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Anthony Ballo, Manager, Systems and Programming

Admissions & Recruitment

Matt Hulett, Director
Deborah Kieltyka, Associate Director

Communications Center

Anthony Gallegos, Operations Manager

Financial Aid & Scholarships:

Brian Malone, Director
Joseph Gonzales, Associate Director

One-Stop Enrollment Services

Carolyn Gutierrez, Operations Manager

Registrar's Office

Alex Gonzalez, Registrar
Elizabeth Barton, Associate Registrar
Sheila Jurnak, Associate Registrar

Veteran's Resource Center

Questions or comments?

Email: tellus@unm.edu
Corine Gonzales,
Strategic Support Manager

Dear Colleagues,

Fall 2016 has come and gone so we won't lament or celebrate how fast it has transpired. Let's just agree that life in general goes by quickly. In this message I choose not to elaborate further on our institutional fiscal outlook, state budget cuts, leadership transitions or other unpleasant news that dominate our horizon. It is far more helpful and cathartic for me to remind us all about the importance of gratitude.

The Greater Good Science Center at the University of California, Berkeley, has gratitude as a major topic along with compassion, empathy, happiness and others. The website at <http://greatergood.berkeley.edu> has many selections on evidence-based discoveries about feeling better about life. I particularly like the information regarding teaching kids things like compassion and believe perpetuating these values will make a positive difference in our future.

To continue emphasis on some of the inner workings of Enrollment Management units, I would like to recognize the great teamwork of the Student Financial Aid Office (SFAO). What they do is not a secret but we often only hear from a few dissatisfied students and not the many thousands who happily receive funding and go about their way attending UNM. This year in particular has been a huge change for financial aid. FAFSA season opened in October instead of the traditional January beginning and the entire financial aid schedule had to be re-worked. Deadlines, packaging, peak work flows, required verification and critical communication all changed. By the first week in December we had already received over 13,000 FAFSAs. We wanted this change to benefit our new and current students by providing them financial information earlier than our traditional awarding period. Thanks to the SFAO staff for planning and implementing these changes.

Please have a great and safe winter break. Let us all make the best of 2017!

Registrar's Office

CONGRATULATIONS GRADUATING STUDENTS!

Congratulations to all students who are graduating at the end of the fall semester! We look forward to seeing many of our students participate in commencement ceremonies. Students will receive their diplomas by early February.

NEW PLACEMENT EXAM

For many years we have used the Compass Exam to assist us in placing students in the appropriate Math or English courses. As of this Fall, Compass is no longer available and has been replaced with Accuplacer. This new exam will be available in December at our testing center. We have worked with the English and Math Departments, IT and Testing Center to implement this new exam.

COMMON COURSE NUMBERING UPDATE

The NM Higher Education Department and Registrars from our state institutions have been working on developing the common course numbering for all lower division courses. Committees have finished reviewing English and Math courses for common student learning outcomes and have forwarded them to the registrars to start determining common course numbers. The group of registrars will work through most of 2017 to assign the common course numbers and schools will start implementing the change in Banner, catalog and degree audit.

SPRING 2017 REGISTRATION CONTINUES

Registration for Spring 2017 is open and students can register via LoboWeb. There are many course offerings including online courses. If students are needing to complete additional courses to meet scholarship or financial aid eligibility, we also have some Late Starting Courses for Fall 2016. There is a program fee of \$150 per student for late starting courses. You can view those offerings at schedule.unm.edu, Fall 2016, Late Starting Courses.

Admissions Office

As part of the university branding effort, the University Communication & Marketing office, 160over90 agency and the Admissions Office created a new Viewbook and addi-

tional support publications this summer. Implementation of a CRM system will begin in November, lasting until April 2017, to replace the existing system and support increased outreach to prospective students and families. In September, an all-new mobile first undergraduate admission application was deployed to meet the increasing demand from students to use their mobile devices for almost everything. The application was built with a flexible design to accommodate Managed Online Programs' additional information needs. The Admissions Office and the enrollment management division also have partnered with Capture to refine prospective student search efforts and provide real-time student interest analytics to guide staff efforts for the 2017 class.

Communication Center

ALL-ACCESS COMMUNICATION CENTER

The Comm Center continues to act as a first point-of-contact for students, parents and other customers that strategically brings together EMs interconnected offices such as Admissions, Financial Aid, Scholarships, Records and Registration, and other departments. In 2016, it's anticipated the Comm Center will again process over 120,000 calls and over 23,000 live-chats helping to resolve many first and second level questions accurately and in a timely manner. This center provides a streamlined process for students and other customers to access timely information to varied questions while leveraging other staff resources more effectively. To facilitate the needs of our students and customers the Comm Center operates 9 hours per day M-F, from 8am - 5pm (MST).

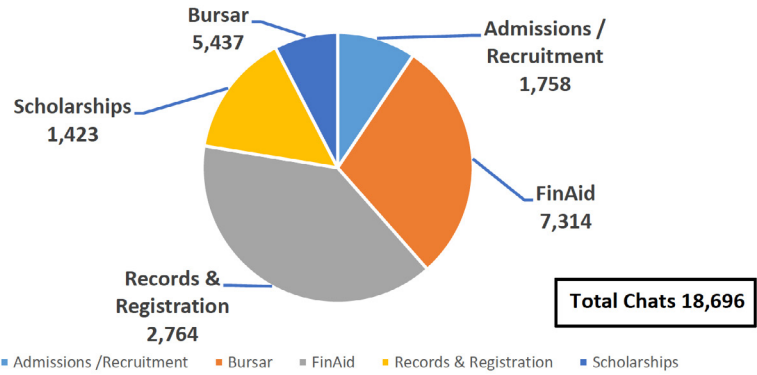
We continue our commitment towards a positive experience for every customer interaction providing accurate answers and providing a supportive and compassionate environment for resolving student's concerns as quickly and accurately as possible. Our objective is to continue to build a legacy of providing excellent customer service, with an emphasis on "continuous improvement" through utilizing employee and customer feedback, and identifying best practices.

StudentInfo and FastInfo Answers contribute to greater reliability of information, while continuing to encourage students to use this "self-help" resource available to them 24/7. We anticipate by the end of 2016, students will have "hit" on varied EM StudentInfo answers close to 500,000 times. In addition to the Communications Center, we also manage the south campus SSSC One Stop Center which offers students, parents and alumni the convenience of an off campus location for their customer service needs.

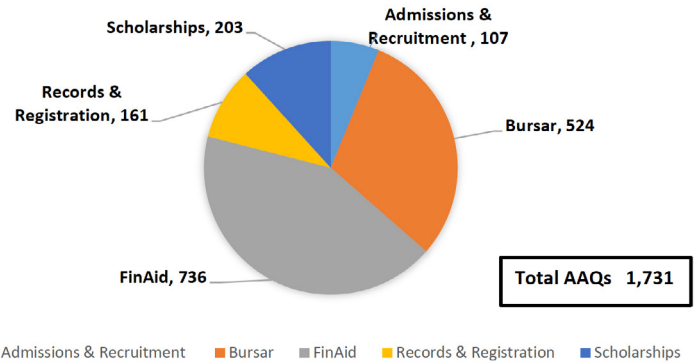
Highlights:

- IT in collaboration of other UNM departments determined for 2016-2017 UNM to continue to use Oracle/RightNow System for our student and employee answer knowledge base, including live-chat, and AAQs.
- Communication Center's All-Access Website updated for quicker access to FAQs, improved navigation within EM websites and locating information.
- Overall Customer Service rating during this period stands at 90%. "Congratulations to everyone for their commitment, efforts and dedication in delivering exemplary customer services", Terry Babbitt, EMs AVP.
- Increased staff focus leaving notes in RHACOMM and SAAADMS/BOT.
- Increased staff utilization of emcomm@unm.edu email to improve communications to students and quicker dissemination of valuable StudentInfo or FastInfo Answers and other help UNM links to improve services and communications to students.

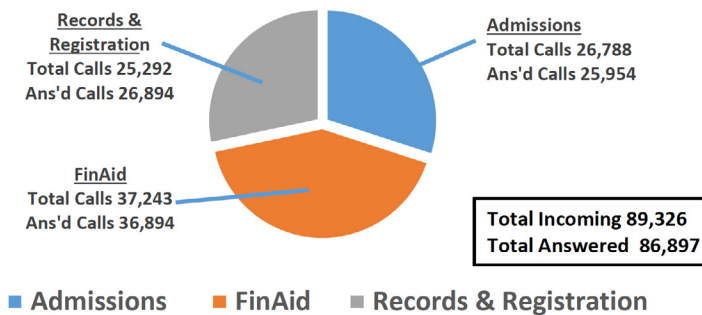
Live-Chats: Jan. - Sept. 2016



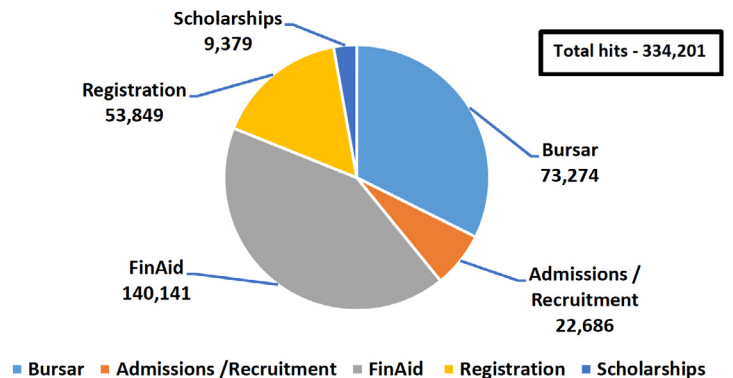
ASK-A-QUESTION (AAQS) - JAN - SEPT. 2016



Incoming Calls - Jan. - Sept. 2016



StudentInfo Answers "Hits" - Jan. - Sept. 2016



Financial Aid

2016-2017 FINANCIAL AID CYCLE UNDERWAY

The Student Financial Aid Office is well underway in preparing for the start of the 2017-2018 academic year. The US Department of Education moved up the availability of the FAFSA beginning with this cycle. The application would normally be available on January 1, 2017 and instead is now available as of October 1, 2016. Thousands of students (approximately 12,000 by December 1) have taken advantage of the earlier FAFSA cycle already. We anticipate this change to be positive, in getting students awarded earlier so they can plan further in advance concerning finances.

As part of the new process, our priority filing date is now January 6, 2017. Additional requested documentation must be submitted by January 31, 2017 in order for the student to be considered for priority funding.

Filing the FAFSA is the first step in maximizing a student's financial aid eligibility. Once the Student Financial Aid Office receives a student's FAFSA, the file is reviewed, and we determine if any additional documents are required. We notify students via their UNM email (we also send a copy to their "preferred" email address) of any additional requirements. The student can review all requests on their Lobo Web account. Many of the requests may be completed and submitted online.

Initial awards for the 2017-2018 academic year were sent to students via email in the middle of February, 2017. Awards for the upcoming year continue on a nightly basis moving forward.

AROUND THE DEPARTMENT

Here is a quick round up on individual areas in the office in recent months:

The **Funds Management** area has been working on setting up budgets and funding for the 2017-2018 award cycle for all federal, state, and institutional accounts. Daily processes include processing checks, money lists and reconciliation of federal, state and institutional accounts.

The **One Stop** area has logged approximately 11,000 notes regarding interactions with students since August 1! This represents their daily work of meeting with students and discussing a variety of topics including financial aid, admissions and registration.

The **Scholarship** area is preparing for the new year in a variety of ways. Recently, they were collecting "thank you letters" for current scholarship recipients. These letters go

to donors, to help keep donors informed on the positive impact they make on student success. They are also working through upcoming freshmen scholarship applications and offers for our entering 2017-2018 class. They will soon be evaluating students for continuing scholarship eligibility in January, along with overall preparation for getting 2017-2018 scholarship awards (new and continuing) in place.

The **Student Employment** area is well underway in preparing for the implementation of the new Talent Management System (TMS) project. This tool will replace UNM Jobs in the coming months. They continue to process employment paperwork for all work study and student employees. This includes actively preparing for the spring semester, while closing out the fall semester for graduating students and students no longer eligible for work study.

The **Verification and Processing** area is in the process of conducting a variety of workshops on campus and at high schools in central New Mexico to assist students in completing the FAFSA for the 2017-2018 year. They continue to process verification documents (e.g. taxes, W2s), professional judgment (e.g. academic progress, special circumstances) for both the 2016-2016 and 2017-2018 years. They are also cleaning up files/records through working a series of reports for the current year in preparation for spring disbursement and to meet our obligations with the US Department of Education.

Veteran's Resource Center

UNM has earned the 2017 Military Friendly Schools Designation based on our services and support of student veterans on campus. Special thanks to the staff at the VRC for all of their work in supporting our students. The VRC, in collaboration with Student Veterans of UNM and the Alumni Relations Office, hosted this year's Veterans Day Ceremony on Friday, November 11, 2016 at the Alumni Memorial Chapel honoring the service of Sgt. Matthew McClintock and fallen UNM alumni soldiers. We appreciate the participation of President Frank, Regent Lt. General Hosmer, student veterans and ROTC cadets. Lastly, we will be recognizing our Fall graduating student veterans on Friday, December 9, 2017 at 6:00pm in the Student Union Ballroom C.

Employee Recognition

Congratulations to all the nominees (both staff and student) for the Fall 2016 Enrollment Management Employee Recognition Awards program. We received nominations from nearly every department within the division and are pleased to announce this semester's recipients.

STAFF EMPLOYEE(S):

Veronica Griego, Sr. Student Records Clerk; Veteran's Resource Center

"Veronica has provided exceptional service to the office as she has been the leader in the absence of a Director for the VRC. She has taken the initiative to ensure that the office runs smoothly. Many of the student veterans have shared with me how thankful they are with Miss V's assistance and her caring manner to ensure that their needs are met. The quality I admire most about her is her ability to be a team player and is unafraid of tasks that are unfamiliar".

Ruth Wylde, Admissions Advisor; Admissions

"Ruth has been invaluable this semester working on the new web application. She worked with several members of IT on a daily basis, identifying and troubleshooting errors as the application was used. She has an amazing work ethic and sense of responsibility. Ruth excels as the Admissions Advisor for Graduate Admissions. She is always willing to help the undergraduate team when their workload is large. Her positive attitude, work ethic and desire to help students make her an extremely important member of the Admissions staff."

STUDENT EMPLOYEE(S)

Savana Carollo, Project Assistant; Enrollment Management -Strategic Initiatives

"Savana speaks daily with first year students and helps them on any questions they have. She has taken the lead in working on the Rejoin the Pack initiative and helps students with the process for re-enrollment. She has also taken the lead on the communication with first year students thru a texting platform. With limited training and guidance, Savana has proven over and over to be a natural leader in keeping up with projects and providing guidance to first-year students. She also serves as a mentor to other student-employees."

Michaela Frazier, Accounting Assistant; Scholarship office

"Michaela has been an exceptional student employee who consistently completes her work in a timely and accurate manner." She assisted in streamlining A process for departments which has minimized the questions we would get from the organizations. She is responsible and very efficient in processing external Scholarship checks, which has resulted in a faster turnaround time. This past summer Michaela was our only student employee and successfully managed the workload of two people while completing a rigorous summer school schedule."

These employees will receive a monetary award of \$200 each, a framed certificate and will be included on the plaque in the Wall of Honor at both SSSC and the Student Employment Office. Please join us in congratulating Veronica, Ruth, Savana, and Michaela!

Be on the lookout for the upcoming nomination period - so that we can acknowledge more valued hard-working employees.

