

THRIVE

GUIDE





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Mascot and Colors

The Vaquero is the official athletic nickname/mascot for The University of Texas Rio Grande. Colors: Kelly green, Navy blue and Orange

Mission Statement

To transform the Rio Grande Valley, the Americas, and the world through an innovative and accessible educational environment that promotes student success, research, creative works, health and well-being, community engagement, and sustainable development.

Student Government Association President



Welcome! It is my pleasure to welcome you to The University of Texas Rio Grande Valley. My name is Denisse Molina-Castro and it is a great honor to be your Student Government Association President for the 2016-2017 academic year. As you begin your journey at UTRGV there will be times when you may find yourself with questions and may feel that you are not where you thought you would be, but one thing is certain, you will definitely feel at HOME. The university will provide you with many opportunities to meet new friends, mentors and most importantly people who will be your extended family. This journey

will open many doors as you join student organizations, participate in community service projects, build your resume and maybe even travel the world. Before you know it, you will be getting ready to walk the stage at commencement, and you'll realize that this was the place you were meant to be. Remember together We Will Come Together, We Will Build the Future and We Will Inspire. Class of 2020, make some noise, and let's make it a great year. Go Vaqueros!

Denisse Molina Castro

President, Student Government Association

The Vaquero Honor Code

Honesty, Integrity, & Respect

As members of a community dedicated to honesty, integrity, and mutual respect in all interactions and relationships, the students, faculty and administration of our university pledge to abide by the principles in the Vaquero Honor Code.

WE ARE HONEST

We do our own work and are honest with one another in all matters. We understand how any act of dishonesty, including cheating, plagiarizing, falsifying data, and giving or receiving unauthorized assistance, conflicts as much with academic achievement as with the values of honesty and integrity.

WE HAVE INTEGRITY

We do not lie, cheat, steal, or tolerate those who do. We will make personal and academic integrity fundamental in all of our endeavors.

WE ARE RESPECTFUL

We act civilly and cooperate with one another for the common good. We will strive to create an environment and a culture in which people respect and listen to one another. We recognize a university is, above all, a place for the exchange of ideas, popular and unpopular. It is the one institution in society that encourages challenges to conventional wisdom. Consequently, we pledge to encourage the exchange of ideas and to allow others to participate and express their views openly.

The Vaquero Student Honor Statement Student Guidelines

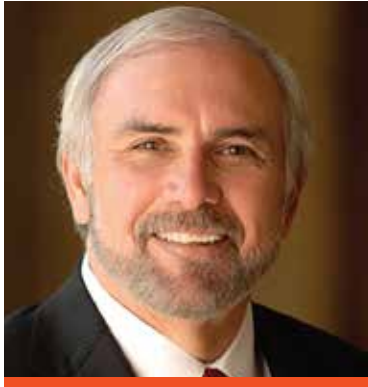
The student is responsible for seeking a better understanding of any of the concepts discussed above by consulting with a faculty member; visit the library website, and/or calling the Dean of Students Office at (956) 665-2260.

The student is responsible for seeking a better understanding of any of the concepts discussed above by consulting with a faculty member, visiting the website, and/or calling the Office of the Dean of Students.

Who to know?

OFFICE OF THE PRESIDENT

About Guy Bailey



Guy Bailey, Ph.D., was named Founding President of The University of Texas Rio Grande Valley in May of 2014. Prior to being named President of UTRGV, he served as President of the University of Alabama and of Texas Tech University; Chancellor of the University of Missouri Kansas City; Provost and Executive Vice President at The University of Texas San Antonio; Dean of Liberal Arts at the University of Nevada Las Vegas; Chair of the English Department at Oklahoma State University and the University of Memphis; and as a faculty member at Texas A&M and Emory Universities.

During his time at Texas Tech, the university met the criteria established by the Texas State Legislature for participation in the National Research University Fund; enrollment grew by 3,905 students (14%); research expenditures grew by \$89.9 million (170%); and graduation rates increased by five percentage points.

During his tenure at UTSA, the university was named an emerging research university by the Texas Higher Education Coordinating Board; 16 new doctoral programs were added; external funding for research more than doubled; enrollment grew by more than 40%; and graduate enrollment grew by almost 50%.

While Bailey was at UMKC, the university completed a \$200 million capital campaign and built or gained approval for \$175 million in new construction. From 2010 to 2012, Bailey served on the Board of Directors of the NCAA and on the Executive Committee of the Board of Directors of the Big XII athletic conference. He has also served on the Board of Trustees of Midwest Research Institute since 2007.

Bailey continues to do research on language change and variation. His research with his late wife, Jan, has been featured in a front-page article in the New York Times, on National Public Radio, on CNN Headline News, on BBC Radio, in Texas Monthly, and in the San Antonio Express News. Since 1984, Bailey has brought in over \$1 million in external funding for his research.



PRESIDENT'S STAFF

Janna Arney, Ph.D., Chief of Staff and Vice President for Operations
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selene.castro@utrgv.edu

Silverio Nieto, Accountant I
silverio.nieto01@utrgv.edu

CONTACT THE OFFICE OF THE PRESIDENT

Brownsville: (956) 882-8201

Edinburg: (956) 665-2100

Harlingen: (956) 296-1415



University Police Division of Security & Campus Affairs

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 primary jurisdiction includes the Central Campus, UTRGV Coastal Lab on South Padre Island, the Academic Support Annex in Edinburg, Shary Mansion, McAllen Teaching Center, Starr County Campus, and properties throughout the Rio Grande Valley.

CONTACT US

Edinburg Campus Police Station
 Academic Services Facility Bldg., 501 N. Sugar Road, Edinburg TX 78539
 Dispatch and Emergency: (956) 665-7151

Brownsville Campus Police Station

One W. University Boulevard, Brownsville, TX 78520
 Dispatch: (956) 882-8232 | Emergency: (956) 882-2222

Harlingen Campus Police Station

Dispatch and Emergency: (956) 882-7232 | police@utrgv.edu

Campus Maps

With campuses in Brownsville and Edinburg, along with learning centers and facilities in McAllen, Rio Grande City, Harlingen and South Padre Island, UTRGV is proud to serve as the university for the entire Valley. We invite you to visit a campus near you. If you would like to schedule a personal tour, go to utrgv.edu/visitcampus.

Edinburg Campus

1201 W. University Dr., Edinburg, TX 78539
 Mon. - Thurs. 8:00 a.m. - 6:00 p.m.,
 Fri. 8:00 am-5:00pm
 For more information, call (956) 665-7338.

Brownsville Campus

One West University Boulevard, Brownsville, TX 78520
 Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 For more information, call (956) 882-7624.

Harlingen Location

2102 Treasure Hills Blvd., Harlingen, Texas 78550
 Mon. - Fri. 8:00 a.m. - 5:00 p.m.
 For more information, call (956) 365-8600.

McAllen Location

McAllen Teaching Site, 1800 S.Main Street, Suite 1100, McAllen, TX 78503
 Mon. - Thurs. 8 a.m -10:30 p.m.
 Fri. 8 a.m. - 5p.m.
 For more information, call (956) 665-2071.

Rio Grande City Location

Starr County Upper-Level Center Front Office, 138 N. FM 3167,
 Rio Grande City, Texas 78582
 Hours of Operation
 Mon. - Thurs. 8 a.m. - 8:30 p.m
 Fri. 8 a.m. - 4:30 p.m.
 Office Hours
 Mon. - Thurs. 1:30 - 8:30 p.m.
 For more information, call (956) 665-3091.

South Padre Island Location

UTRGV Coastal Studies Lab, 100 Marine Lab Drive, South Padre Island, Texas
 Mon. - Fri. 8 a.m. - 5 p.m.
 Aquarium/Museum
 Mon. - Fri. 1:30 - 4:30 p.m.
 The aquarium and museum are open to the public for self-guided tours
 Mon. - Fri. 1:30 - 4:30 p.m.
 Guided tours for organized groups are available by appointment.
 For more information, call (956) 761-2644.

Tips Before the First Week

CHECK YOUR UTRGV EMAIL REGULARLY

Some professors email before classes start with information about the class or textbook. If a class has to be cancelled before the semester, you will be contacted by email so you can adjust your schedule.

BUY YOUR TEXTBOOKS BEFORE CLASSES STARTS

Buy your books at least 1-2 weeks before classes start to get your hands on a less expensive used book while supplies last.

CHECK YOUR SCHEDULE

After you register, keep checking your schedule periodically, and check again before classes start. If a class was cancelled and you missed the email notification, this gives you a chance to add another class.

COME TO VAQUERO ROUNDUP!

It's a great introduction to campus and to university life.

AVOID GETTING A PARKING TICKET

Buy a parking permit and take a look at the parking maps. Leave plenty of time on the first day to park!

VISUAL ARTS BUILDING

The UTRGV Visual Arts Building (sometimes called the Art Annex) is located on 2412 S. Clossner Blvd in Edinburg, about 3 miles from the Edinburg campus. The Art Department and art classes are held there. Valley Metro runs to the Visual Arts Building every 30 minutes from the Edinburg campus.

I FOUND MY CLASS, BUT IT'S NOT THERE!

It's the room on your schedule and the right time, but not the right class! Don't panic, your class was probably moved. Check your schedule on ASSIST in the my.utrgv.edu portal for updates.

If you still can't find your class, call the department for help. The university operator can transfer you to any department. Edinburg: **(956) 665-2011**, Brownsville: **(956) 882-8200**.

V OneCard

Every student enrolled at The University of Texas Rio Grande Valley must possess an official identification card, issued through the V OneCard Office. First-time students will receive their original ID cards at no charge. Replacement cards are \$12.00 each. Worn cards can be replaced for \$5.00. For more information, visit the V OneCard Office's located on the first floor of the Academic Services Building, in Edinburg, or the 1st floor of the Library in Brownsville.



Student Organizations

GET INVOLVED!

Student Involvement is the heart of student life at UTRGV and your one stop shop to:

- Be in the know about the next big event.
- Get linked up with one of the nearly 300 student organizations.
- Connect with fellow Vaqueros to engage in service with the community.
- Participate in leadership development opportunities.
- Support our Vaquero athletes.
- Go Greek.
- Explore issues of social justice and celebrate diversity.

Find us on V-Link at utrgv.edu/vlink to see our complete list of upcoming events. If you are on the go, download Corq, a mobile app for V-Link to keep you up to date and involved in UTRGV campus life. You can share your experiences and create memories with new friends through this app available at the App Store or Google Play.

CONTACT STUDENT INVOLVEMENT

involvement@utrgv.edu

Brownsville: Student Union Building 1.28 | (956) 882-5111

Edinburg: University Center 205 | (956) 665-2660



UREC & Intramural Sports

University Recreation (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 – Come swim or take lessons.

Fitness/Wellness – Group exercise, personal training, fitness certifications, healthy cooking demos and special events.

Intramural Sports – Compete in sport leagues and tournaments:

- Edinburg: IMleagues.com/utrgv
- Brownsville: IMleagues.com/recreationcenter

Outdoor Adventures – Climb the wall, attend training, get belay certified or attend and outdoor trip.

Sport Clubs – Create or choose a sport club to join.

Instructional Programs – CPR/AED and first aid trainings available.

SERVICES

Member Services – Our members include current students, faculty, staff, alumni and retirees. Other services include equipment check-out, pro shop and locker service.

Reservations – Selected areas in our facility may be reserved for group use. Fill out our Facility Request Form for more information.

EMPLOYMENT

Apply today to become part of the team that makes up all of our great programs, facilities and services. As the largest student employer on campus, UREC draws over 200 student employment applications each year. Come be a part of the UREC experience.

HOURS OF OPERATION

Edinburg Wellness and Recreational Sports Complex (WRSC)

Mon. - Thurs.....	6 a.m. – 11 p.m.
Fri.	6 a.m. – 9 p.m. (*Family Hours 5pm – close)
Sat.	8 a.m. – 8 p.m. (*Family Hours 8am – 8pm)
Sun.	12 p.m. – 7 p.m. (*Family Hours 12 – 7pm)

**Children ages 4 to 17 are welcome into the facility with adult supervision during family hours. Family Hours are extended to normal operating hours during university published holidays, semester breaks and summer sessions. Approved special programs may allow children under 4 years of age into the facility.*

Brownsville TSC Rec Center

Mon. - Thurs.....	6 a.m. - 9 p.m.
Fri.....	6 a.m. - 8 p.m.
Sat.....	10 a.m. - 2 p.m.
Sun.....	Closed

CONTACT US

UREC@utrgv.edu

Edinburg: (956) 665-7808

Brownsville: (956) 882-7176

Athletic Calendar

8/17/2016	Men's Soccer	vs St. Edward's University	Edinburg, TX	7 p.m.
8/19/2016	Women's Soccer	vs UNLV vs. Fairleigh Dickinson	Edinburg, TX	4 p.m.
8/19/2016	Women's Soccer	vs Texas A&M-Corpus Christi	Edinburg, TX	7 p.m.
8/21/2016	Women's Soccer	vs Fairleigh Dickinson University	Edinburg, TX	11 a.m.
8/21/2016	Women's Soccer	vs UNLV vs. Texas A&M-Corpus Christi	Edinburg, TX	1 p.m.
8/21/2016	Men's Soccer	at University of the Incarnate Word	San Antonio, TX	7 p.m.
8/26/2016	Men's Soccer	vs Fairfield University	Houston, TX	4:30 p.m.
8/26/2016	Volleyball	at Baylor University	Waco, TX	6 p.m.
8/26/2016	Women's Soccer	at Lamar University	Beaumont, TX	7 p.m.
8/27/2016	Volleyball	vs Texas A&M-Corpus Christi	Waco, TX	1 p.m.
8/27/2016	Volleyball	vs Prairie View A&M University	Waco, TX	5 p.m.
8/28/2016	Men's Soccer	at Georgia Southern University	Houston, TX	11 a.m.
8/28/2016	Women's Soccer	at Prairie View A&M University	Prairie View, TX	1 p.m.
9/2/2016	Men's Soccer	vs Presbyterian College	Edinburg, TX	7 p.m.
9/2/2016	Volleyball	at Tulane University	New Orleans, LA	7 p.m.
9/3/2016	Volleyball	vs Sam Houston State University	New Orleans, LA	10 a.m.
9/3/2016	Volleyball	vs Bethune-Cookman University	New Orleans, LA	4:30 p.m.
9/4/2016	Men's Soccer	vs Houston Baptist vs. Presbyterian	Edinburg, TX	10:30 a.m.
9/4/2016	Women's Soccer	at University of the Incarnate Word	San Antonio, TX	1 p.m.
9/6/2016	Volleyball	at Texas A&M-Corpus Christi	Corpus Christi, TX	6:30 p.m.
9/9/2016	Volleyball	vs Abilene Christian University	Lubbock, TX	4 p.m.
9/9/2016	Women's Soccer	vs University of St. Thomas	Edinburg, TX	7 p.m.
9/9/2016	Men's Soccer	at San Diego State University	San Diego, CA	9 p.m.
9/10/2016	Volleyball	at Texas Tech University	Lubbock, TX	12 p.m.
9/10/2016	Volleyball	vs Stephen F. Austin	Lubbock, TX	4 p.m.
9/11/2016	Men's Soccer	vs California State University at Fullerton	San Diego, CA	1 p.m.

9/11/2016	Women's Soccer	at Texas A&M-Corpus Christi	Corpus Christi, TX	7 p.m.
9/16/2016	Volleyball	vs Abilene Christian University	Boca Raton, FL	3:30 p.m.
9/16/2016	Women's Soccer	at University of the Southwest	Hobbs, NM	5 p.m.
9/17/2016	Volleyball	vs Florida Gulf Coast University	Boca Raton, FL	9 a.m.
9/17/2016	Volleyball	at Florida Atlantic University	Boca Raton, FL	1:30 p.m.
9/18/2016	Women's Soccer	at UTEP	El Paso, TX	2 p.m.
9/19/2016	Men's Soccer	at IPFW	Fort Wayne, IN	6 p.m.
9/20/2016	Volleyball	vs Prairie View A&M University	Edinburg, TX	7 p.m.
9/22/2016	Volleyball	vs Utah Valley University	Edinburg, TX	7 p.m.
9/23/2016	Women's Soccer	at Hampton University	Hampton, VA	2 p.m.
9/24/2016	Volleyball	vs Seattle U	Edinburg, TX	12 p.m.
9/24/2016	Men's Soccer	vs Our Lady of the Lake University	Edinburg, TX	7 p.m.
9/25/2016	Women's Soccer	at South Carolina State University	Orangeburg, SC	11 a.m.
9/29/2016	Volleyball	at Grand Canyon University	Phoenix, AZ	8 p.m.
9/30/2016	Men's Soccer	vs Missouri-Kansas City	Edinburg, TX	7 p.m.
10/1/2016	Volleyball	at CSU Bakersfield	Bakersfield, CA	2 p.m.
10/2/2016	Men's Soccer	vs Grand Canyon University	Edinburg, TX	1 p.m.
10/4/2016	Women's Soccer	vs Texas A&M International University	Edinburg, TX	7 p.m.
10/6/2016	Men's Soccer	vs UNLV	Edinburg, TX	7 p.m.
10/7/2016	Women's Soccer	vs Missouri-Kansas City	Edinburg, TX	7 p.m.
10/8/2016	Volleyball	at New Mexico State University	Las Cruces, NM	1 p.m.
10/8/2016	Men's Soccer	at Utah Valley University	Orem, UT	8 p.m.
10/9/2016	Women's Soccer	at Chicago State University	Chicago, IL	7 p.m.
10/11/2016	Volleyball	vs Texas A&M-Corpus Christi	Edinburg, TX	7 p.m.
10/13/2016	Volleyball	vs Chicago State University	Edinburg, TX	7 p.m.
10/14/2016	Women's Soccer	vs Utah Valley University	Edinburg, TX	7 p.m.

Athletic Calendar

For the full athletic calendar visit goutrgv.com/calendar.

10/15/2016	Volleyball	vs Missouri-Kansas City	Edinburg, TX	12 p.m.
10/16/2016	Women's Soccer	vs Seattle U	Edinburg, TX	1 p.m.
10/16/2016	Men's Soccer	at Houston Baptist University	Houston, TX	3:30 p.m.
10/20/2016	Volleyball	at Seattle U	Seattle, WA	7 p.m.
10/21/2016	Men's Soccer	at CSU Bakersfield	Bakersfield, CA	9 p.m.
10/21/2016	Women's Soccer	at CSU Bakersfield	Bakersfield, CA	9 p.m.
10/22/2016	Volleyball	at Utah Valley University	Orem, UT	1 p.m.
10/23/2016	Women's Soccer	at Grand Canyon University	Phoenix, AZ	3 p.m.
10/23/2016	Men's Soccer	at Seattle University	Seattle, WA	3 p.m.
10/27/2016	Volleyball	vs CSU Bakersfield	Edinburg, TX	5 p.m.
10/27/2016	Men's Soccer	vs University of the Incarnate Word	Edinburg, TX	7 p.m.
10/29/2016	Volleyball	vs Grand Canyon University	Edinburg, TX	12 p.m.
10/29/2016	Men's Soccer	vs Air Force Academy	Edinburg, TX	1 p.m.
10/29/2016	Women's Soccer	at New Mexico State University	Las Cruces, NM	4 p.m.
11/3/2016	Volleyball	at UTEP	El Paso, TX	7:30 p.m.
11/3/2016	Women's Soccer	vs WAC Tournament Quarterfinals	Kansas City, MO	TBD
11/4/2016	Women's Soccer	vs WAC Tournament Semifinals	Kansas City, MO	TBD
11/5/2016	Volleyball	vs New Mexico State University	Edinburg, TX	7 p.m.
11/5/2016	Men's Soccer	at San Jose State University	San Jose, CA	9 p.m.
11/6/2016	Women's Soccer	vs WAC Tournament Championship	Kansas City, MO	TBD
11/10/2016	Volleyball	at Missouri-Kansas City	Kansas City, MO	7 p.m.
11/10/2016	Men's Soccer	vs WAC Tournament Quarterfinals	Orem, UT	TBD
11/11/2016	Women's Soccer	at NCAA Tournament Round of 64	Campus Sites	TBD

11/11/2016	Men's Soccer	vs WAC Tournament Semifinals	Orem, UT	TBD
11/12/2016	Volleyball	at Chicago State University	Chicago, IL	12 p.m.
11/13/2016	Men's Soccer	vs WAC Tournament Championship	Orem, UT	TBD
11/17/2016	Volleyball	vs WAC Tournament Quarterfinals	Las Cruces, NM	6/8:30 p.m.
11/17/2016	Men's Soccer	at NCAA Tournament Round of 64	Campus Sites	TBD
11/18/2016	Volleyball	vs WAC Tournament Semifinals	Las Cruces, NM	6/8:30 p.m.
11/18/2016	Women's Soccer	at NCAA Tournament Round of 32	Campus Sites	TBD
11/19/2016	Volleyball	vs WAC Tournament Championship	Las Cruces, NM	6 p.m.
11/20/2016	Women's Soccer	at NCAA Tournament Round of 16	Campus Sites	TBD
11/20/2016	Men's Soccer	at NCAA Tournament Round of 32	Campus Sites	TBD
11/25/2016	Women's Soccer	at NCAA Tournament Quarterfinals	Campus Sites	TBD
11/27/2016	Men's Soccer	at NCAA Tournament Round of 16	Campus Sites	TBD
12/1-2/2016	Volleyball	at NCAA Tournament Round of 64	Campus Sites	TBD
12/2-3/2016	Volleyball	at NCAA Tournament Round of 32	Campus Sites	TBD
12/2/2016	Women's Soccer	vs College Cup Semifinals	Orlando, FL	TBD
12/3/2016	Men's Soccer	at NCAA Tournament Quarterfinals	Campus Sites	TBD
12/4/2016	Women's Soccer	vs College Cup Championship	Orlando, FL	TBD
12/9/2016	Men's Soccer	at College Cup Semifinals	Houston, TX	TBD
12/9/2016	Volleyball	vs NCAA Tournament Round of 16	Regional Sites	TBD
12/10/2016	Volleyball	vs NCAA Tournament Quarterfinals	Regional Sites	TBD
12/11/2016	Men's Soccer	at College Cup Championship	Houston, TX	TBD
12/15/2016	Volleyball	vs NCAA Tournament Semifinals	Columbus, OH	6/8:30 p.m.
12/17/2016	Volleyball	vs NCAA Tournament Championship	Columbus, OH	6:30 p.m.



Dining Services

EDINBURG

- Dining Hall
- Mein Bowl
- Chick-fil-A
- Mi Taco Pancho's
- C-Store
- Subconnection
- SU Café
- Jazzman's
- Sandella's
- Engineering Simpy to Go
- Schunior Street Grill

BROWNSVILLE

- The Grid
- Subconnection
- The Grille

Check with each location for hours as they change per semester.

CONTACT DINING SERVICES
(956) 665-7485
utrgvdining.sodexomyway.com

Parking Services

OVERVIEW

UTRGV maintains an inventory of almost 11,000 parking spaces distributed across its various campuses. Parking is regulated through a system of permits and citations. Students, faculty, and staff are expected to obtain a permit for use on campus and park in their respective zones. Visitors are expected to obtain temporary permits for use during their visit. To view parking zones see campus maps

PERMITS & CITATIONS

Looking to purchase a permit, pay a fine, or appeal a citation? It's easily done through our online system. Visit www.utrgv.edu/myparking. Various forms of payment are accepted.

PARKING & TRAFFIC ADVISORY COMMITTEE

The purpose of UTRGV's Parking & Traffic Advisory Committee is to review parking and traffic regulations and to develop recommendations for revisions in these regulations as are necessary to an efficient parking and traffic system as it relates to differential parking zones, parking fees, penalties for violations of regulations, arrangements for bicycles, motorcycles, and pedestrian traffic. Faculty, staff, or students desiring a rule change should contact the chairperson of this committee. The committee will be reconstituted in the Fall semester, 2016. If you are interested in becoming a part of this committee, please contact Melissa Sandoval at melissa.sandoval@utrgv.edu.

UTRGV Parking FAQs

The following is a list of commonly received questions regarding parking.

GENERAL INFORMATION

Where is the Parking and Transportation Office Located?

In Edinburg, find us in the ASFC building Rm. 135 next to the Police Department. In Brownsville, find us at the Main Tower next to the Bursar's cashier windows.

Where can I find the Rules and Regulations?

Parking rules and regulations can be found right on our website at utrgv.edu/myparking.

What time can I park in a reserved spot? "Reserved" spaces, also known as "Zone 3" can be used by Zone 1 and Zone 2 permit holders on Monday through Friday after 7 PM, on Saturdays and Sundays, and on holidays unless otherwise marked.

Can I park in a visitor space if I'm a student?

No, these spaces are solely for visitors and neither a Zone 1 or Zone 2 permit will allow you to park in visitor spaces. Visitor spaces are for the use of official guests to the University, someone that is not affiliated as a student or employee.

Where are the zones?

A list of zones and their locations can be found on the parking website at utrgv.edu/parking.

I drive a convertible. What do I do?
As a general rule, you shouldn't leave your convertible with the top down in any parking lot. However, if this is what you want to do, we can assign you a nonremovable parking permit.

Where can I purchase a permit? Where can I pay a citation?

You can purchase a permit or pay a citation online at utrgv.edu/myparking. You may also pay at our offices or, in Brownsville, at the Bursar's cashier windows in the Main Tower.

Do I have to buy a permit if I'm parking after 5:00 pm?

Any vehicle parked on University property must display a permit regardless of the time M-F.

If I forget to transfer my permit from one car to another, can I still park on campus?

Yes, for those times when you forget your permit you may obtain a temporary permit by coming to the Parking and Transportation office. You may also get a temporary permit online at utrgv.edu/myparking.

What happens if my permit is lost/stolen?

You should immediately report the permit as lost/stolen and come by the Parking and Transportation office.

Can I lend or sell my permit to someone else?

No – the permit is assigned to the individual who purchased it. If a fellow student or staff member requires a permit, encourage them to purchase one.



If I live on campus at a dorm or at The Village do I need to purchase a permit?

If you are an on-campus resident of official University housing, the cost of a Resident permit is included as part of your contract. If you require parking in other areas of campus, you will need to purchase an additional permit. You can do this in person at our offices.

How do I upgrade/downgrade my permit?

Eligible permit changes (for example, an employee going from a Zone 2 to a Zone 3) can be handled at our offices. You must bring the current permit and pay any difference in the fee.

What should I do if I haven't received my permit yet?

When you ordered your permit you should have received a confirmation email. Check that email to see if the permit was erroneously sent to a different location that you intended. Thereafter, you must report the permit as lost/stolen and come to our office for issuance of another permit.

What should I do if I am having problems ordering a permit online?

If you are having problems ordering your permit online, you can always come by our office or contact our staff for assistance at aux@utrgv.edu or [\(956\) 665-2738](tel:9566652738).

Can I get a refund for my permit?

You can obtain a refund on a pro-rated basis depending on how long you've had the permit. More details can be found on the parking rules and reg-

ulations at www.utrgv.edu/parking.

Refunds are not issued for student permits after the 12th class day in which the permit was purchased.

When is the deadline for refunds?

Student permit refunds are issued only up to the census date (12th class day) of the semester that the permit was purchased. No refunds are issued after the Spring semester.

How can I qualify for a disabled permit?

If you'd like to obtain a disabled permit, bring your state-issued placard or license plate number and some form of identification to the Parking and Transportation office. Visit our main page at www.utrgv.edu/parking for location information. Citations & Appeals

What will happen if I do not pay my campus parking citations?

Those with outstanding citations are subject to having a hold placed on their records and transcripts and their vehicles wheel locked or towed. In addition, they will be ineligible to purchase a new permit.

Who may appeal a ticket and how many days do I have to appeal it?

Anyone may appeal a ticket they feel was wrongly issued by visiting the following website: www.utrgv.edu/myparking.



Transportation

VAQUERO EXPRESS

Parking & Transportation Services operates bus service on the Brownsville and Edinburg campuses through the Vaquero Express Campus Shuttle. The two campuses are connected through the Vaquero Express Connector Shuttle. The system operates Monday through Friday. In addition, all services offered by the University are **FREE** to use. Download our Transportation Guide for more information, schedules, and maps.

PUBLIC TRANSIT SERVICE

Parking & Transportation Services has partnered with local transit providers to provide additional connectivity throughout the Valley for faculty, staff, and students.

Valley Metro: Valley Metro operates routes throughout the entire Valley, including rural and urban areas. Students, faculty, and staff may ride on any Valley Metro route by showing their validated UTRGV ID Card upon boarding. For more information, visit their website at www.lrgvdc.org/valleymetro.

B Metro: B Metro operates routes within the city of Brownsville. Students may ride on any B Metro route by showing their validated UTRGV ID Card upon boarding. For more information, visit their website at bmetro.cob.us.

Other Providers: For \$5 a day, a rider may purchase a pass good for rides anywhere in the Metro Connect route system, an express service linking the UTRGV Edinburg campus to the McAllen Central Station, Rio Grande Valley Premium Outlets, Harlingen bus terminal, and Brownsville La Plaza Terminal (near to the UTRGV Brownsville campus). For \$25, a rider may purchase a 30-day pass. More information can be found on rgvmetroconnect.com. Metro McAllen: Metro McAllen operates routes within the city of McAllen. The student fare is \$0.50 upon boarding. A regular adult fare is \$1. For more information, visit www.mcallen.net/metro.

PUBLIC TRANSPORTATION AND INTERCITY BUS MAP CHARTER SERVICE

Parking & Transportation Services is open to charter requests from University departments on a limited basis. If you have a group and need transportation for a special trip, please see our Charter Request Policy for more details.

CONTACT PARKING AND TRANSPORTATION SERVICES

Edinburg Campus: 1201 W. University Dr. ASFC 135
Edinburg | Phone: (956) 665-2738 Fax: (956) 665-7912
Brownsville Campus: Main Building Tower
Brownsville | Phone: (956) 882-7051 Fax: (956) 882-6547

Academic Advising Center

A Global Advising Center for the 21st Century

With locations in both Edinburg and Brownsville, the Academic Advising Center provides undergraduate students with a holistic advising experience that supports them through all stages of their academic career at UTRGV. By teaching the critical information regarding university policies and procedures, an academic advisor can guide undergraduate students as they discover their options and make essential decisions about their academic career. An academic advisor can also provide helpful details regarding undergraduate programs of study, degree requirements and academic resources as students work to ensure they stay on track to graduate.

In partnership with an advisor, undergraduate students are encouraged to stop by the Academic Advising Center to make use of the following services:

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

Students interested in walking in or scheduling a session with the Academic Advising Center may contact us in person, via phone, via email or via Grades First.

CONTACT US

utrgv.edu/advising

Brownsville: One West University Blvd. Main, Rm 1.400 | (956) 882-7362

Edinburg: 1201 West University Dr. Southwick Hall, Rm 101 A | (956) 665-7120
academicadvising@utrgv.edu

Financial Aid

Our experienced, supportive staff of financial aid counselors will provide all of the individualized guidance you and your family may need to ensure that you position yourself for the best possible financial aid package. If you have any questions we encourage you to visit our Financial Aid Express Lab or call us at **(888) 882-4026** or **(956) 882-8983**. Visit U Central at either the Tower (Brownsville) or the Student Services Building (Edinburg).

EMERGENCY LOANS

Mary Alice Shary Shivers (MASS) Building Room 3.102 (Edinburg).

Students can take out an emergency loan provided by the university to avoid your classes being dropped in case your financial aid is arriving late or you don't have the funds by payment deadline.

Learning Center

The Learning Center helps students to become independent learners and achieve academic success. Tutors and Supplemental Instruction (SI) leaders provide assistance to students.

SERVICES

- one-to-one
- small group
- study group
- workshop
- online

Edinburg

- Main Office-LEAC 100
- Math Tutoring-LEAC 114
- Science Tutoring-LEAC 130
- Foreign Language and Social Sciences Tutoring-LEAC 106
- Supplemental Instruction (SI)-LEAC 106
(956) 665-2585

Brownsville

- Main Office-SU 2.10
- Math and Science
- Tutoring-Cavalry Building
Foreign Language, Social Sciences
Tutoring and SI-SU 2.16
(956) 882-8208

Mon. - Fri.

8 a.m. - 5 p.m.

Military and Veterans Success Center

Services:

- certifying education benefits
- advocating for services
- developing projects to unite the university with our local community
- providing counseling services specifically for veterans
- promoting student involvement through the Student Veterans of America National Organization.

CONTACT US

veteranservices@utrgv.edu

Brownsville: Cortez Hall 224
(956) 882-8980

Edinburg: University Center 113
(956) 665-7934

Counseling Center

The Counseling center provides free and confidential counseling services to address mental health concerns and promote personal growth for currently enrolled UTRGV students.

SERVICES

- Individual and group counseling
- Substance abuse counseling and support groups
- Mental health screenings
- Referrals to other health, social and academic services
- Consultation
- Presentations and trainings for classrooms and other groups
- Suicide prevention gatekeeper training

CONTACT US

counseling@utrgv.edu

Brownsville: Cortez Hall 237
(956) 882-3896

Edinburg: University Center 109
(956) 665-2574





Residence Life

utrgv.edu/housing

STEPS TO APPLY

- Visit my.utrgv.edu and Log in with your UTRGV Credentials.
- Click on the Student Housing Icon which will reroute you to the StarRez Housing Portal.
- Click on the Application Link and select the term Fall 2016-Spring 2017 Term.
- Have your credit card ready to pay online the \$100 refundable deposit and \$50 application fee to advance to contract page.
- Complete all 15 sections and submit application.
- Wait for email from home@utrgv.edu on room assignment and further instructions.

If you have trouble with the Residence Life Application Portal or require assistance or special accommodations, please contact **(956) 665-3439** or email home@utrgv.edu.

CONTACT US

home@utrgv.edu

Edinburg: University Center-UC 305 | (956) 665-3439

Brownsville: Casa Bella | (956) 882-7191

Fax: (956) 665-5055

Library

utrgv.edu/library

Edinburg Reference Desk: (956) 665-2752

Brownsville Reference Desk: (956) 882-8221

SERVICES INCLUDE

- Archives and Special Collections
- Digital Library
- Check the status of Order Materials
- Recommend a Purchase
- Reserve a Study Room
- Border Studies Archive
- Online Services
- Interlibrary Loan
- Research Consultation
- Request Library Instruction

HOURS

Brownsville 7:30 a.m. - 10:00 p.m.

Edinburg 7:30 a.m. - 11:00 p.m.

Harlingen 7:30 a.m. - 9:00 p.m.

Career Center

utrgv.edu/careercenter

Our office provides students with essential services to help them in their career endeavors. Whether finding a major, critiquing résumés or preparing for an interview, we are here every step of the way. Set up an appointment today!

CONTACT US

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

Brownsville: Cortez Hall, Rm. 129 | (956) 882-5627



U Central

U Central is UTRGV's one-stop –service center for student support, including Financial Aid, Registration, Admissions, and the Bursar's Office.

UTRGV established U Central to bolster its core guiding principle of maximizing student success. U Central plays a critical role in the University's mission by removing administrative hurdles and providing students with user-friendly tools to navigate their UTRGV experience. The priority of U Central and its professional staff is to provide exceptional student enrollment services by delivering convenient, highly efficient admission, financial aid, and registration information and assistance that enhance the student experience. U Central is committed to collaborating with offices across the University to centralize administrative services through a single point of contact to meet the needs of students and their families.

CONTACT INFORMATION

U Central has two offices at two campus locations along with a professionally staffed call center and coordinated email team. **(888) 882-4026**

LOCATIONS

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

Brownsville: The Tower, Main 1.100 1 West University Boulevard, Brownsville, Texas 78520

HOURS

Brownsville

Mon. - Fri. 8 - 5 p.m.

Edinburg

Mon. - Thurs. 8 - 6 p.m.

Fri. 8 - 5 p.m.

SUBMITTING DOCUMENTS

You can submit Student Enrollment documents in several ways in-person at U Central or by fax to **(956) 665-2687**.

MAIL TO

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

U Central FAQs

How can I request an official transcript?

To request a UTRGV transcript, fill out the Transcript Request Form available online at enrollment.utrgv.edu/transcript_request or click here. Submit the completed form via fax to (956) 665-2687, or scan and email the form to registrar@utrgv.edu. You can also submit the form in person at either U Central location.

Are “Program of Study” and “Major” the same thing?

Yes, they are the same thing.

When I'm being blocked from registration, it directs me to a page where multiple blocks/holds are shown. Who should I contact regarding the holds?

We understand some students may expect to see a block or hold message paired with the information of whom to contact to remove it. Detailed hold information can be found on ASSIST by selecting “View Holds” on the student information menu.

Why can't I register for classes for which I already have completed the prerequisites?

Your course information may still be in the migration process as we continue to update records in the UTRGV student information system. If you have questions, please contact us at registrar@utrgv.edu. Include your ID number and a brief description of the situation. Please be aware that you will not be allowed to take a course if you have not successfully completed the prerequisites.

In the case where a lecture and lab are linked and I already have received credit for one, can I register for the other at UTRGV?

No. Sessions are linked as one course at UTRGV, and you must register for both the lab and lecture courses together. If you would like to take only one or the other, you must request and receive written permission from the department.

FINANCIAL AID FAQs

How can I check my tuition balance?

Log into your Assist Account. Select “Student Services”, “Student Account”, and select an appropriate term to view your student bill online. The “Amount Due” is what you owe for the term.

How do I pay my tuition bill?

You can either pay online through your ASSIST account, or in person at U Central. We do not accept tuition payments over the phone.

To pay online, log into your ASSIST account using Internet Explorer, click on “Student Services”, “Student Account”, and “Make a Payment”. Ensure you indicate the correct type of credit card you are using for the transaction by selecting the appropriate icon on the top of the page.

If you choose to pay in person, we accept all major credit and debit cards, except for American Express.

Can I make any types of payments over the phone?

We will accept payments over the phone for your emergency loans or your short-term loans. You can also make these payments online through your ASSIST account, or in person at U Central. To pay online, log into your ASSIST account, click on “Student Services”, “Student Account”, and “Make a Payment”. If you choose to pay in person, we accept all major credit and debit cards, except for American Express. Remember, tuition payment cannot be made over the phone.

Can I submit financial aid documents via email?

Yes! You can submit your financial aid documents via email to finaid@utrgv.edu only if the documents include your student ID number and are sent from

your UTRGV student email account. During periods of high volume, submitting documents online may take 3-5 business days longer than submitting documents in person or via fax. You can submit financial aid documents via fax to [\(956\) 665-2687](tel:(956)665-2687).

How long does the financial aid document verification process take?

During certain peak times when we receive large volume of documents, it can take anywhere from 1-2 weeks and you will automatically be notified via email once your documents have been processed.

Will there be a tuition cap for UTRGV?

Yes. Tuition and mandatory fee charges at UTRGV are capped for resident students at 12 credit hours each semester. In other words, taking 15 or 18 hours a semester (or more) will cost the same as taking 12 hours. Charges for non-resident students are also capped at 12 credit hours except for non-resident statutory tuition rates which are required to be charged, by state statute, for each hour enrolled. The 12-hour cap does not apply to lab and supplemental instruction fees which are required by statute. In addition, the cap does not apply to tuition surcharges for repeated and excessive credit hours.

What do I do if I missed the payment deadline?

When you log into your student account and you see your courses are still listed, you have until the next payment deadline, to make your payment. When you log into your student account and you see your courses are no longer listed, you first need to try to reenroll in those courses. If you are unable to reenroll in your courses, please come to U Central for assistance.

Is there a fee for emergency loans?

Yes, there is a fee for emergency loans. Once you receive your financial aid, it will automatically credit towards your emergency loans. If additional funds remain, it will then go towards any of your other expenses (like tuition and fees, dorm costs, parking permits, orientation fees, etc.).

On my student bill I see a “disbursement” and/or “refund”.

How long until I get my money?

From the date listed on your bill, it takes 24 hours to process the disbursement. After that, you will receive a series of emails to your UTRGV email account notifying you of the progress of the disbursements.

Where can I request a parking permit?

Parking permits can only be requested online. Log into Assist, click on “UTRGV Services” and then “Parking Permit”. Click here to view the current UTRGV parking fees online. Parking permit fees are set for the Fall and will be prorated in the Spring.

How long will it take before I receive my parking permit?

Parking permits will be mailed to you, and it typically takes 1-2 weeks. Once you’ve completed the parking permit request online, print out the receipt for your records. You can use the receipt as a temporary parking permit until your official permit arrives in the mail.





Student Food Pantry

The Student Food Pantry’s 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 \$120.00 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 “Other” and type Student Food Pantry in the input below.

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 throughout the semester. Please see the list below to view items in high demand.

If you have any questions or need additional information, contact our office via email at foodpantry@utrgv.edu or call us at (956) 665-3663.

DISTRIBUTION HOURS

Mon. Tues. Thurs. 2 p.m. - 5 p.m.
Wed. Closed
Fri. 1 p.m. - 4 p.m.

CONTACT US

(956) 665-FOOD(3663) | foodpantry@utrgv.edu
Edinburg: University Center, UCTR 114 | Brownsville: Cortez Hall 239

Health Services

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

- **Eligibility/Payments:** As a registered student, you pay a Medical Service Fee each semester, which entitles you to a variety of health services. With a validated UTRGV ID, you are entitled to office visits to see a health care provider as many times per semester as you 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 may be paid by cash, check and most credit cards. Payment arrangements are available.
- **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 for a nominal fee. 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.
- **HIV Testing:** Free confidential HIV testing and counseling is available through Valley AIDS Council. Call for scheduled days.
- **Other Services:** Health education resources, nutritional counseling, vision screenings, weight and blood pressure screenings are also available.

Nutritional Services

Assessment, education and counseling is available on eating disorders, weight gain and loss, iron deficiency, elevated cholesterol and diabetes. Referrals are made to licensed dietitians if indicated.

Women's Wellness

UTRGV Health Services is committed to providing high quality health care and a wide range of prevention and education services. We provide accessible, confidential, and cost effective women's health services. These include routine annual gynecological examinations that include a pelvic exam to detect physical abnormalities, a Pap smear for detection of cervical cancer, screening test for common sexually transmitted diseases, a clinical breast exam and instruction on breast self-examination. Assessment and management of common women's health concerns such as vaginal infections, STD diagnosis and treatment, menstrual irregularities, premenstrual syndrome, pelvic pain, urinary tract infections, breast evaluation and mammogram referral as needed. Referrals to community health care providers and resources are made for services not available at Health Services.

• **Birth control prescription and management:** Many family planning options are currently available for UTRGV students. Your provider will help you decide what is the best option for you during your visit. Low-cost contraception is available through the Health Service Pharmacy.

• **Pregnancy testing and referrals:** Both urine and serum pregnancy testing are available. Family planning counseling and referrals to appropriate agencies is available according to the wishes of the student. Emergency contraception is available as well as referrals to community service providers as deemed appropriate after consulting with your provider.

• **Women's Wellness Appointments:** Women's wellness services are provided by appointment only. A routine annual evaluation is scheduled as a three-part process and can be scheduled by calling (956) 665-2511 or (956) 882-3896.

In part one, the student comes for introduction to the exam, collection of blood and urine samples and a review of family planning options and education on what to expect during the actual exam. The student may be asked to view video programs about the gynecological exam.

Part two is the physical exam visit and is scheduled for a convenient time at least two days after the initial visit. Part three is scheduled for at least one week after the exam visit to allow time for all laboratory results to be available. The physician assistant or nurse practitioner will review all the information available and decide with you what are your best options.

LOCATIONS

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

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

CONTACT INFORMATION

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





Study Abroad Program

OFFICE OF INTERNATIONAL PROGRAMS AND PARTNERSHIPS

To apply, just contact the office of International Programs and Partnerships. Ask about their scholarship.

CONTACT US

ipp@utrgv.edu

Brownsville: (956) 882-8955

Edinburg: (956) 665-3572

Deadline to apply: TBD

Classification of Students

Students are classified according to the number of hours of college credit they have earned. Classifications are as follows:

Freshmen	0 - 29 earned hours
Sophomores	30 - 59 earned hours
Juniors	60 - 89 earned hours
Seniors	90 or more earned hours

WL - Cap Waitlist Seat Capacity
WL - Act Actual number waitlisted
Rem - Remaining waitlisted seats

Course Numbers

Courses are numbered to show both the collegiate level at which they are offered and the hour value of the course. The first digit shows the level, and the second digit shows the credit hours. The last two digits are departmental designations. For example, Spanish 1301 shows that the course is taught at the freshman level and carries three hours of credit per semester. All lower-division undergraduate courses ending in the numbers 87 and 88 are honors courses.

1000 courses	Freshman level
2000 courses	Sophomore level
3000 courses	Junior level
4000 courses	Senior level
5000-7000 courses	masters level courses
8000-9000 courses	doctoral level courses.

MWF - Monday, Wednesday, and Friday

TR - Tuesday and Thursday

MW - Monday and Wednesday

MTWRF - Monday through Friday

MTWR - Monday through Thursday

TBA - To be announced

GRADES AND TRANSCRIPTS

Students may obtain their grades using ASSIST. You can login to myUTRGV with your UTRGV username and password and click on the ASSIST icon under the Applications area. Students requiring a paper copy of their grades may submit the Transcript Request Form to U Central.

Grading System

UTRGV uses a 4.0 system. The following grades are used to designate achievement in coursework. Their corresponding grade values and points are indicated.

A	Excellent	4 grade points per hour
B	Good	3 grade points per hour
C	Satisfactory	2 grade points per hour
D	Below Average	1 grade point per hour <i>may not be assigned in graduate classes</i>
F	Failure	0 grade points per hour
P	Passing	not considered in calculating grade points or attempted hours; however, hours are counted in total earned hours
NP	No Pass	not considered in calculating grade points or attempted hours
IP	In Progress	not considered in calculating grade points or attempted hours; for remedial courses only
I	Incomplete	not considered in calculating grade points or attempted hours
CR	Credit	not considered in calculating grade points or attempted hours; however, hours are counted in total earned hours
NC	No Credit	not considered in calculating grade points or attempted hours
DR	Course Dropped	not considered in calculating grade points or attempted hours
W	Withdrawal from School	not considered in calculating grade points or attempted hours

UTRGV Lingo

Six-Course Drop Limit - All students starting after Fall 2007 are allowed a maximum of 6 drops.

Three-Attempt Rule - Should you ever repeat the same course for the 3rd time you will pay an extra \$150 per credit hour.

Excess Credit Hours - Should you exceed the designated attempted hours limit you will be charged an additional \$50 per credit hour.

Academic Advisor - This person will help you select to correct courses, review the course requirements in your program of study.

Letter Grades/GPA - Colleges use both letter grades and GPAs to determine student grades. To calculate your GPA you multiply the number of hours a course is worth by the number of points for the letter grade, then add up the totals for each course and divide by the number of credit hours. The result is your GPA.

Final Exams - These exams are usually given during the last week of classes each semester. The type of final administered in a course is left to the discretion of the instructor. Final exams are given on specified dates that may be different than the regular class time, and are usually listed in each semester's class schedule.

Catalog - College catalogs provide all type of information parents and students need to know about a school. It lists, for example: the institution's history and philosophy, policies and procedures, its accreditation status, courses of study, degrees offered, admissions and enrollment procedures, student life activities, etc.

Transcript - The record of a student's academic courses and grades.

Prerequisite Courses - A prerequisite course is a course taken in preparation for another course. For example, Accounting I is a prerequisite of Accounting II.

Drop and Add - Students are generally permitted to drop courses from their class schedules and/or add other courses.

Mid-Term Exams - During the middle of each semester, instructors may give a mid-term exams that test students on the material covered during the first half of the semester.

Bachelor's Degree - Also known as a baccalaureate degree, the bachelor's is an academic degree consisting of a minimum of 120 credit hours. The degree includes the required General Education Core and courses in the field of study.

Full-Time Student - An undergraduate student taking a minimum of 12 credit hours in the Fall and Spring semesters and/or 6 credit hours in the Summer semesters. Students should complete 30 credit hours per year to graduate within 4 years.

Freshman - Classification for a student who has been admitted to a university and has earned less than 30 semester credit hours.

Undergraduate Student - Student who has not yet earned a bachelor's degree.

Major/Minor - A major is a student's chosen field of study. It requires the successful completion of a specified number of credit hours. A minor is designated as a specific number of credit hours in a secondary field of study.

IT Service Desk

The IT Service Desk is the Single Point of Contact (SPOC) for all IT end user support and services. It ensures end users receive appropriate assistance in a timely manner. Our customers include students, faculty, and staff. Visit or call the IT Service Desk.

HOURS

Mon. - Fri. 8 a.m.-5 p.m.
excludes university holidays

ACCOUNT MANAGEMENT

Forgot your password and need to unlock your account?

- Go to the UTRGV Account Self-Service Website
- Click on the option you want.
- Enter required information.
For additional assistance, visit Account Access FAQ.

TECHNICAL QUESTIONS

To view step-by-step instructions for common technical questions, visit the IT Website Help articles.

Common technical question topics include:

- Connecting to the wireless network
- Account transition resources
- Requesting a SharePoint Site
- Enrolling in Microsoft IT Academy (MSITA)
- Downloading Free/Discounted Microsoft Software
- Requesting a Department Email Account
- Service Request

TECHNICAL SUPPORT

Submit an IT Help Request through ServiceNow. Log in to my.utrgv.edu, then click the ServiceNow icon under Applications, and click Something broken?

CUSTOMER SERVICE

Visit or call the IT Service Desk.

Brownsville / Harlingen / South Padre Island

Brownsville: (956) 882-2020
Library Building, First Floor

Edinburg / McAllen / Rio Grande City

Edinburg: (956) 665-2020
Academic Services Building 1.102





Social Media Accounts

UTRGV
f @UTRGV

UTRGV ATHLETIC
t @GoUTRGV
f /UTRGVAthletics

UTRGV ACADEMIC ADVISING CENTER
f /UTRGVAcademicAdvising
t @utrgv_aac

UTRGV UREC
t @UTRGVUREC
f /utrgv.urec.edinburg

UTRGV UNION
f /UTRGVStudentUnion
t @utrgvunion

UTRGV CAREER CENTER
t @hireutrgv
f /utrgvcareercenter

UTRGV UCENTRAL
t @utrgv_ucentral

Student Life Social Media Outlets

STUDENT LIFE
f /UTRGVStudentLife
t @utrgvsl

STUDENT GOVERNMENT ASSOCIATION
f /utrgvsga
t @UTRGVStudentGov

THE RIDER
f /UTRGVrider

UTRGV TV
f /UTRGV.TV

UTRGV RADIO
f /UTRGVRadio

PULSE MAGAZINE
f /UTRGV.PulseMagazine

UTRGV STUDENT SUPPORT
f /UTRGVStudentSupport

STUDENT RIGHTS & RESPONSIBILITIES
f /UTRGVSRR

STUDENT FOOD PANTRY
f /utrgvstudentfoodpantry



Quick Vaquero Tips

- Remember to do the FAFSA application every year to continue receiving federal and state financial aid.
- The library has study rooms that can be reserved for up to two hours per person. <http://www.utrgv.edu/library/services/reserve-study-room/index.htm#/brownsvillerooms>
- Remember to regularly check your academic standing for academic purposes and financial aid purposes.
- UTRGV has hundreds of student organizations, join a few of them.
- The Wi-Fi login is always your UTRGV email address and the password you created.
- The Career Center can assist you with resume reviews, mock inter views, and internships if interested.
- To request additional aid (loans, workstudy) you can visit <http://www.utrgv.edu/en-us/admissions/paying-for-college/financial-aid/additional-aid-request/index.htm>
- Remember your professor is here to help. Make sure to visit his office hours regularly or schedule and appointment.
- UTRGV caps tuition at 12 hours. Take an extra course at no extra cost.
- The UTRGV Scholarship is open every year and open to all students. Remember to apply.
- Always use your UTRGV email when communicating with any UTRGV Staff or Faculty for security purposes.
- The number to campus police is **(956) 665-7121** (Edinburg Campus) and **(956) 882-8232** (Brownsville Campus).
 - University police can escort you to your vehicle, unlock your car with your keys inside, and that is where our “Lost and Found” is located.
- You can set up your direct deposit to have your excess financial aid go directly to your bank account.
- UTRGV offers free Microsoft Office to students. Remember to download your free copy if you are in need of Microsoft Office
- Visiting the University Recreation (UREC) on a regular basis can help you stay healthy and avoid the Freshman 15.
- Every college has tables, cubicles, and/or study rooms for your use. Take advantage of it.
- Almost every college has a computer lab for you to use along with the Academic Services Building and Library.

- If you ever get lost on the Edinburg campus, walk the covered walkway; it will take you almost all around campus and displays signs for each building.
- For each of your classes, don't be afraid to introduce yourself to the person sitting to your left and your right. You'll make new friends quicker and have study partners for exams and finals.
- Here's a cliché but accurate tip, there is no such thing as a dumb question.
- Remember we have a Learning Center if you are struggling with one of your classes and we have a Writing Center located in STAC 3.119 (Edinburg) and UBLB 3.206 Library (Brownsville).
- Remember to request student loans only if you absolutely need them. Loans will need to be paid back.

First Year Experience

utrgv.edu/universitycollege/your-first-year

The First Year Experience is the foundation of your UTRGV experience. We are a collaborative and comprehensive set of academic and social experiences all aimed at aiding you transition into UTRGV. Take a moment to check out our website and see all that we have to offer.

CONTACT US

Edinburg: Student Academic Center,
Rm. 2.101 (956) 665-7496
Brownsville: Cortez Hall, Rm. 140
(956) 882-7483

Dos & Don'ts of Communicating with Faculty and Staff

Do: Be prepared, know the purpose of the contact, and have your UTRGV student identification number ready.

Don't: Assume the person knows your purpose or can easily find you on the UTRGV system.

Do: Be courteous. Emotions and frustration will only hinder communication.

Don't: Overstate the issue, be clear and concise.

Do: Use professional words and sentence structure. Always proofread before sending written communication.

Don't: Write in CAPITALS, use emojis, profanity, accusatory messages or inflammatory statements.

Do: Be mindful of others' responsibilities and workload.

Don't: Expect an immediate reply. Everyone is busy but they will try to respond the same day so please wait 24 hours before sending a follow-up email.

Do: Be punctual and if possible arrive at least 5-10 minutes before the scheduled appointment.

Don't: Arrive late. Contact the office as soon as possible if there is an emergency.



Tips for Meeting with Your Professor

Meeting with your professor is important to your academic success. Many times students are anxious or don't know the best way to approach their professors. Here are some tips:

DURING THE FIRST 4 WEEKS OF THE TERM

After reading the course syllabus or outline thoroughly, make notes on items that are unclear. Make an appointment with your professor. Get clarification on items you noted from the syllabus and assignments for the term. Let your professor know what your goal is for the class and get feedback on reaching that goal.

BEFORE THE FIRST ASSIGNMENT IS DUE

Bring a draft of the first assignment for your instructor to review. Possible questions to ask include: Am I going in the right direction? Does this meet your expectations? If not, what should I do differently?

BEFORE THE FIRST QUIZ OR EXAM

Review the format of the exam as well as the type of material that will be covered. Possible questions to ask include: How much time will I have to complete the exam? Are old exams or review documents available? Will more emphasis be placed on essays, short answer, or multiple choice?

AT MIDTERM

Ask your instructor for an update on your standing in the class, revisions to the course syllabus, expectations for the remainder of the course. Be sure to review the coursework and lecture notes completed to date. You should be able to summarize what you have learned so far.

NEAR THE END OF THE TERM

Review with your professor the format for the final exam and material that will be covered. Possible questions to ask include: Will the final be cumulative or only on material covered since the last exam? Will the final grade be computed on a curve or will straight percentages be used?



Email Template for Professors

Begin with a greeting: Dear/Hello Professor _____,

Introduce yourself: Name, what class you are in/how you know each other, "I am a student in your UNIV 1301.01 course." (Be sure to include the section number as your professor may teach the same course at various times)

Say why you are e-mailing them: Question about an assignment (refer to syllabus), request to make an appointment, etc., "Do you have time to meet with me during your office hours tomorrow?"

Ask for a reply and thank them for their time: "A response would be very much appreciated. Thank you for your time."

End with a salutation & include your course number:
Sincerely, Best, etc., Adrian Estudiante, UNIV 1301.01

University Contacts

Academic Advising Center

Brownsville: 956-882-7362
Edinburg: 956-665-7120

Associate Dean for Student

Rights & Responsibilities
Brownsville: (956) 882-8292
Edinburg: (956) 665-5375

Athletics

Edinburg: (956) 665-2221

AVP for Security and Campus Affairs

Brownsville: (956) 882-7140

AVP for Student Academic Success

Edinburg: (956) 665-7919

AVP for Student Life

Brownsville: (956) 882-5141
Edinburg: (956) 665-2260

Business & Admin Services

Edinburg: (956) 665-2224

Business & Rural Development

Edinburg: (956) 665-7535

Business Development

Edinburg: (956) 665-7535

Campus Auxiliary Services

Edinburg: (956) 665-2224

Campus Facilities Operations

Brownsville: (956) 882-5903
Edinburg: (956) 665-2770

Career Center

Brownsville: (956) 882-5627
Edinburg: (956) 665-2243

Center for Teaching Excellence

Brownsville: (956) 882-7334
Edinburg: (956) 665-3763

Child Development

Edinburg: (956) 665-2469

Coastal Studies

(956) 761-2644

College Access Outreach Programs

Brownsville: (956) 882-3846
Edinburg: (956) 665-3548

Compliance

Edinburg: (956) 665-2653

Counseling and Psychological Services

Brownsville: (956) 882-3896
Edinburg: (956) 665-2574

Data & Networking Security

Edinburg: (956) 665-3300

Economic Development

Edinburg: (956) 882-4161

Educational Tech Resource Ctr

Edinburg: (956) 665-3449

Environmental Health Safety and Risk Management

Brownsville: (956) 882-5930
Edinburg: (956) 665-3690

Financial Aid

Edinburg: (956) 665-2501

Health Services

Edinburg: (956) 665-2511

High School to University Programs & Testing Services

Edinburg: (956) 665-7570

Information Security

Edinburg: (956) 665-7823

Information Technology

Edinburg: (956) 665-2683

IT Service Desk

Edinburg: (956) 665-2020

Leadership and Mentoring

Edinburg: (956) 665-2660

Legal Affairs

Edinburg: (956) 665-2452

Medical School Library

Edinburg: (956) 365-1500

Office for Victim Advocacy and Violence Prevention (OVAVP)

Edinburg: (956) 365-8787

Office of the Registrar

Edinburg: (956) 665-2201

Recruitment & Scholarships

Edinburg: (956) 665-7335

Research Compliance

Brownsville: (956) 882-7676
Edinburg: (956) 665-2889

Residence Life

Edinburg: (956) 665-3439

Sponsored Programs

Brownsville: (956) 882-7676
Edinburg: (956) 665-2889

Strategic Analysis and Institutional Reporting

Edinburg: (956) 665-2383

Strategic Research Development

Brownsville: (956) 882-7676
Edinburg: (956) 665-2889

Student Accessibility Services

Brownsville: (956) 882-7374
Edinburg: (956) 665-7005

Student Activities

Edinburg: (956) 665-2660

Student Educational Outreach

Brownsville: (956) 882-7867
Edinburg: (956) 665-2522

Student Involvement

Brownsville: (956) 882-5111
Edinburg: (956) 665-2260

Student Life

Brownsville: (956) 882-5141
Edinburg: (956) 665-2260

Student Media

Brownsville: (956) 882-5143

Student Services Centers

1-888-882-4026

Student Support

Edinburg: (956) 665-2260

Student Union

Edinburg: (956) 665-7989

Sustainability

Edinburg: (956) 665-3030

Texas Manufacturing Assistance Center/Center for Manufacturing

Edinburg: (956) 665-7011

The Learning Center

Brownsville: (956) 882-8208
Edinburg: (956) 665-2585

Undergraduate Admissions

Edinburg: (956) 665-2999

University College

Brownsville: (956) 882-7483
Edinburg: (956) 665-7919

University Marketing and Communications

Edinburg: (956) 665-2741

University Police

Brownsville: (956) 882-8232
Harlingen (956) 296-1508
Edinburg: (956) 665-7151

Veterans Services

Brownsville: (956) 882-8980
Edinburg: (956) 665-7934

Writing Center

Edinburg: (956) 665-2538



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