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Revised February 2020
### General Contact Information

| **Office Location** | Diablo Valley College  
|                     | International Student Office  
|                     | Student Services Building  
|                     | Second Floor, Room 264 |
| **Mailing Address** | Diablo Valley College  
|                     | International Student Office  
|                     | 321 Golf Club Rd.  
|                     | Pleasant Hill, CA 94523 |
| **Phone Number**    | Phone: (925) 969-2196  
|                     | Fax: (925) 691-9503 |
| **Website**         | [www.dvc.edu/international](http://www.dvc.edu/international) |
| **Email**           | [iso@dvc.edu](mailto:iso@dvc.edu) |
| **Office Hours**    | Monday-Thursday: 8am-5pm  
|                     | Friday: 8am-3pm |

### Staff Contact Information

| **Director** | Laura Weaver  
|              | lweaver@dvc.edu |
| **International Education Coordinator** | Sara Proctor  
|                               | sproctor@dvc.edu |
| **International Education Coordinator** | Renée Savage  
|                               | rsavage@dvc.edu |
| **Program Assistant** | Joshua Pace  
|                            | jpace@dvc.edu |

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### International Student Office

The International Student Office (ISO) office is where F-1 international students begin the admission process for Diablo Valley College. Once admitted, international students may contact the ISO office for assistance with the following topics:

- Immigration status
- I-20 issuance
- Visa information
- Dropping below full-time status
- Transferring
- Travel requirements
- Working in the U.S.
- Health insurance
- Address changes
Welcome

Welcome! We at Diablo Valley College (DVC) look forward to your arrival to our campus in Pleasant Hill, California. We hope that this handbook provides helpful information before you join our program. Once you arrive you will attend an information session that will go over additional information about being an international student in the United States.

Mandatory Orientations and Check-in Session

Online Orientation and Registering for Courses

Once you are officially admitted to Diablo Valley College, you will be asked to confirm a valid e-mail address to begin the online orientation. This orientation is mandatory. You must complete this orientation to be able to register for classes. Once you complete the orientation you will be assigned a registration date. You will receive more information through e-mail on this process.

F-1 Check-in Session and DVC Orientation

Please monitor your emails for information on the mandatory F-1 check-in session and orientation. During the session the DVC International Student Office (ISO) will give you information on immigration regulations, health insurance and employment options that are part of F-1 student status.

*If you are not present for the F-1 check-in session you will be OUT OF STATUS, your SEVIS I-20 will be terminated, and you must return home. This session is required by immigration law.*

Once you complete this initial check-in and orientation session, you do not need to attend the session the following semester.
Arrival Information

Airports

There are two major international airports near DVC:

- Oakland International Airport (OAK) 30 miles from DVC
  www.oaklandairport.com
- San Francisco International Airport (SFO) 40 miles from DVC
  www.flysfo.com

Both are near campus, so you may arrive at the airport that works best for you.

Transportation from the Airport to DVC

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.

The following are transportation options for students travelling from the airport to the DVC area:

- **Personal driver pick-up service**

  This option may be arranged with Diablo Valley Homestay, an independent contractor. Reservations must be made in advance.

<table>
<thead>
<tr>
<th>Company</th>
<th>Fare estimate:</th>
<th>(As of Feb. 2020, Please check with the provider for current rates).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diablo Valley Homestay</td>
<td>$110 per person, for flights arriving before 1:00pm</td>
<td></td>
</tr>
<tr>
<td>(925) 876-0080</td>
<td>$150 per person, for flights arriving after 1:00pm</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.diablovalleyhomestay.com">www.diablovalleyhomestay.com</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Taxis**

  Taxis are available curbside at the airport but fares may be high. Sharing the taxi with others may lower the cost.

- **Airport shuttles**

  This service uses shared ride vans to transport multiple passengers from the airport to their destinations. This service should be booked in advance. Fares are typically set prices. Be sure to agree to the rate before you enter the van. Once you and your luggage are on the vehicle, you will be stuck waiting on the van to leave. There may be multiple passengers dropped off before they reach your destination. Some providers also charge an additional fee for late night or early morning arrivals.
The table below is a brief listing of local shuttle services that service the Pleasant Hill area. Additional providers may be available.

<table>
<thead>
<tr>
<th>Company</th>
<th>Fare estimate:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walnut Creek Airport Service</td>
<td>(As of Feb. 2020, Please check with the provider for current rates).</td>
</tr>
<tr>
<td><a href="https://walnutcreekairport-taxi.com">https://walnutcreekairport-taxi.com</a></td>
<td>SFO to Pleasant Hill: $130</td>
</tr>
<tr>
<td></td>
<td>OAK to Pleasant Hill: $89</td>
</tr>
<tr>
<td>OnTime Transportation</td>
<td></td>
</tr>
<tr>
<td>Walnut Creek Airport Shuttles</td>
<td>SFO to Concord: $123</td>
</tr>
<tr>
<td><a href="https://www.walnutcreekshuttles.com/">https://www.walnutcreekshuttles.com/</a></td>
<td>OAK to Concord: $89</td>
</tr>
<tr>
<td>Anytime Shuttle</td>
<td></td>
</tr>
<tr>
<td><a href="https://anytimeshuttle.net/">https://anytimeshuttle.net/</a></td>
<td>SFO to Pleasant Hill: $99</td>
</tr>
<tr>
<td></td>
<td>OAK to Pleasant Hill: $84</td>
</tr>
</tbody>
</table>

**Tipping Drivers**

Please be aware that it is customary in the United States to tip drivers. Plan to tip at least 15% of your total fare. For example, if it costs $100 for your ride, you would give your driver an additional $15 when you reach your destination as tip, for a total of $115.
Hotel Accommodations near DVC

There are many hotel options near campus. DVC students arrive during peak occupancy times for hotels so it is recommended that you reserve your room in advance.

<table>
<thead>
<tr>
<th>Distance to DVC in Miles</th>
<th>Hotel Name and Address</th>
<th>Phone Number and Website</th>
<th>Property Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>.80</td>
<td>Clarion Hotel 1050 Burnett Ave Concord, CA 94520</td>
<td>(925) 566-8820 <a href="http://www.choicehotels.com">www.choicehotels.com</a></td>
<td>Motel</td>
</tr>
<tr>
<td>1.2</td>
<td>Crowne Plaza Hotel 45 John Glenn Drive Concord, CA 94520</td>
<td>(925) 825-7700 <a href="http://www.crowneplaza.com">www.crowneplaza.com</a></td>
<td>Hotel</td>
</tr>
<tr>
<td>1.5</td>
<td>Homewood Suites by Hilton 650 Ellinwood Way Pleasant Hill, CA 94523</td>
<td>(925) 483-9850 <a href="http://www.hilton.com/homewood">www.hilton.com/homewood</a></td>
<td>Suite</td>
</tr>
<tr>
<td>1.5</td>
<td>Residence Inn by Marriott 700 Ellinwood Way Pleasant Hill, CA 94523</td>
<td>(925) 689-1010 <a href="http://www.marriott.com">www.marriott.com</a></td>
<td>Suite</td>
</tr>
</tbody>
</table>
Living in Contra Costa County

Location

Diablo Valley College is located in Pleasant Hill, California, in the San Francisco Bay Area metropolitan area. Pleasant Hill is a small city (population near 35,000 residents) but is within an hour’s drive to several major cities including Oakland, Berkeley, San Francisco, and San Jose.

Climate

Pleasant Hill enjoys a Mediterranean climate. In the summer you can expect warm, dry heat with a daily average around 87°F/30°C. Please be aware that summers are often cool in the morning and evening, so it is a good idea to pack a few light sweaters you can layer and take off easily. Winters are cool averaging 59°F/15°C. Both winter and spring have occasional rain showers so bring an umbrella and warm rain jacket if you will be here those months.

Housing

DVC does not have dormitory facilities. Please visit the ISO website for more information on home stay placement services for a fee, as well as a list of local apartments near DVC.

Meals and Dining Options

Students are responsible for their own meals. Those not wishing to cook their own meals will find many options both on and off-campus.

Where to Eat on Campus:

DVC has several options for students looking to eat on-campus:

- **Main Street Bistro**: A cafeteria style food court in the HSF building open breakfast and lunch. 

*The DVC campus culinary program operates three restaurants on campus on the second floor of the HSF building. Items are made from scratch by the culinary arts students:*

- **Express Bar**: Offers daily entrees at an affordable price.
- **DVC Pastry Shop**: Fresh baked goods including assorted breads, pastries, and desserts.
- **Norseman Restaurant**: Fine dining at affordable prices.

Quick Snacks:

- **Crow’s Nest**: A quick service snack bar located near the science buildings
- **Peet’s Coffee**: A coffee shop located inside the bookstore.
- **The Book Center**: The campus bookstore also has a variety of prepackaged convenience foods for quick grab-and-go snacks.

Where to Eat Off-Campus

There are many inexpensive restaurants in Pleasant Hill and neighboring Concord.
## Public Transportation

| **BART (Bay Area Rapid Transit)** | Subway to and from San Francisco and parts of the Bay Area. Runs every day with fewer trains over the weekends. BART schedules, fares, and more information, 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. County Connection website:  
http://cccta.org/ |

## Clipper Cards

Clipper cards are pre-paid fare cards that are accepted at multiple bay area transportation providers including BART and County Connection.

You may purchase a Clipper Card at any BART station, most bay area Walgreens stores, or at the Whole Foods 360 in the Veranda shopping center in Concord. Visit www.clippercard.com for more information.
Expenses

Tuition and Insurance Fees

The tuition varies based on the number of units you are enrolled. You must take a minimum of 12 units for fall and spring semester. Students are also responsible for paying mandatory health insurance fees each semester. Please check the International Student Office (ISO) website for current costs.

You can pay by credit card (MasterCard or Visa online through InSite, 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.

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. Students who cannot meet the minimum estimates given should not plan to attend the college.
Health Insurance

Insurance Requirement

All F1 students at DVC 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.**

The insurance is serviced by Relation Education Solutions and the network is Anthem/Blue Cross. You can find all plan materials at www.4studentthehealth.com/dvc.

Insurance Costs

Medical insurance fees are subject to change for the fall/spring semesters. Please check the International Student Office (ISO) website for current costs.

Where is my Insurance Card?

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.

How to Find Medical Care

There is an extensive directory of providers that are part of the insurance network on the plan’s website. Go to www.4studentthehealth.com/dvc and click “Find a Provider.”

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.
Academics

Academic Information

For up to date information on course planning and transfer preparation including frequently asked questions please visit the International Counseling Guide: https://tinyurl.com/usfpon5

English & Math Placement

All students at DVC are required to take the Guided Self-Placement through the Online Placement Process in order to determine the most appropriate level of English and Math that a student should begin with in order to start with a strong foundation.

Please visit https://www.dvc.edu/enrollment/assessment/index.html to begin.

The Guided Self-Placement can be taken while you are still in your home country and will allow you to sign up for English 122 (First-Year College Composition and Reading), English 122A (First-Year College English for Multilingual Students), or any of the prerequisite and foundational English or ESL courses.

It is important to know that the math classes you will take will depend on the major and transfer universities you choose. It is best to speak with a counselor soon after arriving in the U.S. to discuss all of your options and plans.

To clear the prerequisite for Calculus (Math 192): If you have completed calculus or pre-calculus in high school submit an English version of your transcript along with the prerequisite request form to the DVC Admissions & Records Office in person or to the email address prerequisiteform@dvc.edu

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

Reminder: International students MUST always check with a DSO (Designated School Official) before dropping below 12 units for fall and spring.
On-Campus Resources

Associated Students Office

The Associated Students Office, located in the Student Union Building, is 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. Students can search for active clubs on DVC Sync.

Book Center

Students may purchase new and used textbooks, general books for recreational reading, backpacks, school supplies, computers, computer software, and personal items at the Book Center.

Child Care

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

Computer Center

The Computer Center has computers available for student use. It is located in the Library on the first floor.

Counseling Center

Counselors provide academic, career, and personal counseling. They work with students to help set goals and create plans for achieving those goals. This includes:

- Information on transfer, Associates degrees, and certificate programs
- Major and career exploration
- Assistance planning coursework to reach academic goals: Student Education Plan
- Support around personal challenges, stress, anxiety, or challenges with language or cultural adjustment
- Counselors also teach career planning and college success courses

Disability Support Services

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

The library provides books, magazines, electronic resources, and other resources for students. The library also offers assistance with citations, research, electronics check out, and more.

**Police Services**

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

**Evening Escorts**
The campus police department is available to escort students to and from their classrooms and cars on the DVC campus after dark. Please call 925-969-2785 to arrange this service.

**Transcripts**

Official transcripts are a complete listing of your final grades in all courses at DVC. If you would like a copy for your own records, to transfer, or employment related purposes, please visit Admissions & Records in the SSC building.

**Tutoring**

Tutoring can help students succeed in specific courses when they are having difficulty. Tutoring is available free of charge to DVC students.

Please visit [https://www.dvc.edu/current/tutoring-services/](https://www.dvc.edu/current/tutoring-services/) to find the dates/times/locations of tutoring for each subject.