

DEALING WITH ANGRY STUDENTS AND PARENTS

Lisa Jerald, Director
Office of Student Advocacy
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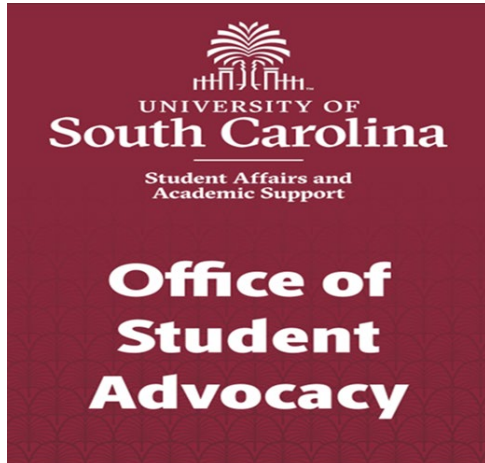


EMPATHIZE

- Empathy helps reduce conflict
- See things from the other person's perspective
- Sympathize with their emotions
- Show compassion and do what you can to improve their situation



RE-DIRECT: STUDENTS



sc.edu/ask
803-777-4USC

- Address questions and concerns from students and their families.
- Refer students to university programs and resources.
- Help students make informed choices about their education.
- Complete [online form](#) to request excused absence or assistance with other concerns.



UNIVERSITY OF
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RE-DIRECT: PARENTS

- Central resource for parents and families of Carolina students.
- Partners with parents and families to support student's growth and academic success.
- Provides communication from the university, including e-newsletters, webinars, etc..



Parent and Family Programs

UNIVERSITY OF SOUTH CAROLINA

One-Stop-Shop

The office supports Gamecock parents and families as they navigate campus resources.

Contact Information

803-777-3008

800-868-6752

scparents@sc.edu

sc.edu/parents

sc.campusesp.com

Parents and Families can reach us on the parent assistance line M-F 8:30 a.m. - 5 p.m.



KNOW THE RESOURCES

Physical/Mental Health

- Center for Health and Well-being
- Counseling and Psychiatry

Student Care and Outreach Team

- Student's health and well-being
- Basic needs

Student Success Center

- Tutoring
- Test/note taking skills



Ask USC

- Resource for students and families who have questions and need help navigating USC
- In-person, phone, email and live chat



THANKS!

Lisa Jerald

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