Congratulations on your admission to Penn! On behalf of Student Registration and Financial Services, welcome to the University of Pennsylvania.

This booklet explains your financial aid award, if you are a financial aid recipient, and also includes payment options that all students can use. Please read this material carefully to gain a good understanding of Penn's financial programs. Currently, it is only possible for international students to apply for financial aid during the initial admissions process. For more information about Penn's international student financial aid policy, please visit www.srfs.upenn.edu/paying/QA-International.pdf.

Penn also offers PennPlan online, an interactive financial planning tool. Log on through your Penn Applicant Portal and select PennPlan online.

We encourage you to read our literature, use PennPlan online, and visit our website where you can askBEN general questions anytime.

Please contact us if you have questions.

Sincerely,

Elaine P. Varas
Senior University Director of Financial Aid
Student Registration and Financial Services

GRANT-BASED FINANCIAL AID PROGRAM

Penn is the nation’s largest university with a program that enables dependent undergraduates eligible for aid to receive grant-based financial aid program for eight academic semesters.

The program applies to dependent undergraduate students in the College of Arts and Sciences, the School of Nursing, the School of Engineering and Applied Sciences, and the Wharton School, who are pursuing their first baccalaureate degree.

The grant-based financial aid program demonstrates the University's commitment to increase access for qualified students from all economic backgrounds.
contents

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Cost of Attendance

<table>
<thead>
<tr>
<th>Cost of Attendance for Academic Year 2017-2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition</td>
</tr>
<tr>
<td>Fees</td>
</tr>
<tr>
<td>Housing</td>
</tr>
<tr>
<td>Meals</td>
</tr>
<tr>
<td>Books and Supplies</td>
</tr>
<tr>
<td>Transportation</td>
</tr>
<tr>
<td>Personal Expenses</td>
</tr>
<tr>
<td><strong>Total Cost</strong></td>
</tr>
</tbody>
</table>

Tuition and fees are fixed costs. These mandatory fees include the general fee, the educational technology fee, and the student health clinical fee.

The housing allowance is based on the median room rate in the University College Houses. To stay within the allowance, be conscious of your room selection and reserve your room by the Penn Housing Services’ deadline. Note that all freshmen are required to live in on-campus housing during their first year of enrollment.

The meal allowance represents the cost of a first year dining plan through Penn Dining. Note that all freshmen are required to participate in a meal plan during their first year of enrollment.

The books and supplies allowance provides for the expected annual cost for books and supplies.

The transportation allowance provides for standard commuting. The approximate cost of one round-trip home may be added on a case-by-case basis.

Personal expenses include allowances for supplies, laundry, recreation, etc.

Other Expenses

Other expenses not included in the cost of attendance are: the New Student Orientation fee, laboratory fees for certain courses, and student health insurance if you are not insured through your parents’ plan. If you are a financial aid recipient, additional assistance to cover these expenses may be available upon request.

Student Health Insurance

All full-time students must submit health and immunization records, maintain coverage for out-patient medical care through the Student Health Service, and health insurance coverage for in-patient and catastrophic care. Students who do not have insurance, whose plans do not provide coverage in the Philadelphia area, or whose plans do not meet Penn’s criteria, will automatically be enrolled in the Penn Student Insurance Plan (PSIP). For details visit Student Health Service’s site at www.vpul.upenn.edu/shs.
How Financial Need is Determined

**Note:** If you are not a financial aid recipient, please turn to page 5.

**Family Contribution**

The University of Pennsylvania endorses the principle that education is first and foremost the responsibility of you and your family. Therefore, Penn awards financial aid to supplement, not to replace, your family’s ability to pay. Our goal is to assist as many families as possible in a fair and equitable manner.

Your total family contribution includes contributions from both you and your parents. Your parental and student contributions are determined by considering numerous financial and household factors. Penn generally expects you to save $2,500 from your summer earnings.

Your student contribution includes a portion of student assets, and a portion of student income from dividends and interest.

**Note to Canadian Students:** Penn generally expects you to contribute $2,500 from summer of 2017 employment. This amount is included in your student contribution.

---

**Cost of Attendance (COA)**

\[
\text{Cost of Attendance} (\text{COA}) = \text{Family Contribution} - \text{Financial Need}
\]

If your family contribution is greater than the cost of attendance, you do not qualify for financial aid.
Financial Aid

To Finalize Your Financial Aid Award
To finalize your award, please submit the following:

Tax Returns
If you and/or your parents filed a U.S. or Canadian 2015 federal income tax return, and have not yet submitted it, please do so as soon as possible. See the checklist on page 11 for instructions. Your award may be adjusted if the information on your tax return differs from what was previously reported on your financial aid application.

Certification of Sibling Enrollment
If you have a sibling enrolled in college, your financial aid award was most likely based on this information. As plans sometimes change, Penn will request certification from your sibling’s school in August. Your award will be adjusted in cases where information on the certification form differs from what was previously reported on your financial aid application.

Summer Financial Aid Program
Penn’s commitment is to provide financial assistance during the academic year. We have a very limited summer financial aid program consisting of loans. If you are considering enrolling in summer sessions, keep in mind that you will incur debt. Financial aid applications for summer sessions are available on our website in March.

Financial Assistance In Future Years
Your financial aid eligibility for institutional funding should be similar throughout your undergraduate years, as long as your family’s financial situation remains somewhat the same.

Summer savings expectations are higher for returning upperclass students than for entering freshmen since the summer break is typically longer for enrolled students.

To continue to receive aid, you must submit a financial aid application and tax returns, if applicable, each year. Financial aid application materials for 2018-2019 will be available on our website in October 2017.
Financial Aid Funds

Grants

**Penn Grant and University Named Scholarships**

These awards are made from either general University funds, or specific funds earmarked by the donor for financial aid. Both Penn Grant and Named Scholarships are awarded based on evaluated financial need; however, some donors may stipulate additional criteria (i.e. school, major, etc.).

**Outside Scholarships**

Need-based financial aid is awarded to supplement financial resources from parents, students, and outside scholarship donors, including employers. Therefore, financial aid recipients are expected to help meet their educational expenses from all possible sources. To search for outside scholarships, check our website.

When you receive an outside scholarship (i.e., scholarships awarded from non-governmental sources outside the University), you will receive a dollar-for-dollar reduction in the self-help component of your financial aid package. Self-help includes expected savings from summer earnings and workstudy. University grant will be reduced only after all self-help has been eliminated.

You are required to report all scholarships or grants awarded to you from any source outside the University. Be sure to notify your scholarship donor to forward correspondence and checks to:

Student Financial Services
Outside Scholarship Office
100 Franklin Building
3451 Walnut Street,
Philadelphia, PA 19104-6270, USA

**Taxability of Grants**

Students receiving financial assistance should be aware that total grant aid in excess of tuition, fees, books and supplies required for courses of instruction is subject to US federal income taxation. In some cases, the University is required by the Internal Revenue Code to withhold federal income tax on grant awards to non-resident students. Consult a tax advisor if you have any questions.

**International Student Employment**

Student Financial Services awards you a student employment award for the academic year (fall/spring). Student employment “credit” is not applied to your student account bill; you will be paid directly each week based on the actual hours you work. For details, review the Student Employment website at [www.srfs.upenn.edu/seo](http://www.srfs.upenn.edu/seo).

While you are on the Student Employment website, be sure to read about required documents you will need in order to be employed in the US.
Payment Options

**Penn Payment Plan**
The Penn Payment Plan is one way to extend your payments. Estimate the total amount of your payment each semester, and make four equal installments to pay all or a portion of your family’s contribution. Details are on page 6.

**Tuition Prepayment Plan**
Prepay up to 4 years of tuition and mandatory fees at the 2017-2018 rate, thus saving on future tuition and fees increases. Although we cannot predict future costs, tuition and fees increases have remained under 4% for the last three years.

**A Word About Loans**
If you choose to borrow, we recommend that you borrow only what you need, even if you are eligible for a higher amount, and only to accomplish a specific goal, such as to replace some of the expected summer earnings, or to cover an approved expense not originally included in the cost of attendance.

**Private Alternative Educational Loans**
A number of private lenders and other financial institutions offer education loans to students. These loans are marketed by lenders who may by-pass the school, mailing information directly to you and your family. These loans may carry high interest rates and fees and a co-signer is usually needed. If you think you need an alternative loan, visit the loans section of our website at [www.srfs.upenn.edu/loans](http://www.srfs.upenn.edu/loans).

**For More Information**
We urge you to educate yourself about student loans and repayment. These websites offer additional information that is helpful:
- [www.srfs.upenn.edu/loans](http://www.srfs.upenn.edu/loans)
- [www.collegeboard.com](http://www.collegeboard.com)
- [www.finaid.org](http://www.finaid.org)
Penn Payment Plan

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Penn Payment Plan</th>
<th>Tuition Prepayment Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any Penn student</td>
<td></td>
<td>Any full-time Penn student</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Amounts</th>
<th>You determine the amount each semester (Fall and Spring only)</th>
<th>$214,136*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Four times tuition and mandatory fees</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Interest Rate</th>
<th>None</th>
<th>None</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Fees</th>
<th>$45 enrollment fee</th>
<th>None</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Terms</th>
<th>Four month payment plans are offered in the Fall and Spring semesters</th>
<th>One payment preps tuition and fees for 4 years, thereby avoiding any subsequent tuition and mandatory fee increases</th>
</tr>
</thead>
</table>

| To Apply             | www.srfs.upenn.edu/payment-plan                                         | Contact SRFS to request a set of agreements |

| Recommended Deadlines| Enrollment between May 15, 2017 and June 29, 2017**                   | June 15, 2017** |

* The Plan prepays mandatory fees that are included in Penn’s cost of attendance at the time you enroll.

** Deadlines are recommended, however, applications are still accepted after these dates.
Worksheet Instructions

As with most major investments, it is easier to assess affordability after you determine available resources for a down payment, and convert the balance to a monthly payment. The worksheet provides two columns to help you define two alternative plans.

**Note:** You may prefer to complete an interactive worksheet on PennPlan online your Penn Applicant Portal.

**How to Use this Worksheet**

1. **Cost of Attendance for the Academic Year**
   Refer to page 1 for a description of each expense. Add additional expenses you anticipate, such as health insurance, or adjust listed expenses (e.g., if you think you will need additional funds for meals, for example.). Not all adjustments will result in a change in your financial aid award.

2. **Available Resources**
   Available resources are funds that are readily available. Consider them as your "down payment." Include any financial aid you may have been offered.

   **Parents’ Savings and Other Assets**
   **Gifts from Relatives**
   Is there a grandparent or other relative willing to invest in your education by means of either an outright gift or low-interest loan? Consult a financial planner to review the financial advantages and tax consequences.

   **Student**
   Examples of student resources are:
   - **Non-wage income:** Interest, dividend or trust income are examples of non-wage income.
   - **Summer earnings:** Savings from summer earnings are an important resource.
   - **Academic-year employment:** Jobs are available for both aided and non-aided students. Please check the Student Employment website for job listings and additional information.

   **Financial Aid**
   Enter the amount of financial aid eligibility from your financial aid award, if applicable.

   **Outside Scholarships/ Employer Assistance**
   A number of scholarships are available from outside sources. Check the SRFS website, your parents’ employers, your secondary school, fraternal organizations, and other local groups.

   If you are receiving an outside scholarship or a grant from your parent’s employer, and it is not listed on your aid notice, do not include this amount in addition to your financial aid amount. All scholarships and grants awarded to you from any source outside the University must be reported to our office. Your financial aid will be adjusted according to Penn’s outside scholarship policy (see page 4).
Worksheet

Complete this worksheet to adjust expenses if needed, and select resources for paying this year’s family contribution. We provided two columns so you can lay out two different scenarios. You may prefer our interactive worksheet on PennPlan online, available through your Penn Applicant Portal.

<table>
<thead>
<tr>
<th>Cost of Attendance for the Academic Year 2017-2018</th>
<th>Option 1</th>
<th>Option 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition</td>
<td>$47,416</td>
<td>$47,416</td>
</tr>
<tr>
<td>Fees</td>
<td>$6,118</td>
<td></td>
</tr>
<tr>
<td>Housing</td>
<td>$9,820</td>
<td></td>
</tr>
<tr>
<td>Meals</td>
<td>$5,246</td>
<td></td>
</tr>
<tr>
<td>Books and Supplies</td>
<td>$1,280</td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>$869</td>
<td></td>
</tr>
<tr>
<td>Personal Expenses</td>
<td>$1,835</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Costs</strong></td>
<td>$47,516</td>
<td>$47,416</td>
</tr>
<tr>
<td><strong>Less Total Financial Aid (from aid award)</strong></td>
<td>–$6,118</td>
<td>–$6,118</td>
</tr>
</tbody>
</table>

Estimated Amount To Be Covered By Your Family

<table>
<thead>
<tr>
<th>Resources Readily Available for Your Family Contribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parents’ savings and assets</td>
</tr>
<tr>
<td>Gifts from relatives</td>
</tr>
<tr>
<td>Student’s savings and assets</td>
</tr>
<tr>
<td>Student non-wage income</td>
</tr>
<tr>
<td>Summer of 2017 employment</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td><strong>Total Available Resources Above</strong></td>
</tr>
</tbody>
</table>

Estimated Amount To Be Covered By Your Family (#1 from above)

Subtract Total Available Resources (#2 from above)

Remaining Costs To Be Covered

You may choose to convert the remaining costs into a monthly payment by enrolling in the Penn Payment Plan outlined on page 5. To estimate monthly payments, log on to PennPlan online and use an interactive calculator.
Receiving and Paying Your Bill

Penn.Pay
Penn.Pay is the University’s electronic billing and payment system. Here you can view your account activity, make payments and set up authorized users. In order for your parents to access Penn.Pay, you must invite them to be “authorized users.” Review the Penn.Pay section of the “MUST DO” List on page 10 for instructions.

Receiving Your Bill
Students and Authorized users will receive notification via email when a new electronic bill is available, beginning with the July statement. See the billing schedule below for details.

Paying Your Bill*
There are several ways to pay your bill:

**Online using ACH**
Use Penn.Pay to schedule both the payment date and amount to pay from your checking or savings account. Accounts must be with a U.S. financial institution.

**Online using a Credit Card**
Use Penn.Pay and pay with a credit card. A convenience fee will be assessed and will appear on your credit card billing statement. Note that Penn does not receive any compensation or portion of the convenience fee for providing credit card payment options.

**Check**
Pay from a U.S. checking or savings account. Payment coupons must accompany your payment. Payment remittance slips must accompany your payment and can be printed from Penn.Pay.

**Wire Transfer**
See the SRFS website for details, or askBEN at www.srfs.upenn.edu.

**In Person**
Present your payment remittance slip and check to the University Cashier, located in the lobby of the Franklin Building, 3451 Walnut Street. Payment remittance slips can be printed from Penn.Pay.

A late payment penalty of 1.5% of any past-due balance will be assessed monthly. A past-due balance may result in your student account being placed on financial hold which can restrict future registration, receipt of your diploma and transcript requests.

Billing Schedule

<table>
<thead>
<tr>
<th></th>
<th>E-Bill Sent</th>
<th>Due Date</th>
<th>Bill Type</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fall Term</strong></td>
<td>July 6, 2017</td>
<td>July 25, 2017</td>
<td>E-bill only</td>
</tr>
<tr>
<td><strong>Spring Term</strong></td>
<td>December 6, 2017</td>
<td>January 2, 2017</td>
<td>E-bill only</td>
</tr>
<tr>
<td><strong>Monthly Bills</strong></td>
<td>First week of each month</td>
<td>Last week of each month</td>
<td>E-bill only</td>
</tr>
</tbody>
</table>

For additional information about Penn.Pay, visit the SRFS website or askBEN at www.srfs.upenn.edu.

*Note that information on this page is accurate at time of publication. Please check the SRFS website for the most up-to-date information.
SRFS “Must Do” List

Note: To complete this list, login to Penn InTouch, using your secure PennKey and password, which will be sent to you in May. Penn InTouch is your secure gateway to academic, financial and personal information.

Provide your Emergency Contact Information
Penn’s Division of Public Safety encourages you to provide personal emergency contact information for use with the UPennAlert Emergency Notification System & Penn Guardian. Providing current information is the best way to ensure you will be reached in the event of an emergency. Partner with Penn by providing a phone number (preferably a cell phone) where you can best be reached. You may also register other contacts such as parents or guardians, so that University officials can communicate with them as well.

UPenn Alert: From Penn InTouch, select Profile, privacy & emergency, then Emergency Contact to enter your information to register for UPennAlert.

Penn Guardian: To learn more, and register for, Penn Guardian, visit www.publicsafety.upenn.edu/pennguardian/.

Give Permission to Share Academic/Financial Information
By federal law (FERPA), the University generally cannot discuss your academic or financial records with a third party, including your parents. To authorize Penn to share academic and/or financial data with a parent, guardian, sponsor or other third party, you must designate them explicitly. Read more about FERPA on page 13.

From Penn InTouch, select Profile, privacy & emergency, then Share Academic/Financial Information.

Setup Penn.Pay Users and Payment Accounts for your Student Bills
Penn.Pay is the University’s electronic billing and payment system. As a student, you can access Penn.Pay with your PennKey. To enable others (such as parents) to also receive/pay your bill, you must ‘invite’ them as an ‘authorized user’.

From Penn InTouch, select “Student Billing Account”, then Pay Your Bill/Penn.Pay.

Enroll in Direct Deposit
As part of Penn's sustainability initiative, the University does not issue paper checks. Enroll in Direct Deposit using a US bank, as you may receive wages from a work-study job, other campus employment, or receive a student account refund or other University reimbursement. Direct Deposit ensures your funds will be deposited into your personal US bank account. You will receive an email notification when your student refund is produced. Refer to our link for a list of local banks www.sfs.upenn.edu/banking/index.htm

To enroll in Direct Deposit, go to Penn InTouch, select “Student Billing Account” then “Enroll in Direct Deposit.”
Checklist for the Next Steps

1. To the Admissions Office
   - Use the “Reply” link on your Penn Applicant Portal to confirm your place in the class.
   - Send your Enrollment Deposit per instructions on the “My Checklist” in your Penn Applicant Portal.

2. To Student Financial Services (for financial aid recipients)
   - Parents’ 2015 Federal Tax Return & W-2 or T-1 Forms
     If you or your parents file a US or Canadian federal income tax return, please submit it with all pages, schedules and W2 forms or T4 slips.
   - Cover Sheet and Tax I.D. Form (enclosed)
     Submit with tax returns, if applicable. If you or your parents did not file taxes in 2016, you must still sign and submit this form.
   - Outside Scholarships
     Report all outside scholarships and grants promptly. Mail subsequent checks to the Outside Scholarship address

3. Payment Options (if you choose to participate)
   - Enroll in the Penn Payment Plan
   - Enroll in the Tuition Prepayment Plan

4. College Board CSS Profile
   - Apply online at www.collegeboard.org

Deadlines

May 1, 2017
May 1, 2017
As soon as possible
As soon as possible
As soon as possible
June 29, 2017
June 15, 2017
# How to Contact Student Financial Services

<table>
<thead>
<tr>
<th><strong>Website</strong></th>
<th><a href="http://www.srfs.upenn.edu">www.srfs.upenn.edu</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>askBEN</strong></td>
<td>Our self-service tool, askBEN, answers commonly asked questions 24/7 Located throughout the SRFS website</td>
</tr>
<tr>
<td><strong>PennPlan online</strong></td>
<td><strong>PennPlan online</strong></td>
</tr>
<tr>
<td><strong>Email</strong></td>
<td>General Questions &amp; Penn Payment Plan</td>
</tr>
<tr>
<td></td>
<td>Tuition Prepayment Plan</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Submit Documents Online</strong></td>
<td><a href="https://www.srfs.upenn.edu/forms/onlineformsubmitform.php">https://www.srfs.upenn.edu/forms/onlineformsubmitform.php</a></td>
</tr>
<tr>
<td><strong>Fax</strong></td>
<td>215-573-5428</td>
</tr>
<tr>
<td><strong>Telephone</strong></td>
<td>215-898-1988</td>
</tr>
<tr>
<td><strong>Mailing Address</strong></td>
<td>Student Financial Services</td>
</tr>
<tr>
<td></td>
<td>University of Pennsylvania</td>
</tr>
<tr>
<td></td>
<td>005 Franklin Building</td>
</tr>
<tr>
<td></td>
<td>3451 Walnut Street</td>
</tr>
<tr>
<td></td>
<td>Philadelphia, PA 19104-6270, USA</td>
</tr>
<tr>
<td><strong>Mailing Address for Outside Scholarships</strong></td>
<td>Outside Scholarship Office</td>
</tr>
<tr>
<td></td>
<td>University of Pennsylvania</td>
</tr>
<tr>
<td></td>
<td>100 Franklin Building</td>
</tr>
<tr>
<td></td>
<td>3451 Walnut Street</td>
</tr>
<tr>
<td></td>
<td>Philadelphia, PA 19104-6270, USA</td>
</tr>
<tr>
<td><strong>Campus Address for Walk-in Service</strong></td>
<td>Room 100 Franklin Building</td>
</tr>
<tr>
<td></td>
<td>3451 Walnut Street</td>
</tr>
<tr>
<td></td>
<td>A Financial Aid Advisor is usually available during office hours</td>
</tr>
<tr>
<td><strong>Appointments</strong></td>
<td>Call in advance if you wish to schedule an on-campus appointment</td>
</tr>
<tr>
<td></td>
<td>Telephone appointments are also available during office hours</td>
</tr>
<tr>
<td><strong>Office Hours</strong></td>
<td>Monday, Wednesday, Thursday &amp; Friday 9:00 a.m. – 5:00 p.m.</td>
</tr>
<tr>
<td></td>
<td>Tuesday 10:00 a.m. – 5:00 p.m.</td>
</tr>
</tbody>
</table>

## Financial Aid Advisors

Every student at Penn is assigned an SFS Financial Aid Advisor. Visit [www.srfs.upenn.edu/contacts](http://www.srfs.upenn.edu/contacts) to see the assignments.
Legal Statements

FERPA
The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. Your educational information, both financial and academic, is yours regardless of who pays your educational expenses. The law requires that students provide written permission before we can share either financial or academic information with any third party, including parents or spouses.

To stipulate with whom SRFS can speak about your student billing account and academic record, review "Share Academic/Financial Information" on the "MUST DO" List on page 10.

Note: To access Penn InTouch, a secure site, you will first need to create a PennKey and password. A PennKey Setup Code will be mailed to you in May.

POLICY ON EQUAL OPPORTUNITY AND AFFIRMATIVE ACTION
The University of Pennsylvania’s special character is reflected in the diversity of the Penn community. Diversity is prized at Penn as a central component of its mission and helps create an educational and working environment that best supports the University’s commitment to excellence in teaching, research, and scholarship. We seek talented faculty, students and staff who will constitute a vibrant community that draws on the strength that comes with a substantive institutional commitment to diversity along dimensions of race, ethnicity, gender, sexual orientation, age, religion, disability, veteran status, interests, perspectives, and socioeconomic status.

Grounded in equal opportunity, nondiscrimination, and affirmative action, Penn’s robust commitment to diversity is fundamental to the University’s mission of advancing knowledge, educating leaders for all sectors of society, and public service. The University of Pennsylvania prohibits unlawful discrimination based on race, color, sex, sexual orientation, gender identity, religion, creed, national or ethnic origin, citizenship status, age, disability, veteran status, or any other legally protected class.

Penn is committed to ensuring that its academic, social, recreational programs and services as well as opportunities for admission and employment are available on an equitable and nondiscriminatory basis without regard to an individual’s legally protected class status. Penn also has written affirmative action programs to address any underrepresentation of women, minorities, people with disabilities, and qualified covered veterans. The Office of Affirmative Action and Equal Opportunity Programs, in collaboration with the Division of Human Resources and the Office of the Provost, oversees the implementation and administration of the University’s equal opportunity, affirmative action, and nondiscrimination policies and programs.

The University recognizes the right of members of the community to raise questions and pursue complaints of discrimination and adheres to a strict policy that prohibits retaliation for doing so. Questions, complaints of alleged discrimination, or concerns regarding these policies or their implementation may be directed to the Executive Director, Office of Affirmative Action and Equal Opportunity Programs, Sansom Place East, Suite 228, 3600 Chestnut Street, Philadelphia, PA 19104-6106, USA, (215) 898-6993 or Fax number (215) 746-7088.
Notes

FOR GENERAL QUESTIONS

Use askBEN to answer your general questions 24/7. Find askBEN at www.srfs.upenn.edu.

Do you have a Registration or Financial Question? askBEN in a complete sentence or phrase

Type your complete question here  SEARCH  TOP 10
Other Contacts

**Penn Websites**

- **Campus Express**  ➤  www.campusexpress.upenn.edu
  Overview of key services for life at Penn

- **Office of the University Registrar**  ➤  www.upenn.edu/registrar
  Transcripts, course offerings and descriptions, academic records

- **Penn Global**  ➤  https://global.upenn.edu/iss
dInternational Student and Scholar Services (ISSS) provides immigration assistance and support

- **Penn InTouch**  ➤  https://pennInTouch.apps.upenn.edu
  Your secure gateway to academic, financial and biographical information

- **PennKey**  ➤  www.upenn.edu/computing/pennkey
  Your individual identity key that provides access to many of Penn’s networked systems and services.

- **PennPlan online**  ➤  https://key.admissions.upenn.edu/status
  An interactive, web-based financial planning tool

- **Penn Portal**  ➤  www.upenn.edu/pennportal
  Access campus information and manage transactions

- **Student Employment Office**  ➤  www.srfs.upenn.edu/seo
  Student employment information and non-work study jobs

- **Student Financial Services**  ➤  www.srfs.upenn.edu
  Forms, general information, and askBEN, the SRFS 24/7 question and answer tool

- **University of Pennsylvania**  ➤  www.upenn.edu
  Penn’s website