

Kempner, Brandon K

From: Kempner, Brandon K
Sent: Friday, July 21, 2017 8:45 AM
To: Martinez, Carolina; Baca, Max; Martinez, Edward; Gonzales, Roxanne; Blea, Kimberly J; Ortiz-Gallegos, Thomasinia; Gieri, Gian "Joe"; Escudero, Paula M; Duran, Cristina; Lail, Warren K; Padilla-Vigil, Virginia S; Montoya, Denise M; Aragon, Ruben F
Subject: Responsiveness Meeting 7-21-17
Attachments: Student Log.xlsx

Our agenda for today, mercifully brief. I'm also attaching a revised contact log.

Responsiveness Meeting
7/21/2017
Agenda

1. Updated contact log: adapt as needed to your department's needs
2. Discussion of implementation
3. Assurance argument paragraph:

To better assure that our offices offer prompt and efficient service to students, the following offices have started keeping contact logs to better track their responsiveness: the Office of the President, the Office of Academic Affairs, the Office of Strategic Enrollment Management, the academic Deans, the graduate Dean, the Dean of Students, the Business Office, Financial Aid, the library, Information Technology, the Registrar. **Center coordinators? Center registration and financial aid specialists?** This greater layer of accountability, combined with the student services ombudsman and the customer service training, should result in improved responsiveness for both center and main campus students. Fall 2017 contact logs will be available for review during the site visit.

-----Original Appointment-----

From: Martinez, Carolina
Sent: Monday, July 10, 2017 9:43 AM
To: Martinez, Carolina; Kempner, Brandon K; Baca, Max; Martinez, Edward; Gonzales, Roxanne; Blea, Kimberly J; Ortiz-Gallegos, Thomasinia; Gieri, Gian "Joe"; Escudero, Paula M; Duran, Cristina; Lail, Warren K; Padilla-Vigil, Virginia S; Montoya, Denise M
Subject: Responsiveness to Student Concerns/Calls follow-up
When: Friday, July 21, 2017 9:00 AM-10:00 AM (UTC-07:00) Mountain Time (US & Canada).
Where: PCR / zoom link provided

<https://nmhu.zoom.us/j/459946531>