

FREQUENTLY ASKED QUESTIONS

USC SERVICES

For a complete listing of services visit the online student guidebook at www.usc.edu/scampus

USCARD

>> Where do I go to set up my USCard?

The USCard office is located in PSX (Parking Structure X) near Leavey Library and Pardee Tower. For more information go to: www.usc.edu/uscard

>> What do I do if I am having problems with my USCard?

Bring your ID card to the USCard office in PSX and tell them what your problem is. You can visit the USCard website given above or call (213) 740-8709.

DINING

>> Where can I eat on Campus?

The campus offers many dining options including the Ronald Tutor Campus Center, Tutor Hall Café, Popovich Café, The Law School Café, LiteraTea, Trojan Grounds, Ground Zero and The Coffee Bean. There is also McKay's, The Lab and Rosso's Pizzeria, all located next to the Radisson on Figueroa Visit the hospitality website at: <http://hospitality.usc.edu>

>> Where can I eat nearby campus?

South on Figueroa at Tuscany, you will find a Chick-fil-A, Cold Stone Ice Creamery, Quizno's Subs, and a Chipotle Mexican grill. If you travel a bit north of campus on Figueroa you will find many more restaurants and fast food joints including Viztango, Freebird's, Pasta Roma, McDonald's, La Taquiza, Panda Express and more. Be sure to bring your Student ID as discounts are given to students at some locations.

BOOKSTORE

>> Where can I buy books and school supplies?

The campus bookstore is located in the center of campus near Tommy Trojan. The top floor (3rd floor) offers school books and supplies from pens to paper and anything your studies might require. On the second floor you can find all of your USC fanfare, hats, shirts, sweaters and more. The ground floor sells books and magazines while the basement floor offers electronics and retail clothes.

LIBRARIES, COMPUTER LABS, INTERNET

>> How do I check out a book?

Make sure you have turned in the Library Services form that you received in your Orientation handbook. Fill out the form and turn it into the front desk at Leavey Library.

After you find the book you want from the bookshelves, just bring it to the front desk and give the assistant your USC ID card. He/she will let you know when the books are to be returned.



>> Where can I go to use computers on campus?

The basement and 2nd floor of Leavey Library are computer labs that are available for use by students. Waite Phillips Hall (WPH B34), King Olympic Hall (KOH 206), and Henry Salvatori Computer Science Center (SAL 125) are other options for your computing needs. Always bring your USCard along with you. For a list of university computing center hours and locations, visit www.usc.edu/its/pcc

>> Where are some good places to study on campus?

Leavey Library, Literatea, Ground Zero, Doheny Library, Mudd Hall, THH 3rd Floor, VKC basement, and the Architecture Library are all wonderful places to study. Or just pick a fountain and sit and relax.

>> Is there wireless internet in my USC apartment?

All USC housing facilities are equipped with high-speed wireless service. For more information visit www.usc.edu/wireless.

>> How do I set up my USC email?

To activate your student computing account and access email visit www.usc.edu/firstlogin. Make sure to type in your name EXACTLY as it appears on your USC ID card, including your middle name. Also, remember to click on the circle that says "Please check here for a guest/affiliate account."

RECREATION SPORTS / GYM

>> Can I use the gym?

Absolutely! The Lyon Center, located on the corner of McClintock and 34th St, across from Café 84, is available for all students.

You will need to fill out an online waiver on the Lyon Center website before you can use the gym. After you submit the online waiver, just bring your USC ID to the front desk of the Lyon Center and you can use the weights and cardio equipment for free. Classes and personal trainers are available for a fee. Visit the website for more information, including intramural sports: www.usc.edu/recsports

FREQUENTLY ASKED QUESTIONS *cont'd*

CAMPUS EVENTS / ACTIVITIES

For a listing of Arts and Events on campus visit the Arts and Events calendar at www.usc.edu/arts. There you can find descriptions of campus events from art to music and more.

TICKET OFFICE

>> Where can I purchase tickets for campus events or other events in the LA area?

Tickets may be purchased at the ticket office located in the student union next to Tommy Trojan. Tickets for non-athletic USC events and outside venues like Disneyland may be purchased here. Discounts are offered to students so be sure to bring you ID card! For a listing of all discount services offered visit www.usc.edu/tickets. For USC athletic events visit the USC Athletics website at www.usctrojans.com.

MAIL

>> Where do I go if I need to mail a letter or package?

The campus Mail Stop is located in PSX next to the USCard office. Stamped letters can be deposited in any of the blue mailboxes on campus and there is a post office just off campus on the northwest corner of Vermont and 36th St. The Fedex office located on the third floor of the Bookstore can be used to mail packages as well.

LAUNDRY

>> Where can I go to do laundry on-campus?

Laundry rooms are available in each housing area building and are operated by a laundry card that may be purchased at the customer service counter.

>> Where is the closest laundromat off-campus?

The closest off-campus Laundromat is on Vermont, about half a block north of Jefferson, just south of 30th St and is located on the east side of the street. Machines are coin-operated so be sure to have quarters or bills to change over in the coin machines. Detergent may be purchased on-site, however it would be cheaper to buy your own before going.

CELL PHONE

>> How can I set up cell phone service?

You will have to go to a cell phone provider on your own to purchase a cell phone and service if you do not already have one. There are cell phone providers in the Fig & 7th complex, and a T-Mobile store on Figueroa and Adams.

Consider purchasing a pre-paid phone instead of signing a long-term contract depending on how long you are staying in the US.

PARKING & TRANSPORTATION

>> Where can I park my car?

Public parking in the parking garages are \$10 a day. The meters around campus are \$1 per hour for either 2 or 4 hours maximum, depending on where you park. Parking passes may be purchased from the transportation office located in PSX or online. Prices vary depending on the pass. Visit the website at www.usc.edu/parking.

>> How do I use the trams?

Trams operate roughly every thirty minutes leaving from behind Leavey Library and various other stops throughout campus. There are four routes that run around the USC area, one that runs to the parking center behind the 110 Freeway and the Radisson Hotel, one running to the Health Sciences campus and one running to Union Station. For routes and schedules visit www.usc.edu/transportation.

HEALTH & SAFETY

>> Where can I go to buy over-the-counter medication?

There are two campus pharmacies at USC: one is located in the Student Union across the hall from the Ticket Office, and the other is directly across from the Student Health Center. There you may purchase over-the-counter medication and have valid prescriptions filled.

>> Where do I go if I need to see the doctor?

For health services you can go to the Engemann Student Health Center located at 1031 W. 34th Street behind Fluor Tower and the Lyon Center. Appointments may be made or you can walk-in, but if you do not have an appointment be prepared to wait. You can call the health center at (213)740-8742 or make an appointment by calling (213) 740-APPT.

>> What do I do if I have an emergency?

In the event of a public safety or medical emergency while on campus or in the USC area call (213)740-4321. For police, fire, or ambulance services, or for emergencies while away from campus call 911. It's a good idea to save these important phone numbers in your cell phone.

>> How do I sign up for TrojansAlert?

When an emergency occurs, authorized senders can instantly notify you using TROJANS ALERT. TROJANS ALERT is your connection to real-time updates, instructions on where to go, what to do, or what not to do, who to contact and other important information. Visit trojansalert.usc.edu and follow the steps to sign up.

Have more questions?

Contact the Student Services Team:

Silvia Merlos Green, merlos@usc.edu

Liza Chavac, lchavac@usc.edu

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