



Division of Student Success Annual Report 2021–2022



Mission

Empowering students by **engaging** them in all aspects of the student experience
by **guiding** their development of self-advocacy skills.

Division of Student Success

Dr. Renay M. Scott, Vice President

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A word from the Vice President

Emerging from a Lockdown

The 2021–2022 academic year began with a slow emergence from the pandemic lockdown. As many offices and services within the Division of Students returned to campus, we did so with an abundance of caution and a commitment to covid-safe practices. I remember returning to campus in August of 2021 for the first time since working completely from home. I walked into my office and felt I had entered a time capsule. My calendar showed the month of March 2020. After I rebooted my computer, it took over an hour to update from the long hibernation. The papers on my desk reflected projects, meetings, and information applicable to spring 2020, now long outdated. The surrounding offices were empty as we agreed to return to campus only two days a week each, making sure that the space was at half occupancy to facilitate social distancing. I felt awkward, not sure how to greet other employees post-lock down in a culture that traditionally included hugs. The excitement of returning blended with anxiety, which dissipated as I dove into the same work I had done from home the day before.

This annual report doesn't capture the full challenges each of our departments and offices encountered during the 2021–2022 academic year. Without this introduction, one might read the accomplishments and assume that these reflected the typical successes of a typical academic year. So, as you peruse the various departmental accomplishments, don't lose sight of the context. These amazing accomplishments within the Division of Student Success reflect the grit, resilience, and professionalism of the individuals who are deeply committed to helping students accomplish their educational goals while they attend NMSU.



Renay M. Scott, Ph.D.
Vice President, Student Success

2021–2022 Program Highlights

Enrollment Services

Admissions – Financial Aid – Aggie One Stop – Transfer Services – Orientation

Undergraduate Enrollment Snapshot

Undergraduate Admissions performed well despite facing continued headwinds as we emerged from pandemic lockdowns. The admission advisors received 12,134 applications and moved those students toward registration in the fall. In the of fall 2021, 2012 first-time freshman enrolled at NMSU. Added to the 522 transfer students, the 302 transfers from NMSU's branch campuses, and the continuing students (7,710), the fall census reported 13,904 students, slightly down from fall 2020 census counts.

International Student Scholar Services (ISSS)

The pandemic affected NMSU's efforts to recruit international students. As a result, ISSS received a low number of applications (245) but enrolled 14 additional international students.

Aggie One-Stop

he Aggie One-Stop (AOS) welcomed students back to campus by answering their questions in person, by email, and over the phone. We assisted with over 25,000 inquiries last year and are building our reputation as a go-to place for the answers to student questions.

Aggie Welcome Orientation

During the summer 2021, NMSU hosted 18 AWO sessions for 2,544 students. These sessions were live, but virtual, and we also had an asynchronous version that was attended by an additional 51 students.

2021–2022 Program Highlights

Student Engagement

Student Success Center – Experiential Learning – Campus Tutoring Services
DSS IT Support – Center for Academic Advising & Student Support – TRIO Programs

Project Success

Project Success is a collaboration between Student Engagement and ECMC, a non-profit company that works with higher education institutions to support student success. The collaboration supports emergency student aid funding, Vita Navis career exploration software, and counseling about student loans and debt repayment for former students.

Persist Symposium

In October 2021, ECMC provided a day-long persistence symposium for the NMSU community. Participants explored NMSU’s retention efforts and performance; information on helping students adjust to campus life; and how to support students’ academic success. The afternoon included information about helping students with financial and academic planning.

First-Gen Forward Designation

In February 2022, NMSU was recognized by the Center for First-Generation Student Success and NASPA as a First-Gen Forward Institution. This designation resulted from our commitment to advancing success for first-generation students attending NMSU.



Center for Academic Advising and Student Success

Center for Academic Advising and Student Support (CAASS) collaborated with academic college personnel in conducting early performance grade outreach, Navigate early alert warning system and departmental mentoring opportunities for students.

Aggie Accelerate (Summer 2021)

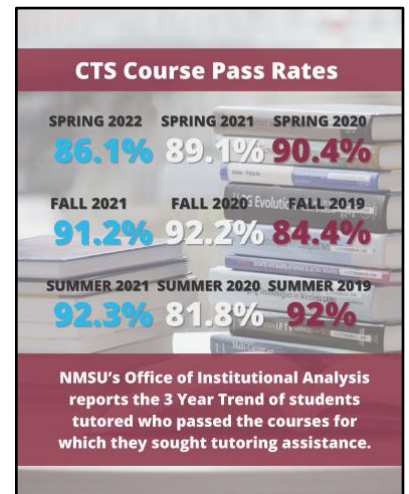
Aggie Accelerate provided a short boot-camp for up to 20 students on June 19–25 to assist with reviewing and strengthening mathematics and college readiness skills. The program immersed participants in Aggie Life to build their connection to campus and their confidence as they transition from high school to college. Aggie Accelerate is a partnership between the College of Arts and Sciences and the Division of Student Success.

Aggie Launch Pad

About 1,900 first-year students who entered NMSU in the Fall of 2021 and the Spring of 2022 were the inaugural beneficiaries of the Aggie Launch Pad Initiative, a program to provide first-time freshmen at the Las Cruces campus with an 8th generation iPad, Apple Stylus Pencil, case and keyboard, 4-year Apple Care plan, and digital literacy workshops focused on strengthening technological and academic skills for college success. The Aggie Launch Pad initiative supports NMSU LEADS 2025 Goal 1: Enhance student success and social mobility.

Access to current technology is required for students to succeed in college. With access to technology dedicated for their use, students are better able to:

- Succeed in courses (Canvas, Microsoft Office 365, Zoom, other learning software).
- Understand and manage their educational progress (Navigate, Star Degree Audit).
- Explore opportunities for employment (Handshake) and campus involvement (Crimson Connection), which allow students to develop workplace and leadership skills, plan for future careers, and contribute to their college costs.
- Manage their student business (myNMSU), schedule and attend tutoring sessions, use other free academic support software such as Grammarly, Quizlet, and the Khan Academy.
- Understand the importance of self-care (You@NMSU) and take advantage of programs on financial literacy (ECMC Project Success).



Calling All Aggies

In 2021, Student Engagement revived the Calling All Aggies campaign. The department developed a training manual, worked closely with ICT's Student Information Management team to add data needed for the call list, and implemented the calling campaign. The Office of Experiential Learning played a lead role in calling students. The impact of Calling All Aggies was visible in daily enrollment reports and was a welcome return of a program that improves retention and enrollment.

TRIO Programs

In May, the US Department of Education awarded funding to three TRIO Upward Bound Programs to serve high school students in the Alamogordo, Gadsden, and Hatch and Las Cruces Public School Districts. In addition, in late July, NMSU was awarded the TRIO Ronald E. McNair Postbaccalaureate Achievement Program by the Department of Education. The Student

Engagement plus Colleges of Agricultural, Consumer and Environmental Sciences (ACES); Health, Education and Social Transformation (HEST) and Honors led the effort to secure funding of this program that prepares participants for doctoral studies. The Program will be administered within the Honors College with a close working relationship with Student Engagement. In early August, the Department of Education awarded NMSU a TRIO Educational Talent Search Program to serve middle and high school students in the Alamogordo Public School District. This Program will be NMSU's seventh TRIO Program and the fifth that reports within the Student Success Center. Student Engagement also stewards the TRIO Student Support Services Regular Program and serves as the Co-PI for the TRIO Student Support Services STEM-H Program.

Trellis Undergraduate Financial Wellness Survey (Fall 2021)

Student Engagement studied undergraduate financial concerns through the Trellis Student Financial Wellness Survey (SFWS), a self-reported, online survey that documents the financial health of postsecondary students across the nation. Implemented by Trellis Research in 2018, over 2 million students have been surveyed at 188 institutions in 31 states. Learning from the NMSU survey includes:

- Two in five respondents (40%) agreed or strongly agreed that New Mexico State University made tuition more affordable.
- While over one in five respondents (21%) believed their school made textbooks more affordable, 55% disagreed or strongly disagreed.
- More than half of students (61%) said that they would seek financial support services like financial coaching if offered by their institution.
- Alarming, nearly half (47%) of respondents showed signs of either low or very low food security.
- Concerns related to food affordability and sufficiency were common. Half (50%) indicated they couldn't afford to eat balanced meals, while 32% ate less than they felt they should.
- Nearly half of students (45%) showed signs of housing insecurity, a condition that can significantly impact academic ability and overall wellness.
- More than one in ten respondents (16%) experienced homelessness in the prior 12 months or since starting at the institution.
- Nearly half of respondents (47%) indicated that they were likely experiencing a major depressive disorder.

The Division of Student Success will convene a working group in 2022–2023 to examine the results of the survey and existing support programs, and make recommendations to expand support to students. Additionally, in 2022–2023, Student Engagement will use the survey to learn about the financial wellness of graduate students.

Chase Scholar Mentor Program

Through the collaboration with the Chase Foundation, the Student Success Center administers the Chase Scholar Mentor Program. Chase Scholars are paired with a junior or senior peer mentor who have a demonstrated record of academic and co-curricular excellence to include experience in a leadership capacity. The Chase Foundation and Student Success Center ascribes that through peer mentoring Chase Scholars will: 1) make a successful transition to college life; 2) excel academically, 3) meet the requirements for Chase Foundation scholarship renewal, and 4) identify and emulate positive role modeling.

2021–2022 Program Highlights

Student Life

Dean of Students – Disability Access Services – Student Assistance Services
Student Conduct & Community Standards – Student Involvement & Leadership Programs
Aggie Health and Wellness Center

You@NMSU

In September 2021, the web-based resource *YOU@NMSU* was launched to provide students, faculty, and staff around-the-clock



online mental and physical health resources while highlighting campus or local resources. Focused on the well-being concepts of *Success, Thriving, and Mattering*, the *You@NMSU* online resource is designed to help students navigate life and campus no matter where they are on their college journey. During the 2021–22 academic year, 686 students created a profile in order to assist them in developing healthy habits that support classroom success. In addition, the *YOU@NMSU* website registered 108 unique user inquiries utilizing the “Help in Crisis” option. The *YOU@NMSU* initiative will be promoted tthis next academic year to students during new student orientations, and by the Offices of Health Promotion and Student Assistance Services to first-year students, student-athletes, and graduate students.



HOME

EVENTS

ORGANIZATIONS

NEWS

FORMS

Crimson Connection

Crimson Connection is the one-stop online web resource for campus events as well as a connection point for student organizations, clubs, and services. Adopted in late spring of 2021, the online interface allows students to connect with campus events and seek out opportunities for involvement in organizations all while tracking participation and creating a co-curricular transcript that complements their resume. Thanks to this resource, NMSU was able to identify

that over 150 unique organizations hosted over 3,470 events during the 2021–2022 academic year, a very welcome increase in student engagement after the pandemic.

Fraternity and Sorority Life

Despite the pandemic, membership in Fraternity and Sorority Life at NMSU continues to grow annually. In 2021–2022, 192 students joined one of thirteen fraternity or sorority chapters associated with National Panhellenic Council, National Interfraternity Conference, or Kappa Delta Chi Sorority Incorporated (a Latinx Greek organization). These student organizations continue a tradition of assisting with freshman move-in day each semester and are a strong presence in campus activities, student government, intramurals, and sporting events. In September 2021, over 300 NMSU Greek Alumni gathered at homecoming to see old classmates and meet new students. As student interest in Greek Life grows, engaging further with NMSU Greek alumni and seeking advisory assistance is a future focus.



Disability Access Services

In the summer of 2021, the name of the office was changed to Disability Access Services (DAS) in order to better identify the mission and purpose of the office for incoming students and faculty (it was formerly known as Student Accessibility Services). In addition, a new director was hired and a new assistant director position was added that specializes in student intake and accommodation management. Throughout the academic year, DAS staff worked to ensure a successful roll out of AIM, the new data management platform, in summer 2022. The acquisition of a comprehensive accommodation, appointment, and case management system, which has been implemented across the NMSU system, has already resulted in greater accessibility for students and faculty, while enhancing data security and privacy for student clients. The full implementation of the database is planned for fall 2022.

CARE Team & Student Assistance Services

In an effort to appropriately identify and respond to individuals who may be behaving erratically, or simply struggling with personal, financial, or basic needs and resources, the CARE Team (Concern Assessment/Response and Education) responded to over 128 reported incidents during 2021 involving students, employees, or visitors to campus. The Team also participated in QPR Suicide Prevention training and Bias Incident Reporting and Response training.

Serving in the case management role, the director of Student Assistance Services and others processed 89 student absence requests and 105 student assistance or financial need cases. To assist students struggling with medical or basic needs while mitigating academic consequences,

Student Assistance Services processed 19 medical withdrawals, 4 administrative withdrawals, 2 add/drop course changes, and triaged several grading concern reports. Additionally, Student Assistance Services provided financial assistance of over \$46,500 to 82 students.

Student Assistance Services, 2021–2022 Service Data			
	Fall 2021	Spring 2022	Total
Students receiving financial assistance	52	30	82
Foundation funds	\$3,143	\$1,746	\$4,889
ASNMSU funds	\$17,471	\$12,799	\$30,270
ECMC (Educational Credit Management Corporation)	\$5,763	\$5,621	\$11,384
Total funds distributed via Student Assistance Services			\$46,625

Aggie Cupboard

In addition to financial assistance, students continued to receive support from the Aggie Cupboard during 2021–2022. Throughout the COVID-19 pandemic, the lack of groceries available in stores for the community and an increase in unemployment, especially in households that went from one source of income to no income, brought an increased need for Aggie Cupboard’s services at New Mexico State University.

Aggie Cupboard – total from weekly distribution events			
Term	Unique clients	Client visits	Food distributed, pounds
Fall 2021	242	541	13,525
Spring 2022	233	462	5,475
Summer 2022	108	365	5,475

Aggie Cupboard – total distribution at Pete’s Pantry in the Park		
Semester	Number of clients	Food distributed, pounds
Fall 2021	575	27,275
Spring 2022	693	26,729
Summer 2022	241	12,802

Aggie Health and Wellness Center

The Aggie Health and Wellness Center continues to provide health services to students and employees. The Center was on the front line of NMSU's pandemic response, providing Covid care, support, and counsel to the entire NMSU system. From December 2020 to April 2021, the Center participated in 14 vaccination events with the New Mexico Department of Health and the Office of Emergency Management. A crowning achievement was a successful accreditation visit in February by the Accreditation Association for Ambulatory Health Care.

2021–2022 Program Highlights

University Recreation

Aggie Fit Memberships – Aquatic Center – Activity Center – Intramurals
Outdoor Recreation – Bike Shop – Club Sports

After 18 months of a lockdown, 2021–2022 represented a transition back to in-person fitness activities. University Recreation became more involved with Crimson Kickoff in the Fall 2021 by hosting the first annual pool party, with nearly 200 students in attendance. As the academic year progressed, fitness activities returned to more typical participation rates and scheduling.

Transition of Aggie Fit

In the spring 2021, University Recreation worked with Sodexo to create a new Aggie Fit Membership platform that would improve the membership experience and offer more membership options to faculty, staff, and community members. The platform was officially launched in June of 2022 and continues to be developed as more fitness programs are introduced.



Esports

During the 2019–2020 academic year, NMSU developed an esports lab to support both the esports club team and the esports student organization. The pandemic lockdown delayed the robust use of the lab, but in 2021–2022, the lab became the focal point for esports at NMSU. The club and team were very active during the year, introducing a communication studio funded by ASNMSU. Additionally, the team began the tradition of holding signing days for future students who committed to playing on the esports team. The club and team were actively involved in service to the community and hosted the first-ever Women in Esports event. The team won a social media competition and has become one of the top esports organizations in colleges and universities within the United States.

Men's Club Soccer

On May 14, 2022, NMSU officially opened the club soccer intramural field. The event included match between the NMSU men's club soccer team and El Paso's Sun City AFC. NMSU's men's club team won that game and has improved their performance each year in tournaments hosted by the United Premier Soccer League. The team is comprised of participants in the University Degrees Abroad (UDA) development soccer program.

Sports Club Manual

University Recreation collaborated with the Office of Student Leadership and Involvement to develop a manual for club sports at NMSU. The manual will support advisors and coaches of club sports and the students' participants.

2021-2022 Program Highlights

University Student Records

The University Student Records Office supports students and faculty by ensuring that all academic records are up-to-date, accessible, and meet the needs and requirements set by the stakeholders of higher education.

Highlights for the 2021–2022 Academic Year

- Over 160,000 grades processed and delivered; nearly 64,000 transcripts or degrees and enrollment verifications completed.
- Updated and maintained curricular records and kept our records consistent with state databases.
- Maintained over 2,000 degree audits that were accessed over 175,000 times.
- Manually reviewed, calculated, and approved academic records for every transfer student-athlete. Printed, distributed and collected the reports for academic advisors review and approval of all student-athlete academic progress, at the end of each semester, enabling NMSU’s student-athletes to maintain NCAA eligibility.
- Hosted 6 Commencement ceremonies for over 2,500 graduates and their families, and delivered about 4,400 diplomas.
- Scheduled over 10,000 courses and 700 other events in academic spaces.

Representatives of the Office of Student Records are the campus experts in how our curriculum is implemented. In that capacity, over the past year we were key participants in NMSU’s successful institutional accreditation update. Our efforts also supported the merger of the College of Education and College of Health and Social Services into the College of Health, Education and Social Transformation. Other process improvements included:

- The inclusion of in-progress courses to the degree audit system.
- The inclusion of mini-semester 1 and early summer parts of term on the transcript at the end of those sessions so students and instructors receive grades before the end of the full term.
- Permanent adoption of a virtual ceremony in Commencement celebrations.
- Creation of general education transfer courses and audit codes to support state-wide transfer and recognize the Western Interstate Commission for Higher Education (WICHE) Passport.

2021–2022 Program Highlights

Office of the VP for Student Success

Office Move

The Office of the Vice President for Student Success relocated from Hadley Hall to the Corbett Center Student Unit suite 207, facilitating better resource sharing with other Student Success units.

Division Unity: Spring All Staff Meeting and Leadership Retreat

The Spring All Staff-Meeting brought all employees together for the first time since the lockdown in March 2020. The excitement of being together for refreshments and fellowship prior to a meeting brought joy to many. The meeting highlighted the important role the Division plays in empowering, engaging, and guiding NMSU students. Employees were introduced to NMSU traditions and learned about the upcoming Opportunity Scholarship recently established by the State.

Strategic Enrollment Management Plan

The State of New Mexico required that institutions of higher education this year submit a strategic enrollment management plan to the Higher Education Department in order to release a portion of the State's Instruction and General allocation to institutions. The Office of Student Success led the effort to collaboratively develop and write the plan. The plan was submitted by June 15th and approved by the Higher Education Department in August. The Office of Student Success will continue to lead this annual effort.

Web Site Migration to Cascade

The Division made excellent progress in improving the security of external facing web sites through a transition to the Cascade web platform.

Assessment in the Division of Student Success

After an absence, the Division re-started its annual assessment effort, aimed at promoting continuous improvement, accountability, and leadership development in all areas of the Division of Student Success. On May 19, DSS Assess kicked off the annual assessment cycle and brought the foundations of assessment to people who will be designing assessment projects. Participants also provided feedback on assessment materials and reporting.

Assessment Team Members, May 2022

Assessment Team Leadership

Dr. Sarah Edwards, Director, Student Involvement and Leadership Programs
Melody Munson-McGee, Special Assistant to the Vice President

Student Engagement, Dr. Tony Marin

Trish Leyba, Office of Experiential Learning
Amanda Madrid, Corporate Relations and Career Events
Marci Salinas-Milam, Campus Tutoring Services
Dr. Marissa Fowler, Center for Academic Advising and Student Support
Julian Moreno, SSEM IT Tech Support

Financial Aid, Dr. Vandeen McKenzie

Virginia Tucker, Associate Director
Gina Reyes, Associate Director, Client Services
Andrea Jimenez, Financial Aid Compliance Coordinator

Student Records Office, Dacia Sedillo

Gabrielle Martinez, Graduate & Curriculum Data Specialist
Adriana Delgado, Registration/Admission Specialist

University Admissions, Seth Miner

Danielle Staley, Associate Director, Transfer Recruitment
Jose Quintana, Associate Director, Freshman Recruitment
Nathan Cheesman, Associate Director, Orientation Planning

University Recreation, Danny Montoya

Anthony McGlone, Program Coordinator, Sr.

Aggie Health and Wellness

Carol MacDonald-Parra, Nurse, Supervisor
Amanda Blair, Associate Director
Angie Gonzales, Business Manager |
Dr. Judi Voelz
Dr. Diane Kruis
Sara Guidetti, CNP
Jessica Soucy, CNP
Jessica Adams, PA
Robin Curry, RN
Debbie Jo Gonzales, RT
Marlena Limon, RPH
Jim Mooney, MT
Tara Wharem, LCSW

DSS Budget Overview

The Division receives funding both from Instructional and General allocation, which are comprised of tuition, fees, and the state allocation, along with student fees through the Student Fee Review process. In fiscal year 2022, the Division also benefitted from federal allocations from congressional acts collectively referred to as HEERF, or the Higher Education Emergency Relief Fund.

Original Budget Load: I & G Funding by Unit

Area	I&G Position FTE	Sum of Budget FTE + Operations
Enrollment Services	38.42	\$2,197,806
Financial Aid	25.91	\$1,212,673
ISSS	2.81	\$102,402
Student Engagement	4.0	\$258,668
CAASS	36.70	\$1,583,052
Education Abroad	2.0	\$95,866
Center for Academic Success	2.0	\$258,257
Student Life	6.0	\$403,024
Counseling & Student Development	11.0	\$562,147
Student Disability Access Services	4.0	\$214,272
University Student Records	15.87	\$797,156
Office of Student Success	3.0	\$563,060

The majority of funding in the Division is allocated to staffing within the units. Operating budgets within each unit remain relatively stable from year to year.

Student Fee Funding

Unit	Budgeted Allocation FY 21	Budgeted Allocation FY 22	Percent Change
Aquatic Center	\$385,049	\$398,482	3.5%
Activity Center Operations	\$655,971	\$644,311	-1.8%
Intramurals	\$79,625	\$85,067	6.8%
Aggie Health and Wellness Center	\$2,251,168	\$2,223,571	-1.2%
WAVE	\$64,730	\$64,206	-0.8%
Campus Tutoring Services	\$49,084	\$49,084	0.0%
Education Abroad	\$40,700	\$40,700	0.0%
Student Involvement & Leadership Programs	\$195,850	\$179,200	-8.5
Student Media	\$241,824	\$234,028	-3.2%
Fraternity & Sorority Life	\$22,000	\$22,000	0.0%

<https://regents.nmsu.edu/regent-meetings/meetingdocs2021/BOR-Special-Meeting-Binder-APRIL-05-2021-for-web.pdf>

Units funded by student fees submit budget requests through the Student Fee Review Board (SFRB), which is comprised of the Vice President for Student Success, the Faculty Senate Chair, a representative from the Provost Office, and student representatives selected by ASNMSU. Units explain to the SFRB how the funds were used the previous fiscal year and the impact of that funding. The unit also submits a request for funding for the next fiscal year. The SFRB then recommends a funding allocation to the Chancellor, which is approved by the Board of Regents.

DSS Grant Activities and Funding

- ECMC awarded DSS a \$15,000 Emergency Aid grant to support to students through the Student Assistance Services.
- ECMC awarded \$25,000 to support the work of the Aggie Cupboard.

HEERF Funding Received by DSS

The purpose of federal funding was to support students and the University in responding to the pandemic. The Division of Student Success used funding to support students' transition from remote learning in high school to the rigors of college and to support covid safe practices.

Program	Budgeted
Technology 1 to 1: Aggie Launch Pad	\$1,716,060
Summer 2021: Summer Program Support for Mathematics Success	\$118,030
Immunization Compliance	\$39,915
Aquatics Center: HVAC Replacement	\$153,637
Student Life Space Maximization	\$75,000
Student Success <i>You@NMSU</i>	\$82,000
Total	\$2,184,642

Contributions to LEADS 2025

The Division of Student Success directly supports the University’s strategic plan in many ways. Most units directly support Goal 1: Enhance Student Success and Social Mobility. The Division has also contributed to Goal 3: Amplify Extension and Outreach and identified a number of ways to improve services and experiences, therefore contributing to Goal 4: Build a Robust University System. Below is a brief summary of AY 2022 initiatives under each goal.

Goal 1: Enhance Student Success and Social Mobility

- Collaborated with the College of Arts and Sciences to offer **Aggie Accelerate**, a one-week boot camp in the summer of 2021 to improve performance in the first college level math course.
- Offered the first annual **Fort Keystone**, an immersive orientation experience for first time students designed to support improved leadership skills and connections to NMSU traditions.
- Implemented **Aggie Launch Pad** to improve first-time, full-time retention rates for undergraduate students by closing the technology divide.

Goal 2: Elevate Research and Creativity

- Financial literacy education is supported by a 10-year, \$1.5 million grant from Nusenda Credit Union.

Goal 3: Amplify Extension and Outreach

- Collaborated with the College of Agricultural Consumer and Environmental Services on the **Aggie Next Step Program**, a program designed to support 4-H participants in high school to build leadership skills, career exploration and college readiness skills.

Goal 4: Build a Robust University System

- **Crimson Connections**, a technology solution to support students’ events, activities and organizations provides one location to find the many opportunities to engage with campus.
- **You@NMSU**, an application to support students’ physical and mental education through goal setting, wellness checks, and connection, rolled out to the NMSU system.

- University Recreation and Student Leadership and Involvement Programs developed a manual for club sports at NMSU.
- University Recreation developed a training process and manual for student workers employed in University Recreation programs.
- Undergraduate Admissions developed a bi-weekly meeting schedule to meet with academic colleges to coordinate recruitment activities.
- NMSU implemented two enrollment management steering committees, one for NMSU Online and one for undergraduate admissions.