WELCOME TO THE UNIVERSITY ADVISORS’ NETWORK
OCTOBER 20TH 2021

• 9:30am:
  • Welcome and approval of September UAN minutes
• 9:35am: (Lisa Jerald)
  • Undergraduate Student Ombuds Office: When Advisors should refer
• 10:00am: (Dr. Shelley Dempsey)
  • Winter Session, Summer Session, Summer Minors, Accelerated Study Plans
• 10:20am: (Caleb Morris & Dr. Karen Kassebaum)
  • Diversity, Equity, Inclusion, and Access in Academic Advising
• 10:45am: UAN Announcements (all)
• 11:00am: Adjourn (Brian Dusel)
  - Individual technology assistance

South Carolina
UNIVERSITY ADVISORS NETWORK

When to Refer Students to the Undergraduate Ombuds

October 20, 2021
About Me:

• 26 years with the university (13 in Student Affairs)
• 2015 graduate of UofSC
• Family connection
Undergraduate Ombuds Services

• Resource for students (and parents)
  - Answer questions
  - Discuss options

• Notify faculty members of a student absence
  - Medical/mental health
  - Personal (family/friend death)

• Explain university policy and procedure
Undergraduate Ombuds Services

• Student deaths
  - Notification to faculty/administrative offices
  - Support to families

• Student concern committees
  - Continuum of Care Case Management Team
  - Hardship Withdrawal
  - Tuition Refund Appeal
Undergraduate Attendance Policy

• Effective fall 2020
• Instructors must allow make-up work
• Legal/university requirements
• Unexcused absences not to exceed 5%
• Students must provide documentation
Undergraduate Ombuds Services

• Acceptable documentation
  - Doctor/hospital note
  - Obituary/death certificate
  - Police report

• Requests that are not considered:
  - Member of a wedding party
  - Family vacation
  - Any illness that can’t be documented

Remind students to provide:
- Name/Banner ID
- Dates of absence
- Class/professor info
- Documentation

Excused Absence Request
Undergraduate Ombuds Services

• Students must upload test result AND isolation/quarantine dates
• Vaccinated students not required to quarantine after close contact (COVID guidelines)
• Contact COVID hotline with questions 803-576-8511

COVID Student Report Form
COVID and Ombuds Cases
Fall 2020 v. Fall 2021
(Cumulative)

*as of October 15
Undergraduate Ombuds Doesn’t

• Hear formal complaints or appeals
  - Conduct/Academic Integrity
  - Discrimination/Harassment
• Withdrawals
  - Hardship withdrawal vs. withdrawal
  - No medical withdrawal
  - Kelsey McGarrigan withdrawal@sc.edu
• Provide legal advice
  - Student Legal Services
Undergraduate Ombuds Doesn’t

• Grade Appeals
  - Must be addressed with faculty
  - If unresolved, department chair
  - Dean is final appeal

• Faculty Complaints
  - Same process as grade appeals
  - Provost Office is final appeal
For advisors:
803-777-5116
lbj@mailbox.sc.edu

If referring students:
Undergraduate Ombuds Website
803-777-4172

UofSC South Carolina
QUESTIONS?