

TRANSFER STUDENT SUCCESS CENTER

THE LEADERS

Doug Freed
Jo Bains

ASSESSMENT

The Transfer Student Success Center's mission is to provide transfer students with easy access to information and assistance in transitioning to Wayne State. Having a high level of contact with this student population is essential to achieving this goal, so the center tracks student contacts on a monthly and annual basis through Salesforce reporting. Between 2014-15 and 2015-16, the center increased the number of student contacts by about 700 walk-ins, emails and phone calls — a 54 percent change.

IMPACT

The reports not only allow the center to determine whether they're meeting their goal of reaching more students but also the staff to reallocate resources to best meet students' preferred form of contact. They also enable the center to ensure that processes and activities are in place that allow and encourage students to reach out to the center for support.



ENHANCING STUDENT LEARNING



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