

Parent Handbook

ORIENTATION PROGRAMS



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WELCOME FROM THE OFFICE OF ORIENTATION PROGRAMS

WELCOME MESSAG

On behalf of the University of Southern California, welcome to the Trojan Family!

We are delighted that your student has chosen USC. Here they will find opportunities to grow—both inside and outside the classroom—prepare for the career of their choosing, and graduate poised to meet the challenges of the modern era.

Although USC will be their home away from home for the next few years, you still have an important role to play in helping ensure their success.

This guide covers many common concerns that students and their families face and includes the numerous resources we make available to deal with them—whether your student is struggling with coursework or simply looking for a way to stay healthy.

We hope you will keep this guide handy and refer to it whenever you need a quick answer. To ensure you have the most up-to-date information, please refer to the websites listed throughout this booklet. And of course, feel free to contact the Office of Orientation Programs.

USC values and supports each student, and we look forward to partnering with you in guiding your student on this journey.

Fight On!

USC Orientation Staff

USC'S SIX UNIFYING VALUES AND STUDENT COMMITMENT

When students become part of the Trojan Family, they are expected to always conduct themselves in alignment with USC's Six Unifying Values, which were created cooperatively by students, faculty, staff and administration to reflect the unique spirit of our community, and to guide us in our actions, interactions, and ethical decision-making.

You are encouraged to review USC's Student Commitment with your student and discuss the shared responsibility they have to contribute positively to the culture at USC by living out the Unifying Values through their everyday behavior and interactions on and off campus.

THE STUDENT COMMITMENT

In making this commitment, together we build and strengthen the culture of USC.

- We act with **integrity** in all situations.
- We work to foster a safe, civil, and equitable campus environment where **well-being** matters.
- We treat each other with respect, even when we have differences.
- We are **accountable** for our actions and decisions.
- We believe that **diversity**—of experiences, cultures, identities, and perspectives—is a cornerstone of our community.
- We value honest, **open communication** and robust debate.
- We strive for **excellence** in rigorous learning and in all scholarly, scientific, professional, artistic, and athletic endeavors.

- We champion ideological diversity and embrace freedom of expression.
- We refuse to engage in discrimination, harassment and hate in any form and on any platform.
- We avoid taking part in behavior that may be harmful to ourselves or others and offer/seek support if we witness dangerous behavior from our peers.
- We promote a culture in which people do not rush to judge others. Our actions are guided by empathy and grounded in facts and truth.



USEC



>>PLEASE NOTE:

After the third week of classes, parents will stop receiving communications from the Office of Orientation Programs. Information for parents will be sent through the Division of Student Affairs. To receive university-wide communications, update your contact information and/or ask questions, email us at parentsoftroy@usc.edu.

>>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, Zoom)?

THE ACADEMIC YEAR: OVERVIEW

USC may be unlike anything your student has experienced before, and they will likely need time to adjust to the unique energy and rhythms of campus. USC serves as home to an international community of almost 50,000 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 events and activities that interest you.



ACADEMIC CALENDAR

Please visit the following website for the most up-to-date academic calendar: academics.usc.edu/calendar/academic-calendar-2023-2024





STANDARDS AND INTEGRITY

policy.usc.edu/studenthandbook

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 these standards and demonstrate appropriate behavior. Students who fail to do so 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 includes any act that produces or is intended to produce an unfair academic advantage for a student or one that 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, using Algenerated text without attribution, 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, but may escalate this sanction to suspension or expulsion if the circumstances warrant.

More information, including the guidelines for academic dishonesty sanctions and the academic integrity review process, can be found in the USC Student Handbook at **policy.usc.edu/studenthandbook**.

>>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 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.

UNIVERSITY HOUSING VS. NON-UNIVERSITY HOUSING

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

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

New first-year students are prioritized for an assignment if they apply for housing by the early May deadline. 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 non-university, privately owned buildings. Rentals can be found on sites such as **apartments.com**; Off Campus 101 at **nup.och101. com**; or through *The Daily Trojan*, USC's student-run newspaper, at **dailytrojan.com**.



THE USC HOUSING ADVANTAGE

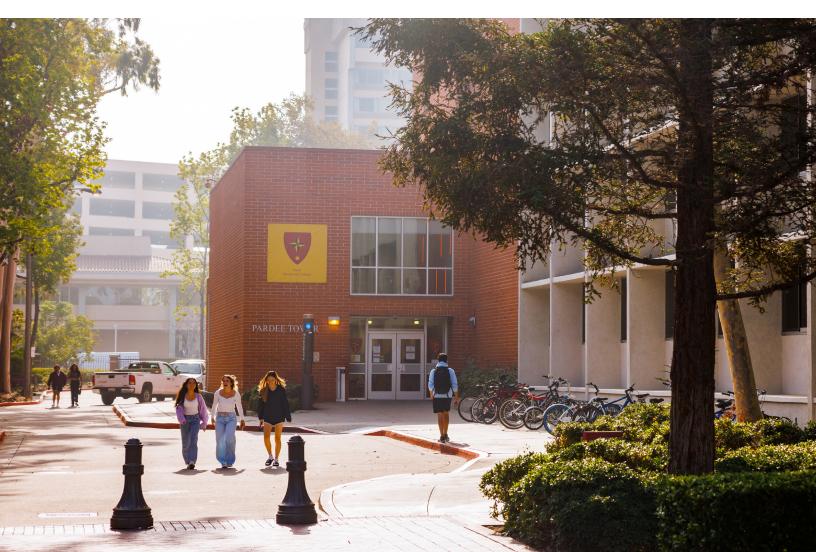
University housing provides USC students with day-to-day advantages such as:

- · Academic-year leases.
- Access to prepaid meal plans, which can be in used in on-campus dining halls and eateries.
- Fully furnished accommodations.
- Electronic 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.
- · After-hours response for emergencies and crises.
- Community activities facilitated by student leaders that foster personal and academic development.
- Living environments that cultivate community, inclusion, social responsibility, wellness, integrity and scholarship.
- Leadership opportunities through Community Councils or our 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:

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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 our publication *Living at USC*, accessible through your student's online portal. We also encourage you to visit **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 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 a parking priority lottery for high-demand areas or buy a permit directly for a space in USC Housing lots or low-demand areas. All of this can be done through our website at **transnet.usc.edu**. 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. Parking permits are usually valid on football game days, but parking is offered on a spaceavailable basis only and is not guaranteed. Rates are posted online but may be subject to change. We encourage all students to email us at **auxtrans@usc.edu** if they have any questions.

ALTERNATIVE TRANSPORTATION

Although 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.

USC operates bus routes around the UPC and HSC campuses, along with routes between the two campuses and Union Station. Visit **transnet.usc.edu** for bus schedules and maps.

Students can explore their options through **metro.net**, which provides information about L.A.'s Metro lines, or by using USC Transportation's online service, Traveler, available at **gettraveling.usc.edu**.

Finally, USC partners with Zipcar and Enterprise to provide short-term vehicle rentals.

>>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 Call: (213) 740-3575 Traveler Trip Planning Dashboard Visit: gettraveling.usc.edu



>>YOUR TURN<<

Things to consider:



What bills will your student need to pay?

Should your student get a job on campus?

-

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 on their studies.

THE STUDENT BILL

Each month, Student Financial Services issues an electronic bill via email for any outstanding charges on the student account. These may include but are not limited to: tuition and fees, USC Housing charges, and meal plan charges. For a guide to help you understand your student bill, please visit **sfs.usc.edu/student-account/your-bill**. The tuition and fees payment schedule can be found at **sfs.usc.edu/deadlines**.

Current charges may be viewed and paid through the university's official billing system, USCe.pay, available through **my.usc.edu**. Guest users can access the system at **sfs.usc.edu/epay**.*

*The Family Educational Rights and Privacy Act (FERPA) protects the privacy of student records. Students can grant guest access to their financial and academic records through OASIS or to financial records only through USCe.pay. For more information, visit **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 all of your student's estimated cost of attendance, your student may need additional funds to pay for personal and miscellaneous expenses.

RESOURCES

Financial Aid

USC Financial Aid Office

In person:

John Hubbard Hall (JHH) Lobby Visit: financialaid.usc.edu Call: (213) 740-4444

Scholarships

financialaid.usc.edu/undergraduates/ admitted/scholarships Student Accounts, Billing and Payments Student Financial Services

In person:

Jefferson Blvd. Parking Structure (PSB), Suite 100 Visit: sfs.usc.edu Call: (213) 740-4077

In-person payment:

Student Union, Room 106 3601 Trousdale Parkway



>>TIP

USC students have access to iGrad, the country's leader in financial literacy services, which provides individualized money management tools to help students succeed. These tools include live webinars, expertmoderated forums, short online courses, worksheets, games and more. iGrad also provides the required entrance counseling for first-time Direct Loan borrowers at USC.

To create their own personalized iGrad profile, students can sign up at **usc.igrad.com** using their USC NetID.





>>TIP

Students can purchase technology products, many at an academic discount, through the CampUSConnect shop at USC Bookstore. Products can be ordered online at **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 the Special Circumstances & Appeals page at **financialaid.usc.edu** for more information.



>>YOUR TURN<<

Things to consider:



How should your student manage everyday expenses that arise?

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



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?

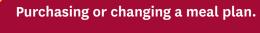


Work with your student to develop a personal budget.

>>**YOUR TURN<<** Talk with your student about:

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Maintaining proper nutrition.



Planning a budget for groceries and meals.

Any special dietary restrictions or needs.

MEAL PLANS

Adjusting to a demanding course schedule can sometimes make it difficult for students to plan their own meals and keep track of their eating habits. Fortunately, Campus Dining provides fresh and delicious meal options for a variety of palates and budgets.

Students have a wide variety of dining options across campus, from freshly prepared cuisine to quick grab n' go meals, beverages, and snacks. There is truly something for everyone!

Students with specific dietary needs will find vegetarian and vegan meals throughout campus dining locations. They also have access to USC Hospitality's registered dietitian to address any specific dietary concerns. If students require special dietary accommodations, it is highly recommended that they reach out prior to the start of the semester.

Students living in university housing are required to purchase a meal plan per the terms and conditions of their housing contract, which may be based on their class standing and/or their assigned housing location. Meal plans are loaded onto the student's USCard, which grants access to USC dining venues.

MEAL PLAN OPTIONS

Unlimited Residential Dining Meal Swipes + limited Campus Center Meal Swipes

Residential Dining Meal Swipes + Dining Dollars

Dining Dollars only

MEAL PLAN DESCRIPTIONS

Residential Meal Swipes: Accepted at all dining halls.

Campus Center Meal Swipes: Accepted at most Tutor Campus Center quick-service venues.

Dining Dollars: Accepted at all on-campus dining locations that do not serve alcohol.



Students living in private or off-campus residences can purchase a meal plan, buy Dining Dollars at a 10 percent discount, add funds to their USCard discretionary account, or budget for groceries and cook on their own. Students' demanding schedules can make it stressful to plan meals, so having a flexible meal plan to supplement home cooking can be a great time saver.

Meal plans can be selected or upgraded on the USCard Services website at **mycard.usc.edu/meal-plans**. Visit the USCard Services or the USC Hospitality website to view the most up-to-date and detailed information, in addition to deadlines for submitting changes to your meal plan.

USCARD SERVICES

A USC ID provides access to campus facilities and serves as the library card and ticket to all home sporting events, excluding football. It can be used for purchases on campus and select USC Village retailers, with a deposit to the student's discretionary account. New and replacement IDs are processed online only. Your student should visit **mycard.usc.edu** to request their USC ID, deposit funds to their discretionary account and download the USCard app to manage their account.

RESOURCES

>> Meal Plans and Dining Locations
USC Hospitality

Visit: hospitality.usc.edu Call: (213) 740-6285

>> University ID USCard Services

In person:

University Park Campus McCarthy Way Parking Structure 620 McCarthy Way Los Angeles, CA 90089-1336 **Call:** (213) 740-8709 Visit: mycard.usc.edu

Email: uscard@usc.edu

In person:

Health Sciences Campus One Stop at HSC Seaver Residence Hall 1969 Zonal Avenue Los Angeles, CA 90033-9163 Call: (323) 442-2110

HEALTH

studenthealth.usc.edu

USC's resources help students maintain an optimum level of health during their time at USC. Undergraduate students enrolled in six or more units, as well as all students studying on the Health Sciences Campus, 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 healthcare that cannot be obtained at a health center, should emergency services or hospitalization be required.

All University Park Campus students taking more than six units, all international students, and all Health Sciences Campus students are enrolled in the Student Health Insurance Plan (SHIP). Students with proof of existing health coverage that complies with the Affordable Care Act may waive SHIP by the deadline indicated on the Student Health website.

Students also have an optional dental plan available, provided through Delta Dental. Vision care is included in the SHIP/Aetna Plan and provided through EyeMed.



>>TIP

Part-time students who are not automatically enrolled in the USC Student Health Insurance Plan may choose to pay the fee and receive services at the student health centers.

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?



IMMUNIZATIONS

All students are required to comply with certain immunization requirements, including providing proof of vaccination against COVID-19 (or an acceptable waiver).

If your student is unable to complete their COVID-19 vaccination prior to arriving at USC, Student Health will provide the

RESOURCES

USC Student Health

Visit: studenthealth.usc.edu Call: (213) 740-9355 Email: studenthealth@usc.edu mySHR portal: usc.edu/myshr

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 remaining dose(s). Students who are not fully vaccinated must adhere to USC's testing guidelines, which can be found at **coronavirus.usc.edu**.

For more information about what immunizations are required, please visit **studenthealth.usc.edu**.

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

>>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.

We also highly recommend students add an emergency contact to their mySHR account.

Visit studenthealth.usc.edu for more details about all these steps.



NEW SERVICES VIA TELEHEALTH

TeleHealth is now an option for all medical and mental health provider visits.

Please note: Due to state licensing requirements, access to clinical care via TeleHealth is limited to patients currently in California.



WELLNESS

Grades, tests, work, family, personal relationships: Pressures can build and students may 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.

You may also wish to read USC's *Thriving in College: The Family Guide* to help you further support your student in successfully transitioning into college life. Download by visiting bit.ly/uscfamilyguide.

RESOURCES

Recreational Sports

recsports.usc.edu

Recreational Sports (Rec Sports) welcomes the university community to pursue a balanced, healthy lifestyle through its extensive services and programs, including recreation centers and outdoor facilities on both campuses, individual/group fitness, club sports and intramural sports. For any semester they are enrolled in a degree-granting program at USC, students receive free membership to our recreation centers.

Student Affairs

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

cwe.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

mindful.usc.edu

Mindful USC offers mindfulness-related classes, programming, retreats and events designed to foster growth, health, wisdom, compassion, and connection within and among the diverse communities of USC. 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 in individuals and communities. All Mindful USC programming is free to students, faculty, staff and alumni.

Office of Religious and Spiritual Life orsl.usc.edu

The Office of Religious and Spiritual Life fosters a vibrant community of spiritual reflection and free inquiry. Students can participate in a wide variety of programs, student organizations, 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 University Park 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

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 at **policy.usc.edu/studenthandbook**.

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 and gender 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, transphobia, 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, gender, 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 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?

Encourage your student to attend the "Trojans Respect Consent" workshop, a small-group workshop about healthy relationships and navigating intimacy with mutual care and respect. Students can sign up via the "Workshops" tab in their mySHR portal.

>>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.

Additionally, you may use the site to report a concern about your student. In cases of emergency, however, family members should contact the USC Department of Public Safety at (213) 740-4321.

campussupport.usc.edu/trojans-care-4-trojans

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

Student Counseling Services provides:

- Individual therapy
- \cdot Group therapy
- \cdot 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 for Equity, Equal Opportunity, and Title IX (EEO-TIX)

The Office for Equity, Equal Opportunity and 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.

Malicious dissuasion and retaliation against students seeking assistance is strictly prohibited and will be treated as a separate offense.

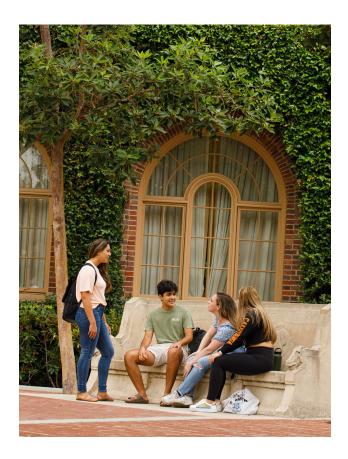
Complaints about a staff or faculty member or another student should be directed to the Office for Equity, Equal Opportunity, and Title IX (EEO-TIX) at **eeotix.usc.edu**. A list of protected characteristics can also be found on on this website.

Relationship and Sexual Violence Prevention and Services (RSVP)

In person: Engemann Student Health Center, Suite 356 Visit: usc.edu/rsvp Appointments: (213) 740-WELL (9355)

(Press '0' for after-hours/weekend support.)

RSVP provides advocacy and confidential counseling to those who have experienced sexual and/or gender-based harm (such as sexual assault, domestic violence and stalking), as well as educational and peer outreach programs that 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 campus public safety departments 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 AND RESPONSE BOUNDARIES

The Department of Public Safety's patrol jurisdiction extends beyond the footprint of the University Park and Health Sciences campuses. By working in cooperation with the LAPD, DPS can respond to calls within a wider geographical area and better serve the USC community. To view maps of the patrol areas, visit **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 the LiveSafe 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

The Community Relations (CRO) Division at DPS is responsible for addressing safety issues at residential housing facilities. The CRO Housing Liaison can be reached at (213) 821-1249. Officers can facilitate discussions or lead presentations on subjects including theft prevention, after-hours safety measures, or precautions to take 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 **usc.edu** and through the Emergency Information Line, available by calling (213) 740-9233.

TrojansAlert

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. Students are automatically signed up during their first semester, and DPS recommends that all regular visitors to campus sign up as well.

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 and can be used to report emergencies. To report suspicious activity and crimes, students should use the LiveSafe App or call the DPS emergency line at (213) 740-4321.

Lyft Ride Program

transnet.usc.edu

USC's ongoing partnership with Lyft provides free shared rides within a set perimeter ("geofence") around campus from 6:00 p.m. to 2:00 a.m., seven days a week. Invitations to join the program are sent to students the week before fall semester starts.

>>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.



Follow DPS on social media.



Download the LiveSafe app. (Refer to Resources in this section.)

Register their bicycle. (Refer to Resources in this section.)

Join the USC Safe Ride Program. (Look for an email invitation from Lyft.)

Follow DPS on Social Media: @USCDPS



LiveSafe

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 friends of their walking route through campus.
- Request a ride through the Lyft Ride Program.

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 App Store.

Bicycle Registration

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 EQUITY AND INCLUSION PROGRAMS

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

DIRECTORIES:

CULTURAL CENTERS Asian Pacific American Student Services

Student Union (STU) 410 **apass.usc.edu** · **apass@usc.edu** (213) 740-4999

The Asian Pacific American Student Services (APASS) center is committed to helping Asian, Pacific Islander, and Desi American (APIDA) students thrive and succeed at USC. APASS organizes events, workshops and resources related to APIDA identity, culture and leadership.

Center for Black Cultural and Student Affairs

Student Union (STU) 100 **cbcsa.usc.edu · 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.

Latinx/Chicanx Center for Advocacy and Student Affairs

Student Union (STU) 402 lacasa.usc.edu • lacasa@usc.edu (213) 740-1480

La CASA works with all USC Latinx students, providing academic, personal and cultural support as well as helping students develop leadership skills.

LGBTQ+ Student Center

Student Union (STU) 415

lgbtqplus.usc.edu • lgbtqplus@usc.edu (213) 740-7619

Through its many programs and services, the LGBTQ+ Student Center supports and advocates for students, educates the campus community and builds community for lesbian, gay, bisexual, transgender and queer (LGBTQ) students.

Native American Student Assembly

Student Union (STU) 405 nasu.usc.edu • nasu@usc.edu (213) 740-6110

The Native American Student Assembly (NASA) is a cultural and educational student organization for self-identifying American Indian students, as well as other students or community members interested in American Indian issues and culture. NASA is dedicated to building a community among its members and enriching the diversity of the Trojan community.

INVOLVEMENT AND STUDENT PROGRAMS

Campus Activities

Ronald Tutor Campus Center Steven and Kathryn Sample Hall (SKS) 410 **campusactivities.usc.edu** (213) 740-5693

Campus Activities helps build community and foster leadership development throughout the USC student experience. Opportunities include participating in a recognized student organization, attending Late Night 'SC events, volunteering through the Volunteer Center, and engaging with Student Government.

First Generation Plus Success Center

Ronald Tutor Campus Center (TCC) 224 firstgenplussc.usc.edu firstgen@usc.edu

The First Generation Plus Success Center (FG+SC) serves as a resource hub for current first-generation, undocumented, former foster youth, and transfer students as they navigate campus. The center's mission is to create a culture of belonging and inclusion that will facilitate the transition into college life.

Fraternity & Sorority Leadership Development

Ronald Tutor Campus Center (TCC) 330 greeklife.usc.edu · uscfsld@usc.edu (213) 821-1639

Fraternity & Sorority Leadership Development supports USC's 37 fraternities and sororities, which are organized into five different councils and constitute 15 percent of the undergraduate population. FLSD focuses on well-being, community, academics, service, and leadership to guide members and help them thrive.

Office of Religious and Spiritual Life

University Religious Center (URC) 106 orsl.usc.edu

(213) 740-6110

At USC, the Office of Religious and Spiritual Life works with Campus Activities to provide counsel, support and university recognition for more than 50 religious and spiritual student organizations.

Residential Education

Student Union (STU) 200 **resed.usc.edu** (213) 740-2080

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

Student Basic Needs

studentbasicneeds.usc.edu basicneeds@usc.edu

The Student Basic Needs department fosters a culture of holistic well-being by helping to eliminate life barriers—such as food, housing, and economic injustice—that may jeopardize students' academic and personal success. SBN oversees the Trojan Food Pantry and assists students who are food housing—or financially insecure.

Veterans Resource Center

Tutor Campus Center (TCC) 330 vrc.usc.edu • vrc@usc.edu

The Veterans Resource Center is committed to supporting the veteran and militaryaffiliated community in the areas of higher education, student engagement, academic success, graduation, well-being, and career development.

ACADEMIC RESOURCES

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

In addition to these resources, each major has dedicated academic advisors who work with students to ensure progress toward degree requirements and support student development.

DIRECTORIES:

Academic Exploration Advising

Student Union (STU) 300 undergrad.usc.edu/services/exploration exploration.advising@usc.edu (213) 740-1741

Academic Exploration Advising (AEA) is the designated advising office for students who are exploring options for their major program of study (formerly undecided and undeclared). The office also provides academic and programming support to students in the Undergraduate Success Program.

Academic Honors and Fellowships

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, as well as nationally competitive fellowships such as the Rhodes, Marshall and Fulbright U.S. Student Program.

Career Center

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

The Career Center, in coordination with the school-based career services offices throughout USC, supports, educates, and engages students in their career development as they explore and discover internship and employment opportunities. It also connects students with alumni in a variety of fields through the Trojans to Trojans (T2T) initiative and the Trojan Network: **careers.usc.edu/people**.

Office of International Services

Royal Street Parking Structure (PSD) Suite 101

ois.usc.edu · ois@usc.edu

The Office of International Services (OIS) supports international students and scholars as they strive to achieve their educational, professional, and personal objectives. This resource center provides immigration advising, information, and opportunities for involvement to help members of the USC international community make the most of their USC experience.

Office of Student Accessibility Services

Grace Ford Salvatori Hall (GFS) 120 osas.usc.edu • osasfrontdesk@usc.edu (213) 740-0776

The Office of Student Accessibility Services (OSAS) is the unit at USC responsible for ensuring equal access for students with disabilities, in compliance with the ADA and Section 504 of the Rehabilitation Act.

Enrolled USC students may register with OSAS at any time. We encourage current and incoming students to connect with our office well before the start of a term so that any accommodations or services can be in place for the semester.

We are happy to schedule informational meetings with students who are still exploring their options.

Please visit the **OSAS website** to get started. OSAS Specialists are available for meet-and-greet sessions.

language@USC

Taper Hall of Humanities (THH) B-2 language.usc.edu (213) 740-1188

language@USC administers placement exams for foreign languages, chemistry, and mathematics, as well as competency exams in many languages not offered at USC.

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 writing@usc.edu (213) 740-3691

The Writing Center offers free services to all USC students in the form of one-on-one consultations and in-class 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 all USC 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 SERVICES

DIRECTORY:

Academic Records and Registrar arr.usc.edu (213) 740-8500

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

Athletics usctrojans.com (213) 740-3843

Bookstore, USC uscbookstore.com

University Park Campus (213) 740-0066

Health Sciences Campus (323) 442-2674

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

Commencement Information commencement.usc.edu

Credit Union, USC usccreditunion.org 877) 670-5860

Dornsife College Advising Office dornsife.usc.edu/advising (213) 740-2534 Emergency Information emergency.usc.edu (213) 740-4321 Business Line: (213) 740-6000

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

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

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

The Mail Stop | Mailing Services (213) 740-2467

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

Placement Exams language.usc.edu (213) 740-1188

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)

usc.edu/rsvp (213) 740-WELL (9355)

Student Affairs studentaffairs.usc.edu (213) 740-2421

Student Financial Services sfs.usc.edu (213) 740-4077

Student Health studenthealth.usc.edu (213) 740-WELL (9355)

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

Ticket Office ticketoffice.usc.edu (213) 740-GOSC (4672)

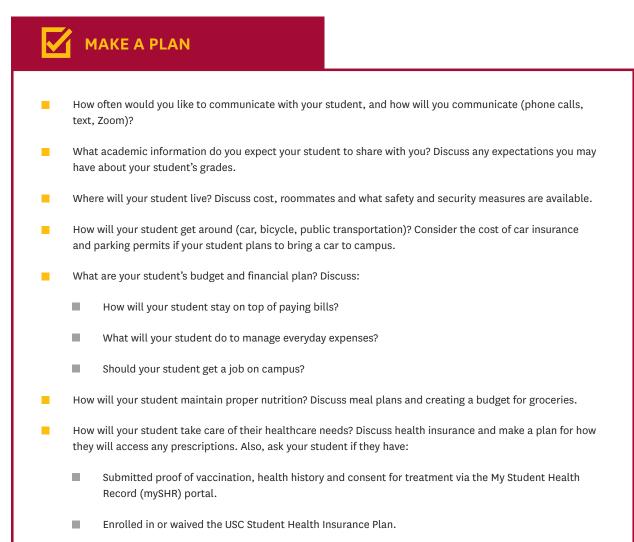
Transportation, USC transnet.usc.edu (213) 740-3575

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

The University of Southern California prohibits discrimination and harassment on the basis of actual or perceived race, color, ethnicity, religion, creed, sex, age, marital status, national origin, citizenship status, employment status, income status, shared ancestry and ethnic characteristics, partnership status, medical condition (including pregnancy and related medical conditions), disability, political belief or affiliation, domestic violence victim status, military or veteran status, sexual orientation, gender, gender identity, gender expression, genetic information, and any other class of individuals protected from discrimination under federal, state, or local law, regulation, or ordinance in any of the University's educational programs and activities.

For questions about compliance with the notice of non-discrimination, the University has designated a Vice President for Equity, Equal Opportunity, and Title IX Coordinator, Catherine Spear, who can be reached at eeotix@usc.edu, (213) 740-5086, USC Credit Union Building, 3720 South Flower Street, 2nd Floor, Los Angeles, California 90089-0704. For disability-related questions, the University has also designated an ADA/Section 504 Coordinator, Christine Street, Associate Vice Provost for Student Affairs-Institutional Accessibility and ADA Compliance, who can be reached at streetc@usc.edu, (213) 821-4658, 3601 Trousdale Parkway, Bldg. #89, Los Angeles, California 90089.

PARENT CHECKLIST



🖌 СНЕСК ІМ

- How has your student been feeling now that they're at USC? Remind them that they're not alone and other students likely have similar worries and concerns.
- How is your student building their network of friends and classmates?
- How does your student feel about their major(s)? Discuss what should happen if they decide to pursue a different major.
- 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.