



Welcome to Western New Mexico University



We are Mustangs Serving Mustangs

Employee Access

Access Information

User ID: _____

W #: _____

Email Address: _____

Phone Extension: _____

Building: _____

Room #: _____

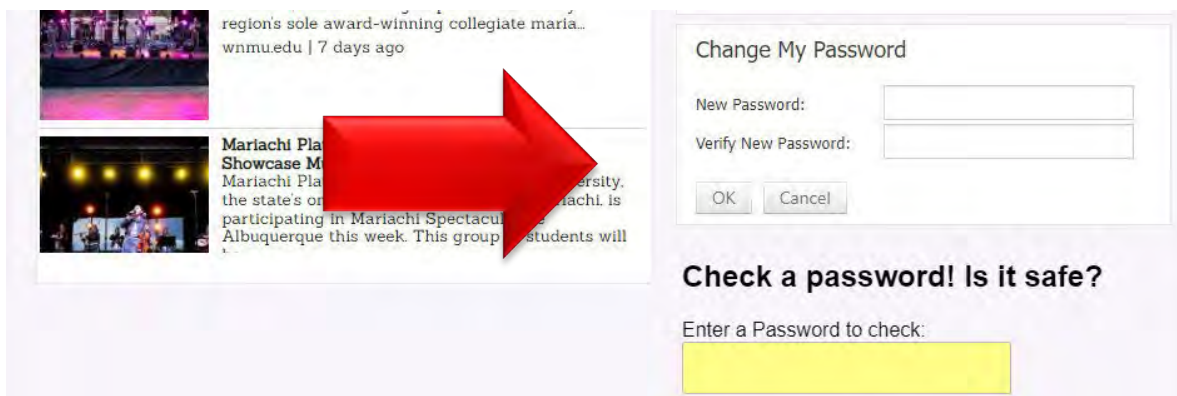
Password Hint

To access your Staff/Faculty portal, log into Mustang Express. More information regarding Mustang Express in the Additional Resources section of this booklet.

When you are able to login into Mustang Express, you have the option to reset your password from the Home tab. This feature is in the lower right side of the home tab (see image below), additionally there is an option to check the strength of your new password before you change it.

Enter the new password in the New Password dialog box and re-type it again in the Verify New Password dialog box and click OK to confirm the changes.

Log out and log back into Mustang Express using your new password.



The image shows a screenshot of the Mustang Express interface. On the left, there is a news article titled "region's sole award-winning collegiate maria..." with a photo of a mariachi band. A large red arrow points from this article towards the right. On the right, there is a "Change My Password" dialog box with fields for "New Password:" and "Verify New Password:", and "OK" and "Cancel" buttons. Below this dialog box is another section titled "Check a password! Is it safe?" with a field labeled "Enter a Password to check:".

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Western New Mexico University Campus Map Legend

- | | | |
|--|--|--|
| 1. 602 W Annex | 15. Glaser Hall GLASHL | 32. Old James Stadium |
| 2. Alumni Garden | 16. Graham Gymnasium GRAGYM | 33. Parrott Bldg. PAROTT |
| 3. Bernard Hall | 17. Harlan Hall HARLHL | 34. Phelps Dodge Bldg. PHELPS |
| 4. Ben Altamirano Field | 18. Hunter Hall HUNTHL | 35. Physical Plant |
| 5. Besse-Forward Global Resource Ctr GRCENT | 19. J. Cloyd Miller Library MLIBRY | 36. Physical Plant House |
| 6. Bowden Hall | 20. James B. Fox Athletic Complex FOXCMP | 37. President's Residence |
| 7. Branches PE. Complex PECOMP | 21. Juan Checon Bldg. JUANCB | 38. Regents Square |
| a. Field House | 22. Kilpatrick Tennis Courts | 39. Rhoda House |
| b. Intramural Gym | 23. Light Hall LIGTHL | 40. Ritch Hall |
| 8. Campus Police | 24. Math Annex | 41. School of Nursing Bldg. NURS |
| 9. Castorena Hall — Administration Bldg. | 25. Martinez-Fall Bldg. MARTINB | 42. Sechler-Rhoades Hall SECHHL |
| 10. Centennial Hall | 26. McCray Art Bldg. MCCRAY | 43. Softball Field |
| 11. Chino Bldg CHINOB | 27. M.E.Ch.A. Bldg. | 44. The Gardens at WNMU |
| 13. Fine Arts Center Theatre FACTOR | 28. Mississippi House | 46. Thomas B. McDonald Student Memorial Ctr. |
| 14. Fleming Hall — University Museum FLEMHL | 29. Muir Heights | 47. Watts Hall (Off Campus) WATTHL |
| | 30. Mustang Village | 48. Webb Drama Bldg. WDRAMA |
| | 31. New James Stadium (Off Campus) JAMSTA | |

Western New Mexico University

OVERVIEW

Welcome to Western New Mexico University (WNMU), where we're Mustangs Serving Mustangs so that we can Transform the Future Together. Thank you for choosing WNMU as your place of employment. This booklet is a toolkit intended to guide you and help you become familiar with WNMU. This toolkit is a go-to resource for your career at WNMU. Please communicate with your supervisor for additional information or job specific questions.



Demographics

- WNMU serves the southwestern region of New Mexico and students worldwide.
- We are a Hispanic Serving Institution with about 50% of our student population identifying as Hispanic.
- Our smaller classes promote more contact between students and professors, with our average classroom size being 18 students each.
- Around 500 degrees are awarded each year, & that number is growing.
- We proudly serve a student body that has welcomed students from many different countries.
- Our mascot is Rawhide. Our colors are Royal Purple and Golden Yellow.



University History

- Established on February 11, 1893
- We've had four names: Normal School, New Mexico State Teacher's College, New Mexico Western College and Western New Mexico University (1963).
- Five buildings on campus are registered as cultural properties: Fleming Hall, Graham Gymnasium, Hunter Hall, Light Hall and Ritch Hall.
- Longest tradition: the Great Race, established in 1967
- We've had 15 presidents. Dr. Joseph Shepard was inaugurated in 2011.



Distinguishing Factors

- WNMU offers more than 70 fields of study, from accounting to zoology.
- WNMU is accredited by the Higher Learning Commission, New Mexico State Board of Education, Association of Collegiate Business Schools and National Council for Accreditation of Teacher Education.
- We offer fully online master's and bachelor's degrees plus certificates.
- Our University Museum houses the world's largest permanent collection of Mimbres pottery.
- WNMU is a member of the American Association of University Women, the Hispanic Association of Colleges and Universities and the American Library Association.



Gila National Forest

- 3.3 million acres of National Forest surround Silver City.
- The Gila, our nation's first designated wilderness area, sits just outside of town.
- Hiking, hunting, biking, backpacking and fishing are year-round activities due to this area's four gentle seasons.
- A thousand years of history come to life at the Gila Cliff Dwellings National Monument, which is only 45 miles from campus.



Life on Campus

- Our main campus is spread across 83 acres on a hill.
- Silver City has mountains, sunny skies and awesome views.
- WNMU carries on historic traditions like the Great Race.
- Mustangs compete in the Lone Star Conference, and WNMU has softball, volleyball, football, and basketball, golf, cross country and tennis teams.
- WNMU-Deming provides access to education for students in a rural, multilingual and multicultural region of the state. Offering academic programs in Applied Technology, Business, Criminal Justice, Education, Interdisciplinary, Nursing, and Social Work.



Life in Silver City

- Silver City is home to dozens of artists and galleries. Art is everywhere.
- Foodies are in for a treat. Local restaurants serve up everything from traditional New Mexican to dishes made with locally sourced ingredients.
- Coffee corners are a staple here. Order up a custom latte or a brew made with imported beans.
- Metropolitan hubs like Tucson, Albuquerque and El Paso are only a few hours drive away.
- WNMU Cultural Affairs brings first-rate musicians and performers to campus frequently. Plus, this town boasts a myriad of free events like the Silver City Blues Festival and Tour of the Gila.



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Mission, Vision, Goals, & Values

Mission

An open-access institution and New Mexico's Applied Liberal Arts and Sciences University, Western New Mexico University combines a foundation of liberal arts education with quality professional programs and career and technical preparation in a diverse, inclusive, creative, and caring community of learners empowered with the essential skills and knowledge for lifelong success in work and life.

Vision

Western New Mexico University is a premier and innovative Applied Liberal Arts and Sciences University in combination with internationally recognized professional programs and career and technical preparation. Its students achieve career goals, become conscientious citizens, practice social and environmental responsibility, and impact their communities and their futures as independent thinkers who know themselves within the changing context of a global, digital world. Embracing its identity as a Hispanic Serving Institution, WNMU is the central contributor in its region for public service, economic development, and cultural enrichment.

Strategic Goals

Goal 1: Institute and nurture a culture of student success

Goal 2: Implement Strategies for Institutional Sustainability

Goal 3: Develop and Implement the Applied Liberal Arts and Sciences Program across Curricula

Goal 4: Develop WNMU as the Cultural Center for the Community and Region

Goal 5: Create and implement a University-wide structure of accountability

Core Values

1. **Innovation/Creativity:** In every obstacle we see opportunities to provide practical solutions to problems, addressing and redefining them to match our institutional strengths. We embrace continuous improvement, encourage invention, and continually seek better, more efficient ways to achieve our goals. We reward creativity and support actions toward positive changes for society.
2. **Integrity:** We operate ethically, and hold ourselves accountable to our students, the community, and all who serve WNMU's mission. We uphold standards of honesty, confidentiality, trust, respect, and transparency. We recognize that we are individually accountable and collectively responsible for living and encouraging the highest of ethical standards.
3. **Intellectual Curiosity:** We seek the advancement of knowledge, critical thinking, inquiry, and discovery through our teaching, service, and research. We continuously learn from our achievements and our challenges. We encourage our students and colleagues to challenge each other in the support of academic freedom: inquiry, pursuit of ideas, and creative activity.
4. **Personal Responsibility:** We recognize our responsibilities to the students, to each other, and to the community. Individually and collectively we strive to exceed our students' and our colleagues' expectations achieving teaching and service excellence and creating a welcoming positive learning environment.
5. **Service to University and Community:** We are good neighbors and a positive force for change. We foster communities of caring, respect, and civility. We engage with our communities, serve society, and build capacity for relating to one another.
6. **Student Success:** We provide our students with the tools essential to build their futures and succeed in life as productive, educated citizens.



Dr. Gregory A. Robinson-Guerra

FACULTY SENATE PRESIDENT

Dr. Gregory A. Robinson-Guerra is an Associate Professor of Bilingual Education & Spanish in the College of Education, Western New Mexico University.

"I am a specialist in Central American literature and contemporary Latin American Culture. I have written several articles based on similar themes—identity, race, and gender—in short stories by 20th-century writers such as Ana Maria Rodas (Guatemala), Jacinta Escudos (El Salvador), and Consuelo Tomas Fitzgerald (Panama).

I joined the WNMU family in August 2022 and have enjoyed teaching Spanish, bilingual courses, and literature in the College of Education, where I have met outstanding student teachers and passionate colleagues.

I am originally from Volcan, Tierras Altas in the Chiriqui Province, Republic of Panama, and have resided in the United States since the mid-nineties. I studied pre-secondary education at a small community college and transferred to the University of North Alabama, where I earned my teaching license in secondary education. While teaching high school Spanish, I recognized the need to further my MA studies in English as a Second Language, a field in which I found a passion for bilingual education and a commitment to community advocacy. In 2011, I received my Ph.D. in Latin American Studies from the University of Alabama with a dissertation on Central American short stories.

My current research and teaching interests reflect a diverse approach, embracing authors from Mexico, South America, and Brazil, as well as the culture of Latin America, with a particular emphasis on Latin American cinema. I actively participate in various national and international conferences and have contributed to multiple study-abroad programs in Colombia, Costa Rica, Panama, and Spain. In 2019, I taught a course called "Plotting Colombian Cultural Identity" at the Universidad de la Sabana in Bogotá, Colombia. Currently, I am the Spanish-language Advisor of the Applied Spanish minor."

On A Personal Quote

*"Nobody deserves your tears,
but whoever deserves them
will not make you cry."*

-- Gabriel Garcia Marquez



About the Faculty Senate

The Faculty Senate represents the general faculty of WNMU.

30 committee assignments
such as Curriculum & Instruction, Online Course Design & Academic Assessment

Membership

One voting member from each academic department/School, one voting member from the library faculty.

Meetings

Faculty Senate Meetings: one regular open meeting each month during the regular academic year, on the first Tuesday of the month.

Constitution:

We, the faculty of Western New Mexico University, to provide for participation in the formulation of policies relating to the effective discharge of the University's educational function, to promote stable growth and continued improvement of higher education, and to facilitate the communication between and cooperation among faculty and administration, do ordain and establish this constitution.

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Dean Foster

STAFF SENATE PRESIDENT

Dean Foster is the Chief Online Education Officer at Western New Mexico University and serves as the Staff Senate President. Throughout more than 25 years in higher education, he has been dedicated to expanding educational opportunities through technology, innovation, and collaboration.

Dean believes that shared governance is built on listening, respect, and open communication. As Staff Senate President, he is committed to representing the voices of staff, strengthening partnerships across campus, and supporting initiatives that contribute to a positive and inclusive workplace.

He is passionate about student success, responsible use of emerging technologies, and creating opportunities that help both employees and students thrive.

Outside of work, Dean enjoys fly fishing, adventure motorcycling, camping, and spending time with his family while exploring the rivers and mountains of the Southwest.

On A Personal Quote

*"Leadership and learning
are indispensable to
each other."*

-John F. Kennedy



About the Staff Senate

The Staff Senate provides a forum for eligible non-faculty employees to address issues of staff concern and to make those issues known to University Administration.

Committees

- Assessment
- Rewards and Recognition
- Rules and Ethics
- Salary, Classification & Benefits
- Staff Handbook

Meetings, General Assembly, Election Dates

- **Staff Senate Meetings:**
First Wednesday of the month in SMB 3rd floor Seminar Room.
- **Staff General Assembly Meetings:**
First Monday of March, June, September, and December.

How to get involved?

Help plan, attend events, participate on a committee, or nominate a co-worker for the "Employee of the Month". Contact the Staff Senate President at staff.president@wnmu.edu.

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ASSOCIATED STUDENT of WNMU

About the Associated Student of WNMU (ASWNMU) Student President

"Hello Mustangs, I am excited to introduce myself as your new Student Body President at Western New Mexico University. My name is Carlos Carranza, and I am proud to be a dedicated Mustang and student leader from Hatch, New Mexico. I graduated from WNMU in 2024 with my Associate of Arts in Applied Liberal Arts and Sciences, and I am currently pursuing a dual degree through the Elementary Education/Bilingual Education M.A.T./B.S. 3+2 program.

Throughout my time at WNMU, I have been deeply involved in our campus community. I have served as both Secretary and President of MEChA, work as a student worker at the Campus Recreation Fitness Center, and actively participated in countless Student Life events. Being from a small town like Hatch and understanding the experiences of many first generation, Hispanic, and low income students, I am passionate about helping all Mustangs feel supported and empowered to reach their goals.

As your Student Body President, I am excited to serve as a voice and advocate for all students. My goal is to ensure that every Mustang feels heard and valued while creating opportunities for growth, involvement, and success both inside and outside the classroom.

Please don't hesitate to reach out to me with your questions, concerns, or ideas. I'm here for you. Let's make this year one to remember at WNMU!"



Contact Information:

Carlos Carranza

Western New Mexico University
1000 W. College Ave., PO Box 680
Silver City, NM 88062

Phone: 1.800.872.9668

Email: Student.President@wnmu.edu

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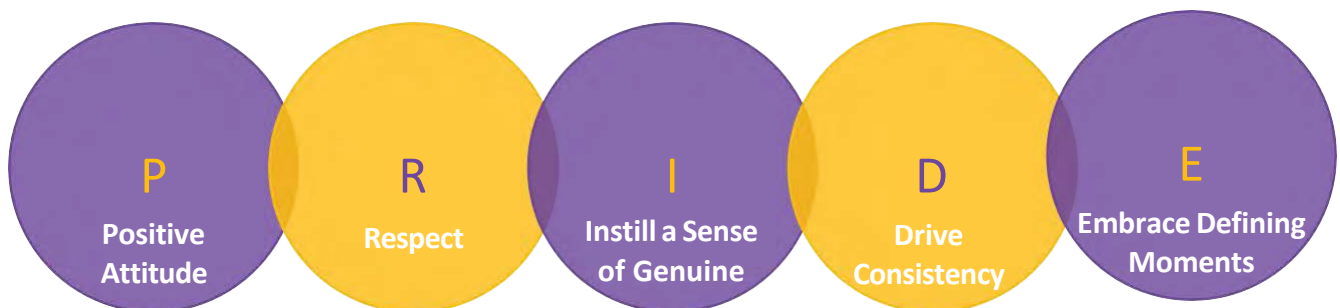
OUR CULTURE



+1 SERVICE

Every interaction is an opportunity to create value.

Apply one extra step to turn the ordinary into **extraordinary.**



Western New Mexico University focuses on SERVICE EXCELLENCE!

Never underestimate the power you have. No matter what your position, you impact the institution every day, ALWAYS!

WNMU SERVICE STANDARDS

1	Standardizing Responsiveness	Responding in a timely and positive manner to all inquiries (24/48 to Escalate) Respond – 24 hrs; Resolve – 48hrs; Escalate beyond 48 hrs as needed
2	Creating a Collaborative Environment	Improve communication, processes, and issue resolution across campus; engaging and empowering employees.
3	Engaging with Professionalism	Treating others with respect and integrity; taking pride in our representation of WNMU
4	Adopting a Continuous Learning mindset	Improving skills with additional training to expand knowledge in order to provide a consistently, high-quality job performance
5	Embracing the Feedback Analysis Loop	Collection and feedback based on data, analysis, monitoring to make WNMU better place to work/attend.
6	Adapting to on-going Process Improvements	Quickly adapting to changing practices as process improvements are implemented

Rawhide Challenge

Make someone's day – share Rawhide with someone who ...

- Needs some encouragement
- Doing something exceptional
- Acknowledgment of our Key Engagement Principles – aka P.R.I.D.E.
 - Positive Attitude
 - Respect
 - Instilling a sense of genuine care
 - Driving consistency
 - Embracing defining moments



THE DIFFERENCE YOU MAKE



What Should You Say

NORMALLY SAY	SHOULD SAY
"Hi"	"Hello [customer name]"
"Can I help you?"	"How may I help you, [customer name]?"
"Sure, no problem"	"I am happy to assist"
"I don't know"	"Let me look into this further and follow up with you shortly, [customer name]."
"I can't get to that right now."	"This is a priority, and I will get back to you by [give specific timeframe]."
"How terrible! I can't even imagine how you feel."	"Allow me to take care of that right away. Together, we'll make this right."
"This kind of stuff happens all the time, try now to let it get to you."	"I understand your frustration and I totally get it; I'm frustrated with you."
"Well, at least...."	"I completely understand your disappointment."
"Good for you!"	"I'm incredibly happy for your success – keep it up."
"I'm sorry...."	"I apologize that we have made you feel this way. That was not our intent." "I apologize for the inconvenience we have caused you; this is not how we like to do business."
"I'm sorry. I completely own this..."	"I apologize we have disappointed your expectations...and I take full ownership for getting your experience back on track."
"I'm sorry. I will fix..."	"I apologize that your time was wasted...and that stops now."
Answering the phone	Thank you for calling Western New Mexico University. My name is _____. How may I assist you today?

THE DIFFERENCE YOU MAKE



Standardizing Responsiveness

Outlook Signature Setup

Use this standard version to place your signature at the bottom of each email you send.

To add a signature in Outlook.com:

<https://support.microsoft.com/en-us/office/create-and-add-an-email-signature-in-outlook-com-776d9006-abdf-444e-b5b7-a61821dff034>



To add a signature in Outlook Desktop:

<https://support.microsoft.com/en-us/office/create-and-add-a-signature-to-messages-8ee5d4f4-68fd-464a-a1c1-0e1c80bb27f2>



Please note: Use of pronouns and “Follow Us”/Social media tags are optional

Your Name
Your Title
Your Division / Department

WESTERN NEW MEXICO UNIVERSITY
P.O. Box 680 | Silver City, NM 88062
t your phone number | f your fax number (if applicable)
e [Your WNMU email address](mailto:YourWNMUemailaddress@wnmu.edu) | wnmu.edu

Pronouns: He, him, his ([Learn more](#)) (Optional)

Follow us: [facebook.com/WesternNewMexicoUniversity](https://www.facebook.com/WesternNewMexicoUniversity) | twitter.com/WNMU (Optional)



Out of Office Message

There are times when you cannot meet the “Standardizing Responsiveness” standards, we recommend that you set an out of office message to this affect.

Email	Thank you for your email inquiry. I am experiencing a high volume of emails currently. I will respond to your email as soon as possible. OR Thank you for your email. I am currently out of the office from ____ to _____. I will respond to your email as soon as I can upon my return.
Phone	Thank you for calling the office of _____. I am experiencing a high volume of communication currently. Please leave me a voicemail, and I will return your call as soon as possible.

For instructions on how to set up your phone, please review the “Additional Resources” page.

THE DIFFERENCE YOU MAKE



Guide to Appropriate Work Attire at WNMU

Introduction

Western New Mexico University is an institution that is in support of free-thinking, free thought, and freedom of expression. With proper guidance and fostering the nature of professionalism, we can promote these aspects of higher learning. In doing so, we seek to set guidelines for the University to set a standard of conduct and presentation conducive to the prestigious nature of a University.

Definitions

- Business Professional- generally conservative clothing to portray yourself in a professional manner.
- Business/Smart Casual- relating to or denoting a style of clothing that is less formal than traditional business wear but is still intended to give a professional and businesslike impression.
- Mustang Fridays- a time to show your University spirit, relaxed wear expressing mustang labeled clothing or school colors. Athletic shoes are acceptable to wear but must be neat in appearance.

Standards/Examples

Business & casual wear encompasses many looks, but it means clothing that is appropriate for a professional office environment - neither of these examples equates to sloppiness. It is clothing that allows you to be comfortable at work, yet always look neat and professional. Employees should consider each day's activities when determining what to wear.

Examples of appropriate attire include, but are not limited to, the following:

- Dress/khaki pants, or jeans, skirts, dresses w/appropriate hemlines,
- Dress tops, button-up shirts, collared shirts, or collarless polo shirt
- Loafers, mules, dressy clogs, boots, flats, dress heels, dress sandals, leather deck-type shoes, conservative athletic or walking shoes, and office sneakers.

	EXAMPLE 1: You can sport your denim while still looking professional. A simple patterned or solid color top is all it takes. A look that could be considered slightly more business than casual would be a silky top tucked into a solid color pencil skirt or a summer dress paired with a blazer.
	EXAMPLE 2: A casual dress guideline means that employees can dress in comfortable, informal clothing. Although the employees' comfort is a priority, certain standards are recommended—clothing must be appropriate and still professional.
	EXAMPLE 3: These employees are dressed well, in comfortable and relaxed clothing, but they still maintain a professional image. Also, keep in mind that modesty in dress is not only important but so is modesty in accessories. Although the degree of informality may vary from more casual to a little dressier in some cases, it is important to remember that employee comfort is the main priority, as long as the employees still look professional and are dressed appropriately for the workplace.

THE DIFFERENCE YOU MAKE



Catch the Spirit

Mustang Friday!

Wear your Purple & Gold!



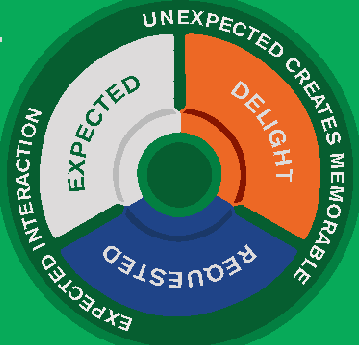
Mustang Moments!

**Recognize Co-Workers
with a Mustang
Moment!**



Service Excellence Card

WNMU's culture of service excellence includes five (5) modules: The Art of Adapting, The Polished Professional, Defining the WNMU Experience, The Art of Service Recovery, and Delivering a Legendary Experience. You will be invited to participate in a training session that will explain these five (5) modules in detail. Here is an overview of what each module is about.

THE DIFFERENCE YOU MAKE • Never underestimate the power you have. • No matter what your position, you impact WNMU every day, always!  WNMU <i>The Art of Adapting</i>	<i>The Polished Professional</i>  WNMU
KEY ENGAGEMENT PRINCIPLES <i>Defining the WNMU Brand Experience</i> WNMU	THE L.E.A.R.N MODEL <i>The Art of Service Recovery</i> WNMU Listen Empathize Apologize Resolve Notify
CREATE VALUE WITH +1 SERVICE  WNMU <i>Delivering a Legendary Experience</i>	 WESTERN NEW MEXICO UNIVERSITY WE ARE MUSTANGS SERVING MUSTANGS

Service Excellence Card

The Art of Adapting

- Define the phenomenon of change management.
- Introduce the psychological model and attributes behind adopting change.
- Discuss how passionate internal influencers create brand advocates in our students, families and customers.



The Polished Professional

- Explore the concept of personal power and the important role that every team member, regardless of title, plays in the overall customer experience.
- Discuss the importance of professional presence and the impact well-groomed and presentable team members have on the customer experience.
- Introduce the skills that great communicators possess as well as the three main aspects of effective communication: refined verbiage, appropriate tone of voice, and service-oriented body language.



Defining the WNMU Experience

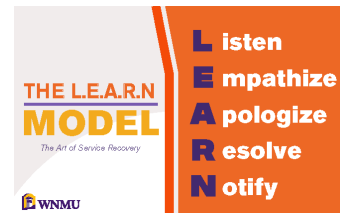
- Explore the concept of a brand, inclusive of both the customer specific functional and emotional benefits a consumer receives when doing business with its brand.
- Discuss the concept of Key Engagement Principles and why they are important in Defining the WNMU Experience, building connections and bringing the WNMU experience to life.
- Introduce the newly designed, WNMU specific Key Engagement Principles as well as provide the skills and behaviors needed to emulate to ensure understanding and relatability.



Service Excellence Card

The Art of Service Recovery

- Review a variety of soft skills, characteristics and talents that must be demonstrated by way of employee behavior in an effort to ensure effective Service Recovery.
- Introduce the L.E.A.R.N. Model (Listen, Empathize, Apologize, Resolve and Notify).
- Provide tactical ways to apply and demonstrate each critical step along the Service Recovery lifecycle.



Delivering a Legendary Experience

- Explore and discuss the importance of delivering Memorable Customer Experience by introducing and reviewing the difference between both expressed and unexpressed needs of customers.
- Introduce and review the importance of providing anticipatory service.
- Review the Memorable Customer Experience Model, the three levels within it; functional, requested and delight and immerse in an interactive activity that will compel you to take service to an elevated level through the anticipation of customers' needs.



Mustangs Serving Mustangs

Take Action! Make a difference! Build relationships and create an engaged environment for yourself and others!



ONBOARDING ACTION ITEMS

*To be completed within 30 days of employment.

Customer Service Modules

- Rapport Building In Customer Service
- Providing Telephone Customer Service
- Facing Confrontation in Customer Service
- Customer Service: Strengthening Your Service Skills
- Becoming More Professional through Business Etiquette
- Writing Effective Emails & Instant Messages



Access via <https://skillsetsonline.com/>

Compliance & HR Training

- Harassment Prevention Training
- Title IX Mandatory Reporter (In Person-TBD)
- Title IX Training
- Conflict of Interest – HR
- FERPA



Service Excellence

Learn more about the WNMU culture where our focus is providing extraordinary service to our students and each other. To be scheduled based on number of new employees.



SKILLSETS ONLINE Getting Started Instructions

How do I locate my pin number?

- You should (or soon will) have received an email from SKILLSETS Online (customerservicedept@skillsetsonline.com) with the subject line “YOUR NAME - Dashboard New Password Issued”.
- In that email, you will find references to “YOUR STUDENT DASHBOARD EMAIL” (which will be the email address you enter) and also “YOUR STUDENT DASHBOARD PIN” (which will be the pin you enter).

I can't find that pin number email? What do I do now?

1. Go to <https://skillsetsonline.com/>.
2. Click on “**MY DASHBOARD LOGIN**” on the menu on the left side of your screen.
3. Click on “**Email my PIN to me**”.
4. Follow instructions to enter your email address.
5. Click on “Email my PIN”.
6. Check your email inbox. (typically, less than 1 minute)

I'm IN...Now what?

1. Main Student Dashboard
 - a. Click on the blue “**Click To Access Course Library**” to access the entire library of course.
 - b. Click on “**Courses You Have Taken**” on the left menu to review your personal training.
 - c. Check out the **FAQ's** on your Student Dashboard to answer your questions.
2. Use the Search Content field to search for specific titles.

See if the steps above in graphic on the next page.

REMINDER

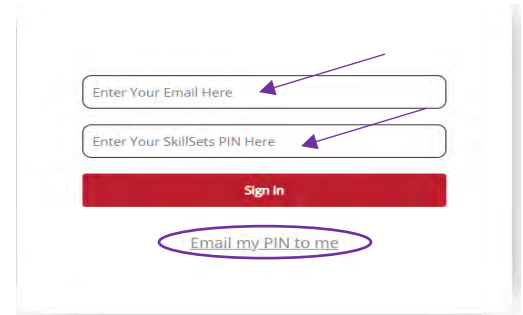
You now have **30 Day Focus Sessions** to complete your training modules...if you start a session, you must complete it within the 30-day focus period or you will lose your progress. Skillsets will notify you when your credentials are about to expire.

Skillsets Log-in Instructions

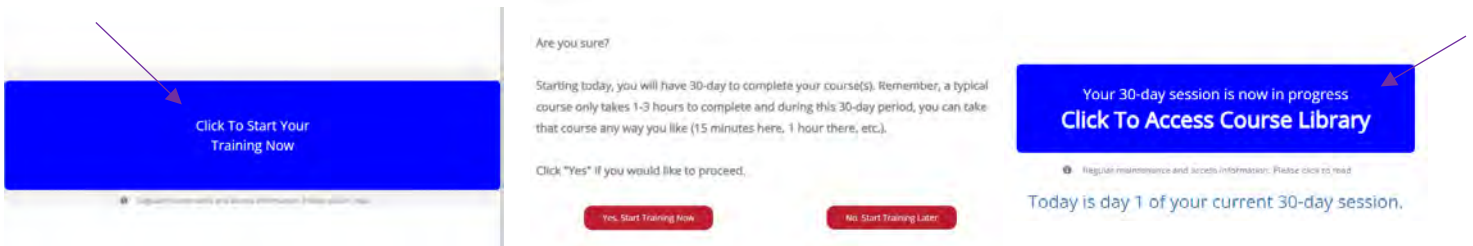
www.skillsetsonline.com

There is a new look and feel to skillsets. You have **30 Day Focus Sessions** to complete your training modules. If you start a session, you must complete it within the 30-day time period or you will lose your progress.

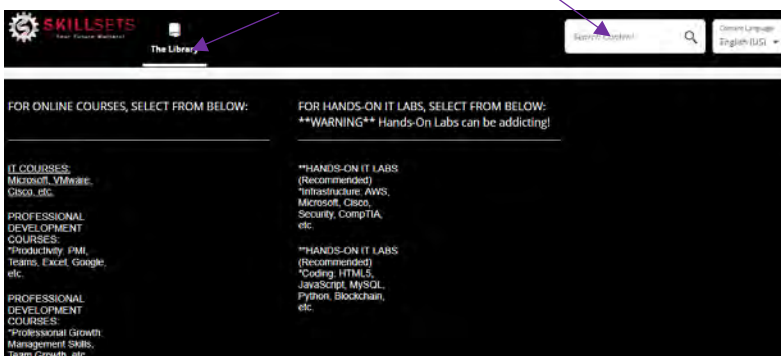
- Go to www.skillsetsonline.com
- Go to **Login** and then **Dashboard Login**.
- Enter your login credentials from the email you received from Skillsets.
- If you forget your pin, you can request it on the login page. **"Email my PIN to me"**



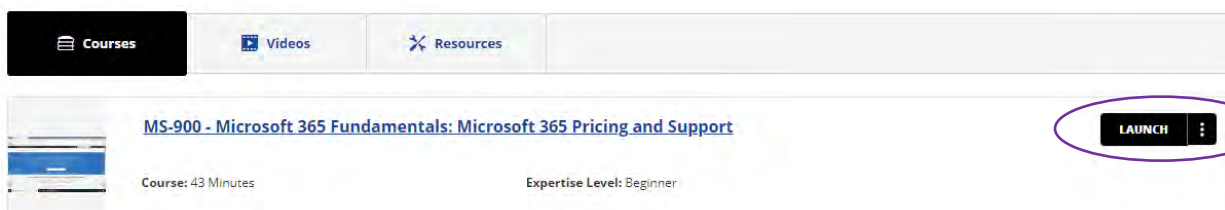
- Select **"Click To Start Your Training Now"**. Confirm if you are sure, **Yes** will start your 30-day session.
- Then select the **"Click to Access Course Library"** option.



- Click **The Library** on the top left-hand side and select from the options provided or use the **Search** field at the top right-hand side to find courses.



- Click **Launch** to begin.



HELPFUL RESOURCES

Handbooks

All policies and procedures are noted in the handbooks. It is strongly recommended that you review the information and observe the guidelines set forth in the handbook. All policies and handbooks go through the Board of Regents for approval.

The **Staff Handbook** includes information about:

- Employee Classification
- Employment Practices
- Pay Administration and Procedures
- Employee Benefits
 - Annual Leave
 - Educational Assistance Program (reference Business Affairs Canvas shell under Human Resources)
 - Sick Leave Donation Policy (reference Business Affairs Canvas shell under Human Resources)
- Employee Performance, Promotion and Transfer
- Leaves of Absence
- Safety and Worker's Compensation
- Campus Services
- Disciplinary Issues

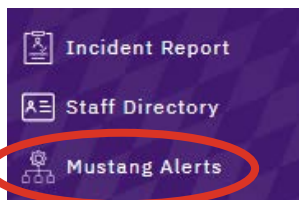
The **Faculty Handbook** includes information about:

- Governing Structure
- Standards
- Organizational policies
- Tenure, Appointments, Rights, Responsibilities, Policies
- Grievance Policies
- General Academic Policies
- Faculty Awards and Benefits

Emergency Alert

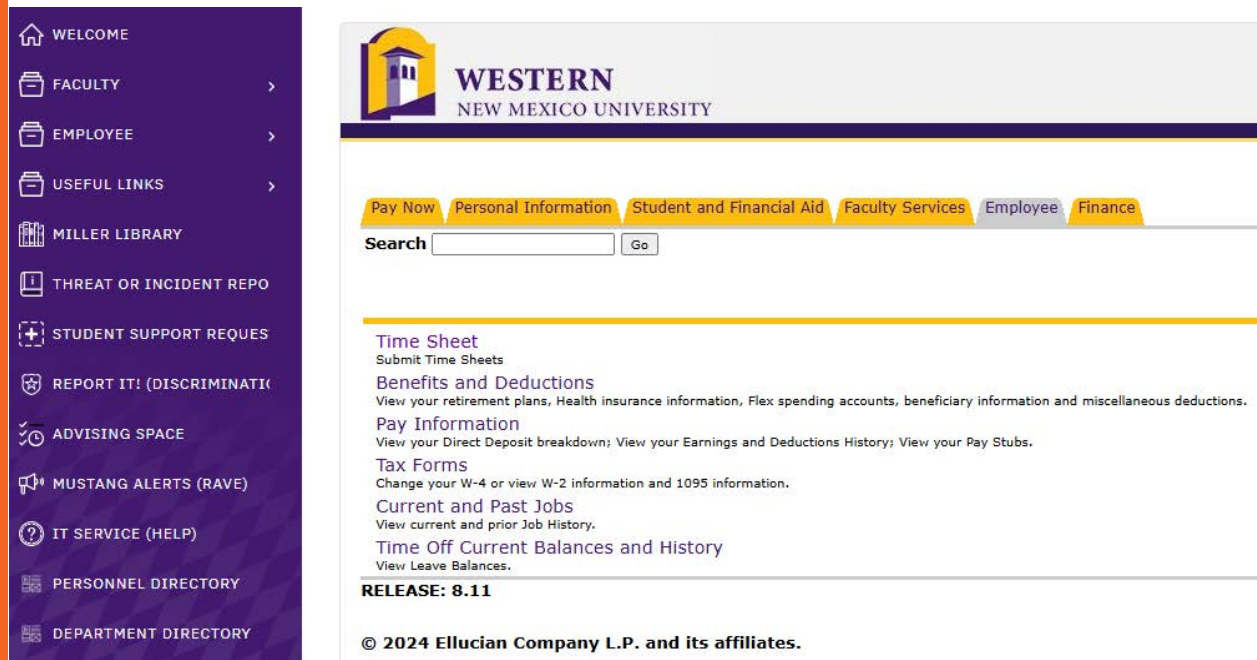
In case of an emergency, WNMU will notify you via your WNMU email account and if you prefer via Text message. You must sign up for the Emergency Alert system, RAVE. To sign up, log into your Mustang Express account. Click on the tab titled "Mustang Alerts" under "Useful Links".

Follow the instructions to sign up.



RAVE
MOBILE SAFETY

Mustang Express



What is it?

Faculty/Staff & Student Portal to tools and resources.

Where to find it?

<https://id.quicklaunch.io/wnmu>

On your phone, open a browser and type in <https://id.quicklaunch.io/wnmu>



Important information

- **Faculty Services**
 - Faculty Handbook
 - Course management links
 - Course Rotations
 - Class Roster Lookup
 - Canvas Shell for Incomplete request
 - Panopto, Zoom
- **Employee Services**
 - Check your pay stub
 - Leave request and balances
 - Staff Handbook
 - Time Sheet (non-exempt employee)
 - Travel request and voucher
- **Library resources**
 - Find books, articles and more!
- **Mustang Alerts**
 - See the Emergency Alerts section
- **IT service desk**
 - For your all your information technology needs and tech how-tos.

Athletics

Business Hours and Location

Monday - Friday 8:00 AM to 5:00 PM

Brancheau PE Complex

Visit **WNMUmustangs.com** to stay up-to-date with Mustang Athletics

- Schedules
- Tickets
- Rosters
- Staff Directory
- And lots more!

Contact

Phone: 575-538-6218

Download the WNMU Athletics app

- Apple and Android app stores
- Be sure to allow notifications to stay update

WNMU Athletics allows TWO free tickets for Staff/Faculty at all home events

- Visit WNMUmustangs.com (or scan the CR code) and click the tickets tab
- Look under General Admission and click the "Have a passcode?"
- Just use your 'W' number (include the W00)



Contact dakota.spillers@wnmu.edu if you have trouble with ticketing or have any questions (Use the hashtag '#RareBreed' with any pictures taken at home events!)

Business Office – Cashier Services

Business Hours, Contact and Location

Monday - Friday

8:00 AM to 4:30 PM

Phone: 575-538-6156

Location: Castorena Hall (Administration Building)

Email: merchantadministrator@wnmu.edu

Card Services

- Mustang ID processing

Cashier Services

- Employee Mustang ID
 - o Mustang Wallet deposits
 - o Faculty/Staff Meals
- Departmental deposits
- Petty cash
- Fitness Center Memberships (external)
- Student account/childcare payments
- Billing statements to attach with employee/dependent waivers
- C-Rec sales
- Drop off point for accounting paperwork (i.e. B of A documents, budget revisions, etc.)
- Cash handling training (upon request)
- Event cash box pickup/drop-off point (upon prior request)
- Notary Services



Campus Police – Campus Safety

Business Hours and Location

Monday-Friday 8 a.m. – 4:30 p.m.
Campus Police Building

Contact

Non-emergency: 575-538-6231
After hours and weekends: 575-388-8840
Office: 575-538-6231

The WNMU Police Department is a full-service police agency. The WNMU Police Department functions like most police departments. WNMU police officers have enforcement authority on all WNMU property controlled by the Board of Regents throughout the State of New Mexico, and have concurrent jurisdictional authority in some neighboring areas under mutual aid agreements. WNMU police officers share a good working relationship with all surrounding local, state, and federal agencies.

Summary of the Safety of WNMU:

Horrible acts of violence occur almost daily in every environment from schools, to the workplace, to the community.

WNMU has an emergency alert system called RAVE. You can sign up to receive text and emails in an emergency by logging onto Mustang Express and clicking the Mustang Alert tab at the top of the home page. WNMU also has emergency phone buttons throughout the university.

Our WNMU Police Department offers active shooter training and response solutions. These trainings are offered to staff, faculty, and students, upon request. We have 3 officers trained in **ALICE**, which is an acronym that stands for **Alert, Lockdown, Inform, Counter, and Evacuate**.

ALERT, what we need to do to recognize and get the word out that a threat exists.

LOCKDOWN, to barricade entry points into your room in an effort to create a semi-secure starting point.

INFORM, give constant, real-time information using all available technology, if possible.

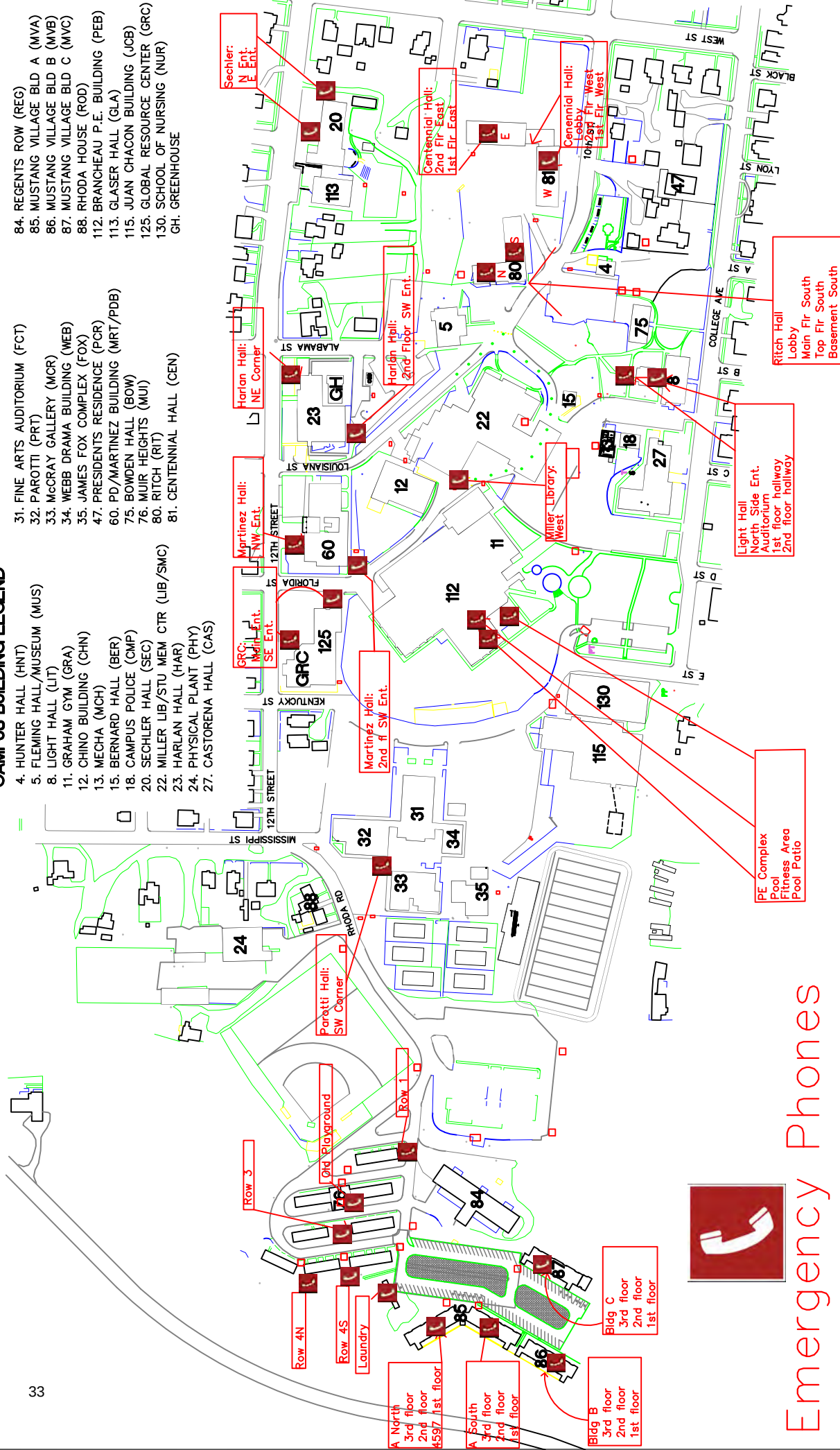
COUNTER, which focuses on actions that create noise, movement, distance and distraction with the intent of reducing the shooter's ability to shoot accurately,

EVACUATE, to remove yourself from the danger zone, when necessary or safe to do so.

These practices are designed to increase surviving in the event of an active shooter situation. Should the unthinkable happen, we strive to prepare ourselves, and others, to react in a way to prevent injuries and save lives.



- | | | |
|--------------------------------------|------------------------------------|------------------------------------|
| 4. HUNTER HALL (HNT) | 31. FINE ARTS AUDITORIUM (FCT) | 84. REGENTS ROW (REG) |
| 5. FLEMING HALL/MUSEUM (MUS) | 32. PAROTTI (PRT) | 85. MUSTANG VILLAGE BLD A (MVA) |
| 6. LIGHT HALL (LUT) | 33. MCCRAY GALLERY (MCR) | 86. MUSTANG VILLAGE BLD B (MVB) |
| 7. GRAHAM GYM (GRA) | 34. WEBB DRAMA BUILDING (WEB) | 87. MUSTANG VILLAGE BLD C (MVC) |
| 8. CHINO BUILDING (CHN) | 35. JAMES FOX COMPLEX (FOX) | 88. RHODA HOUSE (ROD) |
| 9. MECHA (MCH) | 47. PRESIDENTS RESIDENCE (PCR) | 112. BRANCHEAU P.E. BUILDING (PEB) |
| 10. BERNARD HALL (BER) | 60. PD/MARTINEZ BUILDING (MRT/PDB) | 113. GLASER HALL (GLA) |
| 11. CAMPUS POLICE (CMP) | 75. BOWDEN HALL (BOW) | 115. JUAN CHACON BUILDING (JOB) |
| 12. SECHLER HALL (SEC) | 76. MUIR HEIGHTS (MUI) | 125. GLOBAL RESOURCE CENTER (GRC) |
| 13. MILLER LIB/STU MEM CTR (LIB/SMC) | 80. RITCH (RIT) | 130. SCHOOL OF NURSING (NUR) |
| 14. HARIAN HALL (HAR) | 81. CENTENNIAL HALL (CEN) | GH. GREENHOUSE |



Civil Rights & Title IX

Business Hours and Location

Monday-Friday
8:00 a.m.-5:00 p.m.
Global Resource Center
Room 103



The Office of Civil Rights & Title IX is a neutral entity designated to ensure compliance of University policies that apply to civil rights and Title IX. This includes investigations of violations and trainings to prevent discrimination and harassment.

Civil Rights and Title IX

- Investigates complaints of discrimination and/or harassment based on gender or a protected status to include sexual misconduct, and failure to accommodate.
- Provides guidance and training on affirmative action, equal education/employment opportunity, civil rights, and Title IX
- Coordinates supportive measures for those involved in the grievance process.
- Maintains neutrality throughout the formal and informal process.
- Ensures university policies and procedures are compliant with federal and state civil rights laws and regulations.
- Collaborates with Student Accessibility in providing pregnant students with accommodations and investigates failure to accommodate.

Contact

Phone: 575-538-6025 or 575-538-6027
Email: titleix@wnmu.edu or deputytixc@wnmu.edu

Facilities & Operations

Business Hours, Contact and Location

Normal Business Hours (Weekdays 8-4:30) – (575) 538-6470

After Hour Emergencies ONLY – (575) 538-1770



Key Access

- Bre Anne Springer (Breanne.springer@wnmu.edu)
- To pick up your access card/keys for your office and building, call Maintenance at 575-538-6161 to confirm your access card/keys are ready.
- Maintenance is in the Physical Plant building.



Work Order Requests (See QR code)

- Email melonie.lockhart@wnmu.edu requesting SchoolDude access
- Set up account (instructions in email) user/PW
<https://login.myschoolbuilding.com/msb?acctNum=631601845&productID=MD>
- Enter work orders



Event & Venue Management

- Contact Bre Anne Springer at 575-538-6161
- Request rooms, equipment, etc. (Venue & Event Form via the Business Affairs Canvas)
- Request tech equipment: <https://mts.wnmu.edu/media-tech-services/>



Foundation & Alumni Affairs

Business Hours and Location

Monday-Friday 8:00 a.m.-4:30 p.m.

Hunter Hall

Contact

Phone: (575) 538-6310

Email: foundation@wnmu.edu

The WNMU Foundation is an independent 501 (c) 3 non-profit entity established in 1982 for the sole purpose of supporting Western New Mexico University in all applicable capacities.

The WNMU Foundation are committed to soliciting, receiving, distributing, and administering private contributions, gifts and endowments to meet the needs of and benefit WNMU students, faculty, staff, facilities, and operations which are not fulfilled through state and federal assistance.

The Office of Alumni Affairs, a division of the Western New Mexico University Foundation, plans and implements strategic engagement that promotes philanthropic giving to Western New Mexico University by establishing meaningful and important relationships with WNMU Alumni, keeping them informed of university activities, events and happenings.

All of this supports the university as whole through programming, departmental support and bricks and mortar fundraising.

You can contribute by signing up and have a small amount deducted from your paycheck automatically to support our university community. Please visit their website for more information.



Human Resources

Business Hours and Location

Monday-Friday 8:00 a.m.-4:30 p.m.
Castorena Hall Room 114

Contact

Phone: (575) 538-6328
Email: employment@wnmu.edu

Business Affairs Canvas Shells under Department
of Human Resources



Holiday Schedule

University Holiday Schedule for 2025 - 2026 Fiscal/Academic Year

4 th of July Holiday	Friday	July 3, 2026
Labor Day	Monday	September 7, 2026
Thanksgiving Break	Monday-Friday	November 23 – 27, 2026
Winter Break	Monday-Friday	December 21, 2026 - January 1, 2027
Martin Luther King Day	Monday	January 18, 2027
Spring Break	Monday-Friday	March 8-12, 2027
Spring Holiday	Friday	March 26, 2027
Memorial Day	Monday	May 31, 2027



The above holidays are declared and scheduled by the President of the University at his sole discretion in order to best align with the academic schedule.

View the Holiday Calendar on this website: <https://wnmu.edu/pages/holidays/>

IT Services

If you need help with getting set up with your computer, technology systems, passwords, and/or phone; please contact our IT Help Desk:



Off campus: 575-574-4357
On Campus: 4357 (HELP)



helpdesk@wnmu.edu



Visit them in Castorena Hall building.



Need to connect wirelessly?

- WNMU (preferred network) – use your WNMU userid and password to log in
- MustangWiFi (password = 4mustangs)

Mailroom Information

Business Hours and Location

Monday – Friday 8:00 AM to 4:30 PM
Student Memorial Center, 1st floor (in front of the bookstore).

Contact:

Phone: 575-538-6477

Services Offered to Students, Faculty & Staff:

Buy Stamps
UPS/ FedEx Services

Carriers:

UPS 11:30 AM – 1:00 PM
FedEx Ground 1:00 PM -2:00 PM
FedEx Express 1:00 PM – 4:15 PM

Important Mailing Information:

(to ensure proper delivery use Dual Addressing)
Western New Mexico University
1000 W College Ave
PO Box 680
Silver City NM 88062



Mustang Card

All Mustang ID Cards are made by Card Services located in the Business Office at Castorena Hall.

Meals, Snacks and Beverages

The Mustang Dining Hall features a grill, soup station and a fully-loaded salad bar, deli options for custom sandwiches and a large selection of fresh pizza for on-site dining or to-go meals for \$3 with your Mustang ID. Or, when you're ready for that daily dose of caffeine, Einstein's Bros. Bagels is your campus spot to load up for the rest of the day.



Knowledge and Technology Resources

Your Mustang ID allows you to check out books, eBooks, and journals at the J. Cloyd Miller Library, opening the door to infinite knowledge. While you're there visit the WNMU Media Technology Services desk, the campus hub for techy gear like iPads, cameras, audio gear, smart TV's, and laptops.

Entertainment and Rally

A swipe of your Mustang ID literally opens the doors to renowned performances and shows sponsored by the WNMU Cultural Affairs. Presentations are free to faculty and staff.

Serious Discounts

Before cheering for the Mustangs on the field, swing by the University Bookstore where a swipe of your Mustang ID will get you a 10% discount on all your WNMU drip. The historic WNMU Museum hosts annual sales where your Mustang ID unlocks additional discounts for faculty and staff.

NEC Phone Overview

Phone setup

- Request that your phone be reprogrammed, and voicemail box reset

Requesting Help

- Submit IT Tickets through the IT Service Tab in Mustang Express
- SOLUTIONS tab/page contains articles about additional phone features including instructions on how to setup your out of office greeting, check call history, and assign speed dials additional resources can be found at: [\\steel\\VOIP Resources](#)



Making/Receiving Calls

- Dial 9 to make outbound calls.
- Incoming calls will light up your primary line, if your primary line is busy incoming calls will light up your rollover line.
- Missed calls are indicated on your LCD screen by the symbol to the right.



This icon appears when there is a missed call. Once you checked the missed call, it will disappear.

Long Distance Calling

- A long-distance code is required to complete long distance calls; to request your code, please submit an IT Ticket.
- Once you have the code, dial 9, then 1 + area code + 7 digits, wait for the **beep** sound, then input your long-distance code.

Voicemail

- Dial 6060, enter the default password of 0000 for initial setup.
- Voicemail can be checked from your phone by dialing **6060** or offsite at **575-538-6060**.
- New Voicemails are indicated by a light and VM icon on the LCD screen as shown on the right.



This icon appears when you received VoiceMail. Once you checked your voicemail, it disappears.

Transferring Calls – NEC Phone

- While on the call, press the Transfer button.
- Enter the 4-digit extension where you would like to send the call.
- **Stay on the line to announce a transferred call to the person that answers.**
- To return to the original caller (and cancel the transfer) press Transfer again.

Call Forwarding

- To set, lift handset and listen for dial tone. Press * 2.
- Enter the 4 digits where you wish to forward your calls to. Hang up.
- To remove, lift handset and listen for dial tone. Press # 2. Hang up.

University Ombuds

The WNMU Ombuds Office was established by the Office of the President to promote a supportive learning and working environment at WNMU. The office serves as a resource for all members of the WNMU community. Services are provided for faculty, students, and staff, and offer a safe, CONFIDENTIAL, place to talk about campus-related problems and concerns, between or among individuals and/or with organizations.

The Ombudsperson will listen carefully to any “visitor” to review issues; explore options to solve problems; make inquiries and referrals as appropriate; and/or facilitate a process that attempts to bring a mutually agreeable resolution to a dispute, conflict, or problem, in an impartial and informal manner.



Sarah SJ Guck

Phone: 575-538-6554

Email: sarah.guck@wnmu.edu

Veterans Affairs

Business Hours and Location

Monday-Friday 8:00 a.m.-4:30 p.m.
Juan Chacon Building

Contact

Phone: (575) 538-6208
Email: veteranscenter@wnmu.edu

Western New Mexico University has the distinct honor of being designated a Military Friendly University. We are committed to the success of our military members and their families. This includes providing services to active duty, guard, reserves, separated members, and their dependents. WNMU maintains Memo of Understandings with the VA to ensure students are eligible to receive GI Bill benefits and Military Tuition Assistance. The university conducts various events dedicated to our Servicemembers and various eras of service. This includes but is not limited to WNMU Remembrance March, recognition of Veterans who work at WNMU and those who are students during Veterans Day and Memorial Day, and recognition of other pivotal moments in Military History.

WNMU Veterans Affairs is responsible for managing various programs to include the Veteran Stole Program. This helps identify those graduating veterans, who made the sacrifice in service to our country. Our Servicemembers and their dependents are also eligible for the Military Honor Cord Program. Those pursuing a Baccalaureate (3.5GPA) and Masters (4.0 GPA) are eligible to receive these cords; all graduating Veterans will receive their WNMU Challenge Coin.

The Veteran Resource Center is located in the Juan Chacon Building 1st floor Suite 139 and houses the New Mexico Department of Veteran Affairs Veteran Service Officer who is responsible for assisting Veterans with compensation benefits and a myriad of others services. We have a decompression room, for those who may need to separate from daily stressors, complete with a full body massage chair, infuser, light adjustment, and sound machine. We strive to make WNMU the spearhead in services to Military Members and their families alike - stop by and check us out!



WNMU Branding

- Want to know the WNMU Identity Standards?
- Want a WNMU Zoom background?
- Want to download a template for a flyer or a PowerPoint?
- Want help on a design project?

The WNMU Marketing and Communications is responsible for telling the university's story to the world through shared, paid, and earned media, videos, photography, and graphics, also connecting the campus community with the global community through events, printed publications and more.

Primary Purple

Pantone 2685 C
HEX: #42196F
CMYK: (82,100,0,30)
RGB: (66,25,111)

Primary Yellow

Pantone 123 C
HEX: #FEBE10
CMYK: (0,27,100,0)
RGB: (254,190,16)



Rawhide

*****Any new proof or design containing WNMU branding and intended for the public should be approved by the Marketing and Communications' office prior to production. *****

Records Management

Agency Code: 958
Agency Name: Western New Mexico University

DESIGNATED PERSONNEL

RECORDS CUSTODIAN

President

CHIEF RECORDS OFFICER

TDB Office of the President

RECORDS LIAISON OFFICERS

Alma Arellano	Athletics	arellanoa@wnmu.edu	x6218
Amy Baca	Materials & Resource Management	Amy.Baca@wnmu.edu	x6169
Alejandra Molina	Office of the President	Alejandra.Molina@wnmu.edu	x6248
Kimberly Moon	Accounting	Kimberly.Moon@wnmu.edu	x6211
Nancy Ramirez	Business Office	Nancy.Ramirez@wnmu.edu	x6151
Debra Reyes	Financial Aid	Debra.Reyes@wnmu.edu	x6191
Amanda Stern	Business Office	Amanda.Stern@wnmu.edu	x6190

TRAINING AND RESOURCES

Is it a Public Record and am I the official record keeper?

- Records and Information Management Personnel Webinar Training: <https://www.srca.nm.gov/rim-training/>

What is a Records Retention and Disposition Schedule (RRDS)?

- A RRDS defines the timeframe a record shall be retained to meet all legal, fiscal, administrative, and historical requirements
- The Functional RRDS provides classification of records by function
- Retention and Disposition Schedule: <https://www.srca.nm.gov/parts/title01/01.021.0002.html>

Classifying Records

- Classification Tool: <https://www.srca.nm.gov/frrds-classification-tool/>

Forms

- Request for Destruction as well as others: <https://www.srca.nm.gov/forms/>

QUICK DIRECTORY

Department	Phone	Email	Location
AA-EEO-Title IX - Office of Civil Rights and Title IX	(575) 538-6025	titleix@wnmu.edu	Global Resource Center - Room 103 E & F
Academic Testing	(575) 538-6134	testing@wnmu.edu	Martinez Hall 112
Accounts Payable	(575) 538-6168		Castorena Hall
Advising Center	(575) 538-6393	advising@wnmu.edu	Juan Chacon Room 111
Business Office	(575) 538-6150	Business.Affairs@wnmu.edu	Castorena Hall
Campus Police	(575) 538-6231	barbara.perez@wnmu.edu	1000 W. College Ave.,
Campus Recreation	(575) 538-6735	reccenterws@wnmu.edu	WNMU Fitness Center
Center for Student Success	(575) 538-6905	css@wnmu.edu	Student Memorial Center
College of Arts and Sciences	(575) 538-6658	Sonya.Pena@wnmu.edu	Bowden Hall 312
College of Education	(575) 538-6416	CollegeOfEd@wnmu.edu	Martinez-Fall Building
College of Professional Studies	(575) 538-6318	Sandra.Stanley@wnmu.edu	Castorena Hall 128
Department of Athletics	(575) 538-6218		Brancheau PE Complex
Department of Community and Workforce Development	(575) 538-6290	appliedtech@wnmu.edu	Juan Chacon Building
Department of Expressive Arts	(575) 538-6618	Karyn.Neil@wnmu.edu	Chino Building
Department of Humanities	(575) 538-6525	humanities@wnmu.edu	Bowden Hall
Department of Information Technology	(575) 574-4357	helpdeskadmin@wnmu.edu	Castorena Hall
Department of Interdisciplinary Studies	(575) 538-6658	interdisciplinary@wnmu.edu	Bowden Hall 312
Department of Natural Sciences	(575) 538-6227	naturalscienced@wnmu.edu	Harlan Hall
Department of Social Sciences and Cultural Studies	(575) 538-6634	SSCS@wnmu.edu	Global Resource Center Suite 200
Department of Student Life	(575) 538 6139	Student.Life@wnmu.edu	Student Memorial
Department of Video Communications	(575) 342 - 1988	videocom@wnmu.edu	Miller Library
Division of Academic Affairs	(575) 538-6317	pagelsa@wnmu.edu	Castorena Hall
Division of Business Affairs	(575) 538-6144	Business.Affairs@wnmu.edu	Castorena Hall
Division of External Affairs	(575) 538-6440	External.Affairs@wnmu.edu	MEChA Building
Division of Student Affairs	(575) 538-6339	Student.Affairs@wnmu.edu	Juan Chacon Building 264
Early Childhood Programs	(575) 538-6344	ecp@wnmu.edu	Sechler-Rhoades Hall
Employee and Labor Relations	(575) 538-6201	elrelations@wnmu.edu	Global Resource Center
Extended University	(575) 538-6149		
Faculty Senate	(575) 538-6414	Gregory.RobinsonGuerra@wnmu.edu	
Fitness Center	(575) 538-6735		Brancheau PE Complex
Food Pantry	(575) 538-6611	foodpantry@wnmu.edu	SMB 3rd Floor
Graduate Admissions	(575) 538-6655	gradstudies@wnmu.edu	Juan Chacon 216
Graduate Division	(575) 538-6671	GradDivision@wnmu.edu	Castorena Hall 128
Health Services	(888) 271-3596	info@hmsnm.org	Provided by HMS Medical
Honors Program	(575) 538-6640	honors@wnmu.edu	
Human Resources	(575) 538-6328	employment@wnmu.edu	Castorena Hall 111
J. Cloyd Miller Library	(575) 538-6350	libraryadmin@wnmu.edu	J. Cloyd Miller Library
Mailroom	(575) 538-6477		Student Memorial Center
Maintenance	(575) 538-6470		Physical Plant

Materials and Resource Management	(575) 538-6242	purchasing@wnmu.edu	Castorena Hall
Math and Computer Science	(575) 538-6788	mathcs@wnmu.edu	Global Resource Center
Media Technologies Services	(575) 538-6360	media.technologies@wnmu.edu	Miller Library
Office of Admissions & Recruitment	(575) 538-6000	admissions@wnmu.edu	Juan Chacon Building
Office of Adult Education Services	(575) 574-5101	aes@wnmu.edu	Watts Hall
Office of Alumni Affairs	(575) 538-6675	alumni@wnmu.edu	Hunter Hall 2nd floor
Office of Career Services and Leadership Development	(575) 538-(575) 538-6628	careerservices@wnmu.edu	Student Memorial Building - room 181
Office of Cultural Affairs	(575) 538-6469	Cultural.Affairs@wnmu.edu	Webb Theater
Office of Dual Enrollment	(575) 538-6655	dualenrollment@wnmu.edu	Juan Chacon Building,
Office of Financial Aid	(575) 538-6173	finaid@wnmu.edu	Juan Chacon Building
Office of Housing and Residence Life	(575) 538-6627	housing@wnmu.edu	104
Office of International Studies	(575) 538-6850	internationalstudies@wnmu.edu	MEChA Building
Office of Marketing & Communications	(575) 538-6879	news@wnmu.edu	Ritch Hall - 3rd floor
Office of Online Learning	575-538-6085	online@wnmu.edu	CETAL Miller Library
Office of Special Events	(575) 538-6161		110 Rhoda Road
Office of the President	(575) 538-6238	Joseph.Shepard@wnmu.edu	Castorena Hall 125
Office of the Registrar	(575) 538-6118	registrars@wnmu.edu	Juan Chacon Building 239
Office of Veterans Affairs	(575) 538-6208	veteranscenter@wnmu.edu	Juan Chacon Building
Outdoor Programs and Gear Rentals	(575) 538-6253	outdoors@wnmu.edu	Bernard Hall
Physical Plant	(575) 538-6470		Physical Plant
School of Applied Technology	(575) 538-6286	appliedtech@wnmu.edu	Juan Chacon 112
School of Behavioral Sciences	(575) 538-6442	Merritt.Reed@wnmu.edu	Phelps Dodge 131
School of Business	(575) 538-6321	SchoolOfBusiness@wnmu.edu	Light Hall
School of Nursing	(575) 538-6960	nursing@wnmu.edu	School of Nursing Building
School of Social Work	(575) 538-6421	SocialWork@wnmu.edu	Phelps Dodge Building
Small Business Development Center	(575) 538-6320	sbdc@wnmu.edu	Watts Hall
Staff Senate	(575) 538-6462	staff.president@wnmu.edu	
University Bookstore	(575) 538-6381	0341mgr@follett	Student Memorial Center
University Foundation	(575) 538-6310	Foundation@wnmu.edu	Hunter Hall
Web Development	(575) 538-6337	web@wnmu.edu	Ritch Hall 306
Student Accessibility Services	(575) 538-6277	accessibility@wnmu.edu	Besse-Forward Global Resource Center, Room 103
Western Institute for Lifelong Learning	(575) 538-6835	Denise.Freidrick@wnmu.edu	Rhoda House
WNMU Museum	(575) 538-6386	museum@wnmu.edu	Fleming Hall
Writing Center/Lab	(575) 538-6051	Writing.Center@wnmu.edu	Miller Library

Campus Tour

Below is a listing of some buildings on campus and the offices and departments within the buildings.

Barnard Hall

Barnard Hall is home to the Outdoor Programs and Gear Rentals. Mustang family and local communities can rent outdoor equipment such as: Bikes, Kayaks, and Canoes.



Besse-Forward Global Resource Ctr

Besse-Forward Global Resource Ctr is home to the Division of Compliance and Communications. These are the other offices housed in this building:

- Department of Social Sciences and Cultural Studies
- Department of Math and Computer Science
- Student Accessibility Services
- Employee and Labor Relations
- Civil Rights & Title IX.



Bowden Hall

Bowden Hall is home to the Department of Humanities. This building only has offices, no classrooms.



Castorena Hall

Castorena Hall is the Administration building. These are the offices housed in this building:

- President's Office
- Provost Office
- Division of Academic Affairs Office
- Division of Business Affairs Offices, including Accounting, Cashiers, and Card Services
- Human Resources
- Information Technology (Help Desk)



Hunter Hall

Hunter Hall is home to the WNMU Foundation and Alumni Affairs.



Juan Chacon Building

Juan Chacon Building is home to the Division of Student Affairs and Enrollment Management and here is a list of other offices in Juan Chacon:

- Admissions & Recruitment
- Advising Center
- Financial Aid
- Registrar
- Veteran Affairs



M.E.Ch.A. Building

M.E.Ch.A Building is home to the Division of External Affairs. Their key elements are:



Build Relationships

The Division of External Affairs strives to identify opportunities and take steps to fulfill a need that will result in a positive impact for the university and the community in which we live, adding an educational value.



Multicultural Creativeness

Encourage higher educational goals and build financial support



Increase the visibility of WNMU

The university focus is to offer something to those that seek educational opportunity to better themselves and their communities through education



Ritch Hall

Ritch Hall is home to Marketing & Communications. It is also home to the Aldo Leopold Charter School.



90-DAY ONBOARDING PLANNING GUIDE

Welcome to WNMU!

Congratulations and welcome to Western New Mexico University We're excited to have you on board. This 90-day plan is designed to get you up and running in your new role.

IN THIS DOCUMENT

• Meet your team
• Your first day/week
• 90-day milestones
• Guiding thoughts & sample template
• Sample template

QUICK LINKS (IDENTIFY)

• Technical Help Desk
• Mustang Express
• Link to Directory/Departments
• Other resources

MEET YOUR TEAM

YOUR TEAM	EXTENDED TEAM
<List teammate name> <Phone extension> <Email address>	<List teammate name> <Phone extension> <Email address>
Buddy/Mentor	Additional Team Members

SUPPORTING TEAM	OTHER PEOPLE TO MEET - RESOURCES

YOUR FIRST DAY/WEEK

- ☐ Attend new employee orientation/training (as scheduled)
- ☐ Get set up with computer/systems/passwords/phone/workspace/key/badges/etc.
- ☐ Don't forget your Mustang ID card for fabulous deals around campus aka \$3 lunch
- ☐ Tour the campus/office with your manager (orientation provides a full campus tour)
- ☐ Have lunch with your buddy!
- ☐ Start your 90-day plan

For a digital copy of this document, please visit the Business Affairs Canvas shell

90-Day Milestones

I understand WNMU's goals, values, and culture	• Learn about WNMU's mission • Live the WNMU values • Read our goals for the year • Learn about persona
I know my team	• Schedule 1:1s with teammates and peripheral team members • Schedule 1:1s with your manager • Ask your manager to add you to appropriate systems/accesses • Ask your manager to add you to team meeting invites
I know my role	• Read your team goals and understand which you will impact • Talk with your manager about your first assignment

GUIDING THOUGHTS

- Give yourself the space to observe, learn, and think: don't get pulled into the minutia of decision-making or project involvement too early. (There's plenty of time for that.) In your first 30 days, try to focus on getting comfortable and seeing how things work.
- Relationships matter: By day 60, you'll be in implementation mode, so in your first two months spend time meeting people and creating the foundations of great relationships.
- Seek first to understand: Challenge why things are the way they are. There's always a reason, (sometimes not a good one), but learn as much as you can before critique too quickly turns to criticism.
- Ask questions: People can't help you if they don't know what you're struggling with or curious about. Cultures based on pen principles require full disclosure, as well as acceptance and respect for candor and courage.
- For our faculty members, the department admin is a valuable resource for questions/challenges related to university business.
- By Day 90, you'll be well on your way to optimizing what you've learned.

90-DAY ONBOARDING PLANNING GUIDE

30-60-90 Day Plan

	List high-level milestones for the first 30 days	Status
30 Days LEARN		
	List high-level milestones for the next 30 days	
60 Days IMPLEMENT		
	List high-level milestones for the FINAL 30 days of the plan	
90 Days OPTIMIZE		