

# RESOURCES FOR STUDENTS

## Accessibility Services Department (ASD)

This department assists individuals with documented disabilities to obtain appropriate academic accommodations. Students with sensory, mobility, learning, or other recognized impairments are encouraged to contact the NMSU-A Accessibility Services Coordinator at (575) 439-3600 to obtain instructions for completing the Petition for Accommodations. Accommodations are available at any time during the semester, but students are encouraged to request accommodations prior to the start of the semester. Services may include:

- assistance in obtaining textbooks in e-format,
- alternative testing accommodations, and
- assistance in locating tutors, readers, note takers, and
- American Sign Language interpreters.

Available adaptive equipment includes computers with speech synthesizers, windows eye, movie caption, large print software, portable enhanced vision machines, talking calculator, MP3 recorders, Braille printer, FM assistive listening device, and a microscope for the visually impaired. Additional information is available on our web page at: <https://alamogordo.nmsu.edu/student-services/asd/index.html> (<https://alamogordo.nmsu.edu/student-services/asd/>).

## NMSU-A Complaint Procedure Regarding Accessibility

**Issues:** NMSU-A has adopted an internal procedure providing for the prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (29 USCS § 691 2993, Section 504) or of the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination on the basis of disability.

Students are encouraged to attempt to resolve any problems or complaints they might have at the local college level first. Students should initially contact the NMSU-A Accessibility Services Coordinator, (575) 439-3721, in an effort to resolve problems related to the need for, or provision of, special accommodations, as well as those that are related to access needs or the equalization of learning opportunity. The next level of appeal is the Vice President for Student Success.

**Informal Complaint Procedure:** The student may wish or choose to resolve the complaint on an informal basis, i.e., mediation, a letter to the professor, a telephone call, or some resolution amenable to the student. A written confidential record of the final outcome or resolution will be retained at the NMSU-A Student Success Office.

For further information, contact:

Accessibility Services Coordinator (575) 439-3721  
or  
Vice President for Student Success (575) 439-3717

**Formal Grievance Procedure:** All discrimination complaints made to a person in a position of authority must be reported to the Director of the Office of Institutional Equity/EEO at the O'Loughlin House, 1130 East University Avenue, Las Cruces, immediately, regardless of whether or not permission was given by the party subjected to the discrimination. Completion of the EEO Grievance Form is required within 15 working days after the occurrence or within 5 working days following the informal complaint process (unless extenuating circumstances warrant exception). The grievance will be accepted or denied in writing

by the Director of the Office of Institutional Equity/EEO (or designee). If denied, the complainant may appeal in writing to the Executive Vice President and provost (or designee) within 5 working days of the receipt of written denial letter. If accepted, the party charged will be provided with a copy of the complaint documents and will be extended 10 working days to respond. The complainant will be provided a copy of the response, and may amend the initial grievance within 2 working days to provide any additional documentation. The Director of the Office of Institutional Equity/EEO (or designee) will investigate relevant issues, secure appropriate statements, and prepare a report for administrative review. All employees and students should be aware that the university is prepared to take action in a timely manner to prevent and remedy such behavior and those individuals who engage in such behavior are subject to disciplinary action. All individuals are required to cooperate with any investigation in response to an allegation of unlawful harassment. Refusal to cooperate in an investigation may result in disciplinary action in accordance with university policy. Any disciplinary action may be appealed through the appropriate procedure.

Complete Appeals/Grievance document can be found at: <https://equity.nmsu.edu>.

The Internal Discrimination Complaint Form is now electronic and can be accessed at <https://equity.nmsu.edu/home/incident-report.html>.

The OIE (Office of Institutional Equality) address and contact information is:

Office of Institutional Equity/EEO  
1130 E. University  
MSC 3515 P.O. Box 30001  
Las Cruces, NM 88003

Office: (575) 646-3635  
Fax: (575) 646-2182  
TTY : (575) 646-7802  
Email: [equity@nmsu.edu](mailto:equity@nmsu.edu)