UTSA Online Orientation Information
Updated as of 12.08.2014

STEP 1 – Are You a Freshmen, Freshmen Transfer or Transfer Student?
Know your Admissions status so that you can determine the appropriate online orientation registration timeframe:
Transfer Requirements - http://utsa.edu/admissions/undergrad/requirements/transfers.html

STEP 2 – When to Register vs. When to Complete Online Orientation
Review the table below to determine the approximate timeframe for your online orientation. Note that online orientation registration will open in ASAP at one time and online orientation will open for completion of the program at another time. Timeframes listed below are estimates only and subject to change without official notice.

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<th>Spring Term</th>
<th>Summer Term</th>
<th>Fall Term</th>
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| Freshmen & Freshmen Transfer Students  
(0-29 Transferable College Credit Hours) | **Register**: Mid-December  
**Complete**: Mid-December to January | **Register**: Late-April  
**Complete**: Early-May to July | **Register**: Early-August  
**Complete**: Mid-August to Late-August |
| Transfer Students  
(30+ Transferable College Credit Hours) | **Register**: Late-September  
**Complete**: Late-September to January | **Register**: Late-February  
**Complete**: Late-February to July | **Register**: Late-February  
**Complete**: Late-February to Late-August |

**KEY:**  
**Register** = Online Orientation Registration Opens in ASAP  
**Complete** = Online Orientation Modules & Quizzes are Available in Blackboard for Completion  
**Spring Term** = Classes Jan-May  
**Summer Term** = Classes May-July  
**Fall Term** = Classes Aug-Dec

STEP 3 – Know the Following About Online Orientation
- New students who cannot attend an on-campus orientation program will have the opportunity to participate in an online orientation experience.
- The online orientation is filled with valuable information about UTSA services, resources, academic policies and much more!
- All new students will be assessed the Online Orientation fee as part of your Tuition and Fee bill - Online Orientation fee $55.
  - It is the student’s responsibility to pay this fee in full even if they do not complete the Online Orientation. THIS FEE IS NON-REFUNDABLE even if this student elects not to attend UTSA.
  - Students can pay this fee to Fiscal Services at either the Main or Downtown campus. For payment options contact Fiscal Services at (210) 458-8000.
  - Note: Fall Term Freshmen / Freshmen Transfer must make a $50 pre-payment. The remaining balance will be assessed to your Tuition and Fees.
- For freshmen and freshmen transfer students
  - Online orientation will only become available after all on-campus orientations are complete. No exceptions will be made for completing online orientation prior to this time.
- Online orientation DOES NOT include academic advising therefore students must contact their academic advising center to schedule an advising appointment.
- Online orientation DOES NOT include testing therefore students must contact Testing Services to complete testing.
- Log in to your ASAP account to review and take care of any possible university holds you may have.
  - ASAP Main Screen > Student Services > Student Records > View Holds
- Course registration can only happen AFTER you successfully complete all online orientation modules and your hold is lifted.

STEP 4 – Register for Online Orientation in ASAP
- When your Online Orientation registration opens, you should log into your ASAP account and register
  - ASAP Main Screen > Student Services > New Undergraduate Student Orientation > Follow Steps
- Print and review your confirmation letter for online orientation that you were instructed to print out at the end of your ASAP orientation registration process. This document includes important information and dates for completing your online orientation program.
• After you have registered in ASAP for Online Orientation, the electronic system may take up to 24 hours to load you from ASAP into Blackboard.
  ASAP - https://asap.utsa.edu/

### How to Register for Orientation in ASAP

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**NOTES:**
- **Spring Term** = Classes Jan-May
- **Summer Term** = Classes May-July
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### STEP 5 – Complete the Online Orientation Program in Blackboard

- Use your custom **confirmation packet** provided at the end of your ASAP registration process to successfully begin.
- **Wait 24 hours** to be loaded electronically into Blackboard from ASAP.
- You will **complete your online orientation program** within Blackboard Learn.
  - Blackboard Learn - [http://learn.utsa.edu](http://learn.utsa.edu)
- **Check Your Browser:** At the top of the Blackboard Learn screen, select "Check your Browser" from the Login drop down menu. Then run the system check on your computer.
- **Login:** After you run your browser check, select "Login to Blackboard," then select "Sign in using myUTSA ID" on the right side of your screen. Login to Blackboard for the online orientation experience by entering your myUTSA ID (abc123) and passphrase (note, this is the same login that you used to access ASAP).
  - **Blackboard Login Issues:** If you are having difficulties logging into Blackboard Learn, contact the [OIT Help Desk](https://utsa.edu/it/it-helpdesk) for a password reset at 210-458-5538.
- Under the myCourses list locate and click on **Undergraduate Orientation / Online Orientation** to begin.
- **Complete All Modules & the Final Quiz:** Online Orientation will consist of eight modules. At the end of the online orientation experience, you will have a quiz to complete and pass with a 90% or above. If you do not pass the quiz with a 90% or above you will be instructed to re-take the quiz again until you achieve a score of 90% or better.
- **TECHNICAL DIFFICULTIES:**
  - Issues with **Login to Blackboard:** If you are having difficulties logging into Blackboard Learn, contact the [OIT Help Desk](https://utsa.edu/it/it-helpdesk) for a password reset at 210-458-5538.
  - **Issues with Online Orientation Program/Modules:** If you experience any technical difficulties with online orientation or navigating through the modules, contact: Orientation and Family Programs at 210-458-4724 (Monday-Friday, 8am to 5pm). DO NOT CALL the Blackboard HELP line or the OIT Help Desk as they will not be able to assist you with online orientation.
  - **Troubleshooting on Your Own:**
    - 1) Did you run the browser check?
    - 2) Did you register yet for online orientation in ASAP?
    - 3) Did you wait 24 hours to be loaded into the system from ASAP to Blackboard?
    - 4) Did you try another browser?
    - 5) Did you try another computer?
    - 6) Is your program timeframe available yet? (Review your confirmation letter that you were instructed to print out in ASAP)

### STEP 6 – What’s Next After You Complete Online Orientation

- Once all modules have been viewed and the quiz is taken and passed with a score of 90% or above, your Orientation Hold will be lifted within 24 business hours of the successful completion of Online Orientation (Monday-Friday, 8am to 5pm).
- Follow the Step-by-Step instruction sheet provided at the end of the online orientation process.
- **Note:** The “Orientation Hold” and the “Orientation Advising Hold” are two separate items. The Orientation Hold is removed on successful completion of online orientation, while the Orientation Advising Hold is removed after a student has met with their Academic Advisor.

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**Questions? - Contact Us**

UTSA Orientation and Family Programs  
Multidisciplinary Studies Building - MS 2.01.10  
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orientation@utsa.edu