



A GUIDE TO STUDENT SUPPORT SERVICES

New Mexico State University

Welcome to Fall 2021 Aggies!

This document provides a list of services and contact information to assist you during the fall 2021 term. This is a quick guide to help answer common questions you may have. Contact the NMSU Aggie One-Stop Office should you need additional information not included in this guide.

We hope you have a great fall semester!

Don't See What You Need?

Contact Aggie One-Stop at onestop@nmsu.edu or by calling (575) 646-NMSU (6678).

Quick Links

Aggie One-Stop: onestop.nmsu.edu

NMSU now COVID updates: now.nmsu.edu

Dean of Students: studentlife.nmsu.edu

Student involvement: crimsonconnection.nmsu.edu

Office of Disability Access Services: sas.nmsu.edu

Student Emergency Needs

Aggie Cupboard (Food and Clothing):

Via email at aggiecupboard@nmsu.edu or call (575) 646-7636.

Social Services: (with the exception of housing insecure students)

Contact Josie Schmidt via email at schmidtj@nmsu.edu.

Housing Insecure Students:

Contact Bruce Vandevender email at bvandev@nmsu.edu.

NMSU Police: (If emergency call 911)

Learn more about the NMSU Police Department at nmsupolice.com or call (575) 646-3311.

NMSU Fire: (If emergency call 911)

Learn more about the NMSU Fire Department at fire.nmsu.edu or call (575) 646-2519.

Counseling Services:

For more information about counseling please go to wellness.nmsu.edu.



Fall 2021 Edition
Good until January 2022



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STUDENT

SUPPORT SERVICES

Accounts Receivable

uar.nmsu.edu

UAR's office remains open to assist students with their student accounts and billing statements.

Information on making a payment can be found at uar.nmsu.edu/payment-options/.

For information on the payment plan visit student-accounts.nmsu.edu.

General account and billing questions can be emailed to uar@nmsu.edu.

For information on third party/sponsored payments email

thirdparty@nmsu.edu.

If your account is being serviced by internal collections, email collect@nmsu.edu or call (575) 646-4242.

UAR can be reached via phone by calling (575) 646-4911 or (575) 646-3927.

Located in the Educational Services Building on Main Campus. Open Monday - Friday 8:00AM-5:00PM

Aggie Cupboard

aggiecupboard.nmsu.edu

Visit the website for up to date information and COVID-19 guidelines

Non-Perishable Food Distribution Hours:

Tuesdays 11:00 AM - 1:30 PM & Thursdays 3:00 PM-6:00 PM @ 906 Gregg Street.

Mobile Food Pantry (perishable food items) occurs the last Tuesday of each month in Preciado Park (corner of Gregg St. & Sweet Ave.) on NMSU-Las Cruces campus.

If you wish to donate to the Aggie Cupboard, they accept drop off donations between 9:30 AM and 11:00 AM on Tuesdays and between 1:00 PM and 3:00 PM on Thursdays at 906 Gregg St.

Aggie Health and Wellness

wellness.nmsu.edu

The Health and Wellness Center remains open to support students and employees. It is advised that you telephone before visiting the Health and Wellness Center to schedule an appointment by calling (575) 646-1512. When visiting the Health and Wellness Center expect to receive an initial screening before being able to enter the building.

Counseling is available through tele-counseling services. Schedule an appointment by calling (575) 646-1512 or emailing at campushealth@nmsu.edu.

Aggie One-Stop

onestop.nmsu.edu

Your one-stop student services center ready to assist with questions regarding: Admissions, Financial Aid, Student Records, Student Account, Registration/Holds, Academic and Community Support Services, General Support and more!

Connect with us:

Phone: (575) 646-NMSU (6678)- Monday-Friday 8:00 AM-7:00 PM

Live Chat at onestop.nmsu.edu

In-Person by appointment, email onestop@nmsu.edu.

Available Monday-Friday 8:00 AM-5:00 PM

Located in the Educational Services Building on Main Campus

Athletics

nmstatesports.com

New Mexico State Athletics

New Mexico State University is home to 16 intercollegiate teams – and to some of the most dynamic sports squads in the nation. NM State Students have access to all home games when they present their Aggie ID!

Special entrances are provided to students at Aggie Memorial Stadium and the Pan American Center. Additionally, NM State faculty and staff are eligible for season ticket discounts.

For more information about how to attend an NM State home game, contact the Pan American Center Ticket Office by calling (575) 646-1420.



Fall 2021 Edition

Bookstore- NMSU

nmsustore.com

The NMSU Bookstore will be open in person and online for all your textbooks, course supplies, school spirit needs, and technology! We also have a Proudly Serves Starbucks Cafe for your coffee breaks throughout the day.

Visit us physically at: 1400 E University Ave, Las Cruces NM 88001

Our store hours are 7:30 AM - 6:00 PM beginning August 2nd. We will be open on weekends through August as well. See our website for always up to date information on store hours.

Textbooks are available in several versions and can all be browsed online for up to date pricing information. We offer books in several conditions: New, Used, New Rental, Used Rental, Digital, and Digital Rental. All Textbooks are always sales tax free! When you purchase online you can choose to have the items shipped directly to you, or you can select our in-store or curbside pickup options and pickup your items from us at your convenience.

Our technology department: AggieTech can meet your technology needs. We sell Apple devices as well as Dell and Windows laptops and tablets. All of our technology is also available online for purchase. We are very proud to also be an official Apple Authorized Service Center. We have Apple Certified Macintosh and iOS Technicians on staff that can troubleshoot, diagnose, and resolve any issue you are having with any of your electronics from your phone to your desktop and everything in-between. Come and see us anytime!

We are always open online at nmsustore.com

If you ever have any questions, please email: 2218mgr@follett.com

Have a Great Semester! and Go Aggies!

Career Services, Corporate Relations, Career Events, and Cooperative Education and Internships

oel.nmsu.edu

Corporate Relations, Career Events, and Cooperative Education and Internships offers students assistance in connecting with employers and experiential learning opportunities through co-op and internship positions to enhance their education experience and gain valuable skills to assist in attaining full-time employment post-graduation. The unit provided students' access to the Handshake Career Platform to search for all career related activities such as Co-op and Internship appointments and postings, Career Events and Fairs, Employer Information Sessions, Employer Workshops and Interviews. Students have access to a variety of tools to prepare for their future careers.

Center for Academic Advising and Student Support (CAASS)

advising.nmsu.edu

Academic Advisors are available to assist students with questions related to academic planning, registration, degree audit, GPA, career planning, and referrals to success resources. Students can go to advising.nmsu.edu to book an appointment or speak to a walk-in advisor. Students can also email advising@nmsu.edu for quick questions if their academic advisor is not available. CAASS is open Monday-Thursday 8:00 AM - 6:30 PM, Friday 8:00 AM - 5:00 PM.



Commencement

commencement.nmsu.edu

Please visit the website above for the most current information, and know that we will do our very best to honor our graduates, regardless of the unique situation in which we currently find ourselves.



FIND YOUR JOURNEY

Education Abroad

oel.nmsu.edu/educationabroad

Located within the Office of Experiential Learning, Education Abroad & National Student Exchange currently offers more than 100 programs in over 35 countries and within the United States, Guam, Puerto Rico and the U.S. Virgin Islands. International destinations include programs in Canada, Europe, Asia, Latin America, Australia/New Zealand, Africa and the Middle East. Weekly information sessions will be offered during the 2021-2022 academic year. Information sessions are designed to introduce students to the diverse program options available at NMSU, clarify the process of applying and participating in programs, and ensure students have a thorough understanding of cost, funding, and scholarship opportunities. Education Abroad Advisors will also be available for individual student advising appointments via phone, Zoom or in-person. Students can register for an upcoming information session or schedule an education abroad advising appointment by visiting the Education Abroad website. Questions can be direct to educationabroad@nmsu.edu.

Services for all Office of Experiential Learning units may be accessed by appointment, walk-in, face to face or virtual. Office hours are Monday – Friday 8:00 AM – 5:00 PM.

To learn more about the services within the Office of Experiential Learning, please visit us in Garcia Center Room 224, call 646-1631, or visit oel.nmsu.edu.

Financial Aid

fa.nmsu.edu

General Office Information

The Office of Financial Aid and Scholarship Services responds to emails and phone messages received through our general email address financialaid@nmsu.edu and general phone number (575) 646-4105.

Most of the Financial Aid staff are working remotely until August 9, 2021, and we do answer via office phone or email. Please keep in mind that we do receive a high volume of phone calls and emails during the start of a semester, so the response time is a little slower than normal, but please know we will answer your inquiries in the order they are received.

To contact a specific financial aid advisor you may visit the financial aid website fa.nmsu.edu/financial-aid-advisors/. Students may contact their advisors to schedule appointments using Navigate. External scholarship checks are still being processed, but it is only being done once per week. All other processing continues as usual.

Students can access our Scholarship FAQ's. Once there, scroll down to scholarship resources and click on frequently asked questions.

Information for Financial Aid Disbursements: fa.nmsu.edu/disbursement

Instruction guide to Financial Aid via myNMSU: fa.nmsu.edu/files/2016/02/FinancialAidInstructionGuide.pdf

This guide can help students view their Academic progress, awards, and requirements.

Students can access online tools: fa.nmsu.edu/online-tools

This includes guides on general financial aid information (english and spanish), or how to scan documents with their electronic devices.

Check out our New Chatbot “Ask Pete” Type your question and get a quick response, this may cut down response time as you will receive an immediate response. You will find the Chatbot on the bottom right corner of our website fa.nmsu.edu. Ask away....

International Student and Scholar Services (ISSS)

iss.nmsu.edu

International Student Services remains open to provide essential services to current students. If students need to speak to someone regarding international student services, they can email iss@nmsu.edu to receive the quickest response.



BE BOLD. Shape the Future.

Military and Veterans Programs

mvp.nmsu.edu

New Mexico State University (NMSU) is a military and veteran friendly university which strives to provide the best possible service for our military, veteran, and their dependents as they pursue their educational goals. NMSU Military and Veterans Programs (MVP) promotes lifelong learning and professional development by offering:

- In-state tuition rates for active-duty military and their dependents stationed at regional military installations (including Ft. Bliss); or those eligible for U.S. Department of Defense (DoD) Tuition Assistance (TA) or U.S. Department of Veterans Affairs (VA) education benefits
- Easily transferable military credits that count toward degrees at NMSU
- Facilitation of MyCAA military spouse benefits and DoD TA
- Advocacy from admission to graduation
- Student Veteran Housing for student veterans and their families
- Priority registration for military and veteran students
- Aggies Green Zone Training, educating faculty & staff about our military and veteran students and the unique value they bring to campus
- SALUTE National Honor Society for student veterans
- Connection with the Student Veterans Organization (SVO) of NMSU
- Scholarships and Internship opportunities
- Processing of TA and VA education benefits
- Student Computer Lab and Lounge

The MVP Student Computer Lab is available to military, veteran, and dependent students. The lab has six computers with several common access card (CAC) readers. A CAC reader enable students to access military websites in order to complete their TA requests. The Computer Lab is open Monday through Friday from 8:00 AM - 5:00 PM. We offer free fax, copy, and printing services to further accommodate our students. The MVP Student Lounge is equipped with comfortable furniture, coffee station, a kitchen (microwave/refrigerator) area, and a place to study and relax between classes. Students enjoy a free cup of coffee while doing their homework and network with like-minded students.



Parking/Id Card Services

park.nmsu.edu

Parking permits can only be purchased online at park.nmsu.edu/online/ – not in person.

All permits will be mailed. NOTE: Housing students will pick up their resident parking permit from the Parking & ID Services office. To prevent delay in receiving your Fall 2021/ Spring 2022 permit, please make sure you are selecting the correct permit type based on your accommodation status:

- If you live off campus – choose the ‘Commuter Student Fall 2021’ permit.
- If you live in Juniper Hall, Garcia Hall, Rhodes-Garrett-Hamiel, Pinon Hall or Chamisa– choose the ‘Resident Student Fall 2021’ permit.
- If you live in the Vista Del Monte apartments or Family housing – choose the ‘Resident South Campus Fall 2021’ permit.

For any additional questions, email parking@nmsu.edu.

idcard.nmsu.edu

The NMSU ID Card Services office provides many services to the NMSU community and is responsible for the issuance and administration of the NMSU Aggie ID Card. In addition, ID Card Services facilitates information and services associated with the NMSU Aggie ID card including Meal Plans, Aggie Cash accounts, and Aggie Print funds. Located on the 2nd floor of the NMSU Bookstore at 1400 East University Avenue.



Recreational Sports (Activity Center and Aquatic Center)

recsports.nmsu.edu

New Mexico State University's Recreational Sports programs and facilities enhance your college experience by promoting healthy lifestyles and building communities that enable student success. We offer a variety of recreation, fitness, and sports opportunities that include: Aquatics, Intramural, Group Fitness, Outdoor Recreation, and Personal Fitness. The Activity Center and Aquatic Center are following the current NMDOH guidelines. Please visit our website for up-to-date information as changes can occur due to the pandemic.

Call us at 575-646-2885 or email aggiefit.nmsu.edu.

Student Success Center

ssc.nmsu.edu

The Student Success Center provides services to assist NMSU students in reaching their academic potential, Monday-Friday 8:00 AM-5:00 PM. The Student Success Center provides study skills assistance in such areas as: time management; memory; concentration; note taking; reading; test preparation; test taking; math; science; speed reading; critical thinking; financial wellness, as well as graduate school and professional skills test preparation. The services are available to students in the following formats:

- Individualized consultations are provided to any student who walks in at the Student Success Center
- Learning strategies and study-skills workshops provide quick assistance in one-hour presentations offered throughout the semester.
- Professional and graduate school workshops provide development in such areas as speed reading, preparing for graduate school, preparing for the GRE Test.
- Student Success Center staff provide outreach presentations on learning and study-skills topics to classes, programs and organizations on campus.
- Individual and group financial wellness services are provided.

For comprehensive information on all programs and services offered by the Student Success Center please visit us at the Hardman and Jacobs Undergraduate Learning Center Room 128, call (575) 646-3136, or review our services online at ssc.nmsu.edu. Fall 2021 services will be delivered in-person and in limited instances virtually.

Technology Assistance for Students

studenttech.nmsu.edu

Students who need assistance with technology should visit the website. Students can find information about how to contact the help desk, software downloads and equipment rental. The site includes information about how to access the Internet on campus, open the computer lab locations and hours of operation.

TRIO Student Support Services

triosss.nmsu.edu

The TRIO Student Support Services program offers academic and social support to ensure that program participants succeed at New Mexico State University. TRIO SSS uses a holistic approach in providing essential services to participants. Services include tutoring, mentoring, and strategies to assist participants in reaching their academic potential. Tutors and Mentors are certified by the College Reading and Learning Association and assist participants with tutoring, developing study strategies, adjusting to college, learning and using campus resources, developing effective study skills, accessing financial aid, using academic peer pre-advising, staying motivated and dealing with personal issues associated with college.

To qualify for the program, students must be a first generation college student (neither parent received a four-year baccalaureate degree), meet income guidelines set by the US Department of Education, demonstrate an academic need or have a learning or physical disability. Admission to the TRIO Student Support Services is highly competitive with only 350 slots available for eligible students.

For comprehensive information regarding services offered by the TRIO Student Support Services Program please visit at the Student Success Center located in the Hardman and Jacobs Undergraduate Learning Center Room 128, call (575) 646-1336, or visit our website at triosss.nmsu.edu.

Campus Tutoring Services

campustutoring.nmsu.edu

Campus Tutoring Services provides all NMSU undergraduate students free, accessible and convenient options to supplement their academic experience for our most in-demand courses on campus. Campus Tutoring Services provides individual and group tutoring in approximately 200 subject areas and is located in Corbett Center Student Union Room 206. The tutoring program is peer led by outstanding NMSU juniors and seniors who are certified by the College Reading and Learning Association and have earned a B or better in the courses that they are tutoring in. Campus Tutoring offers individual and small group tutoring online via NMSU Zoom and In-Person by Appointment. To schedule an appointment, go to campustutoring.nmsu.edu. On the right side of the website is a button “Schedule an Online Appointment”. Click the button to schedule a virtual tutoring session. Students may also click on “Live Chat/Drop-In tutoring” to speak with a Tutor and get immediate online tutoring during business hours.

For additional information regarding Campus Tutoring Services please visit us at campustutoring.nmsu.edu or contact Marci Salinas-Milam at (575) 646-1342 or salinasm@nmsu.edu.

University Student Records

records.nmsu.edu

All registration dates & deadlines, forms, commencement information, enrollment verification and transcript requests can be found on the website. If you need to speak to someone in the Student Records Office, you can call (575) 646-3411 or email records@nmsu.edu. Staff are available to serve current, past and future students via phone, email and Microsoft Teams Monday-Friday 8:00 AM - 5:00 PM.

Undergraduate Admissions and Orientation

admissions.nmsu.edu

Throughout the 2021-2022 Academic Year, the Undergraduate Admissions & Orientation office will host a variety of in-person and virtual events for prospective students and their family members. You can choose to attend an event almost any weekday, and multiple weekends as well! All of these events can be found at admissions.nmsu.edu/visit – with more events to be added throughout the year. If you have questions about these events, you can contact us at admissions@nmsu.edu or (575) 646-7029.

Our in-person experiences range from individual campus visits, to group visits, and our popular Aggie Experience (open house events). Individual campus visits involve a presentation, a tour of campus, and food provided by dining services. Group visits enable school or community groups to learn more about the university and enjoy a personalized tour of campus. Aggie Experience provides a unique opportunity for students and their families to engage with NMSU on a variety of levels throughout a day long experience, and often will get athletic event tickets that day as well.

Our virtual experiences enable anyone to connect with the university from the comfort of their own home. You can take a virtual tour of campus, connect with an Admissions Advisor 1-on-1 or in a small group, or even check out some awesome Aggie videos!

A combination of face-to-face and synchronous virtual orientation programs are scheduled to take place this winter and next summer for incoming freshman and transfer students. NMSU's Aggie Welcome & Orientation program is designed with large group information pieces, small group engagement meetings, and individual sessions all within the same event. Students ready to enroll at NMSU will join us to be advised on their academic journey, register for classes, and have access to all the information and resources necessary to start their first semester as a part of the Aggie family. For questions, contact the Aggie Welcome and Orientation office at (575) 646-8038 or awo@nmsu.edu.

Located in the Educational Services Building on Main Campus. Open Monday-Friday 8:00 AM - 5:00 PM.