

New Mexico Highlands University
HLC 5D subcommittee meeting minutes
March 18, 2019

Reminder: There is a Campus HLC Forum next Monday (5A - Finance) and in April (5D)

Complaint process:

- Can we create a web page with a summary of the complaint process?
- Maybe one for students, one for staff/admin
- We need to track the types of complaints

HLC Focused Visit document for 5D:

- We have a sketchy rough draft but will need to fill in a lot of details for the written document
- What evidence do we need to provide?
- How do we demonstrate that we are closing the loop at an institutional level?
- Bullet point 1 from the July 9, 2018 letter is very broad and general, will be challenging to document

Specific pieces of evidence:

- Michelle Bencomo will provide a summary data report of activity in her office that will help address the complaint process and institutional improvement activities
- The Advancement Office can provide evidence of improvement in their unit, including audit details
- Our new university website can be included as an example of a key improvement initiative
- Outcomes Assessment Committee:
 - The OA process can be included as a driver of institutional improvement
 - More specifically, a recommendation was made to recruit students in Marketing to support enrollment management activities; this is a good example of identifying a need, addressing budget realities, and finding a solution
- The program review cycle (documented in the AAC handbook) for academic units can be referenced as an example of systematic improvement in academic affairs
- We need to be able to provide some good stories for HLC about our various activities that promote institutional improvement

Planning and budgeting:

- We need to establish better linkages between various areas of institutional improvement, e.g. planning, assessment, budgeting
- Currently the strategic plan doesn't really plug into all areas of institutional functioning
- The budgeting model isn't closely integrated into other areas, although budget requests do need to be tied to strategic plan
- We have made improvements in budget process transparency; there is better communication across various levels of analysis in the budget process
- We need to be able to document the budget process and demonstrate that it is transparent and integrated with other processes; Lee Allard will check with Max Baca

Student satisfaction and success data:

- Campus safety and security may have some data available
- Various categories of success data are available on OIER website
- The OIER office conducts annual surveys of graduating seniors and alumni
- Additional data may be available from Career Services
- There may be certain types of external data sources available, e.g. social mobility indicators, debt loads
- A student housing survey has been conducted

Additional sources of evidence:

- We need to demonstrate that we have a coherent and effective process for collecting outcomes assessment and unit level strategic planning documents
- How can we demonstrate satisfaction with various areas of university functioning?
- Katie Gray can provide documentation of the effectiveness of library services
- Susan Chavez can provide documentation for improvements in Financial Aid
- Terri Law can provide documentation for improvements in the Advancement Office
- We need to connect the institutional KPIs and strategic plan, perhaps by developing a crosswalk?
- We can refer to various types of meeting minutes / agenda including HLC committees, the Board of Regents, the Executive Management Team, Faculty Senate, the SEM committee, the Outcomes Assessment Committee, Academic Affairs Council, HLC forums, budget hearings, the Safety Commission, etc.
- Counseling Services and HU Cares may also be able to provide evidence of institutional effectiveness in their areas
- Various types of newsletters can be referenced as demonstrating effective institutional communication

Lauren Fath reminded the group that our role as a committee is to collect evidence for HLC documentation, not to solve institutional problems

Ian Williamson will create a SharePoint site for 5D

Respectfully submitted

Lee Allard

March 19, 2019