

New Mexico Highlands University
Strategic Planning Improvement Initiatives for AY2017-18
Administrative Units

Business Office	<p>Worked collaboratively with Financial Aid and Registrar on disenrollment as we have improved the process to better support retention</p> <p>Created a collaboration with GA Office, HR, Financial Aid and the students; we improved the process implementing earlier distribution of the GA re-imbursment</p> <p>Create Student Help Center in the Business Office to take care of the customer service crises in the Business Office.</p>
Campus Life	<p>Continue to seek funding sources for Student Transportation Initiative and Event Equipment</p> <p>Enhanced participation by community organization</p> <p>Continue to seek funding sources for cable/tv's, marquee board</p> <p>All pertinent information on Facilities Policies, Procedures posted on web-site</p>
Career Services	<p>Developed a proposal using the "Professional Standards for College and University Career Services" and best practices established by the National Association of Colleges and Employers (NACE) Guidelines</p> <p>Purchase a web-based Career Assessment and Exploration software program, such as Choices College Transitions (CT) Planner</p> <p>Administer career assessments to all students in the FYE program</p> <p>Create a webpage with career exploration and planning resources/tools for each class standing level.</p>
Facilities	<p>Two buses have been acquired</p> <p>Unobligated BR&R funds were rolled over from FY18 to FY19</p> <p>Facilities Department will catch up with the campus's deferred maintenance needs</p> <p>Institute cost savings measures within the department to allow for a purchase of one vehicle per year.</p> <p>Foreman position will be filled. Projects will be completed soon</p>
Farmington Campus	<p>Developed new marketing/awareness strategies (beanies)</p> <p>Implemented new Campus Life initiative</p> <p>Developed program transfer and advisement sheet</p> <p>Continued to meet with SJC, Dine', regularly</p> <p>Hired Student Support Specialist</p> <p>Research Partner with Farmington Police Department</p> <p>Sustained participation in local advisory board</p> <p>Active Practicum placement in community</p> <p>Created an expanded computer lab</p> <p>Updated Center website</p> <p>Increased Facebook followers</p> <p>Established paperwork processing efficiency with Financial Aid</p> <p>Reduced admission processing time through online applications</p>
Financial Aid	<p>Implemented process improvements within Banner FA module to improve efficiencies and accuracy in processing FAFSA applications. Allowed for a sustainable strategy of reducing paper use and printing.</p> <p>Revised Foundation scholarship application on AwardSpring to allow for an open application throughout the academic year and continuous awarding. Began offering Institutional Scholarships to entering Freshman and Transfer students as they became admitted. Provided an online acceptance portal through SLATE to track data and reporting ability.</p> <p>Financial Aid has implemented a Financial Literacy Initiative which increased awareness of the FAFSA completion and the importance of budgeting for college. Continuous outreach to area high schools and on campus to provide FAFSA workshops to be more responsive and helpful. Training for Center staff and visits to meet with students.</p>

Housing	Director & Custodial Supervisor plan residential meetings with students to listen to ideas and concern need to be addressed
	Hired Administrative Assistan
	Created deferred maintenance schedule
	Installed needed internet support equipme
	Dedicated residential show room
	Partner with outside departments to improve overall campus wide programm
	Preprogrammed temporary keys for all resident student for fall 18 check-
HU Cares	Provided advocacy services to students experiencing intimate partner violence or identified as student crisis.
	Facilitated SMART Recovery Groups for those struggling with addicti
	Designated Office hours at each center site to meet in person with site students and prov guidance/referral for site faculty/staff regular
	Workshops offered on specific topics emphasizing awareness. Educational activities conducted emphasizing prevention. Guest speaker provided workshop on specific cultural issues.
	Campaigns will be implemented for major awareness events to include Suicide Prevention Awareness, Domestic/Dating Violence Awareness, and Sexual Assault Awareness.
Human Resources	Efforts included massive data clean u
	Testing data integrations from PeopleAdmin to Banner, the human resources/payroll information system and PeopleAdmin to BDMS, the electronic official personnel file system
	Developing job aides for training purpos
	Providing campus wide trainin
	Designing and implementing a communication plan to announce the PeopleAdmin implementati
	NMHU community at larg
Information Technology Services	ITS Survey provided user feedback on departments services and suppo
	Department reorganization streamlined ITS support servic
	Created self-service meeting room scheduling to reduce need for admin staff and streamline ro reservations
Library	The library added 5,018 volumes of print material, 71 ebooks, and 10 electronic database packag
	Librarians gave 45 individual instructional class sessions to 636 studen
	Library staff created and posted new tutorials to the webpage to help students with their resea
	Provide more varied public programs and exhibits: Library staff and partners organized a series of events around the Ray Drew Gallery's hosting of the National Library of Medicine's traveling exhibit, Native Voices; in spring 2018, the library held its first social science themed scholar-led reading program; the library, ARMAS, and the History and Political Science department organized a Constitution Day Jeopardy-style game; in April-May 2018, in Ray Drew Gallery we exhibited two BFA student shows, and in June-July, an exhibit of Congo artifacts and 70 masks by area high school student
	the library acquired the archive of the Las Vegas Optic, encompassing hundreds of bound volumes a thousands of original photograph negative;
	The library director and library computer technician met regularly with the ITS director to work on itc technology needs. The library computer technician has been cross-training with ITS staff and initiating a strategy to rebuild existing library computer
Office of Institutional Effectiveness and Research	OIER has provided extensive and detailed enrollment and retention data reports to SEM and other camp offices
	OIER is developing dashboards and key performance indicators which include critical enrollment data
	OIER staff have worked to develop efficient, effective systems of responding to data requests from multi stakeholders
	OIER has worked closely with ITS to ensure the availability and quality of data extracted from Banner
	OIER has worked with ITS and the Outcomes Assessment Committee to explore software solutions i assessment, planning, and accreditation activitie

Outdoor recreation	Excursions are being offered in the outdoors with high participation rat
	Peer Resource Leaders are building relationships with students on these excursions, and they ensure t
	safety with their skills from wilderness training
	NMHU Outdoor Recreation Center has offered a more vibrant campus life by coordinating and execu
	various outdoor excursions
	The Outdoor Recreation Center is using a online reservation software that allows students to rent equipment
	and sign up for trips virtually anywhere they have an internet connectic