

**Mission:** *The Student Relations Office will provide exceptional, timely service to all NMHU students, no matter their location, with the goal of ensuring the resolution of their inquiries and concerns.*

**Vision:** *To aid in the support of all HU students at a university that provides excellent customer service.*

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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
<b>1. Highlands University will achieve academic excellence, academic integration and student success.</b>	<b>1. The Student Relations Coordinator will participate in Professional Development trainings annually to keep abreast in student services best practices.</b>	<b>1. Seek trainings to attend</b>	<b>1. Each year, the SRC will attend a minimum of 5 trainings.</b>	<b>1. Student Relations Office</b>	<b>1. Annually</b>	<b>1. Annually</b>
	<b>2. The Student Relations Coordinator will meet with academic and student support departments annually to keep abreast of departmental changes and offer support out of the CR Office.</b>	<b>2. Participate in department meetings</b>	<b>2. Each year, the CRC will participate in a minimum of 5 department meetings.</b>	<b>2. Student Relations Office</b>	<b>2. Annually</b>	<b>2. Annually</b>
<b>Action Status w/ Description (Achieved, Ongoing, Stop)</b>	<b>Completion Date(s)</b>	<b>Recommendations</b>		<b>Challenge(s)</b>		<b>Budget Consideration (Yes/No)</b>
<b>Achieved:</b>	1. 9/2019-7/2020 Attended 12 Power of Service Trainings  Attended more than 8 additional trainings.					Yes

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	2. Participated in bi-weekly department meetings, exceeding my goal of 5.					No
2. <i>Highlands University will achieve strategic enrollment management.</i>	1.	1.	1.	1.	1.	1.
3. <i>Highlands University will achieve a vibrant campus life.</i>	1.	1.	1.	1.	1.	1.
4. <i>Highlands University will be a community partner.</i>	1.	1.	1.	1.	1.	
5. <i>Highlands University will achieve technological advancement and innovation.</i>	1. The Student Relations Coordinator will maintain and train others on Advocate, HU's student management software system.	1. Train interested departments on use of Advocate.	1. The SRC will train one department per year.	1. Student Relations Office	1. Annually	1. Annually
<b>Action Status w/ Description (Achieved, Ongoing, Stop)</b>	<b>Completion Date(s)</b>	<b>Recommendations</b>		<b>Challenge(s)</b>		<b>Budget Consideration (Yes/No)</b>
Achieved:	1. Trained the Housing and Student Conduct Office on submitting an			Challenges included limited training opportunities from Advocate to prepare for departmental trainings.		No

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	Incident Report in Advocate.					
<p><b>6. Highlands University will achieve enhanced communication and efficiency.</b></p>	<p><b>1. The Student Relations Coordinator will demonstrate effective communication with current and prospective NMHU students daily.</b></p>	<p><b>1a.</b> Administer prompt responsiveness to current and prospective NMHU students via all communication methods. The SRC will respond to all inquiries or concerns within 8 hours.</p>	<p><b>1a.</b> The SRC will respond to 90% of students contacting the Student Relations Office within 8 hours.</p>	<p><b>1a.</b> Student Relations Office</p>	<p><b>1a.</b> Daily</p>	<p><b>1a.</b> Weekly/ Annually</p>
		<p><b>1b.</b> Provide follow-up services to current and prospective students to ensure issues are resolved. The SRC will follow-up on select inquiries or concerns <i>within one week</i> of initial contact.</p>	<p><b>1b.</b> The SRC will follow-up with 90% of students, who require a follow-up, within one week of initial contact with the Student Relations Office.</p>	<p><b>1b.</b> Student Relations Office</p>	<p><b>1b.</b> Weekly</p>	<p><b>1b.</b> Weekly/ Annually</p>
		<p><b>1c.</b> Utilize live chat as a means to provide assistance to students online.</p>	<p><b>1c.</b> The SRC will be available to students via live chat no less than 30 hours per week.</p>	<p><b>1c.</b> Student Relations Office</p>	<p><b>1c.</b> Weekly</p>	<p><b>1c.</b> Weekly/ Annually</p>
	<p><b>2. The Student Relations Coordinator will develop and maintain repository of student complaints.</b></p>	<p><b>2.</b> Utilize repository to ensure documentation and follow up of student complaints.</p>	<p><b>2.</b> The SRC will review repository files weekly and follow-up on outstanding requests for assistance.</p>	<p><b>2.</b> Student Relations Office</p>	<p><b>2.</b> Weekly</p>	<p><b>2.</b> Weekly</p>
	<p><b>3. The Student Relations</b></p>	<p><b>3.</b> The SRC will present Student Relations Office</p>			<p><b>3.</b> Annually</p>	<p><b>3.</b> Annually</p>

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	<b>Coordinator will provide presentations to students, faculty, and staff for the purpose of informing the campus community of the services provided by the Student Relations Office.</b>	services to students, faculty, and staff as requested each fall and spring semester.	<b>3.</b> A minimum of 5 presentations will be provided to students, faculty, or staff annually.	<b>3.</b> Student Relations Office		
<b>Action Status w/ Description (Achieved, Ongoing, Stop)</b>	<b>Completion Date(s)</b>	<b>Recommendations</b>		<b>Challenge(s)</b>		<b>Budget Consideration (Yes/No)</b>
<b>Achieved:</b>	1a. SRC responded to a minimum of 90% of students within 8 hours. 1b. SRC followed up with a minimum of 90% of students within one week. 1c. SRC was available via live chat a minimum of 30 hours each week. 2. SRC followed up on outstanding requests for assistance weekly. 3. SRC exceeded the goal of 5 presentations to			The occurrence of COVID-19 posed a challenge in my ability to provide more directed presentations to students; however, I was still able to provide trainings to staff and faculty virtually.		No

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