

**Mission** *New Mexico Highlands University is a public comprehensive university serving our local and global communities. Our mission is to provide opportunities for undergraduate and graduate students to attain an exceptional education by fostering creativity, critical thinking and research in the liberal arts, sciences, and professions within a diverse community.*

**Vision** *Our vision is to be a premier comprehensive university transforming lives and communities now and for generations to come.*

Department/Program: **Academic Support**

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Strategic Goals for 2020 Planning for FY19-FY21	Unit Goals	Unit Actions/Strategies	Measurable Outcome(s)	Person(s) Responsible	Indicators and Time Frame for Assessment	Date(s) for Review
<p><b>1. Highlands University will achieve academic excellence, academic integration and student success.</b></p>	<p>1. The goal of the Academic Support Office is to collaborate with the campus community to improve first time freshmen retention by 2%.</p> <p>2. The goal of the Academic Support Office is to collaborate with the campus community to improve undergraduate student transfer retention by 2%.</p> <p>3. The goal of the Academic Support Office is to improve retention of first time freshmen participating in the Enrollment Success Program by 5%.</p> <p>4. The goal of the Academic Support Office is to increase persistence of students reported for early alert by 2%.</p> <p>5. The goal of the Academic Support Office is to increase faculty reporting in early alert by 2%.</p>	<p>1. Participate in the student retention advisory council.</p> <p>2. Use Enrollment Success program for qualified students.</p> <p>3. Assign Academic Advisor to each Learning Community.</p> <p>4. Expedite registration through aggressive marketing, advisor follow up, and university sponsored events (registration party).</p> <p>5. Host Peer Advisor workshops</p> <p>6. Develop a coordinated interdepartmental communication plan.</p> <p>7. Develop a coordinated student communication plan</p> <p>8. Assign Enrollment Success cohort to advisors for high involvement</p>	<p>1. Increase first time freshmen retention fall to spring retention by 2%.</p> <p>2. Increase first time freshmen retention fall to fall retention by 2%.</p> <p>3. Increase undergraduate student transfer fall to spring retention by 2%.</p> <p>4. Increase undergraduate student transfer fall to fall retention by 2%.</p> <p>5. Increase Enrollment Success cohort fall to spring retention by 5%.</p> <p>6. Increase Enrollment Success cohort fall to fall retention by 5%.</p> <p>7. Increase persistence of students reported for early alert by 2%.</p> <p>8. Increase faculty use of early alert by 2%.</p>	<p>Benito Pacheco</p> <p>Caroline Montoya</p> <p>Shannon Saiz</p> <p>David Esquibel</p> <p>Alyssa Valencia</p>	<p>Fall 2018</p> <p>Spring 2019</p> <p>Fall 2019</p>	<p>August 2018</p> <p>December 2018</p> <p>March 2019</p> <p>May 2019</p> <p>August 2019</p>

Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)	Challenge(s)	Budget Consideration (Yes / No)
<ul style="list-style-type: none"> <li>- 1. Ongoing</li> <li>- 2. Ongoing</li> <li>- 3. Ongoing</li> </ul>		<ul style="list-style-type: none"> <li>- Utilize Retention Advisory Council as mechanism to develop advisement policies for university.</li> <li>- Consider the use of Academic Success Coaches to supplement academic advisement for the university.</li> <li>- Consider implementation of program to support undergraduate students on academic probation through Academic Success Coordinator.</li> <li>- Review structure of Accessibility Services</li> </ul>	<ul style="list-style-type: none"> <li>- Creating policy requires buy-in and is a lengthy process</li> <li>- Creating a plan to increase FF follow up with Adviser</li> <li>- Develop faculty/staff collaborations</li> <li>- Additional budget and personnel considerations.</li> </ul>	<p>Yes-creation of 3 Academic Success Positions to work</p> <p>Creation of Academic Success Coordinator</p>

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<p><i>2. Highlands University will achieve strategic enrollment management.</i></p>	<p>1. Goal is to effectively communicate with 100% prospective undergraduate applicants from inquiry to matriculation</p> <p>2. The goal of the Academic Support Office is to collaborate with the campus community to improve matriculation rate of first time freshmen by 3%.</p> <p>3. The goal of the Academic Support Office is to collaborate with the campus community to improve matriculation rate of main campus undergraduate transfers by 3%.</p> <p>4. The goal of the Academic Support Office is to 100% of new freshman and transfer students a satisfactory orientation as indicated by event survey data.</p>	<p>1. Collaborate with Undergraduate Student Admissions and recruitment to develop a process communication plan and material for admitted undergraduate students.</p> <p>2. Develop a coordinated interdepartmental communication plan that includes proactive approach for early student enrollment.</p> <p>3. Develop a coordinated student communication plan.</p> <p>4. Collaborate with student support offices, faculty, and administration to organize plan.</p>	<p>1. Increase first time freshman matriculation by 5%</p> <p>2. Increase transfer student matriculation by 5%</p> <p>3. Increase first time freshman attendance at orientation by 3%</p> <p>4. Increase transfer student attendance at orientation by 100%</p> <p>5. 100% of students attending orientation will experience a satisfactory or better event.</p>	<p>Benito Pacheco</p> <p>Caroline Montoya</p> <p>Shannon Saiz</p> <p>David Esquibel</p> <p>Alyssa Valencia</p>	<p>Fall 2018</p> <p>Spring 2019</p>	<p>August 2018</p> <p>December 2018</p> <p>March 2019</p> <p>May 2019</p> <p>August 2019</p>
<p>Action Status w/Description (Achieved, Ongoing, Stop)</p>	<p>Completion Date(s)</p>	<p>Recommendation(s)</p>	<p>Challenge(s)</p>	<p>Budget Consideration (Yes / No)</p>		

<ul style="list-style-type: none"> <li>- 1. Ongoing</li> <li>- 2. Ongoing</li> <li>- 3. Ongoing</li> </ul>		<ul style="list-style-type: none"> <li>- Develop plan to sustain production and postage for initiative to maintain contact with admitted students.</li> <li>- Analyze Call Out data for improved outcomes for fall 19 matriculation. Train and develop undergraduate students to effectively communicate with admitted undergraduate population</li> <li>- Maximize use of Slate to increase communication and enrollment for new student orientation.</li> <li>- Additional Slate training for Academic Support staff.</li> </ul>	<p>Refinement of communication plan based on data analysis from fall 18 matriculation data.</p>	<p>No</p>
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3. <i>Highlands University will achieve a vibrant campus life.</i>	1. The goal of Academic Support is to effectively collaborate with campus entities to improve campus life for NMHU students.	1. Collaborate with FYE, Outdoor Recreation, Campus Life, Housing to increase student satisfaction with campus vibrancy	1. Increase student attendance at off-campus university sponsored events by 30%.	Benito Pacheco	December 2018 May 2019	
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- Ongoing		- Utilize multiple avenues of communication to increase visibility of events and to appeal to a broad section of NMHU students.		- Ability to organize collaboration for departments involved		- NO

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<p>4. <i>Highlands University will be a community partner.</i></p>	<p>1. The goal of Academic Support is to maintain Hi-Set GED testing as a free service to community members.</p> <p>2. The goal of Academic Support is to provide the dual credit student advisement to 100% of participating students.</p>	<p>1. Update agreement with Hi-Set and update software necessary for service.</p> <p>2. Maintain current agreement with LVCS and WLV.</p>	<p>1. Provide 100 free of charge Hi-Set tests to community members.</p> <p>2. Advise 100% of dual credit population as measured by NMHU Enrollment form, Degree Audit, and Lab Tracker.</p>	<p>Benito Pacheco</p>	<p>May 2019</p>	<p>May 2019</p>
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<p>- Ongoing</p>		<p>- None</p>		<p>- None</p>		<p>No</p>

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<p><b>5. Highlands University will achieve technological advancement and innovation.</b></p>	<p>The goal of Academic Support is to utilize lab tracker to account for 100% of students coached. The goal of Academic Support is to document in Degree Audit 100% of students coached.</p>	<p>1. Maximize the use of Lab Tracker to efficiently account for amount of students seen each semester. 2. Review and train staff in procedure of documentation in Degree Audit.</p>	<p>1. Compare lab tracker data to manual count and Degree Audit notes data. 2. Compare Degree Audit notes data to lab tracker and manual count data.</p>	<p>1. Benito Pacheco</p>	<p>December 2018 May 2019</p>	<p>December 2018 May 2019</p>
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<p>- Ongoing</p>		<p>- Consider purchase of software to account, schedule, and remind students of appointments on campus. This will allow a standard accounting of service for all units on campus that serve students.</p>	<p>- Budgetary constraints - Current technology is limited, however Lab Tracker is not used to the maximum potential.</p>	<p>Yes</p>		

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6. <i>Highlands University will achieve enhanced communication and efficiency.</i>	The goal of Academic Support is to collaborate with other NMHU departments maximize university resources and best serve students.	1. Participate in university wide events	Collaborate with 3 other departments on student centered events.	Benito Pacheco	December 2018 May 2019	December 2018 May 2019
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- Ongoing		- None		None		None