

New Mexico Highlands University
HLC 5D subcommittee meeting 4-15-19

Notes:

Student complaint process:

- We need to continue to explore options for improving student complaint process
- Possibly create student complaints webpage
 - May be static at first then we can move toward something more dynamic
- Michelle will work with Anne on creating a basic webpage
- Colorado Mesa template is a starting point
- The enhanced university website may help down the road
- Eventually we would like to have a drop down list of complaint categories with automatic routing to appropriate campus office
- Currently Michelle maintains a basic complaint form on the website
- What about prospective students? Should we have a complaint website for them as well?

Other topics:

- Foundation materials have been incorporated into draft HLC document
- Look at Melody Hall for data on housing initiatives that may demonstrate improvement
- KPIs – need to promote use of document by EMT
- CCOA: process has been on hold; need to move forward
- Financial aid: emphasis on process improvements
- Institutional level strategic plan needs work; we need to motivate leaders of this project
- Note: the strategic planning committee mentioned by Buddy has (per Dr. Gonzales) been transitioned to a unit-level strategic planning committee
 - Primary responsibility is to oversee the unit-level strategic plans, not the overall (i.e. institutional) strategic plan