

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.*

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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>	<ol style="list-style-type: none"> 1. Improve Responsiveness, Accessibility & Communication 2. Increase Resident Student Engagement 3. Academic Integration within the residences. 	<ol style="list-style-type: none"> 1. Hire Residence Hall Coordinator to liaise with outside departments to bring programming and cultural learning opportunities to the residences. 2. Respond to resident student needs, and concerns. 3. Hire Administrative Asst. II to manage departmental responsiveness and student access. 	<ol style="list-style-type: none"> 1. Skyfactor Assessment :Resident Satisfaction Survey 2. Advocate System 	<ol style="list-style-type: none"> 1. Residence Hall Coordinator 2. Housing Director & Office Administrator 	<ol style="list-style-type: none"> 1. Enhance response time for meetings with residents. 2. Enhance time in which concerns are addressed. 3. Enhance Student engagement in residential programming 	<ol style="list-style-type: none"> 1. First semester post-implementation 2. Spring 2018
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
<p>Achieved, Ongoing</p> <ul style="list-style-type: none"> - Faster response time for meeting with students. - Resident Satisfaction Survey - Ongoing Partnered with Native American Student Services and Indigenous Knowledge Center to create the Community Center for Indigeneity@ Melody Hall. - Partnered with other campus departments in programming efforts for campus community. 	<p>Various dates during late fall and spring semesters.</p> <p>Spring 2019</p> <p>Fall/Spring 2018-19</p>	<ul style="list-style-type: none"> - Continue faster meeting response rate with students. - Hired new Sr. Administrative Assistant - Residence Hall Coordinator was approved. - Continue Resident Satisfaction Survey and improve response rates. - Implement residential response days for student feedback in each residence hall. - Collaborate with other campus community members on joint initiatives in the residence halls. - Administrative Assistant II not considered a priority given the decrease in enrollment and the closing of an additional residence hall 		<ul style="list-style-type: none"> - Professional staffing resources have been reduced which limits the number of actions/strategies. 		<p>Yes</p> <p>Yes</p> <p>Yes</p>

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<p>2.Highlands University will achieve strategic enrollment management.</p>	<p>1 Enhance Residence Hall Environment 2 Support Retention 3 Support Recruitment</p>	<p>1. Residential Painting (Ken, Mel) 2. Bathroom Improvements (Melody & Kennedy) 3. Replace Carpeting (VCH & Kennedy). 4. Renovate Bathrooms (Ken, Mel, Apts.). 5. Enhance residential lounges w/furnishings, televisions & streaming services.</p>	<p>1 Resident Satisfaction Survey (Skyfactor) 2.You Visit Reports 3. Number of residents subscribing to Xfinity streaming service</p>	<p>1. Housing Director 2. Custodial Supervisor 3. Facilities Services</p>	<p>1. Increase residential renewals for existing student residents. 2. Number of views of the Housing portion of You Visit online.</p>	<p>1. Spring Renewal 2018 (renewals) 2. Spring 2018 (You Visit)</p>
Action Status w/Description (Achieved, Ongoing, Stop)		Completion Date(s)	Recommendation(s)	Challenge(s)		Budget Consideration (Yes / No)
<p>Ongoing -Limited painting in Melody Hall.</p> <p>Achieved/Ongoing - Streaming services in residences. - In-close balcony seating area in VCH. - Increased Renewal Applications - You Visit Views</p> <p>Not Achieved - Bathroom improvements - Replace carpeting (VCH/KEN) - Televisions & Furnishings</p>		<p>Summer 2018</p> <p>Summer 2018</p> <p>Spring 18</p>	<ul style="list-style-type: none"> - Create a deferred maintenance schedule for painting, flooring replacement, furniture replacement and renovations. - Continue replacing all carpeting in VCH. - Install video gaming equipment. - Update entertainment equipment to support streaming services. - Including Housing & Student Conduct in the decision making process for updates, replacements and renovations in the residences. 	<ul style="list-style-type: none"> - Maintaining NMHU enrollment and thus occupancy necessary to generate revenue to create a deferred maintenance fund. - Identifying additional funding sources for residential updates, replacements and renovations cable services. - Lack of inclusion and communication in the decision making process for updates, replacements and renovations in the residences. 		<ul style="list-style-type: none"> - Yes - Yes - No

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<p>3. Highlands University will achieve a vibrant campus life.</p>	<ol style="list-style-type: none"> 1. Enhance Residential Programming. 2. Improve residential programming while continuing to partner with outside departments to improve overall programming efforts campus wide. 3. Work with KEDP manager to develop a radio program publicizing programming efforts in the residences and campus wide. 4. Enhance fall check-in to make it more of an event for the students, especially in-coming freshmen. 5. Repurpose Archuleta Hall. Specifically, raze the building and increase residential parking 	<ol style="list-style-type: none"> 1. Partner with outside departments to enhance, and coordinate overall campus programming activities. 2. Enhance Rez Fest Fall Experience 3. Enhance focus and content on weekly activities at the residential level. 4. Implement more cultural programming working with both International Education Center and the Center for Indigeneity. 5. Digital signage throughout residential buildings to improve communication and event participation. 	<ol style="list-style-type: none"> 1. Resident Satisfaction Survey 2. Program Evaluations 	<ol style="list-style-type: none"> 1. Housing Director or RHC 2. Residential Staff. 3. Partner departmental staff. 	<ol style="list-style-type: none"> 1. Increase programming attendance. 2. Measure the # of off-campus students who attend residential programs 	<ol style="list-style-type: none"> 1. Spring 2018 2. First Semester Post-Implementation
<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>		
<p>- Achieved/Ongoing Partner with Campus Life Initiative, Campus Life & Conference, to enhance overall programming.</p> <p>Partner with Cineflix to increase residential student participation with Housing and Student Conduct sponsored nights that provide a snack and beverage to residential students in attendance.</p> <p>Support Center for Indigeneity Programming efforts in Melody Hall.</p>	<p>Successfully implemented during 17-18 academic year and will continue and enhance efforts during 18-19 year.</p> <p>Various dates during the fall and spring semesters.</p>	<ul style="list-style-type: none"> - Develop more opportunities for collaboration with other departments on programming to enhance current offerings. - Continue to survey students and develop programming based on their needs. - Install digital signage throughout residences to promote activities. Efforts are supported. Once funding is secured, the initiative can move forward, 	<ul style="list-style-type: none"> - Decreased funding for programming due to decreased enrollment and occupancy. 	<ul style="list-style-type: none"> - Yes 		

<p>Not Achieved Digital signage</p> <p>Stop No longer solely focus on FYE/LC for co-curricular programming.</p>				
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<p>4. Highlands University will be a community partner.</p>	<p>1. Enhance current interdepartmental partnerships & collaborations</p> <p>2. Continue fundraising and participation in community charities and Housing initiated charitable endeavors.</p>	<p>1. Out of the Darkness Co-sponsorship – Suicide Awareness</p> <p>2. House Call - LV Community Members Participation, and local business sponsorship.</p> <p>3. Hunger Crop Walk fundraising and participation.</p>	<p>1. Increase resident student knowledge and participation.</p> <p>2. Incorporate outside departmental partners into House Call Tour</p> <p>3. Student Activities Survey (Skyfactor)</p>	<p>1. Housing Director & RHC</p> <p>2. Campus Life Director/Activities Coord.</p> <p>3. HU Cares staff</p> <p>4. Partner departmental staff</p> <p>5. LV Community partners.</p>	<p>1. Increase Student Awareness of Hunger</p> <p>2. Increase Suicide Awareness</p> <p>3. Increase Student Satisfaction and Knowledge of Las Vegas Community</p>	<p>1. Suicide awareness, Fall 2018.</p> <p>2. LV Community partnership (Crop Hunger Walk, Fall 2018).</p> <p>3. Interdepartmental partnerships, Fall/Spring 2018-19.</p>
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)	Challenge(s)	Budget Consideration (Yes / No)		
<p>- Achieved/Ongoing Collaborate with University community partners Campus Life Initiative, Campus Life & conference, HU Cares, and Ilfed Auditorium</p> <p>-Annual co-sponsorship of Out of the Darkness suicide awareness walk/run</p> <p>-Annual House Call</p> <p>-Annual participation in Crop Hunger Walk</p>	<p>Various dates throughout the fall and spring semesters.</p>	<p>- Continue the current strategies of collaborating with NMHU and Las Vegas partners.</p> <p>- Will focus on enhancing and improving current partnerships and activities.</p>	<p>- Decreased number of residential staff, thus increasing each members individual work load, makes adding additional commitments difficult.</p>	<p>Yes</p>		

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<p>5. Highlands University will achieve technological advancement and innovation.</p>	<ol style="list-style-type: none"> Streamline Processes Increase Efficiency Implement Innovation into operations Improve Responsiveness 	<ol style="list-style-type: none"> Tablet based paperless Room Check In/Out & Monthly Inspection Forms. Online Room Renewal for Current Residents Network based keycard system. Infrastructure upgrades to accommodate on demand Wi-Fi services. Digital signage throughout residential buildings to improve communication, publicity efficacy and event participation. 	<ol style="list-style-type: none"> Resident Satisfaction Survey Simplicity Advocate & Residence Programs You Visit Online Interactive Tour Reports 	<ol style="list-style-type: none"> Housing Director Facilities Services ITS 	<ol style="list-style-type: none"> Increase residential renewals for existing student residents. Decrease lockout times. Enhance resident student satisfaction Improve Wi-Fi experience for resident students. Increase resident student knowledge and participation 	<ol style="list-style-type: none"> First renewal cycle post implementation. (RICC & Online Renewal) Monthly lockout reports post implementation Fall 2017 or Spring 2018 (signage)
<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>
<p>- Achieved/Ongoing Streamlined fall residence hall check-in process</p> <p>Working with University departments to streamline process and increase efficiency. *Online fillable housing application. * Online housing policies handbook</p> <p>Advocate Symplicity reporting system</p> <p>You Visit online interactive residence and campus tours program.</p> <p>-</p>	<p>Various dates throughout the fall and spring semesters.</p>	<p>- Continue the current strategies of collaborating with NMHU departments to streamline practices.</p> <p>- Continue You Visit Online Tour program</p> <p>- Implement Symplicity Residence program</p>		<p>- Identifying funding for additional programs</p> <p>- Continued funding for program</p> <p>- Identify funding for program</p>		<p>- Yes</p> <p>- Yes</p> <p>- Yes</p>

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<p>6. Highlands University will achieve enhanced communication and efficiency.</p>	<p>1. Streamline Processes 2. Increase Efficiency 3. Improve Responsiveness</p>	<p>1. Check In/Out & Monthly Inspection Forms. 2. Online Room Renewal for Current Residents 3. Network based keycard system. 4. Infrastructure upgrades to accommodate Wi-Fi demands 5. Digital signage throughout residential buildings to improve communication and event participation.</p>	<p>1. Resident Satisfaction Survey (Skyfactor) 2. Simplicity Advocate Program 3. Event Satisfaction Survey (Skyfactor)</p>	<p>1. Housing Director 2. ITS 3. Facilities Services 4. Activities Coordinator/Campus Life Director</p>	<p>1. Increase residential renewals for existing student residents. 2. Decrease amount of time locked out due to improved response times. 3. Enhance resident student satisfaction 4. Improve Wi-Fi experience for resident students</p>	<p>1. First renewal cycle post implementation. (RICC & Online Renewal) 2. Monthly lockout reports post implementation 3. Fall 2017 or Spring 2018 (signage)</p>
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
<p>- Achieved/Ongoing Resident Satisfaction Survey</p> <p>Advocate Symplicity System</p> <p>- Not Met Online Room Renewals - Network based keycard system</p> <p>- Achieved Wi-Fi Upgrades</p> <p>- Pending Digital Signage</p>	<p>Spring 2019</p> <p>Fall 2017</p> <p>Summer 18</p> <p>Undetermined</p>	<p>- Continue Resident Satisfaction Survey - Continue using Advocate Simplicity system of reporting and gathering statistical data for Clery and Title IX. - Implement Symplicity Residence system to streamline residential processes. - Install a network based keycard system</p> <p>- Continue efforts to fund signage.</p>		<p>-Identify funding to implement program. -Identify Funding to convert current keycard system into network based system.</p>		<p>No Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>