12.2

Student Support Services Staff

The institution ensures an adequate number of academic and student support services staff with appropriate education or experience in student support service areas to accomplish the mission of the institution.

Judgment

☑ Compliant ☐ Non-Compliant ☐ Not Applicable

Narrative

The Division of Student Affairs and Academic Support at the University of South Carolina Columbia provides a comprehensive array of programs and services led by top professionals in their respective fields. The **organizational structure**, which integrates traditional student affairs departments with academic support departments, enables collaboration, coordination, and integration of services to support student learning. Our professionals benefit from the organizational structure in their direct interactions with academic affairs and continued focus on student retention, timely graduation, employability, and life-long learning.

Beyond the organizational chart, the full breadth of programs and services within the Division illustrates the institutional focus on educating the whole student. The staff members selected to lead Student Affairs and Academic Support departments are well credentialed and are leaders at the institutional, state, regional, and national levels. Staff profiles for division directors and associate vice presidents as of September 1, 2019, have been provided to outline the exceptional education, experience, and leadership qualifications throughout the Division. Profiles are arranged in alignment with the departments identified on the organizational chart.

To view an individual's profile, click on their name. To view their position description, click on the their job title.

Name	Title
Lara Lomicka Anderson	Faculty Principal, Preston Residential College; Professor of French and Applied Linguistics
April Barnes	University Housing
Deborah Beck	Executive Director, Student Health Services
Alicia Bervine	Director of Human Resources
Pam Bowers	Associate Vice President for Planning, Assessment and Innovation
Stacey Bradley	Senior Associate Vice President for Student Affairs & Academic Support
Jerry Brewer	Executive Director for Strategic Initiatives/Development
Michelle Bridge	Director of Finance - Division of Student Affairs
Dirk Brown	Faculty Director - McNair Institue for Entrepreneurism and Free Enterprise
Matt Cleary	IT Direction, Division of Student Affairs
Larry Cook	Director, Office of Sustainability
Althea Counts	TRIO Programs
Joey Derrick	Director, Office of Student Financial Aid and Scholarships
Anna Edwards	Associate Vice President for Student Life
Dan Friedman	Director, University 101 Program
Maegan Gudridge	Communications Director, Division of Student Affairs and Academic Support
Ambra Hiott	Director of Leadership and Service Center/Student Life
Jarod Holt	Director of Fraternity and Sorority Life/Student Life
Aimee Hourigan	Director of Substance Abuse Prevention and Education
Lisa Jerald	Ombudsman for Undergraduate Students
William Jones	Faculty Principal - Green Quad
Kirsten Kennedy	Associate Vice President for Student Housing and Well-Being
Janie Kerzan	Director of Student Life
Jennifer Keup	Director, National Resource Center for The First-Year Experience and Students in Transition
Elise Lewis	Faculty Principal, Capstone Scholars Program
Alisa Liggett	Executive Director for Student Conduct and Academic Integrity
Shay Malone	Director, Multicultural Student Affairs
Marla Mamrick	Director for Enrollment Analytics
Aaron Marterer	University Registrar
Kim McMahon	Director, Russell House University Union
Bethany Naser	Director, Office of New Student Orientation
Mitch Nettesheim	Director Campus Recreation/Student Life
Karen Pettus	Director, Student Disability Resource Center
Helen Powers	Director, Career Center
Silvia Patricia Rios Husain	Assistant Vice President for Student Success
Sarah Scarborough	Director, Student Media
Marc Shook	Dean of Students & Deputy Title IX Coordinator, Student Affairs & Academic Support
David Simmons	Faculty Principal - Galen Health Fellows
David Snyder	Clinical Associate Professor, History & Global Studies; Faculty Principal, International House
Dana Talbert	Director, Student Success Center
Simon Tarr	Professor and Director of Undergraduate Studies, School of Visual Art and Design
Scott Verzyl	Associate Vice President for Enrollment Management
Mary Wagner	Assistant Vice President for Enrollment Management, Executive Director of Admission

Although Division staff have many opportunities to engage in professional development activities within their respective professional organizations, the Division has a professional development program that has been recognized with an Excellence Award from the National Association of Student Personnel Administrators (NASPA). The professional development program was created to advance the education and learning opportunities of staff on a continuous basis. Comprehensive programs address staff development, campus concerns, and national trends and issues. Programs include division meetings, a monthly breakfast to discuss current issues in higher education, a series of more informal networking and skills-based trainings, an annual in-house professional development conference, an ongoing employee recognition program, an annual recognition event, orientation seminars for new professionals and new graduate assistants, and a new professionals symposium.

Monthly Division meetings are a hallmark of the professional development program and use timely and relevant topics to bring together practitioners across campus, including members of academic affairs, advancement, and finance and administration, who often are participants in the Division's professional development offerings. Speakers have included internal and external experts addressing topics such as: mental health and resiliency, freedom of speech, crisis management, diversity and inclusion, Generation Z, campus master planning, change readiness, supporting Veteran students, supporting LGBTQ+ students, supporting international students, financial aid and scholarships, admissions and recruiting, student retention and success, employability and career outcomes, and viewpoint diversity.

In addition to the robust professional development offerings within the Division, staff are strongly encouraged to participate in training and development opportunities provided by Human Resources . The LEAD: Supervisory Essentials Program is required for all new supervisors and LEAD 2 is an optional program to further enhance management skills. As of July 2019, 268 Division staff have completed LEAD 1 and 67 have completed LEAD 2. For institutional leadership development, HR created two programs, Pipeline for Academy Leaders and the Emerging Leaders Program. These university-wide leadership programs provide a framework for leadership development that starts at the personal level, increasing self-awareness to better communicate, influence and work with others; and then develops skills for leading teams and organizations. Over the last five years, ten division senior staff members have participated in the highly selective Pipeline for Academy Leaders program, and 42 division managers have participated in the Emerging Leaders program.

All classified staff receive an annual performance evaluation through the employee performance management system (EPMS) process. Staff members are evaluated based on the performance of their duties as outlined in their job description, certain performance characteristics chosen based on the nature of their particular roles, and defined objectives for the given evaluation period.

Unclassified staff, many of whom report to the Vice President for Student Affairs and Vice Provost, are evaluated using a questionnaire that documents progress toward Division goals during the reporting period, demonstration of the five core leadership competencies (leading change, leading people, managing for results, higher education knowledge/understanding, building coalitions), and priorities for the upcoming year.

Evidence of qualified staff is also documented through the recognition and awards received by Division departments and programs at the state, regional and national levels, indicating the effectiveness of programs and services for the University community and best-practice nature at a larger level.

Regional Palmetto College Campuses

The four regional campuses of the University of South Carolina (Lancaster, Salkehatchie, Sumter, and Union) fall under the authority of the Columbia campus and reside in a central administrative unit known as Palmetto College, headed by a Chancellor and Associate Provost. These campuses are referred to as regional Palmetto College campuses. The campuses exist as part of the University of South Carolina system as denoted in Board of Trustees Bylaws. The administrative unit also houses the academic unit Palmetto College Columbia, which offers courses on the Columbia campus and in the metropolitan Columbia area as well as AA/AS programs and courses at Ft. Jackson. This unit also provides instruction, guidance and support for the delivery of the University's undergraduate online degree completion programs.

Below you will find descriptions of student support staff. While individual staff profiles will describe professional development, it should be emphasized that much of the strength of the work of these professionals is centered around leveraging the "small campus" culture of each campus, therefore establishing strong relationships with students in order to best nurture and guide them.

Lancaster

The campus offers comprehensive academic and student support services across the institution through three major responsible areas as defined by the Lancaster Organizational Chart. The largest responsible area falls under the purview of the Associate Dean for Academic and Student Affairs, who supervises Admissions and Records, the Medford Library, local campus Palmetto College services, the Indian Land location, as well as the Native American Studies Center and a new position on campus, an Internship Coordinator. Under the Associate Dean, the Director of Student Engagement and Success supervises student support services, including the Academic Success Center, TRiO programs, Counseling and Disability Services, University 101, Student Life, the Center for Integrative and Experiential Learning, and Travel Study. And finally, the campus Dean supervises Athletic Programs. While these areas report to different officers, they work closely in concert through regular planning and review meetings, including a formal bi-weekly Administrative Council meeting. Student affairs programming is designed to support and develop the whole student, with a focus on academic support, personal development, community engagement, and learning beyond the classroom.

In each of these areas, a primary staff member or director is responsible for reporting directly for the success of their programming. Most of these areas of academic and student support have multiple staff members, whose minimum credentials are defined by and regulated by Human Resources locally and at the Palmetto College level.

Staff profiles for key student support services demonstrate their excellent education, experience, and leadership qualifications. To view an individual's profile, click on their name. To view their position description, click on their job title.

Name	Title
Nick Calhoun	Athletics Director
Karlee Christian	Director of Student Life
Kenneth Cole	Director of Financial Aid and Veteran Affairs
Walter Collins	Campus Dean
Stephen Criswell	Professor of English
Blake Faulkenberry	Director of Information Technology
Miriam Horton	Disability Services Coordinator
Dana Lawrence	Assistant Professor of English
Mary Lee	Personal Counselor
Todd Lekan	Associate Dean of Academic and Student Affairs
Phillip Parker	Chair of BBCE Division
Justin Pearson	Executive Director of Enrollment Management
Bridgett Plexico	Internship Coordinator
David Roberts	Chair of Humanities
John Rutledge	Director of Law Enforcement and Security
Sarah Sellhorst	Chair of Math, Science, Nursing and Public Health Division
Dominique Waller	Dual Enrollment Coordinator
Matherline Williamson	Director of TRiO Programs
Vacant	Director, Student Engagement and Success (Previous Occupant)

Staff members responsible for academic and student support are evaluated by their immediate supervisors using the Employee Performance Management System (EPMS) instrument employed for state of South Carolina classified employees. Staff members are evaluated based on the performance of their duties as outlined in their job description, certain performance characteristics chosen based on the nature of their particular roles, and defined objectives for the given evaluation period.

Faculty members receive an annual peer and administrative evaluation. Faculty peer review is conducted by the local campus Tenure and Promotion Committee for tenured and tenure-track faculty and by the Instructor Peer Review Committee for full-time instructors. Administrative review of faculty is conducted by the Academic Division chair in concert with the Associate Dean of Academic and Student Affairs and the Dean, and in some cases for faculty not in an academic division, by a campus administrator. Faculty promotions and tenure are based on a record of performance in teaching, scholarship, and service, and tenure and promotion actions are reviewed by a local and Palmetto-College system tenure and promotion committee, as well as the corresponding levels of administrative review.

Academic and student support programs are evaluated in several ways. Students are surveyed on new student orientation programming and library services regularly, along with periodical surveys of satisfaction with advising services. At graduation, students also complete a general student satisfaction survey. These results are reviewed by the appropriate offices regularly, with adjustments made in services as indicated by survey results. Lancaster also relies on two primary informal focus groups, Peer Advisors at Lancaster and Student Government Association leaders; these students regularly interact with the student body as they plan and implement campus-wide programming. These students meet regularly with the Director of Student Life to review and improve outcome and effectiveness.

Athletics programming operates under the guidelines, procedures and eligibility requirements of the National Junior College Athletic Association (NJCAA). Our coaches, teams, student athletes and general policies are subject to its scrutiny and compliance standards.

The USC Lancaster Counseling Center is staffed by a highly qualified full-time licensed professional counselor and by a part-time staff member with a Master's in mental health counseling. In addition to after-hours services, students are also provided with an emergency crisis resource list that includes Catawba Community Mental Health Center, MUSC Health Lancaster Medical Center, and Counseling Services of Lancaster for alcohol and substance abuse treatment as well as Rebound Behavioral Health. Confidentiality is also a top priority in the counseling service department, which uses a HIPPA compliant electronic health records system (EHR) called "TherapyNotes" to maintain student documentation and progress notes.

Lancaster's Behavioral Intervention Team likewise includes highly credentialed academic affairs, mental health, and campus security personnel; see staff profiles for these members (Collins, Carnes, Lee, Rutledge) above.

As an integral part of the University of South Carolina, Lancaster benefits from many professional development opportunities offered from the Columbia campus, as well as local campus internal training. Lancaster faculty and staff have participated in University 101 training and refresher courses and workshops at the Center for Teaching Excellence. Additionally, Student Affairs faculty and staff participate in other non-university sponsored trainings and conferences, including organizations such as the National Association of Student Personnel Administrators, the National Symposium on Student Retention, the Consortium for Student Retention Data Exchange, the Association for Continuing Higher Education South, and the Regional and Branch Campuses Administrators Conference. Staff members with direct supervisory roles are required to complete LEAD: Supervisory Essentials Program training.

Salkehatchie

The campus offers comprehensive academic and student support services across the institution through the major responsible areas as defined by the Salkehatchie Org. Chart. Academic and student support services personnel all report to the Associate Dean for Student Affairs (other than the full-time faculty, who report to the Associate Dean for Academic Affairs). All administrators, faculty, and staff work on both campuses and work as a team to provide services for students. When students are reported to the Associate Dean for Student Affairs as having problems, they are referred to any and all of the academic and student support programs and services on campus that can assist them.

All advisors are included in Columbia advisement training and workshops, an invaluable resource. Additionally, each year the Salkehatchie campus holds a campus workshop for all advisors to share ideas and strategies. Updates/changes are e-mailed to all advisors on campus as they occur. The Opportunity Scholars Program grant includes funds for the purpose of sending OSP staff to national conferences on providing student support services, and they share information learned with other advisors on campus. In these various ways, strategies based on best practices are developed/maintained.

Staff profiles for key student support services demonstrate their excellent education, experience, and leadership qualifications. To view an individual's profile, click on their name. To view their position description, click on their job title.

Name	Title
Melissa Hooks	Student Services Program Coordinator
Jeremy Joye	Head Basketball Coach
Patricia Nesmith	SSS Advisor & Financial Literacy Specialist
Latoya Robinson	Director of SSS
Eric Simpkin	Director of Student Activities
Robert Thomas	Administrative Assistant

All professional development opportunities offered through Columbia are available to everyone employed in the area of student services.

All classified staff receive an annual performance evaluation through the employee performance management system (EPMS) process. Staff members are evaluated based on the performance of their duties as outlined in their job description, certain performance characteristics chosen based on the nature of their roles, and defined objectives for the given evaluation period.

Unclassified staff are evaluated by unit directors and coordinators in terms of their contribution to progress toward unit goals during the reporting period and priorities are set for the upcoming year.

Sumter

The campus provides a comprehensive array of programs and services led by professionals in their respective fields, as described on the Sumter Organizational Chart. Traditional student support services are linked with traditional academic support services, enabling collaboration, coordination, and integration of services to support student learning. These services allow for a continual focus on student retention, timely graduation, employability, and life-long learning.

Staff members selected to lead student support services are well credentialed and are encouraged, and institutionally supported, to continue professional development through involvement with professional organizations at the institutional, state, regional, and national levels. In addition to the robust professional development opportunities, staff are strongly encouraged to participate in training and development opportunities provided by Human Resources.

Staff profiles for student support services staff, as of September 1, 2019, have been provided to outline the exceptional education, experience, and leadership qualifications of these individuals. To view an individual's profile, click on their name. To view their position description, click on their job title.

Name	Title
Adrienne Cataldo	Director of Athletics and Head Softball Coach
Sharon Chapman	Head Librarian
Hayes Hampton	Coordinator of Advisement
Eric Reisenauer	Executive Associate Dean for Academic and Student Affairs
Lisa Rosdail	Director for Opportunity Scholars Program and Upward Bound
Brian Smith	Director of Information Technology
Kris Weissmann	Director of Student Life & eSports
Savannah Williams	Coordinator of Disability Services

Weekly staff meetings with the Dean of Student affairs are used to address timely and relevant topics, and to bring together practitioners across campus

All classified staff receive an annual performance evaluation through the employee performance management system (EPMS) process. Staff members are evaluated based on the performance of their duties as outlined in their job description, certain performance characteristics chosen based on the nature of their roles, and defined objectives for the given evaluation period.

Unclassified staff are evaluated by unit directors and coordinators in terms of their contribution to progress toward unit goals during the reporting period and priorities are set for the upcoming year.

Evidence of qualified staff is also documented through recognition and awards received by student support staff at the state, regional and national levels.

Union

The campus provides a comprehensive array of programs and services led by professionals in their respective fields, as reflected in the Union Organizational Chart . Traditional student support services are linked with traditional academic support services, enabling collaboration, coordination, and integration of services to support student learning. These services allow for a continual focus on student retention, timely graduation, employability, and life-long learning.

Staff profiles for key student support services demonstrate their excellent education, experience, and leadership qualifications. To view an individual's profile, click on their name. To view their position description, click on their job title.

Name	Title
Taylor Atkinson	Library Liaison
Majdouline Aziz	Assistant Professor of Sociology
Jeremy Black	Director of Information Technology
Tanja Black	IT Director
Randy Lowell	Interim Campus Dean
Matthew Dean	Laurens Location Director of Facilities, Maintenance, Student Affairs
Cheryl Edwards	Nurse Administrator
Brad Greer	Enrollment Director
Gerald Gregory	Campus Health and Safety/Security Director
Robert Holcolmbe	Financial Aid Director
Susan Jett	Human Resources Manager
Donald Lawson	Maintenance Director
Michele Lee	Director of Budget & Business Operations
Vacant	Associate Dean of Academic Affairs
Zachary Simmons	Athletic Director
Annie Smith	Marketing and Development Director
Michael Sumner	Palmetto College Coordinator
Anita Whitney	Student Activities Coordinator

Staff members selected to lead student support services are well credentialed and are encouraged, and institutionally supported, to continue professional development through involvement with professional organizations at the institutional, state, regional, and national levels. In addition to the robust professional development opportunities, staff are strongly encouraged to participate in training and development opportunities provided by Human Resources. This includes the LEAD: Supervisory Essentials Program that is provided by Human Resources on the Columbia campus, and is required of all new supervisors, as well as LEAD 2, which is an optional program to further enhance management skills. Another program was recently created that faculty and staff from around the USC system can apply to participate in, the USC Leadership Academy. This is a two-year program that provides intensive training to emerging leaders in areas of higher education, such as student support services, including a shadowing experience with a current leader within the system.

Bi-monthly Administrative Council meetings with campus administration are used to address timely and relevant topics, and to bring together support staff from across campus.

All classified staff receive an annual performance evaluation through the employee performance management system (EPMS) process. Staff members are evaluated based on the performance of their duties as outlined in their job description, certain performance characteristics chosen based on the nature of their roles, and defined objectives for the given evaluation period.

Unclassified staff are evaluated by unit directors and coordinators in terms of their contribution to progress toward unit goals during the reporting period and priorities are set for the upcoming year.

Evidence of qualified staff is also documented through recognition and awards received by student support staff at the state, regional and national levels.

Sources

- Academic Success Center
- Admissions & Records
- Associate Dean for Academic & Student Affairs
- Athletic Programs
- Awards and Recognition
- Behavior Intervention Team
- Board of Trustees Bylaws
- Catawba Community Mental Health Center

- Counseling Center
- Counseling Services
- Counseling and Disability Services
- EPMS Step-by-Step Guide
- Indian Land Location
- Lancers Athletics
- MUSC Health Lancaster
- Medford Library
- NJCAA
- Native American Studies Center
- Palmetto College
- Palmetto College Organizational Chart 2020
- Peer Advisors
- Pipeline for Academy Leaders
- Professional Development
- Student Affairs Organizational Chart
- Student Government Association
- Student Life
- TRiO Programs
- Training and Professional Development
- Travel Study
- USC Connect
- USC Lancaster Organizational Chart
- USC Salkehatchie Organizational Chart
- USC Sumter Organizational Chart
- USC Union Organizational Chart
- University 101
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