# TABLE OF CONTENTS

**WELCOME** .............................................................................................................................................. 3

**INTERNATIONAL SCHOLAR SERVICES** .................................................................................................. 4

**NEW J-1 SCHOLARS**
- Pre-Arrival .............................................................................................................................................. 7
- Health Insurance .................................................................................................................................... 7

**YOUR NEW COMMUNITY**
- Map of UC Santa Cruz .............................................................................................................................. 9
- Housing .................................................................................................................................................. 10
- Santa Cruz Neighborhoods ........................................................................................................................ 11
- English Language Opportunities .............................................................................................................. 12
- Childcare ................................................................................................................................................ 12
- Schools ................................................................................................................................................... 13

**THINGS TO KNOW**
- Weather ................................................................................................................................................. 15
- Money Matters ...................................................................................................................................... 15
- Paying Tuition & Other Bills .................................................................................................................. 16
- Banking .................................................................................................................................................. 17
- Telephone Services ................................................................................................................................. 18

**TRANSPORTATION**
- Getting to Santa Cruz ................................................................................................................................. 20
- Getting Around UCSC .............................................................................................................................. 21
- Getting Around Santa Cruz ....................................................................................................................... 21
- California & Beyond ................................................................................................................................. 22

**GETTING SETTLED**
- Driver’s License .................................................................................................................................... 24
- Food & Grocery ....................................................................................................................................... 24
- Shopping .................................................................................................................................................. 25
- Making Phone Calls ................................................................................................................................. 25
- Mail Services .......................................................................................................................................... 26

**TAKING CARE OF YOURSELF**
- Care Services .......................................................................................................................................... 28
- Cultural Adjustments ............................................................................................................................... 30

**THINGS TO DO**
- Recreation & Sports ................................................................................................................................. 32
- Local Events & Activities ......................................................................................................................... 32
- Global Programming ............................................................................................................................... 33
Welcome to the University of California, Santa Cruz!

The staff of International Scholar Services has compiled this handbook to assist your acclimation to UCSC and the United States. We hope it will provide you with useful information and resources.

Your participation in orientation programs and the numerous activities and events available across campus is highly encouraged as it will enhance your experience.

Please know that your presence is an asset to the university. We value the diversity and unique perspective that you bring as well as the cultural enrichment you offer. It is our privilege to serve your immigration needs, and we look forward to meeting you.

Sincerely,

The International Scholar team

INTERNATIONAL SCHOLAR SERVICES STAFF

Elena Gruzdeva          International Scholar Advisor
Gabriele Schmiegel     Assistant Director for Sponsored Student Programs
INTERNATIONAL SCHOLAR SERVICES
International Student & Scholar Services (ISSS), within the Division of Global Engagement, serves as a liaison between you, the university, the U.S. Department of Homeland Security (DHS), and the U.S. Department of State (DOS). Our services include, but are not limited to:

- Visa and immigration advising
- Activities and events to promote community and intercultural understanding
- Advocating on behalf of international scholars to government agencies

**Office Hours**
Monday – Friday
9 a.m. – 12 p.m. and 1 – 4 p.m.

**Contact**
Email: ischolar@ucsc.edu
Phone: +1 (831) 459-2858
Website: isss.ucsc.edu
Instagram: www.instagram.com/ucsc_isss

**Where are we located?**
Our office is located in the Classroom Unit Building, just west of (and uphill from) the Quarry Plaza.

Those walking or arriving by Metro bus or campus shuttle can take the stairs that lead from behind the Student Union/Redwood Building on the Plaza. You can also walk up the service road from Steinhart Dr.

**Parking**
For those driving, there are three parking options, listed in order of proximity to the Classroom Unit building: the Hahn Student Services parking lot, the East Field House parking lot, and the East Remote parking lot.

The Hahn Student Services parking lot has 21 paystation parking stalls; an “A” permit is required for all other spaces in this lot. The East Field House lot has 36 metered parking spaces; other spaces require an “A” or “B” permit. The East Remote parking lot requires “A,” “B,” “C,” or “R” permits.

Parking permits are required in most lots on weekdays 7:00 a.m. – 8:30 p.m. Lot designations are subject to change; it is advisable to check the permit requirements posted at parking lot entrances when parking on campus. One-day visitor permits may be purchased at the main entrance kiosk or at the TAPS Sales Office (located in the H Barn at the base of campus). Parking meters are posted regarding hours of enforcement.
NEW J-1 SCHOLARS
PRE-ARRIVAL

After receiving your DS-2019, please carefully review the document. Contact ISSS at ischolar@ucsc.edu if there are any errors.

SEVIS I-901 Fee
Visit the U.S Immigration and Customs Enforcement (ICE) Student and Exchange Visitor Program (SEVP) website to learn more about SEVIS and the SEVIS I-901 Fee. You must pay the SEVIS I-901 fee prior to your visa interview appointment.

Applying for a J-1 Visa
As a prospective scholar, follow the steps below to apply for a J visa:
• Pay the SEVIS I-901 fee
• Review the visa application instructions of the specific U.S. Embassy or Consulate where you will apply for the visa
• Complete the DS-160 Online Nonimmigrant Visa Application
• Pay any visa related fees
• Schedule a visa interview appointment at a U.S. Embassy or Consulate
Visa wait times for interview appointments and visa processing time information for each U.S. Embassy or Consulate worldwide is available on the Visa Wait Times website, and on most embassy websites.

HEALTH INSURANCE

The US Department of State requires that all J-1 Exchange Visitors and their accompanying J-2 dependents carry medical insurance every day they are physically present in the U.S.

The insurance plan must provide at least these minimum levels of coverage:
• medical benefits of at least $100,000 per illness or accident
• a deductible not to exceed $500 per accident or illness
• expenses associated with medical evacuation in the amount of $50,000
• repatriation of remains in the event of death in the amount of $25,000
• coverage of pre-existing conditions after a reasonable waiting period
• co-payments that do not exceed 25 percent

The corporation underwriting the insurance policy must have one of the following ratings: an A.M. Best rating of “A-“ or above; a McGraw Hill Financial/Standard & Poor’s Claims-paying Ability rating of “A-“ or above; a Weiss Research, Inc. rating of “B+“ or above; a Fitch Ratings, Inc. rating of “A-“ or above; a Moody’s Investor Services rating of “A3“ or above.

Government regulations require that J programs be terminated if a scholar or their J-2 dependent willfully fails to comply with insurance requirements.

Learn more on the ISSS website.
YOUR NEW COMMUNITY
LIVING OFF CAMPUS

Finding Housing
Housing in Santa Cruz and the Bay Area is expensive and difficult to find. Rents are high, and availability is low. We encourage you to begin your housing search before you arrive in Santa Cruz.

The UCSC Community Rentals Office (CRO) is a resource center for living off-campus in the Santa Cruz area. They have a database of rental listings, and provide resources on rental applications, searching for roommates, and looking for housing.

Note: If you’re unable to find housing before you arrive, please make temporary arrangements at a hotel, and ask if there is a UCSC student discount.

Rent Vocabulary
When searching listings, you may encounter abbreviations to describe the property. A few of the most common abbreviations are:
- 1/2 Bath: Toilet & sink only
- Avail: Available
- BA: Bathroom
- BD or BR: Bedroom
- /mo: Per Month
- Utils: Utilities
- w/: With
- W/D: Washer & Dryer

SSNs
You do not need a Social Security Number to rent a room or apartment. Although some landlords might insist, it is not actually required by law.

Housing Letter
You will likely be required to complete a housing application. Since many international students and scholars do not have a Social Security Number (SSN) and/or credit history, a landlord or management company may ask for more proof of financial ability before agreeing to a lease or contract with you.

ISSS has prepared a housing letter (in the resources section of our website) for those without an SSN or credit history, which you can print and show as evidence of your financial solvency. Please read this letter before using it, so that you understand what it states and can explain it if asked.

General Advice
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 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.

Avoiding Scams
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:
- Rent is unusually low compared to average.
- Landlord is unable to show you the rental.
- Sense of urgency from landlord.
- Landlord doesn’t ask for an application 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, you should be cautious.

Tips to avoid most rental scams:
- Deal with people in person. Be wary of anyone who is not willing to meet you face to face.
- Never wire money to a person you are renting from, especially if you have never met them.
- Never pay money in advance of seeing a property.
- Never give out financial information such as bank accounts or Social Security Numbers.
**SANTA CRUZ NEIGHBORHOODS**

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

**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, locals, and tourists mingle.

**Downtown:** Downtown lies at the center of most students’ radars. Students living in this area enjoy the nearby convenience of the Santa Cruz Metro, shops, grocery stores, and movie theaters.

**Midtown:** Once you pass downtown and cross the San Lorenzo River, you’re in midtown. Soquel Avenue offers great local restaurants, three grocery stores, good local music and entertainment venues.

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

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

**Live Oak:** Just past the Santa Cruz Harbor is the lesser-known east side of town, which has a local vibe. There are several stores and less-crowded beaches, such as Twin Lakes and 26th Avenue.

**Eastside and Capitola:** Eastside and Capitola offer an opportunity to interact with someone other than UCSC students. The area is home to 41st Avenue and Capitola Village, and is also where you’ll find the legendary surf spots at Pleasure Point.
ENGLISH LANGUAGE OPPORTUNITIES

Scholars can participate in English language opportunities as long as coursework remains incidental to their research/teaching program. The following groups 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, karingrobe@gmail.com, 831-427-0984.

WATSONVILLE / APTOS / SANTA CRUZ ADULT EDUCATION (WASC)

Learn to speak, read, and write English in these Beginning and Intermediate English as a Second Language (ESL) Courses. Fees are charged. Contact the WASC office at 831-429-3966, or go to https://www.wascae.edu/. 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 https://www.sccs.net/schools/adult_school 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. Visit Cabrillo College's website at http://www.cabrillo.edu/.

CHILDCARE

CAMPUS KIDS CONNECTION, INC.

Website: www.campuskidsconnection.com
Phone: 831-462-9822
Location: 2425 Porter St. #18
Ages: 2-12 years old (6th grade)

ST. STEPHEN’S CHILD DEVELOPMENT CENTER

Website: https://cdcpreschool.wordpress.com
Phone: 831-462-4453
Location: 2500 Soquel Avenue
Ages: 2-6 years old

ACR ACADEMY

Website: www.acracademy.com/
Phone: 831-426-3655
Location: 327 Church Street

Ages: 6 months- 5 years old

COASTAL COMMUNITY PRESCHOOL

Website: www.coastalcommunitypreschool.org/
Phone: 831-462-5437
Location: 900 High Street
Ages: 2-5 years old

NATURAL BRIDGES CHILDREN’S CENTER

Website: www.naturalbridgescc.org/
Phone: 831-429-6222
Location: 255 Swift Street
Ages: 3-5 years old
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.

**How Do I Enroll My Child in School?**
Each school will have their own enrollment procedures, but you can expect to fill out an enrollment packet and a health form.

**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

**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 OF 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**

1 – 5 years – Preschool
5 – 12 years – Elementary (Grade K-5)
12 – 14 years – Middle School (Grade 6-8)
14 – 18 years – High School (Grade 9-12)
THINGS TO KNOW
WEATHER

Santa Cruz springs and summers are warm and slightly humid while the winters are rainy and foggy. It’s a good idea to have an umbrella and rain boots. This chart shows the average temperature and rainfall in throughout the year:

<table>
<thead>
<tr>
<th>Month</th>
<th>Average Temperature</th>
<th>Average Rainfall</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>41°F (5°C) - 63°F (17°C)</td>
<td>6.28 in (159.5mm)</td>
</tr>
<tr>
<td>February</td>
<td>43°F (6°C) - 64°F (18°C)</td>
<td>6.44 in (163.6mm)</td>
</tr>
<tr>
<td>March</td>
<td>44°F (7°C) - 66°F (19°C)</td>
<td>4.63 in (117.6mm)</td>
</tr>
<tr>
<td>April</td>
<td>46°F (8°C) - 70°F (21°C)</td>
<td>1.97 in (50.0mm)</td>
</tr>
<tr>
<td>May</td>
<td>49°F (9°C) - 72°F (22°C)</td>
<td>0.84 in (21.3mm)</td>
</tr>
<tr>
<td>June</td>
<td>52°F (11°C) - 75°F (24°C)</td>
<td>0.19 in (4.8mm)</td>
</tr>
<tr>
<td>July</td>
<td>54°F (12°C) - 75°F (24°C)</td>
<td>0.01 in (0.3mm)</td>
</tr>
<tr>
<td>August</td>
<td>54°F (12°C) - 76°F (24°C)</td>
<td>0.04 in (1.0mm)</td>
</tr>
<tr>
<td>September</td>
<td>53°F (12°C) - 76°F (24°C)</td>
<td>0.27 in (6.9mm)</td>
</tr>
<tr>
<td>October</td>
<td>50°F (10°C) - 73°F (23°C)</td>
<td>1.45 in (36.8mm)</td>
</tr>
<tr>
<td>November</td>
<td>45°F (7°C) - 67°F (19°C)</td>
<td>3.75 in (95.2mm)</td>
</tr>
<tr>
<td>December</td>
<td>41°F (5°C) - 62°F (17°C)</td>
<td>5.68 in (144.3mm)</td>
</tr>
</tbody>
</table>

MONEY MATTERS

CURRENCY

In the United States, paper currency is issued in 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 coins are known respectively as 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 your home country’s currency. One website where you can do so is XE (xe.com).

MONEY FOR YOUR ARRIVAL

When you first arrive you will need enough money for immediate expenses, such as transportation, food, and temporary housing. Avoid carrying large sums of cash. Consider using the following:

ATMs/Check Cards
You can immediately withdraw cash from an ATM, which are available throughout local cities and the UCSC campus. There may be a daily withdrawal limit and a transaction fee.

International Credit Cards
Money is available immediately, but some stores may not accept your credit card.

Wire Transfers
This is the safest way to transfer money. You will need to have a U.S. bank account to deposit the money into. Some wire transfers charge a fee.

Venmo/Paypal
Two quick and easy ways to transfer money. Venmo is a no-fee option for payments made from debit cards. PayPal allows free payments directly from a bank account.
FOREIGN CURRENCY EXCHANGE

The United States and Santa Cruz in particular have fewer currency exchanges than in many countries. Using a debit card instead is highly recommended. However, if you would like to use a currency exchange, some locations are:

San Francisco International Airport (SFO)
Travelex America has several currency exchanges and automated machines throughout the International Terminal and in Terminal 3.

San Jose International Airport (SJC)
There are two locations for currency exchange. One is in Terminal A’s Baggage Claim area; another is in the International Building across from Gate 15.

Money Market
903 Pacific Avenue, Suite 102
Santa Cruz, CA 95060

BANKING

If you want to open a U.S. bank account while you’re here, you have several options. In most cases, you will need to show your passport and your DS-2019 to sign up for an account. You do not need a Social Security Number (SSN) or Individual Tax Identification Number (ITIN) to open an account. If the bank asks for an SSN, and you don’t have it, please ask if you can use your passport and immigration documents instead to open your account.

We recommend you bringing the following:
• Your passport
• Immigration documents (DS-2019, I-797, etc. as applicable to your visa classification)
• I-94 record
• UCSC ID Card

Note: ISSS does not endorse any individual banks.

BANK OPTIONS

Chase Bank
730 Ocean St
(831) 427-0532

Wells Fargo Bank (ATM on campus)
74 River St
(831) 469-3525

Bank of America (ATM on campus)
104 River St
(831) 466-1721

Bay Federal Credit Union (ATM on campus)
420 River St · In Gateway Plaza
(831) 479-6000

CHOOSING THE RIGHT BANK

In general, most banks offer similar services with just a few slight differences. It is important to choose one that fits your needs. 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?
Most banks offer protections against identity theft. You’ll want to find out what a bank does to help protect you. Additionally, it’s important to know what their policies are if identity theft does occur.

What is the minimum amount of deposit to open up an account and how can I make deposits?
Some banks require you to deposit a certain amount of money in order to open your account. Though most will accept cash deposits, you might not want to carry large sums of money. Make sure you can 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 penalty fees. Find out what the minimum account balance is 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. 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 charges to provide you with checks.

TELEPHONE SERVICES

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

If you plan to get a U.S. phone number while you’re here, please contact the company to learn what you will need to bring to get a phone. Generally you will be asked to provide a valid photo ID (passport or driver’s license), your date of birth, and your local address. Most companies will ask you for your Social Security Number so that they can check your U.S. credit history. This is not a requirement. If you do not have a Social Security Number you can still sign up for service, but you will often have to pay a deposit.

Before you sign any contract, make sure you meet the company’s requirements.

Visit the following phone providers’ websites for more information:
• AT&T
• Verizon
• T-Mobile
• Mint Mobile
• MetroPCS
• Boost Mobile
TRANSPORTATION
GETTING TO SANTA CRUZ

The majority of UCSC international scholars arrive in California via one of the San Francisco Bay Area's airports. Most scholars choose to fly into either San Francisco International Airport (SFO) or into San Jose International Airport (SJC).

PUBLIC TRANSIT FROM SFO

UCSC can be reached from SFO using a combination of Bay Area Rapid Transit (BART), Caltrain, and the Highway 17 Express.

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. Make sure you have cash.

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

Finding Fares, Routes, and Timetables
BART: [www.bart.gov](http://www.bart.gov)
Caltrain: [www.caltrain.com](http://www.caltrain.com)
Santa Cruz Metro: [www.scmtd.com](http://www.scmtd.com)

Fares vary, but generally you can expect to spend $20 per person to get to Santa Cruz from SFO.

Note: Travel to Santa Cruz from San Francisco via public transit can take several hours, so please plan accordingly.

PUBLIC TRANSIT FROM SJC

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

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

Then, board the #10 bus to Caltrain’s Santa Clara Station.
At Santa Clara Station, board a Caltrain toward San Jose’s Diridon Station (Zone 4). It will be the second stop.

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

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

Finding Fares, Routes, and Timetables
VTA Airport Flyer: [www.vta.org/](http://www.vta.org/)
Caltrain: [www.caltrain.com](http://www.caltrain.com)
Santa Cruz Metro: [www.scmtd.com](http://www.scmtd.com)

Fares vary, but generally you can expect to spend $15 per person to get to Santa Cruz from SJC.

Note: Public transit from SJC to Santa Cruz could take 2-3 hours.

OTHER TRANSPORTATION OPTIONS

Airport shuttle providers that offer service to and from UCSC include:

- [ABC Airporter](http://www.abcairporter.com)
- [Blue Water Limousines](http://www.bluewaterlimousines.com)
- [Early Bird Airport Shuttle](http://www.earlybirdairportshuttle.com)
- [Lyft/Uber](http://www.lyft.com)
- [Paradise Transportation](http://www.paradiselimo.com)
  This is a private door-to-door service, not shared-ride.
- [Santa Cruz Shuttles](http://www.santacruzshuttles.com)

For more information about transportation to UCSC, visit the [UCSC Transportation & Parking Services](http://www.ucsc.edu/trans) website.
GETTING AROUND UCSC

CAMPUS TRANSIT

UCSC uses a campus bus system run by Transportation and Parking Services (TAPS). The two main routes are called the Loop and the Upper Campus. These white buses run on weekdays from about 7:30 a.m. – 11:00 p.m. and on weekends from 6 p.m. – 11 p.m. No fare is required. The Loop travels from UCSC’s main entrance through campus. The Upper Campus only travels between the East and West Remote Parking Lots.

CAMPUS PARKING

Cars on campus must have valid parking permits. These permits can be purchased from the TAPS Sales Office near the Lower Campus bus stop. Temporary metered parking is also available. Visit taps.ucsc.edu/parking for details.

If you have a car, keep your vehicle registration and vehicle insurance in the car. Vehicle insurance is required in the U.S.

BICYCLING

Santa Cruz is a great city for bicyclists. TAPS operates a Bike Program that includes a variety of services, such as a bike lending library, a bike co-op and maintenance, and information on bike routes throughout Santa Cruz. The bike program also includes a morning bike shuttle for scholars that bicycle to and from campus. The shuttle picks you up on Mission Street. No fare is required, but you must have your UCSC ID and your bike to board.

For more information, visit taps.ucsc.edu/bike-programs.

GETTING AROUND SANTA CRUZ

Many destinations in Santa Cruz and the Bay Area can be reached via public transportation. Navigating these routes can be difficult. There are several websites and smartphone apps that will plan the route for you:

- Google Maps (online or app) maps.google.com
- Transit 511 (online or app) 511.org
- Routesy Bay Area (app) www.routesy.com

SANTA CRUZ METRO

Santa Cruz Metro operates five routes through campus and downtown. A blue metro bus will come through campus about every 10 minutes on weekdays and every 30 minutes on weekends. If you are a UCSC employee with benefits (not in an unpaid position), your UCSC ID card is your bus pass. If you forget your card, fare is $2. For route maps and schedules, visit www.scmtd.com.

Routes 10 and 18 are usually the fastest to get to downtown. Routes 19 and 20 stop by the beach and Boardwalk, and take a bit longer. All routes end at Santa Cruz’s Metro Center except the 20D, which ends at Delaware Avenue.

Santa Cruz Metro also operates routes to the Capitola Mall and Highway 17 Express bus that connects Santa Cruz to San Jose and Silicon Valley. The Highway 17 Express bus costs $7 and your campus ID does not cover this fare.
SCHOLAR CAR RENTALS

Scholars can rent a car by the day or hour from Zipcar. Cars are located on campus and downtown, and auto insurance and gas are included in rental fees. Visit www.zipcar.com/ucsc or taps.ucsc.edu/commute-options/zipcar.html.

CALIFORNIA & BEYOND

MONTEREY COUNTY

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 around Monterey, and a bus leaves from Santa Cruz’s Metro Center at limited times throughout the week. For information on fares and route schedules, please see their website at www.mst.org.

EAST BAY CITIES

East Bay cities include 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 Bus 180/181 to the Fremont BART station.

PENINSULA CITIES

The Peninsula 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. Students traveling by public transit should take a Northbound Line/San Francisco Caltrain from Diridon Station to get to any of these cities. The cost will vary from $2.50 to $11, depending on your destination.

The Caltrain system map is available at www.caltrain.com/stations-zones.

UCSC CARPOOL

UCSC has a carpool program allowing scholars to enter their commute information and ride together with others. Visit taps.ucsc.edu/commute-options/carpooling.html.

OTHER TRANSPORTATION

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

FlixBus
FlixBus provides a convenient, affordable and easy to use bus service. From San Jose, you can go to Southern California or to Oakland/Berkeley. Fares and route schedules can be found at www.flixbus.com/bus/san-jose-ca.

Greyhound Bus
Greyhound has routes that pick up both at Santa Cruz’s Pacific Station and San Jose’s Diridon Station to various U.S. cities. Fares and route schedules can be found at www.greyhound.com.
GETTING SETTLED
**DRIVER’S LICENSE**

If you want to drive in the U.S., you will need to go to the Department of Motor Vehicles (DMV) office to apply for a driver’s license.

**Address:** 4200 Capitola Road (by Capitola Mall)  
**Website:** [www.dmv.ca.gov/](http://www.dmv.ca.gov/)  
**Phone:** (800) 777-0133  
**Office Hours:** 8 a.m. – 5:00 p.m.

*Note: the DMV often has long wait times. Even if you have an appointment, anticipate spending an hour or more.*

**HOW TO APPLY**

To apply for a license, the general steps are:
1. Wait 10 days after you’ve arrived in the U.S.
2. Review the DMV’s website for detailed information on license applications.
3. Apply in person at a DMV for either a permit or license. It is helpful to make an appointment.
4. Pay the $33 application fee.
5. Pass a written test based on California driving regulations. These vary by state. There are 36 questions and you can take it up to 3 times before you must restart the process.
6. Pass a behind-the-wheel driving test. This will require a separate appointment.

**SOCIAL SECURITY NUMBER**

The DMV will ask for your SSN as part of the application. A SSN is not required. If you do not have a SSN, inform the DMV that you currently do not have an SSN. They will verify your legal status in the U.S. using your immigration documents.

**DOCUMENTS NEEDED**

Bring your immigration documents:
- Original, signed UCSC DS-2019
- Original passport
- Electronic I-94 printout
- 2 items that prove you are living in the U.S. (phone bill, housing contract/lease). The DMV needs to see originals, do not bring copies.

**J-2 DRIVER’S LICENSE**

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

**CALIFORNIA STATE ID CARD**

If you do not wish to drive, you may want to consider applying for a California State ID card from the DMV. An ID card can be used as an official form of identification in any situation where your age or identity needs to be verified.

**GROCERY**

**GROCERY STORES**

**Safeway:** 2111 Mission Street  
A full-service grocery store located a few blocks from the major metro bus stops.

**Grocery Outlet:** 120 Morrissey Blvd  
The least expensive discount grocery store but harder to predict what they have available each week.

**Trader Joe’s:** 700 Front Street  
Offers a wide selection of organic food, though it is more expensive than Safeway. It is located downtown.

**New Leaf:** 1134 Pacific Ave; 1101 Fair Ave  
New Leaf offers a wide selection of organic food, though it is more expensive than Safeway.
SHOPPING

When you first arrive, you will likely need and want to buy inexpensive furniture, appliances, and household items.

Capitola Mall - [www.shopcapitolamall.com](http://www.shopcapitolamall.com)
1855 41st Avenue, Capitola
Shopping center that includes several department stores, clothing stores, restaurants, and shops.

Target - [www.target.com](http://www.target.com)
41st Avenue, in Capitola Mall
Retail store that sells a variety of household items, clothing, and food.

Craigslist - [www.craiglist.org](http://www.craiglist.org)
Search under SF Bay Area – Santa Cruz for items being sold in surrounding neighborhoods. You’ll likely have to pick up the items yourself.

Costco - [www.costco.com](http://www.costco.com)
220 Sylvania Avenue, Santa Cruz
Discount warehouse store selling items in bulk. You will need to buy a membership to enter the store.

Goodwill
204 Union Street, Downtown Santa Cruz
Thrift store selling donated goods and clothing.

Westfield Valley Fair Mall
2855 Stevens Creek Boulevard, Santa Clara
Major shopping center in Silicon Valley area that includes department stores, retail stores, and restaurants.

Note: In addition to these, there are several other boutiques and retail stores along Pacific Avenue and 41st Avenue.

MAKING PHONE CALLS

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>How to Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergencies</td>
<td>Dial 911. The national emergency number for police, ambulance, and fire department.</td>
</tr>
<tr>
<td>Directory Assistance</td>
<td>Dial 411. An operator will give you the phone numbers for people and businesses. There is a $1.25 fee. For this reason, many people use Google to look up businesses and people.</td>
</tr>
<tr>
<td>Calling outside the U.S.</td>
<td>Dial 011 + country code + city code + phone number.</td>
</tr>
<tr>
<td>Within the U.S. from a U.S. number</td>
<td>Dial 1 + three-digit area code + seven-digit phone number.</td>
</tr>
<tr>
<td>On-campus phone to another on-campus phone</td>
<td>Dial only the last five digits of the phone number. For example, the ISSS phone number is (831) 459-2858. You would dial only 9-2858.</td>
</tr>
<tr>
<td>On-campus phone to an off-campus phone</td>
<td>Dial 6 + the phone number as described above. For example, if you are calling outside Santa Cruz’s local (831) area code, dial 6 + 1 + area code + seven-digit phone number.</td>
</tr>
</tbody>
</table>
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 United States, check postcalc.usps.com for a domestic mail price calculator. If you are sending mail internationally, check 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 area. 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 domestic, U.S. mail. Non-USPS should not be taken to the kiosk. You should instead take it to the company’s off-campus office.

Santa Cruz Main Post Office
Address: 850 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 quick package, you can contact one of the following services:

DHL Worldwide Express
Contact for pick-up.
www.dhl.com

FedEx
712 Front Street
www.fedex.com

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

SHIPPING LUGGAGE HOME

Rather than transport several pieces of luggage home, some students 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.
TAKING CARE OF YOURSELF
FOR IMMEDIATE CARE IN AN EMERGENCY OR 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

Dominican Hospital (nearest emergency room)
• 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

Directions to Dominican Hospital from the UCSC campus
1. Go south on Bay St. toward Mission St.
2. Turn left on Mission st.
3. Turn slight left onto CA-1/Cabrillo Hwy. Follow CA-1 south for 3 miles.
4. Take the Soquel Ave. exit #439
5. Take the ramp toward Soquel Dr.
6. Turn slight right onto Soquel Ave.
7. Turn Right onto Soquel Dr.
8. Dominican Hospital is on the left.

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 visit a medical facility.

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
ALCOHOL AND DRUG ABUSE

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
• 831-454-4050

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
• 831-429-1478

Women's Crisis Support Hotline
• 831-426-3062

TITLE IX / SEXUAL ASSAULT

Sexual assault is a crime. The following offices can provide 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/
• Main: 831-459-2462

CARE Program
• http://care.ucsc.edu/
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 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.

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 in your home country. This also applies to gender. Men and women are viewed as equals in U.S. culture and given equal rights.

Communication
Communication in the U.S. is very direct. People try to communicate as specific, quickly and 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
In some cultures, 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 often 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 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. 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 experience.

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 navigate your new culture. One of the best ways to deal with mistakes is to learn to laugh. It will help you cope and other will respond with friendliness.
THINGS TO DO
As a participant in the J-1 Exchange Visitor Program, you and your accompanying family members have a unique opportunity to share your culture and get to know your new home as you engage with the UCSC and larger Santa Cruz communities.

Your stay with us not only offers opportunities for rich academic and professional development, but you also help bring the world to our students and to Santa Cruz. Volunteering off campus, participating in Global Programming events, and connecting with your peers and colleagues outside the lab or classroom setting will allow you to get an in-depth insight into your community and contribute to a well-rounded exchange experience for you.

We hope that you find the following resources helpful in settling in.

**RECREATION & SPORTS**

The Athletics and Recreation Department operates UCSC’s fitness center and organizes recreational trips, sports, and more.

The Recreation Complex near Cowell College includes the Wellness Center, a 50-meter pool, basketball court, tennis courts, and racquetball courts. You can rent equipment or lockers, and join exercise classes. UCSC ID is required.

Outside the Recreation Complex are the East Field, Lower East Field, track, and beach volleyball court. The West Field Gym, across campus near College 8, also has several courts.

**RECREATION TRIPS AND CLASSES**

An activity and class guide is published before the start of each quarter online at recreation.ucsc.edu. Enrollment takes place online. Spots fill up quickly.

**P.E. AND GROUP EXERCISE CLASSES**

Popular offerings include Physical Education (P.E.) and group exercise classes. These are usually held in the Recreation Complex and include classes such as kickboxing, yoga, and zumba. Visit fitlife.ucsc.edu for more information.

**SPORTS & INTRAMURAL CLUBS**

UCSC is an NCAA Division III school, and operates competitive and non-competitive sports clubs. If you’re interested, visit www.goslugs.com and opers.ucsc.edu/sports-clubs for more information.

**COMMUNITY BOATING CENTER**

You can take sailing, kayaking, and rowing classes at the Santa Cruz Harbor. This is also where the sailing team, rowing club, and boating club meet. Visit boating.ucsc.edu for information.
LOCAL EVENTS & ACTIVITIES

GENERAL

UCSC Events Calendar - events.ucsc.edu
Boardwalk Events - beachboardwalk.com/events/
Santa Cruz Events - downtownsantacruz.com/calendar
Santa Cruz County Events - santacruz.org/events

MUSIC

UCSC Dept. of Music - music.ucsc.edu/news_events
Santa Cruz County Symphony - santacruzsymphony.org/
Kuumbwa Jazz - kuumbwajazz.org/
The Catalyst - catalystclub.com
Rio Theatre - riotheatre.com/

THEATRE

UCSC Theater - theater.ucsc.edu/shows/upcoming
Cabrillo Stage - abrillostage.com/
Mountain Community Theater - mctshows.org/
Santa Cruz Ballet Theatre - scbt.org/
Shakespeare Santa Cruz - santacruzshakespeare.org/

MUSEUMS

Museum of Art and History - santacruzmah.org/
Surfing Museum - santacruzsurfingmuseum.org/
Museum of Natural History - santacruzmuseum.org/
Seymour Center Long Marine Lab - seymourcenter.ucsc.edu/

MONTHLY EVENTS

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

First Friday - Friday of the month, rain or shine.
firstfridayssantacruz.com

GLOBAL PROGRAMMING

Global Programming, within the Division of Global Engagement, designs and facilitates orientation programs, events, and activities for international undergraduates, graduate students, and scholars to foster increased intercultural learning, to build community, and to support cultural adjustment.

Visit global.ucsc.edu/programming/student-programs/gradprep to learn more.

EVENTS

Global Programming facilitates various events throughout the year. Visit global.ucsc.edu/news-events/events to see current events.