Northern New Mexico College

2019-2020 Student Handbook

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Effective August 19, 2019 through July 31, 2020 / Cover photo by John T. Denne

Northern New Mexico College does not discriminate on the basis of race, color, religion or creed, national origin or ancestry, sex, gender, gender identity, sexual orientation, pregnancy, spousal affiliation, age, physical or mental disability, medical condition, veteran status, genetic information, citizenship and any other basis protected by law, in employment, admission to, participation in, or receipt of the services and benefits under any of its programs and activities.
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ESPÁÑOLA CAMPUS MAP & ABBREVIATIONS

ESPÁÑOLA CAMPUS
AA  Arts Annex
ADM  Administration
CFA  Center for the Arts
FAC  Facilities
GE  General Education
GYM  Eagle Gymnasium
HT  High Technology
JCI  Business Administration
LIBR  Ben Lujan Library
NURS  Nursing Building
SERPA  Engineering Building
TEC  Teacher Education Center
PORT  Barbering/Cosmetology

INSET - East Side of Railroad Ave.

Campus Buildings
Campus Parking
# CAMPUS PHONE NUMBERS

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<td>Placement Testing</td>
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<td>Provost/Chief Academic Officer</td>
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Go to www.nnmc.edu for Full-Time Faculty listings and department phone numbers
STUDENTS’ RIGHTS AND RESPONSIBILITIES

PREAMBLE
Academic institutions exist for the transmission of knowledge, the pursuit of truth, the development of students, and the general well-being of society. Free inquiry and free expression are indispensable to the attainment of these goals. As members of the academic community, we encourage you to develop the capacity for critical judgment and to engage in a sustained and independent search for truth. The minimal standards of academic freedom outlined below are essential to any community of scholars.

The freedom to teach and the freedom to learn are inseparable facets of academic freedom. The freedom to learn depends upon appropriate opportunities and conditions in the classroom, on the campus, and in the larger community. You must exercise your freedom with responsibility.

ACADEMIC FREEDOM AND RESPONSIBILITIES
On one hand, you must be free to take reasoned exception to the data or views offered in any course of study and reserve judgment about matters of opinion. On the other hand, you are responsible for learning the content of any course of study for which you are enrolled.

The instructor in the classroom and in conference should encourage free discussion, inquiry, and expression. Student performance should be evaluated solely on an academic basis, not on opinions or conduct of matters unrelated to academic standards.

PROTECTION AGAINST IMPROPER ACADEMIC EVALUATION
You have protection through orderly procedures against prejudiced or capricious academic evaluation. At the same time, you are responsible for maintaining standards of academic performance established for each course in which you are enrolled.

If you believe that you have experienced prejudicial or capricious evaluations, you should follow the appellate process set out in Northern’s Catalog. If you have questions, you should consult the Registrar for information on the procedures to be followed. If you have a complaint, you should consult the Dean of Student Services.

PROTECTION AGAINST IMPROPER DISCLOSURE
1. Information about students’ views, beliefs, and political associations which instructors acquire in the course of their work as instructors and advisors are to be considered confidential. Protection against improper disclosure is a serious professional obligation. Judgments of ability and character may be provided under appropriate conditions, normally with the knowledge and consent of the student.

2. Northern has carefully considered policy as to the information which should be part of a student’s permanent educational records and as to the conditions
of its disclosure (see the current Catalog). To minimize the risk of improper disclosure, academic and disciplinary records are maintained separately, and the conditions of access to each are set forth in an explicit policy statement. Transcripts of academic records contain information about academic status only. Information from disciplinary files is not available to unauthorized persons without the express consent of the student involved, except under legal compulsion or in cases in which the safety of persons or property is involved. No records are kept which reflect the political activities or beliefs of students. Administrative staff and faculty members are to respect confidential information about students which they acquire in the course of their work. Such records are kept by the Dean of Student Services.

PERSONAL FREEDOMS AND RESPONSIBILITIES

A. Freedom of Association

Students bring to the campus a variety of previously acquired interests and develop many new interests as members of the academic community. They are free to organize and join associations to promote their common interests.

1. The membership policies and actions in the College community are determined by vote of only those persons who at the time are bona fide students.

2. Affiliation with an extra-mural organization should not, of itself, disqualify a student organization from institutional recognition.

3. Each organization should be free to choose its own advisor.

4. Student organizations shall be required annually to submit a statement of purpose, criteria for membership, rules or procedures, and a current list of officers and members.

5. Student organizations, including those affiliated with an extra-mural organization, should be open to all students, without regard to race, creed, sexual orientation, or national origin, except for academic or religious qualifications which may be required by organizations whose aims are primarily academic or sectarian.

The Dean of Student Services is responsible for the approval and oversight of all student organizations.

B. Freedom of Inquiry and Expression

1. Students and student organizations should be free to examine and discuss all questions of interest to them and to express opinions publicly and privately. They should always be free to support causes by orderly means which do not disrupt the regular and essential operation of the College. At the same time, it should be made clear to the academic and the larger community that, in their public expressions or demonstrations, students or student organizations speak only for themselves.

2. Student organizations should be allowed to invite and to hear any person of their choosing. Those routine procedures required by an institution before a guest speaker is invited to appear on campus should be designed only to insure
that there is an orderly scheduling of facilities and adequate preparation for
the event, and that the occasion is conducted in a manner appropriate to an
academic community. The institutional control of campus facilities should
not be used as a device of censorship. It should be made clear to the academic
and larger community that sponsorship of speakers does not necessarily imply
approval or endorsement of the views expressed either by the sponsoring
group or by the institution.

C. Freedom to Participate in Institutional Government
As constituents of the academic community, students should be free, individually
and collectively, to express their views on issues of institutional policy and on mat-
ters of general interest to the student body. The student body should have clearly
defined means to participate in the formulation and application of institutional
policy affecting academic and student affairs. The role of the student government
and both its general and specific responsibilities should be made explicit, and the
actions of the student government within the area of its jurisdiction should be
reviewed only through orderly and prescribed procedures.

THE STUDENT CODE

PREAMBLE
Northern has an obligation to clarify standards that it considers essential to its
educational mission and its community life. These general behavioral expectations
and the specific regulations related to them represent a reasonable way to regulate
student conduct, keeping in mind that students should be as free as possible from
imposed limitations that have no direct relevance to their education.

Offenses against this code are as clearly defined as possible and will be inter-
preted in a manner consistent with principles of relevancy and reasonableness.
Disciplinary sanctions will be applied only to those violations of standards of con-
duct which are published in this Student Handbook and other published college
and departmental policies, rules and regulations.

STANDARDS OF CONDUCT
Students attending Northern New Mexico College are subject to all state, city and
Northern laws, regulations and rules.

Northern New Mexico College recognizes its responsibility to the individual
student, to the state, and to the communities of which its students are members.
It maintains, therefore, a policy of disapproving those types of behavior which
violate the standards of acceptable conduct. Continued misconduct of any type
will jeopardize the student’s privilege of recommendation by Northern and may
cause his/her suspension or permanent dismissal.

Northern New Mexico College will cooperate with duly constituted legal authori-
ties when a student is involved in violations of the law.

Students who are arrested by law enforcement officers and who are subsequently
convicted for law violations may be subject to disciplinary action imposed by the College including warning, censure, restitution, probation, suspension and expulsion as the individual case warrants.

Students are subject to the provisions of New Mexico Statute and to disciplinary action by the College including warning, censure, restitution, probation, suspension and expulsion for engaging in the conduct listed hereafter.

The following actions, including complicity to commit these actions, constitute conduct for which a student, a group of students, or a registered student organization may be subject to disciplinary action, whether such actions are engaged in, on or off College premises.

1. Academic dishonesty:
   a. Cheating, including but not limited to:
      1. intentionally using or attempting to use any unauthorized assistance (including, but not limited to materials, communication or information during an academic exercise, notes, study aids or devices) in an academic exercise, including but not limited to, quizzes, test, or examinations;
      2. using sources beyond those authorized by the instructor in writing papers;
      3. the acquisition, without permission, of tests or other academic material belonging to a member of the College faculty or staff;
      4. engaging in any behavior specifically prohibited by a faculty member in the course syllabus or class discussion;
      5. submitting work that has been purchased or that borrows generously from work submitted in a previous or concurrent class, except where expressly permitted by the instructor;
      6. communication to another through written, visual, electronic, or oral means.
   b. Selling notes, handouts, or other materials without authorization or using them for any commercial purpose without the express written permission of the College and the instructor.
   c. Falsifying or misrepresenting your academic work.
   d. Plagiarism: using work appropriated without any indication of the source.
   e. Knowingly helping another student violate standards of academic behavior.

2. Acts of dishonesty, including but not limited to:
   a. Furnishing false information to any College official, faculty member, or office. For furnishing such false information, which results in improper admission, residency classification, tuition charge or financial aid, the sanction will be expulsion with forfeit of any money paid to the College for that term. In the case of improper admission, the sanction will include loss of any credit which may have been earned.
   b. Forgery, alteration, or misuse of any College document, record, or instrument of identification will result in expulsion.
c. Tampering with the election of any recognized student organization.

d. Representing one’s self or organization as an agent of the College without written authorization to do so will result in expulsion.

e. Soliciting a college representative to complete and/or submit academic suspension or financial aid appeal forms may result in expulsion.

3. Disruption or obstruction of teaching, research, administration, disciplinary proceedings, as well as other College activities, including its public-service functions on or off campus or the authorized non-College activities when the act occurs on College premises.

4. Physical abuse, verbal abuse, threats, intimidation, harassment (sexual or otherwise)*, coercion and/or other conduct, which threatens or endangers the health or safety of any person, may result in immediate expulsion.

*Sexual harassment/battery investigations will be conducted by the College’s designated Title IX coordinator.

5. Attempted or actual theft and/or damage to property of the College or property of a member of the College community or other person or public property.

6. Failure to comply with directions of the College officials or law enforcement officers acting in performance of their duties and/or failure to identify one’s self to these persons when requested to do so.

7. Unauthorized possession, duplication, or use of keys to any College premises or unauthorized entry or use of College premises.

8. Violation of published College policies, rules or regulations.

9. Failure to make satisfactory settlement with the College for any and all debts.

10. Participating in illegal gambling activities on College owned or controlled property or at a function identified with the College.

11. Violation of federal, state, or local law on College premises or at College sponsored or supervised activities.

12. Use, possession or distribution of controlled substances except as expressly permitted by law will result in immediate expulsion without appeal. Abuse of illicit drugs may lead to dependence as well as damage to the brain, liver, kidneys, and bones. Illicit drug abuse may also cause severe physical and psychological problems.

13. Use, possession or distribution of alcoholic beverages or intoxication except as expressly permitted by the law and College regulations will result in disciplinary sanctions which include, but are not limited to; warnings, probation, loss of privilege, college/residence hall suspension or expulsion, and referral to and satisfactory completion of rehabilitation programs. Continued abuse of alcohol may result in permanent brain injury, alcoholic hepatitis, and cirrhosis of the liver. Abusing alcohol may also lead to pancreatitis, disturbances in heart rate and rhythm, kidney failure and chronic lung infections. (See the College’s Substance Abuse Policy in the current Catalog.)
14. False reporting of the presence of a bomb, firearm, incendiary or explosive device on campus.

15. Illegal or unauthorized possession of firearms, explosives, other weapons, or dangerous chemicals on College premises will result in police referral and expulsion.

Note that this paragraph does not prohibit certified law enforcement officers from carrying a firearm on campus – this policy deals only with the illegal or unauthorized possession of weapons, etc. **Certified officers are expected, however, to present their instructors with proof of certification (badge and certification card) before the first class. They must also be sensitive to the feelings of their instructors and fellow students by carrying concealed weapons if they are in civilian clothes or, regulations permit, leaving their firearms in their vehicles.**

16. Participation in campus demonstrations which disrupt the normal operations of the College and infringe on the rights of other members of the College community; leading or inciting others to disrupt scheduled and/or normal activities within any campus building or area; intentional obstruction which unreasonably interferes with freedom of movement, either pedestrian or vehicular on campus.

17. Obstruction of the free flow of pedestrian or vehicular traffic on College premises or at College sponsored or supervised functions.

18. Parking or driving in undesignated areas.

19. Conduct which is disorderly, lewd, or indecent; a breach of peace, or aiding, abetting or procuring another person to breach the peace on College premises or at functions sponsored by or participated in by the College.

20. Theft or other abuse of computer and/or computer time, including but not limited to the following:
   a. Unauthorized entry into a file to use, read, or change the contents, or for any other purpose;
   b. Unauthorized transfer of a file;
   c. Unauthorized use of another individual’s identification and password;
   d. Use of computing facilities to interfere with the work of another student, faculty member or College official;
   e. Use of computing facilities to send obscene or abusive messages;
   f. Use of computing facilities to interfere with the normal operation of the College computing system;
   g. Use of computing facilities for ones’ own monetary gain. Facilities are reserved for your use in pursuit of your studies, not to conduct personal business.
   h. Theft of a computer or the failure to return a borrowed College computer;
   i. Failure to pay for expenses incurred while a College computer and/or its
responsibilities, and the disciplinary procedures are as follows:

1. Each faculty and staff member has a responsibility to report as soon as possible, in writing, infractions of the code to the Assistant Provost for Student Affairs.

2. When an alleged infraction of College policies, procedures, rules, or regulations is brought to the attention of the Assistant Provost for Student Affairs, an appropriate investigation shall occur. The student(s) involved will be given the opportunity to submit a response to the claimed infraction to the Assistant Provost for Student Affairs or his/her designee. Following the investigation, the Dean will make an administrative decision on the case. If warranted, the Assistant Provost for Student Affairs will determine the appropriate disciplinary action.

3. If the student agrees in writing that the sanction is appropriate, the sanction will be applied and a record made of the action on a form to be provided by the Dean. If the student does not agree, such a statement will be noted in writing with the student’s signature and date.

4. A notice of the student’s right to a hearing shall be given to the student(s) and should the student wish to exercise his/her right to a hearing, he/she must submit to the Assistant Provost for Student Affairs a signed written request within five (5) working days from the time the notice or right of hearing is given to him/her.

5. Pending action on the charges, the status of a student shall not be altered nor the student’s right to be on campus or to attend classes be suspended, except for reasons relating to the student’s physical or emotional safety and/or the well being of other persons or property.

6. Records of cases in which disciplinary action has been upheld shall be held for ten (10) years after the date action was taken. (State Records Center Rule 92-07, 1-13-93, p. 49)

**CYBER-BULLYING**

Cyber-bullying involves the use of information and communication technologies (i.e. cellular phones) to support deliberate, repeated and hostile behavior by an individual or group that is intended to harm others.

The IT System of Northern New Mexico College imposes certain responsibilities and obligations, and is subject to College policies, and federal laws. In making appropriate use of Northern New Mexico College computing resources students are not permitted to use mail or messaging services to harass, intimidate, or other-
wise annoy another person, for example, by broadcasting unsolicited messages, or sending unwanted mail.

If the Dean of Student Services is made aware that cyber-bullying/harassment is taking place through the use of Northern New Mexico College IT services and/or personal technological devices, such actions may result in college imposed sanctions.

**STUDENT DISCIPLINARY CODE DEFINITIONS**

1. **Advisor** – is defined as a current member of the College faculty, staff, or student body, but one who has no active role in the proceedings.

2. **Cheating** – includes but is not limited to: a) use of unauthorized assistance in taking quizzes, tests, or examinations; b) dependence upon the aid of sources beyond those authorized by the instructor in writing papers, preparing reports solving problems, or carrying out other assignments; or c) the acquisition, without permission, of tests or other academic material belonging to a member of the College faculty or staff.

3. **College** – means Northern New Mexico College.

4. **College Official** – means any person employed by the College who performs assigned administrative or professional responsibilities.

5. **Assistant Provost for Student Affairs** – is that person who fills the position and is responsible for the administration of the Student Code.

6. **Faculty Member** – means any person hired by the College to teach a formalized course.

7. **Judicial Appeals Committee** – means that body of faculty, staff, and students authorized by the Assistant Provost for Student Affairs to consider an appeal determination.

8. **The term “may”** is used in the permissive sense and implies that something may be done but need not be done.

9. **Organization** – means those persons who have complied with the formal requirements for recognition by the Assistant Provost for Student Affairs.

10. **Plagiarism** – includes but is not limited to: a) the use, by paraphrase or direct quotation, of the published or unpublished work of another person without full and clear acknowledgement; b) the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic material.

11. **Policy** – is defined as the written regulations of the College as found in, but not limited to, the Student Handbook and the College Catalog.

12. **Premises** – includes all land, buildings, facilities, vehicles, and other property in the possession owned, used or controlled by the College (including adjacent streets and sidewalks).

13. **Sexual Harassment** – includes but is not limited to; verbal or physical advances and any harassing conduct to which a student would not be subjected but for such an individual’s sex. Verbal or physical conduct of a sexual nature may
constitute sexual harassment when the allegedly harassed student has indicated in any way that is unwelcome. A student who has initially welcomed such conduct by active participation must give specific notice to the alleged harasser that such conduct is no longer welcome in order for any such subsequent conduct to be deemed unwelcome.

14. **The term “shall”** is used in the imperative sense and implies that something must be done.

15. **Student** – includes all persons taking formalized courses at the College. This includes AE, HEP and all students enrolled for credit courses.

**TITLE IX / SEXUAL HARASSMENT & GENDER DISCRIMINATION POLICY**
(More information at www.nnmc.edu/titleix)

Northern New Mexico College is committed to providing a learning and working environment free of all forms of harassment and discrimination for everyone in the College community.

Northern New Mexico College does not discriminate on the basis of race, color, religion or creed, national origin or ancestry, sex, gender, gender identity, sexual orientation, pregnancy, spousal affiliation, age, physical or mental disability, medical condition, veteran status genetic information, citizenship and any other basis protected by law, in employment, admission to, participation in, or receipt of the services and benefits under any of its programs and activities.

Sexual harassment is a violation of Title VII of the Civil Rights Act of 1964 and Title IX of the Educational Amendments of 1972 and will not be tolerated at Northern.

**TITLE IX OF THE EDUCATION AMENDMENTS OF 1972**

*Title IX is a federal law that protects people from:*

- **Discrimination based on sex**, regardless of gender, identity, or orientation in educational programs or activities receiving federal funding, and;

- **Sexual harassment or sexual misconduct**, including unwelcome sexual advances, requests for sexual favors, stalking, and intimate partner violence, to name a few examples.

If you believe that you or someone else has been harassed or discriminated against on the basis of sex, you should report the alleged incident to the Title IX Coordinator, who will initiate and oversee a thorough investigation.

**NORTHERN’S TITLE IX COORDINATOR:**

Please contact Dr. Donald Appiarius, Assistant Provost for Student Affairs 505.747.2255, titleix@nnmc.edu, Montoya Administration Office

In addition, all Northern staff and faculty members are mandatory reporters, and are required to share information related to incidents of sexual misconduct with the Title IX Coordinator.

Both Federal and State law prohibits retaliation against anyone who has opposed
an unlawful discriminatory practice or has filed a complaint, testified or participated in any proceedings under Federal or State law. Retaliation against an employee or student for filing a sexual harassment or gender discrimination complaint is strictly prohibited and grounds for a subsequent harassment complaint and possible disciplinary action up to and including termination or expulsion.

Go to nnmc.edu/titleix to read Northern’s full Title IX policy, and to learn more about the procedures for filing a sexual harassment or gender discrimination complaint, and the resources available to students at Northern and in the community.

DISCIPLINARY ACTIONS AND SANCTIONS

1. A documented verbal or written notice of warning must be given to the student who has violated the Student Code before any of the following sanctions may be imposed. Sanctions may be imposed in any order based on the severity of the infraction.
   a. **Probation** – a written reprimand for violation of specified regulations. Probation is for a designated period of time and included the probability of more severe disciplinary sanctions if the student is found to be violating any institutional regulation(s) during the probationary period.
   b. **Withholding** – withholding of grades, transcripts, and/or degree.
   c. **Restitution** – compensation for loss, damage or injury. This may take the form of appropriate service and/or monetary or material replacement.
   d. **Discretionary Sanction** – work assignments, service to the College, or other discretionary assignments that must be approved by the Assistant Provost for Student Affairs.
   e. **College/Residence Hall Suspension** – separation of the student from the College and/or residence halls for a definite period of time, after which the student may be eligible to return. 
      *Conditions for readmission may be specified. Suspension carries with it the loss of any money paid to the College for that term.*
   f. **College/Residence Hall Expulsion** – permanent separation of the student from the College and/or residence halls. Expulsion carries with it the loss of any money paid to the College for that term.
   g. **Barring** – barring from campus.

2. More than one of the sanctions listed above may be imposed for any single violation.

3. Disciplinary sanctions shall not be made part of the student’s permanent academic record.

INTERPRETATION AND REVISION

1. Any question of interpretation regarding the Student Code shall be referred for final determination to the Assistant Provost for Student Affairs.
2. The Student Code shall be reviewed every five (5) years under the direction of the Assistant Provost for Student Affairs.
STUDENT’S RIGHTS

Students, the premises occupied by students, and the personal possessions of students should not be searched without proper authorization from the Assistant Provost for Student Affairs. In order for the authority to make such a search must be clearly based on sufficient evidence that a violation of the Code has occurred (e.g., the smell of marijuana or alcohol, physical evidence such as empty bottles, etc.) The student should be present, if possible, during the search. For premises not controlled by the institution, the ordinary requirements for lawful search should be followed. In all cases, the extent of a search will be limited by the circumstances that justified the authorization to search.

JUDICIAL APPEALS COMMITTEE

If a penalized student questions the fairness of the disciplinary action imposed by the Assistant Provost for Student Affairs, the student shall be granted, upon request, the right to a formal hearing before the Judicial Appeals Committee.

1. The student should be informed by the Dean, in writing, of the reasons for the disciplinary action, with sufficient particularity and in sufficient time, (within three business days), to insure an opportunity to prepare for a hearing should the student wish to appeal.

2. The Judicial Appeals Committee will include faculty, staff, and students and comprised of five members. No member of the hearing committee who is otherwise interested in the particular case may participate in the proceedings.

3. The student appearing before the Judicial Appeals Committee has the right to be assisted in a defense by an advisor of the student’s choice. [See the definition of an “advisor” on page 16.] The hearing will occur no later than 10 business days after the student submits a written appeal to the Assistant Provost for Student Affairs.

4. Formal rules of evidence do not apply, but matters should be heard so that they are fully and fairly presented.

5. The Judicial Appeals Committee shall keep a summary record of all proceedings, turning over all records and other documentation to the Assistant Provost for Student Affairs at the conclusion of the review.

6. The decision of the Judicial Appeals Committee is final. The Assistant Provost for Student Affairs shall review the documents considered by the committee during the appeal and shall uphold the committee’s decision.

CONDUCT OF HEARINGS

Hearings shall be conducted according to the following guidelines:

1. Hearings normally should be conducted in private.

2. Admission of any person to the hearing shall be at the discretion of the chairperson of the Judicial Appeals Committee.

3. In hearings involving more than one accused student, the chairperson of the Judicial Appeals Committee may decide to conduct separately the hearings concerning each student.
4. After the hearing, the Committee shall determine (by majority vote) whether the sanction was appropriate and whether the student received due process.

VIOLATION OF LAW AND COLLEGE DISCIPLINE

1. College disciplinary proceedings may be instituted against a student charged with violation of a law which is also a violation of this Student Code. For example, if both violations result from the same factual situation, without regard to the tendency of civil litigation, time-lines in court, or criminal arrest and prosecution. Proceedings under this Student Code may be carried out prior to, simultaneously with, or following civil or criminal proceedings off-campus.

2. When a student is charged by federal, state, or local authorities with a violation of law, the College will not request or agree to special consideration for the individual because of that student’s status as a student. If, however, the alleged offense is also the subject of a proceeding before a judicial body under the Student Code, the College may advise off-campus authorities of the existence of the Student Code and of how such matters will be handled internally within the College. The College will cooperate fully with law enforcement and other agencies in the enforcement of criminal law on campus and in the conditions imposed by criminal courts for the rehabilitation of student violators. Individual students, staff and faculty members, acting in their personal capacities, remain free to interact with governmental representatives, as they deem appropriate.

STUDENT COMPLAINT PROCESS

Occasionally, a student will encounter a problem on campus that he or she does not know how to resolve. When this happens, students should always try to work out the problem by first discussing it with those most involved with the issue. Dealing with conflict in the most direct and straightforward manner should always be the first step toward resolution. It is conceivable that many issues are settled or problems resolved when a student makes an appointment with a faculty or staff member and calmly and honestly communicates their frustrations or concerns.

If however, an issue or problem still exists, there is a formal complaint process at NNMC that a student may initiate. All formal complaints must be put in writing using the official NNMC Student Complaint Form. These forms are available in hard copy from the Assistant Provost, or online at nnmc.edu (Students Menu ➔ Student Gateway ➔ Student Complaint Process).

When initiating a formal complaint:

■ Be sure you have first attempted to resolve the issue by speaking directly with the individual(s) or office(s) involved.

■ Complete a NNMC Student Complaint Form.

■ Submit the form to Don Appiarius, Assistant Provost, in the Montoya Administration office (don.appiarius@nnmc.edu, 505.747.2255).

■ When the complaint is received it will be forwarded to the appropriate individual to review and address the issue.
After your concern has been addressed, you will receive a letter documenting the receipt and review of your complaint.

For information regarding issues or concerns that are not covered by this process (such as issues of sexual harassment and grade appeals) please refer to the NNMC Catalog or Student Handbook, or contact the Assistant Provost at 505.747.2255.

**Special Note:** Sometimes NNMC students find they are particularly pleased with how something has been handled for them, how they were assisted by a particular staff member, the positive experience they had in a specific class, or some other outstanding thing that happened to them at NNMC. As a student you should know that the same “Student Complaint Form” that is used to lodge a concern, can also be used to provide a written compliment or note of appreciation. In this case, the process for submitting the form is the same as for filing a formal complaint.

The complaint process is based upon the following definitions:

- **Complaint:** A written concern or formal charge of dissatisfaction with a person, service, or process that requires clarification, investigation, and resolution.
- **Level I Complaint:** A verbal complaint that is resolved. Will not be tracked.
- **Level II Complaint:** A written complaint, based upon the complaint definition that requires a student’s signature. If a form is submitted without a student’s name, the complaint will not be considered. Level II complaints will be tracked to ensure an action has been taken.
- **Exclusions:** The Student Complaint Process does not apply to grade appeals, complaints of sexual harassment, or any student to student complaints. Please refer to the Student Code of Conduct for procedures regarding these types of complaints. In addition, outcomes of appeal processes are not subject to further consideration through this process.

What can I do if I am still not satisfied?

**Student complaint process for non-distance education students:**

The New Mexico Higher Education Department (NMHED) has authority to help facilitate resolution to student complaints, only after the student has utilized all internal complaint procedures at the educational institution. Please visit [http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx](http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx) for more information about NMHED’s Student Complaint Process for non-distance education students. Complaints regarding grades and student conduct violations shall not be reviewed by NMHED.

**Student complaint process for distance education students:**

The National Council for State Authorization Reciprocity Agreements (NC-SARA) is an agreement among member states, districts and territories that sets national standards for interstate offering of post-secondary distance education courses and programs. Northern New Mexico College (NNMC) is a NC-SARA approved institution and the New Mexico Higher Education Department (NMHED) is the NC-SARA Portal Entity for New Mexico. Distance Education students attending NNMC who would like to resolve a grievance should follow NNMC’s established Student Complaint Process. However, if an issue cannot be resolved internally, you may file a NC-SARA complaint with the New Mexico Higher Education Depart-
ment. Complaints regarding grades and student conduct violations shall not be reviewed by NMHED. Please visit https://hed.state.nm.us/students-parents/nc-sara for more information.

FINANCIAL AID
Northern New Mexico College is committed to helping all students attain an affordable education. The philosophy of the Financial Aid Office is to award funding to as many qualified students as possible. The office tries to distribute resources equitably and make sure every student in need has the necessary resources to attend college. Using a combination of family support, grants, loans, work programs, and scholarships, the Financial Aid Office works so that each student has a personalized financial aid package. Students apply for federal and state student aid programs, including Pell grants, Academic Competitiveness Grant, SMART Grant, TEACH Grant, federal and state supplemental grants, Perkins loans, and Stafford loans by completing a Free Application for Federal Student Aid, commonly referred to as the FAFSA. The Financial Aid Office also awards the New Mexico Legislative Lottery Scholarship for all recent graduates of New Mexico high schools and GED recipients as applicable, as well as other state and NNMC Foundation scholarships.

A financial aid package is prepared for you after all components of your application are reviewed by a financial aid advisor. Your package might be different from another student’s as the financial aid process is individualized based upon your particular living and financial circumstances. The Financial Aid Office will ensure you have a financial aid package that best fits your needs. Once the semester is underway and you are registered for all of your classes, the awards in your financial aid package will be credited to your student account in the Business Office to offset the charges of tuition, fees and other charges (i.e. bookstore charges). Amounts that exceed your charges will be reimbursed to you. Use these funds wisely, as they are intended to help you for the duration of the semester. Plan a budget ahead of time.

Applying for financial aid is simply a matter of accurately completing forms and submitting paperwork in a timely manner. You can get help with the process in the Financial Aid office. Remember, the process is largely created through paperwork; therefore, you should keep copies of everything you send or deliver and records of the relevant dates. Do not give the Financial Aid Office the originals of income tax forms or other important documents. Make copies and have the copies dated by the Financial Aid Office for additional assurances that materials have been received.

SURVIVAL TIPS
An education is a privilege and YOUR responsibility, therefore, you are expected to contribute toward your education to the best of your ability and with the help of your family. Financial aid is only a supplement to help meet some of the costs associated with your education.

■ Financial aid representatives are here to help; utilize this great resource!
■ Read and be aware of financial aid programs and processes.
■ Understand your rights, responsibilities, and the implications of all forms that you sign.
Keep copies of all documents submitted to the Financial Aid Office and note the dates submitted.

Take responsibility for your part in the financial aid process in order to ensure that you receive all that you are eligible to receive.

Read the university catalog and course schedule thoroughly. Know and understand policies regarding registration, tuition and fee charges, refunds, course changes and financial aid disbursements.

YOUR RIGHTS
You have the right to know...

- what financial aid programs are available at NNMC.
- the deadlines for submitting applications for each of the programs.
- how financial aid is distributed, how decisions on distributions are made, and the basis for these decisions.
- how your financial need was determined.
- how your cost of attendance was determined (i.e. tuition and fees, room and board, books and supplies, transportation, personal, and miscellaneous expenses).
- what resources (current assets, family contribution, other financial aid, etc.) are considered in the calculation of your need.
- how much of your financial need, as determined by NNMC, has been met.
- the details of the various programs in your student aid package.
- NNMC’s refund policy.
- what portion of the financial aid you receive must be repaid and what portion is grant aid. If the aid is a loan, you have the right to know the interest rate, the total amount that must be repaid, repayment procedures, the length of time you have to repay the loan, and when repayment is to begin.
- how NNMC determines if you are making satisfactory academic progress and what happens if you are not.
- policies and sanctions related to Copyright Infringement.
- NNMC’s Drug and Alcohol Policy.
- NNMC’s Crime Awareness Policy and access to the Campus Security report.
- NNMC’s default rate.
- NNMC’s retention rates and graduation rates.
- NNMC’s statistics regarding student body diversity.

YOUR RESPONSIBILITIES
In accepting your responsibilities, you must...

- complete all application forms accurately and submit them on time to the proper place.
- provide correct information. Misreporting information on financial aid applications could result in indictment under the U.S. Criminal Code.
- return all additional documentation, verification, corrections, and/or new information requested by the Financial Aid Office.
- be responsible for reading and understanding and keeping copies of all forms you sign.
- live up to all agreements you sign.
- perform the work agreed upon when accepting work-study assignments
- be aware of and comply with NNMC policies and procedures.
- report all changes in name, address, telephone number, and enrollment status to the Financial Aid Office and Registrar’s Office.

STUDENT CLUBS AND ORGANIZATIONS

CONTACT: Student Life, 747-2285
LOCATION: Montoya Administration Building

There’s more to the college experience than going to class. At Northern, our faculty, staff, students and community members enjoy a variety of recreational, academic, athletic and cultural events. Student Life at Northern offers students many opportunities for service, growth and leadership, and social and community engagement. From cheering on our student athletes to art shows and performances at the Center for the Arts, we have something for everyone.

CURRENT CLUBS & ORGANIZATIONS
- American Indian Student Organization (AISO)
- Animal Science and Pre-Vet Club
- Black & African American Student Organization (BAASO)
- Cosmetology & Barbering
- Northern Engineering Student Association (NESA)
- National Society of Leadership and Success (NSLS)
- Northern Student Veterans
- Office of Equity & Diversity
- Phi Theta Kappa Honors Society
- SACNAS
- Student Nursing Association (SNA)
- Student Senate (ASNNMC)
- Student Life Activities & Student Ambassadors (SLAC)
- Travel Club
- Trickster Literary Journal

If you have an interest in creating a new club, contact Student Life.

CAMPUS RESOURCES

ACCESSIBILITY RESOURCE CENTER / Montoya Admin. Bldg

Hours: Monday – Friday, 8 am – 5 pm
Contact: [505] 747-2152
Location: Montoya Admin. Building / Student Services
Web address: www.nnmc.edu ➔ STUDENTS

- Provides accommodations for those who feel that they have a physical or learning disability.
- Refers students to outside sources of assistance to help cope with personal problems.
ADMISSIONS / Montoya Admin. Bldg / Rotunda

Hours: Monday – Friday, 8 am – 5 pm
Contact: [505] 747-2111
Web address: www.nnmc.edu ➔ STUDENTS

- Processes all admission applications
- Changes demographic information (name/address/phone)
- Changes from non-degree to degree seeking (or vice versa)

BEN LUJAN LIBRARY

Hours: Monday – Thursday, 8 am – 7:30 pm, Friday, 8 am – 5 pm
Open between semesters, Monday – Friday, 8 am – 5 pm
Contact: [505] 747-2243
Web address: www.nnmc.edu ➔ ACADEMICS

The Ben Lujan Library supports the curriculum needs of students and faculty at Northern New Mexico College and provides an environment conducive to teaching and learning. The library will provide access to information in diverse formats, promote information literacy, and create a culture of lifelong learning in our community.

The Ben Lujan Library continuously fosters student success by providing access to evolving information technologies and helping students navigate these formats to become information literate citizens. Our Vision

The NNMC Library is committed to providing distance learners with the same excellent resources and services our on-campus students have come to expect.

- Provides orientation sessions for class groups and/or individualized instruction
- Provides a copy machine,* computers and Internet access
- Group study room
- Audiovisual viewing and listening space
- Interlibrary loan and reciprocal borrowing privileges
- Eagle Tech Support for computer and internet assistance

*Copy machine is available for use at a minimal fee.

COLLEGE ASSISTANCE MIGRANT PROGRAM (CAMP) / Montoya Admin. Bldg

Hours: Monday – Friday, 8 am – 5 pm
Contact: [505] 747-5493
Web address: www.nnmc.edu ➔ COMMUNITY

CAMP / College Assistance Migrant Program provides support and retention services to first-year college students from migrant and seasonal farm worker families. Services include:

- Scholarship to cover tuition and fees
- Stipend for textbooks and supplies
- Monthly training & transportation stipends
- Academic skills assessment & program orientation
- Tutoring & study skills assistance
- Career, financial aid & personal counseling
- Cultural events
- Peer mentoring
- CAMP course
- Helping with retention through to graduation

**FINANCIAL AID / Montoya Admin. Bldg**

**Hours:** Monday – Friday, 8 am – 5 pm
**Contact:** [505] 747-2128
**Web address:** [www.nnmc.edu](http://www.nnmc.edu) ➔ STUDENTS
- Provides monetary assistance to students who can benefit from further education but who cannot do so without such assistance
- Assists qualified, deserving students who must find funds to attend college
- Grants & Loans
- Scholarships
- Student employment opportunities

**GYMNASIUIM**

**Contact:** [505] 747-2285
**Web address:** [www.nnmc.edu](http://www.nnmc.edu) ➔ COMMUNITY

Northern has two gyms, one at each campus. The Eagle Memorial Gym on the Española campus is home to eight NAIA Division II sports teams, including our men’s and women’s basketball teams. The Grant Gym in El Rito is available to community in the evenings.
- Multipurpose area for aerobics
- Physical training machines
- Weight Room
- Raquetball
- Full-size basketball court

**MATH CENTER / HT 114**

**Hours:** Monday-Thursday, 10 am to 7 pm
**Contact:** [505] 747-5487
**Web address:** [www.nnmc.edu](http://www.nnmc.edu) ➔ STUDENTS ➔ STUDENT GATEWAY

Northern’s Math Center is dedicated to helping students strengthen their math skills so that they gain confidence and independence in math learning. The center assists students at all stages of the learning process, through one-on-one instruction, small study groups, and peer-to-peer consultation. **Services include:**
- Free tutoring
- Online resources, computer stations for students’ use, and MATLAB® software
- COMPASS Placement Test preparation and workshops
- Services for students and faculty
NORTHERN BOOKSTORE / Montoya Admin. Bldg
Hours: Monday – Thursday, 7:30 am – 5:00 pm
Contact: [505] 747-2171
Web address: www.nnmc.edu ➔ ACADEMICS
- Textbooks and classroom supplies
- Textbooks/supplies can be charged to student accounts*
- Book buy back offered each semester*
- Graduation cap and gown orders*
- Clothing, backpacks, hot and cold beverages/snacks
*Contact the Bookstore staff or check the website for current information and dates.

REGISTRAR’S OFFICE / Montoya Admin. Bldg / Rotunda
Hours: Monday – Friday, 8 am – 5 pm
Contact: [505] 747-2138, registrar@nnmc.edu
Web address: www.nnmc.edu ➔ STUDENTS
- Maintains educational records
- Evaluates transfer credits
- Produces class schedules, and classroom scheduling for academic purposes.
- Manages registration for classes
- Handles official and unofficial transcript requests
- Oversees faculty grades (end of term grading process)
- Process FERPA information release forms.
- Processes graduation applications, graduation verification, and diplomas.
- Provides degree and enrollment verification*
*Northern’s Policy indicates that personal identity information about the student will not be released to a third party without written consent from the student.

STUDENT ADVISEMENT CENTER / Montoya Admin. Bldg
Hours: Monday – Friday, 8 am – 5pm
Contact: [505] 747-2150
Location: Montoya Admin. Bldg / Student Services
Web address: www.nnmc.edu ➔ STUDENTS
- Offers academic advising for students who:
  _ are new to Northern
  _ have never attended college
  _ are transferring from another college/university
  _ are being readmitted into Northern
  _ are currently enrolled at Northern
  _ need help choosing classes and understanding the educational process
- At the end of your first semester you will be assigned to a full-time faculty advisor from your chosen field of study
- Staff advisors will be available during periods between terms and during the summer session when full-time faculty advisors are not on campus
STUDENT EMAIL ACCOUNTS / Montoya Admin. Building / IT Office

Hours:    Monday – Friday, 8 am – 5 pm
Contact:  [505] 747-2259
Web address: www.nnmc.edu ➔ MyNNMC

Northern provides every student a campus email account with a sufficient amount of storage space. It is in your best interest to use your email account liberally for current information, campus alerts, school closures, etc.

You may access your account from the MyNNMC portal. An example of your email address should look like the following: yourname@nnmc.edu

STUDENT SERVICES / Montoya Admin. Bldg

Hours:    Semester Hours:
          Monday – Friday, 8 am – 5 pm
Contact:  [505] 747-2150
Webs: www.nnmc.edu ➔ Students ➔ STUDENT GATEWAY

- Computer stations and printing
- Student lounge and study areas
- Course Placement Testing

THE WRITING CENTER / AD 129 Montoya Admin. Bldg / lower level

Hours:    Monday, Wednesday, Thursday, 10 am – 4 pm
          Tuesday, 10 am – 7 pm
Contact:  [505] 747-2294
Web address: www.nnmc.edu ➔ Students ➔ STUDENT GATEWAY

Northern’s Writing Center offers individual tutoring sessions for students seeking advice and assistance in reading and writing. Tutors assist students in developing the following skills:

- One-on-one tutoring sessions for a half hour at a time
- Telephone tutoring
- ESL and reading support
- Help polishing scholarship and thank you letters, resumes, and job applications
- Help formatting papers
- Citation help with MLA and APA formatting
- Compass Test Preparation Workshops
- Computers where you can write and print up to 10 pages a day
- A small library of reading and reference books.
- Help doing research on the NNMC Library website
- Tours of the Writing Center for any class
- Help accessing Blackboard classes and submitting assignments