

STUDENT RESOURCE GUIDE TO NORTHERN NEW MEXICO COLLEGE



NORTHERN IS OPEN, and our faculty and staff are here to serve you. Our commitment to the health & safety of our community, and to quality online and in-person education and student services continues through **Spring 2022**. We've created this guide to help you navigate the new normal of hybrid processes and instruction. If you still need assistance please contact Assistant Provost, Don Appiarius, don.appiarius@nnmc.edu, or (505) 692-4016.

FOR THE LATEST SCHEDULE OF CLASSES go to: <https://nnmc.edu/home/academics/class-schedules/>
STAY CONNECTED! Please check your nnmc.edu student email regularly.

All Northern students receive a student ID number and a student email account. Your 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, or 505-747-2259.

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

COUNSELING & STUDENT SUPPORT

jacqueline.ghiron@nnmc.edu
(505) 901-1574

DISTANCE EDUCATION & BLACKBOARD

distanceed@nnmc.edu
(505) 747-5418

DUAL CREDIT COORDINATOR

dualcredit@nnmc.edu
(505) 484-8915

EAGLE TECH SUPPORT HELP DESK

eagle.tech@nnmc.edu
(505) 747-2224

EMAIL HELP

debra@nnmc.edu
(505) 747-2259

FINANCIAL AID

finaid@nnmc.edu
(505) 747-2128

INFORMATION TECHNOLOGIES (IT)

debra@nnmc.edu
(505) 747-5000

LIBRARY

library@nnmc.edu
(505) 747-2243

MATH CENTER

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

MENTAL HEALTH COUNSELING

adam.baca@nnmc.edu
(505) 747-5064

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

VETERANS RESOURCE CENTER

vrc@nnmc.edu
(505) 747-5499

WRITING CENTER

writingcenter@nnmc.edu
(505) 747-2294

HELPFUL NORTHERN WEBPAGES (Start here: www.nnmc.edu)

- **STEP-BY-STEP ADMISSIONS PROCESS:**
nnmc.edu/home/student-gateway/admissions/
- **SCHEDULE OF CLASSES:**
<https://nnmc.edu/home/academics/class-schedules/>
- **DIRECTORY OF FACULTY & STAFF:**
nnmc.edu/team-category/college-directory/
- **DEGREES & PROGRAMS:**
nnmc.edu/home/academics/schools-and-departments/
- **FAQS / DURING COVID:** nnmc.edu/covid19/
- **MENTAL HEALTH COUNSELING FOR STUDENTS:**
nnmc.edu/home/student-gateway/campus-life/student-health/
- **RESOURCE WEBPAGES:**
nnmc.edu/resources-gateway/
- **TECH SUPPORT / DISTANCE ED, BLACKBOARD, ZOOM:**
nnmc.edu/tech-support/
- **VETERANS RESOURCES:**
nnmc.edu/home/student-gateway/student-veterans-office/

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@nmmc.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@nmmc.edu, or 505-747-2224.

FINANCIAL AID INFORMATION

Webpage: [Financial Aid Office](#)

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@nmmc.edu. Our staff checks this account regularly and fields questions to the appropriate staff member. The [Financial aid webpage](#) also contains a wealth of helpful information.

If you have a late-starting courses (for example 8-week classes starting in March) and are expecting a refund, the refund will occur the second Friday after the start of the late-starting course.

Each year there are 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 2022-2023 award year by completing your [2022-2023 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

Webpage: [Advisement Center](#)

AdvisementAdvisors are available in the Advisement Center, as well as online through email or Zoom, and by phone to provide advising sessions for first-year (up to three semesters) students to help you register for classes.

We recommend making appointments by emailing advisement@nmmc.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. Watch for more information regarding dates and times. Address questions to Kelly Winters at kelly.winters@nmmc.edu or (505) 747-5010.

TESTING SERVICES

Webpage: [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 currently being offered. Contact Diana Garcia with any questions.

Contact Information for Advisement and Testing

- advisement@nnmc.edu or (505) 747-5010
- **Kelly Winters** kelly.winters@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

Webpage: [Office of the Registrar](#)

Transcripts Official Transcripts are now ordered via Parchment at <https://www.parchment.com/u/registration/32683/account>.

To request Unofficial Transcripts, please complete this [Transcript Request Form](#) and email it to registrar@nnmc.edu.

For further assistance please contact the Office of the Registrar: registrar@nnmc.edu or 505-747-2138.

Apply to Graduate: The deadline to apply to graduate in Spring 2022 is April 1, 2022. Please fill out the Graduation Application on the [Office of the Registrar](#) webpage.

Withdrawal from Classes The last day to withdraw from a full term course is April 15, 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 March 25.

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 or (505) 747-2138.

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.

ACADEMIC SUPPORT

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, or phone, (505) 929-1339. Forms are available on our [Accessibility Resource Center](#) webpage.

BOOKSTORE @NORTHERN

The [Bookstore@Northern](#) migrated to BNC Virtual as our online textbook supplier. This transition allowed us to operate during the pandemic and provide course materials to students directly to their homes.

Moving forward, we will no longer be a physical brick-and-mortar store on campus. All course materials will continue to be purchased online, and, eventually, so will general merchandise, including Eagle Spirit Gear and school supplies. Staff is still here to help with questions regarding course materials, supplies, ordering etc.

Need Help?

Supplies & Ordering:

Luana Martinez, Operations Support Administrator, luanam@nnmc.edu

Course Adoptions, Course Materials Inquiries, & Financial Aid Vouchers:

Dalene Valdez, Director of Auxiliary Services
dalene.valdez@nnmc.edu / auxiliary@nnmc.edu

STUDENT SUPPORT & MENTAL HEALTH COUNSELING

Northern has two resources for free, confidential counseling for students.

Mental Health Counselor, Adam Baca, is available to provide virtual counseling and psychotherapy. To make an appointment: Email adam.baca@nnmc.edu or call (505) 795-0740.

Licensed Professional Clinical Counselor, Jacqueline Ghiron, is our Coordinator for Student Support. She can be reached at jacqueline.ghiron@nnmc.edu or (505) 901-1574.

TUTORING CENTERS

All tutoring centers can also be reached through our [Tutoring Resources](#) webpage.

MATH LEARNING CENTER

Webpage: [The Math Learning Center \(MLC\)](#)

The [Math Learning Center \(MLC\)](#) offers online tutoring synchronously through Zoom, and asynchronously through WebAssign (WA). Our student and instructor 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

PEER TUTORING SERVICES

Webpage: [Northern's Peer Tutoring Services](#)

Online Hours: Mon – Thurs: 8 am-6 pm, Friday: 8 am-2 pm

[Northern's Peer Tutoring Services](#) have moved online. Drop in to our Peer Tutoring Zoom Room for online peer tutoring by your fellow students (via Zoom, Google Hangouts, or video), and we will assign a tutor to you.

Tutoring sessions are offered for a variety of courses, including Business, STEM, Humanities, and more.

WRITING CENTER

Webpage: [The Writing Center](#)

The [Writing Center](#) is currently online only, and offers free, 45-minute Zoom sessions by appointment to assist you with your writing at any stage, in any course, for any aspect of your writing assignment.

Contact us: (505) 747-2294 (voicemail)
writingcenter@nnmc.edu

QUESTIONS?

For any additional assistance or support, please contact:

Dr. Don Appiarius
Assistant Provost
don.appiarius@nnmc.edu
(505) 692-4016