

AEA Navigation Guide

I am a USC undergraduate student with an advising-related question and need to submit a support case, but I'm not sure if [askUSC](#) or [Advise USC](#) is the best platform to submit my question.

Check out the chart below for a side-by-side comparison of [askUSC](#) and [Advise USC](#)

	askUSC	Advise USC
PURPOSE	Office of Financial Aid inquiries Office of Academic Records and the Registrar inquires: Petitions, Transcripts, Transfer Credit, and Verifications	Major/Minor Advising & Course Planning + Special Programs Advising such as Pre-Graduate Advising, Pre-Health Advising and Pre-Law Advising Referrals to Academic Departments & Special Programs
HOW TO SUBMIT A CASE	<ul style="list-style-type: none"> • Access askUSC • Select “Registered Student Log-In” • Select “My askUSC Cases” • Select “Submit a Case” • Complete form and submit the case 	<ul style="list-style-type: none"> • Access Advise USC • Select “Advisor Connect” • Select “Create a New Advise USC Case” • Select case type - <i>question for current advisor (or) referral</i> • Complete form and submit the case
WHO WILL RESPOND	A representative of the designated department will respond	The selected academic advisor or student services advisor will respond
OTHER INFORMATION RESOURCES	Knowledge Articles with answers to the most commonly asked questions	Recent Announcements published by academic departments and programs Advising Notes from advising appointments

Note: Advisors collaborate with central services and other campus partners to address student inquiries. In some cases, students may need to submit an [askUSC](#) support case and an Advise USC support case to address an inquiry. Students may check [askUSC](#) for cases submitted on their behalf by an advisor.