

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 Online & Extended Learning*

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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
<p><i>1.Highlands University will achieve academic excellence, academic integration and student success.</i></p>	<p>1) Support Faculty 2) Improve online student support</p>	<p>1) Secured funding and initiated search for Instructional Designer 2) Secured funding and identified tool for measuring NMHU support for Adult students 3) Formed working group with CTE and IT staff 4) Identified resource for contract instructional design to meet unexpected need due to COVID</p>	<p>1) Hired Instructional Designer 2) Conducted Adult 360 Survey across university community 3) Updated faculty resource page for online/tech 4) Provided instructional design services on short notice to support rapid transition to online due to COVID</p>	<p>1) Director 2) Director 3) Director, ID, CTE, and IT Staff 4) Director and IT Director</p>	<p>Academic Year</p>	<p>Annually</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>- Achieved</p>	<p>Various</p>	<p>- Continue events to maintain and increase awareness of adult students and their needs. - Further refine faculty resource website for easy, one-stop, point of reference rather than expecting faculty to know when to contact IT, ID, or CTE</p>	<p>- University structure is designed for a traditional student population. At times, this makes it difficult to focus on meeting the needs of adult students</p>	<p>Yes</p>		

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<p><i>2.Highlands University will achieve strategic enrollment management.</i></p>	<p>1) Expand Online program offerings 2) Improve processes and policies to support online</p>	<p>1) RFP for OPM 2) Negotiate Faculty CBA 3) Provide resource for data on in demand programs</p>	<p>1) Completion of RFP process and recommendation of vendor 2) Successful negotiation and approval of Article 40 of Faculty CBA 3) Provided subscription and training to Burning Glass database for Deans</p>	<p>1) Director and VPAA 2) Director, AVPAA, Faculty Assoc. 3) Director and Conectado grant administrator</p>	<p>Academic Year</p>	<p>Annually</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>- Achieved</p>	<p>Various</p>	<p>- Update Distance Learning Manual in collaboration with IT Subcommittee of Faculty Senate - Obtain Board Approval of OPM contract - Seek agreement on programs to partner with OPM - Develop or refine NMHU operational processes to support OPM partnership</p>		<p>- OPM partnership is a new way of business for NMHU, requires fundamental change - IT Subcommittee of Faculty Senate was not active this past academic year</p>		<p>- No</p>

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3. <i>Highlands University will achieve a vibrant campus life.</i>			1.		1.	
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.	1.		1.	
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
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5. <i>Highlands University will achieve technological advancement and innovation.</i>			1.	1.	1.	
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
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6. <i>Highlands University will achieve enhanced communication and efficiency.</i>		1.			1.	
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)		Budget Consideration (Yes / No)
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