New Arrival - Welcome Guide
Revised January 12, 2018

Contents

Important Offices to Help with Arrival Needs .................................................................2
Important Contact Information .........................................................................................3
Safety .................................................................................................................................4
Academic Calendars & Academic Advisors ......................................................................5
Social Security Office & Registry of Motor Vehicles .........................................................6
Transportation ..................................................................................................................7
Accommodations ...............................................................................................................8
Forms of Identification ......................................................................................................9
Electricity, Gas, & Internet ...............................................................................................9
Setting Up Bank Accounts ..............................................................................................10
Phone Carriers ................................................................................................................12
Mail Service ......................................................................................................................12
Local Visitor’s Guides .......................................................................................................13
UMass Lowell Recreation Center .....................................................................................14
Massachusetts Public Education for Students K-12 ........................................................15
Translation Services .........................................................................................................16
Culture Shock ....................................................................................................................17
American Culture ..............................................................................................................18
Important Offices to Help with Arrival Needs

1) International Students & Scholars Office
Cumnock Hall 30 University Ave, 2nd Floor Phone: 978-934-2383
Email: isso@uml.edu
Website: www.uml.edu/isco
Facebook: www.facebook.com/umlisso
Office Hours: Mon. – Fri., 9am – 4:30pm
Advising Hours: Tues. – Thurs., 2pm – 4pm
*No appointment necessary*

2) Solution Center
University Crossing 220 Pawtucket St, Suite 131
Phone: 978-934-2000
Email: TheSolutionCenter@uml.edu
Website: http://www.uml.edu/thesolutioncenter
Office Hours: Mon. – Fri., 8:30am – 5pm

If you need assistance with your course selection, please contact the Graduate Coordinator for your department: Refer to this list for contact information on Graduate Coordinators, https://www.uml.edu/Grad/Accepted-Students/coordinators.aspx

For undergraduate students, your academic advisor’s contact information can be found in your SIS student self-service page on the right hand side under “Program Advisor”

ACADEMIC ADVISORS (Are Academic Advisors from CLASS the same as undergraduate program advisors?)

ACADEMIC CALENDARS

3) UCard, Access, and Parking Services
University Crossing
220 Pawtucket Street, Suite 190
Phone: 978-934-2800
Email: UCAPS@uml.edu
Website: http://www.uml.edu/UCAPS/
Office Hours: Mon. – Fri., 8:30am – 5pm

Get your UMass Lowell Student ID - You will need your passport. ISSO will be sending a list of international students to the UCAPS Office.

4) Trouble with Email or Student Information System (SIS)?
IT Help Desk
Phone: 978-934-4357
Email: help@uml.edu
Website: https://www.uml.edu/IT/Contact.aspx
*Please visit the IT Website for office hours.

5) On Campus Police
University Crossing 220 Pawtucket St, Suite 170
24/7 EMERGENCY NUMBER: 978-934-4911
*PLEASE SAVE THE NUMBER ABOVE INTO YOUR PHONE*
If calling from an off-campus phone - Use full phone # above. If calling from an on-campus phone, only need to dial 44911 Non – Emergency Number: 978-934-2398
Email: Police@uml.edu
Website: https://www.uml.edu/Police/

Read through the UMass Lowell Campus Police website, specifically the information on Personal Safety, http://www.uml.edu/Police/Personal-Safety/default.aspx

Blue Light Emergency Phones are located strategically around campus for your convenience and safety, https://www.uml.edu/Police/Personal-Safety/Emergency-Phones.aspx
## Important Contact Information

<table>
<thead>
<tr>
<th>Category</th>
<th>Department</th>
<th>Contact #</th>
<th>Email</th>
</tr>
</thead>
</table>
| Emergency Contacts                            | Campus Police                             | Emergency: 978-934-4911  
Non-Emergency: 978-934-2398 | Police@uml.edu                  |
|                                               | Health Services                           | 978-934-6800      | Health_Services@uml.edu         |
|                                               | Counseling Center                         | 978-934-6800      | Counseling@uml.edu              |
|                                               | International Students & Scholars Office | 978-934-2383      | ISSO@uml.edu                   |
| Registration, Academic Issues, Billing, Student Financial Services | Solution Center                           | 978-934-2000      | TheSolutionCenter@uml.edu       |
| Employment/Taxes                               | Human Resources                           | 978-934-3560      | HR@uml.edu                      |
|                                               | Foreign Taxation/Tax Treaty Questions     | 978-934-3539      | Vanntha_Sann@uml.edu (Payroll & International Tax Specialist) |
|                                               | Career & Co-op Center                     | 978-934-2355      | Career_Services@uml.edu         |
| Graduate Information                           | For Graduate Student Inquiries/GSA Inquiries | 978-934-2173 | Deborah_White@uml.edu (Director of Graduate Student Services) |
| On-Campus Housing/ Student Conduct Code       | Residence Life                            | 978-934-5160      | ResLife@uml.edu                 |
|                                               | Navitas                                   | 978-934-1942      | AdmissionsUML@navitas.com        |
|                                               | Pathway Admissions                        | 978-934-4357      | Help@uml.edu                    |
|                                               | E-Mail/SIS Questions                      |                    |                                |
Safety

Lowell Police & State Police
For emergency & non-emergency off campus

24/7 Emergency Number: 911
24/7 Non-Emergency Number: 978-937-3200
*SAVE THE ABOVE INTO YOUR PHONE*
Website: https://www.lowellma.gov/221/Police-Department
For on campus police information – see page 2

Rave Guardian

Rave Guardian is a free downloadable app that can be installed on your smartphone. It is available in both IOS and Android. In the event of an emergency you can notify police by pressing one button. This will give the police your GPS location.

Step 1: Download App
Step 2: Register with your UML email address and password

The app will now be active and you will be able to use it to call UMass Lowell Campus Police via the “9-1-1” button or the “Call” button for University Police.
Important Do's and Don’ts about calling 911

- **Only call 911 in the case of an emergency!**
  - Some examples of emergencies include: chest pain, a burglary in progress, or any type of fire. If you smell gas in your home, leave immediately and THEN call 911 - avoid doing so while in your home!
  - If you are calling 911 from a cell phone, the call will automatically be routed to the State Police in Framingham. Once you explain to them that you are calling from a location in Lowell, they will instantly reroute you back to our Communications Center.
  - When you call 911, briefly describe the incident you are reporting to the dispatcher.
    - Immediately provide your location
    - Remain calm
    - Stay on the line with the dispatcher and do not hang up until they tell you to. In many cases, the dispatcher will keep you on the phone until the first emergency units arrive to help you.
    - Do your best to remain calm, speak clearly, and let the dispatcher control the conversation when you call. They have been trained to ask you specific questions, especially when it comes to medical calls.

- **Do not call 911 for non-emergencies.** See the examples below, along with alternate numbers:
  - Some examples of non-emergencies include: when you can't find your television remote, there is a barking dog in the neighborhood, or you need a local phone number, reporting a past theft, reporting a past vandalism, reporting parking problems.
  - For non-emergency related issues, please call the main police business number, (978) 937-3200.
  - For general animal-related issues, please call the Animal Control Office directly at (978) 674-4277.
  - To report loose or vicious animals, or an animal bite, please call the police business number, (978) 937-3200.

- **Should you or your child accidentally dial 911, please do not hang up the telephone.**
  - Your address and phone number still comes through to the Communications Center and a police officer will be dispatched to your home - even in the event of a hang up.
  - Staying on the telephone and answering the questions of the trained Communications personnel will help ensure your safety and that of the responding units as well.
  - An officer will still be sent to your home to talk with you, to help ensure your safety.

For more information:
http://www.emergencycareforyou.org/Emergency-101/When-To-Call-911/
Academic Calendars & Academic Advisors
(Non-Navitas Students)

**Academic Calendar**
Website: [https://www.uml.edu/Registrar/Calendars/default.aspx](https://www.uml.edu/Registrar/Calendars/default.aspx)

**Undergraduate Advisors**
Website: [https://www.uml.edu/MSB/Students/Advising-Center.aspx](https://www.uml.edu/MSB/Students/Advising-Center.aspx)

**Centers for Learning & Academic Support Services (CLASS)**
Website: [https://www.uml.edu/class/](https://www.uml.edu/class/)
Phone: 978-934-2456
Email: advisement@uml.edu

**CLASS Academic Advising Hours**
Website: [https://www.uml.edu/CLASS/Advising-Center/Advising-Center.aspx](https://www.uml.edu/CLASS/Advising-Center/Advising-Center.aspx)

**Graduate Coordinators**
Website: [https://www.uml.edu/Grad/Accepted-Students/coordinators.aspx](https://www.uml.edu/Grad/Accepted-Students/coordinators.aspx)

---

Social Security Office & Registry of Motor Vehicles

**Lowell Social Security Office**
Address: 151 Warren Street Suite 300
Lowell, MA 01852
Website: [https://www.ssa.gov/](https://www.ssa.gov/)
Phone: 877-746-9850

**HOURS**
Monday – Friday: 9:00 AM-4:00 PM
Except Wednesdays: 9:00 AM-12:00 PM

*For more information please visit the [ISSO Website](https://www.uml.edu/ISSO)***

**Lowell Registry of Motor Vehicles (RMV)**
Address: 77 Middlesex Street
Lowell, MA 01852
Website: [https://www.massrmv.com](https://www.massrmv.com)
Phone: 857-368-8000

**HOURS**
Monday - Friday: 9:00 AM-5:00 PM

*For further information visit the [ISSO Website](https://www.uml.edu/ISSO)*
UMass Lowell Transportation Services

Transportation Services Website
Email: Transportation_Services@uml.edu
Phone: 978-934-2222

University Shuttle Service (OFF CAMPUS)

Be sure to check the Transportation website often in case of changes.
In the event the University is closed, no transportation services will
be provided. Please note that On-Campus Transportation closes for
the summer.

Daytime Service (Website)

Nighttime & Weekend Service (Website)
*Holiday hours may change and will be posted online.
(Please call for service after 1 a.m.)

Lowell Regional Shuttle Service (OFF CAMPUS)

Visit the Lowell Regional Transit Authority (LRTA) website for the
latest off-campus schedule information and hours of operation.

UMass Lowell is excited to announce a new program with the LRTA
and MVRTA that will allow students and employees to ride for
FREE! All you have to do is show your UMass Lowell UCARD.

If you have any further questions or comments,
contact the Transportation Services Office.

Boston Transportation

Visit the Massachusetts Bay Transit Authority
(MBTA) website for the latest schedule, maps,
hours, and more.
Temporary Accommodations

**A Few Days:**
If you only require temporary accommodations for a few days, these facilities below may serve your needs.

**Courtyard by Marriott**  
30 Industrial Avenue, East Lowell, MA 01852  
Phone: 978-458-7575  Fax: 978-458-1302  [Website](#)

**UML Inn & Conference Center**  
50 Warren Street Lowell, MA 01852  
Phone: 978-934-6920 [Website](#)

**A Few Weeks or More:**
If you require temporary accommodations for a few weeks or more, you’ll need kitchen facilities as it gets very expensive to eat out every day.

**Hawthorn Suites**  
25 Research Place North Chelmsford, MA 01863  
Phone: 978-256-5151  Fax: 978-256-6633 [Website](#)

**Radisson Hotel & Suites**  
10 Independence Drive Chelmsford, MA 01824  
Phone: 978-256-0800  Fax: 978-256-0750 [Website](#)

**Rental Agencies/Websites**
There are several rental agencies that can help you find an apartment. A few of them are listed on the next page. *(Please note this list is provided for your convenience and does not constitute an endorsement of these agencies by the University.)*

**Rental Agencies:**
- **Universal Apartment Rentals, Inc.**  
  114 University Avenue  
  Lowell, MA 01854  
  Phone: 978-454-9999

- **Princeton Properties**  
  1115 Westford Street, 4th Floor  
  Lowell, MA 01851  
  Phone: 978-458-8700  
  Website: [www.princetonproperties.com](http://www.princetonproperties.com)

- **River Place Apartments**  
  One River Place Lowell, MA 01852  
  Phone: 978-517-8066  
  Website: [www.riverpl.com](http://www.riverpl.com)

- **Heritage Properties**  
  100 Merrimack Street  
  Lowell, MA 01852

**Websites:**
- **The Lowell Sun (Classifieds Section)**  
  A good resource of information regarding apartments for rent.  

- **Craigslist**  
  [https://boston.craigslist.org/search/roo](https://boston.craigslist.org/search/roo)

- **Rent Hub**  
  [https://renthub.com/](https://renthub.com/)

- **Zillow**  
  [https://www.zillow.com/](https://www.zillow.com/)

- **Realtor**  
  [https://www.realtor.com/](https://www.realtor.com/)
Setting Up Banking, Electricity & Gas, Telephone & Internet Service, Etc.

Acceptable Forms of Identification when you are new to the US:

As a general rule, you need to present two forms of identification to set up any of the above. In the U.S., it is common for companies to ask for Social Security # or a Driver’s License. Since most of you will not have these immediately upon entering the U.S., you may want to present the following: (The International Students & Scholars Office is always willing to write you a letter when necessary and to speak to a utility company on your behalf.)

✓ Passport  
✓ Credit Card  
✓ UMass Lowell ID along with your passport  
✓ Admissions Letter for Students

Setting up Electricity & Gas, Telephone & Internet Service
Refer to the table below for contact information for the companies that provide the various services. For more information, visit their websites.

<table>
<thead>
<tr>
<th>Service</th>
<th>Name of Company</th>
<th>Contact No.</th>
<th>Website</th>
<th>Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity &amp; Gas</td>
<td>National Grid</td>
<td>1-978-725-1000 (Toll-free # is 1-800-322-3223)</td>
<td><a href="http://www.nationalgridus.com">www.nationalgridus.com</a></td>
<td>Lowell and its adjacent town</td>
</tr>
<tr>
<td>Electricity</td>
<td>Eversource</td>
<td>1-800-592-2000</td>
<td><a href="https://www.eversource.com/content/">https://www.eversource.com/content/</a></td>
<td>Boston and surrounding area</td>
</tr>
<tr>
<td>Telephone, Internet and Cable Television</td>
<td>Comcast</td>
<td>1-800-266-2278</td>
<td><a href="http://www.comcast.com">http://www.comcast.com</a></td>
<td>Lowell and adjacent area</td>
</tr>
<tr>
<td></td>
<td>Verizon</td>
<td>1-978-441-3999</td>
<td><a href="http://www.verizon.com">http://www.verizon.com</a></td>
<td>For other areas in Massachusetts</td>
</tr>
</tbody>
</table>
Setting Up Bank Accounts

One of the first things that you will need to do when you arrive in the area is to open a bank account. There are many banks in the Lowell area, some of which offer special student accounts. Information about banking services can be obtained from bank staff at the branch offices.

To open a bank account, you will need:

- Passport
- UML ID number or proof of enrollment
- Foreign address
- Local address
- Your deposit (a sum of money required to open the account)

Note: You do not need to have a Social Security # to open a bank account. Until you obtain a Social Security #, you simply need to complete Form W-8 at the bank which will be provided by the bank.

When you open your bank account, make sure to ask any questions you may have about purchasing and payment protocol in the US. Also, have them clarify all fees and rates they may charge for certain transactions. For example, most banks will charge a fee for use of non-bank ATMs.

Methods of Payment

Note that some businesses prefer certain methods of payment over others and may restrict what they accept from their customers. Methods of acceptable payment in the US include:

Cash, Debit/Credit Cards, Checks, & Money Orders

Credit Cards

Credit cards are widely used in the US. Make sure to carefully read all terms of agreement and verify all details before accepting any offers. You have the right to refuse any offer you do not want or are unsure about.

<table>
<thead>
<tr>
<th>Pros</th>
<th>Cons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convenient Special offers Discounts</td>
<td>Annual fee</td>
</tr>
<tr>
<td>Cashbacks</td>
<td>Interest rate</td>
</tr>
<tr>
<td>Accumulate Credit</td>
<td>Late payment fee</td>
</tr>
<tr>
<td></td>
<td>May Damage Credit</td>
</tr>
<tr>
<td></td>
<td>Risk of Fraud</td>
</tr>
</tbody>
</table>
# Local Banks

The following local bank listings and locations are suggestions only. Visit their respective websites for more information.

<table>
<thead>
<tr>
<th>Name of Bank</th>
<th>Contact No</th>
<th>Website</th>
<th>Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank of America (ATM on every</td>
<td>1-800-841-4000</td>
<td><a href="http://www.bankofamerica.com">http://www.bankofamerica.com</a></td>
<td>501 Bridge Street, Lowell, MA 100 Pawtucket Street, Lowell, MA</td>
</tr>
<tr>
<td>campus)</td>
<td></td>
<td></td>
<td>(ATM Only) 7-Eleven, 64 Mammoth Road, Lowell MA 01854 (ATM Only) 7-Eleven, 55 Chelmsford Street, Lowell MA 01851</td>
</tr>
<tr>
<td>Citi Bank (No local branch in</td>
<td>1-800-374-9700</td>
<td><a href="https://online.citi.com/US/login.do">https://online.citi.com/US/login.do</a></td>
<td>299 Chelmsford Street, Chelmsford, MA 01824 295 Main Street, Tewksbury, MA 01876</td>
</tr>
<tr>
<td>Lowell)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Citizens Bank</td>
<td>1-800-922-9999</td>
<td><a href="https://www.citizensbank.com/">https://www.citizensbank.com/</a></td>
<td>564 Bridge Street, Lowell, MA 01850</td>
</tr>
<tr>
<td>Digital Federal Credit Union</td>
<td>1-800-328-8797</td>
<td><a href="https://www.dcu.org">https://www.dcu.org</a></td>
<td>50 Central Street, Lowell, MA 01852</td>
</tr>
<tr>
<td>(DCU)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eastern Bank</td>
<td>1-978-446-9276</td>
<td><a href="https://www.easternbank.com">https://www.easternbank.com</a></td>
<td>430 Gorham St, Lowell, MA 01852</td>
</tr>
<tr>
<td>Enterprise Bank</td>
<td>1-978-656-5670</td>
<td><a href="https://www.enterprisebank.com">https://www.enterprisebank.com</a></td>
<td></td>
</tr>
<tr>
<td>Jeanne D’Arc Credit Union</td>
<td>1-978-452-5001</td>
<td><a href="https://www.jdeu.com">https://www.jdeu.com</a></td>
<td>1 Tremont Street, Lowell, MA 01854</td>
</tr>
<tr>
<td>Lowell 5 Bank</td>
<td>1-978-452-1300</td>
<td><a href="https://www.lowellfive.com">https://www.lowellfive.com</a></td>
<td>34 John St, Lowell, MA 01852</td>
</tr>
<tr>
<td>Santander Bank</td>
<td>1-877-768-2265</td>
<td><a href="https://www.santanderbank.com/">https://www.santanderbank.com/</a></td>
<td>489 Merrimack Street, Lowell, MA 01852</td>
</tr>
<tr>
<td>TD Bank</td>
<td>1-888-751-9000</td>
<td><a href="http://www.tdbank.com/">http://www.tdbank.com/</a></td>
<td>32 Mammoth Road, Lowell, MA 01854 45 Central Street, Lowell, MA 01852</td>
</tr>
</tbody>
</table>
### Phone Carriers

<table>
<thead>
<tr>
<th>Phone company</th>
<th>Contact No.</th>
<th>Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>AT&amp;T</td>
<td>978-446-2661</td>
<td>111 Drum Hill Road, Chelmsford, MA</td>
</tr>
<tr>
<td>Sprint</td>
<td>978-710-5558</td>
<td>105 Drum Hill Road, Chelmsford, MA</td>
</tr>
<tr>
<td>T-Mobile</td>
<td>978-893-9081</td>
<td>1235 Bridge St, Lowell, MA</td>
</tr>
<tr>
<td>Verizon Wireless</td>
<td>978-441-3999</td>
<td>1201 Bridge Street #10, Lowell, MA</td>
</tr>
<tr>
<td>Metro PCS</td>
<td>978-244-7298</td>
<td>117 Merrimack Street, Lowell, MA</td>
</tr>
</tbody>
</table>

### Calling Cards

Prepaid calling cards are an inexpensive way to call overseas and can be used with a payphone, cell phone or landline. Calling cards are available at many locations in the United States, including convenience and discount department stores. One of the calling card companies students recommend the most is [http://www.nobelcom.com](http://www.nobelcom.com). You can purchase a prepaid calling card from the United States to over 200 countries worldwide.

You can also purchase a calling card plan from one of the telephone companies. The issuing telephone company will charge/bill you at a later date. Some major credit card companies will offer a calling card option when you apply.

### Mail Service

- **Be sure to put your name on the mail box of your new apartment.**
  Official government documents, credit cards or other similar mail will **not** be delivered unless the person’s name is listed on their mail box.

- **Every time you move, provide the International Students & Scholars Office with your new U.S. address within 10 calendar days of moving.** This is a legal requirement of your **visa**. Please check our website for detailed information on this requirement and process, [https://www.uml.edu/ISSO/Maintaining-Status/contact-information.aspx](https://www.uml.edu/ISSO/Maintaining-Status/contact-information.aspx)

- Complete a **Change of Address** card at the Post Office. It will cost $1. You can do this in person or on-line through a credit card payment.

### United States Postal Service


### UPS


### FedEx

Local Visitor’s Guides

Greater Merrimack Valley Visitor’s Guide

Excellent regional resource for local restaurants, events, and more.
http://merrimackvalley.org/

Lowell Visitor’s Guide

Main hub for restaurant & shopping information in Lowell.
http://www.likelowell.com/

Your UMass Lowell Campus ID Card may provide you discounts at local stores/restaurants. Contact sgapublicrelations@uml.edu for more information.
UMass Lowell Recreation Center & Costello Gym (Pool)

All international students and scholars are eligible to use the campus Recreation Centers
Website: www.uml.edu/CampusRecreation
Schedule changes for breaks and summer

“Like” the CRC on Facebook for updates on outdoor programs, trips, intramural sports and more: https://www.facebook.com/UMLCampusRec/?fref=ts

**Campus Recreation Center (CRC)**
322 Aiken Street
Lowell, MA 01854
978-934-5080

**Riverview Fitness Center**
1291 Middlesex Street
Lowell, MA 01851
978-934-6476

**Hours:**

Mon – Thurs: 6:30am - 11:00pm
Friday: 6:30am - 9:00pm
Saturday: 9:00am - 8:00pm
Sunday: Noon - 10:00pm
Finding the Right School for Your Child:

- For International Students & Scholars with children the state of Massachusetts does provide free public education.
- According to where you live, your child will be placed in the appropriate school.
- Upon your arrival you should plan to visit the Family Resource Center in your town to discuss your child’s education.

**Lowell Family Resource Center**
Rebecca A. Duda, Coordinator
Family Resource Center Lowell Public Schools 151 Merrimack Street, Lowell, MA 01852
Phone: 978-674-4321
Email: rdu@lowell.k12.ma.us

- Be sure to bring your child, their birth certificate, immunization record, and proof of address is Lowell, MA (utility bill, rent bill, etc.)
- If there is no proof of address you must collect a letter from the City Hall with the homeowner or resident to prove that you reside at the address
- If you do not live in the town of Lowell you will need to contact the Family Resource Center in your own town which can be found at [http://www.doe.mass.edu/](http://www.doe.mass.edu/)
- For more information on Lowell Public Schools visit [http://www.lowell.k12.ma.us/](http://www.lowell.k12.ma.us/)

**The Massachusetts Comprehensive Assessment System Test (MCAS)**

- All students from 3rd Grade and up are required to take the MCAS Test
- Information on the MCAS Test can be found at [http://www.doe.mass.edu/mcas/](http://www.doe.mass.edu/mcas/)

**ACCESS for English Language Learners**

- ACCESS = Assessing Comprehension and Communication in English State-to-State
- English language learners will be assessed each year to test their reading, writing, listening, and speaking ability. ACCESS tests replaced MEPA tests in 2013. For more information on the ACCESS Tests visit [http://www.doe.mass.edu/mcas/access/](http://www.doe.mass.edu/mcas/access/)
Translation Services

Evaluations:

Trustforte
Website: http://trustfortecorp.com/
Mailing Address: 271 Madison Avenue, Third Floor New York, New York Tel: (212) 481-4870
Fax: (212) 481-4971
Email: info@trustfortecorp.com

Park Evaluations
Website: http://www.parkeval.com/
*All communication is done electronically
Mailing address: 120-34 Queens Boulevard, Suite #300 Kew Gardens, NY 11415 Tel: (212) 581-8877
Fax: (212) 581-8875
Email: eval@parkeval.com

Translations Only:

Catholic Charities
Website: http://www.ccab.org/cis
Address: 70 Lawrence Street Lowell, MA 01852
Phone: 978-452-1421
Fax: 617-464-8151
Email: cis_request@ccab.org

Powerling
Website: www.powerling.com
Address: 1 Broadway Cambridge, MA. 02142
Phone: (857) 400-8723 *24/7 Customer service Email:
a.vandeloo@powerling.com
Excellent job on foreign tax returns, corporate documents, payroll documents and the alike.
Understanding American Culture & Culture Shock

What is Culture Shock?

- Culture shock is a feeling of disorientation many people feel when experiencing or living in a new country with a new culture. These new experiences may include new foods, new language, different climates, and being away from home for the first time.

- Signs of experience culture shock include: anger, sadness, feeling lost, not sleeping, lack of energy, lack of confidence, and more.

Phases of Culture Shock

The Honeymoon Phase: the new culture or country is wonderfully new and exciting.

The Negotiation Phase: after a few days or weeks, differences become more prominent and uncomfortable, causing feelings of wanting to go home. Homesickness is VERY common!

The “Everything is Okay” Phase: after a few more weeks or months, you get used to the culture and accept the differences. One becomes concerned with basic living again as one was in their original culture.

Ways to Overcome Culture Shock

- Be patient, becoming accustomed to the US will take time.
- Exercise! Take a walk, going for a swim or the gym.
- Be involved on campus! There are over 180 student clubs for all backgrounds and interests!
- Maintain contact with people from your own country.
- Lean on students of the same background if needed.
- Make American friends. Speak English & get immersed in the culture!

For more information on culture shock please visit: https://www.internationalstudent.com/study_usa/way-of-life/culture-shock/

If you feel the need to talk to someone, contact our Counseling Center! All appointments are CONFIDENTIAL. Going to a counselor in the U.S. is extremely common and encouraged, not looked down upon. Take advantage of these free services here at UML by calling the Counseling Center (in the Wellness Center) at 978-934-6800.
American Culture in the Classroom & Beyond

The American classroom tends to be drastically different than most (not all) classrooms in other countries. The American classroom emphasizes discussion, debate, and a mutual respect between student and teacher while, generally, classrooms outside the U.S. may have a higher respect for teachers and a more formal student-teacher relationship.

<table>
<thead>
<tr>
<th>Classrooms in the U.S.</th>
<th>Classrooms outside the U.S.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Informal &amp; relaxed classroom setting</td>
<td>Formal classroom setting</td>
</tr>
<tr>
<td>More relaxed relationship between student and professor</td>
<td>Greater respect for professors from students, more formal relationship</td>
</tr>
<tr>
<td>Expected to think critically about coursework and share perspectives with professors and peers</td>
<td>Expected to take notes and memorize content to demonstrate on assignments</td>
</tr>
<tr>
<td>Teacher and student both direct the learning process through discussions</td>
<td>Teacher directs learning process</td>
</tr>
<tr>
<td>Student work must be independent and original (no copying of others’ work)</td>
<td>Student work can be based on experts findings in the field</td>
</tr>
<tr>
<td>Must be on time for class, ideally 5-10 minutes early or points will be taken off your grade</td>
<td>Can arrive 5-10 minutes late for class with no penalty</td>
</tr>
<tr>
<td>Students are required to speak during class discussions - it is percentage of their grade</td>
<td>Students are not required to participate in discussions during class</td>
</tr>
<tr>
<td>Students are encouraged to debate, ask questions, and challenge the professor</td>
<td>Students are encouraged to ask questions but not to challenge the professor</td>
</tr>
</tbody>
</table>

18