

## **Persistence and Completion Academy Minutes**

**June 1, 2020**

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

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

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

- I. Update on FTF enrollment for fall 2020
  - Lee indicated he had no major updates. Enrollment looks the same as a few weeks ago. Summer is looking better. Only 5% gap from last year.
  - Lee stated that fall enrollment has a ways to go. We are currently 23% down. Somehow, we need to close gap.
  - Students are having issues getting credentials. When students are admitted, their NMHU email and ID number are not being generated. We are also seeing student having issues with their email. Benito indicated that he has emailed Joe and Adele at ITS and they are looking into it.
  - Its an ITS and Banner issue that started with the new portal. Caroline and Lauren will send sample emails of the bounce back they received of these emails. Terri and Benito did not realize that it was affecting continuing students also.
  - Lauren also went into degree audit and degree audit didn't look correct. Something in Banner is happening.
- II. Update on FTF retention for fall 2019 class
  - Benito provided an update on the fall 2019 class retention.
  - 116 registered as of today. 42% retention rate. It is not an exact number. We should be about 47% but at the end it should be 55%.
  - FTF we have 43 enrolled. We have jumped from Friday to now. Everything from FTF will more than likely improve.
  - Terri indicated that CUP had conference call to predict where enrollment will be in the fall. Terri is optimistic that we will not be down in enrollment as much.
  - Benito stated that registration started a month late and with the COVID-19 pandemic, registration is lower than this time last year. He also states that students with balances are not able to enroll this year. In past years, student with balances would enroll, then they would get disenrolled before the semester started. He indicated that the university trends very good at the beginning because it includes students with balances that have enrolled. Once disenrollment occurs, our numbers turn bad. This year we will see a true number because students with balances are not allowed to enroll.
- III. List of students for telling HU Story
  - Terri indicated that Sean and Juli are working on a list of names for this initiative. If anyone has students, email them to Terri or Sean. Benito and Caroline can come up with a handful of students that have a good story to tell. Committee will be included in the emails to prevent duplicates.
- IV. Schedule for summer contact (enrollment & faculty)

- Benito is working on a list of students who the faculty can contact. A script will be provided to make contact.
- Terri indicates that deans, Ian, and Roxanne have volunteered to contact these students. Benito will coordinate and get update to committee next meeting.
- Benito states that the call out campaign is more effective when faculty calls students. If we have small group of students, then we can do call out with a small faculty group.

V. Other

- Updates
  - Benito informed the committee that the virtual orientation shell was submitted a few weeks ago. His office is working with the company to build the nine modules for this orientation. They will be using prepackaged slides and visuals. The virtual orientation is scheduled to be completed by July 1.

VI. Next Meeting

- Enrollment Update.
- Retention Update.
- Example of template for calling students-Information sheet for Review of call out template.

## **Persistence and Completion Academy Minutes**

**June 15, 2020**

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

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

Zoom Attendance Lee Allard, Benito Pacheco, Kimberly Blea, Maria Sena, Lauren Fath, Ian Williamson, and Caroline Montoya

### **I. Update on FTF enrollment for fall 2020**

- Benito indicated that FTF enrollment is going to be down for the fall. There office would have had a summer orientation by now. Usually enrollment goes up after an orientation.
- Benito states that his office had been focusing on the summer enrollment. This initiative has slowed down progress for fall enrollment. The Student Success Center coaches have started contact with students to try to get them enrolled for fall semester.
- Benito states students that have accepted scholarships are about 200 students. He indicated that their about 800-900 admitted students in the queue right now. This total does not include graduate.
- Lee informed the committee that summer enrollment has stabilized. Enrollment is up slightly then a year ago. This is a positive sign.
- Lee stated that fall enrollment is down 18%, however he feels we are gaining ground. We are moving in the right direction. FTF is down 50% and transfers are down 37%. One positive sign is the School of Education. They are up 40% from last year.
- Lee stated that the Rio Rancho Center is up and the Farmington Center is about even from last year.
- Benito stated that his office called all the undergraduates that graduated and a good amount of them stated they will apply for graduate school.
- All UG graduated were called.
- 18% that we are down, its 18% from this time last year.
- Housing information. How is that going to work. Everything is now is a plan. Based on plan, we don't know what is going to happen day to day.
- 123 applications. Communicate to students about housing, encourage applications are in as soon as possible. Right now only new applicants have to pay the \$200 fee. Renewal does not require deposit.
- In order to apply for residence hall, students do not have to be enrolled for residence call. Kimberly will be meeting with Andrew Ehling.
- New coaching staff is trying to see how things work at university.
- Never a practice for student be enrolled to get applications for housing and residence hall. We won't place students until they are registered. Not true.
- Work to apply fee to student account. It will work on a case by case bases.
- Campus apartments, very similar to rental agreement. Month to month. They can apply and there is vacancies, they can move in advance.

- Upper classmen. They are not required to have a meal plan. \$740 per month per 2 bedroom apartment; only pay electricity.
  - Update SEM Plan with intergration of
- II. Update on FTF retention for fall 2019 class
- Retention is 44%; We are moving up a little each week.
  - We are going to have to have push for enrollment.
  - What are students saying; is there anything we can assess. Why enrollment is not higher.
  - Policy for enrollment has changed. This is first semester that has done that.
  - 800 + students have a balance. After initial follow up we got it down to 300.
  - Percentage of FTF who have a balance is higher, because they live in the residence halls.
  - Number enrolled now will be a more true number because there will be no disenrollment.
  - Enrollment and retention are lower then what we would like, as a retention pospective. These are true student. This is more true and accurate.
  - Last year we had 62% enrolled for Fall. After disenrollment it dropped off to 49%. We ended at 55%.
  - Students that have balance, are they indicating they are working to pay balance. Office is communicating with students to pay down the balances.
- III. Review of template & information sheet for call out initiative
- Working with faculty and academic deans will take a more direct role.
  - Not much update. It is a challenging to coordinate. Respect working conditions. Sent to deans and department chairs.
  - Benito provided template for call out initiative.
  - Student, phone number, email, and by major.
  - Reviewed template for email.
  - Reviewed template for the phone calls.
  - Collect data. Did not send out template to
- IV. Other
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**Persistence and Completion Academy**  
**June 29, 2020**  
**3:00-4:00 p.m., via Zoom**  
**<https://nmhu.zoom.us/j/681365414>**

**Minutes**

- I. Update on FTF enrollment for fall 2020
- Enrollment report was reviewed by the committee. Lee stated it looks better. Enrollment down 16%. Incoming FTF and Transfer students are down. Overall, we are making headway.
  - FTF enrollment is down 47%. Benito stated that this low enrollment is due to COVID-19, starting enrollment efforts one month late, and no in person student orientation. Usually increase enrollment happens when his office holds in person student orientation.
  - Benito stated that summer enrollment is up 3% and a number of classes for the summer session still had demand. He indicated that his office has never being as aggressive with summer enrollment then they have this summer.
  - Benito indicated that not knowing the plans for the fall semester has been difficult. He states that once they know if the university will be all online or if on campus classes will occur, an enrollment uptick will occur.
  - Kimberly stated that some think that if we did not have FTF residency requirement, we would have larger enrollment numbers. Benito stated that residency policy is in place for all NM universities. Benito feels that it would not make a difference if policy was in place or not. Kimberly indicated that we are limited availability to house residence. Benito stated that in a normal year, it does not make difference. But because of COVID-19, there could be a difference. Some students are concerned about living in residence hall for safety.
  - Some universities, like UNM, have waived the requirements for living in the residence hall.
- II. Update on FTF retention for fall 2019 class
- Benito indicated that the current FTF retention is 45.5%.
  - Benito stated that he has the ability to query the business office records and create business office report. He will be able to determine how many students that have not registered still have a balance. Benito states that students don't have a balance, his office will contact aggressively.
- III. Project outcomes
- Benito indicated that he was going to obtain the three outcomes, however, has not been able to do so.
  - Kimberly provided the three outcomes to the committee:
    - Percentage of student in good academic standing is greater than or equal to 5%.
    - Student demonstrate increase access and awareness of campus resources.
    - Semester to semester retention rate for student that access services is greater than or equal to 5% higher than students that don't access services.
  - Kimberly indicated that we need to review these outcomes before the fall semester.
  - Benito indicates that for fall 2019, over 14,000 student visits to the Student Success Center were recorded. He states that undergraduate non-visit students retained at 72.5%.

Undergraduate visit students retained was 83.9%. Ten percent higher for students that saw someone in the Student Success Center.

- Benito indicated that numbers are based off of Tutor Trac data.
- Kimberly stated that when tracking data, we need to ensure that we are capturing all the data. Need to work with ITS to get all the data that is possible.
- Kimberly stated that during the fall semester, if it is done virtually, data will need to be entered manually into Tutor Trac. If this data is not entered, this information will be lost.
- Leon indicated that we need to loop in the directors affected by the tracking of students. He states that we need one specific way to track this information. Need to track this data in a more seamless way.
- Benito states that even though the current data captured is still lacking in certain areas, it is still the best data that this university has ever been able to capture in a semester. The university has never had a standardized system, but now we are getting closer with Tutor Trac.
- Benito will work on getting a meeting together with department leaders to determine how data will be captured. Benito has a list of all the offices that are utilizing Tutor Trac.

#### IV. Project recommendations

- Kimberly reviewed the information we provided in last report in Version 5 and the feedback and response that was received from our mentors.
- Kimberly stated that the mentors are asking if the coaching model will be incorporated into SEM Plan. As agreed by the committee, this model will be incorporated after the HLC visit. Due to the delay of this visit, incorporation has not happened.
- Kimberly stated that the mentors are also asking about a communication plan. No communication plan has been developed, however, committee indicated that documentation has been developed for the various audiences. For the purpose of the academy, we need to document all of that.
- Benito indicated that they have records of communication and visits with departments in the fall including coaches that participated. It is important that we show the academy that we listened to what they suggested.
- Lauren indicated that the brochure that was provided to students, staff, and faculty could be included in the plan. She stated that providing all the documentation that was developed for all levels of communications with the different factions.
- Kimberly indicated that a communication plan is to sustain the projects and not only to launch it. It would be documenting what has been done and how to communicate with different audiences.
- Caroline stated that creating an electronic communication plan would be beneficial.
- Kimberly stated that another question our mentors had was providing financial planning with students. She states that the changes in how we enroll and disenroll students could be part of this answer. She indicated that the Financial Aid Office had to cancel a lot of the financial literacy due to COVID-19. She also stated that we should hear for the Student Services Grant by June or July.
- Kimberly stated that that funds will be coming in the Center for Professional Development and Career Readiness.

#### V. Other

- For next meeting:
  - Enrollment updates
  - Project Outcomes-Benito
  - Update on Tutor Trac-Benito