

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

Attendance: Stephanie Hands, Brandi Stone, Anne Compton (Stephanie Sanchez), Kelsey Molo, Chris Larranaga, Marlene Sanchez, Corine Gonzales, Beth Elkin, Quinton Freeman, Jenna Crabb, Dada Willis-Gregory, Nissane Capps, Krystal Ward, Jennifer Lucero, Tracy Owen, Elizabeth Rademacher, Natalie Becenti, Shannon Saavedra, Florencio Olguin.

Approve February Notes:

- No changes were proposed, all was approved.

Core implementation notes

- Laura
 - Stephanie Hands, Jennifer Lucero, and Laura have worked on this, modeled after the old core curriculum notes plus feedback from advisors.
 - Please do not email this (this is internal use only).
 - A correction to Item #7: Should be through area 14.
 - This will be discussed further at the Advising Matters meeting today.
 - This is the feedback phase, with a final version set after all comments are taken.

Transfer student task force updates:

- Daniel
 - Looking at the ease of use (looked at some google searches) found some 3rd party websites that said they can help students transfer to UNM. We do not want that to be a problem for students so we will work on how to help students navigate transfer issues.
 - We want departments to connect as soon as possible to students who are inquiring (prospective students).
 - Fastinfo: says refer to your advisor. How do we do this. Where is the directory. How can they get to this information quickly. Will be looking at these resources soon.
 - We have 6 FAQ's, only looking at courses in progress. Transfer process what happens when they get here.
 - Last area: more interactive, being more considerate of students with different learning styles, videos/tutorials, looking at processes. One thing looked at was the TES website, is it easy to use/find. Also reviewed the instructions that accompany the TES website.

Retention

- Laura and Corrine met with Pam Agoyo to get ideas on the Retention to the 2nd and 3rd semester. For American Indian students was: 74% last year.
- Pam put her team on a communication plan with students in AISS and the retention they increased to 94%.
- Corine said they were working more closely with students who have a Bursar's hold.
- Corine now working with Brandi in AASS.
- Retention task force subcommittee: so easy to refer students to a community college (whatever the reason) instead of saying yes go to community college/etc., maybe give them some options

(consortium), looked at other financial aid possibilities, if they have a rough semester (ask if they tried petitioning your scholarship), etc. Look at counter points that we can use, instead say have you thought about ____ (taking an online course, other ways to stay connected), so they stay active at UNM and will not have to reapply).

- They have used resources here and hopefully made connections that can help them be successful. Many students are excited to be a Lobo, and want to stay a Lobo. Also suggesting the students take courses at the branches as well.
- What does it do to a student psychologically to not do well at UNM. UNM is tough, we should say we hope you come back. You belong.
- Students can blow up their problems and think there are not solutions. We can help them find solutions that will help. Hoping to have future discussions, have tips to help advisors help students problem solve. Also to have the academic refer to the integrated areas who are able to meet with students for more time/etc. Out of state students who say they are home sick: right away an integrated advisor said they deal with it all the time. They work on meeting with the students every other week, call the RA, ask about their eating habits (eating in their dorms, etc.).
- Common thing they are seeing and students taking summer classes in financially feasible way. Maybe have a posters, or summer Pell (a marketing tool).
- Federal government had taken summer Pell away, but it is coming back.
- Not always a good idea to refer students to CNM. That puts the responsibility of knowing the registration policies of that institution, like CNM who does not allow late registration. Also, asking students to learn a new environment, network, etc. when they just started to learn ours.
- Also, they have to restart at UNM, with transcripts, etc. Start the relationships again.
- We should pull on our own networks to help the students.
- How do we help our advisors adopt this mentality. One Stop can get a “no” answer which can be frustrating for the student. How do we connect our advisors who do not have contacts.
- If students are having a bad experience with One Stop please let Corine know. If the students are not eligible it is what it is.
- Advisors would benefit from a script from Elizabeth Amador in Scholarships/ FA. A tip sheet, or something to help us with vocabulary.
- Ask students what is your plan to come back. Mention: consortium, branches, etc.
- Refer out to the centers who can help. Make it a direct hand off. Say I am IM’ing ____ right now. Have considered making a tip sheet. Will be meeting with EPAC to get ideas.
- This summer CEP is going to flag those students who have financial issues to have them reach out to help them with their forms to ensure that after orientation they leave complete and ready to go. This is for NSO + TNT.
- Go to: summer.unm.edu that will link to the fast info answer. Invite Brian to your staff meetings to go over it from an expert point of view. Remember: FAFSA is Fall/Spring/Summer. Corrie will send what she sends to students that shows how students can request summer Pell.
- Will be taking the show on the road, and will be meeting with departments to help become more student centered and UNM centered.

Updates on the advising study

- Study is marching on. Nothing has finalized. January was deadline for abbreviated PRQ's. Some are from departments are realizing that their advisors should not be in an advising categories. Those that cross walked automatically to a supervisor role. There is clarification needed to see if they supervise. 181 people that are part of the study. A lot of them are in US UNM. US UNM has asked us to implement this on April 30. We sent out drafts of the descriptions. Yesterday was the deadline for feedback.
- Questions about having to hire from scratch, does it have to be entry level.
 - If you need a senior level then you can post/ hire for it. Just in case the job market does not bring competitive applicants for a senior then you can post for the entry level.
 - Frustration that mid levels only have supervisor level, which there are few roles.
 - Small offices don't have supervisor capabilities.
 - Most advisors don't want to supervise, but they want to be recognized.
 - It is up to the depts discretion what pay to give advisors.
 - US UNM has allowed a MSU (Mass Salary Update) in the past.
 - We hope USUNM will negotiate that in their contract. It can be merit based as well.
 - Provost packet: looking at salary compression and set aside money. Equalize salaries across the university. Has a lot of approvals to go. Florencio: Senior advisors moving up to a 12, those below minimum will automatically receive a raise to minimum. The hope is that it would be processed before our prospective raise.

7 am registration time

- Please share with your students.
- Was a story on KOAT to promote it.