

Navigate the

Semester

Guide to Student Success

REGISTRATION AND RECORDS

Once you are admitted, you do not have to re-apply for admission each term. If you do not enroll in any course for three consecutive semesters, your record will go inactive, and you will have to re-apply for admission. Access admission guidelines at losalamos.unm.edu/admissions/.

FERPA: Family Educational Rights Privacy Act of 1974

FERPA protects the privacy of student records. It allows students at a postsecondary institution to access their educational records. It also limits disclosure of those records to a third party without the student's consent.

Parents and spouses must present the student's written and signed consent before the University may release to them personally identifiable information or other records. For more information or questions about FERPA, contact the Director of Student Affairs at (505) 661-4688.

UNM ID Number

Your **UNM ID number** is assigned at the time of admission. It uniquely identifies each student and employee in the accounting and academic systems at UNM. After admission, it is used in place of a Social Security Number. Sometimes the UNM ID number is also referred to as the Banner ID or Student ID number.

If you were not provided with your UNM ID number by email at the time of admission, please obtain the number from Student Services or online at Demographic Self-Service (see below). For more information, please see FastInfo Answer #1573 (see below).

LoboCard

The **LoboCard** is the official UNM ID card carried by students, faculty, staff, and others for access to university services such as the Academic Support Center, borrowing books from the library, etc. To get your LoboCard, bring your ID number to the service desk at the Learning Resource Center in Building 7.

NetID and UNM Email

Every student is required to set up a **NetID** after admission. Your NetID provides you with a UNM email address as well as access to myUNM, Canvas online learning platform, and other tools (see below).

You can create your NetID by going to netid.unm.edu and clicking on **New NetID Registration**. Then click on **UNM NetID Registration**. You will need your birth date and UNM or Banner ID number to complete the process.

When you create a NetID, a UNM email account is automatically created for you in this format: <netid>@unm.edu.

! Your UNM email address is the primary way that The University of New Mexico communicates with you. You will be responsible for notifications and information sent to your address from the University. **It is recommended that you check this account daily.**

MyUNM

MyUNM is your personal gateway to UNM. The myUNM portal provides centralized access to University resources for the entire campus community. This online service provides important functions and information, such as registration, class schedule, transcripts, final grades, degree audits, demographic information, bursar and cashier transactions, student accounting, student financial aid, and much more. Access myUNM at my.unm.edu.

To improve cybersecurity, the MyUNM portal and all connected systems use a Multi-factor Authentication (MFA), also known as two-factor authentication. This entails verifying your identity with both your NetID and password and with a code sent by text message. If you do not pre-register an MFA phone in advance, you will be prompted to register the first time you login to your account. You will need to be able to receive text messages every time you sign into your account from a new device.

LoboWeb

LoboWeb is located within myUNM and allows you access to apply for admissions, add/drop classes, search the class schedule, view final grades, submit degree audits, view bills, make payments, authorize others to make payments for you, view financial aid status, and more. To access LoboWeb, log into myUNM, click on the **Student** tab, and click on the blue **LoboWeb** link. Access LoboWeb at my.unm.edu.

Demographic Self-Service

Demographic Self-Service is a web form that students can use to update their mailing address, permanent address, phone number, preferred name, or nickname on file with UNM. You must have your NetID and Password set up in order to log in. You are responsible for keeping your demographic information up to date. Access Demographic Self Service at www.unm.edu/dss or through LoboWeb.

LoboAlerts

LoboAlerts is the University's emergency text messaging system. It is used to provide safety and weather alerts and notification of events which may impede the University's ability to conduct regular activities. LoboAlerts is an opt-out system. All faculty, staff, and registered students are automatically enrolled. Review your contact information regularly and keep it up to date.

FastInfo

The University of New Mexico has implemented a knowledge database called **FastInfo**. Answers to commonly asked questions are posted here. They range from "How do I add my UNM email to my phone?" to "How do I request an official transcript?" If a user is unable to find the right answer in the system, FastInfo provides several channels to obtain expert help. You can search the database, submit a question to a consultant, or chat online with an expert. Access FastInfo at fastinfo.unm.edu.

Advising Holds

All UNM degree-seeking students will have an **advising hold** placed on their accounts every semester to prompt them to meet with an academic advisor before registering for the upcoming semester(s). In this meeting, advisors will check the student's degree progress, confirm an anticipated course schedule, and lift the advising hold. Non-degree students should not have an advising hold on their account unless they have accumulated more than 30 credit hours. Any

holds on a student's account will prevent sending transcripts, as well as making any course schedule changes in LoboWeb.

Academic advisors are available to ALL students regardless of their enrollment status to help with course selection, academic and/or career questions, and transfer information. To schedule your appointment, please contact Student Services at (505) 662-5919.

Steps to Register for Courses in LoboWeb:

To **register for courses** using LoboWeb:

1. Find the **5-digit CRN** (Course Registration Number) for the courses that you want to add. You can find them in the Class Schedule on the UNM-LA website, losalamos.unm.edu/academics/class-schedule.html.
 - ❖ *NOTE: Using CRNs will ensure that you register for courses in the format and at the campus you want, avoiding possible extra tuition costs or restrictions from other campuses.*
2. Access **myUNM** at my.unm.edu and log in using your NetID and Password.
3. Click on the **Student Life** tab.
4. Click on the blue **LoboWeb** link.
5. From the **Student Menu**, click on **Registration and Records**.
6. Click on **Registration (Add/Drop), Course Search, Check for Holds**.
7. Click on **Registration Portal**.
8. Click on **Register for My Classes**.
9. Select the **semester** for which you want to register. Then click on **Continue**.
10. Read the [UNM Terms and Conditions of Financial Responsibility Agreement](#). Then click on the **check-box** and **"I Agree"** to accept financial responsibility for your tuition and fee charges.
11. Click on the **Enter CRNs** tab in the blue bar.
12. Type in one of the CRNs for your selected classes. Then, click on **+Add another CRN** to add additional courses. Then click on **Add to Summary**.
 - ❖ **YOU ARE NOT REGISTERED YET.** Your courses should all be listed in the summary box at the bottom right corner of the page with a status of **Pending**. If everything looks correct, click on **Submit**.
13. You can confirm that your registration is complete by viewing your complete schedule on the **Schedule and Options** tab in the blue bar or the **Schedule** selection on the LoboWeb **Registration & Records** menu.

Steps to Drop Courses in LoboWeb:

1. Follow Steps 2—10 above.
2. From your **Summary** box in the bottom right corner, find the course you want to drop.
3. In the drop-down menu on that row, change the option to **Drop with Grade**.
 - ❖ You will not receive a grade for this course. Your transcript will show a **W** instead of a grade. This will not affect your cumulative GPA. However, dropping a course may affect other systems, such as your current or future eligibility for financial aid. Please discuss dropping courses with your academic advisor and/or the financial aid office, if you have any concerns.
4. Click on **Submit**.

Enrollment Cancellation

Students who fail to pay their tuition and fee charges by 5:00 p.m. on the Enrollment Cancellation date each semester will have their registration canceled and be removed from all courses.

The **Enrollment Cancellation date** occurs at the end of the second week of the fall and spring semesters and at the end of the first week of the summer semester. This date appears in the Academic Calendar. In order to avoid cancellation, students must pay tuition charges or make adequate financial arrangements with the UNM–Los Alamos Cashier. Payment plans may also be arranged to avoid cancellation.

Students with canceled registration who wish to be enrolled at UNM–Los Alamos must re-register. The student will then be required to make full payment or complete financial arrangements for all university charges. A non-refundable, \$30 late registration fee will be charged. It is the student's responsibility to monitor his/her payment balance on LoboWeb or with the UNM–Los Alamos Cashier. LoboWeb provides 24-hour access to financial accounts.

Registration Add Errors

When registering for a course, you may receive a **Registration Add Error**. Registration Add Errors occur for a variety of reasons. If an error occurs, refer to this table and contact the appropriate department to resolve it.

Registration Error	What does it mean?	Override	Who can resolve it?
You may not add or drop classes due to hold on your record	A department such as Advising or Bursar needs you to contact them	N/A	Contact the department listed as the originator for assistance
"You require re-admission prior to registration" "Student has not been enrolled since Re-Admit term" "Student Status prohibits registration"	Your admission record is not complete, or it has been longer than an academic year since you last registered for a course and you need to re-apply for admission.	N/A	REGISTRAR or STUDENT SERVICES
Enrollment Status prohibits registration	You previously dropped all of your courses for the term and have been withdrawn	N/A	REGISTRAR
PREREQ and TEST SCORE ERROR	Section has a pre-requisite course or minimum ACT/SAT/Accuplacer score	PREREQ	PROFESSOR or STUDENT SERVICES
CORQ_****### REQ	Section has a co-requisite that must be added as well	COREQ	Add both courses OR obtain instructor permission and contact STUDENT SERVICES
TIME CONFLICT WITH #####	Section conflicts with another section already on your schedule	TIME	Choose another section OR drop one and add the other OR provide documented instructor permission to STUDENT SERVICES
LEVEL RESTRICTION	Section restricted to students at a specific level (Associate, Graduate, etc.)	N/A	STUDENT SERVICES or Main Campus ADVISOR *Paper registration form required
ADVISOR or INSTRUCTOR PERMISSION REQUIRED	Permission must be obtained before registration	N/A	ADVISOR, INSTRUCTOR, or REGISTRAR
CLOSED SECTION	Class is full	CAP or PRECOCAP	INSTRUCTOR or STUDENT SERVICES
DEGREE or COLLEGE RESTRICTION	Section restricted to student in a specific degree or college	DEGREE / COLLEGE	Contact the department at Main Campus that oversees the course
DUPL CRSE WITH SEC-#####	Section is a duplicate of a course already in your schedule	DUPLIC	STUDENT SERVICES Manual registration card required
MAXIMUM HOURS EXCEEDED	Attempted enrollment takes you beyond number of approved hours	N/A	REGISTRAR or ADVISOR
"You are not permitted to register"	Several possibilities	N/A	STUDENT SERVICES or BURSAR/CASHIER
Additional error messages are possible. Please contact your ADVISOR or the REGISTRAR at 505-66-0332 with the text of the error message.			

MONEY MATTERS

After completing the registration process, you will need to pay for your classes. Students are responsible for the balance on their account even if they do not receive a mailed statement. Be sure to check the Academic Calendar for deadlines that affect your student account, such as enrollment cancellation, last day to drop with a refund, etc. For any questions about your bill or payments, please contact the Bursar's Office at UNMLAcashier@unm.edu or (505) 663-3416.

Third-Party Payers

Students who have a UNM–Los Alamos approved, **third-party payer** must provide a letter of coverage from them to UNM–Los Alamos at the time of registration. The student is responsible for ensuring his/her account reflects this type of payment arrangement. Letters from outside payers will **ONLY** be accepted in the semester in which the relevant classes are offered.

Bursar Account Suite Features

To improve cybersecurity, the Bursar Account Suite requires a Multi-factor Authentication (MFA) to verify your identity with both your NetID and password and with a code sent by text message every time that you access this area of your student account.

You can access your student account from LoboWeb. From the **Make Payments** link, enter the **Bursar Account Suite**. Then submit a code sent to you through a text message from the MFA system.

Student Account Center

- Check your balance
- Make a payment toward your balance
- View your payment history
- Store your payment methods for quick and easy payment
- Permit others (parents, employers, etc.) to make payments on your account

E-Billing

- View and print your billing statement
- Set up automatic payments toward your bill

Payment Plan Management

- Enroll in a payment plan, so you can pay your balance in installments
- View your current payment plan status
- Make a payment toward or schedule future installment payments

Refunds

- Enter your bank account information, so that any refunds can be directly deposited there

Bursar Holds

A **bursar hold** may be placed on your account if you have a balance on your student account from previous semesters. Your account must be paid in full before you can register or request transcripts.

FINANCIAL AID

In order to be eligible for any type of federal grant or loan, as well as state and need-based scholarships, you will need to apply by completing the **Free Application for Federal Student Aid (FAFSA)**. Go to studentaid.gov.

The FAFSA is used to determine two important factors: (1) how much it will cost you to go to school, including, tuition, fees, books and supplies, room and board, transportation, and other cost of living factors; and (2) how much you and/or your family can afford to contribute to your education-related expenses, based on previous tax records. All students are considered dependent until they are 24, unless they can answer YES to one of the questions in Section 2 of the FAFSA.

To submit a FAFSA, you will need:

- Federal tax form(s) from two years ago for both you and your parent(s)/legal guardians.
- W-2 statements from two years ago for both you and your parents/guardians.
- UNM School Code: **002663**

The UNM-Los Alamos financial aid officer is available to assist students and families in submitting their FAFSA. To schedule an appointment, contact Student Services at (505) 662-5919.

Please note: The student is responsible for tuition, fees, books, and supplies until the financial aid file is complete.

After you have received a **Student Aid Report (SAR)**, log into LoboWeb and click on the **Financial Aid** tab to see if additional information is required to complete your financial aid file. If your student loans are in default or you owe an overpayment to the Department of Education, you **will not be eligible** for any type of financial aid until your default status is resolved.



Satisfactory Academic Progress (SAP)

All students on financial aid will be monitored by **Satisfactory Academic Progress (SAP)**. SAP will determine whether or not a student is in good standing with the Department of Education and the University in order to receive financial aid.

The following are the criteria for a student to be in good standing:

- Must have a course completion rate of 67% or better (e.g., complete about 2/3 of your courses)
- Must have a cumulative Grade Point Average (GPA) of 2.0 or better
- Must not have exceeded the maximum time frame allowed for their degree—currently 150% of credit hours required for the degree (e.g., if you are in a 60-hour degree program, your maximum time frame would be 90 credit hours)

If for any reason a student does not meet Satisfactory Academic Progress, s/he will be denied financial aid and will be required to submit a petition. The petition must be approved to regain financial aid.

Return of Title IV Funds

If a student withdraws during the semester, s/he may be required to pay back a portion of the financial aid. The calculation is determined by the student's last date of attendance.

Official Withdrawal

Upon completion of the semester, if a student receives failing grade(s) or withdrawal grade(s) for any course, the student will be required to provide documentation stating s/he was in the course all semester. If student cannot provide the documentation requested, s/he will have to pay back all aid received for that semester.

Enrollment Changes

Financial aid is prorated based on enrollment through the first three weeks of courses. Any changes in enrollment will result in an increase or decrease of financial aid awarded. Any changes made after this date should be reported to the Financial Aid Office to determine the effect on financial aid. Go to LoboWeb and click on the **Financial Aid** tab to check award status. To see any increases or decreases in aid, click on the **Make Payments** link.

Canceled Classes

Classes on your schedule that get canceled will decrease your credit hours and financial aid award. If disbursement has taken place and you do not add new credit hours, you may need to pay back some of your financial aid. You are responsible for checking your status in LoboWeb.

Scholarships and Loans

Scholarship applications are available on our website at losalamos.unm.edu/students/financial-aid/scholarships.html. There are deadlines for the submission of scholarship applications. Please visit the website for those dates. We will award scholarships until funds are exhausted.

In order to be eligible for additional grants other than PELL, students must submit a new FAFSA by the **first week of January** every year for the following academic year (fall, spring, summer).

Bridge to Success Scholarship

The **Bridge to Success Scholarship** is awarded the first semester after a student's high school graduation or GED. This scholarship covers a portion of tuition (amount is subject to change by the Higher Ed Department) only for one semester and is non-renewable. Additional tuition and fees are the student's responsibility. Students must meet the following qualifications:

- Graduate from NM high school or earn an HSE/GED
- Minimum 2.5 GPA/GED/HSE equivalent
- Must be admitted in degree or certificate program at UNM—Los Alamos
- Must be enrolled full-time (12+ credit hours)
- Fall applicants must have graduated or completed HSE/GED in the previous spring semester. Spring applicants must have graduated or completed HSE/GED in the preceding fall semester.
- Must provide high school/HSE and any college transcripts **with admissions application**

NM Legislative Lottery Scholarship:

The NM Legislative Lottery Scholarship is awarded the second semester after college enrollment. This scholarship covers a portion of tuition (amount is subject to change by the Higher Ed Department) and is renewable. Additional tuition and fees are the student's responsibility. Students must meet the following qualifications each semester:

- Must be a resident of New Mexico
- Must have graduated from a public or accredited private New Mexico high school or received a high school equivalency (GED/HSE) while maintaining residency in New Mexico
- Must enroll at a public, post-secondary, educational institution in New Mexico within 16 months of graduation or receipt of high school equivalency credentials
- Must enroll in and complete **15** credit hours per semester at a **four-year** New Mexico public university every semester
OR
- Must enroll in and complete **12** credit hours per semester at a **two-year** New Mexico public community college every semester
- Must maintain at least a cumulative GPA of 2.5

The Lottery Scholarship is available to associate-level students for up to three (3) consecutive semesters. Continuing or transferring to a bachelor program may grant up to an additional four (4) semesters. Students starting at the undergraduate level may receive the scholarship for up to seven (7) consecutive semesters.

NM Opportunity Scholarship:

The NM Opportunity Scholarship provides tuition and fee assistance for students enrolled in 2-year programs, including credit-bearing certificate or associate degree programs in a public institution of higher education or Tribal Colleges in New Mexico. Recent high school graduate and returning adult learners are eligible for this scholarship.

The scholarship covers any gap in tuition and fees owed by a student after other forms of state aid, such as the NM Lottery Scholarship, are applied. Can cover up to 100% of tuition and fees.

Criteria for eligibility varies. See NMHED at <https://hed.nm.gov/financial-aid> for more information.

Frequently Asked Questions

Why haven't I received my financial aid disbursement?

Log onto LoboWeb through myUNM and click on the **Financial Aid** tab to determine if your file is complete and to find your SAP status. All financial aid forms can be obtained online at myUNM under the **Student** tab. Many can be submitted electronically. If your file is complete, please contact the Financial Aid Office. It is your responsibility to check for requirements and the status of your financial aid file through your LoboWeb account.

What's the UNM–Los Alamos school code for the FAFSA?

The code is 002663. This is the same code for all campuses within the UNM system.

Do I have to go to classes even if my I have not received my disbursement?

YES. You should attend classes even though your financial aid file is not complete. You are responsible for paying for your tuition, books, and fees until your file is complete.

Is there any way to get my financial aid disbursement today?

NO. If your financial aid file is not complete, then you are not eligible to receive any financial aid. It can take several days for any changes to your file to become effective. Financial aid is only disbursed on Tuesdays and Thursdays after the first week of classes. Refunds are sent through direct deposit to your account or by check mailed out to your address listed in LoboWeb.

Can I get financial aid here and at another school?

NO. You can only receive financial aid from one institution. If you do get financial aid from two institutions, you must pay it back to one of the institutions. For assistance in attending two schools at once, check with the Financial Aid Office about a **Consortium Agreement**.

Are the Bridge to Success, Lottery, and Opportunity Scholarships automatically awarded?

YES. All NM residents who meet the above qualifications for each scholarship will have the appropriate scholarship applied to their student accounts. No application is required for these state-funded scholarships.



Got more questions about financial aid?

Make an appointment to talk with our financial aid officer. Contact her in the Student Services Office at (505) 662-0341.

ACADEMIC SUPPORT & SERVICES

Academic Support Center (ASC)

The **Academic Support Center (ASC)** offers a range of services to supplement UNM–LA's academic programs. Services cover a range of academic subjects, and special arrangements may be made for those subjects not currently covered. The ASC is located in the Learning Resource Center on the top floor of Building 7.

- Free tutoring in English and mathematics, face-to-face or by Zoom, on a drop-in basis or by appointment
- Support for online tools, including Canvas, MyMathLab, MyEconLab, Mastering Biology, and other technology
- Workshops on study habits and other topics
- Homework and study groups
- Review sessions for midterms and finals
- Supplemental course resources
- Free, 24/7 online tutoring and writing lab at caps.unm.edu/
- Tutoring in a wide range of subjects, including: writing, reading, basic math, algebra, geometry, trigonometry, calculus, statistics, ESL, Spanish, computers, and technology

For more information and a schedule of tutors, visit the Academic Support Center's webpage at losalamos.unm.edu/asc.

Ordering Books

UNM–Los Alamos has partnered with **MBS Direct**, an online textbook vendor, to supply all required books for our programs. It is your responsibility to order your own textbooks. The online vendor will make textbooks available for purchase six (6) weeks prior to the start of classes.

Required and optional books for Lower Division and Community Education classes are listed by semester and course number. You may purchase your textbooks using a credit card or charge them to your UNM–Los Alamos student account by obtaining a book voucher from the Cashier. You may access MBS Direct at bncvirtual.com/unm.

You can find support for textbook ordering or access through the Cashier's Office. The ASC online tutor may also be able to assist with navigating and accessing textbook material.

Printing on Campus

All registered students are charged a **\$10 Technology Services Fee** to contain and reduce printing costs on campus while promoting sustainability and accountability.

Printing will be charged at **\$.05 for a single-sided page** and **\$.08 for a double-sided page**. Students will get approximately 200 single-sided prints (200 sheets) or 250 double-sided prints (125 sheets). The amount for a combination of single- and double-sided prints will vary. Any unused credit will roll over to the next semester for one full academic year (summer to spring). Then it will be re-set and begin again. If students have used all of their printing allotment, they can purchase more (in \$10 increments) from the Cashier in the lower level of Building 2.

This program will also allow wireless printing options from personal devices. Directions for use are posted at each print station around campus and are also on the IT webpage.

Important Dates

Check the Academic Calendar online at losalamos.unm.edu for exact semester dates and deadlines!

Last Day to Add

Last day to add a 16-week course	End of week two
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Enrollment Cancellation

First payment deadline for current semester courses (fall & spring)	End of week two
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Last Day to Change Grading Option

Last day to change grading option for a 16-week course	End of week two
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Last Day to Drop

Last day to drop a 16-week course without a grade	End of week three
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Last day to drop with a full refund (for 16-week courses)	End of week three
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Last day to drop courses overall	Last Thursday of instruction before Finals Week
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losalamos.unm.edu

