Welcome!

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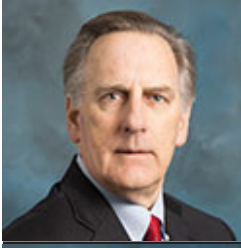
From pre-enrollment to post-graduation, our comprehensive array of programs and services support students in all aspects of their college experiences. You can learn more by visiting the Student Affairs and Academic Support website at sc.edu/studentaffairs
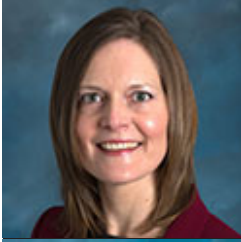
Contents of this packet

Division Leadership

Vice President for Student Affairs and 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 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 and Substance Abuse Prevention and Education. He also guides student education, prevention, training, positive engagement and compliance efforts in these areas.
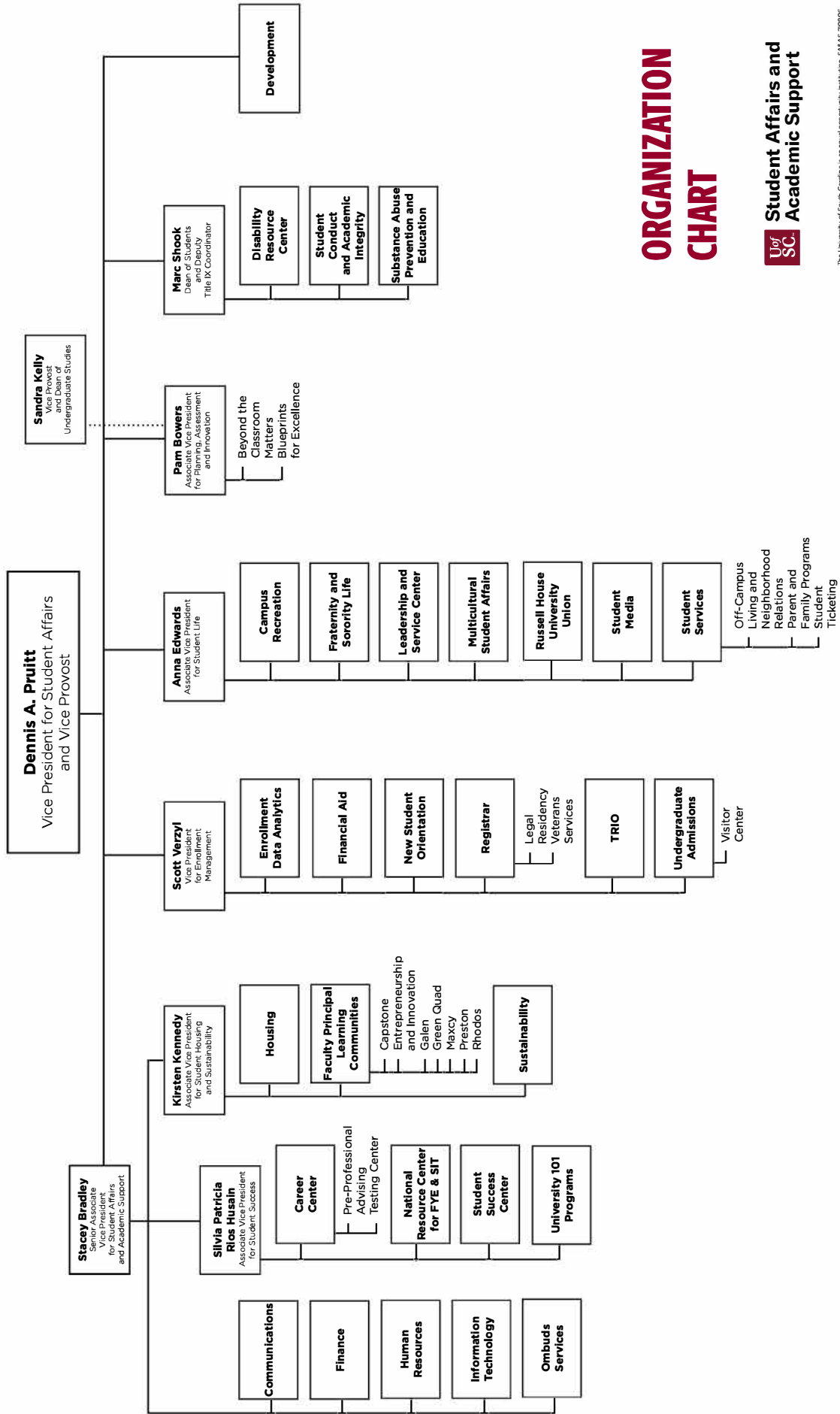
Vice President for Enrollment Management Dean of Undergraduate Admissions

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.

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

U of SC Student Affairs and Academic Support

Dennis A. Pruitt
Vice President for Student Affairs and Vice Provost

Sandra Kelly
Vice Provost and Dean of Undergraduate Studies

- Development

Marc Shook
Dean of Students and Deputy Title IX Coordinator
- Disability Resource Center
- Student Conduct and Academic Integrity
- Substance Abuse Prevention and Education

Pam Bowers
Associate Vice President for Planning, Assessment and Innovation
- Beyond the Classroom Matters
- Blueprints for Excellence

Anna Edwards
Associate Vice President for Student Life
- Campus Recreation
- Fraternity and Sorority Life
- Leadership and Service Center
- Multicultural Student Affairs
- Russell House University Union
- Student Media
- Student Services
  - Off-Campus Living and Neighborhood Relations
  - Parent and Family Programs
  - Student Ticketing

Scott Verzyl
Vice President for Enrollment Management
- Enrollment Data Analytics
- Financial Aid
- New Student Orientation
- Registrar
  - Legal Residency
  - Veterans Services
- TRIO
- Undergraduate Admissions
  - Visitor Center

Kirsten Kennedy
Associate Vice President for Student Housing and Sustainability
- Housing
- Faculty Principal Learning Communities
  - Capstone
  - Entrepreneurship and Innovation
  - Galen
  - Green Quad
  - Maxcy
  - Preston
  - Rhodos
- Sustainability

Silvia Patricia Rios Husain
Associate Vice President for Student Success
- Career Center
  - Pre-Professional Advising
  - Testing Center
- National Resource Center for FYE & SIT
- Student Success Center
- University 101 Programs

Stacey Bradley
Senior Associate Vice President for Student Affairs and Academic Support
- Communications
- Finance
- Human Resources
- Information Technology
- Ombuds Services

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

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Administrative Coordinator for SAAS
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Osborne 110

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Osborne 110

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Director of Undergraduate Student Ombuds Services
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Russell House 402

Ken Parks
Director of Information Technology
803.777.9999 |
Russell House 402

Dennis A. Pruitt
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Osborne 110

James Suber
Desktop Support Manager
803.777.9999 | james.suber@sc.edu
Russell House 402

Vacant
Director of Finance
803.777.3952 |
Thornwell Administrative Annex 120

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.

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.

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 suvivor 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 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 at http://sc.edu/about/offices_and_divisions/student_affairs by selecting "Toolbox" and then "Technology Services," or by cicking here https://support.sa.sc.edu/login

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.
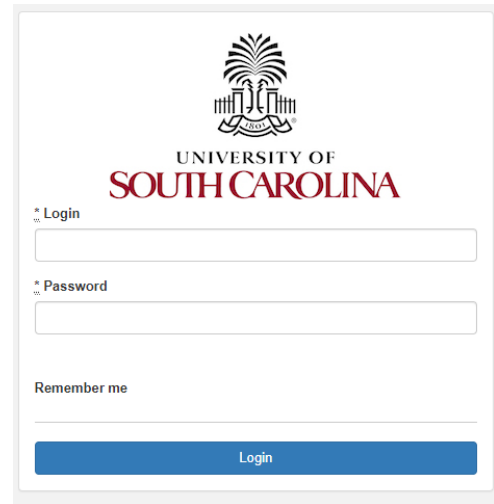
Service Requests

You may submit a request for service via phone, email or the Ticket System.
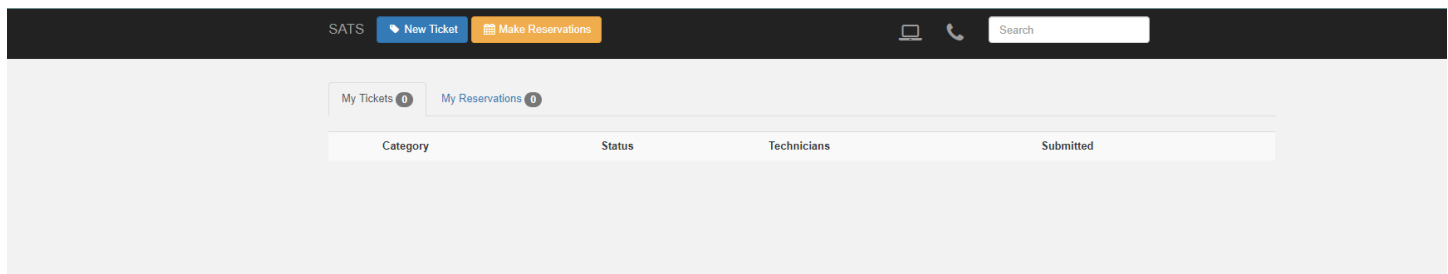
Submission of a ticket is the preferred method to ensure a record of your request is recorded.

To submit a ticket, from the SATS web page https://support.sa.sc.edu/login 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 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).

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 (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	Derrick Canzater Jarrett Chestnut Jeremy Moses	777-4523 777-0991 777-0991	Hardware and Software support
Undergraduate Admission	Deborah Staley	777-7323	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 and National Resource Center Programs	Timothy Easter	777-6306	Desktop Support

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, 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 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
There are two ways to participate:
Recognize someone online using the form at 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.

COURAGE

INCLUSION

INNOVATION

INTEGRITY

SERVICE

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 register for professional development opportunities through Human Resources. Instructions for registering for the new training registration system can be found at:

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.