

### CMGT 515: Innovation and the Information Economy (4 Units)

Spring 2021 – Thursdays – 6:30 – 9.20pm

Section: 21724 Location: ONLINE

(See Blackboard for Zoom link and password)

Instructor: Dr. Morten Bay

Office Hours: Wednesdays 2:00pm-5pm

(Signing up for office hours is <u>required</u>. Please go to https://bay-usc.youcanbook.me to sign up.)

Office hours meeting link: <a href="https://usc.zoom.us/i/8092941798">https://usc.zoom.us/i/8092941798</a>

Contact Info: mortench@usc.edu

### **Course Description**

Though the word "Innovation" can be traced back to the middle ages, it is only in recent centuries that it has truly gained the impactful meaning we now use it with. We think of "innovation" as a descriptor of progress, and of the development of new opportunities and knowledge. Through innovation, life moves forward. Who wouldn't want to be part of that?

But innovation, as it turns out, is not so simple. It is a much more complex phenomenon than the "innovation" mentioned in daily, colloquial conversation. Many people conflate it with invention, but it is not the same. Neither is it just the same as "progress". Innovation can both be a deliberate strategy and a eureka moment. Sometimes it can be conjured up artificially, sometimes innovation must emerge on its own.

This course takes you inside the version of the term "innovation" that we use most often nowadays. That is, *technological* innovation. Since the course bridges the Communication Data Science and Communication Management programs, the course focuses on innovation in recent *communication* technologies, with a few excursions into, e.g., medical and agricultural technologies. Current technological innovation and development is intrinsically tied to the environment in which it exists, i.e., the so-called "Information age", which has also been described as the *Post-industrial Era*, ushering in the *Network Society*, and the *Information Economy*. The latter is also a focus of this class, so that we may examine how innovation actually works in real life and not just on paper.

Therefore, the course is divided up into four separate parts, identifiable by different shades of blue and green in the weekly course overview below:

- 1. The history of Innovation
- 2. Theories of innovation
- 3. The information economy
- 4. Innovation in practice

We will spend the most time on the last part, Innovation in Practice, so that you can see how everything from parts 1-3 comes together in the real-life explorations in 4.

By the end of the course, you will have not just a theoretical and historical understanding of innovation in the American tradition, you will also have gained substantial insight into how innovation is performed in practice and tried your hand at some of the most important skills needed to do so. You will also have been introduced to the dark side of innovation. You will see why sometimes, innovation not such a good thing, giving you a balanced understanding of innovation in theory and practice to take with you into your professional life.

### **Student Learning Outcomes**

Upon completion of this course, it is expected that you will be able to:

#### Theory

- Explain the meaning of the term "Innovation" in relation to communication technology
- Describe the central schools of thought within Innovation Studies
- Provide an overview of the history of the U.S. approach of innovation
- Describe the conditions and elements that may impact, foster or hinder innovation
- Describe roles of actors in innovation systems, including the state, organizations and individuals
- Describe the central tenets related to the term "Information Economy"
- Explain how the Information Economy is different than other economies in history

#### Practice

- Create basic strategies for launching an innovative product, including pitching for funding
- Analyze and describe branding and marketing efforts that center around innovation
- Analyze and begin the implementation or improvement of organizational innovation practices
- Unpack and describe the debate over patents and innovation
- Present an analysis of real-world corporate or state innovation practices and suggest improvements
- Describe, uncover and eliminate unethical issues and unjust inequities in innovation processes.

#### **Class sessions**

Due to the conditions forced upon us by the COVID-19 pandemic, the class sessions will look a little different than normal. To accommodate both synchronous and asynchronous participation for students who are in time zones other than Pacific Time, the regular 170 minutes of class time will be divided into the following session components:

- 1. **Lecture** on the week's subject (≈ 70 minutes, including question time)
- 2. A class activity to be completed synchronously or asynchronously (≈ 60 minutes)
- 3. A short **quiz** related to each week's readings, to be completed synchronously or asynchronously (≈ 25 minutes)
- 4. **Breaks** (≈ 15 minutes)

See the weekly breakdown below for more on the class activities mentioned in 2. The "Watch Party and Discussion" activity is mandatory, but can be completed asynchronously. The discussion part of this activity will happen mostly a written format, and your efforts there will be counted towards your

participation points. If you do not participate sufficiently in these discussions, you will not receive points for participation, which can have a serious impact on your overall grade.

#### **Policies and Procedures**

#### A respectful learning environment

This class consists of students with diverse identities from a very wide range of backgrounds and cultures. Intellectual freedom is a priority in class discussions, but <u>any form of sexism, racism, xenophobia, homophobia, ableism or other forms of discriminatory behavior on the basis of gender, ethnicity, sexual orientation, ability or class will not be tolerated. Incidents will be reported to the university immediately.</u>

Should you be offended or hurt by anything said in the classroom or require any form of trigger warnings, **speak up.** If you are not comfortable speaking up in class, contact the instructor privately to remedy the situation.

The above <u>naturally also applies to things said by your instructor</u>, who is a human being, always learning, and can make mistakes. Do not be afraid to call your instructor out in class sessions on these grounds. If done in a respectful manner, this will <u>not diminish</u> your standing in class, but <u>will improve it.</u>

Please see below for instructions on how to contact the Office of Equity and Diversity, the Title IX Office, The Office of Disability Services and Programs and how to report incidents of harassment and/or bias.

#### Pronouns and names

You have an absolute right to demand that your chosen pronouns are respected. Since it is still not standard to list preferred pronouns on university rosters, please enable your instructor to respect any specific pronoun choices by submitting this information via email before classes start or as early as possible after that. Your instructor's pronouns are He/him/his.

If your preferred name does not match the name in the university's registration system, please inform your instructor in a similar manner.

#### Faith/Belief-based accommodations

Please inform your instructor as early as possible if the suggested schedule in this syllabus conflicts with your faith or belief system so accommodations can be made.

#### **Honoring Native Lands**

By participating in this course, you implicitly accept the land acknowledgment below. If you are not comfortable with this for any reason, please notify your instructor as quickly as possible.

This course acknowledges the Gabrielino-Tongva peoples as the traditional land caretakers of Tovaangar (the Los Angeles basin and So. Channel Islands), and pays respect to the Honuukvetam (Ancestors), 'Ahiihirom (Elders) and 'Eyoohiinkem (our relatives/relations) past,

present and emerging. Along with the Tongva, we also recognize the Chumash, Tataviam, Serrano, Cahuilla, Juaneno, and Luiseno People, for the land that USC also occupies around Southern California. The course is taught in respectful consideration of the many legacies of violence, displacement, migration, and settlement that preceded its establishment as an opportunity for students.

#### Communication

Feel free to email me anytime with any concerns or questions. Please allow for 24 hours response time on weekdays, 48 hours on weekends. Due to the ongoing COVID-19 crisis, I am more inundated with emails than usual. If you have NOT heard back from me within 48 hours of sending your email, it may have been caught by an overzealous spam filter or drowned in a sudden wave of unrelated email, and you should follow up with me. Also feel free to use any DM mechanism on the social media accounts mentioned above, however I make no guarantees for response time on those.

### **Required Readings and Supplementary Materials**

All required readings will be posted on Blackboard. There is no textbook in this course.

### **Description and Assessment of Assignments**

In addition to participation, there are three activities in this class that will determine your final grade:

- 1. Two Case Study Papers
- 2. The Final Paper
- 3. Weekly quizzes

Please note that the readings for each class are to be viewed as a <u>parallel learning track to the class sessions</u>. While lectures will explain many of the concepts from the readings, not all of them will be covered in class. Yet, you are still <u>expected to be able to understand and employ the insights from the readings in your assignments</u>, <u>even those insights that were not mentioned in the lectures</u>. If you have any questions with regard to understanding the readings, do not hesitate to reach out to your instructor or ask during class session time...<u>after you have made sure your question was not answered during the lecture</u>.

#### 1. Case Study Papers:

The three case study papers have a maximum length of five doubled-space pages in the APA format, including references, but not including the front page. Each paper acts as a response paper to the course section(s) we have completed at the time the papers are due. You will be asked to analyze and describe an example (case) of innovative communication technology that relates to:

Case Study Paper 1: The history and theories of innovation (due 3/4)

Case Study Paper 2: The Information Economy (due 4/8)

More detailed assignment prompts for each paper will be made available at least two weeks before their due dates. Case Study papers must be submitted via Blackboard/Turnitin in either DOC(X) or PDF format. No other formats or delivery methods will be accepted. Submissions via e-mail will only be accepted in the case of technical problems or emergencies.

#### 2. The Final Paper

For the final paper (due 5/5 - TBC), you will <u>rewrite and expand</u> one of the two Case Study papers you have already handed in. The paper must be at least 15 pages long, but no more than 20 pages. It is permissible to reuse your previous paper in its entirety as a foundation for the final paper, but <u>it must</u> be changed, edited and/or rewritten to reflect the feedback you have received from the instructor when it was graded.

Your final paper should encompass as much as possible from the entire course. In other words, you can approach writing the long paper as taking one of the shorter ones and applying the insights from class that were not used the first time around. Per Communication Management program rules, you must use APA formatting for the paper. A more detailed prompt will be provided several weeks before the paper deadline.

The final papers must also be submitted via Blackboard/Turnitin in either DOC(X) or PDF format. No other formats or delivery methods will be accepted. Submissions via e-mail will only be accepted in the case of technical problems or emergencies.

#### **Weekly Quizzes:**

Note that the readings for every week contain <u>more material and insights than we have time to cover in class.</u> For this reason, your comprehension of the reading materials will be tested in weekly quizzes that count towards your final grade. The first quiz will be due in Week 3. All quizzes can be found on Blackboard in the relevant week's folder, during the seven days leading up to the deadline, which is at the beginning our weekly class meeting. The quizzes will disappear at the beginning of class. You will NOT be able to retake the quiz if you respond incorrectly to the question.

If you can demonstrate that you had technical issues with the quiz module, or if you missed any quizzes and have acceptable reasons, you will be allowed to retake any remaining quizzes at the end of the semester.

#### **Participation**

Part of your grade <u>will</u> be determined by your participation in the sessions, online or offline, synchronous or asynchronous. If you want to get a good participation grade, you should be <u>attentive</u> and <u>engage</u> with the class discussion, whether online or in-person. Your level of engagement in these activities will weigh heavily when determining your participation grade.

While it is <u>not required</u>, it is strongly <u>encouraged</u> that you make use of your device's camera in synchronous online sessions for this reason or compensate for your visual absence in other ways. If this presents a problem for you for personal or technical reasons, please reach out to the instructor to discuss workarounds.

## **Grading**

### **Breakdown of Grade**

Assignment	Points	% of Grade
Case Study Paper 1 (Due 3/4)	100	20
Case Study Paper 2 (Due 4/8)	100	20
Quizzes (Due weekly)	200	15
Final paper (Due 5/5 - TBC)	100	30
Participation	100	15
TOTAL		100%

### **Grading Scale**

This is the standard grading scale suggested by USC Annenberg. However, the grading scale is created at the discretion of the instructor and the final scale for this course will be calculated based on the performance of the entire class and with consideration of external conditions and circumstances emerging during the semester.

94 to 100%: A	80% to 83%: B-	67% to 69%: D+
90% to 93%: A-	77% to 79%: C+	64% to 66%: D
87% to 89%: B+	74% to 76%: C	60% to 63%: D-
84% to 86%: B	70% to 73%: C-	0% to 59%: F

### **Grading Standards**

Letter Grade	Description
A	Excellent; demonstrates extraordinarily high achievement; comprehensive knowledge and understanding of subject matter; all expectations met and exceeded.
В	Good; moderately broad knowledge and understanding of subject matter; explicitly or implicitly demonstrates good, if not thorough understanding; only minor substantive shortcomings.
С	Satisfactory/Fair; reasonable knowledge and understanding of subject matter; most expectations are met; despite any shortcomings, demonstrates basic level of understanding.
D	Marginal; minimal knowledge and understanding of subject matter; more than one significant shortcoming; deficiencies indicate only the most rudimentary level of understanding.

indicate lack of understanding.	F	Failing; unacceptably low level of knowledge and understanding of subject matter; deficiencies indicate lack of understanding.
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#### Grading Timeframe and Missing or Inaccurate Score Inquiries/Disputes

For effective learning, students should receive timely feedback on assignments and exams. Therefore, every attempt will be made to grade assignments/exams and post grades within two weeks. If you think a score or a grade is missing or inaccurate, you are responsible for notifying the Instructor via email within one (1) week of a score posting. The email must include a compelling reason/argument for why you believe your score or grade is inaccurate. Do NOT sign up for office hours to discuss your grade before having completed this step. After reviewing your email, any further action is at the discretion of the instructor. Moreover, you only have this period of time to contest a score on an assignment/exam. If you fail to inquire/notify us of any discrepancy, missing score, or contest a score within one week of the date the score is posted, no further changes will be made.

#### **Assignment Submission Policy**

All submissions are due at 11:59pm on the due date and must be submitted through Blackboard/TurnItIn in .DOC or .PDF format.

# Add/Drop Dates for Session 001 (15 weeks: 1/15/2021 – 4/30/2021; Final Exam Period: 5/5-12/2021)

Friday, February 5: Last day to register and add classes for Session 001

**Friday, February 5:** Last day to drop a class without a mark of "W," except for Monday-only classes, and receive a refund for Session 001

**Tuesday, February 9**: Last day to drop a Monday-only class without a mark of "W" and receive a refund for Session 001

**Friday, March 5:** Last day to drop a course without a mark of "W" on the transcript for Session 001. Mark of "W" will still appear on student record and STARS report and tuition charges still apply. [Please drop any course by the end of week three (or the 20 percent mark of the session) to avoid tuition charges.]

**Friday, March 5:** Last day to change pass/no pass to letter grade for Session 001. [All major and minor courses must be taken for a letter grade.]

Friday, April 9: Last day to drop a class with a mark of "W" for Session 001

### Course Schedule: A Weekly Breakdown (Subject to change)

**Important note to students:** Be advised that this syllabus is subject to change - and probably will change - based on the progress of the class, events, and/or guest speaker availability, where relevant.

	Readings	Topics and cases	Class Activities - Deliverables and Due Dates
Week 1	Gert-Jan Hospers:	Topics	Class activity
Date: 1/21	(2005) "Joseph	- What is innovation?	Introductions
	Schumpeter and his	- Innovation vs invention	
Course	Legacy in Innovation	- Debunking innovation	Watch party/chat
Introduction		myths	discussion:

	Studies" Knowledge, Technology and Policy	- What makes innovation happen? - Technological vs cultural determinism	The Current War
Week 2 Date: 1/28  History of technological innovation I	Christopher McFadden: "27+ Industrial Revolution Inventions that Changed the World" Interesting Engineering  Holly Fechner and Matthew Shapanka (2018) "Closing Diversity Gaps in Innovation: Gender, Race, and Income Disparities in Patenting and Commercialization of Inventions" Technology and Innovation  Watch: The Industrial Revolution (Documentary – link on Blackboard)  Watch: The Machine That Made Us (Documentary about the Gutenberg press – link on Blackboard)	Topics -What is technology, really? -From the industrial to the postindustrial era - The lack of diversity in the history of innovation  Cases (among others) - Gutenberg - The combine harvester/agriculture automation -The automobile Steam engine The train Electricity The telegraph The telephone	Discussion: How does the history of technological innovation intersect with discriminations on the basis of race, gender, sexuality, class, etc.?
Week 3 Date: 2/4 History of technological innovation II	Jon Gertner (2012) "True Innovation" <i>The</i> New York Times  A. Michael Noll (2015) Memories: A Personal	Topics - Historical centers of innovation in the U.S The 35-year development cycle  Cases (among others)	Class activity  Watch party/chat discussion: Silicon Valley - American Experience documentary

	History of Pall	DARDA / ARDANIET	
	History of Bell Telephone Laboratories	DARPA / ARPANET Silicon Valley	
	p. 1-17.	Fairchild/Intel/HP	
	ρ. 1-17.	IBM	
	Pagina Dugan and		
	Regina Dugan and Kaigham Gabriel	Apple Artificial Intelligence	
		Artificial Intelligence WiFi	
	(2013): "Special Forces"		
	Innovation: How	SRI/Douglas Engelbart	
	DARPA attacks	Xerox PARC	
	problems" Harvard		
	Business Review		
	Jane Macallion: "10		
	amazing DARPA		
	inventions: how they were made and what		
	happened to them" <i>IT</i> Pro		
	FIU		
	Tendayi Viki (2017): "As		
	Xerox PARC Turns 47,		
	The Lesson Learned Is		
	That Business Models		
	Matter" Forbes		
	iviatiei Torbes		
	Judy O'Neill (1995):		
	"The Role of ARPA in		
	the development of the		
	ARPANET 1961-1972"		
	IEEE Annals of the		
	History of Computing		
Week 4		Topics	Class activity
Date: 2/11	James Dearing and	- Theories of innovation	,
	Jeffrey Cox (2018)	and development	Discussion:
Disruption and	"Diffusion Of		Can we find finding
innovation theory		- Everett Rogers' Diffusion	evidence of the diffusion of
1	Innovations Theory,	of Innovation theory	well-known technologies?
	Principles, And		_
	Practice" Health	Cases (among others)	
	Affairs	Moore's law	
		The Singularity	
	Watch: Everett	Gartner Hype Cycle	
	Rogers' Diffusions of		
	Innovations speech		
	(Link on Blackboard)		
	,		

Week 5 Date: 2/18  Disruption and innovation theory II	M. Mitchell Waldrop (2018): "The Chips are Down for Moore's Law" Nature  Martin Steinert and Larry Leifer (2010): "Scrutinizing Gartners Hype Cycle Approach" PICMET 2010 Technology Management For Global Economic Growth Conference  Joseph Bower and Clayton Christensen (1995) Disruptive Technologies: Catching the Wave Harvard Business Review  Clayton Christensen et al. (2015) "What is Disruptive Innovation" Harvard Business Review  Harold Kerzner (2019) "Disruptive Innovation" in Innovation Project Management p. 315-327  Watch: Disruptive Innovation Explained	Topics - Disruption theory  Cases (among others) - Napster and the music industry - Streaming and Hollywood - Amazon and books - The PC - Smartphones vs cell phones	Watch party/chat discussion: Downloaded – The Story of Napster
Week 6 Date: 2/25 The information economy I	Archibugi Daniele and Andrea Filippetti (2015): "Knowledge as a Global Public Good" <i>Druid15</i>	Topics Introduction to the foundations of economics Information and data as commodities	Class activity  Discussion  What has the information

		Rival vs non-rival	economy impacted your
	Crash Course in Economics videos (Links on Blackboard)  Jenny Luna (2018): "Why Every Business Will Soon Be a Subscription Business" Stanford Business Insights	Old vs new business models Subscription vs ownership Convenience  Cases (among others) iTunes v Spotify Netflix v Blockbuster	life?
Week 7 Date: 3/4 The information Economy II	Trebor Scholz (2016): Uberworked and Underpaid: How Workers Are Disrupting The Digital Economy p. 18-57	Topics - Digital Labor - Gig economy  Cases Uber/Lyft Instacart/Doordash AirBnB mTurk Fiverr Taskrabbit Upwork	Watch party/chat discussion: The Cleaners  Case Study Paper I due
Week 8 Date: 3/11 The information Economy III	Nick Srnicek (2017): "The Challenges of Platform Capitalism" Juncture Vol. 23, issue 4  Shoshana Zuboff (2015): "Big Other: Surveillance Capitalism and the prospects of an information civilization" Journal of Information Technology  Safiya Noble (2018): "Google Has a Striking History of Bias Against Black Girls" Time	Topics Capital flow in 21st century tech Big data Surveillance/Platform capitalism  Cases (among others) Amazon Google Microsoft Apple Facebook/Instagram	Class activity  Discussion: Critical debate about the dark side of the information economy
Week 9 Date: 3/18	Ian Willis (2019) "Chapter 2: The Carbon Microphone" in <i>Thomas Edison</i> –	Topics	Watch party/chat discussion: Steve Jobs: The Man in the Machine

Innovation in	Success and	- Entrenreneurshin	
Innovation in practice I  Week 10	Success and Innovation through Failure, p.11-47  Gladwell (2011)  "Creation Myth: Xerox PARC, Apple, and the truth about innovation" The New Yorker	- Entrepreneurship, Innovation leadership and strategy - Debunking startup, influencer and innovator myths - Innovators vs motivators, idea people vs business people  Cases (among others) Thomas Edison Steve Jobs Mark Zuckerberg Marc Andreesen Elon Musk Mark Cuban Paul Baran Bob Taylor The ARPA directors Bell Labs,	Watch party/chat
Date: 3/25 Innovation in practice II	(2015) "Business Innovation Processes" from Oxford Handbook of Creativity, Innovation and Entrepreneurship	Topics - Innovation inside the firm - Motivating others to innovate - Innovating from your place in the hierarchy - Innovation and knowledge sharing in organizational networks - The cost of innovation - Innovation and risk management - Innovating through acquisition  Cases (among others) - Apple - Xerox PUP - MySpace vs Facebook - E-mail - MS Office vs Google - Microsoft - Alphabet	discussion: American Factory

Week 11	Benjamin Legum et al	Topics	Pitch exercise
Date: 4/1 Innovation in practice III	(2019) "Funding Methods" in Engineering Innovation	- Funding (VC, angel, IPOs etc.) - What to think about when pitching - Crowdfunding	Each student makes a very short investor pitch (no slides) of an already-existing company as if it was new, emphasizing its innovations
Week 12 Date: 4/8 Innovation in practice IV	David Aaker (2007) "Innovation: Brand it or Lose it" California Management Review  David Aaker (2018) "When Innovation needs vertical integration" Medium	Topics - Branding innovation - How to market yourself as innovative - How to market innovation as a determinist entity you are part of  Cases (among others) - Apple vs PARC - Theranos - Juicero - Oculus/Facebook - Google - Microsoft	Watch party/chat discussion: The Inventor: Out for Blood in Silicon Valley  Case Study Paper II Due
Week 13 Date: 4/15 Innovation in practice V	Aram Sinnreich (2019) "Copyright Piracy" in The Essential Guide to Intellectual Property, p. 176-197  IRENA (2013) "Intellectual Property Rights: The Role of Patents in Renewable Energy Technology Innovation"  Cassandra Sweet and Delibor Eterovic (2019)" Do patent rights matter? 40 years of innovation, complexity and	Topics - Intellectual property and innovation - How patents and copyright both help and hinder innovation  Cases (among others) - Greentech - Piracy - The Telephone - Patent trolls - Samsung vs Apple vs Qualcomm vs Intel	Watch party/chat discussion: The Patent Scam

	Productivity" World Development		
Week 14 Date: 4/22	No class	No class	[Wellness Day: Thursday, April 22 – no classes]
Week 15 Date: 4/29	Wrap-up and final paper workshopping		
STUDY DAYS Dates: 5/1-5/4			
FINAL EXAM DAYS: 5/5-5/12			5/5 (TBC) Final paper due

### **Statement on Academic Conduct and Support Systems**

#### a. Academic Conduct

Plagiarism

Plagiarism – presenting someone else's ideas as your own, either verbatim or recast in your own words – is a serious academic offense with serious consequences. Please familiarize yourself with the discussion of plagiarism in *SCampus* in Part B, Section 11, "Behavior Violating University Standards" <u>policy.usc.edu/scampus-part-b</u>. Other forms of academic dishonesty are equally unacceptable. See additional information in *SCampus* and university policies on scientific misconduct, <u>policy.usc.edu/scientific-misconduct</u>.

The School of Communication maintains a commitment to the highest standards of ethical conduct and academic excellence. Any student found responsible for plagiarism, fabrication, cheating on examinations, or purchasing papers or other assignments will be reported to the Office of Student Judicial Affairs and Community Standards and may be dismissed from the School of Communication. There are no exceptions to the school's policy.

In addition, it is assumed that the work you submit for this course is work you have produced entirely by yourself, and has not been previously produced by you for submission in another course, without approval of the instructor.

#### b. Support Systems

Counseling and Mental Health - (213) 740-9355 – 24/7 on call studenthealth.usc.edu/counseling

Free and confidential mental health treatment for students, including short-term psychotherapy, group counseling, stress fitness workshops, and crisis intervention.

National Suicide Prevention Lifeline - 1 (800) 273-8255 – 24/7 on call suicidepreventionlifeline.org

Free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.

Relationship and Sexual Violence Prevention and Services (RSVP) - (213) 740-9355(WELL), press "0" after hours – 24/7 on call

studenthealth.usc.edu/sexual-assault

Free and confidential therapy services, workshops, and training for situations related to gender-based harm.

## Office of Equity and Diversity (OED)- (213) 740-5086 | Title IX – (213) 821-8298 equity.usc.edu, titleix.usc.edu

Information about how to get help or help someone affected by harassment or discrimination, rights of protected classes, reporting options, and additional resources for students, faculty, staff, visitors, and applicants. The university prohibits discrimination or harassment based on the following *protected characteristics*: race, color, national origin, ancestry, religion, sex, gender, gender identity, gender expression, sexual orientation, age, physical disability, medical condition, mental disability, marital status, pregnancy, veteran status, genetic information, and any other characteristic which may be specified in applicable laws and governmental regulations. The university also prohibits sexual assault, non-consensual sexual contact, sexual misconduct, intimate partner violence, stalking, malicious dissuasion, retaliation, and violation of interim measures.

Reporting Incidents of Bias or Harassment - (213) 740-5086 or (213) 821-8298 usc-advocate.symplicity.com/care\_report

Avenue to report incidents of bias, hate crimes, and microaggressions to the Office of Equity and Diversity | Title IX for appropriate investigation, supportive measures, and response.

The Office of Disability Services and Programs - (213) 740-0776 dsp.usc.edu

Support and accommodations for students with disabilities. Services include assistance in providing readers/notetakers/interpreters, special accommodations for test taking needs, assistance with architectural barriers, assistive technology, and support for individual needs.

USC Campus Support and Intervention - (213) 821-4710

campussupport.usc.edu

Assists students and families in resolving complex personal, financial, and academic issues adversely affecting their success as a student.

Diversity at USC - (213) 740-2101

diversity.usc.edu

Information on events, programs and training, the Provost's Diversity and Inclusion Council, Diversity Liaisons for each academic school, chronology, participation, and various resources for students.

USC Emergency - UPC: (213) 740-4321, HSC: (323) 442-1000 – 24/7 on call dps.usc.edu, emergency.usc.edu

Emergency assistance and avenue to report a crime. Latest updates regarding safety, including ways in which instruction will be continued if an officially declared emergency makes travel to campus infeasible.

USC Department of Public Safety - UPC: (213) 740-6000, HSC: (323) 442-120 – 24/7 on call dps.usc.edu

Non-emergency assistance or information.

Annenberg Student Success Fund

https://annenberg.usc.edu/current-students/resources/additional-funding-resources

The Annenberg Student Success Fund is a donor-funded financial aid account available to USC Annenberg undergraduate and graduate students for non-tuition expenses related to extra- and co-curricular programs and opportunities.