

**FALL 2018 ADVISOR
INSTITUTE
Enrollment Management &
Bursar**



ADMISSIONS & RECRUITMENT – Matt Hulett, Director of Admissions &

- **UPDATES**

- SOE Recruiter
- Felony Question on Application
- Paper Applications vs Online Applications

- **HOW CAN ADVISORS PARTNER WITH RECRUITMENT?**

- **REFRESHER: TROUBLESHOOTING**

- Student tells an advisor that they sent official transcripts to UNM several weeks ago but it's still not on their student record at UNM. What is the best protocol for this? Should we check OnBase first and then contact someone in Admissions? Who is the best contact?

- **RUMOR CONTROL**

- Were students admitted for Fall 2018 without placement scores?
- What was the communication with the student for taking the Accuplacer?
- How can Admissions & Advisement partner on this in the future?

REGISTRAR – Tanaya Brown, Operations Manager

REFRESHER: FERPA – IS IT A VIOLATION?

SCENARIO #1

An out of state alumna calls and needs a copy of her LoboTrax Degree Audit but no longer has access to LoboTrax or her UNM email account. You ask a series of questions and when she answers them correctly you email her the degree audit to her non-UNM email account.

SCENARIO #2

Student prefers phone advisement because of his demanding work schedule. He signed off on a form indicating that he would allow phone advisement from a particular phone number. You make a phone appointment with him and call him at the number provided on that form and discuss his confidential student record with him over the phone.

REGISTRAR – Tanaya Brown, Operations Manager

REFRESHER: FERPA – IS IT A VIOLATION?

SCENARIO #3

A T.A. walks into your office. You know this T.A. has been hired to for a particular section of a course in your department but she is not listed on the schedule of classes as co-instructor. She was told by the instructor of record for the course to go to you to get a class list with student email addresses so that she (the T.A.) can email the students information about an assignment. Since you know the instructor and the T.A. well, you give her the class list.

SCENARIO #4 - A

You need to send an email to all the students that have been admitted to your department because they need to attend a Department Orientation. When you send the email, you CC all the students admitted to the email.

SCENARIO #4-B

At the orientation, you have the students pass around a sign-in sheet which requires they write in their name, email address, and UNM ID #.

REGISTRAR – Tanaya Brown, Operations Manager

- **UPDATE: UNM Core Curriculum**
 - Are we going live in FA19?
 - When it be reflected in LoboTrax? As in how early can we run what-if audits to show students how this could affect them if they choose to move up in catalog years to 2019-2020?
- **RUMOR CONTROL: Branch Campus Registration**
 - Based on the experience of Main Campus students being unable to register for late starting Spring 2018 at the Valencia Branch Campus a rumor has surfaced that main campus students will no longer be able to take classes at the branches. Is this true?

REGISTRAR – Tanaya Brown, Operations Manager

- **REFRESHER: Grade Replacements**
 - Can students do grade replacements for courses taken while in an associate program at a branch campus after they have already transferred to main campus?
- **REFRESHER: Academic Renewal**
 - Student's last semester at UNM was in Fall 2016. He earned a grade of "W" in all his Fall 2016 courses. Which semester can the student return to UNM and be eligible for Academic Renewal?
 - **A) Spring 2021, B) Fall 2021, or C) Spring 2022**

SCHOLARSHIPS –

Elizabeth Amador, Financial Aid Manager & Vanessa Rivera,
Accountant 2

- **UPDATES - Lottery**
 - How much of tuition is being paid by Lottery for 2018-2019?
 - Have we seen any students take advantage of the gap year?
 - Any other updates?
- **REPORTS**
 - Is there a report advisors can run to see a listing of scholarships students have been awarded?

SCHOLARSHIPS –

Elizabeth Amador, Financial Aid Manager & Vanessa Rivera,
Accountant 2

- **REFRESHER: Qualifying Semester for Lottery**
 - Student took MATH 264 as a dual enrollment student at UNM and earned a grade of “D.” Student retakes MATH 264 during their qualifying semester. It is a repeat worth 0 hrs but since qualifying semesters are isolated, will the MATH 264 hours count toward qualifying for Lottery?
- **REFRESHER: MATH 180 vs MATH 162**
 - If a student takes MATH 180 under one major, then changes majors and is required to take MATH 162 they technically cannot earn credit for both. Is this ok for scholarships? Since we will be swapping the credit between MATH 180 and 162 will the student be able to use MATH 162 as hours toward their scholarship?

FINANCIAL AID –

Brian Malone, Director of Student Financial Aid

- **UPDATES – Aim to Achieve**

- Spring 2019 is the first semester students qualify.
- What is the process for students? Is Financial Aid contacting them?
- What can advisors do to help facilitate this?

- **REFRESHER: Consortium Agreements**

- Example: A student brings an advisor a consortium agreement form. The student is taking classes at CNM but is registered for more classes there than an advisor can sign off on in Section III. However, they already had CNM Financial Aid fill out Section II (per instructions on the form) and they filled it out for all courses, not just the ones the advisor can sign off on. Do we then need to re-direct them to CNM to have Section II redone?

BURSAR – Daniel Borrego, Bursar

- **CR/NC & AUD vs. Drop with “W”**
 - Is this the loophole for students not having to pay back tuition if needing to “drop” below 15 hrs? Can a student simply change the grading mode (with permission of instructor, of course) rather than dropping to avoid owing back tuition?
- **FA18 Semester Memo**
 - Could this be posted to your website or provided to advisors prior to each upcoming semester?
- **RERESHER: Billing**
 - What is the first due date if a student registers prior to the beginning of a semester? After the semester has started?