

Welcome to De Anza!

De Anza College F-1 International Student

HANDBOOK



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Campus Map

International Student Programs Office
(2nd floor, above the Bookstore)



Welcome to ISP (International Student Programs)

The office of International Student Programs (ISP) is the primary office on campus that addresses the needs of De Anza's international student population. Prospective and degree-seeking international students are encouraged to contact our office.

De Anza College
International Student Programs
21250 Stevens Creek Blvd Cupertino, California 95014

Building: Registration & Student Services, 2nd floor

Phone: 408.864.8826

Fax: 408.864.5638

E-mail: dainternational@deanza.edu

Web: www.deanza.edu/international

ISP has professional, multilingual staff that are well informed about educational development, personal and financial planning, cross-cultural issues, immigration rules and regulations, and community programs and resources. The international student counselors assist students in designing their educational plans and prepare students for their transfer to a four-year university to continue their undergraduate education. ISP also serves many international students who have already received a bachelor's degree either from the U.S. or their home country who wish to take additional courses to improve their skills before applying to a graduate program.

Each quarter, ISP runs an orientation program for all new international students that covers a wide range of topics including placement testing, health insurance, personal safety, banking and transportation. ISP also conducts numerous workshops throughout the academic year on a broad range of topics based on student needs and interests. Furthermore, the office organizes a selection of social, cultural and recreational events and activities to help familiarize international students with the campus culture at De Anza and life in the U.S.

De Anza Mission Statement

De Anza College provides an academically rich, multicultural learning environment that challenges students of every background to develop their intellect, character and abilities; to realize their goals; and to be socially responsible leaders in their communities, the nation and the world. De Anza College fulfills its mission by engaging students in creative work that demonstrates the knowledge, skills and attitudes contained within the college's [Institutional Core Competencies](#):

- Communication and expression
- Information literacy
- Physical/mental wellness and personal responsibility
- Global, cultural, social and environmental awareness
- Critical thinking

Education in the USA & at De Anza College

Unlike many countries, the United States has no single system of education. U.S. education is decentralized and highly diversified.

The responsibility for education rests with the 50 individual states, not the federal government. The states, in turn, pass on most of the responsibility for local school arrangements to their cities and communities. This explains the variety of plans for public school education and the variety of curricula, particularly in the high schools.

The “**college**” is the core from which all institutions of higher learning in America have developed. Traditionally, its curriculum covers a period of four years of undergraduate study leading to a **Bachelor of Arts (B.A.)** or **Bachelor of Science (B.S.)** degree. The “**university**” is the outgrowth and expansion of the college. It usually consists of several undergraduate colleges, a graduate school and professional schools. The university offers bachelor degrees, master’s degree, and doctoral degrees.

The “**community college**” is a public two-year institution offering technical training and basic academic programs for students, some of who go on to a four-year college or university. De Anza College is such a California State funded community college.

Classes in American colleges and universities do not necessarily follow prescribed patterns. The individual professor is allowed a great deal of freedom in the conduct of his/her classes. To a large extent, the way a class is conducted depends on the class size and the instructors. Students also have considerable flexibility in selecting the majors and courses they wish to concentrate in.

International students may find that the teaching method and practices at De Anza College are quite different from those in their home country. They are expected to conform to De Anza College’s pattern of education, which requires registration, regular attendance in class, preparation for frequent examinations and participation in class discussions. International students frequently find the classroom atmosphere here and the student-professor relationship far more informal than they have previously experienced. For detailed explanations of De Anza’s academic policies, please refer to the college catalog.

Methods of Instruction

Classroom Etiquette

Courtesy and respect in the classroom are expected. Students are expected to be on time and even come 10-15 minutes if possible. It is considered rude to the instructor to be consistently late to class. Students are also expected to actively engage class, whether this means listening to lecture or participating in a class discussion. Texting during class or doing unrelated work on your laptop is considered impolite. Attendance and punctuality are essential. Often times, partial grades are determined by attendance.

Lectures and In-Class Discussions

The most common method of instruction at De Anza College is lecture. Lectures are supplemented by classroom discussion (especially when classes are small), by reading assignments in textbooks or library books, and often by written assignments.

It is important for the student to contribute to classroom discussion. In some countries, it is “disrespectful” for the student to question the teacher. In the U.S., questioning or challenging the instructor is considered a healthy sign of interest, attention and independent thinking. In many classes, your grade will be determined in part by your contribution to class discussion. Coming from another country, there will be many times that your comments can greatly enrich the discussion.

When the class is too large to permit questions and discussion or if, for some other reason, you do not have the opportunity to raise questions in class, you can visit directly with the professor during office hours or make an appointment. Professor’s office hours are generally on the syllabus.

Labs

Many courses, especially science courses, require work in a laboratory (lab), where theory learned in the classroom is applied to practical problems. You can often find a lab component in science courses such as Physics, Biology, and Chemistry.

Assignments

Assignments for the quarter will generally be listed on the course syllabus or “green sheet” that you will receive at the beginning of the quarter. Assignments during the quarter may include some of the following:

- Essay/Paper - Instructors may assign essays or papers based on the content of the course. They will expect that outside sources are cited and that you will use the format they have requested.
- Presentations - Presentations can be done individually or in a group. They will generally be based on research on a specific topic or on content you have learned in the course. Some courses may require you to present using some type of visual aid, such as a poster, a film clip, or a PowerPoint presentation.
- Group Projects - You will have many opportunities at De Anza to work with other students in your classes. Group assignments can include presentations, a group paper, or creating something such as a film or performance. This will depend on the course and instructor.
- Other - Other types of assignments may be part of the curriculum based on the course. For example, you may be assigned problem sets for Math or Physics courses. Meanwhile, for a Theater or Music course, you may be asked to attend and evaluate a show or performance.

Reminder: It is important to save all assignments and grades received. They can be useful in helping you study for finals and help you to keep track of your current grade in the course.

Tests and Quizzes

Nearly every class has a “final examination” at the end of each quarter. Most classes also have “mid-term” examinations near the middle of the term. There may be additional “quizzes” given with greater frequency, perhaps even weekly. All these examinations are designed to be sure that the students are doing the work that is assigned to them and to measure how much they are learning.

Grading

Grading in the U.S. is done on a 4.0 scale. Instructors may have a points system set up for the course. This information will be included on the syllabus, along with the number of points or percentage to show the value of each assignment and exam in regard to your total grade. More information on the grading system can be found in the catalog or on the De Anza website.

Academic Honesty

Cheating refers to getting unauthorized help on an assignment, quiz or exam. Keep in mind the following:

- You must not receive from any other student or give to any other student any information, answers, or help during an examination or test.
- You must not use unauthorized sources for answers during an examination. You must not take notes or books to the examination when such help is forbidden, and you must not refer to any book or notes while you are taking the test.
- You must not obtain test questions illegally before a test.

Plagiarism means copying material or statements directly from a book or other source without acknowledging that the words are someone else's and not the student's own. You may "paraphrase" – that is, put ideas from a source into your own words. If you copy an author's words exactly, direct quotations must be marked with quotation marks, and proper references and credits must be given.

These rules reflect the value U.S. educators put on original work and independent learning. You **must** do your own work and use your own knowledge!

In some cultures, assistance during examinations may be acceptable. This is not true in the U.S. The student at De Anza College is urged to seek help when he/she needs it, but not during examinations and not so much help on written assignment that the paper or project ceases to be the student's own work. Papers and examinations are supposed to be honest evidence of what the student has learned.

Following the "Honor Code" is the responsibility of each student and, thus, you will not find elaborate systems to prevent cheating – such as cameras during examinations. However, instructors and fellow students are very sensitive to indications that a person may be cheating. Sometimes people speaking a foreign language during an examination are perceived by others to be cheating, even though they may simply be asking for a pen, piece of paper, or for the time. You should be aware of this and avoid being innocently "caught" in such a situation.

If caught cheating, i.e., violations of the "Honor Code," may result in a failing exam, a final grade of failure or expulsion from the class or school. You always have the right to appeal under due process that is explained in the catalog under "Student Rights and Responsibilities."

Glossary of Common College Terms

Associate in Arts/Science Degree (A.A. /A.S.) – A degree awarded by a community college upon satisfactory completion of an organized program. Usually requires two years of full-time study.

Bachelor Degree (B.A./B.S.) – A degree awarded by a four-year college or university after satisfactory completion of an organized program of study, usually requiring four years.

Catalog – A publication issued by a college outlining the course offerings, majors, admission requirements, and policies

Certificate – A program of study not leading to a degree, but demonstrates the completion of usually a specialized training program.

Disqualification – When a student is asked to leave the college for any academic reasons. This normally results in the cancellation of your *Certificate of Eligibility for Nonimmigrant (F-1) Student Status (I-20)*.

Freshman – A term used to describe a student who is attending college for the first year.

General Education Requirements (also called Breadth Requirements)– A specific group of undergraduate courses required of all students in a college or university in order to receive an Associate or Bachelor’s degree.

Junior – A term used to describe a student who is attending college for the third year.

Liberal Arts – A broad program focusing on a classical education.

Lower Division – Refers to undergraduate students or courses at the freshman (first year) and sophomore (second year) level of college.

Major – A series of courses designed to provide intensive education in a specialized area.

Placement – Assignment into courses based on test results.

Prerequisite – A requirement that must be met before enrolling in a particular course.

Probation – An academic warning given to students who are not making satisfactory academic progress.

Quarter – One-third of the academic year (12 weeks). The Fall Quarter begins in September, the Winter Quarter begins in January, and the Spring Quarter begins in April.

Schedule of Classes – List of courses, days, times, rooms, and instructors for a particular quarter. A new schedule is available online every quarter, including summer.

Semester – Some colleges operate on the semester system (16 weeks) that equals half of the academic year. There is a Fall Semester and Spring Semester.

Senior – A term used to describe a student who is attending college for the fourth year.

Sophomore – A term used to describe a student who is attending college for the second year.

Syllabus – An outline of the course showing its assignments, grading system, exams, and important dates. The syllabus is distributed to students before or on the first day of class.

T.B.A. – Acronym for “To Be Announced,” often found in schedule of classes.

Transcript – An official record of a student’s academic history showing courses taken, units attempted, units completed, grades, averages, awards and other academic information. (Note: A transcript from De Anza College will only show De Anza courses.)

Unit – A number that indicates the amount of college credit given to a course. (90 units are required for the Associate in Arts Degree and for upper-division transfer to a UC or CSU.)

International Student Tuition & Fees Policies

All students, domestic and international, must follow the tuition and fee payment policies and procedures set by the College. International students are strongly advised to arrange in advance with their parents or sponsors the transferring and wiring of money on a regular basis prior to the start of each quarter to ensure timely payment of all required tuition and fees by the deadlines set for each quarter. Non-compliance will result in possible dismissal from the college, termination of F-1 status, and loss of refunds.

SCHOOL FEES

All fees listed below are applicable for **Academic year 2018-19** and **are subject to change without notice.**

Tuition and Enrollment Fees

\$194 per unit (\$163 for tuition + \$31 for enrollment fee)

F-1 students are required by the U.S. government to be enrolled full-time; i.e., a minimum of 12 units per quarter. Summer courses are optional and charged in addition to the formula below.

$(\$194 \times 12 \text{ units per quarter}) \times 3 \text{ quarters} = \$6,984 \text{ per year (excluding summer)}$

Materials Fee

In addition to tuition and enrollment fees, instructional materials fees are required for some courses as authorized by state regulations. Textbook expenses are not included in the tuition or enrollment fees.

Basic Fees

Each quarter/session all students will be charged the following basic fees totaling \$55.08 in fall & winter and \$55.09 in spring:

- Campus Center
- Health Services
- Student Body
- Registration Support
- Student Representation
- SmartPass (*SmartPass allows for unlimited rides on all VTA buses and light rail for the duration of each quarter with a valid sticker.*)

Health Insurance Fee

Health Insurance Fee: \$532 per quarter (3 x year)

Purchase of health insurance as selected by the Foothill-De Anza College District is **REQUIRED** of all F-1 international students. The current cost is \$532 per 4-month-cycle. (Note: To be eligible for enrollment in DA's tuition Installment Payment Plan, one must demonstrate full payment of Health Insurance fees first).

PAYMENT POLICY

All fees are due upon registration. **For F-1 De Anza I-20 holders only**, payment must be received or the enrollment of De Anza's Installment Payment plan must be signed by the 2nd Friday of each quarter (or the 1st Thursday of summer), OR a HOLD will be placed on your record in the 4th week of the quarter. The HOLD status suspends the processing and issuing of all documents by the College, such as transcripts, diplomas, certificates, immigration paperwork, etc. and blocks the student from registering (adding/dropping classes). All delinquent account information will be reported to a collection agency for billing and reporting to all national credit reporting agencies 30 days from the end of each quarter/session. Collection costs as high as 30% will be charged to the student.

It is highly advisable that during registration students check their De Anza account on line for their charges and stay current with changes to school policy.

INSTALLMENT PAYMENT PLAN

De Anza College allows its students to make tuition fee payments in equal installments during the academic quarter and in summer. Upon completion of your payment of health insurance fee and domestic fees (enrollment, material & basic fees), you are eligible to enroll in the tuition payment plan. The college reserves the right to refuse enrollment due to inadequate payment history. You must enroll in the plan **by the 2nd Friday of the quarter or 1st Thursday of summer**.

PAYMENT METHODS

There are several ways to pay your fees at De Anza College depending on your personal preference. The methods are as follows:

Internet: Log in to MyPortal to pay with credit/debit card

U.S. Mail: Mail your check to: Cashier's Office, De Anza College, 21250 Stevens Creek Blvd., Cupertino, CA 95014. Be sure to provide your Student ID number with your check.

Pay In Person: Go to the Cashier's window in the lobby of the Registration & Student Services Building. Photo ID is required. **Always request a receipt upon payment for your records.**

ACCEPTABLE FORMS OF PAYMENT

Personal Check: Make your check payable to De Anza College. Deliver in person or send to: Cashier's Office, De Anza College, 21250 Stevens Creek Blvd., Cupertino, CA 95014. Please make sure that your full name, current address, and phone number are on the face of the check. To help us process your payment and ensure that you receive proper credit, please include your student ID number on the check. *Returned check fee is \$25 per check.*

Certified Funds: Make cashier's check, money order, or other certified funds payable to De Anza College. Please include your full name, student ID number, current address, and phone number.

Credit Card: You may use **VISA, MASTERCARD, or DISCOVER** to pay your fees and/or any previous balance. You can either pay online or in person at the Cashier's window. *Please note:* When paying in person, you will be asked to show a picture ID. *Returned charge fee is \$25 per transaction.*

Cash: You must make cash payments at the Cashier's window. **Do not mail cash!**

REFUND POLICY

If you are entitled to a refund from De Anza because you have paid for more than the actual numbers of units you are enrolled in, you can request a refund. **Refunds are not made automatically and it MUST be requested through MyPortal** (on the Registration Tab select the Refund Request button under Bill Payment). Please refer to the Refund Schedule and Policy in the Class Schedule or on the web for more details.

<http://www.deanza.edu/registration/cashier/refunds.html>

ALERT: There are no exceptions to the **drop/withdraw deadlines**. **If you drop/withdraw from classes after the “Drop for refund deadline” YOU WILL BE RESPONSIBLE FOR PAYING ALL FEES.**

Contact information

Email: deanzacashier@fhda.edu

Phone: 408.864.8747

Fax: 408.864.5800

Cashier's Office Location: Registration & Student Services Building (across from the Bookstore)

Campus Life and Services

See counselors early and on a regular basis: Counselors are trained to assist you with your academic and career choices, and graduation or transfer requirements. They are also able to counsel you on personal issues relating to cultural adjustment, relationships, eating and anxiety difficulties and many other topics.

All International Student Counselors at De Anza are located in the International Student Programs (ISP) office. International students are **required** to meet with the counselor at least once per year. Counselors have drop-in hours on most days for 15 minute maximum advising with no appointment necessary. For some issues, including change of major and completing an education plan, a 30-minute scheduled appointment is required. You can schedule an appointment with a counselor at the ISP front desk. Be sure to plan ahead (appointments fill up quickly) and be on time for your appointment.

Read all emails from the ISP Listserv: Receive the latest news concerning F-1 students at De Anza, including immigration rules and regulations, special events, important reminders and announcements, etc. At the beginning of your first quarter at De Anza, your e-mail address will be added to our Listserv. If you change your email, be sure to notify the ISP office as soon as possible.

If you don't receive messages from the ISP Office within two weeks of your first quarter at De Anza, email Hayley Davidson: davidsonhayley@fhda.edu and ask to be added to the Listserv. Please include your full name, CW ID#, and your preferred e-mail.

Always be sure to inform ISP if your e-mail address changes or if you aren't receiving regular emails from the ISP office.

Read the De Anza newspaper-La Voz: Many campus activities and news are announced in the campus paper – La Voz. This is an excellent source of information on special events and topics which are important to student life. Free copies are available all around campus, or view the online version [here](#).

Join a student club: Being a student in the U.S. is more than taking classes and studying. In any given quarter, De Anza has around 60 active clubs in all sorts of categories, including academics, culture, sports, special interest, and community service. You can meet and join a club at Club Day, which is held at the beginning of each quarter, or check the [Inter Club Council \(ICC\) website](#) for more information about joining or starting a club.

Intern or run for DASB Senate: De Anza Associated Student Body (DASB) is the student government on campus. You can become an intern for a committee or run for office in spring. It's a great way to gain valuable experience and get involved on campus.

Utilize your college services: De Anza offers extensive services to assist students with special interests and needs. Below is a list of some of the student services available on campus.

- ☞ Bookstore- Registration & Student Services Building
<http://books.deanza.edu/home.aspx>
- ☞ Campus Safety/Security Services- Lower level of the Hinson Campus Center
<https://www.deanza.edu/police/>
- ☞ Health Services- Lower level of the Hinson Campus Center
<http://www.deanza.edu/healthservices/>
- ☞ Library- Main Quad
<http://www.deanza.edu/library/>
 - Textbook reserves
 - Computers, laptops, and internet access
 - Printing/Scanning/Photocopying
 - Private group study rooms & silent study areas
- ☞ Office of College Life- Lower level of the Hinson Campus Center
<http://www.deanza.edu/collegelife/>
 - Eco Pass
 - Student ID Card
 - DASB
 - Housing Information
 - Legal Advice
 - Discount Movie Tickets
 - ICC (Inter Club Council)
- ☞ Transfer Center- Registration & Student Services Building, 2nd floor
<https://www.deanza.edu/transfercenter/>
- ☞ Tutorial Center
<https://www.deanza.edu/studentssuccess/>
- ☞ International Student Programs (ISP)- Registration & Student Services Building, 2nd floor
<http://www.deanza.edu/international/>
 - International Student Counseling
 - F-1 immigration advising
 - Info on transfer, health insurance, housing, and events for international students
- ☞ Disability Support Programs & Services (DSPS)- Registration & Student Services Building
<http://www.deanza.edu/dsps/>
- ☞ Psychological Services
<http://www.deanza.edu/psychologicalservices/>
 - Relationship & family issues
 - Bullying or harassment
 - Anxiety, stress & depression
 - Body image
 - Sex and/or identity issues
 - Substance misuse
 - Anger issues

Health Insurance Policy

All F-1 international students enrolled in Foothill and De Anza colleges are required to purchase and subscribe to the health insurance selected by the FHDA district. The policy provided through Ascension offers our F-1 students the best possible medical coverage at the best possible price. Its provisions allow students to choose from a large number of health care providers in our local communities using a Preferred Provider Organization (PPO) called Blue Cross/Blue Shield: www.geobluestudents.com. This insurance is mandatory for all F-1 international students. **Students will automatically be enrolled in this policy at the time of registration, and automatically billed along with every quarter's tuition and fees.**

Effective Fall 2017, the policy includes a generous maximum of \$250,000 per condition per year and **100% coverage** for most physician and clinic/hospital services within network. **The policy has no co-payment if you first seek medical help from the nurse in the College's Health Services office.**

When you register for classes, a \$506.00 charge will be added to your bill each quarter, **which will automatically enroll you in the insurance program.** You will receive your insurance membership card shortly after the beginning of each quarter. If you do not receive your card in the mail, come to the ISP office and we can help you obtain a copy of your card.

Important Points Regarding the medical Plan:

1. The benefits provided by the Relation plan are very comprehensive. As with any insurance plan, however, there are some specific limits to the coverage that is provided. If you accrue a charge for a service that is either not covered or which is in excess of the allowable coverage, you will be responsible for paying those charges.
2. Do not assume that regardless of circumstances your treatment will be covered. Carefully review the "Exclusions and Limitations" section of the plan brochure so you know what is **NOT** covered or has limited coverage. **To verify specific coverage, call Ascension at 1.800.537.1777.** For plan information, please visit: www.geobluestudents.com.
3. The medical plan has a co-payment of \$50 per visit for all physicians' services not starting at the Student Health Services office. If the student who needs care goes first to Health Services, there will be **NO** co-pay if the nurse can provide a referral to a doctor.
4. Each \$506.00 payment purchases insurance coverage for a 4-month period/cycle.
 - **August 15 through December 14 for Fall Quarter.**
 - **December 15 through April 14 for Winter Quarter.**
 - **April 15 through August 14 for Spring Quarter.**

If you leave Foothill or De Anza before the end of the academic year, your insurance coverage ends on the last day of the last insurance quarter or cycle for which you paid. For example, if you leave at the end of Fall Quarter, coverage ends December 14; at the end of Winter Quarter, it ends on April 14; and at the end of Spring Quarter, it ends on August 14. You may purchase one additional month of transition insurance before or after any insurance period if you arrive in the U.S. before a cycle starts or if you are transferring to another school that begins after the end of a cycle. Information about this is available in the International Student Programs office.

5. Dependent/s are NOT automatically enrolled in De Anza's health insurance plan. IT IS YOUR RESPONSIBILITY to complete an 'Enrollment Form for Dependents' to enroll your spouse/child in the health plan.

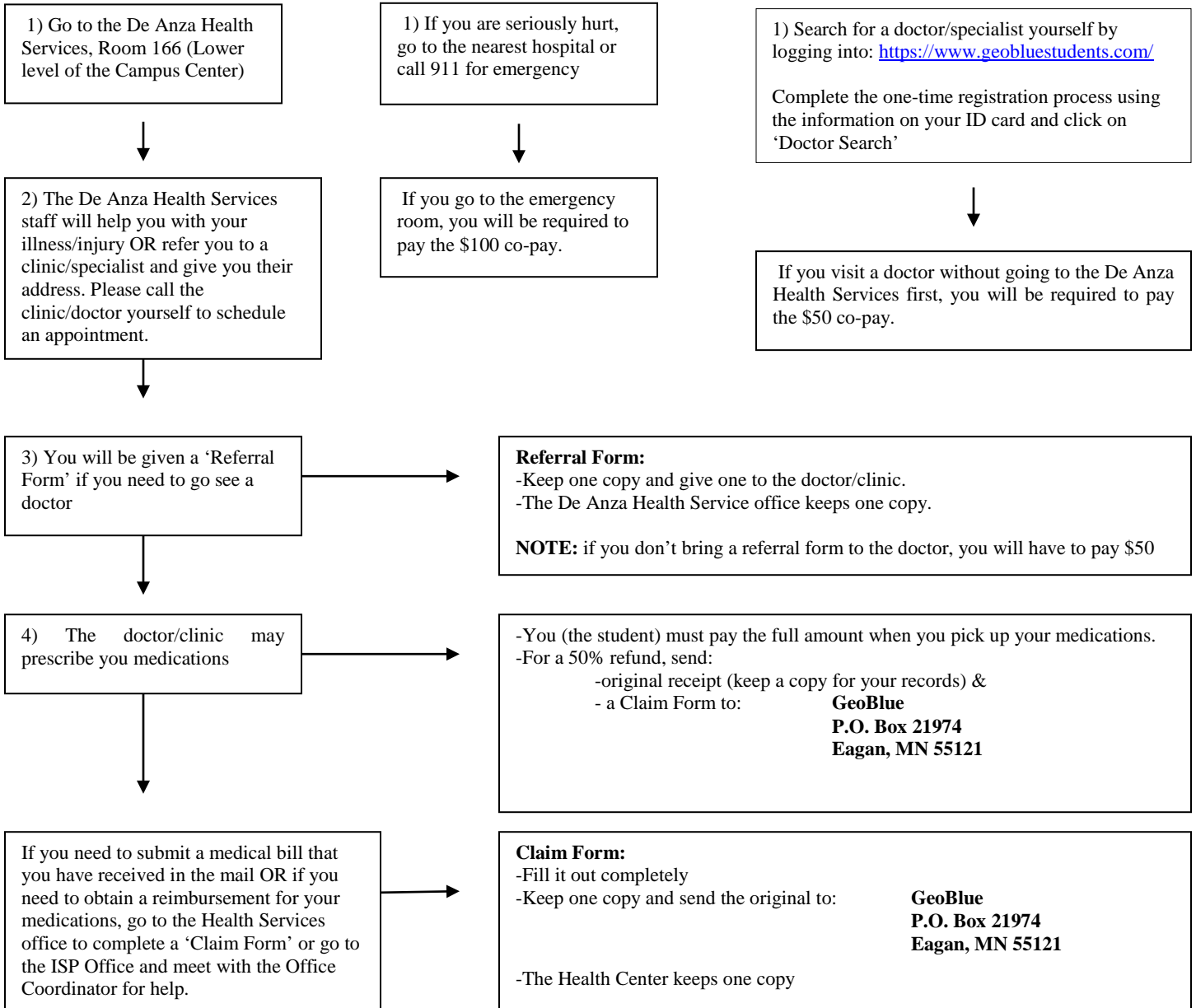
6. If you cease to be an F-1 visa student, you may no longer purchase this health insurance. Students involved in Optional Practical Training are eligible for the medical plan but will not be automatically enrolled. In order to qualify, you must enroll for the insurance as you start OPT and remain enrolled through the entire OPT period. Dependent coverage is not available during OPT. In order to enroll, contact the Office Coordinator at the International Student Office at 408.864.8467.

7. Foothill and De Anza Colleges do not grant waivers to international students who hold other insurance policies, whether U.S. or foreign. If you wish to retain another health insurance plan, **it is your choice** to continue with that insurance. However, you will still be required to purchase the health insurance selected by the FHDA district, which will automatically be charged as part of your tuition and fees payment during registration.

8. Dental and vision are not covered under this medical plan. If you would like more information on purchasing vision and/or dental insurance, check with De Anza Health Services office or directly with Relation at 1-800-537-1777.

9. Waivers are granted **ONLY** if ALL requirements as stated on the waiver form are met. **No exceptions**. You can obtain a waiver form from the ISP office.

What to do if you get sick or hurt



NOTE: If you need to see a doctor while De Anza Health Services is closed, be sure to return to the health center as soon as possible to notify them of your doctor/medical facility visit. You may be able to submit a claim to recover the \$50 co-pay.

If you receive any bills in the mail, do not pay. Send them to the Claims Department along with the Claim Form:
**GeoBlue
 P.O. Box 21974
 Eagan, MN 55121**

To check the status of your claim, **call GeoBlue at (844) 268-2686.**

If you have any problems with your submitted claim come to the ISP office to speak with the Office coordinator or call 408.864.8467

De Anza Student Health Services

Health Services is located on the lower level of the Hinson Campus Center, across from the Office of College Life.

Check their website or call for updated hours (hours may change quarterly):

<http://www.deanza.edu/healthservices/>

(408) 864-8732

A nurse is available on drop-in hours and by appointment. The Health Services staff provides a variety of health related services to currently enrolled De Anza students:

- ☞ Personal and health counseling
- ☞ Birth Control information/clinic/counseling
- ☞ Pregnancy tests/counseling
- ☞ First aid
- ☞ Medical referrals
- ☞ Over-the-counter medicine/self-help box
- ☞ Tuberculosis (TB) and Immunization (MMR) tests
- ☞ Alcohol/substance use/abuse information/referral
- ☞ Student insurance information List of Hospitals, Clinics, and Medical Groups

For non-emergencies during weekday hours, it is recommended that you visit health services for health related issues. If necessary, the nurse will provide you with a referral to a doctor, and you will not have to pay the \$50 doctor visit co-pay.

List of Hospitals, Clinics, and Medical Groups

*For our international students' convenience, FHDA has prepared a list of hospitals and medical providers located near both Foothill and De Anza Colleges. **Points to remember:***

- *Find in advance if the medical provider you plan to use accepts Blue Cross. Your medical expenses will be lower if you see a doctor or utilize the medical services within the network than outside of the network.*
- *If you need to see a specialist (e.g., a skin doctor, a foot doctor), call first to find out if the medical provider you plan to use have doctors specializing in that area.*
- *Read the medical insurance brochure issued you carefully so you understand the benefits covered and those excluded by the health insurance.*

Name of Medical Provider	Phone #	Address
1. El Camino Hospital	(650) 940-7000 (General) (650) 940-7055 (Emergency Services)	2500 Grant Road, Mountain View
2. Stanford Hospital and Clinics	(650) 723-4000 (General) (650) 723-5111 (Emergency Services)	300 Pasteur Drive, Stanford
3. Good Samaritan Hospital	(408) 559-2011 (General)	2425 Samaritan Drive, San Jose
4. Santa Clara Valley Medical Center	(888) 334-1000 (Patient Referral) (408) 885-5000 (General) (408) 855-6950 (Emergency Services)	Mountain View, Sunnyvale, Santa Clara, San Jose (751 S. Bascom Ave.)
5. Palo Alto Medical Foundation	(408) 730-4357	Sunnyvale, Mountain View, Los Altos, Santa Clara

Login into www.geobluestudents.com to find doctors and medical facilities approved by your insurance plan in your area.

Urgent Care

Urgent Care facilities are drop-in clinics for non-life-threatening emergencies. They are **highly recommended** alternatives to hospital/emergency room visits for situations when you cannot wait for a doctor appointment, but you are not suffering a life-threatening injury or illness. Here are several urgent care facilities in the De Anza College area:

1) Action Urgent Care

4375 Hamilton Ave, Suite 80
San Jose, CA 95130
(408) 440-8335
<http://actionurgentcare.com/>
Hours: 9am-9pm (Sundays 9am-7pm)

2) Beacon Urgent Care

4949 Stevens Creek Blvd
Santa Clara, CA 95051
Phone: (408) 260-2273
Hours: Monday-Saturday 9am-8:30pm, Sunday 9am-5pm
Web: <http://beaconurgentcare.com/>

3) Instant Urgent Care

3466 El Camino Real
Santa Clara, CA 95051
(408) 791-1210
Hours: Monday-Friday 9am-7pm, Saturday 9am-5pm
Web: <http://instantuc.com/santa-clara-urgent-care>

Campus Security

De Anza's campus security is managed by the [FHDA District Police](#).

The FHDA District Police **substation is located** in the [Hinson Campus Center, lower level](#) across from the Advanced Technology Center.

The **campus is patrolled by District Police Officers** and the Santa Clara Sheriff's Office 24 hours a day, seven days a week, including holidays.

HOURS

Monday-Friday

7:30 a.m. - 4:30 p.m.

Closed Saturday, Sunday and all district holidays

PHONE

- **EMERGENCY ASSISTANCE** **Dial 911** or from a cell phone (408) 924-8000.
- **Non-emergency** (Day)
650.949.7313 (extension **7313** when using a campus phone)
- **Non-emergency**(Evening and Weekends)
408.924.8000

Non-Emergency Services

- Report non-violent crimes such as theft
- Report non-injury vehicle accidents
- Report minor disturbances such as loud music
- Assistance with unlocking doors, jump-starting a car or obtaining a nighttime police escort.
- Inquire about parking issues, fingerprinting, lost and found items, and general district police information

Parking Structure Telephones:

When you need to reach Campus Security while you're in the parking structure, locate one of the telephones found on each level of the structure. The emergency phones, which are found directly above the bright yellow signs, automatically direct your call to Campus Security when you push the button. After midnight, dial 911 at the public phone near the first-floor elevators.

Off-Campus Security

The following information has been prepared by the Santa Clara County Sheriff's Office for your protection so you will not take unnecessary risks. By taking a few simple precautions, you can reduce the risk to yourself, and also discourage those who commit crimes.

Be Prepared

- ☞ Always be alert and aware of the people around you.
- ☞ Educate yourself concerning prevention tactics.
- ☞ Be aware of locations and situations that would make you vulnerable to crime, such as alleyways and dark parking lots.

Street Precautions

- ☞ Be alert to your surroundings and the people around you – especially if you are alone or when it is dark.
- ☞ Travel with a friend when possible.
- ☞ Stay in well-lighted areas as much as possible.
- ☞ Walk close to the curb. Avoid doorways, bushes and alleys where someone could hide.
- ☞ Walk confidently and at a steady pace.
- ☞ Make eye contact with people when walking.
- ☞ Do not respond to conversation from strangers on the street – continue walking.
- ☞ If you carry a purse, carry it securely between your arm and your body. Although a purse-snatcher's intent is to steal the purse, your personal safety may depend on not clinging to it.

Car Safety

- ☞ Always lock car doors after entering or leaving your car.
- ☞ Park in well-lighted areas.
- ☞ Have your car keys in your hand so you don't have to linger before entering your car.
- ☞ Check the back seat before entering your car.
- ☞ If you think you are being followed, drive to a public place or a police or sheriff's station.
- ☞ If your car breaks down, open the hood and attach a white cloth to the car antenna. If someone stops to help, stay in your locked car and ask them to call the police or sheriff or a tow truck service.
- ☞ Don't stop to aid motorists stopped on the side of the road. Go to phone and request help for them.

Bicycle Rules

The U.S. has particular rules and regulations regarding riding a bicycle, **BE SURE** to inform yourself about these rules before riding a bike through the Department of Motor Vehicle (DMV) website at: <http://www.dmv.ca.gov/about/bicycle.htm>

While Waiting for a Bus and On Board Buses

- ☞ Try to avoid isolated bus stops.
- ☞ Stand away from the curb until the bus arrives.
- ☞ Don't open your purse or wallet while boarding the bus – have your pass or money already in your hand.
- ☞ Don't invite trouble – keep gold chains out of sight; don't flash your jewelry; and turn your rings around so the stones don't show.
- ☞ At night, ride as near to the bus operator as possible.
- ☞ Stay alert – and be aware of the people around you.
- ☞ If someone bothers you, change seats and /or tell the driver.
- ☞ Keep your handbag in front of you and hold it close to your body with both hands.
- ☞ Check your purse or wallet if someone is jostling, crowding or pushing you.
- ☞ If you see any suspicious activity, tell the driver.

Residential Security

- ☞ Never leave your purse or wallet in plain view of a window.
- ☞ Keep your windows closed and locked at night.
- ☞ Personal property should be marked with your California Driver's License number.
- ☞ Don't leave large amount of cash or valuables at home.
- ☞ Stand near the control panel if you are in an elevator with another person. If attacked, press the alarm and as many of the control buttons as possible.
- ☞ Report all suspicious persons and activities to the proper authorities (apartment manager, building security, law enforcement).
- ☞ Be aware of escape routes for emergencies and post the police and fire department numbers near telephones.
- ☞ Install effective locks on all doors and windows – and **USE** them.
- ☞ Install a peephole viewer in your door. **NEVER** open your door without knowing who is on the other side. Require salespeople or repair people to show identification.
- ☞ If you live alone, use only your last name and initials on mailboxes and in telephone directories.
- ☞ If strangers telephone or come to your door, don't admit that you are alone.
- ☞ Don't let any strangers into your home – no matter what the reason or how urgent the emergency is supposed to be. Offer to make an emergency phone call while they wait outside.
- ☞ If you live in an apartment, avoid being in the laundry room or garage by yourself, especially at night.
- ☞ If you come home and find a door or window open or signs of forced entry, **DON'T GO IN!** Go to the nearest phone and call the police or sheriff.

IF A CRIME DOES OCCUR...REPORT IT!

Everyone should consider it his/her responsibility to report crime. Many criminals develop favorite areas for working, as well as predictable methods of operation. When you report all facts about a crime, it helps the police assign officers in the places where crimes are occurring or where they are most likely to occur.

In many cases, it is the information provided by victims and witnesses that leads to the arrest of a criminal. So tell the police as much as you can; no fact is too trivial. The police need the eyes and ears of all citizens.

Crime Prevention is Everyone's Business!

De Anza College is a beautiful, generally safe campus; however, normal precautions should be exercised to safeguard persons and property. The Campus Security Department provides campus protection and distributes periodic information regarding current concerns. But the most effective crime deterrent is when students are aware of their surroundings and call Campus Security whenever there is a concern or problem. Here are some suggestions:

- ☞ If you are an evening student, consider making arrangements with your classmates to park in a specific area before class so afterwards you can all walk out to your vehicles together. Also, have your key ready before you reach your car.
- ☞ If you see anyone who appears to be loitering, behaving suspiciously, or looking into parked cars, contact Campus Police. Try to observe what is going on and remember as much information as you can about the physical appearance of the person, including what type of clothing is worn.
- ☞ If you are the victim of an illegal act, contact Campus Police immediately.
- ☞ If you feel uncomfortable about walking alone to or from class, contact Campus Security to arrange for an escort to walk or drive you in a security vehicle. Campus Security escort can also walk you to your car or the bus stop.
- ☞ If you see an unsafe condition such as a broken light fixture near a walkway or in a parking lot, you should promptly report it to Campus Security because it may create a security risk.

Preventing Sexual Assault

The following tips for preventing sexual assault were compiled by the Santa Clara County Sheriff's Office.

Know the Facts about Rape

- ☞ Rape is a violent crime – a hostile attack – an attempt to hurt and humiliate. It is NOT the result of “uncontrolled passions.”
- ☞ Rape can happen to anyone. Students, workingwomen, wives, mothers, children, grandmothers, and even males are the victims of rape.
- ☞ Rape can occur anywhere and at any time, in public or in your own home, day or night.
- ☞ Rapists are not necessarily strangers. In fact, in over one-third of reported cases, the rapist is an acquaintance, neighbor, friend or relative of the victim.
- ☞ Rape is one of the most underreported crimes. The majority of rapists continue until caught. So report any kind of sexual assault.

If You Are Attacked...

Remember, your main concern must always be YOUR SAFETY. No one can tell you whether you should fight back, submit, or resist. IT DEPENDS ON YOU AND THE SITUATION.

Keep assessing the situation as it is happening. If one strategy doesn't work, try another. Possible options are:

1. Negotiating;
2. Stalling for time;
3. Distracting the assailant and fleeing to a safe place;
4. Verbal assertiveness;
5. Screaming to attract attention;
6. Physical resistance.

Your best defense, however, is to BE PREPARED – know your options ahead of time. Your safety may depend upon your ability to stay cool and calm.

Weapons

Carrying Weapons for self-defense is controversial and sometimes illegal. To be better prepared, you could take a self-defense class offered by De Anza College or a private organization. For more information, contact Campus Security or your local police station.

If You Are Raped

1. Go to a safe place immediately and call the police, sheriff, a rape crisis center, doctor, friend or relative. The sooner you make the report, the greater the chances the attacker will be caught.
2. As much as you want to take a bath and crawl into bed, it is very important to be medically examined first. You must go directly to a hospital or a rape crisis center.
3. Do not wash, douche, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy valuable evidence for court use.
4. Shock, anger, fear and humiliation are emotions a victim may experience. Remember, you are the victim. You have nothing to feel guilty about. Do not deny feelings. Contact a treatment or crisis center. The International Student Counselor and Health Center at De Anza can assist you and serve as referrals for resources.

RAPE AND SEXUAL ASSAULT

Rape Crisis Center, YWCA of Silicon Valley

- 408-287-3000
- 650-493-7273
- WomensHealth.gov - The Federal Government source for women's health information.

Title IX

What is Title IX?

Title IX of the Education Amendments of 1972 (Title IX) **prohibits sex (gender-based) discrimination and harassment in educational programs and activities** at institutions that receive federal financial funding, including for employment, academic, educational, extracurricular and athletic activities.

THIS FEDERAL LAW

- **Protects all people regardless of their gender or gender identity** from sex discrimination, including sexual harassment and sexual violence, which are forms of discrimination, and
- **Requires institutions to take necessary steps to prevent sexual assault** on their campuses, and to respond promptly and effectively when an assault is reported.

Our Commitment

De Anza is committed to creating and sustaining a safe educational and working environment free of

- sex discrimination
- sexual harassment
- sexual violence
- domestic violence
- dating and acquaintance violence and stalking

The safety and well-being of the campus community is a priority for De Anza College.

If you would like more information about Title IX

OR

If you have been sexually assaulted or experienced gender-based misconduct, or experienced other forms of harassment or discrimination on campus:

Go to <http://www.deanza.edu/titleix/> to get support, review your options, and file a formal or informal complaint.

F-1 Student Visa Responsibilities

Immigration Documents

A. Passport: The expiration date should always be valid at least 6 months into the future (for example, if your passport expires in July, it should be extended in January). To extend your passport, please contact your country's consulate/embassy in the U.S. or come visit the ISP office for the latest contact information.

B. Visa: The visa is either a stamp or sticker put in your passport by the U.S. Consulate in your home country. A visa is necessary only to ENTER the U.S. The date on the visa shows the latest date you can enter the U.S., NOT how long you can stay here. If it is expired or if you change your visa status while in the U.S., you must re-apply for a new visa in order to return to the U.S. It is not necessary to extend your visa if you are not planning a trip outside the U.S. Visa renewals can only be done at a U.S. Consulate/Embassy in your home country or country of primary residence.

C. I-94: Known as the Arrival/Departure Record, the I-94 is an electronic (or paper, if entering the U.S. via a land border crossing) form recording every time you enter or leave the U.S. You can find your most recent I-94 or travel history at: <https://i94.cbp.dhs.gov>. The “Admit Until Date” listed on your electronic I-94 is the date you must leave the United States. D/S (Duration of Status) is the notation on an F-1 visa holder's I-94 record and means that you can stay in the U.S. as long as your I-20 is valid and you are pursuing a full course of study (plus any authorized practical training following program completion).

D. I-20: The Certificate of Eligibility for Nonimmigrant (F-1) Student Status, often referred to as the I-20 Form, is a document authorized by ICE and issued to you by International Student Programs when you were first admitted to De Anza College, and is three pages total. The I-20 should be kept with you at all times and will be needed to re-enter the U.S. after a trip or temporary absence. All records of school transfers, work permission, etc. will be recorded on the I-20. If you are traveling outside the U.S., you must have your I-20 signed by De Anza ISP before leaving.

Full-Time Attendance

F-1 visa students are required by U.S. immigration regulations to maintain full-time status while studying in the United States. At De Anza, full-time attendance means the student must **ENROLL AND COMPLETE** a minimum of 12 units of coursework each Fall, Winter and Spring Quarter. You are not required to take any classes during summer vacation or winter and spring breaks. *If, for any reason, you are forced to withdraw from classes (either by the instructor or by yourself) or if you take less than 12 units, you must FIRST speak to a counselor and get the final approval from an international student advisor at ISP prior to dropping and/or withdrawing from class(es).*

Online (distance learning) Courses

No more than the equivalent of *one* online/distance education class or **3 units/credits** per academic term may be counted toward the “full course of study” requirement. Hybrid classes (classes offered both online and on-campus) are considered the same as on-campus classes.

Exceptions to the Full-Time Enrollment Requirement

There are very specific reasons for which a student may be authorized to enroll in less than 12 units in a quarter. However, students must first receive approval from an international academic counselor *and* international student advisor.

Academic Performance

You are expected to remain a student **in good academic standing (2.0 G.P.A. or higher)** while you attend De Anza College. If you are placed on academic probation or disqualified for inadequate academic performance, please contact ISP immediately for a counseling appointment.

Extension of Program of Study

F-1 visa students are admitted to the U.S. for Duration of Status (D/S), which is defined as:

- ☞ the time during which you are pursuing a full-course of study and making normal progress toward completing your requirements; *plus*
- ☞ the time you may be working in authorized practical training after you complete your studies (if you qualify and are so authorized); *plus*
- ☞ **60 days** to depart the U.S. after you complete your program.

The “Program End Date” on Page 1 of the I-20 Form issued to you by De Anza's ISP is the date by which ICE expects you to complete all requirements for your current program. If you are unable to complete your program of study by that date, you will need to make an appointment with an international academic counselor at ISP for a program extension **at least 45 days before** reaching the I-20 program end date.

Travel Abroad and Re-Entry

Whenever you plan to leave the U.S. temporarily and return to continue your studies at De Anza, you must check with the ISP regarding documents needed to re-enter the U.S. If you plan to travel outside the U.S., you must have the following documents:

- ☞ a travel signature on Page 2 of your I-20 Form (signed by ISP);
- ☞ a passport valid six months or more into the future;
- ☞ a valid F-1 visa in order to re-enter the U.S.;
- ☞ a tourist visa for the country that you plan to visit (if required);

If you need to renew your expired F-1 visa when overseas, you will then need additional documents:

- ☞ enrollment verification letter from International Student Programs;
- ☞ financial verification/documentation;
- ☞ De Anza transcript.

Employment

Employment is a benefit granted to eligible F-1 visa students who have been in good academic standing and have not violated any F-1 status rules and regulations. You should always consult with an international student advisor first to check your eligibility before searching for a job.

I. On-Campus Employment

You may accept on-campus employment with approval from the International Student Programs. On-campus employment is limited to part-time (maximum 19 hours per week).

II. Off-Campus Employment

There are different types of off-campus employment opportunities available to international students:

A. Practical Training

Practical training is defined as work experience *in the student's major field of study* that can be conducted off-campus. Two types of practical training are available to international students at De Anza:

1. Curricular Practical Training (CPT): available before completing your studies.
2. Post-Completion Optional Practical Training (OPT): available after completing your studies (i.e. graduating with an associate degree).

Students must have been in F-1 status for one full academic year in order to apply for practical training. Students interested in doing practical training should attend one of the employment workshops offered by International Student Programs as early as possible followed by preparing the paperwork with an international student advisor. Prior authorization from either International Student Programs or USCIS is required before engaging in employment.

B. Economic Hardship

Students must have been in F-1 status for one full academic year before applying for economic hardship. Students must prove to USCIS that employment is needed due to SEVERE economic hardship caused by circumstances *beyond the student's control*. Students must apply to USCIS for approval and show proof of hardship.

U.S. Income Tax

All F-1 visa students, whether they work or not, are required to file for U.S. income taxes. This info listed below is designed to familiarize you with tax forms.

U.S. Federal Tax

- ☞ **Publication 519:** “U.S. Tax Guide for Aliens.” Helpful when preparing a nonresident tax return (1040NR or 1040NR-EZ).
- ☞ **Publication 901:** “U.S. Tax Treaties.” Essential for individuals from nations having tax treaties with United States.
- ☞ **8843:** “Statement for exempt Individuals and Individuals with a Medical Condition.” This one page document must be completed and returned with the 1040NR and 1040NR-EZ. It verifies nonresident alien tax status.
- ☞ **1040NR:** “U.S. Nonresident Alien Income Tax Return.” The longer version of the return completed by many nonresidents. This form is distinct from 1040, 1040A, or 1040EZ filed by residents for tax purposes. It is not interchangeable with those forms. The IRS publishes an instruction booklet to accompany the form.
- ☞ **1040NR-EZ:** “U.S. Income Tax return for Certain Nonresident aliens with No Dependents.” A simplified version of the 1040NR. Most F-1 students who are nonresidents may file the 1040NR-EZ. The IRS publishes an instruction booklet for this form.
- ☞ **W-2:** “Wage and Tax Statement.” A form issued annually by employers (normally during the month of January). Copies of the W-2 must be filed with federal, state and local tax returns.
- ☞ **W-4:** “Employee’s withholding allowance Certificate.” A form completed by employees at the time of hire to indicate how much tax is to be withheld from the paycheck.

Check the IRS website to download publications or forms online: <http://www.irs.ustreas.gov>

State Tax – California (<http://www.ftb.ca.gov/forms/index.html>)

If you have been in California:

- ☞ 9 months or more: California Resident Tax Book
- ☞ less than 9 months: California Non-Resident Tax Book

Here is an IRS link for general Foreign Students and Scholars tax information:

<https://www.irs.gov/Individuals/International-Taxpayers/Foreign-Students-and-Scholars>

Please remember: ISP staff CANNOT advise you on HOW to complete your taxes!

U.S. Social Security Numbers



Social security numbers are primarily intended to identify participants in the federal government's Social Security Program, which provides retirement and disability benefits to workers and their families. However, they are now widely used for administrative and identification purposes, and as an international student, you will need one for just about any type of employment. *If you are eligible for a social security number (SSN), you will generally receive your SSN card within 2 to 4 weeks of applying for one.*

Applications for a social security number can be made in this office:

Social Security Administration Office
280 South First Street
San Jose, CA 95113
Room 244 2nd Floor
Phone Number: (800) 772-1213

Office Hours: Mon, Tues, Thurs & Fri 9:00am to 4:00pm
Wed 9:00am to 12:00pm
Sat & Sun: CLOSED

SSN & Employment

If you have found a job, you will be required to obtain a US social security number. You *must* first obtain a job offer letter from your employer. Then you must request a work authorization letter from ISP in order to apply for a social security number.

SSN & Obtaining a California Identification Card/Driver's License

A social security number is *not* required to obtain a California identification card or California driver's license. De Anza ISP highly recommends that you apply for your driver's license or ID card at the Santa Clara DMV (Department of Motor Vehicles) Office:

Santa Clara DMV Office
3665 Flora Vista Avenue
Santa Clara, CA 95051

SSN & Opening a U.S. Bank Account

You are *not* required to have a social security number in order to open a U.S. bank account or for most other financial transactions. Simply explain to the 'New Accounts Representative' at your local bank that you are a non-immigrant on an F-1 student visa.

NOTE: Students on F-1 visas and whose income is earned in support of the objectives for which they were admitted to the U.S. should not have social security (FICA) taxes withheld from their pay, as they are exempt from FICA taxes as long as they have received employment authorization.

U.S. Culture

This information is meant to provide some generalities about people in the U.S., not all people from the U.S.

Friendship

Many people in the U.S. have a number of friends with whom they share something in common. A U.S. student might consider you a friend, but he or she might only invite you to do something once or twice a quarter. This is not because he or she doesn't like you. It simply means that life in the U.S. is very busy and U.S. students tend to have many more commitments (e.g. work, extracurricular activities, and family obligations) in addition to study than students from other countries.

Superficial?

Sometimes international students feel that U.S. students are “superficial” because they “act” very friendly but do not wish to build a friendship. Acting friendly is a U.S. custom. It's intended to create positive feelings. Some new international students feel confused when someone they do not know says hello to them in the street. This casual greeting is not intended to encourage a conversation or express a romantic interest. It is just another form of American friendliness.

Hi! How are you?

This is a common greeting in the U.S., but very often the person who asks the question “how are you?” does not wait for a response. Some international students think this is very rude, but it is not intended to be. It is not customary for the person asking this question to wait for a deep answer. It is customary to reply, “fine” or “okay.” You might also want to ask how the other person is. She or he will most likely answer with the same brief response.

Meeting Americans

Because the U.S. is a nation of immigrants, international students look as “American” as students from the U.S. U.S. students are very sensitive about difference, and some do not want to risk offending someone by asking an ignorant or insensitive question. For that reason, some U.S. students may feel shy about approaching you. If they do notice that you have a foreign accent, they may be unaccustomed to talking with someone who is not from the U.S. They may wait for you to take the initiative to talk with them first. Many students at De Anza may never have met anyone from another country! Although it may seem awkward, you may find that saying hello to someone in your class and explaining that you are a new international student will give you an opportunity to meet Americans.

Independence

The United States was founded by people who value independence. This “independent spirit” is still evident in today's culture. Many people from the U.S. believe that they are responsible for their own destinies. Being self-reliant is considered more important than relying on family and friends. Many people from the U.S. believe that individuals reach maturity at age 18 and should

be ready to make independent decisions. Privacy is valued for many of the same reasons. Even among members of a family, issues such as money, marriage, and career decisions may not be discussed out of respect for a person's privacy.

Race, Ethnicity and Gender

Many people in the U.S. like to think that all people are equal – race, color, religion, ethnicity, class, gender and sexual orientation are unimportant to our value as human beings. Words like “tolerance” and “appreciation” are words that we might use to describe our relationship with people different from ourselves. For this reason, racist and sexist jokes and comments are not tolerated in many social and business settings. In fact, people who make such comments could lose their jobs.

However, despite these principles, many inequalities still exist in the U.S. You might hear people make negative comments about other groups. You might even experience discrimination because you are an international student. If this happens to you and you wish to talk about it, come to ISP or contact the police if you feel threatened. An advisor who is familiar with these issues will try to understand the situation and make some suggestions for dealing with it.

Many international students have seen American movies, many of which portray black communities as violent and poor and portray American women and men as having many sexual partners. These are stereotypes in U.S. films. Just remember that many people do not fit the stereotypes in these movies.

Tipping

Tipping is an expected social custom in the U.S., especially in sit-down restaurants where there is table service. While tipping practices can vary depending on the location in the U.S., a 15-20% tip is customary, and in some places servers depend on tips to make a basic wage.

Some restaurants have a mandatory tipping policy, especially for larger parties (typically 6 or more people), so be sure to read your bill carefully to determine if you need to leave an additional tip or if it has already been included. Fast-food restaurants, coffee shops, or take-out restaurants may invite you to tip with a tip jar at the counter, or if you pay by credit/debit card a line on your bill to add a tip, but most Americans agree that this is optional and may choose not leave a tip, or may only give a small tip (\$1.00) depending on the size of the order.

Other services for which a tip is generally expected include food delivery, traditional taxi rides, health/beauty (manicure, haircut, massage, etc.), parking valet and hotel bellhops, and bars (\$1-\$2 per drink is standard unless you receive full table service).

Again, tipping amount varies by region in the U.S., but 15-20% of your bill is considered standard today in most situations and locations.

Cultural Adjustment

Most international students spend the first few days in the USA settling in and getting adjusted to their new environment. But adjustment is an on-going process that will usually take more than just a few days or weeks.

Adjustment Process

- ☞ Learning about the new culture
- ☞ Making new friends
- ☞ Appreciate differences and similarities
- ☞ Maintaining contact with family and friends back home
- ☞ Feeling comfortable in both settings

Stages of Cultural Adjustment

The Honeymoon Stage: Characterized by a feeling of excitement and anticipation. The international student is usually very happy to be studying in a new country and to be learning about and meeting new people.

The Uncomfortable Stage: Characterized by frustration, anger and sometimes depression. Students may experience homesickness, boredom, problems sleeping and eating, loss of sense of humor, mistrust of Americans, and some academic problems.

The Adjustment Stage: This occurs when the student begins to relax in the new environment and has an established support system. The student realizes the importance of their home culture while navigating and adjusting to the norms of the new culture. The student has the best of both worlds and chooses ideals from both cultures.

Adjustment Tips from International Students

- ☞ Don't stay alone in your room every night.
- ☞ Go out with a friend to see the city or go shopping.
- ☞ Get involved with Nationality Clubs or other clubs on campus
- ☞ Travel to see the USA.
- ☞ Laugh at yourself if you make a mistake.
- ☞ Do not be afraid to try new words or to practice your English.

Transportation

Google maps www.google.com/maps and 511.org are convenient resources for getting directions and transit information in the region.

Public Transportation



You will likely need to rely on the public transportation to come to De Anza College if you don't have a car. VTA (Santa Clara Valley Transportation Authority) is the transit system which serves the area surrounding De Anza College. The following Bus routes pass by De Anza College:

Bus #: 23, 25, 53, 54, 55 & 323

For more bus route specifics, including route maps, schedules, and fare details, please visit the VTA Web site: www.vta.org

View the Campus Map on page 3 to locate bus stops around the De Anza Campus.

VTA DASB SmartPass

What is the Smart Pass and how do I get one?

The EcSmart Pass Project is a partnership between De Anza College's Associated Student Body ([DASB](#)) and Santa Clara Valley Transit Authority ([VTA](#)), which allows enrolled students at De Anza College the opportunity to enjoy **unlimited rides on all VTA Buses and Light Rail** for the duration of each quarter). Full-time students pay a \$7.75 fee which is included in tuition fees in order to fund the SmartPass program. Your SmartPass remains valid as long as you are a student at De Anza, including summer quarters.

You can pick up your SmartPass in the Office of College Life, which is located on the lower level of the Hinson Campus Center, across from Health Services. The VTA SmartPass comes loaded on a Clipper Card, which is the universal transit card for the San Francisco Bay Area. It can be used for other regional transit agencies besides VTA (including BART) by loading cash value onto the card at transit centers.

Driving/Parking

If you will be driving to campus, you need to be aware of the parking fees. There are 30 minute parking spots available in various locations around campus which do not require a parking permit. These are for quick trips to campus. Cars left in these spaces for over 30 minutes will be cited and ticketed. For all other spaces, daily parking permits are sold from machines located throughout the parking lots for \$3.00 per day. Cash or credit cards are accepted at the machines, but no change can be given. Be sure to display the permit on your dashboard after purchase.

Annual or quarterly parking passes can be ordered through MyPortal and paid for online or in person at the Cashier on campus.

More information about parking and parking permits, including annual and quarterly pricing can be found here: <http://www.deanza.edu/parking/permits.html>

Please note: Vehicles without a valid parking permit will be ticketed by De Anza Police.

DASB Bike Program

Bikes can be rented on a quarterly basis from the DASB bike rental program for students 18 years and older. Simply complete the Bicycle Request Form available on the program website and submit it to the Office of College Life (lower level of the Hinson Campus Center, across from Health Services). Bike rentals come with a bike lock, helmet, and access to a secure bike parking Corral located outside the Registration & Student Services Building. Other bike parking racks are located throughout campus.

Housing

De Anza College, like most community colleges in the U.S., does not offer any dormitories or boarding. But given De Anza's central location, there are many choices for housing in our area: apartments, shared housing and homestay. All of them are convenient for shopping, restaurants and buses.

Permanent Housing

There are two main types of permanent housing to consider:

1. *Homestays*

Homestays with American families are arranged by an organization called International Student Placements (ISP) (www.isphomestays.com). They will try to find the most suitable families for students based on their needs. All families are pre-screened, visited, and interviewed. Students will fill out an extensive application form. Student will usually live within a 45-minute radius by bus. Student has a choice of including meals or no meals. Homestays are a great way to improve English, understand the American culture, concentrate on studies without having to worry about household needs, and develop friendships with American hosts. Students must apply at least one month in advance of move-in date.

International Student Placement also offers "Shared Housing" for older and more independent students. Student will live in a house with other students in a community setting. Students who enjoy living in group setting and manage their own lifestyle will enjoy Shared Housing. Information is available on their website listed below.

Contact for International Student Placements (ISP): Jean Ikeda
Phone: (650) 947-8879
Fax: (650) 948-1105
E-mail: jean@isphomestays.com
Web Site: www.isphomestays.com

2. *Apartments and Rentals*

In this category, students can rent a studio or one-bedroom apartment, share an apartment with another person, or rent a room in a house. Student will sign a contract (lease) and pay a deposit. The rent varies according to location, size, and amenities. Please be aware that the cost to rent an apartment around De Anza College could range from \$1,700 to over \$3,000 for just a one-bedroom. Many students share an apartment with others or rent a room in a shared house/apartment to reduce costs.

We do not recommend signing a lease or paying any fees without first meeting the property manager/landlord, seeing the place in person, and understanding all the terms and policies. Therefore, you should search for apartments/rentals after you arrive.

If you would like to find housing/apartments on your own, here are some search websites*:

- <https://www.abodo.com/off-campus-housing>
- www.craigslist.com
- <https://www.apartments.com/>

* Be careful of scams on search websites, especially Craigslist where fraudulent postings are not always filtered. Look for the following red flags and avoid pursuing rentals if:

- The rent seems significantly lower than other comparable apartments in the same area
- The “landlord” cannot meet you in person and/or you are unable to see the apartment in person
- You are asked to wire transfer money or send money via Western Union, Money Gram, or other money transfer services (this is not a common method of payment to landlords); you should expect to pay deposits and rental fees by check or money order.

Apartment Complexes

Below is a list of some of the larger apartment complexes near De Anza which are conveniently located near supermarkets, shopping, and bus stops. These complexes offer on-site management and amenities that may include a pool, fitness center, washer/dryer, etc. (There are also many smaller and cheaper apartment complexes in the area with fewer amenities).

Cupertino Park Center Apartments

20380 Stevens Creek Boulevard, Cupertino, CA 95014
Phone: 866-964-9118

City Gate at Cupertino

5608 Stevens Creek Boulevard, Cupertino, CA 95014
Phone: 844-236-2459

Hearth Apartments

2870 Kaiser Drive, Santa Clara CA 95051
Phone: 855-782-0810

Lincoln Glen

150 E Remington Drive, Sunnyvale, CA 94087
Phone: 877-916-5534

Sage Cupertino

175 Calvert Drive, Cupertino, CA 95014
Phone: 866-517-5880

Park Kiely

355 Kiely Boulevard, San Jose, CA 95129
Phone: 877-959-3424

The Markham Apartments

20800 Homestead Road, Cupertino, CA 95014
Phone: 866-495-1855

Vista Del Lago Apartments

2650 Keystone Avenue, Santa Clara, CA 95051
Phone: 408-244-2244

Additional Housing Tips

- Look for roommates and search available housing within the De Anza community on Facebook. Join the following Facebook groups: [De Anza International Students](#) and [De Anza Student Housing](#)
- Some local communities have language specific housing resources (e.g. Chinese, Korean). Search the web or connect with other students from your country on Facebook or at orientation to find out if there are any community resources in your first language.
- Be prepared to provide proof of finances (bank letter or statement) to potential landlords. Some properties may require proof of income up to 3xs the rent. In the case of students, it may be okay to have a “sponsor” (e.g. parent) provide this information, but policies will vary.
- Most lease agreements will include a security deposit, which is a specified amount (often 2xs the monthly rent) to be paid in addition to the first month’s rent. If there are no damages or other fee deductions, this deposit is returned to the renter(s) upon move-out.
- Some lease agreements require that renters purchase rental insurance from a third party insurance agency.
- If entering a lease with roommates, be sure that your name is listed on the lease. If you sublease a room in an apartment or house and/or you are not on the official lease for some reason, put the rental terms *in writing* and get signatures to protect yourself in the event of a dispute or breach of terms. Disputes can happen even if your roommates are your close friends!

Free legal advice

Students can get free legal advice on a variety of topics including housing (e.g. landlord/tenant disputes) through the Office of College Life.

Find out how to make an appointment here: <http://www.deanza.edu/collegelife/legaladvice.html>

Social Media

Look us up on Facebook under **De Anza ISP** and stay up to date on announcements, events, and reminders from the ISP office.

The Facebook logo, consisting of the word "facebook" in white lowercase letters on a blue rectangular background.

Join the **De Anza International Students** Facebook group to connect with classmates. Search or post your own advertisements for housing, textbooks, cars or other items for sale within the De Anza community.



ANDA's purpose is to keep all De Anza international alumni connected. Be a part of our professional group and join us on



Shopping & Dining

Below are recommendations from current De Anza international students about where to buy groceries, shop, and eat out. Many of the businesses listed below have multiple locations in the area, so you can use google maps or another app to find out the nearest location to you.

Shopping

Grocery stores & markets

Safeway: Chain store primarily for groceries, but also selling personal items. Most stores include a bakery, deli, and fresh produce section, and some also include a pharmacy. \$\$
Multiple locations

Target: Discount superstore selling everything from home goods, clothing, and personal items (toilet paper, shampoo) to electronics. Limited grocery/fresh food section; some locations have pharmacy. \$\$
Multiple locations

Trader Joe's: Smaller chain grocery store marketing specialty, global food items and a unique selection of fresh and prepared organic, non-GMO food options at a reasonable price. \$\$
Multiple locations

Whole Foods: High-end organic grocery store chain with a wide selection of fresh and prepared “natural” foods. While the grocery prices are generally higher than similar stores, the hot lunch buffet and other “quick food” options (burrito, pizza, sushi, and deli counters) are reasonably priced. \$\$\$
Multiple locations

99 Ranch: Asian-style grocery store chain selling Chinese/Taiwanese imports at low prices. \$
Multiple locations

Marina Food: Asian-style grocery store with wide selection of imported grocery items at low prices \$
10122 Bandle Drive, Cupertino, CA 95014

Mitsuwa Marketplace: Authentic Japanese grocery and goods chain with ramen, ice-cream, and bookstore located inside. \$\$
Multiple locations

Costco: Large wholesale warehouse chain selling groceries, electronics, clothing, and other goods. Shoppers must pay for a membership to shop, but prices are quite low since most items are sold in bulk. \$\$

Shopping Malls & Outlets

Westfield Valley Fair

2855 Stevens Creek Boulevard, Santa Clara, CA 95050

The Great Mall

444 Great Mall Drive, Milpitas, CA 95035

Westfield Oakridge

925 Blossom Hill Road, San Jose, CA 95123

Westgate Mall

1600 Saratoga Avenue, San Jose, CA 95129

Gilroy Premium Outlets

681 Leavesley Road, Gilroy, CA 95020

San Francisco Premium Outlets

2774 Livermore Outlets Drive, Livermore, CA 94551

Thrift Stores

Goodwill: Used clothing, furniture, and home goods. You can also donate your unwanted items here. \$

Multiple locations

Dining

Coffee Shop/ Café / Snacks

Coffee Society

21265 Stevens Creek Boulevard (across the street from De Anza)

Miao's Café Deli

19110 Stevens Creek Boulevard, Cupertino, CA 95014

Philz Coffee

Multiple locations

Quickly

Multiple locations

85C

Multiple locations

Paris Baguette

Multiple locations

Causal Restaurants

Tomatina

Multiple locations

Five Guys

Multiple locations

Blast Pizza

10033 Saich Way, Cupertino, CA 95014

Panda Express

Multiple locations

Demiya Japanese Curry

375 Saratoga Avenue G, San Jose, CA 95129

Orenchi Ramen

3540 Homestead Road, Santa Clara, CA 95051

Noodle Talk

150 W El Camino Real, Sunnyvale, CA 94087

Dessert

Cream

Multiple locations

Meet Fresh

19449 Stevens Creek Boulevard #120, Cupertino, CA 95014

Yumi Yogurt

3787 Stevens Creek Boulevard, Santa Clara, CA 95051

Icicles

1275 Lincoln Avenue #1, San Jose, CA 9512

