

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 43rd 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

[Undergraduate Attendance Policy](#)

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

Remind students
to provide:

- name/USC ID
- dates of absence
- class/professor info
- documentation

Excused Absence Request

Caseload

	Fall 2022	Spring 2023	Fall 2023 <small>*as of 9/12/23</small>
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
- Withdrawals
 - 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

lbj@mailbox.sc.edu

If referring students:

[Office of Student Advocacy](#)

803-777-4872

