

ACADEMIC BRIDGE PROGRAM
AT
INTERNATIONAL EDUCATION CENTER (IEC)
AND
DIABLO VALLEY COLLEGE

**PRE-ARRIVAL
INFORMATION FOR
INTERNATIONAL STUDENTS**



Diablo Valley College
International Student Admission & Services
Student Services Center (SSC) Room 264
321 Golf Club Rd.
Pleasant Hill, CA. 94523

Phone: (925) 969-2196, 2198, 2199, 2200
Fax: (925) 691-9503

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INTERNATIONAL EDUCATION CENTER (IEC)

General Information for IEC

Mailing address	IEC@DVC 246 Golf Club Rd. Pleasant Hill, CA. 94523
World Wide Web address	www.iec-dvc.org email: iec@dvc.edu
Office Numbers	Phone: (925) 676-4600 Fax: (925) 676-4200
Director	Sally Conover <ul style="list-style-type: none">▪ sconover@dvc.edu▪ Ext: 102
Student Services Coordinator	Roberta Santos <ul style="list-style-type: none">▪ rsantos@dvc.edu Ext: 103
Admissions Coordinator	Maria Campbell <ul style="list-style-type: none">▪ mcampbell@dvc.edu Ext: 105
Activities Coordinator	Mustafa Karabiyik <ul style="list-style-type: none">▪ mkarabiyik@dvc.edu Ext: 100
Director of Homestay Program	Fia Parker <ul style="list-style-type: none">▪ info@diablovalleyhomestay.com▪ (925) 876-0080
Office Hours	Monday to Thursday 8 am to 5 pm Fridays 9 am to 5 pm

DIABLO VALLEY COLLEGE
INTERNATIONAL STUDENT ADMISSIONS & SERVICES (ISAS)
 Student Services Center, Room 210
 321 GOLF CLUB RD.
 PLEASANT HILL, CA. 94523

General Information for ISAS

Mailing address	Diablo Valley College International Student Admissions & Services (ISAS) 321 Golf Club Rd. Pleasant Hill, CA. 94523
World Wide Web address	www.dvc.edu/international email: isas@dvc.edu
Office Numbers	(925) 969-2196, (925) 969-2198, (925) 969-2199, (925) 969-2200
Director International Student Advisor	Gloria Zarabozo <ul style="list-style-type: none"> ▪ gzaraboz@dvc.edu ▪ (925) 969-2199
Program Coordinator International Student Advisor	Renee Savage <ul style="list-style-type: none"> ▪ rsavage@dvc.edu ▪ (925) 969-2198
Admissions	Ligia Morcillo <ul style="list-style-type: none"> ▪ lmorcillo@dvc.edu ▪ (925) 969-2200
Admissions	Meredith King <ul style="list-style-type: none"> ▪ mking@dvc.edu ▪ (925) 969-2196
Office Hours for summer	Monday to Thursday 9 am to 5 pm
Office Hours for fall and spring	Monday to Thursday 9 am to 5 pm Fridays 9 am to 1 pm

IMPORTANT DATES

Important dates such as add/drop deadlines, holidays and final exam dates are listed in the Schedule of Classes available online:

<http://www.dvc.edu/communication/catalog-schedule.html>

<http://www.4cd.edu/insite/Default.aspx> (searchable)

REMINDER: International students **MUST** always check with a DSO (Designated School Official) before dropping below 12 units for fall and spring. Summer Bridge Students must remain in both classes unless there are extreme extenuating circumstances.

ARRIVAL

Welcome!

We at Diablo Valley College look forward to your arrival in Pleasant Hill. We will assist you as best as we can in getting here and feeling comfortable in your new environment. We hope that this booklet will give you all the necessary information you need before you come to our program. During the Information Session and Assessment, we will give you an International Student Handbook that will have additional information about being an international student in the United States.

GETTING TO PLEASANT HILL FROM THE AIRPORT

There are two major airports nearby, Oakland and San Francisco. Both are near Pleasant Hill, so you can come to the one that is best for you. Airport pick up services are provided by Diablo Valley Homestay an independent contractor. Information is available at www.diablovalleyhomestay.com. Other ways to get from the airport to the place where you are staying include the following:

Airport shuttles are the best idea. These are small vans with fixed prices that often take more than one person. Please refer to the chart in the appendix for information on shuttle services.

Taxis are available, but fares are **high**; sharing the taxi with other passengers can lower the cost.

Public transportation is possible from both Oakland and San Francisco airports. From Oakland airport, this requires you to take a bus (cost \$2.00), the subway (BART cost \$6- \$7). From San Francisco airport, BART runs directly.

INTERNATIONAL STUDENT ADMISSIONS AND SERVICES OFFICE

The International Students Admissions and Services (ISAS) office is where F-1 international students begin the process for being admitted to Diablo Valley College. Once admitted, international students come to the ISAS office to discuss the following issues: immigration status (including dropping below full-time status and transferring), travel requirements, employment benefits, non-home stay housing options, health insurance, and address changes.

MANDATORY ONLINE ORIENTATION FOR SUMMER ACADEMIC BRIDGE and REGISTRATION FOR FALL COURSES

Once you have been officially admitted to Diablo Valley College, you will be asked to confirm your correct and valid e-mail address so that you may be eligible to take the ONLINE orientation. This orientation is MANDATORY and you must complete the assignment attached to it before you may sign up for fall classes. The earliest date for new students to sign up for fall classes will be mid-May. If you complete the online orientation before then you will be able to register for fall classes before other new students who have not completed orientation. You will receive more information through e-mail on this process.

MANDATORY F-1 CHECK-IN SESSION FOR ACADEMIC BRIDGE

As Academic Bridge students you will be doing your REQUIRED F-1 Check-In session as part of your in-person Bridge orientation. This session is required by immigration law. You do NOT have to do Check-In again for the fall semester. Please check your Bridge calendars on arrival to see when you must be present for the mandatory F-1 Check-In session. If you are not present for the F-1 Check-In session you will be OUT OF STATUS and your SEVIS I-20 will be terminated and you must return home. During the session the International Student Admission and Services (ISAS) office will give you information on immigration regulations, health insurance and employment benefits that are part of F-1 student status.

MATH AND ENGLISH ASSESSMENT

Lower Level Math Assessment

Diablo Valley College now has two separate math assessments. If you feel you do not have strong math skills you can now take the online ***Informed Student Self Assessment (ISSA)***. This online test will upload your scores to your DVC record the morning after you take the assessment (you must take the assessment AFTER you complete online orientation) and it allows you to enroll in the following classes based on your scores:

Math 75 - Arithmetic and Pre-algebra

Math 110 - Elementary Algebra

Math 114 - Geometry

Math 120 - Intermediate Algebra

If you are interested in taking this assessment you will need your DVC student ID number and you can access the exam at <http://www.dvc.edu/org/departments/assessment-center/math.htm>. If you have any questions about this assessment, please contact the assessment center. The contact for the assessment center is available at <http://www.dvc.edu/org/departments/assessment-center/index.htm>

Higher Level Math Assessment

If your math skills are higher than Intermediate Algebra, you will have to wait until you come to the DVC campus to take the higher level math assessment. This test is given at the assessment center only and it requires an APPOINTMENT. To make an appointment you will need your DVC student ID number and you can access the appointment page at <http://www.dvc.edu/org/departments/assessment-center/hours.htm>

English Assessment

Students who wish to attempt to assess directly into English 122 must take the English Assessment (NOT THE ESL TEST) on the DVC campus. Very few non-native English speakers assess directly into English 122. The prerequisites for English 122 are English 116 and English 118. You do NOT have to take the assessment to enroll in English 116 or 118.

Additional Assessment Information

Please note that we are aware that many of the classes will be closed by the time students arrive to take the Math and English assessment. It is possible that you might not be able to take a higher level English or Math class during your first semester at DVC. This situation affects ALL new students and cannot be helped.

Plases read all of the information regarding taking the any assessments at DVC before making an appointment for an assessment at <http://www.dvc.edu/org/departments/assessment-center/index.htm>

LIVING IN CONTRA COSTA COUNTY

CLIMATE

Located east of San Francisco and farther inland, Pleasant Hill has an average summer temperature of 25 °C and 77 °F. In the summer, it is often cold in the morning and evening, so it is a good idea to dress in layers of clothing that you can put on and take off easily. A T-shirt is usually enough for the afternoon, but you will need a sweatshirt or sweater for the morning. It rains a lot in the winter so if you will be here during that time, bring some good rain clothes and shoes.

HOUSING

The college does not have dormitory facilities. The ISAS office assists students in finding appropriate accommodations in four ways 1) if you are interested in a guaranteed (pre-arrival) home stay placement for a fee, please see the brochures and applications included with the admit packet 2) information on guaranteed (pre-arrival) apartment rentals very near DVC is available on our website 3) non-guaranteed (post-arrival) rooms for rent with meals not included are available through our coordinator in the ISAS office and 4) general information on local apartments is available on our website. Please visit ISAS housing website for additional information: <http://www.dvc.edu/international/resources/housing.htm>

MEALS

- On campus Those living more independently or in an apartment will be responsible for their own meals. DVC has a self-service style cafeteria; it is open weekdays and provides hot and cold food and beverages. A snack bar next to the science building offers quick snacks for your convenience. The Hotel / Restaurant Management program on campus runs the Basement Café in the Student Union Building; it offers snacks and warm items only for lunch. And the more formal restaurant called the Norseman that is operated by the Hotel/Restaurant Management program on campus also serves fine dining at affordable prices. These four locations provide a variety of foods and costs to meet almost any student's budget.
- Off campus Students will be responsible for their own meals. If you do not want to prepare your own meals, you will find many inexpensive restaurants and cafes serving students in Pleasant Hill.

ADDITIONAL ACADEMIC RESOURCES

LIBRARY

The library provides books, magazines, electronic resources, microfilm, pamphlets, maps and other resources for students. Library staff provides assistance and instruction in using resources. A variety of study areas, including group study rooms, are available. Also available are the following:

- reference assistance whenever the library is open
- a library handbook
- a self-guided walking tour
- bibliographies and study guides

TUTORING

Our tutoring services are decentralized and offered at various locations, such as departments, ongoing labs and our Learning Center. Tutoring can help students succeed in specific courses when they are having difficulty.

ESL/English Course Tutoring: Drop-in and regular tutoring are available to help students build the skills needed for success. Other services include college success workshops, short-term classes, and computer-assisted instruction in study skills, reading and writing.

Math lab: Drop-in tutoring for all DVC math courses is available. An instructor and student tutors are there to help with math problems. Lab time is required for some math courses.

Computer Center: The center is equipped with more than 100 IBM computers. Students from many departments use the center to do lab work for their computer science classes. Internet accounts are available for full-time students.

Media Center: The Media Center's collection contains over 8,000 films, video- tapes, foreign language tapes, slide programs and videodiscs. All materials may be viewed by students in the Media Lab for use in their own research or to make up for a missed viewing in the classroom. Equipment is available for general listening and viewing or other course projects.

ASSOCIATED STUDENTS OFFICE AND INTERNATIONAL STUDENT CLUB

The Associated Students Office, located in the Student Union Building, is best described as a student information and resource center. The staff and students of this office welcome your participation in college activities.

Most of the student activities at DVC are initiated by clubs and student organizations. Over 60 student clubs help students make new friends, pursue special interests, and gain experience organizing and working with others in social situations. A club handbook and other information about DVC student clubs (including how to start one) are available in the Associated Students Office.

BOOK CENTER

Students may purchase new and used textbooks, general books for recreational reading, back packs, school supplies, PC's and Apple computers, computer software, and personal items at the Book Center. Visa, MasterCard and ATM are accepted.

COUNSELING CENTER

Counselors work with students to help set goals and design plans for achieving those goals. This includes:

- Information on transfer, A.A. degree, and certificate programs
- The Transfer Center and its resource library
- Career planning and college success courses
- Personal counseling
- Individual and group counseling
- Counseling for international students, vocational rehabilitation, and students

Because course selection is so important and four-year college requirements change so frequently, students should consult with a counselor each term before registering for classes.

DISABILITY SUPPORT SERVICES

DSS provides instruction and services to individuals with disabilities, which are designed to increase access to college instructional programs.

CHILD CARE

Daytime childcare services make attending classes more convenient for students who have children. You must contact the on-campus day care center to sign your child up for services.

GRADE REPORTS

Each DVC student must check the online Web Advisor to see their grade report. The report indicates your level of class and the letter grade you earned for the course. Letter grades are based on your participation in class, performance on quizzes and tests, and completion of assignments and homework. Fulfillment of these requirements and regular attendance is necessary to receive a passing grade.

TRANSCRIPTS

Official transcripts (complete copy of your academic record at DVC) for the purpose of transferring or for job purposes must be requested through Insite/Web Advisor if you wish for them to be sent within the United States. If you wish to have transcripts sent outside of the United States they must be requested via fax and paid for by credit card. Information is available at <http://www.dvc.edu/admissions/transcripts.htm>

EXPENSES

FEES

The tuition depends on the number of units you take. You must take a minimum of 12 units for fall and spring semester. You can pay by credit card (MasterCard or VISA) online through Web Advisor, or in person at the Cashier's Office with credit card, personal check or money order payable to "Diablo Valley College." Please avoid bringing large amounts of cash to campus. Please pay for your classes as soon as possible.

FINANCIAL REQUIREMENTS

International students in F-1 status cannot establish California residency and should expect to pay nonresident tuition every semester of study. Please visit our website for updated financial requirements for the academic year:

<http://www.dvc.edu/international/apply/admission/#fees>

OTHER EXPENSES

Living and incidental expenses will depend on your personal interests and lifestyle, whether you choose to rent an apartment or share a house, whether or not you have dependents with you in Pleasant Hill, etc. **Social activities** may also require **additional expenses**. Rent, food, and other costs are subject to inflation, and students who cannot meet the minimum estimates given here should not plan to attend the college.

HEALTH INSURANCE

Academic Bridge students purchase health insurance through IEC. As continuing students at DVC, students will be automatically enrolled in the insurance policy when registering for classes. DVC's health insurance is mandatory. **It is NOT possible to waive the insurance; all international students will be charged for the insurance through their registration fees. The insurance fees MUST be paid within 14 days of the first day of class or students will be DROPPED from classes.** More details about the international student health insurance plan and policy is available at <http://www.dvc.edu/international/resources/insurance.htm>. Please note:

- The **plan does not cover** routine physical examinations, dental care, or a vision care, however students have the option to enroll in dental and vision coverage for an additional cost by signing up online: www.4studenthealth.com/smilesaver

PREMIUM RATES

The insurance is serviced by Ascension and the network is Anthem/Blue Cross. The policy brochure can be found here: http://www.renstudent.com/Documents/13-14/Brochure/ICOSTA_B_13-14.pdf

NOTE: Medical Insurance Premiums are subject to change for the fall/spring semesters. Please check with the International Student Admissions and Services (ISAS) Office for updated premium fees and the new insurance brochures upon your arrival to DVC.

The insurance company will email all enrolled students with instructions on how to log in and download/print the insurance card. This card must be printed and carried at all times, and will need to be presented to medical providers when seeking services.

WHERE TO GO

There is an extensive directory of providers that are part of the insurance plan that is available online at www.4studenthealth.com/dvc. You may also come to the ISAS office for assistance with locating a provider.

The closest urgent care centers to DVC are:

John Muir Physician Network
2700 Grant Street #200
Concord, CA 94520
925-674-2500

John Muir Physician Network
1455 Mondego #205
Walnut Creek, CA 94598
925-939-4444

If you have any special medical needs during your stay at DVC, please notify the coordinator before your arrival. Also, if you are currently taking any prescription medications or wear contact lenses or eyeglasses, you should bring a copy of your prescription with you to the U.S. in case you need to have it refilled while you are here.

PUBLIC TRANSPORTATION TO DVC

BART

Subway to and from San Francisco and parts of the Bay Area.
Runs every day with fewer trains over the weekends.
It is a safe and fast way to get to San Francisco in 45 minutes.

BART hours of operation, please visit their website at: <http://www.bart.gov/>

County Connection:

A bus system that runs in Contra Costa County.
It runs every day except as noted on the schedule.
Phone number: (925) 676-7500
County Connection website: <http://cccta.org/>

Police Services

EMERGENCY SERVICES

Contact the Police Services Office with any questions or problem regarding security, first aid, fire, lost and found items, thefts, or other crimes. Telephone: (925) 969-2785.

EVENING ESCORT

Student and staff members are available to escort students to and from their classrooms and cars on the DVC campus after dark.

AIRPORT SHUTTLES

NAME	TELEPHONE	PRICE	DESTINATION	HOURS
<p style="text-align: center;">DIABLO VALLEY HOMESTAY</p> <p style="text-align: center;">Personal driver Airport pick-up Service</p>	<p>e-mail: info@diablovalleyhomestay.com</p>	<p>\$100 SFO airport per person</p> <p>\$85 Oakland airport per person</p>	<p>Any hotel or home in Concord or Pleasant Hill DVC area includes Walnut Creek</p>	<p>72 hour advance notice required</p>
EAST BAY CONNECTION	<p>(925) 609-1920 800-675-3278 FAX: 510-945-0839</p>	<p>SFO - \$41 Oak - \$33</p>	<p>Any hotel or home in Concord and Pleasant Hill</p>	<p>4:30 a.m. 11 p.m. After 10 p.m. additional \$5 charge</p>
<p>A1 SHUTTLE SERVICE must make reservation 24 hours</p>	<p>(925)676-0565 (888) 698-2663</p>	<p>SFO \$40 OAK \$32</p>	<p>Any hotel or home in Concord and Pleasant Hill</p>	<p>After 10PM \$50</p>
<p>AA AIRPORT TRANSPORTATION</p>	<p>(925)933-6800 (800) 540-8294</p>	<p>SFO \$75 OAK \$65</p>	<p>Any hotel or home in Concord and Pleasant Hill</p>	<p>24 hours</p>
<p>Limousine Information www.limos.com</p>		<p>Various rates depending on vehicle requested</p>	<p>Any hotel or home in Concord or Pleasant Hill</p>	<p>24 hours Call 24 hours in advance</p>

Be aware of the following problems that international and local travelers have experienced with Airport Vans.

1. Van drivers want to get a full van before they leave. Once they get you and your luggage into their van, you will be under the driver's control and stuck waiting for the van to leave.
2. They will have many other passengers to drop off before they reach your destination.
3. Be sure to agree to the rate before you enter the van. Be aware that a \$1 to \$2 tip is expected.

HOTELS AND MOTELS IN THE AREA

Hotels are listed by their distance from DVC. These hotels offer special rates for DVC students (must inform receptionist that you are a DVC student when booking accommodation).

DVC students arrive during peak occupancy times for hotels so it is recommended that you use a travel website to obtain the best prices possible.

Miles	Hotel Name, Address & Website	Phone # Fax #	Property
1.27	Crowne Plaza Hotel 45 John Glenn Drive Concord, CA 94520 Website: www.crowneplaza.com	(925) 825-7700 (925) 674-9567	Hotel
1.75	Residence Inn by Marriott 700 Ellinwood Way Pleasant Hill, CA 94523 Website: www.marriott.com	(925) 689-1010 (925) 689-1098	Suites
1.84	Hilton Concord 1970 Diamond Blvd. Concord, CA 94520 Website: www.concordhilton.com	(925) 827-2000 (925) 827-2113	Hotel
2.05	Pleasant Hill Inn – Concord 1432 Contra Costa Blvd. Pleasant Hill, CA 94523	(925) 689-3600	Hotel

Airline Information

AIRLINES	TELEPHONE	ABBREVIATION
EVA Airline www.evaair.com	800/695-1188	BR
United Airlines www.united.com	800/241-6522	UA
China Airlines www.china-airlines.com	800/227-5118	CA
Japan Airlines www.jal.com.jp	800/525-3663	JA
Delta Airlines www.delta.com	800/221-1212	DL
British Airways www.british-airways.com	800/247-9297	BA
Asiana www.asiana.co.kr	800/227-4262	OZ
Singapore Airlines www.singaporeair.com	800/742-3333	SQ
Southwest Airlines www.southwest.com	800/435-9792	WN

San Francisco International Airport airlines: <http://www.flysfo.com/flight-info/airlines-at-sfo>

This information is provided as a matter of service. Efforts have been made to include correct, current information, but no guarantee is given and none should be inferred as to the materials accuracy and availability of services noted. Users of these lists do business with individuals, companies or firms at their own risk. The regents, officers, agents and employees of the college shall not be liable for any damages whatsoever arising from any errors or omissions made in the compilation of these lists