



## HLC Accreditation Evidence Document

**Title: Advisement Structure Study**

**Office of Origin: Human Resources**

**Description:** A page from the Human Resources website, *hr.unm.edu*, that discusses the recent Advisement Structure Study undertaken to “evaluate advising units and ensure that each school/college has consistent organizational structures and support.” Slowed down after changes in administrative leadership, the project was reinitiated in 2018 by Associate Provost for Curriculum and Assessment, Pamela Cheek.

Date: 2018

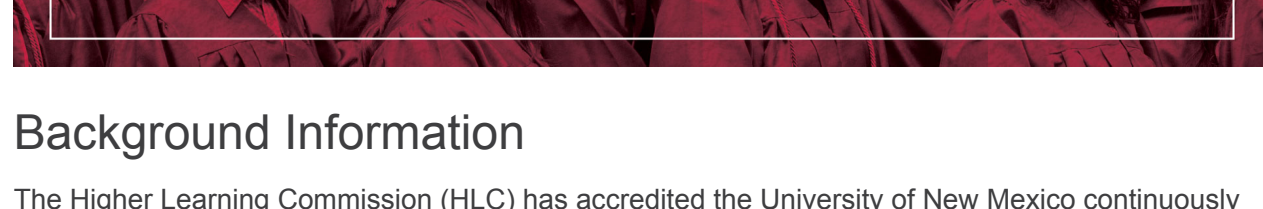
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## Contact Us

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# Advisement Structure Study



## Background Information

The Higher Learning Commission (HLC) has accredited the University of New Mexico continuously since 1922. The HLC accreditation provides assurance to the public that an institution meets stated requirements and criteria. Additionally, accreditation affects the University's ability to access Title IV funding (financial aid for students). [Learn more about UNM's HLC accreditation here.](#)

As the University prepares for the 2019 HLC Accreditation review, special attention has been given to the University's aggressive goals to increase retention and graduation rates. This extends to a review of advisement personnel, who contribute significantly and directly to student success. In 2016, former Vice Provost for Teaching and Learning, Greg Heileman, [issued a notification](#) to the campus community that the Division for Human Resources was engaged to evaluate advising units and ensure that each school/college has consistent organizational structures and support, and that we are meeting our students' needs while also being budget conscious.

The project slowed after multiple changes in leadership occurred; however, in 2018, Associate Provost for Curriculum and Assessment, Pamela Cheek reinitiated the Advisement Structure Study.

## Purpose and Goals

- To align job classifications performing duties that directly impact student success
- To retain and recognize advisors across the institution, acknowledging the vital role they play in the University's retention and graduation goals

## Action Items

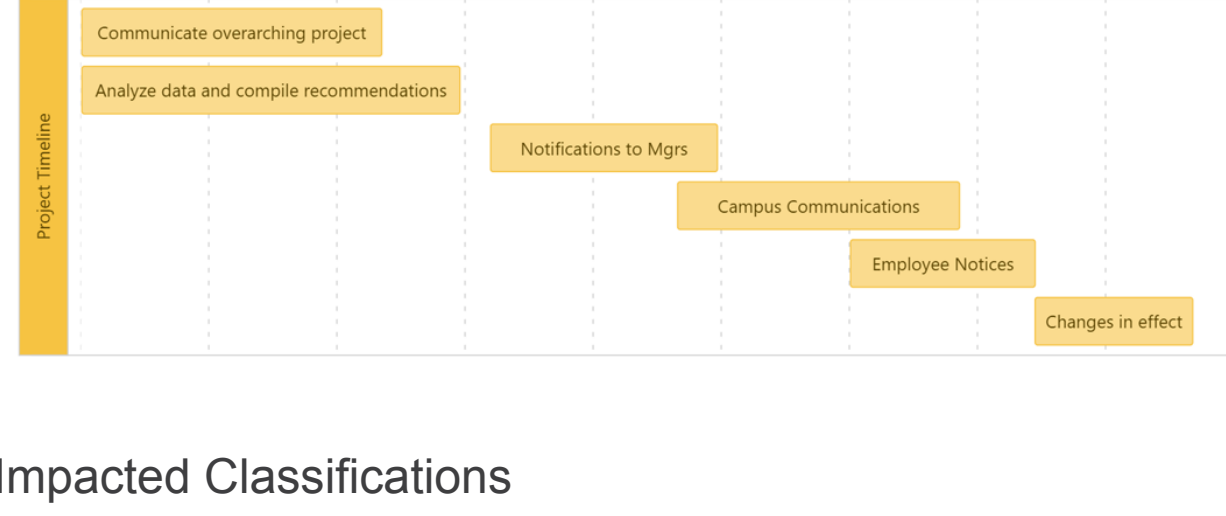
### Completed Actions:

- Executive buy-in
- Internal evaluation of classification structure
- Sampling of on-the-job expectations via structured questionnaires
- External evaluation of peer institutions and industry standards
- Evaluation of salary practices, resources and options to enhance staff retention
- Determination of classification structure
- Detailed communication to departments regarding changes

### Pending Actions:

| Action Item                                  | Anticipated Completion |
|--|------------------------|
| Evaluation of departmental feedback          | January 2019           |
| Notifications to employees regarding changes | February 2019          |
| Implementations put into effect              | March 2019             |

## Timeline



## Impacted Classifications

| Academic Advisement  | Integrated Advisement   | International Advisement   |
|--|---|--|
| <b>Mgr, Academic Advisement</b><br><b>Academic Program Support Mgr</b><br><b>Academic Advisement Specialist</b><br><b>Coord, Student Advisement</b><br><b>Coord, Graduate Academic Advisement</b><br><b>Sr Academic Advisor</b><br><b>Academic Advisor</b> | <b>Student Success Manager (Branch)</b><br><b>Academic Success Mgr/Law School</b><br><b>Academic Student Success Manager</b><br><b>Mgr, Student Success</b><br><b>Student Programs Specialist</b><br><b>Coord, Program Advisement</b><br><b>Sr Student Program Advisor</b><br><b>Student Program Advisor</b><br><b>Student Success Specialist, Sr</b><br><b>Student Success Specialist</b><br><b>Sr Student Success</b><br><b>Assoc/Branch</b><br><b>Branch-Student Success</b><br><b>Assoc</b> | <b>Mgr, International Education</b><br><b>International Advisement Splst</b><br><b>International Program Advisor</b> |

## Communications

- [2016 notification from former Vice Provost for Teaching and Learning, Greg Heileman](#)
- [January 2018 notification from Associate Vice Provost, Pamela Cheek, regarding project re-initiation](#)
- [January 2018 notification from Laura Valdez of the Office of Advising Strategies regarding project re-initiation and survey launch](#)
- August 2018 information presented to the Dean's Council by Pamela Cheek and Laura Valdez
- [August 2018 Request for Equity Grids](#)
- [Summary Fact Sheet issued at Provost Committee for Advising 9/20/2018](#)
- [October 2018 information presented to the Board of Regents' Academic/Student Affairs and Research Committee](#)
- [November 2018 Presentation to Advisement Managers and HR Agents](#)

## Important Forms

If an employee is identified to crosswalk into a classification that does not accurately reflect the expectations of the position, departments are encouraged to utilize the [Abbreviated PRQ form](#). This form will help HR Compensation determine which classification in the new structure most accurately reflects the duties and responsibilities of the position. When completed, send to [comp@unm.edu](mailto:comp@unm.edu) for review no later than **Friday, January 18, 2019**.

In cases where an employee is not currently captured in the structure, but should be at the completion of the study, departments are encouraged to contact HR Compensation to discuss options and timing. HR Compensation can be contacted at [comp@unm.edu](mailto:comp@unm.edu) or 505-277-6947.

If an employee is currently classified in one of the titles listed above, but should not move into the new structure, departments are encouraged to complete a full [Position Review Questionnaire \(PRQ\)](#) and submit to your HR Consultant for review as soon as possible. **Contact your HR Consultant** if you have any questions regarding this process.

## Frequently Asked Questions

- Why is the classification structure under review for advisement positions?**
- What if I am in one of the classifications listed above, but I don't advise as a primary function of my role?**
- What if I am not in one of the classifications listed above, but I do advise as a primary function of my role?**
- Is the University looking at reductions in force (layoffs) as a result of this study?**
- Will there be pay raises as a result of the study?**
- Are graduate student advisors included in the study?**
- How will I know what is happening with my specific job?**

## Additional Questions?

Question

Name \*

First Name

Last Name

Email Address \*

[Submit Form](#)

## Project Team Contacts

If you have questions, reach out to our Project Team members, which include:

- Executive Sponsors:
  - Pamela Cheek, Associate Vice Provost
  - Marleen Martinez, Executive Director for Human Resources
- Project Team Members:
  - Laura Valdez, Director, University Advisement
  - Tim Gutierrez, Associate Vice President, Student Services
  - Jennifer Love, Program Planning Officer, Office of the Provost
  - Chris Hamilton, Manager, Human Resources
  - Stacie Jackson, Senior Compensation Specialist
  - Gene Bermudez, Senior Compensation Specialist
- Contact information:
  - Office of Advising Strategies:** Laura Valdez, [lvaldez@unm.edu](mailto:lvaldez@unm.edu) or 277-2666
  - Office of Student Affairs:** Tim Gutierrez, [tgutierr@unm.edu](mailto:tgutierr@unm.edu) or 277-0963
  - Provost Office/Academic Affairs:** Jennifer Love, [provost@unm.edu](mailto:provost@unm.edu) or 277-2611
  - HR Compensation:** Stacie Jackson, [comp@unm.edu](mailto:comp@unm.edu) or 277-2754

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