



The University of Texas at San Antonio

Office of the Vice President for Student Affairs
Student Ombudsperson's 2010-2011 Annual Report

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I. Introduction

The 2010-2011 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 2008-2011.

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 continued to be publicized on a welcome slide show at freshmen orientation programs and through co-presentations with the university's Executive Director of Advising. This position was also used as a referral resource for the listening booth initiative which is part of the division's UTSA Listens Program. 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.

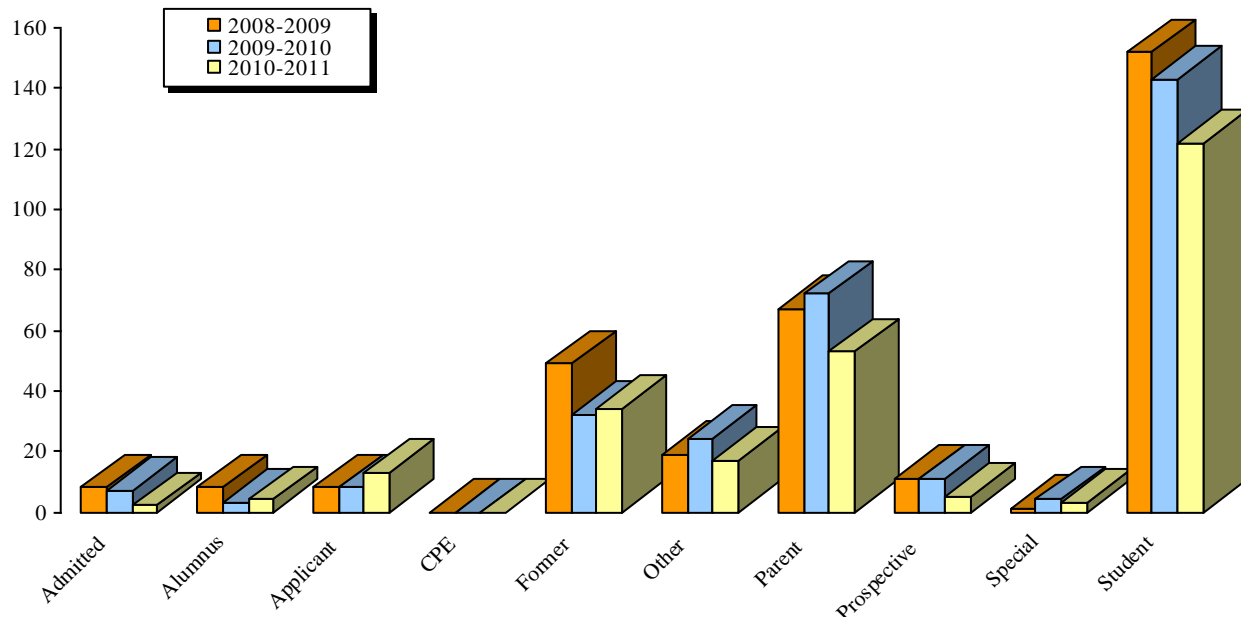
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IV. Statistics

Person Type



Person Type	2008-2009	2009-2010	2010-2011	Total
Admitted	8	7	2	17
Alumnus	8	3	4	15
Applicant	8	8	13	29
CPE	0	0	0	0
Former	49	32	34	115
Other	19	24	17	60
Parent	67	72	53	192
Prospective	11	11	5	27
Special	1	4	3	8
Student	152	143	122	417
Total	323	304	253	880

Two hundred and fifty-three (253) individuals were assisted by the Student Ombudsperson in 2010-2011 versus three hundred and four (304) in 2009-2010 and three hundred and twenty-three (323) in 2008-2009. The total number served during this three year period was eight hundred and eighty (880) with an average of two hundred and ninety-three (293) individuals per year.

Currently enrolled students, parents, and former students were the types of individuals served most often in 2010-2011. Cumulatively, from 2008-2011, these same categories represented the majority of individuals assisted by the Student Ombudsperson.

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Person Type	2008-2009	2009-2010	2010-2011
Former	49=15%	32=11%	34=13%
Parent	67=21%	72=24%	53=21%
Student	152=47%	143=47%	122=48%

The individuals assisted were as follows:

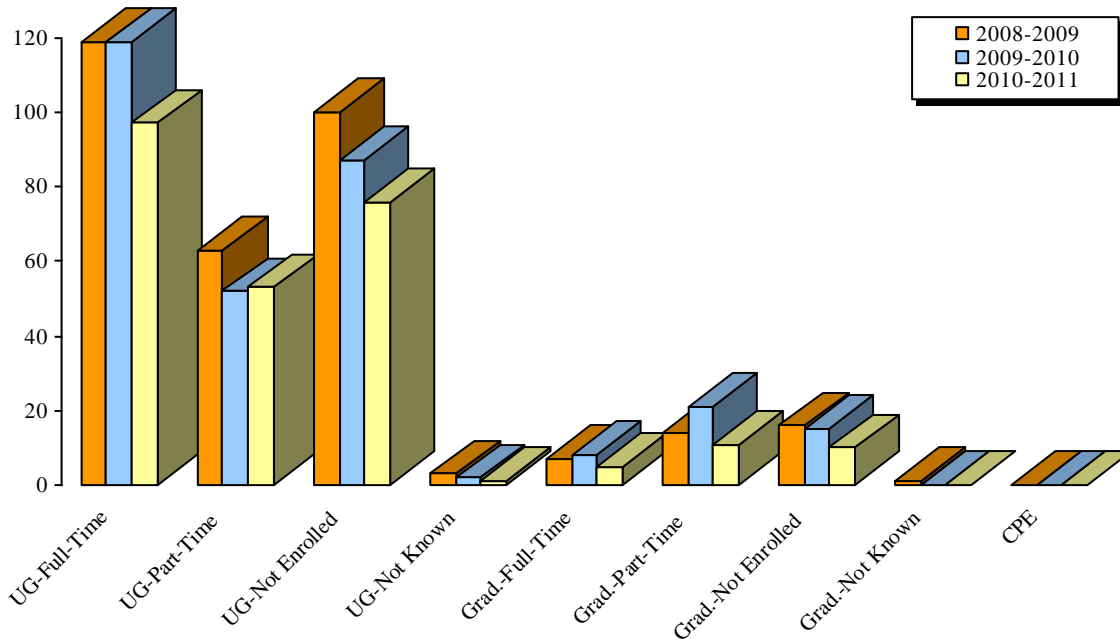
- Admitted Accepted to the university.
- Alumnus Graduated from the university.
- Applicant Applied to the university.
- CPE Enrolled in classes through the Center for Professional Excellence.
- Former Previously attended the university (not currently enrolled).
- Other Third party inquiry (e.g. aunt, 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.

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Enrollment Status



* UG = undergraduate students and Grad. = graduate students

Enrollment Status	2008-2009	2009-2010	2010-2011	Total
Undergraduate (Full-time)	119	119	97	335
Undergraduate (Part-time)	63	52	53	168
Undergraduate (Not enrolled)	100	87	76	263
Undergraduate (Not known)	3	2	1	6
Graduate (Full-time)	7	8	5	20
Graduate (Part-time)	14	21	11	46
Graduate (Not enrolled)	16	15	10	41
Graduate (Not known)	1	0	0	1
CPE Student (Center for Professional Excellence)	0	0	0	0
Total	323	304	253	880

In 2010-2011, undergraduates continued to constitute a majority of the contacts. This trend remained the same for all three years.

Enrollment Status	2008-2009	2009-2010	2010-2011
Undergraduate (Full-time)	119=37%	119/304=39%	97/253=38%
Undergraduate (Part-time)	63=20%	52/304=17%	53/253=21%
Undergraduate (Not enrolled)	100=31%	87/304=29%	76/253=30%

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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.

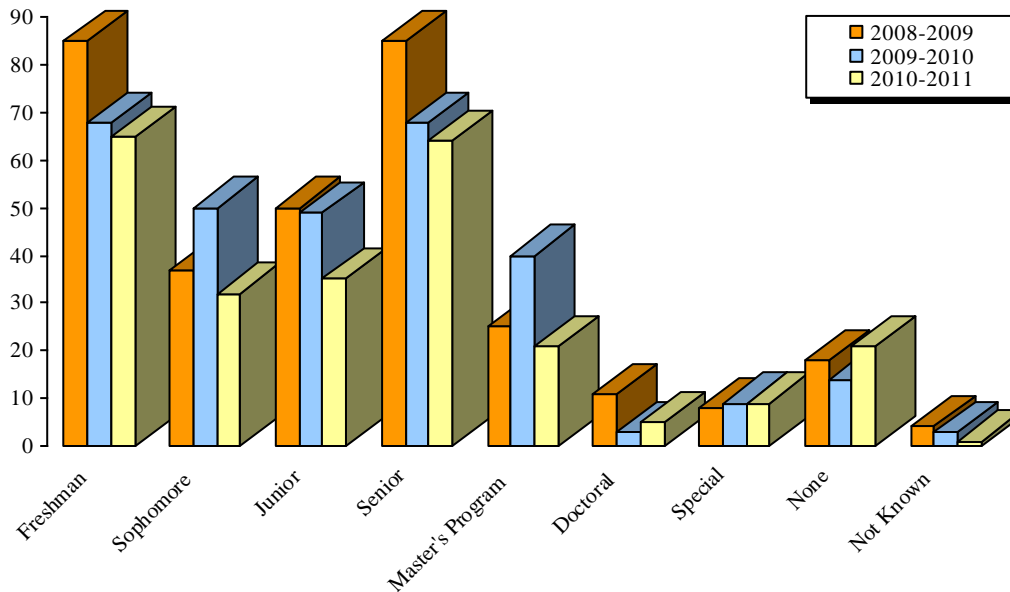
Note: If a parent or other (e.g. aunt, uncle, etc.) were assisted, enrollment of the student was checked.

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Classification



Classification	2008-2009	2009-2010	2010-2011	Total
Freshman	85	68	65	218
Sophomore	37	50	32	119
Junior	50	49	35	134
Senior	85	68	64	217
Master's Program	25	40	21	86
Doctoral	11	3	5	19
Special	8	9	9	26
None	18	14	21	53
Not Known	4	3	1	8
Total	323	304	253	880

In 2010-2011, freshmen and seniors were assisted most frequently, followed by juniors and sophomores. Collectively, the classifications served most often from 2008-2011 included freshmen, sophomores, juniors, seniors, and students pursuing a master's degree.

Classification	2008-2009	2009-2010	2010-2011
Freshman	85=26%	68=22%	65=26%
Sophomore	37=11%	50=16%	32=13%
Junior	50=15%	49=16%	35=14%
Senior	85=26%	68=22%	64=25%
Master's Program	25=8%	40=13%	21=8%

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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 (e.g. prospective student, new admit, etc.).
- Not Known Classification not confirmed.

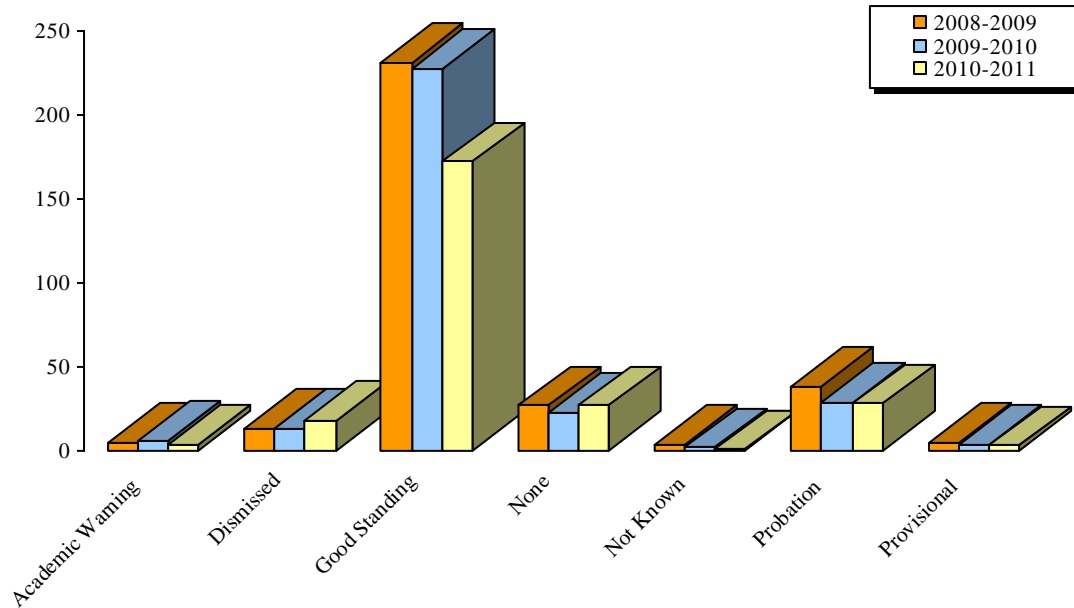
Note: If a parent or other (e.g. aunt, uncle, etc.) were assisted, classification of the student was checked.

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Academic Status



Academic Status	2008-2009	2009-2010	2010-2011	Total
Academic Warning	5	6	4	15
Dismissed	13	13	18	44
Good Standing	231	227	172	630
None	27	23	27	77
Not Known	4	2	1	7
Probation	38	29	28	95
Provisional	5	4	3	12
Total	323	304	253	880

Most of the individuals assisted in 2010-2011 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	2008-2009	2009-2010	2010-2011
Good Standing	231=72%	227=75%	172=68%
Probation	38=12%	29=10%	28=11%

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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 (e.g. 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.

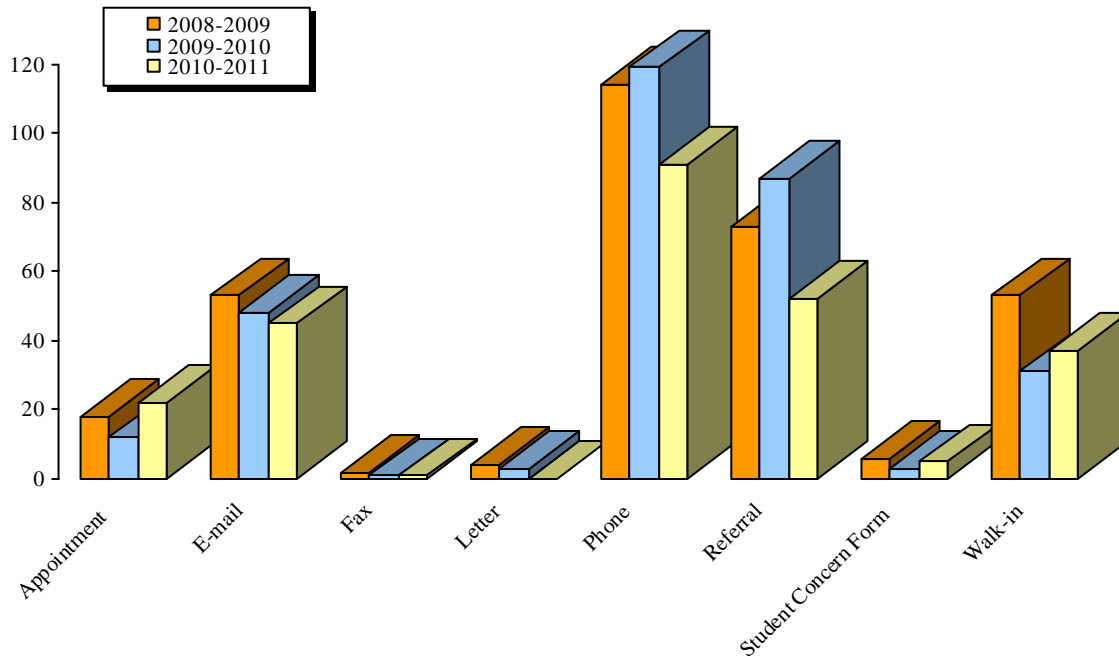
Note: If a parent or other (e.g. aunt, uncle, etc.) were assisted, academic status of the student was checked.

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Contact Type



*Student Concern Form was created in 2006-2007

Contact Type	2008-2009	2009-2010	2010-2011	Total
Appointment	18	12	22	52
E-mail	53	48	45	146
Fax	2	1	1	4
Letter	4	3	0	7
Phone	114	119	91	324
Referral	73	87	52	212
Student Concern Form	6	3	5	14
Walk-in	53	31	37	121
Total	323	304	253	880

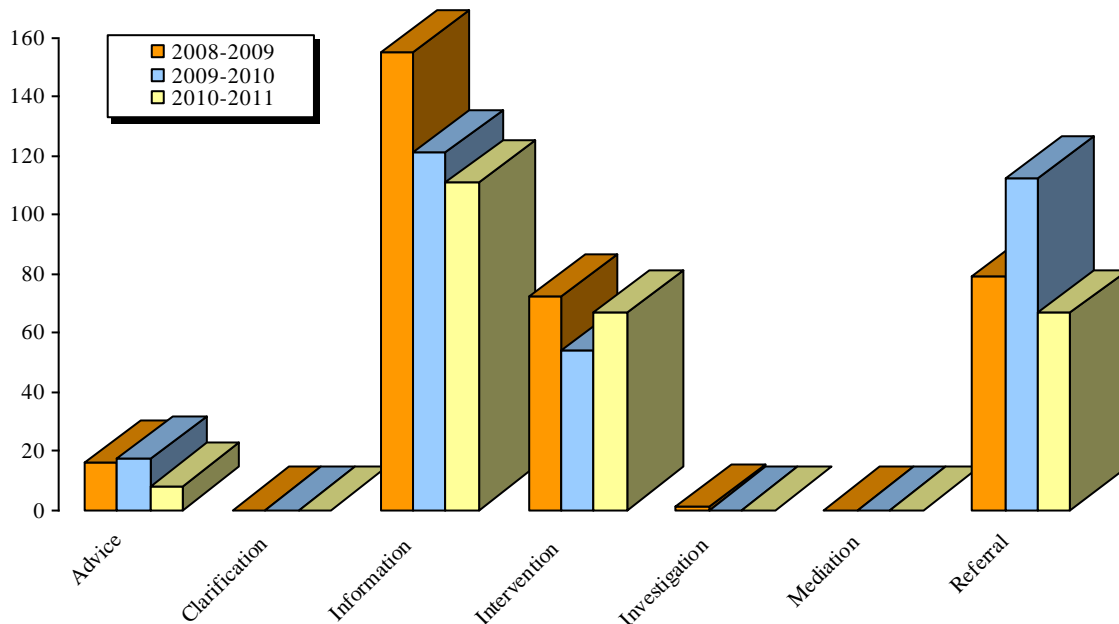
In 2010-2011, individuals primarily expressed their concerns by phone as was the case in the two preceding years. Other methods used frequently to express concerns included referrals to the Student Ombudsperson, e-mail and walk-ins.

Contact Type	2008-2009	2009-2010	2010-2011
E-mail	53=16%	48=16%	45=18%
Phone	114=35%	119=39%	91=36%
Referral	73=23%	87=29%	52=21%
Walk-in	53=16%	31=10%	37=15%

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Action Taken



Action Taken	2008-2009	2009-2010	2010-2011	Total
Advice	16	17	8	41
Clarification	0	0	0	0
Information	155	121	111	387
Intervention	72	54	67	193
Investigation	1	0	0	1
Mediation	0	0	0	0
Referral	79	112	67	258
Total	323	304	253	880

Providing information, followed by intervention and referrals, were utilized most often by the Student Ombudsperson when assisting individuals in 2010-2011. These same actions were consistently used most often from 2008-2011.

Action Taken	2008-2009	2009-2010	2010-2011
Information	155=48%	121=40%	111=44%
Intervention	72=22%	54=18%	67=26%
Referral	79=24%	112=37%	67=26%

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

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V. Areas of Concern

Area of Concern	Total 08-09	Total 09-10	Total 10-11	Area of Concern	Total 08-09	Total 09-10	Total 10-11
Accessibility	7	1	1	Fiscal Services	9	29	7
Admissions-Undergraduate	33	28	23	Grade Grievance	23	15	14
Admissions-Graduate	5	7	3	Grade Point Average	1	0	0
Advising-Undergraduate	12	22	14	Grades	3	1	2
Advising-Graduate	1	0	2	Graduation	4	1	4
ASAP	0	0	0	Grant	1	0	0
Bookstore	2	0	3	Health Services	3	1	2
CAP	0	1	0	International Programs	1	0	6
Card Office	0	0	0	Internship	0	1	2
Challenge Exam	0	0	0	Library	0	0	3
Change of Grade	0	4	4	Military Orders	0	0	0
Classification Change	0	1	0	myUTSA email	1	0	0
CLEP	0	0	1	Off-Campus Housing	1	2	2
Computer Lab	1	0	0	On-Campus Housing	15	17	11
Core Curriculum	0	0	0	Other	60	56	34
Course-Attendance	2	0	1	Paisano	0	0	0
Course-Drop	10	2	1	Parking	15	14	10
Course-Grading Process	5	9	9	Registration	4	5	6
Course-Instruction	5	8	8	Reinstatement	7	2	6
Course-Make-up Exam	1	1	2	Repeat Policy	0	0	0
Course-Missed Quiz	0	1	0	Residency	1	3	2
Course-Schedule	17	7	9	Safety	3	6	3
Course load Reduction	2	1	0	Scholarship	2	1	2
CPE	0	0	0	Student Conduct and Community Standards*	5	2	3
Dance Team	0	0	0	Student Organization	0	0	1
Diploma	1	1	0	Study Days	0	0	0
Disability Services	2	2	4	Testing Services	0	1	0
Dissertation	0	0	0	Transcript Request	4	1	2
Enrollment Verification	0	0	0	Texas Success Initiative	1	0	0
ExCET/TEExES	0	0	0	Tuition	0	0	0
FCSA Evaluation	0	0	0	University of Texas System Online Consortium**	0	0	0
Fees	1	3	1	University Police	2	2	2
FERPA	0	0	0	Veteran Affairs	2	3	3
Field Placement	0	0	0	Visa	1	0	0
Final Exams	5	1	7	WebCT	0	0	0
Financial Aid	22	25	17	Withdrawal	20	16	16
				Total by year	323	304	253
				Grand total (2008-2011)	880		

*Formerly – Student Judicial Affairs

**Formerly – The University of Texas System Telecampus

Note: 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 2010-2011 consisted of the following (in descending order by total):

Area of Concern	2010-2011
Other	34
Admissions-Undergraduate	23
Financial Aid	17
Withdrawal	16
Advising-Undergraduate	14
Grade Grievance	14
On-Campus Housing	11
Parking	10
Course-Grading Process	9
Course-Schedule	9
Course-Instruction	8
Final Exams	7
Fiscal Services	7
Total	179

These areas accounted for seventy-one percent (71%) of the concerns brought forward for assistance during this year. Of the seventy-two (72) possible areas of concern, the following areas with double digit totals or more were communicated most often to the Student Ombudsperson from 2008-2011 (in descending order by total):

Area of Concern	2008-2009	2009-2010	2010-2011	Total
Other	60	56	34	150
Admissions-Undergraduate	33	28	23	84
Financial Aid	22	25	17	64
Grade Grievance	23	15	14	52
Withdrawal	20	16	16	52
Advising-Undergraduate	12	22	14	48
Fiscal Services	9	29	7	45
On-Campus Housing	15	17	11	43
Parking	15	14	10	39
Course-Schedule	17	7	9	33
Course-Grading Process	5	9	9	23
Course-Instruction	5	8	8	21
Admissions-Graduate	5	7	3	15
Registration	4	5	6	15
Reinstatement	7	2	6	15
Course Drop	10	2	1	13
Final Exams	5	1	7	13
Safety	3	6	3	12
Student Conduct and Community Standards	5	2	3	10
Total	275=31%	271=31%	201=23%	747=85%

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Cumulatively, these areas represented eighty-five percent (85%) 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 2008-2011 (in descending order by total).

Other (150)

- Difficulty accessing AirRowdy, Blackboard and the online orientation module.
- Concerns about gateway process, foundation year requirements and portfolio assessment.
- Concern that the new plus/minus grading system did not include a grandfather clause.
- Student vying for a pageant crown; inquired about publicity (e.g. possible UTSA Today story).
- Appeal to consider payment arrangements for the Child Development Center.
- Loss of student identification card; protecting identity.
- Concern about temperature of classroom.
- Assistance with completion of certification forms (e.g. Student Affairs Administrators in Higher Education fellows program, security clearance request for Compliance and Investigations Office, etc.).
- Questions about comprehensive exams, field experience/placement, fitness to teach, practicums, research and publications and appeal options.
- Student employee issues and questions (e.g. disciplinary process, employment options and requirements, hiring practices, on-the-job training, proof of employment, termination, work environment, etc.).
- Questions about the Access College and Excel (ACE) Program, the McNair Scholars Program and the Quality Enhancement Plan (QEP).
- Time conflict with exam and career fair.
- Concern about services received through the Writing Center.
- Referrals to United Way.
- Requests for information and/or support services (e.g. 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), proof of enrollment, rental options for motorized scooters, Rowdy Cents, student code of conduct, Summer Law School Preparation Academy, etc.).
- Allegations of differential treatment, discrimination, harassment, research violations and stalking.
- On-campus injuries (e.g. 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 (e.g. academic status, attributes, "core curriculum not complete" notation on graduate student transcripts, grade point averages, repeat indicators, etc.).
- Inquiries about making arrangements to close out affairs (e.g. move belongings out of dorm room, return books, appeal for posthumous degree, etc.) for deceased students and notifications about other extenuating circumstances.

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Other (150) continued

- Discussions about various processes, policies and resources for a better connection to and understanding of the university.
- Questions about meal tax charges, payment deadlines, late fees, cancellation of meal plans and the appeal process for remaining dining dollars and meals.
- Communication issues involving employees, departments, instructors and course groups/teams.
- Request for refund of software purchase.
- Concerns about noise levels in the library during the final exam period (library was under construction at the time).
- Campus Recreation work-out dress code.
- Checking on the status of tuition rebate and various holds.
- Customer service concerns.
- Inquiries about tuition and fees, online degree offerings, smoking policy, FERPA, student authorization to release education record information, etc.

Admissions-Undergraduate (84)

- Questions about deferred admission, early admission for high school students, provisional admission, reapplying to the university and the Joint Undergraduate Matriculation Program (JUMP).
- Duplicate student identification number issue.
- Concerns about the evaluation of International Baccalaureate (IB) credit.
- Customer service concerns.
- Inquiries about inactivating admission and the Coordinated Admissions Program (CAP) agreement.
- Questions about the admissions process for various student types (e.g. freshmen, transfer, international, special and transient).
- Status of incomplete files during peak periods; checking if credentials had been received; monitoring admission status via the Automated Student Access Program (ASAP).
- Admission hold which 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 status of appeals.
- Questions about academic fresh start and transfer plans.

Financial Aid (64)

- Questions about financial aid for students pursuing teacher certification and the processing and denial of the Educational Aide Exemption (EAE).
- Renewal criteria for UTSAccess Program and Texas Excellence grant.

Financial Aid (64) continued

- 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 and reinstating and cancelling loans.
- Inquiry about miscellaneous award that was not renewed.
- Options for communicating with staff from enrollment services and financial aid; grievance process.
- Customer service concerns.
- Enrollment requirements for consortium agreement.
- Questions about book loans, part-time budgets, residency status, eligibility for financial aid under House Bill (HB) 1403, Pell grants, room and board grants, scholarships, etc.
- Available funding options for international students (e.g. international student grant).
- Understanding awarding, verification, unmet need and whether additional financial assistance was available.
- Options when aggregate loan limits had been reached.
- Availability of work-study jobs; how to find a work-study job.
- Inquiries about applying for and receiving financial aid during the summer.
- Other process issues which involved the return of funds due to withdrawal, eligibility (e.g. degree seeking versus non-degree seeking), default on a student loan, etc.
- Questions about the disbursement of financial aid funds when transitioning from undergraduate to graduate school, emergency loans, release of personal information via email, etc.
- Inquiries about award cancellations and reinstating financial aid.
- Eligibility requirements for the Hazelwood educational benefit.
- Adjustments to financial aid awards due to audits, changes in enrollment status, graduation, etc.
- Special circumstance and financial hardship requests.
- Status of file and when funds would be disbursed.
- Appeal process for those who did not meet Satisfactory Academic Progress (SAP) standards or missed the SAP deadline.

Grade Grievance (52)

- Allegations of discrimination.
- Attended grade grievance meeting with student, instructor and department chair.
- Inquiries about where to find information on the grade grievance procedure.
- Requests for a copy of the Student Academic and Grade Grievance form.
- Questions about levels of appeal, status of grievance, time limit on submitting a grievance, change of grades, change of academic status, etc.
- Concerns about grading subjectivity, retention of tests, communicating with instructors, classroom environment, structure and management.

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Withdrawal (52)

- Assisted with the withdrawal process (e.g. faxed form, took completed form to the Registrar's Office, etc.) when students were unable to complete the process on their own (e.g. hospitalized, severe medical condition, etc.).
- Questions about the online withdrawal process including where to find the withdrawal form.
- Inquiries about medical and mental health withdrawals and reduced course load requests.
- Status of requests and process for appeals.
- Questions about refund periods and deadlines.
- Retroactive withdrawal requests due to extenuating circumstances.

Advising-Undergraduate (48)

- Inquires about course substitutions, independent study process, intervention programs, permission for enrolling in graduate coursework as an undergraduate, teacher certification requirements, etc.
- Status of SAP appeal submitted to advising center; the academic advisor statement section needed to be completed.
- Eligibility criteria for the EAE including waiver of student teaching due to substitute teaching experience.
- Questions about double use of courses (double dipping).
- Clearance from advisors in order to register for courses.
- Courses needed for graduation, major and/or minor were full/not offered.
- Seeking advising for early reinstatement.
- Requests for advising services from post-baccalaureate and pre-law students.
- Clarification about the six drop policy and the policy on repeating courses.
- Inquiries about changing majors, core complete, math placement, prerequisites, registration, Texas Success Initiative (TSI) and transfer courses.
- Questions about pre-nursing coursework and CAP requirements.
- Concerns about advising experience/information received.
- Questions about appeal, grievance and petition processes, advising holds, returning after medical withdrawal, etc.

Fiscal Services (45)

- Accessing 1098-T, Internal Revenue Service tuition statement form, for international students.
- State vendor hold on account for overpayment of unemployment benefits; prevented the release of refund until cleared.
- Questions about paying online, installment payment options, posting of payments, payment deadlines and refund periods.
- Courses dropped due to non-payment.

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Fiscal Services (45) continued

- Inquiries about how the university bills for the Texas Tomorrow Fund, refund eligibility due to military deployment, etc.
- Customer service concerns.
- Fiscal services hold on account; unable to register and/or request transcript.
- Account sent to collections, balance owed from previous terms and scheduling payment arrangements.
- Process for appealing to the University Bursar.
- Status of appeals, refund checks and loan disbursements.

On-Campus Housing (43)

- Early move-in request and requests to be placed on a waiting list.
- Room damaged by rainwater.
- Process used to assign rooms; status of housing assignment.
- Housing hold on account; unable to register.
- Maintenance and security issues.
- Requests to appeal late fees and charges assessed to account for damages to room.
- Understanding charges on bill and scheduling payment arrangements.
- Questions about cancellation fees, contract renewals/releases, housing deposits, move-out procedures, pet fines and subleasing options.
- Concerns about lack of hot water, air conditioning, bug infestation, a broken gate and an outstanding bill with Time Warner Cable.
- Transfer requests due to living conditions and/or roommate issues.

Parking (39)

- Process for appeals including status of appeals.
- Concerns about final appeal process (e.g. citations have to be paid in advance of submitting a final appeal to the Appeal Panel).
- Customer service concerns.
- Concerns about the availability of on-campus parking during peak periods.
- Questions about ordering a permit online via ASAP.
- Process for filing a grievance.
- Inquiries about disabled student parking and shuttle services which had been discontinued.
- Parking hold on account; unable to register and/or request transcript.
- Questions about a lost permit, permit charges, parking citations, pay stations and immobilization boot on car.

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Course Schedule (33)

- Concerns about the scheduling of block courses.
- Appeals for adding courses after the census date, concurrent enrollment and waiver of prerequisite requirements.
- Difficulty accessing the schedule of classes and/or registration system.
- Questions about override permission for registration into various courses, independent study enrollment, etc.
- 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.
- Inquiries about registration dates, adding and dropping courses, switching sections and enrollment status.

Course-Grading Process (23)

- Concerns about the grading of online course assignments, grading computations, grading inconsistencies and instructor comments on graded assignments.
- Untimely posting of grades in Blackboard.
- Assignments misplaced by instructor.
- Dress code concerns (e.g. dress professionally for presentations, wear closed toe shoes for lab quizzes, etc.).
- Issues with the grading of scantrons (e.g. grading machine not working properly) and quizzes with clicker responses (e.g. encountered difficulties with logging of responses).
- Connecting with instructor about final grade, make-up work due to extenuating circumstances, etc.
- Allegations of plagiarism, unauthorized collaboration on assignments, unfair treatment and breach of confidentiality.
- Questions about grade of incomplete (IN), no report (NR) and change of grade.

Course Instruction (21)

- Concern about instructor absences.
- Options to provide constructive feedback about courses (e.g. instructor evaluations, meet with the Department Chair, etc.).
- Process for appealing a grade and/or submitting a grievance.
- Questions about course content, dress code, syllabus, quantity of assignments, grading policies, etc.
- Concerns about teaching style, instructor behavior, classroom management and environment.
- Communicating with instructors to discuss concerns.
- Claims of sexual harassment and discrimination based upon gender.
- Difficulty understanding instructor; concerns about civility of students toward instructor with accent.

Course Instruction (21) – continued

- Instructor was not assigned to teach a course during the summer (e.g. ten-week term).
- Textbook transition issue for foreign language course.
- Lack of consistency for online course.
- Students had to learn modeling software on their own.
- Non-major student was not allowed to check out a digital single-lens reflex camera (DSLR) to meet course requirements.

Admissions-Graduate (15)

- Questions about admission requirements, reapplying to the university and process to defer admission.
- Inquires about special graduate student status (e.g. non-degree seeking).
- Status of incomplete files; checking if credentials had been received.
- Timeframe on making decisions.
- Questions about Graduate Record Exam (GRE) preparation courses and information sessions.
- Appeal process for those who applied to the incorrect program, missed the application deadline or were denied admission.
- Allegations of misinformation.
- Concerns that documents were misplaced, grade point average was not calculated correctly and the application review process was delayed.

Registration (15)

- Unable to register due to hold on record (e.g. final high school transcript, advising, alcohol education module, library, etc.).
- Student status prevented registration.
- Computer system slowed down or crashed/ceased to function during peak registration period.
- Questions about error messages, late registration dates and adding courses after the late registration timeframe.
- Courses filled to capacity; unequal number of lab courses to science courses offered.
- Results for Principles of Accounting Competency Exam (PACE) and Finance Assessment of Competency Test (FACT) results not posted; unable to register for courses.
- Requests for registration assistance.

Reinstatement (15)

- Questions about the petition for reinstatement process at the undergraduate and graduate levels including deadlines, fees, status of file, etc.
- Requests for early reinstatement.

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Reinstatement (15) – continued

- Appeal process for those who were denied reinstatement, missed the deadline or exited from a college; checking on status of appeals.
- Clarification about grade point averages (e.g. term versus overall).
- Inquiry about academic status (e.g. academic warning, probation, dismissal).

Course-Drop (13)

- Process for appealing/adding classes after regular and late registration periods.
- Course inadvertently dropped by department or student.
- Questions about dropping developmental courses, drop deadline dates, refund periods and how to drop courses online.
- Courses were cancelled, discontinued, dropped by departments or the prerequisite checking system.
- Inquiries about appeal process when automatic grade of W-Withdrawal deadline and/or 100% refund period has passed.
- Request to have course removed from schedule/record due to mitigating circumstances.
- Requests for administrative and/or retroactive drops due to extenuating circumstances.

Final Exams (13)

- Missed final exams due to extenuating circumstances; sent notification to instructors.
- Requests to reschedule final exams due to extenuating circumstances.
- Questions about final exam results and grade of IN-Incomplete.
- Inquiries about the final exam schedule.

Safety (12)

- Concerns about pedestrian safety at the Frio Street crosswalk at the downtown campus.
- Concerns about on-campus and off-campus safety.
- Questions about general safety tips and on-campus safety precautions (e.g. blue emergency phones, safety escorts, etc.).
- Allegations of harassment, mistreatment, stalking and threats via Facebook.
- Request to restrict directory information.

Student Conduct and Community Standards – formerly Student Judicial Affairs (10)

- Hold on record for preliminary meeting; prevented registration.
- Request to take final exam while on interim suspension.
- Withdrawn and/or courses dropped based on outcome of case; no longer eligible to attend UTSA.
- Concerns about the delay of a processing a grade change.
- Appeal process at the VPSA level; checking on status of appeal.
- Engagement, Personal Development, Interpersonal Development, Community Membership (EPIC) mentor referral.

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VI. Recommendations

As follow-up to the 2008-2009 and 2009-2010 reports, the Handbook of Operating Procedures (HOP) 5.9 Class Attendance Policies section was amended. In addition, the recommendation to create directional maps for individuals with disabilities is being considered by the Facilities Planning and Development Office as part of the university's wayfinding initiative under the Master Plan. These maps would indicate suggested travel routes for individuals utilizing a manual or motorized wheelchair/scooter on-campus. In 2010-2011, the Medical and/or Mental Health Withdrawal policy was reviewed to determine the applicability of the policy to the care and/or loss of a family member. This policy is still under review for other possible updates.

Abbreviations

ACE	Access College and Excel
AirRowdy	Campus Wireless Network
ASAP	Automated Student Access Program
Blackboard	Web-Based Learning Management System
CAL	College Access Loan
CAP	Coordinated Admissions Program
CLEP	College Level Examination Program
CPE	Center for Professional Excellence
DSLR	Digital Single-Lens Reflex
EAE	Educational Aide Exemption
EPIC	Engagement, Personal Development, Interpersonal Development, Community Membership
ExCET/TEExES	Examination for the Certification of Educators in Texas/Texas Examinations of Educator Standards
Facebook	Social Networking Service
FACT	Finance Assessment of Competency Test
FCSA	Foreign Credentials Service of America
FERPA	Family Education Rights and Privacy Act
GRE	Graduate Record Exam
HB	House Bill
HOP	Handbook of Operating Procedures
IB	International Baccalaureate
IN	Incomplete grade; assigned at the discretion of the instructor
JUMP	Joint Undergraduate Matriculation Program
LSAT	Law School Admission Test
NR	No Report grade; assigned only by the Registrar when unusual circumstances do not allow a student's grade to be entered by the deadline for processing grades
PACE	Principles of Accounting Competency Exam
PLUS	Parent Loan for Undergraduate Students
QEP	Quality Enhancement Plan
Rowdy Cents	Online Financial Literacy Program

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Abbreviations continued

SAP	Satisfactory Academic Progress
TSI	Texas Success Initiative
UTSA	University of Texas at San Antonio
UTSAccess	Program provides grants and/or scholarships to cover tuition and mandatory fees for up to four years
VPSA	Vice President for Student Affairs
W	Withdrawal grade; indicates the student was passing at the time of withdrawal or drop
WebCT	World Wide Web Course Tools