

## The University of Texas Rio Grande Valley Family Guide

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### UTRGV Family Involvement

Welcome to the UTRGV Family! We're excited that your student has chosen to learn, grow, and achieve at UTRGV. The Family Guide will help families in supporting their student's journey at the University. It contains information on academics, support services, financial aid, and health and wellness.

UTRGV Family Involvement is dedicated to helping UTRGV family members by offering support, information on University services and resources, and opportunities for family members to closely partner with the University. We provide access and support through knowledgeable staff, university information, and special opportunities that allow members to stay connected to UTRGV. UTRGV Family Involvement hosts the following events: Family Orientation, Family Academy, and Family of the Year.

#### Family Orientation:

Family involvement is an important factor in student success. Family Orientation provides the opportunity to gain the skills and knowledge needed to support the transition of students to the University. We encourage family members to be actively involved in their student's education from now until graduation. The following services will be highlighted during Family Orientation: Financial Aid, Academic Advising Center, Health Services, Counseling Center, Student Accessibility Services,

Housing and Residence Life, and more!

**Family Academy:**

Family Academies provides another opportunity for families to learn more about the services UTRGV has to offer to support students throughout their college journey. During these sessions, we will provide tips for students' academic success from University departments, such as the Career Center, Academic Advising Center, Financial Aid, Learning Center, Writing Center, and Counseling Center. Family Academy sessions are approximately 1 hour.

**Family Weekend:**

Family Weekend provides a great opportunity for family members to visit the University, spend time with their student, connect with other family members, and experience campus life at UTRGV. Events are fun and friendly for all ages.

**Family Day:**

During the spring semester, we invite family members for a fun day of activities to unite our family members and highlight campus pride and tradition.

**Family of the Year:**

The Family of the Year essay contest was created to honor and celebrate the supportive role that family members play in the lives of our students. Family members often go above and beyond to ensure that students have what they need to be successful. The contest provides an opportunity for students to thank their family members for all their love and support. The Family of the Year essay contest opens in the Spring semester.

If you have any questions or would like more information email Family Involvement at [family@utrgv.edu](mailto:family@utrgv.edu).

We look forward to seeing you at Family Involvement events throughout the year!

**Message from the President of the University of Texas Rio Grande Valley**

Welcome to the UTRGV Family! This is an exciting time for you and your student. While at UTRGV, your student will enjoy enriching experiences that will shape their academic and personal lives. Throughout this journey, our dedicated team of faculty and staff members is here to support your student. We are committed to providing a world class education for students and for transforming South Texas with unlimited educational opportunities. I am excited about the year to come and the possibilities that await.

Sincerely,  
Guy Bailey

**Message from the Dean of Students**

Dear Parents and Family Members,

We are excited to welcome you and your student to V Nation and the UTRGV Family.

The Parent and Family Handbook has been created to share UTRGV resources, services, and helpful information to support you and your student's successful transition from high school to UTRGV.

We are committed to maximizing your student's success in and outside of the classroom and are your partner in aiding your student to flourish both academically and socially.

I hope that you find the Parent and Family Handbook and the other services useful and I look forward to seeing you at our parent and family events!

Good luck and best wishes as you begin this exciting journey with your student!

Sincerely,  
Rebecca K. Gadson

#### Learning Center

The Learning Center's mission is to help students become independent learners and to achieve academic success by providing tutors, Supplemental Instruction (SI) leaders, Peer Led Team Learning (PLTL) and Academic Coaches to assist students in their courses and programs of study. We offer our services online via Blackboard Collaborate and Zoom as well as in person by appointment. Full descriptions of our services and instructions for accessing them are available via the Learning Center website: [UTRGV.edu/tutoring](http://UTRGV.edu/tutoring).

#### Writing Center

UTRGV's Writing Center ([www.utrgv.edu/writingcenter](http://www.utrgv.edu/writingcenter)) offers one-on-one and small group tutoring on writing for all disciplines and levels, from first-year courses through graduate work. We don't correct or edit students work for them, but we will look for patterns of errors in a draft and help students learn to recognize and improve the effectiveness of their writing. In 30-minute sessions, our tutors will help students understand and address the three critical parts of any writing project – the purpose, audience, and genre requirements of the assignment – and we will assist students with invention and brainstorming, idea development and organization, and, most importantly, a plan for how to revise their work.

We'll also help students learn how to incorporate sources into their writing and to document them correctly. Additionally, we have a number of electronic resources and hand-outs that will help students improve their writing, including interactive

modules on frequently requested topics such as Paraphrasing, Thesis Development, and Developing your Academic Voice.

The Writing Center is located in the Library, BLIBR 3.206 in Brownsville; and in ESTAC 3.119 in Edinburg. Students may come in for face-to-face sessions, submit their assignment online, or request a Zoom/Skype appointment. Although we are mainly still working from home, the Writing Center is taking precautions to ensure the safety of any student who wishes to have a face-to-face session (e.g., sanitizing the workspace, plexiglass partitions, asking employees to wash their hands regularly, and requiring masks).

Due to the current situation with the COVID-19 emergency, we encourage students to take advantage of our Zoom/Skype service or Send Your Assignment service to reduce the risk of exposure for themselves and our employees. Our Zoom/Skype sessions allow for the synchronous experience of a face-to-face session without requiring the student to leave the safety and comfort of their own home.

Our Send Your Assignment service, the asynchronous option, allows students to submit their document without having to worry about missing an appointment or exposing themselves to risk; tutors provide comments in the margins aimed to match the quality of all our other services to ensure consistent feedback regardless of your preference.

#### Academic Advising Center

A Global Advising Center for the 21st Century. *Aqui Para Ti*, from new student orientation to the day students walk across the stage, the Academic Advising Center is here to serve and believe in students. Admitted undergraduate students partner with the Academic Advising Center to build students' overall understanding of UTRGV and learn how to be successful at the University of the 21st Century. Along the way, students work with us to discover new academic adventures and craft an educational experience unique to them.

With graduation in students' sights, students will experience passionate support through holistic services, energetic advisors, and authentic connections to their academic journey! As students consider their pathway, they'll have a safe, respectful, and welcoming learning environment to discover their interests, identify their skills and talents and guide students to make well-informed decisions about their education. Students will have access to academic planning tools to better position themselves to know their educational landmarks, understand their academic pathway and gain the most of their learning experience at UTRGV! *Con ganas* and with the support of the student's academic advisor, they'll be on their way to graduation!

In partnership with the student's advisor, students are invited to visit us to make use of the following services:

- Academic Recovery Programs and Services

- Graduation Planning
- Advising for Admitted Transfer Students
- Major and Career Exploration
- Texas Success Initiative (TSI) Support
- Referrals to Academic and Campus Resources

Students interested in an Express Advising session or in scheduling an Academic Advising session with the Academic Advising Center may contact us in person, by phone, via email, or by using EAB Navigate. As we work together, students will declare more than a major. Students will declare their place in the world!

#### CONTACT US

UTRGV.edu/advising | (956) 665-7120 | [academicadvising@utrgv.edu](mailto:academicadvising@utrgv.edu)  
 Brownsville: One West University Blvd., Main #1.400  
 Edinburg: 1201 West University Dr., Southwick Hall #101A

#### Library Services

University Library locations:

Brownsville Campus | One West University Blvd., Brownsville, Texas 78520  
 Phone: (956) 882-8221 • Text: (956) 825-3578

Edinburg Campus | 1201 W University Dr., Edinburg, TX 78539  
 Phone: (956) 665-2005 • Text: (956) 616-4231

Website: <https://www.utrgv.edu/library>  
 Facebook: <https://www.facebook.com/utrgvlibrary>  
 Instagram: <https://www.instagram.com/UTRGVLibrary>  
 Twitter: <https://twitter.com/UTRGVLibrary>

#### Services Include:

- Special Collections and University Archives:  
<https://www.utrgv.edu/library/departments/special-collections-archives/index.htm>
- Border Studies Archive:  
<https://www.utrgv.edu/bsa/en-us/index.htm>
- Digital Library:  
<https://www.utrgv.edu/library/departments/special-collections-archives/special-collections-archives-featured-collections/index.htm>
- Electronic Databases and Journals:  
<https://utrgv.libguides.com/az.php>  
[https://utrgv.primo.exlibrisgroup.com/discovery/jsearch?vid=01UT\\_RGV\\_INST:UTRGV&sortBy=rank&lang=en](https://utrgv.primo.exlibrisgroup.com/discovery/jsearch?vid=01UT_RGV_INST:UTRGV&sortBy=rank&lang=en)

- E-books for Online Courses:  
<https://www.utrgv.edu/library/find/ebooks/index.htm>
- Open Educational Resources & Textbook Affordability:  
<https://utrgv.libguides.com/oer>
- Interlibrary Loan:  
<https://utrgv.libguides.com/utrgvILL>
- Recommend a Purchase:  
[https://utrgv.co1.qualtrics.com/jfe/form/SV\\_3VnyyDsCgaHYgkZ](https://utrgv.co1.qualtrics.com/jfe/form/SV_3VnyyDsCgaHYgkZ)
- Virtual Research Consultations or Online Instruction:  
<https://utrgv.libguides.com/researchguides>
- Poster Printing Services:  
[https://utrgv.libguides.com/poster\\_printing](https://utrgv.libguides.com/poster_printing)

## Career Center

The Career Center provides students and alumni with services to support life-long learning and the development of skills for career success. In collaboration with local and nationwide employers, the Career Center provides job listings on a 24/7 basis to students via Handshake, an online job and event management system. Students have access to Handshake through their my.UTRGV.edu portal. Whether students are trying to figure out what they can do with their major, struggling with finding a job, or mapping out a career plan, the Career Center is here to help during their time as a student and beyond. We look forward to supporting student's professional success!

### CONTACT US

Edinburg: Student Services Bldg.,  
ESSBL #2.101 | (956) 665-2243

Brownsville:  
Interdisciplinary Academic Bldg.,  
BINAB #1.105 | (956) 882-5627

Email: [careercenter@utrgv.edu](mailto:careercenter@utrgv.edu)  
[utrgv.edu/careercenter](http://utrgv.edu/careercenter)

## Student Accessibility Services (SAS)

Student Accessibility Services (SAS) exists to facilitate students' equal access to university programs and services, and the full range of college experiences. SAS promotes student learning and development, fosters independence and self-advocacy,

and provides leadership to the campus on disability issues.

#### APPLYING FOR SERVICES

Students with a disability must self-identify. Interested students are invited to submit an application online using mySAS, an online portal located at [www.utrgv.edu/mySAS](http://www.utrgv.edu/mySAS). Once the registration packet is received, a SAS staff member will contact the student to schedule an appointment. Students can upload documentation of disability from a qualified professional in mySAS. Students with temporary disabilities, such as broken bones and recent surgeries, may also apply for accessibility services. Students with pregnancy or parenting related accommodation requests should submit an application online using the following link: [www.utrgv.edu/pregnancy](http://www.utrgv.edu/pregnancy)

#### WHAT IS A DISABILITY?

The Americans with Disabilities Act (ADA) defines disability as a physical or mental impairment that substantially limits one or more major life activities. Some examples of disabilities are learning (e.g. dyslexia, written expressions, and math), psychological (e.g. PTSD, depression, and anxiety disorders), developmental (e.g. autism), physical, hearing, visual, speech and other health impairments (e.g. attention deficit disorder (ADD/ADHD) and medical conditions).

#### CONTACT US

Edinburg Campus  
University Center #108 | (956) 665-7005  
Fax: (956) 665-3840 | [ability@utrgv.edu](mailto:ability@utrgv.edu)

Brownsville Campus  
BMSLC #1.107 | (956) 882-7374  
Fax: (956) 882-7861 | [ability@utrgv.edu](mailto:ability@utrgv.edu)

#### University Police

VITAL - VISIBLE - VIGILANT

“Serve and protect the next generation of leadership for the state of Texas and the United States of America.”

#### OUR MISSION

The University of Texas Rio Grande Valley Police Department protects and serves the campus community of students, faculty, staff and visitors by providing professional law enforcement service and actively promoting community involvement through progressive community policing partnerships strategies and a commitment to education.

#### JURISDICTION

The University Police Department officers have jurisdictional authority and are vested with the power to investigate crime, search and arrest as authorized by law and to use reasonable and necessary force to protect life and property at all University locations. The primary jurisdiction of peace officers commissioned by University of Texas System Police includes all counties in which property is owned,

leased, rented, or otherwise under the control of the University of Texas System.

Campus Shield Smartphone App

100% Free

Get it on Google Play

Download on the Apple App Store

For more information, visit [UTRGV.edu/campusshield](http://UTRGV.edu/campusshield).

#### CONTACT US

UTRGV Campus Emergency | (956) 882-4911

UTRGV Police Directory | (956) 882-7777

Email | [police@utrgv.edu](mailto:police@utrgv.edu)

#### University Recreation (UREC)

Gain the ultimate college experience! UREC will meet the needs of a diverse university community by providing quality programs, services and facilities which encourage the lifelong pursuit of active healthy lifestyles.

#### PROGRAMS

Aquatics | Students can dive in, improve their swimming skills, or even soak up the sun by the pool.

Fitness and Wellness | Students can exercise, train, and reach their fitness goals!

Intramural Sports | Compete in sport leagues, tournaments and special events! Students can experience teamwork and sportsmanship!

- Edinburg: [IMleagues.com/utrgv](http://IMleagues.com/utrgv)
- Brownsville: [IMleagues.com/recreationcenter](http://IMleagues.com/recreationcenter)

Outdoor Adventures | Students can explore the outdoors and embrace your adventurous side! Journey, climb, and discover what the outdoors has to offer.

Sport Clubs | Students can join or initiate, run, and lead a sports club! Compete against other university clubs, network, and take on leadership development opportunities.

#### SERVICES

Member Services | Join today, members include students, faculty, staff, alumni, retirees and their spouses to name a few. Additionally, services include equipment check-out, retail and locker rentals.

Reservations | Host your next social event with us. Ranging from small gatherings with friends, a company party with coworkers, or an organization meeting. UREC has accommodations for your occasion.

Disclaimer: programs and services offered may be subject to change.



## HOURS OF OPERATION

Located on both the Edinburg and Brownsville campuses. Check our website and/or social media for the latest hours of operation.

## CONTACT US

UREC@utrgv.edu • UTRGV.edu/urec

Edinburg: (956) 665-7813

Brownsville: (956) 882-5969

Facebook: facebook.com/utrgvurec

Twitter: twitter.com/utrgvurec

Instagram: Instagram.com/utrgvurec

YouTube: <https://www.youtube.com/channel/UCMg33hUkxxSqypx5h1M4AuQ>

## Health Services

Health Services offers confidential assessments, treatments, medical referrals and peer education opportunities.

- **Eligibility/Payments:** Registered students pay a Medical Service Fee each semester, which entitles them to a variety of health services. With a validated UTRGV ID, they are entitled to office visits to see a health care provider as many times per semester as they need, with no office visit charge. There are charges for many services and procedures to diagnose and treat illnesses and injuries, such as laboratory and pharmacy services, but these charges are much lower than those for comparable services provided elsewhere. Services rendered are charged to the student's account and can be paid for on Assist.
- **General Medicine:** Students with common medical problems are diagnosed and treated on a walk-in basis, however appointments are necessary for students requesting elective procedures. Referrals to outside providers are made when necessary.
- **Physical Exams:** UTRGV students requiring a physical exam prior to admittance to a school program can have a physical exam done at Health Services. Call Health Services to schedule an appointment.
- **Pharmacy:** A fully licensed Class D pharmacy is conveniently available. The pharmacy carries both prescription and over-the-counter medications. The costs of medications are greatly reduced compared to retail prices.
- **Laboratory:** A full-service, economical lab is equipped to do routine procedures as well as specimen collections for more sophisticated procedures that must be sent to a reference lab for testing.
- **Immunization:** MMR, TD, hepatitis B, varicella, meningitis and flu vaccines are available. TB skin testing is also offered.
- **Women Wellness Clinics:** These services include: Pap smears, family planning

education and counseling, treatment of sexually transmitted diseases, pregnancy testing and other women's health issues.

- Other Services: Health education resources, vision screenings, weight and blood pressure screenings are also available.

#### LOCATIONS

Edinburg: Health Services Clinic 613 North Sugar Road  
(956) 665-2511

Brownsville: Health Services Clinic One West University Boulevard Cortez Hall #237  
(956) 882-3896

#### CONTACT US

healthservices@utrgv.edu

Rick Gray, RN, MBA, Director of Health Services  
613 North Sugar Road, Edinburg, Texas 78539

STHC 1.105

(956) 665-7851

glenn.gray@utrgv.edu

#### Counseling Center

The UTRGV Counseling Center provides free and confidential counseling services to address mental health concerns and to promote personal growth for currently enrolled UTRGV students. Counseling services are provided by either licensed mental health professionals or graduate-level interns under the supervision of a licensed counselor.

Students being seen for counseling may work on a wide variety of issues. Examples include: Stress, Family Problems, Depression, Sexual Assault, Anxiety, Abuse, Eating Disorders, Grief/Loss, Self-Esteem, Anger Management, Sexuality, Parenting, Divorce, Academic Difficulties, Harassment, Partner/Relationship Problems, Suicidal Ideation, Domestic Violence, Health Issues, Post-Traumatic Stress, Substance Abuse, and Obsessive-Compulsive Disorder. In some cases, such as with more severe or complex conditions, a student may be referred out for additional or more appropriate treatment options. Appointments can be made by calling the counseling center located at their home campus.

#### CONTACT US

One West University Blvd.

Student Union #2.10

Brownsville, TX 78520

Phone: (956) 882-3897

1201 West University Dr.

University Center #109

Edinburg, TX 78539

Phone: (956) 665-2574

[counseling@utrgv.edu](mailto:counseling@utrgv.edu) | [UTRGV.edu/counseling](http://UTRGV.edu/counseling)

### Vaqueros Crisis Line

The Vaqueros Crisis Line is a 24/7 confidential helpline for enrolled UTRGV students experiencing an emotional crisis that may include suicidal thinking, thoughts of harming self or others, confusion, panic, or otherwise feeling distressed. A trained counselor will be available on the line to provide assistance. (956) 665-5555 | 24/7 phone counseling for those in emotional crisis YOU ARE NOT ALONE. THERE IS HELP.

### The Collegiate Recovery Program

The UTRGV Collegiate Recovery Program (CRP) offers a variety of free peer-support groups for enrolled UTRGV students who are in or are seeking recovery from addictions/ addictive behaviors. The CRP is a non-clinical setting, groups are facilitated by graduate-level student workers or graduate-level interns under the supervision of a CRP staff member.

The CRP's mission is to provide a safe space for students in recovery while pursuing a higher education. Currently, the CRP offers five different groups that focus on different recovery goals such as maintaining abstinence, reducing their use, as well as discovering new positive coping skills that will help the student's overall growth.

### CONTACT US

One West University Blvd.  
Student Union #2.10  
Brownsville, TX 78520  
Phone: (956) 882-3897

1201 West University Dr.  
University Center 102  
Edinburg, TX 78539  
(956)665-2674

[recovery@utrgv.edu](mailto:recovery@utrgv.edu)

### Student Food Pantry

Our mission is to assist students in need at UTRGV by providing food supplements to those who have been impacted by financial problems/conditions and subsequently are experiencing difficulty meeting their basic need of adequate nutrition.

### DONATIONS

Cash Donations - For any donation of \$100.00 or more, a donor will receive a special gift. Monetary donations can be made by clicking on the University Advancement donor's form. To make the donation, simply select "Student Food Pantry" from the

“Give to” list.

Food Donations – You may also donate food items at our on-campus food drives. More information regarding food drive locations will be posted soon! We will also be accepting donations at UCTR 114 (Edinburg campus) throughout the semester.

All orders must be placed online. Enroll at [UTRGV.edu/foodpantry](http://UTRGV.edu/foodpantry). Orders placed before Monday at 5 p.m. can be picked up on Tuesday from 2 to 5 p.m. Orders placed before Thursday at 5 p.m. can be picked up on Friday from 1 to 4 p.m. No walk-in times will be available.

#### DISTRIBUTION HOURS

Tuesday: 2-5 p.m. | Friday: 1-4 p.m.

#### CONTACT US

Brownsville - Cavalry Hall #101 | (956) 882-7126  
Edinburg - University Center #114 | (956) 665-3663  
[foodpantry@utrgv.edu](mailto:foodpantry@utrgv.edu) | [UTRGV.edu/foodpantry](http://UTRGV.edu/foodpantry)

#### Residence Life

Living on campus is a significant part of the UTRGV Vaquero experience. The residential program is designed to support student success. The Department of Housing and Residence Life focuses on academic success, civic and community engagement, social and recreational involvement, healthy relationships, inclusive communities, and personal wellness. Additionally, the residential community offers a variety of options for leadership, peer relationships and employment. Whether students are beginning their collegiate experience or continuing their education, the Department of Housing and Residence Life encourages students to consider the many benefits of campus living and invites students to join our residence life community.

The StarRez Housing Application Portal for New and Returning students is now open, and we are filling up very quickly! Students interested in living on campus are encouraged to submit an application for the upcoming academic year 2020/2021.

#### Steps to Apply

- 1) Visit [MyUTRGV](http://MyUTRGV) and Log in with your UTRGV Credentials.
- 2) Click on the Student Housing Icon which will reroute you to the StarRez Housing Portal.
- 3) Click on the Application Link and select the Contract Period you are applying for.
- 4) Returning Residents do not pay any applications fees and should have a security deposit on file.
- 5) Complete all sections and submit application.
- 6) Confirmation email will be sent from [home@utrgv.edu](mailto:home@utrgv.edu) on room assignment and await further instructions.

If students have trouble with the Residence Life Application Portal or if students are an individual who requires assistance or special accommodations, please contact (956) 665-3439 or email [home@utgrv.edu](mailto:home@utgrv.edu) .

#### New 12 Month \$500 Rate for Apartments

For the upcoming academic year, we are offering a new 12-month contract at \$500 per month for 4-bed units at Village Apartments and Casa Bella Apartments. Begin an application for details, terms and conditions.

#### Financial Aid

Our experienced, supportive staff of financial aid counselors will provide all of the individualized guidance students and their family may need to ensure that students position themselves for the best possible financial aid package. If students have any questions, we encourage students to call us at (888) 882-4026. Or visit U Central or computer lab at either the Tower (Brownsville) or the Student Services Building (Edinburg).

#### Types of Aid

Depending on the family's income and the student's academic and extracurricular accomplishments to date, financial assistance may be available to students in a number of different forms.

**Scholarships** – Are funds that do not require repayment and are awarded based on merit, need, and achievement in academics, athletics, the arts, or other scholarly areas.

**Grants** – Do not require repayment and are awarded based on financial need.

**Loans** – Are available at the state and federal levels and repayment typically begins six months after you've graduated or dropped to less than half-time status. There are also parent loan programs.

**Work-Study** – These programs and campus employment will enable you to earn money that can offset educational costs. There are other forms of financial assistance, including institutional aid programs, tuition funding for military veterans and their families, and waiver programs from the state of Texas that allow certain out-of-state or nonresident students to pay in-state tuition.

#### Completing the FAFSA

The first step in the financial aid application process is to complete and submit the Free Application for Federal Student Aid—known as the FAFSA. This is usually done online at [www.fafsa.gov](http://www.fafsa.gov). The FAFSA will determine how much financial assistance a student may qualify for and what types of aid may be available. The FAFSA becomes available on October 1. For more information check out the FAQ's.

To complete the FAFSA online, the student (and a parent if required) will need

to apply for an FSA ID to access and sign the FAFSA. Please make sure to save the FSA ID as you will be using this for any future access.  
Federal School Code: 003599

#### The Texas Application for State Financial Aid

A student that is not eligible to complete the FAFSA because of citizenship or visa status but is eligible to be classified as a Texas resident for tuition purposes, may be eligible under SB1528 to apply for state financial aid through the Texas Application for State Financial Aid (TASFA). Application packets are available yearly at [www.utrgv.edu/finaid](http://www.utrgv.edu/finaid) under the Forms Section for the appropriate year.

#### Application Deadlines

While it's crucial to know the application deadlines for financial aid, it's even more important to understand that the earlier a student applies, the better. Many funding resources are offered on a first-come, first-served basis, so it's important not to delay applying.

Financial aid funding is limited for many programs, so it's important for you to submit your materials on time.

- \* FAFSA priority deadline: January 15
- \* TASFA state application deadline: January 15
- \* UTRGV scholarship application deadline: February 1 (Current students for the next year)
- \* Summer notification priority deadline: February 15
- \* FAFSA deadline for the current year: June 30

**EMERGENCY LOANS** – Emergency Loans are available to students in order to avoid getting dropped from their classes. These types of loans can be requested by a student if their financial aid will arrive late or if the student does not have the necessary funds by the payment deadline. The loan application can be completed online via the student's ASSIST account.

#### U Central

U Central is UTRGV's one-stop -service center for student support, including Financial Aid, Registrar and Admissions (Bursar's Office is located next to U Central).

U Central is here to assist students navigate enrollment services, from the first steps of applying for admissions to UTRGV to applying for graduation from UTRGV. This includes admissions, applying for financial aid and registering for classes. The principal objective at U Central is to help students succeed assisting them on their academic journey towards earning a degree. On the journey from admissions to graduation students may encounter administrative hurdles and that is where the U Central team is able to find solutions and help students understand university policy and procedure. U Central continuously works to enhance online services allowing students to conduct business electronically, twenty-four (24) hours a day, seven (7) days a week. U Central, collaborates with offices across the university

in an effort to centralize administrative services to a single point of contact for students and their families.

#### CONTACT INFORMATION

U Central has three office locations (Edinburg, Brownsville, and Matamoros) along with a professionally staffed call center and coordinated email team. Call us at (888) 882-4026 or (956) 882-4026.

#### MAIL TO

Student Enrollment  
Visitors Center #1.113  
1201 W. University Drive  
Edinburg, Texas 78539

#### LOCATIONS

Brownsville: The Tower, Main #1.100  
One West University Boulevard,  
Brownsville, Texas 78520

Edinburg: 1st Floor Student Services  
Building (SSBL) 1201 West University  
Drive, Edinburg, Texas 78539

Matamoros: Instituto Matamorenses para la Cultura y las Artes (IMACULTA)  
Para la Cultura y las Artes (IMACULTA)  
2nd Floor  
Calle Constitucion 157,  
Zona Centro, 87330 Heroica Matamoros, Tamps., Mexico

#### HOURS

Monday, Wednesday, and Friday - Fri. 8am - 5 pm  
Tuesday - 8am - 6pm  
Thursday - 9am - 5pm

#### SUBMITTING DOCUMENTS

Students can submit Student Enrollment documents in-person at U Central or using our document uploader at [enrollment.utrgv.edu/DocumentCentral](https://enrollment.utrgv.edu/DocumentCentral).

#### Student Confidentiality (FERPA)

The Family Educational Rights and Privacy Act (FERPA) is a Federal law that protects the privacy of student education records whereby parents or eligible students have the right to inspect and review the student's education records, and the right to request that a school correct records, and that schools must have written permission from the parent or eligible student in order to release any information from a student's education record.

More information on FERPA, please visit

<https://www.utrgv.edu/ucentral/registration/student-confidentiality-ferpa/index.htm>

## Center for Student Involvement

### GET INVOLVED!

The Center for Student Involvement is the place to go when students are looking to get involved on campus and students one-stop shop to:

- Be in the know about the next big event.
- Get linked up with at least one of the 250+ student organizations on campus.
- Connect with fellow Vaqueros to engage in service with the community.
- Participate in leadership development opportunities.
- Join a Fraternity or Sorority.
- Explore issues of social justice and celebrate diversity.

Students can search V Link at <https://utrgv.campuslabs.com/engage/> to see a complete list of upcoming events at UTRGV and search organizations. If students are on the go, they can download Corq, a mobile app for V Link to be up-to-date and involved in UTRGV campus life. Students can share their experiences and create memories with new friends through this app available at the App Store or Google Play.

### CONTACT US

[csi@utrgv.edu](mailto:csi@utrgv.edu)

Brownsville: Student Union #1.28

(956) 882-8438

Edinburg: University Center #205

(956) 665-2660

### Vaqueros Report It

Available 24/7

[www.utrgv.edu/reportit](http://www.utrgv.edu/reportit)

Student Rights and Responsibilities provides an online reporting system, called Vaqueros Report It, which allows students, staff and faculty a way to report any potential violations of the Student Code of Conduct, a concerning student behavior or a complaint. The reporting system consists of six categories. If you have any questions about which Vaqueros Report It form to use, contact Student Rights and Responsibilities at 956-665-5375 (Edinburg), 956-882-5141 (Brownsville) or via e-mail at [srr@utrgv.edu](mailto:srr@utrgv.edu).

### Office for Victim Advocacy & Violence Prevention (OVAVP)

FREE AND CONFIDENTIAL SERVICES

The Office for Victim Advocacy & Violence Prevention (OVAVP) works with students, staff, faculty, and community partners to strive for a campus free from gender-based and interpersonal violence and to facilitate services for victims and survivors of sexual assault, domestic violence, dating violence, stalking, sexual harassment, and



interpersonal violence.

OVAVP Provides:

- \* Confidential advocacy services
- \* Educational activities and prevention programs
- \* assistance in navigating campus and community resources such as legal aid, law enforcement help, medical or health assistance, mental health support, housing assistance, etc.
- \* Direct victim and survivor support services, such as weekly support groups
- \* A critical voice for promoting change in beliefs and policies that marginalize members of the campus community who identify as survivors or victims of interpersonal violence.

What does it mean by CONFIDENTIAL?

Victim Advocates are confidential campus resources, which means that they will not disclose any personal information an individual shares with them without the consent of the individual. They will also not share information about survivors and victims that other people share with them, nor will they file reports on campus to campus police, Student Rights and Responsibilities, or Title IX without the explicit consent of the survivor or victim affected. OVAVP is the only confidential resource on campus for faculty and staff.

CONTACT US

Edinburg ELCTR 156: (956) 665-8287  
Brownsville BNOBL 106: (956) 882-8282  
[www.utrgv.edu/OVAVP](http://www.utrgv.edu/OVAVP)  
[facebook.com/OVAVP](https://facebook.com/OVAVP)  
[OVAVP@utrgv.edu](mailto:OVAVP@utrgv.edu)

University Contacts

Academic Advising Center  
[academicadvising@utrgv.edu](mailto:academicadvising@utrgv.edu)

Admissions  
[admissions@utrgv.edu](mailto:admissions@utrgv.edu)

Campus Book Store  
[utrgv@bkstr.com](mailto:utrgv@bkstr.com)

Campus Auxiliary Services  
[aux@utrgv.edu](mailto:aux@utrgv.edu)

Center for Student Involvement  
(Formerly Leadership and Mentoring)  
[csi@utrgv.edu](mailto:csi@utrgv.edu)

Counseling Center  
counseling@utrgv.edu

Career Center  
careercenter@utrgv.edu

Child Development Center  
childcare@utrgv.edu

Engaging Peers in College (E.P.I.C.) Mentoring Program  
mentoring@utrgv.edu

Financial Aid  
finaid@utrgv.edu

Food Pantry  
foodpantry@utrgv.edu

Health Services  
healthservices@utrgv.edu

Human Resources  
hr@utrgv.edu

Military and Veterans Success Center  
veteranservices@utrgv.edu

Office for Victim Advocacy and Violence Prevention (OVAVP)  
ovavp@utrgv.edu

Office of the Registrar  
registrar@utrgv.edu

Parking and Transportation  
parking@utrgv.edu  
transportation@utrgv.edu

Recruitment & Scholarships  
recruitment@utrgv.edu

Residence Life  
home@utrgv.edu

Scholarships and Enrollment Communications  
scholarships@utrgv.edu

Student Success  
studentsuccess@utrgv.edu

Student Accessibility Services (SAS)

ability@utrgv.edu

Student Government Association (SGA)  
sga@utrgv.edu

Student Life  
dos@utrgv.edu

Student Media  
studentmedia@utrgv.edu

Student Rights and Responsibilities (SRR)  
srr@utrgv.edu

Student Union  
studentunion@utrgv.edu

Sustainability  
sustainability@utrgv.edu

Testing Center  
testing@utrgv.edu  
brtesting@utrgv.edu

The Learning Center  
learningcenter@utrgv.edu

U Central Student Services Center  
ucentral@utrgv.edu

University College  
univ@utrgv.edu

University Libraries  
library.admin@utrgv.edu

University Police  
police@utrgv.edu

University Recreation (UREC)  
urec@utrgv.edu

Writing Center  
wc@utrgv.edu