

Reverse Transfer: The Tennessee Experience

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Credit When It's Due

Office of Community College
Research and Leadership



COLLEGE OF EDUCATION AT ILLINOIS



Webinar Hosts



Debra D. Bragg

Gutsgell Endowed Professor and
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CREDIT *when it's due*

CWID Webinar Series

Purpose

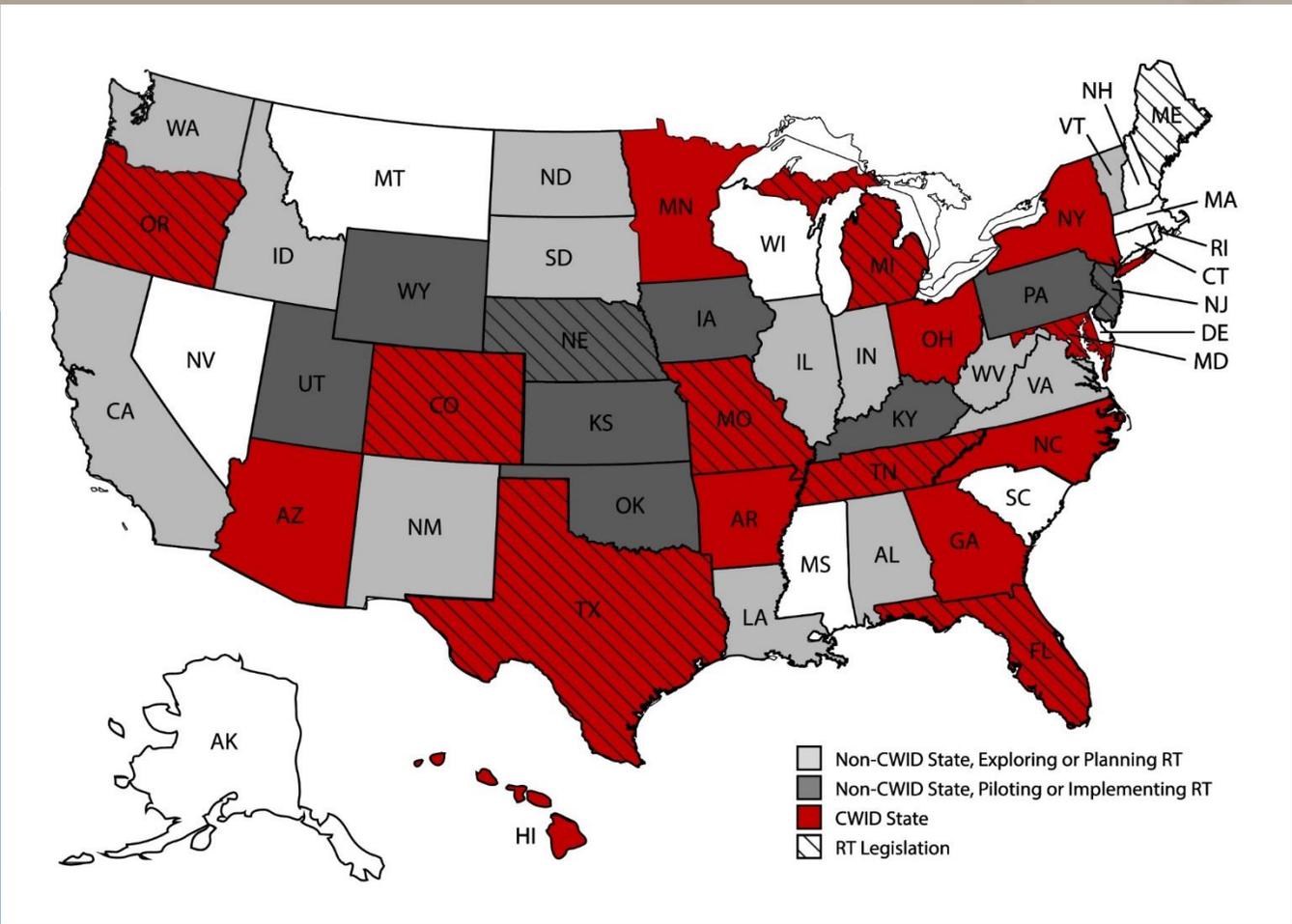
- Highlight CWID state efforts to develop and implement reverse transfer
- Share lessons learned with the field



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 program 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*

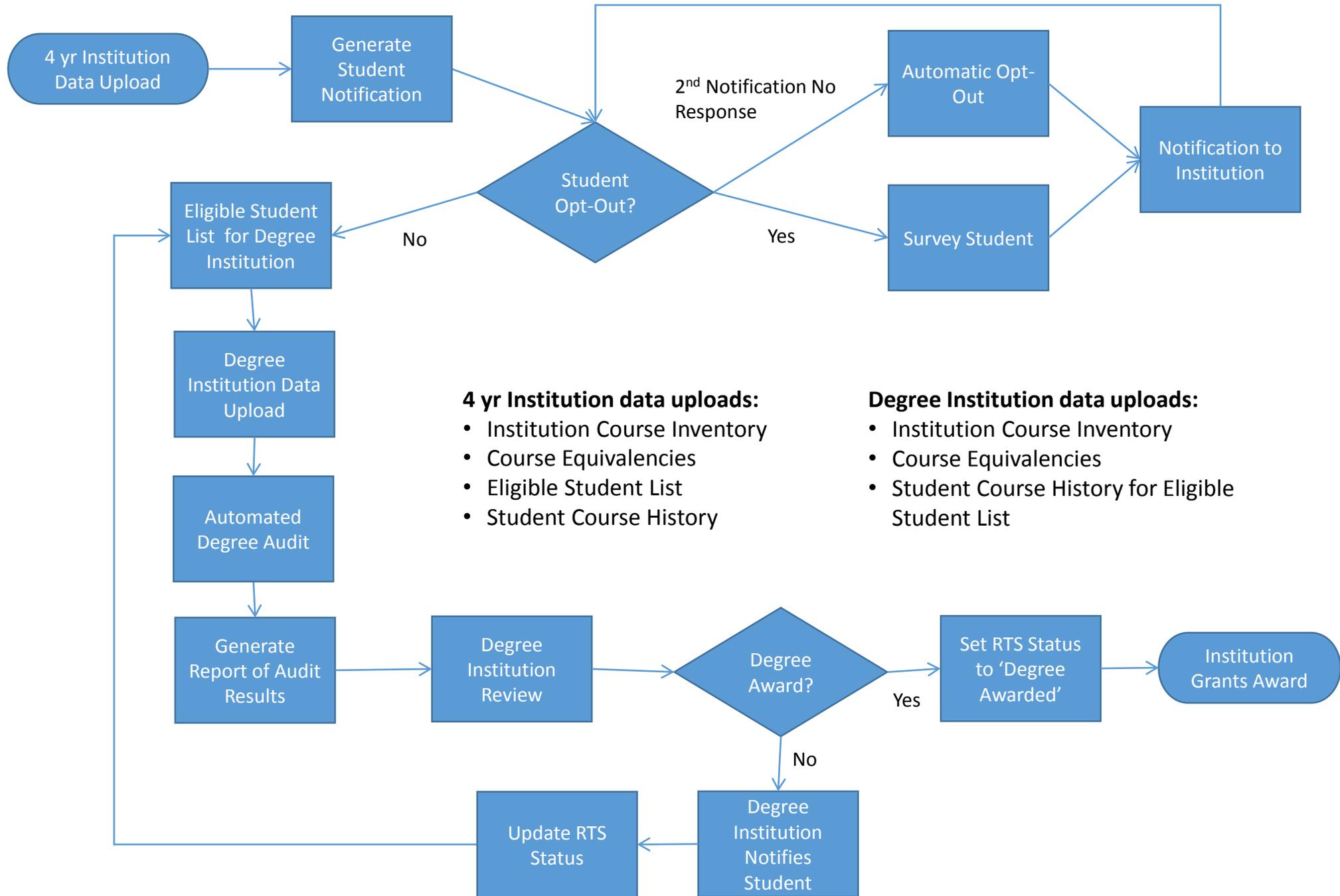
*Per AcademyOne

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





Transfer Progress for [REDACTED]

For transfer to **Associate of Science, Pre-Health (2014-15)** at **Pellissippi State Community College**

19 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

Program Requirements

Minimum Grade for all courses (unless otherwise indicated) is **D**

Expand / Collapse all results

Show unmatched requirements

General Education Requirements

FULFILL ALL OF THE FOLLOWING:

Communication

FULFILL ALL OF THE FOLLOWING:

- ENGL 1010 - English Composition I
Fulfilled by ENGL 1010 taken at Hivassee College transferred to Pellissippi State Community College.
- ENGL 1020 - English Composition II
Fulfilled by ENGL 102 taken at The University of Tennessee, Knoxville.
- SPCH 2100 - Public Speaking

History

FULFILL 2 OF THE FOLLOWING:

- HIST 2010 - US History I
Fulfilled by HIST 2010 taken at Hivassee College transferred to Pellissippi State Community College.
- HIST 2020 - US History II
Fulfilled by HIST 2020 taken at Cleveland State Community College transferred to Pellissippi State Community College.

Humanities/Fine Arts

FULFILL ALL OF THE FOLLOWING:

Required Credits

Minimum 60.00 cr

41.00 - 42.00 cr

9.00 cr

3.00 cr

3.00 cr

3.00 cr

6.00 cr

3.00 cr

3.00 cr

9.00 cr

<p>✓ Humanities/Fine Arts </p> <p>FULFILL ALL OF THE FOLLOWING:</p> <p>✓ Literature  </p> <p>FULFILL 1 OF THE FOLLOWING:</p> <p>✓ ENGL 2110 - Early American Literature</p> <p>Fulfilled by ENGL 2110 taken at Cleveland State Community College transferred to Pellissippi State Community College.</p> <p>✓ Humanities and Fine Arts  </p> <p>FULFILL 2 OF THE FOLLOWING:</p> <p>✓ PHIL 1030 - Introduction to Philosophy</p> <p>Fulfilled by PHIL 1030 taken at Pellissippi State Community College.</p> <p>✓ PHIL 2400 - Introduction to Ethics</p> <p>Fulfilled by PHIL 2400 taken at Cleveland State Community College transferred to Pellissippi State Community College.</p>	<p>9.00 cr</p> <p>3.00 cr</p> <p>3.00 cr</p> <p>6.00 cr</p> <p>3.00 cr</p> <p>3.00 cr</p>
<p>✓ Mathematics  </p> <p>FULFILL 1 OF THE FOLLOWING:</p> <p>✓ MATH 1830 - Basic Calculus & Modeling</p> <p>Fulfilled by MATH 1830 taken at Cleveland State Community College transferred to Pellissippi State Community College.</p>	<p>3.00 - 4.00 cr</p> <p>3.00 - 4.00 cr</p>
<p>✓ Natural Science </p> <p>FULFILL ALL OF THE FOLLOWING:</p> <p>✓ CHEM 1110 - General Chemistry I w/Lab</p> <p>Fulfilled by CHEM 1110 taken at Pellissippi State Community College.</p> <p>✓ CHEM 1120 - General Chemistry II w/Lab</p> <p>Fulfilled by CHEM 130 taken at The University of Tennessee, Knoxville.</p>	<p>0.00 - 8.00 cr</p> <p>0.00 - 4.00 cr</p> <p>0.00 - 4.00 cr</p>
<p>✓ Social/Behavioral Sciences  </p> <p>FULFILL 2 OF THE FOLLOWING:</p> <p>✓ PSYC 1030 - General Psychology</p> <p>Fulfilled by PSYC 1030 taken at Cleveland State Community College transferred to Pellissippi State Community College.</p> <p>✓ SOCI 1010 - Intro to Sociology</p> <p>Fulfilled by SOCI 1010 taken at Cleveland State Community College transferred to Pellissippi State Community College.</p>	<p>6.00 cr</p> <p>3.00 cr</p> <p>3.00 cr</p>
<p>✓ Area of Emphasis Requirements </p> <p>FULFILL ALL OF THE FOLLOWING:</p> <p>✓ Science Sequences  </p> <p>FULFILL 2 OF THE FOLLOWING:</p> <p>✓ General Biology </p> <p>FULFILL ALL OF THE FOLLOWING:</p> <p>✓ BIOL 1110 - General Biology I w/Lab</p> <p>Fulfilled by BIOL 1110 taken at Pellissippi State Community College.</p> <p>✓ BIOL 1120 - General Biology II w/Lab</p> <p>Fulfilled by BIOL 1120 taken at Pellissippi State Community College.</p>	<p>19.00 cr</p> <p>16.00 cr</p> <p>0.00 - 8.00 cr</p> <p>0.00 - 4.00 cr</p> <p>0.00 - 4.00 cr</p>

✓ Organic Chemistry  0.00 - 8.00 cr

FULFILL ALL OF THE FOLLOWING:

✓ CHEM 2010 - Organic Chemistry I w/Lab 0.00 - 4.00 cr

Fulfilled by CHEM 350 taken at The University of Tennessee, Knoxville.

✓ CHEM 2020 - Organic Chemistry II w/Lab 0.00 - 4.00 cr

Fulfilled by CHEM 360 taken at The University of Tennessee, Knoxville.

✓ General Electives  3.00 cr

✓ GEN 2999 - Elective 0.00 - 4.00 cr

Fulfilled by GEN 2999 taken at Hivasssee College transferred to Pellissippi State Community College.

✓ HUM 1001 - Elective 0.00 - 4.00 cr

Fulfilled by HUM 1001 taken at Cleveland State Community College transferred to Pellissippi State Community College.

✓ PHED 1010 - Elective 0.00 - 4.00 cr

Fulfilled by PHED 1010 taken at Hivasssee College transferred to Pellissippi 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.

ADMN 2120 (3.00 cr, No Grade Entered)	ADMN 2910 (4.00 cr, No Grade Entered)	ADMN 2921 (3.00 cr, No Grade Entered)	BIOL 1020 (4.00 cr, No Grade Entered)
BIOL 1110 (4.00 cr, No Grade Entered) *	BIOL 1110 (0.00 cr, No Grade Entered) *	BIOL 130 (4.00 cr, B+)	BIOL 140 (4.00 cr, C+)
		BIOL 2010 (4.00 cr, B)	BIOL 2010 (0.00 cr, No Grade Entered) *
CHEM 1010 (4.00 cr, No Grade Entered)	CHEM 1010 (0.00 cr, No Grade Entered) *	CHEM 1110 (4.00 cr, No Grade Entered) *	CHEM 1120 (0.00 cr, No Grade Entered) *
CID 1100 (3.00 cr, No Grade Entered)	CID 1210 (4.00 cr, No Grade Entered)	CSIT 1000 (3.00 cr, No Grade Entered)	ENGL 1020 (3.00 cr, No Grade Entered) *
ENGL 2110 (0.00 cr, No Grade Entered) *	ENGL 254 (3.00 cr, B+) *	GEN 1888 (1.00 cr, No Grade Entered)	GEN 1991 (3.00 cr, No Grade Entered)
GEN 2599 (2.00 cr, No Grade Entered)	GEN 1992 (3.00 cr, No Grade Entered)	GEN 2299 (3.00 cr, No Grade Entered)	GEN 2495 (2.00 cr, No Grade Entered)
	GEN 2990 (2.00 cr, No Grade Entered)	MATH 1030 (3.00 cr, No Grade Entered)	MATH 130 (4.00 cr, A)
MATH 1710 (3.00 cr, No Grade Entered)	MATH 1720 (3.00 cr, No Grade Entered)	MATH 1730 (5.00 cr, No Grade Entered) *	MATH 1530 (3.00 cr, No Grade Entered)
			SOCI 110 (3.00 cr, A) *
SPAN 1010 (3.00 cr, B+)	SPAN 300 (3.00 cr, B-) *	SPCH 1000 (0.00 cr, No Grade Entered)	SPAN 1010 (0.00 cr, No Grade Entered) *
			SPCH 1010 (3.00 cr, B)

* 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

did you get the email?

If you have completed more than 15 credit hours at a participating community college and have earned more than 60 hours total, you may have already earned your associates degree.

FOR MORE INFORMATION, VISIT TNREVERSETRANSFER.ORG or talk with your advisor.


TENNESSEE
HIGHER EDUCATION COMMISSION


TICUA
TENNESSEE INDEPENDENT COLLEGE
AND UNIVERSITY ASSOCIATION


THE UNIVERSITY OF
TENNESSEE

The smartphone screen shows an email from 'Your University Registrar' to 'astudent@TNuniversity'. The email subject is 'Important Graduation Information' and the body text reads: 'LOOK for an email about Tennessee Reverse Transfer', 'OPEN that email', 'OPT-IN for a free degree audit and possible associate degree', and 'Simple, Free, Valuable'.

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



Fall 2015

All Public Institutions Participating:

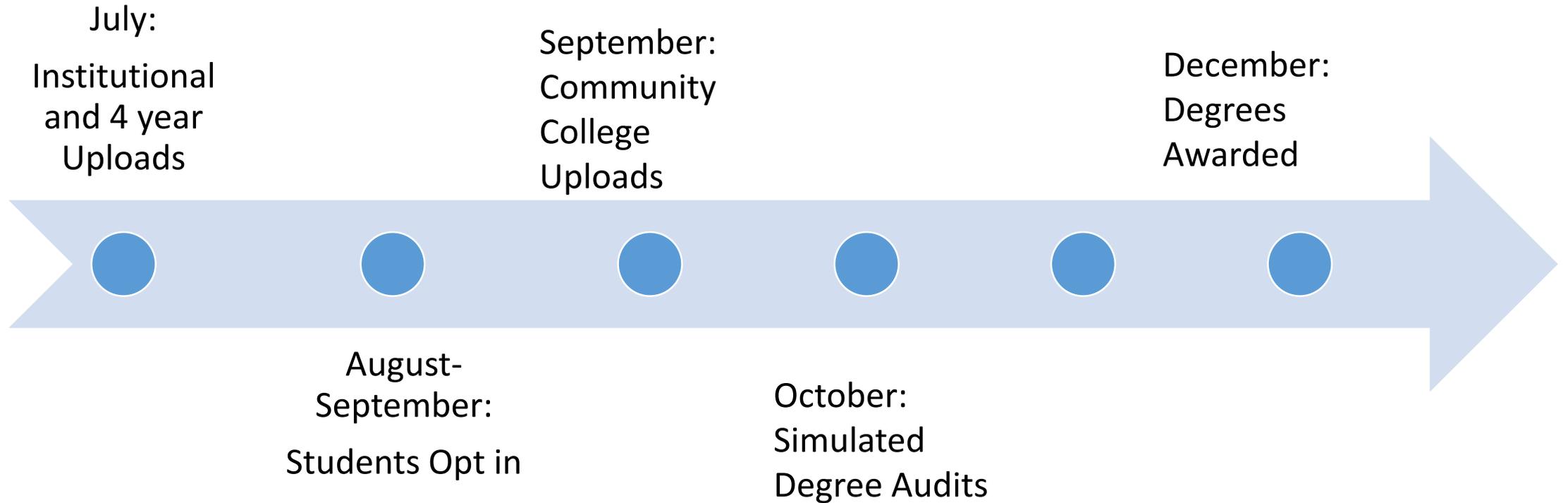
13 Community Colleges (TBR)

9 Universities (6 TBR; 3 UT)

And:

6 Private Universities/Colleges

2015 Fall Timeline



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%)
- OPT-OUT
- OPT-IN



- 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?

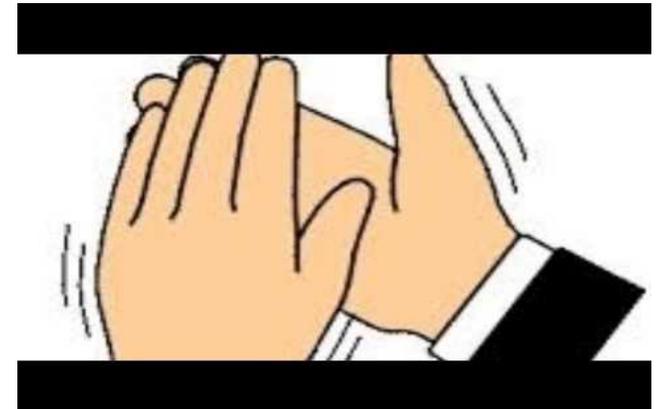


THANK YOU

*We appreciate your time and
applaud your efforts!*

Gloria Gammell ggammell@Tennessee.edu

Nancy Dietrich ndietri1@utk.edu



Questions & Answers



CREDIT *when it's due*

Save the Date

“Reverse Transfer: Hawaii’s Experience”

November 19th, 2015

2pm CST/3pm EST



CREDIT *when it's due*