The Keys to Re-affirmation of Accreditation
And
Change of Mission to a Four-Year Degree Serving Institution
(Integrating AQIP 
Into The
Strategic Planning Process)

By:
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Professional Vitae/Bio

• Executive Vice President & COO of NORTHERN NEW MEXICO COLLEGE, Española, New Mexico
• President of TACTICAL ADVANTAGE GROUP, LLC, Albuquerque, New Mexico
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• Executive Vice President of U S WEST COMMUNICATIONS, INC. Public Policy, Corporate HQ, Denver, Colorado
• President and CEO of U S WEST COMMUNICATIONS, INC., New Mexico Operations, Albuquerque, New Mexico
• President and CEO of U S WEST COMMUNICATIONS, INC. Arizona Operations, Phoenix, Arizona

Integrating AQIP to the Strategic Planning Process, Thomas Garcia, EVP/COO, NNMC
Agenda

1. Institutional Overview
2. Change of Mission to a Four-Year Degree Serving Institution
3. AQIP/TQM/CQI Integration
4. Process Improvement
5. AQIP Committee Structure
6. Management Organization Structure
7. Institutional Planning Process
8. The Role of Quality Tools
9. NNMC’s Strategic Plan
10. Action Projects vs. Strategic Plan Objectives
11. Speaker Vitae/Biographical Sketch

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NNMC Institutional Overview

- Two-year and Four-year degree granting institution
- Accredited by the North Central Association of Colleges and Schools
- AQIP Institution of Higher Learning
- 70 Certificate and Degree Programs
- Located in Beautiful Espanola, New Mexico - 25 miles north of the state capitol, Santa Fe, New Mexico
- Serve 2000 Students (FTE)
- Budget of $30M
Change of Mission to a Four-Year Degree Serving Institution
By NCA/HLC

• Admitted to Candidacy for Accreditation in July, 1975.
• First accredited by the HLC in April, 1982
• Admitted to AQIP on November 29, 2001.
• Strategy Forums on April 14-17, 2002 and October 5-7, 2005.
• Implemented 12 Successful Action Projects since AQIP admission.
• Systems Portfolio review in May 2005; Feedback September 26, 2005.
• Change of Mission from two-year to include four-year degree in Teachers Education approved on August 25, 2008.
• Change of Mission to offer additional four-year degree programs in Teacher Education, Business Administration, Biology, Environmental Science, Information Technology and Integrative Healing, Approved on Dec. 15, 2006.
• AQIP Quality Checkup conducted October 18-20, 2006 with findings Oct. 2006.
• Change of Mission to offer additional five four-year degree programs in Engineering Approved on December 15, 2008.
• Reaffirmation of Accreditation Approved by NCA/HLC in February, 2009.
• Plans to apply for Change of Mission to expand four-year programs to include Music and Humanities.
Institution Wide Integration of AQIP/TQM/CQI

• Top-Down Integration and Commitment to AQIP/TQM/CQI
• Administrative Structure Integrates AQIP/TQM/CQI
• Management Philosophy:
  – People Aren’t the Problem,
  – The Process is the Problem
  – Focus on Process Improvements
• Process Improvement through: Process Improvement Teams (PIT)
• Encourage Problem Identification
• Celebrate and Award Continuous Improvement
Process Improvement
(An Underlying Premise)

1. Our employees have creative skills and talents - beneficial to the organization.
2. Our employees should be empowered with decision-making responsibility and authority.
3. The collective wisdom and knowledge of many is ever-more powerful than the wisdom and knowledge of one (the leader).
4. Our institution must engage in parallel and simultaneous decision making rather that hierarchical decision-making.
5. Our institution must replace a control mentality and structure with one that nurtures creativity and cross-functional participation in decision-making.
6. Cycle-Time and Quality are the essential dimensions of our institution and their improvement is integral to the objectives of the organization.
7. The key to success is continuous process improvement.
8. People are not the problem – the process is the problem.
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PIT Team Charters

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ARTICLE II – MEMBERS

ARTICLE III – MEMBERSHIP APPOINTMENTS

ARTICLE IV – MEETINGS

ARTICLE V – OFFICERS

ARTICLE VI - ATTENDANCE REQUIREMENTS

ARTICLE VII – MINUTES

ARTICLE VIII – AMENDMENT OF CHARTER

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1. The intent of Process Improvement is to answer the following question:
   a. What will we do about the results that we see?
2. Process Improvement is not about what people want to do, or what they think they might want to focus on, but what the data tell them they need to do to improve performance.
3. Process Improvement leads to both Long- and short-term improvement goals.
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<th>ACTION PROJECTS LINKS</th>
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Integrating AQIP to the Strategic Planning Process, Thomas Garcia, EVP/COO, NNMC
Integrating AQIP to the Strategic Planning Process, Thomas Garcia, EVP/COO, NNMC
Institutional Planning System

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## Institutional Planning System

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<th>Facility Master Plan</th>
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NNMC’s 2008/2009 Strategic Plan

Integrating AQIP to the Strategic Planning Process, Thomas Garcia, EVP/COO, NNMC
NNMC Strategic Planning Process – Flow Chart

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<td>Objectives Recommended Based on SWOT</td>
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<td>OOP Review Based on Finances, Legal, Mission, Vision and Guiding Principles</td>
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Systems Portfolio

Northern New Mexico College
Systems Portfolio

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AUGUST 2008

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### Context for Analysis

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<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6C1</td>
<td>Identifying key student and administrative support service processes</td>
</tr>
<tr>
<td>6C2</td>
<td>Reinforcing student learning and accomplishment of other distinctive objectives</td>
</tr>
</tbody>
</table>

### Processes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6P1/2</td>
<td>Identifying support service needs of students, faculty, staff, and administration, and other key stakeholders</td>
</tr>
<tr>
<td>6P3</td>
<td>Managing and documenting key student and administrative support service processes</td>
</tr>
<tr>
<td>6P4</td>
<td>Using information and results to improve services</td>
</tr>
<tr>
<td>6P5</td>
<td>Designing measures of student and administrative support service processes</td>
</tr>
</tbody>
</table>

### Results

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6R1</td>
<td>Results for improving student support service processes</td>
</tr>
<tr>
<td>6R2</td>
<td>Results for administrative support service processes</td>
</tr>
<tr>
<td>6R3</td>
<td>Comparing results to other higher education institutions</td>
</tr>
</tbody>
</table>

### Improvement

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Improving current processes and systems for supporting institutional operations</td>
</tr>
<tr>
<td>6I2</td>
<td>Setting targets for improvement</td>
</tr>
</tbody>
</table>

## AQIP CATEGORY 7 – MEASURING EFFECTIVENESS

### Context for Analysis

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7C1</td>
<td>Collecting, storing, and accessing information</td>
</tr>
<tr>
<td>7C2</td>
<td>Identifying key institutional measures for tracking effectiveness</td>
</tr>
</tbody>
</table>

### Processes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
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</tr>
<tr>
<td>7F2</td>
<td>Determining informational and data needs</td>
</tr>
<tr>
<td>7F3</td>
<td>Determining needs and priorities for comparative information and data</td>
</tr>
<tr>
<td>7F4</td>
<td>Analyzing and reporting information and data regarding overall performance</td>
</tr>
<tr>
<td>7F5</td>
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</tr>
<tr>
<td>7F6</td>
<td>Ensuring the effectiveness of information systems</td>
</tr>
<tr>
<td>7F7</td>
<td>Designing measures of institutional effectiveness</td>
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Thank You!
Tom Garcia
Professional Vitae/Bio

- Executive Vice President & COO of NORTHERN NEW MEXICO COLLEGE, Española, New Mexico
- President of TACTICAL ADVANTAGE GROUP, LLC, Albuquerque, New Mexico
- Executive Vice President and Major Investor of GRAVITON, INC., La Jolla, California (High Tech Entrepreneurial Start-up Business)
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- Deputy Laboratory Director (EVP Equivalent) LOS ALAMOS NATIONAL LABORATORY (LANL), Los Alamos, New Mexico
- Executive Vice President of U S WEST COMMUNICATIONS, INC. Public Policy, Corporate HQ, Denver, Colorado
- President and CEO of U S WEST COMMUNICATIONS, INC., New Mexico Operations, Albuquerque, New Mexico
- President and CEO of U S WEST COMMUNICATIONS, INC. Arizona Operations, Phoenix, Arizona

Integrating AQIP to the Strategic Planning Process, Thomas Garcia, EVP/COO, NNMC
Philanthropic Vitae/Bio

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- Founder, Chairman of the Board, Interim President, LOS ALAMOS NATIONAL LABORATORY FOUNDATION, INC, Los Alamos, New Mexico
- Chairman of the Board of Directors, NORTHERN NEW MEXICO COMMUNITY COLLEGE (NNMCC) FOUNDATION, INC., Espanola, New Mexico
- Director & Vice President, ALBUQUERQUE TECHNICAL VOCATIONAL INSTITUTE (TVI) FOUNDATION, INC. , Albuquerque, New Mexico
- Chairman of the Board of Directors, ALBUQUERQUE HISPANO CHAMBER OF COMMERCE, Albuquerque, New Mexico
- Director of Board of Trustees, NEW MEXICO HISPANIC CULTURAL FOUNDATION, Albuquerque, New Mexico
- LOS ALAMOS ECONOMIC DEVELOPMENT CORPORATION Los Álamos, New Mexico
- Director on Board of Directors, LOS ALAMOS QUALITY NEW MEXICO NETWORK
- Los Alamos, New Mexico
- Director on Board of Directors, ECONOMIC FORUM, INC., Albuquerque, New Mexico
- Director on Board of Directors, NEW MEXICO STATE UNIVERSITY, CENTER FOR PUBLIC UTILITY REGULATION
- Las Cruces, New Mexico
- Director on Board of Directors, NEW MEXICO STATE UNIVERSITY, GODDARD ADVISORY BOARD (ENGINEERING COLLEGE ADVISORY BOARD), Las Cruces, New Mexico
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