



HLC Accreditation Evidence Document

Title: Center for Academic Program Support

Office of Origin: Office of Academic Affairs

Description: A few pages, from their website, on the tutoring center for students, the Center for Academic Program Support (CAPS). A letter from the Associate Director, Anne Compton, and a brief “About” page is included here.

Date: 2018



Center for Academic Program Support

Welcome from the Associate Director



Welcome to CAPS!

I'm pleased to invite you to join our learning community at the Center for Academic Program Support. Whatever your academic goals and dreams are, CAPS offers something for you.

CAPS is proud to be a vital part of the student experience at the University of New Mexico. Every semester, thousands of UNM's most successful students make the choice to spend time with us studying, writing, becoming more effective learners, and practicing academic skills. CAPS plays an essential role in supporting the UNM curriculum, with programming that explicitly supports key aspects of the University Mission. In everything we do (tutoring, workshops, drop-in labs, study groups, online support, and much more) and across every discipline and content area, CAPS' goal is to provide students with skills and strategies to help them to succeed not only in individual courses, but in their entire academic and professional careers.

Joining the CAPS community, whether as a student user, faculty/staff partner, student employee, or funding patron, means taking an active stance in helping students to develop the written, quantitative, and scientific literates that will serve them at UNM and beyond. All of us at CAPS are excited to work with you towards student success.

I look forward to seeing you at CAPS.

- Anne Compton Ph.D, CTL Associate Director

Physical Address

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Third Floor, Zimmerman Library
Albuquerque, NM 87131-0001

Phone: (505) 277-7205
Fax: (505) 277-7224

Email: caps@unm.edu

Mailing Address

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MSC05 3020
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Albuquerque, NM 87131-0001

CAPS Site

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Social Media

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Center for Academic Program Support

About Caps

What is CAPS?

CAPS is the learning assistance program available to UNM students enrolled in undergraduate classes. All CAPS tutors are UNM upper-division undergraduates and graduate students that have undergone intensive training. CAPS tutor-training program is nationally certified by the College Reading and Learning Association (CRLA).

CAPS has five programs that help student meet their academic goals and needs. Depending on the classes you are taking and your goals, one of our programs or services may be the right fit for you. We offer learning assistance in most undergraduate courses in a variety of formats: Supplemental Instruction, online tutoring, drop-in tutoring, workshops, and language conversation groups.

For more information about CAPS usage and program results, please see our [Annual Report](#).

Where is CAPS?

The CAPS main office is located on the Third Floor of Zimmerman Library at the top of the stairs. Tutoring is provided across campus in the Writing and Language Center (WLC), Student Union Building (SUB), Humanities Building (HUM), Mesa Vista Hall (MVH), and LGBTQ Resource Center (LGBTQRC).

How do I use CAPS?

If this is your **first visit**, come to our main office in Zimmerman library and speak to a student resource representative. They can help you decide which CAPS service best fits your needs. Bring your Lobo ID card or Banner ID number when checking into CAPS services. Students may make individual appointments with a tutor up to a week in advance. Cancellations may be made up until the time of the appointment.

What can you expect?

- **Dedication to programmatic excellence.** CAPS works closely with department, faculty, and campus organizations to identify and respond to student learning needs.
- **Welcoming and supportive environment.** All student employees are trained in customer service, professionalism, and communication to help ensure that every interaction is positive. We seek to understand the unique and holistic needs of each individual student. We give equal treatment to everyone, no matter their color, race, nationality*, religion, sexual orientation, gender identity, age or any other protected class.
- **We respect student privacy.** CAPS upholds strict student privacy (FERPA) regulations, and we respect the privacy rights of all students.

*For more information about undocumented students, please visit undocumented.unm.edu.

Are children allowed in CTL services areas?

The CTL (which includes CAPS and GRC) welcomes parents and children into our spaces. Below are some guidelines designed to maintain a safe and productive learning environment for all.

- Parents must accompany the child at all times.
- Accept full responsibility for the child's safety and supervision.
- Students are not allowed to check out any CTL equipment for the child to use.
- If the child is watching media, please have them use headphones.
- Please do not bring sick children into our spaces.

Please visit caps.unm.edu to see other UNM Services available: Women's Resource Center, Online Learning Center, and Online Writing Lab.

Child care is available for your convenience at the **UNM Child Care Center**.

Website: childcare.unm.edu

Phone: (505)277-3365

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