

TRANSFER IMPERATIVE ACTION PLAN



ORGANIZATIONAL OUTCOME: *A more seamless transfer process for community college students resulting in an increased transfer enrollment of 1500 students beginning Fall 2014.*

STRATEGIES	ACTIONS REQUIRED	RESPONSIBLE PERSON/UNIT	TIMELINE
IMPROVE INTERNAL PROCESSES	<ol style="list-style-type: none"> 1. Automate Transfer Equivalency System (TES) process for evaluating transfer credits. 2. Reorganize the Transfer Coordinators Council and conduct monthly meetings. 3. Develop a policy and standard operating procedures manual for advising students and reviewing transcripts. 4. Expedite and streamline the transfer student admissions process by scanning and posting all transfer student transcripts in Banner no more than four days after receipt. 5. Require departments to evaluate transcripts within three business days. 	<p>Natasha Janvier-Derilus, Lead</p> <p>Sharon Laisure</p> <p>Paul Phipps</p> <p>Departmental Transfer Coordinators</p> <p>Anthony Brooks</p> <p>IT Representative</p>	<p>May 2014</p> <p>February 2014</p>
	<p><i>RESOURCES NEEDED: Information Technology Staff (1FTE)</i></p>	<p>Frances Graham, Lead</p> <p>Kim Phifer-McGhee</p> <p>Theodore Pikes</p>	<p>August 2014</p> <p>August 2014</p>
EXPAND/REVISE ACADEMIC CURRICULUM	<ol style="list-style-type: none"> 1. Move from distance education courses to distance education programs. 2. Implement a dual enrollment pilot plan with Durham Technical Community College 3. Develop and maintain articulation agreements 	<p>Frances Graham, Lead</p> <p>Kim Phifer-McGhee</p> <p>Theodore Pikes</p>	<p>August 2014</p> <p>August 2014</p>

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	<p><i>RESOURCES NEEDED: Representatives from each school/college to support actions one and three</i></p>	<p>Khadijah Salaam Jennifer Schum Carla Epperson Sharon Goode Laisure, Lead Natasha Janvier-Derilus</p>	
<p>IMPROVE SERVICE QUALITY</p>	<p>1. Redefine/clarify mission of Transfer Services Office. 2. Reclassify positions as required. 3. Merge Transfer Services Office with Undergraduate Admissions-determine best fit within the Institution. 4. Co-locate service units</p> <p><i>RESOURCES NEEDED: Space for co-location of units</i></p>	<p>Sharon Goode Laisure, Lead Linc Butler Zach Abegunrin Anthony Brooks Cynthia Carter</p>	<p>May 2014</p>
<p>DEVELOP AND SUPPORT WORKFORCE LEARNING AND GROWTH</p>	<p>1. Develop Eagle Excellence Professional Development Program to develop/increase workforce competencies in the areas of professional workplace skills, public speaking, personal branding, communicating across cultures, and teamwork, and business acumen.</p>	<p>Sharon Goode Laisure, Lead Norma Petway School of Business</p>	<p>March 2014</p>

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	2. Provide technical training for Transfer Coordinators, Undergraduate Admissions Staff, and Faculty in the areas of reviewing transcripts, processing applications, making admission decisions, and informatics. <i>RESOURCES NEEDED: Training Manager (1FTE) and contractual services funding</i>	Representative Career Services Representative	
ALIGN NCCU BRAND IDENTITY WITH AN EXPANDED TARGET MARKET	1. Expand target market and determine value proposition for prospective students. 2. Develop marketing and communications plan for effectively reaching the market and measuring success. 3. Identify additional changes to NCCU's processes, policies, and workforce behaviors to deliver on the brand promise. 4. Develop a comprehensive transfer student portal <i>Resources needed: Communications Manager (1FTE)</i>	Sharon Goode Laisure, Lead Ayana Hernandez Maria Roper Melissa Jackson Holloway Kesha Williams IT Representative Academic Representative	February 2014 April 2014 Continuous
	1. Reframe the office of New Student Services to address unique needs of transfer students. 2. Develop more engagement programs and events for	Jennifer Schum, Lead	April 2014

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ENHANCE SUPPORT OF ENROLLED TRANSFER STUDENTS	the transfer student population. 3. Identify and implement support services such as locker space for personal effects and meeting space.	Janelle Simmons Transfer Student Representative	
	<i>Resources needed: Facility and locker space</i>		