

Persistence and Completion Academy Minutes

May 04, 2020

3:00-4:00 p.m., via Zoom

<https://nmhu.zoom.us/j/681365414>

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

- I. Focus groups update
 - Leon indicated very little feedback had been received. Only one student signed up. After semester ends, Leon will work with Benito to determine moving forward with these focus groups.
- II. Centers outreach update
 - Benito indicated that he has worked with Patrick on center outreach. Discussion was based on student outreach and having consistent type of follow up.
 - Orientation discussion for all types of student population. Population includes non-traditional, transfer, online, and traditional population.
 - Benito would like to standardize a center type orientation. Implementation would occur by Fall 20.
 - Process and timeline for admission. Our process is not as streamlined as it should be and is challenging at times. Should be one piece and seamless for admissions and orientation.
 - Outreach should be a consistent model that is used across all campuses. Found challenges that will be addressed moving forward.
 - Increase collaboration and increase model to center. Maybe not be coaching like the campus, but some coaching piece on subpopulation.
 - Are centers engaging with center students for fall semester? Committee agreed that a list of center students will be provided to centers. Centers should contact students. If students that have a balance, student should receive communication from the Student Success Center to notify them of balance, date of registration, and options to bring down the balance.
 - Benito agreed to create a report to share with the centers. Lee will assist if necessary.
 - Benito indicated that his office is attempting to strengthen their partnership with Athletics. Both departments have a schedule that they created. In the next four days, the entire athletic population will be targeted by the Student Success Center.
- III. Greeting card idea update
 - Leon indicated that he is working with University Relations to create the postcard. He stated that it will be simple. A postcard that tells students not to give up on their dreams. Card will be mailed out to all first-time freshmen on campus. Want to be simple. Don't give up on your dreams. All first-time freshmen on main campus.
- IV. Update from Lauren's recommendations-retention/recruitment activities (Terri/Sean)
 - Terri indicates that she has a meeting with Sean. She will discuss this recruitment activity with him.

- This initiative will provide opportunity for students to tell the stories.
 - Committee agreed that working along side the Human of NMHU campaign would be beneficial.
 - Committee was asked to provide a few student names for this initiative. Names will be emailed to Terri and she will share them with University Relations.
- V. Plan for pre-registration for fall semester
- Faculty need to have buy-in on Student Success Coaches. Work together to contact students.
 - Due to our current situation, instructors were not able to have pre-registration.
 - The student success model provides a more efficient way to provide services to students.
- VI. Other
- Meeting scheduled moving forward
 - Committee agree to keep it every two weeks until the beginning of semester.
- VII. Next Meeting
- Enrollment Report
 - Telling the HU Story
 - 2020 Updates

Persistence and Completion Academy Minutes
May 18, 2020
3:00-4:00 p.m., via Zoom
<https://nmhu.zoom.us/j/681365414>

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

- I. Enrollment Report
 - Summer enrollment is about 9% down from last year. Based on recent enrollment trends, we should be down 7-8%.
 - Terri and Lee agree that university should keep classes even if they below enrollment to maintain course.
 - Caroline indicated that student are wanting to take summer courses. She feels enrollment will be up as long as right courses are offered.
 - Fall enrollment is hard to gage. Currently fall enrollment is down about 26%.
 - Benito indicated that only 20-30 first-time freshmen are enrolled for the fall. By this time last year, 80 students would be enrolled.
 - University has not made the decision regarding the fall semester courses. President has not decided if courses will be online, on campus. Committee agreed that we should move forward in the fall as normal as possible.
 - Ian stated he had an idea by encouraging enrollment, recruitment, and retention via online. A telethon geared to reach out to students one on one. Benito states that they have already done zoom meeting with students.
 - Terri indicated that students don't engage over zoom. She also mentioned having a potential for enrollment from people that have been laid off and need to come back for a few courses.
 - Committee agreed that more coordination is needed in the graduate level.
 - Graduate students lack a support system.
 - The university has an opportunity to recruit undergraduate students to the graduate program.
 - Terri indicated that TV ads will be coming out on KOB, KRQE, and KOAT.
- II. Telling HU Story
 - Terri and Sean are working together to do feature on Highlands.
 - Sean and Juli will work for alumni featured.
- III. 2020 Updates
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- IV. Other
 - Benito will work on obtaining a list incoming freshmen and transfer students for each department. Departments need to make sure they reach out to their students. Create talking points.
- V. Agenda for next meeting:
 - Update on FTF enrollment for fall 2020
 - Update on FTF enrollment for fall 2019 class for retention.

- List of few students, for HU Story.
- Schedule of Summer contact (enrollment & faculty)