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 5 pm on Monday, August 17.

2) **What do I need to pick up my reserved textbooks?**
You will receive an email confirmation when your order is ready for pick up. Please bring your Carolina Card AND email to the Bookstore. We will take care of the rest!

3) **If I did not reserve my textbooks, when can I come purchase my required materials?**
Books, school supplies, clothing…everything you need to be successful at USC, can be purchased during our operating hours. **We also 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! We match all local prices for in-stock texts! Please see a bookseller at the University Bookstore for details.

5) **How can I save the most money on textbooks?**
RENTAL! Standard texts may be rented, resulting in a cost savings of UP TO 80%. **Please note:** Custom Packages, Bundles, Access Codes and Loose-Leaf texts cannot be sold used, or rented. See a Bookseller for details.

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

1) **Where do I pay my fees?**
Fees are due on August 12, 2015, and should be paid in full before arriving to campus. If additional tuition and fees are due, please go to the Bursar’s Office – Saturday, August 15, 2015, 10:00 am – 5:00 pm.

2) **My student received a scholarship and I have the check with me. What should I do?**
Take the check to the Bursar’s Office located at 516 Main Street. 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) **I have already paid my fees, but 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 14, 2015, financial aid refunds will begin to be processed.

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 for late registration August 12 - 27 from 8:30 am – 5:00 pm (this will include Move-In Day, August 15, 2015, from 10:00 am – 5:00 pm) at the Bursar’s Office. The deadline for Fall 2015 fee payment is August 12, 2015, at 5:00 pm.

CarolinaCard http://carolinacard.sc.edu

1) What is the CarolinaCard?
The CarolinaCard is your University ID which has multiple uses and enables you to access buildings, garages, residence halls, athletic events, Meal Plans, and CAROLINA CA$H.

2) What is CAROLINA CA$H?
CAROLINA CA$H are funds that you deposit onto your CarolinaCard which works as a declining balance card. You fund your card with the amount of monies you may need during a semester or school year. This is a simple and safe way to have funds easily accessible to use around campus and at select off campus locations.

3) Why should I add CAROLINA CA$H to my CarolinaCard?
   a. Convenience:
      With CarolinaCard you don’t need to carry any credit/debit cards or cash around campus
   b. Budgeting:
      i. Our on and off-campus locations who accept CAROLINA CA$H provide the basic necessities of life
         so you aren’t tempted to overspend on non-essential items.
      ii. You cannot overdraw your CarolinaCard which means NO OVERDRAFT FEES!
      iii. You can monitor your balance and transactions online on my.sc.edu/carolinacard.
   c. Safety:
      Your CarolinaCard is personalized to you! If you ever lose your card, be sure to go to
      my.sc.edu/carolinacard and mark it lost to ensure no worries over lost funds. Then come to the
      CarolinaCard Office to get your replacement card.

4) How can I add CAROLINA CA$H to my CarolinaCard?
You can deposit money in several ways:
   a. Any time 24/7 on my.sc.edu/CarolinaCard using the “CarolinaCard Deposits” function with no fees.
   b. On your student account during fee payment through optional fees.
   c. Calling the CarolinaCard Office at 803-777-1708 during business hours and depositing with a credit card
      over the phone.
   d. In person at the CarolinaCard Office, Russell House Basement.
   e. Through an automatic deposit machine located in the Russell House, Thomas Cooper Library, Darla
      Moore School of Business, the Law Library, and Bates House.

5) How can I view my CAROLINA CA$H balance?
   a. Login at my.sc.edu/CarolinaCard.
   b. Select “CarolinaCard Balance.” There you can see your balance and transactions on your account.
   c. When you make a transaction using CAROLINA CA$H your receipt will also show your current balance.

6) When is CAROLINA CA$H available?
   a. If a deposit is made through fee payment, the CAROLINA CA$H will be available 10 days prior to the
      first day of classes.
   b. If a deposit is made via the 24/7 feature, it will be available for use within minutes, after receiving a
      confirmation email.
   c. If a deposit is made over the phone, in person, or through an automatic deposit machine, CAROLINA
      CA$H will be available immediately.

7) Is the CarolinaCard free?
Your first CarolinaCard is free.

8) What if my card is lost or stolen?
a. If your card is lost or stolen, login to my.sc.edu/CarolinaCard, select “Report Lost or Found CarolinaCard,” and answer the appropriate question. This will deactivate your CarolinaCard and keep others from using your card. If you find your CarolinaCard, you can also mark it found by accessing the same link.

b. If your CarolinaCard cannot be found, a replacement card is available from the CarolinaCard Office for $35. You will need to bring a government-issued photo ID to obtain a new card and be prepared to take a new photo.

c. If your card is stolen, you can file a police report with the appropriate authorities and charges may be waived if the official police report states the CarolinaCard was stolen and the theft was not due to negligence.

9) What if my card becomes damaged or broken?
If your CarolinaCard is damaged or broken, a replacement card can be issued for $25. Please bring the damaged or broken card and a government-issued photo ID for replacement to the CarolinaCard Office.

10) What if my CarolinaCard is not working?
Please bring it to the CarolinaCard Office during normal business hours. Be prepared to explain the situation and any difficulties so that we can best assist you.

11) Does my CarolinaCard expire?
The CarolinaCard does not expire until you withdraw or graduate from the University.

12) Do I need to get a new card each academic year?
No, your card is active as long as you are continuously enrolled at the University.

13) Where can I use my CAROLINA CA$H?
CAROLINA CA$H is available for use in dining, vending, laundry, athletics events, and other locations on campus. There are also a select number of off-campus locations that accept the CarolinaCard. For a complete listing as to where you can use your CAROLINA CA$H, please visit our website carolinacard.sc.edu. And remember, CAROLINA CA$H remains on your CarolinaCard from semester to semester.

**Carolina Dining**

**www.sc.edu/dining**

*What is new at Carolina Dining?*

- Join us on the patio at Grill 101 for a Carolina Birddog or Grilled Portobello Sandwich! Grill 101 is located outside of Market 101 in the McBryde Residence Hall. Sit back, relax, play a round of Bocce Ball and listen to the tunes.
- The new Darla Moore Business School will open a new bistro-style restaurant with International flare.
- Santorini’s, Fresh Burger and Woodstock will have new menu items this fall.
- Health and wellness on your mind? Carolina Dining will feature Mindful by Sodexo at Gibbes Court Bistro, Bates, Grand Market Place, Gamecock Park and Honeycomb Café!

**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 12 and will continue until August 23. There is no formal spring recruitment available.

Sorority Recruitment Orientation – Wednesday, August 12th at 5:30 pm at the Columbia Metropolitan Convention Center

Round 1 – Thursday, August 13 – Friday, August 14
Round 2 – Monday, August 17 – Tuesday, August 18
Round 3 – Wednesday, August 19
Round 4 – Saturday, August 22
Bid Day – Sunday, August 23 at Colonial Life Arena

2) **How can I register for sorority recruitment?** [https://southcarolina.mycampusdirector.com](https://southcarolina.mycampusdirector.com)
Registration for sorority recruitment ends on July 24 at 4:00 pm. Late registration is not accepted.

3) **When does fraternity recruitment take place?**

- Informal Recruitment Period – August 24 through August 30
  - Fraternity Recruitment Orientation – August 24 at 6:00 pm and 8:00 pm in the Russell House Ballroom
  - 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 – August 31 through September 7
  - August 31 – Open House Rounds in the Columbia Metropolitan Convention Center
  - September 1 & 2 – Informal Invitation Rounds
  - September 4 & 5 – Formal Dinners

- Bid Day – Monday, September 7

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 August 28 in order to participate in Open House Rounds. 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 16 & September 6 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.

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

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 23, 2015. It kicks off with “First Night Carolina” (Saturday, August 15) for the incoming class of 2019. 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, participate in First Night Carolina, the first “all class activity” for the class of 2019 on Saturday, August 15.

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**New Student Orientation** [http://orientation.sc.edu](http://orientation.sc.edu)

*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 by visiting http://orientation.sc.edu.

August 14 (Friday) – Freshmen – All majors
August 18 (Tuesday) – Transfers in all colleges EXCEPT Arts and Sciences
August 19 (Wednesday) – Transfers – Arts and Sciences and Education Majors

Placement Testing

*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.
• Foreign Language exams in French, German, Italian, Latin, Spanish, Chinese, Portuguese, Russian, and Japanese will be administered on August 13 and 17. Go to http://artsandsciences.sc.edu/dllc/placement/registration.html to register for a test time. Preregistration is required to test.

Parking Services 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. **Please order online** with pickup at Parking Services Office, Pendleton Street Garage **48 hours after** ordering.

2) **How much is a general student parking permit?**
$100 / year

3) **Where do I go to obtain a parking permit?**
The Parking Services Office in Pendleton Street Parking Garage. Permits can also be ordered online **and picked up 48 hours after** ordering.

4) **Is there a shuttle?**
Please go to http://www.sc.edu/vmps/ for information and shuttle schedules.

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

*How does a student get in the P.E. Center?*
Students must present their CarolinaCard 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. We will also be collecting plastic bags and plastic wrapping for recycling at Patterson, Women’s Quad, South Tower, Bates House and Bates West.
c) Please place trash such as Styrofoam, plastic wrapping, and food into the black trash bags provided at your front desk and not into empty cardboard boxes. You can take trash bags to your hall trash room or to the large brown trash dumpsters outside of the residence halls. Do not place any trash into the blue 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.

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**Registrar’s Office**  
[http://registrar.sc.edu](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 SSC or speak to the academic department offering the course (during M-F office hours) to see if they can issue a “capacity over-ride”.

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 15, in the Office of the University Registrar, 1244 Blossom 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 sc.edu/sschelp.

4) **Where is the SC Residency Office?**
   The South Carolina Residency Office is located in the Registrar’s office at 1244 Blossom Street but will not be open on Saturday, August 15. Students with questions can visit the Registrar’s Office. The Registrar’s Office will be open from 10 am – 5 pm on Saturday, August 15, at 1244 Blossom Street and during regular business hours M – F.

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**Russell House University Union**  
[http://www.sa.sc.edu/rhuu/](http://www.sa.sc.edu/rhuu/)

1) **When is the Russell House open?**
   The Russell House University Union is open Monday-Friday 7 am-Midnight and Saturday-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.

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**Strom Thurmond Wellness & Fitness Center**  
[http://campusrec.sc.edu/wfc/](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 Carolina Card. A biometric reading will be taken and entered into the Carolina Card 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) *Where can I find more information about financial aid, scholarships, state programs, loans, etc.?*

The Office of Student Financial Aid and Scholarships webpage, [www.sc.edu/financialaid](http://www.sc.edu/financialaid), will answer most questions; the checklists that are provided are generally very helpful.

3) *My financial situation has changed since I completed the FAFSA; is there anything that I can do?*

Contact the Office of Student Financial Aid and Scholarships and speak with a counselor about “Special Circumstances” or a “Professional Judgment Adjustment”.

4) *The financial aid that I have been awarded doesn’t meet my need; what can I do?*

Contact the Office of Student Financial Aid and Scholarships and speak with a counselor; or go to [www.sc.edu/financialaid](http://www.sc.edu/financialaid) and learn of other potential opportunities.

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 patient-centered holistic approach to health and wellness through the services of the General Medicine Center, Women’s Care, Sports Medicine, Physical Therapy, the Allergy, Immunization & Travel Clinic, Counseling & Psychiatry, 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; the sexual health office and the registered dietitian nutritionists’ offices are located on the third floor of the Thomson Student Health Center. Medical services are offered at the Thomson Student Health Center, which is located directly behind the Russell House University Union. Visit [www.sa.sc.edu/shs](http://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. Depending on their credit hours, most students pay the mandatory student health fee, which covers consultations at the General Medicine Center, Women’s Care, and Sports Medicine, up to 10 individual counseling sessions with Counseling & Psychiatry and consultations with Campus Wellness and Sexual Assault and Violence Intervention & Prevention. Students must pay an additional nominal fee for visits with a psychiatrist. They also must pay for physical therapy, prescriptions, over-the-counter drugs, procedures, immunizations, radiology, lab work and the cost of any off-campus health care 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 and counseling 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, counseling (at the Thomson Student Health Center on Sundays), lab, radiology and pharmacy needs. During summer and breaks, all offices operate Monday-Friday from 8:30 am – 4:30 pm. Appointments for routine health needs are strongly encouraged. To schedule an appointment with the General Medicine Center, Women’s Care or for Campus Wellness nutrition consultations and metabolic rate testing, visit MyHealthSpace at [www.sc.edu/myhealthspace](http://www.sc.edu/myhealthspace) or call 803-777-3175. Call 803-777-5223 for counseling appointments with Counseling & Psychiatry; 803-777-1833 for visits with a psychiatrist; 803-576-9393 for Campus Wellness physical fitness assessments; 803-777-1835 for Campus Wellness sexual health consultations; 803-777-8248 for Sexual Assault and 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.

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 health care can be very expensive. Coverage is mandatory for international students, graduate assistants and most full time graduate students. The University-sponsored Student Health Insurance Plan is offered through AIG, a student insurance specialist. Visit [www.studentinsurance.com](http://www.studentinsurance.com) to learn more.

6) **What immunizations are required? (Your Immunization Record Form needs to be turned in BEFORE you can move in to your residence hall.)**

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 (CDC) recommends college students be immunized against **Meningococcal disease**. The University of South Carolina requires all incoming students under 21 years of age to be vaccinated against **Meningococcal disease within the last 5 years**. Immunizations are available at the Thomson Student Health Center or from your primary care 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 15, 9 am – 5 pm and Sunday, August 16, 2 – 8 pm. For more information about Meningitis, visit [http://www.sa.sc.edu/shs/immunizations](http://www.sa.sc.edu/shs/immunizations).

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

**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 2015 term will be available at [my.sc.edu](http://my.sc.edu) after July 15, 2015.

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

Box combinations for Fall 2015 term will be available at [my.sc.edu](http://my.sc.edu) on August 12, 2015.

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 Russell House Basement, will be open for package pick up:

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday</td>
<td>August 14</td>
<td>10:00 am – 5:00 pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>August 15</td>
<td>9:00 am – 5:00 pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>August 16</td>
<td>12:00 pm – 3:00 pm</td>
</tr>
</tbody>
</table>

If you desire other services, our shipping counter will re-open on Monday, August 17.

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 8/12/2015 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.

Note: Please disregard any “Final Parcel Notifications” you may receive prior to arrival on campus for Move-in.

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 USPS, UPS, FedEx and DHL; however, we do not accept beds (including loft beds), oversize / heavy weight freight or pallet 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:                               9:00 am – 3:30 pm (Last outbound Mail Pick Up from Student Mail Center M-F: 3:30 pm)
▪ Stamp Sales:                                                       9:00 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 8. 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](http://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 and Cliff Apartments.

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.

**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.

**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.

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://www.sc.edu/about/offices and divisions/university technology services/services/student](http://www.sc.edu/about/offices and divisions/university technology services/services/student)

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 Symantec Endpoint Protection for Windows or Mac. It can be downloaded for free from my.sc.edu or you can stop by University Technology Services (UTS) at 1244 Blossom Street to have it installed and configured for you.
All students have free access to Office 365, which includes Word, Excel, and PowerPoint. For more information:
http://www.sc.edu/about/offices_and_divisions/university_technology_services/services/student/software/microsoft.php

4) **How do I connect to the internet in my Residence Hall?**
Instructions for connecting to the campus wired and wireless networks are available at:
http://www.sc.edu/about/offices_and_divisions/university_technology_services/services/student/

5) **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:
http://www.sc.edu/about/offices_and_divisions/university_technology_services/support/help/username.php

**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, 10 am – 5 pm and Sunday 12 Noon – 4 pm (http://www.sc.edu/visit/) and from the Russell House Information Center, 777-3196, Saturday and Sunday 8:30 am – Midnight. The Gamecock Family Roost, hosted by Parents Programs and Student Life, will have campus maps, involvement information, Columbia visitor guides and more available for students and families to pick up. The Gamecock Family Roost will take place Wednesday August 12 from 11:30 am to 3:30 pm on the second floor of the Russell House; Friday, August 14 from 10 am to 2 pm on the first floor of the Russell House; and on Saturday, August 15, from 10 am to 3 pm on Greene Street in front of the Russell House.

**University of South Carolina**
Division of Student Affairs and Academic Support

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