



FLEX PLAN ACCOMMODATION

Student Guide & AIM Portal Process

Fall 2026

Student action at a glance

Send your Flex Plan accommodation letters to your instructors, watch for AIM/DAS messages, review each proposed Flex Plan in AIM, complete the DAS Canvas Flex Plan Module or Fall 2026 Acknowledgement, and use the AIM Implementation feature each time you need to request Flex Plan use.

A student-focused reference for understanding, activating, and using the Flex Plan through AIM.

1. Review of the Flex Plan

The Flex Plan is designed to support students with severe, chronic, or unpredictable disabilities that may occasionally affect assignment deadlines or class attendance. The accommodation provides structured flexibility aligned with course policies while maintaining academic integrity and providing reasonable accommodation.

You are receiving this guide because you have been approved through Disability Services at your current campus for either a deadline extension or an attendance adjustment accommodation.

Allow time for implementation

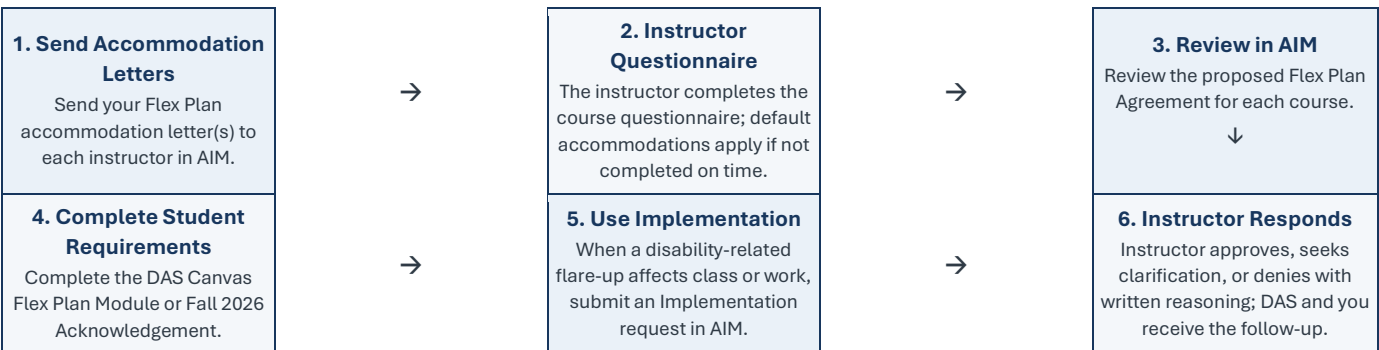
Please allow up to two weeks from the time the process is initiated in AIM for full implementation. Flex Plans are generally not retroactive; accommodations are not normally honored or provided after the time of need, except in some circumstances at the discretion of DAS and faculty.

IMPORTANT: Check BOTH NMSU/DAS email addresses

Be sure correspondence from dasaccommos@nmsu.edu and NMSU.DAS@accessiblelearning.com is allowed through your NMSU email account. These messages are NOT spam. They contain important information and next steps for your Flex Plan accommodation implementation.

2. Flex Plan Process: Your Steps in AIM

The workflow below provides a quick visual reference for the student process. The boxes are editable Word table cells, so the wording and steps can be revised as the AIM process evolves.



Important: Flex Plans are not immediate

The student process may take up to two weeks after it is initiated in AIM. Complete your required steps promptly so there is time for instructors, DAS, and AIM to complete their parts of the process.

3. Activate Your Flex Plan

1. Send your accommodation letters to each instructor through the AIM Portal. The letter should reflect either Flex Attendance Adjustment or Flex Assignment Due Date Extension. If you do not see one of these accommodations on your approved accommodation list, contact your designated Disability Services office.
2. Watch for email correspondence from Disability Services and the AIM Portal. Review proposed Flex Plans in the AIM Portal as instructors complete them.
3. Accept the Disability Services Canvas invitation and complete the Flex Plan Module in its entirety. This includes reviewing the provided information, watching the Student Video, and taking the Flex Module Quiz. If you completed the module during a previous semester, review the brief overview and complete the Fall 2026 Flex Plan Acknowledgement.

4. Once you receive a completed Flex Plan proposal from an instructor in AIM, review it promptly so you understand the expectations for that course.

Your Flex Plan is course-specific

Flex Plans are created for all students in each course and are generalized for equitable and consistent purposes. If you need an accommodation beyond what is stated in a Flex Plan, the request must be considered and determined through your Disability Services office.

4. Flex Plan Accommodation Parameters

The following parameters summarize the standard recommended Flex Plan accommodations described in the faculty process. Your instructor may differ from the parameters based on the level of the course, course modality, type of course, and degree requirements. Your course-specific Flex Plan and syllabus should be reviewed together.

Area	Recommended Flex Plan	Student Reminder
16-Week Semester Courses	Up to two (2) additional excused absences beyond what is already allowed in the syllabus.	Use only when needed for disability-related impacts and within the approved course parameters.
Mini-Semester / Summer Term	Up to one (1) additional excused absence beyond what is outlined in the syllabus.	Condensed terms generally use a reduced attendance adjustment.
General Assignments / Exam Extensions	48-hour extension beyond the due date for up to three assignments per course per semester.	Submit the request through AIM Implementation when possible; 48 hours is the general expectation for late work.
Projects / Term Papers	An additional three to five days for one extensive/comprehensive project or essay.	The extension must not alter course requirements and must be requested within the timeframe in the Flex Plan.

Final projects and the end of the course

The project/term paper extension does not apply to final projects that could extend beyond the last day of the course. Assignments are expected to be completed by the last day of the course unless otherwise authorized by the instructor.

5. IMPLEMENTATION FEATURE — HOW TO REQUEST FLEX PLAN USE

This is the most important part of using your Flex Plan

Your Flex Plan does not mean that you automatically receive an absence or deadline extension every time you need one. Each time you need to use the accommodation because of a disability-related flare-up, you are responsible for submitting an Implementation request in the AIM Portal and emailing your instructor informing them of the need in advance.

The Implementation feature is the AIM platform students use to request and communicate use of Flex Plan accommodation(s) in real time as disability flare-ups occur. Use this feature each time the accommodation is needed.

What You Must Include in an Implementation Request

- The purpose for requesting your Flex accommodation.

- Whether the reason is disability related.
- The specific class dates and potential assignments/projects affected by the current flare-up.
- Your exact plan for making up missed work. Submitting late work within 48 hours is the general expectation.
- Specific assignment names and the proposed date and method of submission.

Recommended Implementation Process

1. Open the AIM Portal and submit an Implementation request when a disability-related flare-up affects attendance, an assignment, or another approved Flex Plan need.
2. Provide specific, accurate information about the affected class dates and assignments/projects.
3. State your plan for completing missed or late work, including the proposed date and method of submission.
4. Submit the request as soon as possible. The Flex Plan is generally not retroactive, so do not wait until after the need has passed; whenever you can reasonably submit the request in advance.
5. After submitting the Implementation request, send a brief email to your instructor letting them know that you submitted an Implementation request in AIM. This is recommended as a communication courtesy; the formal request remains in AIM.
6. Monitor AIM and your NMSU email for the instructor's response. The instructor may approve the request, seek additional clarification, or deny it with written reasoning.

What happens after you submit?

Your instructor receives an email prompt to check the AIM Portal and determine whether the request is reasonable. The instructor will approve, seek clarification, or deny the request with written reasoning. Both you and Disability Services receive the follow-up correspondence, and the request is marked accordingly in AIM.

Keep your documentation with DAS

You are not obligated to provide instructors with specific medical details about your disability. Provide medical documentation and disability details to Disability Services. Additional medical documentation may be requested by Disability Services staff when needed to determine additional accommodations.

6. Important Accommodation Parameters

- Flex Plan accommodations are generally not retroactive. Do not assume an absence or assignment extension will be approved after the fact.
- Use the Implementation feature in AIM each time the Flex Plan accommodation is needed. Usage must align with the approved Flex Plan, course syllabus, and the parameters established between your instructor and Disability Services.
- Any assignment extension beyond the last day of the semester requires a formal request for an Incomplete under NMSU guidelines. Approval of an Incomplete is solely at the instructor's discretion.
- Flex Plan accommodations may not be fully applicable or feasible in upper-level courses, lab courses, practicums, or internships because of degree standards and program requirements established by the University, the State of New Mexico, or degree licensure regulations.
- If you believe you need an accommodation beyond what is stated in a course Flex Plan, contact Disability Services. Do not negotiate additional disability-related accommodations directly with an instructor without involving DAS when the request falls outside the approved accommodation.

7. Roles & Responsibilities Recap

- **Your responsibility:** Send your accommodation letters, complete the DAS Canvas requirements, review proposed Flex Plans, and submit Implementation requests through AIM whenever Flex Plan use is needed.
- **Faculty responsibility:** Complete the course questionnaire within 10 calendar days. If the questionnaire is not completed within the timeframe, default accommodations will be implemented based on course expectations.

- **Shared responsibility:** Monitor AIM and NMSU email, communicate promptly, and use the Flex Plan within the established course parameters.

8. Student Quick Checklist

- Send your Flex Plan accommodation letter(s) to each instructor through AIM.
- Confirm that your approved accommodation list includes Flex Attendance Adjustment and/or Flex Assignment Due Date Extension, as applicable.
- Allow correspondence from both DAS/AIM email addresses.
- Accept the DAS Canvas invitation and complete the Flex Plan Module or Fall 2026 Acknowledgement.
- Review each completed Flex Plan proposal in AIM.
- Use the AIM Implementation feature every time you need to request Flex Plan use.
- Include specific class dates, assignments/projects, and your plan for completing missed work.
- Email your instructor after submitting an Implementation request as a recommended courtesy.
- Monitor AIM and NMSU email for the instructor's response.
- Contact DAS if you need an accommodation beyond the approved Flex Plan parameters.

9. Questions & Contact

If you have questions about the Flex Plan, AIM Implementation requests, or your approved accommodations, please contact your designated Disability Services office. For NMSU Las Cruces and Global Campus:

NMSU Disability Access Services		Contact Information
Disability Access Services		575-646-6840
Email		dasaccommos@nmsu.edu
Thank you Thank you for your attention and commitment to your academic success. We look forward to working with you this semester.		

Warm regards,
Freda Trujillo, Ed.D.
 Director, Disability Access Services
 New Mexico State University