EMPLOYEE HANDBOOK FOR STUDENTS
Welcome!

It is my sincere pleasure to welcome you to the Accessibility Resource Center team. Thank you for choosing the University of New Mexico (UNM), Accessibility Resource Center as your employer of choice. I am excited you are here and I look forward to working with you.

You are joining a group of dedicated and talented employees who work hard in support of the University of New Mexico’s mission and goals. The knowledge and skills you bring will support UNM students, faculty, and your fellow staff members.

I encourage you to take advantage of the many opportunities and resources available to you for your personal growth and professional development. As you get involved in these programs and services, you will quickly become a part of the UNM community.

The University of New Mexico Employee Handbook is created only as an informational guide for employees to familiarize themselves with the resources available to them. The Employee Handbook is not intended as an employment contract, either expressed or implied, and it does not alter the at-will status of the employee. The provisions of the University of New Mexico’s Employee Handbook are not conditions of employment and may be modified, revoked, and/or changed at any time by the University, with or without notification.

Employees with a disability may contact their administrator for another mechanism to obtain this information.

Sincerely,

Joan Green
Director
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Who We Are
About Accessibility Resource Center

Accessibility Resource Center provides a full range of ARC services, products, tools, and programs to ARC customers including University staff, faculty, and students.

The ARC office offers services to self-identified students with disabilities at the University of New Mexico (UNM). Students with documented disabling conditions that affect a major life activity are eligible for these services. This includes students with sight, hearing, learning, cognitive, psychiatric, orthopedic, or ADD/ADHD disabilities, and other chronic conditions. The primary duty of ARC is to help all students with disabilities gain equal opportunities throughout the campus community, with emphasis on education. Faculty and academic support staff may refer students when they have disclosed pertinent information regarding a specific disability. Publicity throughout the academic year promotes high visibility of the services we provide for students with disabilities.

Accessibility Resource Center Mission Statement
Accessibility Resource Center (ARC) recognizes individuals with disabilities as an integral part of a diverse community and is committed to the provision of comprehensive resources to the University community (faculty, staff, and student) in order to create equitable, inclusive, practical learning environments.

Accessibility Resource Center Vision
- Accessibility Resource Center (ARC) in 2020 strives to:
  - Provide a Center of Life for students with disabilities to gather and study in a welcoming environment
  - Provide a mentoring program for students as they transition to the University and into the world of work
  - Ensure independence in academic pursuits through departmental procedures that aid in autonomy and empowerment of student driven accommodations
  - Use ongoing assessments to address evolving technology in the classroom
  - Provide opportunities for staff to evaluate and initiate programming and procedures that enhance service provision
  - Ensure University compliance with federal regulations, such as ADA and Section 504

ARC Values

Excellence
- Provide quality customer service to students, colleagues and the public.
• Maintain ongoing communication.
• Seek to resolve rather than avoid difficult issues.
• Follow through on commitments.
• Keep the needs of others in mind; respect priorities of others.
• Accomplish work within established deadlines.
• Give and receive constructive feedback use feedback to improve performance.

Integrity and Professionalism
• Work effectively and productively as a leader and team member.
• Show progress toward achieving goals within agreed upon timeframes.
• Work flexible hours in order to assure all students receive necessary academic accommodations.
• Self-monitor and make adjustments as necessary when dealing with challenging situations.
• Refer to UNM policies, Section 504, the ADA, and AHEAD Code of Ethics to assure compliance.

Diversity
• Accessibility Resource Center is a department comprised of a diverse student population.
• It is essential that everyone on campus is treated with respect and courtesy.
• UNM is one of the most diverse campuses in the country, this provides a wonderful opportunity to exchange ideas and experiences and enjoy a wide variety of culturally diverse experiences.
• There is not a single day in this department that we do not have a chance to exhibit appropriate behavior with regards to diversity and hopefully promote tolerance and acceptance.
• Respect is shown to all the students, staff, and faculty daily.

Creativity
• Explore new ideas, seek innovative solutions and adapt to change.
• Willing to adjust priorities, goals and schedules when asked.
• Welcome new people to the department and office.
• Demonstrate flexibility in how goals are accomplished and by willingness to alter routines, tasks, patterns in times of change.
• Brainstorm with co-workers and colleagues to find creative ways for service provision optimal services.
Academic Freedom

- Demonstrate an interest in learning and keeping current in field.
- Share knowledge with others.
- Take classes in work-related processes to improve skill level.
- Seek professional growth, attend professional meetings, conferences, and read professional journals.
- Make effective use of technology to accomplish goals and meet customer needs.
- Encourage/support co-workers in their development activities.
- Apply learning to work environment.
- Supportive of the ideas of others.
- Seek input and new ideas from others.
- Willing to incorporate and revise my work as a result.

Access to Student Success

- Responsive to student needs.
- Provide quality service to the department and listen respectfully to students.
- Separate the problem from the person and take a problem-solving approach to resolve differences so that all qualified students can participate in our service programs.
- Have been assigned to work with students who are difficult and have concerns about our services.
- Accommodated them very successfully.

UNM Statement of Values

UNM’s values describe the “evergreen” principles that guide our decisions, actions, and behaviors. These are essential and enduring tenets, not to be compromised for short-term expediency. By stating these values publicly, we are openly committing to upholding them and to be held accountable accordingly.

**Excellence:** demonstrated by our people, programs, and outcomes, as well as by the quality of our decisions and actions.

**Access with Support to Succeed:** that gives all who desire the opportunity to take full advantage of the wealth of resources at UNM and to be fully included in the UNM community.

**Freedom:** of speech, inquiry, pursuit of ideas, and creative activity.

**Sustainability:** so that as we meet the needs of the present, we are not compromising the wellbeing of future generations.
Integrity: that holds us accountable to our students, the community, and all who serve UNM’s mission, to manage our resources wisely and keep our promises.

Diversity: that enlivens and strengthens our university, our community, and our society.

Respectful Relationships: that build trust, inspire collaboration, and ensure the teamwork that is essential to UNM’s success.
Accessibility Resource Center Organizational Chart

Joan Green, Director

- Amanda Butrum, Associate Director
- Karla Paul, Program Specialist
- Carol Bartlett, Program Specialist
- Tonia Trapp, Program Specialist
- Christina Chavez, Senior Program Manager
- Bob Christner, Manager Information Services

- Tommi Tejeda, Staff Interpreter
- Helen Arnholz, Staff Interpreter
- Rhiannon Doyle, Student Services Coordinator

Testing Student Employees

On Call Interpreters

- Becky Walker, Administrative Assistant
- Alex Andrews, Technical Analyst

Reception Student Employees

Scanning Student Employees
Information about the Accessibility Resource Center

Testing Department, Rhiannon Doyle .......................................................... 505.277.1510
Scanning Department, Alex Andrews ........................................................... 505.277.2574
Staff Interpreters DHHS, Tommi Lin Tejeda & Helen Arenholz....................... 505.277.6605
Sr. Programs Manager, Christina Chavez ..................................................... 505.277.7788

Mailing Address:
Accessibility Resource Center
2021 Mesa Vista Hall MSC06 3810
1 University of New Mexico Albuquerque, NM 87131

Physical Address:
Accessibility Resource Center
302 Cornell Dr. NE
2021 Mesa Vista Hall
Albuquerque, NM 87131
General Information
Important Information for Student Employees

Equal Opportunity
It is the policy of the University of New Mexico that no person shall be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination in any form under any program or activity of the University, its branches, or agencies, on the basis of race, color, religion, sex, sexual orientation, age, national origin, physical or mental handicap, ancestry or medical condition.

Section 508
Requires that Federal agencies' electronic and information technology is accessible to people with disabilities, including employees and members of the public. Section 508 establishes requirements for any electronic and information technology developed, maintained, procured, or used by the Federal government. The term "electronic and information technology" has been defined by the Access Board in regulations published December 21, 2000. Section 508 exempts national security systems from its requirements. Information regarding all aspects of assistive technologies and accessibility under Section 508 is available at the federal government's official website, http://www.section508.gov/.

Reasonable Accommodations
Reasonable accommodation is any change in the work environment, or the way a job is normally performed that enables a qualified individual with a disability to perform the essential functions of that job. Some examples of reasonable accommodations include making facilities accessible to people with disabilities, acquiring or modifying equipment or devices or modifying job procedures. It is the student's responsibility to inform his or her supervisor of the need for an accommodation. The Director of UNM's Office of Equal Opportunity is UNM's Americans with Disabilities Act (ADA) Coordinator. The ADA Coordinator can help employees and supervisors with requests for accommodations.

Relevant Telephone Numbers
Cashier’s Office........................................277-5363
Office of Equal Opportunity..........................277-5251
Payroll..................................................277-2353
Student Employment Office.........................277-3511
Student Financial Aid.................................277-8900
Safety and Risk Services..............................277-0111
- To Report Safety Issues or Work Injury
Internal Audit.........................................277-5016
- To Report fraud or misconduct
Anonymous UNM Hotline............................1-888-899-6092

Building and Personal Safety
The Accessibility Resource Center is concerned about your safety and welfare. The following procedures have been implemented to improve the security of our buildings and ensure the safety of all staff:
- Keys – All buildings have separate keys for outer and inner doors. Keep these in a safe place and do not lend them to anyone.
- Fire Hazards – We take steps to avoid fire hazards. Do not plug coffee pots or appliances into an extension cord or surge protector, they must be plugged directly into an outlet. Smoking is not permitted in any building. Fire extinguishers are located throughout the building. Please make note of where they are located.
Building Safety – If you experience any problems with the building, please notify the designated Building Coordinator.

Bob Christner is our Personal Safety coordinator—Please see your supervisor for a copy of the ARC Emergency Preparedness Plan.

Emergency Notification System

- LoboAlerts is an opt-out text messaging system that provides fast, convenient, real-time message alerts for UNM students, faculty, and staff. All faculty, staff, registered students, affiliates of UNM, and all UNMH employees have been automatically enrolled.
- Visit http://loboalerts.unm.edu to confirm your contact information, or to opt-out of the service. For school closing info due to inclement weather, call 277-SNOW for the latest updates.

Campus Parking & Parking Permits
http://pats.unm.edu/

UNM Directory
The UNM Directory can be accessed online at: http://directory.unm.edu

Computer Access
Upon starting your position within ARC, you must sign a Computer Use Policy form and give the form to your manager. A copy of this form is located in the New Employee Checklists and Forms section of this handbook.

Since you will have access to an ARC computer, you are responsible for learning the programs required to perform your duties.

Computer Assistance
If you encounter an issue with your computer, please contact Bob Christner, 277-2553; or Alex, Andrews, 277-2573.

Communication Tools
In the event that you are absent or need to take time off, email Rhiannon Doyle (rdoyle@unm.edu) and copy Alex Andrews (alexblue@unm.edu) and Joan Green (jegreen@unm.edu).

Email & Calendars
The University uses LoboMail for email and calendaring. You should request a LoboMail account within the first few days of starting your position. Instructions on how to request a LoboMail account are located in the New Employee Checklists & Forms section of this handbook. Consistently use the calendar to indicate when you are away from the office or in meetings.

FastInfo Knowledge Database
This UNM website provides online answers to common questions for the University: http://fastinfo.unm.edu.

Confidential Records/Information
You must sign the ARC Confidentiality Agreement found below and return the signed form to your direct supervisor before the end of your first day of work.

Customer Service Guide
Customer Service is a key component of Accessibility Resource Center. For information regarding the Customer Service Standards of Accessibility Resource Center, please refer to the Customer Service Guide located towards the end of this handbook.
**Student Employment**
For part-time jobs on campus not administered by the Work Study Program, students must go through the same hiring process they would for a Work Study job. Student may apply to any Student Employment jobs listed on the UNMJobs website. When students have completed the interview and hiring process with the department of their choice, they then return to the Student Employment Office to fill out a W-4 employment form for tax purposes, a demographic form for general information purposes. All employees must also have their eligibility verified for employment through the completion of the I-9 form. The Hiring Proposal must be approved by the Student Employment Office, before the student begins working. All necessary hiring forms are available through the Student Employment Office website.

**The Hiring Process**
Once the student has been awarded Work Study through Financial Aid, the student may apply for any of the Work Study jobs listed on the UNMJobs website. When students have completed the interview and hiring process with the department of their choice, they then return to the Student Employment Office to fill out a W-4 employment form for tax purposes, a demographic form for general information purposes. All employees must also have their eligibility verified for employment through the completion of the I-9 form. Once the Hiring Proposal has been approved by the Student Employment Office, students may begin working. All necessary hiring forms are available through the Student Employment Office website.

****If you are on public assistance or subsidized housing, you must have a Federal work study award to maintain your eligibility for these programs. If you receive a State work study award, please notify Marisa Castaneda at mcastan@unm.edu or 277-6936 so your work study can be switched to Federal before you begin applying for jobs.

**Probationary Period**
Students employed through the Student Employment or Work Study Program are hired on a probationary status during the first two months of each new assignment. During this period students have the chance to determine whether the job is acceptable for them. At any time, employees have the option of changing jobs if they find another opportunity that is more compatible with their schedule or their purpose for working. However, if the probationary period has passed, it is customary to provide a two week notice. During the probationary period supervisors will assess the student's performance as well. The student may be released from employment during or at the conclusion of the probationary period, with or without cause. The decision to release a probationary employee is not subject to appeal.

**Classifications and Pay Scales**
Within the pay scale there are four grades -- “Grade I,” “Grade II,” “Grade III,” and “Grade IV”. Students are to be paid based on the required knowledge and skills necessary to successfully complete their job.
Grade I: Entry level position, routine duties which may involve a modest degree of responsibility and judgment. Some specific knowledge or skills.
Grade II: Intermediate level position, some responsibility and skills, perform varied and moderately complex duties involving a moderate to substantial degree of responsibility and judgment. May direct or coordinate activities of other student employees. Usually requires previous training or equivalent experience.
Grade III: Advanced level position, Perform varied and complex duties involving a high degree of responsibility and judgment. May supervise or regularly lead activities of other student employees. Usually requires considerable training or equivalent experience in a specialized or technical field.
Grade IV: Technical/Specialist level, extremely high skill level, independent work.
The pay scale is available on our website at [http://stuemp.unm.edu/Forms%20and%20Information/pay-scale.html](http://stuemp.unm.edu/Forms%20and%20Information/pay-scale.html).

**Transfers**
Student employees may transfer from one department to another within the University in order to facilitate their interests, develop existing skills, or acquire new skills. Students are expected to follow all procedures for
terminating from one department and being hired by another. Please contact the Student Employment office for procedures at 277-3511.

Terminations
Student employees may be terminated under a variety of circumstances. There are three broad categories under which the student employee’s termination will fall: termination by the Student Employment Office, voluntary termination, or involuntary termination.

I. STUDENT EMPLOYMENT OFFICE TERMINATION
This is an administrative termination that may affect all College Work-Study and non-work-study student employees. The Student Employment Office terminates your employment for one of four reasons:
- The Work Study employee has earned their total work study allocation for the academic year;
- The Work Study employee is not maintaining satisfactory academic progress (see Academic Requirements); or
- The Student Employee or Work Study employee has withdrawn from the University.
- **** Work study students who withdraw (officially or unofficially) anytime during the semester become ineligible on the date of withdrawal. Departments will be charged 100% of the student earnings during any period of ineligibility. Please note that the Financial Aid office is notified of unofficial withdrawals in January/February for the Fall semester, June/July for the Spring semester, and August/September for the summer. *****
- The Student Employee or Work-Study employee exceeds the 30 hour a week limit during the semester.
- Note: All work study job assignments are terminated each year on the last day of the spring semester. All student employees (including work study employees) must meet all eligibility requirements to continue working after the last day of each spring semester. All work study employees must submit Job Extension ePAF to the Student Employment Office before the end of the spring semester.

The employing department is responsible for determining which students are administratively terminated by monitoring the appropriate ePrint reports. In addition, the employing department is responsible for notifying students of an administrative termination. Both the employing department and the student are responsible for monitoring the work study earnings associated with student’s work-study allocation. Furthermore, it is imperative that the department and the student stay in constant communication to ensure the student maintains his or her eligibility for employment. This includes enrollment hours, students must maintain half-time enrollment during the entire semester in order to qualify for employment.

II. VOLUNTARY TERMINATION
A student employee (including work study employee) may initiate a resignation from their position. Resignations should be submitted in writing, no less than two weeks prior to the indicated date of termination. Departments, in turn, may not terminate a student less than two weeks after the date of written notification. However, students are considered to have resigned if they:
- Walk off the job;
- Are absent for three consecutive days scheduled for work without permission, except when an emergency situation precludes giving notice; OR
- Fail to return to work within six working days following the end of a personal leave of absence.

Note: Two-week notification of termination by the employing department is not mandatory in any of the above instances.

III. DISMISSAL FROM EMPLOYMENT
Student employees may be involuntarily dismissed from their position if they:
- Fail to perform in a satisfactory manner;
- Commit a major offense such as for example, theft, gross misconduct or gross insubordination. Note: Students may be immediately dismissed with no prior notice for committing any of these actions. If they are involuntarily terminated, student employees have the option of pursuing the issue as outlined in the student employment grievance procedure.
WARNING NOTICE
For student employees (including work study employees) who have completed the probationary period, supervisors are strongly encouraged to use progressive discipline. Progressive discipline actions are as followed: oral warning, written warning, and dismissal. It is required that departments give a two week warning notice prior to involuntary termination. The written warning is suggested to give employees an opportunity to be aware of and correct specific job deficiencies. A copy of the warning notice should also be sent to the Student Employment Office for their file. Failure to correct the deficiencies outlined in the warning notice will result in termination of employment.

Customer Service Training
All student employees (including work study) are required to complete the Online Customer Service Training before new or continuation hiring paperwork can be processed.

Sexual Harassment Training
The Sexual Harassment Training is currently optional for students, however, it is highly recommended. If you cannot find the answer to your questions here please don’t hesitate to contact us at 277-3511.

Professional Guidelines and Ethical Standards
Section 504 of the Rehabilitation Act of 1973 (appendix i)
The Americans with Disabilities Act (ADA) Amendments Act (ADAAA) (appendix ii)
University of New Mexico Policy 2310 on Services for Students with Disabilities (appendix iii)
Association on Higher Education and Disability (AHEAD) (appendix iv)
National Association for Social Workers Standards for Social Work Case Management (appendix v)
National Certified Rehabilitation Counselors (appendix vi)
National Association of the Deaf and the Registry of Interpreters for the Deaf, Inc. (NAD-RID) (appendix vii)

Department Policies
Eligibility for Services
Documentation (appendix viii)
Medical Records
Psychological Evaluations
Department of Vocational Rehabilitation (DVR)
Commission for the Blind
Commission for the Deaf

Student Request for Services
Students requesting services must complete the appropriate Eligibility Agreement (appendix v) with the Program Specialist before accommodations can be provided. Students requesting support services from Accessibility Resource Center are required to submit documentation of a disability to verify eligibility under the Americans with Disabilities Act (ADA) Amendments Act (ADAAA), Section 504 of the Rehabilitation Act of 1973, and the University of New Mexico Policy 2310. ADA defines a disability as a substantial limitation of a major life function. The diagnostic report must document a disability. It is important to recognize that academic adjustment needs can change over time and are not always identified through the initial diagnostic process. Conversely, a prior history of accommodation, without demonstration of current need, does not in and of itself warrant the provision of a like accommodation. Submission of documentation is not the same as the request for services. Request for services and/or reasonable accommodations must be initiated by the student once he/she is admitted to the University of New Mexico. The student must schedule an eligibility appointment with Accessibility Resource Center so that support services and reasonable accommodations may be discussed. Documentation will be reviewed by
Accessibility Resource Center Documentation Committee prior to the appointment. Reasonable accommodations cannot be implemented until the student's documentation is complete. Accessibility Resource Center is responsible for the determination of reasonable accommodations. Students are required to register each semester to maintain an active status. Those not registering remain in the database and may reactive accommodations at any time when enrolled at UNM.

See appendix viii for Documentation Guidelines.

Releasing Information
We require written consent from the individual when obtaining and releasing information about the student (see confidentiality page 4). The student must complete and sign appropriate release forms (appendix x) prior to any disclosure of information. This information shall include statement of disability and reasonable accommodations required. The information we release is strictly limited to material that is necessary and/or will help obtain an equal opportunity for educational services. Personal information gained through direct contact with students is the sole property of and retained by Accessibility Resource Center.

Accommodation Letters
A request may be made for notification of the student’s disability to specific University faculty/administrators/staff with an accommodation letter (appendix xi). Students do not have to disclose any additional information regarding their disability, but may be asked to discuss and clarify accommodations in conjunction with the letter. The accommodations are determined by the type of disability, previous accommodations, evaluator recommendations, student feedback, and the recommendations of Accessibility Resource Center Documentation Committee. The director or program specialist will provide additional clarification upon request, to faculty/administrators/staff regarding accommodations when necessary.

Departmental Website
The departmental website is located at [http://arc.unm.edu](http://arc.unm.edu). Please access this site to become familiar with programs and easily assist customers.
Helpful Acronyms and Words to Know
**Banner**: This is a term used for the University of New Mexico information system. Banner is an online resource that tracks all of UNM’s critical information, including student information, budget, purchasing card allocations, employment information, and so on.

**DOS**: Dean Of Students: This is an office on campus that oversees student conduct and performance. They manage the New Student Orientation program and work closely with us on student adjustments.

**GEO**: Global Education Office: This is an office on campus that oversees the international student experience. We work closely with this office to offer housing to international students participating in a variety of academic and non-academic programs.

**La Po**: La Posada Dining Hall: This is the common term for the on-campus dining hall, located between Casas del Rio and Santa Clara Laguna DeVargas.

**NSO**: New Student Orientation: Also referred to as Lobo Orientation, this is the program designed to welcome new students to the University of New Mexico. During this two day session, new students learn about registration, academic resources, and University resources. During the summer, NSO students generally stay with us in Hokona Hall.

**OSA**: Office of Student Affairs: This is a division within the University that includes several departments that work closely with our own. Departments within Student Affairs include Dean Of Students, Student Activities, Lobo Card, and Student Life.

**Pcard**: Purchasing Card: This is a credit card issued to designated employees within the University to purchase non-capital equipment and services.

**PPD**: Physical Plan Department: This is a department on campus that falls within the same division as Residence Life and Student Housing, the division of Institutional Support Services. PPD oversees the care and maintenance of all on-campus facilities, with some exceptions. While the Residence Life and Student Housing Facilities unit oversees the majority of care and maintenance for on-campus residence hall facilities, PPD provides support for a few select functions as HVAC, electrical work, and other specialized, technical work.

**RA**: Resident Advisor: This is a student position within the Residence Life unit of our department. RAs are live-on student staff members assigned within specific campus communities. RAs oversee the development and success of on-campus residents through effective programming and roommate/community mediation. RAs report either to a Student Hall Director, Community Director, or Area Coordinator.

**SRS**: Safety and Risk Services: This is a department on-campus which ensures that safety procedures and protocols are adhered to within University facilities.

**SUB**: Student Union Building: This is the on-campus hub for UNM students. Inside the SUB are several student services, including the Lobo Card Office, Student Activities Center, Student Theater, Greek Life Offices, Arts & Craft Studio, and Barber Shop. The Student Union also has several conference rooms and houses the UNM Event Planning department.
New Student Employee Orientation
Accessibility Resource Center New Employee Departmental Orientation Process

New Employee’s Second Day:

- Review ARC New Employee Handbook With Mentor
- Review the Mentorship Program
- Verify Net ID has been set up
- Request and set up LoboMail to access email
- Inquire about the ARC shared drives, if any
- Complete and sign the Confidentiality Agreement and return it to your supervisor
- Read and sign the ARC Computer Use Policy and return to your supervisor
- Visit other areas of ARC with your supervisor
- Determine how to obtain your ARC gift for completing the mentorship form

New Employee’s First Week:

- Inquire about ARC’s Internal Phone List (located in the Telecommunications section of this handbook), and other important contact numbers
- Inquire about the department’s copier code, if necessary
- Notify your Mentor if you require any additional supplies
- Work with your Mentor to set up a time to meet with other Mentors and ARC Managers
- Work with your Mentor to set up your Voice Mail
New Employee Mentorship/Buddy Program

What is the New Employee Mentorship/Buddy Program?

The Mentorship/Buddy Program was established to assist employees when they start a new position within the Accessibility Resource Center. This program will provide a support system and plan of action for the new employee to learn more about the division and meet employees he/she will be working with. New employees are strongly encouraged to fully participate in all program activities and follow through on necessary tasks.

- New employees will be paired with a New Employee Mentor/buddy within his/her department or work unit. The New Employee Mentor/buddy will meet the new employee on his/her first day. The list of New Employee Mentors/buddies is listed below. The New Employee Mentor/buddy will be the contact person to assist the new employee in accomplishing the necessary tasks to become productive in his/her new role. He/She will also assist in setting up appointments to meet the members of Accessibility Resource Center Leadership.

<table>
<thead>
<tr>
<th>Office</th>
<th>Mentor/Buddy</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The program will establish the following:

1. Expectations for the new hire, mentor/buddy, and supervisor.
2. What knowledge the mentor/buddy should impart to increase productivity and performance.
3. How much time the program should take.
4. Requirements for “check-ins” and follow-up from the mentor/buddy and new hire on program effectiveness.

Employee’s Responsibilities

- Ask questions
- Be open minded
- Contact your Mentor/Buddy to arrange meetings with other Mentors and Managers
- Engage fully during the New Employee Mentoring process
- Take initiative

New Employee Mentor’s/Buddy’s responsibility

- Act as a “go to” person for the new employee
- Facilitate the New Employee Departmental Orientation Process
- Track progress of Accessibility Resource Center New Employee Departmental Checklist completion
- Assist new employee to set up meetings with the other Mentors and Managers
New Employee Mentoring Program Sample Questions

Below are some sample questions you may want to ask Mentors, Directors, or Managers during your visit to the different areas within the Accessibility Resource Center.

1. What is the purpose of your role?

2. Describe a typical day in your role.

3. What are the roles & responsibilities in each area of ARC?

4. What are the major challenges in your department?

5. What is the most rewarding aspect of your position?

6. How are our roles connected, and what might you be looking for from me?
New Employee Mentorship Program Signature Form

After you visit the managers in each area of Accessibility Resource Center, please have each of them sign this form. Return the completed form, along with the completed Scavenger Hunt form, to ______________. Please contact the mentors, and they will help you schedule appointments that best fit the needs of their department.

Joan Green, Director
jegreen@unm.edu or 277-7787 to schedule an appointment.

New Employee Signature____________________________________ Date________________

Manager/Supervisor Signature________________________________ Date________________

Amanda Butrum, Associate Director
ajbutrum@unm.edu or 277-2698 to schedule an appointment.

New Employee Signature____________________________________ Date________________

Manager/Supervisor Signature________________________________ Date________________

Christina Chavez, Sr. Program Manager
cbcchav@unm.edu or 277-7788 to schedule an appointment.

New Employee Signature____________________________________ Date________________

Manager/Supervisor Signature________________________________ Date________________

Bob Christner, Information Systems Manager
rchris@unm.edu or 277-2553 to schedule an appointment.

New Employee Signature____________________________________ Date________________

Manager/Supervisor Signature________________________________ Date________________

Karla Paul, Program Specialist
kpaul01@unm.edu or 277-3326 to schedule an appointment.

New Employee Signature____________________________________ Date________________

Manager/Supervisor Signature________________________________ Date________________

Carol Bartlett, Program Specialist
cbartlet@unm.edu or 277-7573 to schedule an appointment.

New Employee Signature____________________________________ Date________________

Manager/Supervisor Signature________________________________ Date________________
Tonia Trapp, Program Specialist
ttrapp@unm.edu or 277-0493 to schedule an appointment.

New Employee Signature_________________________________ Date______________
Manager/Supervisor Signature_________________________________ Date______________

Alex Andrews, Technical Support Analyst
alexblue@unm.edu or 277-2574 to schedule an appointment.

New Employee Signature_________________________________ Date______________
Manager/Supervisor Signature_________________________________ Date______________

Rhiannon Doyle, Testing Coordinator
tstaccom@unm.edu or 277-1510 to schedule an appointment.

New Employee Signature_________________________________ Date______________
Manager/Supervisor Signature_________________________________ Date______________

Becky Walker, Administration Assistant
arcstaff@unm.edu or 277-0383 to schedule an appointment.

New Employee Signature_________________________________ Date______________
Manager/Supervisor Signature_________________________________ Date______________

Helen Arenholz, Staff Interpreter
helenarn@unm.edu or 277-6605 to schedule an appointment.

New Employee Signature_________________________________ Date______________
Manager/Supervisor Signature_________________________________ Date______________

Tommi Lin Tejeda, Staff Interpreter
tommilin@unm.edu or 277-6605 to schedule an appointment.

New Employee Signature_________________________________ Date______________
Manager/Supervisor Signature_________________________________ Date______________
Mentorship Flow Chart

Joan Green, Director 277-7787

Amanda Butrum, Associate Director 277-2698
Karla Paul, Program Specialist 277-3326
Carol Bartlett, Program Specialist 277-7573
Tonia Trapp, Program Specialist 277-0493
Christina Chavez, Senior Program Manager 277-7788
Bob Christner, Manager Information Services 277-2553

Tommi Tejeda, Staff Interpreter 277-6605
Helen Arnholz, Staff Interpreter 277-6605
Rhiannon Doyle, Student Services Coordinator 277-1510

On Call Interpreters

Testing Student Employees

Becky Walker, Administrative Assistant 277-0383
Reception Student Employees 277-3506

Alex Andrews, Technical Analyst 277-2574
Scanning Student Employees 277-1927
Office Staffing
Functions and Duties for Student Employees

In accepting a position with UNM Accessibility Resource Center, students assume work responsibilities for which they will be held accountable. A review of general performance standards is listed below:

Computer Tech Student Employees:

DUTIES AND RESPONSIBILITIES:
1. Report to work on time and alert your supervisor that they are reporting for work. Attendance and punctually are important.
2. Maintain appropriate appearance (neat, clean, appropriate attire).
3. During work hours, you should be located in the scanning room. If you must use another location within the department, please inform one of your supervisors of your location.
4. Greet coworkers, students, and faculty with a friendly, helpful manner.
5. Request permission in advance to be absent from work, if special circumstances arise.
6. Notify your supervisor within 15 minutes after the start of a shift on the first day of an absence and each subsequent day thereafter. Excessive absences are to be avoided. Three no-calls, or no-shows, will lead to termination.
7. Complete assigned tasks in a reasonable time. Devote attention to only those things assigned.
8. Remember that the majority of what we do has a significant, long-term impact on the academic lives of all students using ARC services. Efficiency and effectiveness are paramount.
9. Assigned work is your first priority. In the rare moments you have no work assignments, use the time to learn more about ARC or ask for further assignments.
10. Work assignments are made by the supervisors. If conflicting assignments are given, seek direction and clarification from one of them.
11. Assignments are made based on prioritized needs, amount of time available, and events that occur throughout the day. Everyone must remain flexible and learn as much about ARC office procedures, equipment, and the students' demands.
12. Refer all concerns made by students to the supervisors. If you are not sure of some aspect, and an ARC coordinator is not available, inform the students that someone will contact them regarding their concerns as soon as possible. Ask where they may be reached.
13. DO NOT promise something we may be unable to deliver! Do not grant something you are not sure we can accommodate. Seek assistance!
14. Avoid referring to other students in the presence of non-ARC staff. If necessary, go to a private location to discuss issues.
15. Approach and interact with all students in a positive, friendly manner. Allow the students an opportunity to fully express their concerns or needs before responding.
16. Immediately bring to your employer’s attention any problems or concerns you have pertaining to your job.
17. Perform assigned duties to the best of your ability.
18. Pass on messages, important information, and the status of your day’s activities before leaving the office each day.
Work rules minimize the chance that any employee, through misunderstanding, may become subject to disciplinary action. All student employees should understand that certain rules, such as insubordination, may result in immediate discharge, and repeated violations of even a minor rule may result in discharge.

The following list is not intended to be inclusive, but rather serves as a general guide of unacceptable behavior.

1. Unexcused tardiness or absenteeism.
2. Failure to notify your supervisor within 15 minutes after the start of a shift on the first day of an absence and each subsequent day thereafter.
4. Failure to clock in or out as instructed.
5. Delay or failure in carrying out assigned work or instructions.
6. Refusal to perform work or obey orders issued by a supervisor.
7. Disclosure of confidential University information to unauthorized persons.
8. Sleeping during working hours.
9. Inappropriate computer use.
10. Threatening coworkers with physical harm or slandering another employee.

**Student Assistants**

DUTIES AND RESPONSIBILITIES:
1. Perform, under general supervision, computer-based editing of textbooks in preparation for conversion to alternative format using complex software.
2. Provide general information and operate simple office machines, such as duplicating equipment.
3. Pick up and deliver a variety of supplies, equipment, and materials to offices and departments.
4. Proctor (reads, writes, or both) and deliver classroom exams for program clients.
5. Maintain confidentiality of records and information.

**Student Note-Taking Assistants**

DUTIES AND RESPONSIBILITIES:
1. Arrive at class on time and promptly notify client students and teaching faculty of presence in classroom.
2. Take accurate and complete notes on the content of lectures and on audiovisual material presented during the assignment.
3. Follow good note-taking techniques and guidelines as outlined by established procedure manuals.
4. Ensure that notes taken are clear, neat, well-organized, descriptive of information provided, and free of spelling and grammatical errors.
5. Remain physically and mentally alert and attentive during note-taking. Refrain from providing advice, interjections, and/or personal opinions, either verbally or within the text of notes taken.
6. Solicit feedback from client students on quality of notes taken.
7. Ensure that all assignment-related information remains confidential and is provided solely to the intended recipient.
8. Perform miscellaneous job-related duties as assigned.

**Student Readers**

**DUTIES AND RESPONSIBILITIES:**
1. Under limited supervision, do audio recording work of moderate complexity.
2. Operate a four-track recording system.
3. Take responsibility for keeping on schedule with class syllabus.
4. Require substantial responsibility for meeting deadlines projected by syllabus.
5. May be required to be a reader one-on-one.

**Student Signed Language Interpreter**

**DUTIES AND RESPONSIBILITIES:**
1. Under direct supervision, provide basic entry-level signing services without interpretation or transliteration for students, faculty, staff, and/or visitors requiring such services.
2. Work under the close guidance and supervision of a certified Signed Language Interpreter.
Daily Operating Procedures

Checking In and Out Procedures

It is crucial for an employee to check in at the beginning of his or her work day and check out at the end, so that he or she may fill out time sheet information appropriately. As such, be certain to bring your UNM identification card to work. You must slide your ID through the scanner attached to the door in the hallway, across from the director’s office.

In addition, employees who work above six hours in a day are obligated to a lunch break (30 min. to 1 hour), during which he or she must be checked out.
**DEFINITION OF RATINGS:** The following definitions should serve as guidelines for assigning evaluation ratings for each item in Sections 1 and 2 as well as the Overall Rating.

- **Not Applicable (N/A):** The performance factor is not relevant to the student’s job duties.
- **Outstanding (O):** Student employee performed job requirements with exceptional skill and knowledge. Student employee clearly and consistently exceeded expectations in most areas of the job.
- **Exceeds Expectations (E):** Student employee demonstrated job requirements above expectations. Student’s performance exceeded expectations in many areas of the job.
- **Meets Expectations (M):** Student employee’s performance consistently met expectations. Student’s work was fully effective, reliable, and of good quality.
- **Improvement Needed (I):** Student employee did not consistently perform, and some improvement is needed.
- **Unsatisfactory (U):** Student employee’s performance was consistently below the requirements of this position. Immediate corrective action is necessary.

### 1. Performance Factors

<table>
<thead>
<tr>
<th>Performance Factor</th>
<th>N/A</th>
<th>O</th>
<th>E</th>
<th>M</th>
<th>I</th>
<th>U</th>
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</thead>
<tbody>
<tr>
<td><strong>Quality of Work:</strong></td>
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<tr>
<td>Ability to do satisfactory work and follow specific instructions</td>
<td>N/A</td>
<td>O</td>
<td>E</td>
<td>M</td>
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<td>U</td>
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<tr>
<td><strong>Job Knowledge:</strong></td>
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<td>Knowledge and familiarity with job</td>
<td>N/A</td>
<td>O</td>
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<td><strong>Integrity:</strong></td>
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<td>Accepts responsibility and is accountable for own actions</td>
<td>N/A</td>
<td>O</td>
<td>E</td>
<td>M</td>
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<td>U</td>
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<td><strong>Dependability:</strong></td>
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<td>Punctual, arrives to work on time, and notifies supervisor of absence/tardiness in advance;</td>
<td>N/A</td>
<td>O</td>
<td>E</td>
<td>M</td>
<td>I</td>
<td>U</td>
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<tr>
<td><strong>Quantity of Work:</strong></td>
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<tr>
<td>Work is done is a specified time following specific standards</td>
<td>N/A</td>
<td>O</td>
<td>E</td>
<td>M</td>
<td>I</td>
<td>U</td>
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<tr>
<td><strong>Professionalism:</strong></td>
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<td>Maintains composure, demonstrates restraint and self-control in difficult situations</td>
<td>N/A</td>
<td>O</td>
<td>E</td>
<td>M</td>
<td>I</td>
<td>U</td>
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<tr>
<td><strong>Initiative:</strong></td>
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<tr>
<td>Expresses a desire to learn new things; demonstrating interest in assuming added responsibilities</td>
<td>N/A</td>
<td>O</td>
<td>E</td>
<td>M</td>
<td>I</td>
<td>U</td>
</tr>
</tbody>
</table>
2. Overall Rating

Use the information from Sections 1 to develop an Overall Rating. Select an Overall Evaluation Rating on the chart below and provide a narrative description that supports this rating. Definitions of ratings are found on page 1.

(Provide as much information as needed - do not be concerned with length)

<table>
<thead>
<tr>
<th>Overall Evaluation Rating</th>
<th>(O) Outstanding</th>
<th>(E) Exceeds Expectations</th>
<th>(M) Meets Expectations</th>
<th>(I) Improvement Needed</th>
<th>(U) Unsatisfactory</th>
</tr>
</thead>
</table>

Supervisor’s Supporting Comments

This is the most appropriate evaluation rating because…

3. Student Employee Comments (Optional)

Please write any comments you would like included with your performance review.

(Provide as much information as needed - do not be concerned with length)

I have had the opportunity to review this document and discuss its contents with my supervisor. My signature acknowledges that I have been informed of my performance ratings but does not necessarily indicate agreement.

Employee Signature ____________________________________________ Date:

Supervisor/Manager Signature ________________________________ Date:

Chair/Director/Dean: __________________________________________ Date:
New Hire Access Checklist

(For Supervisors and New Employees to complete and return to Supervisor when completed)

Employee Name______________________________________   Date Completed _________________________

Make sure you have a NetID account:
A valid UNM NetID is required to access email and other UNM systems. To check whether or not you have a NetID, try using your email name: <name>@unm.edu to login to https://webmail.unm.edu. If you cannot login, then you should go to https://netid.unm.edu to setup a new NetID. This ID will be valid for most IT applications and LoboMail.

For Local File Server Access
In order to gain access to the Local File Server, your supervisor will need to fill out the File Server Access Request form, found in this handbook. Please return the signed form to your supervisor and he/she will forward the form to Bob Christner.

If you require a LoboMail account, please follow these instructions:
Please go to the IT website to request a LoboMail account at:
http://lobomailinfo.unm.edu/new-account-setup.html

If you need assistance installing LoboMail, please contact the Bob Christner.
Important Forms
Accessibility Resource Center Confidentiality Agreement

2014 ACKNOWLEDGEMENT OF CONFIDENTIALITY

As an employee of the University of New Mexico working in the Accessibility Resource Center, I agree that at all times during my employment and following the conclusion of employment, whether voluntary or involuntary, I will hold in strictest confidence and not disclose Confidential Information (as defined below) to anyone who does not have a legitimate, work-related or other legal reason for the disclosure of the Confidential Information.

Confidential Information shall mean any information, including verbal and written communications, paper and electronic files, audio and visual recordings and other forms, regarding another staff member’s employment status, disciplinary actions, or any other information about another employee acquired as a result of your work or association with this department. (Add any other issues that are specific to your field) Information, records, and data may also be legally confidential by virtue of other state or federal laws, rules and/or regulations such as the Family Educational Rights and Privacy Act (FERPA, 20 U.S.C. § 1232g), the Health Insurance Portability and Accountability Act of 1986 (HIPAA) and the privacy and security regulations promulgated thereunder, and/or other privacy laws, rules, and regulations. Confidential information also includes any other information or data that by its nature, a reasonable person would consider confidential.

I acknowledge that the use or disclosure of Confidential Information for any purpose except to perform my employment duties for the University of New Mexico, Accessibility Resource Center when not justified by legitimate reasons may result in disciplinary action up to and including termination. Confidential Information also includes any information regarding applicants, both internal and external candidates. Any disclosure of Confidential Information on social media sites or through electronic means without legitimate justification is strictly prohibited and may result in disciplinary action. Additionally, the use of Confidential Information for personal benefit or for the sole purpose of damaging the University of New Mexico during my employment or thereafter that is inconsistent with law or policy is strictly prohibited and may result in disciplinary action up to and including termination and/or legal action.

My signature below signifies my receipt and understanding of the University of New Mexico’s policy on Confidential Information as stated above.

____________________________________
Printed Name of Employee

____________________________________
Employee Signature

__________________    __________________
Date

36
Policy 2310
ACADEMIC ADJUSTMENTS FOR
STUDENTS WITH DISABILITIES
Effective Date: August 2, 2004
Subject to Change Without Notice

1. Policy

In keeping with the Rehabilitation Act of 1973 and the Americans With Disabilities Act of 1990, the University is committed to providing equal access to educational opportunities for qualified students with disabilities. The University shall provide reasonable academic adjustments as defined in Section 3.3 herein, to qualified students with disabilities as necessary to ensure equality of access to the courses, programs, services, and facilities of the University. However, students with disabilities are still required to adhere to all University policies, including policies concerning conduct and performance.

The student is responsible for demonstrating the need for an academic adjustment by providing University Accessibility Resource Center with complete and appropriate current documentation that establishes the disability, and the need for and appropriateness of the requested adjustment(s). The University is responsible for all costs of academic adjustments. The following sections provide procedures for students, faculty, and staff on academic adjustment requirements.

2. Procedures for Requesting and Determining Academic Adjustments

The first step in the process for a student who seeks academic adjustment because of a disability is to register with the Accessibility Resource Center Office and submit documentation of the disability from a licensed or certified professional in order to become eligible for services. Applicants to, or students in, the UNM School of Medicine and the Colleges of Nursing and Pharmacy should contact the UNM School of Medicine Manager of Student Learning Support Services for information on requesting academic adjustment. Applicants to, or students in, the UNM Law School should notify the Law School Registrar as well as the Accessibility Resource Center Office. Once a student establishes that he or she has a disability, the University will work with the student to determine what academic adjustments are appropriate and reasonable in accordance with Section 3.3 herein.

2.1. Student Responsibilities

It is the student’s responsibility to demonstrate the need for an academic adjustment by providing Accessibility Resource Center with complete and appropriate current documentation that establishes the disability, and the need for and appropriateness of the requested adjustment(s). Accessibility Resource Center can provide information on the kind of documentation that is required. If the initial documentation is incomplete or inadequate, the student will be required to provide additional documentation at the student’s expense.

Accessibility Resource Center will determine a student’s eligibility and, in consultation with the student, will determine effective and appropriate academic adjustments in accordance with Section 3.3 herein.
3.3. herein. Accessibility Resource Center may consult with other University departments, as necessary, in order to make a determination of eligibility and what academic adjustments are appropriate and reasonable. Accessibility Resource Center will send a letter, per the student's request, to faculty, with a copy to cognizant department chairs, informing the faculty members of what adjustment(s) the student is to receive. Accessibility Resource Center is responsible for costs relating to academic adjustments that are part of instructional courses at the Albuquerque campus. Branch campuses are generally responsible for costs relating to academic adjustments for their students.

Once the student has established his or her eligibility for academic adjustments, Accessibility Resource Center will provide appropriate adjustments as expeditiously as possible. Generally, adjustments will be in place within fifteen (15) working days; however, some adjustments can require a longer period of time to arrange. Therefore, students are encouraged to pre-register with Accessibility Resource Center before classes begin so that adjustments can be in place when needed at the start of the semester. If pre-registration is not possible, students should register at the start of the semester or as soon as the need for an adjustment becomes known, and Accessibility Resource Center will make every effort to accommodate the student's needs as soon as possible. Requests received right at or after the start of a semester may result in the student being without the adjustment for part of the semester. Students should be aware that an academic adjustment does not apply retroactively, so that grades earned on exams, assignments, or other classroom activities before the adjustment takes effect will not be changed.

2.2. Faculty Responsibilities

Faculty members must provide students with the academic adjustments identified in the letter from Accessibility Resource Center. If the faculty member has questions or concerns, or needs help with making the modifications called for, he or she should contact Accessibility Resource Center. If a student discloses a disability to a faculty member and requests an academic adjustment but the student does not have a letter from Accessibility Resource Center, the faculty member should direct the student to Accessibility Resource Center. It is not the faculty member's responsibility to decide whether the student has a disability and what adjustments are appropriate. Faculty can help the University meet its obligations to provide students with academic adjustments in a timely manner by stating on their class syllabus that students should inform them of any special needs as soon as possible. Students who do so should be referred to Accessibility Resource Center.

2.3. Appeal

In most instances the academic adjustment determination made by Accessibility Resource Center will be acceptable to the student and faculty. However, if that is not the case, the determination is subject to appeal. In addition, the student can appeal a determination by an academic unit that an adjustment would result in a fundamental alteration of a course or program. The Provost/HSC Dean, or designee, will convene an ad hoc committee to consider the appeal. Members of the ad hoc committee will include representatives from relevant University departments as determined on a case-by-case basis. The ad hoc committee will follow the appeal procedures listed in Exhibit A. The ad hoc committee will make a recommendation to the Provost/HSC Dean, or designee, whose decision on the appeal is final for the University. Every effort should be made to arrive at a determination of the appeal as expeditiously as possible.

3. Criteria for Determining Academic Adjustments
The University shall make academic adjustments for the known physical or mental limitations of a qualified student with a disability, unless the University can show that providing an adjustment would result in:

- a fundamental alteration of the service, course, program, or activity;
- an undue financial, administrative, or academic burden, and/or;
- a direct threat to the health or safety of the student or others.

3.1. Individual with a Disability

An individual with a disability is a person who has, or has had a record of, or is regarded as having a physical or mental impairment that substantially limits a major life activity such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, or working.

3.2. Qualified Student with a Disability

A qualified student with a disability is a student with a disability who meets the academic and technical standards required for admission and participation in the programs and activities of the University of New Mexico.

3.3. Academic Adjustment

An academic adjustment is a modification or adjustment to instructional methods and/or to a course, program, service, or facility of the University that enables a qualified student with a disability to have equal access and opportunity to attain the same level of performance and to enjoy equal benefits and privileges as are available to similarly-situated students without a disability. Determining reasonable academic adjustments must be done on a case-by-case basis and in consultation with the student. The University is not required to provide the specific adjustment requested, but the adjustment must be effective to enable a qualified student with a disability to enjoy equal opportunity and access. All offers of adjustments are subject to applicable University policies.

3.3.1. Course or Program Modifications

The University shall provide such modifications to courses, programs, or educational requirements as are necessary and appropriate to enable a qualified student with a disability to enjoy equal opportunity and access. However, the University is not required to fundamentally alter the essential nature of a course or academic program. Reasonable academic adjustments may include, but are not limited to, extended time on an examination or paper, and oral instead of written examinations, where appropriate.

3.3.2. Auxiliary Aids and Services

Reasonable academic adjustments in the form of auxiliary aids and services may include, but are not limited to: note-takers, readers, Braille or large print materials, and sign language interpreters. However, the University is not required to provide devices or services of a personal nature such as personal attendants or personal devices utilized in activities of daily living.

4. Americans With Disabilities Act (ADA) Coordinator
The Americans With Disabilities Act (ADA) Coordinator for The University of New Mexico is the Director of the University Office of Equal Opportunity. Students who believe that they have been discriminated against on the basis of a disability may contact the Office of Equal Opportunity to file a complaint.

5. Attachments

Exhibit A. - Academic Adjustments for Students with Disabilities: Appeal Rights Procedures

Exhibit A

Academic Adjustments for Students with Disabilities: Appeal Rights Procedures

Pursuant to Section 2.3. of "Academic Adjustments for Students with Disabilities" Policy 2310, UBP, the following process shall govern consideration of student appeals.

Article 1. Submission of Appeal

1.1. A student may utilize this appeal process in the event that:

- Accessibility Resource Center finds that the student is not eligible for academic adjustments;
- the student disputes the academic adjustments that Accessibility Resource Center determines to be appropriate; or
- an academic unit determines that an adjustment would fundamentally alter the nature of a course or program.

Prior to invoking this process, the student must have provided the required documentation to Accessibility Resource Center and must have engaged with Accessibility Resource Center to resolve the problem.

1.2. The student must submit an appeal in writing to the Provost. Students at the Health Sciences Center should submit their appeal to the dean of their college. The appeal must describe the student’s reasons for challenging the decision and the student’s attempts to date to resolve the problem. The student should attach copies of any relevant documents that he or she wants to be considered.

1.3. The Provost/HSC Dean, or designee, shall promptly review the appeal and decide within five (5) working days whether, under paragraph 1.1. above, the appeal should proceed to review by a committee. If the appeal is not accepted, a written explanation shall be provided to the student. If the appeal is accepted, a copy shall be sent to Accessibility Resource Center and/or the academic unit, if appropriate.

1.4. Upon receipt of the student’s appeal, Accessibility Resource Center and/or the academic unit has seven (7) days to respond in writing to the Provost/HSC Dean, or designee, and must include copies of any relevant documents it wants to be considered as evidence.
Article 2: Appointment of Committee

2.1. If the appeal is to proceed to committee, the Provost/HSC Dean, or designee, shall promptly appoint a committee made up of three (3) to five (5) members (faculty and/or staff) from relevant University departments. The student may challenge appointment(s) for cause. The Provost/HSC Dean, or designee, will decide the challenge. The Provost/HSC Dean, or designee, will promptly send a copy of the student’s appeal and Accessibility Resource Center and/or the academic unit’s response to the committee members.

2.2. Committee members must promptly review the student’s appeal and Accessibility Resource Center and/or the academic unit’s response(s) and will schedule a hearing. The committee will appoint a chairperson to preside at the hearing.

Article 3: Hearing Procedures

3.1. The student may have an advisor; however, the student is responsible for presenting his or her case. The advisor may be an attorney. The advisor is not permitted to present arguments or evidence or otherwise participate directly in the hearing.

3.2. Accessibility Resource Center and/or the academic unit may appoint a hearing representative. The representative may also have an advisor but the representative must present the department’s case. The advisor may be an attorney. The advisor is not permitted to present arguments or evidence or otherwise participate directly in the hearing.

3.3. If the parties have any additional documentary evidence to be considered by the committee, it must be submitted at least three (3) business days before the hearing. A copy will be provided to the other party.

3.4. The committee has the right to secure evidence independently for the hearing. Any such evidence shall be provided to both parties at least three (3) business days before the hearing.

3.5. Parties may offer witness testimony. The names of any witnesses and a brief description of their testimony must be given to the committee at least five (5) business days before the hearing. The committee has the discretion to limit witness testimony.

3.6. The student and representative from Accessibility Resource Center and/or the academic unit will have an opportunity to address the committee. Committee members may question them and may also permit them to question each other, within reasonable limits.

3.7. Witnesses offered by one party are subject to questioning by the committee and the other party, within reasonable limits.

3.8. The hearing will be tape-recorded and the Provost/HSC Dean’s office will keep the tape. The tape is the property of the University. No typed record will be made.

3.9. The hearing is not subject to judicial rules of evidence.

Article 4: Committee Decision
4.1. The committee’s decision on the appeal will take the form of a recommendation to the Provost/HSC Dean, or designee.

4.2. The committee will decide the appeal based on the documentary evidence, testimony, and arguments presented at the hearing. The committee will issue a written decision within ten (10) days after the hearing and will send it to the student, Accessibility Resource Center, and/or academic unit, and to the Provost/HSC Dean, or designee.

4.3. After reviewing the committee’s decision, the Provost/HSC Dean, or designee, may seek additional input from the student and Accessibility Resource Center and/or the academic unit. The Provost/HSC Dean, or designee, will issue a decision as expeditiously as possible accepting, rejecting, or modifying the committee’s recommendation. The student has no right to appeal the Provost/HSC Dean, or designee, decision, but the student may file a discrimination complaint with the University’s Office of Equal Opportunity if the student believes that he or she has been discriminated against on the basis of a disability.
1. General

In keeping with federal and state law, the University of New Mexico recognizes its responsibilities to extend equal access to individuals with disabilities who use a Service Animal on University property. The University will not discriminate against individuals with disabilities who use Service Animals nor, subject to the terms of this Policy, deny those persons access to programs, services and facilities of the University. This policy applies to individuals with disabilities and Service Animals as defined in federal law.

In some cases, Assistance Animals that do not qualify as Service Animals may be permitted in UNM Student Housing if shown to be necessary to afford a student with a documented disability an equal opportunity to use and enjoy UNM Student Housing.

1.1. Service Animal

A service animal means any dog or other animal, except as otherwise specified, that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. The work or tasks performed by a service animal must be directly related to the handler's disability. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition. Therefore, comfort or companion animals are not Service Animals. For safety and infection control purposes, Service Animals shall not include nonhuman primates, birds, amphibians, reptiles, fish, hedgehogs, prairie dogs, cats or rodents.

1.2. Assistance Animal

An Assistance Animal means any animal that provides emotional support, comfort, or therapy that alleviates one or more identified symptoms or effects associated with its owner’s disability. Unlike a Service Animal, an Assistance Animal need not be individually trained or certified to perform any disability-related task. Assistance Animals are sometimes referred to as therapy, comfort, companion, or emotional support animals. Generally, Assistance Animals are not permitted in classrooms or in
public areas on campus. In some circumstances, a student with a disability may be allowed to have an Assistance Animal within UNM Student Housing with prior approval. See Section 6.1 for more information on Assistance Animals in UNM Student Housing.

2. Applicability

This policy applies to all employees, students, and visitors of the University who qualify to use a Service Animal as an accommodation. To deem that a Service Animal is a reasonable accommodation, the following criteria must be met:

- the individual must have a disability as defined under federal law;
- the animal must meet the definition of Service Animal under federal law and serve a function directly related to the disability; and
- the request to have the animal must be reasonable.

A Service Animal shall be permitted in any area of the University that is unrestricted (not off limits to Service Animals due to codes or regulations) to employees, students or visitors provided that the Service Animal does not pose a direct threat, as defined in Section 2.1, herein and that the presence of the Service Animal would not require a fundamental alteration of UNM policies, practices, or procedures. A person with a disability who uses a Service Animal on University property shall not be required to pay a surcharge. Any decision to exclude a Service Animal from a particular area of the University shall be made on a case-by-case basis. The University will take appropriate action to address violations of this policy, up to and including disciplinary action or removal from University property.

2.1. Direct Threat

A direct threat is a significant risk to the health or safety of others that cannot be eliminated or mitigated by a modification of policies, practices, or procedures, or by the provision of auxiliary aids or services. If the University determines that a Service Animal poses a direct threat to the health or safety of others in a building or portion thereof, access to the facility by the Service Animal will be denied. In determining whether a Service Animal poses a direct threat to the health or safety of others, the University shall make an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence, to identify:

- the nature, duration, and severity of the risk;
- the probability that the potential injury will actually occur; and
- if there are reasonable modifications of policies, practices, or procedures that will mitigate the risk.

3. Inquiries by University Employees

A Service Animal must be trained to provide specific support services to the individual with a disability. Generally, when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (e.g., a dog is observed guiding an individual who is blind or has low vision or pulling a person’s wheelchair); UNM employees should not make otherwise allowable inquiries. If it is not readily apparent, University employees shall not ask about the nature or extent of the individual’s disability, but may ask if the animal is required because of a disability and what work
or task the animal has been trained to perform. University employees cannot ask for documentation, such as proof that the animal has been certified, trained or licensed as a Service Animal. For University programs or classes held at non-UNM facilities, the owner of the property may require notification or verification of the Service Animal.

4. Responsibilities for the Care and Supervision of Service Animals

Individuals with Service Animals are responsible for managing and handling their Service Animals at all times while on University property, maintaining proper infection control measures, and are responsible for the behavior and activities of the animal. Individuals are personally responsible for any damages to a facility caused by their Service Animals, including if the individuals are UNM students whose Service Animals have caused damage in a residence hall or classroom. Service Animals on University property must be:

- licensed in accordance with applicable state, county, or local laws or ordinances pertaining to the type of Service Animal;
- in good health and well groomed;
- housebroken (the individual with the disability is responsible for the proper disposition of any Service Animal accidental waste); and
- harnessed, leashed, or otherwise under the control of the individual with a disability (e.g., voice control, signals, or other effective means) such that the Service Animal does not disrupt or interfere with the ability of other users of the space or activity.

5. Removal of Service Animal

An individual with a disability cannot be asked to remove his or her Service Animal from the premises unless the animal poses a direct threat to the health or safety of others or the Service Animal or individual fails to meet one or more of the requirements of this policy or federal laws and regulations. A history of allergies or fear of animals are generally not valid reasons for denying access or refusing service to individuals with Service Animals; however all situations will be evaluated on a case-by-case basis. If after careful evaluation removal is necessary, University employees should consider an alternative option for the individual to obtain the goods and/or services.

6. Students

A student may bring a Service Animal into a UNM classroom, laboratory, or other learning environment. Students using Service Animals are encouraged to register with UNM Accessibility Resource Center and follow the procedures established by that office for obtaining academic adjustments.

6.1. UNM Student Housing

UNM Student Housing, including Student Family Housing, is subject to the federal Fair Housing Act which extends accommodation to Assistance Animals as well as Service Animals.
A student seeking to reside in UNM Student Housing with a Service Animal or Assistance Animal not otherwise permitted under the UNM Student Housing no-pets policy must meet the following criteria:

- the student has a disability under federal law and the University is made aware of the disability;
- the Service or Assistance Animal is necessary to afford the student an equal opportunity to use UNM Housing;
- there is a direct relationship between the student’s disability and the assistance the Service or Assistance Animal provides; and
- the request to have the Service or Assistance Animal is reasonable.

In order to receive approval to reside in UNM Student Housing with a Service Animal or Assistance Animal under this policy, a student is required to complete the following before the Service Animal or Assistance Animal may enter the University residence halls:

1. Register with UNM Accessibility Resource Center and follow the procedures established by that office for obtaining academic adjustments.
2. Register with and receive written approval from UNM Residence Life and Student Housing. Initiate the process by contacting UNM Residence Life and Student Housing in Student Residence Center Commons room 212 or at 277-2383.

A student who is permitted to have an Assistance Animal in UNM Student Housing is responsible for the care and supervision of the Assistance Animal. Additionally, an Assistance Animal may be removed from UNM Student Housing if it is out of control and effective action is not taken to control it, it is not housebroken, or it poses a direct threat to the health or safety of others.

7. American with Disabilities Act (ADA) Coordinator

Additional guidance for assisting individuals with Service Animals can be obtained from the links listed below. Any person dissatisfied with a decision concerning a Service Animal can contact the Americans with Disabilities Act (ADA) Coordinator for The University of New Mexico. The University’s ADA Coordinator is the Director of the Office of Equal Opportunity. The University’s ADA Coordinator will collaborate with the Vice President for Equity and Inclusion, the Director of the Accessibility Resources Center, as well as other appropriate University resources to address individual concerns.
Computer Use Policy
Revised February 11, 2010

I. Introduction
This policy is applicable to all users of information resources. This includes computers, software, personal digital assistants, wireless devices, personal computers on the network, and HR/Payroll data. Employees who have access to computers and the campus-wide communication network assume responsibility for their accounts, hardware, software, and their appropriate use.

Misuse of computers within Accessibility Resource Center may violate the law, interfere with the mission of the University, endanger the integrity of the University’s information network, and violate the rights of others.

The University expects users to act in an honest, responsible, ethical, lawful, and respectful manner when working with computers and accessing data when working for the department. Such access is a privilege, and violations of this policy could result in disciplinary action. This document provides specific guidelines for appropriate computer use within the department and in addition to existing university regulations and policies that apply to information technology and data management:
UNM Policy 2500 - Acceptable Computer Use
UNM Policy 2520 - Computer Security Controls and Guidelines.

II. General
All users must use systems and resources in ways that do not interfere with or disrupt the normal operation of these systems, nor interfere with the access and use of these systems and resources by others allowed to do so.

To gain access computer resources, users or their supervisors must complete the Access Request form. This form can be found in the New Employee Orientation Handbook. Once completed, this form must be approved and signed by the area’s Director and the Director of Finance and Business Services. The original hard copy form must be submitted to the Director of ARC and Sr. Program Manager. All hard copies are stored within the IT department.

Requests for Banner, UNMJobs, and related access must be submitted through the online Banner Authorization Request.

III. Confidentiality and Privacy
a. Only users with appropriate authorization and approved business need may access, communicate, or use private employee information in accordance with property and privacy rights. This includes databases on the server, Banner forms, and reports.
b. Users may not store Social Security Numbers (SSN). If required by law, SSN may not be stored on local desktop or laptop computers.
c. Users should not transmit Social Security Numbers via email (seek guidance from your supervisor.)
d. Users should logout of all systems when leaving their work area, and turn screens away from public view during use.
e. Users should store all files such as word or excel files on the server not the local desktop or laptop computer.
IV. Intellectual and Copyrighted Materials
   a. Users may not copy, publish, store, or transmit data that may constitute a violation of copyright. This includes downloading shared music, movie, and picture files. Users should assume information is copyrighted unless they know otherwise.

V. Incidental Personal Use
   a. The University allows incidental personal use of computing services. “Such use must not interfere with an employee fulfilling his or her job responsibilities, interfere with other users’ access to resources, or be excessive as determined by management” per UNM Policy 2500 - Acceptable Computer Use. Incidental personal use includes accessing social media sites (e.g. twitter.com, myspace.com, facebook.com, linkedin.com, friendster.com, etc.), and “excessive” is determined to be more than 15 minutes daily. Prohibited activities still apply during work hours.

VI. Security
   a. An employee may be held responsible for allowing a third party access to his or her computer, account, or network connection.
   b. Users may not disclose their passwords or personal identification numbers (PINs) to unauthorized individuals, including work colleagues.
   c. Users may not allow other users access to computers using their login ID. A guest login may be obtained from the IT department for temporary users.
   d. Users may not leave laptops unattended where they can be accessed or stolen.
   e. The Department Head or Designee must approve external access to the servers from outside entities. This access must be limited to appropriate encrypted transfer methods as determined by the _____ department.
   f. Only recommended Internet browsers can be utilized to access institution applications to ensure security compliance.
   g. Users with personal computers on the Accessibility Resource Center and UNM networks are expected to take reasonable precautions to ensure the security of their systems.

VII. Prohibited Activities
   a. Installing any software including freeware, shareware, public domain, commercial software, or personal software on any University computer equipment without the permission of both your departmental manager and the Information Systems Manager.
   b. Using any electronic device, computer or networks, with the intent to compromise any other computers or networks or to gain unauthorized access, commit crimes, or other unethical acts.
   c. Using computers or networks for unauthorized non-business related commercial or for-profit activity.
   d. Transmission of non-work related information to an individual who requests the information not be sent.
   e. Using department computers or networks to deliver fraudulent, discriminatory, threatening, defamatory, obscene, harassing, or illegal materials.
   f. Sending or forwarding electronic mail for unauthorized purposes (i.e. spam, chain letters, pyramid schemes, etc.). This includes, but is not limited to, unsolicited and unsanctioned mass mailings.
   g. Internet game playing during work hours.
   h. Viewing, printing, storage, display, or playing of sounds of any sexually explicit or potentially offensive materials in a way that may create an offensive or hostile work environment.
i. Taking any *Accessibility Resource Center* computer software or hardware without completing the Check Out Form and obtaining permission of both your departmental manager and the manager of IT *Information System Manager*.

My signature below signifies that I agree to the terms and conditions of the policy stated above.

________________________________________________________________________
(Printed Name of Employee)

________________________________________________________________________
Employee Signature Date
Effective Behaviors

Each Customer is important:

- I will provide clear, courteous, accurate, and consistent information about department procedures.
- I will commit myself to know and understand department resources.
- I will involve the customer perspective, when appropriate, for process improvements through the use of customer focus groups, surveys, etc.
- I will identify myself and my work area to all callers.
- I will actively listen to my customer.
- I will own the problem until it is resolved.
- I will always ask, “Did I answer your question?” or “Is there something else you need?”

Treat our Accessibility Resource Center colleagues in a courteous and professional manner:

- I will be respectful.
- I will make a conscious effort to appreciate and say thank you to my coworkers.
- I will apply the same standards of customer service to my colleagues.
- I will not make a commitment that involves my colleagues without consulting them.

Respond to telephone, email, and other inquiries in an accurate and timely manner (Telephone and Voice Mail/Email etiquette):

- If I cannot assist the caller, I will direct the call to the appropriate person. Before transferring the call, I will obtain the caller’s permission and the recipient’s permission (no blind transfers). I will give the public phone number of the appropriate person to assist the caller before transferring.
- I will communicate time frames to the caller if possible. For example: “I will follow-up with you by (day and time).”
- I will acknowledge all voice mail/email within 24 hours during normal business hours.
- I will update my greeting and auto-response, advising when I will be out of the office (if a 1/2 day or longer), when I will return, a phone number to reach a “live” person, and/or who can be contacted with questions.
- I will more widely utilize instant messaging (IM) for internal communications as appropriate for my department. I will keep my IM status updated.

Conduct productive meetings:

- I will minimize and consolidate meetings.
- I will conduct a meeting with an agenda and/or a stated purpose and summary of action items 48 hours in advance, when appropriate.
- When conducting a meeting, I will be sure to assign a lead to action items.
- I will start and end meetings on time.

Keep your LoboMail Calendar updated
• I will manage my calendar and allow for travel time when necessary.
• I will post or accept/decline meetings on my calendar as soon as possible.

Provide a user-friendly webpage that has complete and accurate information

• I will alert Bob Christner when our customers experience difficulties with ARC webpage.
• I will alert Bob Christner to needed webpage updates and additions if I am the owner of the subject matter.
Accessibility Resource Center New Employee Orientation Survey

Please fill out this survey and return to the address below. Your feedback will help us to continually improve the process for new employees in the Accessibility Resource Center. All answers will remain anonymous.

1. Was the New Employee Handbook helpful to you as a new employee in Accessibility Resource Center? Why or why not?
   □ Yes
   □ No
   Why or why not?

2. Was the New Employee Mentoring Program helpful to you as a new employee in Accessibility Resource Center? Why or why not?
   □ Yes
   □ No
   Why or why not?

3. Are there any changes to either the Handbook or the Mentorship Program that would have improved your experience as a new Accessibility Resource Center employee?
   □ Yes
   □ No
   If yes, what changes would you like to see made?

Thank you for your feedback. After completing orientation, please return the survey to:
Accessibility Resource Center
277-3506
Mesa Vista Hall Room 2021
**Checklist for New Employee and Supervisor:**

<table>
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<tr>
<th></th>
<th>EMP Initials</th>
<th>SUP Initials</th>
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<tbody>
<tr>
<td>1.</td>
<td>Verify that employee has completed all New Hire paperwork (I-9, W4, etc.) and employee is “in the system.”</td>
<td></td>
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<tr>
<td>4.</td>
<td>Instruct employee on how to use the office phone.</td>
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<td>5.</td>
<td>Make sure employee has a NetID and LoboMail calendar/email. If not, go to the IT homepage at <a href="http://it.unm.edu/">http://it.unm.edu/</a> to set up these accounts.</td>
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<td>6.</td>
<td>Have the employee read and sign the Confidentiality Agreement form and the Computer Use Policy (found in this handbook). Return original forms to the HR Service Center. These will be filed in the employee’s personnel file.</td>
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<tr>
<td>7.</td>
<td>Have employee add viewing access to supervisor’s Outlook calendar.</td>
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<td>8.</td>
<td>Ensure employee obtains their LoboCard.</td>
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<td>9.</td>
<td>Have employee compose a short bio and send it out on the department listserve.</td>
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<tr>
<td>10.</td>
<td>Go over Performance Review process with employee and communicate initial expectations regarding goals and duties.</td>
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