

THE UNIVERSITY OF TEXAS-PAN AMERICAN

COMPACT WITH TEXANS

CONTACT US:

Suggestions about this Web site: webhelp@utpa.edu
General Information about UTPA: sandraq@utpa.edu

MISSION

The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master's and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

VISION

The University of Texas-Pan American is the premier learner-centered research institution in the State of Texas. We actively engage businesses, communities, cultural organizations, educational organizations, health providers and industry to find solutions to civic, economic, environmental and social challenges through inquiry and innovation.

VALUES

- We value ethical conduct based on honesty, integrity, and mutual respect in all interactions and relationships.
- We value student access to higher education, recognizing their diversity and needs.
- We value student success fostered through the commitment of faculty and staff.
- We value a diversity of perspectives, experiences, and traditions as essential components of a quality education.
- We value curiosity, exploration, inquiry, innovation, creativity, and an entrepreneurial spirit.
- We value collaboration with internal and external constituent groups.
- We value active involvement in shared governance, consensus-building, teamwork, and open communication.
- We value our relationship as a united community of scholars, students, and staff, enriching each other's work and lives through our commitment to the advancement of UTPA.

THE COMPACT WITH TEXANS

The ***Compact with Texans*** is The University of Texas-Pan American's assurance of high standards of service to its customers: its students, prospective students, and the members of the surrounding community who receive services from and conduct business with us. The ***Compact*** sets forth the University's responsibility for providing exemplary services, programs and customer service, and explains how the University responds to customer needs.

The University of Texas-Pan American enters into a ***Compact with Texans*** to provide the following minimum standards of service. The services listed below offer a [link](#) to additional information and further explanation of the service including the time frame for which complaints are addressed. Please be our guests and explore our Web site. And please feel free to contact the UTPA representatives listed as contact persons for each category. We stand ready and eager to assist you.

Texas Government Code Chapter 2114, "Compact with Texans" Contact Person:
[Cathy Vale](#), Coordinator Policy Planning and Analysis, Office of Institutional Research and Effectiveness, Administration Building 140, (956) 381-2383,
Fax (956) 381-2437, cvale@utpa.edu

STUDENTS AND PROSPECTIVE STUDENTS

Application Process

1. Clear and accurate information about the [University](#) and its academic offerings
2. Clear and accurate information about [admission requirements](#)
3. Clear and accurate information about [degree requirements](#)
4. Clear and accurate information about available [housing on campus](#)
5. Clear and accurate information about [financial aid](#)
6. Clear and accurate information about accommodations for [students with disabilities](#)
7. Fair and efficient handling of your [application for admission](#)
8. Fair and efficient processing of your application for [financial aid](#)
9. Clear and accurate information about the [concurrent enrollment program](#)

10. Clear and accurate information about [distance learning](#)
11. Clear and accurate information about [credit by examination](#)
12. Prompt and timely responses to your applications and [inquiries](#)
13. Timely payment of [financial aid](#)
14. Friendly and helpful service from all [staff](#)

Contact person: [Dr. John Edwards](#), Vice President for Enrollment and Student Services, Student Services Building 4101, (956) 381-2147, Fax (956) 381-2268, edwardsj@utpa.edu

Registration Process

15. Clear and accurate [registration instructions](#)
16. Fair and efficient [registration procedures](#)
17. Clear and accurate information about [tuition and fees](#)
18. Fair and efficient [billing procedures](#)
19. Effective and friendly [orientation](#) and [academic advising](#)
20. Friendly and helpful service from all [staff](#)

Contact person: [Dr. John Edwards](#), Vice President for Enrollment and Student Services, Student Services Building 4101, (956) 381-2147, Fax (956) 381-2268, edwardsj@utpa.edu

Enrollment

21. Ready access to your [student records](#)
22. Clear and accurate information on [academic programs](#) and [degree requirements](#)
23. Opportunity to [evaluate](#) your instructors
24. Ready access to procedures for discussing and [appealing grades](#)
25. Excellence in teaching and academic support services such as [advising](#), [tutoring](#), [computer labs](#), and [counseling](#)
26. Excellence in [library](#) facilities and services
27. Clear and accurate academic expectations, course assignments, and exams for each class (see explanation of [course syllabus/Faculty Classroom Responsibilities](#))

28. Access to faculty members outside class (see [Faculty Classroom Responsibilities](#))

Contact persons: [Dr. Ana Maria Rodriguez](#) , Senior Vice Provost for Academic Affairs for Undergraduate Studies, Student Services Building 3.101, (956) 316-7919, Fax (956) 292-7211, amrodriguez@utpa.edu; [Dr. Cynthia Brown](#), Vice Provost for Academic Affairs for Graduate Programs, Administration Building 116, (956) 381-3661, Fax (956) 381-2863, cjbrown@utpa.edu

29. Access to an [e-mail account, computer network, or any computer services](#)

Contact person: [Janie Palacios](#), Director Academic Computing, Academic Services Building 1126, (956) 381-3659, shadow@utpa.edu

30. Equal and fair treatment (See [Non-Discrimination Statement](#))
31. Ready access to [rules and regulations that affect students](#) and access to due process
32. Ready access to [complaint procedures](#) in instances of perceived illegal discrimination or violation of state or federal laws or regulations
33. Opportunity to register [complaints](#) about University services received
34. Opportunity to use [University facilities](#) for educational purposes, including [expression and association](#), within the limits of The University of Texas System Regents' [Rules and Regulations](#) and UTPA [Handbook of Operating Procedures](#)
35. Opportunity for involvement in [campus life](#) and [cultural activities](#)
36. Assistance to students with needs for [services to students with disabilities](#), [student health services](#), and [alcohol and drug abuse prevention information](#)
37. Representation and participation in University decision making through the [student government](#) and student membership on [University committees](#)

Contact Person: [Jeanette Broshears](#), Interim Dean of Students, University Center 104, (956) 381-2259, Fax (956) 381-2450, jbroshear@utpa.edu

38. [Facilities](#) that support the University's mission

Contact Person: [James Langabeer](#), Vice President for Business Affairs, Student Service Building 5101, (956) 381-2121, Fax (959) 381-2307, langabeer@utpa.edu

39. Evidence of [safety and security](#) on campus
40. Adequate parking, information about [parking and traffic rules and regulations](#), and access to [parking and traffic appeals](#)

Contact Person: [Chief of Police](#), University Police, ASF 1201, (956) 381-2625, Fax (956) 381-7028, police@utpa.edu

41. Access to [career placement services](#)

Contact Person: [Lourdes Servantes](#), Associate Director, Office of Career Services, Student Services Building 2.101, (956) 381-2243, Fax (956) 381-2244, servantesL@utpa.edu

GRADUATION

42. Clear and accurate information on [graduation requirements](#)
43. Access to and instructions for the [application for graduation](#)

Contact person: [William Morris](#), University Registrar, Student Services Building 1.155, (956) 381-2209, Fax (956) 381-2212, wlmorris@utpa.edu

44. Clear and accurate information on programs and privileges for [alumni](#)

Contact person: [Debra Grant](#), Director Alumni Association, University Center 108, (956) 381-2500, Fax 381-2385, debbygrant@utpa.edu

COMMUNITY MEMBERS

45. Access to rules and regulations on [solicitation](#) and [use of facilities](#)
46. Access to information about [special events and activities](#) on campus to which the public is invited
47. Efficient, accurate, and prompt business and [financial transactions](#)
48. Opportunity to participate in the University's many [community services](#) for individuals, agencies, organizations, and businesses
49. Ready access to information about the University's [programs and services](#)
50. Ready access to information about resources available to the community including the [library, special collections, and archives](#)
51. Ready access to [information](#) about the efficient and effective operation of the

University

52. Friendly and helpful service from all [staff](#)

Contact Person: [Mark Saenz](#), *Assistant to the Vice President for Business Affairs, Student Services Building 5.101, (956) 381-2121, Fax (956) 381-2307, masaenz@utpa.edu*

53. Effective and appropriate relationships with the University's individual, corporate, agency, and government partners and [alumni](#)

54. Access to information for [prospective employers](#) of UTPA graduates

Contact Person: [Janice Odom](#), *Vice President for University Advancement, Student Services Building 4.103, (956) 381-3663, Fax (956) 292-7495, odomj@utpa.edu*

Problems or if something goes wrong: if you do not receive the service you expect, have a complaint, or want to appeal a decision, you can take the following action:

1. E-mail, write, call, or fax the appropriate contact person listed above,
2. E-mail, write, call, or fax the Dean of Students, jbroshears@utpa.edu University Center 104, (956) 381-2262, Fax (956) 381-2450,
3. Access formal grievance or appeals procedures for
 - a. illegal discrimination on the basis of disability—*Handbook of Operating Procedures Section 2.2.3*, ADA Coordinator engd5dc@utpa.edu, SS 6.105, (956) 381-2100, Fax (956) 381-2150;
 - b. illegal discrimination on the basis of race, color, religion, sex, national origin, age, or veteran status – *Handbook of Operating Procedures Section 2.2.1*, Equal Opportunity/Affirmative Action Officer, engd5dc@utpa.edu, SS 6105, (956) 381-2100, Fax (956) 381-2150;
 - c. grade appeals – UTPA *Handbook of Operating Procedures Section 5.2.1*, Dean of Students jbroshears@utpa.edu, University Center 104, (956) 381-2262, Fax (956) 381-2450;
 - d. student discipline – *Handbook of Operating Procedures Section 5.5.3*, Dean of Students jbroshears@utpa.edu, University Center 104, (956) 381-2262, Fax (956) 381-2450;
 - e. financial aid appeals – Director of Student Financial Services

erivera11@utpa.edu, Student Services Building 1.140, (956) 318-5372, Fax (956) 381-2392;

- f. admission and academic probation/suspension appeals – Senior Vice Provost for Undergraduate Studies amrodriguez@utpa.edu, Student Services Building 3.101, (956) 316-7919, Fax (956) 292-7211;
- g. tuition refund appeals – University Registrar wlm3851@utpa.edu, Student Services Building 1.155, (956) 381-2209, Fax (956) 381-2212; or
- h. e-mail, write, call, or fax the Assistant to the Vice President for Business Affairs -- masaenz@utpa.edu, Student Services Building 5.101, (956) 381-2121, Fax (956) 381-2307.