DEAR USF FAMILY MEMBER!

You are an important part of the University of San Francisco community and integral to your student’s success in college. This guide has been designed to provide you with information on the university and resources for you to assist your student as they transition into adulthood.

USF establishes relationships with its students based on their status as emerging adults and is committed to fostering their development and self-direction. In this context, USF expects that its students will assume primary responsibility for their education and well-being. We also understand that families play a central role in their students’ continuing development and education, and we hope to work in partnership with you. This guide is designed to be a resource for you as you advise your student in the navigation of USF in their first year.

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TIPS FOR TRANSITION

Whether students are in their first year at the University of San Francisco or their last year, the family’s ability to serve as a resource for their student can lead to a healthier and more successful college experience. Here are a few tips to guide your relationship with your students over the next four years.

DETERMINE A COMMUNICATION PLAN

This plan will change over the course of four years, but is an important conversation to have continually. We encourage you to discuss how often and when you will communicate with each other over a week’s time. As a family member, you may just want to check in with your student briefly, and discuss a timeline for technological responses and/or via phone.

DEFINE CLEAR EXPECTATIONS

Creating clear and concise expectations with your student will be important in establishing independent practices with your student. For instance, determining a monthly budget, home visits, and academic expectations will allow both the student and the family members to feel at ease while the student is not in the home. To begin the path to independence, families should share information around financial obligations to the university, the importance of health care management, and getting involved on campus as a way to begin networking for future employment opportunities.

BECOME FAMILIAR WITH UNIVERSITY RESOURCES

Understanding the structure and expectations of the university will be essential for your student’s success at the University of San Francisco. This guidebook is a tool families can use as a resource to their students. FERPA (explained on pg. 16) prevents families from having access to their student’s academic and personal records, however, having an understanding of university resources will better equip families to help navigate their students to the appropriate office or department when the time arises.

TRUST YOUR STUDENT

The first year is about discovery: discovery of self, discovery of academic strengths and limitations, and discovery of choices for the future. Have faith in the values you have imparted to your student and let them know that you trust their judgment. Remember that a major does not have to prescribe a career and that your student will be most successful in the classes that most interest them.

For more information and resources about the college transition, visit collegeparents.org.
OVERVIEW OF SERVICES
CASA provides compassionate, personalized support to the undergraduate student population at USF. Our team of professional academic success coaches is committed to holistic student development by offering academic coaching from orientation to graduation, encouraging students to explore their potential and aspirations, and connecting them to resources for student success. We also work closely with faculty and staff to engage in academic interventions, ensuring our students have the proper support in place to stay on track to complete their degree.

HOW CAN PARENTS HELP?
CASA follows FERPA guidelines, (please see pg. 16 for an explanation of FERPA) and therefore are only able to share information with families as permitted by the student. However, the office is available to engage parents in collaborative dialogues that support their student’s success. It is highly beneficial to remind your student to visit their academic success coaches regularly to ensure academic success throughout their career.

FREQUENTLY ASKED QUESTIONS
How does my student find out who their academic success coach is?
In August, prior to arrival on campus, all new students receive an email and welcome postcard from their assigned academic success coach. If this information has not been received, students may call (415) 422-5050 to find out who their academic success coach is.
How do students make an appointment to meet with their academic success coach?

During the academic year, academic success coaches are available to meet with students Monday through Friday, from 9AM to 5PM, or during drop-in hours in the residence halls. To make an appointment, students are encouraged to utilize the online appointment portal they have access to at any time. Appointments can also be made over the phone by calling (415) 422-5050, or in person at our CASA front desk located on the University Center, 3rd Floor.

What is the difference between an academic success coach and a faculty adviser?

All students are assigned a faculty adviser within their major, and an academic success coach in CASA.

Faculty advisers serve an important role in guiding students through their major and four-year planning, which includes core courses, major and other degree requirements. Most departments require a student to meet with their faculty adviser at least once a semester. Students are also encouraged to meet with their faculty adviser for expertise and knowledge around internships and career opportunities available within their major.

Academic success coaches focus on building personal relationships that support the student’s individual development and academic success. They serve an important role in helping students to navigate challenges which may be impacting their academics such as time management, study skills, self-advocacy, or personal matters (stress, homesickness, roommate conflicts, financial needs). Academic success coaches often collaborate with faculty on many student cases, consulting on decisions that are in the student’s best interest, in an effort to deliver the holistic student support that we are committed to at USF.

What are some reasons students visit CASA?

The CASA front desk staff are very knowledgeable in answering questions a student may have and triaging different requests by making referrals to other departments on campus. Many academic forms are also collected through the CASA front desk such as Add/Drop course registration and Change of Major.

Academic success coaches are primarily available for one-on-one academic coaching, providing a safe environment where students can discuss personal or academic challenges they may be experiencing; this can range from getting advice about changing or exploring majors, managing a work-life balance, connecting to campus resources or preparing for graduation. Students are welcome to visit their academic success coach at least once a semester. If they don’t have the answer, they will connect you to someone who does!

ONE STOP – ENROLLMENT AND FINANCIAL SERVICES

Location: Lone Mountain 1st Floor
Email: onestop@usfca.edu
Phone: (415) 422-2020

OVERVIEW OF SERVICES

MyUSF: myusf.usfca.edu: Online access around the clock.
Student Self Service – registration, financial aid, student account, holds and more
View & Pay - access account information, create an authorized payer, make a payment or enroll in the payment plan
One Stop Tutorials: usfca.edu/onestop/vtutorials
Provides instructional information on how to navigate the online resources and tools available at USF.

Bills are only available online.

• Student notifications are sent to the USF email address. Email notifications are also sent to authorized payers. (Families have to register as authorized users.)
• You can receive bill notifications via text messaging by updating the user preferences in View & Pay.
• View bills through View & Pay, which only authorized users can access through their portal once they have registered their information with the university.
• Authorized payer access is granted by the student. This enables families to view bills and make online payments. This does not grant authorization to discuss student matters with USF staff.

There are a number of ways to pay:

• Online Payments
• Payment Plan
• Personal Checks, Bank Checks, and Money Orders
• International Bank Wire Transfers
• International Bank Drafts
• Special & Third-Party Billing

More information about all of these options here: usfca.edu/payment

HOW CAN PARENTS HELP?

• Create authorized payer(s)
• Complete Student Consent to Release Information and Online Refund Authorization in Student Self-Service Banner
• To avoid the monthly late fee of 1.5%, pay in full or enroll in the payment plan by September 1.

FREQUENTLY ASKED QUESTIONS

Do we apply for financial aid each year to be offered need-based financial aid?

Yes, the FAFSA application is a yearly form that becomes available at www.fafsa.gov beginning January 1 each year. It is very important for new students to file the appropriate year FAFSA by February 1 and continuing USF students by March 2 each year to be considered timely and to have their eligibility considered for limited USF need-based grant funding for the following academic year. FAFSA applications filed after the priority filing deadlines are considered late and may affect eligibility for USF need-based grants and scholarships.

What is the difference between grants or scholarships and loans?

The university’s tuition grants and scholarships are gifts that do not need to be repaid. Student loans must be repaid so each borrower should review the terms and conditions of each loan offered before accepting it. In most cases, repayment is deferred until the student is no longer enrolled at least half-time.

Our student has been selected for verification, do we have to complete and return a verification worksheet?

Yes, you must complete the worksheet (may be printed from the One Stop website) and return it with the required tax documents. The financial aid award is not final and no aid will be credited towards charges or paid to the Student Account until verification is complete.

When is financial aid going to be paid to the USF student account?

The financial aid will be paid to the USF student account at the beginning of each semester and once the student has enrolled properly and completed all the requirements for disbursements. Students can regularly view their Unsatisfied Requirements in the Financial Aid section of their USFConnect account.

Our student is expecting to receive a refund from financial aid. When and how will these funds be made available?

Credit balances created by federal student aid are refunded by check unless a student’s Direct Deposit information is provided to One Stop/Student Accounts. For Federal Direct parent PLUS Loans, credit balances are refunded by check to the parent borrower unless the borrower authorizes a refund to be made to the student. In general, a refund will be available within 14 days of disbursement of financial aid into the student account.

OFFICE OF THE UNIVERSITY REGISTRAR

Email: onestop@usfca.edu
Phone: (415) 422-2020

OVERVIEW OF SERVICES

The Office of the University Registrar maintains the permanent academic records of current and former students, and supports teaching and learning by administering the academic policies of the university, schools, and college, through an array of academic and enrollment services to students, faculty, academic and administrative departments, alumni, external agencies, and the public. These services include, but are not limited to, general academic information, registration, program and curriculum management, classroom scheduling, end-of-semester course evaluation, degree evaluation, graduation clearance, transcript services, enrollment verification, certification for veteran’s education benefits, and student privacy compliance (FERPA).

The Office of the University Registrar supports USF’s diverse academic community consistent with the university’s vision, mission, and values, in addition to the standards of professional practice, all the while guided by the principles of respect, integrity, accuracy, and confidentiality.

HOW CAN PARENTS HELP?

As a family member of a USF student, becoming familiar with university policies, regulations, and procedures will be helpful in your student’s transition. Students will interact with the Office of the University Registrar when accessing grades, transcripts, or university credits earned as a result of taking classes at the university. Families should refer their students to this department if they have questions and/or concerns with any of the information mentioned previously. Families should also encourage their students to check their myUSF account regularly to ensure they are on track academically.

FREQUENTLY ASKED QUESTIONS

Which calendar does USF follow?

There are two semesters (fall and spring), a three-week intersession in January, and seven summer sessions that begin in late May and end in mid-August. Students should refer to the academic calendar in this guidebook for specific dates for registration, payment, move in and move out, etc.
What is the average course load and credit requirement to be a full-time student?
The average undergraduate course load is 16 credits per semester. An undergraduate is considered full time if enrolled for 12 or more credits and part time if enrolled for fewer than 12 credits.

What is the credit-hour limitation?
The average course load per semester for a full-time student is 16 credit hours. Any credit hours over 18 are considered an excess load. A petition to take excess credit hours will be considered only when presented by a student whose scholastic ability has been demonstrated to the satisfaction of the student’s dean. The usual requirement is a 3.5 grade point average in the semester immediately preceding the presentation of the petition. Each excess credit hour is charged at the same rate as courses taken on a per credit hour basis.

What does “good academic standing” mean?
A student in good academic standing is one who is making satisfactory academic progress as defined by the General Catalog and who has met all of their financial obligations to the university.

When do continuing students register for classes?
Registration for continuing students takes place during the preceding semester for any given fall or spring semester and on designated dates at the beginning of intersession and summer sessions. A student is not considered registered until tuition and fees have been paid.

Is pass/fail a grading option at USF?
Students are permitted to enroll in specified courses on a pass/fail option basis. The objective is to encourage students to widen their academic horizons by enrolling in courses of interest that will benefit their general education without the burden of competing with students in the major. Core Curriculum and major requirements courses may not be taken pass/fail.

May I have access to my student’s grades?
Families may not have access to their student’s grades without the written permission of their student. The Family Education Rights and Privacy Action (FERPA) of 1974 provides students with rights of access to their educational records and protects the privacy of student records. Only material classified as directory information, as defined in the General Catalog, can be released without student consent. Permission to disclose non-directory information to a third party, including parents, must be filed with the Registrar’s Office and other offices with records regarding the student. Students may access any written academic records directly concerning them. There are some records, however, such as parents’ financial records, to which a student has no right of access.

How many hours should my student be studying?
Generally speaking, students should plan to study 2-3 hours per week for each credit enrolled. For example, in a 4 credit history class, they should plan to spend at least 8-12 hours studying for the class each week. So, in general, a student taking a full 12-16 credit load should be studying about 40 hours a week.

Where can I refer my student for academic assistance?
For general academic advising information, your student can contact the Center for Academic and Student Achievement (CASA). Many students, as they transition from high school, find themselves struggling to adjust to the academic expectations of college. If your student experiences this, refer them to the Learning and Writing Center. If academic problems seem to be causing severe anxiety or depression, refer your student to Counseling and Psychological Services immediately. Sometimes, academic difficulty may be a sign that your student is in the wrong major. Students in these situations can consult with their faculty adviser.
RESIDENCE AND COMMUNITY LIFE/STUDENT HOUSING AND RESIDENTIAL EDUCATION (SHaRE)

Location: University Center 5th Floor
Phone: (415) 422-6824
Email: housing@usfca.edu

OVERVIEW OF SERVICES

SHaRE provides on-campus housing for over 2,500 students. Most spaces are traditional residence halls with shared bathroom facilities and common area spaces on each floor. A limited number of spaces are suite-style with a shared bathroom facility. SHaRE operates one apartment style facility for faculty, staff, graduate students, and undergraduate students over the age of 21. Each residential facility is staffed by a professional, with at least a master’s degree, known as the residence director (RD), and some facilities have a graduate student serving as an assistant residence director (ARD). The RD supports an undergraduate, student paraprofessional resident advisor (RA) staff. An RA is assigned to each floor/wing/unit and serves as the on-the-ground resource for your students.

Serving in support of the hall staff are a variety of partners that are assigned to each building. Each hall has a front desk that is staffed 24/7 during academic periods. The desk serves as a safety and security monitor, tracking who enters and exits each facility, handles all mail, checks out temporary access cards and equipment for common area spaces (kitchens, pool tables, video games, etc.). SHaRE staff provides a suite of services for your students, both in administrative functions (room assignments, room change requests, facility work tracking) and programmatic functions (social programs, educational events, community building efforts). Each building has CASA coaches (refer to pg. 2) and resident ministers assigned to support students. CASA coaches work in the Center for Academic and Student Achievement (CASA) and the resident ministers work for University Ministry but live in-residence.
HOW CAN PARENTS HELP?
The time frame when students transition from living at home to moving onto campus is one that can be very impactful. What happens leading up to this transition and when moving into the halls can often set the tone for the many experiences to come. We encourage families to have open and honest conversations with their students to find out how they are feeling about living on campus. It is okay to celebrate the energy and excitement while validating some of the fears and concerns that your students might have.

FREQUENTLY ASKED QUESTIONS

How much does housing cost?
Housing rates change every academic year, so please refer to the Room and Board web page for fall and spring semester charges. Please refer to the Summer Tuition and Housing web page for summer rates.

Are students required to have a meal plan?
Students living in on-campus housing are required to purchase meal plans each semester, except for those living in Loyola Village and Pedro Arrupe. Students living in these two buildings have the option to purchase meal plans, but it is not mandatory for them. Flexi meal plan rates are listed on the Room and Board web page.

My student was placed on the housing waitlist. How does that work?
Waitlist numbers are equal to the number of students ahead of you who are waiting for the same space to open up. Numbers are assigned based on the date and time the student’s application was completed. Movement occurs when beds open up and waitlisted students are moved into those empty beds.

Do you have resources for students trying to find off-campus housing?
Yes. Our Off Campus Student Services (OCSS) manager meets with students one-on-one as well as in info sessions to prepare students for off-campus living. Please refer to the OCSS or section in this guide for resources that will help students find off-campus housing options.

How can my student be exempt from housing?
All new undergraduate students with 40 or fewer transfer credits will be required to live on campus for their first two semesters of enrollment at USF. Required students who do not want to live on campus may apply for an exemption through USFrooms for any of the following reasons:
• Medical needs
• Financial needs
• Family member resides within 40 miles of USF and the student will live with them

How does summer housing work? Who can live on campus for summer?
In order to qualify for summer housing, a student must be registered and enrolled for summer classes at USF (as defined by the most recent University General Catalog) by the time of occupancy and maintain the enrollment record for the duration of the occupancy. Students will be assigned occupancy dates that are in accordance with their registered summer courses. Students may not move in earlier or move out later than their assigned occupancy dates for summer.

OFF CAMPUS STUDENT SERVICES
Location: University Center 4th Floor
Phone: (415) 422-4057
Email: usfcaoffcampus@usfca.edu

OVERVIEW OF SERVICES
The department of Off Campus Student Services supports all students and community neighbors. OCSS commits to fostering students’ personal growth and skill set through education of communal living and safety, emphasis on civic citizenship and university connection. We are here to help with the housing search and more.

What we do:
• Support Students’ Housing Search
• Education on Civic Responsibility
• Foster Personal Growth
• Engage and Connect OC (Off Campus) to USF/SF
• Strengthen Neighbor Relations
• Provide Legal Resources
• Aid in Conflict Resolution

HOW CAN PARENTS HELP?
The best way parents can support their students is by encouraging self-responsibility and advocacy. It is important to students to feel a sense of ownership over their off-campus experience and to realize this is an opportunity for self-growth and leadership.

FREQUENTLY ASKED QUESTIONS

How do students begin the search for off-campus living?
Students should create an account on our rental website: offcampushousing.usfca.edu for information on searching for housing, living off-campus tips, and resources.
When does one start looking for housing?
The advertisements will post typically one month before renting on the Off Campus Student Services website (mentioned on pg. 7). Therefore, if you are looking to rent on July 1, the post will be up on June 1. Also, you will need the full rent plus deposit when signing a lease.

How does one find roommates?
- offcampushousing.usfca.edu
- Room8app (download from Apple Store)
- Social Media

Is it less expensive to live on-campus?
This depends on what’s available, but the short answer is: No. However, living off-campus does not automatically mean more expensive living arrangements.

Are students who live off-campus still considered part of the residential community?
No, but students who live off-campus are still our students. We make an effort to provide a community atmosphere through programming, social media and newsletters. We at OCSS are here for our off-campus (OC) students. We have students who stop by all the time for help with OC situations or just have general questions. We are happy to be of service.

HEALTH PROMOTION SERVICES
Location: University Center 5th Floor
Phone: (415) 422-5797
Email: hps@usfca.edu

OVERVIEW OF SERVICES
Health Promotion Services offers a full range of services and opportunities dedicated to promoting the health and wellness of the USF student body, and fostering a vibrant and safe campus community for student success.

Liaison Office for the Student Health Clinic (2250 Hayes Street, 3rd Floor); (415) 750-5995 goo.gl/sHrJRs

Students can call or go online to schedule an appointment at Dignity Health Medical Group clinics. Doctors have the knowledge and expertise to provide healthcare tailored to the needs of college students.

Health Insurance Services
As a condition of enrollment, the University of San Francisco requires students to have a health insurance plan, both to protect against unexpected high medical costs and to provide access to quality care. Undergraduate and graduate students are required to have health insurance and will be automatically enrolled and billed for the USF-sponsored student health insurance plan. Students who already have health insurance coverage comparable (equal or better) to the USF-sponsored plan under a United States-domiciled health insurance company may waive this requirement during waiver/enrollment period each academic year.

Immunization Services
USF has different requirements for domestic undergraduate, domestic graduate and international students. Students are required to submit immunization records online through the HPS Immunization Form.

Undergraduate (domestic)
- Proof of MMR (Measles, Mumps, Rubella) immunization – Must have two doses, at least one month apart
- Proof of hepatitis B vaccination or test showing immunity for all students 18 years of age or younger.

Think About It Services
In order to maintain a socially responsible learning community, USF requires all students to take the Think About It course(s), a science-based online course that prepares students for the unique challenges of college life. It is a comprehensive program designed to minimize the risks associated with alcohol, drugs, and sexual assault. For more information, read the FAQ at myusf.usfca.edu/student-health-safety/think-about-it/faq.

Peer Education to Support Students’ Academic Endeavors
Under the supervision of the Dons: Do Something About It program directors, peer educators will deliver a minimum of four workshops each semester on alcohol use and misuse, and bystander intervention that will also deal with sexual consent and sexual assault.

Nutrition Education
Nutrition Education appointments are available for students free of charge with our health educator, who is also a certified dietetic technician, registered (DTR). The confidential individual appointment will help students identify dietary behaviors with a focus on getting them on track to healthy eating and positive body image.

Stop Smoking Education
We offer free stop smoking individual sessions and free nicotine replacement aid: nicotine gum or lozenges. Attending regular stop smoking sessions is a prerequisite for receiving the free nicotine aid.
Health Education and Referral

The Wellness Check is a confidential assessment tool that can help you figure out different areas you can improve to achieve whole body health and wellness. Once completed you can schedule a one-on-one appointment with a wellness coach to affirm your strengths, and help you create an action plan to make small behavioral changes in one of your challenge areas. Wellness coaches are staff trained in motivational interventions.

Outreach Health Events

Health Promotion Services promotes optimal health and well-being through disease prevention, stress management, nutrition and physical activity, drug and alcohol prevention and education, healthy relationships, and access to healthcare. Attend our events and get involved.

Other Drug Educations through Educational Videos

Watch a health-related short video on a range of topics relevant to university and college students. Content is created by Health Promotion Services staff, interns, and volunteers.

HOW CAN PARENTS HELP?

The health of your student is integral to their academic and social success at the university. All students must have insurance to be enrolled at the university. Students have the option of waiving the university’s health insurance if they are enrolled in a health insurance policy independent or under a parent/guardian plan. In addition, families should remind their students of general health practices when living in community with others (i.e., washing hands, getting enough sleep, and drinking plenty of water).

FREQUENTLY ASKED QUESTIONS

Who is required to have health insurance?

- All undergraduate domestic students registered for 9 credit hours or more (excluding students in certificate programs, or online programs)
- All international students and scholars registered for at least 1 credit hour or more (this includes undergraduate, graduate, law, and non-degree students)
- All students who reside in university-operated housing (including undergraduate, graduate, law, and non-degree students)

How does my student waive the health insurance?

Begin the waiver by going to the Health Promotion Services website: usfca.edu/hps. On the main page, look for the “Insurance” tab. Click this link. Next select the, “Domestic” or “International” waiver options. Users will need the USF student’s 8-digit ID number and date of birth to complete the process.
Students must waive their health insurance every year. If a student waives it in the fall, the waiver will cover the fall and spring semesters. However, students who waive in the spring semester, must waive again the following fall semester.

**How much is the 2017-2018 Health Insurance Premium?**

- Annual Premium = $2,580
- Fall Premium = $1,081
- Spring/Summer Premium = $1,499

Students will be charged for the premium health insurance, which will show on their tuition and fees bill (which can be viewed by students and authorized users). The premium is not included in tuition. Health insurance is charged separately.

**How long am I covered by USF’s health insurance?**

- Annual coverage is 8/01/2017 – 07/31/2018
- Fall is 08/01/2017 – 12/31/2017
- Spring/Summer is 01/01/2018 – 07/31/2018

**Can international students waive health insurance?**

Yes. Students can waive health insurance if they have insurance that meets the school’s requirements. International students cannot waive online at Aetna Student Health. They will need to submit their health insurance information to HPS online.

**What are the waiver/enrollment deadlines?**

The deadline is September 1 for the fall semester and February 1 for the spring semester.

**Can I enroll my dependents?**

No. Only USF students are eligible to purchase the insurance.

**Can I have the insurance if I am taking an official leave of absence?**

Yes. You are eligible to enroll for only one year.

**How do I pay for the insurance?**

Students and authorized payers will see the student health insurance listed as a line item on the student’s tuition and fee bill if the student has not waived their health insurance.

**I don’t have an insurance card, how can I get one?**

Insurance cards will not be mailed to students in 2017-2018. Students can download the card to their mobile phone or by going online to usfca.edu/hps.

**COUNSELING & PSYCHOLOGICAL SERVICES (CAPS)**

Location: Gillson Hall, Lower Level
Phone: (415) 422-6352

**OVERVIEW OF SERVICES**

CAPS provides brief therapy to currently enrolled students. CAPS seeks to assist students in developing greater self-understanding and help resolve problems that interfere with their personal optimal functioning. CAPS provides individual, group, and couples counseling. Consultation, referrals, and psycho-educational outreach are also provided throughout the year. Examples of support groups we have provided in the past include Gender and Sexual Diversity, Interpersonal Relationships, and Adult Children of Alcoholics. Students whose mental health needs cannot be accommodated within short-term counseling, who need to meet with a counselor more than once a week, and/or who may require particular expertise may be referred to community resources after the initial intake or during the course of treatment. In cases where more resources are needed, students may be assigned to the university case manager. The case manager will refer students...
to appropriate services in the San Francisco community. More information on service limitations can be found at myusf.usfca.edu/student-health-safety/caps/services.

HOW CAN PARENTS HELP?
CAPS sponsors an open house for family members during fall Orientation; staff can answer many questions during that time. In addition, a helpful “Families in Transition” presentation is offered during orientation. Please check the orientation schedule. Visit our website for more information (myusf.usfca.edu/student-health-safety/caps/family-resources). The Family Resources page has suggested reading and other resources families may find helpful.

If you are concerned about your student, you can call CAPS to schedule a consultation for yourself with a psychologist. If you are worried about your student’s immediate safety and well-being, do not hesitate to contact Public Safety at (415) 422-2201 and request a wellness check.

FREQUENTLY ASKED QUESTIONS

How can students make an appointment?
Enrolled students can make an appointment by dropping into CAPS (we are located in the lower level of Gillson Hall) or calling us at (415) 422-6352. Please note, family members cannot make appointments for students.

Does CAPS offer psychiatry services?
Unfortunately, CAPS does not have a psychiatrist on staff, however, the case manager can assist students in finding psychiatry services in the community.

Is there a cost for CAPS services?
CAPS services are included in student tuition; there is no additional fee.

Is there a limit for services?
Students are eligible to receive up to 12 individual sessions per academic year with additional appointments available for summer enrollees. Most groups do not have an attendance limit.

How long do students have to wait for an appointment?
CAPS strives to see students as expeditiously as possible (1 to 2 weeks), but there are times when the center is heavily impacted, most often during midterms and finals. Students will be seen the same day for mental health emergencies.

What if my student needs to talk to someone and CAPS is closed?
CAPS has an After Hours line that opens at 5:00 PM PST on weekdays and is open 24 hours on weekends and most holidays; call (415) 422-6352 and press 2 when prompted. CAPS After Hours provides free, confidential consultation to students or those concerned about a student (i.e., friends and family).

OFFICE OF STUDENT CONDUCT, RIGHTS & RESPONSIBILITIES
Location: University Center 5th Floor
Phone: (415) 422-5330
Email: studentconduct@usfca.edu

OVERVIEW OF SERVICES
The Office of Student Conduct, Rights & Responsibilities (OSCRR) fosters an educational and developmental approach to student conduct, focusing on learning through self-reflection and personal accountability for behavior and decisions. Our mission is to help and encourage students to be successful in all facets of their lives. We recognize that sometimes good people make bad choices. Part of our role is to help educate our students to make better choices to support their educational and personal goals.

HOW CAN PARENTS HELP?
Your student is expected to have a clear understanding of the policies and sufficient maturity and concern for the rights of others to value the university’s mission, vision and goals. We view your student as a maturing adult, capable of making responsible decisions, learning from mistakes, accepting the consequences of irresponsible decisions and redirecting inappropriate behavior. If your student is referred to the Office of Student Conduct, Rights and Responsibilities for making a decision which violates the university’s standards, they are expected to openly discuss their behavior and take responsibility for any misconduct. As a parent or guardian you can be an ally in this mission to protect the standards of the academic community.

It is important to understand, however, that based on Federal regulations the university is limited in its ability to share information with parents or guardians. Please review the Family Educational Rights and Privacy Act (FERPA) on pg. 16, for more details about these regulations and guidelines.
FREQUENTLY ASKED QUESTIONS

What is the purpose of the Student Conduct Code and other university policies?
The Student Conduct Code and other university policies are designed to support the university’s educational mission and to ensure a safe environment where people can work, study, and live without undue interference. They are also designed to build and support the academic and social community, by teaching student’s responsibility and interdependence, and to promote moral and ethical development.

My student has been notified of a disciplinary violation. Does he/she have the opportunity to defend him/herself?
Every student notified that s/he may have allegedly violated the Student Conduct Code or other university policy is given the opportunity to respond to the allegations during their informational or conduct meeting. These meetings allow them the opportunity to provide their responses and discuss their involvement or knowledge of the incident.

What happens if my student is found responsible for a violation of the Student Conduct Code or other university policy?
Students that are found responsible are issued sanctions as a means to hold them accountable for their behavior. These sanctions are educational opportunities designed to help the student learn from their actions/behaviors and prevent further violations or misconduct.

What is my role as a parent in the university conduct process? How can I help my student?
You can best help by encouraging your student to be honest and forthcoming and by being supportive while holding the student accountable to your expectations and those of the university. You should remind your student of the importance of attending meetings and fulfilling sanctions. It is not beneficial to the development of the student, or resolution of the matter, for you to take over the process.

My student was charged criminally. Why go through university’s conduct process?
Our conduct and disciplinary process is completely separate and independent of civil or criminal proceedings. Our process may proceed prior to, simultaneously with or following civil or criminal proceedings. Additionally, our process is not subject to challenge on the grounds that civil or criminal charges involving similar factual circumstances have been dismissed or reduced in civil or criminal proceedings.

Do I need to hire an attorney to represent my student?
Hiring an attorney is your choice. However, the university’s relationship is with the student. The university’s conduct and disciplinary process is meant to be an educational experience which will encourage the student to take on the responsibility of managing his/her own affairs. Having anyone else take on this role for the student detracts from the learning opportunity for the student. Our staff will only communicate and interact directly with the student; we will communicate with their parent/guardian or attorney to the degree that is appropriate and permissible by the Family Educational Rights and Privacy Act of 1974 (FERPA).

How are sanctions decided?
Sanctions are decided upon by taking into account how best the student will learn from the sanctions in relation to the violation(s) for which they were found responsible. Sanctions may be imposed independently or in combination with other sanctions. Sanctioning is determined case by case, since it reflects the needs of the individual student, the student’s cumulative disciplinary history, and the impact of that student’s behavior on the community.

Can my student appeal a disciplinary decision?
A student may request an appeal on one or both of the following grounds:

1. The procedures provided in the Fogcutter Student Handbook were not followed.
2. New relevant information is available that was not available at the time of the meeting.

The appeal process is a review of the process and all materials are submitted in writing to the Appeals Board. In making their request, the student must submit a written statement in support of their appeal which must meet one or more of the above criteria.

Does the outcome go on my student’s record?
A notation is made on a student’s transcript when a student is suspended or expelled. However, a student is considered to have a disciplinary record when a conduct officer finds the student responsible for violating the Student Conduct Code or other university policy. All disciplinary files are maintained by the Office of Student Conduct, Rights and Responsibilities.

Will a disciplinary record keep my student from getting into law school, graduate school, etc.?
A disciplinary record does not automatically exclude a student from further study, jobs, etc. That usually depends on the type and severity of misconduct in which a student is involved. A disciplinary record may lead an admissions office to more closely scrutinize the student’s application. Disciplinary files may also adversely affect a student’s ability to participate in other opportunities such as Study Abroad programs, university-sponsored immersion trips, student leadership opportunities, etc.
DEPARTMENT OF PUBLIC SAFETY/ONE CARD AND CAMPUS SECURITY SYSTEMS

Location: University Center 5th Floor
Phone: (415) 422-4201
Email: dispatcher@usfca.edu

OVERVIEW OF SERVICES
Our 24-hour communication center and uniformed public safety officers proactively prepare against and respond to all reports of accidents, crimes, suspicious persons, hazards, and other emergencies. We provide: patrol and dispatch services, One Card security systems, campus shuttles and safety escorts, disaster preparedness programs and parking services.

HOW CAN PARENTS HELP?
Have the (415) 422-4201 phone number to Public Safety dispatch in your phone, if you or your student need assistance. Families should also remind their students to be safe in an urban environment like San Francisco. They should lock their residence hall doors and watch their surroundings when walking off campus.

FREQUENTLY ASKED QUESTIONS
Is our campus safe?
Yes, San Francisco is a relatively safe city, and the Richmond district where USF is located has low crime. Our crime statistics are updated frequently on our website.

What is a One Card?
This is your student’s ID card, which is also used for access into residence halls, the gym, and library. It is used to pay for food, printing and laundry on campus.

Should my student bring his/her car to campus?
No, we are an urban campus which means parking is extremely limited. This also means we have several options for public transit and ride shares to get around the city.
STUDENT INVOLVEMENT

UNIVERSITY MINISTRY

Location: Toler Hall
Phone: 415-422-4463
Email: um@usfca.edu

OVERVIEW OF SERVICES

University Ministry (UM) supports the spiritual, religious and pastoral needs of the University of San Francisco community. We enrich the USF experience by creating communities grounded in Ignatian spirituality and the Jesuit Catholic mission of USF. UM programs and services encourage USF students, faculty, staff and alumni of all religious backgrounds or none to connect their faith, spirituality and values with an active engagement in the world. Especially with economically poor and systematically oppressed communities, in order to realize the fullness of their humanity, we feel it is important to lead lives of meaning and purpose.

HOW CAN PARENTS HELP?

We invite parents to talk to their students about their faith, spirituality and values. Tell them the story of your vocational path. How did you choose your work? What does your religion or values system mean to you? How do you experience the sacred, the holy, in your life and work?

Encourage your student to go on a retreat while they are in college, and participate in an immersion trip. These are transformative experiences for students that open their horizons to new possibilities.

FREQUENTLY ASKED QUESTIONS

What do you offer for Catholic students?

Catholic students, like all of our students, are invited to participate in all UM programs. In particular, our Catholic students are encouraged to serve as liturgical ministers, in the liturgical choir, or participate in our Catholic CORE group, a faith-sharing group specifically for Catholic students. We partner closely with the St. Ignatius Institute, an alternative
Catholic core curricular program (like a minor) for students who are interested in a deep dive into the Catholic intellectual tradition as a complement to their major coursework.

What if my student is not Catholic?
University Ministry programs are open to students of all faiths and those without any religious background or tradition. Approximately half of the students who are active in UM programs are Catholic; the other half are Muslim, Jewish, spiritual-not-religious, Protestant and other. We offer Shabbat services for Jewish students, Jummah’ Prayers for Muslim students, Bible study for Protestant students, and other interfaith prayer and worship experiences. We also can help a student of any other faith tradition find worship services close to campus.

How can I find out more about immersion trips?
Please visit our website at usfca.edu/universityministry and click on Arrupe Immersion Program to learn more about dates, destinations, and the goals of each immersion experience.

Who are the Jesuits?
The Jesuits are an order of Catholic priests founded by Ignatius of Loyola in 1540 for the purpose of helping souls, particularly by being in and active in the world, responding to the greatest needs of society at the time. USF is one of 28 universities in the US and close to 200 universities in the world in the network of Jesuit universities.

STUDENT LEADERSHIP AND ENGAGEMENT
Location: University Center 4th Floor
Phone: (415) 422-7256
Email: sle@usfca.edu

OVERVIEW OF SERVICES
Student Leadership and Engagement (SLE) provides programs and services that support students’ leadership development and promote student engagement in co-curricular activities. Getting involved helps students to create connections, develop skills, and make the most of their college experience. We offer a wide variety of opportunities including 100+ student organizations, fraternity and sorority life, student government, campus events, involvement fairs, an annual student leadership conference, ongoing leadership workshops, and peer advisors who can help students get connected.

HOW CAN PARENTS HELP?
Part of your student’s success at USF is getting involved on campus. Employers will not only pay attention to grades and academic standing when looking for qualified interns and candidates. They will also pay attention to a student’s campus involvement. Encourage your student to find a co-curricular activity that speaks to their passions and interests while at the university. The networks they build now will lead to opportunities in the future.

FREQUENTLY ASKED QUESTIONS:

How can I help my student get involved at USF?
We encourage students to connect with organizations and programs that interest them! SLE offers an Involvement Fair at the start of each semester where student organizations and campus departments have representatives who can talk with students about what they do. Students can also stop by the SLE office on the University Center fourth floor to talk with one of our peer advisors or visit myusf.usfca.edu/sle.

What clubs and organizations can my student join?
There are 100+ student-run organizations at USF including academic/professional, cultural, sorority/fraternity, performance, media, political, religious, and service. Students can browse organizations and use our OrgFinder tool to get suggested matches at sle.orgsync.com.

What if my student is interested in a fraternity or sorority?
Fraternity and sorority life provides opportunities for leadership, scholastic support, networking, community service, and philanthropy. Joining a Greek organization can be a big decision, and we encourage families to be involved by learning more about Greek Life at myusf.usfca.edu/sle/greek-life.

Do you need to be a club officer to gain leadership skills?
While student organizations offer valuable opportunities, anyone can gain leadership skills on campus. All students can participate in our annual Student Leadership Conference and by engaging in our fall or spring workshops series. To learn more about these programs, visit myusf.usfca.edu/sle.

How can my student find out about events?
There’s so much happening on campus and in the city, it can be hard to choose! SLE prints a Student Events Calendar to highlight signature events and help find listings for athletic games, retreats, outdoor adventure trips, performing arts, and other activities. We also send The Phoenix, a weekly e-newsletter for students, and update online events calendars and campus bulletin boards. Find more student events at calendar.usfca.edu.
GENERAL FREQUENTLY ASKED QUESTIONS

WHAT IS FERPA?
The Family Education Rights and Privacy Act (FERPA), also known as the Buckley Amendment, is a piece of federal legislation designed to protect the privacy of students by limiting third-party access to student education records. When students enter USF, regardless of their age, all rights to inspect and review educational records transfer from parents to students.

MY STUDENT WANTS A JOB WHILE IN COLLEGE. IS THIS A GOOD IDEA?
Research has shown that students who work 10-15 (but less than 20) hours are better at managing their time due to the structure a work schedule provides. We suggest working on campus because employers here tend to be more flexible about scheduling work during finals, and there are no transportation issues.

WHAT ARE SOME WAYS TO DECREASE MY STUDENT’S HOMESICKNESS?
Although many students may not admit it, homesickness is a common experience for new college students. Text or email a quick check-in to your student, but be sure not to negatively impact time for studying. Student Housing and Residential Education and University Ministry staff are available to offer support, a listening ear, and suggestions to assist your student. Counseling and Psychological Services has professional staff available to assist students when homesickness appears to be more serious.

WILL I BE NOTIFIED IF MY STUDENT IS HURT OR IN DANGER?
The university’s Parental Notification Policy states that we may notify parents or legal guardians when there is concern for the health or welfare of a student, including situations involving medical transportation and treatment, and serious or repeated violations of alcohol and/or drug policies. For more information, please see the Parental Notifications Policy on the next page.
The University of San Francisco understands that parents and guardians play a central role in the continuing development and education of their college students and hopes to work in partnership with them in this essential enterprise. We also recognize the rights that students have in terms of their privacy. In accordance with the Family Education Rights and Privacy Act (see summary of the act in the Fogcutter Student Handbook), the university has established the following guidelines for parents or legal guardians when there is concern for the health and welfare of the student, including situations involving medical transportation and treatment, and serious or repeated violations of alcohol and/or drug policies.

I. The vice provost of student life or designee has the authority to determine when and by what means to notify parents or legal guardians without a student’s consent when a student under 21 is found to have violated any law or university policy related to the possession, use, sale, or distribution of alcohol or illicit drugs.

II. Nothing in these guidelines shall prevent university officials from notifying parents or legal guardians of students under the age of 21 for health or safety emergencies, including situations requiring medical transport and treatment, regardless of the disciplinary status of the student. When the University intends to contact a student’s parents, it will be the first attempt to notify the student of its intent.

III. The vice provost of student life or designee reserves the right to notify a parent or legal guardian without a student’s consent under the following circumstances:

   a. The violation involved harm or threat of harm to the student, other persons, or campus property.

   b. The violation involved an arrest in which the student was taken into custody by the police.

   c. The violation resulted in or is likely to result in the student being suspended or expelled from university-operated housing, The university, or both;

   d. The student has shown a pattern of behavior or violations that indicate a potential physical psychological problem;

   e. The student who committed the violation required medical attention as a result of the consumption of alcohol and/or illicit drugs.
Visit usfca.edu/academics/resources/academic-calendar for more information.

**AUGUST 2017**
- Fall Tuition Payment Due: Aug. 1
- Move-in Day for International Students: Aug. 15
- Move-in Day for Domestic Students: Aug. 19
- International Student Orientation: Aug. 15–19
- Black Student Orientation: Aug. 18
- New Student Orientation: Aug. 19–21
- Classes Begin: Aug. 22
- Last Day to Add Classes: Aug. 28

**SEPTEMBER 2017**
- Labor Day Holiday - No Classes: Sept. 4
- Census Date: Sept. 8

**OCTOBER 2017**
- Fall Break - No Classes: Oct. 16–17
- Parent and Family Weekend: Oct. 27-29

**NOVEMBER 2017**
- Last Day to Drop Classes: Nov. 3
- Spring Class Registration Period for Continuing Students: Nov. 6–29
- Thanksgiving Recess - No Classes: Nov. 23–24

**DECEMBER 2017**
- Last Day of Classes: Dec. 6
- Final Exams: Dec. 8–14
- Mid-Year Commencement: Dec. 15
- Residence Halls Close For Winter Break: Dec. 17

**JANUARY 2018**
- Residence Halls Re-open After Winter Break: Jan. 2
- Spring Classes Begin: Jan. 22
- Last Day to Add Classes: Jan. 26

**FEBRUARY 2018**
- Census Date: Feb. 9
- Presidents’ Day Holiday - No Classes: Feb. 19

**MARCH 2018**
- Spring Break: Mar. 12–16
- Easter Holiday - Begins at 4 p.m.: Mar. 29
- Easter Holiday - No Classes: Mar. 30

**APRIL 2018**
- Last Day to Drop Classes: Apr. 9
- Fall Class Registration Period for Continuing Students: Apr. 9–Jun. 22

**MAY 2018**
- Last Day of Classes: May 10
- Final Exams: May 12-17
- Commencement Mass: May 17
- Commencement Ceremonies: May 17-19
# QUICK GUIDE FOR CAMPUS CONTACTS

All numbers begin with (415) 422 unless otherwise noted

<table>
<thead>
<tr>
<th>Department/Office</th>
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<tr>
<td>Academic Affairs</td>
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<td>Accounting and Business Services, Office of</td>
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<td>Center for Global Education</td>
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<td>Gender and Sexuality Center (GSC)</td>
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<td>General Information</td>
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<td>Health Clinic</td>
<td>(415) 750-4980</td>
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<td>Health and Recreation Center, Koret</td>
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<td>Health and Promotion Services</td>
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<td>Information Technology Services</td>
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<td>Learning and Writing Center</td>
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<td>Office of Parent Relations</td>
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<td>One Stop Enrollment and Financial Services (Financial Aid, Registration, Tuition &amp; Billing)</td>
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<td>President’s Office</td>
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<td>Telecommunications</td>
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<td>Theater, Presentation</td>
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## RESIDENCE HALLS

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<tr>
<td>Student Housing and Residential Education Main</td>
<td>6824</td>
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<tr>
<td>Fromm Residence Hall</td>
<td>6700</td>
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<tr>
<td><strong>Mailing Address:</strong> Fromm Residence Hall 2497 Golden Gate Avenue (Room #) San Francisco, CA, 94118</td>
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<tr>
<td>Gillson Residence Hall</td>
<td>6183</td>
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<tr>
<td><strong>Mailing Address:</strong> Gillson Residence Hall 2325 Golden Gate Avenue (Room #) San Francisco, CA, 94118</td>
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<tr>
<td>Hayes-Healy Residence Hall</td>
<td>6444</td>
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<tr>
<td><strong>Mailing Address:</strong> Hayes-Healy Residence Hall 2305 Golden Gate Avenue (Room #) San Francisco, CA, 94118</td>
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<tr>
<td>Lone Mountain Residence Hall</td>
<td>6945</td>
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<td><strong>Mailing Address:</strong> Lone Mountain Residence Hall 330 Parker Avenues (Room #) San Francisco, CA, 94118 330 Parker Avenues PW (Room #) San Francisco, CA, 94118</td>
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<tr>
<td>Pedro Arrupe Residence Hall</td>
<td>(415) 571-4020</td>
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<tr>
<td><strong>Mailing Address:</strong> Pedro Arrupe Residence Hall 490 6th Avenues (Room #) San Francisco, CA, 94118</td>
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<tr>
<td>Phelan Residence Hall</td>
<td>6626</td>
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<tr>
<td><strong>Mailing Address:</strong> Toler Residence Hall (and Fulton House) 2345 Golden Gate Avenue (Room #) San Francisco, CA, 94118</td>
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</tbody>
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VISION
The University of San Francisco will be internationally recognized as a premier Jesuit Catholic, urban university with a global perspective that educates leaders who will fashion a more humane and just world.

“Today, our prime educational objective must be to form men and women for others.”
— PEDRO ARRupe, S.J.
Superior General, Society of Jesus in a July 1979 address
VISION AND MISSION

MISSION
The core mission of the university is to promote learning in the Jesuit Catholic tradition. The university offers undergraduate, graduate, and professional students the knowledge and skills needed to succeed as persons and professionals, and the values and sensitivity necessary to be men and women for others.

The university will distinguish itself as a diverse, socially responsible learning community of high quality scholarship and academic rigor sustained by a faith that does justice. The university will draw from the cultural, intellectual, and economic resources of the San Francisco Bay Area and its location on the Pacific Rim to enrich and strengthen its educational programs.

For the full text of USF’s Vision, Mission, and Values Statement, please visit: usfca.edu/about/values.

SAVE THE DATE
for Family Weekend!
Oct. 27–29
KEY INFORMATION

University of San Francisco
Office of Parents and Families
usfca.edu/parents

For more information and details on campus resources, visit:
www.myusf.usfca.edu/orIENTATION/campus-resources.