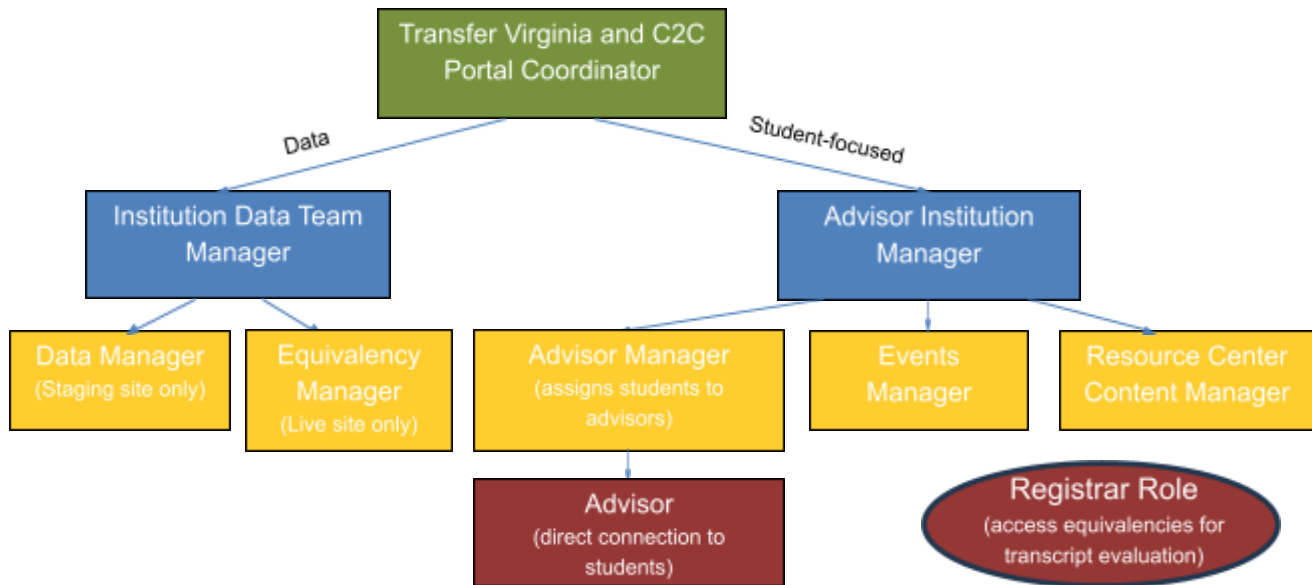


Transfer Virginia and C2C Portal Roles Chart

The success of the Transfer Virginia and C2C Portal relies on the interdependence of institution level roles with clearly defined responsibilities associated with those roles. The various roles work together to keep the information housed inside of the portal transparent, accessible, accurate, and relevant to help students reach their unique transfer goals.



Please note that the above roles are not hierarchical, are not exclusive, and granular for increased flexibility and control. An individual at an institution may have more than one role assigned to them. This arrangement allows an institution to organize and assign roles in accordance with organizational responsibilities and available staff.

For VCCS Colleges – the staff assigned to the roles above can serve both sides of the portal (C2C and TVA). There should be only one data team as all files serve both sides of the portal.

The **Transfer Portal Coordinator** is a staff member at the Virginia Community College System Office who oversees a variety of responsibilities with the overarching goal of maintaining, assessing, and improving the portals. Responsibilities of this role:

- ❖ Activates new institution portal managers.
- ❖ Coordinates help and support sessions as needed.
- ❖ Disseminates pertinent information and communication to institution portal managers.
- ❖ Facilitates the approval and upload of resource center content.
- ❖ Coordinates the data updates and performs quality assurance checks.
- ❖ Convenes institution users as needed.
- ❖ Supports institution user roles as needed.

The **Institution Data Team Manager** is an institution staff member that coordinates all activities and tasks related to managing the institution's data that will be loaded into the transfer portal. Responsibilities of this role:

- ❖ Direct liaison to the Transfer Portal Coordinator and CPL Coordinator.
- ❖ Stores records (I.E., data brief, samples, etc.).
- ❖ Creates institution data teams to address data requests/troubleshooting as needed.
- ❖ Stay up to date regarding institution back-end processes and system changes/upgrades as they relate to data requirements.
- ❖ Create and implement a plan for maintaining accurate and current data files and assure those files are uploaded twice a year in a timely manner.
- ❖ Institutes an overall data sustainability process.

The **Institution Portal Manager** is an institution staff member that serves as a coordinator of institution back-end functions and roles. These functions and roles relate directly to addressing student inquiries and engaging with students. The manager responsibilities consist of:

- ❖ Direct liaison to the Transfer Portal Coordinator and CPL Coordinator.
- ❖ Activates and assigns institution roles (I.E., events manager, advisor manager etc.).
- ❖ Orients and onboards institution users.
- ❖ Maintains personnel in each role at all time.
- ❖ Maintains and stores records (I.E., institution role guides, training materials etc.).
- ❖ Trains subsequent institution portal manager(s) as needed.
- ❖ Serves as a liaison for pertinent Transfer and C2C Portal information.
- ❖ Develops and implements an institution plan for serving students in a timely and comprehensive manner.

The **Events Manager** is an institution staff member that manages events and meeting information. Responsibilities of this role:

- ❖ Submits, posts, edits, modifies, and removes institution events.
- ❖ Reviews event content for accuracy and clarity.
- ❖ Maintains and stores records of institution events.
- ❖ Assists with the marketing of events in the Transfer Portal.

The **Resource Center Content Manager** is an institution staff member that processes the upload of Resource Center content. Responsibilities of this role:

- ❖ Disseminates information to prospective content writers, readers, and editors.
- ❖ Uploads institution content for the Transfer Portal Resource Center, such as GAA, GPAA, and policy information documents.
- ❖ Maintains and stores records.

The **Advisor Manager** is an institution staff member that manages requests submitted through the College Connect function. Responsibilities of the role:

- ❖ Receives and processes College Connect requests and assigns to the appropriate institution staff member.
- ❖ Assigns students/portal users to the institution advisor.

The **Advisor** is an institution staff member that can access information in the Transfer Virginia Portal for portal users assigned to them. This is the only role that can access information submitted by a prospective student user. Responsibilities of this role:

- ❖ Processes prospective student requests.
- ❖ Access portal information and user records (I.E. My Story, estimated credits, bookmarked programs, careers, etc.).
- ❖ Communicate and answer prospective student inquiries.
- ❖ Guides the user through key areas of the Transfer Portal or C2C Portal.

The **Registrar Role** within the portal is for an institution staff member that needs to:

- ❖ Use the portal's repository of credit equivalencies to assist in identifying credits to be awarded to a new student for their prior learning. This information can be printed or exported to a spreadsheet so that appropriate credits can be entered in the student's academic record.

The **Data Manager** (new role July 2023) is an institution staff member that works with the finalized data files. Responsibilities of this role:

- ❖ Communicate with members of the data team to create and maintain data files.
- ❖ Upload and maintain the data files on the staging site as needed to create the content visible on the portal.
- ❖ Maintains and stores records.

The **Equivalency Manager** (new role July 2023) is an institution staff member that maintains the equivalency files in the portal. Responsibilities include:

- ❖ Create and maintain the institution's repository of credit equivalencies to assist in identifying credits to be awarded to a new student for their prior learning.
- ❖ Update individual equivalencies as needed directly in the portal.
- ❖ Maintain equivalency files and validate that changes made in live portal are also made in appropriate equivalency file before next file upload.