



USC University of  
Southern California

# Parent Handbook

## Winter 2019



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# You Have a Special Place in the Trojan Family

Dear USC Parent,

Welcome to New Student Orientation! We're delighted that you could join us as your student begins his or her educational journey at USC. You play a vital role in the Trojan Family, and we hope this event will give you a strong sense of our university and its vibrant community.

The transition to a new school can be challenging – for students and parents alike. We hope this handbook can help ease that transition, answer your questions, and help your student find his or her own path to success at USC. This book offers tips for navigating Move-In Day and Welcome Week, covers enrollment requirements for incoming students, and details the numerous academic, pre-professional, health and wellness, and recreational resources we offer.

USC welcomes students from all 50 states and more than 100 countries, creating an unusually diverse and dynamic campus population, while maintaining the nurturing environment typical of much smaller colleges. Beyond our campus boundaries our students also benefit from the city of Los Angeles. From world-class museums, performance venues and cultural offerings, to innumerable opportunities for service learning and internships, recreational activities, networking or simply relaxing, your student's experience will be enriched the region's vast array of resources.

Whether students pursue the arts or athletics, participate in student government or service learning opportunities, or conduct original or faculty-led research, they will find their niche here — and a home away from home for the next four years. The bonds our students form on our campuses are lifelong, and our renowned alumni network will be available to them worldwide.

We hope that we will continue to see you on our campuses in the years to come.

Sincerely,



Timothy E. Brunold  
Dean of Admission

# 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.

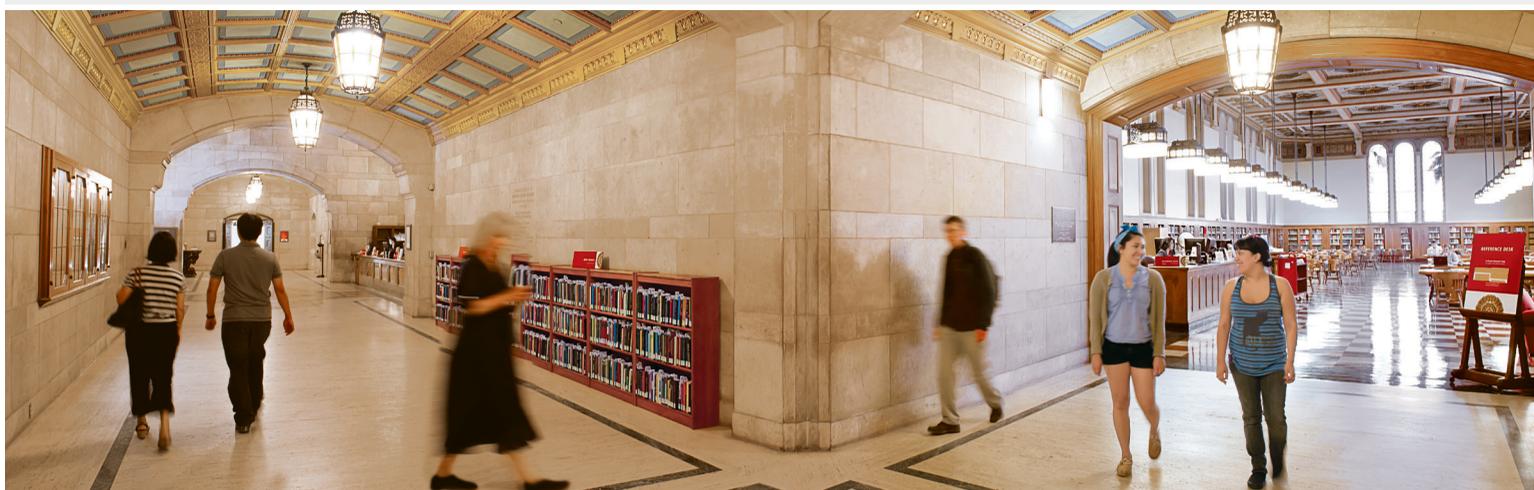
USC is pluralistic, welcoming outstanding men and women of every race, creed and background. We are a global institution in a global center, attracting one of the largest international student populations in the U.S. And we are private, unfettered by political control, strongly committed to academic 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.

USC expects all members of the university community to hold themselves to high standards of conduct, to take responsibility for their behavior, and to be accountable for their actions. We encourage students to review the standards detailed in the USC student handbook, *Scampus*, at **scampus.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.

## Academic Integrity at USC

As a community of academic excellence, USC maintains high standards of honesty and integrity in all academic endeavors. Students are expected to learn and understand the academic integrity standards and appropriate behavior. Students who fail to uphold these standards not only suffer significant grade consequences and jeopardize their status at the university, but also cheat themselves and others out of learning, undermine 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 or failing to identify material used in verbatim or near-verbatim form), 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 USC student handbook website at **scampus.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 spring 2019 semester, Move-In Day is Thursday, January 3. 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)**  
RAs can provide schedules for special events designed to help students acclimate to USC.

USC Housing will mail more information about these and other items in late November 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.

The Welcome Week schedule will be available beginning December 1 at [welcomeweek.usc.edu/spring](http://welcomeweek.usc.edu/spring). We encourage students to look it over and sign up for those events they would like to attend.

## New Student Convocation

Students and parents are invited to attend the annual New Student Convocation on January 4 in Bovard Auditorium.



# Navigating Campus Life

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 just 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. Students are required to obtain their USCard during their first semester at USC. The card identifies the owner as a currently enrolled student and entitles the owner to various on-campus privileges, including meal plan activation, check cashing at the USC Cashier's Office, and use of campus libraries and computer labs. It also provides entry into university residences and recreation centers, as well as an array of university-sponsored events, from premier guest speakers to all USC home athletic events.

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](http://www.usc.edu/vipcardservices) to load the card using a credit or debit card.

Please note that there is no charge for the first USCard. Replacement cards may be subject to a fee. For more information, visit [mycard.usc.edu](http://mycard.usc.edu).

## 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

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**, 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 January.

### Technology and Supplies

Students can purchase computers, tablets and other computing gear, many at an academic discount, through the CampUSConnect shop at the USC Bookstore. Products can be ordered online at [uscbookstore.com](http://uscbookstore.com) or purchased in person.

### 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.



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## 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.

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### All on-campus and USC Village residences are located in Los Angeles, CA 90089:

**Birnkrant Residential College**  
642 West 34th Street

**Cale and Irani Residential College**  
929 West Jefferson Boulevard

**Cowlings and Ilium Residential College**  
3131 South Hoover Street

**Fluor Tower Residential College**  
1027 West 34th Street

**Marks Hall**  
631 Childs Way

**Marks Tower**  
612 Hellman Way

**McCarthy Honors College**  
3096 South McClintock Avenue

**Nemirovsky and Bohnett Residential College**  
3201 South Hoover Street

**New/North Residential College**  
635 McCarthy Way

**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

**Priam Residential College**  
835 West Jefferson Boulevard

**Trojan Hall**  
615 Childs Way

**Webb Tower Residential College**  
1015 West 34th Street

### All off-campus residences are located in Los Angeles, CA 90007:

**Annenberg House**  
711 West 27th Street

**Cardinal Gardens Apartments**  
3131 South McClintock Avenue

**Cardinal 'n' Gold**  
737 West 30th Street

**Century Apartments**  
3115 South Orchard Avenue

**La Sorbonne Apartments**  
1170 West 31st Street

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## Local Stores for Last-Minute Shopping:

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

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### Discount Department Stores

**Target (USC Village)**  
3131 South Hoover Street  
Suite 1910  
Los Angeles, CA 90089  
(213) 330-4543

### Banks

**USC Credit Union**  
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 (USC Village)**  
3201 South Hoover Street  
Los Angeles, CA 90089  
(213) 477-1001

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

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

### Groceries

**Trader Joe's (USC Village)**  
3131 South Hoover Street  
Suite 1920  
Los Angeles, CA 90089

**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

**USC Pharmacy (On campus)**  
Student Union Building  
3601 Trousdale Parkway #101  
Los Angeles, CA 90089  
(213) 740-2738

**CVS/pharmacy**  
University Gateway  
3335 South Figueroa Street  
Los Angeles, CA 90007  
(213) 742-6765

**Rite Aid**  
4322 South Figueroa Street  
Los Angeles, CA 90037  
(323) 235-3535

### School & Office Supplies

**USC Bookstore (On campus)**  
840 Childs Way  
Los Angeles, CA 90089  
(213) 740-0066

**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

### Additional Shipping Options

(for pickup by recipient)

**Amazon Lockers**  
USC Village  
3096 South McClintock Ave.  
Suite 1415  
Los Angeles, CA 90089

### The FedEx Office Print and Ship Center

USC Village (packages held for USC Village residents only)  
929 West Jefferson Boulevard  
Suite 1670  
Los Angeles, CA 90089

### The FedEx Office Print and Ship Center

(packages held for all recipients)  
2723 South Figueroa Street  
Los Angeles, CA 90007

## 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 **January 12, 2019**, for spring 2019. For a full list and description of our meal plan options, please visit [hospitality.usc.edu](http://hospitality.usc.edu).

### 2018-2019 Meal Plans

Plan Name	Provides	Residence Locations
<b>Cardinal Plan</b>	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.
<b>Gold Plan</b>	Unlimited meals in USC Hospitality residential dining venues* and \$500 Dining Dollars** per semester.	Optional upgrade open to all locations.
<b>Trojan Plan</b>	\$3,690 Dining Dollars** per semester.	Optional upgrade open to all locations.
<b>Apartment Meal Plan</b>	40 meals in USC Hospitality residential dining venues* and \$150 Dining Dollars** per semester.	Cardinal Gardens, Parkside Apartments, Webb Tower and apartments at the USC Village.
<b>Optional Meal Plans</b>		
<b>Community 25 Plan</b>	25 meals in USC Hospitality residential dining venues* and \$50 Dining Dollars.**	<ul style="list-style-type: none"> <li>· For any USC student not enrolled in a required meal plan.</li> <li>· As a supplement to an existing meal plan.</li> <li>· May be purchased or renewed at any time and used throughout the school year.</li> </ul>
<b>Community 50 Plan</b>	50 meals in USC Hospitality residential dining venues* and \$100 Dining Dollars.**	<ul style="list-style-type: none"> <li>· For any USC student not enrolled in a required meal plan.</li> <li>· As a supplement to an existing meal plan.</li> <li>· May be purchased or renewed at any time and used throughout the school year.</li> </ul>

\*USC Hospitality residential dining venues include Everybody's Kitchen, Parkside Residential Dining and the USC Village 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  
USC Village Dining Hall  
Parkside

## **Retail Cafés and Quick Service Restaurants**

Cammilleri Café  
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  
Tutor Café  
The Café at Annenberg

Little Galen  
Nekter at Shop Café  
URBN Market (CAL Building)  
The Café at Fertitta  
*Ronald Tutor Campus Center*  
California Pizza Kitchen  
The Habit Burger Grill  
Coffee Bean & Tea Leaf  
Panda Express  
Lemonade  
Seeds Marketplace (offers kosher meals)  
Verde

## **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**

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, Halaloglu Turkish Street Food, 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).

## **USC Village**

USC Village offers specialty eateries catering to a wide range of tastes, including Casa Barilla, CAVA, Dulce, Greenleaf Gourmet Chopshop, Honeybird, Kobunga Korean Grill, Rance's Chicago Pizza, Sunlife Organics, Trejo's Tacos and Wahlburgers, among others.



# Transportation & Parking

## Transportation

McCarthy Way Parking Structure (PSX)  
(213) 740-3575  
[www.usc.edu/parking](http://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](http://www.usc.edu/parking) or at the USC Transportation Office in the McCarthy Way Parking Structure (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 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](http://www.usc.edu/parking) or (213) 740-3575.

## Online Lottery Dates:

**Spring housing residents/commuters:**  
November 1 – December 7

**Online permits (and over-the-counter sales) start dates:**

**Spring term:** January 2 (January 8 over-the-counter)

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

Permits purchased in spring 2019 are valid only for the spring semester. Subsequent full-year 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 a subsequent spring semester for any reason whatsoever (including fall graduation), he or she must return it to the USC Transportation office 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](http://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. Students can

also apply for or renew monthly passes in the Transportation office.

## USC Buses

[transnet.usc.edu/index.php/bus-map-schedules](http://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 Grand Avenue Parking Structure and Union Station.

## Maven

[transnet.usc.edu](http://transnet.usc.edu) or [maven.com](http://maven.com)

Customized for the USC community, this exclusive car-sharing service provides members with 24/7 access to a variety of cars. Fuel, insurance, free membership, free XM radio, free WiFi, and a variety of premium cars are included in the price.

## Enterprise Rent-A-Car

[transnet.usc.edu/index.php/getting-around](http://transnet.usc.edu/index.php/getting-around)

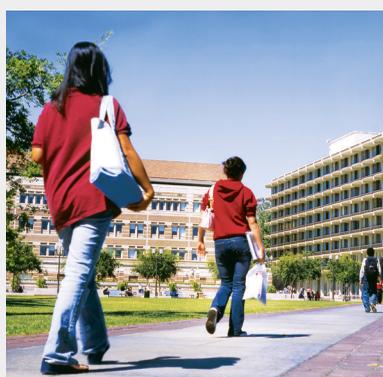
Enterprise Rent-A-Car, located in the Transportation office, offers special services to members of the USC community, including rental services for students ages 18 to 20, discounted rates for faculty, staff and students ages 21 and over, and rental services for staff and faculty on official USC business.

## Campus Cruiser/Lyft

Our Campus Cruiser program partners with Lyft to provide safe rides home after hours. For information please refer to page 15.

# Health and Wellness Services

USC's student health and wellness programs help students maintain an optimum level of physical and mental health and guide them in maintaining a healthy lifestyle.



## Student Health Services

USC has two student health centers: one on the University Park Campus and one on the Health Sciences Campus. Students may use the programs and services at either one. Each one offers a full range of primary care and specialty medical services, counseling services and health promotion and disease prevention programs. The health centers serve those students who are registered for classes and have paid the Student Health Fee.

To access student health services, students need to bring their USC ID to their appointment. The health centers do not bill insurance companies. Students will be required to pay any out-of-pocket costs.

### University Park Campus

#### Engemann Student Health Center

1031 West 34th Street  
Los Angeles, CA 90089

### Health Sciences Campus

#### Eric Cohen Student Health Center Healthcare Consultation Center

1510 San Pablo Street, Suite 104  
Los Angeles, CA 90033

#### Contact Us:

(213) 740-9355 · [studenthealth@usc.edu](mailto:studenthealth@usc.edu)

[www.usc.edu/studenthealth](http://www.usc.edu/studenthealth)

## Student Health Fee

### What does it cover?

This fee includes access to most services and programs offered at the health centers, including primary care visits, initial counseling consultations and most wellness services provided by the Office for Wellness and Health Promotion (OWHP).

### Who is required to pay it?

- University Park Campus students enrolled for 6 or more units.
- All Health Sciences Campus students.

Students not otherwise eligible to use a student health center may pay the fee to receive services.

## Student Health Insurance

USC requires all students to carry health insurance. This helps cover the cost of health care that cannot be obtained at a 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 plan, even if

carrying fewer than 6 units.

Enrollment will be waived if students can provide the Student Health Insurance Office proof of existing coverage that complies with the Affordable Care Act. Students must complete the online waiver process before the deadline each fall for the entire academic year. For insurance enrollment or waiver criteria, please visit the USC Student Health Services website at [www.usc.edu/studenthealth](http://www.usc.edu/studenthealth) and click on the Student Health Insurance tab.

Questions regarding student health insurance can be emailed to [studenthealth@usc.edu](mailto:studenthealth@usc.edu).

## Primary Care

Your student can make a primary care appointment for the diagnosis and treatment of most illnesses and injuries, either online at [www.usc.edu/myshr](http://www.usc.edu/myshr) or by calling (213) 740-9355.

## Specialty Care

Student Health Services provides specialty care including dermatology, nutrition and gynecology at both health centers. Specialty care in orthopedics and allergy is available only at the Engemann Student Health Center. Some specialty care appointments require a referral from a Student Health Services primary care provider.

Although the Student Health Fee covers most services, there are nominal fees for some, including vaccinations, some lab tests, orthopedic appliances, and copies of X-rays and medical records.

## Health and Wellness

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

### After Hours

For medical conditions requiring attention after business hours:

After Hours line: (213) 740-9355  
(Follow the recorded instructions.)

Mental health concerns:  
(213) 740-7711

### Emergency Services

In the event of a life-threatening medical emergency on campus, students should call the Department of Public Safety for their respective campus:

**University Park Campus:**  
(213) 740-4321

**Health Science Campus:**  
(323) 442-1000

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. Services include a wellness lounge for students, alcohol risk reduction consultations, sleep and safer sex resources, and yoga and pet therapy. OWHP is also home to our USC Wellness Dog, Beau. Students can call (213) 740-4777 for more information.

### Immunization Clinic

Engemann's 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/studenthealth](http://www.usc.edu/studenthealth) and click on Medical Services, and then on Immunization Requirements and Recommendations.

### Vaccination Requirements

New student immunization requirements can be found at [www.usc.edu/studenthealth](http://www.usc.edu/studenthealth) by clicking on New Student Health Check List.

### Student Counseling Services

Student Counseling Services offers many resources to help students meet their academic and personal goals, including group programs for support and skill-building, a stress-relief clinic, sleep consultations, mindfulness training, yoga and neuro-feedback. 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.

Counseling services are available at both student health centers. The centers' 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.

We also provide individual therapy, crisis support, psychiatric services and consultation for students in distress. We can connect students to other USC resources or community providers as necessary.

All personal information discussed in counseling is kept confidential. To make an appointment or for more information, your student should visit [www.usc.edu/studenthealth](http://www.usc.edu/studenthealth) or call (213) 740-7711.

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

### Mindfulness Initiative

USC has organized activities to promote mindfulness as part of the academic and social life of students. Mindfulness has been scientifically shown to reduce anxiety and stress, improve attention, boost the immune system, reduce emotional reactivity and promote a general sense of well-being. Information on classes, practice groups, education sessions and even a mobile app can be found at [mindful.usc.edu](http://mindful.usc.edu).



# Campus Security

## Department of Public Safety (DPS)

### University Park:

Downey Way Parking Structure (PSA)

**Non-emergency:** (213) 740-6000

**Emergency:** (213) 740-4321

[dps.usc.edu](http://dps.usc.edu)

The Department of Public Safety protects and serves the USC campus community and is one of the largest university law enforcement agencies in the nation. Headquartered on the University Park Campus with substations on the Health Sciences Campus and in the USC Village, the Department of Public Safety (DPS) operates 24 hours a day, 365 days a year.

The department's **Public Safety Officers (PSOs)** are police academy graduates who must pass an extensive screening process and background check before they are hired. They must then successfully complete the Department of Public Safety's field training program before they are allowed to work alone.

The department's **Community Service Officers (CSOs)** complement the services provided by Public Safety Officers. Most CSOs are assigned to the Operations Division and provide security services to the USC Bookstore, university-owned residential complexes, and other facilities

on the University Park and Health Sciences Campuses. CSOs also monitor keycard access, closed-circuit camera systems, and a variety of intrusion and fire/life safety alarm systems.

The 24-hour communications center coordinates and supports the activities of field personnel, and facilitates communication regarding department activities among the community. The DPS communications center also provides dispatch services for USC's Transportation office and monitors several other radio frequencies, including those of Los Angeles Police Department (LAPD) officers assigned to the USC area.

## 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 California Business and Profession Code. Department of Public Safety officers have arrest authority as permitted by 830.7(b). The Los Angeles Police Department has primary jurisdiction

over all property beyond the confines of the University Park and Health Sciences Campuses. Crimes that occur on property not owned or controlled by USC should be reported directly to the LAPD.

## Patrol & Response Boundaries

The Department of Public Safety's patrol jurisdiction extends beyond the footprint of the University Park and Health Sciences Campuses. DPS is able to better serve the USC community by responding to calls for service within this wider geographical area. The university relies on the close relationship with the LAPD to provide services to USC community members within this expanded service area. To view the maps of the patrol areas, visit [dps.usc.edu/patrol](http://dps.usc.edu/patrol).

### Emergencies

In the event of an emergency on or near campus, your student should call the USC Department of Public Safety. DPS offers a mobile safety app to immediately contact DPS or 911 with a push of a button. Download the Trojan Mobile Safety App, LIVESAFE, from Google Play or the Apple iTunes Store. [www.usc.edu/mobilesafety](http://www.usc.edu/mobilesafety).

## Safety Resources

### Community Relations Office (CRO)

The Community Relations Office was created by Chief John Thomas in 2016 with the intent to build strong and positive partnerships between DPS and the communities surrounding both the University Park (UPC) and Health Sciences Campus (HSC). The Community Relations Office builds and maintains relationships with USC's neighbors, makes university resources available to the community and works with student organizations on community service and numerous volunteer opportunities.

### Residential Housing Protection

Each residence hall at USC has an assigned Public Safety Officer to address safety issues. Officers can facilitate discussions or lead presentations on subjects including theft prevention, after-hours precautions, or safe behaviors at parties and social gatherings. Officers can also assist with bicycle registration and provide information about university resources.

### Educational Programs

The Department of Public Safety uses a variety of methods and programs designed to teach USC community members' strategies for enhancing community safety and to involve law enforcement and security resources when needed. DPS programs are, in some instances, scheduled throughout the year at the request of campus and community members, and in other instances, as part of routine university programming.

### What to Do in the Event of an Active Shooter?

Tailored for students, faculty and staff, this training addresses what to do in the event of an active shooter on campus and discusses the options of "Run, Hide or Fight." The presentation takes about an hour. For more information contact the DPS training coordinator at (213) 740-6419.

### Operation ID

DPS encourages everyone to mark his/her property and to keep a record of it in

case it is stolen. The Operation ID program offers anyone in the campus community the opportunity to have personal property engraved by and registered with the department.

### Personal Safety Programs

DPS will arrange for interested individuals and groups to participate in personal safety and security programs presented by a trained crime prevention officer. Topics include general theft prevention, auto-related crimes, consumer fraud/scams, rape and sexual assault prevention, and self-defense techniques.

Rape Aggression Defense (RAD): Available to both women and men, this unique crime prevention program focuses on safety and self-defense techniques. [dps.usc.edu/services/self-defense](http://dps.usc.edu/services/self-defense)

### See Something, Say Something

See Something, Say Something is a simple and effective campaign designed to raise public awareness of indicators of terrorism and terrorism-related crime, and to emphasize the importance of reporting suspicious activity to the proper local law enforcement and campus authorities.

### Safety and Security, a Shared Responsibility

This program facilitates an ongoing partnership between the DPS, university officials and students. The program aims to raise safety and security awareness, to encourage students to take ownership of their safety, and to assist in reducing fear of crime.

### Emergency Phones

Located in garages, lobbies and other places throughout both campuses, "blue light" phones provide a direct link to the Department of Public Safety. The phones can be used to request an escort and to report suspicious activity and crimes.

### USC Support & Advocacy

With a goal to provide a safe, welcoming and confidential environment, USC 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 President for Student Affairs or contacted at (213) 821-4710.

### Campus Cruiser & USC/Lyft 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.

In addition, USC works with Lyft to supplement the Campus Cruiser program and to reduce wait times for rides whenever wait times for Campus Cruisers exceed 15 minutes.

For more information please visit [www.usc.edu/transportation](http://www.usc.edu/transportation) and select How USC Students Can Use Lyft from the Buses & Cruisers menu.

### University Park Campus (UPC)

Seven days a week  
(213) 740-4911

**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

(323) 442-2100

Fall, Spring, Summer:

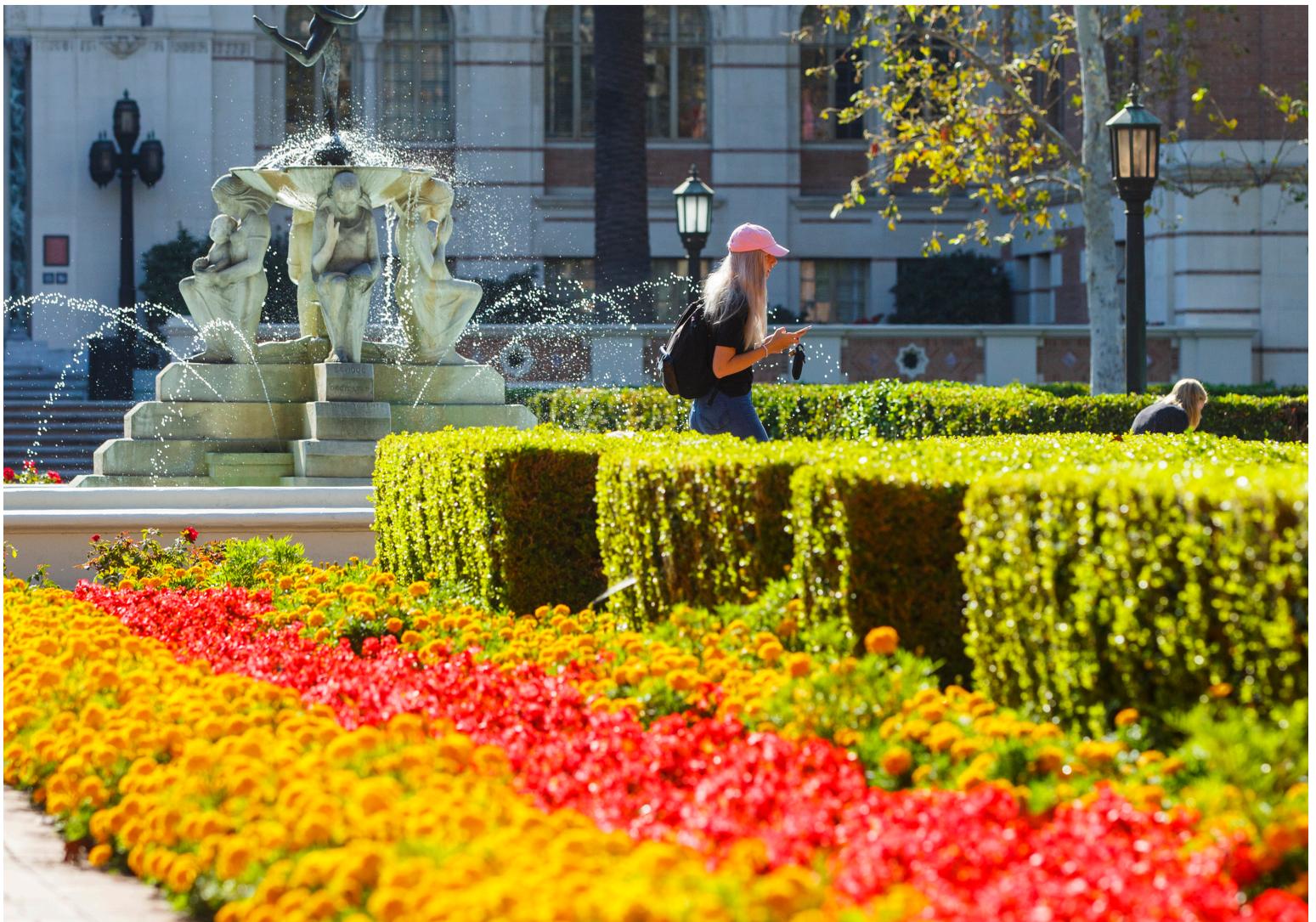
5:00 p.m.–10:00 p.m.

Cruisers do not operate during holiday breaks.

### Bicycle Registration

Bicycle registration is required under California law and university policy. The registration process is outlined at [dps.usc.edu/services/bikes](http://dps.usc.edu/services/bikes). After submitting their registration form online, registrants may pick up their license decal the following business day at the DPS station. Registrants must bring their USC identification and a copy of their registration receipt issued to them by email to retrieve a decal.

The Department of Public Safety operates the university's centralized lost and found service.



### **Lost & Found**

Found items are kept for a total of 100 days from the date DPS first receives them. Those wishing to report a lost item may call (213) 740-9759 at the University Park Campus or (323) 442-1200 at the Health Sciences Campus. Students may also access the DPS's Lost and Found web tool at [dps.usc.edu/services/lost-and-found](https://dps.usc.edu/services/lost-and-found). Contact Lost and Found if unsure about an item.

### **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](https://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](https://www.usc.edu) and the Emergency Information Line, available by calling (213) 740-9233.

### **TrojansAlert**

The Department of Public Safety recommends that all members of the USC campus community, as well as parents and regular visitors to campus, sign up for TrojansAlert, USC's emergency notification system that allows university officials to contact you during an emergency via text message and email. When an emergency occurs, authorized USC senders will instantly notify you and will provide updates in real time, with instructions on where to go, what to do (or what not to do), whom to contact

and other important information. To sign up, visit [trojansalert.usc.edu](https://trojansalert.usc.edu).

### **Emergency Resources**

Students are encouraged to visit [safety.usc.edu](https://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.



# Caring for the Trojan Family

With the goal of maintaining a safe and welcoming environment for our diverse campus community, USC offers several resources to help students who may find themselves dealing with personal challenges, intimate partner violence, or who may have concerns about a fellow student, or a staff or faculty member.

## 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.

## Office of Equity and Diversity (OED) | Title IX

OED | Title IX is responsible for ensuring university compliance with all federal and state laws prohibiting harassment and discrimination based on protected characteristics. The university also prohibits sexual misconduct, intimate partner violence and stalking.

Complaints about a staff or faculty member should be directed to the Office of Equity and Diversity at [equity.usc.edu](http://equity.usc.edu). Complaints about a student should be directed to Title

IX at [titleix.usc.edu](http://titleix.usc.edu). A list of protected characteristics can also be found at the Title IX website.

## Relationship and Sexual Violence Prevention and Services (RSVP)

Engemann Student Health Center, Suite 356  
Appointments: (213) 740-4900  
(Press 'o' for after-hours/weekend support.)  
[engemannshc.usc.edu/rsvp](http://engemannshc.usc.edu/rsvp)

RSVP facilitates student success by providing advocacy and confidential counseling to those who have experienced sexual/gender-based harm (such as sexual assault, domestic violence and stalking) during their time at USC. All services provided at RSVP are confidential.

Through its educational programs and peer outreach program, VOICE, RSVP provides opportunities to effect change on campus while promoting a better understanding of sexual violence, relationship abuse, stalking, and healthy relationships and sexuality. Above

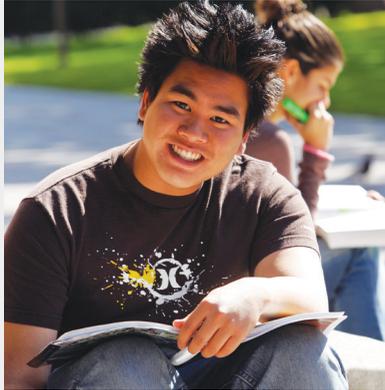
all, RSVP serves as a haven for students, fostering an environment that enriches the USC experience across lines of gender, gender identity, race, ethnicity, class, ability and sexual orientation.

## Trojans Care for Trojans (TC4T) and Harassment/ Discrimination Incident Report

[studentaffairs.usc.edu/trojans-care-for-trojans-tc4t](http://studentaffairs.usc.edu/trojans-care-for-trojans-tc4t)

This initiative within the Office of Campus Wellness and Crisis Intervention empowers USC students, parents, faculty and staff to take action when they are concerned about a fellow Trojan challenged with personal difficulties. Trojans can submit a private and anonymous form to detail their concern or to report an incident of harassment or discrimination. Each TC4T submission will be reviewed and responded to by a staff member from USC Support and Advocacy within the Office of Campus Wellness and Crisis Intervention.

# 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](http://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 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.

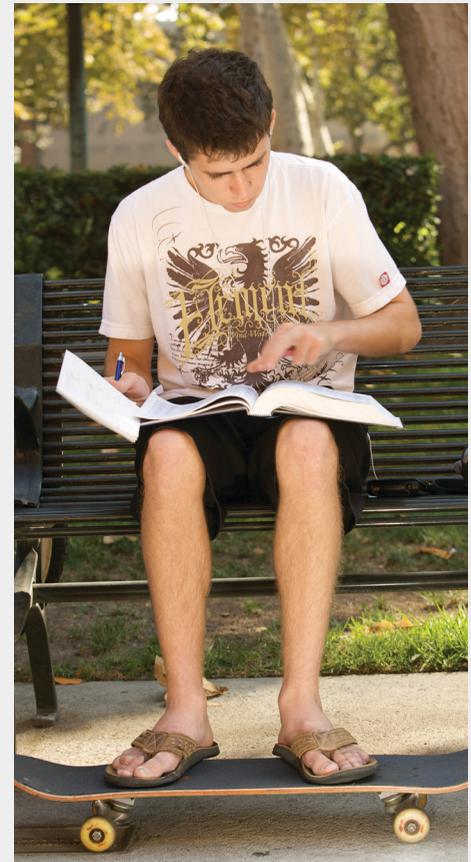
If you have questions or feedback regarding this process, please contact the Office of Academic Records and Registrar at [ferpahelp@usc.edu](mailto:ferpahelp@usc.edu) or (213) 740-6963. Visit USC's FERPA website at [www.usc.edu/ferpa](http://www.usc.edu/ferpa) for more information.

## Logging in to OASIS for Guests

Once your student has granted access:

- Visit [www.usc.edu/oasisguest](http://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

Visit USC's Student Financial Services at **sfs.usc.edu** and the Financial Aid Office at **financialaid.usc.edu** for information regarding tuition and fees, payment options 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](https://sfs.usc.edu/epay).

## Payments

Students may pay their bills online (USCe.pay), by mail or in person at the Cashier's Office.

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.  
Jefferson Blvd. Parking Structure 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 transactions 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 18 or visit [sfs.usc.edu](https://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](https://sfs.usc.edu), click on Payment Options and then on 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](https://classes.usc.edu) or visit the Cashier's Office or the Office of Academic Records and Registrar.

## 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](https://financialaid.usc.edu) for more information and instructions.



# 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 semester.

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 from life in high school. As such, your expectations should change as your student transitions to a new adult life.

**Anticipate academic challenges.**

College classes can be rigorous and demanding. Your student will need to focus on a variety of skills to be successful, including time management, study skills, setting priorities, working with others on group projects and motivation. Your student should become familiar with academic support services on campus. Also, encourage your student to meet regularly with professors, teaching assistants and academic advisors about any concerns they may have.

**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. 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. 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 Student Affairs website at [studentaffairs.usc.edu](http://studentaffairs.usc.edu) 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!

**Stay up-to-date with USC by:**

- Subscribing to USC News This Week at [news.usc.edu](http://news.usc.edu).
- Following USC on Facebook, Instagram and Twitter.
- Signing up for TrojansAlert safety notifications at [trojansalert.usc.edu](http://trojansalert.usc.edu).
- Joining the main USC Parents Facebook Group for tips and recommendations from other parents.

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

**Fight On!**





# 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](http://undergrad.usc.edu/services/counseling)  
[acs@provost.usc.edu](mailto:acs@provost.usc.edu)

Academic Counseling Services (ACS) is the designated advising office for students who are undecided and undeclared, and for students in transition. It also provides additional support to students in the Undergraduate Success Program. ACS advisors collaborate closely with other campus partners including, but not

limited to, academic departments and faculty, Career Center, USC Support and Advocacy, Academic Review and Retention, Degree Progress, Disability Services and Programs, Financial Aid, and the Kortschak Center for Learning and Creativity.

## **Academic Honors and Fellowships (AHF)**

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

[ahf.usc.edu](http://ahf.usc.edu)  
[ahfstaff@usc.edu](mailto: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.

## **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](http://dsp.usc.edu)  
[ability@usc.edu](mailto: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  
[dornsife.usc.edu/fsem](https://dornsife.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](https://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 faculty, the Language Center maintains a collection of foreign language films and access to 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](https://dornsife.usc.edu/overseas-studies)

There is no better way to learn about another country's people, language and culture than by studying overseas. Students who wish to pursue part of their undergraduate studies abroad 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.

## Topping Scholars Program

Norman Topping Student Aid Fund  
Student Union (STU) 311  
(213) 740-7884  
[ntsaf.usc.edu](https://ntsaf.usc.edu)  
[ntsaf@usc.edu](mailto: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.

## USC Kortschak Center for Learning and Creativity

Student Union (STU) 311  
(213) 740-7884  
[kortschakcenter.usc.edu](https://kortschakcenter.usc.edu)  
[kortschakcenter@usc.edu](mailto:kortschakcenter@usc.edu)

The Kortschak Center for Learning and Creativity (KCLC) applies and engages in research and training to serve individuals with diverse learning needs and to empower

students to reach their full academic and creative potential. KCLC offers outreach, programming, and individual coaching services to promote understanding of learning differences and their potential to facilitate creativity and academic excellence.

## Writing Center

Taper Hall of Humanities (THH) 216  
(213) 740-3691  
[dornsife.usc.edu/writingcenter](https://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; cultural, ethnic and religious clubs; the Volunteer Center; and student publications all provide ways for students to get involved.

## **Asian Pacific American Student Services (APASS)**

Student Union (STU) 410

(213) 740-4999

[apass.usc.edu](http://apass.usc.edu)

[apass@usc.edu](mailto: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](http://campusactivities.usc.edu)

Campus Activities helps build thriving communities and fosters leadership development through co-curricular opportunities that enhance the Trojan experience 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 1,000 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.

### **Veterans Resource Center**

Ronald Tutor Campus Center (TCC) 330

The Veterans Resource Center (VRC) collaborates with the Division of Student Affairs and the USC Registrar's Veterans Certification Office to enhance the individual and academic success of veterans, service members and their families. The VRC promotes and ensures access to outreach and admission, GI Bill benefits, academic success, graduation, well-being and career development.

## Student Involvement



### **Volunteer Center**

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

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](https://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](https://careers.usc.edu/family)**.

### **Center for Black Cultural and Student Affairs**

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

**[cbcsa.usc.edu](https://cbcsa.usc.edu)**  
[cbcsa@usc.edu](mailto: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. with extended hours until 8:00 p.m., Tuesday-Thursday.

## El Centro Chicano

Student Union (STU) 402  
(213) 740-1480  
[elcentro.usc.edu](http://elcentro.usc.edu)  
[ecc@usc.edu](mailto: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 Chicana/x/Latinx students by providing a safe harbor where they can learn leadership, connect to and explore cultural identity, acquire career advice and networking opportunities, and receive transitional support beyond their USC academic life. El Centro also offers a weekly e-newsletter and hosts the Latino Parents Association (LPA).

## Fraternity and Sorority Leadership Development

Tutor Campus Center (TCC) 330  
(213) 821-1639  
[greeklife.usc.edu](http://greeklife.usc.edu)  
[USCFSLD@usc.edu](mailto: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. For more information about university recruitment policies, please visit the website above or email [uscfsld@usc.edu](mailto:uscfsld@usc.edu).

## Lesbian Gay Bisexual Transgender (LGBT) Resource Center

Student Union (STU) 202B  
(213) 740-7619  
[lgbtrc.usc.edu](http://lgbtrc.usc.edu)  
[lgbt@usc.edu](mailto: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](http://lgbtrc.usc.edu/rainbowfloor)

**Peer Mentoring Program:**  
[lgbtrc.usc.edu/mentoring](http://lgbtrc.usc.edu/mentoring)

## Office of International Services

Royal Street Parking  
Structure (PSD), Suite 101  
(213) 740-2666  
[ois.usc.edu](http://ois.usc.edu)  
[ois@usc.edu](mailto: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

(213) 740-5127  
[www.usc.edu/recsports](http://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 the University Park Campus, in the USC Village and on 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 [myrecsports.usc.edu](http://myrecsports.usc.edu).

## Religious Life

Office of Religious Life  
University Religious Center (URC) 106  
(213) 740-6110  
[orl.usc.edu](http://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](http://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.

# Directory

## 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  
cbcsa.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

## Career Center

(213) 740-9111  
careers.usc.edu

## Cashier's Office

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

## Commencement Information

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/studenthealth

## 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  
ntsaf.usc.edu

## Orientation Programs

(213) 740-7767  
orientation.usc.edu

## 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  
www.usc.edu/transportation

## 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

Departmental Directory  
uscdirectory.usc.edu

Search the USC website  
search.usc.edu

### SPRING SEMESTER 2019

January 3-4	Open Registration
January 3	Move-In Day
January 3-11	Spring Welcome Week
January 4	New Student Convocation
January 4	Last day to register and settle without a fee
January 7	Classes Begin
January 7-11	Late registration and change of program
January 21	Martin Luther King's Birthday, USC Holiday
January 25	Last day to register and add classes
January 25	Last day to purchase or show proof of health insurance
January 25	Last day to purchase or waive tuition refund insurance
February 18	President's Day
March 10-17	Spring Recess
April 26	Classes End
April 27-30	Study Days
May 1-8	Final Exams
May 10	Commencement



**Orientation Programs**

University of Southern California  
Los Angeles, California 90089-0892  
[orientation.usc.edu](http://orientation.usc.edu)

NON-PROFIT  
ORGANIZATION  
**U.S. POSTAGE PAID**  
UNIVERSITY OF  
SOUTHERN CALIFORNIA