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INTRODUCTION

Penn Summer has produced this handbook to provide a useful source of information to orient you to Penn and assist in planning your program of study. Penn Summer is administered by the College of Liberal and Professional Studies (LPS) in the School of Arts and Sciences. This handbook contains rules and regulations, procedures, options, curriculum requirements, resources at Penn, and other pertinent information. Students are responsible for adhering to all Penn Summer and LPS policies, procedures, and academic deadlines, and for consulting with advisors on a regular basis in order to optimize their undergraduate experience. Please check the Penn Summer and LPS websites periodically for updates.

PENN SUMMER AND LPS

Penn Summer is administered by the College of Liberal and Professional Studies (LPS) in the School of Arts and Sciences (SAS). All Penn Summer courses are offered by the academic departments of SAS, and are taught by faculty and instructors chosen by those departments. All courses are offered for credit which may be applicable towards a degree at the University of Pennsylvania or transferred to other institutions pending approval of that institution.

VISITING STUDENTS IN PENN SUMMER

Penn Summer welcomes hundreds of students from around the country to campus each summer through our open enrollment Visiting Student program. To enroll in this program a student must have completed an Open Enrollment form via the Penn Summer CollegeNet system. Once completed, the student must accept admission to confirm enrollment. Once these steps are completed the student is registered in the Penn student records system as a visiting summer session student for the duration of the summer.

Summer Visiting students are considered non-degree undergraduate students in the School of Arts and Sciences, and have all the rights and privileges of students of that status.

PENN SUMMER OFFICE AND CONTACT INFORMATION

Campus Mailing Address

College of Liberal and Professional Studies
University of Pennsylvania
3440 Market Street, Suite 100
Philadelphia, PA 19104

Telephone

Main Office: 215-898-7326
Student Services / LPS Records and Billing 215-746-7040
Kathy Urban, Director, Undergraduate Programs
Jaime Kelly, Administrative Director, Summer Sessions and Post-Baccalaureate Programs
Chris Veitz, LPS Registrar
Cassie McDonald, Assistant Registrar
Leigh Anne Scarborough, Student Records Coordinator
Susan Hassett, Penn Summer Academic Advisor
Fax: 215-573-2053
Email: summer@sas.upenn.edu
Penn Summer Website: www.upenn.edu/summer

Office Hours
Monday, Tuesday, Thursday, Friday 9:00 a.m.-5:00 p.m.
Wednesday 9:00 a.m.-6:00 p.m.
Saturday and Sunday CLOSED

Appointments
Students wishing to consult with an advisor may do so via email, or schedule an in-person or telephone appointment by calling 215-746-7040. Based on your last name you have been assigned the following advisor:

Jaime Kelly (Students A – L) jaimewe@sas.upenn.edu
Susan Hassett (Students M – Z) hathett@sas.upenn.edu

GETTING STARTED CHECKLIST

PennKey and Password
http://www.upenn.edu/computing/pennkey/ pennkey@isc.upenn.edu

A PennKey is required to access Penn’s networked computer systems and services. Authorized users need a PennKey and Password to access Penn’s wireless network (AirPennNet), Penn InTouch, Canvas, and certain library resources. A PennKey is also required to obtain a Penn email address.

If you are new to Penn, you will receive your PennKey setup code via e-mail or US mail. If you have not received a PennKey setup code within 10 business days of accepting admission, check any email spam or junk folders to ensure the setup code email was not mistakenly filtered. If it is not there, contact pennkey@isc.upenn.edu to obtain additional information and instructions for obtaining a setup code.

NOTE: Penn employees will utilize their current PennKey and Password for student access.

SAS Email
http://www.sas.upenn.edu/computing/help/students/email

All Penn Summer Students are required to obtain and use a Penn School of Arts and Sciences (SAS) email address, which is available free of charge.

**NOTE: You may set-up your new Penn email address to auto-forward to an existing email account. Penn Summer students who have a home, work, or home-school email address should consider this option to ensure that Penn email is received in a timely fashion.

Penn Directory
www.upenn.edu/directories

Students must update contact information in the Penn Directory by logging into the above link and clicking on Update Directory Listing.
Penn InTouch

https://medley.isc-seo.upenn.edu/penn_portal/intouch/splash.html

Penn InTouch allows students to view their student records and register for courses. Penn InTouch provides secure access to the following:

- Course search and mock schedule functions
- Billing information
- Course registration
- Course schedules and academic records
- Updating selected address information
- Student Health Information
- Privacy settings for release of academic and financial information to parents or partners.

Penn Card

www.upenn.edu/penncard/  penncard@exchange.upenn.edu

2nd Floor, Penn Bookstore, 3601 Walnut Street  215-417-CARD

In addition to being the required identification for members of the University community, the PennCard provides access to University facilities and services. This official photo identification provides the Penn ID number, and allows eligible students access to Penn buildings where their classes are held, PennCash, library services, Penn Transit services, dining plans, Student Financial Services account charge privileges, ATM and bank debit card privileges, and gyms and recreational facilities.

Students who have registered for courses may obtain a PennCard by bringing a valid form of photo ID (driver's license, passport, etc.) to the PennCard Center. The PennCard should be carried at all times.

Penn Employees: Penn employees registered as students at Penn are required to update their employee identification card with a PennCard that reflects both their staff and student status; doing so will provide both categories of access to University resources and facilities.

Student Health Insurance

http://www.vpul.upenn.edu/shs/compliance.php

The University requires all full-time students to maintain medical insurance with coverage for in-patient care and catastrophic illness and injury. Students may satisfy insurance requirements through private or employer-sponsored plans or through enrollment in Penn Student Insurance Plan. All full-time students (students taking four courses in 11 week sessions or two in Summer Session I or II) must either enroll in PSIP or submit a waiver indicating alternative coverage. Students who fail to provide information about coverage will be enrolled and billed for PSIP.

Part-time students may enroll voluntarily in PSIP, but they are not subject to the insurance requirement, and will not be enrolled by default in PSIP.

Immunization Compliance Office

http://www.vpul.upenn.edu/shs/compliance.php  215-746-3535 option #4

Students enrolled in the Penn Summer are part of the University community and benefit from the University's efforts to provide a safe and healthy environment. All LPS/Penn Summer students are required to comply with immunization requirements upon first enrolling in credit courses. To comply, students must
complete an online Pre-Matriculation Health Record at the link above.

Student Health Services can provide missing immunizations at a fee that covers costs. In the event of an outbreak of a communicable disease in any Penn class, all students in that class would be required to comply immediately with the University's immunization requirements.

**PENN SUMMER ACADEMIC CALENDAR**

### Summer 2017 Academic Calendar and Deadlines

Some LPS deadlines differ from those of other schools or colleges at Penn.

<table>
<thead>
<tr>
<th></th>
<th>11-Week Session</th>
<th>Summer Session I</th>
<th>Summer Session II</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Registration Begins</td>
<td>March 20</td>
<td>March 20</td>
<td>March 20</td>
</tr>
<tr>
<td>Open Enrollment Form Deadline</td>
<td>May 12</td>
<td>May 12</td>
<td>June 23</td>
</tr>
<tr>
<td><strong>Classes Begin</strong></td>
<td>May 22</td>
<td>May 22</td>
<td><strong>June 29</strong></td>
</tr>
<tr>
<td>No classes, university holiday</td>
<td>July 4</td>
<td>n/a</td>
<td>July 4</td>
</tr>
<tr>
<td>Last Day to Add a Course/Drop a Course with No Financial Obligation</td>
<td>June 5</td>
<td>May 30</td>
<td>July 7</td>
</tr>
<tr>
<td>Last Day to Drop a course with 50% Financial Obligation. Please see contacts for home school for more information below.</td>
<td>June 19</td>
<td>June 8</td>
<td>July 14</td>
</tr>
<tr>
<td>Last Day to Change Grade Status. Please see contacts for home school for more information below.</td>
<td>June 19</td>
<td>June 8</td>
<td>July 14</td>
</tr>
<tr>
<td>Last Day to Withdraw from a course. Full financial obligation will apply. Transcript to Read &quot;W.&quot; Please see contacts for home school for more information below.</td>
<td>July 24</td>
<td>June 20</td>
<td>July 28</td>
</tr>
<tr>
<td><strong>Classes End</strong></td>
<td>August 4</td>
<td>July 28</td>
<td>August 4</td>
</tr>
</tbody>
</table>

**POLICIES GOVERNING REGISTRATION**

### Types of Courses Open to Visiting Students

Penn Summer students are eligible to register for any course with a course number below 499 in the School of Arts and Sciences, the Wharton School of Business, the School of Engineering and Applied Science, Penn Law, and the School for Design.

Visiting students are permitted to register for courses with stated pre-requisites, but are strongly encouraged to contact the course instructor prior to enrollment to verify that prior course work satisfies stated requirements.

### Adding a Course

All students must be registered officially in order to take a course for credit or to audit a course.

Students may add a new course via Penn InTouch through the dates specified in the Summer Academic Calendar except for foreign language courses and writing courses, which may only be added through the first week. Students should consult the current Penn Summer Academic Calendar for specific deadlines.

Students on an academic, financial, or disciplinary hold must have their hold cleared and must register by the end of the add period in order to take a course for credit or to audit a course.
Dropping a Course

Students may drop a course with no financial obligation until the published deadline in the current Penn Summer Academic Calendar. Students can officially drop a course through Penn InTouch until the drop deadline. Absence from class does not constitute a drop, nor does notifying the instructor or a university office. Students are responsible for using Penn InTouch to drop courses. Students who fail to drop a course officially within published deadlines may receive a grade of F and are financially responsible for the tuition.

Verification of Registration Changes

When making registration changes via Penn InTouch, prior to logging out students are responsible for verifying their schedule to make sure changes have taken effect.

Late Drop

Students may also drop a course following the full drop dates but within the range of the 50% drop dates as specified on the Penn Summer Academic Calendar, but in so doing they will incur a 50 percent financial obligation for the tuition and fee for the dropped course.

During this period, students must go to the LPS website to print a Late Drop form. The form must be signed by the professor and submitted to the LPS/Penn Summer office by the end of the business day on the last day of Late Drop as published in the Penn Summer Academic Calendar. No exceptions can be made to this deadline.

Withdrawing from a Course

Students wanting to discontinue a course after the late drop period has ended may withdraw from the course until the published withdrawal period deadline.

To withdraw, students must go the LPS website to print a Withdrawal Form. Students must complete the form, have it signed by the professor, and submit it to LPS by the end of the business day on the last day of the withdrawal deadline as published in the Penn Summer Academic Calendar. No exceptions can be made to this deadline.

Auditing a Course

Auditors receive neither grades nor credit but can receive a transcript. Auditors are responsible for the full tuition, which is determined by and varies among the different schools and divisions offering courses at Penn. Most courses are open to auditors on a space-available basis.

Changing Grade Type or Credit Status in a Course

Students may change their status in a course from credit to audit, from a letter grade to Pass/Fail or from Pass/Fail to a letter grade until the deadline published in the Penn Summer Academic Calendar available on the Penn Summer website. No change is permissible after the published deadline.

Permits and Authorizations

Under certain circumstances, special permission may be required to register for a course. Instructors or
departments may enter such permits into the system, enabling the student to register for that course through Penn InTouch. If the student does not claim a permit (by adding the course through Penn InTouch), they will be dropped from the list and will have to start over. If a course in which you are interested requires a permit, contact the department offering the course.

Registration Holds

A registration hold may be placed on a student's record. The hold will prevent the student from registering until action has been taken to resolve the issue. If students are unable to register using Penn InTouch, it is their responsibility to contact the LPS Student Services and Records Office or other relevant office promptly to determine the cause of the problem and resolve it in a timely manner. Students may see what registration holds, if any, have been placed on their account by reading the messages on the front page of Penn InTouch.

POLICIES GOVERNING GRADES

Credit System

Academic credit toward the Penn degree is figured in “course units” (CUs). Most courses earn one CU, with some lab courses earning one-half CU. A course unit is usually equivalent to a four-credit course at other institutions.

Grading System

The following grades are used to report the standing of a student upon completion of each course.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>4.0 Distinguished</td>
</tr>
<tr>
<td>A</td>
<td>4.0 Excellent</td>
</tr>
<tr>
<td>A−</td>
<td>3.7</td>
</tr>
<tr>
<td>B+</td>
<td>3.3</td>
</tr>
<tr>
<td>B</td>
<td>3.0 Good</td>
</tr>
<tr>
<td>B−</td>
<td>2.7</td>
</tr>
<tr>
<td>C+</td>
<td>2.3</td>
</tr>
<tr>
<td>C</td>
<td>2.0 Average</td>
</tr>
<tr>
<td>C−</td>
<td>1.7</td>
</tr>
<tr>
<td>D+</td>
<td>1.3</td>
</tr>
<tr>
<td>D</td>
<td>1.0 Below Average</td>
</tr>
<tr>
<td>F</td>
<td>0.0 Failure</td>
</tr>
<tr>
<td>GR</td>
<td>No Grade reported for student</td>
</tr>
<tr>
<td>NR</td>
<td>No Grades reported for course</td>
</tr>
<tr>
<td>II</td>
<td>Extended Incomplete (see below)</td>
</tr>
<tr>
<td>S</td>
<td>Satisfactory progress</td>
</tr>
<tr>
<td>W</td>
<td>Withdrew</td>
</tr>
<tr>
<td>X</td>
<td>Academic Violation</td>
</tr>
<tr>
<td>P</td>
<td>Pass (A+ to D)</td>
</tr>
<tr>
<td>I</td>
<td>Incomplete (see below)</td>
</tr>
<tr>
<td>U</td>
<td>Unsatisfactory</td>
</tr>
<tr>
<td>AUD</td>
<td>Audit</td>
</tr>
</tbody>
</table>

Pass/Fail Option

Pass/Fail is an option to encourage students to take courses in subjects that they might avoid if they were required to enroll on a standard graded basis. Regulations concerning this Pass/Fail option are listed below:

1. In courses taken Pass/Fail, the standard letter grades A-D are converted to P by the Registrar. A failure is posted as an F.

2. Grades of P are not computed when determining students’ grade point averages; grades of F are computed.
3. The Pass/Fail option stipulates that the instructor is not to be informed of those students who have enrolled Pass/Fail.

Incomplete Grades

An incomplete grade indicates that a student has not completed all the work in a course and has done so with the instructor’s permission. If the work for a course is incomplete as a result of the student’s unexplained failure to hand in assignments or to take the final examination at the regularly scheduled time, the instructor should issue a grade of F for the course.

An instructor who chooses to grant an extension to a student who has not completed a course by the end of the term may grant either an Incomplete (I) or an Extended Incomplete (II). An Incomplete must be made up within the first four weeks of the start of the next term, and an Extended Incomplete must be made up by the end of the next term (including the summer term). In either case, if the Incomplete is not made up by the deadline, it will become an F. An Incomplete is made up only when the official grade is received by the LPS Office and recorded by the Registrar’s office on the student’s official transcript. Once an Incomplete grade is converted to an F, the instructor may change the grade after the student has completed all required work. Students with two or more Incomplete grades are subject to registration hold and are required to meet with the LPS advisor to explain the circumstances of the Incompletes and develop a plan to resolve them. Their registration hold will not be lifted until they have resolved their incompletes.

Review of a Grade

The instructor who gives an evaluation, exam, or course grade has sole authority for changing such evaluation, exam, or course grade provided the instructor remains on the faculty (or the emeritus faculty) of the University of Pennsylvania. In cases in which faculty appointments have terminated, or faculty have resigned or are deceased, sole authority for changing an evaluation rests with the Undergraduate Chair of the relevant department.

Penn Summer/LPS students who wish to have an evaluation, exam, or course grade reviewed must first discuss the matter with the instructor who gave the evaluation unless the instructor is no longer a member of the University of Pennsylvania faculty or emeritus faculty. Should this meeting not yield a resolution that is satisfactory to both the student and the instructor, or not be possible, the student may ask the Undergraduate Chair of the relevant department for assistance in the matter.

Should the matter not be resolved with the aid of the undergraduate chair or program director, then the student may seek the assistance of the Executive Director of LPS. The role of the Executive Director is limited to insuring that the department or program has arranged for a proper review of the matter.

Failures

The grade of F remains on the record and is not erased even if students repeat the course with a passing grade. A grade of F is always calculated in the cumulative grade point average.

Maintaining Academic Standing

Penn Summer visiting students must maintain academic standing each summer. This requires all visiting students to meet the following requirements:

- Maintain an average of a 2.0 GPA or higher during the summer term
• Receive no Fs

**Academic Probation**

Penn Summer visiting students who only take one course and receive a grade below a C will be placed on summer academic probation. The student may return the following summer but must complete the summer with a total GPA (average of all summers attended) above 2.0 or face academic suspension.

**Academic Summer Suspension**

Penn Summer visiting students who take more than one course in a summer and receive a cumulative GPA below 2.0 will be unable to attend summer terms the following academic year. Following the one-year suspension students may be eligible to resume taking summer classes.

**TUITION**

Tuition for all Penn Summer courses are charged based on the total course units (CU) of the course. Course tuition also varies by school offering the course (School of Arts and Sciences, Wharton, SEAS, Design, Law, or Nursing). Course tuition information can be found on the tuition page of the Penn Summer site.

**General Fee**

The general fee enables the University to maintain such essential facilities as the library system, museums, institutes, and special laboratories. It also provides for non-academic services such as the Career Planning and Placement Office. General fees vary and are determined by the school or division offering the course.

**Payment Process and Billing Schedule**

Consult the Billing Schedule for the current academic year on the Student Financial Services website.

**Receiving Your Bill**

www.sfs.upenn.edu

Penn.Pay is Penn’s electronic billing system for student accounts. Penn.Pay enables the student, and other payers you authorize to receive your Penn student account billing statement online. The bill includes charges for tuition, fees, room, board, and other expenses from a variety of Penn offices. New students must complete the Student Financial Services “MUST DO LIST.” Find the list at the SFS website.

**Paying Your Bill**


Penn encourages students to make payments online using Penn.Pay. Student can also mail a check, pay in person at the Franklin Building Lobby, or wire payment. Payment is also accepted online with an American Express® Card. (A 2% convenience fee will be assessed on your American Express® statement. Penn does not receive any portion of the convenience fee.) Details about all payment options are in the Billing and Payment section of the SFS website.

All tuition and fees are payable by the date indicated on the bill, and the full amount of the payment is due. Students who have not received a bill within six weeks after registration should contact the Student
Financial Services.

**Late Payment**

Penn must receive the amount due in full on, or before, the due date. If full payment is not received by this date, a late payment penalty of 1.5% of the past due amount per month will be assessed, and future registration and continuing enrollment will be jeopardized.

**Penn Faculty/Staff Tuition Benefits**

LPS and SFS do not administer tuition benefits for Penn employees, and will not be able to provide eligibility information. To determine eligibility, options and obligations that may pertain to your employment status, and to activate payment of tuition benefits, students must contact their Human Resources benefits office directly.

All students are responsible for understanding the policies of their tuition benefits, knowing and abiding by all LPS Academic Calendar deadlines, and for grades and bills incurred through registration in any course regardless of attendance, completion, or employee status.

Tuition benefits information for [University employees](#).
Tuition benefits information for [Health System employees](#).

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**PENN SUMMER ACADEMIC STANDING POLICIES**

**Class Attendance**

Some professors and departments are very strict about class attendance; others do not consider it part of the grading system. If the instructor thinks a student has an excessive number of absences, the student’s final grade may be lowered. Some departments, the foreign languages in particular, have very precise rules for attendance. If a student must miss class at any point during the semester, he or she should notify the professor as soon as possible.

**Absence Due to Illness or Death in the Family**

If a student is sick and will miss class, he or she should contact the LPS advisor and professor as soon as possible. If the student provides proper documentation of the illness to the LPS advisor, the professor will be notified by the LPS Office at the student’s request.

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**STUDENT RESPONSIBILITIES**

**Policies and Procedures**

It is the student’s responsibility to be aware of and comply with University policies and procedures. Many of these policies are outlined in this handbook. Additional information on specific policies may be found on the LPS, Penn Summer, and Penn websites. Students are strongly urged to consult with an academic advisor if they have any questions. It is the responsibility of the student to consult with the LPS/Penn Summer advisor to seek clarification of any ambiguities; ignorance and/or misinterpretation of policies and procedures is not an acceptable excuse.
Office of Student Conduct
https://www.osc.upenn.edu/

The Office of Student Conduct (OSC) is responsible for acting on behalf of the University in matters of student discipline. OSC deals with alleged instances of academic dishonesty and other student misconduct, in order to determine how best to resolve allegations consistent with the goals and mission of the University as an educational and intellectual community.

It is the purpose of the student disciplinary system to further the educational mission of the University by resolving alleged violations of the Code of Student Conduct, the Code of Academic Integrity and other applicable policies regarding student behavior. There are numerous ways complaints about alleged student misconduct can be resolved. These include the formal disciplinary process as outlined in the Charter of the Student Disciplinary System, referral to the University Mediation Program, and referral to other University resource offices.

Sexual Violence Investigative Officer
http://www.upenn.edu/svio/

The Office of the Sexual Violence Investigative Officer is responsible for managing and investigating complaints against Penn faculty and enrolled Penn students alleging violations of the University’s Sexual Violence Relationship and Stalking policy.

Code of Academic Integrity

Since the University is an academic community, its fundamental purpose is the pursuit of knowledge. Essential to the success of this educational mission is a commitment to the principles of academic integrity. Every member of the University community is responsible for upholding the highest standards of honesty at all times. Students, as members of the community, are also responsible for adhering to the principles and spirit of the following Code of Academic Integrity.

The best strategy for maintaining academic integrity is to avoid situations where academic dishonesty might occur.

- When in doubt, cite. There are many publications, such as the Chicago Manual of Style or the MLA Handbook for Writers of Research Papers (which has been placed in Rosengarten Reserve by the Honor Council), that provide information about methods of proper citation. Failure to acknowledge sources is plagiarism, regardless of intention. The Penn Online Research Tutorial also has a section on proper citation of sources.

- Consult with instructors about assignments.

- Plan ahead to leave sufficient time to complete work.

- Contact the Weingarten Learning Resources Center for help with time management and study strategies.

ACADEMIC RESOURCES AND SUPPORT SERVICES

Penn Libraries
www.library.upenn.edu
Of the 15 University libraries, Van Pelt Library is the primary library for students in the arts and sciences, providing access to databases, full-text electronic journals, and reference sources not freely available through public search engines. For help navigating Van Pelt Library’s wealth of resources, students may take a tour of Van Pelt, drop in during walk-in hours, schedule a one-on-one appointment with a reference librarian in a particular subject area, or set up an IM chat with a librarian.

**Information Commons**
http://commons.library.upenn.edu/

The David B. Weigle Information Commons, located on the ground floor of Van Pelt Library, supports study groups and collaborative learning and offers training, equipment and support for digital media. There are also services and support for students as they work to improve their effectiveness in writing, speaking and original inquiry.

**Weingarten Learning Resources Center**
www.vpul.upenn.edu/lrc/ 3702 Spruce Street, Suite 300 215-573-9235

The Weingarten Learning Resources Center provides professional consultation services in academic skills such as academic reading, writing, study strategies, exam preparation, and time management. This academic support is provided through a variety of services and programs, including individual appointments and walk-in hours. For a list of current workshops, click on “events and programs.” To schedule an appointment, contact WLRC at the above telephone number.

**Student Disabilities Services**
www.vpul.upenn.edu/lrc  (Click on Student Disabilities Services)
SDS may be contacted by phone at 215-573-9235, and by TDD at 215-746-6320.

The Weingarten Learning Resources Center houses the Office of Student Disabilities Services (SDS), which provides comprehensive professional services and programs for students with disabilities to ensure equal academic opportunities and participation in University-sponsored programs. Reasonable accommodation to a qualified student’s known disability may be provided to assure equal access. Penn invites students with disabilities to self-identify at any time during their course of study as enrolled students. Although the self-identification process is confidential and completely voluntary, it is required for those requesting accommodation.

**The Tutoring Center**
http://www.vpul.upenn.edu/tutoring/

The Tutoring Center offers eligible students individual peer tutoring in specific courses based on an appointment system with a private tutor. The Old Exam File gives students access to faculty-approved online exams (without answers) for many courses. This service is intended for use by students as a study tool only, coupled with peer tutoring.

**Marks Family Writing Center**
http://writing.upenn.edu/critical/

The Penn Writing Center offers expert writing help to Penn undergraduate and graduate students. Writing tutors are trained to help students at any stage of the writing process, from brainstorming topics to
proofreading final drafts.

**Language Direct**  
[www.plc.sas.upenn.edu/language_direct/](http://www.plc.sas.upenn.edu/language_direct/)

Language Direct is a program of the Penn Language Center that offers peer tutoring for students who want to improve their language skills in French, German, Italian, Spanish, Russian, Chinese, and Japanese. The program offers both online help and drop-in tutoring services.

**Penn Bookstore**  
[penn-bookstore@pobox.upenn.edu](mailto:penn-bookstore@pobox.upenn.edu)  
3601 Walnut Street  
215-898-7585

Penn Bookstore’s on-line textbook purchasing system allows students the option of having their textbooks ready for pick up, or having them shipped directly to their doorstep. After registering for courses, log on to Campus Express Online and go to “My Textbooks.” Students may see the required and recommended textbooks for each course and can opt to purchase new or used versions when available. Textbooks can be charged to selected credit cards, or charged directly to the Student Financial Services account.

**Office of the Ombudsman**  
215.898.8261

The Ombudsman's office welcomes any member of the Penn community who is experiencing difficulty, conflict, or confusion in his or her work, studies, or life at the University. They offer an accessible and safe place to resolve differences, explore matters of concern, get information, improve communication or generate and evaluate options.

**Health Services**  
[http://www.vpul.upenn.edu/shs/](http://www.vpul.upenn.edu/shs/)  
215-573-2523

The University provides outpatient medical care to students through its Student Health Service. The SHS offers an array of clinical services, including initial and follow-up treatment of acute medical illness and injury, management of chronic health problems, health screening and preventive care.

**Counseling and Psychological Services**  
[http://www.vpul.upenn.edu/caps/](http://www.vpul.upenn.edu/caps/)  
215-898-7021

CAPS provides professional psychological and psychiatric services to all Penn students who need help in dealing with academic stress, social difficulties, situational crises, managing personal problems, developing greater self-awareness and skills for life-long learning. Students presenting with more serious concerns like depression, anxiety, and eating disorders, among others, are seen as well. Licensed psychologists, psychiatrists, and social workers provide confidential short term psychotherapy for individuals, group counseling, emergency crisis services, medication evaluations, workshops, career assessments/development counseling, and referrals free of charge.

**Office of Alcohol and Other Drug Initiatives**  
[www.vpul.upenn.edu/alcohol/](http://www.vpul.upenn.edu/alcohol/)

This office seeks to identify methods to reduce substance abuse and violence, control and mitigate campus
environments where potential abusive behavior exists, and foster a campus culture in which healthy living
efforts are plentiful and successful.

CAMPUS LIVING

HOUSING FOR PENN SUMMER VISITING STUDENTS

Housing is available to all students via Conference Services. Please use this link for complete
information.

SAFETY

The Division of Public Safety
https://www.publicsafety.upenn.edu

The Mission Statement of the University of Pennsylvania’s Division of Public Safety is to enhance the
quality of life, safety, and security of our community. The Division accomplishes its mission through the
delivery of a comprehensive and integrated safety and security program, in partnership with the community
that we serve.

Penn Guardian
http://www.publicsafety.upenn.edu/pennguardian/

Penn Guardian is a free and optional service that is available to anyone with a valid Penn ID number and
PennKey. Penn Guardian is a new service that allows you to rapidly provide information about you to the
Division of Public Safety during an emergency. By building a personal profile, information about you can
be immediately accessed by PennComm dispatchers should you call Public Safety from a registered cell
phone. Penn Guardian can also provide police with GPS coordinates from your phone, which can decrease
response time and allow first responders to locate you should you not be able to give them your location.
To find out more and create a profile, visit the above Division of Public Safety link.