Welcome to Spring 2021 Aggies!

This document provides a list of services and contact information to assist you during the spring 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 spring 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: now.nmsu.edu

Student Emergency Needs
Aggie Cupboard (Food and Clothing):
Contact Anthony McGlone via email at aggiecupboard@nmsu.edu or call 575-496-9023

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 bvandeve@nmsu.edu.

Table of Contents
Scroll through the document or click an area below to get started!

Accounts Receivable .................................................................2
Aggie Cupboard .................................................................2
Aggie Health and Wellness .....................................................2
Aggie One-Stop .....................................................................2
Bookstore ............................................................................3
Career Services, Corporate Relations, Career Events, and Cooperative Education and Internships ....................................................................................3
Center for Academic Advising and Student Support (CAASS) .................................................4
Commencement .................................................................4
Education Abroad ...............................................................4
Financial Aid .......................................................................4
International Student and Scholar Services .............................................5
Military and Veterans Program ..................................................5
Passport Acceptance Office and National Student Exchange ...........................................5
Recreational Sports (AC and Aquatic Center) .................................................6
Student Success Center ...........................................................6
Technology Assistance for Students ..............................................................................6
TRIO Student Support Services .....................................................6
Tutoring Services .................................................................7
University Records ...............................................................7
Undergraduate Admissions, Recruitment, and Orientation .............................................7
**Accounts Receivable**

u.ar.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 u.ar.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 (Please visit the website for COVID-19 guidelines.)

Non-Perishable Food Distribution Hours:
Tuesdays 11:00AM - 1:30PM & Thursdays 3:00PM-6:00PM @ 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 9:30AM and 11:00AM on Tuesday and between 1:00PM and 3:00PM 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 8:00AM-7:00PM
Live Chat at onestop.nmsu.edu
In-Person by appointment, email onestop@nmsu.edu.
Available Monday-Friday 8:00AM-5:00PM
Located in the Educational Services Building on Main Campus.
Corporate Relations, Career Events, and Cooperative Education and Internships will continue with a virtual delivery of services. Please visit our website for more information about our various virtual delivery options through Handshake such as: Co-op and Internship appointments, Career Events, Employer Information Sessions, and Interviews. Instructions on navigating the virtual environment are available for students and employers.

---

**Bookstore- NMSU/DACC**

**nmsustore.com**

**Store Hours**

Beginning January 25, the NMSU bookstore located at 1400 E. University Ave, Las Cruces NM will be open from 7:30AM to 4:00PM, Monday-Friday.

The DACC store is currently closed to the public but is offering Curbside Pickup Monday-Thursday from 9:00AM – 4:00PM and Friday from 9:00AM – 2:00PM. To order for DACC you will place your order here: [www.bkstr.com/nmsudaccstore](http://www.bkstr.com/nmsudaccstore).

***NOTE: The NMSU Bookstore is only open to the public on the first floor, the second floor is closed to the public at this time. In store, our Café, AggieTech Apple shop, and General Merchandise are open for business.***

**Textbook policies**

Currently, due to the ongoing pandemic, all textbook orders for all NMSU Campuses must be placed online. Please allow 48 hours for order processing as we receive several hundred orders per day at this time. When you order, you may choose to have your order shipped to your physical address (no PO Boxes); or you can choose to pick up your order at the store location.

The textbook return period ends on February 12, 2021. After that date you must provide proof of dropping a course to return your books. Receipts are required for all returns. No returns will be allowed 30 days after your purchase. Rented items will be due on the last day of finals week this spring May 14, 2021.

**Student Charge Account Policies**

NMSU provides an interest free charge account (LOAN) for every student that is taking at least 6 credit hours this semester, and owes the University less than $100 from a prior semester. This account is intended to be used for students to purchase needed textbooks, supplies, electronics and other necessary learning materials. The entire balance of this account MUST be paid off by every student by the end of the semester. In order to pay the balance on your Student Charge Account, you must pay NMSU through your my.nmsu.edu payment page, or by paying NMSU University Accounts Receivable. Failure to pay this account may result in a financial hold on future registration.

Questions or concerns about NMSU Main Campus, Alamogordo, Carlsbad, or Grants bookstore policies or issues please email: 2218mgr@follett.com

Questions or concerns about DACC bookstore policies or issues please email 2219txt@follett.com

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

**oel.nmsu.edu**

Corporate Relations, Career Events, and Cooperative Education and Internships will continue with a virtual delivery of services. Please visit our website for more information about our various virtual delivery options through Handshake such as: Co-op and Internship appointments, Career Events, Employer Information Sessions, and Interviews. Instructions on navigating the virtual environment are available for students and employers.
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.

Commencement

Located within the Office of Experiential Learning, Education Abroad will offer virtual Education Abroad information sessions during spring 2021 term. The Education Abroad 111 session is designed to introduce students to the diverse study abroad options available at NMSU, clarify the process of applying and participating in education abroad programs, and ensure students have a thorough understanding of study abroad basics. Students can register for an upcoming session by visiting the Office of Education Abroad website. International Education Abroad Advisors will also be available for individual student advising appointments via phone or Zoom. Students can request an appointment by emailing educationabroad@nmsu.edu.

*Photo taken Pre-COVID*

Education Abroad

Located within the Office of Experiential Learning, Education Abroad will offer virtual Education Abroad information sessions during spring 2021 term. The Education Abroad 111 session is designed to introduce students to the diverse study abroad options available at NMSU, clarify the process of applying and participating in education abroad programs, and ensure students have a thorough understanding of study abroad basics. Students can register for an upcoming session by visiting the Office of Education Abroad website. International Education Abroad Advisors will also be available for individual student advising appointments via phone or Zoom. Students can request an appointment by emailing educationabroad@nmsu.edu.

Financial Aid

All of the Financial Aid staff are working remotely, 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.

International Student and Scholar Services (ISSS)
issss.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 isss@nmsu.edu to receive the quickest response.
Phone: 575-646-2834

Military and Veterans Programs
mvp.nmsu.edu
Military and Veterans Programs continues to provide essential services to our students and faculty via email, telephone voicemail, Microsoft Teams (found in MyNMSU under Office 365 (apps)), and appointments via Zoom. Use the MVP email to schedule an appointment.
Email: mvp@nmsu.edu Phone: (575) 646-4524

Passport Acceptance Office and National Student Exchange
oel.nmsu.edu/passports
oel.nmsu.edu/educationabroad/national-student-exchange-program
Passport Acceptance Office
Location: Educational Services Room 8
Spring 2021 Hours: Tuesday – Friday: 8:00AM – 5:00PM.
Closed on Mondays, but can be reached via email.
Contact: Email passportoffice@nmsu.edu; Phone: 575-646-7965.
No walk-in appointments, by appointment only.

National Student Exchange
Email: nse@nmsu.edu
Phone: 575-646-7965
All appointments are being conducted via Zoom, no in-person
Located in the Educational Services Building on Main Campus. Open Monday-Friday 8:00AM-5:00PM
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, Intramurals, 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 is now completely on-line for spring 2021. To schedule a virtual academic success/financial wellness session or a virtual workshop, please call 575-646-3136. For a more information on our services, please visit our website above.

Technology Assistance for Students

studenttech.nmsu.edu

Student 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

trioss.nmsu.edu

The TRIO Student Support Services Program will continue to provide tutoring, mentoring and academic success support for participants through virtual delivery formats (Zoom, Face Time, email, and telephone. Full-time staff, Peer Mentors and Peer Tutors will continue to make weekly contact with participants, access immediate needs and deliver services.

Participants can also initiate contact through the TRIO SSS website trioss.nmsu.edu, where they can request services through e-mail and voicemail.
New Mexico State University | Student Resource Guide

While NMSU remains open to provide essential services to current and prospective students, NMSU is limiting in-person activities with visitors and the public. There is a Virtual Experiences Website: admissions.nmsu.edu/virtual for prospective students and families to register for an Admissions webinar/presentation or a 1on1 appointment with an Admissions Advisor. Staff are responding to emails and phone messages received through the general email address admissions@nmsu.edu and general phone number 575-646-3121.

Face-to-face summer orientation programs are still scheduled to take place. There are also contingency plans in place should the need arise to change how these programs are conducted. NMSU Orientation is prepared and incoming will receive academic advising, get registered for classes, and have access to all the information and resources necessary to start your 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 8:00AM-5:00PM.

Campus Tutoring Services

campustutoring.nmsu.edu

Campus Tutoring Services, located in Room 206 of Corbett Center Student Union, offers NMSU undergraduate students free, accessible and convenient options to supplement their academic experience for our most in-demand courses on campus. Campus Tutoring offers individual and small group tutoring online via NMSU Zoom and In-Person by Appointment for the spring 2021 Semester.

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.

University Student Records

records.nmsu.edu

The last day to drop a full-term class with a “W” (no refund) is Friday, March 25th. For the latest information about all spring 2021 term academic dates & deadlines, commencement, and transcript requests, students should visit the website. If you need to speak to someone in the Records Office, you can call 575-646-3411 or email records@nmsu.edu.

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

Undergraduate Admissions and Orientation

admissions.nmsu.edu

While NMSU remains open to provide essential services to current and prospective students, NMSU is limiting in-person activities with visitors and the public.

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