PCA Meeting Minutes
University of New Mexico
February 21, 2019
10-11 A&S Conference Room

Attendance: Laura Valdez, Patricia Lott, Brandi Stone, Marlene Sanchez, Kelsey Molo, Andrew Gonzalez, Rosa Isela Cervantes, Stephanie Hands, Jennifer Lucero, Jeannie Baca, Quinton Freeman, Corine Gonzales, Dada Willis-Gregory, Chris Baca, Angela Pacheco, Florencio Olguin, Nissane Capps.

Approve November Notes:
- No changes were proposed, all was approved.

New Student Orientation Changes and Updates:
- In attendance: Michael Hoodless, Leslie Armell, Tina Zuniga, Emily, Jose Villar
- Jose:
  - NSO was previously administered by DOS and CEP since 2013. Prior to that, CEP and Lobo Orientation were the two main orientation entities on campus. Both were combined due to recommendations, but still separate in background work. Provost requested to fully integrate NSO under one roof. Orientation is now under CEP, under Jose’s direction. Team within CEP working in different areas of NSO. Tina is with the Comevo online orientation program, going over material presented and sending to different colleges and departments to check for accuracies. Next step is to work with specific cohorts such as AISB and Athletics.
  - Orientation is now happening as students are now registering at nso.unm.edu to select an orientation session. NSO is slated to have same number of orientation sessions as last year. All will be entirely in tact due to timing. Not many changes will happen since it’s already February.
  - Ideas we are wanting to tackle: Transfer and Non-Traditional orientation. 70% are non-traditional/adult learners, we are hoping to change the name of TNT program to reflect the non-traditional student population. Hope is to change language and topics to reflect and address TNT population.
- Question: Are registration are numbers looking pretty good?
  - CEP opened up registration 2 weeks earlier than normal (Feb. 1) due to how other institutions open NSO registration early. Idea is based on how students can register and get it out of the way to fully commit and not focus on other schools to sign up for. Right now it is hard to judge. For UNM day, many signed up.
- Question: Are you going to continue calling students ahead of time to confirm area of study?
  - Yes, there is value seen in contacting students beforehand such as sending reminders and update/confirm their major. They are hoping to roll out an app so students can have some of this information in hand and see information for the summer– as well as how to buy parking passes, housing, transcripts, check your UNM email, etc. to better communicate and reach out to students.
- Question: Since enrollment has opened up, how soon can we get the list of students?
Meetings will be set up with NSO and various departments to go over emails and communication efforts. No harm in it being sent earlier. The idea is to revisit the communication plan for customer service – UNM has about 10,000 that get admitted and 5,000 that fully attend UNM, so the question is how can we improve? What can we do better? Right now, the focus is on communication efforts and how to reach out to students in a helpful manner.

- Brandi – Will the ethnic centers be able to receive lists of students to contact?
  o What Jose will do is set up a meeting with different centers to go over procedures and how they can better assist or talk on collaborating on ideas to better serve the students. Regardless of change, we still have students welcoming to campus in a couple of months and all help possible will be appreciated.

- Jeannie: Has your location changed?
  o Yes, NSO is not a CEP program, it is a university wide program. NSO Contact Number: 505-277-3096. If student has questions about registering, they can visit the CEP office on the 3rd floor of Mesa Vista

- Rosa: How are you going to identify CEP students vs. NSO students?
  o There’s still a need as some students are first generation or they are placed in foundational courses. Advisors will determine how to help students get on boarded and connected to the correct resources on campus.

- Program with Octan, to PACC. Out of state and rural area students, encourages to attend PACC (Participate in Active Community Collaboration). Students can show up the day before orientation, and stay, come to campus to meet other out of state and rural students to build community among them. Previously, STEM Collaborative talked about research, space was provided where students can go and test, presentations on growth mindset and understanding that college will be challenging but possible, and learn about different programs and difficulty of being admitted to certain programs. Helps students ask questions and become more engaged. Not exactly targeted based on ACT score, just those that are interested in attending.

- Further questions can be directed to Jose Villar.

**HLC Site Visit:**
- Criterion 3 and 4 are advising related and will be discussed on campus at open forums
- Open forums will occur March 4, 10:45 – 12:00, MCM 2110
- Site visits will also happen at branch campuses: Gallup and Taos
- Try to go to the open forums as it is important for all of us to attend and talk to those who are reviewing us.

**Taskforce Group:**
- **Peer Review** – Kelsey is a member in terms of those attending this meeting. We’ve been methodically going from department to department and we’ve reviewed about 10 departments. We are now at a point where we need to figure out if we need to start with last years and see if last year’s recommendations have been implemented
- **Transfer Students** – Due to the snow day on Tuesday, the meeting was cancelled. They’ve identified resources and services for transfer students. The cancelled meeting will not be rescheduled.
Next Meeting – March 21, 10am – 11am

Other Items:

- Recruitment and Retention – an enrollment taskforce is in place however we must all play a part in recruiting students to UNM
- Chriselle – Operation Registration decision to no longer need for this project as it did ok from the first semester to the second semester. As a result, Laura and I will have tables set up in the SUB to answer questions about registration, but would like to know if advisement centers would be interested to have open hours at their centers on April 25. Email will be sent out. For the spring, tabling will happen in the SUB to answer general questions and direct students. Everyone else will be in their centers.
- Laura - Registration will open at 7am this semester. No longer at midnight. Upside: services are available to them now rather than waiting 7 hours. Be extra vigilant on emails to screen for registration questions and confusion, especially with common course numbering coming up.
- Question(s):
  - Stephanie – Will advisors need to be there at 7am? Will other centers be open at 7am as well?
    - Chriselle – We will be gathering more information on that.
  - Stephanie –If students register, they are more likely to stay. Could we formalize a report through enrollment management on students registered right now for the fall and see who have not registered to contact them during the spring rather than the summer?
    - Chriselle - Some students are unable to register due to taking care of balances. The retention committee has talked about this in meetings and other reasons students do not register.
  - Florencio – Why 7am?
    - Laura – We look at class peak times in order to help students avoid skipping classes to register. The choices were 5pm or 7am. 5pm would bring in a few more issues when it comes to accessing resources on campus.
  - Jennifer – What will be the communication to students?
    - Laura – No answer at the moment as we still have to figure out a few things.
  - Rosa – This is an idea on how to not let students register for the summer if they cannot pay their balance in the spring. This would give them the opportunity to work on paying off the balance and allowing them to register in the fall.
- Advising Matters: Pamela will go over Gen Ed this month, and next month, the topic will be on Common Course Numbering. Please attend and encourage staff to attend as it is an important topic.
- UNMCORE.UNM.EDU: The website will contain a crosswalk that is the current core curriculum. The old names with their new names are listed. The other tool is under the new Gen Ed, it is very rough as it is one continuous list. Take a look at both. We will post a list of some courses that may be confusing to avoid students registering for duplicate courses.
- Pamela – I am interested in your feedback. The next month will be difficult and intense on getting set up and ready to go, which will be addressed later this afternoon [at Advising Matters to address certain details on websites as we move forward with communication. Just wanted to send a big thank you. Any discrepancies on the website can be addressed to Laura.