

Multi-location Visit Institutional Report

Instructions

Submit the completed report as a single PDF file to the peer reviewer assigned to conduct the visit and to HLC at hlcommission.org/upload. Select “Visit Materials” from the list of submission options to ensure the institution’s materials are sent to the correct HLC staff member. Brief evidentiary materials may be included if they are necessary to support information provided in the report. The report is due 30 days prior to the peer reviewer’s visit to the first location.

Institution Name: New Mexico Highlands University

Overview Statement

1. Provide a brief overview statement about current additional locations, and about the institution’s general approach to off-campus instruction. List the current approved active additional locations. For each location, provide the full address and all academic programs offered at the location.

To promote accessibility and to meet the economic and educational needs of our students, NMHU operates four academic centers; in Albuquerque, Rio Rancho, Santa Fe, and Farmington in addition to the primary campus located in Las Vegas, New Mexico and an increasing online and hybrid program portfolio. For many of our low-income and first-generation students, relocating to Las Vegas, New Mexico for their degree is simply not feasible. The addresses of these four active locations and the programs offered at each location are given below.

Albuquerque

Address

5041 Indian School Rd. NE, Suite 100
Albuquerque, NM 87110

Note on new location

In the fall 2026 semester social work classes will be offered in person at Central New Mexico Community College (CNM) Montoya campus located at 4700 Morris NE, Albuquerque, NM 87111.

Description and Programs Offered

The Albuquerque Center is located in midtown Albuquerque, two hours south of the Las Vegas campus, and offers a Bachelor of Social Work and a Master of Social Work. The University of New Mexico, located in Albuquerque, does not currently offer either a bachelor's or master's degree in social work, and the Albuquerque Center closes that gap by offering social work degrees to our state's largest population center.

Farmington

Address

3401 E 30th Street, Suite B, Office 359
Farmington, NM 87402

Description and Programs Offered

The Farmington Center is located in the Four Corners region of northwestern New Mexico, about 4 and a half hours from Las Vegas. The center was established in 1997 as a partner of San Juan College, a New Mexico community college, and is one of the few physical locations in northwest New Mexico where students can pursue an advanced degree. The center provides access to programs in business, education, criminal justice, counseling, psychology, university studies, and social work.

Rio Rancho

Address

1700 Grande Blvd. SE
Rio Rancho, NM 87124

Description and Programs Offered

The Rio Rancho Center is located in Rio Rancho, a suburb north of Albuquerque, and focuses on business and education programs, helping to educate teachers, counselors, and administrators for the Albuquerque and Rio Rancho population center. The Rio Rancho Center provides access to programs in business, education, criminal justice, counseling, psychology, university studies, and social work.

Santa Fe

Address

Higher Education Center
1950 Siringo Rd. (Corner of Siringo and Yucca – HEC building)
Santa Fe, NM 8750

Description and Programs Offered

The Santa Fe Center is located in Santa Fe, the state capital 60 minutes from Las Vegas, and is the only four-year public institution offering bachelor's and master's degrees in Santa Fe. The center provides access to programs in business, education, criminal justice, counseling, psychology, university studies, and social work.

2. What future growth does the institution anticipate (e.g., in the next six months, three years, 10-20 years) for additional locations?

NMHU anticipates measured strategic growth at its additional locations in the short-, mid-, and long-term, with clearly defined, measurable outcomes aligned with enrollment, program development, and student access goals. In the next six months, the university expects modest enrollment increases at existing centers through targeted recruitment and expanded course offerings in high-demand programs such as social work, education, counseling, and business. Specifically, NMHU anticipates increasing enrollment at the Albuquerque, Rio Rancho, Santa Fe, and Farmington centers by approximately 5 percent, supported by expanded hybrid and evening course offerings designed to better serve working adults and place-bound students. Recruitment efforts will focus on strengthening regional pipelines and increasing awareness of center-based programs to add 25–40 students across the centers.

Over the next three years, NMHU anticipates growth through the expansion of hybrid and online-supported programs delivered through the centers and through strengthened partnerships with community colleges, school districts, and regional employers. During this period, the university projects a 10 percent increase in enrollment across all additional locations, with growth expected in workforce-aligned fields such as behavioral health, teacher education, and counseling. NMHU also anticipates adding two to three new program pathways or concentrations that can be delivered through existing center infrastructure, allowing enrollment to grow while maintaining efficient use of facilities. These initiatives are expected to increase the combined headcount enrollment at the centers by approximately 75 students.

Over the next ten to twenty years, NMHU expects its additional locations to evolve into regional access hubs that support flexible learning models combining face-to-face, hybrid, and online instruction, while providing in person services to future and current students. Long-term planning anticipates a 15 percent increase in enrollment at center locations, driven primarily by adult learners, workforce partnerships, and hybrid program delivery rather than significant expansion of physical facilities. The university also expects to expand the number of programs available through the centers from the current portfolio to approximately 10 programs across all locations, depending on workforce demand and institutional priorities. This long-term growth strategy allows NMHU to expand educational access across New Mexico while maintaining academic quality, operational efficiency, and alignment with institutional resources.

Institutional Planning

1. How does the institution ascertain that facilities at each location will meet the needs of the students and the curriculum?

NMHU ensures that facilities at each additional location meet students' needs and support the curriculum through coordinated oversight among Academic Affairs, Strategic Enrollment Management, Finance and Administration, and Facilities Management. Academic departments determine the instructional requirements for their programs, including classroom size, technology needs, and any specialized instructional space. These requirements are reviewed in relation to projected enrollment, course scheduling, and program delivery models to ensure that each location can adequately support the academic programs offered. Before offering or expanding programs at a location, the institution evaluates the adequacy of classrooms, instructional technology, accessibility accommodations, and student service space to confirm that the facility can support effective teaching and learning. In addition, many of the university's centers operate within leased or partnership educational facilities, which are reviewed periodically to ensure they provide appropriate instructional environments, technological infrastructure, and compliance with accessibility and safety standards. Through these academic, operational, financial, contractual, and facilities reviews, the institution confirms that each location has the capacity and infrastructure to support the curriculum and meet students' needs.

2. What is the process through which the institution assesses and adjusts, as necessary, funding and staffing for locations?

The university's budget is an iterative budget process. Budgets remain essentially the same under our current model unless there is a major change in enrollment or priorities. On a yearly basis the Budget Director meets with the administrator who oversees the center locations, currently this is the Associate Vice President of Strategic Enrollment Management. The Provost and the Associate Vice President manage the budget for the centers. The budget office's role is to support their decisions. During the annual budget meetings, each center's budget including staff salaries and fringe, and general administrative accounts including but not limited to supplies, facilities rental, utilities, and travel are reviewed. Faculty salaries and fringe benefits are budgeted through the academic programs. The Associate Vice President and Budget Director include known or projected increases to rental costs and utilities. The Associate Vice President is responsible for allocating the budget to best meet center needs and achieve enrollment goals. The center locations in Farmington, Rio Rancho, and Santa Fe each have their own budget. The budget for the Albuquerque location is managed through the School of Social Work. While enrollment at the centers has decreased over time and as budgets have remained the same, the centers are funded for enrollment growth. Current budgets for center locations are sufficient.

Facilities

1. How does the institution ensure that the facilities at each location meet the needs of students and the curriculum?

At NMHU, we are committed to providing our students with optimal facilities that enhance their educational experience. Our collaborative team, comprising Academic Affairs, Strategic Enrollment Management, Finance and Administration, and Facilities Management, diligently evaluates requirements for classrooms, technology, and specialized spaces that effectively support learning.

Before expanding programs at any center, we conduct thorough assessments to ensure each facility is equipped with reliable technology and accessible to all students. Each year, we closely monitor enrollment trends and classroom utilization to adapt to our students' evolving needs and foster program growth. The Provost and the Associate Vice President of Strategic Enrollment Management visit the centers regularly throughout the year.

We take pride in our partnerships with regional education centers and conduct regular reviews to ensure these spaces comply with safety and technology standards. As we welcome an increasing number of students or introduce new programs, we remain prepared to explore various options, such as adjusting schedules or enhancing our facilities. This ongoing evaluation ensures that we maintain a nurturing, effective learning environment that reflects the vibrancy of our primary campus in Las Vegas, New Mexico.

Instructional Oversight

1. How does the institution ensure that promotion, marketing and enrollment for the additional location stay in balance with the institution's actual resources and technical capabilities?

NMHU ensures that its promotional, marketing, and enrollment activities for additional locations are aligned with institutional resources, instructional capacity, and technological capabilities through centralized oversight within the Strategic Enrollment Management division. Marketing and recruitment activities for all locations are coordinated at the institutional level to ensure that promotional messaging accurately reflects approved academic programs, available instructional capacity, and the services that can be delivered at each site. Academic deans and department chairs collaborate with Strategic Enrollment Management to confirm that program offerings, course schedules, and faculty availability adequately support projected enrollment before expanding marketing campaigns.

The university uses AccessU, a comprehensive digital marketing and enrollment management platform, across the institution to support targeted outreach and student recruitment. AccessU facilitates data-driven digital marketing campaigns, search engines, social media advertising, and lead-generation strategies specifically designed to engage prospective students within the university's service areas. The institution-wide application of this platform enables monitoring of

campaign performance and allows adjustments to recruitment strategies based on enrollment capacity, program demand, and institutional priorities.

Engagement with prospective students and tracking recruitment activities are conducted through the university's SLATE Customer Relationship Management (CRM) system, which captures the entire recruitment funnel from inquiry to enrollment. SLATE provides real-time data on inquiries, applications, admissions, and enrolled students, enabling Strategic Enrollment Management to evaluate conversion rates for marketing campaigns and recruitment initiatives. This data-driven methodology empowers the institution to assess the effectiveness of its marketing efforts, manage enrollment targets, and ensure that recruitment activities remain balanced with faculty capacity, classroom availability, and student support resources at each location.

All marketing materials and communications adhere to a consistent university branding and messaging standard, managed through the university's communications and marketing framework. These standards ensure that promotional materials accurately represent the institution, its academic programs, and the locations where instruction is delivered. Prior to dissemination, all marketing content undergoes a thorough review to confirm that program information, admissions requirements, and location-specific offerings are up to date and consistent with institutional policies and academic approvals.

Enrollment trends and the outcomes of marketing campaigns are regularly analyzed using institutional data dashboards and recruitment analytics. These analyses enable Strategic Enrollment Management to adjust marketing intensity, geographic targeting, and recruitment messaging to sustain alignment between student demand and the institution's operational capacity. Through centralized marketing oversight, the utilization of AccessU digital marketing tools, funnel measurement via the SLATE CRM system, and compliance with university branding standards, the institution ensures that promotional, marketing, and enrollment activities for additional locations remain effectively coordinated with institutional resources and technical capabilities.

2. How does the institution effectively oversee instruction at an additional location?

To guarantee program quality and consistency of learning goals, NMHU employs a centralized system where academic programs, requirements, and staffing are overseen by the academic department and respective academic dean. Academic programs and courses offered at the centers or via distance education are all required to have the same learning objectives and basic structure as those offered face-to-face on the primary Las Vegas campus. All programs are overseen by faculty.

Department chairs and deans are responsible for ensuring quality through appropriate evaluation of faculty, classes, and programs. Evaluation of academic programs include information from students at the centers and distance learning, if applicable, in their outcomes assessment activities.

Institutional Staffing and Faculty Support

1. What evidence demonstrates that the institution has appropriately qualified and sufficient staff and faculty in place for the location?

Faculty teaching at the centers or online are held to the same standards as all NMHU faculty. Faculty are hired, recruited, evaluated and retained through the same processes centralized in the academic unit. These processes guarantee quality across all locations and modalities. All full-time and part-time faculty are hired and evaluated by their academic departments. Faculty are formally assigned to the centers, teaching their primary load at one of these locations and holding office hours at a location. Faculty salaries are paid out of the academic program budgets.

The faculty hold the primary responsibility for the establishment of academic credentials, recommendations for hiring, and criteria for evaluation of faculty members. The Minimum Faculty Qualifications Guidelines (an appendix of the Faculty Handbook) clearly define the minimum qualifications by course level and the policies for establishing tested experience. NMHU faculty meet or exceed minimum credentials defined by the Higher Learning Commission.

The hiring process for faculty and employees mandates a verification of credentials through inspection of the CV and official academic transcripts to ensure appropriate qualifications, which are kept on file in Human Resources department.

Staff at the centers are also held to same standards and policies as Las Vegas campus staff. The Personnel Policies and Procedures Manual states, “all hiring and promotion decisions shall be based on the demonstrated qualifications of interested candidates, including past work performance, education and relevant work experience.” Per the Search and Screen Procedures, when a job opening is announced, the position supervisor and the search committee define the minimum qualifications appropriate for that position, including educational attainment and work experience, which are included in the job advertisement, and screens applications accordingly. Staff credentials are kept on file in the Human Resources department.

2. What evidence demonstrates the institution supports and evaluates personnel at off-campus locations? Consider the processes in place for selecting, training and orienting faculty at the location.

Orientation and Professional Development

All orientation and professional development for faculty is conducted under the direction of the director of the Center for Teaching Excellence (CTE), working closely with the appropriate Faculty Senate committees, the CTE Advisory Board, the VPAA, and the associate VPAA. There is an online orientation available for any faculty, including those that cannot physically come to the Las Vegas campus for Professional Development Days. Professional Development Days is a multi-day orientation and professional development event held the week before fall classes begin.

Attendance at this event is included in each faculty contract. All faculty, including center faculty, are required to attend the Professional Development Days. Travel and lodging for center faculty are

compensated by the Academic Affairs Office. Additional professional development activities for faculty are coordinated by the CTE and include online access so faculty can attend regardless of location.

Staff members receive support for their professional development in the form of webinars, seminars, workshops, training sessions, retreats, and conferences.

Monthly new employee orientation welcomes all new employees and provides important information about the institution and its mission.

Evaluation

All tenure-track faculty members are evaluated annually, and all tenured faculty members are evaluated every other year. As the evaluation begins in the academic department, center faculty are evaluated under the same process as faculty at the primary campus in Las Vegas. All tenure-track faculty members also undergo an annual reappointment evaluation.

The non-tenure-track faculty participate in orientation and are evaluated annually by the department chair. This review includes peer classroom observations in their first semester and then the observation is conducted every other year.

Center staff are currently evaluated by the Associate Vice President of Strategic Enrollment Management. However, this responsibility will be assumed by the Director of University Centers. Academic staff at centers are evaluated by the dean of their school. The Human Resources department provides the forms and process for staff evaluation and holds these records.

Student Support

1. What evidence demonstrates that the institution effectively delivers, supports and manages necessary academic and student services at off-campus locations?

NMHU is committed to offering our students high quality student and academic support services for students at the Las Vegas campus and online.

NMHU effectively manages and delivers academic and student services at off-campus sites through the Student Support Specialist role assigned to those locations. This position offers direct, on-site support to students by helping with admissions, course registration, financial aid, and access to university systems, while coordinating with central offices such as Admissions, Financial Aid, and academic departments. Acting as the main point of contact for students and facilitating communication with main-campus services, the role ensures that students at additional locations receive consistent institutional support, accurate information, and timely access to academic and administrative resources. This staffing setup allows the university to provide comparable service, enrollment support, and student success across all sites.

Other academic and student services located at the primary Las Vegas campus support students at the centers and online. These are described below.

Tutoring Services

Writing Center Services

The NMHU Writing Center supports undergraduate and graduate writers in all disciplines through one-on-one tutoring sessions, class visits, in-class workshops, and events (out-of-class workshops and writing contests). Writers can visit the center during any stage of the writing process, including brainstorming, drafting, rewriting, and revising. In addition to academic writing, the NMHU Writing Center can also help with creative writing, scholarship essays, graduate school applications, and other professional writing for audiences outside the classroom. The Writing Center supports all NMHU students through in-person sessions on the Las Vegas campus and through online sessions on Zoom and by email.

Online Tutoring

NetTutor is a web-based online tutoring service available to NMHU students. Tutors are highly trained experts in their respective areas. With NetTutor, you can choose either synchronous (tutor and learner meet live, simultaneously) or asynchronous (learner submits questions and receives tutor response, similar to email) online tutoring. The Q&A Center allows for 24-hour access with a one-day turnaround, and live tutoring sessions that include 1-to-1 help with qualified tutors.

Additional Academic and Student Support Services

Library Services

Library online resources are available remotely to meet the research needs of faculty and students regardless of location. The library offers access to approximately 44 online databases to support research needs. Cooperative agreements with academic libraries throughout New Mexico enable students to access resources and services at libraries near their residence. Students and faculty are able to request and receive research material not available at Donnelly Library through interlibrary loan. Library staff offer individual research assistance to students and faculty by video conference, by email, and by telephone. Librarians create electronic research guides and provide online synchronous or recorded class library instruction at instructors' request.

Mental Health and Wellbeing Services

CARES Counseling provides and coordinates mental health therapy services for students, including those at centers and online. Students learning at a distance have the opportunity to have a virtual session with a licensed therapist from the counseling center or from BetterMynd, NMHU's contracted virtual mental health provider.

CARES Student Wellbeing & Resources Support Director coordinates basic need support for students, including those at centers and online. Students learning at a distance are able to access

micro pantries that have been established at the Rio Rancho and Albuquerque centers. Students learning in other areas are connected with local resources through an updated resource guide that includes resource information for all the communities where NMHU centers are located. Students needing support in other communities are also connected with resources as needed.

Emergency Assistance

Emergency funding is available for all students, regardless of where they learn. Students learning at a distance apply for these funds (Dean Farmer Fund and Student Extreme Hardship Fund) by submitting a single application to the Vice President for Student Affairs Office. These funds are awarded through the University's Foundation.

Academic Accommodations

Academic accommodations are available for all students, regardless of where they are located. The Accessibility Services Office coordinates the application and implementation of accommodations. They work directly with the students and faculty members, oftentimes through email and zoom.

Statements about academic accommodation (disability) and mental health services (CARES) are listed on every syllabus. Information is also shared with students through online orientations that are hosted for new students.

2. What evidence demonstrates that the institution provides students with sufficient access (in person, by computer, by phone, etc.) to admissions, registration/student records, financial aid and job placement services?

NMHU offers ample student access to key services through dedicated staff and various service delivery methods across locations. At NMHU, Student Support Specialists provide in-person help with admissions, registration, student records, and financial aid while coordinating with central administrative offices. Students can also access services remotely via phone, email, and virtual platforms like Zoom, ensuring support regardless of their location. Appointment availability is improved through Microsoft Bookings, enabling students to schedule virtual or in-person meetings with staff for admissions, registration, financial aid, and career services. Together, these in-person and tech-supported access points provide students with consistent and timely access to essential academic and administrative services.

Career Services

The Center for Professional Development and Career Readiness provides support for students and alumni with career planning. The center staff can help students and alumni find internships and jobs related to their major and learn effective job search skills that showcase classroom knowledge and skills, extra-curricular activities, work, and volunteer experiences. From the center, which is located at the Las Vegas campus, staff members hold virtual office hours to assist all students, including online students. Staff also provide support via email and telephone. The resume service,

SkillsFirst, the networking and job/internship seeking site, Handshake, and Anthology, the co-curricular transcript system Engage@ HU, are accessible 24/7 to students.

3. What evidence demonstrates that student concerns are addressed?

The Resolution to Student Concerns section of the Student Handbook describes the procedures for different student concerns. This handbook is available publicly online through the webpage. All staff and offices involved with these processes are available to help students through email and phone as needed.

Evaluation and Assessment

1. How does the institution measure, document and analyze student academic performance sufficiently to maintain academic quality at a location?

Continuous improvement of academic programs and student learning outcomes is centralized with each academic program faculty. Through program and outcomes assessment, program faculty continuously evaluate and improve programs including programs participating at the center locations.

NMHU has a well-established system for assessing academic learning outcomes (ALOs) across all academic programs. This system is coordinated by multiple university entities and led by the Outcomes Assessment Committee (OAC), a subcommittee of the Faculty Senate. The OAC maintains the NMHU Outcomes Assessment Handbook and provides policy oversight, training, communication support, and continuous quality improvement guidance.

The Office of Institutional Research and Data Management (IRDM) coordinates the collection of reports and provides methodological guidance, with the IRDM Director serving as an ex-officio member of the OAC. The Director of the Center for Teaching Excellence (CTE) supports faculty through coaching and consultation on learning outcome assessment design.

Assessment is conducted on a two-year cycle that alternates between (1) data collection and (2) analysis, application of results, reporting, and plan revision. Each fall during Professional Development Days, NMHU offers a presentation and workshop to review the process, discuss upcoming requirements, and provide departmental work time to finalize plans. Professional Development Days is a multi-day orientation and professional development event held the week before fall classes begin.

2. How are the measures and techniques the institution uses for a location equivalent to those for assessment and evaluation at the main campus or other locations? If there are differences, why are these differences appropriate?

The measures and techniques that the institution uses for center locations are equivalent to those for assessment and evaluation at the main campus.

Continuous Improvement

1. How does the institution encourage and ensure continuous improvement at a location?

Services are regularly reviewed by the institution's collaborative team, comprising Academic Affairs, Strategic Enrollment Management, Finance and Administration, and Facilities Management. These units evaluate classrooms, technology, and specialized spaces with an eye toward continuous improvement to support student learning.

Marketing and Recruiting Information

1. What controls are in place to ensure that the information presented to students in advertising, brochures and other communications is accurate?

The Associate Vice President of Strategic Enrollment Management ensures that all content on the website and in marketing is accurate regarding the centers. This position works with the academic deans who are responsible for the content and quality of academic programs. The Associate Vice-President of Strategic Enrollment Management is responsible for the center locations and staff.

NMHU has controls in place to ensure that information provided to students through advertising, brochures, websites, and other communications is accurate and aligned with policies and academic programs. The Strategic Enrollment Management division coordinates the development of marketing materials with the university's communications and marketing teams, ensuring compliance with NMHU branding standards for logos, messaging, and program descriptions.

Academic program details in marketing materials are verified by the appropriate academic dean and department leaders. Before publication, the dean ensures that program descriptions, admission requirements, course delivery locations, and degree information accurately reflect the approved curriculum. This process helps students receive reliable information about program availability and academic expectations.