

TA Decision Chart

WHAT IS THIS RESOURCE?

This document is a job aid to assist TAs with supporting students who may be in the following situations. For each situation, required or recommended actions are specified. If there are questions regarding the required and/or recommended action steps, please contact the support service referenced. Support services for HSC whose contact information differs from UPC are listed at the end of the document; if not listed, then the contact information is the same for both campuses. Note: this resource is up to date as of June 2017.

RESOURCE	DESCRIPTION AND CONTACT INFORMATION
POLICIES	
The Graduate School	Handbook for TAs, RAs, and ALs http://graduateschool.usc.edu/current-students/guidelines-forms-requests/#ga-handbook
USC Policy	Reference to all USC policies http://policy.usc.edu/
SCampus	SCampus covers general policy statements, student conduct code, academic policies, free expression and dissent, sexual, interpersonal, and protected class misconduct, student organizations, and safety https://policy.usc.edu/student/scampus/
Disruptive and Threatening Student Behavior: Guidelines for Faculty and Staff	The Guidelines 1) assist you in thinking through response to situations in which students may behave in unusual or unpredictable ways; 2) help you handle an actual threat; and 3) assist you with referral and protocol procedures https://studentaffairs.usc.edu/ssa/disruptive-student-behavior-guidelines/
Responsible Employee Policy	TAs are considered “responsible employees” and are duty-bound to report all information about suspected prohibited conduct to the Title IX Office https://policy.usc.edu/responsible-employees-student-misconduct/
USC Principles of Community	Explicit expectations regarding the behavior of each member of the USC community https://studentaffairs.usc.edu/ssa/usc-principles-of-community/
Academic Conduct Policy	Required statement in all course syllabi points to SCampus Part B, Section 11 “Behavior Violating University Standards” including plagiarism http://policy.usc.edu/scampus-part-b/ and scientific misconduct defining behaviors constituting research misconduct http://policy.usc.edu/scientific-misconduct/

TA Decision Chart

Student Judicial Affairs and Community Standards (SJACS)	Academic Integrity Policy and Resources https://sjacs.usc.edu/students/publications/ Academic Integrity Online Tutorials recommended by SJACS https://libraries.usc.edu/research/reference-tutorials Frequently Asked Questions (FAQs) https://sjacs.usc.edu/students/faq/
Policy on Absences for Observance of Religious Holy Days	Statement from the Office of Religious Life and calendar of religious holy days https://orl.usc.edu/life/calendar/absences/
TRAININGS	
FERPA	Anyone who has access to student records that contain confidential information, e.g. grades, GPA etc. should go through FERPA training. For more information http://arr.usc.edu/records/ferpa/ Online tutorial https://ferpa.usc.edu/ Office of Academic Records and Registrar (213) 740-1164 ferpahelp@usc.edu
Sexual Assault Prevention and Campus Safety	Required online training for graduate students. “Think About It” and “On the Safe Side” trainings provided through the MyUSC portal https://studentaffairs.usc.edu/mandatory-online-training-for-grad-students/
Lab Safety	All PhD students (including TAs) working in research labs are required to take General Lab Safety training. If you have not completed General Lab Safety training, or if you need specialized lab training, please contact your department.
Blackboard	For support with the Blackboard Learning Management System (LMS) including Turnitin assistance 24/7 Help line (213) 740-5555 Option 2 or blackboard@usc.edu Self help page https://blackboardhelp.usc.edu/ (TAs should use the faculty help page, not the student one) Blackboard instructional videos https://help.blackboard.com/ and by logging into Lynda via Blackboard (Lynda tutorials are free when logged in with USC account)
EMERGENCY	
Department of Public Safety (DPS)	(213) 740-4321 (UPC emergency) (213) 740-6000 (UPC non-emergency) (323) 442-1000 (HSC emergency) (323) 442-1200 (HSC non-emergency) LiveSafe app https://dps.usc.edu/

TA Decision Chart

	Steps: download the free LiveSafe app from the Apple App Store or Google Play, create a user profile to log in, select “University of Southern California” from the drop down menu
HEALTH	
Medical Services at the Engemann Student Health Center (ESH) at UPC	(213) 740-9355 eshcgen@usc.edu https://engemannshc.usc.edu/medical/ Make a non-emergency appointment through the MyStudent Health Record (MySHR) Portal http://engemannshc.usc.edu/myshr/ For urgent but non-life threatening situations, for sudden and severe symptoms, visit the Acute Care Clinic, 1st Floor. For after hours assistance, call (213) 740-9355
Student Counseling Services at the Engemann Student Health Center (ESH) 3rd Floor at UPC	Free and confidential mental health treatment for students, including short-term psychotherapy, group counseling, stress fitness workshops, and crisis interventions (213) 740-7711 (option 2; after hours/after 5pm or holidays, option 0) eshcgen@usc.edu https://engemannshc.usc.edu/counseling/ Make a non-emergency appointment through the My Student Health Record (MySHR) Portal http://engemannshc.usc.edu/myshr/
Medical and Counseling Services at the Eric Cohen Student Health Center (HC1) Suite 104 at HSC	(323) 442-5631 (24 hr. line; after-hours calls directed to on-call clinician). <i>Note: This is the same line as the Counseling Services line. The call will be routed to the needed service.</i> https://ecohenshc.usc.edu/ https://ecohenshc.usc.edu/counseling/ Make a non-emergency appointment through the MyStudent Health Record (MySHR) Portal
National Suicide Prevention Lifeline	Provides free and confidential emotional support to people in suicidal crisis or emotional distress 24/7 (800) 273-8255 www.suicidepreventionlifeline.org
STUDENT SUPPORT SERVICES AND INFORMATION	
Campus Support and Advocacy (formerly Student Support and Advocacy)	Assistance in resolving complex personal, financial, and academic issues adversely affecting student success (213) 821-4710 https://studentaffairs.usc.edu/ssa/ssa-what-we-d/
Relationship and Sexual Violence Prevention and Services (RSVP) (formerly the	Free and confidential therapy services, workshops, and training for situations related to gender-based harm (213) 740-4900

TA Decision Chart

<p>Center for Women and Men) at the Engemann Student Health Center, Room 356 (ESH 356)</p>	<p>https://engemannshc.usc.edu/rsvp/</p>
<p>Sexual Assault Resource Center</p>	<p>How to get help or help a survivor, rights, reporting options, and additional sexual assault resources http://sarc.usc.edu/</p>
<p>Office of Equity and Diversity/Title IX Compliance</p>	<p>Works with faculty, staff, visitors, applicants, and students around issues of protected class (213) 740-5086 https://equity.usc.edu</p>
<p>Bias Assessment Response and Support</p>	<p>Reporting of incidents of bias, hate crimes, and microaggressions allowing for appropriate investigation and response https://studentaffairs.usc.edu/bias-assessment-response-support/ Bias Incident Reporting Form https://usc-advocate.symplicity.com/care_report/index.php/pid938978? Or bit.ly/uscbias</p>
<p>Harassment</p>	<p>Informational brochure on Harassment Prevention http://adminopsnet.usc.edu/sites/default/files/all_departments/Talent_Management/HPT-brochure.pdf Sexual Harassment definitions and examples https://equity.usc.edu/sexual-harassment/</p>
<p>Trojans Care for Trojans (TC4T)</p>	<p>How to take action when concerned about a fellow Trojan challenged with personal difficulties https://studentaffairs.usc.edu/trojans-care-for-trojans-tc4t/ Private and anonymous CARE request form https://usc-advocate.symplicity.com/care_report/index.php/pid346297?</p>
<p>WELLNESS AND SCHOOL/WORK/LIFE BALANCE</p>	
<p>Office for Wellness and Health Promotion (OWHP) at the Engemann Student Health Center (ESH)</p>	<p>(213) 740-9355 (option 7, then option 3) or direct (213) 740-4777 Drop-in Wellness Lounge, Room 203, M-F 9-5pm Free: snacks, massage chairs, wellness library, safer sex supplies, sanitary supplies, classes (meditation, yoga, tai chi), drop-in consults with peer health advocates and staff https://engemannshc.usc.edu/wellness/</p>
<p>Occupational Therapy at the Engemann Student Health Center (ESH), Room 452</p>	<p>(323) 442-3340 otfp@med.usc.edu "OT On Call" online resource for requesting on-campus health coaching http://chan.usc.edu/patient-care/faculty-practice/college-students</p>

TA Decision Chart

Mindful USC	Free classes, practice groups, and resources for mindfulness and meditation http://mindful.usc.edu/
Office of Religious Life	More than 80 student religious organizations, interfaith engagement, and prayer spaces (213) 740-6110 olr@usc.edu https://orl.usc.edu/
Diversity@USC Resources for Students	Campus resources, student advocacy groups, school-based initiatives, fellowships and aid http://diversity.usc.edu/resources-for-students/
Office of International Services	Serving international students and scholars, and supporting questions and paperwork for academics, work, and life in the U.S. http://ois.usc.edu/
DISABILITY AND ACCESSIBILITY	
Disability Services and Programs (DSP) in Grace Ford Salvatori (GFS) 120	For academic accommodations (213) 740-0776 ability@usc.edu https://dsp.usc.edu/
ACADEMIC SUPPORT	
USC Libraries Research Guides	Nearly 300 research guides called LibGuides on 40 subjects including writing research papers, statistics and data, and specific fields of study http://libguides.usc.edu/
Student-Athlete Academic Services at the John McKay Center (JMC) 102	Student athletes can contact their advisor in Student-Athlete Academic Services (213) 821-4710 https://saas.usc.edu/
Kortschak Center for Learning and Creativity in Student Union (STU) 311	Downloadable resources, coaching, time management and study strategies (213) 740-7884 kortschakcenter@usc.edu https://kortschakcenter.usc.edu/ Computer lab and study room open M-F 8-5pm
Office of Undergraduate Programs	Undergraduate Support Services https://undergrad.usc.edu/services/ Campus Resource Sheet https://undergrad.usc.edu/files/2015/06/Campus-Resources-Handout.pdf Academic Support Network Brochure

TA Decision Chart

	https://undergrad.usc.edu/files/2015/06/Academic-Support-Brochure.pdf
Tutoring	<p>Undergraduate Tutoring Services in Student Union (STU) 300 (213) 740-1741 Request a free tutor tutoring@usc.edu</p> <p>Specific tutoring (such as The Writing Center, USC Viterbi Academic Resource Center, and other department-specific centers) https://undergrad.usc.edu/services/tutoring/</p>
Academic Counseling and Advising	<p>Undecided major, change major, academic difficulties https://undergrad.usc.edu/services/counseling/ acs@provost.usc.edu for an appointment</p>