

# American Language Institute

San Francisco State University

Student Handbook  
Fall 2011



SF STATE

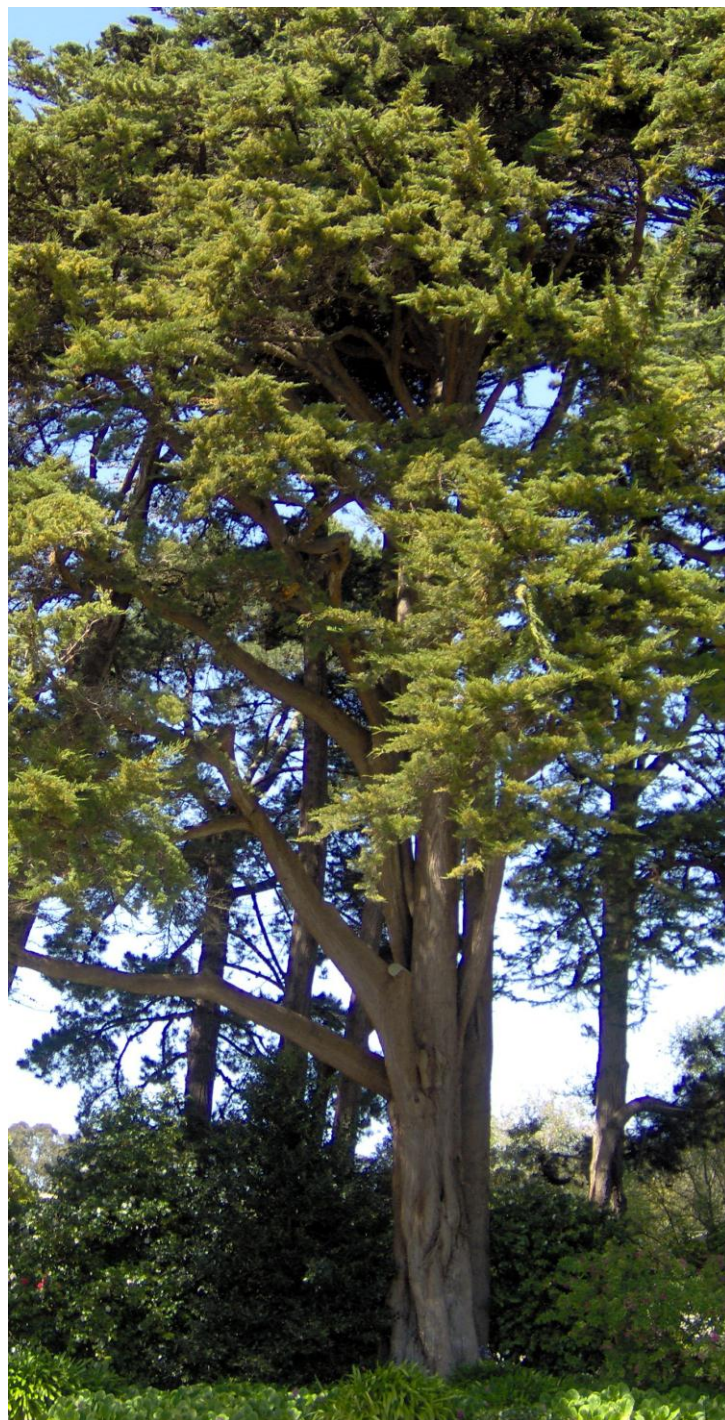
# American Language Institute Intensive English Program



1600 Holloway Avenue  
San Francisco CA 94132-1722  
ph: 415-338-1438  
fax: 415-338-1717  
email: [ali@sfsu.edu](mailto:ali@sfsu.edu)  
website: [www.sfsu.edu/~ali](http://www.sfsu.edu/~ali)

## American Language Institute

History, Mission	3
Staff	4
Letter from the Director	5
Tuition, Fees, and Refund Policies	6
ALI Policies	7-8
& ALI Attendance Policy	
Midterm/Final Evaluations, Grade and Continuing Policies	9
Immigration Information (F-1 Status)	10-12
Transportation in San Francisco	13-16
California Driver's License & Social Security Card	17-18
ALI Identification Card (ID)	19
General Information	20
American Measures	21
Health Insurance	22-23
SF State Health Center	24-27
Health Care Services in San Francisco	27-30
Housing & Rental Information	31-32
Internet Based TOEFL (iBT)	33-34
ALI Activities	35
Conversation Partner Program and Conversation Groups	36
Culture Shock	37-38
Safety Tips	39-40
SF State Campus Map	41



# American Language Institute



Welcome to the American Language Institute (ALI). We are pleased that you have chosen to study English at the ALI at San Francisco State University (SF State).

The ALI is located on the campus of San Francisco State University in San Francisco, California, "America's Favorite City," famous for its great beauty, its mild climate, and its sophisticated and cosmopolitan population. San Francisco is close to the famous "Silicon Valley", the center of the computer industry in the United States. Within the single day you can reach most of the important business, social, and tourist attractions of California. We hope you enjoy your time at the ALI.

This handbook has information that will be helpful during your studies and stay in San Francisco. Please read the information carefully. It will answer most if not all, of your questions.

## **ALI History and Mission**

The American Language Institute (ALI) was founded in 1961 and it is one of the oldest and most respected language programs in the United States. The ALI is located on San Francisco State University's (SF State) campus, a large urban campus with nearly 30,000 students and 300 fields of study. Its program offers individual attention and small classes. Classes are intended for serious, self-directed students with academic or professional goals. The curriculum provides rigorous, intensive language training that stresses academic skills and university preparation. It is an intensive language program that emphasizes university preparation and academic skills (study skills in Listening, Speaking, Reading, Writing, Grammar and elective courses).

ALI also provides a full range of services and benefits: academic and immigration counseling (assistance with SF State admissions and immigration issues); Conversation Partner Program; Conversation Groups; institutional administrations of TOEFL twice each semester; GMAT and TOEFL preparation courses; weekly social and cultural activities, access to university resources and facilities.

Kathy Sherak:	Director and Academic Coordinator
Cara Diehl	Program Coordinator
Jane Nason	International Student Advisor
Sandra Osumi	International Student Advisor
Roshan Khan	International Student Advisor
Andrea Taylor:	Academic Coordinator
Mary Lou Ninan:	Academic Coordinator
Peg Sarosy:	Academic Coordinator
Fumi Izumi	Front Desk Coordinator
Diana Fung:	SEVIS /Admissions Coordinator

# Message from the Director

Dear ALI Student:

Welcome to the American Language Institute. Together with the ALI teachers and staff, I want to wish you great success as you study English in San Francisco.

For over 45 years, the ALI has been teaching English at San Francisco State University (SF State) to students like you. All of your teachers are trained in the best and most up-to-date methods of English language teaching which they have learned in the SF State Master's program for Teaching English to Speakers of Other Languages.

The ALI offers you more than English teaching: we also provide a complete program of advising; our advisors are available full-time to help students with academic, immigration, and personal problems. In addition, the ALI offers you opportunities every week to visit interesting and important places in the San Francisco Bay Area through our Activities Program. This is your chance to go out and see new places in the local area and practice your English.

As you begin studying English at the ALI, I want to encourage you to work hard in the classroom and also work hard to improve your English outside the classroom. By writing, speaking, listening, and reading in your daily life in San Francisco, you will practice the English skills you learn in class and your English will improve more quickly.

Best wishes for a wonderful semester,

Kathy Sherak  
Director, American Language Institute





# ALI Policies

Learning English is hard work. You must be prepared to put a lot of energy and time into your studies, both in class and outside of class. Here are some ALI rules for success:



- ☑ **ATTENDANCE:** Attend all classes.
- ☑ **BE ON TIME:** Come to class on-time.
- ☑ **FINISH TASKS:** Complete all class and homework assignments on time and take all class tests.
- ☑ **PARTICIPATE:** Participate actively in class.
- ☑ **COMMUNICATE:** Talk to a teacher or advisor whenever there is a problem that slows down or prevents learning.

## ALI ATTENDANCE POLICY

Attending and participating in class are the most important parts of successful language learning. If a student misses class, the student is unable to have more opportunities to practice and learn English and his/her grades will be affected.

In addition, ALI and the U.S. Citizenship & Immigration Service (USCIS) rules require students to attend class on a **regular, daily basis**. Students are expected to arrive on time to each class, prepared for the day's lesson.

USCIS requires students to be in school full-time. This means that students need to have a good attendance record at the school at which they are attending. If a student has a poor attendance record at the school, USCIS requires that the school report their attendance problem directly to them through its online SEVIS system. If a school reports to USCIS that the student has an attendance problem, the s/he will be out-of-status. Thereafter, the student would need to apply for reinstatement (asking USCIS to return his/her status back and to explain why s/he did not attend class full-time). If Immigration denies the student's reinstatement application, then the student will need to leave the US.

All teachers record all student absences. If an ALI student has poor attendance, several steps could happen:

1. Students who miss more than 15 class hours will receive a written warning.
2. Students who continue to miss more class hours and/or receive a failing grade (F) may be put on academic probation.
3. A student on academic probation must receive a "C" or better grade and maintain their attendance at the ALI. Students who do not maintain their attendance or receive a "D" or "F" grade will:
  - a) have difficulty transferring to another school.

- b) lose their F-1 (visa status), which mean s/he could not stay in the U.S. unless USCIS approves the student's reason for not attending full-time.
- c) not be able to study at the ALI next semester for the following semester.
- d) be dismissed from the ALI.
- e) have slow progress in learning English.
- f) be unable to take ALI's TOEFL test(s).
- g) be unable to use the ALI TOEFL for admission to SF State.

### **ATTENDANCE RULES:**

Personal leave includes times when you were sick and time you used for personal reasons.

### **ABSENCE THAT REQUIRES DOCUMENTATION:**

**FOR SICKNESS:** You must call the ALI office every day that you miss class. If you are sick for more than three days, you must see a doctor, and bring a doctor's note (from a Medical Doctor, M.D.) to the ALI office.

**FOR BUSINESS:** If you need to be absent for two or more days, you must speak to an advisor at least one week before you plan to be absent. The ALI may or may not allow the absence.

### **CLASSROOM BEHAVIOR:**

The American Language Institute has the right to dismiss any student who shows disruptive and unacceptable classroom behavior that disturbs and interrupts classroom learning and the ALI instructor(s) teaching objectives.

### **RELIGIOUS HOLIDAYS:**

The ALI teachers will make reasonable assistance to students who wish to observe religious holidays when such observances require students to be absent from class. It is the student's responsibility to contact their ALI teachers in writing letting him or her know that they will miss class due to the specific religious holiday. The ALI teacher will make every effort to honor the student request without penalty and of the student to make up the work missed.

**📞 ALWAYS CALL the ALI office when you are absent: (415) 338-1438 📞**

**📞 It is your responsibility to find out the homework when you're absent!  
ALWAYS CALL a classmate to get missed homework and class assignments. 📞**

# Midterm/Final Evaluations, Grade and Continuing Policies

## MIDTERM AND FINAL EXAMINATIONS

You will have both a **Midterm and Final Examination** in each of your classes. These examinations help you see the progress you have made in your English studies.

**There are no make-ups for missed Midterm and Final Examinations, or examination equivalents (for example: Oral presentations). If you miss an examination, you will earn a ZERO (Ø) for the missed examination which will be averaged into your grade for the class. You will not be able to ask your teacher to take your test after you missed taking your test.**



You will receive a letter grade for each of your classes. This is what the letter grades mean:

**A = Excellent work**

**B = Good work**

**C = Adequate work**

**D = Inadequate or unsatisfactory work**

**F = Failing or unacceptable work**

## **CLASS FIELD TRIPS:**

Class field trips are required academic events that students must attend. Field trips are related to the student's coursework.

## **GRIEVANCES**

If you are not happy with an ALI decision about your attendance, grades, or behavior problem, you can talk with an ALI advisor. If you are not satisfied after your discussion with the advisor, you can write a letter about the problem to the ALI Director. Her mailbox is in the ALI office. After reading your letter, she will make a final decision.

## **RETURNING TO ALI**

At the end of an ALI semester, students who have followed ALI classroom and SF State University policies may register for the following semester for further study at the ALI. Students **MUST** pay a \$100 deposit **BEFORE** the last day of your ALI session.

Normally, you will be placed in the next highest level if:

1. your final grades are satisfactory;
2. your attendance was satisfactory

# Immigration Information for F-1 Student Status

The following is important information you should know as an international student in the U.S.

## United States Citizenship and Immigration (USCIS)

San Francisco District Office

444 Washington Street

San Francisco, CA 94111

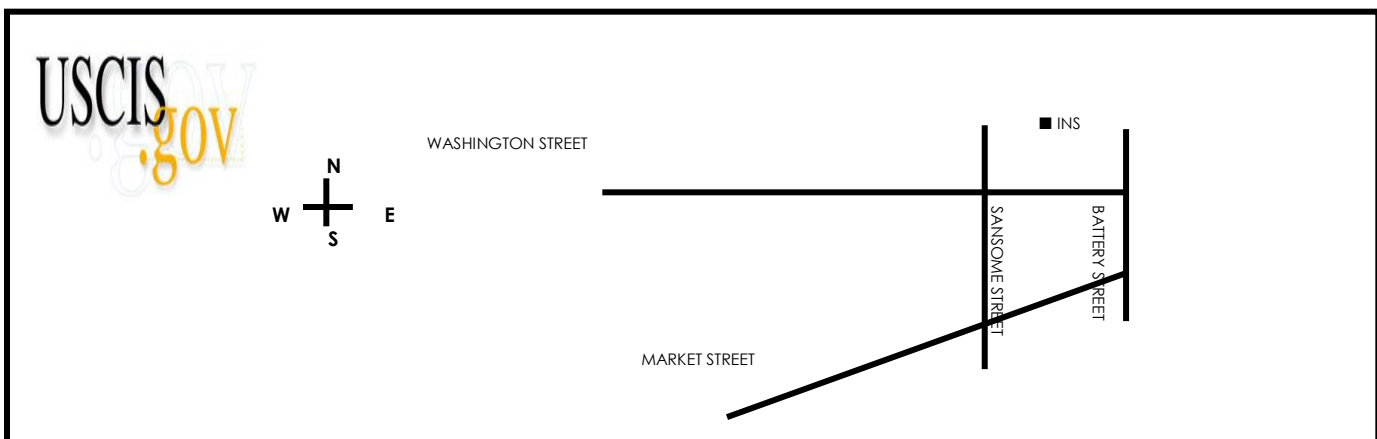
(800) 375-5283 (toll free)

[https://egov.uscis.gov/crisgwi/go?action=offices.detail&office=SFR&OfficeLocator.office\\_type=LO&OfficeLocator.statecode=CA](https://egov.uscis.gov/crisgwi/go?action=offices.detail&office=SFR&OfficeLocator.office_type=LO&OfficeLocator.statecode=CA)

### VISITING THE OFFICE

All visitors must have an appointment to be admitted to the Information Unit of the San Francisco District Office. Appointments should be made through the internet at CIS website:

<http://infopass.uscis.gov>



**Please note:** You must bring your print-out receipt of your INFOPASS appointment and a photo identification (ID) when you come to your appointment.

### VISA:

- ❑ The visa in your passport allows you to ask for permission to enter the United States. Your visa is for entry into the U.S. It does not decide how long you can stay in the U.S. If your F-1 visa expires while you are in the US, there is no need to renew your visa.
- ❑ However, if your visa has expired and you want to leave the US and then return, you must get a new visa. Visit an American Embassy or Consulate outside the US (in your home country) to apply for a new visa.
- ❑ Immigration rules state that a person who enters the United States with a business (B1) or tourist visa (B2) must change his/her status to student status (F1) before attending a school. In other words, the INS must approve the student's change of status before the student attends a program. A prospective student can have an immigration attorney or an ALI International Student Advisor help him/her to apply for a Change of Status.

- ❑ USCIS rules states that a person who enters the US with a student dependent visa status (F2) must change his/her status to student status (F1) before attending a school. A prospective student can have an immigration attorney or an ALI International Student Advisor help him/her to apply for a Change of Status.

#### **I-20:**

- ❑ You received an ALI SEVIS I-20 when you were accepted to the American Language Institute. It is very important to keep a copy of all your I-20(s) with your passport. It is a good idea to make extra copies of your past I-20(s) and keep them in a safe place. It is your responsibility to keep record of your past immigration history for future use. Therefore, be sure to keep all of your immigration paperwork for your records.

#### **I-94:**

- ❑ This is the white card in your passport. You will fill out this card in the airplane when you come to the US. You should write your name, country, and birth date on your I-94 card. **THIS IS AN EXTREMELY IMPORTANT DOCUMENT, SO KEEP THIS CARD WITH YOUR PASSPORT AND MAKE A COPY FOR YOUR RECORDS.** Make sure your copy of your card clearly shows your immigration stamp that is located on the top right corner of your card. This card gives your immigration status in the US (F-1 = student, B-1 or B-2 = temporary visitor).

#### **PASSPORT:**

- ❑ To maintain your immigration status, you must have your passport current up to six months into the future. If you need to get a new passport, you will need to contact your home country's embassy in the US to apply for a new passport. When you receive your new passport, be sure to bring it to the ALI Office (Hum 101) so we can make a photocopy of it for your student file.

#### **REMINDER: IT'S YOUR RESPONSIBILITY TO KEEP A RECORD OF YOUR IMMIGRATION DOCUMENTS AND HISTORY. THEREFORE, MAKE COPIES OF YOUR:**

1. **Passport (visa and identification page)**
2. **SEVIS I-20**
3. **I-94 (Make sure the immigration stamp comes out clearly on copy)**

- **NOTE:** Keep copies in a safe place that is different from where you keep your originals.

#### **TO MAINTAIN YOUR F-1 STUDENT STATUS:**

1. **Keep your passport valid:** It is your responsibility to keep your passport valid for a minimum period of at least six months into the future at all times.
2. **Take a full course of study:** Immigration requires students in F-1 status to go to school full-time. At the ALI, full-time means no less than twenty-two (22) hours a week. If you will be absent from class, you must call the ALI Office at 415•338•1438 to give the reason for your absence.
3. **Follow the transfer procedures if you transfer to another school:** If you plan to transfer to another school, you need to follow these steps:

## **TRANSFER PROCESS**

**Please remember that it is the student's responsibility to inform the school that s/he is transferring from another school. A student has 60 days from the last day from their previous school's program to tell their previous school's International Student Advisor. In addition, it is the student's responsibility to follow-up with the school to complete the transfer process.**

### **SEVIS school to SEVIS school**

- a. You **MUST** tell an ALI International Student Advisor about your plans to transfer to another school and the name of the school to which you will transfer. **You will need to do this before your current ALI session ends and before the new session begins at your new school.**
- b. When you tell an ALI Advisor about your plans to transfer to another school, your advisor will tell Immigration your plans to transfer through SEVIS, Immigration's internet reporting system.
- c. Through SEVIS, ALI will tell Immigration the name of the school you will transfer to, the last day of your ALI semester, and the transfer release date (when SEVIS will transfer your student file to your new school). **Note:** You can ask an ALI International Student Advisor to cancel your transfer request at any time before your transfer release date.
- d. After your release date, your new school must issue you a "transfer pending" I-20.
- e. You **MUST** contact your International Student Advisor at your new school and then complete the transfer process within **15 days from your new program's start date.** This is 15 days from the start date printed on your SEVIS I-20. If you do not complete your transfer process with your new school before this 15 day deadline, you will be out of status with immigration. After you contact the advisor within the 15 days from your new school's program start date, your new school will issue you a "transfer completed" I-20. You will use the "transfer completed" I-20 for travel. However, you will need to keep your "transfer pending" I-20 for your records.

### **TRAVEL:**

If you are planning to travel to another country and if you are returning to the American Language Institute, bring your SEVIS I-20 to the ALI Office (HUM 101) for a travel signature. If you are continuing ALI for the following semester, it is a good idea to bring a copy of your midterm/final grades or a letter from the ALI Office with you when you travel to also show that you are in good immigration status.

If you are going to go to a different school, you will need to get a new SEVIS I-20 from your new school to travel outside and return to the US. Please be sure to read the transfer process information written in this handbook.

### **CHANGE OF ADDRESS**

As an F-1 (student visa) student, you must tell your school your current address. You must tell complete an ALI Change of Address Form within 10 days of your move. Therefore, each time you move, you must come to the ALI Office, Hum. 101 and fill out a Change of Address form. Once you fill out this form, an ALI Advisor will update your SEVIS student record.

## PUBLIC TRANSPORTATION (Buses, Trains, Subways)



**SF MUNI (Municipal Railway):** The best way to come to class is by public transportation; it is both easier and cheaper than driving. The **MUNI bus fare** is \$2 per ride (your purchase of a bus fare includes a free transfer when you request it) **or** you can buy a **monthly FAST PASS (Clipper Card)** for \$62 (Muni Only) or \$72 (MUNI and BART in San Francisco). You can use the FAST PASS as many times as you want for one month. You can buy a FAST PASS and MUNI bus route map at the Student Union Information Desk during the first and last week of each month. For more information as well as to look at MUNI maps please visit the website: [www.sfmuni.com](http://www.sfmuni.com).

**From downtown San Francisco to SF State:** take MUNI Metro M-Oceanview streetcar.

### **Other MUNI bus lines stop at SF State campus:**

- 17-Park Merced to West Portal Station
- 18-46<sup>th</sup> Avenue/Stonestown to Outer Richmond, Palace of the Legion of Honor
- 26-Valencia/ Balboa Park BART to Downtown via Glen Park, Valencia, Mission District to 5<sup>th</sup> & Mission
- 28-19<sup>th</sup> Avenue/ Daly City BART Station to Marina via Sunset and Richmond Districts, Golden Gate Bridge, Fort Mason (28L Express service Monday through Friday only).
- 29-Sunset/ Bayview to the Presidio via the Sunset



**BART (Bay Area Rapid Transit):** If you live in the East Bay, you can take BART (a subway system) to the Daly City BART station and then take the free SF State Shuttle to SF State's main campus. The cost to ride the BART train depends on which place you begin your ride. You can buy BART transportation passes at the Student Union Information Desk. For more information: [www.bart.gov](http://www.bart.gov)



**SAMTRANS (San Mateo Transit System):** If you live in San Mateo County, you can take a SAMTRANS bus. You can buy SAMTRANS tickets at the Student Union Information Desk. For bus schedules, routes, and costs: [www.samtrans.org](http://www.samtrans.org)

**SF STATE FREE SHUTTLE:** SF State offers free shuttle service during Fall and Spring semester only. There is no shuttle service in the summer. The shuttles go to Daly City BART, 19th Ave, and Stonestown Shopping Center. Shuttles run every 10 to 15 minutes. Shuttle drop off and pick up stops are: University Park North Apartments/Stonestown Shopping Center, 19th Ave, Daly City BART Station. Shuttle hours:

Monday-Thursday Friday 7:00 am to 10:30 pm 7:00 am to 7:00 pm



## **CAR**

If you drive to class, you will find that parking is difficult. You can park in Lot 20 (levels 1 through 4) of the parking garage and Lot 25 located on Winston Drive. However, the student parking lot fills up early in the morning. It costs \$5 a day to park in this lot or \$1 an hour (a maximum of \$5 per day). **Do not park** on the top level of SF State's parking garage or at the Stonestown shopping center parking lot because you will get a parking ticket. The Stonestown parking lot is only for people who are shopping in the mall. Also, be careful that you do not park in 1 or 2-hour zones on the streets near the campus. If you park there longer than 1 or 2 hours, you will get a ticket (these tickets are expensive). We strongly recommend that you take public transportation to class.

## **Parking Garage (Parking Lot 20, 25) Information**

### **Parking Lot 20:**

- Open 24 hours a day, 7 days a week.
- \$3.00 for two hours or \$6.00 a day. Exact change is required. The parking payment machines do not give out change. The maximum amount you can pay daily at a pay station is six dollars.
- \$20 and \$50 prepaid debit cards are available at the Bursar's Office in the Administration Building (ADM), Rm 155 and the One-Stop in the Student Services Building (SSB). You can add more money to your debit card at any pay station in the parking garage.

### **Lot 20 Parking Lot**



- Do not park on the top level of the parking garage. This is ONLY for staff and teachers (Monday through Friday, 7:00 a.m. to 5:00 p.m.).

### **Parking Lot 25:**

- Paid parking area for public, visitor/guest, students.
- Open seven days a week 7 a.m. to 10 p.m.
- \$3.00 for two hours or \$6.00 a day. Exact change is required. The parking payment machines do not give out change. The maximum amount you can pay daily at a pay station is six dollars.
- \$20 and \$50 prepaid debit cards are available at the Bursar's or Cashier's Office in Administration Building (ADM), Room 155 and the One-Stop in the Student Services Building (SSB). You can add more money to your debit card at any pay stations in the parking garage.
- Debit cards are not available at the parking office.

## **BRIDGE CROSSING**

If you live outside of San Francisco in either Marin or Alameda County, then you will have to drive over a bridge to go to San Francisco. For those who need to take the Golden Gate Bridge, the toll fee is \$6.00 when you enter San Francisco. However, when you leave San Francisco you do not pay a fee. You can buy Golden Gate Bridge passes at the Student

Union Information Desk. Also, carpools (you have three people or more in your car when you cross the bridge) and motorcycles are free, except holidays, between the hours of 5:00 a.m. and 9:00 a.m. and 4:00 and 6:00 pm. The Bay Bridge toll is \$6.00 (5–10 a.m. & 3–7 p.m.) and \$4.00 (during all other times). You will pay this when you drive toward San Francisco, but you do not pay when you leave San Francisco and drive on the bridge.



**FasTrak:** This program allows you to pay your Golden Gate Bridge tolls electronically. Each time you enter San Francisco from the Golden Gate Bridge, you will be charged \$5.00 automatically when you have FasTrak. To do so, you must apply for a FasTrak tag (a card) and then you must attach it to the inside of your car windshield. There will be one FasTrak bridge booth open 24 hours a day for all FasTrak drivers. You must enter through this FasTrak booth only. This booth will be open Monday through Friday and during most weekend hours.

1. Before you apply, you must first decide which bridge you use more frequently. The tag will also work on any electronic toll facility in the State, including other Bay Area bridges that are operated by Caltrans. If you use the Golden Gate Bridge more frequently, then go to: <http://www.bayareafastrak.org/dynamic/signup/index.shtml> to sign-up for FasTrak.

You may have already noticed that parking in San Francisco is almost impossible. Street parking is hard to find and regulated by time constrictions. Parking fines are expensive and easy to get. To help avoid parking problems here are some parking tips:



- Always read the street signs.
- Remember to read the signs for how long you are able to park in the parking spot.
- Remember to curb your wheels on hills.
- Your tires must be within 1 foot (12 inches) of the curb.
- Never park in an intersection, driveway, handicap zone, crosswalk or in front of a fire hydrant.
- Do not double park. Double parking is when you leave your car in the street next to another parked car.

#### **WHAT STREET CURB COLORS MEAN:**

- RED:** No stopping at any time, standing or parking.
- WHITE:** Very short stop—only to pick up or drop off people.
- GREEN:** Park for a limited time. The time is usually shown on a sign next to the green zone, or painted on the curb.
- YELLOW:** Loading zone. You may stop only long enough to load or unload packages or passengers - no longer than the local law allows. Drivers of non-business vehicles are usually required to remain with their vehicles.
- BLUE:** Parking only for handicapped persons with handicapped ID.

If you receive a parking ticket, pay it as soon as possible. The longer you wait to pay parking tickets, the more expensive they become. If you get a parking ticket and you need information about paying your parking ticket, please visit the website:

<http://www.sfmta.com/cms/penf/13441.html>

**Remember: Never drink alcohol and drive a car!**

## **PARKING METERS**



When you park downtown, be sure to **check the parking meter rules**. Metered parking spaces limit parking to 30 minutes or 1 hour. San Francisco has these rules so that spaces become open for other people to park in the spot. This is because downtown San Francisco has a lot of visitors. When you park and you stay over the amount of time you paid, you may get a ticket. You will get a ticket even though you put money in after you get a ticket or if the meter is broken. Some parking meters take only quarters. However, some meters take quarters, dimes, and nickels.

During some holidays, the parking police do **NOT** check parking meters: Please visit the website:

<http://www.sfgov.org/site/frame.asp?u=http://www.sfmta.com/cms/penf/13441.html>

to find out which holidays are not enforced in specific areas in San Francisco.

## **BICYCLE:**

San Francisco State University



**BIKE BARN:** This is an indoor parking area in Lot 6 under the gymnasium. The Bike Barn gives you safe and secure bicycle parking because a security person is watching the bikes all day.

### **Bike Barn Hours**

- Monday through Thursday 7:30 am to 10:00 pm
  - Friday, 7:30 am to 5:00 pm
- (Bike Barn is closed when there are no classes in session.)

If you have other questions, please visit the Bike Barn's website at:

[www.Sfsu.edu/~parking/text/bikebarn.html](http://www.Sfsu.edu/~parking/text/bikebarn.html) or call them: 415•338•3170 (on-campus phones x81441).

**As a reminder, the Bike Barn is the safest place to park your bike while you are on campus.**

# Social Security Card and Driver's License for F-1 Students



## Social Security Administration

The U.S. Social Security Administration gives Social Security Cards to international students **ONLY** for work reasons. F-1 students can only get a social security number when they are in a degree program (Associate's, Bachelor's or Master's programs) and have a written job offer. Since English language program students **cannot** work legally, ALI students cannot get social security cards.

### A Social Security Card will **NOT** be issued for:

- Getting a California Driver's License or a California Identification Card
- Opening a Bank Account
- Applying to rent an apartment or home
- Applying for a credit card
- Applying for a wireless phone account

(You are not required to have a U.S. social security number to open a U.S. bank account and for most other bank business. Simply explain to your bank's "New Accounts Representative" that you are a non-immigrant on an F-1 visa and ask to complete **IRS Form W-8 "Certificate of Foreign Status"**).



## California Driver's License

We do not recommend that you use your passport as an everyday form of identification. For cashing checks, or visiting bars or restaurants that serve alcohol, an acceptable form of California Identification is necessary. If you drive, a California Driver's License is acceptable (and you should apply for one immediately; an International License is not acceptable).

If you are an F-1 student and do not have a written job offer, you can still apply to the Department of Motor Vehicles (DMV) for either a California Driver's License or Identification Card. **The DMV will give you a special identification number which you will use for your application.** Please don't be surprised, however, if you find that different DMV and Social Security Offices follow different process (and some offices are more informed than others about F-1 benefits). **You will need to bring when you apply:** Passport, I-94 card, Form I-20

### Department of Motor Vehicle Offices near SF STATE:

**San Francisco** Phone: 800-777-0133

1377 Fell St San Francisco CA 94117

**Website:** [http://apps.dmv.ca.gov/fo/offices/appl/fo\\_data\\_read.jsp?foNumb=503](http://apps.dmv.ca.gov/fo/offices/appl/fo_data_read.jsp?foNumb=503)

### Map to location:

[http://maps.yahoo.com/maps\\_result?addr=1377+Fell+St&csz=San+Francisco+CA+94117&country=us&new=1&name=&qty=](http://maps.yahoo.com/maps_result?addr=1377+Fell+St&csz=San+Francisco+CA+94117&country=us&new=1&name=&qty=)

**Daly City Phone:** 1-800-777-0133

1500 Sullivan Ave Daly City, CA 94015

**Website:** [http://apps.dmv.ca.gov/fo/offices/appl/fo\\_data\\_read.jsp?foNumb=599](http://apps.dmv.ca.gov/fo/offices/appl/fo_data_read.jsp?foNumb=599)

**Map to location:**

[http://maps.yahoo.com/maps\\_result?addr=1500+Sullivan+Ave&csz=Daly+City+CA+94015&country=us&new=1&name=&qty=](http://maps.yahoo.com/maps_result?addr=1500+Sullivan+Ave&csz=Daly+City+CA+94015&country=us&new=1&name=&qty=)

**Who needs a California Driver's License?** You need to get a California Driver's License if you want to drive any motorized vehicle (car, motorcycle, scooter) in the state of California. A driver's license can also be used for identification when you cash checks or when you buy alcohol (in California, you must be 21 years old to buy alcohol).

**"I have an international driver's license and a driver's license from my country. Do I still need a driver's license?"**

Yes, if you have an international driver's license or a driver's license from your country, you still need a California Driver's License if you want to drive. You will need to successfully pass a written traffic law test and a driving test.

**Does the DMV require me to have a social security number (SSN) in order to get a driver's license?**

If you are eligible for a social security number (SSN), you have to give your SSN to the DMV in order to get a driver's license.

If however, you are not eligible for a SSN, you do NOT have to provide a SSN. (You may find that the a DMV employee may demand that you get a SSN or a letter from the SSA Office saying that you do not qualify for an SSN, but you should politely insist that you do not need an SSN or need to obtain a letter from the SSA Office.) The DMV officer should have access to the immigration data base, and can verify that no employment authorization has been granted and you do not qualify for an SSN. If you continue to have problems because of the SSN, then ask to speak to the DMV Office Supervisor and mention that internal memo (DMV DL 2003-37) regarding the new SSN on-line verification system also states that the DMV "should not refer customers to the SSN office to determine SSN eligibility." (This memo was sent on Dec. 3, 2003 and was effective Jan.1, 2004.)

**"I have a driver's license from another state (like Oregon). Do I need to get a California Driver's License?"**

Yes, you will need to get a California Driver's License. You will only have to take the written traffic law test. If you have a license from another state, you do not have to take the driving test.

# ALI ID CARD



You will need an ALI ID card to use SF State's library, computer, laboratories, and other campus services.

## Library

You can use your ID card to check out books and other materials. Just show your card at the checkout counter to check out books and other library materials.

## Other Campus Services

You will also need to show your ID card at the following SF State service centers:

- Library 24 hr. Lab, Annex
- Library Media Access Lab, HSS 127
- Business Lab, Rooms 209 & 214
- Humanities Bldg. Language Lab, Room 404
- Gym (Weight Room & Swimming Pool)
- Burk Hall Computer Lab, Room 214
- Student Health Center
- HSS Social Sciences Lab, Room 383

## Lost or Stolen Card

You may report a lost or stolen card anytime online, in person at the OneCard Office in SSB (Student Services Building, 103) or call 415-338-3619 during office hours to deactivate your card. Please contact the OneCard office immediately so that you will limit your responsibility for the lost card.

## Card Replacement

If your SF State OneCard does not work, you should bring it to the SF State OneCard Office. To replace your OneCard, please fill-out the Replacement Request Form and bring it to the OneCard office. You can print the form at:

<https://fabsweb.sfsu.edu/fabsweb/students/index.jsp>

You must pay a **\$22** replacement fee only if your card is lost or stolen. All replacement cards are issued at the SF State OneCard Office during office hours, Monday through Friday.

## Contacts

415-338-3619      onecard@sfsu.edu

**OneStop Student Services Center:**      Student Services Building (SSB) 103

## OneStop Office Hours

Monday, Tuesday, Wednesday, Thursday, Friday:      10 a.m. to 2 p.m.

# General Information



## IMPORTANT TELEPHONE NUMBERS

<b>American Language Institute:</b>	415•338•1438
<b>Emergency:</b>	911
<b>Police (Non-Emergency)</b>	415•553•0123
<b>Fire (Non-Emergency)</b>	415•558•3268
<b>SF STATE Campus Police</b>	415•338•7200
<b>SF STATE Police Lost &amp; Found</b>	415•338•2306

### **United States Citizenship and Immigration Services, San Francisco**

General Information Line	800 375•5283
Fax	877 488•0543
Forms	800 870•3676

### **COMMUTE “RUSH” HOURS:**

Monday through Friday:  
Morning: 7:00 a.m. - 9:00 a.m.  
Evening: 5:00 p.m. - 7:00 p.m.

### **GENERAL STORE HOURS:**

10:00 a.m. - 5:00 p.m.

### **DEPARTMENT STORES/MALLS:**

10:00 a.m. - 9:00 p.m. (Weekdays)  
11:00 a.m. or 12:00 p.m. - 6:00 p.m. (Weekends)

### **SAN FRANCISCO STATE UNIVERSITY:**

Monday through Thursday (Busiest Days)  
Busiest Hours: 10:00 a.m.-2:00 p.m.

### **BEING “ON TIME”:**

Appointments: Arrive 5 to 10 minutes early. Call if you are more than 10 minutes late.

Class: Arrive 5 to 10 minutes early. Do not disturb the class if you are late. If someone is giving a speech, wait until the person has finished before entering the classroom.

Since the USA does not use the metric system, here are some conversions that can help you:

**DISTANCES**

**CONVERSION EQUATION**

<b>USA</b>	<b>METRIC</b>	
1 mile	1.61 kilometers	KL x .62 = mile
1 yard	.914 meter	
1 meter =	3.28 feet	
1 foot (12 inches)	30.5 centimeters	
1 inch	2.5 centimeters	

**WEIGHT**

<b>USA</b>	<b>METRIC</b>
1-pound (1 lb)	454grams
1 quart (4 quarts = 1 gallon)	0.94 liter
1 gallon	3.79 liter
1 ounce	28 grams

**COOKING MEASURES**

<b>USA</b>	<b>METRIC</b>
1 teaspoon (tsp)	2 grams
1 tablespoon (Tbs)	6 grams
16 tablespoons (1 cup)	230 grams
1 cup = 1/2 pint	230 grams
2 cups = 1 pint	460 grams

**TEMPERATURE**

**(Centigrade and Fahrenheit)** To change Centigrade into Fahrenheit multiply by 1.8 and then add 32. You may find it easier to memorize a few of the most common temperature measures

<b>CENTIGRADE</b>	<b>FAHRENHEIT</b>
-18°	0°
0°	32°
10°	50°
15.6°	60°
30°	86°
37°	98.6°
40°	104°
100° (boiling)	212°

# Health Insurance



All F-1 visa students are required to have health insurance. F-1 students who are not already covered by a health insurance plan must purchase the group insurance plan available through the ALI. The health insurance plan through ALI does not have a pre-existing rule. This means that if you had a health problem before you began ALI, the health insurance company will pay for your doctor's visit (up to \$750).

**STUDENTS SHOULD ALWAYS CARRY THEIR HEALTH INSURANCE CARD WITH THEM.**

Important Information:

1. **For emergencies call "911" or go to the nearest hospital emergency room.**
2. If possible, go first to SF State's Health Center, where treatment will be given or you will be referred to a specialist.

## **Finding a Doctor in the San Francisco Area:**

1. Locate a preferred provider (a doctor or hospital on the insurance company's list) before you go to hospital or see a doctor. Of course, this does not include times when it is an emergency. You can use the internet to find a doctor or hospital on the insurance list at [www.anthem.com/ca](http://www.anthem.com/ca) or call 1-800-888-2108. To use the Blue Cross CA website to find a doctor:
  - a) Click the "Members" button.
  - b) In the middle of the web page, click "Find a Doctor".
  - c) Select "Local California Provider" and then click on the "next" button.
  - d) Select "Visitor Search" and then click on the "next" button.
  - e) Select "Student Coverage: For students covered under their College or University Plan.
  - f) Select "Blue Cross PPO (Prudent Buyer).
  - g) Select "Physicians.
  - h) Select the type of Provider (what kind of doctor) you want to see, and then click on the "next" button.
  - i) Type in your city and zip code and then click on "view results" button.
2. Read and understand the rules of your health insurance plan before you see a doctor.
3. Ask the ALI office if you don't understand your insurance policy.
4. Have health insurance coverage the whole time when you are in the United States.

5. Your doctor's office will complete your insurance claim form. However, if you visit SF STATE's Health Center, you will need to complete a claim form yourself. You can complete a claim form by visiting the website: <https://wfis.wellsfargo.com/CSU/>. Click on "Claim Forms" on the left side of the screen. Completed insurance claim forms need to be sent to:

**Anthem Blue Cross Life and Health Insurance Company**  
**Attn: Student Health Customer Service Manager**  
**21555 Oxnard Street;**  
**Woodland Hills, CA 91367**

**Basic Medical Coverage:** If the insurance company decides to pay for your medical bills (for sickness or injury) then they will pay 100% of your medical minus a \$10.00 copayment for each doctor visit up to \$250,000 if you go to a doctor or hospital on their insurance list. You must pay a higher amount if you go to a doctor or hospital not on the insurance list.

**REMINDER:** It is the student's responsibility to make sure his/her doctor's office sends his/her medical insurance claim form after visiting the doctor. In addition, it is the student's responsibility to send in a claim form to after visiting the SF State Health Center

# SF State Student Health Center

**GENERAL INFORMATION:** 338•1251  
**ADVICE NURSE:** 338•2754  
**APPOINTMENTS:** 338•1719

**LOCATION:** Across from Burk Hall near the Psychology Building. To see a map:  
[http://www.sfsu.edu/~shs/General\\_Information/Hours\\_and%20\\_Location.html](http://www.sfsu.edu/~shs/General_Information/Hours_and%20_Location.html)



**Cancellation policy:** Students who need to cancel their appointment, should do so by emailing ([cnclappt@sfsu.edu](mailto:cnclappt@sfsu.edu)) or telephoning (415•338•1251) the Student Health Service cancellation line at least 24 hours in advance of their scheduled appointment. Students who do not email or call the Student Health Services 24 hours in advance to cancel an appointment will be charged a \$20.00 late cancellation fee. In other words, all “no shows” and late cancellations will be billed \$20.00.

## Directions to Cancel a Student Health Service Appointment:

### Cancel by Email

1. Please e-mail: [cnclappt@sfsu.edu](mailto:cnclappt@sfsu.edu)
2. In the subject line please type: Appt Cancellation
3. In the body, please enter – your First Name, Last Name, Student ID number (this is on your student identification card), and the date and time of your appointment you wish to cancel.

**Example of Cancellation Email:**

To: cnclappt@sfsu.edu  
From: (type your email address here)  
Subject: Appt. Cancellation

SMITH (LAST NAME), JOE (FIRST NAME)  
Student ID# 55555555 (This number is on your ALI student identification number)  
September 24, 2008 at 3:30 p.m. (Appointment time)

**Cancel by Telephone:**

1. Telephone 415-338-1251
2. Press #1 on the keypad.
3. Please leave a message stating your First Name, Last Name, Student ID number, and the date and time of the appointment you wish to cancel. Your message will be date and time stamped.

<b>EMERGENCY:</b>	338•2222 (on-campus)	911 (off-campus)
<b>CANCELLATIONS:</b>	338•1251	
<b>PHARMACY:</b>	338•1710	
<b>ADVICE NURSE:</b>	338•2754	

**HEALTH CENTER HOURS:**

**Monday, Tuesday, Thursday & Friday:** 8:30 a.m. to 4:45 p.m.  
**Wednesday:** 10:00 a.m. to 4:45 p.m.  
(The clinic is closed during the lunch hour everyday from 11:45 to 12:45.)

**Closed on Saturday and Sunday and all SF State official holidays.**  
**Call 911 for emergencies**

**URGENT CARE:** 8:30 a.m. to 11:00 a.m.

**EMERGENCY VISITS ONLY:** 11:45 a.m. to 12:45 p.m. (any weekday)

**FEES:** \$60.00 for each visit. Minimum charges for tests and prescriptions. You will pay for the visit first and then you will need to send your insurance claim afterward.

**SERVICES:** For a list of services and fees, please visit:

[http://www.sfsu.edu/~shs/General\\_Information/Student\\_Health\\_Services\\_List\\_of\\_Charges.html](http://www.sfsu.edu/~shs/General_Information/Student_Health_Services_List_of_Charges.html)

**APPOINTMENTS:**

When you visit the Health Center, you must complete this form at the center:



You must give advance notice to cancel an appointment or you will be charged a \$20 no-show fee

Name \_\_\_\_\_ Student ID \_\_\_\_\_

**Reason for Visit** (check all that apply) Cell/Phone \_\_\_\_\_

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> First Visit                 | <input type="checkbox"/> Cold/sore throat/cough     | <input type="checkbox"/> Personal issue/psychiatric      |
| <input type="checkbox"/> Follow Up appointment       | <input type="checkbox"/> Fever                      | <input type="checkbox"/> Blood pressure check            |
| <input type="checkbox"/> Pharmacy Refill             | <input type="checkbox"/> Abdominal Pain             | <input type="checkbox"/> Wart Treatment (non-genital)    |
| <input type="checkbox"/> Immunization                | <input type="checkbox"/> Injury                     | <input type="checkbox"/> <b>Wart Treatment (genital)</b> |
| <input type="checkbox"/> Optometry                   | <input type="checkbox"/> Rash/Skin Problem          | <input type="checkbox"/> <b>UTI/bladder infection</b>    |
| <input type="checkbox"/> <b>Pregnancy Test</b>       | <input type="checkbox"/> <b>STD check/treatment</b> | <input type="checkbox"/> <b>Woman's Annual Exam</b>      |
| <input type="checkbox"/> <b>Morning After Pill</b>   | <input type="checkbox"/> <b>Female problem</b>      |  |
| <input type="checkbox"/> <b>Birth Control Method</b> | <input type="checkbox"/> <b>Male problem</b>        |  |

**Other:** \_\_\_\_\_

Here for one of the items in **bold** print? Ask us about Family PACT and how it can benefit you!

Are you enrolled in Family PACT/have a teal HAP card?  Yes  No

**DO NOT WRITE BELOW THIS LINE**

Date	Check-in	Appt.	With	Location	FP
					<input type="checkbox"/>

To make appointment call: 338-1251 • To cancel: email [cnclappt@sfsu.edu](mailto:cnclappt@sfsu.edu) or call 338-1251, press 1

SHS 1467

APR2006

**Note:** Be sure to ask the health center to give you a visit receipt. You will need this information to send to your insurance company. This receipt must show: (1) you paid for your visit, (2) what is your diagnosis code (a number they give to explain why the doctor saw you).

**SERVICES:**

1. General health visits: **NOTE:** If you need several visits with a doctor, the SF State Health Center staff will refer you to a doctor off campus.
2. Laboratory, x-ray and pharmacy services when a SF State Health Center staff person orders them.
3. Nutrition, smoking cessation (stop smoking), and relaxation information and counseling.
4. Psychiatric services for emotional difficulties.
5. HIV (AIDS) Testing.
6. Immunizations

**Privacy & Appointments:** All medical visits are private and confidential (the doctor will not talk to anyone about your medical visit).

Call 338-1251 to make an appointment. **Be sure to tell the Health Center that you are an ALL student.** Bring your ALL student ID card and your health insurance card to your appointment. You must arrive at your appointment 15 minutes early! **Note:** When you make an appointment with the Health Center, again, be sure to tell them you are an ALL student and tell them your ID number.

## Health Care Services in San Francisco



**What can I do if I am ill, or if I need to see a doctor for a medical prescription or health advice while I am an ALL student?**

**1. You can go to a private doctor.** Take your ALL health insurance card with you. You may have to pay to see the doctor at that time. ***If you purchased ALL insurance, please read the insurance information.***

**2. You can go to the Student Health Service at SF State.**

You will need to show your ALL identification and health insurance card and pay a \$60 fee before you see a doctor. You will get your \$60 back after you send your medical insurance claim form. Make sure you get a “diagnosis code and receipt” from the Health Center. You will need this for your insurance claim form.

**What can I do if I have a medical emergency, for example: Extreme pain, bleeding or a broken bone?**

1. If you are on campus, tell your teacher or go to the ALL office or the SF State's Student Health Center.
2. If you are not on campus and you need to see a doctor immediately, you can go to an emergency room at a hospital. Only go to an emergency room in real case of emergency. It can be very expensive.
3. Emergencies: Dial 9-1-1. Clearly give your name, address, phone number, and the problem.

**HOSPITAL/CLINIC EMERGENCY ROOMS  
SAN FRANCISCO COUNTY  
SAN FRANCISCO**

San Francisco General Hospital  
1001 Potrero Avenue  
415•206•8000

Emergency Department  
open 24 hours, 7 days a week

UCSF Medical Center  
505 Parnassus Avenue  
415•476•1000 (General Information)

Emergency Department  
415-353-1037  
open 24 hours, 7 days a week

California Pacific Medical Center  
2333 Buchanan Street  
415•600•6000

Emergency Department  
415-600-3333 (Pacific Campus)  
open 24 hours, 7 days a week

**SAN MATEO COUNTY  
DALY CITY**

Seton Medical Center  
1900 Sullivan Avenue  
650-992-4000

Emergency Department  
open 24 hours, 7 days a week.

**SAN MATEO**

San Mateo County Hospital  
222 W. 39<sup>th</sup> Avenue  
650•573•2222

Emergency Department  
open 24 hours, 7 days a week.

**ALAMEDA COUNTY  
BERKELEY**

Alta Bates Hospital  
2450 Ashby Avenue  
Berkeley, CA  
510• 204•4444

Emergency Department  
open 24 hours, 7 days a week.

**OAKLAND**

Highland Hospital  
1411 E. 31st Street  
Oakland, CA  
510• 437-4563

Emergency Department  
open 24 hours, 7 days a week.  
(Acute Hospital Tower)

**MARIN COUNTY**

Marin General Hospital  
250 Bon Air Road  
Greenbrae, CA  
415•925•7000

Emergency Department  
open 24 hours, 7 days a week.

**HEALTH CARE REFERENCE**

Nobiru-Kai Inc.  
Japanese Newcomers Services  
1840 Sutter Street Suite, Suite 205  
415•922•2033

(refers you to Japanese-speaking doctors)  
Tuesday – Friday 1 – 5 pm

## **FAMILY PLANNING/ BIRTH CONTROL SERVICES**

Planned Parenthood (San Francisco)  
815 Eddy Street  
415•441•7858

Planned Parenthood (Daly City)  
219 Southgate Ave  
800•967•7526

## **HEALTH CLINICS**

Health Clinics are inexpensive (cheap) health care services. They are usually paid by tax money. Therefore, you will probably be charged a different amount than people who are residents of the United States.

**FEES:** The fees are less than the fees of private doctors (however, the doctors at these clinics may not be able to see you for more than one visit.)

### **Mission Neighborhood Health Center (Tagalog, Russian, Spanish, and English)**

240 Shotwell St. 415•552•3870  
San Francisco, CA

### **Haight Ashbury Free Medical Clinic**

558 Clayton Street 415•487•5632  
San Francisco, CA

1735 Mission Street at 13<sup>th</sup> 415•746•1940  
San Francisco, CA

### **Daly City – Colma, Rotacare Clinic (Seton Medical Center)**

1900 Sullivan Avenue 650•991•6046  
Daly City, CA

### **Fair Oaks Family Health Center**

2710 Middlefield Road 650•364•6010  
Redwood City, CA  
San Mateo County residents ONLY.

### **Highland Hospital (Alameda County Medical Center)**

1411 E. 31<sup>st</sup> Street 510•437•4800 (main number)  
Oakland, CA

Will see out-of-county residents but full price for the visit must be paid.

### **Marin Community Clinic**

Greenbrae Clinic  
250 Bon Air Road 415•448•1500  
Greenbrae, CA  
Call in morning for next-day appointment.

## **GENERAL GUIDELINES FOR HEALTH CENTERS**

### **When you call:**

1. Always state that you are an international student.
2. Tell them where you are from and what languages you speak.
3. Ask if they have doctors who speak those languages.

### **When you visit:**

1. Always state that you are a international student.
2. Bring your ALL student identification card.
3. Bring your health insurance card and information
4. Tell them you do not have a financial income because you are an international student.

## Important Information to Know:

Under the law, both the landlord and the tenant (a person who rents) have rights and responsibilities. Here are some of your basic rights as a tenant. If you have a problem, there are many housing organizations in this city to contact such as the Human Rights Commission Fair Housing Unit at <http://www.sf-hrc.org/index.aspx?page=21> and the San Francisco Housing Authority 415•554-1200.

## Housing Discrimination (An owner who will not rent to you)

1. You cannot be refused to rent a property because of your race, sex, religion, marital status, physical disability, or because you have children. If you feel you have been discriminated (not allowed to rent for the reasons listed above) against, call the Human Rights Commission listed above or the SF State Associated Students Legal Resource Center at 415•338•1595.
2. You cannot be refused to rent a furnished property (a rental place with furniture) because of your sexual orientation. However, for tenants wanting a roommate for a "share rental" situation, they may request men or women roommates only.



## Deposits

1. If you are going to rent a furnished (with furniture) place, the landlord (owner) cannot demand a deposit of more than three month's rent. If you are going to rent an unfurnished (with no furniture) place, the landlord cannot require a deposit of more than two month's rent.
2. When you move out, your landlord cannot keep your deposit to pay for repairs which are due to "normal wear and tear".
3. If you leave the apartment And your security deposit is not returned, your landlord must be able to provide you with a written statement as to how he used your deposit. Your landlord must be able to explain the amount. If you disagree with your landlord, you can argue the charges in Small Claims Court.

## Rent Increase

1. Your rent may be increased only once a year according to the "Annual Rent Increase." This increase is between 4% and 7% of your rent, and is decided by the Rent Board on March 1 each year.
2. If your landlord decides to increase your rent, s/he must inform you in writing at least 30 days before the increase.

## Repairs

A landlord must make a place habitable before it is rented out. Each unit must have these minimum conditions:

- no leaks when it rains
- a working and safe heater
- floors & stairs in good condition
- acceptable garbage bins
- no broken doors, entrance locks or windows
- a working plumbing system with hot and cold water
- working sewer or septic tank connection
- clean place that has no garbage, roaches or rodents

1. If your landlord fails to fix your requested repairs within a reasonable time, there are several steps you can take:
  - a) you can take care of the repairs yourself and deduct the cost from your rent. The cost cannot exceed one month's rent. Be sure to inform your landlord before doing the repairs and save all receipts.
  - b) You can move out and not be required to complete the rest of your lease. Be sure to keep specific notes on your repair requests. Talk to a rental counselor for advice.
  - c) You can hold your rent payment; however, it is recommended that you first speak with a tenant's counselor.

## Evictions (the owner tells you to leave the rental place)

1. If you have a month-to-month agreement and your landlord wants you to move out, you may ask for a 30 day written notice. If you refuse to move, your landlord can sue (take you to court to talk to a judge) you in court.
2. If you have not been paying your rent, your landlord can give you a notice requesting that you either pay or leave within three days.
3. Your landlord does not have the legal right to enter your home and remove you and your possessions. S/he needs to go through a very legal process with the courts.

## Privacy

Your landlord must respect your right to privacy. S/he can enter your apartment only in the following situations:

- in an emergency such as a fire
- to make necessary repairs
- when you have left the property
- if s/he has obtained a court order

**Moving Out:** When you decide to move out, you should give your landlord a written notice 30 days prior to leaving. Your landlord may agree to a shorter advance notice.

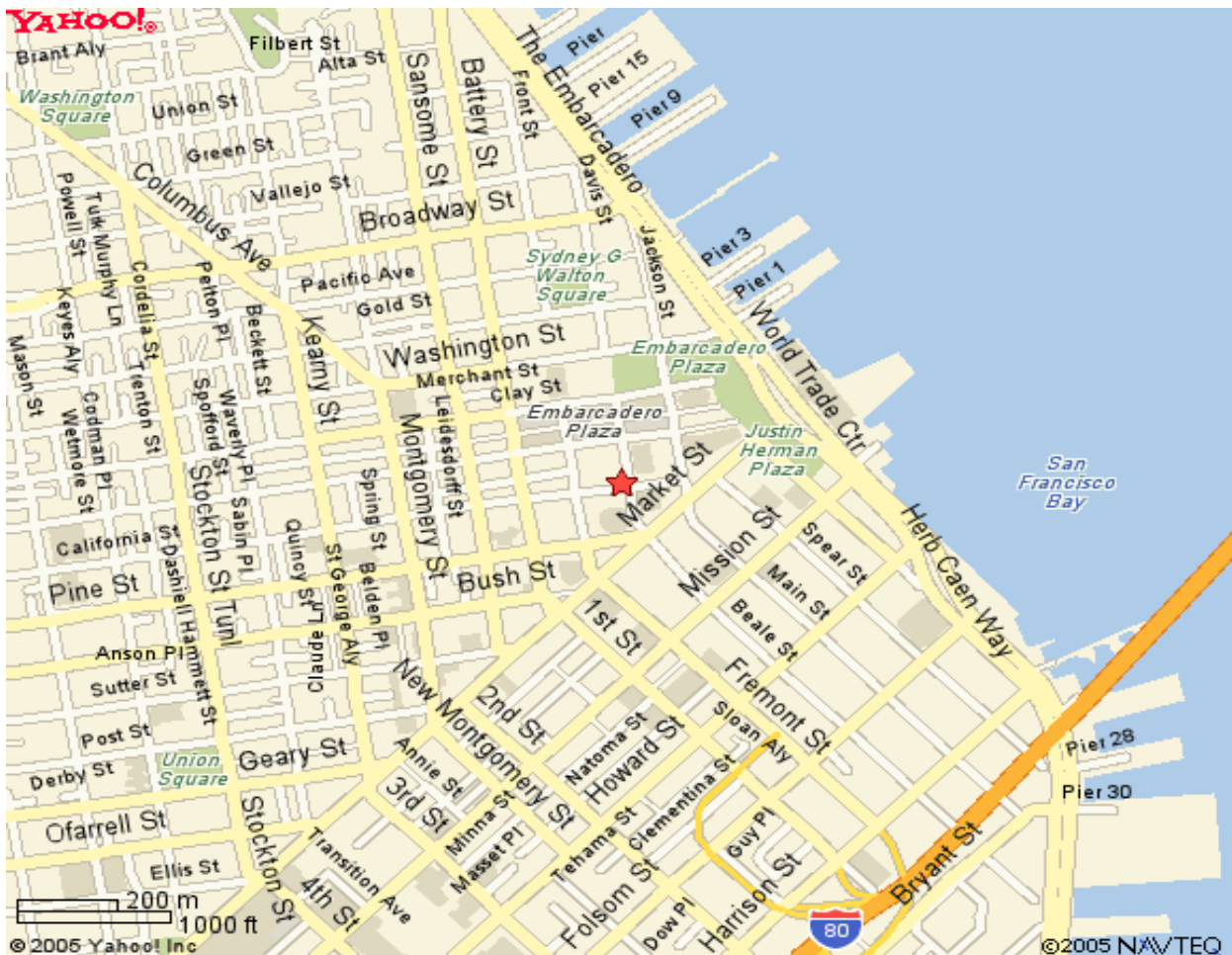
# Internet Based TOEFL (iBT)

If you want to take the iBT (Internet Based TOEFL), GMAT, or GRE, you can register for the test online at:

TOEFL: <http://www.ets.org/bin/getprogram.cgi?test=toefl>  
GRE: <http://www.ets.org/bin/getprogram.cgi?test=gre>  
GMAT: <http://www.mba.com/mba/TaketheGMAT>

You can take a test at the **San Francisco Test Center** located at:

Thomson Prometric Testing Center  
100 California Street, Ste 105 (cross street: Davis St.)  
San Francisco, CA 94111



There is another Prometric Center where you can take the iBT.

**South San Francisco**

Prometric Testing Center  
400 Oyster Point Blvd, Ste. 101  
South San Francisco, CA 94080  
(650) 244-9558

**Score reports:** Score reports will not be available until 15 days after you have taken the test. In addition, to the 15 days, you must allow 7-10 days for mail delivery of your score. You can get additional score reports by contacting ETS and paying \$17:

**Online:** <https://toefl-registration.ets.org/TOEFLWeb/extISERLogonPrompt.do>

**Fax:** 1-609-771-7500 Form request can be found at the website:  
[http://www.ets.org/Media/Tests/TOEFL/pdf/07\\_08\\_toefl\\_pbt\\_tse\\_score\\_report\\_request\\_form.pdf](http://www.ets.org/Media/Tests/TOEFL/pdf/07_08_toefl_pbt_tse_score_report_request_form.pdf)

**Preparing for the iBT:** There are a few ways you can learn what to expect on your test. There are also a few ways to practice for the iBT:

1. The Official Guide to the New TOEFL iBT.
2. TOEFL Practice Online.
3. ScoreItNow! Online Writing Practice.

To find more information about TOEFL test preparation, please go to:

[http://www.ets.org/bin/getprogram.cgi?urlSource=toefl&newRegURL=&test=TOEFL&greClosed=new&greClosedCountry=China&browserType=Firefox&toeflType=&redirect=&t\\_country1=group\\_UnitedStates&t\\_state=California](http://www.ets.org/bin/getprogram.cgi?urlSource=toefl&newRegURL=&test=TOEFL&greClosed=new&greClosedCountry=China&browserType=Firefox&toeflType=&redirect=&t_country1=group_UnitedStates&t_state=California)

Other places where you can take the iBT can be found at the website:

<http://etsis4.ets.org/tcenter/cbtdmist.cfm>

# ALI Activities

ALI has weekly student activities which are held on Fridays. Participating in ALI activities is voluntary. However, by participating in these activities, students will get the opportunity to socialize with other ALI teachers and ALI students with various English skills, and to practice their English skills outside of class time.



At the beginning of each semester, our Activities Coordinator will give students the opportunity to take a Bay Cruise on the San Francisco Bay. Students will be able to sign-up to travel on the cruise during orientation week.

At the beginning of each semester, the ALI Activities Coordinator will also provide the students with an activity calendar so they can plan ahead for activities they would like to participate in throughout the semester.



# Conversation Partner Program

The American Language Institute's Conversation Partner Program matches our intensive English language students with San Francisco State University students for conversation, friendship and cultural exchange.

In this program, ALI Level 46 (high intermediate) and 48 (advanced) students are able to sign-up for a Conversation Partner through their Listening and Speaking class. At the same time, an SF STATE student who has native English proficiency will sign-up for an ALI conversation partner. ALI students and American volunteers can choose either to have their conversations solely in English or they can do a language exchange (spending half of the meeting time speaking English and half of the meeting time speaking the chosen foreign language). After the ALI students are matched up with a partner, they will meet about once a week at a place and time agreeable to both the ALI student and his/her partner and discuss topics of mutual interest. Students improve their English skills and learn about American life through this conversation program and SF STATE students gain insights into another culture and may be able to practice a foreign language.

The Conversation Partner Program is free. ALI students can sign-up in the first few weeks of the ALI semester when they will find out more information in their classes. The program is only offered in the Fall and Spring sessions. However, during the Summer session, students are able to sign-up to volunteer, under the Conversation Partner Program Coordinator's supervision, at Stern Grove Music Festival to gain more listening and speaking practice in English.

# Conversation Groups

The Conversation Group Program is for Level 42 (low intermediate) and Level 44 (intermediate) ALI students. In Conversation Groups, four to six ALI students practice conversation in a fun, relaxing way with two SF State graduate students (at least one of whom is a native speaker). Conversation Groups meet on campus at lunchtime once a week.

The Conversation Group Programs is free. ALI students can sign-up in the first few weeks of the ALI semester when they will find out more information in their classes. The program is offered only during the Fall and Spring sessions.

# Culture Shock

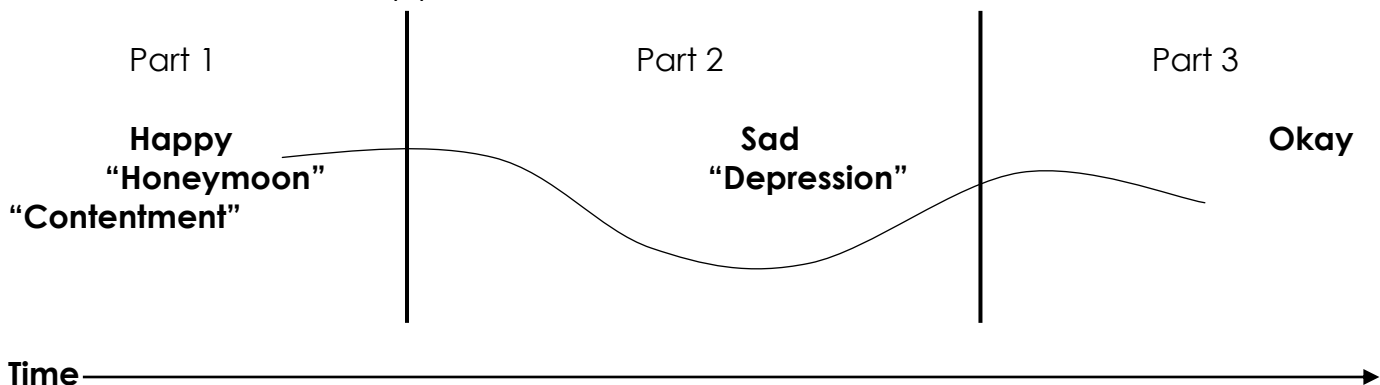
**Definition:** Culture shock is universal; it could affect anyone no matter how much you have lived or traveled abroad. Culture shock happens when you live in a new culture. San Francisco might not be like a place you have been before. The buildings, clothing, trees, and plants are different. And, most importantly, the people are different. They speak a different language, values, traditions, and eat different food. It may take some time for you to adjust to this new environment and you might have a lot of different feelings and surprises that you experience.

**Feelings and Symptoms of Culture Shock:** You might first be excited by the challenge of living in a new culture. It might seem like you are on vacation. After some time goes by, you may slowly realize or may not realize that you are not on vacation and that you live here now. The small differences over time may make you have different feelings and symptoms.

## Examples of Culture Shock Feelings and Symptoms:

- become depressed
- tired
- develop insomnia (cannot sleep or sleep well)
- lose your appetite or eat a lot
- sad
- excited
- feel lonely, anxious, or angry
- feel that no one understands how you feel

Culture shock affects people differently and there are different ways to look at culture shock. However, here is one way you can view culture shock.



**What You Can Do About Culture Shock?:** Culture shock is universal which means that you are not alone and it happens to everyone. In addition, culture shock is temporary which means that it does not last forever; it will end. Sometimes you might feel like it will last forever, the sadness and homesickness, but it won't. Every international student has some of these feelings when they come to live in a new culture or country. Talk to other international students about your feelings. In addition, here are some more ideas to cope with culture shock especially the toughest part when you are feeling sad and depressed.

1. **Stay busy and go out** (do not stay home even if you feel like you don't want to get out of bed):
  - a) Go out with friends and classmates
  - b) Go to school everyday
  - c) Go on ALL activities
2. **Talk:**
  - a) Talk to as many people as you can (family, friends, advisors).
3. **Exercise:**
  - a) Your mind might be tired (from new surprises, learning English all day) but your body may not be. Maybe you might have a hard time to trying to sleep (insomnia). Exercise will help your body to be more tired so you can sleep better.

San Francisco is a safe city but like in any large city, crimes occur. Knowing a few safety guidelines will help prevent you from becoming a victim. It is important to always be alert, careful, and informed about crime prevention so that you and your property will be safe. Here are some general guidelines for being safe:

## HOME SAFETY

- ☑ Lock your doors.
- ☑ Be cautious when you open the front door of your home. Look through your door's peep hole before you open the door. Remember you do not have to open the door.
- ☑ Shut your windows and close your drapes when you leave.
- ☑ Locate your nearest police and fire station.
- ☑ Note the address and telephone number of your country's nearest consulate or embassy.

## CAMPUS/STREET SAFETY

- ☑ Don't carry a lot of money or unnecessary credit cards.
- ☑ Carry your purse or book bag between your arm and your body. Do not leave your book bag unattended.
- ☑ Pay attention to your surroundings at all times.
- ☑ Walk and park in well-lighted areas.
- ☑ Ask fellow students or staff members about areas you should avoid at night. Do not walk alone at night.
- ☑ Study in the library near other people.

## PUBLIC TRANSPORTATION SAFETY

- ☑ Sit near the front of the bus.
- ☑ Observe those sitting near to you.
- ☑ Keep your handbag next to you or your wallet in a side pocket.
- ☑ If someone bothers you, move away and inform the bus driver.
- ☑ Avoid riding the bus alone at night.
- ☑ Do not fall asleep: you could end up far from home.
- ☑ Avoid attention, don't look at your map in front of people.
- ☑ Don't show money, expensive jewelry or other valuable items.
- ☑ Don't stand on the edge of the train platform.

## **AUTO SAFETY**

- ☑ Keep your doors locked while you drive.
- ☑ Lock the doors and shut your windows when you park your car.
- ☑ Do not leave personal belongings or packages in your car. Place them in your trunk or hide them under the car seats.
- ☑ Park in well-lighted areas at night.
- ☑ Never pick up hitchhikers.
- ☑ Do not drink alcohol and drive; you may end up in jail even if you are not in an accident.
- ☑ Follow the speed limit signs.
- ☑ Report all accidents; failure to do so is a crime.
- ☑ Car insurance is required in California.
- ☑ Keep a flashlight, first-aid kits, and reflectors in your trunk.

## **AUTOMATIC TELLER MACHINE (ATM) & BANK**

- ☑ Avoid withdrawing money after dark.
- ☑ Always observe people around you when you use the ATM.
- ☑ Do not count your money at the ATM. Put it in your pocket or wallet or purse immediately.  
**NOTE:** It is not wise to carry large amounts of cash with you. It is safer to make large purchases by credit card.

## **MONEY AND CREDIT CARDS**

- ☑ Be careful about giving or lending money to anyone, especially strangers. A good response would be "I'm sorry but I can't help you."
- ☑ Never give your credit card, bank account, or Social Security number to anyone unless you are buying something you want or making a request (asking company to do something for you.)

**EMERGENCY ON-CAMPUS: Dial x82222 (or pick up an emergency phone on campus).**

**EMERGENCY OFF-CAMPUS: Dial 911.**

# SF State Campus



SF State campus map link: <http://www.sfsu.edu/~sfsumap/>