The University of Texas at San Antonio

Intensive English Program

Student Handbook
2014 – 2015

Office of ESL Services
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Part 1:
About the Intensive English Program
Introduction to the IEP

The Intensive English Program has 14-week terms in the fall and spring semesters and 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.

The UTSA Intensive English Program is dedicated to providing academic ESL instruction and cultural orientation for English language learners who are interested in pursuing degrees at the University of Texas at San Antonio or other U.S. institutions or who are interested in improving their English proficiency for professional or personal reasons.

IEP Administration and Other Key People to Know

<table>
<thead>
<tr>
<th>Name and Title</th>
<th>Office and Email</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Executive Director</strong></td>
<td>MS 3.02.07</td>
</tr>
<tr>
<td>James Kelim</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>Senior Program Coordinator</strong></td>
<td>MS 2.01.08B</td>
</tr>
<tr>
<td>Sandra de Rezende</td>
<td>(210) 458-5058</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:sandra.derezende@utsa.edu">sandra.derezende@utsa.edu</a></td>
</tr>
<tr>
<td><strong>Program Coordinator</strong></td>
<td>MS 3.02.07</td>
</tr>
<tr>
<td>Blanca Pokorney</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>MS 3.02.07</td>
</tr>
<tr>
<td>Diane Palomo</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>MS 3.02.07</td>
</tr>
<tr>
<td>Alex Garibay</td>
<td>(210) 458-7677</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:alex.garibay@utsa.edu">alex.garibay@utsa.edu</a></td>
</tr>
<tr>
<td><strong>Office Assistant</strong></td>
<td>MS 3.02.07</td>
</tr>
<tr>
<td>Xin Chen</td>
<td>(210) 458-7677</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:xin.chen@utsa.edu">xin.chen@utsa.edu</a></td>
</tr>
<tr>
<td><strong>Office Assistant</strong></td>
<td>MS 2.01.08B</td>
</tr>
<tr>
<td>Quoc Nguyen</td>
<td>(210) 458-5059</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:quoc.nguyen@utsa.edu">quoc.nguyen@utsa.edu</a></td>
</tr>
</tbody>
</table>
IEP Calendar

<table>
<thead>
<tr>
<th>Semester</th>
<th>Testing &amp; Orientation begins</th>
<th>First day of class</th>
<th>Last day of class</th>
</tr>
</thead>
</table>

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 1st)
- Thanksgiving (November 27th)

**Spring:**
- Martin Luther King Day (January 19th)
- Spring Break (March 9th-13th)

**Summer:**
- Independence Day (July 4th)

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 Senior Program Coordinator 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 and Rules

Students who miss Orientation Week will be responsible for becoming acquainted with all the information they missed.
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 either 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. On the Downtown Campus (DT campus), morning classes start at 8:30am and finish at 12:20pm.

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>
</tr>
</thead>
<tbody>
<tr>
<td>Sample Morning Schedule</td>
</tr>
<tr>
<td><strong>Monday</strong></td>
</tr>
<tr>
<td>-------------------</td>
</tr>
<tr>
<td>Writing/Grammar</td>
</tr>
<tr>
<td>8:00 – 9:50</td>
</tr>
<tr>
<td>Reading/Vocabulary</td>
</tr>
<tr>
<td>10:00 – 11:50</td>
</tr>
</tbody>
</table>

<p>| Sample Afternoon Schedule                      |</p>
<table>
<thead>
<tr>
<th><strong>Monday</strong></th>
<th><strong>Tuesday</strong></th>
<th><strong>Wednesday</strong></th>
<th><strong>Thursday</strong></th>
<th><strong>Friday</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing/Grammar</td>
<td>Oral</td>
<td>Writing/Grammar</td>
<td>Oral</td>
<td>Writing/Grammar</td>
</tr>
<tr>
<td>1:00 – 2:50</td>
<td>1:00 – 3:20</td>
<td>1:00 – 2:50</td>
<td>1:00 – 3:20</td>
<td>1:00 – 2:50</td>
</tr>
<tr>
<td>Reading/Vocabulary</td>
<td>TOEFL</td>
<td>Reading/Vocabulary</td>
<td>TOEFL</td>
<td>Reading/Vocabulary</td>
</tr>
<tr>
<td>3:00 – 4:50</td>
<td>3:30 – 4:50</td>
<td>3:00 – 4:50</td>
<td>3:30 – 4:50</td>
<td>3:00 – 4:50</td>
</tr>
</tbody>
</table>
# DOWNTOWN CAMPUS

## Sample Morning Schedule

<table>
<thead>
<tr>
<th>Day</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Writing/Grammar</td>
<td>Oral Communication</td>
<td>Writing/Grammar</td>
<td>Oral Communication</td>
<td>Writing/Grammar</td>
</tr>
<tr>
<td>Reading/Vocabulary</td>
<td>TOEFL</td>
<td>Reading/Vocabulary</td>
<td>TOEFL</td>
<td>Reading/Vocabulary</td>
<td>Reading/Vocabulary</td>
</tr>
</tbody>
</table>

## Sample Afternoon Schedule

<table>
<thead>
<tr>
<th>Day</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Writing/Grammar</td>
<td>Oral Communication</td>
<td>Writing/Grammar</td>
<td>Oral Communication</td>
<td>Writing/Grammar</td>
</tr>
<tr>
<td>Time</td>
<td>1:00 – 2:50</td>
<td>1:00 – 3:20</td>
<td>1:00 – 2:50</td>
<td>1:00 – 3:20</td>
<td>1:00 – 2:50</td>
</tr>
<tr>
<td>Reading/Vocabulary</td>
<td>TOEFL</td>
<td>Reading/Vocabulary</td>
<td>TOEFL</td>
<td>Reading/Vocabulary</td>
<td>Reading/Vocabulary</td>
</tr>
<tr>
<td>Time</td>
<td>3:00 – 4:50</td>
<td>3:30 – 4:50</td>
<td>3:00 – 4:50</td>
<td>3:30 – 4:50</td>
<td>3:00 – 4:50</td>
</tr>
</tbody>
</table>

# Summer Schedule Sample

## MAIN CAMPUS

## Sample Morning Schedule

<table>
<thead>
<tr>
<th>Day</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading/Vocabulary</td>
<td>Reading/Vocabulary</td>
<td>Reading/Vocabulary</td>
<td>Reading/Vocabulary</td>
<td>Reading/Vocabulary</td>
<td>NO CLASSES</td>
</tr>
<tr>
<td>Time</td>
<td>8:00 – 9:50</td>
<td>8:00 – 9:50</td>
<td>8:00 – 9:50</td>
<td>8:00 – 9:50</td>
<td></td>
</tr>
<tr>
<td>Writing/Grammar</td>
<td>Writing/Grammar</td>
<td>Writing/Grammar</td>
<td>Writing/Grammar</td>
<td>Writing/Grammar</td>
<td>NO CLASSES</td>
</tr>
<tr>
<td>Time</td>
<td>10:00 – 11:50</td>
<td>10:00 – 11:50</td>
<td>10:00 – 11:50</td>
<td>10:00 – 11:50</td>
<td></td>
</tr>
</tbody>
</table>

## Sample Afternoon Schedule

<table>
<thead>
<tr>
<th>Day</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Oral Communication</td>
<td>Oral Communication</td>
<td>Oral Communication</td>
<td>Oral Communication</td>
<td>NO CLASSES</td>
</tr>
<tr>
<td>Time</td>
<td>1:00 – 2:50</td>
<td>1:00 – 2:50</td>
<td>1:00 – 2:50</td>
<td>1:00 – 2:50</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TOEFL</td>
<td>TOEFL</td>
<td>TOEFL</td>
<td></td>
<td>NO CLASSES</td>
</tr>
<tr>
<td>Time</td>
<td>3:00 – 4:50</td>
<td>3:00 – 4:50</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Sample Morning Schedule

<table>
<thead>
<tr>
<th></th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading/Vocabulary</td>
<td>8:30 – 10:20</td>
<td>8:30 – 10:20</td>
<td>8:30 – 10:20</td>
<td>8:30 – 10:20</td>
<td>NO CLASSES</td>
</tr>
</tbody>
</table>

### Sample Afternoon Schedule

<table>
<thead>
<tr>
<th></th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Communication</td>
<td>1:00 – 2:50</td>
<td>1:00 – 2:50</td>
<td>1:00 – 2:50</td>
<td>1:00 – 2:50</td>
<td>NO CLASSES</td>
</tr>
<tr>
<td>TOEFL</td>
<td>3:00 – 4:50</td>
<td>3:00 – 4:50</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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 before the first day of class. 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. These are several types of holds possible:

- 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.
• For new students, you have not completed your I-20 transfer to UTSA.
• For returning students, you have not paid tuition and fees to Fiscal Services.
• For returning students, a parking hold may be issued if you have unpaid parking tickets.
• TSI hold for conditionally admitted students only – may not register for university classes until they see an advisor.

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 only 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 if you feel that you have been misplaced by the initial placement exam. Follow the directions below to make a level change request:

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.

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

- 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 Senior Program Coordinator.
  - Depending on the Senior Program Coordinator's decision, you may need to take additional tests.

- The Senior Program Coordinator will administer the necessary tests depending on your request. The Senior Program Coordinator will then evaluate your test(s) to determine which level is appropriate for you.

- After your test(s) has been reviewed, an email will be sent by either the Senior Program Coordinator 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.
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. 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.

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 goal 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>
</tr>
</thead>
<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>
</tr>
</tbody>
</table>
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 can also check their final grades on ASAP.

The Intensive English program is a non-credit program. Students do not receive credit for their coursework in the program.

**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. 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 instructor before the last day of class.

**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. Visit during office hours to get help.</td>
<td>ESL Faculty Office MS 2.03.13</td>
</tr>
<tr>
<td>More help with your IEP classes/homework</td>
<td>IEP Tutors</td>
<td>MS 2.08.01</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/I-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.

Instructors will retain student work not returned to the student (such as examinations, term papers, and other materials) for at least two semesters after the conclusion of a course. 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 in a separate grade book which should be retained for a minimum of three years. (HOP: http://www.utsa.edu/hop/chapter2/2-19.html)

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.

For more information, visit 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>Mailing, Local or On-Campus</td>
</tr>
<tr>
<td><strong>Current:</strong></td>
</tr>
<tr>
<td><strong>EXAMPLE</strong></td>
</tr>
<tr>
<td></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 in Academic Health Plans. A fee is automatically assessed to cover the costs of this health insurance plan each semester of enrollment.

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. To obtain a waiver, a student must follow this link: 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 US 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 = 1 hour</td>
</tr>
<tr>
<td>Absence</td>
<td>Not attending class</td>
<td>1 absence = 2 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>30 hours</td>
<td>31 – 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. **The IEP does NOT have excused absences.**

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 (1 hour). Students who leave class 15 minutes to 1 hour early will also be given a half absence (1 hour).

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.
If an I-20 student is dropped from one class he/she becomes a part-time student and will be automatically dropped from the entire IEP 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 IEP Administration.

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?
   No.

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 be counted absent, but you should notify your instructor one week in advance that you will be absent so that they can inform you of 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.

### Academic Probation

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

<table>
<thead>
<tr>
<th>New Student Academic Probation</th>
<th>Continuing Student Academic Probation</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Not following the attendance policy</td>
<td>- Not following the attendance policy</td>
</tr>
<tr>
<td>- If a student receives a C in any class other than TOEFL at midterm, he/she will be placed on Academic Probation.</td>
<td>- If a student receives a C in any class other than TOEFL at midterm, he/she will be placed on Academic Probation.</td>
</tr>
<tr>
<td></td>
<td>- If a student received a final grade of C in any class other than TOEFL, he/she will be placed on Academic Probation for the following semester.</td>
</tr>
<tr>
<td></td>
<td>- 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.</td>
</tr>
</tbody>
</table>

Students who are placed on probation must meet with the instructor(s) and a program administrator to develop a remedial plan. Students who do not follow this plan will be subject to academic dismissal.

Students placed on probation at midterm who raise their grade to a B or improve attendance can be removed from probation. Students placed on academic probation at the end of the semester may register for the following semester, but they must make a B grade in their classes and/or improve attendance in order to remain enrolled. Students on academic probation who receive a C or below in their classes other than TOEFL for 2 back-to-back semesters will be dismissed from the program.

### Academic Dismissal

- Students who do not follow the attendance policy may be academically dismissed from the program.

- Students who receive a C or below in their classes other than TOEFL for 2 back-to-back semesters will be dismissed from the program.
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 (eslservices@utsa.edu).

Refunds for Withdrawals
Withdrawing is 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.

Students who are academically withdrawn for receiving a grade point average below a 3.0 for excessive absences or violating university rules will not be issued a refund.

<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)</td>
<td>Prior to the first class day</td>
<td>100% of applicable tuition and returnable fees and charges</td>
</tr>
<tr>
<td>Semester or Summer term of 10 weeks or longer</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>
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 Senior Program Coordinator.

**Step 3**
If the student is not happy 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 Senior Program Coordinator 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 Senior Program Coordinator, or the Executive Director. Students’ privacy will be respected at all times.

Procedure for Complaints Other than Grades

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

Step 2
An appointment is then made with the appropriate individual depending upon the type of complaint.

Step 3
After the meeting, the action taken will be communicated to the student and appropriate individuals.

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>Senior Program Coordinator</td>
<td>MS 2.01.08B</td>
</tr>
<tr>
<td>Instructors</td>
<td>Senior Program Coordinator</td>
<td>MS 2.01.08B</td>
</tr>
<tr>
<td>Classes</td>
<td>Senior Program Coordinator</td>
<td>MS 2.01.08B</td>
</tr>
<tr>
<td>Tutors or Conversation Partners</td>
<td>Senior Program Coordinator</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>Problem</td>
<td>Office of ESL Services</td>
<td>MS 3.02.07</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>------------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Housing problems</td>
<td>Office of ESL Services</td>
<td>MS 3.02.07</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 Senior Program Coordinator 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.
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
     o Tutoring Services: JPL 2.01.12 (210) 458-6783
     o Learning Assistance: MS 1.02.02 (210) 458-4694
   • Downtown Location
     o All Services: DB 2.114 (210) 458-2838
   • Website for more information: http://utsa.edu/trcss/lnh.html

4. The Program Coordinator, Senior Program Coordinator, 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. 3.02.05, fax it to (210) 458-7679, or email it to eis@utsa.edu.

To learn more about the program and find the registration form, 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
Hours: Monday – Friday 9 a.m. – 4 p.m.
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.

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 UTSACard.

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 UTSACard.

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/

**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

**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: Diane Sullivan-Spangler
Location: MB 1.210
Phone: (210) 458-7221   E-mail: diane.sullivan@utsa.edu

**Graduate Admissions** – Call for information about entering the graduate programs.
Contact Person: Vivian Padilla
Location: MS 4.01.50
Phone: (210) 458-5327   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.sahomeselect.com or www.aptsforrent.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
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.