University of South Carolina
Columbia Campus

VCM Service Units
Description of Services

FY 2004
Budget Development Process
Office of the President

Contact Person:  Email Address:  Office Telephone Number:
Susan Hanna                hannas@gwm.sc.edu                576-6045

General Mission Statement

The President’s Office is the chief executive office of the University System and is charged with appropriate governance under the authority of the Board of Trustees. This office administers University policies as promulgated by the Board and coordinates all activities of each campus of the institution. It reports the current affairs of all components of the University System and discusses basic issues with the Board, new or alternative directions, and provides recommendations on new policies.

The President’s Office directs, coordinates and implements the planning, development, and appraisal of all activities of the University System and is directly responsible to the Board for its operation.
Equal Opportunity Programs/Access and Equity Funding

Contact Person: Bobby D. Gist  
Email Address: myras@gwm.sc.edu  
Office Telephone Number: 777-3854

General Mission Statement

The President has appointed an Executive Assistant to the President for Equal Opportunity Programs who is responsible for planning, developing, administering, monitoring and evaluating the University’s compliance with federal and state statutes relating to equal opportunity, affirmative action and non-discrimination in employment, education and programs at the University of South Carolina.

The Executive Assistant to the President for Equal Opportunity Programs has been provided with support staff to implement the University’s equal opportunity and affirmative action program and related activities. The Office of Equal Opportunity Programs, in effect, serves as an integral part of the University of South Carolina and exists for the overall purpose of supporting the University (at all campuses) in accomplishing its priority mission of providing quality teaching, research and service to the citizens of South Carolina as well as our faculty, staff and students regardless of race, color, religion, sex, national origin, age, disability or veteran status.
General Mission Statement

The primary responsibility of the University of South Carolina Office of General Counsel is to provide resident legal services to the Board of Trustees, the President, and other administrative officers, faculty and staff within the eight campuses of the University of South Carolina. More specifically, the Office represents the University’s interests in civil proceedings and administrative adjudications, and advises the administration regarding the legal implications of proposed policies and actions, and compliance with federal and state law. The Office also coordinates various aspects of the University’s real, personal and intellectual property interests, and drafts or reviews all contracts in which the University of South Carolina is a party.

The Office seeks to develop an organizational and management structure designed to increase the efficiency of the delivery of comprehensive legal services to the University, to improve client perspective, to increase accessibility of legal counsel within the University administration and all eight campuses, to disseminate in a timely manner information regarding important legal decisions and trends to appropriate University officials, and to reduce the reliance upon outside counsel, where appropriate. The Office also seeks to establish and maintain a positive reputation with other state agencies and administrative bodies, the South Carolina Bar, the National Association of College and University Attorneys, and other relevant professional associations.
Office of the Board of Trustees

University of South Carolina
General Mission Statement

The Board of Trustees defines the mission, role and scope of the University System and each of its major component institutions, establishes the general policies of the University system, lays out the University System’s broad program of educational activity, approves the budget for each fiscal year, and provides ultimate accountability to the public and the General Assembly.
Budget Office

Contact Person: William Bragdon
Email Address: bragdonw@gwm.sc.edu
Office Telephone Number: 777-1967

General Mission Statement

Prepares the annual budget document for consideration by the Board of Trustees that reflects the mission and vision of the University of South Carolina.

Assists business officers and administrative heads of colleges, campuses and other University units in executing the Board-approved budget and in maximizing their use of limited resources to meet the University's mission of providing high quality instruction, research and public service to its customers.

Prepares and submits the University's state budget to appropriate agencies and assists legislative contacts in justifying budget requests.

Assists executive University staff and other Business and Finance staff in ensuring that the University maintains a sound financial status and operates within the budget limitations established by the General Assembly and the Board of Trustees.
Financial Services
Office of the Bursar

Contact Person: Email Address: Office Telephone Number:
Joe Taylor taylorj@gwm.sc.edu 777-6283

General Mission Statement

The University Bursar provides a variety of services to the University including:

- Accepting Accounts Receivable payments made by cash, personal check, or money orders. Credit card payments must be completed via the internet using Visual Information Processing (VIP) (http://vip.sc.edu).
- Distributing scholarships, financial aid, student and emergency loan checks.
- Handling student organizational deposits.
- Student Loans and Accounts Receivables collections.
- A valid student ID card must be presented for most services.
Controller

Contact Person: John H. Campbell
Email Address: jhc@sc.edu
Office Telephone Number: 777-2602

General Mission Statement

Departments under the Controller are financial reporting, accounting services, payroll and contract and grant accounting. The purpose of these departments is to provide accurate and readily available accounting information to all users through centralized accounting services while maintaining generally accepted accounting principles and compliance with regulations; to provide accurate and timely vendor payments and payroll to all of the University community and to provide financial and fiscal administration of contracts and grants.

Major objectives and activities of each area are as follows:

Financial Reporting__Contact: Furman Edmonds (7-2035) edmondsf@sc.edu

Development of the annual financial reports for the University and each of its campuses. Coordination of the comprehensive annual fiscal audit conducted by an independent certified public accounting firm. Coordination of the annual A-133 compliance audit of federal funds conducted by an independent certified public accounting firm. Coordination of the annual athletic department audit conducted by an independent certified public accounting firm. Coordination of other miscellaneous external audits and costing issues.

Accounting Services__Contact: Patrick Lardner (7-2036) lardnerp@sc.edu

Providing accurate and readily available accounting information to all users through maintaining and monitoring the University’s General Ledger which includes approving and entering data from vouchers, journal entries and internal requisitions; monitoring all uploaded data entry; maintaining all documents processed in the system; establishing monthly close out schedule and balancing of daily, monthly and fiscal year accounting runs.

Cash management of University funds for cash draws, investment analysis, appropriation requests, daily bank activity, and reconciling the University’s bank accounts and State subfunds. Accurate and timely payment of all non-salary expense transactions, including travel payments, for all campuses of the University. Equipment asset and inventory evaluation and capitalization. Monitoring capital projects for appropriate funding levels, capitalization of appropriate projects, balancing of all bond receivables and proceeds, and monitoring all activity relative to capital and operating leases. Accounting for all endowments (true, term and quasi) and their associated income accounts. Non-resident tax coordination and reporting; preparation of required tax forms including forms 941, 1099, and non-resident tax forms required.
Payroll_CoNTACT: Pam Cope (7-3560) copep@sc.edu
- Making accurate and timely payments to all persons on the University payroll.
- Making all statutory deductions and verifying that all required reporting procedures are followed.
- Making all non-statutory deductions and/or reductions and verifying that all record keeping and reporting procedures are followed.
- Maintaining records and reports required by the University, State, and Federal governmental agencies pertaining to payments for payroll.
- Processing of all student employment hires.
- Distributing paychecks.
- Processing W-4 forms and generating year-end tax forms.

Contract and Grant Accounting_CoNTACT: Tony Huggins (7-2081) hugginst@sc.edu
- Management of all restricted contracts, grants, and cooperative agreements for all campuses of the University which includes preparing billings, cash draw downs for letter of credit transactions and the submission of all financial reports to the grantors.
- Allocation of indirect costs according to current University policy.
- Coordination of Time and Effort Reporting required for University cost-share on grants and contracts.
General Mission Statement

The office of Business Affairs is comprised of a variety of different University units including purchasing, health and safety, risk management, and trademark and licensing. It also manages numerous student resources such as the campus bookstore, post office, food services, ATM services, and Carolina Mall vending.

Major Objectives, Activities, or Services

Purchasing Department - Customer service is our first priority. As a service department, our goal is to develop and maintain an excellent working relationship with University departments, vendors, and state procurement. This department strives to ensure all procurement transactions are conducted in a legal, ethical, and professional manner. We abide by the procurement laws and regulations set forth by the State of South Carolina and USC Policies and Procedures, which result in the most efficient, economical and responsible purchases. We offer all businesses an opportunity to compete on an equal basis.

Department of Environmental Health and Safety (EHS) - Provides health and safety services to the University community through technical support, information and training programs, consulting services, and periodic auditing of health and safety practices and regulatory compliance. EHS consists of University employees working in a coordinated effort to address and help resolve health and safety issues in the University community.

University Postal Service - Provides professional and efficient mail service to the University community using existing and emerging technology. Our unit is responsible for the delivery, collection and processing of all intra-campus, inter-agency and U.S. Postal Service mail to all academic and administrative offices, and to the 8,675 student mail boxes in the Student Mail Center located in the Russell House / Carolina Underground. Our unit serves as an intermediary between the U.S. Postal Service and United Parcel Service through its operation of a USPS contract station and its shipping & mailing service in the Student Mail Center. **Specific charges for services** - Process and meter all outgoing official University mail which is charged back to departments at actual postage costs.
Law Enforcement & Safety

Contact Person: Ernest Ellis
Email Address: eellis@gwm.sc.edu
Office Telephone Number: 777-8400

General Mission Statement

In support of the mission of the University of South Carolina, the Division of Law Enforcement and Safety exists to provide a safe and peaceful environment for all while ensuring safe and reliable access to the University.

Core functions of the USC Division of Law Enforcement and Safety are to:

- Provide reliable, safe, and responsible (environmentally and fiscally) transportation and access to campus.
- Protect life and property with individual units being responsible for requesting and paying for alarm and video systems.
- Educate the University community about crime and safety issues.
- Provide a resource for responding to emergencies.

Specific charges for services - Departments are charged for vehicle rentals.
Facilities Planning and Construction

Contact Person: Charles Jeffcoat
Email Address: cgi@fp1.fmc.sc.edu
Office Telephone Number: 777-5996

General Mission Statement

Our mission is to provide exceptional customer service to our University community, while insuring an environmentally safe campus and a clean and well maintained university campus that supports the institution’s mission of education, research and program. As professionals, services are provided with a strong sense of pride and teamwork.

The Office of Space Management is responsible for maintaining current square footage plans for all buildings, maintaining space utilization data for all University facilities, providing interior design services, and coordinating all real property transactions which include leasing, sales and acquisitions. Space Management provides space planning, furniture purchasing, and setting standards for signage that meet ADA requirements.
Facilities Management

Contact Person:  Email Address:  Office Telephone Number:
James Demarest  jddemar@fp1.fmc.sc.edu  777-3128
Facility Services VCM Introduction

Attached are service descriptions for both base funded services in the facilities organization and those services that are both beyond base and chargeable to university departments. As the facilities department developed its base funded service descriptions, it considered a ten percent budget reduction for July 1st, the 2004 financial year.

With significantly limited budget levels for facility upkeep and maintenance, the facilities department developed guidelines for budget reduction. Our objective operationally is to insure, to the extent that resources allow, that our facilities function so that instruction and research can be conducted. This objective translates to the workplace as follows:

- **Priority #1**: Insure facility safety, code compliance and prompt response to emergencies.
- **Priority #2**: Address risk issues, critical repairs, and work that would result in significant loss or disruption as quickly as possible.
- **Priority #3**: Routine corrective repairs in facilities that do not significantly impact instruction or programs.
- **Priority #4**: Appearance work that does not hinder instruction or operation of a facility.

The above priorities have been established to assist the facilities department in determining its service levels to the university community. With these criteria in mind, the department, based on the current condition of the campus, number of service staff, and available base operating dollars, is able to commit to priorities 1 and 2 for service. Priority 3 services will be delivered as resources are available. All other maintenance work will be deferred until funding is available or identified.
Facility Services Department – 7/1/03
Custodial Base Funded Service Levels
Routine and Project Cleaning Tasks and Frequencies Summary

Mission Statement: To deliver cleaning services in University E&G facilities as well as University special event support and insure compliance with established health codes.

| Area Type                      | Empty Trash | Police Litter | Clean & Disinfect Drinking Fountains | Dust Building Surfaces | Dust Furniture Surfaces | Spot Clean Building Surfaces | Spot Clean Furniture Surfaces | Dust Mop or Sweep | Spot Mop | Damp Mop | Bumish | Clean & Refill Floor Drains | Vacuum Visible Soil Lanes | Vacuum Traffic Lanes | Remove Carpet Stains | Disinfect Fixtures | Refill Dispensers | Disinfect Building Surfaces | Descale Toilets and Urinals | Clean Erasers and Writing Board Trays | Erasers Writing Boards | Strain and Refinish Floors | Shampoo Carpet |
|--------------------------------|-------------|---------------|------------------------------------|------------------------|-------------------------|---------------------------|-------------------------------|-------------------|----------|---------|--------|---------------------------|----------------------|----------------------|---------------------|------------------|----------------|-------------------|----------------------|----------------------|------------------------|------------------|
| Class Room & Teaching Labs    | D D D       | W2 M W W D D W | W 4Y D D W                         | D D Y Y                |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Conference Room               | D D D       | W2 M D W D D W | 4Y D W                             | D Y Y                  |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Copy-Mail Room                | D D D       | W2 M W W D D W | 4Y D D W                           | Y Y                    |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Corridor                      | D D D D     | W2 M W W W D W | 4Y W W W                           | Y Y                    |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Corridor-High Use             | D D D D     | W2 M W W W D W | M Y M W W                          | Y Y                    |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Corridor-Low Use              | D D D D     | W2 M M M D M 4Y | W W W                            | Y Y                    |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Elevator                      | D D D       | W2 M D D D 4Y | D D W                              | Y Y                    |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Entrance                      | D D D       | W2 M D D D 4Y | D D W                              | Y Y                    |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Ext-Entry                     | D D D       | W2 M D D D 4Y | D D W                              | Y Y                    |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Lab-Open Study                | D D D       | W2 M D D D W 4Y | D D W                            | D Y Y                  |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Lab-Research                  | OR OR OR OR OR OR OR OR OR OR OR OR OR OR OR OR OR OR OR OR |                      |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Lounge-Common Use             | D D D       | W2 M W D W D W | 4Y D D W                           | Y Y                    |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Lounge-Staff                  | D D D       | W2 M W D D W 4Y | D D W                            | Y Y                    |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Multipurpose Room             | D D D       | W2 M W D D W 4Y | D D W                            | Y Y                    |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Office                        | W W W       | W2 M W W W W M | 4Y W W W                         | Y Y                    |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Reception                     | D D D       | W2 M D D D W 4Y | D D W                            | Y Y                    |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Rest Room                     | D D D       | W2 M D D D 4Y | D 4Y W D D W D D D D             | Y Y                    |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Stair High Use                | D D W2 M W W W | 4Y W W W | W W W                            | Y Y                    |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |
| Stairs Low Use                | W M2 M2 M2 M2 W M M Y | M M M |                          | Y Y                    |                         |                           |                               |                   |          |          |        |                           |                      |                      |                     |                  |                |                    |                      |                      |                        |                  |                |

D=Daily, D2=Every 2 days, 3w=three times per week, 4W=Four times per week, 1W=Weekly, 2W=Twice per week, W2=Every 2 weeks, W4=Every 4 weeks, M=Once per month, OR=On Request. M2=Every 2 months.
1Y= Yearly, 2Y=two times per year, etc.
Facility Services Department – 7/1/03
Available Custodial Services Beyond Base Funding

Mission Statement: To deliver cleaning services in University E&G facilities as well as university special event support and to insure compliance with established health codes.

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Straight Time Rate</th>
<th>Overtime Rate</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Empty Recycle Container once a day</td>
<td>$3.00 per week per container</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Empty trash receptacles once a day</td>
<td>$3.00 per week per container</td>
<td></td>
<td>New trash liners included.</td>
</tr>
<tr>
<td>Dusting furniture/equipment</td>
<td>$10.50 per hour</td>
<td>$15.75 per hour</td>
<td>Materials not included</td>
</tr>
<tr>
<td>Shampoo carpets per sq. ft.</td>
<td>$.08 sq. ft.</td>
<td>Minimum $50.00</td>
<td>Does not include moving furniture/firm pricing available.</td>
</tr>
<tr>
<td>Refinish hard wood floors per sq. ft.</td>
<td>$.25 sq. ft.</td>
<td>Minimum $50.00</td>
<td>Does not include moving furniture/firm pricing available.</td>
</tr>
<tr>
<td>Event support services</td>
<td>$10.50 per hour</td>
<td>$15.75 per hour</td>
<td>Does not include supplies/materials/firm pricing available.</td>
</tr>
<tr>
<td>General Cleaning</td>
<td>$.08 sq. ft.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Mission Statement: To acquire, produce, distribute and consume energy/utilities in university facilities utilizing existing systems and controls. Responsible for the upkeep of existing HVAC systems and the use of energy conservation measures.

<table>
<thead>
<tr>
<th>Work Type</th>
<th>Safety Codes</th>
<th>Emergency</th>
<th>Critical</th>
<th>Routine</th>
<th>Preventive</th>
<th>Deferred</th>
<th>Budgeted Service Levels</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mechanical Repairs:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Room(s) Too Hot</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3 – 5 day service level</td>
<td>Except conditions that may result in significant loss or depending on workload.</td>
</tr>
<tr>
<td>Room(s) Too Cold</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3 – 5 day service level</td>
<td>Except conditions that may result in significant loss or depending on workload.</td>
</tr>
<tr>
<td>No Air Movement</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3 – 5 day service level</td>
<td>Except conditions that may result in significant loss or depending on workload.</td>
</tr>
<tr>
<td>Fume Hood &amp; Exhaust Systems</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3 – 10 day service level</td>
<td>Dependent upon parts deliveries and current work load.</td>
</tr>
<tr>
<td>No Domestic Hot Water</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3 – 10 day service level</td>
<td>Dependent upon parts deliveries and current work load.</td>
</tr>
<tr>
<td>Thermostat/Control Problems</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3 – 10 day service level</td>
<td>Dependent upon parts deliveries and current work load.</td>
</tr>
<tr>
<td>HVAC Water Leaks</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3 – 10 day service level</td>
<td>Dependent upon parts deliveries and severity of leak.</td>
</tr>
<tr>
<td>Hot &amp; Chilled Water Pumps</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>20 – 30 day service level</td>
<td>Dependent on material deliveries, current work load and contractor’s schedule.</td>
</tr>
<tr>
<td>Fan Coil Cleaning</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Not scheduled</td>
<td>As resources permit</td>
</tr>
<tr>
<td>HVAC Filter Replacement</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Annually</td>
<td>Resource dependent</td>
</tr>
<tr>
<td>Distribution System Piping</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>20 – 30 day service level</td>
<td>Dependent on material deliveries, current work load and contractor’s schedule.</td>
</tr>
<tr>
<td>Primary Electrical Distribution:</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transformer Repairs</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service</td>
<td>Service based on parts and equipment availability</td>
</tr>
<tr>
<td>Feeder Cable Repairs</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service</td>
<td>Service based on parts and equipment availability</td>
</tr>
<tr>
<td>Steam Distribution System:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Steam Distribution Piping</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5 – 10 day service level</td>
<td>Except emergency/risk problems</td>
</tr>
<tr>
<td>Condensate Piping</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>20 – 30 day service level</td>
<td>Except emergency/risk problems</td>
</tr>
<tr>
<td>Traps/Valves Maintenance</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>20 – 30 day service level</td>
<td>Dependent on material deliveries, current work load and contractor’s schedule.</td>
</tr>
<tr>
<td>Pressure Regulator Valves</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3 – 10 day service level</td>
<td>Dependent upon parts deliveries and current work load.</td>
</tr>
<tr>
<td>Central Energy Facilities:</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day for emergencies</td>
<td>Parts dependent</td>
</tr>
</tbody>
</table>
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<table>
<thead>
<tr>
<th>Work Description</th>
<th>Straight Time Rate/per hour</th>
<th>Overtime Rate/per hour</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Refrigeration Repairs</td>
<td>$17.50 per hour</td>
<td>$26.25 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>1 Air Conditioning Repairs</td>
<td>$17.50 per hour</td>
<td>$26.25 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>1 Walk-In Coolers</td>
<td>$17.50 per hour</td>
<td>$26.25 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>1 Sterilizers</td>
<td>$17.50 per hour</td>
<td>$26.25 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>1 Mechanical Equipment</td>
<td>$17.50 per hour</td>
<td>$26.25 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>1 Special Event Support</td>
<td>$17.50 per hour</td>
<td>$26.25 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>1 New Equipment Installations</td>
<td>See comments section</td>
<td>See comments section</td>
<td>In-House estimate or outside firm contract pricing will be provided.</td>
</tr>
<tr>
<td>1 Electrical Distribution Service</td>
<td>$22.25 per hour</td>
<td>$33.40 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>1 Steam Distribution Service</td>
<td>$18.50 per hour</td>
<td>$27.75 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>2 Exterior Tower/Pole Lighting</td>
<td>$22.25 per hour</td>
<td>$33.40 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>1 Data/Communications Line Repairs</td>
<td>$22.25 per hour</td>
<td>$33.40 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
</tbody>
</table>

1 Depending on work load, services above base level may often require the use of outside contractors at a higher cost.
2 Contractor rates vary significantly from in-house rates.
Facility Services Department – 7/1/03
Base Funded Service Levels Landscaping and Environmental Services

Mission Statement: Responsible for the upkeep of the campus hardscape, landscape, recycling waste management and pest control programs and delivering services based on established funding levels.

<table>
<thead>
<tr>
<th>Work Type</th>
<th>Safety Codes</th>
<th>Emergency</th>
<th>Critical</th>
<th>Routine</th>
<th>Preventive</th>
<th>Deferred</th>
<th>Budgeted Service Levels</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turf Care</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7 – 10 day service level</td>
<td>Lawn mowing, edging, cleanup</td>
</tr>
<tr>
<td>Fertilizing</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Annually</td>
<td></td>
</tr>
<tr>
<td>Irrigation Repairs</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3 – 5 day service level</td>
<td>Same day emergency response.</td>
</tr>
<tr>
<td>Litter and debris pickup</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2 times per week</td>
<td>Except special university events</td>
</tr>
<tr>
<td>Pruning</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Every 2 – 3 years</td>
<td></td>
</tr>
<tr>
<td>Mulching</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Annually</td>
<td>Except special university events</td>
</tr>
<tr>
<td>Tree Care</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5 – 7 year cycle</td>
<td>Same day emergency response.</td>
</tr>
<tr>
<td>Disease and Insect Control</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No preventive care</td>
<td>Corrective care only</td>
</tr>
<tr>
<td>Snow and Ice Removal</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service</td>
<td></td>
</tr>
<tr>
<td>Hardscape Maintenance</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Safety related repairs</td>
<td>Repairs to walks, drives, and flat surfaces</td>
</tr>
<tr>
<td>Floral Plantings</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>None</td>
<td>Charge back services only.</td>
</tr>
<tr>
<td>Floods – Storm Drains</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service</td>
<td>Code implications</td>
</tr>
<tr>
<td>Storm Cleanup</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service</td>
<td>Depending on severity of storm</td>
</tr>
<tr>
<td>Aluminum and Plastics</td>
<td>X</td>
<td>Bi-monthly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pick-up schedule</td>
<td></td>
</tr>
<tr>
<td>Cardboard</td>
<td>X</td>
<td>Weekly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pick-up schedule</td>
<td></td>
</tr>
<tr>
<td>Wood Pallets</td>
<td>X</td>
<td>Monthly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pick-up schedule</td>
<td></td>
</tr>
<tr>
<td>Trash Dumpsters</td>
<td>X</td>
<td>3 times per week</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>May vary depending on volume and season.</td>
<td></td>
</tr>
<tr>
<td>Telephone Directories</td>
<td>X</td>
<td>Yearly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pick-up schedule</td>
<td></td>
</tr>
<tr>
<td>Office paper</td>
<td>X</td>
<td>Bi-monthly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pick-up schedule</td>
<td></td>
</tr>
<tr>
<td>Newspaper</td>
<td>X</td>
<td>Bi-monthly</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pick-up schedule</td>
<td></td>
</tr>
<tr>
<td>Scrap Metal</td>
<td>X</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Filled upon request</td>
<td></td>
</tr>
<tr>
<td>Toner Cartridges</td>
<td>X</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Filled upon request</td>
<td></td>
</tr>
<tr>
<td>Battery Recycling</td>
<td>X</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Filled upon request</td>
<td></td>
</tr>
<tr>
<td>Pest Control Inspections</td>
<td>X X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Quarterly Inspections</td>
<td>Corrective services provided upon request.</td>
</tr>
<tr>
<td>Drop off recycling</td>
<td>X</td>
<td>As needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hard Surface Sweeping</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Quarterly</td>
<td>Charge back services available.</td>
</tr>
</tbody>
</table>
Facility Services Department – 7/1/03
Available Landscaping and Environmental Services Beyond Base Funding

Mission Statement: Responsible for the upkeep of the campus hardscape, landscape, recycling waste management and pest control programs and delivering services based on established funding levels.

<table>
<thead>
<tr>
<th>Work Description</th>
<th>Straight Time Rate</th>
<th>Overtime Rate</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turf Care</td>
<td>$11.25 per hour</td>
<td>$16.90 per hour</td>
<td>Firm pricing available/material not included in half rate.</td>
</tr>
<tr>
<td>Policing/Cleanup</td>
<td>$11.25 per hour</td>
<td>$16.90 per hour</td>
<td>Firm pricing available/material not included in half rate.</td>
</tr>
<tr>
<td>Pruning</td>
<td>$11.25 per hour</td>
<td>$16.90 per hour</td>
<td>Firm pricing available/material not included in half rate.</td>
</tr>
<tr>
<td>Mulching</td>
<td>$11.25 per hour</td>
<td>$16.90 per hour</td>
<td>Firm pricing available/material not included in half rate.</td>
</tr>
<tr>
<td>Floral Plantings</td>
<td>$11.25 per hour</td>
<td>$16.90 per hour</td>
<td>Firm pricing available/material not included in half rate.</td>
</tr>
</tbody>
</table>

Dumpster Pull:

- 8 yard $11.00 per pull
- 20, 30, 40 yard $200.00 per pull

Dumpster Rental:

- 8 yard $47.00 per month
- 20, 30, 40 yard $80.00/week; $180.00/month

Sweeper Use $11.25 per hour $16.90 per hour

Recycling $11.50 per hour $17.25 per hour

Landscape Improvement $11.25 per hour $16.90 per hour Firm pricing available/material not included

Project Services:

- Pest Control $15.25 per hour $22.90 per hour Firm pricing available/material not included
- Heavy Equipment Services $13.50 per hour $20.25 per hour Per piece of equipment
Facility Services Department – 7/1/03
Base Funded Service Levels Maintenance and Building Modification Services

Mission Statement: To provide both maintenance and improvement to university facilities employing adopted codes and resources.

<table>
<thead>
<tr>
<th>Work Type</th>
<th>Emergencies</th>
<th>Safety Code</th>
<th>Critical</th>
<th>Routine</th>
<th>Preventive</th>
<th>Deferred</th>
<th>Budgeted Service Levels</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrical:</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td></td>
</tr>
<tr>
<td>Power Failures</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td>Except conditions that may result in significant loss or depending on workload.</td>
</tr>
<tr>
<td>Exterior Lighting</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td></td>
</tr>
<tr>
<td>X 5 – 7 day service level</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td></td>
</tr>
<tr>
<td>Emergency Call Boxes</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td></td>
</tr>
<tr>
<td>X Same day service level</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td></td>
</tr>
<tr>
<td>Emergency Generators</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td></td>
</tr>
<tr>
<td>Panels/Breakers</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td></td>
</tr>
<tr>
<td>Electrical Repairs</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td>Except conditions that may result in significant loss or depending on workload.</td>
</tr>
<tr>
<td>X 5 – 7 day service level</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td></td>
</tr>
<tr>
<td>Interior Lighting</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10 – 15 day service level</td>
<td>Except conditions that may result in significant loss or depending on workload.</td>
</tr>
<tr>
<td>X 10 – 15 day service level</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td></td>
</tr>
<tr>
<td>Plumbing/Mechanical:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td></td>
</tr>
<tr>
<td>Floods</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td></td>
</tr>
<tr>
<td>Sewer Repairs</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day to arrest and cleanup problem</td>
<td>Permanent repairs to be made at a later date.</td>
</tr>
<tr>
<td>Running Toilets, Sinks</td>
<td></td>
<td>X 1 to 2 day response</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td></td>
</tr>
<tr>
<td>Leaky Faucets</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5 – 7 day service level</td>
<td>Same day inspection Repair and service base on severity.</td>
</tr>
<tr>
<td>Ceiling Leaks</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5 – 7 day service level</td>
<td>Except conditions that may result in significant loss or depending on workload.</td>
</tr>
<tr>
<td>Hot Water Repairs</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5 – 7 day service level</td>
<td>Same day inspection Repair and service base on severity.</td>
</tr>
<tr>
<td>Domestic Water/Supply Repairs</td>
<td>X X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td>Code regulated.</td>
</tr>
<tr>
<td>Backflow Preventers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td>Code regulated.</td>
</tr>
<tr>
<td>Eyewash Stations</td>
<td>X X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td>Code regulated.</td>
</tr>
<tr>
<td>Emergency Showers</td>
<td>X X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td>Code regulated.</td>
</tr>
<tr>
<td>Carpentry/General Repairs:</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3 – 5 day service level</td>
<td></td>
</tr>
<tr>
<td>Lock Repairs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3 – 5 day service level</td>
<td></td>
</tr>
<tr>
<td>Door Repairs</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3 – 5 day service level</td>
<td></td>
</tr>
<tr>
<td>Window Repairs/Glass</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10 – 15 day service level</td>
<td></td>
</tr>
<tr>
<td>Wall/Plaster Repairs</td>
<td>X Deferred</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10 – 15 day service level</td>
<td></td>
</tr>
<tr>
<td>Ceiling Repairs</td>
<td>X Deferred</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10 – 15 day service level</td>
<td></td>
</tr>
<tr>
<td>Floor Repairs</td>
<td>X X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7 – 10 day service level</td>
<td></td>
</tr>
<tr>
<td>Stair/Railing Repairs</td>
<td></td>
<td>X X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7 – 10 day service level</td>
<td></td>
</tr>
<tr>
<td>Painting and Plastering</td>
<td></td>
<td>X X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5 – 7 day service level</td>
<td></td>
</tr>
<tr>
<td>Wall Repairs</td>
<td>X Deferred</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5 – 7 day service level</td>
<td></td>
</tr>
<tr>
<td>Exterior Repairs/Painting</td>
<td></td>
<td>X Deferred</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>20 – 30 day service level</td>
<td></td>
</tr>
<tr>
<td>Interior Painting</td>
<td></td>
<td>X Deferred</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10 – 15 day service level</td>
<td></td>
</tr>
<tr>
<td>Partition Repairs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10 – 15 day service level</td>
<td></td>
</tr>
<tr>
<td>Roof Repairs</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td></td>
</tr>
<tr>
<td>Gutter Repairs</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Same day service level</td>
<td></td>
</tr>
</tbody>
</table>
### Facility Services Department – 7/1/03
### Available Maintenance and Building Modifications Services Beyond Base Funding

**Mission Statement:** To provide both maintenance and improvement to University facilities employing adopted codes and resources.

<table>
<thead>
<tr>
<th>Work Description</th>
<th>Straight Time Rate</th>
<th>Overtime Rate</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>All routine maintenance services provided earlier than stated service levels.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carpentry</td>
<td>$17.00 per hour</td>
<td>$25.50 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>Electrical</td>
<td>$18.50 per hour</td>
<td>$27.75 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>Key Shop</td>
<td>$20.75 per hour</td>
<td>$31.15 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>Masonry</td>
<td>$20.50 per hour</td>
<td>$30.75 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>Moving</td>
<td>$14.00 per hour</td>
<td>$21.00 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>Painting</td>
<td>$19.50 per hour</td>
<td>$29.25 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>Plumbing</td>
<td>$17.50 per hour</td>
<td>$26.25 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>Welding</td>
<td>$18.75 per hour</td>
<td>$28.15 per hour</td>
<td>Does not include materials, equipment or contract labor if required.</td>
</tr>
<tr>
<td>New installations/equipment</td>
<td></td>
<td></td>
<td>Firm estimates for service available.</td>
</tr>
<tr>
<td>All facility improvement work</td>
<td></td>
<td></td>
<td>Firm estimates for service available.</td>
</tr>
<tr>
<td>Building Modifications</td>
<td></td>
<td></td>
<td>Firm estimates for service available.</td>
</tr>
<tr>
<td>Event Support</td>
<td></td>
<td></td>
<td>Firm estimates for service available.</td>
</tr>
</tbody>
</table>
Vice President
and
Chief Information Officer

University of South Carolina
Chief Information Officer

Contact Person: Lorie Edwards
Email Address: loriee@gwm.sc.edu
Office Telephone Number: 777-7474

General Mission Statement

Computer Services under the direction of the Chief Information Officer provides centralized and distributed computing and telecommunications for academic, research and administrative use to support the University’s mission and meet the needs of the faculty, staff and students at the University of South Carolina. Computer Services provides computing, telecommunications, networking, data security, video transport, information technology training, Web services, customer support, server and desktop installation, installation and maintenance of IT infrastructure, policies and procedures, PC labs, software licensing and distribution, IT planning, partnerships, applications development and support and operational systems to serve the USC community.

Major Objectives, Activities, or Services


Non-Enterprise Application Development and Support - General & Administrative Computer Systems support of applications for unique University Schools, Colleges, Departments or Auxiliaries. Application development and support of non-enterprise (departmental, auxiliary, agency) software, project management, systems analysis/design, programming, data interfaces/conversions, testing, integration, and implementations. Some of the systems supported include: Bookstore, Business partnerships, Carolina Piedmont, Athletic & Gamecock Club, SICA (Student Improvement Council Assistance), Greek Housing, Housing, Food Services, Health Services - Infirmary, Student Elections, Law School, Vending and Concessions, and other departmental(auxiliary/agency specific applications. **Specific charges for services** - Rates available for multiple service
Database Administration – Provides database support of the data repository which is a central place in which an aggregation of data is kept and maintained and may be directly accessible to users or may be a place from which specific databases, files, or documents are obtained for further relocation or distribution in a network. Logical/physical design, data security, performance, maintenance, disaster planning, applications support, conversion support, warehouse/datamart consulting.

Security and Authentication - Measures which ensure the integrity, control and availability of information technology resources. Authentication is the process of identifying individuals, usually based on a user ID and password. Firewall management, security education and training, security alert monitoring and notification, vulnerability assessment/risk analysis/consulting, incident response/forensic examinations, virus, network/host monitoring. LDAP, RACF, NetReg, Active Directory

Network Services – Provides network connectivity to support voice, video and data. Copper/fiber infrastructure, building wiring to jack for network ports, routing, switching, DHCP, NetReg, Traffic Shaping, remote access, VPN, network monitoring, wireless, DNS, Internet Access, Internet II Access, Infrastructure planning.

Telephone Services – Provides 24x7 Voice/FAX/Modem connectivity to PSTN. Copper/fiber infrastructure, building wiring to jack for Digital/Analog Phone Lines, switch maintenance and monitoring, operator services, CDR, Voice Mail, E-911, Reverse 911, connectivity for voice/data/video, software programming, voicemail, telephone training. Specific charges for services - Rates available for multiple service types. See complete list of direct charge rates at http://www.csd.sc.edu/Administration/2003Rates.shtml

Enterprise Storage - Storage for enterprise applications, data, backup/disaster recovery, load balancing and management of UNIX, NT/2000, Netware and/or Mainframe/AS400 environments. Enterprise application storage (i.e. BlackBoard, Pinnacle, Payroll, Student Information, etc), Backups, Off-site storage/backup for disaster recovery/redundancy, space management.

Departmental and Auxiliary Storage - Storage for departmental, user or auxiliary applications, data, backup/disaster recovery, load balancing and management of UNIX, NT/2000, Netware and/or Mainframe/AS400 environments. Consolidated file/print (i.e. OZ1, Server1), off-site storage/backup for disaster recovery/redundancy, space management. Specific charges for services - Service Level Agreements available for multiple service types. See complete list of direct charge rates at http://www.csd.sc.edu/Administration/2003Rates.shtml

Operations - Back-office functions to support operations and administrative functions. 24x7 Computer Operations, Computer Room, Production Control, Operating System Support, Systems Programming, IT Planning, Fiscal Management. Server support including hardware support, operating system support, backup services, performance tuning and monitoring, security.
Help Desk - Facilitation of technical support to faculty/staff/students for supported software and systems. Software Distribution. Answer support calls, frontline technical support, ticket management. Software distribution (License negotiation, Software Inventory, Distribution)

Desktop Support - Support for desktop hardware, software and network connectivity. Troubleshooting, maintain operating system/virus protection/security/patches and supported software (including Groupwise client), provide consolidated servers, maintain accounts/group memberships and access privileges. Specific charges for services - Service Level Agreements available for multiple service types. See complete list of direct charge rates at http://www.csd.sc.edu/Administration/2003Rates.shtm

Academic Services - Software support for faculty, staff and students. Courseware, software packages.

IT Training/Awareness – Delivery of IT training to faculty/staff/students for supported software and systems. Promote IT Services and Support. Curriculum Development (on-site, web-based, video), Registration, Instruction, Software support. Computer Services brochures, news releases, coordinate events (i.e. Showcase, Freshman Orientation, Move-in weekend)
Human Resources

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General Mission Statement

Each member of the faculty and staff plays an important role, directly or indirectly, in the education of students and the reputation of the University. It is the mission of the Division of Human Resources to support the colleges, departments and campuses of the University through planning, implementing, and promoting human resource programs and practices that enhance the University's ability to attract, develop, reward, and retain an exceptional faculty and staff. To accomplish this, the division administers the day-to-day operations and long range planning for Recruitment and Employment, Faculty and Staff Benefits, Professional Development, Employee Relations, Human Resource Management Information Systems, Personnel/Payroll Operations, Records and Research, Staff Classification and Compensation, Faculty Salary Administration, Position Control/FTE Management, and International Services for Faculty and Staff.
Division of
Academic Affairs

Office of the Provost

University of South Carolina
Columbia Campus
General Mission Statement

The mission of the Division of Academic Affairs is to ensure that the University remains a unified community of teaching scholars attuned to the needs of the larger state and national communities. Dedicated first to serving its students, USC Columbia academic units will continue to offer high-quality undergraduate and graduate programs with a core curriculum centered in the liberal arts, while it continues to build a nationally recognized research faculty and infrastructure.
Regional Campuses and Continuing Education
Academic Credit Programs

Contact Person: Mary Cordray
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Office Telephone Number: 777-7696

General Mission Statement

Academic Credit Programs provides courses and services to undergraduate students not specifically served by academic departments through: (1) recruiting, advising, and providing assistance to non-degree-seeking students, primarily age 25 and older, (2) operating a program at Fort Jackson that offers associate degrees and provides courses comprising the first two years of baccalaureate programs plus courses leading to BAIS, and (3) in cooperation with academic units implementing a comprehensive Evening Program (including some weekend classes) to serve students who need flexibility in scheduling.

Major Objectives, Activities, or Services

Develop comprehensive student-oriented course schedules for Evening, Weekend, and Fort Jackson Programs - In cooperation with academic units and based on a wide variety of input from past experience, plan and schedule with Registrar appropriate course offerings for each semester that meet needs of students requiring flexibility in scheduling.

Staff all courses scheduled for Evening, Weekend, and Fort Jackson Programs - In cooperation with academic units, identifies and schedule with Registrar appropriate instructor for each course. Collect documents and credentials required for instructor approval. Create payroll documents for instruction paid by our budget. Collect syllabi on all courses. Provide pertinent policy and procedural information to all instructors. Monitor submission of final grades.

Evaluating all course schedules for Evening, Weekend, and Fort Jackson Programs - Administer student evaluation process for each course, to include providing evaluation results to instructors and appropriate academic unit personnel.

Provide dean’s services and academic advising for (1) non-degree-seeking undergraduates, to include transients, and (2) Fort Jackson associate degree students.

Recruit, assist, and refer when appropriate prospective and new students age 25 and older.

Manage scholarships (Incentive and Continuing Education) for adult students.
General Mission Statement

The mission of the Earth Sciences and Resources Institute, within the School of the Environment, is environmental problem solving using core technical proficiencies in environmental geophysics, geology, hydrogeology, ground water modeling, and advanced geographic information systems. ESRI-USC uses these capabilities to research a broad range of water quality, natural resources and pollution issues.
Small Business Development Center

Contact Person: John Lenti
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Office Telephone Number: 777-4403

General Mission Statement

The Frank L. Roddey Small Business Development Center of South Carolina was established by the General Assembly in 1979 to provide high quality management and technical assistance to the SC small business community by helping create a favorable climate for economic development and entrepreneurship.
General Mission Statement

As the major research library in South Carolina, the mission of the University Libraries is to provide students, faculty and staff with comprehensive access to information essential to the teaching, research and outreach activities of the University of South Carolina. The Libraries collect, organize, conserve and manage print and digital resources in order to provide library and information services to the University community. As campus needs for information services are met, services are extended, in cooperation with other libraries, throughout the state. The University Libraries offer a wide array of traditional and electronic services to the University academic community. The libraries provide services within the Thomas Cooper Library, South Caroliniana Library, Business Library, Mathematics Library, Music Library, and Newsfilm Library. A description list of service areas and the most notable of the services offered is provided in Appendix A. Many of the Libraries’ services are available through proxy databases and virtual services.
Office of the University Registrar

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General Mission Statement

The traditional and primary function of the Office of the University Registrar is to maintain the integrity of the official academic record of student achievement at the University of South Carolina. To that purpose, the Office of the University Registrar provides the following services and related functions:

- Scheduling classes taught by academic units; assigning classes to classrooms on the Columbia campus.
- Registering students into classes – this is primarily accomplished using self-service technology used by all campuses and administered by the Office of the University Registrar.
- Providing enrollment-related information to teaching and advising faculty, administrators, students, and appropriate agencies.
- Collecting and recording final grades for all University of South Carolina campuses.
- Coordinating attendance at Columbia campus commencement and ordering/distributing diplomas.
- Certifying student credentials through issuance of official transcripts – we are keeper of the official records for all campuses.
- Verifying enrollment and receipt of degrees to appropriate units and outside agencies.
- Providing data administration, systems design, and access functions for University of South Carolina central registration and records information systems.

The Office of the University Registrar consistently provides these services in collaboration with other University units within the Divisions of Academic Affairs, Student Affairs, and Business/Finance. We identify shared goals, resources, and objectives with these units. The mission of the Office of the University Registrar is to support the academic program and infrastructure aspirations of the University, using the best possible practices available in our profession. We will focus on opportunities to replace paper-based processes with enterprise-wide systems that can be shared by all administrative and academic units.

Specific Charges for Services

Cost recovery of labels, other non-standard printed materials, other services. - We do ad-hoc and other reports for academic units. If the unit wants mailing labels or any output that must be sent to printing services, we charge them to recover the cost at a rate of $.02 per label created, minimum charge $32.50. Printing Services charges $.03 per page of output.
General Mission Statement

The Office of Institutional Planning and Assessment supports achievement of the University's mission by carrying out the following basic responsibilities:

- Coordination of the planning process for the institution;
- Coordination of the process of assessing institutional effectiveness for the University;
- Provision of institutional research support for the institution as a whole and for various academic and administrative units.

Each of these broad responsibilities has a double-edged goal: the establishment of effective procedures for conducting planning, assessment, or institutional research, and the reporting of official data based upon each procedure in a timely and accurate manner. Further, a fundamental value shared by the Office and the University is that a high degree of integration among planning, assessment, and institutional research is essential for the University to maintain excellence in teaching, research, and public service.
The Extended Graduate Campus

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General Mission Statement

The mission of the Extended Graduate Campus is to offer academic programming anywhere in the state, nation and international through a variety of delivery methods. With the assistance of television and interactive technologies, it is easy and convenient for students to earn undergraduate/graduate credit from the University of South Carolina. Courses offered on videocassette, web-based courses and independent study also allow a flexible study schedule. In combination with textbooks and other methods, these courses enable students to study when their schedule permits.

Through the EGC satellite offices around the State, we put a name and face to the University for people that are unable to come to Columbia.

Major Objectives, Activities, or Services

Market all off-campus/distance education programs/courses - Market all degree programs/courses offered off-campus and via distance education – based on service delivery areas staffed by EGC off-site directors and student services program coordinators.

Assist with all admission processes for program/course applicants - Assist with all admission processes for program/course applicants, including registration, residency and bursar problems – based on service delivery areas staffed by EGC off-site directors and student services program coordinators. Act as liaison between student, academic units, the Graduate School, Registrar Office, Office of Legal Residency and Bursar Office.

Provide human resource services for faculty - Prepare and process all human resource paperwork for faculty associated with EGC courses. Service includes completing travel authorization forms when needed.

Provide registrar functions - Provide registrar functions for all EGC courses including adding courses to IMS system, completing student registration via IMS system for all contract courses, transmission of course rolls, grade rolls, course evaluations.

Respond to programming needs of State Agencies and School Districts (Contract Courses) - Work with various state agencies and school districts to provide graduate level professional development opportunities, including all contract arrangements in keeping with state and institutional legal and audit requirements.

Course and program development - Periodically conduct needs assessments to determine off-site programming needs in the State of South Carolina. Work with specific departments and DEIS to create new off-campus programs/courses to meet area service needs.

Accounting Services - Assess all student late fees and prepare credit memorandum to student enrolled in EGC courses. Work with the Bursar’s Office to ensure that all tuition and contact billing is correct and collected. Ensure that tuition and contract revenues flow to the appropriate academic units.

Quality control - Monitor all off-campus program/course offerings to ensure that units meet the University’s requirements and standards of excellence.
The Graduate School

General Mission Statement

The mission of The Graduate School of the University of South Carolina is to provide leadership and support that will assure excellence and innovation in graduate programs and research that will benefit the University, the State, and the Nation.

Traditionally, our primary support of the University’s goals has been through oversight and leadership in setting and maintaining high academic standards and by providing integral administrative support through the management of graduate admissions, record keeping, and clearance of graduate students for receipt of their degrees. Our most significant accomplishments in these areas involve a successful transition to an information technology-based system that has enabled us to make major strides in the efficiency of the services we provide to other departments.

As the role of graduate students in the University’s mission of research, teaching, and service has expanded during the past decade, we have provided additional direct support to graduate students and to graduate faculty through workshops, seminars, and presentations that offered pedagogical and research ethics seminars, scholarly writing and dissertation workshops, and research proposal writing training. Our doctoral hooding ceremonies, Graduate Student Day, and increased direct involvement with Graduate Fairs and events of the Graduate Student Association have markedly increased the visibility of graduate education at the University.

Major Objectives, Activities, or Services

Recruiting:

- Coordinates the recruiting efforts of other academic units and either refers specific inquiries to the appropriate academic unit or follows up on the referrals from other units’ recruiting activities. Works with academic units to facilitate the use of discipline-specific recruiting options such as Embark.com in the School of Business.
- Distributes a Graduate School brochure that serves as a promotional piece. The brochure features information about graduate programs and is distributed through the Visitor’s Center, The Graduate School, various academic units, and through multiple campus recruiting visits.
- Created and maintains the Graduate School Web Page featuring information about graduate studies, the Extended Graduate Campus, and the Graduate Student Association.
- Updates and maintains the Graduate Bulletin available in a dynamic online version. Serves as Graduate School editor. Approves all faculty nonacademic changes for the graduate bulletin. Facilitates all curricular and course approvals by Graduate Council to be incorporated in to the graduate bulletin.
Visits local and regional schools to promote graduate education and participates in graduate and professional school fairs in SC, NC, GA, and DC to recruit graduate students. Most of these visits center around a consortium of schools in the area and usually includes an opportunity to recruit minority graduates at predominantly black institutions.

Co-hosts with the Graduate Student Association an annual Graduate School Fair which involves approximately 40 institutions and departments and over 100 students each year.

Created and maintains an automated e-mail response system to handle inquiries.

Admissions:

Processes action recommendations including a thorough review of the student’s file and admission criteria. Assigns and monitors appropriate conditions for admissions. Admits and creates registration eligibility. Prepares and sends letters of admission or declination.

Updates files to reflect changes in student status, receipt of new supporting documents, change in program, or concurrent enrollment. Reactivates inactive files for returning students and creates new files in LaserFiche. Creates and maintains concurrent folders for students in dual degree programs and for those pursuing more than one degree concurrently.

Processes and serves as the central repository for all graduate student records (approximately 13,000 annually). The Graduate School creates, updates, and maintains the students’ permanent files and shares this information with the academic units via WebLink and the central database (IMS).

Applications:

Worked with Graduate Directors and the Graduate Council to design and implement a self-contained application packet to streamline the application process and reduce the handling of stray documents. The self-contained application serves the needs of applicants and departments by making the submission of the application and supporting documents more convenient and efficient.

Serves as the clearinghouse for stray documents and test scores that arrive prior to the applications. Strays include test scores, GRE, GMAT, TOEFL, IELTS, and MAT. Strays also includes transcripts, letters of recommendation, and other admission documents. Strays are added to the files daily (approximately 700).

Pioneers the use of LaserFiche imaging in higher education and uses this imaging system to transfer student records to the academic units electronically which has greater speed and accuracy (over 2 million documents in LaserFiche). Collaborates with academic and service units to implement the next generation of a fully integrated system-wide imaging system and student database.

Created and continuously updates an electronic application (approximately 80% of applications). The electronic submission of the application eliminates data entry errors and increases the speed and accuracy with which
applications are processed. Snapshot software enables the electronic transfer of data from the application.

- Provides opportunities for online applicants to check the status of their applications via web access.

Archiving - Performs the record keeping and archiving of permanent files. (27,800 files in Archive)

Application Fees - Retrieves, verifies, and validates payments made on-line by credit card. Verifies, validates, and deposits payments made by check.

Other Fees - Receipts, deposits, and transmits to financial services other fees such as change of status, late fee for graduation, document request, and thesis/dissertation binding fee.

International Programs for Students:

- Evaluates all international educational credentials based on knowledge of international educational systems, degree structures, and home country recognition of degrees. Interprets degree equivalency for admission and accreditation purposes (including maintaining consistency in interpretation and recognition). Analyzes international transcripts for transfer credit. Attends local, regional, and national conferences, as well as maintains certification in credential evaluation and membership in NAFSA: Association of International Educators.

- Reviews approximately 2,500 files for admission per year. Verifies the authenticity of international educational documents (including correspondence with international educational institutions). Monitors standardized test scores and investigate any discrepancies. Informs academic departments and applicants about documents missing from admission files at the time of admission review. Monitors all conditional admissions for compliance. Corresponds daily with prospective international students and academic units on issues concerning international admission.

- Authorizes International Programs for Students (IPS) to issue immigration documents (I-20, DS-2019) to all admitted international graduate students. Forwards appropriate documents to IPS for the issuance of immigration documents. Maintains dialogue with the Director of IPS about changes in immigration law and the implications on institutional and Graduate School policy/practice.

- Advises academic units on degree equivalencies for admissions review. Works with academic units to facilitate exceptions and appropriate conditions for admission

- Provides academic counseling for international students. Answers all general queries from current and prospective international students. Assists students in identifying local resources. Maintains a general knowledge of current immigration policies and practices.

- Reviews all exchange agreements between USC and international institutions. Ensures compliance with terms and conditions of exchange agreements.

- Works with English Programs for Internationals (EPI) to monitor English language proficiency through the English for Foreign Students Program.
Coordinates language-conditional admissions with EPI, The Graduate School, and academic departments.

Admission Action Recommendations
- Provides the Admission Action Recommendation Sheet online. Departments are able to formally notify The Graduate School of the admission decision of each student electronically and the information is then added to the students’ electronic files.
- Converted the AAR to an electronic process to expedite the formal admission decision of applicants. Development of the electronic version and pilot testing was done in collaboration with several academic units.
- Developed the M.A.T./I.M.A form using technology from AAR.

Sponsored Student Services - Serves as the contact person for the University for all sponsoring agencies. Monitors the admission and progression of all sponsored students. Facilitates the financial arrangements between the sponsoring agency and the University.

Weblink Development - Upgrades the means by which departments can access student files electronically. Growing from a FTP server of limited benefits to a robust web server, departments can access all their files at any time. Efforts to improve access to electronic files have been coordinated with no fewer than ten departments.

Support Services Training - The Graduate School provides technical support services via e-mail, phone, and/or on-site visits for all web processes. Training includes online application, WebLink, Admission Action Recommendations, and Program of Study. Plans to continue to convert paper forms to electronic forms, expediting our daily business operations.

Program of Study:
- Reviews published requirements for various degrees and insure that students’ programs of study meet those requirements before they are approved. Considers request of program exceptions and make sure that all exceptions have appropriate academic justification. Maintains a current file on all program requirements including approved changes (approximately 3,000 per year). Checks various aspects of program of study approval including full admission to candidacy (where appropriate), committee appointment, acceptability of transfer credit, ant the life of courses used on the program. (Approximately 6,000 masters students and 1,500 doctoral students)
- Converted the POS to an electronic process to track course work taken towards the completion of all degree programs. This formal contract was developed from input provided by academic units. The approval process has been mirrored using Simple Mail Transfer Protocol to route the form from the student to the advisor, department, and The Graduate School.

Counseling - Provides counseling and referral services in all areas of admissions, matriculation, program of study, committee appointment, thesis/dissertation submission, and graduation clearance for master’s degree in 175 areas, 63 doctoral degrees, and 5 professional doctoral degrees.
Student Data - Provides graduate data to all academic units for program development and evaluation. Responsible for an accurate reporting of University data relative to graduate students and programs.

Graduate Faculty - Organizes and conducts Graduate Faculty Meetings twice a year. The Graduate Faculty along with the Graduate Council forms the governance structure of the Graduate School.

Graduate Faculty Credentials - Assures that faculty teaching graduate courses meet SACS requirements.

Graduate Directors - Provides guidance and guidelines to Graduate Directors by facilitating a series of brownbag sessions for Graduate Directors throughout the fiscal year. Each session contains pertinent information or issues regarding Graduate Education. Graduate Directors manuals are also maintained.

Graduate Council:
- Responsible for election and organization of the Graduate Council. Maintains all records and posts minutes from council meetings on the website. The Graduate Council along with the Graduate Faculty forms the governance structure of the Graduate School.
- Responsible for coordinating agenda items for Graduate Council and all standing committees of the Council.
- Responsible for the approval of new courses, course changes, and modifications of existing degree programs.
- Reviews and decides on pertinent course of action.
- Reviews, approves, and implements Graduate School policies and procedures.

Graduate Program Reviews - Coordinates periodic program reviews for all graduate programs. Dean of the Graduate School facilitates external reviews of academic programs. Program Evaluation Committee of the Graduate Council reviews the academic unit’s self-study, meets with the external review team, reviews the report written by the team, and shares its views with Graduate Council.

Registrar’s Functions:
- Approves all registration exceptions.
- Approves all schedule exceptions, special topic courses, and experimental courses.
- Makes decisions regarding requests for special exceptions to policies.

Special Tuition Rates - Verifies and approves special tuition rates for clinical supervisors of students in Education, Physical Therapy, and Library and Information Science.
Benefits for Graduate Assistants - Organizes and provides leadership for a committee of graduate students, faculty, and administrators to pursue health insurance benefits for graduate assistants.

Teaching Assistants Training - Organizes and provides instructional development for Graduate Teaching Assistants and Instructional Assistants (approximately 400 per year). Organizes and provides instructional development for new faculty (approximately 45 per year).

International Graduate Teaching Assistants Training - Provides workshops especially designed to meet the needs of international students who want to become TAs (approximately 100 per year).

New Faculty Professional Support - Organizes and conducts USC New Faculty and Professional Staff Orientation (approximately 100 per year).

Professional Development:
- Conducts seminars for graduate students and new faculty on topics such as scholarly writing, proposal writing, and dissertation writing to improve research skills. (Attendance ranges from 20-100)
- Organizes and conducts seminars for graduate students and new faculty on topics as ethics, resume and vitae, etc. (Attendance ranges from 20-100)

Friday Forums - Plans and organizes venue for graduate student discussions called Friday Forums. These brown bag lunches are held on Fridays throughout the year. Every forum has different focus and guest speaker. (Attendance ranges from 8-24 students)

Stipends & Tuition Supplements for Graduate Assistants - Verifies, adjusts, and approves all relevant information regarding the hiring, changes, or termination of Graduate Assistant positions. In addition, receives Tuition Supplement form from departments for verification, review, and approval. Acts as liaison between student, department, International Programs for Students, Payroll, Financial Aid, Contract and Grant Accounting, and the Bursar’s Office.

Graduate Fellowships - Facilitates the selection of and supports approximately 50 graduate fellowships annually. Supports academic units to recruit minorities by providing matching funding for minority fellows.

Students’ Committees - Reviews committee appointment requests to ensure compliance with published guidelines. Considers requests for exceptions and makes sure that exceptions have appropriate academic justification. Ensures that term appointments are approved through proper channels. Reviews outside membership criteria for each committee.

Provides preliminary format check as requested. Reviews final submission of the document to make sure that all the necessary signature and format requirements have been met for more than 2,000 theses/dissertations per year. Responsible for all aspect of binding. The Graduate School is developing and implementing a system through which thesis/dissertation may be submitted electronically. Acts as liaison for student, University Libraries, and the academic units.

Graduate Clearance - Reviews applications for graduation and verifies that school major degree is consistent with IMS then forwards it to the Registrar’s Office. Performs preliminary degree audit. Prepares clearance sheets identifying degree deficiencies and forwards a copy to each academic unit for approval. Performs final degree audit verifying that all degree requirements are complete. Sends approval or disapprove application for graduation to the Registrar’s Office. Verify diplomas ordered. (Approximately 2,000 per year).

Graduate Student Day:
- Recognizes graduate students achievement by planning and organizing Graduate Student Day. Identifies 33 judges and 11 monitors. Prepares information packets for judges. Invites guest speaker. Makes arrangements for photographer.
- Establishes and facilitates work of committees: Dissertation Awards, Dean’s Awards, Outstanding Teaching Assistant Awards. Orders appropriate plaques and certificates.
- Prepares rooms for presentations including setting up projection equipment. Assigns judges and monitors to each group of presenters. Provides tables for poster displays.
- Announces and presents awards to nearly 100 students, including 35 Graduate School Awards.

Doctoral Hooding Ceremony:
- Coordinates with the Provost, President and Board of Trustees. Prepares commencement program. Identifies commencement speaker, sign language interpreter, Mace Party alumnus and Mace bearer. Orders gowns in appropriate sizes. Makes arrangements for musicians, plants, flowers, and food.
- Notifies candidates and academic units of plans and procedures.
- Arranges chairs, signs, candidates, name cards, programs, etc. in Large Rehearsal Room. Facilitates the alphabetical order of processional.

Service Assessments - Conducts assessment of service satisfaction for students, faculty, department, and graduate directors.
General Mission Statement

The University of South Carolina Press shares the central missions of the University. As part of the University’s research mission, the Press advances knowledge through the publication and dissemination of the research conducted at this and other universities; as part of the University’s teaching mission, the Press provides an outlet for research (good research leads to good teaching) and furnishes scholarly material to both teachers and students; as part of the University’s outreach mission, the Press enriches the state’s natural and cultural heritage and understanding through its rich regional publishing program. Established in 1944, USC Press is one of the oldest publishing houses in the South and among the most respected in the Southeast; it is also the only university press in the state. With more than 1,000 published books to its credit, 400 in print, and 45-50 new books published each year, the Press is essential in enhancing the scholarly reputation and worldwide visibility of the University of South Carolina.
Distance Education and Instructional Support

Contact Person: Susan Bridwell
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General Mission Statement

To support the University faculty and administration in the development and delivery of instruction and information through effective use of media and to support academic units by delivering courses with the assistance of technology and providing student services to distant learners who cannot come to campus.
Institute for Families in Society

General Mission Statement

The Institute for Families in Society seeks to enhance the well-being of families in society through research, education, technical assistance and consultation at community, state, national and international levels. The institute’s interdisciplinary group of scholars, researchers and learners believes that this mission can be accomplished best through collaboration with community groups, social institutions, and government.

The institute advances the mission of the University by integrating the talents of various academic units concerned with family issues while creating bridges among public- and private-sector groups concerned with strengthening families. Working with partners outside the university, the institute:

- Studies the strength, needs, and functions of families in a changing society;
- Focuses on families who face special risks or challenges (e.g. poverty, disparities, disabilities, violence, or chronic mental or physical illness);
- Evaluates how interventions affect families and their members throughout the life span; and
- Informs policy makers and communities about culturally competent effective practices, programs and policies.
General Mission Statement

The Faculty Senate office provides support for all activities of faculty governance and most faculty and university committees. The Faculty Senate office facilitates the efficient consideration of tenure and promotion files and the orderly consideration of requested course and curricular changes, and supports all work of the University Committee on Tenure and Promotion and of the Faculty Curricula and Courses Committee. All notices, minutes, correspondence, and other records relating to the operation of the Faculty Senate are prepared and maintained by the office.
Fellowships & Scholar Programs

Contact Person: Novella F. Beskid
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Office Telephone Number: 777-0958

General Mission Statement

Reporting to the Office of the Executive Vice President for Academic Affairs and Provost, the staff of the office facilitates the pursuit of nationally prestigious fellowships by academically talented University students and coordinates an enhanced University experience for the Carolina and McNair Scholars. Scholar Programs provides support and assistance to Carolina and McNair Scholars through programs, communication, and student group advisement. The involvement and leadership of these scholars make them prime candidates for national fellowships and scholarships. In addition to the scholars, other high achieving students are identified, recruited, and advised to compete for such prestigious scholarships as the Rhodes, Truman, Marshall, Rotary, NSF, Fulbright, Mellon, Udall, and Goldwater. Once identified, students are advised and assisted in every aspect of candidacy such as selecting appropriate courses, completing applications, writing essays, and interviewing. Although the ultimate goal is for University students to be awarded these competitive and prestigious scholarships, the preparation process for potential scholars is designed to be developmental and thus rewarding in and of itself. This program is available for qualified University students. Promotions for competitions and outreach to students will be toward the undergraduate population. When a competition includes candidates that are graduating seniors as well as graduate students, the office will provide assistance and support to the graduate students as well. Examples include the Fulbright Grant competition, NSEP Fellowships, and NSF Fellowships.

The coordination of Scholar Programs is also assigned to this unit. Scholar Programs provide an enhanced University experience for Carolina and McNair Scholarship recipients through programs, communication, and student group and individual advisement. An advisory committee representing a wide range of academic and administrative units on campus assists the operations of the office. The office is located in Harper College on the USC Horseshoe.
Preston Residential College

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Office Telephone Number: 777-1674

General Mission Statement

Preston College, where people of many ages come to live and learn, provides a unique opportunity for university students to be immersed in a supportive, residential, learning environment. It brings together residents and faculty of diverse abilities, backgrounds, and disciplines in a close-knit community where they share, interact, and improve the quality of life as fellow teachers and learners. The staff of the College is committed to pursuing proven methods of reaching our goals and experimenting with new ideas and innovative approaches.

The College prides itself on facilitating contacts among undergraduate students, graduate students, and faculty members in social, cultural, and academic contexts. A self-governing, genuinely diverse learning community prospers within our halls.

Preston continues to make considerable progress in the attainment of the College's strategic goals. We improved the range of opportunities for beneficial contacts among our constituents, refined techniques for instilling commitment to and pride in the College, recruited dynamic new Faculty and international students, and increased the presence of Faculty in our programs.

Our current plan seeks ways of building on these strengths and creating a more effective learning community. The goals include (1) establishing a bold new strategic plan; (2) encouraging interaction between students and faculty; (3) establishing community spirit and ownership, especially among first time residents; (4) beautifying the College; and, (5) raising the profile of the College across the campus - the residential college is poorly understood by students, faculty, and administrators.

Residence Life has sensibly adopted many of the innovative ideas piloted at Preston eight years ago, and it is time for a significant update of our programs. We will undertake a process of facilitated strategic planning with a large group of stakeholders (administrators, faculty, resident tutors, peer leaders, and alumni) in the fall of 2003 in order to reconfirm the innovative and distinctive character of the College. It should be a place where we experiment with bold new possibilities for enhancement of student success.
School of the Environment

General Mission Statement

The School of the Environment is BOTH a service and an instructional unit. The services we provide are facilitation of faculty and student interaction across disciplines and university units, outreach, educational instruction (courses, practica, theses, internships), obtaining grants and providing them to faculty in other units and students for travel and teaching, providing funds and organizational leadership for campus operations and housing, and providing funds to hire environmental faculty in other colleges. Many of the grants we obtain, or help obtain, are placed in units other than the SOE, and generate indirect costs for that unit.

As an academic unit we award a graduate degree (Master of Earth & Environmental Resources Management), coordinate a campus-wide undergraduate minor in Environmental Studies. We advise undergraduate and graduate students in the area of the environment. We teach several undergraduate and graduate Environment courses (ENVR) and support the teaching of environmental courses in several other Colleges on campus. We conduct basic and applied research via the Earth Sciences & Resources Institute, the Center for Water Research and Policy, an Industrial Ecology/Environmental Management Program and the Sustainable Universities Initiative.

Major Objectives, Activities, or Services

Teaching Classes - The School of the Environment (SOE) teaches the following courses during the academic year: ENVR 101, 101L, 200, 200L, 399, 500, 700, 725, 790, 799 and 800. The SOE also teaches, via the Graduate Extended Campus Office, contract courses at the Savannah River Site; these contract courses are interdisciplinary in nature and may be taught by SOE research faculty or faculty from other colleges.
Pre-Professional Advising

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General Mission Statement

The Office of Pre-Professional advising supports the academic priorities of the University by providing a service that supports undergraduate education and produces higher quality graduates better prepared for medical, law and other health professional school application. The office is currently assisting over 1,200 students. Applicant preparation must begin early, as professional schools seek students with more than academic success, but also rich life experiences, leadership skills, maturity, exposure to their chosen field, and well-developed social and interpersonal skills. Students also must demonstrate proficiency on a standardized test. The services provided by the office are designed to directly impact these selection factors.

Pre-Professional Advising also plays an important role in recruiting the best and brightest students to this university by working closely with the Office of Admissions, the South Carolina Honors College, and the Athletic Department. This office is unique, as few colleges and universities offer such an array of pre-professional student services. That factor alone often plays a role in the choice of USC over other undergraduate institutions for talented students.
General Mission Statement

The mission of the USC TRIO Programs is to promote educational opportunity and academic excellence for TRIO-eligible students through academic and community partnerships. This mission supports the University by expanding access to higher education for students from poor and working class families, and for students who are within the first generation of their families to pursue a four-year college degree. TRIO will support the academic community by helping its students to achieve retention and graduation rates that are at least comparable to those of the general student population.
Office of Research

University of South Carolina
Columbia Campus
Office of Research

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General Mission Statement

The Office of the Vice President for Research plays a role in strategizing the research infrastructure of the University in order to help build the institution's existing research base, providing support and assistance for faculty and students conducting research throughout the University. The office also develops and promotes scholarly research, and sponsored programs across all disciplines, and it will work to enhance awareness of the significance and the value of the University to the citizens of South Carolina.
Division of Student Affairs

University of South Carolina
Columbia Campus
General Mission Statement

The **Office of the Vice President of Student Affairs** provides support and services to students, prospective students, their families, and the institution through the direct involvement of the Vice President and the University Ombudsman. Support services include crisis management, risk management, development of and monitoring compliance with University policy, coordination with other University divisions in program and policy implementation, and student issue resolution. The office assists, coordinates and monitors the areas of financial and human resource management, information technology, research, assessment, and strategic planning for the various units within the Division.

The **Office of Undergraduate Admissions** provides programs and services to attract, recruit, and enroll a diversified undergraduate population through representation at college day and other programs, counseling prospective students, parents, and guidance personnel about University programs and requirements, and implementing the policies established by the Faculty Admissions Committee and the Faculty Senate.

The **Career Center** provides programs to enhance the career development of prospective students, currently enrolled students, faculty, staff and alumni. The Career Center provides counseling and testing to assist students in career clarification along with opportunities to gain career related experience, explore career goals, develop marketable skills and make contact with employers for part and full time employment. The Center facilitates communication among employers, faculty, students and alumni concerning employment and enrollment trends.

The **Office of Student Financial Aid and Scholarships** staff assists students with the financial aid processes from the college selection process through loan repayment when needed. An aid program that provides in excess of $145 million is administered to deliver scholarships, grants, loans and fellowships to qualified students.

**International Programs for Students** serves USC international and American students and supports colleges and faculty in arranging for study abroad experiences. International students receive assistance prior to arrival, specialized orientation and enrichment programs, advice on immigration matters, and guidance on personal and cultural adjustment concerns. American students receive guidance about opportunities for study abroad, orientation prior to departure, and assistance while abroad and upon reentry. The office administers international exchange and study abroad programs, maintains the SEVIS program for students, conducts cultural programming, and provides liaison with community international organizations.
The **Student Orientation and Testing Office** coordinates the efforts of faculty, administrators and staff who assist new students and their parents with the initial enrollment process including placement testing, academic advisement, and registration. Special support is provided to armed services veterans by Veteran Services.

The **Visitor Center** involves faculty, staff, students, alumni, and friends in assisting more than 2 million visitors per year including the planning and implementation of campus visits for almost 20,000 prospective undergraduate and graduate students. The Center showcases the University's distinctive history, student life, teaching, research, and public service activities through displays and computer assisted programs.

**Student Disability Services** provides access and academic support to students with disabilities and special needs while also providing guidance and support for faculty who instruct students with special needs.

The **Office of Student Judicial Programs** is committed to providing and ensuring an educational campus climate conducive to the personal and professional development of each student. In addition, the office provides procedures for students and those with an educational interest in the University to pursue grievances within the campus community. The office provides consultation to faculty in the realm of academic dishonesty cases and adjudicates cases of disruptive classroom behavior along with other violations of the student conduct code.

The mission of the **Student Academic Development** office is to provide instruction and services that support the development of skills necessary for effective performance in and positive adjustment to the learning environment of the University of South Carolina. The Student Academic Development office provides learning assistance that serves students from orientation through graduation.

The **Capstone Conference Center** provides support for sponsoring academic departments who wish to host meetings and conferences with participants outside the university community. Through meeting planning services and the provision of meeting rooms and overnight rooms, the Capstone Conference Center assists academic units in accomplishing their meeting and conferencing goals.

The **Office of the Director of Student Life** is responsible for out of classroom activities for students and many general services for all members of the University community. Specific functions within the office include advisement of student government, financial management for student organizations and student activity fees, University Honors and Awards Commission, parents programs and support, administrative support to University chaplains, staff enrichment committee, the coordination of the Board of Student Publications and Communications, campus solicitation, management of free speech areas, and community and public relations.

The **Office of Campus Recreation** coordinates the operation of the Sol Blatt Physical Education Center and surrounding outdoor field space and provides a comprehensive recreational sports service to the University Community. Space reservation, custodial services, routine maintenance services, equipment and supplies and facility
supervision is provided for over 200 sections of classes taught by the Department of Exercise Science, the Department of Physical Education, and the Dance Program and for the intercollegiate swimming and diving teams, volleyball and men and women’s basketball. Over 475,000 visits are made to the Blatt PE Center on an annual basis. Intramural sports, sport clubs, group fitness classes, outdoor equipment, and unstructured recreational opportunities are provided.

The Office of Multicultural Student Affairs works to increase the retention and graduation rates of minority students and to develop cultural competence among the University community. To assist students with developing the skills and range of experiences needed to be successful in our increasingly multicultural society, the office sponsors a number of cultural celebrations, diversity sensitivity training opportunities, and workshops. The office operates the Minority Assistance Peer Program, which consistently recruits 60 successful upperclassmen to serve as mentors for 65% of the incoming minority students each year.

The Russell House University Union (RHUU) serves as the "community center" for the University, complementing the academic experience through an extensive variety of cultural, educational, social, and recreational programs. The facilities and services of the RHUU support the activities sponsored by the University community and include event management, facility management, and advisement and program support for campus-wide programming (including alcohol and drug education, leadership development, and the campus-wide program board). Facilities include the Russell House and surrounding grounds, Gressette Room, Carolina Plaza meeting facilities, and all academic space utilized by student organizations.

PLEASE NOTE THAT ANY FEE FOR SERVICE ARRANGEMENTS (SUCH AS RUSSELL HOUSE ROOM/EQUIPMENT RENTAL, CAPSTONE CONFERENCE CENTER RENTAL, ETC.) OR OTHER CURRENTLY EXISTING FEES WILL CONTINUE TO APPLY.
University Advancement Office

University of South Carolina
Columbia Campus
Alumni Association

Contact Person: Jane Lavender  
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General Mission Statement

The Greater University of South Carolina Alumni Association is a world wide, self-governed membership organization that nurtures lifelong relationships between and among alumni, students and friends of the University of South Carolina. Our mission is to create an alumni body that is informed, involved and committed to the success of the University. We work to accomplish this through a variety of innovative programs, activities and services focused on alumni, students as future alumni and friends and supporters. Underlying all that we do is a belief in the value of education to the well being of society and commitment to diversity, integrity and service.

In the last several years a variety of new programs have been established and maintained by the Alumni Association. They are intended to expand the appeal of membership, strengthen and deepen alumni involvement, provide important avenues for alumni to be of service to the University, and more closely connect alumni programming to the essential mission of the University.

Thus, to important and visible programs such as USC Showcase and Homecoming, the Association has added a variety of educational programs—the premier of which is Alumni University; an alumni legacy program (including a scholarship for the children of alumni); and a student membership program, which is part of a more comprehensive effort to become more purposefully involved in student life.

We continue efforts to improve communication through an interactive website, an e-mail newsletter, and our online reservations and membership dues payment service. We have very recently launched a legislative advocacy program to encourage alumni to contact members of the General Assembly regarding issues central to higher education.

During the 2002-2003 fiscal year, contributions and revenue generated from royalties and entrepreneurial activities have allowed the Alumni Association to provide $300,000 to the University for its scholarship programs.
General Mission Statement

The Copier Center was established a number of years ago for the purpose of monitoring the placement of copiers at the University. The center informs requesting departments which copiers are available on the state contract based on their average or anticipated copy volume. Departments are given an average cost per copy based on the features requested by the department and the terms of the state contract.

Under the supervision of the director of printing services, the Copier Center’s one full-time employee manages approximately 400 copiers system wide. Monthly billings are initiated through intra-institutional transfer for approximately 300 departmental copiers on the Columbia campus. Vendor invoices are monitored and approved for accuracy based on monthly meter readings.

The center, in conjunction with State General Services, negotiated a five-year state copier contract in September 1999 that reduces the overall cost for copiers below the 1998-99 FY costs including inflation. By replacing existing analog copiers with digital copiers from the current state contract, copier costs should continue to drop as the total number of copiers is reduced through networking.

Specific charges for services – Specific costs depends on the size and scope of the copying needs.
Development Office

Contact Person: J. Cantey Heath, Jr.
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General Mission Statement

The Development Office is responsible for planning, organizing and managing systematic programs to obtain private support for current and long-term academic needs - such as undergraduate scholarships, graduate and professional fellowships, faculty development (professorships and chairs), program enhancement, and capital (building and renovation) projects - of the University of South Carolina. It formulates fundraising policies and procedures, assists USC leadership in determining fundraising objectives and priorities, and implements focused operations (including full-scale capital campaigns) to secure charitable contributions. In order to present a consistent and precise case for private support to prospective donors and thereby maximize gift potential, the Development Office centrally coordinates all academic fundraising programs.

Focused on a variety of constituencies, the major gift fundraising programs of the Development Office share a fundamental cycle of activity: identification of prospective donors; researching information about these prospective donors; establishing relationships to discover or confirm prospective donors’ interests at USC; cultivation of these interests by involving prospective donors in related academic programs with private support needs; solicitation of prospective donors to strengthen academic programs; and proper stewardship to help insure continued donor interest and involvement that may lead to future donations.

Annual Giving programs, based on state-of-the-art telemarketing, direct mail and a network of volunteers, target the broad population of alumni, non-alumni friends, faculty & staff (the Family Fund), parents and students. The Principal Gifts program focuses on prospective donors of the highest gift potential. The Foundations program seeks grants from private foundations. The Regional program establishes and maintains out-of-state fundraising relationships. The Planned Giving program seeks private support through tax advantaged present and deferred gifts such as gift annuities, bequests, gifts in trust and insurance gifts. Several other operations in the Development Office provide vital support to overall fundraising efforts. The Research program assists all development officers by identifying new prospective donors and in building information profiles on known prospects and donors. The Development Services program includes: the Records operation which maintains and updates USC’s centralized database of alumni and donor information; the Gift Processing operation which enters all gifts and pledges and handles receipting and acknowledgment to donors; the Prospect Management operation which tracks all assigned prospects, records all approvals for solicitation and enters/edits weekly call reports from all development officers; the Development Writing operation which includes the production of proposals and personalized acknowledgment letters; and the Donor Relations and Stewardship operation which coordinates giving societies, encourages ongoing relations with donors, and cultivation opportunities for prospective donors.

The Development Office also provides guidance and direction to and shares its expertise and resources with USC’s colleges and schools. The esprit de corps enjoyed by the development team has served the University well in its recent fundraising endeavors and will continue to do so in the future.
Media Relations

Contact Person: Margaret Lamb
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Office Telephone Number: 777-5400

General Mission Statement

The Office of Media Relations’ mission is to promote the academic units of the university to print and broadcast media locally, statewide, regionally and nationally when a story merits such coverage. The office concentrates on stories that showcase research, outreach, teaching and student achievements, as well as events with broad public appeal.

The office supports the university’s advancement goals and works with every entity on campus. We offer a range of services, from creating detailed communications plans to offering media relations counsel to faculty and administrators. We can accomplish our objectives in a variety of ways: USC News Web site, news releases, feature stories, hometown announcements, faculty op eds, faculty experts lists, press kits, special packets, sports program features, University Daybook and, of course, phone calls and visits. Broadcast initiatives include the Carolina Minutes for S.C. Educational Radio, pretaped interviews that air over Host Communications during all football and basketball games, special TV features, satellite feeds and telephone on hold scripts. Staff is also present at events attended by media and respond to numerous media requests daily.
Printing Services

General Mission Statement

University Printing Services is a self-supporting, centralized unit responsible for servicing the academic and administrative printing requirements of the University of South Carolina. It is committed to meeting the University community’s printing needs in the most efficient and cost effective manner possible. The department operates as a convenient, full-service printing facility, providing consultation services, typesetting, pre-press preparation, multi-color printing, duplicating, binding, and bulk mail services.

Printing Services is committed to printing materials that will enhance the image of the University and works closely with the Department of University Publications to ensure the quality and consistency of internal and external communications.

Last fiscal year, USC Printing Services produced over 10,000 different jobs with total charges of $1.8 million.

A) It is the department’s responsibility to produce quality printing in the most economical manner. All University requests for printed materials are routed through Printing Services. The department evaluates all orders to determine if they would best be produced in-house or through an outside commercial printer. With the best interest of the University and the customer in mind, Printing Services will contract a project with an outside vendor if the workload internally is such that a project could not be completed by a specific deadline, a project has special requirements that cannot be met in-house, or the materials could be produced better, faster, and more economically at an alternate facility.

B) The department has recently taken responsibility for administrative “on demand” variable printing previously processed through the University’s Computer Services Division. This new service encompasses a wide variety of specialty/personalized printing projects including standing orders for employee paychecks and stubs, annual individualized benefit statements, university purchase orders, donor pledge reminders, and turn-around payroll documents, to name a few. Specific charges for services – Specific costs depend on the size and scope of the printing job.

C) The department also operates a full service bulk-mailing center for the campus community. State-of-the-art equipment processes computerized mailing lists and sprays postal addresses and bar coding. Mail preparation fees and postal costs are charged back to departments. Specific charges for services – Specific costs depend on the size and scope of the printing job.
Public Affairs

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Office Telephone Number: 777-1234

General Mission Statement

The Office of Public Affairs is the university’s primary public communications office. The office concentrates on efforts to promote the university and disseminate appropriate public information about its instructional, research, and public service mission and activities. The Director of Public Affairs serves as the institution's chief public spokesperson.

The office has supervisory responsibility for the divisions of Media Relations, and Publications and Printing.
Publications

Contact Person: Larry Pearce
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Office Telephone Number: 777-8161

General Mission Statement

The office of University Publications provides professional services for creative concept, writing, editing, graphic design, photography, and technical production of printed and electronic communications for the campus community. Particular priorities include a wide range of informational and promotional materials for undergraduate student recruitment; academic programming for the University’s 16 degree-granting colleges and schools; and advancement areas, including presidential communications, alumni relations, fund raising, and public relations.

All overarching University informational and major promotional materials for off-campus audiences are produced by University Publications in order to maintain quality and consistency in content, message, and presentation. The office also assists academic and administrative departments and programs in the development of printed and electronic communications as required by University policy. In addition to creative services, production staff assists departments with print purchasing following state guidelines and procedures.

Annual publications, periodicals, and related projects produced by University Publications total over 500 separate jobs annually. Other major communications programs include: the Web Presence Project to redesign and improve USC’s websites; USC Times and USC Times Online for faculty and staff; Carolinian magazine for alumni and donors; college, school and departmental newsletters, invitations, programs, etc., for USC events.
Special Events Office

Contact Person: Jane Sharar
Email Address: JSHARAR@gwm.sc.edu
Office Telephone Number: 777-3235

General Mission Statement

The mission of the Office of Special Events is to support and promote the University’s image through the planning and implementation of events that are consistent with the advancement plan and to provide logistical support in a cost-effective and creative manner for each event. We serve that advancement role by working closely with guests and donor prospects and developing significant relationships with them.

We are involved in coordinating events—ranging from football receptions, groundbreakings and presidential dinners to fundraising receptions, board retreats and commencement exercises—hosted by the President’s Office, Advancement Office, Board of Trustees, and other departments that host public events that ultimately support all colleges and academic units of the University. The Special Events staff manages menu and ambiance development, invitations, guest list, mailings, responses, name tags, budget reports, attendance records, student staffing, set-up needs, entertainment, photographers and other necessary support.
State Government and Community Relations

Contact Person: Shirley Mills
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Office Telephone Number: 777-4110

General Mission Statement

Office serves as liaison to the South Carolina General Assembly, the Governor's Office and other state agencies as well as city and county government.

- Responsible for planning and coordinating all USC legislative events, including annual legislative breakfasts and luncheons

- Responsible for compiling and completing all required state ethics reports for the university in accordance to South Carolina ethics laws

- Responsible for establishment and maintenance of university/community partnerships by developing internal and external strategies and programs to enhance and promote the University’s community relations activities and services; serve as University liaison to the University Neighborhood Association, civic organizations, businesses, professional associations and the general public

- Responsible for implementing the University of South Carolina “Five-Point Plan” to pursue new and expanding partnerships with the African-American community

- Responsible for fostering diversity and interracial respect and appreciation within the University community in conjunction with other university departments and personnel

- Provide direction to internal university community toward the implementation of legislative and community relations goals established by the University