



International Students

Welcome Guide

Welcome to SNHU!

We are very excited to welcome you to the SNHU family. Within this guide you will find essential information about SNHU and the Manchester, NH area. You will also learn about the people and resources available to help you succeed during your time at SNHU. If you have any questions, please speak to a member of our team.

New Student Checklist

Upon arrival, please use the following checklist to make sure you complete key activities. For further details, please refer to the pages listed below.

Color Key: **Mandatory (M)** | **Highly recommended (HR)** | **Optional (O)**

X	Key:	Action to be completed	Details on Page:
	(M)	Report to our International Student Welcome Desk to begin the check-in process	1
	(M)	Attend International Student Orientation	1
	(HR)	Obtain IT access	1
	(O)	Get involved with clubs, events, and volunteering	2
	(HR)	Contact Campus Accessibility Center (if applicable)	2
	(O)	Obtain a U.S. phone number	3
	(M)	Meet with your Academic Advisors	4
	(M)	Go to the Wellness Center with your required medical documents	6
	(M)	Find a place to live	8
	(O)	Purchase apartment rental insurance	9
	(HR)	Register for SNHU Alerts	9
	(M)	Pay your tuition and fees at Student Financial Services and collect your student ID card	10
	(O)	Open a US bank account	10
	(O)	Collect your free MTA bus pass from the Student Center Concierge Desk	12

Now That You're Here

Our welcome program will help you complete the university registration process, familiarize yourself with SNHU, and meet students and staff. Completing these activities will help you adjust to life on campus.



Check-In

Upon arrival, come to the International Student Welcome Desk for Check-In. Our Welcome Crew will give you a checklist of tasks you need to complete before classes begin, provide you with important information, and even help you find housing. Please bring with you your passport, I-20 or DS-2019, required medical documents (*with English translations*), and payment for first term tuition and fees.

International Student Welcome and Orientation

Our welcome program includes a variety of activities that help you settle in and connect with new and current students. Within this, our International Student Orientation will provide you with essential information on health insurance, academic and personal support services, maintaining immigration status, and ways to become involved here at SNHU. Because this information is vital to your success, attendance at Orientation is mandatory.

IT Access

You can access your my.SNHU account with your SNHU username (firstname.lastname@snhu.edu) and password (your birthdate in MMDDYYYY format). Your username is also your SNHU email address. Remember to check your SNHU email several times each week.

Living In the US

Adjusting to life in the US may take some time, so try to be patient and keep an open mind. Once you start finding your way around and making new friends, things will get easier. For a successful transition we suggest that you:

✓ Get Involved

- Join a student organization. Club Matcher on the my.SNHU Student Involvement page can help you find just the right group.
- Meet fellow students and community members through volunteering with our Center for Community Engaged Learning.
- Participate in university events. The SNHU calendar lists daily activities. Also check out snhutickets.universitytickets.com where you can buy tickets for various university and community concerts, trips, etc.
- Improve your communication skills by meeting with a Conversational English Tutor in the Learning Center. It's helpful and free!

✓ Seek Support

SNHU staff are here to help. We can provide information about:

- University activities
- Finding your way around
- The US academic culture and expectations
- Staying healthy

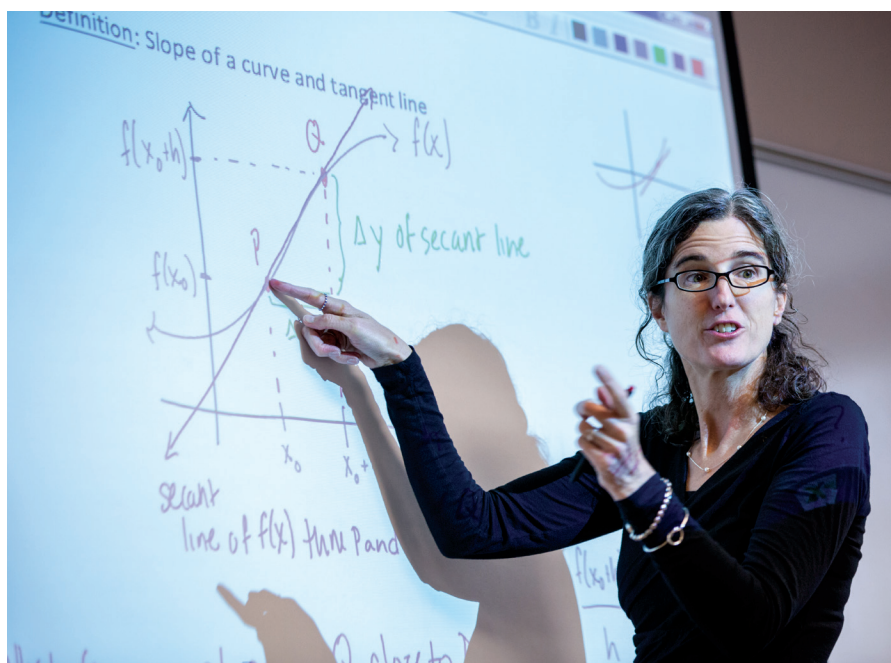
Not sure who to speak with? Contact the International Student Services team. We will be happy to assist you with any questions you have about immigration regulations, health insurance coverage, cultural adjustment, or employment authorization for students on F-1 or J-1 visas.

CAMPUS MINISTRY

The Campus Ministry offers programs, social events, and religious services throughout the year. Our Interfaith room is available to you for prayer and reflection and includes foot washing facilities.

CAMPUS ACCESSIBILITY CENTER

If you would like help for a diagnosed disability, please take official documentation to the Campus Accessibility Center. The team will be happy to speak with you about your needs and determine what may be done to assist you. Contact information on page 13.



Embracing American Culture

America is a country with diverse people, perspectives, and cultures. You will find that in the US, people often place focus on equality, individualism, personal achievement, and respect for time. What this means at SNHU is that you will be taught and advised by staff members of all genders and ages, you will be expected to contribute and express your views in class, and you will need to be on time to your courses and meet deadlines. As the academic culture at SNHU may be different from your previous experiences, it is important to understand these differences and take steps to ensure your success.



STAY CONNECTED

It is helpful to have a US phone number so you can stay connected with your new friends. Look online to compare available plans.



CULTURE SHOCK

It can take time to adjust to the social and academic culture in the US. Staff in the Wellness Center and International Student Services can help you during this transition, so please come see us!

Succeeding at SNHU

At SNHU, we have staff and resources available to help you adjust to our teaching and learning methods. We will help you develop the skills and knowledge you need to make the most of your university experience. Contact information for each of these teams is available on page 13.

Library and Learning Commons

Our Library and Learning Commons provides the perfect space for you to study on your own or meet fellow students to work on group projects. Library staff are also available to help you navigate our hardcopy and online resources.

Wolak Learning Center

Located in the Wolak Library and Learning Commons, the Wolak Learning Center team offers course-specific and skill-specific tutoring for both undergraduate and graduate students on the Manchester campus. International students are encouraged to utilize the Center's Conversational English program, where you can practice your English speaking skills in a friendly and comfortable setting.

Academic Advisors

You are required to meet with your Academic Advisor regularly to speak about your academic, professional, and personal goals. Your Advisor will provide you with guidance to successfully complete your academic program requirements and is also available to ensure you know about the available support services and explain university policies.

IT Help Desk

At SNHU, you will have access to the university's IT network. Before you are able to connect, you must have an up-to-date anti-virus program installed on your computer. If you need help, or have any IT problems, visit the Help Desk in the Wolak Library Learning Commons. You can also call 855-877-9919.

PENMEN PRINT

International students studying at SNHU's Manchester campus will automatically receive a printing allowance of \$50 per semester. Questions? Contact the IT Help Desk.



Keys to Your Success

- Speak with your instructors when you have questions.
- Email and meet with your Academic Advisor regularly.
- Understand proper documentation. Do not copy from friends or take someone's words without properly citing your source. This is viewed as academic dishonesty and can lead to failing the course or being expelled from the university. For further information, please see: libguides.snhu.edu/citation
- Build your communication skills by getting involved in clubs and activities. You can also sign up for the Conversational English program at the Wolak Learning Center.
- Speak with the Wolak Learning Center staff. They can help you develop academic writing and study skills.
- Meet with your Career Advisor. They can help you develop a plan to gain the skills, knowledge, and experience you need to succeed in your future career.

CAREER CHOICES

Start preparing for your career today!

Your Career Advisor will assist you in exploring, clarifying, and realizing your professional goals. They can also help you develop your résumé and portfolio, build networking skills, research internships and jobs, prepare for interviews, and more. To learn more visit, email or call the Career and Professional Development Center: careerdevelopment@snhu.edu, 603-645-9793.

Your Health

The Wellness Center provides health services, counseling services, and wellness education. The Wellness Center is open Monday through Friday, 8 a.m. to 4:30 p.m. If you would like to speak with a counselor, see a member of the medical staff, or are interested in an educational program, you can contact the Wellness Center at 603-645-9679 to make an appointment.

Where Should I Go...

For non-life threatening illnesses or injuries		For life threatening illnesses or injuries
Wellness Center at SNHU (Monday-Friday 8 a.m.-4:30 p.m.)	Urgent Care at River's Edge (Open 7 a.m.-10 p.m. daily)	Emergency Room (Open 24 hours a day)
<ul style="list-style-type: none">• Colds and flu, sore throat• Ear, eye, respiratory infections• Burns/cuts/sprains/strains• Stress/anxiety/cultural adjustment/loneliness• Nutrition support	<ul style="list-style-type: none">• Sinus infection or earaches• Skin rash/burns/cuts/lacerations• Fractures/sprains/strains• Minor eye injuries• X-rays	<ul style="list-style-type: none">• Chest or abdominal pain• Multiple injuries• Childbirth• Dizziness• Stroke symptoms• Shortness of breath/difficulty breathing• Pneumonia

Health Insurance

All SNHU international students are required to purchase the health insurance policy provided by the school, unless you have an equivalent US policy through your government scholarship or parent/spouse working in the US or Canada. All students are automatically enrolled in the SNHU International Student Insurance Plan and will be billed to your SNHU account on a regular basis. Further details about the policy and how to use it will be provided to you at Orientation. Please make sure to carry your proof of insurance with you at all times.

Questions? See us in International Student Services for further information.



LIFE THREATENING EMERGENCY?

Go to the nearest hospital's Emergency Room or call 911.



Staying Safe

In comparison to other similarly sized cities, Manchester has a fairly low crime rate. That being said, there are steps you can take and resources available to help make sure you have a positive and safe experience.

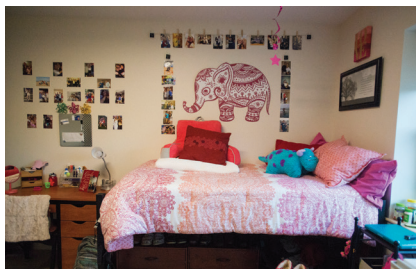
SNHU Public Safety staff are available on campus 24 hours a day, every day. Along with ensuring campus safety through regular patrols, the Public Safety team provides a walking escort service, can assist if your car battery dies while on campus, and serves as the university's lost and found. If you need a parking permit, complete the online application at: snhu.thepermitstore.com. If you need help, contact Public Safety at 603-645-9700.

Tips for staying safe:

- Keep your door locked.
- Don't leave personal items unattended.
- Don't walk alone at night.
(If on campus, call Public Safety to escort you to your car or on-campus housing)
- Use crosswalks.
- Use the blue emergency boxes on campus if you do not feel safe and need assistance.
- When going out, have a plan for getting home. Take money and the phone number for a taxi just in case.

Housing

There are a variety of housing options for students at SNHU. You can read more about these options on family.snhu.edu/Family/International/Pages/Housing.aspx, and you can find a summary below.



On-Campus Housing

On-campus living is available for students at all levels of study, and it's a great option for meeting American students. Please contact Residence Life at housingquestions@snhu.edu to check availability. There is no family housing on campus, so married students and students with children will need to research housing options in the local community.

Temporary Housing

If you are unsure about where you would like to live once you arrive, there are temporary housing options within the Residence Halls on campus. Please contact housingquestions@snhu.edu if you have questions about temporary housing.

Homestays

For students wishing to live with a local family, SNHU has partnered with American Homestay Network to provide homestay opportunities. Homestays are a great option if you wish to learn more about American culture, desire to be more connected to the local community, and feel more “at home” during your studies at Southern New Hampshire University. To learn more about homestay options, please go to our **Housing Page**.

Off-Campus Apartments

Off-campus housing options are available throughout Manchester. There are many apartment buildings close to campus as well as further away, with a varied range of costs to fit every budget. Many members of the community also post listings for private rooms on bulletin boards around campus. For more information about off campus housing options, please visit our **Housing Page**.



MOVING?

Don't forget to update your address in my.SNHU every time you move.

Driving in New Hampshire

If you have a driver's license from your home country AND an international driving permit, you can legally drive in the US for the first 60 days after your arrival. After 60 days, you will need a US driver's license.

Getting a License

To drive in the US, you must apply for a driver's license in the state where you live. In New Hampshire you need to apply for the license at the Concord Division of Motor Vehicles. The application process includes passing a vision, written, and driving test. Further details are available on the Division of Motor Vehicles website.

Buying a Car

There are many considerations when buying a car in the US. Am I getting a good car at a fair price? How do I register and insure my car? Before buying a car, read the car topics section in the International Student Services my.SNHU page. Buying car insurance is **strongly** recommended.

Parking at SNHU

A parking permit is required to park at SNHU. To buy a permit, complete the online form at: snhu.thepermitstore.com.

Winter Driving

Winter driving is challenging. Though it is best to remain at home, if you must drive, read through the American Automobile Association's Winter Driving Tips online. Also ensure that your phone is charged and you have an emergency pack in your car (ice scraper, jumper cables, shovel, flashlight, safety flares, and snacks).



RENTAL INSURANCE

It is important to have rental insurance in case of theft or fire. See the Insurance section on the International Student Services my.SNHU page for more details.



SNHU ALERTS

Severe weather conditions can sometimes cause the university to cancel or delay office hours or classes. To have notifications sent to your cell phone and email, register for SNHU Alerts at snhuweb.snhu.edu/snhu-alerts/

Money Matters

Student Financial Services

Student Financial Services assists with questions and concerns around billing, wire transfers/payments, refunds, student ID cards, transcripts, and diplomas. As the payment of tuition and fees is due upon arrival, wiring money to SNHU before you leave home is recommended. When wiring money to SNHU, please only send funds to cover your University fees. Any money needed to cover your living expenses should be sent directly to your bank account once you open one.

Banking

It is a good idea to have a US bank account during your studies. We have Citizens Bank and Bank of America ATMs on campus. When deciding on a bank, consider its location, hours, and fees. To open an account, bring your passport, I-94, I-20 or DS-2019, SNHU ID, and money for your first deposit. Please do not carry large amounts of cash.

Budgeting

When adjusting to American currency, it is a good idea to keep track of your spending. Listing your essentials (rent, food, utilities) and non-essentials (concerts, going out) will help you understand where you can reduce your spending.

Employment

US immigration regulations limit international students to on-campus work for the first year. Unfortunately, there are only a small number of jobs available each term, so you will need to carefully plan your finances.

- Listings of job openings are available online at snhu.edu. For openings in the Dining Center and Bookstore, speak with staff in these areas.
- After your first year, you may be eligible to apply for off-campus work permission through SNHU's ISS office. Consult the OPT and Internships sections on the International Student Services' my.SNHU pages.
- Students should also refer to the State Department website (state.gov) for information on the Wilberforce Act, which outlines the rights and protections for temporary workers.

Scholarships

Undergraduate and graduate students currently enrolled and expecting to be enrolled at SNHU in the coming fall term may be eligible to apply for various Named and Endowed Scholarships between January – March 15. Click the Scholarships link on the Student Financial Services page on my.SNHU for a listing of available scholarships and applications.

Financial Hardship

Sometimes circumstances outside of your control (such as a loss of financial sponsor, natural disasters, or military conflicts) may affect your financial support and ability to pay your university tuition and fees. If you have any financial problems, please speak with an advisor in International Student Services as soon as possible.



TOP TIPS

Some US shops and theaters offer a student discount, so keep your SNHU student ID with you just in case.

Remember to keep your financial documents secure and your passwords private.



Exploring the Area

Manchester – your home away from home

With a population of just over 110,000, Manchester combines small-town charm with a lively cultural scene. You can listen to live music, shop (there's no sales tax), go out to eat, cheer on a local sports team, or hike and ski our local mountains. Check out some of the websites below to find area dining, lodging, shopping, and other things to do:

Getting Around

What are you looking for?	A place to stay	A place to eat	Shopping	Outdoor Activities	Indoor Activities
intownmanchester.com		●	●	●	●
www.nh.life	●	●	●		
newhampshire.com		●	●	●	●
visitnh.gov	●		●	●	●
manchester-chamber.org	●	●	●		

The Manchester Transit Authority (MTA) provides bus services within the Manchester area. All international students can ride the MTA buses for free. You just need to show your Student ID to collect your free bus pass from the Concierge Desk in the SNHU Student Center.

If you would like to see more of New England or the US, Manchester is also served by the Boston Express and Concord Coach lines as well as the Manchester–Boston Regional Airport.

Transportation Providers	Website
Manchester Transit Authority	mtabus.org/
Boston Express	bostonexpressbus.com/
Concord Coach	concordcoachlines.com/
Manchester–Boston Regional Airport	flymanchester.com/

Important Numbers

Department	Phone Number	Email
Academic Advising (Undergraduates)	603-645-9724	academicadvising@snhu.edu
Academic Advising (Graduate Students)	603-668-2211 ext 3347	
Campus Accessibility Center	603-644-3118	cac@snhu.edu
International Student Services	603-645-9676	iss@snhu.edu
IT Help Desk	855-877-9919	
Library and Learning Commons	603-645-9605	ask@snhu.libanswers.com
Student Financial Services	877-455-7648	sfs@snhu.edu
Public Safety	603-645-9700	safety@snhu.edu
SNHU Switchboard (Main number)	603-626-9100	
Wellness Center	603-645-9679	wellness@snhu.edu
Wolak Learning Center	603-645-9606	wolaklearningcenter@snhu.edu

Urgent Care Providers

Please see staff in the Wellness Center for suggestions on additional providers.

Elliot at River's Edge
Open 7 a.m.-10 p.m. (7 days)
185 Queen City Avenue
Manchester, NH
603-663-3000

CMC Urgent Care
Open 8 a.m.-8 p.m. (M-F)
Open 9 a.m.-5 p.m. (Sat/Sun)
5 Washington Place, Suite 1B
Bedford, NH
603-314-4567

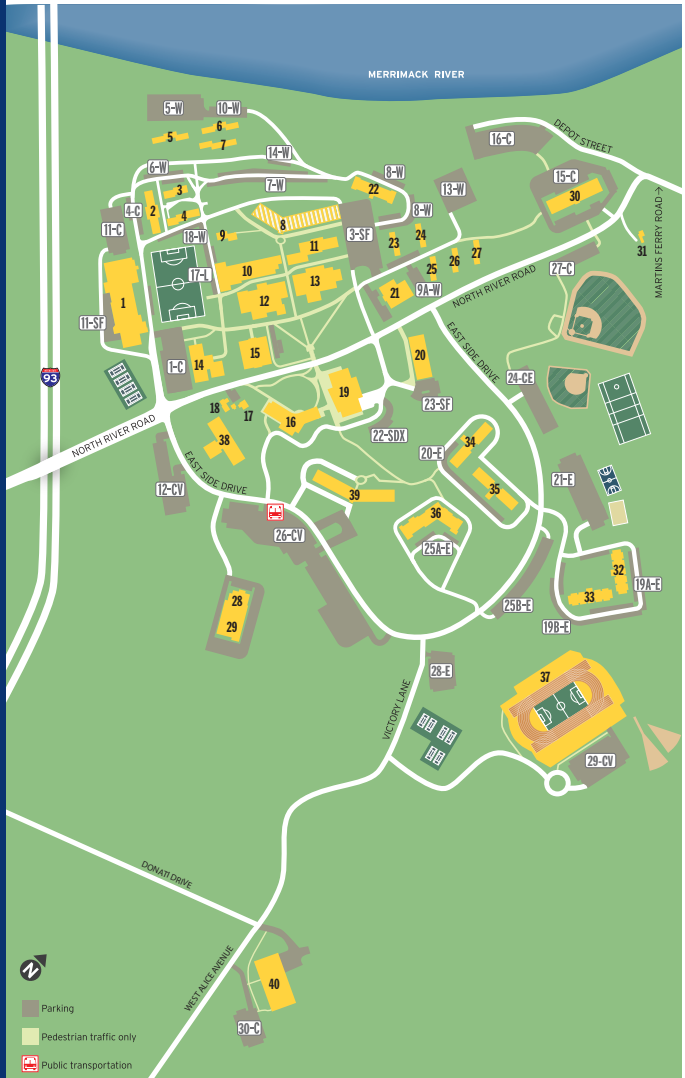
ConvenientMD Urgent Care
Open 9 a.m.-9 p.m. (7 days)
3 Nashua Road
Bedford, NH
603-472-6700

EMERGENCY: Dial 911 (for the Police, Fire Department, or Ambulance)

External Resources:	Website
State Department	state.gov
SEVP	ice.gov/sevis
List of Foreign Embassies in DC	embassy.org
I-94	i94.cbp.dhs.gov
NH Division of Motor Vehicles	dmv.org/nh-new-hampshire/

BUILDING DIRECTORY

1. Athletic Complex
2. New Castle Hall
3. Greeley Hall
4. Whittier Hall
5. Winnepesaukee Hall
6. Merrimack Hall
7. Ossipee Hall
8. Kingston Hall
9. Spaulding Hall
10. Exeter Hall
11. Stark Hall
12. Robert A. Freese Student Center
13. William S. and Joan Green Center for Student Success
14. Belknap Hall
15. Robert Frost Hall
16. Edward S. Wolak Library Learning Commons
17. Morrissey House
18. Ford House
19. Dining Center
20. Academic Center
21. Hospitality Center
22. Washington Hall
23. Sunapee Hall
24. Cranmore Hall
25. Attitash Hall
26. Hillsboro Hall
27. Rockingham Hall
28. Operations Center
29. Central Receiving
30. Webster Hall
31. Madison House
32. Lincoln Hall
33. Conway Hall
34. Hampton Hall
35. Windsor Hall
36. Tuckerman Hall
37. Athletic Stadium
38. Gustafson Center
39. Monadnock Hall
40. College of Engineering, Technology, and Aeronautics



PARKING DIRECTORY

- W** Westside Resident Students
- E** Eastside Resident Students
- C** Commuter Students, Staff/Faculty, Visitors
- L** Handicap and Loading
- SDX** Sodexo Employees
- SF** Staff and Faculty
- V** Visitor parking