One Stop Enrollment Center

The mission of the One Stop Enrollment Center at The University of Texas at San Antonio is to serve students and the community in an efficient, service-friendly atmosphere. The One Stop provides information and guidance regarding undergraduate admission, registration and records, financial aid and scholarships. The One Stop Enrollment Center works closely with other UTSA offices to ensure that current information is provided to students to alleviate the need to visit numerous offices to obtain information. The One Stop Enrollment Center has locations at both the Main and Downtown campuses and can also be reached over the phone and by email. There are different hours of availability at the Downtown Campus, see https://onestop.utsa.edu/contact-us/ for more information.

Some of the services include:

• providing efficient and courteous service to students
• providing problem-solving assistance to students regarding enrollment and making referrals to the appropriate University offices, if necessary
• assisting students with questions regarding financial aid, undergraduate admission, registration and records
• providing financial aid information and counseling sessions
• accepting and documenting admissions and registration paperwork
• answering questions regarding financial aid status, missing documents, special circumstances, and appeals for financial aid

Satisfactory Academic Progress

• providing general financial aid and scholarship information through presentations to current UTSA students, prospective students and the community
• disbursing, accepting, and documenting financial aid paperwork
• assisting students with University applications, class schedules, changes of address, registration in independent study classes, and information about academic policies and procedures
• processing late registration requests and withdrawals from the University
• providing information about payment options such as tuition and fee loans and installment plans
• printing and distributing official UTSA transcripts and accepting official transcripts from other institutions
• providing information updates through a variety of social media including Facebook, Twitter, and AskRowdy

Students may call 210-458-8000 or 1-800-669-0919 to speak to a representative for questions and assistance or email onestop@utsa.edu.