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## Message from Carmen A. Brown, Vice President

Dear UNM Community:

It is with great pleasure and excitement that we share with you the first issue of the Enrollment Management newsletter. We hope to keep you informed on initiatives our Division is working on and we are committed to making this communication a success. We welcome your ideas on topics that you would like for us to address in the future.

In the past year, our Division has had many accomplishments. Some of the ones that I would like to highlight include the following:

- The Administrative and back-end offices of the Division moved from Mesa Vista Hall to a new location at South Campus. Our newly renovated Student Support and Services Center, which is situated north of the Pit, will further enable us to streamline our processes and create a more integrated approach to serving student needs.
- This past Spring, we opened our new One-Stop service centers. As the name implies, these centers are designed as a "one-stop" location where students can stop in and receive assistance regarding admissions, financial aid, scholarships and registration. The One-Stop at Mesa Vista Hall will service the main campus students and the One-Stop at South Campus is conveniently located to assist prospective students.
- We also opened the Communication Center that provides student support via telephone and chat inquiries.
- Improvement in our service delivery has been helped by the implementation of new mechanisms in which students can provide us with feedback on how we are doing. These include a new email ([tellus@unm.edu](mailto:tellus@unm.edu)), comment cards and an [online survey tool](#). We listen attentively to student concerns and address issues in an appropriate and timely manner.
- We are utilizing a more personalized approach in our student communications. Our newly redesigned printed brochures and electronic communications to both existing and prospective students are now more visually appealing and inviting.
- We started the National American Indian Scholars program which is the first national scholarship program of its kind focused on American Indian Students.

These are just a few of the many accomplishments we had last year. The coming year presents us with new challenges and opportunities. Our comprehensive [work plan](#) for this year will be available on our web site soon. I look forward to sharing our progress with you in the coming months.

Thanks again to all who help make our endeavors a success. By working collaboratively, we make a difference to all we serve.

With warm regards,

Carmen

## Academic Enterprise Initiatives

In order for the University to meet its recruitment, enrollment and graduation goals, we all must work together to achieve success. With this in mind, we are utilizing an integrated approach with the academic departments across campus on many initiatives. A list of the committees and their members is available on our web site. Details of some of these endeavors are highlighted below.

### Class Scheduler Committee

The Class Scheduler Committee is comprised of representatives from several academic colleges, as well as staff from the Registrar's Office. The committee has been updated regarding the Ad Astra scheduling software implementation. The Ad Astra project has officially "gone live" as the creation of the Spring 2010 schedule of classes has begun. In addition, the program had significant use for both the Summer and Fall 2009 schedules.

The Class Scheduler Committee has discussed and will continue to play a role in the implementation of the multi-term scheduling project. Clear communication to the committee regarding the importance of pre-planning and meeting deadlines has been accomplished. Collaboration within the committee will help to facilitate both the Ad Astra and multi-term projects.

### Degree Audit/Transfer Credit Committee

The Degree Audit/Transfer Credit Committee has been diligently working on the new interactive degree audit tool called Lobo Trax – Tracking Your Progress to Graduation Day. The committee is planning to meet with the academic and advising units across campus to introduce the enhancements to the ePROGRESS link available in the student tab in the portal. Roll out is expected in the Spring 2010.

### Academic Planning/Multi-Term Committee

The Academic Planning Committee is composed of representatives from many colleges and academic departments on campus, as well as representation from Enrollment Management and from IT. The committee is reviewing how academic departments decide which courses are offered each semester. Discussion is under way about how to best position

courses within and across semesters, in the multi-term context. Best practices are being discussed. The interactive audit tool on campus will assist the project. Reports are being designed that will inform the departments how best to offer their courses, given where students are in their progression towards degree completion.

### Five-Year Enrollment Plan Committee

This committee is chaired by the Associate Vice President of Enrollment Management and Director of Institutional Research. Representation includes designees from the academic departments, Enrollment Management Reporting Team, Extended University, and the Office of Graduate Studies. It is critical to gain input from the academic schools and colleges so we are encouraging participation from all who are interested that represent an academic area. Currently, the update of the Fall enrollment model is underway. This takes place every Fall after census data is recorded. This model is the basis for 5-year and 10-year projections with the ability to input different scenarios and variables including retention rates and new student numbers to predict outcomes.

### Banner Upgrade Update

The Banner 8 upgrade to the Student Information System and Financial Aid is coming in Spring 2010. Currently the committee is reviewing the documentation, process and screens for this major version upgrade. The ASOG (Academic Student Operation Group) team is working on and refining test plans to be utilized during Spring break 2010 to make sure that current and new functionality will work when Banner 8 goes live.

The group is determining the type of training that will be needed by the end users of each of the various modules in the Student Information System and Financial Aid. While some of the changes are cosmetic, others deal with the functionality of our services. The upgrade has some new functionality that will enhance the opportunities we offer the students to have available at their disposal.

### New Web Site Coming Soon!

The Division of Enrollment Management's web site will be available soon! There will be resources available for you to review including our [2009-2010 Work Plan](#) and [2008-2009 End of Year Summary](#). Be sure to book mark this site for future reference: <http://em.unm.edu>