

# *IELC Student Handbook*

Intensive English Language Center  
California State University, Bakersfield



**2014 - 2015**

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# Table of Contents

|  |       |
|--|-------|
| <b>Table of Contents</b>                             | 1-2   |
| <b>Purpose of the IELC Program and Helpful Hints</b> | 3     |
| <b>Extended University Mission/Vision</b>            | 4     |
| <b>IELC Mission and Goals</b>                        | 4     |
| <b>School Guidelines for IELC Students</b>           |       |
| Be Punctual  | 5     |
| Come Prepared for Class                              | 5     |
| Be Respectful  | 5     |
| Cells Phones in Class                                | 5     |
| Complete Homework                                    | 5     |
| Academic Dishonesty, Cheating and Plagiarism         | 5-6   |
| English Only Rule                                    | 6     |
| Help Keep IELC Clean                                 | 6     |
| Call When Absent                                     | 6     |
| The Importance of Class Attendance                   | 6     |
| IELC Absence Rules                                   | 7     |
| Excused Absence Policy for F-1 Students              | 7     |
| Tardiness  | 7     |
| Specific Absence Rules for F-1 Students              | 7-8   |
| Tuition Fees   | 8     |
| Text Books   | 8     |
| Refunds  | 9-10  |
| Grades and Certificates                              | 10    |
| English 90 Attendance, Academic and Grading Policies | 10-11 |
| Advancing in the IELC Program                        | 11    |
| TOEFL iBT Test                                       | 11    |
| Class Schedule                                       | 12    |
| Class Size   | 12    |
| Student Vacations                                    | 12    |
| Computer Lab Rules                                   | 12-13 |
| Printing Rules                                       | 13    |
| Transferring From IELC                               | 13    |
| Applying to CSUB                                     | 13-14 |
| CSUB Student Policies and Regulations                | 14-20 |
| ▪ Nondiscrimination Policy                           |       |
| ▪ Sexual Harassment Policy                           |       |
| ▪ Disruptive and Violent Behavior Policy             |       |
| ▪ Student Academic Grievance Policy                  |       |
| ▪ Student Complaint and Nonacademic Grievance Policy |       |
| ▪ Student Discipline Policies                        |       |
| ▪ Student Records                                    |       |
| <b>Immigration Information</b>                       |       |
| Maintaining Your Student Status                      | 20    |
| Working Regulations                                  | 20    |
| Traveling Outside the United States                  | 20    |
| Immigration Regulations                              | 20-21 |
| <b>Health Care</b>                                   |       |
| Health Insurance                                     | 22    |
| Immunizations  | 22-23 |

|                                     |       |
|-------------------------------------|-------|
| CSUB Student Health Center          | 23    |
| Weekend Medical Care                | 23    |
| Insurance Claim Forms               | 24    |
| Your General Health                 | 24-25 |
| <b>Customs and Culture</b>          |       |
| Culture Shock                       | 25    |
| Greetings                           | 26    |
| Meeting Americans                   | 26    |
| Cleanliness                         | 26    |
| Unspoken Language                   | 26-27 |
| Friendship and Dating               | 27    |
| Smoking                             | 27    |
| Tap Water and Alcohol               | 27-28 |
| Tipping                             | 28    |
| Time Zones                          | 28    |
| Time Schedules                      | 28    |
| Telephone Etiquette                 | 28    |
| Regular Business Hours              | 28    |
| Appointments                        | 29    |
| Holidays                            | 29    |
| Finances and Banking                | 29-31 |
| Weather                             | 31    |
| Earthquakes                         | 31    |
| Emergencies -911                    | 31    |
| Measurement Conversions             | 32    |
| Activities                          | 32    |
| Entertainment                       | 32    |
| Campus Clubs                        | 33    |
| Recreational Sports                 | 33    |
| Religious Organizations             | 33    |
| Friendship Partners                 | 33-34 |
| The Campus Pub                      | 34    |
| Safety Precautions                  | 34    |
| Telephone Services and Calling Home | 34-35 |
| Shopping and Eating                 | 35    |
| Shopping In and Around Bakersfield  | 36    |
| Newspapers                          | 36    |
| Mail Service                        | 36-37 |
| <b>Housing Information</b>          |       |
| Homestay                            | 38    |
| Resident Halls (Dorms)              | 38    |
| Apartments                          | 38-39 |
| When You Want to Move               | 39-40 |
| <b>Transportation</b>               |       |
| Automobiles                         | 40    |
| How to Acquire a Driver's License   | 41    |
| Automobile Insurance                | 41    |
| Car Accidents                       | 42    |
| CSUB Parking Policy                 | 42    |
| Car Rentals                         | 43    |
| Bicycles                            | 43    |
| Local Bicycle Stores                | 43    |
| Air Travel                          | 44    |
| Bus Services and Trains             | 44    |

## Purpose of the IELC Program

You wish to learn English, of course, and learning English is hard work. Some of you are studying English so that you can be admitted to an American college or university. Others are here to improve their English skills while participating in a new cultural experience. The primary purpose of this program is to help you learn as much English as you can in as short a time as possible so that each of you can achieve your goals. The IELC program offers several levels of instruction, from individual tutoring to advanced courses that will help you become proficient in English and give you the skills necessary for university study. It will not always be easy, and your progress will not always be steady. Sometimes you will feel that you are making great progress, at other times you will feel frustrated because you will feel that you are going nowhere. This is normal. You will succeed if you take your language study seriously.



## Helpful Hints

Read this handbook carefully, and keep it for reference. It contains a great deal of helpful information which will be valuable during your stay here.

Memorize your student identification number, address, phone number and keep it with you at all times.

Try to participate in as many activities as possible. The CSUB International Student Club provides opportunities for getting to know other international students at the university. The Friendship Partners are a wonderful group of community members who are willing to share their lives with you and help you adjust to life here in Bakersfield. There are also many activities held on campus that will give you chances to meet other students, both American and International. You should make the most of these opportunities and others that may cross your path.

And please remember, you can contact the IELC office anytime that you have questions, concerns, or problems. We are here to help you!



## **Extended University Mission / Vision**

### **The Extended University Mission:**

The Extended University's mission is to open doors by providing self-supported, innovative opportunities and training programs to people with unmet educational needs.

### **The Extended University Vision:**

The Extended University will be a cohesive team of dedicated, skilled, and creative professionals. It will be a dynamic organization with ever-increasing capabilities achieved through staff development, strategic hires, teamwork improvements, and a growing network of partnerships to tap into the foremost expertise. It will be a nimble organization that quickly identifies unmet needs and responds with innovative solutions.

In meeting the diverse needs of numerous groups, the EUD will develop a comprehensive portfolio of programs and a well deserved reputation as the premier provider of high quality academic opportunities and training programs.

The Extended University will be viewed on campus as a strategic asset that is central to the university's mission. This reputation will be earned by advancing the university's presence in it's communities and by creating mutually beneficial partnerships with campus departments. The communities served by the Extended University will view it as a major contributor to personal and regional development. This reputation will result from effective, customer-driven programs that noticeably expand the futures of it's customers - by building bridges to degree programs and by building real skills that make a real difference.

## **IELC Mission and Goals**

### **IELC Mission Statement:**

As a department within the Extended University Division, the mission of the Intensive English Language Center (IELC) is to provide English language instruction to non-native English speakers for academic, personal and/or professional purposes. Our comprehensive programs integrate quality ESL instruction in an active learning environment. IELC also assists international students with cultural and social adjustments.

### **IELC Program Goals:**

- A student who successfully completes the IELC program has achieved Cognitive Academic Proficiency in listening, speaking, composition and reading.
- An IELC graduate will be competitive and functional at the university/college level.
- Our program will supply quality academic advising to realistically and successfully facilitate students' entrance into a formal university setting such as BC or CSUB.
- A graduate will identify and establish cultural connections in the community.
- A graduate will be able to recognize and practice appropriate cultural and social norms in an academic setting.

# **School Guidelines for IELC Students**

## **Be Punctual**

You are expected to be in your classroom and ready to participate when the class begins. Arriving late is disrespectful to your teacher and your classmates



## **Come Prepared for Class**

You are expected to bring all textbooks, notebooks, pen, and pencil to each class. You are also to use the English Language Dictionary required for each of your courses. You are expected to refer to your English dictionary before using your dual language dictionary.

## **Be Respectful**

Be respectful of your fellow students, your instructors and the IELC staff at all times. Being disrespectful includes using offensive language, being disruptive in class, or refusing to cooperate with your IELC instructors or the IELC staff.

Abusive behavior will not be tolerated. CSUB has a zero tolerance policy for abusive behavior (hitting, pushing, etc.). Being physically abusive to anyone on the campus of CUSB is grounds for immediate dismissal.

## **Cell Phones in Class**

Cell phones should be turned completely **OFF** at all times during class. Taking calls during class and/or leaving the class to take calls will result in accumulation of absence minutes.

## **Complete Homework**

All homework is to be completed by the due date. No late assignments will be accepted without instructor approval.

## **Academic Dishonesty, Cheating and Plagiarism**

Cheating is defined as using dishonest or deceptive means to obtain for yourself or someone else credit for work or an improvement in grades. Cheating includes lying and falsifying data; copying from another's test or written assignments; discussing questions on an exam when some discussants have taken the exam and others have not; possessing copies of an exam without the instructor's permission; using or displaying "cheat sheets" or other information devices inappropriate to the prescribed test conditions; and misrepresenting yourself as someone else or allowing someone else to misrepresent you. Cheating requires a final grade of F. Plagiarism is defined as using the ideas or work of another person as if they were one's own without giving proper credit. Such an act is not plagiarism if the ideas were arrived at through independent reasoning without knowledge of the other source or if they are common knowledge.



Acknowledgment of the original source must be made through references. Plagiarism includes submission of a work either in part or in whole completed by another; failure to give credit for ideas, facts, statements, or conclusions that rightfully belong to another; failure to use quotation marks when quoting directly; and close and lengthy paraphrasing of another's work without credit or originality. Plagiarism is a form of cheating and is subject to the same penalties as cheating. Academic dishonesty may result in dismissal from IELC.

## English Only Rule

Please speak English only in and around the IELC classrooms, offices and building. Remember that you signed up for the IELC program to improve your English skills, not your native language. Speaking English as much as possible will help you gain language skills quicker.

## Help Keep IELC Clean

Pick up all of your trash such as candy wrappers, empty chip bags, and beverage containers in the classrooms and outside the building. If you are a smoker, please smoke only in the designated smoking area on the northwest corner of the building, and please extinguish your cigarette and deposit it in the ash containers provided. **Do not throw used cigarettes on the ground!** Your mother is not your classmate; therefore, please clean up after yourself!

## Call When Absent

If you are unable to attend class for any reason, you must call the IELC office to let them know you will not be in class. If you are ill and need to go to the Health Center, please contact the IELC office immediately.



## Absences and the Importance of Class Attendance

You must attend all of your classes – everyday! Regular attendance is necessary for you to make progress. If you plan to be absent from class, you should notify the IELC office and your instructors at least 48 hours in advance. You must always let your instructors know when you plan to be late or absent from class.

Your attendance in class is very important to your learning progress in English. When you arrive late or are not in class, you delay your ability to learn the language. Secondly, in American schools, it is disrespectful to your classmates and especially to your teacher to arrive late or miss class. Please carefully read the syllabus for each of your IELC classes so that you know how each of your instructors will count your absences towards your ending grade. Each instructor will count your absences differently, so please follow your instructors' syllabus on attendance.

**PLEASE REMEMBER – PARTICIPATION IS THE BEST WAY TO IMPROVE YOUR ENGLISH. YOU CAN NOT PARTICIPATE IF YOU ARE NOT IN CLASS!**

## Absence Rules

All IELC students are required to attend at least 90% of any class they register to attend. This includes any student, part-time or full-time, who is attending the program. Failure to follow this policy could result in incomplete or failing grades, academic probation and dismissal from the program if attendance problems continue.

### Excused Absence Policy for F-1 Students

IELC does not accept daily doctors' excuses for minor illnesses. If you are seriously ill and cannot attend class for more than one day, then you will need to obtain a medical release from your doctor clearly indicating the start of your medical absence and the end of your medical absence. Excused absences (those with a doctor's note saying you cannot attend class for more than one day) are limited to 25 hours per quarter. After reaching the 25 hour limit on excused absences, if necessary, you could apply for medical leave from the program if you have a doctor's excuse saying you are unable to continue attending class full-time due to medical reasons. If you do not have a long-term medical release from a doctor you will be dismissed from the program and your SEVIS record terminated for failing to meet school attendance requirements.



### Tardiness

You must arrive on time for classes. If you arrive late to class, you will be considered tardy. Actual minutes you are tardy will be factored into your total hours absent.

### Specific Absence Rules for F-1 Students

In accordance with immigration regulations, any IELC student attending on an F-1 visa is required to attend class full-time. The IELC full-time program is 23 hours a week. To maintain immigration status, all F-1 students must attend at least 90% of all classes. In an 11-week quarter (fall, winter and spring), students holding F-1 visas are allowed to miss a maximum of 25 hours. In a 10-week summer quarter, students holding F-1 visas are allowed to miss a maximum of 23 hours. All unexcused absences and tardies count towards this total. Use your absences wisely!

Failure of any F-1 student to maintain the minimum attendance requirement will result in the student's F-1 status being terminated for failing to meet the school's attendance requirement. **Status termination is serious.** Students may file for reinstatement if the F-1 status is terminated; however, this is a lengthy process and approval by immigration is not guaranteed.

In any 11-week session, a student who misses:

- 9 hours of class will receive a written reprimand from the IELC Academic Coordinator.
- 16 hours of class will receive a written notice and will have a meeting with the IELC Designated School Official.
- 23 hours of class will receive a third written notice and a copy will be sent to the student's sponsor or parents. The student will be placed on academic probation. If you are on academic probation due to attendance problems you will have one quarter to improve your standing or you will be asked to leave the program.
- 25 hours will have his or her F-1 status terminated for failure to maintain full-time status.
- 

In any 10-week session, a student who misses:

- 7 hours of class will receive a written reprimand from the IELC Academic Coordinator.
- 14 hours of class will receive a written notice and will have a meeting with the IELC Designated School Official.
- 21 hours of class will receive a third written notice and a copy will be sent to the student's sponsor or parents. The student will be placed on academic probation. If you are on academic probation due to attendance problems you will have one quarter to improve your standing or you will be asked to leave the program.
- 23 hours will have his or her F-1 status terminated for failure to maintain full-time status.

The above rules apply to all absences, including, but not limited to: sickness (self and family), banking, TOEFL iBT and IELTS tests, counseling appointments, driving appointments/driving tests and doctor's appointments.

## **Tuition Fees**

Tuition fees are due during the first two weeks of classes. An appointment sheet will be posted in the IELC office for payment of these fees. A \$25.00 late fee will apply after the first two weeks of classes.

## **Text Books**

Depending on what level you test in at, you will be given a list of books that you will need to buy from the bookstore. You will get your books from The Runner Bookstore, located in the Student Union building. It is a good idea not to write in any of your books the first week of classes in case you decide to drop and add any classes. You may return the books if there is no damage or writing in the books for a full refund.



\*Please Note: You are required to have your textbooks on the first day of class. Please DO NOT order books online as it may take several day or weeks to receive them.

## IELC Refund Policies

### Application and Express Mail Fees

- IELC application and express mail fees are non-refundable.



### Health Insurance Premium

- IELC Students pay a health insurance premium to Wells Fargo of California Insurance Services, Inc. Refunds are only approved (1) if a student fails to meet the plan eligibility requirements or (2) if a student enters the Armed Forces of his/her country, then the student will not be covered from the date of entry. Refund requests for these two reasons must be made within 45 day of the coverage period. A \$25 processing fee will apply. See page 3 of the Wells Fargo Insurance policy handbook for more detailed information on refunds.

### Homestay Fees

- Homestay fees are paid directly to the host family at the beginning of each month. A student is required to give his/her host family at least a two-week notice when he/she decides to move. A notice of intent to move should be done in writing and a copy should be given to the IELC office to be placed in the student's file.
- If a student has paid his/her homestay fees in advance, the host family will be allowed to keep an amount that is equivalent to two-weeks of fees ( $14 \times \$25.00 = \$350.00$ ), calculated from the day that notice is given. If a student does not give any notice, the two-weeks will begin on the day that he/she moves out, to compensate the host family for any groceries, etc. that they have purchased for the student's stay.
- If a student has not pre-paid his/her fees, then he/she will be required to pay the host family an amount that is equivalent to two-weeks of homestay fees ( $14 \times \$25.00 = \$350.00$ ), calculated from the day that notice is given, to compensate your host family for any groceries, etc. that they have purchased for the student's stay.

### Tuition Refunds

- Course Cancellation for any Reason
  - A full refund of tuition fees will be made.
- A Course with Five or More Class Meetings
  - Withdraw prior to the second meeting -- full refund of tuition fees less \$25 administrative fee.
  - Withdraw after the second scheduled class meeting and prior to a date at which 25% of the course has elapsed -- 60% of course tuition fees refunded.
  - No refund of tuition fees after 25 % of the course has elapsed.

- Four or Fewer Class Meetings
  - Full refund of tuition fees less \$25 administrative fee prior to the first meeting.
  - Withdraw after first meeting and prior to second– 60% of course tuition fees refunded for classes with three or four sessions.
  - No refund of tuition fees for classes with one or two sessions.

Failure to withdraw from a credit course in which one is officially registered, but does not complete, will result in a grade of F.

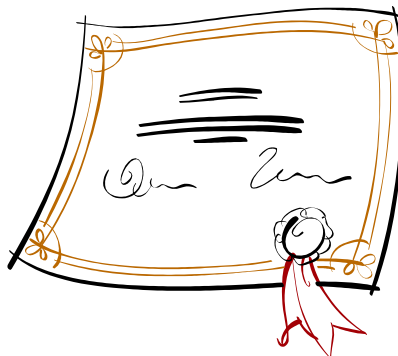
Section 41802 of Article 3, Subdivision 5, California Administrative Code in its subdivision (3)7 as amended provides that refunds of extension source tuition fees are to be made in accordance with the above schedule.

Forms for requesting refunds are available in the Intensive English Language Center office.

## Grades and Certificates of Participation

At the end of each quarter students will receive grade reports. These reports include grades for each class, evaluation of progress and effort, and attendance. Class performance plays an important roll in determining if a student stays in a level or moves up to the next level. The grades given on the grade report are:

|           |    |
|-----------|----|
| 100 to 97 | A  |
| 96 to 93  | A- |
| 92 to 89  | B+ |
| 88 to 85  | B  |
| 84 to 81  | B- |
| 80 to 78  | C+ |
| 77 to 75  | C  |



When requested, Certificates of Participation will be given at the end of each quarter upon satisfactory completion of all classes. No certificates will be awarded to students who receive any of the following grades:

|          |    |
|----------|----|
| 74 to 70 | C- |
| 69 to 60 | D  |
| 59 below | F  |

IELC students need 75% / C to pass. Attendance and punctuality to classes will be reflected in final grade.

## English 90 Attendance Policy, Academic Probation and Grading

### Attendance

Attendance and participation will count as a percentage of a student's grade in English 90 according to the instructor's syllabus. In addition, students must abide by IELC's policy of

attending at least 90% of class time. The exact number of allowable absence hours will depend on the actual class days each quarter, but will be approximately 5 hours per quarter.

### **Academic Probation**

If a student is allowed to repeat English 90, and their past failure in the class was a result of excessive absences as defined by IELC's attendance policy above, then they will be placed on Academic Probation. The terms of Academic Probation will require that the student maintain acceptable attendance and not miss (or be late) to more than three (3) class periods. The student will be required to sign an Academic Probation letter.

### **Grading**

A grade of C- or higher is required to pass English 90 and be eligible for English 99.

## **Advancing in the IELC Program**

Students advance through the levels of the IELC program based on their final course grades, COMPASS ESL exit exam and instructor recommendations.

New students are given an initial COMPASS ESL placement test and an oral interview on their first day of classes at the center. The Academic Coordinator uses the results from the COMPASS test and the oral interview to place students in the various levels/classes within the program.



During the first two weeks of classes, if a student feels he or she was placed in the wrong level, that person should speak to the Academic Coordinator about his or her concerns. The student may be asked to attend classes in which he or she was placed for a few days, giving the Academic Coordinator and the instructor(s) time to further evaluate placement to determine if a change in levels is required.

On each class syllabus is listed the criterion that students must follow in order to receive a passing grade in the course. Based on these criteria, we use course grades, instructors' recommendations, as well as scores on the post COMPASS ESL test given during the last week of the session to determine if a student is ready to advance to the next level of instruction.

## **TOEFL iBT Test**

IELC is an official testing site for the TOEFL iBT. The test is administered two to three times monthly at IELC. For admission to CSUB, you must have a TOEFL iBT score of 61 for undergraduates and 79 for graduates to be admitted. Various graduate majors may require a higher TOEFL and other test scores (such as GRE and GMAT).

PLEASE NOTE: Even though IELC is a TOEFL iBT testing site, if you choose to take the TOEFL test on a day when IELC classes are in session, you will be counted absent from class.

## Class Schedule

Fall/Winter/Spring Sessions - Classes are scheduled for 8:30 am – 3:15 pm, Monday through Thursday; 8:30 am – 12:00 noon on Friday. Lunch breaks are daily from 12:00 – 1:00 pm.

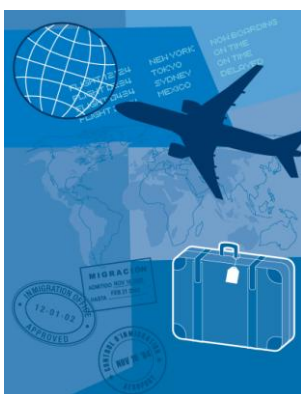
Summer Session - Classes are scheduled for 8:15 am – 3:25 pm, Monday through Thursday; no classes on Friday. Lunch breaks are daily from 12:05 – 1:00 pm.

Students who hold F-1 visas are required to attend IELC fulltime, 23 hours per week.

## Class Size

IELC classes range in size from 5-20 students in a class with one instructor. As a goal, the center tries to keep class sizes under 15 students in a class, but occasionally that number will be larger, depending on enrollments and student placements.

## Student Vacations



IELC students have vacations between quarters at approximately the following times:

|                   |                                       |
|-------------------|---------------------------------------|
| Fall/Winter Break | Late November to Early January        |
| Winter/Spring     | Approximately the last week in March  |
| Spring/Summer     | Approximately the second week in June |
| Summer/Fall       | Approximately the last week in August |

## Computer Lab Rules

To help keep the equipment in working order, and to maintain a pleasant working environment, we are asking that you abide by the following rules for the IELC Computer Lab in room #215.

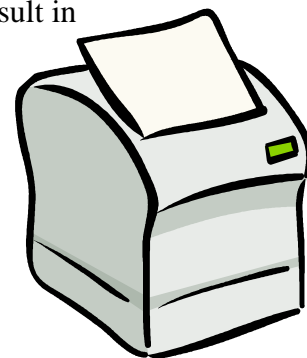
Students found violating the following rules could have their lab privileges suspended:

- Food and beverages are not allowed in the lab at any time.
- Leave the lab and working area clean for the next person. When you are finished working in the lab push chairs in; put all trash in the garbage; pick up papers, books, and other personal items.
- Please DO NOT attempt to fix malfunctioning equipment. Notify your instructor or someone in the IELC office of any problems you are having.
- Please be conservative with the use of paper. Limit your printing to only necessary things. Paper and print cartridges are very expensive.
- DO NOT bang on the computer keyboards! A light touch will prevent damage to the keyboards.

- Game playing, other than those assigned specifically for IELC coursework, is not allowed at any time.
- Engaging in the use of chat rooms or inappropriate websites will result in the immediate suspension of lab privileges.

## Printing Rules

The printer is located in the IELC office. Students are allowed to print their schoolwork free of charge. However, personal printing is not permitted.



## Transferring From IELC

It is very important that students who plan to transfer to another institution after studying in IELC plan well and follow the proper procedures.

You need to plan ahead when considering changing schools. Most schools have deadlines for applications, so you must apply well in advance. You should first write to the school or visit the school to get information about the school. It is important that the school offers the classes that you need. Don't rely on information that you receive from your friends. Be sure to have all the application documents you need for the new school. Read all the directions and follow them carefully.

If you have any questions about transferring, please come to the IELC office. If you want more information about other school, either in California, or elsewhere, you can go to the Reference Desk in the library and ask for help. In addition, most schools have web pages on the internet. If you have access to a computer and the internet, you can do a search for the school you are interested in and information will be displayed.

## Applying to CSUB

If you plan to attend California State University, Bakersfield, you must submit your application at the proper time. For CSUB, the application for fall admission starts during the previous November. Applications are accepted until capacities are reached, but it is best to have your application in as early as possible. Please keep in mind that it is your responsibility to submit all of the required documents prior to the registration deadline. The IELC staff will assist you in completing your application and check it for you, if you desire.

IELC is an official testing site for the TOEFL iBT. The test is administered monthly at IELC. For admission to CSUB, you must have a TOEFL score of 500 PB / 173 CB / 61 iBT for undergraduates and 550 PB / 213 CB / iBT 79-80 for graduates to be admitted. Various graduate majors may require a higher TOEFL and other test scores (such as GRE and GMAT).

If you have questions regarding the admission processes for other colleges and universities, please come to the International Students and Programs Office and make an appointment to

Speak with the student advisor. You can also check out your chosen school's website or call the international student advisor at that institution.

## **CSUB Student Policies and Regulations**

### **Nondiscrimination Policies**

**Gender** – The California State University does not discriminate on the basis of gender in the educational programs or activities it conducts. Title IX of the Education Amendments of 1972, as amended, and the administrative regulations adopted there under prohibit discrimination on the basis of sex in education programs and activities operated by California State University, Bakersfield. Such programs and activities include admission of students and employment. Inquiries concerning the application of Title IX to programs and activities of California State University, Bakersfield may be referred to the Counseling Center (HC, 661-654-3366) or Personnel Services (ADM 108, 661-654-2266), the campus officers assigned the administrative responsibility of reviewing such matters, or to the Regional Director of the Office for Civil Rights, Region IX, 50 United Nations Plaza, Room 239, San Francisco, California 94102.

**Disability** – The California State University does not discriminate on the basis of disability in admission or access to, or treatment or employment in, its programs and activities. Section 504 of the Rehabilitation Act of 1973, as amended, and the regulations adopted thereunder and the Americans with Disabilities Act prohibit such discrimination. The coordinator of Disabled Services has been designated to coordinate the efforts of California State University, Bakersfield to comply with these Acts and their implementing regulations. Inquiries concerning compliance may be addressed to the coordinator at the Services for Students with Disabilities Office 661-654-3360; TDD 661-654-6288.

**Race, Color, National Origin, or Disability** – The California State University complies with the requirements of Title VII of the Civil Rights Act of 1964 as amended by the Americans with Disabilities Act and the regulations adopted thereunder. No person shall, on the grounds of race, color, national origin, or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program of The California State University.

**Sexual Orientation** – By CSU Board of Trustees policy, the California State University does not discriminate on the basis of sexual orientation.

### **Policies on the Rights of Individuals**

**Sexual Harassment** – Sexual harassment is prohibited by Title VII of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, the California Fair Employment and Housing Act, as well as under CSU Executive Order 345. California State University, Bakersfield is committed to creating and maintaining an environment in which faculty, staff, and students work together in an atmosphere of mutual respect and unconstrained academic interchange. In the university environment, all faculty, staff, and students are entitled to be treated on the basis of their qualifications, competence, and accomplishments without regard to gender. Individuals are entitled to benefit from university programs and activities without

being discriminated against on the basis of their sex. Sexual harassment violates university policy, seriously threatens the academic environment, and is illegal. The policy on campus is to eliminate sexual harassment and to provide prompt and equitable relief to the extent possible.

Sexual harassment includes such behavior as sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature directed toward an employee, student, or applicant when one or more of the following circumstances are present:

- Submission to or toleration of the conduct is an explicit or implicit term or condition of appointment, employment, admission, or academic evaluation;
- Submission to or rejection of such conduct is used as a basis for a personnel decision or an academic evaluation affecting an individual;
- The conduct has the purpose or effect of interfering with an employee's work performance, or creating an intimidating, hostile, offensive or otherwise adverse working environment;
- The conduct has the purpose or effect of interfering with a student's academic performance, creating an intimidating, hostile, offensive or otherwise adverse learning environment, or adversely affecting any student.
- Sexual harassment will not be tolerated by the university and may result in disciplinary action, up to and including termination or dismissal. Administrative personnel are available to answer questions or handle complaints by students, employees, student applicants or employee applicants. The names and office locations of sexual harassment counselors and respective administrative personnel are available in the Counseling Center and the Office of Personnel Services. Any employee who believes that this policy has been violated should promptly report the facts of the incident(s) and the person(s) involved.

Formal complaints alleging sexual harassment should be made to the Dean of Extended University (661-654-2441). Such complaints will be investigated without delay in accordance with university procedures and appropriate action taken.

**Campus Policy on Disruptive and Violent Behavior** – California State University, Bakersfield is committed to creating and maintaining a safe working, learning, and social environment for all students, employees and visitors which is free from violence, threats, intimidation, hostile acts, and disruptive behavior.

Civility, understanding, and mutual respect toward all persons are intrinsic to the existence of a safe and healthy campus. Threats or acts of violence, or hostile, intimidating, or disruptive behavior not only impact the individuals concerned, but also the mission of the University. The University prohibits acts or threats of violence, and any person who commits such acts is subject to disciplinary action, and/or civil or criminal prosecution.

The University has zero tolerance for potentially violent or violent acts against any member of the campus environment, or against any property.

For the purpose of this policy, violence, threats of violence, and other inappropriate behaviors include, but are not limited to:

- any act that is physically or emotionally assaultive, or any threat, behavior or action which is interpreted by a reasonable person to carry the potential of:
  - harm or endangering the safety of others;
  - resulting in an act of aggression, or
  - destroying or damaging property

Established student, personnel, and public safety procedures will serve as the mechanisms for resolving such situations. Individuals who severely disrupt classrooms, offices or common spaces may be removed from the campus. Deans may deny class enrollment to a student whose behavior compromises the learning environment.

**Student Academic Grievance – A student has the right to grieve an academic sanction imposed by a faculty. The grievances can concern only the assigned final course grade.**

The grievance must be pursued according to the University's Student Complaint and Grievance procedures. Copies are available in the School deans' offices, the Vice President of Student Services' Office, and most other academic administration office. Group grievances are not permitted. The University presumes the correctness of final course grades. It is the responsibility of a student appealing an assigned grade to demonstrate otherwise.

**Student Complaint and Grievance Procedure –** A student also has the right to grieve other University actions. Nonacademic grievances may be brought against the actions or decisions of faculty, administrators, or staff for failure to adhere to written campus policies or for procedures or actions that constitute arbitrary, capricious, or unequal application of those procedures. A student wishing to file a grievance should consult the Student Complaint and Grievance Procedure. Information regarding student grievances may be obtained by contacting the office of the Extended University at 661-654-2441.

**The Intensive English Language Center's Grievance Procedure –** IELC is dedicated to the fair treatment of and professional conduct with students. Should any IELC student have a complaint, the student is asked to promptly discuss the matter with the IELC Director and/or the IELC Academic Coordinator, who will engage in an informal process to settle the dispute in good faith. That informal process will involve three steps:

- 1) an effort to define the problem;
- 2) an effort to identify acceptable options for resolution; and
- 3) an attempt to resolve the conflict through the application of one or more of those options for resolution.

If, after following the above procedure, the student complaint is not resolved to the student's satisfaction, the student may choose to file a written complaint directly with CSUB's Extended University Division who oversees IELC.

## **Student Discipline**

Inappropriate conduct by students or by applicants for admission is subject to discipline as provided in Sections 41301 through 41304 of Title 5, California Code of Regulations. Relevant sections of Title 5 follow.

**41301. Expulsion, Suspension and Probation of Students** – Following procedures consonant with due process established pursuant to Section 41304, any student of a campus may be expelled, suspended, placed on probation or given a lesser sanction for one or more of the following causes which must be campus related:

- (a) Cheating or plagiarism in connection with an academic program at a campus.
- (b) Forgery, alteration or misuse of campus documents, records, or identification or knowingly furnishing false information to a campus.
- (c) Misrepresentation of oneself or of an organization to be an agent of a campus.
- (d) Obstruction or disruption, on or off campus property, of the campus educational process, administrative process, or other campus function.
- (e) Physical abuse on or off campus property of the person or property of any member of the campus community or of members of his or her family or the threat of such physical abuse.
- (f) Theft of, or non-accidental damage to, campus property, or property in the possession of, or owned by, a member of the campus community.
- (g) Unauthorized entry into, unauthorized use of, or misuse of campus property.
- (h) On campus property, the sale or knowing possession of dangerous drugs, restricted dangerous drugs, or narcotics as those terms are used in California statutes, except when lawfully prescribed pursuant to medical or dental care, or when lawfully permitted for the purpose of research, instruction or analysis.
- (i) Knowing possession or use of explosives, dangerous chemicals or deadly weapons on campus property or at a campus function without prior authorization of the campus president.
- (j) Engaging in lewd, indecent, or obscene behavior on campus property or at a campus function.
- (k) Abusive behavior directed toward, or hazing of, a member of the campus community.
- (l) Violation of any order of a campus President, notice of which had been given prior to such violation and during the academic term in which the violation occurs, either by publication in the campus newspaper, or by posting on an official bulletin board designated for this purpose, and which order is not inconsistent with any of the other provisions of this Section.
- (m) Soliciting or assisting another to do any act which would subject a student to expulsion, suspension or probation pursuant to this Section.
- (n) For purposes of this Article, the following terms are defined:
  - (1) The term "member of the campus community" is defined as meaning California State University Trustees, academic, nonacademic and administrative personnel, students, and other persons while such other persons are on campus property or at a campus function.
  - (2) The term "campus property" includes:
    - (A) Real or personal property in the possession of, or under the control of, the Board of Trustees of the California State University, and
    - (B) All campus feeding, retail, or residence facilities whether operated by a campus or by a campus auxiliary organization.
  - (3) The term "deadly weapons" includes any instrument or weapon of the kind commonly known as a blackjack, sling shot, billy, sandclub, sandbag, metal knuckles, any dirk, dagger, switchblade knife, pistol, revolver, or any other firearm, any knife having a blade longer than five inches, any razor with an

unguarded blade, and any metal pipe or bar used or intended to be used as a club.

- (4) The term "behavior" includes conduct and expression.
- (5) The term "hazing" means any method of initiation into a student organization or any pastime or amusement engaged in with regard to such an organization which causes, or is likely to cause, bodily danger, or physical or emotional harm, to any member of the campus community; but the term "hazing" does not include customary athletic events or other similar contests or competitions.
- (o) This Section is not adopted pursuant to Education Code Section 89031.
- (p) Notwithstanding any amendment or repeal pursuant to the resolution by which any provision of this Article is amended, all acts and omissions occurring prior to that effective date shall be subject to the provisions of this Article as in effect immediately prior to such effective date.

**41302. Disposition of Fees: Campus Emergency; Interim Suspension** – The President of the campus may place on probation, suspend, or expel a student for one or more of the causes enumerated in Section 41301. No fees or tuition paid by or for such student for the semester, quarter, or summer session in which he or she is suspended or expelled shall be refunded. If the student is readmitted before the close of the semester, quarter, or summer session in which he or she is suspended, no additional tuition or fees shall be required of the student on account of the suspension.

**41303. Conduct by Applicants for Admission** – Notwithstanding any provision in this Chapter 1 to the contrary, admission or readmission may be qualified or denied to any person who, while not enrolled as a student, commits acts which, were he enrolled as a student, would be the basis for disciplinary proceedings pursuant to Sections 41301 or 41302. Admission or readmission may be qualified or denied to any person who, while a student, commits acts which are subject to disciplinary action pursuant to Section 41301 or Section 41302. Qualified admission or denial of admission in such cases shall be determined under procedures adopted pursuant to Section 41304.

**41304. Student Disciplinary Procedures for the California State University** – The Chancellor shall prescribe, and may from time to time revise, a code of student disciplinary procedures for the California State University. Subject to other applicable law, this code shall provide for determinations of fact and sanctions to be applied for conduct which is a ground of discipline under Sections 41301 or 41302, and for qualified admission or denial of admission under Section 41303; the authority of the campus President in such matters; conduct related determinations on financial aid eligibility and termination; alternative kinds of proceedings, including proceedings conducted by a Hearing Officer; time limitations; notice; conduct of hearings, including provisions governing evidence, a record, and review; and such other related matters as may be appropriate. The Chancellor shall report to the Board the actions taken under this section.

## **Student Records**

The IELC maintains files on all students attending programs at the center. Student files are kept confidential as required by the California State University's policies as required by The

Family Educational Rights and Privacy Act (FERPA). As a condition of employment, all CSUB staff are required to sign Confidentiality Access and Compliance Forms, which includes student records. Student records are only released with the specific consent from the student or under the following conditions:

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

### **Immigration Records for F-1 Students**

The IELC keeps the following items on file for each student attending the center on an F-1 Student Visa as required by immigration regulations.

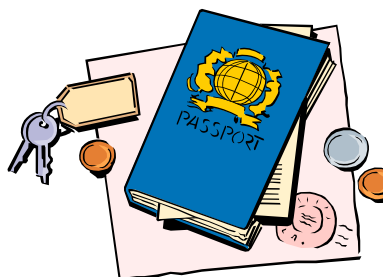
- Identification of the student, to include name while in attendance (record any legal name change), date and place of birth, country of citizenship, and school's student identification number.
- Application records, including: written application to the school; transcripts or other records of courses taken, and other supporting documents, as part of the admissions application; documentation that the appropriate admissions officer accepted the student for enrollment in a full course of study; documents used by the student to show financial support;
- Current address where the student and his or her dependents physically reside. In the event the student or his or her dependents cannot receive mail at such physical residence, the school must provide a mailing address in SEVIS. If the mailing address and the physical address are not the same, the school must maintain a record of both mailing and physical addresses and provide the physical location of residence of the student and his or her dependents to DHS upon request.
- Record of coursework. Identify the student's degree program and field of study. For each course, give the periods of enrollment, course identification code and course title; the number of credits or contact hours, and the grade; the number of credits or clock hours, and for credit hour courses the credit unit; the term unit (semester hour, quarter hour, etc.). Include the date of withdrawal if the student withdrew from a course. Show the grade point average for each session or term. Show the cumulative credits or clock hours and cumulative grade point average. Narrative evaluation will be accepted in lieu of grades when the school uses no other type of grading.
- Record of transfer credit or clock hours accepted. Type of hours, course identification, grades.
- Academic status. Include the effective date or period if suspended, dismissed, placed on probation, or withdrawn.

- Whether the student has been certified for practical training, and the beginning and end dates of certification.
- Statement of graduation (if applicable). Title of degree or credential received, date conferred, program of study or major.
- Termination date and reason.
- "Medical documentation from a licensed medical doctor, doctor of osteopathy, or licensed clinical psychologist" that was used by a student to substantiate an illness or medical condition for which a "medical condition" reduced course load was authorized.
- Documentation that supports the granting of reduced course load authorizations other than for medical reasons (medical reasons do require specific documentation as described above).
- Documentation of the need for an extension (e.g., letter from academic adviser or research adviser about delays in completion of the program).

## **Immigration Information**

### **Maintaining Your F-1 Student Status**

If you are in the United States on an F-1 Visa, you are required by U.S. law to be a full time student. If you are an IELC student you must attend classes 23 hours a week to maintain your status.



### **Working Regulations**

According to INS regulations IELC students are not permitted to work on or off-campus without approval from the IELC office. Illegal employment can result in deportation.

### **Traveling Outside the United States**

Students are not expected to take any trips outside the U.S. during the quarter unless they are approved by the IELC office. If you need to return home for an emergency, go to the IELC office for proper documents. For vacations to your home country, or pleasure trips to Mexico or Canada, you must obtain proper documents. Be sure to visit the IELC office several days before departing. Bring your passport and I-20.

### **Immigration Regulations**

All countries have laws regulating the activities of foreign nationals within their borders; the United States is no exception. International students must obey these laws, since failure to do so could lead to deportation and failure to complete college programs.

It is natural for students to have questions about the immigration laws of the United States, which can appear to be complex. Personnel in the IELC office can help answer these questions and advise students about their legal status.

While immigration regulations vary according to the types of visa by which students enter the United States, the following rules currently apply to undergraduate students holding F-1 (Student) visas:

1. Language center students are required to carry a full program of study. Students at the Intensive English Language Center (IELC) must attend a minimum of 23 hours per week.
2. Students must have a valid Form I-20. If students are eligible to remain at CSUB/IELC past their I-20 expiration dates, they must apply for a program extension 30 days prior to the expiration date on the I-20. Contact the IELC office for further information.
3. F-1 visa students, who wish to transfer to CSUB or another educational institution, must officially do so by applying for admission through that institution's admissions department. A transfer form must be presented to IELC showing the student's intent to transfer. Upon receipt of a letter of admission from the new school, IELC will release the student's SEVIS record to the new school at the end of the current session of IELC or at a later date as requested by the student. Transfer students who drop IELC classes without completing this process are considered to be out of status and their SEVIS records will be updated accordingly.
4. Students must keep their passports valid at all times. If your passport is due to expire in the next six months, contact your country's nearest embassy or consulate. Below are a couple of sites where you can find this information:
  - <http://www.state.gov/misc/10125.htm>
  - <http://www.escapeartist.com/embassy1/embassy1.htm>
5. F-1 visas do not need to be renewed as long as students remain in status and do not leave the United States. However, students who leave the U.S. with an expired visa or who are out of status when they leave must obtain a new visa in order to reenter the U.S.
6. Students attending IELC are not permitted to work on or off campus without approval from the school.
7. Students must not leave the United States, even for a short time, without making sure all travel documents are valid and in their possession.
8. For any questions regarding immigration matters contact the Intensive English Language Center office by telephone at 661-654-2014 or by email at [ielc@csub.edu](mailto:ielc@csub.edu).



# Health Care

## Health Insurance

Medical insurance is **mandatory** for all F-1 visa students who are enrolled in classes at the Intensive English Language Center (IELC). The IELC office offers a policy from Wells Fargo Insurance Services that covers all of the requirements set forth by the California State University Executive Order #622. This order requires that F-1 visa students obtain and maintain insurance coverage for health, medical evacuation, and repatriation for themselves and for any F-2 dependent during their period of enrollment at CSUB.



The coverage amounts on the Wells Fargo policy offered through IELC equals or exceed the standards as specified by the United States Information Agency (USIA) and NAFSA Association of International Educators. These standards are as follows:

- The policy is valid through the last day of each session;
- The medical benefit is at least \$100,000 per condition;
- The co-payment does not exceed 25%;
- The repatriation benefit is at least \$7,500;
- The medical evacuation benefit is at least \$10,000;
- The deductible does not exceed \$100 per illness or injury;
- The policy is funded in the United States;
- The policy provides benefits for conditions that have not been treated in the six months immediately preceding continuous coverage, and does not have greater than six months waiting period for conditions that have been treated within the six months immediately preceding continuous coverage.

The Wells Fargo Insurance Policy can be purchased during the first week of classes. The quarterly and yearly premium amounts can be obtained from the IELC office.

**IMPORTANT NOTE:** Health insurance coverage that meets the above standards is mandatory for all students attending IELC classes on F-1 student visas. Exceptions to the purchase of the Wells Fargo Insurance Policy must be approved by the IELC Director on a case-by-case basis. Exceptions might include students who have insurance as part of a scholarship program or students who are covered by a parent or spouse who is working in the United States. Additional policies could be required for repatriation or medical evacuation as most U.S. policies offered through employment do not cover these areas.



## Immunizations

The Chancellor of the California State University requires all students born on or after January 1, 1957 to present proof of immunity to measles and rubella or to be immunized in order to attend any program on a California State University Campus. If you

have had the vaccine in your home country, you must show documentation of the dates in English, or you may obtain the immunizations at the CSUB Student Health Center for a small fee.

For further explanation on the Mumps, Measles, and Rubella vaccination, the IELC office has handouts from the United States Centers for disease Control and Prevention in the following languages: Chinese, English, Korean, Japanese, Russian, Spanish, and French. Please see Mrs. Hurley if you would like to obtain a copy.

**Students will not be allowed to continue attending classes after the first week if they have not shown proof of MMR vaccination.**

## CSUB Student Health Center

IELC students may use the University's Student Health Center for basic health care and minor illnesses or injuries. According to University policy, IELC students are required to pay a \$90.00 student health fee at the time of registration each session. After payment, all basic services, including doctor ordered lab tests, immunizations, X-rays, and pharmacy services, are available at no additional charge or a minimal fee.



If you do not feel well, you may make an appointment at the Health Center by calling 654-2394. If you need assistance, please contact the IELC office. We can help you make the appointment or accompany you to the doctor if necessary. When you visit the Health Center the first time, you will need to complete a Health History form before you see a doctor. You must show your IELC/CSUB identification cards each time you visit the Health Center.

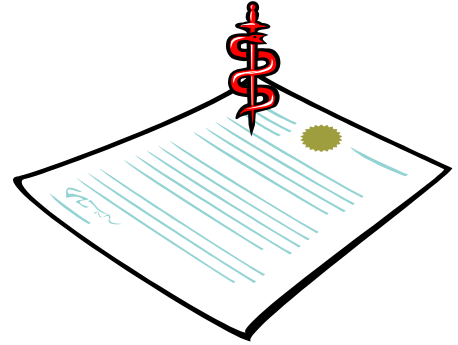
The Student Health Center is open Monday through Thursday 8:30 a.m. – 6:00 p.m., Friday 8:30 a.m.- 5:00 p.m. The appointment desk (654-2394) is available daily at 8:00 a.m. The Health Center is not open evenings on weekends.

## Weekend Medical Care

While it is best (and less expensive) to first get medical help from the University's Student Health Center, if you become ill or need emergency attention in the evenings or on the weekends when the center is not open, you should seek care either from your host family's doctor, an urgent care center, or in the case of serious injury or illness, a hospital emergency room. You may be required to pay a deductible or co-payment for each new injury or illness when using a doctor or health care provider off campus. Remember, hospital emergency rooms are for emergencies only, such as a serious injury from an accident or a sudden, life-threatening illness. If you are not feeling well, do not wait until evening hours or the weekend to see a doctor.

## Insurance Claim Forms

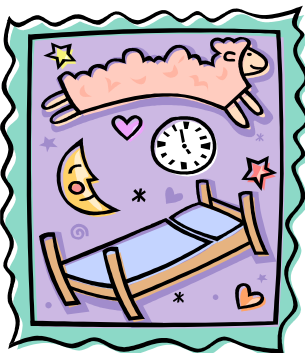
If you visit a physician outside of the campus Student Health Center, you may need to fill out an insurance claim form. These are available in the IELC office for the school sponsored insurance company. If you have any questions, or need help with the claim form, please see someone in the IELC office for assistance. Please note that injuries or illnesses that occurred in the 6-month period prior to your enrollment at IELC are considered a “pre-existing condition,” and are not covered by the school sponsored insurance company.



## Your General Health

You may be experiencing some adjustments to your new environment, which is a natural process called “culture Shock.” This is a common and normal experience, and is often associated with both physical and emotional changes. There will be times when you just will not feel well. Many people experience stomach pain, headache, fatigue or tiredness, lack of concentration, change in appetite, and problems sleeping. You may feel lonely and miss your family and friends, or homesick for things which are familiar. Many students experience tension, nervousness, worry, and fear of failure.

You will need to give your body some time to adjust to your new surroundings. One of the most important ways to help you get through the adjustment period is to maintain your health. If you are healthy, you will also be able to concentrate and will do better in your classes. There are several things you can do to help maintain your good health.



It is important to eat well. Try to maintain a balanced diet and eat on a regular basis. Do not eat all of your meals at fast food places. If possible, get together with friends and cook some similar dishes from home. Eating a balanced breakfast has been shown to help students do better in school. Give yourself enough time in the morning so that you are not rushed and have time to eat something before you come to classes.

Be sure to get enough sleep. It is very important to establish and keep regular sleeping hours. You can do this by going to bed at the same time each night and waking at the same time each morning. There will be times that you will not be able to get as much sleep as you need, such as during exams. However, if you plan your time well, you should be able to do your studying and homework and have enough time for sleep. Remember, you cannot do well in class if you stay out all night or you come to school with a hangover.

Another way to maintain your health is to make sure you are getting enough exercise. Exercise not only helps you physically, but also improves your mental outlook on life. Try to make time in your day to take a walk, ride a bike, swim, play tennis, or participate in some other form of exercise. You can't and should not study all of the time.

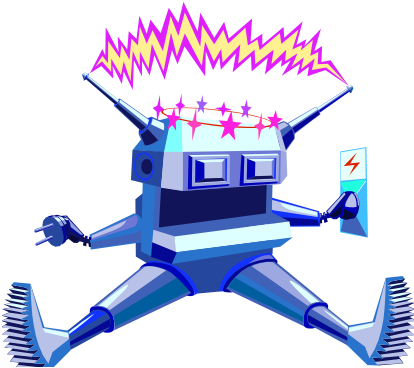
Try to make new friends as soon as possible. Friends are good medicine because they are people you can confide in, feel close to, and share your life experiences.

If you have tried all of the suggestions above and you still are not feeling well, please make an appointment to talk with someone in the IELC office. They can listen and help with any problems you are experiencing. Sometimes just talking with someone about your feelings can be a big help. Any information given to an IELC staff member will be held in strict confidence.



## Customs and Culture

### Culture Shock



When moving to a new community, particularly in a different culture, it is common to experience what is known as “Culture Shock.” Culture Shock may be defined as the feelings you experience when you are taken out of a familiar environment and thrown in to a completely new and different one. It is quite normal for a visitor, anywhere, to feel depressed and isolated once the initial excitement of arrival has worn off. You may feel frustrated and confused with foreign ways and idioms. But, hopefully, understanding why Americans behave the way they do may help you understand your own feelings. Some helpful ways to cope with culture shock:

- Get plenty of rest to deal with the stress and jet lag that you may experience.
- Take time to think and/or talk through your own feelings.
- Make an effort to be optimistic, concentrate on the positive side of any situation. But also remember to acknowledge your feelings even if they aren’t positive.
- Make your new home environment as comfortable as possible.
- Make friends as quickly as possible. If there are others of your nationality on campus, get acquainted. It will give you a support system.
- Keep a diary or journal. This is a helpful way to vent some of the frustrations you might be too embarrassed to speak about. It may also be an interesting record of the changes that occur over time.
- Keep an open mind and a sense of humor.
- These suggestions should help you feel more comfortable in your new surroundings. The rest of this section will let you know what to expect some areas of the American culture.

## Greetings

In the U.S., “Hi, How are you?”, “Hello, how are you?”, or when introduced for the first time, “I’m pleased to meet you,” are the most common forms of greeting. “So long,” “See you soon,” “See you later,” “We should get together sometime,” are also common expressions used for saying “Good-bye.” An expression such as “Hello, how are you?” does not require a lengthy answer beyond, “Fine, thank you.” Likewise, “See you soon” or “Later” does not imply any definite promise about getting in contact with you in the next few hours or days. They are simply forms of saying “Good-bye.”

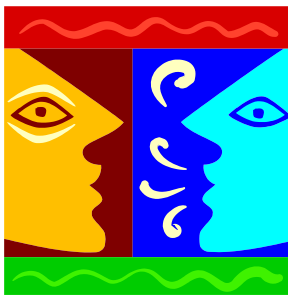


## Meeting Americans

One fear that people have before they come to the U.S. is that they will not be able to communicate with American people. This fear is natural. The first step to making an American friend is to realize that your English does not have to be perfect. Most Americans are used to hearing English spoken with a broken accent, and that will help them understand you. The more you speak with Americans, the easier communicating will become.

## Cleanliness

Americans put a great deal of emphasis on personal cleanliness. The standards of personal cleanliness that an individual maintains determine, to a large degree, the extent to which she/he is accepted into society. Most Americans are very sensitive to the smells and odors of the human body – sometimes their own, but especially someone else’s. For this reason, most Americans bathe once a day and sometimes more during hot weather or after strenuous exercise. They use deodorant or an antiperspirant, and they wash their clothes frequently. Americans are also very concerned about having clean hair and fresh breath.



## Unspoken Language

Because gestures and unspoken signals have become so automatic, we often forget how they mean different things in different cultures. To avoid misunderstandings, be sure to keep in mind that the unspoken gesture you exchange with people from other cultures may not say what you think it does.

Shaking hands is common in business and in more formal social gatherings (banquets, and special parties) among both men and women. In more casual encounters, however, men tend to shake hands with each other more often than women shake hands with women. (In a situation where the other person is distinguished or is several years older, he/she usually initiates the handshake). Handshakes are usually accompanied with “How do you do” or nice to meet you” or “Nice to see you again.”

While talking with someone, how close you stand to the other person is determined by the degree of familiarity in your relationship. Most Americans like to keep a little private distance between each other when talking side by side, while standing in elevators or

anywhere else. But when contact is unavoidable, a person will say, "Excuse me," thereby indicating he/she is sorry for having violated someone else's personal space. While Americans generally like to make eye contact when conversing with one another, they do stand two to three feet apart while doing so. For example, it is acceptable to stand close to a friend while talking, but it would not be appropriate to stand very close to a professor or school official.

## Friendship and Dating

Americans are generally considered open and warm people who make new acquaintances easily. Because they are very mobile and place great emphasis on the qualities of individuality, independence, and personal privacy, Americans often have many casual and informal relationships and few lasting friendships. However, in spite of this, many Americans are quite capable and more than willing to take the extra step needed to establish an enduring friendship.



The rules for dating Americans are flexible. Generally the initiative comes from the man, but this is not always the case. If you want to get to know someone, it is often wise to ask the person to join you for coffee or a soda or to get together to study. Such short events may prove to be the beginning of a strong and durable friendship. On weekends, a man may ask a woman for an evening date, invite her to dinner, a concert, or a movie. It is no longer automatically assumed that the man will pay for the expenses on the date. It is especially common on a university campus for the two people to share the expenses.



## Smoking

Do you smoke? In many parts of the United States, all public buildings are designated "smoke free," meaning that you cannot smoke in any part of the building. Other buildings may have spaces designated for smokers. Restaurants may have smoking and nonsmoking sections. If you are a guest in someone's home, room, or apartment, always ask permission before you smoke. Even if you are in your own room, it is polite to ask your guests if anyone

objects to your smoking before you reach for a cigarette. Be prepared to see No Smoking signs in most offices, classrooms, and stores. In California, it is illegal to smoke inside any public buildings. Even outside, you must look for designated smoking areas that are at least 10 feet or 3 meters from a door or window.

## Tap Water and Alcohol

Tap water is safe to drink and usually used by Americans as their normal drinking water.

Americans generally do not drink alcoholic beverages with their meals. If you are offered an alcoholic beverage, it is acceptable either to drink it



in moderation or decline. In the United States, it is illegal for anyone under the age of 21 to drink alcoholic beverages. Those who are under 21 and choose to drink alcoholic beverages risk being arrested.

## **Tipping**

Service charges or “tips” (meaning “to insure proper service”) are most often not added to the bill in American hotels, restaurants, and barber shops/beauty parlors, but are often expected and needed by the employees. In restaurants, tip the server about 10-15% of the check. For a haircut, the average tip would be \$1.00. In any case, the amount of tip depends on you, and if you feel that you have received good service.

## **Time Zones**

There are four time zones in the continental U.S. These are (proceeding east from the west coast) the Pacific, Mountain, Central, and Eastern. CSUB is located in the Pacific time zone. You need to be aware of these time differences for a few reasons. If you have friends in another part of the country, the time may be different than you are expecting it to be. Also, if you are traveling to another state, you should make sure that you know what time zone it is in, so you will not be late for your appointment, interview, or worst of all a plane departure.



## **Time Schedules**

Accomplishments and progress are measured by the way time is spent. For this reason, punctuality is considered essential in conducting everyday activities. One is expected to arrive at the stated time or even a little early for an appointment with the professor, doctor, or other professional. On social occasions, however, such as parties, dinners and the like, more flexibility is tolerated.



## **Telephone Etiquette**

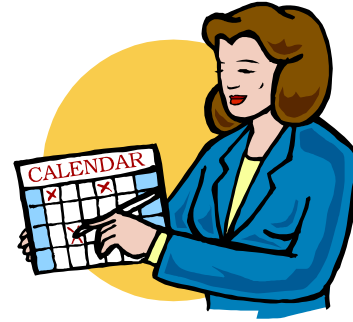
Generally, it is considered polite to phone someone after 9 a.m. in the morning and before 9 p.m. in the evening. Also, you should call before or after dinner hour (5:30 p.m. – 7:30 p.m.) If you plan to visit an American home, a phone call prior to going would be appreciated by the people you are visiting.

## **Regular Business Hours**

Most businesses, offices, and stores are open Monday through Friday, with many stores and restaurants open on Saturdays and Sundays. Very few stores are open after 9 p.m. except for supermarkets, drug stores, and convenience stores.

## Appointments

It is always wise to call professional offices to make appointments to ensure being able to see someone. Again, promptness is expected in business and professional appointments.



## Holidays

The following are the major American Holidays.

**New Year's Day** – January 1: The start of the new year is generally celebrated in the evening before, with parties. Some people like to hold open houses on the day itself.

**Easter** – This religious holiday commemorates Jesus Christ's rise from the dead. It can occur in March or April.

**Memorial Day** – This holiday is observed the last Monday in May. This honors the soldiers who died in any American war.

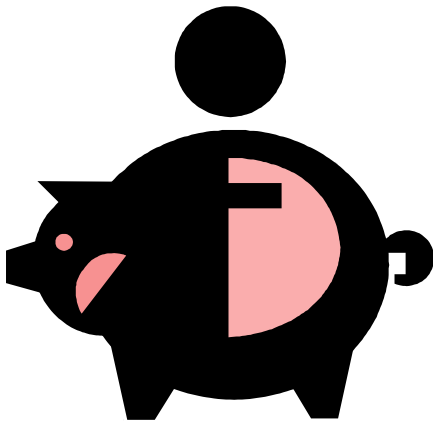
**Independence Day** – This holiday is observed on July 4. America became independent on this day and it is celebrated with parades picnics and fireworks.

**Thanksgiving** – The celebration of the harvest occurs in late November in the United States. Families gather together and have a festive meal, usually with turkey and pumpkin pie.

**Halloween** – October 31: Children (and sometimes adults) dress up in costumes and go door to door collecting candy.

**Christmas** - December 25: This marks the birth of Christ and is a time for family gatherings and gift-giving. People generally take several days away from work, if they can.

## Finances and Banking



You are encouraged to open a checking or savings account at one of the many banks in the area. In most cases, you must have an account to take advantage of the services a bank offers.

Banks offer many different financial services. You may wish to compare the services and costs of several banks before choosing one at which to open an account. One bank may be more conveniently located than others; another may have more automated teller machines around town; a third may charge less to maintain a checking account; a fourth may allow you to do your banking from home via computer. Banks are competing for your business, so don't be shy about asking questions.

A checking account will permit you to write checks to make purchases and pay bills. Most retailers and service providers will accept a personal check drawn on any U.S. bank (it need not be a local bank) as long as you can show appropriate identification (passport, student identification card, or driver's license).

By using checks, it is easy to keep records of your purchases and payments. At most banks you just need to keep a substantial sum (or "balance") in the account, just enough to cover your checks and any fees the bank charges to maintain the account. Many banks offer "overdraft protection," enabling you to write a check that exceeds your balance with the understanding that you will pay interest on the overdraft amount. Finally, checking accounts have the advantage of providing you with immediate access to your funds.

Unlike most checking accounts, "savings accounts" earn interest on the balance in the account. If you plan to bring money for the entire academic year or for your entire academic program, you should be sure that your money earns interest! You can withdraw money from an ordinary savings account, but you cannot do so by writing a check.

Many students open a savings account and a checking account at the same bank so that they can transfer money from the interest-bearing savings account into their checking account as they need it.

Certificates of deposit (CDs) pay higher rates of interest than savings accounts, but your deposits must be made in certain amounts (usually in increments of \$1,000 or more) and must remain in the bank for a specified period of time (usually a minimum of three months) before you can use them. The penalties for withdrawing money before the specified time has elapsed can be quite substantial. A CD account makes sense if you bring money that you will not need right away.



Most banks provide Automatic Teller Machines (ATM's) as part of their services. It is recommended that you choose a bank that has convenient branches or ATM locations. There is an instant teller machine located at the Student Union building on campus. While ATM machines belong to networks and usually can be used by anyone, fees may apply for usage of any ATM, especially if it is not from your personal bank.

A "debit card," also known as a check card, allows you to withdraw or deposit money to your bank account using an automatic teller machine (ATM) and to make purchases at stores that accept the card. Some debit cards carry a credit-card logo (such as Mastercard or Visa), and can be used in place of a check or credit card. Debit cards are not credit cards, however, and they can be used only to the extent that you have funds in the account to which they are linked.

Credit cards will allow you to make purchases even when you have no money immediately available. Banks and other financial institutions, department stores, and gasoline companies all issue credit cards that can be used to buy goods. You are billed every month and are required to pay at least a portion of your balance each month. If you do not pay the entire



amount due, interest (or a "finance charge") accrues on the unpaid balance. The interest rate can be quite high, particularly if you have not yet established your "credit worthiness."

The cost of credit cards varies greatly. The annual fees and interest rates charged by some financial institutions are much higher than others. Many cards offer premiums or awards linked to the amount you spend using the card. Ask your adviser or fellow students: It really pays to shop around. Once you establish a "credit history," or if you have significant assets, you should be able to obtain a card with a lower interest rate and little or no annual fee.

Credit cards are convenient, but unless you are careful, you may be shocked when you get your monthly bill. Keep all your receipts to keep track of what you spend. Debit cards are a better solution for students who have trouble managing their debt. They are as convenient as credit cards but do not allow you to spend more than you have.

Major local banks include Bank of America, Chase and Wells Fargo. Check on the internet for the most convenient branch located close to your home and/or the school.

## Weather

The weather in Bakersfield is fairly predictable. In the spring (March through early June) there is occasional rain. The temperature starts out mildly (60°F – 70°F) and steadily increases into June when the summer season begins. Summer sees no rain and is generally very hot (90° to 105°F). In October, there are still a few hot days left, but the fall season is characteristic of temperatures in the 60's and 70's. During this time there is a steady decline in the temperature. Starting at the beginning of December, winter can be very cold at times. Heavy fog is also very typical during this season. Temperatures during this season can be as low as 20°, but is usually around 40° or 50°. Most of Bakersfield's rain falls during this season.

## Earthquakes

Small earthquakes are common in California, and usually cause little or no harm. If a large earthquake occurs and you are inside a building, you should hide under a table or stand in a doorway for protection. If you are outside, try to stay away from power lines or large objects that are likely to fall. More detailed information can be acquired in the IELC Office.



## Emergencies -911

To summon emergency help such as the paramedics, the fire department, or the police, you can dial (911) on your home telephone or from a public telephone. (You do not need money for the public telephone when you make this call). You must be prepared to describe the type of emergency and the address or location of the emergency.

## Measurement Conversions

### Liquid

1 cup = 8 fluid ounces

1 pint (2 cups) = 16 fluid ounces

1 quart (4 cups, or 2 pints) = 32 fluid ounces = .946 liters

1 gallon (4 quarts) = 128 fluid ounces = 3.785 liter

1 liter = .264 gallon or close to 1 quart (1.06 qt.)



### Linear

1 inch = 2.54 centimeters (cm)

1 foot = 12 inches = 30.5 cms.

1 yard = 3 feet = 36 inches = 914 cms.

1 mile = 1.6 kilometers (km) = .62 miles

1 meter = 1.09 yard = 3.28 feet = 39.4 inches

## Outdoor Activities

CSUB and the Bakersfield area offer the students an array of outdoor activities in which to participate. There are biking trails right next to the University that run for miles. There are soccer fields, basketball and tennis courts available for students. Not too far away, there are great skiing areas and beaches.

## Entertainment

There are several options in the area to find entertainment. Theatres and Bowling alleys have been very popular hangouts among past students.

### **Movie Theaters (check the internet for show times)**

Edwards Stadium 14 Cinema  
9000 Ming Ave.  
In the Marketplace

Reading Cinemas  
Bakersfield Valley Plaza 16  
2000 Wible Road

Starplex Cinemas  
4200 California Ave.  
(\$2.00 movies)

Maya Cinemas  
Bakersfield 16  
1000 California Ave.

### **Bowling (call for hours of operation)**

AMF Southwest Lanes  
3610 Wible Rd.  
(661) 834-2695

Regency Lanes  
8200 Real Road.  
(661) 325-6428

AMF Westchester Lanes  
1819 30<sup>th</sup> St.  
(661) 324-4966

## **Campus Clubs**

The International Student Club is an active club that gives students an opportunity to have fun and meet new friends. There are also other clubs on campus like the Chess Club and the Computer Science Club for those of you with special passions. There are many clubs on campus and they will welcome new members. Remember, you will not meet new friends if you stay at home.

## **Recreational Sports**

An important co-curricular activity in which a large number of students participate is the Recreational Sports Program. A variety of recreational experiences are available, providing an opportunity for social interaction, physical well-being, and personal development.

Intramurals: There are many sports and activities to choose from here at CSUB. Each quarter offers different sports. All together there are about eight sports offered: Basketball, Hype Dance, Softball, Swing Dance, Paint Ball, Weight Training, Flag Football and Volleyball. All of these sports offer fun and good competition. If you would like more information about intramurals, contact the Associated Students Office at 654-2418.

## **Religious Organizations**

There are many religious groups and churches that have active fellowship in this area. Consult the phonebook for a listing of all the churches in the Bakersfield area.

## **International Students, Inc. Friendship Partners**

ISI Friendship Partners are American families or single persons who volunteer to become friends with an international student. They regularly have meals and outings with their international friends. Often they help that student in more practical ways such as apartment hunting and moving, finding appropriate medical care, finding inexpensive stores to shop in, finding transportation, and providing support for special problems that may arise during the school year. Friendship Partners often treat students as part of their family, and provide much needed support and help in emotional and practical aspects of life in the United States. Many Friendship Partners become lifelong friends with their international friends. As one Friendship Partner said, "When international students arrive, everything is new. They need someone to prepare them for how things are done, how we think, and the easiest ways to adjust to our culture. They need someone who is truly going to be their friend."



We are happy to say that we have a very supportive group of Friendship Partners working with our international students at CSUB. The group provides many social opportunities for our students.

If you would like to have more information about the Friendship Partners program, upcoming events, or if you would like to sign up for a Friendship Partner, please contact:

*Jerilyn Stewart @ 661-834-2799 or [jerilys@bak.rr.com](mailto:jerilys@bak.rr.com)*

## **The Campus Pub**

The Campus pub is located at the Student Union Building. This is a place where you can listen to music, watch TV on a big screen, play pool or just hang out. The pub serves inexpensive beer, soda, pizza, salad and more. Now and then they may have live bands play. It is also a great place to meet new friends. For your information, a person must be 21 years of age to legally consume alcohol in the U.S.



## **Safety Precautions**

There is some danger of crime in most areas of the United States today. Take the following advice: Be Careful and you will probably not have any trouble.

- Do not carry large amounts of money (cash) with you. Use either a personal check or traveler's checks. However, do keep some cash and coins available in case of an emergency or you need to make a phone call.
- Do not go out alone at night. Always take a friend with you. If you are on campus and don't want to walk alone, call Public Safety at extension 2111 and someone will escort you.
- Always lock your dorm when you leave or when you are sleeping.
- When someone knocks at the door, always ask "Who's there?" before you open the door.

## **Telephone Services and Calling Home**

Telephone service is provided by local and long-distance telephone companies. Local telephone companies provide local or regional telecommunication services; long-distance companies provide national and international services.

If you live on campus, local telephone service will probably be provided by your institution, but you will have the opportunity to choose a long-distance company based on your own needs. Long-distance companies offer different calling plans and savings options.



If you live off campus, you must arrange your own local and long-distance service. The orientation package you receive from your international student office should contain information about obtaining local telephone service. New customers generally must pay a one-time installation charge, as well as a deposit that is usually refunded with interest after 12 months if your bills are paid on time. A telephone directory will be delivered to your room on campus or to your off-campus address once your telephone service has been connected. Do not forget to have your telephone service disconnected or transferred to your new address when you move. There is no charge for disconnecting telephone service.

If you share long-distance service with roommates or housemates, make sure everyone understands how the bill is to be paid. AT&T offers a convenient service that permits each member of the household to enter a personal code when making a long-distance call, thereby simplifying the process of dividing the charges each month.

Detailed instructions for using public telephones (usually referred to as "pay phones") can usually be found in the telephone booth. Many pay phones still require a coin for local calls, but most now allow you to make local and long-distance calls without coins using a credit card or any of a wide variety of "calling cards." You can make long-distance calls from any pay phone in the United States; long-distance service is not confined to certain locales as it is in many countries.

## Shopping and Eating



There are two shopping centers located very close to the CSUB campus that may have shops and restaurants. The "Marketplace" is located just behind the campus on Ming Avenue, and the "Town and Country Center" is adjacent to the campus on Stockdale Highway. In the Marketplace, there is an Edwards Movie theatre, a Von's grocery store, a Supercut's, and many other stores and restaurants that may be useful. The "Town and Country Center" also has a grocery store and many other stores that are useful.

When you go shopping, you may find it quite different from shopping at home. The merchandise is generally sold in a "self-serve" manner, and clerks may not be readily available to assist you. Knowledgeable clerks are generally found only in the more expensive specialty shops. In self-serve shops, you take the items to a checkout counter where you may pay for them. Many stores provide baskets or carts to hold the items the shopper wants.

If you purchase something that does not fit or is damaged, you may return the item(s) to the store for a refund/store credit. You must present your original payment receipt. Refund policies differ from store to store.

## Shopping In and Around Bakersfield

### Malls

#### **Valley Plaza Shopping Center**

2701 Ming Avenue  
(661) 832-2436

### Department Stores

#### **Wal-Mart**

8400 Rosedale Hwy.  
(661) 588-2097

#### **Target**

1300 Wible Rd.  
(661) 836-2391

9100 Rosedale Hwy.  
(661) 589-0554

### Bookstores

#### **Barnes and Noble**

4001 California Ave.  
(661) 631-2575  
www.barnesandnoble.com

### Sports Equipment Stores

#### **Copeland's Sports**

4821 Ming Avenue  
(661) 831-5610

#### **Big 5 Sporting Goods**

3214 Ming Avenue.  
(661) 832-4161

#### **Bakersfield Athletic Equipment**

3611 Stockdale Hwy.  
(661) 832-3200

### Newspapers

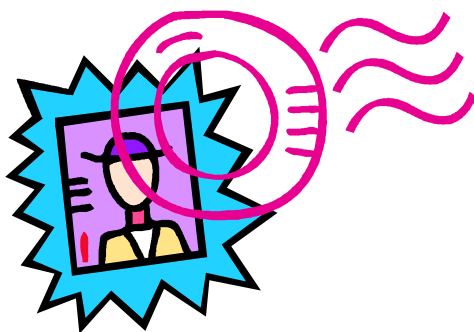
The Bakersfield Californian ([www.bakersfield.com](http://www.bakersfield.com)) is the local and most read newspaper in Bakersfield; however, the Los Angeles Times ([www.latimes.com](http://www.latimes.com)) is also widely read among faculty and students. Both of these newspapers are published daily and contain local, national and international news. The papers also inform you of the local merchandise sales, movies now showing, etc. The Californian and the Times can be found at the Runner Bookstore and at the entrances of some campus buildings. The cost is about 50 cents a copy. The Runner is the campus newspaper. It contains mostly campus news and events as well as some local, national, and international news. These newspapers and others can be viewed in the Reading Room in the campus library.



### Mail Service

The United States Postal Service has primary responsibility for delivering mail. Mail is delivered everyday except Sundays and National Holidays.

Notify your family and friends of your local address as soon as possible. To insure prompt delivery, be sure to include the zip code number in your address. The zip code on campus is 93311-1099. If you live off campus, be sure to



check your zip code because there are several in the Bakersfield area. Consult a post office near you or the phone book to verify your zip code.

All correspondence should contain your return address on the outside of the envelope and the name and address of whom you are corresponding with on the front of the envelope. Address form:

Mr. John Doe  
333 Jolly Street  
Bakersfield, CA 93311

Postage for letters is more than for post cards, and airmail involves an additional charge. Aerograms can be purchased and are cheaper than airmail postage. Overseas rates as well as parcel post rates for packages vary depending on the weight and destination. Packages may be insured, and first class letters may be registered or certified to assure delivery. There is a fee for the additional service. Inquire at the U.S. Postal Service for current rates and charges for all postal services or check the web site: [www.usps.gov](http://www.usps.gov).

**Camino Media Post Office**  
10001 Camino Media

**Stockdale Post Office**  
5601 Stockdale Hwy.

Open: 8:30 a.m. – 5.00 p.m. Monday – Friday and Saturdays 9:00 a.m. – 1:00 p.m.

#### **Current rates for postage:**

Postal rates change frequently and are based on the type of service you wish, so please check with the local post office for current rates. There are different rates for standard mail, next day service, express (2-7 days) and international service.

#### **Facsimiles (FAX):**

Students can use and receive school related faxes from the IELC office at no charge. The fax number for this machine is (661) 654-6914. For non-school related faxes, the cost is 50 cents per page. If the office is not open, you can go to Kinko's or Office Depot. The cost for faxing is \$1-\$2.00 per page at these locations.



## **Housing Information**

There are several types of housing options for IELC students. Students can live with family or friends, they can live a host family, in the residence halls (dorms), or they can get an apartment off-campus.



### **Homestay**

Living with a host family allows you the opportunity to learn more about American culture and lifestyles while improving your English skills. Homestay costs are approximately \$1,925.00 for each 11-week session (\$25.00 per day). Host families provide a private room, breakfast and dinner, and transportation to and from school. You may contact the IELC office for more information about the IELC Homestay program.

### **Resident Halls (Dorms)**

The residence halls are home to a good cross-section of the campus population: freshmen through graduate students, Californians, out of states and international students. To live in the halls, you must be a registered CSUB student. Students that are married must seek living arrangements off-campus. For more information regarding the dormitories, consult the Residential Life handbook or call the Residential Life office at 661-654-3014 or look at their website: [www.csubak.edu/Housing/](http://www.csubak.edu/Housing/).

### **Apartments**

If you choose not to live in the dormitories, you will need to find a suitable apartment to live in off-campus. Here are a few complexes close to campus that might work out well:

Cambridge Village  
8200 North Laurelglenn  
(661) 664-6200

Edgewater Condominium Rentals  
8200 Kroll Way  
(661) 664-1991

The Springs Apartments  
8101 Camino Media  
(661) 664-9009



For a complete listing of apartments and rentals check the Yellow Pages in the phone books. The Classified section of the Bakersfield Californian also has many listings of apartments and rentals in the Bakersfield area.

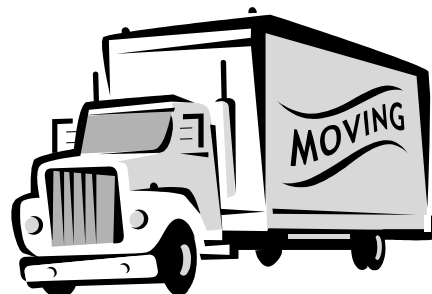
You may be wondering what kind of things come with an apartment. Among other things, you should check with the apartment manager to see if the apartment has furniture included in the rental prices, or if the utilities are paid by you or the apartment owner. Below are a few terms to know when looking for an apartment.

- **Unfurnished:** No furniture, but has a stove, usually curtains and rugs, and sometimes a refrigerator.
- **Furnished:** This means that the place has furniture: tables, chairs lamps, beds, sofa etc.
- **Utilities Included:** The charge for utilities (gas, electricity, water) is part of the money you pay for renting the apartment.
- **Utilities not included:** In this case, the owner usually pays for the water and trash pick up but you must pay for the gas and electricity separately from your monthly rent.
- \*If you are responsible for the Utilities you may need to have everything turned on or installed. Please check with the manager to see what the case is. If you do have to have them turned on, here are the contacts you will need to make:
  - PG&E (Pacific Gas and Electric) (800) 743-5000
  - Pacific Bell Phone Company – (800) 310-2355
  - The Gas Company – (800) 427-2200
- **AC (Air Condition):** With the hot Bakersfield summers, you should make sure that any apartment you rent has air-conditioning.
- **Leases/Rental Agreement:** Lease/Rental Agreements are written contracts between you and your landlord, specifying the terms and conditions of your residence. It will include the amount of monthly rental payment, when it should be paid, and how long you are expected to occupy the property. Since this is a legally binding document, make sure to read it thoroughly before signing it.
- **Security Deposit:** When you sign a lease/rental agreement, you will normally have to pay rent for the first and last months in advance, along with a "security deposit" equal to one month's rent. This security deposit will be returned to you after you leave, provided that you have not damaged the property during your stay. It makes sense, therefore, to get a written, signed statement from the landlord as to the condition of the apartment before you move in. This will protect you from charges for damages for which you are not responsible. Security Deposits amounts are usually \$50.00 to \$250.00.
- **Enrollment Verification Letter:** You may be required to have a letter to verify your enrollment at IELC. You may obtain this letter from the IELC Office.
- Be sure that you are aware of what you are responsible for before you make a commitment.

## When You Want to Move

- Homestay: Give your host family at least 2 weeks notice before you move out.
- Apartment: Give your manager at least 4-6 weeks notice or you may lose your deposits.

- Residence Halls: Please contact the Residential Life Office at (661) 654-3014 for details.
- Please be aware that without proper notice, you may lose your deposits or part of the money that you have already paid. This applies to Homestay, Apartments, and Residence Halls.
- Remember to have your mail forwarded to your new address.



## Transportation

### Automobiles

Walking and biking are very possible ways to get yourself around campus and get the services you need. A car is not a necessity at CSUB; therefore, you should consider this purchase very carefully. The purchase price of a car is just the beginning of the total expense involved. Gasoline, license plates, repairs and insurance coverage may far exceed the actual cost of the car. If you wish to buy an automobile, have someone with you who knows cars and standard U.S. prices.



If you buy a car or already own one and it needs repairs, be sure to compare estimates of the repair costs among several places and have someone who is familiar with US repair cost advise you on the best estimate and the reputation of the shop. Make sure this is someone other than the person who will do the work. It is also important to compare insurance estimates between companies because automobile insurance rates are not standardized in the U.S. There can be a difference of hundreds of dollars between companies on repair costs and insurance rates for the same work or insurance coverage, so consider purchases carefully.

After you get a car you must make sure that you have the proper license to drive it. An international license will work in some cases, but may not. Check with the area DMV (Department of Motor Vehicles) for complete details on these matters and get a booklet to familiarize yourself with U.S. and California driving laws.

Driving an automobile while you are under the influence of alcohol is dangerous and illegal. You are risking injury to yourself and others. You are also risking arrest due to driving while under the influence. A conviction for this offense can result in an expensive fine, a jail term, and/or the loss of driving privileges.

## How to Acquire a Driver's License

Driving is a very serious responsibility to take on. The way that you drive determines the safety of yourself and thousands of others. Driving in the United States, California to be specific, may be very different from where you are used to driving. With these things in mind, you are encouraged to enter Driving School. This will help you learn the rules in California and give you practice behind the wheel. Here are a few driving school options:

### **International Driving & Traffic School**

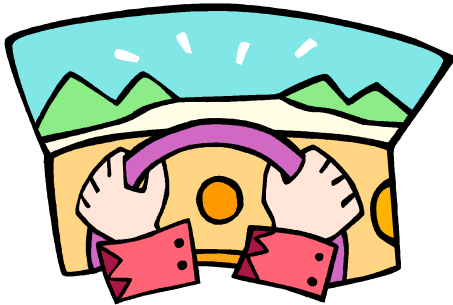
3845 Stockdale Hwy.  
(661) 834-5757

### **Precision Driving School**

3123 19<sup>th</sup> St.  
(661) 324-0247

### **Kern Driving & Traffic School**

2418 F St.  
(661) 325-2650



Please check the yellow pages of the phonebook for a complete listing of driving schools.

The first step in the process of getting your driver's license is to go to the **Department of Motor Vehicles (DMV)**. Because the DMV is a busy place, you should call ahead and make an appointment: 836-2042. At your scheduled time you will take the written portion of the test.

After passing the written test, you will be issued a learner's permit. When you are issued the permit, ask for a receipt.

Take the Learner's Permit, the receipt, your passport, I-94, I-20 and a completed Social Security application to the **Social Security Administration Office**. They will process your information and issue you a letter that says you are ineligible for a Social Security Number (SSN). After you receive this letter call the DMV and make an appointment for the driving portion of the test. If you pass the test, you will get your license. Good Luck!!!

### **The Department of Motor Vehicles**

7000 Schirra Ct.  
(661) 836-2042

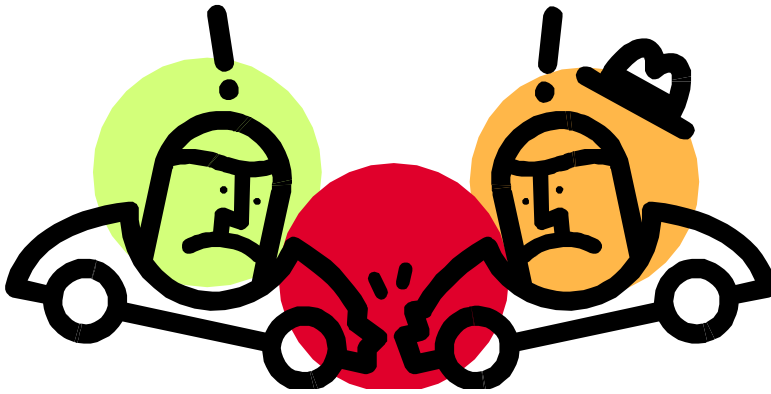
### **Social Security Administrative Office**

5300 Office Park Dr. Suite 100  
(661) 861-4242

## Automobile Insurance

If you drive a car in the United States, you must have car insurance. If you are caught driving without insurance you may: (1) receive a ticket, (2) have to go to court, (3) have your driver's license suspended. If you are involved in an auto collision, you may be personally financially liable for all costs to you and the other party. The Intensive English Language Center does not make any specific recommendations for car insurance. For a complete listing of local insurance companies, check the Yellow Pages in the phonebook.

## What to Do In The Event Of a Car Accident



- Write down the names, addresses, phone numbers and especially the license of any persons involved in the car accident.
- Notify the police as soon as

possible.

- Report the accident to your insurance company as soon as possible.
- Do not discuss your accident with anyone other than the police or your insurance company.
- Try to draw a sketch of the position of the cars when the accident occurred.
- Always carry your insurance card, car registration and driver's license anytime that you drive a car. Seatbelts for both the driver and all passengers are required in the state of California.

## CSUB Parking Policy

California State University, Bakersfield (CSUB) campus security requires that all vehicles parked on campus have parking permits. The cost of the permit is \$45.00 per quarter. If you will be driving a vehicle to school, you may purchase a parking permit in the CSUB accounting office. You will need to know your CSUB ID number or Social Security number and have your CSUB/IELC identification card with you when purchasing your permit. You may pay with cash, credit card, or write a check payable to CSUB.

Please remember that you must purchase your permit before you drive your car to school, or you may purchase a daily ticket for \$5.00 at one of the main entrances of CSUB.

There is no grace period and cars without permits will be ticketed. You must always display your parking permit when you are parked on campus by hanging it from your rear view mirror, so that you will not receive a parking ticket and fine.



## Car Rentals

If you find yourself in need of a car, here are a few choices for you to select from

|                    |   |                  |   |
|--------------------|---|------------------|---|
| <b>Budget:</b>     | National reservations:<br>(1-800-527-0700)  | <b>Hertz:</b>    | Worldwide reservation:<br>(1-800-654-3131)  |
|                    | Downtown<br>4208 Wible Road,<br>(661) 398-8775                                    |                  | Local/Bakersfield:<br>(1-800-704-4473)<br>6701 Rosedale Hyw.<br>(661) 589-1301                  |
|                    | Bakersfield Airport<br>1401 Skyway Dr.<br>(661) 399-2367                          | <b>National:</b> | National Reservation:<br>(1-800-CAR-RENT)   |
| <b>Enterprise:</b> | 3800 California Avenue<br>(661) 321-0891  |                  | Bakersfield Airport<br>1401 Skyway Dr.<br>(661) 393-2068  |
|                    | 3771 Ming Avenue<br>(661) 833-9483<br>1800 24 <sup>th</sup> St.<br>(661) 323-2711 | <b>Thrifty:</b>  | Downtown<br>1524 24 <sup>th</sup> St.<br>(Corner of 24 <sup>th</sup> & Eye St.)<br>(661) 395-08 |

## Bicycles

You may own and operate a bicycle on campus as long as the proper regulations are followed. Bicycles must be parked in the racks outside of each house. Please do not park on the sidewalks or at the entrance to any house or doorway out of respect to our disabled students. The Residential Life Office reserves the right to remove any bicycle that is improperly parked. Always lock your bicycle because, unfortunately, bicycle thefts do occur. If you need more information please contact the Residential Life Office at 654-3014.



## Local Bicycle Stores

**Action Sports**  
Stockdale Hwy. at Gosford  
(661) 833-4000

**Snider's Cyclery**  
(661) 833-2700  
2700 New Stine

**Finish Line**  
600 Coffee Rd.  
(Corner of Coffee and Truxtun)  
(661) 833-6268

## Air Travel



Air service is available locally from the Bakersfield Airport (Meadows Field). The Los Angeles Airport (LAX) is also fairly close to CSUB, only two hours away.

Los Angeles International Airport:  
(310) 646-5252

Meadows Field Bakersfield Airport  
(661) 393-7977

## Bus Services

The GET bus or Golden Empire Transit is the public transportation provided in the Bakersfield area. You may obtain bus schedules in the IELC office and the CSUB Student Union. You may also call the GET at (661) 869-2438 or go to their web page at [www.getbus.org](http://www.getbus.org) for current schedules.

## Trains

The Bakersfield area is served by AMTRAK train service. Call 1-800-872-7245 for information and reservations.

