UNIVERSITY ADVISORS NETWORK

When to Refer Students to the Office of Student Advocacy

September 13, 2023
Meet Our Team

Lisa Jerald
Director of Student Advocacy
• 2 daughters – both college graduates
• 2015 USC graduate
• 28 years with the university (15 years in Student Affairs)
• Family connection

Melody Boland
Associate Director of Student Advocacy
• 3 daughters – one USC graduate
• 2007 USC graduate
• 15 years of higher education experience
WHAT’S NEW?

Office of Student Advocacy (OSA)

- one-stop support
- address questions and concerns
- refer to programs and resources

Russell House West Wing Suite 115

- centrally located at student union
- entrance between Panera and Fresh Greene’s

803-777-4USC (4872)
New Service Coming Soon

Ask USC

• October 16 – Cocky’s 43rd birthday
• Central resource for student and families who have questions and need help navigating USC
• Find help when, where, and how you want it
• In-person, phone, email, and live chat
• Keep an eye on USC social media accounts and the Student Advocacy website for more information
Office of Student Advocacy

• Resource for students (and parents)
  - answer questions and address concerns
  - discuss options

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

• Explain university policy, programs, and procedure
Office of Student Advocacy

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

• Student concern committees
  - Continuum of Care Case Management Team
  - Hardship Withdrawal
  - Tuition Refund Appeal
Excused Absence Request

• 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 Attendance Policy
Excused Absence Request

• Acceptable documentation
  - doctor/hospital note
  - obituary/death certificate
  - police report

• Requests that are not considered:
  - member of a wedding party
  - family vacation
  - any illness/family emergency that can’t be documented

Remind students to provide:
  ➢ name/USC ID
  ➢ dates of absence
  ➢ class/professor info
  ➢ documentation
## Caseload

<table>
<thead>
<tr>
<th></th>
<th>Fall 2022</th>
<th>Spring 2023</th>
<th>Fall 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter Requests</td>
<td>2,156</td>
<td>2,008</td>
<td>617</td>
</tr>
<tr>
<td>Other</td>
<td>115</td>
<td>85</td>
<td>45</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>2,571</strong></td>
<td><strong>2,093</strong></td>
<td><strong>662</strong></td>
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</tbody>
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*as of 9/12/23

Most common absence requests:
- illness (documented)
- family care
- funerals
- weddings
Office of Student Advocacy 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
Office of Student Advocacy 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:
Office of Student Advocacy
803-777-4872