Domestic Guest
Student Handbook

College of Liberal and Professional Studies
Academic Year: 2018-2019
This manual is the College of Liberal and Professional Studies (LPS) Domestic Guest Student handbook. It contains rules, regulations, procedures, policies, and resources relevant to Post-Bacc students. Please read it carefully and check the LPS website periodically for updates.

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Academic Advising

Domestic Guest Students may avail themselves of LPS advising services. The advice and counsel of LPS advising staff can be for assistance in the selection and registration of courses; for aid in identifying campus resources; and for assistance with academic standing questions and problems. Students may find the name and contact information of their assigned academic advisor by logging into the Penn InTouch student system: www.upenn.edu/pennintouch

Academic advising is available by appointment (call 215.746.7040). Appointments are available for telephone, in-person, and virtual meetings.

Registration Procedures

Course Selection

Students in the Domestic Guest Student Program are required to study full time (typically enrolled in four Course Units) at the University of Pennsylvania for one term. Students should consider carefully the amount of time they have for study and preparation of assignments before registering for courses in order to avoid registering for more course work than they are able to complete.

Almost all academic areas of the arts and sciences with a course number below 599 are open to admitted Domestic Guest Students. Students may take day or evening courses at their discretion, with the understanding that there is a difference in tuition. Students may also enroll in courses (numbered 599 and below) in certain other schools on a space-available basis, and in some case permission from the instructor. (Please note that not all schools allow Domestic Guest Students in classes.) Students cannot enroll in Independent Study courses while in a non-degree program. LPS Online courses are not open to Domestic Guest students.

Many courses list prerequisites in their course descriptions. Students should consult the department or instructor if they have a question about fulfilling those prerequisites. Prior academic work may also fulfill a prerequisite. The University of Pennsylvania Course Register provides course descriptions for the courses listed in the Course Timetable.

The Course Timetable appears in late March (for Fall and Summer terms) and mid-November (for the Spring term) and is updated on the web in the Course and Room Roster.

LPS Courses

LPS offers evening courses in many areas of the arts and sciences. LPS course listings are available on the web at http://www.sas.upenn.edu/lpscourses/.

Advance Registration

Students may register for courses through Penn InTouch, the University’s web-based online registration system; LPS staff can provide assistance or answer questions. Complete registration instructions are included in the Course Timetable. Registering through Penn InTouch requires the use of a personal computer and access to the web. In order to access the system, students must have a PennKey—a user name plus password. Students without personal computer access to the web may access Penn InTouch through computers in Penn’s public access computing labs including those located in the Van Pelt Library.
The course registration process involves two registration periods. The first is **Advance Registration**, when students enter their requests for courses they wish to take. At the end of Advance Registration, a scheduling program processes all registration requests at the same time to determine who gets enrolled in the requested courses. Students may advance register during a two-week period starting in late March for the following Fall term and during a two-week period in early November for the following Spring term. There is no Advance Registration for Summer terms, but students may register for summer courses at the same time that they advance register for the Fall.

**Registration and Add/Drop**
The Registration and Add/Drop period opens approximately three weeks after the Advance Registration request period has closed and students have been notified of their schedules. During this period, students who participated in Advanced Registration who wish to make changes to their schedules may Add/Drop as they wish through their Penn InTouch accounts. Students will know immediately what changes have been processed. Please consult the LPS Academic Calendar for complete listing of dates for each term.

**Permits and Authorizations**
The courses that require special permission from the instructor are indicated in the Course Timetable. The permits are authorized by the instructor and entered by the department offering the course. A permit is not a registration. Students must “claim” the permit by actually enrolling in the course through Penn InTouch. A permit reserves a seat in the course; an authorization allows you to enroll if a seat is available. After both Advance Registration and Registration Drop/Request periods have ended, the Registrar’s Office removes unclaimed permits from students’ records.

**Course Change Deadlines (Dropping, Adding, Withdrawing)**
LPS deadlines differ from those of other colleges and schools at Penn; adherence to LPS deadlines is strictly observed. Students should consult the current LPS Academic Calendar for term-specific deadlines for making registration changes. LPS calendars also indicate any corresponding financial obligations. Please consult the LPS Academic Calendar for complete listing of dates for each term.

**Adding a Course**
Students may add a new course via Penn InTouch through the second week of the term, except for foreign language courses and writing courses, which may only be added through the first week. Students should consult the LPS Academic Calendar for complete listing of dates for each term.

When making registration changes via Penn InTouch, students should always verify their schedule to make sure the changes have taken effect before logging out.

**Dropping a Course**
Students may drop a course with no financial obligation until the published deadline in the current LPS Course Guide (approximately two weeks into the term). Please see the LPS Academic Calendar for complete listing of dates for each term.

Absence from class does not constitute a drop, nor does notifying the instructor. Students who fail to drop a course officially within published deadlines may receive a grade of F.
When making registration changes via Penn InTouch, students should always verify their schedule to make sure the changes have taken effect before logging out.

**Late Drop**
Students may also drop a course between the second and fourth weeks of the term, 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 submitted to the LPS office by the end of the day on the last day of Late Drop. See the LPS Academic Calendar for a complete listing of dates for each term.

**Withdrawing from a Course**
Students wanting to discontinue a course after the late drop period has ended will need to withdraw from the course (until the published withdraw period deadline). Students should consult the current LPS Academic Calendar for term-specific deadlines.

To withdraw, students must go the LPS website to print a Withdrawal Form. Students must complete the form and submit it to LPS by the end of the day on the last day of the withdrawal period.

Students are encouraged to see their academic advisor to discuss their withdrawal and overall academic progress.

Students who withdraw from a course have full financial obligation.

**Changing Grade or Credit Status of 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 published deadline in the current LPS Academic Calendar (approximately four weeks into the term). No change is permissible after the published deadline.

Some courses to not allow grade change types including evening biology, chemistry, physics and biological basis of behavior courses.

LPS Academic Policies

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

- A+ = 4.0 Distinguished
- A  = 4.0 Excellent
- A−  = 3.7
- B+  = 3.3
- B  = 3.0 Good
- B−  = 2.7
- C+  = 2.3
C = 2.0 Average
C– = 1.7
D+ = 1.3
D = 1.0 Below Average
F = 0.0 Failure

GR = No Grade reported for student
NR = No Grades reported for course
I = Incomplete (see below)
II = Extended Incomplete (see below)
P = Pass (A+ to D)
S = Satisfactory progress
U = Unsatisfactory
W = Withdrew
AUD = Audit
X = Academic Violation

**Credit System**
Academic credit is defined by the University of Pennsylvania as a course unit (CU). Generally, a one CU course at Penn is equivalent to a four semester hour course elsewhere. Credit earned through LPS is full University of Pennsylvania academic credit. In general, the average course offered at Penn is listed as being worth 1 CU; courses that include a lecture and a lab are often worth 1.5 CUs.

**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. Not all courses can be taken Pass/Fail. If you would like to know if a course can be taken pass/fail please contact our Records office. 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.
4. Students who wish to change from Pass/Fail to a letter grade or a letter grade to Pass/Fail must do so by the published deadline (please refer to the LPS Academic Calendar). After this period, students must petition the LPS Petition Review Committee. Such changes are granted only under extraordinary circumstances.

**Incompletes**
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 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. 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 their LPS Advisor to explain the circumstances of the Incompletes and develop a plan to resolve them.

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

**Academic Grievances**
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. 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 the 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.

**Repeating a Course**
Some students opt to repeat a course in order to demonstrate their ability to achieve a better grade. If a student retakes a course for which he or she has received a passing grade (including a P in a pass/fail course), the second grade will be recorded on the transcript, but it will not be counted in the student’s cumulative average, and no additional credit will be awarded for it. Students should consult LPS Student Advising staff before registering for a course they have already taken.

**Maintaining Academic Standing**
LPS students must maintain academic standing, which means that students need to meet all of the following conditions:

- maintain a cumulative GPA of 2.0 or higher
- earn a term GPA of 2.0 or higher; and
- accumulate no more than two Incompletes, F’s, GR’s or Withdrawals in one term; and
- accumulate no more than five Incompletes, F’s, GR’s, or Withdrawals during the course of their academic career.
**Failure to Maintain Academic Standing**

1. **Academic Probation:** Students who fail to meet one or more of the conditions listed above may be placed on Academic Probation. LPS will notify students when they are placed on Academic Probation. Students on Academic Probation are expected to meet with a LPS advisor and may be placed on registration hold. Students on Academic Probation will be restored to good academic standing once they meet all four of the conditions listed above. If they fail to meet those requirements, they may be placed on Deferred Drop probation.

2. **Deferred Drop Probation:** Students may be placed on Deferred Drop Probation if they fail to meet the requirements for recovery from Academic Probation, or their academic term GPA is below 1.70. Students on Deferred Drop Probation are expected to meet with their advisor and may be placed on registration hold. Students on Deferred Drop probation must meet all four of the conditions listed above on a term and cumulative basis going forward. If they do not, they may be dismissed from the university.

3. **Dismissal:** After being placed on Deferred Drop probation, students who do not meet all four of the conditions listed above will be reviewed by the Executive Committee. If the Committee decides that the student is unlikely to successfully complete their program, the student will be sent an academic dismissal letter via email and U.S. postal mail.

4. **Mandatory Leave of Absence:** Students who accumulate two or more incomplete grades in a given semester may be placed on a mandatory leave of absence until such work is finished. Students placed on a mandatory leave must complete all outstanding course work before they are allowed to re-enroll and continue with new work.

5. **Conditions for readmission:** Students who have been dismissed from the university for poor academic performance and wish to be considered for readmission must contact a LPS advisor for requirements and procedures for readmission. Students will not be considered for readmission for one full calendar year following dismissal. If the student is readmitted and fails to meet these conditions, the student may be dropped from the university without further warning, with no opportunity for readmission. Students who have been dismissed from the university are not eligible to enroll in open enrollment programs at Penn.

**Petition Procedure**

Students who wish to waive an academic requirement or regulation, or believe that their circumstances might warrant an exemption to a policy or deadline may submit a petition to the LPS Petitions Committee. Students should meet with an academic advisor to determine the most appropriate course of action. Petitions may be obtained from an academic advisor.

**Final Examinations**

Final examinations for LPS courses must be given on the first regular class meeting night (at the regular meeting time) during the period of final examinations. No change in scheduling is permitted without unanimous consent of all students in the class and the Executive Director of LPS. A final exam may not be administered on a reading day or during the last week of classes. In addition, the Provost’s statement on “Rules Governing Final Examinations,” applies to all LPS courses and makes clear that no classes covering new material may be held during the reading days, although review sessions may be scheduled. No students shall be excused from a final examination in a course where such an examination is required. In exceptional instances, such as serious illness or injury, students may be allowed to postpone the examination with the approval of the instructor.
Transcripts
An official transcript of a student’s academic record in the College of Liberal and Professional Studies is available from the University Registrar. Procedures for requesting a transcript can be found on the Registrar’s web site, and in Penn InTouch.

Tuition and Fees

Tuition
Tuition is the cost of instruction. Evening courses, day courses, and graduate courses cost different amounts. The current tuition rates for LPS courses can be found on the web; College of Liberal and Professional Studies courses end with a section code between 601 and 606 in the fall and spring. LPS students who take day (or summer) courses must pay day (or summer) rates for tuition and the general fee. Please contact LPS Student Records with any course tuition questions (215-746-7040).

General Fee
The general fee constitutes a partial contribution to the support of such essential facilities as a large library system, museums and institutes, and special laboratories.

Technology Fee
The technology fee covers all the public computing labs, networking access and a host of other computing services and local support.

Clinical Fee
The clinical fee is required for students enrolled in four or more course units and allows them unlimited access to the Penn Student Health Service. See also: Student Health Information section and the Student Health Service web site.

Recreation Fee
Effective Fall 2017, the recreation fee is incorporated into the general fee for full-time students. It includes automatic membership in the Pottruck Health and Fitness Center. Part-time students are required to purchase a membership for access to facilities.

Special Course Fees
Some non-credit courses may be offered at special fees. Some online courses may also incur additional fees. Students should consult LPS Student Records at 215-746-7040 for details.

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

Receiving Your Bill
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, and other expenses from a variety of Penn offices. New students must complete the Student Financial Services “MUST DO LIST”.
When your student bill is ready to view, Penn will notify you at your University email address, and any other email addresses you listed on Penn.Pay.

**Penn.Pay**

Penn.Pay is Penn’s online billing system through which you receive your student account bill. You can also review new activity on a daily basis and opt to pay your bills online. Log in to Penn.Pay through the SFS website, or from Penn InTouch.

**Paying Your Bill**

There are several ways to pay your bill:

1. **Online using TouchNet** – use Penn.Pay to schedule both the payment date and amount to pay from your checking or savings account. Accounts must be with a U.S. financial institution.

2. **Online using Credit Card** - Use Penn.Pay to pay by credit card via PayPath. Currently American Express, Discover and Master Card are accepted. Credit card payments are handled through PayPath ®, a tuition payment service. A non-refundable service fee of 2.75% will be charged for the use of any card.

3. **Penn Payment Plan** – offers interest-free, 4-payment semester plans in the fall and/or spring terms. The 4-pay plan runs from July through October for the Fall semester and November through February for the Spring semester. More info at: [http://www.sfs.upenn.edu/payment-plan/index.htm](http://www.sfs.upenn.edu/payment-plan/index.htm) and [http://www.sfs.upenn.edu/payment-plan/PennPaymentPlanFAQ.pdf](http://www.sfs.upenn.edu/payment-plan/PennPaymentPlanFAQ.pdf).

4. **By Mail** – Pay from a U.S. checking or savings account and make your checks payable to “The Trustees of the University of Pennsylvania”. Payment coupons must accompany your payment and can be printed from Penn.Pay. Instructions, timelines, and mailing addresses can be found on the Student Financial Services website at [www.sfs.upenn.edu/paymybill](http://www.sfs.upenn.edu/paymybill).

5. **Wire Transfer** – For instructions, see the Student Financial Services website at [www.sfs.upenn.edu/paymybill](http://www.sfs.upenn.edu/paymybill).

6. **In Person** – Bring your check and payment coupon (print one from Penn.Pay) to the University Cashier located at Franklin Building Lobby, 3451 Walnut Street. The Cashier’s hours are MWThF 9:00 am – 4 pm; Tuesday 10:00 am – 4 pm.

More info available at: [http://www.sfs.upenn.edu/pennpay/PennPayFAQ.pdf](http://www.sfs.upenn.edu/pennpay/PennPayFAQ.pdf)

**Late Payment**

The University must receive the amount due, in full, on or before the due date. If full payment is not received by the due 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.

Students will continue to be held liable for payment until such time as their indebtedness is removed. Exceptions may be granted by petition to the College of Liberal and Professional Studies Student
Services Committee and only under extraordinary circumstances. The University reserves the right to withhold registration material, transcripts, and all other information regarding the record of any student who is in arrears in the payment of tuition, fees, or any other charges, including student loans. For continued delinquency in the payment of debts to the University, the student may be permanently dropped from the rolls. The enforcement of this penalty shall not relieve the student of the obligation to pay any outstanding fees and charges.

When a check for payment of a bill is not honored on presentation to the payer bank, the bill is considered unpaid. As a result, late payment penalties will be assessed together with a $30 returned-check charge.

If Penn accepts payments that contain or reflect “paid in full”, or other restrictive endorsements, Penn does not lose any of its rights to collect any amount due.

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, and to activate payment of tuition benefits, families must contact their Human Resources benefits office directly.

Eligibility for tuition benefits does not imply eligibility for admission to LPS; application and acceptance to a program of study is required in order to register for courses. Once accepted into a program of study, Penn employees using tuition benefits are afforded options and subject to academic and financial obligations identical to those of all LPS students.

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.

University System
https://www.hr.upenn.edu/PennHR/benefits-pay/tuition
Eligible employees of the University may request tuition benefits, view current and past requests for payment, and view pending payments by using the online tuition management system on the Human Resources website at the above link. Payments are not automatically made, or continued for future terms based upon registration; the employee must apply online for tuition benefits each term.

Health System
Please visit https://uphs.tap.edcor.com/.
Eligible employees of the University of Pennsylvania Health System should consult with their supervisor to determine benefits eligibility, policy and procedures.

Tuition Refund Policy
Please see the LPS Academic Calendar (which may differ from the SAS calendar) for dates pertaining to each academic term.

Under the following circumstances, all or part of tuition will be refunded:
1. Dropped Courses: Semester-specific academic calendar deadlines are published on the LPS calendar. If a student drops a course by the LPS drop period deadline (typically within the first two weeks of the start of the semester), there is no financial obligation; full tuition, general fee, and technical fee will be refunded by credit to the student’s University account. A student must drop the course(s) through Penn InTouch until the drop deadline.

Although students are permitted to drop without academic penalty between the ends of the second and fifth weeks of the term, only 50% of tuition, general fee, and technical fee will be refunded. If a student withdraws from a course after the fifth week of classes, a grade of W is recorded on the transcript, and the student is responsible for the entire tuition and associated fees for the course. A student who has not yet paid at the point of withdrawal will nevertheless remain indebted to the University until the tuition is paid.

Please see the LPS Academic Calendar for term-specific drop dates.

2. Illness: A student who withdraws because of an acute illness may petition the LPS Petition Review Committee to request a partial refund of tuition. A petition, together with a doctor’s letter, must be submitted. The physician’s letter must state that the student has been disabled by illness or injury arising after the beginning of classes and is unable to continue class work.

3. Canceled Courses: The University reserves the right to cancel or change any course. If a College of Liberal and Professional Studies course is cancelled or rescheduled at a time during which the student is unable to attend, all tuition and fee charges will be refunded.

Student Identification and Electronic Resources

Social Security Number
A valid Social Security number is required for registration. This number will be used as a student identification number. International students can obtain a student ID number to be used for all University transactions by submitting a request to the LPS office.

PennCard
All LPS students are required to obtain a PennCard, the official University of Pennsylvania identification for students, faculty, and staff. The PennCard provides access to University facilities, services, cash convenience, and more. To obtain a PennCard, bring a valid form of photo ID (driver’s license, passport, etc.) to the PennCard Center, 3601 Walnut Street, on the second floor of the Penn Bookstore. Only enrolled students may receive a PennCard, which should be carried at all times.

PennKey
All LPS students are required to obtain a PennKey. A PennKey is required to authenticate, or verify, an individual’s identity and to access many of Penn’s networked computer systems and services. Authorized users need a PennKey and password to access such resources as Penn InTouch, Canvas, certain library resources, and public campus computers. A PennKey is also required to obtain a Penn email address. New students will receive a letter with information on how to create a PennKey within a few days of their admission to LPS.
**Penn InTouch**

Penn InTouch provides secure access via the internet to online course registration, class schedules, academic records, future academic planning, billing, address corrections and updates, and student health information. A PennKey is required to access Penn InTouch.

**Penn Email**

All students enrolled at the University of Pennsylvania are required to obtain and use a Penn email address, which is available free of charge. The School of Arts and Sciences (SAS) provides email accounts for LPS students. Instructions on how to create and use a Penn email address are available through the SAS Computing at [http://www.sas.upenn.edu/computing/help/students/email](http://www.sas.upenn.edu/computing/help/students/email).

**Student Services and Policies**

**The Penn Book**

The Penn Book is a collection of policies that relate to student life at the University of Pennsylvania. These policies govern academic activities such as grading and exams, provide guidance on the use of campus resources, and explain membership in the university community. The University of Pennsylvania reserves the right to rescind admission to a student in violation of its codes of conduct and/or personal responsibilities policies. All students are expected to have read and understood these codes and policies before taking classes. Policies include:

- Alcohol and Other Drug Policy
- Code of Academic Integrity
- Consensual Sexual Relations Between Faculty and Students
- Sexual Harassment Policy
- Sexual Violence, Relationship Violence, and Stalking Policy

**The Weingarten Learning Resources Center**

The Weingarten Learning Resources Center, located at 3702 Spruce Street, Suite 300, provides professional consultation services in skills such as academic reading, writing, study strategies, and time management. This academic support is provided through a variety of services and programs including the very popular series of study skills workshops offered at the beginning of each Fall and Spring term for LPS students. For more information about the Weingarten Learning Resources Center visit their web site at [http://www.vpul.upenn.edu/lrc/](http://www.vpul.upenn.edu/lrc/) or call 215.573.9235.

**Student Disabilities Services**

The Weingarten Learning Resources Center includes 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. SDS may be contacted via the web at [http://www.vpul.upenn.edu/lrc/sds/index.html](http://www.vpul.upenn.edu/lrc/sds/index.html), by phone at 215.573.9235, and by TDD at 215.746.6320.
**Counseling and Psychological Service**
The Counseling and Psychological Service offers a wide range of services including: individual and group counseling and therapy, crisis intervention, structured workshops, psychological testing, medication reviews, and consultation. The staff of CAPS consists of psychologists, psychiatrists, and social workers. In addition, psychology doctoral interns, psychiatric residents, psychology practicum students, and social work field placement students supplement the professional staff. Services are without charge to Penn students. What a student discusses with CAPS will be treated as private and confidential and will be revealed only with the student’s permission, or in a psychiatric emergency, such as when the need exists to prevent injury to oneself or others. For more information: [http://www.vpul.upenn.edu/caps/](http://www.vpul.upenn.edu/caps/).

**Office of the University Ombudsman**
The Office of the Ombudsman assists individuals in finding solutions to problems that they may not be resolvable through other channels. The office is concerned with safeguarding individual rights and promoting better channels of communication throughout the University. It is independent of all administrative offices. The Ombudsman is not an advocate for any one individual or group. He or she is an advocate for fairness, adherence to University regulations, due process, and personal responsibility. The Office supplements, but does not replace, any existing grievance mechanisms or modes of redress. It can and does recommend changes in existing rules and practices when necessary. The Office of the Ombudsman may be reached at 215.898.8261 or [http://www.upenn.edu/ombudsman/](http://www.upenn.edu/ombudsman/).

**Student Health Information**

**Student Health Service**
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.

All full-time students must carry coverage for care at the Student Health Service, either through payment of the Clinical Fee or through enrollment in the Penn Student Insurance Plan (PSIP). Full-time students who have private or employer-sponsored insurance do not have to purchase the student plan, but they must still pay the clinical fee for coverage at the Student Health Service. Coverage for the Student Health Service (either through the clinical fee or through enrollment in PSIP) is optional for part-time students.

The Student Health Clinic is located in Suite 100, 3535 Market Street at the corner of 36th and Market. Students must bring their PennCard and insurance information whenever they go for medical care. For hours and other information refer to the Student Health web site [http://www.upenn.edu/shs](http://www.upenn.edu/shs) or call 215.746.3535.

**Immunization**
Students enrolled in the College of Liberal and Professional Studies are part of the University community and benefit from the University’s efforts to provide a safe and healthy environment. The following LPS students must comply with University immunization requirements upon first enrolling in credit courses:

- students who enroll full time;
- students who are eligible for, and purchase, the Penn Student Insurance Plan;
- students who use the Student Health Service, whether part or full time;
To comply, LPS students should complete a Pre-Matriculation Health Record obtained from the Student Health Service. Please note: Students born on or before January 1, 1957 are exempt from the above requirements. The Student Health Service can provide missing immunizations at a fee that covers costs.

LPS students who are not in the above categories are strongly encouraged to update their immunizations and file them with the Student Health Service using the Health Record. 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 immunization requirements. Contact the Immunization Office at 215.746.3535 (option 4) for more information.