# UTSA®

# NON-TENURE TRACK FACULTY MANUAL

*Preparing Our New Faculty for Success*

**Office of the Senior Vice Provost for Academic & Faculty Support**
**210.458.2700**
http://provost.utsa.edu/vpafs/

# Table of Contents

# GETTING STARTED

## The Role of Non-Tenure-Track Faculty at UTSA

The University of Texas at San Antonio is dedicated to providing all faculty with the support they need to be successful teachers in order to help our students succeed.

"Non-Tenure-Track" is a designation that allows appointments of teaching faculty up to one academic year. The appointment terminates at the expiration of the appointment unless otherwise reappointed for another semester or academic year. NTT titles include: Distinguished Senior Lecturer, Senior Lecturer, Lecturer (I, II & III), Instructor, Assistant Instructor, Teaching Assistant, Faculty Associate, Specialist, Professor of Research, Visiting Professor, Adjunct Professor, Clinical Professor, Clinical Instructor, Adjoint Professor, Professor in Practice, and Professor Emeritus.

According to a summary report prepared for the Provost by the NTT Faculty Committee of the Academy of Distinguished Teaching Scholars in July 2015, Non-tenure-track positions (also known as "contingent faculty positions") now account for 76 percent of all instructional staff appointments in American higher education.

At UTSA, the figure is significantly lower. In the fall of 2014, non-tenure-track faculty, including part-time and full-time lecturers (but not teaching assistants), comprised 48 percent of UTSA teaching faculty, or 596 out of a total 1,234 faculty members. This percentage has remained relatively stable over the past several years. Nonetheless, NTT faculty teach 64 percent (roughly two-thirds) of all student credit hours and approximately 75 percent of all lower division credit hours at UTSA.

## Overview of UTSA

### Mission
The University of Texas at San Antonio is dedicated to the advancement of knowledge through research and discovery, teaching and learning, community engagement and public service. As an institution of access and excellence, UTSA embraces multicultural traditions and serves as a center for intellectual and creative resources as well as a catalyst for socioeconomic development and the commercialization of intellectual property – for Texas, the nation and the world.

### Vision
To be a premier public research university, providing access to educational excellence and preparing citizen leaders for the global environment.

## Core Values

We encourage an environment of dialogue and discovery, where integrity, excellence, inclusiveness, respect, collaboration and innovation are fostered.

## Campus Maps

UTSA is a tri-campus university with locations at Main Campus, Downtown Campus, and Hemisfair Campus (location of the Institute of Texan Cultures).

Main Campus map: http://www.utsa.edu/visit/main-campus.html
Downtown Campus map: http://www.utsa.edu/visit/downtown-campus.html
Hemisfair Campus map: http://www.utsa.edu/visit/hemisfair-campus.html

# Resources and Services

## Human Resources

Human Resources oversees Day O.N.E. new employee orientation, benefits, compensation, employee relations, employee resources, leave administration, and training and development for UTSA's employees. Learn more about the many services and resources with which HR can assist you: https://www.utsa.edu/hr/Employee.html

## Campus Services – Parking, Dining, UTSA*Card*

**Parking:** UTSA offers a variety of parking permits to choose from. You may have the cost of your parking permit deducted from your paycheck either before or after taxes. Note that you cannot purchase a parking permit until your contract is in the system. If your contract is delayed, the administrative staff in your department may be able to arrange a temporary parking permit for you. Parking can be a challenge to find at the Main Campus so arrive early. Parking at the Downtown Campus is not a problem.

**Dining:** UTSA offers a variety of dining venues and food options at both Main and Downtown Campuses. Visit the Campus Services website to view a list of dining venues and their locations as well as catering information for meetings and events.

**UTSA*Card*:** This is your official identification card as a UTSA employee. It includes your MyUTSA ID ("abc123") and your eight-digit BANNER ID ("@12345678.) It can also be used as a prepaid debit card to pay for any items available for purchase with Rowdy Dollars. Once you receive your Banner ID from your department administrative staff, you will need to go to the UTSACard office and provide a valid photo ID in order to receive your UTSACard.

Main Campus UTSACard Office: MS 1.01.52
Downtown Campus UTSACard Office: FS 1.506

More information is available on the Campus Services website:
http://www.utsa.edu/campusservices

## MyUTSA Account – ASAP

Your myUTSA ID is a 6-digit identifier in the format "abc123" that is used for access to various online services and resources at UTSA. Your myUTSA ID is automatically generated when Human Resources creates the job role and contract for you in PeopleSoft. You will use your myUTSA ID to access ASAP, Blackboard Learn, Webmail, Air Rowdy wireless network, and more. MyUTSA is also a commonly used landing page accessed through the UTSA website.

**ASAP (Automated Student Access Program):** ASAP provides NTT faculty with access to information important. For example, without logging in, using the links at the bottom of the screen, one can access a variety of resources including the undergraduate catalog, the graduate catalog, class schedules, and exam schedules. All authorized users – students, faculty, and staff – will use their myUTSA ID ("abc123" format) and password to log in to this application. Logging in provides access to the "Faculty Services" tab, which allows you to check class rosters and enter student grades. Once your contract is in the system, logging in also provides access to the "Employee Services" tab, which allows you to order your parking permit, sign up for a Campus Rec membership and more. Log into ASAP by visiting https://asap.utsa.edu.

## UTSA.edu

The UTSA website (http://utsa.edu) is often the best place to start when seeking information about UTSA. Some particularly useful features of this website include the following:

**Directory:** The UTSA Directory provides contact information for UTSA faculty and staff and location and contact information for offices at UTSA.

**MyUTSA:** A commonly used landing page that provides quick links to students, faculty and staff to some primary UTSA resources, including the Academic Calendar, ASAP, Blackboard Learn, OneDrive (file storage/sharing system), PeopleSoft, Webmail, and more.

**UTSA Today:** UTSA's official online news source, managed by University Communications and Marketing.

# IMPORTANT POLICIES

This is by no means a comprehensive list of policies that pertain to faculty at UTSA; however, these are the most pertinent policies that apply to NTT faculty. Please explore the **UTSA Handbook of Operating Procedures** for additional policies and information: http://utsa.edu/hop

## HOP 2.50 Nontenure-Track Faculty Recruitment, Evaluation, and Promotion Processes

HOP 2.50 establishes procedures and guidelines for the recruitment, evaluation, and promotion of the following NTT faculty titles: all levels of Lecturers, Professors in Practice, and Professors of Research. It also outlines NTT workload expectations, evaluation of work performance, and opportunities for promotion.

## HOP 2.14 Faculty Workload and Minimum Faculty Teaching Requirement

HOP 2.14 outlines faculty workload requirements and provides information about Digital Measures, the current designated university approved faculty career portfolio database. In addition to reviewing this policy, more information (including a handy workload/weights calculations worksheet) can be found on the Office of the Senior Vice Provost for Institutional Effectiveness website: http://provost.utsa.edu/vpaie/dm/faculty-workload.asp

## HOP 2.11 Annual Faculty Performance Appraisal for Merit Consideration

HOP 2.11 states that full-time faculty members and continuing part-time faculty members (including NTTs) at UTSA will be evaluated annually.

## HOP 2.12 Student Evaluations of Teaching

UTSA uses evaluations of faculty member's teaching as a means for improving teaching effectiveness and as one element of the annual faculty performance evaluation process. More at HOP 2.12.

## HOP 2.17 Final Examinations

HOP 2.17 states that final exams must be given on the date, and at the time and location identified in the University's Final Examination Schedule. Students shall be informed in writing on the course syllabus as to the methods of evaluation to be used before the end of the add/drop period (beginning the first class day and ending on the Census Date).

## HOP 2.34 Faculty Grievance Procedure

HOP 2.34 provides a grievance procedure for faculty. Any faculty member who has an issue or concern is encouraged to first contact the Academic Affairs Ombudsperson. The AA Ombudsperson is a neutral individual who serves the University academic community by providing confidential and informal assistance for resolving conflicts, concerns and complaints.

## HOP 9.01 Nondiscrimination

In accordance with state and federal regulations, UTSA prohibits all forms of discrimination. Learn more in HOP 9.01.

## HOP 9.02 Persons with Disabilities

In accordance with state and federal regulations, UTSA prohibits discrimination based on disability in all programs, services and activities, and provides reasonable accommodations to qualified persons with disabilities unless doing so creates an undue hardship. Learn more in HOP 9.02.

Faculty must provide "reasonable accommodations" to students with disabilities. Any student with a disability who is requesting an accommodation for this course must provide the instructor with official documentation in the form of a letter from Student Disability Services. Only those students who have officially documented a need for an accommodation will have their request honored. Comprehensive resources and services are available through UTSA Student Disability Services.

## HOP 9.24 Sexual Harassment and Sexual Misconduct

In accordance with federal regulations including Title IX, Title VII, and the Campus SaVE Act, UTSA prohibits all forms of sexual misconduct. The University will take prompt disciplinary action against any individuals or organizations within its control who violate this policy. UTSA encourages any student, faculty, staff or visitor to promptly report violations of this policy. For more information, review HOP 9.24 or contact the UTSA Office of Equal Opportunity Services.

## FERPA

The Family Educational Rights and Privacy Act (FERPA) is the federal law that protects the privacy of students' education records. UTSA must adhere to FERPA regulations. Learn more about what student information must be protected, what information can be released and to whom: http://www.utsa.edu/registrar/FERPA/ferpa_faculty.html

# Campus Carry

Texas Senate Bill 11 (known as "campus carry") became law on Aug. 1, 2016 and allows people with a license to carry a handgun, with the exception of active duty military and police officers, to carry concealed handguns in permitted areas on campus. For more information on the details of UTSA's Campus Carry policy, including a list of exclusion zones, FAQs, and available training, visit the UTSA Campus Carry website: http://utsa.edu/campuscarry

Classrooms are not exclusion zones. Faculty and staff who are the sole occupant of an office that is not generally open to the public may designate their office as an exclusion zone. Faculty who do so must give verbal/oral notification to office visitors that handguns are not permitted. If feasible, they also should provide a written notification in both English and Spanish in their class syllabus. Sample language is provided on the Campus Carry website under "For Faculty/Staff."

# HOP 9.12 The Use of the University Name, Seal, Logo and Athletic Emblem (Roadrunner)

HOP 9.12 states how the university's name, seal, logo and athletic emblem should and should not be used. Specific information and resources (including the official university colors, logo elements, etc.) can be found on the Office of University Communications and Marketing website within the Brand Identity Guide: http://www.utsa.edu/ucm/resources/identity/index.html

# FACULTY SUPPORT

## Professional Development & Involvement

### Faculty Center

A clearinghouse for faculty-related information and services, the UTSA Faculty Center pulls together opportunities from a number of university offices under one convenient umbrella. Offerings includes a new slate of professional development workshops each semester, allowing faculty to advance their skills and knowledge. Programming is offered at both the Main Campus and the Downtown Campus.

Located on the fourth floor of the John Peace Library at the Main Campus, the Faculty Center includes a casual seating area where faculty can work or network with colleagues and several rooms that can be reserved for faculty meetings and events. Learn more at the Faculty Center website: http://faculty.utsa.edu

### Teaching & Learning Services

Teaching and Learning Services (TLS) offers programs, services and resources that support instructional excellence, innovative teaching, and outstanding educational experiences for faculty and students. Attend a workshop in person or access the resources you need online at the TLS website. Meet with a Teaching & Learning Consultant to get feedback on your courses, assignments, content, instructional strategy and more. Schedule a Quick Course Diagnosis to get the student perspective or classroom observation for a birds-eye view. Apply for a teaching innovation or travel grant. Attend the annual Provost Academy teaching conference or participate in a faculty learning community. Learn more at the TLS website: http://utsa.edu/teaching

### Faculty Senate

The Faculty Senate is an elected legislative and deliberative body whose primary purpose is to represent the UTSA faculty. The Faculty Senate is composed of faculty who do not hold administrative positions. One faculty member at the rank of Senior Lecturer or Lecturer III from each college (excluding the Honors College) may serve on Faculty Senate if elected by and from the voting members of the General Faculty in his/her college. Learn more at the Faculty Senate website: http://www.utsa.edu/senate/

## Technology/Classroom Support

The Office of Information Technology (OIT) provides technical services to the UTSA community. Support Services can provide network ID and password help, e-mail and calendar support, IT security help, and assist with software for UTSA computers. To find

a list of services and request help, visit the OIT website: https://utsacloud-public.sharepoint.com/Pages/OITConnect.aspx

Other contact information for OIT Support Services:
Phone: 210-458-5555
Email: OITConnect@utsa.edu

In addition to Support Services, the UTSA OIT offers support for data sharing and storage issues, Blackboard Learn, telephone services, Virtual Private Network (VPN), hardware and software, network accounts, online teaching and learning, training and classroom technology. Visit the OIT website for more details on these services.

**Classroom Technology/Academic Support and Training**
The Office of Information Technology (OIT) provides support for classroom technology and related training, classroom equipment requests, and issues related to distance learning through its Learning Services division. For detailed information about the services it offers, visit the OIT website or call 458-5555.

**Classroom Technology and Training**
Facilities are normally equipped with a data/video projector or a large screen TV, a document camera, a video cassette player, UTSA network and Internet access, and overhead projection. Some classrooms may also include multi-disc players for CD, DVD and Laser disc, a cassette player, a 35mm slide projector, and a computer system on a teaching station. OIT helps with equipment requests and assists with classroom technology. Training is provided on an individual basis to those wanting instruction on the use of classroom technology.

**Requesting Classroom Equipment**
While most classrooms on campus are equipped with a full array of instructional equipment to enhance the learning experience, you may find a need for special equipment. Requests can be made for technology in non-equipped classrooms. All requests for technology and services at the Main and Downtown Campuses are processed through OIT. Classroom technology requests should be submitted 48 hours in advance to allow for sufficient processing time. For more information on requesting equipment or software installation in classrooms, connect to the OITConnect Portal online or call 458-5555.

# Library Services

The UTSA Libraries has four libraries across the three campuses and offers a world-class suite of services and information resources to connect you with the right expertise to support your teaching success. UTSA Libraries is also an operational and leadership partner of the Faculty Center, a clearinghouse for faculty-related information and services.

Visit the UTSA Libraries website (http://lib.utsa.edu) to learn more.

## Teaching Toolkit

### Course Syllabus

The course syllabus outlines the course objectives, performance expectations, and grading policies and therefore constitutes a contract between the faculty member and the student. Important dates such as holidays, first and last day of classes, student study days, etc. may be found on the Academic Calendar or by semester on ASAP under "Schedule of Classes." A syllabus template with all required elements can be found on the Teaching and Learning Services website: http://utsa.edu/teaching

Per Texas HB 2504, course syllabi are required to be accessible to the public "no later than the seventh day after the first day of classes for the semester or other academic term during which the course is offered." In addition, HOP 2.17 states that the Course Instructor shall "Inform students in writing as to the methods of evaluation for a course no later than Census Date." The Provost has indicated that **course syllabi should be made available to students online no later than the first class meeting of the semester**. See http://provost.utsa.edu/home/syllabi_instructions.asp. Subsequent changes to the course syllabus should be posted as quickly as possible so that the syllabus remains current. In order to comply with this requirement, UTSA developed an application called Bluebook. Information available on this website also includes course description, cost of attendance, faculty vitae, and work study opportunities. Faculty vitae are entered through the UTSA Digital Measures system (http://provost.utsa.edu/vpaie/dm).

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**Uploading Your Syllabus to Bluebook**

- Go to https://bluebook.utsa.edu
- Click on the **Faculty Login** tab and log on with your "abc123" username and password.
- Your course syllabus should be converted to PDF format before uploading into Bluebook.

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The online version of your syllabus can also be posted on the instructor's personal course web page or a departmental web page. Check with your department chair to determine if your department has a departmental web page for this purpose.

### Blackboard Learn

Blackboard Learn is the learning management system used by UTSA. A blank course shell will automatically be created prior to each semester for each course you are listed to teach in ASAP. You can then log on to Blackboard Learn and customize the course site to post your syllabus, exam schedule, assignments, quizzes, readings, and other course materials. **All faculty members are required to keep their grades on Blackboard Learn**. More information can be found at https://learn.utsa.edu. The Resources for Instructors tab and the FAQ for Instructors provide a wealth of information for understanding the resources available on Blackboard Learn and how to use them.

## Course Textbooks/Materials

Book orders normally require several weeks to process before the beginning of the semester. An e-adoption notification will be provided to you confirming that the textbook has been ordered. If there are any problems, please immediately contact your department administrative associate. It is also advisable to actually check the shelves of the Campus Bookstore several weeks prior to the beginning of the semester to assure that your textbook is actually on the shelves and ready to be purchased.

University Bookstores: Textbooks and course materials are sold at both the Main Campus and the Downtown Campus University Bookstores depending on which campus you teach your course. Textbooks will be available at the campus where the course is taught.

The UTSA Libraries has a selection of textbooks on reserve that are primarily required for lower-division, high-enrollment classes with higher-cost textbooks. Faculty can also bring copies of textbooks to be placed on reserve for classes. Learn more here: http://lib.utsa.edu/find-information/course-reserves

Additionally, UTSA is a member of OpenStax, a national initiative that is having an impact on the high cost of textbooks by providing low-cost alternatives to textbooks known as open educational resources (OER). Talk to your subject librarian to learn about incorporating OERs in your classes or visit the UTSA Libraries website: http://libguides.utsa.edu/oer

**Duplicating Course Materials**
Each college has copy machines for duplicating tests, quizzes and other materials for use in class. Check with your department for specific policies regarding duplications.

## Office Hours

Faculty members (including NTT faculty) are expected to maintain at least three hours of office time each week during a semester when scheduled to teach a class. Faculty members should be available for face-to-face conferences with students even for those

students enrolled in online or hybrid classes. Your syllabus should indicate specific times when you are available either in person or by telephone.

Office hours should be scheduled at times convenient to the students. Faculty teaching at night will provide office hours on the night or nights they teach. Faculty will hold office hours at the physical location at which they teach (i.e., faculty teaching downtown will hold office hours at the Downtown Campus).

In accordance with university policy, office hours for each faculty member will be posted on the office door by the first class day of each semester.

## Classroom Assignments

The classroom your course has been assigned will be listed in the UTSA Schedule of Classes several weeks before the day of your first class meeting. **The UTSA Schedule of Classes is found on ASAP**. By selecting the appropriate term (e.g., Fall 2014) and subject (e.g., Computer Science) you will be able to scroll the list of courses and view the meeting time, campus (Main or Downtown), location (building and room number), along with other information about your course. Classrooms are assigned on the basis of estimated course enrollment and specific course needs. Room changes are usually made only to accommodate students with disabilities or to resolve extreme overcrowding. If you have questions or concerns about your classroom assignment, contact your department or college.

We recommend that you visit your classroom ahead of time to view the room layout and determine the specific instructional technology available in the room, and ascertain whether you will need instruction to use the technology already in the classroom.

## Building and Classroom Access

UTSA buildings are unlocked and locked by Access Control (a division of UTSA Police) on the following schedule: http://alerts.utsa.edu/wp-content/uploads/2016/01/2016-Normal-Building-Schedule.pdf

UTSA classrooms should be unlocked and accessible for all regularly scheduled classes. If you arrive to your classroom and it is locked, you should call Police Dispatch at 458-4242 to assist you with gaining entrance to your classroom. You will be asked for your Banner ID or abc123.

## First Class Meeting

You should distribute your syllabus and any handouts either on paper or electronically (through Blackboard Learn, e-mail, or your faculty website), present an overview of what will be covered in the course, explain assignments and performance expectations, and address any questions your students may have.

**It is very important that you verify the status of students listed on the class roster.** The class roster is the official record of students enrolled in your class, either for credit or for audit. The class roster for your class will be available prior to your first class meeting through your ASAP account.

> **Find Your Class Roster**
> - Log into ASAP: https://asap.utsa.edu
> - Click on **Faculty Services** to access a variety of information, starting with a Faculty Detail Schedule of the courses you are teaching and a Faculty Schedule by Day and Time
> - By selecting the term and CRN for your class, you will be able to access the following student-related information:
>   - a Detailed Class Listing with information about each student
>   - a Summary Class List
>   - a Class Photo List
>   - instructions on how to download Class Rosters, Grade Rosters, etc.

Students are not officially enrolled in a course and will not receive course credit unless they are on the roster. If you become aware that a student is attending your class and is not listed on your official roster you should notify the student and determine why the student is not listed. It is the student's responsibility to check on problems related to his/her registration in your class. Students may not attend a course unless they are on the class roster.

## Verification of Class Rosters

In order to help the university reduce the number of requests by students to add classes late into the semester, faculty members should verify that the name of each student attending and participating in a class appears on the class roster. An effective way to verify a class roster is not to accept assignments or examinations from students whose names do not appear on the official class roster. Students who are attending a class but whose names do not appear on the roster should be notified so that they can rectify the problem. Note that the names of students who are auditing courses do not appear on class rosters.

Too often faculty members attempt to assign a course grade to a student who has attended and participated in a class the entire semester, but whose name is not on the final grade roster. The verification of class rosters by faculty members should eliminate this problem.

## Census Date

Census Date is the twelfth class day in a regular semester or the fourth class day in a summer term. Instructors are responsible for checking their rosters against the students actually attending class. **Students may not attend classes after Census Date if they are not on the roster.**

## Class Waiting Lists

The university offers Waitlisting (WL) through ASAP registration on a first come, first served basis. Being on the WL does not mean the student will get into the class. Waitlisting is turned on when registration begins and turned off when registration ends. Waitlisting is not available during late registration. More information is available at http://www.utsa.edu/registrar/waitlist.

## Add Forms

If a student presents an add form for your signature, make certain that the form has already been signed by academic advising. If it has not, send the student back to academic advising for their review and approval before signing the add form.

## Withdrawal from Class

Once enrolled, students are not officially withdrawn from a course until they have completed a withdrawal or drop request through the ASAP system. Students may drop classes using the ASAP system up through the designated Drop Date for that semester. The official Drop Dates for each semester are listed in the Registration Schedule on the Schedule of Courses on ASAP. Students with questions about dropping or withdrawing from a course should be directed to their academic advisor or to the department office. As a faculty member, you are not authorized to drop students from your class roster.

## Drop Dates

A student who drops an individual course after Census Date and on or before the Drop Date (Automatic "W" Date) will automatically receive a grade of "W" in the course. The Drop Date is the last date that a student is permitted to drop an individual course. It is the student's responsibility to drop a class by the appropriate deadline. The dates for dropping/withdrawing from a course are found in the UTSA Schedule of Classes by selecting the Academic Calendar tab for the appropriate semester on ASAP.

## Student Study Days

At the end of each fall and spring semester, two days prior to the beginning of the final examination period are designated as student study days. Classes do not meet during student study days. Faculty are expected to honor those days as exam preparation time and limit their teaching-related activities to office hours or other informal study assistance, but should not assign mandatory class meetings, or other assignments. Student study days are not to be used as dates on which papers are to be turned in, examinations or quizzes are to be given, review sessions are to be held, or for any other class related activities, other than office hours or other informal study assistance.

## Final Examinations

Final examinations or other evaluative activities are the accepted standard in all organized courses at UTSA. If a final exam is to be given during the University's Final Exam week during long semesters or final exam day during summer sessions, it must be given on the date, and at the time and location identified in the University's Final Examination Schedule which can be found here: https://asap.utsa.edu/terms.htm

## Grades

**Grading Explanation**
The UTSA Information Bulletin, Chapter 4 provides information on grading standards and policies:
http://catalog.utsa.edu/informationbulletin/generalacademicregulations/undergraduate/grades/

**Posting Student Grades**
In order to maintain confidentiality of student grades, grades should only be given to students in person (during office hours or returning graded material in class directly to the student), posted to the student's Blackboard Learn account, or posted on ASAP. All faculty members are required to keep their grades on Blackboard Learn.

Course grades of an individual student may not be posted or made available in any public manner by name, initials, Social Security number (in whole or in part), unique assigned student identification number, or any other personal identifier except when the student has signed an authorization to release the specific record.

Many faculty members find it convenient to keep all grades in Blackboard and then download the information and upload it to ASAP at the end of the semester. The Online Learning team has developed a tutorial for this process which they will be happy to send you (or walk you through the process in the Faculty Instructional Technology Lab located in MS 1.03.14).

**Submitting Grade Reports**
All grade reports are submitted online using your ASAP account. You may be required to

submit mid-term grades, Athletic Progress Reports for the student athletes in your class, and final grades.

**Faculty members are required to report mid-term grades and final grades for all undergraduates.** This policy applies only for undergraduates enrolled in organized classes.  It does not apply to undergraduates enrolled in classes such as internships, independent study courses, or honors theses. Certain organized classes such as studio classes may also be provided exemptions from this policy on a case-by-case basis. Faculty members may check with their academic department to see which classes are exempt from providing mid-term grades for undergraduates.

**Grade Transfer from Blackboard Learn to ASAP**

In order to support faculty in the requirement to enter mid-term grades (and final grades) into ASAP, the university has implemented a "Grade Transfer from Blackboard Learn to ASAP" process.

Faculty may visit the following website for instructions for using this grade transfer process: http://learn.utsa.edu

- To access Grade Transfer information: click 'Faculty' tab and choose Grade Transfer: Blackboard Learn to ASAP.
- To access the Workshops and Training: click 'Faculty' tab and choose Workshops and Training.

Athletic Progress Reports will be required periodically if you have student athletes in your class. The Athletic Department will notify you when these reports are required and provide a list of the student athletes in your class.

Final grades are due 48 hours after your final examination.

**Incomplete Grades**
The UTSA Information Bulletin, Chapter 4 on General Academic Regulations at
http://catalog.utsa.edu/informationbulletin/generalacademicregulations/undergraduate
describes the policy for assigning a grade of Incomplete:

The grade "IN" is given by an instructor to indicate that some part of the work of a student in a course has, for good reason, not been completed, while the remainder of the student's work in the course was satisfactorily completed. The Incomplete allows a student to complete the course without repeating it. A student does not need to re-register for the course. A grade of Incomplete may not be assigned when a definite grade can be given for the work done. The student must have been in attendance at least three-fourths of the semester to receive a grade of "IN."

Whenever a grade of Incomplete is assigned, the instructor is required to submit requirements for removal of the Incomplete. During the regular grading period this is done electronically. You must first complete the Requirements of Removal of Incomplete Form on ASAP before you will be able to assign a grade of Incomplete to a student under the Final Grades section. After the grade submission deadline, the Requirements for Removal of Incomplete Form must be submitted with a Change of Grade Form to the Dean's office. The Dean's office will then submit the forms to the Office of the Registrar.

In undergraduate courses, incomplete work must be made up no later than the end of the final examination period one year from the semester the Incomplete was received and before the student's graduation. If the work is not completed within this time, the "IN" is automatically changed to a grade of "F" or "NC." IN NO CIRCUMSTANCES WILL GRADES BE CHANGED AFTER ONE CALENDAR YEAR.

**Changing Grades**
Grade changes from "IN" (Incomplete) to a letter grade must be made no later than the end of the final examination period, one year from the semester the Incomplete was received, and before the student's graduation. Under the Faculty Services tab on ASAP the instructor should select the appropriate Term and CRN, then select the Online Grade Change choice to change grades for undergraduate students. For graduate students, a paper Change of Grade Form should be submitted to the college office of the Dean. The college will file the form with the Office of the Registrar. Undergraduate courses with an "IN" grade that have not been changed by the deadline will automatically be converted to a grade of "F."

Any other change of grade for undergraduates should be submitted using the same procedure on ASAP. Changes for graduate students must be submitted by paper form available in your department office or the office of the Dean. All requests for a change of grade should include a statement explaining the requested change. It is the policy to change a grade (other than Incomplete) only in the case of error. Additional work performed by a student may not be used to raise a grade that has been reported to the Office of the Registrar. Requests for change of grade for graduate students require the approval of the Chair. The college will file the form with the Office of the Registrar before the Registrar will make the change in the student's record. IN NO CIRCUMSTANCES WILL GRADES BE CHANGED AFTER ONE CALENDAR YEAR.

Additional information regarding UTSA's policy and procedures for changing student grades can be found in HOP 2.40.

**ParSCORE Grading Services**
The ParSCORE Grading Service is a free service provided to all teaching faculty at UTSA. The electronic grading system can provide fast and accurate grading of multiple-choice tests and quizzes using the ParSCORE version of the Scantron form. The class size does matter.

Registration for services is required at the beginning of EVERY semester. For more information, please call the Testing Services office at 458-4125 or visit http://testing.utsa.edu/parscore.


## Retention of Student Records

For Final Grades:
According to HOP 2.19, faculty members will retain student work not returned to the student (such as examinations, term papers, and other materials) for at least two long semesters after the conclusion of a course. During this time, students will have access to these materials should they ask for them.

Faculty 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.

Remember, in order to comply with FERPA requirements and to reduce the risk of exposing private student records and other sensitive data, all faculty members are required to keep their grade records in the grading system within Blackboard Learn, or on the University's I-drive. All faculty are required to keep their grades on Blackboard Learn. These grade files can be accessed by faculty from any location with Internet access and the data is password-protected, reducing the risk of data security breaches. An encrypted flash drive to store and transport grade information may also be obtained free of charge from OIT. More information on obtaining an encrypted flash drive for this purpose is available at https://utsacloud-public.sharepoint.com/Pages/Security/FacultyAndStaff/Encryption.aspx.


For Accreditation Purposes:
To support accreditation efforts, copies of examples of "great, fair and poor student work" should be kept when a rubric or scoring matrix is used to evaluate student work (such as for an essay, essay-type questions, assignments involving writing, etc.). These copies serve as exemplars of the different levels of performance. To maintain student confidentiality, student identifiers should be removed from the retained work. Other samples of work to be retained include Scantron/ParScore summaries. These examples should be retained for a rolling three- year period.

It is a good practice to notify students that their work may be used to assess program effectiveness and you may want to include a statement to that effect on your course syllabus. If you plan to use the assessment results as part of a presentation or publication, Institutional Review Board (IRB) – Human Subject Research approval and student consent should be obtained prior to the assessment taking place.

## Student Attendance

According to HOP 5.09, "It is the instructor's responsibility to set forth and communicate to students the course attendance policy in the course syllabus. Unless otherwise stated in the instructor's course attendance policy or an absence is excused in accordance with this policy, regular attendance at and participation in all meetings of a course for which a student is registered is strongly encouraged."

Additional information including policies on absences due to religious holy days and absences for official university functions can be found in HOP 5.09.

**Students Who Stop Attending or Never Attended a Class**
Federal regulations regarding financial aid require that a student's financial aid award be partially based on the percent of the semester that the student actually attended classes. In order to assist the Office of Student Financial Aid in remaining compliant with Federal regulations, please pay special attention to those students who stop attending your class or who never attend the class. When reporting Mid-term and Final Grades in ASAP for student who stopped attending the class and did not drop the class, please give the approximate date the student last completed any coursework or last attended the class in the "Last Attend Date" column and select Grade Comment #02 – Stopped Attending.  For students who never attended the class and did not drop the class, no last attended date is needed; however, please select Grade Comment #01 – Never Attended. For students who earned an F through poor academic performance, select Grade Comment #03.

## Faculty Attendance at Class Meetings

You are expected to meet every class for the entire time scheduled. If an absence is necessary, you are responsible for arranging for an appropriate alternative that must be approved by your department chair.

**Emergency Absences**
Occasionally, due to unforeseen circumstances, a faculty member may find it necessary to cancel a class meeting on short notice. During the university's normal business hours (M thru F 8:00 a.m. – 5:00 p.m.) the faculty member should notify his or her department about a short-notice class cancellation. The department will send someone to the classroom to place a notice on the door or otherwise inform the students of the class cancellation. Faculty may also post a notice on their personal faculty website or on Blackboard Learn. Outside of the university's normal business hours, the faculty member can notify the UTSA Police Department at 458-4242 about any short-notice class cancellations. The UTSA Police Department will dispatch an officer to the classroom to notify the students. This outside of the normal business hours notification procedure will

prevent our evening and weekend students from having to wait unnecessarily when a faculty member finds that he or she will not be able to meet a class as planned.

**Late arrival**
If you cannot reach your classroom on time, you must notify your department administrative associate so that students can be informed. Outside of the university's normal business hours, the faculty member can notify the UTSA Police Department at 458-4242. They will dispatch an officer to the classroom to notify the students. Students are expected to wait 20 minutes for an instructor unless they have been asked to wait longer.

## Inclement Weather and Emergency Closings

If classes are cancelled due to weather or other unforeseen circumstances, you should receive notification through UTSA e-mail. In addition, information about closings will be posted on http://alerts.utsa.edu and on UTSA Today at http://utsa.edu/today. Information on closures will also be available at 458-SNOW (458-7669).

If the university is closed due to a more serious type of threat, the UTSA Emergency Notification System will send a voice message to all campus telephone extensions and, if you have signed up for UTSA Alerts Emergency Notification System, to your designated choice of notification. More information on the UTSA Emergency Notification System and how to sign up for it can be found at http://alerts.utsa.edu.

## Evaluation of Faculty Teaching

Course evaluations are conducted using the online evaluation system. These evaluations are used to gain feedback from students about the quality and effectiveness of instruction as well as to identify the strengths and weaknesses of the teaching faculty.

In addition, student evaluations of teaching are conducted every semester. UTSA policies and procedures on evaluation of faculty teaching performance by students are outlined in HOP 2.12.

Since Fall 2010, UTSA has conducted evaluation of classes and instructors online using Scantron Corporation's Class Climate® System. Departments may opt to include open-ended questions separately from the online survey, which are compiled by the department. The results of these evaluations are provided to instructors, department chairs, and deans in order to improve instruction at UTSA. They are included in the regular performance appraisal conducted for each instructor for merit. In order to encourage the completion of student evaluations of teaching the Provost has suggested several ways to increase the completion rate:

1. Faculty are encouraged to place a statement in the course syllabus indicating that professors use feedback provided by students in course evaluations to

improve their teaching and that it is used by the University as one factor in evaluating the instructor's effectiveness.

2. Faculty may consider using extra credit or points for completion of the survey.
3. Remind students to complete the course surveys at various points during the process.

## Faculty Vitae and Annual Reports

All continuing faculty (NTT, tenure-track, and tenured) must update their vitas and complete an annual report. Continuing instructors includes full-time faculty as well as part-time faculty appointed regularly (at least twice in the last four semesters). It is important that faculty credentials and activities are documented. Faculty vitae and annual reports are entered through UTSA's Digital Measures system (http://provost.utsa.edu/vpaie/dm) and are required for faculty appraisals and AACSB International accreditation documentation.

# Academic Affairs Ombudsperson

The primary role of the Academic Affairs Ombudsperson is to assist faculty, staff, and student employees who encounter challenges within Academic Affairs. Services include listening to and discussing questions or concerns, providing and clarifying information, identifying and evaluating options, acting as a facilitator or mediator, serving as a referral agent and making recommendations for change to enhance the mission of the University.

The Academic Affairs Ombudsperson offers confidential services to all faculty, staff, and student employees in a safe and welcoming environment. Exceptions to this confidentiality are made with the permission of the visitor, or if it is a violation of University policy or the law, or if there is a perceived imminent risk to self or others. The position does not advocate on behalf of any one person or group, but will advocate for an unbiased process and consider the rights and concerns of all those involved. The Academic Affairs Ombudsperson communicates with various representatives and offices to respond to and help resolve concerns in a timely manner. Learn more at http://provost.utsa.edu/vpafs/ombudsperson.asp

# STUDENT INFORMATION AND SUPPORT

## Academic Integrity & Conduct

Integrity is the cornerstone of academic value at UTSA. Both faculty and students are expected to maintain the highest standards of intellectual honesty, scholarly discipline, and mutual respect in achieving their own academic goals and contributing to the academic mission of the university. HOP 2.37 states that students who commit acts of scholastic dishonesty are subject to disciplinary actions. Responsibility of the faculty and guidelines outlining specific procedures can also be found in this HOP policy.

UTSA students assume a duty to conduct themselves in a manner appropriate to the University's mission as an institution of higher education and in accordance with the University's policies and regulations. The University reserves the right to dismiss at any time a student whose academic standing or general conduct is considered unsatisfactory. Details of the university's Code of Conduct are included in Appendix B of the current UTSA Information Bulletin:
http://catalog.utsa.edu/informationbulletin/appendices/studentcodeofconduct/

The Information Bulletin includes detailed information on the general provisions of student conduct; student standards of conduct, including scholastic dishonesty; disciplinary penalties, including authorized academic penalties; and initiation of disciplinary charges, including the hearings and appeals process. Faculty members should contact the department chair if they have any questions concerning the Student Code of Conduct.

## Relationships with Students

As a UTSA NTT faculty member, you are expected to maintain an appropriately professional relationship with your students. If you are in the position of evaluating the academic performance of a student with whom you have a personal relationship outside the classroom, questions may be raised about the objectivity and equity of your evaluation. If a person with whom you have an established personal relationship enrolls in your class, you should consult your department chair to determine the best way to safeguard the academic integrity and equity of this student's performance.

**Private Instruction, Fees, Services, and Gifts**
HOP 2.16 states, "Members of UT System teaching staffs, without previous and special approval of the UT System Board of Regents, shall not collect from students any fees or charges to be expended for instructional purposes and shall not sell to students books, notes, or similar student supplies. A member of the faculty or staff of a UT component institution of the rank of instructor or above may not accept pay or other monetary considerations for extra instruction or teaching of students registered in the institution where he or she is employed."

If you have a teaching assistant (TA) assigned to your class, the following guidelines apply. "With written approval of the Provost and Vice President for Academic Affairs, teaching assistants and other like instructional employees below the rank of an instructor may accept pay from students for extra-class instruction or coaching but only in courses or sections of courses with which they have no instructional connection."

## Student Grievances

**Academic and Grade Grievances (Appeals)**
Although grades officially assigned by the instructor are considered final, students may, at times, contest a grade. If a student believes that a grade was either incorrect or unfair, the proper academic protocol for resolving the grade dispute begins with a discussion between the student and the instructor. As an instructor, you are the judge of the performance of students in your class.

If a student contests a grade you have given, there are four legitimate grounds for changing a grade. These include compelling evidence that show:

- discrimination,
- differential treatment,
- factual mistake, or
- violation of a relevant University policy.

Note that University policy must be followed. If, for example, a quiz is given on a study day, University policy has not been followed.

A student may ask you to recalculate a grade or reconsider your academic judgment. You should not under any circumstances change a grade for any other reason. For example, extra credit opportunities should not be provided to individual students if these opportunities are not available to all students.  This is considered differential treatment. If you find that you have made an error in a student's grade report, then you are responsible for submitting a Change of Grade Form through the appropriate means (see the section on "Changing Grades").

Occasionally a student will continue a grade dispute by appealing to academic officials above the instructor. The Academic and Grade Grievance Procedures are outlined in the UTSA Information Bulletin, Chapter 4:
http://catalog.utsa.edu/informationbulletin/generalacademicregulations/undergraduate.

**Minimizing Academic and Grade Grievances (Appeals)**
Here are some of the ways grade disputes might be reduced:

1. Clearly state the grading policy on the syllabus on the first day of class and follow that policy.

2. Suggestion: if students are not allowed to make up missed work for "legitimate" reasons such as illness, family emergencies, etc., faculty can incorporate that into the grading policy by allowing students to drop the lowest exam/quiz grade, by changing weights for the other exams/quizzes, by placing greater weight on the final exam to make up missed work, etc.
3. Follow UTSA policy for University approved absences: http://www.utsa.edu/hop/chapter5/5-9.html
4. Do not offer extra credit opportunities to one or some students, but not to all students.
5. Faculty errors or mistakes should be corrected in a way that students are either "not harmed" or actually benefit from the faculty error.

**Academic and Grade Grievance Procedures**
"The faculty member's judgment regarding grades and evaluations is final unless compelling evidence shows discrimination, differential treatment, factual mistake, or violation of a relevant University policy."

That is, if a faculty member violates UTSA policy, as department chairs or associate deans we cannot support them in a grade appeal. Potentially serious violations of university policy that relate to grade determination are:

1. Giving a final exam early and then giving students a "walk" for the regularly scheduled final exam date. The relevant policy is "Final examinations or other evaluative activities are required in all organized courses. These exams and evaluations are held at the close of each semester, and summer term." Violation of this policy could end up in a grade grievance by hundreds of students in a lower-division course. For the relevant policy see HOP 2.17.
2. Not following UTSA policy regarding retention of student records (see HOP 2.19). Unreturned exams, etc. must be retained for two semesters; grade books must be retained for at least three years.
3. Although faculty have significant latitude in setting class attendance policies, they still need to review and follow UTSA's policy regarding class attendance as noted above (see HOP 5.9). Note that the attendance policy allows the student who has been excused to take an examination or complete an assignment scheduled for that day within a reasonable time, normally within 20 school days." For example, a student-athlete has 20 days to make up missed work due to travel for a UTSA game.

**Other Student Grievances**
Student disputes and grievances about policies, programs, and administrative or support services should follow the guidelines pertaining to "Student Grievances" outlined in the UTSA Information Bulletin explaining the formal grievance process for nonacademic disputes:
http://catalog.utsa.edu/informationbulletin/administrativepoliciesandprocedures/studentgrievances/

Students are encouraged to consult with the **Student Ombudsperson** for advice and information before pursuing an official grievance. Student Ombudsperson contact information can be found on the Vice President for Student Affairs website: http://www.utsa.edu/students/ombudsperson/

# Student Support Services

As a faculty member, you may be asked to provide information to your students about various student support services on campus.

Student Affairs provides a wide variety of programs and services designed to facilitate students' academic success. This section features key Student Affairs programs and services as well as those provided by other UTSA departments. For more information on specific programs and services, the Information for Students website provides a list of student services available to all students. Learn more at http://www.utsa.edu/info/students.html.

## Academic & Learning Services

**Academic Advising**
Meeting with an academic advisor is an essential part of the student experience. UTSA's Academic Advising offers many services and programs to help students succeed. Academic Advising Centers are located at both the Main Campus and Downtown Campus. Learn more at https://www.utsa.edu/advise.

**Tomás Rivera Center for Student Success (TRC)**
The TRC provides Learning Assistance, Supplemental Instruction, Tutoring Services, Online Resources and a variety of other services that promote student success. The TRC has locations at both the Main Campus and Downtown Campus. Learn more at http://www.utsa.edu/trcss.

**Writing Center**
The Writing Center supports the entire UTSA community – students, faculty and staff – providing assistance with each step of the writing process. The Writing Center has locations at both the Main Campus and Downtown Campus. Learn more at http://www.utsa.edu/twc.

**University Career Center**
The Career Center offers a variety of services and programs to assist students and alumni in identifying and developing the global skills necessary to successfully pursue and achieve lifelong career goals. Learn more at http://careercenter.utsa.edu.

## Disability Services

UTSA Student Disability Services offers services to students who have established disabilities under federal and state law. Student Disability Services is a resource for prospective and current students, as well as faculty, staff, and administrators who are teaching or otherwise working with students with disabilities at UTSA. To get answers to some of the common questions instructors have about their responsibilities to students with disabilities and suggestions and strategies for developing academic partnerships with these students, visit http://www.utsa.edu/disability.

Students with disabilities may request services and accommodations at UTSA after applying and being accepted for admission to UTSA through the regular admission process. They are required to provide current and comprehensive documentation that includes a diagnosis of the disability and describes the functional limitations the student experiences in an academic environment. All information and documentation are kept confidential.

Only students who are registered with Student Disability Services are eligible to receive special course accommodations. This should be clearly stated in the syllabus for each course.

**Service Animals**

As an educational institution of access and inclusion, UTSA is committed to providing a diverse environment that is welcoming to all. In an effort to promote this environment, UTSA developed the Service Animal Training module to increase awareness about service animals and their roles on campus. All UTSA employees are required to take this training to be knowledgeable regarding service animals. This training module is available to you through the Training and Development Office: http://training.utsa.edu/

Service animals are welcome in all buildings on campus and may accompany an individual to any class, meeting, or other event – on or off campus, if the activity pertains to the curriculum. If you have questions or want additional information regarding service animals, please contact the UTSA ADA Coordinator at 210-458-4031 or the Office of Student Disability Services at 210-458-4157.

## Health Services

Student Health Services provides traditional medical services as well as information on issues related to alcohol, drugs, smoking, sexual health, diet and nutrition. More information is available at http://www.utsa.edu/health.

## Counseling Services

UTSA Counseling Services provides a confidential atmosphere where students may discuss concerns that are important in their lives. More information is available at http://www.utsa.edu/counsel.

## Behavioral Concerns Assistance

Our UTSA community includes faculty, staff, students, and visitors on campus. As with any community, there may be times when you become concerned with the behavior of another community member.

UTSA has a Behavioral Intervention Team (BIT), which includes staff members from the Office of Student Life, Counseling Services, Student Conduct and Community Standards, Academic Affairs, Human Resources, and the UTSA Police Department. The BIT is in place to respectfully, confidentially, and professionally respond to university community members who may have such concerns.

For non-emergencies, if you are concerned about the behavior of a UTSA community member, you may electronically report your concerns at this website: http://www.utsa.edu/bit/index.cfm

The UTSA Police provides a 24-hour telephone line (210-458-4242) that also may be used to report a threat of violence or behavioral concerns. This number should NOT be used for emergency situations. While it is preferred that reports include contact information, all anonymous reports will be investigated. Best efforts will be made to keep your report confidential in accordance with applicable laws.

For emergencies, you should immediately call 911 from a UTSA phone or 210-458-4911 from a cell phone or other non-UTSA phone.

Other tips for faculty are available online here: http://www.utsa.edu/bit/tips.html