

University of Denver

Resource Packet for New International Students

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COVID-19 on Campus

For up to date COVID-19 information and vaccination requirements, please visit du.edu/coronavirus

New Student Check-In

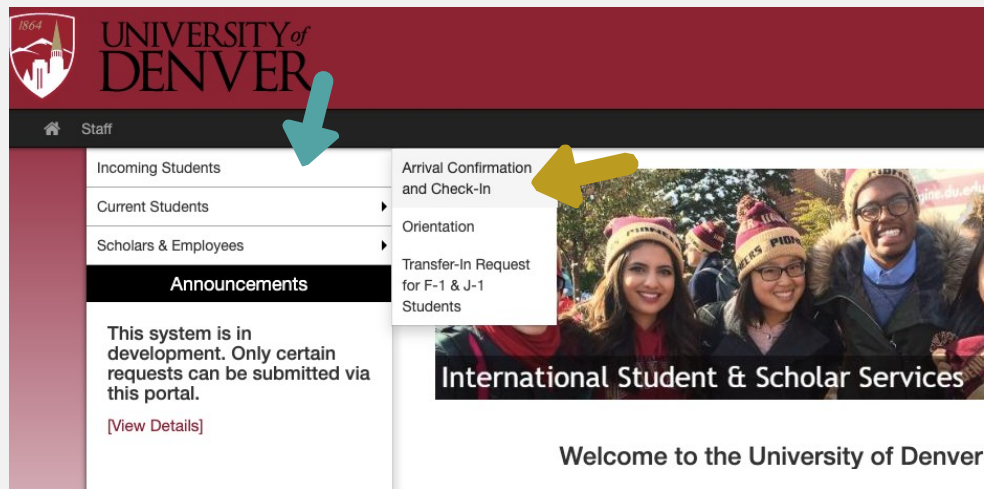
As the time approaches for classes to begin at the University of Denver, we want to provide new international students with details on the Check-In process that you will need to complete before ISSS can register your SEVIS record.

Note that this process cannot be completed until AFTER you arrive in the United States.

You can access the instructions and submit the request through our portal:

<https://issd.du.edu/>

issd.du.edu Home Page



You will need to login in with your DU ID (87xxxxxxx) and password. The login credentials are the same ones that you use when you check your DU email or access PioneerWeb.

Once logged in, choose the start term Fall Quarter 2021.

After you have viewed the learning content and attached the requested documents, you must click the red Submit button at the top of the page to complete the process.

If you encounter any problems completing this process, email ISSS at issd@du.edu for assistance.

CAMPUS RESOURCES

- Health & Counseling Center
- University Libraries
- Campus Safety

Health & Counseling Center



Contact Information:

Website: du.edu/hcc

Phone: 303-871-2205

Email: info@hcc.du.edu

After Hours Medical Problems:

303-871-2205/Follow the Prompts

After Hours Counselor on Call:

303-871-2205/Follow the Prompts

International Student Resource:

Nahed Barakat PsyD | Email: nahed.barakat@du.edu

Staff Psychologist / Coordinator of the Diversity and Inclusion Initiatives

US Healthcare Info: <https://www.du.edu/issd/du-life/health-insurance.html>

HCC Staff:

Physicians
Physician assistants
Nurses
Nurse practitioners
Psychologists
Psychiatrists
Social Workers

HCC Services:

Medical Services
Counseling Services
Health Promotion
CAPE Services
Collegiate Recovery

Student Health Insurance:

All University of Denver students, part-time or full-time, undergraduate or graduate, have access to our wide range of services, regardless of their insurance plan.

For Insurance Questions:

Phone: 303-871-2205

Email: insurance@hcc.du.edu

Locations:

HCC-Ritchie serves as the main location and it houses the medical team, psychiatry, and part of the counseling team. HCC-Asbury houses the majority of the counseling team, Health Promotion, CAPE, and the Collegiate Recovery team.

University Libraries

at Anderson Academic Commons



Services Housed within University Libraries

- Borrow & Request Materials
- Research Center
- Writing Center
- Language Center (incl. English Tutoring)
- Science and Engineering Center
- Math Center

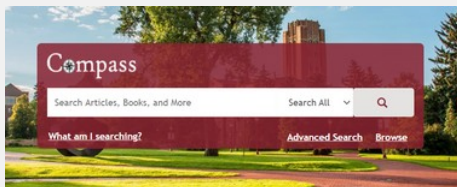
International Student Resource:

Elia Trucks | Phone: 303-871-3480 | Email: Elia.Trucks@du.edu

Student Outreach Librarian & Assistant Professor, Reference & Instruction

University Library Video Tutorials

How to Navigate Compass



Compass: DU Library Search Interface

You will learn:

- What's included in a Compass search
- How to narrow down a search
- How to find peer-reviewed articles, ebooks, and print books
- How to use the new "Find more" slider.

[Watch the Tutorial](#)



Library 101



In this tutorial, you will learn:

- About the most popular library resources and services
- How to find books in the library, request materials from other libraries, and locate online journal articles.

[Watch the Tutorial](#)



Campus Safety & Emergency Services

Emergency
Number:
911

The Division of Campus Safety is staffed 24 hours a day year-round by trained professionals employed to serve the University of Denver community.

In life-threatening emergencies, or when you need immediate police, fire or medical assistance, make the following *TWO calls*: **911** and **303-871-3000**. TTY users should call 911 directly.

You can report a crime or Honor Code violation to Campus Safety at any time by calling **303-871-2334**. An officer will be sent to your location to take your report.

If you would like to confidentially provide Campus Safety with information about a crime or suspected crime, you may call the anonymous tip line at **303-871-3130**.

For after-hours medical or counseling services:

After-Hours Medical Problems:

303-871-2205/Follow the Prompts

After-Hours Counselor on Call:

303-871-2205/Follow the Prompts

For life-threatening Emergencies, dial **911** or call Campus Safety at **303-871-3000**

Phone and Email Scams

Important Notice: Email Employment Scams

Students, faculty, and staff at the University of Denver, and other universities across the country, have received emails recently from university email accounts offering jobs as a pet sitter, a dog walker, or to work from home.

Students have lost thousands of dollars in scams about employment opportunities, apartment rental, owing money to the IRS, SSA or USCIS and others.

Remember that most F-1 and J-1 students **cannot** legally accept the kind of employment offered in these scams and unauthorized employment is a violation of immigration status with serious consequences.

Only an F-1 student with an EAD for economic hardship or a J-1 student with written employment authorization for serious economic circumstances can accept this kind of employment.

Detailed information about legal employment and training authorization for F-1 and J-1 students is on the [ISSS website](#) and you can consult an advisor at iss@du.edu or by [making an appointment](#).

See the information on the next page about scams and how to avoid them.

Example of an Employment Scam Email

PET CARE POSITION

Zander Schreiber
Tue 11/17/2020 11:44 AM
To: fitness2-l-leave

Hello !

This is to notify you about an available part time vacancy. Mrs. Brittany Smith needs a part time pet sitter to care for her lovely pet dog for nine hours every week.

She offers to pay four hundred dollars weekly. Please contact (brittanysmith231@outlook.com) for more information. email her with your private email not your school email when applying.

Thanks

[Reply](#) | [Forward](#)

- Scam emails come from DU email addresses
- If you are not expecting an email from this person, it is probably a scam.

Request personal email response

- Offers part-time employment
- Usually with a person, not a company
- Provide few details about the position

Under **no circumstances** should F-1 or J-1 students respond to these emails

1. They are most likely scams.
2. F-1 and J-1 students are **not authorized** for this kind of employment.



What is Phishing?

Verb: The fraudulent practice of sending emails or calling on the phone claiming to be from reputable companies in order to induce individuals to reveal personal information, such as passwords and credit card numbers.

Common Phishing Scams:

Internal Revenue Service (IRS) Scams

Social Security Administration (SSA) Scams

If someone from one of the agencies above attempts to contact you, IT IS A SCAM! The IRS and SSA will never contact you over the phone or via email for information.

Other Common Scams:

Immigration Scams
Health Insurance Scam
Lottery Scams

Phone Phishing Scams:

Phishing can also take place over the phone. Scammers can "spoof" phone numbers to make it appear they are calling from a legitimate number.



Often phone scammers will be aggressive in their tactics and threaten consequences if personal information isn't shared.

Protect These Items!



Money - Cash & Savings

Credit Card Numbers



Passwords

Bank Account Numbers



Social Security Number

Current & Previous Addresses



Email Phishing Scams:

Email scams often come from emails that are familiar and/or from within your network.

For example:
Emails sent from a @du.edu email address

Phishing emails will request personal information to confirm your identity or solicit services or jobs.

If you have any questions or are worried you may have been contacted by a scammer:

CONTACT ISSS
iss@du.edu

Do NOT give out your personal information without first consulting with ISSS to ensure it is a legitimate source.



The ISSP Pre-arrival Support

Get ready... Get set... Go!

Studying in another country is an exciting life experience and you are nearly there! As you review your pre-arrival package and orient yourself to your new school, take some time to reflect on what you hope to take away from this experience. Perhaps you want to further your education, make some life-long friends, see more of the world, or simply rise to the challenge of something new. Meeting new people and learning to navigate a new culture, language and campus can at times be stressful, so make sure you are prepared in advance and have a realistic idea of what to expect.

Chat with a Student Support Advisor today to learn what to expect

Take advantage of the **International Student Support Program (ISSP)**, a free service specially designed to prepare international students for the challenges they may face when studying in another country.

The ISSP can help answer your questions and can address common concerns such as:

- Adapting to a new culture
- Navigating campus resources
- Being successful at a new school
- Maintaining relationships with friends and family
- Stress, anxiety and much more!

As an International Student, you can receive support:

- 24 hours a day, 7 days a week via phone or chat
- In your preferred language
- Before you leave your home country and after you arrive on campus
- From a Student Support Advisor that understands your culture and unique challenges
- At no cost to you!

Your information is completely **confidential** within the limits of the law, so no one – including your family, friends, or professors – will ever know you used the program unless you choose to tell them.

Access support anytime, anywhere by:

Downloading the *free* My SSP App



- Through the app, you can **start an instant chat with a Student Support Advisor** (no appointment needed) or browse useful articles and videos made specifically for you. Search 'My SSP' from either the Apple App Store or Google Play and download today.

Calling **001.416.380.6578** (If calling from within North America, dial **1.866.743.7732**)



- **Immediate or scheduled sessions available** with a Student Support Advisor **in your preferred language** and at no cost to you! Ongoing support available via phone or video.

Visiting us.myissp.com



- **Chat with an Advisor online** or browse student-related resources, articles, videos and more.

For more information, please contact your International Student Services Office.

SETTLING INTO DENVER

Denver is a great place for living and studying, as there is truly something available for everyone. From the arts to the great outdoors, there is no shortage of things to do in Denver.

ISSS has created the following handout to help you get settled so that you can begin thriving in your new city. It is important to note that this is not an extensive listing of things to do and see in Denver so be sure to check out other spots on campus and get involved with student organizations. ISSS also posts events and programs on our Facebook page so be sure to follow us for up to date information at www.facebook.com/issd

Exploring Denver

- Looking to step off campus to see what the city has to offer? You're in luck! Denver has a number of museums and outdoor gardens. There really is something to see and do no matter your interest.
- Before your visit, check their website or call ahead to ask if discount student tickets are available. You can also visit the [Scientific and Cultural Facilities District website](#) to learn when admission is free.

Denver Botanical Gardens	1005 York St
Denver Zoo	2300 Steele St
Denver Center for the Performing Arts	1101 13 th Street
Denver Art Museum	100 W 14 th Ave Pkwy
Denver Museum of Nature & Science	2001 Colorado Blvd
Denver Downtown Aquarium	700 Water St
Six Flags Elitch Gardens	2000 Elitch Circle

- Denver has many beautiful parks including some in the mountains and foothills west of the city. A Google search for Denver Parks can help you find a great spot to enjoy Denver's natural beauty.
- The Mile High City is also home to professional sports teams for baseball (the Rockies), basketball (the Nuggets), American football (the Broncos), ice hockey (the Avalanche), soccer (the Rapids), and lacrosse (the Outlaws). Several of these teams have stadiums downtown which is easy to reach using RTD light rail.
- For an updated calendar of Denver area events, be sure to visit: www.denver.org or <https://www.westword.com/things-to-do>.

Transportation

- Denver has a strong public transportation system and full-time DU undergraduates and graduates (with the exception of University College, Daniels College of Business Executive MBA students) have unlimited access to the system with their RTD College Pass.
- For getting around on campus, be sure to look out for Jay's Valet. There is no mobile app for it, but you can find Jay's Valet signs throughout campus, signifying a pickup location.
- Visiting the RTD website at: <http://www.rtd-denver.com/> allows you to view schedules and plan your trip.
- Google Maps also has a great public transportation function to help individuals determine which bus or rail line to use to get to where they would like to go.
- Other great transportation options include Lyft, Uber, and shared/dockless bike programs. Visit <https://www.denvergov.org/content/denvergov/en/bicycling-in-denver/bike-safety.html> to learn about traffic laws and safety rules if riding a bike in the city.
- In order to drive a motorized vehicle such as a car, truck, moped or motorcycle in Colorado, it is necessary to have a valid driver's license. Please visit the the Colorado government website at: <https://www.colorado.gov/pacific/dmv/new-colorado-another-country> to learn more about how to obtain a driver's license.

Shopping

- **Grocery Stores:** There are several places to purchase grocery items around campus that can be accessed easily by foot, public transportation, or by car. Grocery stores in the area include:

Safeway	2150 Downing St
King Soopers	2750 Colorado Blvd 3495 S University Blvd
Target	2490 S Colorado Blvd
Sprouts Farmers Market	2880 S Colorado Blvd
Natural Grocers	2053 S Colorado Blvd
Whole Foods	1111 S Washington St

- **Shopping Centers:** When shopping to find items for your dorm room or apartment, retailers such as Wal-Mart or Target offer a large selection. Other good options include Big Lots, Bed Bath & Beyond, Sears, Best Buy or IKEA depending on the type of item you are looking for.
- **Used Items:** One way to save money is to purchase used or 'second-hand' items instead of buying something brand-new. Stores such as Goodwill and ARC Thrift Stores sell used furniture, kitchen supplies, household goods and clothes often for a fraction of the price of a similar new item.

International Markets

Almostafa International Market	Middle Eastern	2159 S Parker Rd, Denver
Arash International Market	Persian	2720 S Parker Rd, Aurora
Black Sea Market	Russian	7290 E Mississippi Ave, Denver
Contreras Market	Mexican	3570 Morrison Rd, Denver
European Gusto Market & Café	European	4015 E Arkansas Ave, Denver
European Market of Lakewood	European	1990 N Wadsworth Blvd, Lakewood
Haat Bazaar	South Asian	2648 S Parker Rd, Aurora
H Mart	Korean	2751 S Parker Rd, Aurora
India's Harvest	Indian	3095 S Peoria St, Aurora
Kantamanto African Market	African	495 Havana St, Aurora
Little Saigon Market	Vietnamese	375 S Federal Blvd, Denver
Melita's Greek Café & Market	Greek	1035 Lincoln St, Denver
Merhaba International Market	Ethiopian	6879 Leetsdale Dr, Denver
Middle East Market	Middle Eastern	2254 S Colorado Blvd, Denver
M&I International Market	Russian/Polish	909 S Oneida St, Denver
Mi Pueblo Market	Mexican	125 Knox Ct, Denver
Nazar International Market	Turkish/M.E.	1842 S Parker Rd, Denver
New Saigon Market	Vietnamese	1076 S Federal Blvd, Denver
Pacific Mercantile Company	Japanese	1925 Lawrence St, Denver
Pacific Ocean Marketplace	Pan-Asian	2200 W Alameda Ave, Denver
Solomon's European Grocery & Deli	East. European	1939 S Havana St, Aurora
Sun Valley International Market	Ethiopian	1229 W 10 th Ave, Denver
Viet Hoa Supermarket	Pan-Asian	225 S Sheridan Blvd, Lakewood
World Food Bazaar	African/Indian	242 Havana St, Aurora
Zamzam Halal Intl Market & Deli	Middle Eastern	7449 E Illif Ave, Denver

Faith Communities on campus:

Numerous religious groups on campus represent the religious diversity of the student body. Information about DU-based faith groups can be found on the Cultural Center website:

<https://www.du.edu/culturalcenter/spiritual-life/campus-organizations/faith-communities.html>

Prayer Spaces

Evans Memorial Chapel is located on campus and is used by many people and student groups as a place for private prayer and reflection. Additionally, there are three other meditation/prayer spaces on campus:

Centennial Towers Room 113	Available from 4:00am to midnight. If not a resident, call the front desk for access to building.
Ruffato Hall Room 224	Available whenever the building is open.
Wesley Hall Room 206	Available from 8:00am to 4:30pm with after-hours card swipe access available upon request.
International House Lower Level	Available whenever I-House is open.

Places of Worship

There are many places of worship available in the Denver Metro area, but they are too numerous to name here. Using a search engine with “[name of your faith] in Denver” will yield many results.

Please refer to the Cultural Center if you need further assistance finding a faith-based group.



UNIVERSITY of
DENVER

INTERNATIONALIZATION
International Student &
Scholar Services

CELL PHONES

The following information is based on feedback from DU students. International Student and Scholar Services has provided the following information as a resource; it should not be taken as an endorsement of the products/services listed.

Simple Mobile

- Simple Mobile is a prepaid, no contract provider that offers cell phone plans ranging from \$25 to \$60 a month. International students can save even further by opting to automatically recharge their account each month.
- The \$25 a month plan includes unlimited calling, texting and 1 GB of high speed data. Once the high-speed data is used up, the speed goes into 2G. For higher data caps, they have plans going up to truly unlimited for \$60. With the proliferation of campus Wifi, students can adjust their plan costs to reflect their data needs.
- Simple Mobile plans include international texting and international calling to a number of countries like Mexico, Canada, China and India. For other countries, customers can access low rates by adding a global calling card.
- Reliable service using the T-Mobile network. No US credit score is needed.
- No contract: stop service or upgrade/downgrade plan anytime. Works with unlocked GSM phones
- Learn more and locate your nearest store by visiting: <https://ww2.simplemobile.com/>.

FreedomPop

- FreedomPop has a free phone plan that provides 200 talk minutes, 500 text messages and 500 MB of high-speed data each month. In an age where more and more communications are routed through internet apps and Wifi is widely available, their free plan is sufficient for a lot of students.
- If the free plan doesn't meet your needs, FreedomPop offers numerous upgrade options. Plans go as high as 4 GB per month, and 1.5 cents per MB for paid plan users.
- Good service powered by VoIP and Sprint's 4G LTE data network with no contract
- Bring your own unlocked phone – GSM SIM card option for unlocked phones
- Learn more by visiting: <https://www.freedompop.com/>.

Verizon

- In the US, Verizon is the leading network that many cell phone owners use. When it comes to quality performance, it provides the best wireless network in all six regions, according to research firm JD Power. Some of the advantages include mobile hotspot and video streaming without additional fees. A Verizon plan typically includes unlimited talk and text, unlimited or limited data, video streaming, mobile hotspot tethering, Mexico and Canada service (premium plans).
- Students can either choose the U unlimited plan or other less expensive options such as S for 2GB, M for 4GB, or L for 8GB cell phone plan. Verizon also offers prepaid plans that cost \$40 a month that include unlimited talk, text and 3 GB of high speed data.
- Depending on the features you need, you will have to pay a monthly fee of \$35 to \$80 per line, plus taxes and other fees.
- There is no credit check if you go prepaid. All Verizon plans are no contract plans. International calls at low rates with an international calling plan.
- Individuals may purchase a phone at Verizon or they may bring their own CDMA phone.
- To learn more and to find a location nearby visit: <https://www.verizonwireless.com/>.

StraightTalk

- StraightTalk offers a variety of plans without the need for contracts.
- Available plans include: \$35 with 2GB data and unlimited call and text nationwide, \$45 with 8GB data and unlimited call and text nationwide, \$55 with 12GB data and unlimited call and text nationwide
\$60 with 8GB data and unlimited call and text worldwide, \$30 with 100MB data and unlimited texts.
- StraightTalk also offers a prepaid plan, meaning that you prepay for the services ahead of time, and there are no overage charges. It also means more data for the same price compared to post-paid plans.
- You can use this plan with your own phone or purchase a phone and plan through StraightTalk.
- To learn more about StraightTalk, visit their website at: <https://www.straighttalk.com/wps/portal/home>.



BANKING

ATM Card

An ATM (Automated Teller Machine) card can be used to withdraw cash from your checking account. There are no fees if cash is withdrawn from one of your bank's ATMs. However, if money is withdrawn from a non-network ATM, you will likely be charged a fee.

Debit Card

A debit card is an ATM card with a MasterCard or Visa logo allowing you to make purchases in stores and online. Since each transaction is taken directly from your bank account, you will need to monitor the balance to make sure that you always have sufficient funds. The fees for an overdraft—spending more money than is available in the account—are very high.

- Many banks offer free checking accounts to students. These accounts typically come with an ATM card or debit card, the ability to write checks, and the option to access your account online to review the balance and transaction history.

Tips

Be aware that some companies, including gas stations, hotels, and car rental agencies, may place an authorization hold on the debit card for the estimated cost of a transaction which is greater than the actual purchase price. These funds are blocked until the bill is paid, which temporarily reduces your account balance. In some instances, it can take a few business days for the hold to be removed. Therefore, you will need to be cautious about making such purchases if your account balance is low, in order to prevent an overdraft or having a transaction denied for insufficient funds.

- When buying something with a debit card, the cashier may ask you if the purchase is 'credit' or 'debit.' While either option will take the funds directly from your checking account, there are different procedures to complete the transaction. If you choose credit, you normally will sign the receipt (though many merchants no longer require a signature for purchases under \$25). If you choose debit, you will need to enter your Personal Identification Number (PIN). Choosing debit also gives you the option to 'get cash back'—withdraw additional cash from your account at no extra charge.

BANK BRANCHES NEAR CAMPUS

- When you open an account, you will need your current mailing address, a form of picture identification, such as your passport, and in some cases, a minimum amount of money to deposit. As an F-1 or J-1 visa holder, a social security number may be needed to open a bank account. Only international students working on or off campus are eligible to apply for a Social Security Number. For more information, please contact the bank directly.
- The banks listed below are close to the university campus and are popular choices for students who live on-campus. These branches are also familiar with the needs of international students. International Student and Scholar Services cannot endorse a particular bank for you.

Bank Name	Address	Phone Number	Website
1st Bank	1316 E. Evans Ave.	303-778-8300	efirstbank.com
Bank of the West	2050 S. Downing St.	303-202-5521	bankofthewest.com
Chase	2040 S. University Blvd.	720-570-0751	chase.com
Key Bank	2305 S. Colorado Blvd.	303-753-1779	key.com
TCF Bank	2090 S. University Blvd	303-839-3030	tcfbank.com
US Bank	Driscoll Student Center	303-542-0325	usbank.com
Wells Fargo	2150 S. Downing (inside Safeway)	303-733-3560	wellsfargo.com



FOOD AROUND CAMPUS

Anthony's Pizza & Pasta	Pizza	1628 E Evans Ave
Ben & Jerry's	Dessert	2339 E Evans Ave
Birdcall	Chicken	1535 E Evans Ave
Blackjack Pizza & Salads	Pizza	2443 S University Blvd
Bruegger's Bagels	Breakfast	2000 S University Blvd
Chipotle Mexican Grill	Burritos	1644 E Evans Ave
Donut House	Breakfast	2075 S University Blvd
Einsten Bros. Bagels	Breakfast	1213 E Evans Ave
Ginza Sushi & Grill	Japanese	2104 S University Blvd
Insomnia Cookies	Dessert	2075 S University Blvd
Illegal Pete's	Burritos	1744 E Evans Ave
Jelly U Café	Breakfast	1700 E Evans Ave
Jerusalem Restaurant	Middle Eastern	1890 E Evans Ave
Kaladi Coffee Roasters	Coffee	1730 E Evans Ave
Lucile's Creole Café	Breakfast	999 E Evans Ave
Papa John's	Pizza	1505 E Evans Ave
Pete's University Park Café	Greek/American	2345 E Evans Ave
Pita Fresh	Middle Eastern	2075 S University Blvd
The Pioneer	Tex-Mex	2401 S University Blvd
Phở Saigon Star	Vietnamese	2045 S University Blvd
Snarf's	Sandwiches	1729 E Evans Ave
Starbucks	Coffee	2000 S University Blvd 2055 E Evans Ave 2150 S Downing St
Spanky's Roadhouse	American	1800 E Evans Ave
Tacos El Metate	Mexican	2060 S University Blvd
Tatsu Izakaya	Japanese	2022 S University Blvd
Tokyo Bowl	Japanese	2337 E Evans Ave
Yum Yum Spice	Chinese	2039 S University