Matriculation Taskforce
January 4, 2017
8:30-10:00 a.m., SH130A

Present: Jessica Jaramillo, Michael Raine, Michelle Bencomo, Crystal Burch, Brenda Bustamante, Kimberly Blea, Benito Pacheco, Julia Geffroy, Carol Linder, Dominic Chavez, Benito Pacheco, Edward Martinez, and Maria Sena

Zoom: Robert Anaya, Rick Loffardo, Buddy Rivera, Sean Weaver, Thomasinia Ortiz-Gallegos, Charley Ford, Joshua Grine, and Tina Clayton

1. SEM office is working on scheduling a demo for TouchNet and CashNet. Demos will be scheduled at the end of January, early February.

2. E-Magazine information provided by committee is being reviewed by SEM Office & University Relations. Member asked for the E-Magazine for Graduate E-Magazine can we add information from specific departments. What about short Bio for faculty, for each faculty member.

3. Graduate E-Magazine, what information is needed. E-Magazine would be sent to graduate students after admitted, but information needs to be about loans, financial aid, and graduate information. After group discussion, information for Graduate E-Magazine:

   - Financial Aid
   - Handbook-Graduate Student
   - Academic Integrity
   - Leave of Absence policy
   - Bio for each faculty-indicate what interests are
   - Student Testimonials
   - How to Apply and deadlines
   - Newsletter

Discussion on Graduate E-Magazine will be tabled until Graduate Office can attend Matriculation Taskforce meeting.

4. International E-Magazine, what information is needed. After group discussion, information for International E-Magazine:

   - Testimonials
   - Picture of all flags
   - Process for applying
   - Visa Information
   - Housing
   - Airport
   - Consult
   - Information that break up information
   - MGA/TA
- Sponsorship
- Financial Aid information

Processes need to be streamlined. Member asked who would be responsible for updating the information in the E-Magazines. Each office will be responsible for appointing some from their department to update their information.

5. What should committee work on next? Communication between all our offices. How can we better communicate with each other? Part of Retention Council Strategy 4 is prior to start to each semester, schedule a meeting, between offices, and provide everyone with handouts.

Member states that communication on campus is a problem. Who needs to know? Part of it is knowing information, then how do you remember. Training people to know, not just answering questions. Communication is an ongoing basis. Supervisors need to provide information to staff.

Member indicated that the Rule and Regulations document on the NMHU website is difficult to find. Information on this document can be beneficial to students and staff. Member will check into changing the name of this document and checking to see if document can be placed elsewhere in the website.

Warm transfer list needs to be provided for each department to the SEM Office. List needs to provide staff member, title, email, phone number, and what they do.

The SEM Office has created a directory. SEM Office will provide directory for committee to review and update. Committee to have any revisions ready for the next Matriculation Taskforce Meeting. Directory will be shared with switch operators.

Outcome: After group discussion, it was agreed to create additional E-Magazines for the Graduate Office and International Education Office. Communication between offices will be the key focus for the Matriculation Taskforce committee. Committee will complete the Warm Transfer List and update the Directory before the next meeting. SEM Office will finalize the demos for TouchNet and CashNet.
Matriculation Taskforce  
January 11, 2017  
8:30-10:00 a.m., SH130A  

Present: Michael Raine, Iliana Ortiz, Michelle Bencomo, Kimberly Blea, Brenda Bustamante, Crystal Burch, Benito Pacheco, Jessica Jaramillo, Julia Geoffroy, Carol Linder, Edward Martinez, and Maria Sena  

Zoom: Richard Loffredo, Joshua Grine, Virginia Padilla-Vigil, Sean Weaver, Yvette Wilkes, Thomasinia Ortiz-Gallegos, Buddy Rivera  

1. Rules and regulations document was discussed. Updates occur every spring. Group decided to change name of this document.  
   After group discussion, committee agreed to:  
   
   **Title:** What You Need to Know  
   
   **Where:** D2L, My Courses, Euliccan Go App, student handbook, faculty resources  
   
   **Format:** add/drop class period, reminders, course withdraw period, financial information  

2. NMHU calendar was discussed. The What You Need to Know document can be linked to calendar and would show up as an upcoming calendar event. There should be reminders and on the actual date. Suggestion was made to add calendar to syllabus. One person in each office that has the authority to enter into the calendar. Training to know what is acceptable to put on the calendar will be needed.  

3. Warm transfer document was discussed. Committee agreed to use the format that was presented. Offices that will provide a warm transfer list will be student support units, ITS, facilities, business office, purchasing, EOS, and student affairs. It was decided by committee to keep Warm Transfer sheets internal.  

4. A committee member addressed the issues of the beginning of the spring semester. Departments will be very busy. Students like instant communication. Suggestion made to identify one person during peak time to answer phones and email students back. It was suggested that offices could train a work-study student/student worker to answer the phone. Train students to be courteous and take a messages. Once messages are taken, someone needs to call them back. This issue needs further discussion for peak times. Phones can be forwarded to a main line. Student handles messages and messages given to staff at 4 p.m. Staff returns call before 5 same day.  
   
   Outcome: Based on group discussion, staff will determine best place for the rules and regulations document (What You Need to Know). Warm transfer documents for each office will be kept internal for the moment. Further discussion will occur with committee regarding the warm transfer documents. Further discussion with committee will occur on offices answering telephones and emails from students in a timely manner.  

Next weekly meeting will be on January 18, 2017.
Matriculation Taskforce  
February 08, 2017  
8:30-10:00 a.m., SH129

Present: Michael Raine, Michelle Bencomo, Brenda Bustamante, Crystal Burch, Joe Gieri, Benito 
Pacheco, Kimberly Blea, Edward Martinez, and Maria Sena, Robert Anaya

Zoom: Thomasinia Ortiz-Gallegos, Virginia Padilla-Vigil, Buddy Rivera, and Yvette Wilkes

1. Admission packet is almost done. University Relations is putting finishing touches on poster. This is a big accomplishment for the admissions office and this taskforce.

2. The SEM Office has received three drafts of the E-Magazines from University Relations. Everything this taskforce provided was not included. But, we have at least something to show to students. SEM Office reviewing and sending revisions back to University Relations. E-magazines will be shared with committee once they are complete. Magazines will be a work in progress.

E-magazine for centers. Provide additional information to SEM Office and office will work with University Relations to put it together. Include information about the area.

3. Brief discussion about TouchNet/CashNet. Next step is for Business Office and ITS to complete a review/comparison and make a recommendation to Max and Dr. Minner. ITS department has suggested obtaining the baseline program and then NMHU can grow with it.

4. Warm Transfer discussion. SEM Office has received documents from varies offices. List provided on agenda of what offices has provided it and what offices are lacking the document. Committee needs to discuss name change for this document.

5. Directory discussion. SEM Office has received directory reviews from offices. After discussion, it was agreed to add email address for each office on directory and then SEM office will ask University Relations to make the document printer friendly and searchable. It was agreed that the SEM Office would maintain the document.

6. Dean of Students gave update on SnapShot Training. She has met with ITS to see who would be providing the training. She is working on obtaining the basic training from ITS and additional trainings will be provided by the individual offices. Access to SnapShot needs to be granted by the Financial Aid Department. Centers will also be invited to the training.

7. A committee member discussed the disenrollment process. Financial Aid and Business Office worked closely together to ensure students were not disenrolled. It was stated that part of the issue was timing. In what point in time do we work with business and financial aid office to contact students to encourage them to pay their bill. Offices need to be involved. The two demos we are reviewing will be able to handle student payments, etc. Member states that a possible solution to this issue is to require a payment at the time of registration.
8. What is next? What is the next issue/problem and concern the committee should tackle? A timeline/mapping strategy was discussed. The timeline would provide offices deadlines/timelines, etc. Committee would review each deadline at length. Committee would decide if to move deadlines earlier, later, or keep the deadlines where they are at. ITS will provide in our next meeting a mapping document for discussion. Registrar indicated he can begin looking at developing a timeline and will share with the rest of committee for them to enter their deadlines. Beginning of the timeline will be April due to early registration. Each point in the timeline will be a discussion point.

Outcome: Admissions packet is almost complete. SEM Office & University Relations are finalizing the 3 E-Magazines, Directory will be updated to include email address and SEM Office will provide to University Relations to make it printer and searchable friendly. Next task for committee members is to provide a timeline with offices deadlines. Each point in the timeline will be a discussion.

Next Meeting: February 15, 2017 at 8:30 a.m.
Matriculation Taskforce
February 15, 2017
8:30-10:00 a.m., SH129

Present: Michael Raine, Casey Applegate-Aguilar, Michelle Bencomo, Kimberly Blea, Benito Pacheco, Jessica Jaramillo, Crystal Burch, Brenda Bustamante, Carol Linder, Joe Gieri, Iliana Ortiz, Edward Martinez, and Maria Sena

Zoom: Yvette Wilkes, Dominic Chavez, Buddy Rivera, Sean Weaver

1. Update on Warm Transfer List: Most offices have submitted to SEM office. Submit as soon as possible if you have not done so. Update on Directory: SEM office adding email addresses to the offices and will provide to University Relations for revisions.

2. University Relations is working on 17 postcards, brochures, etc. for parents/families. SEM office and University Relations meeting every week to discuss and review brochures.

3. E-Magazine for centers. Information was received from Farmington and Santa Fe Centers. SEM office providing to University Relations to start creating center e-magazine. Graduate office and International Education Office still needs to provide information for E-Magazine.

4. SEM Office emailed timeline spreadsheet last week. Office is asking offices to include the dates for their deadlines. Centers don’t have any deadlines/timelines. They follow the deadlines from other offices. SEM Office will enter all the deadlines in one timeline and this committee will look at the entire process. Discussion will continue on why processes are done this way and is it better to do it a different way.

Examples of deadline issues:
   o Scholarship and financial aid package could be available before signing date for Athletes. Athletic Department would know what scholarships/aid students qualified for.
   o Tuition information not available for upcoming year and FASFA information not reviewed until March/April. Is it possible to move these timelines earlier to maybe November/December?
   o Admissions admits students as early as the summer. Need to make sure the offices have ability to do resources earlier.

5. Mapping: ITS director reviewed the mapping sheet he provided to the committee. We need to look at efficiency. Is it possible to introduce electronic efficiency? An exercise for the committee can be sitting down and writing down processes. It would be a great opportunity to look at workflows.

6. IT & Business Office still reviewing TouchNet/CashNet Demos. Slate-CRM begin considered for purchase through the Admissions Office also offers a payment function. This will be reviewed by admissions office, business office, and the SEM Office. Implementation of software takes time. Staff needs to be aware and fully embrace it. Look at timing. When are offices the least busy? Summer might be a good time because individuals have more time to commit. Centralized communications need to be determined so that communications can be monitored.
Outcome: Warm Transfer List and Directory are almost complete. University Relations working on completing postcards and brochures. Admitted students E-Magazines are almost done. Timelines for offices need to be submitted to SEM office to get the conversation started and Demos are in final stages of review and will be shared with Max and Dr. Minner.

Next Meeting: February 22, 2017 at 8:30 a.m.
Matriculation Taskforce Minutes
March 8, 2017
9:00-10:00 a.m., SUB322

Present: Yvette Wilkes, Kimberly Blea, Brenda Bustamante, Michelle Bencomo, Casey Applegate-Aguilar, Micheal Raine, Julia Geffroy, Maria Sena, Carol Linder, Joe Gieri, Jessica Jaramillo, and Edward Martinez,

Zoom: Robert Anaya, Buddy Rivera

I. Timeline Discussion
   1. Two different timelines were presented to committee.
      a. Begin to look at how all our deadlines and priorities are spread out.
      b. Do we start at the beginning of fiscal year or at beginning of each semester?
      c. The original purpose is still on the agenda. Taskforce to determine how we can better communicate with each other and with the students. Communication from the point of time of initial contact until they exit the doors.
      d. End product or outcome is to have a more streamlined process. Consolidate some of the things we are doing.
      e. Communicate with students before they even show up. How we don’t know what each office is saying to students.
      f. Place to start, recruitment and admissions, campaign should happen in June-August. Contacting student with intent of getting them to apply.
      g. What time and point does financial aid, housing, business office, etc contact students.

II. Deadlines Discussion
   a. Deadlines are important. Do we create an application deadline and then stick to it. Prime example, students are given two weeks to accept their scholarship offer.
   b. Scholarship, housing, deposits, should be integrated. Students should receive one package, one email with all departments. Scholarship offers are made every two weeks. Draw down of FAFSA needs to be moved to fall semester. You have to make scholarship offers when students apply.
      • FAFSA downloads move to November/December instead of March. Package and offer scholarships right away.
      • Other universities have moved their FAFSA download to the fall and provide entire financial package as soon as possible.
      • October begins FASFA Download and start of scholarship offers
      • November: FAFSA Download
      • December: FAFSA Download
      • August 1: Admission Deadline
   c. Member indicated that having priority deadlines is important, however, if we are not accommodating students and forcing them to these dates, are we losing students. Goal is to increase enrollment.

Outcome: Committee has agreed to begin the timeline discussion with the admission deadline. Committee will discuss downloading the FAFSA information sooner, and having an absolute deadline for scholarship acceptance. Discussion will continue next week.
Matriculation Taskforce Minutes  
March 22, 2017  
SH130A, 8:30-10:00 a.m.

Attendees: Shannon Tillett, Michael Raine, Michelle Bencomo, Casey Applegate-Aguilar, Joe Gieri, Crystal Burch, Benito Pacheco, Julia Geffroy, Brenda Bustamante, Carol Linder, Jessica Jaramillo, Edward Martinez, and Maria Sena

Zoom Attendees: Buddy Rivera, Robert Anaya, Sean Weaver, Raymond Sanchez, Thomasinia Ortiz-Gallegos, Ernestine Clayton, Richard Loffredo, Joshua Grine, and Yvette Wilkes

I. Review Admissions Data  
a. Determine admissions deadline date for first time freshman/transfers  
   • Committee agreed to have an admission deadlines. Deadline would be implemented for the 2018 fall semester. Deadline for first time freshman would be in mid-July and for transfers, August 1.  
   • Data sheet was provided by Edward. Committee reviewed.  
     o 30 students registered 35 days before the first day of class.  
     o Of the 16 cohorts, 87 students did not return the next semester.  
     o Most students admitted by August 1 retained.  
     o Member reviewed admission data; 84% of students retained prior to a July 1 admittance; 17% retained after a July 1 admittance. What is more important, revenue or a better retention rate?  
   • If deadlines are implemented, President wants contingencies in place.  
     o Conditional contract was discussed for these students.  
   • Committee agreed to set a mid-July deadline for first time freshman. Academic Support will be responsible for some type of programing for students admitted after that this date.  
   • Committee agreed that transfer student’s deadline would be August 1.

II. Policy & Procedures  
a. Calendar Idea  
   • Policy & Procedures document is a long complicated document. How do get students to read it? Committee member had calendar idea. Calendar can identify important dates. All deadlines and events can be entered into one calendar.  
     o Learning communities will inform students about calendar  
     o At New Student Orientation staff will assist students to download app and place calendar on their phones.  
   • Committee working on calendar will review and determine what information is needed.

III. Fall Intercession courses  
a. 2017 intercession courses will take place December 15-20.  
b. 5-10 athletics take courses to become eligible to compete.  
c. Committee will review intercession courses to determine if they should be offered.  
d. Courses taken in December count towards the spring semester count.
e. Concern that faculty do not submit grades on time.

Next week the committee will review the calendar, conditional enrollment, intersession courses, and the warm transfer.

Outcome: Committee agreed on first time freshman and transfer student deadlines. Deadlines would be implemented for the 2018/19 year. Further discussion will occur for the calendar, conditional enrollment, fall intercession courses, and the warm transfer.
Matriculation Taskforce Minutes  
March 29, 2017  
8:30-10:00 a.m., SUB322

Present: Brenda Bustamante, Michelle Bencomo, Casey Applegate-Aguilar, Benito Pacheco, Crystal Burch, Joshua Grine, Shannon Tillet, Maria Sena, Edward Martinez,  
Zoom: Robert Anaya, Buddy Rivera, Tina Clayton, Michael Raine, Thomasinia Ortiz-Gallegos, Sean Weaver, Richard Loffredo, Yvette Wilkes, Virginia Padilla Vigil

I. Warm Transfer Discussion  
a. Document assists staff to correctly transfer a call. Document should prevent the transfer of calls from office to office.  
b. Member indicates that all staff should know the basis information of NMHU, ex. credit hour cost. It a matter of training.  
c. If student talking to staff or faculty advisor, encourage staff and faculty advisor to log in to student’s account and see if any holds are placed, etc.  
d. Committee suggested having different questions for the students before a call is transferred. Confirm the student’s needs.  
e. Staff/faculty should probe a little bit with caller. They called for a reason. To better help the students, ask a few more questions to be able answer the questions the student has.  
   • Are you a center student, if so, what center.  
   • Are you main campus  
   • Graduate  
   • Undergraduate  
   • International  
   • What is your classification, freshman, junior, etc.  
   • Are you an online student  
f. SnapShot would help with answering student’s questions.  
g. If they are a prospective student, maybe send student link to admission page. Have links readily available.  
h. Casey, Benito, and Robert will develop a small statement to add to the Warm Transfers.  
i. Committee agreed to add this statement to both the directory and the warm transfer.

II. Timeline Discussion  
a. Committee in agreement that FTF application deadline would be July 15 and Transfers application deadline would be August 1.  
b. Committee will review applications that are received after that date for admissions. Committee will review once a week up until the first day of class.  
c. Students admitted under conditional enrollment will follow the same model as academic probation and academic dismissal. Student’s considered provisional admittance.

III. Other  
1. Transfer Students
a. Centers admit students as non-degree. Need to teach them process and deadlines.
b. Deadline of August 1 might pose a risk to transfer students.
c. Priority deadline instead of a hard deadline might be better for transfer students.
d. Committee agreed to have priority deadline for transfer students of August 1.

Outcome: A small statement will be developed to include with the directory and warm transfer list. A priority deadline instead of a hard set deadline was agreed upon for transfer students.
Matriculation Taskforce Minutes
May 10, 2017
8:30-10:00 a.m., SH119

Present: Crystal Burch, Michelle Bencomo, Robert Anaya, Joe Gieri, Carol Linder, Casey Applegate-Aguilar, Julia Geffroy, Benito Pacheco, Maria Sena, and Edward Martinez

Zoom: Brenda Bustamante, Sean Weaver, Yvette Wilkes, Joshua Grine, Buddy Rivera, Ernestine Clayton, and Richard Loffredo

1. Updates from last meeting - No student deposit was agreed upon. Billing students early was also approved. Two disenrollment dates were discussed. Committee agreed on fall semester to have 1st payment due August 1 and disenrollment would be Friday, August 4. Spring semester payment due 1st working day of January, January 2, and disenrollment would be Friday January 5. Intersession courses will be discussed further.

2. Re-Enrollment fee is already in place. $25 is charged to students if they need to get reenrolled along with a $25 processing fee.

3. It was stated that UNM disenrolls only 40 students. If first payment due August 1, and disenrollment on Friday, Brenda indicates that disenrollment list will be about 600-800 students. Overall goal for disenrollment is about 150 students. Business Office reviews list two weeks prior, nonstop. We should be cautious about creating more work for us. Brenda states that financial aid information is already in the system. Fall disenrollment might be lower than spring disenrollment. Housing deposit during the fall helps students from getting disenrolled. During the spring semester, there is no payment on their account to help with disenrollment.

   Business office is ok with disenrollment, however plan needs to be in place to reenroll the students. Meeting between Paula, Brenda, ITS, Thomasinia, and Edward will be set up to discuss this issue.

   There is still concerned from members that payment is due on a Tuesday and three days later, students are disenrolled. Members feel that it would it lessen the students burden if disenrollment is move to the next week after payment is due. Edward states that dates can be worked on to determine the best possible date.

   Edward state when Slate is in place we can inform students and become more proactive. This should minimize the number of calls and disenrollment that occurs.

4. Other - Dr. Linder provided a handout. Handout was the Terms & Conditions, Fall 2017 Important Information. She states that if dates for payments are going to be changed, change needs to happen soon. Document has payment plan information and students are starting to look at this document. This is a live document.

5. Conditional Enrollment update by Benito indicated that a final version of the conditional enrollment procedures is almost complete. It will be handed over to Academic Support office. NMHU Preparedness Program is name being considered. Students that are considered
conditional will be students that are admitted 34 days prior to first day of class and/or GPA below 2.0. Academic Support will be following up with students throughout the semester. The target date was 2018, however, Academic Support will begin implementing the contract beginning this fall. Discussion with committee occurred on how we categorize these students for this group. Is it just 34 days, GPA, or both? Transfer students will be admitted differently. Discussion on transfer students will be at later date.

Benito will share the document with committee next week.

6. Moving forward with this committee. Edward asked committee how they felt moving forward. Are we getting things done or are we stalling and do we have the right people on this committee. Maybe we need to have a meeting to make decision. Original purpose for creating taskforce was to determine how are we communicating with students.

Joe indicated that minutes should be provided with next steps at every meeting. This will allow the committee to track progress.

One question is moving forward, is the taskforce retention based. If so, does this group dissolve and the Retention Council take over? What would be next, what is the new focus and are we there to resolve this committee.

It was stated that the agenda should have the progress. What committee members are responsible for and to ensure accountability.

7. Email account- Carol states that deadline are key. We need to make a discussion. Are we really student knowledge? Making it very clear that student should use their official highlands email. We need to make a push to only communicate with highlands email.

Campaign that make students aware that they have to use their highlands email. Student emails will be reviewed to generate the emails during the admitted stage. If they don’t enroll, email will be removed.

Joe states that at CNM, that it was mandatory for students to use their student email accounts. Policy already exists, we need to make a push for students to start using their student email.

Global emails going out from everyone. CNM they had Newslink. All global emails were in one document and someone put them together and sent them out. It was their only official communication that would go out to everyone. One email every week.

8. ITS will follow up with creating an email account for students during the admittance process. Admission phase should completely be online. Once Slate is in place, the undergraduate, graduate, international application will be online and students will have the opportunity to pay online for application fee. Tribal affiliation will also be able to distinguish during this process.

9. Timeline discussion included a wall calendar for students, however cost incurred would be over $1000. Staff and students need to know what we events are happening a year from now. Casey states she has designed a calendar but no dates are included. Benito discussed the Ellucian Go
App. App would be beneficial if a component was within the app for students to plug in their information. App is downloaded at orientation because students use their phone the most. Suggestion was made to use the app with pop up reminders.

10. Handout- was provided by Carol. Handout discusses the language from the business office. Students would have to accept to continue when logging into their accounts. They would also have to “click here” to read additional information.

A lot of petitions are to complete late withdraws. Students fail to drop or withdraw from classes that end up causing issues later. Students are not disenrolled due to the SAP progress and amount. If you meet current criteria the students would not be disenrolled. Committee asked how this can be changed to avoid issues later. Brenda will speak with Paula and Ken at ITS to discuss this issues and write a new script. The script will reflect what was decided through the Business Offices.

Discussion occurred with committee as to what needs to be provided as part of the log in requirements. Short and to the point Information will be provide for students to accept
   a. Tuition & Fees
   b. Academic Calendar
   c. Payment Plans
   d. Student Email
   e. Info about Add, Drop, or Withdraw
   f. Disenrollment

If information needs to be changed for the fall, decision needs to be made quickly. Page 2 of the handout was reviewed. Brenda will discuss with Paula and Annette from the Business Office.

11. Committee member suggest that a separate outlook calendar be created to share globally. This calendar would have the most important information to view. Someone would have to be responsible for entering all the information to this global calendar. It was also suggest that a Share Point calendar might work for overall events.

12. Next Steps-Committee agreed to the following next steps:
   a. Carol will keep working on the policy and procedure handout, links
   b. Joe will verify if emails can be created at point of admissions
   c. Benito will provide a Conditional Enrollment Contract for committee’s review
   d. Sean will look to a Email Campaign and a News link. Once determined if News Link is appropriate, Edward will present to Executive Team for discussion (this would replace global emails)
Matriculation Taskforce Minutes
May 17, 2017
8:30-10:00 a.m., SH130A

Present: Kimberly Blea, Michelle Bencomo, Paula Escudero, Casey Applegate-Aguilar, Benito Pacheco, Brenda Bustamante, Crystal Burch, Carol Linder, Joe Gieri

Zoom: Buddy Rivera, Yvette Wilkes, Joshua Grine, Robert Anaya, Sean Weaver, Tina Clayton

1. Additional Accomplishments
   a. Review important information/revised Changed website
   b. Information for postcards (came from committee)
   c. TAG Campaign
   d. Virtual Tour
   e. Post cards
   f. Welcome Center
   g. Ellucian Go App-updated

2. Updates
   a. Policy & Procedures
      • Updated table of contents
      • Deleted some information
      • Updated rules that guide business office and academic schedule
      • Modified terms and conditions
      • Links for main items
         o Make it more prominent for students and faculty
         o Add blurb- what is a drop vs a withdraw
         o Add blurb- drop/retroactive drop not on transcript
         o FAQ section
      • Meeting with Thomasinia, Geri, Ida, Paula, financial aid office, and Brenda to discuss withdraw and drops
         o Responsibility to drop and withdraw
         o Drop students when no payments are made
         o If SAP is making adequate progress, but student doesn’t attend and never paid, why not drop
         o Payments and SAP
   b. Email Campaign-creating student emails at admission
      • At the moment, student account is created when he/she registers for class
      • How does CRM-Slate factor into this conversation (applying, admitting and registering)
      • Email for life-student email is for life
         o What happens to student emails after graduation?
         o How does Foundation communicate with Alumni
         o Can usage of these emails be identified
      • Timeframe for emails-5 years after student leaves
• What if students store information from their time at the university
• Sean will work on Email campaign this summer
• Reinforce the use of the email to students
• Revamp student orientation ITS section to stress the use of university email (Benito & Joe working on it)
• Can email be changed from student email to alumni email account

3. Ellucian App/Calendar
   a. Margaret taking lead from RAC Strategy group
   b. Phil, Rick, and Joe Deisler are working to sync all calendars
   c. Thomasinia and Carol will work together to assist with linking academic calendar

4. Conditional Enrollment Contract
   a. No update. Committee has not met to discuss and update
   b. Information will be provided in 5/31/17 meeting

5. Other
   a. Disenrollment-advantage/disadvantage
      • Advantage-two weeks before semester starts
      • Advantage-contact with student sooner to pay bill
      • Advantage-Business office contact w/students sooner w/ paper statement and email
      • Disadvantage-List would be longer if no contact with students
      • Disadvantage-Work would fall on Business Office and Registrar
   b. Assessment Statements/Statement
      • Gives students an indication of what is owed
      • Official statement would go out in August
      • Current, first payment due Monday before classes start
      • For this year-can changes be made
      • First payment due August 1 or 7
      • Centers in agreement with either August 1 or 7 date
   c. Housing
      • Students apply for housing up until first week of classes
      • Yvette discussed application process
      • $200 deposit-$100 of deposit is not refundable
      • Committee agreed to discuss making housing application and payment online
      • TouchNet might assist with housing.
   d. Orientation Fee
      • Discussion on orientation fee not showing up on students account
      • Needs to be in account
      • Need to determine why fee not showing on student account.

6. Next Steps
   a. Paula, Brenda and Joe will check to move first payment due date and recommend payment date
b. Paula, Brenda and Joe will check when the first bill is due, discuss a bill assessment, when business office is sending out statements, and determine first payment date

c. Carol will keep working on Policy and Procedures

d. Sean will start working on email campaign. Will discuss with committee in two weeks

e. Yvette will provide the current housing processes-she will map out

f. Email for Life-ITS (joe) will review- need to determine pro and cons after students move on

  g. Per Kimberly, Margaret will attend next Matriculation meeting to discuss calendar

  h. Benito will present in two weeks Conditional Enrollment

Recommendation was made to gather key people to discuss some of these issues further.

No decisions were made.
Matriculation Taskforce Minutes  
May 31, 2017  
8:30-10:00 a.m., SH130A

Present:  Dr. Carol Linder, Brenda Bustamante, Benito Pacheco, Thomasinia Ortiz-Gallegos,  
Zoom: Yvette Wilkes, Joshua Grine, Michelle Bencomo, Robert Anaya, Tina Clayton, Julia Geffroy

1. Freshman Registration and Orientation  
   a. Thomasinia presented research on how ENMU, WNMU, UNM NMSU and AZ State University handles 1st time freshman registration. (See Attached)  
   b. Our current orientation does not include Faculty Advisement and Faculty felt left out  
   c. Majority of students are registered before they attend orientation, so faculty meets only with a small group of students.  
   d. LC is a challenge for Faculty advisement.  
   e. Current orientation process is to provide a more relaxed atmosphere.  
   f. ITS will have a sessions at orientation about using live email.  
   g. Orientation process needs to be revisited for next year.  
   h. Discussion regarding students should not be allowed to register for classes using a person email  
   i. The original agreement was between Benito and Michael Raine to allow Academic Support to register students via personal email  
      i. Violation of NMHU Student E-Mail Policy  
      ii. Suggestions was made to have each student sign off on a schedule at orientation confirming their registration.

2. NMHU live email  
   a. Voted amongst the employees present that live emails should be created at the time of admissions.  
   b. To be discussed at a later time.

3. NMHU Enrollment Success Contract  
   a. Copy provided by Benito  
   b. Add to Contract  
      i. Disabilities Statement  
      ii. Criteria:  
         1. Meets one or more  
         2. 30 credit hours  
   c. Move Strengths to the first item  
   d. Add to Challenges  
      i. Regarding missing class is one of the biggest reasons students don’t succeed.  
   e. The online catalog needs clarification regarding probation  
   f. Benito requesting an excel spreadsheet with the names of students on academic probation instead of the letter copies.

4. Address Verification  
   a. Suggestion to have Registrar’s staff verify addresses at the time of in person registration  
   b. Suggestion to have ITS change from the student verifying the address page online by I agree to fill in and complete the form instead.
Business Office to assist in the live email use only campaign by replying to non live email the need to re-submit via live email and the email of the appropriate office.

Action Item
Benito to provide a written process of his current registration practice
Matriculation Taskforce Minutes
June 7, 2017
8:30-10:00 a.m., SH130A

Present: Brenda Bustamante, Paula Escudero, Crystal Burch, Jessica Jaramillo, Kimberly Blea, Julia Geoffry, Benito Pacheco, Casey Applegate-Aguilar, Edward Martinez, Carol Linder, Maria Sena, Joe Gieri

Zoom: Buddy Rivera, Yvette Wilkes, Sean Weaver, and Ernestine Clayton

I. Updates
   1. Conditional Enrollment (Student Success Contract) Update
      a. Committee suggestions/changes have been made.
      b. Benito to review with strategy committee before finalizing.
      c. Target cohort will be about 50 students.
      d. Final Student Success Contract will be brought to next week’s meeting.
      e. Provisional admittance is not tied to academic probation. Will not affect student’s financial aid.

2. CRM-Slate Update
   a. CRM will have a lot of functionality.
   b. Proper training to build the component.
   c. Implementation will take about 8-12 weeks(takes time to build).
   d. Need full cooperation from all of the offices for implementation. Be responsive. Jessica will be going to each department asking for assistance.
   e. Capabilities
      • Undergraduate Application
      • Inquiry
      • Special Events
      • Text
      • Email
      • Recruiter Travel
      • Communication Plan
      • Housing Application can be built

3. Enterprise Information & Collaboration
   a. Member shared a draft of a charter for this committee.
      • Meet on a regular scheduled basis and move forward.
      • Joe will make changes that were submitted and email to committee for final review.
      • Joe stated feedback is needed.
      • Do we have all the players in this meeting?

4. Housing Update
   a. Yvette emailed housing process to Carol and Joe. She will provide process to the rest of the committee.
   b. Yvette will provide more information in next week’s meeting.
   c. Housing contract needs to post to student account.
- Slate will assist with creating housing application online
- Touchnet will assist with being able to collect housing application fee/deposit

5. Decision for admission/registration email for students
   a. DECISION: Beginning Fall 2018 student emails will be created at admit stage.
   b. During the meantime, Academic Support will register students using student personal emails. They will print two student schedules. Student will sign one schedule and student keeps the other. Signed student schedule will be provided to Registrar.

II. Disenrollment Dates/Payment Schedule
1. Payment schedule on website has been changed. First payment due August 1. Disenrollment will be August 23rd.
   a. At the moment, payment assessment cannot be generated after a student registers.
   b. Student charges are not posted to their accounts until after July 1. Beginning of new fiscal year.
   c. Housing agreed to have housing charges posted to account the first week of July.
   d. Business Office agreed to have payment invoices sent to students first week in July after housing provides their costs.
   e. Touchnet can provide assessment. Touchnet will have a pilot trial in the spring semester 2018. Will go live fall 2018.
   f. Centers will be provided a disenrollment list of their students. They will be responsible for contacting these students. Need to confirm centers have Snapshot available before list is provided.

III. Other
1. Holds
   a. Registration holds were discussed at length.
      - No registration holds should be placed in students account if first three payments are made. If they are adhering to their payment plan and performing at a satisfactory academic level, they should be allowed to register.
      - When students register for housing, housing charges are charged immediately to their student account and a hold is placed.
      - Currently, students have to communicate with Business Office to release holds.
      - Holds cannot be separated by term. Holds are removed manually, on daily basis.
      - Business Office indicates that Banner dictates what Touchnet will do. Script in Banner will need to be written.
      - DISCISION: Paula will contact UNM, Clovis, etc., regarding Banner/Touchnet hold issues. Have they encountered problems and how have they fixed them. Determine best practice. Joe, Edward, and Paula will work on this.

2. Student Center-Business Office
a. Student center- student self-help. Business Office will be creating a student center to assist students with basic business office needs, directing students to right departments, etc.
   • Group of students will manage center. Students will be fully trained.
   • Member indicated that data needs to be collected to track issues.
   • Call logs were recommended to be used by not just help desk but all departments.
   • Data tracking would satisfy HLC concern. (Data to improve processes)
   • Member indicated that one issue that might arise from creating help desk is that staff could immediately transfer to help desk and not try to deal with the call themselves.
   • Work order system is needed.

3. Business Office Move
   a. Business Office moving at the end of July- early August to the Communications Building. This will be their permanent location.

4. Minutes from May 31, 2017 Meeting
   a. Change section 1c to faculty meets with a small group of students in the major

5. FTF Student Orientation
   a. First orientation held 6/2/17.
   b. Block of time for ITS to connect students to app, email, D2L, etc.

6. E-Mail Campaign
   a. Follow up with Sean to begin email campaign.
   b. University Relations also assisting with Newslink.
Matriculation Taskforce Minutes
June 14, 2017
8:30-10:00 a.m., SH130A

Present: Michelle Bencomo, Kimberly Blea, Brenda Bustamante, Jessica Jaramillo, Crystal Burch, Joshua Grine, Benito Pacheco, Maria Sena, Edward Martinez, Casey Applegate-Aguilar, Joe Gieri, Thomasinia Ortiz-Gallegos, and Carol Linder

Zoom: Ernestine Clayton, Sean Weaver, Shannon Tillett, Yvette Wilkes, Charley Ford, Robert Anaya

Pending Projects:

Committee reviewed all the pending projects. Committee agreed to call the list “In Progress Projects” instead of pending projects.

a. E-Magazine
   - Outline for E-Magazines is needed from the Centers, International Education Center, and the Graduate Office
b. Important information/Terms & Conditions
   - Will remain in the in progress list. Remove from next step section.
c. Timeline
   - Ongoing, remains in the in progress list.
d. Business Office Assessment/Statements
   - Move to accomplishments
   - Trial period Spring 18
   - Live Fall 2018
e. Conditional Enrollment Contract
   - Will remain in the in progress list
f. E-Mail Campaign
   - Will remain in the in progress list
g. Newslink
   - Will remain in the in progress list
h. Calendar Information
   - Move to an agenda item
i. Housing Timeline
   - Will remain in the in progress list
   - An agenda item
j. Implementation of Slate
   - Move to accomplishment list
     - Inquiry card-July 15
     - UG application August 15
k. Enterprise Information & Collaboration
   - Agenda item in today’s meeting
l. Business Office Holds
   - Will remain in the in progress list
m. Disenrollment
   - Will remain in the in progress list
   - Committee agreed to keep as is for Fall 2017 and review for Fall 2018
I. Updates
   a. Student Success Contract
      • Discussion regarding probationary vs provisional vs conditional admittance
      • Admittance letter states probationary admit
      • Unable to change to provisional admit until next year
      • Be clear with follow up processes on these students
      • Probationary enrollment
         o Anyone admitted under 2.0
         o ACT score below 13
      • Discussion with Provost & Deans need to occur
      • Confirm code used for provisional admittance
      • Will name change of this contract affect student’s financial aid?
      • Committee to review at next meeting. Edward, Kimberly, Casey, and Thomasinia will provide feedback
      • Benito, Edward and Dr. Gonzales to meet to finalize and approve.
   b. Housing Information
      • Yvette provided a step by step procedure. Committee reviewed.
      • Incorporate housing application into slate. Rec/Adm Department will work with housing to complete application. Housing deposit will go directly into Touchnet once it is in place and deposit will show on students account.
      • Yvette states that there are several housing applications
         o New Student Application
         o Renewal Application
         o Commuter Application
         o Summer Application
   c. Business Office holds
      • Paula will continue to contact other institutions for more information on how they handle their holds
      • Holds are placed in October if student has balance due
      • If student will be on campus in the Spring-charges roll over in December
      • If Fall charges not paid, holds are placed October-December on the account
      • System cannot differentiate between fall and spring charges
      • Holds are placed for anyone owing $75 or more after the 3rd payment is due
      • DECISION: Committee agreed to keep as is for Fall 2017 and will continue to review for Fall 2018.
   d. Email Campaign
      • All correspondence will go through the official assigned university mode of communication.
      • One standardized language will be required across campus.
      • Registrar has begun using language to communicate with students via their personal accounts.
      • Registrar will provide language for committee to review.
      • Committee suggested having a segment during new student orientation.
      • If students inquire through their personal email, still respond however direct them to the official mode of communication.
      • NMHU does not have best practices in place. Committee will discuss best practices to submit to EMT or Regents.
• Member felt that email campaign should already be in place and being promoted.

e. Newslink
  • Sean will take to EMT meeting.
  • Newslink will decrease global emails and will provide one source of news.
  • Will be coordinated with university relations.

f. Enterprise Information & Collaboration
  • What is the future of the matriculation taskforce?
  • Members discussed the vision of the taskforce.
  • DECISION: Committee agreed to keep current structure and working format in place.
  • Dean will be invited to participate in committee. Edward will provide a short paragraph to the deans with an invitation to participate.
  • If upper level management is needed, they will be invited to meetings on an as needed basis.
Matriculation Taskforce Minutes  
June 21, 2017  
8:30-10:00 a.m., SH130A

Present: Carol Linder, Maria Sena, Brenda Bustamante, Julia Geffroy, Joe Gieri

Zoom: Crystal Burch, Ernestine Clayton, Buddy Rivera

I. Updates:

a. Enrollment Success Contract
   - Contract was reviewed at length
     - First sentence-Congratulations -Start positive
     - Add to first sentence- welcome to the Highlands Family.
     - Should there be a place to initial next to -2nd page (in an effort to secure my academic progress......)
     - Needs page numbers on document
     - Section -Family/Social Related Issues- add childcare needs
     - Keep in first person all through the document (strengths)
     - Resources-reword
     - Challenges-reward -describe the factors that may contribute to my academic challenges
     - Study Skills-Add unable to meet deadlines and struggle with organizational skills
     - In sentence please circle the areas you would like to strength- remove you would like to strengthen and replace with of concern
     - 3rd page-blank bottom page-committee concerned students might not turn the page.
     - Needs academic advisor signature
     - Add_info about international student visa
     - A line at top of contract with International student & Athletic
     - International department will need to signs off on contract because of possible Visa issues
     - More space for first and last name
     - If athlete, athletic department signature needed
     - Student contact information, phone, email, etc.
     - FTF Enrollment Success Contract & limit to first time freshman
     - Indicate 17/18 University Catalog
     - Move academic probation & dismissal to last page. Make reference to it on the first page to view last page.
     - Move On Courses to below successful students
     - Move success students to first page
     - Line -in effort to secure my academic progress-- change to in an effort to ensure my academic success, I understand that I am required to fulfill..... Then initial each box.
     - Successful students-put it all first person. Example- I am a successful student and I will accept self-responsibility
- Last page - Goal setting indicate it needs to be completed with advisor at Academic Support Office
- Signatures needed from Academic Support, Athletics, International Office
- Be more specific on date - admitted after July 12, 2017 for F17
- At bottom last page, area for international office, NAC
- Minimum of 15 credit hours.
- More lines

- Academic Support will run report and keep records of this cohort. They will call the student to stop by office to complete form.
- NAC will work with Academic Support to locate any native students to get assistance.
- DACA/Native American students need to be flagged. Try to identify informally, to get them connected.
  - On “other” family/social related issues a line to self-disclose
- Document needs to be uploaded to banner, part of snapshot, put in comments section, use advocate, or scan copy to BDMS.
- Joe will check to see if this document can be uploaded to Degree Audit.
- Committee will send any suggested changes to Carol. Carol will make the changes and provide to Benito for his review.

b. Calendar Information
- Margaret/Kimberly did not attend. Item tabled until next meeting.

c. Email Campaign - Email Message - Language provided by Registrar’s Office
- NMHU needs a standard response to an email that is received from a personal email account.
- Brenda has an updated version she shared with committee.
- Response to students needs to include student’s live.edu account.
- Response needs to state we are here to assist you.
- Respond to personal account indicating that original request was replied to their NMHU live account and for student to check your live email.
- Add thank you for email.
- Create a signature.
- Privacy of ensuring your educational records.
- Buddy will work on revising a response to students.

d. Email Campaign
- Sean has not had time to work on email campaign for students/staff/faculty to use their official NMHU email account.
- Carol came up with tagline and has shared with Sean – GO LIVE... Use your NMHU email.
- Additional taglines that committee suggested
  - Go Live or Go Silent
  - Go Live-use live.nmhu.edu
  - Students Go Live
  - NMHU Students Go Live
  - #GO Live
  - Go Live at Highlands
  - Go Live at HU
- Campaign needs to have some information but be simple.
- DECISION: Committee agreed on tagline: #Go Live at NMHU-then link to instruction on how to use highlands email and FERPA.
- Brenda will verify that #GoLive is not being used for anything inappropriate.

II. Timeline
   a. Timeline was not discussed due to limited committee members attending the meeting.

III. Other
   a. Banner/D2L Upgrades
      - ITS is working on developing maintenance widows
        o Upgrades could be placed on timeline.
        o Maintenance window, every Thursday night at a specific time. 10-6 am.
        o Changes to system and IT support on Friday after changes.
        o All patches done on Thursday.
        o Banner upgrades are done on Saturday.
        o Have Saturday through Sunday to complete upgrades.
        o Based updates on banner system.
Matriculation Taskforce Minutes
July 12, 2017
8:30-10:00 a.m., SH130A

Present: Carol Linder, Maria Sena, Brenda Bustamante, Michelle Bencomo, Casey Applegate-Aguilar, Joe Gieri, JaneEllen Mallette, Benito Pacheco, Kimberly Blea, Thomasinia Ortiz-Gallegos, and Robert Anaya

Zoom: Sean Weaver, Buddy Rivera, and Ernestine Clayton

I. Updates
   a. Email Campaign
      - Need to finalize the email campaign-#golive at NMHU.
      - Sean will take it over. Simple campaign to include 8 ½ X11 posters, bumper sticker, business cards, magnets, etc.
      - Campaign will have a soft rollout and then go full blown by September 28.
      - Joe/JaneEllen will include in Ellucian go app.
      - Casey will include in learning communities.
      - Benito will discuss during freshman orientation.
      - Thomasinia will provide information during professional development week to faculty.
      - Joe will check if the email can be added to Ellucian Go app.
      - Kimberly will inform student senate.
      - Sean will advertise on NMHU Facebook page.
      - Brenda will, if possible, include on student statements.
      - Carol/Roxanne will discuss at Deans Retreat.
      - Carol will determine if this campaign can be discussed with contingent faculty during orientation.
      - Joe/JaneEllen will include in D2L.
      - Committee will inform student employees.
      - Committee to inform Shannon Tillett to provide information to athletic department centers will provide information during their orientations.
      - Career Services & Graduate Office will be informed.
      - Joe will do research on the D2L and email combinations or possible removal of one of the emails.
         o International Office uses D2L for immigration forms. Office sets up as a courses for international students.
      - Joe will invite Phil and Evonne to meeting to discuss both accounts.

b. FERPA/Email Message
   - Edward will meet with Roxanne and Deans to work with faculty to use message.
   - Benito indicates that he created multiple signatures and depending with who he communicates with. He choose the appropriate signature.
   - Committee will encourage office staff to begin using this statement.
   - Buddy will resend the statement he previously provided.
c. Snapshot
   - Customer Service Committee will review.
   - Should faculty have this type of access?
   - Should Deans have access?
     o Deans might use information for student complaints.
   - Committee concerned that Snapshot provides a lot of confidential information.
     o Information is need to know and the idea is less is better.
   - Snapshot is not intended to solve the problem but act as a buffer.
   - DECISION: Edward will speak with Dr. Gonzales about dean and faculty use.
   - DECISION: Committee agreed that Snapshot needs to stay within the offices already trained.

d. Disenrollment/Reenrollment Responsibility
   - Put items on hold until TouchNet is in place.
   - TouchNet is a tool for student to make payments.
   - Sending assessment out early, may prompt student to take care of things earlier.
   - By using this tool will it impact the disenrollment?
   - Business Office to include Summary of Charges with estimated costs.
   - TouchNet will impact holds.
   - Need to check if there is a relation between retention based on what students owe and grades.
   - Need to check if there is a relation between retention based on what financial aid assistance students receive.
   - Committee agrees that TouchNet data needs to run a semester cycle before it is reviewed.
   - Brenda indicates that disenrollment is a collective effort. Disenrollment is reduced by 50% with phone calls are made by staff and authorizations are entered in system.
   - Faculty need to recognize if students are disenrolled and unable to attend class.
   - Registrar will send an email to faculty that disenrollment has happened in the fall.
   - Reenrollment for students that have been disenrolled will change.
     o Current process includes student makes arrangements with business office; business office sends notification to registrar; and registrar reenrolls.
     o Suggested process will include students having to reenroll themselves. Registrar will no longer reenroll them.
     o Faulty need to know if we are changing reenrollment.
     o Students will need to be reenrolled by census date.
   - Fall will be a challenging time to start new process. Committee agreed that a softer rollout in the spring would be beneficial due to less students being affected.
   - Last fall over 800 students were on the disenrollment list.
   - Brenda discussed UNM’s holds/disenrollment process.

II. Other
   a. Calendar
      - Calendar not capable of sending notifications when calendar is updated.
   b. Degree Audit
      - Discussion on student grades
Matriculation Taskforce Minutes
July 19, 2017
8:30-10:00 a.m., SH130A

Present: Joe Gieri, Crystal Burch, Evonne Tafoya, Carol Linder, Paula Escudero, Phil Escue, Benito Pacheco, Robert Anaya, Michelle Bencomo, and Maria Sena

Zoom: Thomasinia Ortiz-Gallegos, Kimberly Blea, Joshua Grine, Sean Weaver, Buddy Rivera, and Maxine Salas

I. Updates
   a. Accomplishments/In Progress Sections
      • Move email campaign to In Progress Projects
   b. Enrollment Success Contract
      • Probationary admission is less than 2.0 GPA in high school.
      • Five students fall under this criteria.
      • Past 3 years 40-50 students met this criteria.
      • Going forward, Academic Support will attempt to contact students prior to enrollment. Some students are already enrolled for Fall 2017.
      • Contract will be mailed to students this semester or if students live close to town, Academic Support Office will contact them to come in to sign.
      • Once contract mailed, Academic Support will call students and review contract. Staff will advise at that time. Face to face meeting will occur once student is on campus.
      • ITS Department will assist in making contract a fillable form.
      • Finalized document should be complete before registration.
      • Discussion on informing Deans and Faculty on students on Early Alert, Enrollment Success Contract.
         o Is there a way to flag these students in Banner?
         o Document Management System (BDMS) might be able to pull the list of information.
         o Advisors are using Native Banner; BDMS can be used to upload.
         o Phil will look into BDMS.
         o Banner does not allow staff to pull SAT and Accuplacer scores.
         o Benito states what if we give a list of of students that are on this contract to the four deans. Deans would be responsible to disburse to faculty.
      • Change the 8 to the word eight on first page of contract (I commit to the following....)
      • Need to determine if a new chart can be added in Banner. ITS will work with Registrar to determine if this can be done. Code could be ESC.
   c. Email Campaign
      • Look at email message-Edward will make an appointment for meeting with Roxanne and Deans to work with faculty to use this message.
      • Committee suggested an e-mail from VPSEM Office explaining the use of student emails and using the FERPA statement.
d. Disenrollment/Reenrollment
   - For Fall 2017 Business Office is keeping the same policy
     - Office getting ready to move-old media arts building
     - Shortage of staff
     - Transition change
   - Orientation fee will be collected through Slate
   - Disenrollment for Fall 2016 had confusion and concerns
     - Center directors called students last year.
   - Disenrollment for Fall 2017
     - Centers directors will again assist this year-before disenrollment.
       - Rio Rancho, Farmington can collect money.
     - Provide a list of students that have been disenrolled for EOS. They receive calls asking why they can’t log into D2L.
   - August 25, 2017 is disenrollment date
   - Collaboration of help from centers and EOS
   - Meeting before disenrollment takes place will include Paula and everyone who is involved with disenrollment process.
   - Period between August 1 and August 16 students in the Business Office will start calling students to make payment arrangements. Business Office would like to have a proactive approach instead of a reactive approach.
   - Date for billing fee will remain the same which is August 14.
   - Once student are disenrolled, staff only have one week to reenroll them.
   - Business Office will run a list on August 14. List will be shared with EOS and Center Directors, Carol, Edward, directors/managers and possibly Deans.
   - Financial Aid does not need a list because that office gets involved before disenrollment.
   - Policy for reenrollment will remain the same for this fall. If students pays Registrar will reenroll them. Reenrollment policy will change in Fall 2018.
   - Paula and Thomasinia will meet to get a better process for reenrollment.
   - This year’s fall report needs additional information including, student type, campus location, and contact number.
   - Paula will review report and determine what is missing.

II. Timeline
   a. Need to include faculty deadlines
      - Strategic Plans
      - Budget
      - Sabbatical
      - Promotion

III. Other
   a. Master Calendar
   b. Outlook calendar
      - Group calendars discussed.
      - Calendar on D2L
      - Ellucian Go calendar
      - Office 365 SharePoint calendar-Joe will research to see if one calendar for university could be added in this SharePoint.
c. July 26, 2017 Meeting
   • Cancelled due to Board of Regents Meeting.
d. August 2, 2017 Meeting
   • No discussion took place
e. D2L Email
   • Phil provided history on D2L
     o Had a choice of implementing email system.
     o D2L email system resides and stays within D2L.
     o All university email would go to university email.
     o Decision was made by faculty.
     o Integrating Office 365 into D2L. Phil will research.
     o To identify classes, ITS can create template and faculty would just enter their
class in subject line.
     o D2L email-is messaging.
     o Discussion need to take place with distance learning committee and faculty.
     o Confusion occurring with students and faculty.
     o Committee felt that management would make decision not faculty

Action Items:

Edward will create email to send communication about the FERPA to managers.
Benito will make a few more changes to Enrollment Success Contract.
Michelle will provide conversion rate for SAT/ACT scores.
Phil and Joe will work with Benito to flag cohort for Enrollment Success Contract—which will make faculty
aware that they are on this contract. (FESC or ESC)
Paula will provide a list of staff who will receive disenrollment list.
Thomasinia will provide Paula information as to what type of information needs to be on the
disenrollment list.
Joe/Phil will review calendar.
Joe/Phil will look at cost of email on Ellucian Go
Matriculation Taskforce  
August 23, 2017  
8:30-10:00 a.m., SH130A

Present: Michelle Bencomo, Robert Anaya, Casey Applegate Aguilar, Kimberly Blea, Jessica Jaramillo, Edward Martinez, Carol Linder, Benito Pacheco, Joe Gieri, Thomasinia Ortiz-Gallegos, Paula Escudero, and Maria Sena

Zoom: Ernestine Clayton, Sean Weaver, Julia Geffroy, and Buddy Rivera

I. Updates-In Progress Projects
   a. E-Magazines
      • E-Magazine Centers- Robert will help create an outline for the centers. Short and to the point. Items only to include what committee would like to see electronically.
      • E-Magazine Graduate Office-No information for graduate office. Edward will speak with Iliana to assist committee in obtaining this information.
      • E-Magazine International Education-Edward is working with Ernestine to complete.
      • E-Magazines were made for students to view them. Students will receive links. They were not intended to be placed on our website.

   b. Directory/Warm Transfers
      • Sean has submitted to VPSEM Office for review. They will be reviewed and posted on SEM webpage.
      • Who should receive training? Do we send to everyone or just the front line staff and/or administrative assistants in all the departments?
      • Sharepoint was suggested as a site to place these documents.
      • Jessica will be conducting training as part of customer service training. Training will be September 28.
      • Need to determine what other locations on the website these documents could be placed.

   c. E-Mail Campaign
      • Campaign has started unofficially. Staff added FERPA statement to their signature lines.
      • Learning Communities faculty and peer mentors using this information during classes.
      • No push back from staff, faculty, or students is occurring.

   d. E-Mail Campaign
      • Staff is encouraging students to use university email
      • Jessica will add email to admission letter in admission packet.
      • Departments working on consolidating information to students.
      • Committee suggested that a sub-taskforce team be created to review campaign.

   e. Housing Application/Timeline
      • Utilize Slate for students to complete housing application and pay deposit.

Summarize:
Sean is working on dissemination of email campaign. 
Edward will talk to dean and provost to work with faculty and students regarding email campaign. 
Jessica & Joe are working on trying to obtain email address at point of admission.
f. Business Office Holds for Fall 2018
   - Students’ fees should be posted to accounts which include tuition and housing.
   - Summary of charges should be mailed to students early. Don’t need a complete bill, just indicate estimated charges.
   - Committee indicated that tuition and housing charges need to be decided early.
   - Touchnet software, once in place, will assist in obtaining summary of estimated charges.

g. Disenrollment Dates for Fall 2017 & 2018
   - Date has been moved to August 28th. Gives students three more days to make arrangements. However, only gives them short time period to reenroll before census date.
   - Disenrollment list consists of 500 students. Working diligently to decrease this number by Monday.
   - Disenrollment list will be different than last year. List will include:
     - Location of student
     - Campus Location
     - Dollar amount owed
   - Third party payments need deadlines and have them entered into student accounts as soon as possible.
   - UNM and CNM does not do disenrollment. They review/dis-enroll only students that are registered for three credit or less; less than part-time.
   - Carol discussed student petitions and retroactive drops that affect disenrollment. Every petition goes through the Office of Academic Affairs.
   - Paula requested that a formal request from the Matriculation Taskforce to the Business Office be submitted to include all the concerns. She requests that timelines be provided.

h. Disenrollment/Re-enrollment after Touchnet
   - Short discussion occurred. Touchnet software, once in place, will assist in obtaining summary of estimated charges.

i. Timeline
   - Not discussed

j. Snapshot Training
   - Not discussed

k. FERPA Message
   - Discussed with Email Campaign

l. Enrollment Success Contract
   - Sixteen total students have being identified. Final report will be at the end of census. We need to let the faculty know. Students qualified by the criteria of 35 day window, probation admits, and two registered for courses.
   - Academic Support has met with students. They have filled out contracts and have weekly appointments scheduled.
   - To inform faculty, Benito will provide name and schedules for these students. Office of Academic Affairs will send out an email to faculty/deans informing them about the contract.
   - Faculty senate meeting today and the Enrollment Success Contract can be discussed.
   - Committee agreed that this contract will not be successful if faculty is not on board.
m. Disenrollment for Fall 2018
   • See “g” above for information.

n. Calendar Review
   • ITS indicates that calendar review will be moved to a later review. Other projects such as banner updates, major upgrades, test system for Banner 9, and moving over to all new hardware is what ITS is working on.

o. Ellucian Go Email
   • ITS indicates that the “Go email” cannot be done. Different technology needs to be purchased.

p. BDMS to Review Enrollment Contract/Early Alert, etc.
   • BDMS is not in place. Manual tracking this semester.
   • Thomasinia volunteered to work on the BDMS module with ITS.
   • BDMS format will be tied to the student records. Staff, coaches, faculty can see notification.

II. Other
   a. Housing Check In
      • Few issues occurred during housing check-in during this fall semester.
      • Committee to review and streamline process.
      • Can Housing create IDs and activate dorm room at the same time.
      • Discussion of one student issue during check-in.
      • Cost for having one card vs two was discussed.
      • Benito, Yvette, Margaret, and Kimberly to discuss Housing concerns.
      • Committee recommended that Housing speak with other universities to discuss their processes (NMSU, UNM, ENMU)

b. Meeting Date and Time
   • Committee agreed to keep the Wednesday’s 8:30-10:00 a.m. date/time.