



Recruitment video wins award

Aggie Experience, an NMSU recruitment video, won Second Place (Bronze) in the "Use of HD" category in the 29th Annual Telly Awards.

The competition "received over 14,000 entries from the finest ad agencies, production companies, TV stations, cable companies, and corporations in the world. It is a tremendous achievement to be selected for recognition," according to the Telly Award notification.

The NMSU Division of Student Success and the Creative Media Institute for Film and Digital Arts teamed up to create Aggie Experience, a showcase of living and learning at NMSU.

"It's an honor to be recognized for our work on this video. Even better is that the video was produced by our own faculty, staff, and students," Vice President for Student Success Carmen Gonzales said.

The video features NMSU students and faculty. Creative Media Institute students, faculty, and staff served as crew in its production.

Student Success Center brings services to new locations

What students need to succeed in higher education changes constantly: NMSU students typically do not live on campus and have many outside interests competing for their time. To conveniently serve their ever-expanding demand for academic support, NMSU's Student Success Center (formerly the Center for Academic Success) is adding a new location in Zuhl Library and will welcome the campus community to all Center locations at a November 6 open house.

The Student Success Center's three locations meet the demand for student support through partnerships. The original Center, in Hardman Hall, has a "Long established history of serving students," according to Terry Cook, Assistant Vice President for Student Engagement. It is home to a computer lab, academic skills courses, and federally-funded programs such as Upward Bound and Educational Talent Search.

La Vista Learning Center, a partnership with the Honors College and Housing and Residence Life, serves students in Garcia Hall. It offers tutoring in a location convenient to resident students in addition to classrooms, study areas, and a relaxation room.

The Student Success Center-Zuhl, a partnership with the Library, has a centralized location and offers drop-in tutoring, advising, and information about

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Teaching Academy

For additional registration details, visit teaching.nmsu.edu or call (575) 646-2204

October

- 13 15 Survival Strategies for New College Instructors
- 16 Just Whelmed: Maintaining a Vibrant & Productive Work Life
- 17 Calling on Students: Another Option
- 20 Mapping Your Success
- 21 Understanding Military Transcripts and Ensuring Academic Integrity
- 27 Using Classroom Research to Improve Student Learning
- 28 Native American Student Experience
- 30 Feedback for Learning: How Less Can Sometimes Be More
- 30 Lecturing for Deep Learning: Effective, Efficient, Research-based Strategies
- 31 Assessing Academic Programs

November

- 6 Hybrid Classes
- 7 Teaching and Learning in Second Life
- 13-14 The Anatomy of Prejudice
- 20 Let's Talk Teaching

Profile: Terry Cook

Terry Cook, Assistant Vice President of Student Engagement, is passionate about helping students. She knows what it is like to be a first-generation transfer student with little idea of how to get along in higher education. As an undergraduate at California Polytechnic State University at San Luis Obispo, she says she, “worked full time — I made a lot of mistakes and was not confident enough to ask for help.”

Now she empowers students to become a partner in their own education. Ms. Cook is currently directing her abundance of energy toward developing the Student Success Center—Zuhl (page 1). The goal of the Center is to become a centralized, one-stop shop where students can get information on all support services across campus, from tutoring to career counseling.

Valuing education is part of what motivates Ms. Cook. “My college education is my most prized achievement,” she said. Her undergraduate degree is in reading, and she will soon graduate from the University of New Mexico with a doctorate in education. At NMSU, Ms. Cook sees herself in many students, and helps them take a more active role in their education.

News Briefs**Crisis Line**

The Crisis Assistance Listening Line (CALL) opened August 21 to serve southern New Mexico. CALL is currently focusing on marketing services to the region and recruiting more volunteers. The line is staffed by student employees, interns, and volunteers trained in crisis response. Amber Carreon, WAVE Assistant Coordinator, emphasizes that CALL is a warm line rather than a hotline: no topic is too small, and people do not have to be in crises to use the service. To be considered a 24-hour service requires 70 staff, and CALL is seeking volunteers willing to commit to a four-hour shift each week. CALL phone numbers are (575) 646-2255 and (866) 314-6841.

One University, One Application

Enrollment Management in Las Cruces and the Admissions Offices at our affiliated community colleges collaborated to create one application that will serve undergraduate students at all NMSU campuses. The application is already posted on the web (<http://prospective.nmsu.edu/apply/index.html>), and paper copies will soon be in use across the NMSU system. International and graduate students will still have separate forms.

Student Success Center....

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approach, and has a full-time advisor on staff who can help students identify course and career options.

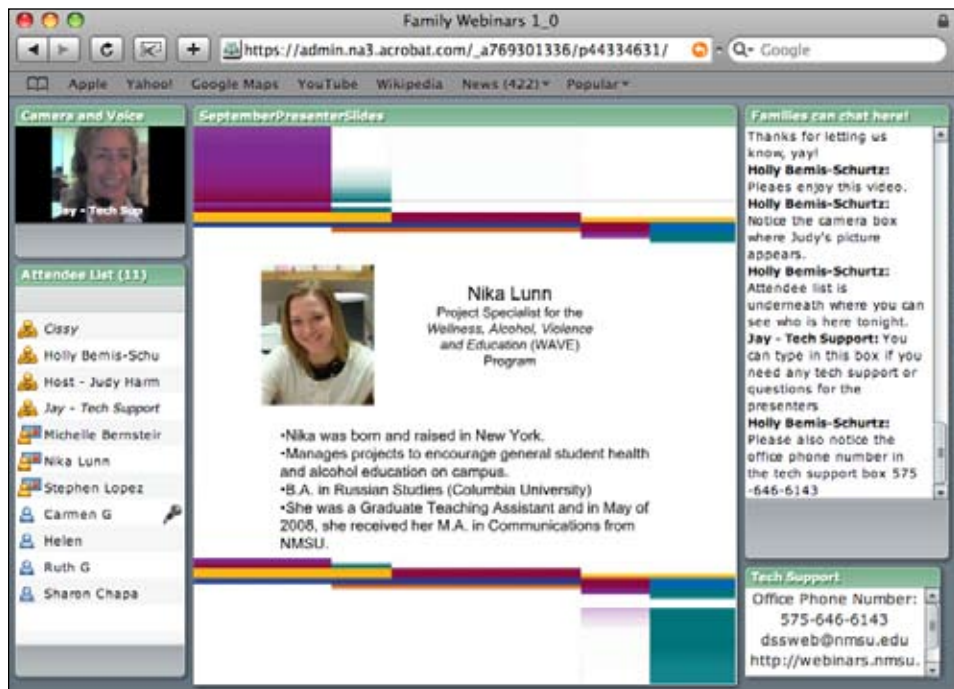
The Zuhl Center is also partnering with other service providers to increase the scope of information for students available at that location. Future efforts will target topics such as financial aid, student employment on campus, and wellness services.

The Center thrives because student success comes first. Tony Marin, Director of the Student Success Center—Hardman says, “our purpose is to assist New Mexico State University students achieve their academic goals. Our staff of professionals provide outstanding service to the NMSU student body and university community through one on one learning assistance sessions, monthly study skill workshops, UNIV courses, and classroom presentations. The Student Success Centers also administers several federally funded academic programs that work with middle-school, high school, and college students. Additionally, both Centers collaborate with numerous academic and non-academic departments to fulfill the University’s commitment to students.

All services at the Centers are free and available to all NMSU students.

other programs around campus that support students. Nationally, universities are placing academic support services in centralized locations frequented by students rather than in independent locations. There is also a trend toward consolidating services so students do not have to search all over campus for disparate offices. The Zuhl Center is adopting this

Families webinars offer a campus connection



The first Family Webinar, “Making Informed Decisions & Getting Connected,” is now available online at <http://webinars.nmsu.edu>. This webinar presented ways that three-campus organization can help support healthy living for students and featured Michelle Bernstein, Assistant Director of Residential Education & Assessment; Stephen Lopez, Deputy Chief of NMSU Police; and Nika Lunn, Project Specialist for the WAVE Program.

Future Family Webinars include: “How you can support your student from a distance,” “The Importance of Communication,” “Planning for the Future,” and “Career Exploration and Planning.”

The Division of Student Success (DSS) began offering NMSU Family Webinar Series to provide the families with alternative ways of learning about services for student support. The Family Webinars use video, voice, text chat, question and answer dialogue boxes, and PowerPoint presentations. Sessions are archived and posted for later review.

“Family Webinars allow for parents to support their students from a distance,” says Jayson Eng, graduate assistant for DSS.

Each event is free and online. Family members who attend can participate in a question and answer segment. DSS invites all campus offices to participate or visit the archive at <http://webinars.nmsu.edu>.

Other efforts to involve students’ family members include the Families website (<http://families.nmsu.edu/>) and the Family Hotline (<https://mailman.nmsu.edu/mailman/listinfo/family-hotline>).

Family calendars and guide books for University offices to distribute to families during outreach efforts are also available through DSS.

Academic Calendar

October

15 Last day to drop with “W” (except courses carrying designated dates)

November

14 Last day to withdraw from the university
24–28 Thanksgiving holiday for students

December

8–12 EXAM WEEK
12 Last day of classes
13 Commencement
13 Residence halls close
16 Final grades due

January

8 Faculty Report
8–9 Curriculum study & improvement of instruction
11 Residence hall open
13 Spring convocation
13 Program/registrations for new students
14 Instruction beings
14 Deadline for filing degree application (students meeting requirements at end of spring)
19 Martin Luther King Holiday
20 Late Registration
26 Deadline for registration/course addition

March

9 Last day to drop with “W” (except courses carrying designated dates)
23–27 Spring break

April

10 Spring Holiday
17 Last day to withdraw from the university

News and Events

For national and international events, visit the *DE Clearinghouse Conference Database* [www.uwex.edu/disted/conf/]

For recent distance education headlines, visit *Daily News* at Distance-Educator.com [www.distance-educator.com/news/]

For news for university faculty members and administrators, visit the *Chronicle of Higher Education* [www.chronicle.com]

For recent campus technology headlines visit *Syllabus* [www.syllabus.com]

About UpClose

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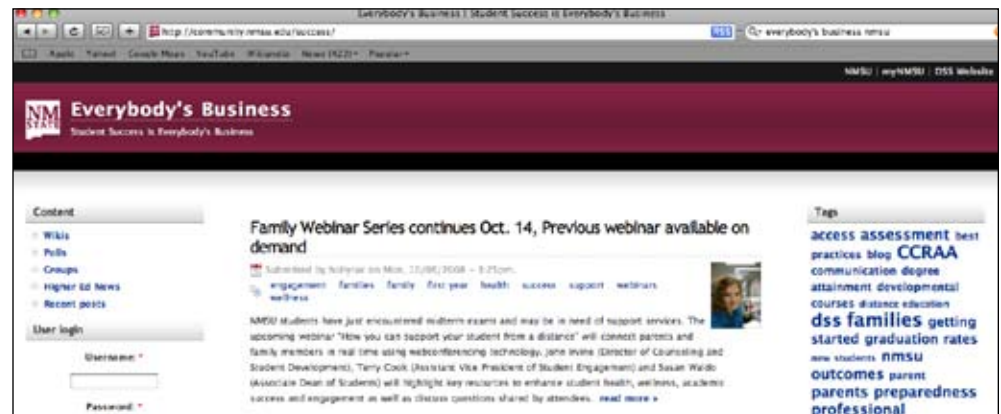
We welcome your ideas, comments, and suggestions for UpClose.

Whose business is Everybody's Business?

Social networking sites are hugely popular on the Web, so it's no surprise that the idea has spread beyond keeping up-to-date with friends and displaying photos. Communicating and sharing information with people of common interests can spark ideas for almost any kind of group, personal and professional.

The Division of Student Success recently created Everybody's Business (EB), an online community for professionals to meet and discuss educational ideas and issues related to Student Success. Like other social networking sites, EB has a central theme of student success at NMSU. This theme means that visitors and members of EB will always find relevant information on the subject. In addition, people do not have to go to EB everyday to find new discussion threads, because an email alert can notify users of relevant discussions. Recent subject topics have included enrollment, American Indians and higher education, wellness, webinars, and student support.

The Division is promoting EB through occasional face-to-face training, but tutorials on blogs, wikis, and other tools are also on the site. Find out more at <http://community.nmsu.edu/success/>



The Vice President's corner



In a 2004 report from the Pell Institute, Vincent Tinto described actions that institutions of higher education can take that are associated with higher retention and graduation rates. Actions that enhance retention and graduation include:

1. Providing guidelines that clearly explain what students need to do to succeed. These guidelines must address the consequence of changing majors and needs of first generation college students.
2. Providing academic, social, and personal support.
3. Assessing institutional and student activities, and giving feedback regularly.
4. Engaging students with a community of faculty, staff, and students, especially inside the classroom, where students can reliably be found.

For a cooperative project with Doña Ana Community College, the Division of Student Success was recently awarded a \$1.2 million/year 2-year grant from the US Department of Education to improve our student support. This grant will improve retention, graduation, and transfer for students interested in science, technology, engineering, and mathematics.

Dr. Carmen L. Gonzales
Vice President for Student Success
College of Extended Learning Dean