Welcome to UD!

Congratulations on your admission to UD’s English Language Institute. We are very pleased that you have chosen our university as your place of study.

You will need to plan for many things before you arrive. This handbook can help you prepare.

We are eager to meet you. See you soon!
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Make your travel arrangements

After you get your visa to enter the USA, it is time to make your travel arrangements.

Buy your plane ticket

Arrange your flight and travel plans so that your final destination is Philadelphia International Airport (airport code: PHL). Philadelphia International Airport is the closest big airport to Delaware (it is 30 minutes from Newark, Delaware).

Remember: Newark, Delaware is not the same city as Newark, New Jersey!

Reserve transportation from the airport (“airport transfer”)

If you will need a ride from the Philadelphia Airport to Delaware, the ELI can request a shuttle (i.e., a van) for you. The ELI uses a company called Delaware Express for airport transfers.

Complete the Airport Transfer Request Form Online. The reservation confirmation number will be sent to you by email from the ELI Housing office.

Reserve a hotel room

Normally, students must spend at least one night in a local hotel before they are able to move into the housing where they will live for their first session. We can help you to make hotel arrangements.

To reserve a hotel room, complete the online Hotel Reservation Form. The reservation confirmation number will be sent to you by email. The current hotel partner of the ELI is the Red Roof Inn. The address of the Red Roof Inn is: 1119 South College Avenue, Newark, DE 19711 | Phone: +1-302-368-8521. The best available rate per night is $54 plus taxes and is only available to students who reserve their hotel room using the Hotel Reservation Form. The ELI will make your booking and help you adjust the dates of your stay if necessary.

Contact us: Hotel/arrival questions

If you have a question about your hotel/arrival reservations, please contact the ELI Housing/Arrival Coordinator at eli-housing@udel.edu.

If you have a problem with your travel plans after you leave your country, please contact the ELI Housing/Arrival emergency mobile phone at +1-302-722-6634.
DID YOU KNOW?
The ELI has a website with information that helps new students to prepare for their trip to Delaware!

Visit udel.edu/eli/newstudents
Reserve your housing

It is very important to reserve housing in Delaware before you travel to the United States. Here is some helpful information about housing.

Housing choices

The ELI is proud to offer several types of housing to students, including the Global Community (the ELI’s international living and learning community), homestay, and we can help you find off-campus apartments. For more information about housing types and to see pictures, please visit: udel.edu/eli/housing/.

Important: You must obtain your student visa and buy your plane ticket before you can reserve your housing!

How to reserve your housing:

Moving in early to your housing choice is not always possible and staying in a hotel for more than several days can become expensive. We strongly encourage you not to arrive more than 2-3 days before Orientation.

To ensure that you are able to move into your housing placement on Move-In Day, you must submit your Housing Reservation Form before you arrive at ELI Orientation. If you are applying for homestay, you must complete the Homestay Application and pay the placement fee before you arrive.

When you submit your Housing Reservation Form to the ELI, you must also send the following documents:

- A copy of your F-1 visa; and
- A copy of your plane ticket reservation.

How to submit your housing application:

Follow the instructions shown on the Housing Reservation Form to ensure that you submit it correctly.

Housing reservation period:

Your housing type will only be reserved for 1 session (7-8 weeks). After your first session, you will be able to request a different type of housing for a future session or extend your contract to continue living in the same place.

Deadline to reserve housing:

All housing applications must be received by the ELI no later than 2 weeks before the beginning of your session. Limited housing is available; therefore, the ELI cannot guarantee housing for students who request it after the deadline.

Note: Sometimes the ELI will post an earlier deadline for reserving housing. If that happens, you must follow the new posted deadline.

IMPORTANT!

All students must reserve their housing no later than 2 weeks before the beginning of the session!

Students with late housing requests must pay a US $100 Late Housing Request Fee!
Important information:

- By submitting a Housing Reservation, you are agreeing to the ELI Housing Terms ([udel.edu/eli/housing/terms](udel.edu/eli/housing/terms)).

- If the ELI makes a housing reservation for you, then you must pay the fees for that housing location. No exceptions. No refunds are possible.

- Housing prices can change unexpectedly, so it is important to check the ELI website before you come to Delaware so you will know about any changes.

Housing requirements for Academic Transitions (A.T.)

All A.T. (and Pre-A.T.) are required to live in ELI-approved housing. These options are:

- Homestay
- The Global Community
- Residence halls (i.e., on campus dormitories):

A.T. students who are traveling with their husband, wife, or children can contact eli-housing@udel.edu for other housing options.

For more information, visit udel.edu/eli/at/housing.

A.T. and Pre-A.T. students who do not obey ELI housing requirements may lose their conditional acceptance to the university.
Housing reservation confirmation

Housing reservation confirmations will be sent to all incoming students (and their agents) by email approximately **1-2 weeks before the session start date**.

Free transportation from the hotel

For your convenience, the ELI will provide free transportation from the hotel (Red Roof Inn) to the ELI buildings for Orientation, as well as to your final ELI housing on Move-in Day. **More information about this transportation will be sent to you by email before Orientation.**

Housing move-in information

The ELI will send your official move-in date to you by email with your housing reservation confirmation 1-2 weeks before the session start date.

Housing problems/questions

If you have a question about housing **before** you arrive in Delaware, please contact the ELI Housing/Arrival Coordinator by **email** at eli-housing@udel.edu.

If you have an emergency problem about housing **after** you arrive in Delaware, please contact the ELI Housing/Arrival **emergency mobile phone at +1-302-722-6634.**
What to do at US Immigration and Customs

When you arrive in the United States, you will be required to pass through the US Customs and Border Protection (CBP) checkpoint.

1. After leaving the plane, follow the signs for Immigration or Passport Control.

2. **Immigration/Passport Control:** When you enter the section of the airport for Immigration/Passport Control, there will be many people standing in different lines; you must stand in one of the lines for Visitors to the USA and wait until a CBP officer becomes available.
   a. Have your documents ready in your hands before you see the CBP officer:
      - Passport
      - F-1 visa (or J-1 visa)
      - I-20 form (or DS-2019 form)
      - I-901 SEVIS fee payment receipt
      - Proof of financial resources
        (example: your bank statement or official scholarship letter)
      - ELI acceptance letter
      - Blue customs form (you will receive this form on the plane on your way to the US)
   b. The CBP officer will scan your passport and your visa, and he/she will review your documents. **Be prepared to answer questions about your study plans** (i.e., where you will study, why you will study there, where you will live, etc.).
   c. The CBP officer will stamp your documents and give them back to you.

3. **Customs:** After you leave the Immigration/Passport Control section of the airport, follow the Baggage Claim signs to collect your luggage. Take your suitcases; then, follow the Exit signs to go to the US Customs checkpoint. You will give the blue customs form to the US Customs officer before you leave the Customs area.

4. **For students who will take a connecting flight to Philadelphia.** If you are taking a connecting flight to Philadelphia, follow the Baggage Re-check signs to give your bags back to the airline employee. This will ensure that your luggage will be placed on your final plane(s) to Philadelphia.
What you should bring to Delaware

Things to pack in your suitcase

Some things that you should bring to Delaware with you include:

• Clothes appropriate for the season you will live here—remember, Delaware has 4 seasons!
• One set of dress clothes for any formal events
• Exercise clothes and bathing suit
• Extra contact lenses and the prescription for glasses or contact lenses (written in English)
• Travel-sized power adapter/voltage converter to adapt your electronic equipment to US plugs and electricity (120V, 60Hz)
• Comfortable shoes—you will walk a lot!

Sheets, towels, and school supplies can be purchased after you arrive.

Remember: Delaware has no sales tax

Things to pack in your hand luggage

Remember to bring the following items on the plane with you in your hand luggage.

• Passport and I-20 form or DS-2019 form (very important!)
• Your ELI Welcome Package, including this Arrival Handbook
• Your Delaware Express shuttle reservation confirmation
• Some extra cash (we do not recommend that you travel with large amounts of cash in case of loss) and a credit card (Visa or MasterCard)
• Laptop computer and camera (if you have them)
• Prescription medication—bring a supply of the medication as well as the prescription (written in English)
• A spare change of clothes (in case your plane is delayed)
• A small supply of toiletries (soap, shampoo, toothbrush, etc.). All liquids and creams must be in bottles of under 100mL and fit into one quart-size plastic zipper storage bag. For more information about travel rules for liquids, see http://www.tsa.gov/311/index.shtml.

Bring comfortable shoes!

Bring cash!

Tell your bank that you will use your credit card in the USA.
What to do at the Philadelphia Airport

Pick up your bags

1. When you arrive at the Philadelphia Airport, follow the signs to the Baggage Claim.
2. When you arrive in the Baggage Claim area, look at the signs to find the luggage belt that will have your suitcase.

Find the shuttle to Delaware

1. After you have your suitcase, search in the Baggage Claim area for the Ground Transportation desk.
2. At the Ground Transportation desk, tell the agent there: “I need Delaware Express.” The agent will give you a ticket with a number on it.
   • Sometimes the agent will give you a plastic box instead of a ticket with a number.
3. Take the phone at the desk and dial 24; this will dial the Delaware Express agent. The Delaware Express agent will ask for your name and reservation number. After you give this information to the agent, he/she will ask you to wait for 10-20 minutes. Wait in the chairs near the Ground Transportation desk.
4. When the shuttle arrives, the agent at the Ground Transportation desk will call your number and he will tell you to go outside to get into the shuttle.
   • If you were given a plastic box instead of a number, the box will vibrate; give the box back to the Ground Transportation agent and go outside to get your shuttle.
5. The shuttle driver will take you to your final destination in Delaware.
6. Do not use a taxi, it will be very expensive. We highly recommend for you to use Delaware Express. This will provide you with a safe method of transportation.

Change/cancel your shuttle reservations

If you need to change your Delaware Express reservation, you must contact Delaware Express immediately to tell them about the change (+1-302-454-7800).

If you need to cancel your Delaware Express reservation, you must contact Delaware Express immediately or they will charge your credit card (+1-302-454-7800).

Contact us: airport transfer questions

If you have a question about airport transfer before you leave your home, please contact the ELI Housing/Arrival Coordinator by email at eli-housing@udel.edu.

If you have a problem with your travel plans after you leave your home, please contact the ELI Housing/Arrival emergency mobile phone at +1-302-722-6634.

Hotel address

If you asked the ELI to make a hotel reservation for you, then the shuttle should drive you to this address: Red Roof Inn | 1119 South College Avenue | Newark, Delaware 19711 Phone: +1-302-368-8521
ELI Orientation: What to expect when you arrive

What you will do at Orientation

ELI Orientation happens at the beginning of each session. You are required to attend every day of Orientation.

At ELI Orientation, you will:

1. Take an English placement test to determine your English level. The test will determine your skill level in 5 areas: listening, speaking, reading, writing, and grammar;
2. Receive and pay your tuition bill;
3. Take a tour of the University of Delaware (UD) and learn about UD facilities and resources;
4. Get your UD student identification card;
5. Register (“check in”) with the UD Office for International Students and Scholars (OISS) – This is required for your visa status;
6. Learn about visa requirements and maintaining your visa status;
7. Learn about important resources, such as the library, the host program, local transportation, counseling and medical care, opening a bank account, obtaining a driver’s license, etc.;
8. Receive your course schedule, which will contain your English level and the name of the courses that you will take during your first ELI session.

Note: you will receive your schedule only after your invoice (bill) is paid.

Documents to bring to Orientation

Bring these documents with you to Orientation:

1. Passport;
2. F-1 visa (or J-1 visa);
3. I-20 form (or DS-2019 form, if applicable);
4. Your Health History Form and Immunization Form. Also bring any proof of your past immunizations in ENGLISH to share with the University of Delaware Student Health Services.

If you are a US Citizen or Permanent Resident, you should bring proof of your status.

If you cannot find one of the ELI forms, you can download a copy from the ELI website at udel.edu/eli/newstudents/arrival
Pay your ELI tuition bill

When to expect your bill
You will receive your ELI tuition bill by email **1-2 weeks** before the beginning of your session of study. You will also receive a paper copy of your bill at ELI Orientation.

Payment methods and procedures
There are several ways to pay your bill:
- Credit card (using our secure online payment system)
- International wire transfer at your bank (see the wire transfer instructions on our website: udel.edu/eli/financials/wiretransfer)
- Traveler’s checks or money orders (made payable to the “University of Delaware”)
- Cash

When to pay your bill
Many students pay their bill online using a credit card 1-2 weeks before the beginning of their session (after they receive the bill by email). It is also possible to pay your bill during ELI Orientation.

- **All bills must be paid before the first day of classes.**
- **Keep your payment receipt.** You must show the receipt (proof of payment) on the first day of classes in order to receive a schedule and begin your courses.

Acceptable credit card types: MasterCard, Visa, and American Express.

Contact us: Questions about your bill
If you have a question about your bill, please contact elibilling@udel.edu.

**IMPORTANT information for Saudi students**

Students from Saudi Arabia who plan to receive a scholarship from the Saudi Arabian Cultural Mission (SACM) must bring a copy of their **official financial guarantee letter** to ELI Orientation. Students who do not bring a financial guarantee letter will be required to pay their tuition bill.
Health and medical information

Required medical forms
All students are required to bring 2 important health forms with them to ELI Orientation:

1. ELI Student Health History form
2. Immunization Documentation form
You must complete both forms in English with your doctor before traveling to the USA. You may need to be vaccinated before arriving in Delaware (see below).

Required vaccines and medical tests
All students are required to be vaccinated with two doses of Measles, Mumps, and Rubella (MMR) vaccine before coming to Delaware.

All students from a country that has been identified as “high-risk” for Tuberculosis (TB) must be tested using the Quantiferon test before coming to Delaware. To see if you need to do this medical test, visit udel.edu/eli/newstudents/immunizations

The Meningococcal vaccine is not required by Delaware State Law. The University of Delaware Student Health Services (on-campus clinic) is required to inform students about the vaccine and students must choose to be vaccinated or to decline the vaccine.

Health insurance

• All students must buy the ELI’s medical insurance plan. Medical care in the USA is expensive, and the ELI’s medical insurance helps to pay for a part of students’ healthcare and medical expenses. The insurance cost will be included on your ELI session bill.

• Note: Students who are sponsored by their government (who already have a health insurance plan) do not need to buy ELI insurance. If you are not sure if your government scholarship has a health insurance plan, contact elibilling@udel.edu.

• American insurance plans do NOT cover illnesses or medical needs you developed before coming here (eg: diabetes, pregnancy, emphysema).

We encourage you to visit our website for more information about health insurance and immunizations:
udel.edu/eli/newstudents