



The University of Texas at San Antonio

Office of the Vice President for Student Affairs
Student Ombudsperson's 2007-2008 Annual Report

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I. Introduction

The 2007-2008 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 2005-2008.

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. 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.

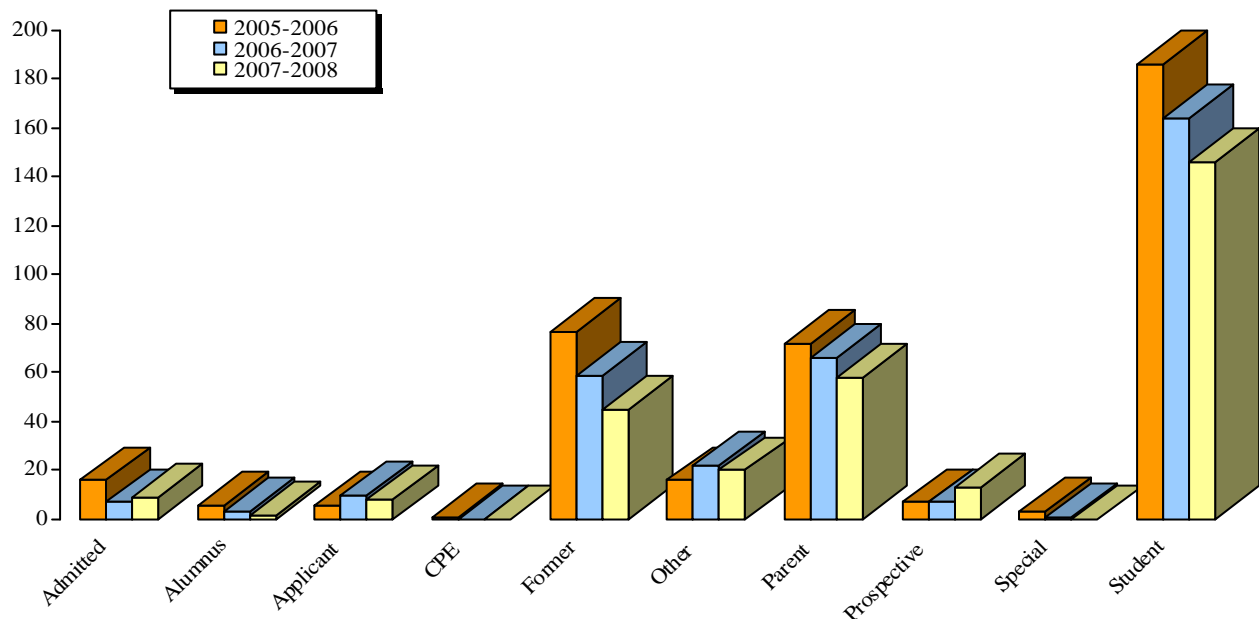
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IV. Statistics

Person Type



Person Type	2005-2006	2006-2007	2007-2008	Total
Admitted	16	7	9	32
Alumnus	6	3	2	11
Applicant	6	10	8	24
CPE	1	0	0	1
Former	77	59	45	181
Other	16	22	20	58
Parent	72	66	58	196
Prospective	7	7	13	27
Special	3	1	0	4
Student	186	164	146	496
Total	390	339	301	1,030

Three hundred and one (301) individuals were assisted by the Student Ombudsperson in 2007-2008 versus three hundred and thirty-nine (339) in 2006-2007 and three hundred and ninety (390) in 2005-2006. The total number served during this three year period was one thousand and thirty (1,030) with an average of three hundred and forty-three (343) individuals per year.

Currently enrolled students, parents, and former students were the types of individuals served most often in 2007-2008. Cumulatively, from 2005-2008, these same categories represented the majority of individuals assisted by the Student Ombudsperson.

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Person Type	2005-2006	2006-2007	2007-2008
Former	77 = 20%	59 = 17%	45 = 15%
Parent	72 = 18%	66 = 19%	58 = 19%
Student	186 = 48%	164 = 48%	146 = 49%

The individuals assisted were as follows:

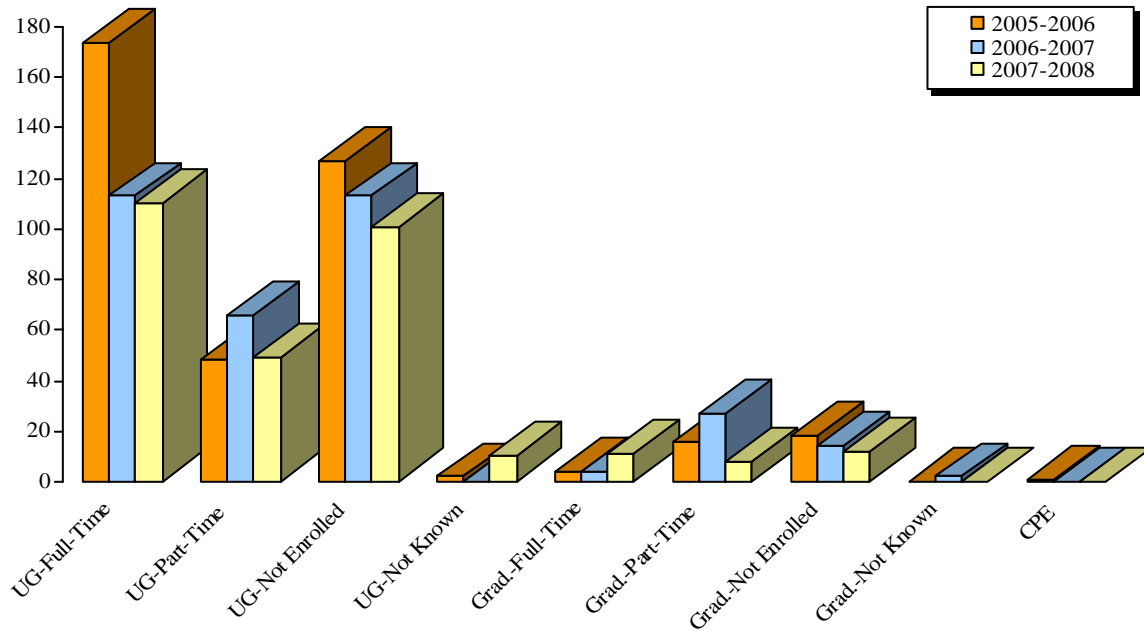
- Admitted Accepted to the university.
- Alumnus Graduated from the university.
- Applicant Applied to the university.
- CPE Enrolled in classes through the Center for Professional Excellence.
- Former Previously attended the university (not currently enrolled).
- Other Third party inquiry (e.g. aunt, 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	2005-2006	2006-2007	2007-2008	Total
Undergraduate (Full-time)	174	113	110	397
Undergraduate (Part-time)	48	66	49	163
Undergraduate (Not enrolled)	127	113	101	341
Undergraduate (Not known)	2	0	10	12
Graduate (Full-time)	4	4	11	19
Graduate (Part-time)	16	27	8	51
Graduate (Not enrolled)	18	14	12	44
Graduate (Not known)	0	2	0	2
CPE Student (Center for Professional Excellence)	1	0	0	1
Total	390	339	301	1,030

In 2007-2008, undergraduates continued to constitute a majority of the contacts. This trend remained the same for all three years.

Enrollment Status	2005-2006	2006-2007	2007-2008
Undergraduate (Full-time)	174 = 45%	113 = 33%	110 = 37%
Undergraduate (Part-time)	48 = 12%	66 = 19%	49 = 16%
Undergraduate (Not enrolled)	127 = 33%	113 = 33%	101 = 34%

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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.

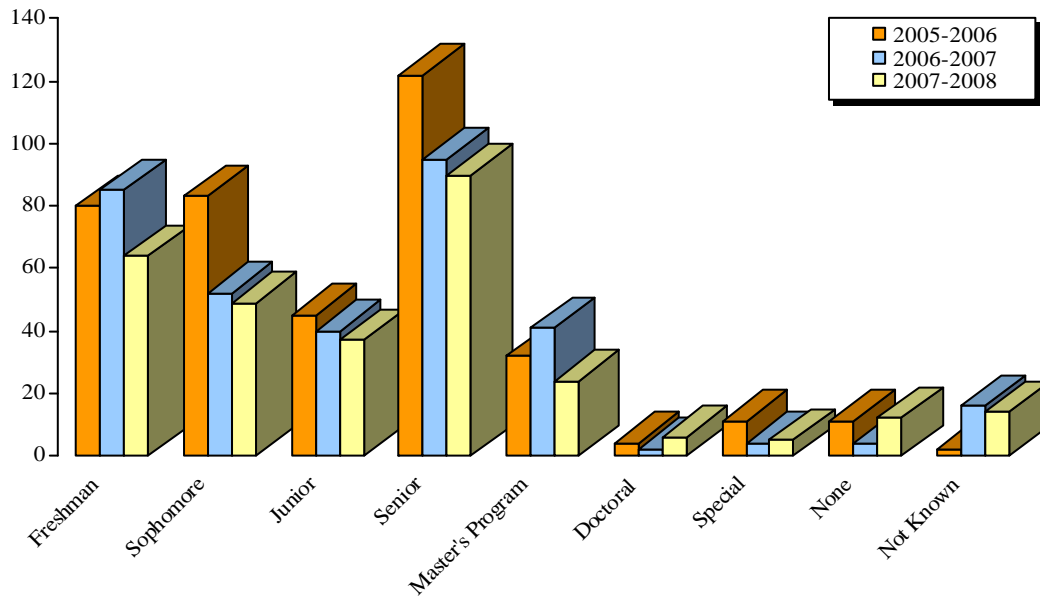
Note: If a parent or other (e.g. aunt, uncle, etc.) were assisted, enrollment of the student was checked.

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Classification



Classification	2005-2006	2006-2007	2007-2008	Total
Freshman	80	85	64	229
Sophomore	83	52	49	184
Junior	45	40	37	122
Senior	122	95	90	307
Master's Program	32	41	24	97
Doctoral	4	2	6	12
Special	11	4	5	20
None	11	4	12	27
Not Known	2	16	14	32
Total	390	339	301	1,030

In 2007-2008, seniors persisted as the undergraduate classification served most frequently, followed by freshmen and sophomores. Collectively, the classifications served most often from 2005-2008 included freshmen, sophomores, juniors, seniors, and students pursuing a master's degree.

Classification	2005-2006	2006-2007	2007-2008
Freshman	80 = 21%	85 = 25%	64 = 21%
Sophomore	83 = 21%	52 = 15%	49 = 16%
Junior	45 = 12%	40 = 12%	37 = 12%
Senior	122 = 31%	95 = 28%	90 = 30%
Master's Program	32 = 8%	41 = 12%	24 = 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.

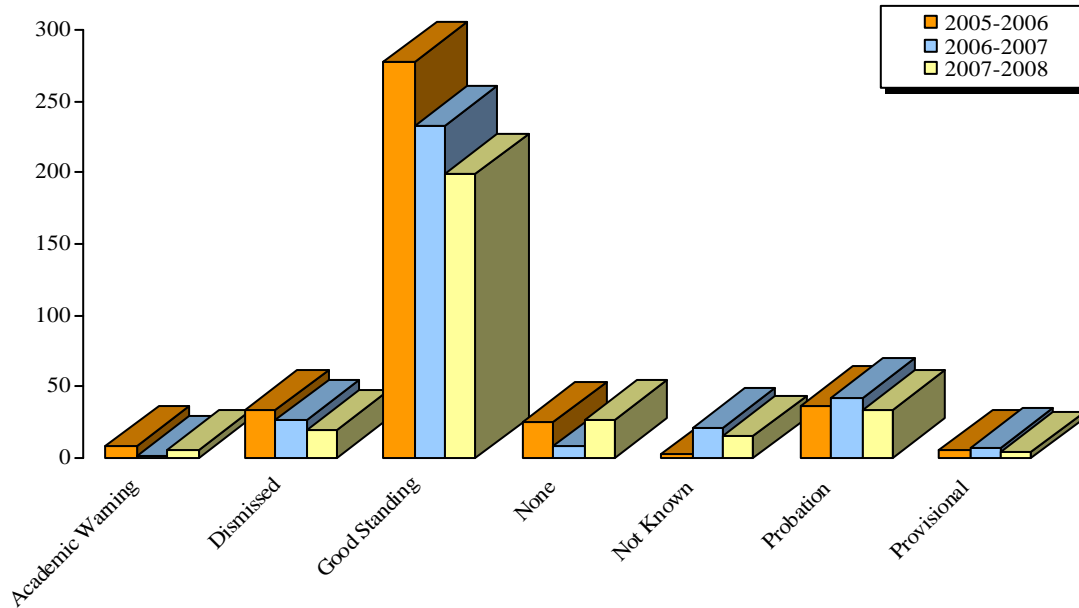
Note: If a parent or other (e.g. aunt, uncle, etc.) were assisted, classification of the student was checked.

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Academic Status



Academic Status	2005-2006	2006-2007	2007-2008	Total
Academic Warning	8	1	5	14
Dismissed	33	26	19	78
Good Standing	278	233	199	710
None	25	9	26	60
Not Known	3	21	15	39
Probation	37	42	33	112
Provisional	6	7	4	17
Total	390	339	301	1,030

Most of the individuals assisted in 2007-2008 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	2005-2006	2006-2007	2007-2008
Good Standing	278 = 71%	233 = 69%	199 = 66%
Probation	37 = 9%	42 = 12%	33 = 11%

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The academic statuses consisted of:

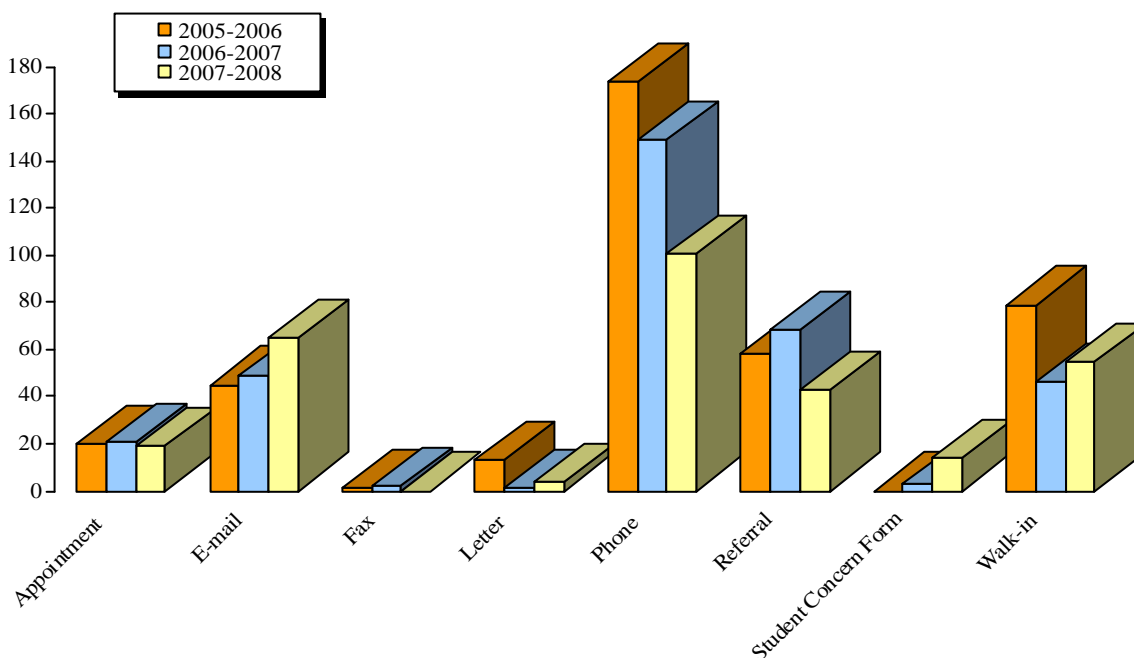
- **Academic Warning** First-time undergraduate, admitted in good standing, who earned between a 1.00 and 1.99 semester grade point average during his/her first semester at UTSA.
- **Dismissed** Undergraduate on probation who earned below a 2.00 semester grade point average or a graduate who earned a 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	2005-2006	2006-2007	2007-2008	Total
Appointment	20	21	19	60
E-mail	45	49	65	159
Fax	1	2	0	3
Letter	13	1	4	18
Phone	174	149	101	424
Referral	58	68	43	169
Student Concern Form	N/A	3	14	17
Walk-in	79	46	55	180
Total	390	339	301	1,030

In 2007-2008, individuals primarily expressed their concerns by phone as was the case in the two preceding years. Other methods used frequently to express concerns included walk-ins, referrals, and e-mail.

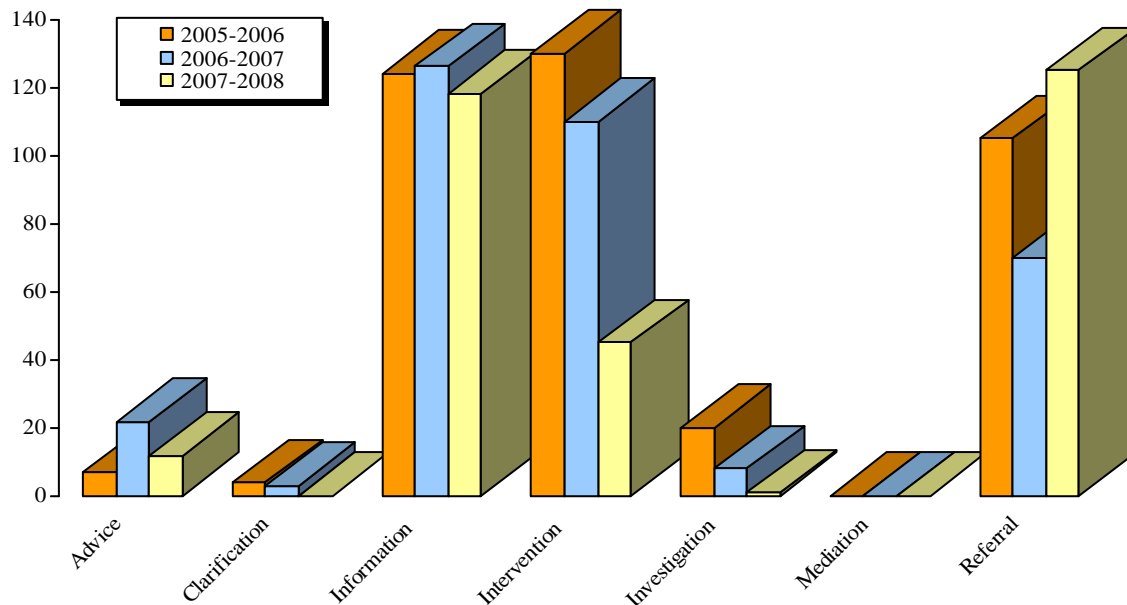
Contact Type	2005-2006	2006-2007	2007-2008
E-mail	45 = 12%	49 = 14%	65 = 22%
Phone	174 = 45%	149 = 44%	101 = 34%
Referral	58 = 15%	68 = 20%	43 = 14%
Walk-in	79 = 20%	46 = 14%	55 = 18%

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Action Taken



Action Taken	2005-2006	2006-2007	2007-2008	Total
Advice	7	22	12	41
Clarification	4	3	0	7
Information	124	126	118	368
Intervention	130	110	45	285
Investigation	20	8	1	29
Mediation	0	0	0	0
Referral	105	70	125	300
Total	390	339	301	1,030

Referrals, followed by providing information and intervention, were utilized most often by the Student Ombudsperson when assisting individuals in 2007-2008. These same actions were consistently used most often from 2005-2008.

Action Taken	2005-2006	2006-2007	2007-2008
Information	124 = 32%	126 = 37%	118 = 39%
Intervention	130 = 33%	110 = 32%	45 = 15%
Referral	105 = 27%	70 = 21%	125 = 42%

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 05-06	Total 06-07	Total 07-08	Area of Concern	Total 05-06	Total 06-07	Total 07-08
Accessibility	1	0	0	Fiscal Services	21	17	14
Admissions-Undergraduate	23	32	28	Grade Grievance	11	12	8
Admissions-Graduate	0	1	4	Grade Point Average	2	0	1
Advising-Undergraduate	30	22	22	Grades	2	1	3
Advising-Graduate	7	4	1	Graduation	12	9	7
ASAP	1	0	0	Grant	2	0	1
Bookstore	2	0	2	Health Services	3	2	4
CAP	3	3	3	International Programs	0	2	2
Card Office	1	0	1	Internship	1	2	0
Challenge Exam	0	1	0	Judicial Affairs	3	3	2
Change of Grade	1	2	2	Library	2	1	1
Classification Change	1	0	0	Lonestar/myUTSA email	1	1	0
CLEP	1	0	0	Military Orders	2	0	0
Computer Lab	2	0	1	Off-Campus Housing	8	2	1
Core Curriculum	2	1	0	On-Campus Housing	24	14	15
Course-Attendance	17	2	8	Other	28	48	55
Course-Drop	6	5	11	Paisano	0	0	0
Course-Grading Process	7	8	4	Parking	18	22	11
Course-Instruction	16	20	17	Registration	2	2	3
Course-Make-up Exam	1	1	0	Reinstatement	11	8	8
Course-Missed Quiz	1	0	0	Repeat Policy	1	0	0
Course-Schedule	8	14	11	Residency	3	2	2
Course load Reduction	0	1	0	Safety	1	0	0
CPE	1	0	0	Scholarship	3	3	1
Dance Team	1	0	0	Student Organization	6	1	0
Diploma	0	2	0	Study Days	1	0	0
Disability Services	1	1	1	Testing Services	1	0	2
Dissertation	1	0	0	Transcript Request	8	6	4
Enrollment Verification	1	0	1	Texas Success Initiative	5	0	1
ExCET/TEExES	4	0	0	Tuition	1	0	0
FCSA Evaluation	2	0	0	University Police	6	1	0
Fees	1	1	1	University of Texas-Telecampus	2	0	0
FERPA	1	1	0	Veteran Affairs	0	2	1
Field Placement	0	1	0	Visa	0	1	0
Final Exams	10	6	2	WebCT	1	0	0
Financial Aid	28	30	23	Withdrawal	16	18	11
				Total by year	390	339	301
				Grand total (2005-2008)	1,030		

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 2007-2008 consisted of the following (in descending order by total):

Area of Concern	2007-2008
Other	55
Admissions-Undergraduate	28
Financial Aid	23
Advising-Undergraduate	22
Course Instruction	17
On-Campus Housing	15
Fiscal Services	14
Course-Drop	11
Course-Schedule	11
Parking	11
Withdrawal	11
Total	218=72%

These areas accounted for seventy-two percent (72%) 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 2005-2008 (in descending order by total):

Area of Concern	2005-2006	2006-2007	2007-2008	Total
Other	28	48	55	131
Admissions-Undergraduate	23	32	28	83
Financial Aid	28	30	23	81
Advising-Undergraduate	30	22	22	74
Course Instruction	16	20	17	53
On-Campus Housing	24	14	15	53
Fiscal Services	21	17	14	52
Parking	18	22	11	51
Withdrawal	16	18	11	45
Course – Schedule	8	14	11	33
Grade Grievance	11	12	8	31
Graduation	12	9	7	28
Course – Attendance	17	2	8	27
Reinstatement	11	8	8	27
Course – Drop	6	5	11	22
Course – Grading Process	7	8	4	19
Final Exams	10	6	2	18
Transcript Requests	8	6	4	18
Advising-Graduate	7	4	1	12
Off-Campus Housing	8	2	1	11
Total	309=30%	299=29%	261=25%	869=84%

Cumulatively, these areas represented eighty-four percent (84%) of the various situations that were brought forward for assistance during this three year period.

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The collective summary below provides details on the subject areas communicated most often to the Student Ombudsperson from 2005-2008 (in descending order by total).

Other (131)

- Assistance with completion of certification forms (e.g. application to law or medical school, transferring to another college/university, etc.).
- Legal assistance with off-campus concerns; referred to Legal Aid, Pro Bono Law Project, etc.
- Requests for information/services (e.g. catalog, fundraising process, grievance channels, student bill of rights, student regent position, use of lap top, tuition rebate, National Student Clearinghouse, etc.).
- Concerns about on-campus solicitation, internship site, practicum, etc.
- Inquiries about making arrangements to close out affairs (e.g. move belongings out of dorm room, return books, etc.) for deceased students and notifications about other extenuating circumstances.
- Discussions about various processes, policies and resources for a better connection to and understanding of the university.
- Infrastructure and customer service concerns.
- Inquiries about tuition and fees, online degree offerings, smoking policy, FERPA, student authorization to release education record information, etc.
- Updates and/or corrections to student records (e.g. repeat indicators, grade point averages, etc.).
- Questions about contacting students and instructors, computer access, providing more academic options, relocating due to military service, intellectual property, etc.
- Student behavior in classes/at university.
- Inquiries about employee rights for students, changes in health insurance coverage for teaching assistants, student employee status and eligibility for in-state tuition, etc.

Admissions-Undergraduate (83)

- Questions about the admissions process for various student types (e.g. freshmen, transfer, international, special and transient).
- Inquiries about admission criteria (e.g. test scores, rank in class, grade point average, etc.).
- Evaluation of course credit (e.g. advance placement, transfer courses, etc.); how to view course credit online.
- Requests to delay payment of application fee due to economic hardship.
- Status of incomplete files during peak periods; checking if credentials had been received.
- Returning to the university after completion of military service.
- Questions about Coordinated Admissions Program (CAP).
- Admission hold which prevented registration due to outstanding final high school transcript, dual credit transcript, etc.
- Appeal process for those who missed the application deadline or were denied admission.
- Other process issues such as when to reapply, electing academic fresh start, changing admission status (e.g. degree seeking to transient), etc.

Financial Aid (81)

- Understanding awarding, verification, unmet need and whether additional financial assistance was available.
- Questions about processing College Access Loans (CAL), Federal Stafford Loans, Federal Parent Loans for Undergraduate Students (PLUS), etc. and reinstating and cancelling loans.
- Options when aggregate loan limits had been reached.
- Adjustments to financial aid awards due to audits, changes in enrollment status, graduation, etc.
- Corrections needed to the Free Application for Federal Student Aid (FAFSA); FAFSA rejected because it was incomplete.
- Availability of work-study jobs; how to find a work-study job.
- Questions about book loans, part-time budgets, residency status, eligibility for financial aid under House Bill (HB) 1403, grants, scholarships, etc.
- Options for communicating with staff from enrollment services and financial aid; grievance process.
- Inquiries about applying for and receiving financial aid during the summer.
- 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.
- Other process issues which involved return of funds due to withdrawal, eligibility (e.g. degree seeking versus non-degree seeking), default on a student loan, etc.

Advising-Undergraduate (74)

- Questions about academic dismissal, intervention programs, Texas Common Course Numbering System (TCCNS), internship and teacher certification requirements, etc.
- Seeking advising for early reinstatement.
- Core complete and prerequisite inquiries.
- Clarification of information and receiving responses from advisors.
- Options for communicating with advisors (e.g. email, fax, walk-ins, etc.).
- Clearance from advisors in order to register for courses.
- Courses needed for graduation, major, and/or minor were full/not offered.
- Understanding that non-course based instruction (NCB) does not apply to hours enrolled at the university.
- Questions about appeal, grievance and petition processes, advising holds, returning after medical withdrawal, etc.
- Inquiries about changing majors, math placement, Texas Success Initiative (TSI), transfer courses, health professions, etc.
- Understanding the university advising structure, fees, etc.

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Course Instruction (53)

- Process for appealing a grade and/or submitting a grievance.
- Difficulty understanding instructor; language barrier.
- Questions about course content, syllabus, quantity of assignments, grading policies, passage rates, etc.
- Concerns about teaching style, instructor behavior, classroom management and environment.
- Communicating with instructors to discuss concerns.
- Claims of differential treatment, discrimination, harassment and racial statements.
- Technical issues with transmission of main campus lectures to downtown campus.
- Classroom equipment not working properly.
- Concerns about privacy (e.g. providing documentation to support absence from class, manner in which assignments were returned, etc.).

On-Campus Housing (53)

- Questions about when to submit deposit, posting of payments, payment deadlines, housing cancelations and contract renewals/releases.
- Understanding housing charges on bill, scheduling payment arrangements and eviction concerns.
- Tracking housing applications and deposits.
- Process used to assign rooms; status of housing assignment.
- Transfer requests due to living conditions and/or roommate issues.
- Housing hold on account; unable to register.
- Inquiries about living on-campus, wait lists and other options when on-campus housing was filled to capacity.
- Other process and/or service issues such as following correct move out procedures, internet service, replacement of locks, etc.

Fiscal Services (52)

- Questions about paying online, installment payment options, posting of payments and payment deadlines.
- 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.
- Courses dropped due to non-payment.
- Inquiries about how the university bills for the Texas Tomorrow Fund, refund eligibility due to military deployment, etc.

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Parking (51)

- Questions about purchasing a permit, parking policies, garage and visitor parking, wait lists, the availability of on-campus parking during peak periods (e.g. first day/week of class, certain class times), etc.
- Inquiries about disabled student parking and shuttle services including the golf cart shuttle.
- Permit charge exemption for children of disabled Texas firefighters and law enforcement officers.
- Parking hold on account; unable to register and/or request transcript.
- Questions about parking citations, pay stations and immobilization boot on car.
- Process for appeals including status of appeals.

Withdrawal (45)

- Questions about the withdrawal process including where to find the online withdrawal form.
- Inquiries about medical and mental health withdrawals.
- Status of requests and process for appeals.
- Questions about refund periods and deadlines.
- Retroactive withdrawal requests due to extenuating circumstances.

Course Schedule (33)

- Courses needed for degree program/graduation were full; lack of/limited course offerings.
- Courses dropped due to non-payment and academic dismissal.
- Back to back scheduling issues with downtown and main campus courses.
- Questions about registering online for co-requisite courses.
- Difficulty accessing online course schedule.
- Full-time enrollment necessary for financial aid and residency purposes.
- Requests for copy of course schedule.
- Inquiries about registration dates, dropping courses and enrollment status.

Grade Grievance (31)

- 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.
- Claims of differential treatment, discrimination and/or harassment.
- Concerns about grading subjectivity, retention of tests, communicating with instructors, classroom environment, structure and management.

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Graduation (28)

- Questions about graduation application process, application deadlines, pre and post graduation audits, grade of incomplete, catalog of graduation, etc.
- Appeal process for applying late for graduation.
- Courses needed for graduation were full/not offered.
- Technical difficulties when applying online.
- Requests for letter of degree completion.
- Inquiries about participating in commencement, tickets for ceremony, regalia, etc.
- Difference between commencement and graduation.

Course-Attendance (27)

- Notifications about car accidents, deaths in family, illnesses, hospitalizations and other extenuating circumstances.
- Questions about funeral leave and course attendance.
- Inquiries about attendance policy for the university and filing a grievance.
- Concerns about the inconsistent application of an instructor's attendance policy to all students in a given course.
- Available options (e.g. possible grade of incomplete, reduced course load reduction request, extra credit, etc.).
- Contact information for instructors; connecting with instructors.

Reinstatement (27)

- Questions about the petition for reinstatement process at the undergraduate and graduate levels including deadlines, fees, status of file, etc.
- Requests for early reinstatement.
- Appeal process for those who were denied reinstatement.
- Inquires about other options (e.g. attend a community college, change major, petition for reinstatement to another college at UTSA, etc.).

Course-Drop (22)

- Questions about drop deadline dates, refund periods and how to drop courses online.
- Concerns about university policies (e.g. three-attempt rule, six-drop policy, etc.) and eligibility for financial aid and veteran affairs funding.
- Requests for administrative and/or retroactive drops due to extenuating circumstances.
- Inquiries about appeal process when automatic grade of W-Withdrawal deadline and/or 100% refund period had passed.
- Unable to drop courses due to hold(s).
- Courses were cancelled, discontinued, dropped by departments or the pre-requisite checking system.

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Course-Grading Process (19)

- Concerns about grading inconsistencies and instructor comments on graded assignments.
- Allegations of plagiarism and unauthorized collaboration on assignments.
- Questions about grade of NR-No Report and change of grade.

Final Exams (18)

- Requests to reschedule final exams due to extenuating circumstances.
- Questions about final exam results and grade of IN-Incomplete.
- Inquiries about the policy on final exams and where to find the final exam schedule.

Transcript Requests (18)

- Requests for information on how to request a transcript.
- Hold on account; unable to request a transcript.
- Inquires about scheduling payment arrangements, posting of grades, core curriculum message on transcript and designation of concentration on transcript for graduate degrees.
- Technical difficulties with accessing ASAP in order to request a transcript online.

Advising-Graduate (12)

- Questions about grade point average requirements, catalog of graduation, change of major, etc.
- Advising hold on account; unable to register.
- Inquiries about appeal and/or petition processes.
- Preliminary degree plan and final degree audit requests.
- Concerns about thesis requirements.

Off-Campus Housing (11)

- Requests for off-campus housing information near campus and/or on shuttle routes.
- Roommate issues.
- Leasing and eviction concerns.
- Questions about charges/expenses.
- Communicating with apartment management, corporate headquarters and/or leasing company.
- Requests for legal assistance and mediation; referred to Legal Aid, Pro Bono Law Project, Bexar County Dispute Resolution Center, etc.

VI. Recommendations

As follow-up to the 2006-2007 report, revisions were made to the Handbook of Operating Procedures (HOP) 5.9 Class Attendance Policies section and forwarded to the Faculty Senate

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Chair for review and consideration by Faculty Senate. In 2007-2008, the internal procedures for processing tuition rebates was outlined with assistance from appropriate staff in financial aid, fiscal services, graduation coordination, information technology, orientation and family programs, undergraduate admissions and undergraduate advising. A link to tuition rebate guidelines was also added to financial aid, fiscal services and various undergraduate advising websites.

Abbreviations

ASAP	Automated Student Access Program
CAL	College Access Loan
CAP	Coordinated Admissions Program
CLEP	College Level Examination Program
CPE	Center for Professional Excellence
ExCET/TEExES	Examination for the Certification of Educators in Texas/Texas Examinations of Educator Standards
FAFSA	Free Application for Federal Student Aid
FCSA	Foreign Credentials Service of America
FERPA	Family Education Rights and Privacy Act
HB	House Bill
HOP	Handbook of Operating Procedures
IN	Incomplete grade; assigned at the discretion of the instructor
NCB	Non-Course Based Instruction
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
PLUS	Parent Loan for Undergraduate Students
SAP	Satisfactory Academic Progress
TCCNS	Texas Common Course Numbering System
TSI	Texas Success Initiative
W	Withdrawal grade; indicates the student was passing at the time of withdrawal or drop
WebCT	World Wide Web Course Tools