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Greetings,

*Resources for GSAS Students* connects you with the wealth of resources offered within the Graduate School of Arts and Sciences (GSAS) and across Harvard University. These offices and individuals can help you when you have questions or concerns, or when you are seeking assistance with your academic progress and personal life. Within this booklet, you will also find a guide to seeking advice if you or someone you know is struggling with an academic or personal matter.

While numerous resources exist to help guide you on your graduate student journey, the good news is that you don’t need to memorize each one—you simply need to know about the Office of Student Services, the first place to go when you have questions or concerns. The Office can assist you in identifying, locating, preparing, and connecting with the resources that will best support your unique circumstances. While on your academic journey, think of Student Services as a GPS that can chart out your route, clue you in to potential traffic, and keep you on track to your ultimate destination.

Best wishes in your studies and life at Harvard University. We stand ready to support you at any point.

Sincerely,

Garth McCavana, PhD ’90
Dean for Student Affairs, GSAS

**Connect with the Office of Student Services**

GSAS Student Center, Lehman Hall, Room B-2, Cambridge
617-495-5005
gsas.harvard.edu/student-services
stuserv@fas.harvard.edu
GSAS Resources

Office of Student Affairs

Richard A. and Susan F. Smith Campus Center
1350 Massachusetts Avenue, Suite 350, Cambridge
617-495-1814
gsas.harvard.edu/student-life/harvard-resources/office-student-affairs
studaff@fas.harvard.edu

Garth McCavana, Dean for Student Affairs
Dean McCavana also has an office in GSAS Student Center, Lehman Hall, 3rd floor
mccavana@fas.harvard.edu

Dean Garth McCavana is responsible for the welfare of graduate students and monitors students’ academic status, progress, and discipline. He is available to discuss any problems that may arise and will refer students to additional sources of assistance as necessary. He also coordinates orientation and registration activities, represents the interests of GSAS students on University-wide committees, and is available to advise students on all issues related to the graduate school experience. He oversees the offices of Student Affairs, Student Services, and Residential Life.

Patrick O’Brien, Assistant Dean of Student Affairs
jpobrien@fas.harvard.edu

Patrick O’Brien serves as a point of contact and resource for all students, faculty, and staff in communicating and interpreting GSAS policy and procedure. He monitors graduate students’ status in maintaining satisfactory academic progress and advises students on administrative interaction and processes within FAS and across campus, including issues related to a student’s progress toward the degree and non-resident status, for example traveling scholars and leaves of absence. He coordinates the transfer and readmission processes, the Exchange Scholar Program, the non-resident application process, the JD/PhD coordinated program, and annual events, including January@GSAS, Orientation and the Resources and Student Group Fair, and the GSAS Commencement Diploma Awarding Ceremony. He advises students, faculty, and staff through all procedures and petitioning processes tied to registration and course enrollment and helps international students access English proficiency resources and coordinates the summer English Language Program for new international graduate students. He serves as a liaison to the MD/PhD program, to the Health Sciences & Technology program, and to all interfaculty PhD programs.
Danielle Farrell, Assistant Director of Student Affairs
farrell@fas.harvard.edu

Danielle Farrell works closely with students, faculty, and administrators to coordinate processes related to a student’s progress to degree. These processes include the entire student life cycle—from orientation and registration to dissertation submission and graduation.

She also serves as one of the two GSAS Title IX coordinators, meeting individually with students who have questions, concerns or disclosures about sexual and gender-based harassment, helping connect students to appropriate University resources, and when appropriate, working with University and School offices to request interim measures.

Office of Student Services
GSAS Student Center, Lehman Hall
Room B-2, Cambridge
617-495-5005
gsas.harvard.edu/student-services, stuserv@fas.harvard.edu

Jacqueline Yun, Director of Student Services
Danielle Farrell, Acting Director of Student Services (Fall 2019)

The Office of Student Services is the go-to place for GSAS students. The Office assists students who are having academic or personal difficulty and helps them navigate and connect with GSAS, Harvard, and community resources. The director and acting director serve in an advisory role, provide ongoing support, and make referrals to other sources of assistance as necessary. In emergency situations, they receive notifications and reach out to offer support and assistance to students. The Office is also responsible for various aspects of GSAS Orientation, International Student Orientation, and other community events. Whatever the issue, the Office of Student Services is a great place to start.

Office of Financial Aid
Richard A. and Susan F. Smith Campus Center
1350 Massachusetts Avenue, Suite 350, Cambridge
617-495-5396
gsas.harvard.edu/financial-support, gsasfinaid@fas.harvard.edu

Mohan Boodram, Dean for Admissions and Financial Aid
Betsy Scola, Associate Director of Financial Aid

Financial Aid Officers:
Humanities: Lisa Simpson, Matt Wallace
Natural Sciences: Judith Mehrmann, Tracey Newman
Social Sciences: Emily Burns, Alison VanVolkenburgh

The Office of Financial Aid works closely with students to address financial barriers they may encounter in their pursuit of graduate education at Harvard. GSAS offers a comprehensive program of financial support, including grants and fellowships from internal and external sources, traineeships, teaching fellowships, research assistantships, other academic employment opportunities, and several types of loans. In addition to providing assistance in meeting typical student costs, the financial aid staff is a valuable resource when unexpected expenses arise, and they can help with personal financial management and identify potential sources of additional support.

Fellowships Office
Richard A. and Susan F. Smith Campus Center
1350 Massachusetts Avenue, Suite 350, Cambridge
Please call 617-495-1814 to arrange for an appointment
gsas.harvard.edu/fellowships

Cynthia Verba, Director of Fellowships
cverba@fas.harvard.edu

The Fellowships Office is a resource for students seeking funding for research support, language study, and multiple-year general and dissertation-writing support. In addition to providing tailored advice through individual meetings, the office organizes workshops and panel discussions that provide information about the fellowships process and professional development activities, including on how to publish research, and conducts specialized fellowship seminars tailored to specific disciplines.

Office of Academic Programs
Richard A. and Susan F. Smith Campus Center
1350 Massachusetts Avenue, Suite 350, Cambridge
617-495-5315

Sheila Thomas, Dean for Academic Programs and Diversity
stthomas@fas.harvard.edu
Noël Bisson, Assistant Dean of Academic Programs
bisson@fas.harvard.edu

The Office of Academic Programs oversees the academic and professional development of graduate students and includes the Harvard Integrated Life Sciences (HILS), the Center for Writing and Communicating Ideas, the Harvard Horizons program, and the Fellowships Office. Academic Programs also manages secondary fields, helps students and faculty develop research workshops, supports graduate consortia affiliated with Harvard initiatives, and enables Graduate Seminars in General Education and Graduate Seminars in Undergraduate Education, where graduate students work with faculty to develop undergraduate courses.

Office of Diversity and Minority Affairs

Richard A. and Susan F. Smith Campus Center
1350 Massachusetts Avenue, Suite 350, Cambridge
617-495-5315
gsas.harvard.edu/diversity, minrec@fas.harvard.edu

Sheila Thomas, Dean for Academic Programs and Diversity
sthomas@fas.harvard.edu

Stephanie Parsons, Assistant Director of Diversity and Minority Affairs
sparsons@fas.harvard.edu

Karina Gonzalez Herrera, Assistant Director of Diversity and Minority Affairs,
Division of Medical Sciences, knherrer@fas.harvard.edu

Katie Saibara, Program Coordinator
katie_saibara@fas.harvard.edu

An environment of inclusivity is central to the mission of GSAS and essential to maintaining the intellectual excellence of Harvard University. The mission of the Office of Diversity and Minority Affairs (ODMA) is to recruit and mentor a community of scholars that reflects the ethnic and cultural diversity of our society. To this end, ODMA serves the needs of the community through social, professional development, and academic activities and advising, and is additionally committed to expanding the pool of talented students who apply to graduate school through the development of programs for future applicants.
The Center for Writing and Communicating Ideas
GSAS Student Center, Lehman Hall, 2nd Floor, Cambridge
gsas.harvard.edu/writing

Suzanne Smith, Director
smith03@fas.harvard.edu

The Center for Writing and Communicating Ideas (CWCI) offers individual consultations, peer workshops, and other programming to support registered GSAS students at all stages of their careers. Tutors trained in the humanities, social sciences, and sciences work closely with students to improve academic papers, dissertations, and presentations. Overall, the CWCI helps GSAS students to heighten the impact of their research by fostering and refining their written and oral communication skills.

GSAS Student Center
Lehman Hall, 3rd Floor, Cambridge
617-495-2255
gsas.harvard.edu/student-life/jgsas-student-center, stucenter@fas.harvard.edu

Executive Director of GSAS Student Center

The GSAS Student Center is the center of student life at GSAS. Social, intellectual, and recreational activities organized by the GSAS Student Center Fellows—fellow graduate students dedicated to building community—help GSAS students make connections outside of the classroom, lab, or library. And regardless of whether you participate in an activity or program, you can drop in at any time for a good meal at the GSAS Commons, a cup of coffee at Café Gato Rojo, or a quiet place to read.

Graduate Student Groups
GSAS Student Center, Lehman Hall, Cambridge
gsas.harvard.edu/student-life/harvard-resources/student-groups

Executive Director of GSAS Student Center

GSAS has dozens of student groups and organizations that enrich the graduate student experience through programs and events, while also providing resources for fellow graduate students. The GSAS Student Center supports graduate student groups (GSGs) that are affinity or identity-based. The Office can also connect
students to departmental graduate student organizations (DGSO) affiliated with a department, program, or subject. The office works with groups in all stages from creation, through revitalization, and renewal. The GSAS Student Center also supports student leaders to develop programming for the GSAS community.

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**Office of Residential Life**

GSAS Student Center, Lehman Hall, Room B-2, Cambridge  
617-495-5060  
gsas.harvard.edu/housing, gsasreslife@fas.harvard.edu  

**Ashley Skipwith**, Director of Residential Life

The Office of Residential Life serves as the primary housing resource for GSAS students. Our staff oversees the administration of the GSAS residence halls, the 16 GSAS resident advisors, the GSAS Commons meal plan, and summer conference housing. We also help students navigate other housing options on-campus and provide resources and advice for finding housing off-campus.
University Resources—Academic

Faculty of Arts and Sciences Registrar’s Office
Richard A. and Susan F. Smith Campus Center
1350 Massachusetts Avenue, Suite 450, Cambridge
617-495-1543
registrar.fas.harvard.edu, registrar@fas.harvard.edu

The FAS Registrar’s Office provides a variety of services to faculty, students, staff, and alumni, including tracking students’ registration status, managing the course enrollment process (registration, add/drop, cross-registration), and billing tuition and fees. They are responsible for updating the my.harvard course search and the Information for Faculty handbook, scheduling classrooms for courses, sections, and special events, and managing final exams. The FAS Registrar’s Office tracks students’ progress to degree, secondary fields and foreign language citations and accepts dissertations. Transcripts, diplomas, certificates of enrollment, and degree verifications are processed by the Registrar’s Office for all FAS students.

Academic Resource Center
1414 Massachusetts Ave, Floor 3R, Cambridge
academicresourcecenter.harvard.edu, academicresourcecenter@harvard.edu

The Academic Resource Center (ARC) offers workshops, programs, and coaching for graduate students to develop academic skills and strategies and to support them through common graduate student transitions. Services of particular interest to graduate students include:

- **Workshops and programs** on topics such as prospectus writing, preparing for fieldwork, returning from fieldwork, preparing general/comprehensive exams, and planning your semester.

- **Academic coaching**: one-on-one work to address writer’s block, help build accountability, or establish good writing and work habits. Coaches are also available to offer spot or laser coaching about an emergent or one-time issue.

- **Peer tutoring** to refresh one’s knowledge about a particular subject area. Peer tutors are usually Harvard College undergraduates. Graduate students are encouraged to become peer tutors; tutoring offers an opportunity to connect with undergraduates and develop one’s teaching skills.
• Harvard Course in Reading and Study Strategies, a non-credit mini-course to help students and professionals develop a repertoire of active reading strategies and approaches with which to read more effectively and efficiently.

Access to Resources for GSAS Students

The Accessible Education Office (AEO) serves as the central campus resource for GSAS students with disabilities and other accessibility needs who may require accommodations. AEO works in partnership with students, faculty, and staff to develop and implement accessibility plans based on individualized assessments of student need. AEO provides accommodations for coursework, housing, dining, transportation, and other aspects of student life, as appropriate.

The AEO is mindful of student privacy, and students are encouraged to be in contact with questions or requests for consultation, even if they are not certain what accommodations they might request. Students interested in registering with AEO are encouraged to get connected as soon as they are accepted to GSAS or at the onset of a health-related condition. To initiate this process, visit www.aeo.fas.harvard.edu and fill out a registration form, located on the front page.

For specific information about accessible residence hall housing, contact the GSAS Office of Residential Life at 617-495-5060 or gsasreslife@fas.harvard.edu.

Harvard Library

Harvard Library is a world-class academic library, an unparalleled resource for learning and research. Engaging users through curated discovery, digital collections, reimagined physical space, and specialized research support, Harvard Library delivers exceptional experiences to its user communities. Serving as an information hub, the
Library connects users to related disciplines and to University-wide teaching resources, with holdings ranging from traditional print collections to rapidly expanding digital resources. Graduate students are welcome in all of Harvard’s libraries.

The Harvard Library website contains information on all Harvard libraries and provides access to online research resources, including catalogs, databases, tools, and tutorials. Get information and help 24/7 via the Ask a Librarian service. Students can text, email, call, drop in, or make an appointment with a librarian in any of the libraries to get help with assignments and research projects: ask.library.harvard.edu

Librarians have expertise in academic disciplines, languages, approaches to interdisciplinary research, and digital technologies. They work with graduate students beginning with their first-year courses, through to their teaching and dissertation research. Each department is assigned a liaison librarian, a point of first contact, who connects students to resident experts within the archives and libraries. Students can access in-depth assistance in navigating collections including visual, sound, manuscript, data sets, and maps. The Harvard Library also supports multimedia resource training and provides individual research consultation on papers and projects.

Office of Career Services
54 Dunster Street, Cambridge
617-495-2595
ocs.fas.harvard.edu, ocsrecep@fas.harvard.edu

The Office of Career Services (OCS) assists GSAS students and alumni in preparing for their professional futures. Through individual advising, workshops, guest speakers, and extensive online resources, OCS provides information about career opportunities within and beyond academia, as well as guidance in the processes of self-assessment, career exploration, and the job search. Mock interviews are also available for students at the interview phase of the job search process. To make an individual appointment with an advisor, see upcoming events, or check times for drop-in hours, please visit ocs.fas.harvard.edu/gsas-advising or call 617-495-2595.

Derek Bok Center for Teaching and Learning
50 Church Street, Suite 308 and 125 Mount Auburn Street, 3rd Floor, Cambridge, 617-495-4869, bokcenter.harvard.edu, bokcenter@fas.harvard.edu

Teaching is intimately connected to your growth as a scholar. From apprenticing for
a faculty career to acquiring valuable skills in communication, we are here to help you succeed, offering programs and services for graduate students at every stage.

- **The Fall Teaching Conference and Winter Teaching Week** introduce new Teaching Fellows (TFs) to the culture and expectations of Harvard’s undergraduate classroom and offer experienced instructors the chance to continue developing their skills and to explore areas of interest in teaching and learning.

- **Bok Seminars** provide the opportunity to explore an area of interest in teaching and learning over multiple sessions, on topics in Foundations, Methods & Classroom Practice, Equity & Inclusion, Communication & Language, and Professional Development.

- **The Professional Communication Program for International Teachers and Scholars** offers seminars and workshops designed for international teachers and scholars, focusing on speaking and presentation skills, English language proficiency, and intercultural communication.

- **The Bok Center Teaching Certificate** empowers PhD students to demonstrate their commitment to teaching, and to bring together their experiences both in their departments and with the Bok Center.

- **Fellows Programs** provide professional development opportunities for experienced and creative graduate student teachers to enhance teaching and learning across disciplines and the FAS more broadly.

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**Harvard International Office**

Richard A. and Susan F. Smith Campus Center  
1350 Massachusetts Avenue, Room 864, Cambridge  
617-495-2789, hio.harvard.edu, internationaloffice@harvard.edu

The Harvard International Office (HIO) serves foreign nationals at Harvard by providing programs and services for international students, scholars, and their families. These programs and services include orientation meetings and printed information to assist with the adjustment to Harvard and living in the Boston/Cambridge area, advising and counseling on immigration regulations, and social and cultural differences.
Harvard University Information Technology

Walk-In Support Center, Science Center Basement B-14, Cambridge
617-495-7777, huit.harvard.edu/ithelp

LastPass Password Manager

LastPass is a secure password manager that remembers your passwords so you don't have to. Harvard has partnered with LastPass to provide a free premium version of this service, which provides unlimited sync across all your devices, so you always have your passwords with you. Get started at security.harvard.edu/lastpass.

@g.harvard.edu Email Account

GSAS students can create an @g.harvard.edu email account. Getting started is easy, please visit g.harvard.edu/getting-started/gsas for more information.

my.harvard

Log in to my.harvard.edu with your HarvardKey to complete a number of important activities, especially during the beginning of the semester. Using my.harvard you can complete the online check-in process, view and search course offerings, enroll in courses, access financial information, view grades, and more.

Update Your MessageMe Profile

MessageMe is Harvard University’s Emergency Notification System. Review your contact information at messageme.harvard.edu to ensure that you receive critical alerts in the event of an emergency or significant disruption in operations.

Course Websites

Harvard courses have websites that are used to post announcements, assignments, and lecture notes to foster online discussion and collaboration. GSAS students have the flexibility to enroll in courses within the Faculty of Arts and Sciences and at other Harvard Schools, including Harvard Extension School. The my.harvard portal provides access to the course catalog and course registration tools.

How to Acquire Computer Hardware and Software

For up-to-date information, please visit huit.harvard.edu/personal-purchases, where you can find links to Apple, Dell, and GovConnection for purchasing computers, peripherals, and accessories at academic pricing. Software can be purchased at academic pricing direct from OnTheHub and GovConnection—please note that you must be a student matriculated in a degree program in order to access OnTheHub. Prior to purchasing any software, FAS students should visit the FAS software download page at
downloads.fas.harvard.edu/download to determine if the software is available for use at no cost in labs and/or available to download and use on a personal computer.

**Microsoft Office 365**
Harvard offers the full Microsoft Office suite (Word, Excel, PowerPoint, more) available free to download and use on your personal computers and mobile devices (up to five computers and five mobile devices). Visit mso.harvard.edu/office-proplus-harvard-college-students-overview for instructions.

**HUIT Crimson Print**
HUIT Crimson Print uses the PaperCut print management platform to allow access to public printers in the Science Center and other locations. Please visit huit.harvard.edu/pages/all-about-printing to set up your PaperCut account and learn how to map a specific printer. You can also go to the IT Walk-in Support Center located in Science Center B-14 for assistance.

**Harvard Global Support Services**
114 Mount Auburn Street, 5th Floor, Cambridge
617-495-1111
globalsupport.harvard.edu, globalsupport@harvard.edu

Harvard Global Support Services (GSS) provides students, faculty, and staff with resources related to safety and security, health, culture, outbound immigration, employment, financial and legal matters, and research center operations. We’re a full-service team committed to minimizing risk and managing complexity so that you can feel confident about your international travel and activities.

Services and resources include:

- Pre-departure group orientations
- One-on-one consultations to discuss concerns and risk mitigation strategies related to your destination, gender, race, sexual orientation, gender identity, or work or research topic
- Outbound visa application assistance
- Country-specific travel briefs and email alerts
- 24/7 medical, mental health, and security support and services through International SOS
Visit globalsupport.harvard.edu to:

- Research your destination and review travel risk ratings
- Review the Graduate Student Travel Policy and your pre-departure requirements
- Register your trip in International SOS MyTrips (required if traveling with Harvard sponsorship or funding)
- Download the International SOS MyTrips app
- Learn about regulations for transporting technology, scientific equipment, or biological specimen across borders
- Check your visa, passport, and immunization requirements
- Contact us if you have any questions or concerns
University Resources—Personal

Harvard University Police Department

1033 Massachusetts Avenue, 6th Floor, Cambridge
Police Assistance: 617-495-1212; Business Line: 617-495-1215
Criminal Investigation Division: 617-495-1796 or 617-495-1212
hupd.harvard.edu

The mission of the Harvard University Police Department (HUPD) is to maintain a safe and secure campus by providing quality policing in partnership with the community. The HUPD is a full-service police department (comprising a Patrol Division, Criminal Investigation Division, and Dignitary Protection Unit) that includes police officers, detectives, civilian communication dispatchers, and support and administrative personnel.

Core functions of the department include:

• responding to criminal incidents
• checking on the well-being of students, faculty, and staff
• responding to disturbances
• providing escorts
• taking reports of lost and stolen property
• responding to lockouts
• investigating suspicious activity and responding to alarms
• investigating trespassers or unwanted guests

The HUPD operates substations where community members can register their laptops or bicycles, file a police report, or talk to an officer about any safety issues. Substations are listed at www.hupd.harvard.edu/community-oriented-problem-solving.

Students, faculty, and staff are strongly encouraged to report all criminal and suspicious activity to the HUPD in a timely manner. Timely reporting of information assists us in intervening in potential criminal activity and apprehending suspects. **Please do not delay in calling.** To reach the HUPD in an emergency, call 617-495-1212. Community members are strongly encouraged to add 617-495-1212 to their cell phone contacts. For more information on safety and security and services offered, visit www.hupd.harvard.edu and read “Playing It Safe,” the department’s annual report, which can be found at www.hupd.harvard.edu/annual-security-report.
Harvard University Health Services
Richard A. and Susan F. Smith Campus Center
75 Mount Auburn Street, Cambridge
617-495-5711
huhs.harvard.edu

Medical Emergencies: If you experience a life-threatening emergency, call 911.

Harvard University Health Services (HUHS) provides comprehensive primary and specialty care for the Harvard community. Some of the services available include urgent care, primary care, mental health, and medical/surgical subspecialties. Primary care and mental health services are also available at satellite clinics located at the Harvard Law School and Longwood Medical Area campuses.

Urgent Care
huhs.harvard.edu/urgentcare

In-person urgent care services are available 365 days a year from 8:00 a.m. to 10:00 p.m. at Smith Campus Center. Between the hours of 10:00 p.m. and 8:00 a.m., students who need care for a medical or mental health issue can call the HUHS urgent care phone number, 617-495-5711. Callers will have immediate phone access to skilled clinicians during overnight hours who will provide them with instantaneous education on their health, home treatment options, and available resources. If immediate care is required, patients will be directed to an emergency room.

Students can also schedule same-day, non-routine medical appointments and initial phone assessments for Counseling and Mental Health Services online through the Patient Portal at huhs.harvard.edu/patient-portal. Whenever possible, students are encouraged to call first to obtain advice from their health care team or mental health provider.

Primary Care/Internal Medicine
617-495-8414 or 617-495-2001
huhs.harvard.edu

HUHS is committed to providing each student with complete, coordinated health care through a working relationship with a health care team comprised of a primary care physician, nurse practitioner, registered nurses, and health assistants. Students with chronic medical conditions are advised to establish a relationship with their health care team early in the academic year. To improve the continuity of care, it is helpful to obtain copies of medical records related to these chronic conditions from other facilities.
Harvard University Student Health Program

The Harvard University Student Health Program (HUSHP) is comprised of two parts:

- The Student Health Fee is required of all students who are more than half time and studying in Massachusetts. This fee covers most services at Harvard University Health Services (HUHS), including internal medicine, medical/surgical specialty care, mental health/counseling services, physical therapy, radiology, and urgent care.

- The Student Health Insurance Plan coverage includes emergency room visits, hospitalizations, diagnostic lab/radiology services, ambulatory surgery, specialty care outside HUHS (limited), and prescription drug coverage. Benefit limits and cost-sharing may apply—visit hushp.harvard.edu for more details.

HUSHP STUDENT DEPENDENT COVERAGE

Students may enroll their spouse and/or dependent children (under age 26) in HUSHP. You must enroll dependents by August 31, 2019, for the fall term, and February 29, 2020, for the spring term. Rates, enrollment applications, and deadlines are available at hushp.harvard.edu.

Harvard Dental Service

huhs.harvard.edu/dental
617-495-2063

The Harvard Dental Service offers a full range of dental services for the entire Harvard community, including family members. Harvard Dental Service accepts Delta Dental and Blue Cross Blue Shield Dental insurance plans.

Pharmacy

huhs.harvard.edu/pharmacy
617-496-6661

Located at HUHS in the Smith Campus Center, the Pharmacy fills prescriptions written by HUHS clinicians and accepts a variety of prescription insurance plans. Services include student account billing, payroll deduction, prescript app, text and email alerts, free deliveries to the Longwood Medical Area and Harvard Law School. All members of the Harvard community can visit the Pharmacy to purchase discounted over-the-counter products. Prescription refills and discounted over-the-counter products may be picked up 24/7 at the ScriptCenter kiosk located in the HUHS 1st floor lobby.
**Patient Advocate**
75 Mount Auburn Street, 1st Floor, Cambridge
huhs.harvard.edu/about-us/patient-advocate, patadvoc@huhs.harvard.edu

*Mallory Finne, 617-495-7583*

The HUHS Patient Advocate is available to help you navigate the health care system and explore choices for your medical care, as well as resolve or mediate problems, discuss financial assistance options, and coordinate special needs arrangements. All feedback is confidential and may be submitted to the suggestion boxes in the clinic. Please provide contact information if you would like a response. We welcome positive comments and recommendations for improvements.

**HUHS Care Coordination**
617-495-3271
huhs.harvard.edu/services/primary-care-internal-medicine, carecoordination@huhs.harvard.edu

*Alyssa Hajjar-Betters, LICSW, 617-496-5472*
*Christine Magatao, RN, 617-495-5938*
*Cheri Smith, LICSW, 617-495-7872*

HUHS case managers are available to help you coordinate medical, social, emotional, insurance, and vocational issues related to injury or illness. They can support you in making informed decisions about your treatment and rehabilitation. They do not make decisions for you, but rather help give you the tools you need to do so. Their goal is to assist you in getting the care you need.

If you and your family are experiencing acute illnesses and recovery, the Care Coordination team will help assess your medical and psychosocial needs and facilitate access to appropriate levels of care and services. The team will ensure that you receive the best and most appropriate services and care within your defined insurance benefits.

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**Counseling & Mental Health Services**

Richard A. and Susan F. Smith Campus Center
75 Mount Auburn Street, 4th Floor, Cambridge
617-495-2042
huhs.harvard.edu/camhs

Counseling and Mental Health Services (CAMHS) is a counseling and mental health support service which seeks to work collaboratively with students and the
University to support individuals who are experiencing some measure of distress in their lives, including:

- Bereavement
- Transitional issues and adjustment difficulties
- Depression, anxiety, or stress
- Concerns interfering with work or relationships
- Sexual concerns
- High-risk behaviors around food, alcohol, and/or other substances

Treatment options include individual counseling, medication management, group therapy, peer counseling, and workshops. All visits are confidential and mental health records are held separately from the rest of the medical record, except for information on medications and hospitalizations. Counseling and mental health services are also offered at satellite health clinics located at the Harvard Law School and Longwood Medical Area campuses.

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**Center for Wellness and Health Promotion**

Richard A. and Susan F. Smith Campus Center  
75 Mount Auburn Street, Cambridge  
617-495-9629  
[wellness.huhs.harvard.edu](http://wellness.huhs.harvard.edu), cw@huhs.harvard.edu

Center for Wellness and Health Promotion (CWHP) works to cultivate a happy, healthy and engaged Harvard community through education and the promotion of holistic health. Students can participate in a wide range of activities, including workshops that highlight activities to enhance wellbeing, massage and acupuncture services, yoga, meditation, Pilates, and other exercise group classes. CWHP can also help connect students to the many resources and people at Harvard who can help students make healthy lifestyle choices in order to thrive while at Harvard and beyond.

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**Office of Alcohol & Other Drug Services**

Richard A. and Susan F. Smith Campus Center  
75 Mount Auburn Street, 6th Floor, Cambridge  
617-496-0133  
amds.harvard.edu, aods@huhs.harvard.edu
The Office of Alcohol & Other Drug Services (AODS) offers a wide range of programs and services aimed at reducing the negative consequences associated with heavy, episodic drinking and substance abuse. AODS collaborates with students and staff throughout the University to create a comprehensive program focused on the health and safety of Harvard students. AODS also trains a select group of student leaders to be Drug & Alcohol Peer Advisors, who act as health opinion leaders and peer resources for issues around alcohol and drug use.

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**Harvard Chaplains**

1350 Massachusetts Ave, Suite 730, Cambridge
617-495-5529
chaplains.harvard.edu, chaplains@harvard.edu

Harvard Chaplains, a professional community of more than 30 chaplains, represent many of the world’s religious, spiritual, and ethical traditions, and share a collective commitment to serving the spiritual needs of Harvard students, faculty, and staff.

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**Title IX**

*GSAS Title IX Coordinators*

**Danielle Farrell**, Assistant Director of Student Affairs
Richard A. and Susan F. Smith Campus Center, Suite 350, Cambridge
617-495-1326
farrell@fas.harvard.edu

**Seth Avakian**, Program Officer for Title IX and Professional Conduct (FAS)
University Hall, 414A, Cambridge
617-495-9583
avakian@fas.harvard.edu

Students with questions or concerns regarding possible discrimination and/or harassment based on sex, sexual orientation, or gender identity, should contact Danielle, Seth, or the University Title IX Office. You may have concerns about events you were involved in or an incident you observed or were told about involving another member of the community. Or, you may have questions about the investigative process. We encourage you to have a conversation with a Title IX coordinator. Contacting your Title IX coordinator or the Title IX Office is not the same as filing a formal complaint with the Office for Dispute Resolution (ODR). When you reach out to Title IX, you are free to share as much or as little information as you feel comfortable.
What They Can Do for You

Title IX coordinators can help implement interim measures (individualized supports to help you access your work and/or studies); provide information about available resources both on and off campus; facilitate informal resolutions, as appropriate, between the involved parties, with the goal of reaching a mutually agreeable resolution; provide information about the University’s policy and procedures, as well as additional School/unit policies; and provide information about the formal complaint process with ODR.

Discretion and Sensitivity

While Title IX coordinators and the Title IX officer are not confidential resources, they treat information provided to them with the utmost sensitivity and discretion and share information only on a need-to-know basis—for example, to facilitate implementation of certain interim measures (individualized supports to help you access your work and/or studies). Please note that sharing information with a Title IX coordinator and/or the University Title IX Office is not the same as filing a formal complaint with ODR.

University Title IX Office
Smith Campus Center, 9th Floor, Cambridge
617-496-0200
titleix.harvard.edu, titleix@harvard.edu

The Title IX Office is committed to maintaining a safe and healthy educational and work environment that is free from sexual and gender-based harassment. The Title IX Office supports the entire Harvard community in a neutral role, meaning that all members of the University community can access their resources. For additional information regarding available resources, please visit titleix.harvard.edu.

Nicole Merhill, Title IX Officer
Smith Campus Center, 9th Floor, Cambridge
617-496-2470, nicole_merhill@harvard.edu

Caysie Carter, Associate Title IX Officer
617-496-5490, caysie_carter@harvard.edu

Office for Dispute Resolution
44R Brattle Street, 2nd Floor, Cambridge
617-495-3786
odr.harvard.edu, odr@harvard.edu
Harvard students, faculty, staff, other Harvard appointees, or third parties who believe they are directly affected by the sexual or gender-based misconduct of a Harvard student, staff member, or faculty member* or a third party in association with Harvard program or activities may visit the Office for Dispute Resolution (ODR) to request information or advice (including whether certain conduct may violate the policy), seek informal resolution, or file a formal complaint.

ODR investigates sexual and gender-based misconduct complaints against students, staff, and faculty in the FAS, as well as third parties in association with FAS programs or activities. As a central office, ODR serves the entire Harvard community and is staffed by expert, impartial investigators. It also works in close coordination with the involved Schools, like GSAS. Investigators interview the parties to the complaint and witnesses, review other evidence, make findings of fact using the “preponderance of the evidence” standard, determine whether there has been a violation of the policy, and turn their reports over to the appropriate officials at the School or unit for considering imposition of sanctions.

*Concerns regarding HBS or HLS faculty members should be addressed to those respective schools.

Office of Sexual Assault Prevention and Response

Richard A. and Susan F. Smith Campus Center
75 Mount Auburn Street, 6th Floor, Room 624, Cambridge
617-496-5636
24-Hour Hotline: 617-495-9100
osapr.harvard.edu, osapr@fas.harvard.edu

The Office of Sexual Assault Prevention and Response (OSAPR) seeks to eliminate harm, violence, and oppression through the promotion of gender equity and social justice for the Harvard community. OSAPR staff hold a legal privilege of confidentiality when providing services as a sexual assault counselor, a domestic violence counselor, or a licensed mental health provider. We are confidential in other spaces, including workshops or trainings. Every OSAPR staff member is committed to the just and compassionate treatment of survivors and their friends, peers, significant others, and allies. Services include:

- OSAPR Hotline (617-495-9100) staffed 24 hours a day, 7 days a week
- Drop-in: 12:00 p.m.–1:00 p.m. on weekdays in the Smith Campus Center, Suite 624 on the 6th floor
• Short-term counseling and support groups that strive to nurture well-being, agency, and safety for people who have experienced harm

• Information sharing when people choose to engage in adjudication and/or with other systems like legal, medical, housing, etc.

• Conversations with people or groups in service of either reducing the likelihood of causing harm to others or to address an incident(s) of harm

• Consultation and support for friends, partners, peers, and family members of survivors

• Educational programs on consent, communication, sexual health, media literacy, trauma, and supporting survivors

Students can access these services by calling the office at 617-496-5636 or by emailing to make an appointment. If you or someone you know is experiencing emotional distress and/or in need of immediate medical accompaniment and support, call OSAPR’s 24-hour hotline at 617-495-9100. All communications and services are completely confidential.

University Ombudsman Office

44R Brattle Street, Cambridge
617 495-7748
ombudsman.harvard.edu, university_ombudsman@harvard.edu

The University Ombudsman Office is a confidential, neutral, and independent resource for problem resolution, available to all Harvard faculty, students, postdocs, research personnel, and staff. A visitor can discuss issues and concerns with the ombudsman without committing to further disclosure or any formal resolution and receive help in finding solutions for problems that they may have been unable to resolve using existing channels. The ombudsman can help analyze and assess avenues for conflict resolution, including assistance with both written and verbal communications. Next steps are always determined by the visitor, depending on the circumstances and comfort with possible options. Provided all parties agree, the ombudsman may facilitate conversations through shuttle diplomacy, informal mediation, or be present in a discussion as a neutral. Typical issues may include academic and research disputes, advisor-student relationships, harassment, inappropriate behavior, unprofessional conduct, disability or illness, problematic work climate, and resource referral.
HMS/HSDM/HSPH Ombuds Office
164 Longwood Avenue, 1st Floor
Boston, MA 02115
617-432-4041
hms.harvard.edu/departments/ombuds-office
Melissa Brodrick, Ombudsperson
melissa_brodrick@hms.harvard.edu
Justin Neiman, Associate Ombudsperson
justin_neiman@hms.harvard.edu

The ombudspersons for HMS/HSDM/HSPH provide impartial assistance to students, faculty, staff and trainees, and appointees at the affiliated institutions whose concerns are affecting their work or studies. The Ombuds Office offers a highly confidential, independent, and informal forum in which to help visitors clarify their concerns, identify their goals, and consider all of their options in managing or resolving their situations. The ombudsperson does not serve as an advocate for any party to a dispute. However, an ombudsperson does advocate for fair treatment and processes. The ombudsperson provides coaching in written and verbal communications, informal mediation, meeting facilitation, shuttle diplomacy, upward feedback, and information about policies/procedures and resources. Some typical concerns brought to the Ombuds Office include work/academic environment and performance, research-related concerns, harassment and discrimination, illness and disability, and policies and requirements. Any issue may be brought to the ombudsperson.

The Ombuds Office seeks to enhance the ability of all students to deal more effectively with challenging situations on their own. If assistance is needed beyond individual coaching, further information can be gathered on behalf of the student, referrals can be made to those with expertise in a specific area, and/or proper authorities at the school or affiliated institution can be contacted. The student decides which course of action, if any, is taken and that action is tailored to fit each situation.

Office of Work/Life
114 Mount Auburn Street, 4th Floor, Cambridge
617-495-4100
hr.harvard.edu/worklife, work/life@harvard.edu

The Office of Work/Life administers programs that provide support to graduate students, staff, and faculty. Of particular interest to graduate students are:
• Free access to Care.com, which enables users to search for, vet, connect with, and ultimately select caregivers in a low-cost, reliable and easy way (visit gfas.harvard.edu/care to activate this benefit)

• The WATCH Portal (Web Access to Care at Harvard) connects parents and student caregivers within the Harvard community: WATCH.harvard.edu

• A child care information website: hr.harvard.edu/childcare

• Six on-campus, Harvard-affiliated child care centers: hr.harvard.edu/finding-child-care

• Lactation rooms located around campus: hr.harvard.edu/parental-lactation-support

• Discounted nanny search and placement services: hr.harvard.edu/finding-child-care

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**Student Employment Office**

86 Brattle Street, Cambridge  
617-495-2585  
seo.harvard.edu, seoweb@fas.harvard.edu

The Student Employment Office (SEO) works with faculty, the community, and all University departments to connect students with term-time and summer employment opportunities. The SEO is a resource for job-seeking students and hosts an online jobs database accessible to Harvard graduate students enrolled in degree-granting programs. The best way for prospective employers to reach Harvard students is through the jobs database where you can review student resumes, post and manage your job posting, customize a job application, and track student applicants. Both on-campus and off-campus employers may request a login and password to gain access to the SEO jobs database. The SEO also serves as a liaison for students seeking to use their Federal Work-Study allotment for on- and off-campus employment.

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**Transportation—Shuttle Buses**

transportation.harvard.edu

Harvard shuttle buses serve the Cambridge and Allston campuses. Students can view the Shuttle Tracker at shuttle.harvard.edu or through the free Harvard Mobile App. For schedules as well as information about the daytime and evening van services, visit transportation.harvard.edu/shuttle-van-services.
The M2 Longwood Medical Area Shuttle takes students, faculty, and staff between Cambridge and the Longwood Medical Area. Visit www.masco.org/lma-shuttles/m2-cambridge-hms for more information or track the M2 at shuttle.harvard.edu.

The Harvard Evening Van is an on-demand transportation option for faculty, staff, and students around campus to supplement our fixed route shuttle bus system. It operates in the Cambridge/ Allston campus and within University boundaries.

The service operates every night between 7:00 p.m. and 3:00 a.m. throughout the academic year. The last ride request is accepted at 2:30 a.m. After Commencement and until classes begin, the service operates from 7:00 p.m. until 12:30 a.m., last call is at midnight. No advance reservations are accepted, book the ride when you need it. This service is free to use for the Harvard Community.

To request a ride download the Harvard Evening Van App. More information can be found at transportation.harvard.edu/shuttle-van-services/evening-van-service.

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Athletics Membership and Facilities
39 Holyoke Street, Cambridge
617-496-1585
recreation.gocrimson.com/recreation/membership/graduate

GSAS students receive free student memberships at the Harvard Athletic Facilities, which includes unlimited access to the MAC, Blodgett Pool, Hemenway Gymnasium, Quadrangle Recreational Athletic Center (QRAC), and the Murr Center Fitness Room. Extra fees apply for the use of squash and tennis courts, group exercise classes, towel service, and Blodgett and MAC locker rental. Family memberships can also be purchased for spouses, qualified domestic partners, and children by visiting the Athletic Membership Office, located on the first floor of the Malkin Athletic Center (open Monday through Friday, 9:00 a.m.–5:00 p.m.). Guest passes can be purchased at the front desk of each recreation facility; prices may vary depending on location.
Resources for GSAS Families

gsas.harvard.edu/families

The Office of Student Services produces Resources for GSAS Families, which introduces GSAS students with spouses, partners, children, and elders to important GSAS, Harvard, and community resources. For a physical copy, stop by the Office of Student Services in the GSAS Student Center, Lehman Hall, Room B-2, 1 Harvard Yard, Cambridge.