



FLEX PLAN ACCOMMODATION

Faculty Guide & AIM Portal Process

Fall 2026

Faculty action at a glance

If you receive a Flex Plan notification, please check the AIM Portal, complete the Flex Plan Questionnaire within 10 calendar days, and respond to student Implementation requests through AIM. You may copy a completed Flex Plan from another course/section when applicable.

A streamlined reference for understanding the Flex Plan, completing the faculty questionnaire, and managing Implementation requests.

1. Welcome & Purpose

The staff at Disability Access Services (DAS) hope you had a great summer and wish you a positive start to the Fall 2026 semester. As we prepare for a collaborative and successful semester, we would like to review the Flex Plan accommodation and the process used in the DAS AIM Portal.

NMSU DAS has continued to collaborate with AIM—the creators of our information management system—who developed the Flex Plan module to support this process. Over the past year, we have seen improved results in facilitating this accommodation, and faculty participation remains an important part of keeping the process streamlined.

Please watch for AIM/DAS email notifications

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 accommodation implementation.

What Is the Flex Plan?

The Flex Plan provides structured flexibility for 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.

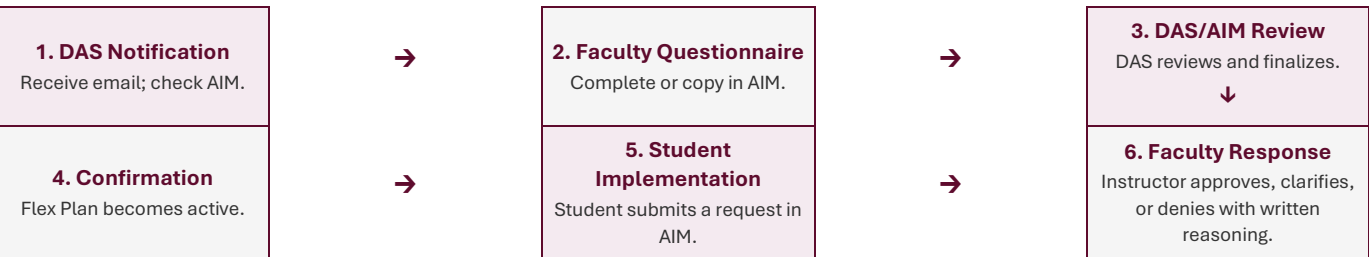
The accommodation is designed to support students with severe, chronic, and unpredictable disabilities that may impact attendance and assignment deadlines. The accommodation is not new to NMSU; however, student support is now maintained and managed through the Accessible Information Management Portal (AIM).

Faculty Resources

- Access the Disability Access Services website and select the Faculty Portal using your NMSU credentials.
- Website: das.nmsu.edu
- [Flex Plan Informational Presentation for Faculty](#) — Overview of the Flex Plan and completed updates.
- [How to Complete the Faculty Questionnaire & Manage Implementations](#) — Step-by-step screenshots for completing the questionnaire, copying completed Flex Plans to other courses, and addressing student Implementation requests in AIM.

2. Flex Plan Process: Faculty & Student Workflow

Steps of the Accommodation Process



If the questionnaire is not completed on time

The AIM Portal will implement the default accommodations for the student.

Important Timing

- Faculty questionnaire: complete within 10 calendar days of the request.
- Faculty may complete the questionnaire once per semester and may copy completed Flex Plans to other courses in the AIM System when applicable.
- Students are advised that the overall process is not immediate and may take up to two weeks after accommodation letters are sent to faculty to be fully implemented.

3. What to Expect as Faculty

If you have a student in your course who has been approved for Flex Plan accommodations, you will receive an email notification from either dasaccommos@nmsu.edu or NMSU.DAS@accessiblelearning.com directing you to the AIM Portal to complete a Flex Plan Questionnaire.

The questionnaire helps DAS understand how attendance and deadlines are typically addressed in your course and how you are willing to accommodate students who require additional attendance flexibility or extended due dates. Communicating your allowances and expectations in advance supports reasonable accommodation planning, equity, and consistency.

The Faculty Questionnaire: Key Points

1. Open the AIM notification and access the Flex Plan Questionnaire for the course.
2. Review your syllabus attendance and deadline policies before completing the questionnaire.
3. Provide the course-specific information and timeframes requested in AIM.
4. Submit the questionnaire within 10 calendar days.
5. When appropriate, use the AIM copy function to transfer a completed Flex Plan to other courses or sections.

Copying completed Flex Plans

This semester, faculty have the option of copying completed Flex Plans from previous courses/terms to new courses and sections. Instructions are available in the faculty PowerPoint and on the DAS website under Faculty and Staff.

After You Submit

Once submitted, AIM coordinates the next steps between DAS, faculty, and the student. You will receive a follow-up confirmation once the Flex Plan Questionnaire is finalized and active for your course.

4. Recommended Flex Plan Parameters

The standard recommended accommodation varies based on course length and the type of assignment or project involved. These parameters are intended to provide a structured reference while preserving course requirements and standards.

Area	Recommended Flex Plan	Key Conditions
16-Week Semester Courses	Up to two (2) additional excused absences beyond what is already allowed in the syllabus.	Typically reflects 100% of the typical accommodation.
Mini-Semester / Summer Term	Up to one (1) additional excused absence beyond what is outlined in the syllabus.	Reflects 50% of the typical accommodation because of the condensed term.

Area	Recommended Flex Plan	Key Conditions
General Assignments and Exam Extensions	48-hour extension beyond the due date for up to three assignments per course per semester.	Request through AIM Implementation (recommended) or in writing by email. Phone calls and text messages are not recommended.
Projects / Term Papers	Additional three to five days for one extensive/comprehensive project or essay.	Must not alter course requirements; request must be within the timeframe in the completed questionnaire.

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. All assignments are expected to be completed by the last day of the course unless otherwise authorized by the instructor.

5. Student Implementation Requests in AIM

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

What the Student Provides

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

What the Instructor Does

1. Receive the AIM email prompt and open the Implementation request.
2. Review the request and determine whether it is reasonable within the completed Flex Plan and course requirements.
3. Approve the request, seek additional clarification, or deny the request.
4. If denying, provide written reasoning to the student.
5. Review the follow-up correspondence in AIM. Both DAS and the student receive the follow-up correspondence, and the request is marked accordingly in the AIM Portal.

Recommended communication method

Students should use the AIM Implementation feature to request Flex Plan use. If needed, requests may also be submitted in writing by email. Phone calls and text messages are not recommended for these requests.

6. Important Accommodation Parameters

- The Flex Plan accommodation is not typically retroactive. A student generally cannot request the accommodation after an assignment due date has passed or after an absence has occurred, unless they were unable to do so due to their disability.
- Students must request use of the accommodation in real time as disability flare-ups occur and before the final day of the course.
- Any assignment extension beyond the last day of the semester requires the student to formally request an Incomplete grade in accordance with NMSU guidelines. Approval of an Incomplete is solely at the instructor's discretion.
- Any exceptions to these parameters will be communicated to instructors by Disability Services.

- Additional medical documentation may be requested solely by Disability Services staff.
- Flex Plan accommodations may not be fully applicable or feasible in upper-level departmental courses, lab courses, practicums, or internships because of standards and program requirements established by the University, licensure boards, and the State of New Mexico for degree completion.

A Note About Course Standards

The Flex Plan is structured flexibility—not an attendance waiver or a change to essential course requirements. The goal is to provide a documented, consistent process for addressing disability-related impacts while maintaining academic integrity and course standards.

7. Faculty Quick Checklist

- Allow and monitor email from dasaccommos@nmsu.edu and NMSU.DAS@accessiblelearning.com.
- Log into the AIM Portal when you receive a Flex Plan notification.
- Complete the Faculty Questionnaire within 10 calendar days—or copy a completed Flex Plan when applicable.
- Review the finalized Flex Plan and keep the course syllabus and Flex Plan parameters aligned.
- Watch for student Implementation requests in AIM.
- Respond to Implementation requests by approving, seeking clarification, or denying with written reasoning.
- Contact DAS or the appropriate campus accessibility office if you have questions about a Flex Plan request.

8. Questions & Campus Contacts

If you have questions after receiving a Flex Plan request through AIM, please contact the appropriate campus office:

Campus Office	Phone	Email
NMSU Disability Access Services	575-646-6840	dasaccommos@nmsu.edu
NMSU Alamogordo Accessibility Services Department	575-439-3721	asdnmsua@nmsu.edu
NMSU Grants Student Accessibility	505-287-6628	ppc@nmsu.edu
Dona Ana Community College Student Accessibility Services	575-527-7548	sas@dacc.nmsu.edu

Thank you

We appreciate your continued partnership in supporting accessibility at NMSU.

**Warm regards,
Directors of Disability Services**