

Understanding Transfer Students: Looking Through the Psychological Glass

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Institutional or Policy Based Barriers

- Articulation issues and credit loss
- Lack of clear information regarding transfer online
- Inaccurate advising
- Unclear transfer policies
- Untimely admissions notifications and credit evaluations

Post-Transfer Adjustment Based Barriers

- Transitional trauma
 - How alienated a student feels when unfamiliar with norms & values of their new campus (Chin-Newman & Shaw, 2013)
- Transfer shock
 - Temporary dip of grade point average upon transfer – 1st or 2nd semester
(Lanaan, 2001; Hatton, Homer, & Park, 2009; Thurmond, 2007)

Transitional Trauma

- Anxiety
- Fear
- Confusion
- Barriers:
 - Cost of Attendance
 - Policies
 - Campus Climate
 - Transfer Adjustment

Hatton, A., Homer, S. & Park, L. (2009)

Factors of Transfer Shock

Sophomore transfer v. junior transfer

Earning the associates' degree seemed to be a positive factor in academic performance.

Gender

Major Discipline

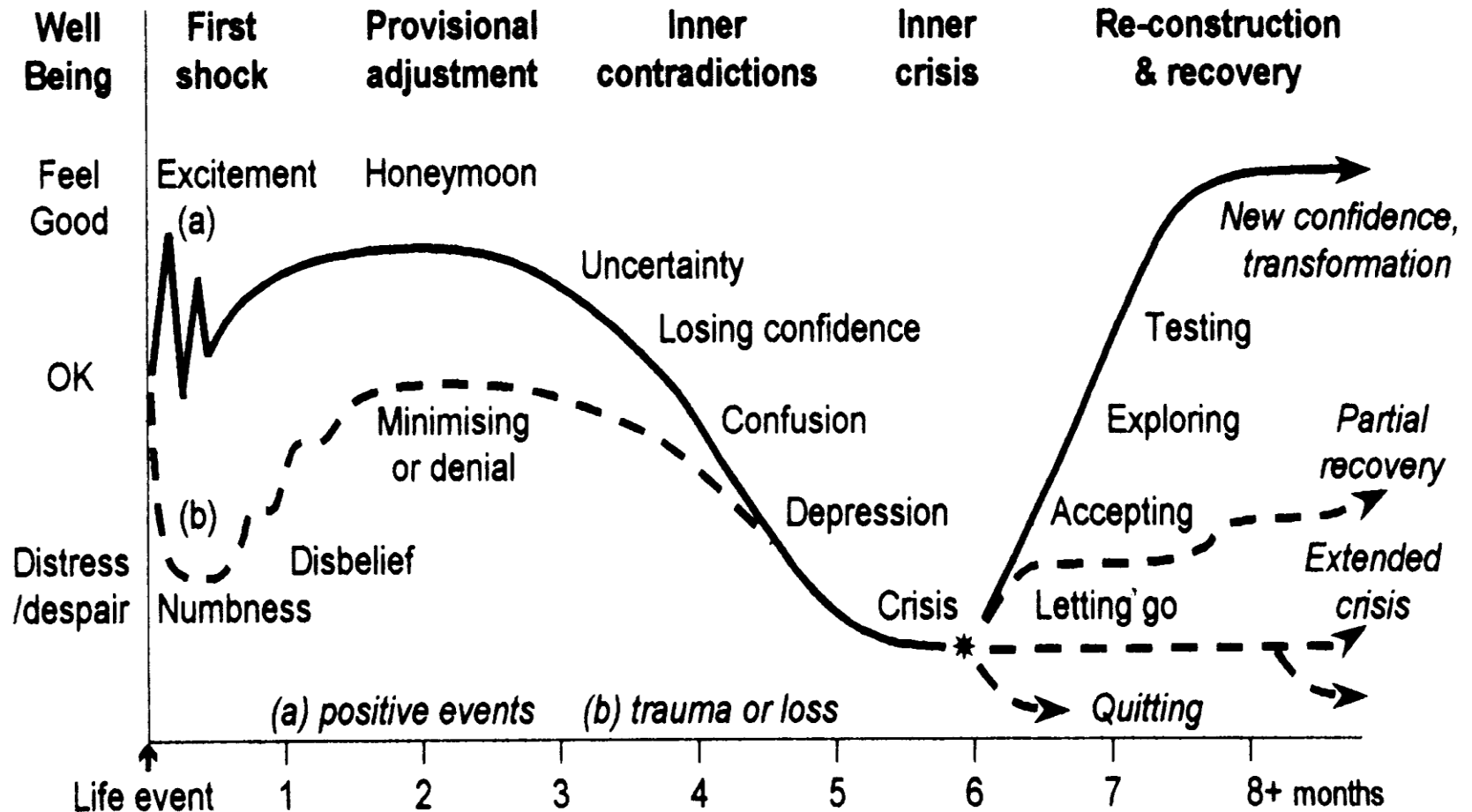
Age

Thurmond, K.C. (2007)

Schlossberg's Transition Theory

- An event or non-event that results in changed relationships, routines, assumptions, roles
- Type, Context, and Impact
- Four S's determine ability to cope
 - Situation
 - Self
 - Social Support
 - Strategies and coping response

Transition Cycle (adapted from Hopson)



**Financial
Aid/Veterans
Benefits**

Cost of Attendance

Credits



Parking

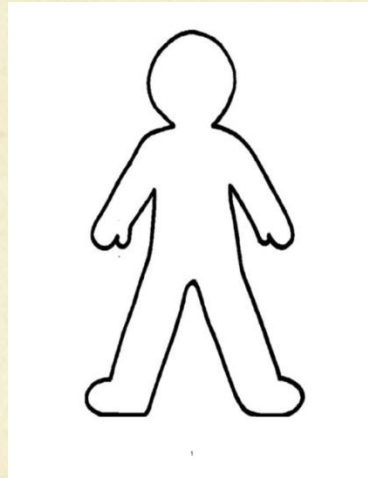
Campus Culture

Large Campus

**Unfamiliar
Environment**

How transfer students feel!

Stress Affects...



Behavior

Case Studies.

Case Study 1

Jake transferred to UH Mānoa two weeks ago from Kapi'olani Community College. In your advising session, he complained how far he has to walk to his large classes and he doesn't feel connected to UH Mānoa. Identify what psychological stressor Jake is encountering? What would you tell him? How can you collaborate with others to prevent Jake from feeling this way?

Case Study 2

Kira is feeling overwhelmed with the transfer process. This is her last semester at Honolulu Community College and was admitted to UH Mānoa through Automatic Admission. She just learned that she needs to submit her health clearances, apply for financial aid, pay her \$200 tuition deposit, and complete mandatory advising to remove her registration hold and realized that she missed the application deadline for her major. At the same time, Kira is studying for her exams, working full-time, and caring for two-year old twins. What can we, as advisors, do to minimize her stress level?

What can we do to help?

- Communication
- Relationship building
- Keeping current on policy and procedure
- Preparing students for the transition – more than just academics

Transfer Culture

- Transfer as shared responsibility
- Transfer receptive culture
 - Institution's vision must include transfers
 - Transfer students must be treated with same excitement as first year students
 - Transfer students may have different needs and should have distinct opportunities that include financial and academic support

Handel, 2011; Herrera & Jain, 2013

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