September 19, 2012

Dear COE Student:

Welcome again to the Fall 2012 semester. We are pleased to have you as a student in the College and strive to make your experience both meaningful and productive as you continue to pursue your academic and professional goals.

We received several messages from students in the last week expressing that they had not heard about the Tk20 system that has been implemented in the College, were not aware that they had to pay a one-time fee for use of the system, and/or that the fee was not assessed until after their financial aid had already been processed for Fall 2012. These were all very concerning as careful planning was part of both initial communication about Tk20 and in the administrative/technical components of assessing the fee. In response, we spent time over the last few days reviewing the issues and trying to determine potential causes of the problem.

We have completed that evaluation, recognize where some problems occurred and have both a plan to resolve the issues as well to ensure that all students are aware of Tk20, its purpose, and how it is to be used for learning outcomes assessment and student career portfolio development into the future.

Please read each item below carefully and also go to http://coe.unm.edu/tk20 for detailed information and communication regarding the Tk20 system that is being used by the College of Education.

1. In Spring 2012, at the approval of the Provost, the College of Education adopted a new learning outcomes assessment, data management, and career portfolio development system called Tk20. This was in response to meeting requirements for our NCATE accreditation as well as other accrediting bodies across the College.

2. The system was implemented in two phases: Phase 1 – Spring 2012 - for undergraduate teacher education programs. Phase 2 – Fall 2012 - for ALL other undergraduate and graduate programs in COE.

3. The College of Education pays significant technical and administrative fees to use the Tk20 system and students are also required to pay a one-time $125 curriculum fee, approved by the Provost, that gives you full access to the system now and for up to eight years beyond graduation. The website above provides more details into the purposes and uses of Tk20. Note that Tk20 is also used in many other Colleges of Education including Arizona State University and The Ohio State University.

4. In our communication plan, ALL students with a COE program code in Banner that were to be included for Phase 2 in Fall 2012 were sent an initial email and electronic letter on April 4th, 2012 informing them of the system and its requirement. A copy of that letter is on the website mentioned above. Another email
was sent on August 27th to remind students that they would see the $125 fee on their accounts. However, it is always possible that some students did not receive or read either of those messages.

5. Also, and most importantly, due to an administrative/technical issue that caused a slight delay with the Fall 2012 processing of the Tk20 one-time $125 curriculum fee resulting in the fee not appearing on some accounts until after Financial Aid had already processed initial payments, we will be refunding or removing that fee within the coming week for all student accounts that were charged the Tk20 fee for Fall 2012. Students who were part of the Phase 1 implementation in Spring 2012 already paid the fee and will not be affected by this change. We regret the billing error that occurred and will resolve the issues that created it in the future.

6. Please note, however, that the fee will be reinstated for the Spring 2013 semester and all students admitted and enrolled for Spring 2013 courses will be reassessed the one-time $125 fee. The issues encountered this semester will have been resolved so that the fee will be included as part of your total cost of attendance and will be submitted in time to be processed through the financial aid office.

Note: There is a process in place for students with extremely challenging and extenuating financial circumstances (go to http://coe.unm.edu/tk20, click on FAQ’s and go to item #7).

7. In the meantime, we will continue conducting the assessments that we need for our NCATE accreditation and annual Provost’s report on assessment, and you will have full access to the system for the remainder of the Fall 2012 semester. You will also have full access to the professional portfolio development component and there will be workshops available as well as online tutorials for using this element of Tk20.

Again, we thank you for being a student in the UNM College of Education. We hope that as you begin to use the Tk20 system this semester, you will become more familiar with its benefits now and, most importantly, as you can continue to use the system for your own career or professional advancement. Please do not hesitate to contact me or any of the department contacts that are listed on the website at http://coe.unm.edu/tk20.

Sincerely,

Dr. David Scott
Associate Dean for Research