

SOAR
STUDENT • ORIENTATION • ADVISEMENT • REGISTRATION



UPSTATE
University of South Carolina

THE Spartan GUIDE





A Message From

Donette Stewart

Vice Chancellor for Enrollment Management & Director of Admissions

Welcome to USC Upstate! This guide is your one-stop shop for starting your college journey at USC Upstate! This is a whole new adventure for everyone, and we know you're filled with excitement, questions, and maybe even a few worries. That's totally normal!

To help you navigate the exciting (and sometimes crazy) world of college life, we've put together a program just for you. You'll hear from faculty, staff, and even current students who can share their own experiences. Plus, you'll get to meet awesome people from all over campus who can answer your questions and point you to helpful resources.

Our goal? To make sure you and your family have everything you need to reach greater heights at USC Upstate!



Looking for Photos?

All photos from our orientation sessions will be uploaded to the USC Upstate [Flickr account](#). If you attended Admitted Student Day, you'll also find those photos there as well!



AN IMPORTANT PARTNERSHIP

Students, Parents & USC Upstate

At USC Upstate, we all share a common goal: creating a successful and positive college experience for you! Whether you're a student or a family member (parent or guardian!), you each play a vital role in this journey.

This guidebook is designed to support you both as you navigate this exciting new chapter. We'll provide essential information and connect you with helpful resources across campus.

You'll likely hear a lot about "transitions" throughout your first year. As you settle into college life, you'll become more independent, and your family will adjust to this new phase in your relationship.

Because we see students as young adults, most communication regarding finances, grades, and academic performance will be directed to you. However, we encourage you to stay connected with your family and communicate openly with them throughout your college experience.

Academic Records and FERPA

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

Verification of Enrollment

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

Release of Information

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

TECHNOLOGY SERVICES

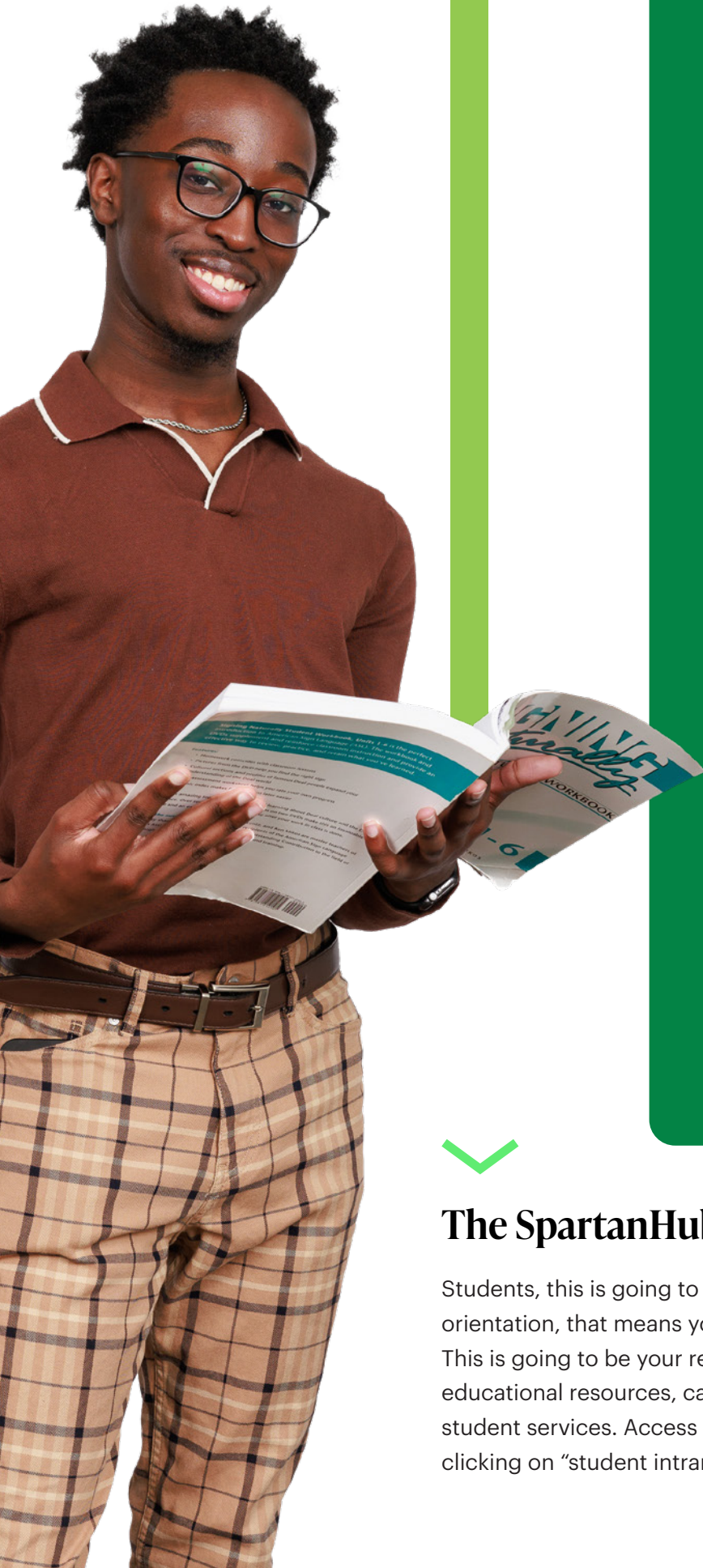
ITS Help Desk • 503-5257: The ITS Help Desk assists students with effective and efficient use of technology and ensures their technology needs are met while at USC Upstate. The Help Desk is available over 70 hours a week, offering support over the phone, in person, email, using screen sharing, and on-site at specific locations where needs arise. For immediate assistance, call the number above or visit the bottom floor of the Stockwell Administration building for in-person assistance. Questions can be answered by the ITS helpdesk can be reached at helpdesk@uscupstate.edu, by calling the number above, or on the SpartanHub under Student Services>Information Technology.

Laptop & Tablet Loaner check-out: This popular program for USC Upstate students offers laptops and tablets (iPad, Android & Windows) equipped with wireless Internet access, Spartan GreenSky, email, and Microsoft Office for checkout (up to 7 days) on a first-come, first-served availability basis. These devices are fully compatible with the USC Upstate wireless network and all online information resources accessible through desktop computers. You'll need to contact the IT Help Desk via email, phone or appointment (walk-ins accepted as well).

Printing: Students are able to print wirelessly to printers in various buildings across campus. For more information about wireless printing and a listing of locations, visit the SpartanHub under Student Services>Information Technology and click "printing".

Spartan GreenSky: This initiative of USC Upstate provides anywhere, anytime access to USC Upstate email, files and course-required software for all students, faculty and staff. Included in these services are email, cloud storage, and virtual computer access. With Spartan GreenSky, users can access any of these services via any device (computer, tablet or smartphone) with Internet access, including access to nearly all computer labs and specialized software previously only available in specific computer labs. Go to the SpartanHub under Student Services>Information Technology>Service Directory, and navigate down to the "Spartan GreenSky" link.





HOW TO BUY YOUR BOOKS

www.upstatebookstore.com

The USC Upstate Bookstore offers several options for students in the market for new and used textbooks. Many classes use online course materials and textbooks that will be included in your tuition and accessed through Blackboard. Check the bookstore or link in my.sc.edu from your course schedule to see what/if any books are needed.

In-store shopping: Bring your schedule with course information to the Bookstore, and the staff will make sure you get the right book for every class. We offer rental textbooks for some courses as well.

Online shopping: There will be an option in the shipping section of checkout that customers may choose for in person pick-up or shipping to home. You may also rent books through our website.

Greenville campus students may purchase books online on the bookstore website or visit the main campus. Books for the fall semester go on sale mid-July.

If you require any more information, visit the bookstore's website, or visit the bookstore in person — they are open in the summer too!



The SpartanHub

Students, this is going to be your best friend. Because you are attending orientation, that means you've already had to log in to the SpartanHub. This is going to be your resource for important information. You'll find educational resources, campus directories, trouble shooting, apps, and student services. Access the hub by visiting uscupstate.edu/spartanhub and clicking on "student intranet".

ACADEMIC & TECH TERMS

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

Blackboard: is an online course delivery system where your instructors may post announcements, course syllabi, assignments or other information. Essentially, it is a mobile classroom that is accessible anywhere you have an Internet connection, so you can take full advantage of your education even if you are not on campus. For more information, visit the SpartanHub under Student Services>Information Technology>Service Directory, and navigate down to the "Blackboard for Students" link.

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

FAFSA: The Free Application for Federal Student Aid (FAFSA) application is used in determining federal, state and local forms of financial aid including grants, loans, and work-study. Contact Financial Aid regarding questions.



FERPA: The Family Educational Rights and Privacy Act is a federal law that affords parents the right to have access to their children's education record, the right to seek to have records amended, and the right to have some control over the disclosure of personally identifiable information from the education records.

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

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

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

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

SSC: Self Service Carolina (SSC) is the main portal for checking and updating your personal information, registering for classes, paying fees, checking financial aid status, and viewing grades. Self Service Carolina can be accessed from my.sc.edu.

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

Remember!

Many offices and other resources around campus are happy to assist you with any questions you may have.





ACADEMIC SERVICES

Academic Computer Labs: To view a full listing of all on-campus labs including location, hours of operation, software availability, and level of assistance provided, please visit the SpartanHub under Student Services>Information Technology and clicking "Computer labs".

Career Management, Library 271 • 503-5993:

Career Management seeks to make sure that every USC Upstate student has the tools, resources, information, and most importantly, a partner to navigate the college-to-career transition. Committed to empowering students at all stages of their education, this office provides a variety of services including one-on-one career counseling, resume and cover letter reviews, information workshops and recruitment events, graduate school preparation, mock interviewing, as well as a Career Closet that provides students with free professional attire.

The office additionally assists alumni in their development of lifelong career management skills and strives to build mutually beneficial relationships with employers throughout the region. Students, alumni, and employers can take advantage of the university's online recruiting system, Handshake, for job postings, information sessions, and recruitment events.

Math & Computer Science Tutoring Services, Hodge 242 • 503-5345:

Mathematics tutoring is available for all USC Upstate students. Tutoring services are free and available without an appointment. Computer Science tutoring is available to USC Upstate students enrolled in select computer science courses. MCS hires outstanding juniors and seniors majoring in mathematics and computer science to work in the tutoring lab.

Student Success Center, Library • 503-5392: The Student Success Center strives to help students succeed in their studies, graduate from USC Upstate in a timely manner, and begin a career or graduate study. The Center is divided into four main areas. Academic Support provides students with the tools and resources needed to make a smooth transition into college. Academic Support offers free tutoring, Supplemental Instruction, study group facilitation, one-on-one consultations, service referrals, and various workshops and seminars on study skills, time management, note taking, and reading strategies. Advising Services serves first-year students, student athletes, and undeclared students with an emphasis on mentorship and academic success. Advisors also provide services to students who are on academic probation, as well as outreach and assistance to students who are questioning their choice of major. University 101 (UNIV U101) is a three-hour elective course that focuses solely on freshman success. TRIO Student Support Services works with income eligible, first-generation college students or students with disabilities to ensure they are successful, maintain good grades, and graduate in a timely manner. TRIO Scholars get connected with a support system before classes even start that assists them through graduation. A list of professional advisors, as well as more information on the Student Success Center can be found at uscupstate.edu/student-success-center.

Testing Center, Media 218 • 503-7422: The Testing Center is a secure testing environment with trained proctors and anti-cheating measurements that can be utilized by the faculty to administer make-up tests, group tests/activities, or online tests.

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



STUDENT EMPLOYMENT OPPORTUNITIES

USC Upstate offers students a wide variety of part-time on-campus jobs. Working a modest number of hours each week provides you with resources to help make USC Upstate even more affordable. Because many employers expect recent college graduates to have practical experience to excel in the real world, working while in college has never been more important. On-campus work experience can provide you with competitive career skills to secure that full-time job after graduation.

Visit uscupstate.edu/employment/student-positions to find more information about on-campus employment openings and federal work-study.



ACADEMIC POLICIES & PROCEDURES

All the academic policies that are key to your success are contained in the current USC Upstate catalog. If you are unclear as to how these policies may apply to you, please contact the Records Office at (864) 503-5220 or you can visit the Records Office in person in the Health Education Complex.

The Registrar and staff welcome the opportunity to talk with students about their concerns, including the following key issues:

Change of address and phone: Students are required to keep their addresses and phone numbers current with the University. If you are unable to change your address and phone through Self Service Carolina, you may do so in person at the Records Office in the Health Education Complex.

Change of name, major or minor: This can be done online. You'll need to visit www.uscupstate.edu/current-students/registration-records/forms.

Academic Standing: Refer to the Academic Catalog for the minimum GPA required to continue as a student, as well as the rules that apply if you are on probation or suspension.

Academic Grievances: Students can obtain the form and procedure from their Dean's Office or the Records Office website.

Classification of students: This is based on the total number of semester hours earned. A student must have earned 30 semester hours to be classified as a sophomore, 60 for classification as a junior, and 90 for classification as a senior. Students are classified at the end of each semester.

Dropping a Course: Students must drop courses on Self Service Carolina (SSC) before the "last day to withdraw without academic penalty" in order to receive a "W."

Academic Honors: Be sure to read this section of the catalog very carefully if you think you may qualify to graduate with honors. Students must have at least 60 USC hours to graduate with honors.

Withdrawal from the University: Students wishing to withdraw from all their classes should do so through Self Service Carolina (SSC). Check with the Financial Aid, Cashier's and Housing offices about refunds or monies you may be required to pay back.



REACH GREATER AS A STUDENT

ACHIEVE MORE AS AN ALUM



Michael Tardella

Class of 2022, B.S. in Business Administration

*Current Small Business Owner, Former Student
Athlete Advisory Committee President*



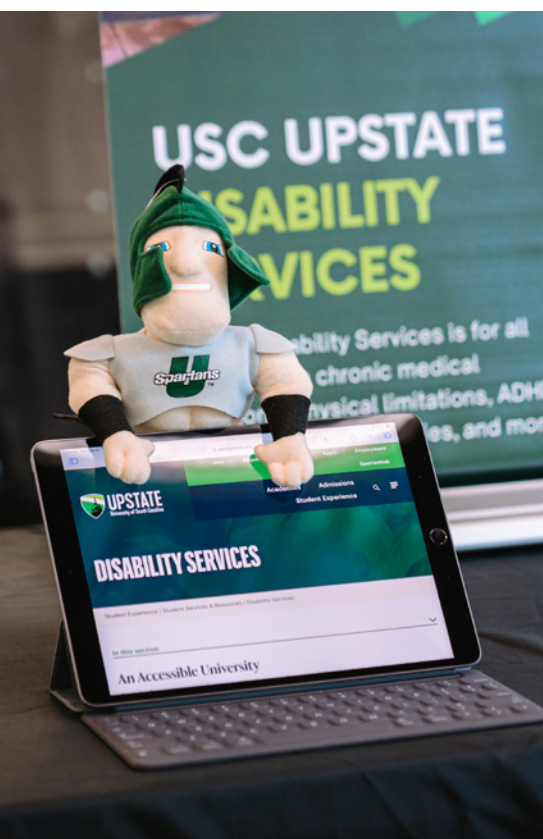
STUDENT SERVICES

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

Counseling Services, Rampey Building • 503-5195: Counseling is available to assist students in reaching personal and educational goals. Counseling is short-term, solution based and provided in an atmosphere focusing on growth and change. The counseling staff includes licensed counselors and medication management providers. Please note that controlled substances are not prescribed. Additional services include couples and group counseling, psychological testing (fee based), crisis counseling, outreach programming, and educational workshops. Counseling is confidential, unlimited and provided free of charge to all students. Services are available Monday-Thursday, 8:30 a.m. - 6:00 p.m. and Friday 8:00 a.m. - 12:30 p.m. Counseling may be offered face-to-face or via telehealth appointments. Appointments can be scheduled by calling 864-503-5195.

Dean of Students, CLC 220 • 503-5107: The Dean of Students office is responsible for the oversight of the judicial system and the Code of Student Behavior. This office also assists students in crisis who may need to notify faculty regarding extended illness or family crisis. Contact this office at 503-5107.

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





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

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

Health Services • 503-5191: Health Services provides students with confidential, convenient, affordable health care on campus. Services offered include illness and injury management, prescriptions, birth control, STI testing and treatment, labs, immunizations, and physicals. Services are available to all enrolled students year round from 8:30 a.m. – 5:00 p.m., Monday - Friday. Board certified nurse practitioners are available during office hours. Students may access their web portal at www.uscupstate.edu/myhealth to schedule appointments, communicate with providers, and view lab results. Health Services follows federal & state laws, and University regulations related to protected health information (PHI). The office does not share information with any other medical office, university faculty or staff, or parents without consent of the student, or if disclosure required by law. Please note that the he John M. Rampey Jr. Center for Health and Counseling Services Building is currently building a new addition — the Health Services Annex, with an expected completion date of Spring 2026. The current health services building will relocate its services to the Health Services Annex upon its completion.

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

STUDENT SERVICES CONTINUED

USC Upstate Department of Public Safety, 219 North Campus Blvd. • 503-7777: The USC Upstate Department of Public Safety is a certified South Carolina law enforcement agency. As such, all officers are graduates of the Criminal Justice Academy possessing statewide jurisdiction as commissioned State Constables. The department is staffed 24 hours a day, seven days a week; however, the administrative offices are open from 8:30 a.m. until 5:00 p.m. Monday through Friday. In providing for the safety and security of our campus constituencies, the Department of Public Safety offers a wide array of community services including crime prevention programs, management of the University Motor Pool, accident investigations, lost and found services, emergency medical response, University ID and parking permit distribution, vehicle battery jumps, vehicle unlocks, security escort service, building locks and unlocks, fire and intrusion alarm response, parking enforcement, criminal investigations, emergency preparedness, risk management, and a plethora of other provided courtesies.

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

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



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

Veterans Affairs, HEC, Suite 2081 • 503-5273: The Records Office handles certification of all veterans receiving educational benefits while at USC Upstate and assists with problems concerning such benefits. Students who want to apply for V.A. benefits should contact the Veterans Affairs office.

Bookstore, HEC • 503-5167: The Upstate Bookstore is pleased to offer students a full range of shopping experiences. From getting your needed classroom materials, by either purchasing or renting, to getting your latest Spartan gear, the bookstore is your one stop shop on campus or on the web. The bookstore hours are Monday-Friday, 8:00 a.m. - 5:00 p.m. unless otherwise noted (Summer semester hours may vary).

Dining Services, CLC • 503-5900: Dining Services is located just off the first floor lobby of the Sansbury Campus Life Center in office 121. To learn more about campus dining service, please visit our website, uscupstatedining.sodexomyway.com.



THE OFFICE OF STUDENT INVOLVEMENT

The Office of Student Involvement exists to provide and support a plethora of student engagement opportunities. In other words, we help get you connected to the University, to other students and to the community while providing opportunities to have fun, build relationships, gain marketable experience and develop the soft skills that employers are searching for. So, what are you waiting on, a formal invitation? Well, here you go, we invite you to look around and find out how you are going to **GET INVOLVED** here at USC Upstate. Please note that room numbers are expected to change as the CLC undergoes renovations.

Student Organizations, CLC 224 • 503-5122: Research has shown that students who get involved in at least one student organization are more successful in their academic pursuits and are more likely to have a positive college experience. Getting involved is also a great way for you to meet other students with like interests and to interact with Upstate faculty or staff members outside of the classroom. Our annual Premiere Fair in August and Winter Blast in January are great opportunities to learn more about ways to get involved both on and off campus! With more than 60 registered student organizations at USC Upstate, we have a little bit of something for everyone. Check out all of our registered student organizations at www.uscupstate.edu/agora.

Community and Student Engagement, CLC 224 • 503-5122: In collaboration with other university divisions, Community and Student Engagement strives to educate on cultural awareness, support and empower students, and promote an inclusive campus community through informative, social and equity-driven programs and services. These programs and services give all students, faculty, and staff an opportunity to learn, develop, and grow both personally and interpersonally as they are challenged to cultivate a deeper and more accurate understanding of themselves and others.

Leadership and Service, CLC 224 • 503-5122: The Office of Leadership & Services offers cohort (group) and other leadership development opportunities for students, in addition to a variety of opportunities to participate in volunteerism on campus and in the local community. To learn more, visit uscupstate.edu/student-experience/get-involved/volunteer-leadership-opportunities.

Joining a Fraternity or Sorority at USC Upstate: All fraternities and sororities participate in either recruitment or membership Intake as a means of welcoming new members. For questions about becoming a member, recruitment/intake events or Fraternity & Sorority Life (FSL), please visit www.uscupstate.edu/FSL. For all questions not answered there, please feel free to email us at FSL@uscupstate.edu.





Important Information for Fraternities and Sororities

Interfraternity Council (IFC) Recruitment is the process that IFC-affiliated fraternities use to recruit new members. IFC Recruitment occurs at the beginning of the fall and spring semesters, but chapters may continue to recruit new members following the normal recruitment period.

National Panhellenic Council (NPHC) Membership Intake is the process that NPHC-affiliated organizations use to recruit new members. Unlike Panhellenic Recruitment and IFC Fraternity Recruitment, each NPHC organization coordinates its own membership event dates based on the needs of the chapter. Some organizations may host Intake in the fall semester, spring semester, or both. Not every organization will have intake every year though. Please visit the FSL webpage to see all important information regarding any upcoming intake dates.

Panhellenic Council (PC) Recruitment is the process that PC-affiliated sororities use to recruit new members. Recruitment occurs at the beginning of the fall semester, every academic year. Additional information regarding registration, fees, and recruitment events is available on the Fraternity & Sorority Life webpage.

In accordance with South Carolina's Tucker Higgs Transparency Act, USC Upstate reports findings of violations involving alcohol, drugs, sexual assault, physical assault and hazing by fraternity and sorority organizations formally affiliated with the University. Reports include the organization's name, incident date, report, charge, investigation and resolution. Reports also include a general incident description and subsequent charges, findings and sanctions placed on the organization. These reports can be viewed by visiting uscupstate.edu/fsl and clicking on the Safety and Wellbeing button.

Campus Resources

ISSUE: ABSENTEEISM

Who To Contact:

Dean Of Students (*family crisis / medical absences*)

Student Success Center (*all other absences*)

Suggestion: Attendance policies vary by course. If you're missing multiple classes for any reason, reach out to the appropriate office and communicate with your professors early. Taking ownership of your attendance is key to staying on track, and getting help sooner can make a big difference in your academic success.

ISSUE: ACADEMIC DIFFICULTIES

Who To Contact:

Professor or Student Success Center

Suggestion: If you're struggling in a class, talk to your professor early. You can also connect with the Student Success Center for tutoring, supplemental instruction, or academic coaching. The sooner you reach out, the more support you'll have to get back on track.

ISSUE: ALCOHOL/DRUG ABUSE

Who To Contact:

Counseling Services

Suggestion: If you or someone you know is struggling, reach out. Confidential help is available, and getting support now can make all the difference. You don't have to figure it out alone—help is here when you need it.

ISSUE: ROOMMATE CONFLICTS

Who To Contact:

Residential Life or Counseling Services

Suggestion: Living with someone new can take adjustment. Advocate for yourself, use your Roommate Agreement as a foundation, and try to resolve issues directly and respectfully. If conflicts persist, talk to Residential Life or Counseling Services—they're here to help you navigate challenges and find solutions that work for everyone.

ISSUE: ILLNESS

Who To Contact:

Health Services

Suggestion: If you're not feeling well, don't wait—visit Health Services. They can treat many conditions on campus or connect you to off-campus care if needed. Staying on top of your health helps you stay focused on your goals, and getting checked out early can help you bounce back faster.

ISSUE: HOMESICKNESS/LONELINESS

Who To Contact:

Counseling Services, Residential Life or Student Involvement

Suggestion: Feeling homesick is normal—especially early on. Getting involved on campus and talking with a counselor can make a big difference. Finding your community takes time, but there are plenty of ways to meet people and feel connected at Upstate

ISSUE: CHANGING MAJOR

Who To Contact:

Academic Adviser, Career Management, or Counseling Services

Suggestion: It's totally normal to rethink your path. Explore your interests, talk it through with your advisor, and make informed choices about your future. College is a time of discovery, and there are plenty of resources to help you find a direction that fits.

ISSUE: PARKING TICKETS

Who To Contact:

University Police

Suggestion: Make sure you know where you're allowed to park based on your permit. Unpaid tickets are added to your student account, so it's important to keep up with them. If you're unsure about a policy or have questions, University Police can help you avoid future fines.

ISSUE: SAFETY

Who To Contact:

University Police or Resident Adviser/Residential Life

Suggestion: USC Upstate is a relatively safe place, but students need to be reminded that they need to take the same precautions here that they would in any metropolitan area. Stay aware of your surroundings, lock your door, and know where emergency call boxes are. Safety is a shared responsibility—look out for yourself and others. If something doesn't feel right, speak up or reach out.

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ISSUE: WITHDRAWAL FROM A CLASS

Who To Contact:

Professor, Academic Adviser, Student Success Center, Financial Aid, or Student Account Services

Suggestion: Before dropping a class, talk to your professor and advisor to understand how it could affect your academic progress. Additional support and advice can be provided through the Student Success Center. Students should also check with their academic adviser to determine impact of decision on degree progress. It's also essential to check in with the Financial Aid Office, since withdrawing may impact your current aid or future eligibility. Stay aware of academic calendar deadlines, and make sure you're making an informed decision that aligns with your goals and responsibilities.

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ISSUE: DETERMINING A CAREER GOAL

Who To Contact:

Career Management or Counseling Services

Suggestion: Not sure what direction you're headed in yet? That's okay. Use tools like Focus 2, personality inventories, and resume help to explore your strengths and goals. Career planning is a process, and Upstate offers lots of ways to support you as you figure it out.

Important Resource ✓

Spartan Shuttle: The University provides a free shuttle service between the Spartanburg campus and the Johnson College campus downtown. The shuttle is free to ride for ALL students, whether you take business classes at "The George" or not. However, you MUST present a valid USC Upstate I.D. to board the shuttle.





HOUSING AND RESIDENTIAL LIFE

The Housing and Residential Life staff wishes to extend a warm welcome to those considering campus housing. At USC Upstate, we want to encourage you to live on campus, an opportunity that will allow you to truly get the most out of your college experience. Living on campus is the best way for first-year college students to make the most of their Upstate experience. Studies show that students who live on campus often achieve higher GPAs and build stronger social connections. Plus, you'll be right in the middle of all the action—study groups, clubs, athletic events, campus events, lectures, and more!

Housing Options:

- **Magnolia House:** For first-year college students only.
- **Palmetto House:** For first-year and some upper-level transfer or continuing students.
- **The Villas:** For upper-level students only.

Amenities for All Residents:

- Free laundry with Laundry Alert and Laundry Text.
- Recreation room in Palmetto House (Sparty's Den) with games, TVs, computers, and a multi-purpose classroom.
- Study rooms and in-house tutoring on each floor.
- 24/7 secured access and monitored entrances.
- Front desk staff available 24/7 during the academic year in Magnolia and Palmetto.

Each floor has Resident Advisers (RAs) or Community Advisers (CAs) to assist with "college living," along with graduate and professional staff who live on-site and are available to support students in a variety of ways.

Housing tours are available upon request, where you can meet the residential life staff and explore the facilities. For more information and a full list of amenities, visit www.uscupstate.edu/hrl.

Note: All new full-time FYIC students under the age of 20 are required to live on campus unless they live in the local area with their parents and have received permission from the Housing and Residential Life Office. Documentation is required.

Essentials to bring if you're living on campus...

Bathroom

- Toilet tissue
- First Aid kit
- Laundry basket
- Shower curtain
- Personal hygiene items
- Towels
- Hair dryer

Bedroom

- Bed linens (Twin XL sheet size recommended)
- Television
- Straming Device
- Alarm clock
- Curtains (blinds provided)
- Lamps (non-halogen)
- Iron / ironing board
- Hangers
- Telephone
- Desk lamp
- Pillows

Kitchen (The Villas only)

- Dust mop/Swiffer/broom
- Waste basket
- 10-gallon trash bags
- Paper towels
- Pots, pans, dishes, glasses

Additional items

- Laptop or computer
- Rugs
- Sewing kit
- Rain gear
- Calendar
- Pictures (with push pins)





SPORTS ON CAMPUS

USC Upstate is home to 16 athletic teams and over 250 dedicated student-athletes who proudly compete in the prestigious Big South Conference. Since May 2024, USC Upstate has produced **5** conference team champions!

Our softball team steals the show a bit, with their back-to-back (2024-25) Big South softball titles! In 2024, our women's soccer captured the Big South championship and advanced to the NCAA Tournament. Our men's golf team and baseball accomplished the same feat in 2025. Our track and field program also shines, with individual gold medalists and record setters making us proud year after year.

Across multiple sports, we've celebrated Player of the Year awards and delivered unforgettable upsets against Power 4 teams. Did we mention that admission to all home athletic events is free for students? So come out and cheer on the Spartans as they continue to make history! If you haven't heard, the **#SpartanArmy** is pretty rambunctious at games.





The Madness...

Spartanburg is growing at an incredible rate, and one of its standout traditions is *Morgan Square Madness*—a high-energy event co-hosted by USC Upstate and Downtown Spartanburg every October. This one-of-a-kind celebration blends basketball, music, and a festival atmosphere right in the heart of downtown Spartanburg.

Morgan Square transforms into a basketball haven, complete with a pop-up outdoor half-court, where fans gather to tip off the college basketball season in style. Get your groove on with live music, meet the men's and women's basketball teams, and feel the spirit brought by the USC Upstate cheerleaders. Interactive games, contests, and giveaways keep the energy high all evening long.

In 2025, the event moved to the brand-new Fifth and Third Park, home of Spartanburg's Minor League Baseball team, the Hub City Spartanburgers. With 5,000 seats and a easy downtown location, the new venue set the stage for an even bigger and bolder celebration of Spartanburg and Upstate basketball.

WAYS TO PAY

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

Scholarship and Financial Aid Award Letters :

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

	Standard Payment Plan Option #1	Extended Payment Plan Option #2
Down Payment	25%	15%
Admin Fee	\$75	\$75

For additional information about our payment plan options, please visit our [Tuition and Fees](#) page or contact Student Account Services with questions at 864-503-5326 or by email at cashiersoffice@uscupstate.edu.

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



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

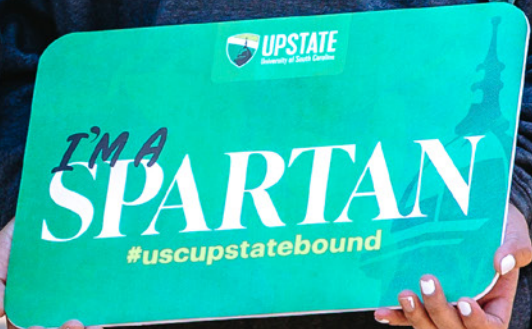
- **Minimum Hours:** Aid is awarded based on full-time enrollment (12 or more hours each term). If the student is registered for fewer than 12 hours for a major semester, financial aid may be pending. To make the funds available, student may register for more hours or notify the Financial Aid Office that he/she will be less than full-time for the fall or spring semester. Eligibility will be determined based on the number of hours for which the student will be enrolled.
- **Loan Counseling or Loan Master Promissory Note:** Students awarded Federal Direct Loans must complete Direct Loan counseling and sign the Master Promissory Note by accessing www.studentaid.gov.
- **Award on Hold or Over Award:** Contact the Financial Aid Office for information regarding this message.
- **Payment Plans:** Tuition payment plans are available for all students. Payments can be divided into four installments that are due during the current semester in which the student is actively enrolled.



UPSTATE



UPSTATE



TIPS FOR STUDENTS

Form a support network. There are many people who are eager for you to do well in school (such as friends, family, faculty and staff). Take advantage of that support and use them to fall back on when things get a bit difficult.

Utilize campus resources. USC Upstate has a multitude of resources at your disposal to assist you in being successful. Feel comfortable to going to any office and asking for assistance, whether it be how to get a tutor or where to go for counseling.

Attend classes regularly. Very little can make up for not being in class every day. Save your absences for when you really need them. Don't waste them at times when you just don't feel like going to class.

Get to know your professors. This is key to your success in college. Your professors are the gatekeepers to your success here, and you need to get to know them, talk with them outside of class, ask for help, etc. You will be surprised at how many of them are eager to help.

Ask for help. This is one of the most important steps you can take toward being successful in college. Come to the Student Success Center anytime and let us know what you are struggling with before it goes too far. Early intervention is the key to getting things turned around.



Know your syllabus. On the first day of class, make sure you carefully understand your syllabus for that course. The teacher will lay out specific information about course expectations, assignments, grading and attendance policies.

Manage your time & avoid procrastination. The art of time management is a hard one to master. All students admit to struggling with time management that first semester. Get assistance from academic support personnel or attend workshops to get some strategies that will help you in the short-term and long-term.

Prepare for class, not just for tests. Many students think they can survive by cramming before big tests and that preparing for class doesn't matter. On the contrary. Preparing for class helps you stay on track and not get behind. The best practice is to study for each course a little every day, rather than for hours on end right before a test.

Study in groups. Studies show that students learn more outside of the classroom and when working with other students than they often do in the classroom. Make connections in class and form a study group that meets weekly.

Take responsibility for your education. This is your education, no one else's. You are in the driver's seat, and you determine the road ahead.

TIPS FOR PARENTS OR GUARDIANS

- 1**

If possible, plan a campus visit, e.g., a sporting event, a weekend, or a day at Upstate with your student. Take your student and their friends to lunch, dinner or for an outing.
- 2**

During the semester, send a beloved food item. If your student comes home on the weekends, send the leftovers back to campus.
- 3**

Purchase a gift certificate from a grocery store or your student's favorite store. Your student can then spend the certificate on food items, etc., and you know the money will go for what it was intended.
- 4**

For holidays, send something appropriate but fun, like plastic pumpkins filled with Halloween candy, holiday baskets, etc.
- 5**

Discuss financial management with your son or daughter before he or she begins at USC Upstate. It is strongly recommended students either open a local bank account or use a bank near home. You may also consider educating your student on the advantages and disadvantages of credit cards as they will have plenty of opportunities to apply.
- 6**

Encourage your student to check their account balances regularly and be aware of any pending withdrawals.
- 7**

Have your student create a monthly budget instead of a semester budget for the first year.
- 8**

If you have not begun giving your student added responsibilities at home during his or her high school senior year (budgeting money, washing and ironing, extending curfews, managing time, etc.), do it now.
- 9**

Remember, parental guidance does not mean trying to control your student's decisions or actions from home.
- 10**

Encourage your student to foster a good rapport with their academic adviser, and to develop a network of peers, faculty and staff to count on for advice and guidance.
- 11**

Be aware of any stipulations established by your health insurance provider. Most require the student to be full time in order to receive benefits. Also, make sure your carrier will cover your student out of state.
- 12**

Know how to find contact info of local businesses and agencies that you feel are most important to you.
- 13**

Make sure your student keeps the Registrar's Office informed of address changes for both local addresses and mailing addresses.
- 14**

If your student begins to get into academic trouble, refer them to their adviser early on. Don't wait until they are on probation.
- 15**

Phone, email, text or connect on social media with your student, especially in the beginning of the school year.
- 16**

Students who get involved on campus are prone to greater academic success than students who leave campus after class.
- 17**

Don't be upset if you don't hear from your student the first week of college. Instead, be pleased he or she is fitting in, having a good time and keeping busy.
- 18**

Don't attempt to rush in and "save the day" for your student. Now is the time to trust that your years of influence will make a difference.
- 19**

Support without always agreeing. Validate your student's feelings and perceptions, but don't always assume you're hearing the whole story.
- 20**

Most of all, keep a sense of humor—it's always good no matter what.

Stay connected with SOAR!

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

- Admissions.....**864-503-5246**
- Tuition Payment Plan.....**864-503-5233**
- Records & Registration.....**864-503-5220**
- SC Residency Info.....**864-503-5246**

Web: www.uscupstate.edu/admissions

Email: admissions@uscupstate.edu

Visit www.uscupstate.edu/orientation to learn more important information about SOAR at USC Upstate.

