



HLC Accreditation Evidence Document

Title: Student Services Undergraduate Student Impact Summary

Office of Origin: Office of Academic Affairs

Description: This document, from April 2018, gives both a short overview of the function of Student Services within the Division of Student Affairs, as well as an accounting of its impact university wide. This includes a list of the departments within student affairs (pg. 1), as well as a general outline of those practices utilized within each department.

Date: 2018

University of New Mexico

Student Services

Division of Student Affairs

Undergraduate Student Impact Summary, April 2018

OVERVIEW

Student Services, within the division of Student Affairs, is an administrative unit focused on providing high impact services and engagements to UNM students. Student Services departments work together to provide collaborative programming in three primary categories:

- **Strategies and initiatives designed to improve academic achievement for under-served student populations**
- **Communities that support student identity development and collaborative success**
- **Services that teach students the skills needed for success in school, the workplace, and in their communities.**

Departments. Student Services includes the following departments: Accessibility Resource Center, African American Student Services, Air Force ROTC, American Indian Student Services, Army ROTC, Career Services, College Enrichment & Outreach Services, Community Engagement Center, El Centro de la Raza, Mentoring Institute, Navy ROTC, Office for Strategic Initiatives/NSSP, Recreation Services (Johnson), STEM Collaborative Center.

Vision. Creating a culture within Student Services which promotes education, research, wellness and economic development in the 21st Century and beyond. Providing leadership, and programs designed to strengthen communities, serve society, and encourage the pursuit of life-long learning to ensure every student will be prepared to be a productive citizen of our local and global community in the 21st Century.

Mission. To provide students a seamless support structure focused on the development of skills, aptitudes, and behaviors necessary to succeed in pursuit of postsecondary education, lifelong learning & viable career pathways. Student Services nurtures learning, engagement, and retention through supportive programs, active endorsement of graduate studies, and the promotion of health & well-being of every student.

KEY OUTCOMES¹

1. Undergraduate students served by Student Services departments account for 30% of all undergraduate students at the UNM main campus.

2. Undergraduate students served by Student Services departments are more likely to enter UNM with lower ACT and SAT scores than their peers.

	Students served by at least one Student Services department	All other undergraduate students at the UNM main campus
Number of students	6,289	14,643
High School GPA, avg	3.37	3.33
ACT Composite, avg	21.7	22.31
SAT Composite, avg	1074	1097

3. Undergraduate students served by Student Services departments are more likely to be freshmen than their peers.

	Students served by at least one Student Services department	All other undergraduate students at the UNM main campus
Students entered UNM as first-time freshmen ²	70.22%	58.77%
Freshmen, Fall 2016	27%	16%

4. Undergraduate students served by Student Services departments are more likely to be from low-income or first-generation families than their peers.

	Students served by at least one Student Services department	All other undergraduate students at the UNM main campus
Freshmen who are first generation students	41.63%	29.38%
Awarded Pell Grants, FA 16	44.79%	34.28%

¹ Data from 2016-17 academic year for undergraduate students only. For Recreational Services, these numbers include only students who participated in educational programming, or who worked as student employees. All data was pulled through WebFocus by Student Affairs personnel, and do not represent official UNM counts.

² This set of students includes all students who entered UNM as first-time freshmen, regardless of current academic level. Consequently, this set of students also includes current sophomores, juniors and seniors.

5. Undergraduate students served by Student Services departments are more likely to be younger than their peers.

	Students served by at least one Student Services department	All other undergraduate students at the UNM main campus
18-22 years old	63.06%	48.56%

6. Undergraduate students served by Student Services departments are more likely to be from underserved populations (by ethnicity) than their peers³.

	Students served by at least one Student Services department	All other undergraduate students at the UNM main campus
<i>American Indian</i>	8.63%	4.66%
<i>African American</i>	3.5%	2.12%
<i>Hispanic</i>	49.07%	46.17%
<i>Native Hawaiian</i>	0.22%	0.21%
Asian	3.69%	3.58%
White	27.44%	37.14%
Non-resident alien	2.59%	1.52%
Race/ethnicity unknown	1.08%	1.41%
Two or more races	3.77%	3.21%

7. Undergraduate students served by Student Services departments are more likely to be enrolled in the College of Arts & Sciences and the School of Engineering than their peers.

	Students served by at least one Student Services department	All other undergraduate students at the UNM main campus
College of Arts & Sciences	30.82%	28.98%
School of Engineering	15.63%	9.16%

8. Student Services programs work together to serve students across departmental silos.

Number of students served by Student Services departments...	
Who participate in two Student Services departments	1,294
Who participate in three Student Services departments	295
Who participate in four or more Student Services departments	93

³ Traditionally underserved student populations (by ethnicity) are listed in italics and include: American Indian, African American, Hispanic, and Native Hawaiian students. Note, these numbers are pulled by Student Affairs staff from live data through WebFocus, and do not represent official UNM ethnicity counts.

9. Undergraduate students served by Student Services departments have higher retention rates than their peers.

	Students served by at least one Student Services department	All other undergraduate students at the UNM main campus
Return or Graduate rate, FA16 to SP17	90.23%	88.26%
Retention rate, first to second year	78.73%	75.76%

10. Undergraduate students served by Student Services departments have higher grade point averages than their peers.

	Students served by at least one Student Services department	All other undergraduate students at the UNM main campus
Cumulative GPAs, end of Spring 2017 semester	3.153	3.112
UNM GPAs, end of Spring 2017 semester	3.204	3.192
Fall 2016 Semester GPAs	3.182	3.056
Spring 2017 Semester GPAs	3.139	3.090

STRATEGIES & PRACTICES

Student Services departments utilize a broad array of evidence-based strategies and practices to serve UNM's students, to expand UNM's educational capacity, and to better prepare UNM faculty and staff to better meet student needs.

- 1) MENTORING
 - a. Faculty to UG
 - b. UG to K-12
 - c. UG to professionals
 - d. UG to UG
 - e. Graduate to UG
 - f. K-12 to professionals
- 2) CO-CURRICULAR ACADEMIC ENGAGEMENT (group, cohort and individual engagements)
 - a. Structured student engagements with other UNM students
 - b. Structured student engagements with UNM faculty
 - c. Structured student engagements with UNM staff
 - d. Structured student engagements with people outside of UNM
- 3) CONFERENCES
 - a. OSA sponsored student conferences
 - b. Students funded to participate in non-OSA and/or non-UNM conferences
 - c. OSA sponsored higher education and professional conferences
- 4) WORKSHOPS
 - a. College success workshops
 - b. Special topics workshops (e.g., undergraduate research, resume writing)
- 5) OUTREACH TO K-12
 - a. Summer credit recovery
 - b. Workshops and presentations to K-12 students, teachers & administrators
 - c. Sponsored visits to campus by K-12 students, teachers & administrators
- 6) OUTREACH TO 2-YEAR COLLEGE STUDENTS
- 7) OUTREACH TO ABQ/REGIONAL COMMUNITIES
- 8) STUDENT RECRUITMENT TO UNM
- 9) FACILITIES & EQUIPMENT USAGE LINKED TO OSA DEPARTMENTS
 - a. Recreational facilities & equipment
 - b. Cultural facilities
 - c. Meeting facilities
- 10) ACADEMIC & LIFE SKILLS COACHING FOR UNM STUDENTS
 - a. Financial planning
 - b. Cultural advocacy
 - c. Student success & enrollment planning
 - d. Self-assessment tools & advising
 - e. Academic coaching
- 11) ACADMIC SUPPORT SERVICES
 - a. Tutoring, provided by OSA
 - b. Tutoring, provided by CAPS, facilitated by OSA
 - c. Study facilities & facilitation of study groups

- d. Peer mentors and peer learning facilitators in UNM courses
- 12) STUDENT COMMUNITY BUILDING
- a. Welcome-back events
 - b. Sponsoring of student organizations
 - c. Shared facilities designed to inspire community
 - d. Student recognition & awards
 - e. Social networking & support
 - f. Convocations
- 13) UNM ADVISORY ROLES
- a. Trainings & certifications provide to UNM students, faculty, staff and administrators
 - b. Providing expertise related to administrative policy (e.g., campus climate)
- 14) SUPPORT TO UNM PERSONNEL
- a. Individual faculty & staff training and certifications
 - b. Providing expertise related to administrative policy (e.g., campus climate)
 - c. Campus climate dialogues
 - d. Marketing and messaging support
- 15) LEADING OR CO-LEADING INSTITUTIONAL COLLABORATIONS
- a. Institution-wide initiatives
 - b. Multi-departmental initiatives
- 16) PARTICIPATION IN ASSESSMENT & BENCHMARKING INITIATIVES
- a. Departmental
 - b. Divisional
 - c. Institutional
 - d. Regional
 - e. National
- 17) ACADEMIC INTERNSHIPS
- 18) STUDENT TRAININGS
- a. ROTC
- 19) PROFESSIONAL COUNSELING
- a. Certified career counseling
- 20) STUDENT PROFESSIONAL PREPARATION
- a. Career Fairs
 - b. Networking
 - c. UNM5
- 21) STUDENT SCHOLARSHIPS & GRANTS
- 22) PRE-UNM TO UNM TRANSITION
- a. Summer bridges
 - b. UNM orientations
 - c. Departmental orientations
- 23) INSTRUCTION IN CREDIT BEARING COURSES
- a. Dual credit
 - b. Career classes
 - c. ROTC classes
 - d. MSSP classes

Abbreviations from Strategies & Practices list:

- *UG: UNM undergraduate students*
- *K-12: Students in kindergarten, elementary, middle and high schools*
- *Graduate: UNM students enrolled in graduate programs*
- *Co-curricular: Outside of class, but with academic learning outcomes*
- *Group engagement: Students participate in a group that meets only once*
- *Cohort engagement: Students participate together as a group that meets multiple times*
- *OSA: Office of Student Affairs*