Welcome to Cal State East Bay

The Center for International Education (CIE) welcomes you to Cal State East Bay. We are excited to have you on campus and hope that your time here will be enriching, both academically and personally.

Our mission is to provide a range of immigration and advising services to international students and scholars and to expand international learning opportunities for faculty, staff, and students.

CIE will keep you up to date on immigration news, workshop announcements, and special events; so, be sure to keep your local contact information current on MYCSUEB at https://my.csueastbay.edu.

For all Immigration inquiries you may have, please:
1. Call the Center for International Education at 510-885-2880 to schedule an appointment to speak with an international student advisor.
2. Email the Center for International Education at cie@csueastbay.edu
3. Go to the CIE office location at the Student and Faculty Support Building, Room 102 (SF 102).
4. Visit website for information, updates, forms, etc. www.csueastbay.edu/CIE

International Programs Staff and contact information

*All CIE staff are located in the CIE office, SF 102.*

<table>
<thead>
<tr>
<th>NAME</th>
<th>JOB TITLE</th>
<th>CONTACT PHONE NO.</th>
<th>EMAIL ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thomas TYNER</td>
<td>Interim Executive Director</td>
<td>510-885-7510</td>
<td><a href="mailto:Thomas.tyner@csueastbay.edu">Thomas.tyner@csueastbay.edu</a></td>
</tr>
<tr>
<td>Kelly MORAN</td>
<td>Director/Study Abroad advisor</td>
<td>510-885-2903</td>
<td><a href="mailto:Kelly.moran@csueastbay.edu">Kelly.moran@csueastbay.edu</a></td>
</tr>
<tr>
<td>Julie MOREIRA</td>
<td>Immigration Advisor</td>
<td>510-885-4477</td>
<td><a href="mailto:Julie.moreira@csueastbay.edu">Julie.moreira@csueastbay.edu</a></td>
</tr>
<tr>
<td>Miguel SILVA</td>
<td>Immigration Advisor</td>
<td>510-885-4217</td>
<td><a href="mailto:Miguel.silva@csueastbay.edu">Miguel.silva@csueastbay.edu</a></td>
</tr>
<tr>
<td>Charlene KEILOUGH</td>
<td>SEVIS Coordinator</td>
<td>510-885-4221</td>
<td><a href="mailto:Charlene.keilough@csueastbay.edu">Charlene.keilough@csueastbay.edu</a></td>
</tr>
<tr>
<td>Brian CHENG</td>
<td>SEVIS Administrative Support</td>
<td>510-885-2837</td>
<td><a href="mailto:Brian.cheng@csueastbay.edu">Brian.cheng@csueastbay.edu</a></td>
</tr>
<tr>
<td>LeShawn CHEATHAM</td>
<td>Study Abroad advisor</td>
<td>510-885-2979</td>
<td><a href="mailto:Leshawn.cheatham@csueastbay.edu">Leshawn.cheatham@csueastbay.edu</a></td>
</tr>
<tr>
<td>Lynn PERRY</td>
<td>International Admissions Evaluator</td>
<td>510-885-2336</td>
<td><a href="mailto:Lynn.perry@csueastbay.edu">Lynn.perry@csueastbay.edu</a></td>
</tr>
<tr>
<td>Virginia JONES</td>
<td>International Admissions Evaluator</td>
<td>510-885-2348</td>
<td><a href="mailto:Virginia.jones@csueastbay.edu">Virginia.jones@csueastbay.edu</a></td>
</tr>
<tr>
<td>Deborah CRITTENDON</td>
<td>International Admissions Evaluator</td>
<td>510-885-2349</td>
<td><a href="mailto:Deborah.crittendon@csueastbay.edu">Deborah.crittendon@csueastbay.edu</a></td>
</tr>
<tr>
<td>Kelly PAN</td>
<td>Int’l Recruitment &amp; Marketing Manager</td>
<td>510-885-7513</td>
<td><a href="mailto:Kelly.pan@csueastbay.edu">Kelly.pan@csueastbay.edu</a></td>
</tr>
<tr>
<td>Laura PERRY</td>
<td>Int’l Recruitment &amp; Marketing Coordinator</td>
<td>510-885-2107</td>
<td><a href="mailto:Laura.perry@csueastbay.edu">Laura.perry@csueastbay.edu</a></td>
</tr>
</tbody>
</table>

www.facebook.com/CSUEBCIE
# Common Acronyms and Abbreviations

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CIE</td>
<td>Center for International Education</td>
</tr>
<tr>
<td>AACE</td>
<td>Academic Advising and Career Education</td>
</tr>
<tr>
<td>AC</td>
<td>Alameda County</td>
</tr>
<tr>
<td>ASI</td>
<td>Associated Students, Inc.</td>
</tr>
<tr>
<td>BART</td>
<td>Bay Area Rapid Transit</td>
</tr>
<tr>
<td>CBE</td>
<td>College of Business and Economics</td>
</tr>
<tr>
<td>CLASS</td>
<td>College of Letters, Arts, and Social Sciences</td>
</tr>
<tr>
<td>CSUEB</td>
<td>California State University, East Bay</td>
</tr>
<tr>
<td>COS</td>
<td>Change of Status</td>
</tr>
<tr>
<td>DHS</td>
<td>Department of Homeland Security</td>
</tr>
<tr>
<td>DOS</td>
<td>Department of State</td>
</tr>
<tr>
<td>DMV</td>
<td>Department of Motor Vehicles</td>
</tr>
<tr>
<td>GE</td>
<td>General Education</td>
</tr>
<tr>
<td>LI</td>
<td>Library Building</td>
</tr>
<tr>
<td>MB</td>
<td>Music and Business Building</td>
</tr>
<tr>
<td>MI</td>
<td>Meiklejohn Building</td>
</tr>
<tr>
<td>OAK</td>
<td>Oakland Center</td>
</tr>
<tr>
<td>PIN</td>
<td>Personal Identification Number</td>
</tr>
<tr>
<td>SA</td>
<td>Student Administration Building</td>
</tr>
<tr>
<td>SC. S., SC. N</td>
<td>South Sciences Building, North Sciences Building</td>
</tr>
<tr>
<td>SEVIS</td>
<td>Student and Exchange Visitor Information System</td>
</tr>
<tr>
<td>SFO</td>
<td>San Francisco Airport</td>
</tr>
<tr>
<td>SID</td>
<td>Student Identification Number</td>
</tr>
<tr>
<td>SSL</td>
<td>Student Services Lobby</td>
</tr>
<tr>
<td>SSN</td>
<td>Social Security Number</td>
</tr>
<tr>
<td>UU</td>
<td>University Union</td>
</tr>
<tr>
<td>USCIS</td>
<td>U.S. Citizenship &amp; Immigration Services</td>
</tr>
<tr>
<td>VBT</td>
<td>Valley Business and Technology Building</td>
</tr>
<tr>
<td>WST</td>
<td>Writing Skills Test</td>
</tr>
</tbody>
</table>

## Helpful Websites

<table>
<thead>
<tr>
<th>Website</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSUEB Website</td>
<td><a href="http://www.csueastbay.edu">http://www.csueastbay.edu</a></td>
</tr>
<tr>
<td>Important dates</td>
<td><a href="http://www.csueastbay.edu/registrar/important-dates/index.html">http://www.csueastbay.edu/registrar/important-dates/index.html</a></td>
</tr>
<tr>
<td>Class Schedule</td>
<td><a href="http://www.csueastbay.edu/mysueb/schedule-catalog.html">http://www.csueastbay.edu/mysueb/schedule-catalog.html</a></td>
</tr>
<tr>
<td>MyCSUEB - Information</td>
<td><a href="http://my.csueastbay.edu">http://my.csueastbay.edu</a></td>
</tr>
<tr>
<td>about your classes,</td>
<td>grades, registration holds, and account</td>
</tr>
<tr>
<td>University Database</td>
<td>balance.</td>
</tr>
<tr>
<td></td>
<td>Change your home and mailing address,</td>
</tr>
<tr>
<td></td>
<td>contact email and Phone number in the</td>
</tr>
<tr>
<td></td>
<td>university database.</td>
</tr>
<tr>
<td>Health Insurance</td>
<td><a href="http://www.csueastbay.edu/cie/f-1-students/new-students/insurance.html">http://www.csueastbay.edu/cie/f-1-students/new-students/insurance.html</a></td>
</tr>
<tr>
<td>- Information on how</td>
<td>and where to purchase Health</td>
</tr>
<tr>
<td>and where to purchase</td>
<td>insurance.</td>
</tr>
<tr>
<td>Health Insurance</td>
<td></td>
</tr>
</tbody>
</table>

www.csueastbay.edu
# Table of Contents

**Things to do Before Classes Begin**

- F-1 Student Immigration Information ................................................................................................................. 1
  - Arrival ................................................................................................................................................................. 3
  - I-20/I-94 ........................................................................................................................................................... 3
  - Transfer Students .................................................................................................................................................. 3
  - Maintaining Legal F-1 Status ............................................................................................................................... 3
  - Travel .................................................................................................................................................................. 3
  - Employment ....................................................................................................................................................... 4
  - Grace Period ....................................................................................................................................................... 4
  - Immigration Information Concerning Dependents .............................................................................................. 4

**Health Insurance**

- .............................................................................................................................................................................. 5

**Academics**

- School Year ............................................................................................................................................................ 6
  - Academic Advising ................................................................................................................................................ 6
    - Academic Advising and Career Education (AACE) ............................................................................................. 6
    - General Education Advising for Undergraduate Students .............................................................................. 6
  - Major Advising .................................................................................................................................................... 6
  - Credit/No Credit Option ..................................................................................................................................... 6
  - Add/Drop and Withdrawal .................................................................................................................................. 6
    - Adding and Dropping Courses ........................................................................................................................... 6
    - Withdrawing from a Course ............................................................................................................................... 7
    - Implications of Course Withdrawal on Your Immigration Status ...................................................................... 7
  - Student Center for Academic Achievement ........................................................................................................ 7
  - Cheating and Plagiarism ....................................................................................................................................... 7
  - University Writing Skills Requirement ............................................................................................................... 7

**On-Campus Services for CSUEB Students**

- The Bay Card ......................................................................................................................................................... 8
  - Computing Services ............................................................................................................................................ 8
  - Student Technology Service Center .................................................................................................................... 8
  - The Service Desk .................................................................................................................................................. 8
  - Associated Students .............................................................................................................................................. 8
  - Student Health and Counseling Services ......................................................................................................... 8

**Activities at East Bay**

- Student Organizations ........................................................................................................................................... 9
  - Athletics ............................................................................................................................................................... 9
  - Recreation and Wellness Center (RAW) ............................................................................................................... 9
  - Program Advisory Council .................................................................................................................................. 9
  - Associated Students Recreational Activities .................................................................................................... 9
  - Cultural Activities ................................................................................................................................................ 9
  - Leadership Institute ............................................................................................................................................. 9
  - Student Media .................................................................................................................................................... 9
  - Web Sites for Events in the Bay Area ..................................................................................................................... 9

**Finding a Place to Live**

- Housing Options .................................................................................................................................................... 10
  - Temporary Housing ......................................................................................................................................... 10
  - Pioneer Heights and University Village ........................................................................................................... 10
  - Off-Campus Housing ....................................................................................................................................... 10
  - Tips for Apartment Seekers .............................................................................................................................. 10
    - Choosing a Neighborhood ............................................................................................................................... 10
    - Reading the Lease ........................................................................................................................................... 10

[www.csueastbay.edu](http://www.csueastbay.edu)
Table of Content

Terminology to Understand ............................................................................................................... 11
Fair Housing Office ............................................................................................................................. 11

Daily Life ............................................................................................................................................. 12

Local Transportation ........................................................................................................................... 12
  Commute Information Center ........................................................................................................... 12
  Hill Hopper Shuttle ............................................................................................................................. 12
  BART .................................................................................................................................................. 12
  AC Transit Buses ................................................................................................................................. 12
  Carpool-to School Program ............................................................................................................... 12
  Taxis/Transportation Network Companies ....................................................................................... 12
  Zip Car ................................................................................................................................................ 12
  Zagster Bike Rental ............................................................................................................................. 12
  Rental Cars ......................................................................................................................................... 12
Transportation to Other Cities in the US (Amtrak Trains, Greyhound Buses and Air Travel) .......... 12

Owning and Operating an Automobile .............................................................................................. 13
Automobile Insurance .......................................................................................................................... 13
Purchasing a Car ................................................................................................................................... 13
Registering your Car .............................................................................................................................. 13
Repairing Cars ....................................................................................................................................... 13
Parking on Campus ............................................................................................................................... 13
Department of Motor Vehicles (DMV) – Driver’s License and California ID ...................................... 13
Directions to the DMV from CSUEB .................................................................................................. 14
If You are in an Accident ...................................................................................................................... 14

Legal Tips ............................................................................................................................................ 14

Miscellaneous ..................................................................................................................................... 15
CSUEB Campus Directory .................................................................................................................... 15
Telephone Services ............................................................................................................................... 15
Mail....................................................................................................................................................... 15
Change of Address and Your Immigration Status .............................................................................. 15
Packages................................................................................................................................................ 15
Social Security Number ......................................................................................................................... 16
Banking .................................................................................................................................................. 16
Checking Accounts ............................................................................................................................... 16
Savings Accounts and Certificates of Deposits .................................................................................. 16
ATM /Debit Cards ................................................................................................................................. 16
Credit Cards .......................................................................................................................................... 16
Local Banks ......................................................................................................................................... 17
Taxes ...................................................................................................................................................... 17

Dependents ......................................................................................................................................... 18
Childcare and Babysitting .................................................................................................................... 18
Schools .................................................................................................................................................. 18
American Language Program ............................................................................................................. 18
Recreation and Summer Program for Children .................................................................................. 18

Natural Disaster, Fire Emergency, or Other Safety Issues .................................................................. 19
Earthquake Safety ................................................................................................................................. 19
Emergency Telephone Numbers ......................................................................................................... 20
CSUEB Campus Preparedness Program ............................................................................................... 2

Cal State East Bay Campus Map .......................................................................................................... 21

www.csueastbay.edu
Things to Do Before Classes Begin

Bring your Immigration Documents to CIE within one week of your arrival

If you have not already submitted the following documents to CIE, to complete your check-in, please do so:

1) Passport & visa,
2) All I-20s (including any previous school I-20s)
3) Your electronic I-94 which can be retrieved at www.cbp.gov/I94

Transfer students: In order for your SEVIS record to be released to a new school, immigration law requires that you inform your previous school about your intent to transfer to another school. Therefore, CSU East Bay cannot issue you a new I-20 until your SEVIS record has been released to us. You are also required to check-in at the Center for International Education within the first 15 days of the semester so that your immigration transfer process can be completed to maintain your F-1 status.

View the Class Schedule and University Catalog online
<http://www.csueastbay.edu/students/academic-and-studying/class-schedule.html>

Pay Fees

Fee information is available online. You may register for classes up to a specified date each semester without pre-payment. But, if you do not pay fees by the published deadline, your classes will be dropped. To pay by cash, money order, traveler’s check or check, go to the Cashier’s Office in the Lobby of Student Administration Building. To pay online by credit card or checking account, go to MYCSUEB.

Note: There is a service charge for credit card payments.

Purchase Medical Insurance:
<www.4studenthealth.com>

All international students on F-1 visa must show proof of adequate medical insurance. For more information on CSU Health Insurance Requirements, see page 5.

Obtain Academic Advising (see page 6)
<www.csueastbay.edu/aace>

➔ If you are a first time freshman, contact the Academic Advising and Career Education Office (510) 885-3621 or SA 2300.
➔ If you are an undergraduate transfer student, contact your major department for major advising. And, if you have questions regarding your GE requirements, your transfer evaluation, or you have not declared a major, go to the Academic Advising and Career Education Office (510) 885-3621 or SA 2300.
➔ If you are a graduate student, contact your major department for advising.

Register for Classes

Instructions on how to register can be found in the Class Schedule at <www.csueastbay.edu/schedule>. It is strongly recommended that you register for classes as early as possible.

Buy Your Textbooks

Buy your textbooks at the University Bookstore or online at <http://www.csueastbay.edu/bookstore>.

Obtain Permanent Housing

If you have not obtained permanent housing (see pages 10-11).
Things to do

Inform Cal State East Bay of your Local Contact Information
Go to https://my.csueastbay.edu to update your mailing address, phone number, and email address. Also, see page 3 regarding informing the U.S. Citizenship and Immigration Services (USCIS).

Activate your Cal State East Bay email address (HORIZON) and NET ID
<http://horizon.csueastbay.edu>
Your Net ID will provide you with access to your university email account and Blackboard (a software application that provides both a student portal and a course management system at Cal State East Bay). The HORIZON email account is the primary form of communication between the University and the students. Information regarding registration, waitlists, and correspondence from all offices, including CIE, will be sent to this account. Therefore, you must check your HORIZON email account regularly.

Obtain your Bay Card (Student ID Card)
<www.csueastbay.edu/baycard>
To obtain a university identification card, go to the CSUEB Library. You will need your Net ID listed on your Admission Letter, and a photo ID (a passport is fine).

Visit the Department of Motor Vehicles (DMV) (see page 13)
Even if you do not wish to obtain a driver's license, it is recommended that you apply for a California Identification Card at the DMV to have photo identification without having to carry your passport with you. A US Social Security number is not required for a CA license or identification card.

Buy your Parking Permit
Parking permits are sold online. Visit www.mycampuspermit.com to purchase your permit.

Visit Student Health Center (see page 8)
Visit the Student Health Center for information regarding immunizations and tuberculin testing. If these university requirements are not met, you will be prevented from registering for your second semester classes.

Download the free CSU East Bay Mobile app at the App Store or Google Play. The app allows for optimized access to the most important features on the MyCSUEB and Library websites among many other features such as registering for classes; paying outstanding balances or managing Bay Card balances on the go; viewing class schedules or a previous semester’s grades; or view the dining commons menu and hours during the current semester.

The Campus Tour link can be useful when trying to get from one building on campus to another and do not know what the building looks like or where it is located. A Google map rendered map of the campus appears when opening this link and includes a pin for every building or location on campus and can create a route between locations or buildings. The list view displays all buildings and locations on campus which can then be selected. The map link displays the same map, however without the pins for buildings on campus.
Arrival
In order to assist you while you are here, we ask that all new international students check-in with the Center for International Education (CIE), immediately. Please bring your I-94, passport, and all I-20s with you. CIE is located in the SF102.

I-20/I-94
If you have recently arrived from outside the United States, the Custom Border Patrol Officials stamped your passport and created an electronic I-94 at the U.S. port of entry. Visit [www.cbp.gov/I94](http://www.cbp.gov/I94) and retrieve your electronic I-94. Make sure that your I-94 states “F-1” and “D/S” (Duration of Status). Duration of Status means you may stay, as long as you follow the F-1 rules to maintain status, even if the F-1 visa in your passport expires while you are in the U.S.

Transfer Students
If you are transferring from another school in the U.S., (from any level - high school, undergraduate, or graduate) as an F-1 student, you must complete the transfer of your SEVIS record to CSU East Bay within 15 days of the beginning of the semester. You will need to complete the following three steps:

1. Notify your previous school of your intent to transfer to CSU East Bay.
2. The international student advisor, at your previous school, will enter a “Transfer Release” date in the SEVIS database. Only after the transfer release date has been entered will CSU East Bay be able to create your new I-20.
3. Visit the Center for International Education during drop-in hours, or by appointment, (call 510-885-2880 to schedule an appointment) and bring your passport, I-94, and all previous I-20s. Accordingly, the SEVIS Coordinator will review your immigration documents, and then issue your new I-20.

Maintaining Legal F-1 Status
a) Remember to keep a valid, I-20 which reflects your current degree level and program of study at all times. (Check the “Program End Date” in the “Program of Study Section” on the first page of your I-20.)

b) Notify CIE of any change in your degree program or level so that we can inform DHS of the change within the required time (within 15 days of the beginning of the new program).

c) Maintain full-time enrollment. Exceptions to full-time enrollment are defined by DHS, and must be approved by an International Student Advisor BEFORE the semester begins. Please see the definition of ‘full-time’ below (according to your degree level).

* Undergraduate & Second Bachelor Students: must enroll in a minimum of 12 units each semester, for 3 consecutive semesters, before being eligible one vacation semester.

** Graduate Students: must enroll in a minimum of 8 units each semester, for 3 consecutive semesters, before being eligible one vacation semester.

*** Only one online class per semester may count toward full-time enrollment

If you are unable to finish all degree requirements before the program end date in the “Program Study Section” of your I-20, you must apply for a Program Extension at CIE before your I-20 expires.

d) Maintain a valid passport at all times. (Contact your Embassy/Consulate to extend your passport). Valid is defined as expiration date is at least 6 months into the future.

e) Refrain from unauthorized employment.

f) Notify CSU East Bay of any change in your U.S. residential address via MYCSUEB. In turn, CIE will report your updated address to DHS. Note: If you have an application pending with USCIS when you move, please notify USCIS via [www.USCIS.gov](http://www.USCIS.gov) and inform an international student advisor directly of your address change.

Travel
Anytime you travel, please complete the I-20 request form and leave your original I-20 at CIE for a travel endorsement AT LEAST ONE WEEK before you leave. Please plan ahead. If you have dependents in the U.S., and they will travel without you, they will need separate travel documents. In general, when you travel outside the U.S., you will need: a) your I-20 endorsed for travel by an International Student Advisor, b) a valid passport, and c) a valid F-1 visa. If you are traveling to Canada, Mexico, or the Caribbean, please read our handout on travel to “Canada, Mexico and the Caribbean.” If you are traveling to a country other than your own, be sure to check with a consulate, or embassy of that country, to see if you need a visa to enter.
Employment

Employment authorization is possible for F-1 students. F-2 dependents can NEVER work. If you have questions about work authorization, please see an International Student Advisor BEFORE beginning any type of employment. Unauthorized employment is a serious violation of your immigration status. For further information about the three types of off-campus employment, please read our handouts explaining each application process in detail. Before any off-campus employment can be approved, F-1 students must complete nine consecutive months of full-time study.

On-Campus: As an F-1 student, you are eligible to work on campus no more than 20 hours per week while you are enrolled full-time, or 40 hours a week during summer term and breaks between semesters. You are not allowed to work on-campus after you complete your degree program.

Curricular Practical Training (CPT): An International Student Advisor may authorize an F-1 student to participate in curricular practical training, which is “an integral part of an established curriculum.” At CSUEB, ‘integral’ is defined as a position which is required for your academic program or an internship which has been approved by your department and the Internships office. Students who complete twelve months of full-time curricular practical training will be ineligible for optional practical training. Before you begin working, you must receive authorization from the CIE.

Optional Practical Training (OPT): An eligible F-1 student may request OPT in order to work in a position which is directly related to his/her major area of study. A total of twelve months of full-time OPT is available during the student’s degree program. A student may become eligible for another 12 months when changing to a higher educational level. Authorization for OPT is granted by USCIS. Authorization to engage in practical training is automatically terminated when the student transfers to another school, or begins another program of studies. During an authorized OPT period, the student must continue to report name and address changes to CIE. You may apply for OPT during your last semester of studies and your 60 days grace period.

Employment Based on Severe Economic Hardship: A student may apply for off-campus employment due to severe economic hardship through the USCIS. The student must demonstrate:

1) Unforeseen circumstances exist beyond the student’s control which require off-campus employment, AND,
2) Other employment opportunities (i.e. on-campus) are either unavailable, or insufficient. Employment based on Economic Hardship, if approved, is limited to 20 hours a week while school is in session (or full-time during vacation periods). (Please check with an international student advisor first to determine your eligibility.)

Grace Period

You have a 60-day grace period following the successful completion of the course of study or authorized training. The 60-day grace period is to be used for the following purposes:

- To prepare for departure from the U.S.
- To be admitted to another institution in the U.S. (and have your SEVIS record transferred, in a timely manner, to the new institution)
- To submit an application for change of status from F-1 to another immigrant or nonimmigrant status.

Immigration Information Concerning Dependents

If your dependents (spouse and/or children) will be accompanying you in the U.S., you will need to request I-20s for them. You must also demonstrate additional sources of financial support for them. Your dependents will use the I-20(s) and financial documentation to apply for F-2 visa(s) at the U.S. Consulate or Embassy. An F-2 spouse, or child, may not engage in full-time study (except elementary and secondary education). An F-2 dependent must apply, and be approved for a change of status, to F-1, M-1 or J-1, in order to pursue a full course of study at the post-secondary level.
Health Insurance

Purchasing Health Insurance
Cal State East Bay requires that F-1 & J-1 visa students purchase and maintain adequate health insurance coverage during their period of enrollment at CSU East Bay. This includes time spent on OPT also. Cal State East Bay provides a preferred health insurance vendor and more information is available here: http://www.csueastbay.edu/cie/f-1-students/new-students/insurance.html

Health Insurance Holds
Your MyCSUEB account will have a Health Insurance Hold on your account that will prevent you from registering from classes until adequate health insurance coverage has been shown. Please note the hold may be placed for a future semester and you should check in the “details” section to find out which semester that hold is present for. Please plan ahead with your health insurance purchase so you are able to register for classes in a timely fashion.

Health Insurance Questions?
Please contact the Risk Management office if you have any questions about the international student health insurance requirement.

Risk Management, Student Administration 1600
Email: csuebhealthinsurance@csueastbay.edu

All CSU campuses, including Cal State East Bay, are smoke and tobacco free

For more information visit csueastbay.edu/smokeandtobaccofree
You may find American teaching methods, and practices, quite different from those you are used to. Regular class attendance, frequent exams, homework, and participation in class discussions are all expected in the U.S. educational system. International students often find the classroom atmosphere and the student/professor relationship very casual and informal. Professors are required to keep regular office hours, which are intended specifically to provide student-professor contact.

School Year
The academic year consists of two semesters, each approximately 16 weeks long. The Academic Calendar can be found in each semester’s Class Schedule and the University Catalog.

Academic Advising

Academic Advising and Career Education (AACE)
AACE is a one-stop center for both academic advising and career development assistance. AACE counselors guide students in understanding and completing General Education and graduation requirements in addition to helping them clarify and attain their career goals.

Each semester, AACE offers a series of workshops for career preparation as well as academic skills such as time management and study skills. Check the AACE website http://www.csueastbay.edu/aace/events.html for upcoming workshops and events.

General Education Advisor for Undergraduate Students (at AACE)
Sam Tran
Phone Number: (510) 885-3084
Email: sam.tran@csueastbay.edu
Location: SA 2300

Major Advising (via Departments)
AACE does not provide major advising! If you want information regarding requirements for your major, speak with a faculty advisor from your major department for an explanation of your major requirements.

Credit/No Credit Option
Some classes may be taken for Credit/No Credit instead of the standard A, B, C grades. Limitations regarding which, and how many courses you may take for Credit/No Credit can be found in the University Catalog.

Add/Drop and Withdrawal

Adding and Dropping Courses
The first two weeks of instruction in each semester is referred to as the “Add/Drop” period. You may add courses to or drop courses from your academic schedule by using MYCSUEB.

An academic department may drop your name from a class if you don’t attend the first class meeting or if you have not met the course prerequisites that are published in the university catalog. Some departments may call you as a matter of courtesy when they are dropping you, but other departments may not. Do not assume that you will be dropped automatically if you do not attend class.

***It is your responsibility to verify the accuracy of your class schedule on MYCSUEB before the Add/Drop Period ends. ***
**Withdrawing from a Course** <http://www.csueastbay.edu/registrar/forms/student-records-forms.html>

Information about withdrawing from a course after the Add/Drop period can be found in the University Catalog. To withdraw, obtain a “Withdrawal” form from the Student Services Lobby located on the first floor of the Student Administration (SA Building).

***Implication of Course Withdrawal on Immigration Status***

Undergraduate students must be enrolled in 12 units per semester, and graduate (including post baccalaureate) students must have 8 units per semester in order to maintain student visa status.

Before you withdraw from a course, that will put you beneath the required amount of units, USCIS regulations require you to obtain written authorization from your International Student Advisor at the Center for International Education. Otherwise, you will jeopardize your visa status.

---

**Student Center for Academic Achievement (SCAA)**

The Student Center for Academic Achievement is located in the Library Complex Upper Mall. The Student Center for Academic Achievement provides free learning and tutorial assistance in math, reading, and writing. Appointments are available for tutoring in writing, and learning skills, for many academic courses as well as the Writing Skills Test (WST). Workshops are conducted each semester on many subjects such as: effective textbook reading and study skills, effective test taking skills, writing skills, effective listening, and note taking skills, effective time management skills, and avoiding plagiarism. You can visit their website at www.csueastbay.edu/scaa

---

**Cheating and Plagiarism**

Individualism is highly valued in U.S. society, and a person generally receives credit and/or recognition only for what she/he has developed. Plagiarism, copying, or taking credit for someone else’s writing as if it were your own, brings serious consequences. If you use another person's words or thoughts, it is very important to give the person credit. There are resources and handbooks that contain information on the correct procedures. Ask your academic advisor, or class instructor to recommend a guidebook to follow.

During an examination what might in one culture be regarded as merely helping a friend would be interpreted as cheating in a U.S. university. You are expected to be honest about your knowledge and ability in a particular subject. In other words, what you turn in to the professor will be considered the result of your individual effort. Unless the professor explicitly states it is permissible to work together on projects, assume that it is not allowed. Any help you give or receive during an examination, however small, is considered cheating. Cheating is an academic offense that could mean receiving a failing grade on the examination, in the course, or suspension from school.

---

**University Writing Skills Requirement (UWSR)** <www.csueastbay.edu/testing/uwsr/index.html>

In addition to the lower-division General Education requirements in writing, the California State University system requires all students to demonstrate writing competency at the university level in order to receive a baccalaureate or master’s degree. Students who have completed 90 units must begin steps to satisfy the UWSR as soon as possible. Delaying this requirement may jeopardize your ability to graduate in a timely fashion. Unless exempted, you may do one of the following to satisfy this requirement:

Option One: Register for and pass the Writing Skills Test (WST). See www.csueastbay.edu/testing/tests/wst/index.html for details and to enroll.

Option Two: Enroll in and pass a first-tier writing course (ENGL 3000 or 3001) and possibly a second-tier course, as well.
On-Campus Services for CSUEB Students

The Bay Card <www.csueastbay.edu/baycard> The Bay Card is CSU East Bay’s campus ID card for students. In addition to being your primary form of identification on campus, it is also your campus library card. It can be used to check out equipment in various departments and shown for entry at campus events.

You can also add a Bay Bucks or Wells Fargo account to make it even more valuable. You need The Bay Card and Bay Bucks on campus for: Printing & Copying. You may also use The Bay Card and Bay Bucks on campus for: Dining, Vending, and Pioneer Bookstore Purchases.

For more info contact: Bay Card Office, SA Lobby, 510-885-2273.

Computing Services
Refer to the following web site for more information:
Library Learning Commons: http://library.csueastbay.edu/usingthelibraries/learning-commons
Concord Campus: http://library.csueastbay.edu/concordcampus/

<table>
<thead>
<tr>
<th>Department</th>
<th>Lab Room Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library</td>
<td>Learning Commons LI 2005</td>
</tr>
<tr>
<td>Concord Campus Lab</td>
<td>1st Floor, Contra Costa Hall</td>
</tr>
</tbody>
</table>

* Computing labs are closed during semester break.

Student Technology Service Center
<510-885-4152, Learning Commons, http://library.csueastbay.edu/usingthelibraries/learning-commons> The Student Technology Service Center (STSC) offers a series of introductory workshops that are meant to help students become comfortable using the technology resources on campus. Printed User Guides are available on many topics.

The Service Desk
<510-885-4357, www.csueastbay.edu/servicedesk/> The Service Desk is the primary point of contact for all computing and networking problems, requests, and inquiries for the campus community. Support is provided Monday-Friday from 8:00 am to 4:00 p.m. Call 885-HELP (885-4357) or email servicedesk@csueastbay.edu.

Associated Students
<510-885-4843, UU 314, www.csueastbay.edu/asi> Associated Students offers many services to the campus community including University Union room reservations, check cashing, and fax services. Students may purchase AC Transit and BART passes, discounted movie tickets, postage stamps, and copy cards. Associated Students provides banking services for clubs, and organizations, as well as mailboxes. Associated Students also gives out free scantrons to students for midterms and finals.

Student Health and Counseling Services
<510-885-3735, HEALTH CENTER Room 1000, <www.csueastbay.edu/shcs> Student Health and Counseling Services (SHCS) offers affordable, convenient health care. Limited services are available during semester breaks, also. Appointments are encouraged; however, if you have an urgent need, you may also walk in without an appointment. Some services are available at the Contra Costa Campus, as well.

SHCS services include appointments with a physician, nurse practitioner or nurse, routine x-ray procedures, allergy injections, EKGs, immunizations, and physical exams. Specialty services are also provided such as physical therapy, dermatology, sports medicine, podiatry, optometry, and internal medicine. SHCS houses a full service pharmacy with prescription and non-prescription medications at much reduced prices. All registered students at Cal State East Bay are eligible to receive Counseling Services during their college career. Individual, couples, and group counseling are available.
Activities at CSUEB

Student Organizations <885-3657, UU 2011, www.csueastbay.edu/studentlife>
Cal State East Bay has more than 90 student organizations encompassing a broad range, including academic, cultural, professional, recreational, community service, religious, and political interests. The Student Life Programs staff provides support and consultation to student organizations. They also assist students interested in forming new student organizations. The Greek system at CSUEB includes 19 organizations. Student Life Programs provides support and assistance to individual chapters, as well as to the Greek governing councils.

Athletics
Cal State East Bay sponsors 13 intercollegiate athletic programs for both men and women. The university is a member of the California Pacific Conference, and competes on the varsity level in baseball, softball, basketball, cross-country, swimming, soccer, volleyball, water polo, and golf.

In addition, the Department of Kinesiology and Physical Education offers numerous instructional programs in sports, games, and exercise. The Recreation and Wellness Center (RAW) (www.csueastbay.edu/raw) offers instructional programs in outdoor activities. The Recreation and Wellness Center (885-4749, RAWcenter@csueastbay.edu), sponsored by the Associated Students in partnership with Student Health and Counseling Services Health Promotion Department, provides competitive opportunities during the Fall and Spring semesters.

If you are interested in recreational opportunities, the university has two swimming pools, two racquetball courts, a martial arts facility, a basketball/multipurpose gymnasium, a dance studio, a stadium, a track, a baseball diamond, a softball diamond, a soccer field, and a multi-purpose practice field. More information: the Department of Kinesiology and Physical Education (PE 130, 885-3061) or Athletic Office (PE 130D, 885-3038).

Program Advisory Council
The Associated Students/University Union joint Program Advisory Council coordinates co-curricular activities divided into four areas: social, recreational, cultural, and educational. They include films, comedy shows, musical performances, lecture programs, and special events. For more information, call 885-4843.

Associated Students Recreational Activities Program
The Associated Students Recreational Activities Program offers activities designed for personal recreation, and fitness. Activities include sports leagues and tournaments, fitness classes, and outdoor recreation adventures. For a current schedule of events, call 885-4843 or visit room 314 of the University Union.

Cultural Activities <Student Life and Leadership Program, UU 2011>
Lectures, music, drama, art, and recreation are natural outgrowths of the Cal State East Bay educational mission and appreciation of the arts. The university's calendar includes visits by professional performers, artists and speakers of note, performances and exhibits by our distinguished faculty, as well as student productions and events. For Cal State East Bay’s calendar of cultural events, contact Student Life at studentlife@csueastbay.edu or call 885-3657.

Leadership Institute <www.csueastbay.edu/leadership>
The Leadership Institute offers students the opportunity to enhance their leadership skills through free workshops presented by campus and community leaders. Through the Leadership Institute, students gain the insight and skills to assume a leadership role on campus, in their career or in the community, build alliances with faculty, staff, alumni and community leaders, and enhance their future leadership potential. Info: Student Life Programs (885-3657).

Student Media
The university newspaper, The Pioneer (885-3175), is produced in the Department of Mass Communication. Student involvement in the production of these publications includes writing, editing, graphics, photography, and advertising.

Web Sites for Events in the Bay Area
www.citysearch.com (Citysearch: search city of your choice)
www.parks.ca.gov (Regional Parks and Recreation)
www.eastbayexpress.com (East Bay Express: News & Events in the East Bay)
www.sfweekly.com (SF Weekly: News & Events in San Francisco)
www.sfgate.com (SF Gate: News & Events in the Bay Area)
Finding Place to Live

Housing Options

Temporary Housing

Motels near campus: **Comfort Inn** (538-4466), **Best Western Inn** (785-8700), and **Discovery Inn** (886-7111).

---

**Discovery Inn** is the furthest away of the three but it is only a short bus ride away from the Cal State East Bay.

AC Transit - 60 bus route provides a direct service from this hotel to the campus. The **Best Western Inn** and **Comfort Inn** have no direct bus service to campus. You can take a bus to the Hayward BART station, and then transfer to the Hill Hopper Shuttle, or AC Transit bus 60.

---

**Pioneer Heights** <www.csueastbay.edu/housing>, 885-7444>

Pioneer Heights, the on-campus student apartments, are fully furnished two-bedroom apartments for four students to share, with a kitchen, dining area, living room, bathroom, and storage. The complex has a laundry room, study room, community room with a TV, a billiards table, and a table tennis table. Housing license agreements are based upon the academic calendar year only, September-June. Because the License Agreement deadline is in early July, this facility fills up quickly. The summer semester requires a separate summer license agreement.

---

**University Village** <www.csueastbay.edu/housing>

University Village is a unique complex, open to international, graduate and non-freshman undergraduate students, where fellow Pioneers of all ages and from all over the world live side-by-side in an enriching, inclusive environment. Each apartment consists of 1 or 2 bedrooms, a bathroom, a living room and a kitchen (full-size refrigerator, sink, microwave and cabinet spaces-- the kitchen does not have a stove). Similar to Pioneer Heights, there are also live-in Resident Assistants as well as laundry rooms, recreational and study areas, ample parking and a dedicated campus shuttle service.

---

**Off-Campus Housing** <www.csueastbay.edu/cie/f-1-students/new-students/housing.html>

The Housing and Residential Life Office provides off-campus rental listings, landlord and tenant issue information and referrals and consumer information to assist you in making housing decisions. In addition, check notices on the university’s bulletin board, newspaper advertisements, and rental services which charge a fee for their postings such as **Homefinders Rentals** (800-400-5588). The internet can also be helpful in searching for housing.

---

**Helpful internet sites when searching for housing:**

- [http://www.forrent.com](http://www.forrent.com)
- [http://sfbay.craigslist.org](http://sfbay.craigslist.org)

---

**Contact Information for Apartments Near Campus**

- **Sunhill Apartments**: 510-886-3735, Across from Parking Lot G
- **City View Apartment**: 510-886-0616, 25200 Carlos Bee Blvd. (5 minutes from campus)
- **Creekside Apartments**: 510-881-4800, 2443 Creekside Court, Hayward

---

**Tips for Apartment Seekers**

**Choosing a Neighborhood**

Think about safety, transportation, and, easy access of such places as laundromats, and grocery stores.

**Reading the Lease**

A lease is a binding legal contract between you and the property owner or, landlord. When you sign a lease, you are obligated to pay the landlord monthly rent for the duration of the lease, even if you move out before the lease ends. The minimum information a lease or rental agreement should include is rental rate, required deposit, length of occupancy, apartment rules, and termination requirements. If corrections or repairs are needed, make the rental contingent upon these corrections and agree (in writing) upon a completion date. Be sure to thoroughly read and understand everything before signing the contract or lease some agreement.

Questions you may want to ask include:

- What is included in the rent (gas, electricity, water, parking, laundry)?
- How many persons may occupy the apartment? What is the guest policy?
- When and how must rent be paid each month? Are you allowed to sublet?
- Who is to be held responsible, if roommates share the apartment and on should leave?
• What are the conditions for security and/or cleaning deposits to be refunded upon the end of the lease?
• What is the length of occupancy? What is the landlord’s right of entry?
• What are the rules concerning pets, conduct, and recreational facilities?
• Whom do you call for emergency repairs?
• Are there laundry facilities in the building? If not, are they nearby?
• Is parking available? If not, where do you park?

Terminology to Understand:

Security Deposits
The security deposit is usually equivalent to one month’s rent. Inspect the apartment before moving in and note all damages present in the dwelling in writing (make sure the landlord signs it). Be sure to keep a copy for yourself in order to avoid being charged for previous damage(s) to the dwelling you did not cause while living there. **Always pay by check, but if you are forced to pay cash, make sure you get a signed and dated receipt from the landlord.** The landlord must return the refundable part of the deposit within 21 days of the time you move from an apartment. Any applicable deductions from the deposit must be itemized (listed one-by-one) in writing.

Rent is payable in advance for each rental period. The rent is usually due on the first of the month.

Utility Bills: You will probably be responsible for paying the cost of your utilities (water, electricity, and gas). Ask your apartment manager to get these services turned on. The utility companies may require you to pay a deposit.

Apartment Sharing: If one roommate leaves without paying his/her share of the rent, the landlord has the right to collect the rent from the remaining tenants.

Right of Entry: The landlord has the right to enter the premises at reasonable times to inspect, and make repairs; but, usually the landlord will not enter your apartment without calling to ask permission or notifying you prior to entry.

Repairs: If the landlord fails to make reasonable repairs, the tenant, after repeatedly asking for those repairs in writing, has the option of making the repairs himself (only if the cost does not exceed one month’s rent), and applying the amount of the repair as a deduction to the next month’s rent. If the repairs are more expansive than that, the tenant has the right to leave the apartment without the 30 days notice.

Damage: If the tenant, or guests of the tenant, damage the premises, the tenant is responsible for making repairs, or replacing the damaged items. Make a list with all the damages, and ask the landlord to sign and date it, sign it yourself, and keep a copy of the list.

Subletting: **Subletting is temporary renting one’s room to someone who is not part of the lease (signed between the room-owner and the landlord) for a short period of time. This procedure is only permitted with the landlord’s consent.** Many landlords do not allow subletting. Even if your landlord gives you permission to sublet, you are responsible for the rent each month.

Leaving the Apartment
Under certain conditions, and with proper notice (usually 30 days), a landlord may demand the tenant to leave, vacate the premises, or impose a higher rent be paid in future months. Similarly, you should write a letter to your landlord 30 days in advance when you intend to leave.

Fair Housing Office
The **Echo Housing Assistance Center** (510-581-9380) provides assistance to both landlords and tenants and mediates discrimination and other housing complaints.
Daily Life

Local Transportation

Commute Information Center (CIC – located in UU 314) sells BART & AC Transit tickets, provides schedules of the Hill Hopper shuttle, BART, & AC Transit bus #60, and has Carpool-To-School applications.

Hill Hopper Shuttle
This shuttle bus provides the campus community with the ability to travel more frequently between BART and CSUEB. You must show your CSUEB University ID to board the shuttle. Further information for boarding the CSUEB Shuttle can be found on the schedule below:
https://www.csueastbay.edu/parking/alt-trans/university-shuttle1/index.html

BART
The Bay Area Rapid Transit, or BART, is a train system, which travels up and down the East Bay and to San Francisco. To reach Cal State East Bay via BART, “get off” at the Hayward station. You may proceed to either AC Transit bus # 60, or the Hill Hopper Shuttle. For BART schedules and fares, refer to the web site, or pick one up at the CIC. www.bart.gov

AC Transit Buses
The AC Transit is the Alameda County public transportation system. AC Transit #60 runs between the campus and the Hayward BART station. For schedules and maps check the AC Transit web site. www.actransit.org

Carpool-to-School Program
Share your ride to Cal State! A database is available for students interested in carpooling one to five days a week. Carpool matching is available for both East Bay and Contra Costa Campuses. Pick up a “Carpool-to-School” application available at the CIC office

Taxis/Transportation Network Companies
Taxi companies (Yellow Cab 510-732-8500; Red and White 510-490-2020; Hayward City Cab, 510-881-4419) and Transportation Network Companies including Uber and Lyft serve the East Bay. Visit www.uber.com or www.lyft.com for more information. P.s: To use these services, you will have to download the app on your smartphone.

Zip Car
Zipcar – the world’s largest 24/7 car-sharing service, provides CSUEB students, faculty and staff with a convenient and eco-friendly way to rent a car on an hourly basis to get around-- whether it’s running errands, driving to the City or taking a road trip. There are a total of six Zipcars on campus. Please visit the following website for more information: www.csueastbay.edu/parking/alt-trans/zipcar.html

Zagster Bike Rental
Zagster provides CSUEB students with a convenient and eco-friendly way to get around campus through short-term bike rental. There are a total of ten Zagster bikes on campus. Five of them are located in front of the RAW (Recreation Wellness Center) and the other five are located in University Village off of Carlos Bee Blvd. There is a $15 one-time membership fee. Rides shorter than 3 hours are FREE, then students pay $2/hour up to $10/ride. You must be 18 years of age to become a member. Visit http://bike.zagster.com/csueb for more information.

Transportation to Other Cities in the US

AMTRAK
Rail service to other cities in the US
1-800-872-7245
www.amtrak.com

Greyhound
Bus service to other cities in the US
800-229-9424
www.greyhound.com (Ask for student rates)

Air Travel
There are three airports in the San Francisco Bay Area. Information on transportation to and from the airport can be found on the web sites below:
- San Francisco International Airport (SFO): www.flysfo.com
- Oakland International Airport (OAK): www.oaklandairport.com
- San Jose (Norman Y. Mineta San Jose International Airport - SJC): www.flysanjose.com

<table>
<thead>
<tr>
<th>Local Rental Car Companies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise (offers pick up)</td>
</tr>
<tr>
<td>25858 Mission Blvd. Hayward, CA (510) 537-4100 or (800) 736-8222</td>
</tr>
<tr>
<td>Budget</td>
</tr>
<tr>
<td>28534 Mission Blvd. Hayward, CA (510) 733-9590</td>
</tr>
<tr>
<td>Thrifty</td>
</tr>
<tr>
<td>25656 Mission Blvd. Hayward, CA (510) 538-4444</td>
</tr>
</tbody>
</table>

(You must be 21 years of age to rent a car from the above companies)
Owning and Operating an Automobile

The public transportation system in the United States is not as extensive as many other countries. Most Americans own cars, which are the most common form of transportation.

Automobile Insurance

If you own a car in California, you are required to purchase automobile insurance. There can be very serious legal and financial consequences if you do not have insurance. In case of an accident, automobile insurance protects you against most of the cost of injuries and repairs. In some states, if you caused the accident, you may be required to pay for the cost of repairing the other vehicle. You can find an auto insurance company by searching Google.com for “Automobile Insurance.” For more information about auto insurance companies and insurance terminology, go to http://personalinsure.about.com/od/auto/a/autoguide.htm.

Purchasing a Car

Helpful guides to purchasing cars, in local bookstores and newspapers, are good sources of information on used automobiles. You can also contact your bank branch for a book called The Blue Book (www.kbb.com), which lists average prices for the various years, makes, and models of used cars. Before you buy a used car, have a reliable mechanic inspect the vehicle for defects. Be sure to obtain the “title” to the car you buy. The title, an official document issued by the state, signifies ownership of the vehicle. Additional documents may be required to complete the transfer of a car from the previous owner to you. Contact the DMV regarding questions about your rights and responsibilities when purchasing an automobile.

Registering your Car

When you complete the purchase of a used car, you must be given a certificate of ownership, called the “pink slip” by the dealer or previous owner. The pink slip must be signed by the seller and indicate your name, as the buyer, or the new owner, as well. You will need this slip to register your car, or sell it later. Additionally, you will need a smog certificate. The seller has to have this certification done at the time you purchase the car. New and used car dealers take care of the registration of the cars they sell. You will be mailed the license plates for new cars. Used cars keep their license plates; so, you do not need to remove them. When buying a used car, from a source other than a dealer, you must register the car with the DMV. Take the car, the pink slip, and the white copy of the smog certificate to the DMV, along with the necessary payment for registration (amount will depend on the age and model of the car).

Repairing Cars

The California Bureau of Automotive Repair licenses all auto repair shops in the state to protect you from dishonest repair people. If you think you are being cheated, call the Bureau. The law requires that:

- You are provided with a written estimate of how much the repair work will cost (cost of labor + cost of parts) before the repair work is begun. Also, no repair, or charge must be made unless you approve the procedure(s), or job and give authorization to do the work.
- A written invoice (a bill or work order) with all work, and parts itemized must be given to you
- If you ask for worn-out parts, before the repair(s) have begun, the repair shop must give them to you.
- If used, rebuilt, or refurbished parts are installed to make the necessary repair(s), your bill must note “used” parts were installed.

Parking on Campus

If you own and drive your car to campus, note that valid parking permits are required: Mondays-Thursdays from 7:00am to 11:00pm and Fridays from 7:00am to 5:00pm. Parking permits are sold online. Visit www.mycampuspermit.com to purchase your permit. Semesterly parking permits are $195.00.

Department of Motor Vehicles (DMV) – Driver’s License & California ID < www.dmv.ca.gov >

If you will be driving in California and are going to purchase a motor vehicle (car, scooter, or motorcycle) you must get a California Driver’s License (CADL). Unless you have a valid driver’s license, most insurance companies will not provide coverage. In order to get a driver’s license or California Identification Card (ID), you need your passport, I-20, and printout of your I-94. International licenses are not accepted. Before you take the written exam for a driver’s license, we recommend that you study the California Driving Handbook. The handbook is available, free of cost, at the general information desk at the DMV and online. The DMV is located at 150 Jackson Street in Hayward. There are normally extremely long lines at the DMV. Therefore, a scheduled appointment will save you a lot of time!
Directions to the DMV from CSUEB

By Bus: The AC Transit #60 bus goes to the Hayward Bart Station. Transit to #22 or #86 lines and get off at the bus stop near the intersection of W Winton Avenue and Soto Street. Go south on Soto Street and you find the DMV of Hayward one block from Jackson Street.

By Car: Drive west on Carlos Bee Blvd., past Mission Blvd., (Carlos Bee Blvd. becomes Orchard Ave. after Mission Blvd), turn right at the 1st traffic light (Soto Road). Drive north about 4 blocks (0.4 mile) on Soto Road. After Jackson Street, you will see the DMV sign on the building on your right hand side.

If you have an accident:
- If possible, move the vehicle(s) out of traffic but do not leave the scene of the accident.
- Report the accident to the police (911), immediately.
- Get the name, address, phone number, and insurance information of the other driver.
- Do not admit fault or liability.
- Contact your insurance company (driving without insurance is illegal).
- Promptly, file your claim with your insurance company.

Legal Tips

If you are arrested:
- Do not resist arrest by a police officer, even if you feel you are innocent.
- You have the right to remain silent.
- You have the right to contact any attorney before answering any questions.
- Unless the officer has a warrant, you do not need to consent to a search of your home, car, or person.
- Be calm, polite, and cooperative; but, assert your rights, firmly.
- You may contact your home country embassy.

We strongly suggest you speak to an international student advisor if you have been arrested.

IMPORTANT NOTICE: Visa Revocation following an Arrest
The U.S. Department of State is revoking visa foils (“stamps”) of foreign nationals following a conviction or an arrest for driving under the influence (DUI), driving while intoxicated (DWI), or a related criminal charge. Individuals are notified of their visa cancellation by email (the address used on the visa application). An individual in nonimmigrant status whose visa has been prudentially revoked will have to obtain a new visa in order to be readmitted to the United States after temporary travel abroad. In order for the visa to be issued, the foreign national will first need to be cleared by a panel physician following a medical screening, which may result in a visa denial or delay. A student who has their visa revoked should talk to an immigration attorney.

Marijuana is illegal under federal immigration law
Though recreational use of marijuana is now legal in the state of California, foreign nationals are subject to federal immigration law. According to U.S. Citizenship and Immigration Services (USCIS), federal law classifies marijuana as a “Schedule I” controlled substance whose manufacture (which includes production, such as planting, cultivation, growing, or harvesting), distribution, dispensing, or possession may lead to immigration consequences. For international students use or possession of marijuana even for medical purposes is not allowed. Under federal immigration law, possession, transportation, giving away or offering to sell/transport/give away less than 30 grams of marijuana may be deportable offenses. Second possession, sale, cultivation, transportation, or giving away more than 30 grams can be an aggravated felony with severe and possibly lifelong immigration consequences.
CSUEB Campus Directory
You can visit CSUEB’s online directory at http://www.csueastbay.edu/directory/search/index.html to search current telephone numbers of faculty, staff, departments, and other university office.

Telephone Services
Various companies now offer communication services, internet, mobile/cell phone, home phone, and cable television, often as packaged deals. It means that it may be cheaper to order more than two services from the same company. Popular providers are:

- AT&T: http://www.att.com
- Verizon: http://www22.verizon.com
- Comcast: http://www.comcast.com (no mobile/cell phone services)
- Sprint: www.sprint.com (mobile/cell phone only)
- T-Mobile: http://www.t-mobile.com (mobile/cell phone only)

Mobile/Cell Phone
For international students, it is best to go to the providers’ stores and ask what mobile/cell phone services are available for you. Stores are usually located in the shopping malls and at the shopping centers. You may be able to purchase monthly plans, with 12 months contract, with the deposit. Depending on the plans, you may receive with unlimited nights and weekend minutes, text, and/or web connection. You also may purchase prepaid phone, which do not ask for a contract.

Home Phone
Home phone service is provided by various companies. All customers must pay a connection charge that is due with the first bill. Often, the internet/cable providers can offer home phone services along with internet and cable connections as a cheaper package deal.

Long Distance Calls
To place a long distance call: (1) Dial “1”, (2) Dial the area code of the city you are calling (if you are calling a number in this (510) area code, you omit this step), (3) Dial the seven-digit number you are calling. A complete list of area codes and instructions may be found in the front of your telephone directory. There are many long distance phone service companies. Since line quality is mostly the same, Company rates and personal service are the primary factors in choosing your long distance provider. Be sure to inquire about international calling plans (paying a base fee each month in order to have reduced rates to specific countries).

Calling Cards
Phone cards are useful for making telephone calls from pay phones and, in some cases, may provide cheaper international rates than your long distance carrier, when calling from your home phone. When choosing a calling card, be sure to read the fine print. Many phone cards charge an initial connection fee, which can be quite high.

Collect Calls
To have the person you are calling pay the charge, call the operator (dial “0”) and say: “I want to place a collect phone call.” You can also make collect calls by dialing 1-800-CALL-ATT or 1-800-COLLECT.

Mail
The United States Postal Service (www.usps.com, Tel: 800-ASK-USPS) delivers mail every day, except Sundays and legal holidays. To receive mail, it is helpful to have, or display, your full name on your mailbox. If there is more than one last name (family name), be sure to list them both. If you live off-campus and change your address, you should notify your local post office by completing a form (available at the post office) to get your mail forwarded free of charge by the post office to your new address.

***Change of Address and your Immigration Status***
You are required by USCIS regulations to report your change of address within 10 days of moving. You may update your contact information at http://my.csueastbay.edu, and then the Center for International Education will report your new address to immigration.
Packages
The Post Office (www.usps.com) has a brochure titled, “A Customer’s Guide to Mailing”. This brochure provides information about Postal Zones and the relationship of weight and distance to the cost of mailing packages in the U.S. through the Postal System. You can also choose to send packages via UPS (United Parcel Service) and FedEx (Federal Express).

UPS: 1-800-742-5877 (toll-free) www.ups.com

Social Security Number (800-772-1213)
A Social Security Number (SSN) is required to work in the U.S. At California State University East Bay, the Payroll Office must have your social security number in order to issue a check to you. To apply for a social security card, present in person 1) your passport, 2) your I-94, 3) I-20, and 4) a letter from CIE, signed by a CIE advisor, to the Social Security Administration Office. As of October 13, 2004, F-1 students need to present an “Intent to hire letter” from your on-campus employer to the Social Security Office also.

Social Security Administration Address: www.ssa.gov
24301 Southland Dr., Suite 500, Hayward, CA 94545. The office is located next to Southland Mall. Directions to the Social Security Administration Office nearest to CSUEB
• By Bus: AC Transit Bus #22 line goes to Southland Mall from the Hayward BART Station.
• By Car: Drive west on Carlos Bee Blvd. Turn right onto Mission Blvd. Turn left onto Jackson Street. Turn slight right onto Winton Avenue. After about 1.3 miles, turn left at Southland Drive.

Banking
There are two basic kinds of accounts: checking accounts (for payment of bills), and savings accounts (where money can earn interest). Banks offer a variety of other types of accounts and financial services, also.

Checking Accounts
All banks have several kinds of checking accounts. Be sure to look at the account fees and when they may be charged. After opening an account, you should order checks with your name and local address printed on them.

Savings Accounts and Certificates of Deposit
Savings accounts earn interest on the balance. If you have larger sums of money which you do not need for your routine living expenses, a savings account is a safe way to keep it. Certificates of Deposit (CDs) earn higher rates of interest than regular savings accounts; but, your funds must remain on deposit for a designated period of time. An early withdrawal from a CD will incur a penalty fee.

ATM (Automated Teller Machine) Cards/Debit Cards
An ATM card is used as to access your bank accounts (withdraw money) and as a debit card. Most cards can be used at any ATM. However, if you use other bank ATM’s, you will incur charges. A debit card works very much like a check because it takes money out of your bank account to make a payment, directly.

Credit Cards
Establishing credit and getting a credit card can be difficult if you are new to the U.S. You may be able to get a credit card through your home country bank, your local bank, or through other banks. If you are not able to get a regular credit card, you may be able to get a “secured” credit card, which is backed by a deposit. If your credit card is ever lost or stolen, notify your bank immediately. The cost of credit can be very high and you should pay your credit card in full by the due date to avoid interest charges. A “cash advance” will usually be charged fees and/or interest immediately without the usual grace period.
Local Banks For banks outside of Hayward refer to the Yellow Pages (also available on the web).

<table>
<thead>
<tr>
<th>Bank</th>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank of America</td>
<td>CSUEB Bookstore (ATM)</td>
<td>Hayward 510-727-8040</td>
</tr>
<tr>
<td>Bank of the West</td>
<td>University Union (ATM)</td>
<td>Hayward 510-582-5511</td>
</tr>
<tr>
<td>California Bank and Trust</td>
<td>785 Southland Dr.</td>
<td>Hayward 510-785-6100</td>
</tr>
<tr>
<td>Chase</td>
<td>CSUEB Library (ATM)</td>
<td>Hayward 510-886-0390 510-293-1951</td>
</tr>
<tr>
<td>US Bank</td>
<td>987 B Street</td>
<td>Hayward 510-886-1976</td>
</tr>
<tr>
<td>Wells Fargo</td>
<td>Dining Commons (ATM)</td>
<td>Hayward 800-869-3557</td>
</tr>
</tbody>
</table>

Taxes
All international students must file a tax form with the Internal Revenue Service by April 15 of each year, even if they are not employed in the U.S.

Please note that the CIE does not assist students with filing taxes. Please contact the IRS if you have any questions regarding taxes. See the link below:
www.csueastbay.edu/cie/f-1-students/maintaining-status/taxes.html
Childcare and Babysitting

**Bananas Child Care Information and Referral Service** ([www.bananasinc.org](http://www.bananasinc.org)) is the most commonly used service for finding either regular daily care or the occasional babysitter in Alameda County. This non-profit organization provides a valuable handout on choosing child care, telling what to look for and ask about when making the decision on the best type of care for your child. Bananas also offers a monthly schedule of workshops on issues related to raising children. For more information, call 510-658-7353 or stop by 5232 Claremont in Oakland.

**Care.com**

Care.com is a nationwide service connecting available caregivers with families seeking childcare (day care, nannies, babysitters, camps) or care for seniors, pets or even homes. The website help families make informed decisions in finding and managing quality care for their loved ones.

### Schools

In the U.S., all children are eligible for free education provided by the local public school district. If your children are between the ages of 4 years 9 months and 18 years, you may enroll them tuition free in the public school system of the city where you reside. School and grade placement is determined by district policies. For more information, contact the appropriate office for your city of residence:

<table>
<thead>
<tr>
<th>Hayward Unified School District</th>
<th>Oakland Unified School District</th>
<th>Fremont Unified School District</th>
</tr>
</thead>
<tbody>
<tr>
<td>24411 Amador Street</td>
<td>1025 2nd Avenue</td>
<td>4210 Technology Drive</td>
</tr>
<tr>
<td>Hayward, CA 94540</td>
<td>Oakland, CA 94606</td>
<td>Fremont, CA 94538</td>
</tr>
<tr>
<td>(510) 784-2600</td>
<td>(510) 879-8111</td>
<td>(510) 657-2350</td>
</tr>
<tr>
<td><a href="http://www.husd.k12.ca.us">http://www.husd.k12.ca.us</a></td>
<td><a href="http://www.ousd.k12.ca.us">http://www.ousd.k12.ca.us</a></td>
<td><a href="http://www.fremont.k12.ca.us">http://www.fremont.k12.ca.us</a></td>
</tr>
</tbody>
</table>

Private Schools are listed in the **Handbook of Private Schools**, on the internet, in the phonebook Yellow Pages under “Schools”, and in the **Parent’s Press** newspaper. If your child needs to enroll in an ESL (English as a Second Language) class, you may complete an application at the school office. When you know where to enroll your child, go directly to the school. They will require the following:

- **Proof of Residence.** This can be a lease or utility bill that has your name on it. If you are renting from an individual, that person should give you a letter stating that you reside at that address.
- **Immunization Record.** The immunization record is a record of all the shots your child has received from a doctor to protect against disease.
- **Your child’s birth certificate.**

### American Language Program (ALP) 

<(510) 885-2358, [www.csueastbay.edu/alp](http://www.csueastbay.edu/alp)> English as a Second Language classes are offered through the American Language Program at Cal State East Bay. The ALP course levels range from high beginner to advanced ESL and college preparation.

### Recreation and Summer Programs for Children

The City of Hayward <[https://www.hayward-ca.gov/](https://www.hayward-ca.gov/)> has recreational parks that sponsor sports, summer camp, and art programs.

- [www.haywardrec.org](http://www.haywardrec.org)
- [www.ebparks.org](http://www.ebparks.org)
- [www.citysearch7.com](http://www.citysearch7.com)
Natural Disaster, Fire Emergency, or Other Safety Issues

While the United States is a beautiful country, it is not free from natural disasters. Natural disasters can be in the form of a flood, typhoon, hurricane, excessive snow, earthquake, or other. In California it is not uncommon to experience earthquakes. Earthquakes are “shakes of the earth” which can range from an intensity of mild to severe. Earthquakes can happen at any place and at any time. Therefore, it is important for you to be alert, think smart, remain calm, and be careful.

If there is an earthquake: Remember to “Duck, Cover, & Hold” and DO NOT PANIC!

If you are indoors:
• Remember to listen carefully, and follow instructions.
• Stop whatever you are doing.
• Seek cover by getting under a desk or table, to protect yourself from danger.
• Be careful to avoid objects (including windows) that could fall or burn you, obstruct your breathing, or cause you other bodily harm.
• Do not stand in a doorway as the door frame could be unreliable, collapse, or you could obstruct others from getting to a safe place.

If you are outdoors:
• Remember to listen carefully and to follow instructions.
• Stop whatever you are doing.
• Get to an open area, away from buildings, or other structures that can fall, shatter, burn you, obstruct your breathing, or cause you other bodily harm.
• Remain a distance of “at least one and a half times the height of the building” away.

If there is an evacuation:
• Remember to listen carefully, and to follow instructions.
• You will hear an alarm.
• Stop whatever you are doing.
• Get to the nearest exit and evacuate the building.
• If there is smoke, gas, or chemicals in the air, crawl your way to safety, being careful not to breathe in any harmful fumes.
• If you are on campus, get to the nearest evacuation area:
  - Lawns of Meiklejohn
  - North Science, Health Center
  - Staff Parking Lot, CCC
  - Parking Lots at signs: A1, B2, and C1 (see campus map for parking lot locations)
• DO NOT reenter the building unless you are given permission to do so.
• Refrain from the use of lighters or cigarette smoking.

If you are disabled or should become disabled during a disaster:
• Communicate as best you can by talking, hand movements, or writing.
• Do not let anyone move you, unless to protect you from further injury or they are emergency services personnel from the fire department or paramedics (ambulance).

While disasters can be scary situations, you can reduce injury, confusion, and fear by familiarizing yourself with the emergency procedures of CSUEB in the event of a natural disaster, fire emergency, or other threat to your safety. It is further recommended that you keep an emergency kit in your apartment or in your car, that is equipped with a survival kit. A Survival kit may contain items such as bandages, a flashlight, a pen, paper, and/or anything that would make you more comfortable while you wait for the situation to abate.

The University Police Department provides a detailed pamphlet about Earthquake and Emergency concerns listed above. It is highly recommended that you get this pamphlet, read it, and ask questions about anything you do not understand BEFORE an emergency occurs. Meanwhile, to get you on your way to being prepared, please enter the following emergency numbers in your cell phone, commit the numbers to memory, or keep them someplace close by in the event you need to utilize them:
Emergency Telephone Numbers:
- University Police Department (UPD): **911**
- Report injuries or fires
- Give location of fire, where you are, your name, and telephone number

Non-Emergency number for the UPD: *(510) 885-3791*
Dial this number if you have a non-emergency: i.e. you need an escort to your car because you feel unsafe to go alone.

CSUEB Campus Preparedness Program
As part of the University’s ongoing program for emergency preparedness, CSUEB has implemented ‘Active Shooter Training’ sessions which will take place on a periodic basis, hosted by the CSUEB Campus Police Department. Please check your e-mail for a “Communiqué” listing the days and times of this event. Or, for further information, contact our University Police Department (UPD) at the non-emergency number: *(510) 885-3791.*
CENTER FOR INTERNATIONAL EDUCATION
CALIFORNIA STATE UNIVERSITY, EAST BAY
25800 Carlos Bee Blvd., SF102
Hayward, CA 94542
TELEPHONE: 510-885-2880
FAX: 510-885-2787
EMAIL: cie@csueastbay.edu
FACEBOOK: www.facebook.com/CSUEBCIE
WEBSITE: www.csueastbay.edu/CIE