*Navigate the*

# Semester

## Guide to Student Success

UNM LOS ALAMOS

# REGISTRATION AND RECORDS

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

## FERPA: Family Educational Rights Privacy Act of 1947

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 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 at the time of admission, please obtain the number from Student Services or online at Demographic Self Service. For more information, please see FastInfo Answer #1573.

## 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, go to the front 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." This online service provides important online 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.

You can create your NetID by going to https://netid.unm.edu or by going to http://my.unm.edu and clicking on the link titled "Create a NetID." You will need your birth date and social security 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.**
**Therefore, it is recommended that you check this account daily.**

### MyUNM: my.unm.edu

"MyUNM" is your personal gateway to UNM. The "myUNM" portal provides centralized access to University resources for the entire campus community. Using "myUNM," students and employees can find easy access to important UNM functions and links.

Access "myUNM" at http://my.unm.edu.

### LoboWeb

LoboWeb is located within "myUNM" and allows you access to apply for admissions, add/drop classes, search 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 red LoboWeb Link.

Access LoboWeb at http://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 that is on file with UNM. You must have your Net ID and Password set up in order to log in. You are responsible for keeping your demographic information updated.

Access Demographic Self Service at http://www.unm.edu/dss.

### LoboAlerts

LoboAlerts is the University's emergency text messaging system. It is used to provide safety and weather alerts and notification of events which have the potential to threaten the University's ability to conduct regular activities. LoboAlerts is an opt-out system and all faculty, staff, and registered students have been automatically enrolled. Please 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 http://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 upcoming semester(s). In this meeting, advisors will check degree progress, confirm 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. Please contact Student Services to schedule your appointment.

## Steps to Register for Courses in LoboWeb:

To register for classes using Lobo Web:
1. Find the 5-digit CRN (Course Reference Number) for the courses that you want to add. You can find them in the printed Schedule of Classes or the online "Class Schedule" on the UNM-Los Alamos website.
2. Access "myUNM" at http://my.unm.edu and login using your NetID and Password.
3. Click on the "Student Life" tab.
4. Click on the red "Lobo Web" link.
5. From the Student Menu, click on "Registration and Records."
6. Click "Registration (Add / Drop), Course Search, Check for Holds."
7. Click "Registration Portal."
8. Click "Register for My Classes."
9. Select the semester for which you want to register. Then click "Continue."
10. Read the "UNM Terms and Conditions of Financial Responsibility Agreement." Then click the check-box and "I Agree" to accept financial responsibility for your tuition and fee charges.
11. Click on "Enter CRNs" tab in the blue bar.
12. Type in one of the CRNs for your selected classes. Then, click "+Add another CRN" to add additional courses. Then click "Add to Summary."
    - YOU ARE NOT REGISTERED YET. Your courses should all be listed in the summary box at the bottom right hand corner of the page with a status of "Pending." If everything looks correct, click "Submit" at the bottom of the page.
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 selections 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 line, change the option to "Drop with Grade."
    o 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 or the financial aid office, if you have any concerns.
4. Click "Submit."

## ! Enrollment Cancelation

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

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

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 must complete financial arrangements for all university charges. A non-refundable, $30 late registration fee will be charged. It will be 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 Errors

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

| Registration Add Error | What does it mean? | Override Required | Who can resolve? |
|---|---|---|---|
| PREREQ and TEST SCORE ERROR | Section has a pre-requisite course or minimum ACT/ Compass 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 documented 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 |
| CAMPUS RESTRICTION | Approval needed to add course at a different campus than the one that you're admitted to. | CAMPUS | STUDENT SERVICES |
| LEVEL RESTRICTION | Section restricted to students at a specific level (Associate, Graduate, etc.) | N/A | STUDENT SERVICES or EXTENDED UNIVERSITY Manual registration card required |
| ADVISOR or INSTRUCTOR PERMISSION REQUIRED | Advisor must approve before registration | N/A | ADVISOR or REGISTRAR |
| CLOSED SECTION | Class is full | CAP or PRECOCAP | INSTRUCTOR or STUDENT SERVICES |
| CLASS RESTRICTION | Section restricted to specific level of student | CLASS | STUDENT SERVICES |
| COLLEGE RESTRICTION | Section restricted to students in a specific college | COLLEGE | EXTENDED UNIVERSITY or Contact the dept offering the course at Main Campus |
| DEGREE RESTRICTION | Section restricted to student in a specific degree | DEGREE | EXTENDED UNIVERSITY or Contact the dept offering the course at Main Campus |
| DUPL CRSE WITH SEC-##### | Section is a duplicate of a course already in your schedule | DUPLIC | STUDENT SERVICES Manual registration card required |
| MAJOR RESTRICTION | Section restricted to students in a specific major | MAJOR | EXTENDED UNIVERSITY or Contact the dept. offering the course at Main Campus |
| MAXIMUM HOURS EXCEEDED | Attempted enrollment takes you beyond number of approved hours | N/A | REGISTRAR or ADVISOR |
| -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 |
| 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 are not permitted to register | Several possibilities | N/A | STUDENT SERVICES or BURSAR/CASHIER |
| Additional error messages are possible | Please contact the REGISTRAR at 505-661-4688 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 - enrollment cancellation, last day to drop with a refund, etc.

## 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 to be sure his/her account reflects these types of payment arrangements. Letters from outside payers will ONLY be accepted in the semester the classes they pertain to are offered.

You can access your student account from LoboWeb. From the "Make Payments" link, enter the UNM Account Suite.

## Bursar Account Suite Features

### 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 payment on your account

### E-Billing
- View and print your billing statement
- Set up your bill to be paid automatically

### 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 one of your installments
- 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. For more information or questions, contact the Cashier at (505) 663-3416.

# FINANCIAL AID

In order to be eligible for any type of federal grant or loan, as well as many need-based scholarships, you will need to apply by completing the Free Application for Federal Student Aid (FAFSA). Go to http://www.fafsa.ed.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. 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.

You will need:

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

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), go to LoboWeb at "myUNM" 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 is the criteria to be in good standing:

- Must have a course completion rate of 67% or better (i.e., complete about 2/3 of your courses).
- Must have a cumulative Grade Point Average (GPA) of 2.0 or better.
- Must not have exceeded maximum time frame allowed for their degree – currently 150% of credit hours required for the degree. (i.e., if you are in a 60-hour degree program, your max 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. It must be approved to regain financial aid.

### Official Withdrawal

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

### 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.

## 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" link to check award status. Any increases or decreases in aid will show on the "Make Payments" link.

## Canceled Classes

Classes that are canceled due to low enrollment will result in a decrease in the financial aid award. If disbursement has taken place and you do not add additional credit hours, you may need to pay back a portion of your financial aid. You are responsible for checking your status on LoboWeb at "myUNM."

## Scholarships and Loans

Scholarship applications are available on our website at http://losalamos.unm.edu. All scholarship information is posted to the website upon arrival at the Financial Aid Office. 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 priority deadline (first week of January) every year.**

## Frequently Asked Questions

**Why haven't I received my financial aid disbursement?**

Log onto Lobo Web through "myUNM" and select the Financial Aid Menu 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 used for the FAFSA?**

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

**Do I have to go to classes even if my financial aid file is not complete and I have not received my disbursement?**

YES. You must 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 made to your file to become effective. Financial aid disbursements are done ONLY on Tuesdays and Thursdays after the first week of classes and are available through direct deposit to your account or by check mailed out to your current address, as 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 the financial aid 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 and the Lottery Scholarship automatically awarded?**

YES. All NM residents who have attended a NM high school for one full year and have received a NM high school diploma or GED certificate are eligible for the Bridge to Success scholarship. No application is required for either scholarship.

### Bridge to Success Scholarship:

Is awarded the first semester after 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 students' responsibility. Students must meet the following qualifications:
- Graduate from NM High School or GED
- **Minimum 2.5 GPA / GED / HiSet equivalent**
- Must be admitted in degree or certificate program at UNM-Los Alamos
- Must be enrolled FULL TIME (12+ CR)
- Fall applicants must have graduated or completed GED in the Spring semester of the same year. Spring applicants must have graduated or completed GED in the preceding Fall semester.
- Must provide high school / GED transcript and any college transcripts **with admissions application**

### 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). Students must meet the following qualifications:
- 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 credential 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 OR
  Must enroll in and complete **12** credit hours per semester at a **two-year** New Mexico public community college
- Must maintain at least a cumulative GPA of 2.5.

**?**

**Got more questions about financial aid?**
Make an appointment to talk with our financial aid officer. Contact Student Services at (505) 662-5919.

# ACADEMIC SUPPORT

## Academic Support Center (ASC)

The Academic Support Center (ASC) offers a range of services to supplement UNM-LA's academic program. The ASC organizes and hosts homework/study groups, review sessions, and workshops, while offering additional course resources and various types of extra help and tutoring (drop-in, by appointment, and online). Services cover a wide range of academic subjects and special arrangements may be made for those subjects not currently covered. The ASC is located next to the Student Center on the top floor of Building 2.

- Homework and study groups
- Review sessions for midterms and finals
- Workshops on particular topics
- Supplemental course resources
- Free, face-to-face tutoring, either on a drop-in basis or by arrangement
- Free, 24/7 online tutoring and writing lab
- Tutoring in a wide range of subjects, including: writing, reading, basic math, algebra, geometry, trigonometry, calculus, statistics, biology, general chemistry, organic chemistry, physics, accounting, economics, finance, ESL, Spanish, nursing and allied health, computers and technology

For more information and a schedule of tutors and topics: visit the Academic Support Center's web site at http://losalamos.unm.edu/asc

## Ordering Books

UNM Los Alamos has partnered with MBS Direct, an on-line 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, Upper Division, and Community Education classes are listed. 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 the following url: https://bncvirtual.com/unm.

## Printing on Campus

*Student Print Management Fee*

All registered students are charged a $10 print 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.

*Print Fees*

| | |
|---|---:|
| Single-sided page | $0.05 |
| Double-sided page | $0.08 |

## Important Dates

*Check our website for exact semester dates and deadlines!*

*Last Day to Add*

| | |
|---|---:|
| Last day to add a 16-week course | End of week two |

*Last Day to Change Grading Option*

| | |
|---|---:|
| Last day to change grading option for a 16 week course | End of week four |

*Last Day to Drop*

| | |
|---|---:|
| Last day to drop a 16-week course without a grade | End of week three |
| Last day to drop with a full refund | End of week three |
| Last day to drop courses overall | End of class instruction before Finals Week |

UNM LOS ALAMOS

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losalamos.unm.edu