

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
1. <i>Highlands University will achieve academic excellence, academic integration and student success.</i>	1. On-call policy	1. Implementation through HR	1. Improve after-hour services to Housing residents. 2. Increase property protection. 3. Decrease claims to Risk Management.	1. Electricians 2. Plumbers	1. Assess how many after-hour calls were successfully responded to.	1. End of Fiscal Year
2. <i>Highlands University will achieve strategic enrollment management.</i>	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
3. <i>Highlands University will achieve a vibrant campus life.</i>	1. On-Call policy 2. Hire Foreman	1. Implementation through HR 2. Begin projects sooner	1. Improve after-hour services to Housing residents; increased property protection; decrease claims to Risk Management. 2. Projects are begun and completed sooner.	1. Electricians; Plumbers 2. Foreman	1. Assess how many after-hour calls were successfully responded to. 2. Provide a list to the President of major projects completed on time.	1. End of Fiscal Year
4. <i>Highlands University will be a community partner.</i>	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.	1. 2. 3.
5. <i>Highlands University will achieve technological advancement and innovation.</i>	1 Equipment replacement	1 Institute an equipment replacement plan	1 Improve campus-wide maintenance; increase work order completion rates.	1. Facilities Management	1. Assess what equipment was replaced, and list what tasks were completed with heavy equipment.	1. End of Fiscal Year

Notes:

<p>6. Highlands University will achieve enhanced communication and efficiency.</p>	<p>1. On-Call policy 2.Hire Foreman 3. Equip. replacement</p>	<p>1. Implementation through HR 2. Begin projects sooner 3. Institute an equipment replacement plan</p>	<p>1. Improve after-hour services to Housing residents; increased property protection; decrease claims to Risk Mgmt. 2.Improve services campus-wide; Projects are begun and completed sooner. 3. Improve campus-wide maintenance; increase work order completion rates.</p>	<p>1.Electricians,Plumbers 2. FM Director 3. Facilities Mgmt.</p>	<p>1. Assess how many after-hour calls were successfully responded to. 2. . Provide a list to the President of major projects completed on time. 3.Assess what equipment was replaced that fiscal year, and list what tasks were completed with equipment replaced.</p>	<p>1. End of Fiscal Year</p>
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