



**Appointment Accountability Policy**  
**Updated on November 30<sup>th</sup>, 2023**

*Please note: This appointment accountability policy exists to maximize access to our services. Clients who cancel at the last minute or are no-shows prevent others from accessing our services.*

Policy:

You must cancel or reschedule your appointment during normal business hours (8 am-5 pm) the day before the scheduled appointment. If you cancel outside of normal business hours, please leave a voicemail at 277-2531, however, it will count toward the limit of no-shows or same-day cancellations/reschedules.

No Show Policy:

In the event of **one (1) documented “no-show,”** you may not schedule another appointment for **one (1) month.**

In the event of **two (2) documented “no-shows,”** you may not schedule another appointment for **six (6) months.** After that period, you must contact the Career Counseling Manager, Marty Apodaca, (rapodaca@unm.edu) to schedule an appointment to discuss the reinstatement of services.

Same-Day Cancellation or Reschedule Policy:

In the event of **two (2) documented “same day cancellations or reschedules,”** you may not schedule **another appointment** and must contact the Career Counseling Manager, Marty Apodaca, (rapodaca@unm.edu) to schedule an appointment to discuss reinstatement of services.

Consecutive Cancellation and Reschedule Policy:

In the event of **two (2) consecutive cancellations or reschedules,** you may not schedule **another appointment** and must contact the Career Counseling Manager, Marty Apodaca, (rapodaca@unm.edu) to schedule an appointment to discuss reinstatement of services.

Arrival Policy:

Please arrive on time. If you have a **“late arrival” of 10 minutes or more,** we may need to reschedule the appointment.

Definitions:

**“No Show”** shall mean any client who fails to arrive for a scheduled appointment and does not call to notify the office or email your career development facilitator (cdf). Please visit our website: <https://career.unm.edu/about/meet-our-staff.html> for cdf email addresses.

**“Same Day Cancellation or Reschedule”** shall mean any client who cancels or reschedules an appointment on the same day.

**“Late Arrival”** shall mean any client who arrives 10 minutes after the expected arrival time for the scheduled appointment.