

Matriculation Taskforce Minutes
November 1, 2017
8:30-10:00 a.m., Felix Mtz Conference Room

Present: Jessica Jaramillo, Crystal Burch, Casey Applegate-Aguilar, Edward Martinez, JaneEllen Mallette, Benito Pacheco, Virginia Padilla-Vigil, Thomasinia Ortiz-Gallegos, Kimberly Blea, Michelle Bencomo, Robert Anaya, Carol Linder, and Maria Sena

Zoom: Buddy Rivera, Yvette Wilkes, Richard Loffredo, and Charlie Ford

I. Updates

a. Register students before Fall Break

- Edward, Jessica and Business Office
 - Registrar provided list of students that will be returning in the spring and the Business Office provided a list of students that have balances.
 - Business Office is contacting all students that have balances.
 - Rec/Admission will start sending out a series of emails to the students that do not have a balance.
 - Updated list will be generated every time an email is set to go out. Registered students will be removed for the list.
 - Academic Support contacting all first time freshman to encourage them to register.
 - Early registration is posted on all social media accounts, including Facebook and Twitter.
 - Business Office allowing students that have a balance to register. Business Office will follow up with these students. Office might have to do a disenrollment if students do not pay their balance to under \$199 by December 31, 2017.
 - Paula and Thomasinia will work together to determine if disenrollment will be needed. Disenrollment will be a manual process.
- Thomasinia, Robert, Casey and Benito
 - Speaking with VPFA to provide incentives for students that register early.
 - Incentives could include paid tuition, gift cards, or swag.
 - Working with Centers to provide early registration information to their students.
 - Benito will create tents to be placed in the cafeteria to advertise early registration.
- No blitz event will take place.
- Currently first disenrollment is scheduled for January 17, 2018 at 5:00 p.m.
- ACCOMPLISHMENT: Term Specific holds have been resolved. Meeting with Paula, Ann, and Joe took place. Process in banner was correct. Charges are entered with a semester code and semester codes have been corrected and updated.
- Housing holds have not been resolved. A process in Banner will correct the problem.
- Paula, Susan, and Thomasinia will attend EMT meeting on November 21st. They will inform group of the past and current practices on disenrollment.

- Thomasinia agreed to organize a registration kickoff party. Party will be held on Friday, December 1 from 10:00 pm-2:00 a.m. Party will be an all-night breakfast. Casey, Jessica, and Virginia volunteered to assist with the organization of the event. Event will be advertised through Slate.

b. Snapshot Training

- Snapshot will not be part of Customer Service Training.
- Deans will receive training. Deans will share information with Chairs & Faculty.
- Need to ensure that Center Specialists and Center Directors have training.
- Staff/Faculty that receive access to Snapshot need to follow FERPA & policies.

II. Timeline

a. Petitions

- Discussion occurred regarding if NMHU should charge for petitions. If so, what would be the fee amount?
- Petition process is not simple. How can NMHU determine which petitions are valid and legitimate?
- Petition process needs to be reviewed and changes to policies need to be made if necessary.

Matriculation Taskforce Minutes
November 8, 2017
8:30-10:00 a.m., Felix Mtz Conference Room

Present: Michelle Bencomo, Kimberly Blea, Benito Pacheco, Julia Geffroy, Crystal Burch, Jessica Jaramillo, Carol Linder, JaneEllen Mallette, Casey Applegate-Aguilar, Virginia Padilla-Vigil, Paula Escudero, Maria Sena, and Edward Martinez

Zoom: Yvette Wilkes, Thomasinia Ortiz-Gallegos, Sean Weaver, Rick Loffredo, Tina Clayton, and Charley Ford

I. Updates

a. HLC Visit

- Edward thanked the committee for their support during the HLC visit. Visit went well.
- True test for Highlands and this committee will be to keep the momentum going. Need to keep track of all the deadlines. Previous discussions included creating a group calendar.

b. Spring 2018 Registration

- **Recruitment/Admissions**
 - First series of emails went out last week to students. Second email going out this week. Removing name of students that have registered.
 - Data is being gathered showing how many students opened the email, how many did not, etc.
- **Business Office**
 - Phone calls to students are done every day. Script provided to individuals making phone calls.
 - Addressing issues on getting payments made before winter break. Balance needs to be under \$199 by the end of December or students are at risk of losing their classes.
 - Statements are getting ready to be sent out to students.
 - Preparing another global to be sent out.
- Messages are included on Facebook.
- 57% of First Time Freshman have enrolled. Previous year was 50% by the end of December.
- Dual Credit students are also enrolling. Kimberly indicated that Sodexo will be taking over the bookstore. Sodexo will work directly with the schools for the purchase of books for dual credit students. NMHU will not be the middle man.
- Financial Aid will work with Recruitment/Admissions to send out globals through Slate. Global will inform students to not forget to pay their balances and reach out to the Financial Aid Office for financial assistance.
- **Registration Party Committee**
 - Committee meeting on Monday, November 16th at 11:30 a.m. Thomasinia and Kimberly are coordinating and planning a dance for students.
 - It's not a time to register but a celebration that you have registered.
 - Event will take place on December 1, Friday night, off campus. Event might be held at the palms ballroom.

- Event will be fun for students to create a culture of celebration for next semester.
- Messaging regarding party will go out with emails to register via Slate messaging and also through the Business Office phone calls.
- More details will be provided at next meeting.

c. Intersession courses

- Provost decided not to have intersession courses for Fall 2017.
- Students have called asking if intersession courses were going to be offered for fall.
- Student athletes need intersession courses to become eligible to play sports.
- Approximately 35 students on average take intersession courses.
- A lot more students can participate if a bigger variety of classes are offered, including core classes.
- Thomasinia, Susan, and Paula will work together to discuss grade posting for these courses.
- During the HLC visit, it was discussed that NMHU needs to do a better job on how we are assessing classes.
- Issues that need addressing include limit of overload classes a faculty member can teach and the review of CBA limits to how many courses can be offered.
- Committee member indicated that we should look at offering these courses to assist students. These courses could save students on scholarships needing to get their GPA up, an athlete that needs to become eligible to play sports, etc.
- Other universities doing intersession courses. Thomasinia indicated that she will look at what other universities are doing with these courses. She feels that we need to be strategic on what we offer.

II. Petition Committee

- a. NMHU is not charging students for petitions. Process needs to be reviewed. Need a team to look at petition process.
- b. Carol indicates that Academic Affairs and the Academic Affairs Committee is reviewing the process.
- c. Due to the Academic Affairs committee reviewing process, the Matriculation Taskforce Committee will not review.
- d. Carol and Thomasinia will also discuss the process.

III. Transfer student

- a. Use of the word "probationary" vs "provisional"
 - Students that are admitted probationary are coming in with low GPAs.
 - What would be the appropriate term to admit these students?
 - Student Success Contract has been implemented to track and follow up with these undergraduate students.
 - At graduate level, student are admitted as provisional.
 - Is there a difference between students that are admitted as academic probation vs students that are admitted under probationary?
 - Need to determine the appropriate term to admit students. Students on academic probation will follow student from school to school due to federal aid.

- If a student is admitted with less than a 2.0 GPA, they are considered academic probation; if they don't get 2.0 or higher the second semester, they go on academic suspension and on financial aid suspension.
 - Committee was encouraged to read page 11 and 13 of the student catalog. One area indicate students below 2.0 are subject to probation.
 - Jessica and Benito serve in the catalog committee. They will discuss with committee to have process and policy aligned.
 - Catalog committee will review.
- b. Robert indicated that he would like to review
- c. a Student Success Contract for transfer students. Contract should not be tied to admissions. Contract can be modified to provide wrap around services. Centered on math, research, and writing services. Discussion needs to occur with faculty and deans regarding these students. He does not want it removed from the Matriculation Taskforce. Centers need the additional support.
- d. Faculty manual states that the faculty are responsible for follow up service. This issue will be discussed

Matriculation Taskforce Minutes
November 22, 2017
8:30-10:00 a.m., Felix Mtz Conference Room

Present: Michelle Bencomo, Benito Pacheco, Caroline Montoya, Emily Montoya, Casey Applegate, Jessica Jaramillo, Carol Linder, Edward Martinez, Iliana Ortiz, and Robert Anaya.

Zoom: Buddy Rivera, Rick Loffredo, Charley Ford, and Tina Clayton.

I. Updates

a. Spring 2018 registration

o Stats for registration –

Dr. Martinez shared updates from Thomasina via her email message to him – 3,249 students have been contacted since the beginning of the initiative that began in early November - Undergraduates 580, First-time Freshman 196, In-state transfers 31, etc.

Benito reported that as of 11/21/17, 2,040 students are enrolled for the Spring 2018 semester. Of that, 194 are First-time Freshman. As of 11/29/16, 1,800 were enrolled. Enrollment is up by 240, a week before last year's reporting. Benito also reported that enrollment at all Centers is up as well with the exception of Farmington; however, these findings may be due to the recently added online course code.

Jessica reported that email messages are continuing to be sent out, via Slate, to both undergraduate and graduate students not yet registered.

Carol suggested that a verbal announcement be provided to current students via faculty members in class. Benito stated that he would be able to provide major breakdown list.

Dr. Martinez is interested to know what the outcome is of phone calls being made to students with balances. He will discuss this further with Paula.

o Celebration party –

Kimberly, via email to the group, reported that the registration celebration party is scheduled for Friday, December 1st from 10pm-2am at The Skillet. There will be free food and music. Students will have to bring a copy of their class schedule to gain access.

Jessica reported that notice of the registration party was sent out via Slate (not including center students). Jessica asked that if the centers are having any activities, she's willing to send out notice via Slate.

II. Student Success Contract for transfer students

Discussion continued from last week's meeting. Dr. Martinez posed the question to the group whether we should utilize a contract for transfer students the way we are currently for first-time freshman. Benito voiced his concern regarding who would be responsible with provide service (tracking, follow-up, etc.). Jessica recommended that the group review prior year probation data first to determine if it's necessary for transfer students. She will provide data for the last three years. Carol stated that transfer students are advised by faculty; therefore, faculty should follow-up; however, it's important that faculty know about students' probationary status. She recommended departments (either the Dean or Chair) be provided with a list of students that are on probation and ensure that they have an advisor assigned to them. More discussion ensued in regards to the likelihood of faculty engaging in advisement and other details regarding advisement in different departments such as Social Work. Benito stated that the Registrar's Office, on census date, produces a list of students and their majors which is then forwarded to the respective departments. He stated that each department handles advisement differently. Benito reminded the group that, in the Student Handbook, Academic Support is listed as only advising first-time freshman. He stated that identification of advisor has been an issue for a long time. Carol reported that default advisors are the department Chairs. Dr. Martinez asked what can be done to address the advising issue. Carol stated that she could send a list to the school Dean's and department Chairs. Dr. Martinez asked if we would rely on faculty to follow up with probationary students. Carol recommended that this conversation should continue with Student Affairs. Carol stated that Denice Spicer follows up on students who have been placed on academic dismissal at midterms. Denice attempted to contact advisors, however, advisors were unfamiliar with the process. Dr. Martinez requested that Juan Gallegos, Chair of the Student Affairs committee to future meetings to discuss advisement further.

III. Determine which students are not coming to class at beginning of semester so that they are not counted on census date

Dr. Martinez asked what needs to be done to determine who these students are so we can process a drop before census. Benito's thoughts were that an attendance policy should be in place to require attendance be taken. Dr. Martinez wondered whether housing records would provide any kind of determination in regards to who to drop. Benito didn't believe that would be an accurate way since not all first-time freshman live in the Residential Halls. Carol reminded the group that HLC recommended we have attendance policy for Title IV funding purposes. Emily clarified that schools are not required to take attendance, but it is recommended. She also reported that calculation of return of Title IV aid can still occur. Emily will forward Title IV regulation to Dr. Martinez for review. Carol will provide Dr. Martinez with HLC's Best Practices regarding attendance. Carol and Emily stated that instructors are contacted to determine last date of attendance. If a last date of attendance cannot be provided, the date the withdrawal process started is used. Carol stated that if attendance is not required, we must have policy on how attendance data is collected. Casey reported that six students dropped and of those six, retroactive withdrawals were processed for half. She reported that I Seminar courses took attendance. Dr. Martinez will take the Title IV regulations and HLC Best Practices to Executive Team to discuss further. Carol suggested putting out short write up of the importance of early alert, attendance report which comes out the first week of classes, so faculty understand. Benito stated that early

alerts occur during the first four weeks for the semester. More discussion ensued about when an alert should go out and about investigation taking place before census date. Dr. Martinez asked how it is affecting our retention rate for previous years' cohort. Casey reported these situations are more common with first-time freshman. Discussion ensued about the complete school withdrawal process. Robert stated that faculty at the SF Center take attendance for first few weeks of class. Benito recommended that research be done to see where (which centers) the majority of retro drops are coming from. Discussion ensued about a withdrawal vs. a drop. The team agreed that further discussion about this matter should be tabled until Thomasinia is present. Carol suggested that a sub-committee be formed to focus on the drop/withdrawal process. For now, it was decided upon to keep this topic on the agendas for further discussion.

IV. Revisit reenrolled process for returning students

Benito began the conversation by stating that, regardless of location, any student that has been away from NMHU for one or more semesters are required to complete a re-enrollment form, obtain multiple signatures, and send to the Registrar's Office via fax, scan and email, or postal mail (currently, an electronic submission process is not available and pictures are not accepted). The team was in agreement that this form should be made available for electronic submission. Jessica stated that the purpose of form is to capture possible changes in student demographics and stated that students should be able to complete via a BDMS form. Emily discussed issues that are encountered in regards to coding in Banner and how it effects the FAFSA upload process. Discussion ensued about what the purpose of the form is and if it's possible to do away with it altogether. Ideas followed by team members as to what can be done in lieu of the form. Some agreed that an automated process be available when a student accesses Self Service Banner. Carol brought up the fact that a Petition for Re-enrollment exists and briefly described the process and use of this form. She stated that the petition must have the instructor's signature, the Dean's signature, and the Associate VPAA signature. Dr. Martinez stated that JaneEllen and/or Joe should be present to discuss the ability of an online process for the Re-enrollment Form. Buddy agreed that forms should be easier to access without the hassle of having to track staff down for signatures. He also stated the concern of the credit hours threshold and recommended consistency in that regard. Carrie –voiced her concern regarding the lack of availability of an eSignature which would make the online form process easier. Carol recommended a workflow be created to process forms that require several signatures from HU staff, faculty, administration, etc. Further discussion ensued about research on how other Universities handle this, logistics of what other departments can/can't do, etc. It was agreed upon that Thomasinia and IT be present for further discussion. Carol recommended that a consultant, from Ellucian or an outside resource with Ellucian training be hired to work out the kinks and make online forms available. Robert stated that our systems are capable of so much more than we use them for currently. Rick stated that, currently, the workload that IT has is extremely high.

It was brought up that IT is not assigning emails to students upon admission like discussed in previous meetings. Dr. Martinez will follow up with Joe on this.

V. Other - NONE

Matriculation Taskforce Minutes
November 29, 2017
8:30-10:00 a.m., Felix Mtz Conference Room

Present: Iliana Ortiz, Crystal Burch, Casey Applegate-Aguilar, Michelle Bencomo, Caroline Montoya, Benito Pacheco, Julia Geffroy, Robert Anaya, Paula Escudero, Jessica Jaramillo, Virginia Padilla-Vigil, Edward Martinez, and Maria Sena

Zoom: Tina Clayton, Yvette Wilkes, Richard Loffredo, Buddy Rivera, Joshua Grine, and Charley Ford

I. Updates

a. Spring 2018 Registration

- Business Office almost complete with student list. Should finalize list this week.
- Small issues have arisen. For instance, students called on Thanksgiving Eve. Some students were upset that we called during that time. Office will consider not calling during or around the holidays.
- Called enrolled students early that had large balances.
- In looking at numbers, 2179 enrolled; undergraduates/graduates 377 ahead from last year. Approximately 1 million dollar; 79% of cohort; 86% of freshman cohort, some are not coming back. 83 to 85% by end of the semester should be registered.
- Celebration party has been scheduled. Work-study and Graduate students are working together. Party will take place December 1, 2017 from 10 pm to 2 am. Event will be held at The Skillet.

b. Reenrollment process Discussion

- Following current policy, students will have to reenroll. Students will lose their classes and have to re-register. They will be dropped at 5 p.m. on the first day of class.
- Registrar will be analyzing where enrollment is at on December 31.

c. TouchNet

- Second module will be installed on January 9th. Module is the student payment plans.
- After January 9th, students will do their payment plans on their own.
- NMHU is now aligned with CNM, UNM, etc.

d. Complete School Withdraw

- Complete school withdraw equal about 190 students. Offices are discussing ways to make the form electronic.
- Registrar is trying to automate forms. All forms will need the approval from Academic Affairs Committee.
- Survey might be added to withdraw form to determine why students are leaving.

e. Student drop/withdraw discussion

- Forms are standard. However, whole process is done at main campus and not in the centers.
- Forms have been reviewed and they have collapsed into one.

f. Enrollment Success Contract for transfer students

- How can we work with departments to advise transfer students that might require an Enrollment Success Contract?
- Student success contracts are monitored by Academic Support.
- Transfer students are 2.0; faculty are advisors. Faculty would have to monitor contracts.
- Degree Works could be used to highlight the success contract.
- Enrollment Success Contract is a positive enforcement.
- Some programs have not adjusted to scholarship requirements. The roadmap are built for a student taking 12 credits not 15-17 credits.