

UNIVERSITY OF CALIFORNIA
SANTA CRUZ

INTERNATIONAL
STUDENT HANDBOOK



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WELCOME

Welcome to the University of California, Santa Cruz!

We commend you for having the courage to continue your education in a different culture and environment. Venturing outside your comfort zone in this way is already a major accomplishment.

The staff of International Student 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.

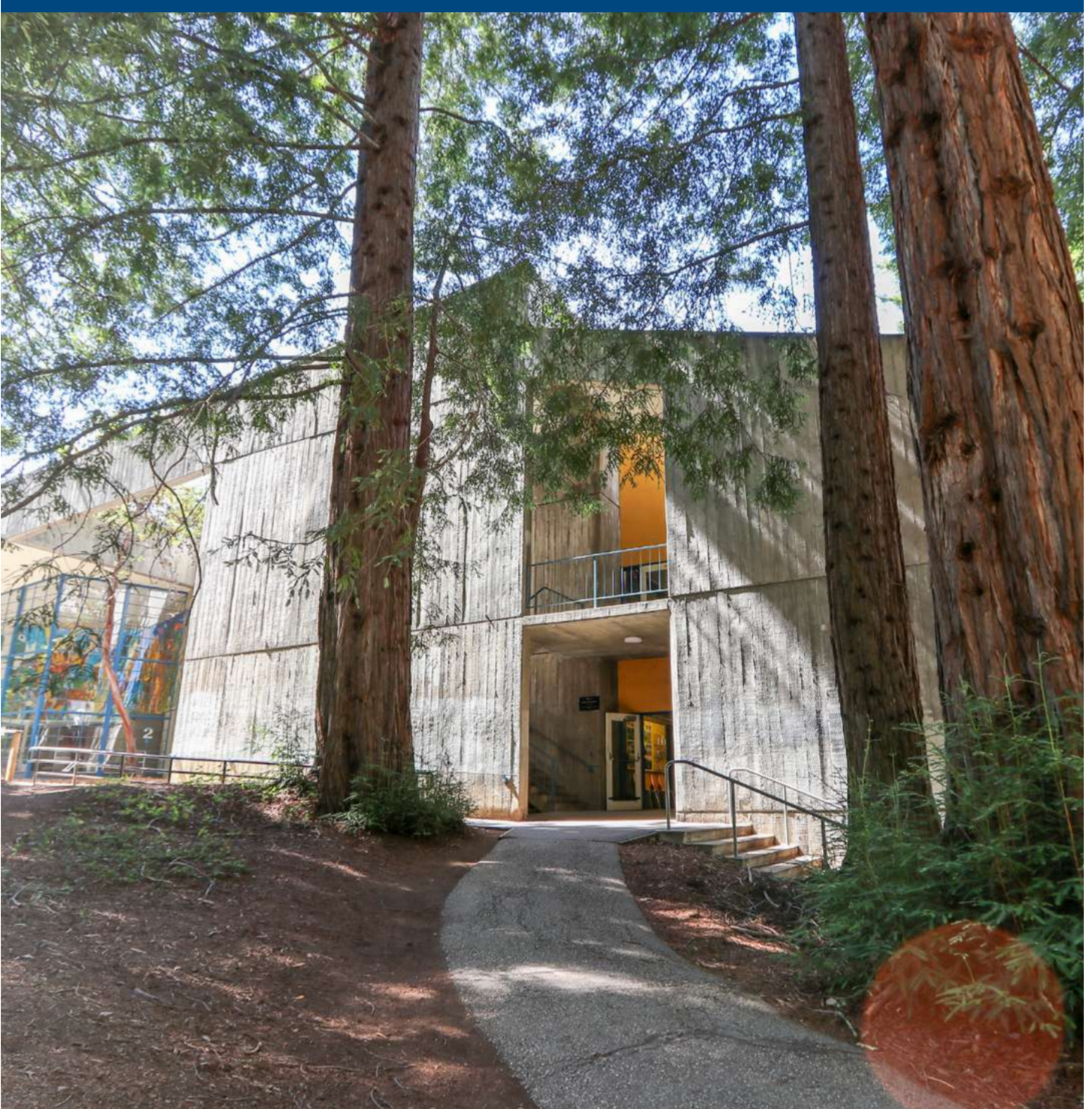
Please know that your presence is an asset to the university. We value the diversity and unique perspective that you bring as well as the cultural enrichment you offer. It is our privilege to serve your immigration needs, and we look forward to meeting you.

Welcome, International Banana Slugs!

Sincerely,

The International Student Services Team

INTERNATIONAL STUDENT SERVICES



OVERVIEW

International Student Services & Programs (ISSP), 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 students to government agencies

Office Hours

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

Contact

Email: istudent@ucsc.edu
Phone: +1 (831) 459-2858
Website: issp.ucsc.edu
Instagram: @ucscisp

Where are we located?

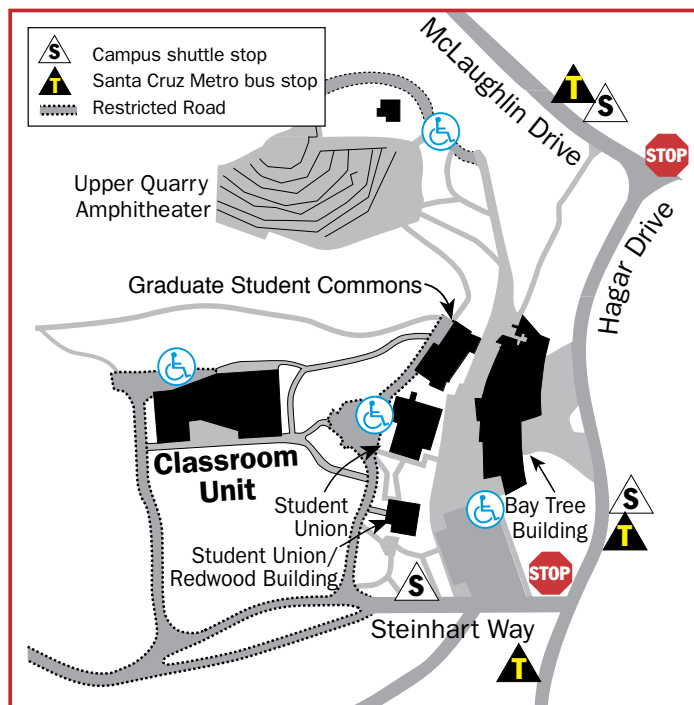
Our office is located in the Classroom Unit Building, just west of (and uphill from) the Quarry Plaza.

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

Parking

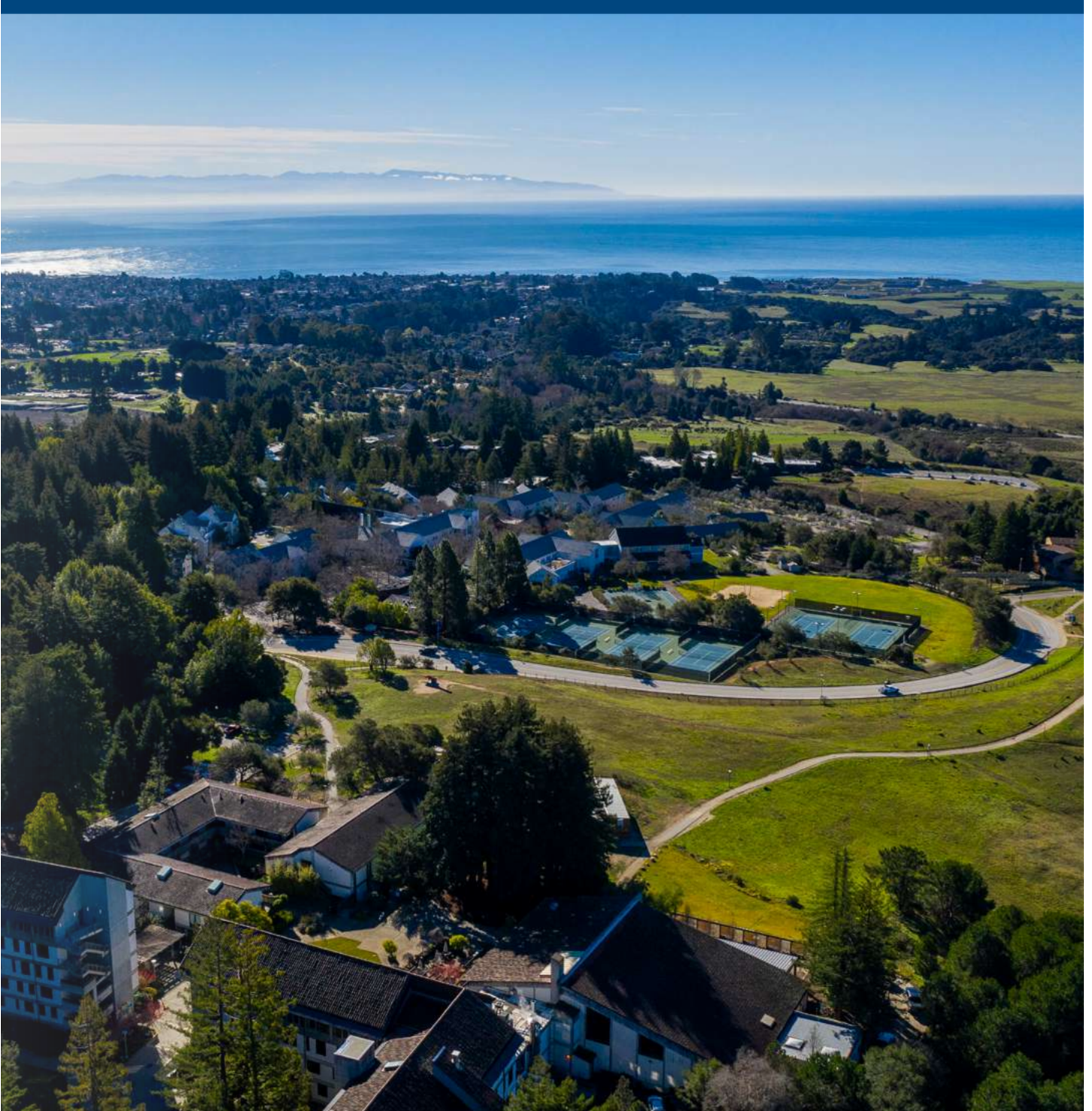
For those driving, there are three parking options, listed in order of proximity to the Classroom Unit building: the Hahn Student Services parking lot, the East Field House parking lot, and the East Remote parking lot.

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.

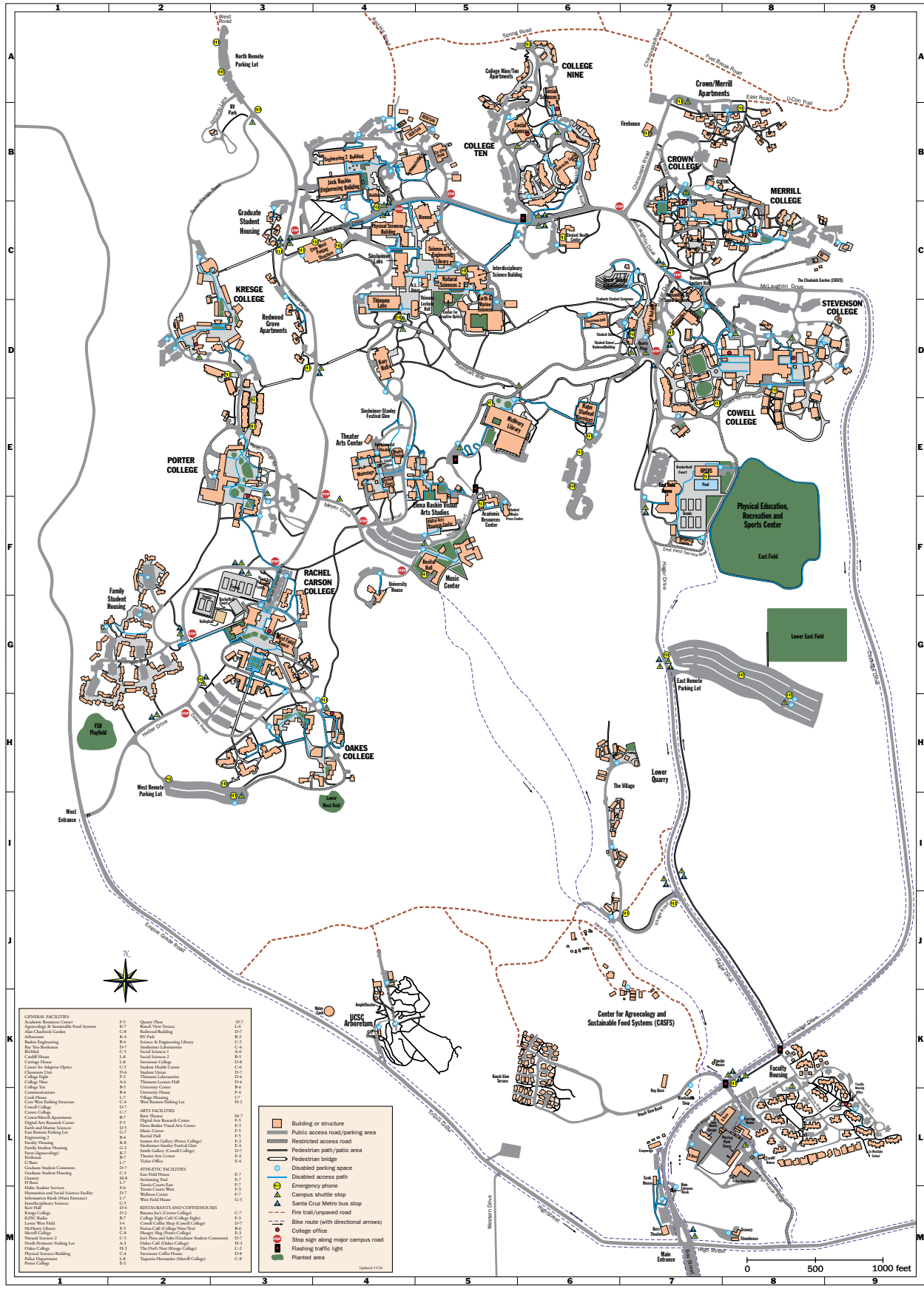


Parking permits are required in most lots on weekdays 7:00 a.m. – 8:30 p.m. Lot designations are subject to change. It is advisable to check the permit requirements posted at parking lot entrances when parking on campus. One-day visitor permits may be purchased at the main entrance kiosk or at the TAPS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

YOUR NEW COMMUNITY



MAP OF UC SANTA CRUZ



| GENERAL FACILITIES | | |
|--------------------|---------------------------|-------|
| A-1 | Admission Services Center | D-1 |
| A-2 | Admission Services Center | D-2 |
| A-3 | Admission Services Center | D-3 |
| A-4 | Admission Services Center | D-4 |
| A-5 | Admission Services Center | D-5 |
| A-6 | Admission Services Center | D-6 |
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| A-100 | Admission Services Center | D-100 |

Building or structure

Public access road/parking area

Restricted access road

Pedestrian path/patio area

Disabled parking space

Disabled access path

Emergency phone

Campus shuttle stop

Santa Cruz Metro bus stop

Fire trail/unpaved road

Bike route (with directional arrows)

College office

Stop sign along major campus road

Flashing traffic light

Planted area

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.

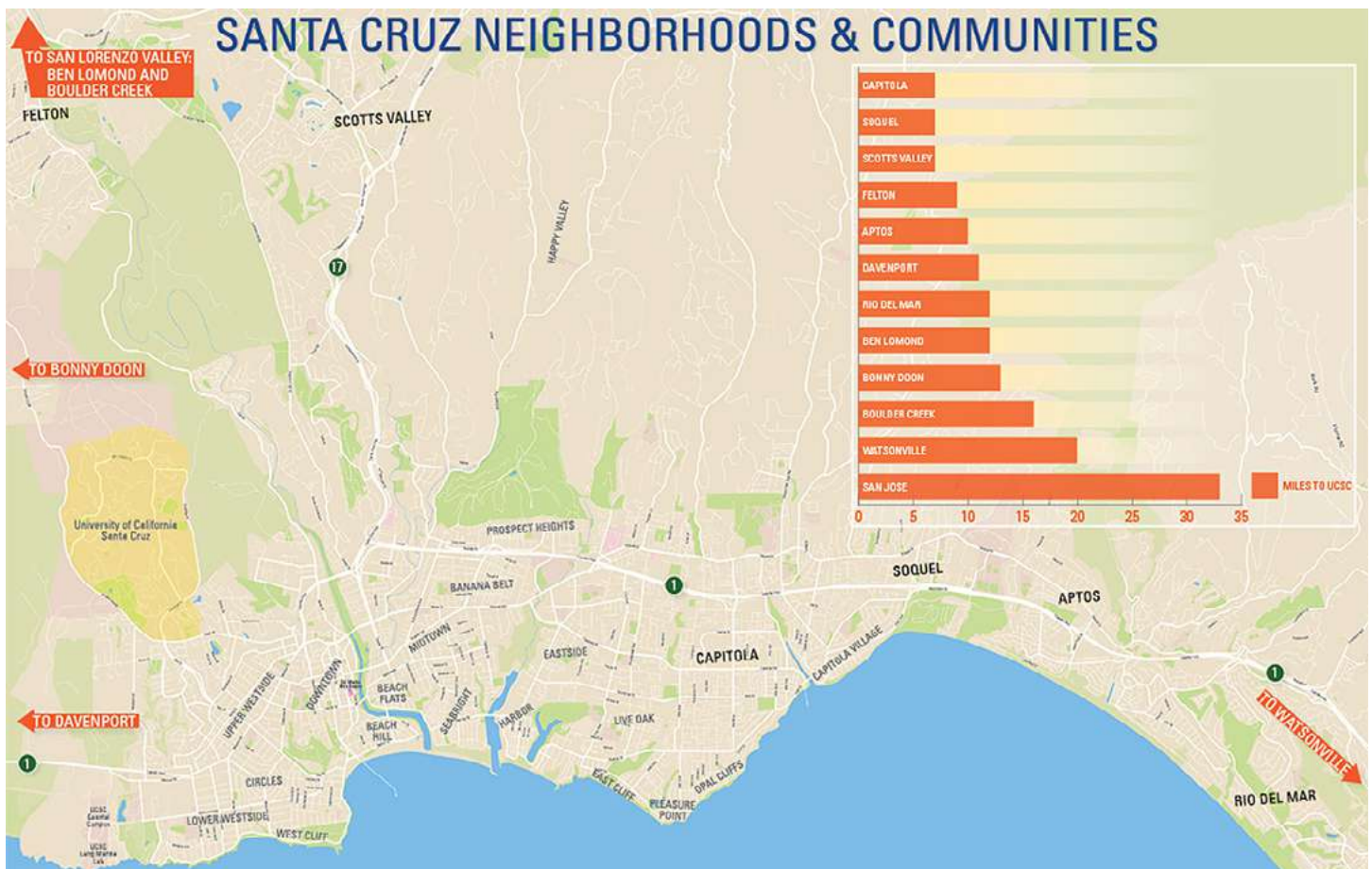
Midtown: Once you pass downtown and cross the San Lorenzo River, you're in midtown. Soquel Avenue offers great local restaurants, three grocery stores, good local music and entertainment venues.

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 compared to 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.



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:

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

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, and several are available throughout local cities and the UCSC campus. There may be a daily withdrawal limit and a transaction fee.

International Credit Cards

Credit cards allow you to charge the cost of your purchase to an account which you must pay back later, sometimes with an interest fee.

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)

Traveler 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

PAYING TUITION & OTHER BILLS

BILLING STATEMENTS

Student billing statements are posted to UCSC eBill/ePay and your MyUCSC portal at the end of each month. Payment is due in full upon receipt of statement. You will be notified via email to your @ucsc.edu address. Check your statements often. Charges are delinquent after the due date on the top of each statement and can lead to late fees.

To give someone else access to your eBill/payments, follow the [steps on the website](#).

ANTICIPATED FINANCIAL NEED

If you are the recipient of UCSC-sponsored scholarship or grant, e.g. Dean's Award or a fellowship, please note that any anticipated aid is not usually calculated into the Balance Due on your invoice. You can use the Payment Estimator in MyUCSC to calculate your actual charges owed.

PAYMENT METHODS

You may pay your UCSC bills electronically through any of the following methods:

1. e-Checks (from a US bank)
2. Cash
3. Western Union
4. Moneygram
5. Flywire (international wire transfer)

Note: Payments can be made in person at the Cashier's Office, 102 Hahn Student Services, Monday – Friday from 9 a.m. – 12 p.m. and 1 p.m. – 4 p.m.. There is also a 24-hour depository located outside the entrance to the building.

INTERNATIONAL PAYMENTS

UCSC uses Flywire for international payments. You can pay online from almost any country and any bank. Payments can be tracked by you and UCSC.

- You pay in your home currency and Flywire will send funds in U.S. dollars directly to UCSC.
- Flywire offers payment methods that include bank transfer, credit card, e-wallets, and more. Flywire offers excellent foreign exchange rates that are disclosed up front with no hidden fees.
- Flywire offers [multilingual customer support](#) any time, any day for questions or assistance with your payment.

Website: ucsc.flywire.com

(Multilingual) Phone: +1 800 346 9252

Email: support@flywire.com

OTHER QUESTIONS?

For more detailed information, please visit [Student Business Services](#).

Email: sbs@ucsc.edu

Phone: +1 (831) 459-2107

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 I-20 or DS-2019 to sign up for an account. Having your student ID may be helpful. 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 aren't yet eligible to apply for one based on employment, 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-20, etc. as applicable to your visa classification)
- [I-94 record](#)
- UCSC student ID card

Note: ISSS does not endorse any individual banks.

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 choose 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 mobile phone 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

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

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.

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](#)

HOUSING

LIVING ON CAMPUS

Undergraduates

All undergraduates, including exchange students, are affiliated with one of ten colleges at UCSC. Each college differs in academic focus, location, architecture, and programming. During the admission process, you will have the opportunity to list your college preference.

Freshmen are expected to live on-campus, usually in your assigned college's dorms or apartments.

Other housing options include the Porter Transfer Community, The Village, Redwood Grove Apartments, the University Town Center, the International Living Center (ILC), the Camper Park, or Family Student Housing.

Exchange Students

If living on campus, the most popular option is the International Living Center (ILC) at College Nine, whose residents are 50% international students and 50% domestic students. You may need to submit a supplemental application when filling out the housing application to be approved to live here.

Graduate Students

Only two on-campus housing options are available to graduates: Graduate Student Housing or Family Student Housing. These apartments are located on the west side of the UCSC campus, and require an application through the UCSC Housing Office. Most graduate students seek housing off-campus.

More Information

Visit [UCSC Student Housing Services website](#).

LIVING OFF CAMPUS

Finding Housing

Off-campus 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 property owners 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.

TRANSPORTATION



GETTING TO SANTA CRUZ

The majority of UCSC international students arrive in California via one of the San Francisco Bay Area's airports. Most students 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

Caltrain: www.caltrain.com

Santa Cruz Metro: 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

Students 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/

Caltrain: www.caltrain.com

Santa Cruz Metro: 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](#)
- [Blue Water Limousines](#)
- [Early Bird Airport Shuttle](#)
- Lyft/Uber
- [Paradise Transportation](#)
This is a private door-to-door service, not shared-ride.
- [Santa Cruz Shuttles](#)

For more information about transportation to UCSC, visit the [UCSC Transportation & Parking Services](#) 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.

Note: Freshman or sophomore students living on campus can not purchase a parking permit (except motorcycle permits) unless they have a compelling academic, family, or medical reason.

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

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 students that bicycle to and from campus. The shuttle picks you up on Mission Street. No fare is required, but you must have your student ID and your bike to board.

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

and every 30 minutes on weekends. Your student 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.

STUDENT CAR RENTALS

Students 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 students 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 students 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/

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. Wait at least 2 business days after your SEVIS record has been registered.
3. Review the DMV's website for detailed information on license applications.
4. Apply in person at a DMV for either a permit or license. It is helpful to make an appointment.
5. Pay the \$33 application fee.
6. 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.

7. 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 process. **A SSN is not required.** Inform the DMV that you currently "are not eligible" for 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 I-20 or 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.

FOOD & GROCERY

ON-CAMPUS DINING

There are 5 dining halls located around campus that each provide cafeteria-style meals. There are also several campus restaurants, coffee bars, and cafes. For a complete list, visit dining.ucsc.edu.

If you'd like to see each dining hall's weekly menu, visit nutrition.sa.ucsc.edu.

If you have purchased a meal plan or have Flexi Dollars, your UCSC student ID card functions as your meal pass. You can change your meal plan or add Flexi Dollars by logging into the Student Housing portal at housing.ucsc.edu.

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

1855 41st Avenue, Capitola
Shopping center that includes several department stores, clothing stores, restaurants, and shops.

Target - www.target.com

41st Avenue, in Capitola Mall
Retail store that sells a variety of household items, clothing, and food.

Craigslist - www.craigslist.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

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

| Type of Call | How to Call |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Emergencies | Dial 911. The national emergency number for police, ambulance, and fire department. |
| Directory Assistance | 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. |
| Calling outside the U.S. | Dial 011 + country code + city code + phone number. |
| Within the U.S. from a U.S. number | Dial 1 + three-digit area code + seven-digit phone number. |
| On-campus phone to another on-campus phone | 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. |
| On-campus phone to an off-campus phone | 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. |

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 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.

STUDENT SERVICES



ACADEMIC ADVISING

Unlike other universities, UCSC divides student advising among several groups. Campus advisors address various subjects and have very different areas of expertise.

Your ISSS advisor can help you with any immigration or cultural questions and concerns you may have, as well as identify campus resources. In addition to your ISSS advisor, you will have at least two academic advisors that will work with you throughout your academic career. It is important to understand what each type of advisor does so you know who to see when you need help.

COLLEGE ACADEMIC ADVISOR OR PRECEPTOR

These “generalist” advisors are assigned to undergraduates at admission and are located in the 10 residential colleges. They can help you understand campus-wide requirements such as general education, academic progress, and time-to-degree policies. They can also help you identify majors or courses that could be a good fit. College advisors or preceptors will also be able to help you if you need to discuss enrollment or leaves of absence.

For more information, visit advising.ucsc.edu/about/colleges-advising.

MAJOR OR MINOR ADVISOR

These advisors for undergraduates focus on a specific program. They can help you understand major qualification and graduation requirements, as well as academic planning and declaration for the major. They can also help you identify faculty mentors and learning enrichment opportunities in your field. Students are assigned a major/minor advisor once they officially declare the major.

For more information, visit advising.ucsc.edu/about/major-advising/major-links.

GRADUATE ADVISOR OR COORDINATOR

These advisors for graduates are dedicated to your specific program. They can help you understand degree requirements, as well as enrollment logistics. They also assist with orientation programming for new students and with seminars throughout the year. This advisor will also assist you with any requests for leaves of absence or employment authorization.

To learn who your graduate advisor/coordinator is, please look to your department’s website.

GRADUATE FACULTY ADVISOR

Graduate students will be assigned a faculty advisor upon arrival at UCSC. This advisor will be the person you consult on academic matters and will serve as your liaison with the department on procedural matters, such as examinations and thesis submission.

OTHER ADVISORS

Career Advisors

These generalist advisors can assist you with exploring career options, finding internship and employment opportunities, and applying to graduate and professional school. They can also assist you with strategies for writing resumes and interviewing.

For more information, visit careers.ucsc.edu/student/coaching.

Services for Transfer and Reentry (STARS) Advisors

These advisors provide additional academic and personal support for transfer, reentry, and readmitted students. They can also assist with transition concerns, academic support networks, and post-graduation planning.

For more information, visit stars.ucsc.edu/services.

UNIVERSITY SERVICES

ID CARDS

Where: Baytree Bookstore Building

Email: idcards@ucsc.edu

Phone: (831) 459-2990

Processes all requests for:

- New student ID cards (\$25)
- Replacement of lost ID cards (\$20)

Your ID card (with valid quarter sticker) is your dining hall meal pass, metro bus pass, library card, and Athletics and Recreation access card. You can get the new sticker at your residential college or department office.

REGISTRAR

Where: Hahn Student Services, Room 190

Website: reg.ucsc.edu

Phone: (831) 459-4412

Processes all requests regarding:

- Academic records
- Transcripts
- Course and university enrollment
- Residency for tuition purposes
- Graduation

STUDENT BUSINESS SERVICES (SBS)

Where: Hahn Student Services, Room 102

Website: sbs.ucsc.edu

Email: oarinfo@ucsc.edu

Phone: (831) 459-2107

Answers all questions regarding:

- Tuition and fee billing schedule
- Making payments
- Bills and loans
- Financial holds

FINANCIAL AID & SCHOLARSHIP OFFICE

Where: Hahn Student Services, Room 205

Website: financialaid.ucsc.edu

Phone: (831) 459-2963

Answers all questions regarding:

- Estimated cost of attendance
- Financial aid eligibility
- Undergraduate Dean's Award
- University scholarships
- Private scholarships
- Private and short-term loans

DISABILITY RESOURCE CENTER (DRC)

Where: 3rd Floor Baytree Building

Website: drc.ucsc.edu

Email: drc@ucsc.edu

Phone: (831) 459-2089 or TTY Service

Assists students that have a temporary or permanent disability with obtaining:

- Test accommodations
- Note-taking accommodations
- Housing accommodations
- Transportation accommodation

CAREER CENTER

Where: 125 Hahn Student Services Bldg

Website: careers.ucsc.edu

Email: career-center@ucsc.edu

Phone: (831) 459-4420

Provides access to:

- On-campus employment database
- Career workshops and resource libraries
- Job and graduate school fairs
- Research opportunities
- Sample Curriculum Vitae (CV) and resumes

ACADEMIC SUPPORT

Learning Support Services (LSS) is the major office involved in academic support for students at UCSC. They are located in Room 221 of the Academic Resources Center (ARC) near McHenry Library. Their office collaborates with UCSC Student Affairs to support academic success.

For more information, visit lss.ucsc.edu.

SMALL GROUP TUTORING SESSIONS

Small Group Tutoring provides a small interactive setting for students to be comfortable to engage in conversations about course material with other students. Each session is led by a current UCSC undergraduate student who has taken the course and done well in it. Tutoring sessions are 1-Hour long and generally have a capacity of 6 students. When students sign up for tutoring, students make a commitment to attend tutoring weekly for the entire quarter. All students can sign up for up to 2 sessions of tutoring a week per course they are enrolled in.

For more information, visit lss.ucsc.edu/programs/small-group-tutoring.

INDIVIDUAL TUTORING

Individual Tutoring is an additional support program offered in some classes already supported by Modified Supplemental Instruction (MSI) or Small Group Tutoring (SGT). In Individual Tutoring, students receive personalized 1-1 support for problem-based questions or coding questions in their courses.

For more information, visit lss.ucsc.edu/programs/indv-support.

MODIFIED SUPPLEMENTAL INSTRUCTION (MSI)

MSI gives students the opportunity to learn together in small groups led by advanced Student Learning Assistants. MSI is guaranteed study/learning time facilitated by someone who earned a B or better in the class.

MSI begins during the second week of the quarter. Pay attention during the first classes, as this is usually when professors will announce if MSI is available for their class. You can go to MSI any time during the quarter, even if you haven't attended regularly.

For more information, visit lss.ucsc.edu/programs/modified-supplemental-instruction.

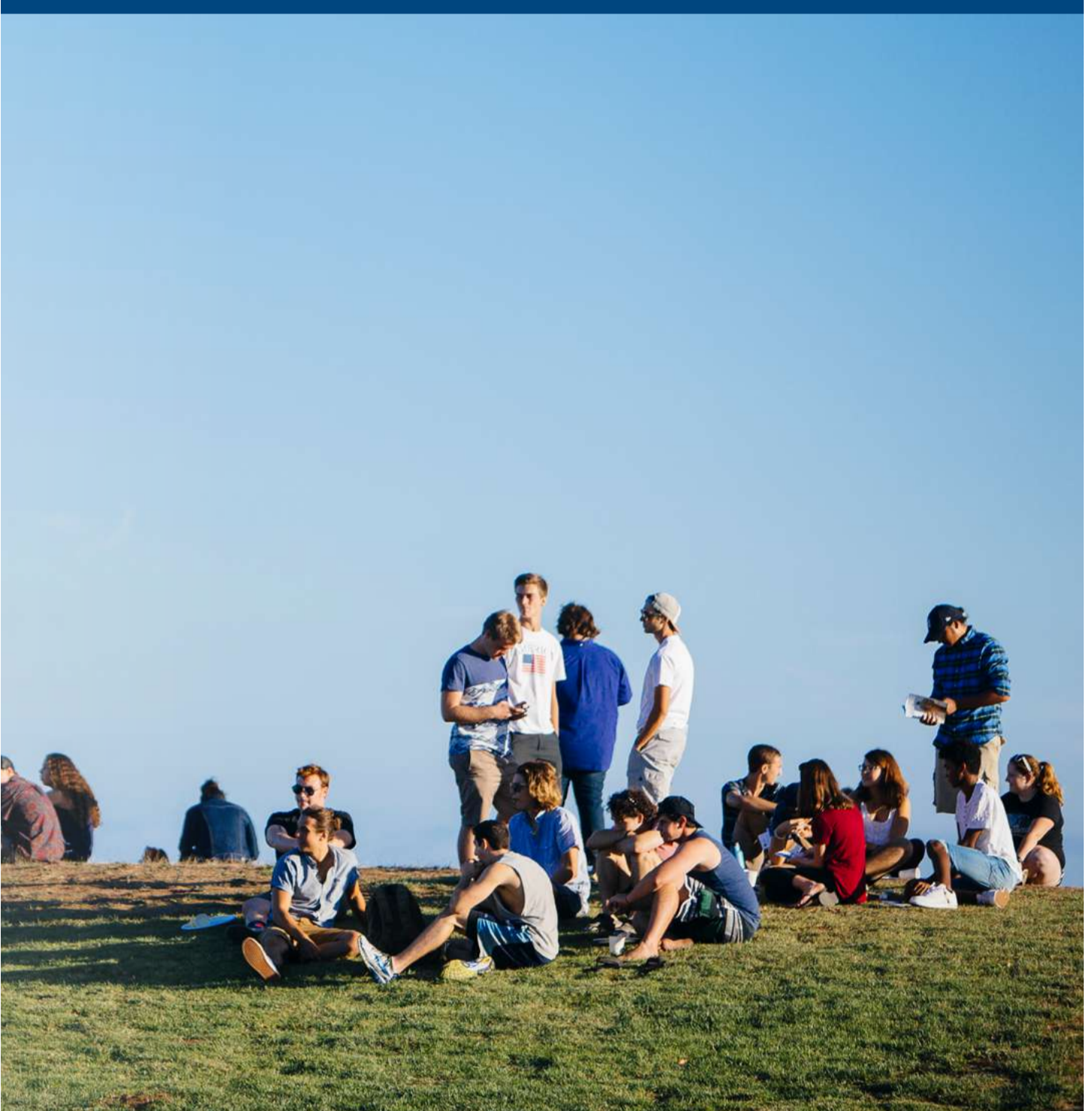
ACADEMIC EXCELLENCE PROGRAM (ACE)

ACE is an academic support program dedicated to students earning bachelors' degrees in science, technology, engineering, and mathematics (STEM) fields.

ACE brings STEM students together in learning sessions supplemented by the large math and science lectures. Students work in a team to learn concepts. Students meet twice a week throughout the quarter, as well as attend a small peer-mentoring session.

For more information, visit ace.ucsc.edu/.

THINGS TO DO



RECREATION & SPORTS

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 student 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

Athletics and Recreation will publish a guide of activities and classes just before the start of each quarter online at recreation.ucsc.edu. Enrollment takes place online. Spots fill up quickly.

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 - abrilllostage.com/

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

At the UCSC Community Boating Center at Santa Cruz Harbor, you can take sailing, kayaking, and rowing classes. It is also where the sailing team, rowing club, and boating club meet. Visit boating.ucsc.edu for information.

Mountain Community Theater - mctshows.org/
Santa Cruz Ballet Theatre - scbt.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

GET INVOLVED AT UCSC

UCSC offers several opportunities to get involved with the campus community. Some students decide to participate through student government, others through volunteering, events, or clubs. This list includes a few of these, but more are available. If something isn't offered, you can also look into creating it yourself!

STUDENT ORGANIZATIONS

Full list available at: soar.ucsc.edu/
Students can find a list of campus organizations, or look into creating their own, at the Student Organization Advising & Resources (SOAR) website. There are many organizations focused on different topics, such as:

- Academics & Peer Mentorship
- Culture & Identity
- Gaming & Programming
- Comedy, A Capella, Choir, Dance, & Acting
- Politics & Advocacy
- Service Work & Volunteering

Other places to look for information are:

- enviroslug.org for Sustainability Orgs
- scstudentmedia.org for Student Media Orgs
- cadrc.org for Cultural Arts & Diversity Orgs

STUDENT GOVERNMENT

Students can get involved in leadership on campus by running for or participating in student government. Some examples are:

College Student Councils/Senates

Each college has an elected student body that serves as a voice for that college's students, representing their interests to campus constituencies and organizing events to benefit their college.

Student Union Assembly (SUA)

SUA is the official UCSC undergraduate student government, serving as the voice for undergrads on campus and system-wide committees.

Graduate Student Association (GSA)

GSA represents the interests of graduate students to faculty, staff, and administration. Students can become representatives for their departments or serve on a subcommittee.

International Grad Student Sub-Committee (IGSC)

A newly-formed committee, IGSC represents the international grad community and addresses specific concerns they are confronted with while at UCSC.

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.

INTERNATIONAL STUDENT ORIENTATION

The International Student Orientation program (ISO) is designed to help international students get to know other students, learn more about the campus, and ease their transition to UC Santa Cruz, with a particular focus on international student challenges and intercultural adjustment.

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

GLOBAL MENTORSHIP PROGRAM

The Global Mentorship Program (GMP) pairs new international students (mentees) with trained Global Mentors (GM) who are knowledgeable and experienced UCSC students. Mentees are matched with mentors after orientation and stay connected during their first two quarters at UCSC.

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

GRADUATE PREPARATION PROGRAM

The Graduate Preparation Program (GPP) is a four-week intensive non-credit course offered in person on the main campus prior to the fall quarter which is open to all current and newly admitted international graduate students. It focuses on English for Academic Purposes (EAP), academic skills, and cultural orientation.

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.



