



Department of Student Life  
 MSC 3923  
 New Mexico State University  
 P.O. Box 30001  
 Las Cruces, NM 88003-8001  
 575-646-1722, fax: 575-646-7892  
 deanofstudents.nmsu.edu

## NMSU FACULTY RESOURCE GUIDE: Working with Students in Distress

*This resource was developed to be a quick resource guide for faculty and NMSU administrators to use when working with students who present themselves with troubling or unique circumstances. It is not intended to be all inclusive, but rather provide direction and referral resources. For unusual circumstances or situations not addressed in this document, please feel free to contact the Office of the Dean of Students at [dos@nmsu.edu](mailto:dos@nmsu.edu).*

STUDENT SITUATION	OPTIONS	POTENTIAL IMPACT(S) ON STUDENT SUCCESS	TIMING CONSIDERATIONS	NEXT STEPS
<b>Personal issue(s)</b> (e.g., death in family, family medical problem, financial concerns, food or housing insecurities)	Incomplete (I)  <i>For more information about this process see ARP 4.55 Part 2. Grade designations other than A-F Section D.</i> <a href="https://arp.nmsu.edu/4-55/">https://arp.nmsu.edu/4-55/</a>	Complete course = no impact; non-completion of course will impact financial aid (progress) and progress toward degree; prerequisite issues and future registration	Incomplete agreements should be in place by the time grades are turned in for the semester. After that time a change of grade form will be required to update their grade to an Incomplete.	If faculty member identifies that an incomplete is not possible, forward to <a href="mailto:dos@nmsu.edu">Dean of Students (DOS)</a> for further evaluation / intervention.  <a href="mailto:dos@nmsu.edu">dos@nmsu.edu</a>  <a href="https://deanofstudents.nmsu.edu/studentassistanceservices/report.html">https://deanofstudents.nmsu.edu/studentassistanceservices/report.html</a>  Reported incidents of violence, abuse <b>sexual assault/harassment, should be forwarded to the Office of Institutional Equity (OIE)</b>  <a href="mailto:equity@nmsu.edu">equity@nmsu.edu</a>  <a href="https://equity.nmsu.edu/">https://equity.nmsu.edu/</a>
	Withdrawal from University (W)  <i>For more information about this process see ARP 4.55 Part 2. Grade designations other than A-F Section C.</i> <a href="https://arp.nmsu.edu/4-55/">https://arp.nmsu.edu/4-55/</a>	Loss of financial aid/waiver/scholarship to include repayment requirements; progression toward degree; prerequisite issues and future registration; student financial account balances (still will owe balance)	Must be requested by the student to the Student Records Office before the last day of regular classes. (Week before Finals Week)	If past this deadline, forward to <a href="mailto:dos@nmsu.edu">Dean of Students (DOS)</a> for further evaluation / intervention.  <a href="mailto:dos@nmsu.edu">dos@nmsu.edu</a>  <a href="https://deanofstudents.nmsu.edu/studentassistanceservices/report.html">https://deanofstudents.nmsu.edu/studentassistanceservices/report.html</a>

STUDENT SITUATION	OPTIONS	POTENTIAL IMPACT(S) ON STUDENT SUCCESS	TIMING CONSIDERATIONS	NEXT STEPS
<p><b>Medical issue</b> (COVID isolation &amp; quarantine, personal illness/hospitalization)</p>	<p>Incomplete (I)</p> <p><i>For more information about this process see ARP 4.55 Part 2. Grade designations other than A-F Section D.</i> <a href="https://arp.nmsu.edu/4-55/">https://arp.nmsu.edu/4-55/</a></p>	<p>Complete course = no impact; non-completion of course will impact financial aid (progress) and progress toward degree; prerequisite issues and future registration</p>	<p>Incomplete agreements should be in place by the time grades are turned in for the semester. After that time a change of grade form will be required to update their grade to an Incomplete.</p>	<p>If faculty member identifies that an incomplete is not possible, forward to <a href="#">Dean of Students (DOS)</a> for further evaluation / intervention.</p> <p><a href="mailto:dos@nmsu.edu">dos@nmsu.edu</a></p> <p><a href="https://deanofstudents.nmsu.edu/studentassistanceservices/report.html">https://deanofstudents.nmsu.edu/studentassistanceservices/report.html</a></p>
	<p>Withdrawal from University (W)</p> <p><i>For more information about this process see ARP 4.55 Part 2. Grade designations other than A-F Section C.</i> <a href="https://arp.nmsu.edu/4-55/">https://arp.nmsu.edu/4-55/</a></p>	<p>Loss of financial aid/waiver/scholarship to include repayment requirements; progression toward degree; prerequisite issues and future registration; student financial account balances (still will owe balance)</p>	<p>Must be requested by the student to the Student Records Office before the last day of regular classes. (Week before Finals Week)</p>	<p>If past this deadline ~ forward to <a href="#">Dean of Students (DOS)</a> for further evaluation / intervention.</p> <p><a href="mailto:dos@nmsu.edu">dos@nmsu.edu</a></p> <p><a href="https://deanofstudents.nmsu.edu/studentassistanceservices/report.html">https://deanofstudents.nmsu.edu/studentassistanceservices/report.html</a></p>
<p><b>*Mental Health Issue</b> (personal illness/hospitalization, anxiety, depression disorder, suicidal ideations)</p> <p><i>*non-emergent.</i></p> <p><b>SPECIAL NOTE:</b> <i>Behaviors that indicate the student may be a danger to themselves or others should be reported to NMSU PD immediately.</i></p>	<p>Student can be referred to <b>NMSU Counseling Services</b> or local support services (e.g. counseling, ministries, advocacy svcs)</p> <p><a href="https://wellness.nmsu.edu">https://wellness.nmsu.edu</a></p> <p><b>Special Note:</b> the University cannot require a student to see a counselor.</p>	<p>Counselors and psychologists can assist students with crisis, mental health, and personal growth and well-being issues.</p> <p>Students may utilize on-campus counseling services as long as they are registered at NMSU, ensuring they have support through their academic journey.</p> <p>Services are free and confidential to NMSU main campus students.</p>	<p>Student Counseling and Crisis Services <b>are available throughout the year</b> (with few exceptions – i.e. holidays).</p> <p>Students must be registered for classes.</p>	<p><b>If student’s behavior does not improve</b> or student decides not to pursue counseling options forward to <a href="#">CARE Team</a> for further evaluation / intervention.</p> <p><a href="https://deanofstudents.nmsu.edu/studentassistanceservices/report.html">https://deanofstudents.nmsu.edu/studentassistanceservices/report.html</a></p>
	<p>Student can be referred to, evaluated, and then registered</p>	<p>Faculty should work with students and Student Accessibility Services (SAS) to provide</p>	<p>Students can receive accommodations at any time in the semester and faculty are required</p>	<p><b>If student’s behavior does not improve</b> with SAS accommodations options - forward to</p>

STUDENT SITUATION	OPTIONS	POTENTIAL IMPACT(S) ON STUDENT SUCCESS	TIMING CONSIDERATIONS	NEXT STEPS
	<p>through <b>Student Accessibility Services</b> to receive academic and/or housing accommodations.</p> <p>Faculty will receive directions as to <b>required</b> accommodations based on intake evaluation by an Access Coordinator.</p> <p><a href="https://sas.nmsu.edu">https://sas.nmsu.edu</a></p>	<p>appropriate ADA accommodations (in-person and on-line).</p>	<p>to comply with accommodations once memo has been received.</p> <p>Accommodations may be retroactive to beginning of the semester at professor's discretion.</p>	<p><b>CARE Team</b> for further evaluation / intervention.</p> <p><a href="https://deanofstudents.nmsu.edu/studentassistanceservices/report.html">https://deanofstudents.nmsu.edu/studentassistanceservices/report.html</a></p>
	<p>Incomplete (I)</p> <p><i>For more information about this process see ARP 4.55 Part 2. Grade designations other than A-F Section D.</i></p> <p><a href="https://arp.nmsu.edu/4-55/">https://arp.nmsu.edu/4-55/</a></p>	<p>Complete course = no impact; non-completion of course will impact financial aid (progress) and progress toward degree; prerequisite issues and future registration</p>	<p>Incomplete agreements should be in place <b>by the time grades are turned in for the semester</b>. After that time, a change of grade form will be required to update their grade to an Incomplete.</p>	<p>If faculty member identifies that an incomplete is not possible, forward to <b>Dean of Students (DOS)</b> for further evaluation / intervention.</p> <p><a href="mailto:dos@nmsu.edu">dos@nmsu.edu</a></p> <p><a href="https://deanofstudents.nmsu.edu/studentassistanceservices/report.html">https://deanofstudents.nmsu.edu/studentassistanceservices/report.html</a></p>
	<p>Withdrawal from University (W)</p> <p><i>For more information about this process see ARP 4.55 Part 2. Grade designations other than A-F Section C.</i></p> <p><a href="https://arp.nmsu.edu/4-55/">https://arp.nmsu.edu/4-55/</a></p>	<p>Loss of financial aid/waiver/scholarship to include repayment requirements; progression toward degree; prerequisite issues and future registration; student financial account balances (still will owe balance)</p>	<p>Must be requested by the student to the Student Records Office <b>before the last day of regular classes</b>. (i.e., the week before Finals Week)</p>	<p>If past this deadline, forward to <b>Dean of Students (DOS)</b> for further evaluation / intervention.</p> <p><a href="mailto:dos@nmsu.edu">dos@nmsu.edu</a></p> <p><a href="https://deanofstudents.nmsu.edu/studentassistanceservices/report.html">https://deanofstudents.nmsu.edu/studentassistanceservices/report.html</a></p>

STUDENT SITUATION	OPTIONS	POTENTIAL IMPACT(S) ON STUDENT SUCCESS	TIMING CONSIDERATIONS	NEXT STEPS
<b>Academic issues and/or concerns</b> (Attendance, grades, test makeups and/or location options, lab equipment and/or access)	Absence Policy	Unique to student's situation and syllabus requirements.  Refer to <a href="#">ARP 4.46</a> for Authorized Absences from Class	Deadlines should be outlined in class syllabus and are at the discretion of the faculty member.	Faculty can request documentation regarding the absence (e.g., doctors excuse notification, Dean of Students (DOS) excuse notification, obituary or funeral service program).
	Grade Appeal Process	May resolve issue for student – refer Undergraduate Academic Grievances ARP 5.13 or Graduate Student Academic Grievances ARP 5.14	Deadlines are referred to in ARP 5.13 and 5.14.	Refer student to <a href="#">ARP 5.13</a> or <a href="#">ARP 5.14</a> and complete process through department head and academic dean's office.
	Incomplete (I)  <i>For more information about this process see ARP 4.55 Part 2. Grade designations other than A-F Section D.</i> <a href="https://arp.nmsu.edu/4-55/">https://arp.nmsu.edu/4-55/</a>	Complete course = no impact; non-completion of course will impact financial aid (progress) and progress toward degree; prerequisite issues and future registration		
	Withdrawal from University (W)  <i>For more information about this process see ARP 4.55 Part 2. Grade designations other than A-F Section C.</i> <a href="https://arp.nmsu.edu/4-55/">https://arp.nmsu.edu/4-55/</a>	Loss of financial aid/waiver/scholarship to include repayment requirements; progression towards degree; prerequisite issues and future registration; student financial account balances (still will owe balance)		
<b>Technology Issue</b> (e.g., internet availability, connectivity reliability, hardware or software availability/reliability, testing needs)	ICT equipment lending options	Availability of laptops, tablets, printers, Wi-Fi solutions	Equipment rental is available anytime during the semester.	Refer to ICT <a href="https://studenttech.nmsu.edu/">https://studenttech.nmsu.edu/</a>
	ICT software & download options	Free downloadable software available to students to complete assignment.	No deadline as long as they are registered for classes at that time	Refer to ICT <a href="https://studenttech.nmsu.edu/">https://studenttech.nmsu.edu/</a>
	Aggie Emergency Fund for procurement of equipment/software	Financial assistance may be available for purchase of technology resources, etc.	Funding must be requested by the student through Student Assistance Services Office <b>before</b> the last day of regular classes. (Week before Finals Week)	Refer to <b>Student Assistance Services</b> for further evaluation / intervention.  <a href="mailto:dos@nmsu.edu">dos@nmsu.edu</a>  <a href="https://deanofstudents.nmsu.edu/studentassistanceservices/as.html">https://deanofstudents.nmsu.edu/studentassistanceservices/as.html</a>

STUDENT SITUATION	OPTIONS	POTENTIAL IMPACT(S) ON STUDENT SUCCESS	TIMING CONSIDERATIONS	NEXT STEPS
-------------------	---------	--	-----------------------	------------

<p><b>Disability Specific Accommodations (ADA)</b> (e.g., time on tests, interpreters/captioning, test location, attendance, due date extensions)</p>	<p>Must be registered through Student Accessibility Services (SAS) to receive accommodations</p> <p>Faculty will receive directions as to <b>required</b> accommodations</p>	<p>Faculty work with students and SAS to provide appropriate accommodations (in-person and on-line).</p>	<p>Students can receive accommodations at <b>any time</b> during the semester and faculty are required to comply with accommodations once official memo has been received.</p> <p>Accommodations may be retroactive to the beginning of the semester at professor's discretion.</p>	<p>Questions – refer to <b><u><a href="#">Student Accessibility Services</a></u></b></p> <p><a href="mailto:SAS@nmsu.edu">SAS@nmsu.edu</a></p> <p><a href="https://sas.nmsu.edu/">https://sas.nmsu.edu/</a></p>
<p><b>Title IX or Other Directed Accommodations</b> (e.g., no contact orders, class changes, online issues)</p>	<p>Student should be referred to the <b><u><a href="#">Office of Institutional Equity</a></u></b> (OIE) to report an incident and receive academic and/or housing accommodations.</p> <p>Must be confirmed by Office of Institutional Equity (OIE) or Dean of Students (DOS) to receive accommodations</p> <p>Faculty will receive directions as to <b>required</b> accommodations</p>	<p>Faculty work with students and OIE or DOS to provide appropriate accommodations (in-person and on-line).</p>	<p>Students can receive accommodations at any time in the semester and faculty are required to comply with accommodations once official memo has been received.</p> <p>Accommodations may be retroactive to the beginning of the semester at professor's discretion.</p>	<p>Questions – refer to <b><u><a href="#">Office of Institutional Equity</a></u></b></p> <p><a href="mailto:equity@nmsu.edu">equity@nmsu.edu</a></p> <p><a href="https://equity.nmsu.edu/">https://equity.nmsu.edu/</a></p>