SAEM Strategic Planning and Implementation Process
September 2012

Dean of Students, Financial Aid, Health and Wellness, Student Diversity and Outreach, Student Engagement, University Admissions, University Registrar’s Office, and the Vice President’s Office

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The SAEM Strategic Planning and Implementation process, begun in March 2012, has been shaped by the idea that our strategic priorities should enjoy the support of the staff who will be charged with implementing those priorities. Toward this end, all SAEM staff have been invited to contribute to strategic planning efforts, and constituencies outside SAEM will be invited to contribute to future priorities.

Our final document will contain plans from each unit and will be coordinated overall from the Vice President’s Office. This will be a living document: results from the previous year will be reported in our Annual Report, and each unit will update their plan annually.

For the upcoming year, we are working toward the following:

• Creating an environment that supports the needs of staff in serving students. This will result in an immediate focus on collaboration and communication among staff.
• Coordinating efforts across SAEM that have been requested by staff. This includes technology use, professional development, and quality initiatives.
• Soliciting and incorporating feedback from internal and external constituencies in our planning processes.
• Developing an infrastructure that will facilitate deliberation and reflection as we identify areas and methods for improvement and measure our efforts.

Process, Timeline, Milestones, and Status

• Leadership Team Input on Strategic Planning Process, March 1, 2012. This resulted in Leadership buy-in to the following:

  1. Using NMSU’s Mission and Vision for SAEM rather than create a new one. This emphasizes the alignment between NMSU goals and SAEM’s as a student service organization.
  2. Seeking input from all staff in SAEM during our strategic planning and implementation process using face-to-face sessions and web tools.
  3. Using these same tools to develop a values statement for SAEM.

• Open Forums, June 12, 2012. The strategic planning and implementation process was presented to SAEM staff at two open forums at Corbett Center.
• Brainstorming sessions, June 6–25, 2012. All SAEM staff were invited to participate in brainstorming sessions. These 1–1.5 hour long facilitated sessions invited employees to respond to the prompt:
Think about what you do, the function of your office, your processes, how you work with others in and out of your office.

Using that as context, spend 10 minutes in silent brainstorming. On the pad of paper you have, write ideas you have about your office and it’s functioning.

These can be innovative, aspirational, inspired from what you see others doing, original, and creative. They can solve a problem or create efficiency, or represent totally out-of-the-box thinking. No ideas are stupid, and don’t edit your thoughts as you write.

We heard overwhelmingly that staff are interested in more tools to do their jobs better and to better serve students. Communication and collaboration were the two issues most mentioned by staff that they would like to see improved. The results of brainstorming sessions were presented to SAEM Leadership on June 28.

• **Big Meetings for SAEM input on ideas**, July 18, 2 pm & July 24, 10 am

  SAEM leadership reviewed results of brainstorming session and, with unit leadership (directors and assistant or associate directors), developed content for 3–4 priorities for the strategic plan. These were available for all staff to comment on at two open meetings.

• **Input distributed to Leadership Team**, August 2.

• **Content due from Leadership Team**, October 29. All units submit completed template (attached) that includes Goals, Actions, Timelines, Teams, Resources needed, and Measures. Units that include actions directly from BTV should indicate in the goals column which BTV goal.

• **By January 2013.** Develop statement of values for all SAEM staff and finalize strategic planning and implementation documents.

Other milestones

• September 26: Meeting with the Provost, 4 pm, Hadley Hall Room 130.
• October 26: BBQ and Annual Report distribution to staff of Annual Report

Community Input

**Internal and external constituencies.** This summer, we offered all SAEM staff the opportunity to contribute content to the strategic planning and implementation content for all SAEM areas. We had excellent turnout for these events and a constructive staff response. All SAEM units will seek feedback on future plans from constituencies, as identified by each unit. These constituencies could include community colleges, academics departments, advisors, alumni, students, families, other NMSU departments, legislators, K-12 educators, potential students plus their teachers, families, counselors).

We will use face-to-face and electronic means to get this feedback.