



## **New Mexico State University Student Guide to Support Services Spring 2020 edition**

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*To NMSU Students:*

*The Student Success and Enrollment Management team has compiled a list of services and contact information to assist you during the remainder of the spring 2020 term. Because of the unique situation we are experiencing resulting in moving all courses to on-line delivery, we wanted to be sure you had a quick guide at your disposal to assist in answering any questions you may have. You can contact the Office of the Dean of Students should you need additional information not included in this guide. Contact information appears at the end of the document.*

### **S/U Grade Options Extended and Eligibility Expanded**

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If, after attending classes in the new format and consulting with their instructors, academic adviser and financial adviser, any student determines the course delivery changes and/or their personal or family health situation is going to negatively impact their ability to successfully complete the Spring 2020 semester, the student can login to the “**Change Course Option**” page in [My.NMSU.Edu](https://my.nmsu.edu) and change their grade mode, for any or all classes, from traditional letter grades to S/U grading.

S/U grading will not have any effect on a student's GPA calculation, but will still allow the classes to count toward degree and financial aid requirements. This option should be exercised thoughtfully. **The choice will be available to all NMSU students through 11:59 p.m. on Wednesday, May 6, 2020.**

### **Academic Advising and Student Support (CAASS)**

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Advisors are available to assist students with questions related to academic planning, registration, degree audit, GPA, career planning, and referrals to success resources. Students can go to <https://advising.nmsu.edu/> to book an appointment or engage in a virtual chat with their advisor. Students can also email [advising@nmsu.edu](mailto:advising@nmsu.edu) for quick questions.

## *A to Z Guide to Student Support Services*

### Aggie Cupboard

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The Aggie Cupboard remains operational during the semester at 906 Gregg St. **Food distribution occurs on Thursdays between 3 pm and 6 pm.** The mobile Food Pantry is set up and distributes food on Tuesdays in Preciado Park.

If you wish to donate to the Aggie Cupboard, they accept drop off donations between 9:30 am and 11am on Tuesday and between 1:00 pm and 3:00 pm on Thursdays at 906 Gregg St.

### Aggie Health and Wellness

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The Health and Wellness Center remains open to support students and employees. It is advised that you telephone before visiting the Health and Wellness Center to schedule an appointment by calling **575-646-1512**. When visiting the Health and Wellness Center expect to receive an initial screening before being able to enter the building.

Counseling is available through tele-counseling services. Schedule an appointment by calling **575-646-1512** or emailing at [campus\\_health@nmsu.edu](mailto:campus_health@nmsu.edu)

### Corporate Relations, Career Events, and Cooperative Education and Internships

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Corporate Relations, Career Events, and Cooperative Education and Internships has moved to a virtual delivery of services. Please visit our website at [https://careerservices.nmsu.edu/](https://careerservices.nmsu.edu) for more information on our various virtual delivery options through Handshake such as: Co-op and Internship appointments, Career Events, Employer Information Sessions, and Interviews. Instructions on navigating the virtual environment will also be available for students and employers.

### Education Abroad

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Education Abroad will be offering weekly virtual Education Abroad information sessions for the remainder of the spring 2020 semester. The Education Abroad 111 session is designed to introduce students to the diverse study abroad options available at NMSU, clarify the process of applying and participating in education

abroad programs, and ensure students have a thorough understanding of study abroad basics. Students can register for an upcoming session by visiting the Office of Education Abroad website. International Education Abroad Advisors will also be available for individual student advising appointments via phone or Zoom. Students can request an appointment by emailing [sapromo@nmsu.edu](mailto:sapromo@nmsu.edu).

### **Financial Aid Operations**

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We are responding to emails and phone messages received through our general email address [financialaid@nmsu.edu](mailto:financialaid@nmsu.edu) and general phone number **575-646-4105**. All of our Financial Aid staff are still accessible, and will respond to email and voicemail. If someone needs to contact a specific financial aid advisor they should go to <https://fa.nmsu.edu> and click on **Contact** and they will see the list of advisors. Students may contact their advisors to schedule appointments, these will be conducted via MS Teams or Zoom.

External scholarship checks are still being processed *once per week*. All other processing continues as usual. Students may submit documents to financial aid three different ways:

- Upload their documents through their **My.NMSU.edu**
- Email it to their advisor or the general financial aid email address
- Fax their documents to **575 646-7381** because it goes onto a fax server and the staff moves the document into BDMS and works on the students file.

### **Recreational Sports (AC & Aquatic Center)**

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The AC (Activity Center) and Aquatic Center are under a Public Health Order of closure effective March 19, 2020. Notification will be made when the order is lifted and access is open for use of these recreational facilities.

### **Technology Assistance for Students**

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Students should visit <https://studenttech.nmsu.edu/> for online technology assistance. Students will find information about how to contact the help desk, software downloads and equipment rental. The site includes information about online campus access the Internet, locations and hours of computer labs.

### Student Success Center

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The Student Success Center is now completely on-line for spring 2020. To schedule a virtual academic success/financial wellness session or a virtual workshop, please visit <https://ssc.nmsu.edu/>. Click on the Student Success Center Virtual Service Request tab at the top of the website and then complete the request for a virtual session or workshop.

### TRIO Student Support Services

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The TRIO Student Support Services Program will continue to provide tutoring, mentoring and academic success support for participants through virtual delivery formats (Zoom, Face time), email, and telephone. Full-time staff, Peer Mentors and Peer Tutors will continue to make weekly contact with participants, address immediate needs and deliver services.

Participants can also initiate contact through the TRIO SSS website: <https://triosss.nmsu.edu>, where they can request services through e-mail and voice mail.

### Tutoring Services

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Tutoring has moved to completely on-line delivery for spring 2020. To schedule a virtual tutoring appointment, go to [campustutoring.nmsu.edu](http://campustutoring.nmsu.edu). On the right side of the web site is a button "schedule an on-line appointment". Click the button to schedule a virtual tutoring session.

### University Records

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**The last day to drop a full-term class with a "W" (no refund) has been extended to 4:59 p.m. Friday, April 17th.**

For the latest information about academic dates & deadlines, Commencement, and transcript requests, students should visit [records.nmsu.edu](http://records.nmsu.edu). If students need to speak to someone in the Records Office, they can call **575-646-3411** or email [records@nmsu.edu](mailto:records@nmsu.edu).

## **Commencement**

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NMSU will not be holding physical Commencement ceremonies this May. We are, however, very happy to announce that we have an opportunity to provide our graduates with a robust virtual ceremony. Spring 2020 graduates will also be welcome to attend future, in person, ceremonies.

Please visit <https://commencement.nmsu.edu/> for the most current information, and know that we will do our very best to honor our graduates, regardless of the strange situation in which we are finding ourselves this semester.

## **Undergraduate Admissions, Recruitment, and Orientation**

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While NMSU remains open to provide essential services to current and prospective students, we are limiting in-person activities with visitors and the public. The Admissions office has created a Virtual Experiences website, <https://admissions.nmsu.edu/virtual/>, for prospective students and families to register for an Admissions webinar/presentation or a 1on1 appointment with an Admissions Advisor. We are responding to emails and phone messages received through our general email address [admissions@nmsu.edu](mailto:admissions@nmsu.edu) and general phone number **575-646-3121**.

Face-to-face summer orientation programs are still scheduled to take place. We also have contingency plans in place should the need arise to change how these programs are conducted. You can rest assured that we are prepared to make sure you will receive academic advising, get registered for classes, and have access to all the information and resources necessary to start your first semester as a part of the Aggie family in August. For questions, contact the Aggie Welcome and Orientation office at **575-646-8038** or [awo@nmsu.edu](mailto:awo@nmsu.edu).

***International Student Services*** remains open to provide essential services to current students. If students need to speak to someone regarding international student services, they can email [iss@nmsu.edu](mailto:iss@nmsu.edu) to receive the quickest response.

### **Don't See What You Need?**

Contact the Dean of Students, Dr. Ann Goodman at [dos@nmsu.edu](mailto:dos@nmsu.edu) or call 575-646-1722 and leave a message. Staff are monitoring voice messages and returning calls within 12-24 hours.