

# PCA Meeting Minutes

## University of New Mexico

August 30, 2018

### 10-11 A&S Conference Room

**Present:** Krystal Ward, Stephanie Hands, Anne Compton, Florencio Olguin, Shannon Saavedra, Andrew Gonzales, Corine Gonzalez, Chris Baca, Rosa Cervantes, Pam Agoyo, Dey Nunez, Jena Crabb, Marlene Sanchez, Quinton Olguin, Kelsey Molo. (Nissane Capps via Zoom).

Introduce Dey Nunez a new employee in OAS. Work as Dual Credit helper, Loboachieve, tech helper. Zooming meeting with our new equipment.

Approve minutes from May 2018 – updates: Attendance: Pam, Quinton, Florencio were present. “Lisa’s staff” under first bullet point.

Updates from Anne:

- Looked at old data from transfer student survey.
  - Students were getting information from a variety of different places.
  - If advisement came from advisors they were generally happy.
  - If it was from outside places the information was dated.
  - Looked at college websites.
  - Looked at emerging best practices (flipped advising).
    - Lots of variation in language. How can advisement be a part of the students success.
    - Over the summer worked on giving feedback to each of the centers websites.
    - What are some of the things that need to be included.
    - Some were minimal.
    - Tried to respect what each college’s mission was.
    - Some were hold heavy.
  - Ended with a list of recommendations. Recommended there be another group pick up where they left off.

Laura thanked them for their time and recommendations. Asking for feedback on the recommendations. (see handout)

- Issues: How do schedule appointments (no LoboAchieve function)
- Out of state/ at a distance, how to advise? IM/Skype
- Discussion on process for phone advisement. Most advisors in A&S do not have a phone, but students can call the front desk.

Transfer Survey feedback:

- Why do they have holds? How is their coursework articulated? Delays in seeing an advisor.
- Didn’t understand holds could come from people other than advisement
- Corine: When students are admitted include steps to be admitted to include making an appt with an advisor.
- Every college says they meet with prospective students.
- Rosa: What is the process for prospective students? Pam: will meet with the students and give basics (financial aid, funding, resources) then refer them to their academic advisor. Laura confirmed the

students should be meeting with their advisor of their major unless they are a health science major or undecided major, then EPAC is their college.

- Shannon: hard because a lot of prospective students expect to be seen without an appointment.
- Anne: use the websites as a tool. Empowering the students to make these decisions.
- Jenna – from survey: they didn't know they could meet with an advisor but listed their advisor as one of the main reasons for their success.
- Pam: managing student expectations vs. reality.
- Corine: Student didn't know where the "front door" way finding error.
- Help students realize that bureaucracy is part of being a college student and being independent. You have to participate in this process. It is the students experience, they need to take the reins.
- Laura: unspoken expectations. Make them crystal clear. Being caught up in policy not process. Good feedback need to move forward this year. Leadership committee: Transfer student 2.0 breakout group. Prospective group: make sure front desk is trained, pick up where the survey left off. What needs to be institutionalized.
- Email Laura if interested.
- Peer reviews: Anne Stumbled into this concept to review websites. Only able to review the colleges websites. Need to look at Integrated sites.
- Thoughts about direction: Small focus groups with students as part of the peer review. Positive feedback from community so far with suggestions.

#### Thoughts for PCA

- (Rosa) Review of website – focus groups with mix of students for them to review and provide feedback from each office/department if time allows for peer reviews (seconded by Jenna)
- Jenna – work with CNM to obtain feedback in order to understand transition and see where transfer students struggle as they begin to attend UNM (seconded by Stephanie – as a form of prevention and obtain perspective before it happens)
- Marlene – agrees that progress is going in the right direction and understanding how to refer students
- Kelsey – making process more reactive, for printed material have them contact their academic advisor; have standard process across all offices (making sure all departments let students know to make an appointment with advisor so that one office doesn't visit with them immediately which may not be the case elsewhere)
- Pam – printed material, although important, may be prevented due to budget constraints; peer review and social media: some students are beginning to contact offices via FB messaging and provide contact information; should need to consider
- Jenna – started online walk ins 1 year ago; went from 100 something to 588%, about 700 something online walk ins, original email contact to IM, then google meet up 5-7pm, showed increase student participation
- Interested in serving or volunteering staff to serve for the transfer 2.0: Pam will volunteer staff, Corinne will volunteer certain centers like OneStop, Marlene, Stephanie.
- Interest in peer review: pam will volunteer staff, Andrew, Marlene will volunteer staff, Stephanie can volunteer staff in case theres insufficient numbers, Kelsey, Rosa
- Next meeting sept 20<sup>th</sup>, meeting 3<sup>rd</sup> Thursday 10-11 human resources will attend for first half hour to update on project, equity grids and resume to look at experience across the board with advisors. Website in email sent out will obtain update the team that's reviewing that's extended. Potential implementation in the Spring semester but no guarantees.