Table of Contents

Part 1: About the Intensive English Program
Introduction to the IEP ..................................................................................................................... 5
IEP Administration and Other Key People ...................................................................................... 5
IEP Calendar ..................................................................................................................................... 6
U.S. Holidays and UTSA Observed Breaks .................................................................................... 6
Level Placement ................................................................................................................................ 6
Orientation Week ............................................................................................................................. 6
Class Schedule ................................................................................................................................ 7-9
Registration Holds ..................................................................................................................... 9-10
IEP Expectations of Students ......................................................................................................... 11
Level Change Request ................................................................................................................... 12
Textbooks and Technology ............................................................................................................ 13
Evaluation and Grading .................................................................................................................. 13-14
Advising and Student Services ...................................................................................................... 15
Conditional Admission .................................................................................................................. 16
How to Change Your Address in ASAP ..................................................................................... 17-18
International Student Health Insurance .................................................................................... 19-20
Maintaining I-20 Status .................................................................................................................. 20

Part 2: Intensive English Program Policies
IEP Attendance Policy ............................................................................................................. 22-24
Required Sessions ....................................................................................................................... 24
Academic Probation ................................................................................................................... 25
Academic Dismissal ...................................................................................................................... 25
Academic Dismissal Appeal Process ............................................................................................ 25
Financial Policies ........................................................................................................................... 26
Withdrawing from the Program ..................................................................................................... 26
Grade Complaint Procedure ........................................................................................................ 27
Complaints Other than Grades ..................................................................................................... 27
Respect the Classroom Environment ............................................................................................ 28-29
Student Conduct Expectations .................................................................................................... 29
Children on Campus ...................................................................................................................... 30
Scholastic Dishonesty and Plagiarism ............................................................................................ 30
Disciplinary Actions ....................................................................................................................... 31

Part 3: Life at UTSA / IEP and UTSA Services
IEP Student Resources ................................................................................................................... 33
Tutors and Extra Help .................................................................................................................... 33
Conversation Partner Program ....................................................................................................... 33
Field Trips and Social Activities .................................................................................................... 33
UTSA Student Resources ............................................................................................................ 34-40
Identification Card ....................................................................................................................... 34
UTSA Police Department ............................................................................................................ 34-35
Office of International Programs ................................................................................................. 35
Part 4: Life in the United States
General Advice about American Culture
Classroom Culture
Interacting with Americans
Culture Shock
Medical Care
Shopping in San Antonio
Restaurants and Tipping
Transportation
Personal Safety
Things to Do and Places to Visit in San Antonio
Historical Places
Cultural Center and Museums
Theaters and Galleries
Sports
Movie Theaters
Shopping Locations
Hotels

Appendix A: UTSA Technology
myUTSA ID
Blackboard Learn
ASAP
myUTSA E-mail

Appendix B: Important Documents
Formal Student Complaint Form
IEP Sample Grade Report
Conversation Partner Registration Form

Appendix C: Transportation
UTSA Shuttle Schedule/Routes
VIA Metropolitan Transit System
Part 1:
About the Intensive English Program
Introduction to the IEP

The Intensive English Program is a non-credit program that has approximately 14-week terms in the fall and spring semesters and approximately a 10-week term during the summer semester. The IEP serves both full-time and part-time students ranging from true beginner to advanced levels of English proficiency. Full-time students receive 20 hours of instruction per week during the fall and spring and 28 hours per week during the summer. Students take courses that cover a complete range of skills including reading and vocabulary development, writing and grammar, and oral communication.

Mission Statement
The mission of the University of Texas at San Antonio (UTSA) Intensive English Program is to provide academic ESL instruction and cultural orientation for English language learners who are interested in pursuing degrees at UTSA or other U.S Institutions. Our goal is to prepare students to succeed in undergraduate and graduate level courses by acquiring English proficiency. The IEP will achieve its mission by teaching English for academic purposes, familiarizing students with U.S. culture, and promoting intercultural awareness.

IEP Administration and Other Key People to Know

<table>
<thead>
<tr>
<th>Name and Title</th>
<th>Office and Email</th>
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<tbody>
<tr>
<td><strong>Executive Director</strong></td>
<td></td>
</tr>
<tr>
<td>James Kelim</td>
<td>MS 3.02.07</td>
</tr>
<tr>
<td></td>
<td>(210) 458-7677</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:james.kelim@utsa.edu">james.kelim@utsa.edu</a></td>
</tr>
<tr>
<td><strong>Assistant Director</strong></td>
<td></td>
</tr>
<tr>
<td>Lauren Heather</td>
<td>MS 2.01.08B</td>
</tr>
<tr>
<td></td>
<td>(210) 458-5058</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:lauren.heather@utsa.edu">lauren.heather@utsa.edu</a></td>
</tr>
<tr>
<td><strong>Program Coordinator</strong></td>
<td></td>
</tr>
<tr>
<td>Blanca Pokorney</td>
<td>MS 3.02.07</td>
</tr>
<tr>
<td></td>
<td>(210) 458-7677</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:blanca.pokorney@utsa.edu">blanca.pokorney@utsa.edu</a></td>
</tr>
<tr>
<td><strong>Administrative Associate II</strong></td>
<td></td>
</tr>
<tr>
<td>Diane Palomo</td>
<td>MS 3.02.07</td>
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<tr>
<td></td>
<td>(210) 458-7677</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:diane.palomo@utsa.edu">diane.palomo@utsa.edu</a></td>
</tr>
<tr>
<td><strong>Administrative Associate I</strong></td>
<td></td>
</tr>
<tr>
<td>Alex Garibay</td>
<td>MS 3.02.07</td>
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<tr>
<td></td>
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<td></td>
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<tr>
<td>Quoc Nguyen</td>
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<td></td>
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<td><a href="mailto:quoc.nguyen@utsa.edu">quoc.nguyen@utsa.edu</a></td>
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<tr>
<td><strong>Office Assistant</strong></td>
<td></td>
</tr>
<tr>
<td>Xin Chen</td>
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<tr>
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</tr>
<tr>
<td></td>
<td><a href="mailto:xin.chen@utsa.edu">xin.chen@utsa.edu</a></td>
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IEP Calendar

<table>
<thead>
<tr>
<th>Semester</th>
<th>New Student Testing &amp; Orientation begins</th>
<th>First day of class</th>
<th>Last day of class</th>
</tr>
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<tbody>
<tr>
<td>Fall 2015</td>
<td>August 10, 2015</td>
<td>August 18, 2015</td>
<td>November 25, 2015</td>
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U.S. Holidays and UTSA Observed Breaks

There are several U.S. holidays that take place during the school year. On these holidays, there are no classes at UTSA and the IEP. There is also one UTSA observed break where there are no classes.

**Fall:**
- Labor Day: September 7, 2015
- Thanksgiving: November 26, 2015

**Spring:**
- Martin Luther King Day: January 18, 2016
- Spring Break: March 14 - 18, 2016

**Summer:**
- Independence Day: July 4, 2016

Level Placement

Students are given a placement test when they arrive at the Intensive English Program. This test consists of an oral test, a written test, and the CaMLA English Proficiency Test. Students will be placed into the most appropriate level based on their test scores. If they believe they have been misplaced, students should talk to their instructors, who will refer them to the Assistant Director for additional diagnostic tests. If those tests indicate that they were indeed misplaced, they will be advised to change levels. If not, they will stay in the level in which they were originally placed.

Orientation Week

UTSA and the IEP are committed to the academic success of all incoming students. To ensure students have all the information they need in order to start the program, the Office of International Programs (OIP) and the IEP provide all new students with an Orientation Week. Students are required to attend.

During this week, students will get information on:
- Immigration Regulations
- Health Insurance Requirements
- UTSA Campus
- Cultural Differences
- Safety Awareness
- IEP Policies

Student who miss Orientation Week must report to the Office of ESL Services upon arrival and attend a late arrival Orientation Session.
Class Schedule

In the fall and spring semesters, classes meet four hours per day, Monday through Friday. Students may have classes in the morning or in the afternoon. We set up classes very carefully to maintain a balance of equal number of students in each class - both male and female students - with different language backgrounds. For that reason, be prepared to come to class in the morning or in the afternoon. Please note that your classes may be held on either the main or downtown campus depending on your level. Even though we accept requests for schedule changes, we do not guarantee they will be granted. It is the students’ responsibility to come to class every day and on time.

In the summer semester, classes meet from 8am to 12pm and from 1pm to 3pm, Mondays and Wednesdays. Classes meet from 8am to 12pm and from 1pm to 4:50pm on Tuesdays and Thursdays. On the Downtown Campus (DT Campus), classes start at 8:30am and finish at 3pm or 4:50pm. There are no classes on Fridays.

Fall and Spring Sample Schedules

<table>
<thead>
<tr>
<th>MAIN CAMPUS</th>
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<tbody>
<tr>
<td><strong>Sample Morning Schedule</strong></td>
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<tr>
<td>Monday</td>
<td>Tuesday</td>
<td>Wednesday</td>
<td>Thursday</td>
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<tr>
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<td>Writing/Grammar</td>
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<tr>
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### Downtown Campus

**Sample Morning Schedule**

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**Sample Afternoon Schedule**

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**Summer Schedule Sample**

**Main Campus**

**Sample Morning Schedule**

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<tbody>
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## Sample Morning Schedule

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<tr>
<td>Oral Communication</td>
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### Instructor Office Hours

All instructors have office hours where they will be available to meet with students outside of class for a few hours during the week. Check your class syllabus for your instructor’s office hours. During office hours, you can discuss homework, assignments, ask questions, or get advice or extra help. Please use this opportunity well!

### Registration Holds

The Office of ESL Services will register you for your classes. For new students, registration is based on the level(s) you tested into based on the results of your placement test. For returning students, registration is based on the final course grades received from the previous semester. If you are not registered for classes on the first day, it may be because you have a “hold” on your account. Please note, you will not be allowed to attend class if you have an HE hold for the Tuberculosis test or Meningitis vaccination. Once this hold has been removed from your student account, you may pick up your schedule from the Office of ESL Services located in M.S. 3.02.07.

These are several types of possible holds for new incoming students:

- You have not taken the tuberculosis (TB) test and/or had your test checked by Health Services.
- You may have a Meningitis hold from Health Services if you have not had the vaccination or provided proof of vaccination.
• You have not completed the Orientation/Immigration Check-in with the Office of International Programs.

• You may have a hold from the Office of International Programs if they are waiting on USCIS Approval Notification.

• You may have a hold from the Office of International Programs if you have not completed your I-20 transfer to UTSA.

• You may have a TSI hold if you have been conditionally admitted to UTSA. We will be able to register you for IEP classes. However, you may not register for university classes until you see an advisor.

• You may have a hold from the Office of International Admissions if you have been conditionally admitted to UTSA, and you have not submitted your high school transcripts.

These are several types of possible holds for continuing students:

• You may have a Fiscal Services semester hold if you did not pay your tuition for a previous semester.

• You may have a Parking and Transportation hold if you have unpaid parking tickets.

• You may have a TSI hold if you are conditionally admitted to UTSA. We will be able to register you for IEP classes. However, you may not register for university classes until you see an advisor.

• You may have a hold from the Office of International Admissions if you have been conditionally admitted to UTSA, and you have not submitted your high school transcripts.

• You may have a hold from the Library if you have not returned your books or have an outstanding overdue fee.
IEP Expectations of Students

• Attend class regularly and arrive on-time.
• Participate actively and appropriately in class.
  o No cell phone use in class.
  o No talking when the instructor is talking.
  o No food or drink in class unless the instructor approves it.
• Speak English inside the classroom.
• Do homework regularly and on-time.
• Do your own homework.
  o Copying from others is considered cheating and is against the rules.
• Develop good study skills.
  o These skills will help you succeed in your IEP and university classes.
  o Your instructors can provide helpful suggestions.
• Behave politely and respectfully in hallways, outside of class, and at IEP field trips and events.
  o Think about what is acceptable at universities in your country and behave in similar ways here.
• Respect all faculty, staff, and classmates in the program.
• Respect people from other cultures.
• Respect the other gender.
Level Change Request (New Students Only)

A new student is someone who is attending their very first semester in the UTSA IEP. As a new student, you may request a level change within the first two weeks of class if you feel that you have been misplaced by the initial placement exam. Follow the directions below to make a level change request:

**Attend**
- You must go to all of your classes starting on the first day. Participate in class and think carefully about your own skills.

**Request**
- After attending all your classes, if you feel the level is not appropriate for you, follow these directions:
  - Talk to your instructor. Your instructor will discuss your request with the Assistant Director.
  - Depending on the Assistant Director's decision, you may need to take additional tests.

**Additional Testing**
- The Assistant Director will administer the necessary tests within the first two weeks of class depending on your request. The Assistant Director will then evaluate your test(s) to determine which level is appropriate for you.

**Decision**
- After your test(s) has been reviewed, an email will be sent by either the Assistant Director or the Program Coordinator with your results.
  - If you are approved to move to the next level, you pick up your new schedule from the Office of ESL Services.
  - You do not have a choice between morning and afternoon classes nor if your classes are held on the main or downtown campuses. If you do not like your schedule, you can choose to remain in the same level.
  - If your request is not approved, you must stay in the level in which you were originally placed.
  - This decision is **FINAL** and cannot be appealed.

**NOTE**: Returning students may NOT request a level change. The only way a returning student can move to the next level is to pass each class.
Textbooks and Technology

Class Textbooks
All students are expected to have their books one week after classes start. Students must have their own books and will not be allowed to share a textbook with another student. Students cannot photocopy textbooks. Students should purchase their books from the UTSA Bookstore. Students should not purchase their books online, as it can take a long time for the books to arrive.

Technology
During orientation, students will attend a computer training class where they will be shown how to access Blackboard Learn, the Automated Student Access Program (ASAP), and myUTSA Apps which includes their UTSA email. See Appendix A for more information about UTSA technology.

1. Blackboard Learn
Blackboard (Bb) is a web-based learning management system that provides a set of educational tools to facilitate learning, communication, and collaboration using the Internet and the computer. IEP instructors will communicate with students through Blackboard where students will be able to find course syllabi, assignments, grades, attendance, extra materials, etc. It is the students’ responsibility to check Blackboard on a regular basis. Blackboard is accessible from any location via the Internet.

2. Automated Student Access Program (ASAP)
ASAP is a computer application available to all UTSA students. Students are required to use ASAP for different student services, such as buying a parking permit, paying for parking tickets, checking holds and tuition balance, and checking final grades.

3. myUTSA Email
Each student in the IEP will receive an e-mail address from UTSA. The office uses these addresses to contact students. Although students may have another email address, it is important that they check their UTSA e-mail regularly. Many times, messages sent to a non-UTSA address return to the office unsent and students miss important information.

Evaluation and Grading

What is a syllabus?
During the first week of classes, students will receive a syllabus from their instructor. This document will explain the goals of the class, describe major assignments and tests, and usually include a basic calendar for the class. It will also explain your responsibilities as a student. It is important to read the syllabus carefully so that you can be a successful student.

Grading
The IEP uses the following grading scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percent Range</th>
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<tbody>
<tr>
<td>A</td>
<td>90 - 100%</td>
</tr>
<tr>
<td>B</td>
<td>80 - 89%</td>
</tr>
<tr>
<td>C</td>
<td>70 - 79%</td>
</tr>
<tr>
<td>D</td>
<td>60 - 69%</td>
</tr>
<tr>
<td>F</td>
<td>59 - 0%</td>
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Students must attain a B or higher in each course in order to advance to the next level. Instructors will upload grades regularly onto the Blackboard Learn Grade Center. Students are required to check their grades regularly on Blackboard. Final grade percentages and detailed information on how students will be assessed in each course will be available on the course syllabus, which instructors upload on Blackboard.

Students can request their Midterm and Final Grade Reports from the Office of ESL Services in person or by e-mailing eslservices@utsa.edu. Students must pick up their Midterm and Final Grade Report in person; results will not be sent electronically. Please see Appendix B for an example of your Midterm and Final Grade Report. Students can also check their final grades on ASAP.

**Midterm and Final Exams**
Except for the TOEFL class, students will have a midterm and final exam in all classes. After the midterm exams, students will have conferences with each of their instructors to discuss their progress in the class.

*NOTE:* If you miss the midterm or final exams due to a personal medical illness or emergency, in which you obtain a doctor’s note or other appropriate documentation, you will be allowed to reschedule and take the exams.

**TOEFL PBT**
The IEP offers the TOEFL PBT exam twice per semester. Students are required to attend these two exams. In order to pass the TOEFL class, students will have to achieve the required TOEFL score for that level. IELTS and TOEFL iBT scores are accepted, but need to be submitted to the Office of ESL Services before the last day of class. Then the Office of ESL Services will communicate the scores to the instructors.

**Passing Score Chart**

<table>
<thead>
<tr>
<th>Level</th>
<th>TOEFL Score Passing Grade: A</th>
<th>TOEFL Score Passing Grade: B</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>370-390 or above</td>
<td>350-369</td>
</tr>
<tr>
<td>Two</td>
<td>420-440 or above</td>
<td>400-419</td>
</tr>
<tr>
<td>Three</td>
<td>470-490 or above</td>
<td>450-469</td>
</tr>
<tr>
<td>Four</td>
<td>520-540 or above</td>
<td>500-519</td>
</tr>
<tr>
<td>Five</td>
<td>570-599 or above</td>
<td>550-569</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level</th>
<th>TOEFL IBT Score Passing Grade: A</th>
<th>TOEFL IBT Score Passing Grade: B</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>35-39 or above</td>
<td>30-34</td>
</tr>
<tr>
<td>Two</td>
<td>50-56 or above</td>
<td>40-49</td>
</tr>
<tr>
<td>Three</td>
<td>65-69 or above</td>
<td>57-64</td>
</tr>
<tr>
<td>Four</td>
<td>75-78 or above</td>
<td>70-74</td>
</tr>
<tr>
<td>Five</td>
<td>90-99 or above</td>
<td>79-89</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level</th>
<th>IELTS Score Passing Grade: A</th>
<th>IELTS Score Passing Grade: B</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>2.5</td>
<td>2.0</td>
</tr>
<tr>
<td>Two</td>
<td>4.5</td>
<td>3-4.0</td>
</tr>
<tr>
<td>Three</td>
<td>5.5</td>
<td>5</td>
</tr>
<tr>
<td>Four</td>
<td>6</td>
<td>5.5</td>
</tr>
<tr>
<td>Five</td>
<td>6.5</td>
<td>6.0</td>
</tr>
</tbody>
</table>
### Advising and Student Services

**Where to go for answers to common questions**

<table>
<thead>
<tr>
<th>Have a question about…?</th>
<th>Talk to…</th>
<th>Where?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help with your IEP classes</td>
<td>Your instructors.</td>
<td>ESL Faculty Office MS 2.03.12</td>
</tr>
<tr>
<td></td>
<td>Visit during office hours to get help.</td>
<td></td>
</tr>
<tr>
<td>More help with your IEP classes/homework</td>
<td>IEP Tutors</td>
<td>MS 2.01.08</td>
</tr>
<tr>
<td>Your IEP schedule</td>
<td>Office of ESL Services</td>
<td>MS 3.02.07</td>
</tr>
<tr>
<td>American culture or feeling homesick</td>
<td>Office of ESL Services</td>
<td>MS 3.02.07</td>
</tr>
<tr>
<td>Immigration/visa/l-20</td>
<td>Office of ESL Services They may refer you to the Office of International Programs for additional help.</td>
<td>MS 3.02.07</td>
</tr>
<tr>
<td>Scholarships from your embassy (Do you need letters or transcripts?)</td>
<td>Office of ESL Services</td>
<td>MS 3.02.07</td>
</tr>
</tbody>
</table>

### Students’ Records and Information

Upon written request, the Office of ESL Services will provide a student with access to his or her educational records, including admission, academic, and financial files. The Office of ESL Services is responsible for maintaining the files. Records may not include any material not previously seen by the student and which does not pertain to the student’s enrollment and participation in the program. Students may have copies of their educational file if they have met their financial obligation to the program. Copies will be made at the student’s expense.

The “Family Rights and Privacy Act of 1974” states that a student has the right to withhold his/her personal information from the public and other students. The IEP will not release any student’s record to family and/or friends without his/her written authorization. Students who wish to allow release of their records, must complete the Student Authorization to Release Education Records form. Student must submit a copy of this document to the Office of ESL Services and take the original document to Enrollment Services located in the JPL 1.01.04 for final processing. The Student Authorization to Release Education Records form can be accessed at the following link: [http://www.utsa.edu/registrar/forms/studentauthreleaseedurecs.pdf](http://www.utsa.edu/registrar/forms/studentauthreleaseedurecs.pdf)

Instructors will retain student work not returned to the student (such as examinations, term papers, and other materials) for at least one calendar year after the conclusion of the academic course in which the student was enrolled. During this time, students will have access to these materials should they ask for them.
Instructors may dispose of these records at the conclusion of that time period. All grades, including all those assigned during a semester as well as the final grade should be recorded electronically in Blackboard Learn which should be retained for a minimum of five years.

**Certificate of Completion**  
The IEP will only issue Certificates of Completion to those students who successfully complete the program. In other words, students must pass all their Level 5 classes to receive a certificate.

**Conditional Admission**

Conditionally admitted students will be promoted to a degree seeking status for the following semester only after successfully completing the IEP and achieving the appropriate TOEFL or IELTS score.

**TOEFL and IELTS Requirements for undergraduate degree seeking students at UTSA**

<table>
<thead>
<tr>
<th>Test</th>
<th>TOEFL Internet-Based Test</th>
<th>TOEFL Paper-Based Test</th>
<th>IELTS Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor's Degree Admission Qualification (ELAP required)**</td>
<td>79-99</td>
<td>550-599</td>
<td>6.5</td>
</tr>
<tr>
<td>Bachelor's Degree Admission Qualification (ELAP exempt)</td>
<td>100</td>
<td>600</td>
<td>7.0</td>
</tr>
</tbody>
</table>

For more information, visit [http://international.utsa.edu/admissions/requirements/](http://international.utsa.edu/admissions/requirements/)
How to Change Your Address in ASAP

All international students must report any change of their address to the Office of International Programs and the Office of ESL Services.

They can do so by submitting an email to InternationalPrograms@utsa.edu and eslservices@utsa.edu with the following information:

- First Name
- Last Name
- Visa Type
- SEVIS ID
- Email address
- Phone
- New Address
  - Street
  - City
  - State
  - Zip Code

It is very important to write CHANGE OF ADDRESS in all caps in the subject line and update the student’s address in UTSA’s ASAP System. To do so, students must follow the steps below:

STEP 1: LOG INTO ASAP
STEP 2: Under Personal information click on Update Addresses and Phones

STEP 3: Insert a new address by choosing the address type from the list and selecting Submit

Please use correct upper and lower case letters for address. Address is stored as it is entered.
See example:

<table>
<thead>
<tr>
<th>Addresses and Phones</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mailing, Local or On-Campus</strong></td>
</tr>
<tr>
<td><strong>Current:</strong> Jun 24, 2013 to (No end date)</td>
</tr>
<tr>
<td><strong>EXAMPLE</strong> 1111 One UTSA Circle APT #0000</td>
</tr>
<tr>
<td>San Antonio, Texas 78249</td>
</tr>
</tbody>
</table>

**Type of Address to Insert:**

Bottom of Form

When you insert a new Permanent Address on ASAP be sure to:

- First, read the dates in the "Valid From This Date: MM/DD/YYYY" and "Until This Date: MM/DD/YYYY" fields in the current permanent address.
- When you fill out the new Permanent Address form, choose dates in the "Valid From This Date: MM/DD/YYYY" and "Until This Date: MM/DD/YYYY" fields that do not overlap with the current permanent address. You can leave the "Until This Date: MM/DD/YYYY" blank.

If you are unable to update your address, stop by the Office of ESL Services located in the Multidisciplinary Studies building, office 3.02.07 or email eslservices@utsa.edu with the correct information.
International Student Health Insurance

The University of Texas (UT) System requires all international students on non-immigrant visas living in the United States to have medical, evacuation, and repatriation or remains insurance. The UT System-sponsored student health insurance plan is Academic Health Plans. A fee is automatically assessed to cover the costs of this health insurance plan each semester of enrollment students apply for a Health Insurance Waiver.

All international students are required to purchase and maintain comprehensive health insurance while enrolled at UTSA. This requirement can be fulfilled by:

1. Purchasing the UT System Student Health Insurance Plan

2. Showing proof of enrollment (if eligible) in the UT System Employee Health Plan and purchasing separate repatriation and medical evacuation coverage.

3. Showing proof of a mandatory government sponsored health plan which covers health care in the U.S. and complies with the Federal Civil Rights Restoration Act of 1987 and UTSA requirements.

4. Continuing coverage for a continuously enrolled student that satisfies the requirement of UTSA and USIA (United States Insurance Association) regulations, which requires a UTSA waiver.

The university has the discretion to determine what constitutes sufficient documentation demonstrating approved health insurance coverage. Acceptable proof of coverage MUST be written in English and money listed in U.S. dollars.

Fall Waiver Period and Process
The fall 2015 insurance waiver system will be open July 1, 2015 through August 28, 2015, 11:59pm.

On-Line Waiver System
- Go to http://utsa.myahpcare.com/waiver
- Review the requirements
- On the Login page, enter your UTSA BANNER ID number (exclude @).
- Enter your date of birth as the Password (format MMDDYYYY, example 01011990).
- Click on the red waiver link found under “NO, I do not want the insurance.” section on the waiver home page.
- Enter your insurance information and attach proof of insurance documents.
- Select the ‘Submit Waiver’ button at the bottom of the waiver form.
Following Your Waiver Submission

- If your waiver request is complete and your policy meets the minimum requirements including sufficient medical evacuation/repatriation coverage, the UT SHIP fee is waived in full.
- If your waiver request is complete and your policy meets the minimum requirements excluding sufficient medical evacuation/repatriation coverage, the medical insurance fee is waived and a fee for repatriation/evacuation coverage is assessed in your UTSA tuition and fee bill.
- If your waiver request is incomplete or your policy does not meet the minimum requirements, you will receive an email indicating that you are not eligible for a waiver.
- If you receive an email stating your waiver is approved, check your ASAP account. The insurance waiver will be applied to your UTSA tuition and fee balance within 7-10 business days. If your tuition and fees are already paid in full, the insurance fee will be reimbursed by the UTSA Fiscal Services through direct deposit or check within 10 days after your account adjustment.

You can find out more information about the Health Insurance Waiver process for upcoming semesters at the following website: http://international.utsa.edu/insurance/health-insurance-waiver/

You can find out more information about Academic Health Plans at the following website: https://utsa.myahpcare.com/ or contact them by phone (855) 247-2273.

Maintaining I-20 Status

Most IEP students are studying here on student visas. This means that you promised at the U. S. Embassy/Consulate and at Immigration at the airport that you were going to be a student in the United States. **Being a student means that you obey all rules and laws of the United States.**

**In order to maintain your legal status as a student, YOU MUST ATTEND CLASS.** If you do not attend class, you are not a student, and therefore may lose your F1 or student status.
Part 2:
Intensive English Program Policies
IEP Attendance Policy

Success as a student begins with attendance. In the IEP, class time is not only for learning new language and skills, but also for practicing what you know and what you have learned. Coming to class should be your first priority if you want to improve your reading, writing, listening, and speaking skills. In addition, many assignments are completed in class as well as quizzes and tests. If you want to make progress in the IEP, you should attend class every day.

Instructors take attendance during every class. Students are responsible for remembering or keeping track of when they miss class. The Office of ESL Services will check attendance every week and send a warning message by email if a student misses more than 15 hours. The student’s sponsor/scholarship advisor, if applicable, will be notified.

Attendance Policy

<table>
<thead>
<tr>
<th>Attendance Infraction</th>
<th>Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tardy</td>
<td>Arriving to class 15 minutes to 1 hour late OR Leaving class 15 minutes to 1 hour early</td>
<td>½ absence = Reading and Writing class = 1 hour Oral communication class = 1.25 hours TOEFL class = 0.75 hour</td>
</tr>
<tr>
<td>Absence</td>
<td>Not attending class</td>
<td>1 absence = Reading and Writing class = 2 hours Oral communication class = 2.5 hours TOEFL class = 1.5 hours</td>
</tr>
<tr>
<td>Multiple Absences</td>
<td>Not attending 3 or more classes</td>
<td>Flag on Starfish</td>
</tr>
</tbody>
</table>

Full-Time Students

<table>
<thead>
<tr>
<th>Formal Warning by E-mail</th>
<th>Maximum Hours of Absences Allowed Until Probation</th>
<th>Probation Hours</th>
<th>Dismissal at the End of the Semester</th>
<th>Immediate Dismissal</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 hours</td>
<td>29 hours</td>
<td>30 – 49 hours</td>
<td>50 hours</td>
<td>56 hours</td>
</tr>
</tbody>
</table>

Students are expected to attend classes regularly, arrive on time, and participate in all classes.

Students who are 15 minutes to 1 hour late to class are tardy. When a student is tardy it will be counted as a half absence. Students who leave class 15 minutes to 1 hour early will also be given a half absence.

Students are encouraged to e-mail their instructors when they are absent. It is polite to inform instructors so that they can let students know what they missed. Students are responsible for all academic work missed as a result of absences.
Students who are absent for a total of 30 hours during the semester will be put on academic probation. If a student is absent for 50 or more hours, then they will be dismissed from the Intensive English Program at the end of the semester. If a student is absent for 56 hours or more then they can be dismissed immediately from the program.

Part-time students are subject to the same attendance policy and should attend class regularly. Part-time students who have excessive absences will be dealt with on an individual basis by the Office of ESL Services.

Students who suffer from a continuing or long-term medical problem will be treated on a case-by-case basis by the Office of ESL Services.

**Common Questions about the Attendance Policy**

1. **Will I get a grade for good attendance?**
   
   No. You will not get points for just being in class. However, when you miss a class, you are missing directions for homework and in-class activities and assignments, such as group discussions, quizzes and tests, and presentations. Students who attend class regularly have a better chance to earn higher grades.

2. **Are there excused absences?**
   
   Only for religious holiday observations.

3. **What if I am absent on the day of a scheduled test or quiz?**
   
   Please talk with your instructor to see their individual policy.

4. **What if I am absent because of a religious holiday?**
   
   You will not be counted absent, but you need to notify your instructor in writing no later than the 15th day after the first day of the semester. Your instructor will inform you of the work you will miss.

5. **What if I miss a class because….. (I had to take someone or pick someone up from the airport or the hospital, I had a meeting with my embassy, I had to go to court, I had a meeting with my advisor, I was traveling out of town, I overslept, I have a doctor appointment, I had a test (TOEFL/ GRE/ GMAT/ IELTS), I was sick)?**
   
   You will be counted absent.

6. **What should I do if I miss a class?**
   
   We understand that students may have to miss one or two classes sometimes. It is important to follow these steps if you are absent to stay on a successful path.

   - If you know you are going to be absent, it is important that you email your instructors **BEFORE you miss class.** Explain why you will not be in class. This
is common in American university culture. If you email your instructor, they will be more likely to help you plan how to make up missed work.

- **Use Blackboard Learn and email to turn in any assignments that day if you can.** Each instructor has their own late homework policy. This policy can be found in the class syllabus. Make sure you understand the rules for late homework.
- **You are responsible for making up what you missed when you were absent.** You should check the class syllabus, Blackboard Learn, and your email for possible instructions about preparing for the next class. If you are worried about anything, ask your instructor or a classmate what you missed. You should come to the next class with your homework prepared as much as possible.

### Required Sessions

**Ongoing Orientation**
Students are required to attend the ongoing Orientation Session given approximately two weeks after the first day of class. During the session, students will be informed of IEP’s policies and the different services that the IEP and UTSA provide. Your attendance at this event will be documented and kept in your student file.

**Conference Days**
Each semester instructors will have Conference Days following midterm exams. Students are required to meet with their instructors during these days to discuss their midterm grade and course progress.

**Planning Sessions**
Students are required to attend one of the Planning Sessions that are scheduled towards the end of the semester. During these sessions, we will be discussing the steps you need to take if you are considering one of the following:

- Requesting an Extension of Stay
- Transferring to another school
- Returning home permanently
- Entering UTSA as an undergraduate/graduate student
Academic Probation

Students will be placed on Academic Probation for one or more of the following reasons:

- Not following the attendance policy by accumulating 30+ hours of absences during the semester
- If a student receives a final grade of C in any class other than TOEFL, he/she will be placed on Academic Probation for the following semester
- If a student fails to improve their academic record and receives a grade of C the following semester he or she, will be placed on Second term academic probation
- If a student receives a final grade of C for 2 back-to-back semesters in TOEFL class, he/she will be placed on Academic Probation for the following semester

Students who are placed on academic probation will receive an Academic Improvement Plan. The Program Coordinator will schedule a one-on-one meeting with the student to explain the details of the plan. The student has until the end of the following semester to achieve a passing grade. If a passing grade is achieved, he/she will no longer be placed on academic probation. If the student fails to improve his/her academic record, he/she will be placed on Second Term Academic Probation. A second Academic Improvement Plan will be created and another meeting will take place to review the plan.

Academic Dismissal

Students who do not follow the attendance policy may be academically dismissed from the program by accumulating 50+ hours during the semester.

If a student does not improve his/her academic record by the 3rd semester, he/she will be dismissed from the program.

Academic Dismissal Appeal Process

If a student would like to appeal their academic dismissal, he or she must do the following:

- Submit a formal letter to the IEP Executive Director within 7 days after receiving their academic dismissal letter. In the letter, the student should answer the following questions:
  - Why do you believe you should not have been dismissed?
  - If you were reinstated to the IEP, what steps would you take to improve your academic standing and/or attendance?
- Provide any relevant documentation.

The IEP Executive Director, Assistant Director, and Program Coordinator will make a decision and notify the student in a timely manner. If a student is reinstated, he/she will be placed on Third Term Academic Probation. If the student does not receive a passing grade, he/she will be dismissed from the Intensive English Program without appeal.
**Financial Policies**

Students are expected to pay their tuition fees no later than Friday of the first week of classes. Sponsored students, students who receive a scholarship from their government, employer, or school, are responsible for emailing their financial guarantee letter to the Office of ESL Services by the first Friday of the semester.

The Office of ESL Services will take care of the third party billing, but students are responsible for checking on ASAP to make sure that all paperwork has been processed correctly. In addition, students are responsible for sending grade reports and any other documents to their advisor.

Submit the financial guarantee letter to the Office of ESL Services by email to: eslservices@utsa.edu

**Withdrawal from the Program**

Students who wish to withdraw from the program need to visit the Office of ESL Services to pick up a Withdrawal Form. This form needs to be taken to the Office of International Programs located in the Main Building 1.210 for approval and then to Enrollment Services located in the JPL 1.01.04 for final processing. Students who fail to notify the Office of ESL Services that they will be leaving and do not complete the appropriate form will receive an F in all their courses.

**Refunds for Withdrawals**

Withdrawing the formal discontinuance of a student’s enrollment from the program and involves the student dropping all classes. Depending on the time of the withdrawal, a student may be entitled to a refund of some part of the tuition and fees. Refunds of tuition and fees paid by a sponsor, donor, or scholarship will be refunded to the source rather than directly to the student who has withdrawn.

<table>
<thead>
<tr>
<th>Semester</th>
<th>Time of Withdrawing</th>
<th>Amount of Refund of Tuition and Returnable Fees and Charges*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular (Fall or Spring) Semester or Summer term of 10 weeks or longer</td>
<td>Prior to the first class day</td>
<td>100% of applicable tuition and returnable fees and charges</td>
</tr>
<tr>
<td></td>
<td>During the first five class days</td>
<td>80% of applicable tuition and returnable fees and charges</td>
</tr>
<tr>
<td></td>
<td>During the second five class days</td>
<td>70% of applicable tuition and returnable fees and charges</td>
</tr>
<tr>
<td></td>
<td>During the third five class days</td>
<td>50% of applicable tuition and returnable fees and charges</td>
</tr>
<tr>
<td></td>
<td>During the fourth five class days</td>
<td>25% of applicable tuition and returnable fees and charges</td>
</tr>
<tr>
<td></td>
<td>After the fourth five class days</td>
<td>No refund of tuition, fees, or charges</td>
</tr>
</tbody>
</table>

26
Grade Complaint Procedure

Students who disagree with a grade received in a course and want to discuss it must follow one of the following procedures. According to the UTSA Handbook of Operating Procedures, a request to discuss the grade must be submitted within 45 days from the end of the semester you received the grade.

Informal Procedure:

**Step 1**
Meet with the instructor to discuss the grade and to try and fix the problem.

**Step 2**
If the instructor and student cannot fix the problem, the student may request a meeting with the instructor and the Assistant Director.

**Step 3**
If the student is not satisfied with the result of the meeting, then he/she should follow the steps of the formal procedure.

Formal Procedure:

**Step 1**
Fill out a Formal Student Complaint Form and turn it in to the Office of ESL Services.

**Step 2**
An appointment will be made with the Executive Director to review the complaint. The Executive Director may request that the instructor and the Assistant Director be at the meeting.

**Step 3**
The Executive Director will communicate his decision to the student in a timely manner following the meeting.
Complaints Other than Grades

At times, students may feel that the program or UTSA is not serving their special needs or expectations. Students may have other types of complaints aside from their course grades. Some of these complaints can be resolved within the Office of ESL Services. Students who want to file a complaint should follow these steps.

If it is the ESL Services Office itself that is not serving students’ needs or meeting their expectations, students can talk to an instructor, the Program Coordinator, the Assistant Director, or the Executive Director. Students’ privacy will be respected at all times.

Procedure for Complaints Other than Grades

Where to go for complaints

<table>
<thead>
<tr>
<th>Have a complaint about…?</th>
<th>Talk to…</th>
<th>Where?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Grades</td>
<td>Assistant Director</td>
<td>MS 2.01.08B</td>
</tr>
<tr>
<td>Instructors</td>
<td>Assistant Director</td>
<td>MS 2.01.08B</td>
</tr>
<tr>
<td>Classes</td>
<td>Assistant Director</td>
<td>MS 2.01.08B</td>
</tr>
<tr>
<td>Tutors or Conversation Partners</td>
<td>Assistant Director</td>
<td>MS 2.01.08B</td>
</tr>
<tr>
<td>IEP policies and programs</td>
<td>Office of ESL Services</td>
<td>MS 3.02.07</td>
</tr>
<tr>
<td>Financial problems</td>
<td>Office of ESL Services</td>
<td>MS 3.02.07</td>
</tr>
<tr>
<td>Housing problems</td>
<td>Office of ESL Services</td>
<td>MS 3.02.07</td>
</tr>
<tr>
<td>--------------------------</td>
<td>------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Health problems</td>
<td>Office of ESL Services</td>
<td>MS 3.02.07</td>
</tr>
<tr>
<td>Discrimination problems</td>
<td>Office of ESL Services</td>
<td>MS 3.02.07</td>
</tr>
<tr>
<td>Sexual Harassment</td>
<td>Office of ESL Services</td>
<td>MS 3.02.07</td>
</tr>
<tr>
<td>Bullying or harassment by other students</td>
<td>Office of ESL Services</td>
<td>MS 3.02.07</td>
</tr>
</tbody>
</table>

**Respect the Classroom Environment**

Students are responsible for helping maintain a safe and clean university environment. Please help keep our environment safe and clean by doing the following:

- **No open containers in the classroom.**
  - You may have drinks, but they must have lids!
  - Please throw away your empty bottles and cups when you are finished with them.
- **Do not write on the tables or desks.**
- **When you leave at the end of class:**
  - Take all of your belongings with you.
  - Throw away all trash.
  - Return chairs to their proper places.
- **NO SMOKING!**
  - UTSA is a tobacco-free campus, which means students are not allowed to smoke on campus.
  - This includes all forms of tobacco products including but not limited to cigarettes (of any kind including herbal/spice cigarettes), cigars, pipes, water pipes (hookah), bidis, kreteks, electronic cigarettes, smokeless tobacco, snuff and chewing tobacco.
  - The use of tobacco is prohibited on all university-owned or university-controlled streets and sidewalks. The Tobacco-free Campus policy does not apply to city streets or sidewalks not owned or controlled by UTSA.
  - Violations could result in referral to the appropriate university officials for disciplinary action in accordance with other established student, staff and/or faculty codes of conduct and procedures.
Student Conduct Expectations

We expect our students to respect their instructors, classmates, and the educational opportunity they are enjoying. **If a student is disruptive in class, he/she may be asked to leave and then marked absent.**

**Disruptive class behavior includes, for example:** talking to other students while the instructor is talking to the class, answering cell phone calls during class, sending or receiving text messages, leaving class frequently or for extended periods of time, sleeping, disrespecting the instructor or other students, using only your native language in class, and doing activities not related to the class. Students who arrive late should enter the classroom quietly and quickly take a seat.

Children on Campus

In order for the IEP to provide a safe and professional environment for everyone, students are discouraged from bringing children with them to class. If students must bring children to campus in rare and unusual circumstances, then children must be under the direct supervision of a parent or guardian at all times. When classes are in session, students should first get permission from the IEP instructors or administration to be sure that the child’s presence will not disrupt the class. If at any time an instructor determines that a child is disrupting the class, the parent will be required to take the child out of the class.

Scholastic Dishonesty and Plagiarism

The integrity of the UTSA IEP program depends upon the integrity of each student. Students are expected to maintain high standards of individual honor in all of their academic work. Cheating and/or plagiarizing will not help students learn and will not be accepted.

If an instructor suspects that a student has engaged in academic dishonesty, the instructor will first talk to the student in private. This may result in the student having to re-submit a piece of work, getting a lower grade for the work, or earning a zero for it. In case the instructor feels he/she cannot resolve the matter with the student, he/she will contact the Assistant Director or the Executive Director to initiate investigation procedures through the ESL Services Offices. More details on Scholastic Dishonesty can be found in the HOP at [https://utsa.edu/hop/chapter2/2-37.html](https://utsa.edu/hop/chapter2/2-37.html).
Disciplinary Actions

A student who engages in conduct that violates a rule, regulation, or administrative order of UTSA may encounter any one or more of the actions listed below. The disciplinary actions assessed in a particular case will be dependent upon the nature of the conduct involved, the circumstances and conditions that existed at the time the student engaged in the conduct, and the results that followed as natural sequence of the conduct.

- disciplinary warning
- disciplinary probation
- withholding certificate of completion
- bar against readmission or being dropped from current enrollment and barred from readmission
- restitution
- expulsion
- suspension
- failing grade
- other penalty as deemed appropriate
Part 3:
Life at UTSA
IEP and UTSA Services
IEP Student Resources

Tutors and Extra Help
All IEP faculty and staff are committed to our students’ success and work to provide students an excellent educational experience. Students who want extra help outside the classroom have several options:

1. Talk to your instructors. They can advise and help you create a plan to improve your English and your performance in class.

2. Free tutors are provided by the program. The tutors’ schedule is very flexible and they see students on a walk-in basis. They are located in the MS Building, Room 2.01.08B.

3. Students can also go to the Tomás Rivera Center, which is the tutoring learning center for all university students.
   - Main Campus Locations
     - Tutoring Services: JPL 2.01.12  (210) 458-6783
     - Learning Assistance: MS 1.02.02  (210) 458-4694
   - Downtown Location
     - All Services: DB 2.114  (210) 458-2838
   - Website for more information: http://utsa.edu/trcss/lnh.html

4. The Program Coordinator, Assistant Director, or Executive Director will be happy to meet with students and determine the best course to help them improve their performance and get the most out of our program.

Conversation Partner Program
The Conversation Partner Program pairs native English speakers with international students to help students practice their English while also giving native speakers the opportunity to meet people from different parts of the world. Native speakers may be UTSA students, faculty, or staff. Conversation partners are arranged for a semester and meet approximately one hour per week at times and places that are convenient for both. To sign up, you need to complete the Conversation Partner Registration Form and return it to MS. 3.02.07, fax it to (210) 458-7679, or email it to eis@utsa.edu. The registration form can be found in Appendix B.

To learn more about the program and find the registration form online, please visit the website: http://education.utsa.edu/intensive_english_program/conversation_partners/

Field Trips and Social Activities
Every semester the IEP offers a number of field trips and social activities. These are great opportunities for students to get to know each other better and to practice English outside the classroom. Instructors and staff members also participate, so it is also an opportunity to get to know them better in a different environment. Field trips and social activities are advertised in class and through e-mail, Blackboard, Facebook, and the Remind app.
UTSA Student Resources

Identification Card (UTSACard)
The UTSACard is the official identification card of the UTSA community. It is mandatory and it is valid as long as the student is enrolled at UTSA. A replacement card fee is required to replace a lost and/or stolen UTSACard. The fee also applies to any card rendered unusable through negligence or misuse.

The UTSACard may be required for entry in certain campus facilities (e.g. recreation center) and may be used as a prepaid debit card to pay for everything from On-Campus Meals to printing. For more information on rules and benefits of the UTSACard please visit the website: http://utsa.edu/auxiliary/utsacard.html.

UTSA Police Department
Emergency Phone # (210) 458-4911
Non-emergency Phone # (210) 458-4242
E-mail: crimeprevention@utsa.edu

The UTSA Police Department strives to ensure that UTSA is the safest university in Texas. They offer a variety of services on campus to promote safety.

❖ Campus Courtesy Vehicle
   Offers these free services:
   o Unlocking cars
   o Recharge dead batteries
   o Flat tire assistance
   o Gas (transport to gas station and back)

❖ Safety Escort Program
   o They will take you anywhere on campus to another campus location.
   o They will either drive you or walk you to where you need to go.
   o It is a 24-hour service.

❖ Blue Courtesy Phones
   o Located throughout the Main and Downtown campuses in parking lots and elevators.
   o Can be used to report crimes, emergencies, or request police services.

❖ Campus Alerts
   o UTSA has a website called Campus Alerts where important information can be found on the status of the university during emergency situations.
   o Campus Alerts can be found at http://alerts.utsa.edu/
Emergency Notification System
- Participants in the system will receive a phone call, e-mail, and/or text message in the event of a campus emergency.
- Messages will include important information and protective actions.

Weather Notifications
- Students can call 458-SNOW (7669) at any time for information about the university regarding the status of classes.

Lost and Found
- All found property that is turned in to the police department is kept for 60 days. To report lost property items or to ask about lost property, call (210) 458-6247 Monday through Friday from 8am-5pm.

Office of International Programs
Location: Main Building (MB) 1.210
Phone: (210) 458-7202 E-mail: internationalprograms@utsa.edu
OIP Office Hours: Monday–Friday 9 a.m. – 4 p.m.
Advising Hours for International Students: Monday–Wednesday 12-4pm
Thursday – Friday 9am-1pm
International Advisors: Courtney Balderas (Assistant Director of International Programs), Fermina Alarcon, and Ashley Wallace

The Office of International Programs enhances cross-cultural understanding among students by welcoming and supporting international students and scholars who are attending UTSA from other countries while assisting them in meeting the visa requirements set forth by the United States Citizenship and Immigration Service and the U.S. Department of State.

International Undergraduate Student Admissions assists international students who are interested in applying to UTSA as undergraduate students. This department processes applications, examines test scores and makes the determination on acceptance of undergraduate international students to UTSA. For any questions regarding International Admissions, please contact Beatriz Gomez Rodriguez (International Undergraduate Admissions Advisor) at internationaladmissions@utsa.edu or (210) 458-7995. The advising hours are Monday-Wednesday from 12-4pm and Thursday-Friday from 9am-1pm.

International Student Services assists International students with visas and immigration issues. These trained professionals assist and provide referral to international students on immigration matters, cultural counseling, and other nonacademic concerns. This includes personal, academic, financial, and health insurance issues, including the processing and issue of health insurance waivers.
**Student Disability Services**
Location: Multidisciplinary Studies Building (MS) 3.01.16  
Phone: (210) 458-4157  
Email: disability.services@utsa.edu

UTSA does not discriminate on the basis of disability and special assistance is provided to students with disabilities. IEP students pay university fees so they can be served by this office if they have a disability. Due to student privacy issues, the student must take the first step in seeking help. It is the student’s responsibility to go to the Student Disability Services Office to seek help or students can come to the Office of ESL Services and we will help them to get the services they need.

Disability Services (DS) at the University of Texas at San Antonio promotes equal access to all university programs and activities for students with disabilities. The goals of DS are:

- To provide services, accommodations, and equipment to enable students with disabilities to participate in and benefit from all educational programs and activities.
- To promote an environment at UTSA that is barrier free: free from both physical barriers and barriers of attitude.
- To encourage students to become as independent and self-reliant as possible. Toward this goal, students are expected to assume major responsibility for securing services and accommodations.
- To provide disability awareness education to the university community through publications, programs, consultation, and the Internet.

For more information, please visit the website: https://utsa.edu/disability/

**Student Health Services**
Location: Recreation Wellness Center 1.500  
Phone: (210) 458-4142  
Fax: (210) 458-4151

UTSA Student Health Services is available to all students and covers general clinic use and procedures, with the exception of laboratory and pharmacy costs. Information on wellness, healthy living practices, and illness prevention is available through individual consultation, group presentations, classes, videos, and brochures.

Student Health Services provides medical care for most illnesses and injuries experienced by college students. UTSA students are eligible for medical services by presenting their UTSA Card to the staff members at the registration window. Those needing care for minor conditions may go to the Self-Care Area of the Health Clinic (Recreation and Wellness Center 1.500 or Downtown Buena Vista Building 1.308), where selected nonprescription medicines are available at no cost.

After the student comes to the reception window, he/she will soon be seen by a staff nurse, who will determine the severity of his/her condition and provide appropriate nursing care, schedule an appointment with a staff physician, or refer the student to an off-campus medical service as needed.

It is important to remember that off-campus referrals are the financial responsibility of the student. Treatment at the Health Clinic is usually without charge; however, laboratory tests and prescribed medications do require a minimal charge. For more information, please visit the website: http://utsa.edu/health/
**Counseling Services**

Location and Hours:
- Main Campus – Recreation and Wellness Center (RWC) 1.810    Phone: (210) 458-4140
  Walk-In Hours:  Monday - Thursday  9:00am – 5:00pm
- Downtown Campus – Buena Vista Building (BV) 1.308     Phone: (210) 458-2930
  Walk-In Hours:  Monday & Wednesday  2:00pm - 3:00pm
  Tuesday & Thursday     1:30pm - 2:30pm

UTSA Counseling Services provides a confidential atmosphere where students may discuss concerns that are important in their lives. Some students’ concerns may be considered normal challenges that we all learn to master as we develop as a person or they may involve major hurdles that interfere with their ability to manage important life experiences such as relationships, family, work, or school.

The Counseling Services Office provides students who are currently attending class and the campus community a variety of professional services. All services are confidential. With the exception of a few in-depth assessment tests, services are pre-paid through students’ service fees. Services are available to all students who are currently attending class.

Counseling Services is willing to assist you at any time during the normal work day, or in an emergency, students can access an on-call clinician after hours.

If a student needs help in seeking counseling, he /she can always come to the ESL Services Office. All matters will be treated confidentially.
For more information, please visit the website: https://utsa.edu/counsel/

**Recreation and Wellness Center (Rec Center)**

Main Campus: The Rec Center offers a variety of services to students, faculty, and staff members with nearly 300,000 square feet of indoor and outdoor recreation space housing a wide variety of programs and facilities from massage studios to fitness centers and group exercise studios. Located directly adjacent to the Rec Center are various outdoor fields and other facilities to further serve students’ needs. Current UTSA students may participate in Campus Recreation programs and facilities by presenting their valid [UTSA Card](http://utsa.edu/recreation/).

DT Campus: The DT Campus Rec Center offers a convenient and fun exercise option with a private gym feel! Located in the Durango Building on the third floor, the fitness center includes new fitness equipment and an exercise studio. Students can get a cardiovascular, strength, or instructor-led workout in between classes or after work. Current UTSA students may participate in Campus Recreation programs and facilities by presenting their valid [UTSA Card](http://utsa.edu/recreation/facilities/downtown.cfm).

For more information on the services offered by the Recreation Centers, please visit the websites:
Main Campus: http://utsa.edu/recreation/
DT Campus: http://utsa.edu/recreation/facilities/downtown.cfm
**Library Services**
Location:
John Peace Library - Main Campus, JPL Building
Downtown Library – DT Campus, Buena Vista Street Building

IEP students have access to the UTSA Libraries, where they can benefit from a number of services such as checking out books, using computers, making copies, etc. At least once per semester, students will visit the library with their instructors to become familiar with the facilities and procedures.

For more information on services offered by UTSA Libraries, please visit: http://lib.utsa.edu/

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**University Center (UC)**
The University Center serves as the focal point for programs, meetings, dining, and relaxation for UTSA students, faculty, staff, and guests. Students from all over the university meet on this part of campus to engage in unique social, recreational, cultural and educational activities. As the community gathering place for the campus, the UC is an inviting environment where ideas are exchanged, relationships are built, and memories are made.

The UC is the ideal place to meet friends, grab a bite, attend events or run an errand at one of their many service providers.

For more information on the services offered by the UC Center, please visit the website: http://utsa.edu/uctr/index.cfm

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**University Center (UC) Information Center**
Location: First floor of the UC North, outside the UTSA bookstore
Phone: (210) 458-4735
Hours: Monday – Friday 7:30am – 9:00pm  
Saturday 9:00am – 7:00pm  
Sunday 1:00pm – 6:00pm

*Services they provide:*
VIA Bus Schedule: Bus route pamphlets can be found near the Information Center.
Lost and Found: The Information Center receives, logs, and secures lost and found items for a week before items are submitted to the UTSA Police Department.

If you are lost or have any questions, stop by the UC Information Center and let them help you. They can provide updates on events happening in and around the UC, as well as assist you with study room reservations.
**Student Computing Labs**
The Office of Information Technology Student Computing Services (SCS) operates the Student Computing Labs and the JPL information commons on campus. Each location has personal desktop computers, for student use, preloaded with popular software applications.

Locations:
Main Campus – Business Building (BB) 2.01.20
   JPL (library) 2nd & 3rd floor

Downtown Campus – Frio Street Building (FS) 2.400

For more information about using the computers on campus, printing, and hours of operation, visit their website: http://one.utsa.edu/sites/oit/OITConnect/scs/Pages/default.aspx

**Child Development Center**
Location: Child Development Center (CDC) 1.100 Main Campus
Phone: (210) 458-6364
Office Hours: Monday – Friday  7:30am – 5:30pm

The UTSA Child Development Center provides child care services for UTSA students, staff, and faculty, according to their eligibility requirements that can be found on their website. Their program is designed to enhance children's emotional, social, creative, physical, language and cognitive development through creative learning experiences in an educational environment. The curriculum emphasizes developmentally appropriate play experiences based on the children's interests and ideas and encourages critical thinking skills. The daily schedule is organized to meet the children's needs for a balance of active and quiet play, large and small group interactions, and indoor/outdoor activities.

For more information, please visit their website: http://utsa.edu/cdc/

**UTSA Admissions**
Undergraduate Admissions – Call for information about entering the undergraduate programs.
Contact Person: Beatriz Gomez Rodriguez
Location: MB 1.210
Phone: (210) 458-7995 E-mail: internationaladmissions@utsa.edu

Graduate Admissions – Call for information about entering the graduate programs.
Contact Person: Jesse Samudio (Associate Director-Graduate Recruiter)
Location: PNB 2.210
Phone: (210) 458-4823 E-mail: graduatestudies@utsa.edu
**UTSA Housing**
Call for information about living on campus (or any problems associated with your on campus living situation).

Chisholm Residence Hall: (210) 458-6700
University Oaks Apartments: (210) 458-6200
http://www.utsa.edu/housing/

For more information about living off campus visit the *San Antonio Express News* webpage at www.sahomesearch.com or www.aptforrent.com

**UTSA Testing Services**
Location: MS 1.01.04
Phone: (210) 458-4124

Provide TASP, Accuplacer, and UTSA placement tests.

**UTSA Organizations & Clubs**

Getting involved on campus can help you get to know the university and make new friends. UTSA offers more than 300 service, professional, social, religious, and recreational organizations. Below are just some of the many organizations you can find on campus. For more information, visit: https://utsa.collegiatelink.net/Organizations

**Club Sport**
- Badminton Club
- Climbing Club
- Club Baseball
- Club Roadrunner Cycling
- Men’s Club Soccer
- Women’s Club Soccer

**Sports and Recreation**
- Latin Dance Society
- Paintball Club
- Rowdy Crew

**Cultural and Minority**
- African Students Association
- Arab Student Organization
- Black Student Union
- Caribbean Student Association
- Chinese Student & Scholar Association
- Hispanic Student Association
- Japanese Club
- Mexicanos En
- Muslim Student Association
- Turkish Student Association
Part 4:
Life in the United States
General Advice about American Culture

Alcohol: In the United States, a person must be 21 years old to drink alcohol legally. Underage drinking and supplying alcohol to an underage person are both crimes in the United States. It is also against the law to drink alcohol and drive.

Eye Contact: Americans tend to make eye contact when speaking. This is seen as showing respect when you are listening and showing you are truthful and trustworthy when you are speaking.

Food: American food may be different from food in your home country. Do not be afraid to try new things. It is part of the fun of living in another country. It is okay to let people know if you have certain foods you cannot eat.

Cleanliness: Americans are very concerned about personal cleanliness of both their bodies and clothing. Some Americans might react negatively to those who do not bathe frequently, use deodorant, brush their teeth, or regularly wash their clothing.

Language: All students are encouraged to use English as much as possible while studying in the IEP. Using English frequently will greatly increase the chance of academic success.

Names: Use “Mr.”, “Mrs.”, or “Miss” when you speak to people, especially when they are older than you or in formal situations. If someone tells you to call them by their first name, then you can do so.

Polite Words: Use words and phrases such as “please”, “excuse me”, and “thank you” in all your conversations with classmates, teachers, advisors, and business people.

Questions: In the U.S., asking questions is a way to show interest and is seen as a good way to learn. Students are encouraged to ask questions in class.

Time: Americans place a high value on time. They do not like to wait. It can be considered rude to be late. When specific times are given for events, Americans expect that everyone involved will be on-time or maybe even early. If you will be late to a social engagement, call or text to let others know and give an explanation.
Classroom Culture
- It is okay to ask questions or have discussions with your instructors.
- If you do not understand the class material, it is okay to meet with the instructors during office hours. You should not be afraid to ask for help.
- Time management is an important skill to learn.
- Critical thinking must be learned. You should not copy answers from the Internet.
- Independent thinking is valued in U.S. culture.
- Treat all students equally.
- Informality is normal.

Interacting with Americans
- American students are usually very informal in dress and social interactions. Students usually wear jeans and T-shirts and carry backpacks.
- Americans value hard work.
- Americans view themselves as individuals with freedom and responsibility to manage their own lives.
- Americans value personal space. We tend to stand about two or three feet apart when talking to each other. We might move back if we feel another person is too close.
- Americans can be very direct. We do not always guard our emotional responses, as some other cultures do.
- Watch how Americans say something: You can learn how we feel about a subject by the tone of our voice, our facial expressions, or our hand gestures.

Culture Shock
Foreign students often experience *culture shock* when they first come to the U.S. What is culture shock? *Culture shock* is a feeling of confusion, doubt, or nervousness caused by being in a place (such as a foreign country) that is very different from what you are used to. Below are some tips to help you overcome culture shock:

**Survival Tips:**
- Avoid being alone all the time. Talk to other people.
- Keep in touch with home. Use e-mail, texting, and social networking sites to stay in touch with family and friends at home.
- Keep your sense of humor.
- Do not judge things until you understand them.
- Do not be afraid to ask questions if you do not understand something.
- Do things you enjoy doing to relax.
- Get help if you need it from family, friends, your host family, the Office of ESL Services, the Office of International Programs, your instructors, or UTSA Student Counseling Services.
Medical Care

Doctors
If you need routine medical care (dental exams, physical exams, etc.) or are sick and need to see a doctor, you should make an appointment with a doctor’s office which is usually separate from a hospital. If you make an appointment, it is important to try and schedule it when you are not in class. It is also important to keep your appointment and to show up on time. If for some reason you are unable to keep the appointment, you must call the doctor’s office to cancel as early in advance as possible since some doctor’s charge cancellation fees.

Hospitals
In the case of an emergency (serious accident, chest pains, appendicitis, broken bones, etc.), you should visit a hospital emergency room, which are open 24 hours a day to serve patients. There are usually higher charges for visits to an emergency room, so it is always a good idea to go to the UTSA Student Health Center or other doctor when possible and appropriate.

Shopping in San Antonio

Purchasing Customs
You should find out the store’s policy for returning items before you make a purchase. Most stores will allow returns provided that: (1) you have a receipt for the items you want to return; (2) not too much time has passed since you purchased the items; (3) the items are in their original condition. Some stores only allow exchanges, not refunds.

Bargaining
In the United States, bargaining (talking about how much you want to pay) is not generally practiced in stores except for expensive purchases such as cars and appliances.

Clothing Sizes
Shopping in a new country can be frustrating and difficult at times. Most people try on clothes before they buy them. Clothing stores will have dressing rooms where you can try on as many items as you wish until you find what you are looking for.

Taxes
A state/local sales tax of 8.125% is added to the purchase price of items bought in San Antonio.

Restaurants and Tipping
In the United States, tipping is a usual practice in restaurants. The tip (money placed on the table for the waiter at the end of the meal) is usually 15% - 20% of the total bill. The cost of the tip is not usually included in the total amount of the bill. Tipping is not necessary at fast food restaurants.
Transportation

VIA Metropolitan Transit (See Appendix C for more information)
For travel by bus around San Antonio or streetcar downtown
Phone: (210) 362-2020
Website: www.viainfo.net

Greyhound Bus
For travel outside San Antonio
Phone: 1-800-229-9424
Website: www.greyhound.com

Megabus
For travel to Austin, Dallas, and Houston
Website: www.megabus.com

Personal Safety

While you’re out…

- Use a buddy system whenever possible.
- Always be alert and aware of your surroundings.
- At night, walk in areas that have a lot of light.
- Carry a purse securely between your arm and body and/or a wallet in a front pocket instead of the back pocket of your pants.
- If a car stops and asks for directions, keep a safe distance.
- Don’t have your hands full of packages or books. This distracts you and makes you an easier target for criminals.
- Avoid taking shortcuts and stay out of isolated areas, especially if you are alone.
- Let someone know where you are and tell them when you are headed home.
Things to Do and Places to Visit in San Antonio

The website mysanantonio.com is an excellent source of information on all events

Every Friday, the San Antonio Express News publishes the Weekender magazine, which lists events and activities (movies, theater, music, bands, art openings, festivals, etc.) that are going on around the town.

Another good source of listing, reviews and recommendations is the San Antonio Current. This is a free publication, which can be picked up in the HSS building on campus.

For information about special performances, exhibits or lectures on campus, log on the UTSA Today web page at http://www.utsa.edu.today and click on “calendar”.

Historical Places

- The Alamo (at Alamo street and Houston, downtown). (210) 225-1391
  Open Monday-Saturday 9 a.m. –5:30 p.m. and Sunday from 10 am – 5:30 p.m.

- San Fernando Cathedral - 115 main Plaza (downtown). (210) 227-1297
  Open daily from 6 a.m. – 6 p.m.
  Established in 1749, this is the oldest cathedral in the United States.

- The Missions – There are five missions running from Downtown to the South Side of San Antonio, composing what is known as ”The Mission Trial”. People often walk or ride their bikes along this trail.
  6701 San Jose Dr. (210) 932-1001
  2202 Roosevelt Av (210) 543-8833

Cultural Center & Museums

- Institute Of Texan Cultures – Downtown (in Hemisfair Park). (210) 458-2300
  Here you can learn about the different Texas ethnic groups.
  Please follow this link for more information regarding hours of operation:
  http://www.texancultures.com/

  This Museum was formerly a brewery. Its collection includes Spanish Colonial, Pre-Columbian, 18th – 20th century American, Latin American, Egyptian, Greco-Roman, Asian and African art.
  Please follow this link for more information regarding hours of operation:
  https://www.samuseum.org/
• **McNay Art Museum** – 6000 N. New Braunfels, at Austin highway. (210) 824-5368 (Bus #14 from downtown).
  This museum is housed in a beautiful old mansion. Its collection consists of American and European Art. 
  Please follow this link for more information regarding hours of operation:  

• **Witte Museum** – 3801 Broadway (Bus #9 from downtown). (210) 357-1900
  Same hours as McNay museum.
  This museum centers around natural and local history and science. There are variety exhibits, which change throughout the year.
  Please follow this link for more information regarding hours of operation:  

**Theaters and Galleries**

• **Guadalupe Theater** – 1300 Guadalupe (Bus #68 from downtown). (210) 281-1293
  One of the largest Hispanic arts institutions in the nation featuring Hispanic and Chicano visual performing artists. Art and drama classes are offered in the Cultural arts Center.

• **Majestic Theater** – 208 E. Houston St (downtown). (210) 226-5700
  This is the home of San Antonio Symphony as well as numerous traveling Broadway productions.

• **Blue Star Art Complex** – 1400 S. Alamo (210) 227-5867
  Here, old warehouses have been converted into art studios and art galleries, which feature the works of contemporary and non-traditional artist.
  The Jump Start Theater, which presents modern and avant-garde plays, is also located here.

**Sports**

For information on:

- San Antonio Missions baseball games – check [http://www.samissions.com](http://www.samissions.com)

For information about campus sports teams, game schedules and how to buy tickets to games, log [http://www.utsa.edu/sports/index.html](http://www.utsa.edu/sports/index.html) or call (210) 458-4551

For bowling or skating:  
- **University Bowl** : (210) 699-6235  
- **Bowl and Barrel**: (210) 920-1102  
- **Crystal Ice Palace**: (210) 690-4525
Movie Theaters

Regal Huebner Oaks 14 & RPX
11075 IH 10 West,
San Antonio, TX 78230
(844) 462-7342

Regal Fiesta Stadium 16
12631 Vance Jackson
San Antonio, TX 78230
(210) 641-6906

Cinemark 16
5063 NW Loop 410,
San Antonio, TX 78229
(210) 522-9660

Regal Northwoods
17640 Henderson Pass
San Antonio, TX 78232
(210) 402-6839

Regal Alamo Quarry Stadium 16
14 255 E. Basse Rd.,
San Antonio, TX 78209
(844) 462-7342

Regal Cielo Vista Stadium 18
2828 Cinema Ridge,
San Antonio, TX 78238
(210) 680-1125

Alamo Drafthouse Park North
618 NW Loop 410
San Antonio, TX 78216
(210) 677-8500

Alamo Drafthouse Westlakes
1255 SW Loop 410
San Antonio, TX 78227
(210) 677-8500

Santikos Palladium IMAX
17703 W IH-10
San Antonio, TX 78249
(210) 496-2221

Santikos Silverado
11505 West FM 1604 N
San Antonio, TX 78250
(210) 695-9700

Santikos Embassy 14
13707 Embassy Row
San Antonio, TX 78216
(210) 496-4957

Santikos Bijou
4522 Fredericksburg Rd.
San Antonio, TX 78201
(210) 734-4552

Santikos Northwest 10
7600 I-10 West
San Antonio, TX 78230
(210) 349-6514

Santikos Silverado
11505 West FM 1604 North
San Antonio, TX 78250
(210) 695-9700

Alamo Drafthouse Stone Oak
22806 US HWY 281 N
San Antonio, TX 78258
(210) 677-8500
Shopping Locations

Near UTSA
There are four shopping areas located close to UTSA – La Cantera, The Rim, Fiesta Trails at I-10/Dezavala and Bandera Trails at 1604 and Bandera. Fiesta Trails and Bandera trails have grocery and clothing stores, as well as stores to buy your school supplies and household items.

Downtown Area
Downtown San Antonio is famous for its Riverwalk. The San Antonio River runs right through downtown for 1 1/2 miles. Along the river you will find many cafes, restaurants and shops. The Market Square also known as “El Mercado”, is located in the west downtown. Here you will find Mexican restaurants and many shops selling goods from Mexico. In the Hemisfair Park you can take a ride up to the Tower of the Americas and see all of downtown from a bird’s eye view. Across the street from the Hemisfair is La Villita, which was once a Mexican settlement and now houses art galleries and shops.

The Rivercenter Mall, located in the Downtown area (see the map) offers a variety of shops as well as two major department stores. The IMAX movie theater, as well as a regular movie theater, is also located at the Rivercenter.
Crossroads Mall (on the #93 bus route) has a movie theater as well and a small selection of stores.

The Quarry – has cinema, shopping, and restaurants
Huebner Oaks – Huebner and I-10; has cinema, restaurants, and shopping
North Star Mall, accessible by taking the #4 or #3 bus from downtown (see downtown map for where to catch these buses), is the largest mall in San Antonio, with almost one hundred stores.
San Antonio Area Hotels
The following hotels are especially recommended by UTSA’s Family Association. The hotels listed below are located near the UTSA Main Campus and are easily accessible to some of San Antonio’s main highways.

**Wyndham Garden**
**San Antonio Near La Cantera**
6809 N Loop 1604 W
San Antonio, TX 78249
Ph: 210.690.0300

**Courtyard by Marriott**
**San Antonio Northwest at The RIM**
5731 Rim Pass Drive
San Antonio, TX 78257
Ph: 210.558.7774

**Drury Inn & Suites**
**Near La Cantea Parkway**
15806 IH 10 West
San Antonio, TX 78249
Ph: 210.696.0800

**La Quinta Inn & Suites**
**Fiesta Texas**
5622 Utex Blvd.
San Antonio, TX 78249
Ph: 210.696.0100

**Holiday Inn Hotel & Suites San Antonio Northwestern**
5535 University Heights Blvd San Antonio, TX 78249 Ph:210.549.2434
Appendix A:
UTSA Technology
MYUTSA ID

Your myUTSA ID is essential for accessing resources at UTSA. Your myUTSA ID is used to login to ASAP, Blackboard, Housing Applications, Financial Aid Claims and other UTSA network resources.

**Before accessing any of these resources, you must first CLAIM, VERIFY and ACTIVATE your myUTSA ID.**

Claim myUTSA ID

Check your email account. You should have received an email from UTSA with the subject line: UTSA Applicant: Claim your myUTSA ID Now.

If you have not received the email to claim your myUTSA ID, please visit Enrollment Services located in the JPL 1.01.01 or contact them at 210-458-8000 Option 3

Once you receive this email, click on the link provided in the email to claim your myUTSA ID.

The link will take you to the myUTSA ID website to VERIFY your identity.
Verify myUTSA ID

When you have clicked on the CLAIM link in your email, you will be prompted with a series of questions to verify your identity.

You will need to answer 2 of the 3 questions correctly to verify your identity.

Once you have answered these questions correctly and clicked submit, you will be sent an ACTIVATION email from myUTSA ID to complete the activation of your account.

Activate your myUTSA ID

Once you have VERIFIED your identity, you will be sent an ACTIVATION email from myUTSA ID to complete the activation of your account. It will be sent to the same email address used for your CLAIM email.

This email will have the subject line: Complete your myUTSA ID activation process

You must click on the ACTIVATION link in the email within 72 hours of receiving the email.

IF YOU DO NOT click on the ACTIVATION link within 72 hours of receiving the email, you will need to go back to the CLAIM email and click on the CLAIM link to restart the myUTSA ID activation process.
To log on to Blackboard use your myUTSA ID ("abc123" format) and passphrase.

**STEP 1:** Login to Blackboard Learn

**STEP 2:** Enter your myUTSA ID (abc123)

*Students, staff and faculty members should now use their myUTSA ID ("abc123" format) and password to login to Blackboard*

**STEP 3:** Enter your passphrase

**STEP 4:** CLICK LOGIN

Your myUTSA ID is also used to access ASAP, Air Rowdy wireless network, Student Computing Lab computers, Library computers, myUTSA email, and myUTSA Apps (http://myapps.utsa.edu).

To Change/Reset Your myUTSA Passphrase: visit the Passphrase website (https://passphrase.utsa.edu/). This will ensure that your passphrase will sync up with all of the applications that require a myUTSA ID log-in.

If you have any problems accessing blackboard please contact (210)458-5555.
How to log into ASAP
https://asap.utsa.edu

STEP 1:
Enter your myUTSA ID (abc123). This will be your user ID.

STEP 2: Enter your PASSPHRASE

STEP 3: Click Login

LOG IN TO ASAP TO:

*Update your personal information
*View your holds, grades, and transcripts
* Pay for tuition online
*Check your registration
*Buy your parking permit

Before accessing ASAP, you must first activate your myUTSA ID. You should have received an email from myUTSAid@utsa.edu with a link to claim your account. You will be asked to verify your identity before activating your myUTSA ID. Once you have activated your myUTSA ID, you will be able to access ASAP to check the status of your application.
# UPDATE YOUR PERSONAL INFORMATION

<table>
<thead>
<tr>
<th>Personal Information</th>
<th>Student Services</th>
<th>Financial Aid</th>
<th>Employee Services</th>
<th>MyUTSA mail</th>
<th>ASAP FAQ</th>
<th>Software Downloads</th>
</tr>
</thead>
</table>

**Search**

**Personal Information**

- Answer a Survey
- Change Security Question
- View Addresses and Phones
- Update Addresses and Phones
- Update E-mail Addresses
- View Emergency Contacts
- Update Emergency Contacts
- Update Marital Status
- Change your PIN

Need to update your PIN? Change it here.

**UTSA Emergency Notification System**

Verify and Update Emergency Notification Contact Information
Check your HOLDS and Registration status

Student Services

Admissions
Check the status of your application for admission; Review existing applications, their status, and the status of supporting requirements; Accept Academic Development Program (ADP) Offer; Accept Joint Undergraduate Matriculation Program (JUMP) offer.

Registration
Check your registration status

Student Records
View your holds; Display your grades and transcripts; Review charges and payments; View Test scores; Apply for Graduation; Verify Enrollment; Order an Official Transcript

Graduate School
Request a Change of major, a change of classification, change of catalog or an application deferral.

Financial Aid
Apply for Financial Aid; Review the status of your financial aid applications; Check status of document requirements; Review loans.

If you are wanting to Accept/Decline Awards, follow this Financial Aid link, then click on My Award Information and then click on Accept Award Offer by Aid year. Follow instructions on the page.

Fiscal Services
This menu provides a link to all online payment options and account balances.

New Undergraduate Student Orientation
Register for Roadrunner Roundup. Mandatory for students admitted with fewer than 30 hours. Optional for Transfer students with 30 or more hours.

Testing Services Office (Test Registration)
Registration for Accuplacer, Math and Chemistry, TSI exams, Studies, Placements, PreOrientation tests, and Jump Start.

TExES Practice Exams Registration
TExES Practice Exams Registration for Texas Examinations of Educator Standards
**Business Auxiliary Services Parking Division**

Business Auxiliary Services Parking Division - Use this link to view parking information (vehicles, permits, citations) and to pay citations; To reload Fast Pass or view Fast Pass transactions.

**TO ORDER YOUR PARKING PERMIT LOG IN TO ASAP:**

1) CLICK STUDENT SERVICES

2) CLICK BUSINESS AUXILIARY SERVICES PARKING DIVISION

3) Click on purchase permit: https://utsa.t2hosted.com/cmn/index.aspx

4) ORDER YOUR PERMIT

Please visit Business Auxiliary for more information regarding parking permits.

[http://utsa.edu/auxiliary/permit.html](http://utsa.edu/auxiliary/permit.html)

Permits are mailed the following business day and generally arrive within 4-5 days. If you wish to pick up the permit, select the **Pay in Person** payment method and visit any Fiscal Services Office for payment and issuance of the permit.
How to log into your MY UTSA EMAIL ACCOUNT.

Follow this link:  http://my.utsa.edu/

Click on myUTSA email

Enter your myUTSA ID and Passphrase

myUTSA ID

Password

CLICK LOG IN

Log in

For security reasons, please exit your Web browser and/or log out completely when you are done accessing services that require authentication, especially if you are using a public computer or kiosk.

Telephone assistance is provided by the UTSA OIT Help desk at (210) 458-5555.

For help while on campus, visit any of the UTSA Student Computer Labs.
Appendix B: Important Documents
Intensive English Program

Formal Student Complaint Form

Student Name: _______________________________________ UTSA ID#: ______________

UTSA e-mail address: ___________________________________________________________

Date: _____/_____/_____ Current Level(s): __________________________________

Month Day         Year

Please check  all that apply. I have a complaint about:

☐ Course Grade
☐ My teacher: _________________________________________ (Teacher’s name)
☐ My class: ___________________________________________ (Class name and level)
☐ Tutor: ______________________________________________ (Tutor’s name)
☐ Conversation Partner: _________________________________ (Partner’s name)
☐ IEP policies and program: ________________________________
☐ Bullying or harassment by other student(s)
☐ Sexual harassment
☐ Discrimination
☐ Other (please explain): ______________________________________________________

Please explain the reason for your complaint below.

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Student Signature: _______________________________________________

FOR OFFICE USE ONLY

Date Complaint Received: ______/______/______      Date of Meeting: ______/______/______

Month       Day        Year            Month       Day        Year

Individuals Involved in Meeting: __________________________________________________________________

Action Taken:  _________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________

_______________________________________________  ____________________________________
Signature of Administrator Taking Action    Date Response Sent to Student
Name:

<table>
<thead>
<tr>
<th>Instructor</th>
<th>Class</th>
<th>Level</th>
<th>Grade</th>
<th>Attendance</th>
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<tbody>
<tr>
<td>Reading/Vocabulary</td>
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<tr>
<td>Writing/Grammar</td>
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<tr>
<td>Oral Communication</td>
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<tr>
<td>TOEFL</td>
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</tbody>
</table>

TOEFL SCORE 1: X
TOEFL SCORE 2: X

Letter Grades: ▪ A (90-100) ▪ B (80-89) ▪ C (70-79) ▪ D (60-69)

Attendance Comments:

Perfect: Student has been present for all hours of class.

Satisfactory: Student has been absent from 1-14 hours of class.

Needs Improvement: Student has been absent from 15-29 hours of class. Student needs to improve attendance for the upcoming semester.

Unsatisfactory: Student has been absent from 30-49 hours of class and has been placed on attendance probation. Student needs to improve attendance for the upcoming semester.

Student Qualifies for Dismissal: Student has been absent 50 or more hours of class. In accordance with the IEP attendance policy, the student may be released from the Intensive English Program.

If you have any questions about your final grade, you must first contact your instructor to further discuss this matter.

James L. Kelim
Executive Director
ESL Services
Office of the Vice Provost for International Initiatives
Conversation Partners Program
IEP Student Application

Semester: _______________________________  Banner ID: _______________________________

First Name: _______________________________  Last Name: _______________________________

Phone: _______________________________  E-mail: _______________________________

Age: ___________  Gender: Male / Female

*** We only place male to male and female to female unless the Conversation Partner suggests otherwise ***

*** Are you comfortable with a Partner of a different gender? ***  Yes / No

1st Language: ________________________________________________________________

Other Languages Spoken: _______________________________________________________

Do you have a car?  Yes / No  Do you ride the bus?  Yes / No

Do you smoke?  Yes / No  Is it OK if your Partner smokes?  Yes / No

What do you like?  (Interests, Hobbies, Activities, Entertainment, Likes/Dislikes, Personality)
(Please be specific and don’t leave blank as it is important for proper matching. Example: sports, shopping, movies, music, travel)

_____________________________________________________________________________

_____________________________________________________________________________

Is there anything else you wish us to consider when matching you with a Partner?

_____________________________________________________________________________

_____________________________________________________________________________

Describe your ideal Partner:

_____________________________________________________________________________

_____________________________________________________________________________

Thank you for participating in the Conversation Partners Program!
Please return to Stephanie Robinson / MS 2.01.08B / 210-458-5059
E-mail: conversationpartners@utsa.edu
Appendix C: Transportation
UTSA Shuttle Schedules/Routes
Fall/Spring Semesters

On Campus Routes

The On-campus shuttles operate on class days from 6:45 a.m. to 10:25 p.m., Monday - Thursday and 6:45 a.m. to 5:15 p.m. Friday during the fall and spring semesters. Service intervals usually do not exceed 20 minutes, but may be expanded by 10 minutes during non-peak times to save fuel.

**Route 13**
Serves the East Campus Lot (ECL) to and from the Arts Building

**Route 43**
Serves West Campus Parking Lots (Barshop Blvd Lot (BSL), Resident Lot 4 (R4), Brackenridge Ave Lot 3 (BK3), Brackenridge Ave Lot 4 (BK4), and Brackenridge Ave Lot 5 (BK5)) to the Oval

Off Campus Routes

The Off-Campus shuttles operate on class days from 6:45 a.m. to 10:25 p.m., Monday – Thursday, and 6:45 a.m. to 5:15 p.m. on Friday during the fall and spring semesters. Click on the Route below to view the schedule for that route.

**Route 12**
Serves Hill Country Place to and from the Arts Building

**Route 14**
Serves The Marquis, Broadstone Ranch, and The Luxx to and from the Arts Building

**Route 20**
Serves The Outpost and Avalon Place to and from the Ford Lot (FL)

**Route 22**
Serves The Reserve and the Villas at Babcock to and from the Ford Lot (FL)

**Route 40**
Serves Tetro Student Village to and from the Oval

**Route 42**
Serves High View Place and Maverick Creek to and from the Oval

Please visit this link for more information regarding Shuttle Services:
http://www.utsa.edu/auxiliary/shuttle.html
VIA Metropolitan Transit System

Routes serving the Main Campus are 93, 94, 603, 605 and 660.

**VIA Announces New Primo Service**
VIA Primo, Bexar County’s first high-capacity Bus Rapid Transit (BRT) line, is scheduled to begin service on December 17th. It will serve the Fredericksburg Road corridor running from the Main Campus to the Medical Center and on to the Downtown Campus. Benefits include modern style high-capacity CNG powered buses with free Wi-Fi, LCD information displays, real-time arrival information along the route, transit signal priority to speed up travel times and the ability to carry bikes on board.

VIA Website for complete and current information
- At the Main campus the VIA stop is located at the Oval, near Peace Boulevard. At the Downtown Campus the VIA stop is located at Buena Vista and Frio Streets.

- Route 93 IH-10 Crossroads/U.T.S.A. Express runs Monday through Friday. There are many other destinations along the way including University Park & Ride, Crossroads Park & Ride, and downtown.

- Route 94 IH-10/Fiesta Texas Express runs Monday through Friday and limited Saturday and Sunday hours. Other destinations along the 94 route include The Rim, Fiesta Texas, Crossroads Park & Ride and Downtown.

- The two VIA Park & Ride locations offer the convenience of parking without a permit and accessing the campus using the VIA routes 93 or 94. The University Park & Ride is located below the IH10 and Loop 1604 interchange. The Crossroads Park & Ride is located at 151 Crossroads Blvd.

- Route 603 services University Park and Ride, University Business Park, and the Medical Center Transit Center.

- Route 605 services Braun Station and Mainland.

- Route 660 travels between UTSA and Northwest Vista College providing an easy and inexpensive way to get to UTSA from the quickly developing far west and northwest areas of San Antonio. This route runs Monday through Saturday and offers convenient stops at the major intersections and retail centers along Loop 1604.
Students, faculty and staff can also take advantage of other VIA services for travel throughout the San Antonio area.

Semester Pass: If you’re a UTSA student and would like to use the Via bus system to travel around town, the Semester Pass is an economical solution. The Semester Pass is valid for five months of unlimited rides for one semester. Semester Passes are sold at the UC on Main Campus or at the Student Activities office in the Durango Building on the Downtown campus, and are available for fall and spring semesters only.

- VIA Monthly Big Pass: For UTSA students and employees: The monthly bus passes are available at all VIA Transit Centers, Park & Ride locations, most San Antonio H-E-B stores, and other retail outlets.

- VIA Trans: For those customers who cannot ride the bus because of a disability, VIA offers paratransit transportation service. Business Auxiliary Services Transportation has four (4) VIA Trans stops on campus.
  - Oval at the Via Bus Stop
  - West Campus at BSA front door
  - Convocation Center bus shelter in Brackenridge Lot 1 (BK1), formerly lot 5
  - Ford Lot (FL), formerly lot 7, south of BSE on South Paseo

- Want to save money at the pump? VIA offers a vanpool program for Faculty and Staff. For more information visit the VIA web site at [http://www.viainfo.net/Ride/Default.aspx](http://www.viainfo.net/Ride/Default.aspx)

- To find out more information about routes, scheduling, special services, or fares, go to [www.viainfo.net](http://www.viainfo.net) or call (210) 362-2020