

# Vision 2020 Strategic Plan Alignment – Human Resource Services

## Planning Framework

## Unit Goals, Metrics, and Timeline

## Current Strategies

## Major Accomplishments

## Aspirations

### Mission

The mission of the Human Resource Services department is to support the mission, vision, goals and challenges of the New Mexico State University System by providing services that promote employee experiences characterized by fair treatment, personal accountability, customer focus, collaboration, high performance, trust and mutual respect. We embrace change and the opportunity it brings and will seek and provide solutions, training and development to promote university, college, department and individual success, increasing value to the system.

### Vision

The vision for the Human Resource Services department exemplifies the key elements of leadership, knowledge, efficiencies, and collaboration, which includes the following attributes:

- HR is seen as “*the department*” to engage when addressing people matters.
- HR is recognized for being forward thinking, efficient, trusted and valued.
- University system departments and units (faculty and staff) see HR as an *arm* of their department operations, goals and aspirations.
- Without question, HRS provides employees with exceptional service and broad possibilities.
- The HRS staff is an active, accessible, and engaged value-added department that’s sought-out for its advice and assistance.
- HRS work strategically aligns with the university’s mission.
- HRS takes an open-minded approach to situations while maintaining the highest standards of integrity, leadership, professionalism, knowledge, honesty, and respect.
- HRS serves as a valuable contributor in assisting university leaders, faculty, and staff in developing and executing university efforts.

### Values

Accountability, Excellence, Teamwork, Knowledge, Customer Focus, Development, Diversity and Inclusion

**Goal 1:** Identify opportunities to enhance faculty and staff morale and engagement.  
**Measurement:** Prepare and present proposal inclusive of specific programs to enhance faculty and staff morale and engagement for consideration by the executive administration by October 1, 2018.  
**Vision 2020 Alignment:** Goals #1, 2, 3, 4, 5

- A. Focus on strategies to support a culture of accountability, responsibility, and quality performance.
- B. Keep a pulse on employee satisfaction.
- C. It’s important that employees trust HR.

**Goal 2:** Create a mechanism, tool, and/or communication designed to enhance the awareness, appreciation, and importance of a diverse workforce.  
**Measurement:** The mechanism, tool and or communication is designed and supported by the executive administration and presented to faculty and staff by October 1, 2018.  
**Vision 2020 Goal Alignment:** Goals #1. 2. 3. 4. 5

- A. Develop a comprehensive communication strategy.
- B. Create opportunities to gain information through *two-way communication*. Listen to employee issues, concerns, understanding and misunderstandings in regard to diversity.

**Goal 3:** Actively participate in promoting an environment of pride in the education NMSU provides, the work employees perform, and the relationships NMSU cultivates in the community.  
**Measurement:** HRS to demonstrate pride by participating in at least three major university activities that support student success, enhance HR staff knowledge of the academic function, and that promotes university achievement by June 30, 2019

- A. Have an open mind, patience, a sense of humor, and understanding.
- B. Know the university goals and strategies to obtain those goals (university knowledge).

**Goal 4:** HRS is a strategic partner in key initiatives of the university as a result of cultivating informative and collaborative relationships.  
**Measurement:** Create a method to communicate and promote HRS services, processes and programs in an effort to better align HRS with initiatives external to the HRS department by October 1, 2018.  
**Vision 2020 Goal Alignment:** Goals # 1, 2, 3, 4, 5

- A. Keep up with HR best practices and the ever-changing employment laws.
- B. Prepare university for change.
- C. Be flexible, rise with the tide!
- D. Be willing to apply “non-traditional” HR; step out of the norm when opportunity arises.
- E. Relate to people well and adapt to new situations quickly.
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**Goal 5:** Ensure HRS services, processes and procedures are efficient and align with the mission and vision of the Vision 2020 strategic plan.  
**Measurement:** Assess key HRS processes and procedures for efficiencies and improvements by October 1, 2018.  
**Vision 2020 Goal Alignment:** Goals #1, 2, 3, 4, 5

- A. Sharpen HR processes.
- B. Identify the benefits and the negative impacts of HR programs and practices to the university.
- C. Align HR work with the university’s purpose, not just complete tasks/projects.

**Employee Experience:**

- High morale. Faculty and staff who enthusiastically engage in contributing to the achievements of the university.
- HR works closer with Deans, department heads and managers to impact positive change and embrace accountability.
- Employees are rewarded and recognized for their accomplishments.
- Professional development is a valued element of daily operations.

**Employee Experience:**

- The work environment embraces and appreciates a diverse workforce.
- NMSU cultivates an environment of open-mindedness and inclusion.

**Employee Experience:**

- Culture of global responsibility and support.
- Environment that welcomes and encourages innovation and creativity.
- Highly effective and engaged employees.
- All employees can identify their role as a contributor to NMSU achievement.

**Employee Experience:**

- Individual and collective work performance is critically important, valued and recognized.
- HR recognized as a proactive resource.

**Employee experience:**

- Campus-wide awareness and appreciation of how teaching, research and service is achieved through individual and collective contributions.
- An environment of resourcefulness, awareness, and focus on efficiencies is embedded in who we are and how we work.

- Applied for and received NMSU certificate of recognition for being a Family Friendly Business 2018