# INTERNATIONAL STUDENT HANDBOOK

**INTERNATIONAL PROGRAMS OFFICE**  
**UNIVERSITY OF MASSACHUSETTS – AMHERST**

## CONTACT INFORMATION

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IMPORTANT CONTACT INFORMATION/SERVICES

USE UMASS SITES A-Z TO FIND OFFICES ON CAMPUS

LIFE THREATENING EMERGENCY
(FIRE, MEDICAL, OR SAFETY)
Call 911

CENTER FOR WOMEN & COMMUNITY
Sexual Assault Emergency 24 Hour Hotline
413 545-0800

UMASS POLICE
(NON-EMERGENCY)
585 East Pleasant Street
413 545-2121

CENTER FOR COUNSELING AND
PSYCHOLOGICAL HEALTH
Mental Health Emergency Mon-Fri 9-5:00
413 545-2337

UMASS HELP PHONES
(YELLOW CALL BOXES WITH A BLUE LIGHT)
Located throughout campus

ADVOCACY, INCLUSION AND SUPPORT

UNIVERSITY HEALTH SERVICES
413 577-5000

PAYING YOUR UMASS (BURSAR) BILL

EMERGENCY CLOSING INFORMATION
Sign up for mobile/email alerts on SPIRE or
call 413 545-3630

UNDERGRADUATE REGISTRAR
Request your transcript, course registration

GRADUATE STUDENT SERVICE CENTER
Graduate student related questions

STUDENT CODE OF CONDUCT
All students are responsible for complying with the rules, regulations, policies, and procedures contained in the Code of Student Conduct, as well as those in other official University publications, and announcements which may be issued periodically.

UNIVERSITY ALCOHOL AND DRUG POLICIES
The legal age for drinking alcohol in the USA is 21.

- It is illegal to provide alcohol to someone under the age of 21
- It is illegal to transport alcohol if you are under the age of 21
- It is illegal to drive under the influence of alcohol
- Open containers of alcohol are prohibited in all public areas

UNIVERSITY SMOKING POLICY
UMass Amherst is a tobacco-free campus. Smoking is not allowed anywhere on campus.
ACADEMIC CALENDAR

This calendar site is updated for the new academic year in late August after the end of the CPE Summer session and before the start of the Fall term. You can find past or future calendars on the official Faculty Senate calendar page.

VISA INFORMATION

F-1 Visa Immigration Information  J-1 Visa Immigration Information

UCARD (UNIVERSITY STUDENT IDENTIFICATION CARD)

The UCard is designed to be the "one card" on campus. In addition to being the official campus identification and functions as:

- Dining Services meal card
- Residential Hall door access card
- PVTA bus pass
- On-campus debit card (accepted at many locations on campus)
- 5-College library card
- Undergraduate electronic ticket to UMass athletic events
- UMass recreational facilities access card
- Purchasing textbooks through Amazon
- Off-campus discount card
- Off-Campus Merchant Program

ON-CAMPUS DINING OPTIONS

University policy requires that all first year and undergraduate residential students living in non-apartment university housing be on a meal plan. Students living in campus apartments (excluding first year undergraduates), graduate students and off-campus students have the option of being on a meal plan but it is not required. Meal plans can be purchased, changed, or canceled on SPIRE.

Residential meal plans may be used at any of our four Dining Commons (DCs):

- Worcester DC (Northeast Residential Area)
- Franklin DC (Central Residential Area)
- Hampshire DC (Southwest Residential Area)
- Berkshire DC (Southwest Residential Area)

Some residential meal plans also include some Dining Dollars for use in any on-campus retail dining location.

YCMP meal plans also include Dining Dollars which can be used in retail dining locations, food trucks, delivery express, University Club & Restaurant, UPub, concessions and Dining Commons.
OFF-CAMPUS DINING OPTIONS
There are many restaurants, cafes, and other eateries located within walking distance of campus in downtown Amherst.

HOUSING OPTIONS
On-Campus Housing (Residential Life)
Off-Campus Housing (Off Campus Student Services)
Family Housing Office

LIBRARIES
INTERNATIONAL STUDENT LIBRARY GUIDE

W.E.B. DU BOIS LIBRARY
154 Hicks Way
(413) 545-0150 or (413) 545-2622
The Learning Commons provides research and reference assistance, technical support, academic advising, assistance with writing, group and individual study rooms, assistive technologies, computers, printers, copiers, scanners, vending machines, UCard machine, and fax machine.
• Learning Resource Center
• Learning Commons
• Map Collection
• Digital Media Lab & AV equipment check-out
• Music Reserve Lab/Music & Media Collection
• Procrastination Station café
• Special Collections and University Archives
• Teaching Commons
• Course Reserves and Interlibrary Loans are available
• IT User Services Extended Support Hours

SCIENCE AND ENGINEERING LIBRARY (SEL)
Lederle Graduate Research Center Lowrise (LGRC) Room A273
(413) 545-1370
The primary location for resources in the natural & physical sciences, mathematics, and engineering.
• Group study rooms with computers by reservation
• Individual computer stations
• Quiet study space
• Copiers, a print station, scanner, computer classroom, and exhibit space.
IMAGE COLLECTION LIBRARY (ICL)

221 Bartlett Hall
(413) 545-3314

Assists faculty and students in the transition from analog to digital image technology in the classroom

- Provides digital image resources for the UMass community
- ICL acquires images in all subjects for use in the classroom environment
- Open to all UMass Amherst faculty, staff, and students.

INFORMATION TECHNOLOGY (IT)

- Technology checklist for new students
- IT Help Center is open Monday through Friday 8:30am to 5pm and offers on-line support via email or live chat
- Assists students with internet connections, software and hardware support
- Offers computer maintenance and repair services
- Learn how to protect yourself against phishing scams and identity theft

STUDENT LEGAL SERVICES OFFICE (SLSO)

SLSO is a law office which provides legal assistance to fee-paying UMass students and student groups. SLSO offers advice and/or referrals in most legal matters affecting students, and can assist in identifying and solving legal problems.

UNIVERSITY HEALTH SERVICES (UHS)

Full-time students are automatically enrolled in, and charged for, the Student Health Benefit Plan (SHBP). International students are NOT eligible to waive the UMass student insurance. You can read more about how insurance and billing works at UMass.

State law requires that college students have certain immunizations before coming to school. The New Student Immunization Program (NSIP) oversees these requirements.

UHS provides many services to fee-paying UMass students.

STUDENT CLUBS AND REGISTERED ORGANIZATIONS

PLACES OF WORSHIP/STUDENT GROUPS
RECREATION, ARTS, SPORTS

CAMPUS RECREATION
Fitness center, track, exercises classes, pools and more. Free for undergraduates to use (cost is included in school fees). Totman Gym is not free to use.

FINE ARTS CENTER
Performing arts, visual arts, educational programs

MULLINS CENTER
Sporting events, shows and concerts

TRANSPORTATION

UMASS BUS SERVICE
The Pioneer Valley Transit Authority (PVTA) transports people between the Five Colleges as well as the towns of Amherst, Belchertown, Deerfield, Granby, Hadley, Northampton, South Hadley, and Sunderland.

- All buses have bicycle racks.
- Your UCard is your bus pass when school is in session. Fees are required to ride some buses when school is not in session, most buses are still free to use. Check your bus schedule for a reduced service schedule.
- Bus schedules are available online.
- Inclement Weather conditions and bus detours are posted here.
- Use Trip Planner or use Bus Tracker to navigate the PVTA bus system.

NON-UMASS TRANSPORTATION SERVICES

PETER PAN
Offers services to New York City, Boston, Philadelphia, Baltimore, and Washington DC and picks up from UMass Haigis Mall.

MEGABUS
Offers discount service to New York City or Hartford and other Northeast Regions.

AMTRAK TRAIN SERVICE
Offers service to Boston, Washington DC, Philadelphia and New York City.

AIRPORT SHUTTLE SERVICE
Valley Transporter provides airport shuttle transportation services to select locations.
BICYCLES

UMass Bike Share Program
Laughing Dog Bicycles
63 South Pleasant Street, Amherst
413 253-7722

Hampshire Bicycle Exchange
65 University Drive, Amherst
413 549-6575

CABS/CAR SERVICES

Celebrity Cab.............................. 413 253-7330
Taxi Express................................. 413 977-0769
Uber
Zipcar

GROCERY STORES

<table>
<thead>
<tr>
<th>Store</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aldi</td>
<td>354 Russell Street, Hadley</td>
<td>n/a</td>
</tr>
<tr>
<td>Big Y</td>
<td>175 University Drive, Amherst</td>
<td>413 253-0416</td>
</tr>
<tr>
<td>Ecuador Andino Store</td>
<td>41 Russell Street, Hadley</td>
<td>413 586-0922</td>
</tr>
<tr>
<td>Maple Farm Foods</td>
<td>10 South Maple Street, Hadley</td>
<td>413 585-1117</td>
</tr>
<tr>
<td>Mom’s House</td>
<td>318 College Street, Amherst</td>
<td>413 253-1868</td>
</tr>
<tr>
<td>Stop &amp; Shop</td>
<td>440 Russell Street, Hadley</td>
<td>413 253-3227</td>
</tr>
<tr>
<td>Target</td>
<td>367 Russell Street, Hadley</td>
<td>413 586-5945</td>
</tr>
<tr>
<td>Trader Joe’s</td>
<td>375 Russell Street, Hadley</td>
<td>413 587-3260</td>
</tr>
<tr>
<td>Trans World Food Market</td>
<td>50 Russell Street, Hadley</td>
<td>413 586-6766</td>
</tr>
<tr>
<td>Whole Foods Market</td>
<td>327 Russell Street, Hadley</td>
<td>413 586-9932</td>
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CLOTHING

USED CLOTHING (MENS, WOMENS, AND CHILDRENS)

<table>
<thead>
<tr>
<th>Store</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salvation Army Thrift Shop</td>
<td>310 Russell Street, Hadley</td>
<td>413 582-0403</td>
</tr>
<tr>
<td>Goodwill</td>
<td>183 University Drive, Amherst</td>
<td>413 835-0096</td>
</tr>
<tr>
<td>Second Time Around</td>
<td>34 Pleasant Street, Northampton</td>
<td>413 584-1575</td>
</tr>
<tr>
<td>New 2 You</td>
<td>283 Amherst Road, Sunderland</td>
<td>413 665-3222</td>
</tr>
<tr>
<td>Amherst Survival Center</td>
<td>138 Sunderland Road, North Amherst</td>
<td>413 549-3968</td>
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</table>

PLACES TO REPAIR CLOTHING AND SHOES

<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
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<tr>
<td>Shoes</td>
<td>Paul’s Shoe Repair</td>
<td>103 North Pleasant Street, Amherst (near Panda East and Share Coffee)</td>
</tr>
<tr>
<td>Tailor and Alterations</td>
<td>King’s Tailor and Alterations</td>
<td>479 West Street #6A, Amherst</td>
</tr>
<tr>
<td>Tailor and Alterations</td>
<td>Arif’s Tailoring Shop</td>
<td>10 S. Maple Street, Hadley (near MapleWood Farms)</td>
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**CELL PHONE COMPANIES**

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>AT&amp;T</td>
<td>359 Russell Street, Hadley</td>
<td>413 584-4666</td>
</tr>
<tr>
<td>Campus Sims</td>
<td>No store location</td>
<td>n/a</td>
</tr>
<tr>
<td>Sprint</td>
<td>344 Russell Street, Hadley</td>
<td>413 372-6333</td>
</tr>
<tr>
<td>Verizon</td>
<td>360 Russell Street, Hadley</td>
<td>413 582-0299</td>
</tr>
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**FAMILY RESOURCES**

The Office of Family Resources offers resources and services for UMass families, including child care options. ESL: English as a Second Language Courses and Conversation Groups. A variety of courses are offered in the Amherst area.

**MAIL SERVICES**

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>FedEx</td>
<td>174 West Street, West Hatfield, MA 01088</td>
<td>800 463-3339</td>
</tr>
<tr>
<td>United States Postal Service</td>
<td>145 University Drive, Amherst</td>
<td>413 549-0523</td>
</tr>
<tr>
<td>United States Postal Service</td>
<td>141 North Pleasant Street, Amherst</td>
<td>413 256 0200</td>
</tr>
<tr>
<td>UPS Store</td>
<td>6 University Drive, Amherst</td>
<td>413 549-1070</td>
</tr>
</tbody>
</table>

**REGISTRY OF MOTOR VEHICLES (RMV)**

Individuals with F1, F2, J1, and J2 visas (age 18 or older) are eligible to apply for a driver’s license at the RMV.

**LOCAL BANKS**

The following banks will be available at the International Student Orientation.

<table>
<thead>
<tr>
<th>Bank of America</th>
<th>Control: Customizable email and text alerts. Manage your account balance through our Mobile app and you can now deposit checks!</th>
<th>Convenience: Access to 18,000 ATMs worldwide.</th>
<th>Security: Debit and Credit cards with Total Security Protection® that includes 24 Fraud Monitoring, 0% Liability Guarantee, and our Online Banking Guarantee.</th>
<th>Convenience: ATMs on UMASS campus as well as throughout town with a full service banking center located at 1 So Pleasant Street.</th>
</tr>
</thead>
<tbody>
<tr>
<td>People's United Bank</td>
<td>Free Checking until you graduate with first FREE order of checks</td>
<td>Free People’s United ATMS and 4 free non People’s United ATM per cycle</td>
<td>Free Online Banking and Mobile Banking with Bill Pay and Mobile Check Deposit</td>
<td>Student Credit Cards</td>
</tr>
<tr>
<td></td>
<td>Only financial institution with branch on UMass campus_recipiency</td>
<td>Online and Mobile Banking with mobile check deposit</td>
<td>Local credit union owned by students who bank with us</td>
<td>FREE Checking with no minimum balance or fees</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NO ATM FEES with Co-op Advantage Checking</td>
</tr>
</tbody>
</table>
TIPPING IN THE U.S.

- At restaurants in the United States you are expected to add a tip (gratuity) to your bill.
- The amount of the tip is usually 15%-20% of your total bill (depending on the quality of service).
- If you have over 6 people in your group, check your bill because the tip/gratuity may have already been added.
- Bars: $1 per drink
- Food delivery: $3
- Haircuts/Beauty Salon/Spa: 10%-20%

AMERICAN SLANG WORDS AND PHRASES

Slang words and phrases are used all around the world, here are some you may hear in the U.S.