

Supporting Student Success FAQs for Faculty

Do your students need help? **START** with
The Contact Center, (505) 224-3000, then press 0

Is there a general place to get all questions answered?
Yes, on the CNM homepage: cnm.edu.
please click on Contact CNM or
call (505) 224-3000, then press 0

Where is the best place to have questions answered?
The Contact Center go to: cnm.edu., click on Contact CNM or
call (505) 224-3000, then press 0



CNM >

Central New Mexico Community College



MONEY

Why do some students have to pay non-resident tuition?

Complex answers. Please refer to Enrollment Services

cnm.edu/depts/enrollment/registration/contact-registration or cnm.edu/depts/enrollment/registration/basic-residency-requirements

What qualifies students for in-state tuition?

Complex answer. Please refer to Enrollment Services

cnm.edu/depts/enrollment/registration/contact-registration or cnm.edu/depts/enrollment/registration/basic-residency-requirements

What should students do if they fail a class?

Refer students to an Academic Coach
cnm.edu/student-resources/connect-services or (505) 224-3186

How does failing a class impact a student's financial aid?

Complex answer. Please refer to cnm.edu/depts/financial-aid or (505) 224-3090

How do students appeal their financial aid suspension?

It varies. Please refer to cnm.edu/depts/financial-aid or (505) 224-3090 or: cnm.edu/student-resources/connect-services or (505) 224-3186

Where do students find scholarships?

Please refer to the Financial aid office
cnm.edu/depts/financial-aid or (505) 224-3090
cnm.edu/student-resources/connect-services or (505) 224-3186

Where do I send a student (both scholarship and physical locations) for emergency financial assistance?

Please refer to Connect Services
cnm.edu/student-resources/connect-services or (505) 224-3186



MONEY

Where do students find employment at CNM?

Please refer to CNM's Job Connection Services
cnm.edu/jcs or (505) 224-3060
cnm.edu/jobs or (505) 224-4600
cnm.edu/depts/financial-aid or (505) 224-3090

How do students apply for work-study positions?

cnm.edu/depts/financial-aid or (505) 224-3090

What options do students have when they're dropped for non-payment?

Please refer to cnm.edu/cashiers or (505) 224-3471
cnm.edu/student-resources/connect-services or (505) 224-3186

Is there a payment plan for students?

Yes. Please refer to cnm.edu/cashiers or (505) 224-3186
cnm.edu/student-resources/connect-services or (505) 224-3186

Does the bookstore allow students to charge their books before their financial aid comes in?

Yes. Please refer to cnm.edu/depts/financial-aid or (505) 224-3090
cnm.edu or (505) 224-3471

Are textbooks available at CNM libraries?

It varies. Please refer to cnm.edu/libraries or (505) 224-3274

Can students borrow a laptop or I-pad?

Yes. Please refer to cnm.edu/libraries or (505) 224-3274

Is there a place for students to scan sections of their textbooks?

Yes. Please refer to cnm.edu/libraries or (505) 224-3274

Where do students receive a free bus pass?

At the Student Activities office
cnm.edu/studentactivities or (505) 224-3238



TECHNOLOGY

Where can students print? By campus, (at Main by building MS, SRC, etc.)

For a complete list please refer to cnm.edu/computer-labs or (505) 224-3000 then press 0

What are a student's printing limits?

Students may print 150 sheets per semester for free. Each additional sheet is \$0.05. If students do not use 150 sheets, any balance will carry over to the next term. Guest Users are allotted 50 sheets. To refill or add credit to PaperCut, please visit the Cashier's Office. cnm.edu/its or (505) 224-4357 (HELP)

Is there training available for students taking classes online?

Yes. Please refer to cnm.edu/depts/distance-learning or (505) 224-3000 then press 0

How do students download free Microsoft Office to their computer?

Please refer to cnm.edu/its or (505)224-HELP (4357)

How can I help students determine if online learning is right for them?

Please contact the DL Achievement Coach at cnm.edu/depts/distance-learning or (505) 224-4000 x51582

Where do students get help with online classes?

Please refer to cnm.edu/depts/distance-learning or (505) 224-4000 x51582

What are hybrid classes?

Please refer to cnm.edu/depts/distance-learning or (505) 224-4000 x51582

How long does it take for students to get back into Blackboard if they are accidentally dropped?

It varies. Please contact cnm.edu/depts/distance-learning or (505) 224-4000 x51582



TECHNOLOGY

How can I help a student who does not have access to technology at home?

For a complete list of computer labs go to cnm.edu/computer-labs or (505) 224-3000, then press 0. Or cnm.edu/student-resources/connect-services or (505) 224-3186

Is training available for students on basic computer programs such as Skype, Outlook and Windows 10?

Yes, please refer students to the Technology Service and Training Center Cnm.edu/tstc



ACADEMICS

DUAL-CREDIT STUDENTS

Who pays for dual credit students' textbooks?

Each public school system pays for textbooks. Please refer student to cnm.edu/dualcredit or (505) 224-3352

Are there unique resources targeted to dual credit students?

Please refer to Dual Credit Academic Coach, 224-3186 or cnm.edu/dualcredit or (505) 224-3352

Do I hold dual credit students to the same standards?

Yes. Please contact your chair or cnm.edu/dualcredit or (505) 224-3352

Are dual credit students required to come to class during their high school holidays?

Yes. Please contact cnm.edu/dualcredit or (505) 224-3352

How do I support a dual-credit student who wants to involve his/her's parents regarding progress in my class?

Please refer to FERPA regulations or phone Outreach at (505) 224-3352.



ACADEMICS

INDIVIDUALIZED STUDENT SUPPORT

Are resources available for students who deploy?

Please refer to Veteran Resource Center
cnm.edu/vetsuccess or (505) 224-3265

How do I support incarcerated students?

It varies. Please go to
cnm.edu/student-resources/connect-services
or (505) 224-3186

How do I support students with prior convictions who want to transfer?

It varies. Please go to
cnm.edu/student-resources/connect-services
or (505) 224-3186

Are there additional student support resources?

VETERANS
cnm.edu/vetsuccess or (505) 224-3265

STUDENTS WITH DISABILITIES
cnm.edu/depts/disability-resource-center or
(888) 453-1304 or (505) 224-3259

NATIVE AMERICANS
Native American Task Team at (505) 224-4000
x 52626

HISPANIC HERITAGE
Hispanic Heritage Task Team at (505) 224-3605
or connect@cnm.edu

FIRST GENERATION, LOW-INCOME PLANNING TO TRANSFER TO A 4 YEAR COLLEGE
TRIO cnm.edu/trio or (505) 224-4375

FOSTER YOUTH
cnm.edu/student-resources/connect-services
or (505) 224-3186

UNDOCUMENTED
cnm.edu/student-resources/connect-services
or (505) 224-3186

CONVICTED FELONS
cnm.edu/student-resources/connect-services
or (505) 224-3186

LOW INCOME
cnm.edu/student-resources/connect-services
or (505) 224-3186



ACADEMICS

HOMELESS

cnm.edu/student-resources/connect-services
or (505) 224-3186

GENERAL QUESTIONS

How do I help students taking a course for the third time?

It varies. Each school has its own process. Please refer students to the School Achievement Coach.
cnm.edu/achievement-coach

Do Academic Coaches take walk-ins?

It varies. Please go to
cnm.edu/student-resources/connect-services
or (505) 224-3186

How does a student make an appointment with an Academic Coach?

Please go to
cnm.edu/student-resources/connect-services,
Click on desired campus and follow directions to schedule an appointment through Qless.

How do students receive free tutoring?

Please refer to Tutoring
cnm.edu/ace or (505) 224-4306

How do I help students find their class schedule?

Please refer student to MyCNM account, under My Courses tab or Registration.

How can I help students run their degree evaluation/requirements?

Refer student to myCNM account. Click on Registration tab, click on Degree Works button, enter their student ID. Under Program Evaluation they will see the classes that remain to complete their degree or they may choose the What-If tab. After selecting the appropriate items in the drop down menu, click the Process What-if tab to run an unofficial audit.



ACADEMICS

Where do I send students for a degree audit?

Please refer to Connect Services cnm.edu/student-resources/connect-services
Refer student to myCNM account. Click on Registration tab, click on Degree Works button, enter their student ID. Under Program Evaluation they will see the classes that remain to complete their degree or they may choose the What-If tab. After selecting the appropriate items in the drop down menu, click the Process What-if tab to run an unofficial audit.

How do students apply for the graduation ceremony and when?

Refer to student's myCNM account, Graduation tab, under Graduation Process click desired information or go to cnm.edu, click on Contact CNM or (505) 224-3000, then press 0 or go to cnm.edu/studentactivities or (505) 224-3238

Where do students receive copies of their Official Transcripts?

Please refer to Records cnm.edu/student-resources/records or (505) 224-3160
https://exchange.parchment.com/send/adds/index.php?main_page=login&sid=ZbkdYgq8ytDF90G2

Where do students receive copies of their Unofficial Transcripts?

Refer student to myCNM account, Student tab, under My Records, click View/Print Unofficial Transcript

How do students get help with transfer?

Please go to cnm.edu/transfer or (505) 224-3000, then press 0 or go to cnm.edu/student-resources/connect-services or (505) 224-3186

How do students change the grade option shown on a student's schedule?

Please refer student to myCNM account, Registration tab, Registration Tools, click on the Change class options or contact CNM, (505) 224-3000, then press 0



ACADEMICS

Where does a student find the definition of audit and withdrawal?

Please go to cnm.edu, click on Contact CNM or (505) 224-3000, then press 0 catalog.cnm.edu

Where does a student find the definitions for credit courses and non-credit courses?

Please go to cnm.edu, click on Contact CNM or (505) 224-3000, then press 0 catalog.cnm.edu

Is there a glossary where students find definitions to common CNM terms and policies?

Yes. cnm.edu, click on Contact CNM or (505) 224-3000, then press 0 catalog.cnm.edu

How do students know when their classes begin?

Login to myCNM, click registration tab, click view/print schedule and class start date will be listed.

Where do I find information about Programs of Study?

Please refer to cnm.edu/programs-of-study/all-programs-a-z or cnm.edu click on Programs of Study or contact CNM or (505) 224-3000, then press 0 or cnm.edu/student-resources/connect-services or (505) 224-3186

How do I help students read the Schedule of Classes?

Please assist the student or refer to cnm.edu/student-resources/connect-services or (505) 224-3186

Who do I speak with when I have a question about Global Education Students?

Please call the Global Education Office, (505) 224-5211, globaleducation@cnm.edu



ACADEMICS

What are common mistakes students make regarding the Schedule of classes?

Understanding T/R = Tuesday and Thursday classes

Understanding TBA = To Be Announced

Understanding TBD = To Be Determined

Understanding what campus, building and room their class is held.

Understanding the date their class starts.

Please assist students to understand these common errors or refer students to the Contact Center cnm.edu click on Contact CNM or (505) 224-3000, then press 0

There is also an Acronyms tab in the Catalog cnm.edu/student-resources/catalog/cnm-acronyms/#



CAMPUS LIFE

Is child care available on campus?

No. Please refer your student to cnm.edu/student-resources/connect-services or (505) 224-3186

Where do students obtain CNM student IDs?

Student Activities
cnm.edu/studentactivities or (505) 224-3238

Where do students obtain parking passes?

Student Activities
cnm.edu/studentactivities or (505) 224-3238
cnm.edu, click on Contact CNM or (505) 224-3000, then press 0
cnm.edu/parking or (505) 224-4637

Where do students obtain a temporary handicap parking pass or temporary visitor pass?

Please refer to
cnm.edu/parking or (505) 224-4637
For a temporary parking pass: visitor parking.
cnm.edu/depts/parking/visitorparking
cnm.edu/about/smoke-free-campus/designated-smoking-areas



CAMPUS LIFE

Where do students park and where do they go if they have parking issues?

Please refer to cnm.edu/parking or (505) 224-4637

How can students get information about the free shuttle between UNM and CNM?

Please refer to cnm.edu, click on Contact CNM or (505) 224-3000, then press 0

Do students have to register their bikes to park them?

No, but students are welcome to do so, if they wish.

Where are the smoking locations?

Please refer students to campus maps for smoking locations at each campus:

Where do students find bike racks?

Bike racks are in various locations on all campuses.

Is there a map with bike rack locations?

No. Please refer students to cnm.edu/parking or (505) 224-4637

Where can students purchase food on campus?

The answer varies by campus. Please go to cnm.edu, click on Contact CNM or (505) 224-3000, then press 0

What types of food are available for students?

It varies. Please go to cnm.edu, click on Contact CNM or (505) 224-3000, then press 0

Where is coffee available?

The answer varies by campus. Please go to cnm.edu, click on Contact CNM or (505) 224-3000, then press 0

How do students find out about and/or join student clubs and organizations?

Please refer to cnm.edu/studentactivities or (505) 224-3238



CAMPUS LIFE

How do students receive help if they feel threatened?

Please contact Security
cnm.edu/security-offices or 911
(505) 224-3001 – Emergency
(505) 224-3002 – Non-emergency

Where do students complain about other CNM issues?

Please refer to online complaint form:
cnm.edu/depts/dean-of-students/student-complaints-appeals/student-complaint-form or
cnm.edu/dean-of-students or (505) 224-4342
toll free (800) 453-1304

What's the procedure for a fire alarm?

Please refer students to
cnm.edu/security-offices or 911
(505) 224-3001 – Emergency
(505) 224-3002 – Non-emergency
cnm.edu/drc or (505) 224-3259
toll free – (888)453-1304

What do I do if I have a student with special needs during a fire alarm?

Please refer students to
cnm.edu/security-offices or 911
(505) 224-3001 – Emergency
(505) 224-3002 – Non-emergency
cnm.edu/drc or (505) 224-3259
toll free – (888)453-1304

Are there protections for underage minor students when there is a sexual offender in the classroom?

Please contact
cnm.edu/dean-of-students or (505) 224-4342
toll free (800)453-1304

Are e-cigarettes (vapes) allowed inside buildings or the classrooms?

No. These are considered a classroom distraction. Please contact
cnm.edu/dean-of-students or (505) 224-4342
toll free (800)453-1304



CAMPUS LIFE

Are children allowed in the classrooms?

No. Please contact
cnm.edu/dean-of-students or (505) 224-4342
toll free (800)453-1304 or
cnm.edu/student-resources/connect-services
or (505) 224-3186

Is there a place where students can work out and/or take a shower after working out?

No. Please refer to
cnm.edu/student-resources/connect-services
or (505) 224-3186

Do we have a policy about where students may charge their phones?

No. Please contact cnm.edu/dean-of-students
or (505) 224-4342, toll free (800)453-1304
cnm.edu/security-offices or 911

Where do I send students if they need medical attention?

Please refer students to
cnm.edu/security-offices or 911
(505) 224-3001 – Emergency
(505) 224-3002 – Non-emergency

When and Where to Refer CNM Students in Crisis

ASSESS THE SITUATION

1. How serious is the crisis? Is there threat to self or others? Yes - Call Security (505) 224-3001

2. Do you feel comfortable talking to the student to assess the situation?
Do you have time to assess?

POSSIBLE QUESTIONS TO ASK

1. Have you ever been through something like this before? What helped you get through it? (Can you try that right now?)

2. Is there someone you trust that you or I can call to come be with you right now?

3. I want to get people involved who can help you. I am going to call or email (Dean of Students, CNM Security) and ask them to contact you.



CAMPUS LIFE

What is an Emergency?

EMERGENCY –

The student is in danger of harming him or herself and/or others. Phone CNM Security at (505) 224-3001 or call 911 from any phone.

Dean of Students Office: (505) 224-4342

What is a Wellness Check?

A wellness check is an examination carried out by Security or APD to verify the physical condition of a student.

What is the process if I'm concerned about a student and want to request a wellness check?

Please contact the Dean of Students office at (505) 224-4342 or (800) 453-1304 (toll free) and <https://www.cnm.edu/depts/dean-of-students/contact-the-dean-of-students-office>

General Topics

If the situation is an emergency and/or you have safety concerns, contact Security immediately at 224-3001 or 911 on any phone!

DOCUMENTATION IS IMPORTANT! WRITE UP WHAT HAPPENED AND WHAT YOU DID.
CNM.EDU/DEPTS/DEAN-OF-STUDENTS/FORMS/
STUDENT-CONDUCT-INCIDENT-REPORT
KEEP A COPY AND EMAIL THE APPROPRIATE
SUPPORTING DEPARTMENTS (CNM STUDENT
COUNSELING, DRC, DEAN OF STUDENTS, SCHOOL'S
ASSOCIATE DEAN).

Additional Resources

NM Mental Health Crisis line 1-855-662-7474
(24 hrs per day)

Suicide Prevention Hotline 1-800-273-TALK,
1-800-273-8255 (24 hrs per day)

Agora Crisis Line (505) 277-3013 or
1-866-HELP-1-NM, 1-866-435-7166

cnm.edu/cnm-community/community-resources

Student Issue or Referral Topic

ACADEMIC COACH

Absences
Academic success
Adjusting to college culture
Balancing school and life
Budgeting/Financial crisis
Career/Major issues
Child care
Community resources
Goal setting
Housing crisis
Math anxiety
Motivation tips
Organization
Time management
Procrastination reduction tips
Scholarships
Stress
Study skills
Test anxiety

COUNSELING/MENTAL HEALTH

CNM Student Counseling,
Main Campus SSC 207
Anger management
Anxiety
Cutting/self-injury
Depression
Domestic violence
Grief
Harm to others
Mental Health concerns
Relationship problems
Self-harm
Substance abuse
Suicidal thoughts or writing

IF FOR ANY REASON YOU ARE UNSURE HOW TO HANDLE A MENTAL HEALTH ISSUE OR TOPIC, PLEASE CALL SECURITY, 224-3002, FOR NON-EMERGENCY, OR 224-3001, FOR AN EMERGENCY.