

# STUDENT RESOURCE GUIDE TO NORTHERN ONLINE



**NORTHERN IS OPEN, ONLINE, and our faculty and staff are here to serve you. Our commitment to quality online education and services continues through Fall 2020 and Spring 2021.**

As the our campus buildings remain closed in observance of safety and physical distancing protocols during COVID, Northern remains fully open! Faculty and student services staff are serving students online.

We've created this Student Resource Guide to help you navigate the new normal of Northern's online processes and

instruction, and to find the help and resources you need to succeed in college.

Should you still have questions, please contact:

**Don Apparius, EdD, Assistant Provost**

[don.apparius@nnmc.edu](mailto:don.apparius@nnmc.edu)

(505) 692-4016

**STAY CONNECTED! Please check your [nnmc.edu](http://nnmc.edu) student email regularly.**

All Northern students receive a student ID number and a student email account. Your [nnmc.edu](http://nnmc.edu) email account is the college's official means of communication with you, and important college-related information will be sent to you via this email account. Please check it regularly. If you have forgotten your [nnmc](http://nnmc.edu) email password, please contact [debra@nnmc.edu](mailto:debra@nnmc.edu), or 505-747-2259.

## WHO TO CONTACT FOR HELP:

### ACADEMIC SUPPORT & PEER TUTORING

[eagles.tutoring@nnmc.edu](mailto:eagles.tutoring@nnmc.edu)  
(505) 747-2321

### ACCESSIBILITY RESOURCE CENTER

[accessibility@nnmc.edu](mailto:accessibility@nnmc.edu)  
(505) 747-2152

### ADMISSIONS

[admissions@nnmc.edu](mailto:admissions@nnmc.edu)  
(505) 747-2111

### ADVISEMENT

[advisement@nnmc.edu](mailto:advisement@nnmc.edu)  
(505) 747-2150

### BOOKSTORE

[auxiliary@nnmc.edu](mailto:auxiliary@nnmc.edu)  
(505) 747-5406

### CASHIER

(505) 747-2131

### DISTANCE EDUCATION & BLACKBOARD

[distanceed@nnmc.edu](mailto:distanceed@nnmc.edu)  
(505) 747-5418

### DUAL CREDIT COORDINATOR

[carol.mceuen@nnmc.edu](mailto:carol.mceuen@nnmc.edu)  
(505) 484-8915

### EAGLE TECH SUPPORT HELP DESK

[eagle.tech@nnmc.edu](mailto:eagle.tech@nnmc.edu)  
(505) 747-2224

### EMAIL HELP

[debra@nnmc.edu](mailto:debra@nnmc.edu)  
(505) 747-2259

### FINANCIAL AID

[finaid@nnmc.edu](mailto:finaid@nnmc.edu)  
(505) 747-2128

### INFORMATION TECHNOLOGIES (IT)

[debra@nnmc.edu](mailto:debra@nnmc.edu)  
(505) 747-5000

### LIBRARY

[library@nnmc.edu](mailto:library@nnmc.edu)  
(505) 747-2243

### MATH CENTER

[math.center@nnmc.edu](mailto:math.center@nnmc.edu)  
(505) 747-2218

### MENTAL HEALTH COUNSELING

[adam.baca@nnmc.edu](mailto:adam.baca@nnmc.edu)  
(505) 747-5064

### REGISTRAR

[registrar@nnmc.edu](mailto:registrar@nnmc.edu)  
(505) 747-2138

### STUDENT ACCOUNTS & PAYMENT PLANS

[jessicah@nnmc.edu](mailto:jessicah@nnmc.edu)  
(505) 747-2136

### TESTING SERVICES

[diana.garcia@nnmc.edu](mailto:diana.garcia@nnmc.edu)  
(505) 747-2264

### VETERANS RESOURCE CENTER

[michael.rivera@nnmc.edu](mailto:michael.rivera@nnmc.edu)  
(505) 747-5499

### WRITING CENTER

[writingcenter@nnmc.edu](mailto:writingcenter@nnmc.edu)  
(505) 747-2294

## HELPFUL NORTHERN WEBPAGES (Start here: [www.nnmc.edu](http://www.nnmc.edu))

### ■ ADMISSIONS PROCESS, STEP-BY-STEP:

[nnmc.edu/home/student-gateway/admissions/](http://nnmc.edu/home/student-gateway/admissions/)

### ■ COLLEGE DIRECTORY OF FACULTY & STAFF:

[nnmc.edu/team-category/college-directory/](http://nnmc.edu/team-category/college-directory/)

### ■ DEGREES & PROGRAMS:

[nnmc.edu/home/academics/schools-and-departments/](http://nnmc.edu/home/academics/schools-and-departments/)

### ■ FAQS / FREQUENTLY ASKED QUESTIONS DURING COVID:

[nnmc.edu/covid19/](http://nnmc.edu/covid19/)

### ■ MENTAL HEALTH COUNSELING FOR STUDENTS:

[nnmc.edu/home/student-gateway/campus-life/student-health/](http://nnmc.edu/home/student-gateway/campus-life/student-health/)

### ■ RESOURCE WEBPAGES:

[nnmc.edu/resources-gateway/](http://nnmc.edu/resources-gateway/)

### ■ TECH SUPPORT (DISTANCE ED, BLACKBOARD, ZOOM):

[nnmc.edu/tech-support/](http://nnmc.edu/tech-support/)

### ■ VETERANS RESOURCES:

[nnmc.edu/home/student-gateway/student-veterans-office/](http://nnmc.edu/home/student-gateway/student-veterans-office/)

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## 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 Assistance 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](mailto: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](mailto: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 [finaid@nnmc.edu](mailto:finaid@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.

## ADVISEMENT

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](mailto: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 at [lisa.wilson@nnmc.edu](mailto:lisa.wilson@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](mailto:diana.garcia@nnmc.edu) or (505) 747-2145.

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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](mailto:advisement@nnmc.edu) or (505) 747-5010
- Kelly Winters [kelly.winters@nnmc.edu](mailto:kelly.winters@nnmc.edu) or (505) 747-5010
- Gwen Orona [gwenorona@nnmc.edu](mailto:gwenorona@nnmc.edu) or (505) 747-2206
- Ambrosia Tuero [ambrosia.tuero@nnmc.edu](mailto:ambrosia.tuero@nnmc.edu) or (505) 747-2151
- Diana Garcia [diana.garcia@nnmc.edu](mailto: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](mailto: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:** Please contact the Registrar's Office if you have any questions at [registrar@nnmc.edu](mailto: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](http://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.

#### How to request a tutoring session:

- Email the Writing Center at [writingcenter@nnmc.edu](mailto: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](mailto:math.center@nnmc.edu), (505) 747-2218

**MLC hours:** Mon-Thurs: 10 am – 7 pm

**Dr. Ana Vasilic, Director, MLC,** [ana.vasilic@nnmc.edu](mailto:ana.vasilic@nnmc.edu)

**Dr. David Torres, Chair, Math & Physical Science**  
[davytorres@nnmc.edu](mailto: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 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.

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

## LIBRARY ASSISTANCE

The Library has developed a link for all their information which can be accessed at: [https://nnmc.libguides.com/COVID\\_resources](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.

To make an appointment: Email [adam.baca@nnmc.edu](mailto:adam.baca@nnmc.edu) or call (505) 795-0740.

## ACCESSIBILITY SUPPORT CENTER (ARC)

Students with accommodations, based on their eligibility, receive their accommodations when each semester resumes. 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 have access to all other types of accommodations, including PDF, Audio books and apps that can 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 ARC including contracted services.

The ARC is also available to assist students with course skills, advocacy and open communication with faculty and staff. ARC is available online for the entire semester with IT assistance, to support extended time and test accommodations.

**To set up accommodations**, please contact the ARC via email, [v.trujillo@nnmc.edu](mailto:v.trujillo@nnmc.edu), or phone, (505) 929-1339. Forms are available on our [Accessibility Resource Center](#) webpage.

For any additional assistance or support, please contact:

Dr. Don Appiarus  
Assistant Provost  
[Don.Appiarus@nnmc.edu](mailto:Don.Appiarus@nnmc.edu)  
(505) 692-4016