

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:

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Strategic Goals for 2020 Planning for FY18-FY21	Unit Goals	Unit Actions/Strategies	Measurable Outcome(s)/	Person(s) Responsible	Indicators and Time Frame for Assessment	Date(s) for Review
<p>1. Highlands University will achieve academic excellence, academic integration and student success.</p>	<p>1. Continue to develop Student Help Team Training program and create future work opportunities for work-study students after graduation.</p> <p>2. Align work assignments with students course work to support in class learning and hands on work experience.</p> <p>3. Invest time, resources and knowledge into students to keep students returning each semester.</p>	<ul style="list-style-type: none"> • Assign lead Student employee to oversee the training of students and continue to update training manual • Help students create goals the • Continue to work with staff to help train and develop efficient training processes for students to develop their skills. • Create work opportunities and mentor students in 3 areas of the Business Office; Student Accounts, Accounts Payable and Grants. • Meet with students each semester and develop a review process to evaluate progress. • 	<ul style="list-style-type: none"> • Goal setting for specific training and knowledge for students. • Test skills of students and evaluate their work. 	<p>P. Escudero I. Crespin</p>	<ul style="list-style-type: none"> • By semester • Thru Goal setting 	<p>January 2019</p>

<p>2. <i>Highlands University will achieve strategic enrollment management.</i></p>	<ol style="list-style-type: none"> 1. Continue to work with students on their debt management with payment plans so they can return each semester. 2. Communicate early with students on learning about payment plans. 3. Work with students who have past and prior balances so they can enroll early for their next semester and get the courses they need. 4. Show students we care and support their efforts by providing excellent student customer service to all students so they want to come to NM Highlands University. 	<ul style="list-style-type: none"> • Get information out to the students early, via email, statements and advertising. • Student Help Team ready and available to guide students through the payment plan process. • Continue to reach out to the high school population to education about financing options at Highlands. • Meet with students in advance through Academic Support and their workshops and communications. 	<ul style="list-style-type: none"> • Less students being disenrolled each semester. • Less students dropping out due to past due balances. • Students coming to NM Highlands more prepared for financial responsibility. • Less complaints from students on how to get through each semester and keep up with their payments. • 	<p>INCA Crespin Ryan Aragon</p>	<ul style="list-style-type: none"> • Statistical measurements by semester and number of disenrolled. • Statistical measurements on number of returning students from disenrollment. • Decrease in Account Receivables uncollectable. • Decrease in collections per semester. 	<p>January 2019</p>
<p>3. <i>Highlands University will achieve a vibrant campus life.</i></p>	<ol style="list-style-type: none"> 1. Continue to create a highly professional and welcoming environment for students. 2. Build a style of we are here to help you. 	<ul style="list-style-type: none"> • Conduct trainings and attend workshops on Excellent Customer Service. • Survey students and ask them what they think and need. • Create a team environment with a 	<ul style="list-style-type: none"> • “Zero” student complaints • An obvious welcoming environment with additional privacy • Surveys from students that tell us we are doing a excellent job 	<p>P. Escudero I Crespin</p>	<ul style="list-style-type: none"> • Review Annually • Additional communication channels for students • Increased efficiency in communication with students. 	<p>May/June</p>

	<p>3. Train students and staff to always make the students feel valued and are important and vital to our existence.</p>	<p>theme, “Students come first”</p> <ul style="list-style-type: none"> • Maintain a strong team environment and develop effective working and training processes. 				
<p>Strategic Goals for 2020 Planning for FY18-FY21</p>	<p>Unit Goals</p>	<p>• Unit Actions/Strategies</p>	<p>• Measurable Outcome(s)/</p>	<p>Person(s) Responsible</p>	<p>• Indicators and Time Frame for Assessment</p>	<p>Date(s) for Review</p>
<p>4. <i>Highlands University will be a community partner.</i></p>	<ul style="list-style-type: none"> • Work with the local public and private schools to help and support recruitment of high school students through Academic Support. • Publish a bi-monthly newsletter to share with the community focusing on students success through job training 	<ul style="list-style-type: none"> • Work with Admissions and Financial Aid on community workshops • Focus the newsletter on the students and their success. 	<ul style="list-style-type: none"> • Students are more prepared to take on college and responsibility • Students who work in the Student Help Center have pride in their success to share with their community. 	<p>P. Escudero</p>	<ul style="list-style-type: none"> • Survey students 	<p>June</p>

<p>5. Highlands University will achieve technological advancement and innovation.</p>	<ol style="list-style-type: none"> 1. Continue to improve technology through efficient mechanisms. 2. Work to bring efficient payment systems for International students 3. Develop higher level of knowledge in our ERP Banner system to create internal efficiencies for our accounting system and audits 	<ul style="list-style-type: none"> • Work with TouchNet our payment plan software and enhance our payment processing for Third-Party payments and other payment processes. • Bring “live chat” to all staff who work with students. • Attend workshops and take courses in Banner and its extensive capabilities 	<ul style="list-style-type: none"> • Measure annually the consistency of operations. • Measure the number of complaints regarding processing of paperwork or delays. 	<p>P. Escudero</p>	<ul style="list-style-type: none"> • Track students complaints 	<p>June</p>
<p>6. Highlands University will achieve enhanced communication and efficiency.</p>	<ol style="list-style-type: none"> 1. Continue to provide excellent student customer service 	<ul style="list-style-type: none"> • Continue to train student employees and staff on excellent customer service • Bring added communications to the student population; text and “live chat” 	<ul style="list-style-type: none"> • Develop trainings and workshops to keep consistent. • Add 5 “live chat” stations. 	<p>P. Escudero</p>	<ul style="list-style-type: none"> • New trainings –On-going • Review and continue to survey students on their needs. 	<p>May/June</p>