



Higher Learning Commission
A commission of the North Central Association

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February 9, 2011

Dr. David J. Schmidly
President
University of New Mexico
MSC05 3300
1 University of New Mexico
Albuquerque, NM 87131

Dear President Schmidly:

The progress report you submitted to our office has now been reviewed. A staff analysis of the report is enclosed.

On behalf of the Commission, I accept the report on undergraduate advising. A monitoring report on governance and administrative structures is due 6/13/2011. The institution's next comprehensive evaluation is scheduled for 2018 - 2019.

I am also enclosing a copy of the institution's Statement of Affiliation Status, which reflects the actions I have taken on behalf of the Commission. If you have any questions about this analysis or any other evaluation matters, please let me know. I can be reached via email at rappleson@hlcommission.org or by voice at (800) 621-7440 x 122.

Sincerely,

Robert R. Appleson,
Vice President for Accreditation Relations

Enclosures



STAFF ANALYSIS OF INSTITUTIONAL REPORT

DATE: February 7, 2011

STAFF: Robert R. Appleson

REVIEWED BY: Katherine C. Delaney

INSTITUTION: University of New Mexico, Albuquerque, NM

EXECUTIVE OFFICER: David J. Schmidly, President

PREVIOUS COMMISSION ACTION RE: REPORT: A progress report due on 1/11/2011 focused on undergraduate advising.

ITEMS ADDRESSED IN REPORT: The office of the Commission received the University of New Mexico's report on the above topic on 1/06/2011.

STAFF ANALYSIS: The University of New Mexico hosted a comprehensive visit in April 2009. At that time, the team called for this progress report based on a concern related to student advising, i.e.:

The number of advisors on staff in the University College Advising Center is inadequate to serve the large number of students advised through that office, resulting in unsatisfactory student-advisor ratios that are in excess of those recommended by the National Academic Advising Association (NACADA). Concerns are also evident regarding procedures (who may advise students on curricular matters); training for new staff; professional development opportunities for staff; communication among advisors across the university; and adequate space for advisor offices and private advising conversations with students. The progress report should describe the institution's progress in addressing these concerns and improving academic advising, and should specifically report progress on improving the student-advisor ratio in University College to recommended levels.

The progress report submitted by UNM detailed significant efforts and investments in addressing the issue of student advising since the 2009 comprehensive visit. The first move was to respond to an advisory committee's recommendation that the University College Advisement Center be placed under the direct authority of the Office of the Provost and that its director be given broad responsibility to coordinate academic advising efforts across campus.

UNM's new University Advisement Center (UAC) model was launched in October 2009. At that time UAC Interim Director convened a management group consisting of all the units at UNM that advise new students. That management group included:

- University Advisement Center (15.0 FTE)
- Department of Athletics (6.0 FTE)
- College Enrichment and Outreach Programs (6.0 FTE)
- El Centro de la Raza
- African American Student Services (1.0 FTE)
- American Indian Student Services

The group's first product was the development of a freshman advising protocol that codified academic information to be given to all new students regardless of where they received their advising. As a result, UNM's ratio of new students to advisors has been significantly improved over the 770:1 ratio at the time of the comprehensive visit, despite the enrollment surges adding to the rolls of University College:

University College Headcount (Fall 2010)	9,390
UAC Management Group Advisors	28
Student:Advisor ratio	335:1

In Fall 2009, the Provost invited proposals from all main campus colleges and schools for new advising positions that would (1) create more "seamless" advising systems, (2) increase overall advisor-student ratios, (3) improve the quality of academic advising, or (4) fill advising "gaps." A total of nine positions were authorized as follows:

- Anderson School of Management 1.0
- College of Arts and Sciences 3.0
- College of Education 1.0
- College of Fine Arts 1.0
- University Advisement Center
Operations Manager 1.0
- Training Coordinator 1.0
- Dual Enrollment Coordinator 1.0

Fall 2010 saw a comparable increase in the FY 11 budget for advising. Additional advising positions were given to:

- Anderson School of Management 1.0
- College of Arts and Sciences 1.0
- College of Education .5
- Enrollment Management 2.0
- University Advisement Center 2.0

In total, 15.5 new FTE have been allocated to UNM's advising ranks in the past two years. The 5.0 FTE added to the UAC represents a 22% increase in the total number of advisors involved in new student advising, and a 50% increase in that unit alone. That in turn has allowed the UAC to make individual advisor assignments based on student academic interest for the first time in the history of University College.

Responsibility for the training, orientation and professional development of academic advisors at UNM has typically been lodged in each individual advising unit. In the past three years, however, the University has begun to centralize support and oversight of these critical functions.

With the help of Title V program funds, the University has also institutionalized a semiannual professional development event for academic advisors across the UNM system. These "Advisors Institutes," as they have come to be known, furnish occasions for advisors to attend workshops and participate in hands-on learning sessions on a variety of topics directly applicable to their work.

In Spring 2010, a broad reorganization of administrative spaces at UNM afforded an opportunity to significantly improve the physical space available for academic advising. A University Advisement and Enrichment Center (UAEC) was created by completely renovating the first floor of a building previously devoted to Student Services.

Three substantial advances in advising information technology have contributed to improved quality and access to UNM advising in the past twelve months.

- (1) Lobo Trax. In February 2010, UNM implemented this electronic degree audit system.
- (2) Live Chat. In June 2010, UNM's University Advisement Center and College of Arts and Sciences implemented an online "Live Chat" advising service. Monday through Friday, 8:00 a.m. to 5:00 p.m., students can login and gain immediate access to an advisor for assistance with either general or specific advising questions.
- (3) AdvisorTrac. By September 2010, all units that advise new students at UNM had made a transition from their stand-alone databases to adopt a common web-based advising and management system called AdvisorTrac, which is a secure and searchable database of all advisor-student interactions; so that for the first time, every advisor has the capacity to enter comments and information that will become part of each student's permanent record, and be instantly accessible to any other authorized advisor at UNM.

The University's Instructional and General base budgets, as with many State institutions, have been reduced by some \$9 million over the past two years, with further cuts of at least that magnitude projected for FY 12. In spite of those constraints, the University has allocated additional funds to academic advising. In total, the cash (i.e., not including "in-kind" calculations of time) additions made to fund the activities described above are the following:

Recurring funding for new advising positions	\$ 500,000 (FY 10)
	\$ 500,000 (FY 11)
Facility renovations	\$ 140,000
Technology investments (software and implementation)	<u>\$ 60,000</u>
Grand Total	\$1,200,000

The progress report appended substantive materials giving evidence of the many efforts to improve advising at the University, include attractive brochures/handbooks related to advising and program materials related to advising conferences hosted by the University.

Staff comment: The excellent progress report submitted by the University New Mexico gives impressive evidence of the focus and attention, as well as investment, the University has made to improve academic advising since the comprehensive visit. The University is commended for that focus, investment, and, indeed, success in establishing a strong advising program for its students.

STAFF ACTION: Accept the report on undergraduate advising. A monitoring report on governance and administrative structures is due 6/13/2011. The institution's next comprehensive evaluation is scheduled for 2018 – 2019.

STATEMENT OF AFFILIATION STATUS

UNIVERSITY OF NEW MEXICO
1 University of New Mexico MSC05 3300
Albuquerque, NM 87131

Affiliation Status: Candidate: Not Applicable
Accreditation: (1922- .)

PEAQ PARTICIPANT

Nature of Organization

Legal Status: Public
Degrees Awarded: A, B, M, S, D

Conditions of Affiliation:

Stipulations on Affiliation Status: None.

Approval of New Additional Locations: Prior Commission approval required.

Approval of Distance and Correspondence Courses and Programs: New Commission policy on institutional change became effective July 1, 2010. Some aspects of the change processes affecting distance delivered courses and programs are still being finalized. This entry will be updated in early 2011 to reflect current policy. In the meantime, see the Commission's Web site for information on seeking approval of distance education courses and programs.

Reports Required: Monitoring Report: 06/13/2011; A report on governance and administrative structures.

Other Visits Scheduled: None.

Summary of Commission Review

Year of Last Comprehensive Evaluation: 2008 - 2009
Year for Next Comprehensive Evaluation: 2018 - 2019
Date of Last Action: 08/18/2010