

Welcome Message
for Students Enrolled Online:
Spring 2023

From: UNM Online Programs <online@unm.edu>

Sent: Tuesday, January 10, 2023 9:44 AM

To:

Subject: Important Information About Your Spring 2023 Online Courses Which Begin Monday, January 16th

Hello Larry,

We wanted to introduce ourselves as your UNM Online Student Success Specialists, Rick Robb & Olivia Torres Jojola. You can reach out to us regarding any questions you have about the online course(s) you're taking this semester. We can also provide you with resources or assist in navigating the university. You will find a great guide to [getting started](#) as an online student on our website.

A few things to note:

- Full term and First-half term (1 & 1H) courses will become accessible in [UNM Canvas](#) *on Monday, January 16 at 12:01 AM.*
- Refer to [important semester deadlines here.](#)
- [Are you having issues seeing your courses in Canvas?](#)
- HSC users are *now able to log in to Canvas* with their HSC credentials.
- If you're still interested in registering for courses, registration is based on your [registration date](#), however you can register anytime after that once any [holds](#) that affect registration have been resolved.
- Important: Schedule an appointment and meet with your academic advisor through loboachieve.unm.edu if you have an advisement hold.
- Make sure proper payment is made on your [bursar account](#). There are [payment plans](#) available so you can spread out the total cost.
- [College Scheduler](#) is a schedule planning tool that is available to assist in creating your ideal schedule. Use it! You can build multiple conflict-free schedules with just a few clicks of a button.
- If any questions come up as the semester goes on, please drop into our [weekly advisement hours](#) Tuesdays & Thursdays from 10 a.m.-noon.

UNM Canvas replaced UNM Learn beginning with summer 2022 courses. We strongly encourage reviewing the [Orientation to Canvas & Online Tools](#) guide and watching the [Canvas Overview for Students](#) video.

Get technical support for Canvas by contacting the [UNM Canvas Support Desk](#) or by using the Help menu inside of [Canvas](#), located in the left Global Navigation Menu.

Follow us on [Facebook](#), [Instagram](#) and [Twitter](#) for important information and ways to stay connected as an online student.

Please don't hesitate to reach out with any questions. Stay safe and study on!

Rick Robb, MFA, Sr. Student Success Specialist

Olivia Torres Jojola, BA, Student Success Specialist

Online Student Services: 505-277-9000 | Toll-free: 1-866-869-6040

Virtual Advisement Hours: Tuesdays & Thursdays, 10-noon, Zoom ID: 967 7118 3893

online.unm.edu / online@unm.edu

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Welcome Message
for Instructors Teaching Online:
Spring 2023

Dawn Davis

From: UNM Online Programs <online@unm.edu>
Sent: Wednesday, February 1, 2023 3:45 PM
To:
Subject: UNM Online Support Services for Your Students

Dear Carla,

Wednesday, February 1, 2023

Greetings from UNM Online!

We are Rick Robb and Olivia Torres Jojola. As UNM Online Students Success Specialists, we consider ourselves “wayfinders.” That is, we help your online students to navigate resources that support their successes. You may be interested to know the types of assistance we offer.

Before the start date of any online course, we send a welcome email to enrolled students. The message does double duty:

1. It reminds students of the date they can access your class in [Canvas](#), and...
2. It introduces them to resources including but not limited to the [Center for Academic Program Support \(CAPS\)](#), [Student Health and Counseling \(SHAC\)](#), and [LoboAchieve](#).

For 8- and 16-week online courses we email students again, reminding them of these support and success resources. We find students appreciate and take advantage of the mid-course reminder.

The [UNM Online](#) website has the same information, plus a lot more! Feel free to recommend that students bookmark the [Current Students/Getting Started](#) page. It’s a great primer about getting started with online learning at UNM. Similarly, there is also the [Faculty Support](#) page with guidance about teaching online.

On Tuesdays and Thursdays from 10:00 am to noon, (Albuquerque time), we host virtual advisement hours. It’s an opportunity for anyone, (including you!) to chat with us on [Zoom](#). We’re glad to answer questions and connect you to the support you need.

Check out our [UNM Online Blog](#) featuring interviews with students, instructors, and staff. In fact, if you have a blog post idea, let us know! You may also follow UNM Online on [Facebook](#), [Instagram](#), and [Twitter](#). It’s a great way to know about recognitions, upcoming events, and important dates.

Please don’t hesitate to connect. Call 505-277-9000 or email online@unm.edu, Monday to Friday, 8 a.m. to 5 p.m. If you like, we’re also available to meet up on campus.

We are ready to offer you and your students a friendly ear. Let's be a part of a virtual and vibrant campus community.

Thanks for all *you* do to support online students!

With Kind Regards,

Rick Robb, MFA UNM '12

Olivia Torres Jojola, BA UNM '13

Online Student Success Specialists

Virtual Advisement Hours: Tuesdays & Thursdays, 10-noon, Zoom ID: 967 7118 3893

Mid-Course Message
for Students Enrolled Online:
Spring 2023

From: UNM Online Programs <online@unm.edu>
Sent: Tuesday, February 21, 2023 4:55 PM
To:
Subject: Spring 2023 Midterm Resources for Online Students

Hello Carolyn,

As we approach halfway through the semester, we wanted to ensure you know that you can contact your student success specialists via email, phone, or Zoom advisement hours. We're here to answer questions, assist in navigating the university, and provide resources.

As you well know, managing stress is a big part of your success. This is why we wanted to remind you of some of the services offered through our [resource page](#) including:

- [Student Health and Counseling](#)
- [Your guide to mental health resources](#)
- Self-help services:
 - [Go Ask Alice!](#)
 - [Therapy Assistance Online \(TAO\)](#)

Additionally, if you find yourself needing additional academic support, [Learning Assistance at Center for Teaching & Learning](#) offers:

- [Online tutoring services](#)
- [Writing and language support](#)
- [Online Writing Lab \(OWL\)](#)

Lastly, you can find additional [academic support information](#) along with [information on proctoring resources here](#). If your online class is using proctoring, check with your instructor to find out the type of service they are using.

If you need technical support for Canvas, contact [the UNM Canvas Support Desk](#) or by using the Help menu inside of [Canvas](#), located on the left of the Global Navigation Menu.

Please don't hesitate to reach out with any questions. If you have any comments or concerns about specific online courses, please reply to this email. We will be available through LoboAchieve starting on: Click on the Services menu and then search for UNM Online.

Keep up the good work. *You've got this!*

Rick Robb, MFA, Sr. Student Success Specialist

Olivia Torres Jojola, BA, Student Success Specialist

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