New Arrival - Beginner’s Guide

Important Offices to Assist with Arrival Needs

Important Contact Information/Phone #’s

Transportation

Setting Up Banking, Electricity & Gas, Telephone & Internet Service, Etc.

Mobile Phone and Mail Service

Shopping, Restaurant & Ethnic Stores

Massachusetts Public Education for Students K-12

Campus Safety

Revised November 30, 2015
Important Offices to Assist with Arrival Needs

1. International Students & Scholars Office (ISSO)

Wannalancit Business Center,
600 Suffolk Street, Suite 354 (East Campus)
978-934-2383 - isso@uml.edu
www.facebook.com/umlisso

Drop-In Advising Hours: Tues, Weds, Thurs 9:00 a.m. - 11:00 a.m. and 2:00 p.m. - 4:00 p.m.;
(No Appt. Necessary during the Advising Hours. You may Call or Drop In.)

Office Hours: Monday – Friday, 8:30am – 5:00pm

2. Office of the Registrar

220 Pawtucket Street
Suite M10, University Crossing
978-934-2550 - Registrar@uml.edu
http://www.uml.edu/registrar/

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, http://www.uml.edu/Grad/coordinators.aspx.

If you are an undergraduate student, contact your academic advisor:

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 CALENDARS

Office Hours: Monday – Friday, 8:30am – 5:00pm

3. UCard, Access and Parking Services (UCAPS)

UCard, Access and Parking Services (UCAPS) is located at:
University Crossing Suite 190,
220 Pawtucket Street, Lowell, MA 01854
Phone: 978-934-2800 Email: UCAPS@uml.edu
http://www.uml.edu/UCAPS/

Obtain a UMass Lowell ID: Don’t forget! You will need your passport as well as proof that you have registered full-time for the upcoming semester in order to obtain a UMass Lowell ID

Office Hours: Monday – Friday, 8:30am – 5:00pm

4. Trouble with e-mail or SIS?

UMass Lowell IT HELP DESK
Phone: 978-934-4357
Email: help@uml.edu
First floor of Olsen Hall, North Campus; First floor of University Crossing
O’Leary Library, South Campus; Lydon Library, North Campus
### Important Contact Information/Phone #'s

<table>
<thead>
<tr>
<th>Category</th>
<th>Department</th>
<th>Contact No.</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Emergency</strong></td>
<td>Campus Police</td>
<td>Emergency: 978-934-4911</td>
<td><a href="mailto:police@uml.edu">police@uml.edu</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Non-Emergency: 978-934-2398</td>
<td><a href="mailto:health_services@uml.edu">health_services@uml.edu</a></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.uml.edu/police/">www.uml.edu/police/</a></td>
<td>978-934-4991</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Student Health Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.uml.edu/student-services/health/">www.uml.edu/student-services/health/</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Counseling Center</td>
<td>978-934-4331</td>
<td><a href="mailto:counseling@uml.edu">counseling@uml.edu</a></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.uml.edu/student-services/counseling/">www.uml.edu/student-services/counseling/</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>International Students &amp; Scholars Office</td>
<td>978-934-2383</td>
<td><a href="mailto:isso@uml.edu">isso@uml.edu</a></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.uml.edu/issos/">www.uml.edu/issos/</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Employment/Taxes</strong></td>
<td>Human Resources</td>
<td>978-934-3560</td>
<td><a href="mailto:hr@uml.edu">hr@uml.edu</a></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.uml.edu/hr/">www.uml.edu/hr/</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Foreign Taxation/Tax Treaty Questions</td>
<td>978-934-3539</td>
<td><a href="mailto:Vanntha_sam@uml.edu">Vanntha_sam@uml.edu</a> (Payroll &amp; International Tax Specialist)</td>
</tr>
<tr>
<td><strong>Graduate Matters</strong></td>
<td>For Graduate Student Inquiries/GSA Inquiries</td>
<td>978-934-2173</td>
<td><a href="mailto:Deborah_white@uml.edu">Deborah_white@uml.edu</a> (Director of Graduate Administration)</td>
</tr>
<tr>
<td><strong>Registration, Academic issues, Billing, Student Financial Services</strong></td>
<td>Solution Center</td>
<td>978-934-2000</td>
<td><a href="mailto:TheSolutionCenter@uml.edu">TheSolutionCenter@uml.edu</a></td>
</tr>
<tr>
<td><strong>On-Campus housing &amp; UML’s student conduct code</strong></td>
<td>Office of Residence Life</td>
<td>978-934-5160</td>
<td><a href="mailto:ResLife@uml.edu">ResLife@uml.edu</a></td>
</tr>
<tr>
<td><strong>Student Admissions</strong></td>
<td>Graduate Administration &amp; Admissions Office</td>
<td>978-934-2390</td>
<td><a href="mailto:graduate_admissions@uml.edu">graduate_admissions@uml.edu</a></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.uml.edu/grad/">www.uml.edu/grad/</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Undergraduate Admissions Office</td>
<td>978-934-3931</td>
<td><a href="mailto:admissions@uml.edu">admissions@uml.edu</a></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.uml.edu/admissions/">www.uml.edu/admissions/</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Navitas</strong></td>
<td>Pathway Admissions</td>
<td>978-934-1942</td>
<td><a href="mailto:admissionsuml@navitas.com">admissionsuml@navitas.com</a></td>
</tr>
<tr>
<td><strong>E-Mail (including setup/password) or SIS questions</strong></td>
<td>UMass Lowell Help Desk</td>
<td>978-934-4357</td>
<td><a href="mailto:help@uml.edu">help@uml.edu</a></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.uml.edu/it">www.uml.edu/it</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
University Shuttle Service
(ON CAMPUS)

http://www.uml.edu/student-services/Transportation_Services/default.html

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

Roadster Stops:
- University Suites: along Aiken St.
- Inn & Conference Center: front of building
- North: Near Riverside Parking Lot & Olney Hall
- South: Wilder Street bus shelter
- East Campus: Bus shelter across from Fox
- University Crossing: Bus shelter on Salem St.
- Tsongas Center: Ayotte Garage

1. Daytime service:
   UML shuttle bus service runs Monday - Friday during the academic semester.
   **Hours of Operations for daytime service**
   Monday – Friday: 7:00 a.m. - 7:00 p.m.

   **Roadster Routes for daytime service:**
   - Blue Line: South, North, University Crossing – every 10 mins
   - Red Line: East, University Crossing, South – every 10 mins
   - Green N Line: East Meadow Lane Apts., North – every 10 mins
   - Green S Line: East Meadow Lane Apts., South – every 15 mins
   - Yellow N Line: ICC, East Campus (Aiken St.), North – every 15 mins
   - Yellow S Line: ICC, South – every 15 mins
   - Purple Line: Ayotte Garage- University Suites - North – every 10 mins

2. Nighttime & Weekend service:
   **Hours of Operation for nighttime service**
   Monday - Wednesday: 7 p.m. to 2 a.m.
   Thursday & Friday: 7 p.m. to 2:30 a.m.
   Saturday: 9 a.m. to 2:30 a.m.
   Sunday and Holidays*: 9 a.m. to 2 a.m.
*Holiday hours may change and will be posted online
(Please call for service after 1 a.m.)

Roadster Routes for nighttime service:

- **Red Line:** East, University Crossings, South
- **Green East:** East, North, East Meadow Lanes
- **Yellow East:** East, University Crossings, ICC

**Weekend Drum Hill Service:**
Saturday & Sunday: **10 a.m. to 5 p.m.**
**Red Line/Drum Hill:** East-South-Drum Hill
**Shuttle will state Red Line/Drum Hill**
(Drum Hill is a shopping area. See next page for store info.)

Note: Due to bridge weight restrictions, some shuttles are not allowed to go over the University Ave. bridge, the Pawtucket St. canal bridge or the Broadway St. canal bridge

Lowell Regional Shuttle Service
(OFF CAMPUS)
http://lrsa.com/
Transportation in the city of Lowell (off campus): Check the Lowell Regional Transit Authority (LRTA) website for the latest off-campus schedule information and hours of operation: http://lrta.com/

Transportation via Bus to Closest Shopping Centers & Mall:

1) Take Broadway Bus #6 (South Campus) or Pawtucketville Bus #7 (North Campus), inbound to Kennedy Center Train Station, Lowell
2) From the front of Dugan Hall Bus Stop on Broadway Street, at UML South Campus, Take outbound bus from the Kennedy Center Train Station to shopping center of choice:

Tewksbury Bus (Bus #12) goes to Rte. 38 Shopping
Stores Located on Rte. 38 in Tewksbury, MA:
Market Basket Grocery Store, Pets Plus, Donna’s Donuts, Homegoods, Walgreens, Tewksbury Paint & True Value, Main Street Liquors, Friendly’s Ice Cream & Restaurant, Advance Auto Parts, Farm Valley Foods, Blockbuster Video, Walmart (further down the street from this shopping Center – ask bus driver), Dollar Tree

North Chelmsford Bus to Westford Street (Bus #5) or Middlesex Street (Bus #17) goes to Drum Hill Shopping
Stores Located on Drum Hill Rd. Lowell, MA:
Walmart, Payless Shoes, Dunkin Donuts, Radioshack, Sears, Carvel Ice Cream & Bakery, GameStop, FedEx, Autozone, I Party, Sherwin Williams Paint & Wallpaper, Small World Communications, Starbucks, Panera, Moe’s Southwest Grill, D’Angelos, Damien’s Dancewear, Applebees, Verizon Wireless, McDonald’s, Mattress Giant, Taylor Rental, Annie’s Bookstore, Bank of America ATM, Paper Store, CVS/Pharmacy, Market Basket Grocery Store, etc.

(This is also reachable by weekend Drum Hill Shuttle Service on the page above)

Burlington/Lahey Bus (Bus #14)
75 Middlesex Turnpike Extensions, Burlington, MA
http://www.simon.com/mall/burlington-mall/map
P.S. Burlington Mall is the biggest mall in this area!

Pheasant Lane Mall Bus (Bus #19)
310 Daniel Webster Hwy, Nashua, NH
http://www.simon.com/mall/pheasant-lane-mall/map
P.S. Pheasant Lane Mall is TAX FREE!
1. **Transportation via Train to Boston from UML:**

   1. Take Broadway **Bus #6** (South Campus) or Pawtucketville **Bus #7** (North Campus), inbound to Kennedy Center Train Station, Lowell
   2. Train ticket may be purchased at the front desk to the left when you enter the station, OR from the MBTA app from your smart phone.
   3. Train goes inbound to North Station Boston, MA stopping at North Billerica, Haverhill, Wilmington, Anderson/Woburn, Mishawum, Winchester Center, Wedgemere, & West Medford

2. **Transportation in Boston:**

   Go to the website: [www.mbta.com](http://www.mbta.com) for more information

### Social Security Office and Registry of Motor Vehicle (RMV)

#### Transportation via Bus:

1. Take Broadway Bus #6 (South Campus) or Pawtucketville Bus #7 (North Campus), inbound to Kennedy Center Train Station, Lowell
2. Take Downtown Circulator Outbound Bus (Bus #9) to downtown Lowell
3. Bus drops off at Lowell District Court
4. **Social Security Office** is located at 151 Warren St., 0.16 miles from Lowell District Court
5. **Registry of Motor Vehicle (RMV)** is located at 77 Middlesex St., 0.3 miles from Lowell District Court

#### Transportation via School Shuttle: **(Most convenient)**

Take **Yellow line shuttle** to ICC and walk to the destination above. (Walking distance is about the same)
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
- Invitation Letter for Visiting Scholars

Refer to the table below for contact information for the companies that provide the various services. For more information, visit their websites.

1. Setting up Electricity & Gas, Telephone & Internet Service:

<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 and 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>N*Star</td>
<td>1-800-592-2000</td>
<td><a href="http://nstar.com/residential/">http://nstar.com/residential/</a></td>
<td>Boston and surrounding area</td>
</tr>
<tr>
<td>Telephone, internet and cable television</td>
<td>Comcast</td>
<td>1-800-934-6489</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>1-800-870-9999</td>
<td><a href="http://www.verizon.com">http://www.verizon.com</a></td>
<td>For other areas in Massachusetts</td>
</tr>
</tbody>
</table>
2. **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.

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
- Credit or debit card (e.g. Visa, Discover, Mastercard)
- Check
- Money Order

**Credit cards** are widely used in the US. Make sure you 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>Pro</th>
<th>(differs from bank)</th>
<th>Con</th>
<th>(differs from bank)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convenient</td>
<td></td>
<td>Annual fee</td>
<td>(differs from bank)</td>
</tr>
<tr>
<td>Special offers</td>
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<td>Interest rate</td>
<td></td>
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<tr>
<td>Discounts</td>
<td></td>
<td>Late payment fee</td>
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</tr>
<tr>
<td>Cashbacks</td>
<td></td>
<td>Damage Credit if not pay in time</td>
<td></td>
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<tr>
<td>Accumulate Credit</td>
<td></td>
<td>Risk of Fraud</td>
<td></td>
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</tbody>
</table>
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>Jeanne D’Arc Credit Union</td>
<td>978-452-5001</td>
<td><a href="https://www.jdcu.com">https://www.jdcu.com</a></td>
<td>581 Merrimack Street, Lowell, MA 01854</td>
</tr>
<tr>
<td>Bank of America</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 01850</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>199 Plain Street, Lowell, MA 01852</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>724 Chelmsford St., Lowell, MA 01851</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>There is a BoA ATM on every campus</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</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>350 Westford Street, Lowell, MA 01851</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>45 Central Street, Lowell, MA 01852</td>
</tr>
<tr>
<td>Citi Bank</td>
<td>No local branch in Lowell</td>
<td><a href="http://www.citibank.com/us/d.htm">http://www.citibank.com/us/d.htm</a></td>
<td>ATM Locations</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>7-Eleven, Inc., 64 Mammoth Road, Lowell, MA 01854</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>7-Eleven, Inc., 55 Chelmsford Street, Lowell, MA 01851</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>691 Rogers Street, 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>1 Wood Street, Lowell, MA 01852</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>489 Merrimack Street, Lowell, MA 01852</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1 Wood Street, Lowell, MA 01851</td>
</tr>
</tbody>
</table>
Mobile Phone and Mail Service

1. Mobile Phone

<table>
<thead>
<tr>
<th>Name of Phone company</th>
<th>Contact No.</th>
<th>Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verizon Wireless</td>
<td>603-888-5240</td>
<td>Pheasant Lane Mall</td>
</tr>
<tr>
<td></td>
<td></td>
<td>310 Daniel Webster Highway, Nashua NH 03060</td>
</tr>
<tr>
<td>Sprint</td>
<td>978-710-5558</td>
<td>105 Drum Hill Road, Chelmsford, MA 01824</td>
</tr>
<tr>
<td></td>
<td>603-891-4735</td>
<td>310 Daniel Webster Highway, Nashua NH 03060</td>
</tr>
<tr>
<td>T-Mobile</td>
<td>978-453-7836</td>
<td>495 Chelmsford St., Lowell, MA 01851</td>
</tr>
<tr>
<td></td>
<td>978-893-9081</td>
<td>1235 Bridge St, Lowell, MA 01850</td>
</tr>
<tr>
<td>AT &amp; T</td>
<td>603-888-1188</td>
<td>310 Daniel Webster Highway, Nashua NH 03060</td>
</tr>
<tr>
<td></td>
<td>978-446-2661</td>
<td>111 Drum Hill Road, Chelmsford, MA 01824</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 most student recommended calling card companies 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.
2. Mail Service

Things to Remember:

- **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, [http://www.uml.edu/ISSO/Maintaining-Status/Address-updates.aspx](http://www.uml.edu/ISSO/Maintaining-Status/Address-updates.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.

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**United States Post Service (USPS)**


The U.S. Post Office most convenient to the campus is listed below (it is close to the UMass Lowell Athletics Facility/Tsongas Arena on East Campus) and reachable by campus shuttle:

155 Father Morissette Boulevard, Lowell 978-934-0997

Open: 7:30am – 5:30pm Monday – Friday
7:30am – 2:00pm Saturday

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**United Parcel Service (UPS)**


119 DRUM HILL RD, CHELMSFORD, MA, 01824
1734 LAKEVIEW AVE, DRACUT, MA, 01826

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**FedEx**


295 Varnum Ave, Lowell, MA 01854
7 Technology Dr, N Chelmsford, MA 01863
Some of the following are not reachable by public transportation.

<table>
<thead>
<tr>
<th>Store Category</th>
<th>Store Name</th>
<th>Location</th>
<th>Contact No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Used Furniture Stores</td>
<td>Angel's Above Thrift Shop</td>
<td>99 Mammoth Rd., Lowell</td>
<td>978-452-4833</td>
</tr>
<tr>
<td></td>
<td>L&amp;N New &amp; Used Furniture</td>
<td>604 Middlesex St., Lowell</td>
<td>978-323-4455</td>
</tr>
<tr>
<td></td>
<td>Fi Office Inc</td>
<td>122 Western Ave., Lowell</td>
<td>978-275 6465</td>
</tr>
<tr>
<td>Furniture and Office wares</td>
<td>Wal-Mart</td>
<td>66 Drum Hill Rd, Chelmsford, MA</td>
<td>978-459-6366</td>
</tr>
<tr>
<td></td>
<td>Bed, Bath &amp; Beyond</td>
<td>Burlington Gateway Shopping Ctr. 3 Abbott Park Burlington, MA</td>
<td>781-272-4588</td>
</tr>
<tr>
<td></td>
<td>Macy’s</td>
<td>1300 Middlesex Turnpike Burlington Mall Burlington, MA</td>
<td>781-272-6000</td>
</tr>
<tr>
<td></td>
<td>Staples</td>
<td>265 Chelmsford St, Chelmsford, MA 01824</td>
<td>978-256-1828</td>
</tr>
<tr>
<td></td>
<td>Target</td>
<td>181 Plain St, Lowell, MA 01852</td>
<td>978-703-2020</td>
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<tr>
<td>Drugstores</td>
<td>CVS Pharmacy</td>
<td>1815 Middlesex Street, Lowell, MA</td>
<td>978-458-4621</td>
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<tr>
<td></td>
<td>Walgreens</td>
<td>35 Merrimack St, Lowell, MA</td>
<td>978-454-1000</td>
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<td>199 Plain St, Lowell, MA</td>
<td>978-454-9822</td>
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<td>54 Plain St Lowell, MA</td>
<td>978-453-3640</td>
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<td>1200 Bridge St. Lowell, MA</td>
<td>978-453-0820</td>
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<tr>
<td>Supermarkets</td>
<td>La Utuadena Market</td>
<td>11 Concord St Lowell, MA</td>
<td>978-459-4440</td>
</tr>
<tr>
<td></td>
<td>Penh Market</td>
<td>179 Chelmsford St Lowell, MA</td>
<td>978-452-5852</td>
</tr>
<tr>
<td></td>
<td>That Luang Market</td>
<td>1126 Middlesex Ave Lowell, MA</td>
<td>978-452-6940</td>
</tr>
<tr>
<td></td>
<td>Market Basket</td>
<td>11 Wood Street (Broadway Street) Lowell, MA</td>
<td>978-458-8015</td>
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<tr>
<td></td>
<td></td>
<td>331 Fletcher Street Lowell, MA</td>
<td>978-458-6952</td>
</tr>
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<td></td>
<td>1201 Bridge Street Lowell, MA</td>
<td>978-454-0361</td>
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<tr>
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<td>Hannaford Supermarket</td>
<td>66-2 Drum Hill Shopping Center Chelmsford, MA</td>
<td>978-459-9304</td>
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<tr>
<td></td>
<td>Battambang Supermarket</td>
<td>125 Church St Lowell, MA</td>
<td>978-454-1128</td>
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</tbody>
</table>

Your UMass Lowell Campus **ID Card will provide you discounts** at local merchants.


*The following restaurants are recommended by international students with specific ethnicity, pictures below are from listed restaurants accordingly.*
<table>
<thead>
<tr>
<th>Cuisine/ethnicity type</th>
<th>Restaurant/Store Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indian</td>
<td>Paradise Biryani</td>
<td>1689 Middlesex St, Lowell, MA 01851</td>
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<tr>
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<td>Udipi Bhavan</td>
<td>1717 Middlesex St, Lowell, MA 01850</td>
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<td>Priya Cuisine</td>
<td>1270 Westford St, Lowell, MA 01851</td>
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<td>Indian Basket</td>
<td>12 Wood St, Lowell, MA 01851</td>
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<tr>
<td>Chinese</td>
<td>New Great Taste</td>
<td>24 Gorham St, Lowell, MA 01852</td>
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<tr>
<td></td>
<td>Sichuan Palace</td>
<td>7 Summer St, Chelmsford, MA 01824</td>
</tr>
<tr>
<td></td>
<td>Mandarin Lowell</td>
<td>1590 Middlesex St, Lowell, MA 01851</td>
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<tr>
<td></td>
<td>China Star</td>
<td>1733 Middlesex St, Lowell, MA 01851</td>
</tr>
<tr>
<td></td>
<td>Szechuan Chef Restaurant</td>
<td>6 Vinal Sq, north Chelmsford, MA 01863</td>
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<tr>
<td>Cambodian</td>
<td>Tepthida Khmer</td>
<td>115 Chelmsford St, Lowell, MA 01851</td>
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<td>New Asia Restaurant</td>
<td>343 Market St, Lowell, MA 01852</td>
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<tr>
<td></td>
<td>Simply Khmer</td>
<td>26 Lincoln St, Lowell, MA 01851</td>
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<tr>
<td>Vietnamese</td>
<td>Hong Cuc Sandwich Shop</td>
<td>507 Dutton St, Lowell, MA 01854</td>
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<td></td>
<td>Black Koi</td>
<td>602 Merrimack St, Lowell, MA 01854</td>
</tr>
<tr>
<td></td>
<td>Pho 88</td>
<td>1270 Westford St, Lowell, MA 01851</td>
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<tr>
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<td>Viet-Thai</td>
<td>368 Merrimack St Lowell, MA 01852</td>
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<tr>
<td>Thai</td>
<td>Blue Taleh</td>
<td>15 Kearney Sq, Lowell, MA 01852</td>
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<tr>
<td></td>
<td>Siam Sunshine</td>
<td>1527 Middlesex St, Lowell, MA 01851</td>
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<tr>
<td>Greek</td>
<td>Athenian Corner</td>
<td>207 Market St Lowell, MA 01852</td>
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<tr>
<td>Korean</td>
<td>BonChon</td>
<td>1075 Westford St, Lowell, MA 01851</td>
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<td>Columbian</td>
<td>Delicias Paisas</td>
<td>392 Bridge St, Lowell, MA 01850</td>
</tr>
<tr>
<td></td>
<td>Asados Dona Flor</td>
<td>197 High St, Lowell, MA 01852</td>
</tr>
</tbody>
</table>
All international students and scholars are eligible to use the campus Rec Centers.

www.uml.edu/campusrecreation

Schedule changes for breaks and summer

**Campus Recreation Center**
100 Pawtucket Street
Lowell, MA 01854
978-934-5080

**Hours:**
Monday – Thursday 6:30am-11:00pm
Friday – 6:30am-9:00pm
Saturday – 9:00am-8:00pm
Sunday – 12:00pm-10:00pm

**Riverview Fitness Center**
141 Marginal Street
Lowell, MA 01852
978-934-6476

**Costello Gym**
1 University Avenue
Lowell, MA 01854
978-934-2132
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 Massachusetts Family Resource Center
    Mr. John Descoteaux, Coordinator
    Family Resource Center
    Lowell Public Schools
    Henry J. Mroz Central Administration Office
    Edith Nourse Rogers School
    43 Highland Street
    Lowell, MA  01852

  - 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/

For all information on Lowell Public Schools visit 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/

Taking the Massachusetts English Proficiency Assessment – MEPA

- Before your child enters Lowell Public Schools they will be assessed to determine whether or not they are exempt from the MEPA Test
- For more information on the MEPA Test visit http://www.doe.mass.edu/mcas/mepa/default.html
Campus Safety

UMass Police
(For emergency & non-emergency ON CAMPUS: all campus building & resident hall)

24-Hour Campus Policy Emergency Number: 978-934-4911
!!!PLEASE SAVE THE NUMBER ABOVE INTO YOUR PHONE BOOK!!!

- If calling from an off-campus phone - Enter this phone # above
- If calling from an on-campus phone, you merely need to dial 44911
- 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, http://www.uml.edu/Police/Personal-Safety/Emergency-Phones.aspx

Lowell Police and State Police
(For emergency & non-emergency OFF CAMPUS)

24-Hour Policy Emergency Number: 911
24-Hour Policy Non-Emergency Number: 978-937-3200
!!!PLEASE SAVE THE NUMBER ABOVE INTO YOUR PHONE BOOK!!!
http://www.lowellma.gov/police/Pages/default.aspx
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.
    - 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.