



Enrollment Advisement FAQs

What is the process for requesting an LOA?

The student must first speak with the Academic and Career Enhancement (ACE) Navigators office regarding taking a Leave of Absence from the program. The Navigator will provide the Leave of Absence form to the student to complete. The form is then signed by student and the advisor and sent to sdp.enroll@usc.edu for processing. Once the form has been approved the Student Services Advisor will provide a copy to the student and all necessary USC staff members.

You may also find more information on a leave of absence in the Policies and Procedures link:

<https://dworakpeck.usc.edu/student-life/student-resources>

What conditions must be met before a request for an LOA is approved?

Students who are in good standing with a minimum 3.0 GPA and making satisfactory progress toward the MSW degree, and have a compelling reason to do so, may request a leave of absence for a stated period, usually not to exceed one year at a time. (The university will permit a maximum of four semesters for leaves of absence.) The request for a leave of absence must be made no later than the last day to drop or add courses. A leave of absence form requesting a leave must be submitted to sdp.ace@usc.edu. The request must indicate the reason for the leave and the proposed semester to return. An academic plan will be developed to prepare for your re-entry into the program. Students gone longer than two years will need to reapply through the Graduate School by submitting a readmission petition.

What is the process for returning from an LOA?

The student must contact the Academic and Enhancement Navigators office by emailing sdp.ace@usc.edu stating that they are ready to return to the program at least twelve weeks prior to the start of their return semester. The Enrollment Services office will follow up with the student regarding registration.

What is the process for extending a LOA request?

The student must contact the Academic and Enhancement Navigators (ACE) office by emailing sdp.ace@usc.edu stating that they are interested in extending their leave of absence. The ACE office along with the Enrollment Services office will review this request and follow up with the student.

Please note, eligible students may only be on leave for four academic semesters. After that period of time, all students will be required to reapply through The Graduate School.

Who do I speak with while I am on LOA about returning to the program?

If a student has questions while they are on a Leave of Absence, they may contact the Academic and Career Enhancement (ACE) Navigators office at sdp.ace@usc.edu.

Where and when are grades posted?

Grades are posted on the On-line Academic Student Information System (OASIS). Instructors must submit completed grade sheets within five days after the end of the semester. The university releases grades on OASIS as soon as the individual faculty members submit them.

How do I change my track?

Please meet with an Academic and Career Enhancement (ACE) Navigator by emailing sdp.ace@usc.edu to request a track change. A track change form must be completed and submitted to the Navigator for review and processing.

Which electives are offered by the school and in what semester are they offered?

Contact Enrollment Services at sdp.enroll@usc.edu to inquire about list of elective courses.

What can I do if I disagree with my grade?

When a student complains of prejudiced, capricious, or unfair evaluation, a basis for appeal may exist. Faculty members are required to justify disputed grades. The student must meet with the faculty member to review the grade in question. Every effort should be taken to resolve the matter at this level. If the student is dissatisfied with the instructor's response, the student may appeal in writing to the director of student services. Such an appeal must be received by the end of the following semester (excluding summer) after the student has received the disputed grade. The MSW Chair will review the matter, and a decision will be given to the student following the review process. Special procedures pertain to graduate students. For the requirements and procedures, refer to the "Disputed Academic Evaluation Procedures" in the University Governance section of USC's Student Guidebook.

<https://policy.usc.edu/studenthandbook/>

What if I want/need to withdraw from the program?

Students who wish to withdraw from the program should contact the Academic and Enhancement Navigators office at sdp.ace@usc.edu. The Navigator will work with Enrollment Services office to provide the form for student to complete. The form is then signed by student and the Navigator and sent to sdp.enroll@usc.edu for processing.

How do I order an official transcript?

Students may obtain official transcripts through the USC Department of Transcripts. More information regarding official transcripts can be found on their website:

<https://arr.usc.edu/records-transcripts/transcripts/>