

To: HCaP Instructors
From: Lloyd Potter, Interim Dean
Subject: Instructor Resources
Date: April 8, 2020

With all that's going on these days, Rob Tillyer (Interim Associate Dean for Graduate Student Success) and Alberto Cordova (Interim Associate Dean for Undergraduate Student Success) have put together the following resources. These are for instructors to use when making decisions about how to best address course-related student needs, students with technology concerns, and/or when students identify challenges they are facing that require a referral. While it may not be everything, we hope it puts a lot of what you may need more at your fingertips in one place.

A. Resources for Course Management

- a. Grade course as a Credit/No Credit – see Heather Shipley's email from 4.7.20 (<https://www.utsa.edu/emails/VPAA/2020/2020-0331-covid-pass-fail.html>) and any additional direction provided on the Provost's web-site.
- b. Assign an Incomplete – The usual requirements for assigning an Incomplete are being relaxed to allow instructors greater flexibility.
- c. Medical Withdrawal – If the student is ill, this option allows the student to drop the course without penalty.
- d. Instructor Discretion – Instructors have the flexibility to adjust their syllabus and/or course requirements and expectations. This could include extensions on assignments or other adjustments to expectations constructed before this community health situation arose. To ensure fairness to all students (whether the student has identified a need or not), instructors are encouraged to consider offering any accommodations to all students.

B. Technology Support

- a. <https://www.utsa.edu/coronavirus/techresources.html>
 - i. There are a lot of resources on this page for faculty and students.
- b. Tech Café at 210-458-5555 or email them at techcafe@utsa.edu

C. Referral resources

<i>If I have a question about...</i>	<i>I can talk with someone at ...</i>	<i>The number is...</i>
Academic Advising	Refer to Student's Advising Center	
Adding/Dropping Classes	Refer to the Semester Calendar on ASAP	
Address/Telephone Number Changes	Update it myself on ASAP or go to One Stop Enrollment Center, JPL 1.01.04 Downtown: Frio Street Building, 2.400	458-8000
Air Force ROTC	Air Force ROTC Office, GSR 1.220B	458-4624
Alcohol/Substance Abuse	Counseling Services, RWC 1.810 Downtown: Frio Street Building, 4.556	458-4140
Army ROTC	Army ROTC Office, GSR 1.220.A.1	458-5628
Changing Majors	Advising center of your major	
Chaparral Village	Chaparral Housing Office, CV 17.101	458-6830
Chisholm Hall	Chisholm Hall Housing Office, Chisholm Hall	697-4400
Choosing a Major	Career Services, SU 2.02.04 Downtown: Buena Vista Street Building, 1.304	458-4589 458-2910
CLEP Test (Credit by Exam)	Testing Center, MS 1.01.04 Downtown: Buena Vista Street Building, 1.302	458-4125 458-2941
Clubs on Campus	Student Activities, HEB-SU 1.210	458-4160
Counseling (personal)	Counseling Services, RWC 1.810 Downtown: Buena Vista Street Building, 1.308	458-4140
Discipline	Student Conduct & Community Standards SU 2.02.18	458-4720
Financial Aid	One Stop Enrollment Center, JPL 1.01.04 Downtown: Frio Street Building, 1.500	458-8000
Food Service	UTSA Dining Service	458-7682
Fraternities	Student Activities, SU 1.210	458-4160
Grades	Midterm and Final are posted on ASAP	
Health/ Medical Services	Student Health Services, RWC 1.500	458-4142
Honors Program	University Honors Program, HSS 4.02.20	458-4106
Housing	Student Housing Services, CV 17.101	458-6830
I.D. Cards	Business Auxiliary Services, MS 1.01.52 Downtown: Frio Street Building 1.506	458-7275 458-4011
Insurance (Health)	Student Health Services, RWC 1.500	458-4142
Intramural Sports	Intramural Programs, RWC	458-7575
Jobs	Career Services, SU 2.02.04 Downtown: Buena Vista Street Building, 1.304	458-4589 458-2910
Learning Disabilities	Disability Services, MS 3.01.16 Downtown: Buena Vista Street Building, 1.303	458-4157 458-4242
Military Families	Center for the Well-Being of Military Downtown: Buena Vista Building, 1.302F & 1.302G Children and Families	458-2608
Note-taking Skills	Tomás Rivera Center For Student Success, MS 1.02.02 Downtown: Durango Building 2.114	458-4694 458-2838

On- and Off-Campus Housing	Student Housing Services, CV 17.101	458-6200
Parking	University Police, 1 Bosque Street Downtown: Buena Vista Street Building, 1.303	458-4242
Physical Disabilities	Disability Services, MS 3.01.16	458-4157
Recreation Facilities	Athletics Department, RWC Downtown: Durango Building 3.302	458-7575
Relationships	Counseling Services, RWC 1.810 Downtown: Frio Street Building, 4.556	458-4140
Religious Organizations	Student Activities, SU 1.210 Downtown: Buena Vista Street Building, 1.306	458-4160 458-2816
Safety	University Police, 1 Bosque Street Downtown: Buena Vista Street Building, 1.303	458-4242
Scholarships	Scholarship Office, JPL 1.01.04	458-8000
Study Skills Workshops	Tomás Rivera Center For Student Success, MS 1.02.02 Downtown: Buena Vista Street Building, 1.302	458-4694 458-2838
Supplemental Instruction (SI)	Tomás Rivera Center For Student Success, JPL 4.02.08 Downtown: Buena Vista Street Building, 1.302	458-7251
THEA/TSI Issues	Advising Center of Your Major or Testing Center, MS 1.01.04 Downtown: Buena Vista Street Building, 1.302	458-4125 458-2941
Test Anxiety	Counseling Services, RWC 1.810 Downtown: Frio Street Building, 1.308	458-4140
Test-Taking Help	Tomás Rivera Center For Student Success, MS 1.02.02 Downtown: Durango Building 2.114	458-4694 458-2838
Tickets, athletics	Athletics Department, PE 2.01.02	458-4178
Tickets, community	Ticketmaster outlet, UC 1.02.04A	458-4735
Time-Management Skills	Tomás Rivera Center For Student Success, MS 1.02.02 Downtown: Buena Vista Street Building, 1.302	458-4694 458-2838
Tuition Payment	Fiscal Services, JPL 1.03.06 Downtown: Frio Street Building, 1.500	458-6037 458-8000
Tutoring	Tomás Rivera Center For Student Success, JPL 2.01.12 Downtown: Buena Vista Street Building, 1.302	458-6783 458-2838
University Oaks	University Oaks Leasing Office	960-8957
Volunteer Services	Student Activities, SU 1.210 Downtown: Buena Vista Street Building, 1.306	458-4160 458-2816
Work-Study Program	Career Services, UC 2.02.04 Downtown: Frio Street Building, 1.504B	458-4589 458-2910