

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

Present: Crystal Burch, Iliana Ortiz, JaneEllen Mallette, Fernando Sarracino, Dr. Ian Williamson, Michelle Bencomo, Dr. Edward Martinez, Jessica Jaramillo, Benito Pacheco, Thomasinia Ortiz-Gallegos, Julia Geffory, Emily Montoya, and Casey Applegate.

Zoom: Sean Weaver, Yvette Wilkes, Rick Loffredo, Robert Anaya, Buddy Rivera, and Tina Clayton.

1. Updates:

- Dr. Martinez updated the group, stating that the Dual Credit Policy, Undergraduate and Graduate Admissions Policies, and Disenrollment Policies are under committee review and are expected to be finalized soon. Thomasinia stated that she has requested that all policies be finalized in March for placement into the catalog.
- Thomasinia reported that early registration for the summer term began Monday, March 5th. She also reported that development of fall 2018 course schedule is currently in process and registration for fall will begin on April 2nd.
- Dr. Martinez and Sean, along with the Center Directors, are moving forward the planning of marketing materials and development of an E-magazine for the Centers. This information will be placed on the websites and hard copy material will also be produced.

2. TES (Transfer Evaluation System) Demo - Dr. Martinez stated that a demo will be scheduled and presented at a future Matriculation Task Force meeting.

Dr. Martinez reported that, in regards to transfer student initiatives, STEMFast is working on reaching out to Community Colleges to build articulation agreements. He stated that his goal is to have access to CC students for the purpose of recruiting. Dr. Martinez would like to have the ability to work with Community Colleges to identify students that have an interest in attending HU and bring them to campus and provide campus tours and plan other activities. Thomasinia stated that the TES would work in alignment with Degree audit to allow for a faster report of transfer credits. Dr. Martinez stated he is unsure of the cost for this, or similar, systems. He also reported that he received a verbal approval by the grant director to utilize grant funds for the purchase of Tutor Trak. He is currently waiting for written approval before moving forward. Thomasinia posed questions for the group to consider based on changes in credit variable. How will this impact articulation agreements? Should we look at what's currently in place and make modifications? Do we look at institution-by-institution agreements instead of program-by-program agreements? Dr. Martinez stated that other institutions are aware of these ideas and are still considering program-by-program agreements. Thomasinia and Dr. Williamson agreed that the 45 institutional credit hour requirement will be affected. Dr. Martinez stated that it's important that faculty be on board.

3. Communication via HU email account discussion – The group reviewed message provided as part of the agenda. Tina stated that SEVIS requires immigration information to be sent via personal email to students. Group agreed that those particular emails should be sent to both

personal and HU email addresses. Dr. Martinez stated that the message is intended to be sent globally to students, faculty, and staff. Thomasinia agreed that the message needs to be shared campus-wide and messages from students from personal emails will be dealt with individually and accordingly. Benito suggested adding a link to the email access instructions. JaneEllen and Fernando stated the link has changed recently. Now, a link to Office 365 is accessible via Self Service Banner. The also reported that the instructions will need to be updated.

Dr. Martinez made the group aware that the handbook and catalog policies regarding use of HU email are not the same. Thomasinia and Jessica ensured the group that policies are being aligned. Dr. Williamson began a conversation regarding which is the controlling document, the handbook or the catalog. The group agreed the catalog is the controlling document.

Some members had updates or suggestions for modification of the message about HU email use. The group reviewed the email campaign calendar. Dissemination of this message will take place once Dr. Martinez sends final message.

4. Dr. Martinez initiated a review by the group of the Next Steps and In Progress Projects sections of the agenda. The following was decided:

- Next Steps:

- BDMS (Banner Document Management System) – Thomasinia and JaneEllen agreed that now is not the time to allocate time/resources to BDMS training and implementation. Thomasinia requested that this item be removed from the agenda. Emily stated that FA is going paperless; however, has not moved forward with scanning of documentation for electronic filing purposes. She stated that it would be very beneficial for FA office to begin using and implementing BDMS. Thomasinia stated that Banner 9 needs to be implemented before the campus continues with BDMS. ***Dr. Martinez stated that the item will be left on the agenda; however, we will modify and expand the project description and revisit at a later time. Also, we will remove Thomasinia's name as the person in charge of leading the initiative.***
- Housing Check-in – Benito stated there are no updates to this project; however, indicated that he believes the issue may be resolved because of the change in date of orientation. ***Dr. Martinez stated that we will not move forward with modifying, removing, or re-assigning the Housing Check-in agenda item until Dr. Blea provides updates/changes to the process.*** Jessica and Benito requested that Casey discuss the possibility of increasing housing check in times to include weekends with the Social Well-being Committee.
- ***Snapshot training – Dr. Martinez stated he will check in with Dr. Blea regarding updates to the project.***

- In Progress Projects:

- Dr. Martinez and Sean have met with Center Directors in regards to Emagazine for the Center Campuses. ***Remain in progress (item a).***
- Email Campaign - ***Move out of in progress into completed (item b).***
- Housing Applications/Timeling - Jessica stated payments for housing should be made via TouchNet. She reported that a meeting with TouchNet is scheduled for this Friday to iron out the details. ***Remain in progress (item c).***
- Housing Check-in – Already covered in Next Steps.

- Timeline – Dr. Martinez stated he will bring the timeline to revisit at a future meeting. **Remain in progress (item e).**
- Snapshot training – Dr. Martinez will revisit updates for this project with Dr. Blea. **Remain in progress (item f).**
- Calendar review (Joe) – not discussed.
- BDMS for Enrollment Success Contract and Early Alert, etc – **remove from agenda (item h).** Group not sure project is valid.
- Financial Aid Literacy – **Move out of in progress into completed (item j).** Dr. Martinez plans to meet with Ruben Reyes, from NMEAF, and Susan to expand resources provided by NMEAF.
- Email at admissions – **Move out of in progress into completed (item k).**
- Non-degree process – Jessica reported that this policy is still in committee review at both the undergraduate and levels; however stated that she believes this project will be accomplished soon. **Remain in progress (item l).**
- What's next?
 - Jessica stated she would like to revisit the housing check-in process to make it more streamlined. Group discussed this current process. The group agreed to wait until Dr. Blea is present to modify housing projects in agenda and move forward new processes.
 - Iliana stated that she is currently working on the Graduate E-magazine. She wants to feature graduate stories and has already started asking for input in that regard; however, she requested input from the group on additional information to be included. Julia stated it would be a good idea to include scholarship information. Dr. Martinez asked that Iliana provide a draft to the Matriculation Task Force that way input can be provided.

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

Present: Julia Geffroy, Crystal Burch, Casey Applegate-Aguilar, Iliana Ortiz, Paula Escudero, Benito Pacheco, Emily Montoya, Kimberly Blea, Michelle Bencomo, Ian Williamson, Jessica Jaramillo, Maria Sena, and Edward Martinez.

Zoom: Buddy Rivera, Rick Loffredo, Joshua Grine, Sean Weaver, Ernestine Clayton, Robert Anaya, and Charley Ford.

I. Updates

a. TES Transfer Equivalency System

- TES was discussed. Student courses can be entered into the system and program will indicate exactly what courses count towards what NMHU classes.
- Purchase of system might be possible through a grant.
- ENMU and NMSU have similar or identical systems.
- If system is purchased, who would enter information into the system and what office would be responsible.
- Strategy would be to start with local colleges and universities and work outwards.
- This system would cut down on the hours staff use determining what courses counts for what. It will take time off of the evaluation process.
- Might take a while to build and a lot of work with faculty and staff. Substitution form might still be needed to approve substitutions.
- Students might attend the university where more of their courses are transferred in.
- System might be a solution for The Registrar and/or Admission's office.

II. College Source, Inc. Presentation

a. TES Demo

- PowerPoint presentation was conducted by John Panzica, Transfer Solutions Specialist from CollegeSource, Inc.
- Complete catalogs are entered into the system.
- Millions of course descriptions are available.
- Customized reports.
- Accessed remotely.
- User friendly.
- Benefits of TES
 - Faster access to courses description- 94 million course description
 - Catalogs go back to 94-95 academic year
- Getting started with TES

- Front end of the transfer evaluation process.
 - Simple implementation, campus administrator identified up front and assign additional staff members.
 - Decide whether to store equivalencies in TES and would university allow public view.
 - Decide whether to use the evaluation transfer workflow.
- Support provided by CollegeSource
 - Webinars
 - Office hours available
 - Monthly basic certification courses
 - User manual
 - FAQs
 - Question forums
 - Functional questions contact: johnp@collegesource.com
- All-in-One solution for researching transfer credit, tracking evaluations.
- Manage
 - Add users, no limit to users. Users can log in and access system anytime.
 - Users can be provided different types of access from administration to read only.
- Match Section
 - Store equivalency manager.
 - Can be defined and can be built one at a time or as a batch process.
- Equivalency Manager
 - Larger number of equivalency can be imported into TES.
 - CollegeSource support would import into our system.
 - In FAQ it provides a section on “how do I get courses imported”.
- Equivalency Export
 - Text file import into a flat file. Synchronize equivalency into file.
 - Banner/Degree Works do not talk to each other.
 - Degree works and PeopleSoft Banner will not grant access to their back end of their systems.
 - System will not automatic interface. Data would be kept in both programs. It is stored in TES and would apply into student records. Information could be kept in TES and exported into degree works.
- Course finder
 - Institutions profiles are provided and TES has access to university websites.
 - Catalogs are in PDF format.
 - Slate works with TES. They don't have anything that is built that connects to each other. Evaluate transfer credits. ITS would have to build interface.
 - The question forum is a way to reach out other campuses.
 - Database repository provides information to students on how courses will transfer.
- Process for Implementing

- Implementation process depends on what NMHU would like to do. Access is provided once a verbal agreement is made.
- An administrator needs to be established.
- Begin importing files immediately.
- Interface with IT support.
- If process is smooth, within one week.
- Training will be provided by webinars or they can provide an in-service training in June or July.
- Catalog Inventory
 - Catalogs are already in TES. If catalog is not available, CollegeSource will ask permission from university.
 - CollegeSource can begin importing inventory if NMHU provides spreadsheet, database, or notebook with information.
 - Tools are available to quickly create equivalencies.
- CollegeSource states that this system should not require a new position or a new director to manage it.

Message:

Students, Faculty, and Staff:

Please be reminded that all students, faculty, and staff must utilize only their NMHU email account for all university communication purposes as stated in the Student Catalog under Academic Policies and Procedures. Your NMHU email account is the official electronic means of communication for all matters at Highlands. Student records are protected by the Family Educational Rights and Privacy Act of 1974 (FERPA). Use of your university email account supports FERPA requirements and protects your privacy. It is of high importance that this be put into practice immediately in order to comply with New Mexico Highlands University Policy and to maintain the privacy of all official university communication and information. We appreciate your help and participation in this effort. If you have any questions on this policy please feel free to visit page 15 and page 21 of the 2017-2018 Undergraduate Catalog and page 14 of the 2017-2018 Graduate Catalog with the links below.

<http://its.nmhu.edu/IntranetUploads/004774-2017-2018Un-81201783451.pdf>

<http://its.nmhu.edu/IntranetUploads/004773-2017-2018Gr-81201783250.pdf>

If you need instructions on how to utilize and access your NMHU email account, please use the link below and select Option 2.

<http://www.nmhu.edu/information-technology-services/technical-help-for-students/>

Help Desk

Thank you.

URL

Separate language to faculty + staff - Buddy + Thomas.nia

FOR MATRICULATION TASKFORCE USE ONLY

Page 15 (undergrad catalog) and Page 14 (graduate catalog):

Student Email All NMHU students are assigned a Highlands email account. This account must be used for "Official" University communication between students, faculty, and staff members. Students may also use this account to communicate with family and friends. Please note that the password must be changed from the default password to something different. Before you can log into Desire2Learn, the password needs to be six characters long or longer and have a capital letter as well as a number. The default password is your birthday in the form of MM/DD/YY. You cannot reuse the default password. Your username and password provide access computer labs and other University services, such as Desire2Learn, Libraries, and Self-Service Banner. Look for student email access instructions on our NMHU home page at www.nmhu.edu/information-technology-services/technical-help-forstudents/ or <http://its.nmhu.edu/StudentEmail/index.html>.

Page 21:

Student Records (Access to and Confidentiality) Under the Family Rights and Privacy Act of 1974 (FERPA), New Mexico Highlands University students have the following rights in regards to their educational records: The right to inspect and review their education records within a reasonable time, not to exceed 45 days, upon making an official request and obtaining an appointment to do so. The student may challenge inaccuracies or misleading statements contained in his or her educational records. Challenges must be made in writing and forwarded to the registrar. The right to consent to disclosure of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes exceptions without consent. Exceptions are a school official with a legitimate educational interest, compliance with judicial order or lawfully issued subpoena, officials for audit or evaluation purposes, in an emergency involving the health or safety of a student or other person and directory information. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the University to comply with the requirements of FERPA. Complaints may be forwarded to: Family Policy Compliance Office U.S. Department of Education 400 Maryland Ave, SW Washington, DC 20202-5920 800.USA.LEARN (800.872.5327)

Email Account-Option 2:

SAVE ME!

NMHU ITS Technical Help for Students

Greetings, and welcome to NMHU! This document will guide you through setting up your account with NMHU. Your account gives you access to NMHU resources such as Self-Service Banner, Email, Desire2Learn, campus computers, and library remote resources.

Once you are accepted to NMHU, a username and temporary password is automatically created for you. Your username is a variation of your first and last name, and may contain a number. Your temporary password is your date of birth in a complex format: MonDDYYYY (For example, April 7, 1970 is Apr071970). You must change your password before logging in to Student Email and Desire2Learn. Self-Service Banner and campus computers will prompt you to change your temporary password when you log in. See instructions below if you do not know your username or password.

Please note that you are not issued an Email account until 4-24 hours after you have registered for a class. When you are accepted to NMHU, you are also issued a Banner ID which takes the place of your Social Security number. Please memorize your Banner ID.

How to look up your username or reset your password: ON CAMPUS (Main Campus, Rio Rancho, Albuquerque and Santa Fe): On any university computer, press Ctrl+Alt+Delete to logon, type HELP as the username (no password) and press Enter. OFF CAMPUS: Go to the NMHU homepage www.nmhu.edu, click on My NMHU, click on Student Technical Help, and click on Option 1.

Password requirements: Your new password must contain at least 8 characters, including at least one uppercase letter, one lowercase letter, and one number. It must not contain your first or last name. If applicable, it must be different from your previous 5 passwords. Special characters are allowed. Your password should be easy for you to remember, but difficult for others to guess. Do not share your password with anyone!

How to log in to university computers: To access a university computer, press Ctrl+Alt+Delete and enter your email address and password. Press Enter. If you have not changed your temporary password from your date of birth, you will be prompted to do so. Write your username here: _
Write your Banner ID here: _____

Need more information? Call us! Contact the ITS Help Desk at 505-454-3496 or 505-426-2222 Pay us a visit! We are located in Donnelly Library rm G28 (Ground floor) Check out our Technical Help Page! Go to www.nmhu.edu, click on MyNMHU and select Student Technical Help. See next page for instructions on how to access your NMHU online resources. ITS 3/14/17

A Brief Overview of NMHU Online Resources

Self-Service Banner (SSB): On the NMHU homepage, click on My NMHU, click on Enter Secure Area, and enter your username and password. Note: your username is not your entire Email address. • Self-Service Banner (SSB) makes it possible to: o Register for classes or Drop classes o View class schedule o View midterm and final grades o View unofficial transcripts o Submit course evaluations o View amount due and make On-Line Payments o View status of your Financial Aid awards o View and update mailing addresses o Sign up for emergency text messages o Degree Audits and much more ...

Student Email: On the NMHU homepage, click on My NMHU and click on Student Email. When prompted, enter your entire email address and password. Note: You cannot log in until you change your temporary password. You will not be issued an email account until you have registered for a class. Your Email address is: yourusername@live.nmhu.edu. • NMHU email is the official method of communication between NMHU faculty, staff, and students. • You are responsible for reading your email and deleting old messages. • Student email includes more than just email. Be sure to read about all its features, including 5 licenses for Office 365. How to set up your smartphone or other device to receive NMHU Email: 1. Download the Microsoft Outlook app. 2. Enter your NMHU Email address. Click Continue. You will be re-directed to the NMHU login page for Email. 3. Enter your NMHU password. Click on Sign In. If you have difficulty setting up your device, please contact ITS at 505-454-3496 or 505-426-2222.

Donnelly Library Remote Resources: On the NMHU homepage, click on Libraries on the bottom of the page to get to the Library's online resources. Note: You cannot log in until you change your temporary password. • Access to some Library resources from off campus requires you to be a currently enrolled student and to enter your username and password.

Desire2Learn (D2L): On the NMHU homepage, click on Desire2Learn Login at the top of the page, then click on Desire2Learn and enter your email address and password. Note: You cannot log in until you change your temporary password. • Requirements for your class may vary. Be sure to check your course syllabus or contact your instructor for more information. • For further assistance, please contact the EOS Help Desk at 505-426-2215 or 1-877-248-9854. • Not all students have or need access to D2L. If you feel that you should have access to D2L and cannot log in, please contact the EOS help desk.

“How to Access Your NMHU Email Account” document is not available online. ITS suggested routing students to Technical Help for Students on the website.

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

Present: Crystal Burch, Edward Martinez, Julia Geffroy, JaneEllen Mallette, Caroline Montoya, Benito Pacheco, Debra Olivas, Fernando Sarracino, Robert Anaya, Maria Sena, Kimberly Blea, and Jessica Jaramillo

Zoom: Ernestine Clayton, Rick Loffredo, Joshua Grine, Buddy Rivera, Sean Weaver, Charley Ford, and liana Ortiz

I. Updates

a. TES demo

- TES demo had a lot of resources. Committee would like to review other similar products. Western might have a different TES.
- Currently Edward is not 100% current that program officer for the grant would give permission to buy it. This type of product would make it easier to transfer students and create articulations.
- Joe will reach out to other companies with similar products and request a demo.

b. Email message.

- Draft message has been revised.
- Provided links to catalogs as committee requested.
- Provided sentence about assistance.
- Committee requested that a hyperlink be created to the words undergraduate and graduate catalog. Eliminates other links.
- Sean stated that his office could create a short URL.
- Committee agreed with changes. Revisions will not come back to committee. But will be shared with everyone.
- Revisions will be updated and message will be shared with the campus community.
- Another committee suggestion was to add a sample message -thank you for contacting university.....- Edward and Maria will review Buddy's and Thomasinia's message on their signature line.
- Different email to for messages will be sent.

c. Financial Literacy

- Financial Aid Office has visited Cimarron, Las Vegas City Schools, and West Las Vegas schools to discuss financial aid literacy with students and parents.
- Jessica and Susan went on the air with the local radio station.
- A public service announcement is also running on the radio.
- Story was published in the Las Vegas Optic newspaper.
- Board of Regents also asked to try to work with prospective and current as much as possible.
- Susan and Edward met with Ruben Reyes from NMEAF. They discussed some of the services already being provided to NMHU and Ruben will provide a quote for additional services. NMEAF will help reach out to high schools and they will also

help us reach out to our current student population. Current services are for students that default on loan and get them back on track.

- It doesn't appear that parents and students are aware of what they are facing when they get here in the fall.
 - Suggestion was made that a table be set up when parents order cap and gown. Flyers and a presentation can be provided.
 - Committee suggested that a target promotion be created for our current students. Have an evening set up in Sala de Madrid. Students would be able to complete their FAFSA. Any student completing their financial aid can be invited to FAFSA party night or FAFSA Fiesta. Need to determine if FAFSA night would be done the same time as the party or would they be two separate events.
 - Centers state that their community colleges do an event similar called College Night. The food is the enticement to get them there.
 - Need to determine of our current student population what percentage has not completed the FAFSA. A list of students that have completed their FAFSA and a list that have not can be compared. Edward will discuss with Institutional Research and Financial Aid.
 - Center indicates that part of advisement at center is to inform them about their FAFSA. Students are registered and have contact with faculty advisor (advisement can be done by the center director).
 - Edward will provide information about who has and has not applied by next week.
 - A recommendation was made that someone talk with the Athletic Director regarding the athletes. It could be required that all athletes be in attendance. Debra from Financial Aid indicated that a mini taskforce is being created to work with athletics to determine how they can leverage monies they award. If student can get an academic scholarship, maybe they are able to provide more scholarships to additional student athletes.
 - Continuing to include FAFSA information in NAC newsletter.
 - San Juan College has event twice a year. FAFSA Blast and this FAFSA Fiesta. Taco bar is provided. Event is geared towards high school kids. Laptops are set up. Students come in and have one on one attention.
- d. Business Office Statements/Assessments
- Committee previously discussed students receiving statements/assessments after a student enrolls/registers for classes. Is was a way to get students to pay their bill as soon as possible.
 - Committee will discuss in next week meeting if members from Business Office attends.
- e. In Progress Projects Reviewed
- Housing Application/Check In
 - Admission building of housing application is complete. Pending Housing & Business Office review.
 - Discussed extended hours during check in.
 - Housing Office is recommending that housing generates the student ids and Human Resources generates the employee ids.

- Kimberly indicated that there is only two staff people in housing office. She will explore doing preprogramed keys for residence and extended hours.
- E-Magazines for Centers
 - In progress.
- Add/Drop policy
 - Has it been reviewed? Committee will wait to hear from Thomasinia.
- Non degree Process
 - In Progress. Change Non Degree Process to Undergraduate Admission Policy & Graduate Admission Policy.
- Timeline
 - Timeline indicates at what point in time we communicate with students. We have done a lot of what is there already. Committee reviewed entire timeline.
 - Worked a lot on admissions.
 - Petitions may change. Thomasinia working on a policy.
 - Financial Aid-FA Office is working with Brent Small to revamp their FA module. Scholarships are now being offered at time of admission. March 1 was deadline for FAFSA. Students are still admitted after March 1 and scholarships are being awarded.
 - Full Time First Time Freshman outreach. Admission/Recruitment & Academic Support working on this. Institute phone bank/call out initiative.
 - Admission & Recruitment is also coming up with different student population. Will update with new progress.
 - Final degree check needs to be added to timeline in the month of March (Registrar).
 - Financial Aid not sending out hard copy of scholarship award. It is done via email. Award letters are emailed as early as December.
 - Timeline-we need to add registration blitz, scholar's banquet, etc.
 - Months for early registration are November-Spring; April-Fall; March-Summer (add to timeline)
 - Add VPSEM calendar events to timeline.
 - First statement for the Fall semester is mailed in July. Committee had discussed sending an assessment/statement of charges after they register for classes.
 - Convocation led by provost office.
 - Reenrollment-committee has looked at both undergraduate and graduate policies. Thomasinia, Susan, and Paula are working together to get this accomplished.
 - Payment due dates changing with the 3/5 payment due by Business Office. TouchNet has been implemented to make payment plans.
 - Early registration campaign held in December (Add to timeline).
 - Timeline needs to be revised.
 - Centers are consistent across.
 - Kimberly working on a master calendar for university.

- Dr. Martinez will provide SEM Master Calendar.
- f. Other - Matriculation Meeting
 - Do we move Matriculation meeting to bi-weekly meeting? After reviewing the timeline, it looks like all items have been reviewed and addressed. Committee can continue to work on in progress projects.
 - Committee agreed to continue on a weekly basis with meetings until the end of semester. Committee will work on completing all in progress projects by the end of the semester. After semester ends, committee will start meeting on a bi-weekly basis or as needed. This will assist in presenting more deliverables and final products.
- g. Other-Internal Calendar
 - Next meeting Edward will provide the SEM master calendar for review. Events from timeline will be entered into this calendar.
 - Committee will review and began to merge the calendar into a campus wide master calendar.
 - Provide events directly related to our offices for calendar.
 - Once the Academic Calendar is approved information from this calendar can be merged into the master calendar.

Matriculation Taskforce Minutes
March 28, 2018
8:30-10:00 a.m., Felix Martinez Conf. Room

Present: Crystal Burch, JaneEllen Mallette, Fernando Sarracino, Kimberly Blea, Benito Pacheco, Julia Geffroy, Thomasinia Ortiz-Gallegos, Susan Chavez, Jessica Jaramillo, Virginia Padilla-Vigil, and Maria Sena

Zoom: Ernestine Clayton, Rick Loffredo, Joshua Grine, and Charley Ford

I. Updates

a. Financial Literacy

- Financial Aid Director updated the committee on FAFSA events occurring locally.
- 2010-2017 data indicates that 97% of freshman and 87% of transfer NMHU students completed a FAFSA. Events suggested in the previous Matriculation Taskforce meeting might not be needed.
- F/A Director indicated that she would take the committee's suggestion about holding a FAFSA Fiesta or FAFSA Mardi Gras, however she feels that more data needs to be looked at to see what the true number of students is that are not completing their FAFSA. Other issues, such as academic status, can contribute to why a students are not eligible for aid.
- Department is working on communication plan that will hopefully fix issues.
- Director will present her data findings to the President for his review.

b. Calendar of Events

a. Calendar of Events was discussed month to month

- Committee discussed having extended hours for offices during first week of class. Academic Support and Financial will be open from 7-6 p.m. Monday-Thursday. Academic Support will be open on Friday 7-5 p.m.
- Registrar indicated that they also have extended hours at the beginning of semester.
- Dates for first and last day of class for the Fall 2018 semester has not been confirmed. August 22nd is still being finalized.
- Committee suggested having a key for each department on the calendar.
- Include Fall/Spring registration.
- Include orientation dates.
- Include holidays & breaks.
- Include mid-term and finals week dates.
- Robert will provide community college events.
- Include admission deadlines and priority deadlines.

Message:

Students, Faculty, and Staff:

Please be reminded that all students, faculty, and staff must utilize only their NMHU email account for all university communication purposes as stated in the Student Catalog under Academic Policies and Procedures. Your NMHU email account is the official electronic means of communication for all matters at Highlands. Student records are protected by the Family Educational Rights and Privacy Act of 1974 (FERPA). Use of your university email account supports FERPA requirements and protects your privacy. It is of high importance that this be put into practice immediately in order to comply with New Mexico Highlands University Policy and to maintain the privacy of all official university communication and information. We appreciate your help and participation in this effort. If you have any questions on this policy please feel free to visit page 15 and page 21 of the 2017-2018 [Undergraduate](#) Catalog and page 14 of the 2017-2018 [Graduate](#) Catalog with the links below.

If you need instructions on how to utilize and access your NMHU email account, please [click here](#) and select Option 2.

Thank you.

Sample Messages:

Thank you for choosing NMHU as your institution for higher education needs. We are eager to assist your request. However, to protect your student account, and abide with the Family Educational Rights and Privacy Act of 1974 (FERPA), please send your message and request to us through your official NMHU live email account. In order to protect you, and your privacy I cannot respond with any information contained in educational records from emails received from non-NMHU e-mail accounts. Please be sure to include your full name and NMHU Student ID number. For information on FERPA, please [click here](#).

Dear (Name),

A response to your message was sent to your NMHU email address: (insert the student's email address here).

Your NMHU email account is the official electronic means of communication for student matters at Highlands. Student records are protected by the Family Educational Rights and Privacy Act of 1974 (FERPA). Use of your university email account supports FERPA requirements and your privacy.

Additionally, please include your full name and NMHU ID number in the Subject line of message to expedite a response to your query.

For information on FERPA, please [click here](#).

Kind Regards,
(Name)