



# Transfer Students from a 2-year institution

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Second focus Group: Greg Klebs, Sara Kulik,  
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**The University of Akron**



# Overview:

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## The Client:



## Purpose & Objectives:

- Why did you transfer?
- Why did you choose Akron?
- How is your current experience?
- How can we make it better?



# Demographics:



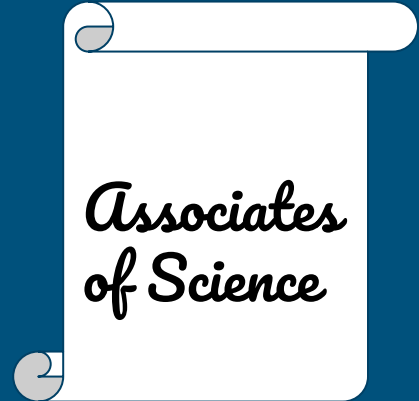
	<u>Subject 1</u>	<u>Subject 2</u>
<u>Gender</u>	Male	Male
<u>Ethnicity</u>	White	White
<u>Age</u>	18-22	18-22
<u>Education</u>	Some College	Some College



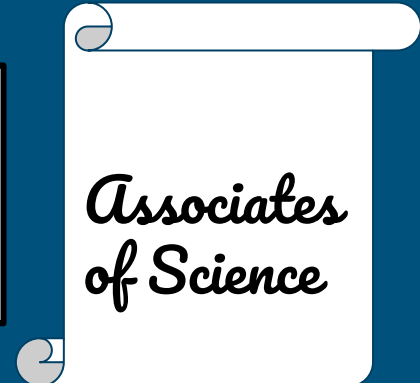
# Subject Intros:



Subject #1



Subject #2

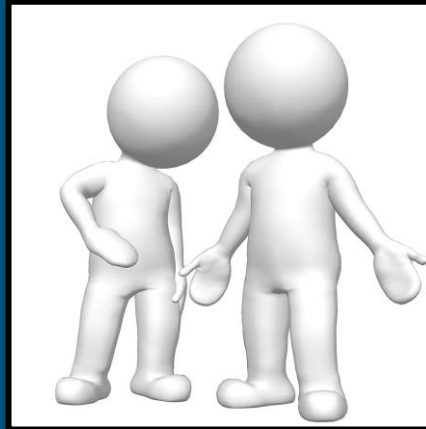


# Reason for Transferring



**“After receiving my associates, I was just done and decided to get my bachelors”**

**“I lived in columbus my whole life and was ready for something new”**



# Reasons for transferring (second team focus group):

**Subject 1:** Graduated from Columbus State, wanted to get bachelors degree, decided Akron was a good choice because subject knew people who were also going to Akron, and the campus was easy to navigate. Major played a role in choosing Akron because Akron has a good accounting program. Subject wanted to get out of Columbus area. Satisfied with transfer decision. Enjoys activities around campus.

**Subject 2:** Graduated from Columbus State, wanted to get bachelors degree, Akron offered different kinds of programs like chemical engineering, able to join different teams and engineering clubs in the future. Subject wanted to get out of Columbus as well as Akron being closer to family. Satisfied with transfer decision.



# Why did you choose UA?

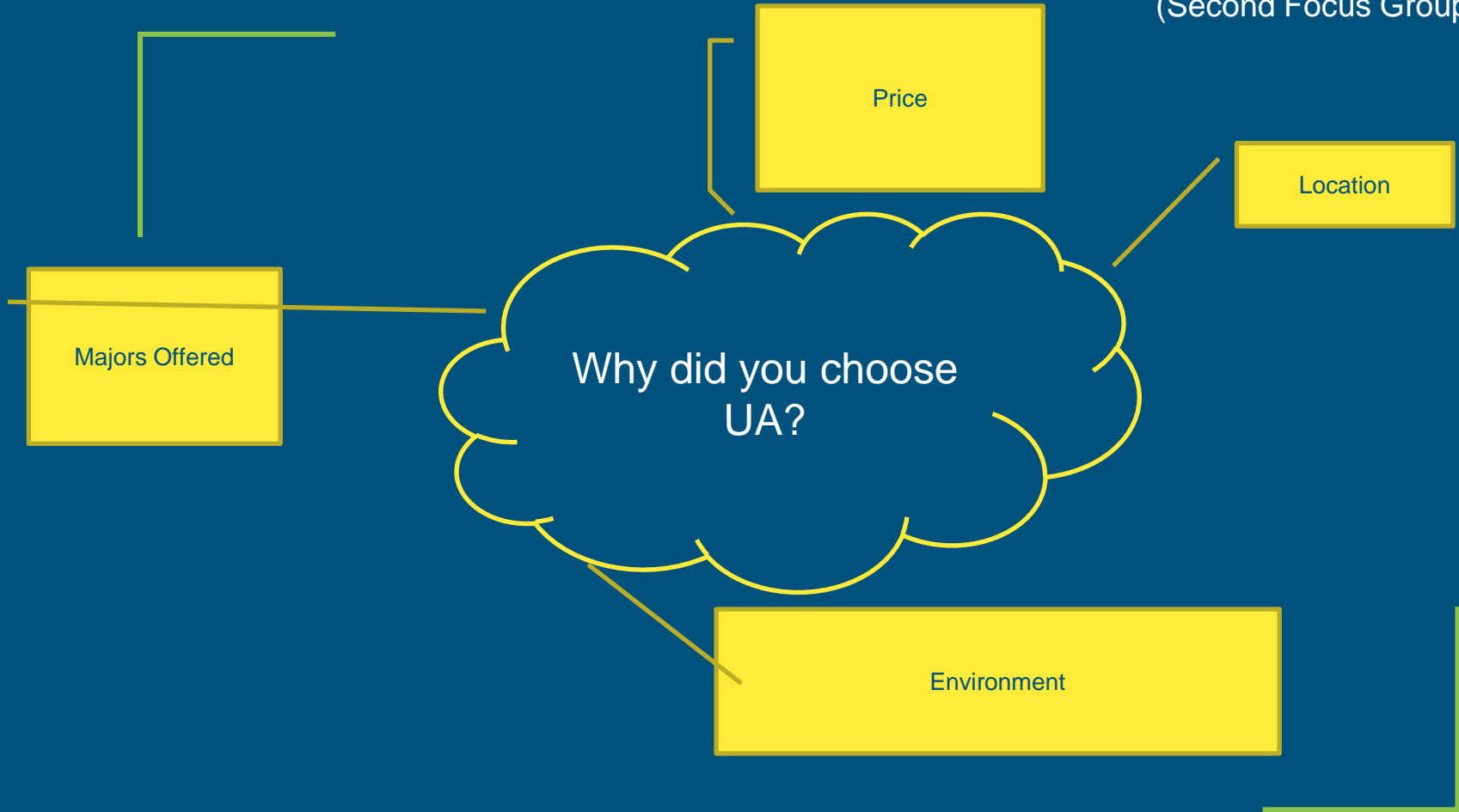


“Lot’s of clubs and organizations you can actually feel a part of”



**GOOD YEAR.**

(Second Focus Group)





# Transfer Experience:

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- Student experienced difficulty with UA email and MyAkron accounts
- Easy transition with helpful people
- Originally declined transfer credit problem solved quickly
- Being able to get in contact with someone from the transfer department



# Transfer Experience (Second team focus group)

- Easy:
  - Very helpful staff including financial aid etc.
  - Very informative orientation and helped learn the campus
  - Easily transferred credits
  - Got good help on the phone, no automated responses
- Difficult:
  - Had problems setting up UA email
  - Some problems reaching the right people in housing



# Transfer Experience: Rated a +2



The scale that was used:

<b>-2</b>	<u>The transfer experience was not pleasant/much difficulty</u>
<b>-1</b>	<u>Faced some challenges in the transfer process/minor difficulty</u>
<b>0</b>	<u>Transfer experience was neither difficult or easy (neutral)</u>
<b>1</b>	<u>Transfer experience went well (No complaints overall easy)</u>
<b>2</b>	<u>Transfer process exceeded expectations and was aided with exceptional assistance from UA</u>

# Experience at UA (second Focus Group)

- Likes: Variety of clubs and organizations to get involved with. Especially when it comes to certain majors such as engineering and business. Enjoy amenities such as student union and Roo lounge and red center, as well as city amenities such as lock 3 and local restaurants. It is Easy to meet friends and get connected. Both seemed to enjoy the University of Akron very much.

- Dislikes: Constant construction through city and university. Technical issues with email and UAkron website as well.





# Current Experience:



- Easy to Navigate with UA app
- Using the lounge to hang out and destress
- Networking with friends and others from high school due to the close proximity of the University



(Second Focus Group)

# What can UA do better?

Both participants had a hard time with getting their Akron emails activated in a timely manner. Implement better technical support to help out students with problems similar to these.



Subject 2 stated, “I wouldn't say there's really anything else that you guys can do to help me out because I have the resources I need to be able to do all my classes. I just need to be able to push myself to use those resources as opposed to waiting till the last minute, procrastinating on my homework, which I do a lot.”



# Recommendations:

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- MyAkron account guide and immediate access
- University housing descriptions and instruction via email

