### **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**

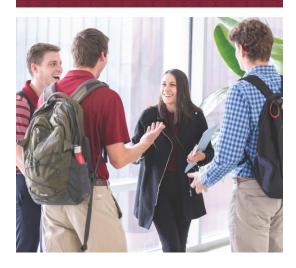
Associate Director of Student Advocacy

- 3 daughters one USC graduate
- 2007 USC graduate
- 15 years of higher education experience





### Office of Student Advocacy



## 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 43<sup>rd</sup> 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

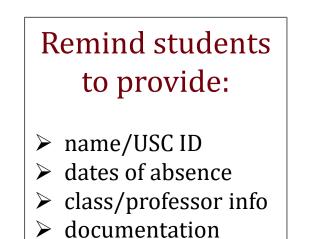
<u>Undergraduate Attendance Policy</u>



## **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

#### **Excused Absence Request**





## Caseload

	Fall 2022	Spring 2023	Fall 2023 *as of 9/12/23
Letter Requests	2,156	2,008	617
Other	115	85	45
TOTAL	2,571	2,093	662

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
- <u>Withdrawals</u>
  - 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 <u>lbj@mailbox.sc.edu</u>

If referring students: <u>Office of Student Advocacy</u> 803-777-4872



