University of South Carolina
Columbia Campus

Service Units
Description of Services

FY 2007
Budget Development Process
SERVICE UNITS

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General Mission Statement

The President’s Office is the chief executive office of the University System and is charge 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  
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Office Telephone Number: (803) 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, sexual orientation, 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.
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:   Email Address:       Office Telephone Number:
Leslie Brunelli   lgbrunel@gwm.sc.edu (803) 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: Joe Taylor
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Office Telephone Number: (803) 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:        Email Address:             Office Telephone Number:
Patrick Lardner        Patrick.Lardner@sc.edu (803) 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: Mary Peak (7-2123) peakm@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. Nonresident 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.
Business Affairs

Contact Person: Helen Zeigler  
Email Address: helenz@gwm.sc.edu  
Office Telephone Number: (803) 777-5432

General Mission Statement

The office of Business Affairs is comprised of a variety of different University units including purchasing, environmental health and safety and risk management, CarolinaCard, post office, the Koger Center and the Coliseum. It also manages numerous contract operations such as the campus bookstore, food services, ATM services, and vending services and trademark and licensing.

Major Objectives, Activities, or Services

Purchasing Department – 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.

Office of Environmental Health and Safety (EHS) and Risk Management- The University has established the Office of Environmental Health and Safety (EHS) and Risk Management to develop and recommend programs, policies and procedures for USC system and to administer the safety, health, risk management and environmental management functions of the University.

The purpose of the EHS and Risk Management programs are to provide for a safe and healthful working, studying, and living environment for the people of the University community, to protect the natural environment against adverse impact from University activities and to protect the University’s physical resources and financial assets through risk management techniques.

The Office of EHS and Risk Management provides professional advice, information and recommendations to the campus community. In addition, the office provides periodic reviews of campus compliance with applicable laws and regulations. The EHS and Risk Management programs assume the participation, cooperation and involvement of all members of the campus community.

University Postal Service - Provides professional and efficient mail service to the University community using existing and emerging technologies. Our unit is responsible for the delivery, collection and processing of all intra-campus, interagency 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.
CarolinaCard Office- To provide the University of South Carolina with an all-purpose identification and declining balance card that enhances life on campus by providing a safe, secure and convenient way to access campus services that require identification and expenditure of funds. The CarolinaCard Office strives to continuously enhance the card system by adding services to the card, and by making it easy for students, faculty and staff to deposit monies on the card and check on card balances and expenditures. The office staff values each holder and user of the card and the campus vendors that the card office is there to support and seeks to always maintain a high standard of customer service by operating in a friendly, courteous, and informative manner.

Food Services, Bookstore, Vending, Trademark Licensing and ATM Contract Management- The mission of each of these contracts is to provide quality services to students, faculty, staff, and campus visitors in each of these areas while maximizing revenues generated through the contracts that are returned to the University for scholarships, facility improvements and general budgetary uses.
Law Enforcement & Safety

Contact Person: Ernest Ellis          Email Address: eellis@gwm.sc.edu          Office Telephone Number: (803) 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.
General Mission Statement

The primary mission of Campus Planning and Construction is to provide the University community with professional capital project planning and design services, construction procurement and construction. These responsibilities are implemented while insuring an environmentally safe and well maintained university campus that supports the institution’s mission of education and research. It is the mission of the staff of Campus Planning and Construction to provide these services with a strong sense of pride, teamwork and professionalism.

Other responsibilities of Campus Planning and Construction include space management, interior design, interior and exterior signage and coordination of all real property transactions which include the leasing, sale and acquisition of real property. Campus Planning and Construction’s mission related to these responsibilities is to provide the services as efficiently and as professionally as possible while supporting the above mentioned institutional goal of education and research.
Facility Services

Contact Person: James Demarest
Email Address: jddemar@fmc.sc.edu
Office Telephone Number: (803) 777-3128

General Mission Statement

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.

The Facility Services department has developed service guidelines that are achievable with our current funding levels. 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 object 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 determine service levels for 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.
Division of Information Technology
Chief Information Officer

Contact Person:             Email Address:   Office Telephone Number:  
Dr. Bill Hogue             wfhogue@gwm.sc.edu       (803) 777-0707

General Mission Statement

Office of Information Technology (OIT) is directed by Dr. William F. Hogue, Vice President for Information Technology and Chief Information Officer. The mission of OIT is to support teaching, research, and service missions of the University.

The Division of Information Technology consists of:

- The Office of Information Technology
- Center for Teaching Excellence
- Teaching and Technology Services
- University Instructional Services
- University Technology Services
Center for Teaching Excellence

Contact Person: Dr. Rafael Alvarado  
Email Address: rca@gwm.sc.edu  
Office Telephone Number: (803) 777-6015

General Mission Statement

The mission of the Center for Teaching Excellence (CTE) is to provide all teaching professionals at USC with the knowledge, tools and personal support to become proficient in the practice of teaching, whatever the context or level. By all teaching professionals, we include early career, mid-career, and senior faculty, as well as graduate students, adjunct professors, and pre-service teachers. By all contexts and levels, we mean all the campuses of the USC system, all programs at USC -- from undergraduate to graduate to continuing education -- and both residential and distance education modes of course delivery.

Because teaching is a complex activity, the CTE provides resources to develop communicational, managerial, technological and even ethical reasoning skills. Resources include lectures, workshops, seminars, consultations, technical training, and other modes of interaction, as well as a library, interactive website, and other knowledge tools devoted to the scholarship of teaching.

On a community level, the CTE develops programs in collaboration with stakeholders, connects people and resources, establishes and nurtures communities of practice, and fosters a faculty-driven, horizontal approach to training and support

Lectures, Workshops and Consultations

The CTE sponsors a variety of interactive activities, designed to acquire and disseminate information about teaching:

- **Lectures and seminars** designed to disseminate ideas, innovations and best practices for the practice of teaching. Topics are open-ended -- ranging from the practical and technological to the ethical and philosophical -- and delivered in settings that invite conversation and feedback.
- Audio conferences, web conferences, and other **virtual events**, each followed by an opportunity for comment and conversation.
- **Follow-up events** to allow interested participants to dig deeper and learn more about the topics rose in an event.
- Client-requested **workshops and consultations** in response to interest expressed at these events.
- Ad hoc, **on-demand meetings with individuals and small groups** on a variety of topics.
Communities of Practice
The CTE sponsors a number of activities designed to build community and create distributed environments for the horizontal transfer of knowledge. These include:

- **Graduate Initiatives.** These programs build on and extend existing initiatives at USC, including the Preparing Tomorrows Teachers with Technology (PT3) Program, the Preparing Future Faculty (PFF) Program, and Graduate Teaching Fellows in K-12 Education (Pi Fellows) Program. These programs provide graduate students with the resources, community and real-world opportunities to develop their teaching skills.

- **Peer Societies.** These are groups of people who share a common situation, such as junior faculty, or who share a common interest, such as a desire to learn more about a particular technology. Peer societies will meet on a semi-regular basis to share coffee or attend talks, and may become the source of workshops and other events themselves. Current peer societies in development include: adjunct faculty, distance educators, and graduate students.

- **Outreach Programs.** CTE extends its activities to programs that share a common interest in the development of teaching excellence. Among these programs are K-12 education and undergraduate teachers in training. Strong current initiatives are the following: Program of Accelerated College Education (PACE), Project Lead the Way programs, which connect USC faculty to K-12 teachers and students, and the College of Education's PT3 program, which also impacts the K-12 setting with its goal of equipping pre-service teachers to carry teaching excellence into the profession.

E-Learning Support
CTE supports faculty who are interested in applying technology to teaching, either by teaching a distance education course or by enhancing materials with interactive multimedia. The CTE offers:

- The resources to help the curious novice or early adopter acquire the right technologies to meet one's teaching needs.
- Training and consultation in the best practices associated with various instructional technologies.
- Connections to other on-campus resources needed to produce digital materials for use in the classroom and beyond.
- Training and consulting in the pedagogy of e-learning, encouraging faculty to re-think the teaching process and course design as a result of technology blending.
- A conduit to the Teaching & Technology Services (TTS) Group, who work with faculty to develop courseware materials, from PowerPoint and Breeze presentations to hypertext archives of electronic text.
Assessment and Evaluation Tools
The CTE supports a number of tools and associated resources to assess and evaluate the teaching process, including:

- **E-Portfolios.** The CTE provides all teaching professionals interested in maintaining a teaching portfolio the opportunity to use Blackboard's E-Portfolio system, a state-of-the-art system that provides a number of useful features. Among these are pre-defined templates that allow users to quickly develop compelling, professional portfolios that meet high academic standards.

- **Video observation.** Upon request the CTE will record a client's teaching, prepare a DVD, and arrange a time for the client to study the recording in self-guided, mentored or group assessment modes.

- **Blackboard's Survey Tool.** This enables users to create surveys, which require authentication, yet maintain anonymity of respondents.

- **Flashlight Online.** This is a web-based service for creating, administering, and analyzing surveys, which allows users to create their own questions, or draw from a large library of questions and survey templates.

- **Assistance in choosing an appropriate tool for one's assessment needs.**

- **Help in creating effective survey instruments.**

- **Training and downstream support of data analysis and evaluation.**

Knowledge Resources
The CTE is actively engaged in establishing and growing the knowledge resources to capture and support the knowledge involved in all of its activities. These resources include:

- **Reading library.** A collection of monographs, journals and other resources devoted to pedagogical theory and practice.

- **A video archive** of recorded events, distance education lectures, and video-captured lectures from other organizations.

- **Collaborative Teaching Guide.** A collaboratively authored web site devoted to teaching tips, ideas, resources, etc. The Guide will be a knowledge base to store and organize what we learn over time in the course of holding lectures, seminar, workshops and consultations.
Teaching and Technology Services

Contact Person: Chris Brown          Email Address: cmbrown@gwm.sc.edu          Office Telephone Number: (803) 777-2398

General Mission Statement

The mission of Teaching & Technology Services (TTS) is to enable faculty to pursue their scholarly and pedagogical goals through the use of computer technology. Toward this end, TTS acquires and supports enterprise software applications, researches emerging hardware devices, offers training and consulting to clients who use these technologies, and represents the interests of faculty on key administrative committees. In addition, TTS supports the instructional development of distance education courses at USC.

TTS is divided into three units: (1) Courseware Support Services, (2) Data Services, and (3) Distance Education Support. Below are listed the services associated with each of these areas.

Courseware Support Services

1. Support software applications used at USC to complement classroom instruction, including:
   - Blackboard CMS and its suite of applications, including the Content Management System
   - Macromedia Breeze Live
   - Camtasia
   - LISTSERV

2. Provide group training in the software and systems we support.
3. Provide individual instruction and consultation on a variety of topics, including:
   - The software we support.
   - New software applications that faculty are interested in exploring for instructional purpose.

5. Conduct pilot projects to test the efficacy of new software/hardware at USC.

Data Services

1. Support for faculty and administrators in data collection, data management techniques and statistical data analysis.
2. Applications supported include:
   - SAS
   - SPSS
   - Flashlight Online
3. Administer USC’s membership in ICPSR (Inter-university Consortium for Political and Social Research).

**Distance Education Support**

1. Work with faculty and Students Services at UIS to ensure that students receive timely and accurate information about distance education courses.
2. Work with faculty who teach distance education courses to determine appropriate combinations and uses of technologies for course delivery.
3. Coordinate with faculty and UIS to ensure the timely production of course components.
4. Provide overall course management to faculty involved with distance education.
University Instructional Services

General Mission Statement

1) Serves the University faculty and administration in the development of instruction and information through effective use of media and
2) Supports academic units that have outreach missions by
   - Delivering courses with the assistance of technology and
   - Providing student services to distant learners who cannot come to campus.

Distance Education Support

- Course information dissemination to potential students and USC campuses
- Assistance with admissions, enrollment, fee payment, course and grade changes, and other matriculation functions that adult students may access only periodically
- Distribution of course materials including special faculty mailings during the semester and coordination of tape requests
- Exam proctoring statewide
- Assignment and examination handling
- Website, toll-free telephone, and email access and response for distant learners
- Study companion coordination
- Coordination with viewing sites statewide
- Origination of master schedule information on IMS for courses offered at a distance
- Compilation and coordination of viewing site credit-back reports for the Office of the Provost
- Saturday office hours for distant learners during on-campus sessions
- Quality control through student surveys

Note: Services are not provided for MSB and COEIT.

Instructional Delivery Support

- Coordination of production of courses delivered through distance education
- Management of data for classes, productions, and events
- Coordination with SCETV for all classes, productions, and events
- Operation of Master Control which includes the recording, duplication, and broadcasting of classes, productions, and events. Master Control also supports teleconferencing downlink and provides technical assistance with
trouble calls relating to live classes, productions, and events via an 800 number – 800-768-9651.

• Videoconferencing coordination
• Encoding and serving of streamed media, including management of http://video.sc.edu website
• Copyright clearance service
• Management of UIS department Website
• Production and master control support for the National Advocacy Center

Media Services
• Video and audio production to support classroom teaching, research, podcasting, teleconferences, university development efforts, Faculty Senate, and other events
• Production of CD and DVD-based instructional, information, and promotional projects
• Video and audio editing
• Photography, both film and digital systems; scanning; printing
• Presentation materials
• Graphic design for television, web pages, studio sets, installations, and other instructional and informational projects
• Technical, creative, and budgeting assistance for grant development

Technology Services
• Design, installation, and maintenance of:
  • satellite receiving capabilities at sites statewide
  • 1-800 telephone system to provide audio access for distant learners
  • studio classrooms
  • master control facilities
  • encoding stations and servers for streamed media
  • fiber optic distribution systems for transport of video signals
  • enhanced classrooms, including faculty orientation
  • Gamecock Cablevision
  • IT/network needs for studio classrooms
• Personnel support for video productions, classes, and events
• Equipment delivery to un-enhanced classrooms
• Research and development of technical solutions to accommodate academic goals
• Consultation with Medical School, Regional Campuses, and Senior Campuses on classroom design
• Media design consultation for new building construction and renovation of facilities such as enhanced classrooms and videoconferencing rooms

Note: Some programs operate outside the University’s value-centered budgeting system: correspondence study, SLIS out-of-state degree delivery, and ASPH masters in communication disorders.
University Technology Services

Contact Person: Lorie Edwards
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General Mission Statement

University Technology Services (UTS), 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. University Technology 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

Enterprise Application Development and Support
1. Provides 24x7 General & Administrative Computer Systems support of common University business and administrative functions that directly support general non-departmental operations of the University
2. Application development and support of Enterprise Software:
   o Project management
   o Systems analysis/design
   o Programming
   o Data interfaces/conversions, testing, integration, and implementations.
   o Data Archiving & Imaging
Non-Enterprise Application Development and Support
1. General & Administrative Computer Systems support of applications for unique University Schools, Colleges, Departments or Auxiliaries.
2. Application development and support of non-enterprise (departmental, auxiliary, agency) software, project management, systems analysis/design, programming, data interfaces/conversions, testing, integration, and implementations.
3. 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.
4. Specific charges for services - Rates available for multiple service types. See complete list of direct charge rates at [http://uts.sc.edu/Administration/Rates.shtml](http://uts.sc.edu/Administration/Rates.shtml).

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.
- Includes logical/physical design, data security, performance, maintenance, disaster planning, applications support, conversion support, warehouse/Datamart consulting.

Security and Authentication
- Measures that 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.
- Involves the use of Cisco CleanAccess software, LDAP, RACF, NetReg, Active Directory

Network Services
- Provides network connectivity to support voice, video and data.
- Includes 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
- Includes 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, IP telephony
- Specific charges for services- Rates available for multiple service types. See complete list of direct charge rates at [http://uts.sc.edu/Administration/Rates.shtml](http://uts.sc.edu/Administration/Rates.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.
- Includes 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.
- Includes 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://uts.sc.edu/Administration/Rates.shtml](http://uts.sc.edu/Administration/Rates.shtml).

Operations
1. Back-office functions to support operations and administrative functions.
   - Includes 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.
2. Help Desk - Facilitation of technical support to faculty/staff/students for supported software and systems. 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.
- Includes 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 - See complete list of direct charge rates at [http://www.csd.sc.edu/Administration/Rates.shtml](http://www.csd.sc.edu/Administration/Rates.shtml).
- Service Level Agreements available for multiple service types. See [http://uts.sc.edu/Support/SLA.shtml](http://uts.sc.edu/Support/SLA.shtml)

Academic Services
- Software support for faculty, staff and students.
- Includes 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. University Technology Services brochures, flyers, publications, news releases, online newsletters, coordinate events (i.e. Showcase, Scholar’s Day, Benefits Fair, Freshman Orientation, Opening weekend).
Human Resources

Contact Person:          Email Address:          Office Telephone Number:
Debra Allen                    dallen@sc.edu            (803) 777-3824

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.
Office of the Provost

The Provost is charged with overall supervision of academic affairs of the University, including curriculum development and establishment of academic standards in the schools and colleges. The Provost fosters support for the three-fold mission of the University: (1) providing students with the highest-quality education, including knowledge, skills and values necessary for success in a complex and changing world; (2) aggressive pursuit of research and scholarship, including artistic creation, in order to secure the reputation of USC as a modern research university; and (3) serving our community, state, nation and the world in such areas as public health, education, social issues, economic development, and family support systems.
Regional Campuses and Continuing Education
Academic Credit Programs

Contact Person: Pamela Hayes
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Office Telephone Number: (803) 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.
Earth Sciences and Resources Institute

Contact Person: John M. Shafer
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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: (803) 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.
University Libraries

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. Many of the Libraries’ services are available through proxy databases and virtual services. A description list of service areas and the most notable of the services is provided.

University Libraries Service Areas

Access to Catalogs and Electronic Resources
The USC Online Catalog provides access to the collections of the Columbia, Regional and Senior campus libraries. It is accessible from on or off campus. Most of the University Libraries electronic resources are available from any networked workstation on campus. The resources include databases from all major subject areas, electronic journals and electronic books.

The university library proxy server enables remote access to the Library’s electronic journals and indexes for authorized USC Columbia students, faculty and staff. The Library’s proxy server provides off campus access to almost all of the library’s electronic resources and has had more than 100,000 visitors accessing these resources every year. The proxy server provides 24/7 access to electronic resources for USC researchers anywhere in the world.

Acquisitions Services
The Acquisitions Department is responsible for acquiring materials which have been selected for addition to the library collection. Acquisitions purchases materials in all format types including books, periodicals, serials, music scores, sound recordings, videos, films, manuscripts, microforms, computer files and electronic resources.

The Acquisitions Department has developed a web-based product, eRequest, which allows any individual to suggest materials for purchase. In addition, eRequest is a system-wide tool and is the primary method used by the USC campuses to transmit requests for ordering.
Cataloging Services
The Cataloging Department is responsible for the creation and maintenance of records in the USC online library catalog and for the organization of the collections. These records provide a means of locating information in all formats, including books, periodicals, serials, videos, maps, films, sound recordings, manuscripts, music scores, microforms, computer files, and electronic resources. With over 6 million items, the online catalog is a significant source of information for our on-campus students, faculty, and staff as well as the citizens of the state of South Carolina and world-wide research communities.

The Binding and Preparation Unit is responsible for all functions relating to commercial library binding thus preserving and extending the life of the Library’s print collections.

Circulation Services
The Circulation Department allows library users to remove materials from the building by charging the materials to the user’s account. The Circulation Department circulates, on average, over 800,000 items per year. In addition to checking out materials, users may pay fines, place holds on books, pick up and return Interlibrary Loan materials, and check out study rooms. Faculty and graduate students may apply for study carrels. Lost and found for the library is also located at the Circulation desk.

Proxy Cards are made available to allow graduate assistants to check out library materials for faculty.

Faculty may renew books by calling or sending an e-mail message to the Circulation Department or by sending back the end-of-semester list of charged materials. Faculty may request that the Reserve Department make books, articles, class notes and other course materials, videos, and personal copies available to the students of their class.

Collection Management
The Collection Management Department coordinates the work of librarians and teaching faculty who work together in building library collections that support the research and teaching programs of the university.

Computer Lab
The computer lab, located on level 5 of the Thomas Cooper Library, is one of the central hubs of student computing. Supported by Student Technology Fees, the lab is the largest computer lab on campus and is open the same hours as the library. Unlike other campus computer labs, it is open to all students, faculty, and staff, regardless of departmental affiliation.

There are 126 Windows 2000 and Macintosh desktops available. There are also 15 Windows and Macintosh notebooks that can be borrowed. The notebooks can access the wireless LAN in the library to use the internet or can be used to print. The lab provides printing, CD creation, audio and video access, and scanning services. Each workstation houses current software for word processing, spreadsheet, database, slide presentation, and web page development to support the academic community. Faculty can request specific classroom applications be installed for their students to use in the lab during a given semester, and there are specific areas in the lab for image development and publication tools. In addition to general computing services such as scanning and printing, there are always consultants available to help with computer questions.
The Center for Adaptive Technology, located in the computer lab, also plays a vital role in serving students. The center accommodates the information technology needs of students with disabilities by providing specialized software and hardware. The Center for Adaptive Technology, the only lab of its type at USC, houses the largest collection of this type of equipment on campus. The available resources include consultation and training, a software loan program, scanning and Braille services, and technical support.

Distance Education Services
Distance Education students have access to the library's catalog, and the library's campus-wide electronic databases through a proxy server. An interlibrary Loan service is available electronically. Reference librarians are available for library instruction during on-site visits and can go to studio classrooms for televised library sessions. E-mail and online chat reference service is available. The Circulation Department provides Distance Education borrowing cards and e-mail service for renewal and recall of borrowed materials.

Film Viewing Facilities
Viewing equipment is available at Thomas Cooper Library and the Film Library for faculty, staff, and students who wish to view or preview films from the Educational Films or Newsfilm collections.

Instructional Services
At the request of faculty, librarians meet with classes to provide instruction regarding information resources and research techniques specific to class projects. Librarians assist faculty to create effective library assignments and to develop resource guides. Tours of the library are offered at the beginning of each semester. Students in all University 101 sections are introduced to the library in a one-hour session on information literacy by reference librarians and staff.

Interlibrary Loan Services
Interlibrary Loan is a service through which books or journal articles not owned by the University Libraries may be obtained from other libraries or commercial document suppliers. The service is available at no cost to University faculty members, currently enrolled students, current members of the Thomas Cooper Society, and current members of the Alumni Association. The Interlibrary Loan Department processes over 40,000 requests each year. The Department mediates the purchase of dissertations from UMI for patrons.

Faculty Express is a service that allows faculty members working under a deadline to designate their requests as priority. These items are handled by the Faculty Express Librarian, usually as soon as they are placed.

Multimedia Classrooms
The Thomas Cooper Library has two Multimedia Classrooms. These classrooms contain 30 workstations and multimedia projection capabilities from the instructor's station. These classrooms can be reserved for classes, workshops, meetings or conferences. The Library provides on site training prior to classroom use and assistance during use of the facility.
Music Library Service
In addition to the full range of traditional library services, the Music Library offers several unique services. The Music Library provides 24-hour online access to required listening for School of Music courses. The Library provides digital access to approximately 10,000 pieces of sheet music, including covers and each page of the music. The Library’s online World Music Project provides bibliographies and audio clips of traditional and popular music from Africa, Asia, and South America. Thirty two audio-visual carrels are available for listening to sound recordings or viewing videos or DVD’s. The Music Library’s Rare Books room houses the numerous special collections.

New Programs and Reaccreditation Services
Collection Management and subject librarians work with the colleges, schools, or departments in preparing official documentation for new program requests or for reaccreditation of current programs.

Photo duplication Services
The Library offers mediated copying of library materials, faxing services and production of overhead transparencies. The Government Document/Information Department provides copying resources for microform materials. The South Caroliniana Library’s collection is non-circulating, but the library offers duplicating and digitizing services for the books, manuscripts, photographs and other materials found in its collections.

Publication Services
The University Libraries produce a wide array of newsletters, user guides, bibliographies and other handouts intended to provide information regarding the libraries, services, and current events.

The South Caroliniana Library has an endowed fund it uses to provide subventions to the University Press for publication of books relating to its collections.

Reference Services
The Libraries provide in person, telephone, email, and online chat assistance from service centers located at the Main Level Reference Desk, Science Level Reference Desk and Government Information Center in the Thomas Cooper library. In addition Reference services are available in the Business, Mathematics, Film, Music and South Caroliniana Libraries. Together these service points respond to over 160,000 inquiries each year.

Thomas Cooper Library reference staff can conduct librarian mediated searching of various fee-based database systems through their Fee-Based Online Search Service. Reference Librarians offer reference by appointment sessions for those in need of extensive research assistance.

Research Collections and Services
The University Libraries Rare Books and Special Collections Department acquires and conserves unique collections and makes them available to appropriate constituencies for research, instruction and public education. The Caroliniana’s microfilming department films newspapers from across the state and all eras of its history. In this format, these materials are available for study at the library and, through interlibrary
loan, worldwide. The unit also films delicate manuscript collections and other materials as a preservation measure and to provide broader access to the materials. This is a unique and important service to University scholars and the general public. The South Caroliniana Library offers endowment-funded research fellowships each summer to support projects utilizing its collections.

The Newsfilm Library preserves the unique Twentieth Century Fox Movietonews and other South Carolina collections and home movies, making these collections available to researchers in the university community and throughout the world.

**Shuttle Service**
The Library maintains the USC Campus Shuttle, which transports newly processed library materials, Interlibrary Loan materials, films, and campus mail to the USC campuses each week.

**Wireless Access Services**
Wireless network access throughout the Thomas Cooper Library provides untethered network access for faculty, staff and students using their personal computers or PDA’s to access electronic resources and materials in the library. Wireless network connectivity is also available in the library student carrels and faculty offices.

**USC Regional and Senior Campus Services**
The University Libraries provide Acquisitions, Cataloging, Database Management and Interlibrary Loan Services to the USC Regional and Senior Campus Libraries. Collection Management distributes to the campuses lists of materials available to them.
General Mission Statement

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. Although we are responsible for the effectiveness of all functions described below, we focus on opportunities to replace paper-based processes with enterprise-wide systems that can be centrally controlled, but used by all campuses, administrative offices, and academic units.

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 for all colleges and campuses of the University of South Carolina. To that purpose, the Office of the University Registrar provides the following services and related functions:

- We maintain the Master Schedule of Classes for all campuses and programs. We provide system design and administration of the official course and schedule data bases. We assign classes to classrooms on the Columbia campus.
- We register students into classes – this is accomplished with a central student information system with self-service technology used by all campuses. The system operates out of University Technology Services, with appropriate functions and data controlled by the Office of the University Registrar.
- We provide enrollment-related information to teaching and advising faculty, administrators, students, and appropriate agencies. This is completed for students at all campuses and colleges.
- We are responsible for collecting and recording official final grades for all University of South Carolina campuses and colleges.
- We collect degree application information and order and distribute diplomas for all campuses. We produce the commencement program for Columbia and make local arrangements for the large Columbia campus ceremonies, providing staff support during the ceremonies.
- We certify student credentials through issuance of official transcripts – We are the steward of the official records for all campuses.
- We verify enrollment and receipt of all degrees to appropriate units and outside agencies.
- We provide 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. We identify shared goals, resources, and objectives with these 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 and administrative units. If the unit wants mailing labels or any output that must be sent to printing, we charge them to recover the cost at a rate of $.02 per label created, minimum charge of $32.50. Printing Services charges $.03 per page of output.
Institutional Planning and Assessment

Contact Person: Philip S. Moore
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Office Telephone Number: (803) 777-2814

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 of Institutional Planning and Assessment 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

Contact Person: Aileen Trainer
Email Address: Trainer@gwm.sc.edu
Office Telephone Number: (803) 777-9214

General Mission Statement

The mission of the Extended Graduate Campus (EGC) is to offer academic programming anywhere in the state and nation 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. 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 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, 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 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. Work with the Bursar’s Office to ensure that all tuition and contract 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 standards of excellence.
The Graduate School

Contact Person: Christine Ebert
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Office Telephone Number: (803) 777-4243

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 some of 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 into 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 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 Content Manager. 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 such as 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 Content Manager 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 Content Manager). Collaborates with academic and service units to implement the next generation of a fully integrated systemwide 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.

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 - Organize 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.

Disseminates Thesis/Dissertation Guidelines- Conducts Thesis/Dissertation Workshops. 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.
University Press

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Curtis L. Clark   cclark@gwm.sc.edu   (803) 777-5245

General Mission Statement

As the largest publisher and only university press in the state, the University of South Carolina Press furthers the central missions of the University as a whole: 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 extensive 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. With more than 1,500 published books to its credit, 800 in print, and 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:   Email Address:    Office Telephone Number:
Susan Bridwell   susanb@gwm.sc.edu    (803) 777-7897

General Mission Statement

DEIS serves the University faculty and administration in the development of instruction and information through effective use of media and supports academic units that have outreach missions by delivering courses with the assistance of technology and providing student services to distant learners who cannot come to campus.

Distance Education Activities

Distance Education Student Services
1. 1-800 telephone access for all distant learners
2. Course information dissemination to potential students and USC campuses
3. Assistance with admissions, enrollment, fee payment, course and grade changes, and other matriculation functions that adult students may access only periodically
4. Distribution of course materials including special faculty mailings during the semester and coordination of tape requests
5. Exam proctoring statewide
6. Assignment and examination handling
7. Website and email response for distant learners
8. Study companion coordination
9. Quality control through student surveys
10. Coordination with viewing sites statewide
11. Saturday office hours for distant learners when they are on campus
*Note: Services are not provided for MSB and COEIT.

Distance Education Faculty Services
1. Instructional design assistance for faculty converting content to technological delivery
2. Coordination of production of televised, web-based, and multi-media courses and course components
3. Copyright clearance service
4. Intellectual property assurances
5. Course packet preparation and distribution
6. Workshops for faculty development
7. Origination of master schedule information on IMS for courses offered at a distance
8. Provide information to Bursar for setting campus fees for undergraduate courses
9. Process compensation for remote viewing site coordination
10. Process viewing site credit back reports for the Budget Office.
11. Design and printing of information and promotional pieces.
12. Coordination with high schools for delivery of college courses on-site
*Note: Not all services are provided for MSB and COEIT.
Distance Education Technical Services

1. Design, installation, and maintenance, operation, and management of studio classrooms
2. Design, installation, and maintenance, operation, and management of master control facilities for routing signals for appropriate distribution
3. Personnel support for video delivered classes and events
4. Management of data for classes, productions, and events, including scheduling and coordination with SCETV
5. Encoding and serving of streamed media, including management of USCStream website
6. Recording and duplication of classes, productions, and events
7. Maintenance of receiving capabilities at sites statewide
8. Research and development of technical solutions to accommodate academic goals
9. Design, installation, and maintenance of fiber optic distribution systems for transport of video signals

Some programs operate outside VCM: correspondence study, SLIS out-of-state degree delivery, and ASPH masters in communication disorders.

Instructional Support Activities

Teaching Support

1. Enhanced classrooms design and installation
2. Equipment delivery to unenhanced classrooms
3. Equipment maintenance in classrooms
4. Faculty orientation to use of media in enhanced classrooms
5. Consultation with Medical School, Regional, and Senior campuses on classroom design
6. Faculty computer lab to assist faculty with teaching and research application
7. Blackboard assistance to faculty
8. Media design consultation for new building construction and renovation of facilities such as enhanced classrooms and videoconferencing rooms

Media Services Support

1. Video and audio production in studio or on location to support classroom teaching, USC development efforts, Faculty Senate, and other events
2. Production of CD and DVD-based instructional, information, and promotional projects
3. Teleconferencing downlink
4. Videoconferencing coordination
5. Video and audio editing
6. Duplication of tapes, CD, and DVD products
7. Photography
8. Presentation materials
9. Encoding and serving of streamed media
10. Gamecock Cablevision maintenance and program distribution
11. Graphic design for television, web pages, studio sets, installations, and other instructional and informational projects
12. Technical, creative, and budgeting assistance for grant development
Institute for Families in Society

Contact Person:   Email Address:    Office Telephone Number:
Ding Su    sud@gwm.sc.edu    (803) 777-8620

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.
Faculty Senate

Contact Person: Gene Reeder
Email Address: reeder@cop.sc.edu
Office Telephone Number: (803) 777-7871

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 and General Faculty are prepared and maintained by the office.
Fellowships & Scholar Programs

Contact Person: Novella F. Beskid  
Email Address: Novella@gwm.sc.edu  
Office Telephone Number: (803) 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.
General Mission Statement

The mission of Preston College is to stimulate expression and exchange, and to ensure learning among students, faculty, and staff by establishing a vibrant community that enhances the University of South Carolina.

During the first semester of the 2003-2004 school year, Preston Residential College undertook an extensive, formal, facilitated strategic planning initiative. Over forty stakeholders, including Preston faculty, student residents, and staff from Preston College and the Housing Office participated in the four month strategic planning process. The results of the planning process include a statement of beliefs, a redefined mission, a parameter, two overriding objectives, and three strategies to help Preston achieve its major objectives. Each strategy has a corresponding plan of action that Preston will strive to implement over the next five years.

The new strategic plan offers two major objectives and three general strategies that will guide Preston’s focus and allocation of resources. The two objectives include 1) increased numbers of new and returning students and faculty, and 2) increased faculty and student participation in non-mandatory events. The three strategies we will employ to achieve these objectives include 1) dispelling misperceptions about Preston by communicating accurate information, 2) increasing faculty recruitment, participation, and incentives, and 3) improving student recruitment, retention, and participation.

Preston continues to make considerable progress in the attainment of the College's continuing strategic goals. In the last year, we have taken steps to 1) retain our unique position within the University, 2) enhance the academic component of the college by increasing faculty-student interaction, 3) create a physical environment that is both functional and aesthetically pleasing, 4) promote an accurate and positive image of Preston College, and 5) educate College residents about the responsibilities and opportunities of membership in a civic community. As the College moves forward, we will continue to promote our strategic initiatives and implement our action plans to achieve our mission.
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. 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.
TRIO Programs

Contact Person: Felissa Carter-Moore
Email Address: fcarter@gwm.sc.edu
Office Telephone Number: (803) 777-5125

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

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<thead>
<tr>
<th>Contact Person:</th>
<th>Email Address:</th>
<th>Office Telephone Number:</th>
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<tbody>
<tr>
<td>Harris Pastides</td>
<td><a href="mailto:pastides@gwm.sc.edu">pastides@gwm.sc.edu</a></td>
<td>(803) 777-5458</td>
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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.
Student Affairs

Contact Person: Stacey Bradley   Email Address: sbradley@gwm.sc.edu   Office Telephone Number: (803) 777-3836

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 also promotes and markets services and programs provided by the Division to ensure widespread coverage to the student body, faculty, and staff. The office assists, coordinates and monitors the areas of financial and human resource management, information technology, research, assessment, fundraising, and strategic planning for the various units within the Division.

The Office of Undergraduate Admissions coordinates 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 student with the financial aid processes from the college selection process through loan repayment when needed. An aid program that provides in excess of $250 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 the liaison with community international organizations.

The Student Orientation and Testing Office coordinates the efforts of faculty, administrators and staff that assist new students and their parents with the initial
enrollment process including placement testing, academic advisement, and registration. Special support is provided to armed service veterans by Veteran Services.

The Visitor Center involved faculty, staff, students, alumni, and friends in assisting more than 2.5 million visitors per year including the planning and implementation of campus visits for undergraduate and graduate students. The Visitor Center was able to manage a 300% increase of campus visitors over the past year. 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.

Supplemental Instruction (SI) is a learning enhancement program which consists of a series of weekly review sessions for students enrolled in historically difficult courses. Sessions are open to all students who want to improve their understanding of the course material, as well as their grades. Attendance is voluntary and offers students a chance to get together with classmates to compare notes, discuss important concepts, and develop strategies for studying. Students who attend SI regularly earn higher grades and are less likely to withdraw from courses.

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 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 maintains two facilities enclosing 400,000 square feet of space. The Solomon Blatt PE Center is located on Wheat Street, adjacent to the large recreational field complex. The Strom Thurmond Wellness & Fitness Center is set on the south west corner of Assembly and Blossom Streets. Both facilities feature open recreation areas for basketball, volleyball, badminton, racquetball, handball, squash,
and swimming. The Wellness & Fitness Center also features a 1/7 mile indoor track, and a 52 foot indoor rock climbing wall. Intramural sports, sport clubs, group fitness classes, outdoor equipment, and unstructured recreational opportunities are provided. These two facilities will have over 700,000 visits this year.

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 upperclassman 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 and include event management, facility management, and advisement and program support for campus-wide programming (including alcohol and drug education, leadership development, community service programs, women’s student services, off-campus student services and the campus-wide program board). Facilities include the Russell House and surrounding grounds, Gressette Room, and all academic space utilized by student organizations.

*Please note that any fee for service arrangements (such as RH room/equipment rental, capstone conference center rental, etc.) or other currently existing fees will continue to apply.*
Alumni Association

Contact Person: Jane Lavender
Email Address: JANEL@gwm.sc.edu
Office Telephone Number: (803) 777-4112

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, friends and supporters. Underlying all that we do is a belief in the value of education to the well-being of society and a 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, and the Carolina Action Network (CAN), a program that involves alumni as advocates for state support of USC.

We continue efforts to improve communication through publications, an interactive website, an e-mail newsletter, and our online directory, reservations and membership dues payment service.
Copier Center

Contact Person: Larry Pearce
Email Address: Lpearce@gwm.sc.edu
Office Telephone Number: (803) 777-8161

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, negotiates a multi-year state copier contract that reduced the overall cost for copiers for all university users.

Specific charges for services – Specific costs depend on the size and scope of the copying needs.
Advancement Administration

Contact Person: J. Cantey Heath, Jr.          Email Address: canteyh@gwm.sc.edu          Office Telephone Number: (803) 777-1809

General Mission Statement

The Office of Advancement Administration focuses on implementing best practices in managing the Division of University Advancement operations, expanding and improving relations with our many constituencies, and maximizing quality service to our internal and external customers. It includes Administration (supporting the Vice President in budget, personnel, strategic planning, and related operational duties as well as coordinating community relations activities, tracking systems, gift naming opportunities, gift agreements, etc.), Advancement Services (private support/gift accounting and management of our database of alumni, friends and supporters), Donor Relations & Stewardship (properly acknowledging support and encouraging new and continuing support through targeted involvement), Research (identifying new major gift prospects and expanding profile information on known prospects and donors) and Special Events (coordination of all events hosted by the Board of Trustees, the Office of the President and University Advancement).
University Development

Contact Person: Michelle Dodenhoff
Email Address: mdodenho@gwm.sc.edu
Office Telephone Number: (803) 777-7190

General Mission Statement

University Development 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 University Development 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.

The Principal Gifts program focuses on prospective donors of the highest gift potential. The Corporate and Foundation Relations program seeks gifts 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. 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 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.
University Communications

Contact Person: W.R. McKinney, Jr.   Email Address: CHIP@gwm.sc.edu   Office Phone Number: (803) 777-1234

General Mission Statement

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 Communications serves as the institution's chief public spokesperson.

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

Contact Person: Margaret Lamb
Email Address: Margaret1@gwm.sc.edu
Office Telephone Number: (803) 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.
Publications

Contact Person: Larry Pearce
Email Address: Lpearce@gwm.sc.edu
Office Telephone Number: (803) 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 15 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 600 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.
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.

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.**
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, groundbreaking 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.
**Governmental and Community Relations**

Contact Person:   Email Address:    Office Telephone Number:  
Shirley Mills              SMILLS@gwm.sc.edu   (803) 777-4110

**General Mission Statement**

Office serves as the University's liaison to local government, state government, and the community.

- 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