Welcome

Welcome to the University of San Francisco School of Management. The Graduate Student Affairs Office is committed to supporting you in your journey towards earning an advanced degree. Our purpose is to assist you in all aspects of your experience here at USF – Academic Advising, Career Development, Student Life, Student Clubs and Organizations.

Students from a variety of backgrounds, like yourselves, are drawn to USF because its mission, vision, and values are derived from the Jesuit Catholic tradition. This tradition embodies a holistic approach to the pursuit of higher education in which students are taught not only the skills and knowledge essential for success, but also the values and sensitivity necessary to be of service to others. It is our hope that you will leave USF with the compassion, inspiration, and knowledge to use your degree for the advancement of your community and the well-being of those in need.

Please use this handbook to familiarize yourself with the key policies and procedures governing the graduate programs within the School of Management. It provides valuable information about academic policy, resources, and services available to promote your success during your time here at USF.

Please feel free to contact us when we can be of service.

Best,

Mindi Mysliwiec
Director

Christina Teller
Assistant Director

Mikaela Hinds
Program Manager

Blythe Hurley
Student Life Manager

Kendra Liebowitz
Program Assistant
University of San Francisco

Contents
USF Mission, Vision, and Values .......................................................................................................................... 5
Part I: Academic Policies (from the USF General Catalog) .................................................................................. 6
Grading System ..................................................................................................................................................... 6
  Grade Points .................................................................................................................................................... 6
  Grade Point Average ....................................................................................................................................... 7
  Official Grades ................................................................................................................................................ 7
  Credit for Repeated Courses ......................................................................................................................... 7
  Changes of Grade ........................................................................................................................................... 7
  Appeal Process for Change of Course Grade .................................................................................................. 7
Academic Actions and Academic Probation Designations .................................................................................. 9
Examinations ...................................................................................................................................................... 10
Credit Hour Limitations ..................................................................................................................................... 10
Registration ........................................................................................................................................................ 11
MBA Waitlists .................................................................................................................................................... 11
  Auditor ......................................................................................................................................................... 11
Enrolling in Courses after Graduation .............................................................................................................. 12
Directed Study Guidelines .................................................................................................................................. 12
Census Date ....................................................................................................................................................... 12
Leave of Absence ................................................................................................................................................. 12
Withdrawal from the University ....................................................................................................................... 13
Transfer Policy .................................................................................................................................................. 14
Visiting Students ............................................................................................................................................... 15
Readmission Policy ........................................................................................................................................... 16
Time Limits for Degree Completion .................................................................................................................. 17
Filing for Graduation Diplomas and Commencement ....................................................................................... 17
Commencement Awards .................................................................................................................................... 18
Concurrent Degrees ........................................................................................................................................... 19
Academic Global Immersions ............................................................................................................................ 20
Use of student voice and likeness .................................................................................................................... 21
Part II: Student Conduct .................................................................................................................................... 22
  Statement of Responsibilities and Standards of Conduct ............................................................................... 22
    Student Conduct Code ................................................................................................................................. 22
    Sanctions ...................................................................................................................................................... 24
Academic Honesty Policy ............................................................................................................. 26
Cheating ........................................................................................................................................ 26
Plagiarism ....................................................................................................................................... 26
Honor Code ..................................................................................................................................... 26
Part III: Student Services ............................................................................................................. 32
Academic and Support Services .................................................................................................... 32
Office of Graduate Student Affairs ................................................................................................. 32
Learning and Writing Center ......................................................................................................... 32
Counseling and Psychological Services (CAPS) .......................................................................... 32
Student Disability Services ........................................................................................................... 33
Health Promotion Services ............................................................................................................ 33
Koret Health and Recreation Center .............................................................................................. 34
Gleeson Library/Geschke Learning Resource Center .................................................................... 34
Veteran Affairs ............................................................................................................................... 35
Graduation Center .......................................................................................................................... 35
USF Campus Locations .................................................................................................................. 35
USF San Jose ................................................................................................................................. 35
USF Sacramento ............................................................................................................................. 36
USF Pleasanton .............................................................................................................................. 36
USF Downtown ............................................................................................................................... 36
How to Access Your Course Materials using Blackboard ............................................................. 37
Appendix: USFConnect Tutorials ................................................................................................ 37
The Canvas Dashboard .................................................................................................................... 37
How do I view my courses? ........................................................................................................... 38
Open Courses ................................................................................................................................. 38
View Courses ................................................................................................................................. 39
How to Register with a CRN (Course Registration Number) ......................................................... 40
How to Find Your Registration Holds .......................................................................................... 40
How to Check Your Class Schedule on USFConnect ................................................................ 40
How to View Your Final Grades in USFConnect ......................................................................... 40
How to Request an Official Transcript ......................................................................................... 40
How to View Your Student Account ............................................................................................ 40
How to Forward Your DonsApps E-mail ....................................................................................... 40
USF Mission, Vision, and Values

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.

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.

Core Values
The University’s core values include a belief in and a commitment to advancing:
• the Jesuit Catholic tradition that views faith and reason as complementary resources in the search for truth and authentic human development, and that welcomes persons of all faiths or no religious beliefs as fully contributing partners to the University;
• the freedom and the responsibility to pursue truth and follow evidence to its conclusion;
• learning as a humanizing, social activity rather than a competitive exercise;
• a common good that transcends the interests of particular individuals or groups
• reasoned discourse rather than coercion as the norm for decision making;
• diversity of perspectives, experiences and traditions as essential components of a quality education in our global context;
• excellence as the standard for teaching, scholarship, creative expression and service to the University community;
• social responsibility in fulfilling the University’s mission to create, communicate and apply knowledge to a world shared by all people and held in trust for future generations;
• the moral dimension of every significant human choice: taking seriously how and who we choose to be in the world;
• the full, integral development of each person and all persons, with the belief that no individual or group may rightfully prosper at the expense of others;
• a culture of service that respects and promotes the dignity of every person.
Part I: Academic Policies (from the USF General Catalog)

Grading System
The work of graduate students is evaluated and reported in terms of the following grade types:
A - Outstanding
B - Satisfactory; student meets all major course competencies
C - Student meets minimum standards for obtaining credit*
F - Failure; student does not meet minimum standards for obtaining credit.

All graduate students are required to maintain an overall cumulative grade point average of B (3.0). The School of Management requires that a “B” average (3.0 GPA) be maintained, and a lower cumulative GPA may result in probation or academic disqualification.

The grades A, B, and C may be modified by (+) or (-). *A grade of C- is the lowest passing level in a graded course.

In addition, the following notations are sometimes used:
- P - “Passing,” at least at the lowest passing level (C-); not counted in computing the grade point average. In some graduate programs P/F is used to evaluate those courses associated with research or a field project dissertation proposal, or a dissertation. A Pass-Fail option is irrevocable, if chosen by a student.
- S, U - “Satisfactory” or “Unsatisfactory” notations are given in certain courses. For an “S” grade, the units will count toward the total units required for graduation, but not in the grade point average computation. In some graduate programs, S/U is used to evaluate courses associated with a thesis.
- I - “Incomplete” denotes an examination or required assignment that has been postponed for a serious reason after consultation with the instructor. The timeline for completion must be communicated to the Office of Graduate Student Affairs. Students who have not contacted an instructor regarding completion of course requirements are subject to a failing grade. Students given approval to postpone course requirements must complete them on the date specified by the instructor. If the notation is still incomplete at the close of the following semester, it is converted to a failing grade (F). A student who fails to complete course requirements within the allotted time will receive an “F” and be required to repeat the course. All applicable registration processing and tuition and fee payments are required to repeat a course.
- IP - Work “In Progress”; final grade to be assigned upon completion of the entire course sequence in courses pre-determined by the Dean. “In Progress” (IP) notations on graduate student transcripts, if not cleared, will revert to an “F” upon expiration of the time limit set by the department.
- W - “Withdrawal”; a notation used by the Office of the Registrar when a student drops a course after University census date but before the withdrawal deadline in any given semester.
- NR - Grade “Not Reported” by instructor within 10 days after the examination period; a notation used by the Office of the Registrar. To correct the transcript, the instructor must file a Change of Grade form. “NR” carries no connotation of student performance and no grade point value is given. “NR” notations that are not reconciled by the end of the following semester will be converted to a failing grade (F).
- AU - “Auditor”; course not taken for credit. Regular tuition is charged for audited courses.

Grade Points
Grade points per semester unit of credit are assigned as follows:
A+ = 4.0
A = 4.0
A- = 3.7
B+ = 3.3
B = 3.0
B- = 2.7
C+ = 2.3
C = 2.0
C- = 1.7
F = 0.0
Grade Point Average
The grade point average is determined by adding the quality points and by dividing the resultant sum by the total number of quality hours. As a general rule, the ratio is based on the number of attempted credits completed; e.g., if a student repeats a course, both courses will be considered in the grade point average. As exceptions to this rule, a “Pass” (P), a “Satisfactory” (S), a “Credit” (CR), an “Unsatisfactory” (U) and a “Withdrawal” (W) will not affect a student’s grade point average.
A student’s cumulative grade point average is based on courses which the student takes at USF towards completion of their degree program. Courses which a student takes at another institution will not be counted in the cumulative GPA.

Official Grades
Official grades are available online via USFConnect at the end of each term.

Credit for Repeated Courses
Students may repeat courses. Both the initial grade and the subsequent repeat grade will show on the academic record and count in the grade point average. The credits earned in the repeated courses will not be included in the cumulative credits earned or in the total needed for graduation, unless indicated otherwise in this catalog. See specific course descriptions.

Changes of Grade
Once grades have been recorded, they will not be changed unless there has been an evident unfair grade or error in the process. If you have questions or concerns regarding the grade you were assigned, the first step is to meet with the instructor to discuss the grade. If you still have concerns, please contact the Office of Graduate Student Affairs. If the instructor decides to make a change in the final grade, the instructor must complete the Change of Grade Form and file it with the Office Graduate Student Affairs. The change will become effective only after the Change of Grade Form has been completed with all necessary signatures and filed with the Office of the Registrar.

Appeal Process for Change of Course Grade
When a student believes that his or her final grade for a course was unfair, the student may use the process described herein to seek resolution of the matter. The burden of proving a claim of an unfair grade (e.g. discrimination, unjust treatment, or errors in calculation) rests with the student. Grades are awarded or changed only by the course instructor or through this appeals process. An appealed grade may be raised or lowered during the course of this appeals process. The parties should make every effort to achieve consensus and to resolve conflicts at the lowest level and as quickly as possible, especially in cases where a student’s timely academic progress is in jeopardy.

The student must direct an appeal in writing to the course instructor involved and the office of Graduate Student Affairs within the first 30 days of the next semester for the Fall and Spring semesters or 30 days after the grade is available online for Intersession or Summer Session. The appeal must include presentation of whatever evidence of unfair evaluation the student believes is relevant. Once the time limit has expired, an appeal will not be taken forward unless the student could not reasonably have known about the alleged unfair grade within that time; in that case the student must appeal within 30 days of discovering the alleged unfair grade. It is the responsibility of all parties to make every effort to resolve their differences between themselves and informally.

If at any stage of the grade appeal process an allegation of academic dishonesty becomes known for the first time, this Grade Appeal Process shall be suspended and the case referred to the Academic Honesty Hearing Committee. The Academic Honesty Hearing Committee will make a written report of its findings to the parties involved. If the Academic Honesty Hearing Committee finds the student not guilty of academic dishonesty, the student shall then have the right to decide whether or not to return to the Appeal Process for Change of Grade. If the Academic Honesty Hearing Committee finds the student guilty of academic dishonesty, then the instructor’s grade will stand and the student will not have the right to return to the Appeal Process for Change of Grade. The Academic Honesty Hearing Committee does not have the authority to alter a student’s grade and should not consider in any way the merits of the grade itself; the only questions are whether academic
dishonesty did occur, and if so, what the appropriate sanction(s) should be.
At any stage, any of the parties may invite the University Ombudsperson to help facilitate an agreement.

**Dean Consultation Process**
The parties may decide to expedite the appeal procedure by consulting the Dean (in the school or college within which the course resides) for an informal resolution. If they decide to consult the Dean, the Dean’s decision may not be appealed through the formal process but shall be final and binding. If the student and faculty member cannot resolve the matter between themselves within 30 days and do not agree to consult the Dean, the student may appeal through the formal process below. If the faculty member is absent from campus or otherwise unavailable during the 30 days, then the student may proceed directly to the formal process below.

**Grade Appeal Committee Process**
Adherence to the time requirements listed below in the formal process are the responsibility of the faculty member and the student. If the student does not adhere to them, then the instructor’s grade will stand. If the faculty member does not adhere to them, then the student may appeal to the Dean of the college in which the course was offered to expedite the process. If the faculty member still fails to respond in a timely manner, the student may proceed with the appeal directly to the appropriate Dean or to Step Two of the Committee Process. This choice will be at the student’s discretion.

*All School of Management Graduate students are required to meet with the Graduate Student Affairs Office prior to initiating either of the procedures outlined in the below steps.*

**STEP ONE:** The first step in the Committee Process is for the student and instructor to mutually to select another full-time faculty member within the same school or college as the course instructor. This mutually selected faculty member (the third-party faculty member) shall examine all relevant evidence presented by the two parties and make a recommendation. The third-party faculty member shall be chosen within two weeks after the appeal is presented and shall render a recommendation within one week after examining the evidence. Upon request by the student, time limits may be extended in order to accommodate the Intersession or Summer Session calendars.

If the student and the course instructor cannot agree on a third-party faculty member or cannot or do not choose a third-party faculty member, then the chair of the department or the program director involved shall make this selection. If the course instructor is also the chair or director and cannot agree with the student on a suitable third-party faculty member, the student may move directly to Step Two.

In addition to the third-party faculty member, a qualified student (i.e., and graduate student in good academic standing, with at least a 3.0 GPA, within the school in which the appeal is being processed) may be selected, at the sole discretion of the student who has appealed, to assist the student in any appropriate manner, whether as an advocate, another mediator, or an observer.

The third-party faculty member shall make his or her written recommendation to the student and instructor simultaneously. The objective shall be to reach consensus based on the third-party faculty member’s recommendation.

The third-party faculty member shall complete a Step One Grade Appeal Form available in the Office of Graduate Student Affairs stating the basis of the claim, the recommendation he or she has made, and whether the parties have accepted the recommendation. This form shall be placed in the student’s official University record at the conclusion of the appeals process, with copies given to both the student and involved instructor.
STEP TWO: If no consensus is reached at Step One, the student may appeal within one week to the full-time faculty in the department or program in which the course was offered by notifying the department/area chair or program director. Notification must be in writing, including supporting materials. As necessary, the department/area chair, or program director may select additional faculty to make the necessary quorum of three full-time faculty. The faculty members shall consider an appeal within 20 working days after receiving the student’s written request. These faculty members shall constitute the Course Grade Appeal Committee and shall hold a hearing on the appeal where both the course instructor and student involved are present. In the hearing, the faculty members shall not be bound by formal rules of courtroom evidence. The basic standard for admission of evidence shall be due process and fairness to the student and the faculty member. The student may be accompanied by an advisor of his or her choosing. The role of the advisor is limited to assistance and support to the student in presenting his or her case. The advisor is not allowed to actively participate in the hearing, which includes speaking for the student. After hearing the relevant evidence, the faculty members shall deliberate and reach a decision, which shall be final and binding. (The course instructor and student involved shall not be present during the deliberations and vote.) A change of grade requires at least a two-thirds vote of those present and voting. Absent such a two-thirds vote the original grade shall stand.

The department/area chair or program director shall note the final resolution of the appeal on the Step Two Grade Appeal Form and send copies to the University Registrar’s office, the office of the Dean of the college or school in which the course resides, the Graduate Student Affairs Office, the student, and the course instructor involved.

Academic Actions and Academic Probation Designations
Any graduate student whose cumulative grade point average falls below 3.0 will be placed on academic probation. For concurrent degree students, the GPA is calculated separately for each program, and academic probation may apply to one program and not the other. Students on academic probation who fail to raise their cumulative grade point average to 3.0 by the time they have completed at a minimum the next six (6) credit hours of graduate work or semester are subject to disqualification from the program by the Director of Graduate Student Affairs.

Students whose cumulative average falls below 2.5 in any one semester will be disqualified from the program. Students who are placed on Academic Probation are required to meet with their Advisor within the Office of Graduate Student Affairs.

Students who fail to maintain a 3.0 cumulative GPA for more than one semester will be ineligible to participate in student financial aid programs, including the Direct Unsubsidized Student Loan and Federal Direct Graduate Loan (PLUS).

Academic Disqualification
If, at any time, it is determined that a student on academic probation cannot, under any set of circumstances, bring his or her cumulative grade point average above a 3.0 by the time the next six (6) credit hours are completed, that student will be dismissed from their program.

If a student receives an F in a course due to academic dishonesty (see Honor Code for examples of academic dishonesty), the student's enrollment in their graduate program can be terminated immediately and the incident will be reported to the Academic Integrity Committee for further action. Sanctions may include probation, suspension, and up to expulsion. If the Academic Integrity Committee determines that a student should be academically disqualified from a program, there will be a permanent notation on the student’s transcript.
Students who have been dismissed due to poor academic performance or for academic dishonesty will be eligible to reapply to that program again only after one full academic year. Students who have been expelled or dismissed with cause by the Academic Integrity Committee would not be eligible to re-apply. The process for students applying for readmission can be found on page 16.

Examinations
Students are expected to take all examinations for courses in which they are enrolled. Dates for final examinations are given in the University Academic Calendar and Schedule of Classes in any term and may not be rescheduled without the approval of the instructor. In the event of extenuating circumstances a student needs to request a rescheduling of a final examination, the request can be approved or denied at the discretion of the course instructor. Each instructor can set a final examination policy in the course syllabus.

Credit Hour Limitations
The maximum number of units in which a student can be enrolled in any semester is 17 for the School of Management. Please note that the primary program will determine concurrent degree students’ maximum units. The primary program is defined as the program to which you were admitted first. For all students, requests for an increased number of units are considered only for students who have a minimum GPA of 3.8. Students wishing to enroll in School of Management courses exceeding 17 units must meet with an advisor in the Office of Graduate Student Affairs and complete the overload petition process. Final approval comes from the Associate Dean of Graduate Programs.
Registration

Adding/Dropping Classes

Adding Classes:
There are two ways a student may add a class:
• Electronically, through USFConnect during the designated registration period.
• Manually, with the use of the Add/Drop Form taken to the Office Graduate Student Affairs for signature and then to One Stop.

For MSFA, MAIR, MNA, MSOD, MPA, and MSIS students: Cohorted graduate program students self-register for their courses previous to each academic term. Typically, open registration period are as follows:
• Spring term: November 7-30*
• Fall and Summer terms: April 16-22*
See Appendix for tutorials about how to self-register
*Please note that dates are approximate

After open registration, all requests to register for any class must be submitted to the Office of Graduate Student Affairs.

Dropping Classes:
A student may drop a course in the following ways:
• Electronically, through USFConnect.
• Manually, with the use of the Add/Drop form taken to the Office of Graduate Student Affairs for signature and then to One Stop.

In order to receive a full tuition refund a class must be dropped before the census date.

MBA Waitlists
• If a course is full, a student can add themselves to the waitlist via USFConnect.
• If a student receives an error message regarding the waitlist, please contact the Office of Graduate Student Affairs.
• All waitlists are monitored and processed by the Office of Graduate Student Affairs.
• Students are typically notified during the first week of classes, depending on if/when seats open up in a course section.

Notification will come via the student’s USF email address, and the student will have 24 hours to respond in order to be enrolled in the course. If a student does not respond within the given timeframe, the open seat may be given to the next student on the list. Priority may be given to graduating MBA students.
• If a student is not contacted during the first week of classes, it is because a seat did not become available.
• Please notify the Office of Graduate Student Affairs if you are waitlisted for a required course and are a graduating student. You may have priority in these cases.

Auditor
Any SOM graduate student may audit selected courses offered by the School of Management, provided there is a space available and it is approved by an advisor in the Office of Graduate Student Affairs. Audited courses do not count toward regular full-time status for purposes of financial aid, visa requirements or enrollment verification; neither a grade nor credit is given for audited courses.

An audited course may be changed to credit status, or vice versa, only if the request is filed with the One Stop Enrollment and Financial Services Office prior to the census date for the course. Auditors pay the same tuition as students enrolled for credit.

For further information on auditing classes, consult the One Stop Office.
In order to audit a course, a student must contact the Office of Graduate Student Affairs. It is expected that student will demonstrate to the instructor of the course that the student has the necessary background required for the course. The instructor must approve the request for auditing, and the student must meet with the professor before the class begins to establish expectations regarding participation and deliverables associated with the student auditing. Courses not available for audit include the Core MBA courses and all EMBA courses due to the entry requirements and cohort nature of these programs.

Enrolling in Courses after Graduation
If a student wishes to enroll in classes at USF after completing the degree requirements in the program in which he/she is enrolled, the student is considered a Visiting Student. Please see the section "Visiting Student" for policy and process.

Directed Study Guidelines
The purpose of the Directed Study Program is to provide students with the opportunity to study topical areas which are not a part of the ordinary academic program and which would add significant value to the student’s educational experience at USF. Scheduling problems are not a compelling reason to enroll in an Independent Study. Research-based Independent Studies are available to all graduate students in the School of Management. An internship-based Independent Study is also available to MBA students.

For information about the required proposal process for an Independent Study course, please contact the Office of Graduate Student Affairs.

Census Date
Census dates represent the last day to drop a course in a given semester to receive a full tuition refund for that course and have the course removed from the student’s transcripts. The census date for each course each semester can be found in the published USF schedule of classes at http://www.usfca.edu/schedules. Courses dropped after the census date will be notated with a “W” on the transcript representing the fact that the class was dropped after the census date; the only exceptions to be made are classes canceled by the Dean of the School of Management. Tuition for courses dropped after the census date will not be refunded.

The Census Date should not be confused with the withdrawal deadline, which is the last day to withdraw from courses with a grade of “W” and will result in a forfeiture of tuition fees for that course. Please contact the Office of Graduate Student Affairs or reference the Academic Calendar for specific dates.

Leave of Absence
Students in good standing who wish to leave the University temporarily must meet with an advisor in the Office of Graduate Student Affairs and submit a Leave of Absence form to One Stop. Forms are available online at www.usfca.edu/onestopforms or from the Office of Graduate Student Affairs. The School of Management does not guarantee program availability upon return from a Leave of Absence.

It is the student’s responsibility to contact the Graduate Student Affairs Office to understand the full implications of their Leave of Absence, including a plan for a reintegration into their academic program before submitting the Leave of Absence form to One Stop. A Leave of Absence may be exercised for up to one academic year while enrolled in a degree program. Students who do not return for the semester specified on the Leave of Form are considered to have withdrawn from the University. Students who choose to absent themselves from the university without filing a Leave of Absence form will be withdrawn for lack of attendance during the first semester of absence (not including summer and intersession, except for
programs in which these terms are required). When a student returns and wishes to re-enroll in courses, he or she must reapply to the program. Students who wish to enroll for coursework at other institutions during their leave of absence must obtain written pre-approval from the Office of Graduate Student Affairs and must observe the rules for courses taken at other institutions. Courses taken without prior written approval will not be counted toward the degree.

Students who take a Leave of Absence will receive a full tuition refund if their Leave of Absence is submitted by 5:00 p.m. on the census date. No refund of tuition will be made to students who request a Leave of Absence after the census date.

Students who exercise a Leave of Absence while on Academic Probation must complete their probationary semester once they return to the University.

Students who are receiving financial aid should contact the USF Office of Financial Aid to discuss the potential impact of their withdrawal on their aid and/or their repayment schedule. Students borrowing from the Federal Direct Student Loan Program and/or receiving federal grant assistance are subject to the terms and conditions of the Higher Education Amendments of 1998. Additional information is included in the section “Financial Aid and Leave of Absence or Withdraw.”

Withdrawal from the University

Students planning to withdraw from the University are highly encouraged to meet with an advisor in the Office of Graduate Student Affairs to discuss the consequences of withdrawal upon your academic future at USF and/or other universities. Petition to Withdraw forms are available at One Stop Enrollment and Financial Services, the Office of Graduate Student Affairs, or on-line at www.usfca.edu/onestopforms. The withdrawal becomes final only when the completed form or an intention to withdraw has been filed with the One Stop Enrollment and Financial Services Office. Completed withdrawal forms must be received by One Stop before 5:00 p.m. on the census date.

Students who simply absent themselves from class without providing appropriate notice of intention to withdraw will have failing grades (F) posted to their records. Withdrawal from the University must occur on or before the last day to withdraw from classes for any semester. For the summer term, a withdrawal applies only to those programs that require a summer enrollment.

Students mailing their withdrawal notification should send it by certified mail to:
Office of the University Registrar
University of San Francisco
2130 Fulton Street
San Francisco, CA 94117-1080

Note: No refund of tuition will be made to students who withdraw after the census date.

Please note:
• Students who make changes in their program registration (i.e., withdraw, waived or dropped classes, etc.) after the Semester Census Date, will be liable for the entire tuition for the semester.
• Students who have withdrawn from the program and who wish to return to USF to complete their degree will be required to apply for readmission (See Readmission Policy section for details).
• Ceasing to attend classes or informing your instructor does not constitute an official withdrawal. Instructors cannot award grades of “W.”
• You will receive grades for all courses completed prior to withdrawal. If you fail to notify the Registrar of your intent to withdraw, your monthly tuition charges will continue to accrue and a grade of “F” will be assigned by the Registrar’s Office.
for the last course you attended but did not complete. Grades of “W” will be assigned for the remaining course(s) in the semester.

Financial Aid and Leave of Absence or Withdraw
Please note the following important information regarding financial aid and Withdrawal.
The Higher Education Amendments of 1998 require that the University calculate prorated student aid eligibility for students who withdraw or take a leave of absence before completing more than 60% of any academic term. Aid awarded to the student and not earned at the time of the effective date of withdrawal or leave of absence will be returned to the Federal Title IV Student Financial Aid Programs. The Title IV programs include the Federal Pell Grant Program, the Federal Supplemental Educational Opportunity (SEOG) Grant Program, the Federal Perkins Loan Program, the Subsidized and Unsubsidized Federal Direct Student Loan Program, and the Federal PLUS (Parents) Loan Program.

Federal Student Financial Aid (Title IV) Policy
1. That the amount of unearned Federal financial aid be calculated by measuring the number of days the student completed against the number of days in the term in which the student withdraws or takes a leave of absence;
2. that Student Accounts return the unearned aid they accepted in payment of charges;
3. and that the University notify the student of his/her responsibility for returning unearned aid he or she received as a refund from Student Accounts after all charges had been paid.

Federal regulations require:
If aid funds must be returned to the Title IV aid programs, loan funds will be returned before grant funds. Funds received by Student Accounts and by the student, if any, will be returned in the following order as long as there is any amount to be returned:
1. Unsubsidized William D. Ford Federal Direct Loan
2. Subsidized William D. Ford Federal Direct Loan
3. Federal Perkins Loan
4. Federal Direct PLUS (Parents) Loan
5. Federal Pell Grant
6. Federal Supplemental Educational Opportunity Grant (SEOG)
7. Other assistance programs authorized by Title IV of the Higher Education Assistance Act
The Student Accounts Office has information on this policy for students admitted to and enrolled in the University’s degree and credential programs. Examples of repayment calculations are available.

Transfer Policy
The School of Management welcomes transfer students into our Full-Time MBA, Part-Time MBA, Information Systems, Nonprofit Administration, Organization Development, and Public Administration programs. Transfer applicants are students currently or previously enrolled in another graduate program and who have not yet completed their graduate degree. Students may transfer up to six credits into the Full-Time MBA, Part-Time MBA, Information Systems, Nonprofit Administration, Organization Development, and Public Administration programs pending the following conditions:

- Courses must be graduate level courses
- Courses must have been taken at an accredited institution of higher learning within the past 5 years
- Courses must not be supervised field work, directed study or field practice
- Students must have earned a minimum grade of “B” in the course(s)
- Courses must not have been applied to an earned graduate degree at another institution or at USF (not including USF concurrent degree programs)
- Courses must have been taken in an AACSB-accredited program (MBA programs only)
For current USF MBA students interested in taking an online course at another school within the Jesuit MBA Network, the following policy applies:

1. Students are allowed up to 6 units of transfer credit for elective courses only. Core courses may not be taken online.
2. Courses must be pre-approved by an advisor in the Office of Graduate Student Affairs.
3. Students must earn a B or better to receive transfer credit.

Students transferring into the USF Full-Time MBA or Part-Time MBA program as part of the Jesuit Multilateral Agreement may transfer up to 50% of comparable coursework to our MBA program pending the following conditions:

- Students are in good academic standing at home institution
- Students must have earned a minimum grade of “B” in the course(s)
- Students are transferring to USF from a Jesuit MBA program that is at least 50 miles from USF

Visiting Students

Students may apply to be a visiting student if they 1) are currently enrolled in a comparable graduate program at another institution, 2) have graduated from a comparable graduate program at another institution, or 3) have graduated from the same USF graduate program as the one in which they are applying to take classes. Only alumni from the USF MBA and Executive MBA programs may apply to return to USF as Visiting Students in the MBA (not Executive MBA) program. Alumni from other School of Management graduate programs are not eligible to complete additional coursework in the same program from which they graduated. Visiting students are eligible to enroll in two courses per semester, not to exceed 6 credits. This restriction does not apply to JebNet MBA students.

Visiting students must reapply for visiting student status each term. Completed coursework taken by Visiting Students may not count toward a USF degree without formal acceptance to the University. Visiting Students applying to the MBA program from another Jesuit MBA program in the Jesuit Multilateral Agreement must be attending a Jesuit MBA program that is at least 50 miles from USF. International students are welcome to apply to the School of Management as Visiting Students if they will be studying at USF on a visa other than an F-1 visa. I-20s are not issued to Visiting Students.

To apply as a visiting student, students must follow the process below:

**STEP 1:** Please apply online via visiting student application: [http://www.usfca.edu/visitingstudents](http://www.usfca.edu/visitingstudents) during the specified timeframe associated with the semester you are interested in enrolling.

**STEP 2:** Contact the Graduate Student Affairs Office at somgradadvisor@usfca.edu and include the following:

- First and last name
- Course name and number you are interested in taking
- Year and semester of desired enrollment
- Attach soft copy of resume
- Attach soft copy of undergraduate transcripts
- Attach soft copy of graduate transcripts if currently enrolled or graduated from another graduate program or AACSB-accredited MBA program

**STEP 3:** The Graduate Student Affairs Office will submit your application to the Academic Program Director for review. If accepted, the Graduate Student Affairs office will notify you.

**STEP 4:** If accepted, contact the faculty teaching the course and obtain written approval.

**STEP 5:** If approved by the course faculty, please submit written approval to the Graduate Student Affairs office.
STEP 6: Set up a meeting with an advisor in the GSA office. In this meeting, the advisor will provide an orientation to USF and complete the necessary documentation to facilitate registration.

STEP 7 (MBA Only): If you are current student in a Jesuit MBA program, please provide a letter of good standing from your advisor as well as the Jesuit Multilateral Agreement Intake form.

STEP 8: Set up an appointment with Richard Cooper cooper@usfca.edu in the office of the Registrar. Mr. Cooper will register you for classes. You must pay tuition at the time of registration.

Please Note: If you are currently enrolled in a graduate program and you are receiving financial aid from your home institution, you will need to request the necessary financial aid paperwork from your home institution. Please provide the financial aid documentation to the One Stop Office.

One Stop Enrollment and Financial Services
2130 Fulton Street, Lone Mountain 251
Phone: (415) 422-2020; Fax: (415) 422-6084
E-mail: onestop@usfca.edu
www.usfca.edu/onestop

Readmission Policy
Readmission applicants are any student previously enrolled in a School of Management graduate program based on the categories set forth below. Applicants may apply to only one of these programs each year. Please note that USF graduate coursework will only apply toward the degree if the coursework was completed within five years of the term for which the student is applying for readmission.

Category:
A. Students in good academic standing who, within the past five years, have withdrawn from the University, left the University without filing a Leave of Absence, or whose Leave of Absence has expired.
B. Students who were previously enrolled in a graduate program and were unable to meet the required minimum degree completion time of 5 years (time is counted from the beginning of a student’s graduate program, regardless of any leave of absence taken);
C. Students who were previously enrolled in a graduate program and were dismissed for not meeting the required minimum GPA of 3.0

Category A Reapplicant Requirements:
Application (pdf)
Resume
Reapplication Essay *
Academic Transcripts **

Category B and C**** Reapplicant Requirements
Online Application
Application fee: $55
Resume
Letter of Recommendation (1)
Reapplication Essay *
Academic Transcripts **
GMAT ***

Reapplication Essay *
Please set forth all extraordinary and compelling circumstances which you assert were factors contributing to your previous
withdrawal from the graduate program. This essay must also state all reasons which, in the opinion of the applicant, should cause the Admissions Committee to conclude that you are now sufficiently able to complete the program.

**Transcripts**
Readmission applicants need only supply new transcripts of courses they have taken outside of USF since leaving.

**GMAT**
GMAT is waived for Category B applicants that left the program in good academic standing with a 3.0 GPA or higher.

**Category C**
Students who have been dismissed due to poor academic performance or for academic dishonesty may be eligible to reapply after one full academic year. Please note: students who have been expelled or dismissed with cause by the Academic Integrity Committee are not eligible to re-apply.

**Time Limits for Degree Completion**
The time limitation for completing all of the requirements for all School of Management graduate degree programs is five years. Time is counted from the beginning of a student’s program, regardless of any leave of absence taken. If a student takes a leave of absence and returns to the university, the student will be subject to curriculum changes that have taken place in the interim.

**Filing for Graduation Diplomas and Commencement**
Graduation applications, evaluations, and conferment are serviced through the USF Graduation Center, located within the One Stop Office (see One Stop Enrollment and Financial Services section of Part III: Student Services). Candidates applying for the conferral of a graduate degree should file the online Graduation Application form in the semester preceding the final semester of registration for degree requirements. Joint degree students must file for graduation separately for each degree program. The application must be filed within the time limitation for degree completion by the following deadlines:
- Fall Term: September 1
- Spring Term: February 1
- Summer Term: February 1

Please note: To be considered for all Graduate Awards and Honors, students must submit applications to Office of Graduate Student Affairs within 2 weeks of the deadline. The Application for Graduation form is available online at www.usfca.edu/graduation and is valid for three consecutive semesters, beginning with that listed on the application; after this period, a new application must be submitted.

Graduation dates posted on the academic transcript and on the diploma coincide with the last month of the three semesters of instruction: Fall - December; Spring - May; Summer - August. The date for degree conferral for the Spring and Fall semesters is the last day of exams and for the Summer semester, the last day of class. The official graduation date will reflect the completion of all academic requirements for the degree, and not the last term of enrollment, and will take into account all waivers and substitutions approved by the student’s academic dean.

Graduate student diplomas list the degree and the school or college of the University awarding the degree. Students must complete the program requirements indicated in the catalog in force at the time of their most recent matriculation. Diplomas are mailed to students approximately six weeks after degree posting. Diplomas will not be issued to students who have not met their financial obligations to the University, including payment of outstanding fines.
Concurrent degree students in the MAPS/MBA, MSFA/MBA, and MSEM/MBA programs have both degrees posted for the same term regardless of when the coursework for the separate degree programs was completed. DDS/MBA students will have their MBA degree posted after completion of MBA degree requirements. JD/MBA students will have each separate degrees posted upon completion of that specific degree’s requirements.

For JD/MBA students, two separate transcripts will be issued upon graduation. In order to reflect the approved cross-over courses on each transcript, the following will take place:

1. The Graduate Student Affairs office will reach out to graduating JD/MBAs two months before each graduation (Fall and Spring) and request which pre-approved Law cross-over courses (up to 12 units) the student wishes to count toward their MBA units and have reflected on their MBA transcript.
2. The Graduate Student Affairs office will provide this information to the University Registrar.
3. The University Registrar will make the necessary changes to the students' transcripts so that the pre-approved cross-over Law courses indicated by the student will be displayed on the student’s MBA transcript as earning CR and unit bearing. These courses will not count toward the MBA GPA.

Commencement Awards
Dean’s Medal of Excellence in Scholarship
An award is given to a graduating candidate of the Masagung Graduate School of Management, who exemplifies leadership through professional and academic development, aligning with USF’s mission and values. All nominees must rank in the top 5% of their respective program to be eligible.

Selection process: The Graduate Student Affairs office will accept all nominations from faculty, university staff, mentors, and fellow students. Those who rank in the top 5% of their program are eligible for consideration for this award and will be presented to the committee. The graduation committee will determine the most eligible winner based on ranking and award criteria. Students will be notified of the results by email. Eligible programs include: MBA, MSFA, MSOD, MPA, MNA and MSIS.

Dean’s Student Life Award
An award is given to a graduating candidate of the Masagung Graduate School of Management who has shown commitment and outstanding service to the students and programs in the School of Management through extracurricular work, student involvement and commitment to fellow students and USF’s mission and values.

Outstanding Public Service Award
An award is given to a graduating candidate of the Masagung Graduate School of Management based on his or her demonstration of superior academic performance, outstanding service to the community, and promotion of social justice and USF’s mission and values.

Selection process: The GSA office will accept nominations from faculty, university staff, mentors, and fellow students for the Dean’s Student Life Award and Outstanding Public Service Award. The graduation committee will review all nominations and determine the most eligible winner based on award criteria. Students will then be notified of the results by email. Eligible SOM programs include: MBA, MSFA, MSOD, MPA, MNA and MSIS.

Note: The graduation committee consists of staff and faculty within the School of Management.
Beta Gamma Sigma
The top 20% of the graduating students each Fall and Spring semester from the MBA, MSFA, MSOD, and jMGEM programs are invited to join the Beta Gamma Sigma international honor society.

Pi Alpha Alpha
Pi Alpha Alpha is the National Honor Society for Public Affairs and Administration. Membership is restricted to those students who have obtained a minimum GPA of 3.7. Master degree students must have completed at least fifty percent (50%) of the required course work (a minimum of 18 semester hours or 27 quarter hours).

Nu Lambda Mu
Nu Lambda Mu is under the Nonprofit Academic Centers Council, an international membership association that focuses on the study of nonprofit/nongovernmental organizations, voluntarism, and/or philanthropy. Current graduate students must be in a NACC affiliated program, have completed a minimum of 50% of their required graduate degree-program coursework and hold a minimum overall 3.7 GPA at the time of application.

Dean’s List
Those individuals in the MBA, MSFA, MSOD, MPA, MNA, MSIS or MSAN programs who have demonstrated excellence in their coursework are acknowledged by their placement on the Dean's List. This designation is recorded on the student’s transcript each semester a student is awarded the distinction. Students are eligible for the Dean's List upon fulfilling the following requirements: semester GPA in the top 10% of each individual program or at least a 3.7, with a minimum cumulative 3.7 GPA. Students must have completed at least six (6) credits for MNA, MPA, MSIS and MSOD, or eight credits for MSFA, MSAN and MBA in the semester under consideration.

MBA dual degree students in MSEM, MAPS and JD programs must be enrolled in a minimum of eight (8) units from the MBA program to be considered eligible for the Dean’s list.

Concurrent Degrees
The University of San Francisco School of Management offers five concurrent degrees: MAPS/MBA (in partnership with the USF College of Arts and Sciences), DDS/MBA (in partnership with UCSF School of Dentistry), MSEM/MBA (in partnership with the USF College of Arts and Sciences), MSFA/MBA, and JD/MBA (in partnership with the USF School of Law).

In order to be considered for a concurrent degree program, students must apply and be admitted to each program in the concurrent degree separately. University policy requires that all concurrent degree students pay the tuition rate of the program they started first throughout their concurrent degree coursework. A student’s cumulative GPA in all graduate coursework is listed on the student’s University transcript. However, the School of Management calculates a separate cumulative GPA for the student’s MBA coursework for the purpose of evaluating academic probation, dean’s list, etc.

MAPS/MBA
The M.A. in Asia Pacific Studies/MBA program is designed to provide a humanities-based, interdisciplinary degree that applies business expertise to the development of Asia and its impact on global economic systems. The MAPS/MBA program provides a cost and time savings of up to 16 units and can be completed on a full-time or part-time basis. Students may begin either the MAPS or MBA program first or may begin these programs in the same semester. Students must earn a minimum cumulative GPA of 3.0 in the MAPS program to be eligible to apply to the Full-Time MBA or Part-Time MBA program as an MAPS/MBA concurrent degree student.
DDS/MBA
The DDS/MBA program prepares students for management and leadership in the dental field. Whether students want to manage their own dental practice, be an active part of growing an existing larger practice, or provide leadership for another organization, the MBA program will equip them with the business foundation to make it happen. Students must complete their first year in UCSF’s School of Dentistry to be eligible to apply to the Part-Time MBA program as a DDS/MBA concurrent degree student.

MSEM/MBA
The M.S. in Environmental Management/MBA program is designed to prepare students for leadership in the fast-growing environmental marketplace. The MSEM/MBA program provides a cost and time savings of up to 12 units and can be completed on a full-time or part-time basis. Students may begin either the MSEM or MBA program first or may begin these programs in the same semester. Students must earn a minimum cumulative GPA of 3.0 in the MSEM program to be eligible to apply to the Full-Time MBA or Part-Time MBA program as an MSEM/MBA concurrent degree student.

MSFA/MBA
The M.S. in Financial Analysis/MBA program is designed to prepare students with a solid managerial foundation grounded with the quantitative rigor demanded by the financial field. The MSFA/MBA program provides a cost and time savings of up to 24 units and can be completed on a full-time or part-time basis. Students must complete a minimum of 19 units in the MSFA program with a minimum cumulative GPA of 3.0 to be eligible apply to the Full-Time MBA or Part-Time MBA program as an MSFA/MBA concurrent degree student.

JD/MBA
The JD/MBA program is designed to give law students an in-depth knowledge of corporate business practices and the managerial skills necessary for leading large firms and organizations. The JD/MBA program provides a cost and time savings of up to 24 units. Students must earn a minimum cumulative GPA of 2.5 at the end of the second year in the USF School of Law in order to be eligible to apply to the Full-Time MBA program as a JD/MBA concurrent degree student. This policy applies to students who started in the Law School Fall 2012 and later.

United States Business Culture Class (USBCC)
The School of Management’s United States Business Culture Class (USBCC) is designed to help international students enhance their communication and presentation skills, and their understanding of the unique aspects of American culture, language and business practice through the use of case studies. In addition, the timeframe of the USBCC program provides an important opportunity for international students to adjust to life in the U.S. and to get settled in San Francisco before classes begin so they are prepared to fully participate and succeed in all aspects of their program. The USBCC is three weeks in length. The first two weeks of the program will include intensive academic English language training that focuses on U.S. business vocabulary and culture, academic business reading and writing, and presentation skills. The final week highlights practice and application of business English skills. Students’ required participation in USBCC is determined by their TOEFL, IELTS, or PTE Academic score at the time of admission.

Academic Global Immersions
The School of Management does not guarantee availability of space in your first choice AGI course. If an AGI is a requirement for your degree completion make sure to attend information session(s), register, and pay the deposit for the course of interest earlier than the deadlines provided.

1.) Attend information session(s) to determine trip of interest
2.) Complete AGI online application/registration process.
3.) Once you have been accepted to your AGI, please pay the required deposit by the published deposit deadline. Failure to pay by the deadline may cause you to lose your spot in the course (trip). Please note that deposits are non-refundable. Students must present proof of deposit to faculty to firm participation (This can be OneStop receipt or online payment printout).

4.) If your AGI of interest is full, please select your second choice and register and pay deposit to guarantee placement in course.

5.) Attend all pre-departure meetings for important information pertaining to travel and travel requirements (no make-up meetings will be set, they are all required).

6.) If, for any reason, you are unable to attend your AGI, you must notify the coordinating faculty member and the Office of Graduate Student Affairs.

7.) Pay associated course tuition and program fees for the AGI course by published University tuition deadline.

8.) Students must complete compliant forms and return to faculty/TA who will check for completeness, and submit to the Center for Global Education.

**Use of student voice and likeness**

When attending USF sponsored events, there is often photography and videography for archival, educational, and related promotional purposes. USF's Office of Marketing and Communications may also video stream many of these video recordings through the USF web site. By attending or participating in a USF-sponsored event, a student grants USF the full unrestricted rights to your photograph, voice and likeness in any manner or media whatsoever worldwide for educational marketing purposes.
Part II: Student Conduct

Statement of Responsibilities and Standards of Conduct

In developing responsible student conduct, disciplinary proceedings play a role secondary to counseling, guidance and admonition. At the same time, the University of San Francisco has a duty, and the corollary disciplinary powers, to protect its educational purpose through the setting of standards of scholarship and of conduct for the students who attend the University and through the regulation of the use of institutional facilities. Consistent with that purpose, reasonable efforts will be made to foster the personal, educational, and social development of those students who are held accountable for violations of University regulations. As a Jesuit institution, USF is committed to being a community that facilitates the holistic development of its members.

This commitment encourages the freedom for individual choice and expression with the expectation that individual members of the community will BE HONEST, DEMONSTRATE RESPECT FOR SELF, DEMONSTRATE RESPECT FOR OTHERS, and DEMONSTRATE RESPECT FOR THE LAW AND UNIVERSITY POLICIES AND PROCEDURES.

In keeping with this commitment, this Statement of Responsibilities and Student Conduct Code and related policies and procedures have been created to guarantee each student’s freedom to learn and to protect the fundamental rights of others. The University has established standards, policies and procedures that are necessary to achieve its objectives as a Catholic, Jesuit University. These standards, policies and procedures are inclusive of the laws of the nation, the state of California, and the local community.

All members of the USF community are expected to conduct themselves in a manner that is consistent with the goals of the institution and demonstrate respect for self, others, and their property. Students living off campus are members of this community and, as such, are representatives of USF to the community at large. In this regard, students living off campus maintain an equal measure of accountability to the values and expectations of all members of this community as identified in the Student Conduct Code.

Whether living in or passing through the campus neighborhoods, or parking in the streets around campus, students are expected to adhere to the same high standards of conduct and behavior that are consistent with the students’ developing role as responsible and accountable citizens and reflect well upon the USF community.

Student Conduct Code

All members of the USF community have a strong responsibility to protect and maintain an academic climate in which the fundamental freedom to learn can be enjoyed by all and where the rights and well-being of all members of the community are protected. To this end, certain basic regulations and policies have been developed to govern the conduct of all students as members of the University community. The University reserves the right to review student conduct that occurs on and off campus when such behavior is inconsistent with these expectations and the Student Conduct Code. In addition, students are responsible for the actions of their guests and will be held accountable for any violations of University standards, policies and procedures by a guest. Students should accompany their guests at all times while on campus. If necessary, the University reserves the right to limit the guest privileges of a student. The following acts will subject students to disciplinary action:

1. Acts of dishonesty, including but not limited to the following:
   a. Furnishing false information to the University, any University official, instructor, or office
b. Forgery, alteration, or misuse of any University records, permits, documents, communication equipment, or identification cards and government issued documents

2. Conduct that endangers the physical or psychological well-being of any person including but not limited to the following:
   a. Physical abuse
   b. Verbal abuse
   c. Threats
   d. Intimidation
   e. Harassment
   f. Coercion
   g. Harm to self
   h. Hazing

3. Attempted or actual theft of property on or off campus

4. Destruction, damage, or misuse of University property or the property of any other person or group

5. Degrading language or actions, including stalking, or any practice by a group or individual that degrades a student or University community member, endangers health, jeopardizes personal safety, or interferes with an employee’s duties or with a student’s class attendance or educational pursuits

6. Nonconsensual physical contact of a sexual nature

7. Failure to comply with directions of University officials (including Resident Advisors) or law enforcement officers acting in performance of their duties and/or failure to identify oneself to these persons when requested to do so; refusal or failure to leave premises because of conduct prescribed by this code

8. Violation of any University standard, policy or procedure, including Residence Life policies listed in the Residence Life section of this handbook

9. Conduct in which a student is detained, arrested, cited, or otherwise charged with violations of local, state, or federal laws

10. Use, possession, manufacturing, or distribution of drugs or equipment, products or material used in manufacturing, growing, using, or distributing of any drug or controlled substance (Please refer to the University’s Drug Free Policy for more information)

11. Use, possession, manufacture, or distribution of alcoholic beverages (except as expressly permitted by University regulations, refer to the University’s Drug Free Policy), public intoxication; alcoholic beverages may not, in any circumstance, be used by, possessed by or distributed to any person under twenty-one (21) years of age

   a. POLICIES PERTAINING TO THE USE OF ALCOHOLIC BEVERAGES at 101 HOWARD CAMPUS
      The following procedures are to be observed whenever alcoholic beverages are served on campus at events where faculty, students, and/or staff are in attendance.
      
      (4) The event shall be sponsored by a Unit or Department of the University.
      (5) All alcohol beverages must be purchased through and served by Bon Appétit.
      (6) Use of the particular facility involved shall be approved by the office(s) having usual responsibility for that facility.
      (7) State law prohibits the unlicensed sale of alcoholic beverages.
      (4) The sponsor of the event shall establish controls which will ensure that all persons present in the area where alcoholic beverages are served and consumed are at least 21 years of age.
      (5) The event shall be open to a prescribed group only.
      (6) The sponsor of any such event or his/her designee shall be present at the event and shall be responsible for the maintenance of proper decorum and compliance with law and relevant University and campus regulations.
12. Possession or use of firearms, explosives, dangerous chemicals, or other dangerous weapons or instruments on University premises or use of any such item (This includes but is not limited to BB guns, Airsoft guns, Mace, switchblades and the like)

13. Unauthorized entry into or use or defacement of University facilities, including residence halls and other buildings and grounds, including roofs, ledges, balconies; unauthorized erection or use on University property of any structures including but not limited to tents, huts, gazebos, shelters, platforms, and public address systems

14. Launching, dropping, throwing or dumping any object or substance from within or on a University structure or property

15. Lewd or indecent conduct

16. Aiding, abetting, or procuring another person to violate any provision of the Student Conduct Code

17. Disorderly Conduct including but not limited to:
   a. Excessive or prolonged noise
   b. Behavior that interferes with the orderly functioning of the University
   c. Behavior that interferes with an individual’s pursuit of an education on University premises or during an authorized University class, field trip, seminar, competition or other meeting, or University-related activity.

18. Any unauthorized use of electronic or other devices to make an audio or video record of any person while on University premises without his/her prior knowledge, or without his/her effective consent when such a recording is likely to cause injury or distress. This includes, but is not limited to, surreptitiously taking pictures of another person

19. Any violation of the University Technology Resources Appropriate Use Policy

20. Abuse of the Student Conduct System, including but not limited to:
   a. Failure to obey the notice from a student conduct officer/board or University official to appear for a meeting or hearing as part of the Student Conduct System
   b. Falsification, distortion, or misrepresentation of information before a student conduct officer/board
   c. Disruption or interference with the orderly conduct of a student conduct proceeding
   d. Institution of a student conduct code proceeding in bad faith
   e. Attempting to discourage an individual’s proper participating in, or use of, the student conduct system
   f. Attempting to influence the impartiality of a student conduct officer/board prior to, and/or during the course of, the student conduct proceeding
   g. Harassment (verbal or physical) and/or intimidation of a student conduct officer/board prior to, during, and/or after a student conduct proceeding
   h. Failure to comply with the sanction(s) imposed under the Student Conduct Code
   i. Influencing or attempting to influence another person to commit an abuse of the student conduct code system

Sanctions

The following sanctions may be imposed upon any student found to have violated the Student Conduct Code. This list is not exhaustive. All sanctions are cumulative, and a student’s disciplinary history will be taken into consideration when issuing a sanction. Sanctions also may be enhanced based on the severity of the behavior and impact on the University community.

1. Warning: A written reprimand for violations of specified University policies or campus regulations, including notice to the student that continued or repeated violations of specified University policies or campus regulations may be cause for further disciplinary action.

2. Probation: A period of time specified for observing and evaluating a student’s conduct, with or without special conditions. Further violations while on probation may result in more severe disciplinary action, normally in the form of loss of privileges and exclusion from activities, suspension, or expulsion. Probation will be imposed for a specific period of time, and the student is considered removed from probation when the period expires. Disciplinary Probation is a serious encumbrance upon a student’s good standing in the University and may render the student ineligible for extra-curricular activities.
3. Loss of Privileges: Denial of participation in designated privileges and extracurricular activities for a specified period of time. Violation of any conditions in the loss of privileges and exclusion from activities sanction or violations of other policies or campus regulations during the period of the sanction may be cause for further disciplinary action, normally in the form of suspension or expulsion.

4. Fines: Monetary fines may be imposed on students or student organizations for violations of the Student Conduct Code.

5. Restitution: Compensation for damage to or misappropriation of University property may be imposed either exclusively or in combination with other disciplinary action. Reimbursement may also be imposed for damage to the property of or injury to another person as a result of a violation of the Student Conduct Code. Such reimbursement may take the form of monetary payment or appropriate service to repair or otherwise compensate for damages. Restitution may be imposed on any student acting alone, or through group or concerted activities, or on any campus organization that participates in causing the damages or expenses.

6. Exclusion: Exclusion of a student from specified areas of the campus or campus activities. Violation of the conditions of exclusion or of University policies or campus regulations during the period of exclusion may be cause for further disciplinary action, which normally is in the form of University suspension.

7. Residence Hall Relocation: Relocation of a student in University-operated housing may occur when the student has demonstrated that he or she is unable to be successful in his or her current location by virtue of repeated violations of the Student Conduct Code and/or Residence Life policies.

8. Residence Hall Pre-Removal: When a student has demonstrated a pattern of behavior that is contrary to the behavioral expectations of community living, he or she will be given formal notice that any further violation for which they are found responsible will result in immediate residence hall expulsion.

9. Residence Hall Suspension: Separation of the student from the residence halls for a definite period of time, after which the student is eligible to return. Conditions for readmission may be specified.

10. Residence Hall Expulsion: Permanent separation of the student from the residence halls.

11. Discretionary Sanctions: The following are examples of discretionary sanctions:
   a. Essays, reflections or research papers.
   b. Service to the University or local community.
   c. Behavioral assessment or counseling sessions related to inappropriate conduct or violations of the Student Conduct Code.
   d. Deferred sanctions may be imposed as deemed appropriate by the Assistant Dean of Students or designee. Such sanctions could include Deferred Residence Hall Expulsion, Deferred University Suspension or Deferred University Expulsion. Specific conditions accompany a deferred sanction and any violation or failure to complete the conditions would result in the immediate University Suspension or Expulsion.
   e. In cases involving drug or alcohol abuse, the student may be referred to an appropriate on or off-campus resource for assessment and may be required to random drug testing (at his/her own expense) as a condition for continued enrollment at the University.

Please refer to the Drug-Free Policy for more information on sanctions for drug and alcohol violations.

f. Other related discretionary assignments.

12. University Suspension: Separation of the student from the University for a definite period of time, after which the student is eligible to return. Conditions for readmission may be specified.

13. University Expulsion: Permanent separation of the student from the University.

14. Ineligibility for Graduation: A graduating student involved with alleged Code violations prior to graduation may not graduate, participate in graduation ceremonies, or receive a diploma until the matter has been processed and sanctions completed.
15. Revocation of Admission and/or Degree: Admission to or a degree awarded from the University may be revoked for fraud, misrepresentation, or other violation of University standards in obtaining the degree, or for other serious violations committed by a student prior to graduation.

16. Withholding Degree: The University may withhold awarding a degree otherwise earned until the completion of the process set forth in this Student Conduct Code, including the completion of all sanctions imposed, if any. More than one of the sanctions listed above may be imposed for any single violation.

Academic Honesty Policy

The School of Management embraces a commitment to ethical principles, believing that honesty, respect and integrity of the highest standards are essential components of our mission. In all academic pursuits, students shall behave conscientiously and, whether working independently or collaboratively as member of a team, must clearly delineate whether ideas presented are original or those of another. Adherence to the standard of academic integrity includes giving credit where credit is due, and when in doubt, consulting the instructor or other knowledgeable persons as to whether particular conduct, collaboration, and/or acknowledgment of sources is appropriate. To this end, certain basic regulations and policies specific to academic integrity and misconduct have been developed by the University of San Francisco to govern the students of the School of Management Graduate Programs as members of the general university community. Academic misconduct occurs when a student misrepresents others’ work as her/his own or behaves in a manner that gives unfair advantage to her/himself or another student academically. Examples of misconduct include cheating, plagiarism and aiding another person who attempts to, or in fact does, violate the Student Conduct Code.

Cheating

Cheating occurs when a student attempts to complete or take credit for work by any dishonest means or assists another in doing so. Some examples of cheating include lying; copying from another’s exam or assignment; unauthorized collaborating on an exam or assignment; submitting the same work in more than one course without instructor permission; falsifying data collected in research or laboratory courses; taking or receiving copies of an exam without the permission of the instructor; and using notes or other information devices inappropriate to the test conditions.

Plagiarism

Plagiarism occurs when the ideas, organization, or language of another are incorporated into one’s work without properly crediting the original source with a citation or other disclosure. It includes re-writing or re-formatting material without acknowledging the original source of the ideas. Even if the language and organization are in the student’s own words, any ideas or information that is not common knowledge must be acknowledged in a reference. Students are responsible for knowing and using the correct procedures for acknowledging and identifying sources of borrowed material. Failure to properly credit sources in all or part of work presented in draft or final form to anyone is plagiarism, regardless of whether it occurs as a result of dishonest intent or carelessness. As a student, if you:

• Quote directly from a source: you must enclose the quoted material, even if it is no more than a phrase or a single distinctive word within quotation marks, and provide a reference.

• Paraphrase, i.e., restate the material in your own words: (a) the paraphrasing must represent a substantial change from the original, not just the changing of occasional words and phrases, and (b) you must provide a reference.

• Present material that is common knowledge, but borrow someone else’s organizational pattern: you must acknowledge that borrowing in a reference.

Honor Code

I. Purpose

As a Jesuit institution committed to cura personalis—the care and education of the whole person—USF has an obligation to embody and foster the values of honesty and integrity. USF upholds the standards of honesty and integrity from all members
II. The Honor Pledge

USF students uphold the Honor Code by adhering to the core values of the university and upholding its mission to guide their academic careers and educational experiences.

(All students entering USF sign the following Honor Pledge)

**USF Academic Honor Pledge**  I pledge to demonstrate the core values of the University of San Francisco by upholding the standards of honesty and integrity, excellence in my academic work, and respect for others in my educational experiences, including supporting USF’s mission.

III. Standards of Conduct

Adherence to standards of honesty and integrity precludes engaging in, causing, or knowingly benefiting from any violation of academic integrity. Without regard to purpose, the following violations are prohibited.

A. Cheating

Cheating is the use or attempted use of unauthorized materials, information, and study aids, as well as unauthorized collaboration on examinations and other academic exercises. It is the responsibility of students to consult with their professors concerning what constitutes permissible collaboration. Cheating or helping others cheat is academic fraud.

B. Plagiarism

Plagiarism is the act of presenting, as one’s own the ideas or writings of another; plagiarism, in any of its forms, violates academic integrity. While different academic disciplines have different norms of attribution, all strive to recognize and value individuals’ contributions to the larger body of knowledge. It is the responsibility of students to consult with their professors in order to understand the norms of attribution in each discipline and area of study.

C. False Citations

False citation is attribution to an incorrect or fabricated source; false citation is academic fraud. False citation seriously undermines the integrity of the academic enterprise.

D. Submitting the Same Work for Multiple Assignments

Students may not submit work (in identical or similar form) for multiple assignments without the prior, explicit approval of all faculty to whom the work will be submitted. This includes work first produced at USF or at another institution attended by the student.

E. Submitting False Data

False data is information that has been fabricated, altered, or contrived in such a way as to be misleading; the submission of false data is academic fraud.

F. Falsifying Academic Documentation

Forging or altering academic documentation (including transcripts, signatures, letters of recommendation, certificates of enrollment or standing, registration forms, and medical certifications) concerning oneself or others is academic fraud.
G. Abuse of Library Privileges
Depriving others of equal access to library materials constitutes a violation of academic integrity. This includes sequestering library materials for the use of an individual or group, refusal to respond to recall notices, and the removal or attempt to remove library materials from any University library without authorization.

H. Abuse of Shared Electronic Media
Depriving others of equal access to shared electronic media used for academic purposes constitutes a violation of academic integrity. This includes actions that result in the damage or sabotage of campus computer systems.

IV. Academic Honesty Committee: Role and Membership

The Academic Honesty Committee is responsible for oversight of the Honor Code and shall investigate alleged Honor Code violations, and resolve and award sanctions when appropriate. The Academic Honesty Committee does not have the authority to change a student’s grade.

The Academic Honesty Committee is a representative group of faculty, students, and administrators from the College of Arts and Sciences, the School of Management, the School of Education, and the School of Nursing and Health Professions. Ordinarily, members include: three faculty from the College of Arts and Sciences, one faculty from the Schools of Management, Education, and Nursing, two undergraduate students, and one graduate student. The University of San Francisco Faculty Association (USFFA) and the Provost Council jointly appoint the faculty and administrative members. The ASUSF and the Provost’s Council select the student representatives.

The Chairperson is appointed by the Provost for a term of two years and is a non-voting member unless the members are evenly split on a decision regarding an Honor Code violation. Other members serve for a minimum of two years; ideally members from the same department serve staggered terms. Academic Honesty Committee members administer the Honor Code and educate students, staff, faculty, and administrators about their academic responsibilities. Scheduling problems and other circumstances may alter committee makeup and length of terms.

A staff person in the Office of the Provost keeps all written or recorded information related to the business of the Academic Honesty Committee on a password protected server.

V. Possible Violations of the Honor Code

All USF students are expected to adhere to the Honor Code and are subject to the consequences of violating it.

If an instructor believes that a student has violated the Honor Code, the instructor first notifies the student to give him/her an opportunity to respond. If the instructor concludes that a violation has occurred, s/he may issue a warning, lower the grade, or assign a failing grade and report the incident to the Associate Dean of the student’s college or school. If the student is not satisfied with the consequence proposed by the instructor, the student may refer the matter to the Academic Honesty Committee.

If a staff person or another student believes that a student has violated the Honor Code s/he will notify the Associate Dean of the student’s school or college. The Associate Dean determines the appropriate consequence for the student and may report the violation to the Academic Honesty Committee.

Whether the violation has been handled by the instructor or referred to the Academic Honesty Committee, the instructor is responsible for reporting the incident to the Associate Dean’s office of the student’s college or school. Repeat violations are
forwarded by the Associate Dean to the Academic Honesty Committee for further action.

Information related to violations of the Honor Code will be kept for up to seven (7) years in a secure, confidential file in the appropriate Associate Dean’s office.

When a violation is reported to the Academic Honesty Committee, the process that follows occurs in the following stages: A) Referral, B) Investigation, C) Resolution, D) and Sanction.

A. Referral Any serious or repeat violation of the Honor Code or unsuccessful resolution by an instructor is referred to the Academic Honesty Committee. The referring individual submits a signed written report to the Academic Honesty Committee, which describes the incident in detail.

B. Investigation When an alleged violation is referred to the Academic Honesty Committee, two committee members — a faculty/administrative member and a student chosen by the Academic Honesty Committee Chair — investigate the allegations and report their findings to the Academic Honesty Committee.

i. Making reasonable efforts to interview the student(s), the complainant(s) and the potential witnesses, the investigators gather information relating to the alleged violation. Investigations are expected to take no longer than two weeks from the time of the initial referral, at which time a written report is submitted to the Academic Honesty Committee. If the investigators differ in their conclusions, separate reports may be submitted.

ii. If the Academic Honesty Committee determines that there is insufficient evidence, the report of the violation will be dismissed and the outcome reported to the student, the reporting individual, and the Associate Dean of the student’s school or college.

iii. If the Academic Honesty Committee determines that there is sufficient evidence of a violation, resolution will follow.

C. Resolution The Academic Honesty Committee Chair will schedule a hearing, to be held at least 15 working days from the time of the Academic Honesty Committee’s determination to pursue a violation. The student(s) will be notified in writing of the hearing date and the alleged violation(s). The letter to the student(s) shall include: • A copy of the Honor Code; • A summary of the allegations; • A list of expected witnesses and evidence; • The date, time, place of the hearing; • The names of the Academic Honesty Committee members; and • The rights of the student.

In preparation for the hearing: i. The Academic Honesty Committee Chair prepares all materials to be considered at the hearing and makes them available to the student charged with academic dishonesty, the person making the charge, and the Academic Honesty Committee at least five (5) working days before the hearing. ii. Evidence that the student wishes to submit in response to the allegations must be submitted to the Academic Honesty Committee Chair for distribution at least 48 hours before the hearing; it is at the discretion of the Academic Honesty Committee to consider any evidence submitted after that time.

Rights of charged student at the hearing include: i. To be allowed reasonable time to prepare for the hearing (no less than 10 working days after being notified of the hearing date). ii. To select a support person to be present as an observer during the hearing; legal counsel is not permitted. iii. To be present at the hearing. The charged student may waive his/her right to attend in which case the hearing may proceed without the student. iv. To present evidence or witnesses. The charged student must inform Academic Honesty Committee regarding requests for witnesses at least 5 working days before the hearing.
scheduled hearing. The student is responsible for notifying his/her witness(es) of the hearing date, time, and location. v. To waive any rights associated with the hearing as provided by the Honor Code. vi. To receive a written report from the Academic Honesty Committee.

Hearing Procedures guidelines: i. There must be a quorum of Academic Honesty Committee members present, a minimum of 2/3 or 6 of its 9 members. ii. The Academic Honesty Committee Chairperson or a designee presides over the hearing and determines all procedural matters prior to and during the hearing. iii. If a student fails to appear at a scheduled hearing, the hearing may be held and the matter resolved without the student present. iv. The hearing will be closed to the public in all cases. v. In matters involving multiple students, their cases may be heard in a single hearing. If all students do not consent to a joint hearing, the same Academic Honesty Committee will hear their cases separately. vi. Any witness, other than the charged student, is present only for his/her testimony. vii. The Academic Honesty Committee shall decide via secret ballot whether the student is “in violation,” of the Honor Code. A majority of Academic Honesty Committee members must vote “in violation” in order for sanctions to be imposed. viii. If the Academic Honesty Committee determines the student is “in violation” of the Honor Code it will impose: a letter of censure in the student’s academic file; suspension from the University; or a recommendation to the Provost for dismissal or denial/revocation of a degree. ix. Once the Academic Honesty Committee reaches a decision, the chairperson of the Academic Honesty Committee will communicate in writing directly to the student, the reporting individual, the Associate Dean of the student’s school or college, and the Provost the outcome of the hearing. x. The decision of the Academic Honesty Committee is final and binding. xi. The Academic Honesty Committee prepares a written report, detailing the evidence considered, final decision, and reasons for its decision, which is submitted to the Office of the Provost.

D. Sanctions These guidelines will be used, without regard to mitigating or exacerbating circumstances, by the Academic Honesty Committee to determine the sanction that is most appropriate for the violation committed. Sanctions will be based on the severity of the violation. For offenses not expressly addressed in these guidelines, the Academic Honesty Committee should consider the general principles they convey.

i. Letter of Censure A Letter of Censure is the least severe sanction recommended by the Academic Honesty Committee to the student’s Dean. It describes the Honor Code violation and is placed in the student’s academic file, which is retained in the Registrar’s Office. The letter is kept there until graduation, at which time it is destroyed.

Offenses for which a Letter of Censure is an appropriate sanction are often characterized by a combination of deceit, ignorance, and confusion on the part of the accused. Examples of when a Letter of Censure is appropriate include, but are not limited to:

• Submitting the same paper written by the student, or portions thereof, in multiple courses without permission or attribution;
• Collaboration on an assignment where collaboration was not allowed;
• Including false or improper citations in the assignment.

ii. Suspension Suspension is the intermediate level sanction recommended by the Academic Honesty Committee to the student’s Dean. Suspension will typically be imposed for one semester, but may be imposed for two semesters. Suspension is noted on the student’s transcript at the end of the semester’s entries in which the violation occurred: “Suspension: Violation of Honor Code.”
Offenses for which Suspension is an appropriate sanctions are extensive, grave and/or serious first-time violations, or for a repeat violation of a lesser offense. Examples of offenses in which Suspension is the appropriate sanction include, but are not limited to:

- Complete or partial plagiarism on a paper;
- Cheating on a test;
- Unauthorized collaboration on a project;
- Altering a graded assignment for re-grading.

iii. Dismissal from the University or Revocation of a Degree  Dismissal from the University or revocation of a degree is the most severe sanction recommended by the Academic Honesty Committee to the student’s Dean and the Provost. Dismissal is noted on the student’s transcript at the end of the semester’s entries in which the violation occurred: “Dismissal: Violation of Honor Code.” If a student has already received a degree from the University, the President or Provost of the University may revoke the degree. The sanction will be entered permanently on the student’s record.

Dismissal from the University or revocation of a degree is appropriate for serious, grave, and/or extensive first-time or repeat offenses such as altering one’s academic transcript. It is also reserved for situations in which efforts to educate the student on the importance of academic integrity and to reform his/her behavior have not worked, and the Academic Honesty Committee believes it is appropriate to permanently remove the student from the University. Dismissal is also appropriate if a student has previously committed one or more Honor Code violations with suspension and has committed another violation after return from suspension.
Part III: Student Services

Academic and Support Services

Office of Graduate Student Affairs
School of Management
101 Howard Street, Suite 500
Office hours: Monday-Thursday, 8:30 a.m. – 6:30 p.m.; Friday, 9 a.m. - 5 p.m. and Saturday by appointment.
E-mail: somgradadvisor@usfca.edu
Phone: 415-422-7188

Learning and Writing Center
Location: Cowell Hall 215
Learning Center Phone: (415) 422-6713
E-mail: lwc@usfca.edu
Website: www.usfca.edu/lwc
Hours: Monday-Thursday: 8:30am - 8:00pm
Friday: 8:30am - 5:00pm
Sunday: 12:00pm - 8:00pm
The Learning & Writing Center provides individual and group tutoring for enrolled USF students. Tutoring is free of charge to USF students during the fall and spring semesters. The Center’s staff also assists students in forming study groups, building study skills, and solving academic problems. The Writing Center’s staff works with students to help them improve their writing skills. Instructors provide feedback on students’ writing and tailor programs of instruction to meet individual needs.

Student Services:
• Tutoring (individual and group)
• Writing support for all classes
• Academic support workshops (study skills, test taking, stress management)
• Alternate study space
• Computers

Counseling and Psychological Services (CAPS)
Location: Gillson Hall, Lower Level
Phone: (415) 422-6352
Website: www.usfca.edu/caps
Hours: Monday - Friday, 8:30 a.m. - 5:00 p.m.
Closed for lunch: 11:30 a.m. – 12:30 p.m.
After 5 p.m. and on weekends, please call the evening on-call counselor at (415) 422-6352 or visit www.usfca.edu/caps/.
If you are a non-residential student and you would like to speak with someone, contact Public Safety Dispatch at (415) 422-4201 to be connected to an on-call staff member.
CAPS assists students in developing self-understanding and resolving problems that may interfere with their ability to function in an optimal manner. CAPS provides confidential, brief therapy at no charge to currently enrolled students.

Student Services:
• Individual, couple, and group therapy
• Crisis intervention and management
• Substance abuse evaluation, intervention, and referral
• Psychiatric consultation and medication evaluation
• Outreach related to mental health topics
• Consultation regarding matters of a psychological nature to students, faculty, staff, family, and friends.
• Referral to outside agencies
• Classroom presentations upon request
• Resource material – books, films, brochures, and handouts

**Student Disability Services**
Location: Gleeson Library, Lower Level 20
Phone: (415) 422-2613
Fax: (415) 422-5906
TDD: (415) 422-5834
E-mail: sds@usfca.edu
Website: www.usfca.edu/sds
Hours: Monday – Friday 8:30 a.m. – 5:00 p.m., or by appointment.

The primary mission of Student Disability Services (SDS) is to help USF students with disabilities serve as fully contributing and actively participating members of the University community while acquiring and developing the knowledge, skills, values, and sensitivity to become women and men for others. Toward that end, SDS promotes a fully-integrated University experience for students with disabilities by ensuring that students have equal access to all areas of university life and receive appropriate educational support and services to foster their academic and personal success. Contacts with SDS are confidential and disability-related information is not released except on a need-to-know basis. This process for receiving services is accomplished in three easy steps:

**STEP 1: Contact SDS**
Contact us for our registration materials, and provide documentation of disability directly to SDS (not to your faculty member, Office of Admission, etc.).

**STEP 2: Intake/Eligibility Appointment**
Set up an intake appointment with a disability specialist to collaboratively review your documentation and your accommodation requests. In some cases, additional collaboration with your faculty member(s) may also be appropriate.

**STEP 3: Accommodations**
After eligibility for services is determined, students receive an accommodation letter from SDS. Most reasonable accommodations may be arranged within ten business days. Students receiving reasonable accommodations have a responsibility to notify the appropriate University personnel of their recommended accommodations in a timely manner.

**Health Promotion Services**
Location: University Center, 5th Floor
Phone: (415) 422-5797
Fax: (888) 471-2290
Email: hps@usfca.edu
Website: www.usfca.edu/hps

Health Promotion Services staff, in collaboration with the USF community, promotes a culture of healthy lifestyles, reasonable health messages, harm reduction tips, and the development of a more humane and safer environment. HPS staff will strive to inform, educate, provide, assess, and train USF students in ten health indicators: physical activity, nutrition, tobacco use, substance abuse, responsible sexual behavior, mental health, injury and violence prevention, environmental quality, immunization, and access to health care.
Services:
- Student Health Insurance
- Student Health Clinic
- Immunizations
- Wellness Services
- Alcohol/Drug Education

Health Insurance:
All USF students are strongly encouraged to enroll in some form of health insurance. Domestic students registered for the minimum number of credit hours may choose to enroll in the University-sponsored student insurance plan. For more information about the USF-sponsored plan, go to http://www.usfca.edu/hps/insurance/graduate/ or contact the Health Promotion Services office.

Koret Health and Recreation Center
Phone: (415) 422-6811
Website: www.usfca.edu/koret
Hours: Monday - Friday, 6:00 am - 10:00 pm, pool closes @ 9:00 pm
Saturday - Sunday, 8:00 am - 8:00 pm, pool closes @ 6:00 pm
*Hours may vary semester to semester, or due to breaks and holidays - always check the Koret website for up-to-date information.*

Use of Koret Health and Recreation Center is available to all enrolled students. This 125,000 square foot facility includes an Olympic-size swimming pool; two levels of cardiovascular equipment; two weight rooms with state-of-the-art machines; a racquetball court available by reservation; a multi-purpose gym, accommodating three basketball courts, four volleyball courts, and six badminton courts; free group exercise; men’s and women’s locker rooms; a dance and aerobics room; a martial arts and combatives room; and a spacious multi-level, glass galleria with a student lounge and the Koret Deli.

Services available for an addition fee include: Body Composition Analysis, Equipment Orientations, Personal Training, and Massage.

USF student, faculty, and staff must bring a valid USF ID card to access the Koret Center.

Gleeson Library/Geschke Learning Resource Center
Phone: (415) 422-2660
E-mail: reference@usfca.edu
Website: www.usfca.edu/library
Hours: Monday - Thursday, 8:00 am - Midnight
Friday, 8:00 am - 8:00 pm
Saturday, 10:00 am - 8:00 pm
Sunday, Noon - Midnight
24-hour study in the Library Atrium
*Hours may vary during breaks, summer, and holidays; check the Library website for specific hours*

Facilities:
- Wireless access and laptop ports
- Mac and PC computer workstations
- Laptop Check-Out provided by ITS
- Wireless printing
- Photocopiers for public use
• Group and quiet study areas
• Electronic classroom
• Thacher Art Gallery and Donahue Rare Book Room

Collections:
• Over one million volumes of books, journals, government documents and videos; 2,500 current periodical subscriptions; and 200 online resources.

Online Access:
• Ignacio Library Catalogue
• Research Databases accessible through Library website

Reference and Research Services:
• Online databases and Journal Finder
• Course reserves
• Interlibrary Loans and Link+ Library Consortium
• Ignacio Catalogue
• Special collections, archives, and government documents
• 24/7 Reference real-time chat service
• Librarians and library staff available for appointments, by e-mail, phone, and instant message
• Online research guides

Services available to students at regional campuses through Gleeson Library:
• Book and article requests through Ignacio Catalogue or Journal Finder
• Interlibrary Loans and Link+
• Reference and research services.

Veteran Affairs
The Office of the University Registrar verifies enrollment for students applying to the Veteran’s Administration for benefits. This verification is completed each term/session in which the student is registered for the number of units required. For more information, visit: http://www.usfca.edu/onestop/Student_Records/Veteran_Affairs/ or contact Angela Yi, Registrar, at (415) 422-2789 or veterans@usfca.edu.

Graduation Center
Graduation applications, evaluations, and conferment are serviced through the USF Graduation Center, located within the One Stop Office.
Phone: (415) 422-2020
E-mail: gradcenter@usfca.edu
Website: www.usfca.edu/graduation

USF Campus Locations

USF San Jose
Location: 125 S. Market St., Suite 200 (2nd floor)
San Jose, CA 95113
Phone: (408) 343-7100
Administrative office is open from 9:30 a.m. - 6 p.m. on Monday through Thursday and 9 a.m. - 4:30 p.m. on Fridays. Courses are held between 6 - 10 p.m. or 4 - 10 p.m. once a week and Saturday 8 a.m. -5 p.m.
USF Sacramento
Location: 1 Capitol Mall, Suite 100
Sacramento, CA 95814
Phone: (916) 920-0157
Fax: (916) 920-1349
Email: sacramentocampus@usfca.edu
Administrative office is open from 9 a.m. to 6:00 p.m. Monday through Thursday and from 9 a.m. to 5 p.m. Friday.

USF Pleasanton
Location: 6120 Stoneridge Mall Road, Suite 150
Pleasanton, CA 94588
Phone: (925) 867-2711
Administrative office is open from 9:30 a.m. to 6:00 p.m. Monday through Thursday, 9:00 a.m. to 5:00 p.m. Fridays. Classes are generally held from 6:00 to 10:00 p.m. Monday through Friday, and 8:00 a.m. to 5:00 p.m. Saturdays.

USF Downtown
101 Howard Street
San Francisco, CA 94105
Phone: (415) 422-4770
Administrative offices are open: 8:30 a.m. – 6:30 p.m. Monday – Thursday; 9 a.m. -5 p.m. Friday; Saturday by appointment.
Building will be open from
Monday through Friday - 7am – 10:30pm & Saturday - 7am – 6:30pm for current students with USF ID card.
Appendix: USFConnect Tutorials

The Canvas Dashboard

The Dashboard consists of three main elements:

1. Global Navigation across the top of the page,
2. the Sidebar with various types of feeds, and
3. the Global Stream, which comprises the main body of the page.

The Dashboard is designed to answer the questions, “What is going on in all of my courses?” and “What do I need to do next?”
Appendix: USFConnect Tutorials

How do I view my courses?

You can view your current, past, and future enrollments in Canvas.

**Note:** Some institutions may disable the option for students to view Future Enrollments.

Open Courses

1. Hover over **Courses & Groups** in your Global Navigation [1], then click the **View all courses** link [2].
View Courses

Each course displays your enrollment status: student, teacher, TA, observer, or designer.

Courses are organized into three categories:

- **My Courses** are courses that are active and currently in progress.
- **Past Enrollments** are courses that have concluded and are archived as a read-only course. Past enrollees can view course material and grades but cannot submit any assignments.
- **Future Enrollments** are courses that you have enrolled in that have not yet started. Students cannot access these courses until they are published as active courses.
How to Register with a CRN (Course Registration Number)

Specialized Graduate Programs Students: visit the following web address to determine which courses you should be registering for and their corresponding CRNs:
http://www.usfca.edu/management/graduate/Professional_Studies_Master_Programs/PS_Graduate_Online_Registration/

MBA Students are only eligible to enroll in electives, the Graduate Student Affairs Office will enroll you in all assigned Core Courses.

1. From your Student tab in USFConnect, click the ‘Click Here’ Button to enter the Student Self Service screen

2. After again clicking the Student tab, click the ‘Registration’ link

3. To ensure you are registering for the correct term, click the ‘Select Term’ link. Choose the term you want to register for from the drop-down menu and click ‘Submit.’ You will then be brought back to the Registration page.

4. In order to drop and add classes using a CRN, select ‘Drop and Add Classes.’
5. At the bottom of the ‘Drop and Add Classes’ screen is an area called ‘Add Classes Worksheet’; from here you can add CRN’s manually. For any class you want to register for input a CRN in one spot. Click ‘Submit Changes.’

When the changes are submitted, you will be able to see that the course has been added to your schedule.

How to Find Your Registration Holds

1. Log on to your USFConnect account and click on the ‘Student’ tab. Next, click on the “Click Here” button under “Student Self Service” box.

2. Click on the “Student” tab, then the “Student Records” link.

3. Under student records, click on “View Holds.”

4. If you have any holds, they will be displayed. Contact the referenced department to resolve and clear the hold. You may not register, add or drop classes until all your holds are cleared.
How to Check Your Class Schedule on USFConnect

1. From your Student tab in USFConnect, click the ‘Click Here’ Button to enter the Student Self Service screen

2. Once more click on the tab that says ‘Student’ and select ‘Registration’ from your list of options

3. To ensure you are looking at the correct term, click ‘Select Term.’ If you would like to see your current schedule, choose the current term. You can also look at your past class schedules using this selection.

4. You will see two options for viewing your class schedule: ‘Student Schedule’ and ‘Detailed Schedule.’

   ‘Student Schedule’ presents your schedule in a weekly calendar format. You can move through the weeks of the year to view your daily schedule.

   ‘Detailed Schedule’ presents the courses you are enrolled for in a list format. Here, you can view the number of credits you are enrolled for, course titles, CRNs, professor, location, and the last day to drop for each course.
How to View Your Final Grades in USFConnect

1. From your Student tab in USFConnect, click the ‘Click Here’ Button to enter the Student Self Service screen.

2. Once more click on the tab that says ‘Student’ and select ‘Registration’ from your list of options.

3. To ensure that you are looking at the correct term, click ‘Select Term.’ If you would like to see your current schedule, choose the current term. You also have the choice to look at your class schedules from the past using this selection.
Appendix: USFConnect Tutorials

How to Request an Official Transcript

1. From your Student tab in USFConnect, click the ‘Click Here’ Button to enter the Student Self Service screen.

2. Once more click on the tab that says ‘Student’ and select ‘Student Records’.

3. Click on the link ‘Request an Official Transcript or Enrollment Certificate’.

4. Follow the prompts until you are taken to the National Student Clearinghouse Self Service website. From the site, you can request official transcripts, enrollment certificates for insurance purposes, or track orders you have already placed.
How to View Your Student Account

1. From your Student tab in USFConnect, click the ‘Click Here’ Button to enter the Student Self Service screen.

2. Click the tab that says ‘Student’ one more time and select Student Account.

3. You will be presented with the following menu:

   ‘Account Summary by Term’ allows you to see your current Student Account as well as your account history on one page. To see a detailed summary of a certain term, select ‘Account Detail for Term’ and select the term you wish to see.

How to Make a Payment Online
For Student Payer:
1. Log on to USFConnect and click on the ‘Student’ tab.

2. One the ‘ebill & epay’ link that you can find in the left-hand column

3. A window entitled “Message Board” should pop-up.

4. From the menu on the left, select your desired transaction, (i.e. Make Payment, View Accounts to view recent and past bills, Authorize Payers to create or edit username and/or password, etc.)

Please Note: Payments may take up to 24 hours to be posted on your student account.

For payment instructions for Authorized Payers or Guest Payers, visit www.usfca.edu/payments.
Appendix: USFConnect Tutorials

How to Forward Your DonsApps E-mail

1. Log into USFConnect and click on the E-mail icon in the top right-hand corner of the screen to access your DonsApps e-mail account.

2. Go to the e-mail settings (in the top right-hand corner of the screen).

3. In the settings panel, go to the ‘Forwarding and PoP/IMAP tab.

   ![](settings.png)

   - **Forwarding:**
     - Disable forwarding
     - Forward a copy of incoming mail to [adicampanella@dons.usfca.edu](mailto:adicampanella@dons.usfca.edu) and keep Faculty & Staff DonsApps Mail’s copy in the Inbox
     - Add a forwarding address

   - **POP Download:**
     - Status: **POP is enabled** for all mail that has arrived since 6/14/10
     - Enable POP for all mail (even mail that’s already been downloaded)
     - Enable POP for mail that arrives from now on
     - Disable POP

   - 1. When messages are accessed with POP
     - keep Faculty & Staff DonsApps Mail’s copy in the Inbox
   - 2. Configure your email client (e.g., Outlook, Eudora, Netscape Mail)

   - **IMAP Access:**
     - Status: **IMAP is enabled**
     - Enable IMAP
     - Disable IMAP

4. Select ‘Add a forwarding address’ and enter the address you want the mail forwarded to.

5. A verification code will be sent to the e-mail address you entered. Enter this code in the DonsApps E-mail as instructed.

6. After verification, any future e-mail sent to your USF DonsApps E-mail should be automatically forwarded to your desired address.