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All of the information on the following pages can be found on the IPO website

www.umass.edu/ipo/iss
EMERGENCY CONTACT INFORMATION

FIRE, MEDICAL, OR SAFETY LIFE
THREATENING EMERGENCY
Call 911

UMASS POLICE
585 East Pleasant Street
413 545-2121
www.umass.edu/umpd/

UMASS EMERGENCY PHONES
(YELLOW CALL BOXES)
Located throughout campus
www.umass.edu/wost/guide/escort.html

EMERGENCY CLOSING INFORMATION
413 545-3630
www.umass.edu/closing/

HEALTH SERVICES ADVICE
413 577-5229
www.umass.edu/uhs

CENTER FOR WOMEN & COMMUNITY
Sexual Assault emergency 24 Hour Hotline
413 545-0800
http://www.umass.edu/ewc/

CENTER FOR COUNSELING AND
PSYCHOLOGICAL HEALTH
413 545-2337
Mental Health Emergency Mon-Fri 9-5:00
www.umass.edu/counseling
# UMASS OFFICES’ CONTACT INFORMATION

<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Website</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Programs</td>
<td>467 Hills South</td>
<td><a href="http://www.umass.edu/ipo/iss">www.umass.edu/ipo/iss</a></td>
<td>413 545 2710</td>
</tr>
<tr>
<td>Bursar’s Office (Billing)</td>
<td>215 Whitmore</td>
<td><a href="http://www.umass.edu/bursar/international-payments">www.umass.edu/bursar/international-payments</a></td>
<td>413 545-2368</td>
</tr>
<tr>
<td>Health Services</td>
<td>150 Infirmary Way</td>
<td><a href="http://www.umass.edu/uhs">www.umass.edu/uhs</a></td>
<td>413 577-5000</td>
</tr>
<tr>
<td>Meal Plan Office</td>
<td>Franklin Dining Commons</td>
<td><a href="http://www.umassdining.com">www.umassdining.com</a></td>
<td>413 545-1362</td>
</tr>
<tr>
<td>Residential Life (on-campus housing)</td>
<td>235 Whitmore</td>
<td><a href="http://www.housing.umass.edu/index.html">www.housing.umass.edu/index.html</a></td>
<td>413 545 2100</td>
</tr>
<tr>
<td>Off Campus Student Center (off-campus housing)</td>
<td>314 Student Union</td>
<td><a href="http://www.umass.edu/studentlife/ocsc/about-campus-student-services">www.umass.edu/studentlife/ocsc/about-campus-student-services</a></td>
<td>413 577-1005</td>
</tr>
<tr>
<td>Undergraduate Registrar</td>
<td>213 Whitmore</td>
<td><a href="http://www.umass.edu/registrar/">www.umass.edu/registrar/</a></td>
<td>413 545-0555</td>
</tr>
<tr>
<td>Graduate Records, Registration, and Transcripts</td>
<td>534 Goodell Building</td>
<td><a href="http://www.umass.edu/gradschool/">http://www.umass.edu/gradschool/</a></td>
<td>413 545-0024</td>
</tr>
<tr>
<td>Career Services</td>
<td>511 Goodell Building</td>
<td><a href="http://www.umass.edu/careers/">www.umass.edu/careers/</a></td>
<td>413 545-2224</td>
</tr>
<tr>
<td>Immunizations</td>
<td>150 Infirmary Way</td>
<td><a href="http://www.umass.edu/uhs/immunizations/">www.umass.edu/uhs/immunizations/</a></td>
<td>413 577-5725</td>
</tr>
</tbody>
</table>
STUDENT CODE OF CONDUCT
http://www.umass.edu/dean_students/codeofconduct/
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 from time to time.

UNIVERSITY DRUG AND ALCOHOL 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
www.umass.edu/tobaccofree

UMass Amherst is a tobacco-free campus as of July 1, 2013. Smoking is not allowed anywhere on campus.
VISA INFORMATION

www.umass.edu/ipo/iss/roles-and-responsibilites-international-students

STUDENTS MUST BE AWARE OF AND COMPLY FULLY WITH THE FOLLOWING:

1. Obey all U.S. laws.
2. Check your UMass email daily. You can forward your UMass emails to another email address.
3. Maintain a valid passport at all times, unless exempt from passport requirements.
4. Maintain a valid I-20 or DS-2019 at all times. This includes correct level and major, current funding and correct personal data.
5. Check that you are in possession of a valid visa, passport, and I-20/DS-2019 form with up-to-date travel signature IPO if you plan to travel outside the U.S. In the case of sponsored students, obtain your travel signature from your sponsor (IIE, LASPAU, Fulbright, etc.).
6. Update your U.S. mailing address in SPIRE when you move. Your address must be a street or residence hall address, and cannot be a Post Office Box. Any updates to your U.S. mailing address will be sent to SEVIS.
7. Report changes to your home country address to IPO.
8. Report changes of visa status and/or personal information with appropriate documentation to IPO.
9. Submit the Dependent I-20/DS-2019 Request Form and additional documents as needed if you wish to add dependents to your I-20 or DS-2019.
10. Request a change to your graduation date prior to your current end date on your I-20/DS-2019.
a. GRADUATE STUDENTS: Consult your Academic Advisor.
b. UNDERGRADUATE STUDENTS: [Refer to the Undergraduate Registrar’s website.]

11. On campus employment.
   a. F-1 students are allowed to work up to 20 hours per week when school is in session and more than 20 hours per week during breaks.
   b. J-1 students are allowed to work up to 20 hours per week when school is in session and more than 20 hours per week during breaks with authorization from their J-1 visa sponsor.

12. Obtain appropriate [work authorization] prior to working off-campus.

13. The grace period to remain in the U.S. following degree/program completion is 60 days for F-1 students and 30 days for J-1 students.

14. Submit the [Transfer Out Form] if you plan to enroll at another U.S. educational institution.

15. Enroll and attend classes during your course of study.

16. Enroll and maintain a full course of study during academic terms (fall & spring) per immigration regulations. Please see the [Maintaining Status/Enrollment] and [Exceptions to Full-Time Enrollment]. Enroll as a full time student by Add/Drop at the beginning of each academic term.

17. Consult IPO first if you are planning to withdraw or change to audit credits as this may put you below full time. Repeat course credits do not count towards your full time status.

18. ONLY one (1) online course per term is allowed toward your full time status.

19. Report to IPO if your student status has been discontinued for any reason.
The UCard is designed to be the "one card" on campus. In addition to being the official campus identification, it also functions as:

- an on-campus debit card
- an off-campus discount card
- a Dining Services meal card
- a residential door access card
- a 5-College library card
- an undergraduate electronic ticket to UMass athletic events
- a PVTA bus pass
- a UMass recreational facilities access card
- can be used at some off-campus dining locations
OFFICE OF INFORMATION TECHNOLOGIES (OIT)

www.oit.umass.edu/services

- They support students in internet connections, software and hardware support.
- They are open from 9am to 4:45pm Monday-Friday and offer on-line support through email or live chat.

- Technology Checklist for New Students: www.oit.umass.edu/general/after-you-arrive-a-technology-checklist-new-students
LIBRARIES

HOW TO USE THE LIBRARY: www.library.umass.edu/services/how-do-i/

INTERNATIONAL STUDENT LIBRARY GUIDE: http://guides.library.umass.edu/intl-students

W.E.B. DU BOIS LIBRARY

154 Hicks Way
www.library.umass.edu
(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, a UCard machine, and a fax machine.

- Learning Resource Center
- Map Collection
- Microforms Viewing Room
- Music & Media Listening and Viewing Area
- Procrastination Station café
- Special Collections and University Archives
- Teaching Commons
SCIENCE AND ENGINEERING LIBRARY (SEL)
Lederle Graduate Research Center Lowrise (LGRC)
www.library.umass.edu/sel
(413) 545-1370
The primary location for resources in the natural & physical sciences, mathematics, and engineering.
- Group study rooms with computers
- Individual computer stations
- Wireless access
- Quiet study space
- Copiers, a print station, scanner, computer classroom, and exhibit space.

IMAGE COLLECTION LIBRARY (ICL)
225 Bartlett Hall
www.library.umass.edu/icl
(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.
MUSIC RESERVE LIBRARY
149A Fine Arts Center
www.library.umass.edu/music-reserve-lab/
(413) 577-2711
Materials kept in the Lab are specific recordings, scores, books and videos assigned for Music and Music Education courses.

RECREATION, ARTS, SPORTS

CAMPUS RECREATION
Fitness center, track, exercises classes, pools and more.
www.umass.edu/campusrec/facilities/

FINE ARTS CENTER
Performing arts, visual arts, educational programs.
https://fac.umass.edu/Online/

MULLINS CENTER
Sporting events, shows and concerts.
www.mullinscenter.com/

STUDENT CLUBS AND REGISTERED ORGANIZATIONS
www.umass.edu/studentlife/involved/registered-student-organizations
ON CAMPUS DINING
www.umassdining.com

4 UMASS DINING COMMONS (DC)

On-campus meal plans can be used at these locations only.

- Worcester DC in the Northeast Residential Area
- Franklin DC in the Central Residential Area
- Hampshire DC in the Southwest Residential Area
- Berkshire DC in the Southwest Residential Area

OTHER EATERIES ON CAMPUS

Bluewall Café
Hatch Café
Worcester Market
Franklin Market
Hampden Market
Whitmore Café
Marcus Café

Herter Express
Pita Pit at Worcester DC
Baby Berk 1 and 2 (Food Trucks)
Thompson Hall Café
Southwest Café
University Club
French Meadow Café

ISB Café
Procrastination Station
Courtside Café UMASS Concessions
Hampshire Market
Roots Café
Morrill Life and Earth Café
U-Pub
PLACES OF WORSHIP/STUDENT GROUPS
www.umass.edu/religious_affairs/organizations/

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
- Bus schedules are available at: www.pvta.com/
- Inclement Weather conditions and bus detours are posted on: www.umass.edu/transit/news.html

Trip planner: www.umass.edu/transit/trip_planner.html; to plan bus trips, use Google maps to get directions, then click Public Transit
NON-UMASS BUS SERVICES

PETER PAN
Offers services to New York City, Boston, Philadelphia, Baltimore, and Washington DC.
http://peterpanbus.com/

MEGABUS
 Offers discount service to New York City or Hartford and other Northeast Regions.
http://megabus.com/

BICYCLES

Laughing Dog Bicycles
63 South Pleasant Street (Amherst Center)
413 253-7722

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

AMTRAK TRAIN SERVICE
Offers services to Boston, Washington DC, Philadelphia, and New York City.
www.amtrak.com

AIRPORT SHUTTLE SERVICE
Valley transporter provides airport shuttle transportation services to select locations.
www.valleytransporter.com

CABS/TAXIS

Celebrity Cab........................................ 413 253-7330
Gotta Go Taxi........................................ 413 461-3070
Taxi Express.......................................... 413 977-0769
Zigui Taxi Company............................... 413 549-9100
## GROCERY STORES

### LOCAL SUPERMARKETS

<table>
<thead>
<tr>
<th>Store</th>
<th>Website</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big Y</td>
<td><a href="http://www.bigy.com">www.bigy.com</a></td>
<td>175 University Drive, Amherst</td>
<td>413 253-0416</td>
</tr>
<tr>
<td>Stop &amp; Shop</td>
<td><a href="http://www.stopandshop.com">www.stopandshop.com</a></td>
<td>440 Russell Street, Hadley</td>
<td>413 253-3227</td>
</tr>
<tr>
<td>Whole Foods Market</td>
<td><a href="http://www.wholefoodsmarket.com">www.wholefoodsmarket.com</a></td>
<td>327 Russell Street, Hadley</td>
<td>413 586-9932</td>
</tr>
<tr>
<td>Target</td>
<td><a href="http://www.target.com/sl/Hadley-Store/1839">www.target.com/sl/Hadley-Store/1839</a></td>
<td>367 Russell Street, Hadley</td>
<td>413 586-5945</td>
</tr>
<tr>
<td>Trader Joe’s</td>
<td><a href="http://www.traderjoes.com">www.traderjoes.com</a></td>
<td>375 Russell Street, Hadley</td>
<td>413 587-3260</td>
</tr>
</tbody>
</table>

### INTERNATIONAL FOOD MARKETS

<table>
<thead>
<tr>
<th>Region</th>
<th>Store</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian</td>
<td>Kim’s Oriental Market</td>
<td>113 Russell Street, Hadley</td>
<td>413 586-2682</td>
</tr>
<tr>
<td>Asian</td>
<td>Mom’s House</td>
<td>318 College Street, Amherst</td>
<td>413 253-1868</td>
</tr>
<tr>
<td>Asian</td>
<td>Trans World Food Market</td>
<td>50 Russell Street, Hadley</td>
<td>413 586-6766</td>
</tr>
<tr>
<td>Latin</td>
<td>Ecuador Andino Store</td>
<td>41 Russell Street, Hadley</td>
<td>413 586-0922</td>
</tr>
<tr>
<td>Middle Eastern</td>
<td>Maple Farm Foods</td>
<td>10 South Maple Street, Hadley</td>
<td>413 585-1117</td>
</tr>
</tbody>
</table>
## CLOTHING

### PLACES TO BUY USED CLOTHING

<table>
<thead>
<tr>
<th>Children, Men, &amp; Women</th>
<th>Salvation Army Thrift Shop</th>
<th>310 Russell Street, Hadley</th>
<th>413 582-0403</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children, Men, &amp; Women</td>
<td>Goodwill</td>
<td>University Drive (near Big Y)</td>
<td>413 835-0096</td>
</tr>
<tr>
<td>Children, Men, &amp; Women</td>
<td>Second Time Around</td>
<td>34 Pleasant Street, Northampton</td>
<td>413 584-1575</td>
</tr>
<tr>
<td>Children, Men, &amp; Women</td>
<td>New 2 You</td>
<td>45 Amherst Road, Sunderland</td>
<td>413 665-3222</td>
</tr>
</tbody>
</table>

### PLACES TO REPAIR CLOTHING AND SHOES

<table>
<thead>
<tr>
<th>Shoes</th>
<th>Paul’s Shoe Repair</th>
<th>103 North Pleasant Street, Amherst Center (near Panda East and Rao’s)</th>
<th>413 256-8416</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tailor and Alterations</td>
<td>King’s Tailor and Alterations</td>
<td>233 North Pleasant Street (in Carriage Shops)</td>
<td>413 548-8970</td>
</tr>
<tr>
<td>Tailor and Alterations</td>
<td>Arif’s Tailoring Shop</td>
<td>10 S. Maple Street, Hadley, (near MapleWood Farms)</td>
<td>413 584-9362</td>
</tr>
</tbody>
</table>
## MAIL SERVICES

### POST OFFICE/UPS STORE

<table>
<thead>
<tr>
<th>Service</th>
<th>Location</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>US Post Office</td>
<td>145 University Drive, Amherst</td>
<td>413 549-0523</td>
<td><a href="http://www.uspspostoffices.com/ma/amherst/amherst">www.uspspostoffices.com/ma/amherst/amherst</a></td>
</tr>
<tr>
<td>US Post Office</td>
<td>141 North Pleasant Street, Amherst Center, Amherst</td>
<td>413 256 0200</td>
<td></td>
</tr>
<tr>
<td>UPS Store</td>
<td>6 University Drive, Amherst</td>
<td>413 549-1070</td>
<td><a href="http://www.theupsstorelocal.com/0472">www.theupsstorelocal.com/0472</a></td>
</tr>
</tbody>
</table>

## FAMILY RESOURCES

[www.umass.edu/ipo/iss/english-second-language-esl](http://www.umass.edu/ipo/iss/english-second-language-esl)

English as a Second Language Courses and Conversation Groups. A variety of courses are offered in the Amherst area.
TIPPING CUSTOMS

- 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%

REGISTRY OF MOTOR VEHICLES (RMV)

www.umass.edu/ipo/sites/default/files/RMV.pdf

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

STUDENT LEGAL SERVICES

www.umass.edu/ipo/iss/slsoinfo

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