As the Covid-19 outbreak continues, and our campus buildings remain closed in observance of safety and physical distancing protocols, Northern remains open! Faculty and student services staff are serving students online.

We’ve created this Student Resource Guide to help students navigate the new normal of Northern’s online processes and instruction, and to find the help and resources they need to succeed in college. Should you not find what you need in the resources detailed in this Student Guide, please contact the Assistant Provost, Don Appiarius at don.appiarius@nnmc.edu or call (505) 692-4016, and he will make sure someone gets back to you.

WHO TO CONTACT FOR HELP:

**ACADEMIC SUPPORT & PEER TUTORING**
eagles.tutoring@nnmc.edu
(505) 747-2321

**ACCESSIBILITY RESOURCE CENTER**
accessibility@nnmc.edu
(505) 747-2152

**ADMISSIONS**
admissions@nnmc.edu
(505) 747-2111

**ADVISEMENT**
advisement@nnmc.edu
(505) 747-2150

**BOOKSTORE**
auxiliary@nnmc.edu
(505) 747-5406

**CASHIER**
(505) 747-2131

**DISTANCE EDUCATION & BLACKBOARD**
distanceed@nnmc.edu
(505) 747-5418

**EAGLE TECH HELP DESK**
eagle.tech@nnmc.edu
(505) 747-2224

**FINANCIAL AID**
finaid@nnmc.edu
(505) 747-2128

**INFORMATION TECHNOLOGIES (IT)**
debrad@nnmc.edu
(505) 747-5000

**LIBRARY**
library@nnmc.edu
(505) 747-2245

**MATH CENTER**
math.center@nnmc.edu
(505) 747-2218

**REGISTRAR**
registrar@nnmc.edu
(505) 747-2138

**STUDENT ACCOUNTS & PAYMENT PLANS**
jessicah@nnmc.edu
(505) 747-2136

**TESTING SERVICES**
diana.garcia@nnmc.edu
(505) 747-2264

**WRITING CENTER**
writingcenter@nnmc.edu
(505) 747-2294

HELPFUL WEB PAGES

- **NNMC WEBSITE:** www.nnmc.edu
- **RESOURCES:** nnmc.edu/resources-gateway/
- **EMAIL HELP:** debrad@nnmc.edu, (505) 747-2259
- **COVID-19 ADMISSIONS UPDATES:** nnmc.edu/covid19/

ONLINE INSTRUCTION

Different instructors and courses require different methods to provide the best instruction. Click here to access the Schedule of Classes, including how each one will be taught.

TECHNOLOGY ACCESS ISSUES

Northern recognizes that some students do not have access to computers or internet. If you do not have access to technology or the internet, please complete the Student Technology Access form.

ONLINE COURSE DELIVERY METHODS

There are two primary ways of teaching on-line: asynchronous, when there are no set class times and you work at your own pace to meet the deadlines, and synchronous where you meet with your class at regular times – like normal classes.

ASYNCHRONOUS CLASSES do not require students to attend real-time sessions, providing prerecorded video or audio lectures, assignments, and materials via an online platform such as Blackboard. Students are responsible for completing assignments on their own time and turning them in by the posted deadline. Blackboard provides students with a great deal of flexibility, but also responsibility, since they need to hold themselves accountable for staying on track.
SYNCHRONOUS CLASSES require students to meet virtually in real time, typically via Zoom. Zoom allows instructors and students to engage in virtual discussion and share screens. These classes provide students with more structure since they are held at consistent times like face to face classes.

HYBRID CLASSES combine the real-time delivery of synchronous classes with the completion of assignments on a student’s own time via the asynchronous model. For example, you may be asked to attend a live lecture via Zoom, but then take quizzes or turn in papers via Blackboard.

BLACKBOARD is a learning platform that hosts class content, class instructions, the syllabus and other materials needed to teach a class online. For Blackboard help, our Eagle Techs are ready to support you (eagle.tech@nnmc.edu or (505) 747-2224).

ZOOM is a live video conferencing learning platform used to host a class in a virtual format where you can all hear and see each other. For live zoom classes, you need to show up at the designated time (synchronous) and the whole class is “present” for the class. If your professor chooses, the class can be recorded for you to watch at a later time (asynchronous).

ADDRESSING CHALLENGES If you have problems or challenges navigating any of the online formats, please reach out to the Eagle Techs at eagle.tech@nnmc.edu, or (505) 747-2224.

FINANCIAL AID INFORMATION

Email is the College’s official means of communication, so keep checking your college email account for updated information. The Financial Aid Office will communicate important information using both email and postal mail.

If you have questions regarding financial aid, please direct all questions to fnaid@nnmc.edu. Our staff checks this account regularly and fields questions to the appropriate staff member. The financial aid website also contains a wealth of helpful information.

If you have a late-starting course that was delayed by the campus closure and are expecting a refund due to an increase in enrollment status, the refund will occur the second Friday after the start of the late-starting course.

Each year there are still many opportunities available for students to apply for scholarships. We encourage you to take a look at scholarship opportunities on Northern’s website. Also, please don’t forget to apply for federal financial aid for the upcoming 2020-2021 award year by completing your 2020-2021 FAFSA. Some types of financial aid such as Work-Study and Supplemental Opportunity Grants are limited and are awarded on a first come first-served basis.

ADVICEMENT

The Advisement Center is available to assist with any questions and concerns you may have as we continue in this online environment. If we can’t provide the answer, we are happy to help connect you with the people and or resources you need.

ADVISING APPOINTMENTS & REGISTRATION

Advisors are available online, through email or zoom, and by phone to provide advising sessions for first-year (up to three semesters) students to help register for Fall Classes.

We recommend making appointments by emailing advisement@nnmc.edu or calling our main number, (505) 747-5010. You may also contact your advisor directly by email or phone. We can also help students who are beyond the first year to contact their advisors and register for advised classes.

New Student Orientation will be held online as long campus buildings are closed due to COVID-19. Watch for more information regarding dates and times. Address questions to Lisa Wilson lisa.wison@nnmc.edu or (505) 747-5010.

TESTING SERVICES

Accuplacer and HiSET exams are now available through our testing services. For the online Accuplacer exam, contact Diana Garcia at diana.garcia@nnmc.edu or (505) 747-2145. HiSET exams are scheduled through your HiSET account. CLEP exams are not currently being offered while the campus is closed. Contact Diana Garcia with any questions.

Contact Information for Advisement and Testing
- advisement@nnmc.edu or (505) 747-5010
- Lisa Wilson lisa.wison@nnmc.edu or (505) 747-5010
- Gwen Orona gwenorona@nnmc.edu or (505) 747-2206
- Ambrosia Tuero ambrosia.tuero@nnmc.edu or (505) 747-2151
- Diana Garcia diana.garcia@nnmc.edu or (505) 747-2154

OFFICE OF THE REGISTRAR

Official Transcripts Transcripts will be processed weekly if an email address is provided. Paper format will be available when staff is on campus. Current student can access Transcripts on Demand in self-serve banner or unofficial transcripts through myNNMC. For former students, please complete this form and return it to the Registrar. Please contact our office at registrar@nnmc.edu or 505 747-2138 for further instructions.

Petition to Graduate STUDENTS: The deadline to petition to graduate in Fall 2020 is November 6. Please fill out the Petition to Graduate form on the Office of the Registrar webpage.
Withdrawal from Classes The last day to withdraw from a full term course is November 6 by 5 pm. Remember that it is you, the student, who needs to withdraw from a course yourself. Instructors can only withdraw students up until October 23.

Commencement Students who meet the requirements for degree completion this semester will graduate, and transcripts will be available once they are completed by the registrar. While we must monitor the status of the pandemic and cannot yet give a date, the College is committed to hosting a live, in-person ceremony and celebration when it is safe for us to convene again as a community.

Questions/Concerns Please contact the Registrar’s Office if you have any questions at registrar@nnmc.edu or (505) 747-2115.

BUSINESS OFFICE (CASHIER, PAYMENTS, ETC.)

Cashier (505) 747-2131.

Payment The best and most effective way to make a payment is through Touchnet Online Bill Pay. This method is available 24/7 by visiting www.nnmc.edu and clicking on myNNMC, then “Login to Touchnet Online Bill Pay.” You may make payments via electronic check using a checking/savings account or by using a credit/debit card.

TUTORING AND ACADEMIC SUPPORT

WRITING CENTER

For Fall 2020, the Writing Center is providing remote, synchronous telephone tutoring or Zoom tutoring during posted Writing Center hours.

Here’s how to request a tutoring session:

- Email the Writing Center at writingcenter@nnmc.edu to request a telephone or Zoom tutoring session.
- Include your name, your phone number, MLA or APA, and three possible half-hour time slots.
- Your appointment will be confirmed through email within 1-2 business days, or sooner.
- One hour prior to your appointment, email your draft to the Writing Center or share it through Google Docs.
- Make sure you can access and edit your draft during your appointment.
- A tutor will call you at your appointment time, or send you a Zoom invitation for you to join. The tutor will work with you, providing feedback and suggestions, and help you improve your draft and your writing skills.

MATH LEARNING CENTER

The Math Learning Center (MLC) is offering online tutoring synchronously through Zoom, and asynchronously through WebAssign (WA). Our tutors’ schedule and links for their Zoom meetings are accessible through students’ Eagle accounts.

Contact: math.center@nnmc.edu, (505) 747-2218

MLC hours: Mon-Thurs: 10 am – 7 pm

Dr. Ana Vasilic, Director, MLC, ana.vasilic@nnmc.edu

Dr. David Torres, Chair, Math & Physical Science davytorres@nnmc.edu

To reach a tutor through Math Learning Center Google Classroom for the first time:

- Log into your Eagle Account
- Click on Google Apps (symbol with 9 squares)
- Select Classroom, then
- Click on + button on the top right to Join class.
- Select Math Learning Center, then
- Type in the class code: ofpgq6f
- Once you are in, go to Classwork and select Google Calendar.
- The tutors schedule will open, and
- You will be able to click on a Zoom link to connect directly with a tutor who is available at that time.
- After that, you will have access to tutors’ calendar directly in your Google Calendar and you won’t need to go through these steps again

PEER TUTORING SERVICES @ THE MADRID CENTER

Online Hours: Mon – Thurs: 11am-6 pm, Friday: 11am-4 pm

Northern’s Peer Tutoring Services have moved online. Drop in to our Peer Tutoring Zoom Room for online peer tutoring (via zoom, google hangouts, or video), and we will assign a tutor to you.

Tutoring sessions are offered for the following courses:

- Accounting I & II
- Business Administration
- Business Management
- Business Math
- Biology
- Chemistry
- E-Commerce
- Human Anatomy & Physiology I & II
- Macroeconomics
- Math
- Microeconomics
- Physics
- Statistics & Probability
- Spanish

LIBRARY ASSISTANCE

The Library has developed a link for all their information which can be accessed at: https://nnmc.libguides.com/COVID_resources.
COUNSELING AND MENTAL HEALTH SUPPORT
Northern’s Mental Health Counselor, Adam Baca, is available to provide virtual counseling and psychotherapy. He can be reached at (505) 795-0740 or adam.baca@nnmc.edu to set up appointments.

ACCESSIBILITY SUPPORT CENTER (ARC)
Students with accommodations, based on their eligibility, will receive their accommodations when the Fall semester resumes. Any new requests for services will be fulfilled based on appropriate documentation. There are tools and applications on Blackboard that can assist both students and faculty with access. Students will have access to all other types of accommodations to include PDF, Audio books and apps that will assist with specific challenges. Students have access to tutors via chat, email, zoom or phone call, by assignment. There are other tutors assigned to assist students within the Accessibility to include contracted services. Accessibility will also be available to assist students with course skills, advocacy and open communication with faculty and staff. ARC is prepared to work online for the entire semester with IT assistance, to support extended time and test accommodations.
If students need to set up accommodations, please contact the Director via email v.trujillo@nnmc.edu or via phone, (505) 929-1339. Forms are available on our Accessibility Resource Center webpage. For any additional assistance or support that cannot be addressed with help from the areas noted above, please contact the Assistant Provost, Dr. Don Appiarius

Sincerely,
Don Appiarius, EdD
Assistant Provost
Don.Appiarius@nnmc.edu
(505) 692-4016