COURSE MATERIALS:
Required Text and Materials:
(2) In class material provided by the instructor

Recommended Materials:
- PowerPoint presentations for the assigned chapters are on MyNMSU. I recommend that you download these slides (as notes) and bring them to class with you. It is also recommended that you bring your text to class with you. When we do in-class exercises, you will be at a disadvantage if you do not have it.

COMMUNICATION WITH YOUR INSTRUCTORS
By Email:
Email is the best way to communicate with your instructor. When sending email to your instructor, please sign your message with your first and last name. Please use your nmsu.edu email whenever possible and put MGT502 in the subject line. Emails with no subject line or an unidentifiable name will be deleted as a protection against computer viruses. Thank you for your consideration.

By Phone:
When leaving a phone message please say your name very distinctly and repeat your phone number slowly, twice. Please include the area code. If your message includes the nature of your request, it may be possible to answer your question by leaving a message for you, even if you are not available when your call is returned. Failure to say your name and number distinctly may mean your phone call cannot be returned.

COURSE DESCRIPTION:
Operations Management is concerned with the design of productive systems (operating systems) and with the development of management planning and control processes for managing them. A productive system comprises of those elements of an organization that do productive work. They consist of the transformation processes that create goods and service that an organization supplies to its customers.

The basic strategy to be followed in this course is simply that of studying the important problems confronting operations managers, and decision-making processes by which those problems are resolved. In doing so, we will also be attempting to build an integrated view of the problems and of the approaches taken to them. There will also be a great deal of emphasis on the understanding and design of management planning and control systems associated with operating problems.

The field of Operations Management evolved from Production, or Manufacturing Management. The basic concepts and methodologies to be presented were developed primarily for manufacturing operations. Operations Management, however, does not focus entirely on manufacturing problems and methodologies. Many typical problems found in the service industries (i.e., banks, hospitals, hotels, accounting firms, and department stores) are similar to those found in the manufacturing industries (i.e., automobile, machine and tool, and home appliance manufacturers).
Therefore, in this course we will attempt to generalize some of the concepts and methodologies which were originally developed for the manufacturing industries to the service industries.

**COURSE OBJECTIVES**

The objectives of the course are:

1. To develop an understanding of the problems in the production and delivery of goods and service in manufacturing and service organizations.

2. To develop an understanding of the basic concepts and methodologies for designing operating systems and management planning and control as well as decision-making processes for managing them.

3. To develop an ability to apply Operations Management concepts and methodologies in a variety of settings.

Covering all of these objectives means we will all be extremely busy. Your instructors have a goal that you will have a positive learning experience, and that you will see the value of this course to your professional life in the business community. You probably have a goal of getting a good grade in the course. If we work together, we should be able to accomplish ALL of these goals.

**FINAL EXAM SCHEDULE:**

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**INSTRUCTOR’S EXPECTATIONS and REQUIREMENTS OF PARTICIPANTS**

*Expectations for your classroom behavior, you are expected to:*

- Attend all class meetings and exams.
- Arrive on time. The class begins at 6 pm sharp. Students who enter the class late, or leave early (for any reason) tend to interrupt the lectures and the general train of thought for other students and the instructor. So please avoid doing so. If you must be late or leave early, do so in as unobtrusive a manner as possible (e.g., sit near the door, do not ask the instructor to repeat information during class time, and DO NOT ask other students to 'catch you up,’ etc). I will take the role randomly.
- Read assigned materials AHEAD of the class period in which the materials are scheduled to be discussed. This requirement is absolutely essential for in-class cases, as you will analyze cases with your team in class, and hand in or present your solution in class.
- Turn off all cell phones, pagers, iPods, etc. at the beginning of class. Use of these devices during class time is disrespectful to the Instructor and fellow students.
- Complete and submit all assignments on schedule. This includes assigned reading, exercises, and homework problems.
- Indicate your presence in class by signing the attendance sheet for yourself and yourself only. This responsibility it yours and yours alone. If you do not sign the attendance sheet during the class period, your attendance points may be subject to reduction. Remembering later that you forgot to sign will not result in the same number of points as signing in during class
- Alternatively, the instructor may take attendance. You are expected to make and USE a name card showing your first and last name. Some days your professor may take attendance by means of the name cards, and on those days, if you do not have a name card in front of you, you will not receive full attendance points, even if you have signed the attendance sheet.
- Let the instructor know by email or phone that you will miss class, especially if an assignment is due.
- To be aware of class schedule changes and key dates.
- Stay until class is finished.
• Behave in class in a manner that respects the rights of your classmates to hear and to learn.
*** Those who disregard these guidelines will have participation points subtracted instead of added

Expectations for your behavior with regard to exams and individual assignments:
- When you are directed to do individual work, such as an exam or the individual project, you are expected to do just that – your own individual work. You are not to share your work with others or to copy anyone else’s work. The prohibition on copying extends to people not in your own class, and to people who have previously taken the course. See the excerpt from the NMSU Student Code of conduct below. For more information on ethical behavior with respect to written assignments see the Bb MGT502 Course Information. There are links with more details about plagiarism.
- Exams are expected to be taken at the assigned time for your class. Exams taken at any other time, early or late, regardless of reason, may be subject to a minimum 10% penalty.

Expectations for your behavior with regard to team assignments:
For team assignments all work turned in is expected to be the original work of the team. Any and all material sources will be cited appropriately or loss of credit will result. Please see the document on the Bb MGT502 web site under Course information titled Report Guidelines. Also see the excerpt from the NMSU Student Code of Conduct below. All team members are expected to do her or his share of the work. A team is responsible for structuring team work assignments so that every person has some role in each phase of the project. Consider that a project generally has the Idea generation phase, a research collection phase, an organization of the research and draft writing phase, and a finalization phase. Each team is expected to be able to tell me what he or she has contributed in each phase, and be able to produce some evidence to support that contribution (notes, or a draft document.). Furthermore, there should be some general agreement among team members that about what each person’s contribution is.

If a team is having difficulty working together, please tell your professor as soon as you have discovered there is a problem. Signs of difficulty include (but are not limited to) the following:
• one team member not attending meetings
• one team member having to do all the work
• one team member never being available or in class
• never being able to reach one or more team members
• a team member does not complete something for which he or she has accepted responsibility
• one team member never accepts responsibility for any part of the assignment.

If you experience any of these symptoms, please discuss it as soon as possible with your professor who will try to help you and your team with an equitable solution. Disagreements and dysfunctional teams that come to your professor’s attention at the end of the semester will result in a lower grade for the entire team.

You are expected to submit individual and team assignments on time. There is a penalty for late submission of assignments. The penalty starts at 10% for 10 minutes late up to 24 hours and adds an additional 10% penalty each day after that for two days. (Days end at 5 PM). After three days, the penalty goes to 50%. The moral of the story is: get your work in on time!

Excused absences excuse you, “the body,” not any work that is due. Failure to turn in assignments on time will result in a zero on the assignment. Similarly, an excused absence does not excuse you from obtaining handouts and assignments that you may have missed. IT IS YOUR RESPONSIBILITY TO FIND OUT WHAT YOU MAY HAVE MISSED AND TO MAKE ARRANGEMENTS WITH THE INSTRUCTOR TO OBTAIN ANY HANDOUTS, ETC.

• Hint: Homework will be collected at the beginning of class. I will not accept any homework assignments after I have collected the assignments from the class. If for some reason you cannot attend class to turn in your homework, any e-mailed homework must be received BEFORE 9:30 am on the due date.
ACADEMIC DISHONESTY AND ETHICAL STANDARDS FOR STUDENTS
The following section is from the New Mexico State University Student Code of Conduct (Source: New Mexico State University Code of Conduct):

Academic Misconduct - Any student found guilty of academic misconduct shall be subject to disciplinary action. Academic misconduct includes, but is not limited to, the following actions:
1. Cheating or knowingly assisting another student in committing an act of cheating or other forms of academic dishonesty.
2. Plagiarism is using another person’s work without acknowledgment, making it appear to be one’s own. Any ideas, words, pictures, or other source must be acknowledged in a citation that gives credit to the source. This is true no mater where the material comes from, including the internet, other student’s work, unpublished materials, or oral sources. Intentional and unintentional instances of plagiarism are considered instances of academic misconduct. It is the responsibility of the student submitting the work in question to know, understand, and comply with this policy. If no citation is given, then borrowing any of the following would be an example of plagiarism:
   § An idea or opinion, even when put into one’s own words (paraphrase)
   § A few well-said words, if these are a unique insight
   § Many words, even if one changes most of them
   § Materials assembled by others, for instance quotes or a bibliography
   § An argument
   § A pattern or idea
   § Graphs, pictures, or other illustrations
   § Facts
   § All or part of an existing paper or other resource
   This list is not meant to include all possible examples of plagiarism. See the University Library’s web page on plagiarism for further examples.
3. Unauthorized possession of examinations, reserve library materials, laboratory materials, or other course-related materials.
4. Unauthorized changing of grades on an examination, in an instructor's grade book, or on a grade report; or unauthorized access to academic computer records.
5. Nondisclosure or misrepresentation in filling out applications or other University records in, or for, academic departments or colleges.

Students who engage in disruptive activities in an academic setting (e.g., classrooms, academic offices or academic buildings) are subject to disciplinary action in accordance with Section IV - Non Academic Misconduct - All Students. Such students are also subject to administrative actions in accordance with the NMSU Graduate and Undergraduate Catalogs.

If you are unclear about what constitutes academic dishonesty, please see an additional explanation of plagiarism on the website of the Writing Tutorial Services page at NMSU http://lib.nmsu.edu/plagiarism/ (August 6, 2008) and the web site of the Online Writing Lab at Purdue University http://owl.english.purdue.edu/handouts/research/r_plagiar.html (August 6, 2008). For links to these two web sites go to Bb Course Information where we have two links to documents that describe plagiarism. I strongly recommend that you read these documents.

If you are in the least bit doubtful about whether you should cite a source or not, cite the source. What can get you in trouble is an action that you don’t think constitutes cheating, but it does.

Here is an example of a very common form of academic dishonesty: Using a quotation or paraphrase from a web site without citing the name of the web site (the EXACT URL), and the date of the access.
There will be occasions in your individual and team project reports when you will probably want to quote from or paraphrase information on web sites. There is nothing wrong with this action if you give the proper credit (the exact URL, and the date that you “lifted” the quote.) In other words, extensive reporting of sources will keep you out of trouble. You must collect these as you go, because finding them after the fact is sometimes very difficult. Be aware that stringing together a group of quotations lifted from web sites, even when properly documented, does not follow the requirement of any project in this class. You are to critically evaluate what you are reading, make sure you understand it, and then tell about it in YOUR OWN WORDS. The most effective projects will involve a real organization following a supply chain practice, so that information comes from the organization, from people, and from other sources including magazines, newspapers, and web sites.

GRADING AND EVALUATION
One of the expectations that the University has is that your performance in the course will be evaluated and a grade will be assigned. Customers for the output of this course – the organizations that will hire you, the professors who will instruct you in other courses that follow this one, and you, yourself, as a tuition-paying student, expect that assessment will be reliable and fair, and will reflect your understanding of the concepts in the course. There is widespread recognition, based on much pedagogical evidence, that people learn in many ways. Therefore, we give you a variety of methods with which to demonstrate your mastery of the concepts and ideas in the course. With those considerations in mind, you will be graded based on performance in the exams, assignments, and activities listed below:
### Operations Management: Tentative Class Schedule

<table>
<thead>
<tr>
<th>Wk</th>
<th>Date</th>
<th>Subject</th>
<th>Ch</th>
<th>Guest Presentor</th>
<th>In-Class Cases</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Jan 17</td>
<td>Operations Intro</td>
<td>1</td>
<td>Jan Refsdahl</td>
<td>Case 1.1 *</td>
<td>Additional</td>
</tr>
<tr>
<td>2</td>
<td>Jan 24</td>
<td>Quality Management</td>
<td>2</td>
<td>Swift Engineering</td>
<td>Case 2.3 *</td>
<td>Material**</td>
</tr>
<tr>
<td>3</td>
<td>Jan 31</td>
<td>Statistical Process Control</td>
<td>3</td>
<td></td>
<td>Case 3.1</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Feb 7</td>
<td>Product Design</td>
<td>4</td>
<td></td>
<td>Case 4.1</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Jan 14</td>
<td>Service Design</td>
<td>5</td>
<td>M-S-I</td>
<td>Case 5.3 *</td>
<td>Material**</td>
</tr>
<tr>
<td>6</td>
<td>Jan 21</td>
<td>Processes and Technology</td>
<td>6</td>
<td></td>
<td>Case 6.2</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Jan 28</td>
<td>Capacity and Facility Design</td>
<td>7</td>
<td></td>
<td>Cases 7.1 or 7.2</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Mar 7</td>
<td>Mid-Term Exam</td>
<td></td>
<td>Covers Chapters 1,2,3,4,5,6,7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Apr 4</td>
<td>Forecasting</td>
<td>12</td>
<td>Gary Daniels,</td>
<td>&quot;C&amp;F Apparel&quot;</td>
<td>Additional</td>
</tr>
<tr>
<td>10</td>
<td>Apr 11</td>
<td>Inventory Management</td>
<td>13</td>
<td>Bertolini Seating</td>
<td>&quot;Champion Inv&quot;</td>
<td>Material**</td>
</tr>
<tr>
<td>11</td>
<td>Apr 28</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Apr 18</td>
<td>Sales and Operations Planning</td>
<td>14</td>
<td></td>
<td>Case 14.1*</td>
<td>***</td>
</tr>
<tr>
<td>13</td>
<td>Apr 25</td>
<td>Lean Systems</td>
<td>16</td>
<td></td>
<td>Case 16.2 *</td>
<td>***</td>
</tr>
<tr>
<td>14</td>
<td>Apr 14</td>
<td>Supply Chain</td>
<td>10</td>
<td></td>
<td>Case 10.1 *</td>
<td>***</td>
</tr>
<tr>
<td>15</td>
<td>Apr 21</td>
<td>Global Supply</td>
<td>11</td>
<td>Dick Dwyer,</td>
<td>&quot;Global Semiconductor&quot;</td>
<td>Additional</td>
</tr>
<tr>
<td>16</td>
<td>May 2</td>
<td>Final Presentations</td>
<td>10 minute presentations by 6-7 groups</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Final Exam Date</td>
<td></td>
<td></td>
<td>Covers Chapters 10,11,12,13,14,16</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

^ Everyone should come prepared to discuss the assigned case. In most weeks, there will be assigned
* Check Blackboard for assigned questions to be answered on the discussion threads
** See Blackboard for list of material and internet websites/videos to review PRIOR to class for the
for the class lecture
*** Possible presentations depending on the number of teams.

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**Grades and Grading.** The course grade will be determined by your performance on four examinations, case study, presentation, and homework. Excessive absences can be expected to lead to a failing grade. The grading system used in this course is as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>900-1000</td>
</tr>
<tr>
<td>B</td>
<td>800-899.99</td>
</tr>
<tr>
<td>C</td>
<td>700-799.99</td>
</tr>
<tr>
<td>D</td>
<td>600-699.99</td>
</tr>
<tr>
<td>F</td>
<td>599.99 and below</td>
</tr>
</tbody>
</table>
Probable Examination and Assignments and Weights Expected

<table>
<thead>
<tr>
<th>Assignments to be performed as individual</th>
<th>Points Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid-Term</td>
<td>220</td>
</tr>
<tr>
<td>Final Exam</td>
<td>220</td>
</tr>
<tr>
<td>Attendance and Participation (13 days at 10 points per day)</td>
<td>130</td>
</tr>
</tbody>
</table>

Assignments to be performed in teams

<table>
<thead>
<tr>
<th>Team Project</th>
<th>Points Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part 1 - Progress Reports (a,b,c)</td>
<td>40</td>
</tr>
<tr>
<td>Part 2 – Final Report</td>
<td>120</td>
</tr>
<tr>
<td>Part 3 – Final Presentation</td>
<td>90</td>
</tr>
<tr>
<td>Case Studies (Submitted to Blackboard -12x15)</td>
<td>180</td>
</tr>
<tr>
<td>Total</td>
<td>1,000</td>
</tr>
</tbody>
</table>

*Note: the schedule is subject to changes in response to progress & opportunities that may arise in a given semester. Therefore it is imperative for you to attend class & be aware of new developments in the course which may affect the due dates of homework or scheduling of tests. The purpose of exams is to assess your knowledge of material presented in the course and text, and your skill level at problem solving. Exams will be in class and are likely to be problem solving, multiple choice and short answer essay format. You are expected to work alone on the exams. For in-class exams you may use your own calculator but you may not share calculators. Exams that are taken anytime except when they are given in class, no matter what the reason, are subject to a penalty of at least 10%.

In and out of class Cases and Assignments

We will have several in-class assignments. Most of these will involve a case that you will be assigned to read before class. During class, you and your team will analyze the case, and either turn in or present your answers. You and your team will be at a disadvantage if you have not read the case ahead of time, and if you do not have a textbook with you for reference. These cases and the reading for other in-class assignments will be posted on MyNMSU MGT 502. Points for these cases and other exercises will range from 5 to 25.

Other Important Information:

· **Drop Dates and Incompletes.** Note the last day to drop with a "W" in the table above. By that time you will have received at least one exam score. If you are not certain about your grades in the class prior to the drop date, please see the instructor. The student is responsible for dropping the course, not the instructor. Choosing to drop the course but failing to actually withdraw prior to the deadline will result in an "F" grade. The following describes university policy regarding incompletes: "Incompletes may be given only if a student has a passing grade at mid-semester (the last day to withdraw from a class) and is precluded from successful completion of the second half of the course by a documented illness, documented death, family crisis or other similar circumstances beyond the student's control."

· **Extra Credit/Bonus Points:** These points are not needed to do well in this class. They are being used to encourage specific behaviors, as motivation for those that wish to excel, and as “just in case” points. The nature of the points is such that they must be planned for. Earn them now, “just in case” you need them later. Bonus points cannot be made up. If you are not present when they are given.
(even when you are excused), you forfeit your chance at those bonus points. Bonus points are determined at the Instructor’s discretion. Spontaneous bonus point opportunities may be offered during the semester. Only those students present have a chance to earn them. DO NOT COME TO ME AT THE END OF THE SEMESTER & ASK TO DO EXTRA CREDIT. TAKE ADVANTAGE OF THE OPPORTUNITIES AS THEY PRESENT THEMSELVES.

Class Attendance and Participation

Presence in class is expected. Cooperative participation is also expected. Attendance will be taken during each class session by means of a sign-in sheet. It is each student’s responsibility to sign in when present. Alternatively, your professor may choose to take the roll daily. If you are present at every class, and exhibit a participative spirit during the case study discussions, use, your name card, and practice appropriate classroom decorum you can earn 3.7 points per day for each non-exam day of class and excluding the first day of class. Points will be lowered for poor decorum in class, lack of preparation in reading and analysis of the case studies and the textbook, and repeated tardiness. There should be no reason that any of these things should happen. Also realize that when you are not present on days of in-class assignments you will not receive those points. However, you may be able to make up some of the assignment points by completing the assignment.

Please avoid scheduling job interviews, work requirements, doctor’s appointments, and other classes during this class. We realize that sometimes these things are out of your control. We appreciate it when you let your instructor know with Email (preferred), a brief note, or voice mail, when you must miss class. If you find that you will need to miss more than two classes, you may be able to substitute other activities for up to half credit for times missed. Contact your instructor immediately when this situation occurs. It is highly recommended that you be present in class for all outside speakers, as the material they present will be unique and is likely to be covered on the exams.

Team Project

You will do a project with a team of 3 people. This team membership may be different than the team with whom you work on in-class assignments, or it may be the same. This team project will involve a study of some portion of the supply management process in an actual organization, or a research paper on a topic of interest to supply managers. The project is described on a separate assignment sheet, which includes guidelines for length and specific requirements. Format guidelines are given in the document posted under course information on MyNMSU. Failure to use these guidelines will result in a lower grade.

Here are relevant milestone dates for the project (due dates are listed on the schedules for each section):

1. Turn in names of team members, a team name and probable topic. Groups should be between 2-3 people. Note the due date on class schedule
2. Part one – Turn in a minimum of three pages describing the topic and listing the individual responsibilities of team members, include an outline for proceeding, a questionnaire if you are interviewing someone, or five questions you hope to answer, and five correctly cited references. Please note that each team member should have some responsibility at each stage of the project. Note the due date on class schedule
3. Part two – Final written report. Note the due date on class schedule
4. Team Presentations of the project will be made the last two weeks of class Guidelines for length, format and attire are provided with the project guidelines.

MISCELLANEOUS ITEMS

Accessing Course Materials On the INTERNET
Your course materials are accessible through Bb at http://my.nmsu.edu
Use of the English Language
All written materials submitted for a grade are expected to use correct grammar, spelling, punctuation and standard American English. Please be especially careful in your use of "there," "their," "you're," "it's," "by," "buy," "to," "too," "two," possessives in general, contractions, and apostrophes. When in doubt, look it up in a usage manual. Some Grammar checkers give you misleading advice, especially with respect to apostrophe usage. Up to 10% of your grade on any one item may be reduced for misuse of the English Language. Please refer to the Guide for all Written Documents for format instructions, and information about citing references.

Strategy for Doing Well in This Course
Start to pay more attention to the systems around you that are responsible for getting goods and services in the right place at the right time, and observe what happens when they don't work or the humans in charge have failed to execute. Notice the different methods available to individuals and organizations for procuring goods. Start to pay attention to order placement and order tracking systems. Notice where inventory is and is not located. Think about the processes by which the goods and services you use or provide to others get to the people who use them. As you observe supply chain management in action everywhere, the concepts in this class will become simple to remember.

Special Challenges
If you are challenged in any way -- sight, hearing, mobility, learning, language or other -- please see your instructor so that we may plan together how best to meet those challenges so that your learning opportunities may be as equitable as possible. If you need more time to take exams, you must make those arrangements through the Matthews Center.

Changes to the Schedule or Policies in this Syllabus
There will be changes to this schedule, these assignments, and occasionally to these policies. Such changes will be announced in class and on MyNMSU, and by email sent to your NMSU email account. (REMEMBER, CHANGE IS INEVITABLE).

STUDENTS WITH DISABILITIES: If you have (or believe you have) a disability & would benefit from classroom accommodation(s), please contact the Services for Students with Disabilities (SSD) Office located at Corbett Center, Room 244 [Phone: 646-6840]. Do not wait until you receive a failing grade. Retroactive accommodations cannot be considered.

<table>
<thead>
<tr>
<th>Student Responsibilities</th>
<th>Faculty Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Register with SSD &amp; obtain accommodation documents early in the semester</td>
<td>1. Sign the Accommodation Request &amp; the Testing Accommodation forms (when presented), retain a copy, &amp; return the original to the student within five 5 working days of receipt</td>
</tr>
<tr>
<td>2. Deliver the completed accommodation and testing form(s) to the instructor(s) within the first 2 weeks of beginning of classes (or within 1 week of the date services are to commence);</td>
<td>2. Contact SSD immediately if there are any questions or disputes regarding accommodation(s), disruptive behavior, etc.</td>
</tr>
<tr>
<td>3. Retrieve the signed form(s) from faculty &amp; return to SSD within 5 days of the receipt from faculty and at least 1 week before any scheduled exam</td>
<td>3. Refer the student to SSD for any additional accommodations.</td>
</tr>
<tr>
<td>4. Contact the SSD Office if the services/accommodations requested are not being provided, not meeting your needs, or if additional accommodations are needed.</td>
<td>4. Accommodations: SSD Office, 646-6840 (Corbett Center, room 244); Michael Armendariz</td>
</tr>
</tbody>
</table>

Feel free to call the Student Accessibility Services (SAS) Office at 575-646-6840 or email at sas@nmsu.edu with any questions you may have on student issues related to the Americans with Disabilities Act (ADA and/or Section 504 of the Rehabilitation Act). Students requesting accommodations and/or services relating to a disability may seek assistance from the SAS Office.
located in Corbett Center, Room 244. All medical information will be treated confidentially. If you have already registered, please make sure that your instructor receives a copy of the accommodation memorandum from SAS within the first two weeks of classes. It is your responsibility to inform either your instructor or a SAS representative in a timely manner if services/accommodations provided are not meeting your needs.

Questions regarding NMSU’s Non-discrimination Policy and discrimination complaints should be referred to Gerard Nevarez, Office of Institutional Equity, 575-646-3635.

**Cancelled Class**
If a class is cancelled or fails to meet *without prior notice*, the assignment for the first resumed class will be the assignment for the canceled class, whatever that assignment was (including an exam). Adjustments will be announced when the class resumes, as well as through MyNMSU and email.

**Bomb Threats, Fire Drills (BTFD), and other unscheduled interruptions**
Should a BTFD occur during an exam, take yourself as quickly as possible to a quiet place such as the library, and **BY YOURSELF, ON YOUR HONOR, COMPLETE THE EXAM. The exam will be due** at the instructor's office, GU 213, or, if the building cannot be entered, in the mall in front of the Student services building, **by 30 minutes past the scheduled ending of the exam.** The extra 30 minutes is to make up for the time required to walk to and from the library. Should a BTFD LASTING LONGER THAN 30 MINUTES interrupt any class in which an exam is not scheduled, the “cancelled class policy” above will apply.