



UNIVERSITY OF  
SOUTH ALABAMA

FLAGSHIP OF THE GULF COAST.

# PARENT HANDBOOK



## **SOUTHBOUND VISITS AND ORIENTATION**

Mobile Townhouse  
5910 USA South Dr.  
Mobile, Alabama 36608  
(251) 460-7093

# Welcome to the Jaguar Family!



South Alabama Family Connection is designed to provide the information you need, when you need it. This resource will help you stay engaged and focused on what matters most: your student's success at the University of South Alabama.

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On behalf of nearly 12,000 University of South Alabama faculty, staff and healthcare providers across our campuses, hospitals and clinics, and more than 100,000 Jaguar alumni around the globe, we are so pleased — and humbled — that your student has chosen to further their education as a USA Jaguar! We are excited about our future artists, authors, business entrepreneurs, educators, engineers, healthcare providers, researchers, scientists and other bright lights, and we can't wait to see the impact they will make in the world.

From professional and personal experience, we both know very well that making a college decision is almost always a family affair. It certainly was for our families. If your experience has been like ours, the road you and your students have traveled has been lined with highs and lows, moments of exhilaration and times of anxiety, and we understand the mix of emotions you are likely experiencing as your student takes this important step — all natural and healthy feelings and all part of helping build a solid foundation for your student's success.

Our pledge to you, not only as the president and executive vice president and provost, but also as parents to young adults ourselves, is to help your students build upon

that foundation. In addition to having fabulous faculty and staff who afford students what we believe is the best balance of academic rigor and support of any institution you'll find, we commit to holding ourselves to that same standard of support. There are more students on this campus running around with our personal cell phone numbers than either of us can count. And they use them!

Our new-student orientation sessions, and the information included in this parent handbook, are devoted to you and your student's successful transition to college and the start of a new educational journey. We also look forward to the day this chapter closes, culminating one December or May afternoon in the not-so-distant future when someone you love very much walks across that stage to accept a diploma from the University of South Alabama — and a first-class ticket to a brighter future. Until then, please don't hesitate to reach out if we can help in any way.

All the best, and as always,  
Go Jags!

Jo Bonner  
President and Parent

Dr. Andi Kent  
Executive Vice President,  
Provost and Parent

# Partnership for Success

The University of South Alabama is committed to establishing and maintaining a strong relationship with students' family members. This handbook is designed to familiarize student supporters and families—not just parents—with the University and all it offers. We view our role as partners in your student's success and hope this resource will assist you in:

## Being informed.

Family members can best support their students by staying informed about the University's resources, programs, services, and activities. Pointing your student in the right direction and reminding them of available support can make a meaningful difference in their Jaguar Journey.

## Communicating.

When challenges arise—such as homesickness, academic concerns, or roommate conflicts—one of the most impactful things family members can do is communicate. Asking questions like “How are you doing?”, “What’s the problem?”, “What options do you have?”, and “What are your next steps?” encourages reflection and problem-solving. Provide space for students to share while supporting them as they seek resources and solutions. While guidance is important, sometimes students simply need someone to listen. This approach fosters confidence, independence, and a sense of control.

## Understanding our campus culture.

Our campus culture emphasizes student independence and campus partnership within the broader JagNation community. Family members play an important role in reinforcing accountability for learning, actions, and personal growth. Encourage students to be self-reliant, seek out campus resources at both the peer and professional level, and address concerns with an understanding of university policies.

When problems arise, we expect students to turn to the people they know and trust—you. By reviewing this handbook, you can help guide them when they are unsure of their next steps. Our goal is for students to build connections, develop a strong support network at South, and grow to trust their Jaguar family. Let's lead our new students to success, partners!

Southbound Visits and Orientation, Mobile Townhouse, 5910 USA South Dr., Mobile, AL 36608, (251)460-7093



# Student Resources

The Division of Student Affairs is responsible for the part of the student's total educational experience that takes place outside the formal classroom program. Among its responsibilities are maintaining the Student Center, student activities and recreation, student organizations and programs, disciplinary actions, special student services, community service, personal counseling, student affairs, and counseling services. In addition, programs such as the Student Government Association give the students a responsible voice in the governance of the University. For more information, visit [SouthAlabama.edu/studentaffairs](https://SouthAlabama.edu/studentaffairs).

## Student Involvement

Getting involved at South is the key to making the most of your college experience! The Office of Student Involvement empowers students to find their place on campus by creating meaningful engagement opportunities, providing dynamic leadership experiences, and offering innovative programs that enrich life beyond the classroom.

- Fraternity and Sorority Life (FSL) - Fraternity and Sorority Life offers students the chance to develop leadership skills through service, and build lifelong connections. With 21 fraternities and sororities, members engage in academic excellence, philanthropy, and campus involvement while forming a supportive community. Fraternity and Sorority Life staff provide guidance and resources to ensure a meaningful and successful Greek experience.
- Jaguar Productions - Jaguar Productions Student Activities Board enhances life by hosting entertaining, educational, and diverse events, including ice skating, carnivals, comedy shows, poetry nights, live music, karaoke nights, and open mic nights.
- Leadership Development - Through workshops, programs, and conferences, students gain valuable skills to lead within their organizations and future careers.
- Student Organizations - With over 270 registered student organizations, students can explore interests in academics, service, culture, recreation, and more while building a strong sense of community.

### Student Activities

(251) 460-7003  
activities@southalabama.edu  
Student Center, Suite 101



## Center for Educational Accessibility & Disability Resources

The University offers special services to students with disabilities. Students requesting services must submit documentation regarding the student's needs to the Center for Educational Accessibility & Student Disability Resources Office prior to receiving services. Accommodations are offered in accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disability Act of 1990.

### Center for Educational Accessibility & Disability Resources

(251) 460-7212  
CEADR@southalabama.edu  
320 Student Center Circle, Educational Services Building, Suite 19



### USA Police Department

The University of South Alabama Police Department exists to meet the unique law enforcement needs of the University community. The department is led by a Chief of Police and reports to the Executive Vice President of the University. The department is comprised of sworn law enforcement officers, civilian support staff, and student assistants. All sworn University police officers are considered state law enforcement officers with full arrest powers as provided by Alabama State Law (Tit. 16-55-10,) and have been certified by the Alabama Peace Officers Standards and Training Commission.

The department's primary mission is to provide a safe environment so the University can fulfill its educational purpose. The department offers crime prevention programs throughout the year for the USA community. USAPD is responsible for enforcing all state criminal and traffic laws, as well as the policies of the institution. Everyone plays a role in safeguarding the campus community. Please report all crimes or suspicious activity to the University Police immediately, 24/7. Students can also file a report in person at police headquarters which is centrally located in the residential area of campus in the Beta/Gamma Commons building.

Learn about crime prevention programs, fire safety, emergency/evacuation procedures and relevant campus safety policies by reading the Annual Security and Fire Safety Report. This report, which also contains crime and fire statistics, is updated annually by October 1 in accordance with Federal law. You can read and print the electronic version of this report at [SouthAlabama.edu/departments/police](https://SouthAlabama.edu/departments/police). You may also request a paper copy at the University Police Department headquarters. If you see something, do something!

#### USA Police Department

24-Hr. Patrol/Dispatch: (251) 460-6312  
24 Hr. Text-A-Tip: (251) 219-0219  
[police@southalabama.edu](mailto:police@southalabama.edu)  
290 Jaguar Blvd.



### JagTran

The University of South Alabama's campus transportation system, JagTran, was created to provide easy, safe, and efficient transportation for USA students, employees and visitors. Some JagTran vehicles run continuously throughout the day on the main campus. No ticket, money or reservation is needed. Students will park their cars in color-coded lots, which they choose, and then walk or ride JagTran.

#### Transportation Services

(251) 460-7735  
[transportation@southalabama.edu](mailto:transportation@southalabama.edu)  
6570 John Counts Drive



### Student Media

Jag Media oversees the fields of print, television, radio and newspaper media transmitting the voice of Jag Nation. These productions have serviced the University's student, staff, faculty, and campus community since as early as 1965. At South, there is The Vanguard student newspaper, JagTV, 97.1 The Prowl radio station, and the award-winning Due South magazine; all of which are designed to enhance students' learning environment for both consumers and creators alike. These are developed and distributed by students on campus.

#### Department of Communication

(251) 380-2800  
[departmentofcomm@southalabama.edu](mailto:departmentofcomm@southalabama.edu)  
6021 USA South Dr.

### University Leadership Center

The University Leadership Center aims to educate and cultivate the next generation of leaders who have a strong sense of self-awareness, and have the ability to work effectively with others. The ULC strives to meet its mission through a variety of curricular and co-curricular programs which are open to every undergraduate student. The ULC provides undergraduates a unique opportunity to formally learn about leadership and professionalism, while receiving invaluable hands-on training that will assist them for a lifetime through our iLead Empowerment U Leadership Certificate Program. The ULC welcomes students from all majors, class levels, and degrees of leadership experience who wish to enhance their personal lives and the lives of others. The University Leadership Center is empowering students to become ethical, impactful and holistic leaders in a global and competitive society.



### University Leadership Center

(251) 460-6895  
[ulc@southalabama.edu](mailto:ulc@southalabama.edu)  
5930 South Drive

### USA Housing

Students have a substantial number of choices when it comes to on-campus housing. Whether a student's plans include taking classes the entire academic year or simply during specific semesters, they can find housing on campus. South's 34 residence halls can be found on the west side of the main campus divided into 8 residential communities that are home to approximately 3,000 residents. South students who live on campus say it's definitely the best choice for getting involved, making friends, and staying on top of their studies. Research shows that students who live on campus have a higher GPA and graduation rate along with a greater sense of belonging. Consider the benefits:

- Your student can be steps away from everything — classes, dining, library, rec center and athletic events. Students meet dozens of fellow students through numerous activities and programs.
- Everything's included: furniture, utilities, laundry, mail, designated parking, internet and cable TV.
- USA's dining plans reduce time spent shopping, cooking and cleaning up.
- Academic year contract — no commitment to stay for the summer unless your student needs to.

#### Housing

(251) 341-4663  
[housing@southalabama.edu](mailto:housing@southalabama.edu)  
251 Delta Loop, Office 100

### Care Packages

Share your love and support all year long with the University of South Alabama care package program. A care package is the best way to remind your student that you are thinking of them on a birthday, a holiday, and during final exams. A care package says it all. Each of our care packages are loaded with all of your student's favorite snacks, including fresh baked cakes or cookies, fresh fruit, candy bars, and more! The best part is that you can include your own personal note to your student in every package. Don't just show them how much you care, tell them! Visit the 'Parent' section of the USA Housing website for more information or email us at [housing@southalabama.edu](mailto:housing@southalabama.edu).

### USA Dining

South Alabama Dining offers a wide variety of food options and convenient services across campus. These services are designed with the student's need in mind, providing flexibility and convenience to meet their demanding schedules. All students living in university housing are required to have a meal plan. Other meal plan options are available for faculty and commuter students.

**The Meals.** This portion of each meal plan is available at the Fresh Food Company, South's all-you-care-to-eat dining location. The Fresh Food Company is located on the 2nd floor of the Dining hall adjacent to the residential communities.

**Meal Plans.** All incoming freshmen living on campus are required to have an all-access JagPass Plan, which includes unlimited dining hall access and 10 guest meals. Additional benefits include:

- Grab & Go meals at the P.O.D. Market in the Student Center.
- Reusable to-go boxes are available at no cost at the Fresh Food Co. register for the first two weeks of the semester. After September 1, the replacement cost for to-go boxes will be \$5. Limit of one to-go box per student.

**How it works.** Once your student has a meal plan, their student ID works like a debit card. Just swipe the card and the amount is deducted each time there is a food service transaction.



Meal Plan FAQ



Virtual Tour

**The Bucks.** Bonus Bucks supplement your meal plan and are accepted as payment at all USA Dining locations. Unused Bonus Bucks roll from fall to spring and expire at the end of the spring term.

**JagEats.** JagEats is a \$175 campus dining fee with a dollar-for-dollar value applied to your students account each fall and spring term. Unused funds roll over from fall to spring but expire at the end of spring term each academic year. Same as Bonus Bucks, it can be used at all USA Dining locations and will expire at the end of the spring term.

**"Atrium" app.** Atrium is an app that allows students to have a virtual ID on their phone. It also allows students to check their balance at any time. Download it for free through the App Store or Google Play!

**South Alabama Dining**  
 (251) 460-6296  
[dining@southalabama.edu](mailto:dining@southalabama.edu)  
 Student Center #232

### USA Bookstore

The USA Campus Bookstore is your source for all things South! The bookstore has a full assortment of Jag swag, school supplies and much more. Visit the bookstore on campus in the Student Center and online at [southalabama.bncollege.com](http://southalabama.bncollege.com).

**USA Bookstore**  
 (251) 460-7012  
 340 Student Center Circle



Reduce the cost of traditional textbooks by up to 50% with JagPack! South's JagPack textbook rental program is an easier, more affordable way to gather your course materials at the start of the semester. Through a partnership with Barnes & Noble, JagPack gives undergraduate students access to all required textbooks, lab manuals, access codes and electronic book versions in a convenient bundle for a fixed per credit hour fee. The cost is applied to the student's account at the same time tuition is charged. The USA Bookstore provides a convenient package for physical books, and digital materials are populated to students' courses in Canvas.

### Jag Pantry

The Jag Pantry provides short-term relief for students experiencing food insecurity and strives to ensure they feel valued, respected, and supported during hardship. For more information visit [SouthAlabama.edu/onestop/cares/foodpantry](http://SouthAlabama.edu/onestop/cares/foodpantry).

**Jag Pantry**  
[usadonortodiner@gmail.com](mailto:usadonortodiner@gmail.com)  
 Meisler Hall, Room 2130

### USA Mail Hub

The University of South Alabama Mail Hub is located on the first floor of the Student Center. The Mail Hub is a copy, print, pack and ship center and distributes all University intra-campus mail, incoming and outgoing USPS departmental mail and packages, and residential student mail and packages. Students living on campus will receive a personalbox number to receive mail and parcels. Mail is not delivered to the residence hall rooms. All packages will need to be signed for and picked up at the USA Mail Hub during regular operating hours.

**USA Mail Hub**  
 (251) 414-8191  
[mailhub@southalabama.edu](mailto:mailhub@southalabama.edu)  
 350 Student Center Circle

### Student Health

The Student Health Center is available during each semester to all students actively enrolled in the University. All first-time entering students born after 1956 must provide proof of adequate immunization against measles, mumps and rubella (MMR) and answer a TB questionnaire. All students living in University housing are also required to have the bacterial meningitis vaccine (within the last five years).

**Student Health**  
 (251) 460-7151  
[studenthealth@southalabama.edu](mailto:studenthealth@southalabama.edu)  
 5870 USA South Dr.



## Welcome From Counseling and Wellness

Welcome to the University of South Alabama! On behalf of the University Counseling and Wellness Center (UCWC), my team of 13 professional counselors, therapists and support staff is excited you and your student are joining the Jaguar family.

You've probably heard this before, but South really is a caring community where students are challenged academically while receiving comprehensive support. My colleagues and I at the UCWC are dedicated to supporting all USA students' mental health through counseling, outreach, consultation, and wellness programs designed to meet student needs.

At UCWC, we firmly believe that "There is no health without mental health." Our approach extends beyond treating mental health disorders to promoting overall wellness. We define wellness as an optimum state of health and well-being that each individual can achieve. Research shows that wellness positively impacts new students' adjustment to university life and serves as a protective factor in predicting academic success. We view wellness as an active process of change and growth that leads to a meaningful, purpose-driven life uniquely defined by each student.

As your student embarks on this exciting chapter of their education, please know that the UCWC is here to support their journey toward both academic success and personal well-being.

John Friend, Ph.D.  
Licensed Psychologist  
Executive Director

### 4 mental wellness tips for student success:

Feeling anxious or experiencing stress is a normal part of adjusting to university life. When your student struggles, encourage them to change their perspective and ask, "How can I grow from this situation?" This mindset shift reflects the UCWC's philosophy that "wellness is an active process of change and growth" and contributes to the meaningful, purpose-driven life that forms the foundation of wellness.

Encourage your student to give themselves breaks when tired, physically or emotionally. What is important is their overall wellness, not just treating mental health issues. Self-care practices are vital for long-term success and help protect their mental health during the adjustment to university life.

Structure helps college students succeed. Your student should establish daily routines, prioritize tasks, and take things one step at a time when overwhelmed. The most successful students aren't consistently great, but great at being consistent.

Building campus relationships provides academic and social support while fostering community. Asking for help with mental health is a sign of strength, and students should utilize our free, confidential counseling services from licensed professionals.

University Counseling  
and Wellness Center  
(251) 460-7051  
counselingservices@southalabama.edu  
SouthAlabama.edu/departments/counseling



## Welcome From Campus Recreation and Wellness

As your student embarks on their college journey at the University of South Alabama, I wanted to personally reach out about something that could truly enhance their experience. Our campus recreation program isn't just about staying fit—it's a gateway to their overall success.

Students who engage with campus recreation consistently report improved physical health, reduced stress levels, and enhanced academic performance. Beyond these individual benefits, participation creates natural pathways for building meaningful friendships and developing essential leadership skills that will serve them well throughout life.

Our diverse offerings accommodate students of all interests and fitness levels, ensuring everyone can find activities that resonate with them. I encourage you to have a conversation with your student about exploring the recreational opportunities available on campus - it could be one of the most important factors in their overall college success and well-being.

Daphne Tyson  
Director of Campus Recreation and  
Wellness

Campus Recreation & Wellness  
(251) 460-6065  
src@southalabama.edu  
SouthAlabama.edu/departments/campusrec

### 4 physical wellness tips for student success:

Campus recreation improves physical health through various activities like morning workouts, SouthFit yoga classes, and basketball games at the University of South Alabama's state-of-the-art recreation center, helping students stay energized and focused.

Recreational activities support mental well-being by providing stress relief outlets such as walking on the Glenn Sebastian Nature Trail, using the Jag Fitness Trail, or relaxing at the outdoor pool, leading to lower stress levels among students.

Campus recreation fosters social connections through specific opportunities like joining the sailing or lacrosse club, attending group fitness classes, or participating in "Full Moon Paddle" outdoor adventure trips.

Students who engage in recreational programs gain leadership skills through roles such as intramural team captain, fitness instructor, lifeguard, or referee, while also showing improved academic performance and problem-solving abilities.

## Welcome From **Student Academic Success**

Students bring big dreams to college—and at South, we're here to help turn those dreams into reality. We know that students who are academically successful are more likely to stay on track, return each term, and graduate on time. And when they're actively engaged both inside and outside the classroom, they're better positioned to hit their personal and professional goals.

That's where Student Academic Success comes in. Our team provides a wide range of programs and services to help students thrive from day one.

Academic Advising & Transfer Services helps students explore academic pathways, build thoughtful degree plans, and reflect on their personal and career goals. Advisors also connect students with Career Development, a resource that supports professional growth from the first year through graduation—through career exploration, internships, grad school planning, and more.

The Center for Academic Excellence (CAE) offers one-on-one and group tutoring, exam prep workshops, and other academic support—all housed in the Marx Library, right at the heart of campus.



Great futures don't happen by accident. At the University of South Alabama, they are launched through a strategic reimagining of our award-winning student success programming. Building on a decade of proven results, this summer incoming students will select and register themselves into their paired courses. This learning community is a curated combination of classes designed to accelerate degree progress while simultaneously sparking professional discovery.

When students graduate from South, they leave with more than a degree. They leave prepared—for life, for leadership, and for success wherever they go next—along the Gulf Coast or across the globe.

Nicole T. Carr, PhD  
Associate Vice President,  
Student Academic Success

## Student Academic Resources

Student Academic Success supports the mission of the University by offering, supporting and assessing initiatives and practices to ensure all students are offered the resources and relationships necessary for high quality learning academic persistence, and degree completion. This includes Academic Advising & Transfer Services, Career Development, the Center for Academic Excellence, freshman learning communities, Summer Start, the university's first year experience courses, the Second Year Experience Program, and the USA Scholars Initiative, including our Earn Back program. For more information, visit [SouthAlabama.edu/sas](https://www.southalabama.edu/sas).

### Academic Advising & Transfer Services

Academic advising is the process where students obtain the critical information they need to make thoughtful decisions about their college career, such as deciding upon a major or solving any roadblocks they may encounter along the way. An academic advisor's purpose is to encourage students to develop as self-directed learners and decision makers. Finally, good academic advising supports the mission of the University of South Alabama through encouraging student academic success and persistence towards graduation. For more information, visit <https://www.southalabama.edu/departments/academicadvising/>

#### Academic Advising & Transfer Services

(251) 341-4017  
aats@southalabama.edu  
Academic Support Center, Suite 1380  
111 Student Services Drive

### Career Development

USA Career Development is committed to providing Jaguars competitive career development opportunities throughout their time at the University of South Alabama and beyond. Our team is dedicated to seeing your student succeed in their education and career, starting in their first year. We help students explore careers and majors, gain practical, related experience prior to graduation, and prepare them for their professional careers and graduate or professional school plans. We're here to help create a path for your student's future. For more information, visit [SouthAlabama.edu/careerdevelopment](https://www.southalabama.edu/careerdevelopment).

#### Career development

(251) 460-6188  
careerdevelopment@southalabama.edu  
Academic Support Center, Suite 1380  
111 Student Services Drive

### Center for Academic Excellence (CAE)

The Center for Academic Excellence (CAE) is an important part of the Student Academic Success team. We offer a variety of free services, including one-on-one and group tutoring, writing assistance, exam review sessions, and online success workshops. With a team of knowledgeable and supportive peer tutors, the CAE fosters a collaborative learning environment where students can build confidence, strengthen skills, and achieve their academic goals.

#### Center for Academic Excellence

(251) 460-6480  
cae@southalabama.edu  
Marx Library, Second Floor

In addition to resources provided through Student Academic Success, some departments offer tutoring to support their courses.

- Math Lab Tutoring – The Math Lab offers additional help for students in MTH 100. Trained math tutors are available in lab ASC 1301 throughout the week.
- Physics Tutoring – The Physics Department has tutoring available in lab MSPB 215 each semester.
- Foreign Language Tutoring – The Foreign Languages Department typically offers free tutoring in French, German, Russian and Spanish during fall and spring semesters.
- Mitchell College of Business— Offers tutoring in the MCOB Tutoring Lab, for more information visit [SouthAlabama.edu/colleges/mcob/tutoring](https://www.southalabama.edu/colleges/mcob/tutoring).

# Paying for College

## Federal Student Aid

Federal student aid includes grants, loans and part-time employment. Eligibility for most programs is based upon the “demonstrated financial need” of the student applicant and their family. However, financial need is not a criterion for all programs. Most federal student aid applicants will be eligible for some form of federal student aid regardless of demonstrated financial need. In order for eligibility to be determined, a Free Application for Federal Student Aid (FAFSA) must be filed each year at [fafsa.gov](http://fafsa.gov). USA’s school code is 001057.

When the Office of Financial Aid receives the FAFSA, an email will be sent to the student to notify them that their FAFSA has been received and if any additional information is needed to determine eligibility. All requested information should be submitted as soon as possible to ensure adequate processing time for meeting payment deadlines.

A federal student aid offer will be issued once all information has been received and reviewed. This process may take approximately two to three weeks to complete. Offers are based on individual eligibility and the availability of funds. Students will be notified via JagMail to review their offers in PAWS.

## Scholarships

JagSPOT is USA’s Scholarship Program Opportunity Tracker. JagSPOT allows both incoming and current USA students the ability to research, apply, and access their scholarship information campus-wide through one online system. Students are encouraged to explore all the scholarship opportunities available — which can be searched through our Scholarship Directory on JagSPOT.

Once the individual application deadlines close, students can track and monitor the progress of their open applications, as well as the progress of the scholarship award, in JagSPOT. Any notifications and communication with the student, including pending items and award notifications, will be made by the system through the student’s JagMail.

## Third Party Payments

Notification of any tuition assistance should be given to the Office of Student Accounting prior to registration. Tuition assistance includes State VA and State Rehabilitation benefits, 529 plans and other third-party assistance. After notification, the total amount due for tuition and fees will reflect any tuition assistance.

**PLEASE NOTE:** Students utilizing military/VA benefits should contact the Office of Military Services on campus at [vets@southalabama.edu](mailto:vets@southalabama.edu).

The Division of Student Financial Services (SFS) understands how complex the world of financial aid and educational expenses can seem at first glance.

SFS is committed to helping students navigate the perceived complexities by offering support in meeting their financial obligations and understanding institutional policies. SFS includes Financial Aid, Scholarship Services, Student Accounting, USA One Stop and our student support program, South CARES.

### Office of Financial Aid

Meisler Hall Suite 1200  
(251) 460-6231  
[finaid@southalabama.edu](mailto:finaid@southalabama.edu)

### Office of Scholarship Services

Meisler Hall Suite 1225  
(251) 461-1958  
[scholarships@southalabama.edu](mailto:scholarships@southalabama.edu)

### Office of Student Accounting

Meisler Hall Suite 1300  
(251) 460-6195  
[studentaccounting@southalabama.edu](mailto:studentaccounting@southalabama.edu)

### USA One Stop

Meisler Hall Suite 2100  
(251) 341-4872  
[onestop@southalabama.edu](mailto:onestop@southalabama.edu)

### South CARES

Meisler Hall Suite 2100  
(251) 341-4872  
[southcares@southalabama.edu](mailto:southcares@southalabama.edu)

# Money Talk

## Payment Deadlines

Students must have payment arrangements (aid, scholarships, etc.) in place or pay the balance on their account in full in the Office of Student Accounting or online via PAWS by the payment deadline each semester. Financial aid authorized to a student’s account or enrollment in the USA Payment Plan are also applied as payment toward charges for the semester. Refer to the Financial Calendar for payment deadlines for each semester. If a student misses a payment deadline, their schedule will be released and they will be given an opportunity to re-register. However, there is no guarantee that their original schedule will be available. Missing payment deadlines may also put students at risk of being removed from their campus residence hall and/or suspension of their meal plan.

## USA Payment Plan

The USA Payment Plan is offered through the Office of Student Accounting. Students or an authorized user can enroll and pay a nonrefundable processing fee each semester to participate. The plan features 3–4 monthly payments for each semester based on actual charges and plan enrollment date. Late enrollment in the Payment Plan may reduce the number of payments available. For more information, visit [southalabama.edu/studentaccounting](http://southalabama.edu/studentaccounting)

## Out of Pocket Payment

If student aid does not cover all charges on the student account, the difference can be paid using ACH web checks, MasterCard, VISA, American Express or Discover Card online through PAWS. Checks can be made payable to: University of South Alabama. Always include the student’s Jag# on checks.

## Student Aid Charging Privileges at the USA Bookstore

If a student has excess eligible student aid funds available after all charges on the student account, students may charge up to \$1,500 per semester (or the amount of the credit balance refund due to the student, whichever amount is less) at the USA Bookstore. The Bookstore will have the student’s account balance available at checkout after the student has registered.

The Bookstore charges will then be placed on the student’s account to be covered by excess student aid funds. This can also include JagPack charges. Please refer to the Academic Calendar for the Bookstore charge periods each semester

## How Student Aid is Disbursed

Student aid will be applied to the student’s account and will officially “pay” towards the student’s institutional charges at the beginning of each semester if they have met all eligibility requirements. The amount of aid a student receives depends on the number of credit hours they are enrolled in on the last official drop/add day as listed on the Academic Calendar. Any additions to a student’s registration after the official add/drop day will not be counted towards student aid eligibility. Classes must be taken for credit and be required for a student’s degree to count towards student aid eligibility. Classes taken as audit will not count towards eligibility. Initial eligibility for student aid is based on full time enrollment and will be prorated for lesser enrollment. Full time enrollment is defined as 12 credit hours for undergraduate students and 6 hours for graduate students.

## Student Aid Refunds

If the total amount of student aid exceeds the charges on the student account, the student account will be reviewed for eligible refunds. All eligible credit balances of student aid are handled by the Office of Student Accounting and will not be issued until after the drop/add period.

Any tuition refunds for which tuition was originally paid by credit card will be refunded to the credit card last used on the account.

If enrolled for Electronic Direct Deposit (EDD) through the Office of Student Accounting, the refund will be deposited to the student’s checking account.

If not enrolled in EDD, the refund will be mailed by the Office of Student Accounting to the mailing address in PAWS. This process may take up to 10 business days. Please refer to the Academic Calendar for the start of the refund process each semester.

# FINANCIAL FAQs

## Is there a way to estimate college costs each year?

Yes! USA offers a College Cost Estimator at [SouthAlabama.edu/onestop/costestimator](https://SouthAlabama.edu/onestop/costestimator).

## Where can the most up to date financial information be found?

SFS communicates primarily through JagMail and PAWS. Students should make a habit of checking both on a regular basis.

## Where are official payment deadlines posted?

Important payment and financial deadlines are listed on the Financial Calendar: [SouthAlabama.edu/departments/financialaffairs/studentaccounting/financialcalendar.html](https://SouthAlabama.edu/departments/financialaffairs/studentaccounting/financialcalendar.html).

## How can parents, guardians or other authorized individuals access Student Financial Services (SFS) information?

There are two different ways students can grant access to their financial information:

- Visit [SouthAlabama.edu/onestop](https://SouthAlabama.edu/onestop) for detailed information on how your student can provide you with a FERPA release granting you access to their student financial information.
- Establishing an Authorized User to view bills and make payments. Instructions can be found at [SouthAlabama.edu/departments/financialaffairs/studentaccounting/parent-guardian-access.html](https://SouthAlabama.edu/departments/financialaffairs/studentaccounting/parent-guardian-access.html)

## Are there consequences for student aid when dropping courses?

Before dropping a course, encourage your student to think about the following:

- Could the decision impede progress towards degree completion?
- Is it a waste of money spent on tuition, fees and books?

Then, encourage your student to have a few conversations:

- Recommend that your student talk with the professor first. Your student might not be doing as badly as they think. They may even have the opportunity to improve their grade.
- Recommend that your student talk with their academic advisor. The course might be taught only once a year or once every two years. The course might be a prerequisite to a required course. Your student might step out of a course sequence, thus delaying their graduation.
- Recommend that your student talk to the Office of Financial Aid and the Office of Scholarship Services. Your student might be putting their scholarship or federal student aid in jeopardy.
- Effective with the 2026–2027 academic year, federal loans will require a proration if a student drops below full time enrollment.

## Can loans be adjusted or canceled?

Yes. Students can request to have their loans reduced or canceled by emailing the Office of Financial Aid at [finaid@southalabama.edu](mailto:finaid@southalabama.edu) from their JagMail address and including their Jag#

## What is an IRS Tax Form 1098-T?

A 1098-T reports payments received for any qualified tuition and related education expenses. The Office of Student Accounting posts 1098-T forms for students to view and print in PAWS.

UNIVERSITY OF SOUTH ALABAMA

# Institutional Scholarship Guidelines

- Scholars must be enrolled full-time each fall and spring semester and earn 30 credit hours during the academic year. Students are highly encouraged to take on average, 14-16 hours each fall and spring to stay on track for 30 hours. Be aware that repeating a course for which you have already earned credit will not contribute credit hours toward satisfying the 30-hour requirement for the year.
- Scholarship recipients must also maintain a minimum 3.0 cumulative institutional GPA (after the spring semester) to be eligible for renewal in subsequent years.
- If a student does not meet the renewal requirements at the end of the spring semester (i.e. had to withdraw from a course or GPA dropped below a 3.0), the student may enroll at USA, at their own expense, during the summer term to meet the requirements. The scholarship will be forfeited if renewal requirements are not met at the end of the summer semester.
- Institutional scholarships are applied typically towards the payment of USA tuition and fees. In some cases, the award may also be used for USA Housing, USA Dining, and required textbooks at the USA Bookstore. Scholarships may have additional award specifics or restrictions – please review your award letter carefully for individual scholarship guidelines.
- Institutional scholarships are non-refundable.
- Institutional scholarship funds may not be used for the summer term.
- All institutional scholarship funds must be used prior to the end of the add/drop period (typically the third day of classes).



- A maximum has been established for the total combined amount a student may receive from all USA scholarships and aid funded through the institution or matched with institutional funds (all scholarships are considered institutional unless clearly documented as external).
- Renewable scholarships will be reviewed at the end of the spring term, once all grades have been certified by the Office of the Registrar.
- Grade replacement requests must be completed and submitted to the Office of the Registrar at the end of the completing term and must be processed prior to the first day of the subsequent term.
- Student-athletes that participate in a head-count sport, for the University of South Alabama, receive athletic aid that covers 100% of their USA tuition and fees, room, board, and books. These student-athletes are not eligible to receive institutional scholarships. These student-athletes are not eligible to receive institutional scholarships or the Employee Educational Benefit while they are receiving athletic aid.
- The institutional cap does not apply to scholarship recipients within the College of Medicine.

Office of Enrollment Services  
(251) 460-6494  
[enrollmentservices@southalabama.edu](mailto:enrollmentservices@southalabama.edu)



# What to Expect

## in the First Year of College

### August/September

- Leaving for college
- Excitement
- Testing new-found freedom
- Frequent calls and visits home
- Anxiety about roommates, professors, classes
- First exams

### October

- Roommate problems begin to arise
- Questioning: "Do I fit in here?" "Can I make it?"
- Midterm exams
- Relationships from home remain strong
- Homesickness and loneliness

### November

- Consequences of decision-making experienced
- Many exams and papers due before Thanksgiving
- Excitement and/or anxiety regarding going home for Thanksgiving

### December

- Anxiety over preparation for finals
- Sadness about leaving new relationships
- Doubts about academic competency
- Excitement and/or anxiety regarding going home for the holidays

### January

- "Fresh Start" mentality sets in with new term
- Satisfaction/disappointment/excitement with fall term grades
- Homesickness
- Relief being away from home and back at school

### February

- Winter blues
- Midterm exam stress
- Challenges with relationships back at home

### March

- Finding roommate(s) for next year
- Excitement and/or disappointment regarding spring break plans
- Midterm exams

### April

- Questions about what they have or have not been able to accomplish during the year
- Concern over declaring a major
- End of term pressure

### May

- Final exam anxiety
- Apprehension about returning home for summer
- Concern over summer employment
- Sadness over leaving new friends and/or relationships
- Realization of how college influences life decisions

# What Parents Should Know

## Academic Advising

While attending the University of South Alabama, students are assisted and advised by faculty, as well as academic advisors in each school or college. All new students are assigned an academic advisor within the particular school or college to which they have been admitted. The advisors help students map out their chosen program of study, narrow their choice of a minor and inform them of requirements yet to be fulfilled.

## Class Registration

Registration (making course selections and enrolling in classes) occurs prior to the beginning of each term. All students register utilizing USA's Personal Access Web System (PAWS) at [paws.southalabama.edu](http://paws.southalabama.edu).

## Student Records

The University of South Alabama maintains records and data relative to the individual student to facilitate the educational process of the student and to assist in the administration of student needs by the University. The University of South Alabama complies with the rights of privacy and access to the educational records of the student as set forth in the Family Educational Rights and Privacy Act (FERPA) of 1974.

## Grades

A grade-point average is used to determine standing in class, eligibility for graduation, and eligibility for an honors. It also serves to qualify the student for continuation in good standing and for decisions pertaining to probation and dismissal, continuation of scholarships and other matters. The University of South Alabama uses a traditional grading scale, with an A = 4.00, B = 3.00, C = 2.00, D = 1.00 and F = 0.00. Grade reports can be found at the end of each semester online via PAWS. Grade reports are no longer mailed.

## Minimum Grade-Point Average

A student must earn a minimum grade-point average (GPA) of 2.00 (an average grade of a "C") based on all course work taken at the University of South Alabama. Students enrolled in the College of Education and Professional Studies must have a minimum grade-point average of 2.20 (2.50 grade-point average for teacher certification). Grades in pass-fail (S/U) courses do not carry quality points and are not used in determining the grade-point average.

## University Email

Each student admitted to the University of South Alabama is assigned a free, permanent, official University email address (@jagmail.southalabama.edu). Most changes in University policies and official University correspondence will be transmitted via the student's official email account. Instructors must also utilize this address to communicate with students. Students are responsible for regularly reading email sent to this address. The official University email address cannot be changed, but students may elect to have official mail forwarded to a personal email address. To activate your JagMail, visit USA's Personal Access Web System (PAWS) at [paws.southalabama.edu](http://paws.southalabama.edu).

## Plagiarism and Cheating

Plagiarism and other forms of cheating are academic matters; accordingly, no credit will be given for work in which they are involved. In addition, incidents of this nature may be reported to other appropriate authorities for further disciplinary action.





**Office of the Registrar:  
Supporting Student Success**

Located in Meisler Hall, Suite 1100, the Registrar's Office manages your student's academic journey from initial registration to graduation. We oversee course scheduling, transcripts, transfer credit evaluations, and degree audits. Students can track grades and GPA through PAWS; mid-term grades typically post seven weeks into the semester.

We handle all records in strict compliance with FERPA confidentiality requirements. To stay informed, we invite you to join the South Alabama Family Connection. Whether your student has questions about residency, enrollment verification, or commencement, our team is here to help them succeed!

**Semester System**

Terms normally consist of fifteen weeks of class followed by a final examination week. In some programs of study, courses may be scheduled for parts of terms different from a complete semester. Usually, one semester credit hour is awarded for each 50-minute lecture class per week or 2-3 hour laboratory or studio period. Quarter credit hours divided by 1.5 yield the equivalent number of semester credit hours.

Each hour of lecture usually requires two hours of outside preparation. Thus, a student carrying sixteen semester hours should be prepared to spend at least 48 hours in class and study per week.

**Computer Access Requirement**

All students enrolled at the University of South Alabama are required to have access to a personal computer. This may be achieved by individual ownership, access to a family machine when residing at home, sharing with a roommate, or other suitable arrangements not dependent on University public computer laboratories. Student personal computer access must include a current version of word processing software appropriate to college-level work, access to the Internet, and access to the University's email system. Individual degree programs and specific courses may have additional requirements specific to curriculum needs.

**Title IX**

The University is committed to establishing an environment where individuals feel safe, respected, and supported, free from discrimination, harassment, and retaliation, in accordance with Title IX regulations and institutional policies.

**Attendance and Absences**

An individual is responsible for attending the classes in which the student is officially enrolled in (virtually or on campus). The quality of work will ordinarily suffer from excessive absences. At the beginning of classes, instructors must define their policy on absences, and all cases of illness and emergency shall be promptly reported and verified to the instructor. For excessive absences (two or three consecutive class meetings) due to illness, death in the family, or family emergency, the Dean of Students' office should be advised. Be sure to check out our website for the most up-to-date information.

**Drug and Alcohol Policy**

The University does not permit the possession, consumption, or distribution of alcohol by an individual on any of its campuses and in any of its facilities without prior approval. Organizations may be permitted to have alcohol at events if permission is granted through the Office of Campus Involvement. The possession, consumption, and/or distribution of illegal substances without a medical prescription are forbidden. Violation of either policy is subject to both University administrative action and criminal prosecution.

**Tobacco Policy**

The use of all forms of tobacco and nicotine products and smoking on all property owned (structures, land and vehicles), and/or in the possession of, on (leased, and rented by) the University of South Alabama campus is prohibited. This policy is applicable for all students, faculty, staff, temporary/contract employees, contractors, patients and visitors.

**Academic Colleges**

ACADEMIC COLLEGES	DEAN	LOCATION	WEBSITE	PHONE
Pat Capps Covey College of Allied Health Professions	Dr. Susan Gordon-Hickey	HAHN 3042	SouthAlabama.edu/alliedhealth	(251) 445-9250
College of Arts & Sciences	Dr. Andrzej Wierzbicki	HUMB 118	SouthAlabama.edu/artsandsci	(251) 460-6280
Mitchell College of Business	Dr. Michael Capella	5811 USA South Dr.	SouthAlabama.edu/mcob	(251) 460-6419
College of Education and Professional Studies	Dr. Angela Barlow	UCOM 3600	SouthAlabama.edu/ceps	(251) 380-2889
College of Engineering	Dr. Darryl James	SHEC 2114	SouthAlabama.edu/engineering	(251) 460-6140
Frederick P. Whiddon College of Medicine	Dr. Jeffrey S. LaRochelle	5795 USA North Dr.	SouthAlabama.edu/com	(251) 341-3030
College of Nursing	Dr. Heather Hall	HAHN 3068	SouthAlabama.edu/con	(251) 445-9400
School of Computing	Dr. Todd R. Andel	SHEC 2101	SouthAlabama.edu/soc	(251) 460-6390
Honors College	Dr. Doug Marshall	Seaman's Bethel Theatre	SouthAlabama.edu/honors	(251) 461-1637





# Notes

### Welcome to the Alumni Family!

Stay connected to all things South Alabama through a parent membership with the USA National Alumni Association. When you join, you'll receive access to members-only scholarship opportunities for your student, on-campus events at the new MacQueen Alumni Center, monthly emails, and a wide range of money-saving benefits.

#### Money-saving benefits include:

- Nationwide hotel, rental car and travel discounts including Disney, Universal Studios, SeaWorld and many more!
- USA Bookstore discount on Jaguar items and supplies (textbooks excluded)
- Discounts from Liberty Mutual Insurance
- Area retail and dining discounts

Visit [alumni.southalabama.edu](http://alumni.southalabama.edu) to learn about all of the benefits of joining the South Alabama National Alumni Association, or call (251) 460-7084.



100 Alumni Dr.  
(251) 460-7084  
[alumni@southalabama.edu](mailto:alumni@southalabama.edu)  
Facebook: @USAAlumni  
Twitter: @USAAlumni  
Instagram: @usa\_alumni  
LinkedIn: University of South Alabama  
National Alumni Association



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**SouthAlabama.edu**