

Persistence and Completion Academy Minutes
April 20, 2020
3:00-4:00 p.m., via Zoom
<https://nmhu.zoom.us/j/681365414>

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

I. Focus Groups Update

- Leon indicated that the survey went live last week. Students are not participating.
- Leon indicated that after semester is over, he will attempt to have students complete survey. Students might have more free time during the summer to complete. He feels that students can't be asked to do anything extra right now. Students are struggling to get through their classes.
- Member indicated that another aspect to consider is the student's emotional condition. Analysis of survey might mix with the crisis mode we are currently in. Committee needs to distinguish between the two situations and determine data correctly.
- What is the success coaching model look like in normalcy and at the times of crisis?
- Committee agreed that what our institution is going through will be shared at HLC conference.
- Committee agreed to continue summer focus groups and have new samples in the fall.

II. Centers Outreach

- Benito indicated he met with Patrick to determine what centers were doing as part of operations and serving student remotely.
- A follow up meeting has been scheduled with center managers for this week.

III. Retention Priorities

- Pre-registration for fall has been delayed. The Student Success Center has attempted to contact the undergraduate population via telephone. All students received call from a student success coach. Calls made to students were based on the students well-being.
- Other initiatives include sending our students a post card. Message is "Don't give up on dreams we are here for you". Leon indicated that he is working with University Relations to develop. He is hoping to mail it out before the end of May.
- Member stated that a postcard with alumni testimony might work also. Alumni can state what Highlands has given them. Terri indicated that they have had some neat stories from the Farmer Fund. Terri will reach out to Sean to put on the website.
- Committee agreed to reach out to a few alumni and get their stories. "Telling the HU Story" can be posted on website, Foundation/Alumni Roundup and used for marketing material.

IV. Other

- Committee agreed that students are more likely to be successful if they visit with their success coach. Developing criteria with students to provide additional support.
- After HLC Conference, committee needs to determine ways of obtaining data and distribute.
- Agenda item for a future meeting is to determine why did students leave Highlands. Was it because of virus and/or other factors.

V. Next Meeting Agenda

- Focus group update
- Center outreach update
- Greeting card idea update
- Update from recommendation from Lauren
- Plan for pre-registration for fall semester