



The University of Texas at San Antonio

Office of the Vice President for Student Affairs

2017-2018 Student Ombudsperson Services Annual Report

Introduction

The 2017-2018 annual report includes the following:

- a description of the role of this position,
- outreach efforts,
- a summary of interactions including areas of concern, and
- recommendations for change and/or improvement.

Role of the Director of Student Ombudsperson Services

The primary role of the Director of Student Ombudsperson Services (formerly 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 Director of Student Ombudsperson Services assists 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 Director of Student Ombudsperson Services reports to the Vice President for Student Affairs (VPSA).

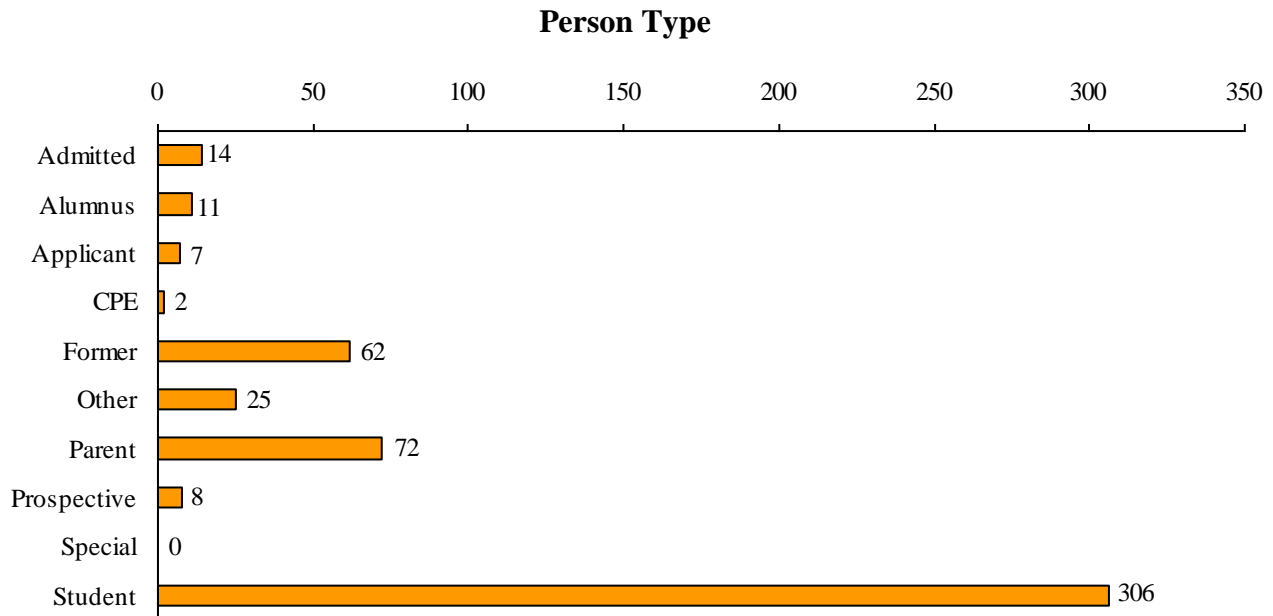
Outreach

The Director of Student Ombudsperson Services conducted presentations about the role of the ombudsperson to undergraduate academic advisors during fall 2017 new advisor training and their summer 2018 academic advising kick-off event. A co-presentation with the University Ombudsperson (formerly Academic Affairs Ombudsperson) was also conducted for new faculty orientation participants.

Additional collaboration with the University Ombudsperson included hosting an information table during: the Graduate Student Health, Wellness, and Fitness Fair, nine summer 2018 resource fairs for new freshman students and the Graduate Student Resource Fair for new graduate students.

Student ombudsperson services were also publicized in the online Information Bulletin and via the ombudsperson website. Information about a student's rights and responsibilities, which included information about ombudsperson services at UTSA, was also sent out to all currently enrolled students via email during the fall, spring and summer semesters. The Director of Student Ombudsperson Services also conducted six True Colors presentations during 2017-2018.

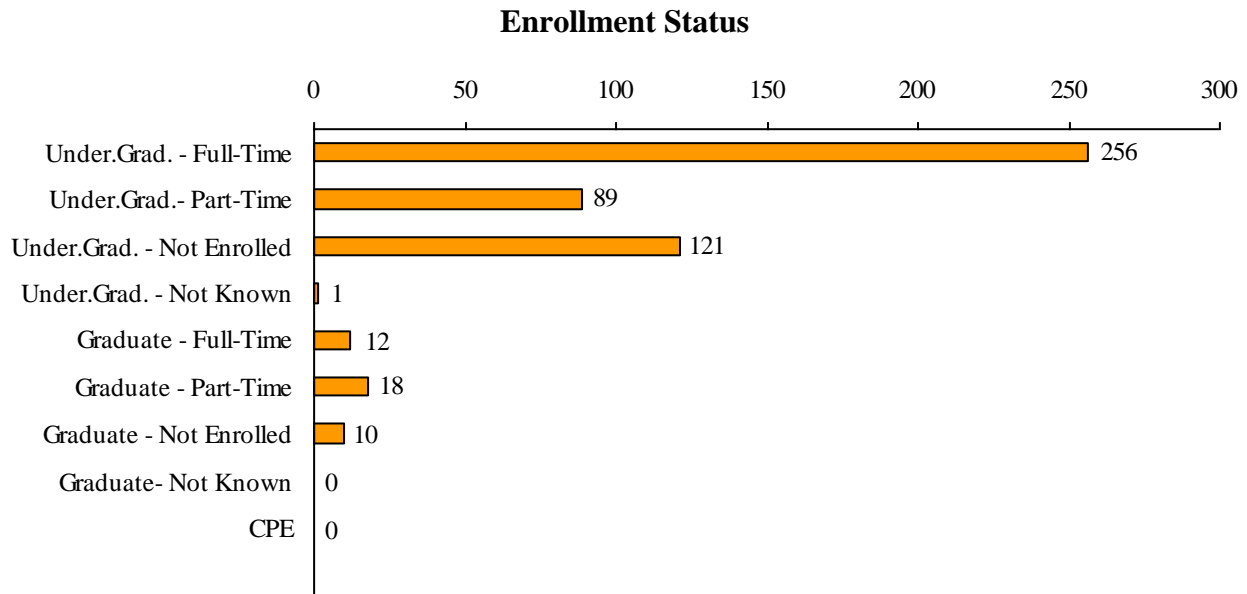
Statistics



A total of 507 individuals were assisted during 2017-2018. This is an increase of 31% (119 individuals) from 2016-2017. The increase was due, in large part, to the effects that Hurricane Harvey had on our students and their families.

- 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.

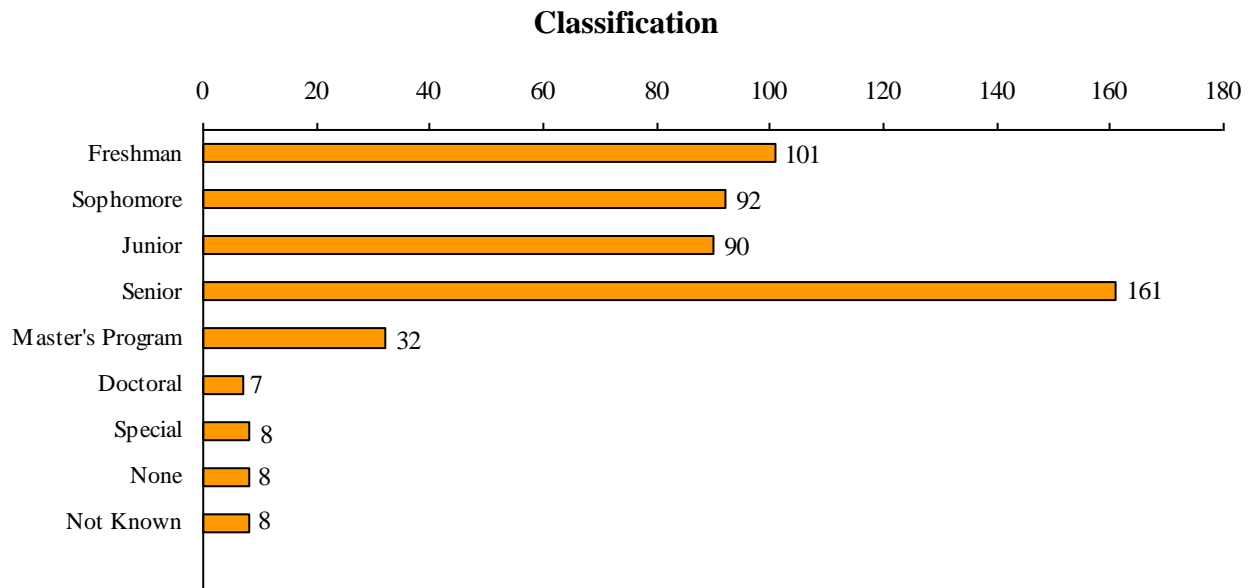
The majority of those assisted were comprised of currently enrolled students (60%), parents (14%) and former students (12%).



Undergraduates comprised 92% of the contacts with enrollment statuses of full-time (50%), not enrolled (24%) and part-time (18%).

- | | |
|---|---|
| <ul style="list-style-type: none"> • Undergraduate Full-Time • Undergraduate Part-Time • Undergraduate Not Enrolled • Undergraduate Not Known • Graduate Full-Time • Graduate Part-Time • Graduate Not Enrolled • Graduate Not Known • CPE | <p>Freshman, Sophomore, Junior, Senior, or Special student enrolled at least 12 semester credit hours.</p> <p>Freshman, Sophomore, Junior, Senior, or Special student enrolled less than full-time.</p> <p>Not currently enrolled.</p> <p>Enrollment status not confirmed.</p> <p>Doctoral, Master’s degree, or Special student enrolled at least 9 semester credit hours.</p> <p>Doctoral, Master’s degree, or Special student enrolled less than full-time.</p> <p>Not currently enrolled.</p> <p>Enrollment status not confirmed.</p> <p>Center for Professional Excellence student.</p> |
|---|---|

Note: If a parent or other (i.e. aunt, uncle, etc.) were assisted, enrollment of the student was included in this report.

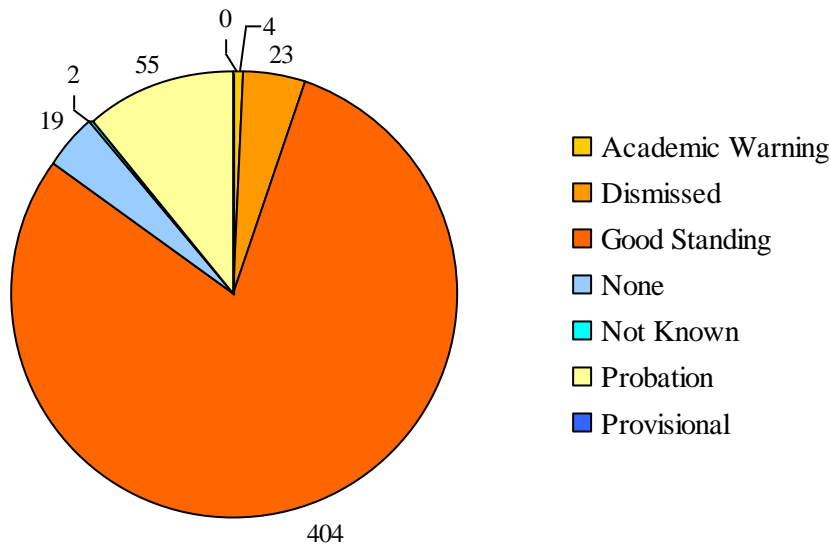


Undergraduate students classified as seniors (32%), freshmen (20%), juniors (18%) and sophomores (18%) made up the majority of the contacts.

- 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.

Note: If a parent or other (i.e. aunt, uncle, etc.) were assisted, classification of the student was included in this report.

Academic Status



While 16% of the contacts were experiencing academic difficulties, 80% were in good standing.

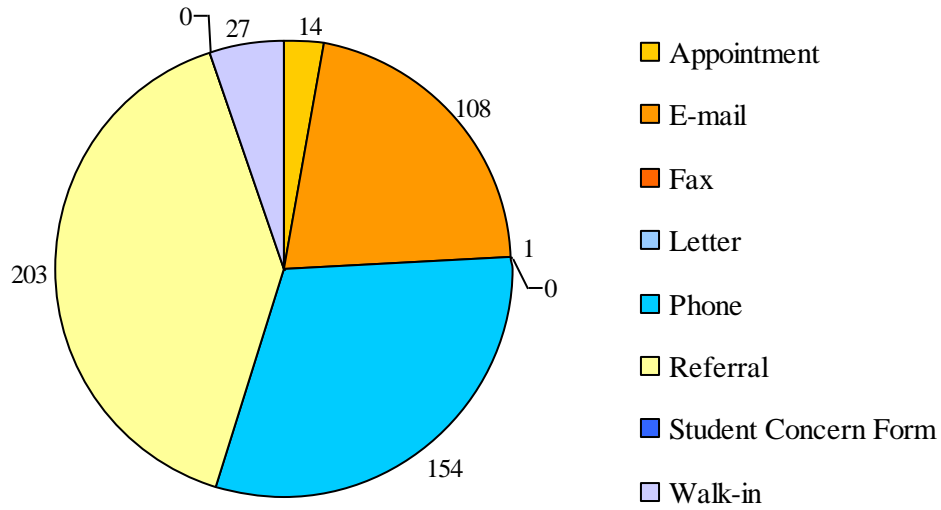
- Academic Warning** First-time undergraduate, admitted in good standing, who earned between a 1.00 and 1.99 semester grade point average during his/her first semester at UTSA.
- Dismissed** Undergraduate on probation who earned below a 2.00 semester grade point average or a graduate who earned a grade 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.

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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.

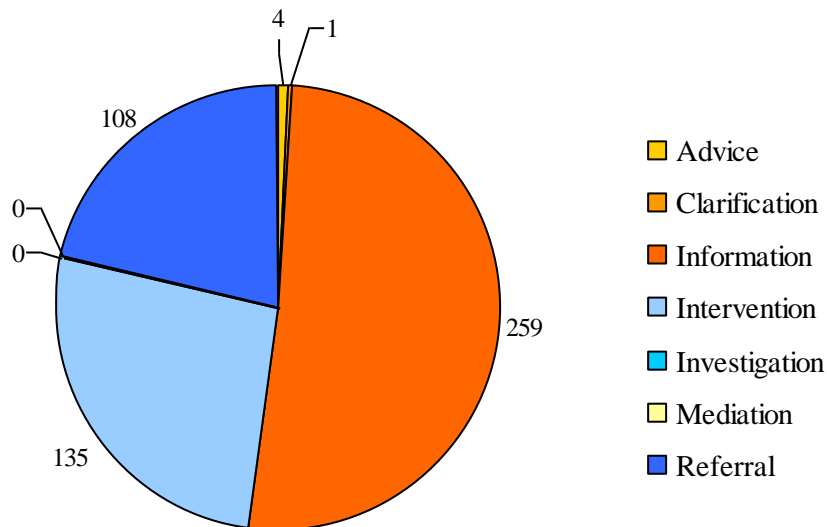
Note: If a parent or other (i.e. aunt, uncle, etc.) were assisted, academic status of the student was included in this report.

Contact Type



Contacts were primarily initiated by referrals (40%), phone (30%) and email (21%).

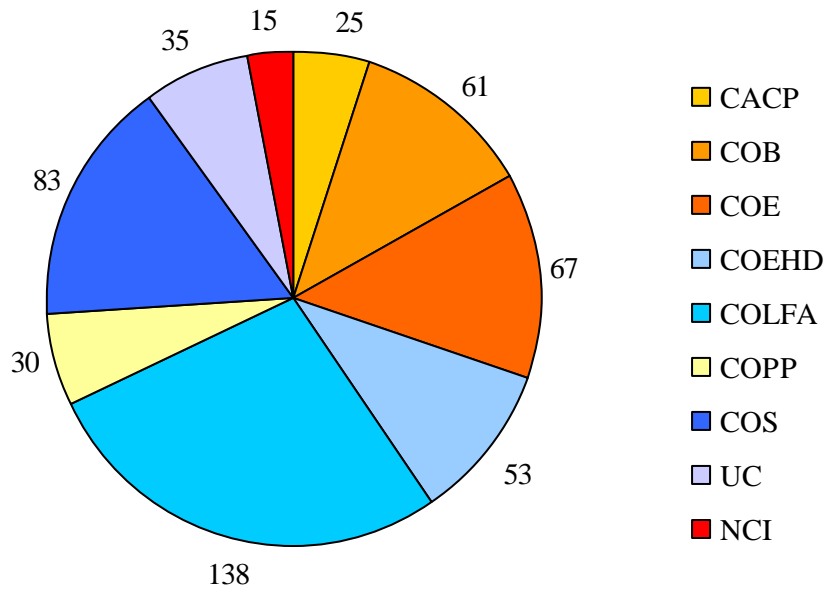
Action Taken



The action used most often to help those seeking assistance was providing information (51%). This was followed by intervention (27%) and referrals (21%) to other offices, departments, subject matter experts, resources and services.

Note: Some actions included multiple actions. The primary action taken is included in this report.

College of Major



Individuals assisted most often were from COLFA (27%), followed by COS (16%), COE (13%) and COB (12%).

- CACP College of Architecture, Construction and Planning
- COB College of Business
- COE College of Engineering
- COEHD College of Education and Human Development
- COLFA College of Liberal and Fine Arts
- COPP College of Public Policy
- COS College of Sciences
- UC University College
- NCI No College Identified

Note: If a parent or other (i.e. aunt, uncle, etc.) were assisted, the college of the student’s major was included in this report.

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Areas of Concern

| Area of Concern | Total | Area of Concern | Total |
|------------------------------|--------------|---|--------------|
| Academic and Grade Grievance | 48 | Fiscal Services | 29 |
| Accessibility | 0 | Grade Point Average | 0 |
| Admissions – Undergraduate | 35 | Grades | 3 |
| Admissions - Graduate | 3 | Graduation | 0 |
| Advising – Undergraduate | 30 | Grant | 0 |
| Advising – Graduate | 0 | International Programs | 6 |
| ASAP | 0 | Internship | 5 |
| Bookstore | 0 | Library | 0 |
| CAP | 1 | Military Orders | 0 |
| Card Office | 1 | myUTSA email | 0 |
| Challenge Exam | 0 | Off-Campus Housing | 4 |
| Change of Grade | 5 | On-Campus Housing | 12 |
| Classification Change | 0 | Other | 99 |
| CLEP | 0 | Paisano | 0 |
| Computer Lab | 0 | Parking | 8 |
| Core Curriculum | 0 | Registration | 6 |
| Course – Attendance | 71 | Reinstatement | 11 |
| Course -Drop | 9 | Repeat Policy | 0 |
| Course - Grading Process | 0 | Residency | 6 |
| Course – Instruction | 2 | Safety | 1 |
| Course - Make-up Exam | 2 | Scholarship | 6 |
| Course - Missed Quiz | 0 | Student Conduct and Community Standards | 5 |
| Course – Schedule | 5 | Student Disability Services | 3 |
| Course load Reduction | 0 | Student Health Services | 2 |
| CPE | 0 | Student Organization | 4 |
| Dance Team | 1 | Study Days | 0 |
| Diploma | 0 | Testing Services | 0 |
| Dissertation | 0 | Transcript Request | 3 |
| Enrollment Verification | 1 | Texas Success Initiative | 0 |
| ExCET/TEsES | 0 | Tuition | 0 |
| FCSA Evaluation | 0 | University of Texas System | |
| Fees | 3 | Online Consortium | 0 |
| FERPA | 3 | University Police | 0 |
| Field Placement | 1 | Veteran Affairs | 5 |
| Final Exams | 0 | Visa | 0 |
| Financial Aid | 37 | WebCT | 0 |
| | | Withdrawal | 31 |
| Grand total | | | 507 |

Note: If there were multiple areas of concern, the primary area of concern was included in this report.

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In 2017-2018, the areas of concern expressed most often included the following (in descending order by total): other, course-attendance, academic and grade grievance, financial aid, admissions-undergraduate, withdrawal, advising-undergraduate and fiscal services. These areas represented seventy-five percent (75%) of the concerns communicated to the Director of Student Ombudsperson Services. Detailed information about these areas of concern is outlined below.

Other (99)

- Request to establish a new degree.
- Requests for healthier food options.
- Difficulty accessing e-book.
- Feedback about student experience at UTSA.
- Lack of reply from department/office.
- Housekeeping concern.
- Compliance issue.
- Request for additional merchandise to be sold at Provision on Demand (POD) locations, the Rowdy Campus Store and RowdyMart.
- Concern about behavior of fans/visitors during athletic events.
- Suggestion that university curriculum needs to be more rigorous.
- Create awareness about the importance of proper hydration.
- Supporting documentation inadvertently faxed to incorrect department/office.
- Provided information about the First-Generation and Transfer Student Center.
- Interest in pursuing a career in Student Affairs.
- Inquiry about the reduction of trash cans in the parking garages.
- Injury during intramural game.
- Follow-up with students who were hospitalized.
- Concerns about curriculum changes.
- Request to apply late for a tuition rebate.
- Information about program requirements for the Air Force Reserve Officer Training Corps (AFROTC).
- Concern about research job duties/expectations and student was dismissed from a work-study position; referrals to University Ombudsperson (assists with employment related concerns).
- Needs of food insecure students, foster care students and homeless students.
- Requests for shuttle service to and from the Downtown Campus.
- Questions and concerns by Deferred Action for Childhood Arrival (DACA) students.*
- Provided students with Rowdy Ready information.*
- Questions about completing the visitor application form for volunteer work at The University of Texas Health Science Center.*

* Similar to previous years.

Other continued (99)

- Assisted students impacted by Hurricane Harvey (i.e. course attendance concerns, students unable to return/travel to San Antonio, emergency funding requests, inquiries about extending payment deadlines and/or requests to waive late fees, requests to travel home to help family members with clean-up and salvaging efforts, active duty/emergency deployments, referrals to professors, financial aid, counseling services, academic advising, Roadrunner Pantry, etc., assistance with late registration, concerns about gas shortages, inquiries by students and student organizations to coordinate and support donation drives and volunteer efforts, inquiries from transfer students to apply and enroll at UTSA, etc.).*
- Assisted families of deceased or missing students, who inquired about withdrawing their student from the university, closing out their account, moving out their belongings from the residence hall, returning textbooks, awarding of degree posthumously, etc.*
- Questions about the Student Fitness for Professional Practice policy, Level III review process and field placements/practicums.*
- Referrals from the Office of Equal Opportunity Services (EOS) and the Office of Student Advocacy, Violence Prevention and Empowerment to assist with academic relief efforts. Provided information and discussed options to consider based upon an individualized review of the student's record including referrals to on and/or off-campus support services and resources.*
- Questions about how the university holiday schedule is determined, length of holiday break periods and requests for Good Friday and Veteran's Day to be designated as university holidays.*
- Referrals to EOS (i.e. Title IX issue, discrimination based upon disability, etc.).*
- Referrals to community resources such as the United Way and the Bexar County Dispute Resolution Center.*

Course-Attendance (71)

- Change or delay to expected date of graduation due to student illness, hospitalization, or loss of family member.
- Referral to the Tomás Rivera Center (i.e. academic coaching, tutoring, etc.).
- Inquiry about leave of absence to care for parent who was in intensive care; student was primary care provider.
- Provided drop, refund and withdrawal deadline information.
- Referrals to EOS (i.e. Title IX issue, allegation of discrimination).
- Referral to Veteran Affairs Certification Office for questions about impact to veteran educational benefits if student decided to drop a course(s) and/or withdraw from the university or if student received a grade of incomplete (IN).

* Similar to previous years.

Course-Attendance continued (71)

- Referrals to the Office of Fiscal Services and University Bursar for information about account balance if student decided to drop a course(s) or withdraw.
- Referrals from Behavioral Intervention Team (BIT).
- Inquiries about student absences due to military service.
- Referrals to community resources such as Care Link and United Way for students without medical coverage.
- Questions about student status (i.e. active/inactive) due to uncertainty of when the student would be able to resume his/her studies.*
- Impact on course attendance due to Hurricane Harvey (i.e. students unable to return to San Antonio due to road closures, homes were flooded, clean up and salvaging efforts, relief efforts, active duty military service, etc.).*
- Parent and/or professor concerned about well-being of student due to no contact from student.*
- Questions about instructor-initiated drop policy and impact to the Six Drop Policy, Three-Attempt Rule and Undergraduate Credit Limitation for dropped courses and/or withdrawals from the university.*
- Informed students and parents about the Student Authorization to Release Education Records process (i.e. proxy web access), whereby students can grant a parent or third party access to their account.*
- Provided information about the UTSA Bluebook.*
- Referrals to the Financial Aid Office for questions about impact to financial aid award (including scholarships), Return of Title IV if student decided to drop a course(s) and/or withdraw from the university and impact to Satisfactory Academic Progress (SAP) if student was issued a grade of IN.*
- 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.*
- Referrals to academic departments to request assistance with contacting professors.*
- Contact information for professors and/or academic departments; provided link to online directory.*
- Inquiries about course attendance requirements and/or course participation grades as outlined in syllabi.*
- Available options (i.e. drop course, possible grade of IN, reduced course load, extra credit, seeking approval to make-up missed assignments and/or complete assignments remotely, independent study request, medical, mental health or regular withdrawal, etc.).*

* Similar to previous years.

Course-Attendance continued (71)

- Assisted students with notifying professors about accidents/car accidents, death of a family member or relative, illnesses, hospitalizations and other extenuating circumstances.*
- Assisted parents when student was unable to contact the university himself/herself (i.e. student in coma, sedated/medicated due to accident, inpatient care).*
- Inquiries about Handbook of Operating Procedures (HOP) 5.09 – Class Attendance Policy, Excused Absence from Class Attendance Form and filing an academic and grade grievance/levels of appeal.*

Academic and Grade Grievance (48)

- I-clicker issues and need for technological support.
- Disagreement about supplemental assignment.
- Professor arrived late for final exam; students felt rushed.
- Lack of response from professor.
- Request for more time to make up missed work due to hospitalization and recovery.
- Plus/minus grading system used, but not indicated on syllabus.
- Request to utilize the credit/no-credit option retroactively.
- Concerns about grading subjectivity and peer evaluations.
- Request to change to a different section of the same course.
- Course transition and notification concerns when there was a change to the professor of record.
- Concern about Campus Carry Policy.
- Questions about class participation grade and excused absences.
- Referrals to Institutional Compliance and Risk Services, Office of the Registrar, department chairs and deans.*
- Provided information about grade of IN, repeat policy and challenge examination process for undergraduate students.*
- Professor arrives late or leaves course early.*
- Questions about implementation of approved accommodations.*
- Questions about course evaluation process and providing feedback anonymously versus through the online course evaluation process.*
- Referrals to EOS as some students may have opted to engage in both grievance options (i.e. academic and grade grievance and EOS complaint processes) simultaneously due to nature of concerns.*
- Allegations of discrimination, retaliation and/or unfair treatment.*
- Allegation of scholastic dishonesty (i.e. cheating, plagiarism).*
- Concerns about grading rubric, score distribution on exams and passage rates.*

* Similar to previous years.

Academic and Grade Grievance continued (48)

- Concerns about behavior of professors, lack of professionalism, unfavorable comments, tone of voice, etc.*
- 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.*
- Provided students with information about the academic and grade grievance procedure.*
- Requests for a copy of the Student Academic and Grade Grievance form.*
- Contact information for levels of appeal: 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 grade, change of academic status, etc.*
- Inquiries about HOP 2.40 – Administrative Grade Change Policy.*

Financial Aid (37)

- Student no longer eligible for Pell grant; used 100% of Pell grant eligibility.
- Request for grant housing assistance.
- Hazlewood educational benefit reversed because limit on tuition exemption hours had been reached.
- Question about foster care exemption and cost of attendance.
- Request for a comprehensive review/audit of financial aid award(s).
- Question about census date and eligibility for financial aid.
- Questions about requesting and submitting a tax transcript.
- Students unable to find/secure a work-study job/position.
- Referrals to University Career Center and Fiscal Services.
- Referrals to the Roadrunner Pantry and community resources such as the United Way.
- Questions about projected budget, expected family contribution, end of term processing and disbursement of financial aid award.*
- Inquiries about applying for and receiving financial aid during the summer (i.e. proration of grant, packaging block prevented student from being awarded).*
- Questions about Return of Title IV guidelines due to dropped courses which resulted in a change in enrollment hours and withdrawing from the university.*
- Questions about the Free Application for Federal Student Aid (FAFSA) and making corrections to the FAFSA.*

* Similar to previous years.

Financial Aid continued (37)

- Questions about alternative/private loans, the College Access Loan (CAL), Parent Loan for Undergraduate Students (PLUS), loans for graduate students, the tuition and fee loan application process, renewal requirements for the Texas B-On-Time Loan and applying for a book loan.*
- Students selected for verification and questions about the verification process (i.e. estimated processing time).*
- Referrals to the 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.*
- Special financial circumstances (i.e. dependency override, loss of income, seeking independent student status, etc.) and financial hardship requests (i.e. apartment fire, bankruptcy, currency devaluation, eviction, homeless students, Hurricane Harvey, parent extremely ill, etc.).*
- Questions about outstanding documents and/or processes that needed to be submitted/completed for awarding and/or disbursement purposes (i.e. entrance and/or exit loan counseling requirements, submitting student information and/or I-94 forms, registering with selective service, processing of consortium agreement, letter from lender indicating student was no longer in default, etc.).*
- Inquiries about SAP, appeal process for those who did not meet standards or missed the deadline and/or the impact on veteran educational benefits and status of a SAP appeal.*

Admissions-Undergraduate (35)

- Appeal for possible waiver of application fee.
- Request to refund application fee.
- Transfer applicant requesting to apply with unofficial transcripts due to impact of Hurricane Maria in Puerto Rico.
- Student status inactive due to non-attendance.
- Add letter of recommendation to admission file.
- Error with evaluation of transfer course credit; request for reimbursement of duplicate course credit completed at UTSA.
- Requests to expedite the processing of admission application/file.
- Request to change from special student status to degree seeking.*
- Student unable to register; admission transcript hold was cleared.*

* Similar to previous years.

Admissions-Undergraduate continued (35)

- Questions about holistic admissions review process.*
- Requests to change term of admission, delay enrollment or cancel admission to the university due to extenuating circumstances.*
- Request to visit campus; provided UTSA Day information.*
- Questions about onboarding process (i.e. orientation, testing, etc.) for newly admitted undergraduate students.*
- Appeal process for those who were denied admission or missed the application or deferred admission deadline; checking on status of appeals/reason for denial.*
- 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 reapplying to the university including after first or subsequent dismissal.*
- Provided information about transfer plans and contact information for Transfer Specialists.*

Withdrawal (31)

- Deadline to request a regular, medical and/or mental health withdrawal request had passed.
- Request to remove enrollment from student record due to non-attendance with supporting documentation from professors.
- Request for an explanation about the denial of a medical or mental health withdrawal request.
- Questions about the repeat policy.
- Referrals from BIT.
- Inquiries about the financial appeal process and scheduling payment arrangements through the Office of Fiscal Services and University Bursar.*
- Questions about the impact to and appeal of 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.*
- Provided grade of incomplete information.*
- Impact of withdrawal on university and outside scholarships, stipend and expected date of graduation.*

* Similar to previous years.

Withdrawal continued (31)

- Referrals to academic advising, the Financial Aid Office and One Stop Enrollment Center.*
- Concerns about processing time of medical or mental health withdrawal requests.*
- Students initially withdrew under the regular withdrawal process and then pursued a retroactive 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.*
- Assisted with the regular 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 instructions about how to withdraw via ASAP, where to find the withdrawal form online, etc.*
- 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, Student Health Services and University College.*
- Questions about drop/withdrawal deadlines, refund timeframes, effective date of withdrawal and impact on Return of Title IV, SAP, veteran funding and/or third-party payments, cancellation of a student's financial aid award, meal plan and/or housing contract/lease and return of parking permit and textbooks.*
- Retroactive withdrawal requests and emergency financial assistance requests due to extenuating circumstances.*

Advising-Undergraduate (30)

- Independent study requests.
- Request to waive signature experience due to extenuating circumstances.
- Request for letter of degree completion for employment purposes.
- Inquiry about different math courses which are considered equivalent with regard to the surcharges associated with the Three-Attempt Rule.
- Request to utilize credit/no credit option retroactively.
- Questions about evaluation of transcript when not enrolled, but students have an active student status.
- Referrals to Graduation Help Desk and Resilience and Retention advisors.
- Questions about change of major process.*
- Questions about the College Level Examination Program (CLEP), challenge examination process and competency based exams to meet degree program requirements.*

* Similar to previous years.

Advising-Undergraduate continued (30)

- Reason for denial of petition.*
- Inquiries about the possibility of adjusting the enrollment cap on courses to allow for registration.*
- Concerns about lack of course offerings, waitlists and progression toward degree completion.*
- Prerequisite override requests and questions about when new prerequisite requirements go into effect.*
- Questions about admission requirements for certain degree programs, pursuing two degrees from different colleges simultaneously and participating in commencement.*
- Request to take more than 12 semester credit hours while on academic probation.*
- Questions about next steps/onboarding process for newly admitted transfer student.*
- Requests for refund of duplicate course, retroactive drop of course or 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 Courses, Six Drop Policy, Three-Attempt Rule, Undergraduate Credit Limitation, student denied admission to or exited from a college, waiver of core curriculum or university requirement, etc.).*
- Inquiries about academic status, changing majors, core complete, evaluation of dual and transfer credit, math placement, prerequisites, registration, repeating courses, the Texas Common Course Numbering (TCCN) System and Texas Success Initiative (TSI).*
- Questions about degree audit process (pre and post), submitting an appeal to apply late for graduation, incorrect final degree audits/clearance for graduation, semester credit hours remaining to complete degree program.*
- Advisor availability during peak periods, walk-in times, by appointment, etc.*
- Concern about advising experience/guidance provided, miscommunication and/or allegation of being misadvised/receiving inconsistent or incorrect information.*

Fiscal Services (29)

- Direct deposit not set-up; refund was cancelled and a refund check was issued.
- Request for copy of promissory note.
- Late payment to account as student was waiting for tuition reimbursement from employer.
- Requests for copy of statement of account/itemized bill.*
- Course schedule dropped due to non-payment.*

* Similar to previous years.

Fiscal Services continued (29)

- Request to expedite processing of refund after withdrawal and checking on status of refund.*
- Requests for assistance by parents of deceased students.*
- Requests to waive interest charges and late payment fees.*
- Partial payment requests due to financial hardship to permit registration and/or release of transcript for educational or employment purposes.*
- Providing supporting documentation from professors indicating non-attendance for financial appeals.*
- 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, obtain enrollment verification or apply for a scholarship.*
- Questions about outstanding balance due to citation charges, medical, mental health or regular withdrawal, Return of Title IV and surcharges for the Three-Attempt Rule and Undergraduate Credit Limitation.*
- Account sent to collections, balance owed from previous terms, scheduling payment arrangements and signing a payment agreement.*

* Similar to previous years.

Recommendations

As follow-up to the 2016-2017 annual report, the Academic and Grade Grievance Procedure was updated to include procedural information for allegations of discrimination. Wayfinding needs include the creation of accessibility maps to locate American with Disabilities Act (ADA) entrances, parking and paths along with directional signage.

Abbreviations

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|--------------------|--|
| ADA | American with Disabilities Act |
| AFROTC | Air Force Reserve Officer Training Corps |
| ASAP | Automated Student Access Program |
| BIT | Behavioral Intervention Team |
| CACP | College of Architecture, Construction and Planning |
| CAL | College Access Loan |
| CAP | Coordinated Admissions Program |
| CLEP | College Level Examination Program |
| COB | College of Business |
| COE | College of Engineering |
| COEHD | College of Education and Human Development |
| COLFA | College of Liberal and Fine Arts |
| COPP | College of Public Policy |
| COS | College of Sciences |
| CPE | Center for Professional Excellence |
| DACA | Deferred Action for Childhood Arrival |
| 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 Educational Rights and Privacy Act |
| HOP | Handbook of Operating Procedures |
| I-Clicker | Electronic Student Response Device |
| I-20 | Certificate of eligibility for non-immigrant (F-1) student status for academic and language students |
| I-94 | Initial nonimmigrant arrival-departure document |
| IN | Grade of incomplete |
| NCI | No College Identified |
| Paisano | Independent Collegiate Student Newspaper |
| PLUS | Parent Loan for Undergraduate Students |
| POD | Provision on Demand |
| Return of Title IV | Return of unearned financial aid |
| Roadrunner Pantry | Resource area which provides free food and toiletries to students |
| Rowdy Campus Store | Bookstore |
| RowdyMart | Convenience store at the Student Union Paseo |
| Rowdy Ready | Onboarding/To-Do List Information for undergraduate students |
| SAP | Satisfactory Academic Progress |

Abbreviations continued

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| SCH | Semester Credit Hours |
| TCCN | Texas Common Course Numbering System |
| Title IX | Federal law that prohibits discrimination based on gender in educational institutions which receive federal financial assistance |
| True Colors | Personality Assessment |
| TSI | Texas Success Initiative |
| UC | University College |
| UTSA | University of Texas at San Antonio |
| UTSA Bluebook | Public access to department, faculty, course information, etc. |
| UTSA Day | Recruiting event for undergraduate prospective, applicant and admitted students and their families |
| 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 |

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