



INTERCULTURAL INSTITUTE OF CALIFORNIA

Student Handbook

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Note: If you find an error in this document, please contact the International Student Coordinator or Director of ESL.

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Mission Statement

The Intercultural Institute of California (IIC) is a non-profit institution incorporated with the mission of “providing post-secondary students with affordable, quality non-degree extension study programs through establishment of formal curricula and regular faculty.” More specifically, these educational programs are designed to fulfill our students’ varied learning needs, and to empower them with the necessary skills to understand and communicate with people from different cultures.

Objectives

Our English as a Second Language (ESL) General English program has been designed with the objective of improving students’ knowledge and usage of English in all the major skill areas: reading, writing, speaking, listening, grammar, and vocabulary.

Our Business English program has the objective of improving students’ knowledge and use of business-related English and of making students more effective at workplace communication.

Our ESL TOEFL program has the objective of improving students’ performance on the Test of English as a Foreign Language (TOEFL) through a focus on the test’s major components.

IIC ESL Academic Policies

Student Placement

Students are required to take a placement test before registering for an ESL course at IIC. The placement test measures the student’s performance in four skill areas:

- Listening comprehension
- Grammatical knowledge
- Vocabulary range
- Reading comprehension

In addition to the placement test, students will also be asked for a short writing sample. Shortly thereafter, students will meet individually with the Academic Coordinator to register for their course. The Academic Coordinator will review the results of the placement test, as well as the writing sample. Although the placement test results generally dictate which level a student is placed into, the Academic Coordinator reserves the right to change that level if he or she feels that the student’s writing sample and spoken responses significantly differ from what would be expected from a student at that level.

Once a student’s level has been determined, the Academic Coordinator will point out to the student the different courses that they are eligible to take. Lower-level students are excluded from taking anything other than the appropriate General

English course, while higher-level students also have the specialty classes available to them. The following is a breakdown of level eligibility requirements:

Course	Level Required
General English	Levels A2 through C2
Business English Intermediate	Minimum B2 level
Business English Advanced	Minimum C1 level
TOEFL	Levels B2 through C2

Please note that IIC does not offer any ESL courses suitable for Level 1 students. New students who place into this level will have all application and tuition fees fully refunded and will be referred to other ESL programs in the area that accept Level 1 students.

The Academic Coordinator will give the student a chance to ask questions about the different courses available to him or her. Once the Academic Coordinator has answered all the student's questions, the student will be asked to choose a course to register for. The Academic Coordinator will then register the student for the course.

Language Proficiency Scale

To find out what their level means, students should look at IIC's Language Proficiency Scale, which is included below:

IIC Language Proficiency Scale with Interpretation

Level Group	CEFR Scale	Offered at IIC?	Level Title	Descriptors
E L E M E N	A1	N	Elementary	<p>Can understand and use very basic phrases aimed at the satisfaction of needs of a concrete type</p> <p>Can introduce him/herself and other. Can ask and answer questions about personal details such as where he/she lives, people he/she knows and things he/she has.</p> <p>Can interact in a simple way provided</p>

T A R Y				<p>the other person talks slowly, clearly and is prepared to help.</p> <p>Can write simple sentences about myself, for example where I live and what I do.</p> <p>Can very slowly read very short, simple texts by understanding familiar names, words and basic phrases.</p>
	A2+	Y	Pre-Intermediate	<p>Can have short conversations with friends and ask and answer simple questions about familiar topics (e.g., weather, hobbies, pets, music, sports)</p> <p>Can understand the main points in short newspaper / magazine stories, especially when they are illustrated</p> <p>Can follow the main points of TV news, if people talk slowly and clearly, if the student familiar with the subject, and if the TV pictures help him or her to understand the story</p> <p>Can understand short, simple texts on familiar subjects, which consist</p>

				<p>of high frequency, everyday or job-related language.</p> <p>Can write about myself using simple language. For example: information about my family, school, job, hobbies, etc.</p>
I N T E R M E D I A T E	B1	Y	Intermediate	<p>Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc.</p> <p>Can deal with most situations likely to arise while traveling in an area where the language is spoken</p> <p>Can understand simplified versions of novels, and follow the storyline in short stories with a clear structure, with some effort and regular use of a dictionary</p> <p>Can describe experiences and events, dreams, hopes, and ambitions, and briefly give reasons and explanations for opinions and plans.</p> <p>Can write short,</p>

				<p>comprehensible connected texts on familiar subjects.</p> <p>Can understand the main points in straightforward factual texts on subjects of personal or professional interest well enough to talk about them afterwards.</p>
	B2	Y	High Intermediate	<p>Can understand the main idea of complex texts on both concrete and abstract topics, including technical discussions in his/her field of specialization</p> <p>Can interact with native speakers quite easily without strain for either party</p> <p>Can write at length about topical issues, even though complex concepts may be oversimplified, and can correct many of my mistakes in the process.</p> <p>Can understand the main ideas of complex speech on concrete and abstract topics delivered in a standard dialect.</p> <p>Can produce clear,</p>

				detailed texts on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options
A D V A N C E D	C1	Y	Advanced	<p>Can understand a wide range of demanding, longer texts and recognize implicit meaning</p> <p>Can express him/herself fluently and spontaneously without much obvious searching for expressions</p> <p>Can use language flexibly and effectively for social, academic, and professional purposes</p> <p>Can understand enough to follow extended speech on abstract and complex topics of academic or vocational relevance.</p> <p>Can write clear, well-structured texts on complex topics in an appropriate style with good grammatical control.</p> <p>Can produce clear, well-structured, detailed texts on</p>

				complex subjects, showing controlled use of organizational patterns, connectors, and cohesive devices
	C2	Y	High Advanced	<p>Can understand with ease virtually everything heard or read.</p> <p>Can understand any kind of text including those written in a very colloquial style and containing idiomatic expressions or slang.</p> <p>Can produce written work that shows good organizational structure, with an understanding of the style and content appropriate to the task. I can produce text which is proof-read and lay out in accordance with relevant conventions.</p> <p>Can summarize information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation</p> <p>Can express him/herself spontaneously, very fluently and precisely,</p>

				differentiating finer shades of meaning even in more complex situations
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If students have any questions about the scale, they should ask the Academic Coordinator.

Orientation

- 1 All new students must attend an academic orientation with the International Student Coordinator. During this orientation, the academic policies of the IIC ESL program will be described to the student.

Grades

- 1 Each course in the IIC ESL program has a number of components (for example, the General English Level 4 GRW class has three components: “Grammar”, “Reading”, and “Writing”). Students will receive assessment grades for each of these components.
- 2 The 16-week academic cycle is broken up into three or four sections for the purpose of assessment. Each of these sections focuses on different student learning outcomes (SLO’s). Students will receive assessment grades for each section.
- 3 The instructor will use tests, written assignments, and speaking assessments to determine students’ grades. Grades will be issued in the form of percentages.
- 4 Following the assessments at the end of each section of the academic cycle, students will be given a progress report by the instructor which includes both a numerical grade and a written comment for each component of the course.

Grade Appeals

- 1 If a student feels that a grade received by the instructor is not a fair reflection of their knowledge and skills, they may appeal their grade. The first step is to appeal directly to the instructor. If the student is still not satisfied, they may then bring their case to the Academic Coordinator. The Academic Coordinator will review the situation and take appropriate steps.

Satisfactory Progress

- 1 A student demonstrates satisfactory progress over the course of an academic cycle by doing well on each section assessment. For most courses, satisfactory progress means that the student receives a score of 70% or higher. In the case of the test preparation courses (TOEFL, GRE/GMAT), a student’s score on practice tests is not as important as their overall improvement on these tests. For these courses, a student demonstrates

satisfactory progress when they show improvement over the course of their assessments.

Completion and Promotion

- 1 Students successfully complete their course when they have passed all the course's section assessments.
- 2 Because students enter the course at different times, not all students will take the section assessments in the same order. For example, a student who enters the course at the beginning of the academic cycle will pass through the section assessments in the standard order, for example Assessment 1, Assessment 2, Assessment 3, Assessment 4. However, a student who starts the course mid-way through the academic cycle will follow a different order: Assessment 3, Assessment 4, Assessment 1, Assessment 2. In the latter case, the student passes the last two section assessments of the academic cycle and then "wraps around" and completes the first two section assessments of the academic cycle. This is possible because the section assessments are not cumulative, and there is no cumulative "final exam" for the academic cycle.
- 3 For General English courses, when a student completes their course, they are promoted to the next level (unless they are already at the most advanced level, in which case they are encouraged to take one of the specialty courses or leave the school to follow other pursuits).
- 4 In certain cases, an instructor may consult with the Academic Coordinator and decide to move a General English student to the next level before they have completed a full academic cycle at their current level. This is relatively rare and only occurs when an instructor feels that the student was initially placed into a level too low for them, and that the student is clearly under-challenged in the class.
- 5 For the specialty courses, when a student completes their course, they are encouraged to either take one of the other courses offered at IIC or leave the school to follow other pursuits. In the case of the test preparation courses (TOEFL, GRE/GMAT), the student may appeal to the Academic Coordinator to let them take the course one more time, if they have still not attained the test score they are aiming for.

Unsatisfactory Progress

- 1 Students demonstrate unsatisfactory progress when their score on one of the section assessments is lower than the threshold of adequate performance (generally held at IIC to be 70%). As mentioned above, for the test preparation courses (TOEFL, GRE/GMAT), a student studying in one of these courses demonstrates satisfactory progress when they show improvement over the course of their assessments. A lack of such improvement would be considered unsatisfactory progress.
- 2 Students demonstrating unsatisfactory progress will usually be assigned remedial work by their instructor. In certain rare cases, the instructor and Academic Coordinator may consult on whether to move the student down a level.
- 3 Students who are assigned remedial work are encouraged to take advantage

of IIC's Friday afternoon Study Hall, where they will receive supervised assistance with their work.

- 4 If a student demonstrating unsatisfactory progress does not do their remedial work and the instructor believes that the student is not making progress, the student and instructor will meet with the Academic Coordinator to discuss the situation. The student may be placed on academic probation (AIMS), meaning that they will be given a certain amount of time in which to show academic progress. If no progress is made, the student will generally be expelled from the school.

Attendance Policy

All of our students are encouraged to maintain full attendance during the course of their 16 week program of study. Students who are absent from school without a valid excuse for any prolonged period of time will be withdrawn from the school. If a student's attendance rate falls below 80%, they will receive a first warning letter. If the student's attendance rate remains below 80% after this first warning, they will receive a second warning letter. If after this second warning, the student's attendance rate still remains below 80%, they will be dismissed from the school. Students who have a valid excuse for being absent from class (e.g. to visit a doctor) will be excused for their absence if they present adequate proof to the program coordinator (e.g. a signed doctor's note).

Dismissal Policy

Students who are over two weeks late on their tuition payment, or who engage in minor forms of misconduct (e.g. cheating on a test, being overly disruptive in class, making rude remarks to fellow classmates, etc.) will be placed on probation for 14 days. Students on probation will find themselves under increased scrutiny by teachers and administrators. Any repeat signs of misconduct will be considered grounds for dismissal. Students who are over 30 days late on their tuition payment, or who engage in more serious forms of misconduct (e.g. vandalism, violence against students or staff, sexual harassment, etc.) will be immediately dismissed from the institution, and may face investigation by law enforcement officials, depending on the type and severity of the misconduct.

Lateness Policy

Students should make every effort to come to class on time. Attendance will be taken two times per class, the first time being 15 minutes after the scheduled start of the lesson and the second time 15 minutes after the students return from their 30-minute break. For example, if the student is late or absent from class and is not present for the first attendance at 9:15, they will lose 2 hours of credit. If they are present for the second half, they receive 2 hours of credit and if they are present in class for both periods, they will receive the full 4.5 hours of credit.

Classroom Rules

Please do:

- Come on time.
- Speak in English as much as possible.

- Turn off (or mute) your cell phone and mobile devices.
- Show respect to the teacher, to all other students, and to the learning process.
- Pay attention to the teacher and to any student who is asking or answering a question.
- Leave the room clean.
- Fully participate in class – remember, learning a language is a group activity!
- Bring your books, paper and pens.

Please do not:

- Answer or talk on cell phones during class.
- Ignore the class by playing with your phone or tablet.

Academic Counseling

Students may approach the Academic Coordinator for academic counseling for a number of reasons:

- They may be experiencing academic difficulties in their class.
- They may want advice on applying to community colleges and universities in the U.S.
- They may have questions about U.S. universities and community colleges in the area.
- They may want to discuss their scheduled completion date or other issues related to completion.

For students experiencing academic difficulties – i.e. assessment results that are unsatisfactory and/or problems understanding or communicating in class - the Academic Coordinator will talk with the student and try to determine the nature of the problem. In some cases, the Academic Coordinator may also consult with the student's instructor. If the Academic Coordinator determines that the student has been mistakenly placed into a level that is too high for them, the student will then generally be placed into a lower level. If, however, the Academic Coordinator determines that the student is at the correct level, the student will usually be assigned remedial work outside class time.

For students applying to community colleges or universities, the Academic Coordinator is available to help the students understand the forms and other requirements demanded from them.

For students who are planning on applying but have not yet selected a school or program, the Academic Coordinator is available to talk with the student and help them look at the different options available.

For students who are nearing their completion date (i.e. the end of 16 weeks in a given course), the Academic Coordinator is available to look over the student's records and help them determine if they will qualify for program completion and the accompanying certificate of completion. The Academic Coordinator will usually look at three factors: the student's assessment results, the student's attendance rate, and the length of time spent in the course.

Course Textbooks

Students generally pay for their textbook(s) on the day they register for classes. IIC charges students the cost of their textbook(s) up front, then orders the textbooks for the student, which will usually arrive in two business days. The student should return to pick up their textbook(s) after two business days. Once they receive their textbook(s), students should make sure to always bring them to class.

Excusing Student Absences

In cases where a student cannot attend class due to illness, IIC will excuse the student's lack of attendance for that day if he or she brings in a doctor's note. The doctor's note must be from the office of either a doctor (with an M.D. degree), a dentist (with a D.D.S. degree), or a chiropractor (with a D.C. degree). Notes from the offices of acupuncturists and herbal doctors will not be accepted.

To be excused for a day's attendance, a student must inform the Academic Coordinator within 5 days of the absence. The student must also bring a doctor's note within two weeks of the day it was written. The doctor's note should be given to the Academic Coordinator.

If a student's absence from school is longer than a week, the student must see the Director of ESL and request official medical leave.

Vacation Policy

A student must study at IIC for 26 weeks before taking vacation time, with a maximum of 5 weeks of vacation at any one time. Medical and emergency leave, prior vacation time, school breaks, do not count for the 26 weeks. Vacation is allowed as follows:

26 WEEKS OF STUDY = 5 WEEKS VACATION

- Vacation weeks must be taken at one time and cannot be divided into mini-vacations.
- Vacations must begin on a Monday and end on a Sunday.
- You must pay tuition for your vacation or leave of absence before it can be approved.
- Attendance needs to be 80% or higher for you to be eligible for the vacation.
- There will be no refunds if a student transfers or withdrawals after returning from vacation.
- Students must see the International Student Coordinator immediately after returning from vacation to receive tuition credit and have their tuition due date extended.
- To be eligible to take vacation, you must intend to continue to study at IIC for at least 4 weeks after returning from vacation.
- There will be no tuition credit for unapproved/unauthorized vacation.
- If leaving the USA:
 - o provide a copy of your plane ticket
 - o have your I-20 signed by the International Student Coordinator.

Students are responsible for making up any missed work during vacation time.

Medical and Emergency Leave

In cases where a student suffers an illness or injury that requires longer than a week for treatment and recovery, the student must request official medical leave. The student must bring their doctor's note or letter to the Director of ESL. The note must be from the office of either a doctor (with an M.D. degree), a dentist (with a D.D.S. degree), or a chiropractor (with a D.C. degree). Notes from the offices of acupuncturists and herbal doctors will not be accepted.

The Director of ESL will examine the letter and make a decision on whether to grant the student medical leave. If the medical leave is granted, the student will not have to attend school during the period of the medical leave or pay tuition for this period. However, the student will have to pay a \$25 maintenance fee for any leave of more than one week up to four weeks that they are on medical leave. (The number of months used to calculate maintenance fees is always rounded to the nearest four weeks. For example, a student on medical leave for six weeks and two days would pay the maintenance fee of \$50.)

In certain special circumstances, the Director of ESL may agree to grant the student emergency leave which is not directly connected to illness or injury. The student must demonstrate to the Director of ESL that the situation is a true emergency, and write an explanatory letter about the circumstances. The circumstances need to be very serious (usually a situation where a person's life, health, or safety is at stake) in order for the Director of ESL to grant emergency leave. If the Director of ESL grants the emergency leave request, the student will be given a limited period of time (determined by the Director of ESL) during which they may be absent from school.

Issuing Course Completion Certificates

Once a student has completed a 16-week academic cycle, they should approach the Academic Coordinator to ask for a certificate of completion for their course. Medical and emergency leave, prior vacation time, school breaks, do not count for the 16 weeks of study. The Academic Coordinator will present the student with this certificate if the following criteria are met:

- 1) The student has achieved a score of 70% or higher on each of the component assessments for each section of the academic cycle.
- 2) The student's overall attendance rate is 80% or higher.
- 3) The student has attended the class for a full 16 weeks of studying (not including any time they were absent).

In the case where a student meets conditions 2 and 3, but is under 70% on a few of the component assessments, the Academic Coordinator, in coordination with the student's instructor, may assign the student some remedial work, which the student must complete in order to prove mastery of the skills which they struggled with earlier. If the student can prove this mastery to the instructor and Academic Coordinator's satisfaction, then the student will be given a certificate of completion.

Issuing Student Transcripts

Current or former students wishing copies of their IIC transcripts should see the Academic Coordinator, who will print and sign a copy for them.

Study Hall

IIC offers a three-hour weekly Study Hall for students wishing to improve particular skills or competence areas they are struggling with. The Academic Coordinator supervises the study hall and assists the student with questions they have about the remedial work they have chosen or been assigned. In order to attend the study hall, interested students must bring a completed "Study Hall Remedial Work" form to the Academic Coordinator. Students can get this form from the front desk. This form must have their instructor's signature and contain a sentence in the instructor's writing describing what area the instructor feels the student should be working on. Students must bring this form signed by their instructor to Study Hall.

Exit Test

IIC requires students leaving IIC who have completed their course to take a final exit test. Course completion is determined based on how many weeks you have studied, your grades, and attendance percentage. The exit test will help give you an idea of how much you've improved since you took the initial placement test. The Academic Coordinator will give you the final exit test in your last week of school at IIC.

IIC Community

Monthly Activity Calendar

Once a month, the IIC Activity Calendar with school and local events is posted on noticeboards around IIC.

IIC Student Association

This is a group of students who meet once a month and decide on student led activities they want included on the activity calendar. If you are interested in joining please see the International Student Coordinator.

E-mails

Please check your e-mail account regularly as this is how IIC prefers to communicate to students.

Weekly Newsletter

Please check you receive the weekly newsletter, which is usually e-mailed on Fridays. The first time it will go to your junk or spam mail box, so if you do not think you are receiving it please check there first. If you think you are not receiving it, please see ESL Administrative Assistant to troubleshoot.

Potluck Parties

IIC holds a Potluck Party twice per academic cycle where students bring a dish from their home country to share with classmates and teachers.

IIC Facebook page

Join IIC's online community by liking our page on Facebook. Just search for **Intercultural Institute of California (IIC) ESL Program**. Many students are on Facebook and it is a good way to connect with your classmates and meet new friends.

IIC Friend Referral Promotion

If you refer one new student to IIC, who actually enrolls, you will receive \$50 off your tuition fees. If you refer 2 students, who actually enroll, you will receive \$125 off your tuition fee. . If you refer 3 students, who actually enroll, you will receive \$200 off your tuition fee. See the International Student Coordinator for more information.

Public Safety

During your studies at IIC, your safety is very important. Unfortunately there are many crimes and accidents in America and San Francisco is not an exception. Crime and violence happen. Please follow these safety tips:

- Always keep the telephone numbers of the police, fire department and hospital next to your phone so you can find them in an emergency.
- Do not go out alone at night- take a friend with you.
- Keep your room locked day and night.
- Never leave your personal property unattended.
- On public transport- stay awake and keep your belongs close to you.
- Do not carry large amounts of cash around with you.
- Before answering the door check to see who it is.

If you have any questions or issues concerning safety please see the International Student Coordinator.

Emergency Procedures

It is recommended that students follow IIC on twitter @IICESL in case of emergency. This also posted onto IIC's Facebook page.

Students should contact the nearest instructor, administrator or support staff in case of an emergency or crime.

In the event of an immediate emergency call the following numbers:

- 911

In the case of using cell phones, it's better to call the SFPD emergency number at 415-553-8090.

The nearest San Francisco Police Station:

- (415) 614-3400 1125 Fillmore Street

The nearest Oakland Police station

- (510)777-3333 455 7th Street

Evacuation policies

When an evacuation is necessary an alarm whistle will sound. Instructor's should lead their class in a calm and orderly fashion through the nearest exit and leave the building. All IIC Instructors and Staff should assemble at Saint Mary's Cathedral at 1111 Gough St, San Francisco, CA 94109 and await further instructions. Instructors should ensure all students are present.

Evacuation Procedure for the Post Building

When an evacuation is necessary an alarm whistle will sound. The receptionist will sound the alarm and ESL instructors should lead their class in a calm and orderly fashion through the nearest exit and leave the building. All employees in the Post Street building should meet up with IIC Instructors and Staff at Saint Mary's Cathedral at 1111 Gough, St, San Francisco, CA 94109 and await further instructions. The receptionist should make sure all staff and instructors are accounted for and instructors should take role to ensure all students are present.

Evacuation policies for the Bush Building

When an evacuation is necessary an alarm whistle will sound. Instructor's should lead their class in a calm and orderly fashion through the nearest exit and leave the building. All IIC Instructors and Staff should assemble at Saint Mary's Cathedral at 1111 Gough St, San Francisco, CA 94109 and await further instructions. Instructors should take role to ensure all students are present.

Evacuation Policies for the Oakland Building

When an evacuation is necessary a continuous high-pitched alarm will sound throughout the entire school. Instructors should lead their class in a calm and orderly fashion through either the front exit on 9th street or the back exit that leads to the parking lot. All IIC instructors and staff should assemble at Lincoln Square Park located at the corner of Harrison and 10th St. Oakland, CA 94607. Instructors should take attendance to ensure all students are present.

Student I.D. Cards

IIC offers a \$10 student I.D. Card to students which can help you to get discounts at museums and movie theaters. To request an IIC Student I.D Card please ask the

Administrative Assistant to add the charge to your next tuition invoice. Please note: replacement I.D. Cards cost \$20 or when paid for separately (without tuition included in invoice).

Student Conduct

Students are expected to conduct themselves properly when in the classroom and around the IIC's building. There should be mutual respect between students and teachers.

Immigration Matters for F-1 Students

It is your responsibility to maintain your F-1 nonimmigrant status while you are in the U.S. The IIC staff is available to help you understand the various immigration laws and regulations that affect you as an international student in the U.S. If you have any questions about your visa or your status, please see the International Student Coordinator.

Change of address requirement

You are required to maintain an updated mailing address, e-mail address and phone number with IIC. You may not use a Post Office box. Please inform IIC whenever you change any of this information by filling out an address change form. Please ask the Administrative Assistant for the Change of Address form. You must inform IIC within 10 days of changing your address, it is part of maintaining F-1 status.

Documents you should always have

- Passport
- VISA
- FORM I-94 (Arrival/ Departure record stapled to your passport)
- FORM I-20

If you are missing any of the above documents, or if they are incorrect, please contact the International Student Coordinator.

Passport

Your passport must be valid at all times during your stay in the U.S. For passport renewal, contact your consulate. Always renew your passport 6 months before it expires.

Form I-20

Do not let your I-20 expire. It is the responsibility of every F-1 student to keep a current I-20 to stay in status.

The Form I-20, Certificate of Eligibility for Nonimmigrant (F-1) Student Status for Academic Students, is the document you received from IIC when you were officially admitted to our program. You used the Form I-20 to apply for an F-1 visa at a U.S. Consulate or Embassy abroad or to transfer from a previous school, college or university you were attending in the U.S. The SEVIS I-20 Form has three parts:

- Page 1 has all of the information that is put in SEVIS concerning your stay at IIC
- Page 2 is the instructions
- Page 3 is for travel and employment endorsement

Entrance into the US with the Form I-20

Item #5 of the I-20 Form indicates the date you are expected to report to IIC to begin your studies. Normally, you may enter the U.S. as early as 30 days before the Program Start Date in order to find housing and get oriented to San Francisco. If you are unable to arrive in the U.S. by the Program Start Date noted on your I-20 Form, it is possible that the US Immigration and Customs Enforcement (USICE) will not let you into the US. If you cannot arrive by the Program Start Date, contact IIC as early as possible.

Note: You must attend the school listed on the I-20 Form you used to enter the U.S. and, if you do not, you will be in violation of your F-1 status.

Extending your I-20

Your IIC I-20 Form indicates that the normal length of study at IIC is 3 months to 3 years.

If your I-20 is going to expire soon, you may apply to IIC for a Program Extension within the last 30 days before the expiration date. Please ask for the I-20 extension request form from the ESL Administrative Assistant. You will also need to submit an original bank statement with your request. If you are granted a program extension, you will be issued a new I-20 Form, reflecting the additional time you need to complete your course of study.

If your I-20 Form expires before you have completed your course of study, you will be Out of Status. It is possible that the International Student Coordinator may not grant an extension if the I-20 has expired.

When you complete your studies in the U.S. and return to your home country, you should keep your I-20s and I.D.s from all the schools you have attended in your permanent record you may need to use them as supporting documents for a future change of status.

Visa

Your visa is the multi-colored stamp entered in your passport at a U.S. Embassy or Consulate abroad.

The visa is used to authorize your entry into the U.S. for a certain number of entries until the visa expires. It may be authorized for multiple entries (often indicated on

your visa with the letter “M”), or once (single entry, indicated on your visa as “S”), two entries (indicated on your visa as 2 or “two”), etc.

The visa type (F-1, B-2, B-1, M-1) indicates what type of activities you will be pursuing in the United States. An F-1 visa, for example, is used to enter the U.S. to study at an academic or language school; a B-2 visa (visitor for pleasure) is used to enter the U.S. as a tourist.

Expiration of Visa while in the U.S.

Your visa may expire while you are in the U.S.— this is okay since your visa must only be valid at the time you enter the U.S. If you leave the U.S. after your visa has expired, however, you must go to a U.S. Consulate or Embassy abroad to obtain a new visa in order to re-enter the U.S.

Note: You cannot obtain a new visa from inside the U.S.

Form I-94 (Arrival/Departure Record)

For students entering the USA before May 2013, the Form I-94 (Arrival/Departure Record) is the square card attached to your passport by the U.S. Customs and Border Patrol (USCBP) official at your Port of Entry. It is probably the most important immigration document you have because it shows that you have been legally admitted into the U.S. and it identifies your immigration status and your authorized period of stay in the U.S. **DON'T LOSE THIS CARD!** It costs \$320.00 to get a replacement card from the US Citizen and Immigration Services (USCIS) and it takes many months to receive.

As of May 2013, the I-94 paper form will no longer be required for international visitors arriving by sea or by air. Instead, all arrival and departure information will be gathered electronically at a custom-made website, [CBP.gov/I94](http://cbp.gov/I94), where visitors can verify immigration status or employment authorization, as well as record number and admission information. A paper form is still issued at land border ports of entry. You can print your I-94 card and read more about it at the following website: http://cbp.gov/xp/cgov/travel/id_visa/i-94_instructions/

The Form I-94 contains your unique 11-digit admission number in large bold numbers in the upper left hand corner.

The difference between F-1 Student Visa and F-1 Student Status

Once you have been admitted to the U.S., you are considered by IIC and the various immigration services as having F-1 status (not an F-1 visa).

The importance of having a certain visa ends when you leave the airport; for the rest of your stay in the U.S., people will refer to your F-1 status. (Your F-1 visa will probably expire before your F-1 status, which is OK.)

The status designation is usually (but not always) the same as the visa type, such as an F-1 student visa and an F-1 status designation on your I-94, but it is possible to be admitted to the U.S. with a certain visa status, such as a J-1 (exchange visitor) visa status and then apply to the USCIS for a change of status to F-1 (student). If the USCIS approves such a change, the person will have a J-1 visa stamp in his or her passport but will have an F-1 status designation on his or her new Form I-94.

Duration of Status

As noted on the Form I-94, F-1 students are admitted to the U.S. until “D/S” (Duration of Status). This means that students who are maintaining F-1 status are authorized to stay in the U.S. until:

- the completion of all educational goals at one or various schools, colleges or universities
- the completion of any periods of authorized training

Additionally, F-1 students are given a 60-day grace period following the successful completion of their course of study or authorized training.

Students must complete at least one session (16 weeks) to complete a program at IIC.

The 60-day grace period is to be used for the following purposes:

- To prepare for departure from the U.S.
- To transfer to another school, college or university
- To change status from F-1 (student) to another nonimmigrant status such as B-2 (tourist)

If you want to travel in the U.S. longer than 60 days after the completion of your course of study, you will need to apply to the USCIS for a change of status from F-1 (student) status to B-2 (tourist) status.

Maintaining F-1 Status

Although you are not likely to have much direct contact with the various immigration services, you should be fully aware of the primary conditions imposed by the US Immigration and Customs Enforcement for you to retain your F-1 status. Violation of any of these conditions could lead to serious trouble in the form of investigations, hearings, or even deportation:

1. You are not permitted to accept employment off campus without prior authorization;

2. You must be a full-time student;
3. If you are transferring from another school, you must complete a transfer form and start at the next available start date at IIC;
4. You must maintain an updated address with IIC at all times. A post office box is unacceptable;
5. You MUST inform the International Student Coordinator at IIC if you decide to leave IIC for good. If you are leaving to transfer to another school, you must complete a Transfer Out Request form along with an acceptance letter and transfer form from the new school. If you are leaving the US and do not plan on returning to IIC, you complete the Withdrawal Request form. Failure to complete these forms can lead to termination.

Full-Time Status

USICE regulations require you to pursue a “full course of study” at IIC. A full course of study is defined as at least 18 hours per week. You are required to see the International Student Coordinator before dropping below full-time. If you do not meet with the International Student Coordinator before dropping below full-time, you will have violated your F-1 status and you will be considered Out of Status. You must check with the International Student Coordinator to see if you have a valid reason to be below full-time.

Falling out of status and reinstatement to F-1 Student Status

An F-1 student may fall out of status for the following reasons:

- Did not pursue a full course of study
- Did not complete the transfer of schools or change of level procedure within the 15 days after the start of a new school or program
- Accepted unauthorized off-campus work
- Chronic absenteeism
- Did not maintain a current address, phone number or other pertinent contact information with IIC

If you fall Out of Status, you may apply to the USICE for reinstatement. If you feel you are Out of Status, please see the International Student Coordinator during office hours.

At this time we will explain what your options are regarding being Out of Status. In some cases, reinstatement is not possible and a student must leave the US and re-enter with a new I-20.

Change of Status

An F-1 student may want to change status to B-2 tourist for the following reason:

- After completion of a program a student would like travel in the U.S. for more than the 60 days grace period authorized by USCIS.

Currently the USCIS is taking 3 months to complete a Change of Status request.

If the student has received a Change of Status approval notice from the USCIS and he or she leaves the U.S., the student will need to apply for a visa at a U.S. Embassy or Consulate abroad to be able to re-enter and resume that new status (except when traveling to contiguous territory).

School Transfer

To be eligible to transfer to another school, college or university you must have maintained your F-1 status. Students who are transferring from another U.S. school, college or university to IIC will need to apply to IIC and pay the application fee. Then the International Student Coordinator will determine if the student is eligible to transfer. If the student is eligible to transfer, the International Student Coordinator will contact the student and determine the start date. If the student is Out of Status at the previous school, he or she must talk to the International Student Coordinator about what his/her options are for entering IIC as an F-1 student. As an F-1 student it is crucial that you are aware of the immigration laws and regulations governing school transfers and it will be your responsibility to contact your previous school regarding your intended transfer to IIC. It is also your responsibility to fulfill all transfer rules, regulations and policies at your previous school.

SEVIS Questions and Answers

Q. What is non-immigrant status and how does an F-1 student maintain it so that they may remain in the US legally?

1) F-1 international students are admitted into the United States by the USCBP for the sole purpose of studying and acquiring a degree or specific knowledge or training. An F-1 student must be a full-time student making regular progress towards their academic goal. At IIC, this means taking 18 hours per week. Students must contact the International Student Coordinator immediately if they cannot do this.

2) An F-1 student cannot work off of the school campus. In all cases they must have approval from the International Student Coordinator. A student must speak to the International Student Coordinator to determine if they are eligible to work. Under no circumstances can an F-1 student work without IIC's approval.

Q. Under what circumstances can I study less than 18 hours per week?

In all cases a student must get permission from the International Student Coordinator before dropping below 18 hours per week. USICE allows students to drop below 18 units for the following reason ONLY and with PRIOR permission from the Director of ESL:

Student has medical problems and proof from a doctor that they should take below 18 hours per week. A student is allowed medical reasons to be below 18 hours

within 12 months only. If a student is sick longer than 12 months for whatever reason they must leave the United States because they are not making regular progress towards their academic goals. Students must have medical proof (from a doctor, osteopath, psychologist or psychiatrist only) for 12 months and must show it to the Director of ESL.

Q. What do I do when I finish the program and I want to transfer or go home?

Whenever a student finishes a program or is going to leave for any reason they must let the International Student Coordinator know. If the student is transferring, he/she must complete a Transfer/Withdrawal Form and give it to the Academic Coordinator and then the International Student Coordinator. Again, when the student leaves the school for any reason they must inform the Academic Coordinator and then the International Student Coordinator. An F-1 student is allowed to remain in the US only 15 days after withdrawing and only 60 days after completing a program. At IIC, completing a program means moving from one level to another in a time no shorter than two sessions (16 weeks of studying).

Q. How early can an (F-1) international student enter the US?

30 days before your Program Start Date. If you transferred from another school, you may enter earlier.

Q. What happens if an emergency happens and an international student has to leave the US?

The student should complete a Withdrawal Request form and meet with the Academic Coordinator and then the International Student Coordinator. The student must leave within 15 days of when they stop their program.

Q. How much time do I have between transferring schools?

An IIC student must start at the next available Program Start Date.

Q. What does an international student do if they fall Out of Status?

If a student falls out of status he/she must see the International Student Coordinator to discuss if reinstatement is a possibility. Reinstatement is when a student completes the I-539 form and writes a letter to USICE to request to be reinstated due to falling Out of Status. A student must apply for reinstatement immediately when out of status. It is the student's responsibility to be aware of and to maintain his/her status. Usually reinstatement is only granted when a student's reason for falling out of status is something that is completely out of their control.

Q. What if I cannot finish my program by the Program end Date on my I-20?

If a student is unable to finish a program on time he/she must ask the International Student Coordinator/ DSO for an extension of program. However, if the delay has to do with academic problems, such as chronic absenteeism or withdrawing without

permission, an extension cannot be given. A student must ask for an extension before the program end date on the I-20.

Immigration counseling procedures

The International Student Coordinator/ DSO is available if students need immigration counseling in the following areas:

- The student has questions about maintaining their F-1 student status.
- The student has questions about the transfer-in or transfer out procedures.
- The student has questions about extending their I-20, or proof of funding required.
- The student needs advice about changing their nonimmigrant status and completing the I-539 form (for example from J1 to F1, or if the student is seeking reinstatement)
- The student is unsure of how to apply for the F-1 visa and the next steps after receiving the I-20 document.
- The student has to leave the US in an emergency or requires a reduced course load.
- The legal requirements for authorized work in the USA.
- The student has had 3 attendance warnings.
- The student is in terminated status.
- For any other immigration reason/ question the student might have.

Policy on Release of Student Information

IIC maintains all student files under lock and key, and does not give out student information to third parties unless required to do so by law.

Information regarding travel outside the U.S.

If you are leaving the U.S. on an emergency or on vacation and plan to return to IIC, you must have your I-20 endorsed (signed) for reentry into the U.S. before you leave. If you fail to do this, you will have trouble re-entering the U.S.

The authorization for reentry is the required signature on page 3 of your I-20. You must submit your I-20 at least one week prior to your date of departure to the International Student Coordinator/DSO. Please do not wait until the last minute or we may not be able to sign it in time.

The International Student Coordinator/DSO will not endorse the back of your I-20 for reentry into the U.S. if 1) you have failed to maintain your status or 2) if you do not intend to return to IIC. If you leave the U.S. to travel abroad and your intention is to return to the U.S. to, for example, travel for pleasure and you do not plan to continue a course of study at the IIC or at any other school, college or university in the U.S., you must apply for a B-2 tourist visa at a U.S. Consulate or Embassy in the country

you plan to visit to be able to reenter the United States (unless you already have a B-2 visa in your passport and it has not expired, or you qualify to enter the U.S. on the WT visa waiver program).

If you are leaving the U.S. to travel to countries other than your home country, you must contact the nearest consulate of the country you plan to visit (see list of nearby consulates below). Consulates may take one or two weeks to process and issue a visa. When traveling to other countries, make sure you bring with you as many documents as possible to prove citizenship, home residence and most importantly, proof of financial resources. These documents may be demanded at the Port of Entry of the country you plan to visit and upon reentry to the U.S.

Travel to and from Mexico and Canada

Students who wish to travel to Canada or Mexico should investigate the distinct visa entry requirements in advance before planning a trip. Often a tourist visa is required.

- The [Canadian Embassy home page](#)
- The [Mexican Embassy home page](#)

Before leaving the USA, all students should have their form I-20 properly endorsed by the DSO, as could prevent the student from re-entering the USA.

Automatic Extension of Visas (revalidation)

Students who travel to Canada or Mexico for a Visa Renewal and are denied are not allowed re-entry into the US.

F-1 students with an expired visa may reenter the U.S. as though the visa were still valid if returning after visits not exceeding 30 days to Mexico, Canada, or the Caribbean Islands (except Cuba) provided the F-1 student does the following:

1. Has maintained and intends to resume status as an F-1 student in the U.S
2. Presents a valid Form I-94
3. Presents a SEVIS I-20 endorsed (signed) for reentry
4. Presents a valid passport (unless exempt from passport requirements)
5. Applies for readmission within the authorized period of 30 days

A person who entered the U.S on a visa other than F-1, but whose status was changed to F-1 status by USCBP (Immigration), may be considered to have the previous visa automatically revalidated and converted to an F-1 visa if he or she meets the conditions stated above.

Automatic extension applies to "nonimmigrant aliens" therefore Mexican nationals returning from Mexico from visits that do not exceed 30 days should also be able to re-enter with an automatic extension.

At the present time, "automatic extension of visa" is not applicable for nationals of Cuba, Iran, Iraq, Libya, North Korea, Sudan and Syria. Foreign nationals with the designation of 212 (d) (3) (A) (28) have to apply for a waiver of inadmissibility if they do not hold double or multiple-entry, unexpired visas. Questions about this should be directed to the International Student Admission Office several weeks in advance of departure.

Work Authorization Rules for F-1 Students

On-Campus Employment:

The only requirement is that the student is in F-1 status. F-1 students can only work at IIC and must have a form filled out by the Director of ESL indicating they are in-status before they can begin employment. They must also acquire a Social Security Number.

Off-Campus Employment:

Working off-campus is not permitted.

If a student works without the permission of the Director of ESL, the student will have violated his/her F-1 status and will be immediately terminated from IIC.

Frequently asked Questions

Q: How often should the back of my I-20 be endorsed?

A: Your I-20 should be signed by the International Student Coordinator/DSO in order for you to be permitted to reenter the U.S. after you travel outside the U.S. An endorsement is valid for one year, however, it is recommended to have your I-20 signed every time you travel. Keep in mind that if you remain out of the U.S. for more than 3 months, you will need to request a new I-20 for re-entry.

Q: If the visa stamp in my passport expires while I am in the U.S., must I leave the country to renew it?

A: The visa stamp in your passport is an Entry Permit only, so you need not be concerned if it expires once you have already entered the U.S., unless you plan to travel out of the U.S. and reenter. In that case, you will need to go to the U.S. Embassy or Consulate (preferably in your home country) and apply for a new visa stamp.

When you go to the Consulate to apply for the new visa stamp, you must bring with you your endorsed I-20. It must be endorsed on the back by the International Student Coordinator/ DSO. It is also recommended that you bring proof that you have the funding to cover your tuition and living expenses.

Q: I have a newly reissued passport. While I am in the United States, is it possible to change my unexpired visa stamp from my old passport to my newly reissued passport?

A: No, it is recommended that you keep both passports and you may use the visa in the old passport. If you leave the U.S., you may get a new visa stamp in your newly issued passport from the U.S. Consulate/Embassy abroad.

Q: I have a newly reissued passport. My old passport has a visa stamp, but my newly reissued passport does not. Can I reenter the United States from a contiguous territory (Canada, Mexico, and the Caribbean Islands except Cuba)?

A: Yes, you must carry both your old expired passport and your new reissued passport. You must also have your I-94 card. With all of these documents, reentry from contiguous territory should be possible even with an expired visa stamp in your old passport if your travel period did not exceed 30 days.

Health Care

Getting sick when you are away from home can be a traumatic experience. Being informed about health care in the San Francisco Bay Area before getting sick can make the experience a lot less problematic. Please see the Professional Resources List at the end of this handbook.

Health Insurance

Medical care in the United States is extremely costly, so most people have health insurance to cover the high cost of health care. At IIC, medical insurance is highly recommended for all F-1 students. If you would like more information, please speak to the International Student Coordinator.

Tuition and Refund Policies

Tuition Policy

New students from overseas pay for 16 weeks tuition for their first payment, which is due on the day of the placement test. After that, students can continue to pay in 4, 8 or 16 week blocks, but it must be paid in advance or on your due dates, otherwise there is a \$30 late fee if it is more than 5 days late.

Transfer students can choose to pay for 4 weeks for their initial tuition which is due on the day of the placement test. After that, students can continue to pay in 4, 8 or 16 week blocks, but it must be paid in advance or on your due dates, otherwise there is a \$30 late fee if it is more than 5 days late.

Please pay at the Post Building with a credit or debit card (Mondays through Thursdays) or at the Bush Building on Fridays. To pay with cash or check, please do so at the Citi bank on Post Street opposite the Post Building and not any other Citi Bank.

Enrollment Agreement

All students must sign an enrollment agreement when you pay for your tuition. This is a legal contract between you and the school. It contains important refund dates, so please read it carefully.

Student Tuition Recovery Fund (STRF) FEE

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

Refund Policy

Courses are paid in 4, 8 or 16 week blocks. The course begins on the program start date on the enrollment agreement. Please note that tuition fees will only be fully refunded on the first day of class, or the seventh day after enrollment, whichever is later. After that time, a student may apply for a partial (pro-rated) refund up until they have completed 60% of their payment block. A tuition refund is possible only if a tuition refund request is made in writing and received by IIC.

Deferring Program Start Date

If a student is unable to start their ESL program on their program start date (see program start date on the I-20), IIC must have written notification 14 days prior to the program start date, with an explanation and a new program start date. Students can defer their program start date up to six months if IIC is contacted 14 days prior to the program start date. If students do not arrive and register on their program start date, and no contact was made to request deferring program start date, IIC will assume the student will not attend classes, and the student's I-20 will be terminated.

Visa Denial

You must inform IIC in writing. If the U.S. Consulate in your country refuses to issue you a student visa, you must immediately return the original acceptance letter and I-

20 to IIC. There is no refund for the \$110.00 Application fee if a visa is denied. However, if the student would like another I-20 within six months of their initial I-20 program start date, IIC will create one at no additional cost.

Cancellation After Arrival

Cancellation shall occur when the student gives written notice of cancellation at:
ATTN: Director of ESL, The Intercultural Institute of California, 1610 Bush Street,
San Francisco, CA 94109.

The student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.

To cancel their enrollment agreement, students must inform the Director of ESL of their decision in writing. A withdrawal may be either voluntarily effectuated by the student in writing, or effectuated by a student's conduct (including, but not necessarily limited to, a student's lack of attendance).

Cancellation by the School

We reserve the right to cancel any class with fewer than four students. In such a case, students will receive a refund for all prepaid unused class hours.

Persistent Misconduct

IIC reserves the right to terminate, without notice, the I-20 of any student who persistently misconducts him/herself on or around the IIC campus. Cancellation charges apply as above.

Holiday Dates

Students must observe the holiday dates published by IIC. Refunds will not be given for federal holidays.

Student Complaints Procedure

If you believe you have been treated inappropriately by the administration, an IIC employee, or if you are dissatisfied with the quality of the schools' facilities or services etc or if you are dissatisfied with your teacher or your class you can submit a complaint. Please note all complaints are treated confidentially.

IIC's definition of formal complaint is an expression of dissatisfaction by one or more students of an institutions action or lack of action, or about the standard of service provided by the institution.

Step One: Informal route

The first step, if you have a problem or issue, is to try to resolve the issue informally by talking to the person who is causing the issue and to try to find a satisfactory

solution. You can ask the International Student Coordinator to help you with this. She can also act as a go-between on your behalf if you do not wish to talk directly to the person involved. If you feel uncomfortable with this staff member, the student may approach the Director of ESL. Informal or oral complaints will be dealt with immediately or as soon as possible. If you are still dissatisfied you can submit a formal complaint.

Step Two: Formal Complaint

You can submit a formal complaint either by completing our complaints form. You can obtain a complaint form from the front desk in the Bush Building. This complaint form will go directly to the Director of ESL. Formal written complaints will normally be dealt with within two weeks of submission.

Step Three:

If the student feels that the complaint has not been dealt with satisfactorily then he or she may submit their complaint in writing to BPPE (www.bppe.ca.gov).

Personal Counseling Procedures

The International Student Coordinator/ DSO is available if students need personal counseling in the following areas:

- The student is experiencing culture shock, or feeling depressed.
- The student needs referrals to services outside IIC- for example, if the student needs help finding a lawyer, a doctor or needs help finding accommodation.
- For any other personal counseling the student should require.

For whatever reason the student requires the counseling, the student is made aware of the International Student Coordinator consultation hours during the initial orientation. However, if it is an emergency, the International Student Coordinator will see the student outside of these hours.

Resources List

Doctors (at free clinics) and dentists

Haight-Ashbury Free Clinic: 558 Clayton St. (415) 746-1967

SF Free Clinic: 4900 California St. (415) 750-9894

The website of the Free Print Shop where you can download eleven charts to help find free food, shelter, medical aid, & help with neighborhood problems in San Francisco:

<http://www.freeprintshop.org/>

For more free and low cost health care services in San Francisco, please check this address:

<http://sfgsa.org/Modules/ShowDocument.aspx?documentid=1115>

SF General Hospital: 1001 Potrero Ave. (415) 206-811

Northeast Medical Services Dental Clinic (3 locations) 391-9686

- 1520 Stockton St.
- 82 Leland Ave.
- 2308 Taraval Ave.

University of the Pacific Dental Clinic: 2155 Webster St. 929-6622 or 929-6675

South of Market Health Center: 551 Minna St. 626-2380

Other Health Referral Organizations

(Some of these services may not be covered by your insurance.)

Chiropractic Doctor (bone alignment):

There are many Chiropractors in the Bay Area. Please refer to the Yellow Pages, yelp.com or other online sources for more information.

Physicians & Surgeons:

For referrals on Dermatology (skin), Gynecology (women's health issues), Obstetrics (pregnancy), Gastroenterology (stomach) etc. call the following numbers:

Ask-A-Nurse 403-943-LINK (5465)

Alameda Contra Costa Medical Association (510) 654-5383

Physician Line (510) 237-4636

Sexual Orientation & Counseling:

Gay & Lesbian Counseling Center „New Leaf (415)-626-7000

Gay Legal Referral Services (415) 621-3900

Pacific Center for Human Growth (510) 548-8283

Mental Health Association of SF:

415-421-2926

HIV Testing, STD detection and treatment & Birth Control

There are places in the Bay Area where you can get confidential or anonymous HIV testing and counseling, detection and treatment of sexually transmitted diseases (STDs), and counseling on birth control. Some of them are:

Contra Costa County Health Services Dept. (925) 957-5400

AIDS Hotline (800) 367-AIDS

Planned Parenthood (800) 230-PLAN

Berkeley City Public Health Clinic 830 University Ave, at 6th St., Berkeley, CA 94710
(510) 981-5350

Berkeley Free Clinic 2339 Durant Ave., Berkeley, CA 94704 (510) 548-2570

Asian Health Services 818 Webster St., (at 8 St.), Oakland, CA 94607 (510) 986-6800

Public Health Clinic 830 University Ave., (at 6 St.), Berkeley, CA 94710 (510) 981-5350

San Francisco County Sites

AIDS Health Project at UCSF: (415) 502-7276

San Francisco City Clinic: (415) 487-5500

Castro- Mission Health Center: 3850 17th St., (at Noe St.)(415) 487-7500

Maxine Hall Health Center: 1301 Pierce St. (415) 292-1300

Silver Avenue Health Center: 1525 Silver Ave. (at San Bruno Ave.) (415) 657-1700

Chinatown Public Health Center: 1490 Mason St. (at Broadway) (415) 364-7600
(Services provided in Chinese)

Ocean Park Health Center: 1351 24th Ave, (at Judah & Irving), Room 101
(415) 682-1900 (Services provided in Chinese)

Tom Waddell health Center 50 Lech Walesa (Ivy) St. (415) 355-7400

Mission Neighborhood Health Center (Glide Health Services) th 330 Ellis St. 4 fl. (at
Taylor St.)
(415) 674-6140 (Services provided in Spanish)

San Francisco Counseling Center St 1801 Bush Street. 1 fl. Conference room (415)
440-0500

Crisis intervention and Counseling

AIDS HOTLINE: 1-800-367-AIDS (2437) (no charge to caller)
The National Alcohol and Substance Abuse Information Center 1-800-784-6776

CONTRA COSTA CRISIS CENTER (925) 939-1916

Crisis & Suicide 800-833-2900 (24 HOURS)

FOR LIFE THREATENING EMERGENCIES CALL 911

No money is necessary when using a public telephone.

Health Insurance

International Student Organization Compass Health Insurance:
http://www.isoa.org/compass_main.aspx

International Student Insurance.com:
<http://www.internationalstudentinsurance.com/student-health-insurance/>

Student Secure:
<http://www.mnui.com/products.asp?prod=studentsecure>

Healthy San Francisco
<http://www.healthysanfrancisco.org/>

Immigration Lawyers

Hilla R. Nativ:

<http://www.bayareaimmigration.com/>

Law office of Marcia I. Perez:

<http://www.perezimmigrationlaw.com/>

Caudle Immigration:

<http://www.caudleimmigration.com/>

Bar Association of San Francisco

<http://www.sfbar.org/lawyerreferrals/index.aspx>

Government Resources

Regulations regarding maintaining your F1 status, obtaining a Social Security Number to Working in the United States as a F-1 Student can be found here:

<http://studyinthestates.dhs.gov/students/resources>

Bank Account

To open a bank account you usually need to forms of identification (one needs to be government issued, for example a passport, or a driver's license). Some banks require a deposit to open the account. You can open an account at any of these local banks:

Wells Fargo

<https://www.wellsfargo.com/>

1560 Van Ness Ave

San Francisco

(415) 396-4595

Chase

www.chase.com/

2750 Van Ness Ave

San Francisco

(415) 474-5052

Citibank

www.citibank.com/

1399 Post St

San Francisco

(415) 922-2512

Driving License Information

Steps on how to obtain a US driver's license:

<http://studyinthestates.dhs.gov/students/resources/drivers-license-application-process>

San Francisco Department of Motor Vehicles (DMV):

http://apps.dmv.ca.gov/fo/offices/appl/fo_data_read.jsp?foNumb=503&server=en

California DMV Website:

<http://www.dmv.ca.gov/portal/home/dmv.htm?lang=en>

Academic Testing sites

- IELTS examinations - www.ielts.org/
- TOEFL examinations - www.ets.org/toefl/
- TOEIC examinations - www.ets.org/toeic
- GMAT examinations- www.mba.com/the-gmat.aspx
- GRE examinations- www.ets.org/gre/revised_general/register/centers_dates

Accommodation in San Francisco

Residential Hotels

Residence Clubs are very popular with international students. They are safe and moderately priced. Residence Clubs offer breakfast and dinner most days of the week, but it's best if you contact them directly to find out specific information. Here are a few recommended Residence Clubs:

Vantaggio Suites (3 locations in San Francisco)

835 Turk Street, Tel: 415-922-0111

580 O'Farrell, Tel: 415-885-0111

761 Post Street, Tel: 415-614-2400

www.vantaggiosuites.com

Kenmore

1570 Sutter Street, Tel: 415-776-5815

www.kenmorehotelsf.com

Monroe

1870 Sacramento, Tel: 415-474-6200

www.monroeresidenceclub.com

Apartments

Apartments are for students that are staying for more than 3 months. Typically, apartments for rent in San Francisco are unfurnished (no furniture, but includes refrigerator and stove), unless you are moving in with roommates. Roommates may be a great opportunity to practice your English and enjoy the experience of living with

people from different cultures. IIC recommends the following sites for apartments and roommates:

<http://sfbay.craigslist.org/sfc/roo/> -- Shared apartments with roommates in San Francisco

Homestay

IIC does not currently offer a homestay placement service, however, if you are interested in staying with a host family, you can find one directly at the following websites:

<http://www.sanfranciscohomestay.org/>

<http://www.sfhomestay.com/>

If you experience any difficulty with any of the above Housing recommendations, please inform the International Student Coordinator immediately, who will then investigate your complaint.

Bay Area Cultural Centers

Arab Cultural and Community Center

2 Plaza Street, San Francisco, CA 94116

(415) 664-2200

<http://www.arabculturalcenter.org/>

Asian Pacific Islander Cultural Center

934 Brannon Street, San Francisco, CA 94103

(415) 829-9467

<http://www.apiculturalcenter.org/>

Basque Cultural Center

599 Railroad Avenue, South San Francisco, CA 94080

(650) 583-8091

<http://www.sfbcc.us/>

Chinese Cultural Center of San Francisco

750 Kearny Street, Third Floor San Francisco, CA 94108-1809

(415) 986- 1822

<http://www.c-c-c.org/>

Croatian American Cultural Center

60 Onondaga Avenue, San Francisco, CA 94112

(510) 649-0941

<http://www.croatianamericanweb.org/>

French American Cultural Society

88 Kearny Street, # 600, San Francisco, CA, 94108

(415) 591-4802

<http://www.facs-sf.org/>

Italian Cultural Institute of San Francisco

814 Montgomery St, San Francisco, CA 94133

(415) 788-7142

http://www.iicsanfrancisco.esteri.it/IIC_Sanfrancisco

Japanese Cultural and Community Center of Northern California

1840 Sutter Street, Suite 201, San Francisco, CA 94115

415-567-5505

<http://www.jccnc.org/about/contact.htm>

Korean Center Inc.

1362 Post Street, San Francisco, CA 94109

(415) 441-1881

<http://www.iic.edu/content/kci/index.html>

Mission Cultural Center for Latino Arts

2868 Mission Street, San Francisco, CA 94110

(415) 821-1155

<http://www.missionculturalcenter.org/>

Russian Center of San Francisco

2450 Sutter Street, San Francisco, CA 94115

(415) 921-7631

<http://www.russiancentersf.com/contact>

Taipei Economic and Cultural Office

555 Montgomery St, San Francisco, CA 94111

(415) 362-7680

Thai Cultural Center of the San Francisco Bay Area

1911 Russell Street, Berkeley, CA 94703

<http://tccsfbayarea.org/>

Consulates and Other Foreign Government Representatives in California

Argentine Consulate General: 5055 Wilshire Blvd., 2nd Fl., Los Angeles (213)954-9155

Australian Consulate General: 1 Bush St., 7th Fl., San Francisco (415) 362-6160

Austria Consulate General: 41 Sutter St., Suite 207, San Francisco (415) 951-8911

Barbados Consulate General: 442 Post St., Suite 800, San Francisco (415)421-8789

Belize Consulate General: 5825 Sunset Blvd., Suite 206, Hollywood (213)469-7343

Belgium Consulate General: 625 3rd St., Suite 400, San Francisco (415) 882-4648

Bolivian Consulate General: 870 Market St., Suite 575, San Francisco (415)495-5173

Brazilian Consulate General: 300 Montgomery St., Suite 1160, San Francisco (415) 981-8170

British Consulate General: 1 Sansome St., Suite 850, San Francisco (415) 617-1300

Canadian Consulate General: 550 S. Hope St., Los Angeles (213) 346-2700

Chile Consulate General: 870 Market St., Suite 1058, San Francisco (415) 982-7662

China Consulate General: 1450 Laguna St., San Francisco (415) 563-4885 or (415) 563-4857

Colombia Consulate General: 595 Market St., Suite 2130, San Francisco (415) 495-7195

Costa Rica Consulate General: 870 Market St., Suite 647, San Francisco (415) 392-8488

Danish Consulate General: 601 Montgomery St., Suite 400, San Francisco (415) 391-0100

Dominican Consulate General: 1516 Oak St. Suite 321, Alameda (510) 864- 7777

Ecuador Consulate General: 235 Montgomery St., Suite 944, San Francisco (415) 982-1819

Egyptian Consulate General: 3001 Pacific Ave., San Francisco (415) 346-9700

El Salvador Consulate General: 870 Market St., Suite 508, San Francisco (415) 781-7924

Ethiopia Consulate General: 101 California St., Suite 4725, San Francisco (415) 434-2800

European Union Consulate General: 44 Montgomery St., San Francisco (415) 288-1990

Finland Consulate General: 333 Bush St., San Francisco (415) 772-6649

French Consulate General: 540 Bush St., San Francisco (415) 397-4330

German Consulate General: 1960 Jackson St., San Francisco (415) 775-1061

Greek Consulate General: 2441 Gough St., San Francisco (415) 775-2102

Guatemala Consulate General: 870 Market St., Suite 667, San Francisco (415) 788-5651

Honduras Consulate General: 870 Market St., Suite 449, San Francisco (415) 392-0076

Hungary Consulate General: 777 Mariners Island Blvd. Suite 575, San Mateo (650) 573-76351

Iceland Consulate General: 9 Broadview Terrace, Orinda (510) 254-0169

India Consulate General: 540 Arguello Blvd., San Francisco (415) 668-0998

Indonesia Consulate General: 1111 Columbus Ave., San Francisco (415) 474-9571

Irish Consulate General: 655 Montgomery St., San Francisco (415) 392-4214

Israel Consulate General: 456 Montgomery St., 21st Fl., San Francisco (415) 844-7500

Italian Consulate General: 2590 Webster St., San Francisco (415) 931-4924

Jamaica Consulate General: 1001 Potrero Ave. Suite NH1N1, San Francisco (415)206-5833

Japan Consulate General: 50 Fremont St., San Francisco (415) 777-3533

Korean Consulate General: 3500 Clay St., San Francisco (415) 921-2251

Luxembourg Consulate General: 1 Sansome St., San Francisco (415) 788-0816

Madagascar Consulate General: 2299 Piedmont Ave., Berkeley (510) 643-8301

Malaysia Consulate General: 550 S. Hope St., Suite 400, L.A. (213) 892-1238

Mexican Consulate General: 870 Market St., San Francisco (415) 392-5554

Monaco Consulate General: 2643 Union St., San Francisco (415) 346-7766

Netherlands Consulate General: 1 Maritime Plaza, San Francisco (415) 981-6454

New Zealand Consulate General: One Maritime Plaza, Suite 700, San Francisco (415) 399 1255

Norwegian Consulate General: 20 California St., 6th Fl., San Francisco (415) 986-0766

Pakistan Consulate General: 10850 Wilshire Blvd., Suite 1100, Los Angeles, (310) 441-5114

Panama Consulate General: 3137 W. Ball Rd. Suite 104, Anaheim (714) 816-1809

Papua New Guinea Consulate General: 1308 Banyon Dr. Fallbrook (760) 731-0436

Paraguay Consulate General: 2121 Avenue of the Stars, Suite 1560, Los Angeles (310) 553 8081

Peruvian Consulate General: 870 Market St., Suite 1067, San Francisco (415) 362-5185

Philippine Consulate General: 447 Sutter St., San Francisco (415) 433-6666

Polish Consulate General: 12400 Wilshire Blvd Suite 555, Los Angeles (310) 442-8500

Portuguese Consulate General: 3298 Washington St., San Francisco (415) 346-3400

Russian Federation Consulate General: 2790 Green St., San Francisco (415) 202-9800

Spain Consulate General: 1405 Sutter St., San Francisco (415) 922-2995

Sweden Consulate General: 120 Montgomery St., Suite 2175, San Francisco (415) 7882631

Swiss Consulate General: 456 Montgomery St., San Francisco (415) 788-2272

Thailand Consulate General: 611 N. Larchmont Blvd. 2 Floor, Los Angeles (323) 962-9574

Taiwan Consulate General: 555 Montgomery St. Suite 1022, San Francisco (415) 362-7680

Taiwan Visitor's Association: 166 Geary St., Suite 1605, San Francisco (415) 989-8677

Tonga Consulate General: 360 Post St., Suite 604, San Francisco (415) 781-0365

Tunisia Consulate General: 3401 Sacramento St., San Francisco (415) 922-9222

Turkish Consulate General: 4801 Wilshire Blvd., #310, Los Angeles (213)937-0118

Uruguay Consulate General: 564 Market St. Suite 221, San Francisco (415) 986-5222

Venezuela Consulate General: 311 California St., Suite 620, San Francisco (415) 955-1982

If you need to find a Consulate or Embassy that is not on the above list and if you cannot locate it through Directory Assistance (try the 415 area code), then you can contact the Federal Information number and they can look it up for you. Their number is 1-800-688-9889 (press "9" to talk to a person.)