

Services ease family transition



MILEY GRANDJEAN/DIVISION OF STUDENT SUCCESS

A Housing and Residential Life display welcomes new students and their families to Piñon Hall during Move-In Day.

Move-In Day (August 17) marked the beginning of college for many freshmen, as well as the beginning of an empty nest for many parents. With the help of NMSU, this transition ended up being a little easier. According to Mr. and Mrs. Bowen of Carlsbad, New Mexico, they are excited about their daughter's new transition to New Mexico State University, yet admit that it may be harder for them to adjust

to her living 250 miles away than for her. When asked what they thought of Move-In Day, they simply replied "It's great! Everybody has been very accommodating."

This idea of 'accommodating' has always been one of the fundamental elements

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NMSU by the Numbers

The 2008–2009 school year is shaping up to be a big one for NMSU. At the end of August, the student population was up, and financial aid was flowing to students to help them with tuition.

By August 29, Financial Aid had dispersed \$59.5 million to students in all forms of aid: from state, federal, and private grants in addition to loans. This aid is important, in the 2006 Student Satisfaction Inventory, adequacy of financial aid resources was reported as a challenge for the institution. NMSU's annual total disbursed should be well over \$140 million. Director of Financial Aid and Scholarship Services Tyler Pruett says that "the better job we do getting money to students, the easier it is for them to stay in school."

One reason financial aid has increased is that enrollment is also up, and NMSU may have one of the largest incoming classes ever this academic year. This growth was boosted by a large incoming class, which could be as much as 6 percent larger than last year's incoming class.

Enrollment plays a key role in NMSU's funding for higher education. Student services are funded based on headcount alone. However, academic (I&G) funding, which is a greater portion of NMSU's funding, is based on student credit hours generated. "Although a smaller part of NMSU's funding is based on it, student

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Teaching Academy

For additional registration details, visit teaching.nmsu.edu or call (575) 646-2204

September

- 11 Let's Talk Teaching: Join Your Colleagues for Lunch & Conversations about Teaching
- 15 ADVANCE Peer Mentoring Program for Faculty
- 16-17 Team Mentoring for Graduate Assistants Who Teach a Class or Lab
- 18 A New Generation of Learning: Diverse Students, Emerging Technologies, and Sustainability Challenge
- 19 Promotion & Tenure Workshop: Making the Transition from Assistant to Associate Professor
- 22-23 A Workshop for Workaholics: Twelve Steps to Stop Work Addiction
- 25 Implementing Elements of the Supplemental Instruction Model to Improve Student Learning
- 30 Team Mentoring for Faculty New to NMSU

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Calendar

Teaching Academy (continued)

October

- 1 Team Mentoring for Faculty New to NMSU
- 6 Crucial Conversations: A Workshop for Faculty, Graduate Assistants & Staff
- 16 Just Whelmed: Maintaining a Vibrant & Productive Work Life
- 17 Calling on Students: Another Option
- 20 Mapping Your Course for Students Success
- 27 Using Classroom Research to Improve Student Learning
- 30 Let's Talk Teaching: Join Your Colleagues for Lunch & Conversations about Teaching
- 31 Assessing Academic Programs

November

- 7 Teaching and Learning in Second Life
- 13 The Anatomy of Prejudice
- 20 Let's Talk Teaching: Join Your Colleagues for Lunch & Conversations about Teaching

Summit works to increase educational opportunities for the military



JOHANA BENCOMO/DIVISION OF STUDENT SUCCESS
NMSU military coordinator Dr. Fred Rodriguez converses with Sergeant Major Pandy during the Ft. Bliss Forum.

At the July 24 Fort Bliss Forum, representatives from NMSU, DACC, and Ft. Bliss laid the ground work to provide higher education to meet the needs of our military neighbors to the south. The Forum was a lead up to the October 22 Education Summit, which will bring leaders from NMSU and regional military installations together to continue the conversation on a larger scale.

In an opening address, Command Sergeant Major Steve Rodgers shared his vision of good leadership. He feels that a quality

education for soldiers at Ft. Bliss can produce leaders with integrity, vision informed by values, and intellectual curiosity.

NMSU's colleges had a chance to showcase degrees to be offered through GoArmyEd, an online portal used by student-soldiers to register for courses and receive tuition assistance. The event also included small-group discussions, aimed at creating solutions for providing relevant educational opportunities to soldiers, with representatives from both university and Ft. Bliss leadership participating. "Something powerful happened at this venue. Leadership in action was on display and it was inspiring to work with people who share the same vision," one participant stated.

Aggie Athletics concluded the Forum by inviting Ft. Bliss soldiers and their families to join Aggie fans to celebrate "Salute to America's Heroes" at Memorial Stadium on Saturday, November 8.

Participants of the Ft. Bliss Forum gather for a group photo at the Ft. Bliss Officer's Club on July 24

CYNTHIA MEDINA/
DIVISION OF STUDENT
SUCCESS



Numbers....

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headcount is important," according to Assistant Vice President for Enrollment Management Dr. Bernadette Montoya. "Without the students, we cannot generate the student credit hours."

Although excited about this fall's large entering class, NMSU's new Associate Director of University Admissions Delia De Leon (profiled on page 3) is focused on how to recruit future students in an increasingly competitive environment. Next year's recruiting will emphasize WUE (Western Undergraduate Exchange) states, including Arizona, Texas, and California. She also plans more recruiting at two-year colleges and regional military bases.

News Briefs

CALL: Crisis Assistance Listening Line

The WAVE (Wellness, Alcohol and Violence Education) Program and the New Mexico Department of Health launched a new crisis line to help those in need of emotional support, crisis intervention, and referrals in Southern New Mexico. CALL began taking calls August 21, 2008 and will provide this confidential and compassionate service free of charge. The local number for the line is 646-CALL (2255) and the toll free number is 866-314-6841.

Health Centers go paperless

The Student and University Health Centers will enhance their medical records system this semester as NMSU moves to electronic medical records using the Mediat software system. The Centers average 30,000 patient visits annually, combined. The move to electronic medical records will provide cost, time, and personnel savings.

Keeping families in the loop

The Division of Student Success is expanding services to families of NMSU students through a new website and a webinar series. The monthly webinars can be accessed through a home computer; topics will include decision-making, supporting students from a distance, communication, and career planning. For more information, visit the families website at <http://families.nmsu.edu>

Transition....

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of Move-In Day. On this day, members from various clubs on campus, student athletes, staff members of numerous departments, and students like Alicia Montoya who “just wanted to help,” lent a hand to families by helping to unload minivans, carry boxes, or answer questions. There was also a Family Hospitality Room with a massage chair to help movers loosen up knotted muscles. Others services included free child care and informational booths about all things Aggie.

Julie Weber, Director of NMSU Housing and Residential Life, was right when she said “I can guarantee two things on Move-In Day: somebody in the car will be crying and there will be too much stuff packed.” Weber was right, emotions were rampant on Move-In Day as were dozens of borrowed shopping carts piled high with clothes, X-Boxes, posters, and cases of energy drinks.



MILEY GRANDJEAN/DIVISION OF STUDENT SUCCESS

Families gather at New Mexico State University to help their students during Move-In Day.

Profile: Delia DeLeon

Delia De Leon laughs that she has held about every position in Admissions, and she might be right. She started as a work study student and held a variety of other positions, including



receptionist, admissions processor, and assistant director. Although she left seven years ago for Arizona Western College, where she was the Admissions, Recruitment, and Outreach Coordinator, in her heart, she has always been an Aggie.

She returned this summer to help lead the Admissions Office, which is responsible for undergraduate and graduate admissions and recruitment. Her job, she says, is to ensure that we have well prepared and informed recruiters in the field to provide information to students and school counsellors. Ms. De Leon believes that “If we aren’t here for students, we’re here for the wrong reasons.”

During her time away, Ms. De Leon says that NMSU became more focused on students and their needs. Student Orientation, for example, was held at Education Services a decade ago, rather than centralized at Corbett Center, as it was this year. Through outlets like Aggie Experience and print material, she feels there is much more effective outreach to students and more of an effort to involve parents.

Ms. De Leon is glad to be home, in Las Cruces and at NMSU. “I’m very passionate about NMSU—the people and quality of education. I am a product of NMSU and very proud of it. It is nice to be able to give back.”

News and Events

For national and international events, visit the *DE Clearinghouse Conference Database* [www.uwex.edu/disted/conf/]

For recent distance education headlines, visit *Daily News* at *Distance-Educator.com* [www.distance-educator.com/news/]

For news for university faculty members and administrators, visit the *Chronicle of Higher Education* [www.chronicle.com]

For recent campus technology headlines visit *Syllabus* [www.syllabus.com]

About UpClose

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We welcome your ideas, comments, and suggestions for UpClose.

One-day, one-destination orientation allows for increased participation

This past spring and summer, over 2,000 students attended eleven New Student Orientation and Registration events, three of which were held at the NMSU Albuquerque Center.

New Student Orientations and Registrations, held in April, June, July, and August, consisted of a morning orientation with afternoon academic advising. Morning orientation sessions were presented by peer leaders and covered alcohol facts, campus resources, academic basics, and differences between high school and college.

Afternoons were filled with academic advising and an information fair, and families and parents were invited to an orientation tailored to fit their needs and questions.

The one-day, one-destination format allowed for a greater number of students to participate. Students who attended the Albuquerque registration sessions were given the option of attending an online synchronous orientation modeled after the on-campus orientation.

The Vice President's corner Student Health Center recognized for assessment



At Convocation for the fall semester, the Student Health Center was recognized for its assessment efforts by getting the Outcomes Assessment Award for 2008 for Student Support Assessment. As she accepted the award, Director Lori McKee acknowledged that accreditation for student health centers depends on having effective, ongoing assessment of programs. The 2007 assessment report for the Student Health Center makes it clear that they have a history of digging into—and fixing—problem areas in their service.

As an institution of higher education, learning is key to our business. But for student support providers, learning traditionally has not been considered as important a measure of our effectiveness as operational outcomes such as number of students served, or applications received and processed.

That changed about a year ago, when the Division of Student Success began to evaluate the learning that underlies our interaction with students, in accordance with the ideals behind learning-centered universities. While we continue to evaluate operational outcomes of our work, we are also considering what learning needs to happen and with whom for us to be effective in our efforts. For more information on the DSS Plan of Action visit <http://success.nmsu.edu/plan>.

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