

Transfer Liaison for Systemwide Transfer Issues

March 2011

Issue

The Transfer Rights and Responsibilities document (available through campus websites and the HECB at www.hecb.wa.gov/PreparingForCollege/AdmissionsAndTransfer/Pathways) includes the following two statements approved by all colleges and universities in Washington:

- Students have the right to seek clarification regarding their transfer evaluation and may request the reconsideration of any aspect of that evaluation. In response, the college will follow established practices and processes for reviewing its transfer credit decisions.
- Students who encounter other transfer difficulties have the right to seek resolution. Each institution will have a defined process for resolution that is published and readily available to students.

But people working with transfer in Washington continue to hear anecdotal reports of how the system 'is broken' and how it does not work for some students.

Solution

The Joint Access Oversight Group (JAOG) determined that a single point of contact for concerns and complaints regarding transfer is needed. Having a clear contact person will not only help students after they have followed campus options without satisfactory resolution but also gather information about systemic and institution-specific transfer issues.

The Higher Education Coordinating Board (HECB) will be the Transfer Liaison - a single, statewide point of contact for issues related to transfer. By law, the HECB is responsible for transfer policy in Washington. Transfer policy is implemented and maintained through the cooperative efforts of the state institutions of higher education, the State Board for Community and Technical Colleges (SBCTC), and the HECB – with support of approximately 20 statewide within-sector and cross-sector groups and offices involved in different aspects of transfer.

Both student and institutional concerns will be addressed and reviewed to continuously improve our transfer system. As student issues arise, institutions will be informed to facilitate resolution.

If students are having issues with transfer after following campus-specific processes for resolution, please direct them to the **Transfer Liaison Issue Report Form** located on the HECB website at www.hecb.wa.gov/PreparingForCollege/AdmissionsAndTransfer/Pathways. Alternatively, students can contact the Transfer Liaison directly at transferliaison@hecb.wa.gov.

The following will be posted to the HECB Transfer Liaison webpage:

Washington Transfer Issue Online Report Form

The transfer process is a vital link in Washington's higher education system. All colleges and universities (two- and four-year, public and private) are committed to making the transition from one college or university to another as seamless as possible – to assist our students and to meet the state's goals for bachelor degree attainment.

Students have the right to seek clarification regarding their transfer evaluation and may request the reconsideration of any aspect of that evaluation. In response, the institution will follow established practices and processes for reviewing its transfer credit decisions. Students who encounter other transfer difficulties have the right to seek resolution. Each institution will have a defined process for resolution that is published and readily available to students.

If concerns are not resolved after following every avenue at the college level, the HECB encourages students to complete the Transfer Issues Report Form. This **Transfer Issue Online Report** allows students to provide feedback on the transfer experience that will improve the transfer system in Washington.

Students may complete the form anonymously, or may include name and/or email address if a response is requested or desired. Alternatively, the following questions can be pasted into email and returned to transferliaison@hecb.wa.gov. If there are additional comments or questions, please contact the HECB at transferliaison@hecb.wa.gov.

TRANSFER ISSUE REPORT FORM:

Your Name:

Supplying your name is optional, but it will allow us to assist you more efficiently if you have specific questions or concerns

E-Mail Address:

Is your email address correct? Please check to confirm that it was entered correctly.

What is the nature of your transfer issue?

Please be as specific as possible. Information that could be relevant and assist us includes:

- *Transfer Out College – this is the college you are transferring courses from.*
- *Transfer In College – this is the college you are transferring courses to.*
- *Courses (with course identification numbers, like ENG 101) that did not transfer as expected.*
- *Reason courses did not transfer.*

What do you think should happen and why?

Thank you for contacting us. If you supplied your name and email address you will be contacted.