

Matriculation Taskforce Minutes  
February 07, 2018  
8:30-10:00 a.m., Felix Martinez Conf. Room

Present: Caroline Montoya, Casey Applegate-Aguilar, Iliana Ortiz, Inca Crespin, Ian Williamson, Paula Escudero, Thomasina Ortiz-Gallegos, Kimberly Blea, Jessica Jaramillo, Edward Martinez, Benito Pacheco, Julia Geffroy, JaneEllen Mallette, Susan Chavez, Maria Sena, and Fernando Sarracino

Zoom: Tina Clayton, Virginia Padilla-Vigil, Sean Weaver, Rick Loffredo, Buddy Rivera, Robert Anaya, and Charley Ford

I. Updates

a. Dual Credit Policy

- Benito discussed at length the revised Dual Credit Policy.
  - Recommended changes by committee
    - Sentence #4-separate it to two sentences.
    - Sentence #5- indicate student responsibility to cover fees not paid by the dual credit policy. Lab fees, etc.
  - Document needs to be clearer about fees. Some fees associated with classes are not covered by the school district. These fees are the responsibility of the student. Language needs to be added about these fees indicating which fees are covered and which fees are not covered. Conversation with the schools needs to take place explaining fees.
  - East and West are wildling down offerings and only offering core. Every year agreement is developed with each high school. Students are only allowed to take classes that are approved in the MOU.
  - Further review is needed to confirm that NMHU is billing schools and students appropriately for the dual credit courses and fees?
  - Dual Credit students are not charged the campus life initiative fee. Students are not allowed to attend activities for free. During registration, dual credit students receive a different registration code.
  - Committee agreed that language regarding the process of purchasing books needs to be added including language that states that books are paid for by the school district.
  - Dual credit student must be a half time student at a high school and a half time student at NMHU. Summer semesters are allowable. Students are allowed six semester worth of classes. Committee agreed to add language to the agreement regarding this issue.
  - DC courses are limited to juniors and seniors and they must be at least 16 years of age. Early admission policy states that you must be 16 years old.
  - NMHU needs to determine how to admit them into to the university once they become seniors at the high school. Student can be admitted their senior year as a degree seeking student for the fall semester after their graduation. Students would now be qualified and offered scholarships, etc.

- Admission policy might be affected. Admissions would be for the fall semester after graduation date.
- Susan was concerned about the financial aid implication. Issue can arise if student is non-degree seeking. Students would still be considered dual credit and would be admitted and funneled for the new fall semester.
- Committee in agreement to begin admitting the dual credit students once they are seniors in high school. Language will be added to this policy for this admission change.
- Students will be able to complete their FAFSA and have it in place and available for summer classes.
- Currently the dual credit policy indicates that a student must have a GPA 2.0 for seniors and 3.0 for juniors to participate in dual credit. New proposal indicates that students, either juniors or seniors, need a 2.5 GPA to participate. If students currently enrolled were admitted under the old policy, they would still be allowed to continue.
- Committee in agreement with 8 credit limitation for students.
- For Spring 2018, enrollment has increased by 20 dual credit students.
- Dual Credit students are not allowed to participate in any NMHU events. Students are not allowed to participate because they are minors. Do we want minors to be around other students older than them? What would be the liability? Committee agreed that more conversations need to take place about student participation and issues that might arise. Sub-committee to review these issues will be established. Members will include Benito, Caroline, and Fernando.
- Committee agreed to move forward with recommended changes to the Dual Credit Policy. Sub-committee will finalize and will provide us with one final draft.

b. Financial Aid Literacy

- Susan and Edward will meet with New Mexico College Connect. They will schedule a presentation for the committee. The expectation is to reach out to students before the families and students get to campus.
- Financial Aid department is sending out scholarship information to admitted freshman. Letters will include pamphlets with financial costs.
- Admissions Office is also mailing out information to admitted students. Jessica will share with committee the information being provided out of the admissions office regarding cost of attendance.
- SEM office prepared cost comparison data. This information can also be shared with students.
- Susan discussed student loans and third-party loan agents. Loans include low interest loan products, Federal loans -sub and unsub and private loans. Private loans require credit and a lot of students are not eligible. Some loans require that they start paying back right away. Students are not required to obtain loans.
  - NMHU has a very low default rate.

c. Disenrollment Policy

- Presentation provided by Susan, Paula, and Thomasinia.
- Disenrollment policy read by Thomasinia.
- Disenrollment will take place every day after the first day of class. This will impact undergraduate and graduate students.
- Disenrolled students are required to register for classes after payment arrangements are made.
- Permissions can be done online for faculty members and Deans.
- Third party, graduateships, and VA benefits are still being processed by the Business Office.
- While reviewing process, sub-committee identified some loopholes. Sub-committee member indicates that no discussion about these loopholes and issues will be discussed today. Sub-committee will address later.
- Disenrollment is made for non-payment of tuition and fees.
- If students are disenrolled, how much time is given to get out of housing? Housing contract indicates that if individual is not a student they are not allowed to live on campus.
- If a policy is developed with a grace period to make arrangements for payment, whose responsibility would it be to follow up? How would students know they are disenrolled. How is it communicated to students?
- Tina indicates that International students we need more communication about disenrollment.
- During Christmas break, a decision was made for the Spring 2018 disenrollment. Provost needed to determine what classes were going to make for the spring semester.
- Two disenrollment were conducted before in the spring semester. First was on January 2<sup>nd</sup>. And second on the first day of class. Committee suggested a mock disenrollment to determine disenrollment numbers.
- Paula discussed new payment plan options with TouchNet. Students will have a three-payment plan option. The five-payment plan was never a policy and cannot be enforced.
- TouchNet payment plans will potentially go live this Friday.
- Students that get disenrolled can go online with TouchNet and make payment arrangements. NMHU needs to communicate and encourage students to get online and make payment arrangements. Once they make their payment arrangements, students can reenroll. Students will have to re-register for their classes. Some classes may not be available if they are disenrolled.
- Centers see about 700 new students per year. 500 new students on at campus. Members indicate that NMHU is great on disenrollment of students, however how do we fix the re-enrollment process. Better and more communication needs to occur with students. Warn them that if payments are not made, they will lose their classes.
- Business office indicates that they are in constant contact with student that have a balance. They send out emails and make phone calls stating that they are going to be disenrolled if payment arrangements are not made.

- Business office sends out globals, uses Slate to communicate with them, and the student help team calls every student with a balance. Statements, which are sent every month, indicates that if payments are not made, disenrollment will happen.
  - Committee offered their assistance. If you reach out to students, include us. Maybe committee would be able to assist.
  - Registrar indicated that during the Summer semester they will roll out any changes. They can review and correct any glitches before the Fall semester.
  - Policy in place will be listed in the catalog.
- d. Email Address Assignment at Admission
- Not discussed, time ran out.
- e. Email at admission plan
- Not discussed, time ran out.
- f. Non-Degree Process
- Not discussed, time ran out.
- II. Continued Discussion
- a. Spring 2018 Changes
- Not discussed, time ran out
- III. Other
- a. Provost Council
- Not discussed, time ran out

Matriculation Taskforce Minutes  
February 14, 2018  
8:30-10:00 a.m., Felix Martinez Conf. Room

Present: JaneEllen Mallette, Caroline Montoya, Edward Martinez, Jessica Jaramillo, Casey Applegate-Aguilar, Susan Chavez, Inca Crespín, Paula Escudero, Virginia Padilla-Vigil, Kimberly Blea, Maria Sena, and Michelle Bencomo, Benito Pacheco, Thomasina Ortiz-Gallegos, Ian Williamson, Buddy Rivera, and Robert Anaya

Zoom: Sean Weaver, Yvette Wilkes, Charley Ford, and Iliana Ortiz

I. Updates

a. Assignment of email admission

- ITS staff indicates that the email at admission is working.
- Jessica states that the student admission letter indicates their new NMHU email address.
- Adele from ITS is working with the Admissions Office to provide students information on how to change their password.
- Slate is being used for admitted students informing them of their email address.
- Letters from admission office is sent to first time freshman and transfer students. An additional letter for graduate students will be created.
- University needs to reach out to current students and prospective students indicating to them that using of the NMHU email is the path forward. What can we do to ensure students are getting the message? Social media, Slate email, TouchNet, and possibly text messaging through Slate.
- Member indicated that Yammer could be used to communicate with students. Yammer is a Office 365 web apps.
- Paula indicated that a message could be included in billing statement. Billing statements are not hard copies and are only sent via email.
- Suggestion was made that when a student logs into DSL or secure area, student will be asked to accept and confirm the use of the NMHU Email. NMHU currently does it for the FERPA statement and student addresses. Everyone would see it including faculty, students, and staff.
- How do we communicate this message to faculty? Faculty should be communicating with students with official email and not using student's personal email. Faculty will be encouraged to use NMHU email at Faculty Senate and it will be disused with Deans and Chairs. Explain to faculty we are enforcing policy and that it's not a new policy but already exists.
- Member stated that students don't use university email because they get to much globals. To many email overwhelm them. Campus Life is working with University Relations to develop global policy.

- Kimberly indicates that her office has been working on digital signage for campus and centers. If funded, monitors, monitor casings, and software would be available to design and schedule information.
  - Text messaging might be a way to get students to read and respond to information. Students will be asked to opt in or out to receive information via text messaging. Slate program can communicate via text. Members indicated that they don't want to make text messaging become email. Students would not open.
  - Committee suggested that maybe an email to all staff and faculty by Dr. Minner informing everyone that policy has been in place and now we need to enforce it. Edward will come up with a draft and bring to next meeting for committee to review.
- b. Financial Literacy
- 171 students did not return the following fall from the 2016 cohort. Some of the students transferred. Ultimately they still owe the university approximately \$300,000. This has been reported to the Executive Team. Executive Team would like to come up with program that we can better educate prospective students and current students. Kimberly's taskforce working on this piece.
  - Susan indicated that the Financial Aid Office she is collaborating with NMAF out of Albuquerque. Two workshops have been set up. Juniors and Seniors will be informed about paying for college. Reach out to them and educate. Inform them of other costs associated with attending college. Office will provide a check lists with fee breakdown. Office is also reaching out to non-traditional students. They will also be providing a FAFSA workshop to the Native American students and going to Cimarron.
  - Buddy indicated that Farmington Schools received a grant to support a guidance counselor. The counselor was solely responsible for discussing college options, etc with students. Program was very successful
  - Sub-Taskforce Committee to address student's financial well-being. What is already being done and provide an overall financial well-being which can include value of education, how to pay bill, and how to balance checkbook.
  - Recommendation from this group was to incorporate into I-seminar or provide a course that students would be required to take. Currently students are being provided financial literacy through the high school.
  - Committee reviewed the out of state brochure for financial aid literacy. This brochure is provided with their financial aid award letter.
  - Committee reviewed a Cost of Attendance brochure. Brochure is being provided to students with their admissions letter. Committee suggested including the total cost of attendance. Families don't understand what total cost is. Families based their cost on tuition and fees and do not consider room board, etc. Committee suggested adding average savings column.
  - Financial Aid is aligning their packaging to happen with admissions in November. Admission letter, financial aid packaging, and scholarship information will all go out at the same time.

- c. Dual Credit Policy
  - Updated policy and integrated the changes. Email Benito if any additional information or changes that need to be made. Next step is to go to Provost Council, then to Academic Affairs for changes.
- d. Disenrollment Policy
  - Registrar indicated that Academic Affairs liked policy.
  - Student Affairs Committee was in favor of proposal.
  - Presenting to Faculty Senate today.

#### Discussion

- a. GEAR UP New Mexico
  - Hosting 900 students on campus on February 28. Need support for campus tours from 9:00-10:30 and 1:00-2:30. Jessica requested volunteers. If committee volunteers matriculation meeting will be cancelled next Wednesday. Jessica passed a sign in sheet.
  - GEAR UP New Mexico will be no cost to NMHU. They will be using facilities. Recruitment and Academic Support Offices will be showcasing campus by providing campus tours.
  - Tour group will have about 15 students per tour.
- b. TouchNet payment plan
  - Monday TouchNet payment plan went live. Students have already made payment plan.
  - Students are immediately notified that they are on a payment plan and when payments are due.
  - This semester 2, 3, 4 payment plan options were available. Current policy only allows up to three payments. Office is considering changing policy to accommodate more payments.
  - TouchNet will create efficiencies to utilized staff to do other things.
- c. Email admission plan
- d. Semester communication information
  - Information sheet will reduce the need for staff and faculty to have refer to the catalog during busy times.
  - Different changes happened in the Fall and Spring semester.
  - Important Information sheet can be expanded to include Business Office deadlines and other items that are helpful.
  - Registrar indicates that if information needs to be added to important information, discussion needs to happen now. Information should be available two months from first day of registration. Changes can not be made last minute.
  - Committee agreed that before fall registration, committee would review important information piece.
  - Committee agreed that the important information document will be reviewed prior to being posted every semester. What is policy vs practice?
  - Registrar is opened to having conversation in preparing for the 2018/19 year.

Matriculation Taskforce Minutes  
February 21, 2018  
8:30-10:00 a.m., Felix Martinez Conf. Room

Present: Crystal Burch, Jessica Jaramillo, JaneEllen Mallette, Fernando Sarracino, Iliana Ortiz, Kimberly Blea, Thomasinia Ortiz-Gallegos, Edward Martinez, Emily Montoya, Michelle Bencomo, Benito Pacheco, Michelle Bencomo, and Maria Sena

Zoom: Tina Clayton, Sean Weaver, Buddy Rivera, Rick Loffredo, Julia Geffroy, and Robert Anaya

I. Email At Admission Plan/Admission Policy

- Discussed the email at admission plan. Who would be responsible for putting message out and the type of method of communication?
- Add email paragraph on admission letter.
- Graduate Office responsible for admission of graduate students. Acceptance will be sent via Slate and by mail with admission letter.
- Working with departments to provide deadlines for admission decision. Each department has a different admission process. Dr. Lail is working to address.
- During the summer, graduate admission takes longer due to faculty not on campus. Applications are sent out electronically to faculty.
- Social Work program is growing and they approve and admit their own students. Program has a January 15 deadline.
- Edward and Jessica will be meeting with the Graduate Council to present their updated admission proposal. Some faculty believe we don't need deadlines and some faculty want earlier deadlines.
- As a guide for the application deadlines, we are using other universities as examples and guides. Ultimately it is our decision.
- Proposal has a priority deadline for application. Deadlines are for student, staff, and faculty. With tighter deadlines, graduate students would receive decisions quicker and are able to make plans to attend. March 1<sup>st</sup> deadline will be suggested. Departments will have 10 business days to make decisions and by April 1 students will receive letter informing them they are admitted or not.
- Member indicated that follow up communication is important after students are admitted.
- Award letter will include sentence asking students to start using NMHU email.
- Committee members concern was that if students are admitted, they might not check the university email. This might decrease matriculation for the semester.
- At the time of admissions, we need to get students to start using the university email. Challenge will be getting students to use email. Messages can go out that we need them to use their highlands email for university business.
- If no liability for the university, before they become a student, use that mode of communication they provide on their application.
- Transfer students-sending message to their email they provided in their applications.



- Emails can be sent to transfers students through the email they provide at admission up until admissions. Afterward, faculty advisors can inform transfer students to use their university email.
- The following matriculation members will inform staff/faculty of using university email:
  - Edward-Faculty Senate
  - Kimberly-Student Affairs Committee & Student Senate
  - Thomasinia-Academic Affairs
  - Virginia-Deans
  - Deans-Faculty and Chairs
  - Iliana-Graduate Council and Staff Senate
  - EMT-Edward and Kimberly
  - Staff-Members will be responsible for informing staff/faculty in their area
  - Staff senate-Edward & Kimberly will speak with Liard
  - Center Staff-Directors to meet with center staff
  - Sean and Rick-Facebook and other social media places
  - Edward will come up with message

## II. Presentation

- Susan introduced Ruben Reyes from New Mexico Educational Assistance Foundation (NMEAF). Mr. Reyes is a Business Analyst for NMEAF.
- Mr. Reyes provided a short presentation. He stated that he would listen and asked what types of outreach, objectives, and goals we had for NMHU.
- NMEAF communicates with school borrowers. New repayment options. Borrow what you need not for your lifestyle.
- Member indicated that NMHU would like to communicate with prospective students and inform both parents and students about the financial cost of attending college. Inform students and parents early on, prior to getting here, in order for finances to be in place. Financial Aid Office provides workshops called FAFSA nights in communities. They provide a presentation so they can understand the cost.
- Convey to students to complete education because they do still have to pay back if they get a loan.
- Student close to graduation are contacted to look at their loan debt and get them prepared for repayment. Loans have a six month grace period.
- When First Time Freshman receive their award letter, student/parent don't see the entire cost. How do we communicate with these students and provide option to fund their college education.
  - Look at award letter. Make it easier for them to read. Use visible presentation.
  - Deliver a way to look into other types of aid. Work with financial aid office, other area of opportunity for funding.
  - More aggressively advise student about the loan component.
  - FTF scholarship and Pell Grant school does not pay for entire cost of attendance. Total cost of attendance-making them aware of what that means.
  - Visual representation. Infographic to inform students and parents see COA.

- Over 50% of first time freshman cohort owes a balance at the end of their first semester.
- A lot of traditional students don't understand return on investment. How are we communicating this to the student? Marketing materials with this information can be delivered to the parents/students. A traditional letter works better for parents.
- Texting is available through Slate, however a plan needs to be in place before this type of communication is used.
- What services can NMEAF provide NMHU?
  - Out of school students (borrowers) are contacted by NMEAF through letter, email, texting, and social media.
  - NMEAF connect students for servicers.
  - Assists in maintaining the CDR rate.
  - Organization provides workshops to all New Mexico schools.
  - Serve different type of student needs including customizing it to student needs.
- Financial Aid presentations will be made at West Las Vegas on March 14, 2018 and East High School March 21, 2018.

### III. Other-Gear Up Event

- Training to staff and faculty, based on availability.
- Met with facilities to set everything up.
- Food is finalized.
- Campus police will assist with event in Wilson Complex and parking lot. Wilson will be closed to the public during this event.
- Created registration form in Slate to obtain information for prospective students.
- Show students we are a friendly campus.
- No Matriculation Meeting next week.