The International Education Office (IEO) supports UCSC’s teaching, research, and service missions. We aim to inspire the university community to strengthen global understanding by transcending borders and transforming international partnerships. IEO is UCSC’s intellectual portal to the world and your guide to international resources at UCSC.
Welcome from the Director

Dear Scholars,

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

UCSC is known for its diverse academic community and strong research ties to Silicon Valley, making it a destination for scholars and students all over the world. We host over 300 scholars from about 50 countries every year, as well as more than 1000 students from about 60 countries abroad. Our international scholars and students play an integral role in the intellectual and cultural life on campus, and we are very happy to welcome you to the UCSC community.

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

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

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

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

Sincerely,

Parinaz Zartoshty
Director, International Student & Scholar Services
International Education Office
# Table of Contents

**Contacts**
- International Education Office 4
- Division Contacts 5

**Pre-Departure Planning**
- J-1 Scholar Visa Requirements 6
- Insurance Information 7
- Weather 10
- Packing 11
- Housing 12
- Money Matters 17
- Banking 18
- Cell Phones 20

**Arrival Information**
- Entering the United States 21
- Orientation 22
- Social Security Number 23

**Transportation**
- Getting to Santa Cruz & Beyond 24

**Getting Settled**
- Driving 29
- Food & Grocery 31
- Shopping 33
- Making Calls 34
- Mail Services 35

**Taking Care of Yourself**
- Care Services 36
- Cultural Adjustments 38

**Your New Community**
- English Language Opportunities 42
- Childcare & Schools 43
- Recreation 45
- Local Events and Activities 46
International Education Office

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

Location:
Classroom Unit Building
(up hill behind Student Union)
Room 101, Ground Floor

Website: ieo.ucsc.edu
Facebook: facebook.com/ucscieo
Twitter: @UCSC_Global

For general questions:
Email: ieo@ucsc.edu
Phone: 831-459-2858

For specific questions:
Jay Lewis
Email: jarlewis@ucsc.edu
Phone: 831-502-7716

Parinaz Zartoshty
Email: pzartosh@ucsc.edu
Phone: 831-459-4214
Division Contacts

**ARTS:**
Website: [http://arts.ucsc.edu/](http://arts.ucsc.edu/)
Jan Cloud: jlcloud@ucsc.edu  831-459-3272
Teresa Locatelli: tlocatel@ucsc.edu  831-459-3338

**SOCIAL SCIENCES:**
Website: [http://socialsciences.ucsc.edu/](http://socialsciences.ucsc.edu/)
Emily Johnson: ejohnso3@ucsc.edu  831-459-2912

**HUMANITIES:**
Website: [http://humanities.ucsc.edu/](http://humanities.ucsc.edu/)
Marilyn Chapin: mchapin@ucsc.edu  831-459-2429

**PHYSICAL AND BIOLOGICAL SCIENCES:**
Website: [http://pbsci.ucsc.edu/](http://pbsci.ucsc.edu/)
Katie Arnold (EEB, EPS, IGPP, MTOX, IMS, OCEA): katiea@ucsc.edu  831-502-7391
Laura Lopez (MCDB, CHEM, PHYS, SCIPP): lbrogan@ucsc.edu  831-459-3185
Kristin Mott (ASTR, MATH, UC Observatories): kmott@ucsc.edu  831-459-2222

**ENGINEERING:**
Website: [http://www.soe.ucsc.edu/](http://www.soe.ucsc.edu/)
Kathy Beattie: kathy@soe.ucsc.edu  831-459-2263
Rosa Chung: rolchung@ucsc.edu  831-459-5847

**UNIVERSITY AFFILIATED RESEARCH CENTER (UARC):**
Website: [http://uarc.ucsc.edu](http://uarc.ucsc.edu)
Esther Sylvan: esther@ucsc.edu  650-604-0541
J-1 Scholar Visa Requirements

Once you have your UCSC appointment letter and your DS-2019, you may proceed with scheduling their visa appointment. Do not schedule your visa appointment until after you receive the DS-2019. If you do so and do not receive the DS-2019 on time, you will need to cancel or reschedule your appointment, as scan copies will not be accepted.

Be sure to have all required documents before attending the visa appointment. For any questions directly related to the J-1 scholar visa application, contact the U.S. Embassy or Consulate near you, as the required documents vary depending on the country of citizenship. In general, make sure you have paid the required I-901 SEVIS fee at least 3 business days prior to your interview date. Also make sure that your passport is valid at least 6 months into the future. Finally, you should have the original DS-2019 in hand.

Good luck with the visa interview process, and we look forward to meeting each of you at the International Scholar Orientation!
Insurance Information

J-1 exchange visitors must present health insurance for themselves and their J-2 dependents for the entire exchange visitor program in order for our office to validate their legal status. The United States Department of State (USDOS) sets minimum medical insurance requirements for all exchange visitors.

Effective September 1, 2014, Garnett-Powers is the mandatory health insurance provider for our visiting scholars.

Please visit the Garnett-Powers website and enroll in the insurance program or apply for a waiver, if you will provide your own insurance. To be eligible for a waiver, the insurance evidence you provide must meet the below J-1 requirements. This evidence is evaluated by Garnett-Powers.

You will need to provide evidence of enrollment or an approved waiver from Garnett-Powers to successfully complete check-in with our office.

Federal Insurance Requirements Effective May 15, 2015

- Medical benefits of at least $100,000 per accident or illness
- Repatriation of remains in the amount of $25,000
- Expenses associated with medical evacuation in the amount of $50,000
- Deductible not to exceed $500 per accident or illness
- Covers pre-existing conditions after reasonable waiting period
- Includes a co-payment provision that does not exceed 25% co-pay by the exchange visitor
- Does not exclude benefits for perils inherent to the activities of the exchange visitors program

The corporation underwriting the policy must have one of the following ratings:
- An A.M. rating of "A" or above
- An Insurance Solvency International, Ltd. (ISI) rating of "A-i" or above
- A Standard & Poor’s Claims paying ability rating of "A" or above
- A Weiss Research, Inc. rating of "B+" or above

Insurance coverage backed by the full faith and credit of your home country government meets this requirement.
Insurance Information

Do I Need to Purchase Insurance or Am I Eligible for UCSC Benefits?

You should email your UCSC Department or Divisional contact to determine if you are eligible for the following UCSC insurance options. Your Department or Divisional contact is the UCSC staff member identified within your appointment letter that you must complete employment paperwork with upon arrival.

Please be aware that even if you are eligible for UCSC insurance, you may need to purchase supplementary insurance in order to meet exchange visitor insurance requirements.

1. **UCSC-Sponsored Postdoctoral Benefits**: Scholars who hold the “Postdoctoral Scholar” (see your appointment letter) title are eligible for insurance that meets all USDOS requirements. The insurance cost will be shared between you and UCSC. To meet federal requirements, scholars must add their J-2 dependents to their plan (if applicable).

2. **UCSC-Sponsored Full or Mid-Level Benefits**: Scholars and their J-2 dependents may be eligible for full or mid-level UCSC benefits. Email your department or divisional contact for eligibility and application instructions. The insurance cost will be shared between you and UCSC. To meet federal requirements, scholars must add their J-2 dependents to their insurance plan (if applicable) AND purchase medical evacuation and repatriation insurance for themselves and their J-2's. See next page for options.

3. **UCSC-Sponsored Core Benefits**: UCSC may offer you the basic university Core Benefits plan. The insurance cost will be shared between you and UCSC. Unfortunately, this basic plan offers minimal coverage, and does not meet federal insurance requirements. To meet federal insurance requirements, scholars will need to purchase primary medical insurance, as well as medical evacuation and repatriation insurance for themselves and each J-2 dependent. See next page for options.

Can You Check Whether My Insurance Meets Requirements?

Unfortunately, ISSS advisors are unable to verify if private, home government, or UCSC-specific insurance policies meet USDOS requirements. Scholars must independently confirm that their insurance policies meet federal requirements.
Insurance Information

Potential Program Termination: Failure to maintain USDOS insurance requirements for J-1 scholars and J-2 dependents for the entire program duration will result in program termination. If a program is terminated, both J-1 and J-2 dependents must return to their home country immediately. Termination has an adverse effect on both J-1 and J-2 programs. J-1 scholars (including their J-2 dependents) cannot apply for reinstatement, extension of stay, change of category, or any other exchange visitor benefit if their program has been terminated.

Options that Meet Medical Evacuation & Repatriation Requirements Only

The insurance options listed below are for visiting scholars and their families who have already purchased primary insurance that meets USDOS requirements, and only need to purchase medical evacuation and repatriation insurance. You are responsible for reading the cancellation policy closely.

1. The Harbour Group: If you choose this plan, please submit a copy of your application to an ISSS advisor for review prior to applying online or mailing application to the broker.

2. A-G Administrators, Inc. Medical Evacuation & Repatriation Insurance Plan. The application form and brochure must be mailed to the broker. Complete the appropriate application. Make a COPY and send it to your international advisor. MAIL the application with check or money order payable to A-G Administrators, Inc., P.O. Box 979, Valley Forge, PA 19482.

3. Compass Benefits Group, Liaison Traveler: This plan is for visiting scholars and their families who will be in the U.S. for at least 3 months and up to one year. Please submit a copy of your application to an ISSS advisor for review prior to applying online or mailing application to the broker.

4. IMG Sky Rescue: Please submit a copy of your application to an ISSS advisor for review prior to applying online or mailing application to the broker.
Weather

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

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

This chart shows the average temperature and rainfall amount in Santa Cruz throughout the year.

<table>
<thead>
<tr>
<th>Month</th>
<th>Average Low</th>
<th>Average High</th>
<th>Average Rainfall</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>41°F (5°C)</td>
<td>63°F (17°C)</td>
<td>6.28 in (159.5mm)</td>
</tr>
<tr>
<td>February</td>
<td>43°F (6°C)</td>
<td>64°F (18°C)</td>
<td>6.44 in (163.6mm)</td>
</tr>
<tr>
<td>March</td>
<td>44°F (7°C)</td>
<td>66°F (19°C)</td>
<td>4.63 in (117.6mm)</td>
</tr>
<tr>
<td>April</td>
<td>46°F (8°C)</td>
<td>70°F (21°C)</td>
<td>1.97 in (50.0mm)</td>
</tr>
<tr>
<td>May</td>
<td>49°F (9°C)</td>
<td>72°F (22°C)</td>
<td>0.84 in (21.3mm)</td>
</tr>
<tr>
<td>June</td>
<td>52°F (11°C)</td>
<td>75°F (24°C)</td>
<td>0.19 in (4.8mm)</td>
</tr>
<tr>
<td>July</td>
<td>54°F (12°C)</td>
<td>75°F (24°C)</td>
<td>0.01 in (0.3mm)</td>
</tr>
<tr>
<td>August</td>
<td>54°F (12°C)</td>
<td>76°F (24°C)</td>
<td>0.04 in (1.0mm)</td>
</tr>
<tr>
<td>September</td>
<td>53°F (12°C)</td>
<td>76°F (24°C)</td>
<td>0.27 in (6.9mm)</td>
</tr>
<tr>
<td>October</td>
<td>50°F (10°C)</td>
<td>73°F (23°C)</td>
<td>1.45 in (36.8mm)</td>
</tr>
<tr>
<td>November</td>
<td>45°F (7°C)</td>
<td>67°F (19°C)</td>
<td>3.75 in (95.2mm)</td>
</tr>
<tr>
<td>December</td>
<td>41°F (5°C)</td>
<td>62°F (17°C)</td>
<td>5.68 in (144.3mm)</td>
</tr>
</tbody>
</table>
Clothing
In general, you will find that students, faculty, and staff at U.S. universities dress more casually (blue jeans and tops) than their counterparts in your home country. However, they do tend to dress more formally if they are going out to dinner or to a special event. If you are coming from a tropical climate you might find Santa Cruz’s weather a little chilly, especially from November to March. Most scholars find that they will use a light jacket year round and probably a heavier coat during the winter months. Past scholars at University of California, Santa Cruz have reported that they wished they had brought more warm clothes with them.

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

Other Helpful Items
Even though you can purchase many items you need after you arrive in the U.S., there are some things that you might want to bring with you for various reasons:

- **Toiletries**, especially items from your home country that you might not be able to find in the U.S.
- **Bedding and/or bathing towels**. Depending on where you stay when you first arrive, you might not have access to these items until you are able to purchase them. If you are planning on staying on campus you will probably require extra–long twin sheets, which may not be available in your home country.
- **Camera**. If you’re bringing a camera with you to the U.S. don’t forget to bring any accessories such as memory cards and chargers that you might need.
- **Prescription medications**. These must be in their original containers and should be no more than a 30-day supply. Make sure to carry a written prescription so you can fill it in the U.S.
Housing

Housing in Santa Cruz and the Bay Area is infamously expensive and difficult to find. Rents are high, and availability is low. Scholars are independently responsible for finding housing. Therefore, you are strongly encouraged to begin your housing search BEFORE you arrive in Santa Cruz. You are also encouraged to arrive as early as possible to look at housing in person.

Scholars may search for housing through:

- UCSC Community Rentals Office (CRO) [http://housing.ucsc.edu/cro](http://housing.ucsc.edu/cro): Please note that you must have a United States email address in order to access the rental database. You can set up a temporary U.S. email address through Gmail, Hotmail, Yahoo, etc.

  CRO also offers information on renter rights, how to find housing, and how to avoid U.S. housing scams. Tips specific to international scholars are available at [http://housing.ucsc.edu/cro/international/](http://housing.ucsc.edu/cro/international/).

- UCSC Staff and Faculty Housing [http://employeehousing.ucsc.edu/index.html](http://employeehousing.ucsc.edu/index.html)

If you are unable to make permanent arrangements prior to arrival, please make temporary housing arrangements at a local hotel or hostel. Be sure to ask if they offer a UCSC discount. Please see the following sites for temporary housing options:

- Santa Cruz Hotels [http://santacruz.com/hotels](http://santacruz.com/hotels)

- Santa Cruz Hostel [http://www.hi-santacruz.org/](http://www.hi-santacruz.org/)
Rent Vocabulary. When searching listings of available properties you might encounter abbreviations used to describe the amenities at a specific property. A few of the most common abbreviations are:

<table>
<thead>
<tr>
<th>AC: Air Conditioning</th>
<th>Avail: Available</th>
<th>BA: Bathroom</th>
<th>BR: Bedroom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blks: Blocks</td>
<td>DR: Dining Room</td>
<td>DW: Dishwasher</td>
<td>Furn: Furnished</td>
</tr>
<tr>
<td>Gar: Garage</td>
<td>Incl: Included</td>
<td>Kit: Kitchen</td>
<td>/mo: Per Month</td>
</tr>
</tbody>
</table>
Housing: Santa Cruz Neighborhoods

Adapted from the UCSC CRO: [http://housing.ucsc.edu/cro/neighborhoods/index.html](http://housing.ucsc.edu/cro/neighborhoods/index.html)

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

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

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

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

**BEACH HILL:** Adjacent to the Beach Flats neighborhood and the Boardwalk, with the ocean and downtown each a short walk away. Beach Hill is a mix of residences and hotels, and many scholars and students choose to live in this area.

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

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

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

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

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

You do not need a Social Security Number to lease a room or apartment. Even though some landlords might insist that you have a Social Security Number, it is not required by law.

Renting a room or apartment in the U.S. can be difficult. You will want to follow a few general guidelines to make sure you avoid being scammed and to make the process as smooth as possible. According to the California Department of Consumer Affairs, you are afforded the following basic rights as a tenant in the state of California:

• Limits on the amount of the security deposit that the landlord can require.
• Limits on the landlord's right to enter the rental unit.
• The right to a refund of the security deposit, or a written accounting of how it was used after a tenant has vacated the property.
• The right to sue the landlord for violations of the law or the rental agreement.
• The right to repair serious defects in the rental unit and to deduct certain repair costs from the rent—under appropriate circumstances.
• The right to withhold rent under appropriate circumstances.
• Rights under the warranty of habitability.
• Protection against retaliatory eviction.

A complete list of the rights and responsibilities of you and your landlord can be found in “California Tenants: A Guide to Residential Tenants’ and Landlords’ Rights and Responsibilities”:  
http://www.dca.ca.gov/publications/landlordbook/
Avoiding Scams

Unfortunately, there are dishonest people who are far too eager and willing to steal your money. Many times, people will set up fake listings on websites such as Craigslist in an attempt to steal your money.

Some ways to detect a possible rental scam are the following:

✔ Rent is unusually low compared to average rents.

✔ Landlord is unable to show you the rental or claims to be out of town.

✔ Sense of urgency from landlord.

✔ Landlord doesn’t ask for rental application and/or references.

✔ Landlord requests advanced payments through money order, Western Union, or Moneygram.

If something seems like it’s not right or is too good to be true, it probably isn’t. It’s better to be cautious than to be a victim of a scam.

You can avoid most rental scams by following a few simple rules:

✔ Always deal with people in person. Be wary of conducting business with anyone who is not willing to meet you face to face.

✔ Never wire money via services such as Western Union or Moneygram to a person you are renting from, especially if you have never met them in person.

✔ Never pay money in advance of seeing a rental property.

✔ Never give out financial information such as bank accounts or Social Security Numbers to people you are renting from.

✔ Do not rent housing without first seeing the inside of the property. Things on the outside might be different than things on the inside.
Money Matters

Currency

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

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

In order to determine the value of the goods and services you are paying for, you might find it helpful initially to convert the cost to the currency in your home country. You can do so at either of the following websites:

XE
http://www.xe.com/

Bloomberg
http://www.bloomberg.com/markets/currencies/currency-converter/
Banking

You will probably want to open a U.S. bank account, and you have several options. Each bank has slightly different requirements; you will need to contact each bank to learn what you need to sign up. In most cases, you will need: your passport, your DS-2019, and one other form of photo ID. You do not need a Social Security card to open an account.

These branches are not located on campus, so you will need to arrange your own transportation to get to there. Note that some have more than one branch in Santa Cruz.

Our office does not endorse any of the following banks. Selecting a bank is your decision.

<table>
<thead>
<tr>
<th>Bank Name</th>
<th>Address 1</th>
<th>Phone 1</th>
<th>Address 2</th>
<th>Phone 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bay Federal Credit Union*</td>
<td>420 River St</td>
<td>831-479-6000</td>
<td>&amp;</td>
<td>3333 Clares St</td>
</tr>
<tr>
<td>Bank of America*</td>
<td>1640 Mission St</td>
<td>800-432-1000</td>
<td>&amp;</td>
<td>104 River St</td>
</tr>
<tr>
<td>Chase</td>
<td>2111 Mission St</td>
<td>831-426-8280</td>
<td>&amp;</td>
<td>730 Ocean St</td>
</tr>
<tr>
<td>Wells Fargo*</td>
<td>74 River St</td>
<td>831-469-3525</td>
<td><a href="http://www.wellsfargo.com">http://www.wellsfargo.com</a></td>
<td></td>
</tr>
</tbody>
</table>

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

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

Choosing the Right Bank

In general, most banks offer similar services with just a few slight differences. When you select a bank it is important to choose one that fits your needs. Be sure to take the time to learn about the differences in rates and fees at each bank. When selecting a bank you will want to find out the answers to the following questions:

What does my bank do to protect me from identity theft and what are their policies about identity theft? Unfortunately identity theft, or the act of stealing someone’s personal information, does happen. Most banks offer protections against identity theft. You’ll want to find out what a prospective bank does to help protect you from identity theft. Additionally, it’s important to know what their policies are if identity theft does occur.

What is the minimum amount of money I must deposit to open up my account and how can I make the first deposit? Some banks require you to deposit a certain amount of money in order to open your account. Though most will accept cash deposits, it is generally not advisable to carry large sums of money. You will want to make sure you will be able to make a deposit via wire transfer or check from a foreign bank.

What is the minimum amount I am required to keep in my checking or savings account? Many banks require that you keep a minimum amount in your account at all times. Falling below that amount will result in being charged additional fees as a penalty. Be sure to find out how much you will be required to have in your account at all times before opening it.

What is the fee for using an Automated Teller Machine (ATM)? Most banks do not charge you a fee for withdrawing money if you use their ATMs. However, most do charge you a fee for withdrawing money from your account using another bank’s ATM. Be sure to find out how much you will be charged if you need to use another bank’s ATM.

Will I be charged annual or monthly fees? Some banks charge you monthly or annual fees to have an account. Be sure to find out how much you could be charged.

What is the bank’s overdraft policy? Some banks charge you a fee if you write a check or make a payment with money that is not in your account. Be sure to find out what the bank’s policy is.

How much will my checks cost? Not all banks provide checks for free. If you need checks to pay bills you will want to find out how much your bank will charge you to provide you with checks to use.
Cell Phones

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

If you plan to get a U.S. phone number, please contact the company to learn what you will need to bring to get a phone. In general, you will need to provide: a valid photo id (passport or driver’s license), your date of birth, your local address, and your Social Security Number. If you do not have a Social Security Number you can still sign up for service with a deposit.

Before you sign any contract, make sure you meet the company’s requirements. Visit the following for more information:

- AT&T: 600 River St, 831-457-8255 & Store inside Capitola Mall 831-465-6771 http://www.att.com
- Sprint: 3555 Clares St, 831-475-8060 http://www.sprint.com
- Tracfone: Pre-paid phones and wireless cards Find in: Safeway 2111 Mission St 831-420-0781 Rite Aid 901 Soquel Ave 831-426-4303 http://www.tracfone.com
- Verizon: 110 Cooper St, Ste A, 831-421-0753 http://www.verizon.com
- T-Mobile: Store inside Capitola Mall 831-475-5246 http://www.t-mobile.com
When Can I Arrive?
You’ll be able to enter the U.S. up to 30 days before your DS-2019 start date. You will not be allowed to enter as a J-1 scholar if you arrive earlier.

What Documents Should I Have?
Because you may be asked to provide any of the following documents or information, we recommend you carry these documents when you are traveling to the U.S. Do not place these documents in checked bags, keep them in a carry-on.

☑ Valid passport
☑ Valid J-1 visa stamp
☑ Original signed DS-2019
☑ Original financial documents used for obtaining visa
☑ UCSC appointment letter
☑ Contact information for UCSC International Education Office

You may also find it helpful to bring copies of the following with you to the U.S.:

☑ Other forms of identification such as a driver’s license or birth and marriage certificates for you and your dependents (if applicable)
☑ Proof of health insurance coverage in the U.S.
☑ Address information in U.S.
☑ Prescription information (brand name and generic) for any medicines you take, including prescriptions for eyeglasses or contacts.
☑ Medical and dental records including immunizations and vaccinations.

What Should I Expect at the Port of Entry?
When you arrive, you will first go to immigration inspection where an officer will take your digital photograph and collect your digital fingerprints. They’ll ask you for your documents and ask questions about your travel. Be sure to say you are entering as a J-1 scholar and check that they mark “J-1 D/S” on your passport.

After you go through immigration, you will claim your baggage and proceed through Customs. You will need to have completed several questions on a form before you can pass through. These questions include:

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

Please answer these questions honestly. If you lie and such items are found, the penalty is much greater.
Orientation

J-1 Scholar Orientation is **mandatory** for all J-1 Scholars. The orientation is held in the Classroom Unit Building, Room 101. You will be instructed on exactly what day and time to attend orientation a few weeks prior to your start date.

You must bring clear **copies**, as well as **originals**, of the following documents for both **you and your J-2 dependents** to Orientation:

- UCSC Appointment Letter
- DS-2019
- Passport
- Visa
- Printed I-94 confirmation (access at [http://cbp.gov/I94](http://cbp.gov/I94))
- Copy of Medical Insurance from Garnett-Powers or Waiver Approval from Garnett-Powers
- U.S. Residential Address, Email, and Phone Number
- Any Forms Issued by U.S. Port of Entry (if applicable)

Topics covered during the orientation will give scholars valuable information regarding visa issues, immigration regulations, and the UCSC campus, as well as assist international scholars with adapting to a new environment. Failure to check-in at orientation will result in termination of your J-1 status and your need to depart immediately from the US.
Social Security Number

A Social Security Number (SSN) is a 9-digit number issued by the Social Security Administration (SSA). It is required for everyone who works in the U.S., and its primary purpose is to track individuals for taxation purposes. Once issued an SSN, you will keep it for life.

Eligibility:

- Must be physically present within the United States at least 10 calendar days before applying.
- Must wait at least 2 business days from the date that your SEVIS record is validated.
- Must have attended a J-1 Scholar Orientation and submitted all required documents for check-in.

To Apply:

1.) Complete the Form SS-5, available through http://www.ssa.gov or at the SSA office.

2.) Bring the following original documents with you when you apply:

- Form SS-5
- Passport
- J-1 visa stamp
- I-94 confirmation printout or arrival stamp
- DS-2019
- Invitation/appointment letter from UCSC

IMPORTANT NOTE: Your Social Security Card will be mailed approximately 10 business days after you apply to the address you gave on the Form SS-5. Make sure to use an address where you can receive mail.
Most scholars arrive in California via one of the San Francisco Bay Area’s airports. Most fly into San Francisco International (SFO) or San Jose International (SJC).

UCSC can be reached from SFO using a combination of BART, Caltrain, and the Highway 17 Express bus.

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

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

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

Finding Fares and Timetables

**BART:** [http://www.bart.gov](http://www.bart.gov)

**Caltrain:** [http://www.caltrain.com](http://www.caltrain.com)

**Santa Cruz Metro:** [http://www.scmtd.com](http://www.scmtd.com)

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

Scholars should be aware that travel to Santa Cruz from San Francisco via public transportation could take several hours, so please plan accordingly.

Flying into SJC, or don’t want to take public transportation?
Getting to Santa Cruz & Beyond

Scholars arriving at SJC need to combine Caltrain, VTA, and bus travel to get to UCSC.

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

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

At Santa Clara Station, board a Caltrain toward Diridon Station (Zone 4), the 2nd stop.

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

At Pacific Station, you can take any UCSC bus route from Lane 1 to get to UCSC, or take another bus to your final destination.

Finding Fares and Timetables

VTA Airport Flyer: http://www.vta.org/

Caltrain: http://www.caltrain.com

Santa Cruz Metro: http://www.scmtd.com

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

Scholars should be aware that like public transit from SFO, taking public transit from SJC to Santa Cruz could take several hours.

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

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

Aeronet Airporter
+1 (800) 531-2629

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

Blue Water Limousines
+1 (831) 477-0170

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

Santa Cruz Shuttles
+1 (831) 421-9883

More information about transportation to UC Santa Cruz from airports can be found through Transportation & Parking Services’ website.
Almost all destinations in Santa Cruz and the Bay Area can be reached via public transportation using one or many of the transportation companies that operate along specific routes in specific regions. Making sense of the different companies and different routes can be difficult. There are several free websites and smartphone apps that will sort it out for you by providing you an itinerary based on your location and destination. Three of the most popular are:

- **Google Maps**  
  [http://maps.google.com](http://maps.google.com)

- **Transit 511**  

- **Routesy Bay Area**  
  [http://www.routesy.com](http://www.routesy.com)

### Campus Transportation

UCSC has white campus buses that run throughout campus from about 7:30AM-11:00PM on weekdays and 6:00PM-11:00PM on weekends. These buses are always free to ride. There are also vanpools and bike shuttles to campus, as well as night shuttles.

Visit [http://taps.ucsc.edu/buses-shuttles/](http://taps.ucsc.edu/buses-shuttles/) for more info on the different options.

### Campus Parking

If you decide to use a car or motorcycle, be aware that you must have a valid parking permit. Permits can be purchased from the TAPS Sales Office Monday-Friday or online. Temporary metered parking is also available.

Visit [http://taps.ucsc.edu/parking/](http://taps.ucsc.edu/parking/) or call the Sales Office at (831) 459-4543 for details.
SANTA CRUZ METRO

Santa Cruz Metro operates 5 routes that travel from campus to downtown and are a great way to get around Santa Cruz. You can also use Metro buses to get to Capitola, which has a variety of shops and restaurants. A blue metro bus will run about every 10 minutes on weekdays and every 30 minutes on weekends. Visit http://www.scmtd.com for a list of schedules and routes.

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

To ride, one-way fare is $2.00. However, UCSC offers an Employee Metro Bus Pass. The fee is $10 per month for those eligible for payroll deduction; or $120 annually. For more information on the program, visit http://taps.ucsc.edu/buses-shuttles/metro-bus-pass.html

CAR RENTAL

Scholars allowed to drive can rent a car from Zipcar by the hour or by the day. These cars are located on campus and in downtown. Insurance and gas are included in Zipcar’s service fees. Visit http://www.zipcar.com/ucsc for more information.
Monterey
Many scholars are interested in visiting Monterey and its surrounding areas, which include Big Sur, Pebble Beach, and Carmel. Monterey Salinas Transit provides service to and from Monterey. A bus leaves from Santa Cruz at limited times throughout the week. For information on fares and route schedules, please see their website at: www.mst.org

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

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

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

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

Greyhound Bus
Greyhound has routes that pick up in Santa Cruz and San Jose to various US cities. Fares and route schedules can be found at www.greyhound.com.
Driving

If you want to drive in California, it is appropriate to apply for a driver’s license with the Department of Motor Vehicles (DMV). In most situations you cannot use your home country driver’s license to drive.

The local DMV is at:

4200 Capitola Road (by Capitola Mall)
Open 8:00AM-5:00PM
1-800-777-0133

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

If you’re applying for a California driver’s license, the general steps you need to follow are:

1.) Wait at least 10 calendar days after you’ve arrived in the US and at least 2 days after you’ve attended Orientation.

2.) Review the DMV’s website for information on Class C license applications.

3.) Apply in person at the DMV. You can visit any time during business hours but for faster service, it’s recommended to make an appointment online at http://www.dmv.ca.gov.

4.) Submit your Social Security Number OR your I-20/DS-2019, I-94, and passport with your application. Do not bring copies. The DMV needs to see originals.

Important. If you do not have a Social Security Number, tell the DMV that you “are not eligible” for a Social Security Number. They will then verify your status using your I-20/DS-2019 and passport as well as by verifying your SEVIS record is “active.” Your SEVIS record should be active within 10 days of presenting your immigration documents to our office. In general, it is best to wait 10 days after your International Scholar Orientation.

5.) Pay the $33 application fee.

6.) Pass a vision test. This test is administered at the DMV during your appointment.

(Continued on next page)
7.) Pass a written test. There are 36 questions on the test and you can take it up to 3 times before you must restart the process. The DMV offers free practice exams on their website.

8.) Pass a behind the wheel driving test. This test requires a separate appointment.

**J-2 Driver’s Licenses**

J-2 dependents who are legally present in the U.S., but who are ineligible for a Social Security Number, must follow additional steps to get a driver’s license. First, J-2s must apply for a Social Security Number and receive a denial letter from Social Security Administration. The J-2 must then present the denial letter to the DMV, along with documents demonstrating legal presence, to apply for their driver’s license.

**Problems with the DMV?**

If you encounter any problems at the DMV with your application, ask to speak with a supervisor at the office familiar with international students. If a supervisor is not available, or you continue to have problems, contact an ISSS advisor for assistance.

---

**California State ID Card**

Even if you do not wish to drive, you may want to consider getting a California State ID card. An ID card can be presented as an official form of identification in any situation where your age or identity needs to be verified. You can apply for an ID card at the DMV by completing the following steps.

1.) Apply in person at the DMV. You can visit any time during business hours but for faster service, it’s recommended to make an appointment online at [http://www.dmv.ca.gov](http://www.dmv.ca.gov).

2.) Submit your Social Security Number OR your I-20/DS-2019, I-94, and passport with your application. Do not bring copies. The DMV needs to see originals.

**Important.** If you do not have a Social Security Number, tell the DMV that you “are not eligible” for a Social Security number. They will then verify your status using your I-20/DS-2019 and passport as well as by verifying your SEVIS record is “active.” Your SEVIS record should be active within 10 days of presenting your immigration documents to our office. In general, it is best to wait 10 days after your International Scholar Orientation.

3.) Pay the $28 application fee.
Restaurants Near Campus

**Betty’s Burgers**
http://www.bettyburgers.com/
3 Locations:
- 1000 41st Avenue
- 505 Seabright Avenue
- 1222 Pacific Avenue

**Burger.**
http://www.burgersantacruz.com/
1520 Mission Street

**Café Brasil**
http://cafebrasil.us/
1410 Mission Street

**Falafel of Santa Cruz**
http://www.falafelofsantacruz.com
1501 Mission Street

**Hoffman’s Bistro & Patisserie**
http://www.hoffmanssantacruz.com/
1102 Pacific Avenue

**Hula’s Island Grill**
http://www.hulastiki.com/
221 Cathcart Street

**I Love Sushi**
http://www.ilovesushisc1.com/
516 Front Street

**Kianti’s Pizza**
http://www.kiantis.com/
1100 Pacific Avenue

**Planet Fresh Burritos**
831-423-9799
1003 Cedar Street

**Sabieng Thai**
http://www.sabiengthaicuisine.com/
1218 Mission Street

**Saturn Café**
http://saturncafe.com/
145 Laurel Street

**Surfrider Café**
http://www.surfridercafe.net/
429 Front Street

**Taqueria Vallarta**
http://taqueriavallartaonline.com/
3 Locations:
- 608 Soquel Avenue
- 893 41st Avenue
- 1221 Mission Street

**Walnut Avenue Café**
http://www.walnutavenuecafe.com/
106 Walnut Avenue

**Zachary’s**
http://www.zacharyssantacruz.com/
819 Pacific Avenue

**Zoccoli’s Delicatessen**
http://www.zoccolis.com/
1534 Pacific Avenue
Grocery

Major Grocery Stores

**New Leaf:** 1134 Pacific Ave & 1101 Fair Ave  
Has a wide selection of organic food and produce, including a deli bar.

**Safeway:** 2111 Mission St & 117 Morrissey Blvd  
Has the widest selection of items and is one of the less expensive stores.

**Shopper’s Corner:** 622 Soquel Ave  
Family-run market in Seabright selling meat, produce, and more.

**Trader Joe’s:** 700 Front St  
Specialty grocery store that offers a good selection of organic food.

**Whole Foods:** 911 Soquel Ave  
Has a wide selection of organic food and produce, including a deli bar.

Nearby Specialty Groceries, in San Jose

**International Food Bazaar:** 2052 Curtner Ave  
Long-running market offering groceries from Greece, Russia, and the Middle East, including Halal food.

**Ranch 99:** 10425 S De Anza Blvd & 10983 N Wolfe Rd  
Large supermarket chain with imported goods from Hong Kong, China, Japan, Korea, Taiwan, and Southeast Asia (particularly Vietnam and Thailand).

Farmer’s Markets

**Downtown:** Wednesdays, 1:30-5:30PM (Winter)  
1:30-6:30PM (Summer)  
Corner of Cedar & Lincoln

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

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

When you first arrive, you will likely need and want to buy inexpensive furniture, appliances, toiletries, and household items. Some common places for scholars to purchase these are at the following stores:

**Bed Bath & Beyond** [http://www.bedbathandbeyond.com/](http://www.bedbathandbeyond.com/) 3555 Clares Street, Capitola
Major store selling household items such as bathing supplies, bedding, and toiletries.

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

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

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

**CVS** [http://www.cvs.com](http://www.cvs.com) 600 Front Street, Santa Cruz
Popular drugstore that sells a variety of items, including over-the-counter medication, beauty products, seasonal merchandise, and convenience foods. It also has a pharmacy.

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

**Westfield Valley Fair Mall** 2855 Stevens Creek Boulevard, Santa Clara
Major shopping center in Silicon Valley that includes department stores, retail stores, and restaurants. It will have a larger selection than Capitola Mall.

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

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>How to call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergencies</td>
<td>Call 911. This is the national emergency number for police, ambulance services, and fire department.</td>
</tr>
<tr>
<td>Directory Assistance</td>
<td>Call 411. An operator will give you phone numbers for people and businesses. There is a $1.25 fee.</td>
</tr>
<tr>
<td>Going outside the U.S</td>
<td>Call 011 + country code + city code + phone number.</td>
</tr>
<tr>
<td>In the U.S. but going outside your local area code</td>
<td>Call 1 + three digit area code + seven digit phone number.</td>
</tr>
<tr>
<td>In your local area code</td>
<td>Call the seven-digit phone number directly.</td>
</tr>
<tr>
<td>Campus phone to another campus phone</td>
<td>Call only the last five digits of the phone number. For example, the number for the International Education Office is 831-459-2858, so you would dial 9-2858.</td>
</tr>
<tr>
<td>Campus phone to an off campus location</td>
<td>Call 6+ the phone number as described above. For example, if it’s outside the 831 area code, you will call 9+1+ area code+ 7-digit phone number (However, some campus phones are already linked directly to off-campus locations, so it’s always best to ask).</td>
</tr>
</tbody>
</table>
Mail Services

United States Postal Service (USPS)

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

What Postage Do I Need?
If you are sending mail within the U.S., check http://postcalc.usps.com for a domestic mail price calculator. If you are sending mail internationally, check http://ircalc.usps.com for an international mail price calculator.

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

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

Santa Cruz Main Post Office 880 Front Street
If your mail cannot be placed in a drop box, such as international mail or large packages, you can visit the post office in Downtown Santa Cruz. They are open Monday-Friday and can help you with outgoing mail, packaging items, and completing a customs declaration.

Courier / Express Mail

If you need overnight or quick delivery of a letter or package, you can contact one of the following express services:

**DHL**  
Contact for pick-up  
www.dhl.com

**UPS Store**  
849 Almar Street, Suite C  
www.theupsstore.com

**FedEx**  
712 Front Street  
www.fedex.com

Need to ship luggage home?

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

Although this can be expensive, it may be less expensive than airline and travel costs. If you’re interested, the courier/express mail services above should be able to help you. Unfortunately, Santa Cruz’s Post Office does not have the capacity to ship suitcases.
FOR IMMEDIATE CARE IN AN EMERGENCY INVOLVING A LIFE-THREATENING SITUATION, DIAL 911

**ON-CAMPUS CARE:**

**Student Health Center (SHC)**
On-campus care for scholars is extremely limited, as most services are reserved exclusively for enrolled students.

If you need immediate first aid for minor injuries, you can visit the SHC, located across the street from Colleges 9 & 10.

Otherwise, scholars are not eligible to use the SHC for other services, including the Counseling & Psychological Services (CAPS) programs. You may be able to use the UCSC Pharmacy, but you would need to submit reimbursement requests to your insurance company for any prescriptions filled there.

**LOCAL HOSPITAL (NEAREST EMERGENCY ROOM)**

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

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

**OFF-CAMPUS URGENT CARE:**

**Palo Alto Medical Foundation, Westside**
1203 Mission Street (at Laurel)
831-458-6310

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

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

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

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

**Directions to Hospital**

1. Start go south on Bay St. toward Mission St.
2. Turn left onto Mission St.
3. Turn slight left onto CA-1 S/Cabrillo Hwy. Continue to follow CA-1 S. 3.0 miles
4. Take the Soquel Ave. exit, (# 439). 0.2 miles
5. Take the ramp toward Soquel Dr. 0.1 miles
6. Turn slight right onto Soquel Ave. 0.1 miles
7. Turn right onto Soquel Dr., Dominican is on the left.
Care Services

MENTAL HEALTH:

Those coming to the U.S. from other countries and cultures often face special challenges. The following resources can help you if you are having difficulties.

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

**Dominican Behavioral Health Unit**
- 1555 Soquel Drive
- 831-462-7719

**Off-Campus Therapist Database**
- [https://filemaker.ucsc.edu/fmi/webd#CAPS](https://filemaker.ucsc.edu/fmi/webd#CAPS) (Select Guest Account)

ALCOHOL & DRUG ABUSE SERVICES:

Scholars or dependents with or impacted by substance abuse problems can seek assistance by contacting the following groups.

**Alcoholics Anonymous (AA)**
- 831-475-5782

**Alcohol & Drug Abuse**
- 831-454-HELP

DOMESTIC VIOLENCE:

In the U.S., any form of physical or verbal abuse towards a spouse or partner is completely unacceptable and illegal. The following support services are available.

**Monarch Services ~ Defensa de Mujeres**
- 1570 Soquel Drive
- 24-Hour Crisis Line: 831-685-3737
- Main: 831-425-4030

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

**Walnut Avenue Women’s Center**
- 175 Walnut Avenue
- 831-426-3062

**Women’s Crisis Support Hotline**
- 831-429-1478

TITLE IX/SEXUAL ASSAULT:

Sexual assault is a crime. The following offices can provide confidential advice and options for staff, faculty, and students regarding sexual assault, dating violence, and stalking. Crisis counselors and reporting assistance are also available.

**Title IX Office**
- [http://hdpiu.ucsc.edu/](http://hdpiu.ucsc.edu/)
- Main: 831-459-2462

**CARE Program**
- [http://care.ucsc.edu/](http://care.ucsc.edu/)
Cultural Adjustments

Cultural Differences

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

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

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

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

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

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

**Personal Space** – You may find that Americans require more personal space than people in your home country do. Typically Americans will stand at least an arm’s length away from each other in social settings. If you try to get closer to an American during a conversation, they may feel you are “invading their personal space” and try to move away. Try to avoid physical contact when speaking, as this can be too intimate for acquaintances.
Coping With Cultural Differences:
The following tips might help you cope with some of the difficulties you might be experiencing as a result of cultural differences.

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

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

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

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

Counseling & Psychological Services (CAPS) is a part of the UCSC campus that provides a wide range of resources including counseling, group counseling, workshops, and psychiatric help. Visit their website at [http://caps.ucsc.edu](http://caps.ucsc.edu) to find self-help guidance, as well as off-campus resources you can refer to.
Scholars can participate in English language opportunities as long as coursework remains incidental to their research/teaching program. The following organizations offer English support.

**English In Action**
Organized through UCSC, international scholars and spouses can practice English for an hour each week, conversing with a volunteer American partner. There is no charge for this program. Contact Karin Grobe, kgrove@wormdoctor.org, 831-427-0984.

**Santa Cruz Adult School Language Courses**
Learn to speak, read, and write English in these Beginning and Intermediate English as a Second Language (ESL) Courses. Fees are charged for course participation. Contact the Santa Cruz Adult School office at 831-429-3966, or go to http://www.adulted.santacruz.k12.ca.us/. The school is located at 319 La Fonda Avenue.

**Santa Cruz City Schools**
Santa Cruz City Schools offer English language instruction to both students enrolled in the Santa Cruz School District, and their families. Go to http://sccs.net/ for more details.

**The Volunteer Center**
Volunteers may work on an individual basis in English instruction. There is no charge for instruction. Go to https://scvolunteercenter.org/ for more details.

**Cabrillo College English as a Second Language (ESL)**
Cabrillo College offers courses specifically designed for those whose native language is not English. Courses range from beginning, intermediate, and advanced language study to ESL for Job Hunting and the Job Market, Writing Improvements for ESL Students, Pronunciation Improvement, Vocabulary, and Reading and Notetaking. Fees are charged for course participation. Contact 831-479-6400 or 831-479-6478, or visit Cabrillo College’s website at http://www.cabrillo.edu/.
Childcare

**Campus Kids Connection, Inc.**  
Website: [http://www.campuskidsconnection.com/](http://www.campuskidsconnection.com/)  
Phone: 831-462-9822  
Location: 820 Bay Avenue, Suite 109  
Ages: 2-12 years old (6th grade)  
Type of Care: Preschool, after school care, camps

**The Golden Rule After School Care**  
Website: [http://goldenrulesantacruz.com/](http://goldenrulesantacruz.com/)  
Phone: 831-713-5758  
Location: 105 Rooney Street  
Ages: 2-6 years old  
Type of Care: Full- and part-time after school care

**St. Stephen's Child Development Center**  
Website: [https://cdcpreschool.wordpress.com](https://cdcpreschool.wordpress.com)  
Phone: 831-462-4453  
Location: 2500 Soquel Avenue  
Ages: 2-6 years old  
Type of Care: Full- and part-time preschool

**The Village Preschool**  
Website: [http://www.villagepreschoolsc.com/](http://www.villagepreschoolsc.com/)  
Phone: 831-423-3588  
Location: Westside Santa Cruz, in the Circles  
Ages: 12 months (able to walk) – Kindergarteners  
Type of Care: Preschool
**Schools**

By law, anyone having custody of a child between 7 and 18 years old who has not completed the 12th grade is required to send that child to and maintain that child in regular attendance at a public or private full-time school.

**Which School Will My Child Go To?**
Typically, your child’s school is based on your residential address within the Santa Cruz City Schools (SCCS) district.

**Elementary Schools:**

Bay View Elementary  
1231 Bay Street  
831-429-3991  
http://bayview.sccs.net

DeLaveaga Elementary  
1145 Morrissey Boulevard  
831-429-3807  
http://sccsdelaveaga.ss8.sharpschool.com

Gault Elementary  
1320 Seabright Avenue  
831-429-3856  
http://sccsgault.ss8.sharpschool.com

Westlake Elementary  
1000 High Street  
831-429-3878  
http://westlake.sccs.net

**Middle Schools:**

Branciforte Middle School  
315 Poplar Avenue  
831-429-3883  
http://b40.sccs.net

Mission Hill Middle School  
425 King Street  
831-429-3860  
http://missionhill.sccs.net

**High Schools:**

Harbor High School  
300 La Fonda Avenue  
831-429-3810  
http://hh.sccs.net

Santa Cruz High School  
415 Walnut Avenue  
831-429-3960  
http://schs.sccs.net

Soquel High School  
401 Old San Jose Road  
831-429-3909  
http://soquel.sccs.net

**Schools Outside SCCS:**

Pacific Collegiate (7th – 12th Grade)  
3004 Mission Street  
831-479-7785  
http://www.pacificcollegiate.com

Waldorf School (Preschool – 8th Grade)  
2190 Empire Grade  
831-425-0519  
http://santacruzwaldorf.org

**School Age Reference**

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Level</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – 5 years</td>
<td>Preschool</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pre-Kindergarten</td>
<td></td>
</tr>
<tr>
<td>5 – 12 years</td>
<td>Kindergarten</td>
<td>Grade 1-5</td>
</tr>
<tr>
<td>12 – 14 years</td>
<td>Middle School</td>
<td>Grade 6-8</td>
</tr>
<tr>
<td>14 – 18 years</td>
<td>High School</td>
<td>Grade 9-12</td>
</tr>
</tbody>
</table>
THE OFFICE OF PHYSICAL EDUCATION, RECREATION, AND SPORTS (OPERS) operates UCSC’s on-campus fitness center and organizes recreational trips, intramural sports, and Physical Education classes that are open to students, staff, and faculty.

The main OPERS Complex near Cowell College includes the Wellness Center Gym, a 50-meter pool, basketball courts, tennis courts, and racquetball courts. Outside the OPERS Complex are the East Field, Lower East Field, track, and a beach volleyball court.

You can rent equipment from the OPERS office, as well as drop in on group exercise classes. You’ll need to purchase a membership to enter the OPERS Complex.

Recreation Trips & Classes
OPERS will publish a guide of activities and classes just before the start of each quarter at http://recreation.ucsc.edu. Enrollment happens online. Spots fill up quickly, so be prepared!

P.E. & Group Exercise Classes
These classes are usually held in the OPERS Complex and include offerings like kickboxing, yoga, and zumba. See http://fitlife.ucsc.edu for information.

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

General

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

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

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

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

Music

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

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

Kuumbwa Jazz
http://kuumbwajazz.org/

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

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

Theater

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

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

Mountain Community Theater
http://mctshows.org/

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

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

Museums

Museum of Art and History
https://santacruzmah.org/
Hosts “First Friday” and themed “Third Friday” events.

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

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

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

Movie Theaters

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

Nickelodean Theater (“The Nick”)
http://thenick.com/
Small, locally-owned theater located downtown. Known for showing independent and art-house movies.

Del Mar Theater
http://thenick.com/
Located downtown and shares an owner with The Nick. Does Midnight Movies on Fridays and Saturdays, as well as the popular Rocky Horror shadow-cast show.

Monthly Santa Cruz Events

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

First Friday
http://www.firstfridayssantacruz.com
Free art tour throughout downtown on the first Friday of the month, rain or shine.
Thank you for taking time to review this information. We hope that this handbook has provided you with useful information and that it will serve as a point of reference throughout your stay here in the U.S.

We encourage your participation in the numerous activities we have planned for you and throughout the campus. We value the diversity you bring as well as the cultural and intellectual enrichment you offer. Your presence on our campus increases awareness of other countries and cultures.

All of us at IEO look forward to serving your immigration needs and contributing to the enhancement of your UCSC experience. Once again, welcome to UCSC and the next chapter in your lives.