IEO Welcome Guide
2016-17
Welcome from the Director

Dear International Students,

Welcome to the University of California, Santa Cruz! I commend you on your courage and admire you for reaching out to continue your education in a different culture and environment. Your willingness to take steps outside of your comfort zone represents a major accomplishment.

The staff of International Student and Scholar Services (ISSS) has compiled this Welcome Guide to assist you with your acclimation to the university, Santa Cruz, and the United States. We hope this handbook will provide you with useful information and references throughout your stay.

We encourage you to participate in the orientation programs and also to engage in the numerous other activities available throughout campus. We hope that orientation and your active participation will set the right tone to enhance your experience here at UC Santa Cruz.

Please know that your being here is an asset to the university. We value the diversity you bring as well as the cultural enrichment you offer. Your presence here increases awareness of other countries and cultures.

All of us at ISSS look forward to serving your immigration needs and also contributing to the enhancement of your UCSC experience. I look forward to meeting each and every one of you and once again, I welcome you to the UCSC family.

Sincerely,

Parinaz Zartoshty
Director, International Student & Scholar Services
International Education Office
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The International Education Office (IEO) serves as a liaison between you, the university, the U.S. Department of Homeland Security (DHS), and the U.S. Department of State (DOS). Our services include, but are not limited to:

- Visa and immigration advising
- Activities and events to promote community and intercultural understanding
- Advocating on behalf of international students to government agencies

Office Hours:
Monday – Friday
9:00AM – 4:30PM

Email: istudent@ucsc.edu

Phone: +1 (831) 459-2858

Website: ieo.ucsc.edu

Connect with us!

Where Are We?
Our office is located in the Classroom Unit Building, which is up the hill behind the Redwood Building and Graduate Student Commons. Our Front Desk is on the ground floor in Room 101.

If you are coming via bus, listen for the “Bookstore, Cowell, and Stevenson” stop.
Santa Cruz Neighborhoods

Adapted from the UCSC Community Rentals Office: http://housing.ucsc.edu/cro/neighborhoods/index.html

**UPPER WESTSIDE:** A residential and quiet section of town near the base of the UCSC campus. The main streets are Western Drive, Bay Drive, and High Street. Off-campus student rentals are readily available throughout Upper Westside.

**MISSION STREET:** The busy Mission Street divides Upper and Lower Westside and offers consistently busy food favorites. Several restaurants, grocery stores, and shops are also along this street.

**LOWER WESTSIDE AND CIRCLES:** A mix of residential and business areas located near West Cliff Drive, Natural Bridges, and Steamer’s Lane. West Cliff is a perfect example of where students, locals, and tourists mingle without anyone taking much notice.

**DOWNTOWN:** There’s hardly an undiscovered spot on Pacific Avenue, and so downtown lies at the center of most students’ radars. Students living in this area enjoy the nearby convenience of the Santa Cruz Metro, shops, grocery stores, and movie theaters.

**BEACH HILL:** Adjacent to the Beach Flats neighborhood and the Boardwalk, with the ocean and downtown each a short walk away. Beach Hill is a mix of residences and hotels, and many students choose to live in this area. In the summer months, however, it does become crowded with tourists.

**MIDTOWN:** Once you pass downtown and cross the San Lorenzo River, you’re in midtown territory. Soquel Avenue offers a bevy of good local eats, as well as three grocery stores to get your supplies. There are also good local music and entertainment venues.

**BANANA BELT:** Named for its warmer temperatures than the neighborhoods closer to the ocean, the Banana Belt is popular with families and locals.

**SEABRIGHT:** Straight across from the Rio Theatre lies Seabright, which boasts a friendly neighborhood vibe and one of Santa Cruz’s most popular sandy beaches.

**TWIN LAKES AND LIVE OAK:** Just past the Santa Cruz Harbor is the lesser-known east side of town, which has a decidedly more local and less student-driven vibe. The area is home to several stores and less-crowded beaches, such as Twin Lakes and 26th Avenue.

**EASTSIDE AND CAPITOLA:** If you like Live Oak’s change of pace and opportunities to interact with someone other than UCSC students and the people on Pacific Avenue, Eastside and Capitola offer yet another mellow antidote to downtown. The area is home to 41st Avenue and Capitola Village, and is also where you’ll find the legendary surf spots at Pleasure Point.
Visa Information

Your SEVIS I-20 or DS-2019

Once you have been admitted to UC Santa Cruz, IEO will issue you a certificate of eligibility. For F-1 students, this will be an I-20. J-1 students will receive a DS-2019. You will use the I-20 or DS-2019 to apply for your visa to enter the U.S. Avoid scheduling your visa interview or your travel into the U.S. until after you have received your I-20 or DS-2019.

Your SEVIS ID Number

Every student and any dependents they may have receive a unique SEVIS ID number for their program in the U.S. Your SEVIS ID number will be printed on your I-20 (in the top-left corner) or your DS-2019 (in the top-right corner).

The I-901 SEVIS Fee

Information about F-1 and J-1 international students and their dependents is collected in a database named the “Student Exchange Visitor Information System” (SEVIS). All students who have an I-20 issued for ‘initial attendance’ or a DS-2019 issued to ‘begin a new program’ must pay the SEVIS I-901 fee: $200 for F-1 students, $180 for J-1 students.

FAQ for I-901 SEVIS Fee

Students must pay this fee before applying for their F-1 or J-1 visa. Please pay the fee at least 3 business days before your visa interview.

Print a copy of the payment receipt and bring it with you to the consulate or embassy. You cannot pay the SEVIS fee at the consulate or embassy. You will also need this receipt when you arrive in the U.S. to show the Customs officer.

Applying for Your Visa

When to Apply: The visa application process can take up to 6-8 weeks to complete, so you should apply as soon as possible after receiving your I-20 or DS-2019. Visas can be issued up to 120 days before the program start date.

Look Up Processing & Appointment Wait Times

Where to Apply: It is best to apply at a U.S. Embassy or Consulate in your home country, rather than in a third country. If visa services are not available in your country, it is best to apply in a country nearest your residence.

Find Your U.S. Embassy or Consulate’s Website

How to Apply: Each embassy and consulate has their own visa application procedures and instructions. Consult the embassy or consulate’s website for detailed information. However, in general, you will need to:

- Pay the I-901 SEVIS fee
- Complete the DS-160 visa application forms
- Pay any visa application fee(s)
- Provide an I-20 or DS-2019, valid passport, proof of financial support, SEVIS fee receipt, photos, and any other supporting documents you have.

Canadian citizens are exempt from applying for a student visa. However, you do need to pay the I-901 SEVIS fee before you enter the U.S.

Additional Visa Information

F-1 Student Visa

J-1 Exchange Visitor Visa
Health Insurance & Immunization Requirements

The University of California Regents require all UC Santa Cruz students be covered by a health insurance plan while attending the university.

All undergraduate and EAP Reciprocity students are automatically enrolled in and charged for University of California Student Health Insurance Plan (UCSHIP). All graduate students are automatically enrolled in the Graduate Student Health Insurance Plan (GSHIP).

UCSHIP/GSHIP gives you quick access to the Student Health Center on campus. For information about UCSHIP/GSHIP, including questions on adding dependents to your coverage, contact the UCSC Insurance Advocates:

Email: insure@ucsc.edu
Phone: (831) 459-2389

Have your own insurance?

UCSC has strict requirements for the insurance that students must have. If you feel you have sufficient, comparable coverage, you can request a waiver of UCSHIP/GSHIP. To apply for the waiver, please see:

https://studentinsurance.wellsfargo.com/~ucsc

J-1 and J-2 Insurance Coverage Requirements

All students in J-1 and J-2 status must have health insurance for the entire length of their DS-2019 that meets these minimum requirements from the Department of State:

- **Medical benefits**: at least $100,000;
- **Repatriation of remains**: at least $25,000;
- **Medical evacuation**: at least $50,000;
- **Deductible**: not to exceed $500;
- **Covers pre-existing conditions** after wait;
- **Does not exceed a 25% co-pay** by J-1 or J-2;
- **Underwritten** by an insurance company that meets the rating requirements of the U.S. Department of State OR is backed by the full faith and credit of the J-1 or J-2’s government.

UC Immunization Requirements

UCSC mandates that all incoming students have the following immunizations:

- Tuberculosis (TB) Screening
- Measles-Mumps-Rubella (MMR)
- Rubella Varicella (Chicken Pox)
- Meningococcal Meningitis
- Tetanus-Diphtheria-Pertussis (TDAP/dTAP)
- Polio Vaccine Primary Series

You must submit immunization records to the Student Health Center. Please use the Health e-Messenger, available for new students after July 1:

Questions about the immunization requirements?

Email: healthcenter@ucsc.edu

healthcenter.ucsc.edu/information/uc_vaccines.html
What to Pack

Clothing
In general, you will find that students, faculty, and staff at U.S. universities dress more casually (blue jeans and shirts) than their counterparts in your home country. However, they do tend to dress more formally if they are going out to dinner or to a special event.

If you are coming from a tropical climate, you might find Santa Cruz’s weather a little chilly, especially from November to March. Most students find that they use a light jacket year-round and a heavier coat during the winter months. Past international students at University of California, Santa Cruz have reported that they wished they had brought more warm clothes with them.

Electronics
The U.S. uses an electrical current of 120 volts, and most electronic devices have a two-pronged plug that is different from the outlets in your home country. This means that your electronic devices (including your computer) will likely not work in the U.S. without an adapter/converter. It’s a good idea to make sure you pack at least one of these to use when you first arrive. Odds are that your computer’s battery will die during your long journey. If you’re relying on your computer to communicate with friends and family back home, you might not be able to do so until you have an adapter. If you forget to bring an adapter/converter, though, you can always buy one at the airport, a department store such as Target or CVS, or an electronics store in town.

Other Items
You will be able to purchase many items you need after you arrive in the U.S., but there are some things that you might want to bring with you for various reasons:

• **Toiletries**, especially items from your home country that you might not be able to find in the U.S.
• **Bedding and/or bathing towels**. Depending on where you stay when you first arrive, you may not have access to these items until you are able to purchase them. Note that if you will live on-campus, you will need extra-long twin sheet bedding.
• **Camera**. Don’t forget to bring any needed accessories, such as memory cards and chargers.
• **Prescription medications**. These must be in their original containers and should be no more than a 30-day personal supply. Make sure to carry a prescription or written statement from your physician.
• **Prescription eyeglasses and/or contact lenses**. Bring your prescription with you so you can have it filled in the U.S. Take sufficient quantities of contact lens solution, as well, since it may not be readily available.
Weather

Santa Cruz springs and summers are warm and slightly humid. Since we are by the ocean, our weather is cooler during the summer months than the San Jose area.

Be prepared for a good amount of rain and fog throughout fall and winter. It’s a good idea to have an umbrella and rain boots for the rainy Santa Cruz days.

This chart shows the average temperatures and rainfall in Santa Cruz throughout the year:

<table>
<thead>
<tr>
<th>Month</th>
<th>Average Low</th>
<th>Average High</th>
<th>Average Rainfall</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>41°F (5°C)</td>
<td>63°F (17°C)</td>
<td>6.28 in (159.5mm)</td>
</tr>
<tr>
<td>February</td>
<td>43°F (6°C)</td>
<td>64°F (18°C)</td>
<td>6.44 in (163.6mm)</td>
</tr>
<tr>
<td>March</td>
<td>44°F (7°C)</td>
<td>66°F (19°C)</td>
<td>4.63 in (117.6mm)</td>
</tr>
<tr>
<td>April</td>
<td>46°F (8°C)</td>
<td>70°F (21°C)</td>
<td>1.97 in (50.0mm)</td>
</tr>
<tr>
<td>May</td>
<td>49°F (9°C)</td>
<td>72°F (22°C)</td>
<td>0.84 in (21.3mm)</td>
</tr>
<tr>
<td>June</td>
<td>52°F (11°C)</td>
<td>75°F (24°C)</td>
<td>0.19 in (4.8mm)</td>
</tr>
<tr>
<td>July</td>
<td>54°F (12°C)</td>
<td>75°F (24°C)</td>
<td>0.01 in (0.3mm)</td>
</tr>
<tr>
<td>August</td>
<td>54°F (12°C)</td>
<td>76°F (24°C)</td>
<td>0.04 in (1.0mm)</td>
</tr>
<tr>
<td>September</td>
<td>53°F (12°C)</td>
<td>76°F (24°C)</td>
<td>0.27 in (6.9mm)</td>
</tr>
<tr>
<td>October</td>
<td>50°F (10°C)</td>
<td>73°F (23°C)</td>
<td>1.45 in (36.8mm)</td>
</tr>
<tr>
<td>November</td>
<td>45°F (7°C)</td>
<td>67°F (19°C)</td>
<td>3.75 in (95.2mm)</td>
</tr>
<tr>
<td>December</td>
<td>41°F (5°C)</td>
<td>62°F (17°C)</td>
<td>5.68 in (144.3mm)</td>
</tr>
</tbody>
</table>
Money Matters

Currency

In the United States, paper currency is issued in denominations of $1, $5, $10, $20, $50, and $100. Each bill is the same size and similar in color and design. Most people avoid carrying $50 and $100 bills, and some businesses will not accept bills higher than $20.

Coins are primarily issued in 1-, 5-, 10- and 25-cent denominations. These coins are known respectively as pennies, nickels, dimes, and quarters.

In order to determine the value of the goods and services you are paying for, you might find it helpful initially to convert the cost to your home country’s currency. One website where you can do so is XE (xe.com).

Money for Your Arrival

When you first arrive you will need enough money for immediate expenses, such as transportation, food, and temporary housing. Avoid carrying large sums of cash. Instead, consider using the following:

Traveler’s Checks
This form of money is available for exchange immediately if the checks are made in USD. Checks in a foreign currency may be subject to foreign exchange fees.

ATMs/Check Cards
You will be able to immediately withdraw cash from an ATM, which are available throughout the Bay Area and on the UCSC campus. There may be a daily withdrawal limit and can be a transaction fee is the ATM is not associated with your bank/credit union.

International Credit Cards
Money is available immediately, but some stores may not accept your credit card.

Wire Transfers
This is the safest way to transfer money. However, you will need to have a US bank account to deposit the money into, and some wire transfers will charge you a fee.

Foreign Currency Exchange

The United States and Santa Cruz in particular have fewer currency exchanges than in many countries. Using a debit card instead is highly recommended. However, if you would like to use a currency exchange, some locations are:

San Francisco International Airport (SFO)
Travelex America has several currency exchanges and automated machines throughout the International Terminal and in Terminal 3.

San Jose International Airport (SJC)
There are two locations for currency exchange. One is in Terminal A’s Baggage Claim area; another is in the International Building across from Gate 15.

Money Market
903 Pacific Avenue, Suite 102
Santa Cruz, CA 95060
http://www.moneymarketcheckcashing.com/
If you want to open a U.S. bank account while you’re here, you have several options. In most cases, you will need to show your passport and your I-20 or DS-2019 to sign up for an account. Having your student ID may be helpful. You do not need a Social Security Number (SSN) or Individual Tax Identification Number (ITIN) to open an account.

Please note that our office does not endorse any of the following banks. Selecting a bank is your decision.

Bay Federal Credit Union*
420 River Street
(831) 479-6000
&
3333 Clares Street
(831) 479-6000
http://www.bayfed.com

Bank of America*
1640 Mission Street
(831) 432-1000
&
104 River Street
(831) 432-1000
http://www.bofa.com

Chase
2111 Almar Avenue (on Mission Street)
(831) 426-8280
&
730 Ocean Street
(831) 427-0532
http://www.chase.com

US Bank
2203 Mission Street
(831) 471-9183
http://www.usbank.com

Wells Fargo*
74 River Street
(831) 469-3525
http://www.wellsfargo.com

*Bay Federal, Bank of America, and Wells Fargo have ATMs by Baytree Bookstore. You can also use these ATMs even if you do not have an account with that bank or credit union, but you will be charged a fee.

If you have an account with Citi Bank, there are no branch locations in Santa Cruz. However, there are ATMs located in 7-Eleven Stores.
Telephone Services

There are a variety of mobile phone companies that operate in the Santa Cruz area. Monthly contracts and pay-as-you-go services are available with most companies. Students who are here for less than a year typically choose the pay-as-you-go services, as they often require less paperwork and are easier to cancel.

If you plan to get a U.S. phone number while you’re here, please contact the company to learn what you will need to bring to get a phone. Generally you will be asked to provide a valid photo ID (passport or driver’s license), your date of birth, and your local address. Most companies will ask you for your Social Security Number. This is not a requirement. If you do not have a Social Security Number you can still sign up for service, but you will often have to pay a deposit.

Before you sign any contract, make sure you meet the company’s requirements.

Visit the following phone providers’ websites for more information:

- **AT&T:** 550 River St, Suite D  
  (831) 457-8255  
  or  
  Store inside Capitola Mall  
  (831) 465-6771  
  [http://www.att.com](http://www.att.com)

- **Sprint:** 3555 Clares St, by Capitola Mall  
  (831) 475-8060  
  [http://www.sprint.com](http://www.sprint.com)

- **Verizon:** 110 Cooper St, in downtown  
  (831) 421-0753  
  [http://www.verizon.com](http://www.verizon.com)

- **T-Mobile:** Store inside Capitola Mall  
  (831) 475-5246  
  [http://www.t-mobile.com](http://www.t-mobile.com)

- **MetroPCS:** 831 Water St  
  (831) 425-9300  
  [http://www.metropcs.com](http://www.metropcs.com)

- **Tracfone:** Pre-paid phones and wireless cards  
  Find in:  
  Safeway at 2111 Mission St  
  (831) 420-0781  
  or  
  Rite Aid at 901 Soquel Ave  
  (831) 426-4303  
  [http://www.tracfone.com](http://www.tracfone.com)
Living On-Campus

Undergraduates

All undergraduates, including exchange students, are affiliated with one of ten colleges at UCSC, regardless of whether they live on campus. Each college differs in academic focus, location, architecture, and programming. During the admission process, you will have the opportunity to list your college preference.

Freshmen are expected to live in campus housing, usually in your assigned college’s dorms or apartments.

Other options include the Porter Transfer Community, The Village, Redwood Grove Apartments, the University Town Center, the International Living Center (ILC), the Camper Park, or Family Student Housing.

Exchange Students

Exchange students have similar options to freshmen and juniors for housing. If living on campus, however, the most popular option is the International Living Center (ILC) at College 9/10, whose residents are 50% international students and 50% American students. Please note that Wi-Fi access is not available in the ILC, so plan to purchase an Ethernet cable. An extra application is necessary to be approved to live here.

Graduate Students

Only two campus housing options are available to graduates: Graduate Student Housing or Family Student Housing. These apartments are located on the west side of the UCSC campus, and require an application through the UCSC Housing Office. Most graduate students seek housing off-campus in the surrounding community.

Questions about housing options or the application process? Talk to the Housing Office!

Email: housing@ucsc.edu

Location: Hahn Student Services, 1st Floor
Living Off-Campus

Off-campus housing in Santa Cruz and the Bay Area is infamously expensive and difficult to find. Rents are high, and availability is low. You are strongly encouraged to begin your housing search BEFORE you arrive in Santa Cruz. You are also encouraged to arrive as early as possible to look at housing in person.

The UCSC Community Rentals Office (CRO) is a resource center for UCSC students, faculty, and staff living off-campus in the Santa Cruz area. Not only do they have a database of rental listings, they also provide resources on completing a rental application, searching for roommates, and looking for housing.

Searching for Housing

If you choose to live off-campus, there are several websites that provide listings of apartments, rooms, and houses for rent in and around Santa Cruz.

UCSC Community Rentals Office Database
Craigslist
Apartment List
Rent Jungle

If you’re unable to find housing before you arrive, please make temporary arrangements at a local hotel. Be sure to ask if there is a UCSC student discount. The following sites list temporary housing options:

Santa Cruz Hotels
Santa Cruz Hostel

Rental Cost Statistics

<table>
<thead>
<tr>
<th>Type</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room in a Household</td>
<td>$500-$1400</td>
</tr>
<tr>
<td>Studios/Efficiencies</td>
<td>$700-$1495</td>
</tr>
<tr>
<td>1 BR Apt/Condo</td>
<td>$900-$1800</td>
</tr>
<tr>
<td>1 BR House/Duplex</td>
<td>$1200-$2000</td>
</tr>
<tr>
<td>2 BR Apt/Condo</td>
<td>$1400-$2750</td>
</tr>
<tr>
<td>2 BR House/Duplex</td>
<td>$1650-$3100</td>
</tr>
</tbody>
</table>

Figures include both unfurnished and furnished rentals. Some rentals include utilities, private baths, or other amenities.

Resources

- Tips for International Students
- Take the CRO’s online Renter’s Workshop
- Learn about Moving In and Moving Out
- Learn about Rental Laws and Agreements
- Learn about Choosing Housemates
- Learn about Avoiding Scams
- Learn about Renter Rights and Responsibilities

More resources about looking for housing are at: housing.ucsc.edu/cro/resources1.html

SSNs. You do not need a Social Security Number to rent a room or apartment. Although some landlords might insist, it is not required by law.

Rent Vocabulary. When searching listings, you may encounter abbreviations to describe the property. A few of the most common abbreviations are:

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>½ Bath</td>
<td>Toilet &amp; sink</td>
</tr>
<tr>
<td>Avail</td>
<td>Available</td>
</tr>
<tr>
<td>BA</td>
<td>Bathroom</td>
</tr>
<tr>
<td>BD or BR</td>
<td>Bedroom</td>
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<tr>
<td>Bkyd</td>
<td>Backyard</td>
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<tr>
<td>DW</td>
<td>Dishwasher</td>
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<tr>
<td>Furn</td>
<td>Furnished</td>
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<td>Incl</td>
<td>Included</td>
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<td>/mo</td>
<td>Per Month</td>
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<td>Util</td>
<td>Utilities</td>
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<td>W/D</td>
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When can I arrive?

You can enter the U.S. up to **30 days ahead of the program start date** listed on your I-20 or DS-2019. You will not be allowed to enter as an F-1 or J-1 student if you arrive earlier.

There are exceptions if you are a student transferring to UC Santa Cruz from another U.S. school/university. Talk to an ISSS advisor at istudent@ucsc.edu.

### Document Checklist

You will need to present several documents to officials at the U.S. Port-of-Entry (POE):

- Original, signed UC Santa Cruz I-20 or DS-2019
- Passport, valid at least 6 months into the future
- Valid F-1 or J-1 visa (Canadian citizens exempt)
- I-901 SEVIS fee receipt

You must also be prepared to show the following:

- Proof of funding and financial support
- UC Santa Cruz admission/EAP selection letter
- Contact information for UCSC and IEO advisors

**Do not pack these documents in checked luggage!** You may be asked to provide any of the above documents, so it is advised you keep them in your carry-on luggage.

Remember that admission to the U.S. is always at the discretion of the U.S. Customs & Border Protection (CBP) officers. If you travel without complete documentation, you may not be allowed to enter the U.S.

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**Form I-515A** Students who do not have sufficient documentation may be given a Form I-515A at the border and only **30-day** admission to the United States. If you receive a Form I-515A, see an ISSS advisor immediately.

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**What to Expect at the Border**

### The CBP Inspection Process

**As easy as 1-2-3...**

**STEP 1**  
Citizens travel documents before leaving your home country.  
Fill out Form I-94 or I-94e (for visitors) and CBP Declaration Form on board the airplane.  
Arrive in the United States and go to inspection area.  
Go to secondary inspection area, if requested.

**STEP 2**  
Pick up baggage at the baggage carousel.  
Show declaration to CBP officer (luggage may be inspected).  
Pay entry if applicable.

**STEP 3**  
Proceed through final CBP checkpoint.  
Depart or connect to your next flight.

When you arrive in the United States, you will first go to immigration inspection where a U.S. Customs and Border Protection (CBP) officer will determine your admissibility into the United States.

The CBP officer will take your digital photograph and collect your digital fingerprints. They will also ask you to present your documents and ask questions about your travel. Questions you may be asked include:

- Why are you coming to the U.S.?
- How long will you be in the U.S.?
- Where will you be staying?
- What is your final destination?
- How will you support yourself financially while in the U.S.?

Be sure to tell the officer that you are traveling to the U.S. as an F-1 or J-1 student. Once finished, the CBP officer will give you a stamp in your passport with the date you arrived, your class of admission, and your admitted—until date. This should say “F-1 D/S” or “J-1 D/S.” “D/S” means “Duration of Status.” Check your stamp and do not leave the counter without this notation!

After immigration inspection, you will claim your luggage and then proceed through Customs. You will need to show another officer your completed Customs declaration, which is a form with several questions that you must respond to, such as:

- Are you carrying more than $10,000?
- Are you carrying fruits or vegetables?

Answer these questions honestly. If you lie and such items are found, the penalty is much greater.
You should arrive on or before the report date listed on your I-20 or DS-2019. Arriving later than this date may cause you to miss orientation and/or classes, and in some cases may result in a late enrollment fee. IEO is required to report to SEVIS the arrival and enrollment of new students. Complete check-in with us within 15 days of the report date listed on your visa document. Failure to check in may result in the termination of your SEVIS record and loss of your F-1 or J-1 status.

**Orientations**

**Freshmen Students**

Summer Academy students’ check-in and IEO presentation will be scheduled during your first week at UCSC. You will also be included in the general UCSC Summer Orientation alongside other new students.

All other freshmen students must attend International Orientation before the Fall quarter begins. Your check-in will be scheduled during International Orientation.

**Junior Transfer Students**

Junior transfers are generally expected to have attended a UCSC Summer Orientation with other new students living in the United States. There is no specific International Orientation for junior transfers, but you will be required to attend an IEO presentation before the Fall quarter begins.

**EAP Reciprocity Students**

Incoming exchange students must attend an EAP International Orientation before the Fall quarter begins. You will be able to complete check-in before or after the Fall quarter begins.

**Graduate Students**

Graduate students are expected to attend the campus Graduate Student Orientation, as well as their department’s orientation. A mandatory International Orientation for graduate students will also be held before Fall classes begin, and include an IEO presentation.* You will have the option to complete check-in either before or after the Fall quarter begins.

*Students in Games & Playable Media MS*

Because Games & Playable Media MS is taught at the Silicon Valley Campus (SVC), students in this program will be able to attend a different Orientation that will be held at SVC. You are also welcome to join in orientation activities at UCSC’s main campus.

**Check-In**

**Step 1**

After arriving in Santa Cruz, scan copies of the following documents:

- Passport biographical page, if you renewed it since requesting your I-20 or DS-2019
- F-1 or J-1 visa (Canadian citizens exempt)
- Port-of-Entry stamp, with date you arrived
- Electronic I-94, available 24-48 hours after you’ve arrived in the U.S. Access your I-94 at i94.cbp.dhs.gov/i94/request.html

**Step 2**

Update your residential address (where you will live while in the U.S.) in the MyUCSC portal. Make sure to check the “Residential” box so we’ll receive the data.

**Step 3**

Report to IEO in person to complete check-in, or follow the specific instructions from the Orientation Office or IEO to electronically submit your documents. See the [Visa Check-In](#) page for the most up-to-date information.

**Step 4**

An ISSS advisor will review your immigration documents for completeness and register your SEVIS record.

**What will orientation and the IEO presentation cover?**

Orientation and the IEO presentation will give you valuable information regarding visa issues, immigration regulations, the UCSC campus, and resources in the community. It will also help you with adapting to your new environment.

**More questions about orientation?**

Please visit the [Campus Orientation Programs](#) webpage or email [internationalorientation@ucsc.edu](mailto:internationalorientation@ucsc.edu) for assistance.
Getting to Santa Cruz

The majority of UC Santa Cruz international students arrive in California via one of the San Francisco Bay Area’s airports. Most students choose to fly into either San Francisco International Airport (SFO) or into San Jose International Airport (SJC).

Public Transit from SFO to Santa Cruz

UC Santa Cruz can be reached from SFO using a combination of BART, Caltrain, and the Highway 17 Express.

First, take BART from SFO’s International Terminal (Level 3) to Millbrae Station.

Take the Caltrain from Millbrae Station (in Zone 1) to San Jose’s Diridon Station (in Zone 4). At Diridon, board the Highway 17 Express Bus to Santa Cruz’s Pacific Station. Make sure you have cash.

At Pacific Station, you can take any UCSC bus route from Lane 1 to get to the campus, or you can take another bus to your final destination. You will need cash.

Fares, Routes, and Timetables from SFO

BART: http://www.bart.gov
Caltrain: http://www.caltrain.com
Santa Cruz Metro: http://www.scmtd.com

Fares vary, but generally you should expect to spend $19.00 per person to get to Santa Cruz from SFO.

Students should be aware that travel to Santa Cruz from San Francisco via public transit can take several hours, so please plan accordingly.

Not flying into San Francisco, or don’t want to take public transportation?
Public Transit from SJC to Santa Cruz

Students arriving at SJC will need to combine Caltrain, VTA, and bus travel in order to get to UC Santa Cruz.

First, exit Baggage Claim at SJC and go to the VTA #10 Airport Flyer pick-up location next to Terminal B.

Then, board the #10 bus to Caltrain’s Santa Clara Station.

At Santa Clara Station, board a Caltrain toward San Jose’s Diridon Station (Zone 4). It will be the second stop.

Once you arrive at Diridon, transfer to the Highway 17 Express Bus to Santa Cruz’s Pacific Station. Make sure you have cash.

At Pacific Station, you can take any UCSC bus route from Lane 1 to get to the campus, or you can take another bus to your final destination. You will need cash.

Finding Fares, Routes, and Timetables from SJC

VTA Airport Flyer: http://www.vta.org/
Caltrain: http://www.caltrain.com
Santa Cruz Metro: http://www.scmtd.com

Fares vary, but generally you should expect to spend $13.00 per person to get to Santa Cruz from SJC.

Students should be aware that like public transit from SFO, taking public transit from SJC to Santa Cruz could take 2-3 hours.

Other Transportation Options

Many students arriving at SFO or SJC may not want to use public transit to get to Santa Cruz. If this is the case, you can instead arrange to take a shuttle.

Airport shuttle providers that offer service to and from UC Santa Cruz include:

Aeronet Airporter
+1 (800) 531-2629

Anjorin Town Car Service
+1 (831) 431-7556
+1 (888) 495-4114

Blue Water Limousines
+1 (831) 477-0170

Early Bird Airport Shuttle
+1 (831) 462-3933

Santa Cruz Shuttles
+1 (831) 421-9883

Paradise Transportation
Note this is a private door-to-door service, not a shared-ride van service. Current pricing. Call +1 (831) 477-1200 for a reservation.

West Coast Transportation Club Limousine and Sedans
+1 (831) 464-2600

More information about transportation to UC Santa Cruz from the San Francisco Bay Area can be found through Transportation & Parking Services’ website.
Getting Around UC Santa Cruz

Campus Transit

UCSC uses a campus bus system run by Transportation and Parking Services (TAPS). The two main routes are called the Loop and the Upper Campus. These white buses run on weekdays from about 7:30AM – 11:00PM and on weekends from about 6:00PM – 11:00PM. No fare is required; simply get on the bus. The Loop travels from UCSC’s main entrance through the entire campus. The Upper Campus only travels between the East and West Remote Parking Lots.

Riding late at night? TAPS also offers a late night bus to and from downtown called the Night Owl. For more information visit taps.ucsc.edu/buses-shuttles/night-owl.html.

Campus Parking

Cars on campus must have valid parking permits. These permits can be purchased from the TAPS Sales Office near the Lower Campus bus stop. Temporary metered parking is also available. Visit http://taps.ucsc.edu/parking for details.

Remember that if you do end up having a car in the U.S., always keep your vehicle registration and vehicle insurance in the car. Vehicle insurance is mandatory in the U.S.

Note: Students with freshman or sophomore standing who live in campus housing are not allowed to purchase a parking permit (except motorcycle permits) unless they have a compelling academic, family, or medical reason.

Thinking of getting a bike?

Santa Cruz is a great city for bicyclists. TAPS operates a Bike Program that includes a variety of services, such as a bike lending library, a bike co-op and maintenance, and information on bike routes throughout Santa Cruz.

The bike program also includes two popular morning bike shuttles for students that want to use their bike to commute to and from campus. These shuttles pick up both in downtown Santa Cruz and on the busy Mission Street. No fare is required, but you must have your student ID and your bike to board.

For more information about the bike program, visit taps.ucsc.edu/commute-options/bikes/index.html.
Getting Around Santa Cruz and the Bay Area

Most destinations in Santa Cruz and the Bay Area can be reached via public transportation using one or more of the Bay Area transportation companies or services. Making sense of the different services and different routes can be difficult. There are several free websites and smartphone apps that will plan the route for you by providing you an itinerary based on your location and destination. Three of the more popular are:

- **Google Maps** (also available as app)
  [http://maps.google.com](http://maps.google.com)
- **Transit 511** (also available as app)
- **Routesy Bay Area** (app)
  [http://www.routesy.com](http://www.routesy.com)

**Santa Cruz Metro**

The Santa Cruz Metro operates 5 routes that travel through campus to downtown and are a great way to get around Santa Cruz. A blue metro bus will come through campus about every 10 minutes on weekdays and every 30 minutes on weekends. Your student ID card is your bus pass. If you forget your card, fare is $2.00. For route maps and schedules, visit [http://www.scmtd.com](http://www.scmtd.com). This information is also posted at each bus stop.

A good thing to remember is that Routes 10, 15, and 16 are usually the fastest to get to downtown. Routes 19 and 20 will take longer, although they do have stops next to the beach and Boardwalk. All routes end at Santa Cruz’s Pacific Station except the 20D, which ends at Delaware Avenue.

Santa Cruz Metro also operates several routes around the rest of Santa Cruz, including to the Capitola Mall which has a variety of stores and restaurants. It also operates the Highway 17 Express bus that connects Santa Cruz to San Jose and Silicon Valley.

**Student Car Rentals**

Students allowed to drive can rent a car by the day or by the hour from a company called Zipcar. Cars are located on campus and in downtown, and auto insurance and gas are included in Zipcar’s rental fees. For more information, please visit either [http://www.zipcar.com/ucsc](http://www.zipcar.com/ucsc) or [http://taps.ucsc.edu/airports-travel/zipcar.html](http://taps.ucsc.edu/airports-travel/zipcar.html).

**Student Rideshares**

UCSC operates a private rideshare program through Zimride, which provides an easy way to find if others on campus are going the same route you are. Students can either join a trip as drivers or passengers. For more information see [http://www.zimride.com/ucsc](http://www.zimride.com/ucsc) or [http://taps.ucsc.edu/airports-travel/zimride.html](http://taps.ucsc.edu/airports-travel/zimride.html).
California and Beyond

Monterey County

Many students are interested in visiting Monterey and its surrounding areas, which include Big Sur, Pebble Beach, and Carmel. Monterey-Salinas Transit provides service to and around Monterey, and a bus leaves from Santa Cruz’s Pacific Station at limited times throughout the week. For information on fares and route schedules, please see their website at www.mst.org.

Traveling to East Bay Cities

East Bay cities include Fremont, Hayward, Oakland, Emeryville, Berkeley, and Richmond. These cities can be reached by traveling to Diridon Station and transferring to either a Capitol Corridor train or to VTA Route 180/181 to the Fremont BART station.

Traveling to Peninsula Cities

The Peninsula includes several cities, such as Santa Clara, Sunnyvale, Mountain View, Palo Alto, Menlo Park, Redwood City, San Carlos, San Mateo, Millbrae, San Bruno, and of course San Francisco. Students traveling by public transit should take a Northbound Line/San Francisco Caltrain from Diridon Station to get to any of these cities. The cost will vary from $2.50 to $11, depending on your destination. The Caltrain system map is available at http://www.caltrain.com/stations/systemmap.html.

Amtrak
Amtrak provides rail service from San Jose’s Diridon Station to most of the U.S. Routes and fares can be found at www.amtrak.com.

Megabus
Megabus is a discounted bus service that provides daily transportation to and from Los Angeles and San Jose’s Diridon station. Fares and route schedules can be found at www.us.megabus.com.

Greyhound Bus
Greyhound has routes that pick up both at Santa Cruz’s Pacific Station and San Jose’s Diridon Station to various U.S. cities. Fares and route schedules can be found at www.greyhound.com.
If you want to drive in California, you will need to go to the Department of Motor Vehicles (DMV) office to apply for a driver’s license.

Where: 4200 Capitola Road (by Capitola Mall)
Website: [http://www.dmv.ca.gov/](http://www.dmv.ca.gov/)
Phone: (800) 777-0133
Office Hours: 8:00AM – 5:00PM

Be aware the DMV is notorious across the U.S. for long wait times. Even if you have an appointment, anticipate spending a few hours at the DMV.

### How to Apply

If you are applying for a license, the general steps you need to follow are:

1. **Wait at least 10 calendar days** after you’ve arrived in the U.S.
2. **Wait at least 2 business days** after your SEVIS record has been registered.
3. Review the DMV’s [website](http://www.dmv.ca.gov/) for detailed information on license applications.
4. Apply in person at a DMV for either a driving permit or driver’s license. Making an appointment is highly recommended.
5. Pay the $33 application fee.
6. Pass a written test. There are 36 questions and you can take it up to 3 times before you must restart the process.
7. Pass a behind-the-wheel driving test. This will require a separate appointment.

### Social Security Numbers at the DMV

The DMV will ask for your SSN as part of the application process for a driver’s license, but an SSN is **not** required. Inform the DMV that you currently “are not eligible” for an SSN. The DMV official will instead verify your legal status in the U.S. using your immigration documents.

### Documents You’ll Need to Apply

If you do not have a Social Security Number, you will need to present your immigration documents to a DMV official when applying for a permit or license:

- Original, signed UCSC I-20 or DS-2019
- Original passport
- Electronic I-94 printout

Do not bring copies. The DMV needs to see originals.

### Problems with the DMV

If you encounter any problems at the DMV with your application, ask to speak with a supervisor at the office familiar with international students.

If a supervisor is not available, or you continue to have problems, contact an ISSS advisor for assistance.
Food & Grocery

On-Campus Dining

There are 5 dining halls located around campus that each provide cafeteria-style meals and do themed College Nights. In addition to these, there are several campus restaurants, coffee bars, and cafes. For a complete list, see http://dining.ucsc.edu.

If you’d like to see each dining hall’s weekly menu, visit http://nutrition.sa.ucsc.edu.

If you have purchased a meal plan or have Flexi Dollars, your UCSC student ID card functions as your meal pass. You can change your meal plan or add Flexi Dollars by logging into the Student Housing portal at http://studenthousing.ucsc.edu.

Major Grocery Stores

Safeway: 2111 Mission Street

Safeway has the widest selection of items and is the least expensive grocery store. However, it can be harder to get to and from the store without a car, since it is a few blocks from the major metro bus stops.

Trader Joe’s: 700 Front Street

Trader Joe’s has a wide selection of organic food, though it will be more expensive than Safeway. It can be easier to get to this store, since it is located downtown.

New Leaf: 1134 Pacific Ave; 1101 Fair Ave

New Leaf also offers a wide selection of organic food and produce. Like Trader Joe’s, it is also more expensive.

Farmer’s Markets

One of the most popular places to purchase food in Santa Cruz is at one of the local farmer’s markets held throughout the week:

Downtown: Wednesdays, 1:30PM-5:30PM
Corner of Cedar & Lincoln Streets

Westside: Saturdays, 9AM-1PM
Corner of Western & Mission

Farm Cart: Tuesdays & Fridays, 12PM-6PM
June to early November
UCSC Entrance, Bay & High Street

Most stands do not accept credit/debit cards, so make sure you are carrying cash!
Shopping

When you first arrive, you will likely need and want to buy inexpensive furniture, appliances, and household items. Some common places for students to purchase these are:

**Capitola Mall** [http://www.shopcapitolamall.com](http://www.shopcapitolamall.com)
1855 41st Avenue, Capitola
Major shopping center that includes several department stores, clothing stores, restaurants, and shops.

**Target** [http://www.target.com](http://www.target.com)
41st Avenue, in Capitola Mall
Major retail store adjacent to Capitola Mall that sells a variety of items, including furniture.

**Craigslist** [http://www.craiglist.org](http://www.craiglist.org)
Search under SF Bay Area – Santa Cruz for items being sold in Santa Cruz and the surrounding neighborhoods. You'll likely have to pick up the items yourself. Most people will not deliver.

**Costco** [http://www.costco.com](http://www.costco.com)
220 Sylvania Avenue, Santa Cruz
Discount warehouse store that sells items in bulk. You will need to buy a membership to enter the store.

**Goodwill**
204 Union Street, Downtown Santa Cruz
Cheap goods and clothing that have been donated.

**Salvation Army**
204 Union Street, Downtown Santa Cruz
Thrift store selling goods and clothing that have been donated.

**Westfield Valley Fair Mall**
2855 Stevens Creek Boulevard, Santa Clara
Major shopping center in Silicon Valley area that includes department stores, retail stores, and restaurants.

In addition to these, there are several other boutiques and retail stores along Pacific Avenue and 41st Avenue.
# Making Phone Calls

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>How to Call</th>
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<tbody>
<tr>
<td>Emergencies</td>
<td>Dial 911. This is the national emergency phone number for police, ambulance, and fire department services.</td>
</tr>
<tr>
<td>Directory Assistance</td>
<td>Dial 411. An operator will give you the phone numbers for people and businesses. There is a $1.25 fee.</td>
</tr>
<tr>
<td>Going outside the U.S.</td>
<td>Dial 011 + country code + city code + phone number.</td>
</tr>
<tr>
<td>Within the U.S., but going outside your local area code</td>
<td>Dial 1 + three-digit area code + seven-digit phone number.</td>
</tr>
<tr>
<td>In your local area code</td>
<td>Dial seven-digit phone number directly.</td>
</tr>
<tr>
<td>On-campus phone going to another on-campus phone</td>
<td>Dial only the last five digits of the phone number. For example, the International Education Office’s phone number is (831) 459-2858. You would dial only 9-2858.</td>
</tr>
<tr>
<td>On-campus phone going to an off-campus phone</td>
<td>Dial 6 + the phone number as described above. For example, if you are calling outside Santa Cruz’s local (831) area code, you would need to dial 6 + 1 + area code + seven-digit phone number.</td>
</tr>
</tbody>
</table>
**United States Postal Service (USPS)**

USPS is responsible for providing regular mail service to the entire U.S. It is the most common and least expensive way to send mail.

**What Postage Do I Need?**
If you are sending mail within the United States, check [http://postcalc.usps.com](http://postcalc.usps.com) for a domestic mail price calculator. If you are sending mail internationally, check [http://ircalc.usps.com](http://ircalc.usps.com) for an international mail price calculator.

**Mail Delivery / Pick-Up**
USPS mail is delivered to your home address once a day on Monday-Saturday. There is no mail pick-up or delivery service on Sundays or federal holidays. If you have mail to send, they will collect it from your mailbox or from the blue drop boxes located throughout campus and the area. Mail placed in these drop boxes must be completely ready to send, with the correct postage amount.

**UCSC Self-Service Kiosk** Baytree Bookstore
UCSC has a kiosk on the ground floor of the Baytree Bookstore, just inside the entrance. You can find shipping supplies here, as well as print any required postage and labels for USPS mail. The kiosk also has a drop box for non-international mail. Non-USPS should not be taken to the kiosk. You should instead take it to the company’s off-campus office.

**Santa Cruz Main Post Office** 850 Front Street
If your mail cannot be placed in a drop box, such as international mail or large packages, you can visit the post office in Downtown Santa Cruz. They are open Monday-Friday and can help you with outgoing mail, packaging items, and completing a customs declaration.

**Courier / Express Mail**
If you need overnight or quick delivery of a quick package, you can contact one of the following services:

- **DHL Worldwide Express** Contact for pick-up.  
  [www.dhl.com](http://www.dhl.com)

- **UPS Store** 849 Almar Street, Suite C  
  [www.theupsstore.com](http://www.theupsstore.com)

- **FedEx** 712 Front Street  
  [www.fedex.com](http://www.fedex.com)

**Need to ship luggage home?**

Rather than transport several pieces of luggage home, some students decide to ship their suitcase and/or several boxes home instead.

Although this can be expensive, it may be less expensive than airline and travel costs. If you’re interested, the courier/express mail services above should be able to help you. Unfortunately, Santa Cruz’s Post Office does not have the capacity to ship suitcases.
Cultural Differences

Adapting to life in your new environment can be a difficult process, but it doesn’t have to be too difficult. One of the best ways you can have a successful intercultural experience is by learning as much as possible about the culture of your new environment. Though not every culture fits neatly into simple categories, there are some elements of American culture that apply in most situations.

**Individualism**

In general, people in the U.S. are very individualistic. People view themselves first and foremost as individuals than as a member of a family, community, or nation. They value being self-reliant and independent, and tend to distance themselves psychologically and emotionally from others.

**Time**

Most people in the U.S. view time as ‘monochronic,’ meaning that specific things are done in a specific order and at specific times. Time is organized and set aside for certain tasks or purposes, rather than doing several things at once. Punctuality is heavily valued. Arriving on time for appointments, meetings, and classes is expected in American culture. Many Americans actually try to arrive a little early.

**Equality**

U.S. culture strives to be egalitarian, and values equality. For the most part, little attention is paid to status and people are valued for who they are and not which family they may come from. Some hierarchies in the U.S. may seem less important or prevalent than the hierarchies in your home country. This also applies to differences in gender. Men and women are viewed as equals in U.S. culture and given equal rights.
Communication

Communication in the U.S. is very direct. People usually try to communicate something very specific as quickly and as detailed as possible. They will pay less attention to nonverbal messages and usually take statements at face value. You’ll also find that Americans maintain eye contact and nod during conversation to show attentiveness. Many Americans will also “speak with their hands,” gesturing during conversation.

Friendship

The concept of friendship varies from culture to culture. In some, friendship is seen as a very deep and long-lasting relationship. It is based on love and respect, and requires obligation. In U.S. culture, friendship is oftentimes much more casual and divided into “friends in class,” “friends at work,” and “friends at home.” Many international visitors have reported that American students and scholars are friendly and easy to approach, but more difficult to really get to know.

Personal Space

You may find that Americans require more personal space than people in your home country do. Typically Americans will stand at least an arm’s length away from each other in social settings. If you try to get closer to an American during a conversation, they may feel you are “invading their personal space” and try to move away. Try to avoid physical contact when speaking, as this can be too intimate for acquaintances.
Coping with Cultural Differences

The following tips may help you cope with some of the difficulties you might experience as a result of cultural differences.

Forget “good” and “bad”

One important thing to remember when faced with cultural differences is that cultural differences are just that: differences. Try not to place a qualitative judgment on something just because it is different than how things are done in your culture. It’s not good or bad or better or worse; it’s just different.

Be curious, learn by doing

One of the best ways learn about a new culture is to experience it. Be open to doing and trying new things. Be curious about the ways things are done in your new culture. Ask questions.

Laugh!

Laughter is the best medicine. You will make mistakes trying to find your way in your new culture. One of the best ways to deal with your mistakes is to learn to laugh at them. It will help you learn and others will respond to your laughter with friendliness.

Depression and Homesickness

It is common to suffer from depression and or homesickness during your time in the U.S. The tips above can help you, but if you feel that you are suffering from depression it is important to seek help.

Counseling & Psychological Services (CAPS) is a part of the UCSC campus that provides a wide range of services including counseling, group counseling, workshops, and psychiatric help. Visits are kept confidential. Visit their website to find a list of everything that they provide, as well as other off-campus resources: http://caps.ucsc.edu/index.html.
ON-CAMPUS CARE:

Student Health Center (SHC)
Students should visit the Student Health Center, located across the street from Colleges 9 and 10, for all non-emergency health care.

The SHC provides a range of services, from routine medical appointments to women’s health care to health clearances for sports or travel. They can also refer you to an off-campus doctor, if necessary.

For more information about their services:
http://healthcenter.ucsc.edu
healthcenter@ucsc.edu
(831) 459-2211

Counseling & Psychological Services (CAPS)
CAPS is a part of the Student Health Center. Counselors are available at each residential college and at the SHC. Counselors can help with a variety of personal issues like stress, anxiety, depression, and cultural adjustment. All visits are completely confidential.

To contact CAPS:
http://caps.ucsc.edu
(831) 459-2628

OFF-CAMPUS URGENT CARE:

Palo Alto Medical Foundation (PAMF), Westside
1301 Mission Street (at Laurent Street)
(831) 458-6310

Dignity Medical Group, Dominican
2018 Mission Street (at Almar Avenue)
(831) 706-2220

Palo Alto Medical Foundation (PAMF), Main
2025 Soquel Avenue (at Capitola Road)
(831) 423-4111

Doctors on Duty
615 Ocean Street (at Dakota Avenue)
(831) 425-7991

With all these locations, please make sure to ask if your insurance will be accepted. Be aware that you’ll probably need to pay what’s called a “co-pay.” This is a payment required from the insured person each time they receive a medical service.

FOR IMMEDIATE CARE IN AN EMERGENCY DIAL 911

LOCAL HOSPITAL (NEAREST EMERGENCY ROOM):

Dominican Hospital
1555 Soquel Drive
(831) 462-7700 (main office)
(831) 462-7710 (ER)

In the U.S., ER care and/or taking an ambulance is expensive and should be used only for true emergencies involving severe illnesses and injuries. If you have a minor illness, it is better to first visit the SHC or an off-campus urgent care clinic. However, if you are ever in doubt, do not hesitate to go to the ER.
**Health Services & Safety**

**Support & Crisis Services**

### SLUG SUPPORT:
If you or fellow students are under serious mental or financial stress, you can contact the Slug Support program for assistance. Slug Support can offer support with emergency housing, food, or small emergency loans. Slug Support serves all UCSC students, whether they are an undergraduate, on exchange, or a graduate, and whether they live on- or off-campus.

For more information about their services:
- deanofstudents.ucsc.edu/slug-support/program/index.html
- deanofstudents@ucsc.edu
- Main line: (831) 459-3456

### LET’S TALK PROGRAM:
“Let’s Talk” is a drop-in program where students can stop by various sites around campus for a brief, confidential conversation with a counselor. You don’t need an appointment. Let’s Talk is not formal counseling, but instead for 10-15 minute consultations.

For information on where they’ll be:
- http://caps.ucsc.edu/resources/lets-talk.html

### MENTAL HEALTH:
**Dominican Hospital Behavioral Health Unit**
1555 Soquel Drive
(831) 462-7719

**Suicide Prevention 24-Hour Hotlines**
(831) 458-5300
(877) 663-5433
(800) 784-2433

### ALCOHOL & DRUG ABUSE:
**Alcoholics Anonymous (AA)**
(831) 475-5782

**Alcohol & Drug Abuse**
(831) 454-4357

### DOMESTIC VIOLENCE:
In the U.S., any form of physical or verbal abuse towards a spouse or partner is completely unacceptable. Not only is it unacceptable but also illegal. The following support services are available in Santa Cruz for individuals in this situation:

**Monarch Services / Defensa de Mujeres**
1570 Soquel Drive
24-hour crisis hotline: (831) 685-3737
Main office: (831) 425-4030

**Santa Cruz Women’s Health Center**
250 Locust Street
(831) 427-3500

**Walnut Avenue Women’s Center**
24-hour crisis hotline: (866) 269-2559
Main office: (831) 429-1478

**Women’s Crisis Support**
Hotline: (831) 429-1478

### TITLE IX/SEXUAL ASSAULT:
Sexual harassment is a crime in the United States. The following offices and organizations can provide confidential advice and options for staff, faculty, and students regarding sexual assault, dating violence, domestic violence, and stalking. Crisis counselors and reporting assistance is also available.

**Title IX Office**
www2.ucsc.edu/title9-sh/index.htm
(831) 459-2462

**Student Health Center CARE Program**
http://care.ucsc.edu/

**Monarch Services / Defensa de Mujeres**
1570 Soquel Drive
24-hour crisis hotline: (831) 685-3737
Main office: (831) 425-4030
Pharmacies

ON CAMPUS PHARMACY

The Student Health Center has a pharmacy on the ground floor of the East Wing for students that need to fill prescriptions or purchase over-the-counter medications. They also offer integrative/herbal references and various other supplies and gifts.

The pharmacy is open weekdays from 9:00AM – 5:00PM, and can fill prescriptions from any U.S. physician.

Main Office: (831) 459-2360  
Prescription Refills: (831) 459-1546

For more information on their services, please see:  
http://healthcenter.ucsc.edu/pharmacy/services.html

OFF CAMPUS PHARMACIES

There are several pharmacies located near UCSC if you do not want to use the SHC pharmacy. Some of the most widely used are:

Westside Pharmacy  
1401 Mission Street  
Phone: (831) 423-7175

Safeway Pharmacy  
2111 Mission Street  
Phone: (831) 420-0785

CVS Pharmacy (Westside)  
1700 Mission Street  
Phone: (831) 457-2481

CVS Pharmacy (Downtown)  
600 Front Street (by Trader Joe’s)  
Phone: (831) 426-7444

Walgreens Pharmacy  
201 Front Street (at Laurel/Pacific)  
Phone: (831) 421-9142
Unlike universities you may be used to, UC Santa Cruz divides student advising among several groups. Campus advisors address various subjects and have very different areas of expertise.

Your ISSS advisor can help you with any immigration or cultural questions and concerns you may have, as well as identify campus resources. In addition to your ISSS advisor, you will have at least two academic advisors that will work with you throughout your academic career. It is important to understand what each type of advisor does so you know who to see when you need help.

**College Academic Advisor or Preceptor**

These “generalist” advisors are assigned to undergraduates at admission and are located in the 10 residential colleges. They can help you understand campus-wide requirements such as general education, academic progress, and time-to-degree policies. They can also help you identify majors or courses that could be a good fit. College advisors or preceptors will also be able to help you if you need to discuss enrollment or leaves of absence.

[Contact Information for College Advisors](#)

**Major or Minor Advisor**

These advisors for undergraduates focus on a specific program. They can help you understand major qualification and graduation requirements, as well as academic planning and declaration for the major. They can also help you identify faculty mentors and learning enrichment opportunities in your field. Students are assigned a major/minor advisor once they officially declare the major.

[Contact Information for Major/Minor Advisors](#)

**Graduate Advisor or Coordinator**

These advisors for graduates are dedicated to your specific program. They can help you understand degree requirements, as well as enrollment logistics. They also assist with orientation programming for new students and with seminars throughout the year. This advisor will also assist you with any requests for leaves of absence or employment authorization.

To learn who your graduate advisor/Coordinator is, please look to your department’s website.

**Graduate Faculty Advisor**

Graduate students will be assigned a faculty advisor upon arrival at UC Santa Cruz. This advisor will be the person you consult on academic matters and will serve as your liaison with the department on procedural matters, such as examinations and thesis submission.

**Other Advisors**

**Career Advisors**

These generalist advisors can assist you with exploring career options, finding internship and employment opportunities, and applying to graduate and professional school. They can also assist you with strategies for writing resumes and interviewing.

[Contact Information for Career Advisors](#)

**Services for Transfer and Reentry (STARS) Advisors**

These advisors provide additional academic and personal support for transfer, reentry, and readmitted students. They can also assist with transition concerns, academic support networks, and post-graduation planning.

[Contact Information for STARS Advisors](#)
**ID Card Services**

**Where:** Baytree Bookstore Building  
**Email:** idcards@ucsc.edu  
**Phone:** (831) 459-2990

Processes all requests for:
- New student ID cards ($25)
- Replacement of lost ID cards ($20)

Your ID card (with valid quarter sticker) is your dining hall meal pass, metro bus pass, library card, and OPERS access card. You can get the new sticker at your residential college or department office.

**Registrar**

**Where:** Hahn Student Services, Room 190  
**Website:** [http://reg.ucsc.edu](http://reg.ucsc.edu)  
**Email:** registrar@ucsc.edu  
**Phone:** (831) 459-4412

Processes all requests regarding:
- Academic records
- Transcripts
- Course and university enrollment
- Residency for tuition purposes
- Graduation

**Financial Aid & Scholarship Office**

**Where:** Hahn Student Services, Room 205  
**Website:** [http://financialaid.ucsc.edu](http://financialaid.ucsc.edu)  
**Email:** registrar@ucsc.edu  
**Phone:** (831) 459-2963

Answers all questions regarding:
- Estimated cost of attendance
- Financial aid eligibility
- Undergraduate Dean’s Award
- University scholarships
- Private scholarships
- Private and short-term loans

**Student Business Services (SBS)**

**Where:** Hahn Student Services, Room 102  
**Website:** [http://sbs.ucsc.edu](http://sbs.ucsc.edu)  
**Email:** oarinfo@ucsc.edu  
**Phone:** (831) 459-2107

Answers all questions regarding:
- Tuition and fee billing schedule
- Making payments
- Bills and loans
- Financial holds

**Disability Resource Center (DRC)**

**Where:** Hahn Student Services, Room 125  
**Website:** [http://drc.ucsc.edu](http://drc.ucsc.edu)  
**Email:** drc@ucsc.edu  
**Phone:** (831) 459-2089 or TTY Service

Assists students that have a temporary or permanent disability with obtaining:
- Test accommodations
- Note-taking accommodations
- Housing accommodations
- Transportation accommodation

**Career Center**

**Where:** Bay Tree Bookstore, 3rd Floor  
**Website:** [http://careers.ucsc.edu](http://careers.ucsc.edu)  
**Email:** career-center@ucsc.edu  
**Phone:** (831) 459-4420

Provides access to:
- On-campus employment database
- Career workshops and resource libraries
- Job and graduate school fairs
- Research opportunities
- Sample Curriculum Vitae (CV) and resumes
Learning Support Services (LSS) is the major office involved in academic support for students at UCSC. They are located in Room 221 of the Academic Resources Center (ARC) near McHenry Library. Their office collaborates with UCSC Student Affairs to support academic success.

**Group Tutoring Sessions**

http://lss.ucsc.edu/programs/small-group-tutoring/index.html

Learning Support Services offers content-related tutoring in a variety of classes each quarter. Students must sign up online and commit to 1 hour per week of tutoring.

Tutoring is normally done through group sessions scheduled in advance. All tutors are undergraduate students that have received a B or better in the class they’re tutoring.

**Modified Supplemental Instruction (MSI)**

http://lss.ucsc.edu/programs/modified-supplemental-instruction/index.html

MSI gives students the opportunity to learn together in small groups led by advanced Student Learning Assistants. MSI is guaranteed study/learning time facilitated by someone who earned a B or better in the class.

MSI begins during the second week of the quarter. Pay attention during the first classes, as this is usually when professors will announce if MSI is available for their class. You can go to MSI any time during the quarter, even if you haven’t attended regularly.

**Drop-In Math & Writing Tutoring**

http://lss.ucsc.edu/programs/drop-in-tutoring.html

LSS offers one-on-one drop-in writing tutoring at the ARC to all students throughout the academic year. You can bring assignments from classes across all disciplines. However, please be aware that LSS cannot offer tutoring for Writing 20, 21, 23, or core courses. The class instructors will offer usually tutoring for these classes instead.

Drop-in math tutoring is available at McHenry Library to all students throughout the academic year. Courses supported include MATH 2, 3, 11A, 11B, 19A, 19B, 22, 23A, and 23B.

If you are taking a class and need help, consider going to the tutoring session! You don’t need an appointment, just come by.

**Academic Excellence Program (ACE)**

http://ace.ucsc.edu/

ACE is an academic support program dedicated to students earning bachelors’ degrees in science, technology, engineering, and mathematics (STEM) fields.

ACE brings STEM students together in learning sessions supplemented by the large math and science lectures. Students work in a team to learn concepts. Students meet twice a week throughout the quarter, as well as attend a small peer-mentoring session.
Recreation and Sports

The Office of Physical Education, Recreation, and Sports (OPERS) operates UCSC’s on-campus fitness center and organizes recreational trips, intramural sports, and Physical Education classes.

The main OPERS Complex near Cowell College includes the Wellness Center, a 50-meter pool, basketball court, tennis courts, and racquetball courts. You can rent equipment or lockers from the OPERS office, as well as drop in on group exercise classes. You will need your UCSC student ID to enter the OPERS Complex.

Outside the OPERS Complex are the East Field, Lower East Field, track, and a beach volleyball court. The West Field Gym, across campus near College 8, also has several courts.

Recreation Trips and Classes

OPERS will publish a guide of activities and classes just before the start of each quarter online at [http://recreation.ucsc.edu](http://recreation.ucsc.edu). Enrollment takes place online. Spots fill up quickly, so be prepared!

P.E. and Group Exercise Classes

Some of the most popular offerings from OPERS are P.E. and group exercise classes. These are usually held in the OPERS Complex and include classes such as kickboxing, yoga, and zumba. See [http://fitlife.ucsc.edu/](http://fitlife.ucsc.edu/) for information.

Sports & Intramural Clubs

UCSC is an NCAA Division III school, and also operates competitive and non-competitive student-run sports clubs. If you’re interested in joining, please visit [http://www.goslugs.com](http://www.goslugs.com) and [http://opers.ucsc.edu/sports-clubs](http://opers.ucsc.edu/sports-clubs) for a list of sports and clubs, how to join, and more.

Community Boating Center

Along with the OPERS Complex, UCSC operates the Community Boating Center at Santa Cruz Harbor. Here you can take sailing, kayaking, and rowing classes and tours. It is also where the sailing team, rowing club, and boating club meet to head out onto Monterey Bay. Please visit [http://boating.ucsc.edu](http://boating.ucsc.edu) for more information.
Local Events and Activities

General

UC Santa Cruz Events Calendar
https://events.ucsc.edu/

Boardwalk Events
http://beachboardwalk.com/events/

Downtown Santa Cruz Events Calendar
http://www.downtownsantacruz.com/calendar/

Santa Cruz County Events
http://www.santacruz.org/events

Music

UC Santa Cruz Department of Music
http://music.ucsc.edu/news_events

Santa Cruz County Symphony
http://www.santacruzsymphony.org/

Kuumbwa Jazz
http://kuumbwajazz.org/

The Catalyst
http://www.catalystclub.com/

Rio Theatre
http://www.riotheatre.com/

Theater

UC Santa Cruz Theater
http://theater.ucsc.edu/season

Cabrillo Stage
http://www.cabrilostage.com/

Mountain Community Theater
http://mctshows.org/

Santa Cruz Ballet Theatre
http://www.scbt.org/

Shakespeare Santa Cruz
https://www.santacruzshakespeare.org/

Museums

Museum of Art and History
http://www.santacruzmah.org/
Located in downtown. Hosts “First Friday” themed events.

Santa Cruz Surfing Museum
http://www.santacruzsurfingmuseum.org/
Small museum about history of surfing in Santa Cruz.

Santa Cruz Museum of Natural History
http://www.santacruzmuseum.org/
Natural history of Santa Cruz and Monterey Bay.

Seymour Center Long Marine Lab
http://seymourcenter.ucsc.edu/
Interactive science center about Monterey Bay marine life.

Movie Theaters

Regal 9 & Regal Riverfront Stadium Twin
http://www.regmovies.com/
Located in downtown. Regal 9 on Pacific is where you can see most blockbuster movies; it also does Retro Movie Night on Thursdays. Riverfront Twin on River normally shows movies that have rotated out of Regal 9’s showings.

Nickelodeon Theater (“The Nick”)
http://thenick.com/
Small, locally-owned theater located downtown on Lincoln. Known for showing independent and art-house movies. On Tuesdays tickets are only $6.

Del Mar Theater
http://thenick.com/
Shares an owner with The Nick and is located downtown on Pacific. Does Midnight Movies on Fridays and Saturdays, as well as the Slugs in Fishnets’ popular Rocky Horror show.

Monthly Events

Antique Street Fair
Second Sunday of the month, 9am-5pm
Located in downtown Santa Cruz, on Lincoln Street.

First Friday
Free art tour on the first Friday of the month, rain or shine.
http://www.firstfridaysantacruz.com
UC Santa Cruz offers several opportunities to get involved with the campus and greater Santa Cruz community. Some students decide to participate through student government, others through volunteering, events, or clubs. This list includes a few of these, but more are available. If something isn’t offered, you can also look into creating it yourself!

### Through IEO

IEO organizes monthly events open to all of our international students, international scholars, and study abroad returnees. Some of these are:

**International Coffee Hour**
Join IEO for coffee and conversation! Students, scholars, and faculty/staff are all welcome. This is a great opportunity to meet people from across campus and all around the world! Meet new people, share your story, learn others’ stories, and make new connections!

**Campus Hike**
Come join us for our monthly hike! We meet at IEO and from there go on an hour-long hike through campus trails. Each month we will take a different route. If you decide to join us, make sure to wear good walking shoes and bring water.

**Tea & Talk**
Come together and get to know each other. This is the perfect opportunity for cultural exchange, expanding your social network, making new friends, and learning about new things you can do on campus and in the community. No IEO staff are present, but someone from Counseling & Psychological Services (CAPS) is always there in case you want to discuss topics like culture shock, homesickness, academic or social stress, relationship issues, or any other mental health concerns. This is a no-pressure, non-judgmental, safe space for you to enjoy tea & talk.

We also organize bigger events and trips open to our international students. Some events we’ve done are:

- San Francisco Day Trip
- Kayaking on Monterey Bay
- Año Nuevo Elephant Seal Tour
- Photo Contest
- UCSC Arboretum Walk

### Student Organizations

Full list available at: [http://soar.ucsc.edu/](http://soar.ucsc.edu/)

Students can find a list of campus organizations, or look into creating their own, at the Student Organization Advising & Resources (SOAR) website. There are many organizations focused on different topics, such as:

- Academics & Peer Mentorship
- Culture & Identity
- Gaming & Programming
- Comedy, A Capella, Choir, Dance, & Acting
- Politics & Advocacy
- Service Work & Volunteering

Other places to look for information are:

- enviroslug.org for Sustainability Orgs
- scstudentmedia.org for Student Media Orgs
- cadrc.org for Cultural Arts & Diversity Orgs

### Student Government

Students can get involved in leadership on campus by running for or participating in student government. Some examples of where to look are:

**College Student Councils/Senates**
Each college has an elected student body that serves as a voice for that college’s students, representing their interests to campus constituencies and organizing events to benefit their college.

**Student Union Assembly (SUA)**
SUA is the official UCSC undergraduate student government, serving as the voice for undergrads on campus- and system-wide committees.

**Graduate Student Association (GSA)**
GSA represents the interests of graduate students to faculty, staff, and administration. Students can become representatives for their departments or serve on a subcommittee.

**International Grad Student Sub-Committee (IGSC)**
A newly-formed committee, IGSC represents the international grad community and addresses specific concerns they are confronted with while at UCSC.
Want an insider guide to life at UCSC?

Looking for ways to make new friends and get involved?

Our Mentorship Program was designed just for new students like you!

Our Mentorship Program supports new undergraduate international students during their first year at UCSC by pairing mentees (new international students) with trained mentors (experienced UCSC students). Each mentor is responsible for a group of 3-4 mentees, forming a small mentor family. Each mentor family is part of the larger program community—your support system! Connect to campus resources, do fun activities, and go on day trips to get to know Santa Cruz and the surrounding areas!

I want a mentor! How do I sign up?

Signing up is easy! Just fill out the online application and we’ll match you with a mentor who is studying a similar major, has similar interests, and/or shares the same college as you.

Contact Keri Toma at ketoma@ucsc.edu or visit the IEO website for more information!

Get an early start with Summer Academy: International!

International Academy is designed for new undergraduates to give you an early start on success and guidance toward graduation from UC Santa Cruz. Students arrive in Santa Cruz on July 17 for welcome activities and orientation, and then attend classes from July 25 to August 26. In addition to classes, Peer Mentors plan a variety of wonderful activities and trips. Make great friends, learn the campus, get a feel for our academic culture and expectations, and connect with faculty and staff!

Why start early and take 2 classes towards your degree?

“Because it will give them very valuable experience about how to use the resources on-campus. It will also help them to understand the university life and they will know their way around by the time the Summer Academy ends.” – 2015 Summer Academy Student

Visit Summer Session’s website at summer.ucsc.edu for more information about Summer Academy.