

# NORTHERN New Mexico College



## College Quality Review (CQR) Newsletter #2 “Expectations & Professionalism” Preparing for the Higher Learning Commission (HLC) Visit April 25-27, 2016

### Expectations

#### Know our Mission, Vision, and Values

**Mission:** The mission of NNMC is to ensure student success by providing access to affordable, community-based learning opportunities that meet the educational, cultural, and economic needs of the region.

**Vision Statement:** NNMC is a Hispanic and Native American-serving comprehensive institution that will be recognized nationally for cultural sustainability, quality student learning and developing economically strong communities among diverse populations.

**Values:** Excellence in Teaching & Learning; Student Success, Access & Affordability, Diversity, Facilities & Resources; and Community Building.

Become familiar with NNMC’s Higher Learning Commission (HLC) Accreditation Information on our Website

[www.nnmc.edu](http://www.nnmc.edu)

Click on About Northern

Click on Institutional Accreditation

Or

Go to URL:

<http://nnmc.edu/home/academics/accreditation/>

### Celebrating Professionalism

#### Tip #1: Dress for Success

When you project a positive business appearance by wearing professional attire, you will come across as a true professional. You don't have to wear designer business clothing to work every day to dress for success. Rather, you should simply focus on wearing clothing that's neat in appearance and that meets or exceeds the requirements set forth in the NNMC dress code.

It's important to pay extra attention to your appearance when you're meeting with prospective students and guests.



**This is a perfect opportunity to wear Eagle Gear!**

#### Tip #2: Demonstrate Customer Service

A true professional is willing to help his or her co-workers, students, or other guests when they need assistance. Demonstrate common courtesy. One person's success reflects well on everyone working at the college.

## Expectations Continued

### Wear NNMC ID Badges

NNMC is looking to providing a lanyard with an ID Badge after April 1, 2016. Please contact Jimi Montoya, IT Director, [jimi.montoya@nmmc.edu](mailto:jimi.montoya@nmmc.edu).

### Please wear your NNMC ID Badge!

### Beautify Offices, Buildings, & Campus Grounds

It is time for spring cleaning!

Let us begin tidying our offices, buildings, and campus grounds to demonstrate our Eagle Pride. If you notice anything that needs immediate attention, please place a work order with our Facilities Department. We want our students and guests to feel welcome on our campus.



### SAVE THE DATE!

### All Faculty/Staff In-Service

**April 1, 2016**

**8:30-3:30**

**Room: TBD**

### Agenda:

### Institutional Preparedness for Visit

- Overview of Visit
- Stakes of Accreditation
- Team Building for Campus Improvement
- Distribution of CQR Fast Facts and More

## Celebrating Professionalism Continued

### Tip #3: Reflect Essential Qualities

Consider conducting yourself in a manner that reflects the following qualities: integrity, credibility, promptness, accountability, and competence. **Go Eagle Pride!**

- **Your Interpersonal Skills** - Interact positively with students, parents, coworkers, community members is critical.
- **Your Attitude** - Maintain a friendly, positive and forward-thinking attitude. Body language can radiate confidence and openness.
- **Your Leadership Skills** - Demonstrate leadership skills based on value, quality and integrity. Additionally, you want to help your team bring solutions to the table. Take the initiative by being a leader.

### If you have questions, concerns or would like to be more involved, whom can I contact?

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### WEB SITE RESOURCES

- 1 <http://careerplanning.about.com/od/workplacesurvival/a/professionalism.htm>
  - 2 <https://www.livecareer.com/career-tips/career-advice/professionalism>
  - 3 <http://career-advice.monster.ca/in-the-workplace/starting-a-new-job/10-ways-to-be-professional-at-work-canada/article.aspx>
  - 4 [http://westernct.dalecarnegie.com/4\\_tips\\_for\\_maintainin\\_g\\_your\\_business\\_professionalism/](http://westernct.dalecarnegie.com/4_tips_for_maintainin_g_your_business_professionalism/)
  - 5 [www.NMSBDC.org](http://www.NMSBDC.org) and [www.AmericasSBDC.org](http://www.AmericasSBDC.org)
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