

This document provides a list of services and contact information to assist you during the 2023-2024 school year. 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 year!

Don't See What You Need?

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

Quick Links

Aggie One Stop: onestop.nmsu.edu

Vaccine Information: studenthandbook.nmsu.edu

Dean of Students: studentlife.nmsu.edu

Student Involvement & Event Information: crimsonconnection.nmsu.edu

Disability Access Services: das.nmsu.edu

Student Emergency Needs

Counseling Services:

For more information about counseling please go to **wellness.nmsu.edu** or visit **you.nmsu.edu** for helpful resources and support.

Emergency & After Hours Care: (If emergency call 911)

Medical Emergencies- wellness.nmsu.edu

Crisis Assistance- Crisis Lines- Call or Text 988 Suicide & Crisis Lifeline

For community resources visit https://wellness.nmsu.edu/Emergency and After Hours Care/crisis-assistance. html

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.

Student Assistance Services: studentlife.nmsu.edu

Aggie Cupboard (Food and Toiletries): aggiecupboard@nmsu.edu or call (575) 646-7636. Social Services & Housing Insecure Concerns: saservices@nmsu.edu.

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STUDENT SUPPORT SERVICES

Accounts Receivable

UAR's office assists 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. For general account and billing questions, UAR can be reached via phone by calling (575) 646-4911 or (575) 646-3927, or emailing 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.

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

uar.nmsu.edu

Aggie Cupboard

Students are able to come to our office in person during distribution hours:

Non-Perishable Food Distribution Hours: Tuesdays 11:00 AM - 2:00 PM & Wednesdays 3:00 PM - 6:00 PM @ 906 Agriculture Way (formerly known as Gregg Street)

Mobile Food Pantry (perishable food items) occurs the 4th Tuesday of each month in Preciado Park on NMSU-Las Cruces campus. Students are able to make appointments with the Aggie Cupboard if they are not able to make the weekly distribution hours or if they need assistance with other resources.

If you wish to donate to the Aggie Cupboard, they accept drop off donations between 9:30 AM and 11:00 AM on Tuesday and between 1:00 PM and 3:00 PM on Thursdays at 906 Agriculture Way. It is recommended to call ahead. Contact us at aggiecupboard@nmsu.edu or call (575) 646-7636.

Find us on Facebook! @AggieCupboard



aggiecupboard.nmsu.edu

Aggie Health and Wellness

The Health and Wellness Center is 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. Individual and Group Counseling services are available.

Find us on Social Media! @OHPNMSU X (O)





wellness.nmsu.edu

Aggie One Stop

Your one-stop student services center ready to assist with questions regarding: Admissions, Financial Aid, Student Records, Student Account, Registration/Holds, Academic Support, Community Support, General Support and more! Connect with us in person by visiting the Educational Services Building Monday-Friday 8:00 AM - 5:00 PM, by appointment scheduled through Navigate, call us at (575) 646-NMSU (6678), or email onestop@nmsu.edu! Don't have time to stop in? Go to our website, there you will find helpful information, as well as "Ask Pete". Our chat bot is there to answer most of your general questions.

onestop.nmsu.edu

Athletics

New Mexico State Athletics is home to 16 intercollegiate teams - and to some of the most dynamic sports squads in the nation. NMSU 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.

Find us on Social Media: @nmstateaggies (O)





nmstatesports.com

Bookstore- NMSU

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

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 pick up in store located at 1400 E University Ave, Las Cruces NM 88001.

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

nmsustore.com

Center for Academic Advising and Student Support (CAASS)

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 make an advising appointment with their assigned academic advisor by using the Navigate App or calling (575) 646-2941. CAASS is open for in-person services Monday-Friday 8:00 AM - 5:00 PM (Walk-Ins and Appointments) in the Educational Services building, Suite 200. Virtual options are available Monday-Thursday 8:00 AM - 6:00 PM, Friday- 8:00 AM - 5:00 PM (Walk-Ins and Appointment). On-call advisors are available during business hours by calling (575) 646-2941 or by going to our website below and using the "Chat Now" feature.

advising.nmsu.edu

Corporate Relations and Career Events (CRCE)

Corporate Relations and Career Events (CRCE) offers students a variety of options to engage in experiential learning opportunities through career fairs, workshops, information sessions, presentations, and interviews. CRCE also encompasses the Cooperative Education and Internship Program that provides advising and job search assistance for students to participate in co-ops and internships that allow them to gain experience in their degree major, enhance technical education experience, and gain valuable skills necessary to obtain full-time, post-graduation employment.

CRCE provides students access to the Handshake career platform to search for all things career related such as full and part-time employment, co-op and internship positions, career events and fairs, and advising appointments.

CRCE provides students access to a variety of tools to prepare for their future careers. CRCE is located in Garcia Center, Room 224 and is open Monday – Friday 8:00 AM – 5:00 PM. To contact Corporate Relations and Career Events please call (575) 646-1631 or email employer@nmsu.edu.

Find us on social media! @nmsuoel







SUPPOR IS A CALL AWAY



YOUR JOURNEY

Commencement

Through the commencement office, you can Apply for your Degree, check your Diploma Status, and get all the information for the Commencement Ceremony. Please ensure to fill out an Application for Degree for the term you intend to complete degree requirements. If you are planning to attend the Commencement Ceremony, be sure to check your MyNMSU email for registration details. Diplomas are mailed to graduates 8 weeks after final grades have been released. If you have questions, you can reach the Commencement Office by calling (575) 646-4796 or (575) 646-3336 or emailing diplomas@nmsu.edu.

Special Events: https://panam.nmsu.edu/general-info/ Commencement Live Stream: NewMexicoStateU

commencement.nmsu.edu

Disability Access Services

The Disability Access Services office is the department that makes determinations for both academic and housing accommodations for students with disabilities, impairments, or temporary injuries/conditions here at NMSU per the ADA regulations. Students can apply for the needed accommodations on our website and can contact our office if they need any assistance with the process. Students can reach our office either in person by coming to the office or virtually through a zoom appointment. We will work with students to meet with them however is most convenient, even if you do not have all the information or documentation that we indicate on our website. Please come in and meet with us to discuss your situation, we are committed to work with you to see how we can assist. Feel free to come visit our office and utilize our student resource center. You can also ask to see our testing center that is available for students with testing accommodations. We are located in Corbett Center Student Union Room 204, you can reach out to us at (575) 646-6840 (V/TTY) or email das@nmsu.edu.

Find us on social media! @nmsudas X (O) **Crimson Connection**



das.nmsu.edu

Education Abroad

Located within the Office of Experiential Learning, Education Abroad & National Student Exchange currently offers more than 100 programs in over 40 countries and within the United States, Guam, Puerto Rico, and the U.S. Virgin Islands. Programs include a wide range of valuable experiences, including study, intensive language immersion, faculty-led international programs, International Student Teaching Programs (ISTP), as well as all credit-bearing international research, service and internships. Information sessions are offered weekly and 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. When classes are in session during the fall and spring semesters, Education Abroad Advisors have walk-in advising hours available on Wednesday afternoon from 1:00 PM - 4:00 PM in Garcia Center, Room 224. Walk-in advising is not available during finals week. Students can register for an upcoming information session or schedule an individual advising appointment by visiting the Education Abroad website.

Find us on Social Media! @nmsueducationabroad Crimson Connection: https://crimsonconnection.nmsu.edu/organization/educationabroad/events

oel.nmsu.edu/educationabroad

Financial Aid

The Office of Financial Aid and Scholarship Services is available to assist students through email, phone, or in person. Staff are available to answer questions through our email financialaid@nmsu.edu, by phone (575) 646-4105, or at our front desk in the Education Services Building.

Please keep in mind that we do receive a high volume of inquiries during the start of a semester, therefore our response time can vary, but please know we will always answer your questions, in the order they are received.

Have a question? Check out our Chatbot "Ask Pete". Type your question and get a quick response. This may cut down response time as you will receive an immediate answer. You will find the Chatbot on the bottom right corner of our website.

We have lots of resources that can be found through our Financial Aid Website: https://fa.nmsu.edu/

Specific Questions? Check out the following links:

- Scholarship information: https://fa.nmsu.edu/scholarships/
- Work-Study information: https://fa.nmsu.edu/work-study/
- Federal Direct Loans information: https://fa.nmsu.edu/loans/
- We help guide you through the Financial Aid process here: https:// fa.nmsu.edu/getting-started/index.html
- Questions about the FAFSA process may be answered here: https:// fa.nmsu.edu/fafsa/index.html
- Find your Financial Aid Advisor and the link to schedule an appointment using Navigate here: https://fa.nmsu.edu/financial-aid-advisors/ index.html
- Information for Financial Aid Disbursements can be found here: https:// fa.nmsu.edu/disbursement/
- For students who need assistance scanning documents, please visit: https://fa.nmsu.edu/forms/scan-docs.html
- Information on Satisfactory Academic Progress and the appeal form can be found here: https://fa.nmsu.edu/sap/index.html

Connect with us on Social Media! @NMSUFinancialAid







fa.nmsu.edu

ICT Student Help Desk

Students who need assistance with technology should visit our website. The ICT Student Help Desk provides basic IT support for NMSU based applications and accounts.

Our website includes information about how to access the Internet on campus, open the computer lab locations and hours of operation. If you are unable to find the information you need from our website or support links/tabs located here at help.nmsu.edu, please stop by with us via Zoom Room Monday through Friday 8:00 AM - 5:00 PM, you can also call (575) 646-1840, or email help@nmsu.edu if you need additional support. Our phones are often busy, so please leave a voicemail if we don't answer.

Additional helpful websites:

Knowledge Base Wifi Registration Help

help.nmsu.edu



BE BOLD. **Shape the Future.**®





during the admissions process, but also throughout their entire time at NMSU. From cultural conversations, to advising student groups, to helping complete US government documents (issuance of I-20, DS-2019, OPT, CPT, & STEM OPT), the ISSS area is designed to specifically help international students of all levels at NMSU.

You can reach us by phone, (575) 646-2834 or email isss@nmsu.edu. Want to visit in person? We are located in the Educational Services Building Suite 101, check in at the Aggie One Stop office.

isss.nmsu.edu

Military and Veterans Programs

New Mexico State University (NMSU) is a military and veteran-friendly university that 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. We provide services in Veteran advocacy, GI Bill educational assistance, tuition assistance (TA), & veteran housing.

Resources outside of NMSU MVP office: Department of Veteran Administration visit va.gov New Mexico Department of Veteran Services go to https://www.nmdvs.org/benefits/

Connect with us on Social Media: @nmsumvp X



mvp.nmsu.edu

Parking/ID Card Services

Parking permits can only be purchased online using the link below. For additional information please visit the website. If you have questions, please email parking@nmsu.edu.

park.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.

idcard.nmsu.edu

Student Assistance Services

Student Assistance Services (SAS) is a part of the Office of the Dean of Students within the Department of Student Life. SAS serves to assist students with navigating academic and non-academic matters related to their enrollment, degree completion, and personal and professional development.

Student Assistance Services is committed to student success and understands that sometimes financial hardships, stress/anxiety, food insecurities, housing challenges and/or unexpected academic issues can create a barrier to academic success. Connect with SAS to discover resources available to you to assist in the continuation of your education

Students, faculty, and staff are encouraged to contact Student Assistance Services if they have questions, for additional information, or for general consultation. Our office is located on the second floor of the Corbett Center Student Union, Rm 207 Dean of Students Office. SAS can also be contacted by telephone at (575) 646-1722; email saservices@nmsu.edu to schedule a meeting with our staff.

studentlife.nmsu.edu/studentassistanceservices

Student Involvement and Leadership Development

The Office of Student Involvement and Leadership Programs offers outside the classroom involvement, an essential complement to the student's academics. Our program/services are non-academic and are provided directly to the student.

The goal of Student Involvement and Leadership Programs is to promote involvement, interpersonal and leadership development, service learning, and civic responsibility by providing educational/developmental programs and activities to the students, therefore enhancing outside the classroom learning. Leadership and personal growth opportunities are offered through involvement in Student Organizations, Fraternity & Sorority Life, and more.

For more information contact us at (575) 646-3200 or email slip@nmsu.edu. We are located in the Corbett Center Student Union, Room 205.

Connect with us on Social Media! @nmsusilp X O (







Student Success Center

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; and graduate school preparation.

The Student Success Center also provides career related services such as resume and cover letter review, mock interviews, assistance with Handshake and other services designed for career success.

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 preparation workshops.
- 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. Services are delivered in-person and virtually.

ssc.nmsu.edu

TRIO Student Support Services

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.

Connect with us on Social Media! @nmsutriosss





triosss.nmsu.edu



DEFINE

YOUR SUCCESS





Tutoring Services

YOURSELF 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 or in-person 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 our website or contact Marci Salinas-Milam at (575) 646-1342 or salinasm@nmsu.edu.

Connect with us on Social Media! @nmsucts X O (1)







campustutoring.nmsu.edu

Undergraduate Admissions and Orientation

Throughout the 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 include individual campus visits, 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 (both domestic and international 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.

Similarly, Family Outreach Programs staff is here to support our students' support systems. Whether it is the family of a prospective student, or the family of a current student, Family Outreach Programs has events, communication platforms, and networks to support family and friends of students. Family Outreach Programs can help families out at (575) 646-1600 or families@nmsu.edu.

Located in the Educational Services Building Suite 850 on Main Campus. Open Monday-Friday 8:00 AM - 5:00 PM.

admissions.nmsu.edu

University Recreation

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 (Olympic Size Outdoor heated pool open year round, 25 yard Indoor Pool), Lifeguard classes, First Aid/CPR Classes, Intramurals, Group Fitness (Yoga, Strength, Cardio Classes), Weight Room, Racquetball Courts, Climbing & Bouldering Walls, Basketball Courts, Badminton, Volleyball, Outdoor Retail Shop, and Bicycle Repair Shop.

University Recreation is one of the largest student employers on campus. Please check Handshake for available positions. Call us at (575) 646-2885 or email aggiefit@nmsu.edu.

Connect with us on Social Media! @nmsurec X O



recsports.nmsu.edu

University Student Records

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. After hours, students can visit our website and use "Ask Pete" for common questions!

records.nmsu.edu

YOU@NMSU

Find tips and tools for everything from your mental and physical health, to friendships and finding balance. It's all here at New Mexico State University.

you.nmsu.edu

