

Appointment Accountability Policy

Please note: This appointment accountability policy exists to maximize access to our services. When a client reschedules or no-shows an appointment, that time slot could have been offered to another client.

Policy:

An appointment must be cancelled or rescheduled during normal business hours (8am-5pm) the day prior to the scheduled appointment. If the call is received outside of normal business hours, please leave a voicemail at 277-2531, however, it will count toward the limit of 3 no-shows or same day cancellations/reschedules.

In the event of **three (3) documented “no-shows” or “same-day cancellations,”** the client is **not permitted to use our services for six (6) months.** After that period of time, the client must contact the Career Counseling Manager, Autumn Collins, (autumnc@unm.edu) to schedule an appointment to discuss reinstatement of services.

Please arrive on time. If a client has a “late arrival,” please understand the appointment may need to be rescheduled.

Definitions:

“No Show” shall mean any student 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.