FAMILY HANDBOOK

WE’VE GOT YOU COVERED
SO YOU CAN #LIVEPENN
Welcome to Penn! From the moment your student steps onto campus, Residential Services is here to assist them with their residential essentials. To help you and your student successfully jumpstart their Penn experience, we’ve carefully crafted your go-to information for how to live in our College Houses, important dates to remember, and a glossary of terms to speak Penn. As your student transitions to campus, they will find that Residential Services is full of resources to help them find a happy and safe home.
OUR VALUES

WE’VE GOT YOU COVERED
SO YOU CAN

#LIVEPENN

WHILE YOUR STUDENT IS LIVING ON CAMPUS, they will have access to a wide variety of residential and dining services that foster a fulfilling Penn experience. At Residential Services, we strive to provide your student with the best options available so they can truly #LivePenn. We understand that this can be a busy time for students, as well as their family and friends. There is a lot of information to take in, so we’ve created this guide to serve as a reference for resources and questions that might arise throughout the year.
RESIDENTIAL SERVICES MANAGES THE HOUSING NEEDS FOR STUDENTS, FACULTY, STAFF, AND GUESTS THROUGH INNOVATIVE, SERVICE-ORIENTED, AND FISCALLY RESPONSIBLE PRACTICES IN COLLABORATION WITH INTERNAL AND EXTERNAL PARTNERS.

LIVING ON CAMPUS IS ESSENTIAL TO THE PENN EXPERIENCE. WE PROVIDE SUPPORT AND SERVICE FROM MOVE-IN TO MOVE-OUT.
EVERYTHING YOU NEED TO KNOW

ESSENTIAL INFORMATION
FOR YOUR STUDENT’S NEW HOME
AWAY FROM HOME
**NEED TO KNOW**

**AT A GLANCE**

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**NEED TO KNOW**

**VISITING**

You are always welcome to visit your student. Guests can enter their student’s College House by obtaining a Guest Pass upon arrival to the Information Center. You must bring photo ID and remain with your student at all times.

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**NEED TO KNOW**

**MAILING**

First class mail is sorted into student mailboxes while packages are received at residential package rooms and residents are notified via email. We recommend carriers such as UPS, FedEx, and DHL for direct delivery to campus and accurate confirmation options.

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**NEED TO KNOW**

**PENN GUIDES**

Penn Guides, our Housing and Dining App, keeps all essential information for living at Penn at your fingertips. From Move-In to maintenance repairs, this digital guide is a convenient way to keep important information at hand. You and your student can download the app at pennguides.com.
NEED TO KNOW

DINING

In order to serve Penn’s diverse population, Penn Dining offers flavorful, nutritious food and helps create community. From a sit-down meal to grab-and-go options, your student will find what they need to get them through their day. Our campus Registered Dietitian Nutritionist is here for any nutrition or dietary questions.

NEED TO KNOW

SUSTAINABILITY

Your student will have the opportunity to fully engage in Penn’s mission to reduce waste and conserve energy. From in-house recycling to water bottle filling stations, we provide tools to help support your student’s sustainable lifestyle.

NEED TO KNOW

NEXT YEAR

Although your student just moved in, you may hear they already need to decide about next year’s housing. Good news—there is no rush! Room Selection takes place in January and February. Rooms are available for students who want to live on campus, so finding housing need not be on your student’s Fall to-do list.

FOR MORE DETAILED INFORMATION PLEASE SIGN UP FOR OUR NEWSLETTER:

UPENN.EDU/RHSFAMILY
COLLEGE HOUSES

GETTING TO KNOW YOUR COLLEGE HOUSE

YOUR STUDENT WILL BE RIGHT IN THE HEART OF PENN’S CAMPUS AND BENEFITING FROM ALL PENN HAS TO OFFER.
Each College House offers a variety of distinct room types, amenities, and communities to fit every lifestyle.

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<tbody>
<tr>
<td>COLLEGE HOUSES</td>
<td>ROOM TYPES</td>
<td>PROGRAM COMMUNITIES</td>
<td>ON-CAMPUS STUDENTS</td>
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<tr>
<td>12</td>
<td>65</td>
<td>36</td>
<td>5,714</td>
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</table>
INFORMATION CENTERS

THE INFORMATION CENTER IN YOUR STUDENT’S COLLEGE HOUSE IS OPERATED BY THE RESIDENTIAL SERVICES MANAGER (RSM) AND OFFERS 24-HOUR ASSISTANCE TO RESIDENTS.
SAFETY & SECURITY

We take many steps to ensure the safety of our students. College Houses are staffed with security guards 24 hours a day, 7 days a week. Penn’s Division of Public Safety monitors campus and offers walking escorts. The Division of Public Safety can be reached at 215-898-4357. Free transportation to and from campus is also available through Penn Transit (upenn.edu/transportation).

PACKAGE ACCEPTANCE

Perishables such as flowers, plants, fruit, or baked goods should be sent through local vendors. Our Information Center will accept delivery and notify your student. Perishable items sent through national carriers will be delivered to our package rooms and may take longer to reach your student.

HOUSE ACCESS

Students gain access to their College House and room using their PennCard and their individual PennCard Access Code. Residents have 24 hour access. Non-resident access is only available from 6 AM–2 AM.

MAINTENANCE & HOUSEKEEPING

Housekeeping is provided 7 days a week for all common areas. In your student’s individual living space, work orders can be submitted online to request repairs.
Residential Service Managers and the Information Centers offer daily, front line, 24-hour assistance to residents. Your student can contact them for a wide variety of resources such as guest passes, lock out keycards, and renting a moving cart.

**HOUSE ACRONYMS**

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Name</th>
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<tbody>
<tr>
<td>DUBS</td>
<td>W.E.B. Du Bois College House</td>
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<tr>
<td>FSHS</td>
<td>Fisher Hassenfeld College House</td>
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<tr>
<td>CL25</td>
<td>Gregory College House (Class of 1925)</td>
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<tr>
<td>VANP</td>
<td>Gregory College House (Van Pelt Manor)</td>
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<tr>
<td>HARN</td>
<td>Harnwell College House</td>
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<tr>
<td>HARS</td>
<td>Harrison College House</td>
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<tr>
<td>HILL</td>
<td>Hill College House</td>
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<tr>
<td>KCEH</td>
<td>Kings Court/English College House</td>
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<tr>
<td>NWCH</td>
<td>New College House</td>
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<td>RIEP</td>
<td>Riepe College House</td>
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<td>RODN</td>
<td>Rodin College House</td>
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<tr>
<td>MAYR</td>
<td>Stouffer College House (Mayer Residence Hall)</td>
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<td>STOU</td>
<td>Stouffer College House</td>
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<tr>
<td>WARE</td>
<td>Ware College House</td>
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</tbody>
</table>
**FISHER HASSENFELD**  
[collegehouses.upenn.edu/about/fisherhassenfeld](http://collegehouses.upenn.edu/about/fisherhassenfeld)  

**RESIDENTIAL SERVICES MANAGER:**  
Nayadis Couce  
215-898-6886  
coucen@upenn.edu  

**MAILING ADDRESS:**  
John/Jane Doe  
RM xxx FSHS MB xxx  
3700 Spruce Street  
Philadelphia, PA 19104-6025  

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**HARNWELL**  
[collegehouses.upenn.edu/about/harnwell](http://collegehouses.upenn.edu/about/harnwell)  

**RESIDENTIAL SERVICES MANAGER:**  
Max Reyes-Rosario (interim)  
215-898-5258  
maxreyes@upenn.edu  

**MAILING ADDRESS:**  
John/Jane Doe  
RM xxx HARN MB xxx  
3820 Locust Walk  
Philadelphia, PA 19104-6134  

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**GREGORY**  
[collegehouses.upenn.edu/about/gregory](http://collegehouses.upenn.edu/about/gregory)  

**RESIDENTIAL SERVICES MANAGER:**  
Maureen Stanton  
215-898-5202  
mstanton@upenn.edu  

**MAILING ADDRESS:**  
(-Class of 1925)  
John/Jane Doe  
RM xxx CL25 MB xxx  
3941 Irving Street  
Philadelphia, PA 19104-3700  

(Van Pelt)  
John/Jane Doe  
RM xxx VANP MB xxx  
3909 Spruce Street  
Philadelphia, PA 19104-6004  

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**HARRISON**  
[collegehouses.upenn.edu/about/harrison](http://collegehouses.upenn.edu/about/harrison)  

**RESIDENTIAL SERVICES MANAGER**  
Chris Lester  
215-898-5256  
chrisles@upenn.edu  

**MAILING ADDRESS:**  
John/Jane Doe  
RM xxx HARS MB xxx  
3910 Irving Street  
Philadelphia, PA 19104-6007
HILL
collegehouses.upenn.edu/about/hill

RESIDENTIAL SERVICES MANAGER:
Rebecca Golpe
215-898-5232
rgolpe@upenn.edu

MAILING ADDRESS:
John/Jane Doe
RM xxx HILL MB xxx
3333 Walnut Street
Philadelphia, PA 19104-6193

KINGS COURT ENGLISH
collegehouses.upenn.edu/about/kingscourtenglish

RESIDENTIAL SERVICES MANAGER:
Oluwaseyi “Seyi” Oniyide
215-898-4562
onolu@upenn.edu

MAILING ADDRESS:
John/Jane Doe
RM xxx KCEH MB xxx
3465 Sansom Street
Philadelphia, PA 19104-6185

NEW COLLEGE HOUSE
collegehouses.upenn.edu/about/new

RESIDENTIAL SERVICES MANAGER:
Kaddara Humphreys
215-898-3230
kaddara@upenn.edu

MAILING ADDRESS:
John/Jane Doe
RM xxx NCH MB xxx
3335 Woodland Walk
Philadelphia, PA 19104-4531

RIEPE
collegehouses.upenn.edu/about/riepe

RESIDENTIAL SERVICES MANAGER:
Nayadis Couce
215-898-6886
coucen@upenn.edu

MAILING ADDRESS:
John/Jane Doe
RM xxx RIEP MB xxx
310 S. 36th Street
Philadelphia, PA 19104-6023
**RODIN**
collegehouses.upenn.edu/about/rodin

**RESIDENTIAL SERVICES MANAGER:**
Jamal Hagood
215-898-5254
jamalha@upenn.edu

**MAILING ADDRESS:**
John/Jane Doe
RM xxx RODN MB xxx
3901 Walnut Street
Philadelphia, PA 19104-6135

**STOUFFER**
collegehouses.upenn.edu/about/stouffer

**RESIDENTIAL SERVICES MANAGER:**
Grace Reilly
215-898-6827
gre99627@upenn.edu

**MAILING ADDRESS:**
(Mayer Hall)
John/Jane Doe
RM xxx MAYR MB xxx
3817 Spruce Street
Philadelphia, PA 19104-6101

(Stouffer Hall)
John/Jane Doe
RM xxx STOU MB xxx
3702 Spruce Street
Philadelphia, PA 19104-6026

**WARE**
collegehouses.upenn.edu/about/ware

**RESIDENTIAL SERVICES MANAGER:**
Nayadis Couce
215-898-6886
coucen@upenn.edu

**MAILING ADDRESS:**
John/Jane Doe
RM xxx WARE MB xxx
3650 Spruce Street
Philadelphia, PA 19104-6024

**W.E.B. DU BOIS**
collegehouses.upenn.edu/about/dubois

**RESIDENTIAL SERVICES MANAGER:**
Jane Pablos
215-898-5253
jpablos@upenn.edu

**MAILING ADDRESS:**
John/Jane Doe
RM xxx DUBS MB xxx
3900 Walnut Street
Philadelphia, PA 19104-6138
CREATING A SPACE WHERE STUDENTS CAN THRIVE

As part of the Penn community, your student has access to a variety of valuable resources that support them in and out of the classroom.
RESIDENTIAL HANDBOOK
The Residential Handbook provides policies, rules, and regulations required for living safely and productively on campus. These policies are designed to ensure a pleasant, safe, and equitable residential living experience. You and your student can find the handbook through Penn Residential Services website.

ACADEMIC SUPPORT
One-on-one advising and assistance in each of the four undergraduate schools:

THE COLLEGE OF ARTS AND SCIENCES
215-898-6341

ENGINEERING AND APPLIED SCIENCES
215-898-7246

WHARTON
215-898-7608

NURSING
215-898-6687

STUDENT HEALTH AND WELLNESS RESOURCES

COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS)
Free, confidential, individual, and group therapy and advocacy, including for stress reduction.
215-898-7021

STUDENT HEALTH SERVICE (SHS)
Affordable, accessible, primary, preventative, and specialty health care for all students.
215-746-3535

STUDENT INTERVENTION SERVICES
Support, referrals, and case management for critical matters or emergencies involving safety and wellness.
215-898-6081

OFFICE OF ALCOHOL AND OTHER DRUG PROGRAM INITIATIVES
Non-judgmental, confidential interventions regarding drug and alcohol use and concerns.
215-573-3525
CULTURAL RESOURCE CENTERS
Advocacy, support, and academic, cultural, and social programming at:

GREENFIELD INTERCULTURAL CENTER
215-898-3358

MAKUU: THE BLACK CULTURAL CENTER
215-573-0823

LA CASA LATINA
215-746-6043

PAN-ASIAN AMERICAN COMMUNITY HOUSE
215-746-6046

LESBIAN GAY BISEXUAL TRANSGENDER CENTER
215-898-5044

PENN WOMEN’S CENTER
215-898-8611

SUPPORT OPTIONS

REACH-A-PEER (RAP) LINE
Peer support, information, and referrals from students to students, nightly from 9 PM to 1 AM or online. 215-573-2727

HELP LINE (215-898-HELP)
24/7 assistance from the Division of Public Safety for time-sensitive help navigating Penn’s health and wellness resources. 215-898-4357

OFFICE OF THE CHAPLAIN
Pastoral support, guidance, information advising, and counseling and referrals. 215-898-8456
### Glossary

**First-Year:**
A student in their first year at Penn—can include freshmen, transfer, and exchange students. All first-year students are required to live on campus and enroll in a dining plan.

**Second-Year:**
A student in their second year at Penn. Penn has a Second-Year Experience program to address the specific needs of second-year students using current programs and new events to support students in career development, activities, academics, and housing.

**RHS:**
Residential and Hospitality Services. Residential Services include housing and Hospitality Services include dining, conference services, and summer housing.

**DPS:**
Division of Public Safety. DPS Provides safety, security, and emergency services and comprises sworn University of Pennsylvania Police Officers.

**Upperclass:**
Students after their first year at Penn. College Houses exclusively for Upperclass students include Harnwell, Harrison, and Rodin. These students may also live in four-year College Houses.

**Info Center:**
College House Information Center. All centrally located to serve as a resource for residents.

**Hamilton Village:**
Area on campus containing three highrise apartment style buildings (Harnwell, Harrison, and Rodin) and three lowrise buildings (Gregory, W.E.B. Du Bois, and Stouffer).

**RSM:**
Residential Services Manager. The RSM is a full-time University employee who hires, trains, and manages student staff, oversees the delivery of daily services to the residents and House staff, and keeps abreast of concerns affecting house condition, appearance, and operations.

**PennCard:**
The official University of Pennsylvania identification card for all members of the Penn community. This card provides building access, recreation and library services, access to meal swipes and Dining Dollars, and PennCash purchases.

**PAC:**
PennCard Access Code. The PAC is the four-digit number used in conjunction with the PennCard to access residential buildings.

**CHAS:**
College Houses & Academic Services. CHAS integrates academic and residential life to create lively residential communities of undergraduates, faculty, staff, and graduate students.
## IMPORTANT DATES

Mark your calendars with these important dates for the 2019–2020 academic year.

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td><strong>AUGUST 27</strong></td>
<td>First date of Fall 2019 Dining Plan service</td>
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<tr>
<td><strong>AUGUST 27-SEPTEMBER 17</strong></td>
<td>Dining Plan Change Period</td>
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<tr>
<td><strong>OCTOBER 7</strong></td>
<td>Last day to drop a class</td>
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<td><strong>OCTOBER 10-13</strong></td>
<td>Fall Break*</td>
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<td><strong>NOVEMBER 1-3</strong></td>
<td>Family Weekend</td>
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<td><strong>NOVEMBER 9</strong></td>
<td>Homecoming</td>
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<td><strong>NOVEMBER 28-DECEMBER 1</strong></td>
<td>Thanksgiving Break*</td>
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<tr>
<td><strong>DECEMBER 10-11</strong></td>
<td>Reading Days</td>
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<tr>
<td><strong>DECEMBER 12-19</strong></td>
<td>Final Exams</td>
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<tr>
<td><strong>DECEMBER 20</strong></td>
<td>College Houses close by noon on December 20 for Winter Break**</td>
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<tr>
<td><strong>JANUARY 11</strong></td>
<td>College Houses reopen at 9am</td>
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<tr>
<td><strong>JANUARY 14</strong></td>
<td>Spring 2020 Dining Plans begin</td>
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<tr>
<td><strong>JANUARY 15</strong></td>
<td>First Day of Spring Term</td>
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<tr>
<td><strong>JANUARY 14-FEBRUARY 4</strong></td>
<td>Dining Plan change period</td>
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<tr>
<td><strong>LATE JANUARY AND FEBRUARY</strong></td>
<td>Room Selection</td>
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<td><strong>MARCH 7-15</strong></td>
<td>Spring Break*</td>
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<td><strong>APRIL 30-MAY 3</strong></td>
<td>Reading Days</td>
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<tr>
<td><strong>MAY 4-12</strong></td>
<td>Final Exams</td>
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<tr>
<td><strong>MAY 12</strong></td>
<td>Dining plans end for Spring semester</td>
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<tr>
<td><strong>MAY 13</strong></td>
<td>College Houses close at 5pm</td>
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<tr>
<td><strong>MAY 18</strong></td>
<td>Commencement Day</td>
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*College Houses remain open

**Harnwell, Harrison, and Rodin will remain open