

Natalie C. Arellanez

Professional Summary: Proactive professional with a strong background in driving process improvement initiatives, developing and motivating teams, and increasing student satisfaction. Expert in UNM compliance and a champion of continuous improvement. Background in leading teams to achieve significant advancements in academic advisement and program efficiency. Skilled in conflict resolution and data analysis. Excels in fostering an environment of collaboration and excellence.

Educational Background

Master of Arts, University of New Mexico, May 2020

Language, Literacy, and Sociocultural Studies

Focus: American Indian Education

Bachelor of Arts, University of New Mexico, completed Fall 2012

Major: Family Studies

Minor: Psychology

Bachelor of Arts, University of New Mexico, completed May 2012

Major: English (pre-law concentration)

Minor: Native American Studies

Menaul High School, Albuquerque, NM. Graduated May 2006

Work Experience

Operations Manager and Certification Officer, January 2023-Current

The College of Education and Human Sciences-Center for Student Success, University of New Mexico, Albuquerque, NM

As the current Operation Manager, I am responsible for managing the Center for Student Success (CSS) that houses the Academic Advisement and Student Success teams. I supervise the Supervisor of Academic Advisement, Student Success Specialist, and 4 student employees. I serve as the building manager for Travelstead Hall and the upkeep. I work closely with UNM Human Resources in regards to hiring and fiscal regarding CSS budgets and funding. This allows me to ensure the continued work towards Student Success in all areas but not limited to: Advisement, Student Success, Branch support, and Recruitment and Retention. In this role I am responsible for reporting numbers to the Office of Advising Strategies / UNM Provost office regarding my center's practices, recruitment, retention, evaluation, and productivity. I work closely with the COEHS dean's office to manage the day to day work of CSS, collaboration with UNM branch campuses, department forms regarding program and catalog changes, articulation agreements, and licensure review. I work closely with program faculty and departments to ensure their curriculum is in line with the University policies in place while guiding them through the UNM network to make changes to degree plans and coursework. I also serve as the Certification officer for COEHS to the State of New Mexico Public Education Department. Through this work I work closely with the COEHS Director of Licensure and stakeholders in regards to students who are currently in progress of coursework and those who have completed degrees.

Notah Begay III Foundation Coach, August 2023-Current

Bernalillo, NM

During the seasons of Cross Country and Track and Field I serve as a youth coach to implement healthy practices that are centered around the need for youth development, community engagement, and cultural sustainability. As a coach I help train the youth to be their best selves through self-reflection, healthy lifestyle benefits, and mentorship. During these seasons I assist if needed in the promotion of the NB3 Fit program.

Supervisor of Student Success, September 2018-January 2023

The College of Education and Human Sciences-Center for Student Success, University of New Mexico, Albuquerque, NM

As the Supervisor of Student Success, I reported directly to the Operations Manager in regards to data that affected the health of enrollment and retention within the COEHS. I collaborated with the Operations Manager to review all certification documents and processes for teacher licensure and accreditation at the New Mexico state level and other education offices in the country. I evaluated accreditation completion and transcripts to verify a student's degree. In addition to this I was responsible for the certification process for the COEHS undergraduate degrees. I communicated with department chairs, faculty, and staff to ensure all areas of a student's degree is complete and all necessary notations added to a transcript are complete.

I worked with the COEHS associate dean, operations manager, department chairs and faculty to review program and catalog updates. I assisted in the evaluation of degree programs and UNM degree requirements to ensure compliance with UNM policies. In addition, I worked with the associate dean and operations manager to clarify and create articulation agreements between branch campuses.

I supervised the COEHS admissions team. I evaluated the processes and workflow to ensure students are admitted in a timely manner for important timelines such as student teaching and practicum of the "Human Sciences" degrees. I reviewed and assisted in creating a workflow to allow all information to be accessible to the CSS team when necessary.

I oversaw the day to day advisement team and front desk student employees. I managed the calendar system and ensure there are adequate available slots for student appointments while continuing to manage the reporting of student enrollment needs. I also act as the communication between departments, programs, and faculty to ensure the advisement team is up to date of any changes. I provided reporting to the student employees and advisement team to communicate with student changes that are occurring so they are aware of inquires that are coming in.

I also act as the HR representative for the CSS advisement team. I created requisitions for student employees and staff via UNM Jobs. In addition, I follow through with the hiring process and assist the Operations Manager with budgeting in regards to position offerings. I also take lead in timekeeping for the CSS staff.

I am lead in the CSS Summer Orientation process. I sit in meetings with the Office of Advising Strategies and the UNM New Student Orientation staff to ensure we are following UNM policy. I created the COEHS summer program with the mission of COEHS and UNM in mind. In addition, I assisted in the advisement of incoming students during orientation and months following. I often opened my calendar to help the day to day advisement needs if necessary. I assisted the Operation Manager in student challenges by evaluating and assisting in resolution. This requires me to be up to date on UNM processes and other UNM College policies.

During my time in this position, I sat on the renaming committee for COEHS (at the time COE). As a staff consultant I acted as an advocate for our Science programs and students. I elaborated on the need to vision inclusiveness in the College name and representation at Convocation Ceremonies. I elaborated on my students experiences and their visions to encourage the renaming process.

Coordinator of Student Advisement, March 2013-September 2018

The College of Education-Center for Student Success, University of New Mexico, Albuquerque, NM

As the Coordinator of Student Advisement, I acted as a consultant for the probation and suspension advisement process. Specifically working with advisors in regards to implementation of holistic advisement by creating coursework pathways, acting as a liaison, and providing guidance in seeking support from UNM services. I oversaw UNM branch site visits by working with advisors to meet the specific needs of distance students in regards to coursework, applications, and time management. I worked with departments and faculty in regards to admission to the College of Education and work closely with the Student Success Specialist in regards to New Student Orientation models and graduation certification.

Sr. Academic Advisor, March 2013-October 2015

The College of Education-Center for Student Success, University of New Mexico, Albuquerque, NM

As an Sr. Academic Advisor, I met with students year-round and advised the following programs: Family and Child Studies, Elementary Education, Secondary Education, Exercise Science, Athletic Training, Health Education, Physical Education, and Nutrition and Dietetics. My advisement ratio ranged between 200-250 students. I worked one on one with students to come up with a successful plan for upcoming semesters with the goal of reaching graduation. During the last year and a half of my position, I worked specifically with probation and suspension students with a holistic model to improve their GPA. Importantly this included recapturing knowledge of services and departments around campus.

Front Desk Lead, April 2010- December 2012

The College of Arts and Sciences Advisement Center, University of New Mexico, Albuquerque, NM

My duties consisted of providing support to departmental advisors and students. I was trained in faculty and staff functions in loboweb, academic holds and updating student information. I was involved in presentations for New Student Orientation and a part of student support trainings. I trained the front desk student employees to help provide a better experience for students through efficient processes and communication.

NASPA NUPF Fellow, Summer 2009-May 2011

National Association of Student Personal Administrators and American Indian Student Services, University of New Mexico, Albuquerque, NM

As a NASPA NUPF I was a part of the mission to increase the underrepresented professionals in student affairs and higher education. The NASPA NUPF program allowed me to have a mentoring relationship with the director of American Indian Student Services, Pamela Agoyo. With her I have traveled to Seattle, WA and Chicago, Ill to attend National conferences. I gained experience of on-campus mentoring through other Universities and the programs implemented there, gained valuable work experience through presentations, and made professional contacts with other student professionals in attendance.

Residential Advisor, Summer 2008-2009

American Indian Summer Bridge Program, University of New Mexico, Albuquerque, NM

As a residential advisor I worked specifically with creating group activities for incoming bridge students. I worked in a team environment with other residential advisors to assure that students were transitioning well socially and academically. I utilized my own experiences as a first-generation college student when implementing idea and navigating the UNM network. At the end of this position I learned the importance of communication, collaboration, healthy rapport, and professionalism.

Student Success Leader, April 2007-Summer 2009

American Indian Student Services, University of New Mexico, Albuquerque, NM

My primary duty was to provide students with support and information of the center. I provided students and faculty with the most recent campus announcements by sending out List Serve messages regarding scholarships, financial aid, academic deadlines, organizational meetings, student government meetings, and upcoming events. I was involved in the organization of student events such as Freshman orientation, Senior Day, and campus tours.

Skills

Computer Experience: Excel, Outlook, PowerPoint, Word, Publisher, Adobe Reader.

UNM staff duties in Banner: Trained in Dept General Inquiry, Purchasing, HR reports, EPAF functions, Labor, SPET, Time Keeping, Time Approver, Performance Administrator, Hiring, Degree and Retro awarding, Myreports, student attributes, exceptions, OnBase, Department overrides, LoboAchieve

Communication Skills: Public Presentations, Customer Relations, Training, Retention, Recruiting, Student Support

Volunteer Experience

Incorporator and Board President, September 2018-current

Miss Indian New Mexico, Inc., Albuquerque, NM

Duties: As the Board of Directors President I am the chief volunteer officer. I lead the 3 Board of Directors in performing its duties and responsibilities, including presiding at all Board meetings and those with the current Miss Indian New Mexico, Managing bylaws, policies and procedures, NM state reporting and all other duties needed to manage the Incorporation. I sign and execute in the name of the Corporation any instrument or document consistent with the foregoing general delegation of authority or any other instrument or document specifically authorized by the Board of Directors. I prescribe the duties of other officers and employees of the Corporation, in a manner not inconsistent with the provisions of the Bylaws and the directions of the Board of Directors.

Call Volunteer, February 2013- February 2014

Agora Crisis Center, The University of New Mexico, Albuquerque, NM

Duties: As a volunteer with Agora I sat 4 hours shifts per week. I was trained in suicide prevention, building RAPPORT with callers, information confidentiality, and referrals for University and NM community callers.

Academic Coach, June 2012-June 2014

Office of Student Academic Success, The University of New Mexico, Albuquerque, NM

Duties: I was a part of the effort to help increase student success and retention at the University of New Mexico. I was paired up with students to help them come up with strategies to achieve their academic goals, work on motivation, and helping them become familiar with the UNM community and the various resources that are available to them.

Miss Indian New Mexico, September 2012-September 2013

Miss Indian New Mexico Organization, Albuquerque, NM

Duties: As Miss Indian New Mexico it was my goal to motivate the youth and communities about higher education and encourage the valuable experiences and outlook it can provide. I did this by tying in the importance of language, tradition, and celebrating cultural backgrounds of Native youth. As a representative of 24 Tribes within New Mexico I gained valuable skills in leadership and public speaking. I have traveled throughout the state of New Mexico to various functions held by communities and their Governors.

Advisory board member and student grant writer, Fall 2009-Fall 2010

Pueblo of Acoma Learning Center, Pueblo of Acoma, NM

Duties: As a member of the Acoma Learning Center I was a part of the implementation of academic achievement and literacy programs for community members. As a part of the board I was in charge of helping write grants for various literacy programs that the learning center wanted to implement in the community.

Miss Indian University of New Mexico, April 2008-April 2009

American Indian Student Services, The University of New Mexico, NM

Duties: As the Miss Indian University of New Mexico I was an ambassador for the Indigenous community in the University of New Mexico. As Miss Indian UNM I was a role model and mentor to those on campus and my community. This role taught me to see the importance of leadership and how impactful it can be.

SideKicks Mentor, September 2007-September 2008

American Indian Student Services, The University of New Mexico, NM

Duties: As a SideKicks mentor I was paired up with a lower classman that was either exploring the same degree or undecided. I met with my mentee on a weekly basis. As a team we reviewed tutoring opportunities, job exploration, and campus involvement.