

# INTERNATIONAL STUDENT

# HANDBOOK



**INTERNATIONAL PROGRAMS OFFICE**

**UNIVERSITY OF MASSACHUSETTS – AMHERST**

**[CONTACT INFORMATION](#)**

---

## Contents

IMPORTANT CONTACT INFORMATION .....	2	STUDENT LEGAL SERVICES OFFICE (SLSO) ...	5
STUDENT CODE OF CONDUCT.....	2	UNIVERSITY HEALTH SERVICES (UHS).....	5
UNIVERSITY ALCOHOL AND DRUG POLICIES	2	RECREATION, ARTS, SPORTS .....	5
UNIVERSITY SMOKING POLICY .....	2	STUDENT CLUBS AND REGISTERED	
CAMPUS MAP .....	3	ORGANIZATIONS.....	6
ACADEMIC CALENDAR .....	3	PLACES OF WORSHIP/STUDENT GROUPS....	6
VISA INFORMATION .....	3	TRANSPORTATION .....	6
UCARD (UNIVERSITY STUDENT		GROCERY STORES .....	7
IDENTIFICATION CARD).....	3	CLOTHING.....	7
ON-CAMPUS DINING OPTIONS .....	3	FAMILY RESOURCES.....	7
OFF-CAMPUS DINING OPTIONS .....	4	MAIL SERVICES.....	8
ON-CAMPUS HOUSING (RESIDENTIAL LIFE) 4		REGISTRY OF MOTOR VEHICLES (RMV) .....	8
OFF-CAMPUS HOUSING (OFF CAMPUS		TIPPING IN THE U.S. ....	8
STUDENT SERVICES).....	4	AMERICAN SLANG WORDS AND PHRASES ..	8
LIBRARIES.....	4		
INFORMATION TECHNOLOGY (IT) .....	5		

## IMPORTANT CONTACT INFORMATION

USE UMASS [SITES A-Z](#) TO FIND OFFICES ON CAMPUS

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

[UMASS POLICE](#) (NON-  
EMERGENCY)

585 East Pleasant Street  
413 545-2121

[UMASS HELP PHONES](#)

(YELLOW CALL BOXES WITH  
A BLUE LIGHT)

Located throughout campus

[UNIVERSITY HEALTH SERVICES](#)

413 577-5000



[EMERGENCY CLOSING INFORMATION](#)

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

[CENTER FOR WOMEN & COMMUNITY](#)

Sexual Assault Emergency 24 Hour Hotline  
413 545-0800

[CENTER FOR COUNSELING AND  
PSYCHOLOGICAL HEALTH](#)

Mental Health Emergency Mon-Fri 9-5:00  
413 545-2337

[THE STONEWALL CENTER](#)

LGBTQIA+ Resource Center  
413 545-4824

## [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.



## CAMPUS MAP

## ACADEMIC CALENDAR

## 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.

## ON-CAMPUS HOUSING (RESIDENTIAL LIFE)

[UNDERGRADUATE On-Campus Housing Information](#)

[GRADUATE On-Campus Housing Information](#)

[Family Housing Office](#) (There is usually a long waiting list, so students should apply as early as possible.)

## OFF-CAMPUS HOUSING (OFF CAMPUS STUDENT SERVICES)

### 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.

## 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



## STUDENT CLUBS AND REGISTERED ORGANIZATIONS

### PLACES OF WORSHIP/STUDENT GROUPS

#### 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 Haisis 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

[Uber](#)

[Zipcar](#)

### CABS/CAR SERVICES

[Celebrity Cab](#) ..... 413 253-7330

Gotta Go Taxi ..... 413 461-3070

[Taxi Express](#) ..... 413 977-0769



### GROCERY STORES

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

### CLOTHING

#### USED CLOTHING (MENS, WOMENS, AND CHILDRENS)

Salvation Army Thrift Shop	310 Russell Street, Hadley	413 582-0403
Goodwill	183 University Drive, Amherst	413 835-0096
Second Time Around	34 Pleasant Street, Northampton	413 584-1575
New 2 You	283 Amherst Road, Sunderland	413 665-3222
<a href="#">Amherst Survival Center</a>	138 Sunderland Road, North Amherst	413 549-3968

#### PLACES TO REPAIR CLOTHING AND SHOES

Shoes	Paul’s Shoe Repair	103 North Pleasant Street, Amherst (near Panda East and Share Coffee)	413 256-8416
Tailor and Alterations	King’s Tailor and Alterations	479 West Street #6A, Amherst	413 548-8970
Tailor and Alterations	Arif’s Tailoring Shop	10 S. Maple Street, Hadley (near MapleWood Farms)	413 584-9362

### [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

<a href="#">FedEx</a>	174 West Street, West Hatfield, MA 01088	800 463-3339
<a href="#">United States Postal Service</a>	145 University Drive, Amherst	413 549-0523
<a href="#">United States Postal Service</a>	141 North Pleasant Street, Amherst	413 256 0200
<a href="#">UPS Store</a>	6 University Drive, Amherst	413 549-1070

## [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.

## 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.