

HLC Focused Visit, November 3-4, 2025 Summary of Institutional Response and Key Points

Areas of Concern

Two areas of concern were given in HLC's action letter dated June 23, 2023.

- Assessment of Student Learning (3.E formerly 4.B)
 - Use of student outcome data for continuous improvement
 - Use of data to demonstrate mastery of learning outcomes
- Resource Base and Sustainability (4.B, formerly 5.B)
 - Stabilizing the human resources and payroll departments
 - Third-party vendors
 - Repeat audit findings

NMHU agreed that improvements were needed in these areas.

Environmental and Technical Disruptions Since 2022

- Hermit's Peak/Calf Canyon Fire (April-June 2022), the largest wildfire in New Mexico's history
- Frequent floods, water outages and power outages – 2022-ongoing
- April 2024, NMHU suffered its second cybersecurity incident

Institution's Response to HLC Concerns

Significant attention, effort, and investments dedicated to improving these areas of concern over the last two years.

- Assessment of Student Learning (3.E formerly 4.B)
 - The Outcomes Assessment Committee (OAC) of the Faculty Senate provided leadership and support and continued to advance the collection and use of student learning outcomes data to improve curricular programs.
 - Co-curricular Outcomes Assessment Committee (CCOAC) has advanced collection and data usage for co-curricular programs.
 - There have been challenges for these groups in moving forward quickly due to administrative turnover in key offices such as Institutional Research, Center for Teaching Excellence, Academic Affairs (Deans, Provost).
 - The University's efforts have focused on implementing and refining established practices and procedures for ongoing assessment of student learning.

- Resource Base and Sustainability (4.B, formerly 5.B)
 - Human Resources and Payroll
 - Fully staffed and expanded Human Resources Department.
 - Now separate and fully staffed Payroll Department.
 - HR Taskforce.
 - Third-party contracts from time of 2022 visit have been terminated.
 - Repeat audit findings
 - Payroll – significant progress made.
 - Control of Capital Assets – resolved.
 - Accounts reconciliation - significant progress made.
 - Procurement Policy – resolved.
 - [Foundation] Accounts reconciliation – resolved.

Key Points

- Significant progress has been made in both areas. (work completed)
- Improvements are still needed and work is currently being done. (current work)
- NMHU has plans for moving forward in both areas. (future work)

Note: Be prepared to speak to the above three points in your area.

Notes on Responding to Reviewers

- Listen to reviewers' full question.
- Ask for clarification if needed.
- Keep responses brief and on point.
- Ask if they would like additional information.
- Refer the question to another NMHU employee as appropriate.
- Offer to provide additional documents/information after the session if appropriate.
- Acknowledge issues and problems but focused on progress and solutions.