



HLC Accreditation Evidence Document

Title: UNM Branch Campus Community Engagement Studies

Office of Origin: UNM Branch Campuses

Description: Self-studies from the four UNM Branch Campuses (Valencia, Taos, Los Alamos, and Gallup) that discuss the roles and activities the campuses manifest in their community.

Date: 2019



February 2019

UNM-Valencia Community-Engaged Activities

Workforce

- UNM Valencia works closely with the local community to solve workforce needs. Our latest example is the creation in 2018 of a new Manufacturing and Industrial Technologies AAS degree. This program was created in conjunction with manufacturers in the county to meet employment needs. Our division of Business and Industrial Technologies created a curriculum with input from industry, which includes a significant (three course) on-the-job training component. Although there has not been time yet for any graduates from the program, we are actively working with our business partners to promote and grow the program.
- The UNM Valencia Adult Education program currently works with the Facebook Data Center in Los Lunas to offer English as a Second Language program to their employees. We are currently also in talks with the Data Center to offer Spanish classes to their English-speaking employees.
- UNM Valencia is the home for our local Small Business Development Center, which consists of two employees who assist local businesspeople with start up and development.

Community Relations/Outreach

- The UNM Valencia Dual Credit program is a way in which we engage in outreach. We partner with ten high schools in our service area to provide dual credit programming. These students are taking either academic or career-technical courses as a way to build credits as they transition to college. We have several students each year who receive an associate's degree with our school at the same time that they graduate from high school.
- UNM Valencia is an active participant in the Mission Graduate program, which promotes high school completion and continuation to college in the central New Mexico region. An outgrowth of this relationship has been the creation of a Mission Graduate-sponsored Valencia County Community Partnership that is dedicated to connecting high school students to post-secondary or workforce opportunities. A program coordinator is currently being partially funded through UNM Valencia's Carl Perkins funding.
- UNM Valencia partners with the Innovation Academy at main campus to host entrepreneurial activities such as business workshops and pitch sessions. Each branch campus has a mentor assigned to it from the Innovation Academy.
- UNM Valencia regularly hosts community event such as the Soup R Bowl, which raises scholarship money; the Martin Luther King Jr. Day Celebration; Veterans' Day Celebration; Wellness Fairs; and various other non-profit and local-interest events.

Targeted Allied Health Certificate Programs

- UNM Valencia offers several Allied Health certificates as a result of community demand, such as Certified Nursing Assistant, Emergency Medical Services, Personal Care Attendant, and

Phlebotomy. During the 17-18 academic year, we had 105 graduates from those programs. These programs also have a very high job placement rate. Phlebotomy, as an example, had an 100% placement rate last year.

Community Education Offerings

- UNM Valencia is a certified American Heart Association training provider. During the 17-18 academic year, we have provided the following number of certifications:

Basic Life Support (BLS) for Healthcare Providers - 429

Basic Life Support/Heartsaver CPR Instructor - 6

Heartsaver First Aid - 44

Heartsaver CPR & AED - 790

Heartsaver First Aid CPR & AED - 1020



February 2019

UNM-Taos Community Engagement and Workforce Development Initiatives

COMMUNITY ENGAGEMENT

UNM-Taos is an active participant in the community. The Campus has ongoing relationships that address economic development and workforce needs; the K-20 education pipeline; and collaboration with local government, health care providers, and a range of service organizations and State and Federal agencies. The Campus also routinely engages local area on strategic initiatives and on key search-and-screen processes (e.g., for the Campus CEO). Examples of these collaborators are provided below.

Economic/Workforce Development

Objective: To strengthen partnerships with the business community to better align education and workforce development, and to identify opportunities for collaboration.

Members of the Administrative Leadership Team engage regularly with these entities to both communicate various credit and non-credit programs offered as well as to assess the community on work force training needs.

- NM Department of Workforce Solutions
- Taos Entrepreneurial Network (TEN)
- Taos County Chamber of Commerce - Education Committee & Government Affairs Committee
- Small Business Development Center

In addition to credit-bearing courses, UNM-Taos also provides high-skills, non-credit workforce training (with a fee) to anchor institutions in the community, such as Taos County, Town of Taos, Taos Municipal Schools, Taos Ski Valley, and the business community at large. In 2017, we served 540 individuals with over 1900 hours of non-credit workforce instruction. Content areas included subjects such as Customer Service, Ethics in the Workplace, Microsoft Office Suite, Tourism and Hospitality, Leadership Development, Accounting for Entrepreneurs, and Business Communication. Some specific examples of this are summarized below:

Taos County

Taos County has been an important workforce development partner. UNM-Taos conducts a number of training opportunities on site - one innovative program is Leadership Academy. We are currently conducting the Academy with our second cohort of mid-level managers with Department Heads participating in the first cohort. Classes include:

Time and Stress Management	Conflict Resolution
Customer Service	Business Communication
Buddy to Boss – How to Supervise Friends	Leadership and Team Building
Presentation Skills/Public Speaking	Ethics in the Workplace – Creating an Ethical Organization
Microsoft Word – Basic and Advanced	Microsoft Excel – Basic
Microsoft PowerPoint -Basic and Advanced	Microsoft Outlook and Access – Basic and Advanced

UNM-Taos is looking to expand Leadership Academy and offer the training to other municipalities and entities throughout the Enchanted Circle.

UNM-Taos also conducts Title VII training for all new Taos County employees.

Town of Taos

UNM-Taos provides noncredit and credit bearing computer classes for Town of Taos employees on demand. Courses include basic Word, Outlook, Excel, PowerPoint and Introduction to the Internet.

Regional Transportation Department (RTD)

The RTD is vital to Northern New Mexico as it provides the only public transportation service in our area. UNM-Taos assists the organization with CDL Class B Passenger Endorsement training along with professional development opportunities for their supervisors. Current courses include Technical Writing and Word and Excel classes.

Taos High School Culinary Arts

Taos High School trains Culinary Arts students on site in an innovative learning lab called Edu@Work Café. Each year prior to opening the Café to the public, UNM-Taos instructs students in Customer Service best practices along with “back of the house” and “front of the house” techniques. The students practice their new found skills on the trainers and the trainers visit the café throughout the school year to observe the students.

Taos Municipal Schools

UNM-Taos provides CDL Class B Passenger Endorsement training for potential school bus drivers on demand.

Taos County Community at Large

In collaboration with Taos County Chamber of Commerce, the Small Business Development Center (SBDC) and Taos Entrepreneurial Network (TEN), UNM-Taos participates in monthly training opportunities that are open to the public. Workshops include:

SEO for Business	Quickbooks
Social Media Marketing	Market Intelligence
HR for Small Business	Creating a Business Plan
Finance 101	The Art of the Sale
Perfecting Your Pitch	How to Close the Deal

UNM-Taos also collaborates with Healthy Futures, a nonprofit organization, to provide business training for Taos Pueblo Artisans. Workshops are held monthly and Healthy Futures has reapplied for funding to continue the program.

Another interesting collaboration began last summer and provides computer coding training to young community members through a Coding Camp. Each session runs for one week and covers Basic Concepts, Gaming and Writing Code. UNM-Taos will once again host the camp on campus.

Educational

Objective: To improve pipelines from K-12 to higher education

- Local municipal school districts (Taos, Questa, Peñasco, Mesa Vista, Espanola, Chama)
- MATCH New Mexico - UNM-Taos staff member led campus students in literacy initiative/reading program to local third grade students

Government/Tribal

Objectives: (a) To stay abreast of local government policy-making and issues that may impact the campus community; (b) to communicate to local elected and appointed officials the programs we offer, and the impact of UNM-Taos as one of the lead anchor institutions in the Enchanted Circle; and (c) to identify ways to continue to better serve the community

- The campus CEO meet regularly with **Town of Taos** and **Taos County** officials and a member of the Administrative Leadership Team attends Town Council and County Commission meetings
- Members of the Administrative Leadership Team meet with the newly appointed Taos Pueblo Governor and War Chief at the start of their term in January. This year, we are working on various initiatives to address both the needs and priorities that the current Tribal Administration has identified, in the areas of access (transportation and technology) and workforce training (Hospitality, CDL, Entrepreneurship, Culinary Arts),

as well as recruitment into degree programs (such as Natural Resources, Early Childhood Education, and Business). We are also working together with Tribal Leaders to conduct cultural sensitivity training on campus for faculty and staff, and a former student, who now serves as the War Chief Secretary, will be conducting a session at New Student Orientation, on how to balance the responsibilities of college with tribal and ceremonial obligations. At the end of February, UNM-Taos will be hosting the Taos Pueblo Governor, War Chief, and their respective staff, for a roundtable discussion to further develop these initiatives.

Non-Profit and Civic Organizations

Objectives: (a) To engage the community with campus programs and increase awareness of UNM-Taos; (b) to build partnerships, recruit “campus ambassadors”, and identify donor/scholarship opportunities; and (c) to support program-specific pipelines from high school aged students into higher education programs.

- **Taos Community Foundation** works with the UNM-Taos Development Office to identify scholarship opportunities for students.
- **Lions Club, Taos Milagro Rotary, and the Kiwanis Club** provide scholarships for students.
- **Taos Behavioral Health** provides sliding scale counseling services to UNM-Taos Students on campus.
- **Taos Land Trust** provides scholarship and paid internships to Digital Media Arts students, who support the TLT by videotaping interviews and promotional videos.
- **Rocky Mountain Youth Corps** supports campus recruitment efforts through college and career fairs, and feeds into the pipeline to the Natural Resources Program; Campus provides non-credit soft-skills training to corps members. UNM-Taos works with Corp members on Professional Readiness. Workshops include Customer Service, resumes and cover letters, preparing for interviews and Emotional Intelligence. This relationship began summer 2018 with plans to continue with each new Corp group.
- **TrueKids1** engages high school aged students in programming that provides training and hands-on experience in digital media arts and supports the pipeline to the UNM-Taos DMA degree program.
- **Café Scientifique** engages high school aged students interested in STEM fields by hosting a monthly presentation and hands-on activities by a local scientist at our event space on Civic Plaza Dr. Once construction of the STEM center is complete, the hope is to relocate this event to Klauer to introduce these high school students to our campus and STEM Facilities. This partnership supports the pipeline to the UNM-Taos Pre-Science degree program. The Campus Upward Bound Math Science director and the Dual Credit Coordinator support attendance at Café Scientifique to their respective constituents.

Corporations/Private Business

Objective: To develop internship, scholarship, and “college to career” opportunities for UNM-Taos students

- **Nusenda Credit Union and Centinel Bank** work with UNM-Taos Student Services and TRiO programs to provide financial literacy training workshops.
- **David Anthony Fine Art (DAFA)** supports the UNM-Taos art department by hosting student art shows and sales
- **KTAOS Solar Center** supports the UNM-Taos Art Department by providing as internship program to art students to teach a monthly community art class at the solar center.
- **Canon** sponsors the UNM-Taos Digital Media Arts program by providing scholarships and equipment packages to students.
- **Taos Ski Valley (TSV):** UNM-Taos was asked to assist TSV as the organization transitioned to a new owner. TSV anticipated that employees may feel apprehension with the change in ownership and asked UNM-Taos to provide training in Leadership Essentials, Supervising Friends and Family and Assimilating to a New Leadership Style. TSV has also asked UNM-Taos to assist with Title VII and Customer Service. As TSV runs a comprehensive transportation department, UNM-Taos offer CDL Class B Passenger Endorsement training on demand. Further, UNM Taos and TSV partnered on a Credit While You Work program with our Culinary Arts Department. TSV hired three students who earned credit while being employed at TSV restaurants, earning while getting hands on experience. This program will also move into the areas of Hospitality Management and Information Technology in the near future.
- **Holy Cross Hospital:** Partnership includes site for Nursing and CNA student clinicals and contributes toward Clinical Nursing Faculty.
- **Kit Carson Electric Coop:** KCE is one of the largest employers in Taos County. UNM-Taos provides Customer Service, Time and Stress Management, Business Communication and Excel training on demand.
- **Chevron Mining:** When the Chevron Mining decided to shut down operations in Questa, NM in 2014, UNM-Taos along with the Workforce Initiative and Opportunities Act (WIOA) partnered to assist over 50 dislocated Chevron employees. UNM-Taos’ Commercial Driver’s License (CDL) program trained 15 former Chevron employees with 14 receiving certification. All 14 students found employment upon receiving their CDL Class A certification. UNM-Taos assisted the balance of dislocated workers with general education courses and conducted free noncredit computer classes in Questa during the summer and fall of 2014.



Workforce Development Initiatives at UNM-Los Alamos

February 2019

UNM-Los Alamos (UNM-LA) is dedicated to developing the workforce in Northern New Mexico. As part of that endeavor, UNM-LA has collaborated with Los Alamos National Laboratory, local schools, and area businesses to offer workforce training. UNM-LA has a Workforce Development and Adult Basic Education department, hosts a Small Business Development Center, and offers 17 workforce centered Associate of Applied Science (AAS) degrees and certificates (CERT).

Collaborations

UNM-LA collaborates with Los Alamos National Laboratory (LANL) on a number of workforce related projects. Through collaboration with and sponsorship from LANL, UNM-LA developed the Community Internship Collaboration (CIC) program, where students earn college credit while working an internship with a local business. Other on-going efforts to develop the workforce at LANL include the re-design of an electro-mechanical internship program that streamlines student internships with the lab, discussions regarding UNM-LA sharing instructors with LANL, providing space for training of LANL employees, and the development of a Radiation Control Technician (RCT), AAS degree or certificate. UNM-LA also collaborates with LANL to provide workspace for Computational Physics summer interns.

Additionally, UNM-LA collaborated with the Los Alamos Public Schools to develop the Los Alamos Early College Career Academy. Through this collaboration, high school students have the opportunity to graduate with both a high school diploma and a UNM-LA Academic Certificate in Emergency Medical Technician-Basic, Business-Marketing, or Electro-Mechanical Technology.

Small Business Development Center

The Small Business Development Center (SBDC), housed at UNM-LA, serves small business needs in the Los Alamos Community. The SBDC helps local entrepreneurs develop and start a business, expand an existing business or strengthen produce and service lines. The SBDC aids in identifying funding sources for these businesses and has helped secure more than \$1.5 million in financial assistance for clients.

Adult Basic Education

UNM-LA has a Workforce Development and Adult Basic Education department. This department focuses on identifying opportunities to collaborate closely with Northern New Mexico employers to promote workforce training, economic development and to offer college and career readiness training including High School Equivalency (HSE) and English as a Second Language (ESL) programs. UNM-LA offers HSE programs and training in various locations in Northern New Mexico, including Cuba, Los Alamos and Pojoaque. Additionally, UNM-LA offers HSE classes at Delancy Street residential facility, Sangre De Cristo Women's Recovery Center, and on-site at Buffalo Thunder resort. By offering these classes on-site, employees (Buffalo Thunder) and residents (Delancy Street and Sangre De Cristo) enhance their employability skills through completing their High School Equivalency and preparing for careers.

Customized Training and Professional Development

UNM-LA also collaborates with regional employers, including Los Alamos National Laboratory and Los

Alamos County to develop and deliver customized training for workforce development. This customized training has ranged from human resource skills to report writing for security forces.

With funding from a National Science Foundation grant, UNM-LA provided cybersecurity training to Information Technology professionals from LANL, public schools, hospitals and banks. This workforce training was an intensive week-long program on both offensive and defensive cybersecurity tactics. Two one-week sessions were offered through this program. UNM-LA also provided a week-long professional development seminar for high school and middle school teachers of information technology and cybersecurity. Teachers from around the state were provided with techniques and tools to take back to the classroom to enhance Information Technology education at the 7th through 12th grade levels.

WIOA, SUNPATH

UNM-LA is working with Luis Duran of SER Jobs Progress to participate in the Workforce Innovation & Opportunity Act (WIOA) program. Through this program, individuals qualifying for assistance are provided financial aid to complete a certificate program and enter the workforce with employable skills. UNM-LA also participated in the SUNPATH program; the Certified Nursing Assistant and Personal Care Attendant programs were created from participation in the SUNPATH program.

Degrees, Certificate Programs and Courses

UNM-LA also strives to meet the workforce needs through the variety of degrees and certificate programs (CERT) offered. UNM-LA graduates, particularly those in the electro-mechanical and pre-engineering degrees, have consistently found positions at LANL. UNM-LA also works with LANL and the Los Alamos community to develop degrees and certificates needed in the local and regional workforce. In response to community demand, UNM-LA created the Emergency Medical Technician (EMT)-Basic Certificate Program, the EMT-Intermediate Certificate program, and the Associate of Applied Science (AAS) in Fire Science degree. The EMT certificates have become the highest graduating certificate programs at UNM-LA and the Fire Science program is one of the most popular AAS degree programs at UNM-LA. These programs fill a local and regional community need for fire and EMT response. Additionally, in response to demand for mechanical technicians at LANL and around the state, UNM-LA submitted a proposal to add a welding certificate to the curriculum, effective Fall 2019.

Currently, UNM-LA offers eight AAS degrees and nine certificate programs. These AAS degrees and certificates are designed to prepare students to enter the workforce after completing their coursework at UNM-LA. These programs include, Accounting (AAS and CERT), Business-Marketing or Management (AAS and CERT), Information Technology with Cybersecurity (AAS), Robotics (AAS and CERT), Applied Technologies-Electro-Mechanical (AAS and CERT), Fire Science (AAS), Certified Nursing Assistant (CERT), Personal Care Attendant (CERT), EMT-Basic (CERT), EMT-Intermediate (CERT), General Studies (AAS), and Public Safety, with concentrations in Police Science, Homeland Security and Emergency Management (AAS).

Four of the certificate programs are one-semester mini-certificate programs designed to help individuals enter the workforce after only one-semester of university training. These short-term certificates include, Certified Nursing Assistant, Personal Care Attendant, EMT-Basic and EMT-Intermediate.

UNM-LA is collaborating with the University of New Mexico Innovation Academy in offering a “Create, Sell, Bank” course. The course is part of a program that teaches participants how to design and establish online businesses. Participants are exposed to a variety of innovation processes to help assist them as they consider a product/business concept. Participants who do not wish to earn college credit may participate in free seminars covering the same topics.



February 2019

Daniel T. Primozic, Ph. D., Dean of Instruction

New Workforce and Community Initiatives

1. Building a “Process Technology and Mechanical Certificate” Program
 - a. This program will be built with and take place on the Marathon Refinery site just outside of Gallup.
 - b. We are using seed money from the NM State Legislature to hire a subject matter expert to become a Visiting Professor for two years and construct and teach this certificate program.
 - c. Year one of the Visiting Professor’s time with us will be spent constructing the program and year two of the Visiting Professor’s time will be spent teaching and assessing the program’s effectiveness.
 - d. The program promises to educate 35-40 Marathon employees per year and can lead eventually to an Associate’s Degree in the subject.
 - e. This will add good paying jobs for the Gallup area.
2. Rebuilding sorely needed equipment and facilities for our Auto Mechanics and our Welding programs.
 - a. This will take about 200 thousand dollars to accomplish but will continue to feed our local economy with qualified workers in those fields.
3. Housing and promoting at UNM-G a new museum devoted to the experience of The Morrissey African Americans in New Mexico Museum (if the monies from the legislature are approved). This is a true honor for our campus.
4. Attending the Economic Development meetings in Gallup and Santa Fe that are hosted by Patty Lundstrum to create a more robust workforce for Gallup and the region.
5. Hosting and offering the “Create, Sell, Bank” course that is geared to develop local small businesses and entrepreneurs for the City of Gallup and the vast areas of the Navajo Nation that UNM-G serves. UNM-Gallup is also collaborating with the Lobo Rainforest, STC/UNM and the Innovation Academy on a spring 2019 seminar series geared towards students and community members interested in entrepreneurial training and business assistance. These seminars are free and open to the public.
6. On March 6, 2019, I will meet with the Dean of Instruction of the Navajo Technical University to initiate and discuss curricular articulations for our universities to better serve the transfer needs of the students of our region.
7. Meeting with the newly formed A’shiwee College in Zuni New Mexico to provide them with the help we may be able to provide them in the development of their new institution.

8. Full engagement of our Small Business Development Center in our downtown Gallup Location to make our local business community more robust and successful.
9. Full engagement of our North Campus facility to provide ABE and GED education and testing to help the more unfranchised of our citizens of our community to get a start on college and entry into the local workforce.

Ongoing Workforce and Community Initiatives

1. The Middle College has been an outreach to our Gallup School District and has been on our campus for approximately ten years. It is now a charter dual credit high school and it has about 100 students who take part in some of our college offerings and campus services.
2. The Center for Career and Technical Education: dual credit outreach to a few of our local high schools and has been with us for many years. It represents a cooperative effort among the Gallup McKinley County Public Schools, Rehoboth Christian School, Zuni Public School District, Wingate High School and UNM-Gallup to offer career and technical education courses that the individual high schools do not offer.
3. The McKinley Academy: students enroll in many of our classes and get a head start on accumulating concurrent high school and college credits.

Our Community Education and Workforce Development Programs are embedded in our university and our curricula (albeit at the non-credit level). In our Community Education program non-credit classes, seminars, and workshops are offered through the Community Education. Designed to meet the needs of the widest possible cross-section of the community, these classes provide opportunities to improve upon or learn new skills in personal, interpersonal, professional, career, and creative areas. Community Education instructors are chosen for their expertise in particular fields of interest and UNMG is fortunate to benefit from the contributions of impressive local talent. Our goal is to create a stimulating and comfortable environment that encourages exploration of new ideas and experiences for kids, teens, adults, and families. Our Workforce Development Program offers courses in Fiber Optics, CDL License with Hazmat, and Class B License with Passenger Endorsement.

UNM-Gallup also partners with The Gallup SBDC provides potential or existing businesses with one-on-one business counseling at no cost, start-up advice for the new business, developing a business plan, and free or low-cost workshops. Take advantage of the wealth of information and training available on a variety of business-related topics. All client information is treated in a strictly confidential manner. The Gallup SBDC is located in downtown Gallup and serves McKinley County. The Gallup SBDC is a member of the New Mexico SBDC Network, a statewide service network funded through the State of New Mexico and the SBA. It is hosted by the University of New Mexico-Gallup Branch and nationally accredited by the Association of SBDCs (ASBDC).