

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: **NMHU Farmington Center**

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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
<i>1. Highlands University will achieve academic excellence, academic integration and student success.</i>						
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
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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
<i>2. Highlands University will achieve strategic enrollment management.</i>						
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
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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
3. <i>Highlands University will achieve a vibrant campus life.</i>			1.		1.	
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
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4. <i>Highlands University will be a community partner.</i>		1.	1.		1.	
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
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<p>5. Highlands University will achieve technological advancement and innovation.</p>	<p>1. Implementation of new Human Resources Talent Management System People Admin</p>	<p>1. Coordinate with HR staff and with vendor to install and configure and integrate with Banner system. Assist HR with the testing and validation testing of the new system. Assist HR with the deployment and training as necessary.</p>	<p>1. Improved perception of university onboarding system, improved start to finish time for hiring process. Automation of data entry and manual processes.</p>	<p>1. Gian Gieri, Fernando Sarracino, Ken Litherland, Denise Montoya and HR Team.</p>	<p>1 Ongoing Agile implementation with continuous product testing and configuring. Project GoLive scheduled for November 2017.</p>	<p>1. Project completion with full automation and testing June 2018.</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>
<p>Achieved</p> <ul style="list-style-type: none"> Improved perception of University Applicants Process improvements Reduced data entry through Banner integration 	<p>January 2018</p>	<p>Implement integration to Banner Document Management System to improve full process automation</p>		<p>Coordinate of team efforts, current work loads of IT and HR Teams.</p>		<p>No</p>
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	<p>2. Implementation of new Customer Relationship Management (CRM) Slate.</p>	<p>2. Coordinate with Strategic Enrollment Management staff and with vendor to install, configure and integrate with Banner system. Assist SEM with the testing and validation testing of the new system. Assist SEM with the deployment and training as necessary.</p>	<p>2. Improved Recruiting for University, improved perception of University by students. Automation of existing manual processes.</p>	<p>2. Gian Gieri, Ken Litherland Edward Martinez</p>	<p>2. Ongoing Agile implementation and configuring. Project GoLive scheduled for November 2017.</p>	<p>2. Project completion with full automation and testing Jan 2018.</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>

Achieved <ul style="list-style-type: none"> Improved perception of University Applicants Process improvements 	December 2018	Implementation of Banner integration and implementation of Slate Payment collection	Determining best fit for payment collection, coordination of project teams in IT and Admissions due to workload		No	
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
	3. Implementation of new Student Accounts Receivable system	3. Coordinate with Business Office staff and with vendor to install, configure and integrate with Banner system. Assist BO with the testing and validation testing of the new system. Assist BO with the deployment and training as necessary.	3. Improved service to students, improved student satisfaction, improved automation in Business Office processes.	3. Gian Gieri, Ken Litherland, Paula Escudero and Business Office Team.	3. Agile implementation with continuous product testing and configuring. Project GoLive scheduled for October 2017 and Student payment module January 2018.	3. Project review by August, terminate current contract by September 2017.
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
Achieved <ul style="list-style-type: none"> Improved service to students Improved process through automation Reduced walk in traffic in Business Office 	January 2018	Full use of software solution, evaluate product Point of Sale (POS) and Student ID solution.		Learning curve for TouchNet, budget for POS solution		Yes
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	4. Team with Foundations Office to implement Raisers Edge - Donor Management.	4. Coordinate with Foundation Office staff and with vendor to install, configure and integrate with Banner system. Assist FO with the testing and validation testing of the new	4. Improved Donor Management for University, improved perception of University Alumni and Business Donors. Improved automation	4. Gian Gieri, JaneEllen Mallette, Theresa Law and Foundation Office staff	4. Ongoing Agile implementation with continuous product testing and configuring. Project GoLive scheduled for November 2017.	4. Project completion with full automation and testing Jan 2018.

		system. Assist FO with the deployment and training as necessary.	of existing manual processes.			
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
Achieved <ul style="list-style-type: none"> Improved perception of Donors Improved process through automation Online service provided ease of access 	January 2018	No recommendation		Learning Curve		No
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	5. Implementation of Banner eProcurement Card.	5. Perform needs assessment, identify solution, coordinate and assist Purchasing with validation testing schedule implementation.	5. Fully implemented system ready for use in Spring 2018. Improved procurement processes use of automation to improve work processes, improved satisfaction	5.Gian Gieri, Ken Litherland, Adam Bustos and Purchasing Team.	5.Product installation and configuration, coordination of testing with Purchasing, Business Office and ITS	5.Product install and initial testing in November 2017 Project GoLive targeted for January 2018.
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
Achieved <ul style="list-style-type: none"> Ongoing Progress Technology procured Scheduling implementation 	Target Completion Date June 2019	Implementation of the recently procured Chrome River product with Banner integration		Scheduling human resources to perform the implementation.		No
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
	6. Upgrade of NMHU Core Network Distribution System.	6. Perform needs assessment, work with vendor community to identify and evaluate software and equipment that meets requirements.	6. New state-of-the-art core network infrastructure, supportable, maintainable, improved network performance,	6. Gian Gieri, Shay Basset, Erik Johanson and JP Lude.	6.Establish budget requirements, secure funding, schedule install and configure, perform testing schedule cutover.	6.November review of project plan, implementation January 2018

			management and network analytics		
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)	
Achieved <ul style="list-style-type: none"> In Progress 	Target completion date January 2018	Option 1 is to determine if networking can be outsourced as a service, Option 2 large capital outlay in the beginning (same model used in the past).		The cost of the capital outlay is a large expense. Scheduling, because of the disruption in service. The age of the equipment is a concern, team is pushing hard to target a cost effective solution.	
				Budget Consideration (Yes / No)	
				Yes	

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	7. Upgrade and replacement of NMHU's wireless network in student resident housing (Archuleta, Student Union Building)	7. Perform needs assessment, work with vendor community to identify equipment requirements obtain pricing.	7. New state-of-the-art wireless network infrastructure, supportable, maintainable, improved performance, management and network analytics	7. Gian Gieri, Shay Basset, Erik Johanson.	7. Establish budget requirements, secure funding, schedule install and configure, perform testing schedule cutover.	7.November review of project plan, implementation 2018 depending on budget availability
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
Achieved <ul style="list-style-type: none"> Phase I reduced the number of call in complaints dramatically. Student satisfaction high Improved performance 	Undetermined. Project is spec'd out shovel ready.	The equipment is functioning and we have not experienced complaints however, the equipment being used is end of life which is a concern.		Budget to complete the project, life expectancy of equipment, disruption in service.		Yes
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	8. Begin upgrades to the Enterprise Resource Planning (ERP) tool and Student Information System (SIS) – Banner	8. Meet with Banner user community to define needs, resource requirements and preliminary timeline for the test environment. Research and define technical requirements for installing/upgrading Banner. Organize and perform parallel test effort. Approve and schedule cutover to new release(s)	8. Banner 9 upgrade to core components of the Banner SIS. Up-to-date and/or current with Ellucian enterprise software environment, fully tested and upgraded module in the production environment	8. Gian Gieri, Ken Litherland, JaneEllen Mallette and Registrar’s Office Team.	8. Define hardware requirements, establish timeline, establish test plan, and perform upgrade in test environment schedule cutover for summer term.	8.Targeting summer term 2018 for implementation of student module.
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
Achieved <ul style="list-style-type: none"> Ongoing Progress Project on target for November completion. 	Target Completion date November 2018	Migrate to Banner 9 on schedule, turn off Banner 8 at end of calendar year.		Adopting the changes and cutting off access to Banner 8 may be a challenge for our users. Performance is also a concern.		No

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
	9. Begin the implementation of the enterprise technology environment to support a Disaster Recovery and Business Continuity plan for university.	9. Define needs and requirements, develop plan, acquire necessary software and equipment, implement environment. Review DR and Business Continuance (BC) plan with user community. Coordinate, schedule and test.	9. A technology environment capable of providing Business Continuity to the university in the event of a disaster in the main data center. Ability to transition to and from the DR environment in an 8 hour timeframe.	9. Gian Gieri, Ken Litherland, JaneEllen Mallette and Banner Team Leads and staff as required for testing.	9. Review and update NMHU DR Plan, review audit findings and mitigation strategy, refine plans – target May 2018 Acquire hardware & software to support project.	9. Limited progress due to emerging priorities – project to be re-goaled for FY19
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)

<p>Achieved</p> <ul style="list-style-type: none"> Ongoing Progress Will be included into a new project 	<p>Target Completions Date December 2019</p>	<p>Currently researching alternatives for outsourcing Banner hosting. Creating a DR instance in the existing premise based solution may prove to be cost prohibitive however, hosting Banner in the cloud may open up options for the university.</p>	<p>ITS is trying to perform this project as budget neutral – recent savings from renegotiating the Ellucian contract may provide options for cloud hosting with a Disaster Recovery alternative.</p>	<p>YES</p>
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<p>6. Highlands University will achieve enhanced communication and efficiency.</p>	<p>1. Develop NMHU Technology Plan.</p>	<p>1. Work with ITS management and staff to develop draft plan. The draft plan will be used as a communications tool to solicit feedback and input from the Highlands technology community. Once the draft has been fully vetted, a presentation will be made to the NMHU Executive Team for approval.</p>	<p>1. Draft Technology Plan for Executive Management to review and approve. Approved Technology Master Plan for the University.</p>	<p>1. Gian Gieri, Shay Bassett and Team ITS. NMHU Technology Community</p>	<p>1. Target date for Draft Technology plan Jan 2018. Approved Technology Plan targeted for February 2018.</p>	<p>1. December 2017.</p>

Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)	Challenge(s)	Budget Consideration (Yes / No)
Achieved <ul style="list-style-type: none"> Ongoing Progress 	Target Completion Date Mar 2019	The backlog of technology projects and the limited resources have proven to be barriers in completing this goal. The Technology Plan is still needed and will therefore be re-scheduled.	Time and current project backlog.	No

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	2. Develop strategy to request, document, evaluate and prioritize enterprise information technology projects that dovetails with strategic planning and budget development.	2. The development of this process requires engaging the NMHU technology community and will dovetail with the development of the Technology Master Plan.	2. This will result in a process that will inform and sustain the Technology Master Plan.	2. Gian Gieri, ITS, Finance and Administration Leadership Team, NMHU Technology User Community	2.Target date for Draft process July 2018. Approved process targeted for September 2018.	2. February 2018
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)	Challenge(s)	Budget Consideration (Yes / No)		
Achieved <ul style="list-style-type: none"> Ongoing Progress 	Target Completion Date June 2019	The backlog of technology projects and the limited resources have proven to be barriers in completing this goal. The Technology Request Process is still needed and will therefore be re-scheduled.	Time and current project backlog.	No		