer process presents the biggest barrier for students?

- a. Application to bachelor's degree program
- b. Enrollment in bachelor's degree program
- c. Transfer of credits from an associate degree program to a bachelor's degree program
- d. Decline in GPA following transfer to bachelor's degree program

34. In your opinion, which of the below factors impede student's ability to successfully transfer and complete a bachelor's degree program? Select 4 and rank in order.

- a. Information provided at the associate degree institution
- b. Information provided at the bachelor's degree institution
- c. Level of academic preparation at the associate degree institution
- d. Academic expectations at the bachelor's degree institution
- e. Engagement (being involved with campus activities)
- f. Motivation (choosing education-related activities over other activities)
- g. Financial concerns
- h. Home and community environment
- i. Other: _____

35. What is the most common question that potential transfer students **to bachelor's degree programs** ask of you? _____

BRANCH 1B: ACADEMIC ADVISING

36. What topics are covered in your academic advising of potential **transfer students to bachelor's degree programs**? *Select all that apply.*
- Exploration of transfer options (colleges, majors, etc.)
 - Coursework to take in the associate degree program prior to transfer
 - Transferability of current course credits to bachelor's degree program
 - Plans for coursework at the bachelor's degree institution
 - Plans to graduate
 - Other: _____
37. Do all potential **transfer students to bachelor's degree programs** utilize your service?
- Yes
 - No
38. For potential **transfer students to bachelor's degree programs** who do not utilize academic advising services, what do you think are the top 2 reasons for not using these services?
- Don't know it exists
 - Lines are too long
 - Takes too much time
 - Competing priorities
 - Lack of understanding of value
 - Other: _____
39. Do **transfer students from associate degree programs** receive academic advising tailored to them? *Select all that apply.*
- Transfer students from associate degree programs receive academic advising that is *tailored to them*
 - Transfer students from associate degree programs receive the same academic advising *as all incoming transfer students*
 - Transfer students from associate degree programs receive the same academic advising *as all incoming freshman*
40. Please describe this academic advising for **transfer students from associate degree programs**.

41. At what point of the associate degree program do you generally recommend students transfer?
- 1-15 credits
 - 16-30 credits
 - 30-45 credits
 - 46-60 credits
 - After graduation
 - Other: _____
 - Not applicable
42. Is there anything else about academic advising for **potential transfer students to bachelor's degree programs** that you feel we should know?

BRANCH 1B: TRANSFER SUPPORT

43. What topics are covered in your support of potential **transfer students to bachelor's degree programs**?

Select all that apply.

- a. Exploration of transfer college options
- b. College fairs/visits by bachelor's degree college representatives
- c. Visits to bachelor's degree colleges
- d. Transfer application
- e. Enrollment and registration at bachelor's degree program
- f. Credit transfer
- g. Financial aid
- h. Departmental and college partnerships to promote transfer
- i. Communication with former students after they have transferred
- j. Other: _____

44. Do all potential **transfer students to bachelor's degree programs** utilize your service?

- a. Yes
- b. No

45. For potential **transfer students to bachelor's degree programs** who do not utilize transfer services, what do you think are the top 2 reasons for not using these services?

- a. Don't know it exists
- b. Lines are too long
- c. Takes too much time
- d. Competing priorities
- e. Lack of understanding of value
- f. Other: _____

46. At what point of the associate degree program do you generally recommend students transfer?

- a. 1-15 credits
- b. 16-30 credits
- c. 30-45 credits
- d. 46-60 credits
- e. Graduation
- f. Other: _____
- g. Not applicable

47. Is there anything else about transfer support for **potential transfer students to bachelor's degree programs** that you feel we should know?

BRANCH 1B: CAREER SERVICES

48. What topics are covered in your career advising of potential **transfer students to bachelor's degree programs**?

Select all that apply.

- a. Career options with an associate degree
- b. Career options with a bachelor's degree
- c. Impact of a bachelor's degree on career options
- d. Internships or work during study
- e. Other: _____

49. Do all potential **transfer students to bachelor's degree programs** utilize your service?

- a. Yes
- b. No

50. For potential **transfer students to bachelor's degree programs** who do not utilize career services, what do you think are the top 2 reasons for not using these services?

- a. Don't know it exists
- b. Lines are too long
- c. Takes too much time
- d. Competing priorities
- e. Lack of understanding of value
- f. Other: _____

51. Do **transfer students from associate degree programs** receive career services that are tailored to them?

Select all that apply.

- a. Transfer students from associate degree programs receive career services that are *tailored to them*
- b. Transfer students from associate degree programs receive the same career services as *all incoming transfer students*
- c. Transfer students from associate degree programs receive the same career services as *all incoming freshman*

52. Please describe these career services **for transfer students from associate degree programs**. _____

53. Is there anything else about career services for **potential transfer students to bachelor's degree programs** that you feel we should know?

BRANCH 1B: FINANCIAL AID

54. What topics are covered in your financial aid advising of potential **transfer students to bachelor's degree programs**? Select all that apply.
- a. Financial aid for the associate degree program
 - b. Financial aid for the bachelor's degree program
 - c. Filling out the FAFSA application
 - d. Scholarship options
 - e. Long-term financial planning
 - f. Other: _____
55. Do all potential **transfer students to bachelor's degree programs** utilize your service?
- a. Yes
 - b. No
56. For potential **transfer students to bachelor's degree programs** students who do not utilize financial aid services, what do you think are the top 2 reasons for not using these services?
- a. Don't know it exists
 - b. Lines are too long
 - c. Takes too much time
 - d. Competing priorities
 - e. Lack of understanding of value
 - f. Other: _____
57. Do **transfer students from associate degree programs** receive financial aid advising that is tailored to them?
- Select all that apply.
- a. Transfer students from associate degree programs receive financial aid advising that is *tailored to them*
 - b. Transfer students from associate degree programs receive the same financial aid advising *as all incoming transfer students*
 - c. Transfer students from associate degree programs receive the same financial aid advising *as all incoming freshman*
58. Please describe this financial aid advising services **for transfer students from associate degree programs**. _____
59. Is there anything else about financial aid advising for **potential transfer students to bachelor's degree programs** that you feel we should know?

BRANCH 1B: OTHER

60. What topics are covered in your support of **potential transfer students to bachelor's degree programs**? _____
61. Do all **potential transfer students to bachelor's degree programs** utilize your service?
- Yes
 - No
62. For **potential transfer students to bachelor's degree programs** students who do not utilize your service, what do you think are the top 2 reasons for not using these services?
- Don't know it exists
 - Lines are too long
 - Takes too much time
 - Competing priorities
 - Lack of understanding of value
 - Other: _____
63. Is there anything else about your service for **potential transfer students to bachelor's degree programs** that you feel we should know? _____

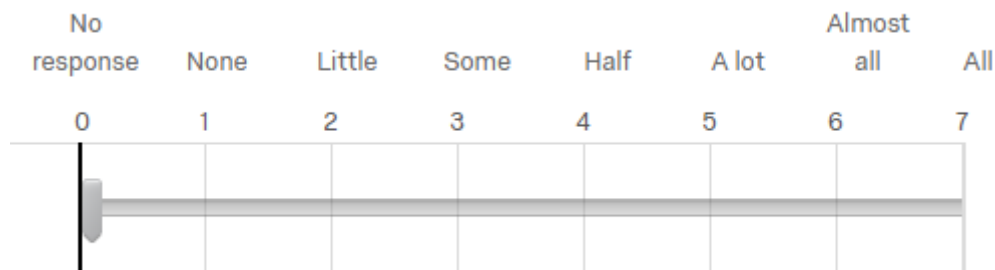
BRANCH 2A: TRANSFER STUDENTS FROM ASSOCIATE DEGREE PROGRAMS

64. While there are many types of transfer, please keep in mind that the focus of these questions is on **transfer from associate degree programs to bachelor's degree programs**.

65. What is the nature of your involvement with transfer students **from associate degree programs**? Select all that apply.

- a. I interact directly with transfer students **from associate degree programs**.
- b. I work with data related to transfer students **from associate degree programs**
- c. I work on policies related to transfer students **from associate degree programs** (e.g. developing programs, articulation agreements, etc.).
- d. Other: _____

66. How much of your overall work is related to transfer students **from associate degree programs** (relative to other student populations)?



67. Is the position you hold at your campus through SEEK, a Veterans program, or any other special program?

- a. No, regular campus staff appointment
- b. Yes, through SEEK
- c. Yes, through a Veterans program
- d. Yes, through another special program: _____
- e. Other: _____
- f. I don't know

68. Which services for transfer students **from associate degree programs** are you **primarily** involved in? *Please select one.*

- a. Outreach to current associate degree students or admitted students **from associate degree programs**
- b. Orientation (information sessions, welcome events, etc.)
- c. Transfer credit evaluation
- d. Academic advising and registration (course selection, major choice, etc.)
- e. Academic support (tutoring, writing assistance, etc.)
- f. Financial aid
- g. Other: _____

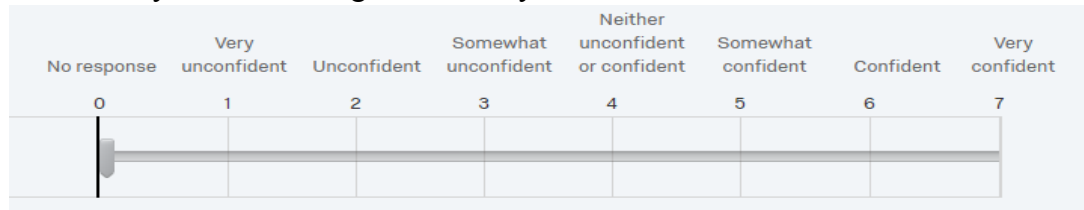
69. **Now that you have finished answering some general questions, we will ask some specific questions about the service you selected above.**

70. Do you conduct outreach to inform transfer students **from associate degree programs** about your service?
- Yes
 - No ***Skip next question***
71. How do you or your department/office inform transfer students **from associate degree programs** about your service? *Select all that apply.*
- Text message
 - Phone call
 - E-mail
 - Letter home
 - Through other campus offices or departments
 - Brochures, flyers, posters, or other printed materials
 - Website
 - In person: _____
 - I don't know
 - Other: _____
72. In what format is your service offered to transfer students **from associate degree programs**?
Select all that apply.
- One-on-one meeting
 - Meeting with multiple students
 - Workshop or other event
 - Phone call
 - E-mail
 - Letter home
 - Online information
 - Brochures, flyers, posters, or other printed materials
 - Other: _____
73. What hours is your service available to transfer students **from associate degree programs**?
Select all that apply.
- Weekday mornings
 - Weekday afternoons
 - Weekday evenings
 - Weekend mornings
 - Weekend afternoons
 - Weekend evenings
74. Is your service for transfer students **from associate degree programs** mandatory or optional?
- Mandatory
 - Optional
 - I don't know
75. Do transfer students **from associate degree programs** need to sign up in order to receive your service, or do they receive it by default?
- Students receive services by default
 - Students receive services by signing up
 - I don't know

76. Which computer system do you use most frequently to assist transfer students **from associate degree programs**?

- a. CUNYFirst
- b. DegreeWorks
- c. STARFish
- d. Other: _____

77. How confident do you feel in using the above system?



78. If a student has not previously considered transferring, through which avenue do they typically become aware about this option?

- a. Through the service I provide
- b. Through faculty
- c. Through their peers
- d. Other: _____

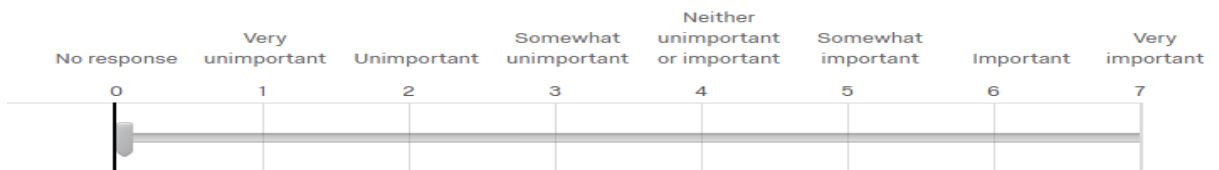
79. How many times per semester do you offer information sessions to transfer students **from associate degree programs** about transferring?

- a. 0
- b. 1-3
- c. 4-6
- d. 7-9
- e. 10+

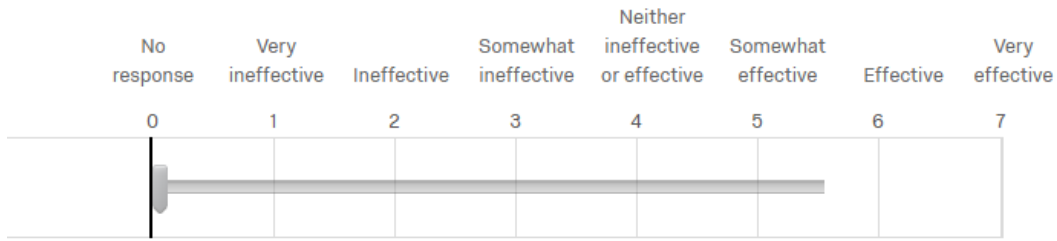
80. How often do you communicate with other offices at your institution about issues related to transfer?

- a. Never
- b. Rarely
- c. A few times per month
- d. A few times per week
- e. At least daily
- f. More than once per day
- g. Frequently during the day

81. How important do you think your service is for students' successful transfer to and completion of a bachelor's degree program?

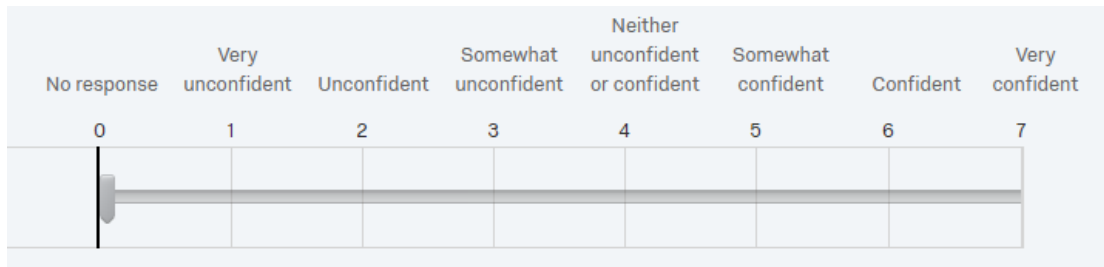


82. How effective do you think your campus is in supporting transfer students **from associate degree programs** in your service area?



83. Please explain your rating. _____

84. How confident do you feel about your understanding of university policies about transfer (e.g., Pathways, reverse transfer)?



85. In your opinion, what are the most successful aspects of your service for **transfer students from associate degree programs** and why? _____

86. In your opinion, what are the main challenges with your service for **transfer students from associate degree programs** and why? _____

87. How would you improve your service to better serve **transfer students from associate degree programs**? _____

88. To what extent do you agree with the following statement?

My campus has sufficient resources to adequately provide my service to transfer students **from associate degree programs**.



89. In your opinion, which stage of the transfer process presents the biggest barrier for students?

- a. Application to bachelor's degree program

- b. Enrollment in bachelor's degree program
 - c. Transfer of credits from an associate degree programs to a bachelor's degree program
 - d. Decline in GPA following transfer to bachelor's degree program
90. In your opinion, which of the below factors impede student's ability to successfully transfer and complete a bachelor's degree program? Select and rank all that apply.
- a. Information provided at the associate degree institution
 - b. Information provided at the bachelor's degree institution
 - c. Level of academic preparation at the associate degree institution
 - d. Academic expectations at the bachelor's degree institution
 - e. Engagement (being involved with campus activities)
 - f. Motivation (choosing education-related activities over other activities)
 - g. Financial concerns
 - h. Home and community environment
 - i. Other: _____
91. What is the most common question that transfer students **from associate degree programs** ask of you? _____

BRANCH 2B: OUTREACH

92. What topics are covered in your outreach to **prospective students from associate degree programs**?

Select all that apply.

- a. Timeline for next steps
- b. Invitations to campus events (e.g. information sessions)
- c. Transfer credit evaluation
- d. Program articulation
- e. Major/academic programs choices and declaration
- f. Financial aid
- g. Campus culture
- h. Support services (e.g., tutoring, counseling)
- i. Other: _____

93. What topics are covered in your outreach to **students in associate degree programs** who are **admitted but not yet matriculated**?

Select all that apply.

- a. Timeline for next steps
- b. Invitations to campus events (e.g. information sessions)
- c. Transfer credit evaluation
- d. Program articulation
- e. Major/academic programs choices and declaration
- f. Financial aid
- g. Campus culture
- h. Support services (e.g., tutoring, counseling)
- i. Other: _____

94. Do all **transfer students from associate degree programs** utilize your service?

- a. Yes **Skip next question**
- b. No

95. For **transfer students from associate degree programs** who do not utilize your service, what do you think are the top 2 reasons for not using these services?

- a. Don't know it exists
- b. Lines are too long
- c. Takes too much time
- d. Competing priorities
- e. Lack of understanding of value
- f. Other: _____

96. How does your campus relay information to **prospective applicants from associate degree programs**? *Select all that apply.*

- a. Send representatives to transfer fairs at associate degree institutions
- b. Host information sessions at associate degree institutions
- c. Host associate degree students on campus visits
- d. Send information to associate degree students via e-mail, letters, calls, etc.
- e. None of the above
- f. Other: _____

97. How does your campus relay information to students **from associate degree programs** who are ***admitted but not yet matriculated*** before the start of their first semester in the bachelor's degree program?

Select all that apply.

- a. One-on-one meetings
- b. Meeting with multiple students
- c. Workshop or other event
- d. Phone call
- e. E-mail
- f. Letter home
- g. Online information
- h. Brochures, flyers, posters, or other printed materials
- i. Other: _____

98. At what point does your campus relay information to students **from associate degree programs** who are ***admitted but not yet matriculated***?

- a. Upon admission
- b. Upon payment of commitment deposit
- c. During orientation
- d. During the start of the semester
- e. Other: _____

99. Do ***transfer students from associate degree programs*** receive outreach that is tailored to them?

Select all that apply.

- a. Transfer students from associate degree programs receive outreach that is *tailored to them*
- b. Transfer students from associate degree programs receive the same outreach *as all incoming transfer students*
- c. Transfer students from associate degree programs receive the same outreach *as all incoming freshman*

100. Please describe this outreach for transfer students ***for transfer students from associate degree programs.*** _____

101. Approximately how many times do **transfer students from associate degree programs** who are **admitted but not yet matriculated** have personal contact with a staff member from your campus (for example, by phone, in-person, or by email) before the start of their first semester at your campus?
- Never
 - Once
 - Twice
 - 3 or more times
 - I don't know
102. When do these point of contacts occur? _____
103. Is there anything else about your outreach to **prospective and/or admitted but not yet matriculated transfer students from associate degree programs** that you feel we should know?

BRANCH 2B: ORIENTATION

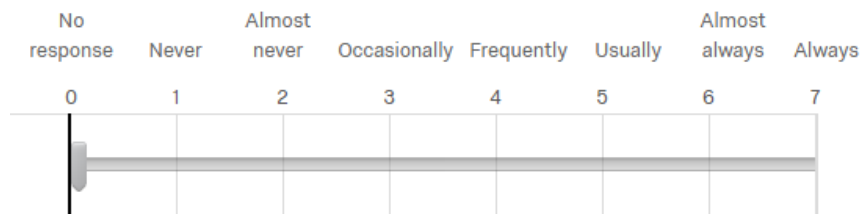
104. During orientation services, what topics are covered for transfer students **from associate degree programs**? Select all that apply.
- Transfer credit evaluation
 - Program articulation
 - Academic advising and registration
 - Academic support
 - Other student support services (disability services, veteran services, counseling)
 - Financial aid
 - Campus clubs and activities
 - Public safety
 - Additional bachelor's degree general education requirements
 - Major and minor requirements and declaration
 - Other: _____
105. Do all **transfer students from associate degree programs** utilize your service?
- Yes
 - No
106. For **transfer students from associate degree programs** who do not utilize orientation services, what do you think are the top 2 reasons for not using these services?
- Don't know it exists
 - Lines are too long
 - Takes too much time
 - Competing priorities
 - Lack of understanding of value
 - Other: _____
107. Do **transfer students from associate degree programs** receive an orientation that is tailored to them?
- Select all that apply.
- Transfer students from associate degree programs receive an orientation that *is tailored to them*
 - Transfer students from associate degree programs receive an orientation *with all incoming transfer students*
 - Transfer students from associate degree programs receive an orientation *with all incoming freshman*
108. Please describe this orientation for admitted transfer students **from associate degree programs**. _____
109. Is there anything else about orientation for transfer students **from associate degree programs** that you feel we should know?

BRANCH 2B: TRANSFER CREDIT EVALUATION

110. Who typically *initiates* the transfer credit evaluation for students who are transferring **from CUNY associate degree programs** to bachelor's degree programs at your campus?
- Student
 - Admissions office
 - Registrar's office
 - Advising office
 - Academic department
 - Other: _____
111. Do all ***transfer students from associate degree programs*** utilize your service?
- Yes
 - No
112. For ***transfer students from associate degree programs*** who do not utilize transfer credit evaluation services, what do you think are the top 2 reasons for not using these services?
- Don't know it exists
 - Lines are too long
 - Takes too much time
 - Competing priorities
 - Lack of understanding of value
 - Other: _____
113. Who is involved in the process of completing a transfer credit evaluation for students who are incoming **from CUNY associate degree programs** at your campus? *Select all that apply.*
- Admissions office
 - Registrar's office
 - Advisor: _____
 - Faculty in the transfer student's academic department
 - Staff in the transfer student's academic department
 - Other: _____
114. At what point is the transfer credit evaluation process typically initiated for students who are **incoming from CUNY associate degree programs**?
- Upon admission
 - Upon payment of commitment deposit
 - During orientation
 - During the start of the semester
 - Other: _____
 - I don't know
115. How long does it typically take for a transfer credit evaluation to be completed?
- Immediate/automated
 - Less than 1 week
 - 1-3 weeks
 - 3 or more weeks
 - Other: _____
 - I don't know

116. What documents/information are students responsible for providing for a transfer credit evaluation to be completed? Select all that apply.
- a. Transcripts
 - b. Course descriptions
 - c. Course syllabi
 - d. Letter from former school/3rd party
 - e. Other: _____
 - f. None, everything is automated
 - g. I don't know

117. How often is it the case that a **transfer student from a CUNY associate degree program** needs to be proactive in order to get all their credits evaluated (e.g. go around campus to individual academic departments, collect syllabi or information on coursework at prior college)?

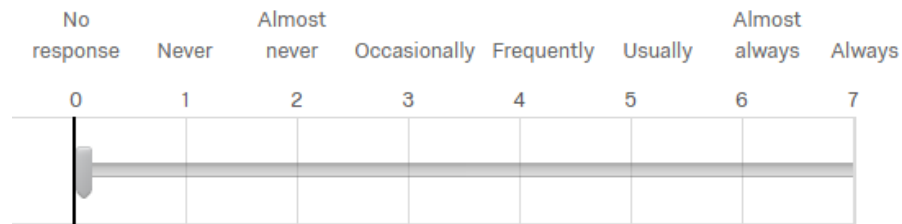


118. If students need the signature of a department chair or faculty member (such as to declare a major or review a transfer credit evaluation), how can they obtain it?
- a. Online or via email
 - b. Office hours
 - c. Designated events
 - d. Other: _____
 - e. I don't know

119. If a student needs to take action in order to complete the transfer credit evaluation process, are they notified of the next steps they need to take?
- a. Yes
 - b. No **Skip next question**
 - c. I don't know

120. How are they notified of the next steps they need to take?
- a. In-person meeting
 - b. Phone call
 - c. Text message
 - d. E-mail
 - e. Letter home
 - f. Online portal
 - g. Other: _____
 - h. I don't know

121. How often are **transfer students from CUNY associate degree programs** able to transfer all of the major specific credits taken in the associate degree program to their major at the bachelor’s degree college?



122. Who can students go to with questions on transfer credit evaluation? *Select all that apply.*

- a. Transfer office
- b. Registrar’s office
- c. Admission’s office
- d. Advising office
- e. Faculty in the academic department
- f. Individual advisors
- g. Third party
- h. Other: _____

123. Is there anything else about transfer credit evaluation for **transfer students from associate degree programs** that you feel we should know?

BRANCH 2B: ACADEMIC ADVISING AND REGISTRATION

124. What topics are discussed in the academic advising of *transfer students from associate degree programs*? *Select all that apply.*
- Transfer credit evaluation
 - Program articulation
 - Courses taken at the associate degree institution (content, rigor)
 - Course selection for current semester
 - Course selection for future semesters
 - Transferability of previous coursework to intended major
 - Pathways requirements
 - Major choices
 - Remaining requirements for graduation
 - Other: _____
125. Do all *transfer students from associate degree programs* utilize your service?
- Yes
 - No
126. For *transfer students from associate degree programs* who do not utilize academic advising and registration services, what do you think are the top 2 reasons for not using these services?
- Don't know it exists
 - Lines are too long
 - Takes too much time
 - Competing priorities
 - Lack of understanding of value
 - Other: _____
127. Do *transfer students from associate degree programs* receive tailored academic advising and registration?
- Select all that apply.
- Transfer students from associate degree programs receive *tailored* academic advising and registration
 - Transfer students from associate degree programs receive the *same* academic advising and registration support *as all incoming transfer students*
 - Transfer students from associate degree programs receive the *same* academic advising and registration support *as all incoming freshman*
128. Please describe this academic advising and registration for admitted transfer students *from associate degree programs*. _____

129. At what point can transfer students start registering for courses?
- Upon payment of enrollment deposit
 - Following initial advising appointment
 - Upon completion of transfer credit evaluation
 - Other: _____
 - I don't know
130. Do you help students with the registration process in your advising?
- Yes
 - No
131. Is there anything else about academic advising and registration for ***transfer students from associate degree programs*** that you feel we should know?

BRANCH 2B: ACADEMIC SUPPORT

132. What type of academic support do you offer to ***transfer students from associate degree programs***? *Select all that apply.*
- Tutoring in specific subjects
 - Study/review sessions for specific courses
 - Writing assistance
 - Research assistance
 - Tutorials in using library resources
 - Tutorials in using technological services (e.g. citation tools, databases, etc.)
 - Training in study skills, work-life balance, etc.
 - Other: _____
133. Do all ***transfer students from associate degree programs*** utilize your service?
- Yes ***Skip next question***
 - No
134. For ***transfer students from associate degree programs*** who do not utilize academic support services, what do you think are the top 2 reasons for not using these services?
- Don't know it exists
 - Lines are too long
 - Takes too much time
 - Competing priorities
 - Lack of understanding of value
 - Other: _____
135. Do ***transfer students from associate degree programs*** receive tailored academic support?
- Select all that apply.
- Transfer students from associate degree programs receive *tailored* academic support
 - Transfer students from associate degree programs receive the *same* academic support *as all incoming transfer students*
 - Transfer students from associate degree programs receive the *same* academic support *as all incoming freshman*
136. Please describe this academic support for admitted transfer students ***from associate degree programs***. _____
137. Is there anything else about academic support for ***transfer students from associate degree programs*** that you feel we should know?

BRANCH 2B: FINANCIAL AID

138. About which aspects of financial aid do you advise ***transfer students from associate degree programs***? *Select all that apply.*
- Financial aid options
 - Filling out FAFSA application
 - Scholarships
 - Long-term financial planning
 - Federal work study
 - Other: _____
139. Do all ***transfer students from associate degree programs*** utilize your service?
- Yes **Skip next question**
 - No
140. For ***transfer students from associate degree programs*** who do not utilize financial aid services, what do you think are the top 2 reasons for not using these services?
- Don't know it exists
 - Lines are too long
 - Takes too much time
 - Competing priorities
 - Lack of understanding of value
 - Other: _____
141. Do ***transfer students from associate degree programs*** receive tailored financial aid advising?
- Select all that apply.
- Transfer students from associate degree programs receive *tailored* financial aid advising
 - Transfer students from associate degree programs receive the *same* financial aid advising *as all incoming transfer students*
 - Transfer students from associate degree programs receive the same financial aid advising as *all incoming freshman*
142. Please describe this financial aid advising for admitted transfer students ***from associate degree programs***. _____
143. Is there anything else about financial aid advising for ***transfer students from associate degree programs*** that you feel we should know?

BRANCH 2B: OTHER

144. What topics are covered in your support of *transfer students from associate degree programs*? _____
145. Do all *transfer students from associate degree programs* utilize your service?
- Yes **Skip next question**
 - No
146. For *transfer students from associate degree programs* who do not utilize your service, what do you think are the top 2 reasons for not using these services?
- Don't know it exists
 - Lines are too long
 - Takes too much time
 - Competing priorities
 - Lack of understanding of value
 - Other: _____
147. Is there anything else about your service for *transfer students from associate degree programs* that you feel we should know?

BRANCH 3: NEITHER POPULATION

148. Your name was provided as someone who is involved with either of the two below groups. We would greatly appreciate if you could please take a moment to briefly explain your role on campus and how it does not involve either population.
- a. Associate degree students who are potential transfers to a bachelor's degree program
 - b. Bachelor's degree students who have transferred from an associate degree program

End of survey