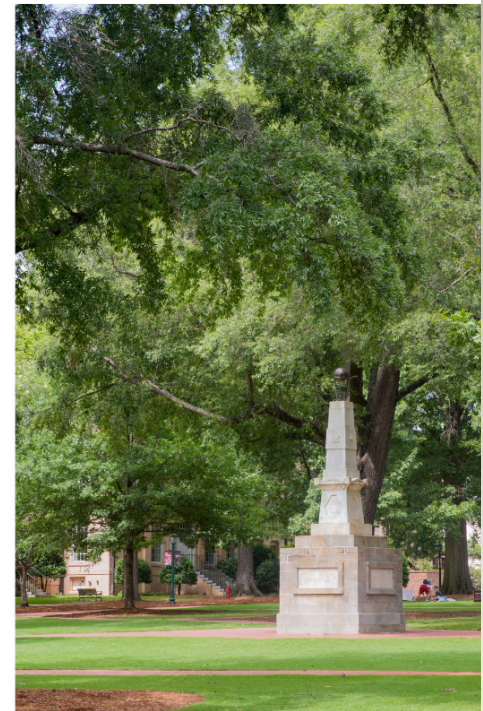


DIVISION OF STUDENT AFFAIRS AND ACADEMIC SUPPORT

Welcome!



The University of South Carolina is an equal opportunity institution



**Student Affairs and
Academic Support**

Delivering on the Promise

From students' first steps on the historic Horseshoe until the moment they walk across the stage at graduation, the priority for the Division of Student Affairs and Academic Support is to enrich the student experience at the University of South Carolina.

Our Employees, you, are the key to our success. With nearly 600 full-time and over 1500 part-time employees Student Affairs and Academic Support enrolls academically prepared students and connects them with experiences and resources that will help them achieve a lifetime of meaningful leadership, service, employment and continued learning.

From pre-enrollment to post-graduation, our comprehensive array of programs and services support students in all aspects of their college experiences. You can learn more by visiting the Student Affairs and Academic Support website at sc.edu/studentaffairs

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Division Leadership



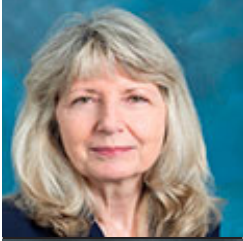
Vice President for Student Affairs and Academic Support

J. Rex Tolliver joined the Division on August 22, 2022 and will lead the Division of Student Affairs and Academic Support units that serve the university's 36,000-plus student population, including Student Health Services, Housing and Student Life and is responsible for the hundreds of programs, services and initiatives that facilitate students' enrollment at UofSC and support their success in and beyond college.



Senior Associate Vice President for Student Affairs and Academic Support

Stacey Bradley leads issue resolution, operational management, fiscal management, human resources management and audit advisement for the division; and she oversees the Career Center; University 101 Programs; the National Resource Center for The First-Year Experience; the Student Success Center; University Housing; and the areas of communications, finance, human resources, information technology and ombuds services.



Associate Vice President for Planning, Assessment and Innovation

Pam Bowers leads the division-wide continuous improvement process that is documented in Blueprints for Excellence. In collaboration with the office of the provost, she leads Beyond The Classroom Matters, a university initiative to integrate records of student involvement into institutional data.



Associate Vice President for Student Life

Anna Edwards is responsible for athletics tickets for students; campus recreation; fraternity and sorority life; multicultural student affairs; off-campus student services; parents programs; the Russell House University Union and its associated programs, including leadership and community service; substance abuse prevention and education; and student media.



Associate Vice President for Student Housing and Sustainability

Kirsten Kennedy serves as associate vice president for student housing and sustainability. Kennedy oversees the Office of Sustainability, University Housing and its faculty-led and associated living and learning communities.



Dean of Students, Deputy Title IX Coordinator

Marc Shook oversees the Office of Student Conduct and Academic Integrity, the Student Disability Resource Center, Substance Abuse Prevention and Education and the withdrawal-coordinator.



Interim Associate Vice President for Student Health and Well-Being

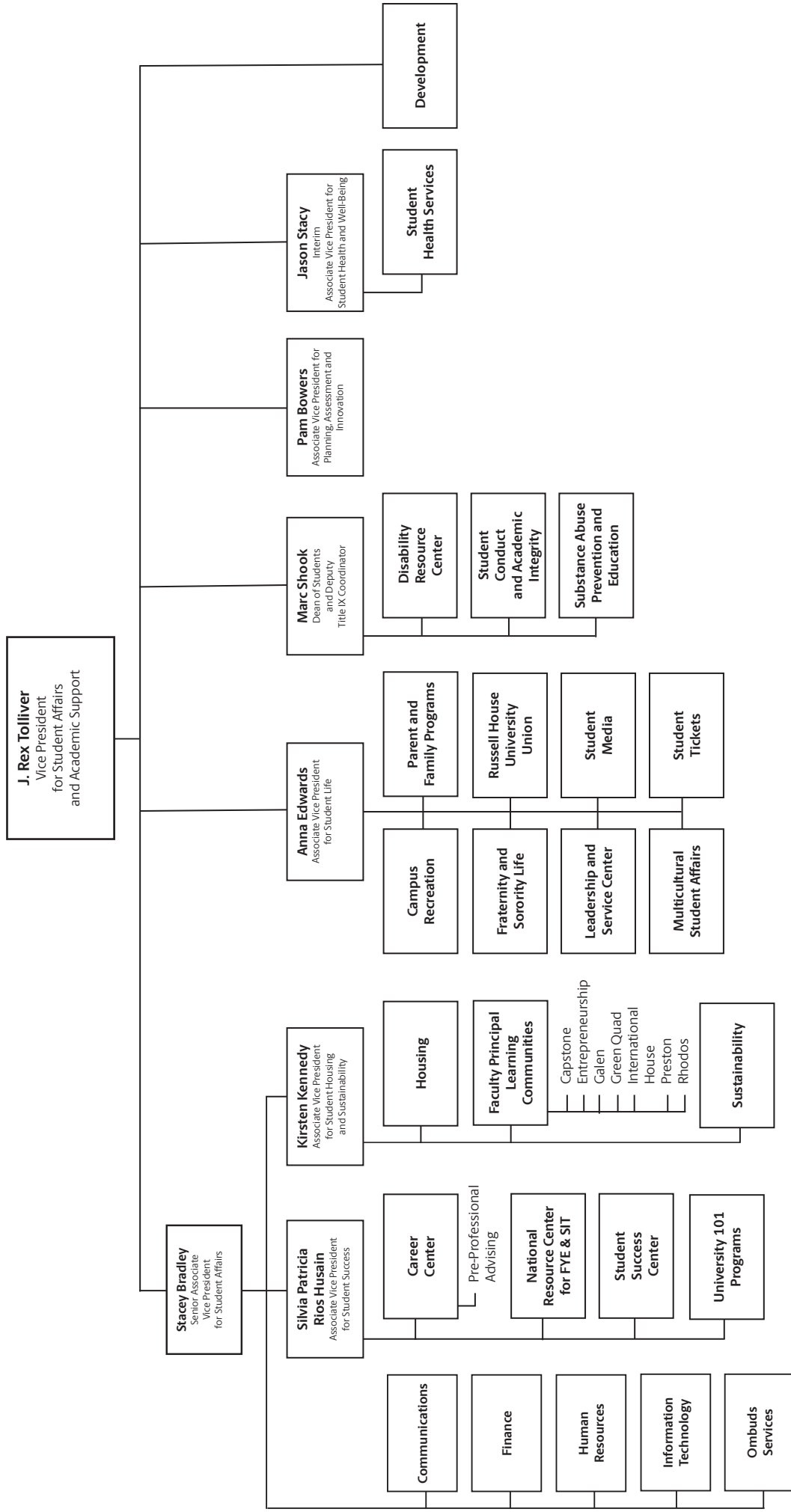
Dr. Jason Stacy is responsible for Student Health Services, which offers a range of medical and mental health care and wellness and prevention resources and services.



Associate Vice President for Student Success

Silvia Patricia Rios Husain partners with university and external stakeholders to advance the retention, timely graduation, career readiness and lifelong employability of our students and inform and enhance best practices in higher education student success and provides strategic direction and oversight for the Student Success Center, Career Center, University 101 Programs, The National Resource Center for the First-Year Experience and Students in Transition, and the coordinated student success network.

ORGANIZATION CHART



Central Office Staff

Staff members in the Office of the Vice President for Student Affairs support the Division of Student Affairs and Academic Support's assessment, communications, finance, human resources and information technology functions and offer student ombuds services.

Alicia Bervine

Director of Human Resources
803.777.4172 | bervine@mailbox.sc.edu
Thornwell Administrative Annex 120

Ryan Kelly

Network Manager
803.777.9999 | kellyrya@mailbox.sc.edu
Russell House 402

Melody Boland

Associate Ombuds for Undergraduate Students
803.777-2535 | mboland@mailbox.sc.edu
Osborne 110

Ken Parks

Director of Information Technology
803.777.9999 |
Russell House 402

Pam Bowers

Associate Vice President for Assessment, Planning
and Innovation
803.777.4172 | pjbowers@mailbox.sc.edu
Legare College, 3rd Floor

Allyn Powell

Director of Finance
803.777.3952 | powellah@mailbox.sc.edu
Thornwell Administrative Annex 120

Stacey Bradley

Senior Associate Vice President for Student Affairs
and Academic Support
803.777.4172 | sbradley@mailbox.sc.edu
Osborne 110

Crystal Sharpe

Administrative Coordinator for SAAS
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Osborne 110

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Web Developer
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803-777-7209 | smithtd6@mailbox.sc.edu
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803.777.4172 | gudridge@mailbox.sc.edu
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803.777.9999 | james.suber@sc.edu
Russell House 402

Lisa Jerald

Director of Undergraduate Student Ombuds Services
803.777.4172 | lbj@mailbox.sc.edu
Osborne 110

J. Rex Tolliver

Vice President for Student Affairs
803.777.4172 | jrex@sc.edu@mailbox.sc.edu
Osborne 110

Communicating in an Emergency

The university's communications response to an emergency will depend upon the level and type of emergency, as well as the circumstances of the emergency. Identifying an emergency, gathering information about the circumstances and reporting it to the appropriate supervisor are vital to supporting the university's response and ensuring the health, safety and well-being of the campus community.

ALL STAFF

Take immediate action to ensure safety.

Take immediate, appropriate action, in accordance with department, unit or university procedures and emergency management plans, to ensure the safety of the campus community.

Refer to official information.

Rely on www.sc.edu/carolinaalert for the best updated information. Prepare front-line staff (e.g., receptionists, operators, University Ambassadors, etc.) for questions they may receive; ensure that these staff members receive information and updates as they become available.

Assist the division in distributing approved communications.

Do NOT release unapproved communications in any form.

Refer media inquiries to Wes Hickman, director of communications and marketing, at 803-777-7440.

The Division of Communications will accept, respond to and track all media inquiries, ensuring that the appropriate university spokespeople offer correct, consistent and timely information to reporters.

Monitor questions and rumors.

Monitoring questions and reporting rumors will guide development of future messages and help the university and its spokespeople directly dispel rumors.

Always be truthful and avoid speculation.

Emergency Procedures

Learn procedures for campus emergencies and what you should do to keep yourself as safe as possible. Help protect yourself during an emergency by knowing what's safe and what's not during a crisis event or dangerous situation visit https://sc.edu/about/offices_and_divisions/law_enforcement_and_safety/emergency-procedures/

EMERGENCY PROCEDURES

Learn procedures for campus emergencies and what you should do to keep yourself as safe as possible.

What to do

Help protect yourself during an emergency by knowing what's safe and what's not during a crisis event or dangerous situation visit https://sc.edu/about/offices_and_divisions/law_enforcement_and_safety/emergency-procedures/

Law Enforcement and Safety

- Law Enforcement and Safety
- Carolina Alert
- Making a Report
- Safety on Campus
 - Emergency Procedures**
 - Active Shooter
 - Bomb Threat
 - Bullying & Harassment
 - Identity Theft
 - Medical Emergencies & Epidemics
 - Natural Disasters & Fire
 - Power Outage
 - Relationship Violence
 - Stalking
 - Suspicious Activity or Package
 - Workplace Violence
- Crime Log & Bulletins
- Victim Services
- Request Event Security
- About Us

Emergency Procedures

Learn procedures for campus emergencies and what you should do to keep yourself as safe as possible.

What To Do

Help protect yourself during an emergency by knowing what's safe and what's not during a crisis event or dangerous situation.



Active Shooter »

Learn how to react during a shooting incident, what to do when the police arrive and more.



Bomb Threat »

Understand how to take action in the event of a bomb threat or if a suspicious item is found.



Bullying & Harassment »

Learn what to do if you feel targeted, frightened or controlled by another person.



Identity Theft »

Learn ways identities are stolen and what to do if someone steals your personal data.



Medical Emergencies & Epidemics »

Know how to stay safe should a medical crisis arise locally, regionally or around the world.



Natural Disasters & Fire »

Learn what to do should a weather- or man-made emergency strike.



Power Outage »

Learn steps to take in a prolonged outage that can limit loss and keep your household more comfortable.



Relationship Violence »

Know the signs of physical, emotional, psychological or sexual violence for your safety and others.



Stalking »

Understand what you can do if another person is trying to scare, threaten or control you.



Suspicious Activity or Package »

Learn what you can do to make our campus environment more secure for you and others.



Workplace Violence »

Learn how to react to dangerous behavior by a co-worker, disgruntled employee or customer at work.

Interpersonal Violence Requirements for faculty and staff

We are here to help

If someone tells you he or she has been sexually assaulted, it is your responsibility to inform the survivor that you cannot guarantee his/her anonymity or confidentiality, but you will do your best to honor any such request. If the survivor wants a guarantee of confidentiality he/she must seek one of the confidential resources listed below. Confidential reporting resources are not required to report the survivor's identity.

Offer support.

Allow the survivor to share openly without making judgments or evaluations. To ensure that survivors know the full array of support available, review the [contacts and resources](#) with them

Call the police.

The USC police department's victim advocate can help survivors obtain restraining orders/orders of protection. Reporting assault is different from prosecuting it. Contact: USC Police Department 803-777-4215 or 911

Offer professional help.

USC has specially trained advocates on call 24/7 to provide support, information and referrals to survivors of sexual assault.

If survivor agrees, contact: Sexual Assault and Violence Intervention and Prevention 803-777-8248 *confidential resource

Recommend medical help.

Encourage the survivor to seek medical attention, which is important no matter what. **If survivor agrees, visit:** Palmetto Richland Emergency Room, 5 Richland Medical Park Dr. Columbia, SC 29203 *confidential resource

Offer emotional support.

USC students can receive confidential counseling on campus. **If survivor agrees, contact:** Counseling and Human Development Center 803-777-5223 *confidential resource

Offer judicial support.

USC can help a survivor file a complaint (different from a police report) against an alleged assailant; conduct an investigation; and arrange protective measures including no-contact orders, residence hall changes and class schedule changes. **If survivor agrees,** complete: sc.edu/safety/interpersonal-violence/ or contact Student Conduct 803-777-4333; Equal Opportunity Programs 803-777-3854

Offer relocation services.

Survivors who don't feel safe in their current residences can get help finding temporary housing. **If survivor agrees, contact:** on campus – University Housing 803-530-9477 off campus, women only – Sistercare 803-765-9428

Report the incident to the Title IX coordinator.

If survivor requests anonymity: Explain that you will honor his/her request, but you must complete an anonymous report. Complete the form at sc.edu/safety/interpersonal-violence/. **If survivor does not request anonymity:** Complete the form at sc.edu/sexualassault giving the name of the survivor.

Share the survivor resource card.

A printable list of resources for victims can be found online at sc.edu/safety/interpersonal-violence/.

<https://sc.edu/safety/interpersonal-violence/>

Student Affairs Tech Services or Housing IT (ServiceNow)

Student Affairs Tech Services or Housing IT is responsible for supporting the technology needs of the Division. This includes support for workstations, web sites, various applications, resource accounts, and server hardware. Some departments within the Division have Service Level Agreements (SLA) with The Division of Information Technology (DoIT) for support of workstations, websites, and/or servers. Your manager will let you know who supports your department, ServiceNow or DoIT.

The ServiceNow web page may be accessed via the Division homepage at http://sc.edu/about/offices_and_divisions/student_affairs by selecting “Toolbox” and then “Technology Services.”

The screenshot shows the UofSC website header with navigation links for Students, Faculty & Staff, Alumni, Parents, Calendar, Map, Directory, and Give. The main navigation bar includes the UofSC logo and a search bar. Below the navigation bar is a red banner for "Student Affairs and Academic Support". On the left is a sidebar menu with categories: Student Affairs and Academic Support, Our Experts, Our Initiatives, Our Facilities, Our News, and Toolbox (highlighted). The Toolbox section is expanded to show a list of categories: Finance, Human Resources, News, Planning and Assessment, Professional Development, and Technology. The Technology category is expanded to show two items: "EAB Pathfinder" and "Student Affairs and Academic Support IT Assistance". The "Student Affairs and Academic Support IT Assistance" item is highlighted with a black box.

Student Affairs and Academic Support

Toolbox

Our employees — nearly 600 full-time and about 1,500 part-time — are the key to our success. To help ensure you have the support and information you need to continue to make significant contributions to UofSC and our students' Carolina experience, we've collected a number of resources for you.

The table below compiles forms, documents, guides and other useful information related to your role in Student Affairs and Academic Support. The toolbox divides the resources that you need in six distinct categories: finance, human resources, news, planning and assessment, professional development and technology.

Expand all

- Finance
- Human Resources
- News
- Planning and Assessment
- Professional Development
- Technology

- EAB Pathfinder** - The Pathfinder advising platform combines best practices from national research with USC's own institutional data to identify and assist at-risk students. Request access online and follow the next steps described on the form to complete your registration.
- Student Affairs and Academic Support IT Assistance** - If your department is supported by Student Affairs Tech Services or Housing IT, log in to request help or report issues with software, equipment and other technology systems.

The Student Affairs Tech Services page contains links to our computing guidelines and policies, frequently asked questions (FAQ) related to your network account and email, and our Student Affairs Tech Services Support Ticket System used to submit service requests.

Service Requests

To submit a ticket, from the ServiceNow web page. You will be presented with the Login page. Log in using your network account and password.

Once logged-in, from this page you may create a new ticket by completing the request ticket. You may also view your previous tickets and reservations.

[Home](#) > [Service Catalog](#) > [A-Z Service List](#) > [College/School/Dept IT Service Desk](#)

Search



College/School/Dept IT Service Desk

Use this form to request help from your local IT Department from the Enterprise Service Desk (uniTe)

If your division or department is not listed below, please use the [Request Service Desk assistance item](#).

* Affected User

Affected User's Division

* From whom are you seeking assistance?

Building

Room

Floor

Alternate Location

Is your division not listed?

[Click Here](#)

* I need help with...

- Classroom AV/Projector
- Hardware
- Software
- Email
- Printer & Toner
- Server
- Website/Web page
- Room Requests (College of Education)
- Facilities (College of Education, HRSM, & University Libraries)
- Something not on this list

* Short description

* How can we help you?

Departments with Service Level Agreements with the Division of Information Technology (DoIT)

Your department may receive desktop support, web support, and/or server support from the Division of Information Technology. If so, your support requests for those services should be routed through the DoIT Service Desk (https://sc.edu/about/offices_and_divisions/division_of_information_technology/)

However, ServiceNow is available to assist you if you have a question or need assistance with communicating your issue to DoIT.

- **Division of IT**
- Data
- Digital Accessibility
- End-User Services
- Governance
- IT Managers
- Research Computing
- Security
- About Us
- Academic Technologies
- Systemwide Initiatives
- Contact Us

The Division of Information Technology (DoIT) provides strategic leadership for information technology, instructional services, e-learning, and research computing at the University of South Carolina.

IT News

Be a Good Steward of Campus WiFi »

When living on campus, what you do on WiFi affects performance for those around you. Being a good Wi-Fi citizen is about helping everyone get the connection they need.

Panopto Now Available to UofSC Instructors »

Panopto is university's preferred platform for managing video content and is integrated into Blackboard.

Blackboard Introduces New Mobile App »

There were previously two Blackboard apps: one for instructors and one for students. The apps have been consolidated.

Tech Resources for New Instructors »

Are you a new instructor at UofSC? We compiled our most frequently asked questions from new instructors and some handy tips.

Price Increase for UofSC Students Who Use MATLAB Software »

The MATLAB software will no longer be free for students. A \$75 annual charge will be assessed.

Current Outages

The current status, planned maintenance and status history of university systems managed by DoIT are posted on the [System Status](#) page.

Request IT Help

Submit a ticket for technology assistance using the [Self-Service Portal](#).

Resources and Platforms

- [Blackboard](#)
- [Carolina Tech Zone](#)
- [Faculty Resources](#)
- [Password Help](#)
- [Self-Service Portal](#)
- [Service Desk](#)

Diversity, Equity, Inclusion

Representatives from each of the major Student Affairs and Academic Support units will work together to promote diversity and inclusion throughout the division. The diversity council will create and maintain structures to support diversity and inclusion initiatives and identify best practices and existing efforts.

Council Goals

- Create and maintain structures and resources that support diversity, equity, inclusion and achievement (DEI) initiatives
 - » Assess systems and practices to determine a baseline related to DEI
 - » Minimize unnecessary duplication and increase collaboration and coordination
 - » Develop/review DEI unit goals that are in alignment with the division and university strategic plans
 - » Develop/review/monitor/report DEI metrics
 - » Incorporate DEI goals and metrics into departmental blueprints, strategic plans, and EPMS documents
 - » Identify initiatives to improve DEI efforts that support employees and students
- Develop a Student Affairs and Academic Support DEI knowledge bank to include:
 - » Existing division practices
 - » Best practices in student affairs
- Identify DEI education and training resources:
 - » Existing division education and training practices
 - » University education and training practices
 - » Higher ed and other industry best practices
 - » Consult with internal experts as appropriate

Initial Focus Areas

- Hiring and onboarding practices
- Student employment and leadership opportunities
- Employee and student participation in DEI training

GEMS

Gamecocks who Excel at Magnificent Service

There are no limits to how valuable you are!

The GEMS recognition program makes it easy to celebrate employee achievements and say thank you to staff. The GEMS program recognizes specific actions and behaviors that support our division's values: courage, inclusion, innovation, integrity and service.

Eligibility

All employees in the Division of Student Affairs and Academic Support are eligible for recognition — full-time, part-time, temporary, research grant/time-limited and graduate assistants.

Participation

Recognize someone online using the form on the Student Affairs web site under professional development/ employee recognition. https://sc.edu/about/offices_and_divisions/student_affairs/toolbox/professional_development/employee_recognition/GEMS.php

Ask your department's business manager or HR contact for a GEMS notecard. Fill it out and send it to the employee you want to recognize, because a handwritten note is always nice.

Who can send a GEMS notecard?

All staff and faculty in the Division of Student Affairs and Academic Support are eligible to participate.

Gift Card Drawing

When you fill out the online form you and the person you're recognizing both will be automatically entered to win a \$25 electronic gift card. If you receive a notecard, complete the form at https://sc.edu/about/offices_and_divisions/student_affairs/toolbox/professional_development/employee_recognition/GEMS.php to be entered to win. Winners are announced at the monthly division meetings and notified directly by email.



Professional Development

As student affairs professionals, we are lifelong learners. To support that learning, the Division of Student Affairs and Academic Support offers a professional development program designed to give you the latest information on higher education trends and issues and the tools you need for your individual growth and development. The Student Affairs and Academic Support Professional Development Program features events including monthly division meetings, article discussion breakfasts, an annual conference and more. Visit https://sc.edu/about/offices_and_divisions/student_affairs/toolbox/professional_development/index.php.

Supervisory Essentials Certificate Program

If you have been hired into a position that supervises University staff, or into a role as a Human Resources contact for your unit, as per HR Policy [1.51](#) you are required to complete the mandatory Supervisory Essentials Certificate Program.

It consists of seven courses with a total of 16.5 training hours. LEAD: Leading at UofSC/Writing Position Descriptions should be completed first and is a required prerequisite to other LEAD courses.

In addition to the coursework, participants will be required to pass a comprehensive, open-note, final exam with a score of at least 80% to achieve their LEAD certification. Participants will have two opportunities to pass the exam.

Note: LEAD is only for supervisors of staff and HR Contacts. Non-supervisors are not permitted in the program.

For more information regarding training and professional development visit, https://sc.edu/about/offices_and_divisions/human_resources/professional_development/index.php

All Employees

As part of our commitment to creating an inclusive campus and workplace, we have established an instructive course to help faculty and staff members build skills that will enable you to recognize and deal with discrimination and harassment.

- You will receive a link via email to access online training.
- In addition to the mandatory Harassment and Discrimination Prevention Training module, there will be two optional training modules.
- Estimates vary; however, it may take you 2 to 4 hours to complete the mandatory training module. The module does not have to be completed in one session. You can save your work throughout the course and return to finish at another time.

For more information visit https://www.sc.edu/about/offices_and_divisions/equal_opportunities_programs/faculty_staff_training/index.php

New Employee Checklist

- [Subscribed to stay informed](#). This will also place you on the division mailing list to be informed about professional development events and opportunities.
- Mark your calendar for [upcoming division meetings and events](#).
- Review the New Employee Guide to Success: https://sc.edu/about/offices_and_divisions/human_resources/new_employee/
- Register for the division orientation. We host two orientations each year, January and August. You will be invited to attend the next orientation as we get closer to the date. Check [upcoming division meetings and events](#) periodically for updates and to learn more.
- [Create a training log-on](#) to access the training system, you will need to register for your first course, which will prompt you to create a new account. You can only create an account by registering.
- Bookmark the [employee toolbox](#) for forms, documents, guides and other useful information related to your role.
- Being a Gamecock has its advantages learn about [discounts and savings](#) for university employees.

