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**

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**Email:** ydwilkes@nmhu.edu  
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### Strategic Goals for 2020 Planning for FY18-FY21

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<tr>
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<th>Unit Goals</th>
<th>Unit Actions/Strategies</th>
<th>Measurable Outcome(s)</th>
<th>Person(s) Responsible</th>
<th>Indicators and Time Frame for Assessment</th>
<th>Date(s) for Review</th>
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| 1. Highlands University will achieve academic excellence, academic integration and student success. | 1. Improve Responsiveness, Accessibility & Communication  
2. Increase Resident Student Engagement  
3. Educational & Cultural opportunities within the residences. | 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. | 1. Resident Satisfaction Survey  
2. Symplicity Advocate Sys.  
3. Direct resident feedback during residential listening sessions. | 1. Residence Hall Coordinator  
2. Housing Director, Custodial Supervisor & Office Administrators | 1. Enhance response time for meetings w/residents.  
2. Enhance time in which concerns are addressed.  
3. Enhanced Student engagement in cultural & educational programming. | 1. First Semester Post-Implementation (1,3)  
2. Spring 2020 (April) |

### Action Status w/Description (Achieved, Ongoing, Stop)

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| - 1. On-going  
- 2. On-going  
- 3. On-going | 1. Fall 2019 - Team programming approached has increased the variety and quality of programs offered.  
2/3. Spring 2021 - Symplicity Residence program purchased | - 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. | - Too many students employed to do jobs meant for professional staff. | Yes |
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| 2. Highlands University will achieve strategic enrollment management. | 1. Enhance Residence Hall Environment.  
2. Support Retention  
3. Support Recruitment  
4. Provide | 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 | 1. Resident Satisfaction Survey  
2. You Visit Reports  
3. Occupancy Reports | 1. Housing Director  
2. Housing Coordinator  
3. Custodial Supervisor  
Facilities Services | 1. Increase residential renewals for existing student residents.  
2. Increase New Resident Applications. | 1. Spring Renewal 2019 (renewals)  
2. New Resident Applications – Spring 2019 - Ongoing  
3. Spring 2019 (You Visit) - Ongoing |

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| - 1. Achieved  
- 2. Ongoing  
- 3. Stop  
- 4. Stop  
- 5. Ongoing | 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. | - 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. | -  | - Yes
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| - Achieved & Ongoing  
- Achieved & Ongoing | Fall – 2019  
Fall – 2019 | - Continue to utilize the team programming approach. | - | - No |
## 4. Highlands University will be a community partner.

**Unit Goals:**
1. Enhance current interdepartmental partnerships & collaborations

**Unit Actions/Strategies:**
1. Collaborate with Student Affairs and other HU departments to offer educational, cultural and service programming. (Co-Curricular Programming)

**Measurable Outcome(s):**
1. Student Activities satisfaction Survey

**Person(s) Responsible:**
1. Student Affairs
2. HU Student Affairs Departments

**Indicators and Time Frame for Assessment:**
1. Increase student awareness
2. Increase student satisfaction and knowledge of Las Vegas community

**Date(s) for Review:**
1. Spring 2020

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<td>Fall 2020</td>
<td>Continue with team programming</td>
<td>Varying levels of collaborative effort</td>
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**Budget Consideration (Yes / No):** No
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| - 1. Achieved & Ongoing  
- 2. Ongoing  
- 3. Ongoing | 1. Spring 2020; Spring 2021 target. 2. & 3. Spring 2021 – target implementation of Simplicity Residence Program. | - Invest in a networked based key system to increase security throughout campus but especially in the residences. | Financial | Yes |