



Dear Gamecock parents and family members,

The last couple of weeks have challenged us in ways we never could have imagined as recently as one month ago. Our patience and resilience are being tested as we respond to the many challenges posed by the coronavirus. Thank you for your continued support as the university prioritizes the health, safety and well-being of our community. We are working through this uncertain time together.

I know that right now, many of you have questions about what the university is doing to support students as we launch remote education, which will continue for the remainder of the semester. I encourage you to visit our [COVID-19 webpage](#) regularly for updated information on student services and support. Here are a few of our efforts:

Remote learning

The South Carolina faculty and staff have worked tirelessly over the past two weeks to prepare for the transition to online courses. Feedback so far is positive, and I commend our faculty and staff for their innovation and our students for their ability to adapt. However, we don't expect perfection, and there may be some challenges along the way as instructors and students adapt to new methods of teaching and learning. Problems that may arise will be addressed by instructors with flexibility and fairness.

If your student is struggling with aspects of remote coursework, it's important that they let their instructors know as soon as possible. If they have difficulty connecting with their professors, they should contact their advisors or department chairs.

Student success resources

Just as they can every semester, students can still meet with peer tutors, Supplemental Instruction leaders, academic advisers and career coaches, all of whom are committed to your student's educational experience. For the rest of this semester, however, meetings will take place online. Please review the [Campus Access and Resources](#) section of the COVID-19 landing page for details.

Mental health and well-being

In a time when students must distance themselves physically from each other, it's more important than ever that they keep in touch with their campus community in other ways. The university is providing avenues for students to do just that. Not only can they meet with peers and staff for virtual academic support, but students also can take an [exercise class on Instagram](#) or participate in our [Midday Meditation classes on Facebook](#). We're looking for additional opportunities to host virtual events and activities, and when those plans are developed, we'll share information on the [COVID-19 webpage](#).

Refunds and housing

If your student lives in an on-campus residence hall, has a meal plan, or pays for university parking, it's natural that you have questions about refunds. Governor Henry McMaster has directed the South Carolina Commission on Higher Education (CHE) to develop a coordinated effort on refunds for all state colleges and universities. The University of South Carolina remains committed to issuing refunds within the CHE's approach.

I know you are also eager to know when students can return to campus to retrieve their belongings and move out of their residence halls. We will announce dates and times as soon as it is safe to do so.

Our university, like every other college and university, is navigating a significantly and rapidly changing environment. In the days and weeks to come, we will continue to be challenged by uncertainty, inconvenience and especially -- worry for members of our communities who are affected by COVID-19, whether the illness itself or its economic

impact. I will continue to keep you informed as we make plans for the remainder of the semester, and I ask for your continued patience.

I also ask that you support your student by helping them to see this time as an opportunity to take advantage of university resources, to connect with their peers and mentors and to develop resilience that will serve them well for the rest of their lives.

This is a challenge none of us has ever seen before, but we will meet it together.

Forever to Thee,

A handwritten signature in black ink that reads "Bob". The letters are cursive and fluid, with the "B" being particularly large and prominent.

Bob Caslen
President