Orientation Programs

Parent Handbook

2015-2016
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Dear USC Parent,
Welcome to New Student Orientation! We’re delighted to have you on our campuses, and I hope this orientation gives you a strong sense of USC and its vibrant community. You will soon discover that although USC is a major research university, it has the feel of a small college. Our undergraduates have tremendous opportunities to do research alongside faculty — an invaluable experience if they pursue graduate studies.

At USC, we encourage our students to consider the university’s vast spectrum of minors, which now exceeds 150, and perhaps pursue one far removed from their own major. We hope they will make Visions and Voices a regular part of their time at USC, and embrace the exciting social life on our campuses and the spirit of our sporting events. USC welcomes students from all 50 states and is home to more international students than any university in the nation. This diversity enriches the educational experience on our campuses and prepares students to make their way in our globally interconnected world.

Students should also venture beyond our campuses. The university stands in the heart of Los Angeles, one of the most diverse and dynamic cities in the world, and the western hub of the Pacific Rim. Our students benefit tremendously from the city’s world-class museums, performance venues and cultural offerings, as well as its innumerable opportunities for socializing, employment and volunteering.

As you know, USC ranks among the most select universities in the nation, and you should take great pride in your son’s or daughter’s acceptance. The bonds our students form on our campuses are lifelong, and our renowned alumni network will follow them anywhere they go.

As a USC parent, you, too, have a special place in the Trojan Family. You have entrusted your children’s education to us, and it’s a responsibility we take most seriously. We hope you will share this educational journey with your sons and daughters, and that we will see you on our campuses often.

Yours truly,
C. L. Max Nikias
President
Our first priority as faculty and staff is the education of our students, from freshmen to post-doctoral researchers, through a broad array of academic, professional, extracurricular and athletic programs of the first rank. The integration of liberal and professional learning is one of USC’s special strengths. We strive constantly for excellence in teaching knowledge and skills to our students, while at the same time helping them to acquire wisdom and insight, love of truth and beauty, moral discernment, understanding of self and respect and appreciation for others.

Research of the highest quality by our faculty and students is fundamental to our mission. USC is one of a very small number of premier academic institutions in which research and teaching are inextricably intertwined, and on which the nation depends for a steady stream of new knowledge, art and technology.

Our faculty are not simply teachers of the works of others, but active contributors to what is taught, thought and practiced throughout the world.

USC is pluralistic, welcoming outstanding men and women of every race, creed and background. We are a global institution in a global center, attracting more international students over the years than any other American university. And we are private, unfettered by political control, strongly committed to academic freedom and proud of our entrepreneurial heritage.

An extraordinary closeness and willingness to help one another are evident among USC students, alumni, faculty and staff; indeed, for those within its compass, the Trojan Family is a genuinely supportive community. Alumni, trustees, volunteers and friends of USC are essential to this family tradition, providing generous financial support, participating in university governance and assisting students at every turn.

In our surrounding neighborhoods and around the globe, USC provides public leadership and public service in such diverse fields as health care, economic development, social welfare, scientific research, public policy and the arts. We also serve the public interest as the largest private employer in the city of Los Angeles, as well as the city’s largest export industry in the private sector.

USC has played a major role in the development of Southern California for more than a century, and plays an increasingly important role in the development of the nation and the world. We expect to continue to play these roles for many centuries to come. Thus our planning, commitments and fiscal policies are directed toward building quality and excellence in the long term.
University Rights and Standards

The university expects its students not only to be good citizens in the academic community, but also to care actively about that community.

Successful students are aware of the expectations of them as members of the university community. The university expects its students not only to be good citizens in the academic community, but also to care actively about that community. We encourage students to review the standards covered on the Student Affairs website at studentaffairs.usc.edu.

Principles of Community

USC is a multicultural community of scholars from diverse racial, ethnic and class backgrounds, national origins, religious and political beliefs, physical abilities and sexual orientations. This diversity enriches all our activities and everyday interactions, and we strive to learn from each other in an atmosphere of positive engagement and mutual respect. As a scholarly community, we aspire to create an environment in which racism, sexism, ageism, xenophobia and homophobia do not go unchallenged.

All who work, live, study and teach in the USC community are here by choice. As part of that choice, we share a commitment to these principles as an integral part of USC’s mission.

Five Traits of a Trojan

“I am a Trojan” is a university-wide initiative dedicated to creating a common language around our shared values. The five traits of an ideal Trojan are engraved on the pedestal of the Trojan Shrine (“Tommy Trojan”), built in 1930 to commemorate USC’s 50th anniversary.

These five traits are:
- Faithful: Staying true to oneself and loyal to USC and its ideals and values.
- Scholarly: Remaining dedicated to the pursuit of knowledge inside and outside the classroom, through research, free inquiry and informed risk-taking.
- Skillful: Striving for excellence in developing and refining one’s talents and abilities.
- Courageous: Daring to fight for one’s values and beliefs, even in the face of adversity.
- Ambitious: Committing to exercising the entrepreneurial spirit in order to make meaningful contributions to society.

As members of the Trojan Family, students are expected to strive to embody these traits and represent USC in the most positive light. Throughout their time as a student, their participation in various activities will allow them to reflect on how they will exemplify these traits — at USC and after graduation. Visit www.usc.edu/iamatrojan for more information.

Academic Integrity at USC

USC, like all academic communities, stresses honesty and integrity in all academic endeavors. All students are expected to be aware of academic standards and behaviors. Students who fail to uphold the academic integrity standards not only suffer severe grade consequences and jeopardize their status at the university, but also cheat themselves and others out of learning, degrade the value of USC degrees and diminish the prestige of a USC education.

Academic dishonesty is any act which gains or is intended to gain an unfair academic advantage for a student or which circumvents an instructor’s course standards, regardless of intent. This may include, but is not limited to, plagiarism (using someone else’s work in any academic assignment without properly citing the source and indicating quoted material), cheating (such as using crib notes during an exam, permitting another to copy work or submitting work not completed by the student), unauthorized collaboration (preparing academic assignments with another person without faculty authorization) or falsifying academic records (including falsified medical excuses or misrepresentation of official records).

USC recommends a grade of “F” in a course for any found act of academic dishonesty. More information, including the guidelines for academic dishonesty sanctions and the academic integrity review process, can be found on the Student Affairs website at studentaffairs.usc.edu.

All students are expected to make themselves aware of and abide by these standards.
Welcome Week

Move-In Day is the first day students can move into their residence hall or apartment. For the 2015-2016 academic year, Move-In Day is Wednesday, August 19. For residents at the University Residential College at Birnkrant, move-in is scheduled for Monday, August 17. Students, alumni, parents and staff will be on-hand to assist and to welcome you and your son or daughter to the Trojan Family. All services will be open during regular business hours to address any needs your family may have.

On Move-In Day or before classes start, your student should:

- **Obtain a USCard** at the USCard office, if he or she hasn’t already. (Please see page 6 for more information.)
- **Check in to university housing**. Students will need their USCard or a valid picture ID.
- **Meet their Resident Assistants (RAs)** and plan for the first mandatory floor meeting. RAs can also provide schedules for special events designed to help students acclimate to USC.
- **Pick up linens** ordered during the summer from the URSC Linens Program.

USC Housing will mail more information about these and other items in early August to all students assigned to university housing.

Students admitted for the spring semester will be able to move in beginning Thursday, January 7, 2016. Information about spring semester Move-In Day will be mailed to students in December.

**Welcome Week**

Welcome Week activities focus on the broad range of academic, social and cultural communities your student will be a part of while at USC. Each program enriches students’ introduction to the university environment and offers opportunities to become involved in campus life.

Annual activities include the New Student Convocation; Friends and Neighbors Day of Service; Micro-seminars; Spark! Visions and Voices Multimedia Showcase; and the Comedy Show. Welcome Week concludes with a Student Involvement Fair on Wednesday, August 26. At the fair, students can learn more about the various programs and organizations available to them.

Visit [www.usc.edu/welcomeweek](http://www.usc.edu/welcomeweek) for more information.

**New Student Convocation**

Students and parents are invited to attend the annual New Student Convocation, hosted by President C. L. Max Nikias, on August 20 in Alumni Park. The convocation is preceded by a pancake breakfast.

**Spring Welcome**

Students admitted for the spring semester are encouraged to attend Spring Welcome, January 7-13. Activities include a Spring New Student Convocation, trips to explore the greater Los Angeles area, and outdoor recreational opportunities. Visit [www.usc.edu/springwelcome](http://www.usc.edu/springwelcome) for more information.
University housing provides USC students with advantages such as academic-year leases, priority consideration for housing in following years, and 24-hour maintenance response. All housing facilities are located either on or near campus, along USC Transportation bus routes. Buildings use an electronic monitoring system to restrict access to residents and authorized staff and are patrolled by the USC Department of Public Safety. All accommodations are fully furnished and include wireless connections and free cable TV service.

Students who live, work, study and relax together often learn to be mutually supportive and can develop friendships that last a lifetime. Your student will be living within a residential community that reflects USC’s efforts to bring students, faculty and staff together in a setting where friendships and intellectual life can flourish. Our core values include social responsibility, inclusion, scholarship and integrity. Community activities create the means for developing skills in these areas. Encourage your student to participate in the variety of programs available.

Getting involved in building government and the system-wide Residential Student Government (RSG) offers a wonderful way to build friendships and participate as active citizens. USC’s Residential Student Government is recognized nationally for its outstanding leadership development experience.

**USC ID Card**

A USC ID card (USCard) is required for all USC students and should be carried at all times while on campus. The card identifies your son or daughter as a currently enrolled student and entitles him or her to various on-campus privileges, including meal plan activation and discretionary account spending, check cashing at the USC Cashier’s Office, and use of campus libraries and computer labs. It also provides entry into university residences and the Lyon Recreation Center, as well as an array of university-sponsored events, from premier guest speakers to all USC home athletic events. If your student purchases season football tickets online through the USC Ticket Office, the USCard will grant entry to all home games.

**Meal Plan Activation**

Your student’s USCard is necessary for meal plan privileges. For more information regarding meal plans, please refer to page 9 of this brochure.

Your student’s USCard can be used as a debit card (discretionary account), allowing him or her to purchase a variety of products and services, including items at the USC Bookstores, USC Hospitality Services, the USC Ticket Office, Mailing Services, USC Libraries and the USC Pharmacy. An online Account Management service assists in reviewing account balances and transaction histories, depositing money via your student’s billing account, and reporting the USCard lost or stolen. Visit [www.usc.edu/vipcardservices](http://www.usc.edu/vipcardservices) to load the card using a credit or debit card.

For more information, visit [www.usc.edu/uscard](http://www.usc.edu/uscard). Please note that students are required to obtain their USCard during their first semester at USC. The first card is free. Replacement cards may be subject to a fee.
Living at USC

What to Bring

All university housing facilities (residence halls, suites and apartments) are furnished: Every resident is provided with a bed, desk, desk chair, three dresser drawers and closet space. All residence hall and suite rooms come with a microfridge (a small refrigerator and microwave combination).

Apartments are also furnished with appropriate living and dining room furniture. Kitchen facilities vary. Some apartments have full kitchens that include cabinet space, a sink, a full-size refrigerator and stove. Some also come with dishwashers. Kitchenettes in most bachelor apartments have a microwave and a mini-refrigerator only.

Parents can be helpful in assisting with the packing process. As you are aware, this is a fine line to walk. Your student should bring enough “stuff” to make his or her space feel like home. Because space is at a premium, however, things like drum sets or entire magazine or CD collections may not be appreciated by roommates.

Students should bring such items as towels, blankets, a bedspread or comforter, sheets (twin-sized, extra-long 36” x 80”), pillows, pillowcases, alarm clock, toiletries, hangers, decorations (such as posters, pictures or calendars), a fan and a mobile phone.

If your student brings a TV, it should be digital ready. (University housing provides free cable service.) If they will have a kitchen, students should remember to bring silverware, dishes, glasses, cooking utensils, pots, pans and kitchen appliances (including a microwave), or wait to coordinate their kitchen needs with roommates.

Students interested in establishing bottled water delivery, laundry service or renters’ insurance may do so when they arrive in August.

Computer Equipment

All the equipment required to connect to the USC Network is available through the Computer Store in the USC Bookstore. The Computer Store offers a variety of hardware, software and peripherals, including products from Apple, Microsoft, Adobe, Autodesk, HP, Logitech and Epson, available at an academic discount and configured for the university environment. In addition, you can find the latest tablets, digital cameras, printers and printing supplies. Thousands of other products are available via special order.

Shipping Personal Belongings

If you ship anything via U.S. Mail or a private express service, it must be prepaid and timed to arrive after your student does. Unfortunately, USC does not provide additional storage space. Students must be moved in or shipments will be refused for lack of storage space.
Mailing packages or letters:
USC’s Mailing and Material Management Services is responsible for incoming and outgoing USC mail service. They ask that student mail be addressed as follows (all residences are located in **Los Angeles, CA 90007**):

**Discount Department Stores**
- **Kmart**
  5850 South Vermont Avenue
  Los Angeles, CA 90044
  (323) 753-1484
- **Target**
  735 South Figueroa Street
  Los Angeles, CA 90017
  (213) 330-4543

**Groceries**
- **Food 4 Less**
  1748 West Jefferson Boulevard
  Los Angeles, CA 90018
  (323) 735-8317
- **Fresh & Easy Express**
  3335 South Figueroa Street
  Los Angeles, CA 90007
  (213) 742-9953
- **Ralphs**
  2600 South Vermont Avenue
  Los Angeles, CA 90007
  (323) 732-3863
- **Smart & Final**
  3607 South Vermont Avenue
  Los Angeles, CA 90007
  (323) 733-5875

**Pharmaceuticals & Toiletries**
- **Rite Aid**
  4322 South Figueroa Street
  Los Angeles, CA 90037
  (323) 235-3535
- **CVS/Pharmacy**
  University Gateway
  3335 South Figueroa Street
  Los Angeles, CA 90007
  (213) 742-6765

**School & Office Supplies**
- **Office Depot**
  2020 South Figueroa Street
  Los Angeles, CA 90007
  (213) 741-0576
- **Staples**
  1701 South Figueroa Street
  Los Angeles, CA 90015
  (213) 746-6330

Local Stores for Last-Minute Shopping:
Supplies for your student’s residence can be purchased at various local stores.
Meal Plans

All first-year students assigned to residence halls and apartments have required meal plans. When students confirm their housing contracts, they are automatically enrolled in the default plan for that building.

Outlined on this page, these plans allow students to purchase food and beverages in USC Hospitality venues with their USCard. For information about meal plans or about the services provided by USC Hospitality, visit hospitality.usc.edu or call (213) 740-6385.

Students can change their meal plans during the first two weeks of the meal plan period. If your student needs to switch meal plans, or if you are unsure which meal plan your student has signed up for, call USCard at (213) 740-8709 or review your student’s University Student Billing account.

2015–2016 Meal Plans

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<th>Provides</th>
<th>Residence Locations</th>
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<tr>
<td>Cardinal Plan</td>
<td>Unlimited meals in USC Hospitality residential dining venues.*</td>
<td>Minimum meal plan for New &amp; North Residential Colleges; University Residential College at Birnkrant; Marks Hall; Marks Tower; Pardee Tower; Trojan Hall; Fluor Tower; Webb Tower; International and Arts &amp; Humanities Residential Colleges at Parkside.</td>
</tr>
<tr>
<td>Gold Plan</td>
<td>Unlimited meals in USC Hospitality residential dining venues* and $500 Dining Dollars** per semester.</td>
<td>Optional upgrade open to all locations except Honors House.</td>
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<tr>
<td>Trojan Plan</td>
<td>$3,350 Dining Dollars** per semester</td>
<td>Optional upgrade open to all locations except Honors House.</td>
</tr>
<tr>
<td>Apartment Meal Plan</td>
<td>40 meals in USC Hospitality residential dining venues* and $150 Dining Dollars** per semester.</td>
<td>Century, Cardinal Gardens and Parkside Apartments.</td>
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Optional Meal Plans

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| Community 25 Plan | 25 meals in USC Hospitality residential dining venues* and $50 Dining Dollars** per school year. | • For any USC student not enrolled in a required meal plan.  
• As a supplement to an existing meal plan.  
• May be purchased or renewed at any time and used throughout the school year. |
| Community 50 Plan | 50 meals in USC Hospitality residential dining venues* and $100 Dining Dollars** per school year. | Same as above.                                                                             |

*USC Hospitality residential dining venues include EVK, Café 84 and Parkside Restaurant.
**Dining Dollars may be used in any USC Hospitality residential or retail dining venue located on the University Park Campus.

Please note: Information regarding meal plans and prices is accurate at the time of publication. All meal plan names and pricing are subject to change.
Dining

The USC campus offers a wide range of options, including full-service dining, quick service, grab-n-go and convenience items, vegetarian and kosher meals, and coffee and specialty beverages.

**USC Hospitality Residential Dining**
- EVK Restaurant and Grill
- Café 84
- Parkside Restaurant

**Retail Cafes and Restaurants**
- Coffee Bean & Tea Leaf in the School of Cinematic Arts
- The Law School Café
- Literatea Tea House in Doheny Library
- Popovich Café
- Ronald Tutor Campus Center
  - California Pizza Kitchen
  - The Habit
  - Coffee Bean & Tea Leaf
  - Panda Express
  - Lemonade
  - Moreton Fig
  - Seeds Marketplace
  - Verde
  - Starbuck’s at Trojan Grounds
  - Shop Café in the Architecture building
  - Tutor Café

**Off-Campus Restaurants and Cafés**
Across from campus on Figueroa near the Galen Center, USC Hospitality offers dining and sports-viewing options at The Lab, a gastropub featuring a variety of sandwiches and entrees, and Rosso Oro’s, a pizzeria that offers New York-style thin-crust pizza and pastas. McKay’s fine dining establishment serves breakfast, lunch and dinner.

Nearby, retail shops on the ground floors of Icon Plaza and Tuscany apartments cater to the USC community and include Starbuck’s Coffee, Which Wich, The Pizza Studio, Coffee Bean & Tea Leaf, Quizno’s Subs, Chick-fil-A, Cold Stone Creamery, and Chipotle Mexican Grill, among others.
USC Transportation provides a variety of services for easy access around campus.

Parking Permits
Students bringing a car to campus who wish to park in a USC parking facility must purchase a parking permit from USC Transportation. Parking is not guaranteed. Availability is limited, especially in on-campus structures, with parking spaces allotted on a first-come, first-served basis.

Parking permits for the fall, spring and summer terms may be purchased online at www.usc.edu/parking or at the USC Transportation Office in Parking Structure X (PSX).

Types of permits include:
- **Gold Permits**: On-campus and campus-adjacent parking.
- **Cardinal Permits**: Off-campus parking.
- **USC Housing parking**: (must be a resident of that location).

Entering the Lottery
Fall semester parking permits are assigned via a lottery (or waitlist) system. During the Parking Lottery Registration period, students must create a Parking Account on the USC Transportation website. They can then select up to five parking structures or lots in descending order of preference by clicking on Add or Edit Parking Waitlists.

Purchases are typically charged to their University Student Billing account, but can also be paid for with cash or a check. Rates are posted online but may be subject to change. Permits can be mailed or picked up in person from the USC Transportation office. For more information, please contact USC Transportation at www.usc.edu/parking or (213) 740-3575.

**Lottery dates:**
- **Fall housing residents/commuters**: May 1 – June 30
- **Spring housing residents/commuters**: November 1 – December 7
- **Online permits and over-the-counter sales start:**
  - **Fall term**: July 9 at noon
  - **Spring term**: January 1 (online) & January 5 (over-the-counter)
  - **Summer term**: April 1

Student permits are valid for both the fall and spring semesters, but each semester is billed separately (once in the fall and again in the spring). If your student does not need a permit for the spring for any reason (including fall graduation), he or she must return it to the USC Transportation office in PSX before December 31 to avoid being charged for the spring semester. Permits returned any time after the spring semester begins will be issued refunds on a pro-rated basis. Full refunds are not available after January 1.

**Alternate Transportation**

USC and the city of Los Angeles offer many alternatives to driving a car. Bus and rail line maps and schedules are available online or at the Transportation office in PSX. Students can also apply for or renew monthly passes in the Transportation office.

**USC Buses**

USC buses provide free shuttle service throughout the year for students, faculty, staff and university guests. Multiple routes service USC’s main campus, the North University Park neighborhood, as well as the USC Health Sciences Campus, the USC Parking Center and Union Station.
To help ensure the health and well-being of the campus community, USC offers health insurance and access to student health centers to every student enrolled in 6 or more units. Services range from medical and preventive care to counseling and stress management.

**Student Health Insurance**

USC requires all students to carry health insurance. This helps cover the cost of health care that cannot be obtained at the health center, should emergency services or hospitalization be required. All students carrying 6 units or more are automatically enrolled in, and charged for, the USC Student Health Insurance Plan.

All international and Health Sciences Campus students are automatically enrolled in the health plan even if carrying fewer than 6 units. Enrollment will be waived only if documented proof of coverage from another health insurance plan that is in compliance with the Affordable Care Act, is presented to the Student Health Insurance Office by the deadline.

Questions regarding student health insurance can be e-mailed to eshcins@usc.edu.

**Student Health Fee**

The health insurance plan works in conjunction with USC’s student health centers and is designed to complement our services. For this reason, all students enrolled in the insurance plan are required to pay the Student Health Fee and receive their primary care at the student health center on their campus:

- **University Park Campus**
  - Engemann Student Health Center
  - 1031 West 34th Street
  - Los Angeles, CA 90089
  - (213) 740-9355
  - [www.usc.edu/engemann](http://www.usc.edu/engemann)

- **Health Sciences Campus**
  - Eric Cohen Student Health Center
  - Healthcare Consultation Center
  - 1510 San Pablo Street, Suite 104
  - Los Angeles, CA 90033
  - (323) 442-5631 (24 hours)
  - [ecohenshc.usc.edu](http://ecohenshc.usc.edu)

Students enrolled in 6 or more units during the fall and spring semesters are automatically assessed the Student Health Fee. Students enrolled for fewer than 6 units, who are not enrolled in the USC Student Health Insurance Plan, may pay the fee to receive services.

Students enrolled in summer classes are assessed the summer health fee based on the session in which they are enrolled and are eligible only during their enrolled session dates. Students not enrolled in summer classes may receive services by paying the summer health fee.

**Engemann Student Health Center**

This full-service medical clinic is licensed by the state of California and staffed with dedicated professionals. The health center provides the University Park Campus student community with cost-effective, client-oriented services and resources in health promotion and disease prevention, and primary and specialty care medical services. Services also include student counseling, the Student Health Insurance Office, physical therapy and more — all under the same roof.

**Primary Care**

Your student can make a primary care appointment for the diagnosis and treatment of most illnesses and injuries by calling (213) 740-9355.

**Specialty Care**

The Engemann Student Health Center provides specialty care in dermatology, orthopedics, allergy, physical therapy, acupuncture and chiropractic services. With the exception of routine gynecology appointments, all specialty care appointments require a referral from an Engemann Student Health Center primary care provider.
Although the Student Health Fee covers most services, there are nominal fees for some services, including vaccinations, some lab tests, orthopedic appliances, and copies of X-rays and medical records.

Students who require specialty health care services not provided by Engemann will receive referrals to outside providers. Without these referrals, claims from outside medical providers will be denied.

**Urgent Care Services**

Urgent care services for non–life threatening medical conditions are available at the Acute Care Clinic during regular hours.

If a medical condition requires attention during non-business hours, students should call (213) 740-9355 and follow the recorded instructions to speak with an after-hours registered nurse.

In the event of a life-threatening medical emergency on or near the University Park Campus, your student should call the USC Department of Public Safety at (213) 740-4321.

**Office for Wellness and Health Promotion (OWHP)**

The Office for Wellness and Health Promotion (OWHP) helps advance wellness, student learning and the USC student experience. These highly trained professionals assess student health behaviors, collaborate with campus partners and deliver best practice prevention initiatives. The office helps address issues such as stress management, healthy relationships, alcohol and other drug use, nutrition, sleep and sexual health.

They offer a wellness lounge for students and one-on-one consultations, as well as skills-based workshops for student groups and organizations. To make an appointment students should visit [www.usc.edu/owhp](http://www.usc.edu/owhp) or call (213) 740-4777.

**Vaccination Recommendation**

All first-year students are encouraged to receive the meningococcal meningitis vaccination before they come to campus, or as soon as possible after arriving. Meningococcal meningitis is a serious illness that can lead to brain damage, disability and death. First-year students, particularly those who live in residence halls, have a modestly increased risk of contracting this disease. A vaccine that protects against four of the five most common strains is available at the Immunization Clinic in the Engemann Student Health Center. Visit the Meningitis Foundation of America’s website at [www.musa.org](http://www.musa.org) or the Engemann Student Health Center website at [www.usc.edu/engemann](http://www.usc.edu/engemann) for more information.

**Immunization Clinic**

This walk-in clinic provides a variety of routine and travel vaccinations including: influenza, meningococcal meningitis, MMR, HPV, and Hepatitis A and B series. For more information about available immunizations and travel consultations, visit [www.usc.edu/engemann](http://www.usc.edu/engemann) and click on Medical Services, then Immunization Requirements and Recommendations.

**Student Counseling Services**

Counseling services are available on the University Park Campus at the Counseling Center located on the third floor of the Engemann Student Health Center. The center’s professional staff comprises an ethnically and educationally diverse group of psychologists and social workers, as well as two staff psychiatrists. They are highly trained and experienced in helping students successfully cope with a variety of concerns common during the college experience. Advanced graduate interns in clinical and counseling psychology, and social work trainees, also provide a variety of services.

Services help enhance students’ skills and attitudes in adapting to college life, handling challenges, relating to new and different people, and making their USC experience satisfying and productive.

Eligible students may be seen in a group or individually. All personal information discussed in counseling is kept confidential.

To make an appointment or for more information, your student should visit [www.usc.edu/scs](http://www.usc.edu/scs) or call (213) 740-7711.

In the case of an evening or weekend emergency, students should call DPS at (213) 740-4321.
Campus Security

Department of Public Safety (DPS)

University Park:
Parking Structure A (PSA)
Non-emergency: (213) 740-6000
Emergency: (213) 740-4321
capsnet.usc.edu/DPS

USC maintains one of the safest campuses, and employs one of the largest university law enforcement agencies, in the nation. Headquartered on the University Park Campus with a substation on the Health Sciences Campus, the Department of Public Safety (DPS) operates 24 hours a day, 365 days a year. More than 280 full-time members and up to 15 part-time student workers provide law enforcement, security and other services. The full-time staff includes nine civilians assigned to various administrative positions.

Through a strong working relationship between DPS and the LAPD, the university benefits from the attention of a specialized law enforcement agency attuned to the unique needs of a campus environment, combined with the vast resources of a large metropolitan police department. The department’s 115 armed Public Safety Officers (PSOs) are police academy graduates who must pass an extensive screening process and background check before they are hired and complete USC’s field training program. In addition, 147 unarmed Community Service Officers (CSOs) provide security services to the university-owned residential complexes and other facilities.

The 24-hour communications center coordinates the activities of field personnel. Sixteen Communication Operators cover the department’s Computer Aided Dispatch system. CSOs monitor the key-card access and CCTV systems, as well as intrusion, and fire and life, safety alarm systems.

Employed through the Trojan Student Officer Program, the department’s 15 part-time student workers help promote bicycle safety, enforce bicycle regulations and perform administrative duties.

Authority and Jurisdiction

The primary responsibility of DPS is the protection of the university community. The statutory authority for the existence of the Department of Public Safety, its patrol and response boundaries, authority to carry firearms and powers of arrest are derived through a Memorandum of Understanding (MOU) with the Los Angeles Police Department (LAPD), the California Penal and Educational Codes, and the Bureau of Investigation and Security Services section of the California Business and Profession Code. The MOU with LAPD allows Department of Public Safety officers to exercise arrest powers described in Penal Code Section 830.7(b). All arrests must be conducted in accordance with the guidelines outlined by the MOU, and all arrestees must be delivered to an LAPD officer without unnecessary delay.

Shared Responsibility

Crime prevention and campus safety are a shared responsibility between the Department of Public Safety, city resources such as the LAPD, and USC students, staff, faculty and visitors. DPS depends on the campus community to help promote best practices, encourage responsible behavior and report suspicious activity or crimes in progress. Students should report crimes in progress, suspicious or threatening behavior or other emergencies to DPS at (213) 740-4321.

Report non-emergencies to DPS at (213) 740-6000. Students can also make anonymous reports through Trojans Care For Trojans (TC4T) (see page 15).

Patrol & Response Boundaries

The Department of Public Safety serves the 226-acre University Park Campus and patrols the surrounding North University Park neighborhoods, covering an area of 2.2 square miles.

The USC DPS Patrol Boundary refers to the immediate area where the Department of Public Safety’s Community Service and Patrol Officers provide 24/7 patrol services for the campus community. Within the Patrol Boundary, USC provides additional services that include “blue light” emergency phones, the Campus Cruiser program and other USC transportation services.

The Response Boundary refers to the extended area around off-campus properties where community service and patrol officers will respond to calls for assistance 24/7 for the campus community. USC does not provide additional services within the Response Zone. Services are limited to city transportation (Metro bus stops, DASH F stops) and private transportation options. Please visit capsnet.usc.edu/DPS for more information.

Emergencies

In the event of an emergency on or near campus, your student should call the USC Department of Public Safety at (213) 740-4321. For all other emergencies, they should call 911.

Safety Resources

Crime Prevention

The USC Department of Public Safety. Crime Prevention and Community Education Unit offers numerous — free — crime prevention outreach services and programs to USC
students. Courses cover topics such as a property theft and identity fraud, and include personal safety and self-defense programs.

The department also oversees initiatives such as Operation G.I.F.T. (the Group Initiative For Theft-prevention), designed to decrease theft of, and from, motor vehicles. Over campus breaks, students can park their cars for free in the secured UPC Parking Center. This initiative has helped reduce vehicle theft and related property crimes on both campuses by 65 percent since 2005. Please visit capsnet.usc.edu/DPS and click on the Crime Prevention link for more information.

Residential Housing Protection
In addition to Public Safety Officers, the Residential Housing Protection service provides for the health, safety and well-being of residents and their property. Full-time, radio-dispatched Residential Housing Protection officers work as additional "eyes and ears," patrolling all university housing facilities from 8:00 p.m. to dawn. During semester and spring breaks, this service is extended to 24 hours a day.

"Blue Light" Phones
Located in garages, lobbies and other places throughout the campus area, “blue light” phones provide a direct link to the Department of Public Safety. In an emergency, students should push the button on the phone and a DPS dispatcher will answer.

Student Support & Advocacy
With a goal to provide a safe, welcoming and confidential environment, Student Support and Advocacy assists students and families in resolving complex personal, academic or financial issues that adversely affect students’ academic success and/or collegiate experience. The office plays a key role in helping students troubleshoot issues, evaluate options and communicate with other campus resources and departments. They can be found in the Office of the Vice Provost for Student Affairs or contacted at (213) 740-2421.

Trojans Care for Trojans
tc4t@usc.edu
sait.usc.edu/ca/tc4t

This Student Affairs initiative offers connections to institutional support and resources for Trojans coping with personal difficulties. It encourages students to care for each other and the entire campus community and provides a private and anonymous service for students to express their concerns about fellow members of the Trojan Family. The interactive website features educational videos, a list of campus and community resources and an anonymous request form.

Campus Cruiser Program
Campus Cruiser provides a safe ride home for all students, staff, faculty and visitors to any non-retail location (not accessible by campus bus) within one mile of campus. To use the service, students can call one of the numbers indicated below, and a dispatcher will ask for their current location, destination and number of passengers. A Campus Cruiser will pick them up in approximately 15 to 20 minutes. Riders may request to be notified by phone call or text message when the cruiser has arrived.

University Park Campus (UPC):
(213) 740-4911

Health Sciences Campus (HSC):
(323) 442-2100

Campus Cruisers are available during the following times:

University Park Campus
Seven days a week
Fall: 6:00 p.m.–2:45 a.m.
Spring: 5:00 p.m.–2:45 a.m.
Summer: 6:00 p.m.–12:45 a.m.

Health Sciences Campus
Monday through Friday
Fall, Spring, Summer:
5:00 p.m.–10:00 p.m.
Cruisers do not operate during holiday breaks.

Personal Safety Tips
While the Department of Public Safety and the LAPD strive to make the campus and surrounding area a safe and welcoming environment for the entire university community, students and visitors should observe the following guidelines when walking on or off campus.

1) Avoid walking alone whenever possible. Walk with a friend or in groups.
2) Walk with confidence, with your head up, and pay attention to your surroundings.
3) Avoid talking on cell phones or listening to music players. They can become distractions — or targets for thieves.
4) Keep your keys separate from your purse or backpack and have them out by the time you reach your car.
5) If you have to walk at night, keep to well lighted areas as much as possible. Otherwise, consider using the university buses, calling for a Campus Cruiser or using the university’s mobile safety app, LiveSafe (www.usc.edu/mobilesafety). Visit capsnet.usc.edu and click on the Crime Prevention link for more tips and advice.

Campus Emergency Preparation
USC devotes considerable resources to emergency planning and preparedness and continually works to refine, rehearse and improve its emergency response measures. The USC Office of Fire Safety and Emergency Planning also offers training workshops to help students and staff deal with a variety of natural and other disasters, including earthquakes and fires. Please visit preparedness.usc.edu for more information.

Emergency Notification Systems
In the event of a natural disaster or other campus emergency, USC will post information about the emergency — and any steps students should take — through the university’s home page at www.usc.edu and the Emergency Information Line, available by calling (213) 740-9233. Students, parents and staff can also register with the USC TrojansAlert system at trojansalert.usc.edu, which will allow you to receive real-time updates via text message and e-mail. The service is free of charge.

Emergency Resources
Students are encouraged to visit preparedness.usc.edu to review the other emergency resources available. The site includes tips and advice for preparing for earthquakes, including participating in the annual Great California Shakeout, as well as other steps students can take in the event of a large-scale emergency.
Family Educational Rights and Privacy Act (Buckley Amendment)

Sometimes referred to as the Buckley Amendment, the Family Education Rights and Privacy Act (FERPA) is a federal law that protects the privacy of education records for any student at the university. To comply with this law, USC must have written permission from the student in order to release any non-directory information from a student’s education record.

Recognizing that many students wish to share this information with their parents and family members, USC has developed an online system that:

- Allows students to grant their parents access to education and medical records in one step; and
- Allows parents to view elements of the education records available in USC’s central Student Information System.

OASIS

USC’s website for parents and family members is called OASIS for Guests (www.usc.edu/oasisguest). This site allows designated guests to view grades, courses, progress to degree, transfer credits, restrictions on the student’s account and financial data. OASIS for Guests also provides contact information and directions for requesting and accessing disciplinary and medical records, which are not stored within OASIS.

To grant parents and family members access to education and medical records, students must log in to OASIS and create unique guest login IDs and PINs. This can be done for up to six individuals. A student’s authorization is complete once he or she clicks on “I agree” to release the records.

The student must provide their guests with:

1) His or her USC ID number;
2) The guest login ID; and
3) The guest PIN.

Guests may log in immediately to OASIS for Guests to view the information. The student’s authorization will remain in effect until it is revoked or until it expires (six years after authorization). Students may use OASIS to revoke access at any time. Individuals whose OASIS for Guests accounts are revoked will be notified that they no longer have access. The online OASIS application allows students to grant access to all elements of their education records.

If a student wishes to grant access to selected elements of his or her records (e.g., financial information but not grades), he or she will be directed to complete subject-specific forms for the appropriate offices.

If you have questions or feedback regarding this process, please contact the Office of Academic Records and Registrar at ferpahelp@usc.edu or (213) 740-6963. Visit USC’s FERPA website at www.usc.edu/ferpa for more information.

Logging in to OASIS for Guests

Once your student has granted access:

- Visit www.usc.edu/oasisguest.
- Enter the student’s 10-digit USC ID and your guest login ID and PIN (provided by the student).
- From the OASIS for Guests main page, click on the link for the record you wish to view.

Note: If you forget your Guest Login ID or Guest PIN, you must contact your student. Only students may create, revoke and release Guest Login IDs and PINs.
Meeting College Expenses

You and your student are encouraged to visit the Financial Aid website at www.usc.edu/financialaid for information regarding tuition and fees and various financial aid programs.

Student Accounts and USCe.pay

The USCe.pay system at www.usc.edu/epay allows for access to and management of student accounts online. As soon as financial transactions are posted to student accounts, students may view their student account balance on USCe.pay. The student account balance will include the current semester’s tuition and fees, any prior balances and any other miscellaneous charges, less any financial aid and any other credits and/or payments. Also listed will be the current balance due (“Billing Balance”) and the date by which this balance must be paid (“Payment Due Date”). If your student has a monthly payment plan, details are also available on USCe.pay.

Students should check their accounts on USCe.pay any time they make changes to their enrollment. Depending on when your student registered or made changes, enrollment-related transactions may appear on two or more different monthly billing statements.

We e-mail monthly billing notices to the official USC e-mail addresses (username@usc.edu) of all students who have outstanding balances or activity on their student accounts during the month. Your student will receive a notification when a billing statement is available online. USC does not mail billing statements for enrolled students.

Any student who needs a statement showing tuition and fees may request a Registration Confirmation or use USCe.pay to print an online statement. If any private parties (including family members) are assisting students in paying for their expenses and require a monthly billing statement showing tuition and fees before they will issue payment, it is the student’s responsibility to register early enough to accommodate them. We recommend that students register a minimum of 40 days prior to the settlement deadline.

The USCe.pay system can also be accessed through OASIS at www.usc.edu/OASIS or the myUSC portal at my.usc.edu.
**Payments**
Students may pay their bills via the Internet (USCe.pay), by mail or in person at the Cashier’s Office.

Tuition and fees can be paid by savings or checking account, credit card (VISA, MasterCard or Discover card) or through financing options such as the USC Payment Plan or the USC Prepayment Plan.

To pay in person:
**University of Southern California**
Cashier’s Office
3601 Trousdale Parkway, Room 106
Los Angeles, CA 90089

**Mailing Payments**
Payments should be mailed early enough to be received by the university by the settlement deadline. If you are paying by international wire transfer, please allow three to four weeks’ processing time.

Send checks and overnight payments to:
**University of Southern California**
Cashier’s Office
620 West McCarthy Way, Suite 21
Los Angeles, California 90089

To pay an account handled by the Collections Department and/or to have a hold on the account lifted, send payment to:
**USC University Collections**
1150 West Jefferson Blvd., Parking Structure B, PSB 115
Los Angeles, California 90089-1053

- Your student’s full name (as it appears on USC records) and 10-digit USC ID number must be included on the check.
- Foreign checks or drafts are not accepted.
- USC Payment Plan payments are not accepted at this address.

**Student Responsibility**
Although we accept payments from third parties, students are ultimately responsible for settling all debts to the university by the appropriate deadlines. Non-receipt of a bill or e-mail notification does not relieve them of this obligation. To avoid late fees, students must register and have tuition, fees, housing, dining and all other charges paid or deferred by the settlement deadline published in the Schedule of Classes for the fall and spring terms. Summer tuition and fees are assessed at the time of registration and due when billed.

**Students who fail to register and settle their accounts on time may be assessed late fees and/or finance charges until their bills are settled.**

Using the Web Registration Auto Scheduler feature but failing to register for any courses before the tuition and fees payment deadline is not a valid reason to request a waiver of the late registration fee. Students whose checks are returned unpaid by the bank or whose credit card authorizations are declined by the bank will be subject to the late fees described above until their accounts are paid in full.

**Please note:**
For the fall and spring terms, the settlement deadline is 5:00 p.m. PT on the Friday before the start of classes in the regular session (001).

For account balance information or questions regarding your student’s account, call the Cashier’s Office at (213) 740-7471 or (800) 225-1222. Please note that we must have your student’s authorization to disclose account information to you. Refer to page 16 or visit www.usc.edu/sfs for more information.

**USC Payment Plan**
The university also offers the USC Payment Plan, which allows students to pay tuition and fees billed to the student account (less any aid applied) over five months each semester. A separate online application is required each term, and the student must be registered for classes at the time of application. Visit www.usc.edu/sfs and click on Payment Plan.

**Tuition Refund Insurance**
Elective Tuition Refund Plan Insurance provides coverage for tuition and mandatory fees (excluding health insurance) for students who suffer serious illnesses or accidents that make it necessary for them to leave the university before the semester is completed. The Tuition Refund Plan is offered through private insurance carrier Dewars, Inc. If accepted, a charge equal to approximately .40 of 1 percent of tuition and mandatory fees will be added to the student account. The Tuition Refund Plan insurance rate is determined by July 1 prior to the start of the new academic year.

Students may opt to purchase or decline tuition refund insurance up until the end of week three of the fall and spring semesters, or the week-three equivalent in special sessions. Students who wish to change their tuition refund insurance setting may do so on Web Registration by clicking the Tuition Refund Insurance button and following the instructions provided.

For more information or to obtain an application, please refer to the Registration Calendar in the Schedule of Classes at www.usc.edu/soc or visit the Cashier’s Office or Registration and Records.

**Financial Aid**
If your student has not yet applied for financial aid and wishes to do so, he or she must act quickly. Citizens and eligible non-citizens of the United States may qualify for university and federal financial aid, including the Federal Direct Stafford Loan and the Federal Direct Parent PLUS Loan. Please visit www.usc.edu/financialaid for more information and instructions.
Finances

Banking Around Campus
Several banking institutions are available in the campus vicinity:

**USC Credit Union Locations**
www.usccreditunion.org
(213) 821-7100
(877) 670-5860
Student Union (STU), Suite 106
3601 Trousdale Parkway
Los Angeles, CA 90089-0921
Flower Street (CUB), First Floor
3720 South Flower Street
Los Angeles, CA 90089-2280

**Bank of America**
3400 South Vermont Avenue
Los Angeles, CA 90007
(323) 641-9269

**Chase**
3335 South Figueroa Street
Los Angeles, CA 90007
(213) 745-7928

**Wells Fargo Bank**
141 West Adams Boulevard
Los Angeles, CA 90007
(213) 745-7208
Supporting Your Student

This coming year will be one of transition for your son or daughter and for your family. While your student is adjusting to a new environment, you are adjusting to your new role as an empty-nest parent.

Acclimating to student life at USC can, at times, lead to frustration and stress – whether it’s getting used to commuting or living in a residence hall or apartment; balancing studies and social activities; or dealing with day-to-day responsibilities such as laundry and meals. Homesickness and loneliness can creep up on a student, even if he or she is very busy.

As your student faces these challenges and learns to manage this new environment, you can take pride in his or her success. However, increased freedom and responsibility may bring some changes in your student’s attitude and approach to communication. Newly acquired self-confidence may manifest itself as aloofness, inconsiderateness or restlessness. An awkward period of adjustment may take place as the patterns of family communication and relationships change.

Talking in advance about issues such as family finances, communication, values and academic expectations can help minimize conflicts regarding these issues once your son or daughter is in college. You may be concerned or even somewhat apprehensive about how your son or daughter will respond and relate to this new environment and become an active member of the campus community. We believe that being aware of the inevitable changes that are part of the college experience will help you provide valuable support for your student during his or her career at USC.

Your student needs to be reassured that success in college is attainable for those who commit themselves to this goal. You can assist by providing support, understanding and encouragement. Be sufficiently well-informed about the university to understand your son’s or daughter’s concerns, but allow him or her to rise to meet the many challenges and opportunities for growing intellectually and personally here at USC.

Before Your Student Arrives on Campus

The months before Move-In Day can be a hectic time. Students and parents often forget to clearly discuss expectations for the coming year. Current students found it helpful to discuss the following with their parents prior to arriving at USC:

- Budget (spending money, job, bill payment, checking accounts, credit cards).
- Communication (how often; via phone, text messages, mail, Skype, e-mail or instant message).
- Health coverage (insurance coverage, prescription plans).
- Car/no car (insurance coverage information, parking).
- Sorority and fraternity membership.
- Computer.
- Grades.

Supporting Your Student 101

As students prepare to enter their college years at USC, parents and family members often have their own lists of questions and concerns about how to best support their new Trojan. Below are tips we have compiled that we hope will help you and your student.

Keep the lines of communication open.

Stay in touch through scheduled phone conversations, e-mail, old-fashioned snail-mail and/or care packages. Show an interest in your student’s classes, new friends and activities, but avoid pressuring for information if your student is reluctant to talk.

Be understanding and a good listener.

Support your son or daughter by understanding the stress that new students feel as they try to adjust to an environment, friends and schedule that differ from those they have previously known. Parents often serve as a home base, and students need to be able to turn to them for comfort and support.

Be trusting.

Respect and trust your student’s ability to make decisions. This builds self-esteem and self-confidence. Show your student that you believe he or she is capable, and your student will develop the confidence to handle challenging situations.
Keep an open mind to their new ideas, experiences and opinions.
College is a young adult’s opportunity to grow and establish an identity through the exploration of ideas, values, interests, majors, professions and the many faces of diversity. Have faith that you have raised your student well and try to be supportive of your student’s exploration by providing the freedom to discover different interests.

Be positive and patient.
Adjusting to college life can take time and your patience is reassuring to your student. Both students and parents may experience difficulties during the transition, but a positive attitude can go a long way.

Adjust your expectations.
Life at USC is distinctly different compared to life in high school. As such, your expectations should change as your student transitions to a new adult life.

Encourage a healthy and balanced lifestyle.
Encourage students to make choices conducive to maintaining a healthy and balanced lifestyle. In planning their schedules, students should make decisions that allow time for healthy eating, study and other pursuits, adequate sleep and exercise.

Encourage out-of-class academic pursuits.
Encourage students to develop relationships with faculty, pursue research interests, join student organizations and take advantage of the many academic opportunities at USC. For example, USC’s Renaissance Scholars program fosters and encourages interdisciplinary studies, and the annual Undergraduate Symposium for Scholarly and Creative Work recognizes the achievements of students actively engaging in research and creative projects. Support your student and make suggestions, but don’t pressure your son or daughter to choose a major or career right away. Rather, encourage your student to explore subjects that interest them.

Encourage students to explore Los Angeles.
USC is situated in the vibrant city of Los Angeles and has developed a dynamic relationship with the surrounding community. Encourage your student to take advantage of the range of events, activities and offerings that Los Angeles has to offer, including volunteer opportunities, museums, theatre, music, sports and restaurants.

Let your student make mistakes.
While certainly a difficult guideline to follow, this is an important one. Some of your student’s most valuable learning experiences will come from making mistakes. Be supportive of your student when this happens and encourage him or her to find solutions.

But know where to look for help.
There are many campus and community resources available to help your student adjust to college life and become successful at USC. Orientation advisors, resident assistants, academic advisors, upper-class students, Student Affairs staff members and the Daily Trojan are just some of the many resources students can seek out for advice and guidance.

However, we understand there may be times you would like some guidance in assisting your student and knowing when it’s appropriate to refer to campus resources for help or advice. This handbook and the Parent Programs website at www.usc.edu/student-affairs/parents serve as great first steps in learning more about how to partner with the university in making your student’s college years successful.

Encourage your student to get involved.
This will help your student feel connected to USC as a campus, university and community. There are a wealth of opportunities for involvement, so encourage your student to experience all that USC has to offer. Some suggestions include residence hall activities, community service programs (such as Joint Educational Project, and Friends and Neighbors Service Days), intramural sports, greek life and student organizations that support personal interests. Remind your student to take the initiative, as opportunities come only to those who knock!

And get involved yourself.
You will find many opportunities to become involved as the parent of a USC student. Parent volunteers are needed for Trojan Family Weekend, Move-In Day and Homecoming, in addition to other events throughout the year. Every parent of a USC student is a member of the USC Parents Association, which is governed by the Parents Council. The Parents Council meets regularly throughout the academic year and plans volunteer activities and programs in conjunction with USC Parent Programs.

We hope that these tips will assist you in helping your student enjoy an educational and enriching experience as a USC Trojan.

Fight On!
Staying Connected to USC

At USC, it’s easy to get involved. Band parents, Greek parents, Latino parents, Marshall School of Business parents, School of Dramatic Arts parents, Hillel parents—all have their own organizations that offer many opportunities for parents to get together, learn more about USC, volunteer on campus and make friends. In addition, all parents are automatically members of the Parents Association.

USC Parent Programs

USC Parent Programs provides a center of communication and resources for Trojan parents. In addition to providing volunteer opportunities, USC Parent Programs coordinates activities to engage and enrich both the parent and student experience while paralleling the mission and goals of the university. For more information, visit www.usc.edu/student-affairs/parents, call (213) 740-2080 or email scpARENT@usc.edu.

2015 Trojan Family Weekend

USC families are invited to celebrate the campus experience at Trojan Family Weekend October 22-25, 2015. Attend class with your student, lectures by faculty and an address by USC President C. L. Max Nikias. The school-sponsored deans’ breakfasts will allow you to meet USC administrators, faculty members and other Trojan families. In addition, learn about USC traditions, enjoy the Trojan Marching Band and cheer our football team to victory. Registration for the 2015 Trojan Family Weekend opens in late July. Please note the football game is on Saturday, October 24. For more information, contact USC Parent Programs at (213) 740-2080 or visit sait.usc.edu/parent/tfw for program descriptions and registration.

Parent Organizations

To learn more about parent organizations, visit parents.usc.edu.
Enhancing the Classroom Experience

We have an impressive array of academic services and programs that feature everything from tutoring, to special seminars for first-year students, to international study. We encourage your student to take advantage of these opportunities!

Please note that offices and services do change periodically. Refer to the USC website for the most current locations and services.

**Academic Counseling Services (ACS)**
Student Union (STU) 301
(213) 740-1741
undergrad.usc.edu/about/academic_counseling_services.html
acs@provost.usc.edu

All USC students are encouraged to work closely with their primary major advisor when in need of academic advice. Academic Counseling Services (ACS) exists to provide an additional layer of support to students experiencing significant academic difficulties. In collaboration with major advisors and other campus partners, ACS advisors assist in identifying challenges and obstacles to students’ academic success. ACS advisors work one-on-one with students to develop and adjust their academic approach while making the most of various campus opportunities and support resources.

**Disability Services and Programs**
Student Union (STU) 301
Monday - Friday, 8:30 a.m.–5:00 p.m.
(213) 740-0776 • (213) 740-6948 (TDD only)
dsp.usc.edu
ability@usc.edu

Disability Services and Programs (DSP) is dedicated to maintaining an environment that ensures all USC students with documented disabilities have equal access to the university’s educational programs, activities and facilities. Accommodations are determined on a case-by-case basis and can include: assistance with note-taking, sign language interpreters, readers and scribes; extra time on exams; help with architectural barriers; and adaptive technology. DSP staff can also assist with advocacy and serve as a general resource and support for students with disabilities.

**Freshman Seminars**
College Academic Services (CAS) 200
(213) 740-2961
www.usc.edu/fssem

Freshman Seminars offer first-year students a chance to work in small groups with distinguished USC professors and campus leaders. These once-a-week courses are taught on a wide variety of thought-provoking topics for two units of elective credit, on a Credit/No Credit basis.

**USC Kortschak Center for Learning and Creativity**
Student Union (STU) 311
(213) 740-7884
kortschakcenter.usc.edu

The USC Kortschak Center for Learning and Creativity (KCLC) provides enhanced academic support using a multi-disciplinary approach for students who learn differently by empowering them to become successful and self-directed lifelong learners. Programs and services include academic coaching, workshops, learning assessments, Creativity Computer Lab, Quiet Study Room and individual consultations with professional staff.

**Language Center**
Taper Hall of Humanities (THH) 309
(213) 740-1188
language.usc.edu

The USC Dornsife Language Center supports members of the USC community engaged in foreign language learning. Housing the Fletcher Jones Language Commons computer lab and small-group rooms for foreign language students, the Language Center maintains a collection of foreign language films, instructional materials and computer-based language learning tools. In addition, the Language Center administers foreign language placement tests and competency exams. See the website for details. Students currently enrolled in a language class, and their instructional staff, have priority use of the center’s facilities.

**Overseas Studies**
College House (CLH) 201
(213) 740-3836
dornsife.usc.edu/overseas-studies

There is no better way to learn about another country’s people, language and culture than by studying overseas. If your student wishes to pursue part of his or her undergraduate studies in a foreign country, he or she can choose from a variety of year- and semester-long programs, often for major or minor credit. Many programs also offer unique volunteer opportunities. While overseas, students remain registered at USC and may apply scholarships and financial aid to the costs of their programs.

**Writing Center**
Taper Hall of Humanities (THH) 216
(213) 740-3691
dornsife.usc.edu/writingcenter

Monday - Thursday: 9:00 a.m.–6:00 p.m. and 7:00 p.m.–9:00 p.m. (in Leavey Library, Room 32) Friday: 9:00 a.m.–3:00 p.m.

The Writing Center offers services to all USC students in the form of one-to-one consultations and small-group workshops. Its goal is to contribute to the development of better writers, not just better products, and to assist with the skills and processes of critical thinking, drafting, and revising that lead to clearly expressed positions, coherent arguments and persuasive reasoning.
Exploring the University Community

USC offers many opportunities for students to pursue friendship and leadership. Programs and organizations such as university housing; the greek community; cultural, ethnic and religious clubs; the Volunteer Center; and student publications all provide ways for students to get involved.

Academic Honors and Fellowships (AHF)
Student Union (STU) 300
(213) 740-9116
www.usc.edu/aif/fellowships
aifstaff@usc.edu
Academic Honors and Fellowship advisors support students and recent alumni in exploring and applying for USC academic honors such as the Renaissance, Discovery, and Global Scholar designations, as well as nationally competitive international fellowships such as the Rhodes, Marshall, and Fulbright U.S. Student Grant. Advisors provide a tailored approach based on an applicant’s intellectual, professional and/or personal goals.

Asian Pacific American Student Services (APASS)
Student Union (STU) 410
(213) 740-4999
www.usc.edu/apass
apass@usc.edu
This multifaceted department focuses on educating, engaging and empowering students. APASS’ mission is two-fold: to facilitate Asian Pacific American participation, dialogue, community-building and empowerment; and to serve as a source of cross-cultural educational programming for the entire campus.

Student Leadership and Engagement
Ronald Tutor Campus Center (TCC) 412
(213) 740-5693
www.usc.edu/ca
Student Leadership and Engagement provides services, programs and resources to help students connect with the university, including:

Peer Leadership Consultants (PLCs)
Ronald Tutor Campus Center (TCC) 412
The PLCs are experienced student leaders trained to work with individual students and student organizations.

Program Board
Ronald Tutor Campus Center (TCC) 224
The Program Board offers high-quality events that enhance campus life by educating as well as entertaining, promoting diversity and cultural awareness, and providing a safe and comfortable environment where everyone feels welcome.

Student Organizations
Ronald Tutor Campus Center (TCC) 412
More than 800 USC student organizations represent a wide variety of interests, cultures and disciplines.

Transfer Success Programs & Veteran Student Programs
Ronald Tutor Campus Center (TCC) 330
This office facilitates a smooth transition to USC for transfer and veteran students, resulting in a strong connection to the Trojan Family.

Undergraduate Student Government
Ronald Tutor Campus Center (TCC) 224
The USG represents and serves undergraduate students through advocacy, programming and representation of student views and needs in the USC community.

Career Center
Student Union (STU) 110
(213) 740-9111
careers.usc.edu
The Career Center offers a wide array of resources and programs to educate students as they explore career options, discover internship and employment opportunities, and connect with alumni and employers in a wide variety of fields. The Career Center offers students and alumni exclusive job listings on the connectSC website, career advising and counseling, the Career Network, résumé assistance, on-campus recruiting, career fairs, internship weeks and mock interviews. We invite families to explore all that we have to offer by visiting the Career Center Web for Families at careers.usc.edu/families.
Center for Black Cultural and Student Affairs
Student Union (STU) 415
(213) 740-8257
www.usc.edu/cbcsa
cbcsa@usc.edu
The Center for Black Cultural and Student Affairs (CBCSA) creates an Afro-centric, holistic learning environment for academic, social and professional development, as well as civic engagement, for the entire USC community.

CBCSA also serves as a resource center, open Monday through Friday from 8:30 a.m. to 5:00 p.m. It provides a variety of programs and services geared toward the identity and professional development of Black students at USC.

Center for Women and Men (CWM)/ Sexual Assault Resource Center
Engemann Student Health Center, Suite 356
(213) 740-4900
www.usc.edu/cwm
sarc.usc.edu
CWM offers crisis intervention, individual and group counseling and advocacy to students, staff and faculty dealing with any type of gender-based harm or abuse, including sexual assault or rape, sexual harassment, domestic or dating/intimate partner violence, battering and stalking. All assistance is provided in complete confidence.

El Centro Chicano
Student Union (STU 402), Fourth Floor
(213) 740-1480
www.usc.edu/elcentro
ecc@usc.edu
El Centro serves as a support and resource center for all students and their families. We foster a community of critically thinking, socially conscious Chicana/o and Latina/o leaders and provide personal, social and academic support through graduation and beyond. While providing culturally sensitive programs that promote the academic and personal success of Chicana/o and Latina/o students, El Centro educates the campus about Chicana/o and Latina/o issues and the ethnic diversity represented within the community.

Fraternity and Sorority Leadership Development
Tutor Campus Center (TCC) 330
(213) 740-1195
www.usc.edu/greeklife
saul@usc.edu
Fraternities and sororities reflect a broad range of interests, purposes and historical traditions. The Office for Fraternity and Sorority Leadership Development provides advisement to the more than 60 USC fraternities and sororities with a membership of approximately 4,000. Membership is open to all students. Membership selection — also referred to as either rush, recruitment or intake — traditionally takes place at the beginning of the fall and spring semesters.

International Students
Office of International Services
(213) 740-2666
www.usc.edu/OIS
ois@usc.edu
The Office of International Services (OIS) serves as a resource center for the unique needs of international students, visiting international scholars, and international faculty and staff. The office offers assistance with immigration regulations, academic progress, financial concerns, housing, legal matters and cross-cultural adjustment. OIS also sponsors many social and cultural activities throughout the year to promote intercultural awareness and understanding among the entire USC community.

Leadership Programs
- USC LEAD
Ronald Tutor Campus Center (TCC) 412
(213) 740-5893
www.usc.edu/ca
USC LEAD connects USC students, faculty and staff to various aspects of leadership, striving to educate and nurture the next generations of leaders through leadership training, workshops and outreach to all students.

It also provides seminars and retreats and directs student programs such as the Emerging Leader Program, the Inside Track Mentor Program, P.A.C.E. (Portable Adventure Challenge Elements), Adventure LEAD and weekly USC Leadership Workshops.

Lesbian Gay Bisexual Transgender (LGBT) Resource Center
Student Union (STU) 202B
(213) 740-7619
www.usc.edu/lgbt
lgbt@usc.edu
The LGBT Resource Center supports, educates and advocates for lesbian, gay, bisexual and transgender (LGBT) students through its many programs and services. It works with campus departments to create and sustain a safe and inclusive climate for the entire campus community. In addition, resources for students include the Queer & Ally Student Assembly (QuASA), University Rap (uRap), the Rainbow Floor special interest community and the LGBT Peer Mentoring Program, a confidential service committed to helping students.

Rainbow Floor:
www.usc.edu/rainbowfloor
Peer Mentoring Program:
www.usc.edu/lgbt/mentoring

Recreational Sports
Lyon Recreation Center (LRC)
(213) 740-5127
www.usc.edu/recsports
Recreational Sports (aka Rec Sports) welcomes the university community to participate in its extensive services and sports programs.

The department provides students, faculty, staff, alumni and guests with numerous opportunities for sports and recreational activities.

Rec Sports educates individuals in the meaningful use of leisure time through its various programs and services.
Recreational Facilities

The University Park Campus offers recreational facility choices including: the Lyon University Center, Uytengsu Aquatics Center, Cromwell Field, Loker Track Stadium, Marks Tennis Stadium, and Recreational Tennis Complex, Brittingham Field, Physical Education Building (PED), and Watt Way Basketball Courts. The Physical Education Building houses an indoor swimming pool, two multi-use gymnasiums, martial arts room and aerobic/dance studios.

The Lyon University Center, the largest recreational facility on campus, includes the Uytengsu Aquatics Center; group exercise fitness studio; multipurpose dance studio; second-floor fitness area and the Robinson Exercise Room; Klug Family Fitness Center; gymnasium space; squash courts and racquetball climbing wall; and cardiovascular machines equipped with audiovisual equipment. There is no membership fee for currently registered students. However, before using the facility, all students must complete the USC Recreation Liability Waiver available online at usc.edu/recsports/store. Memberships are also available for students not enrolled in classes during the summer.

For more information, please call (213) 740-5127 or visit the Recreational Sports website at www.usc.edu/recsports.

Religious Life

Office of Religious Life
University Religious Center (URC) 106
(213) 740-6110
www.usc.edu/orl

At USC, your student is able to choose from a wide variety of religious denominations and organizations to continue an established commitment to, or explore new, spiritual possibilities. The Office of Religious Life works with Campus Activities to provide counsel, support and university recognition for more than 100 student religious groups, some of which are housed at the University Religious Center along with the Office of Religious Life. Other religious centers serving USC are located nearby.

The office publishes the Multi-Faith Directory, which provides descriptions of current groups, including contact information and holy days and celebrations.

Residential Education

Student Union (STU) 200
(213) 740-2080
www.usc.edu/ResEd

The Office for Residential Education fosters the holistic development of members within the USC residential community.

We are committed to providing purposefully inclusive communities that create opportunities for personal and academic success in collaboration with members of the Trojan Family. Our residential communities cultivate and enrich students’ experience by integrating learning, engagement and personal development. We contribute to students’ academic success by offering student-centered programs, services and environments that foster student involvement, responsibility and leadership.

The Residential Education staff consists of master’s level professional staff and paraprofessional graduate student staff. Our professional staff members live with our residents in university housing and maintain a 24/7 on-call schedule, even throughout holiday breaks and the summer session.

Our most visible staff group, Resident Assistants (RAs) are trained undergraduate and graduate students who live in the residential community with students and help them create a home at USC. RAs support students’ academic success, assist them in working through problems, confront inappropriate behavior, and encourage participation in campus activities, floor and building programs and Residential Student Government (RSG).

Student Affairs

Office of the Vice Provost for Student Affairs
Student Union (STU) 201
(213) 740-2421

The Office of the Vice Provost for Student Affairs serves as an advocate for students and student interests. For help, call or visit the office.

Topping Scholars Program

Norman Topping Student Aid Fund
Student Union (STU) 313
(213) 740-7575
www.usc.edu/ntsaf
ntsaf@usc.edu

Created in 1970, the Norman Topping Student Aid Fund is the only student-initiated, student-funded and primarily student-administered scholarship in the nation. Those who qualify include first-year (freshmen, transfer and graduate) students who demonstrate high financial need and extraordinary levels of community awareness. The program is geared toward local community residents and first-generation college students, although eligibility is not limited to these populations.

The Governing Board, composed primarily of USC students, serves as the scholarship selection committee.

Volunteer Center

Ronald Tutor Campus Center (TCC) 412
(213) 740-7012
www.usc.edu/volunteer

The USC Volunteer Center is dedicated to promoting volunteerism and service in the USC community. The center connects students, faculty and staff to the surrounding neighborhood through community service and offers numerous student programs.
FIGHT ON
Academic Honors and Fellowships
(213) 740-9116
www.usc.edu/aif/fellowships

Academic Records and Registrar
(213) 740-4080
www.usc.edu/registrar

Academic Counseling Services
(213) 740-1741
undergrad.usc.edu/about/academic_counseling_services.html

Alumni Association, USC
(213) 740-2300
alumni.usc.edu

Asian Pacific American Student Services
(213) 740–4999
www.usc.edu/apass

Bookstores, USC
www.uscbookstore.com

Campus Activities, Office of
(213) 740-5693
www.usc.edu/ca

Career Center
(213) 740-9111
careers.usc.edu

Cashier’s Office
(213) 740-7471
(800) 225-1222
www.usc.edu/sfs

College Advising Office, Dornsife
(213) 740-2534
dornsife.usc.edu/dornsife-college-advising

Commencement Hotline
(213) 740-4001
www.usc.edu/commencement

Counseling Center
(213) 740-7711
www.usc.edu/scs

Credit Union, USC
www.usccreditunion.org
(213) 821-7100
(877) 670-5860

Disability Services and Programs
(213) 740-0776
dsp.usc.edu

El Centro Chicano
(213) 740-1480
www.usc.edu/elcentro

Emergency Information
(213) 740-9233
Business Line:
(213) 740-6000
emergency.usc.edu

Financial Aid
(213) 740-4444
www.usc.edu/financialaid

Financial Services, Student
(213) 740-7471
www.usc.edu/sfs

Fraternity and Sorority Leadership Development
(213) 740-2080
www.usc.edu/student-affairs/greeklife

Health Center, Engemann
(213) 740-WELL (9355)
www.usc.edu/engemann

Housing, USC
(213) 740-2546 or
(800) 872-4632
housing.usc.edu

International Services, Office of
(213) 740-2666
www.usc.edu/ois

Leadership Programs
(213) 740-5693
www.usc.edu/ca

Lesbian Gay Bisexual Transgender Resource Center
(213) 740-7619
www.usc.edu/lgbt

Mailing Services
~The Mail Stop
(213) 821-1200
fbs.usc.edu/depts/mmms

Mellon Mays Undergraduate Fellowship Program
(213) 740-9116
www.usc.edu/student-affairs/MMUF

Norman Topping Student Aid Fund
(213) 740-7575
www.usc.edu/ntsaf

Orientation Programs
(213) 740-7767
www.usc.edu/orientation

Parent Programs, USC
(213) 740-2080
www.usc.edu/student-affairs/parents

Public Safety, Department of
capsnet.usc.edu/dps

Recreational Sports
(213) 740-5127
www.usc.edu/recsports

Religious Life, Office of
(213) 740-6110
www.usc.edu/orl

Residential Education, Office for
(213) 740-2080
www.usc.edu/ResEd

Sports Information
(213) 740-8480
www.usctrojans.com

Student Affairs
(213) 740-2421
www.usc.edu/student-affairs

Student Judicial Affairs
(213) 821-7373
www.usc.edu/student-affairs/SJACS

Student Publications
(213) 740-2707
studentaffairs.usc.edu

Testing and Assessment, Center for
(213) 740-7166
sait.usc.edu/academicsupport/cta

Ticket Office
(213) 740-GOSC (4672)
www.uscticketoffice.com

Transportation, USC
(213) 740-3575
transnet.usc.edu

Undergraduate Student Government
(213) 740-5620
usg.usc.edu

USCard Services
(213) 740-8709
uscard@usc.edu
www.usc.edu/uscard

Volunteer Center
(213) 740-7012
www.usc.edu/volunteer

Women and Men, Center for
(213) 740-4900
www.usc.edu/cwm

Directory
Parent Passwords
Use this space to record your passwords for these important websites.

USCe.pay:

OASIS:

USC Housing:
**FALL SEMESTER 2015**

- August 17-21: Open Registration
- August 19: Move-In Day
- August 19-26: Welcome Week
- August 20: New Student Convocation
- August 21: Last day to register and settle without a fee
- August 24: Classes Begin
- August 24-29: Late registration and change of program
- September 7: Labor Day, USC Holiday
- September 11: Last day to register and add classes
- September 11: Last day to purchase or show proof of health insurance
- September 11: Last day to purchase or waive tuition refund insurance
- October 22-25: Trojan Family Weekend
- November 7: Homecoming
- November 25-28: Thanksgiving Recess
- December 4: Classes End
- December 5-8: Study Days
- December 9-16: Final Exams
- Dec. 17-Jan. 10: Winter Recess

**SPRING SEMESTER 2016**

- January 7: Move-In Day
- January 7-13: Spring Welcome
- January 7-8: Open Registration
- January 8: Last day to register and settle without a fee
- January 11: Classes Begin
- January 7 & 8: Late registration and change of program
- January 18: Martin Luther King, Jr. Day, USC Holiday
- January 29: Last day to register and add classes
- January 29: Last day to purchase or show proof of health insurance
- January 29: Last day to purchase or waive tuition refund insurance
- February 15: Presidents’ Day, USC Holiday
- March 14-19: Spring Recess
- April 29: Classes End
- April 30 - May 3: Study Days
- May 4-11: Final Exams
- May 13: Commencement