

**Administration and Finance**

Dee Dee Romero, Associate Director
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

Sheila Jurnak, Associate Registrar
Michael Raine, Associate Registrar

Veteran's Resource Center

Alonzo Maestas, Interim Director

Questions or comments?

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

Dear Colleagues,

Our spring newsletter has turned into an inaugural spring/summer rendition due to many changes in leadership and transitions at UNM. We are very excited about President Stokes and her collaborative style of listening to many different perspectives when making decisions. This style of transformational leadership should be very compatible and successful at UNM. On a more solemn note, the imminent departure of Provost Abdallah reverberates with some melancholy due to his relational and inspirational leadership style in addition to his unwavering support for Enrollment Management. He will be missed at UNM but we wish him well as he embarks on one of his very few dream jobs.

The change in leadership will evolve and settle into stability with some new ideas and goals to be added to already familiar objectives. I have worked for seven or eight provosts during my time at UNM so this transition is not something I resent or languish about. EM goals and objectives are primarily the same for all leadership – to attract, keep and graduate students.

Speaking of those goals, it was a difficult spring term for UNM in some critical outcomes including one of the largest drops in recent years of fall-to-spring enrollment and retention of first-year students. Some of this is driven by an improved economy, some is due to students searching for lower cost options, and other influences including apathy about degree attainment. There are many challenges ahead in attracting, keeping and graduating students as New Mexico continues to address deficiencies in population growth, economic stability and public safety. The UNM community is linked to all of those circumstances and we will need to be at our best and most committed to help the institution avoid negative outcomes.

Warmly,

Registrar's Office

CONGRATULATIONS GRADUATING STUDENTS!

Congratulations to the students who are graduating in the spring 2018 semester! Many of our students will be participating in commencement and convocation ceremonies this week and next. If you work with or know a graduating student, please be sure to congratulate them on their achievement! Students should start receiving their diplomas by the end of June.

NEW DIPLOMA NAME POLICY

In conjunction with UNM Administrative Policy 2720, which recognizes that "individuals may prefer to use first names other than their legal ones to identify themselves,..." current students with a degree status "Pending" may choose to use either the legal first name or the affirmed/preferred first name in their UNM record on their diploma. Use of the affirmed/preferred name is not yet available to alumni, but we are working to make that happen this summer. It should be noted that the Official transcript will continue to display the student's legal first name.

AUTOMATED DIPLOMA INFORMATION PROCESS

With the assistance of IT, we are in the final stages of testing an automated process for capturing Diploma Information from students with a degree status "Pending." When fully implemented, these students will be able to use a dropdown menu to select from the legal or affirmed/preferred first name in their UNM record, select (or not) their legal middle initial or complete legal middle name, and finally, select from any legal last name recorded in the name history of their UNM record to "build" their diploma name. That information, and their mail-to address or pickup instructions will be captured and will auto-populate back to Banner, thus eliminating the need for thousands of keystrokes currently manually entered by Records and Registration staff.

BANNER 9

Testing continues for the implementation of the Banner 9 Student Self Service module, for which we expect to have a "soft" go-live this summer. One expected benefit is improved performance for the mobile user.

REGISTRATION IS OPEN FOR SUMMER 2018 AND FALL 2018

Registration for Summer and Fall 2018 is presently open and students can register via LoboWeb.

RECOGNIZING THE CONTRIBUTIONS OF STAFF

Records and Registration apologizes for this tardiness, but formally welcomes the addition to our staff of Lorena Chavira and Marie Bell. Additionally, a big thank you to Luke Edward Shippers for five years and Glenda Johnson for 15 years of service to this institution.

Admissions Office

The Global Education Office has merged their recruitment efforts into the student recruitment CRM recently implemented by the Admissions Office. The functionality provided through the system has created an efficient and robust communication plan for GEO with no additional cost to either office. GEO staff are now able to track their prospective students and customize their communications. Additionally, the system allows for leveraging of new data sources, such as CELAC eligible students and TOEFL scores, to expand GEO's recruitment efforts. The School of Engineering, College of Education and School of Architecture & Planning are also utilizing the system to enhance their outreach to prospective students using the communication scheduling features and ability to identify prospective students as they move through the application and enrollment process. More colleges and programs are preparing to join in the coming months.

The Admissions Office has made important strides to better protect student and prospective student personally identifiable information by moving certain forms and processes into secure online environments. Deborah KIELTYKA and Anthony Ballo have identified specific forms and processes that utilize protected information and have rebuilt them in OnBase, improving data security, service to students and efficiency. Additional forms and processes are being evaluated with campus partners as we extend this effort across offices and departments.

The UNM Testing Center has joined with the Admissions Office and is in the process of moving into a university controlled space in Casas Del Rio. The relocation will make testing services more available to students and additional services, such as year-round ACCUPLACER testing, are being planned. The Testing Center will be available in its new location in early May due to the efforts of many staff in the Provost's Office, Work Station Management (IT), testing center staff and others.

An interactive survey, aimed at improving yield among newly admitted freshmen, has been launched to members of the 2018 class. The novel approach is the result of collaborative work between University Communications & Marketing, 160over90, and the Admissions Office. The strategy will improve affinity among recipients and provide usable data/feedback. Even as it is being launched, work is underway to refine and improve the tool for use in coming years.

Congratulations to Kathleen Roberts for her recent recognition of 20 years of dedication and service the University!

Communication Center

ALL-ACCESS COMMUNICATION CENTER

The Comm Center strategically brings together Enrollment Management's (EMs) interconnected offices of Admissions, Financial Aid, Scholarships, Records and Registration, and other departments acting as the first point-of-contact for students, parents, alumni, and customers answering diverse questions from inbound calls, live-chats, ask-a-question (AAQ) emails, StudentInfo Answers, and face-to-face interactions at SSSC One Stop Center. The Comm Center has become the front line in helping students navigate complex administrative processes in a timely manner while adding value to their overall educational success. Through the thousands of monthly contacts, the Comm Center strives to deliver excellent customer service that add to EMs monthly 90% customer satisfaction goal.

The Comm Center also serves as a One Stop resource streamlining communication and navigation of key resources with a goal of first contact resolution, and investigates second level (more detailed) questions requiring further analysis and follow-up. It is our goal to achieve a positive experience with each contact while delivering professional customer service, with emphasis on "continuous improvement" that can better serve the needs of student, and internal customers.

To facilitate student access, the Comm Center operates nine hours per day M - F, from 8am - 5pm (MST) with direct access to speak to a customer service agent. In addition, we provide access to frequently asked questions through UNMs StudentInfo-Answer Knowledgebase, unm-student.custhwlp.com, available 24/7, 365 days a year. This knowledgebase, similar to Google, allows students, faculty, alumni, and parents to self-help themselves from a variety of technologies and mobile platforms. In 2017, over 256,000 answers were viewed by students and staff.

In 2017, the Comm Center received 109,000 calls, answering 101,800 with an average abandon rate of 6.6%, with an average speed to answer of 1m 21s. In addition, over 8,300 live-chats were completed, and approximately 2,000 AAQ e-mail questions were tracked for completion. To accomplish this success, our staff and student-employees play a pivotal role staying abreast of department and program changes to effectively communicate and guide customers in resolving their questions. Staff develop expertise using Banner, OnBase, Skype, Parchment, Oracle RightNow Live-Chat, StudentInfo Answers, including numerous UNM websites in delivering guidance.

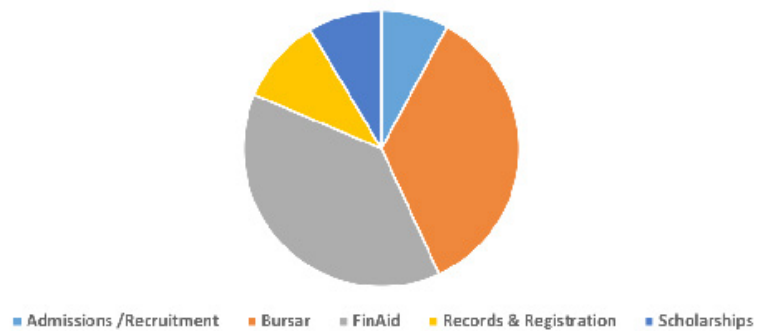
Over the years, several staff have received EM's Outstanding Employee Recognition Award, they include: Leonard Praise, Amanda Cook, Maryann Seiger, and Geraldine Sandoval, and students; Katherine Woodard, and Gabriela

Marchan all having dedicated their efforts to helping students, exemplary customer service, and developing themselves has a major part of the Comm Center's success.

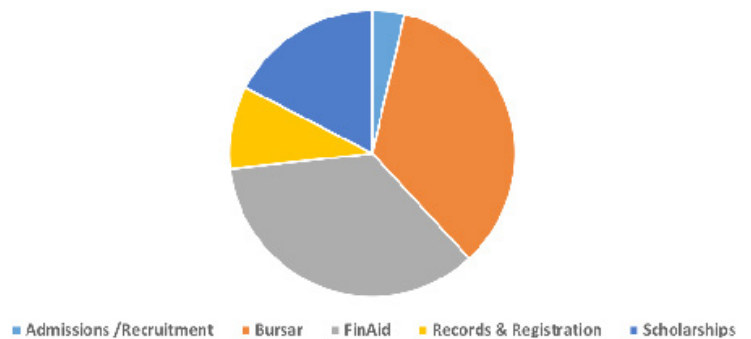
Incoming Calls - Aug. 2017 - April 2018



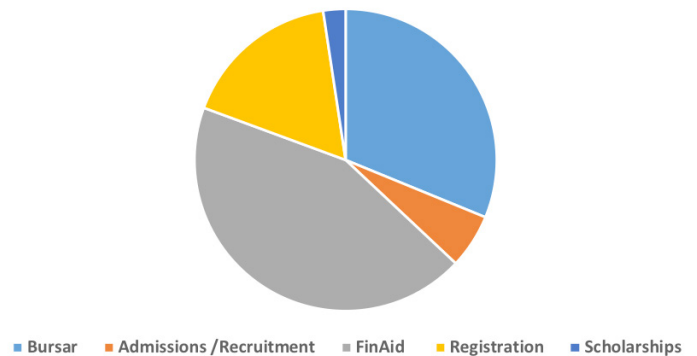
Live-Chats Completed - Aug 2017 - April 2018



Live-Chats Completed - Aug 2017 - April 2018



StudentInfo Answers viewed - Aug 2017 - April 2018



Financial Aid

2018-2019 FINANCIAL AID CYCLE UNDERWAY

The Student Financial Aid Office is well underway in preparing for the start of the 2018-2019 academic year. Approximately 18,000 students met the January 5 “priority filing date” for the new year by filing their Free Application for Federal Student Aid (FAFSA) with the US Department of Education.

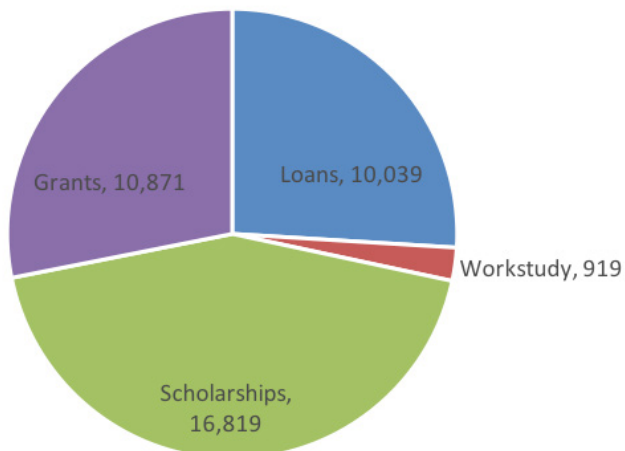
Filing the FAFSA is the first step in maximizing a student’s financial aid eligibility. Once the Student Financial Aid Office receives a student’s FAFSA, the file is reviewed, and we determine if any additional documents are required. We notify students via their UNM email (we also send a copy to their “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 2018-2019 academic year were sent to students via email in mid-February. Awards for the upcoming year continue on a nightly basis moving forward.

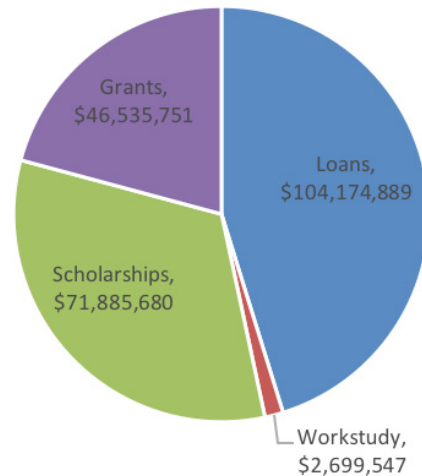
2017-2018 FINANCIAL AID PAYMENTS

While we prepare for the upcoming year, we continue to process aid for the current year. The numbers below reflect the amount of students assisted and the dollars they received throughout the year.

Recipients, by Program Type, 2017-2018 (as of May 1, 2018):



Dollars, by Program Type, 2017-2018 (as of May 1, 2018):



Total disbursed aid: \$ 225,295,867

Veteran’s Resource Center

The Veterans Resource Center (VRC) welcomed new additions to its work study and staff. The new work studies were Jason Kauffin; Jarrett Holsten; and Michael Lovato. The new staff member is Chiaki Ramirez, a school certifying official. In collaboration with the Student Veterans of UNM, the VRC hosted this year’s Sound Off on April 17, 2018, and appreciates the participation of University of New Mexico President Garnett Stokes and President of the Board of Regents Robert Doughty. The VRC would also like to thank Eliberto Calderon, President of SVUNM, for inviting us to help with the Sound Off, and Dr. Cheo Torres, Dr. Tim Gutierrez, Corine Gonzales, Natalie Brigance, and Amy Wilkins for their help in making the Sound Off event a success. The VRC recognized the Spring 2018 graduating student veterans on Monday, April 30, 2018, and appreciate President Garnett Stokes for attending and LTC Alissa McKaig for being the guest speaker. The VRC continues to work with the UNM Alumni Relations Office to form a strong UNM Alumni Association Veterans Chapter.

Employee Recognition

Congratulations to all nominees (both staff and student) for the Spring 2018 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. Read below for an excerpt from their nominations(s).

STAFF EMPLOYEE(S):

Kathleen Roberts, Office of Admissions

"Kat has been an inspirational leader for the Admissions team, and holds more knowledge than a person might assume could be held inside one brain. Kat contributes to the overall goals of the division in several ways. One of them is through her willingness to take on other responsibilities as they arise to ensure that things get done, and in a way that really works out for everyone. The tone Kat sets in working on Admission events and the examples she provides is emblematic of excellent customer service, and attentiveness to our students and parents and families."

Elizabeth Amador, Student Financial Aid Office - Student Employment

"Liz has been a tremendous asset to Enrollment Management and UNM. Due to staff shortages on the Scholarship/Funds Management Team, Liz volunteered to continue to assist and carry out duties associated with her previous job. Liz is organized, efficient, and always willing to help the department and division meet its goals. She understands the impact each of us have on the student experience and in forming positive working relationships with departments across the UNM system. She has gone above and beyond the expectations of any employee and does so with a positive attitude."

STUDENT EMPLOYEES

Arianna Myers, Office of Admissions

"Arianna has worked as a Telecounselor for four years - almost the entire duration of her education at UNM. Arianna is the backbone of the Telecounseling team. She is our highest-volume caller, sometimes getting in touch with over fifty students a night. Always bubbly and outgoing, she draws even the most reluctant or shy students out of their shell, and her friendly demeanor puts parents at ease. She works exceedingly well with the rest of the team, and constantly offers help and guidance to her coworkers, eager to share her years of accumulated knowledge, information and tips."

Joshua Struck, Business Applications/IT

"After losing our full time staff last June, Josh has stepped up to meet many new challenges including learning UNM-IT's new workstation management tool (SCCM). Leaning on his training skills, he also played an important role with onboarding our new Project Assistant into various systems. His troubleshooting skills are very strong and has the right mindset to overcome obstacles and solve complex problems. He's always cheerful and respectful - and has a reputation for doing the work right the first time."

