

Mission *New Mexico Highlands University is a public comprehensive university serving our local and global communities. Our mission is to provide opportunities for undergraduate and graduate students to attain an exceptional education by fostering creativity, critical thinking and research in the liberal arts, sciences, and professions within a diverse community.*

Vision *Our vision is to be a premier comprehensive university transforming lives and communities now and for generations to come.*

Department/Program: **Academic Support**

Main Contact: Benito Pacheco

Email: bmpacheco@nmhu.edu

Phone: [505-454-3127](tel:505-454-3127)

Strategic Goals for 2020 Planning for FY19-FY21	Unit Goals	Unit Actions/Strategies	Measurable Outcome(s)	Person(s) Responsible	Indicators and Time Frame for Assessment	Date(s) for Review
<p>1. Highlands University will achieve academic excellence, academic integration and student success.</p>	<p>1. The goal of the Academic Support Office is to collaborate with the campus community to improve first time freshmen retention by 2%.</p>	<p>1. Participate in the student retention advisory council.</p> <p>2. Use Enrollment Success program for qualified students.</p>	<p>1. Increase first time freshmen retention fall to spring retention by 2%.</p> <p>2. Increase first time freshmen retention fall to fall retention by 2%.</p>	<p>Benito Pacheco</p> <p>Caroline Montoya</p> <p>Shannon Saiz</p>	<p>Fall 2018</p> <p>Spring 2019</p> <p>Fall 2019</p>	<p>August 2018</p> <p>December 2018</p> <p>March 2019</p>
	<p>2. The goal of the Academic Support Office is to collaborate with the campus community to improve undergraduate student transfer retention by 2%.</p>	<p>3. Assign Academic Advisor to each Learning Community.</p>	<p>3. Increase undergraduate student transfer fall to spring retention by 2%.</p>	<p>David Esquibel</p>		<p>May 2019</p>
	<p>3. The goal of the Academic Support Office is to improve retention of first time freshmen participating in the Enrollment Success Program by 5%.</p>	<p>4. Expedite registration through aggressive marketing, advisor follow up, and university sponsored events (registration party).</p>	<p>4. Increase undergraduate student transfer fall to fall retention by 2%.</p>	<p>Alyssa Valencia</p>		
	<p>4. The goal of the Academic Support Office is to increase persistence of students reported for early alert by 2%.</p>	<p>5. Host Peer Advisor workshops</p>	<p>5. Increase Enrollment Success cohort fall to spring retention by 5%.</p>			
	<p>5. The goal of the Academic Support Office is to increase faculty reporting in early alert by 2%.</p>	<p>6. Develop a coordinated interdepartmental communication plan.</p> <p>7. Develop a coordinated student communication plan</p>	<p>6. Increase Enrollment Success cohort fall to fall retention by 5%.</p>			
		<p>8. Assign Enrollment Success cohort to advisors</p>	<p>7. Increase persistence of students reported for early alert by 2%.</p>			
			<p>8. Increase faculty use</p>			

Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)	Challenge(s)	Budget Consideration (Yes / No)
<ul style="list-style-type: none"> - 1. Ongoing - 2. Ongoing - 3. Ongoing - 4. Ongoing - 5. Ongoing 	<ol style="list-style-type: none"> 1. Fall 17 FTF fall to fall retention was 51.6%. An increase of 6.4% from the fall 16 cohort. The fall 18 FTF cohort had a fall to spring retention rate of 77.1%, and increase from the previous year of 1.5%. 2. May 2018 3. Fall to spring retention for the enrollment success cohort is 77.4%, and increase of 1.5%. 	<ul style="list-style-type: none"> - Utilize Retention Advisory Council as mechanism to develop advisement policies for university. - Consider the use of Academic Success Coaches to supplement academic advisement for the university. - Consider implementation of program to support undergraduate students on academic probation through Academic Success Coordinator. - Review structure of Accessibility Services 	<ul style="list-style-type: none"> - Creating policy requires buy-in and is a lengthy process - Creating a plan to increase FF follow up with Adviser - Develop faculty/staff collaborations - Additional budget and personnel considerations. 	<p>Yes-creation of 3 Academic Success Positions to work</p> <p>Creation of Academic Success Coordinator</p>

Strategic Goals for 2020 Planning for FY18-FY21	Unit Goals	Unit Actions/Strategies	Measurable Outcome(s)	Person(s) Responsible	Indicators and Time Frame for Assessment	Date(s) for Review
<p><i>2. Highlands University will achieve strategic enrollment management.</i></p>	<p>1. Goal is to effectively communicate with 100% prospective undergraduate applicants from inquiry to matriculation</p> <p>2. The goal of the Academic Support Office is to collaborate with the campus community to improve matriculation rate of first time freshmen by 3%.</p> <p>3. The goal of the Academic Support Office is to collaborate with the campus community to improve matriculation rate of main campus undergraduate transfers by 3%.</p> <p>4. The goal of the Academic Support Office is to 100% of new freshman and transfer students a satisfactory orientation as indicated by event survey data.</p>	<p>1. Collaborate with Undergraduate Student Admissions and recruitment to develop a process communication plan and material for admitted undergraduate students.</p> <p>2. Develop a coordinated interdepartmental communication plan that includes proactive approach for early student enrollment.</p> <p>3. Develop a coordinated student communication plan.</p> <p>4. Collaborate with student support offices, faculty, and administration to organize plan.</p>	<p>1. Increase first time freshman matriculation by 5%</p> <p>2. Increase transfer student matriculation by 5%</p> <p>3. Increase first time freshman attendance at orientation by 3%</p> <p>4. Increase transfer student attendance at orientation by 100%</p> <p>5. 100% of students attending orientation will experience a satisfactory or better event.</p>	<p>Benito Pacheco</p> <p>Caroline Montoya</p> <p>Shannon Saiz</p> <p>David Esquibel</p> <p>Alyssa Valencia</p>	<p>Fall 2018</p> <p>Spring 2019</p>	<p>August 2018</p> <p>December 2018</p> <p>March 2019</p> <p>May 2019</p> <p>August 2019</p>
<p>Action Status w/Description (Achieved, Ongoing, Stop)</p>	<p>Completion Date(s)</p>	<p>Recommendation(s)</p>	<p>Challenge(s)</p>	<p>Budget Consideration (Yes / No)</p>		

<ul style="list-style-type: none"> - 1. Ongoing - 2. Ongoing - 3. Ongoing - 4. Ongoing 		<ul style="list-style-type: none"> - Develop plan to sustain production and postage for initiative to maintain contact with admitted students. - Analyze Call Out data for improved outcomes for fall 19 matriculation. Train and develop undergraduate students to effectively communicate with admitted undergraduate population - Maximize use of Slate to increase communication and enrollment for new student orientation. - Additional Slate training for Academic Support staff. 	<p>Refinement of communication plan based on data analysis from fall 18 matriculation data.</p>	<p>No</p>
--	--	--	---	-----------

Strategic Goals for 2020 Planning for FY18-FY21	Unit Goals	Unit Actions/Strategies	Measurable Outcome(s)	Person(s) Responsible	Indicators and Time Frame for Assessment	Date(s) for Review
3. <i>Highlands University will achieve a vibrant campus life.</i>	1. The goal of Academic Support is to effectively collaborate with campus entities to improve campus life for NMHU students.	1. Collaborate with FYE, Outdoor Recreation, Campus Life, Housing to increase student satisfaction with campus vibrancy	1. Increase student attendance at off-campus university sponsored events by 30%.	Benito Pacheco	December 2018 May 2019	
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
- Ongoing		- Utilize multiple avenues of communication to increase visibility of events and to appeal to a broad section of NMHU students.		- Ability to organize collaboration for departments involved		- NO

Strategic Goals for 2020 Planning for FY18-FY21	Unit Goals	Unit Actions/Strategies	Measurable Outcome(s)	Person(s) Responsible	Indicators and Time Frame for Assessment	Date(s) for Review
<p>4. <i>Highlands University will be a community partner.</i></p>	<p>1. The goal of Academic Support is to maintain Hi-Set GED testing as a free service to community members.</p> <p>2. The goal of Academic Support is to provide the dual credit student advisement to 100% of participating students.</p>	<p>1. Update agreement with Hi-Set and update software necessary for service.</p> <p>2. Maintain current agreement with LVCS and WLV.</p>	<p>1. Provide 100 free of charge Hi-Set tests to community members.</p> <p>2. Advise 100% of dual credit population as measured by NMHU Enrollment form, Degree Audit, and Lab Tracker.</p>	<p>Benito Pacheco</p>	<p>May 2019</p>	<p>May 2019</p>
<p>Action Status w/Description (Achieved, Ongoing, Stop)</p>	<p>Completion Date(s)</p>	<p>Recommendation(s)</p>		<p>Challenge(s)</p>		<p>Budget Consideration (Yes / No)</p>
<ul style="list-style-type: none"> - 1. Complete - 2. Ongoing 	<p>May 2018</p>	<ul style="list-style-type: none"> - Maintain current Hi-Set Testing schedule. - Attempt pro-active interaction with high schools participating with dual credit to minimize bottleneck of students at beginning of semester 		<ul style="list-style-type: none"> - None - Create buy-in from participating districts. 		<p>No</p>

Strategic Goals for 2020 Planning for FY18-FY21	Unit Goals	Unit Actions/Strategies	Measurable Outcome(s)	Person(s) Responsible	Indicators and Time Frame for Assessment	Date(s) for Review
<p>5. Highlands University will achieve technological advancement and innovation.</p>	<p>The goal of Academic Support is to utilize lab tracker to account for 100% of students coached. The goal of Academic Support is to document in Degree Audit 100% of students coached.</p>	<p>1. Maximize the use of Lab Tracker to efficiently account for amount of students seen each semester. 2. Review and train staff in procedure of documentation in Degree Audit.</p>	<p>1. Compare lab tracker data to manual count and Degree Audit notes data. 2. Compare Degree Audit notes data to lab tracker and manual count data.</p>	<p>1. Benito Pacheco</p>	<p>December 2018 May 2019</p>	<p>December 2018 May 2019</p>
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)	Budget Consideration (Yes / No)	
<p>- Complete</p>	<p>January 2019 implementation of TutorTrac began as replacement for lab tracker.</p>	<p>- As a method of collecting data, recommend universal used of TutorTrac system through university. Data touch points tracked in the system can be analyzed to determine benchmarks for probable student success. The ability to create a proactive system of student intervention is available if widely implemented.</p>		<p>- Creating campus buy in.</p>	<p>No</p>	

Strategic Goals for 2020 Planning for FY18-FY21	Unit Goals	Unit Actions/Strategies	Measurable Outcome(s)	Person(s) Responsible	Indicators and Time Frame for Assessment	Date(s) for Review
<p>6. <i>Highlands University will achieve enhanced communication and efficiency.</i></p>	<p>The goal of Academic Support is to collaborate with other NMHU departments maximize university resources and best serve students.</p>	<p>1. Participate in university wide events</p>	<p>Collaborate with 3 other departments on student centered events.</p>	<p>Benito Pacheco</p>	<p>December 2018 May 2019</p>	<p>December 2018 May 2019</p>
<p>Action Status w/Description (Achieved, Ongoing, Stop)</p>	<p>Completion Date(s)</p>	<p>Recommendation(s)</p>	<p>Challenge(s)</p>	<p>Budget Consideration (Yes / No)</p>		
<p>- Complete</p>	<p>Fall 18-Registration Party Fall 18-Local HS Initiative Fall 18 Counselor’s Day Spring 19-HU Call Out Spring 19-HU Roundup Spring 19-Scholars Banquet Commencement New Student Orientations</p>	<p>- Incorporation of additional university departments to diversify message. - Consider strategies to incorporate additional faculty into matriculation and retention funnel.</p>	<p>Ability of faculty to participate in some events due to time constraints.</p>	<p>None</p>		