

FAQs for Digital Arts and Computers/IT Students

Program contact: Program Supervisor, 505-277-6037, digitalarts@unm.edu

Q: *Do I have to take the prerequisite?*

A: In most cases, if you have equivalent experience to the prerequisite class, you do not need to take the prerequisite. Otherwise, it is important to take the prerequisite to be adequately prepared for the class. If you are working towards a master certificate, check with the Program Supervisor if you have questions about your required curriculum or prerequisites.

Q: *I missed a class. Can I make it up?*

A: Although it's best not to miss a class, if you must miss a class due to illness or emergency and would like to make it up, contact the Program Supervisor within two weeks of your missed class. The Program Supervisor or other staff member will contact you about two weeks prior to the make-up class. View our Attendance and Make-Up Policy for Certificate Programs on our website at ce.unm.edu under the Student Services/Policies and Procedures menu for details on making up classes.

Q: *Can I customize a certificate?*

A: If you have previous experience or you have specific career goals, you can customize your certificate with approval from the Program Supervisor. Make an appointment to review your previous coursework, experience, work samples and/or portfolio and to determine the best path to meet your goals.

Q: *If I work toward a master certificate, will my credits from another school transfer?*

A: Because our programs are non-credit, we cannot accept credits from other schools, but we will not ask you to repeat a class on a topic you already know. Contact the Program Supervisor to request to customize your certificate curricula.

Q: *Are the classes offered online?*

A: We offer many topics through our online partners, Ed2Go and UGotClass. See our website for current online offerings. The online classes are not exact equivalents to the on-site face-to-face classes and may not qualify for certificate requirements.

Q: *Do you offer financial aid?*

A: Because we are a non-credit division, we do not qualify for academic financial aid such as the Pell Grant, FAFSA or Stafford loans. We recommend the Wells Fargo or Sallie Mae training loans. In addition, many of our programs can be funded by specific state or federal grants or educational benefits for those who qualify. You'll find more information on loans and financial aid on our website at ce.unm.edu under the Student Services/Loans & Financial Aid menu.

Q: *Do you have any discounts?*

A: Yes. Our most popular discount is ten percent off with the purchase of three or more classes at one time. We usually have several discount options. Check with the Registration office at 505-277-0077 for complete details on how to qualify for current discounts. Discounts

cannot be applied online. Call or come in to the Registration office to register for classes that qualify for a discount.

Q: *How many classes are considered full time?*

A: It depends on the program and the funding source. Third party vendors may have their own criteria for full time status for non-credit classes. Check with the Program Supervisor for details on full-time status.

Q: *Do you sell academic software?*

A: Check with the software company directly for an educational discount. Save your class receipts to verify that you are a registered student in the current semester.

Q: *I'm a Mac user. Do you have any Mac classes?*

A: Yes. We offer a variety of classes for the Mac Operating System. We also have dual platform labs using both Mac and Windows operating systems for many of the Digital Arts classes and custom training.

Q: *Do you provide job placement?*

A: We have a job book accessible to all current UNM Continuing Education students, located in the South Building lobby. We also have a job networking process for advanced certificate students. Contact the Program Supervisor for details.

Q: *I still have questions. Who do I talk to?*

A: Contact our Registration office at 505-277-0077, ext. 1 for general questions. Or, contact the Program Supervisor, listed above, for advisement about certificate programs.