



Student Affairs and Academic Support

UNIVERSITY OF SOUTH CAROLINA

ORGANIZATION, SUPPORTIVE UNITS, AND GRIEVANCES

Provost Bi-Weekly Check-In

Speakers:

Rex Tolliver, Vice President for Student Affairs & Academic Support

Lisa Jerald, Director of Student Advocacy

Marc Shook, Dean of Students



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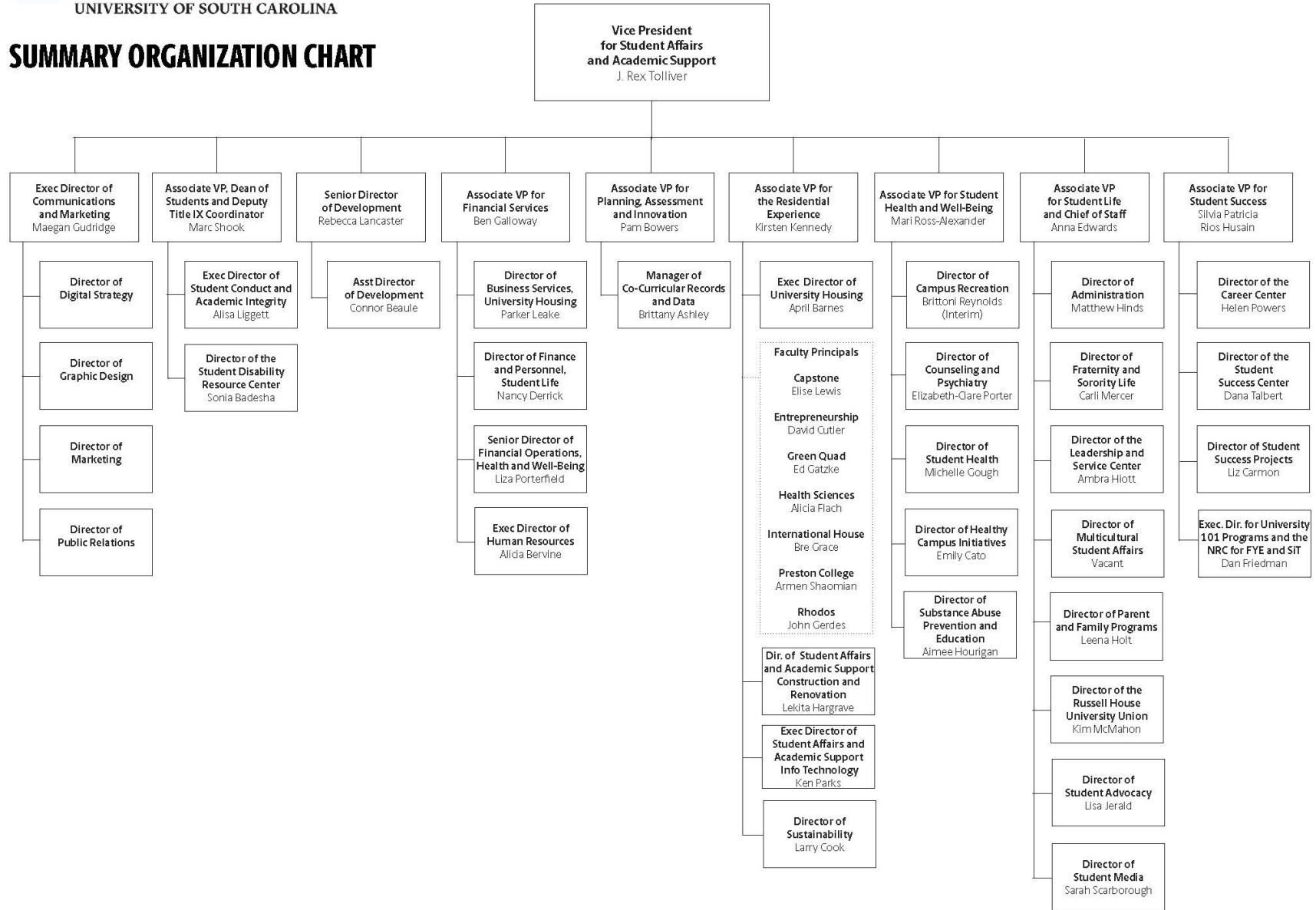
TOPICS

- Student Affairs and Academic Support Organizational Structure
- Faculty Supportive Units
 - Office of Student Advocacy
 - Student Care and Outreach Team
- Grievance Policies





SUMMARY ORGANIZATION CHART





Office of Student Advocacy



One Stop Student Support

- undergraduate and graduate students
- address questions and concerns
- refer to university programs and resources
- notify faculty of student's absence
- provide students with information to make informed educational choices

Russell House West Wing Suite 115

studentadvocacy@sc.edu

803-777-4USC (4872)



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Faculty Support

Refer students for:

- verification of absence
- options to manage and resolve conflict
- guidance on next steps or recommendations to consider when supporting students

Common student concerns with faculty:

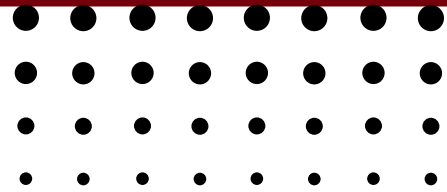
- no office hours posted
- no response to email
- class attendance policy doesn't align with university policy

[Undergraduate Attendance Policy](#)

[Graduate Attendance Policy](#)



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STUDENT CARE AND OUTREACH TEAM

- Alisa Liggett - Chair, Student Care and Outreach Team
- Austin LaForest - Director of Student Care and Case Management
- Mary Grace Raunikar - Care Coordinator
- Victoria Anderson - Care Coordinator
- Rachel Brasell - Basic Needs Coordinator



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WHAT IS THE CARE TEAM?

Multidisciplinary team who meets weekly to discuss students of concern

Clearinghouse for reports of distressed students

Positive and productive way to initiate intervention without resorting to more punitive measures

Addresses individual student behavioral issues that impact the campus community and institution

Case by Case approach



When Might a Faculty want to Submit a Care Report

Warning Signs in The Classroom





- Aggressive behaviors
- Disengagement
- Changes in behaviors/appearances
- Spontaneous academic changes
- Tone of reflective writing
- Consistently late or disheveled
- Academic integrity issues
- Social media concerns
- Decreased performance in rotations
- Classmate concerns
- Death of a relative, friend or pet
- Relationship issues
- Unexplainable guilt
- Deteriorating academic performance
- Frequent negative emotions



How to Report

sc.edu/careandoutreach

How to Contact The Team

-  (803)777-4193
-  careteam@mailbox.sc.edu
-  Byrnes Building, Suite 429
-  Drop-Ins are currently from 3:30 to 4:30, Tuesday through Friday



Student Care and Outreach Team Incident Report

For interpersonal violence reports, please visit [Stop Sexual Assault](#).

Though Care Team meetings focus on the concerning behaviors and ways we can help, please be aware that the referred student can request the name of the person who referred them.

Background Information

[Enable additional features by logging in.](#)

Your full name:

Your position/title:

Your phone number:

Your email address:

Your pronouns:

Date of Incident (Required):

Time of Incident:

Location of Incident (Required):

Specific location:

[Learn more](#)

Involved Parties

Student Name	Select Gender	Select Role	ID Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
DOB (YYYY-MM-DD)	Phone number	Email address	Hall/Address
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Add another party](#)

STUDENT GRIEVANCES

Academic

- STAF 6.30
- Does not pertain to academic grades/marks
- Each college shall establish a grievance committee (no Dean participation)
- Grievance moves from faculty member, department head, then to designated person in the dean's office
- "A grievance will be referred to the college committee if either the student or the faculty member convened has not been satisfied with the previous administrative action"
- "A faculty member who feels that he/she has been aggrieved as a result of the student grievance proceedings has the right to appear before the Faculty Grievance Committee and present his/her case to the committee"

Non-Academic

- STAF 6.27
- A non-academic grievance is a complaint by a student about an alleged action by a university employee which adversely affects the status, rights, or privileges of the student"
- Tiered approach with Office of Student Advocacy providing assistance
- 30 days
- Moves from employee, to supervisor, to vice president, then to ad-hoc committee called by the Vice President for Student Affairs



Q&A



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