

Strategic Enrollment Management
Persistence and Completion Academy Minutes
March 09, 2020
1:30-3:00 p.m., SUB324

Attendance: Kimberly Blea, Lee Allard, Benito Pacheco, Leon Bustos, Lauren Fath, Caroline Montoya, and Maria Sena

- I. Student survey questions review
 - Leon provided the committee the survey documents for review. Kimberly asked if everyone had a chance to review and respond to Leon.
 - Leon indicated that he will add student classification in demographic questions.
 - Leon indicated that he will go through the IRB process. With IRB approval, committee would be able to use survey information for university presentations and HLC presentation.
 - Leon indicated that he will be facilitating the focus groups. He will have two recording devices and a scribe for assistance.
 - Lee stated that he did not have time to review the documents. He will review and provide any feedback to Leon.
 - Committee thanked Leon for all the work he has done on this project.
- II. Review/Modify Implementation of Coaching Model Document
 - Kimberly indicated that committee needs to update the coaching model document to reflect as the committee's communication plan.
 - Kimberly asked the committee to determine what would be the best way to move forward with updating this document. She states that we need to recognize that this project is part of the HLC but also lies within Strategic Enrollment Management and the Student Success Center. How do honor what we said we were going to doing and incorporate into larger plan for SEM.
 - Add communication piece and what has been accomplished.
 - Terri stated that the coaching model needs to be incorporated into the SEM Plan.
 - The data piece needs to be in place for HLC visit and committee needs to assess the coaching model.
 - Committee agreed that during the next meeting, committee would discuss incorporation of the model into the SEM plan.
 - Benito indicated that on Item #3, the Student Success Center has not met with the Faculty Senate and Academic Affairs Committee to discuss the coaching model. Estimated meeting date with Academic Affairs is in April. Benito will work with Ann Wolf to get on their committee's agenda.
 - Benito will provide dates of when he and his staff met with departments.
 - Estimated meeting date with Faculty Senate in May, their last meeting. The committee encouraged Benito to get on their agenda as soon as possible.
 - Kimberly indicated that Dr. Wood stated that committee needs to speak with other student support services departments to discuss the coaching model. Benito stated that his department has not met with ARAMAS or the Writing Center. Benito also indicated that he has not set up an open house event.
 - Committee agreed that all student services departments should have a discussion and be intentional about it. In a previous meeting, Terri had indicated that a retreat to

bring all departments together might work. Benito will work with Terri and clarify retreat.

- Kimberly asked that Pam from student clinic be invited along with Michelle, Yvette, Joseph, ARMAS, HUE, the Writing Center, Adele, Language Learning Center, Library, Student Affairs, and Athletics.
- Kimberly agreed to provide donuts and coffee at this event.
- Committee agreed that obtaining a copy of all communication going out to students from the Student Success Coaches might be a good idea to have for HLC.
- #4-job description is complete.
- #5-Outcomes is part of the assessment plan. Benito indicates that 668 students came into the office for services. He has a list and can pull classifications. He can also compare the departments that are not utilizing coaching model to the ones that are to determine retention rates.
- Benito indicated that Early Alert is way down. He stated that less people are using it. Benito will be able to pull data from Net Tutor.
- Committee needs to determine when the first round of assessments will be done. Benito feels that during the summer would be a good time to review all the data. Fall to spring retention can be reviewed.
- Final data can be reviewed after fall census date.
- Benito will prepare a mid-term draft of the data for review at the next meeting.

III. Review Student Success Coaching Model outcomes for implementation

- a. Percentage of student in good academic standing $\geq 85\%$
 - Review at next meeting.
- b. Students demonstrate increased access and awareness of campus and external resources/services over time
 - Review at next meeting.
- c. Semester-to-semester retention rate for students who access services will be $\geq 5\%$ higher than for students who don't access services
 - Review at next meeting.

IV. HLC P&CA Mentor Response to Spring 2020 update cycle

- Committee reviewed response from both mentors.
- Benito will come up with reasons students are coming in to see coaches. He feels developing a list of interventions of what was discussed with students.
- Benito also indicated that he might develop an Excel spreadsheet to capture post data. Benito will visit with coaches and figure out how to record post visit.
- Benito informed the committee that he will provide the Business Office a bigger block of time during New Student Orientation. This will allow for that office to meet longer with each individual student to set up plans to pay off their balances.
- Kimberly indicated that if the SSS Grant is received, it will be a big component of financial literacy.

V. Other

- HLC Collaboration Network login (username & password)
 - Everyone indicated that they had received their username and password for the network.

Persistence and Completion Academy Minutes
March 23, 2020
1:30-3:00 p.m., via Zoom
<https://nmhu.zoom.us/j/681365414>

Zoom Attendance: Kimberly Blea, Ian Williamson, Benito Pacheco, Lee Allard, Leon Bustos, Lauren Fath, Caroline Montoya, Terri Law, Gloria Gadsden, and Maria Sena

- I. SSC midterm report (draft) review
 - Benito indicated that he has not ran an analysis to create report.
 - He states that he will have this information before the HLC visit.
 - Leon asked if outcomes with data could be provided to identify better resources.
- II. Integration of coaching model into the SEM Plan discussion
 - Committee agreed that no modifications would be made to the coaching model until after HLC site visit.
- III. Review Student Success Coaching Model outcomes for implementation
 - a. Committee agreed to review outcomes for coaching model at a later date.

Information to be reviewed will be:

 - i. Percentage of student in good academic standing $\geq 85\%$
 - ii. Students demonstrate increased access and awareness of campus and external resources/services over time
 - iii. Semester-to-semester retention rate for students who access services will be $\geq 5\%$ higher than for students who don't access services
- IV. Other
 - The P&CA committee will visit with the HLC site visit team at 3:30-4:30 pm.
 - Committee agreed that because of the COVID-19 concerns, committee would focus on the HLC focus visit rather than going through the agenda.
 - Kimberly indicated that we need to anticipate what the HLC might need from this committee. Key points to remember include:
 - Using data to do make decisions.
 - Demonstrating how we are following the coaching model.
 - Utilizing the intentional coaching model. We are making the model our own and following best practices.
 - Continuing to figure out a way to impact more students and incorporating these ideas to our current coaching model.
 - Determining how we are evaluating our coaching model.
 - Leon indicated that he has not adjusted for the focus groups. He did state that it would be easy to make modifications to zoom or online platform.
 - Committee recommended that the IRB be modified and develop the focus group via a virtual environment. Develop a survey though survey monkey.
 - Benito will provide the committee with preliminary data for review. Data included will be retention from fall to spring. Information will be compiled into one cheat sheet for committee.

- Committee can provide HLC with information regarding the overall improvement of our retention and graduation rates.
- Members can indicate that are committed to improving the university outcomes.
- Members can inform HLC that the Retention Advisory Council Committee is no longer active and has been replaced with this committee.
- Committee agreed that talking points need to be developed. This includes strategies, and areas of concern and improvement.
- Kimberly will work on a document to include these talking points based on mentor feedback. She will include past, present, and future points. She will also include areas for opportunities and strategies.
- Lee will double the HLC invite to make certain that everyone was correctly invited.
- Benito will work on getting data using the three coaching model outcomes.