

# NORTHERN New Mexico College



Thursday, May 14, 2020

## **RE: The Continuance of Distance Learning and Digital Course Materials for Summer/Fall Semesters in response to COVID-19**

Dear Faculty, Staff and Students,

As our campus remains closed due to the recent COVID-19 pandemic, it is clear that we must continue to carefully plan and seek alternative options that are the most beneficial for the well-being and success of our students. Through careful discussion, it has been determined that all course materials will be offered to students in a digital/instant access format. (This may exclude custom bundles, kits, art supplies, etc.)

### **Why Digital Course Materials?**

Depending on the continuance of the Governor's Stay-at-home order and the progression of COVID-19, there are several reasons surrounding this decision that we feel is best for our students.

- Regardless if courses continue to remain in an online format or a hybrid format, until we resume normal operations 80% of student Course Materials are often shipped to the Bookstore @ Northern or directly to the student. If campus is closed or students live in rural areas, students may experience difficulty receiving their order.
- In order to alleviate any shipping issues during this time, the preferred format for all course materials will be digital/instant access. Please note that the hard-copy course materials will be available for purchase as a supplemental material in the event the student would like to use the hard-copy format instead.

### **Instant Access to Course Materials**

- The majority of course materials will be offered in an instant access format. That means that upon purchasing the materials, students will be able to access the course material instantly.
- Instant access materials are very beneficial, especially during this time as students have access to materials at the start of class, meaning there is no wait time.
- This pandemic has forced us to adapt to a new norm, and with that, we want to continue to support our students, faculty and staff as best as we can by offering the resources they need to for success in their academic programs and course instruction.

### **Accessing Materials Off-line**

- We realize that not all students have access to internet at home, which may pose a concern regarding access to course materials when off-line.
- All instant access materials can be accessed through a perpetual off-line format as most materials are offered through VitalSource Bookshelf. Once the material is purchased, the material may be downloaded to VitalSource Bookshelf and accessed from anywhere on any

mobile device. That means once the course material has been downloaded students can access the material with or without internet.

- A step-by-step document has been included in this e-mail for more information how to access and download course material.

### **Purchasing Course Materials**

- All course materials will continue to be purchased through MBS Direct/Barnes and Noble College.
- You can access our website from the Northern website, under the Bookstore @ Northern tab or by clicking [here](#) , or copying the following link into your browser:  
<https://bncvirtual.com/nnmc>

### **Support for Online Orders/Virtual Materials**

- As the campus remains closed, we realize our students, faculty and staff can no longer walk into the Bookstore @ Northern for help ordering their materials or support when they are having a problem with an order. We can't wait to see everyone again! However, until then, we want to emphasize that your Bookstore is still here to help you whenever you need, even we aren't physically in the store.
- If you require assistance placing your book orders, a step-by-step ordering guide can be found [here](#).
- If you are using Financial Aid to purchase your course materials and you require assistance, please see the step-by-step ordering video [here](#).
- If you have any more questions, please send an email to [auxiliary@nnmc.edu](mailto:auxiliary@nnmc.edu). You may also call **505-310-1755**.
- Any questions or concerns regarding online orders, please contact MBS Direct/Barnes and Noble College as they can quickly assist you with any questions regarding your pending orders or access to online materials.
- Need quick answers? Check out our [FAQs](#). Call our Customer Contact Center 24/7 toll-free at (800) 325-3252 or [email us](#).

## Internet Access

- We realize that not everyone has access to the Internet at home. With that being said, our IT Department has been hard at work during this time to make sure there is Wi-Fi/Internet Hotspots available in several campus-parking lots.
- Please use the following procedures for accessing hotspots on campus:
  - Park in one of the designated areas (see the map below). Park as close to the building as possible to ensure the strongest signal.
  - From your laptop or mobile device, log into "NNMC Student Wifi" (if you don't know the password, ask your instructor, or contact Eagle Tech Support).
  - Have questions or need help getting connected? Contact our Eagle Tech Help Desk at eagle.tech@nmmc.edu or (505) 747-2224.
  - If you do not have a laptop or internet-accessible device, please complete our **Student Technology Access Form**.

## NORTHERN NEW MEXICO COLLEGE CAMPUS WIFI HOT SPOTS



If you have problems accessing technology or the internet, complete the [Student Technology Access](#) form at [www.nmmc.edu](http://www.nmmc.edu) as soon as possible.

If you cannot access the form, please call (505) 692-4016 to complete the survey.

 This symbol designates "WiFi Hotspots" or internet access points on campus grounds and in parking lots, where you can login to the network, view your classes and coursework, and surf the internet.

For the best signal, park/work close to buildings with WiFi Hotspots. Please use the "NNMC Student" WiFi network. If you don't know the password, please contact your instructor, Advising or [Eagle Tech Desk](#)

**Eagle Techs Support:**  
eagle.tech@nmmc.edu  
or 505-747-2224

**Information Technology Services:** (505)747-5000

**For non-urgent issues:**  
open an [IT Service Desk Ticket](#)

Please stay safe and maintain social distancing protocols during Covid-19 while accessing campus Wifi access points.

### **What does this mean for Faculty in terms of Book Adoptions for Summer and Fall 2020?**

- Although, book adoptions have already been submitted for the upcoming summer and fall terms, ***adoptions DO NOT need to be resubmitted to reflect the digital version of your course materials.***
- We realize our Faculty and staff has worked very hard to configure their courses to an online format, and we do not want to add any additional stress during this time.
- Therefore, the Bookstore @ Northern will use the existing adopted materials that were submitted for the upcoming term(s) and will upload the digital format to the MBS/Barnes and Noble College website for the students to purchase.

### **Desk/Exam Copies**

- Instructors using the same materials as previous semesters may utilize their existing desk/exam copies.
- However, as many of us are currently working from home during this time, some may not have their materials with them.
- The majority of desk copies are available from MBS Direct in a digital format, and can be requested through the Auxiliary Director, Dalene E. Valdez.
- When requesting digital exam/desk copies, please provide the following details in your email to [dalene.valdez@nmmc.edu](mailto:dalene.valdez@nmmc.edu).
  - Instructor Name
  - E-mail Address
  - ISBN
  - Title

### **Course Planning/Faculty Resources**

During this time Many resources are available to faculty and staff in regards to course planning etc. If you require assistance for course planning, please contact the publisher in which your course materials are available from.

### **Library Resources/Reserve Materials**

The Bookstore @ Northern is consulting with the Library to ensure staff have an appropriate list of course materials for the upcoming terms. Due to digital rights management and publisher restrictions, the library will not be able to provide digital reserve access to many textbooks. Staff are available for consultation on Fair Use and copyright guidelines.

### **Distance Education**

The majority of digital course materials are offered through VitalSource and can be embedded in the Blackboard platform. The Bookstore @ Northern is working with the Distance Learning Department to ensure they have the appropriate course material information to do so.

### **Eagle Tech Student Support Desk**

The college's Eagle Tech Student Support Desk will also provide support for the transition to digital course materials by providing support ticket, phone and email support, and campus support for students and faculty who have questions regarding this transition and whom to contact for additional information.