

Mission *The mission of the Native American Center is to recruit, retain, and graduate indigenous students through collaboration with the campus community, tribal entities, and community alliances.*

Vision *The vision of the Native American Center is an academically and socially integrated indigenous NMHU student population that persists and graduates.*

Department/Program: **Native American 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>1. Highlands University will achieve academic excellence, academic integration and student success.</p>	<p>1. By the end of the fall semester 2018, Native American first time freshmen retention will increase to 80-90%</p>	<p>1.a. Increase outreach to all Native American students on campus to attend workshops</p> <p>1.b. Implementation of retention program at Melody Hall- workshops, peer mentors, student participation, club meetings, study sessions, early alerts</p>	<p>1.a First time NA freshmen retention will increase to 80-90% at the end of fall semester</p> <p>1.b The majority of students participating in CCI@MH will continue to be involved in spring semester</p>	<p>1.. Native American Center coordinator, student employees, CCI@MH students, HU departments, faculty and staff</p>	<p>1. Every Fall</p> <p>1.b Every fall and spring monitor mid-term and final grades</p>	<p>1. Every Fall</p> <p>1.b. End of every semester</p>
	<p>2. The goal of the NAC is to have a financially literate Native American student population at NMHU by the end of each semester, fall and spring</p>	<p>2a. Develop tribal deadline table to share with NA students and financial aid to ensure that FNAs are processed ahead of time.</p> <p>2b. Remind students of FASFA, FNA and tribal deadlines</p> <p>2c. Collaborate with FA office on financial aid workshop – Spring 2019</p>	<p>2a. Increase # of students submitting FASFAs on time beginning in October 2018</p> <p>2b. Increase # students submitting FNAs prior to beginning of school (by at least 1 month)</p> <p>2c. # of students attending FA workshop</p>	<p>2. Native American Coordinator, tribal education directors, financial aid director and staff</p>	<p>2. December 2019 and July 2020</p>	<p>September 2019 and February 2020</p>
	<p>3. The goal of the NAC is to have a seamless transition from high</p>	<p>3a. Communicate and collaborate with SFIS and NM tribes to increase campus visits, and developing summer bridge program with support from</p>	<p>3a. Increase # of campus visits from tribal schools like SFIS, Native American</p>	<p>3. Native American Coordinator, tribal education directors, SFIS and NACA staff</p>	<p>3. Throughout year</p>	<p>3. August 2019 and May 2020</p>

	<p>school/community college for all Indigenous students at beginning of fall semester</p>	<p>Johnson O'Malley funds and tribal youth funds</p>	<p>Community Academy 3b. Host summer bridge program for tribes</p>			
<p>Action Status with Description (achieved, Ongoing, stop)</p>	<p>Completion Dates</p>	<p>Recommendations</p>		<p>Challenges</p>		<p>Budget Consideration (Yes/No)</p>
<p>1. Not achieved- 63.6% of FTF were retained from F'19 to S'20</p> <p>Even though the goal was not met, retention rate was increased by 10.3%. Best retention rate for the NA students in at least the last 10 years.</p>	<p>Spring 2020</p>	<ul style="list-style-type: none"> • 1. Collaborate with other departments like ARMAS, HUE, Financial Aid, and Student Success Center to strengthen program, including workshops to students. • Provide training to NAC student workers to guide FTF through the university experience. • Collaborate more with Student Success Center to assist in the support of early alert system. • 		<ul style="list-style-type: none"> • 1. Workshops are offered to all students with little participation. • Lack of full-time staff in the Native American Center. 		<p>Yes</p>
<p>1a. Ongoing-Increase outreach to all NA students on campus</p> <p>During the spring 2020, the NAC placed flyers in 3 bulletin board throughout campus providing updates.</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • 1a. Create work plan for students working on bulletin board, show layout, and describe process for monitoring upcoming events • Implement a NAC communication plan that will contact students at least 1/semester 		<ul style="list-style-type: none"> • 1a. It has been a challenge to collect the information regarding events on campus. Too many times notifications are sent out at the last minute. • There are several TVs located around campus that are used for informing students about upcoming events, however they are not being used or updated on a daily basis. • Lack of full-time staff in the Native American Center to continue efforts. 		<p>No</p>
<p>1b. Achieved & Not Continued: Implementation of retention program at Melody Hall</p>	<p>Not Continued</p>	<ul style="list-style-type: none"> • 1b. Evaluate CCI initiative to verify if program made a positive or negative impact on students. 		<ul style="list-style-type: none"> • 1b. Main challenge is getting student participation at NAC events held in Melody Hall. Too many times during our personal enrichment workshops, non-Indian students walk by and do not interact with group. • Lack of full-time staff in the Native American Center to continue this initiative. 		<p>No</p>

<p>2. Ongoing- have financially literate NA population</p> <ul style="list-style-type: none"> • More students are requesting information on the MOU tuition waiver • Established new MOU tuition waivers for the 23 tribes in New Mexico to extend relationships until 2024. 	<p>Achieved/ Ongoing</p>	<ul style="list-style-type: none"> • 2.Continue outreach to students regarding financial aid process through newsletters, bulletin boards notification, emails, in person by phone, and pamphlets during new student orientation. • Collaborate with the Financial Aid Office to provide financial literacy workshops. • Collaborate with the Financial Aid Office and the Business Office to ensure that all MOU waivers are posted in a timely manner. 	<ul style="list-style-type: none"> • Student participation has been difficult. • Lack of full-time staff to build relationships with all 23 tribes in New Mexico. 	<p>Yes</p>
<p>2a- Achieved- Develop tribal deadline table</p> <ul style="list-style-type: none"> • Created tribal deadline table, give to Financial Aid office, post tribal deadlines on bulletin boards and newsletters. 	<p>Ongoing</p>	<ul style="list-style-type: none"> • 2a. Continue informing students about tribal deadlines, update deadlines on as needed basis • The Recruitment Office to include tribal affiliation information in the new SLATE application. 	<ul style="list-style-type: none"> • 2a. NMHU has not been collecting tribal affiliation data, it has been very difficult for the NAC to inform students about <i>tribally specific</i> scholarships. • Lack of full-time staff to continue efforts. 	<p>No</p>
<p>2b. Achieved/Ongoing remind students of FAFSA, FNA and tribal deadlines</p> <ul style="list-style-type: none"> • Sent out reminders to students about FAFSA workshops offered by FA office, will collaborate more with FA office when they are offering workshops 	<p>Ongoing</p>	<ul style="list-style-type: none"> • 2b Collaborate with the Financial Aid Office to assist in the FAFSA process. • Collaborate with the Student Success Center to assist with student needs. • Collaborate with tribes and education departments to increase financial literacy- create tribal visiting schedule and to come to campus to have set dates/times for them to meet with their students. 	<ul style="list-style-type: none"> • 2b. Students do not understand that they need to follow proper procedures in a timely manner. FAFSA are sent in after the FNAs and cannot be completed, thereby creating a delay in the process. • Low student participation, need other forms of communication and way to get students to attend FA workshops. • Lack of full-time staff to continue these efforts. 	<p>No</p>

<p>3. Not Continued: <i>Seamless transition for HS to college</i></p>	<p>Not Continued</p>	<ul style="list-style-type: none"> • 3. Increase HU presence in tribal communities, host events and/or workshops for tribes. • NAC workers will assist FTF throughout the first 6 weeks as university guides. • Collaborate with the Recruitment Office to participate in events held through that office. • Continue updating and improving NAC and SEM communication plans, create communication documents specific to student group. 	<ul style="list-style-type: none"> • 3. Many NA FTF have a difficult time during their first semester, if they do not feel a part of the HU community, they will not return the following semester. A lonely student will go home every weekend and will not engage at school. We need to provide more support BEFORE school begins. NAC was informed is no money to fund these types of initiatives. • Email addresses for all students have not been collected, especially if the campus tour reservations are being made through the school. • Lack of full-time staff to continue these efforts. 	<p>Yes</p>		
<p>Strategic Goals for 2020 Planning for FY19-FY21</p>	<p>Unit Goals</p>	<p>Unit Actions/Strategies</p>	<p>Measurable Outcome(s)/</p>	<p>Person(s) Responsible</p>	<p>Indicators and Time Frame for Assessment</p>	<p>Date(s) for Review</p>
<p>2. Highlands University will achieve strategic enrollment management.</p>	<p>1. The goal of the NAC is to increase the Native American student population at NMHU by 2.5% by 2020</p>	<p>1a. Finalize and implement NA student recruitment plan with recruitment and admissions office 1.b Continue retention program at CCI@MH, offer workshops during lunch hour, invite all students in MH to participate 1c. Collaborate with SIPI to increase NA transfer students, learn more about STEM program at SIPI</p>	<p>1. a. NA student recruitment plan section added to HU recruitment plan, increase in NA student applications and # admitted and enrolled at NMHU 1.b Increase in CCI@MH participation, fall to fall, spring retention rates, GPAs 1c. Increase NA transfer students from SIPI, increase # of students in STEM fields</p>	<p>1. Native American Center Coord./ Recruitment and Admissions/Strategic Enrollment Management 1.b NAC coordinator, student employees, athletic directors, HUE peer mentors, academic support services, faculty & staff 1c. NAC coordinator, recruitment and SIPI recruitment staff</p>	<p>1. Ongoing Ongoing Ongoing</p>	<p>1. Yearly Fall 2019 & Spring 2020 Fall 2019- Spring 2019</p>
	<p>2. The goal of the NAC is to maintain enrollment of</p>	<p>2a. work with faculty to identify retention strategies 2b. Senior day – promote graduate schools and</p>	<p>2.a Number of NA students retained each semester,</p>	<p>2. NAC Coordinator NARC committee HU Faculty</p>	<p>Ongoing</p>	<p>2. End of each semester</p>

	NA students throughout 4-5 year education career	programs, job searches, career counseling	2b. Number of NA seniors attending graduate school and job placement	Retention committee career services, graduate programs		
	3.The NAC goal is to increase student outreach and support at all centers by the end of fall semester	3a. Contact Native American students via phone calls at least twice a semester	3a. Center student communication will increase through outreach services provided by the NAC. The number of student interactions and calls will be recorded	3. NAC coordinator, student employees	3. ongoing	3. Review student correspondence every week.
Action Status with Description (achieved, Ongoing, stop)	Completion Dates	Recommendations		Challenges		Budget Consideration (Yes/No)
<p>1. Ongoing- increase NA student population by 2.5% by 2020</p> <ul style="list-style-type: none"> Attend tribal events, conduct tours only for NA groups. Collaborate with Student Success Center and Recruitment Office 	Ongoing	<ul style="list-style-type: none"> 1. Receive list of all FTF Native American students who have applied to HU from recruitment, send welcome letter Identify new ways to communicate with students. Collaborate more with Education Leaders and tribal staff. Utilize Slate to send out marketing material. 		<ul style="list-style-type: none"> 1. Lack of full-time staff to continue these efforts. Lack of Slate training to utilize program. Lack of the ability to determine tribal affiliation. Not included in application. 		No
<p>1a. Ongoing/Finalize and implement NA recruitment plan with recruitment</p> <ul style="list-style-type: none"> Recruitment Staff specifically assigned to Native American student recruitment. 	Ongoing	<ul style="list-style-type: none"> 1a Work with recruitment office on recruitment plan to include information on how to recruit Native American students. Collaborate with recruiter on tribal meetings and community events. Create calendar of tribal events, introduce recruiter to tribal education directors, educate recruiter on tribes and their differences (i.e. tribal government, cultural differences) 		<ul style="list-style-type: none"> 1a. There is no information in the recruitment plan for recruiting Native American students. It has been a challenge because not all recruiters know about the 23 different tribes. Recruitment plan is still being modified; this is a good opportunity to include NA information. Recruitment office has designated one recruiter that focuses on visiting NA High schools 		Yes

<ul style="list-style-type: none"> Recruitment has provided a copy of recruitment plan. Planned summer collaboration <ul style="list-style-type: none"> Developed stronger communication between recruitment & NAC 			<ul style="list-style-type: none"> We are beginning to collaborate more on tribal meetings and community events with the recruitment office and will continue. In the past, the communication has been limited but has improved over the past 2+ years. Lack of full-time staff to continue these efforts. 	
<p>1b. Ongoing- Continue retention program at - Maintain enrollment of NA students</p> <ul style="list-style-type: none"> Hosted more events with the Native American Club Restructured the Native American Center to look more like a center than an office. We now provide students with a computer, printer, scanner, coffee, snacks, etc. NAC student workers held weekly hours to assist student with additional support. 	<p>Ongoing</p>	<ul style="list-style-type: none"> 1b. Re-evaluate the Native American Center needs. Collaborate with SEM offices, especially the Student Success Center, to provide more student support. Continue to work with HUE on Native American Club events. 	<ul style="list-style-type: none"> 1b. HU is not set up to implement a living learning community. Need more collaboration between NAC, Housing, HUE, and faculty. It has been difficult to communicate with students who live off campus; email is the effective because students are not checking email on daily basis. Information can be mailed, but not sure if addresses have been updated. Many students do not have voice mail and some cell numbers are no longer valid. Lack of full-time staff to assist in these efforts. 	<p>Yes</p>
<p>1c. Ongoing: Collaborate with SIPI to increase NA transfer</p> <ul style="list-style-type: none"> Not Continued 	<p>Not Continued</p>	<ul style="list-style-type: none"> 1c Continue outreach to SIPI and collaborate on events- campus visits to SIPI, HU faculty lecture series at SIPI, HU campus tours, invitations to HU events in Rio Rancho and ABQ. Continue working with HU recruiters, provide NAC materials for distribution, assist recruiters with and question they have, ie. Cultural awareness. 	<ul style="list-style-type: none"> 1c. Approval of articulation agreements have been delayed because HU is still waiting for State core curriculum approval Lack of full-time staff to support these efforts. 	<p>Yes</p>

<p>2. Ongoing: Maintain enrollment of NA students throughout 4-5 year education career</p> <ul style="list-style-type: none"> Monitoring NA students on campus and centers. 	<p>Ongoing</p>	<ul style="list-style-type: none"> 2. Increase FTF and all NA student outreach Will work with other departments to identify better forms of communication- latest apps. Utilize Slate to communicate with students. Collaborate with the Student Success Center to provide more outreach. 	<ul style="list-style-type: none"> 2. Not all NA students contact the NAC when they are having problems-whether academic, personal, social etc. We need to find a better way to communicate with the students; many do not check email and cell phone numbers change. Lack of full-time staff to support these efforts. 	<p>No</p>
<p>2a. Not Continued: Work with faculty to identify retention strategies</p>	<p>Not Continued</p>	<ul style="list-style-type: none"> 2a. Identify faculty who are specifically interested in retention. Identify trainings that focus on retention strategies Clarify how data will be collected, analyzed and what retention questions need to be addressed. Identify strategies to strengthen retention 	<ul style="list-style-type: none"> 2a. It has been difficult to establish a committee. Faculty are busy and cannot attend on a regular basis. Furthermore, addressing retention methods and strategies sometimes requires a specialized person and/or training and /or discussion. Not all faculty are experts in retention. Lack of full-time staff to continue these efforts. 	<p>No</p>
<p>2b. Not Continued: Senior day – promote graduate schools and programs, job searches, career counseling</p>	<p>Not Continued</p>	<ul style="list-style-type: none"> 2b Identify more college day opportunities within tribal organizations. Continue collaboration with tribal schools. Encourage NMHU NA students to present at tribal community meetings and HS events. Research and identify grant funding resources for future Senior Day event. 	<ul style="list-style-type: none"> 2b.Lack of full-time staff to continue these efforts. Unable to travel due to COVID-19 pandemic. 	<p>Yes</p>
<p>3.Ongoing-The NAC goal is to increase student outreach and support at all centers by the end of fall semester</p> <ul style="list-style-type: none"> Beginning of each semester, provided centers with handout 	<p>Ongoing</p>	<ul style="list-style-type: none"> 3. Continue to communicate with students via in person, email, or Slate. Visit centers and meet with students at least once a semester. Create individual weekly work schedules for student employees. 	<ul style="list-style-type: none"> 3. Lack of full-time staff to continue efforts. 	<p>No</p>

<p>that provided details about the NA center and scholarships.</p>						
<p>3a. Delayed- Contact Native American students via phone calls at least twice a semester</p>	<p>Delayed</p>	<ul style="list-style-type: none"> • 3a. Train NAC student workers to make phone calls to all NA students • Schedule specific times during the semester to focus on calling all NA students 	<ul style="list-style-type: none"> • 3a. Lack of full-time staff to start these efforts. 	<p>Yes</p>		
<p>Strategic Goals for 2020 Planning for FY19-FY21</p>	<p>Unit Goals</p>	<p>Unit Actions/Strategies</p>	<p>Measurable Outcome(s)/</p>	<p>Person(s) Responsible</p>	<p>Indicators and Time Frame for Assessment</p>	<p>Date(s) for Review</p>
<p>3. Highlands University will achieve a vibrant campus life.</p>	<p>1. The goal of the NAC is to Increase Native American vibrancy on campus</p>	<p>1. a. Tribal Issues Panel discussions</p> <p>1. b. Encourage student participation in Native American club and campus events.</p> <p>1. c. Increase advertisement for Native American Club events to community</p>	<p>1. a. # students attending discussions- 2/year</p> <p>1.b. Number of students participating in the Native American Club</p> <p>1.c. Number of community individuals attending Native American Club events</p>	<p>1. Native American Center/International Edu/ Housing/ HU CARES/ Dean of Students/ SEM./University Relations/Campus Life/ KEDP/</p>	<p>1. a. Spring 2020</p> <p>1. b. On-Going</p> <p>1. c. On-Going</p>	<p>1. a. Spring 2020</p> <p>1. b. On Going</p> <p>1. c. On-Going</p>

Action Status with Description (achieved, Ongoing, stop)	Completion Dates	Recommendations	Challenges	Budget Consideration (Yes/No)
<p>1. Not Continued- Increase NA campus vibrancy</p> <ul style="list-style-type: none"> • Provide list of NA activities to faculty at the beginning of the year, go into classrooms to promote events as way to increase student participation 	<p>Not Continued</p>	<ul style="list-style-type: none"> •1. Work with Native American club to focus on activities that highlight tribal student diversity 	<ul style="list-style-type: none"> • 1. Lack of full-time staff to continue efforts. 	<p>Yes</p>
<p>1. a. Stopped- Tribal Issues Panel discussions</p> <ul style="list-style-type: none"> • Did not have panel discussions because student participation has been very low. Will provide more direct outreach to all students through faculty and personal invitations to increase attendance. 	<p>Stopped (temporary)</p>	<ul style="list-style-type: none"> •1a. Identify topics and presenters for discussion panels with input from Native American club and students 	<ul style="list-style-type: none"> • 1a. It has been hard to identify guest speakers and to have high attendance at events. • Lack of full-time staff to continue these efforts. 	<p>Yes</p>
<p>1. b. Encourage student participation in Native American club and campus events.</p> <ul style="list-style-type: none"> • Updated NA Club brochure, provide support for events- print out flyers & post. 	<p>Ongoing</p>	<ul style="list-style-type: none"> • 1b. Increase and enhance promotion of NA club • Increase activities and events that highlight different tribes. Food sales serving food from different tribes. • Club members should go door-to-door inviting students to join club, have club meetings in different residential halls • Work with NA Club faculty advisor to promote tribal diversity event. 	<ul style="list-style-type: none"> • 1b. The NA club is thought of as an exclusive club just for NA students. Over the past 2 years, the club has promoted their club to all students; however, it is not seen as inclusive. The club has dealt with internal issues, but worked to address problems. • Students have complained that club is made up of students from only one tribe. • Lack of full-time staff to continue these efforts. 	<p>No</p>

<p>1. c. Increase advertisement for Native American Club events to community</p> <ul style="list-style-type: none"> Promote NA Club meetings every month via newsletters, emails or globals. 	<p>Ongoing</p>	<ul style="list-style-type: none"> 1c. Provide calendar of NA events to University relations to post on new NMHU webpage. 		<ul style="list-style-type: none"> 1c. The Native American club sometimes posts flyers for events, too late. Lack of full-time staff to support these efforts. 	<p>No</p>	
<p>Strategic Goals for 2020 Planning for FY19-FY21</p>	<p>Unit Goals</p>	<p>Unit Actions/Strategies</p>	<p>Measurable Outcome(s)/</p>	<p>Person(s) Responsible</p>	<p>Indicators and Time Frame for Assessment</p>	<p>Date(s) for Review</p>
<p>4. Highlands University will be a community partner.</p>	<p>1. The goal of the NAC is to have a campus community aware of indigenous issues</p>	<p>1. a. Indigenous Day in October. 1. b. Collaborate with Dr. Tamir and other faculty on student projects, increase NON-native student participation on Native Events 1c. Collaborate for future planning with faculty on 2019 curriculum and events</p>	<p>1. a. Number of students attending and participating in Indigenous Day 1. a. Number of students participating in native events 1c. schedule of events and special projects for academic year 2019-2020</p>	<p>1. Native American Center Coord. Dr. Tamir and faculty</p>	<p>1. Ongoing</p>	<p>1. End of spring semester</p>
<p>Action Status with Description (achieved, Ongoing, stop)</p>	<p>Completion Dates</p>	<p>Recommendations</p>		<p>Challenges</p>		<p>Budget Consideration (Yes/No)</p>
<p>1. Not Continued-increase community awareness of Indigenous Cultures</p>	<p>Not continued</p>	<ul style="list-style-type: none"> 1. Identify tribal organizations to attend NMHU future events. Stay in communication. Collaborate with Student Affairs to establish, promote, and hold events. 		<ul style="list-style-type: none"> 1. Lack of staff to continue these efforts. 		<p>Yes</p>

<p>1.a-Not Continued-Indigenous Day Celebration</p> <ul style="list-style-type: none"> • HU now celebrated Native American day in place of Columbus day. <p>1b. Not Continued-collaborate with faculty to increase student participation at NA events</p> <p>1c.Paused: Collaborate for future planning with faculty on 2020 curriculum We have not started on this deliverable yet</p>	<p>Not continued</p> <p>Not continued</p> <p>Paused</p>	<ul style="list-style-type: none"> • 1a.Continue to celebrate Indigenous day, increase NA events, increase Indigenous cultural awareness throughout campus. • 1b. Request to present in classes to invite student’s to attend NA events, learn more about NA student diversity and promote cultural campus awareness • 1c. Begin communicating and reaching out to faculty who are interested in incorporating NAC activities into their curriculum. 	<ul style="list-style-type: none"> • 1a. Lack of full-time staff to continue event. • Need more assistance when organizing events. • 1b.Lack of staff to continue these efforts. • 1c. NAC has not had enough outreach and communication with faculty. • Faculty have been invited to NAC events but there is very little participation and attendance. • Lack of staff to continue these efforts. 	<p>No</p> <p>No</p> <p>No</p>		
<p>Strategic Goals for 2020 Planning for FY19-FY21</p>	<p>Unit Goals</p>	<p>Unit Actions/Strategies</p>	<p>Measurable Outcome(s)/</p>	<p>Person(s) Responsible</p>	<p>Indicators and Time Frame for Assessment</p>	<p>Date(s) for Review</p>
<p>6. Highlands University will achieve enhanced communication and efficiency.</p>	<p>1. Goal- improve NA student communication using technology- Instagram, Facebook, snapchat, zoom etc.</p>	<p>1. Create accounts for Instagram, Facebook, snapchat, zoom to communicate with NA students.</p>	<p>Increase # of students notified by apps and zoom participation</p>	<p>NAC coordinator and NA student workers</p>	<p>Ongoing</p>	<p>End of each academic year.</p>
	<p>2. Develop communication plan for LV</p>	<p>2. Draft communication plan</p>	<p>2. Increase student communication, record correspondence</p>	<p>2. NAC coordinator and NA student workers</p>	<p>Ongoing</p>	<p>End of each academic year.</p>

Action Status with Description (achieved, Ongoing, stop)	Completion Dates	Recommendations	Challenges	Budget Consideration (Yes/No)
<p>1. Ongoing-improve student communication with technology</p> <ul style="list-style-type: none"> • Communication through Slate software for welcome back email, NA events, and reorganization of NA Center. 	<p>Ongoing</p>	<ul style="list-style-type: none"> • 1. Use TV monitors in buildings to promote upcoming events. • Talk to younger HU staff to identify current social media platforms and new communication technology and applications. • Utilize Slate program more to communicate with students. 	<ul style="list-style-type: none"> • 1. It has been difficult to identify what platform to use, students use snapchat for socializing, NAC does not have an Instagram account, • Lack of full-time staff to continue efforts. 	<p>No</p>
<p>2. Achieved/Ongoing:- NAC communication plan</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • 2. SEM departments developed a combined communication plan for different types of students. • Complete communication plan for centers • Include other department communication into NAC plan- ie. HUE 	<ul style="list-style-type: none"> • 2. Update and modify communication plan on as needed basis- Still in preliminary stages. • Lack of full-time staff to implement plan. 	<p>No</p>