

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: *NMHU Central Receiving*

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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
1. <i>Highlands University will achieve academic excellence, academic integration and student success.</i>	1. Hire and Mentor Student Employees	1. Maintain student employees throughout year placing them in positions that will develop them and provide valuable experience. 1.	1. Each student employee is able to obtain gainful employment because of their work experience at NMHU.	1. Adam/Jennifer	1. Ongoing	2. Annually
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)	Challenge(s)		Budget Consideration (Yes / No)	
1. 1. Achieved	1. Ongoing	1. Maintain and be approved for an allotted number of hours instead of number of students so that we maintain fiscal responsibility and provide a meaningful student employee experience.	1. Student schedules, maintaining engagement with students. Making sure students realize they are employees and must produce accordingly.		1. Yes – Funding availability from Department.	

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<p><i>2.Highlands University will achieve strategic enrollment management.</i></p>	<p>1. Host prospective students and give overview of department and opportunity for student employment while enrolled at NMHU</p>	<p>1. Meet with prospective students to give them insight on the University and the City of Las Vegas and demonstrate the unique and valuable opportunities NMHU and Las Vegas has to offer.</p>	<p>1. Receive positive reviews from prospective students.</p>	<p>1. Adam</p>	<p>1. Ongoing</p>	<p>1. Annually</p>
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
<p>Ongoing</p>	<p>Ongoing</p>	<p>For FY19, I assumed the duties of the Post Office Manager and it has allowed me to engage in more recruitment and retention through interaction with all students on campus.</p>		<p>Many students just pass through Post Office and do not stay long, so still need to work on making the post office and central receiving a stop on the campus tour.</p>		<p>No</p>

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3. <i>Highlands University will achieve a vibrant campus life.</i>						
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)

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4. <i>Highlands University will be a community partner.</i>	1. Identify opportunities to transfer excess inventory to other local state agencies, schools, and other public bodies.	1. Communicate with other agencies to identify opportunities to share resources to maximize useful life of inventory.	1. Documented network of contacts of other agencies in the area.	1. Adam	1. Ongoing	1. Ongoing
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
1. Ongoing	1. Ongoing	1. Continue to reach out to other Universities and agencies. We have been very successful in meeting and sharing resources with other agencies and universities in the area and in the state.		1. Different policies and procedures and contract templates, so sometimes is it difficult to align.		1. No

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<p>5. <i>Highlands University will achieve technological advancement and innovation.</i></p>	<p>1. Automated Workflow for Central Receiving Processes</p>	<p>1. Create an automated workflow to eliminate paper based inventory and receiving reports. Associated action is adopting or implementing a document retention or imaging plan policy to allow for electronic storage of documents.</p>	<p>1. Workflow is automated and associated central receiving reports are done electronically.</p>	<p>1. Jennifer</p>	<p>1. FY19</p>	<p>1. June 2019</p>
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
<p>1. Achieved</p>	<p>1. End of FY19</p>	<p>1. We have purchased an automated tracking system that we are using to integrate the entire central receiving process. Staff and students now sign and the university can track incoming and outgoing packages at the university.</p>		<p>1. University wide culture shift.</p>		<p>2. Yes</p>

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<p>6. <i>Highlands University will achieve enhanced communication and efficiency.</i></p>	<ol style="list-style-type: none"> Staff Training Customer Service Oriented Department Centralize small purchases by creating a supply distribution center Reorganize department to better suit University needs 	<ol style="list-style-type: none"> Identify Training opportunities for staff to develop as employees. Work with all staff to identify areas for improvement in customer service. Look at feasibility of creating a distribution center for supplies and other small purchases (Central Store) Evaluate current positions to better align with Strategic goals 	<ol style="list-style-type: none"> Increased knowledge and awareness of current supply chain best practices Staff uses any available opportunity to demonstrate superior customer service Single point of distribution for supplies and small purchases. Saved time, saved money, and saved resources. Reorganize positions to help ease complexity and bureaucracy of current workflow. 	<ol style="list-style-type: none"> Adam Adam Jennifer Adam 	<ol style="list-style-type: none"> Throughout FY19 Fiscal Year-Have each Buyer attend at least one training Throughout FY19 FY18-FY19 FY18-FY19 	<ol style="list-style-type: none"> June 2019 June 2019 June 2019 June 2019
<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>		
<ol style="list-style-type: none"> Ongoing Ongoing Ongoing Ongoing 	<ol style="list-style-type: none"> Ongoing Ongoing End of FY20 End of FY20 	<ol style="list-style-type: none"> Continue to search for training opportunities for staff Adopt a service mentality by showing the benefits of developing positive working relationships Identify space to use as store area and identify if we will charge other departments or just account for savings created by reusing instead of purchasing new. (coordination with Central Receiving) Continue to look at organization and identify a productive organizational model 	<ol style="list-style-type: none"> Funding None Space Existing polices and job descriptions 	<ol style="list-style-type: none"> Yes- already have money allocated in Budget No No No 		