



## New Parent FAQs

**Q:** *When is Move-In?*

**A:** Move-In Days for Freshman and Transfer students will be **Thursday, August 21 or Friday, August 22, 2014**. Your student will receive his or her assigned move-in date and time in the summer by logging onto Campus Express.

**Q:** *What is the schedule for New Student Orientation?*

**A:** New Student Orientation will take place **Friday, August 22-Tuesday, August 26, 2014**. Please encourage your student to check the New Student Orientation website at <http://www.upenn.edu/nso>. The site contains information on ways to prepare for orientation, transportation to and from Penn, and a listing of accommodations near campus and will be updated throughout the summer.

**Q:** *Is there orientation programming for parents and family members?*

**A:** Yes. New Parent and Family Orientation will take place **Thursday, August 21 and Friday, August 22**. Programming will be scheduled throughout the two days and it is not mandatory to attend. Registration and a complete schedule of events will be available in the summer. You will receive an invitation to the event in your email and in your welcome packet in June.

**Q:** *What information should I know in order to best prepare for my child's move-in?*

**A:** Residential Services has set up a website geared specifically towards first-year move-in: [www.upenn.edu/housing](http://www.upenn.edu/housing). Please check the Residential Services website in the spring and summer for updates.

### **Parent's Listserv: Stay Connected!**

Want to stay in the loop with the latest from Penn Housing and Penn Dining? Then sign up for the [Parent's Listserv](#), and receive emails from Housing and Dining periodically throughout the year, including information about Move-In, Family Weekend, Dining Plans and more.

**Q:** *How is housing typically assigned for first-year students?*

**A:** First-year students may apply for housing online by logging into [the Admissions Decision page](#). The application will be available once all regular admission

decisions have been released. Please encourage your student to visit [www.upenn.edu/housing](http://www.upenn.edu/housing) for additional information. Any questions can be directed to the Housing Assignments Office at 215-898-8271 or via email to [living@exchange.upenn.edu](mailto:living@exchange.upenn.edu).

**Q: *Do first-year students need cars on campus?***

A: Since parking spaces are limited, Penn strongly discourages students from bringing cars to campus. The campus is easily walkable, has free shuttle service as well as access to ample public transportation. For more information regarding transportation on campus and campus maps, please visit <http://cms.business-services.upenn.edu/transportation/>.

**Q: *What dining plans and dining hall options are available for my child during freshman year?***

A: All freshmen are required to have a dining plan during their freshman year at Penn. However, the options vary based on the individual needs of each student. Please see the Dining Services website for detailed information: <http://www.upenn.edu/dining.php> or call (215) 898-7585.

**Q: *How do I send my child mail/packages?***

A: To send postal mail to your Penn student living in a College House or Sansom Place, please be sure to use the proper mailing address. Updated information is located on the [Our Residences](#) page for each College House or on the Residential Services [Proper Mailing Page](#).

**Q: *Where can I find information about my child's tuition bill?***

A: Penn's Student Financial Services (SFS) website provides an informative guide for parents about navigating through the details of your child's tuition payments. Please visit the SFS Parent Resource page at <http://www.sfs.upenn.edu/parents/index.htm>.

**Q: *I have questions about paying for my child's education. Who should I contact?***

A: Student Financial Services hosts **askBEN**, a question and answer tool that can answer almost 400 general questions about student finances and work-study. **askBEN** is located on each page of the Student Financial Services ([www.sfs.upenn.edu](http://www.sfs.upenn.edu)) and Student Employment ([www.sfs.upenn.edu/seo](http://www.sfs.upenn.edu/seo)) websites. If you have questions that pertain to your personal situation, please contact Student Financial Services directly at 215-898-1988 to speak to an Assistant Director, or email [sfsmail@exchange.upenn.edu](mailto:sfsmail@exchange.upenn.edu).

**Q: *Where can I learn more about campus safety?***

A: The Division of Public Safety website, [www.publicsafety.upenn.edu](http://www.publicsafety.upenn.edu), is a wonderful resource for the latest news in campus safety. Penn's Public Safety program has been ranked #1 in the higher education sector by Security 500 Magazine for the past 7 years in a row. Below is a list of numbers that your child should use in case of an emergency or if walking or driving escort services are needed. A directory of additional emergency contact numbers can be found by visiting <http://www.upenn.edu/life-at-Penn/emergency.php>.

**General Information:** (215) 898-7297

**Emergencies:** (215) 573-3333 or 911 from any campus phone; 911 for Philadelphia police and fire department.

**Walking/Riding Escort Services:**

Walking: (215) 898-9255 (WALK) Transport (215) 898-7433 (RIDE)

**UPennAlert:** UPennAlert is Penn's emergency notification system that enables fast and efficient dissemination of critical information to members of the University community during a major emergency. UPennAlert allows the University to send simultaneous alerts through text messaging and email directly to a cell phone or Penn email address. UPennAlert also provides students, staff, and faculty with an additional layer of security and protection in emergency response, in conjunction with Penn's already well-established emergency communication methods, such as University-wide broadcast emails, online updates via the Penn homepage, coordinated use of public media outlets, and public address systems within all College Houses.

**Penn Guardian:** PennGuardian is a service offered to members of the Penn Community that allows PennComm, the DPS emergency communications center, to identify someone's GPS coordinates when calling from a registered cell phone. Users create a personal profile and four-digit PIN. Once the cell phone number has been registered, a dispatcher will be able to view the profile information that you have entered when you call the DPS emergency number – 215.573.3333.

**Q: *What are the health insurance and immunization requirements for students?***

A: Full-time students are required to have adequate health insurance, either through private insurance or the Penn Student Insurance Plan. The Penn Student Insurance Plan (PSIP) is available for students who do not have alternative coverage. Students who have adequate, alternative health insurance are required to request a waiver of school insurance, or they will be default enrolled in the PSIP and their tuition bill will be charged accordingly. Your child must file his/her selection for insurance coverage (including details of

alternative coverage) each year. Please see: <http://www.vpul.upenn.edu/shs/insurance.php> for more information.

Additionally, as a condition of enrollment, the University of Pennsylvania requires all incoming students to be immunized against certain diseases and to submit this information. Students must submit immunization information and supporting documentation. Failure to meet the requirements will result in denial of student registration privileges. Please visit: <http://www.vpul.upenn.edu/shs/immunization.php> for more information.

**Q: *How are students assigned academic advisors?***

A: Each student is assigned an academic advisor who is a member of either the school's faculty or professional staff. This advisor will work with the student throughout his or her first two years at Penn to assist the student in planning courses each semester. Students and parents will receive information from their specific school and program during the summer months preceding the academic year.

**Q: *Where can my child purchase books?***

A: After your child receives their first Penn course list in August, your child can purchase textbooks from the Penn Bookstore through Campus Express Online: <https://www.campusexpress.upenn.edu/>. Your child can also purchase course materials on campus at the following locations:

Penn Bookstore: 3601 Walnut Street

House of Our Own: 3920 Spruce Street

Penn Book Center: 130 S. 34<sup>th</sup> Street

Wharton Reprographics: Steinberg Hall-Dietrich Hall, Ground Floor

**Q: *As a parent, do I have the right to view my student's grades and other records?***

A: Students have the right to consent to the disclosure of information contained in their education records, except to the extent that FERPA (Family Educational Rights and Privacy Act) authorizes disclosure without consent. In order to release sensitive information, like grades, your student must complete the form located at:

<http://www.upenn.edu/oacp/privacy/assets/pdf/FERPAWaiver.pdf>.

For additional information on FERPA, please visit:

<http://www.upenn.edu/oacp/privacy/penndata/ferpa-notice.html>.

**Q: *When is Family Weekend?***

A: Family Weekend 2014 is scheduled for **Friday, October 24, 2014-Sunday, October 26, 2014**. All parents are encouraged to attend this event with their Penn student and participate in event activities. For more information, please call the Office of Student Affairs at (215) 898-6533.

**Q: *What opportunities are there at Penn for parents to be involved?***

A: The Office of Parent Outreach and Development/Penn Parents has various ways for you to be involved both on campus and from your region. Parent volunteers assist us with events such as Penn Preview Days, New Parent and Family Orientation, Commencement Weekend, and Family Weekend on campus. Parents can also participate in regional events or participate in our Welcome Calling initiative to new parents and families each winter and spring. Additionally, parents are able to provide integral financial support through The Parents Fund. The Parents Fund supports undergraduate education and is a vital funding source that creates unique opportunities for students and enhances programs across campus.

For more information on how to be involved in your child's Penn experience and join other Proud Penn Parents, please visit [www.pennparents.upenn.edu](http://www.pennparents.upenn.edu) or contact Penn Parents at (215) 746-4646 or [ppparent@ben.dev.upenn.edu](mailto:ppparent@ben.dev.upenn.edu).

**Q: *What resources are available for new parents?***

A: The Office of Parent Outreach and Development/Penn Parents is the central resource for connecting undergraduate parents and families to the University. Parents are encouraged to visit our [Resources and Publications](#) page and [New Parents](#) page for more information about services on campus. Parents can also contact Penn Parents at 215-746-4646 or [ppparent@dev.upenn.edu](mailto:ppparent@dev.upenn.edu) with any specific questions. The Penn Parents team is happy to assist or connect you with one of our colleagues on campus.