

## Matriculation Taskforce Minutes

January 3, 2018

8:30-10:00 a.m., SH130A

Present: Dr. Edward Martinez, Dr. Ian Williamson, Emily Montoya, Joe Gieri, Crystal Burch, Dr. Kimberly Blea, Thomasinia Ortiz-Gallegos, Benito Pacheco, Caroline Montoya, Robert Anaya, Fernando Sarracino and Michelle Bencomo.

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

- I. Dr. Martinez welcomed Dr. Ian Williamson as the new Associate Vice President of Academic Affairs (AVPAA). Dr. Martinez and the MTF team provided a brief explanation of the purpose of the Matriculation Task Force.

- II. Updates:

- a) Spring 2018 Registration – Thomasinia provided a Spring 2018 enrollment report for review by the group. She reported that 230 students, with an outstanding balance from the Fall 2017 semester, were disenrolled for the Spring 2018 semester. She explained that 312 students were disenrolled overall and she is not sure why 82 students are not accounted for and is not sure where the discrepancy lies.

*\*\*\* NOTE - After the meeting, Thomasinia sent a revised report to the team indicating an error in the previously issued report. Review email from Thomasinia on 1/3/18 at 12:54 pm. \*\*\**

It was reported by Thomasinia that the largest drop in enrollment came from students at the Las Vegas campus. Discussion ensued regarding the decrease in enrollment from last year when compared to this year. More discussion ensued about the reason for such a large number of students being disenrolled.

The group then discussed course evaluations and the possibility of adding a survey to the course evaluation for the purpose of learning more about why students are not returning. It was mentioned that financial literacy is very important when it comes to students understanding their financial responsibility. Dr. Williamson mentioned that the faculty are looking into the process of course evaluations; however, are not exploring modifications to the questions themselves. It was recommended that adding a highlands/course evaluation to the existing link and adding more questions regarding student's possible return would be beneficial. Discussion ensued regarding the ability of students to get around completing evaluations by a loophole in the Ellucian Go app and Degree Audit. Thomasinia reported that Degree Audit has been blocked; however, other loopholes need to be looked into further. Dr. Martinez requested that IT look into blocking all possible ways that students can review their grades without completing the necessary evaluations and the addition of a survey at the beginning of course evaluations. Joe requested suggestions regarding a location in which to add the survey to be collected at the beginning of the semester. Dr. Martinez stated it should be located when first logging in to banner at the beginning of semester, similar to other message prompts currently in place. Thomasinia stated that a survey is administered to students when they drop and withdraw.

The team discussed that once data is collected from the surveys, it will need to be determined who will manage the surveys and review the data and what would be done with the data once reviewed. Discussion ensued with ideas from members of the team. Nothing was decided concretely.

Fernando discussed his experience, coming from a Freshman perspective. He recommend that at orientation, more be done to address financial literacy. Discussion ensued about the orientation process and what students are currently being advised on.

Thomasinia asked about correspondence being mailed to students. Dr. Martinez reported that, beginning in October of 2017, more correspondence was being sent out to student inquiries and admitted students. The group briefly discussed the possibility of mailing information about NMHU to the dual credit student population. Nothing was decided concretely.

- b) Disenrollment process discussion update – Thomasinia reported that disenrollment took place on 1/2/18 at 5pm. 230 students were disenrolled. She reported that it is the responsibility of those that are disenrolled to re-enroll on their own.
- c) Email address assignment upon admissions update – Joe stated that this assignment is possible. Dr. Martinez wants IT to move forward with assigning emails to students upon their admissions file being complete. Joe will work with the Recruitment and Admissions Office to implement. Crystal stated that a flier will be included with student’s admissions letters providing the with instructions on how to log on and use their student email. Dr. Martinez asked that admissions letters being mailed be placed on hold until email address assignment is in place.

III. Moving forward with email campaign – not discussed

IV. Students on probation programming – not discussed

V. Develop plan to reach out to students: *\*\*\* NOTE - After the meeting, Dr. Martinez sent an email to the MTF with a plan to begin contacting students. Review email from Dr. Martinez on 1/5/18 at 9:34 am. \*\*\**

- a) Registered students without a balance
- b) Students not registered and have no balance
- c) Students with balance
- d) Call out campaign by campus and population

VI. Other – Dr. Martinez reported that there may possibly be funding for Tutor Track (a system used to track students similar to lab tracker). A demo will be available soon. Dr. Blea requested that the offices she oversees who currently utilize lab tracker, be invited to the Tutor Track demo. Dr. Martinez stated that an invitation will be sent.

Matriculation Taskforce Minutes

January 10, 2018

9:00-10:00 a.m., SH 130A

Present: Dr. Edward Martinez, Tina Clayton, Dr. Ian Williamson, Reyna Alvizo, Lori Vigil, Casey Applegate, Benito Pacheco, JaneEllen Mallette, Fernando Sarracino, Joe Gieri, Emily Montoya, Caroline Montoya, Jeff Houdek, Joshua Grine, and Michelle Bencomo.

Zoom: Charley Ford, Iliana Ortiz, Buddy Rivera, Robert Anaya, Virginia Padilla-Vigil, and Julia Geffroy.

TutorTrac presenter: Jennifer Turley

- I. TutorTrac Demo: Casey and Dr. Martinez provided Jennifer with a summary of what Highlands is currently doing in regards to tracking student interactions and examples of we need from a tracking system including reporting, co-curricular assessments, and academic assessments.

Demo provided

Matriculation Taskforce Minutes

January 17, 2018

8:30-10:00 a.m., SH 123

Present: Dr. Edward Martinez, Crystal Burch, Michelle Bencomo, JaneEllen Mallette, Fernando Sarracino, Jessica Jaramillo, Benito Pacheco, and Dr. Ian Williamson.

Zoom: Paula Escudero, Iliana Ortiz, Dr. Kimberly Blea, Thomasinia Ortiz- Gallegos, Yvette Wilkes, Joshua Grine, and Tina Clayton.

- I. HLC Reports and discussion from Executive Team meeting  
Dr. Martinez reported that the HLC report was shared with campus community. A schedule was provided regarding the next steps for HU in the HLC process:  
1/15/18 - initial draft of response prepared. Brandon is working with various individuals on this project.  
1/22/18 - second draft is due, to include evidence files.  
1/23/18 - discussion will take place between ET regarding second draft.  
1/26/18 - files for response will be collated.  
1/30/18 - final version of response will be discussed between ET.  
2/2/18 - submission of final response draft to HLC will take place.  
3/2018 - Team of four to travel to Chicago to meet with HLC.  
Dr. Martinez reported that there is a 100-page limit for HU's response to HLC. He indicated that executive summaries and roadmaps of different criterion will be included in the response.  
  
Dr. Martinez provided an explanation of the three areas of concern.
  - Retention (4c) - *met with concerns* – we will be monitored and visited again in 2020 – Dr. Martinez reported that he will work on preparing this piece.
  - 5a - *met with concerns* – Dr. Martinez reported that Max and Brandon will work on this piece
  - 5d - *met with concerns*
- II. Dr. Martinez reported that a discussion regarding disenrollment took place at the last ET meeting (1/9/18). It was recommended that a new policy regarding disenrollment be created and brought to the ET during their meeting next week. Dr. Martinez stated that the policy currently states disenrollment will occur the first day of classes; however, for the future, a new policy should be drafted to take into account some things discussed with visiting individuals to cover bases and ensure that Academic Affairs has the ability to make decision to cancel courses. Dr. Martinez charged Thomasinia, Paula, and Susan to draft a new policy for disenrollment before next Tuesday (1/23/18). Paula requested guidance regarding the types of situations to consider while developing the policy. Dr. Martinez didn't provide examples; however stated that other's ideas are open for discussion. He did inform the group that Dr. Gonzales wants to ensure that we can be more accurate as to our enrollment numbers and suggested that maybe disenrollment take place a few days prior to the start of the semester. Thomasinia state she will send out meeting invite. Dr. Blea

suggested the group also look at the ways in which changes will affect admissions. Jessica volunteered to meet with the group as well.

- III. Dr. Martinez reported that Banner access was also discussed at the ET meeting. He explained that the discussion came to light as a result of the creation of the Customer Relations office. The ET was in agreement that the CR office should have full access to Banner (view only access). President Minner charged Max and Joe to establish a policy for Banner access. Dr. Martinez recommended that within the policy, there be procedures in place in the event that access is not granted, the office responsible for the data will provide the information in a timely manner. Jessica argued that updating access for the CR office should be approved. Dr. Martinez expressed his concern that updating access for the CR office may be more than some offices feel comfortable with. Paula stated that she met with Joe regarding Banner access. She suggested that when access is requested, that individuals provide a reason for needing the requested access. Thomasinia voiced her concern regarding the importance of maintaining a level of security and asked the group to consider how we determine these levels. She stated that there are certain tasks that only those in the departments should be doing. Thomasinia also brought to light the issue with access for student employees. She stated that she believes access should be aligned with listed job duties and responsibilities. Tina agreed with Thomasinia's statements regarding student employees; however, mentioned the importance of student employees in those departments with only one staff member in the office. Benito agreed that view access is necessary for CR office; however, agreed that, in some cases, updating access is not a good idea. JaneEllen stated that currently, access is not granted unless training has taken place. Dr. Martinez stated he will discuss this further with Joe.
- IV. Dual Credit discussion – Benito reported that procedures within current policy are being followed; however, recognizes that there are concerns with the policy. Benito and Jessica will draft a proposed policy for inclusion in future catalogs. One concern in particular is in regards to the age of students (no petition process). Some things need to be clarified and adhered to to eliminate more work for others. Benito continued to explain the DC office used to accept petitions for early enrollment; however, they are now following processes listed in policy. He reported that a petition process for retro withdrawal and a process to challenging grades are available to DC students. Jessica stated that safety issues are of concern for students driving under the legal age should be considered. Benito added that the age of students enrolled in a course together could potentially be an issue as well. Dr. Williamson asked when the funding formula changed. Dr. Martinez stated that funding is now being provided for the number of students graduating rather than students in the seats. Benito reported that HU is receiving \$5 per credit hour for DC student credits. More discussion ensued regarding DC students and DC policy. Dr. Williamson recommended to create a policy with sensible caps. Benito stated he wants to align our policy with that of other institutions. Jessica stated that she would like to develop a recruitment process for DC students at HU.
- V. Updates
  - a. TutorTrac demo discussion – Dr. Martinez requested feedback from the group regarding the replacement of Lab Tracker with TutorTrac and how it would benefit each office. Benito is interested in the idea, but would like to participate in a demo first. Jessica

stated she would like to track students in her office. JaneEllen reported that our current system has limited capabilities and stated that a better system is needed. Dr. Martinez asked Joe to research other student tracking systems for comparison purposes and asked that a demo be setup with TutorTrac, specifically for the review of an early alert module be scheduled as well. Joe reported that he is following up on the cost of packages. Dr. Martinez is hopeful that a system can be purchased with funding from one of grants; however is concerned about funding after the grant ends.

- b. Spring 18 registration report – Thomasinia reported that as of 7:28 am this morning, total undergraduate and graduate enrollment was 2,968. Total credit hours was 29,501. She stated that a report with these numbers was sent to the group. Thomasinia reminded members of the task force that disenrollment will affect these numbers. She reported that currently, 334 students are on disenrollment list. The list will be sent to Paula for review before disenrollment. Thomasinia calculated that enrollment will be approximately 2,600 after disenrollment and this number does not include students requesting to be dropped from their courses. Paula reported that her student employees are in the office today and everyone in the office is getting everything systematically working. She also stated that many students have been in contact with her office regarding their balance.
- c. Early registration campaign – Dr. Martinez thanked those that assisted in calling students last week. He reported that the Business Office called students with a balance, that Centers contacted students attending their campuses without balance and were registered and not registered, and Benito and Jessica at the Las Vegas campus contacted those groups of students as well. Benito stated that he cleaned up the report before beginning callouts to exclude staff and faculty. Dr. Martinez recommended that faculty be involved in callouts to students in an attempt to make advisement more accurate when compared to phone discussions with student employees. Dr. Martinez thanked Thomasinia for her efforts in processing reports quickly.

VI. Dr. Martinez asked Admissions to begin admitting students again (after hold placed on admissions last week because of student email). Joe reported that he and Jessica are still working on the project of assigning emails at admissions. JaneEllen is working with Chris Dees to get a list of students to test. Jessica stated she will run a list of students and provide it to JaneEllen. Jessica will update Banner admissions letter indicating email assignment once it's in place. Dr. Martinez discussed the importance of educating students on how to access their student email so it can be used for correspondence. He requested the assembly of volunteers to decide upon a plan for an email campaign. He suggested that Sean be part of this team. Dr. Martinez asked members of the task force jot down ideas for the campaign. He'd also like a plan in place to reach out to staff regarding HU email use. Benito stated he will discuss with Joe ways in which to implement email and Ellucian Go app setup during orientation.

VII. Dr. Martinez would also like members of the taskforce to bring ideas back to the group regarding a student financial literacy plan. It's ideal to educate/inform parents, students, families, before coming to campus, the importance of planning for the cost of education Sean suggested institutions come together to hold townhouses where families and students are invited and information is presented. Jessica stated that the New Mexico Education

Counsel does this regionally and NMHU is part of this counsel. Benito suggested to get student statements sent out at the time of registration that way a realistic sense of cost is provided. Dr. Martinez asked Michelle to provided the group with a report on her research regarding the 2016 cohort balances. Michelle provided a report. Dr. Martinez stated he will look into NMEC to see if we can do more. Paula voiced her interest in being part of the committee that discusses student literacy awareness. She state that students don't understand how to manage finances and are not having proper communication with their parents about what's owed. Dr. Williamson discussed the importance of students and families being educated on the importance of finances in regards to funding education. He also stated that other institutions require promise of payment (loans or other) in order to attend.

- VIII. Probation programming – Benito reported that, as of now, twelve or thirteen First-time Freshmen on probation, are enrolled for classes. He stated that the undergraduate manual states responsibility falls on faculty. Benito also stated that probationary transfer admits also is faculty's responsibility. He reported that the FTF probation contract retention rate is 67% prior to disenrollment. Seventy-three percent were in good standing, with an average of a 2.33 GPA. Furthermore, four or five students on contract were disenrolled. Benito concluded stating that tracking will continue.

Matriculation Taskforce Minutes  
January 24, 2018  
8:30-10:00 a.m., Felix Martinez Conf. Room

Present: Dr. Edward Martinez, Thomasinia Ortiz-Gallegos, Dr. Ian Williamson, Dr. Kimberly Blea, Benito Pacheco, Caroline Montoya, Casey Applegate, Jessica Jaramillo, Joe Gieri, Fernando Sarracino, Julia Geffory, Emily Montoya, and Michelle Bencomo.

Zoom: Joshua Griñe, Charley Ford, Iliana Ortiz, Sean Weaver, Virginia Padilla-Vigil, Rick Loffredo, Tina Clayton, and Yvette Wilkes.

I. Updates:

- a. Thomasinia reported that the last enrollment report showed an enrollment of 3,011 students. She stated that this number is down slightly compared to Monday's enrollment report and reminded the group that disenrollment took place later last year. Thomasinia stated she is waiting for census date for more accurate comparison numbers. Thomasinia also reported that credit hour enrollment numbers are down. Dr. Martinez calculated that currently, HU shows approximate retention of 76% retention.
- b. Thomasinia reported that 214 students were disenrolled on 1/17/18. She stated that a handful of students disenrolled were veterans. This was due to aid not being resourced; however, they have since been reenrolled. Thomasinia also discussed how the senior citizen discount charges are currently being processed compared to how they were processed in previous semesters. Now, senior citizens are charged five dollars per credit hour up to six credit hours. Thomasinia also reported that issues arose with students receiving a dependent waiver award during disenrollment. She stated that a review of the policy for processing these awards will take place to avoid issues in the future. Dr. Martinez stated that he would like HU to hold an early registration campaign each semester. He asked the group for their thoughts on whether students should be allowed to register with a prior semester balance in the future. Many students were upset that they were allowed to register, but were then disenrolled. Dr. Blea stated she thinks it's a good idea; however, believes there wasn't clear communication regarding the process. Thomasinia reported that, currently, a payment plan policy is not in place. She stated that a committee will meet with the goal of developing a policy. Thomasinia also reported that only a three installment payment plan is being processed for Spring 2018. Dr. Blea corrected that per an email from Inca, the Business Office will allow more installments because of the inability to get the TouchNet payment plan system up. Thomasinia discussed her thoughts regarding the importance of HU reviewing each student individually to understand their history and the situations they may be facing regarding payment of their balances. Dr. Williamson is in support of working with students based on their individual relationship with HU. Virginia also recommended that clear communications be sent out about what's working and not working to faculty. Discussion ensued about the negativity of messages being relayed and suggestions to communicate in a more efficient way across campus. Group discussed housing charges

with Luna Community College students and issues staff are encountering with students who have large HU housing balances and want to transfer to HU after LCC.

- II. Dual Credit update - Benito reported that a Dual Credit policy is being created to enter into the HU catalog. He stated that it is being proposed that dual credit students take up to two classes per semester. He explained that state statute requires students participate at least half time in high school during the semester they enroll as a DC student. Benito also reported that he and Jessica are working together to look into the recruitment of DC students.
- III. Banner access update - Joe reported that he developed a temporary policy where Vice Presidents approve for a particular member of their staff to have a certain level of access. He sent a draft to Max for review. Joe hopes to have a position-based policy in place in the future; however explained it would take a lot of time to put that kind of policy in place. Joe state he will run the policy by Matriculation Task Force team. Dr. Martinez suggested verbiage be included in the policy regarding data being provided to staff, who do not have access to Banner, in a timely manner from the office that holds that information.
- IV. Email address assignment - Joe reported that Chris Dees and JaneEllen are working on this task. He stated that they are finding that issues are developing. Joe will reach out to Jean King for help in getting this set up.
- V. Email campaign – Jessica suggested adding language in the admissions letter about the importance of students using their university issued email address. Dr. Martinez stated that the larger task will be to communicate to faculty the importance of using HU email. All members agreed that a subcommittee should be created to work on email campaign. Thomasinia suggested the new committee also take into account, and have further discussion about, orientation and the pre-registration processes. She stated that, currently, she doesn't feel comfortable registering students with approval messages from their personal email address. Thomasinia explained that the issue lies with first-time freshmen when registration opens in April when an HU assigned email is not yet in place. Thomasinia, Jessica, Fernando, Dr. Williamson, and Emily volunteered to sit on a sub-committee that will further discussion an email campaign.
- VI. TutorTrac update – Joe reported that he has received a price list from TutorTrac. He announced a demo of TutorTrac's early alert module will take place soon. Benito and Jessica asked to be invited to the demo. Joe stated that a demo for LabStat is scheduled for next Wednesday. Dr. Martinez stated he will reach out to faculty and Student Affairs to get representatives to attend these demos.
- VII. HLC report update - Dr. Martinez reported that a final draft of the HLC response is due to Brandon next Friday. He stated that today, the HLC Steering Committee is meeting to review the current draft.
- VIII. Non degree process – Jessica reported that, currently, there is an avenue for students to be admitted without official transcripts. She stated that she would like to develop a policy for those seeking non-degree admission. Thomasinia stated this is an issue because HU doesn't have an admissions deadline. Jessica and Iliana will discuss establishing a deadline with the Graduate Counsel. Discussion ensued about what practices are currently in place and what trends are being seen. Jessica notified the group that once meeting with graduate counsel takes place, she will have more updates.

**Matriculation Taskforce Minutes**  
**January 31, 2018**  
**8:30-10:00 a.m., Felix Martinez Conf. Room**

Present: Julia Geffroy, Iliana Ortiz, Casey Applegate, Joe Greri, Benito Pacheco, Emily Montoya, Caroline Montoya, Michelle Bencomo, Edward Martinez, Ian Williamson, Jessica Jaramillo, Robert Anaya

Zoom: Buddy Rivera, Virginia Padilla Vigil, Kimberly Blea, Charley Ford, Yvette Wilkes, Joshua Grine, Rick Loffredo, Sean Weaver,

I. Updates

Edward indicated to the committee that any information discussed in this Matriculation Taskforce Committee needs to be taken to respective offices and others to share. Take to student affairs committee, etc. Discuss changes and potential decisions during bi-weekly, weekly meetings. Information should be taken to committees, including the student affairs committee. Edward reminded everyone it's very important to share information and minimize what is being said.

a. Financial Aid Literacy

- Prepare document to provide evidence to HLC. In 2020 during the next HLC visit, this committee will meet with them.
- NMHU needs to strategize on how to reach out to students that are leaving the university with a high balance. Edward has reached out to an organization (New Mexico Educational Assistance Foundation) that will be able to assist. Edward will meet this organization and then they will meet with MTF.

b. Disenrollment Policy

- Paula, Thomasina, Susan were not present to discuss the disenrollment policy. This sub-committee is working on potential changes and suggestions to this policy. Edward will take suggestions to the EMT and Dr. Gonzales will discuss at the Provost Council.

c. Dual Credit Policy

- Benito and Jessica have a draft policy and they will be getting them in final format. Major changes include admission process as a regular student and a two class limit per student. Will have policy by next meeting.

d. Banner Access Policy

- Policy has been drafted and is begin finalized.

e. Email address assignment at admissions

- As of Monday, IT has implemented the changes and making progress. A few students admitted have their email address. IT still working on filtering through these things. IT will provide an update once they fix all the issues.
- Plan will be developed using students, faculty, and staff

f. Email at admission plan

- Admission letters and scholarship award letter will include statement that students need to use official NMHU email address. Adele is working on a specific email communication.
- Faculty and staff need to enforce the use of email.
- ITS is unable to link student NMHU email with their personal email.

- Explore other means of communications, including texting, Instagram, Twitter, Snapchat, etc. Social media needs to be embraced.
  - If a student is non NMHU and does not receive an email, where does their correspondence go, including bills? Edward will check with the Business Office.
- II. Continued Discussion
- a. Non Degree Process
- Update will be provided at next week's meeting.
  - Process has been discussed with graduate council.
  - Team has come up with steps to make things happen.
- III. DEMO for Lab Stats
- ITS invited Dustin from Lab Stats to discuss product.
  - After review, product is not a match for what offices need.
- IV. New Business
- a. Spring 2018 changes
- Centers discussed concerns/issues they encountered during the Spring 2018 registration/disenrollment.
    - Business office is no longer accepting good faith payments. However, it was never communicated, and he instructed students to make the \$25 payment.
    - Business office had identified up to 5 payment plan option. When students made payment arrangements only 3 payment plan was available.
    - Policy indicates 3 payment plan but in the past we have allowed students a 5 payment plan option. Business Office indicates they are following policy and will only do the 3 payment plan. Students have difficulty making three payments.
    - Centers have communicated with each other and they are trying to be consistent with what each center does.
    - Non-traditional and transfer students are unable to attend school if they can't do the 5 payment plan. A 5 payment plan makes more sense.
    - Members expressed their frustration that changes were made and not communicated with anyone. How do we communicate everything effective?
  - If students need to make payments while on campus, assist them immediately and then give information regarding the changes. Find solutions to assist the students. Offer to assist them in logging in on a NMHU to make payment.
  - With the 3 payment plan, student have to invest a large amount up front. They are more likely to attend. Early alert indicates that the first week(s) of school, only two students' missed two classes.
  - Edward indicated to the committee to think about what are things that you are looking at that MTF can help with. Bring list and we will discuss. Lists will be revised into one.
  - Edward stated that if offices are implementing new or changes in any way, share information with each other and students.