UTSA®

The University of Texas at San Antonio

Office of the Vice President for Student Affairs
2013-2014 Student Ombudsperson Annual Report

Prepared by Carol Gonzalez

The University of Texas at San Antonio

I. Introduction

The 2013-2014 annual report includes the following:

- a description of the role of this position,
- promotion efforts,
- a summary of the individuals served including areas of concern,
- recommendations for change and/or improvement, and
- a comparative analysis for the years 2011-2014.

II. Role of the Student Ombudsperson

The primary role of the Student Ombudsperson is to assist students who are encountering challenges within the campus community by listening to concerns, providing and clarifying information, identifying and evaluating options, acting as a facilitator or mediator, serving as a referral agent, and making recommendations for change to enhance the mission of the University of Texas at San Antonio (UTSA).

The Student Ombudsperson offers confidential services to all students in a welcoming and safe environment and communicates with various representatives and offices to respond to and help resolve concerns in a timely manner. Parents and other individuals are also assisted within Family Education Rights and Privacy Act (FERPA) guidelines in an effort to possibly remedy a particular situation. The Student Ombudsperson reports to the Vice President for Student Affairs (VPSA) and can be reached by appointment, email, fax, phone, and mail. Walk-ins are also welcome.

III. Promotion

The Student Ombudsperson position was publicized in the Freshman Orientation Planner and Family Association Calendar. In addition, the Student Ombudsperson and Academic Affairs Ombudsperson co-presented about their roles at the summer 2014 Family Orientation Programs. Information about a student's rights and responsibilities, which included information about the Student Ombudsperson position, was also sent out to all currently enrolled students via email during the fall, spring and summer semesters. The Student Ombudsperson web page - http://www.utsa.edu/students/ombudsperson/ and online Information Bulletin also continued to serve as resources for information about this position.

IV. Statistics

Person Type
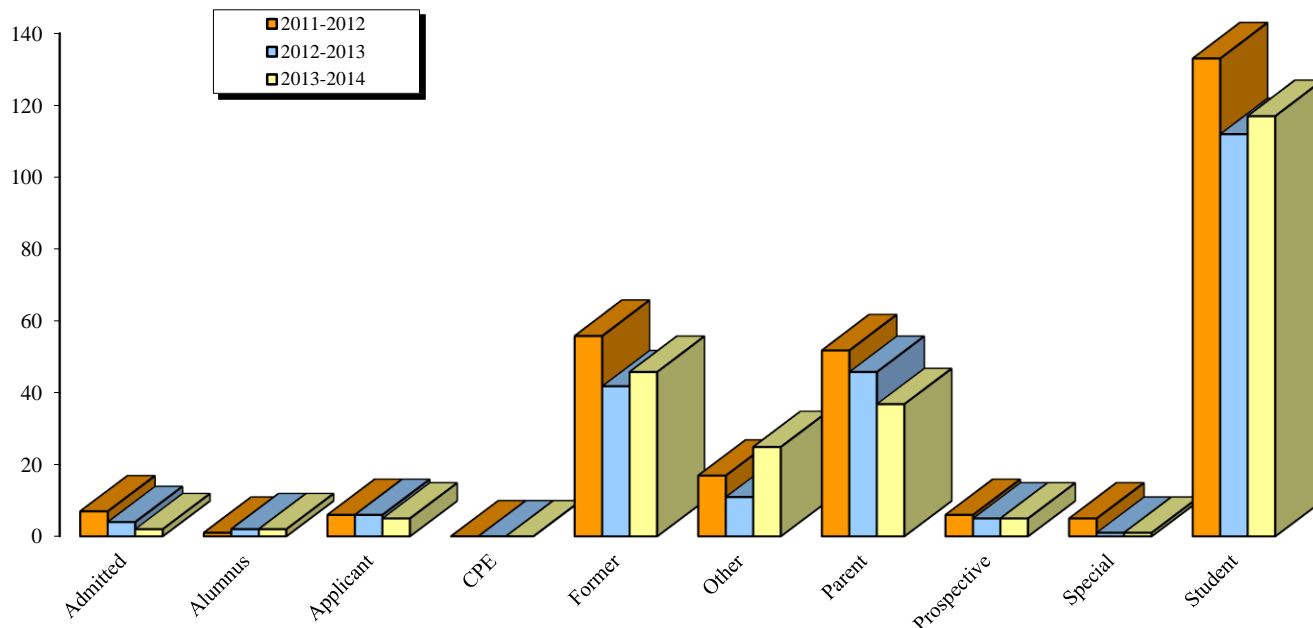
Person Type	2011-2012	2012-2013	2013-2014	Total
Admitted	7	4	2	13
Alumnus	1	2	2	5
Applicant	6	6	5	17
CPE	0	0	0	0
Former	56	42	46	144
Other	17	11	25	53
Parent	52	46	37	135
Prospective	6	5	5	16
Special	5	1	1	7
Student	133	112	117	362
Total	283	229	240	752

The Student Ombudsperson assisted two hundred and forty (240) individuals in 2013-2014 versus two hundred and twenty nine (229) in 2012-2013 and two hundred eighty three (283) in 2011-2012. The total number served during this three-year period was seven hundred and fifty two (752) with an average of two hundred and fifty-one (251) individuals per year.

Currently enrolled students, former students and parents were the types of individuals served most often in 2013-2014. Cumulatively, from 2011-2014, these same categories represented the majority of individuals assisted by the Student Ombudsperson.

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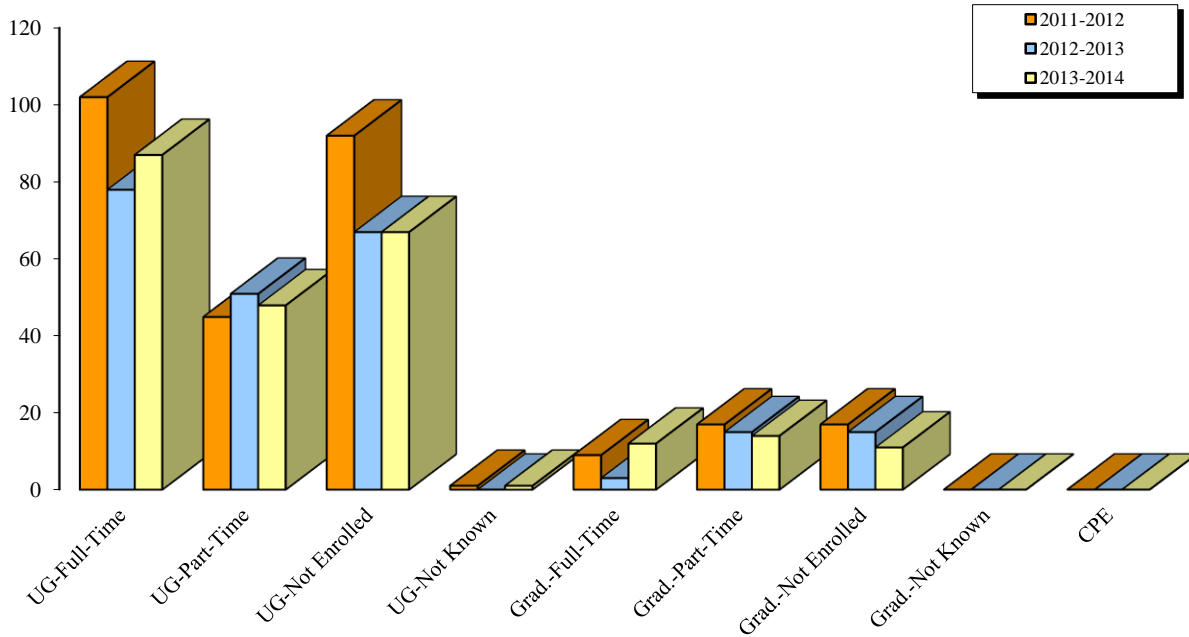| Person Type	2011-2012	2012-2013	2013-2014
Former	56=20%	42=18%	46=19%
Parent	52=18%	46=20%	37=15%
Student	133=47%	112=49%	117=49%

The individuals assisted were as follows:

- Admitted   Accepted to the university.
- Alumnus   Graduated from the university.
- Applicant   Applied to the university.
- CPE   Enrolled in classes through the Center for Professional Excellence.
- Former   Previously attended the university (not currently enrolled).
- Other   Third party inquiry (i.e. aunt, uncle, counselor, etc.).
- Parent   Inquiry by mother, father, step parent, or legal guardian.
- Prospective   Interested in applying to/attending the university.
- Special   Non-degree seeking.
- Student   Currently enrolled at the university.

Enrollment Status

* UG = undergraduate students and Grad. = graduate students

Enrollment Status	2011-2012	2012-2013	2013-2014	Total
Undergraduate (Full-time)	102	78	87	267
Undergraduate (Part-time)	45	51	48	144
Undergraduate (Not enrolled)	92	67	67	226
Undergraduate (Not known)	1	0	1	2
Graduate (Full-time)	9	3	12	24
Graduate (Part-time)	17	15	14	46
Graduate (Not enrolled)	17	15	11	43
Graduate (Not known)	0	0	0	0
CPE Student (Center for Professional Excellence)	0	0	0	0
Total	283	229	240	752

In 2013-2014, undergraduates continued to constitute a majority of the contacts. This trend remained the same for all three years.

| Enrollment Status	2011-2012	2012-2013	2013-2014
Undergraduate (Full-time)	102=36%	78=34%	87=36%
Undergraduate (Part-time)	45=16%	51=22%	48=20%
Undergraduate (Not enrolled)	92=33%	67=29%	67=28%

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Enrollment statuses included the following:

- Undergraduate Full-Time   Freshman, sophomore, junior, senior, or special student enrolled at least 12 semester credit hours.
- Undergraduate Part-Time   Freshman, sophomore, junior, senior, or special student enrolled less than full-time.
- Undergraduate Not Enrolled   Not currently enrolled.
- Undergraduate Not Known   Enrollment status not confirmed.
- Graduate Full-Time   Doctoral, master's degree, or special student enrolled at least 9 semester credit hours.
- Graduate Part-Time   Doctoral, master's degree, or special student enrolled less than full-time.
- Graduate Not Enrolled   Not currently enrolled.
- Graduate Not Known   Enrollment status not confirmed.
- CPE   Center for Professional Excellence student.

Note: If a parent or other (i.e. aunt, uncle, etc.) were assisted, enrollment of the student was checked.
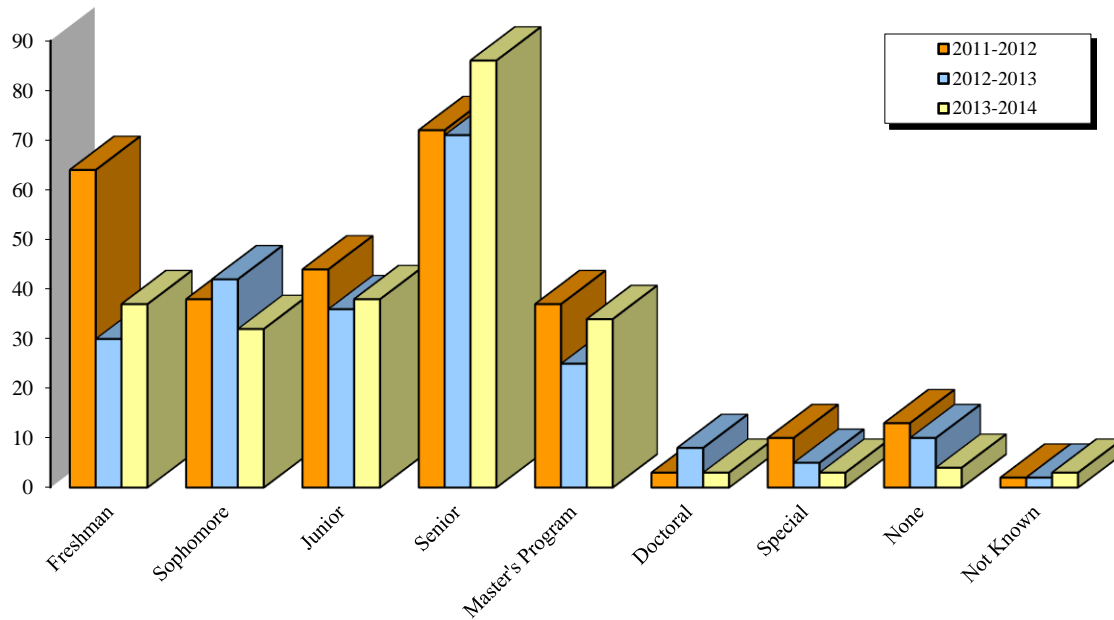
Classification

Classification	2011-2012	2012-2013	2013-2014	Total
Freshman	64	30	37	131
Sophomore	38	42	32	112
Junior	44	36	38	118
Senior	72	71	86	229
Master's Program	37	25	34	96
Doctoral	3	8	3	14
Special	10	5	3	18
None	13	10	4	27
Not Known	2	2	3	7
Total	283	229	240	752

In 2013-2014, seniors were assisted most frequently followed by juniors, freshmen, graduate students and sophomores. Collectively, senior students were also served most often from 2011-2014 followed by freshmen, juniors, sophomores and students pursuing a master's degree.

Classification	2011-2012	2012-2013	2013-2014
Freshman	64=23%	30=13%	37=15%
Sophomore	38=13%	42=18%	32=13%
Junior	44=16%	36=16%	38=16%
Senior	72=25%	71=31%	86=36%
Master's Program	37=13%	25=11%	34=14%

Classifications included:

- Freshman   0–29 semester credit hours earned.
- Sophomore   30-59 semester credit hours earned.
- Junior   60-89 semester credit hours earned.
- Senior   90+ semester credit hours earned.
- Master's Program   Enrolled as a graduate student in a master's degree program.
- Doctoral   Enrolled as a graduate student in a doctoral degree program.
- Special   Non-degree seeking at the undergraduate or graduate level.
- None   Classification not available (i.e. prospective student, new admit, etc.).
- Not Known   Classification not confirmed.

<u>Note</u>: If a parent or other (i.e. aunt, uncle, etc.) were assisted, classification of the student was checked.
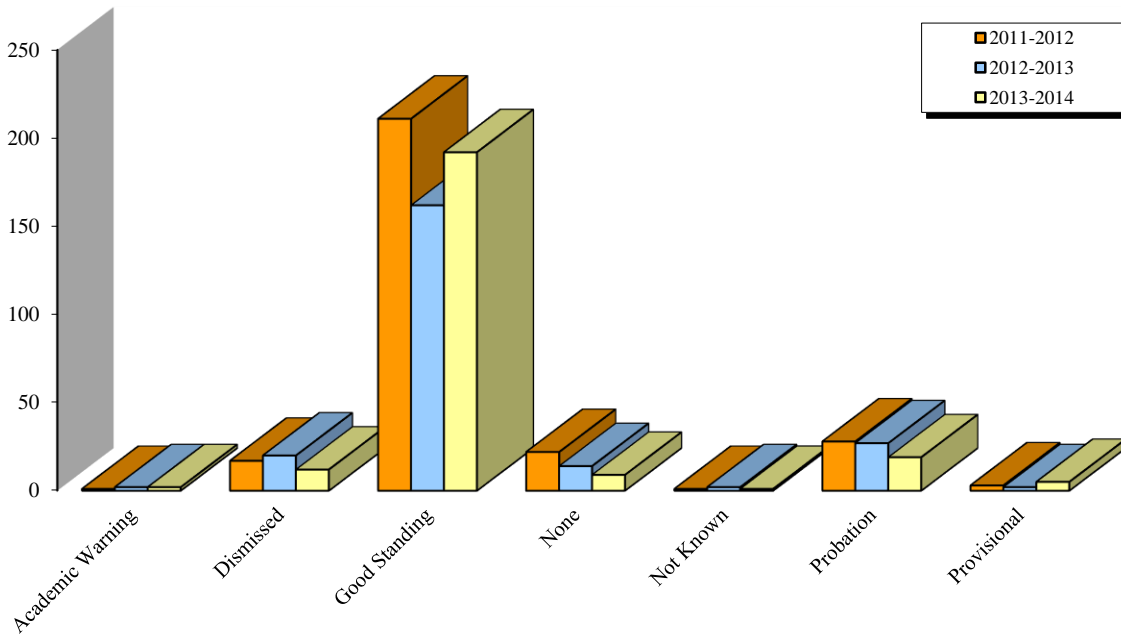
Academic Status

Academic Status	2011-2012	2012-2013	2013-2014	Total
Academic Warning	1	2	2	5
Dismissed	17	20	12	49
Good Standing	211	162	192	565
None	22	14	9	45
Not Known	1	2	1	4
Probation	28	27	19	74
Provisional	3	2	5	10
Total	283	229	240	752

Most of the individuals assisted in 2013-2014 were in good academic standing with the university. This outcome was the same for all three years followed by those on academic probation.

Academic Status	2011-2012	2012-2013	2013-2014
Good Standing	211=75%	162=71%	192=80%
Probation	28=10%	27=12%	19=8%

The academic statuses consisted of:

- Academic Warning First-time undergraduate, admitted in good standing, who earned between a 1.00 and 1.99 semester grade point average during his/her first semester at UTSA.

- Dismissed Undergraduate on probation who earned below a 2.00 semester grade point average or a graduate who earned a grade point average of less than a 2.00 in any term, earned a grade of "F" in any course, or who was on probation and would be placed on probation again under the probation provisions listed below for graduate students.

- Good Standing Undergraduate who maintained at least a 2.00 or higher UTSA grade point average or a graduate who maintained at least a 3.00 or higher UTSA grade point average who did not fall into any of the categories which would cause a graduate student to be placed on probation or dismissal.

- None Academic status not available (i.e. prospective student, new admit, etc.).

- Not Known Academic status not confirmed.

- Probation Undergraduate in good standing whose overall UTSA grade point average fell below a 2.00 or a graduate who failed to achieve a grade point average of 3.00 in any term at UTSA, or who earned a grade of "D" in any course in a term, also includes undergraduates and graduates admitted on probation and those who have been reinstated following dismissal.

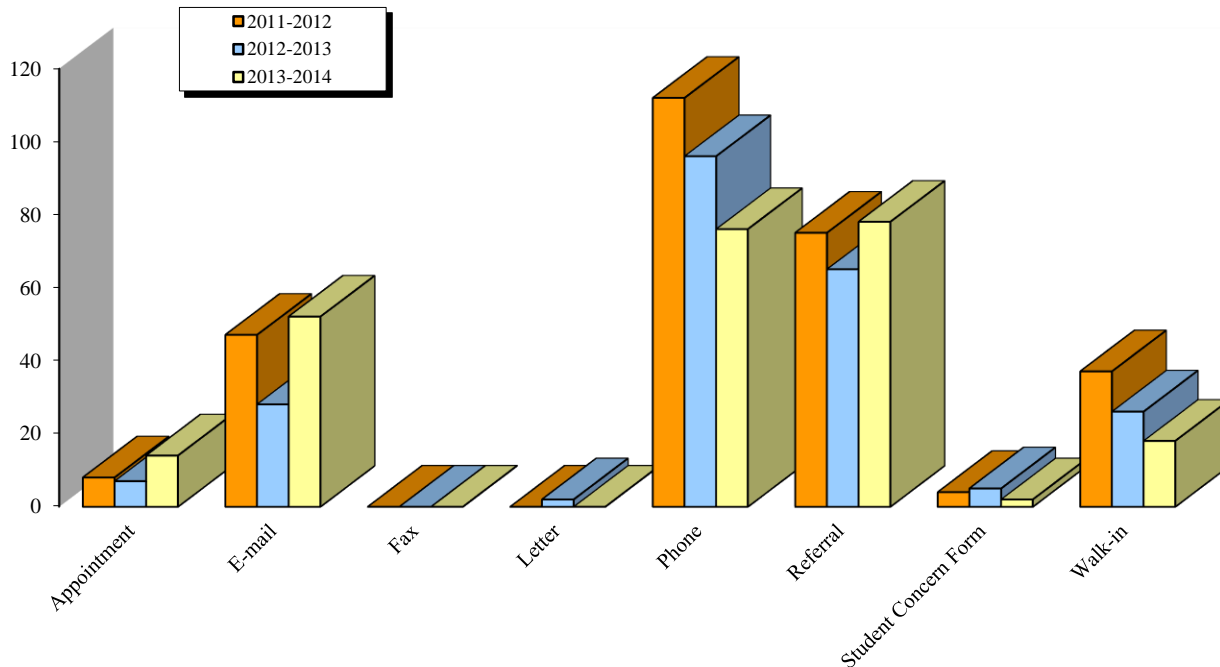- Provisional Undergraduate admitted as provisional due to deficiencies in entrance scores or high school records.

Note: If a parent or other (i.e. aunt, uncle, etc.) were assisted, academic status of the student was checked.

Contact Type

*Student Concern Form was created in 2006-2007

Contact Type	2011-2012	2012-2013	2013-2014	Total
Appointment	8	7	14	29
E-mail	47	28	52	127
Fax	0	0	0	0
Letter	0	2	0	2
Phone	112	96	76	284
Referral	75	65	78	218
Student Concern Form	4	5	2	11
Walk-in	37	26	18	81
Total	283	229	240	752

In 2013-2014, referrals to the Student Ombudsperson were used most often followed by phone and email contacts. From 2011-2014, these contact methods were used most frequently to express concerns.

Contact Type	2011-2012	2012-2013	2013-2014
E-mail	47=17%	28=12%	52=22%
Phone	112=40%	96=42%	76=32%
Referral	75=27%	65=28%	78=33%

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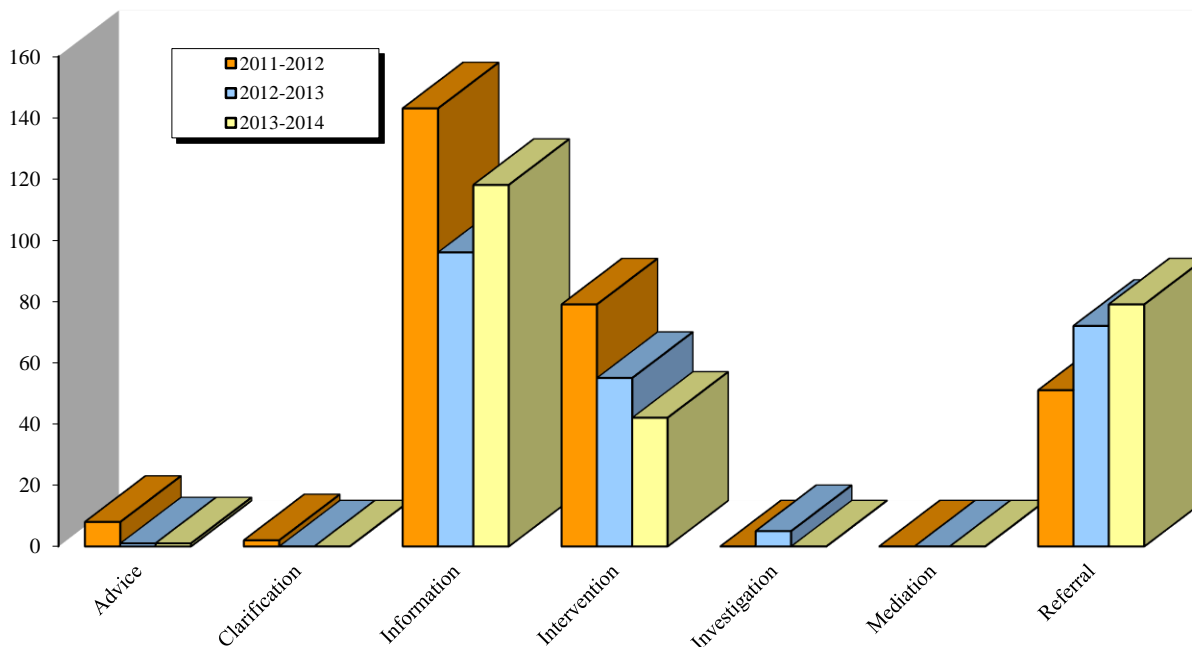
Action Taken

Action Taken	2011-2012	2012-2013	2013-2014	Total
Advice	8	1	1	10
Clarification	2	0	0	2
Information	143	96	118	357
Intervention	79	55	42	176
Investigation	0	5	0	5
Mediation	0	0	0	0
Referral	51	72	79	202
Total	283	229	240	752

Providing information, followed by referrals and intervention, were utilized most often by the Student Ombudsperson when assisting individuals in 2013-2014. These same actions were consistently used most often from 2011-2014.

Action Taken	2011-2012	2012-2013	2013-2014
Information	143=51%	96=42%	118=49%
Intervention	79=28%	55=24%	42=18%
Referral	51=18%	72=31%	79=33%

Note: Some actions included multiple actions. The primary action taken is listed above.

V. Areas of Concern

Area of Concern	Total 11-12	Total 12-13	Total 13-14	Area of Concern	Total 11-12	Total 12-13	Total 13-14
Accessibility	1	1	1	Grade Grievance	22	21	18
Admissions-Undergraduate	19	17	16	Grade Point Average	1	1	0
Admissions-Graduate	4	3	2	Grades	2	0	0
Advising-Undergraduate	25	14	28	Graduation	2	2	8
Advising-Graduate	0	1	1	Grant	0	0	0
ASAP	1	0	0	International Programs	6	6	4
Bookstore	2	1	0	Internship	1	2	0
CAP	1	1	0	Library	0	0	1
Card Office	0	0	0	Military Orders	0	0	0
Challenge Exam	0	0	0	myUTSA email	0	0	0
Change of Grade	0	2	9	Off-Campus Housing	2	0	1
Classification Change	0	0	0	On-Campus Housing	6	7	5
CLEP	0	0	0	Other	54	37	44
Computer Lab	0	0	0	Paisano	0	0	0
Core Curriculum	0	0	0	Parking	1	1	3
Course-Attendance	7	7	14	Registration	4	3	5
Course-Drop	6	1	3	Reinstatement	13	7	5
Course-Grading Process	2	2	3	Repeat Policy	0	0	0
Course-Instruction	5	4	5	Residency	1	2	1
Course-Make-up Exam	2	1	0	Safety	1	3	0
Course-Missed Quiz	0	0	0	Scholarship	1	1	0
Course-Schedule	10	4	4	Student Conduct and Community Standards	5	3	4
Course load Reduction	0	0	0	Student Disability Services	1	5	0
CPE	0	0	0	Student Health Services	4	0	2
Dance Team	0	0	2	Student Organization	2	2	1
Diploma	0	0	0	Study Days	0	0	0
Dissertation	0	2	0	Testing Services	2	1	0
Enrollment Verification	0	0	0	Transcript Request	1	1	1
ExCET/TExES	0	0	0	Texas Success Initiative	0	0	0
FCSA Evaluation	0	0	0	Tuition	0	1	0
Fees	1	0	1	University of Texas System Online Consortium	0	0	0
FERPA	0	1	3	University Police	0	2	3
Field Placement	1	0	0	Veteran Affairs	1	0	0
Final Exams	1	2	0	Visa	0	1	0
Financial Aid	25	24	16	WebCT	0	0	0
Fiscal Services	21	14	15	Withdrawal	16	18	11
				Total by year	283	229	240
				Grand total (2011-2014)			752

<u>Note</u>: If there were multiple areas of concern, the primary area of concern was tracked.

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The areas of concern that were expressed most often in 2013-2014 consisted of the following (in descending order by total):

Area of Concern	2013-2014
Other	44
Advising-Undergraduate	28
Grade Grievance	18
Admissions-Undergraduate	16
Financial Aid	16
Fiscal Services	15
Course-Attendance	14
Withdrawal	11
Change of Grade	9
Graduation	8
Total	179=75%

These areas accounted for seventy-five percent (75%) of the concerns brought forward for assistance during this year. Of the seventy-two (72) possible areas of concern, the following areas represent a majority of the concerns that were communicated to the Student Ombudsperson from 2011-2014 (in descending order by total):

Area of Concern	2011-2012	2012-2013	2013-2014	Total
Other	54	37	44	135
Advising-Undergraduate	25	14	28	67
Financial Aid	25	24	16	65
Grade Grievance	22	21	18	61
Admissions-Undergraduate	19	17	16	52
Fiscal Services	21	14	15	50
Withdrawal	16	18	11	45
Course-Attendance	7	7	14	28
Reinstatement	13	7	5	25
Course-Schedule	10	4	4	18
On-Campus Housing	6	7	5	18
Total	218=29%	170=23%	176=23%	564=75%

Cumulatively, these areas represented seventy-five percent (75%) of the various situations that were brought forward for assistance during this three-year period. The collective summary below provides details on the subject areas communicated most often to the Student Ombudsperson from 2011-2014 (in descending order by total).

Other (135)

- Concern about skateboarders and cyclists on campus.
- Inquiry by parent from out-of-state in regard to activities, programs and services available to students since his/her son/daughter was far away from home.
- Request to discontinue receiving mass emails from the university.
- Student was concerned about the well-being of another student.
- Request for refund of study abroad payment from the college of the student's major.
- Inquiry about conducting a meditation seminar on campus.
- Concerns about a new graduate program.
- Request to move the Bachelor of Arts in Multidisciplinary Studies degree program to a more established college as student felt the University College was not well-known.
- Questions about Handbook of Operating Procedures (HOP) 2.44 – Minors in Laboratories or Similar Facilities, HOP 2.46 – Faculty Rights and Responsibilities and HOP 4.01 – Code of Ethics.
- Request to offer an orientation program and/or information for new transient (non-degree seeking) students and request for an orientation fee waiver.
- Professor assigned to a course in the Schedule of Classes was incorrect; professor was no longer employed at UTSA.
- Questions about Child Development Center (i.e. pick up times, late pick-up, process to follow when child is ill, etc.).
- Inquiry about Instructional Leadership Development and Professional Development and Appraisal System training programs.
- Difficulty accessing AirRowdy, Blackboard Learn and the online orientation module.
- Concerns about gateway process, foundation year requirements, piano and/or music performance recital requirements and portfolio assessment.
- Assistance with completion of certification forms (i.e. Fire Science Exemption form, Student Affairs Administrators in Higher Education fellows program, security clearance request for Compliance and Investigations Office, etc.).
- Questions about the Graduate Record Exam (GRE) fee reduction program, the Quantitative Scholarship requirement and training for Adobe Photoshop.
- Questions about on-campus storage, creating more on-campus jobs, (i.e. small business idea, database idea), UTSA Bluebook, etc.
- Information about UTSA's Strategic Plan, Graduation Rate Improvement Plan (GRIP), Comprehensive Emergency Management Plan, Emergency Response Guide, campus alerts and the Air Force Reserve Officer Training Corps (AFROTC).
- Gaining access to football games with student identification card (i.e. student had restricted his/her directory information which apparently inactivated the student's identification card at the time of entry), receiving promotional materials about football when directory information was restricted and coach concerns.
- Request for a private space to pump breast milk while on campus for students who were nursing mothers.

Other continued (135)

- Inquiries about filing a claim for a student injury that occurred during a neighborhood construction project (i.e. student signed a form to participate in the project and participation was factored into the course grade) and at an off-campus in-service program.
- Questions about enrolling in a dual credit course through the P-20 program, receiving college credit for the International Baccalaureate (IB) Bilingual Diploma under Texas Education Code (TEC) 51.968 and applicability of Texas Education Code (TEC) 54.014 (formerly 54.068) to students pursuing double majors.
- Concerns about the approval process for conference abstracts submitted by students and the possible dissolution of the color guard.
- Inquiry about obtaining a letter of support from a professor to support a student's reimbursement request and the Family Association assisted a family with a donation.
- Questions about comprehensive exams, field experience/placement, fitness to teach, internships, master's thesis, practicums, research and publications and appeal options.
- Student employee issues and questions (i.e. certification of employment for resident tuition, disciplinary process, employment options and requirements, hiring practices, on-the-job training, proof of employment, supervision, termination and work environment concerns, processing of name change in DEFINE, working hours reduced, loss of funding/support due to leave of absence, etc.).
- Referrals to Equal Opportunity Services (EOS) (i.e. Title IX, pregnancy, etc.) and/or the United Way (i.e. homeless students).
- Requests for information and/or support services (i.e. academic coaching, advising, Ambassadors Program, Audit Compliance and Risk Services, career services, counseling services, Institute for Law and Public Affairs, Law School Admission Test (LSAT), loan or rental of computers, proof of enrollment, rental options for motorized scooters and wheelchairs, Rowdy Cents, student code of conduct, Summer Law School Preparation Academy, supplemental instruction, tutoring, VIA Express bus routes, etc.).
- Allegations of differential treatment, discrimination, harassment, research violations, sexual harassment and stalking.
- On-campus injuries (i.e. Campus Recreation Center, Kinesiology course, student athlete).
- Inquiries about president's list, dean's list and honor roll designations.
- Updates and/or corrections to student records (i.e. academic status, attributes, "core curriculum not complete" notation on graduate student transcripts, grade point averages, name change, repeat indicators, transfer courses, etc.).
- Inquiries about making arrangements to close out affairs (i.e. move belongings out of dorm room, return books, enrollment verification for life insurance purposes, etc.) for deceased students and notifications about other extenuating circumstances.
- Discussions about various processes, policies and resources for a better connection to and understanding of the university.

Advising-Undergraduate (67)

- Concerns about receipt of outstanding transcript(s) to be cleared in time for graduation/conferring of degree.
- Questions about advising holds, minors, returning after a medical or mental health withdrawal, University of Texas System Online Consortium (UTOC), various degree programs, wait listing, etc.
- Delay in obtaining degree plan for veteran certification purposes.
- Requests for letter of degree completion.
- Advisor availability during peak periods, walk-in times, by appointment, etc.
- Transition to college advising center/assignment of new advisor.
- Inquiries about course substitutions, independent study request process, intervention programs, permission for enrolling in graduate course work as an undergraduate, teacher certification requirements, etc.
- Core class erroneously counted twice on degree plan.
- Students enrolled in a course(s) for which they already received credit via dual credit or from community college transfer credit.
- Questions about Public Health course descriptions and concentrations in Epidemiology and Disease Control and Health Promotion and Behavioral Science.
- Status of Satisfactory Academic Progress (SAP) appeal (i.e. completion of academic advisor statement section).
- Clearance from advisors (i.e. setting override), department chair, etc. in order to register for courses.
- Inquiries about changing majors, core complete, evaluation of dual and transfer credit, math placement, prerequisites, registration, Texas Common Course Numbering (TCCN) System and Texas Success Initiative (TSI).
- Concerns about advising experience, information received and/or allegations of being misadvised.
- Questions about appeal, grievance and petition processes (i.e. request for a catalog extension, Petition to Waive Charges for Exceeding the 30/45 SCH Above Degree Requirements, Three-Attempt Rule, Undergraduate Credit Limitation, student exited from a college, etc.).

Financial Aid (65)

- Questions about Return of Title IV.
- Options when aggregate loan limits have been reached.
- Eligibility requirements for processing of Hazlewood Veteran and Hazlewood Legacy educational benefits.
- Inquiry about whether the SAP screening process could be changed to prevent premature financial aid termination for students seeking a second bachelor's degree.
- Administrative error involving SAP and the disbursement of financial aid.
- Allegation of discrimination based on denial of SAP appeal.
- Application process for the Teacher Education Assistance for College and Higher Education (TEACH) grant and how eligibility is determined.

Financial Aid continued (65)

- Questions about alternative loans, College Access Loans (CAL), Federal Stafford Loans, Federal Parent Loans for Undergraduate Students (PLUS), Perkins loans, Texas B-On-Time Loans; the National Student Loan Data System (NSLDS), reinstating and cancelling loans, deferment options and lender contact information.
- Questions about book loans, part-time budgets, residency status, eligibility for financial aid under House Bill (HB) 1403, the Free Application for Federal Student Aid (FAFSA), Pell grants, room and board grants, scholarships, etc.
- Available funding options for international students (i.e. international student grant) and questions about eligibility requirements (i.e. valid F-1 Visa, I-20 form, etc.) for the international student grant.
- Understanding awarding, verification, unmet need and whether additional financial assistance was available.
- Eligibility for work-study, availability of work-study jobs and how to find a work-study job.
- Inquiries about applying for and receiving financial aid during the summer.
- Other process issues which involved return of funds due to withdrawal, eligibility (i.e. degree seeking versus non-degree seeking), default of a student loan, etc.
- Questions about the disbursement of financial aid funds when transitioning from undergraduate to graduate school, when studying abroad and when reapplying for graduation, emergency tuition and fee loans, release of personal information via email, tuition set aside provision, etc.
- Inquiries about award cancellations and reinstating financial aid.
- Adjustments to financial aid awards due to audits, changes in enrollment status, graduation, etc.
- Special financial circumstances (i.e. dependency override, loss of income, etc.) and financial hardship requests.
- Appeal process for those who did not meet SAP standards or missed the SAP deadline.

Grade Grievance (61)

- Inquiry about how many grade grievances were ruled in favor of graduate students in a particular college and request for information about the open records request process.
- Concerns about switching of topics (i.e. received contradictory/conflicting information) for master's thesis and course material taught in class was not consistent with course description in catalog.
- Blackboard Learn was not open to complete assignments.
- Inquiries about HOP 2.40 – Administrative Grade Change policy.
- Disagreement with professor's class attendance policy, whether homework assignments were submitted and received and whether students could be allowed to make-up missed assignments when absent from class due to extenuating circumstances.
- Concerns about behavior of professors, lack of professionalism, absences of professors and/or teaching assistants and professors who were late to class to administer an exam.
- Requests for a copy of the Student Academic and Grade Grievance form.

Grade Grievance continued (61)

- Inquiry about how to proceed with the academic and grade grievance procedure when the professor no longer works at UTSA and when the professor serves in a dual role as Department Chair.
- Allegations of differential treatment, discrimination, favoritism, grading inconsistencies, incorrect grading, grading subjectivity and unfair grading practices.
- Inquiries regarding where to find information about the academic and grade grievance procedure.
- Questions about levels of appeal, status of grievance, time limit on submitting a grievance, change of grades, grade of incomplete, change of academic status, grieving a grade after degree has been awarded/conferred, etc.
- Concerns about retention of tests, communicating with professors, classroom environment, structure/management of courses and accommodations.

Admissions-Undergraduate (52)

- Missed deadline to submit application fee for the Coordinated Admission Program (CAP).
- Questions about inactive student status (i.e. student status became inactive after more than three semesters of non-enrollment and student was readmitted, but did not matriculate).
- Re-evaluation of admission decision based upon the receipt and evaluation of additional transfer credit.
- Requests for admission information for out-of-state students.
- Fee waiver not processed in a timely manner.
- Application submitted for incorrect term.
- Inquiry about admission to the Intensive English Program (IEP) and whether dual credit was included when determining a student's transfer grade point average (GPA).
- Request to waive the application fee in order to reapply for fall because course needed for degree program was not offered during the summer (i.e. student applied and was accepted for summer enrollment).
- Allegation of discrimination, miscommunication/misinformation.
- Concern about the evaluation of Advanced Placement (AP) scores; university only accepts official AP scores electronically from the College Board.
- Inquiries about academic fresh start, contact information for Transfer Specialists, transfer plans and the Transfer Academy for Tomorrow's Engineers (TATE).
- Questions about deferred admission, early admission for high school students, provisional admission, reapplying to the university including after first dismissal and the Joint Undergraduate Matriculation Program (JUMP).
- Questions about the admissions process for various student types (i.e. freshmen, transfer, international, special and transient) and application deadlines.
- Status of incomplete files during peak periods; checking if credentials had been received; monitoring admission status via the Automated Student Access Program (ASAP).

Admissions-Undergraduate continued (52)

- Admission hold prevented registration due to outstanding final high school transcript, dual credit transcript and transcripts from previously attended colleges/universities.
- Appeal process for those who missed the application deadline or were denied admission; checking on the status of appeals.

Fiscal Services (50)

- Refund for dropped course was applied back to student's Texas Tomorrow Fund account.
- Questions about outstanding balance due to regular withdrawal, medical or mental health withdrawal and Return of Title IV.
- Request to apply for a second emergency tuition and fee loan was denied because the first emergency tuition and fee loan had not been paid in full.
- Request to release official transcript to scholarship provider.
- State vendor hold on account; prevented the release of refund until cleared.
- Questions about the processing of the Valedictorian of an Accredited High School exemption.
- Requests to waive non-sufficient funds (NSF) charges.
- Questions about paying online, installment payment options, posting of payments, payment deadlines and refund periods.
- Fiscal services hold on account; unable to register, receive diploma, request transcript or obtain enrollment verification.
- Account sent to collections, balance owed from previous terms, scheduling payment arrangements and signing a payment agreement.
- Process for appealing to the University Bursar.
- Status of appeals, refund checks and loan disbursements.

Withdrawal (45)

- Student attempted to drop a summer course online, however, the system did not support the attempted drop as the student needed to withdraw as this was the only course the student was enrolled in during the summer (i.e. student needed to submit a withdrawal form).
- Assisted with the withdrawal process (i.e. faxed form, took completed form to the Office of the Registrar, etc.) when students were unable to complete the process on their own due to hospitalizations, severe medical conditions, etc.
- Questions about the withdrawal process including where to find the online withdrawal form.
- Inquiries about medical and mental health withdrawals and reduced course load requests; contact numbers for Student Health Services and Counseling Services.
- Status of requests and process for appeals.
- Questions about withdrawal deadlines, refund periods, effective date of withdrawal and impact on Return of Title IV, veteran funding and/or third-party payments.
- Retroactive withdrawal requests due to extenuating circumstances.

Course Attendance (28)

- Concern about potential violation of the Health Insurance Portability and Accountability Act (HIPAA) by professor.
- Missing classes due to religious holy day.
- Concerns about mobility (after car accident) and getting to and from classes.
- Professor recommended student drop course(s) due to excessive absences.
- Notifications about car accidents, death of a family member or relative, illnesses, hospitalizations and other extenuating circumstances and notifying professors.
- Questions about funeral leave and course attendance.
- Inquiries about HOP 5.09 – Class Attendance policy, Excused Absence from Class Attendance Form and filing a grievance/levels of appeal.
- Available options (i.e. drop course, possible grade of incomplete, reduced course load reduction request, extra credit, complete assignments remotely, withdrawal, etc.).
- Contact information for professors; connecting with professors.
- Requests for administrative and/or retroactive drops due to extenuating circumstances.

Reinstatement (25)

- Inquiry about the requirements for the Academic Development Program (ADP); student needed to earn a 2.00 GPA by the time 18 semester credit hours were earned excluding developmental course work.
- Requests for immediate reinstatement due to nonacademic/extenuating circumstances.
- Questions about the petition for reinstatement process at the undergraduate and graduate levels, deadlines, fees, status of file, etc.
- Appeal process for those who missed the deadline or were denied reinstatement or exited from a college; checking on status of appeals.
- Inquiry about academic status (i.e. academic warning, probation, provisional and dismissal).

Course Schedule (18)

- Concern about a newly added course section which student could not register for because the department had not opened that course section yet for registration purposes.
- Questions about override permission for registration into various courses, independent study enrollment, etc.
- Transcript evaluation not completed which in turn affected a student's eligibility to register at an earlier time.
- Appeals for adding courses after the census date, concurrent enrollment and waiver of prerequisite requirements.
- Courses needed for degree program/graduation were full; lack of/limited course offerings.
- Courses dropped due to non-payment, reversal of Pell grant, lack of prerequisites or teacher placement, portfolio assessment and academic dismissal.

Course Schedule continued (18)

- Inquiries about registration dates, adding and dropping courses, switching sections and enrollment status.

On-Campus Housing (18)

- Assisted homeless student with securing on-campus housing.
- Concerns about internet connectivity, Wi-Fi, noise levels in the early morning hours and parking for resident students.
- Allegation of bullying.
- Understanding charges on bill and scheduling payment arrangements.
- Maintenance, security and student employee/supervisor issues.
- Request for temporary housing and reinstatement of temporary housing assignment.
- Concerns about cost of mailbox rental charge due to the discontinuance of accepting or distributing packages or letters received via the United States Postal Service.
- Process used to assign rooms; status of housing assignment.
- Questions about cancellation fees, contract renewals/releases, housing deposits, move-out procedures, pet fines, refunds and subleasing options.

VI. Recommendations

As follow-up to the 2011-2012 and 2012-2013 reports, the American with Disabilities Act (ADA) Accessibility Committee continues to explore electronic/virtual mapping and wayfinding options and the possibility of implementing an accessibility standards study.

Student Health Services created a new resource webpage which lists available room options at the Main and Downtown Campuses that can be used by students who are nursing mothers.

Information pertaining to students with disabilities and transitory/minor medical issues was submitted to Academic Affairs by Student Disability Services for inclusion in all course syllabi.

In addition, the following suggestions were submitted for consideration based upon inquires and/or concerns received by the Student Ombudsperson:

- Vice Provost and Dean of University College – to update the *Undergraduate Credit Limitation* section of the Information Bulletin as it pertains to double majors and the *Credit by Examination and Explanation of Credit, Grading System and Symbols* section as it pertains to the test-out process for Information Systems (IS) 1403.

- Graduation Coordination/Office of the Registrar – to update the *Graduating with Honors* section of the Information Bulletin to specify that students must meet the GPA requirements by the semester preceding the graduation semester in order to be recognized with Commencement Honors (i.e. cum laude, magna cum laude or summa cum laude).

- Deans of Students – to update the *Student Code of Conduct* to address possible financial implications/obligations as this relates to instances where disciplinary sanctions prohibit the completion of course credit or use of facilities and services.

Prepared by Carol Gonzalez

Abbreviations

ADA	Americans with Disabilities Act
ADP	Academic Development Program
AFROTC	Air Force Reserve Officer Training Corps
AirRowdy	Campus wireless network
AP	Advanced Placement
ASAP	Automated Student Access Program
Blackboard Learn	Web-based Learning Management System
Bluebook	Public access to department, faculty and course information
CAL	College Access Loan
CAP	Coordinated Admissions Program
CLEP	College Level Examination Program
CPE	Center for Professional Excellence
DEFINE	Computer application used for certain administrative functions at UTSA
ExCET/TExES	Examination for the Certification of Educators in Texas/Texas Examinations of Educator Standards
EOS	Equal Opportunity Services
F-1	Non-immigrant student visa which permits academic studies and/or language training programs in the United States
FCSA	Foreign Credentials Service of America
FAFSA	Free Application for Federal Student Aid
FERPA	Family Education Rights and Privacy Act
GPA	Grade Point Average
GRE	Graduate Record Exam
GRIP	Graduation Rate Improvement Plan
HB	House Bill
HIPAA	Health Insurance Portability and Accountability Act
HOP	Handbook of Operating Procedures
IB	International Baccalaureate
I-20	Certificate of eligibility for non-immigrant (F-1) student status for academic and language students
IEP	Intensive English Program
IS	Information Systems
JUMP	Joint Undergraduate Matriculation Program
LSAT	Law School Admission Test
NSF	Non-Sufficient Funds
NSLDS	National Student Loan Data System
P-20	An integrated educational system that extends from pre-school through higher education
PLUS	Parent Loan for Undergraduate Students
Return of Title IV	Return of unearned financial aid
Rowdy Cents	Financial literacy and money management program
SAP	Satisfactory Academic Progress
SCH	Semester Credit Hour
TEACH	Teacher Education Assistance for College and Higher Education

<u>Abbreviations continued</u>

TEC	Texas Education Code
TCCN	Texas Common Course Numbering System
Title IX	Federal law that prohibits discrimination based on gender in educational institutions which receive federal financial assistance
TSI	Texas Success Initiative
UTOC	University of Texas System Online Consortium
UTSA	University of Texas at San Antonio
VIA	Mass transit agency serving San Antonio
Visa	Conditional authorization granted by a country to enter and temporarily remain within, or to leave that country
VPSA	Vice President for Student Affairs
WebCT	World Wide Web Course Tools
Wi-Fi	Local area wireless computer networking technology