



University of South Carolina Move-In 2016

Information for Students and Their Families

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 15.

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 and offer a Price Match for the exact same texts on Amazon.com and Barnes and Noble.com. Please see a bookseller at the Official 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 tuition and fees?*

Tuition and fees are due by 5:00 pm August 11, 2016, and should be paid in full before arriving to campus. The Bursar's Office will be closed on Sunday, August 14, 2016, and will resume business hours at 8:30 am on Monday, August 15, 2016.

2) *My student received a scholarship and I have the check with me. What should I do?*

You can bring the check to the Bursar's Office located at 516 Main Street on Monday, August 15, 2016. 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 15, 2016, financial aid refunds will begin to be processed. Be sure to sign up for direct deposit via your Self Service Carolina account. Please allow 72 hours for refunds 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 – VISA, Master Card, Discover, and American Express are accepted. Convenience fee charged for all credit/debit card payments.

In-Person Fee Payments will be accepted for late registration August 12 – 24 from 8:30 am – 5:00 pm (this will **not** include Move-In Day, August 14, 2016) at the Bursar's Office. **The deadline for Fall 2016 fee payment is August 11, 2016, 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 CarolinaCa\$h.

2) What is CarolinaCa\$h?

CarolinaCa\$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 CarolinaCa\$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 CarolinaCa\$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 CarolinaCa\$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 Account Information then CarolinaCa\$h.
- 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 CarolinaCa\$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 CarolinaCa\$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 CarolinaCa\$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, CarolinaCa\$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 CarolinaCa\$h?

CarolinaCa\$h is available for use in on-campus dining, the University Bookstore, 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 CarolinaCa\$h, please visit our website carolinacard.sc.edu. And remember, CarolinaCa\$h remains on your CarolinaCard as long as you are continuously enrolled at the University.

Carolina Dining

www.sc.edu/dining

1) I have special dietary needs; what do I do?

If you have a food allergy or intolerance, it is important to learn about our choices. Nutrition information for menu items, including common food allergens are available on our website. If you need additional information, please contact Student Disability Services at (803) 777-6142.

2) How does my meal plan work?

Depending on your meal plan you are allotted a certain number of meal swipes per week (21, 16, 14 or 10). You can use up to four meal swipes per day, during designated meal periods. You can only use one meal swipe per meal period.

3) What happens to meal swipes I do not use?

Unused meal swipes expire at the end of the week (after Thursday Late Night) and meal plans expire at the end of the semester.

4) What are the meal plan hours?

You can use your meal swipe one time during each period (4 swipes per day).

Breakfast	6:00 am – 10:59 am
Lunch	11:00 am – 3:59 pm
Dinner	4:00 pm – 11:59 pm
Late Night	12:00 am – 3:00 am

5) How do meal plan dollars work?

Meal Plan Dollars or MPD are designed to help pay for snacks, coffee, fruit **OR** overages at retail locations when using a meal swipe. They can also be used for elite events and for extra meals throughout the week. Unused Meal Plan Dollars expire at the end of the semester.

6) Where can I use my meal plan?

Your meal plan can be used at any of our 31 on-campus dining locations. Even at Starbucks? Yes, but not the one in the bookstore.

7) Do I get whatever I want with my meal swipe?

If dining in one of our all-you-care-to-eat dining halls (Gibbes Court, Bates Diner or Honeycomb Café) each meal swipe is unlimited! If dining in a retail location, depending on the meal period, you have an allotted amount to spend:

- Breakfast - \$5.30
- Lunch - \$6.65
- Dinner - \$7.15
- Late Night - \$7.15

If you go over that amount you can pay with meal plan dollars, CarolinaCa\$h, cash or credit/debit.

8) Can I change my meal plan during the semester?

You can always upgrade your meal plan at any point in the semester. You can only downgrade your meal plan until the end of the first week of classes. If you upgrade mid-semester the price will be prorated.

Carolina Fraternity and Sorority Life

www.sc.edu/fsl/

1) When does sorority recruitment take place?

Sorority Recruitment begins on August 10 and will continue until August 21. There is no formal spring recruitment available.

Sorority Recruitment Orientation – Wednesday, August 10th at 5:30 pm at the Columbia Metropolitan Convention Center

Round 1 – Thursday, August 11 – Friday, August 12

Round 2 – Saturday, August 13 – Sunday, August 14

Round 3 – Monday, August 15 – Tuesday, August 16

Round 4 – Saturday, August 20

Bid Day – Sunday, August 21 at Colonial Life Arena

2) How can I register for sorority recruitment? <https://southcarolina.mycampusdirector.com>

Registration for sorority recruitment ends on July 22 at 4:00 pm EST. Late registration is not accepted.

3) When does fraternity recruitment take place?

- Informal Recruitment Period – August 18 through August 28
 - Fraternity Recruitment Orientation – August 18 at 6:30 pm and 8:00 pm in the Booker T. Washington Auditorium
 - 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 29 – Open House Rounds in the Columbia Metropolitan Convention Center
 - August 30 & September 1 – Informal Invitation Rounds
 - September 2 – Formal Dinners
- Bid Day – Monday, September 4

4) How can I register for fraternity recruitment?

Students can register for fraternity recruitment at <http://www.sa.sc.edu/fsl/fraternity/> . All interested men should register by August 24 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 18 & September 4 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. To speak with a professional staff member, feel free to call 803-777-3506 during regular business hours.

Carolina Welcome Event Information www.sc.edu/welcomeweek

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 21, 2016. It kicks off with "First Night Carolina" (Monday, August 15) for the incoming class of 2020. 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...movies, recreational activities, cookouts...something for everyone! Ask your Resident Mentor, too.

4) How do I find out about the events?

Visit www.sc.edu/welcomeweek, 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 2020 on Monday, August 15.

New Student Orientation <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 12 (Friday) – Transfer Orientation

August 15 (Monday) – Freshman Orientation

August 16 (Tuesday) – Transfer Orientation

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 14 and 15. 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?*

\$110 / 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.

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/>. View, search, and print formats of the Master Schedule of Classes are available online at <http://registrar.sc.edu>.

2) *How do I get in a class that is full?*

Keep trying on Self Service Carolina (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 9 am – 5 pm on Sunday, August 14, 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 Sunday, August 14. Students with questions can visit the Registrar’s Office. The Registrar’s Office will be open from 9 am – 5 pm on Sunday, August 14, at 1244 Blossom Street and during regular business hours M – F.

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-Friday 7 am-Midnight and Saturday-Sunday 8:30 am-Midnight beginning Monday, August 14. All dining operations, Post Office, CarolinaCard offices, bookstore, Golden Spur Game Room and administrative offices are open to serve your needs.

<i>RHUU Hours during Move-In:</i>	<i>August 10-12</i>	<i>7 am – 6 pm</i>
	<i>August 13</i>	<i>CLOSED</i>
	<i>August 14</i>	<i>7 am - midnight</i>

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.

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 CarolinaCard. 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, 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 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 fifth floor of the Close/Hipp Building. Campus Wellness for students is located on 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 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, Sports Medicine, and 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 pm - 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 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 Cigna, a student insurance specialist. Visit 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 be open Sunday, August 14, 8 am – 5 pm (Allergy, Immunization & Travel will accept Immunization Records Forms until 8 pm Sunday) and Monday, August 15, 8 am – 5 pm. For more information about Meningitis, visit <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/>
- 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/immunizations/> .

USC Student Mail Center <http://postalservice.sc.edu/student.asp>

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

Your USC mailing address for Fall 2016 term will be available at my.sc.edu after June 15, 2016.

2) How do I get my combination for my mailbox?

Box combinations for Fall 2016 term will be available at my.sc.edu on August 14, 2016.

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?

All packages must be picked up at the Student Mail Center, located in the Russell House Basement. Student ID Card is required for package pick up.

Move-In Package Pick Up Hours:

Sun	Aug 14	8:00 am – 5:00 pm
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Year-Round Package Pick Up Hours:

Mon – Fri	10 am – 5 pm	Closed on University Holidays
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If you desire other services, our shipping counter will re-open on Monday, August 15.

5) Package Arrival Email Alert Notification

Students assigned to a USC mailbox number will receive an email alert in their "Inbox" @email.sc.edu when a parcel has arrived at USC Student Mail Center and is ready for pick up.

Sent: Mon 8/14/2016 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 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.

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. We do not accept beds (including loft beds), oversize / heavy weight freight or pallet shipments, large flat screen TV's over 40 inches, bikes/mopeds, 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

9) Passports - Where can I apply for or renew my passport on campus?

As a U.S. Passport Acceptance Center, effective August 1, 2016, USC Student Mail Center located in the Russell House basement will begin offering will offering passport services to students, faculty and staff.

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 Monday, September 5. 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 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 push pins, but nails or tape that damage the walls are prohibited and may result in billing charges for repairs.

7) Refrigerators and Microwaves: University Housing allows only MicroFridges rented or purchased through Standards for Living. The link to their website is located on www.housing.sc.edu. This change is to help with sustainability and to cut down on the alarms due to smoke from cooking in microwaves.

University Postal Service

<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.

Passports – As a U.S. Passport acceptance Center, effective August 1, 2016, USC Postal Service located at 1600 Hampton Street will begin offering services to the University community and general public.

University Technology Services

<http://uts.sc.edu/>

1) How do I connect to the internet in my Residence Hall?

You can connect to the internet on your computer and mobile devices by selecting the uscstudent wireless network. You will use your Network Username and password to log in. Your gaming system, smart TV and streaming devices (e.g. Apple TV, Roku, etc.) will automatically connect to the EntertaiNET wireless network in your residence hall. You can also connect to the wired network in your residence hall using a Cat6e Ethernet cable. For connection instructions, see the Internet section at: http://www.sc.edu/about/offices_and_divisions/university_technology_services/services/student/.

For assistance connecting to the network, visit the Carolina Tech Zone, 1244 Blossom Street.

2) What is my network username and password?

Your Network Username is a three-to-eight-character combination of your first and last names, middle initial, and/or numbers. Your Network Username is used to access your student email, the wired and wireless networks, Blackboard, and some college/department systems. To locate your Network Username or set your password, go to my.sc.edu and sign in using your VIP ID and password.

For more information about your Network Username and other University IDs, visit: http://www.sc.edu/about/offices_and_divisions/university_technology_services/services/student/logins/universityid.php.

3) What type of software do I need?

Antivirus software is required on all computers before they can connect to the network. If you have a Mac, you can download Sophos for the Mac for free on my.sc.edu or have the Carolina Tech Zone install it for you. Antivirus software is included in Windows 10.

Office 365 is free to all students. It can be installed on up to 5 computers and 5 mobile devices. You can download it from your email or stop by the Carolina Tech Zone to have a technician install it. Visit [http://www.sc.edu/about/offices and divisions/university technology services/services/student/software/microsoftsoft.php](http://www.sc.edu/about/offices_and_divisions/university_technology_services/services/student/software/microsoftsoft.php) for more information and download instructions.

4) Where do I go if I need help?

The Carolina Tech Zone at University Technology Services (UTS) provides technical support for all students. Services include, installing software, connecting to the internet, hardware diagnostics, software support, and more. All services are free. The Carolina Tech Zone is open Monday-Friday from 8 am until 6 pm and is located at 1244 Blossom Street on the corner of Blossom and Sumter across from the Honors Residence Hall. The Carolina Tech Zone will be open Sunday, August 14, from 9 am – 5 p m. To minimize your wait time, view today's average wait time on the Carolina Tech Zone website at: [http://www.sc.edu/about/offices and divisions/university technology services/support/ctz.php](http://www.sc.edu/about/offices_and_divisions/university_technology_services/support/ctz.php)

The UTS Service Desk provides phone support Monday – Friday from 8 am until 6 pm. You can contact the Service Desk at 803-777-1800

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, 11 am – 3 pm and Sunday 9 am – 5 pm (<http://www.sc.edu/visit/>) and from the Russell House Information Center, 777-3196, Sunday, August 14 and Monday, August 15, 7 am – midnight. The Gamecock Family Roost, hosted by Parents Programs and Student Life, will have campus maps, information about getting involved on campus, Columbia visitor guides and more available for students and families to pick up. The Gamecock Family Roost will take place Wednesday August 10 from 11:30 am to 2:30 pm on the second floor of the Russell House and both Sunday, August 14 and Monday, August 15 from 10 am to 4 pm on Greene Street in front of the Russell House.

University of South Carolina
Division of Student Affairs and Academic Support

August 2016