

DIVISION OF STUDENT AFFAIRS AND ACADEMIC SUPPORT

# Welcome!



The University of South Carolina is an equal opportunity institution



South Carolina



# 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 1,500 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](http://sc.edu/studentaffairs)

## Contents of this packet

Division Leadership	Page 3
Organization Chart	Page 4
Central Office Staff	Page 5
Communicating in an Emergency	Page 6
Sexual Assault Response Requirements	Page 7
Technology	Page 9
GEMS Recognition Program	Page 15
Training and Professional Development	Page 17
To Do Checklist	Page 18



# Division Leadership

## **Vice President for Student Affairs, Vice Provost**

**Dennis Pruitt** leads the Division of Student Affairs and Academic Support and is responsible for the hundreds of programs, services and initiatives that facilitate students' enrollment at U of SC 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; oversees the areas of communications, finance, human resources, information technology, ombuds services and student success.

## **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 Well-Being**

**Kirsten Kennedy** oversees disability services, student health services, housing and its associated learning communities.

## **Dean of Students, Deputy Title IX Coordinator**

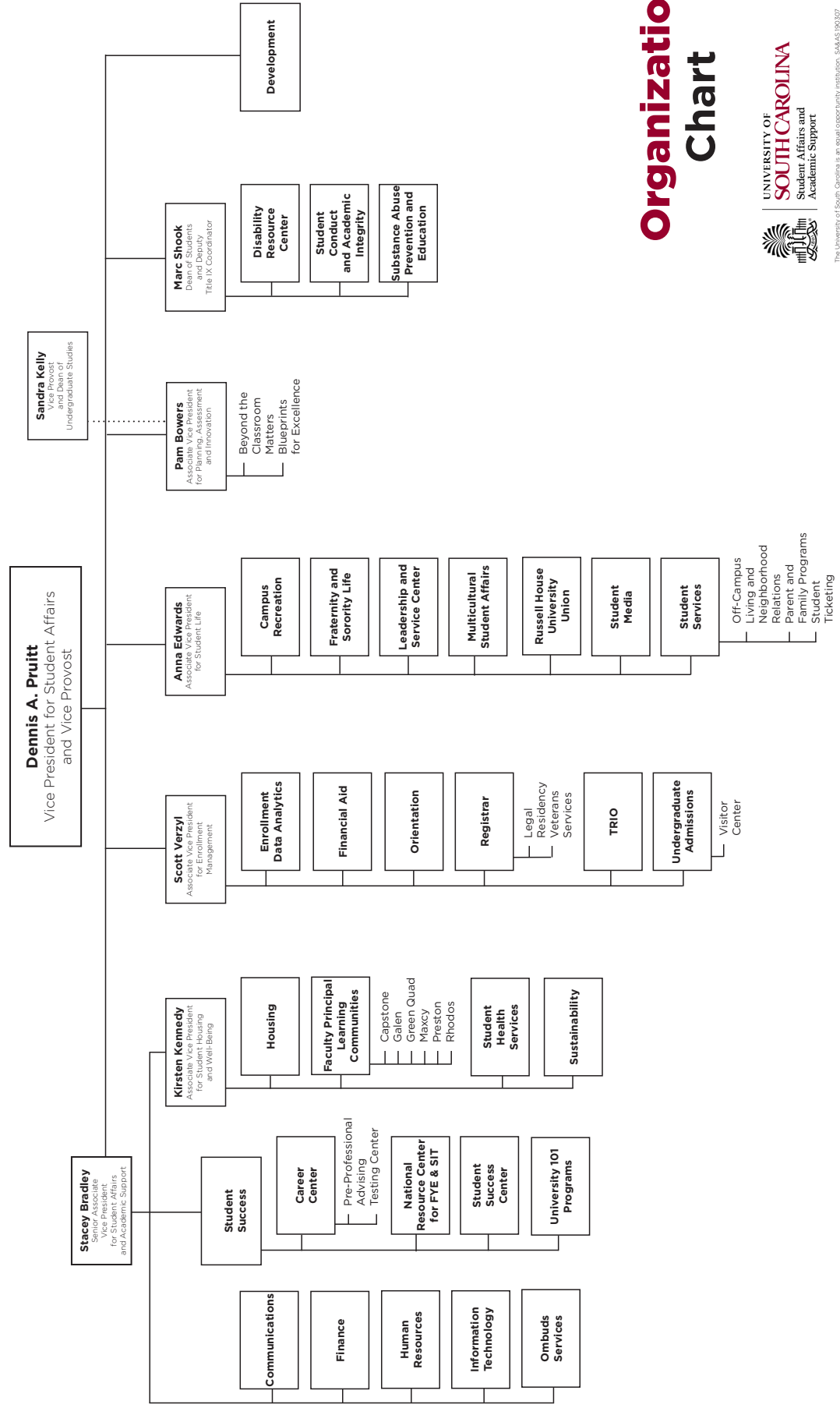
**Marc Shook** oversees the Office of Student Conduct and Academic Integrity, the Student Disability Resource Center and Substance Abuse Prevention and Education. He also guides student education, prevention, training, positive engagement and compliance efforts in these areas.

## **Associate Vice President for Enrollment Management and Dean of Undergraduate Admissions**

**Scott Verzyl** oversees all areas of enrollment management – the offices, programs and services that help attract and enroll students. He is responsible for financial aid, orientation, the registrar, student enrollment analytics, TRIO programs, undergraduate admissions and the visitor center.

## **Assistant Vice President for Student Success**

The assistant VP 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



The University of South Carolina is an equal opportunity institution. SAAAS 190307

# 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.

## **Dennis A. Pruitt**

Vice President for Student Affairs, Vice Provost and Dean of Students  
803.777.4172 | [dp Pruitt@mailbox.sc.edu](mailto:dp Pruitt@mailbox.sc.edu)  
Osborne 110

## **Joy Beard**

Administrative Coordinator for Finance and Human Resources  
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## **Alicia Bervine**

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## **Melody Boland**

Administrative Coordinator  
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## **Pam Bowers**

Associate Vice President for Assessment, Planning and Innovation  
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Legare College, 3rd Floor

## **Stacey Bradley**

Senior Associate Vice President for Student Affairs and Academic Support  
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## **Michelle Bridge**

Director of Finance  
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## **Matthew Cleary**

Director of Information Technology  
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## **Tom Davies**

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## **Maegan Gudridge**

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## **Lisa Jerald**

Student Ombudsperson  
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Osborne 110

## **Ryan Kelly**

Network Manager  
803.777.9999 | [kellyrya@mailbox.sc.edu](mailto:kellyrya@mailbox.sc.edu)  
Russell House 402

## **Dustin Welborn**

Desktop Support Manager  
803.777.9999 | [welbordn@email.sc.edu](mailto:welbordn@email.sc.edu)  
Russell House 402

# 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.

## **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 [sc.edu](https://sc.edu) 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 Jeff Stensland, university public relations director, at 803-777-3686.**

The Office of Communications and Public Affairs 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.**

# Sexual assault: Requirements for faculty and staff

If someone tells you they have 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.

## **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/sexualassault](https://sc.edu/sexualassault) 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/sexualassault](https://sc.edu/sexualassault).

**If survivor does not request anonymity:** Complete the form at [sc.edu/sexualassault](https://sc.edu/sexualassault) giving the name of the survivor.

## **Share the list of resources.**

A list of resources for victims can be found online at [sc.edu/stopsexualassault](https://sc.edu/stopsexualassault).

# Student Affairs Technology Services (SATS)

The Student Affairs Technology Services (SATS) Department 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 University Technology Services (UTS) for support of workstations, websites, and/or servers. Your manager will let you know who supports your department, SATS or UTS.

The SATS web page may be accessed via the [division homepage](#) by selecting “Toolbox” and then “Technology Services.”

## Student Affairs and Academic Support

SC.edu » About » Offices and Divisions » Student Affairs and Academic Support » Toolbox

- Student Affairs and Academic Support
- Our Experts
- Our Initiatives
- Our Facilities
- Our News and Publications
- Toolbox**
- Professional Development

### 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 Tech Ticket System** - If your department is supported by Student Affairs Tech Services, log in to request help or report issues with software, equipment and other technology systems.

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



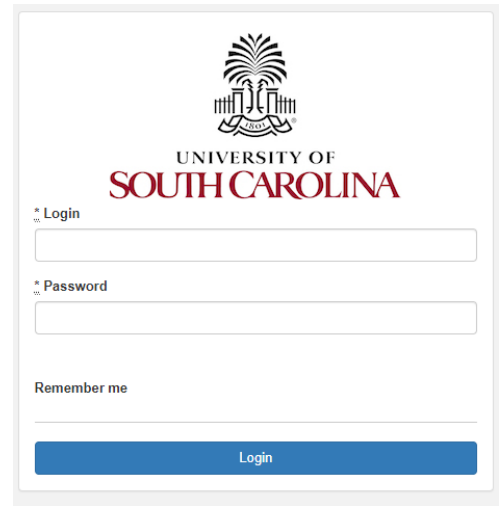
## Service Requests

You may submit a request for service via phone, email or the Ticket System.

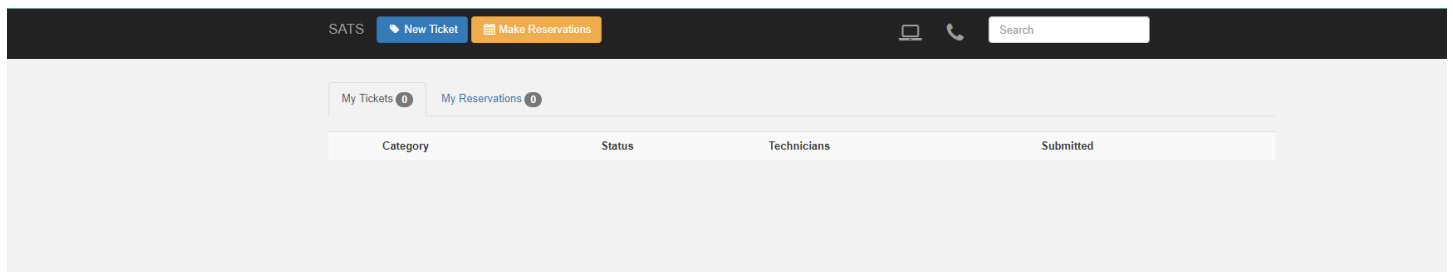
Submission of a ticket is the preferred method to ensure a record of your request is recorded.

To submit a ticket, from the [SATS web page](#) you will be presented with the login page. Log in using your network account and password.

Once logged in, you may create a new support ticket or equipment reservation. You may also view your previous tickets and reservations. The “New Ticket” is the most commonly used option. Laptops and projectors may be reserved for temporary use with a “Reservation” request (official use only).



The login form for the University of South Carolina SATS system. It features the university's logo at the top, followed by the text "UNIVERSITY OF SOUTH CAROLINA". Below this are two input fields: one for the login ID (labeled with an asterisk and "Login") and one for the password (labeled with an asterisk and "Password"). There is a "Remember me" checkbox below the password field. At the bottom is a blue "Login" button.



The SATS user dashboard interface. At the top is a dark navigation bar with the "SATS" logo, a "New Ticket" button, a "Make Reservations" button, and a search bar. Below the navigation bar are two tabs: "My Tickets" and "My Reservations". Under the "My Tickets" tab is a table with the following columns: "Category", "Status", "Technicians", and "Submitted".

## New Support Ticket

Create a new support ticket by selecting the “**NEW TICKET**” button at the top of the page. Select a Category from the drop down list and enter a description of the issue. Be as detailed as possible and include the ID listed on the yellow tape on your computer (CODSAS...). If urgent, you may select a higher priority. Please review the priority description to determine the correct level for your request. Most tickets require a Normal priority. Select “**CREATE TICKET**” at the bottom of the screen to submit the request.

**NOTE:** Rolling your mouse over the PC icon at the top of the page will display a link to our email address. Selecting the link will open a new email addressed to SATS (sats@mailbox.sc.edu).

Rolling your mouse over the phone icon at the top of the page will display our phone number (803-777-9999).

# Departmental Technical Resources

Department	Contact	Phone	Department Service
Campus Recreation	Mindy Fowler	777-2573	Hardware & software
Student Financial Aid and Scholarship	Curtis Thorne William Donaldson	777-8134 777-3213	Hardware & software support; web development
Student Health Services	Cassandra Brunson	777-4523	Hardware and Software support
Student Life	TBD	777-3710	Web content management
Student Media	Edga Santana	777-5094	Design and manage computing environments for students. Management & desktop support of workstations, Apple desktops, laptops, PDAs, and Apple Xserve workgroup servers. Ensure network connectivity for office users.
Undergraduate Admissions	Sean Crymble	777-3181	Hardware & software support; web development
University Housing	Randy Borawski	777-6034	Housing IT support: 777-7806; SAHOUSIT@mailbox.sc.edu  (HOUSING, IT HELP DESK); Hardware & software support
University 101 Programs and National Resource Center	Carlos Diaz Timothy Easter	777-5282 777-6306	Application Support (Carlos); Desktop Support (Timothy)

# Departments with Service Level Agreements with University Technology Services (UTS)

The screenshot shows the top navigation bar of the UofSC website with links for CALENDAR, MAP, DIRECTORY, GIVE, a search bar, and GATEWAYS. Below this is the UofSC logo and the text "South Carolina". The main banner is for the "Division of Information Technology" and features a large graphic of a laptop and tablet. The laptop screen displays "myaccount.sc.edu" and lists benefits: "One place to manage IDs and passwords" and "Simplified account claiming process". The tablet shows "Coming soon...". To the left of the devices, the text reads "Managing your UofSC account just got easier!" followed by a box containing "myaccount.sc.edu", "The new way employees and students will manage UofSC accounts.", and a "More Info »" link. The bottom left of the banner shows the breadcrumb "SC.edu » Division of Information Technology".

UofSC South Carolina

CALENDAR MAP DIRECTORY GIVE Search sc.edu GATEWAYS

Division of **Information Technology**

Coming soon...

**Managing your UofSC account just got easier!**

**myaccount.sc.edu**

The new way employees and students will manage UofSC accounts.

[More Info »](#)

myaccount.sc.edu

One place to manage IDs and passwords

Simplified account claiming process

SC.edu » Division of Information Technology

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](#).

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

Select "End User Services" from the selections on the left side of the page and click on "Available Technology Resources" and then click on Service Desk to submit a service ticket or call the Service Desk at 803-777-1800. Available Monday-Friday, 8 a.m.-6 p.m.



# GEMS

## Gamecocks who Excel at Magnificent Service

There are no limits to how valuable you are!

The GEMS recognition program is an easy way to celebrate employee achievements and say thank you to staff. The GEMS program aligns with the division's strategic goals and values by recognizing specific key actions and behaviors:

### Collaboration

- Teamwork
- Working successfully on joint projects
- Cooperating with others
- Willingly assisting colleagues

### Exceeding Expectations

- Surpassing requirements
- Going above and beyond
- "Shining" at your job
- Being proactive

### Stewardship

- Managing carefully and responsibly the resources in your care
- Modeling environmentally conscious behaviors for staff and students
- Evaluating the sustainability of our decisions and actions
- Exhibiting leadership behaviors that promote a sense of personal accountability and responsibility

### Respect

- Showing esteem for others
- Having a sense of worth for others
- Showing appreciation toward others
- Welcoming diverse backgrounds and perspective throughout work areas and across organizational lines

### Empathy

- Being understanding of the thoughts and feelings of others
- Demonstrating compassion
- Considering a situation from another person's point of view
- Demonstrating awareness and acknowledgement

### Innovation

- Championing new ideas with enthusiasm
- Using creativity for improvement
- Engaging in cutting edge work
- Implementing change that creates a new dimension of performance

### Initiative

- Transitioning ideas to action
- Leading others in a new direction
- Identifying issues and developing solutions
- Developing new energy

### Exceptional Customer Service

- Resolving issues with tact and diplomacy
- Demonstrating compassion
- Communicating a welcoming attitude
- Listening and effectively understanding



# **GEMS**

## **Gamecocks who Excel at Magnificent Service**

### **Who can be recognized through this program?**

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.

### **How are employees recognized?**

Employees are recognized with GEMS thank you notecards or an email if you choose to use the online nomination form. Employees who receive a GEM are eligible for a \$25 gift card drawing.

### **Who can send a GEMS notecard?**

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

### **Where can I pick up a notecard?**

All departmental business managers and HR coordinators have a supply of GEMS note- cards.

### **How do I register for the gift card drawing?**

For each GEMS notecard received, the employee may register for a \$25 gift card drawing. Online nominations are automatically entered.

### **When are the drawings and how are the winners notified?**

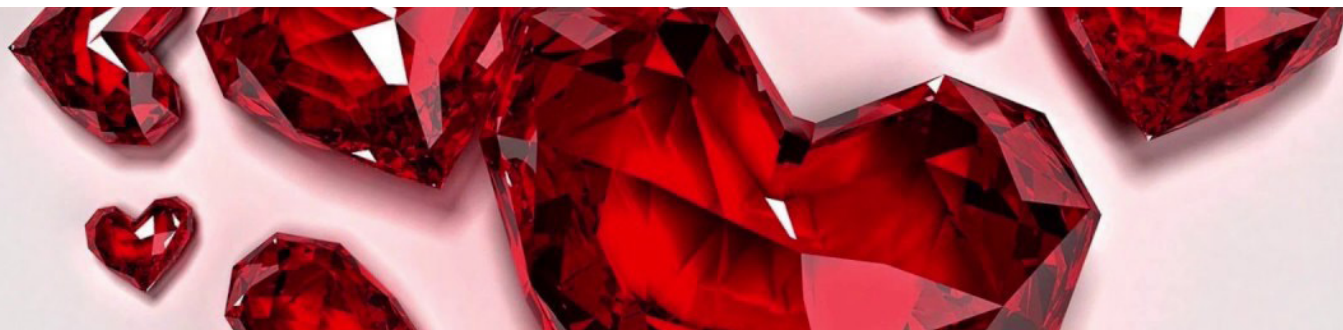
Drawings are held before each division meeting. Winners will be announced at the monthly division meetings and notified via email.

### **What types of gift cards are available and when are they issued?**

Gift cards are available from a variety of vendors (restaurants, department stores, online shopping venues, specialty shops, gas cards, etc.). Winners will be emailed with instructions on how to select the gift card and pick it up.

### **How do I get more information?**

For additional information about the GEMS program, contact your manager, business manager or HR coordinator or visit the Gamecocks Who Excel at Magnificent Service webpage. You may also contact Joy Beard at (803) 777-7526 – beardd@email.sc.edu or Alicia Bervine at (803) 777-4989 –bervine@mailbox.sc.edu.



# Mandatory Training

## Supervisors

If you have been hired into a position that supervises University staff you are required to complete mandatory supervisory training.

The LEAD (Learn, Educate and Develop) series of courses is a two track management development program that is designed to assist University employees in enhancing their knowledge, skills and abilities to lead people and get results. Many Student Affairs and Academic Support supervisors have already participated in some of the courses, and the feedback has been exceptional. New supervisors are required to complete LEAD I within 18 months. It consists of six courses with a total of 23.5 classroom hours. The Office of Organizational and Professional Development recommends that LEAD participants take Flexible Leadership: Basics and Beyond prior to attending other LEAD courses.

Course Title	Classroom Hours
Flexible Leadership: Basics and Beyond	3.5
Interviewing and Selecting Employees	6.0
Coaching for Improved Performance	3.5
Diagnosing Performance Problems	3.5
Sexual Harassment Recognition and Prevention	3.0
Managing Employee Performance Using EPMS	4.0

For more information regarding the LEAD series visit the [webpage](#).

## All Employees

As part of our commitment to creating an inclusive campus and workplace, the university has 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 the Equal Opportunity Programs [training website](#).



# New Employee Checklist

- [Subscribe to Stay Informed](#), the division's weekly email newsletter. This will also ensure you receive updated about professional development events and opportunities.
- Mark your calendar for [upcoming division meetings and events](#)
- Review the university's [new employee checklist](#).
- 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 the [professional development web page](#) periodically for updates and to learn more.
- Explore [professional development opportunities](#) offered by University Human Resources.
- Bookmark the [Student Affairs and Academic Support 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.

