NEW STUDENT
PRE-REGISTRATION HANDBOOK
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PRESIDENT’S WELCOME

STUDENT SERVICES

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NEW STUDENT ORIENTATION

HEALTH SCIENCE CENTER LIBRARIES
Dear Student,

Congratulations on your acceptance to UT Health San Antonio, one of the premier academic health universities in the nation! We are committed to guiding you on your path toward a fulfilling career.

You join us at an extraordinary time in history. We are living the reason you have chosen to pursue health education. The COVID-19 pandemic has placed us at the forefront of a battle against a remarkable foe. Instead of presenting us with insurmountable challenges, however, this pandemic provides us a firm platform on which to live our mission to make lives better through the biomedical sciences and the fields of nursing, medicine, dentistry and all health professions. You are now an integral part of our universal response to this national and worldwide pandemic.

In this calling, you join an outstanding team. I recall from my first years of medical school how much I benefitted from the faculty mentors who encouraged me every step of the way. They transformed my life. As president of UT Health San Antonio, I know you will receive a first-class education from internationally renowned faculty who will help steer you toward success. I am also proud that we have created rich and dynamic learning environments in which you will be able to hone your clinical education and research skills.

This New Student Pre-Registration Handbook describes the processes and procedures you will use for course registration, student financial aid, parking and other campus services you will access. The professional staff in these offices stand ready to assist you, and I encourage you to contact them with any questions you might have.

As a new matriculant, you have already demonstrated your potential for excellence as a UT Health San Antonio student. Your intellectual curiosity and your passion to serve your community through professions in health care and the biomedical sciences are attributes we highly value as an academic health center. We look forward to seeing you fulfill your promise and to celebrating the research discoveries and compassionate health care you will provide while a student - and, more importantly, as an alumnus.

Together, we will make lives better.

William L. Henrich, M.D., M.A.C.P.
The Jeanne Clery Act is the landmark federal law that requires colleges and universities to disclose information about crime on and around their campus. The UT Health Science Center is committed to assisting the HSC community in providing for its own safety and security. Information regarding campus security, personal safety, crime prevention, university police law enforcement authority, crime reporting policies, crime statistics for the most recent three-year period, and disciplinary procedures is available on the Health Science Center police department website at https://www.uthscsa.edu/police/clery/right-to-know/https://www.uthscsa.edu/sites/default/files/police/campussecurityreport.pdf

If you would like a paper copy of this information, you may contact the crime prevention office at 210-562-9092.

Student Services

Student services are provided to assist students in achieving their academic goals while simultaneously encouraging personal development and quality of life. The following collection of information is to promote and help assure your success while at the Health Science Center. Please feel free to contact any of the resources below for assistance.

VICE PRESIDENT FOR ACADEMIC, FACULTY & STUDENT AFFAIRS
(210) 567-2004
ROOM 4.436 AAB

OFFICE OF VETERAN SERVICES AND FINANCIAL AID
(210) 567-2635
BRISCOE LIBRARY, RM 4.064

OFFICE OF THE UNIVERSITY REGISTRAR
(210) 567-2621
BRISCOE LIBRARY, RM 4.080

STUDENT COUNSELING
(210) 567-2648
DENTAL BUILDING, RM 3.100R.1

WELLNESS 360 CLINIC
(210) 567-9355
ROOM 1.422 / SCHOOL OF NURSING

STUDENT LIFE
(210) 567-2654
BRISCOE LIBRARY, RM 3.056

WELLNESS & RECREATIONAL SPORTS
(210) 567-5220
ROOM 314L MED

OFFICE OF INTERNATIONAL SERVICES
(210) 567-6241
BRISCOE LIBRARY, 3RD FLOOR, ADMINISTRATIVE AREA, ROOM 3.094

BRISCOE LIBRARY
(210) 567-2450
LONG (CENTRAL) CAMPUS

OFFICE OF THE BURSAR
(210) 567-2556
ROOM 301L MED

LAREDO STUDENT SERVICES
(956) 523-7478
LAREDO, TEXAS

Your Right to Know
THE JEANNE CLERY ACT
Required Tasks

Please read this Handbook in its entirety; it contains essential information for orientation and registration. This checklist is to assist with the successful completion of all requirements PRIOR to Orientation. In addition, the following pages offer more detail on each required task to assist you through the completion of these requirements. Should you have any questions, please do not hesitate to contact the appropriate departments under the Office of Student Services for clarification.

Task One
Immunization
Submit proof of required immunizations. [Link]

Task Two
Veteran Services & Financial Aid
Apply for Financial Aid and Scholarships as needed; obtain veteran benefits information.

Task Three
Student Portal
Use your assigned username and password to access the many features located via the student portal: My Student Center

Task Four
Email Account
You have been assigned a UTHSCSA email account. Once you register as a student here, all official school communication will be sent to your HSC student email address. Follow the instructions located in this Handbook.

Task Five
Registration
More information regarding registration and deadlines will be emailed to you.

Task Six
Parking and Student ID
A Parking Permit is required if you plan to park or drive on campus. An HSC ID Card will be required of all students.

Task Seven
Health Insurance & HSC Alerts
Consider your health insurance coverage. Sign-up to receive UT Health Science Center’s text message and email notification system for emergencies and campus closures.

Task Eight
Pay Tuition and Fees
Pay your Tuition and Fees.

Task Nine
Release of Student Records
Update your FERPA Restrictions and manage your Directory Information.
All enrolled students at the Health Science Center are required to be fully immunized prior to orientation and registration. Proof of all required immunizations must be submitted to SentryMD PRIOR to orientation.

A hold will be placed on all incoming students for any missing immunization records. Once the Immunization Form and/or record have been submitted and verified by Sentry MD, your hold will be released.

Should you require additional immunizations; the Wellness 360 Clinic can provide the necessary required immunizations for you. Payment for immunizations will be collected at the point of service and your insurance claim will be filed as courtesy.

**FOR A COMPLETE LIST OF IMMUNIZATION REQUIREMENTS, REVIEW the Health Packet.**


**CALL THE WELLNESS 360 CLINIC WITH ANY QUESTIONS**

at (210) 567-WELL (9355) or visit the website at https://wellness360.uthealthsa.org/

**UPLOAD YOUR IMMUNIZATION RECORDS**

https://mysentrymd.com/sentrymd.html#/upload/71

**ACCESS YOUR IMMUNIZATION RECORDS**

https://mysentrymd.com/SSO/Login.aspx?institution=UTHealth
Task Two

Veteran Services & Financial Aid

You must submit a completed FAFSA in order to be considered for all federal/state grants and student loans.

The Veteran Services and Financial Aid (VSFA) makes higher education accessible for students at UT Health San Antonio by awarding and delivering federal, state, and institutional need-based financial aid and merit/need-based scholarships. We partner with other university divisions to recruit and retain a highly qualified diverse student body. Through the creative use of technology and our team’s commitment to excellence, the office administers its aid programs in a highly efficient and fiscally responsible manner.

VETERANS.
We offer full service for The Post 9/11 Veterans Assistance, Montgomery GI Bill, Vocational Rehabilitation, Hazlewood, and other veterans programs.

These are things you need to need to know:

1. You must apply annually for Federal Financial Aid through the Free Application for Federal Student Aid (FAFSA). The form can be completed at http://fafsa.ed.gov. Our school code is 003659.

2. Please keep both your current home address and email address up-to-date. The office corresponds primarily through email and, once accepted to the Health Science Center, we communicate exclusively to your campus email address.

3. Please read and take the required action as directed by the Office’s communication to ensure a speedy and worry-free delivery of funds.

4. All awards are accepted or declined on the university portal’s, My Student Center.

5. VSFA staff is dedicated to helping you through any financial issue you may have, and no appointment is necessary.

For additional information regarding our services, please visit:

Web page: http://students.uthscsa.edu/financialaid/
Phone: (210) 567-2635
Fax: (210) 567-6643
Office: Room 318L – School of Medicine building
My Student Center

You will use your username and password to access various campus electronic systems.

My Student Center allows you to enroll in classes, view your bill, check your financial aid status, accept/reduce/decline your financial aid award amount, make a payment, sign up for direct deposit, view your holds, change your address, link to enrollment verification and transcript ordering services, and more—all from a single anchor page! You will be utilizing the Student Center for many of the tasks you must perform as a new student and during your academic endeavors with us.

Username & Password

Your assigned username (NOT your student ID number) and password to log in to the various systems at the UT Health San Antonio was emailed to your private home email address that was provided on your application. If you did not receive this communication, please contact the IMS-CSS Service Desk at:

- **Phone:** (210) 567-7777, option 1
- **Location:** Tech Zone – Room 406.L (Medical Building, 4th Floor)
- **Email:** IMS-ServiceDesk@uthscsa.edu

Your Badge: You have been assigned a unique badge number (HSC identification number). This number is often called your student ID number. Your student ID number was emailed to you along with your username and password.

Your Username: To access many of the systems at UT Health Science Center (including the UTHSCSA network domain, Financial Aid, Canvas, “My Student Center” portal, Knowledge Center, HSCair, VPN, etc.), you will need your UTHSCSA username.

Your Password: You MUST change your temporary password before you can use it to access UTHSCSA systems (such as the UTHSCSA network domain, and the “My Student Center” portal).

Need to reset your password because you are locked out or forget your password?

Go to [https://pwr.uthscsa.edu](https://pwr.uthscsa.edu) to change your password. Log into the UTHSCSA Self-Service Password Reset Logon with your UTHSCSA username and your temporary password.

**FOR MORE INFORMATION ON HOW TO ACCESS MY STUDENT CENTER:**

[https://registrarhelp.uthscsa.edu/m/75189/l/979747-student-registration](https://registrarhelp.uthscsa.edu/m/75189/l/979747-student-registration)

**Access My Student Center**

[https://cst.uthscsa.edu](https://cst.uthscsa.edu)

**GETTING HELP:**

If you have any difficulties with your username, password, or account, please see the Information Management and Services Web site: [http://ims.uthscsa.edu/student_support](http://ims.uthscsa.edu/student_support)

Or contact the IMS-CSS Service Desk at:

- **Phone:** (210) 567-7777, option 1
- **Email:** IMS-ServiceDesk@uthscsa.edu
Task Four

Email Account

You have been assigned a UT Health San Antonio email account. Once you register as a student here, all official school emails will be sent to this address. Information regarding your email account was sent to your private home email address that was provided on your application. If you did not receive this communication, contact IMS Help Desk to:

IMS-CSS Service Desk:
Phone: (210) 567-7777, option 1
Email: IMS-ServiceDesk@uthscsa.edu

To activate your new account, visit http://outlook.com/liv.uthscsa.edu. You will need your username and temporary password.

Once you have setup your account, you can access your account on the Web at http://outlook.com/liv.uthscsa.edu, or you can configure an email client (such as Outlook or Entourage) to access your account. You are required to read the Statement of Ethics on the use of UTHSCSA computing resources that will be sent to your email account.

GETTING HELP:
If you have any difficulties with your username, email account, or password, please see the Information Management and Services website at: http://ims.uthscsa.edu/student_support
Or contact the Service Desk:
Phone: (210) 567-7777, option 2 Location: Room 4.416L/MED
Email: IMS-Servicedesk@uthscsa.edu
Registration

More information will be emailed to you regarding registration and deadlines. Login to the student portal to view any holds which may prevent your registration and payment of tuition.

THE FOLLOWING TASKS MUST BE COMPLETED PRIOR TO REGISTRATION:

1. **Immunization**
   - submit documents to Sentry MD. [https://mysentrymd.com/sentrymd.html#upload/71](https://mysentrymd.com/sentrymd.html#upload/71)

2. **My Student Center**
   - login to [My Student Center](http://students.uthscsa.edu/registrar/2013/04/holds/) and check for any holds that may prevent registration. Contact the applicable departments and inquire about how to clear the hold. Examples of holds that will prevent registration are proof of completion of remaining prerequisites (updated transcripts), immunizations, criminal background check, etc.

3. **Email Account**
   - login to your student email account and obtain pertinent information needed to register, such as who will be completing your registration, courses, deadlines for registration and payment of tuition and fees, etc.

IF YOU ARE REQUIRED TO SELF-REGISTER:

1. Make sure all registration holds are cleared: [http://students.uthscsa.edu/registrar/2013/04/holds/](http://students.uthscsa.edu/registrar/2013/04/holds/)
2. Obtain course information by contacting your program.
3. Visit the following link for step-by-step registration instructions: [Registration Instructions](http://students.uthscsa.edu/registrar/2013/04/holds/)
4. Register for classes.
5. Confirm you have registered for the correct courses by reviewing your schedule.

IF YOU ARE ENROLLED BY THE OFFICE OF THE UNIVERSITY REGISTRAR:

1. Make sure all registration holds are cleared: [http://students.uthscsa.edu/registrar/2013/04/holds/](http://students.uthscsa.edu/registrar/2013/04/holds/)
2. If all registration holds are cleared, you should register in classes. Look for a separate e-mail regarding registration timelines from the Office of the University Registrar.
3. You should plan ahead to register as soon as possible, as this allows for the calculation of Financial Aid, and if applicable, the awarding of Financial Aid.
4. Once you are enrolled, you will be able to view your courses by logging in to [My Student Center](http://students.uthscsa.edu/registrar/2013/04/holds/).
5. If your enrollment is incorrect, please contact the Office of the University Registrar immediately.
6. If you do not see any courses for the term via [My Student Center](http://students.uthscsa.edu/registrar/2013/04/holds/), then your registration has not been completed.
7. Your registration may take up to 1 week after your holds are cleared.
Parking & Student ID

Parking Permits and ID cards are issued by Parking Services

The purpose of this office is to provide all student/visiting student, faculty, and staff with parking permits and/or solutions to various parking problems within reason. Dedicated employees are available to handle various tasks such as permit sales, operations of the Shuttle Service. Students, staff, and faculty are not allowed to park in any visitor parking once affiliated with UT Health. Metered parking is available for anyone, with or without a permit.

Metered Parking Rate:
- 30 minutes or less - Free
- 31 minutes to 1 hour - $1.25
- 1 hour to 2 hours - $2.25
- 2 hours to 3 hours - $3.25
- 3 hours to 4 hours - $4.25
- 4 hours to 5 hours - $5.25
- 5 hours + - $6.00

Lost Tickets $6.00

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</tr>
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</table>

Student ID badges and permits can only be purchased one month prior to their start date. If you plan to park or drive on campus, you will be required to purchase a university parking permit or pay and park at the meters. The ID and parking permit may be purchased at the same time from the UT Police Parking Service Office in person. Permits cannot be purchased online. The parking service office maintains all traffic, citation, appeals, and permit functions. A valid state issued driver’s license must be presented to purchase a parking permit. Your name in our student information system must be identical to the name printed on your driver’s license. The cost of a parking permit ranges from $87.00 to $899 per year. Permits are also required for motorcycles a $58.00 annually. A waitlist is available for students who want to purchase other parking zones. Student and Visiting Students can only purchase non reserve spaces in Zone 3, 4 and 5 and must pay out of pocket for a full year and cannot pay monthly.

ID Card

New students need to be photographed for university cards. Although time may be set aside during Orientation, it is highly recommended this be done in identification advance through Parking Services. Students who are also UT Health employees receive one ID, which is the student ID. Parking services will issue the ID at a cost of $10.00.

HOURS OF OPERATION: MONDAY THRU FRIDAY, 8:00 A.M. TO 5:00 P.M.
Appointment can be made starting at 8:15 Am to 4:15 PM. Parking office closes from 12:00 PM to 1:30 PM. Appointments can be made on line at https://book.appointment-plus.com/cthg4slv/# you will see what dates and times are available.

LOCATION: BELOW PARKING GARAGE B ON THE MAIN CAMPUS
WEB PAGE: HTTPS://WWW.UTHSCSA.EDU/POLICE
EMAIL: PARKING@UTHSCSA.EDU
All students are required to have health insurance. The UT System Board of Regents requires you to maintain a valid major medical insurance policy while you are a registered student at The University of Texas Health Science Center at San Antonio.

For more information about health insurance and pricing, please click [HERE].

**IMPORTANT NOTICE**

This must be done before the first official class day. Once you declare your insurance, you will be unable to change the declaration online. If you need to change your declaration, please contact the Office of Student Life.

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**HSC Alerts**

HSC Alert is the UT Health Science Center’s text message and notification system for emergencies and campus closures.

You can designate up to two cell phones with text messaging capability and one alternate address to receive HSC Alert messages. HSC Alert messages automatically are sent to UTHSCSA-issued email addresses. For detailed information, please click [HERE].

**HSC Alert could save your life. But you must**

**TELL US HOW TO REACH YOU!**
Task Eight

Pay Tuition & Fees (Office of the Bursar)

Tuition & Fees are DUE by the 1st Official Class Day as designated on the ACADEMIC CALENDAR that pertains to your school.

The mission of the Office of the Bursar is to manage student accounts including the collection of student tuition and fees; student tuition and fee installment program; and management, billing and collection of student long- and short-term accounts receivable. You may view your account or make a payment via the My Student Center. Please note that statements of tuition and fees due are not mailed to your address.

HOW TO MAKE A PAYMENT ONLINE:

1. Login to the My Student Center.
2. Access Tuition and Fees Tile
3. Select Make a Payment link on left side of screen
4. At this point, select either Pay by Credit Card or Pay by Electronic Check. After selection, you will be taken to the CashNet site to provide the necessary information to make a payment or to set up a parent as a user.
5. Once “Submit Payment” has been selected, the payment will be reflected on your account. You will receive a confirmation email for the payment.

For assistance with online payments, please call CashNet at 1-800-339-8131.

HOW TO MAKE A PAYMENT BY MAIL:

1. Make check or money order payable to UT Health San Antonio
2. Mail check or money order to: UT Health San Antonio
   7703 Floyd Curl Drive - MSC 7716
   San Antonio, TX 78229-3900

HOW TO MAKE A PAYMENT IN PERSON:

This must be done at the Office of the Bursar service windows located on the Long (central) Campus – see location below. We accept Cash or Checks only, no Debit/Credit cards accepted.

Office of the Bursar Contact Information

HOURS OF OPERATION: 8:30 A.M.–4:45 P.M.
PHONE: 210) 567-2556
LOCATION: ROOM 301L/SCHOOL OF MEDICINE BLDG.
WEB: HTTP://WWW.UTHSCSA.EDU/BUSINESS/BURSAR4STUDENTS/
EMAIL: BURSAR4STUDENTS@UTHSCSA.EDU
In accordance with the Family Educational Rights and Privacy Act (FERPA), all information in a student’s record is confidential except directory information.

Students at the University of Texas Health Science Center San Antonio have the right of confidentiality under the federal Family Educational Rights and Privacy Act (FERPA) of 1974. Generally, no one outside the institution shall have access to, nor will the institution disclose any personally identifiable information from students’ educational records, without the student’s written consent to any party.

Students may withhold directory information by notifying the Office of the Registrar via the Student Administration System, accessible via My Student Center. Student requests for nondisclosure will be upheld by the institution unless the student cancels the authorization to withhold "Directory Information".

MANAGE FERPA RESTRICTIONS
To manage your FERPA Restrictions and your Directory Information, students should access the Student Center at My Student Center. Please follow the instructions below:

HOW TO UPDATE FERPA RESTRICTIONS
A student may withhold all or part of the directory information by making changes on My Student Center:

1. Log into My Student Center
2. Access Profile Tile
3. Access Privacy Restrictions
4. If you would like to restrict your information, check Restrict All for each category or select an individual row and then select the Restricted checkbox.
5. A restriction placed on any category or row will result in ALL directory information being restricted.
6. Click box under Restrict for each field you wish to restrict.
7. Then click on the Save button at the bottom of the screen.
8. A confirmation page will popup. Click OK.

New Student Orientation

When is New Student Orientation?

New Student Orientation is offered to newly admitted students every semester and is specific to one or more schools on campus. The dates of orientation can be found on your school’s Academic Calendar. A more detailed daily orientation schedule will be emailed to you as they become available. Please make arrangements to attend the mandatory orientation on the dates designated for your school. Your individual program may require additional orientation prior to these published dates. Contact your Program for more information.

What will happen during Orientation?

Various representatives from the UT Health Science Center will present information that is designed to help you be more successful during your time as a student here.

What if I am an international student?

The Office of International Services (OIS) provides services to all of the international students, faculty, and staff of the Health Science Center. OIS serves as the liaison between faculty, staff, HSC departments, governmental agencies, and the community. While dedicated to developing, supporting, and enhancing the international interests and activities of the Health Science Center, OIS is also responsible for providing professional advice to all of its international visitors.

OIS also takes part in planning activities such as International Student Orientation and a yearly International Festival. The Office of International Services is open Monday through Friday from 8 a.m. to 5 p.m. and is closed on weekends on holidays.

International students must check in immediately upon arrival with the Office of International Services. International students cannot enroll until approval is obtained from the office.

Contact the Office of International Services at (210) 567-6241, international@uthscsa.edu, or write:

UT Health Science Center San Antonio International Services/MSC 7971
7703 Floyd Curl Drive
San Antonio, TX 78229-3900

Students who have a permanent resident visa must provide the Office of the Registrar with a copy of their Resident Alien card prior to Registration. For other International Student requirements, go to the website: http://www.uthscsa.edu/ois/index.aspx

How do I dispute or change my Residency Classification?

If your residence status is not clearly established or you believe it to be incorrect, you should complete a Residency Questionnaire so that a university decision may be rendered in advance of enrollment. A Residency Questionnaire must be turned in prior to the census date of term in order for a recategorization to be effective for that term. The university may request that any student claiming Texas Residence for tuition purposes complete a Residency Questionnaire and provide substantiating documents to affirm Texas residency. Contact the Office of the Registrar at (210) 567-2621 to speak with a residency official should you have any questions. More information regarding how to establish residency and statutes pertaining to residency can be found HERE.
Health Science Center Library

The UT Health San Antonio Dolph Briscoe Jr. Library is the central information resource for all five UT Health San Antonio schools: School of Medicine, School of Health Professions, School of Nursing, School of Dentistry, and Graduate School of Biomedical Sciences. Each school has been assigned its own Liaison Librarian, allowing the library to work more directly and more in-depth with students and faculty. The mission of the UT Health San Antonio Library is to promote learning, inspire discovery, and connect with our communities. The Library is well-positioned to offer a range of support for the University and its health care programs by providing comprehensive information services and access to diverse biomedical information.

The Briscoe Library provides a complete range of services including reference, research and clinical information, access to electronic databases and the internet, instructional programs, and interlibrary loan. Most of the library’s collections are available online 24/7 and can be accessed through the library website. The library has access to over 83,000 ebooks and ejournals, 190 databases, and approximately 82,500 print books and journals. Discipline specific books and journals can be found through the library’s United Search interface located on the library home page. E-resources are available remotely by logging in through the library home page or by using the UT Health SA VPN. Requests for print materials located off site or materials not owned by the library can be placed through interlibrary loan. Complete information on loan periods, rules and charges may be obtained when registering for interlibrary loan.

The Briscoe Library is located in a four-story building near the center of Lozano Long Campus. Study space is available in the Briscoe Library. Computers, study carrels, collaborative and individual study tables, and comfortable seating can be found throughout the library. Use of library computers or Wi-Fi requires a campus network login. The library also has three virtual interview rooms located on the third floor that are reservable and available for use by students, faculty, and staff. Each room is equipped with a desktop computer, webcam, surface microphone and speaker. The computers have the necessary software (Zoom, Skype, Microsoft Team, Cisco Webex) installed for virtual meeting use. Photocopy and Printing Services are available on the 3rd floor. For more information, please contact UT Print.

24/7/365-access to the Briscoe Library building is available by UT Health SA identification card swipe only. Regular staffed hours of service are shown below:

**MONDAY - FRIDAY: 8:00 A.M. – 5:00 P.M.**
**HOLIDAY HOURS MAY VARY. YOU CAN CHECK THE LIBRARY WEBSITE FOR UPDATES.**

**FOR MORE INFORMATION**
**WEBSITE:** HTTPS://LIBRARY.UTHSCSA.EDU
**CHAT:** AVAILABLE VIA WEBSITE
**EMAIL:** ASKALIBRARIAN@UTHSCSA.EDU
**PHONE:** (210) 567-2450