



USC University of
Southern California

Orientation Programs

Parent Handbook

Summer 2017

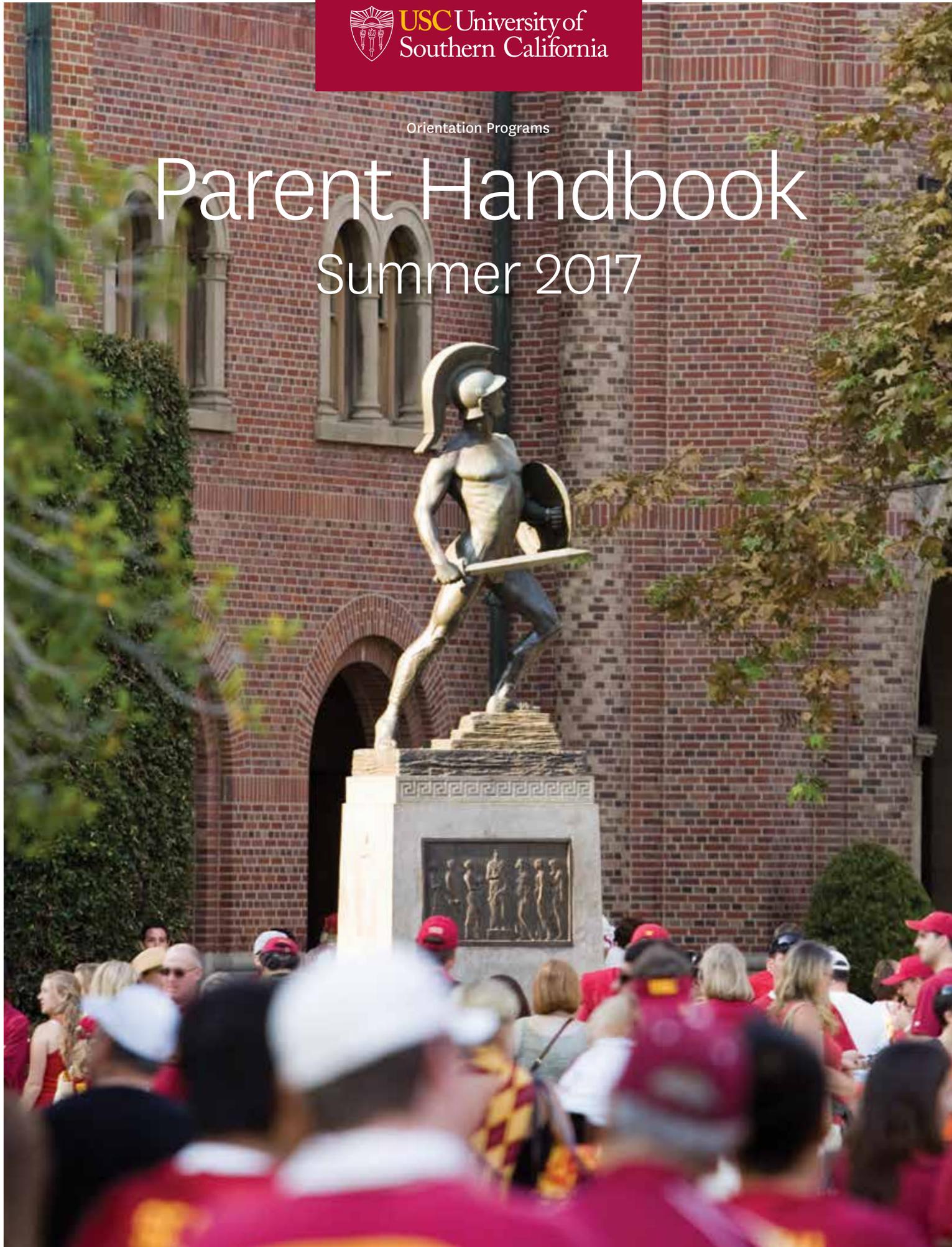


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You Have a Special Place in the Trojan Family

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 has one of the largest populations of international students in the country. 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

Role and Mission of USC

The central mission of the University of Southern California is the development of human beings and society as a whole through the cultivation and enrichment of the human mind and spirit. The principal means by which our mission is accomplished are teaching, research, artistic creation, professional practice and selected forms of public service.

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.

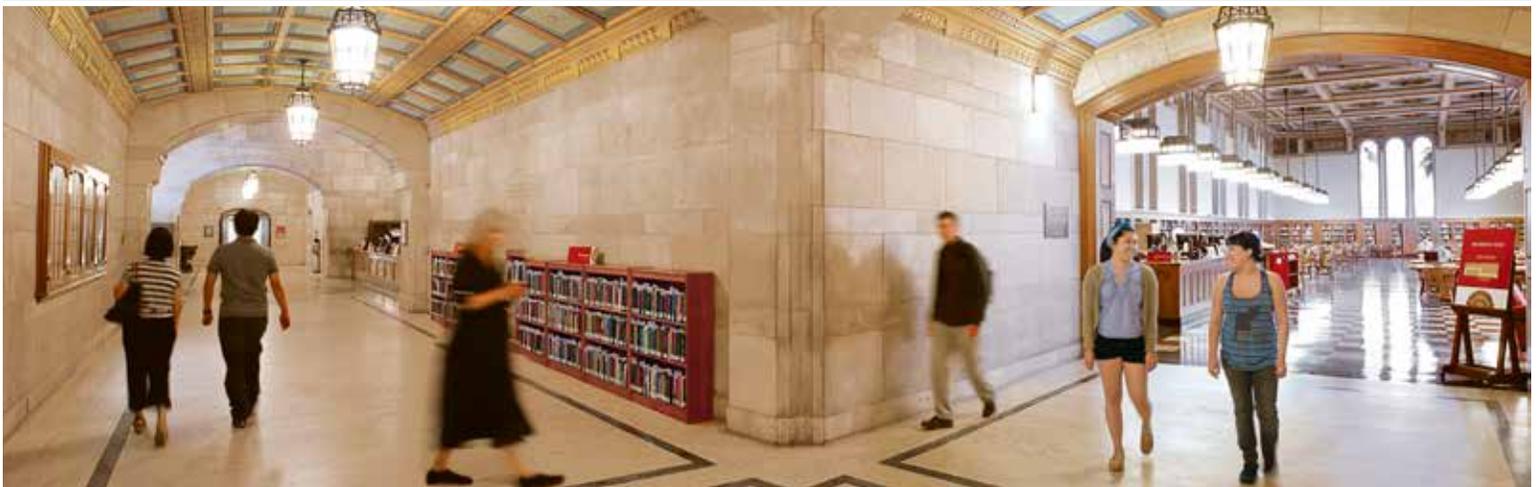
Our faculty are not simply teachers of the works of others, but active contributors to what is taught, thought and practiced throughout the world.

USC is pluralistic, welcoming outstanding men and women of every race, creed and background. We are a global institution in a global center, attracting one of the largest international student populations in the U.S. 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 & 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 people from diverse racial, ethnic, gender and class backgrounds; national origins, faiths, political beliefs, abilities and sexual orientations. Our activities, programs, classes, workshops, lectures and everyday interactions are enriched by our acceptance of one another, and we strive to learn from each other in an atmosphere of positive engagement and mutual respect.

We want to make explicit our expectations regarding the behavior of each member of our community. As adults, we are responsible for our behavior and are fully accountable for our actions. We each must take responsibility for our awareness of racism, sexism, ageism, xenophobia, homophobia, gender identity, sexual orientation, ableism and other forms of discrimination.

Bigotry will not go unchallenged within this community. No one has the right to denigrate another human being on the basis of race, sex, sexual orientation, national origins or other identities. We will not tolerate verbal or written abuse, threats, harassment, intimidation, or violence against person or property. In this context, we do not accept alcohol or substance abuse as an excuse, reason or rationale for such abuse, harassment, intimidation or

violence. Ignorance or “it was just a joke” are also not excuses for such behavior. All who work, live, study and teach in the USC community are here by choice, and as part of that choice should be committed to these principles, which are an integral part of USC’s focus, goals and 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.

Academic Integrity at USC

As an academic community of excellence, USC stresses honesty and integrity in all academic endeavors. Students are expected to learn and understand the academic standards and appropriate behaviors. Students who fail to uphold the academic integrity standards not only suffer significant 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 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.

Welcome Week



Move-In Day

Move-In Day is the first day students can move into their residence hall or apartment. For the 2017-2018 academic year, the fall Move-In Day is Wednesday, August 16. For residents at the McCarthy Honors College, move-in is scheduled for Monday, August 14. Students, alumni, parents and staff will be on-hand to assist and to welcome you and your student 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.

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 a Welcome Back Carnival and Concert. Welcome Week concludes with a Student Involvement Fair on Wednesday and Thursday, August 23 and 24. At the fair, students can learn more about the various programs and organizations available to them.

Visit welcomeweek.usc.edu 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 17 in Alumni Park. The convocation is preceded by a pancake breakfast.



USC Housing

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, including HD and premium channels.

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 rewarding 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.

Your student's USCard can also 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 to load the card using a credit or debit card.

For more information, visit mycard.usc.edu. Please note that students are required to obtain their USCard during their first semester at USC. There is no charge for the first card. Replacement cards may be subject to a fee.

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.

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. 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

Everything needed to connect to the USC Network is available at CampUSConnect in the USC Bookstore.

CampUSConnect offers a variety of hardware, software and peripherals, including products from Apple, Dell, HP, Epson, Adobe, Logitech and Microsoft. Most products are available at an academic discount and configured for the university environment. In addition, you can find the latest portable devices, audio accessories and printing supplies. Apple products can be ordered through our website at **www.uscbookstore.com**. 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**.

Annenberg House
711 West 27th Street

Cardinal Gardens Apartments
3131 South McClintock Avenue

Birnkrant Residential College
642 West 34th Street

Cardinal 'n' Gold
737 West 30th Street

Century Apartments
3115 South Orchard Street

Fluor Tower Residential College
1027 West 34th Street

Founders Apartments
2610 Portland Street

La Sorbonne Apartments
1170 West 31st Street

Manor Apartments
2636 Portland Street

Marks Hall
631 Childs Way

Marks Tower
612 Hellman Way

Max Kade House
2718 South Hoover Street

McCarthy Honors College
3096 South McClintock Avenue

New Residential College
635 McCarthy Way

North Residential College
635 McCarthy Way

Pacific Apartments
2637 Severance Street

Pardee Tower
614 Hellman Way

Parkside Arts & Humanities Residential College
920 West 37th Place

Parkside International Residential College
3771 South McClintock Avenue

Parkside Apartments
3730 South McClintock Avenue

Regal Trojan Apartments
870 West Adams Boulevard

Severance Street Apartments
2630 Severance Street

Sierra Apartments
2638 Portland Street

Stardust Apartments
634 West 27th Street

Sunset Apartments
1144 West 29th Street

Trojan Hall
615 Childs Way

Troy Hall Apartments
3025 Royal Street

Troy Hall East Apartments
3025 Royal Street

Vista Apartments
2701 Severance Street

Webb Tower Residential College
1015 West 34th Street

Windsor Apartments
1149 West 28th Street

Local Stores for Last-Minute Shopping:

Supplies for your student's residence can be purchased at various local stores.

Discount Department Stores

Kmart
5850 South Vermont Avenue
Los Angeles, CA 90044
(323) 753-1464

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

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

Hardware & Electronics

Home Depot
1675 Wilshire Boulevard
Los Angeles, CA 90017
(213) 273-8464

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

USC Village

Set to open in fall 2017, the shops at the newly constructed USC Village will include Target, Trader Joe's, Starbucks and Bank of America, in addition to several new eateries.

Meal Plans

Meal plans are assigned based on housing location and class standing. All freshmen living in university housing will be assigned a meal plan specific to their residence when they confirm a USC Housing contract. Students whose residential location does not require a meal plan have the option to participate in any of these plans. Meal plans can be tailored to your specific needs.

Residents may elect to change or upgrade to any meal plan available for their assigned hall or apartment. All plan changes must be submitted by **August 25, 2017**, for fall 2017 and by **January 13, 2018**, for spring 2018. For a full list and description of our meal plan options, please visit hospitality.usc.edu.

2017–2018 Meal Plans

Plan Name	Provides	Residence Locations
Cardinal Plan	Unlimited meals in USC Hospitality residential dining venues.*	Minimum meal plan for all residential colleges (residence hall and suite-style). Freshmen living in USC-owned, off-campus apartment buildings are required to have at least a partial meal plan but may upgrade to a full plan. Those assigned to on-campus apartments will be required to purchase full meal plans.
Gold Plan	Unlimited meals in USC Hospitality residential dining venues* and \$500 Dining Dollars** per semester.	Optional upgrade open to all locations.
Trojan Plan	\$3,570 Dining Dollars** per semester.	Optional upgrade open to all locations.
Apartment Meal Plan	40 meals in USC Hospitality residential dining venues* and \$150 Dining Dollars** per semester.	Century, Cardinal Gardens, Parkside Apartments and apartments at the USC Village.
Optional Meal Plans		
Community 25 Plan	25 meals in USC Hospitality residential dining venues* and \$50 Dining Dollars.**	<ul style="list-style-type: none"> • 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.**	<ul style="list-style-type: none"> • 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.

*USC Hospitality residential dining venues include Everybody’s Kitchen, Parkside Residential Dining and the McCarthy Honors College Dining Hall.

**Dining Dollars may be used in any USC Hospitality residential or retail dining venue located on the University Park Campus, except those that serve alcohol: The Lab Gastropub, Moreton Fig, Traditions, McKay’s and Rosso Oro’s.

Please note: Information regarding meal plans and prices has not been finalized as of the publication of this brochure. All meal plan names and pricing are subject to change.

Dining

USC Hospitality is delighted to offer you award-winning dining options that align with our 'Food Philosophy' and our goal to provide crave-able, socially responsible cuisine for the Trojan Family. From traditional dining halls to a mix of restaurants, cafés and convenience stores, our program is designed to meet the unique needs and tastes of our student body.

USC Hospitality Residential Dining

Everybody's Kitchen
McCarthy Honors College Dining Hall, USC Village (Opening fall 2017)
Parkside

Retail Cafés and Quick Service Restaurants

Coffee Bean & Tea Leaf in the School of Cinematic Arts
Law School Café
Literatea Tea House in Doheny Library
Popovich Café
Starbucks at Trojan Grounds
Starbucks at Café 84 (Opening fall 2017)
Tutor Café
The Café at Annenberg
Annenberg Coffee Cart
Little Galen

Nekter at Shop Café
URBN Market (CAL Building)
The Café at Fertitta
The Café at Michelson Center (Opening fall 2017)
Ronald Tutor Campus Center
California Pizza Kitchen
The Habit Burger Grill
Coffee Bean & Tea Leaf
Panda Express
Lemonade
Seeds Marketplace (offers kosher meals)
Verdé

Full-Service Restaurants

Moreton Fig Restaurant
Traditions Bar and Grill
The Lab Gastropub
McKay's Restaurant
Rosso Oro's Pizzeria

Off-Campus Restaurants and Cafés

Nearby, retail shops on the ground floors of Icon Plaza and Tuscany apartments cater to the USC community and include Starbucks 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. These venues do not accept the USCard (Dining Dollars or Discretionary).



Transportation & Parking

Transportation

Parking Structure X (PSX)
(213) 740-3575

www.usc.edu/parking

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 for housing permits, or via a lottery. 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 (most locations).

Cardinal Permits: Remote, off-campus parking.

USC Housing parking: Only for residents of that location.

Entering the Lottery

Every 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 the 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.

Online 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 dates:

Fall term: July 9 at noon (July 10 over-the-counter)

Spring term: January 1 (January 5 over-the-counter)

Summer term: April 1 (April 3 over-the-counter)

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 semester for any reason whatsoever (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.

Alternative Transportation

www.metro.net

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

transnet.usc.edu/index.php/bus-map-schedules

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.

Zipcar

www.zipcar.com/usc

Zipcar is an hourly car rental service with 16 vehicles located throughout campus and the North University Park area. Once students join, they receive a \$35 credit to their Zipcar account. Cars can be rented on campus for an hourly rate of \$9-11, or \$66-77 for the whole day (including gas and insurance).

Zimride

www.zimride.com/usc

Exclusive to USC students, faculty and staff, and fully integrated with Facebook, Zimride is an online social networking tool designed to facilitate carpooling and vanpooling. Students can join online for free, create a profile with ride-match preferences and share the ride.

Enterprise Rent-A-Car

transnet.usc.edu/index.php/getting-around

Enterprise Rent-A-Car, located in the Transportation office in PSX, offers special services to members of the USC community, including rental services for students ages 18 to 20, discounted rates for faculty, staff and students ages 21 and over, and rental services for staff and faculty on official USC business.

Campus Cruiser/Uber

For information about the Campus Cruiser/Uber program, please refer to page 15.

Health and Wellness Services

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 if students can provide the Student Health Insurance Office with proof of existing coverage that complies with the Affordable Care Act.

Questions regarding student health insurance can be emailed 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. All students enrolled in 6 or more units are required to pay the Student Health Fee and receive their primary care at the student health center on their campus. 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.

University Park Campus

Engemann Student Health Center

1031 West 34th Street
Los Angeles, CA 90089
(213) 740-9355

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

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

The Engemann Student Health Center offers a full range of primary care and specialty medical services, counseling services, and health promotion and disease prevention programs.

Conveniently located on the University Park Campus near the Lyon Center, the Engemann Student Health Center serves those students who are registered for classes and have paid the Student Health Fee. We strive to facilitate the completion of USC students' academic career at USC by helping them maintain an optimum level of physical and mental health and guiding them in maintaining a healthy lifestyle.

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.

Acute Care Services

If your student has an urgent, non-life threatening medical condition or mental health concern, services 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. After-hours counseling for mental health concerns is available at (213) 740-7711.

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. For emergencies off campus, students should dial 911.

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. Students should visit engemannshc.usc.edu/wellness or call (213) 740-4777 for more information.

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 or the Engemann Student Health Center website at 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 and click on Medical Services, then Immunization Requirements and Recommendations.

Student Counseling Services

Counseling services are available on the University Park Campus at the Student 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 engemannshc.usc.edu/counseling 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

dps.usc.edu

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.

Non-emergencies can be reported 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 dps.usc.edu 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, students 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.

Campus Safety

Over campus breaks, students can park their cars for free in the secured UPC Grand Avenue Structure. This initiative has helped reduce vehicle theft and related property crimes on both campuses by 65 percent since 2005. Please visit dps.usc.edu 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 (SSA) 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 President for Student Affairs or contacted at (213) 821-4710.

Trojans Care for Trojans studentaffairs.usc.edu/tc4t

This Student Affairs initiative provides an opportunity for students to express their concerns about fellow peers. It encourages students to care for each other and helps facilitate connections to institutional support and resources. The website features an anonymous request form and contact information for the office for Student Support and Advocacy (SSA) and other university resources. SSA often assists students who are coping with personal difficulties.

Campus Cruiser & USC/Uber 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 approximately 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 10 to 15 minutes. Riders may request to be notified by phone call or text message when the cruiser has arrived.

In addition, USC now works with Uber to supplement the Campus Cruiser program and reduce wait times for rides during peak hours. This service is usually available nightly from 7:00 p.m. to 2:00 a.m. in the University Park neighborhood whenever wait times for Campus Cruisers exceed 15 minutes. Service hours may change due to cultural or USC Athletics events. Changes are typically announced to the USC community via email in advance.

For more information about the USC/Uber program, including how to sign up and use the service, please visit transnet.usc.edu and select How to Use Uber from the Buses & Cruisers menu.

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-lit 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 dps.usc.edu and click on the Safety Tips & Training menu 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 safety.usc.edu for more information.

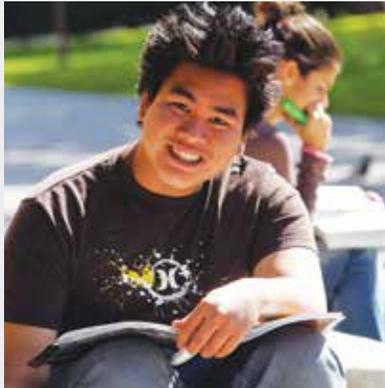
Emergency Notification Systems

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 free USC TrojansAlert system at trojansalert.usc.edu, which will allow you to receive real-time updates via text message and email.

Emergency Resources

Students are encouraged to visit safety.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.

Access to Student Records



Family Educational Rights and Privacy Act (Buckley Amendment)

Sometimes referred to as the Buckley Amendment, the Family Educational 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 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 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 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.

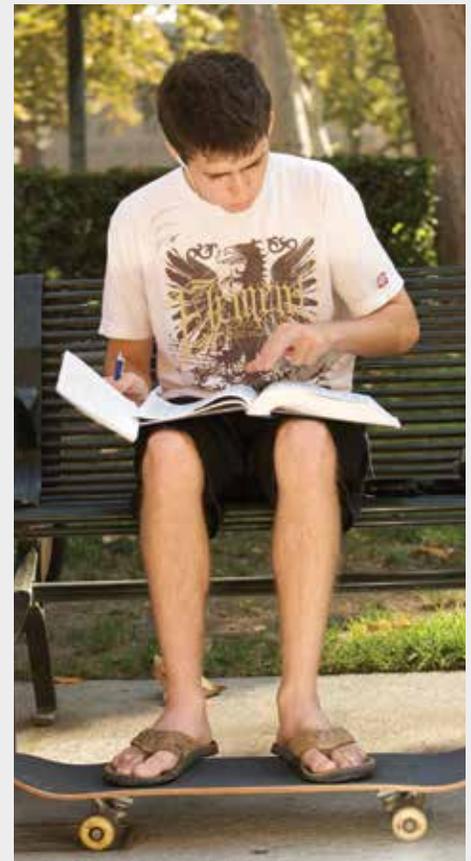
If you have questions or feedback regarding this process, please contact the Office of Academic Records and Registrar at ferpahelp@usc.edu or (213) 740-6963. Visit USC's FERPA website at www.usc.edu/ferpa for more information.

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 **financialaid.usc.edu** for information regarding tuition and fees and various financial aid programs.

Student Accounts and USCe.pay

USCe.pay is the university's official billing and student account system. It allows for access to and management of student accounts online. Monthly billing notices are emailed to the official USC email addresses (username@usc.edu) of all students who have outstanding balances or activity on their student accounts during the month. Your student and any guest users will receive a notification when a billing statement is available online via USCe.pay. USC does not mail billing statements for enrolled students.

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, housing or dining options. Financial transactions are viewable as soon as they are posted to the student account. Depending on when your student registered or made changes, enrollment-related transactions may appear on two or more different monthly billing statements.

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.

Students can access USCe.pay via myUSC at my.usc.edu or OASIS at www.usc.edu/OASIS. Guest users can access USCe.pay at sfs.usc.edu/epay.

Students can give guest users access to their accounts on either OASIS (access to financial aid and academic records) or USCe.pay (access to financial records only). For more information, visit sfs.usc.edu/epay.

Payments

Students may pay their bills online (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 email 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. 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 sfs.usc.edu for more information.

USC Payment Plan

The university 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 sfs.usc.edu and click on Payment Options/Payment Plans.



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 tab 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 classes.usc.edu 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 Direct Loan and the Direct Parent PLUS Loan. Please visit financialaid.usc.edu for more information and instructions.



Banking Around Campus

The following 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. The following tips and advice can help ease the transition and manage expectations.



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 student is in college. You may be concerned

or even somewhat apprehensive about how your student 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, email 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, email, 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 him or her.

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 and activities 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 and Student Counseling Services 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 USC Parent and Family Engagement website at studentaffairs.usc.edu/parent-programs 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 the USC campus 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 the Joint Educational Project, and Friends & 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 and Move-In Day, in addition to other events throughout the year.

All parents and guardians of currently enrolled USC students are invited to apply to and participate in the Parent Engagement Committee, which represents the interests of USC's diverse parent community. The Committee provides input regarding student programs and services and extends volunteer opportunities for special events. Applications are available in the early spring semester for the upcoming academic year. For more information, visit studentaffairs.usc.edu/parent-programs or contact USC Parent and Family Engagement at (213) 821-6239.

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. Trojan Marching Band parents, fraternity and sorority 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. To learn more about parent organizations, visit parents.usc.edu.

USC Parent and Family Engagement

USC Parent and Family Engagement offers a center for communication and resources for Trojan parents. They provide volunteer opportunities and coordinate activities to engage and enrich both the parent and student experience while paralleling the mission and goals of the university. Parents are encouraged to follow Parent and Family

Engagement on Facebook, Twitter and Instagram to ask questions and learn about USC resources, volunteer activities and upcoming events. For more information, visit studentaffairs.usc.edu/parent-programs, call (213) 821-6239 or email scparent@usc.edu.

Trojan Family Weekend

USC families are invited to celebrate and enjoy the campus experience at Trojan Family Weekend, Thursday, October 12 through Sunday, October 15, 2017. Not only will you get a chance to visit with your student, attend classes and tour campus, but you will also have the opportunity to enjoy an address by USC President C. L. Max Nikias. In addition, you will learn about Trojan traditions and be invited to attend deans' receptions, open houses, informative sessions and more!

On Saturday, October 14, cheer on the USC Trojans at the football game against PAC-12 rival Utah. Discounted football tickets will be available to parents who register for

Trojan Family Weekend. Registration will open in the summer.

For detailed information and registration, visit tfw.usc.edu.



Enhancing the Classroom Experience

We have an array of academic services and programs that offer 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 information.

Academic Counseling Services (ACS)

Student Union (STU) 300
(213) 740-1741

undergrad.usc.edu/services/counseling
acs@provost.usc.edu

Academic Counseling Services (ACS) serves as the primary resource for students who are undecided or undeclared. It also 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

Grace Ford Salvatori Hall (GFS) 120
Monday - Friday, 8:30 a.m. - 5:00 p.m.
(213) 740-0776 • Video phone: (213) 814-4618
dsp.usc.edu
ability@usc.edu

Disability Services & Programs (DSP) is responsible for providing support and accommodations for all USC students with disabilities, whether on campus or online. DSP conducts an interactive review process to determine appropriate accommodations for each student, factoring in a number of

variables. As a part of the Division of Student Affairs, we work closely with the Division's support, advocacy, and counseling departments and other on-campus resources to best support student needs.

Freshman Seminars

Grace Ford Salvatori Hall (GFS) 320
(213) 740-2961

www.usc.edu/fsem

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.

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 and computer-based language learning tools. Students currently enrolled in a language class, and their instructional staff, have priority use of the center's facilities. In addition, the Language Center administers foreign language placement tests and competency exams. See the website for details.

Overseas Studies

Taper Hall of Humanities (THH) 341
(213) 740-3636

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 abroad, 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.

USC Kortschak Center for Learning and Creativity

Student Union (STU) 311
(213) 740-7884

kortschakcenter.usc.edu
kortschakcenter@usc.edu

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

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.
Friday: 9:00 a.m. - 3:00 p.m.

The Writing Center offers free services to all USC students in the form of one-on-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. More information about the Center and how to schedule an appointment can be found on the website.

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 Center for Service Programs; and student publications all provide ways for students to get involved.

Academic Honors and Fellowships (AHF)

Student Union (STU) 300
(213) 740-9116

ahf.usc.edu
ahfstaff@usc.edu

Academic Honors and Fellowships is committed to mentoring motivated students and recent alumni in their pursuit of university awards such as the Renaissance, Discovery and Global Scholar distinctions, and nationally competitive fellowships such as the Rhodes, Marshall and Fulbright U.S. Student Program. AHF advisors also support Trustee, Presidential, Mork and Stamps scholars in understanding scholarship benefits and policies, and guide the Trojan Scholar Society (TSS) student organization in the promotion of a vibrant scholar community.

Asian Pacific American Student Services (APASS)

Student Union (STU) 410
(213) 740-4999

apass.usc.edu
apass@usc.edu

Our cultural center provides programs, services and resources for Asian Pacific American students, while offering educational opportunities for the entire campus with the mission of Education, Engagement and Empowerment. Notable programs for students to participate in include the PEER first-year mentoring program; the Connections! career mentoring program; CIRCLE leadership development seminars; and TIE community internships.

At USC, the APA population represents diverse ethnic backgrounds, hometowns, academic majors and interests. APASS allows you to explore this diversity and discover your own identity.

Campus Activities Involvement and Leadership Programs

Ronald Tutor Campus Center
Steven and Kathryn Sample Hall (SKS) 410
(213) 740-5693

campusactivities.usc.edu

Campus Activities believes activities and programs outside the classroom enhance the unique Trojan experience. Our department sponsors services, programs and events to educate, advocate, entertain and challenge students, including:

Leadership, Education and Development (L.E.A.D.)

Steven and Kathryn Sample Hall (SKS) 410

Leadership, Education and Development (L.E.A.D.) programs offer students opportunities to reach their leadership potential. We believe every individual has the ability to lead and has the power to become change agents in an organization on campus, the surrounding community, the workplace and the world. We are here to help students discover their potential through the L.E.A.D. Certificate, L.E.A.D. Immersion, L.E.A.D. Workshops and LeaderShape® programs.

Recognized Student Organizations

Steven and Kathryn Sample Hall (SKS) 410

USC has more than 850 student organizations, which are responsible for the majority of programs and events held on campus, including concerts, lectures, special events, spirit rallies, cultural and social events, and conferences.

The Peer Leadership Team are experienced student leaders trained to work with and support individual students and student organizations.

Student Governance

Ronald Tutor Campus Center (TCC) 224

Undergraduate Student Government (USG) is the official governing body of nearly 19,000 undergraduates at USC. Through an extensive programming, committee and advocacy structure, it represents the interests of the student body to the administration.

The Graduate Student Government (GSG) aims to enhance the graduate and professional student experience by serving as the face of the student body. To accomplish this, GSG is responsible for managing student resources efficiently, providing a voice for the student community, building a community that fosters interdisciplinary exchanges, and informing students about their rights, resources and opportunities.

Veteran Resource Center

Ronald Tutor Campus Center (TCC) 330

The Center serves as a one-stop campus resource for Trojan veterans, reservists and

Student Involvement

their dependents. At USC, we support our student veterans and affiliates by providing referrals to other campus partners, as well as serving as advocates for these students. The Center also offers opportunities for student veterans to excel academically through services such as a study space and computer stations.

Volunteer Center

Steven and Kathryn Sample Hall (SKS) 410
(213) 740-7012

campusactivities.usc.edu/volunteer

Our Volunteer Center promotes service within USC, the greater Los Angeles area and the global community. Part of Campus Activities, the Volunteer Center comprises two primarily student-run service programs: Alternative Breaks and Friends & Neighbors Day.

Our Alternative Break Program offers exciting opportunities for students, faculty and staff to get involved with communities outside of USC during winter and spring breaks. Our student coordinators lead alternative break trips both domestically and abroad.

Held on Saturdays throughout the school year, Friends & Neighbors Day connects students to service opportunities within the surrounding community.

Career Center

Student Union (STU) 110
(213) 740-9111

careers.usc.edu

The Career Center, in coordination with program-based career services throughout USC, 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/family.

Center for Black Cultural and Student Affairs

Student Union (STU) 415
(213) 740-8257

usccbcsa.usc.edu
cbcsa@usc.edu

The Center for Black Cultural and Student Affairs (CBCSA) provides a variety of programs and services geared toward the identity and professional development of Black students at USC. The center also creates an Afro-centric, holistic learning environment for academic and social development, as well as civic engagement, for the entire USC community.

CBCSA serves as a resource center and is open Monday through Friday from 8:30 a.m. to 5:00 p.m.

El Centro Chicano

Student Union (STU) 402
(213) 740-1480

elcentro.usc.edu
ecc@usc.edu

El Centro serves as a support and resource center for all students and their families. El Centro's mission is to empower Chicanx/Latinx students by providing a safe harbor where they can learn leadership; connect to and explore cultural identity by being socially conscious critical thinkers; acquire career advice through networking opportunities that help them graduate in a timely manner; and receive transitional support beyond their USC academic life.

Fraternity and Sorority Leadership Development

Tutor Campus Center (TCC) 330
(213) 821-1639

greeklife.usc.edu
USCFSLD@usc.edu and [@TrojanGreeks](https://www.instagram.com/TrojanGreeks) on Instagram & Facebook

Since their founding in 1889, fraternities and sororities have been an integral part of the University of Southern California. The Trojan Greek community ensures the highest quality experience through a focus on academics, civic engagement, wellness and safety, diversity and inclusion, and leadership.

The fraternity and sorority community comprises about 51 fraternities and sororities governed under five councils, along with two Greek academic honor societies. Discover today why nearly 23 percent of USC undergraduates choose to be a Trojan Greek.

Lesbian Gay Bisexual Transgender (LGBT) Resource Center

Student Union (STU) 202B
(213) 740-7619

lgbtrc.usc.edu
lgbt@usc.edu

Through its many programs and services, the LGBT Resource Center supports and advocates for students, educates the campus community and builds community for lesbian, gay, bisexual, transgender and queer (LGBTQ) students. It works with campus departments to create and sustain a safe and inclusive climate for the LGBT campus community. The Center's affirming study space called "The Lavender Lounge" is open during the academic year, Monday-Thursday, 10:00 AM-8:00 PM. Additional resources for students include the Queer & Ally Student Assembly (QuASA), the Rainbow Floor special interest housing, gender neutral housing and the LGBT Peer Mentoring Program.

Rainbow Floor:

lgbtrc.usc.edu/rainbowfloor

Peer Mentoring Program:

lgbtrc.usc.edu/mentoring

Office of International Services

Parking Structure D (PSD), Suite 101
(213) 740-2666

ois.usc.edu
ois@usc.edu

The Office of International Services (OIS) serves as a resource center for the unique needs of international students and visiting international scholars. The office offers assistance with immigration regulations, academic progress, financial concerns, 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.

Recreational Sports

Lyon Recreation Center (LRC)

(213) 740-5127

www.usc.edu/recsports

Recreational Sports (Rec Sports) welcomes the university community to pursue a balanced, healthy lifestyle through its extensive services and programs.

Fitness facilities on both the University Park Campus and the Health Sciences Campus (HSC) offer a wide array of services and classes, from basketball to yoga to swimming.

In addition, Rec Sports offers over 18 intramural sports each year (leagues are open to students, staff and faculty) and 55 club sports teams.

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 www.usc.edu/recsports/store.

Students who choose to use the gym during the summer and are not registered for classes in the upcoming fall semester must purchase a membership at the student summer rate.

Relationship and Sexual Violence Prevention and Services (RSVP)/Sexual Assault Resource Center

Engemann Student Health Center, Suite 356
(213) 740-4900 (Press 'o' for after-hours/ weekend support.)

engemannshc.usc.edu/rsvp

RSVP provides therapy services for situations involving gender- and power-based harm (such as sexual assault, domestic violence, stalking). The Center facilitates student success by providing advocacy and counseling, and fostering a better understanding of sexual violence, relationship abuse, stalking, and healthy relationships and sexuality. Above all, RSVP serves as a haven for students and provides

opportunities to bring about on-campus change, through its educational programs and peer outreach program, VOICE. RSVP aids students in connecting with reporting options, accommodations and therapy services. All services provided by the Center are confidential.

Religious Life

Office of Religious Life

University Religious Center (URC) 106

(213) 740-6110

orl.usc.edu

At USC, the Office of Religious Life works with Campus Activities to provide counsel, support and university recognition for more than 100 religious and spiritual student organizations. Your student can choose from this diverse array to continue an established commitment to a set of beliefs or to explore new possibilities.

Residential Education

Student Union (STU) 200

(213) 740-2080

resed.usc.edu

The Residential Education staff is committed to providing an environment that supports the holistic development and success of all our student residents, from their first year to their graduate studies. Residential Education helps ensure a quality on-campus living experience while focusing on student safety and developing students' connections to the university.

Students learn that they have a role in shaping their communities. Whether they become involved in Building Government, attend programs or develop working relationships with Residential Education staff, all students are vital parts of the community they live in, and they are encouraged to be active and responsible members.

Student Affairs

Office of the Vice President

for Student Affairs

Student Union (STU) 201

(213) 740-2421

The Office of the Vice President 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 (freshman, 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.



FIGHT ON

Academic Honors and Fellowships

(213) 740-9116
ahf.usc.edu

Academic Records and Registrar

(213) 740-4080
www.usc.edu/registrar

Academic Counseling Services

(213) 740-1741
undergrad.usc.edu/services/counseling

Alumni Association, USC

(213) 740-2300
alumni.usc.edu

Asian Pacific American Student Services

(213) 740-4999
apass.usc.edu

Black Cultural and Student Affairs, Center for

(213) 740-8257
usccbcsa.usc.edu

Bookstores, USC

www.uscbookstore.com

University Park Campus

(213) 740-0066

Health Sciences Campus

(323) 442-2674

Campus Activities, Office of

(213) 740-5693
campusactivities.usc.edu

Campus Operator University Park Campus

(213) 740-2311

Health Sciences Campus

(323) 442-2000

Career Center

(213) 740-9111
careers.usc.edu

Cashier's Office

(213) 740-7471
(800) 225-1222
sfs.usc.edu

Commencement Hotline

(213) 740-4001
commencement.usc.edu

Counseling Center

(213) 740-7711
engemannshc.usc.edu/counseling

Credit Union, USC

www.usccreditunion.org
(213) 821-7100
(877) 670-5860

Disability Services and Programs

(213) 740-0776
VIDEO PHONE:
(213) 814-4618
dsp.usc.edu

Dornsife College Advising Office

(213) 740-2534
dornsife.usc.edu/undergraduate-advisement-contact

El Centro Chicano

(213) 740-1480
elcentro.usc.edu

Emergency Information

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

Engemann Student Health Center

(213) 740-WELL (9355)
www.usc.edu/engemann

Financial Aid

(213) 740-4444
financialaid.usc.edu

Fraternity and Sorority Leadership Development

(213) 821-1639
greeklife.usc.edu

Housing, USC

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

International Services, Office of

(213) 740-2666
ois.usc.edu

Leadership Programs

(213) 740-5693
campusactivities.usc.edu

Lesbian Gay Bisexual Transgender Resource Center

(213) 740-7619
lgbtrc.usc.edu

The Mail Stop Mailing Services

(213) 821-1200
businessservices.usc.edu/ mailing

Mellon Mays Undergraduate Fellowship Program

(213) 740-9116
dornsife.usc.edu/mmuf

Norman Topping Student Aid Fund

(213) 740-7575
www.usc.edu/ntsaf

Orientation Programs

(213) 740-7767
orientation.usc.edu

Parent and Family Engagement, USC

(213) 821-6239
studentaffairs.usc.edu/parent-programs

Public Safety, Department of

dps.usc.edu

University Park Campus

(213) 740-6000
(Non-emergency)

(213) 740-4321
(Emergency)

Health Sciences Campus

(323) 442-1200
(Non-emergency)

(323) 442-1000
(Emergency)

Recreational Sports

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

Religious Life, Office of

(213) 740-6110
orl.usc.edu

Residential Education, Office for

(213) 740-2080
resed.usc.edu

Relationship and Sexual Violence Prevention Services (RSVP)

(213) 740-4900
engemannshc.usc.edu/rsvp

Sports Information

(213) 740-8480
www.usctrojans.com

Student Affairs

(213) 740-2421
studentaffairs.usc.edu

Student Financial Services

(213) 740-7471
sfs.usc.edu

Student Judicial Affairs

(213) 821-7373
sjacs.usc.edu

Student Publications

(213) 740-2707
studentaffairs.usc.edu

Testing Center

(213) 740-1741
undergrad.usc.edu/services/testing

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
mycard.usc.edu

Volunteer Center

(213) 740-7012
campusactivities.usc.edu/volunteer

FALL SEMESTER 2017

August 14-18	Open Registration
August 16	Move-In Day
August 16-24	Fall Welcome Week
August 17	New Student Convocation
August 18	Last day to register and settle without a fee
August 21	Classes Begin
August 22-27	Late registration and change of program
September 4	Labor Day, USC Holiday
September 8	Last day to register and add classes
September 8	Last day to purchase or show proof of health insurance
September 8	Last day to purchase or waive tuition refund insurance
October 12-15	Trojan Family Weekend
November 22-26	Thanksgiving Recess
December 1	Classes End
December 2-5	Study Days
December 6-13	Final Exams
Dec. 14-Jan. 7	Winter Recess



Orientation Programs

University of Southern California
Los Angeles, California 90089-0892
orientation.usc.edu

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SOUTHERN CALIFORNIA