

# Participant Handbook

## Policies and Procedures



The University of New Mexico-Gallup, as an equal opportunity/affirmative action employer and educator, complies with all applicable federal and state laws regarding nondiscrimination and affirmative action. The University of New Mexico-Gallup is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race/ethnicity, color, national origin, age, spousal affiliation, sex, sexual orientation, gender identity, medical condition, disability, religion, pregnancy, genetic information, or veteran status in employment, educational programs and activities, and admissions, and provides equal access to the Boy Scouts and other designated youth groups. Inquiries or complaints may be addressed to the Office of Equal Opportunity whose Director serves as the 504/ADA Coordinator and Title IX Coordinator on UNM main campus: 505-277-5251. For referrals to main campus see: UNM Gallup Title IX Coordinator; Director of Student Affairs, SSTC Room 276. Telephone: 505-863-7508. For referrals to main campus regarding Section 504 compliance: Student Success Specialist, Gurley Hall Room 2205 B. Telephone: 505-863-7527.

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## **Welcome to TRIO Student Support Services!**

Welcome to the University of New Mexico - Gallup TRIO/ Student Support Services Program.

We're happy that you have chosen to participate in one of the longest-standing Federal government programs in higher education. TRIO/SSS is dedicated to your development as a student.

We're on a mission to help you realize your potential and reach your goals. As a TRIO/SSS student you have the opportunity to utilize specialized services that are not available to the general student population. Our staff is a team of dedicated professionals who are driven to make a difference in the lives of our students. We have the resources and the expertise; the rest is up to you.

The best way to reach your goals is to be an active participant. Being an active participant means to let us know when you need help. Do not hesitate to call, email us, or stop by and set up an appointment through LoboAchieve. On the next page is a list of the staff, contact information, and hours of operation.

This handbook was created as an easy reference to TRIO/SSS information. Please take some time to look it over and become familiar with our services and policies.

If you have any questions or concerns, please do not hesitate to contact us. Once again, welcome and together we can help you set your goals, aim at the target and give it your best shot! TRIO/SSS is here for you!

Sincerely,

TRIO/SSS Staff

## UNM-Gallup Accessibility

Notice of Non-Discrimination: The University of New Mexico-Gallup, as an equal opportunity/affirmative action employer and educator, complies with all applicable federal and state laws regarding nondiscrimination and affirmative action. The University of New Mexico is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race/ethnicity, color, national origin, age, spousal affiliation, sex, sexual orientation, gender identity, medical condition, disability, religion, pregnancy, genetic information, or veteran status in employment, educational programs and activities, and admissions. Inquiries or complaints may be addressed to the **Office of Equal Opportunity** whose Director serves as the **504/ADA Coordinator and Title IX Coordinator**.

## Office Hours and Contact Information

### TRIO/SSS Lab Hours

Fall and Spring semesters our lab hours are:

Tuesday – Wednesday 8:00 a.m. to 7:00 p.m.      Monday, Thursday, Friday 8:00 a.m. to 5:00 p.m.

Summer and between semesters TRIO/SSS lab hours are:

Monday-Friday                      8:00 a.m. to 5:00 p.m.

*UNM-G is typically closed for a specific amount of time during the holiday season (Christmas and New Year's). These dates vary; please check the calendar for the specific dates.*

### Physical Location

We are located within the Student Success Center, Gurley Hall GH 1137, across from the food court area in Gurley Hall Commons.

### Kimimila Simms | Program Director

505.863.7654 | [ksimms@unm.edu](mailto:ksimms@unm.edu)

### Tara Platero | Tutor Coordinator | Student Program Advisor

505.863.7518 | [tplatero2@unm.edu](mailto:tplatero2@unm.edu)

### Sophia Francisco | Mentor Coordinator | Student Program Advisor

505.863.7512 | [sfranc02@unm.edu](mailto:sfranc02@unm.edu)

### Contact Information & Social Media

**Website:** <http://www.gallup.unm.edu/trio>

**Facebook:** UNM-Gallup TRIO

## TRIO History

The TRIO education programs emerged out of the Economic Opportunity Act of 1964, which was passed in response to the administration's War on Poverty. Upward Bound was created in 1964, and was followed in 1965 by Talent Search, a second outreach program created as part of the Higher Education Act. In 1968, Student Support Services, which was originally known as Special Services for Disadvantaged Students, was authorized and funded by the Higher Education Amendments. By the late 1960's, the term "TRIO" was coined to describe these three Federal programs.

Over the years, the TRIO Programs have been expanded and improved to provide a wider range of services and to reach more students who need assistance. The Higher Education Amendments of 1972 added a fourth program to the TRIO group by authorizing the Educational Opportunity Centers. The 1976 Educational Amendments authorized the Training Program for Federal TRIO Programs, initially known as the Training Program for Special Programs Staff and Leadership Personnel. Amendments in 1986 added a sixth program, the Ronald E. McNair Post-baccalaureate Achievement Program. Additionally, in 1990, the Department created the Upward Bound Math/Science program to address the need for specific instruction in the fields of math and science. The Upward Bound Math/Science program is administered under the same regulations as the regular Upward Bound program, but it must be applied for separately. And finally, the Higher Education Amendments of 1998 authorized the TRIO Dissemination Partnership program to encourage duplicating successful practices of TRIO programs. These amendments provided incentives for institutions and agencies to adopt valuable TRIO program components, practices, strategies, and activities.

*You can find the legislative requirements for all TRIO programs in the Higher Education Act of 1965, Title IV, Part A, and Subpart 2*

### **TRIO/SSS Mission**

The mission of TRIO/Student Support Services is to motivate, serve, and support culturally diverse students, to facilitate transition from one level of education to the next, and to encourage social, cultural, and leadership development.

### **TRIO/SSS Vision**

To be the model retention program at the UNM Gallup while being recognized for our commitment to excellence and quality service.

## **TRIO/SSS Program Policies and Procedures**

### **Application Process**

When applying to TRIO/SSS program, the student must fill out an application. In addition to the application, the following information is required:

- Accuplacer test scores (usually taken when you first registered to be a student at UNM-G.)
- Tax forms (most recent, if requested)
- If you did not file taxes, then you will need to fill out the income verification sheet on the back of the application.

Once you have completed and turned in the required forms, your application will be reviewed and this process takes about one week. A student may be eligible for our program if they are one or a combination of the following: have low income, be a first-generation student, or have a disability. After you are accepted, an intake will be scheduled to inform you on the many services that TRIO provides and guidelines/rules of the lab.

### **Required Project Services and TRIO/SSS Program Removal**

After the program intake and follow up meeting are completed, the **new TRIO/SSS participant is required to utilize any of our services within six (6) weeks of the program intake. Failure to utilize program services will result in being removed from the program.** Other actions that can cause a participant to be removed as a TRIO/SSS participant are:

- lack of communication with the TRIO/SSS project staff
- disrespectful or abusive behavior towards TRIO/SSS staff (including Tutor/Mentors) or students

### **If Your Contact Information Changes**

It is very important for the TRIO/SSS program office to have your correct contact information. If you change mailing addresses or phone numbers, please inform the TRIO/SSS staff as soon as possible.

### **Assessment**

The use of a comprehensive needs assessment, Learning and Study Strategies Inventory (LASSI) and a Career Clusters Interest Survey (CCIS), will be taken by the participant at the program intake. This inventory includes several methods to measure self-efficiency, resiliency, study skills, and learning styles. This inventory helps the TRIO/SSS project staff with identifying the specific needs, strengths, and challenges of each eligible participant and allows the TRIO/SSS program coordinators to develop an Individual Development Plan for each participant by clearly identifying the specific assistance needed by the participant.

After the initial intake, an individual follow-up meeting will be set up. During this follow-up meeting, the findings from the LASSI and CCIS are discussed with the participant and an Individual Development Plan will be developed. This IDP will include their academic, financial, career, and personal objectives. Additionally, participants can discuss levels of family and social support, family and work responsibilities, self-reported academic competencies and perceived deficiencies, financial circumstances, career interests, preferred learning styles, access to computers and other electronic resources, as well as cross-cultural differences in communication and information processing. These meetings are a useful measure to help participants identify and address the economic, personal, and familial and social challenges they may face as well as the necessary tools to overcome adversity.

## Monitoring

TRIO/SSS provides monitoring for our participants during the semester and is tracked by the TRIO/SSS Mentor Coordinator. The academic progress of each participant is monitored at five (5) weeks during each semester. The Mentor Coordinator contacts the participant's instructor to gain feedback regarding the participant's attendance, class participation, testing results, and overall progress. Once faculty feedback is received, the Mentor Coordinator works with the Peer Tutor/Mentors to contact those participants in need of academic or personal support.

When academic support is needed, participants work with the Tutor Coordinator to develop strategies and short-term goals to address academic issues. Peer Tutor/Mentors contact participants throughout the term for tutoring sessions, the Tutor Coordinator works with participants who require academic interventions, and the Mentor Coordinator stays in regular communication with faculty. Regular participant and faculty contacts assure that intervention strategies are developed to solve any personal issues or academic difficulties that arise before these issues or difficulties result in permanent, negative outcomes.

## Academic Tutoring

During each semester, TRIO/SSS Peer Tutors/Mentors offer one-on-one tutoring using a diverse array of culturally relevant curriculum and learning objectives to TRIO/SSS participants. The TRIO/Tutor Coordinator and Peer Tutors/Mentors assist participants in their areas of specialty, such as Math, Natural Sciences, Reading and Writing across the curriculum.

The goals of tutoring:

- To promote and support active and independent learning.
- To develop a positive approach to learning.
- To refer students to effective study skills techniques, such as workshops and online resources.
- To assist students in becoming active in the learning process.

Tutor responsibilities:

- Assisting students in identifying problem areas through question and answer
- Using examples to demonstrate concepts and theories, providing opportunity for practice
- Making appropriate referrals to workshops and online resources to help students with study skills
- Complete *Participant Contact Logs* for the Tutor Coordinator to enter into Student Access (SA) database utilized during the Annual Performance Report (APR)

Final Thoughts on Tutoring:

- The tutor's job is to assist you in the learning process, not to answer every question or solve every problem you might have. Nor is it the tutor's job to provide you with services



that might give you an unfair academic advantage. The tutor is there to help you understand and/or review concepts covered in your courses, not to do your coursework.

- You are responsible for your own performance. If you have questions or problems beyond the scope of the tutor-tutee relationships, please see your professor.
- Tutoring is a resource, the TRIO/Student Support Services program is not intended to be a convenience to you, but rather a resource you may access if you act responsibly.

### **Academic Advisement**

Academic advisement occurs with participants throughout the year beginning with their first intake session. TRIO/SSS staff incorporates proven coaching methods to help participants become responsible and active participants in the decisions they make. These coaching techniques are used in each individual academic advisement session with participants, which occur as needed or as a result of monitoring feedback or monitoring discussions. TRIO/SSS project staff encourages participants to make appointments for advisement purposes, and we will accommodate walk-ins as best as we can.

### **Family Educational Rights and Privacy Act (FERPA)**

This federal law protects the rights of matriculated students at post-secondary institutions, regardless of age, in regard to their educational records. The Act grants four specific rights to students:

- The right to inspect their education records
- The right to seek to amend their educational records if they believe them to be in error.
- The right to consent to disclosure of their records.
- The right to file a complaint with the FERPA Office in Washington.

Students have the rights to grant someone access to their academic record at UNM by completing the Student Information Proxy Form.

If the student has not granted access to their records, TRIO/SSS project staff cannot share information about their educational records to anyone but the student/participant.

This Act also dictates that any UNM staff member communicate only to unmc.edu email addresses.

### **Academic Advisor Expectations**

Participants can expect the advisor to:

- Understand and effectively communicate the curriculum, university and college policies and procedures.
- Encourage and support participants as they gain the skills to define and develop clear and attainable educational plans and goals.
- Provide participants with information and strategies for utilizing the available resources on campus.
- Assist participants in understanding the purpose and goals of higher education and its effects on their personal lives and future goals.
- Monitor and accurately document participant's progress toward meeting their goals.

- Be accessible during office hours for communication with participants by walk-in advising, telephone, or e-mail.
- Maintain confidentiality.

### **Participant Expectations**

Participants have responsibilities in the advising partnership that can assist them in their academic development. These responsibilities include:

- Making regular contact with advisors each semester.
- Coming prepared to each appointment with questions and/or material for discussion.
- Being an active learner by participating fully in the advising experience.
- Asking if they do not understand an issue or have a specific concern.
- Completing all assignments and recommendation from their advisor.
- Gathering all relevant decision-making information.
- Informing their advisor of their personal values and goals and discuss this in regards to their interests and abilities.
- Becoming knowledgeable about college programs, policies, and procedures.
- Accepting responsibility for their decisions.
- Attend class on a regular basis.
- Be prepared. This means bringing textbook, notes, homework, pen/pencil, current assignments, course syllabus, and other necessary materials for tutoring
- Attempt to complete the homework assignments on your own before receiving tutoring
- To be productive during the tutoring sessions. This means no excessive socializing.
- Prepare for tutoring sessions by creating questions to ask the tutor regarding assignments

### **LoboAchieve**

LoboAchieve CONNECT facilitates meaningful contact between students their advisors. The system encourages students to engage more deeply in their academic lives by connecting them to the people and resources in place to help them succeed.

- Students will know who their academic advisor is.
- Students will see selected advising notes from their advisor.
- Know immediately when the institution has a concern about their academic performance and which support services are available to them.
- Schedule appointments online to meet with their advisor or others at the institution who is in their network.
- Get motivated as a result of receiving positive, encouraging messages from staff in their success network.
- <http://advisement.unm.edu/loboachieve/loboachieve-for-students.html>

### **Advisement Holds**

**We place advisement holds on your account.** These holds ensure that we meet with you for advisement, which is a Department of Education requirement, and is a proactive advisement action we take. When we meet for advisement, we never fully release the hold, we simply post-date it.

These holds DO NOT drop you from your courses, affect your financial aid, or affect any bursar issues (i.e. ordering transcripts). Advisements holds prevents you from registering for courses and changing your schedule without contacting us first. The holds will be permanently released when you earn your Associates degree, become accepted into a Bachelor program, or decide you no longer want to be a TRIO/SSS participant.

### **Financial Aid Assistance/ Assistance in Completing FAFSA/ Provide Resources for Locating Public and Private Scholarships**

The TRIO/SSS project staff are well familiar with Federal Student Financial Aid Programs and works closely with participants to assure that their financial needs are met by both explaining and assisting in completing FAFSA, advocating for participants with the Financial Aid office when any issues arise, assisting participants in locating additional financial assistance, such as scholarships, informing participants of different funding opportunities they may be eligible for, and providing individual financial aid counseling. TRIO/SSS staff attempt to reduce dependency on student loans by instructing them on how to find alternative sources of income such as work-study, scholarships, and part-time employment.

### **FAFSA**

When applying for student aid and many other scholarships, the participant will need to fill out the Free Application for Federal Student Aid (FASFA). If you are considered a dependent student, you will need to have your parents' tax information, social security information, and birthdate. Also, you will need your own tax and Social Security information. Recently, FASFA has started a program called the FSA ID and you will need to complete this in order to complete the FASFA. The FSA ID webpage can be found on the official FASFA website ([fafsa.ed.gov](https://fafsa.ed.gov)). During the month October, TRIO/SSS typically hosts FAFSA Fridays. These Fridays are dedicated to assisting participants complete the FAFSA before the UNM priority date.

### **Improve Financial and Economic Literacy**

Each academic year the TRIO/SSS program, in conjunction with UNM-G Financial Aid and local businesses, will annually provide four workshops to enhance financial/economic literacy. The workshops are designed to provide a working knowledge of financial planning, the banking system, and various sources of financial aid. The workshops will address loan and credit management to provide a platform for identifying and learning from previous financial mistakes. The curriculum that may be used in these workshops has been adapted from the Seven Generations Money Management developed by the Northern Arizona University College of Business so that all of the information provided in financial and economic literacy workshops is culturally relevant. Additionally, TRIO/SSS utilizes Pathful Explore (Virtual Job Shadow) to provide free, online financial literacy workshops to participants.

### **Services to help students transfer to a 4-year university**

Transfer opportunities are discussed with participants when they first begin receiving services and long-term goal setting and academic planning is discussed during each advisement session; this

helps participants gain awareness of transfer opportunities so they may begin developing positive academic mindsets. In the summer of each academic year, a transfer trip is organized in coordination with the advisement and assistance from staff at four-year universities. With the support of peers and TRIO/SSS staff, participants discover the energy necessary to pursue the adventure of leaving home to complete personal academic goals. TRIO/SSS participants also participate in College Day transfer fairs that are offered on campus once a semester.

### **Career Guidance**

New participants are asked to consider several career paths at the time of the initial intake. When appropriate, participants take a Career Clusters Interest Survey (CCIS) with Pathful Explore. Semester by semester guidance is also given to ensure that TRIO/SSS participants are knowledgeable about the process of continued schooling, transfer processes, how to build a resume, how to use the computer to search for employment, and the identification of and application to internship opportunities during summer sessions.

### **Cultural Enrichment Activities**

Several times during the academic year, participants are provided the opportunity to participate in cross-cultural experiences and performing arts to explore and exchange alternative world views, beliefs, and life ways. Due to the rural nature of UNM-G and surrounding communities in which many of our participants reside, there are not many opportunities for participants to experience cultural events, such as theatre, museums, musical performances, etc. Because participants miss out on these opportunities, they devalue them in their educational journey and they often lessen the impact they may have on one's life. They may question the usefulness of literature, music, and art appreciation, and other cultural values as taught to them in the classroom. TRIO/SSS feels it is important to expose project participants to events, ideas, and performances they would otherwise not have the opportunity to attend. This is a positive addition to retention efforts. These enrichment activities will be announced via email and flyers and a sign-up sheet will be provided at the front desk. TRIO/SSS requires a monetary deposit (no more than \$20 dollars) from participants. This deposit confirms that the participant is serious about attending the trip so that TRIO/SSS project staff can plan appropriately. The deposit will be returned to the participant on the day of the activity. Participants should make every effort to inform TRIO/SSS project that they are not able to attend the activity beforehand.

### **Mentoring**

TRIO/SSS takes a holistic approach to student development by focusing on both academic and non-cognitive factors. During the intake process Learning and Study Strategies Inventory results will be used to help match participants to one of the Peer Tutor/Mentors. Peer Tutor/Mentors will then contact their assigned mentees bi-monthly to help them adjust to the program and provide support to participants. The Mentor Coordinator will also reach out to faculty at five weeks of each term to solicit their feedback on participants; this will be conveyed to the Peer Tutors/Mentors so it can be discussed with participants during regular mentoring sessions.

In addition to the individualized mentoring sessions, the Mentor Coordinator will facilitate group mentoring sessions; participants will be grouped by interest, program, and/or matching criteria. Group sessions will be scheduled monthly, and participants will engage in a facilitated discussion on a specific topic they may need assistance with; program alumni and upper division students will, on occasion, be invited to speak to groups on specific areas as well. This process allows for peer-to-peer mentoring and fosters a climate of interdependence while allowing participants to develop support networks, ultimately creating a sense of belonging. This bolsters the individualized support participants receive from their assigned Peer Tutor/Mentor. Examples of topics to be discussed during individual and group mentoring sessions include: navigating academic processes and identifying resources, career exploration, developing positive academic behaviors and mindsets, learning self-management tools and techniques, balancing life roles and managing competing responsibilities, diminishing self-doubt and developing confidence, learning how to adapt, problem solving, and overcoming adversity.

### Advocacy

TRIO/SSS participants at UNM-G often experience extended family, economic, medical issues and ceremonial needs plus transportation problems in this rural area. Hence, class attendance is problematic. The participant does not realize that the university system may be sympathetic to his or her plight if approached appropriately through formal requests and accompanying supportive documents. TRIO/SSS staff members serve as participant advocates by contacting the faculty on record and may negotiate alternative arrangements to complete the required course work. The TRIO/SSS staff also advocates on the participant's behalf by coaching those participants who are required to submit a financial aid appeal letter to re-instate their financial aid. In addition, the Program Coordinators work closely with the Accessibility Resource Center to advocate on behalf of TRIO/SSS participants with disabilities to minimize institutional barriers that may impede access and to promote academic inclusion by negotiating alternate accommodations.

### Computer Center

Data indicates that there is still much of the Gallup and surrounding areas lacking access to internet services and/or a computer. Correspondingly, home use of internet resources for study and research remains minimal. Fifteen desktop computers with Internet and printing access serve participants' needs in the TRIO/SSS Computer Lab and are equipped for interactive, electronic/self-paced tutorials. Printing is available for TRIO/SSS participants in the TRIO/SSS lab. Please note that our computers are purchased using federal funds. Because of this, our computers are primarily for our participants. By using our computers and printers, you are agreeing to abide by **UNM COPYRIGHT GUIDELINES**:

Copyright and fair use are the law. For help in understanding how copyright and fair use laws apply to course-related material, please read the following UNM copyright guidelines for production of student course readers:

- Limit course reader material to:
  - Single chapters from books
  - Single articles from a journal issue.
- Include:
  - Any copyright notice on the original
  - Appropriate citations and attributions to the source.
- Obtain permission for materials that will be used repeatedly by the same instructor for the same class.
- We will not copy materials intended to be "consumable" in the course of study or of teaching. These include workbooks, exercises, standardized tests, test booklets, and answer sheets.

### TRIO/SSS Space

Our space is primarily for our participants to use. **Therefore, friends, relatives, significant others are not allowed per UNM Policy 2205.** If seen in the lab, they will be approached and participants will be reminded that this space is specifically for our participants and the non-participant will be asked to leave. If the non-participant is a student of UNM-G, they may be given a one day pass to utilize our services. Also, please keep in mind that this is a shared space which is intended to provide student support services, so please be considerate of others. Please keep your voice level at an appropriate level, turn cells phones to vibrate, and take phone calls outside. Disruptive behavior will not be tolerated.

### Reference Library

TRIO/SSS participants have full access to a reference library available in the computer/learning lab for in house use, research materials and self-paced learning tutorials in math, and language arts. Math, reading and sciences textbooks, manuals, flash cards, science models, study guides, as well as miscellaneous resources including course syllabi, grading rubrics and sample assignments are housed here.

### Graduation

TRIO/SSS participants eligible for graduation need to apply a semester prior to completion of their degree program. Contact your TRIO/SSS advisor to know your expected graduation date and to receive the graduation forms needed to be filled out.

### Pending and Inactive Status

If you do not enroll for classes in the fall or spring term, you will be placed on pending status with the TRIO/SSS program. Pending status guarantees that you will still have a spot in the TRIO/SSS program if you return the following term. If you do not return the following term, meaning that you are not enrolled for two consecutive semesters, you will no longer be a TRIO/SSS participant and will have to reapply to reenter the program. Please communicate with staff about lack of enrollment.



### **TRIO/SSS Grievance Policy**

Every effort will be made by the TRIO/SSS Project Staff and Tutor/Mentors to ensure fair, respectful treatment of all TRIO/SSS participants and that the services we provide will be of the highest quality. TRIO/SSS realizes that participants may feel that they were not treated fairly or with respect by TRIO/SSS project staff and/or Tutor/Mentors or that TRIO/SSS project staff and/or Tutor/Mentors may not have provided quality service. TRIO/SSS believes that any issue of this sort is most effectively handled and resolved by those closest to the problem, having the best understanding of the issues, and having the ability to formulate a mutually acceptable resolution. Therefore, TRIO/SSS encourages participants to make these issues known in the hopes that they can be resolved through open and cooperative dialogue. If participants do not feel comfortable talking directly to TRIO/SSS project staff, they can speak to:

Jayne McMahon | Director of Student Affairs | 505.863.7508 | Student Services Tech Center 276

## **Campus Resources**

### **Center for Academic Learning | Tutoring Center**

**Location:** Gurley Hall 2nd Floor-Room 2205 | Phone: 505.863.7689

**CAL Hours:** Monday-Thursday 8 a.m. to 7 p.m. Friday 8 a.m. to 5 p.m.



[goto.unm.edu/gcal](http://goto.unm.edu/gcal)

**Contact: Preston Chee** | Senior Tutor  
Email: [pchee75@unm.edu](mailto:pchee75@unm.edu) | Phone: 505.863.7535

**Contact: Leland Benn** | Senior Tutor  
Email: [lbenn@unm.edu](mailto:lbenn@unm.edu) | Phone: 505.863.7704

**Contact: Brannon Holtsoi** | Senior Tutor  
Email: [holtsoib@unm.edu](mailto:holtsoib@unm.edu) | Phone: 505.863.7520

## Zollinger Library

Zollinger Library provides a variety of services and resources that support the University's instructional programs and users' needs for personal enrichment and recreation. Knowledgeable staff are available to organize library materials, to help users locate information, and to assist them in using audiovisual and computer equipment. The library contains a computer lab, a conference room and group study rooms. In addition, the facility houses books, videos, tapes and periodical titles. Through the computer lab, students can access various electronic databases.

**Online Catalog Access:** <http://unmgallup.worldcat.org/>

**Location:** Zollinger Library is located next to Gurley Hall | Phone: 505.863.7651



[goto.unm.edu/gzl](http://goto.unm.edu/gzl)

### Hours of Operation:

Fall /Spring Semester	Monday-Thursday: 8 am to 7 pm	Friday: 8 am to 3 pm	Saturday 8 am to 3pm; Sunday: Closed
Summer Semester & Between Semesters	Monday-Thursday: 8 am to 7 pm	Friday: 8 am to 3 pm	Saturday & Sunday: Closed
Days Closed	Martin Luther Jr. King Day, Memorial Day, Juneteenth, 4th of July, Labor Day, Thanksgiving Break & Winter Break		

\*\*\* (The computer lab is always shut down 1/2 hour before closing.)\*\*\*

## Bookstore

**Location:** Gurley Hall 1st Floor-Room 2205 | Phone: 505.863.7505

**Hours of Operation:** Monday-Thursday 8 a.m. to 5 p.m. Friday 8 a.m. to 4:30 p.m.





[goto.unm.edu/gbook](https://goto.unm.edu/gbook)

### Student Bookstore Charge Account

- Account will be activated once you set up your account with the Cashier's office and if you are in good standing with the Cashier's office. Accounts are made available to students with approved financial aid or third-party support.
- Accounts open approximately 1 month prior to the start of classes, and will close approximately 2 weeks before the semester starts. Accounts will remain active only 24 hours.
- Students are NOT obligated to utilize this account.
- Account must be paid in accordance with Cashier's office terms.

### Bookstore Credit Card Purchases

- Card Holder MUST be present at the time of the purchase.
- Student can ONLY use credit card issued in their name.
- ALL credit card purchases must have ID (license or student ID)

Credit Cards accepted: Visa, MasterCard, Discover, Apple Pay & Google Wallet. No Checks are accepted as a form of payment at the UNM Gallup Bookstore

### Accessibility Resource Center (ARC)

**Location:** Gurley Hall GH 1154 | Phone: 7527

**Hours of Operation:** Monday - Friday 8 a.m. to 5 p.m.



[goto.unm.edu/garc](https://goto.unm.edu/garc)

**Contact: Shana Arviso** | Accommodations Specialist  
Email: [sarviso2@unm.edu](mailto:sarviso2@unm.edu) | Phone: 505-863-7527

## Appendix



### Academic Integrity/Honesty

The purpose of this section is to assist faculty in creating an atmosphere that promotes academic integrity among students at The University of New Mexico. In furtherance of this goal, faculty are encouraged to educate students as to the definition of academic dishonesty, the procedures for addressing academic dishonesty, and the consequences of such behavior.

Faculty can play a major role in assisting students to understand the importance of academic integrity. An explanation of various forms of academic dishonesty can give students a clear understanding of the expectations for their academic work at The University of New Mexico.

Academic dishonesty is a violation of UNM's [Student Code of Conduct](#). Academic dishonesty as defined by that code, includes, but is not limited to:

"dishonesty in quizzes, tests or assignments; claiming credit for work that is not one's own; hindering the academic work of other students; misrepresenting academic or professional qualifications within or without the University; and nondisclosure or misrepresentation in filling out applications or other University records."

### Prevention Techniques

Faculty members have found that some of the following suggestions have been beneficial in addressing academic dishonesty and preventing its occurrence.

Outline your expectations:

- Discuss academic dishonesty as outlined in the Student Code of Conduct.
- Reaffirm the importance of academic integrity within the educational process.
- Present an appropriate ethical model for students.
- Create an environment that encourages academic honesty and fairness.
- Follow-up on cases where you suspect academic dishonesty.
- Address the issue in the class syllabus.

Utilize appropriate classroom techniques to help PREVENT academic dishonesty:

- Maintain control of exams by collecting all of them after each exam, or rewriting exams each semester (some student organizations may keep test files).
- Keep your exams in a secure part of your office and try to eliminate "waste" copies which may surface later.
- For large classes or multiple sections, faculty may want to use multiple forms of the examination.
- Utilize proctors to assist in large classes.

- Distribute the weight given to each examination/paper so students are not as tempted to cheat.
- Do not utilize undergraduate students to type or duplicate examinations.
- Check student's identification (photo ID) and have students sign the answer sheet when turning in the examinations, so signatures can be compared.

### Procedures

If a faculty member believes that a student has violated academic dishonesty guidelines set forth within their course, the faculty member should follow procedures published in [The UNM Student Pathfinder](#). According to these procedures, when a violation appears to have occurred within an academic process, the following should take place:

- Prior to making a decision, the faculty member will discuss the apparent violation with the student and give them a chance to explain.
- After the discussion, the faculty member may drop the matter if the violation is unfounded.
- Faculty may also impose a grade reduction up to an "F" in the course and/or involuntarily withdraw the student from the course. It is best to consult with the Chair or Dean of your department to levy a sanction that is appropriate and consistent with previous occurrences.
- The faculty member is strongly encouraged to report the matter to the Dean of Students Office by using the Faculty Adjudication Form (provided by that Office) or by sending written documentation of the incident (*See Appendix A: Faculty Adjudication Form*).
- A faculty member can request to have the Dean of Students Office keep a record of the incident or pursue the situation as a violation of the UNM Student Code of Conduct. This decision is typically up to the faculty member, unless there has been a previous incident of academic dishonesty or the incident calls for further action.
- A student may appeal a faculty-imposed sanction to the Department Chair, Dean of College, and the Provost as provided in the [Academic Student Grievance Procedure: Article 2](#) found in the UNM Pathfinder.
- The Dean of Students Office will not weigh in or influence grading decisions.

Under the Student Code of Conduct, additional disciplinary action may be initiated by the Dean of Students Office, particularly in overt cases of academic dishonesty, or if the student has a previous offense on file. Should a faculty member wish to view the procedures the student may encounter through the Dean of Students Office, please view the UNM [Student Code of Conduct](#) or the [Faculty Handbook: D100](#) Dishonesty in Academic Matters.

### Sanctions

The Dean of Students Office has authority to issue non-academic sanctions. Possible sanctions for academic dishonesty include but are not limited to: written warning, disciplinary probation, suspension or expulsion.

### Academic Success Contract

This contract is being presented based on one or a combination of the following: poor academic standing resulting in academic probation, failing to meet Satisfactory Academic Progress, failing grades, low semester GPA (below a 2.0), and lack of accessing TRIO/SSS services.

Student: \_\_\_\_\_ BID#: \_\_\_\_\_

SAP/Probation Semester: \_\_\_\_\_ Current GPA: \_\_\_\_\_ Required GPA: \_\_\_\_\_

Credit Limit: 7 credits ☐ 10 credits ☐ Currently on FA Contract: Yes ☐ No ☐

SAP/Probation Semester Courses	Credits	Grade Needed to meet required GPA	Grade Replacement Course

#### Student's Statement (Student initial each line):

- \_\_\_\_\_ I understand that an Academic Probation hold has been placed on my student record and will be removed once I have completed all requirements below and my GPA is above a 2.0 status.
- \_\_\_\_\_ I will get tutoring/study time for a minimum of **2** hours per week from TRIO/SSS, or the Center for Academic Learning (CAL).
- \_\_\_\_\_ I will schedule a session with my TRIO/SSS Advisor during semester to discuss any aid issues and the status of my appeal when applicable.
- \_\_\_\_\_ I will familiarize myself with my instructor's attendance policy and abide by their policy to ensure course enrollment. This means that I will attend class regularly and I will only miss when absolutely necessary. I will also notify my instructor of my intended absence.
- \_\_\_\_\_ I will notify my TRIO advisor if I receive any grades below a C on *any* of my coursework while on contract including assignments, quizzes, and exams.
- \_\_\_\_\_ I will not make schedule changes, including changing sections, dropping a course, or withdrawing from school, before speaking with my TRIO/SSS advisor.
- \_\_\_\_\_ I understand what grades are required of me for this probationary semester to reach my goal of a minimum cumulative GPA of 2.0 (2.75 Nursing).
- \_\_\_\_\_ I will attend one workshop, and one TRIO/SSS social activity during the academic semester.
- \_\_\_\_\_ I understand what grades are required of me for this probationary semester to reach my goal of a minimum cumulative GPA of 2.0 (listed in chart above). I understand that I will be removed from ACADEMIC PROBATION once my GPA is above a 2.0 status. I understand that if my GPA falls below 2.0 this semester, I will be put on review for SUSPENSION status.

I understand that I am on a financial aid academic plan, and/or academic probation and/or at risk based on my academic progress. I know that I must retake (if possible) any courses in which I have received an F before attempting any new courses unless the new courses are agreed upon by my advisor. I understand that if I do not successfully complete the terms of this contract I may be in jeopardy of suspension from UNM.

Student Signature \_\_\_\_\_ Date: \_\_\_\_\_

Advisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## How to Write a Formal Financial Aid Petition Letter

July 14, 2024 **(Current Date)**

**[Four (4) spaces depending on settings]**

Your Name  
PO Box 123  
Gallup, NM 87305

UNM-Gallup Financial Aid Office  
705 Gurley Avenue  
Gallup, NM 87301

Dear *Reviewer*, **(Opening/greeting, state specific name if known)**

Paragraph 1:

- State the purpose of your letter

Paragraph 2:

- Explain the situation/circumstances
- Mention documented attachments

Paragraph 3:

- Explain how you will get back into good academic standing
  - What steps are you going to take?
    - *i.e. seek tutoring twice a week, schedule appointments between classes or on Friday's, make arrangements and back-up plans for child care, etc.*

Paragraph 4:

- Thank the reviewer and mention how you can further be reached in case further documentation is needed

Respectfully, **(Closing)**

Your Name

**Tips:**

1. Remember this is formal, **maintain professionalism**
  - a. Do not blame others, simply explain the situation
  - b. Use "I" statements this conveys self-responsibility
2. Only include information that can be backed by documentation such as doctor visits, tutor visits, counseling sessions, etc.
3. Always, always, always check for proper grammar!



## Sample Letter

July 14, 2024

Lobo Louie  
PO Box 123  
Gallup, NM 87305

UNM-Gallup Financial Aid Office  
705 Gurley Avenue  
Gallup, NM 87301

Dear Reviewer,

This letter shall serve to inform you of the reasons why I failed to meet the standards for academic progress. I will begin with a description of my lobo circumstances and a plan to get back into good lobo standing.

My wife and I recently had puppies, which added to the stress of school. We also had our lobo den flooded. We looked to other lobo families in the neighborhood but none of their packs wanted to help us. We then decided to look into lobo placement services as seen by our attached appointment card with the national lobo society. Our puppies also needed their vaccination shots that is also attached.

If re-instated I will go from full-time to part-time status until I am comfortable with the level of course work and material required from a lobo in my situation. I will also seek a minimum of three hours of tutoring per week with TRIO/Student Support Services, the Math/Science Center and the Writing Center.

Thank-you for your consideration and time, if you need any further paperwork you may contact me at (505) 123.4567 or by email at [lobo@unm.edu](mailto:lobo@unm.edu).

Respectfully,

*Lobo Louie*



## Transition to Albuquerque Campus Request Form

Use this form if you are currently enrolled at a UNM Branch Campus or your most recent attendance at a Branch Campus was within three consecutive semesters prior to the term you want to enroll at University of New Mexico-Albuquerque (Main Campus).

When do you expect to start at Albuquerque Campus? Year (ex. 2012):

Semester (Spring, Summer, Fall):

UNM ID Number	First Name	Last Name	MI
Intended Field of Study	Email Address	Birth Date	
Mailing Address	City/State	Zip Code	
High School Name	High School City/State	High School Graduation Date	
Previous Name(s) used on records (If your educational records have been under another name or names please include the name(s) under which transcripts will arrive)	If you did not graduate high school, have you earned your GED certificate?	Date Earned GED Certificate	
	No Yes		

List below all the colleges you have attended in addition to UNM:

Name of Institution	City and State	From		To		Credit Hours
		Month	Year	Month	Year	

I certify that all information given in this form is complete and accurate to the best of my knowledge. I agree to conform and abide by the letter and spirit of all rules, regulations, and procedures of the University. I understand that failure to abide by University academic regulations will be considered adequate grounds for denying admission, for cancellation of registration, or for suspension from the University.

\_\_\_\_\_/\_\_\_\_\_  
Student's Signature Date

Mail to: Div. of Enrollment Management, Office of Admissions, PO Box 4895, Albuquerque, NM 87196 or Fax (505) 277-6686

The University of New Mexico is an Affirmative Action/Equal Opportunity Institution. To comply with the ADA and the Rehabilitation Act of 1973, UNM provides this publication in alternative formats. If you have special needs and require an auxiliary aid or service, please let us know at 1-800-CALL-UNM or 505-277-8900.

TRIO/SSS Contract for Tutoring Services

As a student at the University of New Mexico – Gallup campus and a program participant for TRIO/Student Support Services program I agree to the following terms and conditions for receiving tutoring services:

**The Goals of Tutoring:**

- To promote and support active and independent learning;
- To develop a positive approach to learning
- To refer students to effective study skills techniques, such as workshops and online resources; and
- To assist students in becoming active in the learning process.

**Participant Responsibilities:**

- Attending class on a regular basis
- Be prepared. This means bringing textbook, notes, homework, pen/pencil, current assignments, course syllabus, and other necessary materials for tutoring
- Attempt to complete the homework assignments on your own before receiving tutoring
- To be productive during the tutoring sessions. This means no excessive socializing.
- Prepare for tutoring sessions by creating questions to ask the tutor regarding assignments

**Tutor Responsibilities:**

- Assisting students in identifying problem areas through question and answer
- Using examples to demonstrate concepts and theories, providing opportunity for practice
- Making appropriate referrals to workshops and online resources to help students with study skills
- Complete *Participant Contact Logs* for the Tutor Coordinator to enter into Student Access (SA) database utilized during the Annual Performance Report (APR)

**Final Thoughts on Tutoring:**

- **The Tutor's Job**  
The tutor's job is to assist you in the learning process, not to answer every question or solve every problem you might have. Nor is it the tutor's job to provide you with services that might give you an unfair academic advantage. The tutor is there to help you understand and/or review concepts covered in your courses, not to do your coursework.
- **You Are Responsible for Your Own Performance**  
If you have questions or problems beyond the scope of the tutor-tutee relationships, please see your professor.
- **Tutoring is a Resource**  
The TRIO/Student Support Services program is not intended to be a convenience to you, but rather a resource you may access if you act responsibly.

**I have read the above Participant Contract for Tutoring Services and understand my responsibilities while in the program. I also understand that failure to comply with these requirements could result in removal from the TRIO/Student Support Services program.**

The University of New Mexico-Gallup, as an equal opportunity/affirmative action employer and educator, complies with all applicable federal and state laws regarding nondiscrimination and affirmative action. The University of New Mexico-Gallup is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race/ethnicity, color, national origin, age, spousal affiliation, sex, sexual orientation, gender identity, medical condition, disability, religion, pregnancy, genetic information, or veteran status in employment, educational programs and activities, and admissions, and provides equal access to the Boy Scouts and other designated youth groups. Inquiries or complaints may be addressed to the Office of Equal Opportunity whose Director serves as the 504/ADA Coordinator and Title IX Coordinator on UNM main campus: 505-277-5251. For referrals to main campus see: UNM Gallup Title IX Coordinator; Director of Student Affairs, SSTC Room 276, 505-863-7508. For referrals to main campus regarding Section 504 compliance; Student Success Specialist, Gurley Hall 2205B, 505-863-7527.

Participant Name \_\_\_\_\_

Date \_\_\_\_\_

Participant Signature \_\_\_\_\_

Date \_\_\_\_\_



## TRIO/SSS Participant Agreement

*By signing below, you are acknowledging that:*

- \_\_\_\_\_ You have received and are responsible for reading the TRIO/SSS Student Handbook.
- \_\_\_\_\_ You are responsible for knowing TRIO/SSS policies.
- \_\_\_\_\_ You are encouraged and responsible for asking questions to clarify any concepts.
- \_\_\_\_\_ In order to remain a TRIO/SSS participant, you must utilize the program's services.
- \_\_\_\_\_ You have the right to ask to be removed from the program at any time and you are aware that by asking to be removed from the program, you will no longer be able to use the program's services or resources.

The University of New Mexico-Gallup, as an equal opportunity/affirmative action employer and educator, complies with all applicable federal and state laws regarding nondiscrimination and affirmative action. The University of New Mexico-Gallup is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race/ethnicity, color, national origin, age, spousal affiliation, sex, sexual orientation, gender identity, medical condition, disability, religion, pregnancy, genetic information, or veteran status in employment, educational programs and activities, and admissions, and provides equal access to the Boy Scouts and other designated youth groups. Inquiries or complaints may be addressed to the Office of Equal Opportunity whose Director serves as the 504/ADA Coordinator and Title IX Coordinator on UNM main campus: 505-277-5251. For referrals to main campus see: UNM Gallup Title IX Coordinator; Director of Student Affairs, SSTC Room 276, 505-863-7508. For referrals to main campus regarding Section 504 compliance; Student Success Specialist, Gurley Hall 2205B, 505-863-7527.

Participant Name: \_\_\_\_\_

Date: \_\_\_\_\_

Participant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Reference/Recommendation Letter Request

Today's Date: \_\_\_\_\_

Name: \_\_\_\_\_ UNM Banner ID: \_\_\_\_\_

Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

When do you need it?(Allow 48 hour processing) \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Whom is this letter for? \_\_\_\_\_

Please provide name and address of person or company the letter is going to:

Name/Company: \_\_\_\_\_

Address: \_\_\_\_\_

Please tell us about yourself.

1. What is your major? \_\_\_\_\_ GPA: \_\_\_\_\_
2. How many credits have you completed, (college level or overall)? \_\_\_\_\_
3. When did you become a TRIO participant? SEM: \_\_\_\_\_ YEAR: \_\_\_\_\_
4. What awards have you received? \_\_\_\_\_
5. What is your favorite college subject? \_\_\_\_\_
6. What is your career goal? \_\_\_\_\_
7. Volunteer experience? \_\_\_\_\_
8. What is the purpose of this reference/recommendation? Please check all that apply:

☐ Scholarship ☐ Personal Reference ☐ Job Reference (see below) ☐ other- please specify: \_\_\_\_\_

Please provide job description and job requirements: \_\_\_\_\_

9. What clubs/organizations (other than TRIO) do you belong to?

10. What other information do you feel will help me in preparing a letter of recommendation for you?