



## Dates to Remember:

**January 16** : Martin Luther King Jr. Holiday. Highlands Closed

**Staff Advisory Senate Meetings:** Every 4<sup>th</sup> Monday of the month at 10:30 am

## Inside this issue:

In the Spotlight	1
Dates to Remember	1
Look Who's New	2
Department News	3
What's Happening	3
Staff Senate	4
Newsletter Committee	4

# The Pony Express



Volume 3, Issue 3

October — December 2011

## SPOTLIGHT



1<sup>st</sup> row left to right: Margaret Sanchez, Max Baca, Chris Dees, Doris Gallegos, 2<sup>nd</sup> row left to right: Marcy Torres, Adele Ludi, JaneEllen Mallette, Laird Thornton, Phil Escue, 3<sup>rd</sup> row left to right: Ken Litherland, Shay Bassett, Eugene King, William Grassie, Dennis Marquez Photo Courtesy—University Relations

### *A message from...*

*Max Baca, ITS Director*

Implementing a modern college's technological needs is quite challenging considering the growing expectations of users and the introduction of new and emerging technologies that occur yearly. Technology is a "taken-for-granted" infrastructure that makes everyone's lives easier but can also be very disruptive and frustrating when it's not operating properly.

ITS consists of the following units: administrative, helpdesk, PC hardware/networking, and software development. ITS is continuously evaluating and deploying emerging technologies that have been marketed on mainstream media outlets. For example, ITS is currently using virtualization, cloud services, and most of its services are offered on the web.

*continued on page 3*



MVD is offering NMHU license plates and NMHU vanity license plates.

Show you support NMHU and get yours today!

### *Quotes to Live by:*

“Every mile is two in winter.”  
- George Herbert

*Or*

“History is the witness that testifies to the passing of time; it illumines reality, vitalizes memory, provides guidance in daily life and brings tidings of antiquity.”  
- Cicero

*Or*

“Bazinga!”  
- Sheldon Cooper



## *Look Who's New!* NEW HIRES

Victoria Berry, library associate, Donnelly Library  
Paula Bustamante, shipping & receiving tech, Central Receiving  
Renay Cole, departmental secretary, International Education  
Katherine Jenkins, Rio Rancho Director, Rio Rancho  
Jonathan Lee, visiting professor, School of Business  
Lorenzo Medina, painter, Facilities  
Caroline Montoya, academic & career advisor, Student Support Services  
Elizabeth Orozco, administrative assistant, Social Work  
Martha Van Der Voot, research faculty, Biology  
Christie Zinanti, asst. softball coach & intramurals director, Athletics

### What is happening at the Gene Torres HU Golf Course?

Dr. Dan Houtchens, Golf Course Director reports that great things continue at the Golf Course. The individuals working there are Mike Allen, superintendent, Jeff Esquibel, assistant superintendent, Jeremy Kalleviq, golf course mechanic, Clarence Aragon and Kathy Martinez work in the pro shop. Dan has been teaching professionally at three golf courses and also coached college golf.

The Golf Course offers:

Nine Hole Golf Course, Eighteen Hole Disc Golf Course, Practice Putting Green, Driving Range, Five Horseshoe Pits

Ron Romero is the chef and restaurant manager at the Fifth Quarter Grill. Restaurant hours are:

Monday thru Friday — 11 am-2 pm / 4 pm-8 pm  
Saturday 11 am - 7 pm, lunch menu served  
Sunday 11 am - 6 pm, lunch menu served

# DEPARTMENT NEWS

*continued from page 1*

Below are some of the recent projects on which ITS has been currently working with various departments:

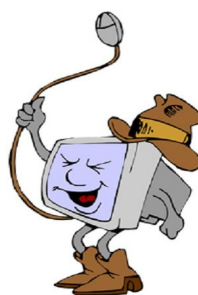
Degree works: This web-based product provides a robust degree-auditing program for faculty and students. Technology not only improves student successes, but also provides a clear road map for their degrees. We have heard from the campus community that this product is wonderful.

Microsoft SharePoint: A beginning of private cloud services via web-based applications for the accessing, storing, and sharing of documents through a web browser: This cloud-based service has the ability to be accessed using PCs, Mac's, laptops and new tablets (i.e., iPad and Android-based) that have access to the internet via a web browser, including smart phones.

Banner Document Management System (BDMS): This web-based product is able to scan numerous documents that the university currently duplicates and keeps hard copies (i.e., within departments and at administrative offices). With documents scanned, tagged, and indexed into the banner system, staff is able to retrieve documents from any location using any computer. This eliminates duplications, copying costs, paper and storage waste, and lost documents, while creating a better archival and record-keeping mechanism than what currently exists. Human Resources is currently using this product and ITS is about to deploy BDMS at financial aid, business office, purchasing, and have requests from other departments to do the same.

Desire-2-Learn (D2L): In the spring, in partnership with Extended Outreach Services (EOS), we will be deploying a new learning management system (LMS). This implementation will consist of the migration of existing Blackboard courses to the new system, testing, training by EOS, and the development of new support procedures for students and faculty. We are scheduled to go live in the summer of 2012.

Upgrades to campus Internet Services: This year, ITS was able to upgrade its internet connectivity tenfold to 300 Mbps with Qwest / CenturyLink, NM Western Regional Network (a collaboration with UNM, NMSU, NMT, and NMHU), external partners of Pacific Northwest GigaPoP, Front Range GigaPoP, and Corporation for Education Network Initiatives in California (CENIC). This collaboration provides a robust, on-ramp, high speed network, such as Google, Microsoft, Apple, and numerous tier one internet providers, such as AT&T, Cogent, and Level3. This upgrade moved Highlands from its high cost and restricted rural telecommunication position to a position shared by advanced metropolitan communities like Los Angeles and the Silicon Valley.





Halloween was very spooky with department staff dressing up for the occasion. Holiday decorating, as you can see in the late evening, sure lights up the campus. Thanks to all. Great Job!



### **Please Welcome the new Food Service to NMHU**

A'viands is a regional company established in 2003 with support offices in Albuquerque, NM and Minneapolis, Minnesota. It prides itself in being dedicated to the clients it serves in both the Southwest and Midwest regions. Currently, A'viands has over 200 locations and over 2,000 staff members that are part of the A'viands team.

A'viands strives to provide the personal touch, resources and support for dining services staff, local management teams, and communities in which we serve. A'viands staff members pride themselves in being active in community events as well as local and national associations to provide support and resources. Support services provided by A'viands include registered dietitians, culinary services, menu development, marketing, purchasing, Information Technology, Accounting and Human Resources. A'viands is committed to support, train, and direct dining staff working in the Nutrition Service Department.

A'viands will create a plan of exciting healthy and tasty menus while soliciting feedback from students, faculty and staff. New Mexico Highlands campus dining services staff will be provided monthly development and training opportunities in such areas as food production, food sanitation and safety, team building, customer service and many more.

A'viands menu and marketing programs are designed to promote student satisfaction and participation in all of its food service programs. By creating dining services with fresh, innovative flavors that capture the latest food trends, A'viands provides restaurant style experiences versus traditional cafeteria dining. A'viands strives to bring energy and excitement with great variety and captivating menu choices.

## Office of Academic Support

Despite their already busy schedule, the Office of Academic Support continues to participate in community-service projects. On November 2, the office hosted the Second Annual Dodge ball Tournament and raised nearly \$200 for the Susan G. Komen Breast Cancer Foundation. Over 300 participants attended the event. They also hosted the Fourth Annual Turkey Bowl on November 15, collaborating with the SAMFM Radio Station, and collected two large bins of non-perishable items that were distributed to the community, along with turkeys that were donated to the radio station.

On November 10, members of the Office of Academic Support presented at the New Mexico Student Affairs Symposium held at the University of New Mexico. More information on this is available on the Highlands homepage.

In January 2012, the office will have their second annual bake sale to raise money to purchase winter hats, gloves, and coats for children in the community. Anyone wishing to help with this drive may contact the Office of Academic Support at 454-3188.

**Please keep us in mind for new stories. We would love to hear from you and print your exciting news.**

**Suggestion boxes are up and available for all faculty, staff, and students. Please submit your suggestions. They will be routed to the appropriate representative.**

## Staff Advisory Senate

Margaret Gonzales - President 454-3495  
 Thomasinia Ortiz-Gallegos - Vice President 454-3127  
 Dawn Martinez - Parliamentarian 454-3410  
 Lou Ann Romero - Secretary 454-3087  
 Alexis Duran - Treasurer 454-3315  
 Doris Gallegos - Member 454-3168  
 Richard Griego - Member 454-3260  
 Darlene R. Tapia - Member 454-3272  
 Vacant - Member  
 Vacant - Member

Please feel free to contact any of the above members directly or e-mail:  
[staffadvisorysenate@nmhu.edu](mailto:staffadvisorysenate@nmhu.edu)  
 with questions, comments, or general feedback.  
 Thank you for your support and we look forward to hearing from you!

## Staff Senate Newsletter Committee

Darlene R. Tapia - Chair 454-3272  
 Doris Gallegos - Vice Chair 454-3168  
 Yvonne Duran - Member 454-3020  
 Carolina Martínez - Member 454-3269  
 Prescilla Ortega-Mathis - Member 454-3311  
 Wendy Quintana - Member 454-3387  
 Irene Romero - Member 454-3499

Please contact any of the above Newsletter Committee members with any ideas you would like to see in the next issue of "The Pony Express".

Be on the look out for our next quarterly issue at the end of March!