



The University of Texas at San Antonio

Office of the Vice President for Student Affairs

2014-2015 Student Ombudsperson Annual Report

The University of Texas at San Antonio

Office of the Vice President for Student Affairs

2014-2015 Student Ombudsperson Annual Report – Page 1

I. Introduction

The 2014-2015 annual report includes the following:

- a description of the role of this position,
- promotion efforts,
- a summary of the individuals served,
- areas of concern, 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 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

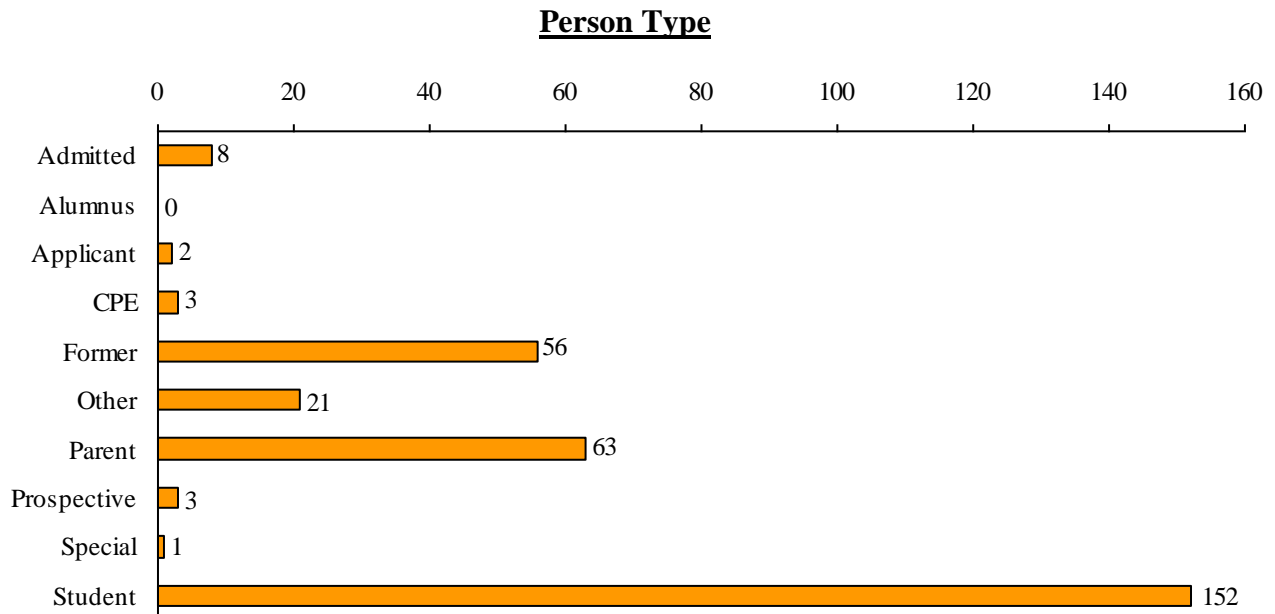
The Student Ombudsperson position was publicized in the Freshman Orientation Planner and Family Association Calendar. In addition, the Student Ombudsperson and Academic Affairs Ombudsperson hosted an information table for new freshman and family participants during the summer 2015 Freshman Orientation Resource Fairs. 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 web page - <http://www.utsa.edu/students/ombudsperson/> and online Information Bulletin also continued to serve as resources for information about this position.

The University of Texas at San Antonio

Office of the Vice President for Student Affairs

2014-2015 Student Ombudsperson Annual Report – Page 2

IV. Statistics

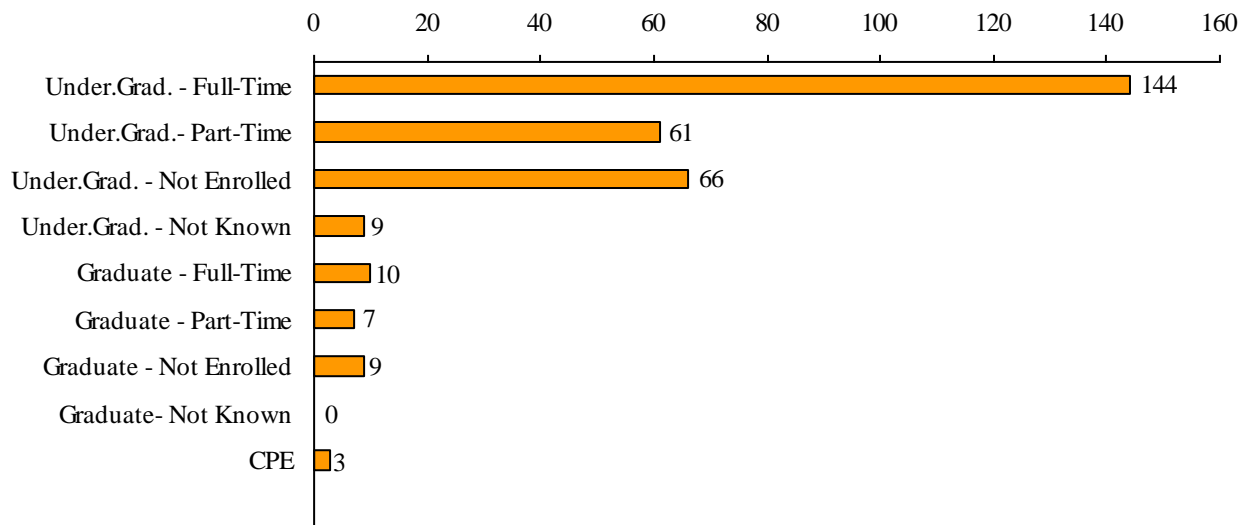


A total of 309 individuals were assisted by the Student Ombudsperson during 2014-2015. These individuals were as follows:

- 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 (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 (49%), parents (20%) and former students (18%).

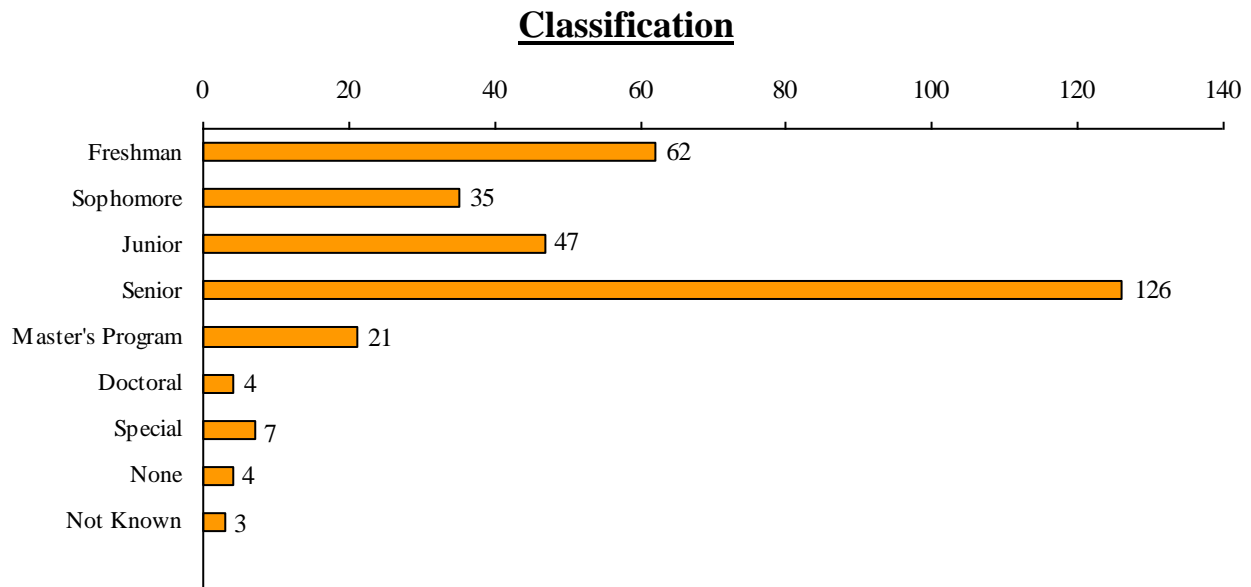
Enrollment Status



Undergraduates constituted 91% of the contacts. Most were categorized as full-time (47%), not enrolled (21%) and part-time (20%). 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 (i.e. aunt, uncle, etc.) were assisted, enrollment of the student was checked.

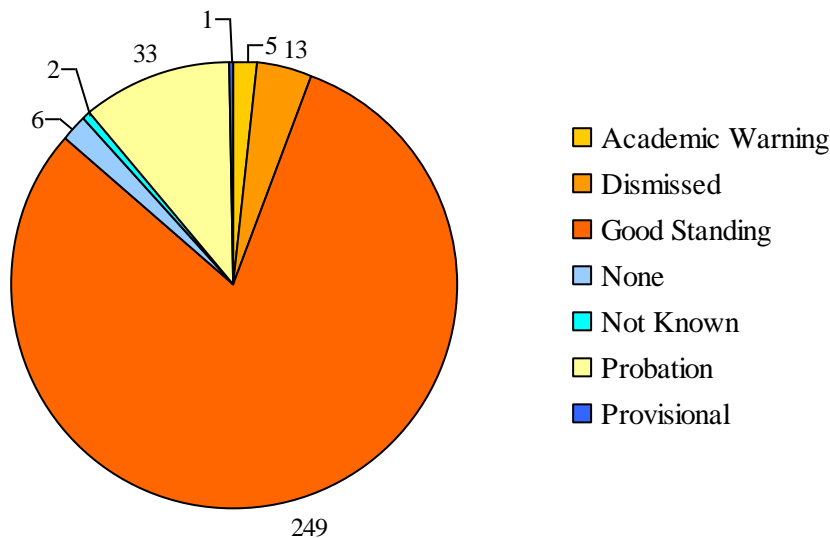


Undergraduate students: seniors (41%), freshmen (20%), juniors (15%) and sophomores (11%) made up the majority of the contacts. Classifications included:

- 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 (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 checked.

Academic Status



While 17% of the students were experiencing academic difficulties, 81% were in good standing with the University. 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 (i.e. prospective student, new admit, etc.).
- **Not Known** Academic status not confirmed.

The University of Texas at San Antonio

Office of the Vice President for Student Affairs

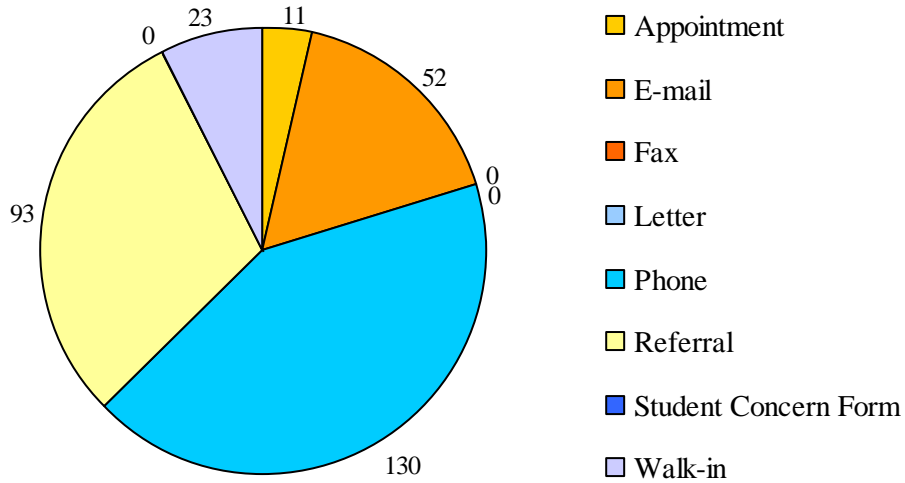
2014-2015 Student Ombudsperson Annual Report – Page 6

- 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 checked.

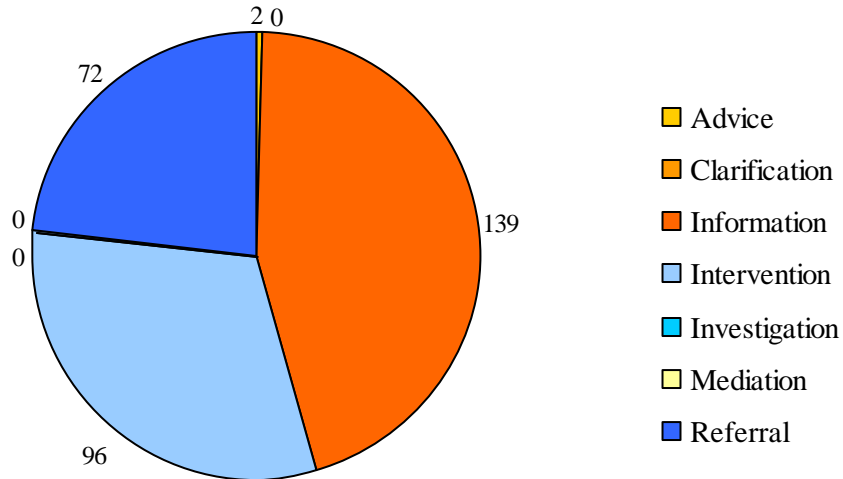
The University of Texas at San Antonio

Contact Type



Contacts were primarily initiated by phone (42%) and referrals (30%), followed by emails (17%) and walk-ins (7%).

Action Taken



The action used most often to help those seeking assistance from the Student Ombudsperson was providing information (45%). This was followed by intervention (31%) and referrals (23%) to other offices/departments. Clarification, investigation and mediation were not used as a primary means to address a particular situation.

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

The University of Texas at San Antonio

Office of the Vice President for Student Affairs

2014-2015 Student Ombudsperson Annual Report – Page 9

V. Areas of Concern

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

Note: If there were multiple areas of concern, the primary area of concern was tracked.

The University of Texas at San Antonio

Office of the Vice President for Student Affairs

2014-2015 Student Ombudsperson Annual Report – Page 10

In 2014-2015, the areas of concern expressed most often included advising-undergraduate, other, grade grievance, course-attendance, course-instruction, financial aid and withdrawing from the university. Topics such as admissions-undergraduate, fiscal services and reinstatement were also discussed frequently. These areas represented seventy percent (70%) of the concerns that were communicated to the Student Ombudsperson during 2014-2015. Detailed information about these areas of concern is outlined below.

Advising-Undergraduate

- Evaluation of course work after studying abroad.
- Degree plan prepared for current catalog versus student's catalog of graduation.
- Delayed response from academic advisor and/or experienced difficulty in connecting with academic advisor.
- Restriction on hours for topics related course work and how this restriction applies toward free elective degree requirements.
- Inquiry about the possibility of using technical college credit to fulfill free elective requirement.
- Advising for non-degree seeking and post baccalaureate students and students accepted right before the start of classes.
- Clarification on when students need dual advising (i.e. if/when students should receive advising services from more than one advising center).
- Degree audit process/clearance for graduation.
- Request for refund of duplicate course and removal of course from student record.
- Advisor availability during peak periods, walk-in times, by appointment, etc.*
- Assistance with or status of Satisfactory Academic Progress (SAP) appeal (i.e. completion of academic advisor statement section).*
- 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.*
- 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 Texas Success Initiative (TSI).*
- Requests for letter of degree completion.*
- Concerns about advising experience, miscommunication and/or allegations of being misadvised/receiving inconsistent or incorrect information.*
- Concerns about transition between advising centers and/or assignment of initial academic advisor and/or new academic advisor.*
- Questions about appeal, grievance and petition processes (i.e. course substitution, request for catalog extension, Petition to Waive Charges for Exceeding the 30/45 SCH Above Degree Requirements, Six Drop Policy, Three-Attempt Rule, Undergraduate Credit Limitation, student exited from a college, waiver of university requirement, etc.).*

* Similar to previous years.

The University of Texas at San Antonio

Office of the Vice President for Student Affairs

2014-2015 Student Ombudsperson Annual Report – Page 11

Other

- Questions about installing computer software on personal computer and whether free software was available for students.
- Concern about payment at an on-campus venue.
- Concern about humane care and use of animals for research.
- Concerns about loud music on-campus and how noise levels are monitored.
- Request to use pet as a comfort/emotional support animal.
- Questions about university and/or college accreditation and the UTSA Mobile Application.
- Question about how the university holiday schedule is determined and request for Good Friday to be a university holiday.
- Missing student.
- Complaint about possible copyright infringement.
- Concern about a social media platform/the representation of UTSA on non-affiliated site.
- Processing of employee educational benefit form.
- Question about supplier information form and appeal for compensation.
- Referrals to legal resources (i.e. St. Mary's Legal and Social Justice Center and Legal Aid) and the Bexar County Dispute Resolution Center (i.e. mitigating a home buying situation, off-campus roommate issues, etc.).
- Request from community member (non-UTSA student) for information about mastering DSM-5 and/or preparation to become a Licensed Clinical Social Worker (LCSW).
- Concerns about classroom furniture (i.e. small desks are difficult to fit into for some students).
- Referrals to Equal Opportunity Services (EOS) (i.e. Title IX, pregnancy, etc.) and the United Way (i.e. homeless students).*
- Question about receiving college credit for the International Baccalaureate (IB) Bilingual Diploma under Texas Education Code (TEC) 51.968.*
- Allegations of discrimination and unfair treatment.*
- Difficulties accessing AirRowdy and Blackboard Learn.*
- Inquiry about making arrangements to close out affairs (i.e. appeal for posthumous degree or refund of tuition and fees, enrollment verification for life insurance purposes, move belongings out of residence hall, return books, etc.).*

Grade Grievance

- Minus (-) was used in awarding of final course grade, however, professor did not indicate use of the plus (+)/minus (-) grading system in the course syllabus.
- Concerns about grading rubric.
- Request to engage in the grade grievance process beyond the appeal timeframe and without having initially appealed to the professor due to mitigating circumstances.
- Disagreement with teaching assistant about how exam was graded.

* Similar to previous years.

The University of Texas at San Antonio

Office of the Vice President for Student Affairs

2014-2015 Student Ombudsperson Annual Report – Page 12

Grade Grievance continued

- Allegation of factual error on final exam.
- Question about whether grade appeal can be submitted electronically.
- Professor did not grant student credit for an in-class assignment he/she completed because the student did not indicate his/her name on the assignment.
- Difficulty accessing course assignments due to technical difficulties and quiz grades were not posted to BlackBoard Learn due to an apparent synchronization problem with online quizzes through the publisher.
- Questions about grade of NR-no report, grade of IN-incomplete and the course evaluation process.
- Inaccurate information provided by teaching assistant.
- 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.
- Allegations of cheating.
- Concern about behavior of professor and lack of professionalism.*
- Concerns about communicating with professors, classroom environment, management and structure of courses.*
- Allegations of discrimination, retaliation and/or unfair treatment.*
- 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.*
- 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.*

Course-Attendance

- 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.
- Questions about disabled parking after accident/car accident.
- Referrals to Counseling Services due to medical condition, personal and/or family issues, etc.
- Lack of response from professors once notified about reason for absences and extenuating circumstances.

* Similar to previous years.

The University of Texas at San Antonio

Office of the Vice President for Student Affairs

2014-2015 Student Ombudsperson Annual Report – Page 13

Course-Attendance continued

- Inquiries about course attendance requirements and/or course participation grades as outlined in syllabi.
- Students not permitted by professors to make-up missed assignments and/or exams.
- Concerns about mobility (after accident/car accident) and getting to and from classes by use of crutches and/or wheelchair.*
- Contact information for professors; connecting with professors.*
- Available options (i.e. drop course, possible grade of IN-incomplete, reduced course load, extra credit, 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) and notifying professors.*
- Inquiries about HOP 5.09 – Class Attendance policy, Excused Absence from Class Attendance Form and filing a grievance/levels of appeal.*

Course-Instruction

- Concerns about classroom rules and appropriate and consistent enforcement of these rules (i.e. cannot use cell phone, talking in class, etc.).
- Unclear and/or unrelated exam problems.
- Concerns about repeating course(s) for a second or third time.
- Class canceled with no substitute (i.e. another professor and/or teaching assistant).
- Lack of collaboration and coordination between professors, teaching assistants and graders.
- Unable to use study aid (i.e. calculator) on exams; examinees are normally allowed to use calculators on various national admission/standardized exams.
- Exam reviews not provided by professors.
- Requests to explore ways to improve passage/success rates.
- Tutoring needed for course(s) to help students learn/master requisite knowledge.
- Inflexible quiz system.
- Exam and/or test results not provided to students in a timely manner.
- Claims and/or fear of retaliation.
- Possible conflict of interest by professor with outside employment activities/duties.
- Allegations of discrimination, referrals to EOS and untimely follow-up by professor with EOS.*
- Concerns about behavior of professors/lack of professionalism.*
- Communicating with professors to discuss concerns.*
- Concerns about classroom environment, management and structure of courses, course content, grading policies/rubric, passage/success rates and textbook choice.*

* Similar to previous years.

The University of Texas at San Antonio

Office of the Vice President for Student Affairs

2014-2015 Student Ombudsperson Annual Report – Page 14

Course-Instruction continued

- Process for appealing grades, filing a complaint/grievance and/or options to provide constructive feedback directly to department chairs, associate deans and/or deans about course instruction concerns or through the course evaluation process.*

Financial Aid

- Request for financial assistance due to assessment of surcharges associated with either the Undergraduate Credit Limitation and/or the Three-Attempt Rule.
- Question about eligibility and maintenance requirements for the Texas Excellence Grant.
- Pull back of Pell grant because student was no longer enrolled full-time and had not submitted an enrollment change form.
- 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.).
- Concern that courses were erroneously dropped due to non-award/disbursement of financial aid as student had submitted the necessary income tax paperwork to complete his/her file for awarding purposes.
- Referrals to Financial Aid Ombudsperson.
- Options when aggregate loan limits have been reached.*
- Eligibility requirements for processing of Hazlewood Veteran and Hazlewood Legacy educational benefits.*
- 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.*
- Eligibility for work-study, availability of work-study jobs and how to find a work-study job.*
- Inquiries about applying for and receiving financial aid during the summer including whether summer grant funding was available.*
- Adjustments to financial aid awards due to audits, changes in enrollment status, graduation, etc.*
- Special financial circumstances (i.e. dependency override, loss of income, etc.) and financial hardship requests (i.e. apartment fire, bankruptcy, currency devaluation, eviction, etc.).*
- Appeal process for those who did not meet SAP standards or missed the SAP deadline and/or the impact on veteran educational benefits.*

* Similar to previous years.

Withdrawal

- Request to cancel medical withdrawal and reinstate regular withdrawal.
- 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.
- Request to remove course schedule from student record because the student did not attend any of his/her courses.
- 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 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 and contact information for Student Health Services and Counseling Services.*
- Questions about withdrawal deadlines, refund timeframes, effective date of withdrawal and impact on Return of Title IV, veteran funding and/or third-party payments and canceling a student's financial aid award and/or meal plan selection.*
- Retroactive withdrawal requests due to extenuating circumstances.*

Admissions-Undergraduate

- Concern about discrepancy on admission application.
- Question about returning to UTSA and whether student status would still be active for future enrollment.
- Applicant inadvertently checked off box to waive application fee payment which resulted in an incomplete admission file.
- Request for clarification about whether student was eligible for the Phi Theta Kappa undergraduate admission scholarship.
- 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).*

* Similar to previous years.

The University of Texas at San Antonio

Office of the Vice President for Student Affairs

2014-2015 Student Ombudsperson Annual Report – Page 16

Admissions-Undergraduate continued

- Questions about the admissions process for various student types (e.g. freshmen, transfer, international, special and transient) and application deadlines.*
- Status of incomplete files during peak periods; checking if credentials had been received; monitoring admission status via the Automated Student Access Program (ASAP).*
- Admission hold prevented registration due to outstanding final high school transcript, dual credit transcript and transcripts from previously attended colleges/universities.*
- Appeal process for those who missed the application deadline or were denied admission; checking on status of appeals.*

Fiscal Services

- Payment by check returned due to non-sufficient funds (NSF).
- Parent expressed concern that UTSA does not accept the Visa Credit Card for tuition and fee payments.
- Contacting professors to provide supporting documentation indicating non-attendance.
- 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 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.*
- Process for appealing to the University Bursar.*

Reinstatement

- Explained to undergraduate student that grade points for a C- (1.67) fall below the minimum 2.00 semester grade point average requirement to prevent academic dismissal (i.e. student earned three grades of C and one grade of C-).
- Concern about late notification of reinstatement decision (i.e. after the start of the semester).
- Questions about the petition for reinstatement process at the undergraduate, graduate and doctoral levels including deadlines, fees, status of file, etc.*
- Requests for immediate reinstatement due to nonacademic/extenuating circumstances.*
- Appeal process for those who were denied reinstatement, missed the deadline or exited from a college; checking on status of appeals.*
- Inquiry about academic status (i.e. academic warning, probation, dismissal).*

* Similar to previous years.

VI. Recommendations

As follow-up to the 2013-2014 report, the American with Disabilities Act (ADA) Accessibility Committee continues to explore electronic/virtual mapping and wayfinding options and the possibility of implementing an accessibility standards study.

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

- Vice Provost and Dean of University College/Vice Provost and Dean of the Graduate School/Office of Equal Opportunity Services – to update the *Academic and Grade Grievance Procedure* section of the Information Bulletin and Graduate Catalog to include procedural information for allegations of discrimination.
- Vice Provost and Dean of University College/Vice Provost and Dean of the Graduate School - to include a link to the *Student Academic and Grade Grievance Form* within the *Academic and Grade Grievance Procedure* (i.e. in the Information Bulletin, Graduate Catalog and under *Section XI. Forms and Tools/Online Processes* of HOP 2.40 – Administrative Grade Change Policy) and to include additional procedural information on when to use the form for consistent application of the grievance process across all colleges.

The Student Academic and Grade Grievance Form was updated in March of 2015 to indicate that the form must be used when initiating a grievance at the department chair level. A link to the form was also added to the *Registrar Forms* website.

- University Bursar/Director of Business Auxiliary Services/Director of Housing and Residence Life – to include links to payment deadline information for housing and meal plans on the Fiscal Services *Payment Deadlines* website.
- Executive Director of Undergraduate Advising – to follow-up on the possibility of adding a statement to the *Overall Bachelor Degree Requirements* section of the Undergraduate Catalog concerning the restriction on topics related course work toward a bachelor's degree when it pertains to free elective credit.
- Director of Undergraduate Admissions/Associate Vice President for Admissions, Orientation and Family Programs – to link to information regarding colleges/departments which have additional requirements which would need to be met in order to be accepted into a particular major/degree at UTSA (i.e. College of Business Undergraduate Admission Policy for the Bachelor of Business Administration Degree, Admission Policy for the Bachelor of Science Degree in Biology and the Bachelor of Science Degree in Microbiology and Immunology, etc.) on the main *Undergraduate Admissions* website.

The University of Texas at San Antonio

Office of the Vice President for Student Affairs

2014-2015 Student Ombudsperson Annual Report – Page 18

Abbreviations

ADA	Americans with Disabilities Act
AirRowdy	Campus Wireless Network
ASAP	Automated Student Access Program
Blackboard Learn	Web-Based Learning Management System
CAP	Coordinated Admission 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
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
FERPA	Family Education Rights and Privacy Act
HOP	Handbook of Operating Procedures
I-20	Certificate of eligibility for non-immigrant (F-1) student status for academic and language students
I-94	Initial Non-Immigrant Arrival-Departure Document
IB	International Baccalaureate
IN	Grade of Incomplete
JUMP	Joint Undergraduate Matriculation Program
LCSW	Licensed Clinical Social Worker
NR	Grade of No Report
NSF	Non-Sufficient Funds
Phi Theta Kappa	International Honor Society for Colleges/Universities
QLP	Quantitative Literacy Program
Return of Title IV	Return of unearned financial aid
SAP	Satisfactory Academic Progress
SCH	Semester Credit Hour
TATE	Transfer Academy for Tomorrow's Engineers
TCCN	Texas Common Course Numbering System
TEC	Texas Education Code
Title IX	Federal law that prohibits discrimination based upon gender in educational institutions which receive federal financial assistance
TSI	Texas Success Initiative
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
Visa Credit Card	A type of credit card used to purchase goods or services on credit
VPSA	Vice President for Student Affairs
WebCT	World Wide Web Course Tools