DIVISION OF STUDENT AFFAIRS AND ACADEMIC SUPPORT

Welcome!

The University of South Carolina is an equal opportunity institution

UNIVERSITY OF 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 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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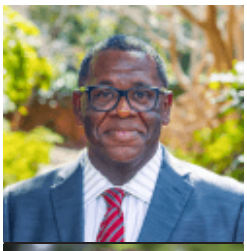
Division Leadership



Vice President for Student Affairs and Academic Support

J. Rex Tolliver leads the Division of Student Affairs and Academic Support and is responsible for the hundreds of programs, services and initiatives that support student success in and beyond college.

Executive Director of Human Resources

Alicia Bervine provides strategic and tactical guidance to division leadership, ensuring the Human Resources Department evolves beyond compliance to meet the demands of a competitive and dynamic work environment.

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 Health and Well-Being and Chief Health Officer

Stacy Fritz leads Campus Recreation, Counseling and Psychiatry, Healthy Campus Initiatives, the Student Health Center and Substance Abuse Prevention and Education, ensuring that the units work cohesively to advance USC student well-being.

Associate Vice President for Financial Services

Ben Galloway develops and executes the vision for financial services and leads the team responsible for the operations and administrative systems supporting a staff of over 500 with budgets greater than $100 million.

Chief of Staff

Lisa Jerald provides strategic leadership and operational oversight to the division as well as support high profile projects, events, and manage various executive committees. In addition, she oversees Student Advocacy and Parent and Family Programs.

Associate Vice President for the Residential Experience

Kirsten Kennedy oversees University Housing and its faculty-led and associated living and learning communities, Student Affairs and Academic Support capital projects and information technology and the Office of Sustainability.

Director of Student Services and Special Assistant to the Vice President

Rhonda Laylo serves as the point of contact for various programs and initiatives including the James Clyburn Foundation, Canzater Scholars, Meeting Street Scholars and Evans Scholars, working closely with these programs to ensure a seamless and enriching experience for their students.

Associate Vice President for Student Success

Silvia Patricia Rios Husain provides strategic oversight to advance the retention, timely graduation, career readiness and lifelong employability of our students. She oversees the Career Center, National Resource Center for The First-Year Experience and Students in Transition, Student Success Center and University 101 Programs and guide the coordinated student success network.

Executive Director of Communications and Marketing

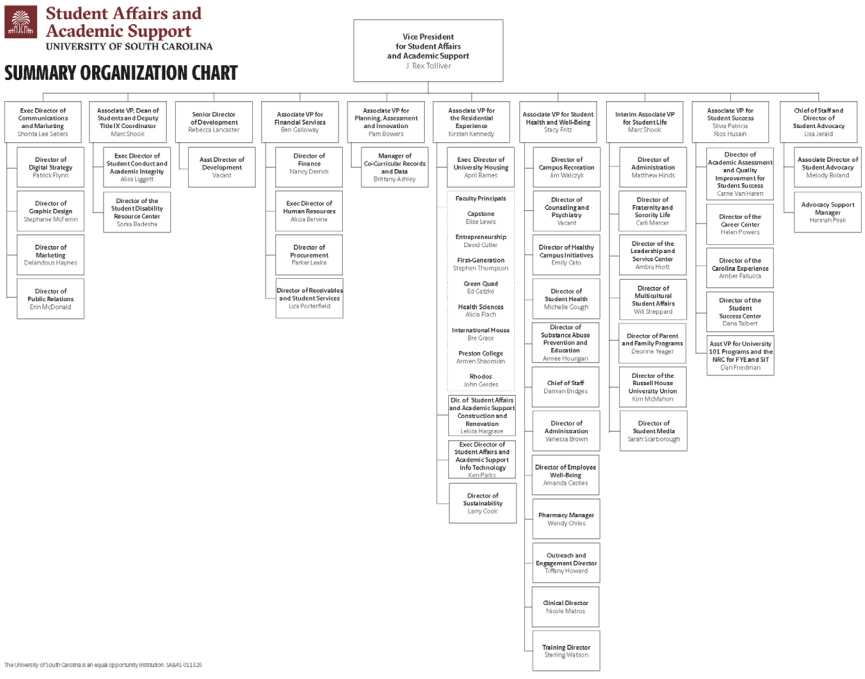
Shonta Sellers oversees the strategic direction and execution of communications and marketing efforts for the Division of Student Affairs and Academic Support. She leads the division's branding, public relations, digital media, and marketing initiatives, ensuring alignment with the university's mission to support student success and engagement.

Dean of Students, Deputy Title IX Coordinator

Marc Shook oversees the Office of Student Conduct and Academic Integrity, the Student Disability Resource Center, the Student Care and Outreach Team and withdrawal services.

Associate Vice President for Student Life

The AVP for Student Life is responsible for The Leadership and Service Center, Multicultural Student Affairs; and the Russell House University Union and its associated programs, including leadership and community service; and Student Media.



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 The Division 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.

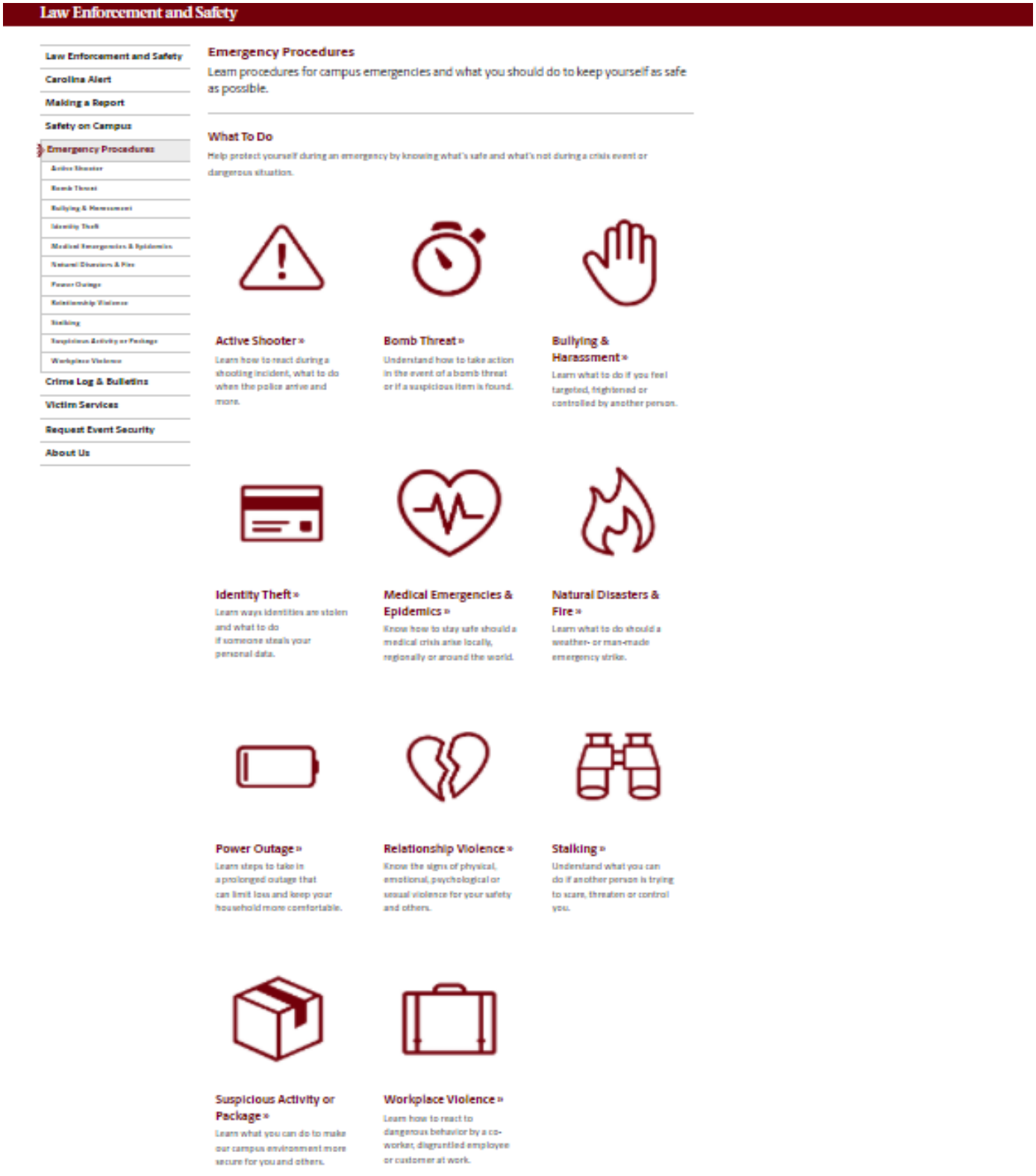
Emergency Procedures
Learn procedures for campus emergencies and what you should do to keep yourself as safe as possible. Help protect yourself during an emergency by knowing what's safe and what's not during a crisis event or dangerous situation visit https://sc.edu/about/offices_and_divisions/law_enforcement_and_safety/emergency-procedures/

EMERGENCY PROCDEURES

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/



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

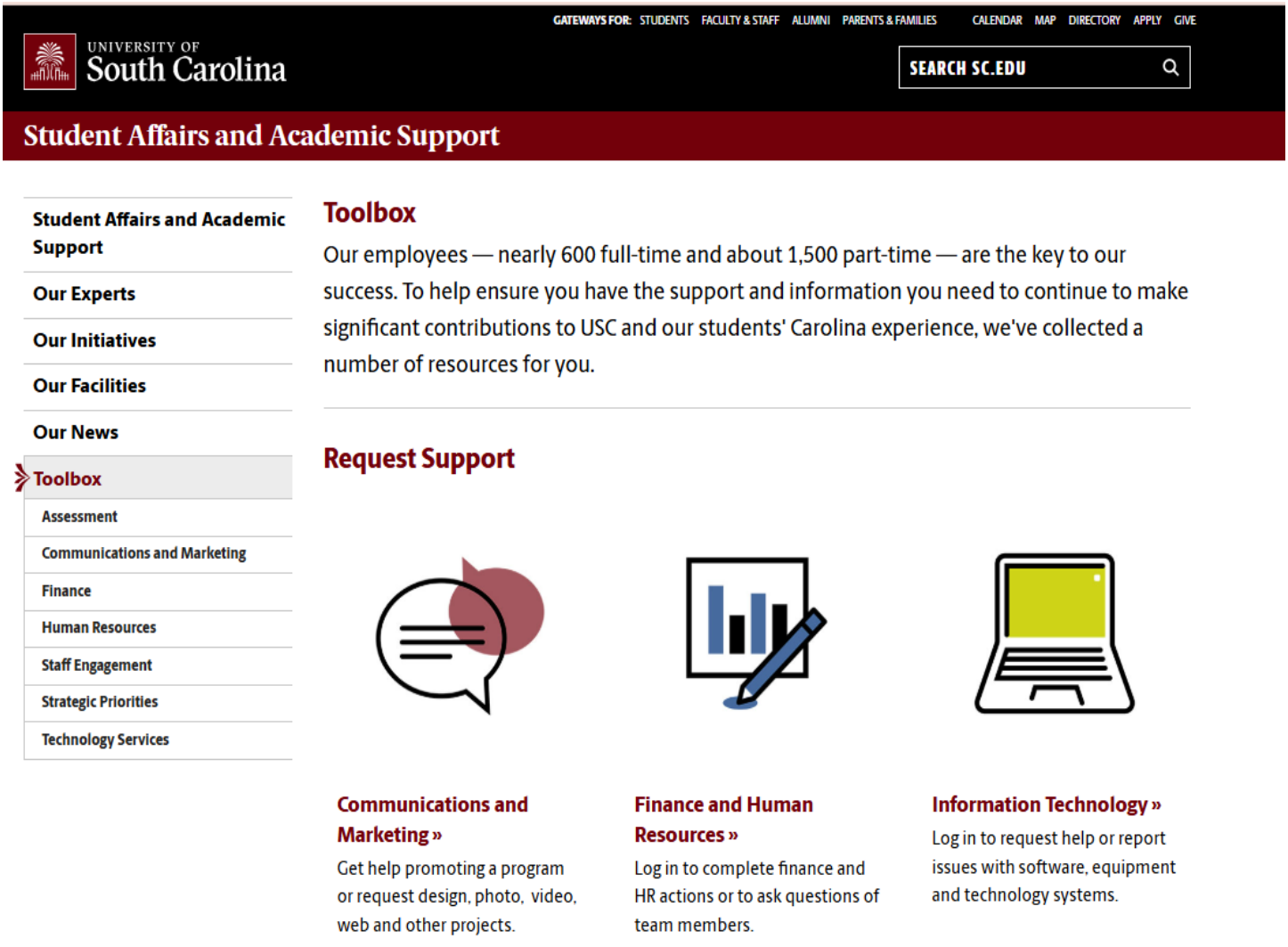
Report the incident to the Title IX coordinator.
If survivor requests anonymity: Explain that you will honor his/her request, but you must complete an anonymous report. Complete the form at sc.edu/safety/interpersonal-violence/.
If survivor does not request anonymity: Complete the form at sc.edu/sexualassault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

Share the 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 Services 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 USC and our students' Carolina experience, we've collected a number of resources for you.



Service Requests

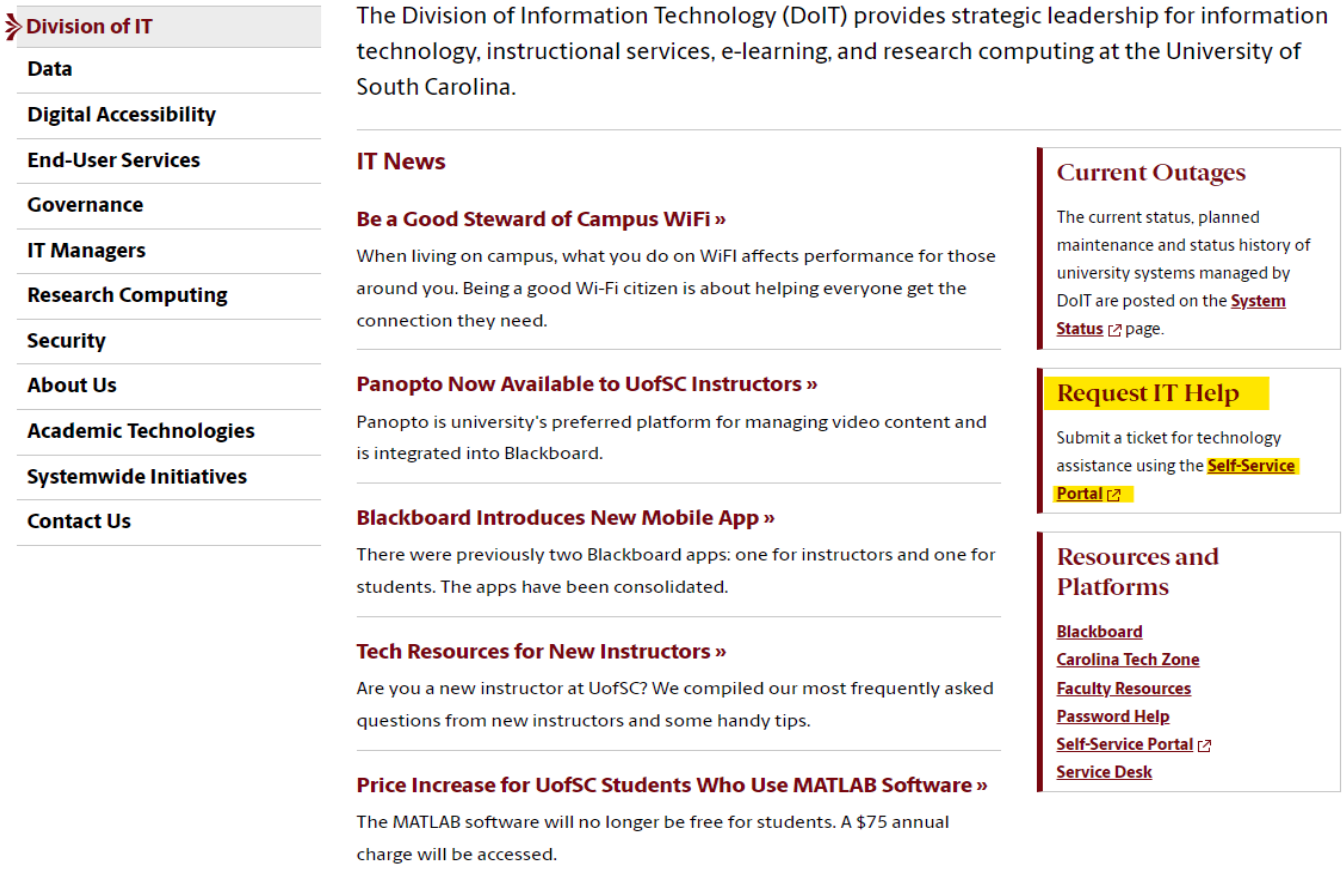
To submit a ticket for Finance, Human Resources and Information Technology you will need to log in using your network account and password.

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

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.



Staff Engagement

The Division of Student Affairs and Academic Support aims to enrich the professional growth and development of its staff at every career level. We're also devoted to showing appreciation and recognition to our dedicated staff. To honor these commitments, the division offers a wide range of staff engagement initiatives.

Calendar

Stay up to date on the divisions professional development offerings and recognition initiatives.

Professsional Development

Mentoring

Student Affairs and Academic Support offers mentoring opportunities to full-time employees of the division through the program "Division Duos." Participants in the program develop professional relationships and learn more about the division and the university.

Annual Conference

The Student Affairs and Academic Support professional development conference is open to all division staff members and graduate students.

Certifications and Trainings

Cultivate additional knowledge and skills through one of the following certificate or training programs sponsored by various departments and offices at the University of South Carolina.

Cocky Connections

The Division of Student Affairs and Academic Support's Professional Development Team helps initiate Cocky Connections groups, which are opportunities for staff to connect with their colleagues who have shared interests, identities or goals.

Supervisory Essentials Certificate Program

The LEAD (Supervisory Essentials) program, is required for all supervisors of University staff hired into a supervisory position after January 1, 2010, as per HR Policy 1.51 and must be completed within 18 months of being hired into a supervisory position.

LEAD is only for supervisors of staff. Non-supervisors are not permitted in the program. However, the Office of Organizational and Professional Development (OPD) offers an array of learning opportunities and OD services for you to crush your learning goals, build highly effective, inclusive teams, and elevate your leadership skills, advancing a culture of life-long learning. We are proud to showcase all the amazing educators and trainers preparing USC employees to serve our students.

Appreciation and Recognition

Division Awards

The Division Awards celebrate employees who consistently contribute to the mission of the Division of Student Affairs and Academic Support while providing high quality services to students, parents and the Carolina Community.

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

If your department/office needs more physical GEMS cards, please contact Trannie Smith-Simmons.
Email: smithtd6@mailbox.sc.edu

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.

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.