

INTERNATIONAL STUDENT

Arrival Handbook



UNIVERSITY OF
OREGON

Division of
Global Engagement

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A message from **INTERNATIONAL STUDENT & SCHOLAR SERVICES (ISSS)**



Dear International Students,

Welcome to the UO! We are very excited to meet you and hope that your journey here will be a successful one filled with exciting opportunities and friendships. We have designed this Arrival Handbook to provide you with information of the most frequently asked questions posed by international students when they first arrive. Please refer to this Handbook frequently to help you ease into your new life here.

When you arrive on campus, we will also provide you with a comprehensive orientation program that will prepare you for a successful stay at the University of Oregon. Visit our website for more information for new international students.

The staff at International Student & Scholar Services takes great pride in supporting you during your program. We hope that you will find this guide helpful. We welcome your suggestions and feedback to enhance the experience of future international students.

International Student & Scholar Services
Division of Global Engagement
541-346-3206
intl@uoregon.edu

About

INTERNATIONAL STUDENT & SCHOLAR SERVICES (ISSS)

International Student & Scholar Services supports the academic and personal experiences of international students and scholars by providing the highest levels of knowledge and expertise in advising, immigration services, advocacy, and programming to the UO campus community.

SERVICES

- Advising support for nonimmigrant students, scholars, staff, and faculty seeking permanent resident status
- Visa document production for nonimmigrant students and scholars
- A wide variety of programs and workshops
- Training and support for campus department administrators working with visiting scholars

ADVISING

Advisers are available to meet with students on a daily basis. Students can choose from virtual or in-person appointments, and drop-in phone advising hours for more urgent issues.

Drop-in phone advising

Same day, no appointment needed

Monday - Friday, 10am - 3pm

There is no drop-in advising on Wednesdays

In-person advising appointments

Monday - Friday, 9am - 3pm

OFFICE HOURS

Monday - Friday, 9am - 4pm

Oregon Hall, 3rd floor

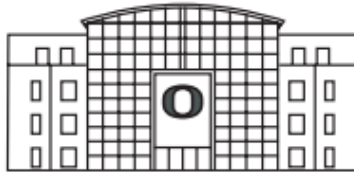
541-346-3206

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About the UNIVERSITY OF OREGON

Nestled in the lush Willamette Valley, with an easy drive to both the Pacific Ocean and the Cascade Mountains, the University of Oregon is renowned for its research prowess and commitment to teaching.



OUR HISTORY

Back in 1859, Congress required Oregon's founders to establish a public university. That university is us. Then, as now, our roots were in our community. Farmers sold produce and mules and held church socials to scrape together \$27,500, enough to buy an 18-acre piece of ground that became our campus.

Since then we've awarded diplomas to tens of thousands of young people—geologists and writers, painters and chemists, innovators and rule-breakers, lawmakers and dancers, dreamers and doers. We've produced eight governors, 18 Pulitzer Prizes, 20 Rhodes Scholars, 13 Olympic medalists, nine Academy Awards, nine Emmys, six NFL Hall of Famers and a Heisman Trophy winner.

Today, more than 24,000 students, from all 50 states and more than 95 countries, study at Oregon.



OUR MASCOT, PUDDLES THE DUCK

38 years after the first football teams took to the field for the University of Oregon, the school had embraced a term that had originated in Massachusetts during the 1700s to describe locals who lived in wet conditions - the Webfoots. But it wasn't a far leap for the "Webfooter" to become a "Duck". In fact, before the Webfoot had become the official mascot, one off-campus fraternity started a tradition in the early 1920s of catching a duck and bringing the waterfowl as a spectator to UO football and basketball games. The campus community rallied around the cause, and Puddles – the name bestowed upon the live mascot – became a fixture at football and basketball games. Sports writers also started referring to our sports teams as the "Ducks" because it took up less space.

Few mascots are more iconic or readily recognizable in college sports. After years of conflict and calls for change, the Duck has become a figurehead of Oregon's athletic programs and the UO campus community in the 21st century.

LIVING IN EUGENE



Eugene, Oregon is at the south end of the Willamette Valley where two large rivers and many smaller ones meet, originally home to local Indigenous People. It is also a place of converging ideas. Eugene is full of artists, innovators and visionaries. This destination strives to be welcoming by designing accessibility into growth plans and taking leaps towards a more sustainable future.

The Huffington Post describes Eugene as "the city where everyone runs." From Hollywood's portrayal of Eugene's track stars to the running trails that crisscross the community, Eugene shines as the ultimate hub for runners, hikers and general outdoor enthusiasts.

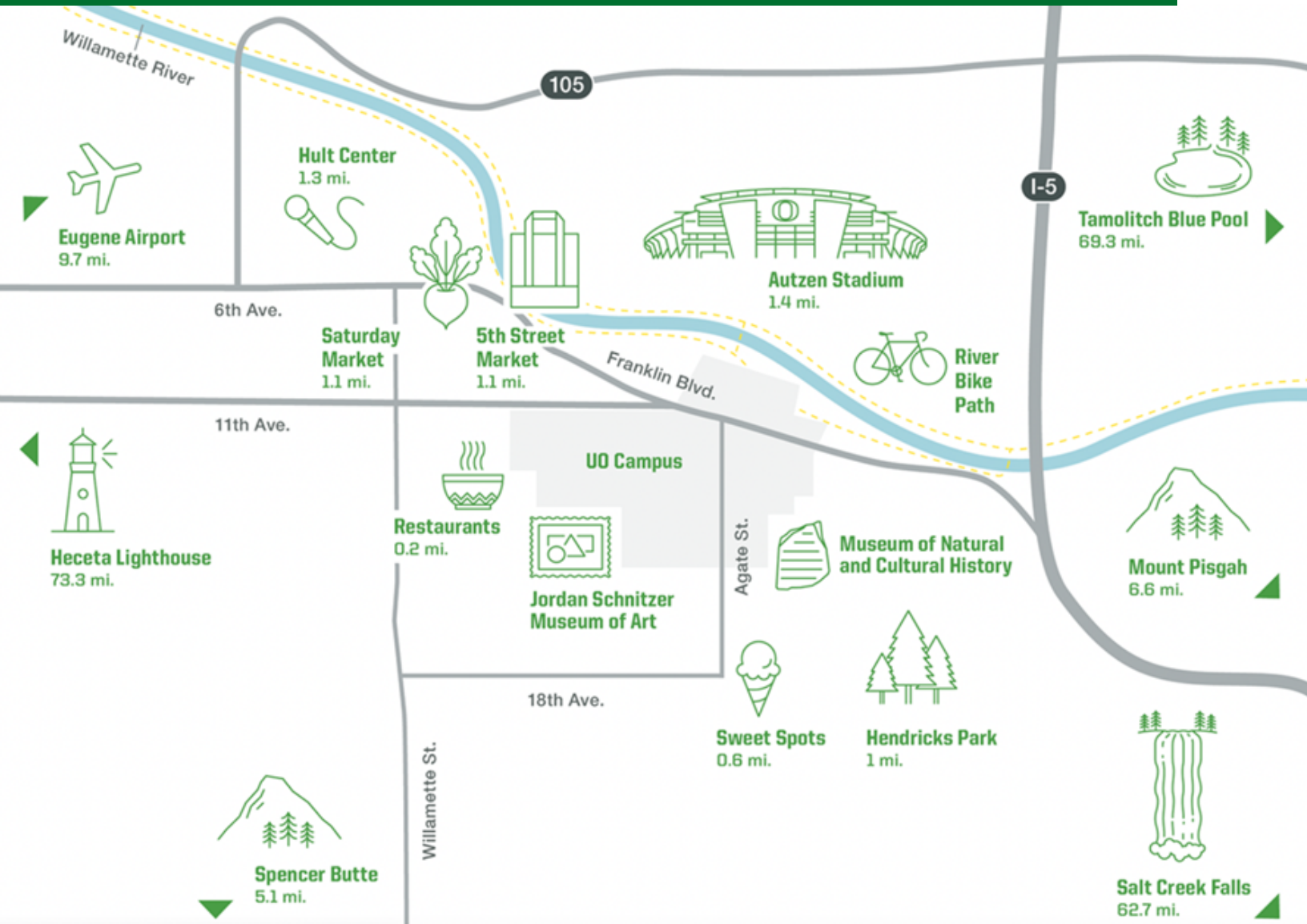
Eugene has a lot of nicknames because it supports a community that is passionate in all their pursuits. Eugene is "TrackTown USA" for elite athletes around the world, the "Silicon Shire" for leaders in the tech industry, "A Great City for the Arts & Outdoors" for its local residents, "Home of the Ducks" for collegiate sports fans and "Emerald City" because of the lush green fern forests full of trails for exploring in any weather.

Explore Eugene's Visitor Guide



eugene.cascadescoast.org/regions-cities/eugene/

Our Neighborhood



Food & Restaurants

Eugene has a wide variety of restaurants with cuisines from all around the world to choose from. You can also order food to be delivered straight to you from many restaurants through these apps:



- Grubhub
- Doordash
- Postmates
- UberEats

WHAT TO EXPECT WHEN DINING OUT

- "Please wait to be seated" If you see this sign, please do not try to seat yourself regardless of how busy or empty the restaurant is.
- An entree in the US is referring to the main course, not a "starter meal/appetizer"
- The tap water in the US is safe and clean to drink. Oregon is known for having some of the freshest tap water. Tap water is also free in restaurants.
- Sometimes you will notice on your menu that select drinks have free refills while you are dining in the restaurant.
- It is very common for your server to approach you several times. They will also remove your dishes from the table as soon as you have finished everything on your plate. If you are still eating, be sure to let them know that you are not finished with the dish.
- Giving and splitting a bill: As soon as your plate is almost empty, the waiter may give you your bill, or they may ask if you would like dessert. Please do not feel rushed, you can still sit and chat at the table for as long as you'd like.
 - Most restaurants do not mind splitting the bill; just let the waiter know when they give you your bill. Many times the waiter will ask you if you are paying together or separately before they give you the bill.
 - Venmo: If you have a smart phone and are dining with your friends, you can use an app called Venmo. This app allows you to send money to your friends without fees.
- Gratuity/Tip: It is customary in the US to tip your waiter whenever you eat in a restaurant. Typically, you will be expected to tip for any restaurants where you are sitting down and served. It is also customary to tip about 10-15% at cafés. If you are eating at a fast food restaurant, you are usually not expected to tip.
 - The amount that you tip can depend on how "good" the service was. The general range to follow is between 15% (average service) – 20% (great service) of your bill. For example, if you enjoy the service and your bill was \$20, you would tip an additional \$4.00 and pay a total of \$24.00.
 - If you are paying by debit/credit card, you will see a spot under your total where you can input how much you would like to tip.
 - If you are paying in cash, you can leave the tip on the table. Another option is to include the tip in your payment and say something like "Please keep the change."
 - For large groups of diners, some restaurants might automatically charge a gratuity fee. You DO NOT need add a tip on top of this.

Drinking

21 LEGAL DRINKING AGE IN THE U.S.

Some restaurants may convert to bars after a certain time in the evening and restrict anyone under the age of 21 from entering. When you order a drink, you will often be asked to present your photo ID as proof that you are of legal drinking age. Your passport can be used for this.



It is illegal to buy alcohol for anyone under the age of 21. Additionally, you cannot carry an open bottle of alcohol in public places, and you can be arrested for this, even if you are 21 years of age or older. This is something that students have gotten in trouble for in the past.

BARS & BREWERIES

If you are 21+, you are welcome to check out some of the unique bars in Eugene! Please drink and behave responsibly.

Some popular bars near campus include Max's Tavern, Rennie's Landing, Webfoot, and Fathoms.

In downtown Eugene, there are some great "Barcades" which are bars with arcade games and video games. Two popular ones are Level Up and Big City Gaming.

Oregon is known for their craft beers and microbrews. Check out the Beergarden, Alesong Brewing, Bier Stein, Cold Fire, and Steelhead Brewery, among so many others.



Shopping

USED & INEXPENSIVE FURNITURE

Goodwill
St. Vincent de Paul (St. Vinnie's)
Super Thrift
River Rd 2nd Hand

HOUSEHOLD ITEMS

Target
Costco
Wal-Mart
Bed, Bath and Beyond
Walgreens

SHOPPING MALLS

Gateway Mall
Valley River Mall

CONVENIENCE STORES

These are small stores, often on corners or connected to gas stations that sell a limited variety of items at a higher cost. They are normally open longer than most stores, sometimes even for 24 hours. The most famous convenience store in the U.S. is named "7-Eleven" (7-Eleven is famous for their frozen drink call "the Slurpee." Try one!)

PHARMACIES/DRUGSTORES

In the U.S. pharmacies are usually housed within a larger "drugstore" that carries a wide range of products such as health and beauty supplies, cleaning supplies, art supplies, office supplies and more. Oftentimes, you will find a pharmacy inside a supermarket. Common supermarket pharmacies are Safeway, Albertsons and RiteAid. Other independent pharmacies near UO include Hirons Drug and Broadway Apothecary.

FOOD & SUPERMARKETS

Please note that shopping bags are not free in Eugene and cost 5 cents per bag. We recommend bringing reusable bags to save money and help our environment. Popular grocery stores include:

- Safeway
- Albertsons
- Winco
- Fred Meyer
- Whole Foods Market
- Trader Joe's



Lane County Farmers Market

8th Ave & Oak St, Eugene
Tuesdays, 10am - 3pm
Saturdays, 9am - 3pm

Growers Market

454 Willamette St, Eugene
Thursdays, 2:30pm - 7:30pm
Fridays, 12pm - 7pm

STUDENT FOOD RESOURCES

The Office of the Dean of Students at the UO offers many resources for students facing food insecurity, including a student food pantry, produce drops, cooking classes, and Eugene food pantry information.



dos.uoregon.edu/food

Recreational Activities

PARKS & HIKES

Eugene offers many beautiful hiking trails and parks. Hike up Skinner's Butte to our large UO sign, or enjoy biking around the river paths or on the Ridgeline Trail. Take a peaceful walk around some local parks or set up a hammock and relax.

Alton Baker Park

100 Day Island Rd
Eugene, OR 97401

Skinner Butte Hike

248 Cheshire Ave
Eugene, OR 97401

Spencer Butte Park

85385 S Willamette St
Eugene, OR 97405

Hendricks Park

Summit Ave & Skyline Blvd
Eugene, OR 97403

Mount Pisgah Arboretum

34901 Frank Parrish Rd
Eugene, OR 97405

Owen Rose Garden

300 N Jefferson St
Eugene, OR 97402



MOVIE THEATERS

A fun way students enjoy getting out and having fun with their friends is by going to the movie theaters! There are two locations in Eugene, and we recommend looking up tickets online to see showing time.

Regal Cinemas

293 Valley River Center, Eugene, OR 97401

Cinemark 17 Theaters

3000 Gateway St, Springfield, OR 97477

MUSEUMS

Come and check out some of the museums here in Eugene, two of which are located on our beautiful campus! The Jordan Schnitzer Art Museum and Museum of Natural and Cultural History are free for students, just bring your ID.

Jordan Schnitzer Art Museum

1430 Johnson Lane | Eugene, OR 97403

Museum of Natural & Cultural History

1680 E 15th Ave | Eugene, OR 97401

Oregon Air & Space Museum

Eugene Airport (EUG) | 90377 Boeing Dr | Eugene, OR 97402

Oregon Ducks Sports



Once home to Phil Knight, the creator of Nike, the University of Oregon is home to some of the top athletes in the world. Here at the University of Oregon you will get to study alongside these athletes, and watch as they dominate other teams within the Pac-12. Our breathtaking facilities and stadiums are the ideal place to watch your favorite sports teams compete. We have sporting events happening all year long.



goducks.com/calendar

WOMEN'S SPORTS

- Acrobatics & Tumbling
- Basketball
- Beach Volleyball
- Cross Country
- Golf
- Lacrosse
- Soccer
- Softball
- Tennis
- Track & Field
- Volleyball

MEN'S SPORTS

- Football
- Basketball
- Baseball
- Cross Country
- Tennis
- Track & Field
- Golf



All UO students can claim free tickets to most of these events through the **GODUCKS** app that can be downloaded in the app store or online.

Seasonal Activities

Take a study break and check out all of the fun activities Eugene has to offer during every season throughout the year. Enjoy mild winters, rainy springs, sunny summers, and crisp falls while exploring the great outdoors.

 eugeneascadescoast.org/plan/weather-seasons

 eugeneascadescoast.org/events/festival-event-organizations

FALL September to October



During this season, the weather is cool, crisp, often damp and known for its bright colors set against a backdrop of dark evergreen. Explore the Eugene, Cascades & Coast in fall for active adventures set against a robust palate of color from mustard yellows and peachy oranges to amber and crimson shades of red.

Top 5 things to do in fall:

- Fall hiking
- Scenic cycling
- Apple & pumpkin picking
- Watching Oregon Ducks football
- Exploring Oregon wine country (age 21+)

WINTER November to February



Temperatures start to drop in November bringing moisture throughout the region. This means fluffy white snow in the Cascade Mountains, moisture in the Valley and a cool, stormy Coastline. In Eugene and on the coast, venture outside for rainy day hikes or plan a warm, cozy getaway.

Top 5 things to do in winter:

- Skiing
- Snowboarding
- Snowshoeing
- Winter hiking
- Hot springs soaking

SPRING March to May



The weather is typically cool, alternating clear, sunny days with cloudy and wet days. This is a great time to explore the region's natural and agricultural landscapes. The Willamette Valley is lush and green, blessed with budding flowers and baby farm animals.

Top 5 things to do in spring:

- Hiking
- Bird Watching
- Cycling
- Wildflower Viewing
- Local Farmers Market

SUMMER June to August



Summertime in Eugene is a glorious time of the year. The weather ranges from hot and balmy to comfortably cool. Daylight stretches out, starting early with rosy hues in the east and finishing with vibrant after dinner sunsets over the ocean.

Top 5 things to do in summer:

- Small-town festivals
- Roaring rapids & calm lakes
- Sandy beaches
- Cycling & mountain biking
- Gardens, parks & farms

PRE-DEPARTURE CHECKLIST

Before you make your journey to Eugene, make sure you have everything you need in your carry-on:

- (F-1) or DS-2019 (J-1)
- Your passport
- A copy of your admission letter

ESSENTIALS

- ✓ Letter of acceptance from UO
- ✓ Passport
- ✓ Proof of COVID-19 Vaccination
- ✓ Valid Visa
- ✓ (F-1) or DS-2019 (J-1)
- ✓ Plane Tickets and Flight Information
- ✓ Originals & copies of all travel documents
- ✓ Credit or Debit Card
- ✓ Local Currency (US dollars)

EUGENE SPECIFICS

- ✓ Waterproof shoes
- ✓ Waterproof jacket
- ✓ Waterproof/water resistant backpack

MISCELLANEOUS

- ✓ Prescription medications
- ✓ Laptop
- ✓ Masks
- ✓ Umbrella
- ✓ Backpack
- ✓ Adaptor
- ✓ Extra pair of glasses/contacts (if needed)

ARRIVING IN EUGENE

EUGENE AIRPORT (EUG)

Transportation to campus or hotel

The Eugene airport is located just 25 minutes from campus. If you signed up for the homestay program, your host family will pick you up at the airport. Be sure to communicate with them so they know when you are coming.

If you are planning to stay in a hotel, you can:

- Take LYFT or UBER
- Take a hotel shuttle by calling prior to your arrival



PORTLAND AIRPORT (PDX)

Transportation to campus or hotel

The Portland airport is not very large and is easy to navigate. However, once you have picked up your suitcase, you need to be ready for more traveling as Eugene is about 200km (2 hours) from the Portland airport.

If your planning to go to Eugene directly from the Portland airport, we recommend using the following airport shuttle service from your arrival terminal exit to one of the Eugene stops:



groometransportation.com/portland-airport

If you are planning to visit Portland first, we recommend using the light rail MAX or a UBER/LYFT car service to downtown. You can then get to Eugene using the train:



amtrakcascades.com

At the Eugene station you can pick-up a taxi or use UBER/LYFT to get to campus or your housing.

HOTELS & ACCOMMODATIONS

There is a range of hotels to choose from, all within walking distance to the university. If you contact them, they might offer discounts if you mention you are a new University of Oregon student or an international student. For more choices around the city, we recommend using Airbnb. Students should book accommodations as far in advance as possible to get the best price and availability.

REPORTING YOUR ARRIVAL AT UO

U.S. immigration laws require that new students report to the University after their initial arrival in the country. Failure to do so may result in a termination of program and can lead to serious consequences for your legal status and ability to return to the U.S. in the future.



iss.uoregon.edu/reporting-your-arrival



HOUSING



LIVING ON CAMPUS

As you think about where you want to live on campus, you may want to learn more about the communities, room types, and residence halls at the University of Oregon as well as the costs, which are determined by the type of room and meal plan you select.

Living on campus is a great way to make friends and get involved. Not only are you making friends and memories that will last a lifetime, you are creating a foundation for success, connecting with faculty, and transitioning to college life.

First-Year Students

Once you have been admitted to the UO, you can register for housing. First-year students at the UO live in the residence halls. Students living on campus their first year have higher GPAs, higher retention rates, higher graduation rates, and faster graduation times.

International students also live on campus for their first year at the university. Students who want to continue living on campus in the fall need to register for housing by June 30. After this date, students will be placed on an wait list. Those placed on the residence hall room assignment wait list will be notified of their status by August 15. When notified, students on the list could be offered a residence hall room assignment space or offered the opportunity to remain on the list when space becomes available.



housing.uoregon.edu

Living Off Campus

The Office of the Dean of Students provides a wealth of information on living off-campus, including:

- Finding housing
- Searching for a roommate
- Roommate guide
- Neighborhoods
- Rental and Lease information
- Safety information



dos.uoregon.edu/offcampus

FINDING HOUSING

You can start your search for housing from abroad, but be aware that rentals go quickly and are usually not available far in advance. It is best to arrive earlier than your start date with a reservation at a hotel or temporary homestay, then embark on your housing search. The best time of the year to find vacancies is June - September.

BE AWARE

ISSS recommends you do NOT rent anything without seeing it with the owner or property manager first. You can look at listings online and get an idea of quality, location, and price but you don't want to sign a long-term lease and then not like the location, or the rental itself. You greatly reduce being a victim of a rental scam by dealing in person with the owners or property managers.

Landlords look for verifiable rental history from a third-party landlord, proof of good credit, and documented monthly income sufficient to pay the rent and living expenses. Most refuse to rent to anyone who has not viewed the inside of a rental in person.

International students usually will not have verifiable rental or credit history in the US. You must show a landlord that you are a good tenant and capable to pay the rent on time. You must come up with proof of funds and trustworthiness and at the same time exercise caution to avoid a bad rental situation. Ways to achieve this include:

- Provide a copy of your admission to the UO
- Provide a copy of your passport
- Provide a copy of full UO funding (GE, scholarship)
- Provide the Rental Support Letter to prospective landlords
- Provide a copy of your J-1 or F-1 visa. Most landlords do not know the significance of this visa. Inform them that without proof of sufficient funds, a student would not be granted a visa by a U.S. embassy. Let a landlord know that a person granted a visa had to show adequate resources to demonstrate ability to pay for all educational costs and living expenses while in the U.S.
- Open a bank account after arrival and place a substantial amount of money in it to demonstrate proof of funds. (Some ways to bring money into the country are through PayPal, international money order, or through wire transfer)
- Offer to pay the maximum deposit allowable by law (amount equal to two months' rent for an unfurnished rental or three months' rent for a furnished rental)
- Provide an "Income Certificate" or "Certification of Deposit Balance" from your country
- Get a parent or guardian to be a co-signer on the loan
- Show evidence of credit card accounts
- Skype or Zoom with the landlord or manager before your arrival

OTHER RESOURCES



eugene.craigslist.org

rentcollegepads.com

facebook.com/marketplace

cribwiz.com

Housing Search Strategies

- 1** Have a cell phone or laptop to inquire about vacancies that become available. Many apartment leasing offices don't answer calls and have voicemail or email only. You will need the phone to receive those returned messages at all hours of the day. You may want to prepare a script when leaving telephone messages for the landlord, mentioning that you are a new international student at UO and that you are interested in the unit.
- 2** Understand Oregon Landlord-Tenant Laws.
- 3** Prepare a Tenant Resume (not required, but recommended).
- 4** Become familiar with the names of neighborhoods. Look for housing in a neighborhood near campus where you will be working or studying.
- 5** Walk, drive, or bike around neighborhoods you like and look for "For Rent / For Lease" signs posted in the windows and lawns of houses and apartments. View the exterior and neighborhoods of properties you like before renting.
- 6** When you find a place you like, do not hesitate to let the landlord know immediately that you are interested. Have a check or money order ready to pay the deposit.
- 7** Meet potential roommates in person before making a commitment. You would not want to move in with someone that might not be suitable for you. In fact, because the cost of housing can be high in Eugene, it is common that people will live with several roommates to help share the cost of rent. Do not be surprised if you are asked for an interview yourself from everyone in the house.

QUESTIONS TO ASK YOUR POTENTIAL LANDLORD

What utilities are included in the rent (water, gas, electricity)?

What is the cost of gas and electricity per month?

When will the apartment be available?

How much is the security deposit?

What is the parking availability?

Are there laundry facilities located on site?



Tips for Renting

BRING YOUR PAPERWORK



When you are conducting your search for housing, it is important to make a good first impression. When you go to look at a new place, bring your written references from current/past landlords and employers, evidence of solid financial support, a resume with your name and contact info on it, and a copy of your I-20 or DS-2019 (for F-1 and J-1 students). If you are interested in the place, give a copy of these to the landlord in case they will be choosing from other interested people as well.

REVIEW THE LEASE



Carefully review all of the conditions before you sign a lease. Your lease or rental agreement may contain a provision that you find unacceptable – for example, restrictions on guests, pets, or design alterations.

GET EVERYTHING IN WRITING



To avoid disputes or misunderstandings with your landlord, get everything in writing. Keep copies of any correspondence and follow up an oral agreement with an email or letter. For example, if you ask your landlord to make repairs, put your request in writing and keep a copy for yourself.

PROTECT YOUR PRIVACY RIGHTS



Sometimes misunderstandings arise over the landlord's right to enter a rental unit and a tenant's right to be left alone. If you understand your privacy rights (for example, the amount of notice your landlord must provide before entering), it will be easier to protect them.

DEMAND REPAIRS



Know your rights to live in a habitable rental unit. The majority of landlords are required to offer their tenants livable premises, including adequate weatherproofing; heat, water, and electricity; and clean, sanitary, and structurally safe premises. If your rental unit is not kept in good repair, you may have some options, ranging from withholding a portion of the rent, to paying for repairs and deducting the cost from your rent, to calling the building inspector (who may order the landlord to make repairs), to moving out without liability.

TALK TO YOUR LANDLORD



Keep communication open with your landlord. If there's a problem – for example, if the landlord is slow to make repairs – talk it over to see if the issue can be resolved before making demands.

PURCHASE RENTERS' INSURANCE



Your landlord's insurance policy will not cover your losses due to theft or damage. Renters' insurance may also cover you if you're sued by someone who claims to have been injured in your rental due to your carelessness.

PROTECT YOUR SECURITY DEPOSIT



To avoid any misunderstandings, make sure your lease or rental agreement is clear on the use and refund of security deposits. When you move in, walk through the premises with the landlord to record existing damage. If you take good care of your place, you will most likely get your entire security deposit back when you move out.

Utilities

WHAT ARE UTILITIES?

Utilities are the basic services your home or apartment needs to keep it comfortable and functioning. Common utilities include water, sewer, electric, gas, trash, and recycling. Technology subscriptions like cable TV, internet, security, and phone service can also be considered utilities.

WHAT ARE THE COMMON UTILITIES IN AN APARTMENT?

You should inquire about what utilities may be included in your rent because it's common for property owners to cover one or more in your monthly payment. Common utilities include:

WATER & SEWAGE

Essential for flushing the toilet, washing dishes, and showering. This type of utility is typically managed by your landlord, but you may receive a water bill for your individual unit, or it may be split among all tenants in your building.

ELECTRICITY

Your electric bill is based on your energy usage and will likely be your most expensive bill. Inefficient appliances, an A/C unit that's constantly running, lights left on, and devices left in "sleep" mode quickly drive up the cost of your energy bill.

NATURAL GAS

Natural gas might heat your apartment and fuel gas appliances like stovetops and ovens. Depending on your apartment, you might not have a gas bill at all – many buildings use electricity instead. If your apartment uses natural gas, you will be billed based on your usage.

TRASH

Your landlord should have a contract with your city's waste management company to collect tenants' trash and recycling. Often, this cost is handled by the property owner, but you may have to pay a monthly fee. Check your lease to verify who covers waste disposal.

SECURITY

Security is a less common utility, but your apartment complex may include a gated entry or a professionally monitored security system. This could require an additional charge but is likely included in your rent. However, if you want to install your own home alarm system, you are responsible for the cost and should check with the landlord first.

CABLE & INTERNET

You are responsible for acquiring and paying for your own cable and internet. There will typically be hook-ups in the unit, but it will not be set up when you move in.

UTILITIES COST-SAVING TIPS

- Turn off your A/C, when possible
- Replace the filters on your A/C
- Open curtains to let the sun warm your home
- Keep your thermostat at a low temperature
- Use LED lights for holiday decorations
- Use fans instead of A/C and open windows at night
- Air-dry your clothing and hair instead of using electric appliances
- Turn off lights when you leave a room
- Power down electronics

MONEY & BANKING

When you arrive in Eugene you will need enough money for immediate expenses including hotels, food, and basic needs. If the University is paying you, it may take more than a month until you get your first paycheck. Do not bring large sums of cash. There are many safer options available. Contact your home country bank for details about the following:

FOREIGN CURRENCY EXCHANGE

Currency exchange facilities in the U.S. are less common than they are in many countries and changing money at U.S. banks can be quite expensive. Some banks do exchange foreign money, but only if the currency is in notes, not in coins. The Eugene airport does not offer foreign currency exchange services. You should plan to convert your foreign currency at your international port-of-entry.

OPENING A BANK ACCOUNT

Upon arrival, you will want to open a bank account as soon as possible to keep your money in a secure location. You can open a U.S. bank account with a minimum of \$100, your passport and your I-20 or DS-2019.

If you are planning to have money transferred or wired from abroad, be aware that there may be a delay of a few days or weeks before you can access your money. Inquire with the bank on wait times based on the type of deposit you will make.

CREDIT CARDS

If you have no credit history in the U.S., it may be difficult to obtain a credit card. You can establish a credit history by obtaining a "Secure Credit Card" which will require you to deposit money for its usage. Within a few months of using the Secure Credit Card, you may be eligible for other credit cards. However, you may need a Social Security Number to be eligible to apply.

CHECKING & SAVINGS ACCOUNTS

We recommend that all students open a checking account to pay bills such as rent or utilities. Most checking accounts include an ATM / Debit card so you can withdraw money from your account and use it for purchases. If you are working, you can request that your salary be directly deposited into your checking account every month (a safe and convenient option). Be aware that some debit cards have credit card logos on them (such as Visa, MasterCard etc.) and can function like a credit card for purchases. However, the payment is drawn from your checking account directly.

PAYING YOUR TUITION AND FEES

University of Oregon has partnered with Flywire to provide our international students with a secure payment method that simplifies the payment process. With Flywire, you can pay online from banks and countries around the world, usually in your home currency.

- Pay with accounts in your home country, in your currency for most countries.
- Offers payment methods like bank transfer, credit cards and e-payments (Alipay/PayPal) making the process familiar and easy for you.
- Avoid unnecessary bank fees and receive favorable foreign exchange rates.
- Track the progress of your payment anytime. Flywire's multilingual CUSTOMER SUPPORT is available to help 24x7 using multiple channels.

University of Oregon Flywire payment site where you will follow the instructions provided by Flywire to complete the payment.



TELEPHONE SERVICES

Making calls in the U.S. is confusing! A U.S. telephone number has 10 digits. The first 3 digits is called the “area code” and the last 7 digits is the “number.”

TYPE OF CALL

Life-threatening emergency

Crimes, Suspicious or Urgent Situations on Campus

Directory Assistance

Calling outside the U.S.

Calling inside U.S.

Calling an on-campus number

National Suicide Prevention Hotline

HOW TO CALL

Call 911

This is the national emergency number for police, ambulance services, and fire department.

541-346-2919

If you are on campus, this is the UO Police dispatch number (24 hours). Save on your cell phone.

Call 411

An operator will give you phone numbers for people and businesses. There is a \$1.25 fee.

Call 011 + country code + city code + phone number

See below for “collect calls.”

Call 1 + three digit area code + seven digit phone number

Call only the last five digits of the phone number. For example, the number for the ISSS office is 541-346-3206, so you would dial 6-3206.

Call 988

This is a national network of local crisis centers that provide free and confidential emotional support to people in emotional distress 24 hours a day, 7 days a week.

MOBILE PHONES

Since you may already have a mobile phone in your home country, you will need to inquire about its use in the U.S. Many companies have international plans. However, it may be more economical to purchase a new phone after you arrive here. Major cell phone companies include: AT&T, T-Mobile, Verizon, MetroPCS, and Sprint.

Some cell phone companies in the U.S. require that you have a Social Security Number (SSN) to purchase a service plan. If you don't have an SSN immediately, ask the cell phone companies about service plans that do not require a SSN, or you may be able to pay a large cash deposit.



CampusSIMs is a mobile phone service designed for international students studying in the United States. Their mobile app allows customers to get their phone registered anywhere they have WIFI and have an American phone number the moment they arrive to the United States. All plans are no contract with no activation or cancellation fees. We will have SIM cards available at International Student Orientation.

IDENTIFICATION

PASSPORT & ARRIVAL DOCUMENTS

Use your passport as your main proof of identity until you can get your UO ID card or your Oregon's Driver's License or Social Security Card (if desired).

As soon as you are able to obtain other types of photo identification, put your passport in safe storage and carry a photocopy of it. Having photocopies of arrival documents will also help you considerably when replacing them in the case of loss or theft.

SOCIAL SECURITY CARD / SOCIAL SECURITY NUMBER (SSN)

A Social Security number (SSN) is required for everyone who works in the U.S., including non-immigrants. It is not a work permit, nor is it a health insurance benefit. The SSN is used by the government to collect taxes from employees' paychecks. Certain non-immigrants (such as F-1 and J-1) are not required to have Social Security taxes deducted from their pay. If you are planning to work in the U.S., you must apply for a Social Security Number. An SSN is issued once per lifetime. If you have previously had an SSN, but do not have the card or do not remember the number, you can apply for a duplicate card if you meet eligibility requirements. F-2 dependents are not eligible for SSNs.

The following people are eligible to apply:

- F-1 students with a job offer letter and work permission
- J-1 students with a job offer and a work authorization letter from their DS-2019 sponsor
- J-2 dependents with work permission from the USCIS (EAD)
- Individuals with other types of immigration status allowing employment

Most businesses do not need an SSN from you unless it is for credit purposes (loans, credit cards, etc.) If a business requests an SSN solely for ID purposes, you can request that the business create an ID for you. You do not need an SSN to open bank accounts. If a bank clerk insists on an SSN, ask to speak to a manager.

HOW TO APPLY

Applications made too early may be rejected or delayed much longer than the usual process. Students must have an on-campus job or Graduate Employee position and must be physically present in the U.S. to apply for an SSN. The Social Security Administration (SSA) is required to verify your legal entry into the U.S. before issuing an SSN. Follow these instructions on how to apply.



issu.uoregon.edu/social-security-number

SSN SAFETY

Although an SSN is only meant to be used for tax and government purposes, it is often used by financial institutions, businesses, and others as a unique identification number. Because the SSN is a unique ID, it is often the target of "identity theft." Therefore, you should be very careful about where and to whom you give your SSN.

- Never carry your Social Security card or number with you
- Be very careful with any forms, applications or other materials that may have your SSN on it
- Never give your SSN to someone who calls you by phone (this is a scam!)
- Never reply to email or web sites that request an SSN

Driver's License & UO ID

OREGON DRIVER'S LICENSE

Non-Residents (paying non-resident tuition)

As a visitor, you can legally drive in Oregon if you have a valid driver license from:

- Any U.S. State or territory
- The District of Columbia
- A Canadian Province or another country

You are considered a visitor if:

- Your permanent residence is outside Oregon;
- You are in the military stationed in Oregon;
- You are attending school in Oregon and are paying non-resident tuition; or
- You do not plan to take any steps to become a resident of Oregon.

 oregon.gov/odot/DMV/driverlicenseforall



UO ID CARD

You will get your UO ID card from the EMU Card Office during International Student Orientation. However, you must upload a photo of yourself by September 16 by following the instructions online.

 emu.uoregon.edu/card

Your UO ID is valid for as long as you have an active relationship with the university. You do not need to renew your UO ID annually.

FIRST-YEAR CAMPUS RESOURCES

We know how difficult it can be to know where to go for information and navigate websites. We have compiled some important key resources you may need in your first year and beyond.

 iss.uoregon.edu/first-year-support

onestop.uoregon.edu

graduatestudies.uoregon.edu/onestop

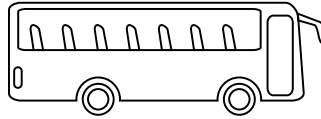
iss.uoregon.edu/basic-needs-resource-guide

TRANSPORTATION



transportation.uoregon.edu

GETTING TO AND FROM EUGENE



TRAIN & BUS

Amtrak

Amtrak Cascades runs from Eugene north to Seattle with stops in many cities along the way. The Coast Starlight route runs from Seattle to Los Angeles, with a stop in Eugene.

📍 433 Willamette St | Eugene, OR 97401

POINT Cascades

Runs four trips a day between Eugene and Portland. Tickets are sold through the Amtrak website.

📍 Law School bus stop

Greyhound

Greyhound has more destinations than any other service.

📍 433 Willamette St | Eugene, OR 97401

AIRPLANE

Eugene Airport (EUG)

There are no scheduled bus or shuttle trips from campus. Instead, use a rideshare app like UBER.

Portland Airport (PDX)

Groome Transportation has direct routes to and from PDX and picks up right on campus.

GETTING AROUND EUGENE



BIKE

Eugene is one of the most bike-friendly towns, with plenty of bike lanes. Biking is also the easiest and most affordable mode of transportation. However, bike theft is also very high in Eugene, so make sure to lock up your bike very carefully. Bicycle cages and lockers are available on campus for rent.

You can buy a used bike on Craigslist or Facebook Marketplace, or buy a new bike at any of the great bike shops in Eugene.

PeaceHealth Rides also has bikes available in ports around town when you need one for short, point-to-point trips. Special discounts are available to UO students, faculty, and staff.

The UO Bike Program in the EMU offers a wide variety of resources, from fix-it classes to biking trips.

BUS

UO students have access to a free bus pass for getting around campus and Eugene.



transportation.uoregon.edu/bus

RIDESHARE

UBER and Lyft are widely available in Eugene.

Car Buying & Ownership

Car ownership can be expensive. In addition to the cost of buying a car, you will need to pay annual registration fees, car insurance, and parking fees. However, cars allow you the freedom to explore the natural wonders Oregon has to offer.

CAR RESEARCH



[kbb.com](https://www.kbb.com)

[bbb.org](https://www.bbb.org)

[consumerreports.org/cars](https://www.consumerreports.org/cars)

[carfax.com](https://www.carfax.com)

CAR BUYING



[carvana.com](https://www.carvana.com)

[kendallautooregon.com](https://www.kendallautooregon.com)

[facebook.com/marketplace](https://www.facebook.com/marketplace)

[eugene.craigslist.org](https://www.eugene.craigslist.org)

CAR TITLE & REGISTRATION

Once you buy a car, you need to register it and get license plates at the Oregon Driver & Motor Vehicle Services (DMV) Offices.



[oregon.gov/odot/DMV](https://www.oregon.gov/odot/DMV)

CAR INSURANCE

In Oregon, it is illegal to drive without liability insurance coverage. You must give your insurance policy number every time you register a vehicle. The minimum insurance a driver must have is:

- Bodily injury and property damage liability
 - \$25,000 per person
 - \$50,000 per crash for bodily injury to others
 - \$20,000 per crash for damage to others' property
- Personal injury protection
 - \$15,000 per person
- Uninsured motorist
 - \$25,000 per person
 - \$50,000 per crash for bodily injury

There are many major insurance companies including AAA, Allstate, State Farm, Progressive and Liberty Mutual. Shop around and consider different insurance companies because prices vary. Ask the company if they offer special discounts for a good driving record or for students.

Parking

PARK & RIDE

Lane Transit District maintains 24 Park & Ride locations around Lane County. A Park and Ride allows you to leave your vehicle in a safe, clean lot and ride the bus the rest of the way to work. LTD Park and Rides are free on a first come, first served basis.



ltd.org/park-ride-locations

PARKING METERS

Operate from 7am - 6pm, Monday - Saturday. All meters are FREE after 6pm and on Sundays.

60 minutes	\$1.35
5 hours	\$6.75
10 hours	\$13.50

PARKING GARAGES

Garage rates are \$1.20 per hour or \$8.00 for the day, Monday - Friday

Overpark & Arcade garages	First hour FREE
Library parking	Max of 3 hours Monday - Friday (limited availability)
All city garages	Saturday, Sunday, and every day after 6pm are FREE

PARKING ON CAMPUS

Almost all parking at the UO requires some type of payment or permit. There are two main types of parking on campus: Hourly parking and Permit parking.

The majority of parking on campus is managed through license plate recognition, so you will need to know your vehicle's license plate before getting a permit or paying for hourly parking. Please make sure that your license plate information is correct and follow all parking rules and posted signs to avoid a parking ticket.

No parking is allowed on campus from 12am - 5am, except with an appropriate overnight permit.

CARPPOOL PROGRAM

Convenient cost sharing and ride matching.

CAR SHARE PROGRAM

Hourly and daily car rental options. UO students as young as 18 are eligible.



transportation.uoregon.edu/parking

HEALTH & WELLNESS

CULTURE SHOCK

Culture shock is the natural reaction to a series of transitions that occur when we are uprooted from our cultural environment and transplanted into a new situation where the language, gestures, customs, signs and symbols that have previously helped us to make sense of our surroundings suddenly have no meaning or have new meanings. Most of all, we have lost our social supports (family, friends, classmates, coworkers) and we must begin again in a place where things are unpredictable. While the words “culture shock” imply something immediate, the onset is usually gradual and cumulative. Everyone experiences culture shock differently.

SUGGESTIONS FOR A SMOOTH ADJUSTMENT

- Remind yourself that everything you're feeling is perfectly normal
- Be patient and give yourself the time to work through this process
- Keep in touch with your friends and family back home via email, text, or telephone
- Surround yourself with familiar items, such as photos or ornaments
- Maintain contact with your ethnic group as well as local students
- Take good care of yourself. Eat well, exercise, learn relaxation and stress reduction techniques
- Look for activities that will put you in contact with other students who share your interests
- Maintain your self-confidence; follow your ambitions and continue your plans for the future
- Find out what campus services offer help for international students dealing with culture shock
- Maintain a sense of humor. Be able to laugh at yourself and at the predicaments you get into
- Resist the temptation to constantly disparage the host country. Begin to consciously look for logical reasons for anything in the U.S. that seems strange, confusing, or threatening. There are reasons why Americans do things differently than people do in your country
- Talk to someone about your experiences. Do not be afraid to talk to family, friends, members of your host department, a trained counselor or the staff at the ISSS office, especially if you are thinking of leaving the U.S.

MEDICAL FACILITIES & EMERGENCIES

UO HEALTH SERVICES

The UO provides primary care, mental health services and counseling, and other clinical services for all UO students, staff, and faculty. Their website also contains resources on health insurance, urgent care and hospital facilities in the area, and COVID-19 testing.



health.uoregon.edu

EMERGENCY & NON-EMERGENCY RESPONSE NUMBERS

Eugene PD: Emergency

9-1-1

UO Counseling Service: After hours

541-346-3227

Eugene PD: Non-Emergency

541-682-5111

SAFE Hotline

541-346-7233

UO PD: Non-Emergency

541-346-2919

FAMILY & PARENTING

SPOUSES & PARTNERS

If your spouse/partner accompanies you during your stay in the U.S., you will need unique services and resources to help them feel at home. Living in one of the UO family housing units is a good way to find community and supportive resources.

EDUCATION

If they decide to pursue a degree program while in the U.S., speak with an advisor in ISSS well in advance to make sure it is legally possible to do so. For example, F-2 visa holders must change their visa status to F-1 before beginning a full-time study program. This can be a lengthy process (up to a year), and planning is necessary to make sure a change of status is completed smoothly and on time.

EMPLOYMENT

Getting a job in the U.S. is a good way for them to become integrated into the community and gain valuable experience. Dependents with J-2 status are allowed to apply for a work permit to work in the U.S. However, many dependent visa types are NOT allowed to have paid employment in the U.S. such as F-2 and H-4. Check with the ISSS office about your dependent's work eligibility before he or she accepts any paid job offers.

J-2 Employment

J-2 family members (spouse or child dependents age 14+ of J-1 visa holders) are eligible to apply for a work permit and work full time in the U.S. Although J-2s are free to seek employment anywhere they like, the purpose of the employment should be for cultural enrichment and should not be based on financial need. Be aware that J-2 dependents cannot apply for a work permit until they are physically present in the U.S. and they have received an employment authorization card (EAD) from U.S. Citizenship and Immigration Services (USCIS). Employment authorization cards can take three or more months to process from the time of application and will need to be renewed yearly.

UNPAID OR VOLUNTEER WORK

If they are not eligible for paid employment due to their visa status, unpaid or volunteer work may be a good alternative. As a volunteer, they can gain experience and become a part of the community.

INTIMATE PARTNER VIOLENCE

Intimate partner violence and emotional abuse are behaviors used by one person in a relationship to control the other. Violence can be criminal and includes physical assault (hitting, pushing, shoving, etc.), sexual abuse (unwanted or forced sexual activity), and stalking. Although emotional, psychological and financial abuse are not criminal behaviors, they are forms of abuse and can lead to criminal violence. Although both men and women can be abused, most victims are women.

Childcare

CHILD CARE ON CAMPUS

Each program listed below provides a unique environment of high quality early childhood education and care that exceeds state certification standards. Call the programs directly for information about openings and schedules:

The Vivian Olum Child Development Center
Offers UO-affiliated faculty and staff families first priority and a tuition discount.
Children 8 weeks - 5th grade.

 olum.uoregon.edu

Moss Street Children's Center
A program of the EMU that offers student families first priority and a tuition discount.
Children 3 months - 5 years.

 moss.uoregon.edu

The Co-op Family Center

Provides affordable high-quality education for children. This is a contracted program with the ASUO.

 coopfamilycenter.org



PUBLIC SCHOOL DISTRICTS

4J Eugene School District
Springfield School District
Bethel School District

CAMPUS RESOURCES

 education.uoregon.edu/community-outreach-and-services

ctl.uoregon.edu

psi.uoregon.edu/child-and-family-center

teamduckling.uoregon.edu

hr.uoregon.edu/programs-services/work-life-resources/family-resources

COMMUNITY RESOURCES

 211info.org

hsolc.org/everyday-parenting

lanekids.org

resources.parentingnow.org

lookingglass.us

wellmama.help

Family & Child Laws

It is important that you know some of the legal resources available to you as well as the laws designed to protect children in the U.S. Violations may result in the payment of a fine or arrest.

ACCEPTING PUBLIC ASSISTANCE

Non-immigrants are not eligible for public assistance in the U.S., such as Medicare and Medicaid. However, the costs of health insurance for family members can be high. If you choose to risk not having health insurance coverage, you may be encouraged by medical staff to pursue public assistance. This does not necessarily mean that you are eligible. If you accept public assistance then leave the U.S. and want to return, you may be stopped at the U.S. border and denied entry until the amount of public assistance you received has been repaid.

HAVING A BABY & U.S. CITIZENSHIP

If your baby will be born in the U.S., they will be considered a U.S. citizen. U.S. laws do not require that your baby give up citizenship from your home country (if they are considered as such by the laws of your country), but your home country may not accept the dual citizenship status. Contact your home country embassy in the U.S. to register their birth and if you have questions about citizenship. Parents of a U.S. citizen child are eligible to apply for U.S. permanent resident status when the child is 21 years old. To travel and re-enter the U.S., your child will need a U.S. passport.



travel.state.gov

CAR SAFETY SEATS

Anyone riding in a moving car must be wearing a seat belt. Children must be secured in an appropriate child passenger restraint (safety seat or booster seat) until they are at least 6 years old or weigh at least 60 lbs. Infants under 20 lbs. must be secured in a rear facing car seat.

UNATTENDED CHILDREN

There are strict laws about leaving very young children alone, either in cars, in public, or at home. It is a crime to leave anyone in a car who is incapable of getting out without help. It is considered "child neglect" to leave very young children unattended (such as outside of a restaurant) or home alone. It is better to awaken a sleeping child than to risk their possible harm and/or face arrest.

CHILD ABUSE

Child abuse is a very serious crime in the U.S. Child abuse is defined as any act or failure to act (neglect) on the part of a parent or caretaker which results in death, serious physical or emotional harm, sexual abuse or exploitation or any act which presents an imminent risk of serious harm. In the U.S., the following people are required by law to report suspected child abuse: Doctors, nurses, dentists, mental health professionals, social workers, teachers, day care workers, and law enforcement personnel.