



Dear NMSU Faculty,

Greetings from the NMSU Disability Services Offices! We hope you had a great Winter Break and are ready for 2026!

As we prepare for a collaborative and successful Fall semester, we'd like to review updates to our newly launched **Flex Plan accommodation** in the DAS AIM Portal system. Disability Services has continued to collaborate with AIM—the creators of our information management system—who developed the Flex Plan module to support this process and receive online guidance from larger universities such as Texas A & M, Purdue, and Carnegie Mellon who are implementing the same flex plan modules.

As stated before, this accommodation is designed to support students with severe, chronic, and unpredictable disabilities that may impact attendance and assignment deadlines. This accommodation is not new to NMSU; however, the way we maintain and manage student support is now streamlined using the AIM Portal. The process is similar in nature to the way we maintain and manage our DAS Testing Center and alternative testing accommodations.

### **What Is the Flex Plan?**

The Flex Plan provides structured flexibility for your course attendance and deadline policies, as outlined in your syllabus. It is intended to address short-term, disability-related impacts without compromising academic integrity or course standards.

For your reference, we have attached the following:

- **Access the Disability Access Services Website-** [das.nmsu.edu](https://das.nmsu.edu) **and go to the Faculty Portal using your NMSU credentials to log in.**
- **[Flex Plan Informational Presentation for Faculty](#)** This presentation provides a revised overview of the Flex Plan and completed updates.
- **[How to Complete the Faculty Questionnaire & Manage Implementations](#)** This presentation provides step-by-step screenshots on how to complete the questionnaire and provides instructions on how to copy completed flex plans to other courses. It also provides guidance on how to address Implementation requests from students in the AIM Portal.

## What to Expect as Faculty

If you have a student in your course who qualifies for a Flex Plan, you will receive an email notification to check the AIM Portal and complete a Flex Plan Questionnaire. This helps Disability Services understand how attendance and deadlines are typically addressed in your course, allowing for reasonable accommodation planning that emphasizes equity and consistency for all students.

Once submitted, the AIM system will coordinate next steps between Disability Services, faculty, and the student. You will receive a follow-up confirmation once the Flex Plan Questionnaires are finalized and active for your course.

Please note: Students are advised that this process is not immediate and may take up to two weeks after they send their accommodation letters to faculty to be fully implemented. Flex Plan accommodations may not be fully applicable or feasible in upper-level departmental courses, lab courses, practicums, or internships due to standards and program requirements established by the University, licensure boards, and the State of New Mexico for degree completion.

## Important Notes

- The questionnaire must be completed within 10 calendar days of the request.
- You only need to complete it once per semester and may copy it to other courses in the AIM System if applicable. Instructions on how to copy to other courses is provided in the Faculty PowerPoint.
- If it is not completed within the timeframe, the AIM Portal will implement default accommodations for the student.

The standard recommended attendance adjustment accommodation under the Flex Plan varies based on the course length:

- **16-Week Semester Courses**  
Students may receive up to **two (2) additional excused absences** beyond what is already allowed in the course syllabus. This typically reflects **100% of the typical accommodation**.
- **Mini-Semester or Summer Term Courses**  
Students may receive up to **one (1) additional excused absence** beyond what is outlined in the syllabus. This reflects **50% of the typical accommodation** due to the condensed nature of these terms.

The standard recommended Assignment/Project due date extension accommodation consists of the following:

- **General Assignments and Exam Extensions**

Students may receive an assignment extension of 48 hours beyond the due date for a total of three assignments per course per semester when a request has been submitted to the faculty using the Implementation feature in the AIM Portal (recommended) or in writing via email. Other forms of communication, such as phone calls and text messages, are not recommended.

- **Projects or Term Papers**

Students may receive an additional three to five days for one extensive/comprehensive project or essay, provided it does not alter the course requirements, and student requests are submitted within the designated time frame stated in the completed flex plan questionnaire.

- **Accommodation Parameters**

The flex plan accommodation is not typically retroactive, meaning that an accommodation cannot be requested after the assignment due date, or an absence has occurred. The student must request use of the accommodation based on their documented disability in real time as disability flare-ups occur and before the final day of the course. Any requested assignment extensions beyond the last day of the semester will require the student to formally request an Incomplete for the course, in accordance with NMSU guidelines. Requests for Incompletes will be solely at the discretion of the instructor. Any exceptions to these parameters will be communicated to instructors by Disability Services, and additional medical documentation may be requested solely by Disability Services staff.

## **Implementation Feature**

This feature in the AIM Portal is the platform students will use to request and communicate use of their flex plan accommodation(s) in real time as disability flare-ups occur. Students will request and communicate their requests by answering the following questions:

- What is the purpose for requesting your Flex accommodation?
- Is the reason disability related?
- What class dates and potential assignments/projects are affected due to the current flare-up?
- What is your plan for making up any missed work? (Submitting late work within 48 hours is a general expectation)
- Provide specific assignment names and the proposed date and method of submission.

Instructors will then receive an email prompt to check the AIM portal for the Implementation request and determine if the request is reasonable and will either approve, seek additional clarification, or deny the request with reasoning to the student. Both Disability Services and the student will receive the follow-up correspondence, and it will be marked accordingly in the AIM Portal.

All students receiving flex plan accommodations will receive updated guidance on how to request use of flex accommodations using the Implementation feature.

### **Looking Ahead**

We understand there may be a learning curve as we all adapt to this continued process and help students and staff utilize the Implementation feature in the AIM Portal. However, we are confident the Flex Plan will bring greater consistency, equity, and viable documentation methods to accommodations that are often challenging to manage.

If you have any questions after receiving a Flex Plan request through AIM, please don't hesitate to contact your appropriate campus office at:

#### **NMSU Disability Access Services:**

575-646-6840

[dasaccommos@nmsu.edu](mailto:dasaccommos@nmsu.edu)

#### **NMSU Alamogordo Accessibility Services Department:**

575-439-3721

[asdnmsua@nmsu.edu](mailto:asdnmsua@nmsu.edu)

#### **NMSU Grants Student Accessibility:**

505-287-6628

[ppc@nmsu.edu](mailto:ppc@nmsu.edu)

#### **Dona Ana Community College Student Accessibility Services:**

575-527-7548

[sas@dacc.nmsu.edu](mailto:sas@dacc.nmsu.edu)

We appreciate your continued partnership in supporting accessibility at NMSU.

Warm regards,

Directors of Disability Services

