

# Veterans Certification Office

## Veterans Orientation - Welcome!

We are glad that you have chosen UTSA as the University where you plan to study and earn your degree.

As a new member of the university we welcome you to our tradition of learning based on the fundamental principles of academic honor and community, freedom of expression, dissent, and equal opportunity.

Your [UTSA Veterans website](#), was created to provide a one-stop source of information for all prospective and enrolled student veterans and their families (for example, you may [download a copy of this Orientation PDF](#)). We hope you find it useful in planning your enrollment at UTSA.



Our veteran's services staff in the [Veteran's Certification Office](#) are here to help you:

- transition to university life
  - understand the process of earning a degree, getting involved on campus, etc.
- map out a plan to achieve your personal goals
  - for example, which Chapter of the GI Bill — 30, 31, 33, 1606 or the Hazlewood Exemption — is right for you?
- become familiar with our academic and campus resources that can support your success
  - from registration and enrollment, to academic advising and personal well-being, and everything in between

The Veterans Services Offices are located on the first floor of the John Peace Library on the Main Campus and on the first floor of the Frio Street Building on the Downtown Campus.

# Veterans Certification Office

## Veterans Certification Team

### Veterans Certification Officers

Veterans Certification Officers and their staff are members of the Registrar's Office, who are specially trained to answer questions about your educational benefits. When necessary, they can also direct you to others on and off campus who can help with more detailed questions.

### One Stop Enrollment Center Staff

One Stop Enrollment Center personnel are members of the Financial Aid Office, who can assist with your Hazlewood Exemptions, or you can read this more detailed explanation of the [Hazlewood Exemption](#).

### Receiving Your Benefits

Prior to the beginning of each semester you will need to request that the Veterans Services Office, on the Main or Downtown campus, certifies your enrollment to the Veterans Administration. You will need to meet with an academic advisor in the college of your major prior to your initial enrollment at UTSA to obtain a copy of a degree plan that outlines the required courses for your major and degree.

Your degree plan will be used by the certification officers to insure that your course enrollments are consistent with the requirements for your degree. If you change your major or college, you will have to obtain a new degree plan and file it with the Veterans Services Office. It is also your responsibility to keep the veterans services officers informed of any changes to your enrollment that take place once the semester begins.

Student Veteran enrollments are monitored throughout the semester to insure that correct funding is received based on your current enrollment. We recommend that you file a request for certification as soon as you have registered for courses and to keep the certification office informed of any changes to your academic degree plan.

### Veterans Certification Office Locations

- Main Campus: McKinney Humanities Building, 3.01.26
- Downtown Campus: First Floor of the Frio Street Building

# Veterans Certification Office

## Campus Resources

When you enroll at UTSA, you will join several thousand student veterans enrolled at UTSA: one of the largest groups of veterans attending a senior university in Texas.

We are committed to creating an environment where veterans can access resources they need to transition successfully from military to student life and beyond.

Please review these resources below and [contact us](#) if you have any questions, concerns or ideas.

- [General Success Tips](#)
- [Automated Student Access Program \(ASAP\)](#)
- [Campus Recreation Center](#)
- [Career Center](#)
- [Disability Services](#)
- [Enrollment Services and The Financial Aid Office](#)
- [Fiscal Services Office](#)
- [Health and Wellness Services](#)
- [Office of the Registrar](#)

## General Success Tips

### Time Management

You will have to manage your time as a student at UTSA. Setting up a calendar when you have to attend class, when class assignments are due, and when tests are scheduled should be factors to consider in achieving academic success.

You may find that you have more free time than you had in the past, or you may have family responsibilities that restrict your free time and you will have to designate time to study if you are to be a successful student at UTSA.

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### New Student Orientation

Our New Student Orientation Program <http://utsa.edu/orientation/> is an on-campus program designed to answer many questions you may have about academics, student services, housing, financial aid and student activities. You will receive information on how to register and participate in one of the on-campus or online sessions from the Office of Orientation and Family Programs.

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By attending this orientation you will:

- Complete a class schedule in your chosen major
- Have an effective and comprehensive academic advising session
- Gain knowledge of UTSA student support services, academic life and the Division of Student Affairs
- Gain a better understanding of the personal and financial responsibilities of attending college
- Reduce anxiety about the transition to college life
- Understand the necessity of students taking ownership and academic responsibility in their educational process
- Begin to embrace UTSA's traditions

## UTSA Student Veteran Association

The Student Veteran Association (SVA) serves as the primary advocate for the student Veteran, their families and other non-traditional students at UTSA. It provides comprehensive information, support, networking and professional opportunities, as well as academic support and guidance to aid our Veterans and their families.

The SVA achieves its goal by providing support activities to encourage access, and promote the interests of student veterans on the UTSA campus. It sponsors events for student veterans and its president serves on the University Veterans Services Committee.

## Automated Student Access Program (ASAP)

[ASAP](#) is your gateway to online registration, access to class schedules, and requesting transcripts. You can also use ASAP to add and drop classes, apply for or accept financial aid, order a parking permit, check registration status, check your admission application status and apply for graduation.

You will need to sign in with your student ID and password. Instructions are available that will help guide you through the process of setting up a password.

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## Campus Recreation Center

<http://utsa.edu/recreation/>

"The Rec," located on the main campus, offers nearly 300,000 square feet of indoor and outdoor recreation space. Various outdoor fields are adjacent to the Rec offering even more recreation options.

The Downtown Campus Recreation Center, located in the Durango Building on the third floor, includes fitness equipment and an exercise studio. Shower facilities are available on the Ground Floor of the Durango Building.

Patrons can get a cardiovascular, strength, or instructor-led workout in between classes or after work.

You can call (210)-458-2735 for more information.

## Career Center

[http://utsa.edu/careercenter/students/where\\_do\\_i\\_start/register\\_with\\_CS.html](http://utsa.edu/careercenter/students/where_do_i_start/register_with_CS.html)

The UTSA Career Center uses a dynamic online system that enables students and alumni to easily register their demographic information, upload resumes and cover letters, search for jobs and select interview times—all at one secure web site, 24 hours a day, 7 days a week. In order to take full advantage of the services and resources, you must register and create a profile with the Career Center Office.

Information resources are available to help with career exploration, job searches, internships, employers, and other career-related topics. Counselors can offer you access to print materials including the Book of Lists Employer Directory and a wide variety of other job-search related materials.

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## Disability Services

<http://utsa.edu/disability>

Student Disability Services at the University of Texas at San Antonio promotes equal access for all university programs and activities for students with disabilities. Disability Services strives to:

Facilitate the full inclusion of students with disabilities in the UTSA community.

Work as a liaison between the University community and students needing accommodations throughout campus.

Demonstrate our commitment to diversity, personal growth and development by employing exemplary practices in disability counseling, assistive technology, alternative media, reasonable accommodations, and the sharing of disability related information.

Students with disabilities can access services at two campus locations; on the main campus in the Multidisciplinary Studies Building, room 3.01.16 - directly across from the south elevators on the third floor, or on the downtown campus in room 1.302 on the first floor of the Buena Vista Building.

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## One Stop Enrollment Center

<http://utsa.edu/financialaid/esc.html>

The mission of the One Stop Enrollment Center is to serve students and the university community in an efficient, service friendly atmosphere. Enrollment Services provides a "one-stop shop" for information and guidance regarding admissions, registration, financial aid and scholarships.

The enrollment services centers are located on the first floor of The John Peace Library Building on the main campus and on the first floor of the Frio Street Building on the downtown campus.

Here are some of the services provided by our One Stop Enrollment Center:

- provide information on admission deadlines and requirements
- accept sealed, official transcripts from other schools required to complete admission files and admission decisions
- provide information on how to apply for financial aid, financial aid guidelines and eligibility and satisfactory academic progress
- process and disburse financial aid paperwork
- counsel students about their financial aid

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- process tuition and fee loan promissory notes
- accept Registrar paperwork and disseminate that paperwork for the Registrar
- accept and process transcript requests for students with proper identification

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## Fiscal Services Office

<http://utsa.edu/fiscalservices/>

The Fiscal Services office provides billing of all student related charges, the collection and processing of payments, issuance of refunds and deposits of funds in a timely manner for the entire UTSA community.

There are two campus locations for your convenience:

- Main Campus: First floor of the John Peace Library Building
- Downtown Campus: First floor of the Frio Street Building

## Health and Wellness Services

<http://utsa.edu/counsel/vetshome.html>

Veterans may experience challenges when returning to civilian life, including difficulties with financial concerns, lack of social support, emotional issues, and dealing with a less structured environment.

Counseling Services are available to all students who are currently attending class. All services are confidential.

Please know that Student Health Services is willing to assist you at any time during the normal work day. In an emergency you can access an on-call clinician from Counseling Services after hours.

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## Office of the Registrar

<http://utsa.edu/registrar/>

The Office of the Registrar handles questions concerning registration, course adds/drops, withdrawals from the university, transcripts, the graduation application process, commencement ceremonies, and Undergraduate residency for tuition purposes, veteran's education benefits, and other enrollment and certification issues.

The Office is also responsible for academic publications, reporting enrollments and providing an online course schedule.



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## Academic Resources

UTSA offers many academic resources to support your success. Here is a partial listing:

- [Academic Advising](#)
- [Libraries](#)
- [Testing Services](#)
- [Tomas Rivera Center](#)
- [Writing Labs](#)
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### Academic Advising

<http://utsa.edu/advise>

We recommend you make an appointment with your advisor as soon as you have been admitted to UTSA. Some walk-in assistance is available, but appointments are recommended. Group advising, group information sessions, and email advising services are provided when requested.

Each student is assigned to a professional academic advisor whom he or she may consult on all academic and curricular issues. Frequent advisor contact provides students with current academic information and promotes progress toward academic goals and the fulfillment of a degree plan.

You can view your academic degree plan online. Your degree plan is a primary source to guide your course selection decisions. Your Certification Officer will require a copy of your degree plan to certify your courses for the payment of educational benefits.

### Libraries

<http://lib.utsa.edu/>

The UTSA Libraries include the John Peace Library on the Main Campus, the Downtown Campus Library located on the second floor of the Buena Vista Building, and our Applied Engineering and Technology Library - recognized by the [New York Times](#) and [USA Today](#) as the nation's first bookless library on a university campus.

The John Peace Library recently underwent a major renovation project informed by fresh thinking on collection management and student intellectual engagement. The libraries are well-integrated into the intellectual life of campus through active partnerships with the Writing Center, Teaching and Learning Center and Tomas Rivera Center for Student Success.

You are encouraged to visit the [University Library website](#) frequently and take advantage of all the services they provide.

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## Testing Services

<http://utsa.edu/testing/>

When available, students are encouraged to consider CLEP testing as one way to satisfy degree requirements. Courses that have equivalent CLEP tests available are marked in the online class schedule with a "T" note.

**Placement Testing Required** means that before a student can register for certain courses, they will be required to take tests to place them into an appropriate course level. The academic departments use placement tests for Chemistry and Mathematics. A student who plans to enroll as a freshman at UTSA should take these tests prior to orientation in order to be placed in the appropriate course. Students can register for these exams online by logging on to [ASAP](#).