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4,058
international community members call UD home with

2,841 total international students

406 total Optional Practical Training students

468 total spouses & dependents

47 total H-1B international staff

UD’s top-sending countries


Degree-seeking International students are represented in each of UD’s seven colleges:

<table>
<thead>
<tr>
<th>College</th>
<th>Undergraduate</th>
<th>Graduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agriculture &amp; Natural Resources</td>
<td>28</td>
<td>79</td>
</tr>
<tr>
<td>Arts &amp; Sciences</td>
<td>207</td>
<td>293</td>
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<tr>
<td>Business &amp; Economics</td>
<td>344</td>
<td>284</td>
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<tr>
<td>Engineering</td>
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<td>460</td>
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<tr>
<td>Education &amp; Human Development</td>
<td>10</td>
<td>29</td>
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<td>Health Sciences</td>
<td>19</td>
<td>30</td>
</tr>
<tr>
<td>Earth, Ocean, and Environment</td>
<td>4</td>
<td>38</td>
</tr>
<tr>
<td>University Studies</td>
<td></td>
<td>122</td>
</tr>
</tbody>
</table>

TOTAL
Undergraduate
Graduate

902
1,223

In total international students have contributed an estimated economic impact of $109.8 million annually.

3,150 students attended weekly International Coffee Hour in Fall 2018.

Outside of the classroom, OISS organized 150+ programs for UD’s international community.

The University of Delaware hosts 78% of the state’s international student population.
Welcome Message From the President

Welcome to the University of Delaware. We are thrilled that you have chosen to pursue your education with us. I am confident that you will find this to be a vibrant, stimulating and inclusive community of dedicated scholars and leaders.

At UD, we share an unwavering commitment to global citizenship and international collaboration. Whatever our language or culture, we are united by the pursuit of knowledge, the love of learning and the desire to make the world a better place through service to others. As someone who left his homeland of Greece to study abroad — first in England and then in the United States — I know firsthand the value of broadening horizons, experiencing new cultures and making connections with people from different backgrounds. It was an experience that shaped my life, and I am sure your time at UD will help shape yours, as well.

The University of Delaware has embraced a global perspective for many decades, reaching back to 1923 when we established the first study-abroad program in the United States. Today, more than 4,500 international students, scholars and family members are part of the UD campus community, and we are eager to expand that population in the coming years. This commitment to building and cultivating an international community continues to be one of our top priorities.

This is an amazing time to be an international student or scholar — an opportunity to embrace the social, political and technological changes that are reshaping our world every day. The University of Delaware is proud to be part of your experience, and we wish you great success.

Dr. Dennis Assanis
President
A NOTE FROM THE ASSOCIATE DEPUTY PROVOST

On behalf of everyone at the Office for International Students and Scholars (OISS), let me extend to you a warm welcome to the University of Delaware. We are delighted that you have decided to join the UD community and we look forward to meeting you soon.

OISS has a long tradition of welcoming international students, scholars and their families from all parts of the world. It serves as the designated office on campus to provide immigration advising and support services to an international community of more than 4,500 from over 100 countries. The OISS staff is familiar with the challenges of living, studying and working in a different culture or country and we are here to assist you with your transition to campus.

I would like to particularly encourage you to contact our office with any questions you may have about your immigration status in the U.S. or with the adjustment to your new social, cultural and academic experiences.

The first days in a new country and culture can be challenging for many students no matter how much time they spent preparing for it. This Welcome Handbook was compiled to assist you in identifying helpful campus and community resources and provide you with useful information on many of the issues that are common to new international students.

I also invite you to take advantage of the many activities and programs that OISS organizes throughout the year as a way to build connections and make friends on campus and in the community. You can find a list of these events on the OISS web site at www.udel.edu/oiss

Once again, welcome to UD! It is our privilege to serve you and we hope that you will find our campus to be your home away from home. Best wishes for a successful year ahead.

Dr. Ravi Ammigan
Associate Deputy Provost
International Programs
INFORMATION FOR OUR INTERNATIONAL COMMUNITY
ABOUT OISS

CONTACT INFORMATION

Office Location
Office for International Students & Scholars
26 E. Main Street,
Newark, DE 19716-6410, USA

Hours
Monday through Friday
8:00 a.m. to 5:00 p.m.

General Contact
Phone: (302) 831-2115
Fax: (302) 831-2123
oiss@udel.edu
www.udel.edu/oiss

Emergency Contact
If you have an emergency during non-business hours, please call Public Safety at (302) 831-2222.

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Lisa Peterson | Front Desk Associate
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OISS COMMUNICATION

**Email**
OISS will keep you informed of important information about immigration, programming and other resources available to you via your UD email account. Please be sure to check your email regularly as we do not want you to miss critical information. If you need assistance with your UD email account, setting it up on your device or computer or forwarding your email, visit www.udel.edu/mail/

**Website**
The OISS website provides comprehensive information on the issues that international students, scholars and their families commonly encounter. Visit www.udel.edu/oiss frequently for updates on government regulations and for information on programs and events that support UD’s international community.

**Terra Dotta**
OISS uses a data management system, Terra Dotta, to enhance the international student and scholar experience while at UD. This system allows OISS to better serve international students and scholars by streamlining procedures to maintain compliance with regulatory requirements. The system also allows students and scholars to easily update and request information through the database. For more details and full user instructions, please visit the OISS website.

**Social Media**
The University of Delaware invites you to share your impressions of the world with the world! Share your experience as an international community member at UD and follow along as we tell your stories. We want to hear your voice, see your favorite moments and witness your memories being made as UD becomes your “home away from home.”

Mention @UDOISS on Twitter or Instagram and engage on Facebook to appear on official University social media. Follow along to receive immediate updates on events and activities designed to help you succeed and adjust to life at UD! Remember to use good judgment when creating posts as content can go anywhere on the internet, and represents the University, as well as you. For more information, visit www.udel.edu/socialmedia

We urge you not to discuss online your immigration status, the immigration status of others or to give immigration advice on social media. Instead, make an appointment with your OISS advisor.

**Appointments**
To speak to an OISS advisor about your immigration status or other issues, we encourage you to contact our front desk at (302) 831-2115 or oiss@udel.edu to schedule an appointment.
The University of Delaware main campus is located in the City of Newark, a lively college town with historic venues and a diverse blend of stores and restaurants. Newark has a population of almost 34,000 people and was officially established in 1758. Stroll down Main Street, where you'll find plenty of options for dining, shopping and animated conversations over coffee. Get a map of the city and learn about upcoming events at www.newarkde.gov.

LOCAL TRANSPORTATION

OISS provides a subsidized shuttle from the Philadelphia International Airport (PHL) and Wilmington Amtrak Station for all new international students arriving to UD for the first time. Students arriving to New York or Washington, D.C. can take Amtrak to Wilmington and use the shuttle service for a pickup from the train station. To book your ride, visit http://bit.ly/udoisstransport.

There are a variety of transportation options available for all students, scholars, faculty, staff and visitors at the University of Delaware. Depending on where you live and where you want to go, you may want to use the UD bus system, buy a bike or take the train to visit Philadelphia or Washington, D.C.

Buses:
UD Shuttle Buses: https://sites.udel.edu/transportation/bus-routes/
DART: www.dartfirststate.com/

Car Rental:
Hertz: www.hertz.com

Taxis:
Uber: https://get.uber.com/
Lyft: www.lyft.com/
Abe Taxi: (302) 419-8222
Green Taxi: (302) 444-7019
Champion Taxi: (302) 383-4706

Trains:
SEPTA: www.septa.org/
Amtrak: www.amtrak.com/home

SHOPPING IN DELAWARE

For Clothing
Students in the U.S. tend to dress quite informally. Jeans, T-shirts, shorts and sweatshirts are all very acceptable to wear around the campus and in class. The weather in Delaware requires both summer and winter clothing. Students have found it useful and enjoyable to
bring a national outfit to wear on special occasions. In addition to the shops located on Main Street, there are several places to shop in Newark, although some are within driving distance: Christiana Mall (10/15 min drive), Concord Mall (20/30 min drive), Tanger Outlet Center (Lancaster, PA; Rehoboth, DE; both within 1 hrs/1.5 hrs drive). Students can catch DART bus #55 on Main Street to the Christiana Mall.

For Groceries
Many shops and restaurants are located close to the University of Delaware campus. Ethnic grocery stores are also nearby including Wang’s Oriental Food Store, Zahra International Food Market, Apna Bazaar and Asia Supermarket. Newark Natural Food carries organic produce, herbs, grains and groceries. Newark Farmer’s Market on Kirkwood Highway carries fresh fruits and vegetables, along with a large variety of international foods. There are also large grocery stores such as Acme and Food Lion in the Newark Area.

For Everything Else
You can also shop with greater ease online. The University of Delaware hosts its own classified site at www.udel.edu/classifieds where you can buy furniture, books, services and more.

TRAFFIC & PUBLIC SAFETY

The University of Delaware Police Department works to create an environment where people can feel safe to learn, work, live and visit and is committed to providing quality service and protection to the entire campus community.

Reported crime is relatively low at UD, but it is still important for the community to remember that the University is not immune from criminal activity—we share many of the crime and safety issues that exist everywhere. In partnership with the community and other local police agencies, UD’s Police Department works to prevent crime and resolve issues that affect students, faculty, staff and visitors.

To learn more about the resources available from the University of Delaware Police Department, visit www.udel.edu/police

Know the Rules of Traffic

- In the U.S., people drive on the right side of the road, and the driver’s seat is on the left side of the car. If this is different from your home country, remember to look both ways before crossing the street. This may take some time to get used to, but it is very important for your safety.
- When crossing a road at a crosswalk, look both ways before crossing even if the pedestrian light says “Walk” (in white). Cars are permitted to make a right turn at a red traffic light, so you must be aware of turning cars even if you have the right of way. It is not safe to cross the road other than at a crosswalk because drivers may not see you and are not expecting pedestrians to cross without a crosswalk. Crossing the road at a point other than an official crosswalk is known as “jaywalking” and is considered a traffic offense.
- When riding a bicycle, you must obey the same traffic laws as if you were driving a car. Ride your bicycle with the flow of traffic and wear protective
gear and a helmet, which is required by law. You must have a light on your bicycle if you are riding in the dark, and we recommend that you also wear light-colored or reflective clothing. Many roads have bicycling lanes. However, always be aware of traffic since drivers may not see your bicycle.

- The law requires that a child under 4 years of age or weighing less than 40 pounds (18 kilograms) be restrained in a child car seat at all times while you are driving in the U.S. The driver and passengers must also wear seatbelts.

HEALTH CARE

Having adequate health insurance is a necessary part of living in the United States. Unlike many other countries, the cost of health care (even routine care) in the U.S. is very expensive. An emergency visit to the ER can cost thousands of dollars, even if you are not treated or admitted. For this reason, Americans, as well as international students and scholars, are required to purchase health insurance. Health insurance can dramatically reduce the cost of health care, but you must be smart about which plan to choose. The University of Delaware and the U.S. Department of State have developed guidelines for acceptable coverage, and not all health insurance companies fall within these guidelines. For details visit www.udel.edu/student-insurance.

**Take Care of your Health**

Student Health Services (SHS) provides a full range of primary care, treatment, and referral services, as well as related health education programs. All programs and services are aimed at maintaining the physical and emotional well-being of University of Delaware students. Services include: a medical clinic, specific men's and women's health issues, dispensary services, immunizations and allergy clinic, lab and x-ray services, and more. Hours and information are available online at www.udel.edu/studenthealth

In addition, the University offers a special series of programs for students under the title of “Healthy HENS” that encourages Healthy Exercise Nutrition and Sleep. Read more at www.udel.edu/studenthealth/healthyhens, or e-mail HealthyHENS@udel.edu

**Where to Receive Health Care**

In the U.S., there are many places to go to receive quality healthcare. Unlike some other countries, if you are sick, you should not go to the Emergency Room (hospital) first. The ER can be very expensive, as well as time-consuming. Many facilities such as clinics and medical aid units can provide the same quality care at a lower cost to the patient. In addition, they generally have more flexible hours. To the right is a chart to explain where you should go and why.

**Marketplace Health Coverage**

Marketplace Health coverage is not available for international students who hold non-immigrant visas. For more information about who may qualify for this government program, please visit https://www.healthcare.gov/immigrants/immigration-status/

**A Note about Prescription Medications**

Some medications given or ordered overseas cannot be duplicated or are not available in the U.S. If you take daily or
<table>
<thead>
<tr>
<th>Facility (Where should you go?)</th>
<th>Condition (Why do you need a doctor?)</th>
<th>Appointment Necessary?</th>
<th>Local Facilities*</th>
</tr>
</thead>
</table>
| Regular physician or Pediatrician (for children) | - Check-ups  
- If you are sick with a non-emergent illness, rash or other condition | Yes |  |
| OB/GYN | - Women's health  
- Pregnancy  
- Routine exams | Yes |  |
| Student Health Services (For students only) | - Medical Clinic  
- Cold and Minor Wounds  
- Women's Health  
- Men's Health  
- Travel Health  
- Sports Medicine  
- Dispensary Services (Pharmacy)  
- Immunizations and Allergy Clinic  
- Lab and X-Ray Services  
- Wart Clinic  
- Nutrition Services | No | www.udel.edu/studenthealth/  
282 the Green, Newark, DE 19711 |
| Nurse-Managed Health Center–Scholars are eligible  
Open  
Monday - Thursday: 8 a.m. – 4 p.m.  
Friday: 8 a.m. - 12 p.m | - If you are sick with a non-life threatening illness, rash, or other condition  
- If you are injured while working (Occupational health) | Yes, though same-day appointments are generally available. | www.udel.edu/nmhc/  
540 South College Avenue, Suite 130; Newark DE 19713 |
| Urgent Care/Medical Aid Unit | - If you are very sick with an illness, rash, burns or other non-life threatening condition  
- Treatment of broken bones and sprains  
- Referral to ER if necessary  
- If you or your family member needs medical attention and cannot wait for a doctor's appointment | No, but you can make an appointment online. | https://expresscheckin.christianacare.org/mau/star/  
550 South College Ave., Suite 115 Newark, DE 19713  
(302) 533-7148 |
| Emergency Room | - Chest Pains  
- Difficulty Breathing  
- Highly toxic chemical exposure  
- Major allergic reaction  
- Anything requiring ambulance transport  
- Anything emergent after business hours for Medical Aid/Urgent Care Units  
- Life-threatening illness | No, but patients are seen on a need-basis, not always first-come, first-serve | Christiana Care,  
www.christianacare.org/christianahospital  
4755 Ogletown-Stanton Road, Newark, DE 19718  
(302) 733-1000  
Newark Urgent Care Center,  
324 E. Main Street Newark, DE 19716 |

* Please note that we do not endorse any outside facilities, and recommend that you thoroughly research any healthcare choices with experts in the field.
chronic medications, you should bring an adequate supply of your medications (in their original containers) to cover your needs while in the U.S., and you should check in at Student Health Services before you run out of your medication. Staff at the Student Health Services Center will attempt to find the appropriate medication or substitute. In addition, bring a copy of any prescriptions (including eyeglasses), medications, etc., in English.

Additional Campus Health and Wellbeing Services

Center for Counseling and Student Development

The Center for Counseling and Student Development is the University of Delaware's mental health facility. The Center's programs are all designed to contribute to the personal, educational and career development of UD students. Services are available in-person during normal business hours from Monday through Friday in Room 261 of the Perkins Student Center. To schedule an appointment, call 302-831-2141 or stop by the office in Perkins Student Center. When the office is closed, Counseling staff are available only in case of emergency. If you do have an emergency situation, don't hesitate to contact the UD Helpline, open 24-hours a day and year-round, at 302-831-1001. Additional details on CCSD services can be found by visiting their website at http://sites.udel.edu/counseling/

Student Wellness and Health Promotion

Alcohol and Substance Use

Student Wellness and Health Promotion provides a variety of services to students who are concerned about their own drinking and/or drug use or that of a friend or family member. They provide drug and alcohol counseling that can help you to answer questions such as: do I drink too much? How can I stop drinking and/or using drugs? How can I support a friend or family member who I am worried about? And where can I have fun on Campus without drugs or alcohol?

Student Wellness and Health Promotion also provides support to students who are in recovery. The Collegiate Recovery Community helps students develop and maintain a foundation for long term recovery by providing a safe and confidential place to discuss topics and ideas supportive of recovery.

Victim Services for Sexual, Dating and Relationship Violence

Student Wellness and Health Promotion provides services for victims of Sexual Misconduct. Sexual Offense Support (SOS) provides confidential 24/7 crisis service for anyone in the UD community. Trained Victim Advocates offer support during crisis, provide options on how to get help, give information about both time-sensitive and long term concerns and answer any questions. To reach SOS, call the UD Helpline 24/7 at 302-831-1001.

An SOS advocate will call you within 10 minutes.

Student Wellness also offers professional advocate and counseling services. There
Welcome Home!

SOUTHGATE GARDENS APARTMENTS is conveniently located close to the University of Delaware campuses and bus route, downtown Main Street, and local shopping centers.

- 5-Star service
- Spacious 1- & 2- bedrooms
- Fitness center/Outdoor pool
- Beautifully landscaped
- Minutes to campus & downtown
- UD shuttle stop
- Hallway security cameras
- Laundry facilities
- Business center
- Exterior surveillance cameras

24 Marvin Drive B4, Newark, DE 19713
southgateapts@comcast.net

HOURS:
M, T, Th, and F,
9:30 a.m. to 4:30 p.m.

302.368.4535 • www.southgateapts.org
is the option of one on one counseling or to take part in a support group.

MONEY MANAGEMENT

Opening a Bank Account
Bank accounts are an important part of living in the U.S. In your culture, you may be accustomed to carrying or storing cash at home; however, a bank account in the U.S. is almost a necessity. To open a bank account, simply visit the bank where you want to keep your money. There are many banks on Main Street and within walking distance of campus, including a branch of PNC bank in Trabant University Center. Bank representatives will guide you through the account process. You will need two forms of identification, and, of course, money. Some banks will charge a small fee for you to use their services, but often these can be waived by having enough money in the bank. One important note to keep in mind when selecting a bank is the frequent use of ATMs (automated teller machines) to retrieve money for your account. ATMs are located throughout Main Street, however, you will be charged a small transaction fee when removing money unless it is an ATM from your bank. Visit a few banks and talk to their banking representatives before making a decision. Remember, the FDIC insures bank account holders up to $250,000, so there is no need to worry about your money being stored in a bank. Contact your bank for more details about managing money in their establishment.

Wiring Funds
“Wiring” funds is a way of transferring large amounts of money internationally. You should contact your bank at home BEFORE leaving for the U.S. to obtain information on how to send and receive transferred funds. There is typically a cost involved. You will need a wire transfer agreement in order to wire funds. That must be completed and filed with your bank before initiating the transfer. You will also need the account and ABA routing number of the account to which you are transferring funds, the name(s) on the account, the bank’s name, address and telephone number.

Paying your Tuition (For Students)
In order to pay your tuition bill, you must log in to My Finances, UD’s online billing site, at www.udel.edu/myfinances and select one of the following options from the “Make a Payment” section:

- International Funds Transfer - The University has partnered with Western Union Business Solutions to provide enhanced ability for international students to make payments from their home countries with reduced transaction fees. Instructions can be found at http://www.udel.edu/finaid/files/InternationalFundTransfer.pdf

- Online Check (ACH Payment) - Input your bank account number and bank routing number, and your payment will be directly debited from your account.
  - If you are using an Equity Line of Credit or Money Market account, please check with the bank prior to using the ACH payment method. Some institutions will not allow ACH
payments to be completed and will return the online check.

• Credit Card - The University has made arrangements for a third-party vendor, Cashnet, to accept student account payments online with the four major credit/debit cards: VISA, MasterCard, Discover, and American Express. CashNet assesses a 4.25% service charge for processing your credit card payment.

• Mail a check - My Finances provides a printable remittance slip. If you are not including this remittance slip, please include student ID number and student first and last name (check, cashier’s check or money order only) and mail to Cashier’s Office, 30 Lovett Avenue, 116 Student Services Bldg, Newark, DE 19716.

For additional questions related to paying your bill, please contact Student Financial Services online at www.udel.edu/askSFS or call (302) 831-2126.

Terms and Conditions
• Cutoff Hours: Payments received prior to 2:30 p.m. (U.S. EST), Monday–Friday (excluding bank holidays), will be processed the same day. Please keep this in mind to avoid late fees.
• Erroneous Instructions: If you provide an authorized payment instruction that is erroneous in any way, the University of Delaware shall have no obligation or liability for the error.
• Funds Availability: Please be aware that if, for any reason, funds are not available from your bank account to cover the authorized transfer, a returned item fee of $25.00 and any applicable late fees will be assessed.

Limitations: You agree that neither the University of Delaware, its employees nor any party involved in creating or delivering this publication is liable for any direct, indirect, incidental, consequential or punitive damages arising out of your access to or use of this website.

Applying for Loans
While government subsidized loans are not available to visa holders, you may be able to obtain private loans to fund your education. The most difficult part about applying for private loans, though, is that you need to establish credit. If you do not have established credit (meaning you have not proven in the U.S. that you can borrow and repay debt responsibly), you may not be able to obtain a loan without an approved credit-worthy U.S. cosigner, or the cost of the loan (the interest rate) may be very high. The University is aware of one lender (MPOWER Financing) that provides loans to international students with restrictions.

If you need information on financing a UD degree, visit the Student Financial Services website (www.udel.edu/sfs) or look at the additional resources page at www.udel.edu/additional-scholarships. In addition, you can meet with an SFS advisor in person in the Student Services Building at 30 Lovett Avenue, Newark, DE, 19716.

Government Subsidies and Entitlements
Non-immigrant visa holders are not eligible to receive cash assistance from the government, along with other government benefits. While international students, scholars and other non-immigrants may seem to qualify for
this kind of assistance, doing so can affect your future immigration status. Specifically, accepting these benefits prevents you from sufficiently showing you can support yourself in the U.S. (a requirement for non-immigrant status), and can prevent you from obtaining a green card in the future.

Types of assistance which could jeopardize your status include:

• Cash assistance for income maintenance through Supplemental Security Income (SSI)
• Cash assistance from the Temporary Assistance for Needy Families (TANF)
• State or local cash assistance programs for income maintenance, often called “General Assistance” programs.
• Government funds used to offset the cost of long-term care in a nursing home or mental health institution may also invoke public charge considerations.
• Health care benefits, including programs such as Medicaid, the Children’s Health Insurance Program (CHIP), prenatal care or other free or low-cost care at clinics, health centers or other settings (other than long-term care in a nursing home or other institution)
• Food programs, such as food stamps, WIC (the Special Supplemental Nutrition Program for Women, Infants and Children), school meals or other food assistance
• Other programs that do not give cash, such as public housing, disaster relief, Head Start or job training or counseling
• Subsidized health insurance under the Affordable Care Act

Every year, all people living in the United States must file taxes. We call this season “tax season” because the government allows from January 1st to April 15th to file taxes.

The Internal Revenue Service (IRS) is the U.S. agency responsible for the collection of income tax. Most people need to pay federal income tax and state income tax. There may be a tax treaty between your country and the U.S. The treaty may exempt your income from taxation, but DOES NOT exclude you from being required to file taxes. Information about tax treaties is available online at www.irs.gov. Your employer(s) will send you a W-2 form, showing the amount of money you have earned and the tax withheld. The W-2 form is used in the preparation of your tax return. You may also receive other forms related to tax issues like health insurance (Form 1095-A), taxable investments or independent contract income (Form 1099) and others.

In addition to federal income tax, you may be subject to state income tax. For most people who work for the University, you will be subject to State of Delaware income tax. If you reside in another state other than Delaware, you may be subject to income tax in your state of residence.

The University of Delaware has arranged free access to Sprintax Tax Preparation, which will guide you through the tax preparation process, prepare the necessary documents and even check if you are due a refund. More details on
Sprintax and filing your taxes in the U.S. can be found by visiting www.udel.edu/oiss/resources/taxes.html

Please understand that OISS staff members are not tax specialists and cannot provide tax advice.

**OBTAINING A SOCIAL SECURITY CARD**

**Q. What is a Social Security number (SSN) and card? Do I need to get an SSN?**

A. A Social Security number (SSN) is a type of identification number used for Social Security. It is a nine digit number resembling “123-00-1234” which is issued to an individual by the United States Federal Government. An SSN is intended to accurately record the earnings of the individual to whom it is issued. SSNs also function as a general identification number in many situations. The identification number (SSN) assigned to the individual is then issued to the individual on a card. This card is referred to as the “Social Security card.”

As a student or an exchange visitor, you may need an SSN and card if you plan to work in the United States. Your sponsor or third party placement organization may require it for payroll records.

**Q. How do I apply for a Social Security number?**

A. OISS will arrange a free bus trip to the Social Security office at the beginning of each semester to assist students in applying for an SSN. To apply for a Social Security number (SSN), you must:

- Be employed. **(Students ONLY)**
- Wait at least 10 business days from your arrival date in the United States before applying for your SSN. Doing this helps ensure that the Social Security Administration (SSA) can verify your immigration information with the Department of Homeland Security (DHS).
- Complete an Application For a Social Security Card (Form SS-5). Before going to the SSA, you may want to check with OISS to ensure that your SEVIS record is activated.
- If working on campus, complete the On-Campus Employment Eligibility Letter for F1 and J1 Students with proper signatures, available on the OISS website. **(Students ONLY)**
- You must take the completed application and the following original documents to the nearest SSA office:
  - **For F-1 and J-1 students:**
    - Original Form I-20 or DS-2019
    - Passport
    - Form I-94, Arrival/Departure Record
    - Employment Letter
  - **For J-1 scholars:**
    - Original Form DS-2019
    - Passport
    - Form I-94, Arrival/Departure Record

**Q. How long will it take to get a Social Security number?**

A. The Social Security Administration (SSA) must verify your documents with the Department of Homeland Security (DHS) before a Social Security number (SSN)
can be assigned to you. After receiving the verification from DHS, an SSN will be issued to you and the Social Security card (containing the assigned SSN) will be mailed to the address provided on the application (Form SS-5). Most of the time, documents can be verified quickly with DHS online. If the documents cannot be verified online, it may take DHS several weeks to respond to the request. The SSA works closely with DHS to reduce these delays.

More information on how to apply for a Social Security number can be found at www.udel.edu/oiss/resources/ssn.html

Q. What if I am ineligible for a Social Security number, but I need to file taxes?
A. If you are ineligible for a Social Security number, but are receiving payment, a scholarship, a fellowship or other taxable income, you must apply for an International Tax ID Number (ITIN).

Q. Who can apply for an ITIN?
A. In the U.S., any person who receives taxable income must file taxes. Any foreign national who has federal tax reporting requirements and is not able to obtain an SSN must apply. Remember, you must attempt to obtain a SSN before applying for the ITIN. The Social Security Administration should give you a letter of ineligibility, stating that you are not eligible to receive an SSN.

Q. What is an ITIN used for?
A. ITINs are for Federal tax reporting only, and are not intended to serve any other purpose. The U.S. Internal Revenue Service (IRS) issues ITINs to help individuals comply with the U.S. tax laws, and to provide a means to efficiently process and account for tax returns and payments for those not eligible for Social Security Numbers (SSNs). An ITIN does not authorize work in the U.S. or provide eligibility for Social Security benefits or the Earned Income Tax Credit.

Q. How do I apply for an ITIN?
A. To apply for an ITIN, you must complete the form W-7 along with supplemental documents to prove your identity and foreign status. Attach a valid federal income tax return, unless you qualify for an exception, and include your original proof of identity or copies certified by issuing agency and foreign status documents (this means original passports, visas and other identification documents). You can find more information about ITIN at www.udel.edu/oiss/resources/ITIN.html.

OBTAINING A DRIVER’S LICENSE OR STATE ID

Having some form of photo identification is critical in our world today; you need to be able to prove you are who you say you are in many situations. You’ll need a picture ID to board an airplane, get a job, set up bank accounts and make certain purchases. There are two forms of ID issued in Delaware: a driver’s license or state ID card.

To apply for an ID card, you will have to complete an application at the Division of Motor Vehicles (DMV). Detailed instructions for ID cards and Driver’s Licenses can be found on the OISS website (www.udel.edu/oiss/students/id).
ADJUSTING TO A NEW CULTURE

The first days in a new country and culture can be confusing and stressful for many students no matter how much time they spend preparing for it. It is normal for new international students and scholars to take additional time to adjust and feel comfortable in their new environment. During this time, you might find that familiar things like climate, food, language, behaviors and values are no longer present and the small differences can easily frustrate you.

Four Stages of Culture Shock
International students experience culture shock in varying degrees. Some hardly notice it at all, while others find it terribly difficult to adapt. There are four stages of culture shock that you might experience:

1. The “Honeymoon” Stage
The first few weeks in your new home will be very exciting. Everything will be new and interesting, and you will likely be so busy getting settled and starting classes that you may hardly notice that you miss home.

2. Irritability and Hostility
As you begin to realize that you are not on vacation and that this is where you live, you might experience anger and hostility. Sometimes you may feel hostile toward Americans and their way of doing things, and even trivial irritations may cause hostility to flare.

3. Understanding and Adjustment
In time, you will come to better understand your new environment and will find, maybe even unconsciously, that you are adjusting to your new home. You will experience less frequent feelings of hostility and irritability.

4. Integration and Acceptance
Finally, you will find that you have come to feel that, at least on some level, you consider your university and your new town as your home. You will have made friends and will feel that your community accepts you just as you have accepted it.

Symptoms of Culture Shock
The length and intensity of each stage of culture shock depend upon the individual. The important thing to remember is that you are not the only one experiencing these feelings. Many others before you have gone through it, and there are others all around you who are dealing with culture shock. Below are some of the common symptoms of culture shock and some suggestions to help you get over these hurdles.

Homesickness
You miss your homeland, your family and your friends. You frequently think of home, call or write letters to your family and friends often and maybe even cry a lot. It is good to keep in contact with home, but do not let this get in the way of meeting new friends and enjoying your new home. Make an effort to meet new people, in your residence hall, in class and through the events organized by OISS. You might also want to join a committee, interest group or sports team on campus or in your city. Find one thing with which you are comfortable – for example, music, food or an activity – and make this the starting point toward making yourself feel at home in America.
Hostility
Minor irritations make you unusually angry, and you feel life in the United States is the cause of your problem. You feel your expectations have not been met. It takes time to get used to life in a foreign country and many things need to be relearned. Be patient and ask questions when you feel you do not understand. Maybe your expectations were too high or too low, and you need to readjust your perception of what it means to live and study in the United States. Talk to an OISS advisor and try to find ways around the problems that are angering you.

Dependence
You become dependent on fellow nationals, friends or your international student advisor and feel you cannot achieve anything by yourself. You are scared of doing things by yourself without somebody else’s help or approval. It is good to have people you can depend on for the first few days. However, at the same time, you should gradually take on the challenges and “do it yourself.” It is alright to make mistakes and to learn from them. You should also try to make various types of friends, not just your fellow nationals, to fully take advantage of your American educational experience.

Loss of self-confidence
You feel everything you do is wrong, that nobody understands you, that you have trouble making friends. You start to question the way you dress and think because you are afraid not to fit in. If you feel everything you do is wrong, ask for feedback from someone you can trust, such as a friend or your international student advisor. What may be wrong is not how others perceive you, but how you perceive yourself. You should not be worried about the way you look, act or think. The U.S. is a very diverse country and Americans are used to people with different looks or ways of behaving. Do not lose your sense of humor or confidence.

Values Shock
You might find yourself facing situations that are not accepted in your culture and have trouble getting accustomed to them. For example, relationships between men and women, the informality of American life, political or religious attitudes or the social behavior of Americans may seem amoral or unacceptable to you.

Look for information on the things that surprise you or make you feel uncomfortable, and try to remain flexible, respectful and open-minded. This can be a great occasion to learn more about topics that might be less popular or taboo in your country. Try to enjoy the new cultural diversity and the various cultural points of view. It might be helpful to talk to someone from the same culture or religion who has been living in the United States for a while to discuss how this person has dealt with values shock.

Strategies for Coping with Culture Shock
Other strategies to cope with the stress of culture shock include:

• Make sure you know what to expect before you arrive. Carefully read this guide and other books and magazines on the United States to find out more about American life and customs. It would be a good idea also to read
up a bit on U.S. history to find out more about American people, their government, their national heroes, their holidays and so on. This will help you orient yourself physically and mentally when you arrive in the United States. OISS has great resources on its web site about Understanding American Culture: www.udel.edu/oiss/resources/american_culture.html

- Eat well, sleep well and take good care of yourself.

- Exercise is a great way to alleviate stress and tension. Join a sports club or pursue some outdoor activities.

- Find some time to walk around your new neighborhood. This might help you develop a sense of home as you find the local stores, parks, activity centers and so on. Try to carry a small map of the city with you so you will not get needlessly lost.

- Keep in touch with family and friends to tell them about your experiences.

- Take some time to relax. Listen to music, read a book not related to your studies and go to bed early once in a while.

- Do not lose your sense of humor. Laugh at your mistakes rather than getting depressed about them.

- Take advantage of the many programs and activities organized by OISS and other offices on campus and in the community. A complete list of OISS events and workshops is available at: http://sites.udel.edu/oiss. Also make sure you check the UD calendar at: http://events.udel.edu

While culture shock is usually a temporary phase, it is important for you to know there are resources at UD that you can use to help yourself and minimize your distress. The Center for Counseling & Student Development is a safe place where you might want to ask for help. They have Counseling professionals who can assist you on a wide variety of issues. To learn more about this resource, visit: www.udel.edu/Counseling.

**DIVERSITY & INCLUSION**

Student Diversity & Inclusion is part of the Division of Student Life and endeavors to enhance diversity and inclusion opportunities and engagement for students on campus. They offer student internships, create and facilitate programs and trainings, and advocate for students around diversity. Student Diversity & Inclusion supports three affinity-based Leadership Councils (LGBTQ+ Leadership Council, Latinx Leadership Council, and Asian, Pacific Islander, and Desi-American Leadership Council) which helps bring affinity-based student organizations together to cross-promote events, advocate for student populations, and build community. Student Diversity & Inclusion also engages collaboratively with the Division of Student Life to enhance student learning and growth, and cultivates best practices around diversity and inclusion work on campus. For more information on Student Diversity & Inclusion, please visit the SDI Website at sites.udel.edu/studentlife/diversity/ or
contact the office by phone at (302) 831-2967 or email studentdiversity@udel.edu.

PLACES OF WORSHIP AND REFLECTION

The University of Delaware is proud to welcome students, scholars and employees from all walks of life and corners of the globe. We celebrate our differences, knowing that a culture of inclusivity and peaceful co-existence strengthens our institution.

In addition to many places of worship throughout the Newark community, all international students, scholars and employees are invited to use the following on-campus spaces as a quiet space for reflection, prayer or meditation:

- Morris Library, Room 233
  181 South College Avenue
- OISS, 3rd Floor
  Elliott Hall at 26 E. Main Street
- Perkins Student Center
- Ablution Station in the Scrounge Dining Hall

All locations are available for use during the facility’s normal business hours.

You’ll also find dozens of religious and spiritual Registered Student Organizations (RSOs) at UD. Programs, events and learning opportunities hosted by these organizations are offered to students and the University community throughout the year.

GETTING INVOLVED

Throughout the academic year, OISS plans and organizes a series of programs and activities that are dedicated to international students, scholars and their family members at the University of Delaware. Getting involved in these programs can help you with adjustment to U.S. culture and academic success at the University. Additionally, by participating in these programs, you will learn about important information pertaining to your stay in the U.S. as well as find opportunities to make friends and build connections on campus and in the community. Some of the OISS signature programs include International Coffee Hour, the International Student Essay Contest, iBuddy Mentorship, Thanksgiving Dinner, service learning opportunities, field trips and a series of immigration and academic related workshops. A complete list of events and workshops is available on the OISS Calendar of Events at: https://sites.udel.edu/oiss/

OISS houses the International Student Advisory Committee (ISAC), who provide a forum for communication and feedback between representatives of the international student community and the Office for International Students and Scholars (OISS) at the University of Delaware. The committee works closely with OISS to assess and develop
programming initiatives that contribute to a positive student experience, enhance engagement and ensure the success of international students during their time at the University and in the United States. Members of ISAC play a leadership role in representing the international student voice and perspective, which is essential to the OISS mission of promoting and facilitating intercultural understanding at the University of Delaware. Meet our ISAC members: http://www1.udel.edu/oiss/isac/

OISS also supports various registered international student organizations throughout the year in their programming efforts to promote intercultural understanding and international awareness on campus. Find an organization that you may be interested in joining at: www.udel.edu/oiss/programming/rso.html

RECREATION AT UD

University of Delaware Recreation provides a variety of recreational facilities and programs to students and employees. The main recreation facility is the Carpenter Sports Building, more commonly referred to as the “Lil Bob.” This facility is located near Old College and offers 3 floors of strength and cardio equipment, indoor pool, running track, rockwall, gymnasiums, racquetball courts, turf fields, workout studios and more. You must swipe your UD ONEcard to enter the facility, so it is very important to remember to bring it with you every time you visit. Your UD ONEcard can also be used to borrow basketballs, soccer balls, towels, locks and other equipment for free from the front desk. The recreation portion of the comprehensive fee gives students access to the facility for each semester that they are enrolled. Visiting scholars who receive a UD Department Card and wish to use the facility can purchase a 6 month membership for $50. Spouses can also purchase a 6 month membership for $225.

Personal training and weekly group fitness classes such as Yoga, Zumba, Cycle, Kickboxing and more are available to participants for an additional fee. All classes and sessions are led by nationally certified instructors to ensure participants get a safe, effective workout that can be modified to various fitness levels. Intramural sports are also great way to stay active with friends and meet new people throughout the week. There are 29 intramural sport leagues, such as basketball, soccer and volleyball, offered throughout the academic year. Each league has various levels of competition, so students of all playing abilities and experience are encouraged to participate. Students typically form teams with other students, but can also register as a free agent for a chance to be picked up by another team. Club sports teams are recommended for students that wish to play in a more competitive environment. These teams are student run groups that typically have yearly tryouts, practice on a regular basis and travel to compete against other schools.

For more information, please visit www.bluehens.com/recreation or email recreation@udel.edu.
The UD ONEcard serves as your official identification while at UD. In addition to serving as identification, the ONEcard controls access to residential & dining halls, libraries, recreational facilities and other University buildings and services.

All enrolled students are eligible to obtain a UD ID Card. Eligibility for Faculty/Staff members is determined by their personnel class. Spouses of University Faculty and Staff are also eligible for a UD ID card, provided the University-affiliated individual is eligible. For new Spouse Card Requests, a “White” Authorization card from HR - Payroll & Benefits is required. White cards are available from Payroll and Benefits, located on the 2nd Floor of 413 Academy Street. Both parties must be present and must show a valid ID with photo (e.g. the UD employee’s UD card and spouse’s passport).

Visiting scholars, temporary employees, special groups and other department associates may also be eligible for a ‘Department card’ upon request by their unit. These ‘Department’ cards may be requested by filling out the Department Card Request Form. University community members must bring government-issued photo identification to the ID Card Office to obtain a new ID card.

Your first issued ONE Card is provided free of charge. Damaged cards are replaced at a fee of $10 and lost or stolen cards at $25. For more information on the UD ONE Card, please visit https://sites.udel.edu/freas-aux/onecard/.

Looking for a doctor to take care of your medical needs when you are away at college? YOUR COLLEGE DOC CAN HELP!

Top Rated Physicians
Expedited Appointments
Most Insurances Accepted

YourCollegeDoc.com
Never a fee for our service
Information for J-2 Dependents

**Studying on a J-2 visa**
Yes, you can study on a J-2 visa. There is no regulatory restriction on study for J-2 dependents.

**Working on a J-2 visa**
J-2 dependents are eligible to apply to USCIS for employment authorization so long as the employment is not for the purpose of supporting the J-1 exchange visitor. J-2 dependents can apply for an Employment Authorization Document (EAD) from USCIS to be employed in the United States. The J-2 may begin employment only after receiving the EAD from USCIS.

Information for F-2 Dependents

**Studying on a F-2 visa**
F-2 spouses may not engage in full-time study. Part-time study is permitted only to the extent that it is "avocational or recreational." F-2 children may only engage in full-time study at the K-12 level. If an F-2 wishes to engage in study full-time, then the F-2 should change status to F-1. F-2 dependents may not begin a full-time course of study until the change of status is approved. Please contact OISS for more information regarding F-2 part time study and change of status.

**Working on an F-2 visa**
Individuals in F-2 status may not accept employment or engage in business under any circumstances.

**Enrolling a Child in School**
Before you enroll a child in school, you need to know which school your child will be attending. This depends on where you are living in your school district. If you need to know where a child should be enrolled, visit your school district’s website.

**Note:** Your child must be five on or before August 31 for entry into Kindergarten.

When you know where to enroll your child, go directly to the school. They will require the following:

1. **Proof of Residence** – This can be a lease or utility bill that has your name on it. If you are renting from an individual, that person should give you a letter stating that you reside at that address.

2. **Immunization Record** – This is a record of all the vaccinations your child has received from a doctor to protect against disease; and

3. **Your child’s birth certificate.**

4. **Official copies of the child’s previous school records.**

Please visit your school district’s website for the forms and information needed for registration.

If your child needs to enroll in an ESL (English as a Second Language) class, you may complete an application at the school office. If an ESL program is not available at your child’s school, your child will be transferred to a school that offers the program. Questions regarding the ESL, ELL and Bilingual programs should be addressed to Student Services at (302) 552-2664.
**International Spouses and Families Program**

ISF is a support group for the spouses and families of all international students and scholars at UD. It provides an opportunity to make new friends and meet other international families. The group hosts regular social and informational programs where members share their hobbies and interests, practice their English speaking skills and discuss their experience with various on-campus and off-campus resources. Some of the areas covered during these sessions include: accommodation, medical and health insurance, parenting and childcare, volunteer and job opportunities.

To become a member of the International Spouses and Families Group, simply join any of the weekly meetings in Elliott Hall (26 E Main St). See the schedule of meetings and events on the ISF webpage (www.udel.edu/oiss/programming/ISF.html).

For any questions or general interest, please contact oissprograms@udel.edu

**English Language Assistance**

You may find that you would like additional English language assistance to help ease into your classes or adjust to life and conversation in the United States. The University of Delaware’s English Language Institute (ELI) offers semi-intensive courses in English as a Second Language and all UD undergraduate and graduate students, scholars and their family members are eligible to enroll. Classes are scheduled in the evenings to accommodate the busy schedules of interested clients who work (or go to school) during the day.

Courses address both written and spoken English and are offered at three levels to accommodate both beginner and advanced speakers. More details on the ELI Evening Program, including pricing, can be found at http://sites.udel.edu/eli/programs/ep/

We also encourage you to get involved and look for informal opportunities to practice your English language skills! Attend weekly International Coffee Hour, sign up for a host family dinner or join a Registered Student Organization (RSO). You’ll find your peers at UD to be open and interested in getting to know you.

**SUSTAINABILITY**

The University of Delaware has single-stream recycling, with all recyclables (e.g. clean paper, aluminum, certain plastics) mixing into the same designated blue bins. Please use these blue bins, but only for those items which are recyclable. Check sites.udel.edu/sustainability for a list of which items are allowed in single-stream recycling. There you will also find information about UD’s Climate Action Plan, internship opportunities, green grants and other efforts to be more environmentally sustainable.
UPON ARRIVAL

Checking in on Campus (for students)

1. At International Student Orientation (ISO)
   International Student Orientation will be held at the beginning of each semester. Dates for orientation are included in your welcome packet. We recommend that you arrive a couple of days prior to this date, and no later than the day before orientation. If you are an undergraduate student, you must apply for early check-in to your residence hall by contacting Residence Life & Housing.

   You are required to attend the OISS International Student Orientation. If you fail to attend this program or check in with OISS, you will not be registered in SEVIS and your I-20 or DS-2019 will no longer be valid.

   Undergraduate and graduate students may be required to take placement examinations or attend special meetings for new students. For information about undergraduate orientation, please visit www.udel.edu/students/nso/. Information about graduate student orientation can be found by visiting www.grad.udel.edu.

   Questions about such requirements or about other details of your academic program should be addressed directly to your program office. The UD catalog is online at https://catalog.udel.edu/ where admission and degree requirements are explained.

2. At your Residence Hall (for undergraduate students)
   All first year students MUST live on campus. Please see your housing assignment information in the My Housing portal for your specific residence hall with address and for details on check-in.

3. With your Academic Advisor or Department (for undergraduate students)
   After attending the OISS orientation, all undergraduate students must check in with their academic advisors. You should communicate with your advisor prior to arriving on campus in order to register for fall or spring courses.

   You may also have the opportunity to meet with your advisor during New Student Orientation. He or she will review your degree requirements and help you select classes. Your academic advisor will serve as an excellent resource at UD and will work with you to ensure that your academic experience is successful by assisting you with the following: course selection, choice of major(s), choice of minor(s), maintaining progress toward graduation, interpreting university policies and referrals to university support services. It is a good idea, therefore, to meet with your advisor or faculty contact before the start of each semester. See your academic advisor contact information listed in UDSIS.

4. Payroll and Systems Administration (If you are receiving payment from UD)
   You must stop by Payroll and Records Management to complete an I-9 and Foreign National Forms. The office is
located on the second floor of 413 Academy St., Room 250. You also need to complete the onboarding process. For more information please visit www.udel.edu/onboarding/

MAINTAINING YOUR IMMIGRATION STATUS

Always keep your I-20 or DS-2019 current.

• Please submit an I-20/DS-2019 Student Program Update if:
  - you have changed majors or levels
  - there is an error in your I-20/DS-2019

• If you have lost your I-20/DS-2019, please submit an I-20/DS-2019 Reprint Request

• If you need an extension, please submit an I-20/DS-2019 Student Program Extension application. For more information please visit www.udel.edu/oiss/students/extend

• As long as your I-20/DS-2019 is current, it is not a problem if your visa expires while you are in the U.S. F-1 and J-1 visas (the U.S. visa in your passport) need only be valid when you enter the U.S. Once you leave the U.S., if your visa is expired or will expire before you return, you must obtain a new visa from a U.S. Consulate while outside of the U.S.

Register as a full-time student every fall and spring semester.

• Undergraduate students must take at least 12 credit hours during the fall and spring semesters and graduate students must take at least 9 credit hours (Teaching Assistants, Research Assistants and Graduate Assistants - 6 credit hours). Auditing classes does not count toward the full-time requirements. Graduate students who have completed all coursework must register as “sustaining.”

• If you don’t keep yourself in full-time status, or do not have authorization to drop below full-time status, you will be considered to be out of status.

• Online Courses: F-1 students may take no more than the equivalent of ONE online class (3 credits) per semester to count towards full time. J-1 Students may NOT take online or distance education to count towards full-time. All students in their last semester who only need one course to finish their program, cannot take it as an online/distance education course.

• If it is your last semester, you only need to take the credits necessary to graduate even if it is less than a full load. This must be authorized by OISS using the Request for Authorization for Reduced Course Load Form.

• If you cannot attend school for medical reasons, you will need to submit a Request for Authorization for Reduced Course Load, including a Medical Reduced Course Load Physician Form to OISS verifying that you are unable to attend classes. You will also need to notify your department and, if you are a graduate student, the Graduate College.

• Other valid reasons for not maintaining full-time status are initial difficulties with the English language or reading requirements, unfamiliarity with
American teaching methods or improper course-level placement. If you have feel that you are unable to maintain a full course load due to one of these reasons, please make an appointment with an OISS advisor to review your eligibility. In all cases, a complete OISS Request for Reduced Course Load Form is required.

**Make sure your passport is valid at all times.**
If you have lost or need to extend your passport before it expires, you will need to contact your country’s embassy or consulate in the U.S.

**Request and obtain travel signatures BEFORE you travel abroad.**
Planning to travel internationally? Make sure your documents are in order. If you are traveling abroad, you must have your I-20 or DS-2019 signed before you leave. If your documents do not have a recent signature, you could be turned away at the U.S. border. Come to OISS with your I-20/DS-2019 at least one week BEFORE your departure from the U.S. to receive a fresh travel signature.

**Report any change of address within 10 days.**
To update your local address in the U.S., update your mailing address in UDSIS. This address must remain a U.S. address. Updating any other address in UDSIS will not result in an update to OISS and the government. It is your responsibility to update your information within 10 days of the change. For detailed instructions on how to update your address in UDSIS, visit [www.udel.edu/oiss/forms/UDSIS_Address_Updates.pdf](http://www.udel.edu/oiss/forms/UDSIS_Address_Updates.pdf)

Talk to OISS BEFORE accepting any employment, internship or volunteer opportunity.
- Do not work off-campus without authorization, and limit on-campus employment to 20 hours per week when school is in session.
- If you have employment authorization or curricular practical training and you are transferring schools, discontinue working until you have new work authorization from your new school and/or USCIS.
- Remember that even work for which you are not paid is unauthorized without prior approval. Many students assume that “volunteering” their time and services does not require them to get authorization, but this is incorrect. ALWAYS contact OISS before you engage in work or volunteer activities.

- **J-1 Students:** All on-campus employment must be approved in advance and in writing by OISS. To request on-campus employment, you must submit an “On-Campus Employment (J) Application” to OISS before the start of any employment. On-campus employment may be granted for up to 12 months at a time. If your on-campus employment will last more than 12 months, you are required to submit an updated offer letter every year.

**Do NOT accept public assistance.**
If you receive any type of public assistance, you may have violated your student status. In the U.S., citizens and permanent residents are sometimes eligible for social benefits, such as subsidized care and government assistance like food stamps, welfare or
child care subsidies. As a nonimmigrant, you may not be eligible to apply for or receive these benefits. If you are having trouble supporting yourself or your family, or finding care, please contact OISS and we will be happy to help you look for legal options.

Do NOT overstay past your status date
If you have been in the U.S. unlawfully (past your status end date or after a violation in status), you may be subject to a 3 or 10 year bar from returning to the U.S.

Make sure you have valid health insurance at all times
F-1 and J-1 students are required to keep health insurance at all times. Per federal regulations, J-2 dependents are also required to maintain health insurance for the full duration of their program. An acceptable insurance plan will be automatically billed to you, and will be effective when you arrive. For more detailed information regarding coverage, waivers and more, visit www.udel.edu/RM/student-insurance.html.

Q. Why am I required to report my U.S. address?
A. Per federal regulations, students on F and J visas are required to report address changes within 10 days. Please update your U.S. address through UDSIS by updating the “Mailing” address. The information provided in the mailing address will be used to update your SEVIS record. For detailed instructions on how to update your address in UDSIS, visit www.udel.edu/oiss/forms/UDSIS_Address_Updates.pdf. If you have any questions, please contact oiss@udel.edu

Q. I do not have a U.S. address yet. Can I use OISS or my lab as my address?
A. We recommend that you update your physical U.S. address as soon as possible. However, you may use our address (Elliott Hall, 26 E. Main Street, Newark, DE 19716) or your on-campus address. When you do find a place to live, you must change your address within 10 days.

Q. Should I change my mailing address to my home address if I go home for a break?
A. NO. Please use one of the other address types for your address in your home country. The “foreign” address should always be a non-U.S. address. You may choose to use the diploma address or home address for your foreign address. The mailing address should always be a U.S. address.
HELPFUL IMMIGRATION AND VISA INFORMATION

Study and Exchange in the U.S.
https://travel.state.gov/content/travel/en/us-visas/study.html

Study Guide to the States
http://studyinthestates.dhs.gov/

Information on Form I-94
https://i94.cbp.dhs.gov/

U.S. Embassies and Consulates
www.usembassy.gov/

Student and Exchange Visitor Program
www.ice.gov/sevis/

SPONSORED STUDENTS

A sponsored student is any student who has a scholarship from their home university, home embassy, a company, a U.S. government agency or a student who receives primary financial support from a source other than personal, family funds or a University of Delaware academic department. The Office for International Students and Scholars provides additional immigration advising and support services to sponsored students and their families.

As a new sponsored student, you must check in with an advisor of the Special Programs Team at OISS upon your arrival at UD. Among other services, the advisors will serve as the liaison between your sponsor and the University and will provide you with immigration advising and support on connecting you with offices and resources on campus.

Financial Guarantee Letter
If your sponsor expects to receive an invoice to pay for your tuition and fees, it is your responsibility to submit your financial guarantee letter from your sponsor to the Third Party Billing office at third-party@udel.edu at the beginning of your program. If your financial guarantee letter is expiring, you must request and submit a new one to the office of Third Party Billing in order to avoid any interruptions in billing.

Financial Clearance
If you are enrolled in Third Party Billing (see above), you must complete a financial clearance at the time of billing (typically before the beginning of the semester) to report that your sponsor will be paying for your tuition and fees. You can do this through My Finances in UDSIS. Completing the financial clearance will help avoid any holds put on your student account and therefore ensure your ability to register for courses. Your advisor in the Special Programs team can assist you with the Financial Clearance process.

Health insurance waiver
All UD students must have health insurance. If your sponsor provides you with a health insurance plan other than the UD Health Plan, you must request to waive the UD health insurance at the beginning of the Fall semester. This waiver is valid for one academic year. Your sponsored health insurance plan must meet the requirements of comparable
coverage to be eligible for the waiver. Please refer to www.udel.edu/RM/student-insurance.html to view these requirements. Your advisor in the Special Programs team can assist you with this waiver process.

**Checking with Your Sponsor Advisor**

Your sponsorship may have certain stipulations about your studies here at UD, such as enrolling in online classes, working on/off campus, taking less than a full time course load, etc. Please always consult or notify your sponsor advisor before you make any decisions or changes that may impact your scholarship/sponsorship. If you need assistance in contacting your sponsor advisor, an advisor in the Special Programs team can help facilitate that for you.

**Living On-Campus**

First year students are required to live in University residence halls. For more information about University residence halls, undergraduate students can visit udel.edu/reslife or contact Residence Life & Housing at reslife-housing@udel.edu or 302-831-4663.

International students arriving early to attend International Student Orientation (ISO) are eligible to move directly into their fall housing assignment in the residence halls on Wednesday, August 21, 5 - 9 p.m. Students attending ISO will be charged a discounted fee of $25 per night for early check-in, and this list of students will be verified with the NSO office. There will be daytime storage available for luggage while students are attending ISO. For more information, contact Orientation and Transition Programs at otp@udel.edu or 302-831-3313.

All students moving into their residence hall before Saturday, August 24 must complete an Early Arrival Fall 2019 application via the Interim Housing section of the My Housing portal in mid July. If needed, international students admitted for the 2019-2020 academic year can request temporary on-campus housing for a stay between August 12 and August 21 from Conference Services at http://www1.udel.edu/conferences/.

**Living Off-Campus**

If you are exempt from living on-campus, you can rent rooms or apartments off-campus. Rooms are normally furnished, with or without kitchen facilities, and the cost is between $350-$600 per month. Apartments are unfurnished and the cost is $600 or more per month for one bedroom. Remember: **Do not sign a lease until you arrive and see the room or apartment in person.**

OISS recommends that you consult the Division of Student Life's Off-Campus Housing Guide for resources to guide you through the off-campus housing process: sites.udel.edu/deanofstudents/advocacy/#living.

**Finding an Apartment**

There are several places that list apartments for rent:

- The University of Delaware has partnered with Places4Students.com, an Off-Campus Housing Service for students
to search for housing accommodations, find roommates or post student sublets for FREE. You can access their list via sites.udel.edu/deanofstudents/advocacy/#living.

- Department offices have bulletin boards which sometimes include advertisements of rooms for rent.
- The University of Delaware (Classifieds) lists apartments and rooms for rent.
- Newspapers, such as The News Journal, list apartments for rent.

**English Language Institute Students**
The English Language Institute (ELI) provides housing for all ELI students who need it. The options available depend on your program. The ELI Housing Office will help you make your reservation, answer any questions you have and help you communicate with the apartment management. Students in the Academic Transitions pathway program can live in the Global Community and in residence halls. Most housing options include kitchens, but you can also buy a meal plan to eat in University dining halls and food courts. For more information regarding housing and dining plans for ELI students, please visit www.udel.edu/eli/housing/

**Temporary Housing**
The Office for International Students and Scholars (OISS) can assist in finding a host family who will provide housing for two or three days upon arrival. Students must request this service prior to arriving at UD. Those in need of a short-term stay throughout their time at UD are encouraged to contact Vera Wagenfuhr at vwgf@udel.edu.

**Signing a Housing Agreement**
Once you have found a suitable apartment, you'll be asked to sign a lease, a legal agreement committing you to live in a place for a certain period of time at a certain price per month. You may also be asked to pay a security deposit which is often equal to one month's rent. Here are a few things to remember:

- Be sure that you understand the terms of the lease before you sign it.
- Most area apartments require a one year lease.
- You must pay rent for the entire amount of time that you agree to live in the apartment. Most leases state that the tenant may not vacate the apartment until the lease expires. If you vacate the apartment and are unable to find someone to rent your apartment, the law requires that you still have to pay the rent. You may not just vacate one apartment because you find another one that you like better.
- Some landlords may ask for a "reference" before allowing you to rent their housing. You may use OISS as a reference.

If there is something you do not understand in the lease, please contact OISS before you sign it.

**WARNING:** Do not sign a lease until you arrive and see the room or apartment in person.
**SETTING UP YOUR APARTMENT**

**Furniture**
Good, but used, furniture may be purchased at reasonable prices at second-hand stores such as Goodwill, Salvation Army and Habitat for Humanity Restore. The University Classifieds website (www.udel.edu/classifieds) is also a good source of second-hand items.

**Electric**
It is your responsibility to have the electric connected when renting an apartment. The location of your apartment will determine which electric company provides the service. If the apartment is in the City of Newark, go to the Newark Municipal Building at 220 Elkton Road, Newark, Delaware, where the Utility Billing Office is located on the 1st floor (Phone: 1-302-366-7085). A minimum $75 deposit is required for electric heat, and a $50 deposit is required for gas or oil heat. If the apartment is located outside the City of Newark, contact Delmarva Power (Phone: 1-800-375-7117). Delmarva Power does not require a deposit. Check with your rental office to find out which utility will provide your power.

**Telephone**
Most students now use cell phones as their major source for communication. If you currently own a cell phone, you may wish to inquire with your current service provider about plan options for the U.S. In addition, there are many cell phone companies in the U.S. It may be helpful to ask friends or colleagues which plans are most advantageous for your calling destination. Some mobile phone plans require you to sign a 1–2 year contract, which might include a discount on a new phone. These contracts are expensive to break and might require a U.S. Social Security Number. If you don’t want to sign a contract, you can purchase “prepaid” phone plans from most major phone companies and use your own unlocked device or purchase a device in the store. It’s a good idea to shop around for the best deal. Pay phones can be hard to find in the U.S., but the ones that remain operate with quarters (25 cents) or calling cards. You can buy calling cards at the airport, grocery stores, drug stores, etc. that you can use to make domestic and international calls from any phone. For emergencies in the U.S., the emergency assistance number is 911. Directory assistance in the U.S. can be reached by calling 411. There is a charge for directory assistance. To report crimes, or get help during medical emergencies, call 911.
you build upon academic strengths and face academic challenges.

You can take advantage of the rich variety of resources available to you as you make the most of your opportunities. The resources you find most effective may be in a campus-wide unit dedicated to assisting you in one or more facets of your academic life, or they may be found in your college— but most likely, it will be a combination of both. You can learn more about many of these resources in the UD Catalog at [http://catalog.udel.edu/](http://catalog.udel.edu/)

**The UD Library**

Morris Library, located on the South Green, is full of resources to support your learning and staff members who can help you get the information you need. At the library, you can borrow books, movies, laptops and multimedia equipment. On the library’s website, you can access electronic journals, e-books and databases or use Interlibrary Loan to request books and articles that are not available here at UD. In the library’s Special Collections, you can look at rare books and manuscripts from the fifteenth century to the present.

Starting research projects for your classes might feel overwhelming, but there are many ways to get help from a librarian. You can ask in person at the Reference Desk, or send a text, email or chat message online. If you have a multimedia project, you can visit the library’s Student Multimedia Design Center to use equipment and get expert help.

The library is also a great place to study, whether you need complete silence or want to work with a group. You can even reserve a group study room on the library’s website!

In addition to the Morris Library, there are three UD branch libraries:

- Chemistry Library – 202 Brown Lab
- Physics Library – 221 Sharp Lab
- Marine Studies Library – 234 Cannon Lab, Lewes Delaware

Learn more at: [https://library.udel.edu/branchlibraries/](https://library.udel.edu/branchlibraries/).

Contact the Library by phone at (302) 831-2965 or [www.library.udel.edu](http://www.library.udel.edu)

**The Office of Academic Enrichment**

The Office of Academic Enrichment ([ae.udel.edu](http://ae.udel.edu)) provides tutoring as well as workshops and one-on-one assistance in study skills and time management for all undergraduate students. For more information about specific resources in your college/major, contact your advisor or department office.

**UD’s Writing Centers**

The Writing Centers are a place where all members of the UD community can come to write and to talk, think and learn about writing.

At two locations, 016 Memorial Hall and 017 Morris Library, the Writing Centers foster excellence in writing through:

- One-to-one writing tutorials for undergraduates and graduate students
- One-to-one oral communications tutorials for students preparing speeches or oral presentations
- Support for graduate student writing through dissertation boot retreats and Dissertate Write Now! program
• Writing fellows for faculty who promote writing in their classrooms
• An ongoing workshop series on a variety of topics pertaining to writing

All Writing Center Services are free. To learn more and make an appointment, visit www.writingcenter.udel.edu/

**Academic Honesty and Plagiarism**

All students at UD must be honest and forthright in their academic studies. To falsify the results of one’s research, to steal the words or ideas of another, to cheat on an assignment or to allow or assist another to commit these acts corrupts the educational process. Students are expected to do their own work and neither give nor receive unauthorized assistance. Any violation of this standard must be reported to the Office of Student Conduct. To learn more about the UD Code of Conduct and other related policies, please see: http://www1.udel.edu/stuguide/19-20/code.html.

**CAREER SERVICES**

OISS and the Career Center have partnered to have a career counselor located in Elliott Hall to advise international students on career readiness topics and provide support for your career development through one-on-one coaching and programs.

The UD Career Center is committed to providing an inclusive and supportive environment, where students’ diverse experiences, perspectives and backgrounds are respected, recognized, and integrated into career
planning and development. They are dedicated to serve and prepare diverse and traditionally underrepresented populations through intentional and purposeful events, resources, on-campus recruiting and career counseling and coaching, further preparing students for a multifaceted and global market.

The Career Center offers individual counseling, job and internship resources, networking events and professional development opportunities to help international students succeed. You can take advantage of the assortment of resources available to you to make the most of your career development process while attending UD. The Handshake platform is a one-stop shop for all job and internship searches where you can make career appointments and use resources like GoinGlobal to find global job and internship opportunities. Visit the Career Center website to view all of these resources and more: https://www.udel.edu/students/career-center/.

GRADING SYSTEM

The grading system in the United States and at the University of Delaware may be different than what you have experienced in your home community. It is important to check the syllabus for each class to understand how grades are determined for each course. At the end of each term, letter grades are reported for each class to students electronically. Reports of grades are available through your UDSIS Personal Access website at www.udel.edu/udsis-student. The University uses a system of letter grades with plus and minus designators.

Additional final and temporary grades may be given in special circumstances. A full list and explanation appears in the UD Academic Catalog at http://catalog.udel.edu/

The following grades are used to determine your GPA:

- **A** Excellent | 4.000 grade points
- **A-** | 3.667 grade points
- **B+** | 3.333 grade points
- **B** | Good 3.000 grade points
- **B-** | 2.667 grade points
- **C+** | 2.333 grade points
- **C** Fair | 2.000 grade points
- **C-** | 1.667 grade points
- **D+** | 1.333 grade points
- **D** Poor | 1.000 grade points
- **D-** | 0.667 grade points
- **F** | Failure 0.00 grade points

Each letter grade you receive corresponds to a number of “grade points,” noted above. At the end of each term, these points are added together and divided by the number of credits you were enrolled in for your GPA or grade point average. You will receive a GPA for each term in addition to a cumulative GPA that represents your performance over your entire University career. Your GPA is officially reported in your transcript.
INFORMATION FOR VISITING SCHOLARS
Checking in on Campus (for J-1 Visiting scholars)

1. With OISS
Government check-in is required as part of your J-1 Exchange Visitor program. The same government check-in is required for all of your J-2 dependents. Please come to the Office for International Students and Scholars at 26 E. Main Street, Newark, DE and bring the following documents with you:

- Passport
- J-1 or J-2 Visa
- DS-2019 (J-1 and/or J-2)
- Proof of health insurance
- I-94 form
- Signed Declaration of Compliance with Health Insurance / Requirements for J Scholars
- Local US address and phone number

Visiting Scholars transferring to UD from another U.S. institution will need to check in with OISS in order to receive their DS-2019 form, unless they require the new DS-2019 to enter the U.S.

Government check-in with OISS is required in order to ACTIVATE your SEVIS status. If you do not complete your government check-in, you will not be registered in SEVIS and your DS-2019 will no longer be valid.

2. With your Academic Department
After checking in at OISS, you must check in with your UD department. Your host department will serve as an excellent resource at UD and will work with you to ensure that your experience is successful by assisting you with the following: maintaining progress toward program completion, interpreting university policies and referrals to university support services.

3. With Payroll and Systems Administration (If you are a Paid or Non-Paid Employee)
You must contact the office of Payroll and Records Management to schedule an appointment to complete an I-9 and Foreign National Forms. The office is located on the second floor of 413 Academy St., Room 250. You also need to complete the on-boarding process. For more information, please visit www.udel.edu/onboarding/

4. Scholar Orientation
For new J-1 Visiting Scholars, this mandatory orientation provides important information regarding insight into maintaining your immigration status and information to assist you in settling into the local community. Orientation will include, but is not limited to, local community and UD community resources, explanation of health insurance requirements and how to maintain legal status under the sponsor’s program. All J-1 Scholars and their dependents are welcome, but all new J-1 Scholars are required to attend. J-1 Scholar Orientations are held once a month. Please check https://sites.udel.edu/oiss/ for more information on times and location.
MAINTAINING YOUR J IMMIGRATION STATUS

IMPORTANT: Exchange visitors under the Professor, Research Scholar, Short-Term Scholar or other university level categories are not permitted to conduct activities or programs in pre-schools, primary and secondary school systems, summer camps or other local community activities for K-12 students.

Maintaining your immigration status is your responsibility! OISS is here to help advise you, but it is up to you to stay up-to-date on your records. Here are some tips on how to maintain your status in the U.S. and be a responsible visa holder:

• Always keep your DS-2019 and passport valid and current at all times.
  You must maintain a valid passport and DS-2019 at all times. If your stay will be extended, please apply for the extension 30 days prior to the expiration date of your DS-2019.

• Make sure you have valid Health Insurance at all times.
  Insurance is mandatory per U.S. Federal Regulations! You must have health insurance that meets the requirements for a J-1 visa for the full duration of your program. Health insurance is also mandatory for all J-2 dependents. See page 12 and 45 for further details.

• Request and obtain a Travel Signature before you travel abroad.
  Planning to travel internationally? Make sure your documents are in order. If you are traveling abroad, you must have your DS-2019 signed before you leave. If your documents do not have a recent signature, you could be turned away at the U.S. border when you try to re-enter. Come to OISS with your DS-2019 at least ten (10) days before your departure from the U.S. to receive a fresh travel signature.

• Be aware of limits on work or research outside of your program.
  Do not work or do research outside of your program without prior authorization from OISS. Report any changes in your program or site of activity before they take place.

• Two-year home residency requirement.
  You may be subject to the 212(e) rule, which is also known as the two-year home residency requirement. Please note: all exchange visitors are subject. More information can be accessed on the OISS website at http://www1.udel.edu/oiss/departments/hosting_J1.html

• Do not accept public assistance.
  In the U.S., citizens and permanent residents are sometimes eligible for social benefits, such as subsidized care and government assistance like food stamps, welfare or child care subsidies. As a nonimmigrant, you are not eligible to apply for or receive these benefits.

• Do not overstay
  After the end date of your program, you are allowed to remain in the United States for up to 30 days. During this 30-
day grace period, you are not allowed to work or continue your research. These 30 days are only for leisure time.

- **Report any change of address or personal contact information to OISS.**
  
  You must update any change in your address, phone number, email address, passport, visa or status with OISS within ten (10) days.

  For more information on how to maintain your visa status, please see: [http://www.udel.edu/oiss/scholars/maintaining_your_status_scholars.html](http://www.udel.edu/oiss/scholars/maintaining_your_status_scholars.html). A list of helpful immigration and visa information is also available on page 34 of this Welcome Handbook.

**HOUSING**

Visiting scholars usually rent rooms or apartments off campus. Apartment sizing and pricing ($600 - $2,000/month) varies by location and can be furnished or unfurnished. OISS recommends that you consult the Division of Student Life’s Off-Campus Housing Guide for resources to guide you through the off-campus housing process: [https://sites.udel.edu/deanofstudents/advocacy/#living](https://sites.udel.edu/deanofstudents/advocacy/#living).

For more information on Housing, please visit page 35 of this publication.

**HEALTH CARE**

All exchange visitors (both J-1 and J-2 dependents) are required by U.S. federal regulations to have health insurance, which includes medical evacuation and repatriation insurance in effect for the full duration of their exchange visitor program. Fulfilling this requirement is essential not only because medical treatment in the United States is very expensive, but also because you and your family members are considered to be in violation of J-1/J-2 status if you do not have sufficient insurance.

**Per U.S. Department of State regulations, the health insurance must cover the following requirements:**

- Medical benefits (Minimum coverage per accident or illness): $100,000
- Medical evacuation (Minimum Coverage): $50,000
- Repatriation of remains (Minimum Coverage): $25,000
- Deductible (Maximum permitted per accident or illness): $500

For more detailed information and to find out how to maintain the health insurance requirements, please see page 12 of this publication and visit: [http://www.udel.edu/oiss/scholars/health.html](http://www.udel.edu/oiss/scholars/health.html)
INTERNATIONAL CAUCUS

The International Caucus provides opportunities for international faculty to socialize and network, and resources and opportunities for personal and professional growth. Every year, the Caucus organizes excursions to the nearby area, such as Longwood Gardens and the Winterthur Museum. For more information, please visit: http://sites.udel.edu/iss/

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CONTINENTAL COURT APARTMENTS
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NEWARK SQUARE APARTMENTS
TRADER'S ALLEY APARTMENTS
UNIVERSITY COMMONS

(302) 369-8895
CAMPUS RESOURCES

Office for International Students & Scholars
www.udel.edu/oiss
(302) 831-2115
26 E. Main Street,
Newark, DE 19716

Academic Enrichment,
Office of
https://ae.udel.edu/
(302) 831-4555

Admissions, Graduate
http://grad.udel.edu/
(302) 831-2129

Admissions, Undergraduate
www.udel.edu/admissions/
(302) 831-8123

Career Services Center
www.udel.edu/CSC
(302) 831-2392

Cashier’s Office
https://sites.udel.edu/vpfinance/departments/treasury-services/cashiers-office/

Center for Counseling Services
https://sites.udel.edu/counseling/
(302) 831-2141
For counseling emergencies call
(302) 831-1001

Disability Support Services
www.udel.edu/DSS/
(302) 831-4643

Development & Alumni Relations
www.udel.edu/giving/
(302) 831-2104

English Language Institute
http://sites.udel.edu/eli
(302) 831-2674

Office of Equity and Inclusion
www.udel.edu/oei/
(302) 831-8063

Graduate College
http://grad.udel.edu/
(302) 831-6824

Graduate Student Government
http://sites.udel.edu/gsg/udgsg.members@gmail.com

Mathematical Sciences Learning Laboratory
https://www.mathsci.udel.edu/courses-placement/resources
(302) 831-2653

Nurse Managed Health Center
www.udel.edu/nmhc
(302) 831-3195

Payroll & Records Management
www.udel.edu/prm
(302) 831-2171

Recreation Services
www.udel.edu/recreation
(302) 831-8600

Registrar, Office of the
www.udel.edu/registrar
(302) 831-2131

Residence Life & Housing
www.udel.edu/reslife
(302) 831-4663

Student Financial Services
www.udel.edu/finaid
(302) 831-2126

Student Health Services
www.udel.edu/studenthealth
(302) 831-2226

Student Life
www.udel.edu/studentlife
(302) 831-8939

Student Wellness
www.udel.edu/studentwellness/
(302) 831-3457

Undergraduate Advisement Services
(University Studies Program)
http://ust.udel.edu/advisement-services/

Undergraduate Student Government Association
http://udel.edu/stu-org/SGA/
(302) 831-2648

University Police
http://www1.udel.edu/police/
(302) 831-2222

University Student Centers
www.udel.edu/usc
Student Engagement Portal:
studentcentral.udel.edu
(302) 831-1036

Writing Center
www.cas.udel.edu/writing-center/
(302) 831-2793
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The University of Delaware does not discriminate against any person on the basis of race, color, national origin, sex, gender identity or expression, sexual orientation, genetic information, marital status, disability, religion, age, veteran status or any other characteristic protected by applicable law in its employment, educational programs and activities, admissions policies, and scholarship and loan programs as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and University policies. The University of Delaware also prohibits unlawful harassment including sexual harassment and sexual violence. For inquiries or complaints related to non-discrimination policies, please contact: Susan L. Groff, Ed.D., Director, Institutional Equity & Title IX Coordinator, 305 Hullihen Hall, Newark, DE 19716, (302) 831-8063, groff@udel.edu. For complaints related to Section 504 of the Rehabilitation Act of 1973 and/or the Americans with Disabilities Act, please contact: Anne L. Jannarone, M.Ed., Ed.S., Director, Office of Disability Support Services, Alison Hall, Suite 130, Newark, DE 19716, (302) 831-4643, ajannaro@udel.edu. OR contact the U.S. Department of Education - Office for Civil Rights (https://wdcrobcolp01.ed.gov/CFAPPS/OCR/contactus.cfm) 1M/818/R