

**New Mexico Highlands University
HLC 5D Subcommittee Meeting
Minutes for March 18, 2019**

We discussed timeline for preparation of Focused Visit Report as well as HLC expectations

We discussed Ian's template for tracking collection of evidence for 5D report

- Some of the topic items may be less important at this stage and can be addressed briefly
- Lauren Fath updated the committee on two areas of concern
 - Initial discussions with Student Housing suggest that they do not have a systematic process in place to collect student feedback and use it to drive institutional improvement; Lauren is awaiting a call back from the Housing Director for more details
 - Campus Safety posts a policy document on the website but it doesn't indicate any process for collecting student feedback; Lauren is awaiting a call back from the director for more details

Areas of continuing concern for us:

- Student complaint process is still somewhat opaque, although the new position of Customer Service Coordinator has helped
- KPIs have been created but not utilized effectively (both institutional and departmental)

The Financial Aid report submitted by Susan Chavez has been incorporated into the Focused Visit document

The ITS survey report has also been incorporated into the Focused Visit document; this report does a good job of tying survey results to actual initiatives

Katie Gray submitted some data from the Library surveys which will be incorporated into the Focused Visit document

The institutional strategic plan is still in its early stages, but we need to be able to incorporate details of the planning process into the Focused Visit document by fall

We added NSSE survey to list of topics; we won't get results of the survey from NSSE until August, but need to demonstrate improvements based on survey results