

South Carolina

UPSTATE

University of South Carolina



parent guidebook

OAR

ORIENTATION
ADVISEMENT
REGISTRATION

2022

UPSTATE
University of South Carolina

Welcome to UPSTATE

The University of South Carolina Upstate is a positive, diverse, and empowering institution for motivated, success-minded students who want to be challenged academically, supported personally, and pushed to the boundaries of their potential in an opportunity-rich environment.

From its founding in 1967, the University has bound its fortunes to one of the fastest growing regions in the nation, the I-85 corridor connecting Atlanta and Charlotte. Much of what sets USC Upstate apart is its position in one of the most dynamic, opportunity-rich locations in the South. Home to more than one million people and boasting the highest per capita international investment of any county in the nation, the Upstate region provides boundless academic, professional, and cultural outlets for students to develop skills and establish meaningful connections.

Comprised of a diverse and dynamic community of about 6,000 students from 29 states and 14 nations, USC Upstate is a wonderful blend of traditional and nontraditional students who reflect the Upstate's rich international character. USC Upstate offers a balance of strengths that, when added up, results in a learning experience that's hard to match. The academic programs are accredited and highly ranked, with amazing research and internship opportunities for students.

USC Upstate is committed to fulfilling regional and state workforce needs and thus the university is a major engine of social and economic development. The university offers more than 50 bachelor's degree programs in the liberal arts and sciences, business administration, nursing, and teacher education, and master's degrees in business, education, informatics, and nursing. These are degrees that help students to transition easily to careers in the Upstate region.

By continually adding new academic programs that prepare graduates to take leadership roles in companies and in their communities, USC Upstate is helping the region to prosper. The faculty and staff are dedicated to maintaining high academic standards and to student success. Their commitment to transforming the lives of students who are often the first ones in their families to seek higher education shines through in every interaction at USC Upstate.

Regional, comprehensive universities are marked by their commitment and contributions to the region and their service and engagement with the community. There is an impressive spirit of service at USC Upstate that allows students, under the direction of a faculty member, to apply what they have learned in the classrooms and laboratories to some of the challenges facing our communities. In one year alone our students volunteered more than 18,000 hours to serving others in a number of ways.

Substance and beauty are a powerful combination and they perfectly describe the USC Upstate campus in Spartanburg, South Carolina where the most modern and cutting-edge learning facilities, technology, and resources are offered within a pristine, 330-acre campus that features rolling hills, creeks, groves of trees, and beautiful green space. The spirit of competition permeates the campus with the USC Upstate Spartans competing on the NCAA Division I level as a member of the Big South Conference. The Spartans field 15 varsity sports: Basketball, soccer, golf, cross country, and track and field for both women and men; baseball for men; and softball and volleyball for women.

Nearly 30,000 students have earned their degrees from USC Upstate and are now representing the University as alumni. Nearly 85 percent of the alumni choose to remain in the Upstate to build their lives and careers, making a significant impact on the region's economy and quality of life.

The University continues to be recognized nationally among its peer institutions for its excellence in education and commitment to its students, for its involvement in the Upstate, for its operational and managerial effectiveness, for its civility and common purpose and for the clarity and integrity of its mission. U.S. News & World Report recently recognized USC Upstate as the top Public Regional College in South Carolina and one of the top colleges with lowest student debt upon graduation in the Southern Region.

USC Upstate has enjoyed working with the Spartanburg community for more than 50 years and is looking forward to enriching the Spartanburg community in partnerships for many years to come. Together, we will create a future that is enriching, engaged and healthy. The University's reputation as a leader in education for the entire Upstate region is one that gets stronger each day.



An Important Partnership

Students, Parents & USC Upstate

USC Upstate parents and students all share a common goal: a rewarding and positive educational experience for each Upstate student. We each approach the goals from different perspectives.

The Parents Orientation and this guidebook are designed to support the relationship between you, your student and the campus by providing you with essential information. We realize you have been the most important resource for your student. The University has additional resources to support students in their lives at Upstate.

You will hear a lot about “transitions” during Orientation and in this guidebook. As parents transition to a new phase of relationship with their children, those children will transition to more self-sufficient, independent lives.

Because we see students as adults, most communication concerning bills, grades and academic performance will be directly with them. We encourage you to communicate regularly with your student and to recognize there are many situations in which the University cannot release information to parents.

Academic Records and FERPA

The Family Educational Rights and Privacy Act (FERPA), also known as the Buckley Amendment, is federal legislation that deals with the rights of students as they impact their educational record. This includes both the students’ right to inspect and amend records as well as the right to exercise some control over the disclosure of their information. An annual notification to students concerning their rights under FERPA is published in the online catalog.

Verification of Enrollment

Students needing proof of enrollment for medical or other purposes may obtain this information online through the Self Service Carolina (SSC) system or by visiting the Records Office with a photo ID.

Release of Information

A student must provide a signed and dated written consent form before a school may disclose records to a third party. Certain exceptions apply, including the parents of a dependent student. Parents must provide documentation of dependency as defined by the Internal Revenue Code as well as a notarized affidavit.



Here are a few helpful places you’ll want to keep in mind. All USC Upstate telephone numbers use the 864 area code.

Career Management
CASB 103
503-5993

Student Success Center
Media 319 (temporary location)
503-5392

Counseling Services
Rampey Bldg.
503-5195

University Police
Public Safety Bldg.
503-7777

Academic Affairs

Student Success Center, Media 319 • 503-5392

www.uscupstate.edu/ssc

The Student Success Center strives to help students succeed in their studies, graduate from USC Upstate in a timely manner, and begin a career or graduate study. The Center is divided into four main areas. **Academic Support** provides students with the tools and resources needed to make a smooth transition into college. Academic Support offers free tutoring, Supplemental Instruction, study group facilitation, one-on-one consultations, service referrals, and various workshops and seminars on study skills, time management, note taking, and reading strategies. **Advising Services** serves first-year students, student athletes, and undeclared students with an emphasis on mentorship and academic success. Advisors also provide services to students who are on academic probation, as well as outreach and assistance to students who are questioning their choice of major. **University 101** is a three-hour elective course that focuses solely on freshman success. **TRIO Student Support Services** works with income eligible, first-generation college students or students with disabilities to ensure they are successful, maintain good grades, and graduate in a timely manner. TRIO Scholars get connected with a support system before classes even start that assists them through graduation.

Career Management, CASB 103 • 503-5993 Career Management seeks to make sure that every USC Upstate student has the tools, resources, information, and most importantly, a partner to navigate the college-to-career transition. Committed to empowering students at all stages of their education, this office provides a variety of services including one-on-one career counseling, resume and cover letter reviews, information workshops and recruitment events, graduate school preparation, mock interviewing, and a Career Closet that provides students with free professional attire. Additionally, this office assists alumni in their development of lifelong career management skills and strives to build mutually beneficial relationships with employers throughout the region. Students, alumni, and employers can take advantage of the university's online recruiting system, Handshake, for job postings, information sessions, and recruitment events.

Academic Computer Labs To view a full listing of all on-campus labs including location, hours of operation, software availability, and level of assistance provided, please visit www.uscupstate.edu/its.

Spartan GreenSky is an initiative of USC Upstate to provide anywhere, anytime access to USC Upstate email, files and course required software for all students, faculty and staff. Included in these services are email, cloud storage, and virtual computer access. With Spartan GreenSky users can access any of these services via any device (computer, tablet or smartphone) with Internet access, including access to nearly all computer labs and specialized software previously only available in specific computer labs. Visit www.uscupstate.edu/its for more information.

Printing Students are able to print wirelessly to printers in various buildings across campus. For more information and a listing of locations visit "Network Printing for Students" at www.uscupstate.edu/its.

Laptop & Tablet Loaner check-out This popular program for USC Upstate students offers laptops and tablets (iPad, Android & Windows8) equipped with wireless Internet access, SpartanGreenSky, email, and Microsoft Office for check out (up to 7 days) on a first come, first serve availability basis. These devices are fully compatible with the USC Upstate wireless network and all online information resources accessible through desktop computers. Contact the ITS Help Desk at 503-5257 or helpdesk@uscupstate.edu.

ITS Help Desk • 503-5257 The ITS Help Desk assists students, faculty, and staff with effective and efficient use of technology and ensures their technology needs are met while at USC Upstate. The Help Desk is available over 70 hours a week, offering support over the phone, in person, email, using screen sharing, and onsite at specific locations where needs arise. Please feel free to contact the Help Desk at (864) 503-5257, helpdesk@uscupstate.edu, visit us in the Stockwell Administration building or online at www.uscupstate.edu/its.

Math & Computer Science Tutoring Services, Hodge 242 • 503-5345 Mathematics tutoring is available for all USC Upstate students. Tutoring services are free and available without an appointment. Computer Science tutoring is available to USC Upstate students enrolled in select computer science courses. MCS hires outstanding juniors and seniors majoring in mathematics and computer science to work in the tutoring lab.

Email and Network File Space Students have access to the best email, calendaring, and network server environment available in Microsoft Office 365. You can access email in Microsoft Office 365 by using Microsoft Outlook Web App, a web-based version of Microsoft Outlook. Outlook Web App gives you access to your Microsoft Exchange mailbox from any computer connected to the web. For more information visit www.uscupstate.edu/its.

University Writing Center, HPAC 136 • 503-5883 The Writing Center provides free 50-minute, one-on-one tutoring sessions in writing, research and documentation strategies to students across disciplines. Sessions are available both in person and through Distance Tutoring via Skype. The Writing Center is open Monday through Friday; daily hours for each semester are posted on the University website. Appointments should be scheduled in advance with the Writing Center, but walk-ins may be occasionally accommodated.



Student Affairs

Campus Recreation, HEC • 503-5080 USC Upstate offers a full recreation program – from a long list of intramurals to various fitness programs – that is sure to fit even the busiest of college student schedules. The Campus Recreation program is committed to promoting healthy lifestyles for the campus community by providing safe, enjoyable, and educational activities for faculty, staff, and students. A valid USC Upstate student ID is necessary for admission to the Spartan Recreation Center, league play and equipment rental.

Counseling Services, Rampey building • 503-5195 Counseling is available to assist students in reaching personal and educational goals. Counseling is short-term, solution based and provided in an atmosphere focusing on growth and change. The counseling staff includes licensed counselors and medication management providers. Please note that controlled substances are not prescribed. Additional services include couples and group counseling, psychological testing (fee based), crisis counseling, outreach programming, and educational workshops. Counseling is confidential, unlimited and provided free of charge to all students. Services are available Monday through Friday, 8:30 a.m. - 5:00 p.m. Counseling may be offered face-to-face or via telehealth appointments. Appointments can be scheduled by calling 864-503-5195.

Dean of Students, CLC 303 • 503-5107 The Dean of Students office is responsible for the oversight of the judicial system and the Code of Student Behavior. This office also assists students in crisis who may need to notify faculty regarding extended illness or family crisis. Contact this office at 503-5107.

Disability Services, CLC Suite 107 • 503-5199 Disability Services works to ensure that educational programming and services are accessible to students with disabilities. Individuals who are supported include those with physical, sensory, learning, and other disabilities such as health impairments or psychological impairments. Examples of accommodations include textbooks in alternative format, alternative test administration, assistive technology, and priority registration. Disability Services is open from 8:30 a.m. - 5:00 p.m.; extended hours are available for scheduled tests by advance appointment. Disability Services is located in the Campus Life Suite 107.

Health Services • 503-5191 Conveniently located at 490 Hodge Drive adjacent to campus housing, and at 995 University Way near Valley Falls Road. Health Services provides students with confidential, convenient, affordable health care on campus. Services offered include illness and injury management, prescriptions, birth control, STI testing and treatment, labs, immunizations, and physicals. Services are available to all enrolled students year round from 8:30 a.m. – 5:00 p.m., Monday - Friday. Board certified nurse practitioners are available during office hours. Students may access their web portal at www.uscupstate.edu/myhealth to schedule appointments, communicate with providers, and view lab results. Health Services follows Federal & State laws, and University regulations related to protected health information (PHI). The office does not share information with any other medical office, university faculty or staff, or parents without consent of the student, or if disclosure required by law.

Immunizations All students are required to have a history of current immunizations on file prior to enrollment. For a current list of REQUIRED vaccinations, visit www.uscupstate.edu/health. You cannot register for future courses until you have returned your forms and received an immunization clearance through Health Services. Once submitted, students will receive a confirmation message in their MyHealth portal, located at www.uscupstate.edu/myhealth, within 7 business days. Students with health insurance may go to a local pharmacy, health department, or doctor's office to get these vaccines. Students without insurance, or with Medicaid, who are under age 19 may qualify for the Vaccines for Children (VFC) program. For more information or to get an appointment for a vaccination, contact Health Services at (864) 503-5191.

Housing and Residential Life • 503-5422 Housing and Residential Life supports all students who live on campus. HRL is located in the bottom floor of the Palmetto House and is open from 8:30-5:00 p.m., Monday through Friday. Housing and Residential Life sponsors several activities each semester. Live Where You Learn through our exceptional staff who develop programs/services that target the interests of our residents as well as build an inclusive community where residents can learn and grow together.

Intercultural Education and Engagement, CLC 224 • 503-5122 In collaboration with other university divisions, the Office of Intercultural Education and Engagement strives to educate on cultural awareness, support and empower students, and promote an inclusive campus community through informative, social and equity-driven programs and services. These programs and services give all students, faculty, and staff an opportunity to learn, develop, and grow both personally and interpersonally as they are challenged to cultivate a deeper and more accurate understanding of themselves and others. Office hours are Monday -Friday. Appointments may be obtained by calling 864-503-5122. Walk-in appointments are always welcome.

Student Involvement, CLC 224 • 503-5122 Located on the second floor of the Campus Life Center, the Office of Student Involvement offers USC Upstate students opportunities that complement their academic experience. This office offers a wide variety of co-curricular activities, organizations and programs dedicated to the holistic development of USC Upstate students, including, campus programs, civic engagement, fraternity & sorority life, homecoming, leadership programs, intercultural programs, and registered student organizations.



Financial Aid

USC Upstate offers a full range of financial assistance programs designed to aid students and their families with the cost of higher education. Options for students earning degrees include scholarships, grants, loans and employment opportunities. These resources are awarded to students based on financial need, academic strength, leadership potential, special talents, or a combination of these criteria.

Scholarship and Financial Aid Award Letters

Students will receive notification on SSC detailing the type and amount of financial aid for which they are eligible, along with any scholarship awards. Notifications to students generally begin in April. Awards cannot be made until all requested information is received. Emails and/or notices on SSC are sent to students if additional information is needed to finalize financial aid awards. Links or enclosures may include affidavits for various state programs. (For eligibility requirements and other information on state-funded scholarships, please visit www.che.sc.gov). Revised award notifications are sent through SSC as new USC Upstate scholarships, grants, and loans are awarded; students can make changes to their loan award amounts by making changes on SSC. Students must notify USC Upstate of any grants and scholarships awarded by outside sources.

Student Loan Application Processing

If you requested a Federal Direct Loan on the FAFSA, USC Upstate will send all first time borrowers instructions on completing the required steps to receive federal loans via SSC. Complete instructions on Federal Direct Loans and the process can be found on the USC Upstate website. Scholarships and financial aid may be used to pay tuition, fees, room and board. Financial aid funds can be used toward bill payment. Financial aid funds may be pending for unmet requirements as follows:

- **Minimum hours.** Aid is awarded based on full-time enrollment (12 or more hours each term). If the student is registered for fewer than 12 hours for a major semester, financial aid may be pending. To make the funds available the student may register for more hours or notify the Financial Aid Office that he/she will be less than full-time for the fall or spring semester. Eligibility will be determined based on the number of hours for which the student will be enrolled.
- **Loan counseling or Loan Master Promissory Note.** Students awarded Federal Direct Loans must complete Direct Loan counseling and sign the Master Promissory Note by accessing www.studentaid.gov.
- **Award on hold or over award.** Contact the Financial Aid Office (503-5340) for information regarding this message.

Office of Financial Aid and Scholarships
Health Education Complex, Suite 2081
Phone: 864-503-5340 Fax: 864-503-5974
Email: finaid@uscupstate.edu





Student Services

USC Upstate Department of Public Safety, 219 North Campus Blvd. • 503-7777

The USC Upstate Department of Public Safety is a certified South Carolina law enforcement agency. As such, all officers are graduates of the Criminal Justice Academy possessing statewide jurisdiction as commissioned State Constables. The department is staffed 24 hours a day, seven days a week; however, the administrative offices are open from 8:30 a.m. until 5:00 p.m. Monday through Friday. In providing for the safety and security of our campus constituencies, the Department of Public Safety offers a wide array of community services including crime prevention programs, management of the University Motor Pool, accident investigations, lost and found services, emergency medical response, University ID and parking permit distribution, vehicle battery jumps, vehicle unlocks, security escort service, building locks and unlocks, fire and intrusion alarm response, parking enforcement, criminal investigations, emergency preparedness, risk management, and a host of other courtesies.

Communicating an emergency: If an emergency or accident occurs on campus, students should notify University Police by dialing 911. Please dial 503-7777 for routine business matters. Emergency telephones are located at the entrance to most campus buildings and automatically connect to a representative of the Police Department. In addition, emergency call boxes have been placed in strategic locations around campus to facilitate immediate contact with an on-duty police officer. Students can register for SpartAlert, the campus emergency notification system, through SSC. The emergency notification system will provide students with critical information when unexpected circumstances arise that pose a threat of imminent danger to our community. When registering, students are asked to provide a cell phone number, e-mail address and work/alternate phone number. This information is necessary to receive emergency alerts. USC Upstate will also use other communication tools during emergency situations as well. These may include paging to campus telephone extensions, electronic signage, a coordinated use of public media outlets, and text alerts.

Parking and Traffic Regulations: Any person parking a vehicle on campus must register his or her vehicle with the University Police Department to receive a parking permit. Parking permits are valid for one academic year and must be renewed prior to the beginning of the fall semester.

Dining Services, CLC • 503-5900

Dining Services is located just off the first floor lobby of the Campus Life Center in office 121. To learn more about campus dining service, please visit our website, uscupstatedining.sodexomyway.com.

Veterans Affairs, HEC, Suite 2081 • 503-5273

The Records Office handles certification of all veterans receiving educational benefits while at USC Upstate and assists with problems concerning such benefits. Students who want to apply for VA benefits should contact the Veterans Affairs office.

Bookstore, HEC • 503-5167

Hours: Monday-Thursday, 8:00 a.m. - 6:00 p.m.
Friday, 8:00 a.m. - 5:00 p.m.

The Upstate Bookstore is pleased to offer students a full range of shopping experiences. From getting your needed classroom materials, by either purchasing or renting, to getting your latest Spartan gear, the bookstore is your one stop shop on campus or on the web. Please stop by for a visit soon. **Book Return Policy:** Absolutely no refunds or exchanges are allowed after the full refund and drop/add period. For full refund policy and textbook rental policy, visit www.upstatebookstore.com.

How to Buy Your Books

The USC Upstate Bookstore offers several options for students in the market for new and used textbooks:

- ➔ In-store shopping. Bring your schedule with course information to the Bookstore, and the staff will make sure you get the right book for every class. We offer rental textbooks for some courses as well.
- ➔ Online shopping with the option of pick-up or ship to home. (There will be an option in the shipping section of checkout that customers may choose, so their books can be pulled and packaged for pick-up.) You may also rent books through our website.
- ➔ Express ordering is available online with use of the unique six digit schedule code.
- ➔ Greenville campus students may purchase books online at www.upstatebookstore.com or visit the main campus.

Bookstore hours during the summer are 8 a.m. to 5 p.m. Monday through Friday. Fall books go on sale the first business day of August. Visit www.upstatebookstore.com for more information.



Academic & Tech Terms

Academic Catalog The Academic Catalog is more than 270 pages of information containing course descriptions and requirements for all degree programs, along with academic regulations and other University information. Students should use the catalog as their reference manual to the University. The Academic catalog may be accessed online at www.uscupstate.edu/academiccatalog.

Blackboard is an online course delivery system where your instructors may post announcements, course syllabi, assignments or other information. Essentially, it is a mobile classroom that is accessible anywhere you have an Internet connection, so you can take full advantage of your education even if you are not on campus. For more information, visit the Information Technology website, www.uscupstate.edu/its.

Email and Network File Space The University uses campus email for official notifications so students should check their campus email regularly. Students have access to the best email, calendaring, and network server environment available in Microsoft Office 365. It comes with a 10GB inbox, online storage up to 25GB, calendar, chat, spaces pages, Office Live and many other great features. You can access email in Microsoft Office 365 by using Microsoft Outlook Web App, a web-based version of Microsoft Outlook. Outlook Web App gives you access to your Microsoft Exchange mailbox from any computer connected to the web. For more information visit www.uscupstate.edu/its.

FAFSA stands for the Free Application for Federal Student Aid. This application is used in determining federal, state and local forms of financial aid to include grants, loans, and work-study.

Semester Hour One semester hour is one unit of academic credit. Most USC Upstate courses are 3 credits (some science courses are 4, including the lab). Degree programs require a minimum of 120 hours to graduate. If your student takes 15 hours per semester, they can graduate in four years.

Semester The University operates on a semester system with the academic year divided into units: three semesters, fall, spring and summer. Students must register for each semester separately.

Syllabus A syllabus is a summary or outline of a course, detailing what instructors expect of students including attendance policy and grading system.

Username A username is the login identity students use when they access their USC Upstate email and network accounts. It is the same as your Blackboard username. When logging into Live@Edu for email access, you need to use your entire email address. i.e., username@email.uscupstate.edu.

SSC stands for Self Service Carolina, the main portal which allows students to check and update personal information, register for classes, pay fees, check financial aid status, and view grades. Self Service Carolina can be accessed from my.sc.edu.

Virus Software The University uses computer software to prevent computer viruses. USC Upstate students can get a free copy for their personal computers from the Help Desk.

Campus Life Terms

CAB (pronounced cab)
Campus Activities Board

IMPACT - A Community Service Organization

DIBS (pronounced dibs)
Diversity in Business Students

The Tree Houses
Palmetto House & Magnolia House

Lower Quad
grassy area between Media, Smith, HPAC &
College of Arts and Sciences Building (CASB)

Upper Quad
grassy area between Library,
Administration, Hodge and Media

SGA
Student Government Association

Sparty's
game room in Palmetto House





20 Tips For Parents

- 1 If possible, plan a campus visit, e.g., a sporting event, a weekend, or a day at Upstate with your student. Take your student and his or her friends to lunch, dinner or for an outing.
- 2 Phone, email, text or connect on social media with your student, especially in the beginning of the year.
- 3 During the semester, send a beloved food item. If your student comes home on the weekends, send the leftovers back to campus.
- 4 Purchase a gift certificate from a grocery store or your student's favorite store. Your student can then spend the certificate on food items, etc., and you know the money will go for what it was intended.
- 5 For holidays, send something appropriate, like plastic pumpkins filled with Halloween candy, holiday baskets, etc.
- 6 Discuss financial management with your son or daughter before he or she begins at USC Upstate. It is strongly recommended students either open a local bank account or use a bank near home. You may also consider educating your student on the advantages and disadvantages of credit cards as they will have plenty of opportunities to apply.
- 7 Encourage your student to check their account balances regularly and be aware of any pending withdrawals.
- 8 Have your student create a monthly budget instead of a semester budget for the first year.
- 9 If you have not begun giving your student added responsibilities at home during his or her high school senior year (budgeting money, washing and ironing, extending curfews, managing time, etc.), do it now.
- 10 Remember, parental guidance does not mean trying to control your student's decisions or actions from home.
- 11 Encourage your student to foster a good rapport with his or her academic adviser and to develop a network of peers, administrators, faculty and staff to count on for advice and guidance.
- 12 Be aware of any stipulations established by your health insurance provider. Most require the student to be full-time in order to receive benefits. Also, make sure your carrier will cover your student out-of-state.
- 13 Know how to find contact info of local businesses and agencies that are most important to you.
- 14 Make sure your student keeps the Registrar's Office informed of address changes for both local addresses and mailing addresses.
- 15 If your student begins to get into academic trouble, refer him/her to his adviser early on. Don't wait until he/she is on probation.
- 16 Students who get involved on campus are prone to greater academic success than students who leave campus after class.
- 17 Don't be upset if you don't hear from your son or daughter the first week of college. Instead, be pleased he or she is fitting in, having a good time and keeping busy.
- 18 Don't attempt to rush in and "save the day" for your son or daughter. Now is the time to trust that your years of influence will make a difference.
- 19 Support without always agreeing. Validate your student's feelings and perceptions, but don't assume it's the whole story.
- 20 Most of all, keep a sense of humor — no matter what you see or hear.

As a parent, you will want to consider how you and your student will handle the communication of grades, payment of tuition/fees, academic standing, etc. The University is strictly limited as to the information it can discuss with anyone but the student.

Avoiding the contentious nature and additional paperwork of seeking this information without the student's consent is in the best interest of you and your student. If you have additional questions, please contact the Registrar's Office at 864-503-5220.



Campus Resources



ISSUE: Absenteeism

WHO TO CONTACT: [Dean of Students](#)

(family crisis / medical absences)

[Student Success Center](#) (all other absences)

SUGGESTION: The class attendance policy is determined individually by each professor. Faculty may permit students to make up work only for serious illness, death in the family, representing the University off campus, etc. Please contact the appropriate office for further assistance if your student is accumulating absences.

ISSUE: Academic Difficulties

WHO TO CONTACT: [Professor](#) or [Student Success Center](#)

SUGGESTION: Students who are struggling academically should first and foremost meet with their professor. They should also be referred to the Student Success Center to get academic counseling and to receive any needed additional academic support necessary (tutoring, SI, etc.).

ISSUE: Alcohol/Drug Abuse

WHO TO CONTACT: [Counseling Services](#)

SUGGESTION: Try to determine the extent of abuse; encourage student to seek professional help. The problem may be too severe for parents or students to deal with alone. Contact Health Education for consultation and referral.

ISSUE: Roommate Conflicts

WHO TO CONTACT: [Residential Life](#) or [Counseling Services](#)

SUGGESTION: Encourage student to take time to work through conflicts; discuss the value of learning to get along with someone who is different; help student to be appropriately assertive without being domineering. Make them aware of Counseling Services as a resource. On-campus students complete Roommate Agreement Workbooks with their roommate/suitemates at the beginning of the semester; encourage your student to advocate for themselves during this process.

Issue: Illness

WHO TO CONTACT: [Health Services](#)

SUGGESTION: Encourage the student to go to Health Services for treatment. If needed, Health Services will make the appropriate referral or work with the primary care physician for treatment.

ISSUE: Homesickness/Loneliness

WHO TO CONTACT: [Counseling Services](#), [Residential Life](#) or [Student Involvement](#)

SUGGESTION: Before school starts, determine when visits home will be scheduled and when you might be able to visit the campus; let your student know that homesickness is a common problem with freshmen and Counseling Services can offer support. Use campus notifications to help student learn about things to do on campus and in the community. Urge student to contact the Office of Student Life about how to get involved at USC Upstate.

ISSUE: Changing Major

WHO TO CONTACT: [Academic Adviser](#), [Career Management](#), or [Counseling Services](#)

SUGGESTION: Research shows most college students will change their major several times during their college experience. This is normal and does not reflect indecisiveness, but more likely a clarification of students' interests, values and skills as they relate to career choice. Encourage your student to seek career counseling in order that they might clarify their career path.

ISSUE: Safety

WHO TO CONTACT: [University Police](#) or [Resident Adviser/Residential Life](#)

SUGGESTION: USC Upstate is a relatively safe place, but students need to be reminded that they need to take the same precautions here that they would in any metropolitan area. Emergency call boxes are located throughout campus. Tips on personal safety and the security of property will be provided by the University Police.

ISSUE: Parking Tickets

WHO TO CONTACT: [University Police](#)

SUGGESTION: Make sure student has a clear understanding of where on campus students (depending on sticker color) can park. Unpaid parking tickets end up on a student's account – you may want to make sure your student knows he/she is responsible for those charges.

ISSUE: Withdrawal from a class

WHO TO CONTACT: [Professor](#), [Academic Adviser](#), [Student Success Center](#), [Financial Aid](#)

SUGGESTION: Student should always discuss matter with professor first. Additional support and advice can be provided through the Student Success Center. Students should also check with their academic adviser to determine impact of decision on degree progress. Students should be aware of deadlines set forth in the academic calendar every semester. Students receiving scholarships or financial aid should check with the Financial Aid Office to determine any impact of withdrawing from a class.

Issue: Determining a Career Goal

WHO TO CONTACT: [Career Management](#) or [Counseling Services](#)

SUGGESTION: Career exploration is a process which takes place over the duration of the college experience. Personality inventories utilized in career counseling, exploration using Focus 2, internships and resume development are just some of the components students can use to continually refine their career goals.



Calendars & Contacts

Academic Calendar

Fall 2022

- Aug. 18:** Classes begin
- Sept. 5:** Labor Day (no classes)
- Oct. 13-14:** Fall Break
- Nov. 23-25:** Thanksgiving Break
- Dec. 2:** Classes end
- Dec. 5-9:** Final exams
- Dec. 10*:** Graduation

Spring 2023

- Jan. 9:** Classes begin
- Jan. 16:** MLK holiday
- March 5-12:** Spring Break
- April 24:** Classes end
- April 25-May 1:** Final Exams
- May 2*:** Commencement



Contact Information

Admissions
HEC, Suite 2081
503-5246

Dean of Students
CLC 303
503-5107

Interdisciplinary Studies
CASB 110
503-5703

Spartan Rec Center
HEC
503-5080

Athletics
Hodge 101
503-5144

Disability Services
CLC, Suite 107
503-5195

Library
503-5620

Student Government
CLC 210
503-5134

Cashier's Office
HEC, Suite 2081
503-5326

Financial Aid
HEC, Suite 2081
503-5340

Records
HEC, Suite 2081
503-5220

Student Involvement
CLC 224
503-5122

Chancellor's Office
Admin 201
503-5200

Health Services
995 University Way
503-5191

Residential Life
Palmetto House
503-5422

University Public Safety
503-7777

Counseling Services
Rampey
503-5195

Info Tech. Help Line
503-5257 (Spartanburg)
552-4269 (Greenville)

ROTC
URC
503-5103



(All USC Upstate telephone numbers use the 864 area code)

Orientation Leaders

Visit www.uscupstate.edu/orientation or scan the QR code to learn more about orientation and our OAR Student Leaders.



We sincerely appreciate the confidence you have placed in USC Upstate. Please let us know if we can assist you in any way as you and your family join the USC Upstate family.

UPSTATE
University of South Carolina

USC Upstate
Office of Admissions
800 University Way
Spartanburg, SC 29303
864-503-5246
800-277-8727
admissions@uscupstate.edu
www.uscupstate.edu



The departments within USC Upstate Enrollment Services will be happy to assist you with any questions or needs you may have. Just give us a call at our toll-free number, 1-800-277-8727, or use any of the numbers listed.

Orientation Information 864-503-5246

Records & Registration 864-503-5220

Tuition Payment Plan 864-503-5233

SC Residency Info 864-503-5246

Web: www.uscupstate.edu/admissions ■ **Email:** admissions@uscupstate.edu

