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Dear ALI Student:

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

For over 50 years, the ALI has been teaching English at San Francisco State University (SF State) to students like you. All of your teachers are trained in the best and most up-to-date methods of English language teaching which they have learned in the SF State Master’s program for Teaching English to Speakers of Other Languages.

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

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

Best wishes for a wonderful semester,

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

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

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

**ALI History and Mission**

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

ALI also offers a full range of services and benefits: academic, immigration counseling, and help with SF State applications; Conversation Partner Program; Conversation Groups; institutional TOEFL tests twice each semester; TOEFL preparation courses; weekly social and cultural activities, access to university resources and facilities.
<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Kathy Sherak</td>
<td>Director &amp; Academic Coordinator</td>
</tr>
<tr>
<td>Peg Sarosy</td>
<td>Academic Coordinator</td>
</tr>
<tr>
<td>Heidi Fridriksson</td>
<td>Academic Coordinator</td>
</tr>
<tr>
<td>Jane Nason</td>
<td>International Student Advisor</td>
</tr>
<tr>
<td>Sandra Osumi</td>
<td>International Student Advisor</td>
</tr>
<tr>
<td>Diana Fung</td>
<td>Admissions Coordinator</td>
</tr>
<tr>
<td>Daniele Paris</td>
<td>Program Coordinator</td>
</tr>
<tr>
<td>Ashly Gallegos</td>
<td>Front Desk Coordinator</td>
</tr>
</tbody>
</table>
SESSION DATES AND TUITION

All fees must be paid in full by: **Wednesday, June 1, 2016**. If a student does not pay his/her tuition by this deadline, then s/he will not be able to attend classes and it will be an F1 student visa status problem. No tuition transfers are allowed for future ALI sessions at any time.

<table>
<thead>
<tr>
<th>Session</th>
<th>Dates</th>
<th>Tuition</th>
<th>Health Insurance</th>
</tr>
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<tbody>
<tr>
<td>Summer 2016</td>
<td>June 1 – August 12, 2016</td>
<td>$4,030*</td>
<td>$373.88</td>
</tr>
<tr>
<td>Fall 2016</td>
<td>September 7 – December 9, 2016</td>
<td>$4,315*</td>
<td>$ TBD</td>
</tr>
<tr>
<td>Spring 2017</td>
<td>February 1 – May 3, 2017</td>
<td>$4,315*</td>
<td>$ TBD</td>
</tr>
</tbody>
</table>

TBD: To Be Determined

* Tuition is subject to change at any time.
* Includes to ITP (Institutional TOEFL Test) Fees and Materials

**How to Register**

You must register **BEFORE** you pay. You should register only when you are ready to pay or else you may be dropped for non-payment and incur charges.

**Step 1**
1. Go to SF State Password
2. Enter your SF State ID. ID number is noted on ALI’s admission letter.
3. Enter your birthday when prompted and choose LOGIN.
4. Answer the password questions to create your password.

**Step 2**
1. Go to SF State Gateway.
2. Enter your SF State ID and Password.
3. Choose “Schedule/Classes” on the left side bar menu under the Student heading
4. Choose ”Student Center“ in the center of the page
5. Click on Enroll in the left menu.
6. Find the schedule number for your class from the ALI Office.
7. You have seven days to pay after you register. If you do not pay within seven days of registering, you will be dropped for non-payment and if class has begun you will have a charge on your record that you must pay
How to Pay
Option 1: Pay Online with a Credit Card:

1. You can pay with VISA, MASTERCARD, DISCOVER and AMERICAN EXPRESS cards. A (non-refundable) 2.75% fee will be added for using a credit card.
2. Go to SF State Gateway.
3. Enter your SF State ID number and password.
4. Click on "Financial/Jobs" under the Student heading.
5. Click on "Student Center"
6. In the center of the next page in the "Finances" section, click on "Make a Payment."
7. In the "Your Account" section, click on "Click here to make a payment" Enter your SF State ID number and password.

* For students paying with an International Credit Card, please input 'CA' as the state and '99999' as the ZIP code.

Option 2: Pay in Person at the SF State campus:

1. Go to the Bursar's office ([map](#)). Have your SF State ID Number ready. Cashier’s checks, money orders, personal checks and cash are accepted. **NO CREDIT CARDS.**
2. Make all checks and money orders out to **SF State - CEL/ALI.**
TUITION REFUND

Directions for Refund Applications: (Refunds are not automatic)
1. Make an appointment to speak with an ALI Student Advisor.
2. Receive and complete an ALI refund application.
3. Return the completed refund application to the ALI office before the 3rd week deadline.

<table>
<thead>
<tr>
<th>ALI Tuition Refund Policy</th>
<th>ALI tuition</th>
<th>ALI Deposit + Application Fee</th>
<th>Health Insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before first day of school</td>
<td>100%</td>
<td>No refund</td>
<td>100%</td>
</tr>
<tr>
<td>Before end of week 3</td>
<td>65%</td>
<td>No refund</td>
<td>100%</td>
</tr>
<tr>
<td>After week 3</td>
<td>0%</td>
<td>No refund</td>
<td>100% *</td>
</tr>
</tbody>
</table>

*100% refund for health insurance given within the first 45 days of school as long the student or dependents filed a medical insurance claim. After 45 days, no refund is given.
Learning English is hard work. Students must be prepared to put a lot of energy and time into their studies, both in class and outside of class. Here are some rules for success:

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

### ALI ATTENDANCE POLICY

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

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

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

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

1. Students who miss more than 15 class hours will receive a written warning.
2. Students who continue to miss more class hours may be put on academic probation.
   A student on academic probation must maintain their attendance at the ALI. Students who do not maintain their attendance on academic probation will:
   a) be terminated in SEVIS. This means that the student will lose their F-1 visa status and must apply for reinstatement or do re-entry reinstatement.
   b) be dismissed from the ALI.
   c) have difficulty transferring to another school.
   d) not be able to study at the ALI next semester or the following semester.
   e) be unable to take ALI’s TOEFL test(s).
   f) be unable to use the ALI TOEFL for admission to SF State.
FIRST DAY OF CLASS ATTENDANCE:
All students MUST attend the first day of classes for each semester they are enrolled in.

ABSENCE BECAUSE OF ILLNESS:
Short Term:
1. A student who is sick for more than three continuous days, is required to see a doctor, and bring a doctor’s note (from a Medical Doctor, M.D.) to the ALI office.
2. Students are responsible for all missed assignments, quizzes, and tests and are required to contact each of their teachers directly.

Long Term
1. A student with a continual illness must bring a doctor’s note (from a Medical Doctor, M.D.) for the days they are absent to the ALI office.
2. If absences continue beyond 15 hours, students will have to meet with an ALI Advisor. The student may be asked to:
   • be on a medical leave.
   • return to his home country
3. If the student continues to miss class without a doctor’s note (from a Medical Doctor, M.D.), the student’s I-20 will be terminated in SEVIS (Immigration’s online system). This means that the student will lose his F-1 visa status and must do reinstatement.

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

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

MISSED CLASSWORK AND HOMEWORK:
It is the student’s responsibility to learn what homework and class assignments were missed due to any absence. Each ALI teacher will have policies for communication with students and classmates.
CLASS LEVEL PROGRESS:
Sometimes a student who attends class continually and does all the class work still has trouble passing his classes. Passing grades: A, B, C. Non-passing grades: D, F. If the student passes his classes, the student can then move up to the next level for the following semester. If a student does not pass all of his classes, then the student will have to repeat his ALI classes in the same level for the following semester.

CLASS LEVEL PROGRESS FOR REPEATED CLASSES:
Sometimes a student will have to repeat his classes in the same level because he has had trouble passing his classes. If the student passes his repeated classes, the student can then move up to the next level for the following semester. If a student does not pass all of his repeated classes, then he will not be able to return to the ALI for the following semester.

CLASSROOM BEHAVIOR:
The ALI Classrooms are safe places for learning. This means that ALI students need to be polite and respectful to each other and to their teachers. It is your responsibility to help keep our classroom a safe place to learn English and to share ideas. ALI will dismiss any student who acts in a way that is harmful or threatening.

RETURNING TO ALI
At the end of an ALI semester, students who have followed ALI classroom and SF State University policies may register for the following semester for further study at the ALI. Students MUST pay a $200 deposit BEF ORE the last day of your ALI session.

Normally, a student will study in the next highest level if his:
1. final grades are satisfactory
2. attendance was satisfactory

GRIEVANCES
If you are not happy with an ALI decision about your attendance, grades, or behavior problem, you can talk with an ALI advisor. If you are not satisfied after your discussion with the advisor, you can write a letter about the problem to the ALI Director. After reading your letter, she will make a final decision.
MIDTERM AND FINAL EXAMINATIONS
ALI students will have both a Midterm and Final examination or assignment in every class. These exams help students see the progress you have made in your English studies.

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

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

\[
\begin{align*}
A &= \text{Excellent work} \\
B &= \text{Good work} \\
C &= \text{Adequate work} \\
D &= \text{Unsatisfactory work} \\
F &= \text{Failing or unacceptable work}
\end{align*}
\]

CLASS FIELD TRIPS
Class field trips are required academic events that students must attend. Field trips are related to the student’s coursework.
The following is important information you should know as an international student in the U.S.

**United States Citizenship and Immigration (USCIS)**
San Francisco District Office
444 Washington Street
San Francisco, CA 94111
(800) 375-5283 (toll free)


**VISITING THE OFFICE**
All visitors must have an appointment to be admitted to the Information Unit of the San Francisco District Office. Appointments must be made through the website: [http://infopass.uscis.gov](http://infopass.uscis.gov)

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**Note:** You must bring your print-out INFOPASS appointment receipt and a photo identification (ID) to your appointment.

**VISA:**
- The visa in your passport allows you to ask to enter the US. **It does not decide how long you can stay in the U.S.** If your F-1 visa expires while you are in the US, there is **no need to renew your visa.** However, if your visa has expired and you want to leave the US then return to the US, you **must get a new visa.** Visit an American Embassy or Consulate outside the US (in your home country) to apply for a new visa. [http://www.usembassy.gov/](http://www.usembassy.gov/)

- Immigration rules state that a person who enters the United States with a business (B1) or tourist visa (B2) must change his/her status to student status (F1) **before** attending a school. In other words, the **INS must approve the student’s change of status before the student attends a program.** A prospective student can have an immigration attorney or an ALI Advisor help him/her to apply for a Change of Status.

- USCIS rules states that a person who enters the US with a student dependent visa status (F2) must change his/her status to student status (F1) **before** attending full-time at a school. A prospective student can have an immigration attorney or an ALI Advisor help him/her to apply for a Change of Status.
I-20:
- You received an ALI SEVIS I-20 when you were admitted to the American Language Institute. It is important to keep a copy of all your I-20(s) with your passport. It is a good idea to make extra copies of your past I-20(s) and keep them in a safe place. It is your responsibility to keep record of your past immigration history for future use. Therefore, be sure to keep all of your immigration paperwork for your records.

I-94 Number:
- The I-94 is your arrival/departure record (number) given by the U.S. DHS (Department of Homeland Security). To receive your I-94 number, you must complete an online https://i94.cbp.dhs.gov/I94/consent.html form soon after you arrive into the US. More information: http://www.cbp.gov/

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

TO MAINTAIN YOUR F-1 STUDENT STATUS:
1. **Keep your passport valid:** It is your responsibility to keep your passport valid for a minimum period of at least six months into the future at all times. If you need to get a new passport, contact your home country’s embassy in the US and apply for a new passport. When you receive your new passport, bring it to the ALI Office (Hum 101) so we can make a copy of it for your student file.
2. **Take a full course of study:** Immigration requires students in F-1 status to go to school full-time. At the ALI, full-time means no less than twenty-two (22) hours a week. If you will be absent from class, you must call the ALI Office at 415-338-1438 to give the reason for your absence.
3. **Follow the transfer procedures if you transfer to another school:** If you plan to transfer to another school, you need to follow these steps:

TRANSFER PROCESS
Remember that it is the student’s responsibility to inform the school that s/he is transferring from another school. A student has 60 days from the last day from their previous school’s program to tell their previous school’s Student Advisor. In addition, it is the student’s responsibility to follow-up with the school to complete the transfer process.
SEVIS school to SEVIS school

a. You **MUST** tell an ALI Student Advisor about your plans to transfer to another school and the name of the school to which you will transfer. **You will need to do this:** 1. before your current ALI session ends and before the new session begins at your new school. 2. within 60 days from the last day of the program at your previous school.

b. When you tell an ALI Advisor about your plans to transfer to another school, your advisor will tell USCIS your plans to transfer through SEVIS, USCIS’ internet reporting system.

c. Through SEVIS, ALI will tell USCIS the name of the school you will transfer to, the last day of your ALI semester, and the transfer release date (when your student record will be sent to your new school). **Note:** You can ask an ALI Student Advisor to cancel your transfer request at any time before your transfer release date.

d. After your release date, your new school must issue you a “transfer pending” I-20.

e. You **MUST** contact your new school to complete the transfer process within **15 days from your new program’s start date.** This is 15 days from the start date printed on your SEVIS I-20. If you do not complete your transfer process with your new school before this 15 day deadline, you will be out of status with immigration. After you contact your new school within the 15 days from your new school’s program start date, your new school will issue you a “transfer completed” I-20. You will use the “transfer completed” I-20 for travel. However, you will need to keep your “transfer pending” I-20 for your records.

**TRAVEL**

If you plan to travel to another country and return to the American Language Institute, bring your SEVIS I-20 to the ALI Office (HUM 101) for a travel signature. If you are continuing ALI for the following semester, it is a good idea to bring a full-time enrollment letter from the ALI Office with you when you travel to show that you are in good immigration status.

If you are going to transfer to a different school, you will need to get your new school’s SEVIS I-20 to travel outside and return to the US.

**CHANGE OF ADDRESS**

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

**SF MUNI (Municipal Railway):** The best way to come to class is by public transportation; it is both easier and cheaper than driving. The **MUNI bus** $2.25 per ride (your bus fare includes a free transfer when you request it) or you can buy a monthly pass on a **Clipper Card:** $70 (Muni Only) or $83 (MUNI and BART in San Francisco). You can use your monthly pass as much as you want with your Clipper Card for one month. You can get a Clipper Card and MUNI bus route map at the SF State Student Union Information Desk. More information: [www.sfmuni.com](http://www.sfmuni.com).

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

**Other MUNI bus lines stop at SF State campus:**
- 17: Park Merced to West Portal Station
- 18: 46th Avenue/Stonestown to Outer Richmond, Palace of the Legion of Honor
- 28: 19th Avenue/Daly City BART Station to Marina via Sunset and Richmond Districts, Golden Gate Bridge, Fort Mason (28R Express service Monday - Friday only).
- 29: Sunset/ Bayview to the Presidio via the Sunset

**BART (Bay Area Rapid Transit):** If you live in the East Bay, you can take BART (a subway system) to the Daly City BART station and then take the free SF State Shuttle to SF State’s main campus. The cost to ride the BART train depends on which place you begin your ride. You can buy BART transportation passes at the Student Union Information Desk. More information: [www.bart.gov](http://www.bart.gov)
- If you travel to Daly City by BART, you can have a free round-trip bus ride to campus on the 28 and 28L busses if you use your Clipper card.

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

**SF STATE FREE SHUTTLE:** SF State offers free shuttle services during Fall and Spring semester only. *There is no shuttle service in the Summer.* One shuttle is an express from Daly City BART station to campus (19th Avenue). The other shuttle makes a few other stops around campus. Shuttle info and map: [parking.sfsu.edu/transit/shuttle-service](http://parking.sfsu.edu/transit/shuttle-service)

Shuttles run every 10-15 minutes.

Shuttle hours:
- **Monday-Thursday:** 7:00 am-10:30 pm
  Last 19th Avenue pick-up at 10:00 pm
- **Friday:** 7:00 am-7:15 pm
  Last 19th Avenue pick-up at 6:50 pm
If you drive to class, you will find that parking is difficult. You can park in Lot 20 (levels 1 through 4) of the parking garage and Lot 25 located on Winston Drive. However, the student parking lot fills up early in the morning. It costs $7/day to park in this lot or $4/2 hours (a maximum of $7 per day). **Do not** park on the top level of SF State’s parking garage or at the Stonestown shopping center parking lot because you will get a parking ticket. The Stonestown parking lot is only for people who are shopping in the mall. Also, be careful that you do not park in 1 or 2-hour zones on the streets near the campus. If you park there longer than 1 or 2 hours, you will get a ticket (these tickets are expensive) We strongly recommend that you take public transportation to class.

**Parking On-Campus**

**Parking Garage Information**

**Parking Lot 20:**
- Open 24 hours a day, 7 days a week.
- $4.00 for two hours or $7.00 a day. (Daily permits expire at midnight.) Exact change is required. The parking payment machines do not give out change.
- Do not park on the top level of the parking garage. This is Lot 19 and is ONLY for staff and teachers.

**Parking Lot 25:**
- Paid parking area for public, visitor/guest, students.
- Open seven days a week 7 a.m. to 10 p.m.
- $4.00 for two hours or $7.00 a day. (Daily Permits expire at midnight) Exact change is required. The parking payment machines do not give out change.
- Debit cards are not available at the parking office.

**Other Parking Tips**

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

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

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

If you receive a parking ticket, pay it as soon as possible. The longer you wait to pay parking tickets, the more expensive they become. If you get a parking ticket and you need information about paying your parking ticket, please visit the website: http://www.sfmta.com/cms/penf/13441.html

Remember: Never drink alcohol and drive a car!

PARKING METERS

When you park in San Francisco, be sure to check the parking meter rules. Metered parking spaces limit parking to 30 minutes or 1 hour. San Francisco has these rules so that spaces become open for other people to park in the spot. This is because San Francisco has a lot of visitors. When you park and you stay over the amount of time you paid, you may get a ticket. You will get a ticket even though you put money in after you get a ticket or if the meter is broken. All parking meters in San Francisco accept coins, pay-by-phone, and SFMTA parking card. About 25% of meters accept credit cards.

During some holidays, the parking police do NOT check parking meters. Please visit the website: http://www.sfmta.com/getting-around/parking/holiday-enforcement to find out which holidays are not enforced in specific areas in San Francisco.

BICYCLE:

BIKE BARN: This is an indoor parking area in Lot 6 under the gym. The Bike Barn is a safe and secure bicycle parking area because a security person is watching the bikes all day. The Bike Barn is the safest place to park your bike while you are on campus.

Bike Barn Hours

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

More information: http://parking.sfsu.edu/biking/bike-barn-parking or call: 415•338•3170
Social Security Administration
The U.S. Social Security Administration gives Social Security cards to international students **ONLY** for work reasons. F-1 students can only get a social security number when they are in a degree program (Associate’s, Bachelor’s or Master’s programs) and have a written job offer. Since English language program students **cannot** work legally, ALI students cannot get social security cards.

A Social Security Card will **NOT** be issued for:
- Getting a California Driver’s License or a California Identification Card
- Opening a Bank Account
- Applying to rent an apartment or home, credit card or a cell phone account

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

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

If you are an F-1 student and do not have a Social Security Number (only given for jobs), you can still apply to the Department of Motor Vehicles (DMV) for either a California Driver’s License or Identification Card. **The DMV will give you a special ID number which you will use for your application after you tell them that you are not eligible for a Social Security Number.** Don’t be surprised, however, if you find that different DMV Offices follow different process (and some offices know more than others about F-1 visa benefits). **You will need to bring when you apply:** Passport, I-94 card, I-20 form

To make a DMV appointment: [https://www.dmv.ca.gov/foa/startOfficeVisit.do](https://www.dmv.ca.gov/foa/startOfficeVisit.do)

Department of Motor Vehicle Offices near SF STATE:
**San Francisco**  
Phone: 800-777-0133  
1377 Fell St  
San Francisco CA 94117  
Website: [http://apps.dmv.ca.gov/fo/offices/appl/fo_data_read.jsp?foNumb=503](http://apps.dmv.ca.gov/fo/offices/appl/fo_data_read.jsp?foNumb=503)  
Map to location: [http://maps.yahoo.com/maps_result?addr=1377+Fell+St&csz=San+Francisco+CA+94117&country=us&new=1&name=&qty=](http://maps.yahoo.com/maps_result?addr=1377+Fell+St&csz=San+Francisco+CA+94117&country=us&new=1&name=&qty=)

**Daly City**  
Phone: 1-800-777-0133  
1500 Sullivan Ave  
Daly City, CA 94015  
Website: [http://apps.dmv.ca.gov/fo/offices/appl/fo_data_read.jsp?foNumb=599](http://apps.dmv.ca.gov/fo/offices/appl/fo_data_read.jsp?foNumb=599)  
Map to location: [http://maps.yahoo.com/maps_result?addr=1500+Sullivan+Ave&csz=Daly+City+CA+94015&country=us&new=1&name=&qty=](http://maps.yahoo.com/maps_result?addr=1500+Sullivan+Ave&csz=Daly+City+CA+94015&country=us&new=1&name=&qty=)
Who needs a California Driver’s License? You need to get a California Driver’s License if you want to drive any motorized vehicle (car, motorcycle, and scooter) in the state of California. A driver’s license can also be used for identification when you cash checks or when you buy alcohol (in California, you must be 21 years old to buy alcohol).

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

Does the DMV require me to have a social security number (SSN) in order to get a driver’s license?
If you are not eligible for a SSN, you do NOT have to give a SSN. (You may find that the a DMV employee may demand that you get a SSN or a letter from the SSA Office saying that you do not qualify for an SSN, but you should say that you do not need an SSN or need to have a SSA Office letter.) The DMV officer should be able to see into an immigration data base, and can check that no employment authorization has been given and you do not qualify for an SSN. If you continue to have problems because of the SSN, then ask to speak to the DMV Office Supervisor and say that internal memo (DMV DL 2003-37) about the new SSN on-line verification system says that the DMV “should not refer customers to the SSN office to determine SSN eligibility.” (This memo was sent on Dec. 3, 2003 and started on Jan.1, 2004.)

“I have a driver’s license from another state (like Oregon). Do I need to get a California Driver’s License?”
Yes, you will need to get a California Driver’s License. You will only have to take the written traffic law test. If you have a license from another state, you do not have to take the driving test.

IMPORTANT
IT IS THE LAW, YOU MUST HAVE CAR INSURANCE TO DRIVE IN THE US!
All F-1 visa students are required to have health insurance while studying at the ALI. F-1 students who are not already covered by a health insurance plan must buy the insurance plan through the ALI.

STUDENTS SHOULD ALWAYS CARRY THEIR HEALTH INSURANCE CARD WITH THEM.

Important Information:
1. For emergencies call “911” or go to the nearest hospital emergency room.
2. If possible, go first to SF State’s Health Center, where treatment will be given or you will be referred to a specialist.
3. Read and understand the rules of your health insurance plan before you see a doctor.
4. Ask the ALI office if you don’t understand your insurance policy.
5. It is the student’s responsibility to make sure his/her doctor’s office sends his/her medical insurance claim form after visiting the doctor. In addition, it is the student’s responsibility to send in a claim form to after visiting the SF State Health Center
6. Your doctor’s office will complete your insurance claim form. However, if you visit SF STATE’s Health Center, you will need to complete a claim form yourself. You can complete a claim form by visiting the website: https://www.csuhealthlink.com/enroll/. Click on “Claim Forms” on the left side of the screen. Completed insurance claim forms need to be sent to:

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

Finding a Doctor in the San Francisco Area:
Locate a preferred provider (a doctor or hospital on the insurance company’s list) before you go to hospital or see a doctor. Of course, do not do this when it is an emergency. You can use the internet to find a doctor or hospital on the insurance list at: http://www.aetna.com/docfind/jsp/rdIndex.jsp?site_id=studenthealth&langpref=en or call 1-800-888-2108. You can also come to the ALI office to see a list of doctors and hospitals in the San Francisco area.

If I have a medical emergency, what can I do?
1. If you are on campus, tell your teacher, the ALI office or go to SF State’s Student Health Center.
2. If you are not on campus and you need to see a doctor immediately, call 911 or go to a hospital emergency room.

GENERAL GUIDELINES FOR SEEING A DOCTOR:

When you call:
1. Always say that you are an international student.
2. Tell them where you are from and what languages you speak.
3. Ask if they have doctors who speak those languages.
When you go to the doctor's office:
1. Always state that you are an international student.
2. Bring your health insurance card and information
3. Bring a picture ID card.

HOSPITAL/CLINIC EMERGENCY ROOMS

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

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

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

Emergency Department
open 24 hours, 7 days a week

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

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

DALY CITY
Seton Medical Center
1900 Sullivan Avenue
650•992•4000

Emergency Department
open 24 hours, 7 days a week.

SAN MATEO
San Mateo County Hospital
222 W. 39th Avenue
650•573•2222

Emergency Department
open 24 hours, 7 days a week.
What can I do if I am ill, or if I need to see a doctor for a medical prescription or health advice while I am an ALI student?

You can see a private doctor or a doctor at SF State’s Health Center. Take your health insurance card with you. You may have to pay to see the doctor at that time.

Before you see an on-campus doctor, you will need to show your ALI ID card. Make sure you get a “billing statement” from the Health Center. You will need this statement for your insurance claim form. You must pay $60 after your doctor’s appointment but you will get $50 back after you send your medical insurance claim form.

GENERAL INFORMATION: 338-1251
After Hours ADVICE NURSE: 338-1251
APPOINTMENTS: 338-1719

LOCATION: Across from Burk Hall near the Ethnic Studies & Psychology Building. To see a map: [http://health.sfsu.edu/Hours_and%20_Location.html](http://health.sfsu.edu/Hours_and%20_Location.html)
Cancellation policy: Students who need to cancel their appointment, should do so by going online to myHealth, or telephoning (415-338-1251) the Student Health Service cancellation line at least 24 hours in advance of their scheduled appointment. Students who do not email or call the Student Health Services 24 hours in advance to cancel an appointment will be charged a $20.00 late cancellation fee. In other words, all “no shows” and late cancellations will be billed $20.00.

Directions to Cancel a Student Health Service Appointment:

**Cancel online:**
2. Click on myHealth on the top right-hand side
3. Log in with your ID number and password
4. Click on Appointment, and cancel your appointment

**Cancel by Telephone:**
1. Tel: 415-338-1251
2. Press #1
3. Leave a message stating your First Name, Last Name, Student ID number, and the date and time of the appointment you wish to cancel. Your message will be date and time stamped.

HEALTH CENTER HOURS:

The clinic is closed during the lunch hour everyday from 11:45 to 12:45.

**Monday, Tuesday, Thursday & Friday:** 8:10 am to 11:45 am, 12:45 pm to 4:45 pm
**Wednesday:** 10:00 am to 11:45 am, 12:45 pm to 4:45 pm

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

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

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

**FEES:** $60.00 for each visit. If you have insurance through the ALI, the insurance company will reimburse you $50. **Note:** Be sure to ask the health center to give you a Billing Statement. You will need the billing statement to send to your insurance company. This receipt shows:
1. How much you were charged for your doctor’s visit;
2. What is your diagnosis code (a number they give to explain why the doctor saw you).

There are extra fees for any tests and prescriptions. You will pay for your visit after you see the doctor. You need to pay your doctor visit at the Bursar’s Office. Afterward, you will need to send your insurance claim.

For a list of services and fees, visit: [http://health.sfsu.edu/Basic_and_Augmented_Services.html](http://health.sfsu.edu/Basic_and_Augmented_Services.html)
APPOINTMENTS:
When you visit the Health Center, you must complete this form at the center:

<table>
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<tr>
<th>Reason for Visit</th>
<th>(check all that apply)</th>
<th>Cell/Phone</th>
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<tbody>
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<td>First Visit</td>
<td>Cold/sore throat/cough</td>
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<tr>
<td>Follow Up appt</td>
<td>Fever</td>
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<tr>
<td>Pharmacy Refill</td>
<td>Abdominal Pain</td>
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<tr>
<td>Immunization</td>
<td>Injury</td>
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<tr>
<td>Optometry</td>
<td>Rash/Skin Problem</td>
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<tr>
<td>Pregnancy Test</td>
<td>STD check/treatment</td>
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<tr>
<td>Morning After Pill</td>
<td>Female problem</td>
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</tr>
<tr>
<td>Birth Control Method</td>
<td>Male problem</td>
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</tbody>
</table>

Other:

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

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

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<tr>
<th>Date</th>
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<th>Appt</th>
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To make appointment call: 338-1251  To cancel: email cnclappt@sfu.edu or call 338-1251, press 1

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

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

Call 338-1251 to make an appointment. **Be sure to tell the Health Center that you are an ALI student.** Bring your ALI student ID and health insurance card to your appointment. You must arrive at your appointment 15 minutes early!
ALI has weekly student activities which are usually held on Fridays. Participating in ALI activities is voluntary. However, by participating in these activities, students will get the chance to socialize with other ALI teachers and ALI students with various English skills, and to practice their English skills outside of class time.

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

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

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

In this program, ALI Level 46 (high intermediate), 47 (pre-advanced) and 48 (advanced) students are able to sign-up for a Conversation Partner though their Listening and Speaking class. At the same time, an SF STATE student with native English proficiency will sign-up for an ALI conversation partner. ALI students and American volunteers can choose either to have their conversations solely in English or they can do a language exchange (spending half of the meeting time speaking English and half of the meeting time speaking the chosen foreign language). After the ALI students are matched up with a partner, they will meet about once a week at a place and time agreeable to both the ALI student and his/her partner and discuss topics of interest. Students improve their English skills and learn about American life through this conversation program and SF STATE students gain insights into another culture and may be able to practice a foreign language.

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

CONVERSATION GROUPS

The Conversation Group Program is for Level 40 (high beginning) and Level 42 (low-intermediate) ALI students. In Conversation Groups, four to six ALI students practice conversation in a fun, relaxing way with two SF State graduate students (at least one of whom is a native speaker). Conversation Groups meet on campus at lunchtime once a week.

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

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

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

Examples of Culture Shock Feelings and Symptoms:
- become depressed
- tired
- develop insomnia (cannot sleep or sleep well)
- lose your appetite or eat a lot
- sad
- excited
- feel lonely, anxious, or angry
- feel that no one understands how you feel

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

Part 1
Happy
“Honeymoon”

Part 2
Sad
“Depression”

Part 3
Okay

Time
- The time when you begin to live in new culture.

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

1. **Stay busy and go out** (do not stay home even if you feel like you don’t want to get out of bed):
   a) Go out with friends and classmates
   b) Go to school everyday
   c) Go on ALI activities
2. **Talk:**
   a) Talk to as many people as you can (family, friends, advisors).
   b) See a counselor at the SF State’s Counseling & Psychological Office (ALI students are eligible to see a counselor for free).
3. **Exercise:**
   a) Your mind might be tired (from new surprises, learning English all day) but your body may not be. Maybe you might have a hard time to trying to sleep (insomnia). Exercise will help your body to be more tired so you can sleep better.
COUNSELING & PSYCHOLOGICAL SERVICES

Counseling and Psychological Services are available on-campus so ALI students can see a counselor for free. A counselor is a person who is trained to listen and give advice about a person’s private problems. A counselor will be confidential (s/he will not talk to anyone about your conversation or problems). You can talk to a counselor about problems which make you feel sad or stressed. For example, a student can talk to a counselor about:

- Family problems
- Money problems
- Living in a new culture
- Boyfriend or Girlfriend problems
- Why you are feeling very sad
- Feeling stress and pressure about your future plans

Steps to See a Counselor
1. Go Student Services Building, Room 208 (2nd Floor)
2. Tell the Front Desk you would like to make an appointment to talk to a counselor and show them your SF State OneCard (ID Card).
3. Fill out an “Intake (Information) Form.” Write “ALI” on the form in the Major box.
4. Tell the front desk person if you would like to see a man or woman counselor and if you want to speak with a counselor who speaks your native language.
5. Before your appointment, the Counseling Office will call you to remind you of your appointment day and time.

Cancelling Appointments
1. You can cancel an appointment by calling (415-338-2208) or visiting their office, Rm. 208 in the Student Services Building.
2. You must cancel an appointment at least 24 hours before your appointment or you will be charged $20.

Location: Student Services Building, Room 208

Hours: Monday through Thursday: 8:00 am - 7:00 pm; Friday: 8:00 am – 5:00 pm
Closed each day for lunch: 12:00 pm - 1:00 pm for lunch

Phone: 415-338-2208

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

**HOME SAFETY**

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

**CAMPUSS/STREET SAFETY**

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

**PUBLIC TRANSPORTATION SAFETY**

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

**AUTO SAFETY**

- Keep your doors locked while you drive.
- Lock the doors and shut your windows when you park your car.
- Do not leave personal belongings or packages in your car. Place them in your trunk or hide them under the car seats.
- Park in well-lighted areas at night.
- Never pick up hitchhikers.
- Do not drink alcohol and drive; you may end up in jail even if you are not in an accident.
- Follow the speed limit signs.
- Report all accidents; failure to do so is a crime.
- Car insurance is required in California.
- Keep a flashlight, first-aid kits, and reflectors in your trunk.
AUTOMATIC TELLER MACHINE (ATM) & BANK
☑ Avoid withdrawing money after dark.
☑ Always observe people around you when you use the ATM.
☑ Do not count your money at the ATM. Put it in your pocket or wallet or purse immediately. **NOTE:** It is not wise to carry large amounts of cash with you. It is safer to make large purchases by credit card.

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

**EMERGENCY ON-CAMPUS:** Dial x82222 (or pick up an emergency phone on campus). **EMERGENCY OFF-CAMPUS:** Dial 911.