

Strategic Enrollment Management  
Persistence & Completion Academy Minutes  
November 4, 2019, SUB324  
1:30-2:30 p.m.

Present: Caroline Montoya, Kimberly Blea, Lauren Fath, Lee Allard, Leon Bustos, Maria Sena, and Ian Williamson

Zoom: Peter Buchanan and Gloria Gadsden

- I. Review Student Success Coaching Brochure
  - Benito and his office have been working on the brochure.
  - Brochure is almost ready for committee review. Once reviewed, it will be shared with University Relations.
  - Dr. Wood recommendation was to have a communication plan and to communicate intentionally. Part of this recommendation will be this brochure.
  - Committee will review brochure during the next meeting.
- II. Advisement Manual and Success Coaching Model Integration
  - The Student Affairs Committee reviews and modifies the Advisement Manual. As part of that review, this committee needs to ensure that they capture what the student success model looks like.
  - Benito will write language for the coaching model to be included in the Advisement Manual. A few paragraphs of what the model looks like, how coaches are working with faculty, and ways it can be integrated into the manual.
  - Peter will review the language and invites the committee to participate in the discussion.
  - Committee will make the recommendation to 1. Integrate coaching model in the manual, and 2. Request that updates to the student's advisor(s) be made in banner.
- III. Discussion from meetings with HLC Mentor-Dr. Susan Wood
  - Kimberly informed the committee that Dr. Wood had participated in three different meetings via telephone. Meetings with the P&CA team, the student success coaches, and the executive team occurred.
  - Kimberly indicated that Dr. Wood had commended this team for all that has been accomplished and implemented.
  - Dr. Wood recommended the committee work on the evaluation, success, and outcomes of this project. She also recommended that we narrow it down a little. She asked that we set a goal using a certain group of students to provide a benchmark.
  - Dr. Wood also recommended that we develop strategies to student engagement. Coaches need to develop relationships with all student services at NMHU.
  - Additional recommendations included 1) conversation around data. We need to try to help the campus community understand what the data means and what actions we need to take after reviewing that data. 2) develop a focus group tool kit for use during focus groups. Dr. Wood suggested having a detailed focus discussion with freshman to seniors. Committee needs to find out what students want/need. She also indicated to provide incentives (gift cards) for participation. Leon indicated that peer mentors can lead these focus groups. 3) proactively identify academic areas to include identifying the ten courses and come up with campaign. Target students to ensure they are getting

academic support services. Included in this area was to develop a different math tracks for different majors. Currently all students are expected to take same math track. It doesn't matter their major.

- Kimberly indicated the last meeting with Dr. Wood was with the Executive Management Team. The discussion with this team was about communication at that level and the importance of this project. Dr. Wood recommend having updates in different avenues. Avenues include Faculty Senate presentation, other campus presentations, and to be included as part of the weekly email from the President.

IV. Next meeting agenda:

- Student Support Grant Discussion -Trio grant project
- Brochures discussion
- Drafting language for advisement manual
- Update in advisor in banner system

Strategic Enrollment Management  
Persistence & Completion Academy Minutes  
November 22, 2019 3:00-4:30 p.m.  
FMTZ Conference Room 210

Present: Caroline Montoya, Peter Buchanan, Maria Sena, Lee Allard, Benito Pacheco, and Kimberly Blea  
Zoom: Leon Bustos, Mitch Herz, and Carlos Romero

1. Student Support Services Grant Discussion-Apex

- Mitch Herz and Carlos Romero from Apex met with the P&CA Committee to discuss a possible grant opportunity.
  - Mitch informed committee that the grant opportunity is for student support services (SSS). Highlands had a previous grant with similar services, however, grant was removed.
  - Mitch indicates there are webinars that provide more information regarding this grant.
  - Mitch states that highlands needs to make sure we are paying attention to the RFP. Structure is going to be dependent on what the RFP states.
  - The last RFP focused on two things, 1. Development of student non-cognitive skills, and 2. Individualized and personalized career counseling.
  - Committee agreed that highlands needs to approach this RFP as developing holistic, social, intentional activities, student physical wellbeing, nutrition, physical, health, emotional and mental wellbeing.
  - Currently the university provides student success coaching to all undergraduate students on main campus. However, with this grant, services can expand to transfer students on main campus and centers. University needs to evaluate where we can better support these students.
  - During the RNL Summit, five target populations were identified. University had some success with these populations. With this grant, the university has the ability to impact the entire population on campus, build on momentum, and improve retention rates.
  - If this grant is received, the PI for the grant will be Kimberly Blea. She will be able to hire a director and staff.
  - The university already has a baseline. We are able to reflect and review data. This will strengthen our model and will be the key piece to this proposal.
  - Mitch and Carlos requested any documentation that the university might have for their review to start writing this grant. Committee agreed to provide reports such as the co-curricular outcomes assessments, ARMAS grants, documentation of our history of success, the Student Success Coaching model, the Retention Plan, the SEM Plan, and the RFP for the previous SSS grant, if found. Documents will be collected by Kimberly and she will submit to them.
  - Kimberly indicated that Dr. Minner used to be reviewer of grants for the Department of Education. He will likely want to review our grant proposal before it is submitted.

2. Brochure Review-Benito

- Brochure was reviewed by committee.
- Edits will be made to the document and Benito will have an electronic version before the Thanksgiving break.

3. Advisement Manual Discussion

- Conversation through email occurred regarding the Advisement Manual. Peter had requested modification to certain pages.

- Manual includes language out of the Registrar Office and not the Student Success Center.
- Recommendations were made to pages 5-7.
- Peter indicated that the next meeting for Faculty Senate will be on December 6<sup>th</sup>. Manual will be reviewed and discussed.

#### 4. Other

- Changes to advisors in Banner. Peter email Inca about advisor's changes in Banner. Peter indicated she was hesitant about taking responsibility away from advisors. Advisors need to be updated in a clear way. If it was consistently done, it would be helpful. Manual states that it is the responsibility of the departments and administrative assistant in that department to make the changes.

#### 5. Next Meeting

- Agenda for next meeting will include:
  - Review brochure
  - Developing a toolbox for communication with students
    - Communication with students
    - Communication with faculty and faculty senate
    - Data event for spring
    - Open house at SSC