

New Mexico Highlands University
HLC 5D subcommittee meeting 4-29-19

Notes:

Student complaint process:

- We need to make sure we can track complaints from different centers or from online only students
 - Should we have a drop-down box for center?
 - Or should we keep the landing page (and process) as simple and clean as possible?
- We need to be able to track the number of complaints of a particular type
- Michelle Bencomo is working on a “landing page” for our website that provide students with easy navigation for directing their complaints / concerns
- We need to clarify what constitutes a “complaint” as opposed to just an informational need
- Eventually we may want to explore a software solution like ChatBot (used at Georgia State University, for example) to automate some complaint processing

Other topics:

- Unit level strategic planning process is proceeding slowly; there are still lots of units that need to submit their annual reports
- The institution level strategic planning process remains a challenge
 - Currently Dr. Minner is working with Faculty Senate to coordinate the process
 - We need to set up a committee with broad stakeholder involvement
 - Terri Law will try to set up a meeting with Dr. Minner to clarify the process