

**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 Santa Fe Center*

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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><i>1.Highlands University will achieve academic excellence, academic integration and student success.</i></p>	<p>1.Additional Coordination with Faculty for Advisement/Retention 2.Additional Coordination Financial Aid/Business Office/Support Services 3.Student Forums /Outreach</p>	<p>1. Faculty Outreach 2. Staff Outreach 3. Student Outreach</p>	<p>1. Individual and collective meetings faculty and departments</p>	<p>1.RAA/MAS</p>		<p>End of Each Semester/On-going</p>
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
<p>- Achieved/Ongoing</p>	<p>Department Meetings throughout the year/Orientation August 2017 Financial Aid, Business Office, Registrar, Support Services all present. On-going interactions with faculty, staff and administration daily</p> <p><b>Update May 13, 2019</b> Coordinated Outreach to Social Work Faculty SFCC Human Services Faculty (SFCC) Sciences Coordination NMHU and SFCC</p>	<p>- In recent Orientation August 2018 we invited the existing students it was an opportunity for them to receive NMHU updates as well the orientation included the President, Vice President, All Deans and Department Directors moving forward I recommend this continue and potentially be expanded to other areas.</p> <p><b>Update May 13, 2019</b></p> <ul style="list-style-type: none"> <li>- Coordination between centers and faculty regarding course offerings, possibly a year in advance to better plan, recruit and retain students.</li> <li>- Create a task force to create policy and roll out expanded non-credit course offerings.</li> <li>- Fill the vacant support service position at the Santa Fe Center with qualified candidate we have completed the interview process.</li> </ul>		<p>- We work with non-traditional students we are always seeking new forums for them to participate and provide feedback but they have busy lives and families to tend to outside of school.</p> <p><b>Update May 13, 2019</b></p> <ul style="list-style-type: none"> <li>- Process and policy for non-credit course offerings.</li> <li>- Hiring new staff to support the center.</li> <li>- Coordination of new and continued course offerings at the center in advance.</li> </ul>		<p>No</p> <p><b>Yes</b></p>

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<p><i>2.Highlands University will achieve strategic enrollment management.</i></p>	<p>1.Letters to Graduates of SFCC/High Schools (public and private) 2. Retention Letters to Current students 3.Coordination with Recruitment/Admissions</p>	<p>1.End of Each Semester(May for high schools) 2.End of each semester 3.Monthly with Action Items</p>	<p>1.Summary Report 2.Summary Report 3.Summary Report with Action Items</p>	<p>1.RAA/MAS 2.RAA/MAS 3.RAA/MAS</p>		<p>End of Year</p>
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)	Challenge(s)	Budget Consideration (Yes / No)		
<p>- Achieved/Ongoing</p>	<p>1.End of Spring Semester letters to graduates SFCC  2. Calls and emails sent to students asking them if they need support in their program and if they need assistance with registration or other pending NMHU matters prior to the start of each semester.  <b>Update May 13, 2019</b> - <b>In Coordination with SEM we have completed calls to encourage students to register for Summer and Fall 19 semester.</b></p>	<p>- Coordinate with Strategic Enrollment Management to Have letters to SFCC graduates sent in December and May. Santa Fe Center coordinates more with transfer students and not first time freshmen prospective students, however more coordination with main campus relative to high school interactions and recruitment may be helpful.  <b>Update May 13, 2019</b> - <b>By the end of this month we will coordinate with Strategic Enrollment Management and send out letter to SFCC graduates.</b></p>	<p>- Retention is affected when students have a previous balance they cannot pay and thus cannot register. - Santa Fe Center needs to work closer with Main Campus recruitment to assist their efforts.  <b>Update May 13, 2019</b> <b>-We have been working with the Admissions and recruitment office more closely in recent months, in collaboration with our fellow centers and this work is improving our process and function.</b></p>			

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3. <i>Highlands University will achieve a vibrant campus life.</i>	1.Input from Students/Forum 2.Survey Student 3.Coordination with SFCC	1.Once Per Semester 2.End of Semester (what was good and what was not) 3.Beginning of Semester	1.Minutes/Action Items 2.Summary Report 3.Minutes/Action Items	RAA/MAS		End of Year
<b>Action Status w/Description (Achieved, Ongoing, Stop)</b>	<b>Completion Date(s)</b>	<b>Recommendation(s)</b>	<b>Challenge(s)</b>	<b>Budget Consideration (Yes / No)</b>		
- Partially Achieved,Ongoing	Throughout the Year  <b>Update May 13, 2019</b> - <b>We instituted a suggestion box for students in the Spring 19 semester and it has helped us target food purchases and initiatives based on student input.</b>	- Utilize social media and faculty to attain feedback from students relative to Campus Life fees. Although we invest in food, movies and special events, we are still getting feedback that the students want more opportunities, I have started looking into fitness opportunities for the students as well as access to outdoor activities and how we connect students to main campus resources and events.	- Our students are non-traditional and have families it's a challenge to find campus life initiatives that fit their schedule and can include their families.  <b>Update May 13, 2019</b>  <b>The suggestion box has helped!</b>	- No		

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<p>4. <i>Highlands University will be a community partner.</i></p>	<p>1.Attend Community Meetings Rotate Governments/Businesses 2.Sponsor Non-Profits Blood Drives, Food Drives Ect. 3.Seek Community Involvement from Students (Annual Project)</p>	<p>1.Set Schedule before January of each year 2.Set Goals before January each year. 3.Pick a Community Project With Students</p>	<p>1.Minutes/Feedback 2.Report and Summary 3.Report and Targets</p>	<p>RAA/MAS</p>		<p>End of Year</p>
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)	Budget Consideration (Yes / No)	
<p>- Achieved/Ongoing</p>	<p>Apr 5, 2018 Business Expo Apr 18, 2018 Fantastic Fut. Oct 13, 2017 Blood Drive</p>	<p>- We are working on a comprehensive calendar of events for the center, additionally we coordinate and work with SFCC on their events annually at the SFCC main campus as well as a the Higher Education Center</p> <p><b>Update May 13, 2019</b> We recognize a need to coordinate our education efforts with needs for employment in the community. Robert A. Anaya continues to be a member of the Northern Area Workforce Development Board and is working to help link our students our programs and our future growth potential to the needs of the private and public sector in the Santa Fe Center region. In April 2019 in coordination with the Dean of Business and the Vice President of Strategic Enrollment Management we coordinated with the Los Alamos National Labs to try and link more Business Students to their work force.</p>		<p>- We had a goal to get community involvement from students activated and potentially do a community project but given the busy schedule of students as well as staff this has been a challenge.</p> <p><b>Update May 13, 2019</b> -Available budget to meet the need.</p>	<p>Yes</p> <p>Yes</p>	

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<p>5. <i>Highlands University will achieve technological advancement and innovation.</i></p>	<p>1.Expanded Technical Training 2.Coordinate/Communicate With IT and EOS 3.Shared Resources W/HEC</p>	<p>1.RAA/MAS/Work Studies Training 2.Scheudle Mtg. Before each Semester 3.Mtg. Before each Semester</p>	<p>1. Needs/Training/ 2.Notes/Action Items 3.Minutes/Action Items</p>	<p>RAA/MAS</p>		<p>End of Year</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>- Ongoing</p>	<p>Throughout the Year  Update May 13, 2019 We need more ZOOM capable rooms at the Santa FE Center to keep up with changing technology and teaching modalities to replace ITV we need to make all of our classrooms ZOOM ready.</p>	<p>- Comprehensive Policy and Procedure Manuals campus wide  Update May 13, 2019 In Coordination with our new Director of On-Line and Extended Learning (Dr. Patrick Wilson) The Centers across campus will be coordinating our collective efforts to enhance and augment technological advancement and innovation.</p>	<p>- Working off of the same sheet of music.</p>	<p>- Yes</p>		

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<p>6. <i>Highlands University will achieve enhanced communication and efficiency.</i></p>	<p>1.Out Reach to Key Departments Before Each Semester (Registrar, Business Office, Book Store, IT/EOS, Financial Aid, HU Cares, Support Services 2.Email to Students before Semester starts and at midterm. 3. Email to faculty that serve Center Students</p>	<p>1.RAA/MAS/Work Studies Training 2.Scheudle Mtg. Before each Semester 3.Mtg. Before each Semester</p>	<p>1.Whats coming up, changes, new information for students, form updates 2.Provide updates, inform them of what is available to them, make sure they are aware of services and ask if they are ok. 3.Same as above.</p>	<p>RAA/MAS</p>		<p>End of Year</p>
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
<p>- Achieved/Ongoing</p>	<p>August 2018 Orientation Email and Phone Outreach the month before the semester to students  <b>Update May 13, 2019</b> In Coordination with the Provost and the New Director of Online and Extended Learning during Summer 2019 semester the Collective Centers will continue our coordination efforts in the interest of attaining efficiencies, standardization of policies and overall planning.</p>	<p>- Structured campus-wide effort to inform students of changes/policies/events. - Continue having annual orientations and include continuing students.  <b>Update May 13, 2019</b> Continued partnership and open communication across centers and in concert with Main Campus functions.</p>		<p>Logistics  At the Santa Fe Center we want to develop a more comprehensive patter of communication with the faculty that serve the center.  <b>Update May 13, 2019</b> Maintenance and follow up across centers and main campus to sustain coordinated change and coordination of process and function.</p>		<p>Yes</p>