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On the Road to Internationalization: Designing an International Student Handbook for Northern New Mexico College

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SIT Graduate Institute

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On the Road to Internationalization:

Designing an International Student Handbook for Northern New Mexico College

Sara McCormick

Program in Intercultural Service, Leadership, and Management Group 70

A Capstone Paper submitted in partial fulfillment of the requirements for a Master of
International Education at the SIT Graduate Institute in Brattleboro, Vermont, USA.

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Advisor: Janet Thomas, Ph.D.

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ABSTRACT

The United States continues to host more international students than any other country in the world. According to the recent Open Doors 2010/11 report published annually by the Institute of International Education (IIE), the number of international students at colleges and universities in the United States increased by five percent to 723, 277 during the 2010/11 academic year (Open Doors, 2011). Currently, there are approximately 2, 724 international students studying in colleges and universities across New Mexico (Open Doors, 2011). As the number of international students increases at Northern New Mexico College (NNMC), located in Espanola, New Mexico, it becomes more crucial to have a structure in place to support these students, especially as they encounter many adjustment issues.

In this Capstone, the International Programs Intern examines the overall needs of international students at Northern New Mexico College and designs an International Student Handbook that addresses those needs. It will pay special attention to the information gathered through the Needs Assessment conducted with international students at Northern New Mexico College.

INTRODUCTION

At present, there are approximately 2, 724 (Open Doors, 2011) international students studying in colleges and universities across New Mexico. As the number of international students increases in New Mexico, it becomes more crucial to have a structure in place to support these students, especially as they continue to encounter many adjustment issues through out their sojourn. There is an apparent lack of support for international students at Northern New Mexico College (NNMC). If NNMC is to move forward in its efforts to internationalize, it must make addressing the needs of its international student population a top priority.

Northern New Mexico College (NNMC) was founded in 1909, in the rural northern town of El Rito, New Mexico. In 1970, the main campus was established in the town of Espanola, New Mexico. Today the El Rito location remains a secondary campus, offering unique programs such as: Adobe Construction, Heritage Arts, Weaving, and Spanish Colonial Furniture Making. In 1977, NNMC became New Mexico's first designated community college. It began granting Bachelor's Degrees in 2005, and currently has an enrollment of 2,000 students (Northern New Mexico College, n.d). Comprised of a student body that is predominantly Hispanic (73 %), NNMC is a member of the Hispanic Association of Colleges and Universities (HACU) (Sanchez, 2011). In 2009, NNMC established a basketball team and began recruiting international student athletes. Currently, there are seven international students at NNMC and a number of international faculty who work in the Science, Technology, Engineering, and Math (STEM) Departments. As a result of the recent increase in international students, NNMC

also has one Designated School Official (DSO) who is primarily responsible for providing students with visa support and assistance in maintaining their legal status. The DSO at NNMC does not, however, provide continuing support to international students because he has several other identified and separate positions.

It is evident that there is some support for internationalization at NNMC, as demonstrated by the temporary position of the International Programs Internship and the increase of international students and faculty. Due to the growth in the number of international students, however, it is essential that a dedicated structure is in place at NNMC to support these students, especially as they encounter many adjustment issues.

This Capstone examines the overall needs of international students at NNMC and designs an International Student Handbook that addresses those needs. It will pay special attention to the information gathered through the Needs Assessment conducted with international students at NNMC.

LITERATURE REVIEW

In order to understand and address the needs of international students at Northern New Mexico College, an examination of the available literature on international student adjustment in the United States is essential. Therefore, the goal of this literature review is to address the overall adjustment issues that international students face in the U.S. There is a great deal of research and information concerning acculturation and other issues specific to international students at universities and colleges in the U.S. Perhaps this is due to the fact the number of international students studying in the U.S. has been steadily climbing over the years, and that more international students studied in the U.S. last year than during any previous time in the nation's history (Open Doors, 2011).

International students often face unique challenges as they try to adjust to a new life in a foreign place. One of the first studies conducted by the Committees on Friendly Relations Among Foreign Students revealed seven major problem areas of international student adjustment: academic or curriculum issues; language difficulties; economic/financial issues; housing difficulties; social interactions; difficulties in health and recreation; and problems in racial discrimination and prejudice (Hammer, 1992). Despite these results, international students' adjustment needs were not seriously taken into consideration until the 1950s, when the government increased their efforts to attract international students to American universities and colleges (Altbach, 1991). As the on campus international student body population grew, it became more apparent to university officials that international students had issues and needs that pertained only to them. Consequently, the demand for broader research about these needs and adjustment

issues increased. Interestingly, numerous studies have consistently identified similar issues with the first study conducted by the Committees on Friendly Relations Among Foreign Students (Klineberg and Hull, 1979; Heikinheimo & Shute, 1986; Lee, Abd-Ella and Burks, 1981; Peterson and Neumeyer, 1948; Riley and Peterson, 1949). Some of the identified issues are highlighted below.

When students decide to attend a university in the United States, the first challenge they encounter is figuring out how to finance their education. While most people, like the faculty and administration from the two universities studied by Galloway and Jenkins, assume that acquiring the English language is the most problematic area in adjustment issues, financial concerns also weigh heavily on international students' minds (Galloway & Jenkins, 2009). This is because earning a Bachelor's degree in the United States is very expensive. While domestic students have options such as scholarships, federal grants, Stafford loans and work-study programs to finance their education, international students have very few options. In addition, international students must prove that they have sufficient funds to cover their first year of study and demonstrate that they have resources available to pay for the duration of their educational program in order to get their F-1 visa approval. With little or no need-based aid for international students, they often have to pay out of pocket or apply for and obtain a private loan. Trying to earn money while at school is also difficult because job options are limited. Due to immigration laws, international students can only work on campus for 20 hours a week. Therefore, the combination of financial difficulties, immigration issues, and employment for international students can make an international students' life very difficult and stressful.

Another issue faced concomitantly with financial concerns, is the language barrier. This can occur as soon as international students arrive on campus. Understanding the language presents a major problem for any person moving into a different culture. The issues international students encounter with the language can vary from comprehending rapid American speech, deciphering the language due to regional accents, to understanding the correct usage and idiomatic expressions of the language. Inadequate language skills often diminish the international students' ability to understand what is going on in the classroom and leads to difficulty requesting help and/or expressing themselves. In a study conducted by Galloway and Jenkins (2009), international students at two private, religiously affiliated universities were surveyed to determine the extent of their adjustment issues in the United States. Galloway and Jenkins also conducted a regression analysis to see how student problems varied between demographics and English language components. Not only did this study reveal that English language was the third largest adjustment issue for international students, but it is also the largest determinant of international student problems (Galloway & Jenkins, 2009). Therefore, Galloway and Jenkins recommend either having a more rigorous admission process or developing academic support programs which help to improve English language skills.

Along with the difficulties relative to financial matters and those in acquiring the language, international students also experience major adjustment problems with academic performance. Often this issue ties into international students' difficulty in acquiring the language. As mentioned previously, the language barrier directly affects academic performance of students. Under normal circumstances, what would be easily accomplished in their native language – such as understanding the lectures, taking notes,

taking exams, completing and understanding the texts and writing assignments, and expressing their opinions or asking questions in class, becomes a very difficult task. Several studies also cite international students' unfamiliarity with the American educational system as factors also hindering international students' academic performance (Sarkodie-Mensah, 1998; Thomas and Althen, 1989). The culture of American education can be quite different from that of their country of origin. Several of these differences include more informal student-faculty relationships; required student class participation; the grading system and the way in which one is evaluated (i.e. participation in class discussions, papers, group projects, quizzes, etc.), as well as the way students conduct research and views of academic honesty. Since these differences are deeply rooted in cultural differences, it often takes more time for international students to adapt, and thus, in the meantime, their academic performance is negatively affected.

Among the adjustment issues that international students face are those of adapting to American culture. These can range from learning American behaviors, such as tipping waiters, to embracing distinctly American values (i.e. individualism, freedom of choices). International students often experience culture shock, especially those who come from countries that are vastly different from the United States. Oberg (1954), the person who coined the term, describes it as "the anxiety that results from losing all our familiar signs and symbols of social intercourse." Both Adler (1975) and Bennett (1977) recognized that people experience a similar type of shock when they are in the state of transition in their lives - not just when they are going into a different culture. Thus, Bennett defined culture shock as transition shock in an alien cultural framework.

In addition to various adjustment issues, international students also experience

many psychological difficulties. Many works suggest the need for some sort of cross-cultural adjustment counseling to help international students cope with the stresses associated with living and learning in a new, unfamiliar environment (Boyer & Sedlacek, 1989; Paige, 1990; Pedersen, 1991). International students are a vulnerable population because, even though they are at risk for mental health issues, they are known to underutilize the available services. Several works in cross-cultural counseling and mental health have examined ways in which institutions can improve or provide more culturally sensitive services (Bradley et. al, 1995; Furnham & Bochner, 1986; Mori, 2000; Pedersen, 1991).

As one can see, there are many adjustment issues that international students face. However, institutions can play a major role in facilitating the students' adjustment to life in a new culture. One of the most effective ways is by providing students with a comprehensive international student handbook. Many researchers agree that a foreigner's ability to adapt in a new culture is enhanced by being prepared to face the unknown and being intellectually familiarized with the new culture (Brislin, 1974; Grove, 1989; Gudykunst & Hammer, 1988; Kim, 1988). Referring to preparation for culture shock, Brislin (1974) states, "When people prepare for unpleasant, aversive events that could occur in the future, the impact of those aversive events is much less severe than if people did not prepare" (p.3). Therefore, as an institution, universities and colleges and NNMC in particular, can ease international students' anxiety and help them adapt better to their new environment by providing a comprehensive international student handbook, where many of the international student adjustment issues can be addressed.

NEEDS ASSESSMENT

An international student survey was conducted in order to accurately assess the needs of international students at Northern New Mexico College. The objectives of the survey include the following:

- Identify student services available to NNMC international students
- Evaluate international student satisfaction with the available student services
- Make suggestions to improve NNMC student services for current/future international students

Seven international students participated in the survey. The students were from Bolivia, Cameroon, Jamaica, Kazakhstan, Nepal, and Serbia. All students were required to sign a consent form prior to participation. The consent form explained the purpose of the study and also ensured that all responses would remain anonymous and confidential. The survey was conducted online and consisted of nine questions. Topics addressed in the survey included the admissions process, student concerns, school communication, rating current on-campus services, and making suggestions for future on-campus services. The data collected from the survey was then used to help design the International Student Handbook.

After initial review of the survey, the DSO, Frank Orona, commented “This is a fantastic opportunity to get feedback from our international student population” (personal communication, March 7, 2012). The overall results from the survey indicate that 60 percent of international students would not recommend Northern New Mexico College to future international students, due to the lack of basic services at NNMC. For example,

when asked to specifically rate the admissions process when applying to NNMC, 80 percent of international students agreed that it was “somewhat difficult and there were issues with the process” (International Student Survey, 2012). They identified poor communication and problems receiving responses to their questions in a timely manner as the primary issues. Additionally, 100 percent of international students agreed that more information was needed about specific, essential services. These are: housing, transportation, on-campus employment, and health services. All of these are major issues at NNMC because of the lack of on-campus dormitories, a health center, limited on-campus employment, and limited transportation for essential needs (groceries, bank, entertainment). Finally, when asked how useful certain services would be on campus, 100 percent of students agreed that on-campus housing, a health clinic, and airport pick-up would be “very useful”. 80 percent also agreed that transportation (to and from campus and around Northern New Mexico), an international student club, and international student advising would be “very useful” (International Student Survey, 2012).

Although the overall data collected from the survey indicates that international student services need to be improved at Northern New Mexico College, the International Student Handbook can address the primary adjustment issues that international students face at NNMC. For example, 60 percent of international students rate the NNMC webpage as ‘poor,’ indicating that is difficult to navigate and lacking in helpful information (International Student Survey, 2012). One of the main difficulties is that there is not a centralized area on the NNMC webpage that international students can easily access for information to address their specific needs. While the International

Student Handbook may not address all the personal questions and concerns that international students have, it can be used as a centralized resource and guide, and will also be accessible in its entirety as a link on the NNMC webpage. The International Student Handbook also contains a comprehensive list of off-campus housing options, a detailed list of health care providers in the area, on-campus employment for which international students qualify, as well as information about transportation in and around Northern New Mexico.

At present, a draft of the International Student Handbook is meeting with positive feedback from the international students at NNMC, in fact, one international student is currently using the draft as a marketing tool in Serbia to attract more international students to NNMC. This validates the stated importance of an International Student Handbook at NNMC which is both portable and contains centralized information specifically geared towards easing international students' transition into Northern New Mexico College. The NNMC International Student Handbook that follows, was developed as a result of the international student Needs Assessment.

International 2012-2014 Student Handbook



←-----→
Northern New Mexico College





WELCOME TO NNMC!

Dear International Students:

On behalf of the NNMC community of administrators, faculty, and students, we welcome you to Northern New Mexico College (NNMC). During your stay, you will acquire the knowledge and skills necessary to attain your educational and professional goals. We encourage you to expand your educational experience by taking advantage of the many programs offered by the college community to develop professional and personal friendships. Adjusting to life in the United States and Espanola can be a challenge. This handbook contains basic information about college procedures, financial issues, housing, immigration rules, transportation, and resources available for you at the college and in and around Northern New Mexico. Although the handbook cannot cover all of the questions you might have, it will provide basic information and direct you to the appropriate personnel, office, or alternative resource for further assistance.

As you begin your new life here in Espanola, we encourage you to get to know your academic advisor, department faculty and staff, international staff, fellow students and the local community. It is among these people that you will develop relationships that will assist you in making your transition and sojourn deeply rewarding.

Best wishes for a successful academic and international experience at Northern New Mexico College.

Sincerely,

Sara McCormick, NNMC International Programs Intern

On Behalf Of:

Dr. Anthony Sena, Provost/Vice-President of Academic Affairs

Frank Orona, Director of Admissions / Designated School Officer (DSO)

DSO OFFICE SERVICES

The office of the Designated School Officer (DSO) at Northern New Mexico College is responsible for:

- Coordinating the application and admissions process for all international applicants.
- Ensuring international students maintain their legal status as foreign students in the United States (and fulfilling NNMC's obligations to the U.S. government).
- Signs the letters of employment which verify international students' eligibility to work on campus and obtain a social security number.

The DSO office is located in the Admissions Joseph Montoya Building, which is the main building as you enter campus. The office is directly to your left as you enter the building, in AD 202.

ABOUT NNMC

Northern New Mexico College was founded in 1909. It has two campus locations- one in the town of El Rito (about 40 minutes north of Espanola), that offers unique programs such as:

- Adobe Construction
- Heritage Arts
- Weaving
- Spanish Colonial Furniture Making

The larger campus is located in the town of Espanola and offers students a wide variety of Associate's and Bachelor's degrees. NNMC is made up of nine schools/departments for students to choose from. Those departments are:

- College of Education
- College of Nursing and Health Sciences
- Department of Business Administration
- Department of Career and Technical Education
- Department of Developmental Studies
- Department of Engineering
- Department of Fine Arts
- Department of Humanities and Social Sciences
- Department of Math & Science

NNMC is accredited by the North Central Association of Colleges and Schools, and has an enrollment of approximately 2,000 students. The international students currently enrolled at NNMC come from: Bolivia, Colombia, Nepal, Serbia, Jamaica, Cameroon,

Kazakhstan, and Canada. In addition, there is a number of international faculty at NNMC from: Mexico, Paraguay, Argentina, Brazil, Nigeria, India, and the Philippines. Because of its small size, NNMC can offer its students a unique learning environment that includes:

- Small class sizes
- Hands-on learning opportunities
- Strong sense of community
- Opportunity to get to know professors on an individual basis
- Extremely supportive faculty
- Individual attention

ADMISSIONS REQUIREMENTS

As a new international student at NNMC there are many procedures to complete before beginning your studies. The following list details the requirements for admission. For additional details and information, please refer to this handbook, under the appropriate sections. To expedite the process, you are encouraged to submit documents as a complete packet. We also recommend that you keep copies of all your important documents.

INTERNATIONAL STUDENT CHECKLIST

□ *International Application*

Please download and print a paper application at:

<http://registrar.nnmc.edu/sites/default/files/u3/UgradInternationalStuApplJune2010.pdf>

Be sure your application name exactly matches your name of record (the name on your passport or other official documents). Complete all sections and submit the application by mail to the Office of Admissions at:

Frank Orona
Director of Admissions/Recruitment/Designated School Officer
Northern New Mexico College
921 Paseo de Oate
Española, New Mexico
USA 87532

□ *Certificate of Financial Responsibility*

Upon acceptance, applicants must submit financial documents (bank statement and/or letter from a sponsor) to the DSO officer, which certify student's ability to meet the costs of the first year of study. Proof of financial ability must be on file before the DSO office can issue the necessary immigration document for student (and family members, if applicable).

□Proof of English Competency

If English is not your native language, part of the admission requirement is that you provide proof of your ability to function within the setting of English-only classes. All international students must submit an acceptable score on the Test of English as a Foreign Language (TOEFL). The minimum score required for entering NNMC is **80 iBT** (internet Based Test). TOEFL scores must be no more than two years old and must be verifiable. The cost of the test can range from US\$160 to US\$250 and varies between countries. For more information on registration, fees, test dates, locations and formats, please refer to <http://www.ets.org/toefl>.

□Official School Records, Degree(s) Awarded and Translations

Applicants must submit official secondary school records, including proof of graduation or school leaving certificate. Academic records submitted must be official or certified copies of transcripts, listing all courses taken, grade (marks) received, and degree statements, if applicable. When an official record from the school is not available in English, an English translation must be submitted. Translations made by the school attended, Ministry of Education, a sponsoring agency, embassy, or by professional translators will be accepted by NNMC. Please see section *Transcripts/Transfer Classes* on page 24-25 for additional information.

□Proof of Health Insurance

Upon arrival at NNMC, international students must bring proof of current major medical insurance, with an expiration date of not less than one year from the date of issue. Failure to present such proof to the NNMC DSO Office will result in being denied enrollment for classes.

Suggested Deadlines for Application Processing**

Spring Semester (January-May)-**November 1**

Fall Semester (August-December)-**July 1**

For additional questions regarding the admissions process, please email Frank Orona at forona@nnmc.edu.

IMPORTANT DOCUMENTS

As an international student at NNMC, it is important that you are familiar with the basic guidelines and rules of your status in the U.S. Please be sure to familiarize yourself with the following terms in order to avoid any unnecessary problems with U.S. Immigration Services.

I-20- An I-20 is a multi-purpose document issued by a government approved, U.S. educational institution certifying that you have been admitted to a full-time study program and that you have demonstrated sufficient financial resources to stay in the U.S. The I-20 is officially titled the “Certificate of Eligibility” because with it, you are

“eligible” to apply for an F-1 student visa at a U.S. embassy or consulate in your home country.

F-1 – An F-1 visa is issued to students who are attending an academic program or English Language Program. F-1 students must maintain the minimum course load for full-time student status (12 credits). F-1 status allows for part-time, on-campus employment (no more than 20 hours per week). Students are expected to complete their studies by the expiration date on their I-20 form. Once NNMC has determined that your application is complete and that you are academically eligible, we will issue an I-20 form to enable you to apply for your F-1 visa. You must present both the F-1 visa and the I-20 to a U.S. Immigration inspector upon arrival at your port- of-entry (the first place you enter into the U.S). The forms may be certified more than once. Be sure to keep them ALL together. You must also have them to apply for a Social Security card. See *Social Security Number* on page 16 for additional information.

I-94- At the port of entry, an Immigration and Naturalization Service (INS) official validates Form I-94, a record of your arrival/departure, which notes the length of stay permitted. This will be a small white card that is stapled into your passport. The I-94 is your permit to stay in the U.S. *Be sure it stays securely stapled in your passport at all times.*

These three documents are necessary to verify your legal status in the U.S as full-time students. If they are lost, stolen, or damaged, please report it to the DSO office as soon as possible.

LANGUAGE TESTING/PLACEMENT

In addition to the required test scores mentioned in the international student checklist (see *Proof of English Competency*), upon arrival at NNMC, international students are required to take the COMPASS Exam, which is offered in the Student Success Center (in the Admissions Building), and can be taken at any time Monday through Friday, between 8am and 2pm. Be sure to pick up an “OK to Test” slip at Admissions before testing. In addition, be sure to bring a valid picture ID (you can use your passport). You cannot take a calculator and all personal belongings (purse, backpack, cell phone, etc) must be left at the front desk

The COMPASS Exam is used to evaluate incoming students’ skill levels in *Reading, Writing Skills, Writing Essay, Math, and English as a Second Language*. Based on the scores for each section, students are placed in the appropriate course level when registering for classes at NNMC. If you place into **ENG 108 and MATH 100 or above**, you will be admitted as a regular, degree-declared student, and be able to register for college level courses. If, however, you do not receive passing scores on *Math* and *English*, you will be required to re-take those sections (for a \$10 fee) and you may have to enroll in certain courses before you can be admitted into regular level college courses.

To prepare for the COMPASS Exam, we strongly advise that students participate in the *Math, Writing, and Reading*, workshops that are offered in the Student Success Center. Please contact Amy Flores, Math Specialist, for more information at amyflores@nnmc.edu. You can also contact Jessica Bryant, Writing Specialist, at jcbryant@nnmc.edu.

It is strongly recommended that students visit the following websites for practice and sample questions, prior to taking the COMPASS Exam:

- www.act.org/compass/sample
- www.freemathhelp.com
- www.testpreview.com
- www.khanacademy.org

NNMC uses the following COMPASS scores for course placement.

Range:	Subject:	Place Into:
0-14	English	ABE*
15-32		ENG 106N
33-46		ENG 108N
47-69		ENG 109N
70-100		ENG 111/ENG 112
	Math	
0-22		ABE*
23-35		PD 108N
36-42		MATH 100N
43-100		MATH 102N/103N/104N
MII 1-11		MATH 102N/103N/104N
MFII 12-19		MATH 130/132
MFII 20-26		MATH 145 or 150
MFII 27-34		MATH 155 or 160
MFII 35-38		MATH 162
	Reading	
0-64		ABE*
65-76		RDG 108N
77-80		RDG 109N
81-100		No course needed

*ABE refers to NNMC's Adult Basic Education Center

CLASS REGISTRATION

Once you have completed the COMPASS Exam and your test scores have been submitted to the Admissions office, you must contact the Advisor in your Major (area of study) to set up an appointment and decide what classes in which you will enroll. First, your Academic Advisor will assist you in choosing your course schedule. Next, you will register online at: <http://registrar.nnmc.edu/page/registrar>. Note* You must have a

Student I.D. number (refer to page 31) to register online for classes. Additional assistance can be found at the Registrar's office in the Admissions building and at: <http://advisement.nnmc.edu/page/student-advisement> (under *Student Advisement*).

Please contact your Department in order to be assigned your Academic Advisor:

Business Administration	747-2184
Career & Technical Education	747-5487
Computer & Engineering Technology	747-5425
Education	747-5431
Fine Arts	747-2295
Health Sciences	747-2220
Humanities & Social Sciences	747-2120
Math & Sciences	747-2253
Nursing	747-2207

TRANSCRIPTS/TRANSFER CLASSES

In addition to submitting secondary school records to the Admissions office, If you have completed at least 24 semester hours of post-secondary (after high school) course work, you are considered a transfer student. Transfer students must submit official records (transcripts), complete with course descriptions (if possible) to the Registrar's Office, located in the Admissions Building. Transcripts must list all subjects taken and grades earned at the post-secondary institution.

All transcripts must be an original or certified copy with the original seal of the issuing institution or ministry of education, signed by an appropriate authority. Records must be in their original language and an official certified English translation must accompany the records. If you have attended a U.S. institution, official credentials must be sent to the Registrar's Office directly from the institution attended, in a sealed envelope.

If your transcripts need to be translated, NNMC recommends World Education Services (WES) at: <http://www.wes.org/index.asp>. The fee is approximately \$160 (US) per application. Official evaluations must be forwarded directly to NNMC from the evaluation service. For additional information/assistance with your transcripts, please contact Jan Dawson, Registrar at dawsonj@nnmc.edu.

ACADEMICS

For many international students, it can be a challenge to adjust to the style of teaching in the U.S. Some major points of difference include:

- Emphasis on class participation.
- Encouraging or requiring student feedback and questions during class.
- Emphasis on projects, group assignments and other homework instead of just a cumulative exam.
- Requirement of extensive reading and writing.
- Individual responsibility for research and timely submission of work.

At the college level, most courses are one semester long (4-4.5 months). Each course is assigned a number of credit hours. Credit hours are usually based on how much time is spent in class. All degree programs require students to complete a minimum number of credit hours before graduation which can be found in the college handbook in your degree program.

GRADING

In the U.S. grades, or marks, typically resemble:

A = Excellent

B = Better than average

C = Average

D = Below Average

F = Fail

S = Satisfactory ('pass' in a non graded class)

U = Unsatisfactory ('fail' in a non-graded class)

I = Incomplete,

W = Withdrawal

AU = Audit (taking the class for no grade and no credit)

Keep in mind that grades are based on more than just exams, in most cases. Your class syllabus (see below) explains exactly how you will be evaluated in each class. Your grade may be affected by exams, homework, projects, participation, attendance, and other factors.

GRADE POINT AVERAGE

In the U.S., great emphasis is placed on grade point average, also known as GPA, the 'average' of all grades and credit received in a degree program. To calculate GPA: Each letter grade has the following point value:

A=4
B=3
C=2
D=1
F=0

To find the number of grade points for each class, multiply the number of credits times the point value (for example, if you received a "B" grade in a 3 credit class, this would be $3 \times 3 = 9$ grade points.)

The GPA is calculated by *adding* the total number of grade points and *dividing* by the total number of credits.

For example:

#1 a student completed four classes during the Fall semester and the final grades were:

Class #1: 3 credits Grade = A Quality points= $3 \times 4 = 12$

Class #2: 2 credits Grade = B Quality points= $2 \times 3 = 6$

Class #3: 4 credits Grade = C Quality points= $4 \times 2 = 8$

Class #4: 3 credits Grade = A Quality points= $3 \times 4 = 12$

GPA = Total number of quality points: $12 + 6 + 8 + 12 = 38$ divided by the number of credits- $3 + 2 + 4 + 3 = 12$

38 divided by $12 = 3.16$ GPA (B Average)

It is essential that students maintain a 2.0 GPA or better in order to remain in good academic standing at NNMC.

COLLEGE TERMS

- **AA:** Associate of Arts (usually a 2 year degree).
- **Academic Advisor:** a faculty or staff member assigned to a student to help in planning course schedules and degree plans.

- **Add or Drop a course:** Add—to enter a course in which you had not originally enrolled;

Drop—to withdraw from a course in which you were enrolled.

Adding and dropping classes only occurs during a short period at the beginning of each semester (the ‘Drop/Add period’).

- **Audit:** Officially registering for a course in which a student will not earn a letter grade or credit. The cost is the same as if the course were taken for credit. A student auditing a course may be required to participate fully in the class.
- **BA:** Bachelor of Arts (usually a 4-5 year degree).
- **Catalog:** the book that contains the current and complete information, including degree requirements, admissions requirements, course descriptions, etc. Published annually, available throughout the college, and also available online at <http://registrar.nnmc.edu/page/catalogs>.
- **Cheating:** copying answers, data, or other information (or allowing others to do so from your work) during an examination, quiz, laboratory experiment, or any other academic exercise in which the student is not expressly permitted by the instructor. This can be grounds for failing the class, being expelled from school, or other disciplinary actions.
- **Final:** the last exam to end the semester, usually the most important exam.
- **Hold:** refers to restriction placed on a student’s registration by a campus office to prevent the student from registering for classes.
- **Incomplete:** records a course for which, because of serious reasons beyond a student’s control (e.g. automobile accident on the way to the final exam, hospitalization in the last couple of weeks of the term), student is not able to complete that last portion of the course requirements. By mutual, signed agreement between the student and the instructor, countersigned by the department chairperson, and subsequently accepted by the Registrar, the student will have up to one year to complete that small portion of the course still lacking.
- **Major:** a student’s primary field of study.
- **Midterm:** a key exam in the middle of the semester.

- **Minor:** a student's secondary field of study (if the student chooses to have one).
- **Plagiarism:** refers to the copying of materials without making reference to the source of information, a very serious academic offense. Students must be very careful in correctly referencing all source material in academic writing.
- **Skim:** to quickly read a passage or article for the general idea.
- **Syllabus:** schedule of the topics to be covered in a class, which may include test dates, grading requirements, and assignment schedule. The syllabus is the 'orientation' which takes place for each class on the first day, and constitutes an agreement or contract between the instructor and students of the class.
- **Withdraw:** To formally cancel enrollment in a class-with a "W" annotated on a student's permanent record/transcript. If you drop from a course within the refund period (the first two weeks of a regular fall or spring semester or the first week of a summer session), nothing will appear on your transcript to show enrollment. If you drop during the third week of a regular term (or after the first week of a summer session), no record will appear, nor will you receive a refund. Please refer additional questions to the Registrar.

SCHOLARSHIPS/FINANCIAL AID

There is limited financial assistance for international students at NNMC, however, there are a few scholarships available. For more information, please visit the NNMC website and click on 'Future Students', then click on 'Financial Aid,' finally, click on the link that says 'Scholarships.' In addition, international students qualify for a few of the scholarships offered by the NNMC Foundation. More information can be found at <http://foundation.nnmc.edu/nnmc-foundation>.

Note** International students who are athletes have the opportunity to receive an athletic scholarship. Non-athletes also have an opportunity to apply for a special scholarship, but first must complete one full semester with at least 12 credits and have a minimum 3.0 GPA. For a scholarship application, please contact Frank Orona in the Administration building.

For other scholarship/grant opportunities, please be sure to look into the following:

- <http://www.fastweb.com/>
- <http://www.edupass.org/finaid/databases.phtml>
- <http://www.internationalscholarships.com/>
- <http://www.iefaf.org/>
- <http://international.utk.edu/files/2011/07/Scholarships-International-Students.pdf>

- http://www.isoa.org/list_scholarships.aspx

ON-CAMPUS EMPLOYMENT

F-1 students do not qualify for federal financial aid. Many of the jobs on campus are “work-study” jobs, which are positions paid by federal funds as part of a student’s financial aid package. F-1 students are not eligible for “work-study”. F-1 students **CAN**, however, apply for and obtain employment with departments contracted through the college or non-work-study positions. The non-work-study positions that international students can apply for on the NNMC campus include the Sostenga center, which is made up of a student-run café, greenhouse, and garden, as well as the Student Ambassadors. For additional information on working for Sostenga, please contact Camilla Bustamante at cbustamante@nnmc.edu or 505.747.5454. Her office is located in the JCI building on Railroad Avenue, across from the gym.

For additional information on working as a Student Ambassador, please contact Jacob Pacheco at jpacheco@nnmc.edu or 505.747.2203. His office is located in the Administration Building in the Education Opportunity Center (EOC).

EMPLOYMENT ELIGIBILITY VERIFICATION

According to the U.S. Department of Labor, international students do not need to have a social security number prior to applying for and being accepted to a job on-campus. The student, however, must first have the offer of the job on an NNMC letterhead, issued by the on-campus employer, and signed by Frank Orona. See section below for additional information.

Within the first three days of beginning work, you and your employer must complete a form entitled Employment Eligibility Verification (USCIS Form I-9). This form should be provided by your employer and must be updated each time you receive a renewal of your work permission.

International students are allowed to only work on-campus, and for no more than 20 hours per week. No formal authorization from the United States Citizenship and Immigration Services is needed prior to beginning employment. If your employer has questions about your employment eligibility, and filling out Form I-9, ask him/her to please contact Human Resources (HR) Karen Dvorak at karend@nnmc.edu or 505.747.2142. Her office is located in the Administration Building.

TAXES

In general, F-1 students who have been in the US for no more than five calendar years are exempt (meaning you do not have to pay these) from Social Security (also known as FICA) and Medicare taxes. You should be sure to bring this to the attention of your employer because many employers are not familiar with this provision of the tax laws. If you need more information about the F-1 Social Security and Medicare tax exemption, please see

http://www.unm.edu/oips/all_handouts/pssw_2009.pdf. Students in F-1 status are subject to all other taxes that may apply: federal, state and local. Please contact your employer for additional information on the tax forms that you are required to complete.

SOCIAL SECURITY NUMBER

You will need to obtain a Social Security number (SSN) in order to work on campus and open a local bank account. The Social Security Administration will only assign Social Security numbers to students with documentation certifying that they have an on-campus job. You will need to bring the following documentation with you to the Social Security Administration to apply:

- ☐ Passport
- ☐ I-20
- ☐ I-94

You will also need the following:

- ☐ Job offer letter (from Sostenga/ Student Ambassadors) on an NNMC department letterhead signed by both your employer and by Frank Orona.
- ☐ Once you have the necessary documents, you will also need to fill out your application on Form SS-5 at <http://www.ssa.gov/ssnumber/ss5.htm> and submit all documents to the Social Security office located in Santa Fe (see address below). There is no fee to apply.

Social Security
1922 5th Street
Santa Fe, NM 87505
Phone: 1-866-571-8130
Monday – Friday
9:00 am - 03:30pm (Closed on Federal Holidays)

NEW MEXICO I.D. CARD

The New Mexico Identification (I.D) card is not obligatory for international students to have, but it is highly recommended. It can be used as an alternative to carrying your passport for everyday transactions, it can be used for entrance into certain clubs/pubs, and it can also be used to open a bank account, write a check, etc. It is also common in the U.S. to be asked for more than one form of identification, especially when dealing with a bank or applying for a social security number.

You must apply for an ID card in person at the Motor Vehicle Division (MVD). There, you have to provide the following documentation:

- ☐ An original birth certificate (translated into English and *Notarized)
- ☐ Passport
- ☐ Proof of residence
- ☐ Social Security Card

The cost of the ID is \$10 and lasts for 4 years. A photograph will be taken of you for an ID card, and you will need to provide your thumbprint and signature.

Address of MVD: 1121 Santa Clara Peak Road, Espanola, NM 87532/ 505-753-4681

* You can get your translated birth certificate notarized at the Box Pack & Mail, located near NNMC on Railroad Avenue. Hours of operation are Monday-Friday/9am-4pm.

NNMC STUDENT SERVICES

I.D. Cards

Every NNMC student, including international students, must obtain an NNMC student identification card (ID). The NNMC ID card is provided by the college to all students, staff, and faculty members. The card is used to purchase textbooks from the bookstore, borrow books/media from the library, access the Game Room located in the Administration Building, and use the equipment in the gym. In addition, the ID card is used for free admissions to most cultural, social, and sporting events on campus. To obtain your ID card, first, you must pick up your student ID number in the Admissions Building. Then, after you have registered for your classes, print out a class schedule and take it to the Game Room. After you have shown your class schedule to the person at the front desk, you will have your picture taken and your ID card processed.

Email Accounts

Once you arrive on campus, you will obtain an official NNMC email address. Your NNMC email is very important and you should check it regularly: It is where you will receive official broadcasts and notifications from the college regarding such matters as emergency closings, course cancellations, scholarship opportunities, and special campus events. Your professors will also use your NNMC email to communicate with you about matters related to your classes.

You can obtain your NNMC email address by visiting the NNMC website, clicking on 'myNNMC' then clicking on 'Access your Northern email'. Follow the instructions on how to sign in.

Username Examples: Firstname_middldleInital_Lastname@nnmc.edu

First time, temporary password: Eagles11. After signing in for the first time with the password provided, you will then be asked to create your own password.

Dining

There are two dining options available at NNMC. Chef Ron's Eagle Express Cafe is located in the Administration building near the Bookstore. Students can choose from a variety of New Mexican cuisine, including vegetarian/non-vegetarian options:

Enchiladas
Quesadillas
Tacos
Burritos
Special of the Day
Soup
Salad
Sandwiches

Cafeteria hours:

Monday-Thursday	9:00am – 2:00pm/ Breakfast: 9:00am-10:45
Friday	9:00am – 1:00pm
Saturday-Sunday	Closed

The Tiendita (store) and Café is located in the JCI building on Railroad Avenue, across from the gym. It offers espresso drinks, baked goods, and fresh local food prepared in the on-campus kitchen. Regular café and store hours are 7:30 a.m. until 2 p.m.

The Tiendita menu offers vegetarian options and includes items such as:

Breakfast Burritos
Quiche
Farm Fresh Salad
Soup

In addition, the Bookstore on campus (see below for location) also offers a variety of snacks such as:

Candy Bars
Sandwiches
Burritos
Ice-cream
Chips
Cookies
Fruit Juice
Coffee
Hot Chocolate

Tutoring

There are several tutoring options for students at NNMC in the following subject areas:

- Math
- Accounting
- Business
- Reading
- Writing
- Physics
- Biology
- Chemistry
- Microsoft Word

Students can find tutoring services in the Student Success Center and the High Tech. Building. Tutoring schedules are posted in the Student Success Center each semester.

Writing Center

International students are encouraged to visit the Writing Center located in the Administration Building (129) on the lower level, at the end of the hallway, past the Business Administration Department. Tutors can assist students in developing the following skills:

- Understanding an assignment

- Analyzing a reading
- Conducting research
- Selecting and focusing a topic
- Generating ideas for a topic
- Organizing ideas and outlining
- Formulating thesis statements
- Creating transitions
- Developing paragraphs
- Structuring an essay or paragraphs
- Proofreading
- Editing
- Sentence structure
- Sentence variety
- Word choice
- MLA in-text citations and Works Cited lists
- APA in-text citations and Reference lists
- Business letters/resumes

Computer Labs

There are several computer labs located through out campus, which include:

- Student Success Center (offers free printing)
- Library
- High Tech. Building/PI Center
- Writing Center
- JCI Building

Bookstore

The NNMC Bookstore is located in the Administration Building. Here you will be able to purchase your course textbooks, school materials (pens, notebooks, binders, envelopes book bags, computer accessories), as well as NNMC apparel (t-shirts, sweat-shirts, sweat-pants, etc). In addition, students can purchase art supplies, lab coats (required for science labs), nursing uniforms, dance (Flamenco) shoes, and a variety of toiletries (i.e. deodorant). Students also have the option of renting their textbooks (which means you return them after borrowing/paying a minimal fee)as well as purchasing textbooks online. For additional information go to <http://site.nnmc.edu/page/espanola-campus-bookstore>.

Bookstore hours:

Monday- Thursday	8:00am – 5:00pm
Friday	8:00am – 12:00pm
Saturday-Sunday	Closed

Library

The library at NNMC is also known as the Ben Lujan Library. It is located across from the General Education (GE) building. Students can access books, magazines, scholarly journals, online articles, newspapers, CDs, DVDs and much more at the NNMC Library. In order to check out materials, students must present their Student I.D. card. Other Services include a group study room, computers, a copy machine and audiovisual materials and players.

Library hours:

Monday- Thursday	8:00am - 9:00pm
Friday	8:00am - 5:00pm
Saturday-Sunday	12:00pm - 5:00pm

Gym

The gym at NNMC is also known as the Eagle Memorial Sportsplex. Students have access to a variety of activities such as:

Racquetball
Basketball
Cardio Room
Weight Training Room
Sauna

Be sure to check-in at the front desk with your ID card and sign a Rules/Liability form, required of all students who want to use the gym for the semester.

Gym hours:

Monday- Thursday	6:00am - 9:00pm
Friday	8:00am - 7:00pm
Saturday	8:00pm - 2:00pm
Sunday	Closed

TRANSPORTATION

Around NNMC:

There is limited transportation at NNMC, due to its remote location. Students can take the Regional Transit District (RTD) blue bus, which provides free public transportation around Northern New Mexico. The NNMC RTD blue bus stop is located across from the Administration Building and next to the Teacher Education Center (TEC). For route/time information please go to <http://www.ncrtd.org/Routes.aspx> or call 866-206-0754. In addition, you can ask the friendly bus drivers to give you a copy of the bus schedule.

Around Santa Fe:

If students want to travel to Santa Fe (the state capital city), from Espanola, they have the option of taking the Park and Ride bus. For route/schedule information please go to http://dot.state.nm.us/park_and_ride.html and click on 'Northern NM Park and Ride Schedule'.

Around Albuquerque:

If students want to travel to Albuquerque (where the airport is located), they have the option of taking the Park and Ride bus to Santa Fe, then catching the NM Rail Runner, which is a train that provides transportation between Santa Fe and Albuquerque. For route/schedule information please go to <http://www.nmrailrunner.com/index.asp>.

HOUSING OPTIONS

There is currently no student housing at NNMC. There are however, a few off-campus rental apartments and houses within walking distance/on the RTD bus line. Please refer to the section below for additional information.

Useful terms/information to know when renting an apartment:

Tenant: Person (you) who rents an apartment/house

Landlord: Owner of an apartment/house

What is a deposit?

A deposit is a sum of money paid by individuals living in a rented apartment or house to guarantee against damage to the building. If there is no damage and you clean the apartment or house thoroughly before you move out, your landlord or apartment manager should return most or all of the deposit. Most states require the landlord to return your deposit money to you within 30 days after you move out.

Usually a security deposit (often the same amount as one or two months rent) is required. This deposit will be returned to you if the apartment or room is left clean and undamaged when you leave.

It is very important to carefully inspect the room when you first move in, make written notes of any damage you find, agree with the manager about the condition, and get the manager's signature on your notes. Give the manager a copy and keep your own copy. This will aid you when you move out in any disagreements about the condition, and help you get the entire security deposit back. Be sure to ask about rules for hanging pictures, and whether you are permitted to paint or change anything.

What is a lease?

A lease is a written agreement, or contract, between the tenant(s) and the landlord. A lease usually states the following:

- The rent amount per month.
- When the rent is due every month. Unlike landlords in some countries, those in the

United States ordinarily do not go around collecting rent payments. You are expected to take the rent to your landlord on or before the day it is due, or mail it early enough so it arrives by the day it is due.

- The deposit amount.
- How long you are required to stay (for example, six months, 12 months).
- What utilities you are expected to pay.
- How many day's notice you must give before moving out.
- Rules you must follow (such as no pets).
- Services the landlord agrees to perform (such as yard work or repairs).
- Other conditions you and the landlord agree to follow.

Signing a lease

In most cases, you will be asked to sign a "lease," an agreement between you and the manager (or "landlord") of the housing facility. In the United States, a lease is a legally binding document, so be sure you understand everything before signing. Sometimes it's helpful to bring a friend along who can explain things, or you can request a copy of the lease before you sign it, and show it to someone if you have questions. The lease will state how much monthly rent is to be paid and the monthly due date, when you can move in, how long you are responsible for paying (often a whole year or sometimes two semesters), what is included (water, heat, and electricity are sometimes included but sometimes extra charges, telephone is not included). Some leases automatically renew unless a 30 to 60 day written notice is given. The lease will also have rules about pets, storage facilities, loud noise, security, and other things to protect the building and others living there.

What are utilities?

Heating and electricity: Heat may be included in the monthly cost of your room or apartment. If not, ask the landlord or other residents of the building, or former residents what you might expect to pay monthly for utilities.

If electricity is not included in your lease, you will be responsible to pay for the electricity you use, either directly to a utility company, or sometimes to the manager of your building, based on your usage as measured by an electric meter.

Be aware that heating with electricity can be very expensive, so it's cheaper to use the building's heat rather than a small electric heater.

If utilities are not included, you will need to make arrangements with the local utility company that provides the form of heat your dwelling requires (usually gas or electricity). The manager of your dwelling can help you with this, or tell you who to contact.

Sometimes the telephone book will list the phone numbers for utilities companies in a special section at the beginning of the phone book under "Community Services - Utilities."

Be sure to let the utility company know exactly when you will move in, and again when you will move out, so that you are only charged for the utilities you use.

Sometimes the gas or electric company will require a deposit from you before they establish service. Once you have paid your utility bills on time for several months (up to a year), they will return your deposit.

Water: The usage of water is usually included in the amount you pay for rent, but it's good to ask. You can drink the water right from the tap in the United States, it is clean.

Telephone: In most cases, it is the responsibility of the tenant to purchase a telephone, or you can use a cell phone. The companies listed below provide wireless phone services in and around Espanola. Contact the companies directly for the latest information on services, rates, deals, and the availability of cellular coverage in your area.

Sprint

3777 Cerrillos Road, Suite A
Santa Fe, New Mexico 87507/ 505- 474-5200

T-Mobile

Wal-Mart/ 2656 Espanola 1610 N Riverside Drive
Espanola, NM 87532/ 505-747-0414

AT&T

3494 Zafarano Dr
Santa Fe, NM 87507/ 505- 424-1638

Verizon

3545 Zafarano Dr, Suite C
Santa Fe, NM 87507/ 505-424-1620

Other charges: Your lease should mention if other costs are included or will be extra. Charges may include garbage pickup, water, shared electrical, or other costs.

Electrical Appliances

Depending on what country you are coming from, your electrical appliances and gadgets may not be compatible in the U.S. The U.S. voltage/frequency is 110V/60Hz. If your gadgets come with an adapter, that is already compatible for world-wide usage, i.e. 110-240V/50-60Hz, then you are okay. You may want to bring a universal adapter from home, although you will most likely be able to buy it from local stores (Wal-Mart). The picture below to the left is an example of a universal adapter. The picture to the right is an example of the U.S. appliance plug- note that it has “two vertical pins”.



Where can I get furniture?


If you rent a “furnished” apartment/room basic furniture, such as bed, couch, table, and chairs, will be provided.

If you prefer to buy your own furniture, you may wish to check second-hand (used) or thrift (Goodwill, Salvation Army, etc) stores, garage and yard sales, flea markets, bulletin boards on campus, and the newspaper classified ads section. Below is the address for the Salvation Army in Espanola.

Salvation Army Family Store

307 N Riverside Dr.
Espanola, NM 87532/ (800) 728-7825

Off- Campus Housing Options:

Address	Los Lomas Apartments 600 State Road 76 Espanola, NM 87532 	Casita Rentals 903 Calle Don Pedro Espanola, NM 87532	#27/ Country Road 089A Chimayo, NM 87522	Days Inn 807 South Riverside Drive, Espanola, NM 87505 
Rates	\$588- 2 bedroom \$675-3 bedroom	\$900	\$480	Contact Manager for current rates
Deposit	\$250	\$300	\$300	No
Furnished	No	Yes	Yes	Yes
Laundry Facilities	Yes	Yes	Yes	No
Close to RTD bus line	Yes	Yes	Yes	Yes
Walking Distance from NNMC	No	Yes (directly across from NNMC)	No	No
Contact Information	Phone: 505-747-3790 Website: www.LasLomasApartmentHomes.com	Jake Martinez Phone: 505-753-9606/505-470-7072 Email: <u>Includes:</u> Wireless Linens TV/DVD Dishes Postal Service	Robin Reider Phone: 505-351-4474/505-414-3890 Email: robinreider@hotmail.com	Mac Bhakta 505-577-6390 <u>Includes:</u> Wireless Cable Linens Free Continental Breakfast (Daily)

HEALTH SERVICES

NNMC does not currently have a student health center. Students seeking health care, however, can refer to the list of *Medical Service Providers* on page 56. In case of an emergency (which refers to a condition, possibly life-threatening, requiring immediate treatment), the nearest hospital is the Presbyterian Espanola Hospital (see address below), located across from NNMC. You will be required to show you insurance card, which you should carry with you at all times.

Hospital Address:
1010 Spruce St.
Epañola, NM 87532

Main Switchboard:
505-753-7111

Insurance

At NNMC, it is mandatory for every international student to have health insurance. Please be sure to purchase your health insurance *before* your arrival to NNMC. Below is a list of international student health insurance providers:

- <http://www.isoa.org/>
- <http://www.internationalstudentinsurance.com/>
- http://www.hginsurance.com/individual_10.asp
- <http://www.nationalinsurancestore.com/>

Dental

In the U.S, health insurance does not usually include a dental plan. If students are seeking dental care, they can visit the Clinica del Norte (clinic of the north), located in El Rito, about 40 minutes from Espanola (see below for address). Please be sure to call ahead of time to schedule an appointment. You will need to provide your date of birth, reason for your visit, and a letter from Frank Orona, stating your international student status. You will be charged \$45 per visit.

Clinic Hours:

Monday- Friday	8:00am - 6:00pm
Saturday	8:00pm - 4:00pm
Sunday	Closed

Clinic Phone: 575-581-0028

Clinic Address: State Road 571 #28

P.O. Box 237

El Rito, NM 87530

Counseling Services

Counseling may not be familiar to many international students because it is not always a common practice in other countries and cultures. In the U.S, it is normal to seek counseling to discuss your concerns. For instance, you may be experiencing difficulties with cultural adjustment, homesickness, friendships and relationships, academic and family issues, etc. Through counseling, the NNMC counseling staff member can help you learn new coping skills and focus on helping you achieve your maximum potential at NNMC. Counseling services at NNMC are free of charge. In addition, counseling services are confidential, which means that the information you choose to share with the counselor is *only* between you and the counselor. The Counseling office at NNMC is located in the Administration building, office 241C. Please be sure to call and schedule an appointment at 505-747-2256 with Mental Health Counselor, Ana Gutierrez Sisneros malinallix@nnmc.edu. The Counseling office hours are Monday-Thursday 9am-6pm. Walk-ins are also welcome.

Cultural Adaptation

Adapting to a new environment can take time and the pace of transition varies from person to person. The typical pattern of cultural adjustment often consists of distinct phases: Honeymoon, Crisis, Recovery, and Adjustment. Notice that this cycle is then repeated upon re-entry to one's home country or culture of origin. The effect these phases have on one's mood is illustrated in this "w-curve" figure:



Based on Oberg (1960) and Gallahorn & Gallahorn (1963)

The Honeymoon Phase

This phase is best described by feelings of excitement, optimism and wonder often experienced when you enter into a new environment or culture. While differences are observed, students are more likely to focus on the positive aspects of the new environment.

The Crisis Phase

This is what is often termed as "culture shock." Culture shock has been defined in different ways by many social scientists. In general, it is a term used to describe the anxiety and feelings (of surprise, disorientation, confusion, etc.) felt when people have to operate within an entirely different cultural or social environment. It grows out of the difficulties in assimilating the new culture, causing difficulty in knowing what is appropriate and what is not. Often this is combined with strong disgust (moral or aesthetical) about certain aspects of the new or different culture. Culture shock does not necessarily occur suddenly, but may gradually begin to affect a person's moods over time. The length of time a person experiences culture shock depends on how long they stay in the new environment as well as their level of self-awareness.

Symptoms of Culture Shock

Culture shock manifests itself in different forms with different people but some symptoms can be:

- changes in eating habits and sleeping habits
- acute homesickness; calling home much more often than usual
- being hostile/complaining all the time about the host country/culture
- irritability, sadness, depression
- frequent frustration; being easily angered
- self doubts; sense of failure
- recurrent illness
- withdrawing from friends or other people and/or activities

The Recovery & Adjustment Phases

Recovering from culture shock is handled differently by everyone-we each have our unique circumstances, background, strengths and weaknesses that need to be taken into consideration. With time and patience, we can experience positive effects of culture shock, like increasing self-confidence, improved self-motivation and cultural sensitivity. As you gradually begin to feel more comfortable in and adjusting to the new environment, you will feel more like expanding your social networks and exploring new ideas. You will feel increasingly flexible and objective about your experience, learning to accept and perhaps practice parts of the new culture, while holding onto your own cultural traditions.

Suggestions for easing the transition:

- **Realize that what you are going through is normal.** Remember that the unpleasant feelings are temporary, natural and common to any transition that a person makes during their life. Be patient and give yourself time to work through the process.
- **Keep in touch with your home country.** Read newspapers from home, international magazines, etc. Watch international television channels or surf the internet. Call home regularly and use social media outlets such as Skype to keep in touch with family members. Have familiar things around you that have personal meaning, such as photographs or ornaments. Find a supplier of familiar foods or visit restaurants that are similar to your home cuisine.
- **Take care of yourself.** Eat well, exercise, and get enough sleep!
- **Talk to someone.** Find friends who are going through a similar process, call your family back home, or see a counselor. NNMC has a trained counselor who can help you through the difficult parts of cultural adaptation. In the U.S. it is very common to talk with a counselor about problems or difficulties. Take advantage of the resources available to you at the college!
- **Have fun and relax!** Join student groups. Take up a new sport at the Eagle Memorial Sportsplex. Participate in activities, clubs and student organizations of interest to you.
- **Improve your English skills.** Cultural adaptation is greatly enhanced by perfecting your English skills. Not being able to clearly communicate can create isolation and loneliness. Make a point to join activities that give you the opportunity to share in conversation and express your identity.

CAMPUS SAFETY

Substance Abuse Policy

NNMC is committed to a safe working and learning environment for its faculty, staff, students, and the general public. Because substance abuse affects people's performance, conduct, reliability, and general ability to learn and complete assigned tasks, NNMC has adopted the following policy on substance abuse:

Alcohol

While you are on College property, you are denied the unauthorized use, manufacture, distribution, dispensation, sale, possession, or transfer of controlled substances, including the unauthorized use or possession of, or being under the influence of, alcohol or alcoholic beverages. Violation of this policy may result in such disciplinary action as dismissal and referral for investigation and/or prosecution by appropriate law enforcement agencies.

Drug Testing

Routine drug testing is not permitted; however, if there is reasonable suspicion that a specific individual is in violation of this policy, that person may be required to undergo testing as a condition of continued enrollment as a student. This does not, of course, preclude the College, at its discretion, from conducting random drug testing programs for students who might be participating in athletic activities conducted or sponsored by the College.

Campus Security

All students are to report to the DSO, Frank Orona, any criminal activity occurring within the campus facilities or during any college-sponsored activity. No type of criminal activity within the campus or during college activities will be tolerated. Criminal activities include but are not limited to murder, rape, robbery, aggravated assault, burglary, motor vehicle theft, liquor law violation, drug abuse, and weapons possession. Under the terms of the law, in September of each year the College prepares, publishes, and distributes information which is available upon request to current students.

Campus Security can be reached (24 hours a day) at 505-747-5158. The office is located in the Metal Trades Building, next to the Nursing Department.

Northern New Mexico College Catalogue.(2011). Campus Security Policies. Retrieved from http://admissions.nnmc.edu/sites/default/files/u3/Catalog_2011-12_web_10-10.pdf

CONCLUSION

The faculty, administration, and international student population have expressed a strong desire for campus wide internationalization at Northern New Mexico College. Unfortunately, the internal politics (common to most community colleges), lack of funding, the demographic served (part-time students, commuter campus, etc), lack of a cohesive vision and communication problems within the faculty, as well as a lack of an international student support system, continue to severely hinder the efforts to internationalize at NNMC.

This International Student Handbook, also accessible as a link on the NNMC webpage, is a first and essential step to centralize information, so that it is easily utilized by administration, faculty, and international students. In addition, this International Student Handbook is also a first step toward a tangible marketing tool to attract and retain international students. It should be noted that this handbook is being created by an unpaid intern because of the problems discussed as barriers to the development of a sustainable and successful international program at NNMC. There must be a full-time paid position with a professional whose expertise is in international education. Part time assignments and fragmented communication among faculty have proven to be unwieldy and counter productive for a successful international program at NNMC. Substantiation of the need for a professional who is solely responsible for international students at Northern New Mexico College can be demonstrated by the following international student response to the question- *What are your suggestions so that we may better improve our services at NNMC for you and future international students?*

“I think it would really help to have an international student office. A place we could go if we had questions or needed help. Also, having _____ here as a full-

time position would be great. She really helped me with health concerns and organized an interesting and free cultural excursion. There aren't a lot of services here for us, but if we had someone like her to be here to help us, it would make things a lot easier" (International Student Survey, 2012).

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APPENDIX A: TIPS FOR UNDERSTANDING AMERICAN CULTURE

Greetings

Americans are very friendly. They tend to greet each other with a smile, sometimes a handshake, and a friendly “Hello, how are you?” (which is not a question about your health) or “What's up?” Such a greeting is very common, and does not always require an answer. If an American friend greets you with “Hi, what's going on?” and walks away, do not feel offended, it is a popular way of greeting. Also, the common phrase “See you later” is not an invitation for a visit, but a way to say “goodbye.” Americans also are very informal and address each other by their first names from the time they meet, even with elders and people of authority. Do not feel uncomfortable when someone asks you to use his/her first name, it is customary. If you are in doubt about how to address someone, you should first use the formal name and wait for him or her to suggest that you use the first name.

Gifts

As a rule, gifts are given to relatives and close friends. They are sometimes given to people with whom one has a casual but friendly relationship, such as a host or hostess, but it is not necessary or even common for gifts to be given to such people. Gifts are not usually given to teachers or others who hold official positions. The offering of gifts in these situations is sometimes interpreted as a possibly improper effort to gain favorable treatment from that person.

Dress

Casual dress is appropriate for the classroom. Students will, however, dress more formally for certain class presentations. Casual dress is also appropriate for visits in people's homes, shopping or movie theatres. You might dress more formally for a special dinner or a special event at NNMC.

Personal hygiene

To most Americans, personal hygiene is very important. They shower and wash their hair daily and wear freshly cleaned clothes each day. Natural body odors are considered unpleasant and offensive, so deodorants, colognes and other toiletries are used often.

Time

Americans are very time conscious and place high value on promptness. Classes generally start on time. If you are going to be more than five or ten minutes late for a meeting or an appointment, you should telephone to let the other party know you will be late.

Currency

The U.S. monetary system follows the decimal system. The basic unit is the dollar, the symbol for which is “\$.” The most widely used bills are in denominations of \$1, \$5, \$10 and \$20. Occasionally, a bill of \$50 or \$100 may be seen. Each dollar can be divided into 100 cents. Currency in the form of a coin is: 1 cent (penny), 5 cents (nickel), 10 cents (dime) and 25 cents (quarter). There are some other coins, such as the 50-cent coin or the dollar coin, but they are rarely seen.

Value of a Dollar

Here are the average prices for common items:

- cup of coffee, \$2
- hamburger, fries and drink, \$5 to \$10
- lunch at a restaurant, \$8 to \$20
- hotel/motel room, \$50 and up
- movie theater (cinema), \$5 to \$10
- gasoline (1 gallon), \$3.80 + (fluctuates)
- haircut (woman), \$20
- haircut (man), \$10
- postage stamp for letter delivery in United States, \$.45 cents
- postage stamp for letter delivery outside of United States, \$.85 cents (for first ounce, for additional ounces, rates vary by destination)

Sales Tax

Most states in the United States charge a sales tax on tangible personal property and services, such as clothing, restaurant and fast food restaurant meals, services (haircuts), newspapers, books, toiletries etc. Sales taxes vary from state to state, but average 5 percent to 7 percent in most places. Sales taxes are added at the cash register, so be prepared for your bill to be more than the price tag on an item.

Tipping

Tipping, also known as gratuity, is giving a small amount of money to another person for a service. These are the most often tipped services:

- waiter/waitress, 20 percent of food bill
- porters, \$1 to \$2 per bag
- barbers/hairdressers, 15 percent of bill
- room service at a hotel, \$1 to \$2
- food delivery persons, \$1 or more

You should never tip police officers, physicians, government employees or University employees. It may be interpreted as a bribe, which is illegal. You do not tip bus drivers,

theatre ushers, museum guides, salespeople, employees at fast food restaurants or hotel clerks.

APPENDIX B: IMPORTANT PHONE NUMBERS

Emergency (Ambulance/Fire/Police): **911**

New Mexico State Police Dept. **505-753-2277**

Rio Arriba County Sheriff Dept. **505-753-3329**

Campus Security: **505-747-2158**

Student Counseling Services: **505-747-2256**

Frank Orona (DSO): **505-747-2269**

Admissions: **505-747-2111**

Registrar's Office: **505-747-2115**

Presbyterian Hospital: **505-753-7111**

Clinica del Norte (Dental): **575-581-0028**

APPENDIX C: HELPFUL INTERNET LINKS

- USCIS (US Visa Documents): <http://www.uscis.gov/portal/site/uscis>
- Travel, Study and Work in the U.S: <http://www.usa.gov/visitors/visit.shtml>.
- Overviews of the U.S. Education System:
<http://www.ed.gov/about/offices/list/ous/international/usnei/edlite-about.html>
<http://www.edupass.org/>
- Homepages of U.S. Consulates and Embassies:
http://www.travel.state.gov/visa/questions_embassy.html
- Tax Information for International Students:
<http://www.edupass.org/finaid/taxes.phtml>
<http://www.irs.ustreas.gov/>
- International Students with Disabilities Accessing Community Resources in the United States: <http://www.miusa.org/ncde/tipsheets/communityresources>

- Information on Immunization and Vaccination Requirements: <http://www.who.int/en/>
- New Mexico State Parks: <http://www.emnrd.state.nm.us/PRD/>
- New Mexico Tourism: <http://www.newmexico.org/>
- New Mexico Rail Runner: <http://www.nmrailrunner.com/>
- New Mexico Department of Transportation: <http://dot.state.nm.us/>
- New Mexico Driver's License information: http://www.tax.state.nm.us/mvd/mvd_home.htm
- About Espanola: <http://espanolaonline.com/aboutespanola.htm>
- Rio Grande Sun (local newspaper): <http://riograndesun.com/front/>
- The Santa Fe New Mexican: <http://www.santafenewmexican.com/>
- Currency Converter: <http://www.xe.com/>
- Free International Calls: <http://www.skype.com/intl/en-us/home>
- Free Furniture: <http://www.freecycle.org/>

APPENDIX D: PLACES OF WORSHIP

Islam:

Dar al Islam Mosque

Directions from Española: Coming into Abiquiú from the south on Highway 84, drive just beyond the Abiquiú Inn and Bode's General Store, a little more than a mile past the Chama River crossing is County Road 155. Turn right and follow the unpaved road for about 2 miles until you come to the overhead Dar al Islam main entrance sign on your left. Visitors are welcome, but advance arrangements are advised.

Dar al Islam, P.O. Box 180/Abiquiú, NM 87510/ 505-685-4515

Judaism:Los Alamos Jewish Center

2400 Canyon Road/ Los Alamos, NM 87544/ 505-662-2140

Temple Beth Shalom

205 East Barcelona/Santa Fe, New Mexico 87505/ 505- 982-6161

Buddhism:Tushita Kadampa Buddhist Center

PO Box 24071/Santa Fe, NM, 87502/ 505-820-222

Kagyü Shenpen Kunchab (KSK)

751 Airport Road/ Santa Fe, NM 87505/ 505-471-5336

Catholicism:Sacred Heart Parish

908 Calle Rosario/ Espanola, NM 87532/ 505-753-4225

Immaculate Heart of Mary Catholic Church

3700 Canyon Road/Los Alamos, NM 87544/ 505-662-6193

Hinduism:Dharma Singh Khalsa

11 Sombrillo Rd/Espanola, NM 87532

Baha'i Faith

PO Box 28805/ Santa Fe, NM/ 87592 / 505- 982-3788

Orthodox Christianity:Saint Dimitri Orthodox Church

2270 39th St/ Los Alamos, NM/ 87544-1742/505-661-7466

Christianity:United Methodist Church

105 Spruce St./Espanola, NM 87532/ 505-753-4115

First Baptist Church

909 La Joya St/Espanola, New Mexico 87532/ 505-753-2805

Church of Jesus Christ Latter Day Saints

1101 East Fairview Lane/Espanola, New Mexico 87532/ 505-753-3751

Quakerism:Los Alamos Friends Worship Group

625 La Bajada/ Los Alamos, New Mexico 87544/ 505-662-7530

South Side Friends Worship Group

1730 Camino Carlos Rey North - Suite 209/ Santa Fe, New Mexico 87507/ 505-471-2288

APPENDIX E: DINING**New Mexican Cuisine:**Angelina's Restaurant

1226 N Railroad Ave, Espanola, NM 87532
505-747-2471

JoAnn's Ranch O Casados Restaurant

938 N Riverside Drive, Espanola, NM 87532-2556
505 -753-1334

El Parasol

602 Santa Cruz Rd, Espanola, NM 87532
505-753-8852

El Paragua

602 Santa Cruz Rd, Espanola, NM 87532
505-753-3211

Los Arcos Restaurant

819 N Riverside Dr, Espanola, NM 87532
505-753-3015

La Cocina Restaurant

415 S Santa Clara Bridge Road, Espanola, NM 87532
505-753-3016

Rancho de Chimayo

297 Juan Medina Road, Chimayo, NM 87522
505-351-4444

Fast Food:

KFC

813 N Riverside Dr Espanola, NM 87532
505-753-3472

Blake's Lotaburger

119 Paseo De Oate Espanola, NM 87532
505-753-9287

Sonic Drive-in

1207 North Riverside Drive Espanola, NM 87533
505-753-6224

Taco Bell

1600 N Riverside Dr Espanola, NM 87532
505-753-9399

Pizza Hut

1308 N Paseo De Oate Espanola, NM 87532
505-747-0146

Subway

708 N Riverside Dr, Espanola, NM 87532
505-753-5030

Wendy's

1610 N Riverside Dr Espanola, NM 87532
505-747-1357

McDonalds

618 N Riverside Dr Espanola, NM 87532

505-753-5162

Chili's

415 Lowder Milk Rd, Espanola, NM 87532

505-753-6667

Chinese:

Shanghai

734 N Riverside Dr Ste D, Espanola, NM 87532-2957
(505) 753-7568

Japanese:

Jo Ji's Sushi and Teppan Grill

1508 North Riverside Drive, Espanola, NM 87532
(505) 747-4113

Italian:

La Strada

107 S Riverside Dr, Espanola, NM 87532
505-747-4545

APPENDIX F: HOTELS

Santa Claran Hotel (\$75 - \$98)

464 North Riverside Drive, connected to Santa Claran Casino, Espanola, NM 87532
(505) 753-3506

Days Inn Espanola (\$36 - \$78)

807 South Riverside Drive, Espanola, NM 87505
(505) 747-1242

Comfort Inn (\$60 - \$79)

604-B S Riverside Drive, Espanola, NM 87532
(505) 753-2419

Inn at the Delta (\$124 - \$135)

243 N. Paseo De Onate NW, Espanola, NM 87532

(505) 753-9466

APPENDIX G: PHARMACIES

Walgreens

1114 N Riverside Dr, Espanola, NM 87532

(505) 747-3405

Walmart Super Center

1610 N Riverside Dr, Espanola, NM 87532

(505) 747-0427

Fairview Pharmacy

34 N Riverside Dr, #B, Espanola, NM 87532

(505) 753-22097

APPENDIX H: BANKING

Convert Your Money before you open a bank account, it is recommended that you bring cash or traveler's checks for at least the first couple of weeks. You will be able to convert currency at the airport, but you may want to check with your local bank for exchange rates.

It is also recommended that you open a bank account during your stay in the U.S. The bank is not only a safe place to keep your money, but also convenient if you find a job on campus, or expect funds to be wired to you from your home country. There are several banks to choose from in Espanola (see below). In addition, there is an ATM (Automated Teller Machine) conveniently located on campus across from the Administration building, where you can withdraw money at any time. To open a bank account in Espanola, you will need to provide the following:

- ☐ Social Security Number
- ☐ Passport
- ☐ Local address

- Initial funds to be deposited into your new account (cash, traveler's check, or personal check)

Below are some key services that banks offer.

Checking Account: The easiest way to manage your finances is through the use of a checking account. A checking account allows you to deposit money, and then write a check against your account to pay for services and purchases you have made. When you open a checking account, you will receive checks printed with your name, address, and account number printed. Your checkbook will also contain a financial ledger which is used to maintain a record of your transactions and ongoing balance. Depending on the bank and the type of account you have selected, you may be charged a service fee for having a checking account. In many instances this can be avoided by keeping a minimum balance (amount of money in your account.) Your bank will provide to you a monthly record of your checking activity, either online or a paper statement mailed to you, which is convenient in tracking your spending. Checks are also convenient to submit payment by mail (for example to pay a telephone or utility bill). You need to keep careful record of how much money you have in the bank and the amount of the checks you write. Writing checks for more than the amount you have in your account, results in fines and other penalties.

Savings Account: These accounts are designed for saving money over a long period of time. You typically cannot write checks on these accounts. You can, however, open both accounts and transfer funds from your savings to your checking account.

Debit Cards: Also known as a checking card, this allows you to withdraw or deposit money to your bank account using an automatic teller machine (ATM) and to make purchases at stores that accept the card. Some debit cards carry a credit card logo (such as MasterCard or Visa), and can be used in place of a check or credit card. Debit cards are not credit cards, however, and they can be used only to the extent that you have funds in that account.

Credit Cards: Some banks now offer a combination debit/credit card. Credit card use in the U.S. is so widespread that it may be difficult to carry out certain transactions such as renting a car, securing phone service, or buying airline tickets without one. Credit cards offer a convenient method to pay for goods and services without using cash. You are billed every month, and must pay at least a portion of your balance every month. If you do not pay the entire amount due, you will have to pay interest on the unpaid balance. If the card is lost or stolen it should be reported to the credit card company immediately.

ATM Machines: Most banks operate Automated Teller Machines (ATMs). These machines make it possible for customers to deposit, withdraw, or transfer funds conveniently, even when the bank is closed. You will find ATMs in banks, shopping malls, supermarkets, and other convenient locations. Be certain that you understand your bank's ATM system and policies and are familiar with the fees your bank may charge for using this service. When you open an account with a bank that operates an ATM system,

you'll be issued a plastic ATM card, and assigned a personal identification number (PIN) which is needed to make a transaction.

Valley National Bank

322 N Riverside Dr, Espanola, NM, 87532
(505) 753-2136

Bank of America

1123 Riverside Drive North, Espanola, NM 87532
(505) 367-1780

Wells Fargo Bank

645 N Riverside Dr Espanola, Espanola, NM, 87532
(505) 753-2308

Community Bank

404 Carr Ln, Espanola, NM, 87532
(505) 753-2383

Century Bank

460 N Riverside Dr, #G, Espanola, NM 87532
(505) 367-1200

APPENDIX I: POSTAL SERVICES

Many students receive mail at their place of residence. Others choose to rent a post office box (P.O. Box) at a local post office. Please notify the Registrar's office and the DSO offices, as soon as you have a local address, or if that address changes. U.S. Postal Service offices near NNMC include:

Espanola US Post Offices: 1701 State Road 76, Santa Cruz, NM 87567/ (505) 753-7643
2103 N Riverside Dr, Espanola, NM 87532/ (505) 753-2945

Chimayo US Post Office: 724 Nm-76, Chimayo, NM 87522/ (505) 351-4524

APPENDIX J: LAUNDROMATS

E-Z Way Laundry

609 Riverside Dr, Espanola, NM 87532
(505) 753-3895

The Bubble Zone Laundry

701 La Joya St, Espanola NM 87532
505-747-0222

APPENDIX K: FOOD SHOPPING

Walmart Super Center

1610 N Riverside Dr, Espanola, NM 87532
(505) 747-0427

Sol Food Natural Market

482 State Road 150 # A3, Arroyo Seco, NM 87514
(575) 776-5765

Pojoaque Super Market

9 W Gutierrez St, Santa Fe, NM 87506
(505) 455-2178

Family Dollar Store

672 NM State Road 76, Chimayo, NM 87522
(505) 351-1718

Smith's

535 Central Ave, Los Alamos, NM 87544
(505) 662-7210

Center Market

708 S Riverside Dr, Espanola, NM 87532
(505) 753-3171

APPENDIX L: ENTERTAINMENT



Puye Cliff Dwellings

Information: (888) 320-5008 / www.puyecliffs.com

Home to the ancestors of today's Santa Clara Pueblo people, Puye Cliffs once supported a population of 1,500 from the late 900s to the late 1500s A.D. Now a National Historic Landmark, Puye Cliffs features authentic cliff dwellings, early Pueblo architecture, an original 1800s Harvey House and a stunning panorama of northern New Mexico.



Big Rock Bowling Center

Information/Reservations: (505) 747-2695

Bring friends for big fun on 24 lanes! The Big Rock Bowling Center is open seven days a week.

Dream Catcher Cinema

Information: Box Office:(505) 753-0087

http://www.storytellertheatres.com/loc_dreamcatcher.asp



Sipapu Ski Resort

Information: <http://www.sipapunm.com/>

Sipapu provides the perfect place to learn to ski, snowboard and more. If it's your first time on the slopes, come to Sipapu and get your first lesson for FREE!



Los Alamos County Ice Rink

Information: 662-4500/ <http://www.losalamosnm.us/rec/rink/Pages/default.aspx>

Come ice skate in the only outdoor rink in Northern New Mexico!



Bond House Museum

Information: <http://www.plazadeespanola.com/bond.php>

The anchor for Plaza de Española is the historic Bond House, now a museum that highlights the transition of Española from frontier outpost to commercial center. Until the coming of the railroad in 1880, the Hispanic and Native American lifestyles of the area

had been unchanged for more than three centuries. Coming from Canada, the Frank Bond family established the Española Mercantile, invested in sheep and land, and began the construction of an adobe home. By 1910, the house had grown to its current size.

Poeh Museum

Information: <http://www.poehcenter.com/>



In the Tewa language, “Poeh” means pathway. The Poeh Museum is a living pathway where tradition travels between the past and the present. It embodies the essence of what it means to be Tewa in a context of cultural continuity. It emphasizes the arts and cultures of all Pueblo People, with special attention to the northern Rio Grande’s six Tewa-speaking Pueblos: Nambe, Pojoaque, San Ildefonso, San Juan, Santa Clara and Tesuque. It also highlights the Tiwa-speaking Pueblos of Picuris and Taos.



Norris Bradbury Science Museum

Information: <http://www.lanl.gov/external/museum/index.shtml>

The museum's main focus is an overview of the work taking place at Los Alamos National Laboratory, and exhibits include looks at the history of the Manhattan Project (including the first cases of the atomic bomb), as well as displays of the latest in laser, computer, geothermal, solar, nuclear, and other technologies, from health research to environmental studies.



Bandelier National Monument

Information: <http://www.nps.gov/band/index.htm>

Bandelier National Monument protects over 33,000 acres of rugged but beautiful canyon and mesa country as well as evidence of a human presence going back over 11,000 years. Petroglyphs, dwellings carved into soft rock cliffs, and standing masonry walls pay tribute to the early days of a culture that still survives in the surrounding communities.



New Mexico River Adventures

Information: <http://knownworldguides.com/>

Come experience rafting or kayaking on the beautiful Chama River!

Ojo Caliente Hot Springs

Information: <http://ojospa.com/>



Deemed sacred by indigenous Native Americans of Northern New Mexico, Ojo Caliente Mineral Springs has been a gathering place and a source of healing for hundreds, even thousands of years. Come relax in its healing waters. Rates are cheaper during the week!

APPENDIX M: LIST OF DEGREES/ CERTIFICATE PROGRAMS

List of Degree/Certificate Majors Available at Northern
BA/BBA/BEng/BM/BS = baccalaureate degrees
AA/AAS/AEng/AS = associate degrees,

Business and Office Administration

Business Administration (BBA)
Business Administration (AA)
Office Administration (AAS)

Career and Technical Education - El Rito

Construction Trades Management (AAS)
Construction Trades Technology (AAS)
Renewable Energy (AAS)

Career and Technical Education - Espanola

Auto Body Repair (AAS)
Automotive Technology (AAS)
Computer-Aided Drafting -General (AAS)
Visual Communications (AAS)

Communications, Humanities, and Social Sciences

Criminal Justice (AA)
General Studies (AA)
Human Services in the Social Sciences (AA)
Southwest Studies (AA)
Substance Abuse Counselor (AAS, AA)
Integrative Studies in the Humanities and Social Sciences (BA)

Engineering

Information Engineering Technology (AEng, BEng)
Mechanical Engineering - Solar Energy (BEng)
Software Engineering (AEng, BEng)
Pre-Engineering (AEng)

Education

Early Childhood Education (AA)
Elementary Education (AA, BA)

Fine Arts

Art (AA)
Flamenco Dance (AA)
Flamenco Music (AA)
Jazz Music (AA)
Southwest Folk Arts (AA)
Theatre (AA)
Technical Theatre (AA)

Health Occupations

Allied Health (AAS)
Integrative Health Studies (BS)
Massage Therapy (AAS)
Nursing (AAS, AS, RN to BSN)
Radiologic Technology (AAS)

Math and Science

Biology (AS, BS)
Chemical Technician (AAS)
Environmental Science (BS)
Environmental Science (AAS)
Laboratory Biotechnology (AAS)

Mathematics (BS)
Natural Resources-Range Ecology Management (AAS)
Pre-Forestry (AAS)
Radiation Protection (AAS)
Science (AS)

Information on these programs can be obtained via www.nnmc.edu

APPENDIX N:

Estimated Costs per Year

In the following charts, "Academic Year" means the nine months of fall and spring semesters, specifically the 17-weeks of fall semester, roughly four weeks of winter vacation, and the 17-weeks of spring semester. "Summer Session" includes 8-weeks of classes, and two 3-week vacation periods. "Calendar Year" is 12 months, June to June.

This chart covers students who are **not** going to be attending under an athletic scholarship. If you know that your attendance **will be covered** by an athletic scholarship, see the budget on the next page.

	<u>Academic Year</u>	<u>Summer Session</u>	<u>Calendar Year</u>
Tuition and Fees	\$3,287.00	\$ 1,666.00	\$4,953.00
Books and Supplies	2,170.00	800.00	2,970.00
Medical Insurance	760.00		760.00
Personal Expenses2,385.00	1,250.00	3,635.00
<u>Room, Board, Misc.</u>	<u>8,790.00</u>	<u>4,395.00</u>	<u>13,185.00</u>
TOTAL COSTS	\$17,392.00	\$8,111.00	\$25,503.00

Figures for "Tuition and Fees" are fairly stable, but because Northern does not provide any type of medical care, you must purchase major medical insurance on your own; therefore, the price of such insurance is subject to fluctuation. The price shown above represents an average cost (for a single person 24-35 years of age).

In addition, students accepted into our Bachelors programs can expect upper-division tuition and fee charges of \$367.20 per credit, bringing their full-time tuition to \$5,612.00 per semester instead of the \$1,123 per semester that the above budgets are based on. Charges are subject to change as required by the college.

* When you arrive at the college, you must bring with you proof of current major medical insurance, with an expiration date of not less than one year from the date of issue. Failure to present such proof to Northern's international advisor/PDSO will result in your being denied enrollment for classes (putting you "out of status"). Failure to renew such major medical coverage for succeeding periods of enrollment will result in your being "out of status." We must require this because both state law and federal regulations require that you fully support yourself while studying in the United States.

For purposes of visa eligibility paperwork, you must be able to document the costs listed above under "Academic Year" in the financial portion of your application packet.

APPENDIX O:

Estimated Costs per Year for International Student Attending Under an Athletic Scholarship

In the following charts, "Academic Year" means the nine months of fall and spring semesters, specifically the 17-weeks of fall semester, roughly four weeks of winter vacation, and the 17-weeks of spring semester. "Summer Session" includes 8-weeks of classes, and two 3-week vacation periods. "Calendar Year" is 12 months, June to June.

This chart covers students who are going to be attending under an athletic scholarship and represents an average annual cost of attendance for a single person 24-35 years of age.

	<u>Academic Year</u>
Tuition and Fees	\$1,303.00 - \$2,598.00*
Books and Supplies	1,500.00
Personal Expenses500.00
Room & Board	<u>7,020.00</u>
TOTAL COSTS	\$10,323.00

The tuition costs shown above reflect in-state resident tuition while attending under an athletic scholarship.

Students accepted into our Bachelors programs (*) can expect upper-division tuition and fee charges of \$97.28 per credit, bringing their full-time tuition to \$2,598 per year instead of the \$1,303.00 that the above budgets are based on. Charges are subject to change as required by the college.

For purposes of visa eligibility paperwork, you must be able to document the costs listed above under "Academic Year" in the financial portion of your application packet.

APPENDIX P: CERTIFICATE OF FINANCIAL RESPONSIBILITY

CERTIFICATE OF FINANCIAL RESPONSIBILITY

International Student

In addition to meeting any language and academic requirements, you must be able to finance your education. Reading and completing both pages of this Certificate will help you, we hope, to devise an acceptable funding plan. Please remember that we need original documentation sent directly from the source(s) of funding. Send this form (and request that all supporting documents be sent) to the Admissions/International Advisor, Northern New Mexico College, 921 Paseo de Oñate, Espanola, NM 87532, USA.

Please type or print.

Name _____
Surname or Family Name First or Given Name Middle Name

Mailing Address _____
Street Address, Apartment #, etc.

City State/Province Postal Code Country

What is / was your occupation in your home country? _____

Do you plan to come to the U.S. with spouse and/or children? ☐ Yes ☐ No

If "Yes," please list their names, birth dates, country of birth, country of citizenship, and relationship to you:

Name	Date of Birth	Relationship	Country of Birth	Country of Citizenship
------	---------------	--------------	------------------	------------------------

Name	Date of Birth	Relationship	Country of Birth	Country of Citizenship
------	---------------	--------------	------------------	------------------------

Name	Date of Birth	Relationship	Country of Birth	Country of Citizenship
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If you plan to bring dependents with you, you will need to certify an extra \$3,300 for your spouse and \$3,000 for each child per year for the duration of your program.

Meeting Estimated Expenses

Before we can issue visa eligibility documents, we need to know that you will have sufficient financial support to complete your educational program at Northern. Please consult the enclosed sheet entitled "Estimated Costs per Year." There you will find a chart which explains the cost of instruction. On the sheet with the grid, you will complete the information to show the sources of funding that you will use to finance your education. The total for each of the years must equal or exceed the estimated expense for your first year of college.

In computing your financial resources, remember that those holding an F-1 visa generally may not work off-campus. Also note that this prohibition also applied to the spouses of F-1 students. Immigration laws would allow you to work on-campus; however, our college does not have the funds to hire you for on-campus work.

Important Note to Private or Family Sponsors

Privacy laws in the United States prevent us from divulging any information about a student's enrollment, the courses chosen, or the grades earned – even to the student's parents – without the explicit written permission of the student. However, it is understandable that those who are giving financial support would wish to know about the student's progress from time to time. To get this information, you may require the student to sign a "consent form" in our Records office, specifying that educational information about progress and grades be shared with you when you request it. Alternatively, you may ask your student to obtain official transcripts and send them to you. Transcripts are available at any time, but they remain the most up-to-date information after the close of each term. The spring semester ends in mid-May; summer ends in late-July; and fall ends in mid-December.

CERTIFICATE OF FINANCIAL RESPONSIBILITY

SOURCE OF FUNDS	Required Supporting Documentation
Personal Savings	Statement directly from bank indicating date account was opened, current balance, and total deposits over the previous year. No photocopies. (Section A, below)
Family/Relative Sponsor	Signatures of sponsors on this form (Section B, below). Bank statements (as above) plus verification of other potential support, such as employer's statement of yearly income, tax returns showing business profits, etc. No photocopies.
Loans	Official letter, directly from credit institution indicating approval of the loan, the applicant's name, and the loan amount. No photocopies. (Section B, below)
Other (Stocks, Bonds, etc.)	Documents proving the ownership of property, stocks, or bonds which can be converted to cash. No photocopies. (Section C, below)

SOURCE OF FUNDS TO BE USED FOR YOUR SUPPORT	AMOUNT AVAILABLE IN U.S. DOLLARS			REQUIRED DOCUMENTATION
	YEAR 1	YEAR 2	YEAR 3	
A. Personal Savings				
Name of Bank _____	Amount _____	Amount _____	Amount _____	Statement from Bank
Account Holder _____				
B. Family / Relative Sponsor				
Name _____	Amount _____	Amount _____	Amount _____	Statement from Bank Signatures below (Section A)
Name _____				
C. Other (Specify source and type of support)				
_____	Amount _____	Amount _____	Amount _____	(See instructions above) Original bank statements, affidavits, or sworn state- ments.
_____	Amount _____	Amount _____	Amount _____	
_____	Amount _____	Amount _____	Amount _____	
TOTALS	Amount _____	Amount _____	Amount _____	

VERIFICATION SIGNATURES (REQUIRED):

A. This is to certify that I (we) the undersigned have agreed to provide the funds indicated to the applicant for the purposes of full-time study at Northern New Mexico College and I (we) are submitting bank statements indicating the availability of these funds. [Additional sponsors must submit separate letter(s).]

Family / Relative Sponsor's Signature	Name (Please print)	Date	Relationship to Applicant
Family / Relative Sponsor's Signature	Name (Please print)	Date	Relationship to Applicant

THIS FORM IS NOT COMPLETE WITHOUT YOUR (THE APPLICANT'S) SIGNATURE

B. This is to certify that the information given on this form is complete and accurate to the best of my knowledge. I am fully aware that any false or misleading statements will result in an automatic denial of admission.

Applicant's Signature	Date
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APPENDIX Q: MEDICAL SERVICE PROVIDERS

Medical, Behavioral Health & Family Outpatient Services in North Central New Mexico

El Centro Family Health * 505-753-7395

2010 Industrial Park Rd.
Española, NM 87532

El Centro has clinics throughout Northern New Mexico

(two in Española, Peñasco, Las Vegas, including a student health center at NMHU))

Services: Behavioral Health (BH) counseling for depression, anxiety, addiction case management, reproductive health, prenatal care, medical/dental, asthma, diabetes, Veteran's Program

Las Clínicas del Norte

Abiquiú Clinic

Highway 84 #185
Abiquiú, NM 87510
888-578-1868 toll free
505-685-4532

Services: BH counseling, medical, dental, Teen Wellness Centers

El Rito Clinic

SR 571 #28
El Rito, NM 87530
800-889-7824 toll free
575-581-4728

Ojo Caliente Clinic

Highway 285 #35282
Ojo Caliente, NM 87549
888-665-6832 toll free
505-583-2191

La Clínica Del Pueblo * 575-588-7252

US 84 County Road 34 # 14
Tierra Amarilla, NM 87575

Services: BH counseling, medical, dental, Teen Wellness Centers, emergency services

PMS Valley Community Behavioral Health Center * 505-747-7400

1206 N. Riverside Drive
Española, NM 87532

Services: Counseling, therapy for mental illness, emotional problems, substance abuse counseling, psychosocial rehabilitation (PSR), CCSS case management, medication assistance programs.

New Mexico Department of Health, Public Health Office * 505-753-2794

2010 Industrial Park Rd.
Española, NM 87532

Services: immunizations, TB and confidential HIV testing, WIC, Families FIRST (prenatal case management)

Rio Arriba County Health & Human Services * 505-753-3143

2010 Industrial Park Rd.
Española, NM 87532

Services: Case Management: Substance Abuse / At-Risk Pregnancy / Jail Release / ER Diversion Program

H.E.L.P. * 505-753-7181

1302-C Calle de Merced
Española, NM 87532

Family services: low income utilities help;
rent, tuition & books assist; case mgmt.
Workforce Investment Act (WIA) Youth Services

Tewa Women United * 505-747-3259

912 Fairview Lane
Española, NM 87532

Services: women's support for alcoholism, suicide,
domestic and sexual violence, doulas, H.O.P.E.
environmental justice, Grandmothers Circle

John Hyson Family Resource Center * 505-351-2447

Due east of the old San Buenaventura Plaza in Chimayó, NM

Services: A Rio Arriba Works TANF site; available: food, clothing, and diaper bank; weekly needle exchange

Student Insurance Options:

Transamerica Student Security Plan

Administered by: E.J. Smith & Associates, at 1-847-564-3660. See www.ejsmith.com for details/costs

American College Student Association: See <http://www.acsa.com/student-health-plans.aspx>

Self-Care:

Powell, D.R. (2007). *HealthyLife® Students' Self-Care*. Farmington Hills, MI.: American Institute of Preventive Medicine. Retrieved November 3, 2011 from <http://www.southwestern.edu/studentlife/clinic/>

axgs: 12-8-11

APPENDIX R: NEW MEXICO STATE MAP



APPENDIX S: NEEDS ASSESSMENT

Dear International Students:

My name is Sara McCormick. I am a graduate intern at NNMC, in the Education Department. I am currently conducting research to design an international student handbook for NNMC (also to be posted on the webpage). It is my hope that this handbook will help you and future international students have an easier/more efficient transition to NNMC and to the Northern New Mexico area. Part of my research will include an online questionnaire/survey. Please refer to the section below for additional information.

Participants over the age of 18

I agree to participate in a study entitled “NNMC International Student Survey”, which is being conducted by Sara McCormick, M.A. International Education Candidate, SIT Graduate Institute. The purpose of this study is to evaluate international students’ experiences at NNMC. The online survey is configured so as not save individual IP addresses. This means there will no name or email associated with the responses from the survey. This will ensure complete anonymity to the participants. The data collected in this study will be submitted to the DSO, Frank Orona. The data will be securely locked in a file cabinet in the DSO office, and only the DSO and the graduate intern, Sara McCormick, will have access to the results, which will be password protected and only accessible on the graduate intern’s PC, which is in a secure location in the TEC building. The results will not be published, but may be used in the future to make suggestions on how to improve the international student services at NNMC. I understand that my participation is voluntary and should not exceed more than one hour.

I also understand that my responses will be anonymous and that all the data gathered will be confidential. I agree that any information obtained from this study may be used in any way thought best for publication or education provided that I am in no way identified and my name is not used.

I understand that there are no physical or psychological risks involved in this study, and that I am free to withdraw my participation at any time without penalty.

I understand that my participation does not imply employment with the state of New Mexico, Northern New Mexico College, the principal investigator, or any other project facilitator.

If I have any questions or problems concerning my participation in this study, I may contact Sara McCormick at (505) 747-5469; smccormick@nnmc.edu.

(Signature of Participant) (Date)

(Signature of Investigator) (Date)

Your participation in this study will be invaluable to the making of the NNMC international student handbook. Thank you!

Sincerely,
Sara McCormick
MA International Education Candidate
NNMC International Programs Intern
TEC 214/ EXT # 469

NNMC International Student Survey

1) How would you rate your admissions process when applying to NNMC as an international student?

- | | | |
|--|---|---|
| <input type="checkbox"/> It was easy to understand, easy to follow, and I got in without any problems. | <input type="checkbox"/> It was somewhat difficult for me and I had some issues with the process. | <input type="checkbox"/> It was very difficult for me and I had a hard time understanding and completing the process. |
|--|---|---|

2. What information could we have provided that would have helped you better when transferring to NNMC?

	Well informed	Adequate	More info needed	N/A
More admissions guidance		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More about international student requirements (visas, costs, required entrance exams, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More about living in the Northern New Mexico area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More about U.S. lifestyle, culture, and customs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More about NNMC student services (housing, transportation, employment, health, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More information on scholarships/financial aid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. What were your concerns before you attended NNMC?

- ☐ Financial
- ☐ Where to stay
- ☐ Transportation
- ☐ Finding a job
- ☐ Language
- ☐ Culture change
- ☐ Being accepted into the program
- ☐ Transcript evaluation
- ☐ Meeting the deadlines
- ☐ All of the above

4. How would you rate the school communication before you arrived to NNMC?

- ☐ Outstanding- I had all my questions answered before I arrived in a timely manner.
- ☐ Adequate- I had my questions answered and was satisfied.
- ☐ Needed more assistance- difficulty with getting my questions answered or getting help in a timely manner.
- ☐ Poor- needs improvement for future students.

5. How did you find out about NNMC?

- ☐ Online
- ☐ College/ Student Recruitment Fair
- ☐ Brochure
- ☐ Family/Friends
- ☐ Other

6. Rate the following services on campus:

	Poor	Average	Good	Excellent	N/A
Health/Safety		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tutoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bookstore	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Career Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student Clubs/Organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dining	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Athletics/Gym	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial Aid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Registrar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student Success Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admissions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How useful would the following services be to you and other future international students at NNMC?

	Not useful at all	Somewhat useful	Very useful
Orientation		<input type="checkbox"/>	<input type="checkbox"/>
Airport pick-up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
International Student Advising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
International Student Club		<input type="checkbox"/>	
Transportation (to and from classes, local excursions, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dormitories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Would you recommend NNMC to future international students?

☐ Yes

☐ No

Please explain your answer:

9. Please add your comments/suggestions so we may better improve our services at NNMC for future international students.

