

The University of Texas at San Antonio

UTSA One Stop Enrollment Center

One Stop Enrollment Center answers student questions regarding undergraduate admissions, financial aid and scholarships and registration and records. We counsel students in person at our Main Campus JPL 1.01.20, over the phone at 210-458-8000 and answer emails sent onestop@utsa.edu. Appointments can be made at utsa.edu/onestop.

One Stop Management

Erika Cox, Director: 4859

Kim Canady, Associate Director & Ombudsperson: 7167

Sarah Webb, Associate Director: 7295

Leandra Garcia, Training Manager: 7819

Senior Counselors

Jan Daniels: 7238

Kathryn Sanchez: 7878

Eben Hollenbeck: 7826

Monica Gonzalez: 7158

Student Traffic

Calls: 160,000 calls per year (28,000-31,000 in August with January, May being other peak months)

Visits: 70,000 visits

Emails: 28,000 emails

Total number of counselors: 15

Typical Financial Aid & Scholarship Questions from Students:

- Help file FAFSA
- Discuss awards
- Explain outstanding paperwork
- Discuss eligibility required to receive financial aid
- Take in financial aid paperwork (notated on Banner as received, NOT processed)
- Respond to any emails sent to financialaid@utsa.edu

Typical Undergraduate Admissions Questions from Students:

- Admission Requirements
- Deadlines
- Turnaround times for an admissions decision
- Take in admissions paperwork (notated on Banner as received, NOT processed)

Typical Registrar (registration and records) Questions from Students:

- Print transcripts/VOEs
- Troubleshoot registration issues
- Process add forms/withdrawals per the Info Guide policies (we do not have the authority to make exceptions)
- Take in residency and graduation paperwork

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Helpful Resources for faculty and staff:

- Ask Rowdy www.askrowdy.utsa.edu
 - Database of many questions that you can type in an answer
- Enrollment Services area website is a resource for faculty and staff <http://www.utsa.edu/enrollment/>
 - Undergraduate Admissions
 - Registrar
 - Veteran Certification
 - Financial Aid and Scholarships
 - Orientation and Family Programs
 - One Stop
 - Enrollment Services Marketing and Communication
 - Career Center
 - Child Development Center

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