



# Parent Handbook

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Orientation Programs



USC University of  
Southern California

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# WELCOME FROM THE OFFICE OF ORIENTATION PROGRAMS

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## Congratulations!

The hard work and sleepless nights have finally paid off: Your student has earned a spot in the dynamic and challenging environment of a top-tier research institution, in the heart of Los Angeles.

So, now you may be wondering, “What’s next?”

First, let us welcome you and your student to the University of Southern California — the place your student will call home for the next few years. Here they will grow as individuals, prepare for the career of their choosing, and graduate poised to tackle the problems of the modern era.

USC values and supports each student who joins the community. We make available numerous resources to deal with a range of issues — whether it’s struggling with coursework or simply looking for a way to stay healthy.

We look to you to partner with us in guiding your student on this journey. You still have an important role to play in their success at USC.

This guide will cover the common concerns that students and their families face and list the resources available to help. We hope you will keep this handy and refer to it whenever you need a quick answer.

And of course, feel free to visit any of the websites listed or give us a call.

We are delighted that your student has chosen USC and want to be among the first to welcome them — and you — to the Trojan Family.

Fight On!

**Acclimating to college life can, at times, lead to frustration and stress — whether it’s getting used to commuting or living with a roommate; balancing studies and social activities; or dealing with day-to-day responsibilities such as laundry and meals. Homesickness and loneliness can happen to students, even if they are busy.**

You may be concerned about how your student will transition to this new environment and become an active member of the campus community. You may be tempted to step in to address your student’s concerns yourself.

You are no longer the front line of defense for your student. You are the support team to help your student navigate their journey at USC.

You can assist your student by providing support, understanding and encouragement. Feel free to educate yourself on university resources so you can understand your student’s concerns while allowing them to rise to meet the challenges and opportunities in their intellectual and personal journey here at USC.

As your student faces these challenges and learns to manage this new environment, you can take pride in, and celebrate, their success.



**>>YOUR TURN<<**

*We recommend discussing with your student:*



How often would you like to communicate with your student?



How will you communicate (phone calls, text, Skype)?

## TIPS AND ADVICE

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 hope will help you and your student.

### ***Keep the lines of communication open.***

Stay in touch through scheduled phone conversations, email, old-fashioned physical mail and/or care packages. Show an interest in your student's classes, new friends and activities, but recognize your student may, at times, be hesitant to talk. Allowing your student to share at their own pace sets a positive foundation for open communication.

### ***Be understanding and a good listener.***

Support your student by understanding the stress that new students feel as they try to adjust to daily patterns that differ from those they have previously known. Parents often provide a sense of security, 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 they are 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 encouraging them as they 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.

### ***Anticipate academic challenges.***

Your student will need to focus on a variety of skills to be successful, including time management, study skills, and prioritization. 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 connect 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 student to choose a major or career right away. Rather, encourage your student to explore subjects that interest them.

### ***Encourage students to explore Los Angeles.***

USC is situated in the vibrant city of Los Angeles and has developed a dynamic relationship with the surrounding community. Encourage your student to take advantage of the range of events 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 them to find solutions.

### ***But know where to look for help.***

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. Remind your student to take the initiative, as opportunities come only to those who knock!

## THE ACADEMIC YEAR: OVERVIEW

USC may be quite unlike anything your student has experienced before, and your student will likely need time to adjust to the campus' unique energy and rhythms. USC serves as home to an international community of more than 45,000 undergraduate and graduate students but aspires to maintain the quieter, nurturing feel of a small liberal arts college. Though the bustling city lies just beyond our front steps, most students will find places on or near campus for relaxation or quiet reflection.

### >>YOUR TURN<<



Talk with your student about how they're feeling. Are they excited? Anxious? Remind them that they're not alone and that other new students are likely feeling the same way.



### >>TIP

Students often worry about finding their niche and fitting in. Current students recommend building a network slowly: Start with other students who live nearby or share your classes. Accept invitations to those events and activities that interest you.

## ACADEMIC CALENDAR

FALL SEMESTER 2019		
Open Registration	Mon-Fri	August 19-23
Classes Begin	Mon	August 26
Labor Day	Mon	September 2
Fall Recess	Thu-Fri	October 17-18
Thanksgiving Holiday	Wed-Sun	November 27 - December 1
Classes End	Fri	December 6
Study Days	Sat-Tue	December 7-10
Exams	Wed-Wed	December 11-18
Winter Recess	Thu-Sun	December 19 - January 12

SPRING SEMESTER 2020		
Open Registration	Thu-Fri	January 9-10
Classes Begin	Mon	January 13
Martin Luther King's Birthday	Mon	January 20
President's Day	Mon	February 17
Spring Recess	Sun-Sun	March 15-22
Classes End	Fri	May 1
Study Days	Sat-Tue	May 2-5
Exams	Wed-Wed	May 6-13
Commencement	Fri	May 15



## STANDARDS AND INTEGRITY

2019-2020

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

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 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](http://scampus.usc.edu).



### >>YOUR TURN<<

*We recommend discussing with your student:*



What academic information do you expect your student to share with you?



What are your expectations for your student's grades?



Ask your student how they are feeling about their current academic major. Discuss what should happen if they decide to pursue a different major.



## THE ESSENTIALS

**This section covers common concerns for incoming (and current) students. We encourage you to familiarize yourself with the campus resources listed.**

## HOUSING

Your student's choice of where to live will depend on several factors, including availability, cost, location and need for independence.

## ON CAMPUS VS. OFF CAMPUS

On-campus housing can provide incoming students with a number of advantages, from planned activities and readily accessible meals to secured building entry and furnished rooms.

However, because the number of spaces in USC housing is limited, and availability is difficult to predict, many upperclassmen and transfer students find it easier to obtain housing in off-campus, privately owned buildings. Rentals can be found through sites such as [apartments.com](https://www.apartments.com) or through *The Daily Trojan*, USC's student-run newspaper, at [dailytrojan.com](https://www.dailytrojan.com).



## THE ON-CAMPUS ADVANTAGE

University housing provides USC students with day-to-day advantages such as:

- Academic-year leases.
- Access to prepaid meal plans, which can be in used in on-campus dining halls and eateries.
- Fully furnished accommodations.
- Biometric security access.
- Wireless Internet.
- Cable TV services, including HD and premium channels.
- 24-hour maintenance response.
- Access to USC Transportation bus routes.
- Priority consideration for housing in following years.

## RESIDENTIAL EDUCATION

USC's Residential Education program offers students:

- Opportunities to connect with other USC students.
- Support from residential staff and faculty in residence.
- Community activities that foster personal and academic development.
- Living environments that cultivate community, inclusion, social responsibility, wellness, integrity and scholarship.
- Leadership opportunities through Community Councils or USC's nationally recognized Residential Housing Association (RHA).





### >>YOUR TURN<<

*Where your student will live is an important decision that will shape much of their college experience. Some things to consider and discuss:*



How much will it cost?



Will they live with roommates?



What safety and security measures are available?

## RESOURCES

The full range of USC housing options is outlined in the Living at USC booklet included in your student's admission packet. We also encourage you to visit [housing.usc.edu](http://housing.usc.edu) for more information and up-to-date rental costs.

### USC Housing Services

#### In Person:

McCarthy Way Parking Structure (PSX)

**Visit:** [housing.usc.edu](http://housing.usc.edu)

**Call:** (800) 872-4632



## TRANSPORTATION

Students who bring a car to campus and wish to park in a USC parking facility must purchase a parking permit from USC Transportation. Students may enter the parking lottery or buy a permit for their space in USC housing. Permits can be mailed or picked up in person from the Transportation office.

**Please note:** Parking is not guaranteed. Availability is limited, especially in on-campus structures. Rates are posted online but may be subject to change.

## ALTERNATIVE TRANSPORTATION

**Visit:** [metro.net](https://metro.net) or [transnet.usc.edu](https://transnet.usc.edu)

Though L.A. is known for its car culture, it's not necessary to bring a car to campus. A number of alternatives are available through USC and the city of Los Angeles.

Students can explore their options through USC Transportation's online service, Traveler, available at [gettraveling.usc.edu](https://gettraveling.usc.edu), or by dropping by USC's Mobility Hub in the USC Village.

### >>YOUR TURN<<

*Things to consider:*



Will my student bring a car?



How much will car insurance cost?



How much will a parking permit cost?



Should my student rely on public transportation?



How much will a transit pass cost?

## RESOURCES

**USC Transportation**

**In Person:**

McCarthy Way Parking  
Structure (PSX)

**Visit:** [transnet.usc.edu](https://transnet.usc.edu)

**Call:** (213) 740-3575

**Traveler Dashboard**

**Visit:** [gettraveling.usc.edu](https://gettraveling.usc.edu)



## FINANCES

Managing college expenses can put a strain on students and families alike. Careful planning and budgeting, however, can alleviate worry and allow students to focus more on their studies.

### THE STUDENT FEE BILL

Each month, Student Financial Services issues a bill for any outstanding charges on the student account. These may include, but not be limited to, tuition and fees, USC housing charges and meal plan charges. For a guide to understanding your student bill, please visit <https://sfs.usc.edu/student-account/your-bill>.

***Tuition and fees must be paid by 5:00 p.m. Pacific time on the Friday before the start of each semester.***

Current charges may be viewed and paid through the university's official billing system, USCe.pay, available through [my.usc.edu](http://my.usc.edu) or [www.usc.edu/OASIS](http://www.usc.edu/OASIS).

Guest users can access the system at [sfs.usc.edu/epay](http://sfs.usc.edu/epay).\*

\*The fine print: The Family Educational Rights and Privacy Act (FERPA) protects the privacy of student records. Students can grant guest access to their accounts through OASIS (access to financial aid and academic records) or USCe.pay (access to financial records only). For more information, visit [www.usc.edu/ferpa](http://www.usc.edu/ferpa).

### MANAGING EXPENSES

USC offers a robust financial aid program, several prestigious university scholarships and an interest-free payment plan to assist families in paying for college. However, we expect that students and their families will take an active role in planning their finances. Even if financial aid covers your student's full cost of attendance, your student will likely need additional funds to pay for day-to-day expenses.

## RESOURCES

#### Financial Aid

USC Financial Aid Office

#### In person:

John Hubbard Hall (JHH) Lobby

**Visit:** [financialaid.usc.edu](http://financialaid.usc.edu)

**Call:** (213) 740-4444

#### Scholarships

[admission.usc.edu/scholarships](http://admission.usc.edu/scholarships)  
[usc.academicworks.com](http://usc.academicworks.com)

#### Student Accounts, Billing and Payments

Student Financial Services

#### In person:

Jefferson Blvd. Parking Structure  
(PSB), Suite 100

**Visit:** [sfs.usc.edu](http://sfs.usc.edu)

**Call:** (213) 740-4077

#### In person payment:

Student Union, Room 106  
3601 Trousdale Parkway

**>>YOUR TURN<<***Things to consider:*

What bills will your student need to pay?



How should your student manage everyday expenses that arise?



Should your student get a job on campus?



What does your student need to know about using a checking account, debit card or credit card?



Work with your student to develop a personal budget.

**>>TIP**

Looking for an on-campus job? Log in to connectSC for information on jobs, employers, Career Center services, workshops, events and so much more.

**>>TIP**

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 [www.uscbookstore.com](http://www.uscbookstore.com) or purchased in person.

If your student receives financial aid, they may be eligible for a one-time budget increase to fund the purchase of a computer and/or software. Visit [financialaid.usc.edu](http://financialaid.usc.edu) for more information.

**>>YOUR TURN<<**

How should your student obtain textbooks?



Does your student plan to use a computer lab on campus or purchase a personal laptop? Does their program of study require a specific type of computer or software program?



**>>YOUR TURN<<**

*Talk with your student about:*

- Maintaining proper nutrition.
- Purchasing or changing a meal plan.
- Planning a budget for groceries and meals.
- Any special dietary restrictions or needs.

## DINING

Adjusting to a demanding course schedule can sometimes make it difficult for students to plan their own meals or keep track of their diet. It may be tempting to indulge in a post-midterm pizza binge – and the occasional splurge is to be expected. But a diet of fast food can quickly take its toll on students' health and wallets.

For students living in university housing, USC Hospitality offers healthy and craveable fare through its residential dining program. Students have a number of options, from freshly prepared meals to salad bars and buffets. Students with specific dietary needs will find vegetarian, vegan and allergen-free meals. They can also meet with USC's dietician to address any specific concerns.

## MEAL PLANS

Most students living in university housing are required to purchase a meal plan, which is loaded onto the USCard and grants access to our on-campus residential dining venues. Some plans allow for unlimited meals, while others are capped at a particular spending limit.

Students living in private or off-campus residences can purchase a minimal meal plan, add funds to their USCard Discretionary Points or budget for groceries and cook on their own.

Meal plans can be selected or changed at [mycard.usc.edu/meal-plans](https://mycard.usc.edu/meal-plans). All plan changes must be submitted by **August 30, 2019, for fall 2019** and by **January 19, 2020, for spring 2020**.



For students living in private, off-campus residences, we recommend setting a budget for groceries and planning meals in advance. There are numerous eateries both on- and off-campus that provide inexpensive and easy-to-prepare meals.

Our on-campus cafés and quick-serve venues also offer a range of healthy options. Students may wish to load Discretionary Points (pre-set funds) onto their USCard, which can be used like a debit card in our on-campus eateries.

## RESOURCES

### Meal Plans and Dining Locations

USC Hospitality

**Visit:** [hospitality.usc.edu](https://hospitality.usc.edu)

**Call:** (213) 740-6285

### University ID

**For Spring 2020**

USCard Services

### In person:

McCarthy Way Parking Structure

620 McCarthy Way

Los Angeles, CA 90089-1336

**Visit:** [mycard.usc.edu](https://mycard.usc.edu)

**Call:** (213) 740-8709

**Email:** [uscard@usc.edu](mailto:uscard@usc.edu)

## HEALTH

USC's resources help students maintain an optimum level of health during their time at USC. All undergraduate students enrolled in 6 or more units, and all Health Sciences Campus students, are charged the Student Health Fee. The fee grants access to most services and programs offered at our health centers, including primary care visits, initial counseling consultations and wellness services.

### HEALTH CENTERS

USC has two health centers: the Engemann Student Health Center on the University Park Campus and the Eric Cohen Student Health Center on the Health Sciences Campus. Both centers offer:

- A full range of primary care and specialty medical services.
- Counseling services.
- Health promotion and disease prevention programs.

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.

### STUDENT HEALTH INSURANCE REQUIREMENT

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 USC Student Health Insurance Plan, even if carrying fewer than 6 units.

Students with proof of existing health coverage that complies with the Affordable Care Act may waive the USC Student Health Insurance Plan by the deadline indicated on the Student Health website.



#### >>TIP

Part-time students not eligible to use a student health center may pay the fee to receive services.

### PRESCRIPTIONS

Students may find it convenient to have their prescriptions filled at the USC Pharmacies on campus. Prescriptions may also be filled at any number of pharmacies and retail stores in the area.

#### >>YOUR TURN<<

*Talk with your student about:*



**What health insurance will my student use?**



**Which health care provider should my student see if they need care while at USC?**



**How will my student access needed prescriptions?**



### >>YOUR TURN<<

Be sure to submit the required health documentation. All students must:



Submit proof of vaccination, health history and consent for treatment via the My Student Health Record (mySHR) portal.



Enroll in or waive the USC Student Health Insurance Plan.

(Visit [studenthealth.usc.edu](http://studenthealth.usc.edu) for complete details.)

## RESOURCES

### **University Park Campus**

Engemann Student Health Center  
1031 West 34th Street  
Los Angeles, CA 90089

### **USC Pharmacy**

**Student Union Building**  
3601 Trousdale Parkway #101  
Los Angeles, CA 90089  
Call: (213) 740-2738

### **USC Health Center Pharmacy**

1150 West Jefferson Blvd., Suite 150  
Los Angeles, CA 90089  
Call: (213) 821-6100

### **Health Sciences Campus**

Eric Cohen Student Health Center  
Healthcare Consultation Center  
1510 San Pablo Street, Suite 104  
Los Angeles, CA 90033

### **USC Medical Plaza Pharmacy**

Healthcare Consultation Center I  
1510 San Pablo Street, Suite 144  
Los Angeles, CA 90033  
Call: (323) 442-5770

### **USC Pharmacies**

Visit: [pharmacies.usc.edu](http://pharmacies.usc.edu)



### **IMMUNIZATION REQUIREMENTS, INSURANCE WAIVERS**

Visit: [studenthealth.usc.edu](http://studenthealth.usc.edu)  
My Student Health Record Portal:  
[www.usc.edu/myshr](http://www.usc.edu/myshr)  
Call: (213) 740-9355  
Email: [studenthealth@usc.edu](mailto:studenthealth@usc.edu)



## WELLNESS

Grades, tests, work, family, personal relationships: Pressures can build and students can find themselves becoming stressed out or overburdened. But success at USC doesn't have to mean ignoring one's own well-being for the sake of an "A" on a test.

USC offers several services and programs designed to promote physical fitness, mindfulness, spirituality and overall wellness. We also provide counseling and crisis services for students who may be facing personal difficulties. Included here are just a few of the available resources. Check the directory listing in the back of this brochure for more information.

### >>YOUR TURN<<



Discuss the first semester of courses with your student. Make sure their course load is realistic and that they have scheduled enough time for extracurricular activities, proper fitness and nutrition, and simple rest.

## RESOURCES

### Recreational Sports

Visit: [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, including fitness centers on both campuses, club sports, intramural sports, and outdoor adventure rentals.

### Student Affairs

Visit: [studentaffairs.usc.edu](http://studentaffairs.usc.edu)

Student Affairs works to support students in their personal, academic, and career development through programs centering on involvement, leadership, wellness, and student support initiatives. To see the wide range of student opportunities offered through Student Affairs, please visit their website.

### Campus Wellbeing & Education

Visit: [wellbeing.usc.edu](http://wellbeing.usc.edu)

Campus Wellbeing & Education is a collaborative effort to maintain a culture of well-being at USC. They develop and provide tailored services and interventions, workshops, and consultations for students, staff, and faculty.

### Mindful USC

Visit: [mindful.usc.edu](http://mindful.usc.edu)

USC has organized activities to promote mindfulness as part of the academic and social life of students, including classes, practice groups, and education sessions. 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.

### Office of Religious Life

Visit: [orl.usc.edu](http://orl.usc.edu)

The Office of Religious Life fosters a vibrant community of spiritual reflection and free inquiry. Students can participate in a wide variety of programs, student organization, and interfaith initiatives that support students in their personal journeys.



## >> TIP

Most students find their own niches on campus, including quiet spots to relax and catch their breath. Favorite places often include:



The Mudd Hall of Philosophy courtyard and library



McCarthy Quad



The green spaces near the Thornton School of Music



USC Village



**We also recommend:** The Little Chapel of Silence near Town & Gown on the main campus. Leave your stresses at the door and enjoy some peaceful downtime. This non-denominational chapel readily lives up to its name as a space for quiet reflection. It's open from 6:30 a.m. to 10:00 p.m., Monday through Friday.

## CARING FOR THE USC COMMUNITY

Visit: [scampus.usc.edu](https://scampus.usc.edu)

## EXPECTATIONS

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](https://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.



### >>YOUR TURN<<



What would your student do if they encountered behavior that violated USC standards?



### >>TIP

The Trojans Care for Trojans initiative within the Office of Campus Wellness and Crisis Intervention allows USC students, parents, faculty and staff to 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. [studentaffairs.usc.edu/trojans-care-for-trojans-tc4t](https://studentaffairs.usc.edu/trojans-care-for-trojans-tc4t)

## RESOURCES

With the goal of maintaining a safe and welcoming environment for our diverse campus community, USC helps students who may find themselves dealing with personal challenges, or who may be concerned about a fellow student, staff or faculty member.

### **USC Support & Advocacy**

**In person:** Office of the Vice President for Student Affairs

**Call:** (213) 821-4710

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.

### **Student Counseling and Mental Health Services**

**Visit:** [studenthealth.usc.edu](http://studenthealth.usc.edu)

**Call:** (213) 740-9355 (WELL)

#### **Student Counseling Services provides:**

- Individual therapy
- Group therapy
- Crisis support
- Psychiatric services
- Consultation for students in distress

Student Counseling Services can connect students to other USC resources or community providers as necessary. All personal information discussed in counseling is kept confidential.

### **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)**

**In person:** Engemann Student Health Center, Suite 356

**Visit:** [www.usc.edu/rsvp](http://www.usc.edu/rsvp)

**Appointments:** (213) 740-9355 (WELL)

(Press 'o' for after-hours/weekend support.)

RSVP provides advocacy and confidential counseling to those who have experienced sexual/gender-based harm (such as sexual assault, domestic violence and stalking), as well as providing educational and peer outreach programs which work to promote a better understanding of sexuality, sexual violence and healthy relationships. All services are confidential.





## CAMPUS SAFETY AND SECURITY

The Department of Public Safety protects and serves the USC campus community and is one of the largest of college/university 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.

### 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](https://dps.usc.edu/patrol).



#### >>TIP

In the event of an emergency on or near campus, your student should contact the USC Department of Public Safety by calling (213) 740-4321, dialing 04321 from a campus phone, or through USC's Mobile Safety App.

## STUDENT RESPONSIBILITY

USC students, staff and faculty serve as valuable partners in helping ensure the safety and security of the USC community. Students are expected to be aware of their environment, report any suspicious activity or emergencies and take common sense precautions, such as not leaving valuables in an unlocked car.

## RESOURCES

### Residential Housing Protection

Each residential facility 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.

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

### TrojansAlert

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

TrojansAlert allows authorized USC senders to instantly notify you of campus emergencies and 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. DPS recommends that all students, parents and regular visitors to campus sign up.

### 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.

### Campus Cruiser & USC/Lyft Program

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

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 when wait times exceed 15 minutes.

### >>YOUR TURN<<

Your student can take an active role in ensuring their own safety by doing the following:

-  Add DPS emergency phone number [(213) 740-4321] to mobile phone contacts.
-  Sign up for TrojansAlert. (Refer to Resources in this section.)
-  Download LiveSafe app. (Refer to Resources in this section.)
-  Register bicycle.
-  Join the USC Safe Ride Program. (Look for an email invitation from Lyft.)

### LiveSafe

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

USC's Trojan Mobile Safety App, LiveSafe, provides access to key services through the convenience of a smartphone. Students can use the app to:

- Contact the USC Department of Public Safety in case of an emergency.
- Report suspicious activity or crimes in progress.
- Use location services to notify your friends of your walking route through campus.
- Request a safe ride home through Campus Cruiser.

Managed by the USC Department of Public Safety and the USC Department of Emergency Planning, LiveSafe is free to download and use. Download it from Google Play or the Apple iTunes Store.

### Bicycle Registration

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

Bicycle registration is required under California law and university policy. The registration process is free and is outlined on the DPS website.

## STUDENT INVOLVEMENT

Students can pursue friendship and leadership through programs and organizations such as university housing; cultural, ethnic and religious clubs; and the Volunteer Center.

### DIRECTORIES:

#### CULTURAL CENTERS

##### Asian Pacific American Students Services (APASS)

Student Union (STU) 410  
[apass.usc.edu](http://apass.usc.edu) • [apass@usc.edu](mailto:apass@usc.edu)  
 (213) 740-4999

Asian Pacific American Students Services (APASS) 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.

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

Student Union (STU) 415  
[cbcsa.usc.edu](http://cbcsa.usc.edu) • [cbcsa@usc.edu](mailto:cbcsa@usc.edu)  
 (213) 740-8257

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.

##### El Centro Chicano

Student Union (STU) 402  
[elcentro.usc.edu](http://elcentro.usc.edu) • [ecc@usc.edu](mailto:ecc@usc.edu)  
 (213) 740-1480

El Centro serves as a support and resource center for all students and their families. El Centro's mission is to empower Chicana/Latinx students.

##### Lesbian Gay Bisexual Transgender (LGBT) Resource Center

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

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.

#### INVOLVEMENT AND LEADERSHIP PROGRAMS

##### Campus Activities

Ronald Tutor Campus Center  
 Steven and Kathryn Sample Hall (SKS) 410  
[campusactivities.usc.edu](http://campusactivities.usc.edu)  
 (213) 740-5693

Campus Activities helps build thriving communities and fosters leadership development through co-curricular opportunities such as the L.E.A.D. program, more than 1,000 student organizations, student governance, the Veterans Resource Center and the Volunteer Center.

##### Fraternity and Sorority Leadership Development

Tutor Campus Center (TCC) 330  
[greeklife.usc.edu](http://greeklife.usc.edu) • [uscfsld@usc.edu](mailto:uscfsld@usc.edu)  
 (213) 821-1639

The Trojan Greek community offers students opportunities to build friendships and to invest in learning experiences centered on academics, civic engagement, wellness and safety, diversity and inclusion, and leadership development. The fraternity and sorority community comprises about 51 fraternities and sororities, along with two Greekacademic honor societies.

#### RELIGIOUS LIFE

##### Office of Religious Life

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

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.

#### RESIDENTIAL LIFE

##### Residential Education

Student Union (STU) 200  
[resed.usc.edu](http://resed.usc.edu)  
 (213) 740-2080

Residential Education helps ensure a quality on-campus living experience while focusing on student safety and developing students' connections to the university.

## ACADEMIC RESOURCES

An array of academic services and programs offer everything from tutoring, to career services, to international study.

### DIRECTORIES:

#### Academic Counseling Services (ACS)

Student Union (STU) 300  
**undergrad.usc.edu/services/counseling**  
**ugpacs@usc.edu**  
 (213) 740-1741

Academic Counseling Services (ACS) is the designated advising office for students, who are undecided and undeclared, and for students who are changing their major. It also provides additional support to students in the Undergraduate Success Program.

#### Academic Honors and Fellowships (AHF)

Student Union (STU) 300  
**ahf.usc.edu • ahfstaff@usc.edu**  
 (213) 740-9116

Academic Honors and Fellowships mentors motivated students and recent alumni in their pursuit of university awards, nationally competitive fellowships such as the Rhodes, Marshall and Fulbright U.S. Student Program, and supports USC's Merit Scholars.

#### Career Center

Student Union (STU) 110  
**careers.usc.edu**  
 (213) 740-9111

The Career Center, in coordination with program-based career services throughout USC, educates students as they explore career options, discover internship and employment opportunities, and connects them with alumni and employers in a wide variety of fields.

#### Disability Services and Programs

Grace Ford Salvatori Hall (GFS) 120  
**dsp.usc.edu • ability@usc.edu**  
 (213) 740-0776  
 Video phone: (213) 814-4618

Disability Services & Programs (DSP) is responsible for providing support and accommodations for all USC students with disabilities, whether on campus or online.

#### International Services, Office of

Royal Street Parking Structure (PSD)  
 Suite 101  
**ois.usc.edu • ois@usc.edu**  
 (213) 740-2666

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.

#### Language Center

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

The USC Dornsife Language Center supports foreign language learning. 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.

#### Overseas Studies

Taper Hall of Humanities (THH) 341  
**dornsife.usc.edu/overseas-studies**  
 (213) 740-3636

The Office of Overseas Studies supports students who wish to pursue part of their undergraduate studies abroad. Students can choose from a variety of year- and semester-long programs, often for major or minor credit. Many programs also offer unique volunteer opportunities.

#### Writing Center

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

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.

#### USC Kortschak Center for Learning and Creativity

Student Union (STU) 311  
**kortschakcenter.usc.edu**  
**kortschakcenter@usc.edu**  
 (213) 740-7884

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.

# CAMPUS SERVICE

## DIRECTORIES:

**Academic Records and Registrar**  
(213) 740-4080  
arr.usc.edu

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

**Athletics**  
(213) 740-8480  
www.usctrojans.com

**Bookstores, USC**  
www.uscbookstore.com

**University Park Campus**  
(213) 740-0066

**Health Sciences Campus**  
(323) 442-2674

**Cashier's Office**  
(213) 740-7471  
sfs.usc.edu

**Commencement Information**  
commencement.usc.edu

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

**Dornsife College Advising Office**  
(213) 740-2534  
dornsife.usc.edu/undergraduate-advisement-contact

**Emergency Information**  
(213) 740-9233  
**BUSINESS LINE: (213) 740-6000**  
emergency.usc.edu

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

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

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

**The Mail Stop | Mailing Services**  
(213) 821-1200  
businessservices.usc.edu/mailing

**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)

**Relationship and Sexual Violence Prevention Services (RSVP)**  
(213) 740-9355 (WELL)  
www.usc.edu/rsvp

**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 Health**  
(213) 740-WELL (9355)  
studenthealth.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

**USCard Services**  
(213) 740-8709  
mycard.usc.edu  
uscard@usc.edu

The University of Southern California admits students of any race, color, national origin, ancestry, religion, gender, sexual orientation, age, physical disability or mental disability to all the rights, privileges, programs, and activities generally accorded or made available to students at the school. It does not discriminate on the basis of race, color, national origin, ancestry, religion, gender, sexual orientation, age, physical disability or mental disability in the administration of its educational policies, admissions policies, scholarship and loan programs, and athletic and other school-administered programs. The university's full nondiscrimination policy can be found on the Web at [policy.usc.edu](http://policy.usc.edu).

The University of Southern California complies with all federal and state laws that protect individuals with disabilities from discrimination based on their disability status. As such, reasonable accommodations and auxiliary aids and services are available to individuals with disabilities when such modifications and services are necessary to fully access the institution's programs and services. Disability Services and Programs (DSP) provides accommodations and services to enrolled students with disabilities. Applicants and registered students with questions may contact the Office of Disability Services and Programs, at [dsp.usc.edu](http://dsp.usc.edu). The university's ADA/504 Coordinator is Christine Street. She may be reached at [streetc@usc.edu](mailto:streetc@usc.edu).





**Orientation Programs**

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

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