



International Student Handbook

for F-1 and J-1 students



CENTER FOR INTERNATIONAL EDUCATION

CALIFORNIA STATE UNIVERSITY, EAST BAY

Student Faculty and Support Building (SF102)

TEL: 510-885-2880

EMAIL: cie@csueastbay.edu

WEBSITE: www.csueastbay.edu/CIE

 @csuebCIE

 @csueb_international

 @qq503421502

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 F-1 & J-1 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> and follow the CIE Facebook and International Programs Instagram pages to keep up to date with what’s happening on campus.

For all Immigration inquiries you may have, please:

1. Visit CIE website for important information, updates, forms, etc.: www.csueastbay.edu/CIE
2. F-1 students can make an appointment to speak with an international student advisor via the Bay Advisor online scheduling system. J-1 exchange students can email kelly.moran@csueastbay.edu to make advising appointments.
3. Email cie@csueastbay.edu or call the Center for International Education at **510-885-2880** with general questions or if you are having difficulties making an appointment online.
4. Go to the CIE office location at the **Student and Faculty Support Building, Room 102 (SF 102)**.

International Programs Staff and contact information

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

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@CSUEBCIE



@csueb_international



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Table of Contents

Common Acronyms and Abbreviations	
CIE	Center for International Education
AC	Alameda County
ASI	Associated Students, Inc. (Student government)
BART	Bay Area Rapid Transit
CSUEB	California State University, East Bay
DHS	Department of Homeland Security
DMV	Department of Motor Vehicles
I-94	Arrival-Departure Record Card
DS-2019	Certificate of Eligibility for Exchange Visitor (J-1) Status
I-20	Certificate of Eligibility for Non-immigrant Student (F-1) Status
F-1	International student visa
J-1	Non-immigrant visa issued by the United States to research scholars, professors and exchange visitors
PIN	Personal Identification Number
SA	Student Administration Building
SCAA	Student Center for Academic Achievement (tutoring center)
SF	Student and Faculty Support Building
SEVIS	Student and Exchange Visitor Information System
SFO	San Francisco Airport
SSN	Social Security Number
UU	University Union
USCIS	U.S. Citizenship & Immigration Services
VBT	Valley Business and Technology Building
Helpful Websites	
CSUEB Website	www.csueastbay.edu
Important dates	www.csueastbay.edu/registrar/important-dates
Class Schedule	www.csueastbay.edu/mycsueb/schedule-catalog.html
MyCompass student portal - a virtual “one stop shop” for matriculated students which allows them to effortlessly track their progress, schedule appointments, and transact university business. It integrates current student systems, such as MyCSUEB, Blackboard and BayAdvisor all in one place.	https://mycompass.csueastbay.edu
MyCSUEB - ▪ Information about your classes, grades, registration holds, and account balance. ▪ Change your home and mailing address, contact email and phone number in the university database.	https://my.csueastbay.edu
CIE - All of our Forms and Handouts are found on our website.	www.csueastbay.edu/cie
Health Insurance - Information on how and where to purchase Health insurance.	www.csueastbay.edu/cie/f-1-students/new-students/insurance.html

New Student Checklist.....1

Applying for a Visa.....2

Immigration Information.....3

Maintaining F-1 Student Status 4

Maintaining J-1 Student Status.....5

Health Issues and Insurance.....6

Academics.....7

Accessing On-Campus Services 11

Support Services for CSUEB Students 12

Activities at East Bay 14

Entertainment & Recreation 15

Living in the United States..... 16

Adjustment and Culture Shock 17

Finding a Place to Live 18

Daily Life..... 20

Owning and Operating an Automobile 21

Legal Tips 22

Communications (campus directory, telephone services, mail) 23

Managing Your Money 24

Dependents 26

Natural Disaster, Fire Emergency, or Other Safety Issues..... 27

Cal State East Bay Campus Map..... 29

New Students Checklist

CALIFORNIA STATE UNIVERSITY, EAST BAY

Location

Hayward, California

Located in the scenic Hayward Hills, Cal State University East Bay has breathtaking views of the San Francisco Bay Area. Hayward is located in the East Bay and is the sixth largest city in the Bay Area. This prime location boasts beautiful weather and easy access to major cities.

Population: 159,203

Surrounding Cities: 20 minutes to Oakland, 35 minutes to Silicon Valley/San Jose, and 40 minutes to San Francisco

Time Zone: Pacific Time Zone UTC-08:00



University Facts

Founded: 1957

Academics: Four colleges, online campus, 100+ undergraduate majors and minors, 30+ graduate programs

Average Undergraduate Class Size: 31.6

Motto: Per aspera ad astra — “through adversity to the stars”

School Colors: Red, black, and white

Nickname: Pioneers

Mascot: Peregrine Falcon

Hayward Weather

The temperature at Hayward is very moderate. It does not get too cold in the winter (no snow) and not too hot in the summer (a few days above 90 degrees Fahrenheit). The summer months range between 65-90 degrees Fahrenheit (18- 34 degrees Celsius). The days are warm; but, the nights can get chilly. September is the warmest month in the Bay Area. The winter brings lots of rain and the temperature range is between 40-55 degrees Fahrenheit (3-12 degrees Celsius).

Month	Avg High	Avg Low
January	57°F/14°C	57°F/14°C
February	60°F/15.7°C	45°F/7.4°C
March	64°F/17.6°C	47°F/8.6°C
April	66°F/18.9°C	49°F/9.6°C
May	69°F/20.3°C	53°F/11.4°C
June	72°F/22.2°C	55°F/12.9°C
July	73°F/22.8°C	57°F/14.1°C
August	75°F/24.1°C	58°F/14.3°C
September	76°F/24.2°C	57°F13.9°C
October	71°F/21.9°C	54°F/12°C
November	64°F/17.6°C	47°F8.6°C
December	58°F/14.2°C	43°F5.9°C

- ☐ **Activate/Reactivate your NetID and enroll in Duo** see <www.csueastbay.edu/its/NetID>
Your NetID will provide you with access to your university email account and to various other university systems including MyCSUEB. You may reactivate your NetID if blocked/locked out of an account due to incorrect password. In order to protect CSUEB accounts, all students also need to sign up for 2-step authentication via DUO (www.csueastbay.edu/security/duo-for-csueb.html)
- ☐ **Check your CSUEB Horizon email** <<http://horizon.csueastbay.edu>>
Your Horizon email account is the official form of communication between the University and students. Information regarding registration, wait-lists, and correspondence from all offices will be sent to this account. Therefore, you should check your Horizon email account often - at least every day. You can set up your Horizon account to forward to another email address if you prefer.
- ☐ **Apply for a visa** see page 2
- ☐ **Confirm your intent to enroll** <<http://my.csueastbay.edu>>
Accept Admission through your MyCSUEB. By accepting your admission, you will be notifying Cal State East Bay of your plans to attend Cal State East Bay thus allowing the school to hold your place in the entering class. For undergraduate students, accepting admission triggers a charge on your student account for the mandatory orientation program hosted the Student Life and Leadership programs.
- ☐ **Purchase Medical Insurance**
Buy your health insurance online: All international students on F-1/J-1 visa must show proof of adequate medical insurance. For more information on CSU Health Insurance Requirements, see page 6.
- ☐ **Obtain Academic Advising and Register for Classes** see pages 7-8
- ☐ **Pay Fees**
Option 1) Pay online with Credit Card (there is a 2.9% service charge) or eCheck (CASHNET) or International Bank Transfer: <<https://wapps1.csueastbay.edu/web-payment>>
Option 2) Pay at the University Cashier's in person by cash, personal check, cashier's check, or money order made payable to CSUEB.
- ☐ **Sign up for Orientation and book your travel to arrive in time to attend Orientation** but no more than 30 days prior to your program start date. For more information see <<https://www.csueastbay.edu/cie/f-1-students/new-students/orientation-information.html>>
- ☐ **Complete mandatory check in with CIE** <www.csueastbay.edu/cie/f-1-students/new-students/mandatory-immigration-check-in.html>
- ☐ **Visit the Student Health Center** if needed for required immunizations (see page 6).
- ☐ **Obtain your Bay Card (Student ID Card)** see page 11 or: <www.csueastbay.edu/baycard/>
Students living on-campus will get their BayCard at Lassen Hall.
- ☐ **Get Settled into Housing** <www.csueastbay.edu/cie/f-1-students/new-students/housing.html>
Move in and buy necessary items.
- ☐ **Update your Contact Information on MyCSUEB** <<https://my.csueastbay.edu>>
Update your home country address, local California mailing address, phone number, email address, and emergency contact. Also, see page 16 regarding informing the U.S. Citizenship and Immigration Services (USCIS) of any address changes.
- ☐ **Buy Your Textbooks**
Buy your textbooks at the University Bookstore or online: <<http://www.bkstr.com/csueastbayhaywardstore/home>> by the end of Week 1 of classes.
- ☐ **Visit the DMV and Buy your Parking Permit (if needed)** see page 21
A parking permit can be purchased online: <www.mycampuspermit.com/eastbay>

Visa Information

You will need a F-1 or J-1 visa to enter the United States to study (unless you hold a Canadian passport). You should apply for the visa at the nearest U.S. embassy or consulate in your home country using the I-20/ DS-2019 form that is mailed to you with your welcome/acceptance letter. Student (F) visas for new students can now be issued up to 365 days in advance of the start date for a course of study (though not all embassies will be able to accommodate applications this early).

Several standard items are required in support of your application for a U.S. visa:

1. Valid I-20/DS-2019 Form. **Be sure to sign the bottom of your I-20/DS-2019 form.**
2. Current & original financial documentation from your sponsor
3. Valid passport
4. Proof that you have a permanent residence outside of the U.S.
5. One or more passport-type photographs
6. Non-immigrant visa application (available at the U.S. embassy or consulate)
7. Receipt for Payment of SEVIS Fee (Form I-901) -See SEVIS Information (below)

Additional application materials may be requested by the visa officer to prove your eligibility for an U.S. visa. These may include: evidence of English proficiency, school records to verify academic preparation, and additional evidence of strong ties to your home country or of your ability to support yourself in the United States. An application fee may also be required. **It is strongly suggested that you do research in advance of your visit to the embassy/consulate to determine what individual information may be required.**

Visa Interview

In most instances, your visa interview will only last for a few brief minutes and you should be prepared to answer questions regarding the following:

- Your choice of CSUEB as a study location
- How your academic program at CSUEB will aid you in your home country
- How you will support yourself financially
- Community ties outside the U.S.

SEVIS Information

The Student & Exchange Visitor Information System (SEVIS) is an Internet-based system that allows schools and the U.S. Citizenship and Immigration Services (USCIS) and U.S. Department of Homeland Security (DHS) to exchange data on the visa status of international students. Information is transmitted electronically throughout the student's academic career. U.S. Consulates and other U.S. government agencies will have access to this information.

DHS requires the collection of a one-time SEVIS fee from F-1 Students and J-1 Exchange Visitor students and scholars. This fee is collected to fund operation of the Student and Exchange Visitor Program Office, which has oversight over SEVIS - the Student and Exchange Visitor Information System.

You are required to pay a SEVIS fee if you are:

- An individual applying for a F-1/J-1 visa for initial participation in a program
- An individual in the U.S. applying for a change of status to F-1/J-1
- A student or exchange visitor who is in a U.S. government sponsored program and who is transferring to a Non-U.S. government sponsored program
- An exchange visitor applying for a change of category (example - J-1 student to J-1 researcher)
- A student or exchange visitor applying for reinstatement for a substantive violation

Payment Of The SEVIS Fee

On-line submission of I-20/Form I-901 (www.FMJfee.com) to DHS using a credit or debit card (Visa, MasterCard, or American Express). **We highly recommend that you submit your SEVIS fee online if possible.**

For more information on the SEVIS fee and the Student and Exchange Visitor Information System, please go to www.ice.gov/sevis/. Information on payment options are on the FAQs, here www.ice.gov/sevis/i901/faq

Visas for Dependents

If your dependents (spouse and/or children) will be accompanying you in the U.S., you will need to request I-20/DS-2019s for them. You must also demonstrate additional sources of financial support for them. Your dependents will use the I-20/DS-2019(s) and financial documentation to apply for F-2/J-2 visa(s) at the U.S. Consulate or Embassy.

I-94

When you arrive from outside the United States, the Customs and Border Patrol Officials stamp your passport and create an electronic I-94 at the U.S. port of entry. Visit www.cbp.gov/I94 and retrieve your electronic I-94. Make sure that your I-94 states "F-1" or "J-1" and "D/S" (Duration of Status). Duration of Status means you may stay, as long as you follow the F-1/J-1 rules to maintain status, even if the F-1 or J-1 visa in your passport expires while you are in the U.S.

Check-in after Arrival

In order to assist you while you are in the U.S., we ask that all new international students check-in with the Center for International Education as soon as possible after your arrival. Submit your I-94, passport, and New Student Information Form per instructions on the website: www.csueastbay.edu/cie/f-1-students/new-students/mandatory-immigration-check-in.html

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. Complete the mandatory check- in procedure by submitting your I-94, passport, and New Student Information Form via email per instructions on the website: www.csueastbay.edu/cie/f-1-students/new-students/mandatory-immigration-check-in.html. Accordingly, the SEVIS Coordinator will review your immigration documents, and then issue your new I-20.

Travel

Anytime you travel, please complete the Travel Endorsement request form and submit the form to cie@csueastbay.edu 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/DS-2019 form endorsed for travel by an International Student Advisor,
- b) A passport valid for at least six months into the future, and
- c) A valid F-1/J-1 visa.

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/J-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.**

An F-2/J-2 spouse or child, may not engage in full-time study (except elementary and secondary education). An F-2/J-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.

Taxes

All F-1 students and J-1 exchange visitors must file federal tax forms every year that they are in the U.S. The deadlines to file the forms are April 15, if U.S. money is earned, and June 15, if no U.S. money is earned.

For more information, refer to the taxes section on page 24.

Maintaining Legal F-1 Status

As an F-1 international student, you are responsible for learning, understanding, and complying with the U.S. laws and regulations that apply to your F-1 student status. This is referred to as “maintaining status” or “being in status”. Failure to be aware of and to comply with F1 regulations could jeopardize both your legal status in the U.S. and your future academic plans. Once you enter the U.S. with an I-20 and F-1 visa, you will be issued an I-94 which means you are in F-1 Student status. F-1 international students are responsible for understanding the requirements for maintaining F-1 student status in the U.S.

- 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..

**** Graduate Students:** must enroll in a minimum of 8 units each 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 and inform an international student advisor directly of your address change.

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 non-immigrant status.
- To submit an application for employment or extension of employment to USCIS.

Employment

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 Coordinator. 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 study. 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.)

Maintaining Legal J-1 Status

As a J-1 exchange visitor, you must meet certain obligations to maintain legal immigration status. Maintaining status is necessary to receive the benefits of J-1 status in the future, such as applying for a change of status, if needed. Failure to maintain your non-immigrant status can result in serious problems with immigration and could lead to deportation from the U.S. To maintain legal status, a J-1 student must:

- a) Complete the mandatory immigration check-in.
- b) Complete immigration school transfer procedure when necessary.
- c) Be in good academic standing and make progress towards an academic program.
- d) Extend your DS-2019 prior to its expiration date if you are unable to complete your academic program by original expiration date.
- e) In the event of a change of academic program or level, update your DS-2019 in a timely fashion in accordance with immigration regulations.
- f) Maintain full-time enrollment during the academic year.
- g) Undergraduate students must enroll for 12 units per semester while graduate students must enroll for 8 units per semester.
- h) Limit on-campus employment to 20 hours per week during the academic year.
- i) Do not accept unauthorized employment and do not work off campus without authorization.
- j) Keep your passport valid at all times. The passport must be valid for at least 6 months into the future
- k) Maintain the required health insurance coverage.
- l) Inform CIE in writing if you leave the program 30 days or more before the end date of DS-2019.
- m) Update your current and permanent address information in your MyCSUEB account within 10 days of moving.

Grace Period

When a J-1 exchange visitor completed his or her program, a **30-day grace period** begins. During these 30 days he/she may remain in the U.S. and prepare to leave. It is not permissible to work during the grace period. You cannot exit the U.S. and reenter as a J-1 during the grace period.

Employment

All questions regarding employment and maintaining status should be referred to your J-1 Program sponsor (if CSUEB is not the sponsor). Our office can assist students in connecting with the J-1 Program sponsor.

On- Campus Employment: On-Campus employment is defined as work done on the premises of the university campus. A J-1 student may be authorized to work up to 20 hours per week during the academic year and full time during summer and official University holiday breaks for on-campus employment. Students who already have assistantships considered to be equivalent to 20 hours a week are not eligible for additional on-campus employment. If CSUEB issued your DS-2019, you must obtain approval from the CIE office before beginning any on-campus employment. Once you have completed your academic program, you are no longer eligible for on-campus employment unless you have obtained employment authorization based on academic training.

Academic Training in Your Field of Study: J-1 exchange students may engage in internships related to their field of study (major) on- or off-campus. This is known as Academic Training. The internship may be paid or unpaid, full-time or part-time. **Academic Training MUST be authorized by the Responsible or Alternate Responsible Officer in the Center for International Education before the student commences employment.**

You must have a job offer in the field of your study and obtain a written recommendation for academic training from your academic advisor in order to apply for academic training with CIE. The time you are authorized for academic training before your program completion will be subtracted from the total time of academic training for which you are eligible. Time allotted may not exceed “the period of full course of study” or 18 months, whichever is shorter. Completing more than one degree program does not increase your academic training period. Students attending Cal State East Bay for only one semester are not eligible for Academic Training.

The form to apply for authorization for Academic Training is on the CIE website along with additional instructions and information for different types of J-1 students (degree-seeking vs exchange students): www.csueastbay.edu/cie/j-1-students-and-scholars/j-1-students/index.html.

Immunizations

All new students beginning Fall 2023 must comply with California State University systemwide Immunization Requirements and Recommendations to ensure students are educated about and receive immunizations to prevent potentially serious and contagious diseases.

Students must upload proof of required vaccinations online once you have accepted the offer of admission (SIR) and received the email invitation to your horizon email account from COMPLIO. Otherwise, you will need to be immunized during your first semester at Cal State East Bay to prevent a registration hold for your second semester.. Once your immunization documents are verified, the hold will be lifted within 48 hours. See the Student Health Services page www.csueastbay.edu/shcs/immunization.html for more information on the requirements and frequently asked questions about how to comply.

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 F-1 OPT also). Cal State East Bay provides a preferred health insurance vendor and does not accept alternative insurance health plans, except in special circumstances as outlined here: www.csueastbay.edu/cie/f-1-students/new-students/insurance.html

If you are attending on DS-2019 issued by a J-1 Program Sponsor other than CSUEB, your insurance coverage from the J-1 Sponsor will meet this requirement. If you are attending CSUEB with an I-20 or DS-2019 issued by CSUEB, you will likely be required to enroll in the insurance policy offered through CSUEB. You may enroll online at the link provided on the CIE website above.

Please note: You will not be able to register for classes at Cal State East Bay until it has been confirmed that you have insurance coverage.

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.

This date shows the date the hold was created by the system. (*This date does not matter)

Item List							
Hold Item	Amount	Institution	Start Term	End Term	Start Date	End Date	Department
International Health Insurance	USD	CSU East Bay	Summer Session 2023		03/01/2012		University Extension

The Start Term shows the term for which your hold is placed. If you see “Begin Term Svc Indicator” in this field, it means it is for your first term at CSUEB. After your hold is cleared for your first term, the term will automatically update to the next term.

Health Insurance Questions?

Please contact CIE if you have any questions about the international student health insurance requirement. Email: csuebhealthinsurance@csueastbay.edu

Alcohol And Drugs

Alcoholic beverages will be served in the U.S. at many types of social gatherings— parties, sporting events, receptions, etc. You must be 21 or older to consume or purchase alcoholic beverages in California. It is against state law to buy or serve alcohol to anyone under 21. In addition, laws against drunk driving are very strict. Drugs, except those that are prescribed by your doctor or sold at pharmacies, are illegal in the United States (see further information regarding marijuana use on page 22). Remember that you always have the right to say no to anything that makes you feel uncomfortable or puts you in a dangerous situation.



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. Students may also take classes during the summer session. Taking classes in the summer may help you complete your program quicker (and you may save money on living expenses if you are able to graduate sooner). University Extension also offers a limited number of “intersession” classes in January, held between the Fall and Spring semesters, that meet for two or three weeks of intensive study.

Academic Advising

General Education Advising for Undergraduate Students

Phone Number: (510) 885-2698
 Email: advising@csueastbay.edu
 Location: SA 2300

NOTE: Athletes may be assigned a different advisor; contact your coach if the academic advisor hasn’t reached out to you

Major Advising (via Colleges/Departments)

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. *****

Course Registration

Course registration at Cal State East Bay is done entirely online though the MyCSUEB system. Once you have activated both your NetID and your Horizon email account you will gain access to the MyCSUEB Student Center. From the Student Center you can search for classes, add and drop classes, and research information about classes you may be interested in taking.

Registration at Cal State East Bay is done in enrollment periods. This means that each student has a specific time they are allowed to register for classes. See www.csueastbay.edu/registrar/important-dates for registration periods and other important dates and deadlines.

Course Registration (continued)

Holds

- There are some common issues that prevent students from being able to register for classes:
- **Health Insurance Hold** - A student may have a health insurance hold if they have not purchased health insurance for the upcoming semester. See www.csueastbay.edu/cie/f-1-students/new-students/insurance.html to purchase health insurance.
 - **Financial Hold** - A student may have a financial hold if tuition or any fees have not been paid.
 - **Enrollment Period** - A student may not be able to register if they do not have a valid enrollment period. You can check the dates of your enrollment period in the Student Center of MyCSUEB. Just because other students are able to register does not automatically mean you can.
 - **Immunization Requirements**- Immunization requirements must be completed by October 1st for Fall admits and March 1st for Spring admits. Students who have not completed the requirements by these dates will have a registration hold placed on their record for the following term.
 - **Other Holds** - Each year all students must complete the Sexual Misconduct Prevention Training and the Student Financial Responsibility Agreement, or a registration hold will be placed on your account until the requirement is completed.

Check the Finances section under Student Center on your MyCSUEB to determine the fees you owe and ensure payment of the full amount prior to the fee deadline or your courses may be subject to unenrollment. If J-1 exchange students have any questions about fees on your MyCSUEB account, please contact kelly.moran@csueastbay.edu.

Full Time Requirement

All undergraduate students are required to enroll in, and complete, a minimum of 12 units per semester at CSUEB. Students may choose to enroll in a maximum of 18 units per semester. Graduate students must enroll in a minimum of 8 units per semester.

Online Class Restrictions

Immigration regulations expect F-1 and J-1 students to attend regular (in-person) classes.

For F-1 students only 1 online course per term can count towards your full-time status when you are enrolled full time (for both undergraduate and graduate students. You may take more than 1 online class per semester but these classes will not count towards your full time status for immigration purposes). In your final semester if you will be less than full time, your last class can NOT be online.

For J-1 students online classes are only allowed for students who take MORE THAN 12 units. (In other words, the first 12 units must be in-person or ‘hybrid’ classes, and any additional units may be online.)

Prerequisites

Some courses have prerequisites (foundation courses that you must complete before enrolling in a particular course) and you may have to provide proof to the professor, that you have already completed an equivalent university-level course at CSUEB or elsewhere. If MyCSUEB prevents you from enrolling in a course due to prerequisites and you believe you are qualified for the course, please contact your evaluator (for F-1 students and J-1 degree seeking students) or Kelly Moran (for J-1 Exchange students) for guidance.

Important Links	
University Catalog and Academic Calendar	catalog.csueastbay.edu
Class Schedule	www.csueastbay.edu/schedule
Activate Net ID and enroll in Duo	www.csueastbay.edu/netid
Horizon University Email Account	https://horizon.csueastbay.edu
MyCSUEB (class information, grades, registration, etc.)	my.csueastbay.edu
How to Register for Classes	www.csueastbay.edu/admissions/after-youre-accepted

Key Terms

Concord Campus vs. Hayward Hills Campus

The majority of courses will be taught at the Hayward Hills campus in Hayward, California. CSUEB also has a campus in Concord, California – about 45 minutes from Hayward by car. You should not register for classes offered at the Concord campus (unless you applied to a program at the Concord campus or plan to own a car and want to drive to Concord for class).

Course Levels

Courses with numbers 100-299 are considered “lower division” and usually do not require prerequisites. These are courses primarily for 1st and 2nd year university students. Courses numbers 300-499 are considered “upper division” and for 3rd and 4th year university students. These courses typically require more difficult and challenging academic work. Exchange students generally take 299-499 level courses.

Graduate courses are numbered 600-699. Only students who are officially admitted to a graduate program at CSUEB are eligible to take graduate courses. If you feel qualified to take a graduate level course, you are welcome to meet with the faculty when you arrive, but most undergraduate and exchange students do not take graduate courses.

Credit/No Credit

Courses taken under the credit/no credit option do not affect your GPA. Students will not receive a letter grade but rather credit as long as a grade of C- or higher is achieved.

Wait-lists

A “Wait-list” is a list of students who would like to enroll in a course that has already reached its enrollment limit. If a course is full when you attempt to register, you may have the option of placing your name on a wait-list for that class. If openings become available, you will be added to the class and notified by the University via your Horizon student email account. If you add your name to a wait-listed course and are not enrolled in the course, it is your responsibility to drop the course from your schedule before Add/Drop period ends. The computer system does not automatically remove your name from the wait-list. There is also no guarantee of enrollment from a wait-list, as enrollment depends on space availability, and students will not be added from the wait-list if any of the following circumstances exist:

- Time conflict with another course
- Already in the course but in a different section
- Course would exceed the maximum allowable units for enrollment.

Academic Dishonesty

Academic Dishonesty includes providing materials to another with knowledge they will be improperly used, possessing another’s work without permission, selling/ purchasing/trading materials for class assignments, altering the work of another, altering student record documents, forging signatures, or falsifying information on any official academic document. Whenever dishonesty occurs, your instructor will take appropriate action.

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.



Academic Structure

An undergraduate student usually enrolls in at least four 3-credit courses a semester in order to maintain full-time (12 credits) standing. Courses usually change every semester. Some courses are part of a series, requiring students to take the first course in the series before enrolling in the second course, and so on. Individual students are granted flexibility in choosing their coursework; students may choose from a variety of subjects and change from subject to subject as long as university, college, department, and graduation requirements are met.

Classroom Procedures

During the first week of classes, the instructor will hand out a syllabus, which will outline the course objectives, required textbooks, chapters to be covered, due dates for assignments, attendance policy, and the grading policy. Changes may be made to the syllabus during the semester, but only after the professor has informed the whole class about this decision. The syllabus will include the instructor's office location and the office hours, mailbox, e-mail, and telephone numbers.

Diverse Teaching Styles

Professors may use lecture, class discussion, or both. Most classes meet on a regular schedule once, twice, or three times a week. The teaching style of the professor can determine the amount of student participation in each class. Some instructors prefer a more formal style of lecture with a possible question and answer period at the end. Others prefer a more conversational style and encourage interaction throughout the class. When expressing your views in class, be ready to defend your ideas, and do so in a respectful manner.

Attendance

Your course instructor will inform you of the attendance policy at the beginning of the course. Regular attendance is expected of all students unless suffering from illness or in case of an emergency. Some portion of the class grade may be based on attendance. Missing more than a set number of classes could result in a lowering of your final course grade. If you must miss a class, email your professor before the class meets to let him/her know of your absence.

Class Participation

Many professors encourage class participation and often expect it. In some courses it is a part of the overall grade. If you feel hindered to participate because of your English proficiency, we strongly advise you to discuss this issue with the Professor and the International Student Advisor.



The Bay Card <www.csueastbay.edu/baycard>

The Bay Card is Cal State East Bay's campus ID card for students and staff. 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. For students living in on campus housing, the BayCard also serves as you keycard to access housing facilities.

You may opt to add a "Bay Bucks" account to your Bay Card in order to add funds and use the card on campus for: **Printing & Copying, Dining, Vending, and Pioneer Bookstore Purchases.** For more info contact: Bay Card Office, SA Lobby, 510-885-2273 or see the website above for instructions on adding Bay Bucks to your card.

Download the **Bay Card mobile app TouchNet OneCard** at Apple App Store or Google Play if you want the option to pay by mobile phone. Mobile payment is available at dining outlets around the Hayward campus, look for the QR code near the cash register. See website for mobile payment instructions.

Canvas <www.csueastbay.edu/online/CanvasLogin/>

Our campus is adopting Canvas by Instructure as our new Learning Management System (LMS). Roughly 24 hours after you register for a class you will gain access to the Canvas page for that class. Through Canvas you can email your professors and fellow students, take online exams, participate in class discussion, and utilize a variety of other communication tools. You can access Cal State East Bay's Canvas page directly with the link above.



Horizon Email <<https://horizon.csueastbay.edu/>>

The Horizon email account is the official form of communication between the University and students. Information regarding registration, wait-lists, and correspondence from all offices will be sent to this account. Therefore, you should check your Horizon email account often - at least every day. Horizon Email also includes: **Gmail, Calendaring, Contact Management, Online File Storage (Drive), Instant Messaging and Video Conferencing (Hangouts) and Online Classrooms.**

MyCSUEB <<https://www.csueastbay.edu/mycsueb/>>

Cal State East Bay provides students with a class planner, assists with course selection, and connects students with campus and community resources. Students use MyCSUEB for: **Application status, Class rosters, Class schedule, Course enrollment, Grades, Holds, Updating personal information and Making a payment.**

MyCompass <<https://www.csueastbay.edu/compass/mycompass-student-portal.html>>

The MyCompass student portal is a virtual "one stop shop" for matriculated students which allows them to effortlessly track their progress, schedule appointments, and transact university business. It integrates current student systems, such as MyCSUEB, Compass and BayAdvisor all in one place.

The Bay Advisor <<https://www.csueastbay.edu/aps/the-bay-advisor>>

The Bay Advisor is a tool for faculty and professional advisors to identify and track students towards a timely graduation. This student advising platform enables advisors to search for an individual student and groups of students, communicate through email, schedule appointments and review student success markers. Students can make appointments via the Bay Advisor for academic advising, immigration advising or study abroad advising.

How to Schedule an International Advising Appointment through Bay Advisor	
1	Go to the Bay Advisor Website < www.csueastbay.edu/bayadvisor >
2	Log In with your NetID
3	Click "Schedule an Appointment" on far right of the home screen
4	Select Reason and Location which includes Type of appointment, Category and Service
5	Choose your preferred date and time as available
6	Review the details and confirm your appointment

Career Empowerment Center (CEC) <<https://careercenter.csueastbay.edu>>

CEC offers in-person advising and workshops for career preparation as well as job and internship fairs. Online career resources for CSUEB students include:

- Big Interview** [csueastbay.biginterview.com](https://biginterview.com) Interviewing resources including mock interviews
- California Career Zone** www.cacareerzone.org/quick Self-assessment tools to discover career paths that align with personal strengths and goals; get matched with suitable occupations, find detailed information about each career including education requirements, salary ranges, etc.
- Linedin Learning** csueastbay.edu/ocpd/linkedin-learning.htm Skill development platform
- Jobscan** <https://app.jobscan.co/auth/sso/csueastbay.edu/login> Helps job seekers improve their resumes for applicant tracking systems (ATS) and find jobs more efficiently
- Handshake** csueastbay.joinhandshake.com/login Search for on campus jobs & internships
- O-NET Online** <https://www.onetonline.org/> Database about occupations and workers in the U.S.
- Interstride** www.interstride.com Online platform specifically designed to help international students find jobs and internships, navigate the US immigration landscape, and connect with companies that are known to sponsor work visas

Library Services <<https://library.csueastbay.edu/home>>

The Library provides research support and access to its collection of books, course materials, and the scholarly record. While the original Library building still houses a collection of books, students no longer have access to this building and most library services are now offered in the CORE building in the center of campus. Public printers are available on all three floors of the CORE Building (Pay for printing with your CSUEB BayCard).

Students can reserve group study rooms in the CORE building or drop in to use individual study space on a space available basis, including a Family Friendly Study Room (Floor 1, Study Room 1-1), Lactation Room (Floor 1), Silent Study Room (Floor 3, Room 326), or the Prayer/Meditation Room (Floor 3, Room 329). Current CSUEB students, faculty, and staff also have access to the study hours at San Francisco State and San Jose State libraries.

Library workshops

The library offers regular workshops on information literacy (such as finding sources on a topic, citing your sources, etc.) or technology workshops (such as tips for using Excel & Word, and other software). Check the website for the schedule of workshops and to register.

Learning Commons- <http://library.csueastbay.edu/usingthelibraries/learning-commons>

The Learning Commons is located on the first floor of the CORE Building and features individual and collaborative study space, PC computing, peer assistance at the Student Help Desk, and Assistive Technology software and machines. **Borrowing Laptops, Hotspots and other Technology Items from the Learning Commons:** The library has a limited number of wifi hotspots and laptops to check out, on a first come, first served basis. Watch our [How to Video](#) to learn more about this service.

Student Center for Academic Achievement (SCAA) www.csueastbay.edu/scaa

The Student Center for Academic Achievement (SCAA) is located on the 3rd floor of the CORE building. SCAA provides free learning and tutorial assistance in math, reading, writing, and some science classes. Schedule a one-hour appointment with a peer tutor (in-person or over Zoom), or drop in for help during regular hours. In addition eTutoring offers 24/7 online assistance with a wide range of subjects and the Online Writing Lab (OWL) allows you to get written feedback on writing assignments.



Concord Campus Library: <https://library.csueastbay.edu/concordcampus>

Pioneer Bookstore <<https://www.bkstr.com/csueastbayhaywardstore>>

The Pioneer Bookstore is your one-stop-shop for textbooks, e-books, Rent-A-Text, CSUEB apparel, supplies, gifts and much more at great prices.

Student Financial Services <www.csueastbay.edu/student-financial-services>

The Cashier's Office and Student Financial Services provide students with student accounting information and process student transactions.

Student Support and Development

Accessibility Services <www.csueastbay.edu/accessibility>

Accessibility Services provides academic accommodations to qualified individuals with disabilities and supports CSUEB's diverse student body.

Student Health and Counseling Services <www.csueastbay.edu/shcs>, 510-885-3735, HC Room 1000, 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. 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

Counseling and Psychological Services <www.csueastbay.edu/shcs/counseling/>

<510-885-3690, HC 1143, 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.

Student Conduct, Rights & Responsibilities <www.csueastbay.edu/studentconduct>

The Office of Student Conduct, Rights, & Responsibilities addresses student conduct to facilitate the development of students and encourage respect for the community.

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, Inc. (ASI) <510-885-4843, UU 314, www.csueastbay.edu/asi>

The ASI Business Office, located on the 3rd floor of the University Union, houses the Student Government Offices and the Office of the Executive Director. The Business Office provides a variety of services to students, staff, faculty and the general public; services include fax/copy services, and discounted movie and seasonal event ticket sales. Associated Students gives out free scantrons to students for midterms and finals and also provides banking services for clubs, and organizations, as well as mailboxes. In addition ASI helps to develop connections between the University and students through advocacy and outreach efforts and also provides representation at the local, state, and federal levels of government.

The **Student Government** division of ASI represents the student body and defends its interests when working with faculty, campus administrators and government officials. International students are welcome to participate in student government and have served in many capacities.

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.

Student Media <<http://thepioneeronline.com>, 885-3175>

The university newspaper, **The Pioneer**, is produced in the Department of Communication. Student involvement in the production of these publications includes writing, editing, graphics, photography, and advertising.



CSU East Bay Mobile <m.csueastbay.edu>

The app may be downloaded 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.

Student Clubs & Organizations<885-3657, UU 2011, www.csueastbay.edu/slic>

Cal State East Bay has more than 65 Recognized Student Organizations (RSOs) encompassing a broad range, including academic, cultural, professional, recreational, community service, religious, and political interests. The Student Leadership and Involvement Center (SLIC) provides support and consultation to student organizations, fraternities and sororities. If you can't find a current group meeting your interests, review the Student Organizations page to see if there is may be an inactive organization that be reactivated or contact SLIC to start a new RSO. You will need five (5) students who are currently enrolled at CSUEB with a 2.0+ GPA to be officers, a CSUEB faculty or staff member who has agreed to serve as your organization's On-Campus Advisor, and a constitution to become a Recognized Student Organization (RSO).

Leadership Initiatives <www.csueastbay.edu/leadership, 885-3657>

The Student Leadership and Involvement Center (SLIC) offers students the opportunity to enhance their leadership skills through free workshops presented by campus and community leaders. 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. For more information contact SLIC: studentlife@csueastbay.edu

Athletics and Fitness

Cal State East Bay sponsors 15 **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 NCAA division II baseball, softball, basketball, cross-country, swimming, soccer, volleyball, water polo, and golf. If you'd like to attend a CSUEB sporting event to support our Pioneer athletic teams, check the athletics website for schedules: <https://eastbaypioneers.com/calendar>

In addition, the Department of Kinesiology and Physical Education offers numerous **instructional programs in sports, games, and exercise**. Undergraduate students will get General Education credit for these classes.

The **Recreation and Wellness Center (RAW)** <www.csueastbay.edu/raw, 885-4749, RAWcenter@csueastbay.edu> is the primary fitness center for students. CSUEB students who are currently enrolled in one or more academic classes and have paid the "UU Rec Fee" listed as a part of their tuition fees are considered members of the RAW. Membership includes access to the RAW and the ability to register for programs and services offered such as group fitness classes and personal training. The facility has 54,000 square feet of fitness, recreation, and education, space complete with state-of-the-art equipment. Recreational features include: two-story fitness center, cardiovascular equipment (ellipticals, treadmills, rowers, cycles, etc.), Strength Training Equipment (dumbbells, kettlebells, squat racks, benches, etc.), two-court basketball gymnasium, indoor track, two multipurpose fitness studios, locker rooms with private showers, and free equipment rental for RAW members. The RAW also hosts the Wellness Center, a health education resource for students.

Intramural Sports < <https://www.csueastbay.edu/raw/raw-programs/intramural-sports>>

Whether you like to play sports recreationally, competitively, or out of curiosity, intramural sports are a great option. Sports offered include basketball, volleyball, flag football, soccer, badminton, dodgeball, table tennis, and much more! The RAW, 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. Participation in intramural sports is FREE for RAW members. See website above to register online to participate in intramural sports or contact 885-4749 with questions.

If you are interested in **other recreational opportunities** on campus, the university has additional facilities students may be able to access as they are available (when they are not reserved for classes or clubs, or in use by Pioneer athletic programs):

- two swimming pools, two tennis courts, a basketball/multipurpose gymnasium, a stadium with track, a baseball diamond, a softball diamond, a soccer field, and a multi-purpose practice field. Contact: Athletic Office (located above the bookstore, 885-3088). Note: additional fees apply for use of the swimming pools. See https://www.teamunify.com/TabGeneric.jsp?_tabid_=72646&team=ebat
- two racquetball courts, martial arts facility. Contact Department of Kinesiology (PE 130, 885-3061)

Cultural Activities <Student Life and Leadership Program, UU 2011, 885-3657>

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.

Theater, Dance, & Music

Enjoy live music, theater, and dance productions featuring talented students. Auditions are open to all students. Tickets for Theatre productions may be purchased online, at the Pioneer Bookstore and at the University Theatre Box Office one hour prior to performances. For more information on performances, please call the Theatre and Dance Department Office at (510) 885-3118 (Mon - Fri from 8 am - 5 pm).

Food and Dining <<https://dineoncampus.com/csueb>>

Pioneer Kitchen /Dining Commons (DC)

The Pioneer Kitchen is an all-you-care-to-eat dining facility featuring a rotating menu made with fresh ingredients.

University Unions <<https://www.csueastbay.edu/uu>>

The University Unions are gathering places for student socializing, dining, studying and meetings. Enjoy a relaxing atmosphere with lounges with big screen TVs. Food services include: Food services include: Panda Express (American Chinese food), The Market (convenience store), Wild Blue (sushi) and more.

Stand Alone Shops And Food Trucks

Visit Einstein Bro's Bagels or Starbucks, or check out the food trucks to discover new favorites!

Download Boost: Mobile Food Ordering app

Use Boost mobile ordering to preorder meals from your favorite spots on campus, and pay using your credit/debit card or meal plan. Just pull out your phone and select your school, pick your current food craving, customize your meal, and choose a pickup time that works best for you!



Entertainment and Recreation

Cal State East Bay is located in the San Francisco Bay Area - the cultural, technological, and educational center of the American West - where you'll never run out of exciting places to go and things to do. Whether you choose to explore the city life or Northern California's beautiful landscapes, all beckon you to fun day trips or weekend exploration.

The East Bay

Enjoy exploring the towns, neighborhoods and many cultures found across the bay from San Francisco. With great weather year round and convenient public transit systems, it's easy to get around the entire Bay Area from the East Bay.

The Greater Bay Area

San Francisco is a lively city known worldwide for its mix of cultures, rich history and many unique neighborhoods. Some of the top tourist attractions include:

- Relaxing city parks, Golden Gate Park and Muir Woods
- Historic Chinatown, Nob Hill and Alcatraz
- Fisherman's Wharf and Embarcadero
- Golden Gate Bridge
- Asian Art Museum and S F Museum of Modern Art
- Planetarium, Aquarium and Natural History Museum Tech Museum of Innovation in San Jose

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)
www.jacklondonsquare.com (Jack London Square and Oakland Waterfront)
www.baycityguide.com (SF Attractions)

Language And Culture

Studying in the United States of America can be a wonderful learning experience. The U.S. mainly speaks English, but you may hear languages from all over the world, especially in the Bay Area.

It is important to remember that:

- 1. U.S. society is made up of diverse groups and cultures that have helped shape its values;
- 2. Some individuals and groups have a set of respected values that are quite different from those of mainstream America;
- 3. People's attitudes and behavior are based on their values.

Major American Values

Individuality

U.S. Americans are encouraged at an early age to be independent and to develop their own goals in life.

Independence

The U.S. was founded by people who valued independence. Many believe that individuals reach maturity at age 18 and should be ready to make independent decisions.

Equality

The U.S. upholds the ideal that everyone "is equal" and has the same rights. This includes women and men of all cultural, ethnic, gender, and religious groups. However, many inequalities still exist. You may hear negative comments about other groups or even experience discrimination. If this happens to you and you wish to talk about it, speak to an advisor or a counselor.

Time

U.S. Americans take pride in making the best use of their time. In the business world, "time is money". Being "on time" for class or an appointment is important.

Informality

The U.S. American lifestyle is generally casual. Friendships are also casual, as Americans seem to easily develop and end friendships. Greetings and farewells are usually short and friendly. In some instances, such as a job interview, formal attire and greetings are recommended.

Achievement and Hard Work

U.S. Americans are very achievement-oriented and always seem to be "on the go". You may hear the term "work hard, play hard". A competitive spirit is often the motivating factor to work harder.

Direct and Assertive

U.S. Americans try to work out their differences face-to-face. They are encouraged to speak up and give their opinions. In classroom lectures, it is acceptable for students to challenge or disagree with certain points.

Looking to the Future and to Change

Children are often asked what they want to be when they grow up; college students are asked what they will do after they graduate; and professors plan ahead for retirement. Change is often equated with progress.

Holidays

There are several major holidays in the U.S. Classes are canceled on some, but not all, holidays. CSUEB is closed for the following holidays. For an updated schedule, please check www.csueastbay.edu/students/important-dates/index.html and your syllabus.

Labor Day (first Monday in September)	New Year's Day (January 1)
Veteran's Day (November 11- it falls on a weekend, the holiday will be observed on the closest business day.	Martin Luther King Day (observed on the third Monday of January each year, in honor of the birthday of MLK Jr.)
Thanksgiving (4th Thursday in November - The university offices are closed Thursday/Friday); Students will have the week off classes.	Cesar Chavez Day (California state holiday, March 31- CSUEB typically takes a week-long Spring break the week of this holiday in late March/early April)
Christmas Day (December 25) Note: CSUEB campus is typically closed the week between Christmas - New Year's Day	Memorial Day (last Monday of May)
	Juneteenth (July 19) it falls on a weekend, the holiday will be observed on the closest business day.
	Independence Day (July 4) it falls on a weekend, the holiday will be observed on the closest business day.

You may notice that these American values are, in some instances, quite different from your own. You may experience culture "shock" as you learn to adjust to the new culture and way of living. It includes the shock of a new environment, meeting new people, and learning the ways of a different country. It also includes being separated from the important people in your life, such as family, friends, colleagues, or teachers. This is very normal and requires both time and patience.

Culture shock is entirely normal, usually unavoidable, and it does not mean anything bad about you or your new home. Actually, it can be a very significant learning experience, because it makes you more aware of your own culture as well as the new culture you have entered. It will give you valuable skills that will serve you in many ways in the future—it's part of the benefit of international education.

Signs Of Culture Shock

Some typical signs of culture shock are:

- Extreme homesickness
- Loneliness
- Avoiding contact with other people, especially Americans
- Negative feelings and hostility toward American culture and people
- Anger, frustration, confusion
- Tiredness or need for excessive amounts of sleep
- Boredom
- Inability to concentrate or work
- Loss of appetite
- Loss of enjoyment in daily activities
- Lack of confidence
- Feelings of inadequacy or insecurity
- Depression and feelings of helplessness

Managing Culture Shock

Here are some ideas to help you manage culture shock:

- Understand that your reactions are normal
- Be open-minded and curious about your new environment
- Talk with an advisor about your feelings
- Make friends with Americans and other international students
- If you struggle with academics, talk with your professors and advisors
- Stay busy with academics, hobbies, friends, and other interesting activities
- Exercise or participate in sports
- Try a new activity that you can't do in your home country
- Don't forget the reasons you came to America
- Be patient with yourself and your new culture

If you experience culture shock, just remember that it is a normal part of being an international student. You will pass through periods of ups and downs, but in the end it will all be worth it. Try to focus on all the positive and rewarding aspects of your experience!

Remember

If you are having a difficult time with your transition or adjustments to Cal State East Bay, please know there are many campus resources that can help. You can contact the Center for International Education, your academic unit, and Student Health and Counseling Services.

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 and suites, are fully furnished 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. View virtual tours, occupancy types and rates on the website.

Housing license agreements are based upon the academic calendar year only, The summer session requires a separate summer license agreement.



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:

<https://www.apartments.com>

<https://sfbay.craigslist.org>

Contact Information for Apartments Near Campus

Sunhill Apartments: 510-886-3735, Across from Parking Lot G
City View Apartments: 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.



Helpful Tips

Local Transportation

The **Parking and Alternative Transportation Office** in SF-140 provides schedules of the Hill Hopper shuttle, BART, & AC Transit bus #60, and has Carpool-To-School and ride-share 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. Schedules and additional information for can be found at: www.csueastbay.edu/parking/alt-trans/university-shuttle



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 SF-140. 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 through the 511 RideMatch Service. Please go to Bay Area Ridematching Service to register: <https://511.org/carpool>



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. To use these services, you will have to download the app on your smart phone.



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

Local Rental Car Companies		
Enterprise (offers pick up) 25858 Mission Blvd. Hayward, CA (510) 537-4100 or (800) 736-8222	Budget 28534 Mission Blvd. Hayward, CA (510) 733-9590	Thrifty 25656 Mission Blvd. Hayward, CA (510) 538-4444

(You must be 21 years of age to rent a car from the above companies)

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 these airports 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



The public transportation system in the United States is not as extensive as in 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.** Each semester 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.
- You do not have to sign anything that you don't understand.
- Be calm, polite, and cooperative; but, assert your rights, firmly.
- You have the right to contact your home country embassy or consulate.



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 non-immigrant 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 www.csueastbay.edu/directory/search 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)

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).

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.

On campus Housing students mail address : 1901 Harder Road, Box # ____Hayward, CA 94542

You will receive your mailbox number and combination after you officially move into your Residence Hall.

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 **Federal Express:** 1-800-238-5355 (toll-free) www.fedex.com

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 SEVIS.



Social Security Number (www.ssa.gov/ssnumber or call 1-800-772-1213)

A Social Security Number (SSN) is required to work in the U.S. If you want to work on campus 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. 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.

Be careful who you share your SSN with

Once you receive your Social Security card, you will need to provide the number to your employer and financial institutions for tax purposes. You should keep your Social Security card and any other document that shows your Social Security number in a safe place. DO NOT routinely carry your card or other documents that display your number. Avoid giving the number out unnecessarily. Never send your SSN to anyone in an email and be careful about sharing your number, even when you’re asked for it. A dishonest person who has your Social Security number can use it to get other personal information about you. Identity thieves can use your number and your good credit to apply for more credit in your name.

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.

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



Local Banks

Bank of America www.bankofamerica.com	<i>CSUEB Bookstore (ATM)</i> 1253 A Street	Hayward	510-727-8040
Bank of the West www.bankofthewest.com	1058 B Street 24299 Southland Dr	Hayward	510- 582-5511 510-786-1183
California Bank and Trust www.calbanktrust.com	785 Southland Dr.	Hayward	510-785-6100
Chase www.chase.com	<i>CSUEB Starbucks (ATM)</i> 22370 Foothill Blvd. 24333 Southland Dr.	Hayward	510-886-0390 510-293-1951
US Bank www.usbank.com	987 B Street	Hayward	510-886-1976
Wells Fargo www.wellsfargo.com	<i>CSUEB Housing/Dining Commons (ATM)</i> 1172 A Street	Hayward	510-889-2175

Beware of Scammers!

We’ve been alerted to scams targeting international students. Scammers pose as government agencies like IRS, SSA, USCIS, or DOJ, pressuring for payments or threatening deportation. Remember, official agencies won’t call or text for payments. Stick to emails from official addresses or postal mail for official communication.

Common Scams:

- Impersonation of ICE Agents threatening immigration status
- Falsified warrants for not updating AR-11 Alien’s Change of Address Card
- Third-party tax forms claiming your refund
- Online purchase scams (e.g., Craigslist, eBay)
- Rental scams demanding deposit money without providing keys
- Texts with links to pay allegedly outstanding bridge toll or tollroad fees

Red Flags:

- Demands for immediate action or payments/Request for payment via gift cards or cryptocurrency
- Use of legal-sounding language to seem authentic
- Refusal to allow callbacks or verification
- Promises of prizes in exchange for personal information

What to Do:

- Collect caller information, alert authorities (CSUEB UPD), and report fraud
- Always request a callback option; valid officials will allow this
- End conversations if threats persist
- Avoid cashing unexpected checks or signing unfamiliar contracts
- DHS may contact students regarding SEVIS records but never asks for money over the phone
- Review your public information online and safeguard your Social Security Number

Stay vigilant and report any suspicious activity promptly. If you’re not convinced it was a scam, talk to someone you trust about any suspicious call, email or text like an International Student Advisor in CIE. If you’re concerned about your visa or immigration documentation, call USCIS’s National Customer Service Center at 800-375-5283. If you’re worried about your social security number being compromised, speak to the real Social Security Administration at 800-772-1213. Drivers using FasTrak for toll payment should conduct business at www.bayareafastrak.org or call the FasTrak Customer Service Center at 877-BAY-TOLL (877-229-8655).

Information about how these scams work helps the U.S. Federal Trade Commission stop them, so please go to <https://reportfraud.ftc.gov> to let them know if a scammer has contacted you.

Childcare and Babysitting

Bananas Child Care Information and Referral Service (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 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 in the public school system of the city or county where you reside. School and grade placement is determined by district policies. For more information, contact the appropriate office for your city of residence:



Hayward Unified School District 24411 Amador Street Hayward, CA 94540 (510) 784-2600 https://www.husd.k12.ca.us	Oakland Unified School District 1025 2nd Avenue Oakland, CA 94606 (510) 879-8111 http://www.ousd.k12.ca.us	Fremont Unified School District 4210 Technology Drive Fremont, CA 94538 (510) 657-2350 https://www.fremont.k12.ca.us
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Private Schools are listed in the **Handbook of Private Schools**, on the Internet 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 >

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/>> has recreational parks that sponsor sports, summer camp, and art programs.

- **Hayward Area Recreation and Park District:** www.haywardrec.org
- **East Bay Parks:** www.ebparks.org
- **Citysearch:** www.citysearch.com



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, wildfires, high surf, 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).

When visiting the beaches in Northern California, beware of "Sneaker Waves"

There are many lovely beaches along the coast within a short drive of CSUEB, but the coastline can also be a dangerous place. The Pacific Ocean draws surfers because of its large waves, but the surf off Northern California tends to become more dangerous starting in November and lasting through February and sometimes into March. It is not uncommon to have large waves and that sometimes appear with no warning after long periods of quiet surf and much smaller waves. These are known as sneaker waves and can knock unsuspecting beach goers off their feet and into the water where they can be smashed against rocks or swept out to sea. California State Parks officials warn that on average 4 to 6 people die each year from these surprise waves. Here are some tips to keep yourself safe from sneaker waves:

- Stay home when waves are rough
- Always keep an eye on the ocean
- Never turn your back on the ocean
- Stay off rocks or logs along the surf or near the water
- Keep children close and pets on leash
- If you see someone get dragged in by a sneaker wave, STAY BACK, and call 911

Disaster Preparedness

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.

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.

Safety Tips from the University Police Department <www.csueastbay.edu/upd>

- Take note of where emergency phones are located on campus.
- Walk with others at night and use well-lit areas to go from place to place on and off campus. Avoid taking shortcuts. Use the escort service.
- Be aware of your surrounding and remember that being distracted by talking on your cell phone or texting may make you an easier target.
- Have keys ready when you approach your car in parking lots.
- Lock doors and windows, even if you are just going out for a minute.
- If you see any suspicious activity (verbal or physical), report it immediately. Don't wait for something to happen.
- Take your valuables with you. Do not leave them in your office or at your work space.
- Reduce the amount of cash and credit cards you carry with you.
- If you've been burglarized, do not walk into or disturb the crime scene area. Call UPD immediately. The chances of apprehending the burglar are greatly increased if the scene is left completely intact. Assist responding officers by providing information regarding all missing items, including a prerecorded list of serial numbers.
- Lock your vehicle and Do not leave items in the car in plain view.
- For more info visit: www.csueastbay.edu/upd/safety-services-and-programs/crime-prevention.html

Emergency Guidelines for the Campus Community

- Be aware of your environment and your surroundings. Know where emergency exits are located.
- Use common sense during or after an event. Control your emotions and calm yourself.
- Have communication plans. Take some time to consider how you might contact friends and family should an emergency occur. Panicked family and friends may become more panicked if they can't contact you or vice versa.
- The University's Emergency Notification Service (AlertMe) provides University students and employees with critical information in the event of an emergency using voice calls, text messages, and email. We use the personal information you provide in MyCSUEB to contact you. Be sure to update your Emergency Contact Information to receive these notifications.
- For more info you can visit the following link: www.csueastbay.edu/shcs/about/emergency-preparedness.html



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