USC Viterbi
School of Engineering

International Students Frequently Asked Questions

USC Account

I can't activate my ID or even loading the webpage, why?

Please try to load the page on a different browser and use VPN services if needed. Further questions, please contact USC Information Technology Services for this problem.

Phone Support: +1-213-740-5555; Email: consult@usc.edu

Health Insurance and Immunization

Do I have health insurance from USC?

Yes, all international students and Health Sciences Campus students are automatically enrolled, even if they are taking less than 6 units. The USC Aetna Student Health Insurance Plan covers many annual preventive screenings, immunizations and other preventive laboratory exams. Please view your plan benefits for more detailed information.

What are USC health center requirements on new students?

- Health Insurance Requirement and Option to Waive
- Immunizations Compliance
- Student Health Center Fee Requirement

Please see more details at the USC Engemann Student Health Center New Student page

Do I have to take MMR in my home country?

MMR can be taken in your home country or on campus (covered by USC insurance). But USC only accepts T-Spot blood test lab proof from the United States or Canada.

Arrival

When should I arrive in the U.S.?

Please arrive before your Orientation dates. All international students should enter the U.S. the latest by the "Program Start Date" (August 24th, 2020) printed on your I-20. If you have to enter later than August 24th, 2020, please email welcome@vase.usc.edu with the explanation and your anticipated entering date (if possible).

What documents should I bring with me to USC?

To complete degree verification and for other needs later, it is recommended to bring:

- Original and English translation of your diploma(s).
- Original and English translation of your full transcript(s)
- Immigration status related documents.

How much cash I should bring with me on travel to USC?

It's not recommended to bring too much cash with you on travel, especially for international students, which may cause an issue at the airport Customs and Border. Your tuition does not due until the Friday before class starts. It's convenient to open a bank account around USC and wire money to your US account. USC accepts other payment methods too.

How should I go to USC campus from the Los Angeles International Airport?

Please note that the following are the recommendations from students' experiences, however these are not USC designated operations:

1. You may ask student organizations (e.g. Chinese Students & Scholars Association) to see if they offer pickup services.
2. Primetime Shuttle or SuperShuttle Los Angeles are two of shuttle companies that you may reserve pickup services online.
3. Request Uber or Lyft at the airport. Travelers leaving LAX will be required to board a shuttle or walk to a waiting area east of Terminal 1 to hire a car. LAX-it is the new way to get to your Taxi, Lyft, Opoli or Uber. Take an LAX-it shuttle on the arrivals (lower) level curbside. They are expected to come every 5 minutes, and travel time to LAX-it is typically 15 minutes or less. You can also walk from Terminals 1, 2, 7, and 8.

I finished the F1 visa interview, but the Embassy put an administration check on my application, what can I do?

Please email VASE office at welcome@vase.usc.edu with your USC ID and explain the situation. Please include information that was requested by the embassy if specified.

I will live in USC Housing apartments, can I move in earlier than the official Move-in date?

Residents may request early arrival on an individual basis. Because USC must also plan for students move-out, conferences and other university programs, individual requests may not be honored. Requests should be submitted to the e-mail address of the Customer Service Center for your housing assignment. More details

Only the housing Customer Service Center (CSC) for your building can approve an early arrival request, which should be submitted in writing (an e-mail is OK).

Orientation

Do I need to attend both USC graduate and Viterbi Orientations?

No. Incoming USC Viterbi Master's students only need to attend the Viterbi Master's Orientation. Please sign up to the correct Viterbi Master's Orientation date based on your department. This Viterbi Orientation is all encompassing. You do not need to attend the USC-wide Graduate Orientation.

What if I have scheduled my PPV on the same day with my Viterbi Orientation?

Please contact Office of International Services to reschedule to another date, the earlier the better. Contact information: Email: oisppv@usc.edu Phone: +1 (213) 740-2666.

I have scheduled my PPV appointment and Orientation, what's next?
Please refer to the Master's student next steps checklist for more details

Can I bring guest(s) to the Viterbi Orientation?

The Viterbi Master's Student Orientation is designed for our students to learn what to expect at USC Viterbi and mingle with their classmates. With that in mind, we are only able to accommodate incoming students at the Orientation.

My friends already got emails from advisors about important announcements. I still have not received any. Why?

1. Make sure you have successfully submitted your "Intent to Enroll" form. A link will be provided in your official online admission letter.
2. Make sure you successfully activated your USC e-mail and USC NetID.
3. Please allow one week to receive the email from the date you submitted your "Intent to Enroll" form.
4. If you've done all of the above, you may contact your department advisors about the issue.

Class Registration （Restrictions）

When can I register for classes?

If you receive all d-clearances (if applicable) and all holds on your account are removed, you may follow the Web Registration Tutorial to register for your classes.

What classes I should take in my first semester?

Department advisors will inform all new students on class registrations via email and at the Viterbi Master's Orientation. In addition, please find your major/program details and curriculum on this page. You may also contact your department advisor(s) for course arrangement questions.

While registering for classes, it was not successful because of the ADM 40, STU 50 or ALI01 hold on my account. How should I resolve this?

If there is a hold on your record, the system should also tell you which office to contact for the holds. Please call that office and settle the issue with one of the representatives.

STU 50 is the hold on all new international students for Passport Verification (PPV) and can only be removed after students finish the Passport Verification (PPV) on campus. Please make sure to finish PPV as soon as possible after you arrive in Los Angeles.

ADM40 is the hold indicating the lack of your prior degree verification. Deadline for finishing verification is the end of your first semester. Note: this hold will not prevent you from registering for your first semester classes. Please see here for steps of prior degree verification.

ALI01 is the hold from USC American Language Institute because you have not fulfill the English proficiency requirements. You can remove the hold by doing any of the following:

1. Sign up and take International Student English (ISE) Exam at USC. American Language Institute will tell you what English Class you need to take according to your scores.
2. Retake Internet Based TOEFL (iBT) or IELTS to gain qualified scores.

Can I combine multiple TOEFL or multiple IELTS test scores to fulfill the English requirement?

Please email askali@usc.edu with your USC ID number, name and screenshots of the scores for more information.

I would like to retake the TOEFL/IELTS. What should I do? When should I take it?

We recommend that you take the TOEFL/IELTS before the semester begins. You may email askali@usc.edu a copy of the online score report as soon as it is available along with your USC ID number. For TOEFL takers, online scores are processed in about 10 days. You should also have ETS send the official scores to USC. When you take the test, you may select USC as your institution (our code is 4852.) For IELTS takers, online scores are processed in about 13 calendar days. For additional advisement, the ALI Advisor is available to help you with your planning. You may email askali@usc.edu.

MyUSC page notified me that I am required to take short online courses. What is this?

Your health, wellness and safety are essential to your success as a student at USC. On the MyUSC website, you will find two online learning modules designed to provide knowledge and skills on the critical topics of sexual assault prevention and campus safety: *Think about It* and *On the Safe Side.*

You must complete both courses by the deadline or a hold will be placed on your future semester registration. More details here.

Where can I find out information about textbooks?

Professors will upload class syllabus onto the registration system, you may see the syllabus here in the Schedule of Classes.

1. Search the course number or name in the search bar of the semester you are registering.
2. Look for the column named "Syllabus". When it's available, there will be syllabus PDF for you to download.
3. After downloading, please make sure it's the document for the course and semester that you are registering.
4. If not available, you may email professors asking about textbooks.

Tuition Payment

Please see new student checklist provided by USC Student Financial Services.

When is the due date of my first semester tuition?

You need to settle all your tuition on the statement by the Friday before class begins, Aug 21st, 2019. You can check your bill at "MyUSC—Pay My Bill".

Payment Options:

Please see this page for payment options: http://sfs.usc.edu/payment/

Other Questions:

Please email welcome@vase.usc.edu with your USC ID.