



THE UNIVERSITY of
NEW MEXICO

DIVISION of
ENROLLMENT MANAGEMENT

The World is Right Here



Spring/Summer 2013
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Message from Terry Babbitt, Associate Vice President

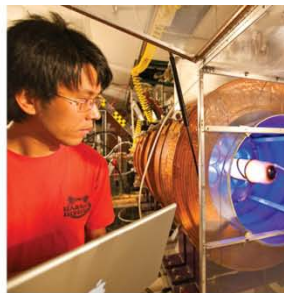
It is a great pleasure to thank all of you for your outstanding work through winter and spring. May was an exciting time for me as I watched many of our students graduate at multiple convocations and programs on campus. I was fortunate enough to congratulate James Montoya from the Office of Admissions at both the main ceremony and the American Indian Student Services event on campus. I might as well take a third opportunity to say congratulations James and any other EM graduates!

These celebrations provide respite from the daily concerns we all have about the success of our students who have not yet graduated. Many of you work in the front line of customer service or are in contact with students facing many challenges outside of our capacity to help. Shortages of funds for basic necessities, academic failure and emotional stress for a multitude of reasons are just a few of the acute reasons students stop or drop out of UNM.

With these issues in mind, EM will be playing a prominent role in several student success initiatives this year. They include development of a comprehensive One-Stop service area that will be an expansion of our current enrollment services One-Stop. This space will utilize a collaborative model with the advising and student success offices under renovation in the University Advisement and Enrichment Center (UAEC) many of you know as the old Student Services Center. There will also be a new oversight group managing the first-year student experience; emergency funding for student financial challenges; expansion of summer early start programs for students who need more preparation; implementation of a new degree audit and registration strategies and more.

Virtually every office in EM has a critical role in these efforts so while you make a difference with each student you support, I am proud that EM as a collective has a tremendous role in campus-wide student success efforts.

Sincerely,





Registrar's Office

The Registrar's Office continues to review and improve some of our processes. Students are now able to request an unofficial transcript and enrollment certification through self-service. They can request these documents directly through LoboWeb for delivery to their UNM email account. The new online instructor grade change requests have been extremely successful and has drastically improved the processing time of these forms. We continue to make changes to our website to provide the most important information regarding records and registration. We continue to work with the various Faculty Senate committee's to ensure that new courses and any changes to current curriculum and/or programs are included when we release the new online catalog in a couple months. Summer and Fall 2013 registration will open up by appointment on Monday, April 22, 2013. Look for the Schedule of Classes to be released in early April.

The Registrar's Office continues to be involved in numerous projects across campus such as the implementation of the new advising tool, Starfish. We are also in the final stages of reviewing proposals to enhance our degree audit system. We expect to make it easier for students to utilize their degree audit and provide road maps to better assist in planning out degrees semester by semester. More information will be provided as this project continues to move forward.

2013-2014 Financial Aid Preparation

Preparation for the start of the 2013-2014 award year is well under way at the Student Financial Aid Office. We saw over 19,000 students meet the March 1 "priority date". Meeting the priority date accomplishes multiple things. First, it maximizes the student's potential to receive funds in programs with limited funding. This includes, but is not limited to, supplemental federal grants, state grants, the Perkins loan, and work study funds. Second, it provides the student with plenty of time to submit any additional required documents and plan for the upcoming year. Lastly, it allows the student to avoid last minute issues, and delays in receiving awards and disbursements when the fall semester rolls around.

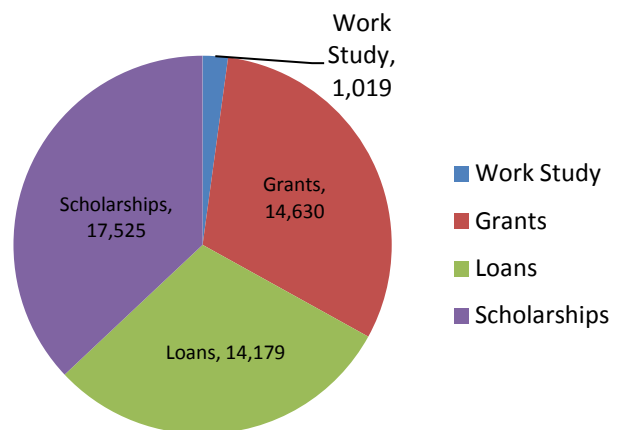
Filing the FAFSA is the first step in maximizing a student's financial aid eligibility. Once the Financial Aid Office receives a student's FAFSA, the file is reviewed, and we determine if any additional documents are required. We notify students via email (through the student's UNM email address, as well as their "preferred" email address) if any additional documents are required. The email directs the student to go to their 2013-2014 Lobo Web account to review any additional requirements.

As of March 6, all Regents Scholarship, Presidential Scholarship, and UNM Scholars 2013-2014 recipients were selected and notified. This is the earliest selections and notifications have been made for these programs. These prestigious scholarships must be accepted by May 1, in order for the student to receive the funds for the upcoming year.

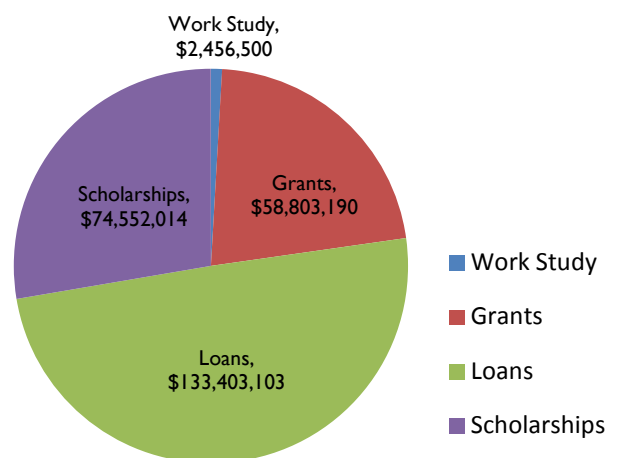
2012-2013 Financial Aid Payments

As we prepare for the upcoming year, we continue to process aid for the current year. As you can see from the numbers below, it has been a busy year in the number of students assisted, and how much aid has been disbursed. In total, \$272,873,571.56 has been paid to students in all types of financial aid.

Number of Students, 2012-2013 (as of March 6, 2013)



Amount of Paid Aid, 2012-2013 (as of March 6, 2013)

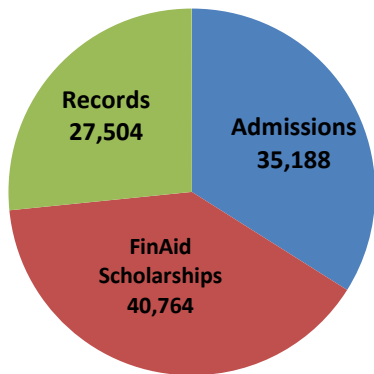




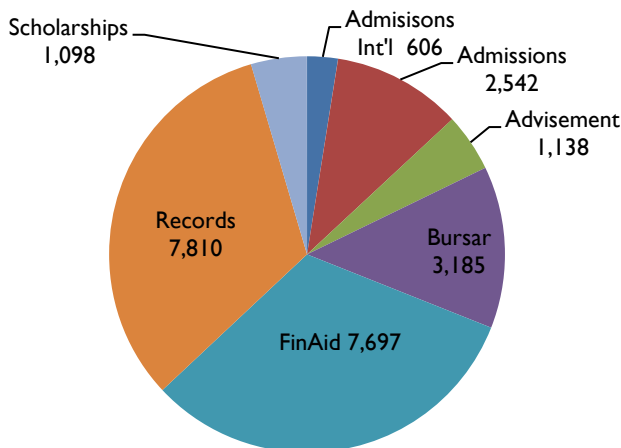
All-Access Communication Center

The Communication Center continued to provide students, parents and faculty with timely and vital information throughout 2012 while achieving an average customer satisfaction score of 91%. There were a combined total of 127,534 phone calls and live chats as detailed below. In addition, 3,820 “Ask A Question” (AAQ’s) emails from students were submitted through StudentInfo.

Phone Calls:



Live-Chats:



Additional Comm Center Highlights:

- Reduced Abandon-After- Announcement call rate from 33% in 2011 to 7.3% in 2012.
- Interactive Voice Response (IVR) phone system “Call Back” module enabled agents to initiate automatic call backs thereby reducing caller wait times.
- Created new live-chat “hot keys” that assisted agents respond quicker and more efficiently to frequently asked questions.
- Staff successfully completed EOD designed Customer Service training, to be followed by an online training module scheduled for release in the spring 2013.

Spring 2013 recognition for staff and students employees from our customer feedback: Maryann, Crystal, Rachael, & Francisco, Natalie, Sophia, Faith, & Amanda.

Some “Your Opinion Counts” Highlights:

- *“Very friendly and responsive! Very much enjoyed speaking with her! Good customer service.”*
- *“Friendly, polite and helped me with an alacrity that deserves praise.”*
- *“Received prompt and courteous service. Thank you for excellent customer service.”*
- *“I am 3.5 hours from Albuquerque Main Campus and found the option to receive help via chatting online is very beneficial.”*
- *My interactions at One-Stop have always been helpful and efficient.”*

Veterans Resource Center

The Women of Influence event spotlights women who are leaders in the state’s industries, professions and organizations — women who excel in the areas of business and community.

2013 The Albuquerque Business Women of Influence Honoree: Marilyn Melendez Dykman January 2013

“-Accomplishments in your industry and the impact you have in our community are to be commended. A role model to young women everywhere, reminding them that regardless of the challenges we face in the workplace as women, we can not only succeed, but exceed.”



Admissions

Admissions student tele-counselors have made over 10,000 calls since November 2012 to help new and current students connect with UNM and resolve issues that may hamper their enrollment. In addition to calling admitted freshmen twice third call is scheduled in April), tele-counselors have called all new students eligible for UNM's Honors College, a variety of prospective students, and students whose FAFSA's have been rejected by the Department of Education. Currently, tele-counselors are calling new and current students who have submitted incomplete applications.

Although applications have increased (by double digits for several weeks in the fall), the admissions staff have held response times at or below target. Many hours of staff overtime and hard work have ensured that students applying to UNM are receiving a decision quickly. Freshmen applications are currently 3% over last year.

Congratulations to James Montoya and Kathleen (Kat) Roberts. James has been promoted to Operations Manager and Kat to Supervisor, Student Records. Please also welcome Rebecca Gonzales and Sofia Garcia, our newest Recruitment Specialists in Admissions.

MyReports

myreports.unm.edu

After years of debate and deliberation over the future of our current reporting tool, Hyperion, its replacement is scheduled to go live in May 2013. Training for the new reporting tool – Webfocus was held over Spring Break. Hyperion will continue to run in parallel with Webfocus until all reports are converted. Hyperion demise is scheduled for January 2014. If you have any critical Hyperion reports that you have written or use, please contact the Enrollment Management Reporting Team. As a side note, the graphics and the UNM customized look for Webfocus was created by Brenda Torres.

LoboTime – Soft Go Live

It's almost here after a long time coming! LoboTime (LT) is in a Soft Go Live for early adopters, which includes Enrollment Management. Utilizing LT is very important during this time frame to assist UNM's implementation team in evaluating needs and troubleshooting problems to ensure complete accuracy when the system officially goes live. A dynamic Power Point presentation has been provided which was created by Denise Osborne, and improved upon by graduate assistant, Beth Barber. To best utilize the presentation, please open it in a "slide show" format and click on each page to visualize the steps. In addition, a LoboTime Business Practices guide is forthcoming with further instructions pertaining to Enrollment Management.

For access to LoboTime, please be sure you are using url: <https://unm.kronoshosting.com/wfc/navigator/login>

Employee Recognition Awards!

It is with great pleasure that Enrollment Management has introduced the Employee Recognition Awards program to honor top performing staff and student employees in fall and spring semesters. For the first awarding cycle of Spring 2013, we received numerous nominations from across all departments and are pleased to announce the recipients:

Staff Employee Award: Deirdra Wilke, Coordinator, Office of Admissions

"... Her dependability, forthrightness, customer service and professionalism during this fall semester were above and beyond what anyone would have expected ... During all this, Dee was also learning and performing her increased job duties under tight deadlines and a high demand time of year. ..."

Student Employee Award: Joaquin Barela, Veterans Resource Center

"... Joaquin has been a member of the UNM Veterans Resource Center (VRC) staff serving as a student work-study. He was recently promoted to the VRC's Military Outreach Coordinator position. During that time Joaquin has proved an exemplary employee, demonstrating the sort of reliability, dedication and initiative that exceeds one's expectations. ..."

These employees will receive a monetary award of \$100 each, a framed certificate and will be included on a Wall of Honor .

Fall 2013 nominations will be coming up soon – so please keep this in mind so we can acknowledge more valued and hard-working employees!

Baseball Quotes for Summer!

"If you don't know where you are going, you'll end up someplace else." - Yogi Berra

"It isn't hard to be good from time to time in sports. What's tough is being good every day." - Willie Mays

AND FINALLY:

"It's hard to beat a person who never gives up."
- Babe Ruth