



WELCOME TO THE UNIVERSITY ADVISORS' NETWORK OCTOBER 20TH 2021

- **9:30am:**
 - Welcome and approval of [September UAN minutes](#)
- **9:35am:** (Lisa Jerald)
 - Undergraduate [Student Ombuds Office](#) : When Advisors should refer
- **10:00am:** (Dr. Shelley Dempsey)
 - [Winter Session](#), Summer Session, Summer Minors, [Accelerated Study Plans](#)
- **10:20am:** (Caleb Morris & Dr. Karen Kassebaum)
 - Diversity, Equity, Inclusion, and Access in Academic Advising
- **10:45am:** UAN Announcements (all)
- **11:00am:** Adjourn (Brian Dusel)
 - Individual technology assistance



South Carolina

UNIVERSITY ADVISORS NETWORK

When to Refer Students to the Undergraduate Ombuds

October 20, 2021



About Me:

- 26 years with the university (13 in Student Affairs)
- 2015 graduate of UofSC
- Family connection



Undergraduate Ombuds Services

- Resource for students (and parents)
 - Answer questions
 - Discuss options
- Notify faculty members of a student absence
 - Medical/mental health
 - Personal (family/friend death)
- Explain university policy and procedure

Undergraduate Ombuds Services

- Student deaths
 - Notification to faculty/administrative offices
 - Support to families
- Student concern committees
 - Continuum of Care Case Management Team
 - Hardship Withdrawal
 - Tuition Refund Appeal

Undergraduate Attendance Policy

- Effective fall 2020
- Instructors must allow make-up work
- Legal/university requirements
- Unexcused absences not to exceed 5%
- Students must provide documentation

[Undergraduate Attendance Policy](#)

Undergraduate Ombuds Services

- Acceptable documentation
 - Doctor/hospital note
 - Obituary/death certificate
 - Police report
- Requests that are not considered:
 - Member of a wedding party
 - Family vacation
 - Any illness that can't be documented

Remind students
to provide:

- Name/Banner ID
- Dates of absence
- Class/professor info
- Documentation

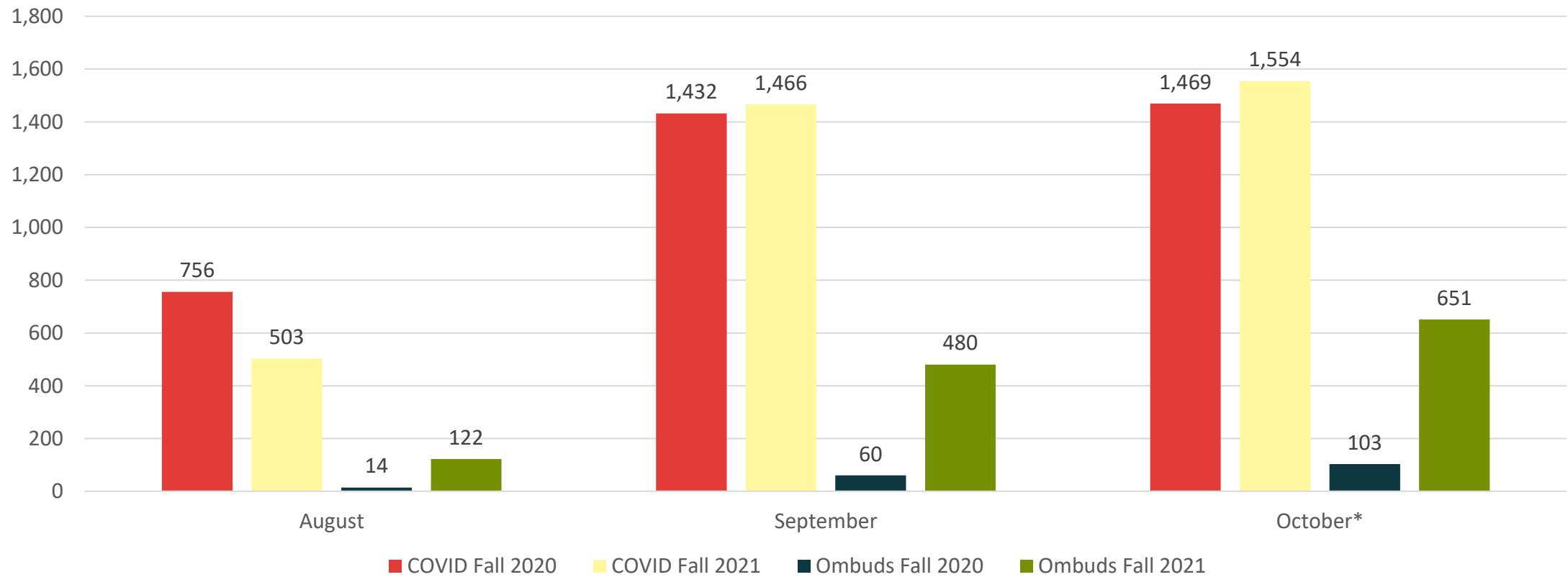
Excused Absence Request

Undergraduate Ombuds Services

- Students must upload test result AND isolation/quarantine dates
- Vaccinated students not required to quarantine after close contact ([COVID guidelines](#))
- Contact COVID hotline with questions 803-576-8511

[COVID Student Report Form](#)

COVID and Ombuds Cases Fall 2020 v. Fall 2021 (Cumulative)



*as of October 15

Undergraduate Ombuds Doesn't

- Hear formal complaints or appeals
 - Conduct/Academic Integrity
 - Discrimination/Harassment
- Withdrawals
 - Hardship withdrawal vs. withdrawal
 - No medical withdrawal
 - Kelsey McGarrigan withdrawal@sc.edu
- Provide legal advice
 - Student Legal Services

Undergraduate Ombuds Doesn't

- Grade Appeals
 - Must be addressed with faculty
 - If unresolved, department chair
 - Dean is final appeal
- Faculty Complaints
 - Same process as grade appeals
 - Provost Office is final appeal

For advisors:

803-777-5116

lbj@mailbox.sc.edu

If referring students:

[Undergraduate Ombuds Website](#)

803-777-4172



QUESTIONS?