

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 Farmington Center**

Main Contact: Yvette D. Wilkes

Email: ydwilkes@nmhu.edu

Phone: (505)426-4392

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>1. Highlands University will achieve academic excellence, academic integration and student success.</p>	<ol style="list-style-type: none"> 1. Improve Responsiveness, Accessibility & Communication 2. Increase Resident Student Engagement 3. Educational & Cultural opportunities within the residences. 	<ol style="list-style-type: none"> 1. Hire Residence Hall Coordinator to liaise with HU departments to bring educational and cultural learning opportunities to the residences. 2. Respond to resident student needs and concerns 3. Hire Administrative Asst. II to manage departmental responsiveness and student access. 	<ol style="list-style-type: none"> 1. Resident Satisfaction Survey 2. Symplicity Advocate Sys. 3. Direct resident feedback during residential listening sessions. 	<ol style="list-style-type: none"> 1. Residence Hall Coordinator 2. Housing Director, 3. Custodial Supervisor & Office Administrators 	<ol style="list-style-type: none"> 1. Enhance response time for meetings w/residents. 2. Enhance time in which concerns are addressed. 3. Enhanced Student engagement in cultural & educational programming. 	<ol style="list-style-type: none"> 1. First Semester Post-Implementation (1,3) 2. Spring 2020 (April)
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)	Budget Consideration (Yes / No)	
<ul style="list-style-type: none"> - 1. On-going - 2. On-going - 3. On-going 	<ol style="list-style-type: none"> 1. Fall 2019 - Team programming approached has increased the variety and quality of programs offered. 2/3. Spring 2021 -Symplicity Residence program purchased 	<ul style="list-style-type: none"> - Must increase the number of professional staff in the department. Must hire at least Residence Hall Coordinators. - Implementing a new system to track custodial/maintenance issues per room. 		<ul style="list-style-type: none"> - Too many students employed to do jobs meant for professional staff. 	<p>Yes</p>	

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>2.Highlands University will achieve strategic enrollment management.</p>	<ol style="list-style-type: none"> 1. Enhance Residence Hall Environment. 2. Support Retention 3. Support Recruitment 4. Provide 	<ol style="list-style-type: none"> 1. Create Deferred Maintenance Fund to begin residential improvements (painting, bathroom updates, carpeting etc.). 2. Enhance residential lounges w/furnishings, televisions & satellite services. 3. Create a dedicated Commuter/Guest Housing residence. 4. Provide scholarship and discount options. Create online marketing video w/University Relations 	<ol style="list-style-type: none"> 1. Resident Satisfaction Survey 2. You Visit Reports 3. Occupancy Reports 	<ol style="list-style-type: none"> 1. Housing Director 2. Housing Coordinator 3. Custodial Supervisor Facilities Services 	<ol style="list-style-type: none"> 1. Increase residential renewals for existing student residents. 2. Increase New Resident Applications. 	<ol style="list-style-type: none"> 1. Spring Renewal 2019 (renewals) – Ongoing 2. New Resident Applications – Spring 2019 - Ongoing 3. Spring 2019 (You Visit) - Ongoing
Action Status w/Description (Achieved, Ongoing, Stop)	Completion Date(s)	Recommendation(s)		Challenge(s)	Budget Consideration (Yes / No)	
<ul style="list-style-type: none"> - 1. Achieved - 2. Ongoing - 3. Stop - 4. Stop - 5. Ongoing 	<ol style="list-style-type: none"> 1. Fall 2019 -Deferred maintenance fund created 2. Spring 2020-Digital signage equipment installed 3. COVID-19-unable to move forward until emergency operations are over. 4. Not approved by BOR. 5. Incomplete – University Relations started project but it is not completed. 	<ul style="list-style-type: none"> - Increase digital signage locations throughout campus. - Create timeline for residence hall renovations and improvements for each on campus residence. - Create videos to document each improvement project for the website and orientations. 		<p>-</p>	<p>- Yes</p>	

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>3. Highlands University will achieve a vibrant campus life.</p>	<p>1. Enhance Residential Programming 2. Implement partner programming with student affairs & HU departments.</p>	<p>1. Enhance Rez Fest Fall Activities 2. Enhance Rez Fest Carnival Experience/ Kick-off Homecoming activities 3. Continue weekly activities at the residential level. 4. Implement programming in partnership with HU departments.</p>	<p>1. Resident Satisfaction Survey 2. Program Evaluations 3. Scanners @ large events</p>	<p>1. Housing Director 2. Housing Coordinator 3. Residential Staff Student Affairs Departments</p>	<p>1. Increase programming attendance. 2. Quantity of non-residential students who attend residential programs.</p>	<p>1. Spring 2020 2. First Semester Post-Implementation 3. Spring 2020</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 & Ongoing - Achieved & Ongoing</p>	<p>Fall – 2019 Fall – 2019</p>	<p>- Continue to utilize the team programming approach.</p>		<p>-</p>		<p>- No</p>

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>4. Highlands University will be a community partner.</p>	<p>1. Enhance current interdepartmental partnerships & collaborations</p>	<p>1. Collaborate with Student Affairs and other HU departments to offer educational, cultural and service programming. (Co-Curricular Programming)</p>	<p>1. Student Activities satisfaction Survey</p>	<p>1. Student Affairs 2. HU Student Affairs Departments</p>	<p>1. Increase student awareness 2. Increase student satisfaction and knowledge of Las Vegas community</p>	<p>1. Spring 2020</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 & Ongoing</p>	<p>Fall 2020</p>	<p>- Continue with team programming</p>	<p>- Varying levels of collaborative effort</p>	<p>No</p>		

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>5. Highlands University will achieve technological advancement and innovation.</p>	<ol style="list-style-type: none"> 1. Streamline Processes 2. Increase Efficiency 3. Implement Innovation into operations 3.Improve Responsiveness 	<ol style="list-style-type: none"> 1. Tablet based paperless Room Check In/Out & Monthly Inspection Forms. 2. Online Room Renewal for current residents 3. Online application process 4. Network based keycard system. 5. Infrastructure upgrades to accommodate on demand Wi-Fi services. 6. Digital signage throughout residential buildings to improve communication and event participation. 	<ol style="list-style-type: none"> 1. Resident Satisfaction Survey 2. Simplicity Advocate Program 3. You Visit Online Interactive Tour Reports 4. Slate online housing application 	<ol style="list-style-type: none"> 1. Housing Director 2. Facilities Services 3. ITS 4. Undergraduate Recruitment & admission 	<ol style="list-style-type: none"> 1. Increase residential renewals for existing student residents. 2. Decrease lockouts. 3. Enhance resident student satisfaction 4. Improve Wi-Fi experience for resident students. 3. Increase resident student knowledge and participation 	<ol style="list-style-type: none"> 1. First renewal cycle post implementation. 2. Monthly lockout reports post implementation – Spring 2020 3. Spring 2020 (signage)
<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>
<ul style="list-style-type: none"> - 1. Ongoing - 2. Ongoing - 3. Achieved - 4. Ongoing - 5. Achieved - 6. Achieved 	<ol style="list-style-type: none"> 1. Summer 2021 target date. 2. Spring 2021 target 3. Fall 2020 4. Unknown 5. Fall 2019/Spring 2020 6. Spring 2021 	<p>- Invest in a networked based key system to increase security throughout campus but especially in the residences.</p>		<p>- Financial</p>		<p>- Yes</p>

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>6. Highlands University will achieve enhanced communication and efficiency.</p>	<p>1. Streamline Processes 2. Increase Efficiency 3. Improve Responsiveness</p>	<p>1. Express Check-Out Option. 2. Online Room Renewal for current residents 3. Network based keycard system. 4. Infrastructure upgrades to accommodate Wi-Fi demands 5. Digital signage throughout residential buildings to improve communication and event participation.</p>	<p>1. Resident Satisfaction Survey 2. Slate Online Renewal Application 3. Event Satisfaction Survey</p>	<p>1. Housing Director 2. Housing Staff – Office 3. Housing Staff - Residence 4. ITS 5. Facilities Services</p>	<p>1. Increase residential renewals for existing student residents. 2. Decrease amount of time locked out due to improved response times. 3. Enhance resident student satisfaction 4. Improve Wi-Fi experience for resident students</p>	<p>1. First renewal cycle post implementation. 2019 & 2020 (RICC & Online Renewal) 2. Monthly lockout reports – Spring 2020 3. Spring 2020 (signage)</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>- 1. Achieved & Ongoing - 2. Ongoing - 3. Ongoing</p>	<p>1. Spring 2020; Spring 2021 target. 2. & 3. Spring 2021 – target implementation of Simplicity Residence Program.</p>	<p>- Invest in a networked based key system to increase security throughout campus but especially in the residences.</p>	<p>Financial</p>	<p>Yes</p>		