RESOURCES FOR STUDENTS

**Academic Advising:** NMSU-A offers centralized academic advising on a drop-in basis or by appointment. Advisors provide academic advising services to all students and prospective students for programs offered at NMSU-A as well as advising information for students transferring to the Las Cruces campus. Academic Advisors provide pre-enrollment information, course selection assistance, degree plan requirements, and college transfer information. The Advisors also provide course approval verification to students enrolled in financial assistance programs such as Veterans Programs and other state and federally funded programs. Individuals may also contact Advisor-on-Line at advisingnmsua@nmsu.edu.

**Academic Support Center:** The Academic Support Center offers free assistance in writing, accounting, reading, various sciences, and mathematics. Tutors are available to assist students with problems or concerns that they may have in any of these subject areas. The Academic Support Center has day, evening, and weekend hours. The writing center also provides an online writing center service to students.

**Admissions & Records Office:** The Admissions & Records Office receives and processes all NMSU-A admissions applications and supporting documents. All registration, course drop/adds, and university withdrawal transactions are processed at this office. The NMSU-A Admissions & Records Office provides forms to order official transcripts from the NMSU Las Cruces campus. Residency requirements and applications, student privacy act information, and general enrollment procedures are also available from the Admissions & Records Office. Web registration is available from any computer with internet access at https://my.nmsu.edu.

**Bookstore:** NMSU Alamogordo utilizes a virtual bookstore with Barnes & Noble located on the Las Cruces campus. Students are able to order textbooks online through the mynmsu portal using the registration tab. Textbook options include new and used purchases, rental and digital options. The direct link to the bookstore is www.nmsu-lascrucis.bncollege.com (http://nmsu-lascrucis.bncollege.com/webapp/wcs/stores/servlet/BNCBHomePage?storeid=59552&catalogId=10001&langId=-1). For more information or questions, contact the NMSU Main Campus Bookstore at (575) 646-4431.

**Career Planning/Job Search Assistance:** The Career Center provides career assessment, career planning advisement, occupational information, career and job search workshops, and job search support and assistance (i.e., resumes, cover letters, job search tips). To support this effort, Career Services’ AggieCAREER Manager database system can be utilized when searching for jobs related to one’s academic major, or for temporary, seasonal work and community jobs, while being an NMSU student. In addition, CareerBeam is a free service computer program provided by the Career Center designed to create resumes based on your major and career goals. All students may use the Career Center resources which include occupational and job skills videos, a collection of career and job hunting books, catalogs, periodicals, and assessment inventories such as the Choices360 Interest Profiler. Visit the Career Center web site at http://nmsua.edu/career or call (575) 439-3600 for more information.

**Children on Campus:** NMSU-A is an institution of higher education. Therefore, parents are urged to leave children at home and/or in the care of an adult. Children must ALWAYS be attended by a responsible adult when on campus. Leaving children unattended (on the patio, in the Student Union, in lounges, outside classrooms, etc.) is not permitted.

Children are permitted in classrooms at the instructor’s discretion. Children must not be permitted to disrupt classes.

**Computer Centers:** NMSU-A has four computer labs located in the Science Center, the Professional Technical Building, the Academic Support Center, and the Library. The labs are open to all registered students. Computer labs are open at various times so check for posted hours in each location. Printer access and printing fee information can be found in the Tuition and Fees section of this catalog. All computer labs are equipped with computers to assist visually impaired students. Any student needing special computer needs must go through the campus Accessibilities Services Coordinator. The Computer Center web page is http://nmsua.edu/its.

**Counseling:** Counseling services are not available on the campus. The advising department has a referral list of community resources for those students who need such resources.

**Degree Audit:** Students have access to the Degree Audit System (STAR) available through their student online account at https://my.nmsu.edu. To self check progress toward a degree, students must select the college, the degree, and the year they meet the requirements. See an Advisor for assistance, if necessary.

**ID Cards:** All students must have an NMSU-A ID card. Cards are available in the Office of Admissions & Records located in the Student Services building. The card is required to check books out of the library, allows students into school events, and gives a discount to students for some activities. The card contains the Banner Student ID Number. Students should have the number readily available for all activities and services on campus.

**Learning Technology Center:** The Learning Technology Center helps students adjust to online learning. At the beginning of each semester and before the second 8 week classes start, the LTC offers student workshops on Canvas access, navigation, and how to effectively interact with the variety of tools used in Canvas.

**Library:** The David H. Townsend Library provides information services and research assistance to NMSU-A students, faculty, and staff, as well as to community residents. The library has over 40 PCs and laptops available and also checks out laptops to students which can be taken anywhere in the library building. The library provides access to about 20,000 ebooks and tens of thousands of online journals and magazines. In addition, the library has available in print format approximately 35,000 books, 90 journal and magazine subscriptions, and over 3,500 videos. The library also provides study space and group study rooms. Research assistance is available on a “drop in” basis, as well as through tours and class sessions. For hours and additional information please see the library web site at http://nmsua.edu/library.

**Placement Assessment:** A placement assessment in math, writing, and reading is required prior to registration for all new degree-seeking students or those students who plan to take any math or English course(s) unless the student has passed the required prerequisite course with a C- or better. Those students who have taken the ACT/SAT may be able to use their scores instead of the placement assessment. See an Advisor to determine if ACT/SAT scores are applicable. Placement assessment results will determine what level of math, English, and/or reading course(s) the student will be required to take. Any student testing into a developmental reading course must take the appropriate level course. If the math or English scores are more than one year old, the individual is required to retake the placement assessment for appropriate placement. A copy of placement assessment results will be available.
in the Advising Office for advising and registration. Assessments are offered at various hours and days. Check with the Advising Office for the current schedule. Placement assessments are FREE; however, a fee of $15 is charged to send the scores to another college or university.

Resource Centers: The Language Lab Resource Center provides tutoring and assistance in Spanish and German languages.

Retention and Student Success: The Office of Retention and Student Success offers the following programs and service designed to promote student success: New Student Orientation, attendance/early alert support, academic-related skills assessment and support (problem solving, success planning) and student programing. This office is also responsible for facilitating and coordinating student retention planning efforts and probationary student advising.

Student Center: The Student Center serves as a central recreational and leisure area for the NMSU-A student population. It houses a TV room, Veterans lounge, a recreation room with game tables, a quiet study room, and work areas for student organizations. A conference room is available for student meetings and must be scheduled through the Student Government President.

Student Conduct: The policies and procedures related to student conduct are published annually in the Student Handbook which is available free of charge to all students. The Vice President for Student Success serves as the NMSU-A Discipline Officer for student misconduct. The Vice President for Academic Affairs serves as the Hearing Officer for academic misconduct. The Student Handbook can also be located on the web site http://nmsua.edu/students/.

Student Holds - Academic Advisor's Hold: All students who are new to the NMSU-A campus and all students classified as freshmen (including transfer students) must see an Advisor to have their New or Freshman Student Hold lifted. This is to assure that beginning students have selected appropriate classes that meet their placement assessment results, have met prerequisites, and are aware of the services available to them. This hold is for two semesters and will come off at the end of the second semester. Holds are lifted in the Office of Advising & Career Services. Students may contact an Advisor by phone (439-3600), by email at advisingnmsua@nmsu.edu (advisingnmsua@nmsu.edu), or in person in the Advising Office in Student Services.

Student Holds - Satisfactory Progress Hold: Academic degree-seeking students who place into developmental courses in Math, English, and Reading must complete the required developmental coursework with a grade of C- or better before the completion of 24 credits. If a student does not meet that requirement, the student will have a hold put on his or her record and must meet with an academic advisor before registration can take place.

Western Interstate Commission For Higher Education (WICHE): NMSU collaborates with the Western Interstate Commission for Higher Education (WICHE) in recommending graduates of the university for programs in dentistry, graduate library studies, occupational therapy, optometry, osteopathy, podiatry, public health, and veterinary medicine in universities of other western states. The State of New Mexico subsidizes the education of New Mexico residents when approved for training in these fields in other states. This subsidy is a loan-for-service program which permits New Mexico residents to attend state-supported institutions at in-state tuition rates and private institutions at approximately one-third the standard tuition cost if they practice in New Mexico for an equal number of years after graduation. This program is contingent upon funding by the state legislature. For further information write the Certifying Officer for New Mexico:

WICHE's Student Exchange Program
New Mexico Higher Education Department
2048 Galisteo St.
Santa Fe, NM 87505-2100

Accessibility Services Department (ASD)
This department assists individuals with documented disabilities to obtain appropriate academic accommodations. Students with sensory, mobility, learning, or other recognized impairments are encouraged to apply for services through this office. Students who seek assistance are encouraged to contact the NMSU-A Accessibility Services Coordinator at (575) 439-3600 prior to enrollment in classes to obtain the "Petition for Accommodation" form. Services may include:

- assistance in obtaining textbooks in e-format,
- alternative testing accommodations, and
- assistance in locating tutors, readers, note takers, and
- American Sign Language interpreters.

Available adaptive equipment includes computers with speech synthesizers, windows eye, movie caption, large print software, portable enhanced vision machines, talking calculator, MP3 recorders, Braille printer, FM assistive listening device, and a microscope for the visually impaired. Additional information is available on our web page at: http://nmsua.edu/asd/.

NMSU-A Complaint Procedure Regarding Accessibility

Issues: NMSU-A has adopted an internal procedure providing for the prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (29 USCS § 691 2993, Section 504) or of the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination on the basis of disability.

Students are encouraged to attempt to resolve any problems or complaints they might have at the local college level first. Students should initially contact the NMSU-A Accessibility Services Coordinator, (575) 439-3600, in an effort to resolve problems related to the need for, or provision of, special accommodations, as well as those that are related to access needs or the equalization of learning opportunity. The next level of appeal is the Vice President for Student Success.

Informal Complaint Procedure: The student may wish or choose to resolve the complaint on an informal basis, i.e., mediation, a letter to the professor, a telephone call, or some resolution amenable to the student. A written confidential record of the final outcome or resolution will be retained at the NMSU-A Student Success Office.

For further information, contact:

Accessibility Services Coordinator (575) 439-3600
or
Vice President for Student Success (575) 439-3600

Formal Grievance Procedure: All discrimination complaints made to a person in a position of authority must be reported to the Director of the Office of Institutional Equity/EEO at the O'Loughlin House, 1130 East University Avenue, Las Cruces, immediately, regardless of whether or not permission was given by the party subjected to the discrimination. Completion of the EEO Grievance Form is required within 15 working days after the occurrence or within 5 working days following
Classes are open to active duty military, their dependents, DoD civilians, and community members. Academic and admission information is available in the NMSU-A Office located in the Education Services Office - HAFB Learning Center, Bldg. 224/Suite 213.

**HAFB Vehicle Pass**
Students who do not have access to HAFB must first register for class and then request a Holloman Air Force Base Access Request Form from the NMSU-A Admissions & Records Office. Procedures for obtaining the base vehicle pass can be found at http://nmsua.edu/student-services/holloman-afb/.

**Online Programs, Online Classes, and Distance Learning Education**
NMSU-A offers students near and far the opportunity to obtain their associates degree or certificates with an array of 100% online programs. Online programs allow students to complete their education from anywhere in the world.

NMSU-A currently offers the following degrees 100% online:

- Associate of Arts Degree
- Associate of Science Degree
- Pre-Business Associate Degree
- Education Associate Degree (Secondary only)
- Business Management Associate of Applied Science
- Business Office Technology Associate of Applied Science and Certificate
- Leadership Skills Certificate.

All online courses have been reviewed externally and have met the Higher Education Quality Matters™ Standards for course design. This process utilizes the nationally accepted 43 Specific Review Standards of the Quality Matters™ Rubric. NMSU-A online courses are engaging, high quality, and prepare students for continuation of their education or for entering the workforce.

Course options are available in all online programs so there is never a need to attend face-to-face classes on campus. Any synchronous sessions will always be virtual and identified at the beginning of that particular course.

NMSU-A supports online students with services including tutoring, advising, financial aid, and admissions.

NMSU-A has coordinated with NMSU Las Cruces to provide a 2+2 Program where students can get their associate degree at NMSU-A and continue 100% online to earn a bachelor’s degree.

For more detailed information visit the Online Education area of the website at http://nmsua.edu/online-education/ or contact the Director of Online Quality Assurance.

Additionally, courses are offered face-to-face in Alamogordo, Cloudcroft, Tularosa, Mescalero, HAFB, and some area high schools. Classes and workshops for community organizations are offered by interactive video.

Some upper-division classes are received by NMSU-A through two-way interactive video technology. For detailed information on distance education and weekend programs distributed by the NMSU Las Cruces campus, visit the Office of Distance Education web site at http://distance.nmsu.edu.
Other Resources

Adult Education: The Adult Education (AE) program of NMSU-A provides services and instruction to adults in GED, English as a Second Language (ESL), basic reading, math, English, work place skills, vocabulary development, basic computer skills, and citizenship in group classes or on an individual basis. Assessments and GED pretests are given at the AE Office on an individual basis. The Literacy Volunteers of America, Otero County Literacy Council, Inc., in partnership with AE Advisory Board (sponsored by the AE program), can provide volunteer tutors to work one-to-one with adult non-readers and non-English speaking adults. All these services are provided free of charge to adults. Adult Education is located in the Tays Center (575) 439-3812.

GED/HISET and Test Proxy: The Student Services Office serves as the GED Center for Alamogordo and the surrounding community service area. GED tests are given regularly on the NMSU-A campus.

Small Business Development Center: “Building New Mexico’s Economy One Business at a Time.” The Small Business Development Center (SBDC) located at NMSU-A provides free, confidential counseling to small business owners and prospective entrepreneurs in the areas of business planning, evaluation, marketing, management, financial analysis and loan package preparation. The SBDC assists with all aspects of starting and managing a business, as well as finding solutions to challenges faced by existing business owners and entrepreneurs. The Alamogordo SBDC is part of the New Mexico SBDC Network, consisting of 19 centers throughout the state. Free and low-cost training and workshops are also available. Through a vast network of local, state and federal resource partners, the Alamogordo SBDC is able to provide clients and students with access to numerous business resources. For more information on small business counseling and training opportunities, please call the SBDC at (575) 439-3660 or visit online at www.nmsbdc.org (http://www.nmsbdc.org).