We are delighted that your student has chosen to join our campus community here at the University of Pittsburgh! This is an exciting time not only for your student, but also for your entire family, as you embark together on what we hope will be a wonderful journey over the next several years.

THE DIVISION OF STUDENT AFFAIRS
OFFICE OF PARENT AND FAMILY RESOURCES

We are here to assist you on this journey. Our aim is to provide the best collegiate experience in the world for our students by complementing their academic pursuits with an incredible array of programs and services outside the classroom. We are here to partner with you to ensure that our students have a fulfilling college experience, achieving both academic and personal success.

We have created opportunities for our students to learn, grow, and develop in many important areas, such as leadership, service, and global and cultural awareness. We have programs that are designed to help students gain a better sense of who they are and what they want to become, as well as programs to help students maintain wellness through a healthy lifestyle.

All of our Student Affairs programs and activities are part of a University-wide initiative designed to educate the whole student called the Outside the Classroom Curriculum.

I encourage you to take advantage of the Panther Parents Association so that you will receive our electronic newsletters and other correspondence. Please visit the Parents Web site at parents.pitt.edu and participate in New and Transfer Student Orientation in late August, and Family Weekend on Friday, October 27–Saturday, October 28.

Once again, we welcome you into our Pitt family, and look forward to seeing you on campus.

HAIL TO PITT!

Kenyon R. Bonner
Vice Provost and Dean of Students
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OUR MISSION

The University of Pittsburgh Office of Parent and Family Resources serves parents and families by ensuring that they have the tools and opportunities to be appropriately involved and connected with the University. We partner with and support parents and families to help University of Pittsburgh students achieve academic success and develop to their full potential.

At the University of Pittsburgh, we share a common goal with parents and families: supporting the success of our students. You play an important role in the collegiate experience, and we are here to assist in any way we can.

We provide opportunities for parents to stay connected with the Pitt community through monthly e-newsletters, webinars, and on-campus events such as New and Transfer Student Orientation and Family Weekend. Visit www.parents.pitt.edu to register for the newsletter and view recorded webinars.

PARENT AND FAMILY LIAISON

We strongly encourage our students to take increasing responsibility for their academic and social college experience. However, we know that during challenging times students may contact family members for help or advice. “When the going gets tough, the tough call home” (Savage, 2010).

- If you need guidance in helping your student resolve an issue or concern, contact the Parent Liaison.

[ 412-624-8548 ] [ parents@pitt.edu ] [ parents.pitt.edu ]

- Phones and e-mail are monitored during business hours, and you will be contacted as soon as possible if you leave your contact information. If your concern is a crisis that cannot wait until University business hours, call the Pitt Police at 412-624-2121.
- For more information on how to support and guide your college student through their development, you may want to read the following book: You’re On Your Own (But I’m Here if You Need Me): Mentoring your Student During the College Years, New York: Touchstone, 2009.

VALUABLE RESOURCES

- Visit parents.pitt.edu for links regarding visiting campus and the City of Pittsburgh: campus maps, parking information and transportation; admissions and financial matters; New and Transfer Student Orientation and the First-Year Experience; various academic resources; student involvement opportunities; career planning and placement; health and wellness; and safety.
As the parent or guardian of a Pitt student, you are automatically a member of the Panther Parents Association (PPA).

The PPA is a collaborative initiative between parents of current Pitt students and the University designed to:

• Keep parents informed and educated about available resources.
• Provide opportunities to meet and interact with other Pitt parents.
• Promote and support University programs.

PPA benefits are free and include:
• Monthly electronic newsletters
• Dedicated Web site (parents.pitt.edu)
• Dedicated e-mail account (parents@pitt.edu)
• Dedicated phone line 412-624-8548
• Orientation programming
• Printed and electronic handbook
• Webinars
• Parent and Family Liaison assistance

If you would like to step up your role in assisting our Office of Parent and Family Resources, please consider becoming a Panther Parent Ambassador. This group of parents and guardians focuses on assisting and enhancing the programs and resources for Pitt parents and ultimately Pitt students.

Ambassadors may participate in programs such as local and regional Summer Sendoffs, New and Transfer Student Orientation parent programs, and Family Weekend. Current Parent Ambassadors may write articles for the parent newsletter, serve as resource parents for their regions, and work with local and regional Pitt Alumni Clubs to promote goodwill, student support, and Pitt pride. Registration fees offset the costs of promotional items and social activities.

To register, please go to parents.pitt.edu and click on the Ambassador link or contact us at parents@pitt.edu.

SIGN UP to receive Student Affairs parent communications on the Parent Newsletters link at parents.pitt.edu.
10 places your first-year student should visit

1. **HILLMAN LIBRARY**
   Corner of Forbes Avenue and Bigelow Boulevard
   Hillman offers quiet (and less quiet) places to study, reservable group study rooms, a reservable easy to use video recording studio, computers and more. In addition, the library loans laptops, iPads, portable chargers, and cables, and it is home to the Cup & Chaucer Café. Students can get help at the ground-floor desk and easily find articles and books using PittCat+. Hillman is open 24 hours a day, Sunday–Thursday during the Spring and Fall semesters, and is open 24x7 during mid-terms and finals. Learn more at library.pitt.edu.

2. **PANTHER CENTRAL**
   Litchfield Towers lobby
   Panther Central is the go-to place for all the essentials of daily living, from transportation to housing to finding a good meal. Open 24 hours a day, seven days a week, this office is the place for students to go if they get locked out of their room, lose their student ID, need to find a bus home during a break, or want to make changes to their meal plan.

3. **COMPUTER LABS AND PRINT STATIONS**
   Locations at technology.pitt.edu
   While many students will bring their own computer and/or printer to school, it’s important to check out the computer labs on campus where students can work, print papers, and charge their cell phones. In addition, more than 50 Pitt Printing stations are conveniently located across campus, making printing a snap.

4. **THE UNIVERSITY REGISTRAR’S OFFICE**
   220 Thackeray Hall
   As Pitt’s academic record keeper, the Registrar is where students can obtain an official transcript or enrollment verification. This office primarily acts as a secondary support office to a student’s advisor or dean’s office regarding policies and procedures for adding and dropping classes, grades, finals, and graduation.
THE WILLIAM PITT UNION & THE O’HARA STUDENT CENTER

Corner of Fifth Avenue and and Bigelow Boulevard & 4024 O’Hara Street

Our student unions are ideal places for students to become engaged in social life, meet friends, purchase tickets, see movies, hear speakers, watch shows, sign up for trips, and even study in one of the many study lounges. The William Pitt Union (WPU) houses many Division of Student Affairs offices; student organizations; and Nordy’s Place, a popular spot to just hang out.

The O’Hara Student Center houses the writing and math centers, a quiet study lounge, and our new Thriftsburgh student-run consignment shop. In addition, the O’Hara Student Center serves as a venue for campus events and programs, including guest speakers, live performers, and special events. Encourage your student to check out what is offered (studentaffairs.pitt.edu/studentunions) at both locations and take advantage of their services.

THE ACADEMIC RESOURCE CENTER (ARC), MATH ASSISTANCE CENTER (MAC) AND WRITING CENTER

ARC, G-1 Gardner Steel Conference Center

MAC and Writing Center, second floor of the O’Hara Student Center

Pitt has academic resources that will help students achieve their highest potential. Available services help students to raise their grades, improve their time management skills, master complex material, and just feel more relaxed when taking an exam. Students can receive guidance with writing assignments, speaking assignments, specific course tutoring, or study materials.
THE WELLNESS CENTER

Mark A. Nordenberg Hall, 111 University Place, across from the University Store on Fifth
When health issues arise — either major or minor — Student Health Service (SHS) is the
place to get help (studenthealth.pitt.edu). Your student should locate SHS early, know the
hours, know what services are offered, and know whether to call ahead or drop-in.

Starting college can be very stressful and overwhelming for students. The University Counseling
Center (UCC) is available to all students, whether they are currently in treatment or in need of a consultation. UCC offers a variety of mental health services for students, including assessment, counseling, and psychotherapy (individual, group, and couples).

UCC (counseling.pitt.edu) also offers crisis intervention, consultation, referrals and outreach services. Specialized services are offered through our Office of Sexual Harassment and Assault Response and Education (SHARE) and Drug and Alcohol Abuse Services programs.

FITNESS FACILITIES

The Department of Campus Recreation provides many fitness services to students. With three supervised fitness centers and eleven 24-hour residence hall fitness rooms, opportunities to exercise are always available. Students are given exclusive access to a wide variety of structured fitness programs, including group exercise, personal training, fitness assessments, and exercise prescriptions. From the experienced fitness enthusiast to the recreational novice, all students will be able to find something to fulfill their fitness needs. Visit rec.pitt.edu for facility information.
**FIRST YEAR EXPERIENCE (FYE)**

119 William Pitt Union
The Office of First Year Experience (fye.pitt.edu) provides many ways to help new, commuter, and transfer students get connected through educational, social, and residence hall opportunities. There are more than 600 student organizations for students looking to find their niche (sorc.pitt.edu).

**OFFICE OF CAREER DEVELOPMENT AND PLACEMENT ASSISTANCE (CDPA)**

200 William Pitt Union
CDPA (careers.pitt.edu) assists students with choosing majors, exploring careers and graduate schools, building résumés, interviewing, finding and obtaining employment, job shadowing, and more.

- CDPA also offers Handshake, a comprehensive career management system, as well as several on-campus career fairs for summer employment, part-time positions, internships, and full-time employment.
- Your student will be contacted by CDPA early in his or her first year at Pitt. Students should visit during the fall semester to meet with a career consultant.
Pitt goes to great lengths to ensure that students, staff, faculty, and guests are safe at all times. It is important that all members of our community understand the systems that are in place to make the environment and collegiate experience as safe as possible.

The University of Pittsburgh Police Department plays an active role in our New and Transfer Student Orientation programs, informing students about resources that will help to keep them safe and providing protocols for emergency situations.

**SAFE RIDER**

- At night, students are encouraged to practice the buddy system, or call Pitt’s SafeRider to ensure safe arrival to their destinations.

  [ 412-648-CALL (2255) ]

- Anyone with a valid Pitt ID is able to use SafeRider. For more information, including hours of operation and travel boundaries, visit pc.pitt.edu/transportation/saferider.html.

**PEDESTRIAN SAFETY TIPS**

- Be predictable; follow the rules of the road and obey signs and signals.
- Don’t be distracted by electronic devices that take your eyes (and ears) off the road.
- Cross streets at crosswalks or intersections whenever possible; this is where drivers expect pedestrians to cross the street.
- Never assume a driver sees you; make eye contact with drivers as they approach to make sure you are seen.
- Look for cars in all directions — including those turning both left or right. Continue to watch for traffic as you cross.
- Be visible at all times; wear bright clothing during the day, and wear reflective materials or use a flashlight when out at night.
- Watch for cars entering or exiting driveways, or backing up within parking lots.
- Avoid alcohol and drugs when walking; they impair your abilities and judgment.

Students are encouraged to save the Pitt Police emergency number into their cell phones, under speed dial #9 or in their contact list: [ 412-624-2121 ]
SAFETY ALERTS

The Emergency Notification Service (ENS) is used to communicate with subscribers through text, voice, and e-mail notifications.

- ENS messages are sent upon confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or employees.
- Students may add parents and other family members to the ENS system.
- For more information on ENS, visit technology.pitt.edu/service/emergency-notification-service.

PITT POLICE RESOURCES

- Visit police.pitt.edu for safety information and tips. You should also bookmark the Emergency Preparedness page, pitt.edu/emergency-preparedness, a regularly updated resource on health and safety issues that may impact the Pitt community.
- The Pitt Police maintain a Notify U list. Subscribers receive crime alerts, news, and other information via text or e-mail. This service is only available to those affiliated with the University of Pittsburgh, and you must have a valid Pitt log-on account to subscribe.

SEXUAL HARASSMENT AND ASSAULT RESPONSE AND EDUCATION (SHARE)

The University values the safety and health of all members of the community and seeks to foster an environment in which its students and employees treat each other with respect, civility, and dignity. Any behavior that involves sexual assault or harassment, relationship violence, or stalking of another person is prohibited. If substantiated, such behavior may result in criminal charges if reported to the Pitt Police Department and/or University disciplinary action if the Office of Student Conduct or the Title IX coordinator in the Office of Diversity and Inclusion investigates a complaint or referral.

The University will continue to engage in prevention programs and training for students, faculty, and staff in an effort to prevent sexual assault and harassment, relationship violence, and stalking.

Pitt’s Office of Sexual Harassment and Assault Response and Education (SHARE) provides counseling to victims of sexual assault, assists victims in obtaining medical care, and offers support in all aspects of the recovery process. The office also coordinates the University’s educational programs and active approach to preventing sexual assault on campus. Visit SHARE.pitt.edu.

“LIKE” the Pitt Police facebook.com/pittpolice

Follow Pitt Police twitter.com/PittPolice

[ 412-648-7930 M-F, 8:30 a.m.–5 p.m. or 412-648-7856 after 5 p.m. ]

SAFETY LINKS

- Pitt Police: police.pitt.edu
- Emergency Preparedness: pitt.edu/emergency-preparedness
- Emergency Notification System (ENS): technology.pitt.edu/service/emergency-notification-service
- Pitt Text Message Updates: technology.pitt.edu/service/pitt-text-message-updates
- Residence Hall Safety: pc.pitt.edu/housing/safety.php
- Safe Rider: pc.pitt.edu/transportation/saferider.html
ON-CAMPUS LIVING

Living on campus is a great way for students to connect and get the most out of their Pitt experience. Pitt offers a variety of on-campus living options and provides a housing guarantee for most students through their first three years at Pitt.

RESIDENCE LIFE

Once students have their room assignments, the Office of Residence Life (reslife.pitt.edu) provides opportunities to get connected to campus and meet new friends by connecting with other residents in their halls. Residence Life also provides personal growth and development experiences through leadership opportunities, upholds community standards and a safe environment, and promotes student involvement at Pitt and in the greater Pittsburgh community. A resident assistant (RA) lives on each floor and will help to welcome your student to Pitt and get his or her college career off to a great start. RAs serve as great resources, promoting social, cultural, and educational events from the moment your student arrives on campus.

PANTHER CENTRAL

Panther Central, located in the main lobby of the Litchfield Towers, is every student’s go-to place for all of the essentials of daily living at Pitt.

- Loading a student’s Panther Card (student ID) with funds is a convenient alternative to carrying cash. Panther Funds are accepted for food, beverages, merchandise, and services on and off campus. For more information, visit pc.pitt.edu/card.
- Students sign up for their housing through Panther Central on the My Pitt portal (my.pitt.edu). All questions about housing options, including residence halls, Living Learning Communities (LLCs), roommate preferences, and meal plan selection will be handled through Panther Central.

Open 24 hours a day, seven days a week. Panther Central handles housing, dining, student ID cards (Panther Cards), buses home for the holidays, and ticket purchases.

[ 412-648-1100 ] [ pc@pc.pitt.edu ]

OFF-CAMPUS LIVING (OCL) OFFICE

Off-Campus Living (ocl.pitt.edu) provides students who choose to live off-campus with necessary information and tools to make educated decisions on their housing options. OCL provides resources such as a renter’s guide, apartment listings, neighborhood descriptions, and a roommate and subletting service.
COMMUTER STUDENT PROGRAMS

The Office of Commuter Student Programs sponsors a variety of opportunities for first-year commuter students to become fully engaged in the Pitt experience through Commuter Pods (small groups of commuter students). These groups meet-up to attend large popular events on campus, and programming specifically designed to meet the unique needs of all first-year commuter students. Visit commuter.pitt.edu.

- Commuter Day, a required program for all first-year commuter students, provides students with an opportunity to get connected to each other prior to the start of classes. First-year commuter students will also have the opportunity to participate in the Commuter Orientation Overnight Program, designed to allow commuters to stay overnight on campus and fully participate in Orientation Week.
- Additionally, the office provides services for transfer and upper-class commuter students, including a weekly newsletter that keeps commuters informed about what is happening on campus and around the city.
- The Commuter Student Lounge in the William Pitt Union is a place commuter students can call home on campus, become involved in activities, and meet other commuter students. The lounge offers comfortable seating, a microwave, a sink, and free coffee/tea.

FIRST YEAR EXPERIENCE (FYE)

The Office of First Year Experience provides new and transfer students with a variety of programs and services that assist with the transition to college life. FYE programs, including New and Transfer Student Orientation and the First Year Success Series, are designed to help students get connected; engage in activities outside the classroom; and build relationships with their peers, faculty, and staff.

- First Year Mentors (FYMs) are upper-class student leaders who assist new students through programming and mentorship. In addition to student programs, FYE connects parents and families through many of the programs and events held over the summer and during orientation.

PITT ARTS

PITT ARTS (pittarts.pitt.edu) has been connecting Pitt students to the cultural life of Pittsburgh since its founding in 1997. PITT ARTS sponsors more than 110 free student outings each year, including trips to the symphony, opera and ballet; gallery and museum exhibits; hands-on workshops; jazz concerts; independent films; and much more.

The program also provides on-campus art experiences and free museum visits for Pitt students as well as discounted cultural opportunities for staff, faculty, undergraduate and graduate students. PITT ARTS engages more than 50,000 Pitt students—including repeaters—every year and is an active partner in the Outside the Classroom Curriculum.
OUTSIDE THE CLASSROOM CURRICULUM (OCC)

This program provides an incredible array of activities, services, and events that help students connect to each other and the University. The OCC assists students in developing skills and attributes that are necessary for success in today’s marketplace and to grow students as unique individuals. A priority of the curriculum is to empower students to be able to confidently articulate and demonstrate tangible accomplishments to graduate schools, professional schools, and prospective employers.

OCC Completion Benefits

Students who complete the OCC are eligible:

• to receive a PittAdvantage grant of up to $1,500 to cover expenses associated with unpaid internships, service learning opportunities, or study abroad experiences;
• for induction into the OCC Honorary Society. These students will enjoy invitations to special events with employers, continued leadership development, and receptions with campus leaders;
• to receive a green cord of distinction at graduation.
ACADEMIC RESOURCES

One of the most important things your student should do is work closely with an academic advisor within their school who will guide them through their first year here at Pitt. After your student selects a major, he or she is then assigned a department-specific advisor. If a student takes on multiple majors/minors, he or she will have multiple advisors to ensure that all of the requirements for each program are satisfied. There are many academic resource programs in place for those students requiring some additional support.

- Students should take advantage of their professors’ office hours, which consist of at least four hours each week outside class time.
- Students also can seek out personal tutors from the Academic Resource Center (ARC). ARC provides one-on-one and small-group peer tutoring in the most academically rigorous courses for first- and second-year students.
- ARC also offers individual study skills consultations as well as workshops focused on developing active study habits, note-taking skills, test preparation, reading strategies, time management, and planning for midterms and final exams.
- Pitt also offers the Math Assistance Center (mathematics.pitt.edu), the Writing Center (writingcenter.pitt.edu), and a physics and chemistry “fishbowl” where upper-classmen and graduate students are available to answer subject-specific questions.

The Academic Resource Center provides two hour-long appointments per week.
[ 412-648-7920 ] [ asundergrad.pitt.edu/arc ]
[ G-1 Gardner Steel Conference Center ]

CROSS CULTURAL AND LEADERSHIP DEVELOPMENT (CCLD)

The Office of Cross Cultural and Leadership Development, located on the sixth floor of the William Pitt Union, provides programs and opportunities for students to expand their global leadership skills.

- CCLD advises some of our most active student organizations, including the Black Action Society, the Campus Women’s Organization, Fraternity and Sorority Life, the Asian Student Alliance, Hillel, and the Rainbow Alliance.
- CCLD offers a wide variety of leadership programs, such as Emerging Leaders, Panther Leadership Summit, Leadership in Action, and Hesselbein Global Academy for Student Leadership and Civic Engagement. Encourage your student to stop by the CCLD office to learn more about these amazing opportunities.

[ cclld.pitt.edu ] [ 617 William Pitt Union ]
STUDENT HEALTH SERVICE (SHS)

Student Health Service (studentaffairs.pitt.edu/shs) is a primary care facility, located in the University Wellness Center, that features a comprehensive health care clinic, pharmacy, and health education program and is staffed by medical doctors, nurses, nurse practitioners, physician assistants, pharmacists, health educators, and other health care professionals.

SHS is fully accredited by the Accreditation Association for Ambulatory Health Care, which supports a commitment to quality.

SHS provides the following to all registered full and part-time students:

- Primary Care Medical Services:
  - Women’s gynecological services
  - Men’s health
  - Sports Medicine
  - LGBTQ Healthcare
  - Physical therapy
  - Nutritional counseling

SHS bills medical insurance for services rendered. Arrangements have been made for SHS to accept most major health insurance policies. All students presenting to SHS must provide their current medical insurance information.

UNIVERSITY COUNSELING CENTER (UCC)

The University Counseling Center (counseling.pitt.edu) provides confidential personal counseling to Pitt students. Staffed by psychologists, counselors, social workers, psychiatrists, and doctoral interns, the counseling center provides individual and group counseling for a variety of concerns, including:

- Navigating the normal challenges
- Stressors of college life
- ADHD/ADD
- Depression
- Drug and alcohol issues
- Anxiety
- Loss
- Breakups
- Sexual victimization
- Trauma
- Relationship conflict, among others

For medical emergencies or crises after hours and on weekends, students should call the Pitt Police at [412-624-2121].
DISABILITY RESOURCES AND SERVICES (DRS)

The Office of Disability Resources and Services provides reasonable accommodations for academically qualified students with disabilities. A reasonable academic accommodation is a modification or adjustment that allows an individual to gain equal access and/or have equal opportunity to participate in the University’s courses, services, activities and use of facilities.

STUDY ABROAD

802 William Pitt Union

Pitt Study Abroad offers students more than 350 programs in 75 countries throughout the world, including programs for summer, an academic term, spring break, or even a full academic year! Last year alone, Pitt Study Abroad had more than 107 different majors represented on our programs and more than 150 students who completed internships or research overseas.

We encourage all of our students to begin the study abroad process by visiting our website (abroad.pitt.edu) where we provide information on programs, financial aid, scholarships, health and safety, and more. The Pitt Study Abroad team can provide students with information about the opportunities that exist, the study abroad process, and more. The team also provides advice on passports; health, safety, and security overseas; managing disabilities; insurance requirements; and more!

Although study abroad does require advanced planning, Pitt Study Abroad works with thousands of students each year to make it a reality. If your student is interested in studying abroad, encourage them to visit the Study Abroad Office as soon as possible to get started!
In addition to encouraging your student to take advantage of this preparatory program, CDPA welcomes your assistance in identifying opportunities to recruit Pitt interns. Email intern@pitt.edu if you have opportunities available in your organization.
EMPLOYER ENGAGEMENT

Employment Development Specialists work closely with recruiters from all sectors, including public corporations, private businesses, nonprofit organizations, and government entities, to help Pitt students pursuing careers in any field to find employment opportunities. CDPA sponsors career fairs in the fall and spring; coordinates on-campus interview sessions, job shadowing, and networking events with employers and alumni; and holds a variety of career preparation workshops.

HANDSHAKE

Handshake is a new online job and event posting system managed by CDPA, offering students resources tailored to their career interests throughout their Pitt experience. Featuring internships and part-time opportunities, Handshake also is a primary destination for students as they search for full-time positions after graduation. To access Handshake, students should log in to the My Pitt portal at my.pitt.edu and click on Handshake on the right side of the page.

Students seeking on-campus employment (work-study or regular student employment) should consult the PittSource database by visiting pittsource.com.

KEY EVENTS YOUR STUDENT SHOULD ATTEND

FALL CAREER FAIR
September 19-20, October 4, 2017
William Pitt Union

Employers seeking full-time, part-time, and internship positions attend the Fall and Spring Career Fairs each year in September and February. At these events as well as numerous smaller career fairs throughout the year, recruiters from nonprofits, corporations, and government agencies will be present to network and discuss job opportunities.

MAJORS AND MINORS EXPO
October 18, 2017
William Pitt Union, Main Floor

Students who are still determining their academic path can meet with representatives from academic departments across campus to learn about majors, minors, and various career fields at the Majors and Minors Expo each October. Encourage your student to check Handshake frequently for events, networking opportunities, and workshops related to his or her major or industry of interest.
PittPAY

PittPAY is the University’s secure website that gives students and the individuals they authorize access to the student account. Here are some of the features that you and your student will find useful:

- Students can designate parents, family members, and others access to PittPAY, each with their own login.
- View the account details, balance, and due date as of the moment you login.
- Make secure payments online using your mobile device or your computer.
- Get instant confirmation and an update of the student account balance for online payments.
- Generate and print your own statement of account, for a range of terms or calendar dates.
- View current payment plan offerings and enroll in an optional payment plan.
- Enroll in eRefunds so any credit balance on the account will be deposited into the bank account designated for that purpose.

There’s much more the new version of PittPAY will offer! You and your student will be receiving information in the following months, so watch for notices from the Student Payment Center (payments.pitt.edu/accountactivity).

AUTHORIZED PAYERS

We cannot discuss your student’s account with you unless your student has set you up as an Authorized Payer in PittPAY. Your student can authorize an unlimited number of individuals as Authorized Payers; each one receives an e-mail when an eBill is posted to PittPAY and can view the account and make online payments.

PITTPAY PAYMENT PLANS

Students, or one of their Authorized Payers, can enroll in an optional payment plan to spread out the costs on the student account over a series of regular installments. Payment plans carry no interest charges, only a small sign-up fee. The earlier you enroll, the more installments you get. Watch for announcements from the Student Payment Center in the next few months. If you need help deciding whether a payment plan is right for you, contact payments@pitt.edu for assistance.

**Summer 2017 Plan:** 3 installments, May-July
**Fall 2017 Plan:** 6 installments, May-October
**Spring 2018 Plan:** up to 6 installments, November-April
REFUNDS TO STUDENTS & PARENTS VIA DIRECT DEPOSIT

• A refund is necessary when payments and financial aid (scholarships, grants, and loans) cover more than what is being charged on the account. Refunds are processed automatically five days a week. Funds are transferred directly to your U.S. checking or savings account.
• Students need to be enrolled in Direct Deposit in PittPAY to receive a refund. Students can use their own or a parent’s checking or savings account.
• Sometimes a parent’s PLUS loan is applied to the account and creates a credit balance that needs to be refunded to the parent borrower. Parents log in to PittPAY from the Authorized Payer Web site at student-info.pitt.edu, then select Direct Deposit to set up their own direct deposit profile for this purpose.

529 & COLLEGE SAVINGS PLANS

The PA 529 College Savings Program (pa529.com) includes two different savings plans.
• If you have a PA 529 Guaranteed Savings Plan, the state will send your payment to us electronically.
• If you have the PA 529 Investment Plan, or any plan from any other state or organization, ask them to include the student’s full name and 7 digit student ID on the check and mail it to:

University of Pittsburgh
P.O. Box 643092
Pittsburgh, PA 15264-3092

WAITLISTED CLASSES

The student account reflects tuition and fees based on a student’s actual enrollment as a full-time or part-time student. Waitlisted classes are not included in the student’s enrollment, so they are not factored into the calculation of tuition and fees.

WE NEED TO REACH YOU

The Student Payment Center e-mails, mails, and sometimes calls students and their Authorized Payers to help them avoid late fees, collection costs, and financial holds that prevent access to grades, transcripts, and registration for future terms. Periodically review and update your contact information so that you won’t miss time-sensitive cost-saving information about the student account.

Students:
• Log in to the student services portal at my.pitt.edu. Click Student Center Login > Self Service > Campus Personal Information > Select and edit the information that needs to be updated.

Authorized Payers:
• Log in to PittPAY at student-info.pitt.edu. Select User Preferences to update your e-mail address. Remember to save the new information before you log out.
• Please be sure to follow your e-mail provider’s instructions for adding eBill@cfo.pitt.edu and PittPAY@cfo.pitt.edu to your address book, safe sender list, or white list so that Student Payment Center notifications do not end up in spam or junk filters.
• To contact us, include your student’s name and seven-digit student ID so we can assist you quickly and accurately.

CONTACT STUDENT PAYMENT CENTER

[ 412-624-7520 ]
[ payments@pitt.edu ]
[ payments.pitt.edu ]

Student Payment Center
G–7 Thackeray Hall
139 University Place
Pittsburgh, PA 15260

8:30 a.m.–4:45 p.m. M–R
9:30 a.m.–4:45 p.m. F
FINANCIAL AID

A Free Application for Federal Student Aid (FASFA) filed after March 1 will be reviewed, but when you complete your FAFSA, early you will ensure that you have been reviewed for all types of financial aid that you may be eligible to receive. The sooner you file your FAFSA, the sooner the financial aid office can notify you of your eligibility. Parents and students will need to obtain a Federal Student Aid ID by visiting fsaid.ed.gov/npas/index.htm.

To file a FAFSA, log on to fsa.gov. Even if you don’t think you qualify for some types of aid, it is important to file a FAFSA. You may be pleasantly surprised. The earlier you apply, the sooner we can tell you what aid you may be eligible to receive.

[ 412-624-7488 ] [ fnaid@pitt.edu ] [ oafa.pitt.edu/learn-about-aid ]

ANTICIPATED AID

Students are given temporary credit on their student account for most types of federal and state aid that is still being processed or waiting to be disbursed. The aid is included under Anticipated Aid on the student account and is subtracted from the amount students owe until it can be disbursed to apply to the account.

AVOID FINANCIAL AID DELAYS

Financial aid will not disburse to the student account if the student or parent PLUS loan borrower has not completed all aid requirements. Students and parent borrowers must act promptly after receiving notice about their financial aid by e-mail, mail, or phone.

OUTSIDE SCHOLARSHIPS

Many students receive scholarships from organizations outside the University, like employers, social and charitable foundations, and community service organizations. Ask the awarding entity to include your student’s full name and seven-digit student ID on the check and mail it to:

University of Pittsburgh
Student Payment Center
G-7 Thackeray Hall
139 University Place
Pittsburgh, PA 15260
There are two different types of on-campus employment that a student can obtain: a federal work-study position or a student employment position.

Federal work-study is a part of a student’s financial aid package. In order to receive the funds, the student must work in a position classified by the University as a federal work-study job. Most of these jobs exist on campus but some are off-campus. Students who are eligible for the Federal Work-Study Program (FWSP) are notified of their award as part of their financial aid award notification. If they wish to have the opportunity to be employed through the program, they must accept their FWSP award on the PeopleSoft Student Services Center financial aid award page for aid year 2017. Students who accept this award will receive additional information about FWSP during the summer months.

The second type of student worker position on campus is the student employment position. The hiring department funds these positions, and a work-study grant is not required. Many departments on campus hire students in a variety of capacities. Students seeking a position on campus should consult the PittSource database (pittsource.com).

Students can explore My Pitt (my.pitt.edu), and access their e-mail, print their class schedule, check their grades, register for classes, pay a tuition bill, download software, and more.

[ 412-624-HELP (4357) ] [ helpdesk@pitt.edu ] [ technology.pitt.edu — online chat support available ]

The Technology Help Desk is open 24/7.

“LIKE” facebook.com/pittcssd

Follow twitter.com/pittcssd
TECHNICAL SUPPORT FOR STUDENTS

Technical consultants provide hands-on computer support to students, either by appointment or at two convenient walk-in locations: the Litchfield Towers lobby and the University Store on Fifth.

SOFTWARE

CSSD provides a broad selection of software to students at little or no cost, including Microsoft Office and other academic software packages. Be sure to browse available titles at technology.pitt.edu before arriving on campus. Students also can download software online at my.pitt.edu.

EMERGENCY NOTIFICATION SERVICE (ENS)

ENS communicates with subscribers through voice, text, and e-mail messages when deemed appropriate in the event of an emergency. Students can subscribe to ENS at my.pitt.edu. Note: Students may include a parent’s contact information when subscribing to ENS.

SAFE COMPUTING

Computrace LoJack can help to recover lost or stolen laptops. Symantec EndPoint Protection and Malwarebytes guard against viruses and spyware. Download these and other security tools at my.pitt.edu.

PITTNET NETWORK

Students can easily connect to PittNet, Pitt’s campuswide high-speed network. Residence hall rooms feature both wired and wireless connections. Wireless service also is available in all classrooms and academic buildings.

CAMPUS COMPUTING LABS

Students may use any of our computing labs. Labs are equipped with Windows, Mac, and Linux workstations with more than 150 software programs. Some labs are open 24 hours so students can work anytime. Students can bring their own device, charge a cell phone battery, or study with classmates while in the labs.

CAMPUS PRINTING

Pitt Printing enables students to send print jobs from any device or location and then release them from one of many convenient printing stations on campus. Check out technology.pitt.edu/print for location details! Make sure to download and install the printing client on your Windows or Mac computer or send print jobs from your mobile device by emailing them to mobileprint@pitt.edu.

BACK IT UP WITH BOX

Students receive unlimited cloud storage with Box (pitt.box.com) to make backing up files easy. Box also makes it simple to share folders and collaborate on projects.

CAMPUS CONNECT

Students may subscribe to receive text messages and e-mails about upcoming events on campus at my.pitt.edu.

SKYPE FOR BUSINESS

Students can use Skype for Business, a collaborative communications tool, to see if classmates are online, start a video chat, and share a screen to work together on a class project. Download Skype for Business for free at my.pitt.edu.
LEARN WITH LYNDA

Students can access online technology training 24/7 at lynda.pitt.edu. View thousands of training videos on topics such as Excel, Java, Web design, animation, blogging, photography, video editing, and much more.

MOBILE APPS

Use the Pitt App Store as your one-stop shop for all University-related apps. Visit pitt/appstore today to install the Pitt App store for your iOS or Android device. After it’s installed, be sure to download the Pitt Mobile app to access campus info such as building hours and event calendars and the Pitt PS Mobile app to check your schedule or add/drop classes on the go.

ILLEGAL FILE SHARING

Sharing copyrighted music, movies, software, and other files on PittNet is illegal and could result in penalties from the University Student Judicial System as well as legal action by the copyright owner. Learn more at technology.pitt.edu/copyright.

ACCEPTABLE COMPUTING ACCESS AND USE

University policy establishes restrictions on the access and use of University technology resources such as computers, computer systems, networks, services, storage, and e-mail. Students, faculty, and staff are obligated to protect University computing systems from illegal or damaging actions. For details, please read Acceptable Computing Access and Use at technology.pitt.edu/ituse.

privacy laws

Two federal laws, the Family Educational Rights and Privacy Act of 1974 (FERPA) and the Health Insurance Portability and Accountability Act (HIPAA), protect the privacy of students attending the University of Pittsburgh and place restrictions on who can receive information about students.

Under federal law, and unlike during students’ high school years, the rights of access and privacy to records belong primarily to the student rather than to the parents. Therefore, parents and guardians may have limited access to their student’s personal records unless the student grants permission for parents or guardians to receive such information.

Students may grant parents or guardians access to financial records by designating them as an authorized payer through PittPAY in the student portal system (my.pitt.edu > PittPAY login > Authorized Payers).

Students must grant parents or guardians written permission to receive confidential information about their student health records. Visit studentaffairs.pitt.edu/shs/forms for more information.

Students may grant parents or guardians access to their educational records by submitting a completed Waiver to Release Educational Records form (registrar.pitt.edu/ferpa.html) to the appropriate records custodian within their school. Parents or guardians listed on this form must come, in person with valid identification, to 220 Thackeray Hall in order to acquire educational record information.
The Office of Student Conduct promotes good citizenship by educating students on University behavioral expectations. When alleged student misconduct occurs, we oversee impartial judicial procedures and opportunities for personal development and improvement. We aim to develop responsible, conscientious young adults who are committed to maintaining a safe and respectful environment.

We also offer leadership opportunities for students through the Student Conduct Peer Review Board (SCPRB). The SCPRB is a group of students who are trained to process lower level violations of the Student Code of Conduct (Code). SCPRB members gain valuable transferrable skills, such as conflict management, critical thinking and information analysis.

If a student is reported to have violated the Code, on or off campus, the student may be requested to discuss the incident at an administrative hearing with a hearing officer or the SCPRB. If the SCPRB or hearing officer finds the student responsible for the violation, the student will be required to complete assigned sanctions which may include attending educational programs, paying a fine and community service, among others. Students involved in incidents that may result in suspension or dismissal, may accept responsibility and recommended sanctions, or may elect to have a Level II Judicial Board hearing. If the violation is processed through a hearing, the Judicial Board determines responsibility and recommends sanctions to the Dean of Students, who will make the final determination on sanctions. Regardless of the process followed all students who participate in a hearing have the right to appeal the decision, and/or sanction. A full description of the Conduct hearing and appeal process can be found online.

Any violation of the Code may create a conduct record for the student. The current record retention policy is seven years from the date of the hearing. If the sanctions include Disciplinary Suspension or Disciplinary Dismissal, these records are retained indefinitely.

The University will notify parents/guardians when students under the age of 21 are found responsible for alcohol or drug violations. These letters are sent to reinforce the student’s ability to accept responsibility for their behavior and to encourage parents/guardians to have a discussion with the student about the behavior and any resources the student may need. If you have any questions about the conduct policy, or behavioral expectations, please contact the Office of Student Conduct at the number listed above.
A COMMITMENT TO CIVILITY

The University of Pittsburgh is committed to the advancement of learning and service to society. This is best accomplished in an atmosphere of mutual respect and civility, self-restraint, concern for others, and academic integrity. Students are asked to accept the obligation to live by these common values and commit themselves to principles of behavior that contribute to a civil campus environment and to support this behavior in others. Students recite the Pitt Promise during New and Transfer Student Orientation:

As a Pitt student, I will embrace the concept of a civil community, which abhors violence, theft, and exploitation of others;

I will commit myself to the pursuit of knowledge with personal integrity and academic honesty;

I will respect the sanctity of the learning environment and avoid disruptive and deceitful behavior toward other members of the campus community;

I will support a culture of diversity by respecting the rights of those who differ from myself;

I will contribute to the development of a caring community where compassion for others and freedom of thought and expression are valued;

I will honor, challenge, and contribute to the scholarly heritage left by those who preceded me and work to leave this a better place for those who follow.

By endorsing these common principles, I accept a moral obligation to behave in ways that contribute to a civil campus environment and resolve to support this behavior in others.

This commitment to civility is my promise to the University of Pittsburgh and its community of scholars.
What kinds of internship opportunities are available at Pitt?

Pitt offers many internship and cooperative education programs with a variety of companies both inside and outside the greater Pittsburgh area. The Office of Career Development and Placement Assistance provides one-on-one assistance to help students from all undergraduate majors. Encourage your student to visit internships.pitt.edu to review the requirements of the Internship Prep Program.

What is the University Honors College like?

The University Honors College is unlike typical university honors programs. Here at Pitt, there is no such thing as membership in the honors college, and all undergraduate students are eligible to take advantage of its many opportunities. Some highlights include supplemental advising, research and community engagement fellowships, special events, honors housing, honors courses, and the Bachelor of Philosophy degree. Honors courses are more challenging and more demanding than regular courses. Class sizes tend to be smaller, which allows students to interact more with instructors and with each other. See honorscollege.pitt.edu/advising-staff for more information.

Does Pitt have opportunities for undergraduate research?

As an internationally recognized institution for cutting-edge research, Pitt offers students exciting opportunities to work alongside distinguished faculty members who are leaders in their fields. Undergraduates can participate in research as early as their freshman year through programs like First Experiences in Research. Students can explore research opportunities in the arts and humanities, social sciences, natural sciences, and the University’s School of Medicine.

Many research experiences are initiated by the Office of Undergraduate Research, Scholarship, and Creative Activity (visit as.pitt.edu/our) as well as the University Honors College. Students also are encouraged to speak with their professors about research opportunities through academic departments.

Living Learning Communities (LLCs) are specialized living environments that help to connect students through inside- and outside-the-classroom learning. Each LLC is unique, but all are centered on a distinctive academic or thematic interest.

Students who choose to live in an LLC have a direct connection to their classroom experience, intentional events, programs, and dedicated staff members working to make the community a success. Both first-year and upper-class students can take advantage of LLCs. In order to be considered for an LLC, students must apply in their housing and dining application. For a complete list of all LLCs go to studentaffairs.pitt.edu/reslife/lc.
What do I do if my student has an Individual Education Plan (IEP) or a Section 504 plan?

Once your student has been admitted to the University, he or she should follow these four steps to register with Disability Resources and Services (DRS):

1. Submit documentation of his or her disability, and deliver it in person to 140 William Pitt Union, mail to the address to the right, or fax forms to 412-624-3346.

2. If your student submitted disability documentation as part of his or her application for admission to the University of Pittsburgh, please check to make sure that DRS has received a copy for his or her file.

3. Set up an appointment with the appropriate disability specialist for an initial review of your student’s documentation. At this meeting, the specialist will be able to discuss his or her documents, needs, and educational goals.

4. Meet with the disability specialist every term to review the effectiveness of services received, to update information, or to discuss changes in service.

What do I say to my student if he or she has experienced a traumatic event (unexpected death of a loved one, physical assault, etc.)?

Listen to your student and normalize the feelings expressed—shock, fear, anxiety, confusion, anger, etc. Encourage your student to call the University Counseling Center (412-648-7930) and speak with a counselor. Counseling will help your student to deal with the feelings that are interfering with daily functioning. Students are required to schedule their own appointments therefore indicating their willingness to engage in a positive therapeutic relationship at the center.

How can I encourage my student to get the needed help through a counseling appointment?

After listening to your adult student’s thoughts and feelings in a sensitive, nonjudgmental way, you can instill hope by helping him or her to realize that there are options. Point out that help is available and that you believe that using resources is a sign of strength and maturity rather than weakness or failure. Give information about the counseling service and prepare him or her for what to expect. If a student is not ready to use professional counseling services, suggest other resources like Residence Life staff, chaplains, friends, or other trusted adults. You can always consult with a Counseling Center professional about your specific concerns.

How easy is it to travel home during the term and over breaks?

With a Pitt ID, students can ride Port Authority buses to Amtrak, Megabus and Greyhound stations, and the Pittsburgh International Airport. For the Thanksgiving, winter, and spring recesses, the University offers buses home for the holidays to select destinations in Pennsylvania; New York; Maryland; and Washington, D.C. Greatly reduced one-way and round-trip fares are available. Visit pc.pitt.edu/transportation/buseshome.html for information.