MASTER OF SCIENCE IN TRANSLATIONAL RESEARCH
Frequently Asked Questions (FAQ's)

Contents

Penn Community Access

PennKey

Your PennKey is your digital ID at the University of Pennsylvania. You will use your PennKey username and password to sign into courses on Canvas, access electronic library resources, pay bills online, and access other online Penn Systems. *If you already have a PennKey, do not setup a new one.*

A PennKey set-up code and instructions will be emailed to you approximately 4 weeks after you submit your New Student Form and SSN. After you receive your setup code, register your PennKey [here](#).

Penn Email Address

Your PennKey must be setup before you can request a Penn email address. You are required to setup a pennmedicine.upenn.edu email account so that you do not miss important university mailings. If you want, you may forward emails from this account to a preferred email account. *If you already have a Penn email account, you do not need to apply for a new one.*

Apply for your pennmedicine.upenn.edu email account [here](#). For technical email assistance, contact medhelp@pennmedicine.upenn.edu, or 215-573-4636.

Penn Card

The PennCard is your physical ID card. Visit the [PennCard Center](#) during business hours to get your free PennCard. An active PennCard is necessary to enter many campus buildings, and it is also required in order to access e-resources from any of the [Penn Libraries](#).

Penn Directory

It is required that your primary email address is listed in the Penn Directory to ensure you receive communication from the MSTR program. To access the Penn Directory, login to the [Penn Portal](#) using your PennKey and password, navigate to 'Campus life resources' in the upper right column, and select 'Online directory', agree to the terms of conditions, and this will bring you to a page where you can edit your contact information, for your internal Penn profile (required) and your public profile (optional).

Penn InTouch

[Penn InTouch](#) provides secure web access to view current billing information, course registration and schedules, academic records, student health insurance, etc. Access to this site requires login with PennKey and password.

HUP ID

You may need a HUP ID to access Maloney from Spruce St. If you do, please contact the [MSTR Administrative Office](#).

Penn Library Access

For accessing Penn Library electronic resources on and off campus, you must be able to authenticate yourself with your PennKey and password and have an affiliation with Penn that permits access to licensed resources. Find more information [here](#).

Microsoft Office 365

You are eligible to download a free, licensed version of Office 365 via Webmail at mail.pennmedicine.upenn.edu. The applications include *Word, PowerPoint, Excel, Outlook, etc.* After logging in, you will need to click the icon in the upper left corner next to the word *Outlook*, then click *Office 365.* On the new screen that appears, click *Install Office* to download the installation file for your operating system (Windows

or Mac). If you need technical support (e.g. password reset, lockout, etc.) you may contact the Penn Medicine Service Desk at 215-662-7474 or medhelp@pennmedicine.upenn.edu.

Student Health Insurance

All matriculating students will receive emails about health insurance and immunization requirements, regardless of status (full or part time). Students choosing to participate in the Penn Student Insurance Plan (PSIP) should enroll by the deadline: https://shs.wellness.upenn.edu/inreq/.

Part time students (Enrolled in maximum of 2 course units (cus)) not living on campus are not subject to these requirements but may continue to receive emails during open enrollment periods.

Registering for more than 2 cus in a term will prompt full time student status and students will need to waive out of PSIP. To do so, follow the instructions to waive out by the term deadline: https://shs.wellness.upenn.edu/inreq/.

Even If you have your own healthcare coverage, it is still best practice to request a waiver out of the Penn Student Insurance Plan here: https://shs.wellness.upenn.edu/inreq/.

Finances

Billing Procedures

Students are billed per course unit, or C.U. The Office of Student Registration & Financial Services sends electronic bursar bills to students within 4-6 weeks after course registration has been processed. Bills are delivered on a monthly schedule to the email address on record in the Penn Directory. You can pay your bill electronically, by mail, in person, or via wire transfer. Billing questions can be addressed to Student Financial Services at 215-898-1988.

Student Financial Services also offers financial aid counselors to answer questions about financing your education.

Grant or Departmental Funding

For students with tuition funding from the CTSA grant or ITMAT scholarship, the ITMAT business office will process payment for you. It is your responsibility to ensure this is completed.

For students with tuition funding from another grant or your department, your department administrator must provide a fund number to the ITMAT business office to process payment. It is your responsibility to ensure this is completed.

All tuition funding questions should be directed to Megan Maxwell.

Set up your Penn.Pay Billing Account

Penn.Pay is Penn's online tuition billing system. You can access this system by logging in with your PennKey. If you are paying for tuition, or the balance after your tuition benefit has applied, then you will need to go here to pay your bill. Log in with your PennKey and password, on the dashboard you'll see 'Student Account' and a balance within that section. Select 'Make a Payment'. Previous eBill statements and the 1098 tax statement will be available in Penn.Pay.

Tuition Benefits for University of Pennsylvania Employees

University of Pennsylvania employees may use their employee tuition benefits in accordance with the policy. Tuition benefits differ between employees of the University and employees of the Health System. University employees should refer to the Human Resource website for specifics. Find out about the taxability of graduate

benefits and what this can mean for your out-of-pocket costs. Contact the Penn Employee Solution Center if you have specific questions for the Tuition Benefit Office.

Loan Deferment
The University is required to report student enrollment to the National Student Clearinghouse. The NSC feeds into National Student Loan Data System, which is where the information is visible to students, servicers, and lenders. Most servicers send out notices when repayment statuses change.

As an MSTR student enrolled in 2 c.u. or more, this process will move your previous student loans into deferment. If you do not want to go into deferment, it is necessary for you to work directly with your loan servicer(s). **This is important to monitor if you are in the NIH Loan Repayment Program.**

To Apply for Penn Tuition Benefits
You will apply for the benefit each term you are registered for courses (Summer I or II, Fall, Spring) via the Tuition Benefit Portal. Under 'quick links', you would select 'Access the Online Tuition Benefit System' and request the benefit for the current term. Follow Using Your Tuition Benefit Guide for next steps. *If you are planning to use up to $5250 of the graduate tuition benefit, then you will only apply once each calendar year.*

Note: Tuition bills are often due before the deadline to submit for the benefit for a term. We advise applying for the benefit early to allow time for your benefit payment to apply to your account. See the University Billing Schedule for reference.

Grant Funding
Citing the KL2, TL1, ITMAT Scholarship
KL2, TL1, and ITMAT Scholarship recipients are required to acknowledge their support on publications, abstracts, posters, press releases or other documents citing results from grant supported research. See our website for guidance. This is critical to maintaining our funding, so we appreciate your support.

Communication Platforms (aside from email)
Canvas
Canvas is the university's official online course management system. All course materials will be available on Canvas. In addition, the Program Office will create a 'Program' page where all students have access to important materials regarding the degree program.

Penn Box
All students have a PennBox folder for the degree program. Please use the student folder to submit required program documents. You can learn more about the required documents by visiting your Program page in Canvas.

Reserving a Space
Meeting Room
Contact the MSTR Administrative Office for a conference room or classroom on 8 or 9 Maloney.

Quiet Space
- Visit the Biomedical Library or the Van Pelt-Dietrich Library.

Lactation Room
Information about dedicated lactation spaces on campus are listed here.

HUP specific Locations can be found here. In addition, space is available at the Family Center.

Verification of Enrollment

Students may need verification of enrollment in order to receive student discounts (e.g. accessing the Penn gym at a student rate, loan services, etc.). Contact the MSTR Administrative Office to provide a letter of verification.

Drop a Class

Contact the MSTR Administrative Office in advance of the deadline and they'll provide a form to complete and return.

ITMAT Membership

Membership in ITMAT is open to all faculty and graduate students in the partner institutions. MSTR students are encouraged to join the translational research community. The benefits of membership include inclusion & immediate notification of new ITMAT initiatives, eligibility for educational and research support grants provided via ITMAT, and access to core services at a cost. Please fill out the membership form, using your PennKey and password to login.