

New Mexico Highlands University
5D Subcommittee Meeting
September 25, 2019

Present: Katie Gray, Ian Williamson, Shawn Flood, Michelle Bencomo, Kim Blea, Lauren Fath, Terri Law, Lawrence Montano, Susan Chavez, Lee Allard, Buddy Rivera

Evidence document status:

Currently on 2nd draft; will post 3rd draft next week

In reviewing the draft document, we need to focus more on closing the loop

Current draft may be too descriptive, needs to be more argumentative

Evidence document will be turned over to University relations by late November, then will be sent to HLC by mid-January

Complaint resolution:

Key issue: how can we unify complaint process into a single area?

What type of complaint are we dealing with? Academic vs. non-academic

Academic complaints fall into two categories: hardship and grade appeal

Primary HLC concern: closing the loop – how can we demonstrate and document that complaints have been resolved?

We need to revise complaint policy and procedures; one challenge is that the policy involves both student affairs and academic affairs

Currently the “policy” is primarily a set of procedures

- Will revised policy / procedures need to go through Faculty Senate or Academic Affairs? Not clear at this point
- Handling of academic complaints will not be done thru Michelle’s office, but she will maintain records of complaint resolution
- New policy statement, new procedures will be drafted by Kim and Michelle

Academic hardships are currently documented in SharePoint, this can be shared with Michelle

Next steps: Committee will review 5D executive summary, offer suggestions for additions or changes