



New Mexico  
**HIGHLANDS**  
University

# The Pony Express



Volume 2, Issue 1

April 2011

## Dates to Remember:

**May 12**-NMHU Rio Rancho Commencement at 6pm at Santa Ana Star Center

**May 13**-NMHU Roswell Commencement at 7pm at Wool Bowl

**May 14**-NMHU Main Campus Commencement at 2pm at Wilson Complex

**May 19**-NMHU Farmington Commencement at 7pm at Farmington Civic Center

**October 7**-President' Homecoming Coffee 8am-9:30am All NMHU Faculty and Staff are invited!

**October 8**-Homecoming Parade starts at 10am. Game time 6pm vs .Adams State

**Now through May 13**-Open/Switch Benefit Enrollment

**May 2 thru 17**-Nominations for Staff Senate

**May 24**-Staff Senate Absentee Ballots

**May 26**- Staff Senate Elections

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## NEWSLETTER



**Margaret Sanchez**  
ITS

Well, my story is a very great one in fact. The hours I work are from 8-5 and sometimes during my lunch hour. On snow days, I come in during the two-hour delay to keep the calls from going to Campus Security.

It has been an honor to work for the university and this coming year will be 10 years that I have been working full-time and two years of temporary/part-time. I have many people ask me how I can handle so many calls coming through at one time and how I can remember so many extensions. To be honest, I don't know all the extensions.

Some ask me how I take the unkind calls that come in so calmly. Well, this is where everyone has a choice, to act badly or perform the job in a professional way. It's not so easy being yelled at while you are trying to be helpful.

There are many benefits working the Switchboard. I have had the opportunity to meet many people from the other centers coming in to put the voice with a face. It has been a rewarding opportunity for me and many others that work on campus have been

I'm glad for the opportunity to be able to share my job with the rest of NMHU. If sometimes I can't pick up when you call, it's because I'm either giving someone directions or looking for someone to help a student. I try hard to get to every call and this new Switchboard is different and does not allow me to get to all the calls immediately.



- Greg (Facilities Management) and Rosalie Martinez (Campus Suicide Prevention) are new grandparents to Kassie
- Sally Martinez (NMHU Bookstore) is a new grandma to Kaila Bella

## What's New!

- Patsy Romero (Campus Life) welcomed grandson, Paul, Jr.
- Margaret Gonzales (Office of Campus Life) welcomed grandson Curtis.
- Sean and Corie Weaver have safely returned from their trip to New Zealand.
- Prescilla Ortega-Mathis' son, Stephen, made the dean's list for Fall 2010, his first semester at Loyola University of Chicago.
- Ivy Romero has been named president of the NMHU Alumni Association Board. As president, she becomes a member of the Foundation board of directors.





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

Show your support and get yours today!

*Quotes to Live by:*

“Change your thoughts and you change your world.” - Norman Vincent Peale

*Or*

“Don’t Worry, Be Happy” - Bobby McFerrin



# NEW BEGINNINGS

- Dr. Fidel Trujillo is the new dean of students. He has served Highlands in many capacities over the years. While earning his master’s in sports administration at Highlands, Dr. Trujillo was the university’s assistant athletic director and women’s assistant basketball coach from 1999 to 2002. He brings 10 years of experience in higher education to his position at Highlands.
- The Office of Student Support Services has rehired Sandra Trujillo as a new academic advisor. Sandra has 25 years of experience working with TRIO programs, 21 years in Upward Bound and four years in Student Support Services.
- The Purchasing Department has filled three positions. Michael Saavedra has taken the director position. Michael has been employed by Highlands for the past six years. Jennifer Madrid has been hired as a full time buyer and will no longer be working with Central Receiving on a part time basis. Jennifer has over five years of experience in the purchasing area. Mario Romero who worked for the City of Las Vegas’ Purchasing Dept. for 13 years, ten as supervisor, has filled the other buyer position. He was previously with the

Registrar’s Office.

- Jessica Gurley, department secretary to the International Education Office, is seeking her master’s degree in Computer Science and has been selected to go to Boston, MA, for an all expense paid graduate workshop, April 1 - 2, 2011. The Computer Research Association’s Committee on the Status of Women in Computing Research (CRA-W) is hosting the workshop. Jessica has also received a scholarship to go to the Richard Tapia Diversity in Computing Conference in San Francisco, April 3 - 5, 2011.
- Louise CdeBaca joined the Business Office in September 2010. Louise received her BBA in accounting from Highlands in 1994 and worked for the state for 11 years. She and her husband of 17 years have a five year-old son and love spending family time in Melody Park.
- Donato Sena returned to Highlands as the new Chief of Police. He has extensive background in police administration and investigation, including with the City of Las Vegas Police Department. Chief Sena and his wife of 41 years, Maria Luisa, have two daughters and four grandchildren.

**Additional new hires or in-house moves include:**

- David Luna, director, Upward Bound
- Gabriel Pacheco, Grounds/Landscape Specialist
- Chad Raymond, assistant football coach, Athletics
- Charlie Tapia, custodian, Facilities Services
- Abran Ulibarri, Recycling Technician, Facilities Services
- Eric Urioste, Center student specialist, Registrar’s
- Daryl Williams, associate scientist, Natural Sciences



# DEPARTMENTS



## IN AND AROUND IT SERVICES

Over the past several months, IT Services has been working on several major projects, many of which have been completed and are ongoing. The current ongoing projects are related to the expansion and enhancement of the Banner System. In addition, server and data storage upgrades are also being implemented to support Banner and additional data storage requirements.

### Banner and Server Upgrades

Highlands University acquired the Banner suite of higher education, administrative software from SunGard Systems & Computer Technology Corp. (SunGard) in 1999. The substantial investment in Banner has paid off considerably by improving student, financial aid, finance, and human resource administrative efficiency and productivity.

In the past 10 years, SunGard has added additional features, such

as Banner add-on modules that enhance productivity and efficiency. ITS is in the process of implementing three of the add-on modules. The modules being implementing are:

### Banner Document Management System (BDMS)

Once called Xtender Solutions, BDMS is an imaging and document management suite. Paper documents have been the traditional way of conducting business and enrollment at Highlands. However, paper presents its own class of problems: waste, tedious and time-consuming manual handling, filing, copying and data entry tasks, misplaced or lost documentation and files, slow transfer times, chronic document security, and storage costs. Paper documents also limit the ability of administrators, faculty, and staff to efficiently access needed information. BDMS solves these problems and increases productivity and efficiency in higher education by converting paper into electronic documents. Additionally, it improves integration amongst non-Banner electronic documents into the Banner system already in use.

### Banner Workflow

The Workflow software tool is used for automating, simplifying,

and directing the flow of information and processes through the entire university Banner system. Workflow also enhances the efficiency of the BDMS "all-electronic document environment" by allowing university administration and departments to simultaneously access workflows and complete assignments via a standard web browser and process-management system. It permits the university to more easily monitor business processes and insure the implementation of "best practices."

### Banner DegreeWorks

DegreeWorks is a web-based advising and course-planning tool that streamlines the ability to produce degree audits, graduation check process and supports and monitors unique program changes.

### Server upgrades

Existing servers will be replaced with larger servers that support virtual servers. The deployment of virtual environments will do two major things, create a (1) high availability and (2) fault tolerant environment that will allow the university to insure that up-time will be at its greatest for critical services such as Banner and e-mail. This will create an environment that requires less electrical power.

*In each issue, we would like to take the opportunity to "introduce" a different department or person to the rest of campus. Sometimes we don't get the chance to meet fellow staffers that play such an important role in maintaining the University and we felt that putting a face to a department would be nice. This issue, we are "spotlighting" Margaret Sanchez, Switchboard Operator.*

## VOLUNTEERS



Commencement for students from the Main Campus, the Raton Site and Santa Fe Center is scheduled for Saturday, May 14th at 2:00 pm in the John A Wilson Complex. If you are interested in being and usher for the event, please contact the Registrar's Office at x3233.

## UPDATE FROM FACILITIES MANAGEMENT

In February, our Facilities crews were on top of caring for the boiler systems across campus, and as a result, they were able to prevent catastrophic flooding from broken water pipes and sprinkler systems. The financial impact on the university was greatly minimized due to their efforts and hard work. A great amount of thanks is due to our plumbers and boiler men for working the extra long hours.

A recent fire at Connor Hall did reveal that our fire safety systems are functioning appropriately, and students were able to see the importance of fire drills and safety measures.

Facilities crews are working diligently to keep the campus safe, clean and operational. There is a new energy within the department. Our grounds crews have been working on beautifying our campus, and this has been expressed to our department by numerous phone calls from the community.



### Staff Advisory Senate

- Maxine Salas - President 454-2020
- Margaret Gonzales - Vice President 454-3495
- Dawn Martinez - Parliamentarian 454-3410
- Thomasinia Ortiz-Gallegos - Member 454-3127
- Lou Ann Romero - Secretary 454-3087
- Alexis Duran - Treasurer 454-3315
- Doris Gallegos - Member 454-3168
- Darlene Tapia - Member 454-3272
- Richard Griego - Member 454-3260
- David Whorton - Member 454-3260
- Lisa Duran - Member 454-3260

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 Tapia - Chair 454-3272
- Doris Gallegos - Vice Chair 454-3168
- Yvonne Duran - Member 454-3020
- Carolina Martinez - Member 454-3269
- Prescilla Ortega-Mathis - Member 454-3311
- Wendy Quintana - Member 454-3368
- 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 June!



### Feel Well! Look Better! Get Going!

Spring is upon us. If you haven't already begun, this is a perfect time to start thinking about improving your health and overall wellness! There are numerous benefits to exercising, and the university offers its employees the opportunity to do that right here on

campus. This benefit is available to all employees with state-of-the-art equipment through its Wellness Program and the new Cardio Room. The old weight room

is also available on the first floor. The HU Wellness (Program) is located on the first floor, south-west side of the Wilson Complex. It is a supervised program that helps improve employees' overall wellness through exercise. Employees must undergo a fitness assessment before they can participate. It includes cardio-respiratory endurance, flexibility, abdominal endurance, upper body strength, lower body strength, and body composition. Once this is completed, you will be given a program that includes aerobic, weight training, and stretching exercises. For more information, including possible registration in the class attached to this, but not required, please contact Everett Delgado, 454-3122.

The Cardio Room, also in the Wilson Complex, is located on the first floor, north side, nearest to the parking lot. It is open only to faculty, staff, and students. "The equipment available represents the latest and greatest technology," according to Dr. Kathy Jenkins, department chair,

Exercise and Sports Sciences. It includes four treadmills, four elliptical trainers, two recumbent bikes, and two upright bikes. You can even plug in your iPods! An assessment is not a requirement to use the Cardio Room. An added plus is the newly paved parking lot with security cameras and emergency phones. Hours of operation are the same as those scheduled

Let's have fun and stay healthy! Let's get going! Improve your mood, combat chronic disease, manage your weight, boost your energy level, and promote better sleep. You will look better and will reap all other benefits of exercise."

