



Faculty Contacts and Information Sources

The **Office of Academic Affairs** houses an array of resources specific to faculty needs.

These resources include links to and information about USCA's: Academic Bulletin, Academic Calendar, Faculty Manuals, Promotion and Tenure Guidelines, Academic Code of Conduct, FERPA details, Judicial Procedures Process, Career Services, Exam Proctoring, HR, Campus Life, Academic Curricular Enrichment (ACE), Children's Center Childcare, Wellness Center and Natatorium, Campus Organization, University Service Committees, Research Grants and the Center for Research Excellence, information about Aiken, and more.

Human Resources:

HR is located on the second floor of the Business & Education building (B&E) in the executive wing, room 257.

- Payroll Questions, Peoplesoft Questions, and Hiring:
 - *Natalie Butler, 803-641-3317*
- Benefits, Leave, and General HR Questions:
 - *Melissa Wilson, 803-641-3318*
- Student Hires, Background Checks, New Hire Access, General Benefit Questions, Onboarding:
 - *Bonnie Cook, 803-641-3455*
- Employee Relations, Equal Opportunity/Affirmative Action, Positions, and General HR Questions:
 - *Carla Hayes, 803-641-3645*

Teaching Support:

- [The Callen Center for Engaged Teaching and Learning](#) is located in B&E 251.

- For Online Teaching, contact the [Office of Online Learning and Support](#) in B&E 252, 803-641-3595, for resources provided, including submitting a support ticket.
- For Writing Instruction Support, student tutoring and a list of workshops, check out [The Writing Center](#). The Writing Center is located in the Humanities and Social Sciences building (H&SS), rooms 112 and 119.
- For Library Instruction, Research Support, or Student Research Support, see the library's [New Faculty Lib Guide](#), access the [Faculty Portal](#) or see the [Faculty Guide](#).

Grade information:

[The Office of the Registrar](#) is in Penland 109. They can help with grade change requests and other issues, but contact your department chair first!

[Campus Safety/ Emergency \(Campus Police\):](#)

(803) 648-4011 or 6111 via campus phone. Campus safety can let you into locked buildings after hours if needed. They can also give your car a jumpstart. This office distributes University IDs (Carolina Cards) and parking decals. Faculty parking is free.

[Student Affairs:](#)

The student life website offers information on sports, student activities, events, Greek life, student government, organization, and leadership programs.

[International Programs:](#) Liz Dille, located in the Student & Activities Center building (SAC) room 105 and available at 803-641-3671, can help develop study abroad

programs, assists with international student and scholar services, and offers community programming and training

Computer Help Desk: See the Faculty and Staff Helpdesk website or email help@usca.edu.

Student Support:

A student is struggling with attendance or class work:

- [Early Warning Reports](#) are completed through Navigate (online).
- [Academic Advising, Academic Coaching, and Tutoring](#) resources are available on the Student Success Center website or in person on the first floor of the Gregg Graniteville Library.

A student needs support for stress, anxiety, crisis, and/or other emotional or behavioral issues:

[The Counseling Center](#) is open M-F 8:30 am to 5 pm. in the Student and Educational Support building, room 107, and available at 803-641-3609.

For an emergency or a crisis after hours, please get in touch with one of the following:

- Aurora Pavilion Behavioral Health Services RESPOND (803-641-5900 or 800-273- 7911)
- The SC Department of Mental Health Mobile Crisis Access Phone Line (833-364- 2274)
- 988 Suicide and Crisis Lifeline (dial or text 988)
- SAMHSA National Helpline (800-662-4357)
- The Crisis Text Line (Text HOME to 741741)

A student needs learning accommodations: [The Disability Services Office](#) at USCA assists students with physical, psychological, or learning disabilities in their college

experience by integrating on-campus services. They are located in the Student and Educational Support building, room 104, and available at 803-643-6815.

A student is having a difficult time making friends or feels disconnected on campus: [Student Affairs](#) website has resources and lists of ways for students to find friends and get involved. The “Presence” platform lists events.

A student is a veteran who needs support or assistance: [The Veteran and Military Student Success Center](#) has resources and programs to assist. This office is located in Penland 107 and available at 803-643-6767.

A student worker has issues with pay or hiring: Human Resources Assistant Director Melissa Wilson at 803-641-3318 helps students and faculty process paperwork for on-campus positions.

A student is looking for on or off campus work: [Career Services](#) is located in Penland 108 and available at 803-641-3440 or careerservices@usca.edu. [This office](#) helps students set up Handshake (job listing) accounts; assists with career planning and workshops; and offers guidance and support, such as experiential education (aka internships and other positions) and other tools.

A student has a serious complaint about a professor: [Academic Affairs](#) website houses complaint forms for in-class issues.

A student reports issues with bias and/or hate on campus: Direct them to the [Community Concerns Response Team \(CCRT\)](#) website.

A student needs financial aid assistance: [Financial Aid](#) is in Penland 102.

A student has billing issues, wants to set up a payment plan, or has tuition concerns: Contact 803-641-3543 or busserv@usca.edu.

A student has an issue with academic records, course enrollment, etc.: [Office of the Registrar](#) is in Penland 109 and available at 803-641-3550.

A student ran out of printing money or has difficulty printing: Students get 200 printed pages available each semester. To get more printing funds, students can add to their Carolina Cash account under the Financial Tab on VIP.

A student has money for printing but can't print: Contact the student help desk in the library!

A student has computer issues: The student help desk is in the library. Students *may* borrow laptops or tablets in the library as well. Extended loans are possible with instructor assistance.

A student is unhoused or has food insecurity: Contact Ahmed Samaha at AhmedS@usca.edu in the SAC or call 803-641-3588.

A student's behavior is disruptive, erratic, self-injurious, or potentially threatening: Contact the [Behavioral Intervention Team \(BIT\)](#) through the BIT Website and fill out a report.

A student would like to change their assigned name and/or pronouns at USCA: Contact Jamel.hodges@usca.edu.

A student is seeking primary care for common health problems or needs vaccinations, sexual health services, etc.: [Student Health Center](#) is in the Student Activities Center (SAC) 106 and available at 803-641-2840.