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 area. You will also learn about the teams 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** | **Highly recommended** | **Optional**

<table>
<thead>
<tr>
<th>Action to be completed</th>
<th>Details on Page:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report to our International Student Welcome Desk to begin the check-in process</td>
<td>1</td>
</tr>
<tr>
<td>Attend International Student Orientation</td>
<td>1</td>
</tr>
<tr>
<td>Take Math Placement Test online (undergraduate students only)</td>
<td>1</td>
</tr>
<tr>
<td>Obtain IT access</td>
<td>1</td>
</tr>
<tr>
<td>Get involved with clubs, events and volunteering</td>
<td>2</td>
</tr>
<tr>
<td>Contact Disability Services (if applicable)</td>
<td>2</td>
</tr>
<tr>
<td>Obtain a U.S. phone number</td>
<td>3</td>
</tr>
<tr>
<td>Meet with your Academic Advisors</td>
<td>4</td>
</tr>
<tr>
<td>Go to the Wellness Center with your required medical documents</td>
<td>6</td>
</tr>
<tr>
<td>Find a place to live</td>
<td>8</td>
</tr>
<tr>
<td>Purchase apartment rental insurance</td>
<td>8</td>
</tr>
<tr>
<td>Register for SNHU Alerts</td>
<td>9</td>
</tr>
<tr>
<td>Pay your tuition and fees at One Stop and collect your SNHU student ID card</td>
<td>10</td>
</tr>
<tr>
<td>Open a US bank account</td>
<td>10</td>
</tr>
<tr>
<td>Collect your free MTA bus pass from the Student Center Concierge Desk</td>
<td>12</td>
</tr>
</tbody>
</table>
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 is essential to your success.

Check-In
Upon arrival, come to the International Student Welcome Desk for Check-In. Our Welcome Crew will give you a checklist of activities 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, I-94 (print out at https://i94.cbp.dhs.gov), required medical documents (with English translations), and payment for first term tuition and fees.

International Student Orientation
At Orientation, we will discuss health insurance, driver’s licenses, academic and personal support services, maintaining immigration status, employment, and ways to become involved here at SNHU. As this information is key to your success, attendance at Orientation is mandatory.

Math Placement Test
Undergraduate students who have not transferred in college math credits must take the online Math Placement Test. This should be done before the start of your undergraduate program. To take the test, go to: https://penelopent.snhu.edu/SNHUPlacement/international.asp

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 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.

DISABILITY SERVICES

If you would like help for a diagnosed disability, please take official documentation to Disability Services. 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 male and female staff members of all 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.

Library and Learning Commons
Our new 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.

Learning Center
The Learning Center team offers tutoring on many undergraduate subjects. Both undergraduate and graduate 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 knows about your program requirements and will work with you to schedule your courses. Your Advisor is also available to answer your academic questions, explain university policies, and ensure you know about the available support services.

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 Exeter Hall or the 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 during the first and second halves of the year. 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: [http://libguides.snhu.edu/citation](http://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 Learning Center.
- Undergraduate Students: speak to the Learning Center staff. They can help you develop academic writing and study skills.
- Graduate Students: see the COCE online academic resources on my.SNHU where you will find support from Smarthinking (Online Tutoring) and the SNHU Online Writing Center.
- 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 resume and portfolio, build networking skills, research internships and jobs, prepare for interviews, and more. Here at SNHU we have two specialist teams, so contact them today:

**Graduate Students**: email or call the COCE Career Advisors at SNHU Career, cocecareer@snhu.edu, 888-672-1458.

**Undergraduate Students**: visit, email or call the Career 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, 8:00 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...

<table>
<thead>
<tr>
<th>For non-life threatening illnesses or injuries</th>
<th>For life threatening illnesses or injuries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wellness Center at SNHU (Monday-Friday 8 a.m.-4:30 p.m.)</td>
<td>Urgent Care at River’s Edge (Open 7 a.m.-10 p.m. daily)</td>
</tr>
<tr>
<td>• Colds and flu; sore throat</td>
<td>• Sinus infection or earaches</td>
</tr>
<tr>
<td>• Ear, eye, respiratory infections</td>
<td>• Skin rash/burns/cuts/lacerations</td>
</tr>
<tr>
<td>• Burns/cuts/sprains/strains</td>
<td>• Fractures/sprains/strains</td>
</tr>
<tr>
<td>• Stress/anxiety/cultural adjustment/loneliness</td>
<td>• Minor eye injuries</td>
</tr>
<tr>
<td>• Nutrition support</td>
<td>• X-rays</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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. Insurance 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: https://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

Manchester has a variety of housing choices. Living on campus is a great option for meeting American students. If you are a graduate student, a limited number of rooms are available on campus; please contact Residence Life to check availability. Married students will need to research housing options in the local community.

To begin your search we suggest you:

• Check local newspapers for available apartments that fit your budget and needs.
• Look at the Private Room Rental List for rooms in nearby homes (www.snhu.edu/1506.asp). Please note, SNHU does not screen the people offering to rent rooms, and does not act as a rental agency or broker agreements. The PRR is not a homestay program, but should provide you with the chance to interact with a Manchester resident.
• Review the Housing for International Students handout mailed to you with your acceptance letter.

Things to consider:

• **Location of the apartment.** If you plan to use the local buses, try to be within walking distance to Bus Route 5 – this is the direct bus line to SNHU.
• **What is included?** Make sure to ask what is included in the rent (heat, electricity, water, Wi-Fi, cable). If it is not included, there will be additional costs to consider.
• **Length of lease.** Is the lease for a year or is it month-to-month? Make sure you understand the terms of the lease – this is a legal contract and you may be responsible for paying for the entire period of the lease even if you decide to move out early.

**MOVING?**

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

**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.
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 need to apply for a driver’s license in the state where you live. International students living in New Hampshire need to apply for a driver’s license at the Concord Division of Motor Vehicles, 23 Hazen Drive, Concord, NH 03305. The application process includes passing a vision, written, and driving test. Further details are available at the Department of Motor Vehicles website: http://www.dmv.org/nh-new-hampshire/

Buying a Car
There are many considerations when buying a car in the US. Am I getting a good car? Is it a fair price? How do I register and insure my car? Before you buy a car, make sure to read the Register & Insure a Car page within the International Student Services’ my.SNHU section. Buying car insurance is strongly recommended.

Parking at SNHU
A parking permit is required to park at SNHU. To purchase a permit, complete the online application at: https://snhu.thepermitstore.com. Make sure to park in parking spaces marked for student use or you could be fined or your car towed at your expense.

Winter Driving
Winter driving is challenging. In bad weather, it is best to remain at home. If you must drive, please read through the Winter Driving Tips on the American Automobile Association website. You should also ensure that your phone is charged and you have an emergency pack in your car (ice scraper, jumper cables, sand, shovel, flashlight, safety flares, snacks).

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 https://penelopent.snhu.edu/snhualerts
Money Matters

One Stop
SNHU’s One Stop office assists with questions and concerns around billing, wire transfers/payments, refunds, student ID cards, transcripts, and diplomas. 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. For help creating a budget and managing your money, see the Financial Success section in One Stop’s my.SNHU pages.

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 within my.SNHU. 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 (www.state.gov) for information on the Wilberforce Act, which outlines the rights and protections for temporary workers.

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.
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 One Stop’s my.SNHU pages 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, 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.
Exploring the Area

Manchester – your home away from home
With a population of just over 100,000, 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 in our local mountains. Check out some of the websites below to find area dining, lodging, shopping, and other things to do:

<table>
<thead>
<tr>
<th>What are you looking for?</th>
<th>A place to stay</th>
<th>A place to eat</th>
<th>Shopping</th>
<th>Outdoor Activities</th>
<th>Indoor Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>intownmanchester.com</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td><a href="http://www.nh.life">www.nh.life</a></td>
<td>○</td>
<td>○</td>
<td></td>
<td></td>
<td>○</td>
</tr>
<tr>
<td>newhampshire.com</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td></td>
<td>○</td>
</tr>
<tr>
<td>visitnh.gov</td>
<td>○</td>
<td>○</td>
<td></td>
<td></td>
<td>○</td>
</tr>
<tr>
<td>manchester-chamber.org</td>
<td>○</td>
<td>○</td>
<td></td>
<td></td>
<td>○</td>
</tr>
</tbody>
</table>

Getting Around
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.

<table>
<thead>
<tr>
<th>Transportation Providers</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manchester Transit Authority</td>
<td><a href="http://www.mtabus.org/">http://www.mtabus.org/</a></td>
</tr>
<tr>
<td>Boston Express</td>
<td><a href="http://www.bostonexpressbus.com/">http://www.bostonexpressbus.com/</a></td>
</tr>
<tr>
<td>Concord Coach</td>
<td><a href="http://www.concordcoachlines.com/">http://www.concordcoachlines.com/</a></td>
</tr>
<tr>
<td>Manchester–Boston Regional Airport</td>
<td><a href="http://www.flymanchester.com/">http://www.flymanchester.com/</a></td>
</tr>
</tbody>
</table>
## Important Numbers

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Advising (Undergraduates)</td>
<td>603-645-9724</td>
<td><a href="mailto:academicadvising@snhu.edu">academicadvising@snhu.edu</a></td>
</tr>
<tr>
<td>Academic Advising (Graduate Students)</td>
<td>603-645-9624</td>
<td></td>
</tr>
<tr>
<td>Disability Services</td>
<td>603-644-3118</td>
<td>Undergraduate students email: <a href="mailto:disabilityservices@snhu.edu">disabilityservices@snhu.edu</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Graduate students email: <a href="mailto:drc@snhu.edu">drc@snhu.edu</a></td>
</tr>
<tr>
<td>International Student Services</td>
<td>603-645-9676</td>
<td><a href="mailto:iss@snhu.edu">iss@snhu.edu</a></td>
</tr>
<tr>
<td>IT Help Desk</td>
<td>855-877-9919</td>
<td></td>
</tr>
<tr>
<td>Library and Learning Commons</td>
<td>603-645-9605</td>
<td><a href="mailto:ask@snhu.libanswers.com">ask@snhu.libanswers.com</a></td>
</tr>
<tr>
<td>One Stop</td>
<td>877-455-7648</td>
<td><a href="mailto:onestop@snhu.edu">onestop@snhu.edu</a></td>
</tr>
<tr>
<td>Public Safety</td>
<td>603-645-9700</td>
<td><a href="mailto:safety@snhu.edu">safety@snhu.edu</a></td>
</tr>
<tr>
<td>SNHU Switchboard (Main number)</td>
<td>603-626-9100</td>
<td></td>
</tr>
<tr>
<td>Wellness Center</td>
<td>603-645-9679</td>
<td><a href="mailto:wellness@snhu.edu">wellness@snhu.edu</a></td>
</tr>
</tbody>
</table>

### Urgent Care Providers

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

<table>
<thead>
<tr>
<th>Provider</th>
<th>Hours</th>
<th>Address</th>
<th>Phone Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elliot at River's Edge</td>
<td>Open 7 days, 7am-10pm</td>
<td>185 Queen City Avenue, Manchester, NH</td>
<td>603-663-3000</td>
<td></td>
</tr>
<tr>
<td>CMC Urgent Care</td>
<td>M-F 8am-8pm, Sat/Sun 9am-5pm</td>
<td>5 Washington Place, Suite 1B, Bedford, NH</td>
<td>603-314-4567</td>
<td></td>
</tr>
<tr>
<td>ConvenientMD Urgent Care</td>
<td>Open 7 days, 9am-9pm</td>
<td>3 Nashua Road, Bedford, NH</td>
<td>603-472-6700</td>
<td></td>
</tr>
</tbody>
</table>

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

### External Resources:

<table>
<thead>
<tr>
<th>Resource</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Department</td>
<td><a href="http://www.state.gov">www.state.gov</a></td>
</tr>
<tr>
<td>SEVP</td>
<td><a href="http://www.ice.gov/sevis">www.ice.gov/sevis</a></td>
</tr>
<tr>
<td>List of Foreign Embassies in DC</td>
<td><a href="http://www.embassy.org">www.embassy.org</a></td>
</tr>
<tr>
<td>I-94</td>
<td><a href="https://i94.cbp.dhs.gov">https://i94.cbp.dhs.gov</a></td>
</tr>
</tbody>
</table>
BUILDING DIRECTORY
1. Athletic Complex
2. New Castle Hall
3. Greeley Hall
4. Whittier Hall
5. Winnipesaukee Hall
6. Merrimack Hall
7. Ossipee Hall
8. Kearsarge Hall
9. Spaulding Hall
10. Winnisquam Hall
11. Chocorua Hall
12. Exeter Hall
13. Stark Hall
14. Robert A. Freese Student Center
15. William S. and Joan Green Center for Student Success (2016 opening)
16. Belknap Hall
17. Robert Frost Hall
18. Library Learning Commons
19. Morrissey House
20. Ford House
21. Dining Center
22. Academic Center
23. Hospitality Center
24. Washington Hall
25. Sunapee Hall
26. Cranmore Hall
27. Attitash Hall
28. Hillsboro Hall
29. Rockingham Hall
30. Central Receiving
31. Operations Center
32. Webster Hall
33. Webster House
34. Madison House
35. Lincoln Hall
36. Conway Hall
37. Hampton Hall
38. Windsor Hall
39. Tuckerman Hall
40. Future Athletic Stadium (2017 opening)
41. Future Gustafson Center (2017 opening)
42. Future Residence Hall (2017 opening)

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