

Student Feedback

Qualitative Input from Students Through Surveys or Focus Groups

1 Transfer Portal Specific Feedback

Target Audience: Recently enrolled transfer students at your institution (ideally, within first semester or year)

*What was your experience using this platform?
How easy was it to use the Transfer Portal?
Did using the Transfer Portal directly answer questions for you?
Did using the Transfer Portal aid in your decision to transfer to this institution?*

2 General Transfer Process Feedback

Target Audience: Recently enrolled transfer students at your institution (ideally, within first semester or year)

*What portions of your transfer process were the easiest?
What portions of your transfer process were the most difficult? Why?
At any point during the Transfer process did you reconsider transferring here? If so, when and why?
Example survey and feedback group questions found on [Transfer Resource Hub](#)*

3 EAB Net Promoter Score Survey

Target Audience: In application survey option while student is using Transfer Portal

Submit a request to your EAB Strategic Leader to pull this information for your institution

*“This was so easy”
“It is useful to know what credits I can use”
“I could not find the courses I was looking for”*

Next Steps

- Strategically position Portal or adjust configuration based on areas of opportunities surfaced
- Highlight positive feedback to leadership team
- Consider follow up resources or points of connection for Transfer cohorts