



The University of Texas at San Antonio

Office of the Vice President for Student Affairs

2015-2016 Student Ombudsperson Annual Report

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I. Introduction

The 2015-2016 annual report includes the following:

- a description of the role of this position,
- outreach efforts,
- a comparison of the individuals served including areas of concern for 2014-2015 and 2015-2016, and
- recommendations for change and/or improvement.

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 provides assistance 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).

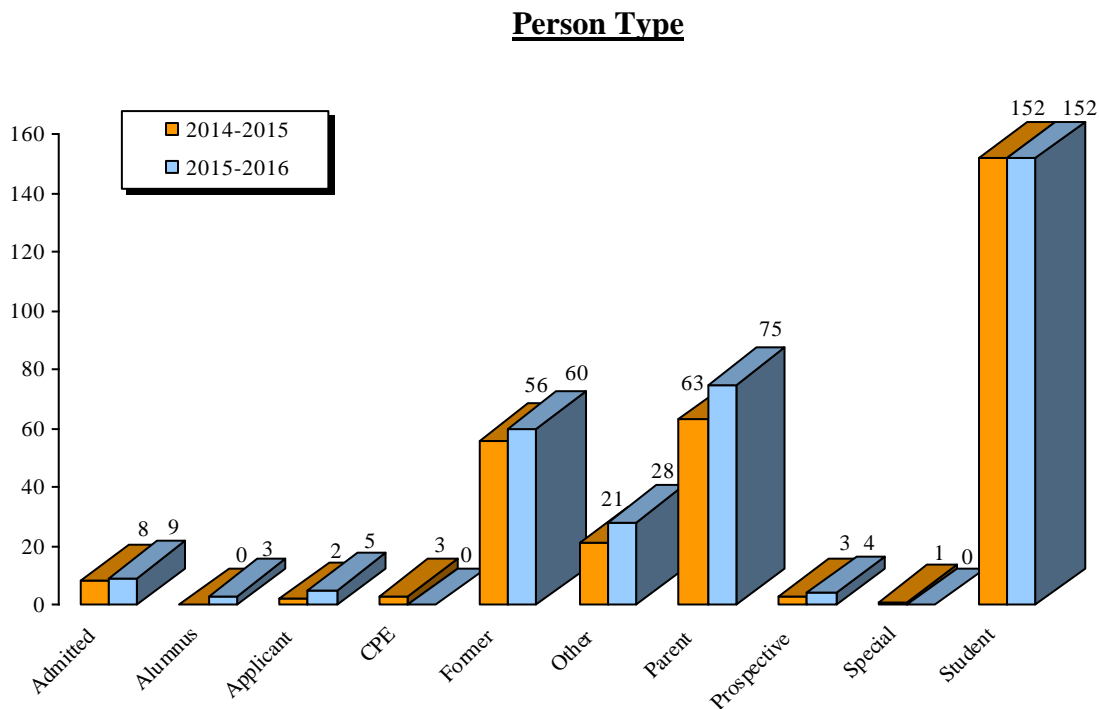
III. Outreach

The Student Ombudsperson conducted presentations about the role of the ombudsperson to the following staff, faculty and/or students: undergraduate academic advisors, Roadrunner Transition Experience (RTE) mentors, non-tenure track orientation and graduate student orientation participants. The Student Ombudsperson and Academic Affairs Ombudsperson hosted an information table for new freshman and family participants during the summer 2016 Freshman Orientation Resource Fairs (total of eight). The Student Ombudsperson position was also publicized in the Family Association Calendar and Guidebook, the online Information Bulletin and the Student Ombudsperson web page – <http://www.utsa.edu/students/ombudsperson/>. 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 also conducted nine True Colors training sessions during 2015-2016.

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IV. Statistics

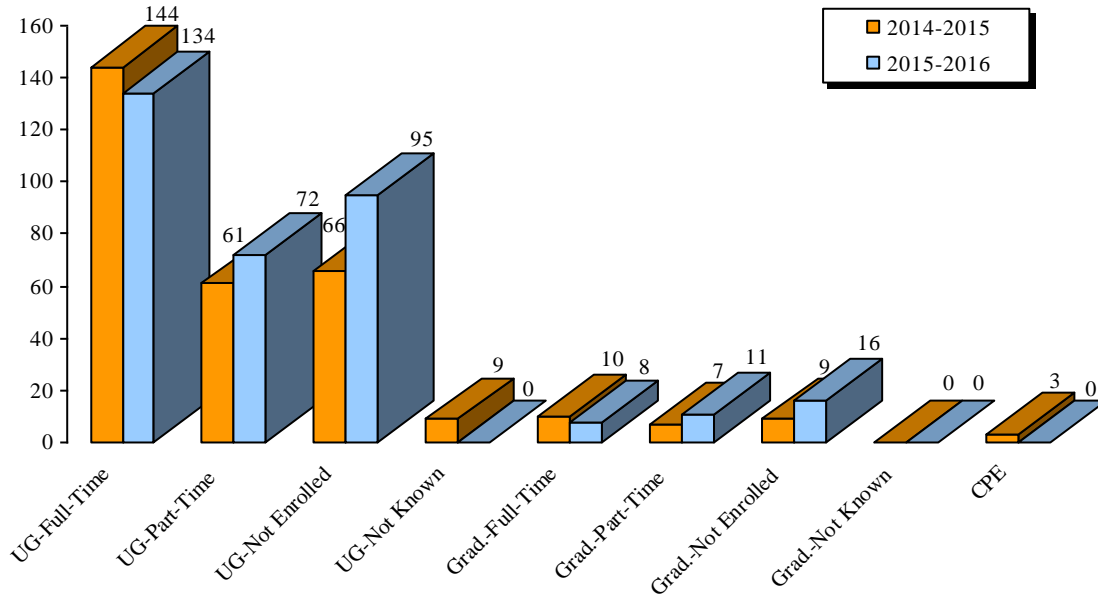


A total of 336 individuals were assisted by the Student Ombudsperson in 2015-2016 versus 309 in 2014-2015 which represents a difference of 27 contacts. The individuals assisted were as follows:

- 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.

The majority of those assisted continued to be currently enrolled students (45% in 2015-2016 versus 49% in 2014-2015), parents (22% in 2015-2016 versus 20% in 2014-2015), and former students (18% for 2015-2016 and 2014-2015).

Enrollment Status



* UG = undergraduate students and Grad. = graduate students

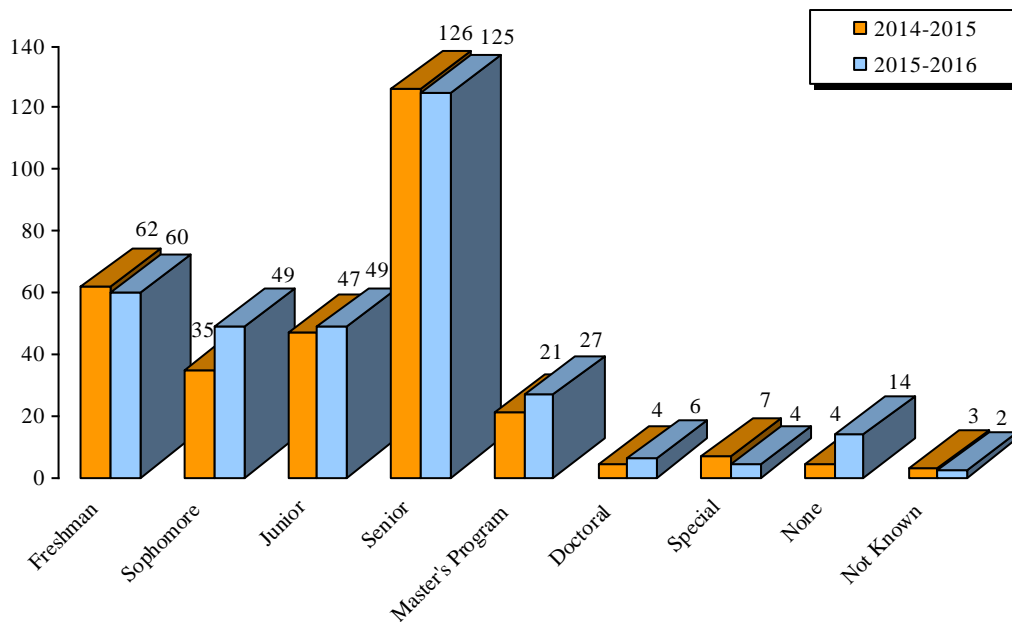
Undergraduates constituted a majority of the contacts in 2015-2016 (90%) and 2014-2015 (91%). Most continued to be categorized as full-time, not enrolled, and part-time. Graduate students made up 10% of the contacts in 2015-2016 and 8% of the contacts in 2014-2015.

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.

Classification



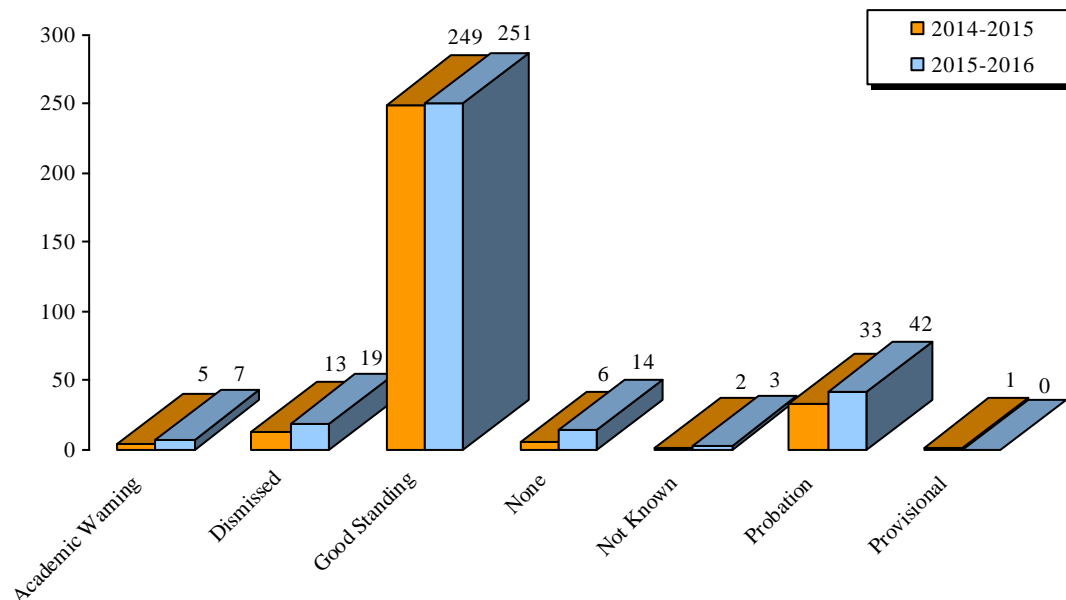
In 2015-2016, the majority of the contacts continued to be comprised of the same undergraduate classifications as in 2014-2015. These classifications included seniors (37% in 2015-2016 and 41% in 2014-2015), freshman (18% in 2015-2016 and 20% in 2014-2015), juniors (15% in 2015-2016 and 2014-2015) and sophomores (15% in 2015-2016 and 11% in 2014-2015). Students enrolled in a master's degree program consisted of 8% for 2015-2016 and 7% for 2014-2015, while doctoral and special (non-degree seeking) students comprised a very small percentage of the classifications represented.

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.

Academic Status



Students who received assistance in 2015-2016 (75%) and 2014-2015 (81%) were predominantly in good standing with the university. Those experiencing academic difficulties encompassed 20% of the population in 2015-2016 and 17% in 2014-2015. 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.

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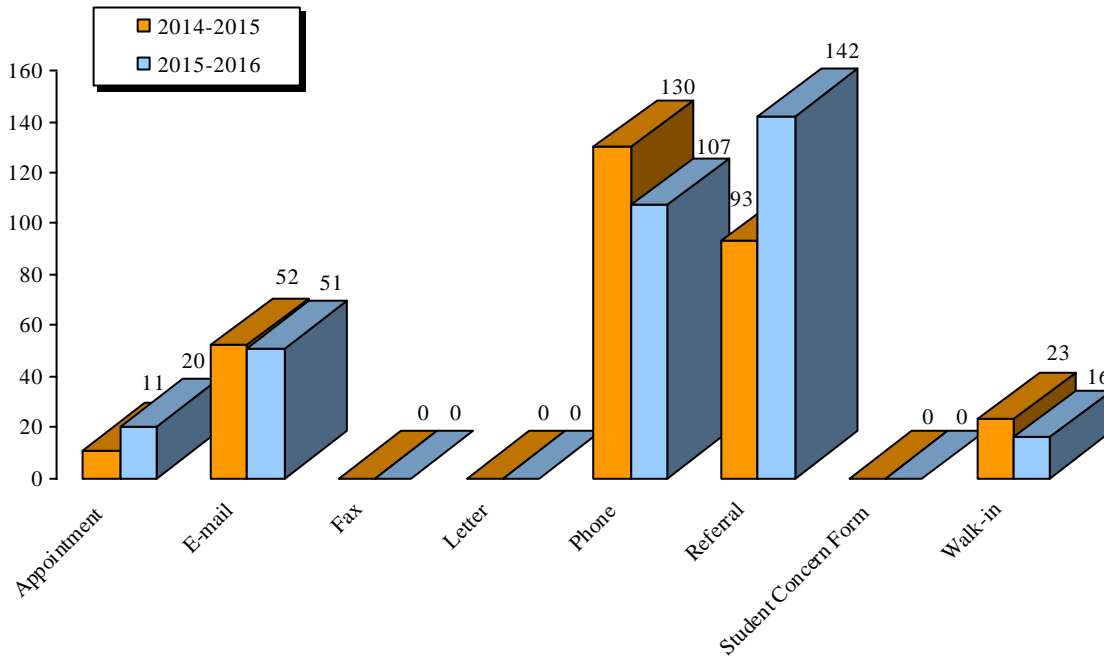
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- Probation Undergraduate in good standing whose overall UTSA grade point average fell below a 2.00 or a graduate who failed to achieve a grade point average of 3.00 in any term at UTSA, or who earned a grade of “D” in any course in a term, also includes 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.

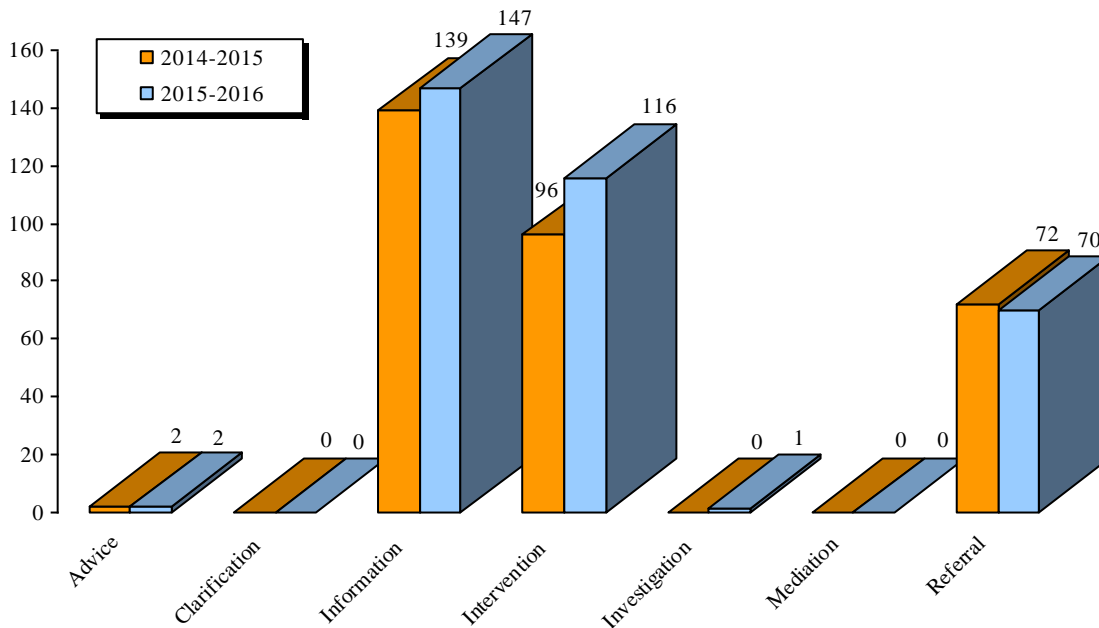
Contact Type



*Student Concern Form was created in 2006-2007

Referrals (42% for 2015-2016 and 30% for 2014-2015) and phone contacts (32% for 2015-2016 and 42% for 2014-2015) were primarily used to communicate concerns for both years. Other methods which were used included email (15% for 2015-2016 and 17% for 2014-2015), appointments (6% for 2015-2016 and 4% for 2014-2015) and walk-ins (5% for 2015-2016 and 7% for 2014-2015).

Action Taken



In 2015-2016, the actions used most often to aid individuals seeking assistance from the Student Ombudsperson included providing information (44%), intervention (35%) and referrals (21%). These actions, providing information (45%), intervention (31%) and referrals (23%), were also carried out most often in 2014-2015.

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 14-15	Total 15-16	Area of Concern	Total 14-15	Total 15-16
Academic and Grade Grievance*	27	33	Fiscal Services	13	24
Accessibility	0	1	Grade Point Average	0	0
Admissions - Undergraduate	14	25	Grades	0	0
Admissions - Graduate	1	3	Graduation	9	10
Advising – Undergraduate	38	45	Grant	0	0
Advising - Graduate	0	1	International Programs	0	2
ASAP	0	0	Internship	0	1
Bookstore	0	0	Library	1	0
CAP	0	1	Military Orders	0	0
Card Office	0	0	myUTSA email	0	0
Challenge Exam	0	0	Off-Campus Housing	4	2
Change of Grade	0	4	On-Campus Housing	8	7
Classification Change	0	0	Other	29	40
CLEP	0	0	Paisano	0	0
Computer Lab	0	0	Parking	5	5
Core Curriculum	0	0	Registration	8	9
Course – Attendance	22	23	Reinstatement	12	6
Course – Drop	6	3	Repeat Policy	3	0
Course – Grading Process	2	0	Residency	1	2
Course – Instruction	21	3	Safety	2	1
Course – Make-up Exam	2	0	Scholarship	3	3
Course – Missed Quiz	0	1	Student Conduct and Community Standards**	8	13
Course – Schedule	3	4	Student Disability Services***	1	0
Course load Reduction	0	0	Student Health Services****	2	3
CPE	1	0	Student Organization	1	2
Dance Team	0	0	Study Days	0	0
Diploma	0	0	Testing Services	1	1
Dissertation	1	1	Transcript Request	5	1
Enrollment Verification	0	0	Texas Success Initiative	0	1
ExCET/TEExES	0	0	Tuition	0	0
FCSA Evaluation	0	0	University of Texas System Online Consortium*****	0	0
Fees	9	2	University Police	0	2
FERPA	0	0	Veteran Affairs	1	1
Field Placement	0	1	Visa	0	0
Final Exams	4	2	WebCT	0	0
Financial Aid	21	25	Withdrawal	20	22
			Grand totals	309	336

Formerly – Grade Grievance*

Formerly – Student Judicial Affairs**

Formerly – Disability Services***

Formerly – Health Services****

Formerly –The University of Texas System Telecampus*****

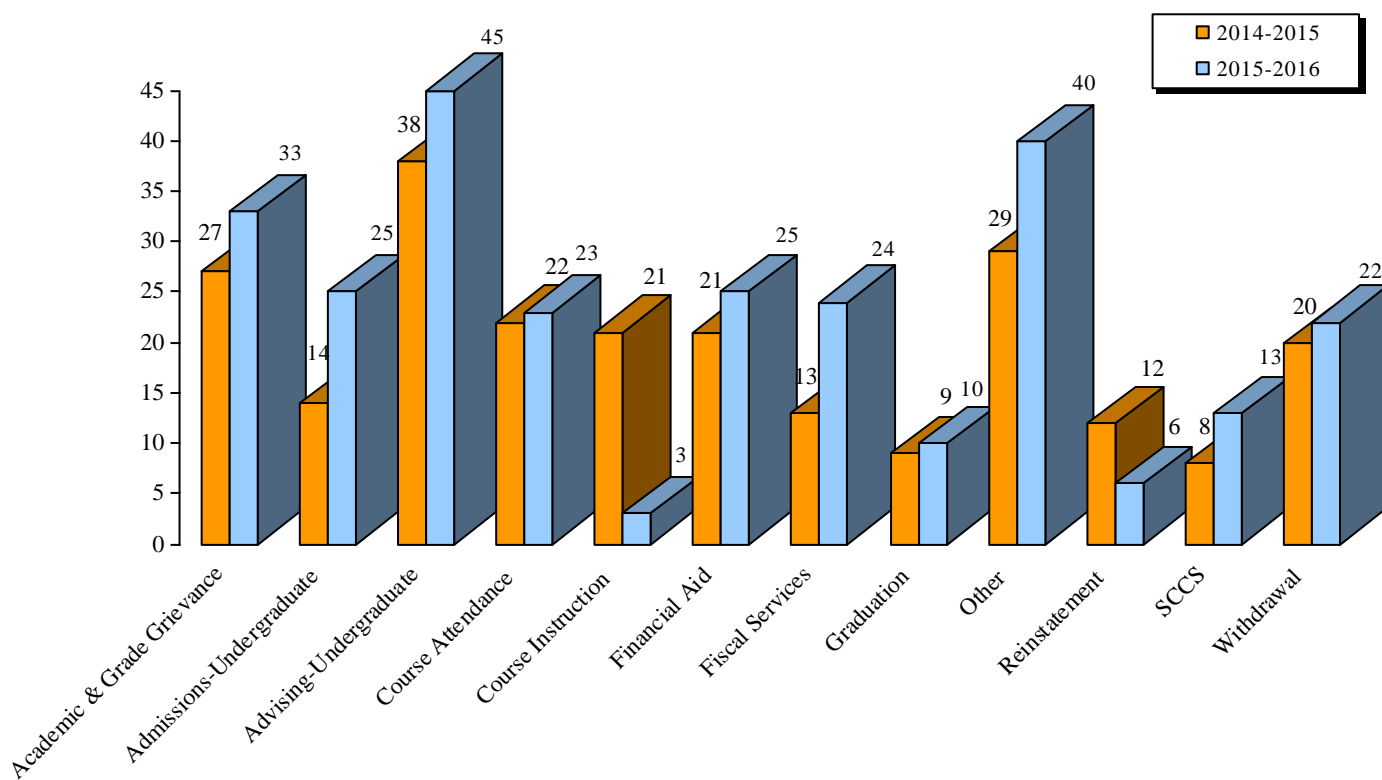
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The areas of concern which were brought forward for assistance continued to be associated with various university operations, processes and/or services.

Eight areas of concern were expressed most often for both years which included the following areas: Academic and Grade Grievance, Admissions-Undergraduate, Advising-Undergraduate, Course Attendance, Financial Aid, Fiscal Services, Other and Withdrawal. In 2015-2016, Graduation and Student Conduct and Community Standards (SCCS) were also identified as areas which were expressed most often for a total of ten areas of concern. Whereas, Course Instruction and Reinstatement were included with the ten areas of concern which were expressed most often during 2014-2015.



The following summary provides details about the ten areas of concern which were communicated most frequently to the Student Ombudsperson during 2015-2016 including a comparison of the eight areas of concern which were expressed most often for both years.

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Advising-Undergraduate

- Inquiry about the possibility of adjusting the enrollment cap on a course to allow for registration into the course; student was on a waitlist.
- Concerns about lack of course offerings and progression toward degree completion.
- Incorrect final degree audit.
- Prerequisite override requests.
- Student lacking study abroad/signature experience.
- Questions about admission requirements for certain degree programs, pursuing two degrees from different colleges simultaneously and participating in commencement.
- Student with dual and transfer credit inquired about requesting a waiver of the University Peer Mentor (UPM) requirement.
- Confusion over pre-advising session and meeting with academic advisor during scheduled advising session with a Texas Success Initiative (TSI) deficiency.
- Student wished to take more than 12 semester credit hours while on academic probation.
- Questions about next steps/onboarding process for newly admitted transfer student.
- Assistance with completing Curricular Practical Training (CPT) form.
- Semester credit hours remaining to complete degree program do not match (i.e. DegreeWorks versus paper degree plan).
- Request for refund of duplicate course and removal of course from student record.*
- Questions about appeal, grievance and petition processes (i.e. course substitution, request for catalog extension, Petition for Exceeding 30/45 Semester Credit Hours (SCH) Above Degree Requirements, 30/45 SCH Fee Waiver Contract to Graduate, Limitation on Attempting Gateway Course, Six Drop Policy, Three-Attempt Rule, Undergraduate Credit Limitation, student denied admission to or exited from a college, waiver of university requirement, etc.).*
- Lack of/delayed response from academic advisor and/or experienced difficulty in connecting with academic advisor.*
- Inquiries about academic status, changing majors, core complete, evaluation of dual and transfer credit, math placement, prerequisites, registration, Texas Common Course Numbering (TCCN) System and TSI.*
- Questions about degree audit process/clearance for graduation.*
- Concerns about advising experience, miscommunication and/or allegations of being misadvised/receiving inconsistent or incorrect information.*
- Advisor availability during peak periods, walk-in times, by appointment, etc.*
- Questions about advising holds, auditing courses, Coordinated Admission Program (CAP), gateway courses, Quantitative Literacy Program (QLP) requirement, returning after a medical or mental health withdrawal.*

*Similar for both years.

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Other

- Inquiry about Certificate in Oil and Gas.
- Request for assistance with creating/developing a resume.
- Concerns about committee chair and comprehensive exam process for graduate school.
- Concerns about entrepreneurial ideas, intellectual property and market research being shared with another department without consent.
- Question about alumni membership.
- Signing up for meal plan and meal plan cancellation due to non-enrollment.
- Concerns about email solicitations received from various apartment complexes and potential employers.
- Delay in reimbursement to Graduate Research Assistant for travel related expenses; referral to Academic Affairs Ombudsperson.
- Request to reverse election of credit/no credit option as student wished to receive a letter grade instead.
- Concerns about job scam for position which was posted on Rowdy Jobs.
- Questions about Student Fitness for Professional Practice policy and field placements/practicums.
- Inquiry about Child Development Center
- Concerns about suspension from one of the athletic programs.
- Questions about Campus Carry exclusion zones and student fees.
- On-campus accident (i.e. collapse of chair).
- Referrals to the Child Development Center and Counseling Services.
- Assistance with academic relief efforts.
- Inquiry about contact hours required for Independent Study Request.
- Request to participate in commencement without having met degree requirements due to failing health of family member.
- Allegations of discrimination and unfair treatment.*
- Questions about how the university holiday schedule is determined and requests for Good Friday and Veteran's Day to be designated as university holidays.*
- Referrals to Equal Opportunity Services (EOS) (i.e. Title IX issues, pregnancy, transgender student concern) and the United Way (i.e. house fire, homeless students).*

Academic and Grade Grievance

- Student felt professor did not respect the opinions of students in his/her course.
- Student unable to participate in tour of outdoor research facility; expressed concern about how this would impact final grade in course.
- Concern that final grade in course did not accurately reflect homework assignments which had been completed and submitted.

*Similar for both years.

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Academic and Grade Grievance continued

- Professor arrives late or leaves course early.
- Professor not showing up for office hours.
- Lack of adequate instruction on how to use software required for course.
- Questions about course evaluation process.
- Concerns about implementation of approved accommodations.
- Referrals to EOS as some students may have opted to engage in both grievance options (i.e. academic and grade grievance and EOS complaint process) simultaneously due to nature of concerns.
- Access to online assignment in BlackBoard Learn was closed a day before the due date.
- Grades for assignments, quizzes, etc. were not posted to BlackBoard Learn in a timely manner.
- Allegations of discrimination, retaliation and/or unfair treatment.*
- Allegation of scholastic dishonesty (i.e. cheating, plagiarism).*
- Concerns about grading rubric and score distribution on exams.*
- Concerns about behavior of professor and lack of professionalism.*
- Request to engage in the grade grievance process beyond the appeal timeframe.*
- Concerns about classroom environment, management and structure of courses, teaching strategies, communicating with professors, former professors and academic departments.*
- Inquiries regarding where to find information about the academic and grade grievance procedure.*
- Requests for a copy of the Student Academic and Grade Grievance form.*
- Contact information for professor, department chair, dean, dean and vice provost of university college and/or the dean and vice provost of the graduate school.*
- Questions about levels of appeal, status of grievance, time limit on submitting a grievance, appeal decision, change of grades, change of academic status, etc.*
- Inquiries about Handbook of Operating Procedures (HOP) 2.40 – Administrative Grade Change policy.*

Admissions-Undergraduate

- Applicants inadvertently applied for the incorrect term.
- Questions about onboarding process (i.e. orientation, testing, etc.) for newly admitted undergraduate students.
- Appeal process for those who missed the application deadline or were denied admission; checking on status of appeals/reason for denial.*
- Inquiry about returning to UTSA and whether student status would still be active for future enrollment.*

*Similar for both years.

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Admissions-Undergraduate continued

- Status of incomplete files during peak periods; checking if credentials had been received; monitoring admission status via the Automated Student Access Program (ASAP).*
- Questions about application deadlines and admission requirements for various student types (e.g. freshmen, transfer, international, special, non-degree seeking and transient).*
- Inquiries about admission policies (i.e. beyond initial admission/acceptance to the university) for various majors at UTSA.*
- 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).*
- Inquiries about academic fresh start, contact information for Transfer Specialists, transfer plans and the Transfer Academy for Tomorrow's Engineers (TATE).*

Financial Aid

- Request to increase subsidized loan funding due to change in classification.
- Questions about Return of Title IV guidelines due to dropped courses which resulted in a change in enrollment hours and withdrawing from the university.
- Inquiry about placeholder on account for valedictorian exemption and the Free Application for Federal Student Aid (FAFSA).
- Concern that courses were dropped due to delay of reviewing Satisfactory Academic Progress (SAP) appeal.
- Questions about the College Access Loan (CAL), Parent PLUS (Parent Loan for Undergraduate Students) Loan and renewal requirements for the Texas B-On-Time Loan.
- Concern about processing of Student Cost of Attendance Adjustment form.
- Students selected for verification.
- Inquiry about Internal Revenue Service data retrieval tool and how to schedule a Skype appointment.
- Customer service concern.
- Question about eligibility and maintenance requirements for the Texas Excellence Grant.*
- Referrals to Financial Aid Ombudsperson.*
- Adjustments to financial aid awards due to audits, changes in enrollment status, graduation, 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.*
- Funding options when aggregate loan limits have been reached.*

*Similar for both years.

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Financial Aid continued

- Special financial circumstances (i.e. dependency override, loss of income, etc.) and financial hardship requests (i.e. apartment fire, bankruptcy, currency devaluation, eviction, etc.).*
- Questions about outstanding documents and/or processes that needed to be submitted/completed for awarding and/or disbursement purposes (i.e. loan counseling and/or exit counseling requirements, submitting student information and/or I-94 forms, registering with selective service, etc.).*
- Inquiry about Satisfactory Academic Progress (SAP) standards, appeal process for those who did not meet SAP standards or missed the SAP deadline and/or the impact on veteran educational benefits and status of SAP appeal.*

Fiscal Services

- Inquiries about accumulated interest charges, whether emergency loan repayment could be delayed and completing a transcript request form.
- Processing of valedictorian exemption and requests to delay use of valedictorian exemption.
- Requests for assistance by parents of deceased students concerning their son's or daughter's account.
- Question about whether the Bachelor of Business Administration degree in Cyber Security would be an eligible degree program to pursue with regard to utilizing the peace officer exemption.
- Request to waive interest charges.
- Student did not agree with denial of tuition rebate request.
- Partial payment requests to permit registration and/or release of transcript for educational or employment purposes.
- Contacting professors to provide supporting documentation indicating non-attendance for financial appeals.*
- Requests for assistance due to financial hardship.*
- Questions about applying for an emergency tuition and fee loan, paying online, installment payment options, posting of payments, payment deadlines and refund periods.*
- Fiscal services or Perkins loan hold on account; unable to register, receive diploma, request transcript or obtain enrollment verification.*
- Questions about outstanding balance due to regular withdrawal, medical or mental health withdrawal and Return of Title IV.*
- Account sent to collections, balance owed from previous terms, scheduling payment arrangements and signing a payment agreement.*

*Similar for both years.

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Course-Attendance

- Process for appealing to the University Bursar.*
- Inquiries about observance of religious holy days and place of worship.
- Questions about student status (i.e. active/inactive) due to uncertainty of when the student would be able to resume his/her studies.
- Student not permitted to complete/submit assignment early to attend an off-campus professional development conference related to his/her major.
- Provided assistance to parents when student was unable to contact the university himself/herself (i.e. student in coma, sedated/medicated due to accident, inpatient care).
- Referrals to Financial Aid for questions about financial aid award or status and/or Return of Title IV if student decided to drop a course(s) and/or withdraw from the university due to excessive absences.*
- Referrals to Student Disability Services for information about registration process and possible academic accommodations based upon medical condition, recent diagnosis, return to school after accident/car accident, surgery, etc.*
- Information about transitory/minor medical conditions.*
- Referrals to Counseling Services and/or Student Health Services due to medical/mental health condition, personal and/or family issues, etc.*
- Lack of or delayed response from professors once notified about reason for absences and extenuating circumstances.*
- Inquiries about course attendance requirements and/or course participation grades as outlined in syllabi.*
- Contact information for professors; connecting with professors.*
- Available options (i.e. drop course, possible grade of IN-incomplete, reduced course load, extra credit, seeking approval to make-up missed assignments and/or complete assignments remotely, regular/medical/mental health withdrawal, etc.).*
- Notifications about accident/car accident, death of a family member or relative, illnesses, hospitalizations and other extenuating circumstances (i.e. parent in hospice care, parent involved in a car accident, parent suffered a stroke) and notifying professors.*
- Inquiries about HOP 5.09 – Class Attendance policy, Excused Absence from Class Attendance Form and filing a grievance/levels of appeal.*

Withdrawal

- Questions about the impact on the Limitation on Attempting Gateway Courses, Six-Drop Policy, Three-Attempt Rule and Undergraduate Credit Limitation for reduced course load requests and/or a withdrawal from the university.
- Inquiry about whether the submission of additional supporting medical documentation would change the effective date of withdrawal.
- Provided grade of incomplete information.

*Similar for both years.

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Withdrawal continued

- Impact of withdrawal on university and outside scholarships, Texas Tomorrow Fund and expected date of graduation.
- Referrals to academic advising Financial Aid and One Stop Enrollment Center.
- Concerns about processing time of medical and/or mental health withdrawal requests.
- Students initially withdrew under the regular withdrawal process and then pursued a medical and/or mental health withdrawal. This resulted in the return of additional financial aid funding because the withdrawal date changed to an earlier date due to the onset of the medical and/or mental health condition.*
- Request for contact information for professors.*
- Fiscal services hold due to previous withdrawal.*
- Assisted with 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 hospitalization, severe medical conditions, etc.*
- Questions about the regular withdrawal process including where to find the online withdrawal form.*
- Inquiries about medical and mental health withdrawal processes, reduced course load requests, whether students could pursue a second medical and/or mental health withdrawal, appeal options and contact information for Counseling Services and Student Health Services.*
- Questions about drop/withdrawal deadlines, refund timeframes, effective date of withdrawal and impact on Return of Title IV, veteran funding and/or third-party payments, cancellation of a student's financial aid award, meal plan selection and/or housing contract/lease and return of parking permit and textbooks.*
- Retroactive withdrawal requests due to extenuating circumstances.*

Student Conduct and Community Standards (SCCS)

- Allegations of scholastic dishonesty (i.e. cheating, plagiarism).
- Provided information about Handbook of Operating Procedures (HOP) policy 2.37 – Scholastic Dishonesty.
- Overview of student conduct process.
- Referrals to Student Conduct and Community Standards and Office of Equal Opportunity Services.
- Hold on student record prevented registration and/or the release of a transcript.
- Inquiries about standards of conduct expected by students and behaviors which could constitute a violation of the Student Code of Conduct, grade of NR (No Report) and change of grade process/timeframe.
- Request to reopen hearing.
- Impact of suspension on the funding received through financial aid and Veteran Affairs.

*Similar for both years.

Graduation

- Courses needed for graduation were full/not offered; requests to increase room capacity and/or provide a course substitution to complete degree requirements.
- Inadvertent withdrawal of summer graduation application; seeking assistance with reinstating summer graduation application.
- Questions about graduating with honors, the final degree audit process and next steps if student is not cleared to graduate.
- Inquiry about how the university determines dates for commencement.
- Request to mail diploma after the removal of a fiscal services hold.
- Inquiry about whether participation in commencement is permitted if degree requirements are not met by the end of the semester the student is scheduled to graduate.

VI. Recommendations

As follow-up to the 2014-2015 report, a Texas Accessibility Standards (TAS) review was conducted at the Main Campus. Information obtained from this review will be useful to future campus mapping and wayfinding initiatives.

A link to the Student Academic and Grade Grievance Form was added within the Academic and Grade Grievance Procedure section of the online Information Bulletin and the Graduate Catalog.

In addition, the following suggestions were submitted and/or actions completed based upon inquiries and/or concerns received by the Student Ombudsperson:

- Campus Services - to add a priority seating sign for persons with disabilities to newer shuttle buses. Older shuttle buses were equipped with the sign.
- Office of the Registrar – clarifying language was added to the Information Bulletin to explain that recognition of University Latin Hours at commencement is based upon the grade point average for the last semester completed and that courses in progress are not counted in the commencement honors grade point average calculation. University Latin Honors and the completion of a second or subsequent bachelor’s degree was also addressed.
- Office of the Registrar – the Undergraduate Credit Limitation email message, which is sent to students who have exceeded the semester credit hour limitation, was updated to clarify available appeal options.
- Student Life - A list of off-campus apartment complexes near the Downtown Campus was added to the Off-Campus Housing Options section of the Student Life webpage.
- University College/Fiscal Services/College of Business - The Bachelor of Business Administration Degree in Cyber Security (formerly the Bachelor of Business Administration Degree in Infrastructure Assurance) was determined to be an eligible degree program with regard to the exemption for Peace Officers Enrolled in Certain Criminal Justice or Law Enforcement Courses. The list of eligible courses was updated on the Peace Officer Exemption Form.

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Abbreviations

ASAP	Automated Student Access Program
Blackboard Learn	Web-based Learning Management System
CAL	College Access Loan
CAP	Coordinated Admissions Program
CLEP	College Level Examination Program
CPE	Center for Professional Excellence
CPT	Curricular Practical Training
DegreeWorks	Online platform which allows undergraduate students and their advisors to create semester by semester course plans and run degree audits to monitor progress toward degree completion
ExCET/TEExES	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
HOP	Handbook of Operating Procedures
IN	Grade of incomplete
I-20	Certificate of eligibility for non-immigrant (F-1) student status for academic and language students
I-94	Initial nonimmigrant arrival-departure document
JUMP	Joint Undergraduate Matriculation Program
NR	Grade of no report
PLUS	Parent Loan for Undergraduate Students
QLP	Quantitative Literacy Program
Return of Title IV	Return of unearned financial aid
RowdyJobs	Online job database
RTE	Roadrunner Transition Experience
SAP	Satisfactory Academic Progress
SCCS	Student Conduct and Community Standards
SCH	Semester Credit Hours
TAS	Texas Accessibility Standards
TATE	Transfer Academy for Tomorrow's Engineers
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
UPM	University Peer Mentor

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UTSA	University of Texas at 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