| ***Question or Concern*** | | ***Answer or Advice*** | ***Non-Resolve***  ***Next Course of Action***  ***& Other Remarks*** |
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| CATEGORIES \* Enrollment ​ & Campus Access \*​ Payments & Fees​ \* ​ Service​ s & Privileges \*​  Academic Arrangement​ \* ​Student Organization Management​ \* ​Scholarship​ \* | | | |
| a | Where can I see a list of Programs in USC with their syllabus? | To see the list of Programs in the University and the contact details of all Departments, check the [Program Owners powerpoin](https://docs.google.com/presentation/d/15Ic0QKvAAEb_xhPy-GGSEb-U6K8Fx6v9l5_lOZ72FRM/present?slide=id.p)​[t](https://docs.google.com/presentation/d/15Ic0QKvAAEb_xhPy-GGSEb-U6K8Fx6v9l5_lOZ72FRM/present?slide=id.p) in the Comprehensive Enrollment Guide.    A syllabus may be requested from the Department that handles the Program. Only the syllabus of your Program is found in your ISMIS account. | Send a message to [USC-SSC](https://www.facebook.com/USCSupremeStudentCouncil) if the​ Department does not respond in 3 days or if you need urgent assistance. |

| b | How do I enroll in USC(as a freshman, continuing, transferee, scholar, etc.)? | Check for instructions in the [Comprehensiv](https://bit.ly/2P1dtaT.)​[eEnrollment Guide](https://bit.ly/2P1dtaT.).​ | Contact the Admissions  Office:  +63 32 230​ 0100 loc 521 or admissionsoff@usc.edu  .ph |
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| c | When is the last day of enrollment? | According to the [enrollment schedul](http://www.usc.edu.ph/news/index/275)​[e,](http://www.usc.edu.ph/news/index/275)​ it’s on August 23, 2020. It is advised to keep posted at the official [Facebook pag](https://www.facebook.com/uscadmissions)​[e](https://www.facebook.com/uscadmissions) of the​ Admissions Office. | Or ask to be connected to your Department through  +63 32 230​ 0100 (Talamban  Campus-SOE, SAS,  SAFAD, SHCP), +63  32 401 2300  (Downtown  Campus-SBE, SLG), or  +63 32 254 0117  (South Campus- SED). |
| d | Why has my INC  has the override application been disapproved? | You may have not properly indicated your course in the application. Students can check their application status by clicking the eye button beside their application form. |
| e | How do I access my USC email?    How do I change the I.D. number portion of my USC email?    What can I use in my USC email? | “IRMO has already created [a] USC Gsuite account for all currently enrolled students for Summer SY 2019-2020. Students can now use their USC Google account.    Kindly take note of the following:    1. Students email convention is idnumber@usc.edu.ph (e.g.  12345@usc.edu.ph). Use this complete email address when logging in. Default password is lastname + your idnumber (e.g. delacruz12345). Once logged in, kindly create a recovery email so that you can reset your password anytime in case you forget.    2. USC email accounts of continuing students from second semester SY 2019-2020 who are enrolled this Summer SY 2019-2020 are refreshed to the default password familyname+idnumber while stored data remains intact.    3. Please use the official USC Google | Keep posted about email updates through ISMIS.    For more contact details of the IRMO, check the  [Services andSupportUnits powerpoint](https://docs.google.com/presentation/d/1JnLe67msmnbx0dlCvdlIyIKxzxB44SfJVPF6U71C9pE/present?slide=id.p)​ in the  Comprehensive  Enrollment Guide. |

|  |  | account responsibly and in accordance to  Gsuite for Education Terms of  Service.([https://gsuite.google.com/terms/ed](https://gsuite.google.com/terms/education_terms.html)​[ucationterms.html](https://gsuite.google.com/terms/education_terms.html))​ ” as per announced in  ISMIS by Sir Jessmar Singidas,  IRM-Admin, Computing Services on June 18, 2020, 10:22 AM.    “Students who are not enrolled on these school terms (2nd sem 2019-2020, Summer 2020) don't have USC email accounts yet.  Your USC email accounts will be created by August 17, 2020 provided that you already have enrolled subject(s) for 1st Semester 2020-2021 prior to the creation of USC email accounts.    In addition, once logged in to gmail you can proceed to input recovery email and mobile number for future password recovery and additional security to your account . To do this, click the USC logo at upper right corner or your profile photo in gmail and click  Manage your google account > Security > Ways we can verify it's you,” as per announced in ISMIS by Sir Singidas on August 3, 2020, 1:36 AM.    IRMO responded at 12:00 PM on August 10, 2020 through a text to SSC that students cannot change the I.D. number portion of the USC email.    USC-SSC is still awaiting response from IRMO about the uses of the USC email. |  |
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| f | Where do I get a copy of the student handbook? | A physical copy of the Student Manual is typically distributed by the Registrar’s Office. An online copy is available in ISMIS > Student Services > Student Manual. | According to Mr.  Romeo Yap, the  University Registrar, in his correspondence with SSC at 3:48 PM of August 10, 2020, the new freshmen are not charged for the hard copy of the student manual. If you are charged for it, reflected on your ledger, you may get one from the Registrar Office when the campus is open. |

| g | Are the USC  Campuses, including the dorms, accessible for students right now? May I process my clearance from the dorm already? | As [announce](https://m.facebook.com/story.php?story_fbid=3116815205072153&id=253020971451605)​[d](https://m.facebook.com/story.php?story_fbid=3116815205072153&id=253020971451605) by USC-SSC, the University​ offices have resumed their operations last August 5, 2020. The operational hours of  USC’s essential offices are from 8:00 a.m. to  5:00 p.m. from Monday to Friday, and from 8:00 a.m. to 12:00 noon on Saturday, except on holidays, as [reflecte](http://www.usc.edu.ph/about/content/visit)​[d](http://www.usc.edu.ph/about/content/visit) in the University​ website. As per the Dormitory Officer in a phone call with USC-SSC on 9:45 PM of August 8, 2020, the dormers may claim their things from their dorms during those hours. The staff will be there as the ones authorized to enter their rooms and get their things for them. The same process is observed for clearance out. | Ask to be connected to the Office you would like to visit at +63 32  230 0100 (Talamban Campus-SOE, SAS,  SAFAD, SHCP), +63  32 401 2300  (Downtown  Campus-SBE, SLG), or  +63 32 254 0117  (South Campus- SED).    For more contact details of the Offices, check the [Contact The Offices page](https://sites.google.com/usc.edu.ph/uscenrollmentguide/contact-the-offices?authuser=4) of the​  Comprehensive  Enrollment Guide. |
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| h | How do I pay my tuition fee offsite/online? | Refer to [thi](https://www.facebook.com/105391747826840/posts/157651395934208/?sfnsn=mo)​[s](https://www.facebook.com/105391747826840/posts/157651395934208/?sfnsn=mo) post by the Admissions Office​ for instructions for payment through the Offsite Payment Centers. | Make sure to send your  Validated Payment Slips to<https://bit.ly/380d4xU> (for newly accepted students),  [https://forms.gle/deUsF HwLzHsECohM6](https://forms.gle/deUsFHwLzHsECohM6) ​ (for  continuing students), or offsitecol@usc.edu.ph (the Finance-Treasury Officer). |

| i | My downpayment does not reflect on my  ISMIS. Why is that? | Posting lead time (how long it takes to reflect on ISMIS) depends on you which Bank/Pawnshop you pay through. Check them on [thi](https://www.facebook.com/uscadmissions/photos/pcb.157651395934208/157649029267778/)​ [s](https://www.facebook.com/uscadmissions/photos/pcb.157651395934208/157649029267778/) table by the USC Admissions​ Office. | It may take 2-3 days for the downpayment to reflect on ISMIS. You may follow up through offsitecol@usc.edu.ph,​  230-0100 loc 121, or 0908-886-6790 to request for the reflection of your payment accordingly and urgently. |
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| j | How do I process to avail for tuition discounts (sibling discount, etc.)? | The specific section of the Comprehensive Enrollment Guide for availing tuition discounts is [her](https://sites.google.com/usc.edu.ph/uscenrollmentguide/home?fbclid=IwAR0r_TpJdpnyta9mU9cNO9P0CnFPAqFWdmT6U-SoQNWJSYqSgH4XUXvPwNI&pli=1&authuser=4#h.nbunfcz1n4q0)​[e.](https://sites.google.com/usc.edu.ph/uscenrollmentguide/home?fbclid=IwAR0r_TpJdpnyta9mU9cNO9P0CnFPAqFWdmT6U-SoQNWJSYqSgH4XUXvPwNI&pli=1&authuser=4#h.nbunfcz1n4q0)​ | Ask for assistance through  assessmenttertiary@usc  .edu.ph or​  acctg@usc.edu.ph.​    You may also call 230  0100 loc 162 or 171 (Finance-Comptroller’s Office).    For other finance concerns, you may contact Sir Jessie Yu through jmyu@usc.edu.ph.​ |
| k | How do I apply for a promissory note? | The specific section of the Comprehensive Enrollment Guide for applying for a promissory note is [her](https://sites.google.com/usc.edu.ph/uscenrollmentguide/home?authuser=4#h.cwqr0ljtwngw)​[e](https://sites.google.com/usc.edu.ph/uscenrollmentguide/home?authuser=4#h.cwqr0ljtwngw).​    As per Fr. Arthur Villanueva, Vice President for Finance in his [Advisory​ dated](https://www.facebook.com/253020971451605/posts/3119271354826538/?sfnsn=mo) July 24, 2020, “The Promissory Note module should be accessible to any student with an ISMIS account. It becomes available to continuing students only on the date that their enrollment period is open, not before the said date.    Reminders for application:  ● Do not use comma separators.  ● An interval of at least 30 days must be observed between installment updates.  ● Total installment payment must equal to the balance shown up to the last cent.” |
| l | I have previously felt that some program-specific offers | With support from your Program  Co-curricular Organization and USC-SSC, it is suggested that you write a letter addressed | USC-SSC lobbies for just and fair fees. You may forward a [repor](https://forms.gle/q4ZrWH7c7whqKL2z5)​ [t](https://forms.gle/q4ZrWH7c7whqKL2z5) if​ |

|  | (e.g. Social Entrepreneurship, laboratory classes, etc.) were not worth their price. How do I complain about this so that fees are adjusted this time? | to your Department Chair. If this is not addressed to your satisfaction, forward a letter for Fr. Aleksander Gaut, the Vice President of Academic Affairs through agaut@usc.edu.ph.​ | our recommended courses of action do not result in your favor or our responses do not suffice. Rest assured that we will be forwarding your specific requests to the University ourselves as |
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| m | Can I have some of my money back from the USC dorm fees I paid last semester? I haven’t been able to use it for as much as I paid for it. | The dorm fees may be adjusted soon. With support from the Carolinian Residents Association (CRASS) and USC-SSC, it is suggested that you write a letter of request addressed to the Vice President for Finance, Fr. Arthur Villanueva through avillanueva@usc.edu.ph.​ | well. |
| n | Are the fees reflected on the Assessment section of my ISMIS account already final? If not, when will it be final? How much adjustment can we expect? | “The amounts reflected in the assessment are still tentative. Kindly give my Assessment Team enough time to make the necessary adjustments especially on the laboratory and semestral fees,” as per announced in ISMIS by Sir Jesus Jr. Yu, Comptroller’s  Department on August 10, 2020, 2:56 PM.    USC-SSC is still awaiting response from the University regarding when the amounts will be deemed final and adjusted according to Department recommendations. |
| o | What is an  “Institutional Student Programs and Services Fee”? | “The fee is for various services maintained for administrative support, Information Technology (IT), and energy,” as per Fr. Arthur Villanueva, Vice President for Finance in his [Advisor](https://www.facebook.com/253020971451605/posts/3119271354826538/?sfnsn=mo)​ [y](https://www.facebook.com/253020971451605/posts/3119271354826538/?sfnsn=mo) dated July 24,​ 2020. |
| p | What are the current student privileges offered by the university? | See “Services and Support Units” from the  “Contact the offices” [pag](https://docs.google.com/presentation/d/1JnLe67msmnbx0dlCvdlIyIKxzxB44SfJVPF6U71C9pE/present?slide=id.g866d76fd54_0_2810)​ [e](https://docs.google.com/presentation/d/1JnLe67msmnbx0dlCvdlIyIKxzxB44SfJVPF6U71C9pE/present?slide=id.g866d76fd54_0_2810) of the​  Comprehensive Enrollment Guide.    You may also check out the Webinars of the | USC-SSC [receive](https://forms.gle/8oDz4cTi7j4ijiVq8)​ [s](https://forms.gle/8oDz4cTi7j4ijiVq8) quality complaints. If the service and support units do not accommodate you well, |

|  |  | USC Museum at their ​[page.](https://www.facebook.com/uscmuseum)​ | it can be reported to the  Vice President for |
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| q | Will the facilities of the  USC Campuses be made available? | “Subject to government regulations, the four  USC Campuses will be open to the whole USC academic community. While laboratories and classrooms will remain physically closed, a limited number of students on a first-come, first-served basis may avail **internet connection**​ and make​ use of **library services**​ and other ​ **learning**​  **spaces**, observing strictly all the health and​ security protocols,” as per Fr. Aleksander Gaut, the Vice President for Academic Affairs in his [Advisor](https://www.facebook.com/todayscarolinian/photos/a.113349723813/10158657638013814)​ [y](https://www.facebook.com/todayscarolinian/photos/a.113349723813/10158657638013814) ​ dated August 6, 2020. | Administration, Fr. Generoso Rebayla through grebayla@usc.edu.ph.​    Keep posted for updates on the Services and Privileges of the University as the start of the academic year approaches. If no updates are given 3 days before August 24, 2020, USC-SSC will send a follow up email. |
| r | How can I utilize the counseling services? | Check out [thi](https://www.facebook.com/145079033113619/posts/593018584986326/?sfnsn=mo)​ [s](https://www.facebook.com/145079033113619/posts/593018584986326/?sfnsn=mo) ​ post by the official page of the Counseling and Development Center. |
| s | How do we access the library online? | As per Fr. Arthur Villanueva, Vice President for Finance in his [Advisor](https://www.facebook.com/253020971451605/posts/3119271354826538/?sfnsn=mo)​ [y](https://www.facebook.com/253020971451605/posts/3119271354826538/?sfnsn=mo) dated July 24,​ 2020, online access to library references continues though ISMIS > Student Task > Library-related. |
| t | How does the University support students for online learning? | An announcement on June 23, 2020 in the  University’s official website states, “The University is offering students **Internet**​ **connectivity support** to facilitate their​ participation and completion of online classes. Click the links to download the [guidelines](http://www.usc.edu.ph/uploads/admission/Student_Internet_Connection_Package.pdf) for Internet connectivity support​ and the [application for](http://www.usc.edu.ph/uploads/admission/Internet_Connection_Application_Form_STUDENTS-fillable.pdf)​  [m.](http://www.usc.edu.ph/uploads/admission/Internet_Connection_Application_Form_STUDENTS-fillable.pdf)​ ” |
| u | When will there be physical classes? | USC has [expresse](https://www.facebook.com/uscadmissions/photos/pcb.154307466268601/154302182935796)​ [d](https://www.facebook.com/uscadmissions/photos/pcb.154307466268601/154302182935796) their readiness for the​ online-physical arrangement then [assure](https://www.facebook.com/todayscarolinian/photos/a.113349723813/10158657638013814)​ [d](https://www.facebook.com/todayscarolinian/photos/a.113349723813/10158657638013814) that students are not required to come to the campus in the First Semester of Academic Year 2020-2021.    It cannot be known for sure when physical classes will resume except that there is none |  |

|  |  | expected for the upcoming semester. |  |
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| v | In the case that I end up failing a prerequisite course which is still INC right now and pass the course that it was prerequisite for at the end of the semester, do I have to retake the course I passed? | Write a letter addressed to your Department  Chair and Fr. Aleksander Gaut, the Vice President of Academic Affairs through agaut@usc.edu.ph as soon as the problem is​ present and noticed. | It was [lobbied](https://m.facebook.com/story.php?story_fbid=2848305335256476&id=253020971451605)​ [b](https://m.facebook.com/story.php?story_fbid=2848305335256476&id=253020971451605)​ y the  SSC President last April 19, 2020 that the passing grade of the succeeding course not be nullified. No promises have been made by the University. USC-SSC continues to lobbies for leniency. You may forward a  [report](https://forms.gle/8oDz4cTi7j4ijiVq8) ​ if the  recommended course of action does not result in your favor or our responses do not suffice. |
| w | How would I be able to get my learning materials? Will I be able to access them even if I don’t have a stable internet connection?    How do I use Canvas LMS? | The University has [announce](https://www.facebook.com/uscadmissions/photos/pcb.140137287685619/140136091019072/)​ [d](https://www.facebook.com/uscadmissions/photos/pcb.140137287685619/140136091019072/) ​ its  partnership with Canvas by Infrastructure (LMS) for instruction delivery and assessment last June 17, 2020.    As per the Admissions Office in a [Faceboo](https://www.facebook.com/uscadmissions/photos/pcb.154307466268601/154302182935796)​ [k post](https://www.facebook.com/uscadmissions/photos/pcb.154307466268601/154302182935796) last July 20, 2020, an orientation on​ how to use Canvas will be announced through ISMIS.    As per Fr. Aleksander Gaut, Vice President for Academic Affairs in his ​ [Advisor](https://www.facebook.com/todayscarolinian/photos/a.113349723813/10158657638013814)​ [y](https://www.facebook.com/todayscarolinian/photos/a.113349723813/10158657638013814) dated​ August 6, 2020, “The LMS will allow​ students to download the learning materials, upload their assignments and other requirements, interact with the classmates and teachers through online class, and many more. Students can download or read materials in offline mode.”    Other departments have [expresse](https://www.facebook.com/uscpsyc/photos/a.1408714716022688/2841561986071280/)​ [d](https://www.facebook.com/uscpsyc/photos/a.1408714716022688/2841561986071280/) that they​ would be delivering course materials, | Keep posted for updates towards nearing the start of the academic year. If no updates are given 3 days before August 24, 2020, USC-SSC will send a follow up email. |

|  |  | printed or in a USB, to students who do not have internet access. |  |
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| y | Many of the Officers in my organization are no longer returning. What is the process to be followed for appointing or electing officers for student organizations? | Check your Constitution and By-Laws for the appointment or election procedures. If it is not feasible to follow through, the suggestion is to function with the human resources you have for as long as the goals of the organization can be met. If the goals cannot be met, the suggestion is to reduce the goals to only its most essential in carrying out the purpose of the organization. | All student organizations, recognized or unrecognized by the Office of Student  Affairs, are recognized by USC-SSC with no rigorous requirements through the Conglomeration of |
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| z | Are student organizations still required to process an OSA activity permit for their online activities? | The Office of Student Affairs is still in the process of transitioning their services, including management of student organizations, to be pandemic-appropriate as per the correspondence of Mrs. Mary Ann Lumacang to USC-SSC last August 3, 2020,  3:30 PM. | Student Organizations (CSO). You will be assisted as soon as organization-related problems are present and noticed. You may ask for assistance from USC-SSC for meeting the goals of your organization.    Keep posted for updates from the Office of Student Affairs as the start of the academic year approaches. If no updates are given 3 days before August 24, 2020, USC-SSC will send a follow up email. |
| aa | How can student organizations collect funds? | For Co-curricular Organizations, you may request for your fees to be included in the collection reflected on ISMIS through your  Department. For Extracurricular Organizations, you may employ your prefered method of collection. For School Councils, upon coordination with the Dean, you have access to fees that may already be included in the semestral fees of the students (e.g. for SAS Council, previously “SAS Program Activities Fee”).    The suggestion is to first plan out your Calendar of Activities and then determine the most considerate budget possible as to not burden the students with more fees. |
| ab | Since there are no games to join, will the athletic scholarship be discontinued? | On August 11, 2020, the University sent emails to all student athletes requiring them to answer a new survey with regards to scholarship grants. All are requested to | Keep posted for updates from the  Athletics Office or the  Office of Alumni |
|  |  | respond accordingly. | Affairs, Scholarships, & Job Placement as the start of the academic year approaches. If no updates are given 3 days before August 24, 2020. |