

Persistence & Completion Academy Minutes
August 1, 2019
SUB324, 1:30-2:30 p.m.

Present: Carolina Montoya, Lee Allard, Leon Bustos, Benito Pacheco, Edward Martinez, Lauren Fath, and Kimberly Blea

- I. Kimberly and Benito's presentation to faculty
 - Benito provided a powerpoint for the committee to review.
 - Committee discussion occurred with each slide of the powerpoint.
 - A recommendation slide will be added at the end of presentation.
- II. Content development for handout
 - Committee agreed on a one page handout.
 - Handout will be kept simple and to the point.
- III. Development of 2 or 3 survey questions for feedback of presentation
 - Committee reviewed survey questions.

Strategic Enrollment Management
Persistence & Completion Academy
August 8, 2019
SUB324 1:30-2:30 p.m.

Present: Benito Pacheco, Lauren Fath, Lee Allard, Ian Williamson, Inca Crespin, Kimberly Blea, Leon Bustos, and Maria Sena

Committee agreed to switch Items I & II.

- I. Report back from VPAA Retreat-Benito & Kimberly
 - Powerpoint presentation was made to the staff and faculty in attendance.
 - Feedback sheets were left to obtain comments.
 - Discussion at presentation included:
 - How can we work to get individuals embedded into the department?
 - The possibility of extending services to centers. First year will focus on Las Vegas campus. Second year, center specialists might be able to roll over to the student success coaches.
 - Encouraged Deans to be vocal and asked that they allow chairs to be part of the meetings.
 - Provost shows faith in the model. Model needs to be adapted to make it work for the size of our institution.
- II. Handout Review
 - Lauren provided committee a handout called Coaching Model for Student Success at NMHU-Quick Facts.
 - Discussion of academic probation intervention (JumpStart) occurred.
 - Discussion of progress assessment of usage occurred.
 - Discussion of placement testing occurred.
 - Discussion of registration assistance for new first time freshmen occurred.
 - Discussion of Referrals to campus and community services occurred.
 - Discussion of workshops and coaching sessions occurred.
 - How can you help the coaching model work for our students:
 - Faculty
 - Meet with coaches and departments
 - Academic roadmaps (roadmaps are not required)
 - Use notes in degree audit.
 - Student center scheduling
 - Campus champions.
 - File early alert
 - Staff
 - Refer students with coaching needs
 - Warm handoff
 - Student center service/scheduling
 - Campus champions
 - Reduce institutional barriers
 - Support integration
 - Administrators
 - Committee agreed to remove administrators section

- Initiatives will be added to this section- HLC & P&CA

III. Other

- Faculty Chairs meeting is scheduled for August 14th at 10:00 a.m. All Chairs retreat will be from 1:00-3:00 p.m. Ian agreed to allow Benito and Kimberly to present during meeting.
- Committee agreed to cancel the PCA meetings scheduled for August 15th and August 22nd due to the start of the fall semester.
- Agenda for August 29th meeting:
 - Report from campus presentations.
 - Review feedback received.

**New Mexico Highlands University
Persistence and Completion Academy meeting
August 29, 2019**

Present: Kim Blea, Carolyn Montoya, Benito Pacheco, Lee Allard, Leon Bustos

Absent: Ian Williamson, Lauren Fath

Inca Crespin has requested to step down from membership on the committee

Presentation of Success Coaching model to campus stakeholders:

- Deans Council: done previously, well-received
- Professional Development Week presentation:
 - Good turnout
 - Good questions and good conversation
 - Two feedback forms were received
- Chairs Academy:
 - Session went well, mostly positive comments but some concerns were expressed
 - No feedback forms were submitted
- Overall, not a lot of feedback but not a lot of resistance to the Success Coaching model
- Next step: moving on to academic department level meetings
 - Some departments have asked that coaches be invited into individual classes
 - Music / Fine Arts / Social Work / Business are all appear to be on board
 - Nursing: seemed open to students having connection with Success Coach even though their students are transfers

BrightSpace alerts:

- BrightSpace alerts will be automated
- ITS is currently working on this
- Alerts should be sent out today for students with possible issues
- Right now all alerts are going to Benito; that will change once the Success Coach model is in place

Personnel update:

- Ricardo Martinez has been hired as one of our new Success Coaches (NMHU graduate in Business Administration)
- Christina Montano has also been hired as a Success Coach (also an NMHU graduate)
- More interviews are scheduled for tomorrow (Friday, August 30)
- Budget situation is still not clear – not sure yet how many staff we can hire
- It appears that Ad Astra will take about 40K out of the 250K budget for this combined initiative
- This will allow us to make one or two more hires

TutorTrac update:

- TutorTrac is working well
- The system captures new admits and newly enrolled students
- ITS has resolved most of the challenges we were facing with TutorTrac implementation

Meeting schedule:

- Lauren is unable to make the current meeting time
- We will reschedule the meetings biweekly on Thursday from 3:30-4:30 in Kim's office

Next meeting agenda items:

- Review draft version of intervention schedule
- Review handout from Lauren
- Schedule for academic department meetings on Success Coaching model
- Personnel updates

Other business:

- Signage and communication has been changed to "Student Success Center"