FREQUENTLY ASKED QUESTIONS

Bookstore (University Bookstore at the Russell House)

1) Where do I pick up the books I ordered through the textbook reservation program?  
Books may be picked up behind the Russell House under the tent at the Bookstore Parking Lot (weather permitting). Freshmen are encouraged to pick up their reserved books by 7 PM on Sunday, August 18.

2) What do I need to pick up my reserved textbooks?  
Please bring a picture I.D. to pick up your textbooks.

3) If I did not reserve my textbooks, when can I come purchase my required materials?  
Books, along with everything else you need to be successful at USC, can be purchased at any time during our operating hours. We also now offer a large selection of textbooks for rental. Please bring in a copy of your student class schedule so that we can help you find your books.

4) Do you really guarantee to have the Lowest Textbook Prices?  
YES! If you find a better price anywhere else (internet excluded), we’ll match it!!! Please see a bookseller at the University Bookstore for details.

5) Can I rent my textbooks?  
YES, many of our textbooks can be rented, saving you over 50%!

Bursar’s Office / Financial Services  
http://sc.edu/bursar/

1) Where do I pay my fees?  
Carolina Coliseum – Saturday, August 17, 2013, 10 AM - 5 PM.

2) My student received a scholarship and I have the check with me. What should I do?  
Take the check to the Office of the Bursar located at Carolina Coliseum. If you have paid your fees, the money will be disbursed as a refund to the student. If you have not paid your fees, it will post to your student’s account to assist you in payment of the bill.

3) Where is the SC Residency Office?  
The Office of SC Residency is located at 516 South Main Street. Services may be accessed on Saturday, August 17, 2013, 10 AM - 5 PM at Carolina Coliseum.

4) What are the various methods of paying the bill?  
Web payments using my.sc.edu (Self Service Carolina)
   a) E-check – No fees associated with this payment type.
   b) Credit Card – Master Card, Discover, and American Express are accepted. Convenience Fee charged for all Credit Card Payments. VISA not accepted.

In-Person Fee Payments will be accepted August 13 - 22 from 8:30 AM – 5:00 PM (this will include Move-In Day, August 17, 2013, from 10 AM – 5 PM) at the Carolina Coliseum. We will continue to be at the Carolina Coliseum August 23 – 30 from 8:30 AM – 5:00 PM for late registration. The deadline for Fall 2013 fee payment is August 22, 2013, at 5:00 PM.
1) What is a CarolinaCard?
It is the permanent student ID card that you use to access your Meal Plan, Residence Halls and Academic Buildings. It has a pre-paid spending account called Carolina Cash. Each time you make a purchase, the amount of the purchase is deducted from your account’s balance. Carolina Cash is for all purchases you make across the campus with your CarolinaCard including dining purchases. Money in your Carolina Cash account rolls over from semester to semester.

2) How do I get a CarolinaCard?
University students are issued a CarolinaCard at the CarolinaCard Office located in the Russell House Basement. Students who attended orientation sessions should have received a CarolinaCard during orientation. The first card is issued free; there is a $35.00 charge for lost cards, and a $25.00 fee for damaged cards.

3) How can money be deposited on my CarolinaCard?
You may add money to your Carolina Cash account on your CarolinaCard online via my.sc.edu or at the CarolinaCard Office located in the basement of the Russell House. Deposits may also be made with cash only in the Automatic Deposit Machines (CSVT’s/ValuePorts) located in the Thomas Cooper Library, the BA Library, Law Library and outside the University Bookstore. The CarolinaCard Office also accepts mail-in and credit card phone deposits. Please visit the website http://carolinacard.sc.edu for more information.

4) Am I required to “activate” my CarolinaCard?
No, your card is “activated” by enrolling and paying your fees.

5) Where can I use Carolina Cash?
You will be able to use your Carolina Cash at the University Bookstore at the Russell House; all Carolina Dining locations; the Thomas Cooper Library for copies, printing and fines; the BA Library; Law Library, the Math and Music Libraries; the Student Health Center when you buy prescriptions or pay other fees; COKE vending machines; snack and water vending machines; Quick Copy; the Career Center; the Russell House Game Room and Information Desk; the Post Office in the Russell House; the Alumni Office for Student Memberships; Carolina Styles hair styling salon; laundry machines in University Housing; computer labs; Colonial Center box office and concessions; Carolina Coliseum box office for Coliseum and Koger Center events; concession stands at Williams-Brice and Baseball Stadiums; USC Development Office for donations; and USC Parking Services; UTS software sales; participating Regional and Senior campuses; and HRSM for printing services. Please visit our website for updates as to where the CarolinaCard can be used on campus.

6) What about refunds from my CarolinaCard?
Requests for refunds from the CarolinaCard can be made by completing the request for refund on the CarolinaCard website http://carolinacard.sc.edu. A $20.00 processing fee is charged with the exception of graduation refunds. Refunds will be applied to the student’s University account and dispersed directly to the student.

7) Am I required to Purchase a Meal Plan?
All freshmen living on campus are required to have at least a 10-meal plan. If you live in Bates House, you are required to have a minimum of a 14-meal plan and if you live in Preston, you are required to have a Preston meal plan.

8) Can I change my meal plan?
Yes. To make meal plan changes thru August 22, 2013, visit my.sc.edu, meal plan options. All meal plan changes after August 22, 2013, visit the CarolinaCard website http://carolinacard.sc.edu or the CarolinaCard Office located in the Russell House Basement.

9) How long can I still obtain a Meal Plan?
You can purchase a meal plan anytime during the semester.

10) What are Bonus Bucks?
These are free credits given to students who purchase at least a 10-meal plan to be used in dining facilities. The balance of Bonus Bucks does not carry over to the following semesters.
**Carolina Dining**  
[www.sc.edu/dining](http://www.sc.edu/dining)

*What is new at Carolina Dining?*

- At the start of the fall semester, a new grill concept will open in Gamecock Park, “Fresh Burger”.
- Chick-Fil-A will begin serving breakfast this fall.
- Carolina Dining will begin Opening Weekend operations on Friday, August 16, with the opening of Bates Diner, Chick-Fil-A, Fresh Burger, Gibbes Court Bistro, Marble Slab, Pandini’s, Pizza Hut, Santorini’s and Taco Bell.
- Beat the Heat with Carolina Dining – On Saturday, August 17, Carolina Dining will help you beat the heat at our Information Desk in the Grand Market Place with free Popsicles.

**Carolina Fraternity and Sorority Life**  
[http://www.sa.sc.edu/fsl/](http://www.sa.sc.edu/fsl/)

1) *When does sorority recruitment take place?*

Sorority Recruitment begins on August 14 and will continue until August 25. There is no formal spring recruitment available.

- Sorority Recruitment Orientation – Wednesday, August 14th at 5:30 PM
- Round 1 – Thursday, August 15 – Friday, August 16
- Round 2 – Monday, August 19 – Tuesday, August 20
- Round 3 – Wednesday, August 21
- Round 4 – Saturday, August 24
- Bid Day – Sunday, August 25

2) *How can I register for sorority recruitment?*

Registration for sorority recruitment ends on August 1 at 5:00 PM. Late registration is not accepted.

3) *When does fraternity recruitment take place?*

- Informal Recruitment Period – August 20 through September 1
  - Fraternity Recruitment Orientation – August 20 and 21 at 5:30 PM at Russell House Theatre
  - Fraternity Council will be hosting informal events during the first two weeks after Move-In Day focused on community service, academic success, and leadership development.
- Formal Recruitment Period – September 2 through September 8
  - September 2 & 3 – Open Houses in the Greek Village
  - September 4 & 5 – Informal Invitation Rounds
  - September 6 – Formal Dinners
- Bid Day – Sunday, September 8

4) *How can I register for fraternity recruitment?*

Students can register for fraternity recruitment at [http://www.sa.sc.edu/fsl/fraternity/](http://www.sa.sc.edu/fsl/fraternity/). All interested men should register by September 7 in order to receive a bid. There is a registration fee of $40 to register online and then a $20 fee if accepting a bid to a fraternity. Interested men must attend one educational program during informal recruitment and complete one community service project between August 17 & September 7 to be eligible to join.

5) *Where can I find more information on fraternities and sororities?*

Detailed information about costs, housing, FAQs, recruitment, chapters, NPHC/MGC intake, and more are available on the FSL website at [www.sa.sc.edu/fsl](http://www.sa.sc.edu/fsl). To speak with a professional staff member, feel free to call 803-777-3506 during regular business hours.

**Carolina Welcome Event Information**  
[www.sa.sc.edu/cwevents](http://www.sa.sc.edu/cwevents)

1) *Now that I am moved in, what is there to do?*
USC has planned a variety of activities to assist with your transition to USC called Carolina Welcome. These events are educational, social, informative, free and fun…and happen through the day and into the evening between now and August 25, 2013. It kicks off with “First Night Carolina” (Saturday, August 17, 8 PM buses at Russell House) for the incoming class of 2017. Ask your Resident Mentor for details on this awesome event!

2) **Is there a cost?**
No, all the Carolina Welcome events are FREE.

3) **Do I need to sign up in advance?**
No…but grab a few friends and enjoy as many events as you can…concerts, movies, recreational activities, cookouts…something for everyone! Ask your Resident Mentor, too.

4) **How do I find out about the events?**
Visit [http://www.sa.sc.edu/welcome](http://www.sa.sc.edu/welcome), ask your RM, or go to the Russell House and look at the signs and poster. Most importantly, get on the buses at 8 PM tonight (Saturday) and participate in First Night Carolina, the first "all class activity" for the class of 2017.

### Orientation and Testing [http://orientation.sc.edu](http://orientation.sc.edu)

1) **I need to take a placement test. What do I need to do?**
Placement testing in Mathematics and Foreign Language is required of ALL students who do not have sufficient college-level credit. If you already attended Summer Orientation but missed your test, or if you plan to attend an August Orientation, please be aware of the following:

- **Mathematics** exams are available online and can be accessed at any time at [http://assess.math.sc.edu](http://assess.math.sc.edu).
- **Foreign Language** exams in French, German, Italian, Latin, Spanish, Chinese, Portuguese, Russian, and Japanese will be administered on August 20 and 21. Tests are administered between 9:00 and 11:00 AM. Go to [http://artsandsciences.sc.edu/dllc/placement/registration.html](http://artsandsciences.sc.edu/dllc/placement/registration.html) to register for a test time. Pre-registration is required to test.

2) **I did not attend Orientation this summer. How do I attend August Orientation, advising and class registration?**
New students who did not attend an orientation program during the summer should plan to attend the August Orientation date appropriate to their major and classification. Register online using Self Service Carolina; directions for doing so and registration deadlines for each session are listed at [http://orientation.sc.edu](http://orientation.sc.edu). Once online registration is closed, walk-in registrants will pay an additional fee.

August 19 (Monday) – Transfers in all colleges EXCEPT Arts and Sciences
August 20 (Tuesday) – Freshmen – All Majors
August 21 (Wednesday) – Transfers – Arts and Science College Majors

Note: Check in each day at 8:30 AM in Russell House Lobby.

### Parking Services [http://www.sc.edu/vmps/](http://www.sc.edu/vmps/)

1) **Can I still obtain a parking space in a garage?**
Please check with Parking Services for availability and specific garage space fees. This information is also posted on the Parking Services website.

2) **How much is a general student parking permit?**
$80 / year

3) **Where do I go to obtain a parking permit?**
The Parking Services Office in Pendleton Street Parking Garage

4) **How can I get across campus if I do not have a car? Is there a shuttle?**
- ✓ The USC Shuttle Service runs from 7:30 AM - 5:30 PM – Monday through Friday on class days only.
The USC Night Shuttle Service runs from 6:00 PM - 12:30 AM – Monday through Friday on class days only.

The USC Late Night Shuttle Service runs from 12:30 AM - 5:30 AM – when classes are in session. (There are shuttle stops all around campus. You can obtain a shuttle map at Parking Services or check out the map on the Parking Services web site.)

P.E. Center (Blatt)  http://campusrec.sc.edu/

How does a student get in the P.E. Center?
Students must present their Student ID to gain entrance to the Blatt P.E. Center.

Recycling Guidelines for Move-In Weekend

1) **What should I do with my cardboard boxes and other packaging?**
   a) Empty and flatten cardboard boxes. There will be staff with box cutters available to help break down your boxes - look for them near the entrance to your residence hall.
   b) Bring the flattened boxes to one of the blue cardboard dumpsters located near every residence hall. Place carpet tubes next to the dumpsters; do not try to put them in the cardboard slot.
   c) Trash bags will be provided for non-recyclable waste and can be placed in your hall trash room. Do not put plastic wrap, Styrofoam, or other packaging in the cardboard dumpsters.

2) **Where can I recycle other items?**
   Bottles, cans, and paper can be placed in your hall’s recycling center. Also, bottles and cans will be collected outside near each residence hall entrance, at the textbook pick-up tent, on Greene Street and on the Russell House patio.

Registrar’s Office  http://registrar.sc.edu/

1) **Where can I get a copy of an academic bulletin and/or master schedule?**
The academic bulletin is available online at [http://www.sc.edu/bulletin/](http://www.sc.edu/bulletin/). View, search, and print formats of the Master Schedule of Classes are available online at [http://registrar.sc.edu](http://registrar.sc.edu).

2) **How do I get in a class that is full?**
Keep trying on VIP or speak to the academic department offering the course (during M-F office hours) to see if they can help.

3) **Where can I go to get help with Self Service Carolina (SSC)?**
The Office of the University Registrar will be available to help you with SSC and registration issues from 10 am – 5 pm on Saturday, August 17, in the Office of the University Registrar, 516 South Main Street, and during regular business hours M-F. Help with registration and SSC is also available at your college advisement office during regular hours. In addition, there are demos and instructions at [http://registration.sc.edu](http://registration.sc.edu).

Russell House University Union  http://www.sa.sc.edu/rhuu/

1) **When is the Russell House open?**
The Russell House University Union is open Monday-Saturday 7 am-Midnight and Sunday 8:30 am-Midnight. All dining operations, Post Office, CarolinaCard offices, bookstore, Golden Spur Game Room and administrative offices are open to serve your needs.

2) **Where do I park near the Russell House?**
Park in the Bull Street Garage. From Bull Street enter the garage on the upper level (Gate 3). Take a ticket at the entrance gate and park. The attendant will direct you to the hourly parking level. Take your ticket with you when you leave your vehicle. When you return to the garage, go to the Pay Station next to the Entrance/Exit to pay your parking
fees. Your ticket will be validated after the charge has been paid. Feed the ticket into the exit gate as you leave to lift the arm of the gate.

Strom Thurmond Wellness & Fitness Center  http://campusrec.sc.edu/wfc/

1) **Who is eligible to utilize the Strom Thurmond Wellness & Fitness Center?**
All students enrolled in good standing at the University of South Carolina-Columbia campus are eligible to use the Strom Thurmond Wellness & Fitness Center during the semester(s) for which they are enrolled. Students must be enrolled and paying fees to the USC-Columbia campus.

2) **How does a student get in to use the Strom Thurmond Wellness & Fitness Center?**
The student needs to come to the Welcome Desk of the Strom Thurmond Wellness & Fitness Center and present their USC ID card. A biometric reading will be taken and entered into the HandNet access database. Student membership will expire at the end of each semester unless enrolled for the upcoming semester.

Student Financial Aid & Scholarships  http://www.sc.edu/financialaid/

1) **I have been awarded a SC LIFE, SC HOPE or Palmetto Fellows Scholarship; or a SC State Need Based Grant; what do I need to do to receive my award?**
If you were awarded from any of these state programs, you are required to complete the SC State Certification. You may access and complete the certification at Self-Service Carolina under the “Financial Aid” tab (look for Terms and Conditions”). A separate certification must be completed for each award.

2) **I have already paid my fees, but I have left-over financial aid. How do I receive my financial aid refund?**
If you have paid your fees and have excess financial aid, the refund will be disbursed directly to you. Beginning August 15, 2013, financial aid refunds will begin to be processed.

Student Health Services  http://www.sa.sc.edu/shs/

1) **What services and programs does Student Health Services provide?**
Student Health Services offers our campus community a holistic approach to health and wellness through the services of the General Medicine Clinic, Women’s Care Clinic, the Allergy/Immunization & Travel Clinic, the Counseling & Human Development Center, Psychiatric Services, Campus Wellness and Sexual Assault and Violence Intervention & Prevention. Ancillary services include a pharmacy, laboratory and radiology. Counseling services are located on the seventh floor of the Byrnes Building. Campus Wellness for students is located in the lower floor of the Strom Thurmond Wellness and Fitness Center. Medical services are offered at the Thomson Student Health Center, which is located directly behind the Russell House Student Union. Visit www.sa.sc.edu/shs to learn more.

2) **Who is eligible to use the services at Student Health Services? What does it cost?**
All Columbia campus students enrolled in degree-seeking programs are eligible for services. A student health fee is included in tuition, which covers consultations at the General Medicine Clinic and Women’s Care, up to 12 individual sessions at the Counseling Center, and consultations with Campus Wellness, Sexual Assault and Violence Intervention & Prevention. Students must pay for prescriptions, over-the-counter drugs, radiology, lab work, and the cost of any off-campus healthcare including, but not limited to visits to a specialist, emergency room or urgent care facility. Students must pay for services rendered at the time of service at the health center’s Business Office. Spouses of enrolled students may use health services on a fee-for-service and space availability basis.

3) **Are the services confidential?**
Yes. Medical issues, medical records, lab results and information any patient shares with our staff are confidential, protected health information which we guard in accordance with patient privacy rights under federal and state law.
4) **When are services available? How do I make an appointment?**

All Student Health Services offices are open 8 am – 5 pm, Monday-Friday. The Thomson Student Health Center is also open Sundays from 2-8 pm for general medical care, women’s care, lab, radiology and pharmacy needs. During summer and breaks, all offices operate Monday-Friday from 8:30 am – 4:30 pm only. Appointments for routine health needs are strongly encouraged. To schedule an appointment with the General Medicine Clinic or Women’s Care, visit MyHealthSpace at [www.sc.edu/shs/online.shtml](http://www.sc.edu/shs/online.shtml), or call: (803) 777-3175. Call (803) 777-5223 for the Counseling Center and Psychiatric Services; (803) 576-9393 for Campus Wellness health education, exercise consultations, and dietitian appointments; (803) 777-8248 for Sexual Assault & Violence Intervention and Prevention. Student Health Services provides no in-patient or after-hours care. Students who need hospitalization, specialty care, or other health services will be referred to community providers of the student’s choice. Student Health Services First Responders are certified Emergency Medical Technicians who are on-call 24/7 to assist with response to on-campus medical emergencies. To contact our First Responders, call 911 and state that you are on the USC Campus.

5) **Should students have health insurance coverage? Is Student Health Insurance available?**

All students benefit from health insurance coverage. Students can suffer injury or illness, and healthcare can be very expensive. Coverage is mandatory for international students, graduate assistants and most full time graduate students. The University offers a health insurance plan through AIG, a student insurance specialist. Visit [www.studentinsurance.com](http://www.studentinsurance.com) to learn more.

6) **What immunizations are required?**

All students born after 1957 are required to have received

- Two doses of the **Measles, Mumps and Rubella (MMR) vaccine or positive blood titers**
- **Meningococcal** vaccine or a signed waiver declining the vaccine
- **Tuberculosis Screening Questionnaire**
- **Meningococcal Vaccination Requirements**

The Centers for Disease Control and Prevention recommends college students be immunized against **Meningococcal disease**. The University of South Carolina requires all incoming students under 21 years of age, be vaccinated against **Meningococcal disease within the last 5 years**. Immunizations are available at the Thomson Student Health Center or from your family physician. Students can call the Thomson Student Health Center’s Allergy/Immunization & Travel Clinic at (803) 777-3175 to schedule an appointment for this or any other required vaccines. The Health Center will open Saturday, August 17, 10 AM – 5 PM and Sunday, August 18, 2 PM – 8 PM. For more information about Meningitis, visit [www.sa.sc.edu/shs/tshc/meningitis.shtml](http://www.sa.sc.edu/shs/tshc/meningitis.shtml).

- Immunization forms can be found on the Student Health Services website at [sa.sc.edu/shs/gm/imm](http://sa.sc.edu/shs/gm/imm)
- All students not already immunized, particularly freshmen, should consider immunization for Hepatitis B. For more information about required immunizations, visit [www.sa.sc.edu/shs/tshc/immunizations.shtml](http://www.sa.sc.edu/shs/tshc/immunizations.shtml).

**USC Student Mail Center**  [http://postalservice.sc.edu/student.asp](http://postalservice.sc.edu/student.asp)

1) **How do I find out my USC mailing address?**

Your USC mailing address for Fall 2013 term will be available at [my.sc.edu](http://my.sc.edu) after July 15, 2013.

2) **How do I get my combination for my post office box?**

Box combinations for Fall 2013 term will be available at [my.sc.edu](http://my.sc.edu) on August 16, 2013.

3) **What should I do if I cannot open my mail box with combination I received at my.sc.edu?**

Please see one of the staff at the Student Mail Center for assistance during regular business hours.

4) **I had a package sent to me, where can I pick it up?**

The Student Mail Center, located in the Carolina Underground/Russell House Basement, will be open for package pick up from 10 AM – 5 PM on Friday, August 16th; Saturday, August 17; and 12 PM – 3 PM on Sunday, August 18th. If you desire other services, our shipping counter will re-open on Monday, August 19th.

5) **Package Arrival Email Alert Notification**
Students assigned to a USC mail box number will receive an email alert in their “Inbox” @email.sc.edu in the following format when a parcel has arrived at USC Student Mail Center and is ready for pick up:

From:     noreply@sqbx.com [mail to: noreply@sqbx.com]
Sent:     Mon 8/16/2013 9:55 AM
To:       Doe, John
Subject:  A package has arrived for you

Students may also view their package email notifications on their cellular devices.

6) If I receive an electronic notification from the shipper (USPS, UPS, FedEx, DHL), can I go to the Student Mail Center to pick up my package?
   No. The Student Mail Center receives hundreds of packages a day. All packages requiring a signature must be scanned into our internal SQBX package tracking system before the item can be picked up from the Student Mail Center.

   If you are expecting a parcel but have not received a package email arrival notification, please check your “Junk” mail folder. This situation can be corrected to receive future package email notifications in your “Inbox” by adding “noreply@sqbx.com” to your “Safe Sender” list.

7) How do I have a package sent to me?
   We accept packages shipped via the US Postal Service, UPS, FedEx and DHL at the Student Mail Center. Please address the package to the student’s name in the following format:

   Example:    John or Jane Doe, USC Student Box #, 1400 Greene Street, Columbia, SC 29225-0112
   ▪   Do not use “P.O. Box” in your mailing address. These are campus mailboxes at the University of South Carolina and not USPS post office boxes.
   ▪   Note: The Student Mail Center only accepts shipments from the commercial freight carriers listed above. We do not accept beds (including loft), oversize / heavy shipments, large flat screen TV’s, perishables, medications requiring refrigeration or florists deliveries (flowers/plants). See http://postalservice.sc.edu/smc.asp#mailcenter for more information.

8) Where can I purchase stamps, shipping supplies or mail items on campus?
   The following services are available at the Student Mail Center Customer Service Counter, Monday – Friday (closed on all University holidays.)

   ▪   Shipping Services/Shipping Supplies: 9 AM – 4 PM (Last outbound Mail Pick Up from Student Mail Center M-F: 4 PM)
   ▪   Stamp Sales:     9 AM – 4:30 PM

University Housing     http://www.housing.sc.edu/

1) I want a friend to be my roommate, can I change rooms?
   Students will be allowed to change rooms beginning Tuesday, September 3. Details about how to request a change will be provided after move-in. We do not anticipate having any apartment-style or suite-style spaces available during this process. For further assistance, please contact a housing assignment coordinator at 803-777-4283.

2) How do I report a maintenance issue?
   For any non-emergency maintenance issues, please submit your request online at www.housing.sc.edu/fixx.html using your University username and password. If this is a life-safety issue or a maintenance problem that may cause permanent damage to property, call 803-777-FIXX (3499). Our FIXX line is open 24/7.

3) What buildings have fire suppression sprinklers? All of the residence halls are equipped with Fire/Life Safety equipment (fire alarms). Most of our undergraduate residence halls have sprinklers with the exception of The Roost.
4) **Can I remove the furniture from my room?** No, the furniture provided was purchased for the room and we do not have facilities available to store furniture throughout the year. Removal of furniture will result in a charge to your student account.

5) **Can I paint my room?** No. If you have severe damage to your walls you may submit a request to our FIXX line at 803-777-FIXX (3499). Please note that matters pertaining to health, safety and security take a higher priority than cosmetic concerns.

6) **Can I hang up pictures on my walls?** Pictures and posters may be hung with 3M command strips, but nails or tape that damage the walls are prohibited and may result in billing charges for repairs.

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**University Postal Service**  
[http://postalservice.sc.edu/](http://postalservice.sc.edu/)

The main office of the University Postal Service is located at 1600 Hampton Street, 1st Floor (corner of Pickens & Hampton). The University Postal Service operates USPS Contract Station, providing mail services for the University Community and general public. Mail is received from the USPS Monday-Friday (with the exception of University holidays) at this location for dispatch to the entire Columbia campus.

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**University Technology Services**  
[http://uts.sc.edu/](http://uts.sc.edu/)

1) **What kind of computer do I need?**  
All brands of computers will work on the university network. Before purchasing a new computer, we recommend you check to make sure there are no specific requirements for your major. If not, then the computer you bring is a personal choice. If you are bringing an older computer, check the minimum recommended requirements. If you are purchasing a new computer, both Apple and Dell have great education discounts.

2) **Is there wireless in my Residence Hall?**  
There is both wired and wireless in your residence hall. You can connect your computer, gaming system, and digital media device to the wired network. You can access the wireless network in all campus buildings and many outdoor spaces across campus on your computer, smartphone, and tablet. For more information about the wired and wireless networks, please see the New Student website at [http://uts.sc.edu/newstudent.shtml](http://uts.sc.edu/newstudent.shtml).

3) **What type of software do I need?**  
Antivirus software is required on all computers before they can connect to the network. You can use any antivirus software as long as it is kept up-to-date. We recommend two free software programs – Microsoft Security Essentials for Windows and Sophos for the Mac. They can be downloaded for free from the internet or you can stop by University Technology Services (UTS) at 1244 Blossom Street to have it installed and configured for you.

Microsoft Office is essential for college. You can purchase it from UTS at an education discount. MS Office Professional Plus for Windows is $80 and for MS Office 2011 for the Mac is $70.

4) **How do I connect to the internet in my Residence Hall?**  
Instructions for connecting to the campus wired and wireless networks are available here.

5) **Can I get wireless access?**  
Wireless is available in all buildings on campus and in many outdoor spaces, such as the Russell House patio, pool area of the Strom (Thurmond Wellness and Fitness Center), and the Horseshoe.

6) **What is my network username and password?**  
Your network Username is an eight-character combination of your first and last names, and it may also include your middle initial and/or numbers. To locate your Network Username or set your password, go to my.sc.edu and sign in using your VIP ID and password. Your Network Username is used to access your student email, the wired and wireless networks, Blackboard, and some college/department systems. For more information on the Network Username, visit here.
7) **Do I have an email account?**
All students have a university email account. The student email system is Microsoft’s online email program. Your email address is networkusername@email.sc.edu (substituting your Network Username) and your password is the same as your Network Username password. You can log in online at outlook.com using your complete email address (i.e. networkusername@email.sc.edu) and the password for your Network Username.

8) **What kind of computer help can I get?**
The UTS Service Desk is your single point of contact for technology questions. We are open Monday through Friday from 8 AM until 6 PM. You can call us at (803) 777-1800 or you can email us at servicedesk@sc.edu. The iCARE Center provides hands-on technical support for your computer and mobile devices. From installing software to removing viruses and performing hardware diagnostics, our team of trained student technicians are here to help you. The iCARE Center is open Monday through Friday from 9 AM until 5 PM. You can make an appointment by calling the UTS Service Desk, or you can stop by our office at 1244 Blossom Street. The technology fee you pay with your tuition covers the cost of student technical support, so there is never a charge to you when you receive our support services.

9) **Do I have access to a landline telephone in my residence hall room?**
Landline telephones and voicemail are available upon request by calling the UTS Service Desk.

10) **Will I be charged for any technical or Internet services?**
The technology fee included on your tuition bill covers the costs for technical support, wireless network, email, Blackboard and other IT initiatives. There is never a charge to you when you receive our support services.

**General Information**

1) **Where can I get information about USC or the Columbia area?**
From the USC Visitor Center located in McKissick on the Horseshoe, 777-0169/800-922-9755, Saturday, 8 AM – 5 PM and Sunday 12 Noon – 4 PM (http://sc.edu/visitorcenter/) and from the Russell House Information Center, 777-3196, Saturday 7 AM – Midnight and Sunday, 8:30 AM – Midnight.

2) **Where do I pick up my copy of the Freshman Record?**
Students can pick up their copy of the Freshman Record on August 17 from 10 AM – 4 PM at the Parent Information Tent on Greene Street in front of Russell House University Union. In addition, they can pick it up August 19 through August 30 from 8:30 AM until 5 PM in the Campus Life Center, Russell House 227 (across from Einstein Bros. Bagels).

University of South Carolina
Division of Student Affairs and Academic Support

*Summer 2013*