

English 2210: Professional and Technical Communication

(UNM Main and Valencia Campus are located on the original land of the indigenous Puebloans, and located adjacent to the Tribal Lands of the Sandia (Nafiat) and Isleta (Shiewhibak) Tribes, Your instructor supports the Land Back movement.)

Fall 2022

Instructor: Anne Turner, M.A.

Class: ENGL 1110-502

Office Hours: Tuesday/Thursday 11 a.m.-1 p.m. (and gladly by appointment) <https://turner-office-hours-unm.youcanbook.me>

Contact: anneturner@unm.edu

I am passionate about student success in my courses, partly because I have experienced several life-altering events during my educational experience, including losing a parent, being pregnant, raising children, and being diagnosed with mental and neurological disabilities. This course is designed to be completely accessible to students of all experiences and abilities and to provide flexibility when you encounter those situations yourself. I also acknowledge that higher education is a colonized system that is not easily accessible to students of color, students with disabilities, LGBTQIA+ students, and female students. I pledge to do my best to break down the systemic barriers in our classroom and ask for your feedback so I can meet your needs. You can succeed in this course if you 1) stay in communication with me, 2) submit assignments regularly, and 3) meet labor-based grading criteria for assignments.

Course Description (per the catalog):

English 2210 focuses on how to write and design the kinds of documents that are typically used in the professional workplace. The assignments for this class require students to create documents that are based on the needs of their readers. To create these documents, students will consider the type of research to conduct as well as the appropriate structure, writing style, and page layout to use. Assignments include creating professional letters, memos, instructions, proposals, and analytical reports. English 2210 assignments focus on the following:

- composing documents for workplace situations that relate to students' professional interests, with an emphasis on elements of design
- ethical considerations related to communication in the workplace
- writing for multi-cultural and international audiences
- working with a team of writers
- using technology

English 2210 focuses on analyzing rhetorical situations and responding with appropriate genres and technologies; you will be writing for workplace situations, using both text and visual design

to convey your messages. This class meets New Mexico Lower-Division General Education Common Core Curriculum Area I: Communications (NMCCN 1113). (EPW).

Prerequisite: ACT English =19-25 or SAT Verbal=450-600 or Compass English>=75. No prerequisite for this class.

This is a three credit-hour course delivered in an entirely online modality over 8 weeks during the Fall 2022 semester. Please plan for a *minimum* of 18 hours per week to learn course materials and complete assignments.

REQUIRED TEXT

Technical Communication Today by Richard Sheehan-Johnson 6th edition

STUDENT LEARNING OUTCOMES

1. Choose professional communication appropriate for audiences and situations.
2. Write in different genres of professional communication.
3. Identify the purpose of a work-related communication and assess the audiences' informational needs and organizational constraints.
4. Employ appropriate design/visuals to support and enhance various texts.
5. Demonstrate effective collaboration and presentation skills.
6. Integrate research and information from credible sources into professional communication.

COURSE OBJECTIVES

Throughout the semester in English 219, you will progress toward the following student learning outcomes:

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| 1 | Project Planning | Planning, researching, and composing technical documents (as a lifecycle process) in teams and individually |
| 2 | Project Analysis | Identifying a document's readers and a document's context relative to practices of composing for specific global, diverse, and multicultural audiences. Understanding how technical documents occupy and respond to social justice and community service contexts |
| 3 | Content Development | Understanding how genre conventions impact writing. Using contextual information to place specialized information into the appropriate genre |
| 4 | Organizational Design | Practicing strong research skills with primary and secondary sources to generate appropriate content. Generating strong research questions and developing clear research practices |

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| 5 | Written Communication | Composing clear, stylistically responsible prose that avoids errors and pays attention audience needs |
| 6 | Visual Communication | Using visual design principles to develop audience-friendly data displays, including charts, tables, infographics, line graphics, and presentations |
| 7 | Reviewing and Editing | Across media and contexts, ensuring final clear style, user-centered writing, and error-free spelling and mechanics |
| 8 | Content Management | Gaining knowledge of the organization and management of digital and textual information and receive an introduction to information architecture, web content management, and social networking. |
| 9 | Production and Delivery | Developing skills in presenting information in multiple modes and in various media: web, paper, oral, and video. Applying delivery skills to emerging technologies. |

TECHNICAL SKILLS

In order to participate and succeed in this class, you will need to be able to perform the following basic technical tasks:

- Use UNM Canvas
- Use email – including attaching files, opening files, downloading attachments
- Copy and paste within applications including Microsoft Office
- Open a hyperlink (click on a hyperlink to get to a website or online resource)
- Use Microsoft Office applications
 - Create, download, update, save and upload MS Word documents
 - Create, download, update, save and upload MS PowerPoint presentations
 - Create, download, update, save and upload MS Excel spreadsheets
 - Download, annotate, save and upload PDF files
- Use the in-course web conferencing tool (Collaborate Web Conferencing software)
- Download and install an application or plug in – required for participating in web conferencing sessions through Blackboard
- Be open to using software programs that may be new to you. **While these aren't required, you may want to use different programs to design your projects. Some of these include Google Sites, Jing, and other screencapture software programs.**

TECHNICAL REQUIREMENTS

- Access to a computer (laptop, desktop, iPad, etc.), basically something that you can use to access the online class and complete your work.
- A high speed Internet connection is highly recommended.
- Supported browsers include: Internet Explorer, Firefox, and Safari. Detailed Supported Browsers and Operating Systems: <http://online.unm.edu/help/learn/students/>
- Any computer capable of running a recently updated web browser should be sufficient to access your online course. However, bear in mind that processor speed, amount of RAM and Internet connection speed can **greatly** affect performance. Many locations offer free high-speed Internet access including [UNM's Computer Pods](#).
- For using the Kaltura Media Tools inside Learn, be sure you have downloaded and installed the latest version of [Java](#), [Flash](#), and [Mozilla Firefox](#). They may not come preloaded.
- Microsoft Office products are available free for all UNM students (more information on the UNM IT Software Distribution and Downloads page: <http://it.unm.edu/software/index.html>)

For UNM Technical Support: (505) 277-0857 (24/7) or use the “Create a Support Ticket” link in your course.

WEB CONFERENCING

Web conferencing will be used in this course during my office hours, which are Tuesdays and Thursdays from 11 a.m. – 1p.m. For the online sessions, you will need:

- A high-speed internet connection is highly recommended for these sessions. A wireless Internet connection may be used if successfully tested for audio quality prior to web conferencing.
- A microphone on your computer that works. Headset is optional.
- For UNM Zoom Technical Help: (505) 277-0857

EXPECTATIONS

Workload. Due to the online format of this class, students must be self-motivated and attentive to the details to stay on track. ENGL 2210 is a writing workshop, not a lecture course. Students will fall behind if they do not stay on top of the writing and reading assignments. Please recognize that most college courses expect two to three hours of work outside the class for each credit hour.

Netiquette. Additionally, students are expected to follow the guidelines of netiquette. Netiquette refers to a set of guidelines in online communication that help to ensure positive interactions. In this case specifically, these guidelines seek to keep this online class a positive learning environment for everyone.

<https://online.unm.edu/help/learn/students/pdf/discussion-netiquette.pdf>

Drop Policy. It is your responsibility to keep up with all coursework. If any student fails to complete any tasks or assignments required within a **two-week period**, the instructor reserves the right to drop that student. *This means that if a student does no work within a two-week period, the instructor may drop that student.* In terms of the add/drop date at the beginning of the term, if a student does not log on to the course in the first two weeks of class, that student may be dropped from the course. **This course falls under all UNM Policies for last day to drop courses. Please see the UNM catalog for more details.**

Response Time. Students will have a reasonable amount of time to respond and complete all required work depending on the difficulty and specific requirements of each assignment. In return, your instructor will respond to emailed concerns and questions in the Writers' Lounge within 24 hours from Monday through Friday between 9am and 4pm. Feedback on projects may be provided in a variety of media including through face-to-face communication, audio clips, and screenshots; all graded coursework will occur through the course platform. I will also provide feedback and/or grades on coursework within one week from the turn-in date (7 days).

UNM email must be used to transmit all correspondence. Remember, emails are not informal discourse; please use proper business format for all correspondence especially when sent electronically. The UNM system has built in SPAM filters that oftentimes block external accounts such as AOL and yahoo. Please use the UNM email system, not the email system within Blackboard, to communicate with me.

Tracking Course Activity. UNM Canvas automatically records all students' activities including: your first and last access to the course, the pages you have accessed, the number of discussion messages you have read and sent, web conferencing, discussion text, and posted discussion topics. This data can be accessed by the instructor to evaluate class participation and to identify students having difficulty

POLICIES

Class Participation. We will have discussion boards in this class that require your participation. Make sure you respond to peers according to your instructor's direction in the discussion boards.

Students who participate in university-sanctioned activities and/or who will be unable to meet the first-week participation requirements for a particular section should move to another section where their activity schedules will not interfere with their English 2210 obligations (students can freely switch sections during the drop/add period of the semester). We have asked advisors across campus to help students enroll in appropriate sections. If you think that this course may conflict with a university-sanctioned activity in which you are involved—athletics or the debate team or another—please email me immediately.

Communication Policy. All communication with me should be conducted through email at annetturner@unm.edu. I will respond to your question through email generally within 24-48 hours (see exception below). I will not respond to messages in Canvas. If your question is similar to other questions from students I will respond in class or via announcement on Canvas. Because I strive for the all-elusive work/life balance, I will not respond to any communication on the

weekends from Friday at Noon to Monday at Noon. Please plan your communication accordingly. If you do not receive a response within 48 hours, please resend the email to me.

Late and Missing Work. I do accept late assignments. There are two ways to qualify:

1. Be NO MORE than 2 weeks behind in all work (individually late assignments do not count against you, but whole weeks will).
2. If you inform me as soon as you can of your need for an extension in the case of an emergency.

Netiquette Policy. As far as communication goes, the online environment is very different from being face-to-face with someone. It is often difficult to understand meaning from tone online, and what you think may be clear in your writing may be exactly the opposite. To help us all understand one another better, I have a few ground rules for communication in this class:

1. Be Respectful

Please be respectful of the privacy of other students, their time, and differences of opinions. It's all right to disagree, but do so respectfully and provide evidence of your own opinion. We live in a beautifully diverse world and this classroom should reflect that.

2. Be Thoughtful

Please take time to read your writing before sharing/posting. Read it out loud to listen to your own tone. If you feel that your writing is confrontational or sarcastic, please revise it to be more polite and consider using emojis to help express emotions if anything could be taken wrong. Also, please assume that your fellow students have good intentions. In addition, your language matters! You should never post offensive words or slurs in your discussions. Address your responses to the original poster and use their name to be more personal.

3. Be Professional

Please keep all discussions focused on the topics provided. Check to make sure you have cited any sources referenced and please proofread before posting. Finally, please spell out all words (including acronyms for the first reference).

Public Nature of the Classroom. Please consider all writing for this class to be "public." Part of becoming an effective writer is learning to appreciate the ideas and criticisms of others; in this course, our purpose is to come together as a writing community. Remember that students will often be expected to share writing with others. Avoid writing about topics that you may not be prepared to subject to public scrutiny or that you feel so strongly about that you are unwilling to listen to perspectives other than your own. Additionally, the feedback that is provided is intended to help improve your writing; be open to the suggestions from other writers.

Student Behavior. The rules and regulations of the University of New Mexico "Code of Conduct" will be followed in our classroom. Any behavior unbecoming, which is inappropriate in a collegiate atmosphere, will result in your dismissal from this class. While I support academic freedom, I expect businesslike behavior; therefore, students may not use offensive language in any forum of our class. Please do not disclose any knowledge of criminal activity, as I am obligated to report it. An instructor may withdraw a student from a course when the student's behavior disrupts the educational process under these rules and regulations.

MAJOR WRITING ASSIGNMENTS

Multimodal Composition. One aspect of this course that might be different is the fact that you will be creating a multimodal project for most of your projects. This means that I'm asking you to create something besides a traditional essay. Multimodal texts “exceed the alphabetic and may include still and moving images, animations, color, words, music and sound” and consist of web pages, films, and podcasts in addition to print-image hybrids such as brochures or blogs (Takayoshi and Selfe 1). I always give you options for the medium, as well as technology that you might use. If you wish to create your project in a different medium than the ones I have suggested, or to use different software than what I have suggested, please contact me. I'm open to your ideas.

During the semester, you will learn to craft your writing through multiple drafts. You will also learn to write in many genres and mediums, ultimately learning to choose your genre and medium in response to the needs of the audience and the purpose of the document. The major assignments within this course include the following:

Assignment #1: Multimodal Product Information Packet. This Multimodal Product Information Packet is a reimagining of your set of instructions and product description as something that incorporates visuals and uses a modality other than just words on a white page. It utilizes visual design strategies and focuses on reaching a specific audience.

Assignment #2: Materials for Web Marketing. The Web Marketing Packet is a compilation of several pieces that you have written to educate and promote yourself, a company, or a cause. It consists of several pieces (1 long or 2 short) that are typical interactions between a private individual or company and the general public through a social media outlet.

Assignment #3: Professional Portfolio. A career portfolio is a collection of your professional documents that will be used to apply for jobs, graduate school, or other professional pursuits. The Portfolio contains important documents, such as a short bio, a resume, a cover letter/statement of purpose, and several email templates that will help you succeed in the workforce and showcase your work as a technical writer with assignments from this class. You will use a website tool of your choice to create your professional portfolio.

Final Portfolio. The portfolio is a major project in this class where you will account for your learning in the course. For each project, you will choose at least three different outcomes to reflect on, telling your instructor how the project helped you learn the outcomes you've chosen. You'll write a paragraph for each outcome, and by the end of the course, you'll have written a solid paragraph for each outcome. These reflections will be housed in the portfolio. You must include all three projects you create in this course in order to pass the portfolio, making necessary improvements to each project as suggested by your instructor. The portfolio will be designed in Google Sites, Weebly, or another software program of your instructor's choosing, and it will be completely electronic in nature. It can be housed on your Professional Portfolio site.

SMALL WRITING ASSIGNMENTS

As part of the scaffolding for your major assignments, you will turn in small writing assignments that help you develop larger packets or portfolios. The following assignments fit in this category:

Instructions and Procedures. A document that you create to teach a consumer how to use a product.

Product Description. For this assignment, you will find a product and write a technical description of it.

Web Media Recommendations Report. You will find an online program, platform, or marketing management system and write a recommendation report on why you would use this program as a technical writer.

Social Media Complaint Response. Addresses an online complaint.

Resume. You will be asked to submit a resume in a discussion board forum. You should design this resume to be used in the real world.

Bio Note. The bio note is to be used in conjunction with the resume. Tell your future employer something about you that is relevant for a job you wish to apply for in the future.

PARTICIPATION

If you have trouble meeting the deadlines, please contact me at least a week before the project is due so we can come up with a solution or an extension together. Use the UNM email to contact me and explain the trouble you might be having (technology, time management, etc.).

Please keep in mind that all work, including the following participatory work, is to be turned in through Blackboard. If you have trouble uploading your documents to Blackboard, email me directly, and I will help you upload the document.

For each project (except the portfolio), you are required to participate in several rounds of feedback:

Peer Review. Writers need thoughtful feedback on their writing if they are to improve their writing skills. For each writing project, you will engage in peer review, responding to your peers' projects (see the peer review prompt from your instructor regarding instructions on how to give this feedback). We've labeled the peer review space "Peer Review Discussion Board," and there's one of these discussion boards for each project. You'll upload your project here and give feedback to your peers in this same space.

Online Learning Assistant Draft. In this course, we have a writing tutor who will respond to drafts of your projects. For the second round of feedback, you will receive help from the writing tutor in the course, posting to what we call the Online Learning Assistant (OLA) Discussion Board. These tutors are trained to provide feedback for this course specifically, so it's important that you take their suggestions and make changes to your projects accordingly. We've labeled the OLA review space "Online Learning Assistant (OLA) Discussion Board," and there's one of

these discussion boards for each project. You'll upload your project here and receive feedback in this same space.

Final draft. Your final round of feedback will be for your instructor. In order to turn in each project, you'll add the project to your portfolio and turn in the URL of your Google Sites portfolio to your instructor. I will give you feedback and give you suggestions on how to improve your project. For each project, you **MUST** write reflections for at least three of the outcomes; these reflections will be housed in the portfolio. There is a video explaining this in the course, so make sure to watch it carefully.

OTHER PARTICIPATION REQUIREMENTS

Reading Responses. In each project, you'll be required to write reading responses for specific readings in *Writing Today*. Make sure to check the calendar for due dates and reading requirements.

POINTS BREAKDOWN

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| Discussion Boards | 150 |
| Peer Reviews (3 at 25 points) | 75 |
| OLA Reviews (3 at 25 points) | 75 |
| Project #1: Multimodal Product Information Packet | 100 |
| Project #2: Materials for Web Marketing | 100 |
| Project #3: Professional Portfolio | 100 |
| Small Writing Assignments | 50 |
| Final Portfolio | 350 |
| Total | 1000 |

GRADE SCALE

Letter grade value ranges are as follows:

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|-----------|----------|-----------|----------|-----------|----------|-----------|----------|----------|---------|
| A+ | 97-100+% | B+ | 87-89.9% | C+ | 77-79.9% | D+ | 67-69.9% | F | 0-59.9% |
| A | 93-96.9% | B | 84-86.9% | C | 74-76.9% | D | 64.66.9% | | |
| A- | 90-92.9% | B- | 80-83.9% | C- | 70-73.9% | D- | 60-63.9% | | |

DEPARTMENT AND UNIVERSITY POLICIES AND RESOURCES

Equal access

Accommodations: UNM is committed to providing courses that are inclusive and accessible for all participants. As your instructor, it is my objective to facilitate an accessible classroom setting, in which students have full access and opportunity. If you are experiencing physical or academic barriers, or concerns related to mental health, physical health and/or COVID-19, please consult with me after class, via email/phone or during office/check-in hours (I am not legally permitted to inquire about the need for accommodations). We can meet your needs in collaboration with the Accessibility Resource Center (<https://arc.unm.edu/>) at arcsrvs@unm.edu or by phone (505) 277-3506.

Support: Contact me at or in office/check-in hours and contact Accessibility Resource Center (<https://arc.unm.edu/>) at arcsrvs@unm.edu (505) 277-3506.

UNM Valencia Campus Accessibility Services is located at Advisement & Counseling Services, Student Services Building, 280 La Entrada Rd., Los Lunas, NM 87031, 505-925-8560. <http://www.unm.edu/~vcadvise/equalaccess.htm>. Pursuant to the American with Disabilities Act (ADA), I accommodate documented special needs and encourage students to discuss their concerns with me.

Respectful campus policy

The English Department affirms its commitment to the joint responsibility of instructors and students to foster and maintain a positive learning environment.

Classroom conduct

UNM students and instructors are bound by the terms of the Student Code of Conduct, which is published in the UNM Pathfinder (<http://pathfinder.unm.edu/policies.htm#studentcode>). I expect you to enter class ready to learn and participate and with a positive and respectful attitude. If you disagree with someone or something, I expect you to handle the disagreement in a mature manner. And, of course, do not text/listen to your iPod/read a magazine/etc. when class is in session. If you need to take a break or deal with an important issue, go out in the hallway. I will ask you to leave the classroom (and take an absence) if you are disruptive, unprepared, or disrespectful.

Please Note: You need a “C,” at least 73% to pass the course: A “C -” means that the student has failed the course and must retake the course.

Student Privacy Student privacy is strongly protected by professors at UNM-VC. The federal FERPA strictly prohibits the instructor or administrators from talking to anyone but the student about his/her progress. If a student has questions about a grade on an assignment or about the final grade for the course, FERPA dictates that the student is the only one who may speak to the instructor regarding their grades. All other outside requests for information release must be sent to and approved by the UNMVC registrar: (505) 925-8580

<http://www.unm.edu/~unmvc/Admissions/admiss.htm>

Sexual Violence and Sexual Misconduct

If you or someone you know has been harassed or assaulted, you can find the appropriate resources from the UNM Sexual Assault Response Team here: Phone: (505) 277-3716 (Women's Resource Center); <http://sart.unm.edu/index.html>. There are several resources available outside UNM that may help as well, such as: Know your IX: <http://knowyourix.org/>; Not Alone: <https://www.notalone.gov/>; Clery Center for Campus Security: <http://clerycenter.org/>.

Our classroom and our university should always be spaces of mutual respect, kindness, and support, without fear of discrimination, harassment, or violence. Should you ever need assistance or have concerns about incidents that violate this principle, please access the resources available to you on campus, especially the LoboRESPECT Advocacy Center and the support services listed on its website (<http://loborespect.unm.edu/>). Please note that, because UNM faculty, TAs, and GAs are considered "responsible employees" by the Department of Education, any disclosure of gender discrimination (including sexual harassment, sexual misconduct, and sexual violence) made to a faculty member, TA, or GA must be reported by that faculty member, TA, or GA to the university's Title IX coordinator. For more information on the campus policy regarding sexual misconduct, please see: <https://policy.unm.edu/university-policies/2000/2740.html>.

Undocumented students

As an educator (AND as a human being), I fully support the rights of undocumented students to an education and to live free from the fear of deportation. I pledge full confidentiality to any student who wishes to disclose their immigration status, and I will work with students who require immigration-related accommodations. For more information and/or resources, please contact the New Mexico Dream Team at info@nmdreamteam.org.

Plagiarism

“Plagiarism” is a type of academic dishonesty. It occurs when writers deliberately use another person’s language, ideas, or materials and present them as their own without acknowledging the source. Every first-year writing class covers plagiarism in great detail, so there is little excuse for failing to understand what constitutes plagiarism or the consequences that will result.

Types of plagiarism. Plagiarism can include any of the following:

- Failing to quote material taken from another source.
- Failing to cite material taken from another source.
- Submitting writing that was written by another person or for another class.
- Submitting writing that was substantially edited by another person.

Possible consequences. The instructor decides the academic consequence to be imposed, depending on the seriousness of the violation. Sanctions include the following:

- Adequately redo or revise the assignment in question;
- Fail the assignment in question;
- Be dropped from the class with a W; or
- Fail the class.
- Be subject to more severe sanctions imposed by the Dean of Students.

All students who plagiarize will be reported to the Dean of Students, who maintains a file of past plagiarism cases. The instructor may use the Dean of Students Adjudication form or simply direct a memo to Rob Burford (rburford@unm.edu), Judicial Affairs Specialist, Dean of Students Office. The UNM Student Code of Conduct also addresses Academic Dishonesty at <http://pathfinder.unm.edu/policies.htm#studentcode>.

COVID-19 SYLLABUS LANGUAGE

UNM Administrative Mandate on Required Vaccinations

All students, staff, and instructors are required by [UNM Administrative Mandate on Required Vaccinations](#) to be fully vaccinated for COVID-19 as soon as possible, but no later than September 30, 2021, and must provide proof of vaccination or of a UNM validated limited exemption or exemption no later than September 30, 2021 to the [UNM vaccination verification site](#). Students seeking medical exemption from the vaccination policy must submit a request to the [UNM verification site](#) for review by the UNM [Accessibility Resource Center](#). Students seeking religious exemption from the vaccination policy must submit a request for reasonable accommodation to the [UNM verification site](#) for review by the [Compliance, Ethics, and Equal Opportunity Office](#). For further information on the requirement and on limited exemptions and exemptions, see the [UNM Administrative Mandate on Required Vaccinations](#).

UNM Requirement on Masking in Indoor Spaces

COVID-19 Health and Awareness. UNM is a mask friendly, but not a mask required, community. To be registered or employed at UNM, Students, faculty, and staff must all meet UNM's [Administrative Mandate on Required COVID-19 vaccination](#). If you are experiencing COVID-19 symptoms, please do not come to class. If you have a positive COVID-19 test, please stay home for five days and isolate yourself from others, per the [Centers for Disease Control \(CDC\) guidelines](#). If you do need to stay home, please communicate with me at []; I can work with you to provide alternatives for course participation and completion. UNM faculty and staff know that these are challenging times. Please let us know that you need support so that we can

connect you to the right resources and please be aware that UNM will publish information on websites and email about any changes to our public health status and community response.

Support:

Student Health and Counseling (SHAC) at (505) 277-3136. If you are having active respiratory symptoms (e.g., fever, cough, sore throat, etc.) AND need testing for COVID- 19; OR If you recently tested positive and may need oral treatment, call SHAC.

LoboRESPECT Advocacy Center (505) 277-2911 can offer help with contacting faculty and managing challenges that impact your UNM experience.

Writing Center Tutors Online: Tutors are available through the Writing Center live in videoconference or phone, or through email (you email a paper and the tutor responds) to support you as you navigate Blackboard Learn and other platforms, make sense of writing assignments, brainstorm approaches and topics, structure appropriate to your genre, revise, edit, and figure out MLA. Tutors will support your choices and will not make them for you.

To make an appointment, email tutor@unm.edu. You can also email the Writing Center Director, Patricia Gillikin, with questions or help getting connected to a tutor. This link has full information on UNM-Valencia tutoring, including math and other subjects: <https://valencia.unm.edu/campus-resources/the-learning-center/learning-center.html>