Reverse Transfer: The Tennessee Experience

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#reversetransfer
@occr1 @ddbragg @jltaylo
Webinar Hosts

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Gutsgell Endowed Professor and Founding Director,
OCCRL, University of Illinois at Urbana-Champaign

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Assistant Professor, University of Utah
OCCRL Faculty Affiliate
Purpose

• Highlight CWID state efforts to develop and implement reverse transfer
• Share lessons learned with the field
Credit When It’s Due (CWID)

Community college and university partnerships dedicated to awarding associate degrees to transfer students who complete their associate degree requirements while pursuing a bachelor’s degree.
16 CWID States
495 CWID institutions
2940 degrees by 2014
7367 degrees by 2015
12 States – legislation
12 non-CWID States exploring or planning
9 non-CWID States piloting or implementing
Webinar Speakers

Gloria Gammell
Project Coordinator and Program Manager, Office of Academic Affairs and Student Success, University of Tennessee

India Lane
Assistant Vice President, Office of Academic Affairs and Student Success, University of Tennessee

Tammy Lemon
Director, Center for Business and Economic Research, University of Tennessee
Reverse Transfer—the Tennessee Experience
October 20, 2015
Reverse Transfer Team

- **Katie High** – Project Director
- **India Lane** – Assistant Project Director
- **Gloria Gammell and Nancy Dietrich** – Project Coordinators
- **Brenda Rector** – Community College Liaison
- **Tammy Lemon** – UT CBER, Director
- **Tom Jenkins** – UT CBER, Assist. Director
- **Amanda Byrd** – TBR, Business Analyst
- **Karen Todd, Mike McIntyre** – AcademyOne, Vendor
Outline

• Policy context and process
• Outcomes from Spring 2015
• Lessons learned
• Modifications for Fall 2015
• What’s next?
Context for TN Reverse Transfer

- Legislation authorized and “encouraged” reverse transfer (PC 662), April 2012
- Funding formula based on several “markers” including graduation rates
- State-wide reverse transfer taskforce, June 2012
- TN team in place, July 2012
Context for TN Reverse Transfer

- One-time state appropriation ($300,000), July 2013
- CWID grant awarded ($392,800), November 2013
- Decision to contract with outside vendor (AcademyOne)
- Software development began, May 2014
- First degree awards, May 2015
For Perspective...
Tennessee Higher Education Systems

• Tennessee Board of Regents
• University of Tennessee
• Tennessee Independent Colleges and Universities
What is Tennessee reverse transfer?

• Allows early transfer students to combine four-year college credits with community college credits to receive an associate degree

• Potentially eligible students:
  • Transfer student currently enrolled in a participating 4-year institution;
  • minimum of 15 TN community college credits (residency);
  • minimum of 60 combined college credits
What is Tennessee Reverse Transfer?

• Semi-automated process
  • Opt-in
  • Simulated degree audit

• Award recipients: Meet degree requirements of a TN Transfer Pathway programs or AA/AS General
Why a Vendor; Why Semi-Automated Technology?

• Defined time for development & implementation
• All public institutions use same student information system
• Expedient – simulated degree audits run overnight
• Reduce impact on human resources
• Low maintenance
• Return on investment after one semester = $111,495*

*Per AcademyOne
Tennessee Reverse Transfer Process
So...how does Tennessee reverse transfer work?

- Semi-automated process using web services software developed by AcademyOne
- Is institution, NOT student, initiated
- Involves very little effort from eligible students
4 yr Institution Data Upload

Generate Student Notification

Eligible Student List for Degree Institution

Degree Institution Data Upload

Automated Degree Audit

Generate Report of Audit Results

Student Opt-Out?

No

Degree Institution Review

Degree Award?

Yes

Set RTS Status to ‘Degree Awarded’

Institution Grants Award

No

Updated RTS Status

Degree Institution Notifies Student

2nd Notification No Response

Yes

Survey Student

Automatic Opt-Out

Notification to Institution

4 yr Institution data uploads:
- Institution Course Inventory
- Course Equivalencies
- Eligible Student List
- Student Course History

Degree Institution data uploads:
- Institution Course Inventory
- Course Equivalencies
- Student Course History for Eligible Student List
Transfer Progress for [REDACTED] for transfer to **Associate of Science, Pre-Health (2014-15)** at Pellissippi State Community College

10 of the student’s courses and 58.00 of the student’s credits will transfer towards this program. The transfer progress report is below.

### Transfer Progress Details

<table>
<thead>
<tr>
<th>Program Requirements</th>
<th>Required Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum Grade for all courses (unless otherwise indicated) is D</strong></td>
<td>Minimum 60.00 cr</td>
</tr>
<tr>
<td>Expand / Collapse all results</td>
<td>41.00 - 42.00 cr</td>
</tr>
<tr>
<td>Show unmatched requirements</td>
<td>9.00 cr</td>
</tr>
</tbody>
</table>

**General Education Requirements**

**Fulfill All of the Following:**

<table>
<thead>
<tr>
<th><strong>Communication</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9.00 cr</td>
</tr>
<tr>
<td><strong>ENGL 1010 - English Composition I</strong></td>
<td>3.00 cr</td>
</tr>
<tr>
<td>Completed by ENGL 1010 taken at Mts-Medicine College transferred to Pellissippi State Community College.</td>
<td></td>
</tr>
<tr>
<td><strong>ENGL 1020 - English Composition II</strong></td>
<td>3.00 cr</td>
</tr>
<tr>
<td>Completed by ENGL 1020 taken at The University of Tennessee, Knoxville.</td>
<td></td>
</tr>
<tr>
<td><strong>SPCH 2100 - Public Speaking</strong></td>
<td>3.00 cr</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>History</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6.00 cr</td>
</tr>
<tr>
<td><strong>HIST 2010 - US History I</strong></td>
<td>3.00 cr</td>
</tr>
<tr>
<td>Completed by HIST 2010 taken at Mts-Medicine College transferred to Pellissippi State Community College.</td>
<td></td>
</tr>
<tr>
<td><strong>HIST 2020 - US History II</strong></td>
<td>3.00 cr</td>
</tr>
<tr>
<td>Completed by HIST 2020 taken at Cleveland State Community College transferred to Pellissippi State Community College.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Humanities/Fine Arts</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9.00 cr</td>
</tr>
</tbody>
</table>

**Fulfill All of the Following:**
<table>
<thead>
<tr>
<th>Course Type</th>
<th>Course</th>
<th>Credits</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Humanities/Fine Arts</td>
<td></td>
<td>9.00 cr</td>
<td></td>
</tr>
<tr>
<td>Literature</td>
<td></td>
<td>3.00 cr</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ENGL 2110 - Early American Literature</td>
<td>3.00 cr</td>
<td>Fulfilled by ENGL 2110 taken at Cleveland State Community College transferred to Pellissippi State Community College.</td>
</tr>
<tr>
<td>Humanities and Fine Arts</td>
<td></td>
<td>6.00 cr</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PHIL 1030 - Introduction to Philosophy</td>
<td>3.00 cr</td>
<td>Fulfilled by PHIL 1030 taken at Pellissippi State Community College.</td>
</tr>
<tr>
<td></td>
<td>PHIL 2400 - Introduction to Ethics</td>
<td>3.00 cr</td>
<td>Fulfilled by PHIL 2400 taken at Cleveland State Community College transferred to Pellissippi State Community College.</td>
</tr>
<tr>
<td>Mathematics</td>
<td></td>
<td>3.00 - 4.00 cr</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MATH 1830 - Basic Calculus &amp; Modeling</td>
<td>3.00 - 4.00 cr</td>
<td>Fulfilled by MATH 1830 taken at Cleveland State Community College transferred to Pellissippi State Community College.</td>
</tr>
<tr>
<td>Natural Science</td>
<td></td>
<td>0.00 - 8.00 cr</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CHEM 1110 - General Chemistry I w/Lab</td>
<td>0.00 - 4.00 cr</td>
<td>Fulfilled by CHEM 1110 taken at Pellissippi State Community College.</td>
</tr>
<tr>
<td></td>
<td>CHEM 1120 - General Chemistry II w/Lab</td>
<td>0.00 - 4.00 cr</td>
<td>Fulfilled by CHEM 1120 taken at The University of Tennessee, Knoxville.</td>
</tr>
<tr>
<td>Social/Behavioral Sciences</td>
<td></td>
<td>6.00 cr</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PSYC 1030 - General Psychology</td>
<td>3.00 cr</td>
<td>Fulfilled by PSYC 1030 taken at Cleveland State Community College transferred to Pellissippi State Community College.</td>
</tr>
<tr>
<td></td>
<td>SOCI 1010 - Intro to Sociology</td>
<td>3.00 cr</td>
<td>Fulfilled by SOCI 1010 taken at Cleveland State Community College transferred to Pellissippi State Community College.</td>
</tr>
<tr>
<td>Area of Emphasis Requirements</td>
<td></td>
<td>19.00 cr</td>
<td></td>
</tr>
<tr>
<td>Science Sequences</td>
<td></td>
<td>16.00 cr</td>
<td></td>
</tr>
<tr>
<td>General Biology</td>
<td></td>
<td>0.00 - 8.00 cr</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BIOL 1110 - General Biology I w/Lab</td>
<td>0.00 - 4.00 cr</td>
<td>Fulfilled by BIOL 1110 taken at Pellissippi State Community College.</td>
</tr>
<tr>
<td></td>
<td>BIOL 1120 - General Biology II w/Lab</td>
<td>0.00 - 4.00 cr</td>
<td>Fulfilled by BIOL 1120 taken at Pellissippi State Community College.</td>
</tr>
</tbody>
</table>
**Organic Chemistry**

- **CHEM 2010 - Organic Chemistry I w/Lab**
  0.00 - 4.00 cr
  Fulfilled by CHEM 118 taken at The University of Tennessee, Knoxville.

- **CHEM 2020 - Organic Chemistry II w/Lab**
  0.00 - 4.00 cr
  Fulfilled by CHEM 200 taken at The University of Tennessee, Knoxville.

**General Electives**

- **GEN 2999 - Elective**
  0.00 - 4.00 cr
  Fulfilled by GEN 2999 taken at Mississippi College transferred to Mississippi State Community College.

- **HUM 1001 - Elective**
  0.00 - 4.00 cr
  Fulfilled by HUM 1001 taken at Cleveland State Community College transferred to Mississippi State Community College.

- **PHED 1010 - Elective**
  0.00 - 4.00 cr
  Fulfilled by PHED 1010 taken at Mississippi College transferred to Mississippi State Community College.

**Unused Courses**

39 courses for 103.00 credits were unused. The course(s) below did not match any of the requirements for this degree in the simulated degree audit.

<table>
<thead>
<tr>
<th>Course</th>
<th>Credits</th>
<th>Grade</th>
<th>Type</th>
<th>Type</th>
<th>Credits</th>
<th>Grade</th>
<th>Type</th>
<th>Credits</th>
<th>Grade</th>
<th>Type</th>
<th>Credits</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADMN 2120</td>
<td>3.00</td>
<td>No Grade</td>
<td>Entered</td>
<td>Entered</td>
<td>B+</td>
<td>3.00</td>
<td>No Grade</td>
<td>Entered</td>
<td>Entered</td>
<td>B+</td>
<td>3.00</td>
<td>No Grade</td>
</tr>
<tr>
<td>BIOL 1110</td>
<td>4.00</td>
<td>No Grade</td>
<td>Entered</td>
<td>Entered</td>
<td>B+</td>
<td>4.00</td>
<td>No Grade</td>
<td>Entered</td>
<td>Entered</td>
<td>B+</td>
<td>4.00</td>
<td>No Grade</td>
</tr>
<tr>
<td>CHEM 1010</td>
<td>4.00</td>
<td>No Grade</td>
<td>Entered</td>
<td>Entered</td>
<td>B+</td>
<td>4.00</td>
<td>No Grade</td>
<td>Entered</td>
<td>Entered</td>
<td>B+</td>
<td>4.00</td>
<td>No Grade</td>
</tr>
<tr>
<td>CID 1100</td>
<td>3.00</td>
<td>No Grade</td>
<td>Entered</td>
<td>Entered</td>
<td>B+</td>
<td>3.00</td>
<td>No Grade</td>
<td>Entered</td>
<td>Entered</td>
<td>B+</td>
<td>3.00</td>
<td>No Grade</td>
</tr>
<tr>
<td>ENGL 2110</td>
<td>0.00</td>
<td>No Grade</td>
<td>Entered</td>
<td>Entered</td>
<td>B+</td>
<td>3.00</td>
<td>No Grade</td>
<td>Entered</td>
<td>Entered</td>
<td>B+</td>
<td>3.00</td>
<td>No Grade</td>
</tr>
<tr>
<td>GEN 2999</td>
<td>2.00</td>
<td>No Grade</td>
<td>Entered</td>
<td>Entered</td>
<td>B+</td>
<td>3.00</td>
<td>No Grade</td>
<td>Entered</td>
<td>Entered</td>
<td>B+</td>
<td>3.00</td>
<td>No Grade</td>
</tr>
<tr>
<td>MATH 1710</td>
<td>3.00</td>
<td>No Grade</td>
<td>Entered</td>
<td>Entered</td>
<td>B+</td>
<td>3.00</td>
<td>No Grade</td>
<td>Entered</td>
<td>Entered</td>
<td>B+</td>
<td>3.00</td>
<td>No Grade</td>
</tr>
<tr>
<td>SPAN 1010</td>
<td>3.00</td>
<td>B+</td>
<td>Entered</td>
<td>Entered</td>
<td>B+</td>
<td>3.00</td>
<td>B+</td>
<td>Entered</td>
<td>Entered</td>
<td>B+</td>
<td>3.00</td>
<td>B+</td>
</tr>
</tbody>
</table>

* Course without any equivalency
Spring 2015 Results
7 Public Community Colleges
6 Public Universities
1 Private College
Marketing

- Website
- TN RT logo
- Project Coordinator provided training to 4-year campus advisors
- Posters for 4-year campuses promoting reverse transfer
- Press releases to media outlets
- Press releases to 4-year campus newspapers
- Presentations to registrars
Spring 2015 Outcomes

5860 Students with adequate combined credit hours

1170 Opted -in

347 Degrees Awarded*

*Note: included some students with degrees and some students with credit hours from non-participating CCs

*Some institutions Awarded degrees past the deadline for recording in the RTS
Reasons for Opt-out (n=39)

- not interested/no value
- already have degree
- don't want transcript shared
- other/no reason
Top reasons for no degree award:

1. Insufficient credits in right places
2. Already earned associate degree
3. Lacking General Education course(s)
Lessons Learned
THINGS WE LEARNED:

- Reverse transfer degree review and award process is complex
- Registrar and Student Information System personnel input and feedback, as well as student-centered focus have allowed Tennessee to get to this point

MODIFICATIONS:

- Refinements in second semester and beyond will improve process
- Communication between users/team/vendor essential for improvements
THINGS WE LEARNED:

• First cycle limitations
  • Too many institutions
  • Not necessarily matched with most common feeder community colleges

MODIFICATIONS:

• Process now includes all public and more independent institutions
THINGS WE LEARNED:

• Opt in rate lower than hoped (20%)

MODIFICATIONS:

• More aggressive statewide marketing campaign
• Student education
• Consider different opt-in and student contact options
Encouragement from Governor Haslam

http://img.youtube.com/vi/fj4yNqFW2m8/0.jpg
THINGS WE LEARNED:

• Associate degrees not always recorded by 4-year institutions
• Students don’t always have final CC transcript sent to 4-year institution

MODIFICATIONS:

• Will fix in upload phase using scripts or Tennessee Longitudinal Data System sources
• Teachable moments at 2- and 4-year institutions
THINGS WE LEARNED:

• Transfer path degrees do not reflect common paths to degree requirements

MODIFICATIONS:

• Student education regarding course choices/patterns
• Added degree programs
THINGS WE LEARNED:

• Software functionality worked as designed

MODIFICATIONS:

• Design enhancements planned
  • Modify opt-in & file upload processes
  • Refine display of student information – simplify audit process for community colleges
  • Expand simulated degree audit (SDA) process – include more degrees
  • E-transcript exchange
  • Status communications to students from system
THINGS WE LEARNED:

• Working with a vendor
  • Regular communication essential
  • Lead negotiator
  • Project development highly technical
  • Check product functionality

• Recommendations
  • Weekly conference calls
  • Not project coordinator
  • Technical person essential for accurate communication
  • Pilot test using real students

Communication, documentation, negotiation, & compromise
THINGS WE LEARNED:

• Other “Gaps” in degree requirements

MODIFICATIONS:

• Study data
• Add all degree options
• Added “reverse” course equivalencies or substitutions
• Student education/awareness
THINGS WE LEARNED:

• Degree review workload higher than anticipated

MODIFICATIONS:

• Move cycle deadlines up
• Refine simulated degree audits
• Provide central screening support
THINGS WE LEARNED:

• Transcripts still desired to verify degree status

MODIFICATIONS:

• Refined opt-in language
• Consider policy issues
• Continue working toward statewide exchange service
Best of ALL--

Yay! I'm so excited I cried!! I would love to speak about my experience and huge accomplishment!

--Spring 2015 Tennessee Reverse Transfer Degree Recipient
All Public Institutions Participating:

13 Community Colleges (TBR)
9 Universities (6 TBR; 3 UT)

And:

6 Private Universities/Colleges
2015 Fall Timeline

- **July:** Institutional and 4 year Uploads
- **August-September:** Students Opt in
- **September:** Community College Uploads
- **October:** Simulated Degree Audits
- **December:** Degrees Awarded
Post-Opt in Deadline Figures

• 7514 students identified as notification eligible (12 Community College credit threshold)

• 1756 opted-in (23%) -- includes students who may have prior degree

• 57 opted-out (1%)

• 5701 non-responders (76%)
What’s next?
What’s Next?

• Opt-in Review and Transcript solutions
• Centralized support for Reverse Transfer?
• Impact of Tennessee Promise?
• Tennessee Adult Student Population
  • Opportunities for reverse degrees?
THANK YOU

We appreciate your time and applaud your efforts!

Gloria Gammell  ggammell@Tennessee.edu

Nancy Dietrich  ndietri1@utk.edu
Questions & Answers
Save the Date

“Reverse Transfer: Hawaii’s Experience”
November 19th, 2015
2pm CST/3pm EST