

# 2024 Non-Instructional Program Review

## Reviewing 2022/23 Academic Year



**Program/Department: Transfer Center**  
*Completed by Cristi Ellingford*

1. Please provide your position and department:

Transfer Center Director

2. Please identify the non-instructional program you are reviewing.

Transfer Center

3. Describe how your department supports the vision, mission, and beliefs of Lake Tahoe Community College.

The mission of LTCC is to provide quality support to help students achieve their educational goals. Transfer services provide students with quarter by quarter comprehensive educational plans, in line with guided pathways, to help students stay on track, visualize their goal and follow a plan to achieve transfer success. Additionally, maintaining robust transfer services is critical to our mission. Furthermore, the core belief that "Students come first" requires articulation that assures counselors and students have accurate information as to how our courses articulate with both 2 and 4 year institutions

4. Do you have a **supervisor approved** alternative for this Annual Program Review? If so, please be prepared to upload the approved alternative, as a PDF, in the next prompt. Required to answer. Single choice.

No.

5. What are the major strengths of your department?

LTCC maintains a counselor-student ratio that is sufficient to provide high-quality and comprehensive transfer advising. In addition, coordination with other support programs allows the Transfer Center to leverage staffing in those programs to support transfer initiatives. For example, EOPS hosted transfer and application workshops Fall 2023 and provided food and staff support. Additionally, collaboration with Equity, Promise and Career helped create a robust Transfer Day.

Transfer and articulation services are staffed by faculty that have decades of combined experience and a strong relationship that enhances collaboration and common purpose. Transfer services are currently being coordinated by a counselor with considerable experience in academic advising with solid insight into the ever changing requirements of upper division transfer.

6. In what ways could your department improve to better meet the needs of the College and support student success?

LTCC counselors moved into their permanent space January 2024. At that time, we were also given a Transfer Center. Currently we need to plan, implement and open the center to provide reliable and valuable information to students.

Increase attendance of all counselors at Ensuring Transfer Success (ETS) and other transfer conferences and workshops.

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7. What are the biggest challenges your department may face in making these improvements?

Finding, funding and training staff who will consistently work in the Transfer Center and provide accurate information.

8. If there is additional information you wish to provide that wasn't addressed in this survey, please do so here.